Transport for London customer service and operational performance report

Quarter 3 (15 September 2019 – 7 December 2019)

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 DLR, London Overground, TfL Rail, London Trams, London River Services, London Dial-a-Ride, Victoria Coach Station, Santander Cycles and the Emirates Air Line. The quality and accessibility of these services is fundamental to Londoners' quality of life. By improving and expanding public transport, we can make people's lives easier and increase the appeal of sustainable travel over private car use.

We are moving ahead with many of London's most significant infrastructure projects, using transport to unlock growth. We are working with partners on major projects like Crossrail 2 and the Bakerloo line extension that will deliver the new homes and jobs London and the UK need. We are in the final phases of completing the Elizabeth line which, when it opens, will add 10 per cent to central London's rail capacity.

Supporting the delivery of high-density, mixed-use developments that are planned around active and sustainable travel will ensure that London's growth is good growth. We also use our own land to provide thousands of new affordable homes and our own supply chain creates tens of thousands of jobs and apprenticeships across the country.

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

We are constantly working to improve the city for everyone. This means freezing TfL fares so everyone can afford to use public transport, using data and technology to make services intuitive and easy to use, and doing all we can to make streets and transport services accessible to all. We reinvest every penny of our income to continually improve transport networks for the people who use them every day.

None of this would be possible without the support of boroughs, communities and other partners who we work with to improve our services. We all need to pull together to deliver the Mayor's Transport Strategy; by doing so we can create a better city as London grows.

Contents

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.

We are sad to report that there have been a number of terrible incidents this quarter. A young man, Tashan Daniel, was murdered in an unprovoked attack at Hillingdon station on 24 September. Two suspects have been arrested and charged. There was a second tragic murder on our network on 10 October. Two victims were stabbed on a bus in east London, with one, Baptista Adjei, suffering fatal injuries. Two 15-year-old males have been charged.

There were two accidents that sadly led to the death of colleagues. On 18 September, Christian Tuvi, working for a contractor at Waterloo station, was involved in a fatal accident while carrying out maintenance. On 31 October, Kenneth Matcham, a bus operator colleague, died in a fatal collision. We are working closely with the investigations to understand the causes of these incidents and to make safety improvements.

During this quarter, London Underground reliability was affected by repairs necessary after routine maintenance revealed cracking on some Jubilee line trains. All but one of the worst affected trains has now returned to service. We are collaborating closely with our supplier to address the difficulties we have had with the introduction of the latest phase of new signalling as part of the modernisation of the Circle, District, Metropolitan and Hammersmith & City lines.

On the roads, we have changed 808 traffic signals, saving 13,433 customer hours per day for people walking, cycling and using public transport. This is supporting our bus network, which has had a challenging quarter due to road traffic conditions. On the London Overground, there are now four trains per hour from Euston to Watford and we continue to roll out new class 710 electric trains.

For the eighth consecutive year, our Customer Contact Centre ranked in the UK Top 50. We improved our position significantly, moving up from 37th place to 27th, driven by improvements in the overall quality of service.

Having collected depersonalised Wi-Fi data from more than 260 London Underground stations (2.7 billion pieces of data), we have updated our Journey Planner to more accurately reflect journey times through 55 key stations.

Andy Lord
Managing Director
London Underground and TfL Engineering

Gareth Powell
Managing Director
Surface Transport

Vernon Everitt
Managing Director
Customers, Communication
and Technology

Business at a glance

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

How we report on our business

TRANSPORT FOR LONDON

London Underground

Elizabeth line

London Buses

Rail

Streets

Other operations

Major projects

Property

Media

Facts and figures*

945 Trains on the TfL network

580km TfL-operated highways

720km TfL-operated Rail and London Underground routes

9,330 London Buses on the TfL network

6,356 Traffic signals operated by TfL

* Based on full year 2018/19

Mayor's Transport Strategy themes in this report

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

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

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

Healthy Streets and healthy people
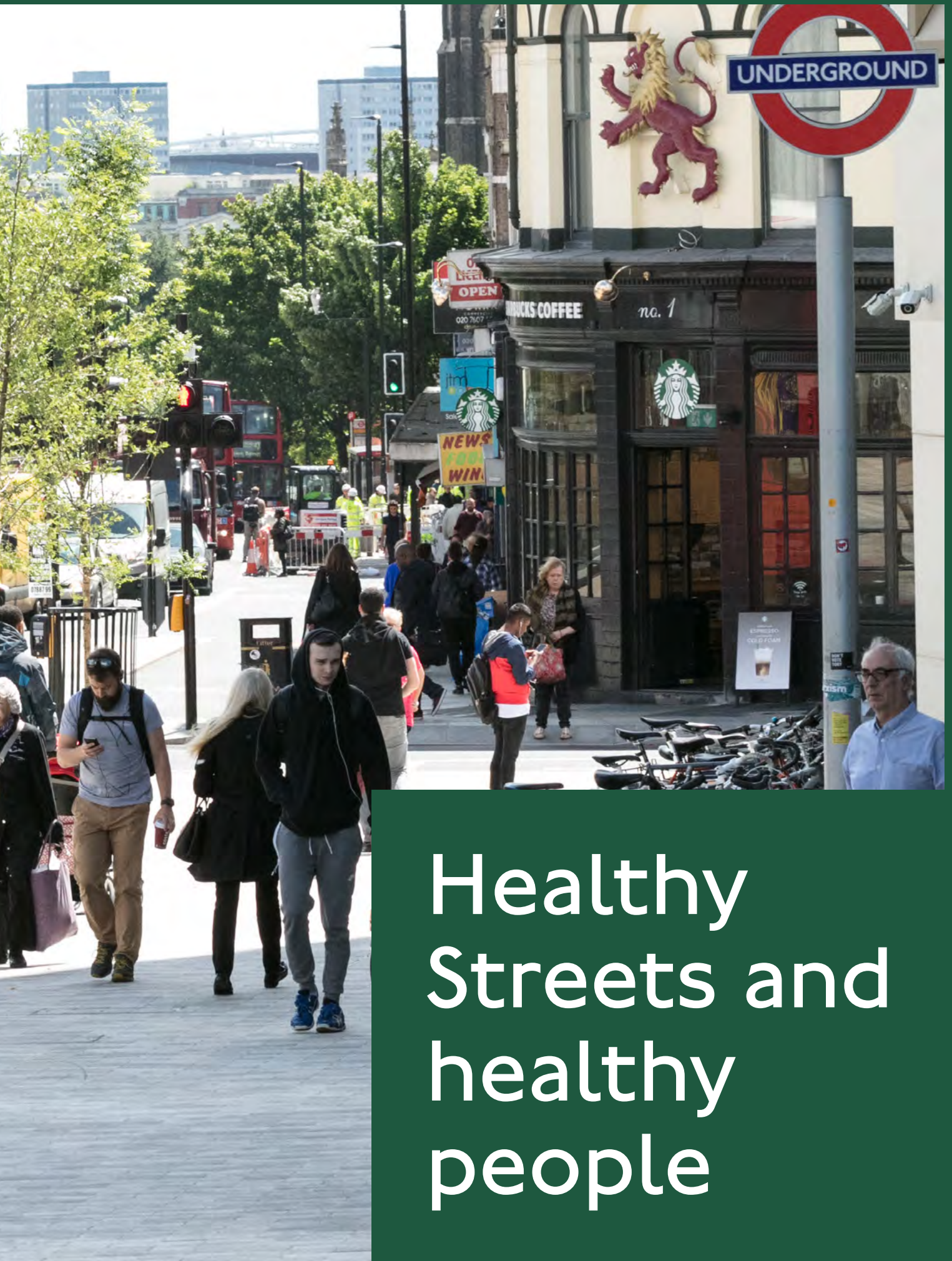
A good public transport experience

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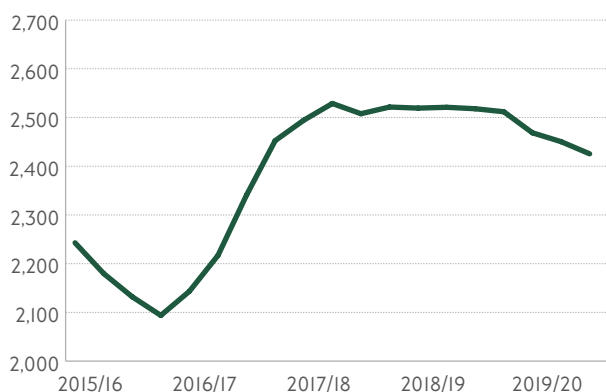
Healthy Streets and healthy people

London's transport system will be safe

Customer injuries
Moving annual average

During Q3 there were a total of 2,341 customer injuries across the public transport network, which is a decrease of 100 (4.1 per cent) compared with the same quarter last year.

This was largely due to a decrease of 94 customer injuries (eight per cent) on London Buses when compared with Q3 last year.

There was a reduction of 35 customer injuries on London Underground (3.1 per cent), which reduced from 1,132 in Q3 last year to 1,097 this year.

Other operations also saw a reduction in customer injuries of two (8.3 per cent). The only transport area across the network that saw an increase in the number of injuries was within rail operations (31 injuries, a 28.7 per cent increase on the 2018/19 figure). This increase relates to slips, trips and falls arising from wet weather.

All figures below are per million passengers

3.2
number of injuries on the London Underground network this quarter
(3.7%▼ against Q3 2018/19)

2.1
number of injuries on the bus network this quarter
(8.0%▼ against Q3 2018/19)

1.4
Number of injuries on the rail network this quarter
(27.6%▲ against Q3 2018/19)

3.2
Number of injuries within our other operations this quarter
(3.1%▼ against Q3 2018/19)

Note on methodology

The methodology used to identify serious injuries to our customers in this report has been identified as requiring a review to improve accuracy. Our existing definition included all injuries resulting in a visit to hospital, which has meant that previously a high number of minor injuries have been erroneously included in our reporting of serious injuries.

We have completed an initial review using a new methodology that identifies types of injury defined as serious.

For consistency, we are showing the results of the existing methodology alongside the new proposed methodology where relevant. This is labelled in each graph accordingly.

Calendar and financial year

Most data in this report covers the financial quarter (15 September – 7 December 2019). The exceptions to this are in the Buses and Streets sections of pages 14 and 18. For some graphs here, we rely on data presented by the Metropolitan Police Service (MPS) in calendar months. We note this next to relevant graph/chart.

Underground 🚇

People killed or seriously injured
Past five quarters*

Chart legend:
- Seriously injured
- Seriously injured (New method)
- Killed
- Killed (New method)

Quarter	Seriously injured	Killed	Seriously injured (New method)	Killed (New method)
Q3 2018/19	278	2	56	2
Q4 2018/19	371	1	73	1
Q1 2019/20	262	1	39	1
Q2 2019/20	241	1	37	1
Q3 2019/20	230	2	37	2
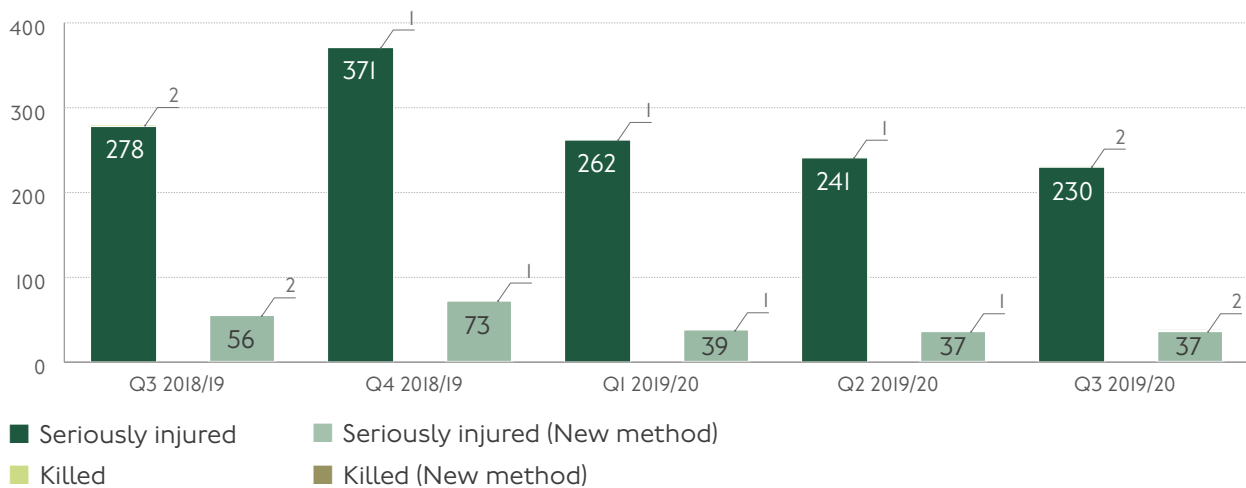
During Q3 two of our customers died while using London Underground services. On 23 September, 20-year-old Tashan Daniel sadly died after a fatal stabbing incident at Hillingdon station. The British Transport Police (BTP) launched a murder investigation and have arrested and charged two people.

On 24 October 2019, a customer sadly died following a fall on the stairs to the Northern line platforms at Waterloo station.

This quarter 230 customers were seriously injured. This is a reduction of 48 (17.3 per cent) when compared to Q3 2018/19. The biggest contributing cause of serious injury to customers remains slips, trips and falls, which accounted for 87.8 per cent of all serious injuries in Q3.

In Q3, 20.9 per cent of London Underground customer injuries were serious, which is down from 24.7 per cent in the corresponding quarter last year.

* As explained on page 11 this chart uses existing and new methodologies for identifying serious injuries

Customer injuries
Past five quarters

Top four causes of injury (%)

Slips, trips and falls	76
Contact fixtures and fittings	13
Assault	9
Other	2
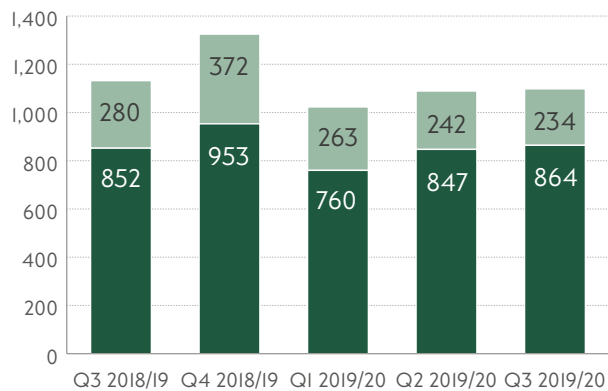
There were 3.2 customer injuries per million journeys in Q3 compared to 3.3 injuries in the same quarter last year, showing a reduction of 35 customer injuries.

Passenger journeys have increased to 342.9m in Q3 from 340.7m in the same quarter last year. Slips, trips and falls continue to be the biggest cause of all customer injuries with 829 reported during Q3. Of these, 203 (24.5 per cent) injuries resulted in the customer visiting hospital.

Compared to Q3 2018/19, the number of injuries resulting from slips, trips and falls has decreased by 5.3 per cent.

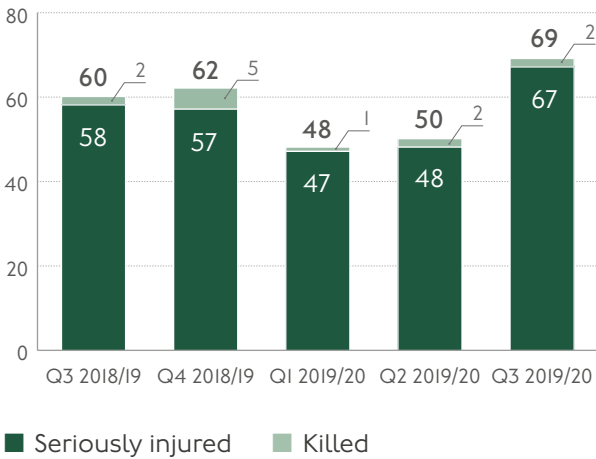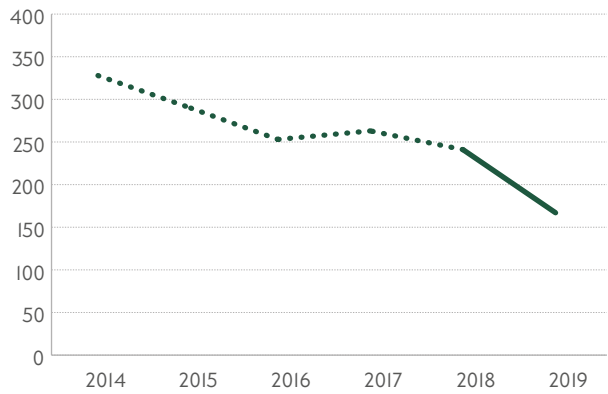The common themes in customer accidental injuries on London Underground continue to be:

• Intoxication

• Behaviour including rushing and horseplay

• Carrying heavy or large objects, for example, luggage, shopping bags, etc

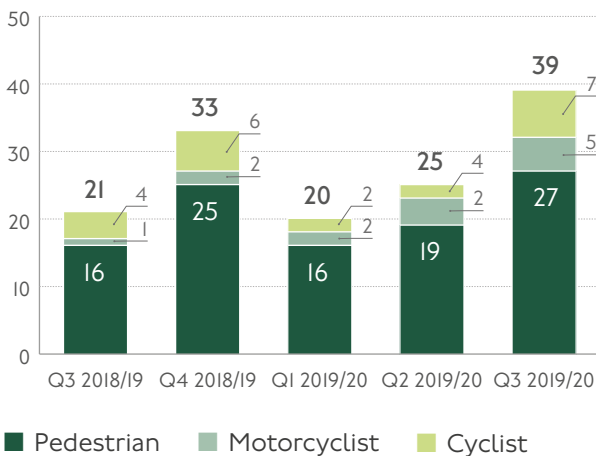• Incidents involving older customers

Buses

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

Past five quarters*

Legend:
- Seriously injured
- Killed

Data (Seriously injured / Killed / Total):
- Q3 2018/19: 58 / 2 / 60
- Q4 2018/19: 57 / 5 / 62
- Q1 2019/20: 47 / 1 / 48
- Q2 2019/20: 48 / 2 / 50
- Q3 2019/20: 67 / 2 / 69

Moving annual average**

Vulnerable road users

Past five quarters*

Legend:
- Pedestrian
- Motorcyclist
- Cyclist

Data (Pedestrian / Motorcyclist / Cyclist / Total):
- Q3 2018/19: 16 / 1 / 4 / 21
- Q4 2018/19: 25 / 2 / 6 / 33
- Q1 2019/20: 16 / 2 / 2 / 20
- Q2 2019/20: 19 / 2 / 4 / 25
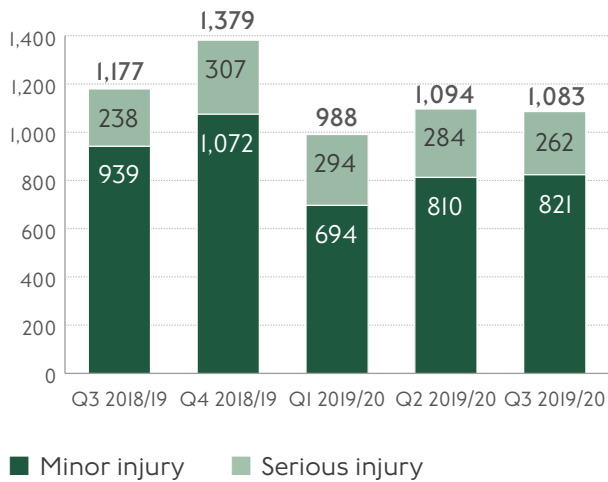- Q3 2019/20: 27 / 5 / 7 / 39

Incidents that caused serious or fatal injuries involving a London bus have increased by 15 per cent compared with last year. For the most recent quarter available, July – September 2019, two people were killed in collisions involving a bus, the same as this quarter last year. At the end of the quarter the number of people killed or seriously injured in collisions involving a bus had fallen by seven per cent compared to last year.

*   As explained on page 11 the quarters here are based on calendar months rather than the usual reporting periods

** The dotted line for 2013-16 shows estimates from Transport Research Laboratory

Customer injuries
Past five quarters*

Legend: ■ Minor injury ■ Serious injury

Quarter	Serious injury	Minor injury	Total
Q3 2018/19	238	939	1,177
Q4 2018/19	307	1,072	1,379
Q1 2019/20	294	694	988
Q2 2019/20	284	810	1,094
Q3 2019/20	262	821	1,083

Top four causes of injury (%)

Slips, trips and falls	67
Struck by/against object	17
Collision	9
Cut or abrasion	5

There were 94 (eight per cent) fewer customers injured on London Buses this quarter compared to Q3 2018/19. Even though there have been a million fewer passenger journeys compared with the same quarter last year, injury rates have dropped, from 2.2 to 2.1 injuries per million passenger journeys over the same period.

To support the reduction in the top causes of injuries, all our bus operators are taking positive action, including Metroline, who operate 16 per cent of our bus network. They have recently launched a campaign to actively encourage drivers to give additional time for passengers to settle on board before moving off.

* As explained on page 11, the quarters here are based on calendar months rather than the usual reporting periods

Rail 🚆 🚆 🚊 🚆

Customers killed or seriously injured
Past five quarters

■ Seriously injured
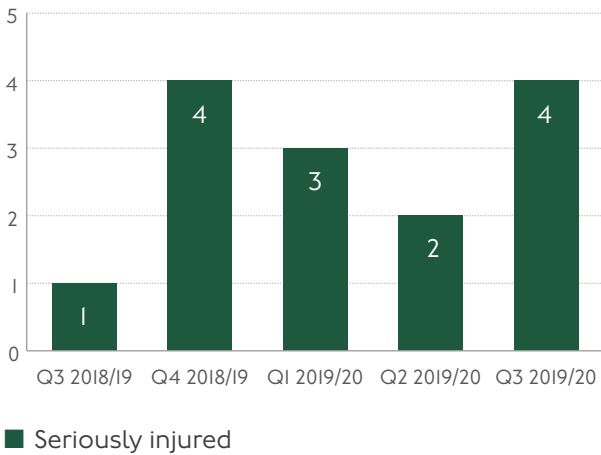
Overall customer injuries on our rail networks have increased by 31 compared to Q3 last year, an increase of 28.7 per cent. This represents the continuation of an overall increasing trend in customer injuries. Forty-five per cent of injuries occur on London

Overground, 39 per cent on TfL Rail, and 16 per cent on DLR.

