



Transport for London Customer service and operational performance report

Quarter 4 (9 December 2018 - 31 March 2019)

About Transport for London (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'. We are committed to creating a 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 on foot, by cycle or using public transport by 2041. To make this a reality, we prioritise health and the quality of people's experience in everything we do.

We manage the city's red route strategic roads and, through collaboration with the London boroughs, can help 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 and improve air quality, revitalise town centres, boost businesses and connect communities.

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

We are moving ahead with many of London's most significant infrastructure projects, using transport to unlock growth. We are working with partners on major projects like Crossrail 2 and the Bakerloo line extension that will deliver the new homes and jobs London and the UK need. We are in the final phases of completing the Elizabeth line which, when it opens, 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 freezing TfL fares so everyone can afford to use public transport, 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. We all need to pull together to deliver the Mayor's Transport Strategy; by doing so we can create a better city as London grows.

Contents

4 Introduction

6 Business at a glance

7 Mayor's Transport Strategy themes in this report

8 **Healthy Streets and healthy people**

10 London's transport system will be safe

24 London's transport system will be secure

36 More active travel

42 **A good public transport experience**

44 The public transport network will meet the needs of a growing London

52 Public transport will be accessible to all

60 Journeys by public transport will be fast and reliable

70 Journeys by public transport will be pleasant

102 Glossary

Introduction

Our customers and users expect a safe and reliable transport network, offering value for money and innovation to make journeys easier. We put customers at the heart of everything we do.

We are committed to listening to our customers and investing to improve journeys. We also focus on tackling our customers' most common day to day frustrations.

In 2018/19, London Underground saw a record number of 1.384bn journeys made across the network and 27m more than in 2017/18. We also saw an improvement in the time it took customers to complete their journeys.

As part of our commitment to deliver a more accessible Tube network, we delivered step-free access at five new stations, including Victoria which supports nearly 80m journeys a year. We now have 78 step-free access stations, with a further eight scheduled for 2019/20.

While injury numbers decreased across TfL services overall, it was disappointing that London Underground saw an increase in the number of customer injuries. This was partly because we are encouraging more reporting of incidents, which is positive because we are now capturing events that may have previously gone unrecorded. We are taking action to reduce customer injuries and have refreshed safety plans, including for stairs and escalators at hotspot locations across the network.

The performance of the bus network continues at an all-time high. Improvements have been seen in excess waiting time over the past three years and bus speeds are stabilising. On the road network, the decline in serious and severe disruption in previous quarters has continued, with a noticeable decline this year compared to Q4 a year ago. We have also saved more than 16,900 customer hours per day for people choosing sustainable modes of travel as a result of changes made to almost 800 traffic signals.

This report includes a spotlight on our Access All Areas exhibition, London's largest and most accessible transport event hosted in March. More than 1,500 people attended, with many more people engaging over social media. We showcased the latest accessible transport innovations, design and services, which will make it easier for people to make the most of everything London has to offer.

We have successfully achieved a major reduction in the number of high and very high severity complaints received about London Underground station staff, due to increased focus on the issue. There are plans to examine this on other services as well.

Nigel Holness

Managing Director, London Underground

Gareth Powell

Managing Director, Surface Transport

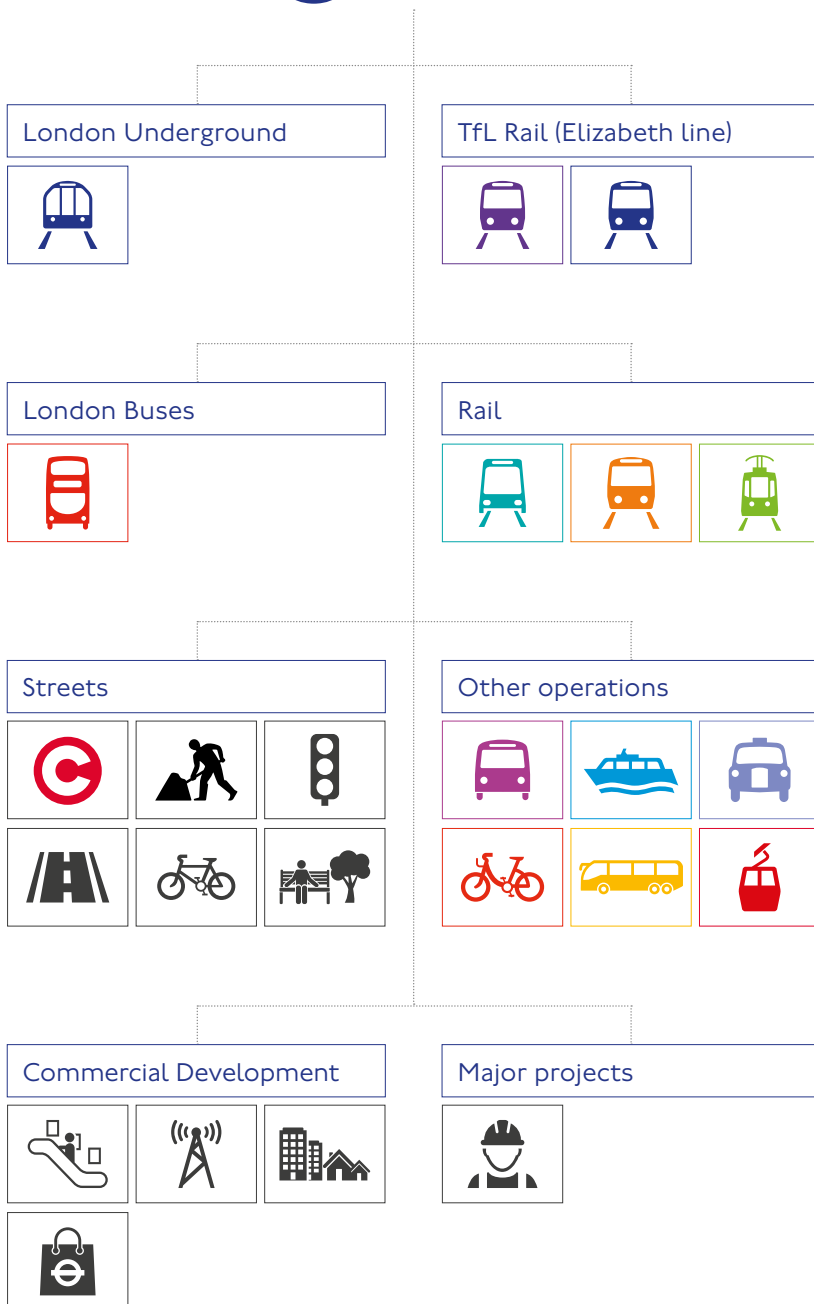
Vernon Everitt

Managing Director, Customers,
Communication and Technology

Business at a glance

Keeping London moving, working and growing to make life in our city better

How we report on our business



Facts and figures*

945 Trains on the TfL network



580km

TfL-operated highways



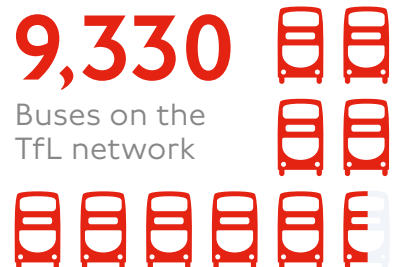
720km

TfL-operated Rail and London Underground routes



9,330

Buses on the TfL network



6,365

Traffic signals operated by TfL



* Based on full year 2018/19

Mayor's Transport Strategy themes in this report

Our role is to deliver the Mayor's Transport Strategy in partnership with London's boroughs, businesses, local communities, consumer organisations and many others. The ambitious plan will increase the attractiveness of public transport and make cycling and walking easier and more convenient options.

We are providing more trains on our busiest services, and investing in

upgrades and step-free access schemes. We are making local streets healthier and more pleasant places. Listening to, and acting on, the suggestions of our customers enables us to make walking, cycling and public transport the first choice for the vast majority of trips. And we will continue to improve services to unlock the new jobs and housing our city needs.

This report looks at our performance in relation to the following themes from the Mayor's Transport Strategy:

Healthy Streets and healthy people



A good public transport experience

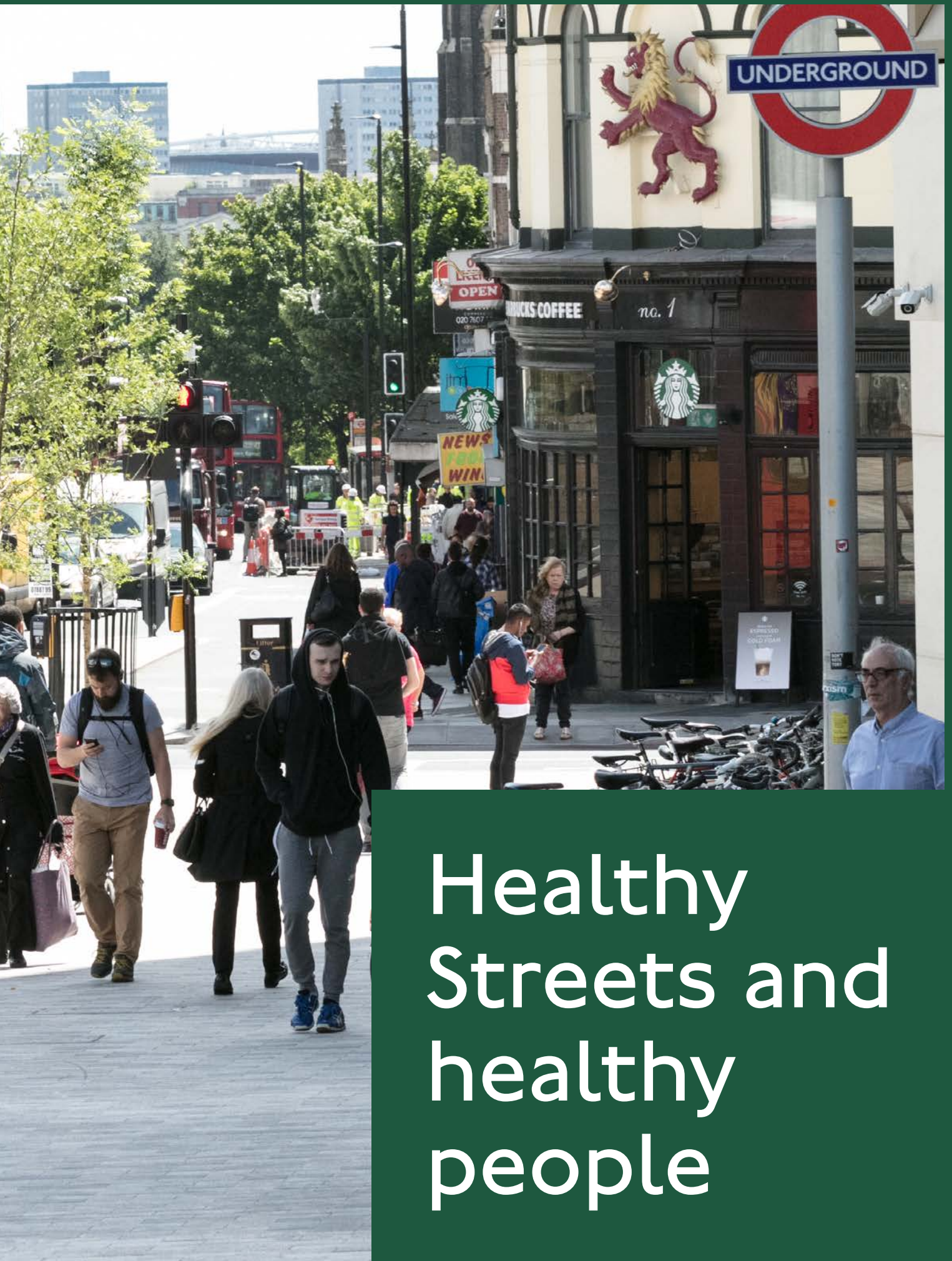


Scorecard measures

We use a scorecard to measure our performance against the Mayor's Transport Strategy. In this report, the scorecard measures are marked like this.



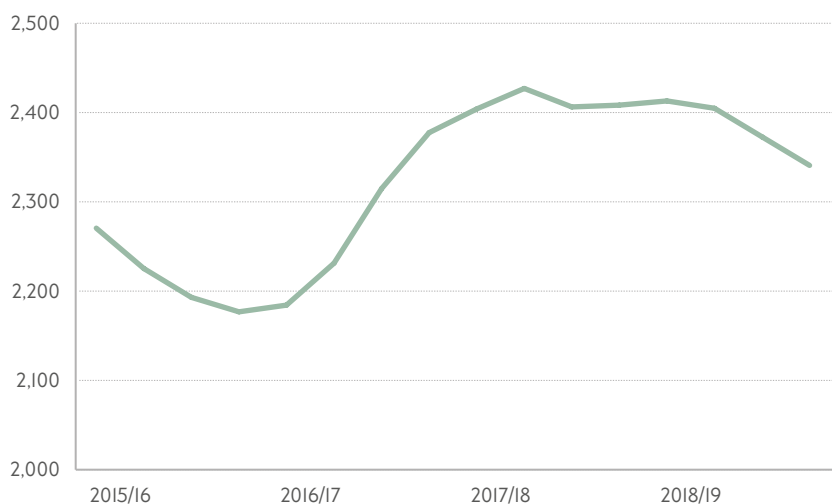




Healthy Streets and healthy people

London's transport system will be safe

Customer injuries Moving annual average



Across our public transport network, a total of 2,600 customers were injured in Q4; this is 4.7 per cent fewer than the same quarter last year.

Buses experienced the biggest improvement, with 13.7 per cent fewer injuries reported compared to the same quarter last year. London Underground customer injury numbers saw an increase of 8.8 per cent compared to the same quarter last year.

Provisional data indicates there were 8,122 injuries on London roads.

1,170



Number of injuries on the London Underground network this quarter (8.8%▲ against Q4 2017/18)

1,281



Number of injuries on the bus network this quarter (13.7%▼ against Q4 2017/18)

128

Number of injuries on the rail network this quarter (9.2%▼ against Q4 2017/18)

21

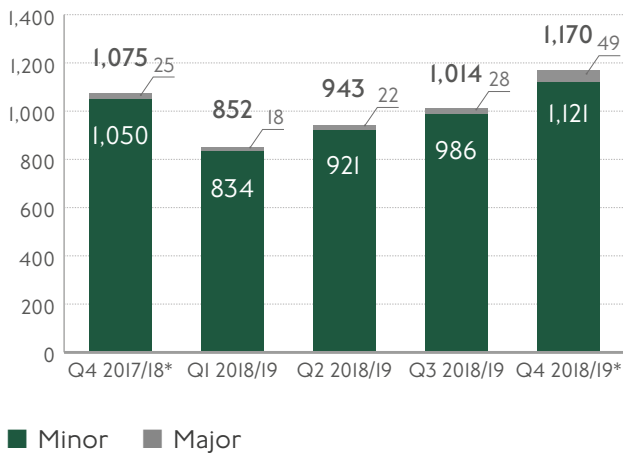
Number of injuries within our other operations this quarter (22.2%▼ against Q4 2017/18)



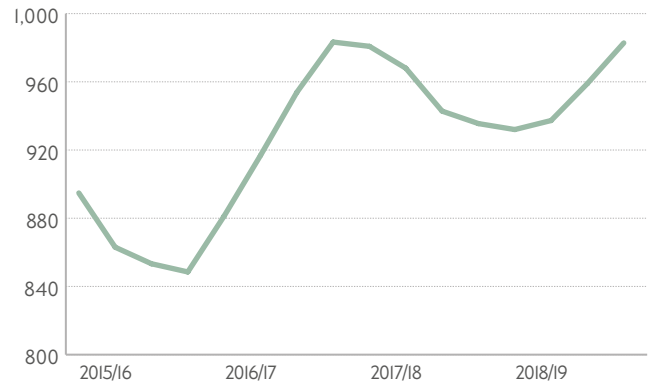


Underground

Customer injuries Past five quarters



Moving annual average



Top three causes of injury (%)

Slips, trips and falls	89
Hit by doors, gates or other objects	9
Other	1

There was one fatality following a customer falling on the stairs at Monument station. Slips, trips and falls remain the biggest cause of injury on London Underground and five per cent of these are major injuries. Customer injuries increased by 8.8 per cent compared with the same quarter last year. In part, this is because we have encouraged greater incident reporting. Our safety plans involve posting staff at key slip, trip and fall locations and this has led to recording incidents not previously captured.

We have extended our Escalator Excellence programme to all stations and Stair Excellence was rolled out at 36 stations to improve management of this risk. These programmes set the standard for good safety management practices.

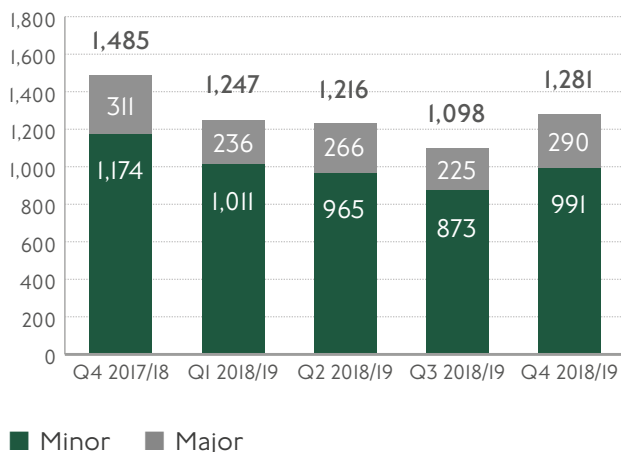
These local initiatives have the same criteria: excellent public announcements, eg, specific announcements about risks on stairs or escalators, made at the right times; posters in suitable locations highlighting the risks of slipping on the stairs or escalators during adverse weather; and encouraging our staff to help vulnerable customers to reduce the likelihood of accidents.

* Q4 is longer than quarters 1 to 3 (16 weeks vs 12 weeks)

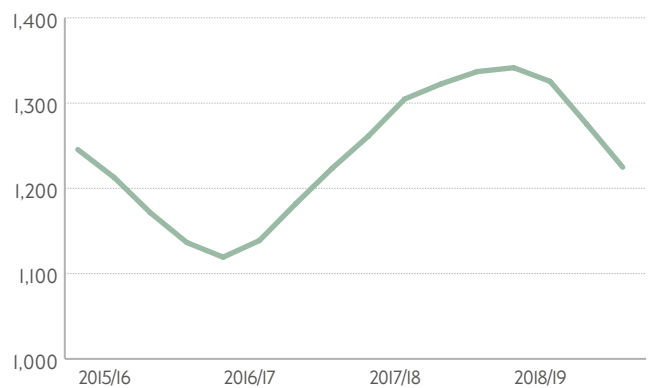
Buses

Customer injuries

Past five quarters



Moving annual average



Top four causes of injury (%)

Slips, trips and falls	62
Struck by/against object	13
Trapped fingers/limbs	8
Collisions	5

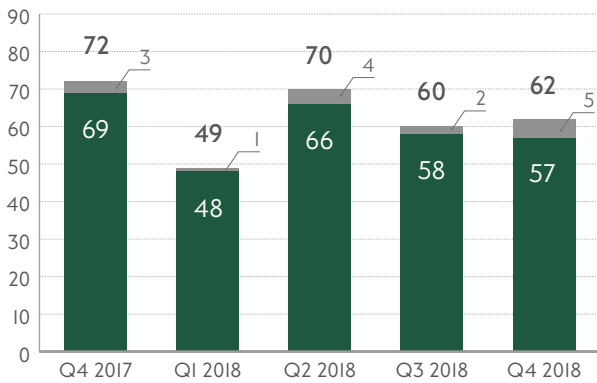
There were 13.7 per cent fewer customer injuries on buses compared with the same quarter last year. Twenty-three per cent were classed as major as they required hospital treatment. Slips, trips and falls remain the biggest cause of bus customer injuries, with the majority happening in bus aisles, with sudden bus movement being the key contributory factor.

There were customer safety campaigns in all bus operator depots throughout December and January, resulting in a 12 per cent reduction in injuries compared with same period last year. The campaigns covered driver's hazard perception, understanding blind-spots to allow time for customers to board/alight and take a seat, promoting safe travel in schools, and sharing learning from incidents across depots.



