

Customer Service and Operational Performance Panel



Date: 1 November 2017

Item: Quarter 2 Customer and Operational Performance Report

This paper will be considered in public

1 Purpose

- 1.1 The purpose of this paper is to update the Panel on TfL's customer and operational performance for Quarter 2 2016/17.
- 1.2 This report covers the period from 25 June to 11 September 2017.

2 Recommendation

- 2.1 The Panel is asked to note the report.

3 Customer Reporting to Panel

- 3.1 This report will be presented at each Panel.

List of appendices to this report:

Appendix 1: Quarter 2 Customer and Operational Performance Report

List of Background Papers:

None

Contact Officer: Vernon Everitt, Managing Director, Customers, Communication and Technology
Number: 020 3054 7167
Email: VernonEveritt@tfl.gov.uk

Contact Officer: Leon Daniels, Managing Director, Surface Transport
Number: 020 3054 0180
Email: LeonDaniles@tfl.gov.uk

Contact Officer: Mark Wild, Managing Director, London Underground
Number: 020 3054 4308
Email: MarkWild@tfl.gov.uk



Transport for London customer and operational performance report

Quarter 2 (25 June 2017 – 16 September 2017)

MAYOR OF LONDON



**TRANSPORT
FOR LONDON**
EVERY JOURNEY MATTERS

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 Docklands Light Railway, 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 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 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.

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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.

Overall customer satisfaction for London Underground (LU) remains high despite a slight drop from 86 to 85. Since last year reliability on the network has been affected by staff unavailability, which accounted for 24 per cent of all lost customer hours in Q2. We have plans in place on each line to address this. We have also focused this quarter on reducing incidents relating to escalators and stairs, and this has led to fewer reportable injuries.

For most of our other public transport services, we have improved or maintained reliability compared with the same quarter last year. Despite a slight fall in customer satisfaction for the bus network this quarter from 88 to 87, Q2 is still two points higher than the same quarter last year.

We published a report on a four-week pilot that looked at how depersonalised WiFi connection data from mobile devices could be used to better help people navigate the Tube. We are now working with a range of stakeholders to examine next steps.

As part of our continuing strategy to improve the ease of ticketing transactions, we also launched a new app which enables customers to use smartphones to add pay as you go credit to their Oyster card. Customers topping up their pay as you go credit or buying Travelcards can now collect their purchase within 30 minutes from any Tube or rail station, tram stop or River Bus pier when they touch in, rather than having to nominate a station and wait for delivery the next day.

The app has already received more than 90,000 downloads and plans are on track to extend the ability to collect purchases from the readers on buses by the end of October.

Mark Wild
Managing Director, London Underground

Leon Daniels
Managing Director, Surface Transport

Vernon Everitt
Managing Director, Customers,
Communication and Technology



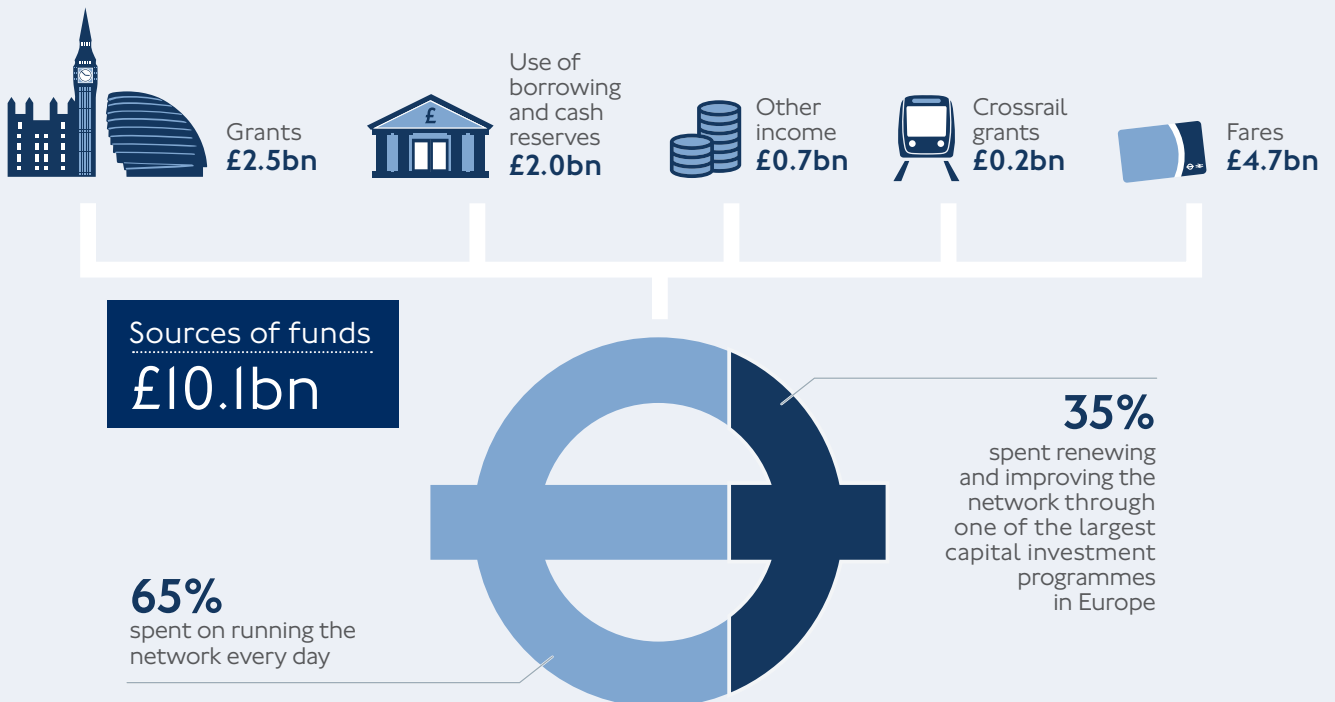
Business at a glance

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

How we report on our business



Finances at a glance*



*Based on full year 2016/17

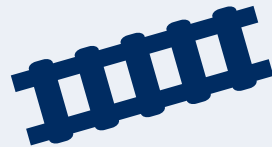
Facts and figures*



9,600 Buses on the TfL network



940 Trains on the TfL network

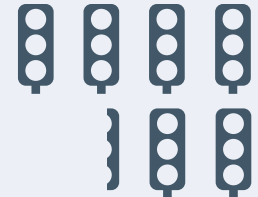


680 km
TfL-operated Rail and Underground routes

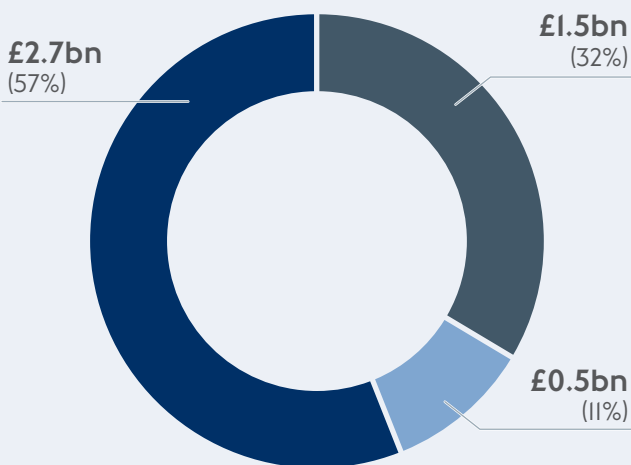


580 km
TfL-operated highways

6,350
Traffic signals operated by TfL



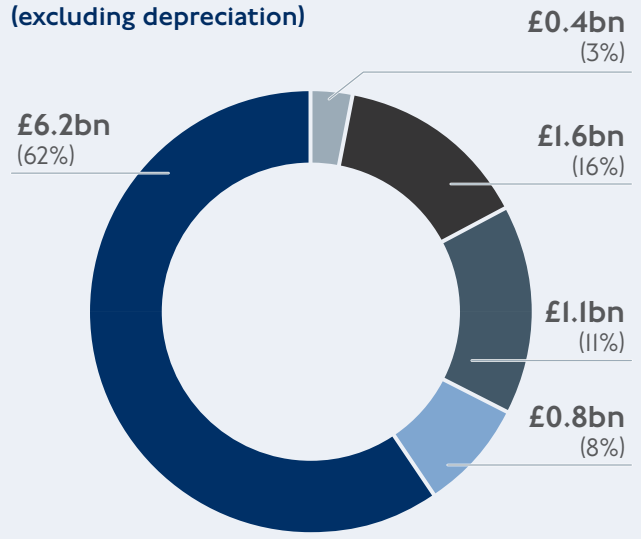
Total fares*



Total: **£4.7bn**

■ Underground ■ Rail ■ Buses

Total costs* (excluding depreciation)



Total: **£10.1bn**

■ Operating costs ■ New capital investment
■ Capital renewals ■ Crossrail ■ Net financing

Operational trends

Passenger journeys Quarter 2 2017/18

1.841m total number of journeys*

1%▼ total passenger journeys

London Underground



620m

Buses



1,032m

Rail (DLR, London Overground, London Trams, Emirates Air Line, TfL Rail)



177m

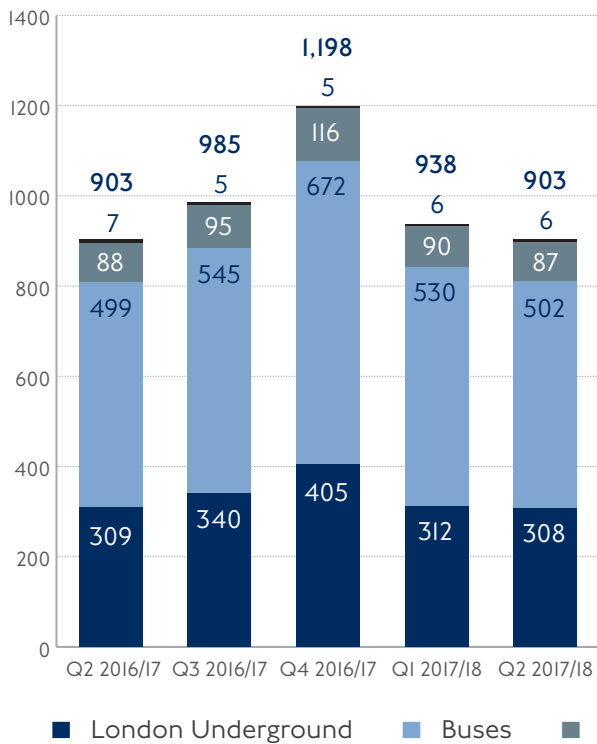
Other (London River Services, Dial-a-Ride, Santander Cycles)



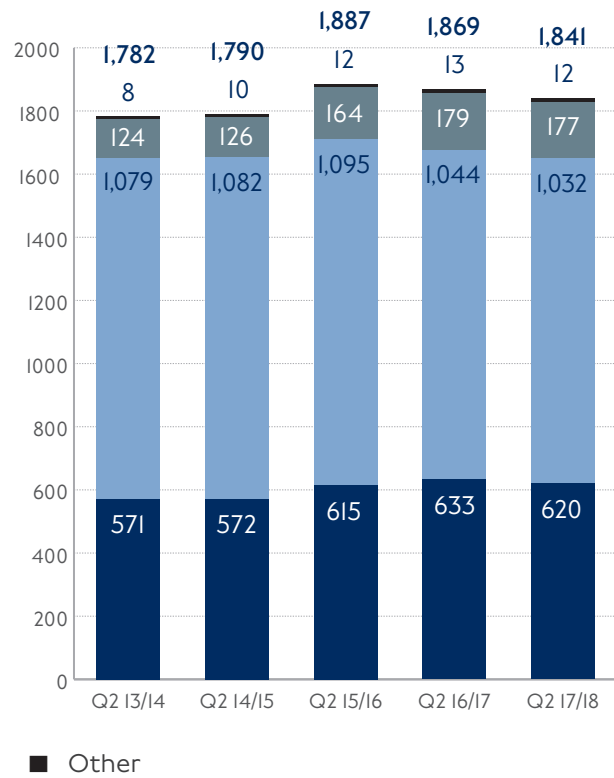
12m

* Excluding road journeys and pedestrians

Passenger journeys (millions) Quarterly



Five-year trend year-to-date



LU passenger volumes were 13 million (two per cent) lower over the first two quarters compared with 2016/17. The underlying trend, after adjusting for the later Easter, is just over half a per cent lower than the same period last year. Passenger journeys have been affected by an overall reduction in rail demand in London and the South East and recent events in London have also had a direct impact on demand.

Bus passenger volumes were 0.6 per cent higher than Q2 2016/17, which could be attributed to a lower number of road schemes currently active on the network, which resulted in better operational performance. Underlying journeys showed a growth of 0.2 per cent compared with Q2 2016/17.

* Quarter 4 was longer than quarters 1 to 3 (16 weeks vs 12 weeks)



Underground

London Underground (LU)

Passenger journey analysis

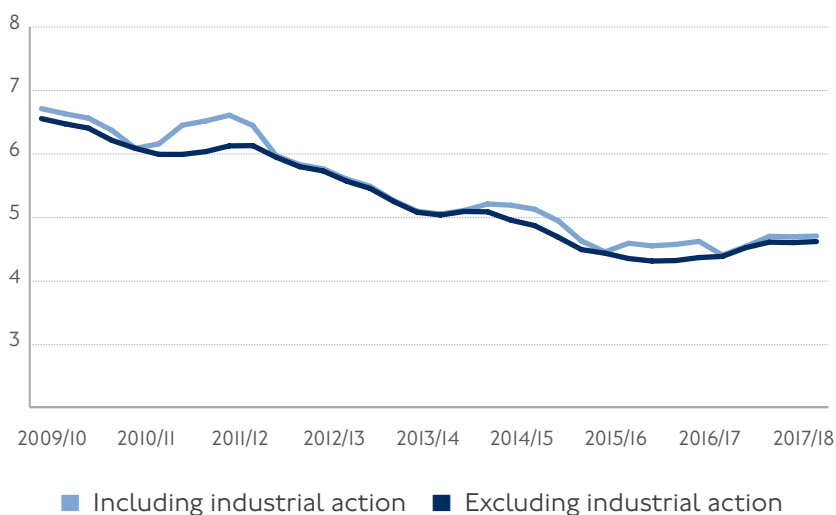
	Q2 2017/18	Q2 2016/17	Variance
Number of passenger journeys (millions)	620	633	-2%

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

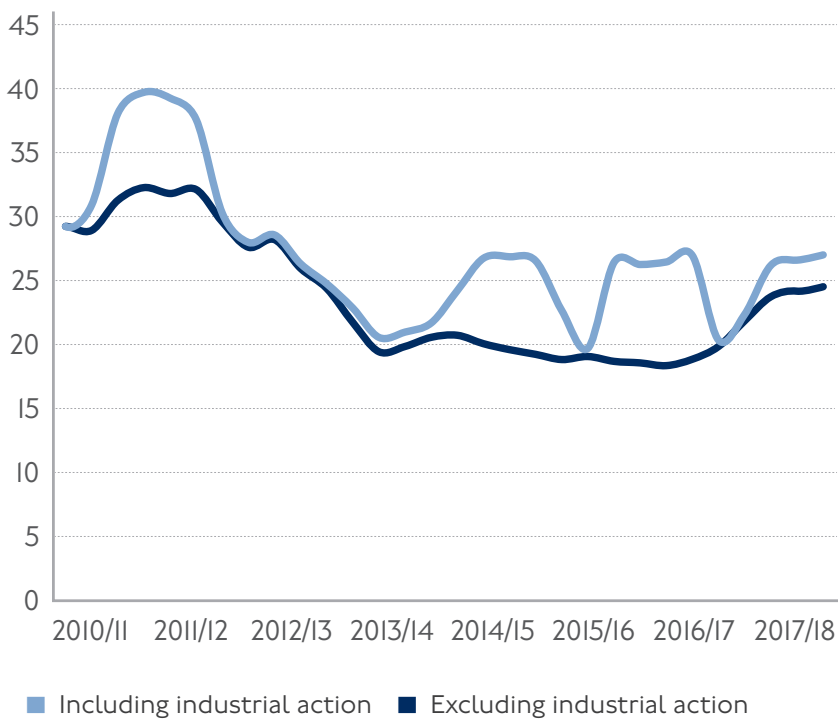


EJT remained steady in Q2, with the seasonal increase in demand offset by reduced numbers of commuters in the holiday season. Customers on the Victoria, Jubilee, Metropolitan and Waterloo & City lines all experienced fewer delays in Q2 than in Q1.

