

Date: 2 March 2017

Item: Transparency

This paper will be considered in public

1 Summary

1.1 This paper provides an update on TfL's position on transparency.

2 Recommendation

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

3 Background

3.1 TfL is committed to operating in an open, accountable and transparent manner, as expressed in the TfL Code of Conduct and Standing Orders, and we are building on actions taken in recent years to ensure that transparency is a routine part of all of our operations. We believe that greater transparency enables our customers and stakeholders to hold us to account, contributing to better decision-making and enabling public input into those decisions; delivers better value for money; and engages businesses, non-profit organisations, academics and others to make transport in London better.

4 Transparency at TfL

4.1 We published our first 'Transparency Strategy' (Appendix 1) in October 2015, following a public consultation with customers and stakeholders. A total of 93 responses were received from a range of stakeholders and we have implemented the vast majority of suggestions they made for additional data to be published or existing data to be revised.

4.2 As well as compliance with all statutory transparency requirements, such as those under the Local Government Act, the Localism Act and the Local Government Transparency Code, the Strategy sets out our presumption that all of our information should be made publicly available, unless there are legitimate reasons why not – for example, disproportionate cost, personal data or information which would harm our ability to maximise value for money for fare and tax payers.

4.3 We plan to review the Strategy this year, using another public consultation to invite views on what more we could do to make information available and accessible, alongside our continuing analysis of sources such as customer questions and complaints, regular customer research, scrutiny by the London

Assembly and London TravelWatch and Freedom of Information requests which help us identify demand for areas or themes where more information should be published.

- 4.4 Our presumption is that our travel information and our data should be made freely available in machine readable form. We led the transport industry in the provision of open data and our free real-time open-data feeds from operational systems power hundreds of smartphone travel apps developed by third parties. These provide customers and users with innovative services and up-to-date information on services across the TfL network.
- 4.5 We proactively publish an extensive range of datasets and information, focussed on:
- (a) our operational performance;
 - (b) progress with the delivery of our investment programme which is modernising public transport and roads infrastructure;
 - (c) our people;
 - (d) real-time customer information; and
 - (e) overall value for money.
- 4.6 All of this can be accessed via a dedicated transparency page on the TfL website, which every page on the site links to. The page acts as a portal to access information published elsewhere and work continues to improve the presentation of that information. The page received 38,283 visits in the 6 months between 1 August 2016 and 31 January 2017.
- 4.7 In line with the Strategy, we publish an extensive range of operational performance data online. This includes, amongst other areas, data on reliability, passenger volumes, service provision, asset availability, parking, safety, crime figures on public transport, road collisions, bus collisions, items received and returned by the Lost Property Office, lift availability on the Rail and Underground and the use of Oyster and contactless payments. We also publish extensive information about how TfL uses and protects the personal information provided by customers and users of our services.
- 4.8 We are transparent in our approach to the remuneration of our people, meeting the requirements of the Accounts and Audit Regulations 2015 and the Local Government Transparency Code and go beyond them with the publication of data on the number and cost of Non Permanent Labour and expenses claimed by Chief Officers and their mobile phone expenditure. Board Members' expenses and Declarations of Interests are also published. An Equalities Scheme report provides data on the composition of our workforce.
- 4.9 Our Board, Committee and Panel papers and minutes are routinely published ahead of every meeting and meetings are generally open to the public. If a matter has to be considered in a closed session of the Board or a Committee (usually for reasons of commercial confidentiality), a paper about it will still be published.

Webcasts of Board meetings are available and now made available, for an indefinite period, via our own YouTube channel. The Commissioner's Report to the Board, detailing the progress made across the business since the last Board meeting, is published in full. This is in addition to the regular publication of other reports, including the Business Plan, Annual Report and Statement of Accounts and Finance and Performance Reports.