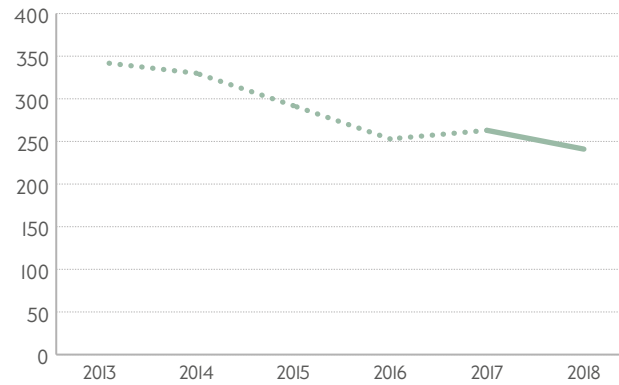
People killed or seriously injured in collisions involving a bus* (provisional)

Past five quarters



■ Seriously injured ■ Killed

Annual totals*



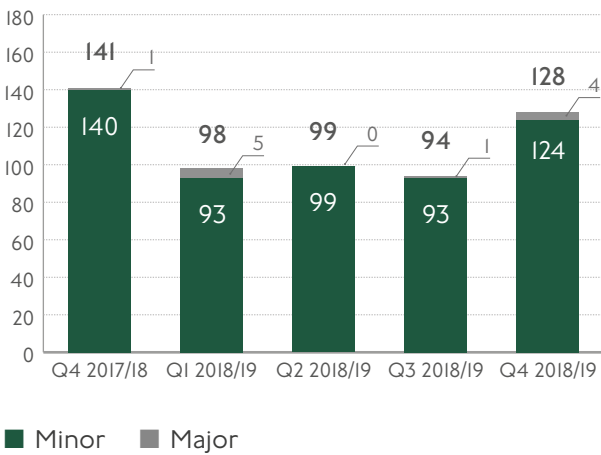
Provisional figures for 2018 show that 241 people were killed or seriously injured in collisions involving a London bus. This is 58.9 per cent reduction from the 2005-09 baseline and ahead of the 2018 target needed to meet the Mayor’s Vision Zero target of a 70 per cent reduction in the number of people killed or seriously injured involving a London bus by 2022.

Provisional figures show that 62 people were killed or seriously injured in collisions involving a London bus during Q4 of 2018. This is a 14 per cent reduction compared to Q4 of 2017.

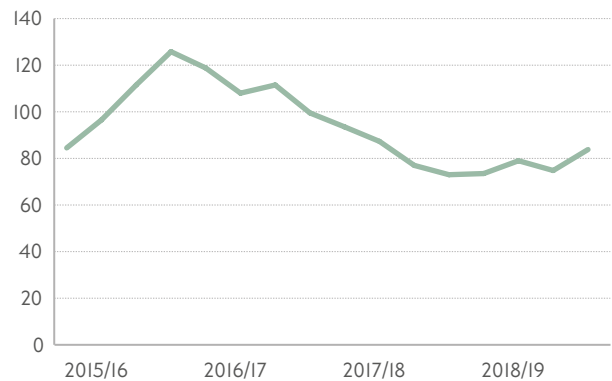
* Figures from the end of 2016 have been reported using a new system (COPA). The dotted line in the graph for calendar years 2013-16 denotes back-estimated figures following analysis undertaken with the Transport Research Laboratory to indicate how many collisions would have been reported under this system in previous years

Rail

Customer injuries Past five quarters



Moving annual average



Injuries by service

London Overground	58
DLR	25
TfL Rail	38
Trams	7

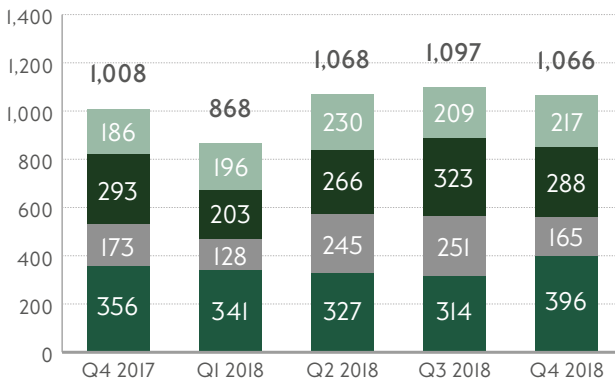
There were nine per cent fewer Rail customer injuries compared to Q4 last year, with a significant improvement on DLR services around slip, trip and fall incidents. Two safety-related initiatives helped reduce the number of incidents: a poster and a public announcement campaign warning passengers moving around stations of the hazards associated with adverse weather, for example, to take care on damp and/or slippery surfaces. Introducing and fitting red comb plates at the top and bottom of escalators following a similar initiative on London Underground has reduced the number of falls on escalators.

We continued to implement the recommendations from the Rail Accident Investigation Branch investigation into the overturning of a tram at Sandilands Junction in 2016. We have fitted a new, higher specification film to all tram doors and windows and are working hard to complete all of the commendations from our regulator, the Office of Rail and Road.

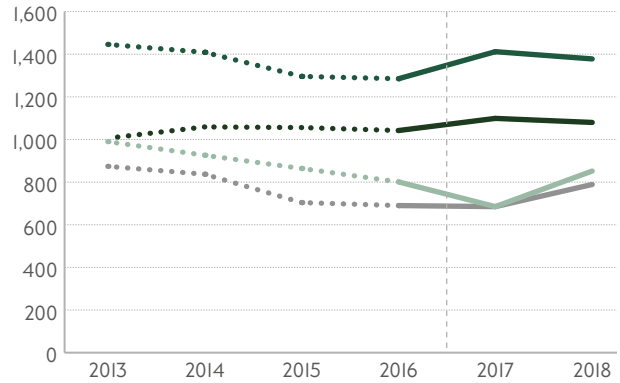
We have helped to set up the new Light Rail Safety and Standards Board, which now has confirmed Government funding. TfL is represented on the board.



People killed or seriously injured* (provisional)
Past five quarters (type of user)

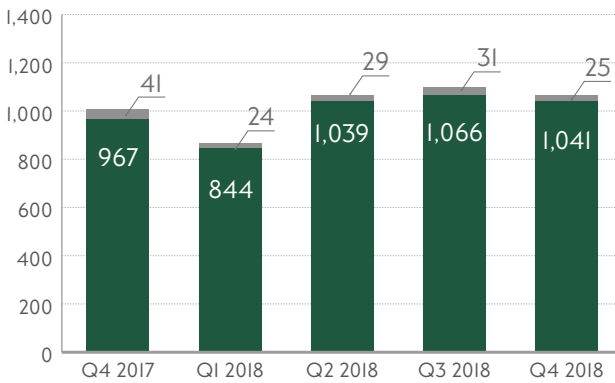


Annual totals*



■ Pedestrians ■ Cyclists ■ Motorcycles ■ Other motorised vehicles

Past five quarters
(Killed or seriously injured)



■ Killed ■ Seriously injured

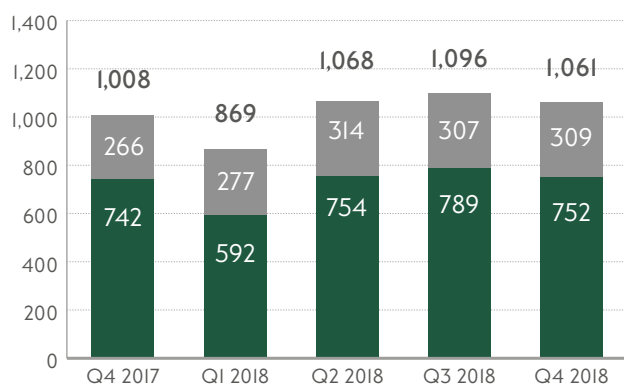
Provisional figures for 2018 show that 4,099 people were killed or seriously injured on London's roads. This is a 36 per cent reduction from the 2005-09 baseline, but behind the 2018 target required to meet the Mayor's Vision Zero target of a 65 per cent reduction in the number of people killed or seriously injured by 2022.

The number of people killed or seriously injured while cycling and motorcycling fell during Q4 of 2018 when compared to the same quarter in 2017. However, the number of people seriously injured while walking increased, in particular in collisions involving cars.

During the whole of 2018 the greatest increase in the number of people killed or seriously injured was among car occupants, compared to 2017. The number of people killed or seriously injured while cycling also increased, in particular in collisions involving cars. We are undertaking further analysis to understand these concerning trends.

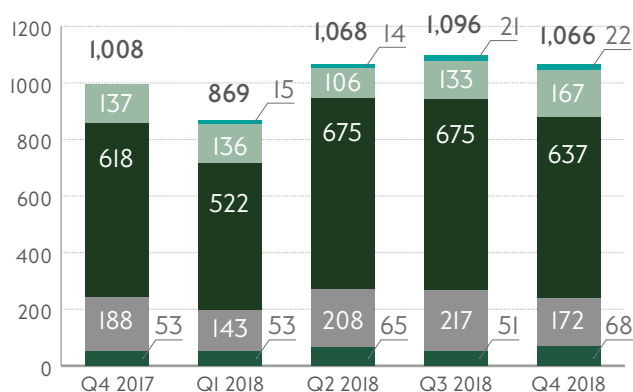
* Figures from the end of 2016 have been reported using a new system (COPA). The dotted lines in the graph for calendar years 2013-2016 denote back-estimated figures following analysis undertaken with the Transport Research Laboratory to indicate how many collisions would have been reported under this system in previous years.

Past five quarters (gender where known)



■ Male ■ Female

Past five quarters (age)



■ 0-15 ■ 16-24 ■ 25-59 ■ 60+ ■ Unknown

We have now completed work at 29 out of the 73 junctions identified as some of the most dangerous, introducing mitigation measures to reduce road danger. Our initial review of the completed projects has found an average 25 per cent decrease in collisions, across all locations.

Operation Goldstein with the Roads and Transport Policing Command deployed a combination of enforcement, engagement and engineering interventions to make a lasting change to road user behaviour. In January, we launched a crackdown on illegal, dangerous and careless behaviours. Eighty-four drivers were arrested for offences including drink, drug, dangerous and disqualified driving. We continue to work closely with the Metropolitan Police Service (MPS) to implement a Vision Zero policing strategy and to deliver active problem-solving at high-risk locations.

To support borough road danger reduction, a tailored 2017 dashboard summary and factsheet was sent to each borough at the end of December 2018. This outlined key casualty trends, risks and issues in that borough.

We now have confirmation that the European Union has raised no objection to our Direct Vision Standard for HGVs, allowing us to continue implementing the scheme. The standard will enable better detection of all vulnerable road users, including cyclists, pedestrians and motor cyclists, and help continue the trend of reducing the number of people killed or seriously injured on London's transport network.

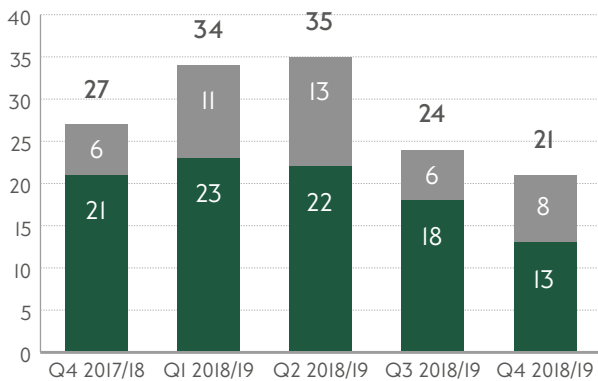
To help inform our future plans, we are working with the charities RoadPeace and Brake, and meeting with people affected by road trauma, to understand what more we can do to provide more support. The discussions have been highly productive and we are using some of the suggestions to identify actions in response.

Other operations



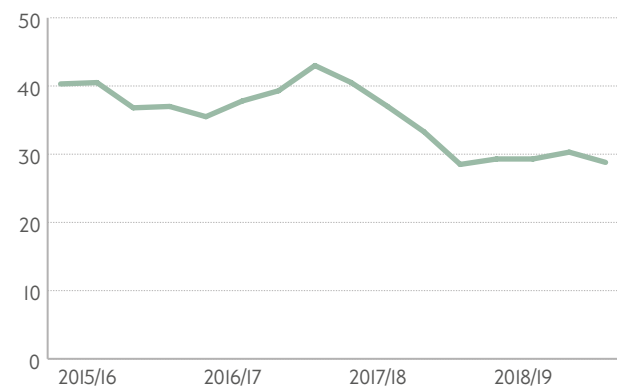
Customer injuries

Past five quarters



■ Minor ■ Major

Moving annual average



Top three causes of injury (%)

Slips, trips and falls	71
Collisions	5
Personal injury	24

There were 22 per cent fewer injuries across our other operations, compared with the same quarter last year. Nineteen were on Dial-a-Ride and two at Victoria Coach Station. All major injuries occurred on Dial-a-Ride, of which five were while boarding. New vehicles with lower floors that are easier for customers to get on and off are being introduced across the fleet.

Through the Thames Partnership Group, we continued our joint working with the Port of London Authority, the Maritime Coastguard Agency and the River Police on river safety.



Safety – feedback from customers

Number of complaints

	Q4 2017/18	Q4 2018/19
London Underground	306	408
London Buses	1,106	1,656
DLR	32	37
London Overground	35	42
TfL Rail	18	18
London Trams	11	12
Emirates Air Line	1	2
Congestion Charge	0	0
Dial-a-Ride	3	3
London River Services	2	0
Santander Cycles	1	1
Taxis*	6	11
Private Hire*	2	0
Total	1,523	2,190

There was an increase in safety contacts compared to last year, this is because of the introduction of a new web feature that allows our customer relationship management (CRM) system to capture safety issues more effectively. All safety critical contacts are actioned within 24 hours.

Buses remain the area with the most safety complaints, with passenger falls, collisions or near misses with other road users the main concerns. London Underground also saw an increase in customers reporting faulty train doors and escalators, which are logged as safety feedback and acted upon.

* Taxi and private hire complaint numbers are not directly comparable due to the way they are received and recorded

Incident support

Sarah Hope Line



The Sarah Hope Line offers comprehensive help and support to anyone involved in, or affected by, a serious incident on our network. Our dedicated team, based within our Contact Centre Operations in North Greenwich, offers a range of services, from counselling to reimbursement of medical costs. We also work in partnership with organisations including Assist Trauma Care, The Samaritans and a range of private therapy clinics to provide further specialised support.

The Sarah Hope Line has been supporting people, including witnesses and their families, in relation to a number of incidents on London Underground, London Overground, DLR and bus services. The team is also working with the Suicide Prevention team to support witnesses and families.

The Sarah Hope line received 161 calls during Q4, resulting in 19 new cases of people needing our help. These were split as follows:

London Underground/ London Overground/DLR	14
London Buses	4
Streets	1
Total	19



London's transport system will be secure

We are committed to keeping customers safe and secure. Neither crime, nor the fear of crime, should deter people from using London's streets and transport system. We work closely with the MPS, the British Transport Police (BTP) and the City of London Police to tackle crime and antisocial behaviour. We also work with our policing partners address the risk of terrorism and to support the Mayor's Vision Zero ambitions.

Overall, the volume of crime on London's transport network is slightly higher than a year ago. Bus-related crime continues to decline, while rail networks, with exception of London Trams, have all seen an increase in reported crime. To address this, the BTP, at our request, has reinstated local policing teams on our network. The BTP has also re-established a staff assaults team to work with us to deal with issues related to low-level violence.

Over the last year we have been working with the police and other partners to safeguard children and adults at risk, keeping them safe from harm and abuse. This includes specific measures to help people who sleep rough on our network. We are funding a transport focused outreach team and issued refreshed guidance to front-line staff about reporting rough sleeping and making referrals to outreach services in order to provide the help people need.

All figures below are per million journeys

11.2



Number of crimes on the London Underground network this quarter (17%▲ against Q4 2017/18)

8.5



Number of crimes on the Trams network this quarter (10.4%▼ against Q4 2017/18)

14.5



Number of crimes on the TfL Rail network this quarter (36.2%▲ against Q4 2017/18)

8.2



Number of crimes on the London Overground this quarter (12.1%▲ against Q4 2017/18)

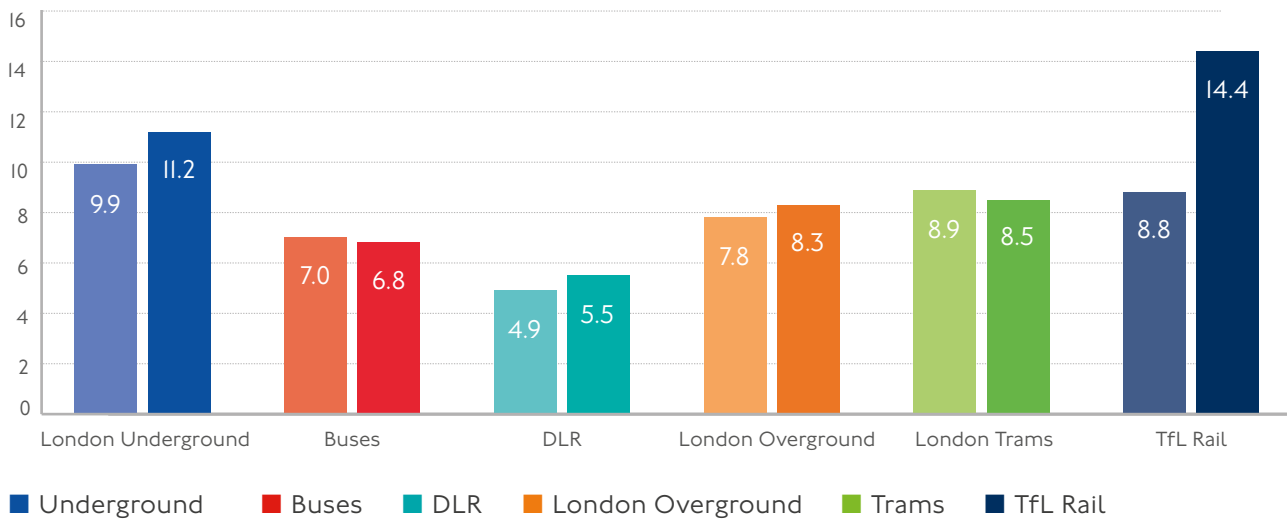
6.8



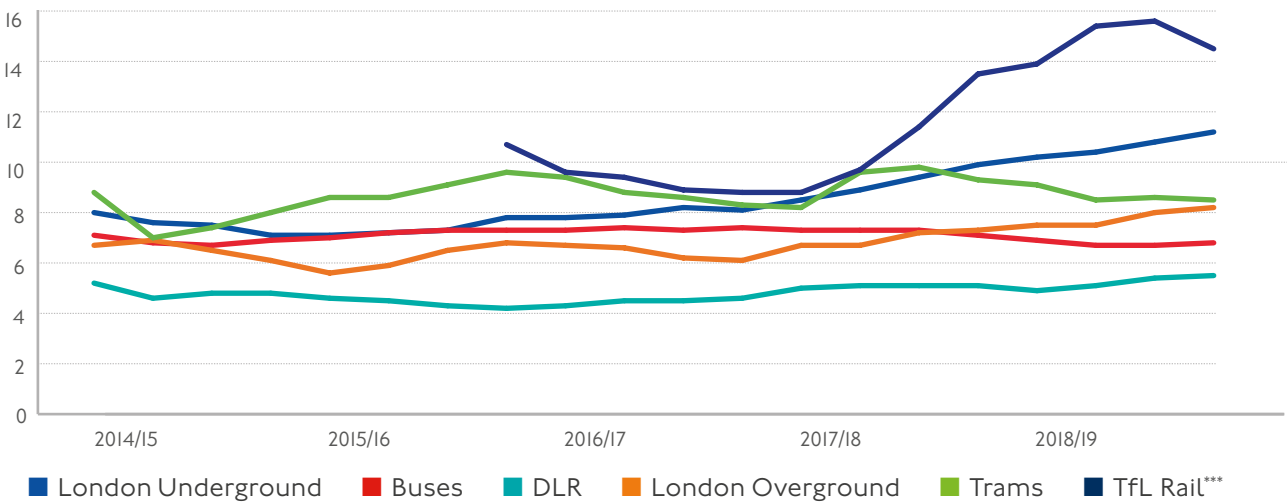
Number of crimes on the bus network this quarter (4.6%▼ against Q4 2017/18)

Recorded crime rate*

Recorded crimes by service per million passenger journeys (Q4 2017/18 vs Q4 2018/19)



Annual trend (moving average)**



* All crime and outcome figures are based on data from April to February.

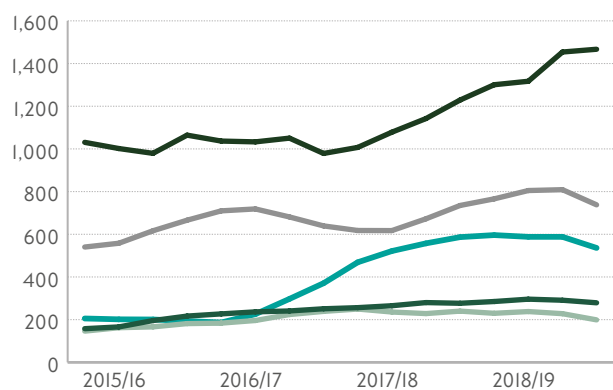
** Crime information used in the annual trend moving average for Q4 2018/19 includes only January and February 2019, whereas all previous quarterly information is based on three months of data. This is owing to the availability of crime information at the time this report was produced, and does not affect the long-term trend

***The large volume and percentage rise in crime is partly due to the fact that the figures include offences reported on the Paddington to Heathrow service introduced during May 2018

Recorded crimes by service

	Full year 2017/18	Full year 2018/19	Variance %
London Underground	12,175	14,241	17.0
London Buses	14,447	13,788	-4.6
DLR	561	618	10.2
London Overground	1,277	1,431	12.1
London Trams	251	225	-10.4
TfL Rail	542	738	36.2

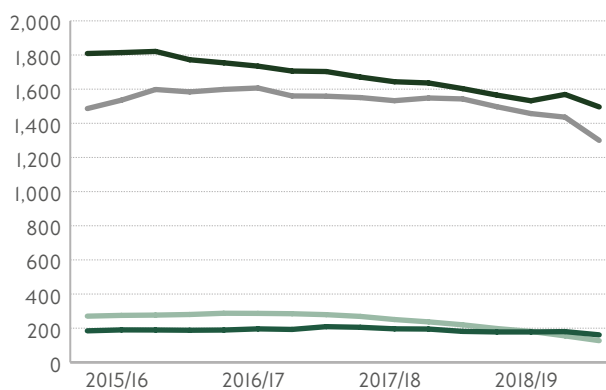
London Underground – top five categories of crime (moving annual average)



- Theft of passenger property
- Violence against the person
- Serious public order
- Sexual offences
- Criminal damage

Violence against the person and serious public order have followed a rising trend, which fell slightly in Q4 2018/19, while theft of passenger property has continued to rise. Sexual offences and criminal damage have risen slightly in the long term and remained relatively static throughout 2018/19.