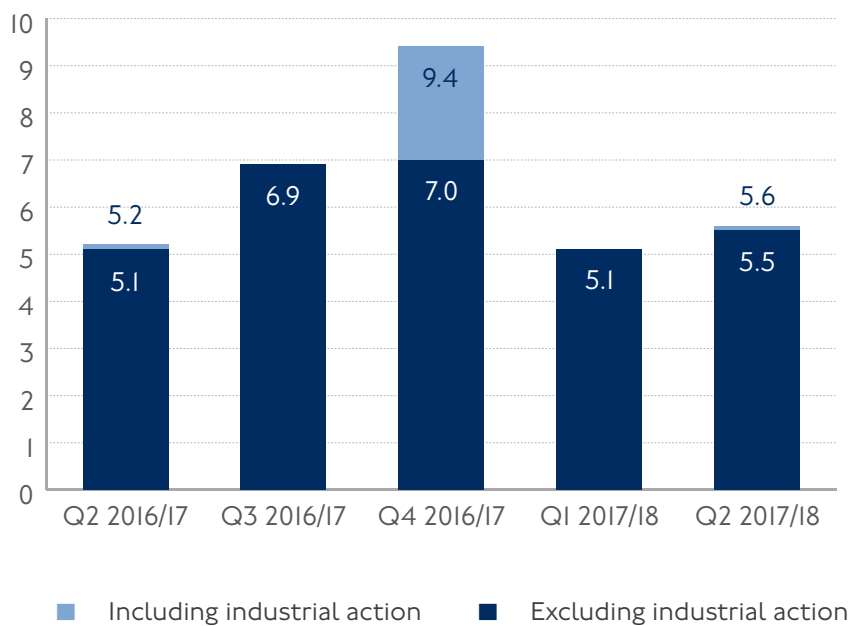
EJT moving annual average (minutes)



Lost customer hours (LCH)
Moving annual total (millions)

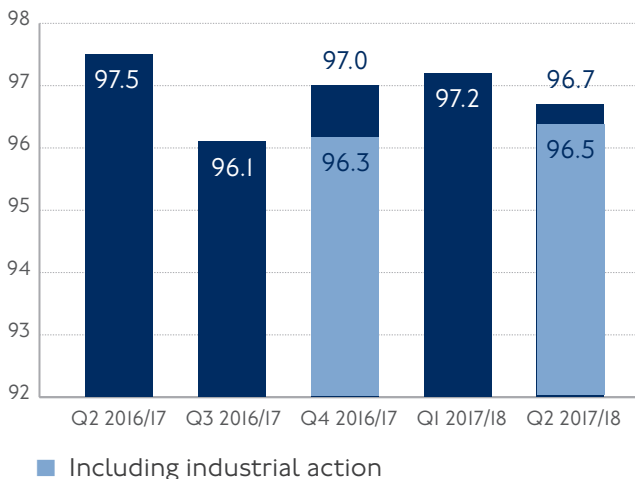


Past five quarters (millions)



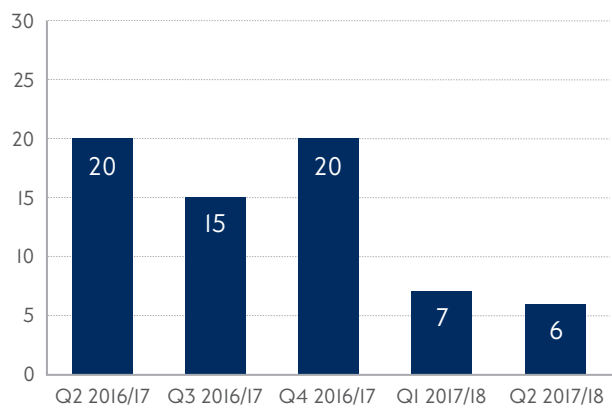
Network reliability continues to be affected by staff unavailability, customer incidents and Central line fleet issues. Industrial action by Piccadilly line depot staff had a small effect on reliability in the middle of Q2.

Scheduled kilometres operated Past five quarters (%)



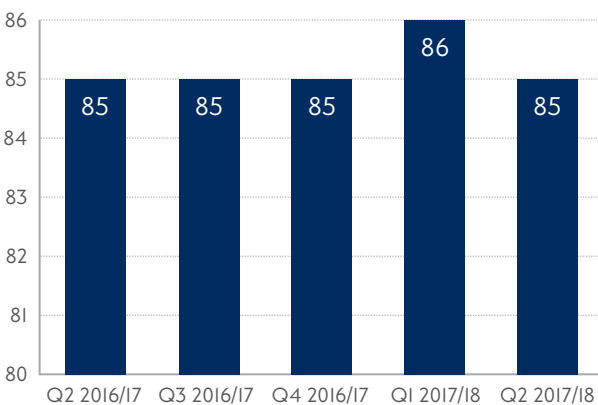
Performance did not match the previous two quarters. As with LCH, the number of kilometres operated was affected by staff unavailability, customer incidents and fleet issues.

Safety Customer RIDDORs past five quarters



New customer safety posters were introduced in July and August. Station-specific posters have been developed and were deployed in Period 7. We are monitoring the effectiveness of action to reduce incidents on escalators (rolled out to 41 escalators across 14 stations in Periods 5 and 6). This action encourages customers to hold onto the handrail, take care getting on and off escalators, stand safely on the step, and use lifts where appropriate.

Customer satisfaction (CSS) Past five quarters (millions)

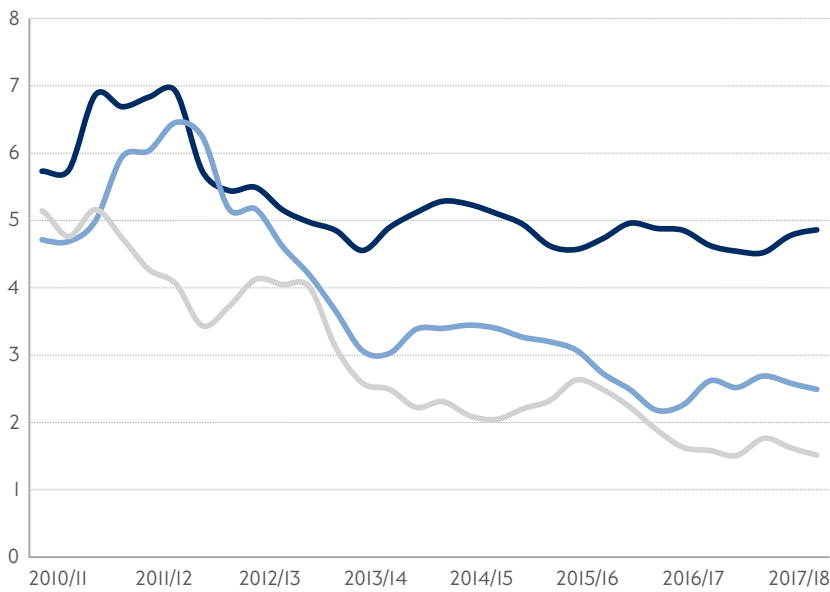


Scores have remained fairly stable this quarter although, as we expect in the summer months, satisfaction with temperature inside the train has fallen. Satisfaction with availability of seats has increased by two points, with 75 per cent of customers saying they were seated for the majority of the journey, a one point increase on Q1.

	Q2 CSS
Bakerloo line	84
Central line	82
Circle line/Hammersmith & City line	86
District line	86
Jubilee line	86
Metropolitan line	88
Northern line	85
Piccadilly line	85
Victoria line	85
Total	85

LCH trends

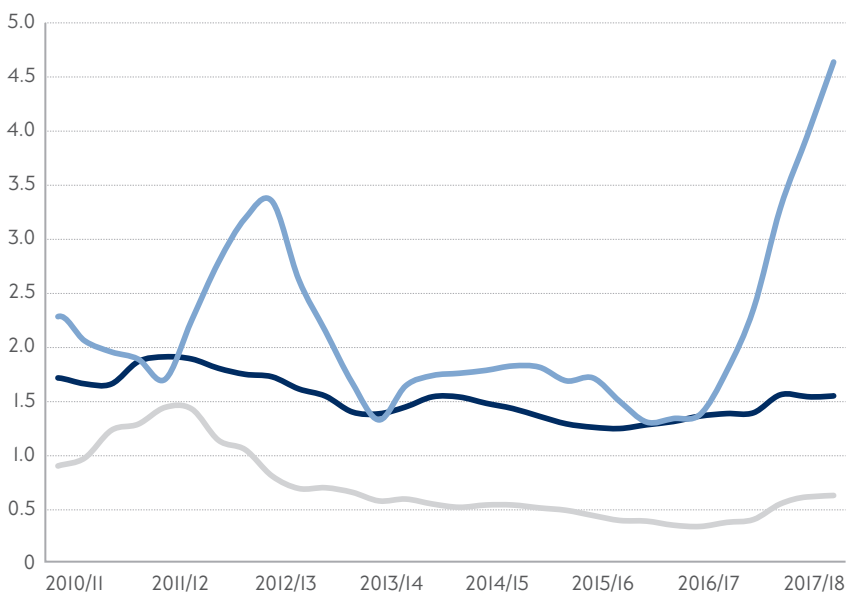
Asset-related LCH – moving annual total (millions)



Our signal and track assets are performing better than in previous years, whereas the fleet reliability trend has levelled off. The reliability of Central line rolling stock continues to create difficulties. Traction, air conditioning and door failures are all affecting performance. These problems are the main focus of our reliability improvement initiatives on the line.

- Track, civils, stations
- Signals
- Fleet

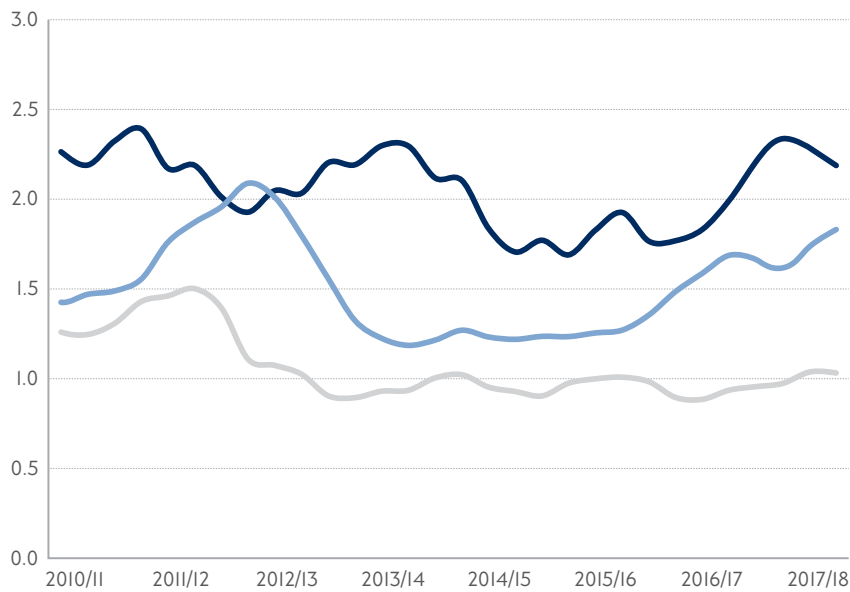
Staff-related LCH – moving annual total (millions)



The increase in staff unavailability since the beginning of last year remains a concern. While staff engagement and collaborative working have resulted in great improvements on the Circle, Hammersmith & City and Piccadilly lines, the problem has worsened on the Northern, Jubilee, District and Bakerloo lines. Where we have had success in managing this problem, the methods used are being applied across other lines.

- Errors
- Unavailability
- Other

Customer-related LCH moving annual total (millions)

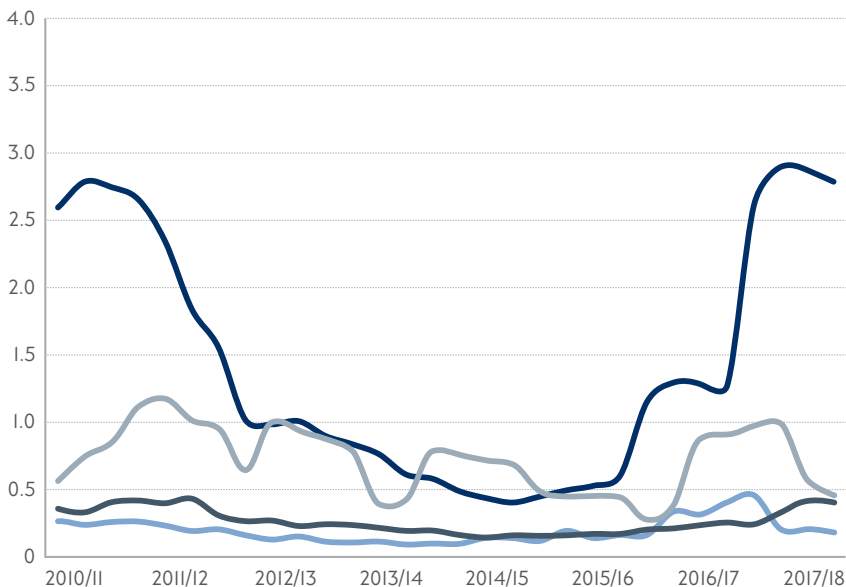


Following the launch of the customer incidents plan, we have seen fewer incidents of customer illness or accident and their impact has been less. We have put particular emphasis on marketing to drive customer behaviour changes, and given guidance to staff on how to respond to passengers becoming ill on a train.

- Unwelcome action*
- Unlawful action
- Illness & suicide

* Includes boarding and alighting incidents, inappropriate use of a passenger emergency alarm and belongings dropped on the track.