- 4.10 Extensive detail is published on our commercial contracts and procurement of goods and services. We publish details of all contracts to the value of £5,000 or more, the text of all sponsorship contracts and other contracts to raise revenue and those for the purchase of goods or services with a value over the relevant OJEU threshold. Only information subject to an exemption applicable under the Freedom of Information (FOI) Act 2000 is redacted when we publish these contracts. We also publish data on each item of expenditure over £250, identifying the supplier concerned, the date and value of the purchase and a brief description of each item.
- 4.11 Transparency clauses are standard in our contractual terms, requiring suppliers to accept that our transparency (and Freedom of Information) commitments apply to their contract with us and to information held by the contractor on our behalf.
- 4.12 More data sets are being made available. Replies to all FOI requests received after 1 January are now being published online (in a searchable form and with any personal data identifying the requester removed). Data has recently been published for the first time on journey related sexual assault offences by taxi and private hire drivers; our gender pay gap; the status of Tram services; crowding at Tube stations; taxi rank locations; Cycle Superhighway and Quietway routes; the boundaries of the Congestion Charge and Low Emission Zones and the highway boundaries for the TfL Road Network. Further data sets to be published will include data relating to fare evasion (penalty charge notices and prosecutions).
- 4.13 We have also further improved the accessibility of data and now publish a schedule each December linking to all the regular datasets, reports and Board, Committee and Panel papers to be published in the year ahead (Appendix 2). Changes to the format and content of the Financial Report and the quarterly Performance Report (now published on a fixed calendar cycle) make trends and comparative performance easier to follow so that the progress and dynamics of the business are clear. These improvements follow feedback from Board Members and others. The quarterly report aims to present regular financial, operational and customer information in a format that is easy to read and understand. There are fewer words, more graphical illustrations of data and trends, and the report has been designed to be read digitally. An email address was created for comments, suggestions and observations on the revised format after the Quarter 1 Performance Report was issued and this address (financefeedback@tfl.gov.uk) remains open.
- 4.14 We have also improved our safety-related reporting, and the accessibility of advice on air quality. We also collaborated with the Science Museum to make exhibits derived from our ticketing data a major part of their exhibition on 'Our Lives in Data'.

5 Next Steps

- 5.1 A programme of activity is underway to further develop our approach to transparency. As part of this, we will:
- (a) consult stakeholders on the next version of our Transparency Strategy;
 - (b) ensure that practices are aligned and consistent across all of our subsidiaries such as Crossrail and Crossrail 2 and address any remaining variations;
 - (c) make clear on our website how information about our assurance processes – the work of Internal Audit, the Independent Investment Programme and Advisory Group and the Commercial Development Advisory Group – can be accessed, including on request;
 - (d) review the safety and environmental data we publish to identify ways in which we can further improve consistency and accessibility; and
 - (e) take further action to make it easier to find and use the transparency information which we make available on our website.

List of appendices to this report:

Appendix 1 – TfL's Transparency strategy (October 2015)
Appendix 2 – TfL Publication Schedule for 2017

List of Background Papers:

None

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October 2015
Transport for London – Transparency Strategy

Introduction

Transport for London - Our Purpose

We are London's integrated transport authority, responsible for implementing the Mayor's Transport Strategy. Our purpose is to keep London working and growing and to make life in the Capital better.

We are funded by income from fares, revenue raised from fees and charges, commercial property and advertising, borrowing and Government grants. Every penny of our income is reinvested in running and improving transport to ensure that London remains a world-leading city.

Our Services

We are responsible for London Underground, London Buses, Docklands Light Railway, London Overground, London Tramlink, London River Services, Dial-a-Ride, Victoria Coach Station, Santander Cycles and the Emirates Air Line.

We regulate taxis and the private hire trade, operate the Congestion Charging scheme, manage the 580km red route network of London's key strategic roads, and operate 6,000 traffic signals.

We work with many partners to improve life in London. This includes taking action on road safety and enabling people to make sustainable travel choices, such as cycling and walking.

We are also delivering one of Europe's biggest programmes of capital investment, including building Crossrail, modernising the Tube and road networks and delivering the Mayor's vision for cycling.

We are determined to operate in an open and transparent way, for the benefit of our customers, stakeholders and those who hold us to account.

We recognise that with responsibility for billions of road and public transport journeys every year and an annual budget of around £11bn, we have a duty to spend that money as efficiently as possible and account for every penny.