Buses – top four categories of crime (moving annual average)



- Theft of passenger property
- Violence against the person
- Sexual offences
- Criminal damage

Over the long term, theft and criminal damage have followed a falling trend. Violence against the person has remained relatively static in the long term and has begun to fall in 2018/19. Sexual offences have remained relatively static in the long term.

Recorded crimes by service

London Underground

	Full year 2017/18	Full year 2018/19	Variance %
Violence against the person	2,629	2,951	12.2
Sexual offences	1,030	1,117	8.4
Criminal damage	872	795	-8.8
Line of route*	66	43	-34.8
Theft of passenger property	4,400	5,867	33.3
Motor vehicle/cycle offences	359	401	11.7
Robbery	144	181	25.7
Theft of railway property/burglary	197	191	-3.0
Serious public order	2,153	2,145	-0.4
Serious fraud	80	105	31.3
Drugs	158	317	100.6
Other serious offences	87	128	47.1
Total notifiable offences	12,175	14,241	17.0

We continue to address the rise in reported crime, which has been driven by increased reporting of sexual offences following our campaign to encourage this, and more instances of low-level violence, theft and robbery.

High-visibility policing operations are being focused on key transport hubs, and the BTP and MPS are working in partnership to tackle theft by organised gangs. There have also been targeted patrols on sections of the London Underground network to identify known suspects and disrupt their activity.

* Malicious obstruction on the railway, and/or damaging stock, endangering passengers

London Buses

	Full year 2017/18	Full year 2018/19	Variance %
Burglary	35	21	-40.0
Criminal damage	816	507	-37.9
Drugs	170	114	-32.9
Fraud or forgery	1	1	0.0
Other notifiable offences	180	179	-0.6
Robbery	1,080	1,139	5.5
Sexual offences	658	645	-2.0
Theft and handling	5,872	5,983	1.9
Violence against the person offences	5,635	5,199	-7.7
Total notifiable offences	14,447	13,788	-4.6

The overall decrease in reported bus-related crime was driven by decreased violence against the person, criminal damage and decreased reporting of sexual offences.

The reduction in violent offences is partly a result of sustained intelligence-led operations by local teams on the bus network, who have had a high-visibility presence. The bus network has also not seen the capacity issues that have driven some of the increase in crime on the London Underground. Robbery and theft and handling have seen an increase with high-visibility patrols and joint operations with the BTP to tackle organised gangs.

DLR

	Full year 2017/18	Full year 2018/19	Variance %
Violence against the person	139	184	32.4
Sexual offences	21	38	81.0
Criminal damage	25	34	36.0
Line of route*	9	3	-66.7
Theft of passenger property	170	156	-8.2
Motor vehicle/cycle offences	27	21	-22.2
Robbery	15	26	73.3
Theft of railway property/burglary	24	16	-33.3
Serious public order	108	113	4.6
Serious fraud	13	1	-92.3
Drugs	7	16	128.6
Other serious offences	3	10	233.3
Total notifiable offences	561	618	10.2

Reported crime on DLR remains low and is very similar to last year, with minor changes in some categories. The DLR network is similarly affected by low-level violence compared to last year.

London Overground

	Full year 2017/18	Full year 2018/19	Variance %
Violence against the person	267	340	27.3
Sexual offences	77	79	2.6
Criminal damage	141	112	-20.6
Line of route*	5	3	-40.0
Theft of passenger property	222	292	31.5
Motor vehicle/cycle offences	133	117	-12.0
Robbery	18	25	38.9
Theft of railway property/burglary	36	13	-63.9
Serious public order	343	392	14.3
Serious fraud	5	6	20.0
Drugs	19	42	121.1
Other serious offences	11	10	-9.1
Total notifiable offences	1,277	1,431	12.1

Reported crime on London Overground remains low in volume. Increases have been seen in violence against the person, serious public order and theft of passenger property, but the level remains low.

* Malicious obstruction on the railway, and/or damaging stock, endangering passengers

London Trams

	Full year 2017/18	Full year 2018/19	Variance %
Violence against the person	94	81	-13.8
Sexual offences	5	9	80.0
Criminal damage	27	18	-33.3
Line of route*	14	5	-64.3
Theft of passenger property	18	29	61.1
Motor vehicle/cycle offences	10	5	-50.0
Robbery	13	10	-23.1
Theft of railway property/burglary	6	0	-100.0
Serious public order	49	48	-2.0
Serious fraud	6	2	-66.7
Drugs	8	18	125.0
Other serious offences	1	0	-100.0
Total notifiable offences	251	225	-10.4

Reported crime on London Trams remains low and is lower than last year, with some minor changes in some categories.

TfL Rail

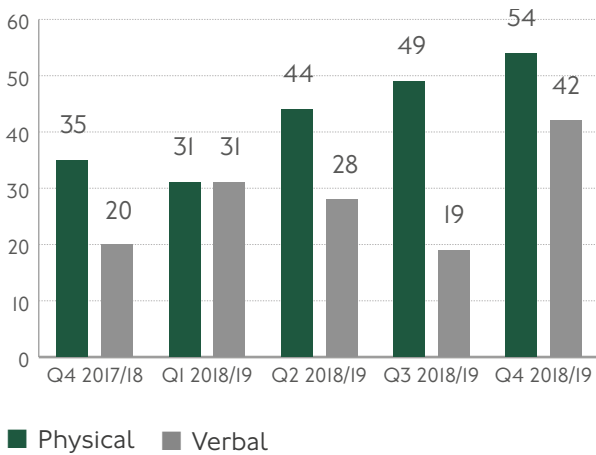
	Full year 2017/18	Full year 2018/19	Variance %
Violence against the person	164	193	17.7
Sexual offences	31	31	0.0
Criminal damage	35	69	97.1
Line of route*	1	2	100.0
Theft of passenger property	94	135	43.6
Motor vehicle/cycle offences	50	93	86.0
Robbery	8	20	150.0
Theft of railway property/burglary	27	19	-29.6
Serious public order	109	139	27.5
Serious fraud	2	3	50.0
Drugs	15	25	66.7
Other serious offences	6	9	50.0
Total notifiable offences	542	738	36.2

Reported crime on TfL Rail remains relatively low in volume. However, numbers have increased since we took over Heathrow Connect services between Paddington and Heathrow. This makes comparison with a year ago difficult.

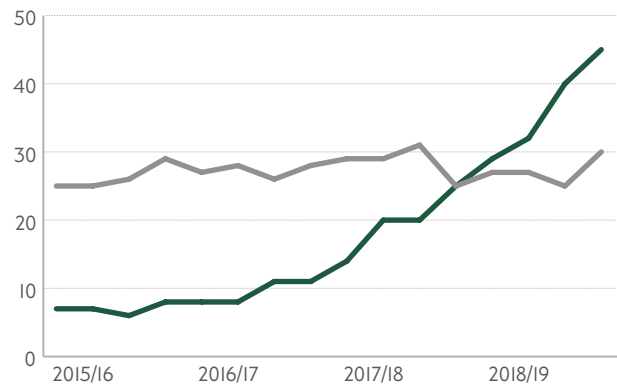
Analysis comparing the same network year-on-year, irrespective of whether or not the Heathrow Connect section was in operation, indicates a small rise, driven by theft of passenger property, violence against the person and criminal damage. The BTP is applying similar approaches used for London Underground.

* Malicious obstruction on the railway, and/or damaging stock, endangering passengers

Staff* absence caused by assaults Past five quarters



Moving annual average



Since 2016/17, there has been an upward trend in violence experienced by London Underground staff. The main causes are customer revenue disputes at around 40 per cent, followed by alcohol-related issues at around 15 per cent. Most revenue issues relate to people jumping over or forcing their way through gates. The reintroduction of Neighbourhood Policing by the BTP is helping address this.

In March we held a workplace violence summit at City Hall, attended by the BTP and trade unions. The outcomes from this event will form the basis of a new strategic approach, including staff support and training, and a clear message that we will not tolerate any abuse, aggression or threats against staff. We are trialling body worn cameras at 12 stations; if successful the cameras will be rolled out further.

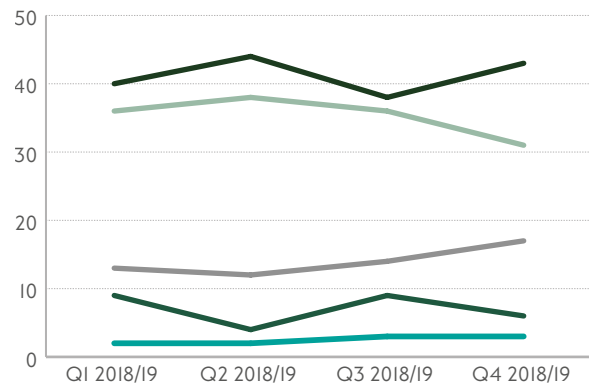
* TfL-employed staff

Personal security perception Q4

We commission a regular survey to monitor Londoners' perceptions of the safety and security of transport.

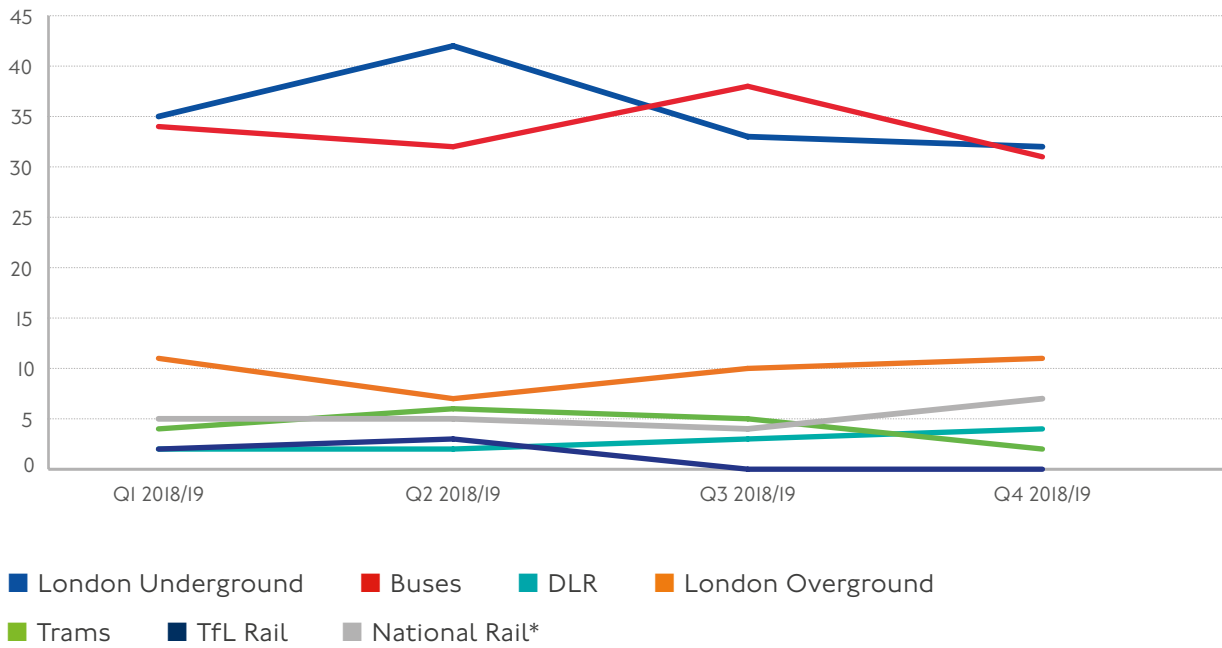
This quarter, more than 25 per cent of Londoners surveyed are worried about their personal security on public transport, with incidents on London Underground and bus networks causing the most worry. Incidents that have caused worry generally relate to other people's language and threatening behaviour, drunken passengers (including those drinking alcohol), a busy environment including overcrowding and passengers pushing/shoving each other. We have launched initiatives with the BTP to address these issues, including high-visibility patrols, poster campaigns and the promotion of byelaws and penalties.

Impact of worrying personal security incident on usage of service on which it occurred (%)



- Don't know
- No, did not put me off
- Yes, put me off but I still travel
- Yes, stopped me temporarily
- Yes, stopped me completely

Percentage of customers who felt worried about personal security on public transport



* National Rail is included as, while not a TfL service, it serves Londoners

Positive outcomes and detections

The BTP and MPS have different measures of how cases are resolved:

- The BTP records a broad range of outcomes (some restorative or reparative)
- The MPS records cases resolved through police-generated detections (sanction detections)

We look at positive outcomes and sanction detections as:

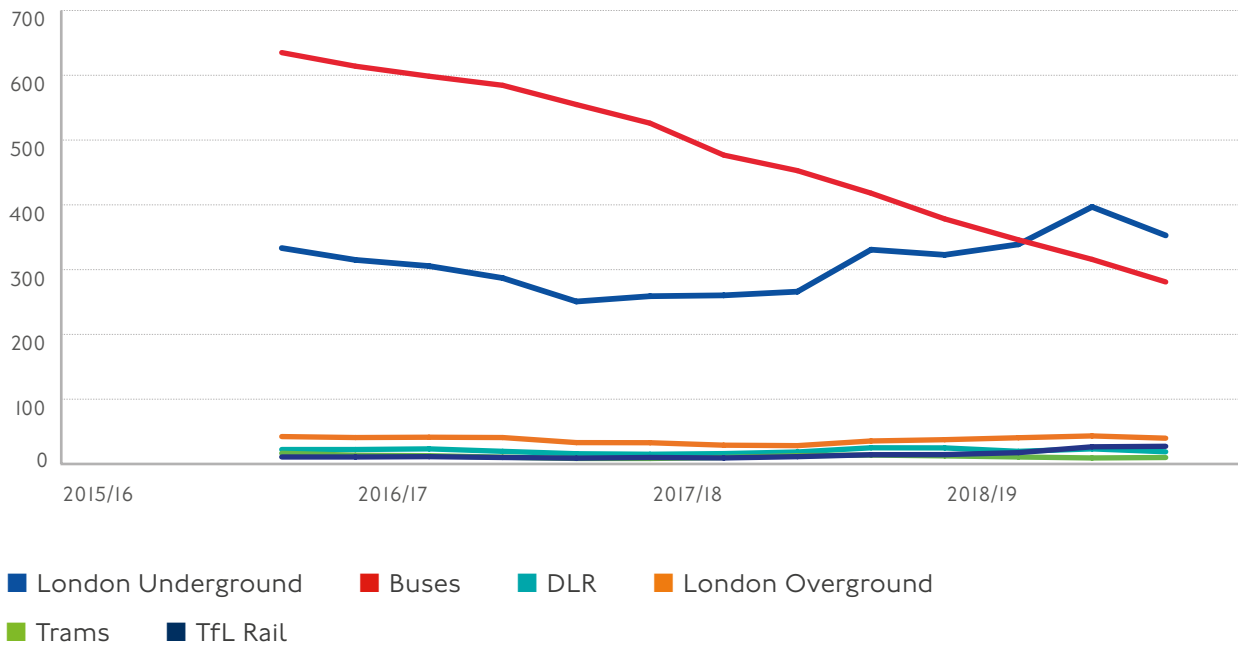
- A total number (or volume)
- A percentage (or rate) of the number of resolved cases against all recorded crimes in the year (the outcome / detection may not be in the same year as the crime)

The number of detections and positive outcomes is:

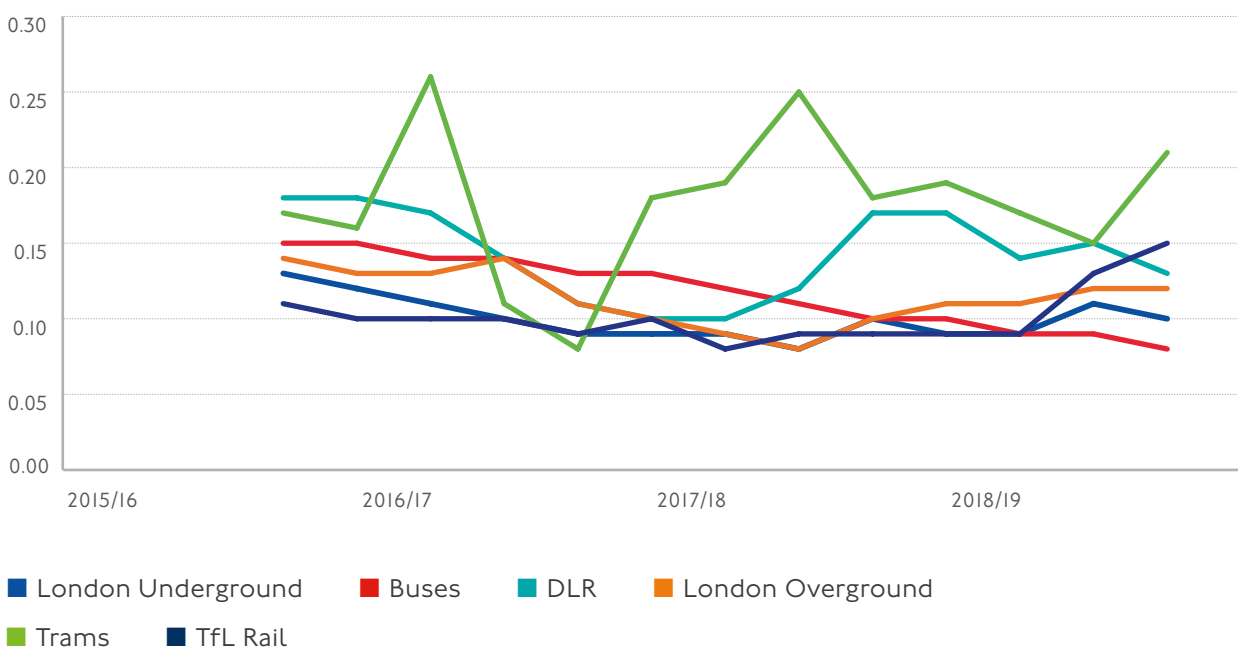
- Falling on buses
- Rising on the Tube and TfL Rail
- Relatively static on the DLR, London Overground and London Trams throughout 2018/19

The percentage of detections and positive outcomes has fluctuated over the long term. Currently all services are experiencing a slight rise except of buses.

Positive outcomes and detections (moving annual average)



Positive outcomes and detections rate (moving annual average)





More active travel



Healthy Streets Check for Designers

Healthy Streets scheme assessment

The Healthy Streets Check for Designers (the Check) is a tool that reviews whether proposed changes to the street will result in improvements towards the 10 Healthy Streets Indicators. It aids designers in aligning to the Healthy Streets Approach.

The use of the Check is mandatory for projects of more than £200k on the TfL Road Network and Liveable Neighbourhood schemes within the Healthy Streets investment portfolio.

We encourage it to be used for schemes we fund but that are implemented by London boroughs (eg Local Implementation Plan schemes).

The Check provides a score for both the existing street layout and proposed design, with the uplift demonstrating the scale of the improvement of the street for people's health. It was introduced in 2018/19, with a target of 10 percentage points average improvement across all eligible schemes.