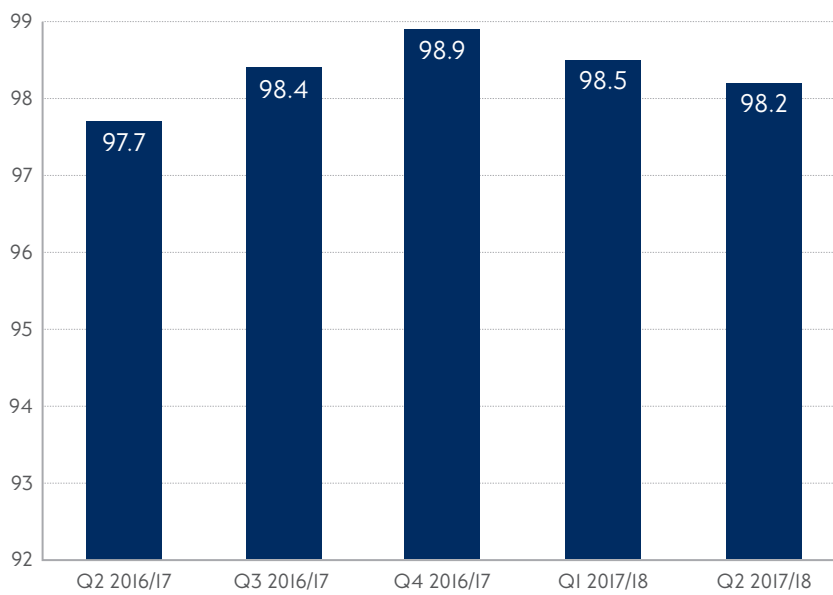
Other LCH – moving annual total (millions)



The increase in 'other operational' incidents relates to service disruption on the Piccadilly line at the end of 2016. The issue is isolated to the leaf fall season and plans are in place to prevent a recurrence in 2017.

- Security incidents
- Power
- Other operational
- External causes

Step-free access (SFA) Past five quarters



Availability of our step-free stations continues to be high and is on target for the year to date. The majority of incidents affecting performance are caused by assets, and work is in hand to establish what staff can do to resolve minor lift and escalator faults.



Buses

London Buses

Passenger journey analysis

	Q2 2017/18	Q2 2016/17	Variance
Number of passenger journeys (millions)	1,032	1,044	-1%

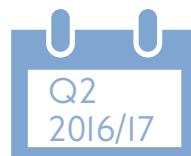
Passenger journeys

Total passenger journeys were one per cent lower than last year. This was driven by Period I having one less day than the last financial year and Easter falling in April. This is partly offset by some year-on-year improvement in bus speeds, particularly in central London, and also increased ticket machine reliability following software improvements. On a normalised basis, passenger journeys were 0.3 per cent higher.

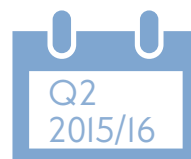
Underlying normalised passenger journeys year-on-year change (%)



0.3% ▲



3.8% ▼



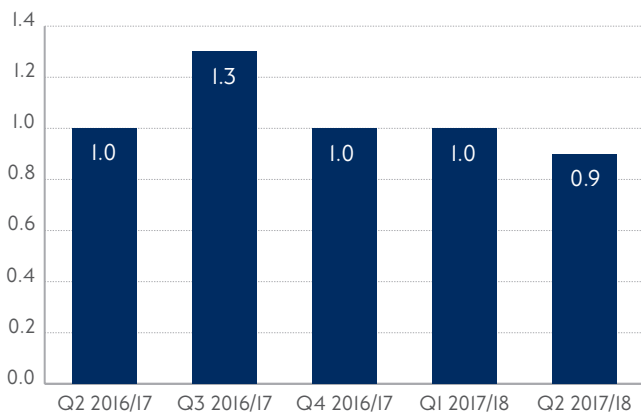
3.0% ▼

Compares underlying passenger journey numbers in the quarter with those in the corresponding quarter 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.



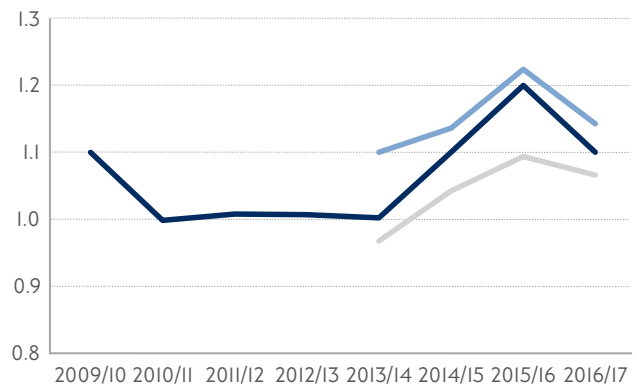
Reliability

Reliability EWT



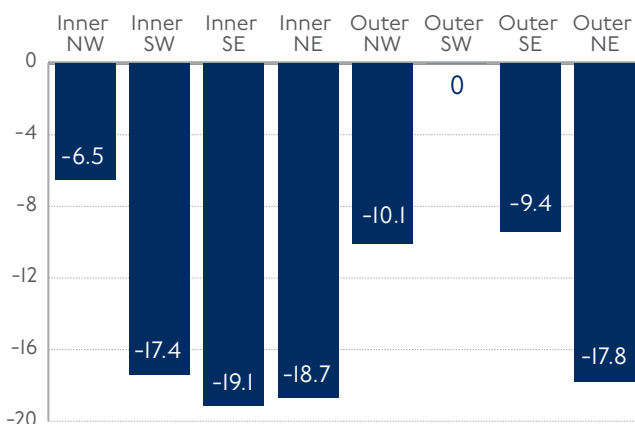
Excess Wait Time (EWT) reduced to 0.9 minute in Q2 2017/18, continuing reversal of the trend from the previous year. This has been achieved through measures to protect service reliability against increased levels of congestion on London's roads.

EWT annual trend (minutes)



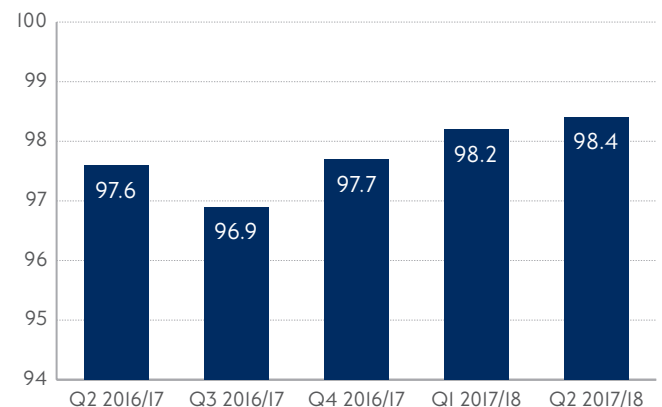
■ Bus EWT
■ EWT – Inner routes ■ EWT – Outer routes

Analysis of year-on-year EWT change by area (%)



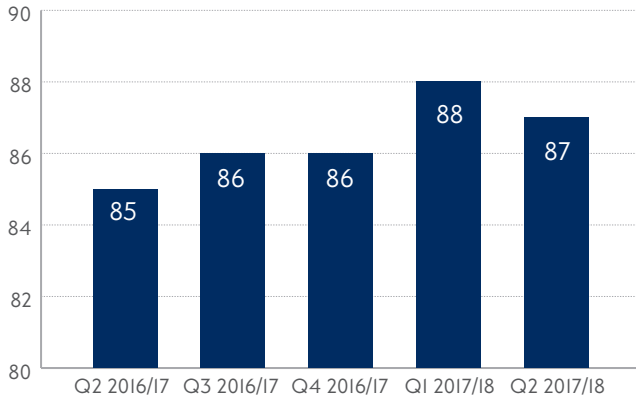
Compared with a year ago, results for EWT improved in all sectors apart from Outer SW London, which was adversely affected by roadworks in Kingston.

Scheduled services operated (%)



An improvement compared with the previous quarter is normal in Q2. The substantial improvement compared with the same quarter a year ago was due to a reduction in traffic delays. Measures remain in place to help protect service reliability against worsening traffic congestion.

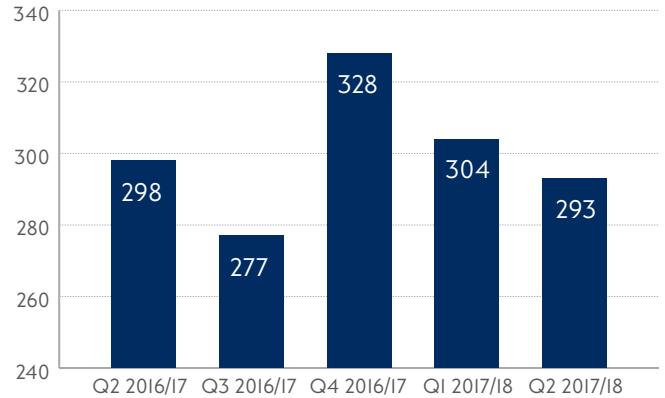
Customer satisfaction score (CSS)



Despite a slight decline following a record score in Q1, Q2 is still two points higher than the same quarter last year. Satisfaction with value for money is up on last quarter, with all other aspects of the bus service remaining consistent.

Safety

Customer injuries*

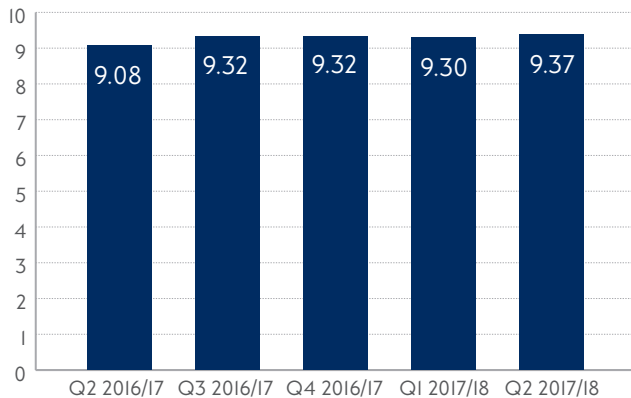


Tragically, a passenger died from injuries sustained in a fall, and two pedestrians and a motorcyclist died in collisions with buses. The quarter saw a two per cent decline in major injuries compared with the previous year. Sixty-seven per cent of the injuries resulted from slips/trips/falls. This factor is receiving additional attention in the form of an on-board customer campaign, to further reduce casualty numbers.

*Customers taken to hospital

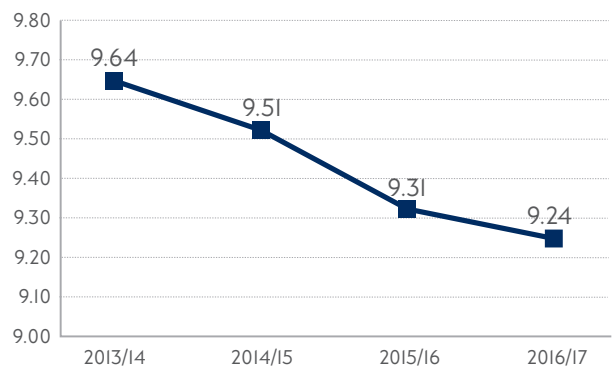
Bus speeds – weighted average bus speed

Mileage per hour



Until recently, bus speeds were consistently slower than the previous year. However, there is some evidence of the deterioration having halted recently.

Annual



Rail

DLR, London Overground, London Trams
TfL Rail and Emirates Air Line (EAL)

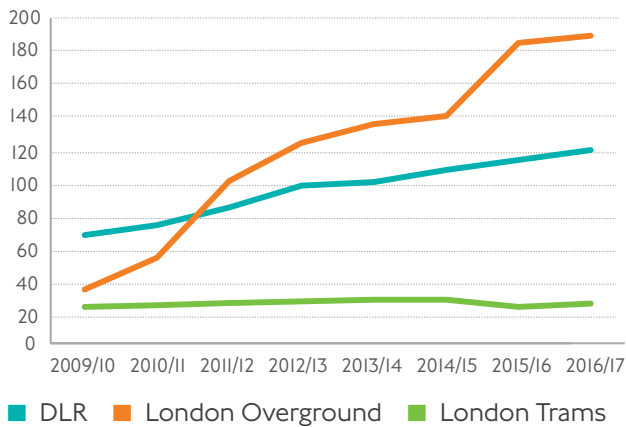


Passenger journey analysis

	Q2 2017/18	Q2 2016/17	Variance
London Overground Number of passenger journeys (millions)	86.4	86.5	0%
DLR Number of passenger journeys (millions)	56.0	56.2	0%
TfL Rail Number of passenger journeys (millions)	20.7	22.1	-6%
London Trams Number of passenger journeys (millions)	13.3	13.6	-2%
Emirates Air Line Number of passenger journeys (thousands)	812.6	832.8	-2%

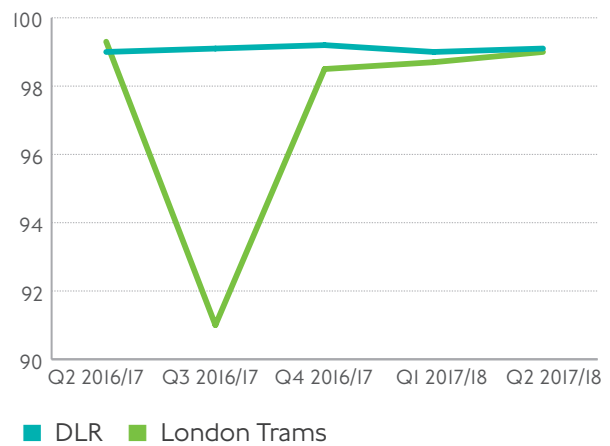


London Rail – annual passenger journeys trend (millions)



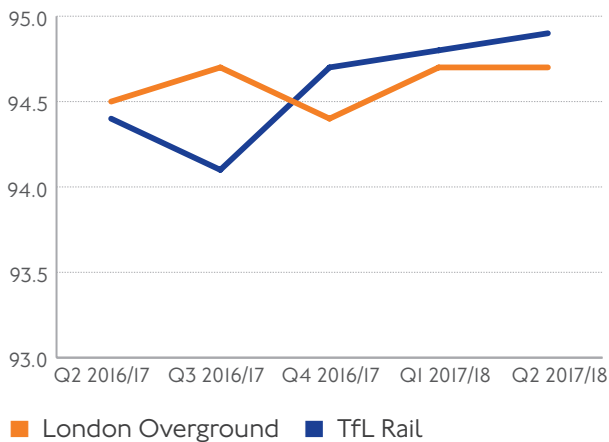
There was an extra day in Q1 last year as a result of Easter. Journeys were lower on London Trams and TfL Rail this year owing to engineering closures. Journeys were higher than last year on London Overground.

Reliability DLR and London Trams – scheduled services operated (%)



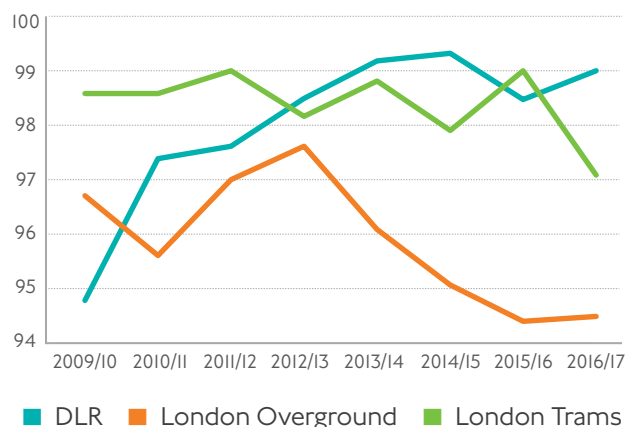
London Trams' reliability improved marginally on the previous quarter to reach 99 per cent. DLR reliability remains strong, at above 99 per cent in the quarter.