We publish a huge amount of data reflecting the scale of what we do including contracts, expenditure, operational and financial performance, customer satisfaction and journey patterns. This helps us to explain how we run London's transport network and plan for its future. We now publish more information on how we operate than ever before. Much of this is designed to explain how we reinvest public money to improve transport for customers and road users. Our dedicated 'Transparency' and 'Publications and Reports' sections on our website show where this information can be obtained.

Openness and transparency in these and other areas is helping to transform the way in which we operate. It helps our customers use our services more effectively, strengthens our relationships with customers and stakeholders, and helps us to work with local communities and businesses to improve our services.

Our provision of free real-time open data also enables innovation in the way our customers travel. Hundreds of smartphone apps developed by third parties are being powered by our data.

Our Approach to Transparency

We are committed to operating in an open and transparent way and fully recognise the benefits this offers our customers, stakeholders and, of course, us.

By being open and accountable we:

- Enable our customers and stakeholders to hold us to account, contributing to better decision-making and enabling public input into those decisions;
- Deliver better value for money; and
- Engage businesses, non-profit organisations, academics and others to make transport in London better.

We publish all the documents required by statute and supplement these to publish a range of documents which provide a detailed insight into our priorities, targets and delivery:

- Business Plan – our 10 year plan of investment and operational improvements and the financial resources required for their delivery.
- Annual Budget – how the ‘first’ year of the Business Plan will be delivered, including that year’s detailed budget and performance targets.
- Annual Report and Statement of Accounts – overall performance in the previous financial year including investment and operational performance, remuneration and statutory accounts.
- Operational and Financial Performance Report – quarterly reporting setting out performance against annual budget.
- Investment Programme Report – quarterly reporting on progress of the investment programme against annual budget and milestones.
- Commissioner’s Report to the Board – the main highlights of all TfL’s activities and performance since the previous Board meeting.
- Annual Report for Health, Safety and Environment – to provide our stakeholders with additional information on these core areas of our business.

We constantly analyse what our customers and users tell us is important to them. We gathered views through a public consultation on our approach to transparency and routinely analyse, among other sources, questions and complaints, regular customer research, scrutiny by the London Assembly and London TravelWatch and Freedom of Information requests.

This analysis allows us to identify core areas of public interest and thus the new data sets which we should publish as a matter of course rather than waiting to be asked for them.

Our published information is focussed on:

- Our operational performance, including the reliability and safety of public transport and the road network, and data on ticketing derived from the Oyster and contactless payment card system;
- Progress on delivery of our investment programme which is modernising public transport and roads infrastructure;
- Our people, including levels of remuneration and expenses;
- Real-time customer information on the status of public transport and roads, including open data feeds that can be used by third parties free of charge; and
- Overall value for money, including commercial contracts and sponsorships.

Operational Performance

We must ensure that millions of journeys are made safely and reliably every day and publish data on our operational performance, through the Operational and Financial Report to the Board. Additional examples of more detailed information published about our operations are:

- Detailed and frequent performance information published on our website in the 'Transparency' and 'Publication and reports' sections ;
- Information on planned modernisation work which might disrupt journeys; including sending information out each week to millions of customers and users who have registered to receive service-related emails from us;
- An array of live 'service status' information;
- Crime figures on public transport ;
- Data on all road collisions, including the number of people killed and seriously injured;
- Data on all collisions involving buses under contract to TfL;
- A range of operational information derived from the Oyster and contactless payment card system;
- Bus-related crime data by borough, based on figures provided by the Metropolitan Police Service; and
- Bus operator league tables, showing performance against a number of measures
- The performance of TfL Customer Services.

In addition, we publish more general information on our operations, such as customer research and guidance on how to get the best out of the services we operate. We help customers to understand the features of Oyster and contactless payments and how they can make sure they pay the right fare and get the best value for money. This includes promotion of daily and weekly fare capping, off-peak fares, remembering to touch in and out, and refunds following service delays.

The Investment Programme

Increasing capacity and connectivity is central to meeting the needs of a rapidly expanding world city. London is growing faster than anyone expected a few years ago, with its population expected to rise from 8.6 million today to around 10 million by 2030.

To accommodate this, we must increase services and unlock areas of economic development. This requires better local connections, more people using sustainable transport and the capacity to take people to where they work.