Customer injuries
Past five quarters

■ Minor injury   ■ Serious injury
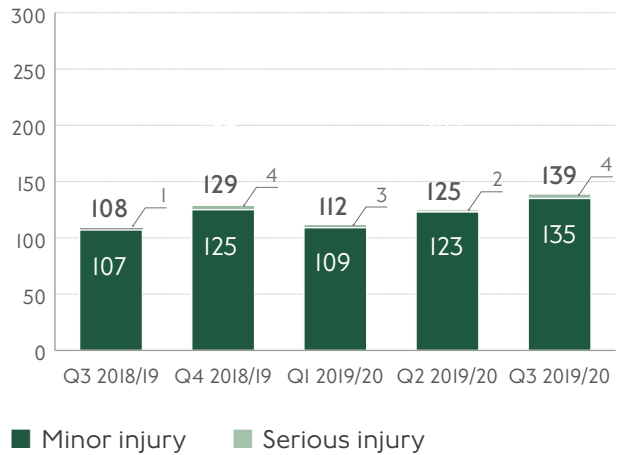
We are working to improve the travel environment for all our customers by introducing new trains on London Overground and refurbishing stations. General design improvements and improved lighting will help prevent injuries from slips, trips or falls and deliver overall safety improvements.

In Q3, there were four serious injuries sustained by our customers on TfL Rail (two) and DLR (two). This is an increase of three from the same quarter last year. Overall injuries increased by 31 over the same period last year.
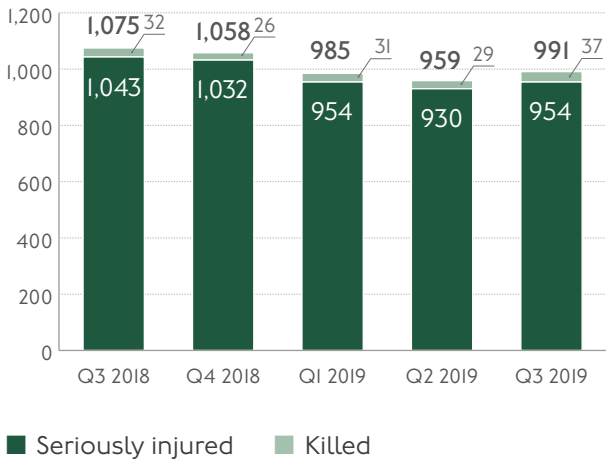
The first TfL Rail serious injury was at Maryland Station, when a customer fell on the stairs and sustained a fractured ankle. The second was due to an intoxicated customer falling between a train and platform at Romford resulting in a head injury and loss of consciousness.

The first DLR serious injury involved a customer slipping on a very wet metal grid at the bottom of the steps going up to the platform at East India station and suffering a fractured wrist. The second involved a customer reporting that a child had fallen on an escalator at Woolwich Arsenal station resulting in a broken wrist.
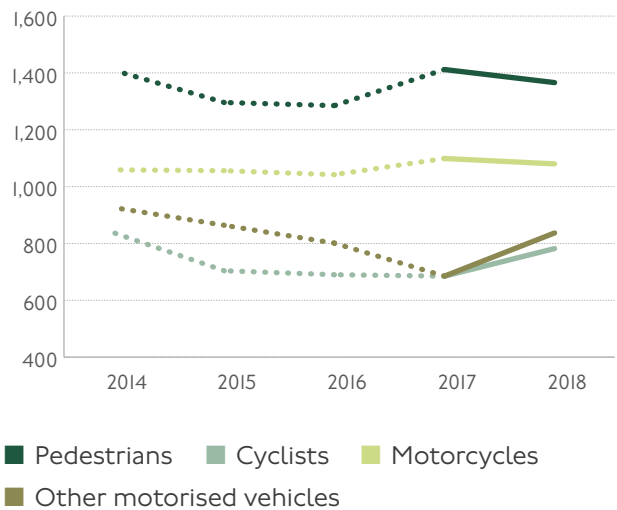
Injury by mode (%)

London Overground	45
DLR	16
TfL Rail	39
Trams	0

Streets

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

	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
Killed	32	26	31	29	37
Seriously injured	1,043	1,032	954	930	954
Total	1,075	1,058	985	959	991

■ Seriously injured ■ Killed

Moving annual average

■ Pedestrians   ■ Cyclists   ■ Motorcycles
■ Other motorised vehicles

Type of user
Past five quarters*

	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
Other motorised vehicles	202	214	224	180	210
Motorcycles	318	290	248	273	256
Cyclists	243	167	167	202	214
Pedestrians	312	387	346	304	311
Total	1,075	1,058	985	959	991

■ Pedestrians   ■ Cyclists   ■ Motorcycles
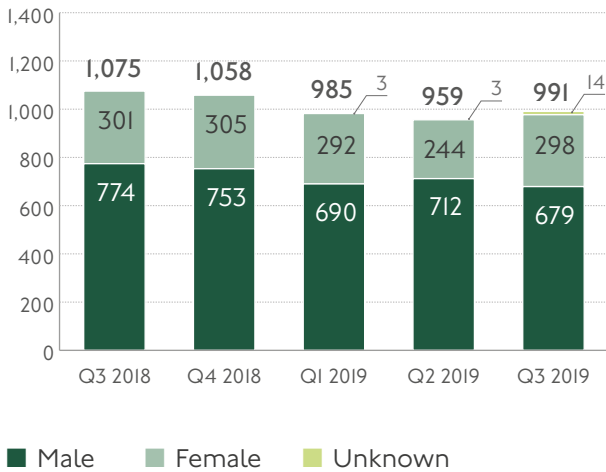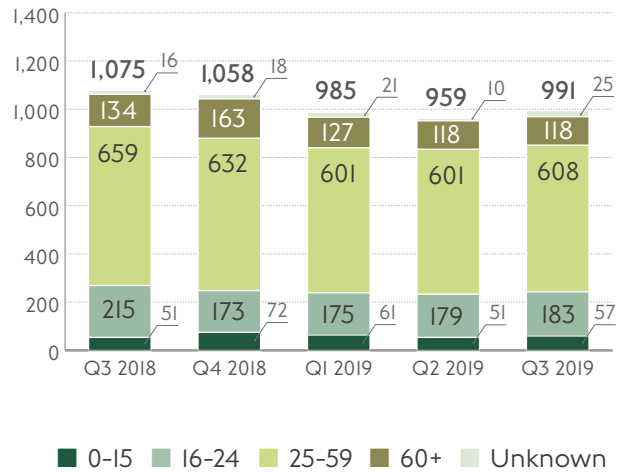■ Other motorised vehicles
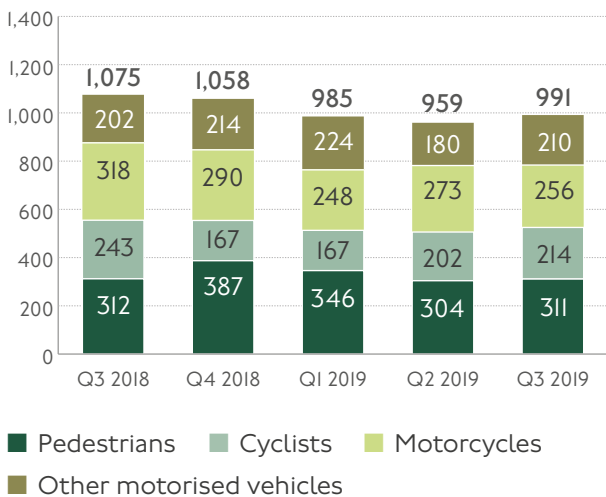
Good progress has been made in reducing serious injuries, although the number of fatalities on London's streets remains a concern. For the most recent quarter available, July to September 2019, 37 people were killed on London's roads, which is up from the 32 people killed during this period in 2018. The provisional figures for this quarter show that the number of people killed or seriously injured fell by eight per cent when compared to the same quarter last year, to 991 people.

* As explained on page 11 the quarters here are based on calendar months rather than the usual reporting periods

Past five quarters* (gender where known)

Legend: ■ Male ■ Female ■ Unknown

	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
Total	1,075	1,058	985	959	991
Female	301	305	292	244	298
Male	774	753	690	712	679
Unknown			3	3	14

Past five quarters* (age)

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

	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
Total	1,075	1,058	985	959	991
Unknown	16	18	21	10	25
60+	134	163	127	118	118
25-59	659	632	601	601	608
16-24	215	173	175	179	183
0-15	51	72	61	51	57

Provisional figures show that the number of men killed or seriously injured fell by 12 per cent and the number of women killed or seriously injured fell by one per cent, when compared to the same period last year. However, men still made up over two thirds (69 per cent) of casualties and were at greater risk of injury per journey than women.

Men accounted for 94 per cent of motorcyclist casualties, making around 98 per cent of journeys by motorcycle. Men also made up 81 per cent of cyclist casualties and around 72 per cent of journeys by bicycle. Of people walking, men made up 49 per cent of casualties and around 48 per cent of journeys by foot. Gender was known for over 99 per cent of casualties.

* As explained on page 11 the quarters here are based on calendar months rather than the usual reporting periods

Other operations

People killed or seriously injured
Past five quarters*

Legend:
- ■ Seriously injured
- ■ Seriously injured (New method)
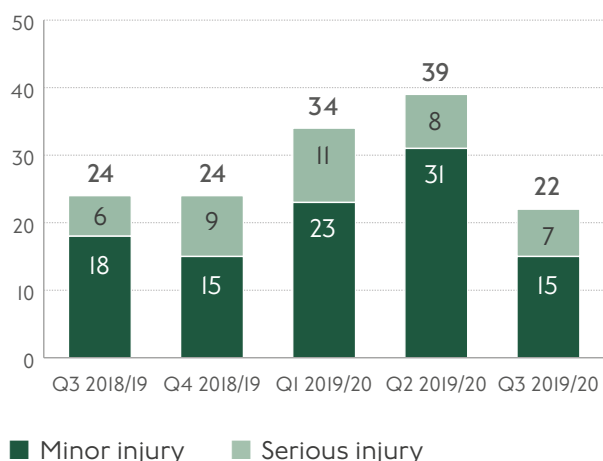- ■ Killed
- ■ Killed (New method)
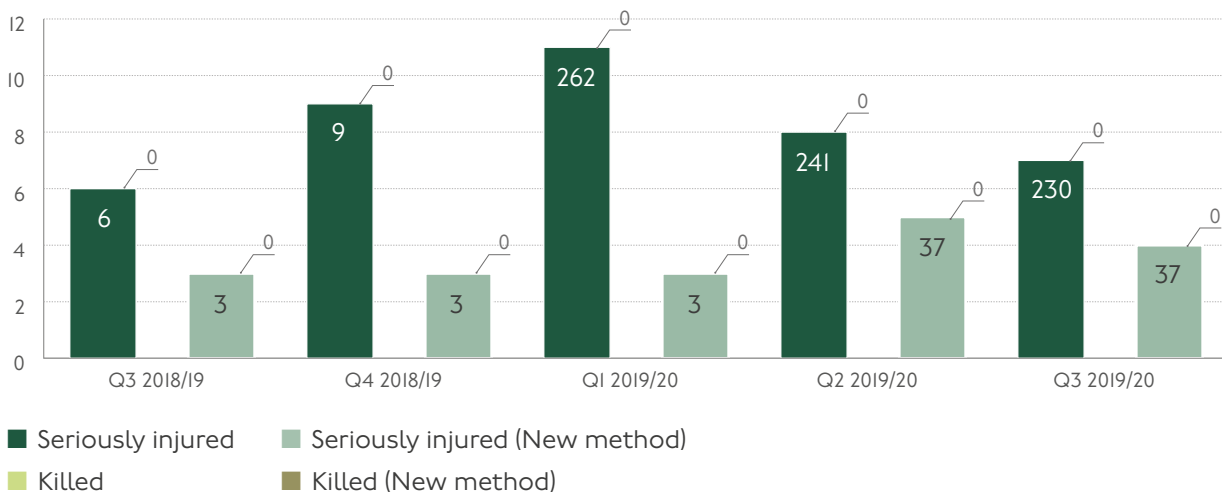
In Q3 there were no customer fatalities on our Other operations, however, seven customers were seriously injured:

• Dial-a-Ride (five), all of which were as a result of slips, trips and falls

• Cycle Hire (two), both caused by collisions

This was a decrease of one on the previous quarter. There were six customers seriously injured in the same quarter last year.

* As explained on page 11 this chart uses existing and new methodologies for identifying serious injuries

Customer injuries
Past five quarters

Chart values (Minor injury / Serious injury / Total):
- Q3 2018/19: 18 / 6 / 24
- Q4 2018/19: 15 / 9 / 24
- Q1 2019/20: 23 / 11 / 34
- Q2 2019/20: 31 / 8 / 39
- Q3 2019/20: 15 / 7 / 22

■ Minor injury　■ Serious injury

Top four causes of injury (%)

Slips, trips and falls	59
Struck by object/against object	18
Collision	18
Cut or abrasion	5

The breakdown is as follows:

• Dial-a-Ride (68)

• Cycle Hire (14)

• London River Services (nine)

• Victoria Coach Station (nine)

There were 22 customer injuries on our other operations during Q3, of which 15 were minor injuries. This is a reduction of two (eight per cent) when compared to the same quarter last year.

Dial-a-Ride saw an increase in minor customer injuries due to accidents while boarding and alighting vehicles. This is being mitigated by new vehicles having guard rails added to the ramp arrangement, enabling customers to hold onto a handlebar while boarding.

Safety – feedback from customers
Number of complaints

	Q3 2018/19	Q3 2019/20
London Underground	387	475
London Buses	1,437	1,430
DLR	24	37
London Overground	67	56
TfL Rail	21	25
London Trams	8	4
Emirates Air Line	0	0
Congestion Charge	0	0
Dial-a-Ride	9	2
London River Services	1	0
Santander Cycles	0	1
Taxis*	2	5
Private hire*	2	0
Total	1,958	2,035

There was a slight increase in safety complaints compared to the same quarter last year. Safety complaints for London Underground increased, mostly due to publicity around the cracking on some Jubilee line trains. There was also an increase in DLR safety complaints, mainly relating to accidents with doors.

While there was a reduction in safety complaints on buses, it remains the area with the most safety complaints, with accidents and dangerous driving at the top of safety concerns. There was an increase in taxi safety complaints, including for dangerous driving.

All safety critical contacts are actioned within 24 hours.

To support our understanding of the nature and context of safety complaints, we are exploring advanced analytical techniques. We are focusing on where customers have given detailed feedback, to assess where it can provide insight.

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

Incident support

Sarah Hope Line

The Sarah Hope Line offers comprehensive help and support to anyone involved in, or affected by, a serious incident on our network. Our dedicated team, based within our Contact Centre 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.

Email: shl@tfl.gov.uk
Phone: 0343 222 5678

The Sarah Hope Line received 129 calls in Q3, resulting in 20 new cases. The largest number of calls related to incidents on London Underground, resulting in 13 new cases. These London Underground cases included supporting three bereaved families, including one knife crime incident at Hillingdon station. In total, the team have provided support following six fatalities this quarter.

Overall, the Sarah Hope Line provided the funds for three funerals, international travel and accommodation for next of kin, and counselling services.

The number of new cases were split as follows:

London Buses	4
DLR	1
London Underground	13
National Rail	1
Taxi and private hire	1
Total	**20**

London's transport system will be secure

We are committed to keeping our customers safe and secure. Neither crime, nor the fear of crime, should deter people from using London's streets and transport system. We make a significant investment in the MPS, the BTP and the City of London Police to tackle crime and antisocial behaviour. Our policing partners also work with us to address wider security risks such as terrorism and to support the Mayor's Vision Zero ambitions.

Overall, the volume of crime on London's transport network is higher than a year ago. This increase has been driven by theft offences on the bus and London Underground networks. Theft on London Underground has the most significant increase, with almost double the number of reports of theft this year compared to last year. The police are using a range of tactics to deter, detect and disrupt criminal activity including plain clothes and uniformed officer patrols, large-scale operations and investigations. We have been supporting this significant police effort by promoting crime prevention advice to our customers. As part of Operation Farrier, the BTP and MPS have made some significant arrests leading to notable custodial sentences.

Our policing partners continue to prioritise serious violence and keeping knives and weapons off the public transport network. Targeted high-visibility patrols and the use of weapon detection arches provide a visible deterrent to violent offenders, and regular weapons sweeps at transport hubs have taken place. We will soon be launching a TfL-wide strategy to tackle work-related violence and aggression in response to increasing concern from our operational and customer-facing people and trade unions about the levels of violence they face.

Note: All figures in this section are for year to date (April to November, 2018/19 and 2019/20), unless stated otherwise

All figures below are per million journeys (year to date quarters 1-3)

13.7
crimes on the London Underground network (34.3%▲ against year to date 2018/19)

10.1
crimes on London Trams network (21.7%▲ against year to date 2018/19)

13
crimes on the TfL Rail network (20.7%▼ against year to date 2018/19)

8.6
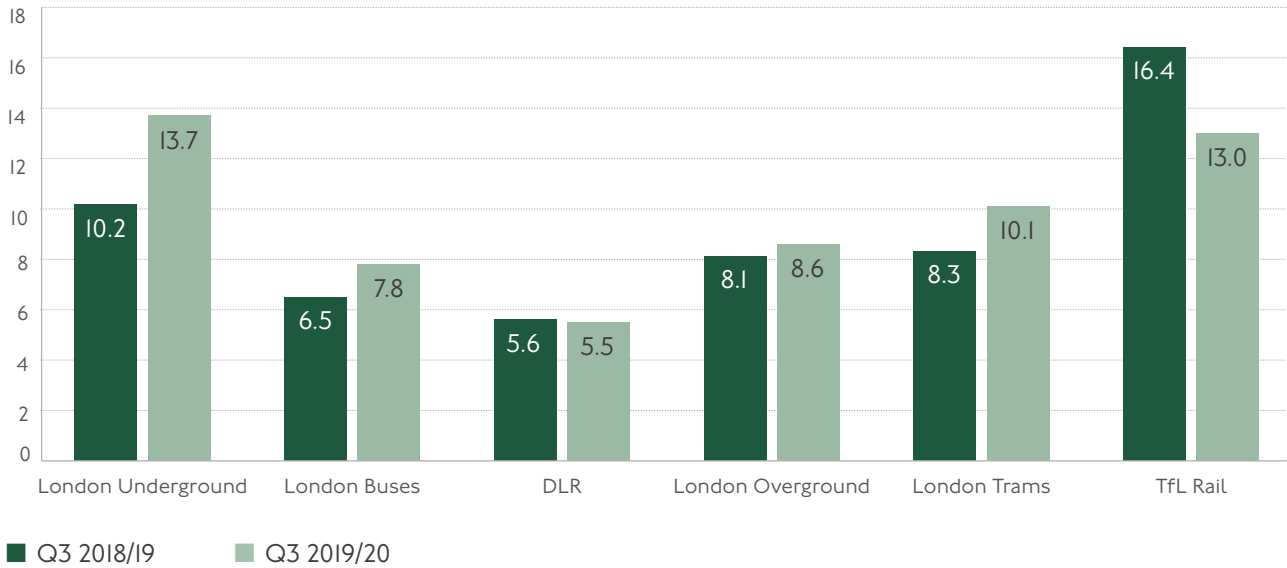crimes on the London Overground network (6.1%▲ against year to date 2018/19)

7.8
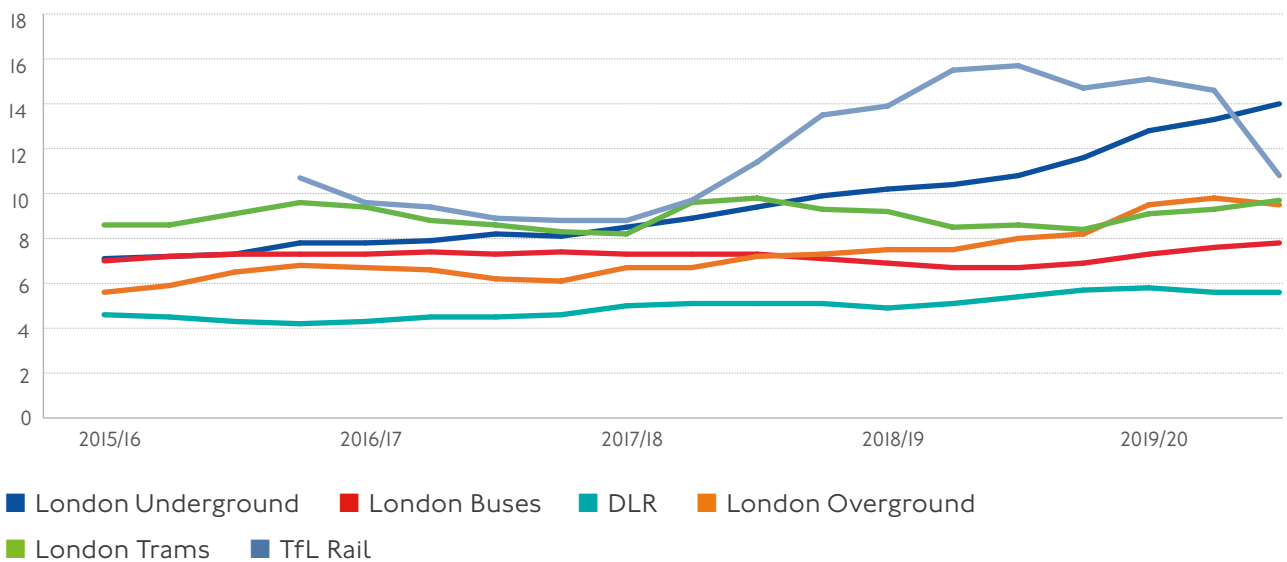crimes on the bus network (20%▲ against year to date 2018/19)

Recorded crime

Rate per million passenger journeys (Q3 2018/19 vs Q3 2019/20) year to date

London Underground: Q3 2018/19 = 10.2, Q3 2019/20 = 13.7
London Buses: Q3 2018/19 = 6.5, Q3 2019/20 = 7.8
DLR: Q3 2018/19 = 5.6, Q3 2019/20 = 5.5
London Overground: Q3 2018/19 = 8.1, Q3 2019/20 = 8.6
London Trams: Q3 2018/19 = 8.3, Q3 2019/20 = 10.1
TfL Rail: Q3 2018/19 = 16.4, Q3 2019/20 = 13.0

■ Q3 2018/19 ■ Q3 2019/20

Annual trend* (year to date)**

■ London Underground   ■ London Buses   ■ DLR   ■ London Overground
■ London Trams   ■ TfL Rail

*   The large volume and percentage rise in crime in 2017/18 and 2018/19 on
    TfL Rail is partly because the figures include offences reported on the
    Paddington to Heathrow service introduced in May 2018

** In this graph, Q3 2019/20 figures include only two months, October
    and November, all previous figures are based on three months of data.
    This is because of the availability of crime information at the time of
    production and does not affect the long-term trend

Number of recorded crimes by service

	Year-to-date Q3 2018/19	Year-to-date Q3 2019/20	Variance %
London Underground	9,492	12,908	36.0
London Buses	9,843	11,510	16.9
DLR	459	454	-1.1
London Overground	1,030	1,105	7.3
London Trams	163	187	14.7
TfL Rail	575	517	-10.1

London Underground – top five categories of crime (moving annual average)
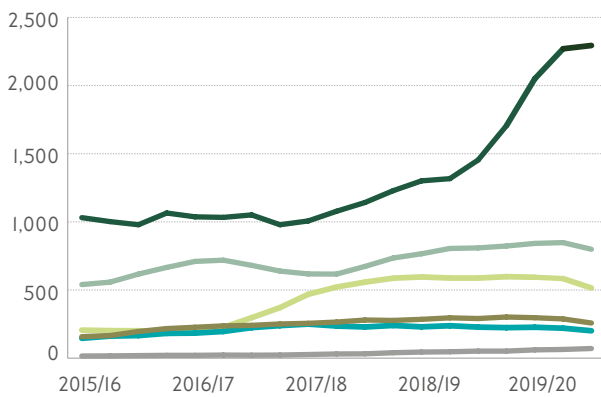
- Theft of passenger property
- Violence against the person
- Serious public order
- Sexual offences
- Criminal damage
- Robbery

Violence against the person and serious public order offences have fallen slightly. Theft of passenger property has continued to rise. Sexual offences and criminal damage remain low.