London Overground and TfL Rail – public performance measure (PPM) moving annual average (MAA)



TfL Rail has maintained second-in-industry position, with only Merseyrail delivering better performance (based on PPM MAA).

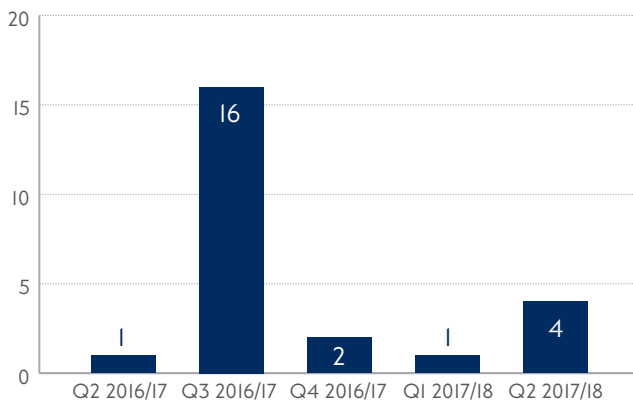
London Rail reliability – annual trend



London Overground reliability in recent years has been severely affected by poor performance beyond our control. We are working closely with relevant parties to address this, and in late 2015/16 there were signs of gradual improvement. London Trams' performance was affected by the Sandilands derailment in Q3 as the network was shut down and precautionary speed restrictions put in place in Q4.

Safety

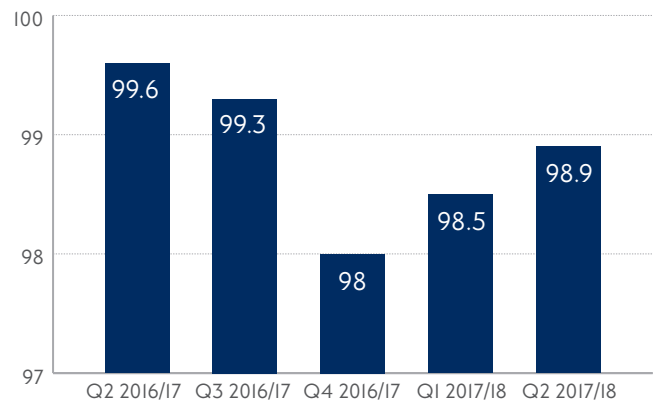
RIDDOR* reportable customer injuries



Four customers were injured on London Overground meeting the criteria for RIDDOR. We have stepped up work on extra measures to reduce customer injuries.

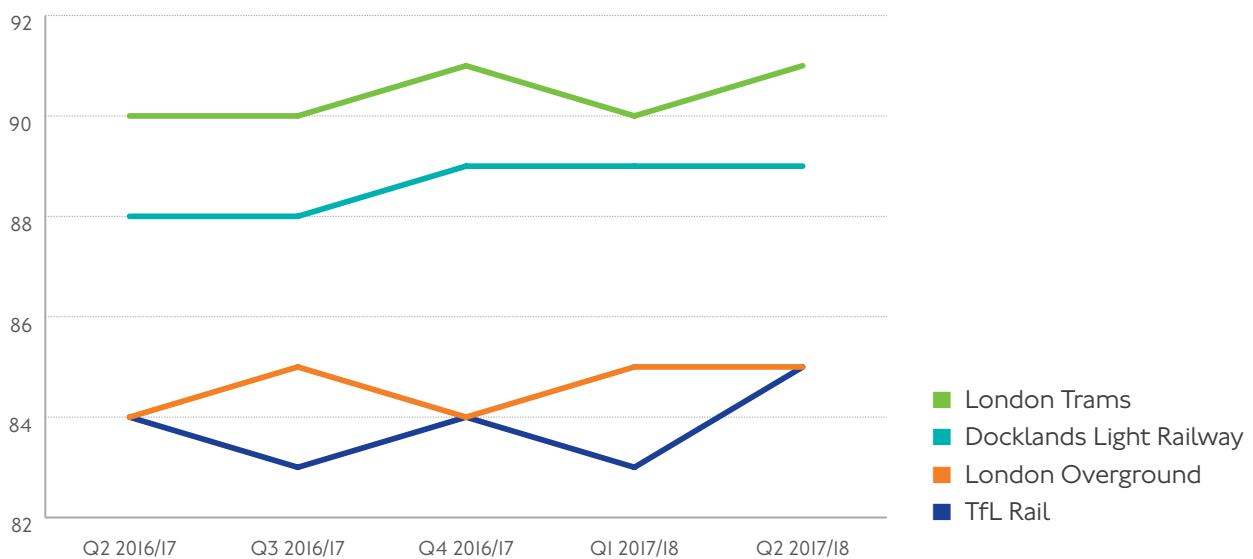
* See glossary

Emirates Air Line availability



Availability improved slightly from Q1, but fell behind Q2 last year. Downtime this quarter was owing to factors including high winds, tall ships and concerns over lightning strikes.

Customer satisfaction score (CSS)



Satisfaction generally remains stable across the network, however the rise in satisfaction for TfL Rail is likely to be attributable to summer holidays, with improved seat availability and reduced crowding, plus better onboard travel information. Fewer customers also reported experiencing a delay.

Roads

Transport for London Road Network (TLRN)



Volume analysis year-to-date

	Q2 2017/18	Q2 2016/17	Variance
Congestion Charge volumes (thousands)	6,113	6,578	-7%
Traffic volumes – all London (index)	95.7	95.9	-0.2%
Cycling growth in CCZ (%)*	14.8%	5.3%	

*Cycling data is based on calendar quarters rather than financial quarters ie Q1 is January to March and is the latest available data. It is presented as a percentage change from the previous year.

Cycling

The latest Central London cycling metric shows that a daily average of 529,519 km, or an estimated 173,000 journeys, was cycled in the Congestion Charging Zone (CCZ) during Q2 2017. This is the highest level of cycling recorded during Q2 in central London since measurement began in 2014.

Traffic flow

The pan-London traffic flow index stands at 95.7; this is 0.2 per cent below the same quarter last year. In Q2 average traffic speeds for the 12 hours between 07:00 and 19:00 across London increased by 0.1 mph, a 0.7 per cent increase compared to Q2 2016/17. Overall, London-wide traffic speeds have decreased compared to previous years.

Traffic flow (volume) year-on-year change

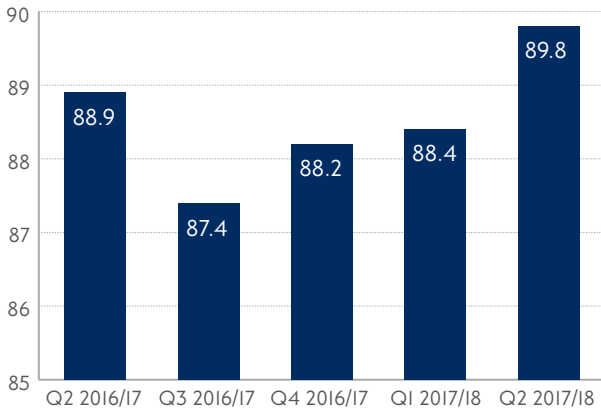


Compares traffic flow volume for the year-to-date with the corresponding quarters in the previous year.

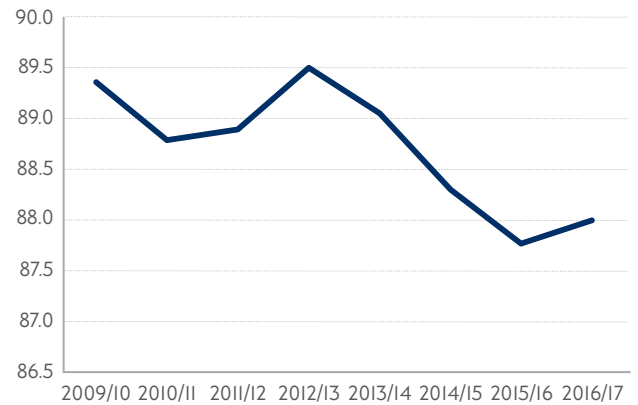


Reliability

TLRN journey time reliability (JTR) (%)



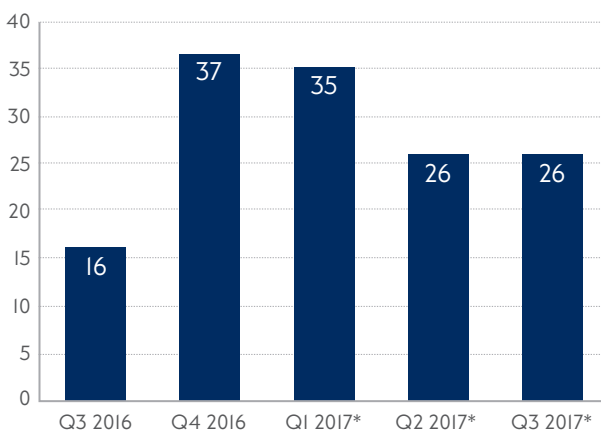
Eight-year trend



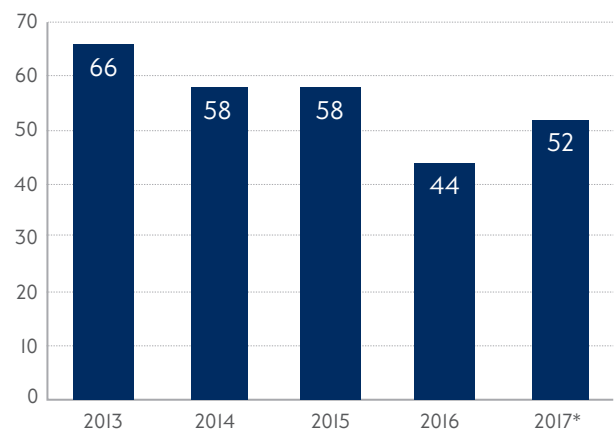
Despite a collision at the Blackwall Tunnel and the terrible fire at Grenfell Tower affecting performance in the quarter, journey time reliability increased.

Roads – reported fatal casualties

Quarterly (number of fatalities)



Five-year trend year-to-date (number of fatalities)



26 fatalities on London's roads

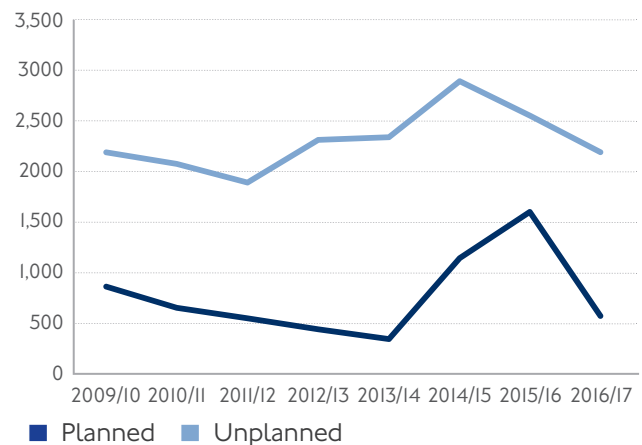
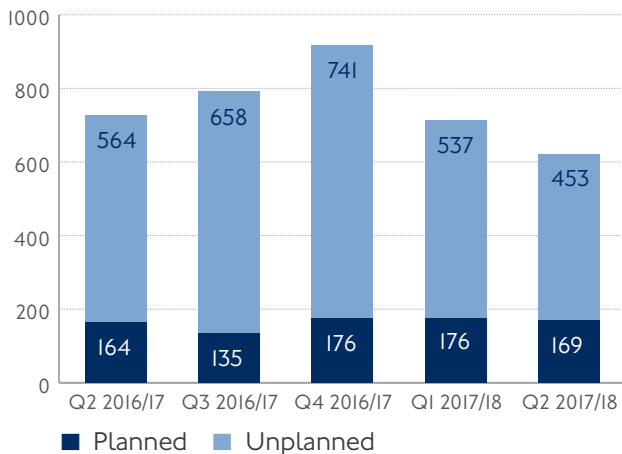
Second lowest number of fatalities on record for Q3 (July – September)

*The figures for 2017 are provisional

NB: The above data is based on calendar quarters, ie Q3 is July – September. The YTD graph shows figures for April – September. Provisional figures show that there were 26 fatalities on London's roads in Q3 2017.

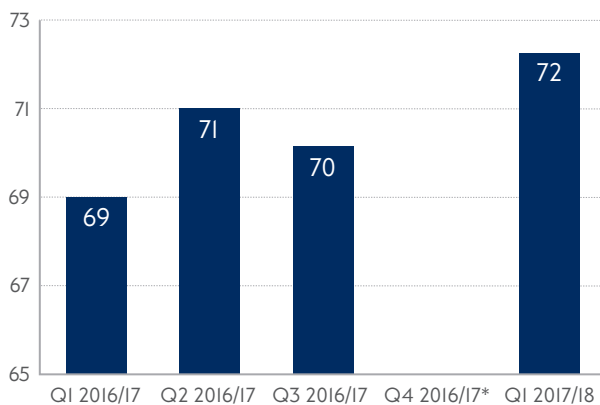
London wide: Serious and severe disruption (hours)

Eight-year trend



Total London-wide serious and severe disruption for planned and unplanned events at Q2 2017/18 was 622 hours which represents a 15 per cent decrease compared to the same quarter in the previous year. Planned events were 176 hours this quarter spread across 37 separate events (an average of four hours 45 minutes per event). Unplanned events were 537 this quarter spread across 309 separate events (an average of one hour and 55 minutes per event). This compared to 868 hours spread across 392 events in Q1 2016/17 for planned and unplanned.

Customer satisfaction score



The TLRN Customer Satisfaction Survey, which was previously reported quarterly, is being reported twice in 2017/18 (in Q1 and Q3), before reverting to being an annual measure in 2018/19.

Overall satisfaction at Q1 was the highest level for two years.

*No survey was conducted this quarter.



Other operations

London Dial-a-Ride, London River Services, Taxi & Private Hire (TPH), Santander Cycles, Victoria Coach Station (VCS) and others



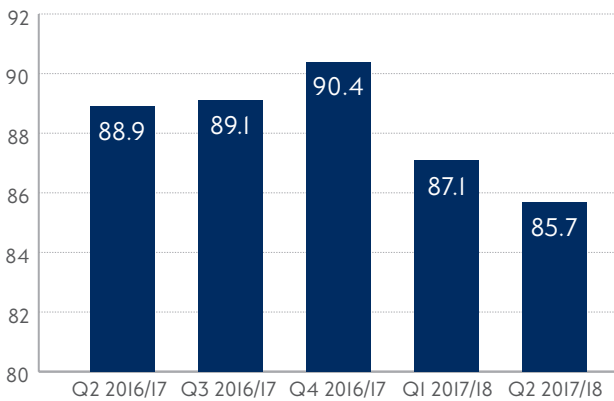
Volume analysis year-to-date

	Q2 2017/18	Q2 2016/17	Variance
Santander Cycles Number of hires (millions)	5.6	5.7	-2%
Victoria Coach Station Number of coach departures (thousands)	113.6	114.1	0%
London River Services Number of passenger journeys (millions)	5.9	6.4	-8%
London Dial-a-Ride Number of passenger journeys (thousands)	488.0	558.3	-13%
Taxi & Private Hire Number of private hire vehicle drivers	116,454	111,731	4%

While overall Dial-a-Ride passenger journeys are lower than for the same period last year, they are exceeding the one million target by three per cent. This reflects a long-term decline in usage from a peak of 1.36m trips in 2011/12, as a result of increased accessibility of the TfL network.