Our quarterly Investment Programme Report to the TfL Board describes our major programmes and projects designed to expand capacity. It describes the objectives of each, the financial cost and their progress against milestones. We also publish:

- Details of our most significant projects, including through short films, available via our website; and
- An annual report, which sets out the improvements we have delivered.

Our people

We publish:

- A high-level organisation chart, with contact details;
- Extensive details of the remuneration of staff;
- Our annual Workforce and Monitoring Report and Single Equalities Scheme describing the composition of our workforce; and
- Biographies of all Board members and Chief Officers, with declarations of interests, a register of gifts and hospitality and any expenses claimed.

Customer Information

We reinvest all of our income into running and improving our services. Explaining this is a common theme in our public communications, helping to set out how we use public money to benefit the economy of London and the UK.

Customers rightly regard real-time travel information as part of the core service we provide. Their expectations of how they should be kept informed and how they transact with us have shifted dramatically, and will continue to do so.

Examples of how we have adapted to these expectations include:

- Providing a real-time commentary on the status of transport services via our website and social media such as Twitter;
- Films on our website that answer customers' most frequently asked questions in an accessible way;
- Factsheets to help customers get the most from our services and make sure any charges, such as the Congestion Charge, are fully explained;
- Complaints levels, the major themes which emerge from complaints and the action we take to address them ; and
- All live feeds of operational service status are made openly and freely available in machine readable form.

Thousands of developers and others use our feeds to create real-time travel information apps for millions of customers. The Shakespeare Review, commissioned by the Government in 2013 to consider the use of open data created by the public sector, noted that this approach benefited our customers by up to £58m each year in time saved.

We are proactive in explaining to our customers how we will handle personal information that they share with us. This includes publishing detail on what we do with their data, who it is shared with and how long it is retained.

Value for Money

Delivering value for fare and tax payers' money is central to everything we do. We explain how we spend public money productively and the resulting benefits through publishing:

- Details about our financial decision making, including agendas, papers and minutes from Board and other key governance meetings;
- Details of all expenditure over £250;
- Details of all contracts worth more than £5,000 and any that have been released as a result of a Freedom of Information (FOI) request;
- All contracts announced in a press release, as well as those concluded as a result of an invitation to tender issued after 1 September 2013, where the value of the contract exceeds the applicable OJEU threshold. This includes revenue raising contracts (such as deals for sponsorship or property development) as well as contracts for the purchase of goods and services;
- Contract opportunities; and
- Internal audit reports, showing the actions we have taken.

In addition, we communicate any discounts customers might be eligible for by promoting Zip Oyster cards for children and adult discount and concession cards. This includes supporting London Councils to promote Freedom passes.

Accountability

We have substantially changed the way information is made available about our decision-making. We have published the information required by the Government's 2015 Local Government Transparency Code and met all of the requirements in relation to disclosure of remuneration data.

We answer around 2,500 FOI requests a year, providing access to an even greater range of data, often of particular benefit to individuals with a local or specialist interest in our operations.

We also use these requests to identify information that we should publish routinely, such as London Underground's working timetables or data on the use of Oyster and contactless payment cards. In 2014/15 84 per cent of all FOI requests resulted in the disclosure of information in full and 87 per cent of all FOI requests were answered within statutory deadlines.

Approximately 2,000 questions put to the Mayor by the London Assembly about TfL through the Mayoral Question Time process are also answered each year, as well as around 2,500 pieces of correspondence from Assembly Members.

Our Commitment to Transparency

Our presumption is that all our information should be made publicly available and, in the case of data, provided in machine readable form, unless there are legitimate reasons why not – for example, disproportionate cost, personal data or information which would harm our ability to maximise value for money for customers and tax payers.

All the information we publish is available through our website and we will ensure that it is easily identifiable (including via improved search), accurate and up-to-date and, where appropriate, available in machine-readable form.

We will normally make data available on our website for as long as is necessary to ensure accountability and establish trends. We assign staff to own our published information and take responsibility for its quality.

We align with the Principles set out by the Government's Public Sector Transparency Board and where our practice differs (eg on the use of data.gov.uk or in the requirement for app developers to register with us to gain access to our data feeds) we consider that this brings benefits to the users of our data.