London Buses – top four categories of crime (moving annual average)
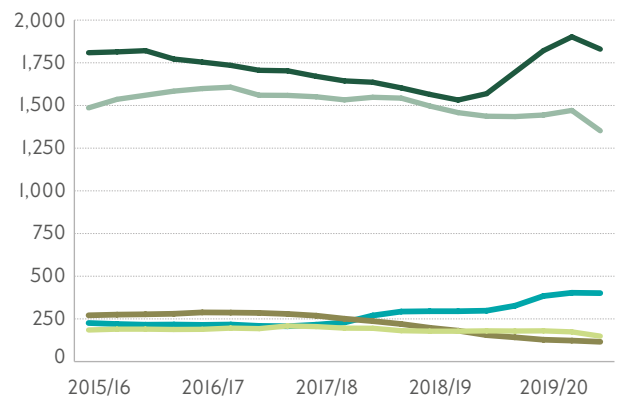
- Theft of passenger property
- Violence against the person
- Sexual offences
- Criminal damage
- Robbery

Over the long term, violence against the person and criminal damage have fallen. Recently, theft has risen after a long-term decline. Sexual offences have remained few in number.

Number of recorded crimes by service

London Underground

	Year-to-date Q3 2018/19	Year-to-date Q3 2019/20	Variance %
Violence against the person	2,093	2,291	9.5
Sexual offences	839	753	-10.3
Criminal damage	482	500	3.7
Line of route*	26	20	-23.1
Theft of passenger property	3,534	6,794	92.2
Motor vehicle/ cycle offences	302	351	16.2
Robbery	128	224	75.0
Theft of railway property/burglary	139	121	-12.9
Serious public order	1,550	1,424	-8.1
Serious fraud	76	44	-42.1
Drugs	231	312	35.1
Other serious offences	92	74	-19.6
Total	9,492	12,908	36.0

The rise in theft may be partly due to the launch of online crime reporting in October 2018, revealing offences that previously went unreported. The upward trend in violence in 2018/19 has lessened: most is low-level aggression in peak hours.

London Buses

	Year-to-date Q3 2018/19	Year-to-date Q3 2019/20	Variance %
Criminal damage	400	326	-18.5
Fraud or forgery	1	1	0.0
Robbery	722	1,153	59.7
Sexual offences	484	425	-12.2
Theft and handling	4,199	5,393	28.4
Violence against the person	3,808	3,948	3.7
Burglary	14	18	28.6
Drugs	84	123	46.4
Other notifiable offences	131	123	-6.1
Total	9,843	11,510	16.9

Violence against the person and theft continue to be the highest volume crimes on buses. Most are violence without injury. Robbery is a rising trend. The increase in theft is also linked to organised criminal gangs and the RTPC is coordinating activity with the BTP to address this.

There has been a significant rise in robbery which mirrors the wider trends across London. It is largely a street robbery problem that is affecting the bus network, particularly at bus stops. We are addressing this through targeted police operations.

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

DLR

	Year-to-date Q3 2018/19	Year-to-date Q3 2019/20	Variance %
Violence against the person	136	127	-6.6
Sexual offences	31	11	-64.5
Criminal damage	20	23	15.0
Line of route*	3	4	33.3
Theft of passenger property	108	126	16.7
Motor vehicle/ cycle offences	17	13	-23.5
Robbery	21	29	38.1
Theft of railway property/burglary	14	9	-35.7
Serious public order	87	85	-2.3
Serious fraud	1	0	-100.0
Drugs	13	21	61.5
Other serious offences	8	6	-25.0
Total	459	454	-1.1

Crime on DLR remains low in volume and is very similar to last year, with minor changes in some offence categories.
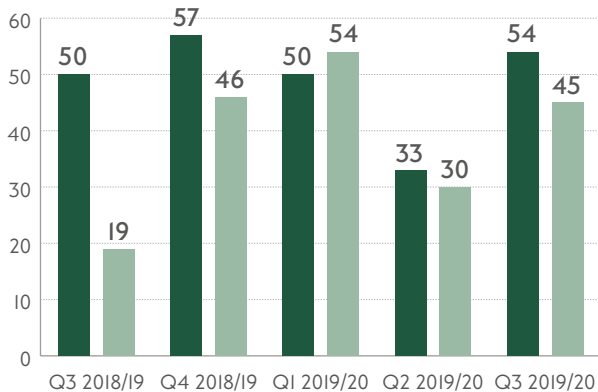
London Overground

	Year-to-date Q3 2018/19	Year-to-date Q3 2019/20	Variance %
Violence against the person	249	279	12.0
Sexual offences	58	52	-10.3
Criminal damage	63	42	-33.3
Line of route*	1	1	0.0
Theft of passenger property	200	240	20.0
Motor vehicle/ cycle offences	100	90	-10.0
Robbery	17	34	100.0
Theft of railway property/burglary	8	24	200.0
Serious public order	292	295	1.0
Serious fraud	5	0	-100.0
Drugs	28	36	28.6
Other serious offences	9	12	33.3
Total	1,030	1,105	7.3

Crime on London Overground remains low in volume. Increases have been seen in violence against the person and theft of passenger property, but the levels remain low.

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

London Trams

	Year-to-date Q3 2018/19	Year-to-date Q3 2019/20	Variance %
Violence against the person	56	64	14.3
Sexual offences	8	17	112.5
Criminal damage	13	8	-38.5
Line of route*	2	4	100.0
Theft of passenger property	20	22	10.0
Motor vehicle/ cycle offences	5	6	20.0
Robbery	7	15	114.3
Theft of railway property/burglary	0	1	400.0
Serious public order	40	35	-12.5
Serious fraud	2	1	-100.0
Drugs	10	12	20.0
Other serious offences	0	2	100.0
Total	163	187	14.7

Crime on London Trams remains low in volume and is very similar to last year, with minor changes in some offence categories.

TfL Rail

	Year-to-date Q3 2018/19	Year-to-date Q3 2019/20	Variance %
Violence against the person	153	136	-11.1
Sexual offences	23	29	26.1
Criminal damage	50	38	-24.0
Line of route*	2	3	50.0
Theft of passenger property	106	79	-25.5
Motor vehicle/ cycle offences	79	80	1.3
Robbery	11	7	-36.4
Theft of railway property/burglary	14	10	-28.6
Serious public order	111	113	1.8
Serious fraud	3	1	-66.7
Drugs	16	16	0.0
Other serious offences	7	5	-28.6
Total	575	517	-10.1

Crime on TfL Rail remains relatively low in volume, with minor changes in some offence categories.

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

Absence* caused by assaults

Past five quarters
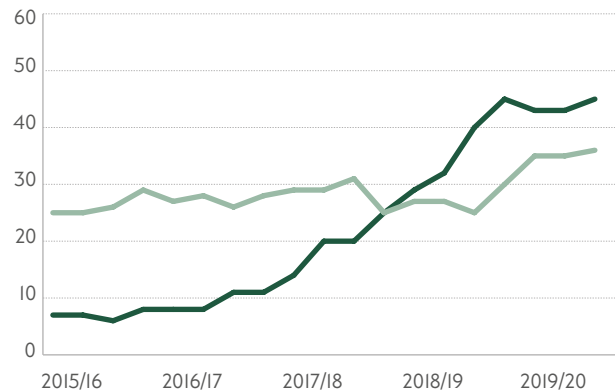

- ■ Physical ■ Verbal

Moving annual average

- ■ Physical ■ Verbal

So far this year there have been 261 assaults that led the absence of London Underground colleagues. Of these, 126 (48 per cent) were due to physical violence and 135 (52 per cent) were the result of verbal violence. This is an overall increase of 22 per cent on the same time last year.

There is now an average of 14 physical assaults per period (up from an average of 11 per period at Q2). There is an average of 15 verbal assaults per period, up from 14 at Q2 and an average of nine per period last year.

In Q3, we launched a workplace violence and antisocial behaviour strategy to tackle antisocial and threatening behaviour toward our colleagues. This includes strengthening our teams to prevent revenue fraud/avoidance; recruiting a team to prevent work-related violence, aggression and antisocial behaviour; funding more BTP officers; doubling the size of the workplace violence team, and providing improved tools.

In Q4, we will start making body-worn cameras available to London Underground station staff to reduce incidents of work-related violence. This started in early December and we plan for every colleague to have one by mid-2020. We are also trialling body-worn cameras with our staff at Stratford bus station.

* TfL-employed staff

Personal security perception Q3

This quarter's survey shows a third of Londoners experienced an incident where they felt worried about their personal security in the past six months, with most worrying incidents occurring on the London Underground and Bus networks. This is the same level as the previous two quarters.
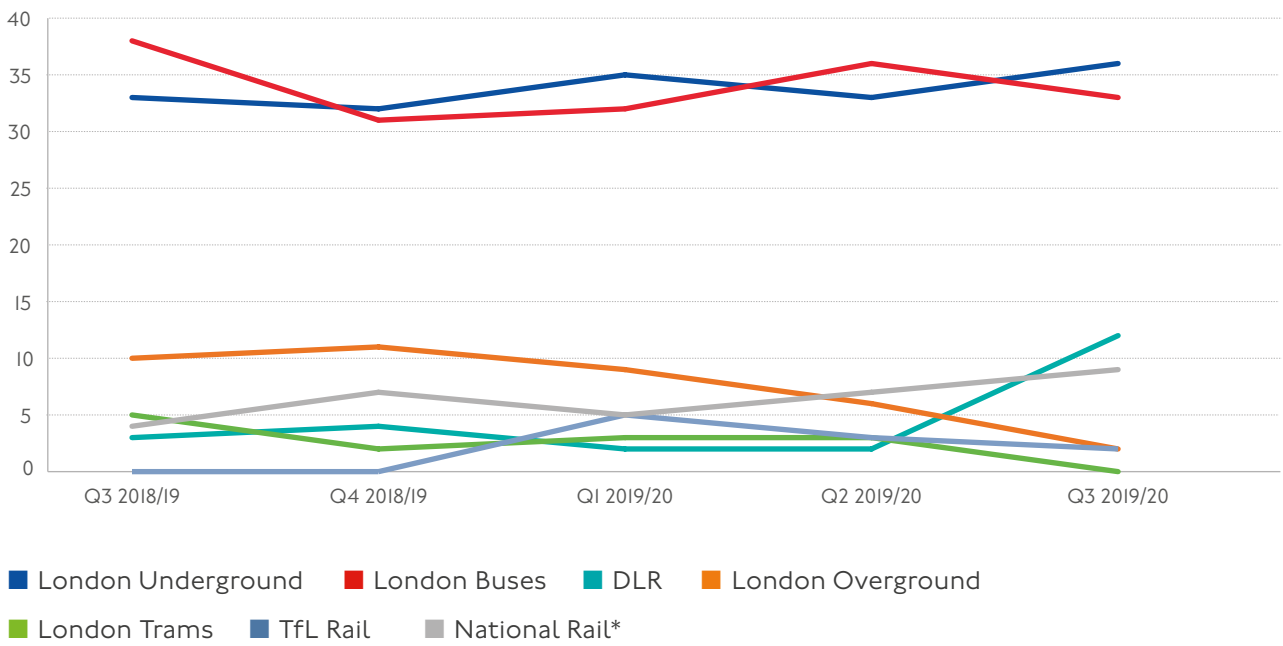
The most worrying type of incident experienced was threatening behaviour and language of others, followed by youth and school antisocial behaviour, drunken passengers and people drinking alcohol, along with pushing and shoving. We have launched initiatives with the police to address these issues, including high-visibility patrols, public campaigns and promoting byelaws and penalties.

Impact of worrying personal security incident on use of service on which it occurred (%)
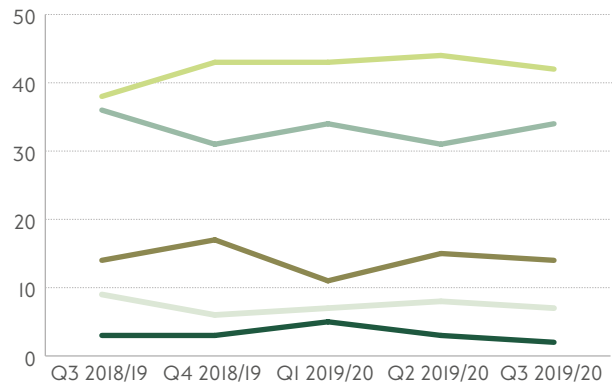
- Yes, put me off but I still travel
- No, did not put me off
- Yes, stopped me temporarily
- Yes, stopped me completely
- Don't know

Customers worried about personal security on public transport (%)

Legend:
- London Underground
- London Buses
- DLR
- London Overground
- London Trams
- TfL Rail
- National Rail*

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

Experience of a worrying incident (%)

Legend:
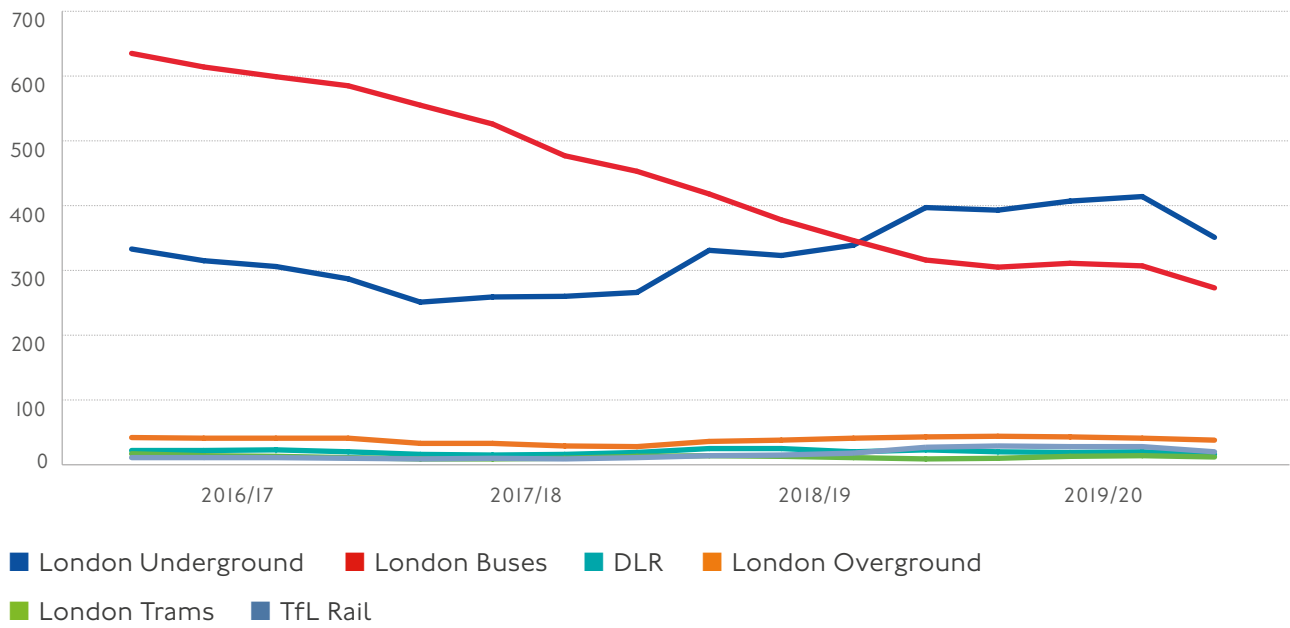- Crime-related (witnesssed or worried about victimisation)
- Threat of terror attacks/terrorism
- Lack of a visible police/ staff presence
- Busy environment/ overcrowding
- Other (including rough sleepers)
- Antisocial behaviour (inc passengers threatening/pushing, alcohol-related and youth antisocial behaviour)

Of those who experienced a worrying incident in the past six months, over half felt worried about the antisocial behaviour of others. This includes threatening behaviour and language of others, youth/school antisocial behaviour, drunken behaviour or people drinking alcohol and pushing and shoving. This is a three per cent increase on the previous two quarters.

Crime-related (witnessed or worried about victimisation) is the second highest category with 15 per cent. However, this is a five per cent decrease compared to the previous quarter. The busy environment and overcrowding increased as reasons by two per cent since Q2 2019/20 and is now at 13 per cent.

Positive outcomes and detections (number – moving annual average)

Legend: London Underground, London Buses, DLR, London Overground, London Trams, TfL Rail

Positive outcomes and detections rate (% – moving annual average)

Legend: London Underground, London Buses, DLR, London Overground, London Trams, TfL Rail
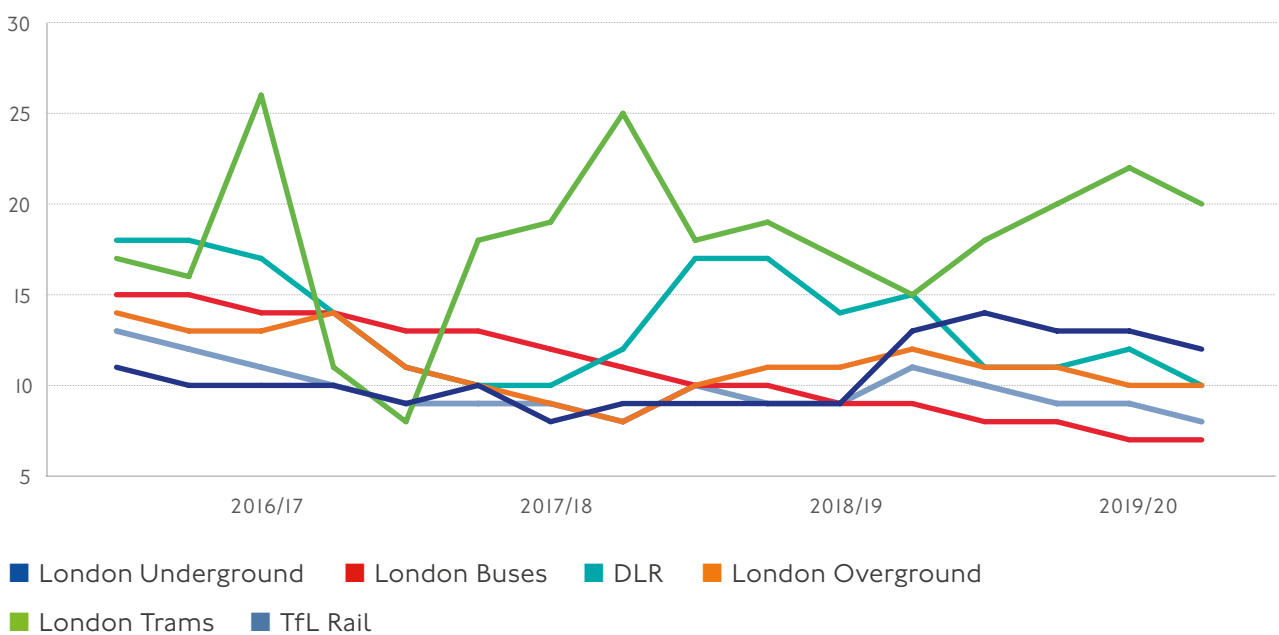
More active travel

Healthy Streets Check for Designers
Healthy Streets scheme assessment

The Healthy Streets Check for Designers (the Check) reviews whether proposed changes will result in improvements against the 10 Healthy Streets Indicators. It aids designers in aligning to the Healthy Streets Approach. The Check provides a score for both the existing street layout and proposed design, with the uplift demonstrating the scale of the improvement for people's health.