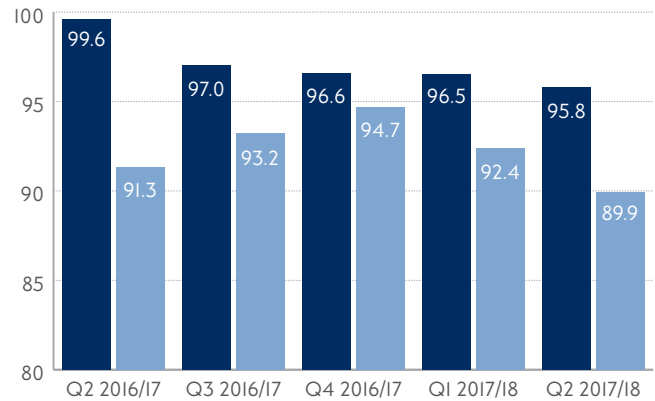
Reliability

Dial-a-Ride schedule services operated (%)



The overall number of trip requests scheduled fell short of the 89 per cent target in the quarter. There are indications of improvement from the work to adjust driver rotas and improve scheduling, as Period 6 saw 87 per cent of journey requests met, after two successive periods at 85 per cent. It is too early to tell if this trend will continue, however.

Santander Cycles docking station availability (%)

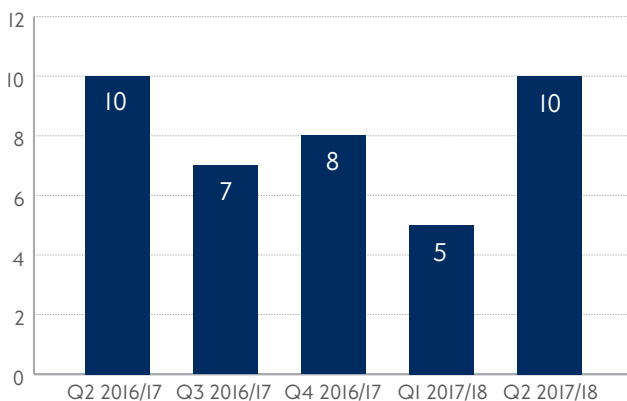


- Availability to return a bike
- Availability to hire a bike

Following the Cycle Hire scheme contract renewal, measurement methodologies have changed. Q2 shows the first period of the old measure with consistent performance for returning a bike and a slight reduction for hiring. We constantly review our redistribution activities as journey patterns change.

Safety

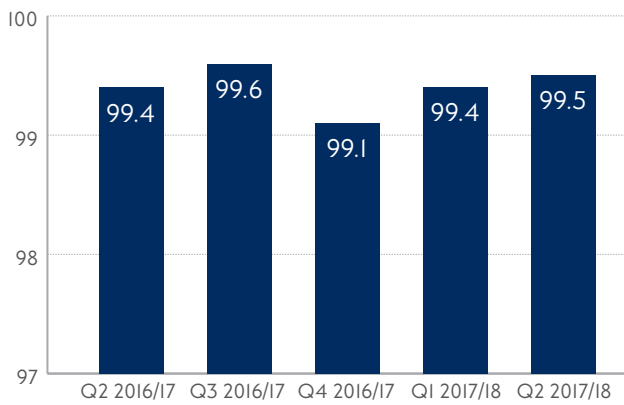
Customer injuries* (Dial-a-Ride, Santander Cycles, Victoria Coach Station and London River Services)



Although major injuries this quarter are up on Q1, they remain in line with Q2 2016/17. Seven injuries resulted from falls and this is being addressed through a new plan to reduce injuries to customers. Dial-a-Ride is introducing physical capability testing for all drivers, and manual handling refresher training.

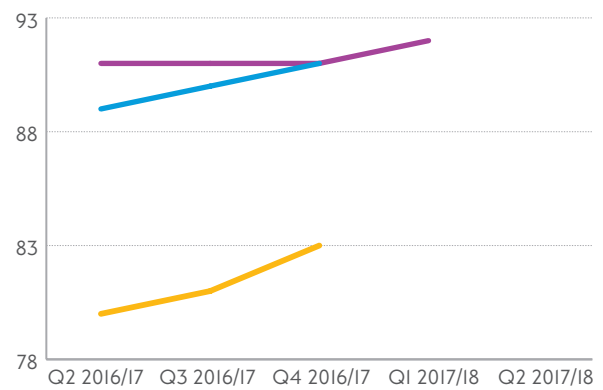
*Customers taken to hospital during the quarter

Scheduled services operated London River Services (LRS)



Scheduled services remain stable this quarter.

Customer Customer satisfaction

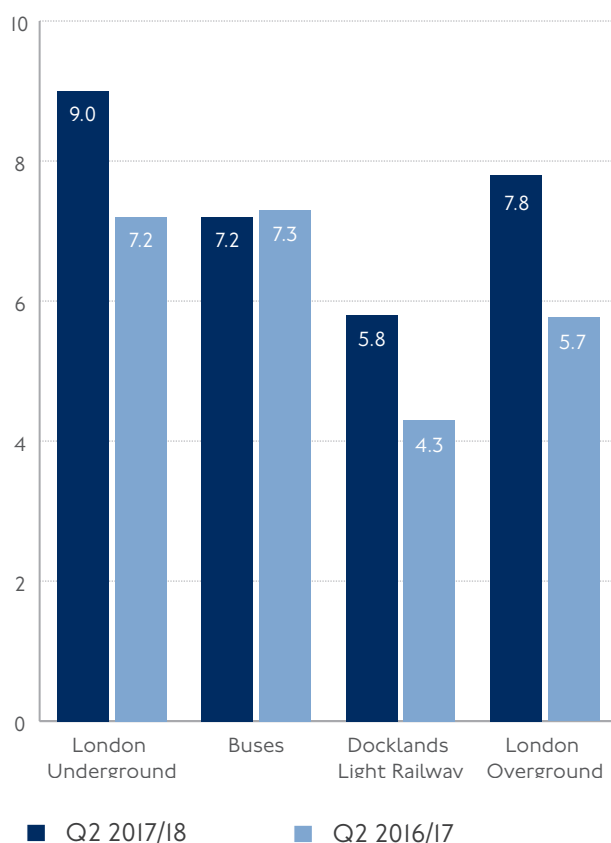


■ DaR ■ VCS ■ LRS

Crime trends

Recorded crime rate

Number of recorded offences per million passenger journeys



All forms of transport, with the exception of the bus network, experienced an increase in the volume of reported crime and a higher rate of crime per million passenger journeys in 2017/18 compared with the previous year. This in part reflects national trends in crime, with the latest figures for England and Wales showing an increase in all police-recorded offences of 13 per cent in the 12 months to June, with even greater rises for violent offences.

Increases in recorded crime on LU, DLR and London Overground are primarily driven by rises in reported sexual offences, low-level violence and public order offences and criminal damage. The majority of violent and public order offences are not serious, with the rise largely owing to an increase in low level violence, pushing and shoving, verbal disputes and threatening behaviour occurring in the morning and afternoon peaks and later in the evening (particularly on Friday and Saturday). We are addressing these incidents but it remains challenging given the sporadic nature of offences.

Number of recorded crimes

Year-to-date	Q2 2017/18	Q2 2016/17	Variance
London Underground	4,053	3,318	22%
Buses	5,500	5,620	-2%
DLR	239	177	35%
London Overground	493	364	35%

The reporting of sexual offences on the transport system has continued to rise on the London Underground and London Overground. This reflects the continuing efforts to tackle unwanted sexual behaviour on public transport as part of the Project Guardian initiative and Report It To Stop It campaign which aims to increase confidence in reporting, reduce the risk of becoming a victim, challenge unwanted sexual behaviour and target offenders.

Q2 crime figures are based upon data from April to July

Buses

	Q2 2017/18	Q2 2016/17	Variance
Burglary	20	14	43%
Criminal damage	337	388	-13%
Drugs	59	74	-20%
Fraud or forgery	1	3	-67%
Other notifiable offences	74	92	-20%
Robbery	324	265	22%
Sexual offences	266	289	-8%
Theft and handling	2,259	2,328	-3%
Violence against the person offences	2,160	2,166	0%
Total notifiable offences	5,500	5,620	-2%

London Underground

	Q2 2017/18	Q2 2016/17	Variance
Violence against the person and serious public order	1,598	1,193	34%
Violence against the person	830	960	-14%
Sexual offences	367	343	7%
Criminal damage	273	254	7%
Line of route	36	14	157%
Theft of passenger property	1,387	1,125	23%
Motor vehicle/cycle offences	167	142	18%
Robbery	42	17	147%
Theft of railway property/burglary	69	43	60%
Serious public order	768	233	230%
Serious fraud	33	68	-51%
Drugs	49	91	-46%
Other serious offences	32	28	14%
Total notifiable offences	4,053	3,318	22%

London Overground

	Q2 2017/18	Q2 2016/17	Variance
Violence against the person and serious public order	243	191	27%
Violence against the person	97	117	-17%
Sexual offences	26	18	44%
Criminal damage	48	22	118%
Line of route	3	7	-57%
Theft of passenger property	68	69	-1%
Motor vehicle/Cycle offences	62	31	100%
Robbery	10	3	233%
Theft of railway property/Burglary	19	8	138%
Serious public order	146	74	97%
Serious fraud	2	4	-50%
Drugs	9	9	0%
Other serious offences	3	2	50%
Total notifiable offences	493	364	35%

DLR

	Q2 2017/18	Q2 2016/17	Variance
Violence against the person and serious public order	97	83	17%
Violence against the person	48	72	-33%
Sexual offences	6	13	-54%
Criminal damage	10	17	-41%
Line of route	4	4	0%
Theft of passenger property	89	46	93%
Motor vehicle/Cycle offences	9	2	350%
Robbery	1	3	-67%
Theft of railway property/Burglary	17	4	325%
Serious public order	49	11	345%
Serious fraud	0	0	0%
Drugs	5	5	0%
Other serious offences	1	0	0%
Total notifiable offences	239	177	35%





Listening to customers

Contact centre

TfL Customer Services

Phone number 0343 222 1234

	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18
Telephone calls	732,183	761,279	797,522	585,824	711,549
Abandonment rate*	12.8%	13.0%	12.5%	8.5%	14.9%
Correspondence	109,369	121,277	156,598	111,534	126,467
Closed in SLA**	77.3%	80.8%	82.7%	74.3%	80.8%
Quality score***	89.8%	90.5%	90.0%	90.9%	90.8%
Average speed of answer (seconds)	159	149	132	79	154

Call demand increased in Q2. This was expected due to the start of student photocard applications at the beginning of the academic year. This was also the first full quarter that we managed Santander Cycle calls in house, which accounted for an additional 45,715 calls.

Correspondence performance improved to above the 80 per cent target in Q2 and we answered 91.8 per cent of correspondence within the SLA in the last four weeks of the quarter. The improved performance is due to better staffing levels and an improved process to allocate workload.

TfL Customer Services annual performance

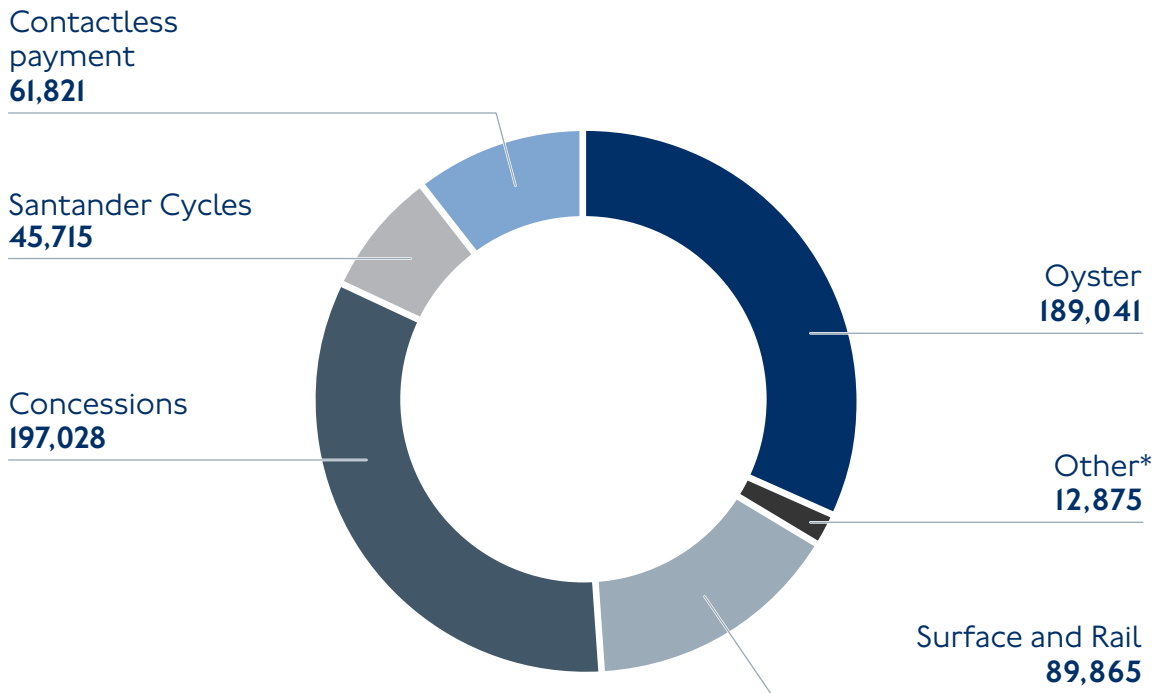
Financial year	Telephone calls		Correspondence		Quality score***
	Calls received	Abandonment rate (%)*	Demand	Closed in SLA (%)**	
2013/14	2,791,271	11.7%	327,369	81.2%	84.8%
2014/15	2,919,467	10.4%	404,201	83.2%	85.8%
2015/16	3,195,430	13.0%	478,166	81.7%	86.8%
2016/17	2,942,589	12.5%	496,116	82.7%	89.8%
2017/18 year to date	1,297,373	11.7%	238,001	77.5%	90.9%

* Abandonment rate target 15% or lower

** Cases responded 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 85% or over for both calls and correspondence as measured by rigorous internal assessment and external mystery shopping

Telephone calls



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

Concessions demand increased by 24 per cent in Q2 as a result of the beginning of student photocard applications in the last four weeks of the quarter.

The mobile ticketing app was launched towards the end of the quarter, on 6 September. A dedicated line for calls regarding the app received more than 500 calls over the period.

Other contact centres

Road user charging (outsourced to Capita)

Phone number 0343 222 2222

Road user charging	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18
Calls received	363,735	457,664	521,855	353,470	308,701
Calls answered	334,014	294,373	451,877	312,690	287,434
Abandonment rate	8.2%	35.7%	13.4%	11.5%	6.9%
Average speed of answer (seconds)	92	508	183	126	85

The performance of Capita's Congestion Charge Contact Centre has continued to improve. The average speed of answer has improved to 85 seconds and is within the target of 240 seconds, while calls abandoned has reduced to 6.9 per cent, within the target of no more than 12 per cent.