We will develop and publish a schedule which outlines when we plan to make specific information available such as publications, Board papers, replies to FOI requests and datasets. This will initially cover regular publications and will expand to include ad hoc and planned future information as far as is practicable.

Further Developing Our Approach

We will formally review our overall approach to transparency on an annual basis and keep stakeholders informed and involved in its development. We aim to continuously develop the range and quality of information we make available. Twice a year we will publish an update summarising developments in this area, and comments on our approach are welcome. These can be sent to HowardCarter@tfl.gov.uk or VernonEveritt@tfl.gov.uk.

Publication	Contents	Frequency	Link
Board papers			
TfL Board papers	Meeting papers published five working days before meeting	Meeting dates: 8 February	https://tfl.gov.uk/corporate/publications-and-reports/board-papers
Audit & Assurance committee	Meeting papers published five working days before meeting	Meeting dates: 14 March	https://tfl.gov.uk/corporate/publications-and-reports/audit-and-assurance-committee
Customer service & Operational performance panel	Meeting papers published five working days before meeting	Meeting dates: 2 March	https://tfl.gov.uk/corporate/publications-and-reports/customer-service-op-performance
Finance committee	Meeting papers published five working days before meeting	Meeting dates: 26 January	https://tfl.gov.uk/corporate/publications-and-reports/finance-committee
Programmes & Investment committee	Meeting papers published five working days before meeting	Meeting dates:	https://tfl.gov.uk/corporate/publications-and-reports/programmes-and-investment-committee
Remuneration committee	Meeting papers published five working days before meeting	Meeting dates:	https://tfl.gov.uk/corporate/publications-and-reports/remuneration-committee
Safety, Sustainability & HR panel	Meeting papers published five working days before meeting	Meeting dates:	https://tfl.gov.uk/corporate/publications-and-reports/safety-sustainability-hr
Performance reports/Operational			
Annual report	TfL Annual Report	July	https://tfl.gov.uk/corporate/publications-and-reports/annual-report
Air quality on the Underground	Air quality on the Underground	Annual	https://tfl.gov.uk/corporate/publications-and-reports/environment-reports#on-this-page-4
Boroughs	Local Implementation Plan (LIPs3)- Consultation Draft Guidance	March 2017	https://tfl.gov.uk/corporate/publications-and-reports/local-implementation-plans
	Borough Bulletins	Monthly	https://tfl.gov.uk/info-for/boroughs/
Buses performance data	Annual performance summary	December	https://tfl.gov.uk/corporate/publications-and-reports/buses-performance-data
	Latest quarter summary	Quarterly (March, May, August, November)	
	Good and improved routes	Quarterly (March, May, August, November)	
	Long-term trends	December	
	Bus speeds data	Quarterly	
Buses	Bus safety data	Quarterly (February, May, August, November)	https://tfl.gov.uk/corporate/publications-and-reports/buses
	Bus passenger usage data	December	
	Bus service changes	When service	

Publication	Contents	Frequency	Link
	Bus working timetables	Weekly	
	Temporary Countdown sign removals	Fortnightly	
	Bus safety dashboard	Quarterly	https://tfl.gov.uk/corporate/publications-and-reports/bus-safety-data
Bus crime statistics	All Boroughs statistics for previous four months	Quarterly (March, May, August, November)	https://tfl.gov.uk/corporate/publications-and-reports/bus-crime-statistics
Bus operator league tables	High frequency – excess waiting time	Quarterly (March, May, August, November)	https://tfl.gov.uk/corporate/publications-and-reports/bus-operator-league-tables
	High frequency – long gaps		
	High frequency night buses – excess wait time		
	Low frequency – on time		
	Low frequency - early		
	Night buses – on time		
	Mileage before losses due to traffic delays		
	Actual mileage operated		
	Mileage lost due to traffic delay		
Bus route & Borough reports	Quality of service indicators (Search by route and Borough)	Quarterly (March, May, August, November)	https://tfl.gov.uk/forms/14144.aspx
Car parks	LU station car park location, cost and capacity	When required	https://tfl.gov.uk/corporate/transparency/#on-this-page-11 https://tfl.gov.uk/modes/driving/tube-station-car-parks
Congestion charge	Finance, operations and performance	Quarterly (March, May, August, November)	https://tfl.gov.uk/corporate/publications-and-reports/congestion-charge
Crime and Incident Bulletins	Crime and antisocial behaviour statistics bulletin	Quarterly (Jan, March, Sept; Annual (May))	https://tfl.gov.uk/corporate/publications-and-reports/crime-and-incident-bulletins
Cycle hire performance	Quarterly performance statistics	Quarterly (March, May, August, November)	https://tfl.gov.uk/corporate/publications-and-reports/cycle-hire-performance
Cycling and Walking	Santander Cycle customer satisfaction surveys	Annually	https://tfl.gov.uk/corporate/publications-and-reports/cycling-and-walking
	Casual users profiles		