We introduced the Check in 2018/19 as an interim active travel performance metric on the TfL scorecard, with a target of 10 percentage points average uplift across all eligible schemes. While the Check was being embedded in 2018/19, only eligible projects with an estimated final cost over £200k were included as part of the Check.

In 2019/20, we have expanded its scope to boost the number of schemes eligible to complete the Check.

At the end of Q3 2019/20, 36 eligible schemes completed the Check at Detailed Design. The average uplift across the 13 projects in Q3 was five percentage points. This lower percentage uplift is due to an increase in small scale and cost-effective schemes being developed over the past quarter, which have targeted positive detailed interventions rather than wholesale changes to the street environment.

Uplift as result of the Check

	Q1 2019/20	Q2 2019/20	Q3 2019/20	Year to date	Year end target
Schemes with a completed Check	10	13	13	36	n/a
Average percentage point uplift across schemes	15	13	5	13	10

Active travel per day

Active travel has a vital role to play in solving London's inactivity crisis. Reporting the percentage of Londoners who say they have 20 minutes of active travel per day is a good indicator of levels of routine physical activity in London.

The London Travel Demand Survey gives the best data on active travel that we currently have available, providing a snapshot of daily travel behaviour of London's residents aged 20+.

At least 20 minutes v 2 x 10 minute periods of active travel per day (%)

■ Achieving 20 minutes   ■ Achieving 2 x 10 minutes
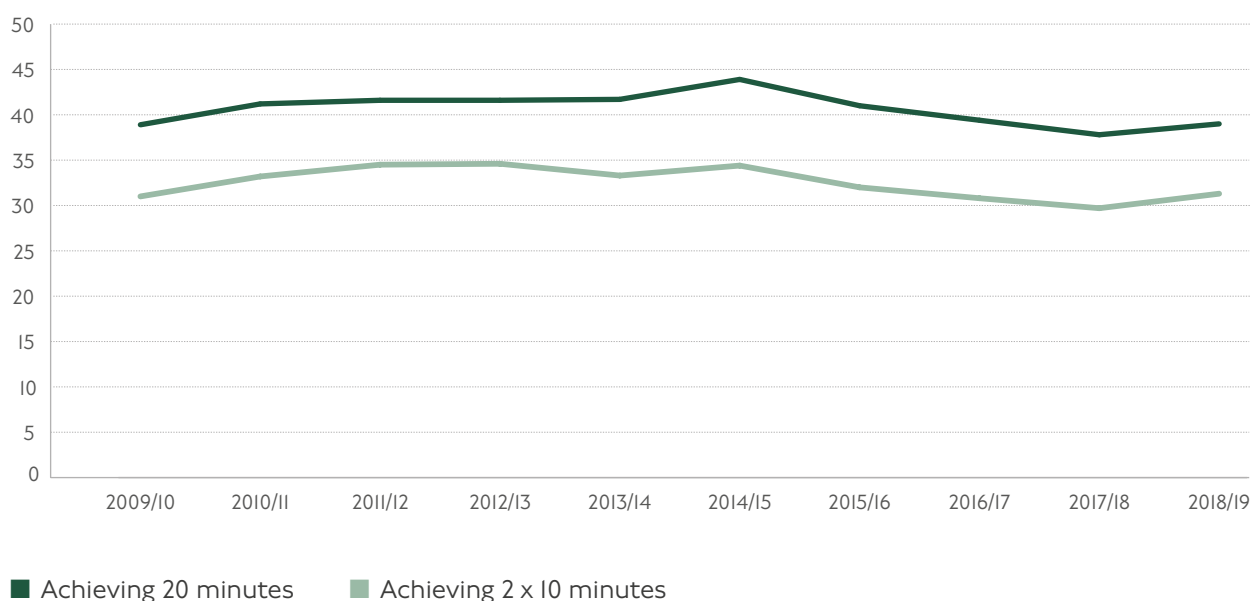
New guidelines on physical activity were released by the UK Chief Medical Officers in September 2019. They reflect the latest scientific evidence, which shows that physical activity does not need to be in minimum bouts of 10 minutes to have health benefits. As a result of this, we have changed the way we report active travel. We are moving away from measuring whether people are achieving 2 x 10 minutes per day, to a simpler focus on whether they are accumulating a total of 20 minutes of active travel per day.

Over recent years, approximately one third of Londoners have reported achieving 2 x 10 minute periods of active travel on a given day. Those accumulating 20 minutes of active travel across the day is consistently around 10 percentage points higher and the trends mirror each other over time.

Mini-Hollands and changes to active travel

We designed the Mini-Holland programme to transform three outer London boroughs – Enfield, Kingston and Waltham Forest – by creating a network of local cycle routes and making local environments more friendly for walking and cycling. To evaluate its effectiveness, we are monitoring the change in travel behaviour in these areas.

Change in minutes walking or cycling

Low-dose* areas   High-dose** areas
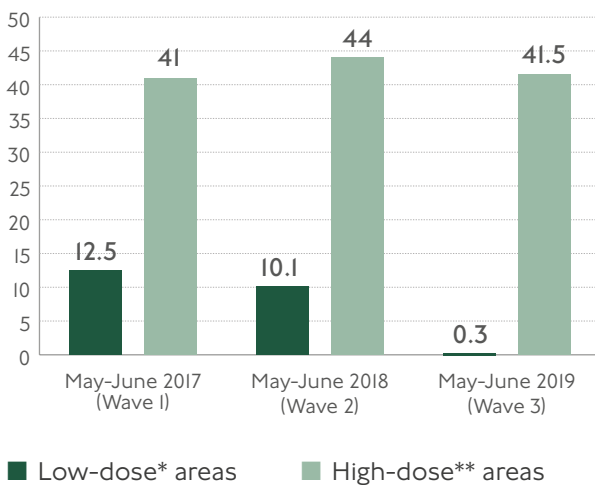
A recent study found that living in a 'high dose' Mini-Holland area was associated with increased active travel in the previous week, compared to the control group, by 41.5 extra minutes of active travel per week.

This is consistent with earlier findings and provides further evidence that these interventions are associated with people spending more time walking or cycling. The Mini-Holland programme demonstrates that targeted investment can have a significant impact on increasing levels of active travel.

For a more detailed analysis of the Mini-Holland evaluation, please refer to Travel in London 12, published in December 2019.

* Low dose refers to those who are considered to have been exposed mostly to the marketing and behavior change campaigns and only indirectly to the infrastructure improvements

** High dose refers to residents of the three boroughs who are considered to have been directly affected by the interventions

Walk trips per day
Three-year rolling average

1.0				
0.8				
0.6				
0.4				
0.2				
0.0				
2014/15	2015/16	2016/17	2017/18	2018/19
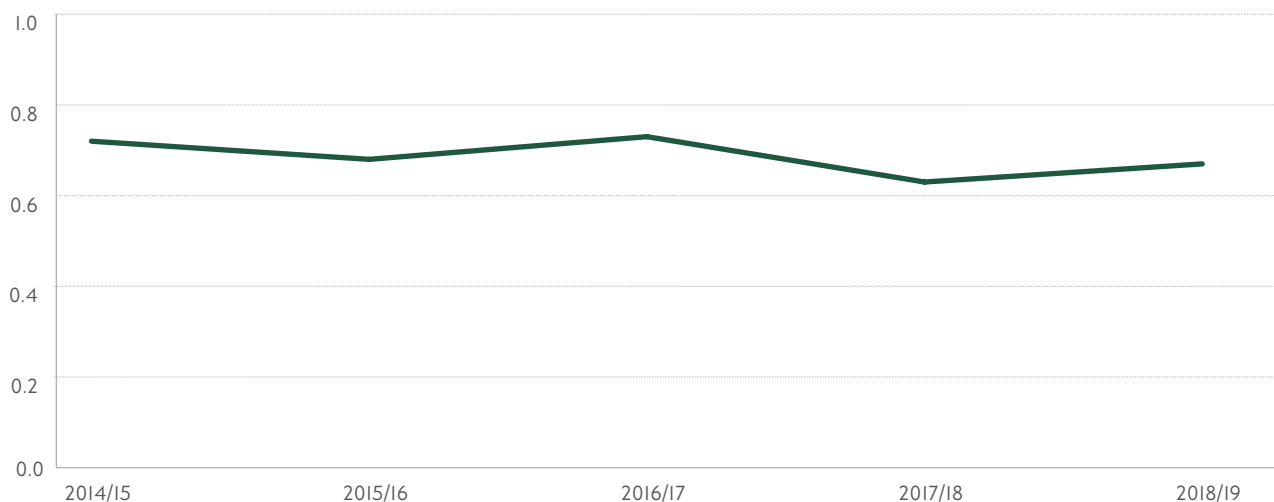
Between 2012/13 and 2018/19 (the most recent available data) walking trips per resident aged 5+ have shown a general gentle decline.

This is a cause for concern as an increase in walking trip rates is integral to achieving some of the Mayor's Transport Strategy's key aims, including the main aim that 80 per cent of all trips in London should be made by walking, cycling or using public transport by 2041. This is because walking makes up a higher proportion of the active travel modal share than cycling.

By working together – particularly with the boroughs, schools, business improvement districts, businesses, public sector organisations and community groups – we can increase the number of people walking and improve the experience of London's streets by taking the Healthy Streets Approach and ensuring the actions in the Walking action plan get delivered.

Insight into pedestrian activity in central London*

Measuring walking through travel diary-based surveys such as the London Travel Demand Survey has limitations, notably respondents' recall of the details of their walking trips. There is a tendency, for example, to under-report very short or (the respondent may think) inconsequential walking trips or more lengthy walks between shops or services in the same town centre.

Our new survey of pedestrians has been running for a year. It is designed to measure quarterly changes in walking in central London. Fieldwork began in October 2018 and we now have data for four quarters (Q3 2018/19 to Q2 2019/20).

Each quarter, we survey the same 600 sites between 06:00 and 20:00 for a two-hour period, rotated across the day. We define central London as the area within the Congestion Charge zone.
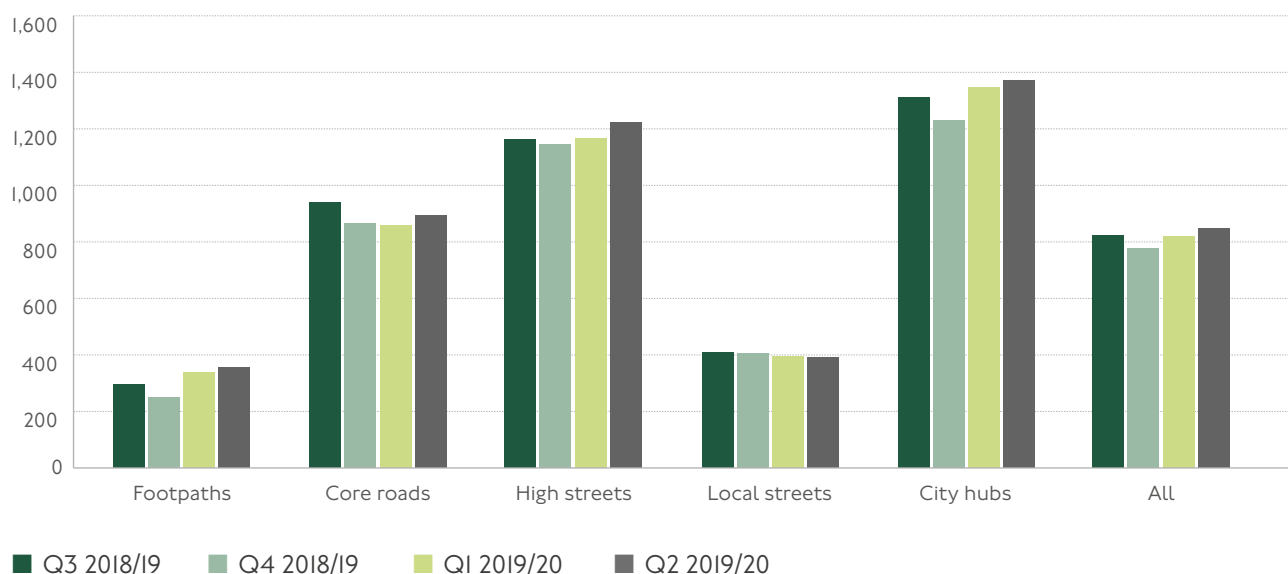
Pedestrian flows by area

Pedestrian flows are highest in the West End and the City. More residential areas of London, tend to have lower pedestrian densities, such as south of the Thames and particularly north of the City. Some noticeable features include high pedestrian flows in the west end in Q3 2018/19, reflecting the shopping and leisure activity in December. The biggest seasonal change was to the south of the West End, due to the warm weather events taking place in this part of central London.

* Pedestrian data is based on calendar quarters rather than financial quarters

Pedestrian flows by street type
Average hour flow per site

Legend: ■ Q3 2018/19 ■ Q4 2018/19 ■ Q1 2019/20 ■ Q2 2019/20

Pedestrian flows vary by street type and across central London. Pedestrian flows are higher on high streets and city streets. Flows tend to be lower on local streets and footpaths.

There is a gradual increase in overall flows from the start of the year to the summer, with flows in Q2 this year 8.9 per cent higher than in Q4 last year. However, pedestrian flows were almost as high in Q3 last year, presumably reflecting an increase in pedestrian activity for shopping and leisure related to Christmas. Overall, however, the seasonal variation is relatively modest.

Santander Cycles
Daily hires

Average ■ Moving 12-month average
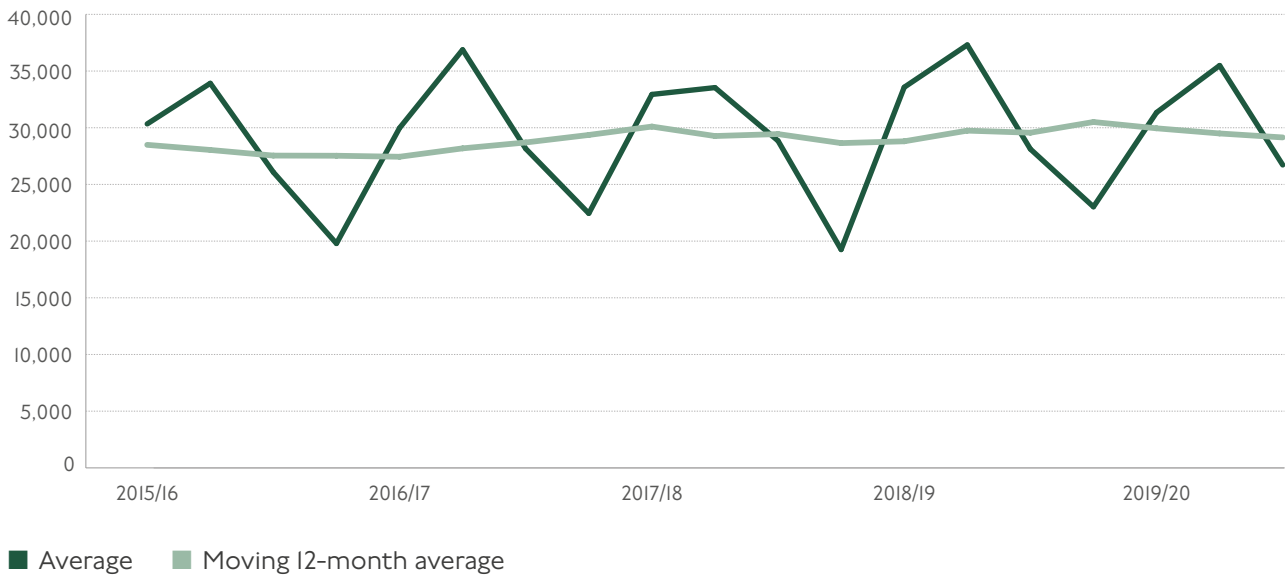
Santander Cycle Hire encourages more Londoners to cycle as part of their everyday routine. Encouraging cycling is crucial for increasing physical activity and tackling congestion and air pollution.

Use varies according to the season. The trend shows a general increase over the past five years. There was a slight dip in Q1, Q2 and Q3 2019/20, after a record year in 2018/19 where usage was the highest ever since the scheme began. In Q3 2019/20, the average daily number of cycle hires was the fourth to highest it has ever been at 26,717 average daily hires.

The slight decrease this year is due to fewer casual customers, defined as people who hire at the terminal on the street and are not a registered 24-hour or annual members. This might in part be explained by poorer weather in 2019 compared to 2018. Met Office data shows that, on average, 2019 had fewer hours of sunshine, a lower mean temperature and more rainfall.

Central London cycling*
Daily flow

Legend:
■ Average daily cycle flow per km ■ Moving 12-month average daily cycle flow
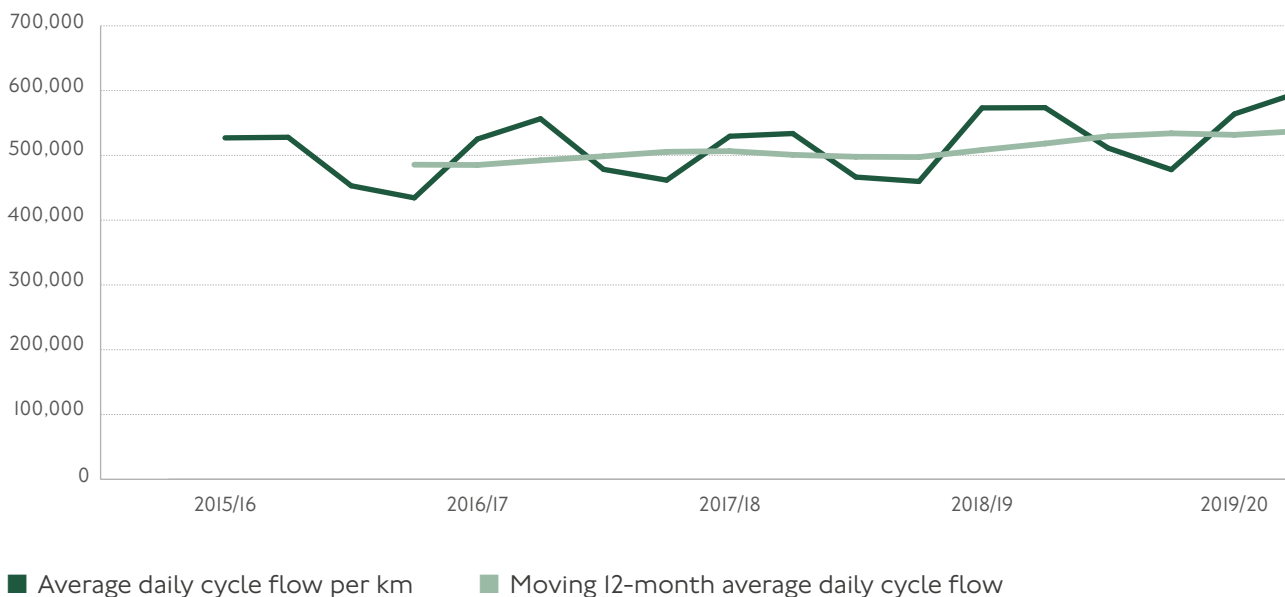
TfL cycle count data for central London is the only quarterly measure on cycling levels in London.

We carry out quarterly manual counts at 200 sites throughout central London. Quarterly cycle flows are shown to be seasonal. In Q2 2019-20 the central London 12-month average daily cycle flow was the highest it has been since monitoring began. The general trend of daily cycle flow shows a steady increase over the past five years.

Cycling has increased in areas where cycling investment has been concentrated, including central London. Continued investment in high quality and safe infrastructure is required and is being delivered to enable more people to cycle and help reach the target in the Cycling action plan, which is 1.3 million daily trips by 2024. The Cycling action plan also sets out other measures required alongside new infrastructure to break down all our customers' barriers to cycling in the capital.

* Cycling data is based on calendar quarters rather than financial quarters

Mystery shopper survey*

The Healthy Streets mystery shopper survey has been designed to track on-street performance against the Healthy Streets Indicators across London. The aim is to facilitate better decision making by looking at robust evidence. A secondary aim is to track scheme-level benefits, providing a common method to measure and evaluate TfL's contribution to overall change.

We have not been collecting mystery shopper survey data for long enough to assess changes in performance in a statistically meaningful way. However, from the first four quarters of data (Q3, Q4 2018/19 and Q1, Q2 2019/20 sample size 1,520 sites), we can give a snapshot showing the cumulative results of how London's streets are performing.

Healthy Streets: how well streets are performing (score out of 100)

■ Central   ■ Inner   ■ Outer
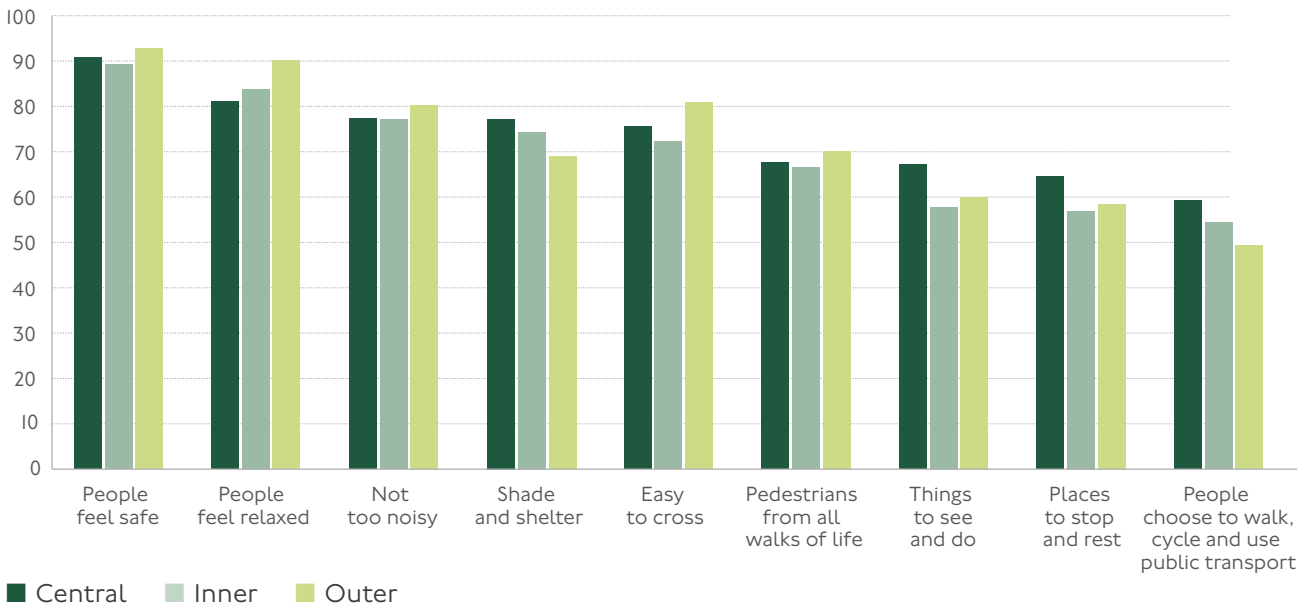
Central London has the highest scoring streets overall, followed by outer London. Central London scores highest for shade and shelter; things to see and do; places to stop and rest; and people choosing to walk, cycle and use public transport.