Number of checks on the TfL Road Network

	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Full year
Schemes with a completed Check	2	6	3	1	12
Average percentage point uplift across schemes	7	11	16	2	11

Scheme average RAG rating

Red	Average uplift across the schemes is <7 percentage points
Amber	Average uplift across the schemes is 7–9 percentage points
Green	Average uplift across the schemes is >10 percentage points

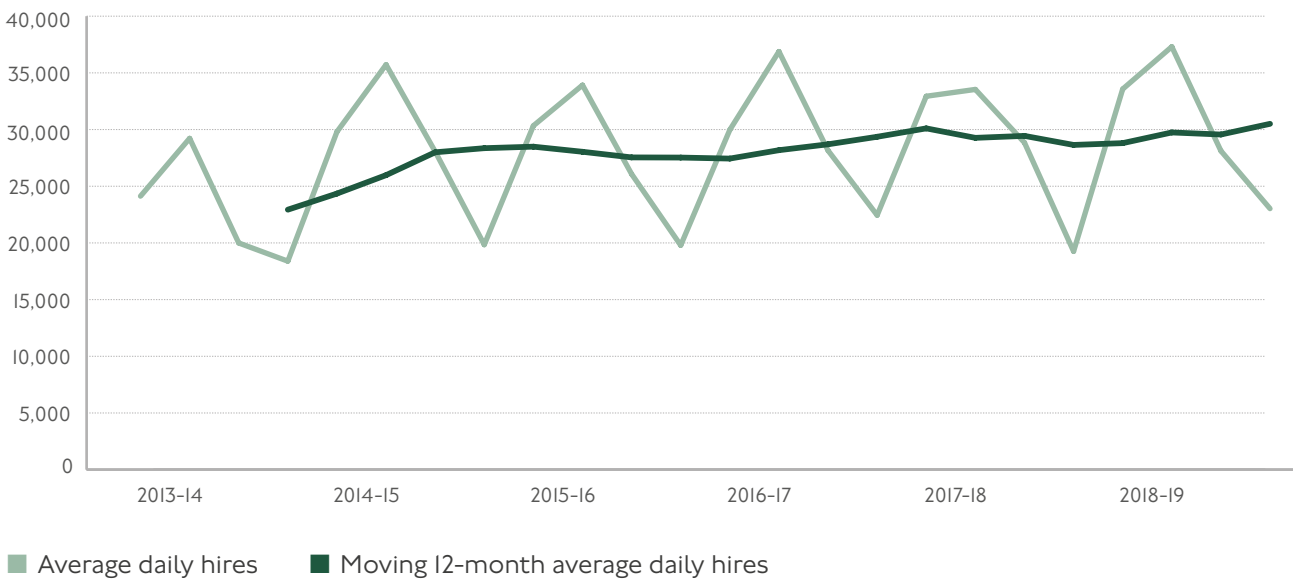
A total of eligible 12 projects completed the Check in 2018/19. The average uplift was 11 percentage points, which exceeded the target. The scope of the Check has been expanded in 2019/20 to include the TfL Road Network and Liveable Neighbourhood projects within the Healthy Streets portfolio regardless of Estimated final cost (EFC), and which make a material change to the street environment. This means, for example, that schemes proposing to change traffic signal timings are excluded. This should also increase the number of projects for which the Check is applicable in 2019/20

Santander Cycles usage

Santander Cycles is London's cycle hire scheme. It was launched in summer 2010 with 330 docking stations and more than 8,400 docking points. Since then it has more than doubled in size. Currently it

has 781 docking stations, just under 21,000 docking points and more than 11,700 cycles, with 1.29 million Londoners living within 400 metres of a docking station.

Santander Cycles Average daily hires



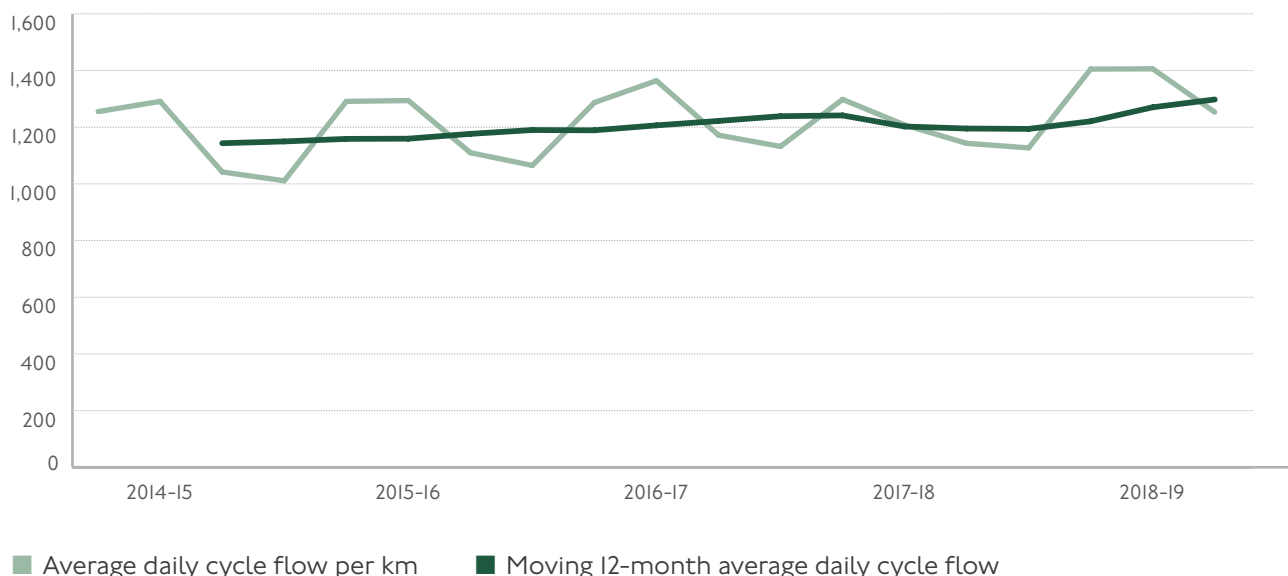
Santander Cycles use varies seasonally. The moving 12 month average shows a general increase since the scheme began.

In Q4 2018/19, the average daily number of cycle hires was the highest it has ever been, with 23,026 average daily hires. This is an increase of 25 per cent on the first ever Q4 (2013/14) data and an increase of 20 per cent on last year's Q4 (2017/18) data.

The 2018/19 financial year represents a record-breaking year for Santander Cycles with the scheme reaching more than 10.9 million annual hires for the first time.

Central London cycle volumes are calculated quarterly from manual counts at 200 sites which are representative of the central London area.

Central London daily cycle flow*



The quarterly cycle flows are shown to be seasonal. In Q3 2018/19 the central London area average daily cycle flow was the highest it has ever been since monitoring began.

The rolling 12 month average demonstrates that the average daily central London cycle flow is the highest it has ever been. A slight dip can be observed between Q1 2017/18 and Q4 2017/18, however, the data from the most recent four quarters suggests that central London daily cycle flows are on the increase again.

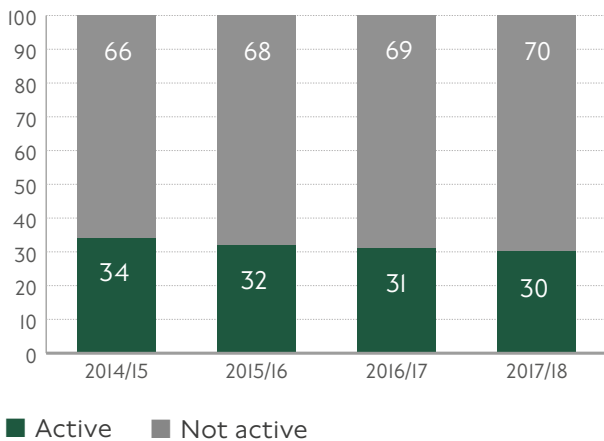
Studies have shown significant increases in cycling levels in Mini-Holland boroughs. Continued investment in high-quality infrastructure is required to enable more people to cycle. This in turn will help reach the target set out in the Cycling action plan which is 1.3 million daily trips by 2024. As well as investing in new infrastructure a range of additional measures will be required to break down all barriers to cycling in the capital. The Cycling action plan, published in December 2018, sets out in more detail the evidence-based barriers to cycling, and the action TfL and boroughs are taking to overcome them.

* Cycling data is based on calendar quarters rather than financial quarters, so Q3 is July to September and is the latest available data. It is presented as a percentage change from the previous year.

The London Travel Demand Survey

The London Travel Demand Survey provides a snapshot of daily travel behaviour. For future scorecards we are exploring a more immediate and direct measure of the impact of our investments on the proportion of people who are ‘active’.

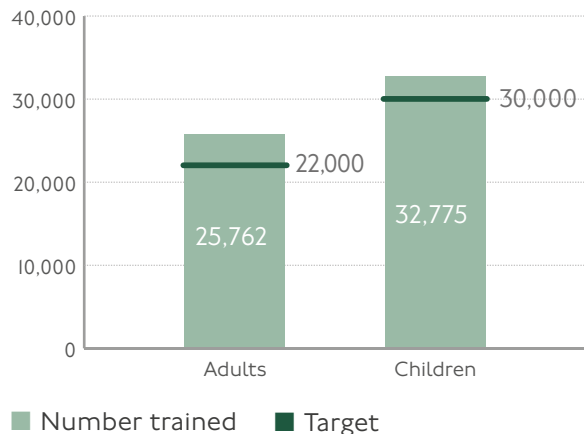
Percentage of Londoners who report two 10-minute periods of active travel per day (2014-2018)



Approximately one third of Londoners have reported achieving two 10-minute periods of active travel on a given day over recent years. Some variation year to year has been observed over the past decade, but there has been a statistically significant decline between 2014/15 and 2017/18. It is thought that this is a reflection of the wider trend toward lower overall trip rates for Londoners. It is a cause for concern in achieving the Mayor’s Transport Strategy objective for all Londoners to do at least 20 minutes of active travel each day by 2041.

Our Active People Plan sets out a range of actions we are taking to help reverse this decline. The actions in the London Walking Plan and the investment in the Healthy Streets Portfolio should also help to reverse this decline.

Cycle training Year to date



We are working with London boroughs to provide cycle training to adults, children and families to help give Londoners the confidence they need to start cycling.

The chart shows the most recent data we have for the number of adults and children trained in 2018/19. For adults, the financial year target was 21,500 and the actual number of adults trained exceeded target at 25,762.

For children, the financial year target was 30,000 trained. Several boroughs had not submitted data at the time this report was being collated. However, the number of children trained still exceeds the target at 32,775.





A good public transport experience



The public transport network will meet the needs of a growing London

Passenger journeys

Year to date

3,999m total number of journeys



London Underground

1,384m



Buses

2,220m



DLR

122m



London Overground

189m



London Trams

29m

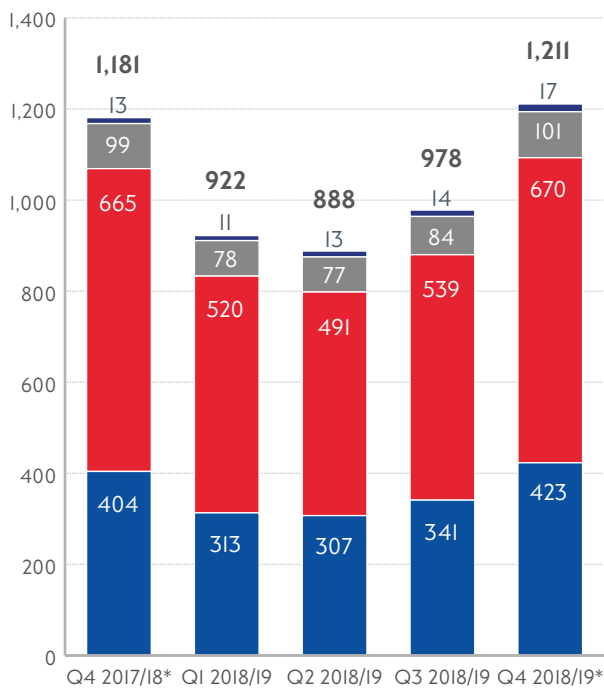


TfL Rail

55m

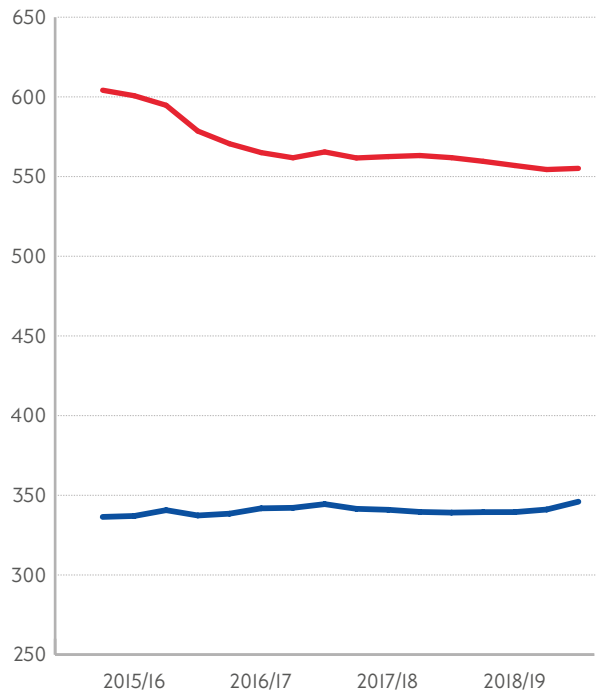
Passenger journeys

Past five quarters (millions)



■ London Underground ■ Buses
■ Rail ■ TfL Rail

Annual trend – moving quarterly average (millions)



■ London Underground ■ Buses

London Underground passenger volumes are 32m higher than budget and 27m higher than those in 2017/18, with customer journeys continuing to increase following suppressed demand in the previous year.

Bus passenger journeys are one per cent lower than the previous year. Reshaping of the bus network continued, with a redistribution of services from inner to outer London, while overall bus network mileage decreased by two per cent in 2017/18. Initial analysis shows a reduction mainly in off-peak travel.

Rail passenger journeys in 2018/19 are in line with budget and up one million on the previous year. Underlying rail demand is broadly flat when adjusted for the 48-hour DLR strike in Q4 2017/18.

*Q4 is longer than quarters 1 to 3 (16 weeks vs 12 weeks)

Underground

Passenger journeys

	Full year 2017/18	Full year 2018/19	Variance (%)
Number of passenger journeys (millions)	1,357	1,384	2.0
Number of passenger journeys (normalised)	1,368	1,385	1.3

Passenger journeys

London Underground recorded the highest ever ridership during 2017/18. Passenger journeys are 32m higher than budget and 27m higher than last year as underlying demand recovered from the downturn seen last year.

Underlying normalised passenger journeys year-on-year change



Compares underlying year-to-date passenger journey numbers with those in the previous year. Not actuals – adjusted for one-off events (such as strike days), timing of Easter holidays and the number of days in each quarter.

Buses

Passenger journeys

	Full year 2017/18	Full year 2018/19	Variance (%)
Number of passenger journeys (millions)	2,247	2,220	-1.2
Number of passenger journeys (normalised)	2,264	2,224	-1.5

Bus journey numbers declined by 1.2 per cent, for the 2018/19 full year, compared to 2017/18. The decline is due to a number of economic factors and lifestyle changes as well as some transfer to rail following capacity upgrades.

Over the past year we have been enhancing signal timings to expedite buses passing through busy junctions, alongside control room measures to improve performance. We have been promoting this through emails to customers, as well as actively promoting the £1.50 Hopper fare.

These interventions will continue through 2019/20 to help encourage more people to use buses.

Underlying normalised passenger journeys year-on-year change



Compares underlying year-to-date passenger journey numbers with those in the previous year. Actual journey numbers are adjusted for one-off events (such as strike days), timing of Easter holidays and the number of days in each quarter.

Rail

Passenger journeys

	Full year 2017/18	Full year 2018/19	Variance (%)
London Overground Number of passenger journeys (millions)	188.6	189.5	0.47
DLR Number of passenger journeys (millions)	119.6	121.9	1.9
TfL Rail Number of passenger journeys (millions)	45.3	55.3	22.08
London Trams Number of passenger journeys (millions)	29.1	28.7	1.37

London Overground

Passenger demand slightly increased due to major events taking place near London Overground stations and an increase in passengers using Night Overground services.

DLR

The delay in opening the Elizabeth line and a focus on increasing off-peak demand has contributed to the increase in passenger numbers on the DLR.

TfL Rail

Passenger demand is lower than expected as a result of the Elizabeth line opening delay and 22 per cent higher than last year as a result of new services from Paddington to Hayes & Harlington and Heathrow that started in May 2018, as well as a reduction in the number of closures this year and the timing of Easter.

London Trams

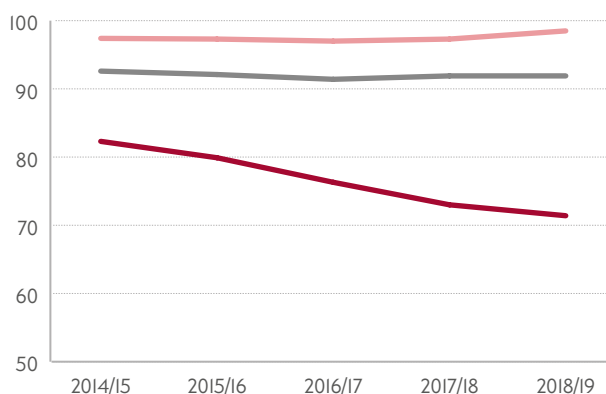
Passenger demand on London Trams was lower than expected, in part due to a major fire in a large self-storage centre in December 2018. This meant that services were suspended for a week between Mitcham Junction and Church Street until early January 2019.

Volume

	Full year 2017/18	Full year 2018/19	Variance (%)
Congestion Charge volumes (thousands)	15,241	14,125	-7.32

Traffic flow volume

Annual trend (moving quarterly average – index)



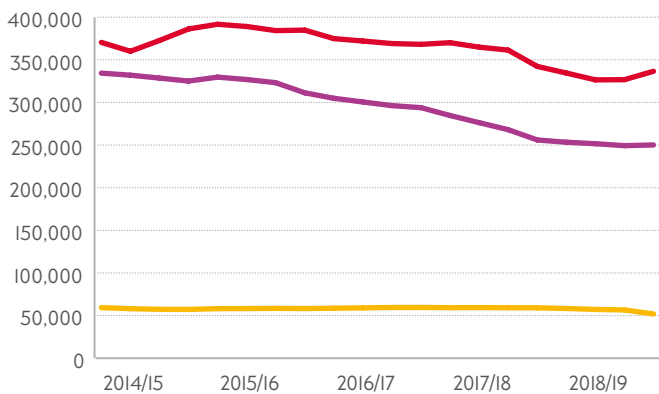
- Central London
- Inner London
- Outer London

Q4 2018/19 continued the general trend throughout the year of growth in outer London, causing pan-London growth, with the inner rate relatively flat and a slowing decline in central London. For inner London this is a long-term trend, while for central London this reflects a recent slowing in the long-term reduction. Pan-London growth appeared slightly higher in Q4 than the rest of the year due to unexpectedly low flows in February to March last year.

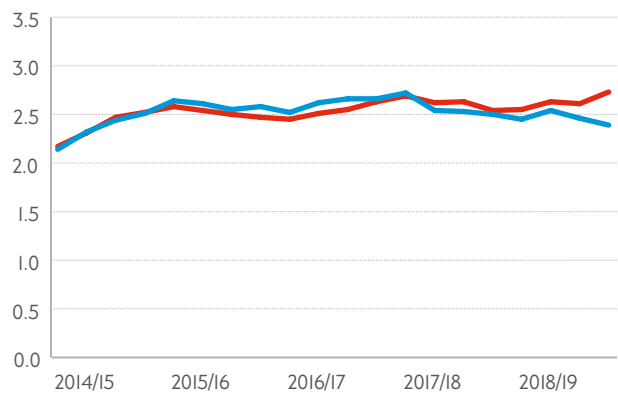
Other operations



**Victoria Coach Station – London
Dial-a-Ride & Emirates Air Line**
Annual trend (moving quarterly average)



**Santander Cycles & London
River Services**
Annual trend (moving quarterly average)



■ Victoria Coach Station
 ■ Dial-a-Ride

■ Emirates Air Line
 ■ Santander Cycles
 ■ River Services*

The decline in Dial-a-Ride usage flattened out over the past year. This is due to members making more journeys, rather than member numbers increasing. Departure numbers from Victoria Coach Station have remained stable across the past five years. However, we have seen coach operators increasingly adopting larger vehicles which are able to carry more passengers and this may influence future departure numbers.

Availability of the Emirates Air Line fell by 1.9 per cent in Q4 of 2018/19 due to high winds. However, this has increased in comparison to Q4 2017/18, where demand was also severely affected by poor weather. Santander Cycles saw almost a three per cent increase in both member and casual hires in Q4 as compared to the previous quarter, with the numbers steadily rising. Passenger volume on river bus services has increased in Q4 of 2018/19 due to the favourable weather in the earlier part of the year.

* 2018/19, Woolwich Ferry not included

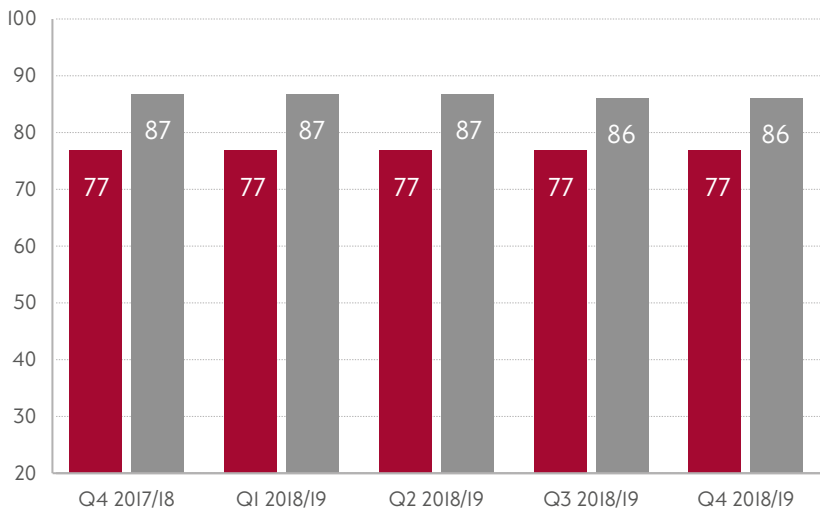




Public transport will be accessible to all



Additional time to make step-free journeys Past five quarters (minutes)



- Average journey time by quickest route
- Average journey time by bus and step-free stations

Our vision is to deliver a fully integrated transport network that provides inclusive, accessible and seamless end to end journeys. All our staff have a vital role to play in achieving this vision. In Q4 we extended our disability equality training, which is delivered by trainers with varied accessibility requirements and includes accompanied journeys.