Publication	Contents	Frequency	Link
DLR performance data	Performance report	Weekly	https://tfl.gov.uk/corporate/publications-and-reports/dlr-performance-data
Emirates Air Line performance data	Passenger journeys	Weekly	https://tfl.gov.uk/corporate/publications-and-reports/emirates-air-line-performance-data
Equality and inclusions publications	Action on Equality- four year plan- First year progress report	March 2017	https://tfl.gov.uk/corporate/publications-and-reports/equality-and-inclusion-publications
Freedom of Information	FOI Performance	Quarterly (March, May, August, November)	https://tfl.gov.uk/corporate/transparency/foi-performance
Freedom of Information	FOI Requests	Within two working days	https://tfl.gov.uk/corporate/transparency/freedom-of-information
Garden Bridge	Project, planning and procurement documents	When required	https://tfl.gov.uk/corporate/publications-and-reports/temple-footbridge
Health and Safety	Health, safety and environment annual report	December	https://tfl.gov.uk/corporate/publications-and-reports/health-safety-and-environment
	Health, safety and environment quarterly report	Quarterly	https://tfl.gov.uk/corporate/publications-and-reports/safety-sustainability-hr
	London Underground HSE policy	Every three years, next version likely to be published in the next 12 months	http://content.tfl.gov.uk/london-underground-and-rail.pdf
	Surface transport HSE policy	Every three years, next version likely to be published in the next 12 months	http://content.tfl.gov.uk/surface-transport.pdf
	TfL HSE policy	Every three years, next version likely to be published in the next 12 months	http://content.tfl.gov.uk/tfl-specialist-services.pdf
	LU Safety Certificate and Safety Authorisation document	February 2017	http://content.tfl.gov.uk/lu-safety-certification-and-safety-authorisation-300915.pdf
Lift availability	Rail and Underground lift availability	Quarterly	https://tfl.gov.uk/corporate/publications-and-reports/lift-availability
London Overground	Customer charter performance	Quarterly (March, May, August,	https://tfl.gov.uk/corporate/publications-and-reports/london-overground-performance

performance	Customer satisfaction survey reports	November)	
London travel demand survey	London travel demand survey workbook	January/February 2017	https://tfl.gov.uk/corporate/publications-and-reports/london-travel-demand-survey
Publication	Contents	Frequency	Link
London Underground performance	Latest performance figures	Four weekly	https://tfl.gov.uk/corporate/publications-and-reports/underground-services-performance
	Tube frequency almanac	Four weekly	https://tfl.gov.uk/corporate/publications-and-reports/underground-services-performance
Lost Property	Number and type of items found and reclaimed, by area, statement of income	Annual (July)	www.tfl.gov.uk/lostproperty
Low emission zone	Finance, operations & performance	Quarterly (March, May, August, November)	https://tfl.gov.uk/corporate/publications-and-reports/low-emission-zone
Media	Press releases, News articles	Daily	https://tfl.gov.uk/info-for/media/
Red routes	Red route parking spaces and revenue	July	https://tfl.gov.uk/corporate/publications-and-reports/red-routes
Road safety	Casualties in Greater London January - 31 March 2017	August 2017	https://tfl.gov.uk/corporate/publications-and-reports/road-safety
	Casualties in Greater London April - 30 June 2017	November 2017	
	Casualties in Greater London July - 30 September 2017	February 2018	
	Casualties in Greater London during 2017	June 2018	
	Data extracts 2017	June 2018	
	Collisions and casualties on London's roads (report) - 2017	September 2018	
	Collisions and casualties on London's roads (tables) - 2017	September 2018	
	London Collision Map update	September 2018	
Safety and security	Safety and security annual report	Annual (June)	https://tfl.gov.uk/corporate/publications-and-reports/safety-and-security
Streets performance	Performance reports	Quarterly (March, May, August, November)	https://tfl.gov.uk/corporate/publications-and-reports/streets-performance