Outer London scores highest for people feeling safe; people feeling relaxed; not being too noisy; ease of crossing; and pedestrians from all walks of life.

* Mystery shopper survey data is based on calendar quarters rather than financial quarters

A good public transport experience

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

Passenger journeys
Year to date

2,767m total number of journeys

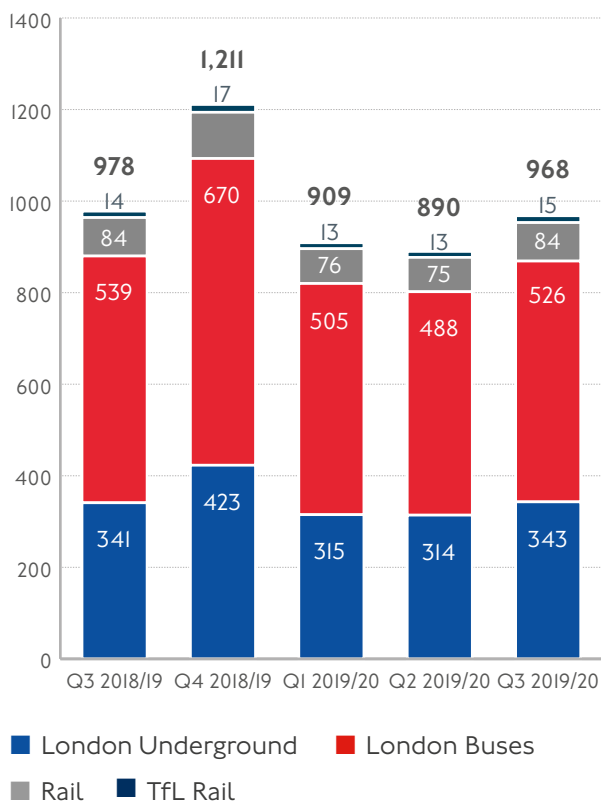### London Underground
972m

London Buses
1,519m

DLR
85m

London Overground
131m

London Trams
19m

TfL Rail
41m

Passenger journeys

Past five quarters* (millions)

London Underground ■   **London Buses** ■
Rail ■   **TfL Rail** ■

Annual trend – moving quarterly average (millions)

London Underground ■   **London Buses** ■
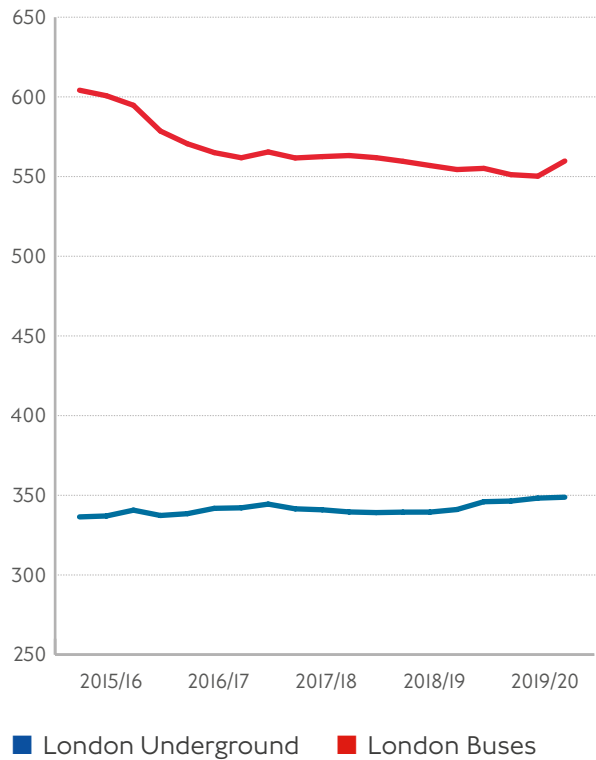
Underlying demand on London Underground remains up on last year. The first week of December was the busiest week of the year, with almost 30 million journeys. Friday 29 November was the busiest day in the history of London Underground, with 5.054 million journeys in a single day.

Low economic growth, Extinction Rebellion protests and road congestion led to a weakening in bus demand, but the rate of decline improved towards the end of the quarter.

Rail passenger journeys are lower than anticipated, affected by fewer journeys on DLR and unplanned service disruptions on London Trams.

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

Underground

Passenger journeys

	Q3 2018/19	Q3 2019/20	Variance (%)
Number of passenger journeys (millions)	961	972	1.1
Number of passenger journeys (normalised)	959	975	1.7

London Underground
Passenger journeys are 13 million lower than the target we revised after underlying demand improved last quarter, and 11 million higher than last year.

Underlying normalised passenger journeys year-on-year change

2017/18   1.0%▼

2018/19   0.8%▲

2019/20   1.6%▲

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

Buses 🚌

Passenger journeys

	Q3 2018/19	Q3 2019/20	Variance (%)
Number of passenger journeys (millions)	1,550	1,519	–2
Number of passenger journeys (normalised)	1,555	1,531	–1.6

London Buses

Total passenger journeys are one per cent lower than the revised target and two per cent lower than the previous year. This was partly because Q1 was one day shorter than the previous year. On a normalised basis, passenger journeys were 1.6 per cent lower.

Underlying normalised passenger journeys year-on-year change

2017/18 0.6%▲

2018/19 1.8%▼

2019/20 1.6%▼

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

Rail 🚈 🚈 🚋 🚆

Passenger journeys

	Q3 2018/19	Q3 2019/20	Variance (%)
London Overground Number of passenger journeys (millions)	133.4	131.6	-1.4
DLR Number of passenger journeys (millions)	85.3	84.7	-0.7
TfL Rail Number of passenger journeys (millions)	38.1	40.6	6.56
London Trams Number of passenger journeys (millions)	20.2	19.1	-5.45

London Overground
Passenger demand has been affected by new West Anglia and Gospel Oak to Barking line closures not seen in the same period last year.

DLR
DLR has had additional weekend closures in 2019/20 related to Crossrail works.

TfL Rail
Passenger demand is one per cent better than the revised target, owing to underlying demand growth. This year had a full QI of the Paddington to Hayes & Harlington and Heathrow services, as well as one extra Easter bank holiday compared to last year.

London Trams
Patronage has declined slightly, due to change of land use, building occupancy in Croydon and pressures on high street retail. Service disruptions have also affected numbers and we have plans in place to address this.

Streets

Volume

	Q3 2018/19	Q3 2019/20	Variance (%)
Congestion Charge volumes (thousands)	10,086	11,402	13
Traffic volumes – all London (index)	97.1	96.6	-0.5

The number of vehicles paying the Congestion Charge is one per cent higher than in the previous quarter. Compared with Q3 2018/19, volumes have increased significantly despite overall traffic volumes in London reducing. This is due to the removal of the Congestion Charge exemption for private hire vehicles in April 2019.

Traffic flow volume
Annual trend (moving quarterly average – index)

- Central London
- Inner London
- Outer London
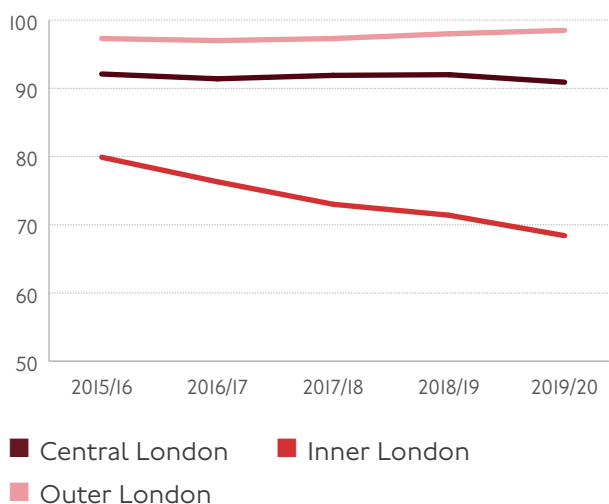
London-wide traffic flows are slightly below those of last year. Traffic flows in central London continue to remain subdued, owing to the introduction of the Ultra Low Emission Zone (ULEZ), which has particularly dampened demand outside Congestion Charging zone hours. Traffic flows in outer London, which had grown for 18 months, dropped over the past quarter, meaning, for the year to date, they are now similar to last year.

Other operations

London Dial-a-Ride and Emirates Air Line trips
Annual trend (moving quarterly average)

Legend: ■ Emirates Air Line ■ Dial-a-Ride
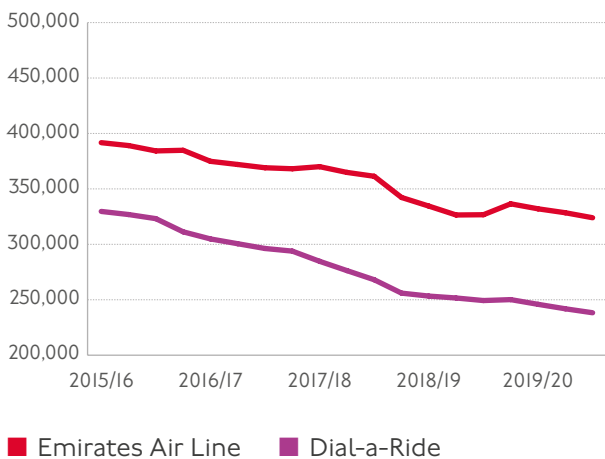
Victoria Coach Station departures
Annual trend (moving quarterly average)


Legend: ■ Victoria Coach Station
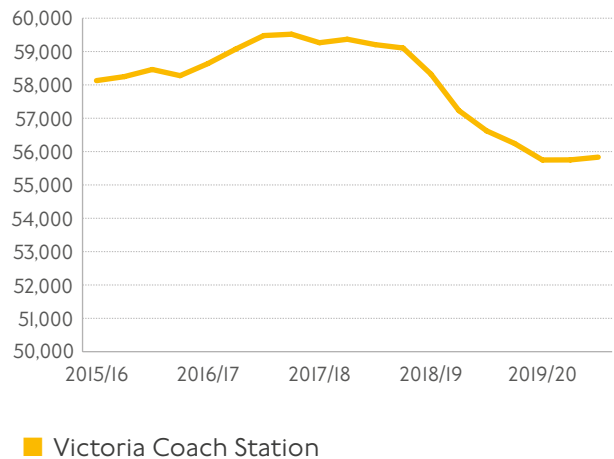
The long-term trend of declining demand for London Dial-a-Ride continues, with overall trip numbers around seven per cent below the same period last year. Evidence suggests that contributing factors include the increasing accessibility of public transport in general, along with a declining number of group bookings, the latter perhaps due to changing social and shopping activities.

Emirates Air Line journeys fell by six per cent as compared to Q3 last year. We continue to face the challenge of driving passenger demand, and we are addressing this through dedicated consumer marketing.

While the number of coach departures from Victoria Coach Station has declined year on year, coach passenger numbers have increased as coach operators are using longer, higher-capacity vehicles on their passenger services. A long vehicle fee introduced in April 2019 will remain throughout 2020.

Santander Cycles and London River Services trips

Annual trend (millions – moving quarterly average)

Legend: ■ Santander Cycles ■ London River Services*
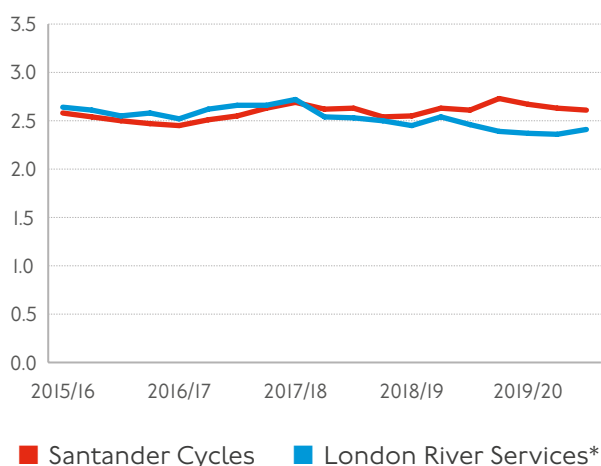
Hires reduced by five per cent compared to the same quarter last year. A reduction in casual usage was the main contributor. We continue to face challenges due to poorer weather in comparison to last year.

River passenger journeys were higher in Q3 2019/20 as compared to Q3 2018/19 when the ferry was closed for upgrades.
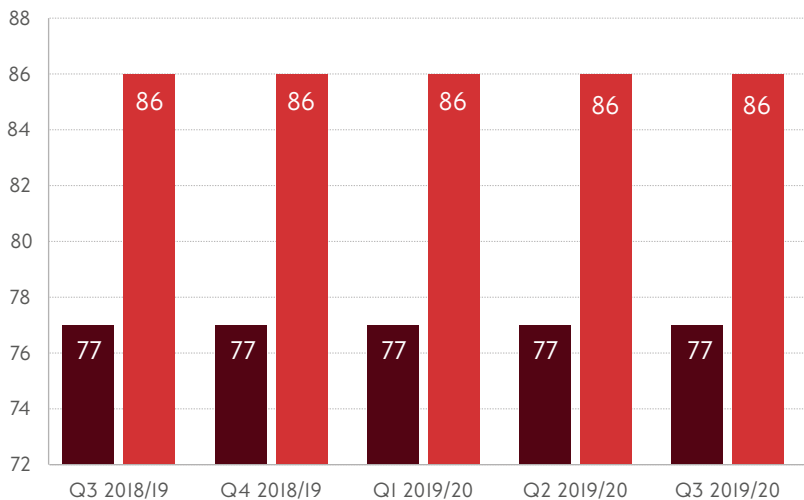
* 2018/19, Woolwich Ferry not included

Public transport will be accessible to all

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

	Q3 2018/19	Q4 2018/19	QI 2019/20	Q2 2019/20	Q3 2019/20
Average journey time by quickest route	77	77	77	77	77
Average journey time by bus and step-free stations	86	86	86	86	86

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

Our vision is a fully integrated transport network that is safe, inclusive, affordable and seamless. This quarter, West Hampstead (London Overground) and Goodmayes (TfL Rail) stations became step free.

Our Independent Disability Advisory group met three times. Our Valuing People group of adults with learning difficulties spent a day helping to make transport more accessible by discussing new bus driver training and looking at how we ensure all vulnerable road users are considered by TfL road works. Equality impact assessments are driving change: we are identifying accessibility issues earlier and putting mitigations in place. We have also begun to embed inclusive design.

We continue accessibility and inclusion training across TfL. All new frontline Tube colleagues in Q3 had Disability Equality training. By the end of Q4, 1,000 people in Professional Services had completed this training.

79
step-free access stations on the London Underground network
(270 stations in all)

98.5%
step-free access availability on London Underground
(0.8%▼ against Q3 2018/19)

99.3%
step-free access availability on TfL Rail
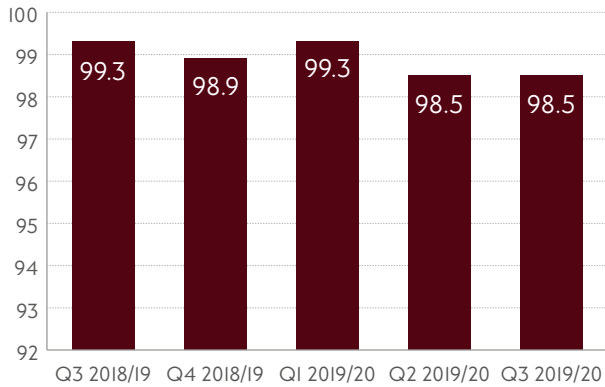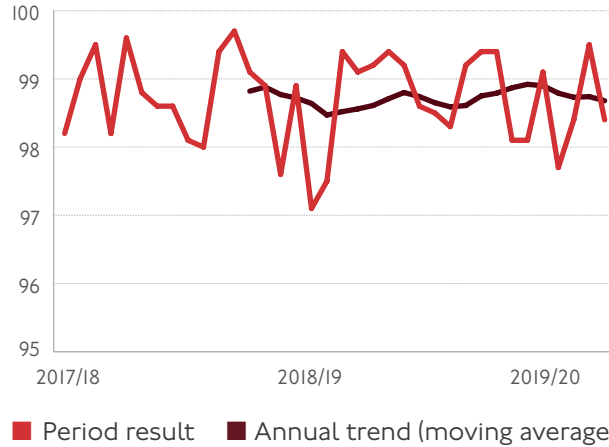(0.5%▼ against Q3 2018/19)

88.1%
scheduled services operated on Dial-a-Ride
(1.23%▼ against Q3 2018/19)

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

Annual trend* (moving average)

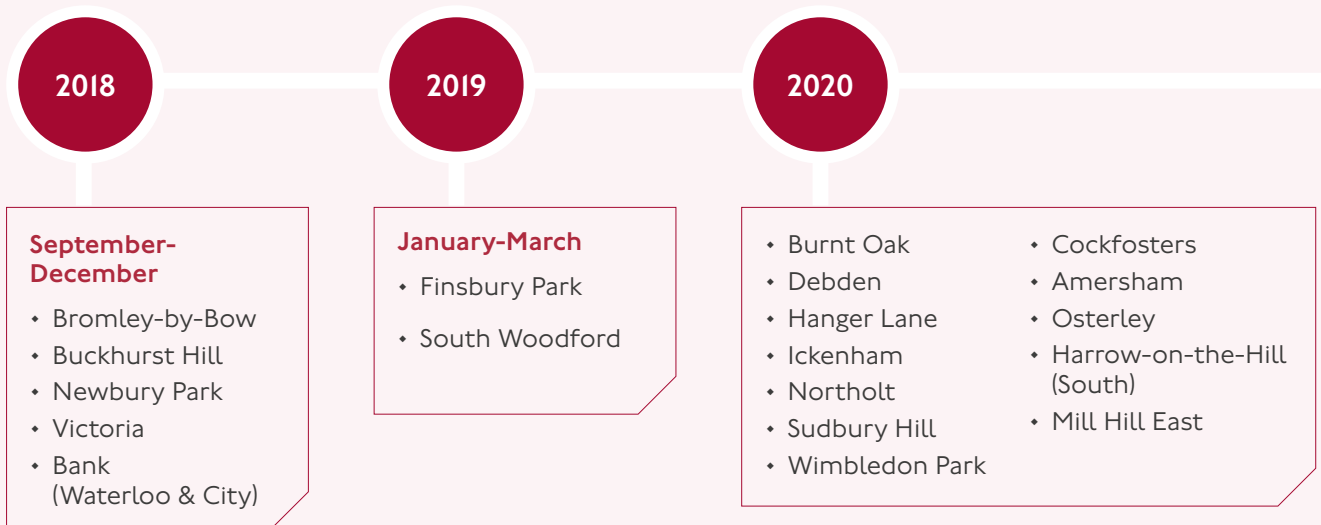■ Period result ■ Annual trend (moving average)

Step-free access availability has remained stable and is on target for the year. Failures at Westminster are now resolved.

We are improving performance consistency and will bring a separate presentation on that to the Panel.

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

2018

September-December

- Bromley-by-Bow
- Buckhurst Hill
- Newbury Park
- Victoria
- Bank (Waterloo & City)

2019

January-March

- Finsbury Park
- South Woodford

2020

- Burnt Oak
- Debden
- Hanger Lane
- Ickenham
- Northolt
- Sudbury Hill
- Wimbledon Park
- Cockfosters
- Amersham
- Osterley
- Harrow-on-the-Hill (South)
- Mill Hill East

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

London Underground signage, customer information and assistance

We introduced a new accessible signage standard designed to improve accessibility wayfinding at complex stations, especially those with several interchanges. This includes much clearer step-free access and platform signage, leading to level access boarding points, greater prominence of wide-aisle ticket gates and enhanced customer information within lifts.

We implemented the draft standard at six trial stations (Waterloo, London Bridge, Westminster, Green Park, King's Cross and Westminster), which we are now bringing into line with the final standard.

Seven more are in development and due for completion at the end of March 2020 (Finsbury Park, West Ham, Tottenham Court Road, Victoria, Canada Water, Canning Town and Hammersmith). We will implement the standard across the network.