Road user charging annual figures

	Calls received	Calls answered	Abandonment rate (%)	Average speed of answer (seconds)
2013/14	1,822,783	1,736,459	5%	*
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 year to date	662,171	600,124	9%	107

* Data not recorded

Taxi & Private Hire

Phone number 0343 222 4444

Taxi & Private Hire	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18
Calls received	124,426	168,450	128,316	155,729	146,321
Calls answered	117,140	139,863	120,925	140,343	136,503
Abandonment rate	5.4%	16.5%	5.4%	8.9%	5.8%
Average speed of answer (seconds)	53	225	58	121	80

The overall number of calls related to vehicle, driver and operator enquiries has reduced slightly this quarter. This is due to fewer enquiries during the summer holiday period and throughout Ramadan. We expect to receive higher volumes next quarter.

We aim to answer all calls relating to licensing within 120 seconds. For the outsourced element, which covers the booking of vehicle inspections at test centres, the target stipulates answering 80 per cent of calls within 20 seconds and answering 97 per cent of calls before they are abandoned, which the contractor is achieving.

Taxi & Private Hire annual figures

	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 year to date	302,050	276,846	7%	101

Dial-a-Ride

Phone number 0343 222 7777

Dial-a-Ride	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18
Calls received	147,813	157,287	184,067	141,911	139,748
Abandonment rate	7.3%	10.9%	8.6%	7.5%	10.1%
Average speed of answer (seconds)	150	238	208	197	255
Email bookings	7,714	9,442	11,368	9,211	8,658
Fax bookings	1,536	1,822	1,915	1,408	1,317
Passenger services letter	23	25	39	20	31
Passenger services email	60	53	81	86	80

The number of calls has reduced slightly compared with Q1. This is in line with the current trend of reduced demand. The abandonment rate and average time taken to answer calls have increased due to a reduction in Contact Centre staff levels. Plans are in place to return Contact Centre staffing levels to normal and bring call abandonment rate within target of 10 per cent.

Dial-a-Ride annual figures

Year	Calls received	Abandonment rate (%)	Email bookings	Fax bookings	Passenger services letter	Passenger services email
2013/14	635,733	6%	-	-	92	100
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 year to date	281,659	9%	17,869	2,725	51	166

Customer complaints

Complaints per 100,000 journeys	Q2 2017/18	Q2 2016/17	Variance
London Underground	0.76	1.01	-25%
London Buses	2.42	3.00	-19%
DLR	0.65	1.18	-45%
London Overground	1.25	2.62	-52%
TfL Rail	1.54	2.37	-35%
London Trams	1.34	1.89	-29%
Emirates Air Line	1.72	1.44	19%
Congestion Charge	5.99	5.36	33%
Dial-a-Ride	99.18	103.71	-4%
London River Services	0.42	0.39	8%
Santander Cycles	4.43	3.12	42%
Taxis*	8.02	5.77	39%
Private Hire*	5.28	4.58	15%
Contactless	0.11	0.16	-31%
Oyster	0.17	0.16	6%

* Journeys not recorded; figures based on survey

London Buses' reliability improved by 13 per cent owing to an eight per cent reduction in excess wait times. Complaints about bus drivers decreased by four per cent.

London Underground, London Overground and TfL Rail complaints per 100,000 journeys decreased by 25 per cent, 52 per cent and 35 per cent respectively. This is due to significant improvements in reliability when compared to the same quarter last year. DLR complaints reduced by 45 per cent owing to improvements made to the ticket vending machines following a large volume of complaints last

year – these made up almost one third of total complaints.

While Congestion Charge complaints per 100,000 journeys are up when compared to Q2 last year, complaints have reduced by 15 per cent compared to Q1 2017/18. Complaints relating to automatic payments continue to reduce due to our continuing campaign to encourage customers towards direct debit instead of credit/debit card payments, which has reduced the likelihood of payment failures.

Customer complaints – five-year trend

Service	2013/14	2014/15	2015/16	2016/17	Year to date 2017/18
London Underground	14,594	14,429	13,731	14,546	4,723
London Buses	57,560	65,452	71,268	66,300	24,997
DLR	2,961	2,460	1,318	1,302	365
London Overground	3,901	3,822	6,660	4,328	1,080
TfL Rail	n/a	n/a	1,338	1,460	318
London Trams	524	397	565	627	177
Emirates Air Line	63	52	62	28	14
Congestion Charge	2,316	1,372	1,368	3,117	676
Dial-a-Ride	1,760	1,908	1,305	1,088	484
London River Services	1	70	64	58	25
Santander Cycles	441	687	354	359	249
Taxi & Private Hire	3,562	4,255	4,048	6,368	4,187
Contactless	4	566	552	587	338
Oyster	9,575	6,763	5,283	4,808	2,228

Dial-a-Ride complaints have decreased compared to Q2 last year. During this quarter, new contracts with Community Transport partners came into operation, with a greater focus on partnership working. We are working with the new providers to ensure they meet our service expectations.

Santander Cycle Hire customer services provision was moved to our in-house Contact Centre at the end of Q1. This transitional period led to a minor disruption to service and an increase in the number of complaints at the start of the quarter, but this has started to decrease.

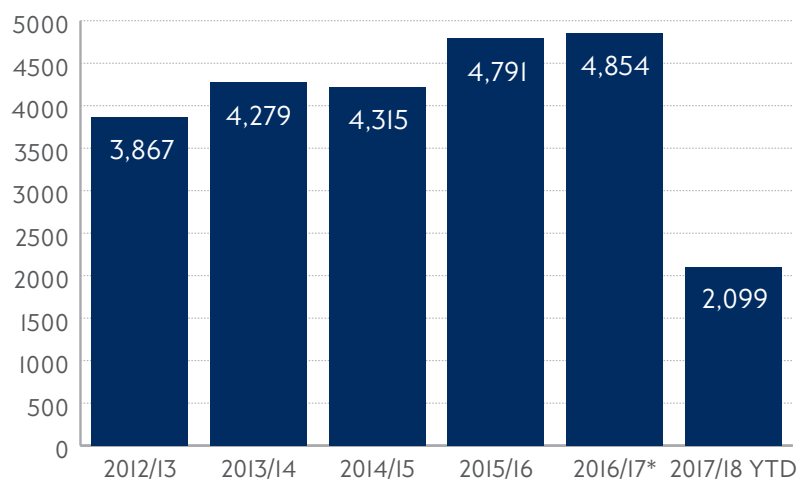
Taxi and Private Hire complaints relating to fare refusals have increased significantly compared to last year owing to credit card payments becoming mandatory towards the end of 2016. We are reviewing our policy, which may lead to a stricter approach for any driver not offering this service.

Quarterly commendations 2017/18

Service	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18
London Buses	563	549	725	554	674
London Underground	358	375	406	230	411
Oyster*	107	106	83	n/a	n/a
London Overground	8	24	55	26	34
DLR	26	21	30	13	25
London Trams	0	1	12	7	4
TfL Rail	21	15	10	33	23
Taxi Private Hire	n/a	n/a	n/a	n/a	23
TfL Road Network	n/a	6	8	8	10
Travel information*	13	13	6	n/a	n/a
Dial-a-Ride	10	3	4	3	8
Contactless Payment Card*	25	8	3	n/a	n/a
London River Services	0	0	2	0	3
Emirates Air Line	1	1	2	2	6
Santander Cycles	0	0	1	0	2
Total	1,132	1,122	1,347	876	1,223

* Grouped within the relevant service from Quarter I onwards

Annual commendations



* Figure revised following re-run of data

Customer satisfaction

Past four quarters

	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	2017/18 full-year target
London Underground	85	85	85	86	85	85
Buses	85	86	86	88	87	86
DLR	84	83	84	89	89	88
London Overground	84	85	84	85	85	84
London Trams	90	91	91	90	91	89
Emirates Air Line	93	93	93	n/a	93	93
TfL Rail	88	88	89	83	85	83
Cycle Hire	88	n/a	n/a	n/a	n/a	n/a
Transport for London Road Network	71	70	n/a	72	n/a	70
London River Services	89	90	91	n/a	n/a	n/a
Victoria Coach Station	80	81	83	n/a	n/a	n/a
London Dial-a-Ride	n/a	91	n/a	92	n/a	n/a

Customer satisfaction remained stable in Q2. London Overground maintained the high score of 85 and TfL Rail's score climbed to 85. Buses and London Underground have both declined by one point to 87 and 85, respectively. DLR remains stable at 89 and London Trams increased by one point to 91.

Customer satisfaction

Annual

	2013/14	2014/15	2015/16	2016/17	Year to date 2017/18
London Underground	83	84	85	85	85
Buses	83	85	86	86	87
DLR	87	89	89	89	89
London Overground	82	83	84	84	85
London Trams	89	89	90	90	91
Emirates Air Line	93	93	93	94	n/a
TfL Rail	n/a	n/a	83	83	84
Cycle Hire – members	78	81	80	80	n/a
Cycle Hire – casual	82	85	86	86	n/a
Transport for London Road Network	74	74	70	70	n/a
London River Services	89	90	90	90	n/a
Victoria Coach Station	79	82	81	81	n/a
London Dial-a-Ride	92	92	92	91	n/a

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 team 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 received 232 calls in Q2, resulting in 15 new cases of people needing our help.

These were split as follows:

Buses	1
London Underground	14
Total	15

The team provided a wide range of support to people involved in the terrorist incident at Parsons Green and the faulty train at Oxford Circus. Emotional support was given to those left traumatised by the events, and practical support was also available, such as the reimbursement of costs for lost and damaged property.

We have continued to provide support to people affected by the Sandilands tram derailment last November.

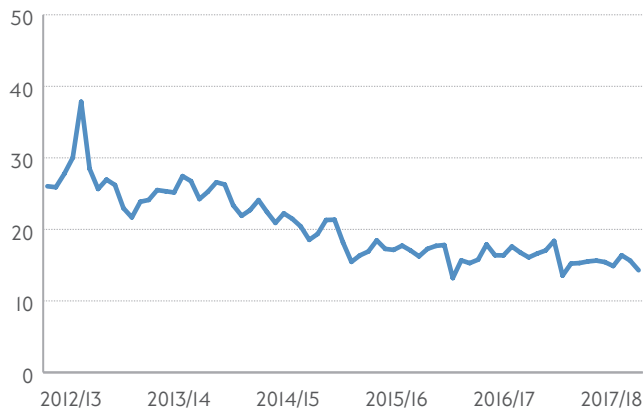
The team has continued to maintain and build relationships with organisations such as the London Air Ambulance, British Transport Police and Metropolitan Police. These relationships are essential and ensure that the team has the means to contact all those in need of support.

Making life easier for customers

Ticketing - Bus and Underground

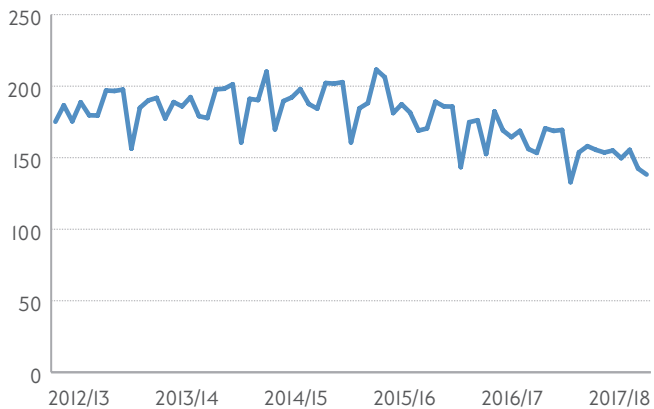
Paper tickets

Fare payer journeys per four-week period (millions)



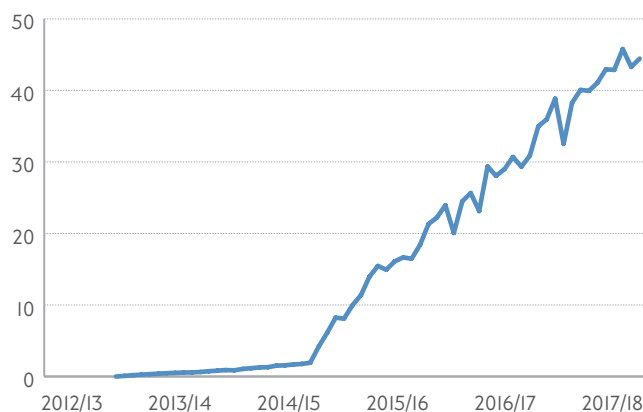
Oyster

Fare payer journeys per four-week period (millions)



Contactless payment cards

Fare payer journeys per four-week period (millions)



105m

Bus Hopper journeys since launch



976,097

Automated refunds were issued in Q2, with £3.7m refunded

26.5m

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



2m

contactless journeys are made daily



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

Ticketing system availability

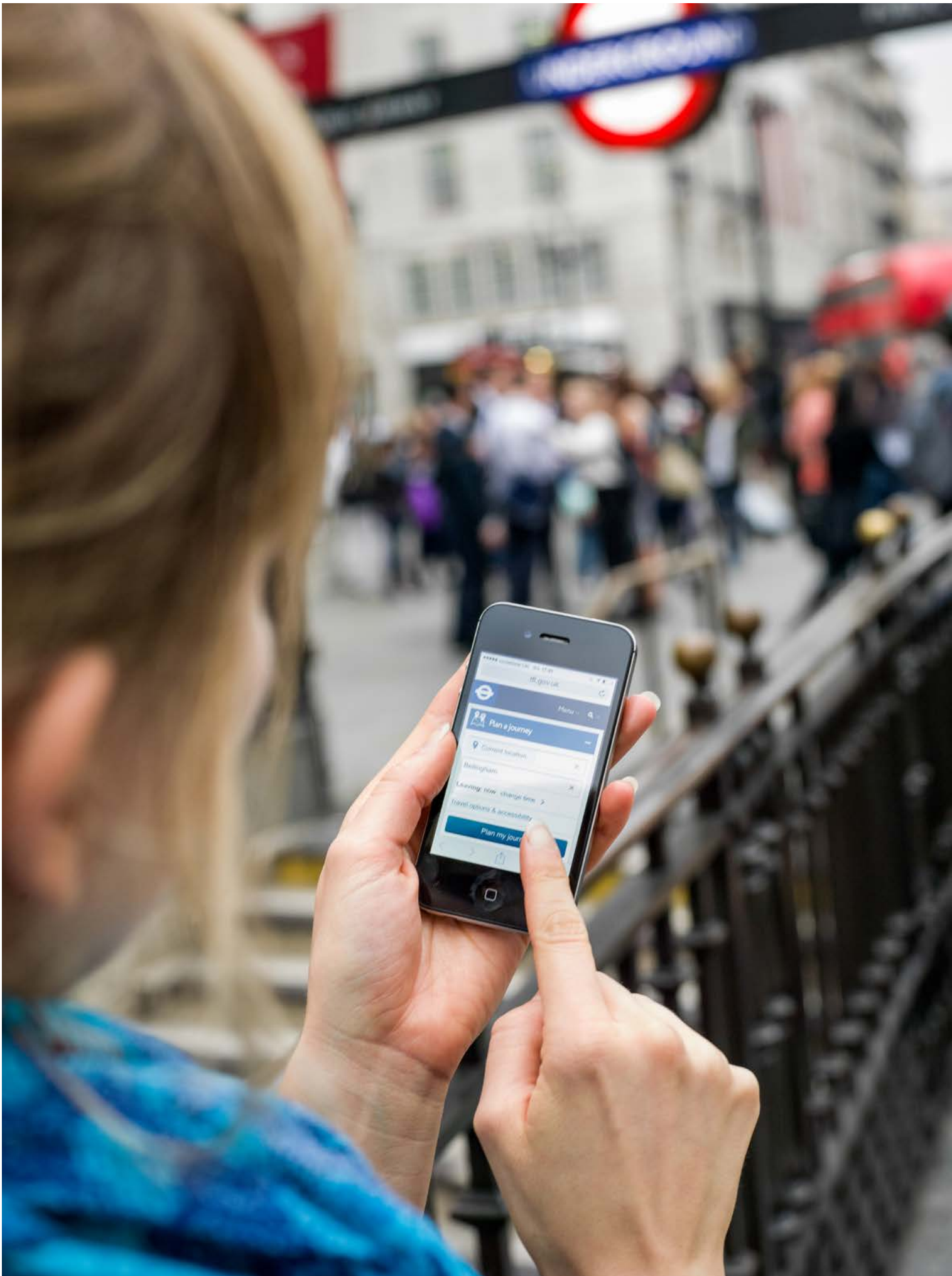
	Quarter 2 – 2017/18			Year to date – 2017/18		
	Actual	Variance to target	Variance to last year	Actual	Variance to target	Variance to last year
▲ higher is better						
London Underground – ticketing system overall availability	98.86	+0.66 ▲	+0.19	98.76	+0.56 ▲	+0.07
London Buses – bus validations – overall availability	99.77	+0.77 ▲	+0.16	99.72	+0.72 ▲	+0.12

Performance of our ticketing system remained strong. We have exceeded the target of 98.2 per cent for LU and 99 per cent for bus validations this quarter.