Taxi & Private Hire	Licensing, enforcement and compliance, regulation and policy, passenger information, strategy and action plans, legislation, policies and guidance	When required	https://tfl.gov.uk/info-for/taxis-and-private-hire/ and https://tfl.gov.uk/corporate/publications-and-reports/taxi-and-private-hire
TfL Rail performance	TfL Rail performance data	Four weekly	https://tfl.gov.uk/corporate/publications-and-reports/tfl-rail-performance
Ticketing	Oyster volumes, balances, refunds, sales, contactless volumes and trends, max fares & service delay refunds	Quarterly	https://tfl.gov.uk/corporate/publications-and-reports/oyster-card https://tfl.gov.uk/corporate/publications-and-reports/contactless-payment
Publication	Contents	Frequency	Link
Tram performance	Tram performance data	Four weekly	https://tfl.gov.uk/corporate/publications-and-reports/trams-performance-data
Travel in London report	Travel in London report	December	https://tfl.gov.uk/corporate/publications-and-reports/travel-in-london-reports
Tube working timetables	Tube working timetables	When a timetable is updated	https://tfl.gov.uk/corporate/publications-and-reports/working-timetables
Financial			
Annual accounts	TfL Annual accounts	July	https://tfl.gov.uk/corporate/publications-and-reports/annual-report
TfL business plan	TfL business plan	December	https://tfl.gov.uk/corporate/publications-and-reports/business-plan
Chief Officers' expenses	Chief Officer expenses	Quarterly (March, May, August, November)	https://tfl.gov.uk/corporate/publications-and-reports/chief-officers-expenses
Chief Officers' mobile phone expenditure	Chief Officers' mobile phone expenditure	Quarterly (March, May, August, November)	https://tfl.gov.uk/corporate/publications-and-reports/chief-officers-expenses
TfL Expenditure	Expenditure over £250	Quarterly (March, May, August, November)	https://tfl.gov.uk/corporate/publications-and-reports/expenditure-over-250
Boroughs	LIP funding allocations	November/December	https://tfl.gov.uk/corporate/publications-and-reports/local-implementation-plans
Audit and assurance			

Final internal audits reports	Final internal audit reports	Quarterly (March, May, August, November)	https://tfl.gov.uk/corporate/publications-and-reports/final-internal-audit-reports
Governance			
Board Members	Declarations of interest, hospitality and expenses	Updated when required	https://tfl.gov.uk/corporate/about-tfl/how-we-work/corporate-governance/board-members
Chief Officers	Chief Officers' register of gifts and hospitality	Updated when required	https://tfl.gov.uk/corporate/about-tfl/how-we-work/corporate-governance/chief-officers
	Chief Officers declaration of interests		
Other			
Organisation charts	TfL organisation charts	April	https://tfl.gov.uk/corporate/publications-and-reports/organisation-chart
Senior staff	Job titles, responsibilities, salary band	April	https://tfl.gov.uk/corporate/publications-and-reports/senior-staff
NPL data	Contained within Quarterly progress report	Quarterly	https://tfl.gov.uk/corporate/publications-and-reports/quarterly-progress-reports
Publication	Contents	Frequency	Link
Trade union facility time	Trade union facility time	April	https://tfl.gov.uk/corporate/publications-and-reports/trade-union-facility-time
Contracts & Procurement			
Contracts released under FOI	Published Contracts	When required	https://tfl.gov.uk/corporate/publications-and-reports/contracts-released-under-foi
Invitations to tender	TfL invitations to tender since April 2014	When required	https://tfl.gov.uk/corporate/publications-and-reports/invitations-to-tender
	GLA invitations to tender since April 2014		
Contracts	Future contract opportunities over £500k	When required	https://tfl.gov.uk/corporate/publications-and-reports/contract-opportunities
	List of TfL contracts greater than £5,000		https://tfl.gov.uk/corporate/publications-and-reports/contracts-greater-than-5000
	Text of TfL contracts over OJEU		
	Text of all sponsorship and other revenue-raising contracts		
	GLA contracts		
Open data			
Bus	Bus crime statistics	Quarterly	https://tfl.gov.uk/info-for/open-data-users/our-feeds
	Bus passenger usage data	Annually	
	Bus Safety Data	Quarterly	