2021/22

- Knightsbridge
- Battersea Power Station (Northern line extension)
- Nine Elms (Northern line extension)
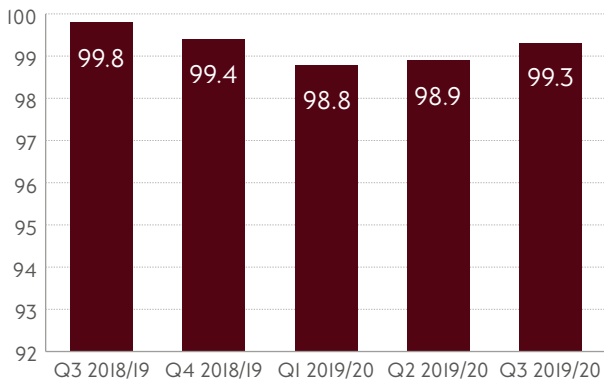- Moorgate
- Whitechapel
- Ealing Broadway

2022/23

- South Kensington (District and Circle)
- Colindale
- Bank (Northern line and DLR interchange)

2023/24

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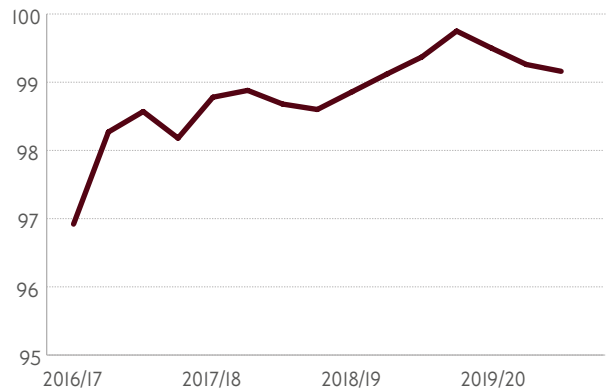- Rickmansworth
- Ruislip
- Snaresbrook

TfL Rail step-free access

Past five quarters (%)

Annual trend (moving average)

TfL Rail step-free access availability improved to 99.3 per cent, exceeding the target of 98.6 per cent.
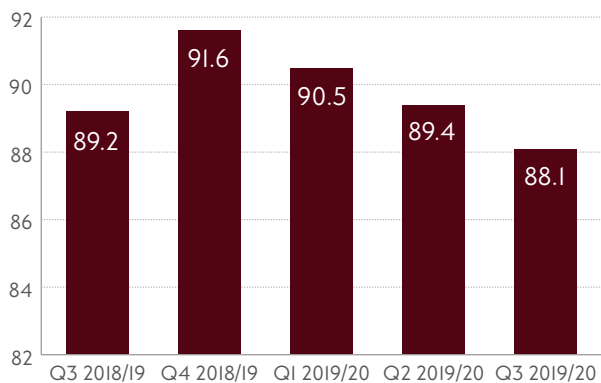
The moving annual average for TfL Rail step-free access availability has exceeded 99 per cent for the sixth successive quarter.

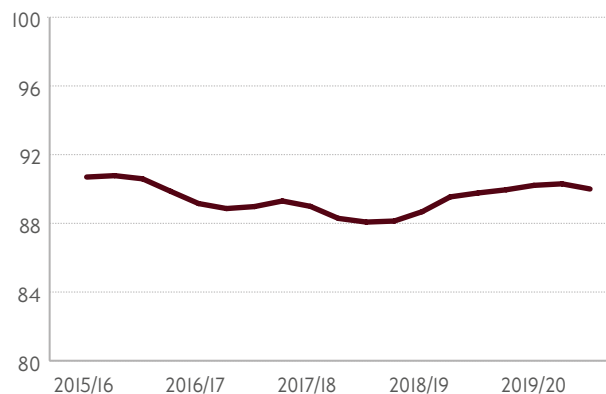## Dial-a-Ride journey requests – percentage of trip requests completed

Past five quarters (%)

Annual trend (moving average)

Dial-a-Ride scheduled 88.1 per cent of trips requested in the quarter, against a target of 89 per cent. Eight new drivers joined in Q3, although due to our

comprehensive training programme it will be Q4 when we will see the real impact of the additional drivers.

1 STRATFORD
3 WEST HAM

Journeys by public transport will be fast and reliable

London Underground performance in Q3, measured by excess journey time, was worse than the quarter before. Routine maintenance revealed cracking on Jubilee line trains, some of which had to be removed from service. Our teams worked hard to repair trains quickly and safely. While this happened, the diminished size of the train fleet caused delays and frustration to our passengers and to businesses. We communicated the nature of the problem and said sorry for the disruptions. We took particular care to explain the situation to Canary Wharf Group, given the strategic role the Jubilee line plays for its tenants.

Overall bus reliability continues to improve, although we saw a slight increase in wait times reflecting the poorer weather and busier road conditions in the lead up to Christmas. London Overground and the DLR continued to perform well. We have now made timing changes at 808 road traffic signals. This has almost doubled (to 13,433 customer hours) the time saved per day for people choosing sustainable forms of transport.

TfL Rail had its best Q3 since it began operating services in both east and west of the Capital. Santander Cycles ended the calendar year on a high, with its second busiest year, just 1.35 per cent down on 2018. There were 35,000 hires on Christmas Day alone.

5.9 minutes of excess journey time on the Tube this quarter (9.3%▲ against Q3 2018/19)
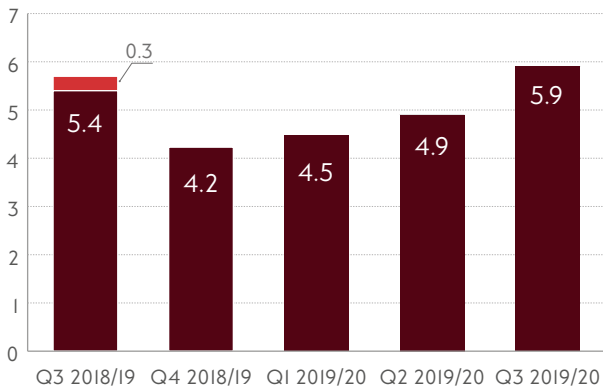
1.19 minutes of excess wait time on the bus network this quarter (4.4%▲ against Q3 2018/19)

1.8 resolution hours on the TfL Road Network, per event (5.8%▲ against Q3 2018/19)
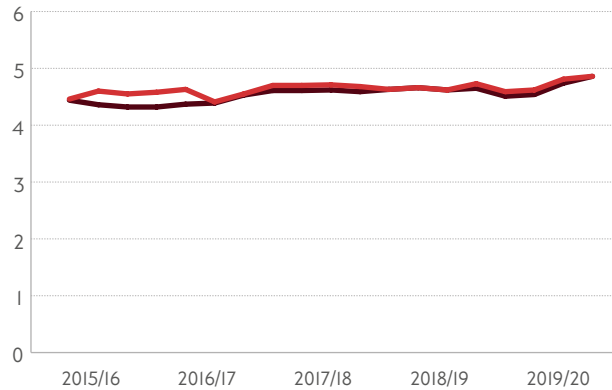
Underground 🚇

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

Q3 2018/19: 5.4 (+0.3)
Q4 2018/19: 4.2
Q1 2019/20: 4.5
Q2 2019/20: 4.9
Q3 2019/20: 5.9

- 🟥 Including industrial action
- ⬛ Excluding industrial action

Journeys were slower in Q3, primarily due to fleet issues on the Jubilee line and the availability of our drivers. We have
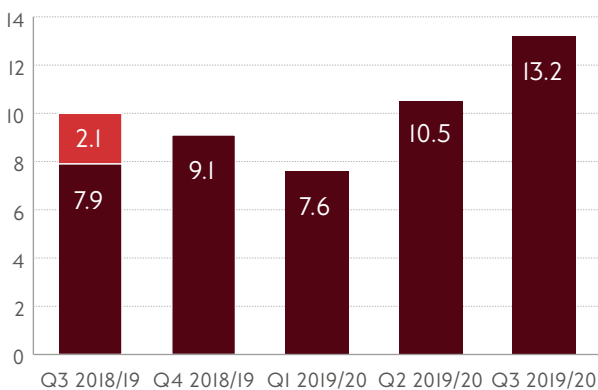
Annual trend (moving average – minutes)

- 🟥 Including industrial action
- ⬛ Excluding industrial action

improved Jubilee line reliability and are focused on supporting colleagues who are unwell and accommodating holiday.
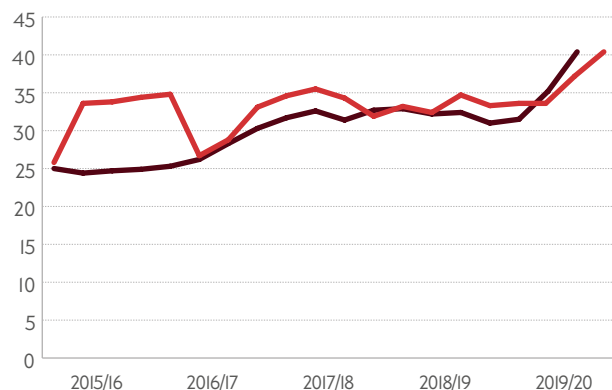
Lost customer hours
Past five quarters (millions)

Q3 2018/19: 7.9 (+2.1)
Q4 2018/19: 9.1
Q1 2019/20: 7.6
Q2 2019/20: 10.5
Q3 2019/20: 13.2

- 🟥 Including industrial action
- ⬛ Excluding industrial action

Reliability in Q3 declined compared to the same time last year. The main
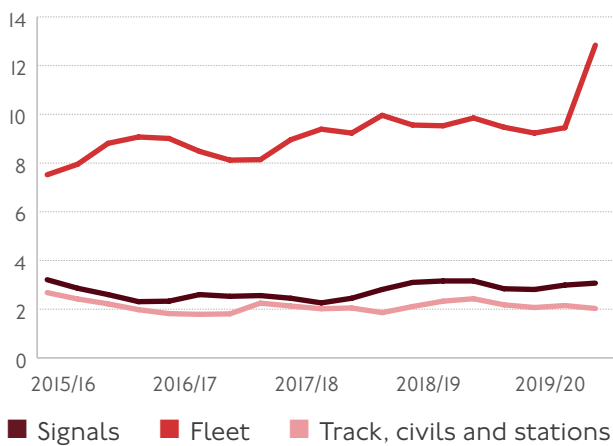
Annual trend (moving average – millions)

- 🟥 Including industrial action
- ⬛ Excluding industrial action

contributors were Jubilee line trains and attendance.

Lost customer hour trends

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

**■ Signals   ■ Fleet   ■ Track, civils and stations**

Routine maintenance found cracks on Jubilee line trains. Immediate action to fix these affected reliability.

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

■ Unavailability   ■ Errors   ■ Other
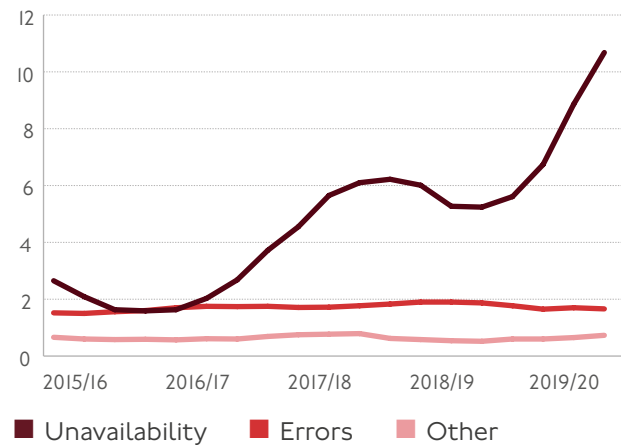
Train operator availability is a priority. We are working to improve attendance and support colleagues more effectively.

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

■ Unlawful action   ■ Illness and suicide
■ Unwelcome action
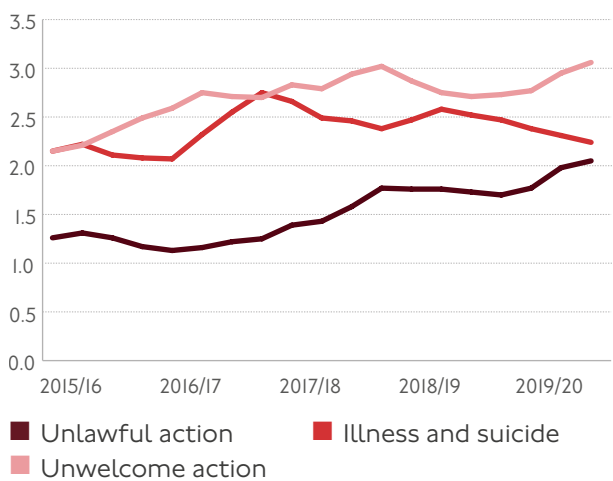
Improvements to prevent trespass have been offset by unlawful action including fights and theft, and unwelcome action, including boarding and alighting incidents.

Other – annual trend (moving total – millions)

■ Power   ■ Other operational
■ Security incidents   ■ External causes
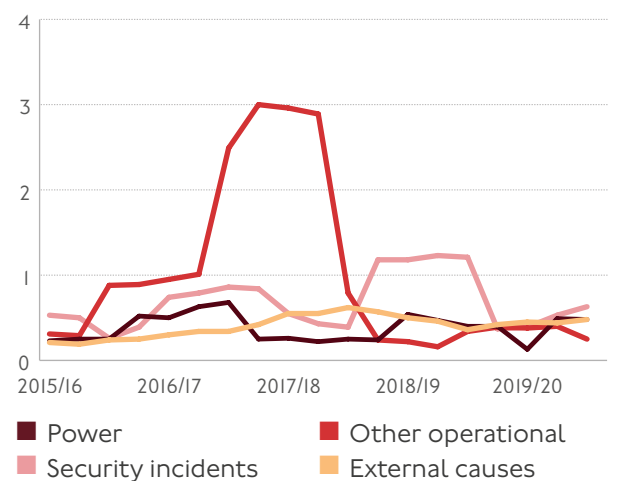
The performance of our power supply remained stable. The slightly rising trend in external causes reflects bad weather and Network Rail incidents in Q2.

Buses 🚌

Excess wait time
Past five quarters (minutes)

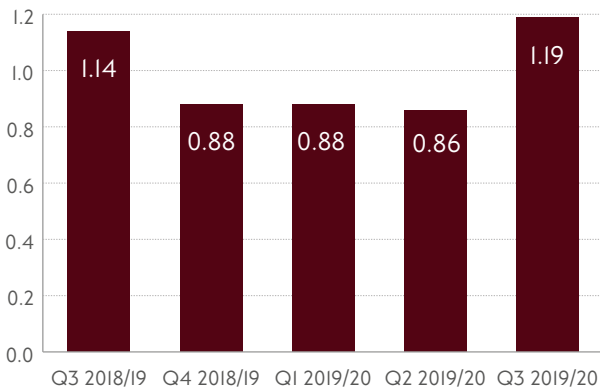Q3 is generally the worst performing quarter with poorer weather and busier roads leading up to Christmas. Q3 2019/20 has deteriorated compared to 2018/19 with higher levels of traffic disruption.

Annual trend (moving average)
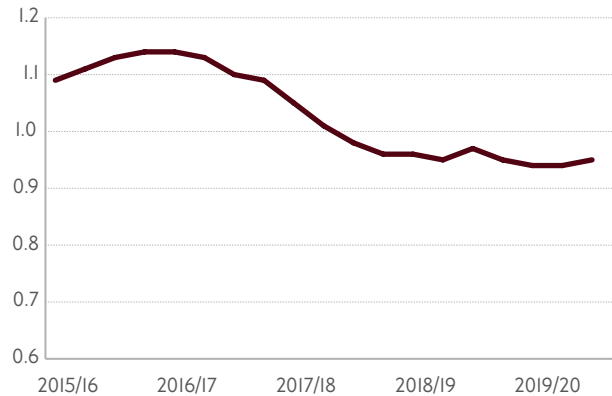
Waiting times are at a record low, following improvement over the past three years. This is due to better operating road conditions and enhanced signal timings to help improve bus services.

Scheduled services operated
Past five quarters (%)
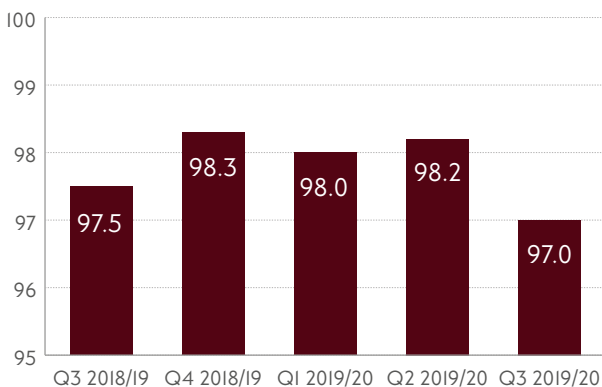
Q3 was affected by emergency utility works, as well as an increased number of central London demonstrations and protest marches, in particular by Extinction Rebellion.

Annual trend (moving average)
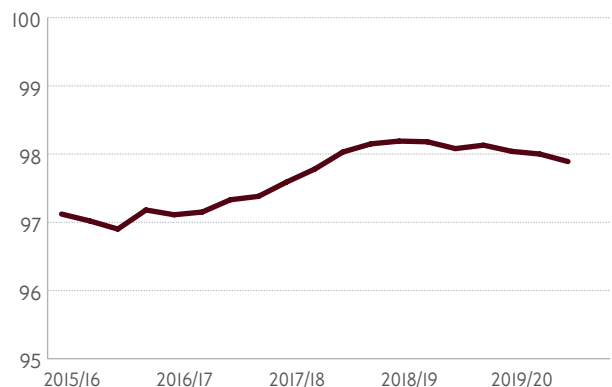
Operated mileage stabilised in 2018/19 due to reduced disruption and signal timing changes. In 2019/20, it has declined due to several factors, including an increased number of demonstrations.

Weighted average speed
Past five quarters (mph)

| | Annual trend (moving average) |

Bar chart "Past five quarters (mph)":
- Q3 2018/19: 9.1
- Q4 2018/19: 9.4
- Q1 2019/20: 9.3
- Q2 2019/20: 9.3
- Q3 2019/20: 9.1

Line chart "Annual trend (moving average)": years 2015/16, 2016/17, 2017/18, 2018/19, 2019/20. Scale 8.6 to 10.0.

Bus speeds have stabilised and provided more journey time consistency to customers. Q3 performance, which we expect to be slower due to seasonal factors, matches Q3 last year.
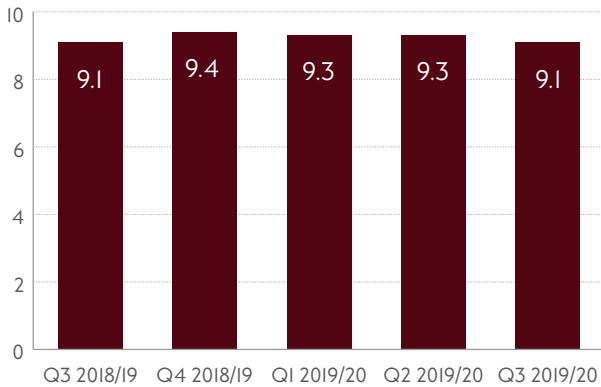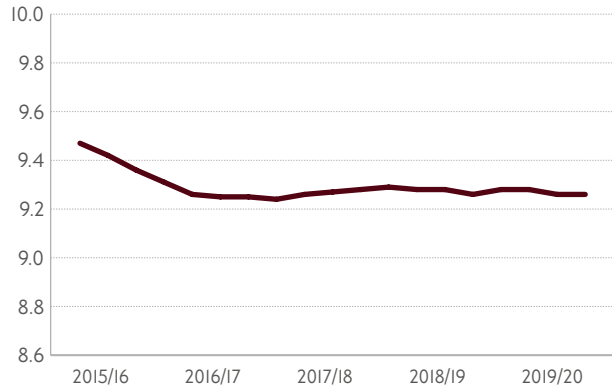
While bus speeds have stabilised through reduced road disruption, enhanced traffic signal timings and bus priority after several years of decline, outer London has seen a decline in Q3 2019/20.

Weighted bus customer journey time
Past five quarters (mph)

Annual trend (moving average)

Bar chart "Past five quarters (mph)":
- Q3 2018/19: 33.1
- Q4 2018/19: 32.2
- Q1 2019/20: 31.8
- Q2 2019/20: 31.6
- Q3 2019/20: 33.5

Line chart "Annual trend (moving average)": years 2018/19, 2019/20. Scale 31.0 to 33.0.
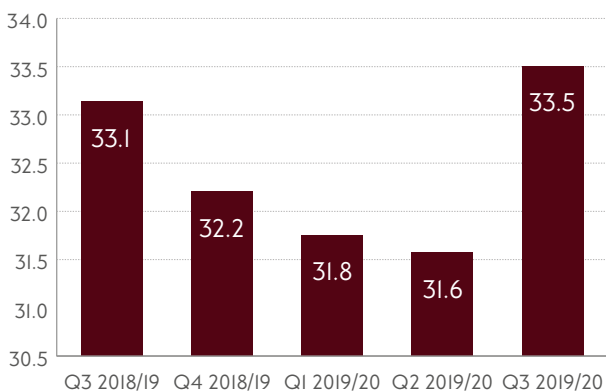
In Q3 the impact of the central London service changes has increased average wait time, but better efficiency means in-vehicle time is lower than Q3 last year.
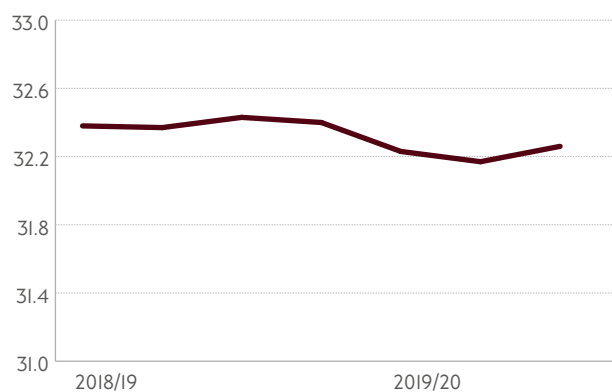
The annual trend has turned upward in the past two most recent quarters as a result of an increase in waiting time, and with it crowding.

Streets

Roads disruption*
Past three quarters (%)
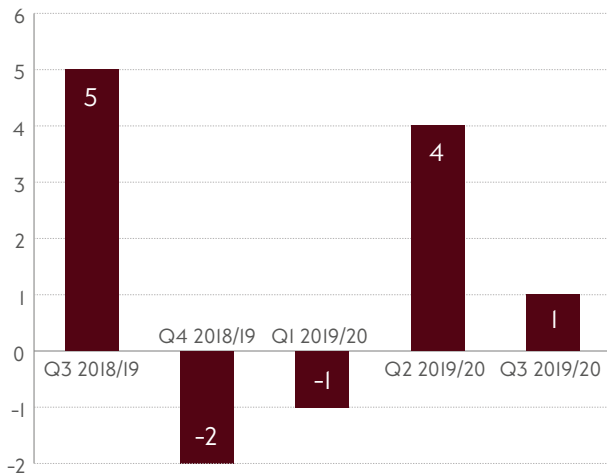
Wet weather at the start of the quarter and the ongoing closure of Hammersmith Bridge affected performance.