Internal IT system availability

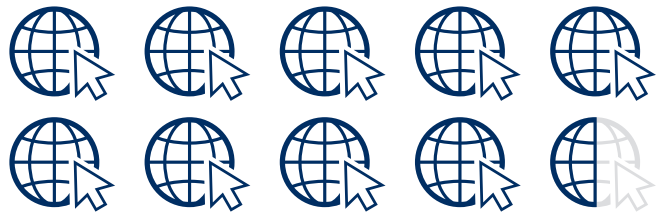
	2013/14	2014/15	2015/16	2016/17	Year to date 2017/18
Annual scores	99.36%	99.43%	99.79%	99.18%	99.29%

The annual performance is just below the target of 99.6 per cent. We are taking measures to return performance within target in the next quarter.



62m

Number of visits to the TfL website
this quarter (2%▼ against Q1)



241m

Number of
website page views
Q2 2017/18



6.4m

Number of
followers this quarter
(4%▲ against Q1)



733,400

Number of Facebook
followers this quarter
(1%▲ against Q1)



42,200

Number of Instagram
followers this quarter
(11%▲ against Q1)

Website traffic declined by two per cent compared with the previous quarter. Traffic increased from the second week of September, owing to children returning to school. A surge was observed on 15 September, relating to the Parsons Green incident, when traffic rose by 1.6 times the normal level and we received more than 1.2 million visits.

Our social media followers continue to grow with 6.4 million Twitter followers, 733,400 Facebook fans and 47,200 followers on Instagram. The TravelBot has had more than 8,400 unique visitors since its launch on 12 June 2017.

Boosting London's economy

We published research by Deloitte showing that our open data is generating annual economic benefits and savings of up to £130m a year for customers, road users, the city and for TfL.

More than 80 data feeds are now available for developers through the free unified Application Programming Interface, which ensures accurate real-time data is available from one reliable system for more than 13,000 developers.

For almost 10 years, we have been releasing a significant volume of data, such as timetables, service status and disruption information. It allows developers to create products and services quickly, and extends the reach of our information channels within stations, at bus stops and through our own online services.

Over 13,200 developers have used our data...



We have worked with both professional and amateur developers, ranging from start-ups to global innovators, on new products in a form that customers want to use. More than 600 apps are being powered using our open data feeds, used by 42 per cent of Londoners.

The Deloitte report found that this saves time for passengers and allows them to plan their journeys better, respond to disruption and take more journeys. At the same time, the research showed the scale of the commercial opportunities we are creating for developers and the value and savings we are generating through partnerships with major technology platforms.

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

Data – Released	Date
Taxi rank locations	Quarter 3 2016/17
Geographic boundary of the Greater London Authority road network	Quarter 3 2016/17
Congestion Charge and Low Emission Zone boundaries	Quarter 4 2016/17
LU crowding data to show customer volumes and movements in stations and train occupancy	Quarter 4 2016/17
Locations of WiFi access points in LU stations	Quarter 4 2016/17
Superhighways and Quietways (Quarter 1) routes	Quarter 1 2017/18
Walking times between stations	Quarter 1 2017/18
Wheelchair accessible bus stops added to the Journey Planner API	Quarter 1 2017/18
New like-for-like cycle hire feed	Quarter 1 2017/18
Manual boarding ramps	Quarter 1 2017/18
Busiest times at Blackwall Tunnel (AI02)	Quarter 2 2017/18
Improved step-free access information – lift availability across TfL network	Quarter 2 2017/18

Data – Future release schedule	Date
Electric vehicle charging points and live availability	Quarter 3 2017/18
Anonymised customer flow/taps data	Quarter 3 2017/18
Bus stops with Countdown screens and/or benches	Quarter 4 2017/18
Like-for-like historic cycle hire trip data	Quarter 4 2017/18
Cycling infrastructure database data	Quarter 4 2017/18
Temperature on the Tube	Quarter 4 2017/18
London works Roadworks Data	Quarter 4 2017/18

WiFi pilot

We published a report on our four-week WiFi pilot, which ran between November and December last year. The study looked at how how depersonalised WiFi connection data from customers' mobile devices could be used to better understand how people navigate the Tube. The pilot focused on 54 stations in Zone 1-4 and saw more than 509 million depersonalised 'requests', or pieces of data, collected from 5.6 million mobile devices making around 42 million journeys.

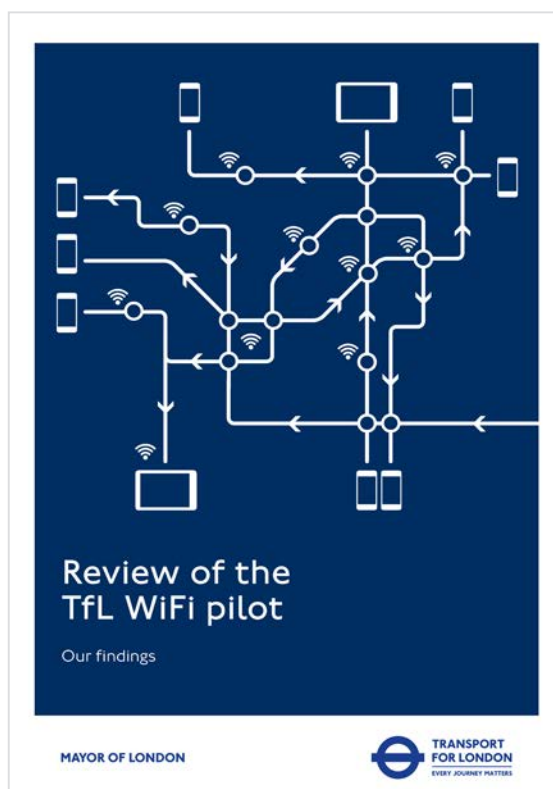
These journeys were analysed by our analytics team and combined into different 'movement types' to help understand what customers were doing at particular points of their journeys. The data allows us to get a more precise understanding of how people move through stations, interchange between services and how crowding develops. We discovered things that could not have been detected from ticketing data or paper-based surveys. For example, customers travelling between King's Cross St. Pancras and Waterloo take at least 18 different routes, while around 40 per cent of customers do not take one of the two most popular routes.

The data could have a number of benefits for our customers including:

- Enabling staff to better inform people of the best way to avoid disruption or unnecessary crowding
- Helping customers plan the route that best suits them – whether based on travel time, crowding or walking distance

- Providing better quality real-time information to customers as they travel across London
- Helping further prioritise transport investment to improve services and address regular congestion points - ensuring the maximum benefits to customers
- Providing a better insight on customers' travel patterns which could increase commercial revenue for reinvestment in transport from companies that advertise or rent retail units on our network

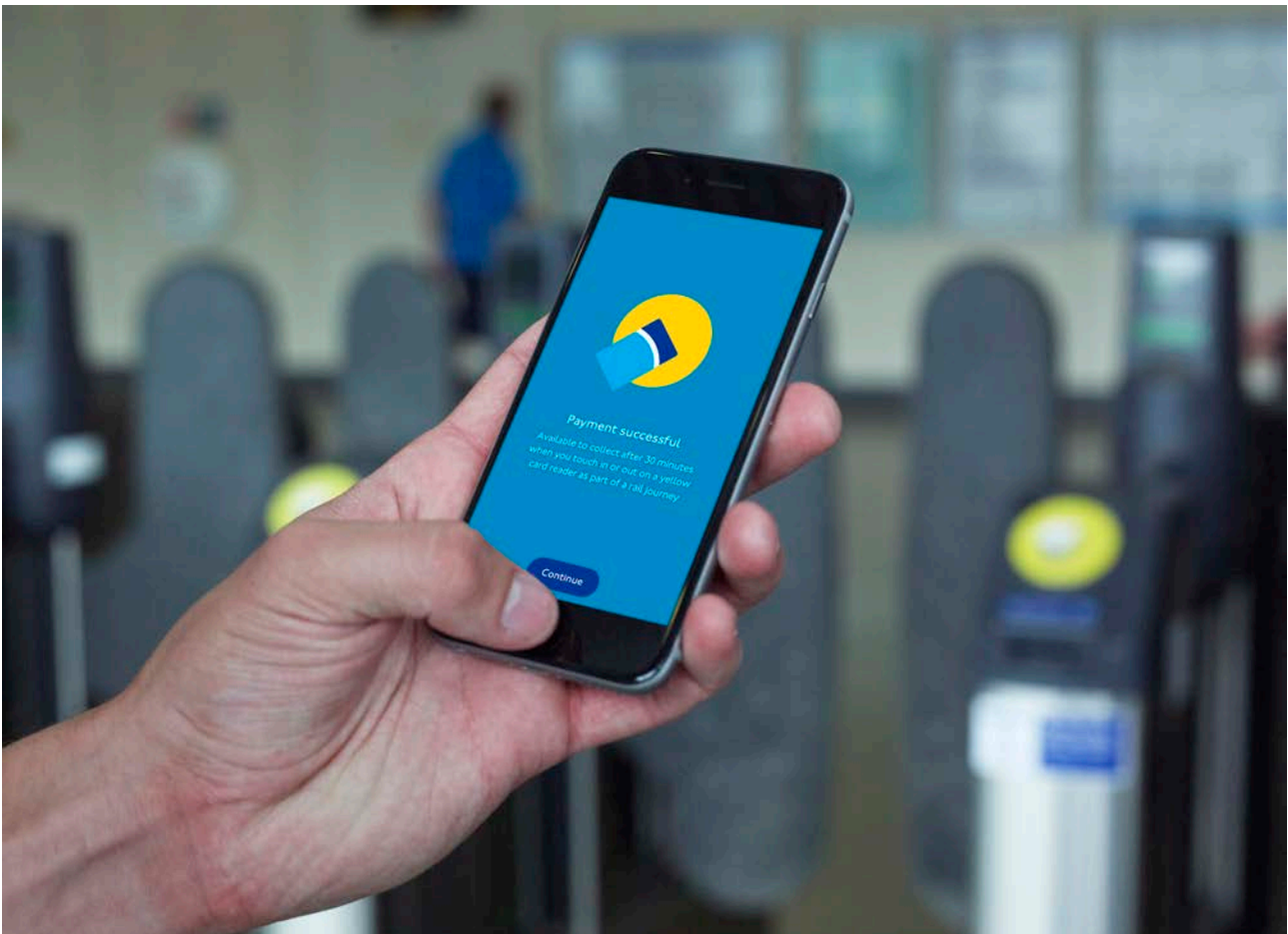
We are now working with a range of stakeholders to examine next steps.



Improvements to Oyster

Anyone topping up their pay as you go credit or buying Travelcards using Oyster online can now collect their purchase from any Tube or rail station, tram stop or River Bus pier when they touch in, rather than having to nominate a station when they make the purchase. The upgrade also significantly reduces the time it takes for the product to be ready to collect – from up to 24 hours to just 30 minutes. By the end of autumn, these improvements will be expanded to allow products to be collected directly on all 9,000 London buses.

The improvements to Oyster will be followed by further upgrades to the system in the coming year. Earlier this month, we launched a new app with which customers can top up their Oyster card with pay as you go credit and buy Travelcards wherever they are. The new app, which is available to download for free via the Apple App Store and Google Play Store, means customers can use their smartphone to quickly add pay as you go credit to their Oyster card and check their credit. It also provides, for the first time, a 'Low balance' alert. There have been more than 90,000 downloads of the app so far.



New map to help people with claustrophobia and anxiety

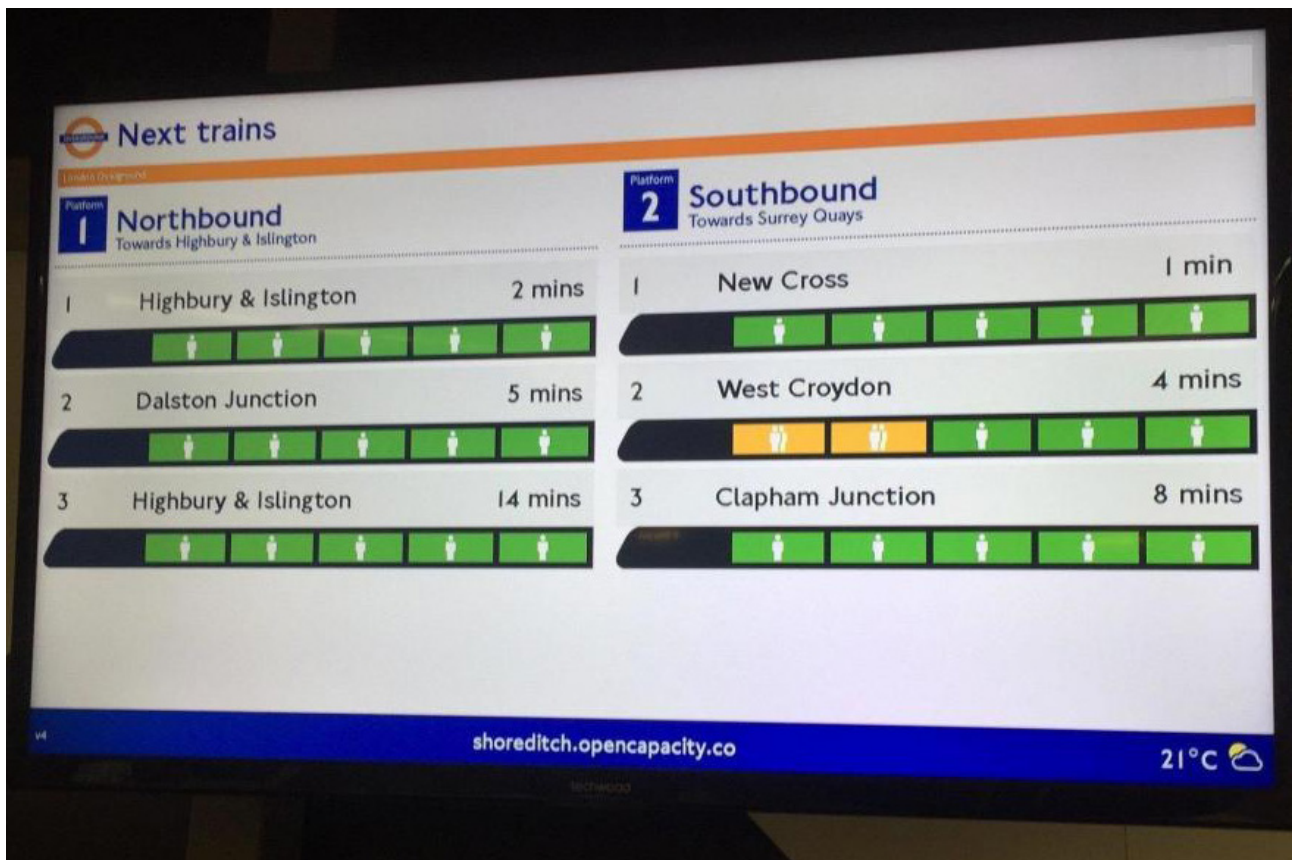
We launched a new map that shows which stations and sections of the network are underground for people with claustrophobia or other anxiety conditions. The new addition to our broad selection of downloadable Tube maps will help a range of customers navigate the network more comfortably by showing them routes they can take to avoid areas with large stretches of tunnels.