	Bus stop locations and routes	1 week	
	Bus toilet data	Quarterly	
	iBus	1 week	
	Journey Planner Timetables	24 hours	
	Live bus and river bus arrivals API (instant)	30 seconds	
	Live bus and river bus arrivals API (stream)	30 seconds	
	Stop specific bus timetables	Periodic	
Cycle	Santander Cycle Hire Availability	3 Minutes	
	Santander Cycle Hire Performance	Quarterly	
	Santander Cycle Hire statistics	Monthly	
	Cycle flows on the TfL road network	Ad hoc	
	Number of Bicycle Hires	Monthly	
	Pedal Cyclist Casualties, Killed and Seriously Injured	Annually	
	Travel to Work by Bicycle, Ward	Ad hoc	
	Cycling infrastructure	Quarterly	https://tfl.gov.uk/info-for/open-data-users/our-feeds
Dial-A-Ride	Dial-a-Ride Statistics	Quarterly	

Publication	Contents	Frequency	Link
DLR	Journey Planner Timetables	24 hours	
	Station facilities	24 hours	
	Station Locations	24 hours	
	Step free Tube guide and toilet data- Enhanced LRAD	Quarterly	
Fares	Daily breakdown of contactless payment card usage	24 hours	
	Daily Breakdown of Oyster Card Usage	Once	
	Incomplete pay as you go journeys	Periodic	
	Oyster Card journey information	Once	
	Oyster Ticket Stop Locations	24 hours	
Freight	London Freight Journey Planner	6 months	
London Taxi & Private Hire	Licensed private hire operators- Findaride	24 hours	
	Taxi rank locations		
Multi-modal	Job titles and responsibilities of senior staff 2016	Annually	
	Journey Planner API	24 hours	
	TfL expenditure over £250	Periodic	
	TfL Investment Programme 2009/10 to 2017/18	Quarterly	
	Transport crime in London	Quarterly	
Overground	Station facilities	24 hours	
	Station Locations	24 hours	
	Step free Tube guide and toilet data- Enhanced LRAD	Quarterly	
	Predicted arrival and departure times for London Overground		
River services	Journey Planner Timetables	24 hours	
	Live bus and river bus arrivals API (instant)	30 seconds	
	Live bus and river bus arrivals API (stream)	30 seconds	
	Pier locations	24 hours	
Roads	Collision data- data guide	Annually	
	Key performance indicators on the TfL Road network	Ad hoc	
	Live roadside message signs	5 minutes	
	Live and Planned Traffic Disruptions- TIMS	5 Minutes	
	Location of safety cameras	Periodic	
	Road Casualties by Severity	Annually	
	Live rolling Video JamCams (CCTV)	every few minutes	
	Postcode impact areas for major works	Monthly	
	Travel Demand Management events data	Weekly	
	Road Space Management planned works data	Weekly	

Publication	Contents	Frequency	Link
Trams	Live Travel News - Trams	Ad Hoc	
Underground	Journey Planner Timetables	24 hours	
	London Underground passenger counts data	Annually	
	London Underground performance data almanac	4 weeks	
	London Underground Signals Passed at Danger	Ad hoc	
	Rolling Origin & Destination Survey (RODS)	Annually	
	Station facilities	24 hours	
	Station Locations	24 hours	
	Step free Tube guide and toilet data- Enhanced LRAD	Quarterly	
	Tube departure boards, line status and station status [Trackernet]	30 seconds	
	Tube this weekend	12 hours	
	London Underground Car Park Data with real-time occupancy	1 minute	