TfL Road Network resolution time
Past five quarters (hours per event)
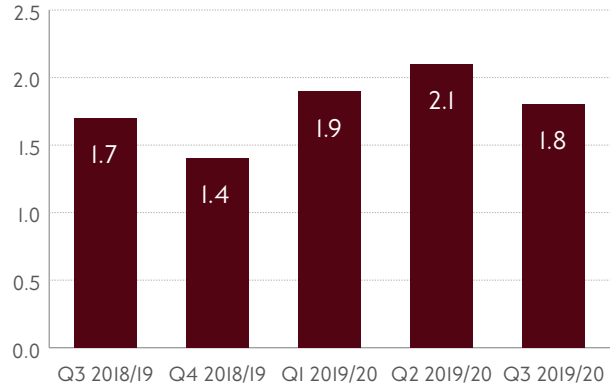
The increase from Q3 2018/19 is associated with 11 hours of disruption caused by the London Bridge terrorist attack.

London-wide serious and severe disruption
Past five quarters (hours)
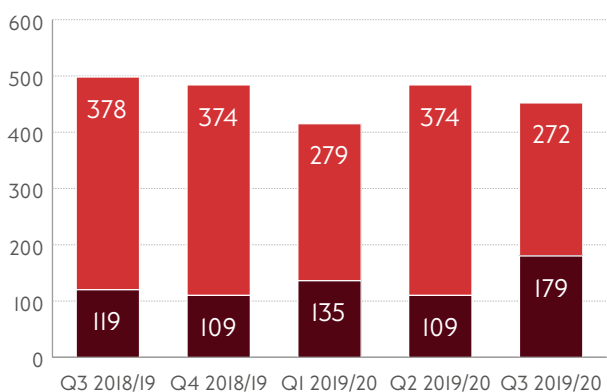
■ Planned   ■ Unplanned

Serious and severe planned disruption rose slightly.

Annual trend (moving total)
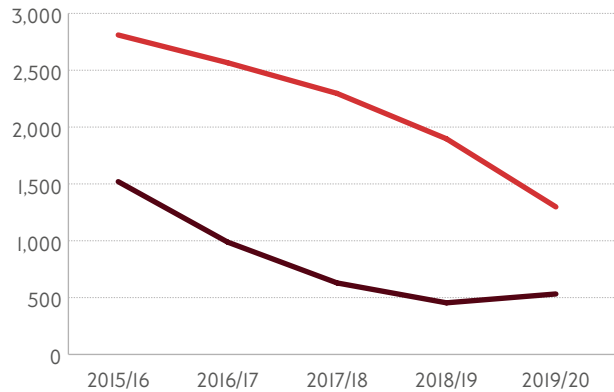
■ Planned   ■ Unplanned

Unplanned disruption has continued to drop relative to previous years.

* This replaces the former metric of TfL Road Network journey time reliability (as reported in the Q1 2018/19 report) and was introduced in Q1 2018/19

Traffic signal time savings
This year (hours)

Traffic signal time savings — Actual vs Target (hours)

Quarter	Actual	Target
Q3 2018/19	14,389	11,016
Q4 2018/19	16,985	15,000
Q1 2019/20	3,730	3,500
Q2 2019/20	7,930	7,000
Q3 2019/20	13,433	11,500

■ Actual ■ Target

Breakdown by mode (hours)

Quarter	Buses	Pedestrians	Cyclists	Total
Q3 2018/19	12,618	1,747	24	14,389
Q4 2018/19	14,458	2,503	24	16,985
Q1 2019/20	3,295	435		3,730
Q2 2019/20	6,934	996		7,930
Q3 2019/20	11,581	1,821		13,433

■ Buses ■ Pedestrians ■ Cyclists

Timing changes at 808 traffic signals have saved 13,433 customer hours per day for people choosing sustainable modes of transport. Changes include lowering cycle time, improved linking at staggered crossings and re-timing signals to improve bus progression along a route.
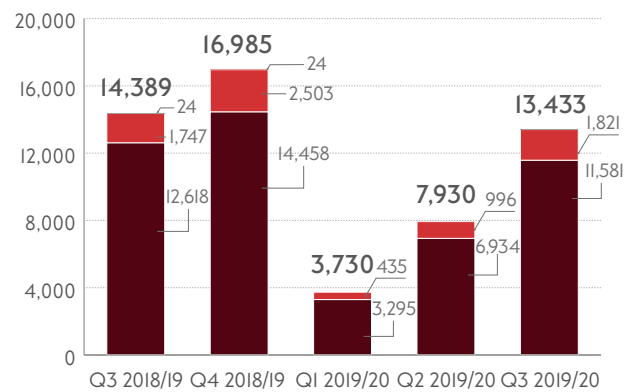
By targeting network locations with higher volumes of travel by bus, bicycle or walking we are currently on track to meet our stretch target of saving 17,500 hours by the end of the year.

Rail

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

- DLR
- London Trams

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

- London Overground
- TfL Rail
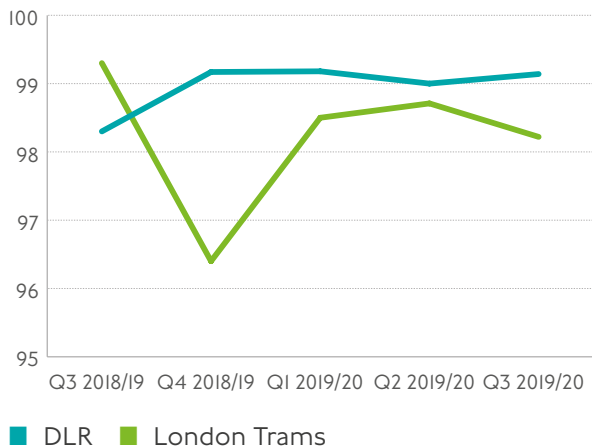
DLR performance remained strong through the quarter with relatively few major disruptive incidents. Reduced access to the concourse at Bank station to facilitate the Bank Station Capacity Upgrade project has been well managed with extra staff recruited to assist with passenger flow.

For London Trams Q3 performance was slightly lower than Q2 due to a number of service disruptions on the network.

London Overground continued to perform well and now has four trains per hour on the Euston to Watford Junction line. We continue to roll out new class 710 electric trains. Reliability on TfL Rail showed a marked improvement year on year. It had its best Q3 since taking on both east and west services.

Other operations

Santander Cycles availability
Past five quarters (%)

Quarter	Value
Q3 2018/19	91.2
Q4 2018/19	94.0
Q1 2019/20	96.7
Q2 2019/20	82.7
Q3 2019/20	89.7
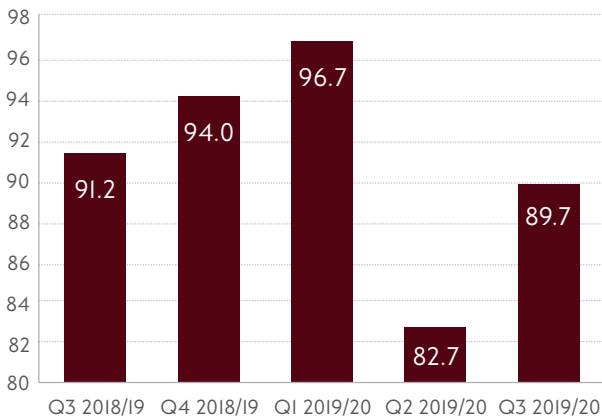
Availabilty has improved in comparison to Q2 2019/20 although slightly below Q3 2018/19 and remains above the 80 per cent target. Total hire numbers for 2019 for Santander Cycles were 10,427,640. This was the second busiest calendar year for the scheme and just 1.35 per cent down in comparison to 2018.

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

Quarter	Value
Q3 2018/19	98.7
Q4 2018/19	99.5
Q1 2019/20	99.4
Q2 2019/20	98.9
Q3 2019/20	99.4
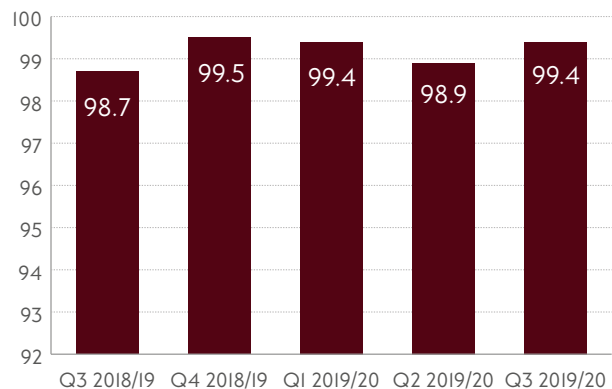
River service reliability remained consistent over the past year and showed improvement when compared to both last quarter and Q3 last year.

Emirates Air Line availability
Past five quarters (%)

Quarter	Value
Q3 2018/19	97.9
Q4 2018/19	96.0
Q1 2019/20	98.7
Q2 2019/20	98.1
Q3 2019/20	98.2
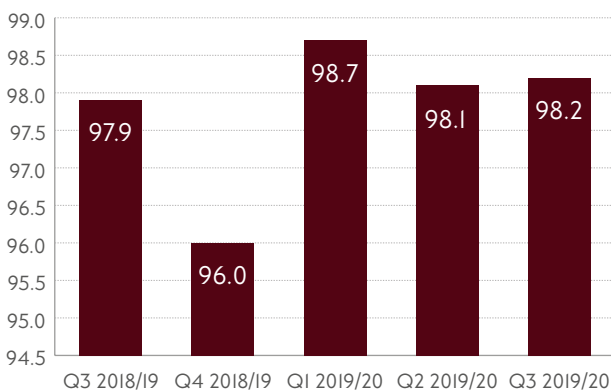
Emirates Air Line system availability for Q3 was marginally similar to Q2 and modestly improved from Q3 last year.

* For Q4 2018/19, Woolwich Ferry not included

Journeys by public transport will be pleasant

Customer care* and key drivers trend

TfL
Past five quarters** (%)
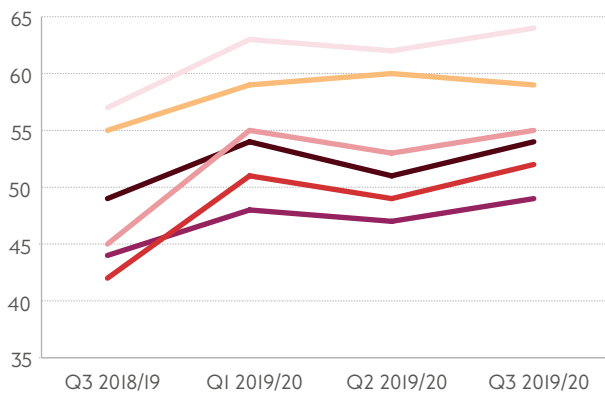
Annual trend (moving average)

- ■ Care
- ■ Supports customers when things go wrong
- ■ Communicates openly and honestly
- ■ Is investing to improve my journeys
- ■ Has friendly and helpful staff
- ■ Provides good value for money for fare payers

The percentage of Londoners agreeing 'TfL cares about its customers' has returned to the Q1 score of 54 per cent in agreement. Our year-to-date score remains on the target of 53 per cent.

Customers cited positive experiences of staff being approachable, helping those in need and supporting when problems arise as reasons that we care about our customers.

We have seen positive progress in all areas over the past couple of years with the percentage of Londoners agreeing that we support them when things go wrong, provide good value for money and have friendly and helpful staff reaching annual highs in Q3.

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*   New methodology from Q1 2019/20

**   Q4 2018/19 data not available due to data validity issues. Q3 is longer than the other quarters (16 weeks instead of 12)

London Underground

Past five quarters* (%)
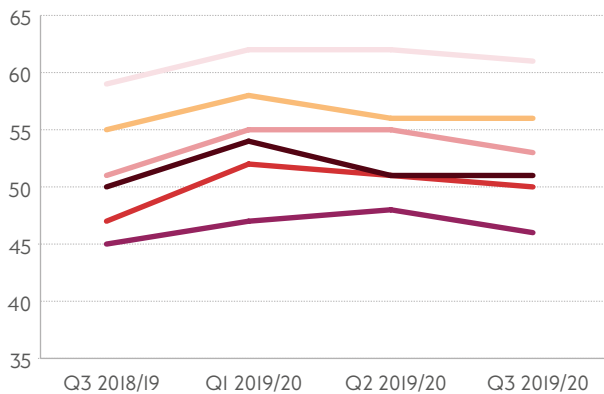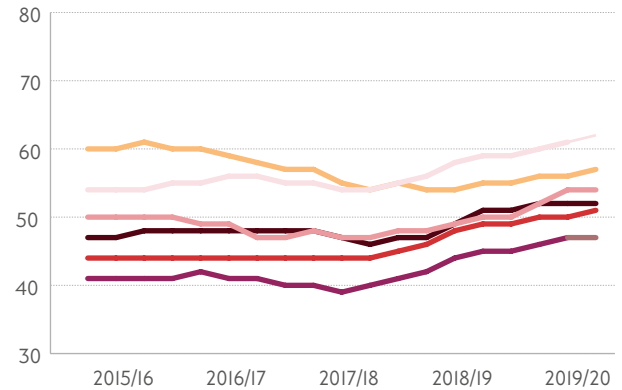
Annual trend (moving average)

- ■ Care
- ■ Supports customers when things go wrong
- ■ Communicates openly and honestly
- ■ Is investing to improve my journeys
- ■ Has friendly and helpful staff
- ■ Provides good value for money for fare payers

The percentage of Londoners agreeing that 'London Underground cares about its customers' has remained stable at 51 per cent.

Our performance has dipped since Q1 this year. This is likely due to the Jubilee line fleet and Metropolitan lines signalling affecting reliability.

Customers continue to provide positive examples of colleagues providing up-to-date information on how services are running, updates on delays, as well as supporting customers with accessibility needs. These areas remain a priority for further work and we continue to focus on improving the consistency of our performance. We have made progress, rolling out programmes including Disability Equality Training and training to improve the quality of real-time information.

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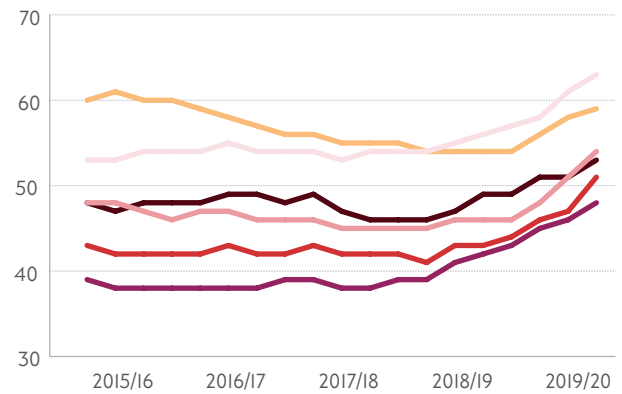
London Buses

Past five quarters* (%)
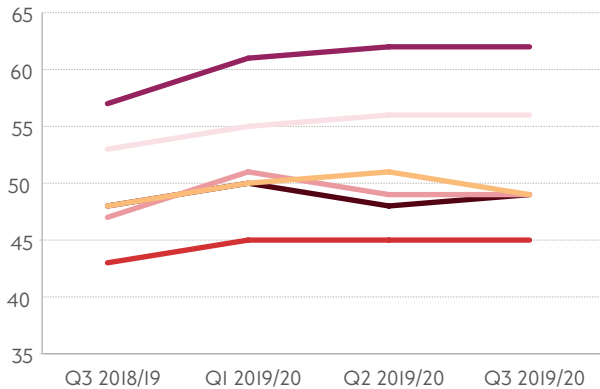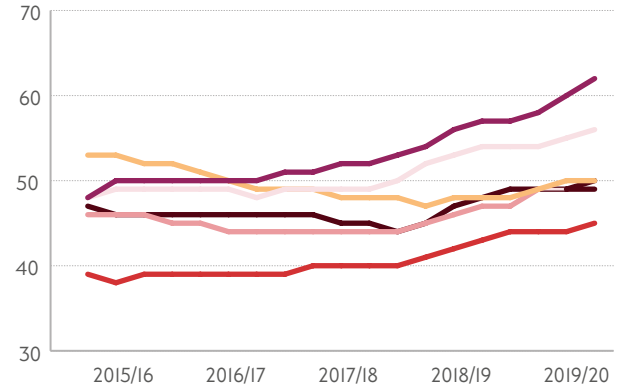
Annual trend (moving average)

- ■ Care
- ■ Supports customers when things go wrong
- ■ Communicates openly and honestly
- ■ Is investing to improve my journeys
- ■ Has friendly and helpful staff
- ■ Provides good value for money for fare payers

The percentage of Londoners agreeing that 'London Buses cares about its customers' has increased by one percentage point to 49 per cent.

Value for money continued at an annual high of 62 per cent this quarter and stands out as a key strength for buses, with the £1.50 and Hopper fares positively affecting perceptions. Friendly and helpful staff also continued at an annual high, with customers citing considerate behaviour from bus drivers as having a positive impact on their journeys.

Investing to improve customers' journeys is the only category to show a small decline this quarter, with some customers citing issues including crowding, and reliability. Other customers are also positive about new, greener fleets, reflecting the launch of London's first electric double decker buses on routes 43 and 134.

Overall the key drivers of care for buses continue to improve.

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

Customer satisfaction

Past five quarters

	Q3* 2018/19	Q4 2018/19	Q1 2019/20	Q2 2019/20	Q3* 2019/20
London Underground	84	85	85	83	84
London Buses	86	86	86	84	84
DLR	88	87	88	88	88
London Overground	83	82	84	83	81
London Trams	90	90	n/a	n/a	90
Emirates Air Line	93	94	93	92	93
TfL Rail	84	86	85	84	85
Transport for London Road Network	71	n/a	n/a	n/a	71
Dial-a-Ride	n/a	n/a	90	n/a	90

London Underground's increase was driven by seasonal improvements in temperature and comfort of journey. TfL Rail's increase was the result of the east section recording its highest scores for overall satisfaction and trains running on time.

London Overground recorded its lowest score of the past seven years. Every score decreased and key scores for trains running on time fell to their lowest levels. Together with Network Rail and the operator, we have developed a plan to tackle the performance issues affecting the London Overground network.

Although overall satisfaction scores for the other services remained stable, there were changes to some measures. For London Buses, scores related to the level of crowding and journey time fell, but satisfaction with temperature returned to normal levels. For the DLR, the availability of seats fell and for London Trams, crowding on the tram, smoothness and freedom from jolting improved. The TfL Road Network had key measures around traffic congestion and air quality decline. London Dial-a-Ride, satisfaction with the booking process improved but satisfaction with helpfulness and courtesy of the driver. The standard of driving all declined slightly.

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

Past five years

	2015/16	2016/17	2017/18	2018/19	Year to date 2019/20	Full year target
London Underground	85	85	85	84	84	85
London Buses	86	86	86	85	84	85
DLR	89	89	88	87	88	89
London Overground	84	84	84	83	83	85
London Trams	90	90	91	90	90	89
Emirates Air Line	93	94	93	92	93	93
TfL Rail	83	83	83	84	85	83
TfL Road Network	70	70	70	71	71	69
London Dial-a-Ride	92	91	92	89	90	90

Five of the nine services are on track to achieve or exceed their annual targets, while four look set to fall slightly short.

London Underground score is currently 84. It is unlikely to achieve the score required in Q4 to achieve our target of 85 and forecast to end the year on 84. London Buses also sits on 84 year to date. However, it is still possible to achieve our annual target of 85, based on historical Q4 performance.

DLR looks set to end the year on 88, unlikely to achieve a high enough score in Q4 to meet the annual target of 89. London Overground is on 83 year to date and will not achieve its target of 85.

London Trams achieved 90 in Q3, and as an annual survey and has exceeded its target of 89. Similarly, the TfL Road Network achieved 71 in its yearly survey and also exceeded its target of 69. London Dial-a-Ride ends the year on 90, meeting its target.

TfL Rail looks set to exceed its target, with a year to date score of 85 against a target of 83. Emirates Air Line is on target on 93 year to date.

Contact Centre

TfL Customer Services
Past five quarters

	Q3 2018/19	Q4 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20
Telephone calls	697,107	720,324	542,934	644,870	712,948
Calls abandoned (%)*	11.2	11.1	15.2	19.7	14.8
Correspondence	148,914	194,663	156,054	180,253	190,349
Cases closed (%)**	72.5	87.5	81	63.5	81.2
Quality score (%)***	82.3	85.4	85.5	85.3	80.7
Average speed of answer (seconds)	142	138	163	351	316

Telephone and correspondence demand were up on the previous quarter and financial year. Despite this, we managed the demand well and saw abandoned calls drop 4.9 per cent on Q2, beating the target measure.

The increases were partly due to the expected seasonal increase in contacts from students returning for the start of the academic year. However, there were also increases in both Oyster card and Contactless demand.

These increases were partly driven by disruptions on the network. We also saw demand rise following technical issues with late processing of Contactless payments, interest in outstanding balances remaining on old Oyster cards and changes to the Auto top-up threshold.

Our Contact Centre has ranked in the UK top 50 Contact Centres for the eighth consecutive year. We significantly improved our position, moving from 37th place to 27th place in the country.