In Q4, two London Underground stations became step free – Finsbury Park and South Woodford. Over the next 12 months, we will be completing eight more stations. We have developed our accessibility signage standards to deliver better signage at wide-aisle gates, lifts and level access humps. These improvements have been made at five stations (Kings Cross, London Bridge, Green Park, Westminster and Waterloo) and will be continued across the network in 2019/20. In Q1, we will paint the level access humps across the Victoria, Northern and Piccadilly lines blue to give them greater visual prominence.

We engaged with disabled and older customers via the Access All Areas event at ExCeL, which was a huge success and attracted more than 1,500 participants, with sold out workshops. We also continued to engage through our independent disability advisory group, the Valuing People group – which had the highest ever turnout of more than 70 adults with learning difficulties in February.

We completed our root and branch review of our Equality Impact Assessment (EqIA) process and have introduced new forms, guides and training. More than 400 people have now been trained and we have 30 new EqIA superusers to support the quality improvements.

78

step-free access stations across the London Underground network (out of 270 stations in all)



98.9%

step-free access availability on London Underground (0.1%▼ against Q4 2017/18)



98.9%

step-free access availability on TfL Rail (0.2%▲ against Q4 2017/18)

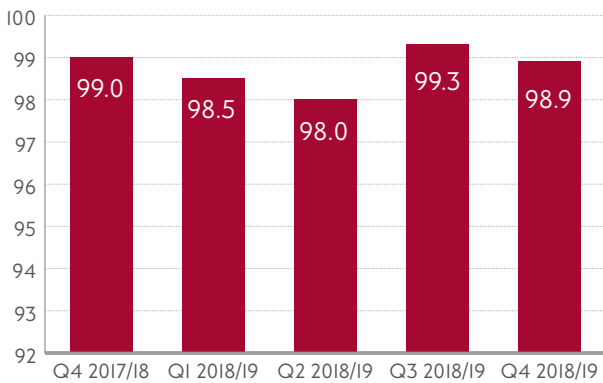


91.6%

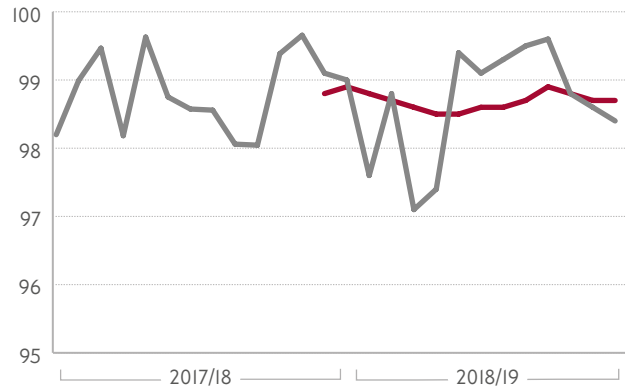
Dial-a-Ride journey requests scheduled (0.9%▲ against Q4 2017/18)



London Underground step-free availability Past five quarters (%)



Annual trend* (moving average)



■ Period result ■ Annual trend (moving average)

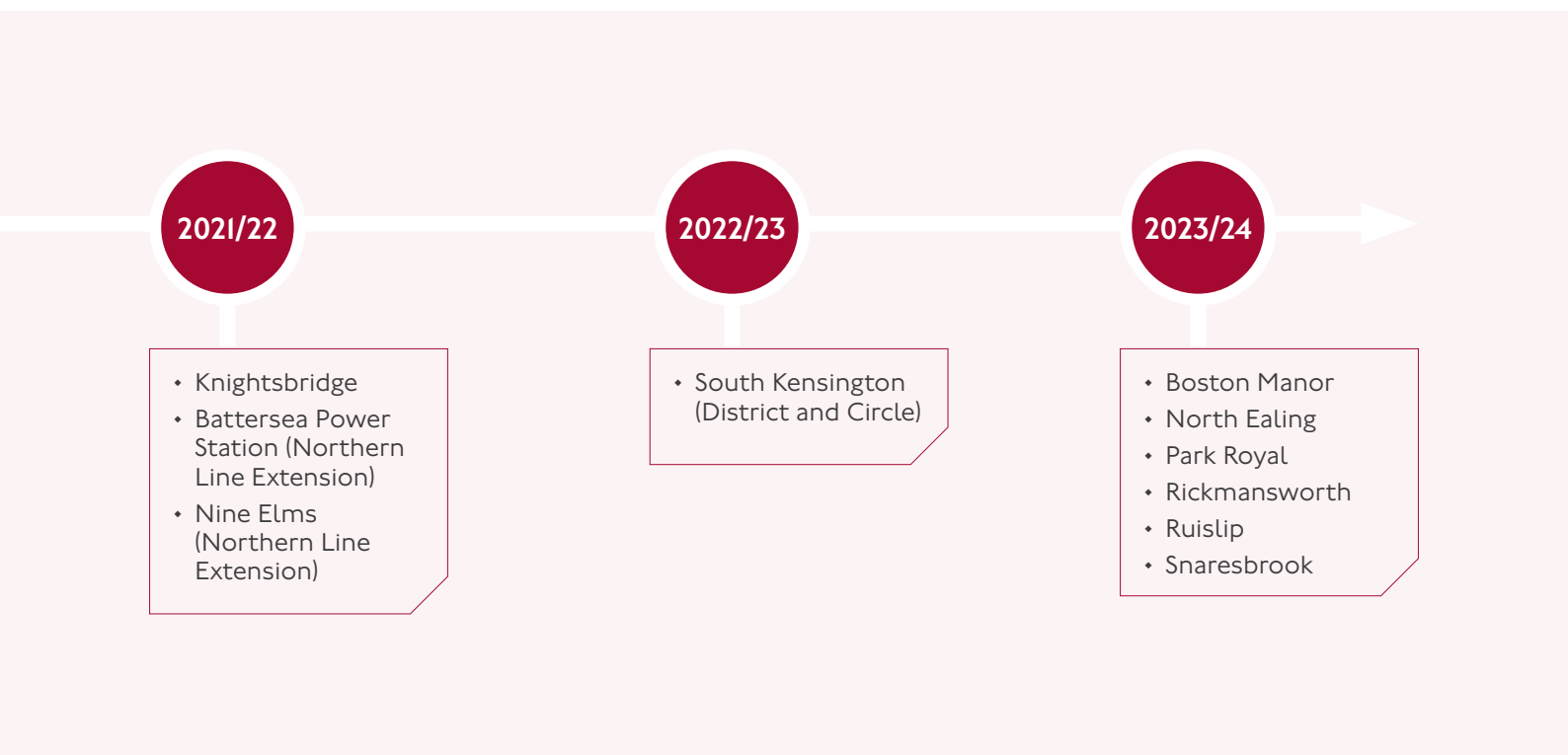
We exceeded our annual target of 98.5 per cent availability, despite a slight dip in performance in Q4, primarily due to issues with Network Rail managed lifts. As a trial from 1 April, we are taking over management of two of its worst performing lifts, Wembley Central and Willesden.

London Underground step-free access

Our plans for new step-free access stations across the London Underground



*Moving annual average data available only from late 2017/18



2021/22

- Knightsbridge
- Battersea Power Station (Northern Line Extension)
- Nine Elms (Northern Line Extension)

2022/23

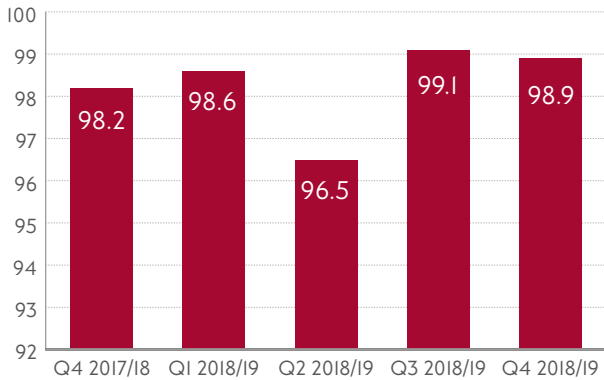
- South Kensington (District and Circle)

2023/24

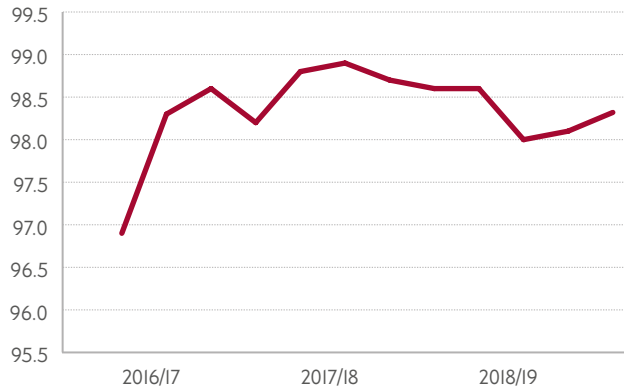
- Boston Manor
- North Ealing
- Park Royal
- Rickmansworth
- Ruislip
- Snaresbrook

TfL Rail step-free access

Past five quarters (%)



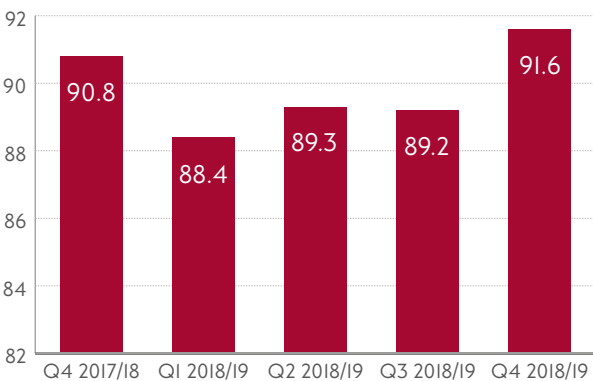
Annual trend (moving average)



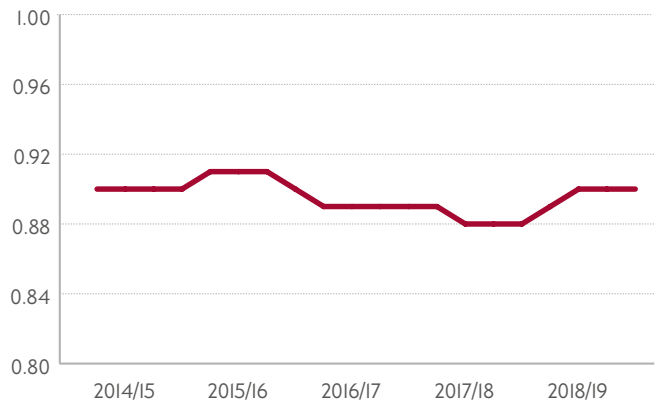
There was a slight dip in TfL Rail step-free access availability in Q4. Three out of four periods in the quarter achieved more than 99 per cent availability, but the final period was affected by vandalism to a lift at Maryland, which has since been repaired by the manufacturer.

Dial-a-Ride journey requests scheduled

Past five quarters (%)



Annual trend (moving average)



Dial-a-Ride exceeded 89 per cent target for the third quarter running and nearly one per cent higher than the same quarter last year. Improvements in booking and scheduling along with continual review of bus routing have all contributed to performance, compensating for fewer drivers due to budget constraints.

Access All Areas

The Access All Areas exhibition was London's biggest and most accessible transport event, held at ExCeL London on 19 March. The event brought together members of the public, charities, transport professionals, planning authorities, businesses and academics. For us, this was a chance to talk to our customers, showcase accessibility improvements to our network, listen and gain valuable feedback while helping customers improve their confidence in using our services. The event was attended by 1,500 people and was also livestreamed with more than 12,000 people joining remotely.

The event included workshops, panel discussions and an exhibition of just under 50 exhibitors. Auditorium sessions covered topics such as innovation, Healthy Streets for everyone and working towards an inclusive transport network. Attendees heard from industry experts such as Joanna Wooten, Chair of TfL's Independent Disability Advisory Group, Will Norman, Walking and Cycling Commissioner, and Paul Goulden, Chief Executive of Age UK London - all contributing to diverse, engaging and meaningful discussion. British Sign Language, speech to text on screen in all sessions along with integrated hearing loops ensured all attendees could take part.

Exhibitors from all our transport services were represented, giving customers a chance to provide feedback, try out new vehicles and learn about the support available to them. We were also joined by a large number of external suppliers, charities and organisations to capture the wider picture of accessible transport:

- Bikeworks brought 12 mobility bikes for test rides
- Guests tried Aurrigo's electric driverless vehicle
- University College London ran an interactive exercise exploring how sound can aid navigation of public transport system
- A number of innovative app-based services were also present including AccessAble, an interactive directory of accessible venues in the UK and Signly, an award-winning app which displays sign language videos on a user's mobile



The event was a huge success with lots of positive comments on Twitter. Initial feedback from our survey (baseline 194 people) showed that:

- Around half of all attendees at the event considered themselves to have a disability
- 77 per cent rated the event as good or excellent
- 81 per cent of attendees said they learned something new at the event
- 82 per cent felt that TfL is investing to improve the transport network for disabled people
- 49 per cent of attendees said that as a result of attending the event, they now feel more confident to travel in London using TfL services
- When surveyed before and after the event, the number of people that believe TfL is making it easier for disabled people to get around is up from 67 per cent to 80 per cent (+13 per cent)



Journeys by public transport will be fast and reliable

Q4 London Underground performance, as measured by excess journey time, improved significantly over the previous quarter. This was due to improvements in reliability across all asset-related areas. In particular, we have seen a five per cent improvement in the number of signalling incidents and eight per cent improvement in track incidents compared to last year. Fleet reliability, especially on the Central and Jubilee lines, remains a challenge, although we have started to see improvements due to plans implemented earlier in the year.

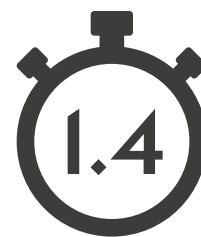
The effective operation of the road network, through disruption management and resolution, and through permanent changes made to the traffic light timings, are directly supporting improved bus reliability and reducing excess wait time for bus passengers.



minutes of excess journey time on the Tube this quarter (12.5%▼ against Q4 2017/18)



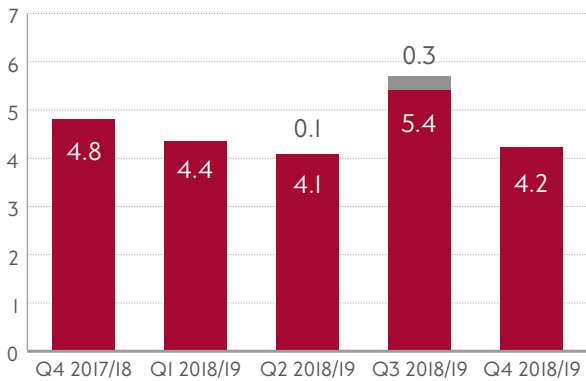
minute of excess wait time on the bus network this quarter (7.4%▼ against Q4 2017/18)



resolution hours on the TLRN, per event (12.5%▼ against Q4 2017/18)

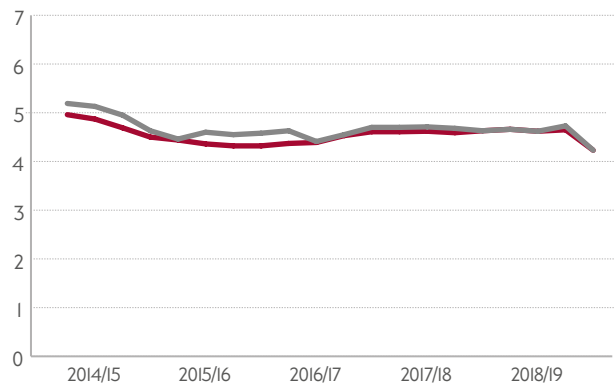
Underground

Journey times – excess journey time Past five quarters (minutes)



- Including industrial action
- Excluding industrial action

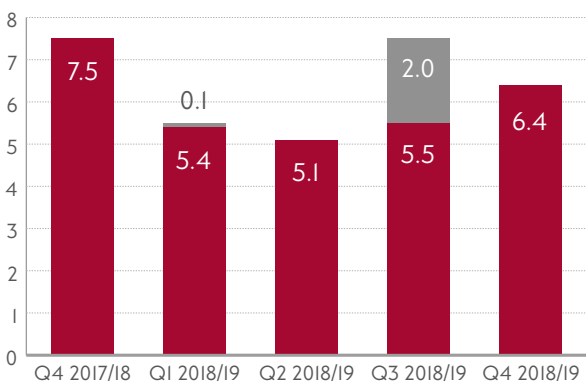
Annual trend (moving average – minutes)



- Including industrial action
- Excluding industrial action

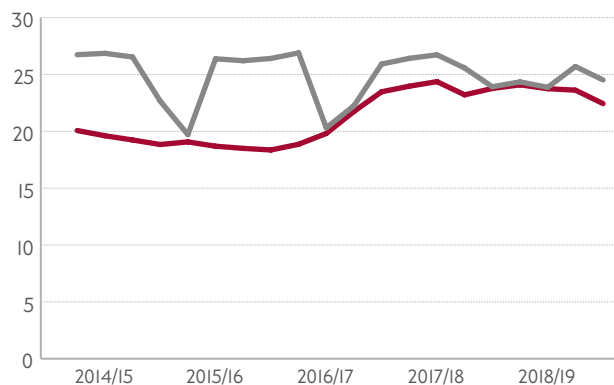
Our customers' journeys were quicker in Q4, due to an improvement in reliability, driven by fewer asset-related delays. This positive performance meant we achieved our year-end target of 4.5 minutes, delivering a year-on-year improvement in the time it takes to make a journey.

Lost customer hours Past five quarters (millions)



- Including industrial action
- Excluding industrial action

Annual trend (moving average – millions)

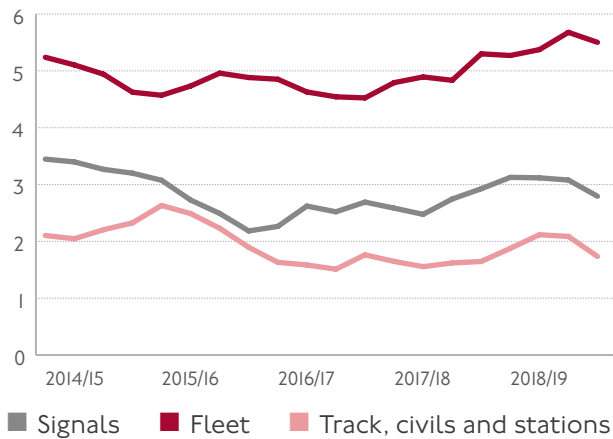


- Including industrial action
- Excluding industrial action

There were fewer delays in Q4, reversing the increase in Q3. This was due to improved reliability across fleet and signals. Disappointingly, we missed our year end lost customer hours target (22.3m) by 0.8 per cent, but did deliver a year-on-year improvement of five per cent (excluding industrial action).

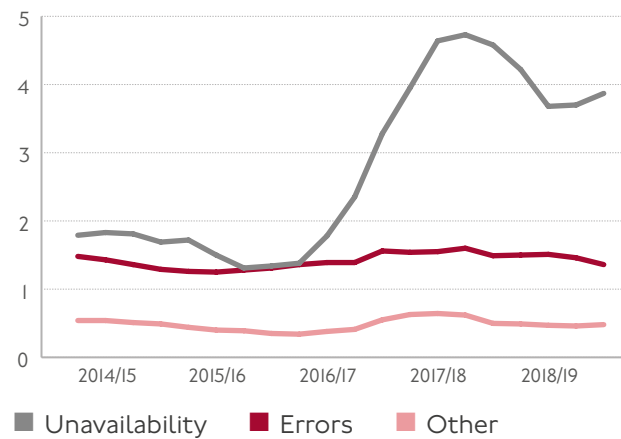
Lost customer hour trends

Asset-related – annual trend (moving total – millions)



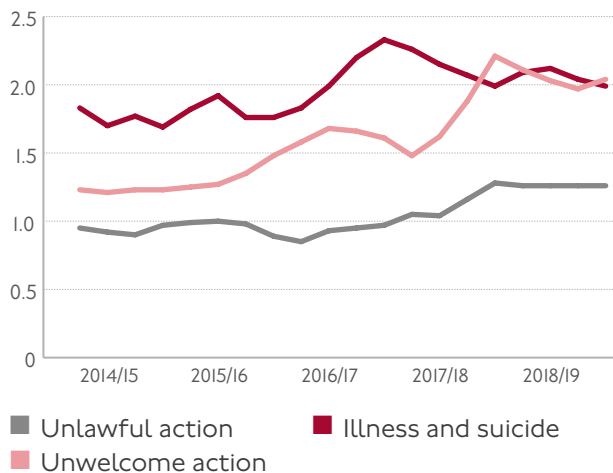
Although performance in Q4 and year-on-year has been a challenge, our improvement plans have started to give positive results.