New customer information trial

We have started a trial at Shoreditch High Street station with Arriva Rail London to help customers have better journeys on London Overground by informing them how busy the next trains will be. Using new technology, customer information screens show – by means of green, amber or red lights – the individual carriage capacity of the next two trains, enabling easier boarding. As well as improving customer journeys, this could also enhance service reliability by reducing the time taken for people to board. The technology analyses historic ‘loadweigh’ data from the trains, alongside back-office data on station entrances and exits, to predict and display carriage capacity.

The trial is expected to last until December and, if successful, could be expanded to more stations. The project has been funded by the Department for Transport’s Station Innovation programme in partnership with Innovate UK and the Transport Systems Catapult. The provision of this data is part of our wider customer information strategy, providing more helpful, real-time information using new technology to improve journeys.





Keeping customers informed

Quarter 2 customer information email volumes

43.3m

Total number of customer information emails



295

Total number of email campaigns

Annual figures

	2013/14	2014/15	2015/16	2016/17	Year to date 2017/18
Total number of customer information emails	111m	263m	273m	190m	80.7m
Total number of campaigns	438	1,019	1,216	898	522

The total number of email campaigns increased by 36 per cent compared to the same quarter last year. The total volume of emails sent increased by three per cent compared to Q2 last year.

Real Time App for staff

We are trialling a new app for staff that enables London Underground frontline teams to report the real time status of their station in seconds, immediately communicate that to colleagues and speed up the process of pushing information to our customers. Using the app, station staff are able to report crowding levels, exit-only status and lift and escalator faults. This is intended to improve the speed and quality of real time information, helping our customers to avoid overcrowded stations, alleviating the pressure on the busiest parts of our network, and communicating changes to step-free access faster.

The initial trial will begin at Oxford Circus. At present if that station has to be made exit only, several phone calls are required to notify the London Underground Control Centre (LUCC), Service Control Centre and surrounding stations. The app being tested will perform the same task with the push of a button. The app is expected to significantly improve the flow and speed of step-free access information to customers. Following evaluation of the trial we anticipate making it more widely available in early 2018.

Summer of rail planned works and events 2017

Numerous planned works and events took place in the capital this summer including Network Rail's Waterloo and Thameslink programme closures, a Formula 1 parade in central London, London Athletics 2017 at Stratford including a central London marathon, the London Triathlon, Prudential Ride London and the annual Notting Hill Carnival. The implications for public transport and road networks were mitigated through a coordinated approach.

We worked with all transport partners and event organisers to raise awareness of the planned works and events to ensure customers travelling during the times of disruption understood how their journeys might be affected due to closures or additional demand on the public transport network.

Operations – based on established and rehearsed plans and coordinated customer communications – meant Londoners were able to travel around the disruptions and event-goers were able to arrive in a timely way to enjoy the event.

Staples Corner flyover closures

The A406 Staples Corner flyover was closed for two full weekends in September in order to replace two expansion joints (the slip roads remained open). Works were scheduled for this time to ensure they were completed ahead of a large number of other works planned for the A406 area.

Based on experience of previous closures, works and incidents on the A406, we expected long delays between 08:00 and 22:00 on each day of the two weekend closures, with the potential for queues on the A406, additionally disrupting journeys on the A40.

Targeted on-street enforcement and active signal control during the closures were supported by an extensive campaign of customer communications. We visited over 150 businesses across the area, sent nearly one million targeted emails to road users and customers, delivered 60,000 letters to local residents and businesses, and engaged key user groups and stakeholders in the lead up to and during the closures. Working with our partners in the local boroughs in London and beyond, Highways England, Heathrow Airport, local schools, businesses and press, we ensured our travel advice was carried widely.

Though queues were extensive in places, their lengths were 25 per cent shorter than predicted on the A406 and the network continued to flow. The rapid progress of the works meant that a scheduled third weekend closure was cancelled.



Chris Raphael for Virgin Money London Marathon

Customer information campaigns

Q2 June to September

Surface	A406 Staples Corner works Surface Thames Tideway construction works Utility works in Parliament Square Road improvements to Westminster Bridge South Camden West End Project Westminster City Council and partners' Baker Street two-way project Brent Cross Cricklewood redevelopment
Rail and Underground	Gospel Oak to Barking closure National Rail Thameslink closures August and December 2017 National Rail Waterloo closure 2017 Festive works 2017 King's Cross remodelling 2020 Northern line closure – Bank Upgrade 2020
Events	Formula 1 Event London Triathlon 2017 Women's Tour of Britain Prudential Ride London 2017 World Athletics and ParaAthletics Notting Hill Carnival 2017 Lumiere January 2018

Marketing campaigns

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

TfL improvements

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

Value fares

These include the Hopper, pay as you go, off peak, pink reader and Oyster extensions. These campaigns encourage customers to choose the best value tickets and to use the ticket machine as much as possible.

Use of public transport – bus

Marketing activity in two geographical areas to assess the impact that additional information and marketing have on patronage.

Road modernisation

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

Hoardings

Informing customers of improvements they will receive as a result of the disruption they are experiencing.

Our new hoarding strategy employs a cost effective and flexible approach to meet a variety of circumstances. The pan TfL branding also means that customers will be able to identify a range of improvement projects across the network.

Public transport better behaviours

Promoting better behaviour to improve safety and service reliability on rail and buses.

Road safety

Activity to target the causes of serious injury and death on London's roads, including the risk of driving too fast.

Safer travel at night

Encouraging customers to book licensed vehicles and dissuade them from using unbooked minicabs. New students to London were shown how to use our services, and the booking rules for minicabs.

Air quality (ULEZ and T-Charge)

Activity to target owners of older vehicles, encouraging them to get ready for the T-Charge and ULEZ by checking their vehicle status, planning options including active travel and preparing to pay the charge.

Consultations

We launched 19 consultations in Q2 with proposals for the following:

- A12 Redbridge Roundabout – road safety measures and new wayfinding
- Bus service proposal: Route P5 – Extension to Battersea Power Station
- Crossrail Central Operating Section Access Arrangements
- Going cashless on London Trams
- Changes to Grosvenor Place
- Kennington Park head house and landscaping
- Creating a better Waterloo
- New pedestrian and cycle crossings at Charlie Brown’s Roundabout
- Changes to Nine Elms Lane and Battersea Park Road
- Changes to increase the penalty charge for drivers
- Changes to Lambeth Bridge north and south
- Transforming Fiveways Croydon
- Improving route 96
- Changes along North Circular Road joining Palmerston Road as part of Quietway 10
- Changes at the A21 Bromley Road/ Crantock Road junction
- Changes to Lambeth Bridge north and south – Lambeth Palace Road
- Changes to Tooting Bec Road
- Changes to buses in West, South-East and East London for the opening of the Elizabeth line
- Improved safety at Camberwell Green junction, Southwark

We also undertook 67 London Service Permit consultations relating to changes to commercial bus and coach services that are not part of the TfL bus network.

We are planning 39 consultations in Q3 (these are subject to change):

- Reroute of route 31 in Camden Town
- A117/A1020 Woolwich Manor Way/Pier Rd
- Bus changes in Colindale – routes 125, 303, 305, 186, 204 and N5
- Cycle Superhighway 4 phase 1 (Tower Bridge Road – Greenwich)
- Tanner Street / Druid St – Quietway 14
- Changes to bus routes D3 and N550
- Junction of Borough High Street with Great Dover Street and Marshalsea Road – bus priority scheme
- Bus Route 125 extension and merging of routes 303 and 305
- Bus route 285 and 490, rerouting and new stops near Feltham Station
- St Thomas St – proposal for one-way traffic westbound
- A3 Elephant & Castle – bus priority scheme
- Dingwall Road Loop
- Bus route 339 – minor re-routeing
- Pedestrian and road safety improvements on A21 and A205 in Lewisham, Catford, Lee
- Two new London Underground stations at Old Oak
- A205 Catford Road / Ravensbourne Park/ Catford Hill – improvement of pedestrian crossing facilities
- Traffic management guidance ‘cycling’
- Tactile Paving Guidance
- Clapham High Street safety scheme
- Siebert Road noise barrier project
- A21 Bromley Road – bus priority scheme
- Cyclists at roadworks guide
- London Cycle Design Standards Update
- A202 Vauxhall Bridge Road – bus priority scheme
- A201 Farringdon Rd – bus priority scheme
- Victoria Terminus Place – transformation of the area outside the rail station, including changes to the highway
- Oxford Street transformation – phase 2
- Lavender Hill junction with Latchmere Road/Elspeth Road – bus priority
- Southwark station over-station development
- Streatham High Road – Gleneagle Road to Streatham Common North
- Improving air quality in London – Phase 3b: TfL led variation consultation on widening the ULEZ zone
- Bus route 372 – minor change to routeing at Rainham station
- A21 Lewisham High St & Rushey Green between Courthill Rd and Brownhill Rd – road/safety improvements
- Bus route 965 – proposal to withdraw the route due to low usage
- Direct Vision Standard – full policy consultation
- Seven Sisters Road (between Green Lanes and Amhurst Park) to Woodberry Down – safety improvements
- Cycle Superhighway 9 from Kensington Olympia to Brentford town Centre
- Changes to cycling facilities on the A4 Great West Road between Syon Lane and Boston Manor Road
- Our commitment to transparency



Glossary

Measure	Unit	Description
Cumulative reduction in the number of people killed or seriously injured (KSI) London-wide	%	The percentage reduction in the KSI. 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 KSI casualties on London's roads compared with the baseline average number of KSI casualties between 2005 and 2009.
London Buses: excess wait time (EWT)	Minutes	<p>EWT 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>
London Overground and TfL Rail: public performance measure (PPM)	%	<p>The PPM 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>PPM 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 PPM failure.</p>

Measure	Unit	Description
LU and London Rail RIDDOR reportable customer injuries	RIDDORs	<p>The number of serious injuries to customers, employees and contractors using or working on LU and London Rail.</p> <p>It covers injuries that are classified under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR). Injuries arising from criminal acts, alleged suicide attempts, and medical conditions are excluded.</p>
LU: lost customer hours (LCH)	Hours	<p>The total extra journey time, measured in hours, experienced by 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 LCH 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 LCH 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 LCH figures retrospectively.</p>

Measure	Unit	Description
London Underground: excess journey time (EJT)	Perceived minutes	<p>Journey time is a way of measuring LU's service performance. We break down journeys into stages and give each one:</p> <ul style="list-style-type: none"> • A scheduled length of time, so we can say how long a given journey should take if everything goes as planned • A value of time (VOT) based on how customers feel about that part of their journey, for example going up an escalator has a VOT of 1.5, whereas walking up stairs has a VOT of four, because it increases the perceived journey time <p>These are the stages of a journey:</p> <ul style="list-style-type: none"> • Time from station entrance to platform • Ticket queuing and purchase time • Platform wait time • On-train time • Platform to platform interchange • Time from platform to station exit <p>In each period, actual journey times are measured then compared with the schedule. The difference between the two is the measure of lateness – referred to as EJT. It is therefore a measure of how efficiently LU is providing its scheduled or 'stated' service – the more reliable the service the lower the EJT. The calculation includes the impact of planned closures.</p>
Passenger journeys	Number	A single journey by an individual (adult or child) on a particular mode of transport run by TfL.
Recorded crime rate	Per million passenger journeys	The number of recorded (or notifiable) crimes per million passenger journeys on the appropriate network.
Scheduled services operated	%	The number of services that TfL actually operated, compared with the scheduled plan – comparing peak and off-peak times. Peak times are 07.00-10.00 and 16.00-19.00 Monday-Friday. This helps us check whether the service we operate at the busiest times of day is as good as during quieter periods.

Measure	Unit	Description
Transport for London Road Network (TLRN): journey time reliability (JTR) (morning peak)	%	The key measure for monitoring traffic flow is JTR. It is defined as the percentage of journeys completed within an allowable excess of five minutes for a standard 30-minute journey, during the morning peak.
TLRN user satisfaction score	Score	<p>A score out of 100 showing how satisfied customers are with their journey on the TLRN in the past month. Each customer rates their journey on a scale of 0-10, which is then multiplied by 10 to give a score out of 100. This includes journeys by car, walking between transport modes, cycling, bus, powered two-wheelers, taxis and private hire vehicles.</p> <p>TLRN CSS is conducted online. It is estimated that, if it were conducted face-to-face (like other TfL CSSs), the score would be higher by between five and 10 points.</p> <p>From 2010 to Q4 2015, scores had been artificially inflated as a follow-up question was used inappropriately. From Q1 2016, we removed this question.</p>
TLRN: serious and severe disruption	Hours	This KPI measures the numbers of hours of serious and severe disruption on the TLRN as a result of planned and unplanned interventions.

Our customer commitments

Every journey matters



01 Help, contact and complaints

You can contact us in a way that suits you. We will listen to your feedback and use it to continue to improve our services



02 Fares, payments and refunds

We promise to give you the best value ticket for your journey



03 Keeping you informed

We commit to providing personalised, real-time information at every stage of your journey



04 Accessibility and disabled passengers

We are committed to ensuring London continues to have one of the most accessible transport networks in the world



05 Safety

Safety is a top priority for us on all of our services



06 Reliability

We will provide a reliable service and work to reduce any delays



07 Environment

We are committed to reducing our impact on the environment and providing a clean and comfortable service



08 Sustainability

We contribute to a better quality of life for Londoners, now and in the future



09 Reinvesting in transport

We reinvest all our income to run and improve your services



10 Our customer service performance

We put customers at the heart of everything we do: Every journey matters

To find out more, visit tfl.gov.uk/commitments

MAYOR OF LONDON



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Windsor House
42–50 Victoria Street
London SW1H 0TL

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