Staff-related – annual trend (moving total – millions)



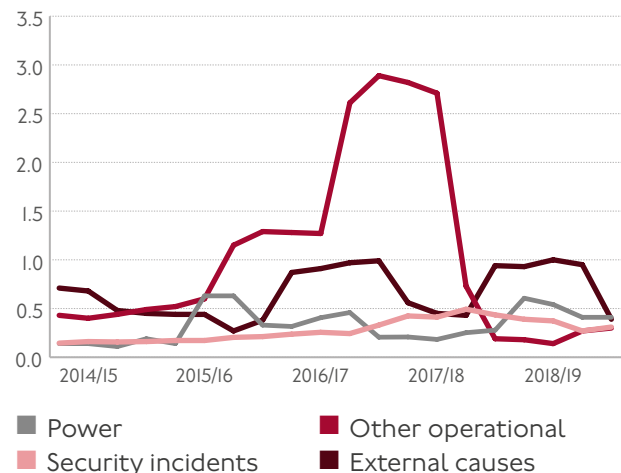
During 2018/19 our staff availability improved by 14 per cent, reflecting the staff availability plan begun at the end of last year.

Customer-related – annual trend (moving total – millions)



We have rolled out targeted training for staff to support customers in distress, resulting in 425 interventions – a 69 per cent increase from 2017/18.

Other – annual trend (moving total – millions)

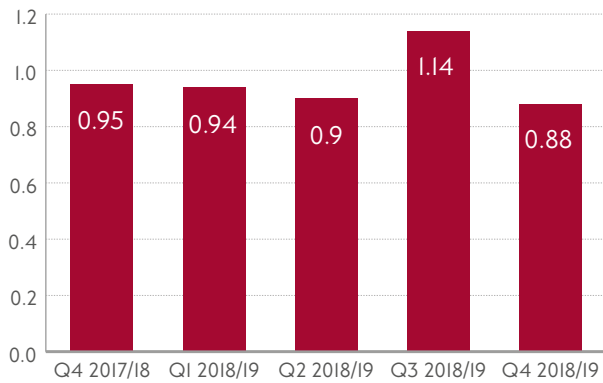


The quarter was dominated by the extreme weather in February, causing a range of incidents across the network.

Buses

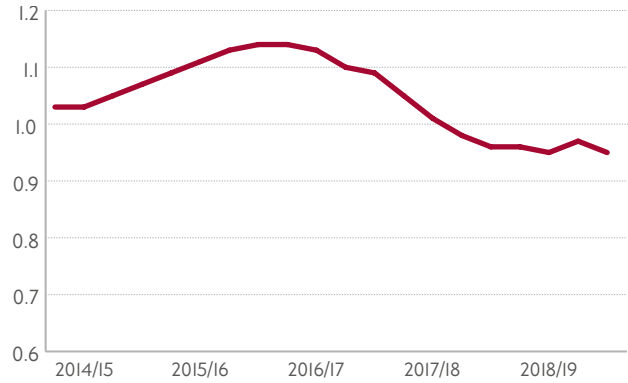
Excess wait time

Past five quarters (minutes)



Performance continues at an all-time high, with Q4 2018/19 better than Q4 2017/18. This is largely due to reduced traffic disruption, enhanced signal timings and control measures for reliability.

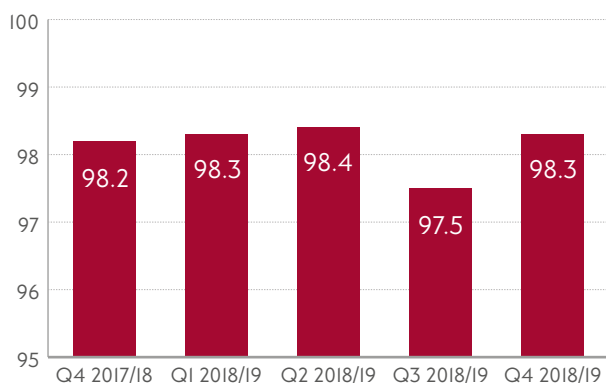
Annual trend (moving average)



Excess wait time has continually improved over the past three years. This is due to better operating conditions, enhanced signal timings to expedite bus services and control room measures.

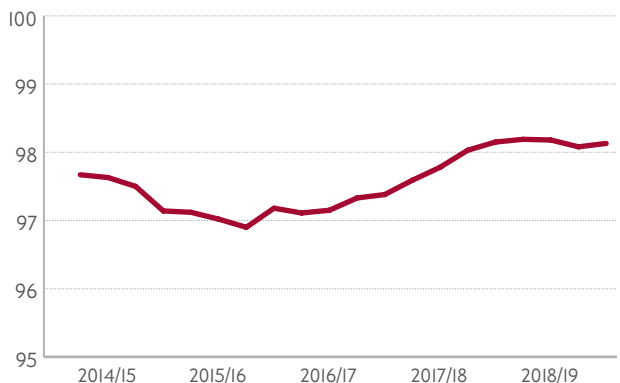
Scheduled services operated

Past five quarters (%)



Q4 was affected by events, including demonstrations and protest marches, but performance was better than Q4 2017/19. Q3 tends to be the worst performing quarter as road disruption is seasonally higher.

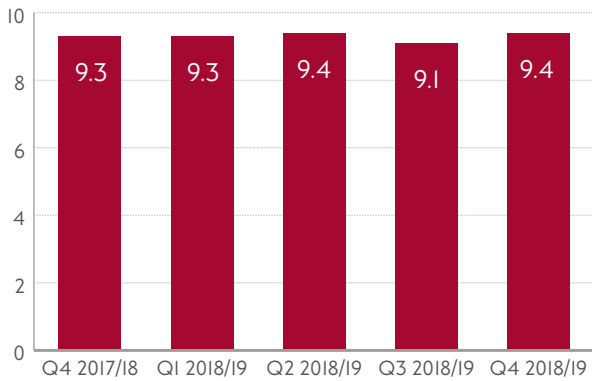
Annual trend (moving average)



With the exception of Q3 2018/19, operated mileage has improved over the past two years due to reduced disruption and enhanced signal timings to expedite buses passing through busy junctions.

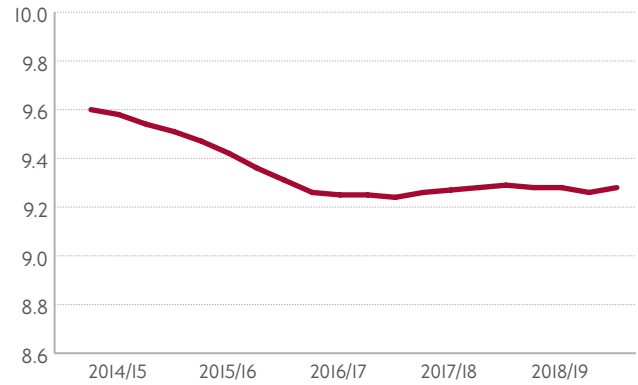


Weighted average speed Past five quarters (mph)



Average bus speeds have stabilised and given passengers more journey time consistency. Q4 performance was better than Q4 2017/18.

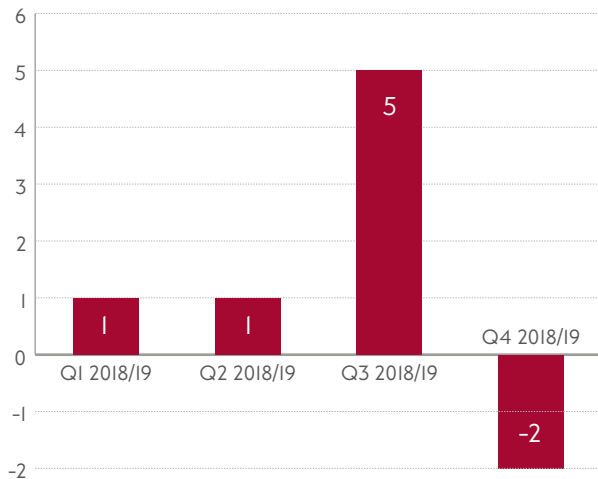
Annual trend (moving average)



Bus speeds have stabilised through a combination of signal prioritisation and reduced roadworks after several years of decline. These interventions continue to help us build customer confidence in reliability.

Roads disruption*

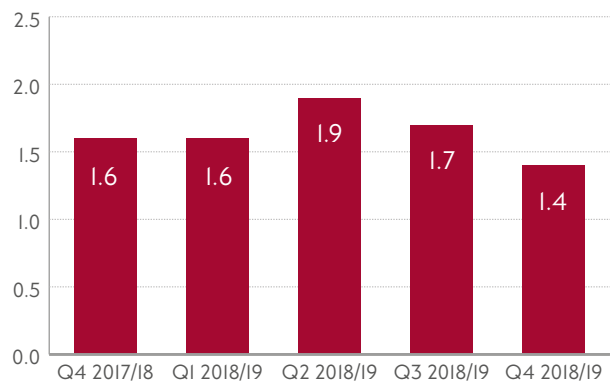
Past three quarters (%)



Q4 disruption was two per cent better than last year, despite demonstrations (climate change, Brexit, taxi and private hire vehicle drivers), roadworks and some heavy rain. The weather was overall better than last year.

TLRN resolution time

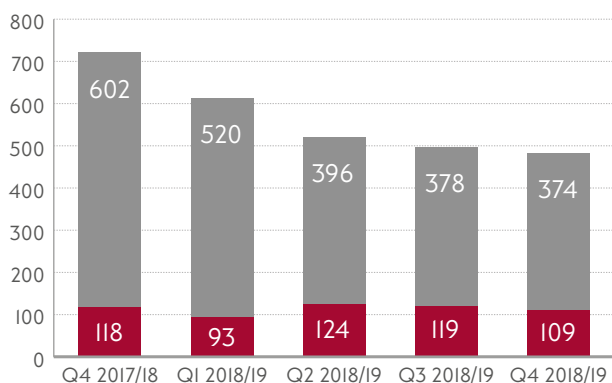
Past five quarters (disruption hours per event)



Q4 disruption hours per unplanned event improved again to 1.4 hours compared to a target of 1.85 hours.

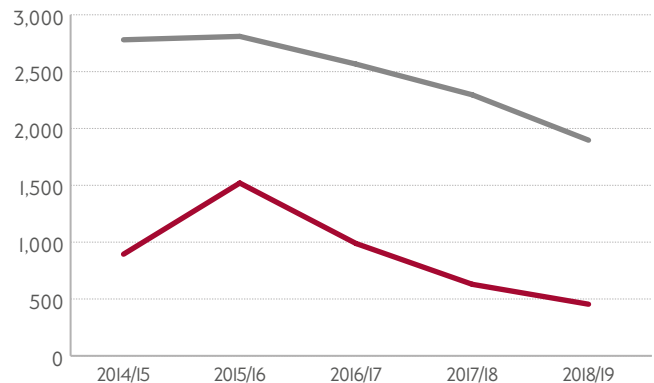
London-wide serious and severe disruption

Past five quarters (hours)



■ Planned ■ Unplanned

Annual trend (moving total)



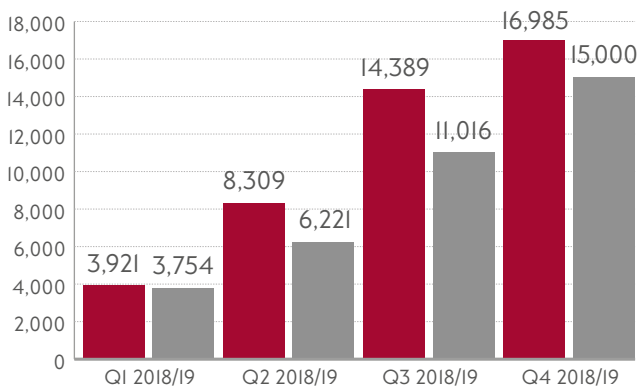
■ Planned ■ Unplanned

Q4 serious and severe disruption hours were better than previous quarters and the previous year. While the number of events rose compared to last quarter, the duration per event was down.

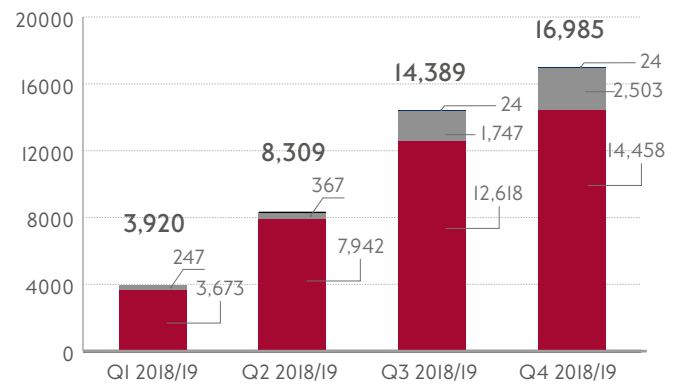
* This replaces the former metric of TLRN journey time reliability (as reported in the Q1 2018/19 Report). Data is only available for three quarters as this is a new metric, introduced in Q1 2018/19



Traffic signal time savings This year (hours)



■ Actual ■ Target

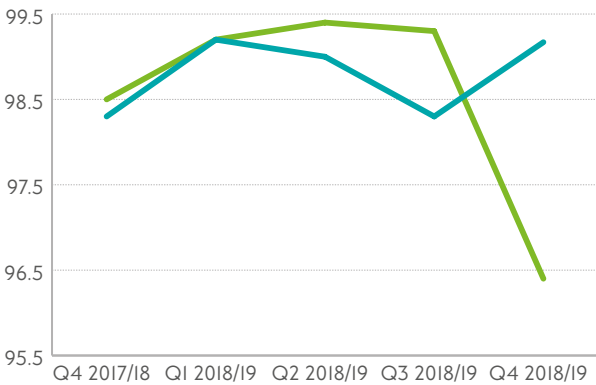


■ Buses ■ Pedestrians ■ Cyclists

Changes made at 799 signals have saved 16,985 customer hours per day for people choosing sustainable modes. Changes include lowering cycle time, improved linking at staggered crossings and re-timing signals to improve bus progression along a route.

Rail

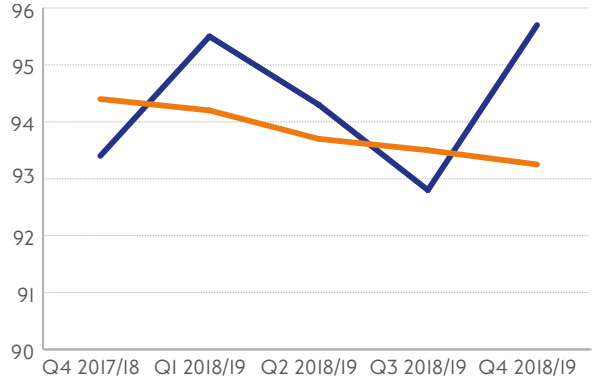
DLR and London Trams – scheduled services operated Past five quarters (%)



■ DLR ■ London Trams

Performance on the DLR has significantly improved in Q4 due to fewer incidents on the network. London Tram performance declined due to a rise in incidents, including disruption caused by a major fire at a large self-storage centre.

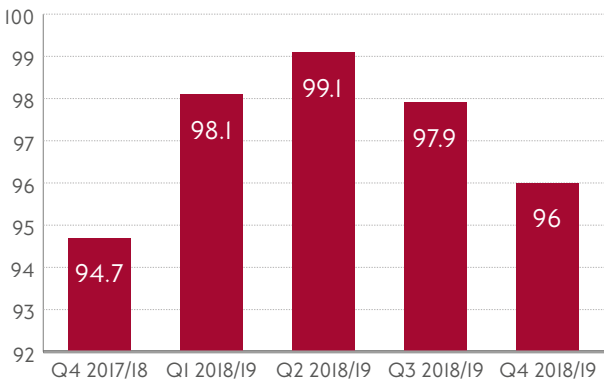
London Overground and TfL Rail – public performance measure Past five quarters (%)



■ London Overground ■ TfL Rail

Performance declined primarily due to Network Rail infrastructure delays. We have agreed a range of improvement initiatives and continue to work with Network Rail.

Emirates Air Line availability Past five quarters (%)

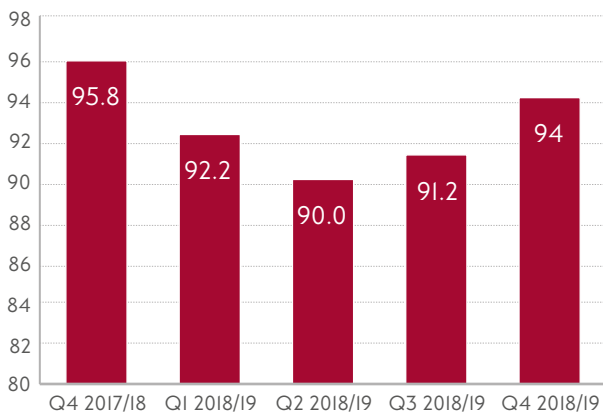


Availability of the Emirates Air Line fell by 1.9 per cent in Q4 due to high winds. However, this has improved in comparison to Q4 2017/18.

Other operations

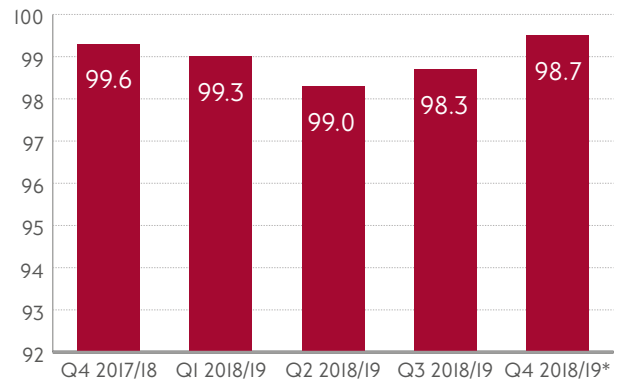


Santander Cycles availability Past five quarters (%)



There was an almost three per cent increase in both member and casual hires in Q4 as compared to the previous quarter, with the numbers steadily rising.

London River Services scheduled services operated Past five quarters (%)



Passenger volume has increased in Q4 due to the favourable weather in the earlier part of the year.

* Woolwich Ferry not included

Journeys by public transport will be pleasant

Customer care

In 2018/19, 49 per cent of Londoners agreed that TfL cares about its customers.*

This is the highest annual score since measurement began in 2012 and reflects improvements resulting from various initiatives to improve the customer experience over the last year. Highlights from 2018/19 include:

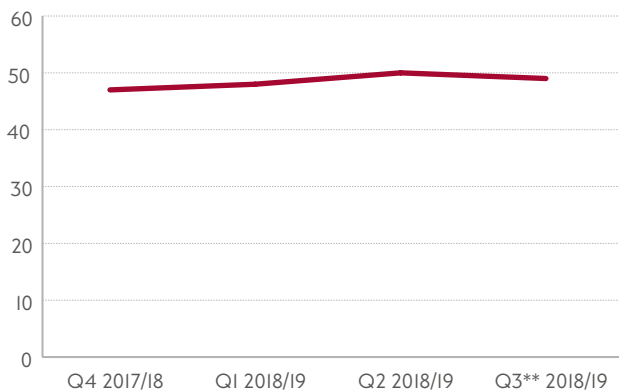
- Value for money: where we have made progress due to the fares freeze, Hopper Fare and accompanying promotional campaigns

- Staff are being viewed more positively as a result of staff training and empowerment. Recent actions include embedding bus driver customer training (Hello London) and the introduction of the 'Here to Help' red tabards on the London Underground to improve staff visibility
- Actions to improve support for customers when things go wrong through information including better communication of lift unavailability on the London Underground

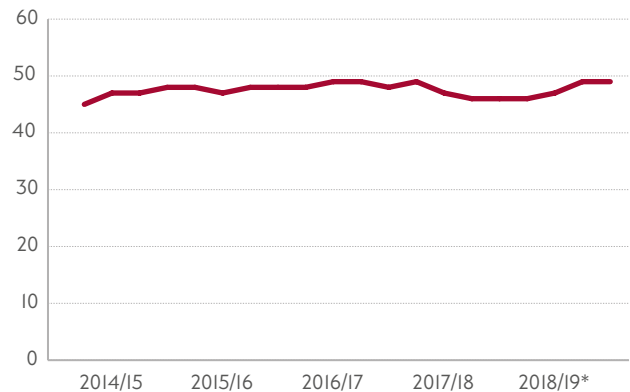


TfL cares about its customers

Past five quarters (%)



Annual trend (moving average)



* TfL scorecard provisional results subject to approval by the Audit and Assurance Committee

**Q3 is longer than the other quarters (16 weeks instead of 12)



Customer satisfaction

Past five quarters

	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19*	Q4 2018/19
London Underground	85	85	83	84	85
London Buses	85	85	85	86	86
DLR	87	88	87	88	87
London Overground	83	84	83	83	82
London Trams	91	91	90	90	90
Emirates Air Line	95	93	90	93	94
TfL Rail	81	83	82	84	86
Transport for London Road Network	n/a	n/a	n/a	71	n/a
London Dial-a-Ride	n/a	89	n/a	n/a	n/a

TfL Rail increased two points to 86. The London Underground and the Emirates Air Line both increased one point to 85 and 94 respectively. Buses and London Trams remained stable at 86 and 90, while the DLR and London Overground both fell one point to 87 and 82.

TfL Rail's score of 86 was the highest to date, with both East and West sections recording their highest scores.

The London Underground's train service attributes (length of journey, time waited for train and ease of journey) improved in Q4 and the proportion of people who experienced a delay or disruption fell from four to three per cent. Emirates Air Line's increase was driven by the helpfulness and friendliness of its staff.

While London Trams' overall score was stable, there were improvements in a number of journey service measures, including, comfort and crowding.

On the DLR, scores for value for money and availability of seats dropped two points. London Overground's score dropped to 82. A number of scores relating to stations increased, including information on service disruption and cleanliness /condition.

* Q3 is longer than the other quarters (16 weeks instead of 12)

Past five years

	2015/16	2016/17	2017/18	Full year 2018/19	Full year target
London Underground	85	85	85	84	85
London Buses	86	86	86	85	86
DLR	89	89	88	87	88
London Overground	84	84	84	83	85
London Trams	90	90	91	90	89
Emirates Air Line	93	94	93	92	93
TfL Rail	83	83	83	84	83
Cycle Hire – members	80	80	80	n/a	n/a
Cycle Hire – casual	86	86	85	n/a	n/a
Transport for London Road Network	70	70	70	71	69
London River Services	90	90	n/a	n/a	n/a
Victoria Coach Station	81	81	n/a	n/a	n/a
London Dial-a-Ride	92	91	92	89	91

The TfL Road Network exceeded its target by two points, with a score of 71 against a target of 69. London Trams and TfL Rail both exceeded their targets by one point, with scores of 90 and 84 against targets of 89 and 83 respectively.

Four services missed their targets by one point: London Underground (84 against target of 85), Buses (85 against target of 86), DLR (87 against target of 88) and Emirates Air Line (92 against target of 93). In all cases, the annual scores were affected by a lower performance in Q2 and likely affected by the high temperatures experienced.

London Overground and Dial-a-Ride were two points below their targets, with scores of 83 and 89 against targets of 85 and 91 respectively. London Overground's scores have been affected by engineering works and fleet management issues relating to the delayed new trains. Dial-a-Ride's overall score was affected by lower scores for punctuality.

There were no Cycle Hire, River Services or Victoria Coach Station surveys in 2018/19.

Contact Centre

TfL Customer Services

Past five quarters

	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19
Telephone calls	792,189	613,777	665,330	697,107	720,324
Abandonment rate (%)*	9.0	9.0	12.0	11.2	11.1
Correspondence	169,605	128,167	137,660	148,914	194,663
Closed in SLA (%)**	93.9	94.4	73.7	72.5	87.5
Quality score (%)***	92.3	79.6	81.2	82.3	85.4
Average speed of answer (seconds)	99	74	99	142	138

Telephone demand increased three per cent, largely due to Q4 consisting of four periods rather than three. Careful management of our team's resources enabled us to control and reduce abandonment rate, increase quality scores and improve average speed of answer.

We saw a significant rise in correspondence demand (up 31 per cent) with an increase in the number of people contacting us about buses. Our team delivered a 21 per cent increase in performance during the period.

Past five years

	Telephone calls		Correspondence		Quality score (%)***
	Calls received	Abandonment rate (%)*	Demand	Closed in SLA (%)**	
2014/15	2,919,467	10.4	404,201	83.2	85.8
2015/16	3,195,430	13.0	478,166	81.7	86.8
2016/17	2,942,589	12.5	496,116	82.7	89.8
2017/18	2,834,466	10.5	542,760	85.7	91.3
2018/19 full year	2,696,538	10.9	609,404	82.0	81.8

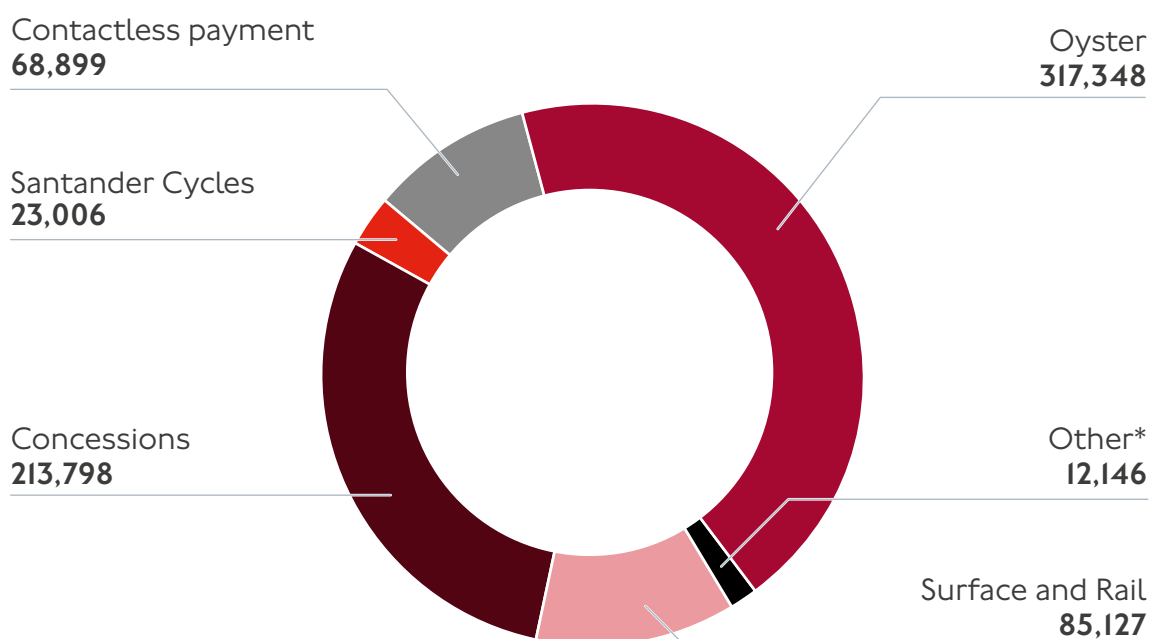
* Abandonment rate target 15 per cent or lower

** 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 which require investigation

*** Quality score target 80 per cent or more for both calls and correspondence as measured by rigorous internal assessment and external mystery shopping

Telephone calls

This quarter



* Other includes Public Help Points, Taxi and Private Hire, Ticketing App, Sarah Hope Line and Street-related calls.

Calls about Buses and Rail increased by 26 per cent this quarter, the main driver being Buses. Staff issues were the main reason for contact within this area. However, the increases reflect the longer Q4, which covers four periods, rather than three.

Calls relating to ticketing have also increased with both Oyster (15 per cent) and Contactless (nine per cent) up on last quarter. Concessions dropped 16 per cent, largely due to the seasonal spike in demand tailing off from the start of the quarter.

Other contact centres

Road user charging

Past five quarters

Phone number 0343 222 2222 (outsourced to Capita)	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19
Calls received	312,044	238,797	258,084	259,501	324,455
Calls answered	301,291	230,558	246,407	251,147	315,765
Abandonment rate (%)	3.4	3.5	4.5	3.2	2.7
Average speed of answer (seconds)	45	49	53	36	37

Capita's Congestion Charge Contact Centre continues to show steady performance well within the contractual targets. The average speed of answer for Q4 was 37 seconds, while the percentage of calls abandoned is 2.7 per cent, well

within the target of abandoning no more than 12 per cent of calls. The increase in calls offered for Q4 was driven by the launch of the Ultra Low Emission Zone (ULEZ) on 8 April and the renewal of the exemption for private hire vehicles.

Past five years

	Calls received	Calls answered	Abandonment rate (%)	Average speed of answer (seconds)
2014/15	1,564,500	1,432,462	8	*
2015/16	1,562,628	1,417,825	9	*
2016/17	1,698,215	1,407,304	17	207
2017/18	1,245,815	1,166,545	6	73
2018/19 full year	1,080,837	1,043,877	3	43

* Data not recorded

Taxi and Private Hire

Past five quarters

Phone number 0343 222 4444	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19
Calls received	205,353	186,072	183,060	218,784	252,262
Calls answered	186,999	149,640	135,347	118,587	178,448
Abandonment rate (%)	8.5	19.4	25.7	45.6	27.4
Average speed of answer (seconds)	117	326	528	1,484	732

Figures combine call volumes for licensing, answered by the taxi and private hire team and booking of vehicle inspections, carried out by our outsourced provider, NSL.

We saw a 13 per cent increase on Q3. This was partly due to driver queries relating to the English language requirement (ELR) as well as the DVLA vehicle registration change. An announcement was made during this period to extend the transitional arrangements for ELR, which we predict will significantly reduce the number of queries received.

Additional training to increase first call resolution and reduce call handling duration contributed to the number of

calls answered increasing 34 per cent. We continue to focus on the reasons for calls being made as well as the reason for repeat callers. It is anticipated the percentage of calls abandoned will decrease in Q1 following this approach.

High call volumes regarding vehicle queries, including bookings, remain. Service provider performance has started to improve and average handling time and abandonment rate are beginning to reduce.

The abandonment rate and average speed of answer were both below target. The introduction of online booking services in Q1 should ensure service level agreements are met in Q2.

Past four years

	Calls received	Calls answered	Abandonment rate (%)	Average speed of answer (seconds)
2015/16	536,344	475,051	11	134
2016/17	608,398	553,233	9	104
2017/18	684,904	623,837	8	118
2018/19 full year	840,178	582,022	30	733

Dial-a-Ride

Past five quarters

Phone number 0343 222 7777	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19
Calls received	171,787	136,003	127,499	135,188	165,701
Abandonment rate (%)	7.8	6.8	9.0	11.69	14.11
Average speed of answer (seconds)	181	127	203	276	315
Email bookings	15,657	11,215	9,817	11,427	13,491
Fax bookings	1,655	1,314	1,254	1,451	1,305
Passenger services letter	14	16	18	36	27
Passenger services email	45	50	49	59	68

Call volumes were 3.5 per cent lower than the same quarter last year but 18.5 per cent higher than Q3 due to the added length of Q4 and seasonal trends. This corresponds with higher numbers of trip requests over the holiday periods.

The call abandoned rate for the quarter exceeded our 10 per cent target, at 14.11 per cent due to a shortage of staff. We are currently recruiting further staff to cover our busier periods. Email bookings accounted for 8.5 per cent of all bookings.

Past five years

	Calls received	Abandonment rate (%)	Email bookings	Fax bookings	Passenger services letter	Passenger services email
2014/15	662,097	9	-	-	137	199
2015/16	661,978	7	-	-	117	281
2016/17	646,060	9	36,700	7,946	110	251
2017/18	596,161	10.5	45,655	6,064	98	276
2018/19 full year	564,391	10.6	45,950	5,324	97	226

Customer complaints

Complaints per 100,000 journeys	Full year 2017/18	Full year 2018/19	Variance (%)
London Underground	0.89	0.98	+10
London Buses	2.89	3.17	+10
DLR	0.82	0.78	-5
London Overground	1.68	2.05	+22
TfL Rail	2.47	2.39	-3
London Trams	1.62	1.28	-21
Emirates Air Line	2.40	4.11	+71
Congestion Charge	4.04	1.59	-61
Dial-a-Ride	82.23	69.86	-15
London River Services	0.79	1.49	+89
Santander Cycles	4.56	4.00	-12
Taxis*	7.28	7.22	-1
Private Hire*	3.92	2.95	-25
Contactless	0.14	0.21	+50
Oyster	0.18	0.15	-17

* Journeys not recorded; figures based on survey data

Contacts relating to Contactless payments increased 50 per cent, due to Contactless being used to pay for travel across the network. There were issues affecting some card suppliers but we received just 2,000 complaints from the 923m Contactless journeys made, demonstrating the simplicity and reliability of the system overall.

Bus complaints rose by 10 per cent compared to 2017/18, mainly relating to reliability concerns and the on-board temperatures in hot weather. We are working with bus operators to improve customer experience, focusing on poor performing routes.

Complaints for London Underground increased by 10 per cent on a normalised basis compared to the previous year. The main drivers were complaints related to service performance in Q3. Strike action and threat of action was prevalent during this quarter. We also implemented a 'leaf fall' timetable on the Piccadilly line, which delivered a reduced service.

London Overground complaints were driven by delayed delivery of new trains and the effect of this on service. Funding has been secured from Bombardier to offer free travel to affected customers.

Customer complaints

Past five years

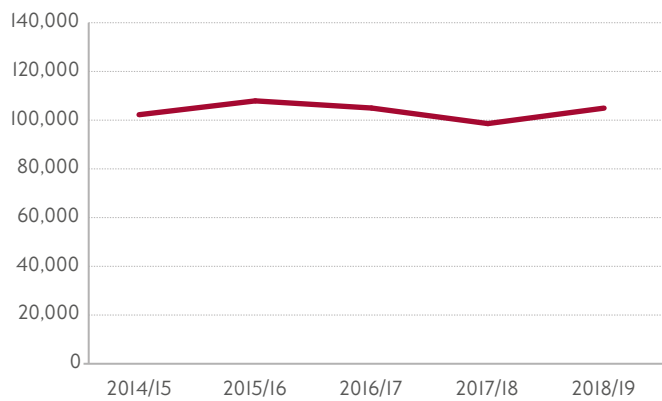
Service	Full year 2014/15	Full year 2015/16	Full year 2016/17	Full year 2017/18	Full year 2018/19
London Underground	14,429	13,731	14,546	12,037	13,578
London Buses	65,452	71,268	66,300	64,990	70,366
DLR	2,460	1,318	1,302	980	955
London Overground	3,822	6,660	4,328	3,103	3,899
TfL Rail	n/a	1,338	1,460	1,121	1,319
London Trams	397	565	627	470	368
Emirates Air Line	52	62	28	33	54
Congestion Charge	1,372	1,368	3,117	959	350
Dial-a-Ride	1,908	1,305	1,088	842	699
London River Services	70	64	58	79	145
Santander Cycles	687	354	359	465	437
Taxis*			3,373	4,918	4,874
Private Hire**	4,255	4,048	2,995	2,692	2,026
Contactless	566	552	587	989	1,964
Oyster	6,763	5,283	4,808	4,912	3,914
Total	102,233	107,916	104,976	98,590	104,948

* Taxi and Private Hire split not available for 2013/14 to 2015/16

** Taxi and Private Hire and Taxi complaint numbers are not directly comparable due to the way they are received and recorded

Customer complaints

Annual trend (annual total)



Overall customer complaints were up slightly in 2018/19, driven by increases in overall journey numbers across our services.

Focus on London Underground

There has been a major reduction in serious complaints about our station staff following a specific focus on the issue this year.

While we know that from time to time customers encounter frustrating delays or disruption to their journeys, they should never experience poor customer service.

The initial work built on data gathered from Q2 last year, which split complaints into severity ratings. These ranged from low severity issues (which might include difficulties in locating a member of staff or being given incomplete or incorrect information) to high and very high severity complaints which covers protected characteristics, aggressive behaviour and safety concerns.

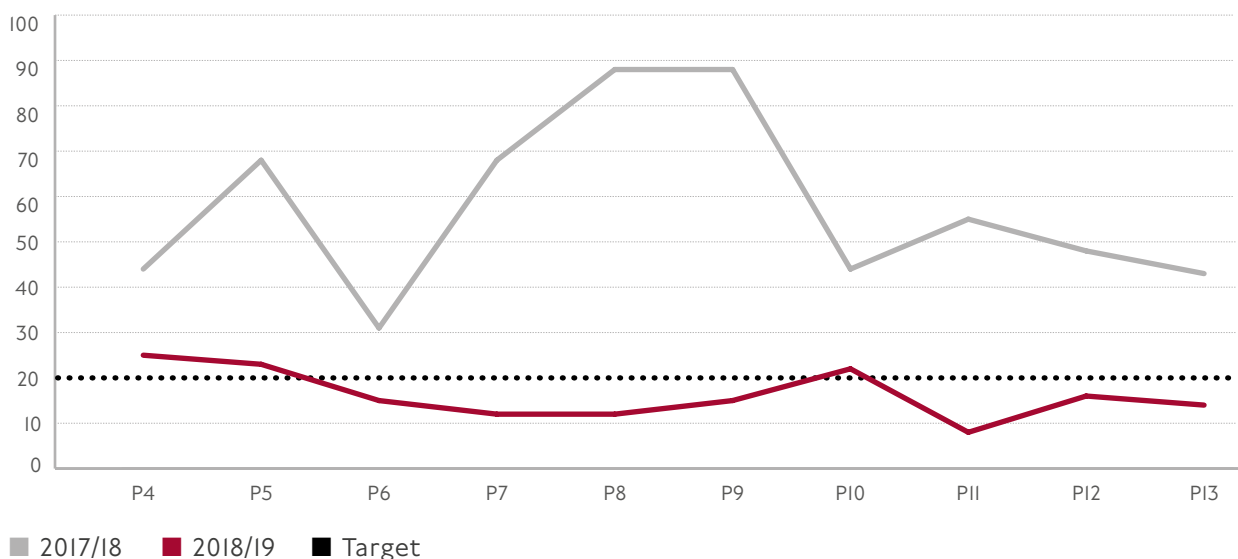
These ratings are based purely on customers' perception/description of events and while our follow up investigations may show that the member of staff had acted correctly, we can still use this feedback to find ways to improve the way our staff

handle difficult situations in future.

To help bed-in this new process and approach to customer complaints, an internal taskforce was set up to work across all aspects of how we handle these complaints. This led to staff from various areas and at all levels gaining an insight into how their colleagues work directly with customers, through job shadowing as well as following the journey of a customer complaint. The aim of this work was to help ensure that best practice and information are shared as widely as possible to help drive improvements in our customer service.

High and very high severity station staff complaints

Annual trend



Comparing the current year performance against last year's (excluding Q1 as we did not have data for the previous financial year) we have seen:

- 72 per cent decrease in high and very high severity complaints
- 87 per cent decrease in very high severity complaints

Overall, there was a drop of 24 per cent in all severity types so the focus on high and very high cases has been successful, with decreases in these categories outperforming the overall trend by significant margins.

We are continuing the programme for the coming year to ensure we challenge ourselves to continuously improve our customers' experiences.

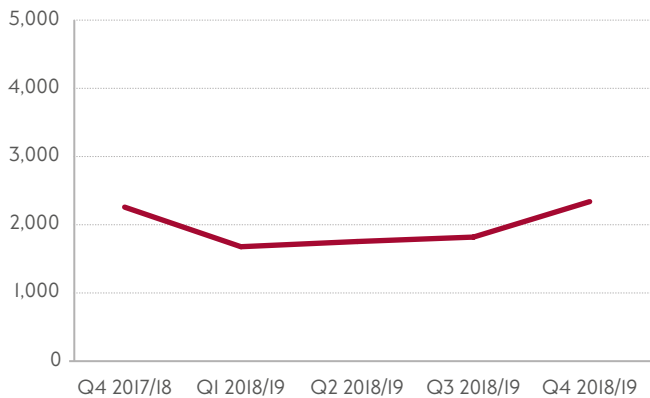
We are also close to launching a new approach to monitoring staff complaints to the bus network.

Commendations

Past five quarters

Service	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19
London Buses	1,222	865	880	951	1,295
London Underground	625	513	548	541	660
London Overground	56	49	46	51	55
DLR	43	41	38	41	33
London Trams	9	4	8	3	8
TfL Rail	25	25	20	25	54
Taxi and Private Hire	51	45	34	33	29
TfL Road Network	17	16	28	10	13
Dial-a-Ride	1	2	5	1	6
London River Services	1	3	3	3	3
Emirates Air Line	6	3	3	6	4
Santander Cycles	0	1	1	1	2
TfL Policy	202	111	140	153	177
Total	2,258	1,678	1,754	1,819	2,339

Past five quarters



Commendations are up 29 per cent on last quarter, and up four per cent on the same quarter last year.

TfL Rail again showed the most significant improvement (up 116 per cent) reflecting the expansion of their services.

London Underground also saw increased positive customer feedback. As with the slight increases in complaints, this reflects rises in customer journeys.

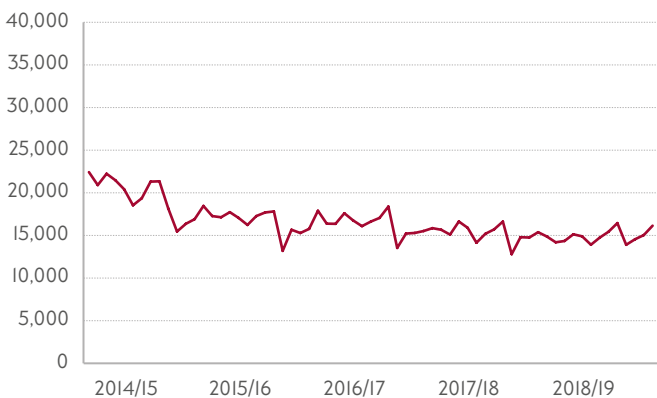
Dial-a-Ride and River Services also saw large increases (500 per cent in the case of Dial-a-Ride), either on last quarter or on the previous year. However, as with complaints the lower volume of customers on these services means small gains can lead to dramatic percentage shifts.

Ticketing

Bus and London Underground

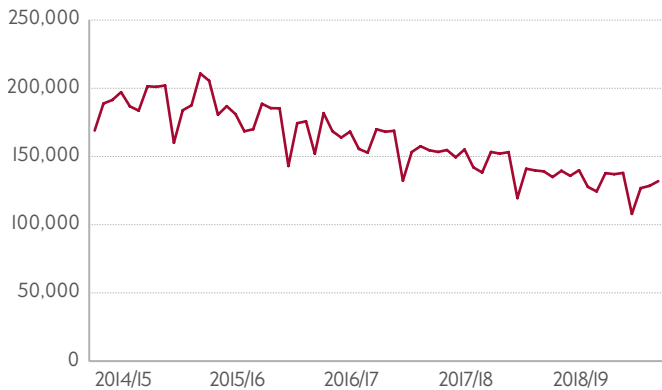
Paper tickets

Fare payer journeys per four-week period (millions)



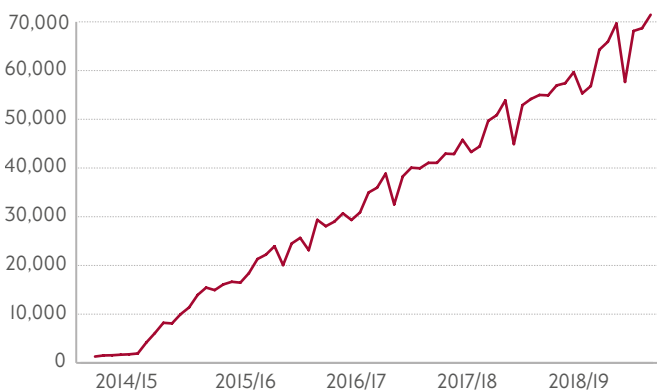
Oyster

Fare payer journeys per four-week period (millions)



Contactless payment cards

Fare payer journeys per four-week period (millions)



624,000

automated refunds were issued in Q4, with £2.95m refunded



52m

contactless bank cards and mobile devices have been used on bus, Tube and rail services

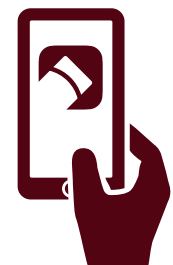


2.8m

contactless journeys are made daily

1.6m

downloads of the TfL Oyster and contactless app since launch, with more than 3.5m transactions being made with the app



Graphs for bus and London Underground fare payer journeys use figures based on 13 financial periods a year.

System availability

Ticketing system availability

	Q4 – 2018/19			Full year – 2018/19		
	Actual	Variance to target	Variance to last year	Actual	Variance to target	Variance to last year
▲ higher is better						
London Underground – ticketing system overall availability (%)	98.64	0.44 ▲	0.10 ▲	98.65	0.45 ▲	0.04 ▼
London Buses – bus validations – overall availability (%)	99.78	0.78 ▲	0.03 ▲	99.79	0.79 ▲	0.04 ▲

The results for both Bus and London Underground ticketing system availability exceeded target for the whole year, even with greater reader functionality and higher use. The ability to collect refunds at any station or on any bus was extended to include concession Oyster card holders in Q3 this year.

Internal IT system availability

Past five quarters (%)

	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19
	99.93	100.00	99.97	99.78	99.76

Performance this quarter was 99.76 per cent, against the target of 99.6 per cent. The main impact was due to a radio network issue that meant operators were unable to speak to drivers for a short period of time.

Annual trend (%)

	2014/15	2015/16	2016/17	2017/18	Full year 2018/19
	99.43	99.79	99.18	99.59	99.87

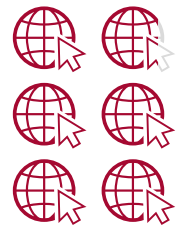
Digital

The growth rate for Twitter and Facebook continues at a rate of three per cent and one per cent respectively.

LinkedIn and Instagram, with a relatively smaller following, keep growing at high rates. LinkedIn followers increased 22 per cent, while Instagram achieved 55 per cent growth compared to the same quarter last year.

76m

Number of visits to the TfL website this quarter (11%▼ against Q4 2017/18)

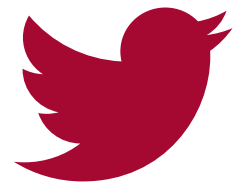


313m

Number of website page views this quarter (7%▼ against Q4 2017/18)

7.3m

Number of Twitter followers this quarter (3%▲ against Q4 2017/18)



755,400

Number of Facebook followers this quarter (1%▲ against Q4 2017/18)

90,900

Number of Instagram followers this quarter (55%▲ against Q4 2017/18)



More than
17,700
developers
have used
our data



27,900+
unique visitors to
the TfL TravelBot on
Facebook Messenger



We are working hard to make new datasets available through our open data policy:

Data – released	Date
Historic timetables	Q4 2018/19

Data – future release schedule	Date
Cycling Infrastructure Database	Q1 2019/20
Updated Congestion Charge, ULEZ boundary	Q1 2019/20

Travel demand management: tackling congestion

Crowding and congestion are an ongoing challenge for London's transport network, causing delays and preventing a good customer experience. Two in three public transport customers cite crowding as a primary factor preventing them travelling more often in London.

On London's roads, 75 per cent of congestion is caused by excess demand, not incidents or road works, in turn contributing to poor air quality, road danger and delays.

Using insights from previous work and considering the challenges ahead, we have recently refreshed our congestion programme, based on the following foundations:

- Significant behaviour change is required to achieve the Mayor's 80 per cent sustainable mode share target
- At specific times and places it is very busy, but we have capacity outside these busy times
- 'Always on' congestion messaging needs to be enhanced by operational mitigations, engagement with business and servicing industries and through policy and infrastructure decisions

Moving forward, projects will target different audiences based on their origin, route and destination, building new and making use of existing customer insights.



10%

of customers planned to continue using the alternative Tube routes they used while Bank Branch trains did not stop at Kennington last year

13-17%

of drivers retimed their journeys at two hotspot locations, following a trial with Waze



5%

of Tube customers retimed their journeys when we provided busiest times information at key stations, using a range of channels

Platform congestion trial - January 2019

A two-week, 12-station trial aimed to establish the most effective way of influencing customer behaviour at some crowded London Underground, DLR and London Overground stations, and provide outputs to inform other congestion projects.

We tested whether customers changed behaviour more after receiving a targeted email, and/or 'comparative messages' for example:

'Many Londoners are already changing their travel. Why not join them to find quicker or more comfortable journeys?'

This type of messaging up to now had been untested as part of our travel demand management activity.

We counted customers left behind on platforms before and during the trial to evaluate different channels and messages. The insights gained, summarised to the right, will inform our approach to all congestion and disruption projects moving forward.

	Results
Channel	<p>Customer emails had a high 58 per cent open rate (compared to the TfL average of 33 per cent)</p> <p>Three-quarters of customers found emails useful with two-thirds planning to retime their journey as a result</p>
Message	<p>Comparative messages led to an average 28 per cent greater reduction in customers left behind (compared to non-comparative).</p> <p>At five stations, we asked customers to move along the platform; these stations saw an average 13 per cent reduction in customers left behind.</p> <p>At all stations with both a comparative message and a customer email we saw a reduction in customers left behind.</p>

Other projects

Planned congestion demand management projects for 2019 will target journey time, customer satisfaction and accessibility, and include:

- Long-term congestion mitigation on and around busy stations and services
- Encouraging use of quieter routes through central London and better interchanges
- Using data to give customers real-time information on crowding and journey times
- Congestion-related travel advice on network infrastructure, helping customers to make informed journey choices

Campaigns

Q4 customer information email volumes



Past five years

	2014/15	2015/16	2016/17	2017/18	Full year 2018/19
Customer information emails	263m	273m	190m	187m	189m
Campaigns	1,019	1,216	898	1,043	930

In addition to bringing our customer database in-house, which has resulted in cost savings across the business, we also produce 99 per cent of our email or marketing campaigns with our in-house team. This enables massive cost savings and time to deployment has decreased. The new database has made increased segmentation possible.

Customer marketing and behaviour change campaigns

We conduct a range of information campaigns to help our customers save money and make life easier for them. The core themes in this period are summarised below:

TfL improvements

To raise awareness that we are investing to improve our infrastructure and services and how we are doing this.

- In January 2019, Finsbury Park was the 77th London Underground station to become step free with the installation of two new lifts. The launch of the new lifts was supported by a press release, an improvements poster at Finsbury Park station, customer emails to Finsbury Park users, lapsed users and accessibility groups plus stakeholder emails to local borough contacts, Assembly members and Members of Parliament
- In early February Limehouse DLR station introduced escalators. WiFi was introduced on 11 February on the new 345 reduced length trains on the East and West side of TfL Rail service. Promotion of this new service includes in-train vinyls and PR, while wider on-platform messaging will be used once all trains have WiFi across TfL Rail

Value fares

These include the Hopper, pay as you go, off-peak, touch in/touch out and pink reader messages. These campaigns encourage customer to use the best value tickets and to use the ticket machines as much as possible.

On 10 December, weekly capping was introduced on Oyster for adult rate pay as you go bus & tram journeys. The campaign, launched through CRM, social media and a press release, aimed to increase awareness of TfL value for money fares and let customers who travel regularly on our network know they could benefit from weekly capping.

The £1.50 Hopper fare launch

The new fares campaign showcases our best value fares and most compelling price points. The bold, eye-catching creative informs customers about our lowest fares and encourages them to use our services, particularly off peak. The new Hopper creative was the first message of the new campaign, which launched on 11 March and follows other pricing and product messages across various channels, including large format bus advertising.

Public transport usage – Bus

Targeted communications continue at an area- and route-specific level, supporting improved reliability.

Buses not stopping

A customer campaign encouraging passengers to help bus drivers by making it obvious they want to board or alight and to help keep them safe when a bus has pulled away. This supports a bus driver engagement campaign following on from the Hello London driver training, with a video focusing on the importance of stopping for passengers.

Road investment

Raising awareness of the work on London's roads and encouraging customers to avoid disruption.

The Baker Street two way project is being delivered by Westminster City Council and TfL. It will offer users in the area wider pavements, new cycling facilities, reduced street clutter and improved street lighting to help create a more pleasant environment for everyone. The campaign, including PR, digital advertising, email and stakeholder engagement, will raise awareness of the works and encourage drivers and bus users in the area to check their travel and re-route around the area to avoid delays.

Hoardings

Hoardings are used across the network to inform customers about the improvements they will see as a result of the disruption they are experiencing to ensure the safety of our workforce and protect our customers. They enable us to showcase why we are carrying out the work and highlight the benefit for our customers, while also helping to brighten the environment.

Better behaviours

TfL Travelkind campaign encourages customers to be more considerate to other passengers and staff, for a smoother, more pleasant journey. The campaign tackles behaviours that negatively affect customer experience, together with those that negatively affect service reliability. These include making space for others on the road, helping passengers off the train when they feel ill and being respectful of staff on the network.

Public transport safety

The public transport safety campaign is designed to address key safety issues across services and encourage passengers to take extra care when travelling around the network. Posters are live within stations across the TfL network.

Road danger reduction

Activity to target the causes of serious injury and death on London's roads, with the focus on the increased risks of driving too fast for the conditions of the road.

A leaflet was produced to warn road users of behaviour that contributes to collisions on London's streets. It will be distributed by the MPS and City of London police during their on street operation of Vision Zero.

Off-peak campaign and cultural maps

The off-peak campaign continued to support the Mayor's Transport Strategy to deliver 80 per cent sustainable mode share by 2041 by encouraging customers to 'tap into the wonderful world of off-peak' - using our lowest off-peak fares from £1.50, the Hopper fare and free travel for children under 11.

In March 2019 we launched the third seasonal burst of the Off-Peak London campaign with refreshed spring/summer creative. Building on from the summer and winter bursts, this campaign encourages customers to go and discover London off peak using public transport. Our media partnership with Time Out continues to use off-peak messaging and focus on promoting inspirational off-peak activities across London using the cultural moments in time such as family-friendly activities in the run up to Easter, Waltham Forest the London Borough of Culture (LBC) 2019 and the District line 150th anniversary.

We continue to promote cultural maps, with new maps for London Borough of Culture Waltham Forest and Santander Cycles launched in January and March respectively. We have also updated the digital cultural map with more than 350 locations and improved functionality. Large scale cultural maps have been installed in high profile locations at Waterloo, Canning Town, Canary Wharf, Canada Water, Westminster and Baker Street.

Air quality (ULEZ, bus improvements and rapid charging)

ULEZ activity targeting private and commercial drivers, framing the contribution that road traffic is making to London's poor air quality. The activity started in May 2018, supported by more detailed and targeted messaging educating those affected ahead of the ULEZ launch in April 2019. At 10 December there has been more than 1.3m vehicle checks using our online compliance checker.

We continue to actively promote ULEZ with the recent development of new advertising featuring vehicles with a single message to improve understanding of the key scheme facts (hours, area, and launch date) and to encourage further checking. At the same time communications to encourage take up of the scrappage scheme amongst van and minibus owners ran across various channels including radio.

Travel demand management

Since 17 September 2018, new restrictions have been introduced to ensure that Rotherhithe Tunnel's ventilation system can continue to safely operate with vehicles using the tunnel. We are raising awareness of, and compliance with, the restrictions to help goods vehicle drivers travelling around the area through a press release, social media, CRM, online and stakeholder communication.

Schools and education programmes

Our work to encourage transport behaviour change via nurseries, schools and colleges continues. Our range of programmes supports active travel, road danger reduction and travelling safely and independently on public transport. We work in conjunction with the London boroughs on these programmes, which include the well established STARS programme and 'Children's Traffic Club'.

District 150

On 24 December 2018 the District line celebrated its 150th anniversary. In order to mark this anniversary artwork and heritage were displayed at key stations along the line, a press event was held at Victoria station, a steam train ride was made available to customers as well as tours of district line stations. These activities were supported with integrated communications aiming to raise awareness of the anniversary, the activities and ultimately encouraging customers to make additional journeys on the lines.

Access All Areas exhibition

TfL held its second Access All Areas exhibition on 19 March 2019. The event raised awareness of innovations and improvements made to all TfL's services, which enable more disabled people, people with impairments and older people to use the network.

Electric buses 150 milestone

TfL introduced electric buses addressing the need to 'make London greener' and help improve London's poor air quality. The 2019 campaign celebrated that there are now more than 150 electric buses on London's roads. This message ran from February to the end of March, with targeted local conversion messaging on routes C1, 70, 46.



**Travel by bus
for £1.50**

Go and discover London at
[timeout.com/off-peak](https://www.timeout.com/off-peak)

Fare shown is for an adult single. You can make unlimited journeys within one hour of first touching in. Always use the same card or device to touch in.

MAYOR OF LONDON

TimeOut



Consultations

We launched 13 consultations in Q4, with proposals for the following:

- Direct Vision Standard – detailed implementation proposals
- Kew Bridge, Kew Bridge Road and Duke Road (Chiswick) – walking and cycling improvements
- Southwark Park Road junction with Jamaica Road – revised proposals
- A21 Tweedy Road, Bromley North – changes to road layout
- New pedestrian crossing and public space improvements for Warwick Road (Kensington Row)
- Demand Responsive Bus Trial in Sutton and Croydon
- Taxi age limit – reducing maximum age
- Bricklayers Arms Roundabout, New Kent Road and Old Kent Road improvements

- A24 Morden Road/Jubilee Way crossing improvements
- A10/Lincoln Road – walking and cycling improvements
- Bus service proposals:
 - Route 30 – changes to routing in Hackney
 - Route 339 – changes to routing in Tower Hamlets
 - Routes 404 and 434 – changes to routes in Coulsdon town centre

We also undertook 54 London Service Permit statutory consultations

We are planning 19 consultations in Q1 - 2019/20 (these are subject to change):

- Direct Vision Standard – statutory TRO and full scheme consultation
- Improving safety in private hire vehicles – Part 2
- Taxi fares review 2018/19
- Private hire vehicle operator licence fees review
- East Sheen road safety and streetscape improvements scheme
- Wood Lane to Notting Hill Gate – walking and cycling improvements
- Harrington Square – walking and cycling improvements
- A41 Finchley Road (Hendon Way to College Crescent) – bus priority scheme
- Peckham town centre – pedestrian safety improvements
- Clapham Road/Union Road safer junction scheme
- Edgware Road improvements – Phase 2
- Walking design guidance
- Clapham High Street safety scheme – widened crossings, central reservations, changes to parking and loading, relocated crossing, possible traffic restrictions
- A3 Kennington Park Road/Braganza Street safer junction scheme
- Bus service proposals:
 - Route 112 extension to North Finchley. Proposal to no longer run school route 611
 - Route 386 – reroute in Woolwich town centre
 - Routes 18 and 68 – reroute at Churchway/Euston Road
 - Routes 428 and 492 – rerouting in Crayford and Dartford
- Route 335 – new route from Kidbrooke Village to North Greenwich

London Assembly scrutiny

London Assembly scrutiny in Q4:

Date	Title	Type of scrutiny
21 December 2018	Transport Committee – Crossrail	Open meeting
8 January 2019	Budget and Performance Committee – TfL Business Plan	Open meeting
9 January 2019	Transport Committee – Crossrail	Open meeting
5 February 2019	Transport Committee – Freight	Open meeting
7 February 2019	Plenary Session – Transport	Open meeting
14 February 2019	Budget and Performance Committee – Response to report into TfL finances	Written response
28 February 2019	Transport Committee – TfL Response to Broken Rails report	Written response
12 March 2019	Economy Committee – TPH investigation	Open meeting
20 March 2019	Budget Monitoring Sub Committee – Roads maintenance	Open meeting
26 March 2019	Housing Committee – Build to Rent	Open meeting

London Assembly scrutiny for future QI (these may be subject to change):

Date	Title	Type of scrutiny
9 April 2019	Transport Committee – Response to Freight recommendations	Written response
15 April 2019	Garden Bridge Trust Working Group	Open meeting
25 April 2019	Transport Committee – Q&A with Commissioner	Open meeting
May 2019	Budget monitoring sub committee – Follow up actions from roads maintenance session	Written response
10 May 2019	Transport Committee – Response to Healthy Streets recommendations	Written response
13 May 2019	Garden Bridge Trust Working Group	Open meeting
15 May 2019	Transport Committee – Tram & Bus safety	Open meeting
16 May 2019	Crossrail 2 – Informal briefing for all Members	Closed meeting
31 May 2019	Economy Committee – Follow up actions from TPH session	Written response
3 June 2019	Transport Committee – Response to TPH recommendations	Written response
27 June 2019	Environment Committee – Tube dust investigation	Open meeting



Glossary

Measure	Unit	Description
Additional time to make step-free journeys	Minutes	<p>This metric measures the time it takes to travel from each area in London (defined in the Rail plan zoning system, which splits London into 3,288 zones) to all other areas by the quickest route using public transport services (Rail, London Underground, bus, DLR, Tram). It compares this to the travel times from a network consisting of just the fully accessible routes, which excludes station walk links that include steps. The difference between the two provides the additional journey time measure.</p> <p>The aim is to halve the additional journey time required by those using the step-free network only by 2041, so that journey times on the step-free network become comparable to those on the wider public transport network.</p>
Cumulative reduction in the number of people killed or seriously injured London-wide	%	<p>The percentage reduction in the number of people killed or seriously injured KPI relates to personal injury road traffic collisions occurring on the public highway, and reported to the police, in accordance with the Stats 19 national reporting system. The KPI measures the percentage change in the number of people killed or seriously injured on London's roads compared with the baseline average number of casualties between 2005 and 2009.</p>
London Buses: excess wait time	Minutes	<p>Excess wait time represents the amount of time that a passenger has had to wait, beyond the time that they should expect to wait, if buses ran as scheduled.</p> <p>It is the key measure of reliability of high-frequency bus services as experienced by passengers, and is also used to calculate operator performance bonuses or penalties.</p>

Measure	Unit	Description
London Overground and TfL Rail: public performance measure	%	<p>The public performance measure shows the percentage of trains that arrive at their 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. It is therefore the percentage of trains '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 the 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 public performance measure failure.</p>
London Underground: lost customer hours	Hours	<p>The total extra journey time, measured in hours, experienced by London Underground customers as a result of all service disruptions with durations of two minutes or more. A delay at a busy location or during peak hours results in more lost customer hours because a greater number of customers are affected.</p> <p>For example, an incident at Oxford Circus during a Monday to Friday peak results in a much higher number of lost customer hours than an incident of the same length in Zone 6 on a Sunday morning.</p> <p>As we review incidents, we may need to change the figures retrospectively.</p>

Measure	Unit	Description
Sanctioned detection	n/a	<p>A sanctioned (or sanction) detection is a case resolved through a police-generated detection, when:</p> <ol style="list-style-type: none"> 1. A notifiable offence (crime) has been committed and recorded 2. A suspect has been identified and is aware of the detection 3. The CPS evidential test is satisfied 4. The victim has been informed that the offence has been detected, and 5. The suspect has been charged, reported for summons, or cautioned, been issued with a penalty notice for disorder or the offence has been taken into consideration when an offender is sentenced <p>Source: data.gov.uk</p>

© Transport for London

June 2019

tfl.gov.uk

PUB19_01COPR_Q4_04069