*   Calls abandoned target 15 per cent or lower

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

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

Past five years

	Telephone calls		Correspondence		
	Calls received	Calls abandoned (%)*	Demand	Closed in SLA (%)**	Quality score (%)***
2015/16	3,195,430	13.0	478,166	81.7	86.8
2016/17	2,942,589	12.5	496,116	82.7	89.8
2017/18	2,834,466	10.5	542,760	85.7	91.3
2018/19	2,696,538	10.9	609,404	82.0	81.8
2019/20 year to date	1,900,752	16.5	526,656	77.7	84.3

* Calls abandoned target 15 per cent or lower

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

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

Telephone calls*
This quarter

Contactless payment
54,900

Santander Cycles
21,187

Concessions
260,240

Oyster
295,591

Other
6,921

Surface and Rail
74,109
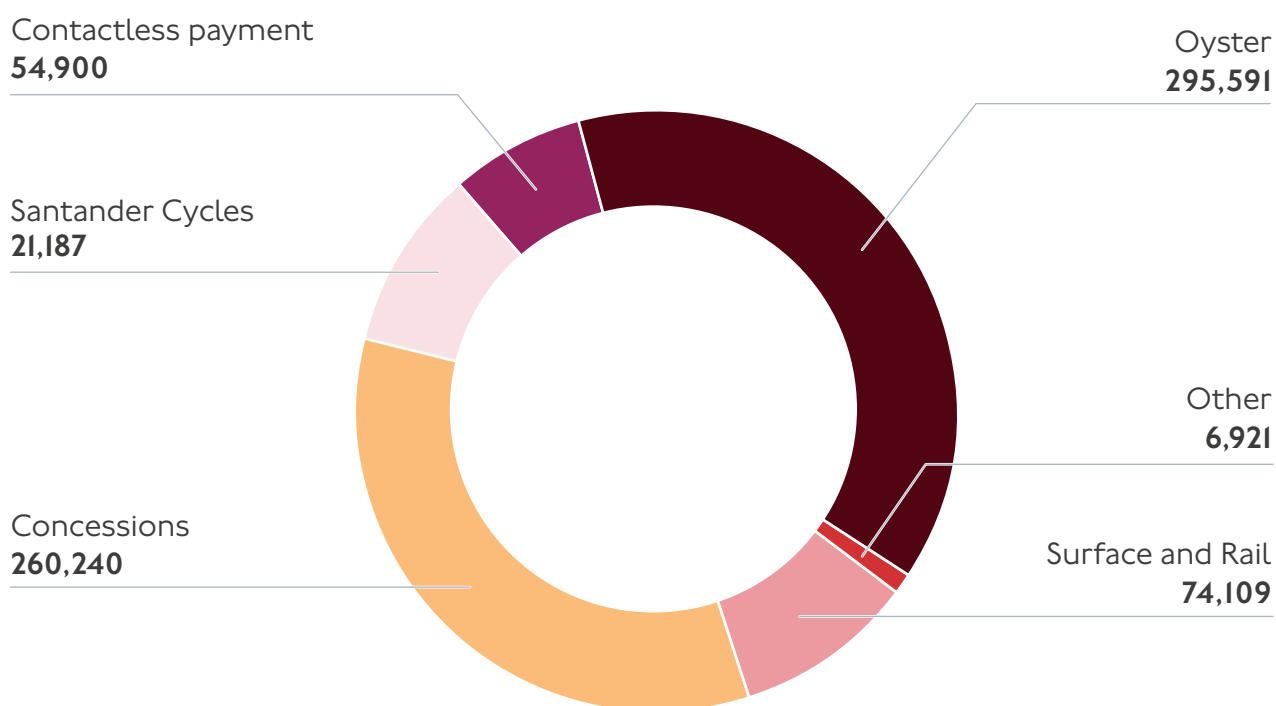
Overall telephone demand was up 11 per cent on the previous quarter. The biggest driver was concessions (up 31 per cent). This seasonal increase coincides with students returning for the new academic year seeking to renew their concessionary cards.

Both Oyster and Contactless calls increased by five per cent on Q2.

A number of factors contributed to this, including technical issues with Contactless and stories about outstanding funds held on Oyster cards.

Santander Cycles demand also returned to normal levels, following the peak over the summer, as the weather turned cooler.

* Other telephone calls include public help points, taxi and private hire, ticketing app, Sarah Hope Line and street-related calls

Other contact centres

Road user charging and ULEZ
Past five quarters

Phone number 0343 222 2222 (outsourced to Capita)	Q3 2018/19	Q4 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20
Calls received	259,501	324,455	411,540	349,208	335,089
Calls answered	251,147	315,765	387480	343,316	325,497
Calls abandoned (%)	3.2	2.7	5.8	1.7	2.9
Average speed of answer (seconds)	36	37	85	22	36

Capita's Congestion Charge and ULEZ Contact Centre continues to show steady performance well within contractual targets. The average speed of answer for Q3 was 36 seconds and the call abandon rate was 2.9 per cent, which is also well within the target of abandoning no more than 12 per cent of calls. The volume of calls has reduced and now remains stable following the spike in Q1, which was caused by the introduction of ULEZ and the Congestion Charge changes.

Past five years

	Calls received	Calls answered	Calls abandoned (%)	Average speed of answer (seconds)
2015/16	1,562,628	1,417,825	9	*
2016/17	1,698,215	1,407,304	17	207
2017/18	1,245,815	1,166,545	6	73
2018/19	1,080,837	1,043,877	3	43
2019/20 year to date	1,095,837	1,056,293	4	49

* Data not recorded

Taxi and private hire
Past five quarters

Phone number 0343 222 4444	Q3 2018/19	Q4 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20
Calls received	218,784	252,262	219,467	181,348	183,141
Calls answered	118,587	178,448	129,615	127,582	125,526
Calls abandoned (%)	45.6	27.4	40.8	29.6	31.3
Average speed of answer (seconds)	1,484	732	1,188	775	793

Calls received in Q3 are comparable to Q2. The number of calls answered has remained consistent in 2019/20. Since Q1, there has been an improvement in average speed of answer, so customers are waiting less time to speak to an administrator, and a reduction in percentage of calls abandoned.

Call volumes remain high, with many repeat calls for the same issue, despite advice being given on the first call.

A work plan is in place to prioritise calls and we seek to use targeted intervention activities aimed at reducing repeat callers. Training continues due to the high turnover in staff, which reduces the capacity of the team and takes trained administrators away from key tasks.

Channel shift has remained low for online booking solution for inspections for single vehicle owners. Continued efforts are being made to promote the service as this is an opportunity to reduce calls further.

Past four years

	Calls received	Calls answered	Calls abandoned (%)	Average speed of answer (seconds)
2016/17	608,398	553,233	9	104
2017/18	684,904	623,837	8	118
2018/19	840,178	582,022	30	733
2019/20 year to date	583,956	382,723	34	921

Dial-a-Ride
Past five quarters

Phone number 0343 222 7777	Q3 2018/19	Q4 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20
Calls received	135,188	165,701	127,201	126,526	134,485
Calls abandoned (%)	11.69	14.11	13.5	12.23	9
Average speed of answer (seconds)	276	315	341	339	257
Email bookings	11,427	13,491	20,041	19,915	21,055
Fax bookings	1,451	1,305	1,076	978	998
Passenger services letter	36	27	26	34	44
Passenger services email	59	68	51	68	73

There was a six per cent increase in call volumes compared to Q2, which is in line with the same quarter last year. With new staff successfully trained, the calls abandoned are now below the 10 per cent target at nine per cent and the average speed of answer has been lowered by 82 seconds compared to last quarter.

This is a significant improvement over both previous quarters and the same quarter last year. Refresher training on the new booking process and the introduction of a new quality call standard is planned over the coming months to further improve performance.

Past five years

	Calls received	Calls abandoned (%)	Email bookings	Fax bookings	Passenger services letter	Passenger services email
2015/16	661,978	7	–	–	117	281
2016/17	646,060	9	36,700	7,946	110	251
2017/18	596,161	10.5	45,655	6,064	98	276
2018/19	564,391	10.6	45,950	5,324	97	226
2019/20 year to date	257,327	12.8	39,956	2,054	94	192

Customer complaints

Complaints per 100,000 journeys	Year-to-date Q3 2018/19	Year-to-date Q3 2019/20	Variance (%)
London Underground	1.03	1.14	+11
London Buses	3.17	3.19	+1
DLR	0.80	0.84	+5
London Overground	2.10	1.54	–27
TfL Rail	2.48	2.05	–17
London Trams	1.19	1.70	+43
Emirates Air Line	3.92	2.66	–32
Congestion Charge	1.50	2.78	+85
Dial-a-Ride	69.40	79.79	+15
London River Services	1.27	1.38	+9
Santander Cycles	4.24	3.53	–17
Taxis*	6.65	9.09	+37
Private hire*	3.06	2.51	–18
Contactless	0.19	0.39	+104
Oyster	0.16	0.16	0

Complaints about Contactless payments rose 104 per cent. This was driven by technical issues. We have had seven incidents with delayed payments, driving customers to contact us directly. Operational performance has also caused higher demand for refunds due to delays on the Jubilee and Metropolitan lines (explained earlier in this report).

* Journeys not recorded; figures based on survey data

Customer complaints
Past five years

Service	2015/16	2016/17	2017/18	2018/19	Year to date 2019/20
London Underground	13,731	14,546	12,037	13,578	11,112
London Buses	71,268	66,300	64,990	70,366	48,447
DLR	1,318	1,302	980	955	709
London Overground	6,660	4,328	3,103	3,899	2,028
TfL Rail	1,338	1,460	1,121	1,319	819
London Trams	565	627	470	368	326
Emirates Air Line	62	28	33	54	26
Congestion Charge	1,368	3,117	959	350	391
Dial-a-Ride	1,305	1,088	842	699	529
London River Services	64	58	79	145	109
Santander Cycles	354	359	465	437	276
Taxis*	4,048	3,373	4,918	4,874	4,221
Private hire**		2,995	2,692	2,026	1,186
Contactless	552	587	989	1,964	2,907
Oyster	5,283	4,808	4,912	3,914	2,693
Total	107,916	104,976	98,590	104,948	75,779

* Taxi and private hire split not available for 2013/14 to 2015/16

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

Customer complaints
Annual trend (annual total)
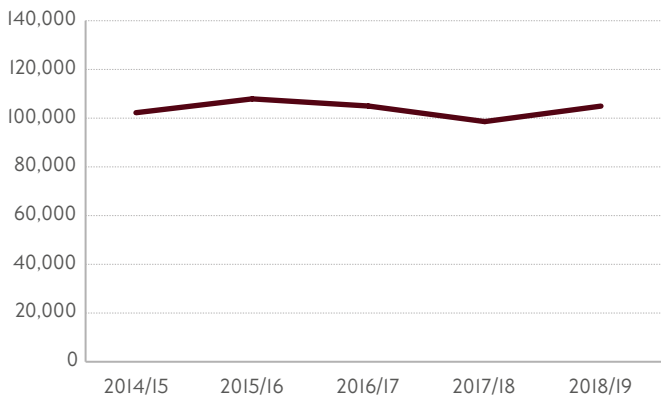
Based on our projections, we are anticipating ending the year with a slight decrease in overall complaints on last year.

However, Contactless payment is likely to buck this trend and we expect to see increases of almost 100 per cent in complaint volumes compared to last year. This is due to a number of factors: the increasing numbers of customers using Contactless, technical issues and the knock-on effects of delays and disruption on our services, which generally impact more noticeably on Contactless users.

London Underground is on course for a nine per cent increase in complaints on last year. This has been driven by reliability issues described earlier in this report.

TfL Rail, London Overground and Buses should all see complaints drop against last year if current levels of performance are maintained.

Commendations

Commendations
Past five quarters

Service	Q3 2018/19	Q4 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20
London Underground	541	660	516	484	553
London Buses	951	1,295	1,035	952	1,012
London Overground	51	55	42	43	43
DLR	41	33	34	36	27
London Trams	3	8	4	6	2
TfL Rail	25	54	40	41	33
Taxi and private hire	33	29	38	43	37
TfL Road Network	10	13	10	16	11
Dial–a–Ride	1	6	7	1	3
London River Services	3	3	6	1	2
Emirates Air Line	6	4	1	3	1
Santander Cycles	1	2	1	2	1
TfL policy	153	177	149	253	176
Total	1,819	2,339	1,883	1,881	1,901

Past five quarters

5,000				
4,000				
3,000				
2,000				
1,000				
0				
Q3 2018/19	Q4 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20
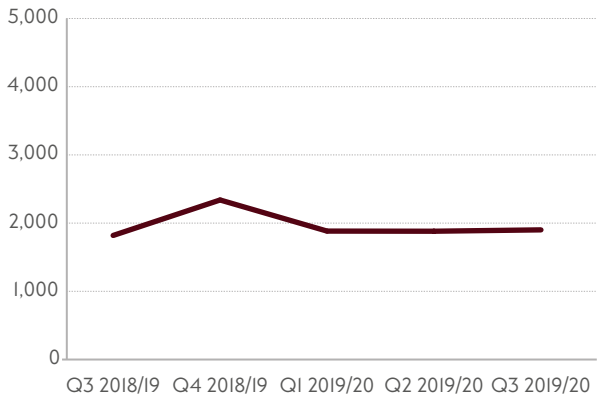
Commendations were up one per cent on last quarter and up five per cent on last year. The most significant increases were on London Underground and buses (up 14 per cent and six per cent respectively). In both these areas the percentage increase in commendations exceeded the increase in complaints.

Our colleague Natalie Gordon (pictured right) has been honoured with an MBE in the Queen's New Year's Honours for services to transport in London and the community.

Natalie has been recognised for her dedication to providing outstanding customer service and working collaboratively with other organisations in the aftermath of the tragic incident at Grenfell Tower in 2017. Natalie went above and beyond in ensuring TfL was able to successfully support those affected by the tragedy.

Ticketing

Bus and London Underground*
Paper tickets
Fare payer journeys per four-week period (millions)
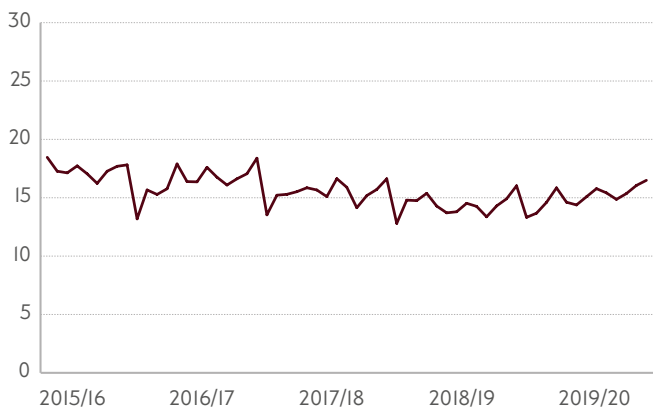
Oyster
Fare payer journeys per four-week period (millions)
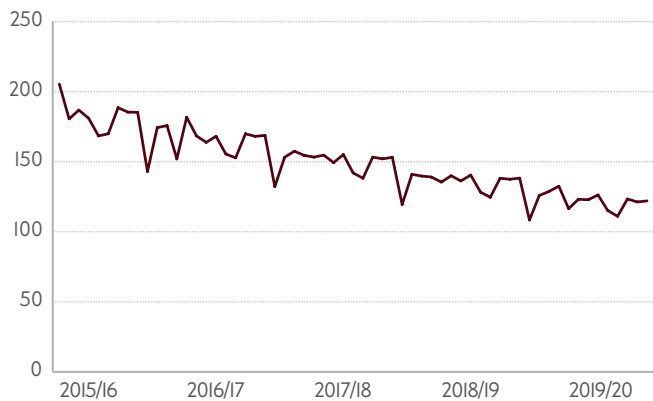
Contactless payment cards
Fare payer journeys per four-week period (millions)

604k automated refunds were issued in Q3, with £3m refunded

67.6m contactless bank cards and mobile devices have been used on bus, Tube and rail services

3.4m contactless journeys are made daily

2.2m downloads of the TfL Oyster and contactless app since launch, with more than 6m transactions made with the app

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

System availability

Ticketing system availability (%)

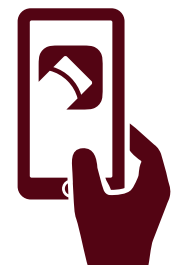|	Quarter 3 – 2019/20			Year to date – 2019/20		
	Actual	Variance to target	Variance to last year	Actual	Variance to target	Variance to last year
▲ higher is better						
London Underground – ticketing system overall availability	98.47	0.27 ▲	0.02 ▼	98.58	0.38 ▲	0.07 ▼
London Buses – bus validations – overall availability	99.70	0.70 ▲	0.04 ▼	99.71	0.71 ▲	0.08 ▼

Both bus and London Underground ticketing system availability exceeded their targets this quarter and year to date. Bus performance remains stable. London Underground is marginally lower than the same quarter last year. Contractor time to fix faults has increased on average by an hour per device.

Internal IT system availability
Past five quarters (%)

	Q3 2018/19	Q4 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20
	99.78	99.76	99.85	99.95	99.95

Performance this quarter exceeded the target of 99.6 per cent and was 99.95 per cent. The year to date target was 99.91.

Annual trend (%)

	2015/16	2016/17	2017/18	2018/19	Year to date 2019/20
	99.79	99.18	99.59	99.87	99.91

Digital

There has been a decline in website visits and page views over the past few years. We expect website traffic to decline at the rate of approximately five per cent every year. The number of visits and page views declined this quarter by 10 per cent and 11 per cent respectively. This drop is driven by the introduction of the cookie consent tool which invites customers to opt out from tracking if they wish. Our revised digital strategy will look to boost customer engagement in other ways.

There has been an increase in social media followers overall. The number of Facebook and Twitter followers increased by one per cent and Instagram followers by 62 per cent.

57m
visits to the TfL website this quarter (10%▼ against Q3 2018/19)
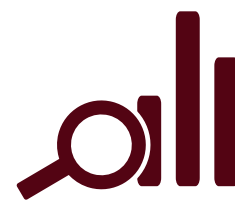
220m
website page views this quarter (11%▼ against Q3 2018/19)

7.3m
Twitter followers this quarter (1%▲ against Q3 2018/19)

763,200
Facebook followers this quarter (1%▲ against Q3 2018/19)

123,800
Instagram followers this quarter (62%▲ against Q3 2018/19)

More than
21,500
developers
have used
our data

10,100+
unique visitors to
the TfL TravelBot on
Facebook Messenger

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

Data – released	Date
Tunnel and bridge height data	Q3

Data – future release schedule	Date
Scoot realtime traffic data	Q4
London buses real time positioning data	Q1 2020/21
London Underground enhanced accessibility data	Q1/Q2 2020/21

Travel demand management: tackling congestion

The Travel Demand Management (TDM) team delivers strategies to manage disruption, crowding and congestion.

To support customer journeys and effectively manage demand, each strategy uses data to inform what we say, when and how we say it.

Data such as live traffic levels, depersonalised Wi-Fi data and Oyster card entries and exits help us understand actual or potential disruption. We then develop plans to counteract this, improving Londoners' experience of travelling.

The challenges that London faces and the innovative information offerings from the tech sector are evolving quickly. Therefore, improving our dataset and making them available openly – both in their raw form and as customer information – is key to managing demand effectively.

2.7bn

depersonalised pieces of Wi-Fi data analysed by TfL data scientists, feeding customer information benefits
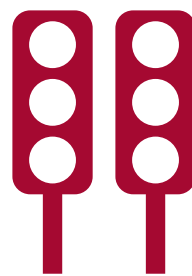
Less than

4,000

traffic signals in London showing typical levels of delay at the junction

Data releases

Bridge height data

In October, in partnership with Ordnance Survey, we published the height restrictions and locations of 877 bridges and tunnels in Greater London to enable better journey planning.

When oversized vehicles like cranes and other heavy goods vehicles strike bridges, it causes hours of delays and leads to significant disruption to both road and rail users.

By promoting the best routes and reducing kilometres travelled, we will achieve safer roads, less congestion and fewer emissions, reducing delays for the travelling public.

Wi-Fi data

TDM is helping to get the greatest customer information benefit from the collection of depersonalised Wi-Fi data on the Tube network.

The data – which is collected when a device connects to Wi-Fi in over 260 Wi-Fi enabled London Underground stations – gives us a greater understanding of customer routes, interchanges and waiting times.

This enabled us to update our Journey Planner in November 2019 to more accurately reflect journey times through 55 key stations, where time to travel through a station was greater than previously allocated.

The new journey times have also been added to our free unified application programming interface – a data feed that others can use to deliver ever-improving information to our customers on other platforms.

We are exploring other ways to use the data to improve customer experience.

We are not able to identify individuals from the data collected. We have designed the process to identify patterns and to avoid identifying individuals. We are trying to understand how customers as a whole use the network, not how specific individuals do so.

Customers can opt out by turning off Wi-Fi on their device, turning their device off or putting their device into airplane mode while at our stations.

Campaigns

Q3 customer information email volumes

42m
customer
information
emails

225 campaigns

Past five years

	2015/16	2016/17	2017/18	2018/19	Year to date 2019/20
Customer information emails	273m	190m	187m	189m	145m
Campaigns	1,216	898	1,043	930	583

We have implemented a new testing and analytics platform. To ensure emails render across all major email services and will also give us a better understanding of how customers are using our emails.

Customer marketing and behaviour change campaigns

We conduct a range of information campaigns to help customers save money and to make life easier for them.

Transport improvements

This raises awareness of investment to improve infrastructure and services. In October TfL, 33 per cent of Londoners were aware of over six improvements. Improvements in Q3 included: the new trains on the Watford Junction to Euston London Overground line; increased frequency on the Victoria line; and improvements to West Hampstead and White Hart Lane stations.

Public transport and active travel reappraisal

We continued to run our campaign, 'What Matters', which supports the Mayor's Transport Strategy to deliver 80 per cent sustainable mode share by 2041. This encourages London drivers to reappraise public transport and active travel, so that they positively choose these over the car. It reassures customers that the transport system is improving and that using public transport and active travel is a more sustainable way to travel. The campaign includes adverting in cinemas, on video, on demand and on posters. It launched in September 2019 and by October in London, it had achieved 38 per cent recognition.

Active travel

In November, 60 projects were awarded funding from our Walking and Cycling Grants programme. These will help people connect with their local communities, learn new skills, get active and improve their physical and mental health. Programmes are due to be delivered in 2020, with some supported for two to three years.

The active travel campaign, which aims to make people want to walk and cycle, continued in Q3. We supported four new cycleways with local communications and engagement including a short online film on social media, local press and targeted email communications.

The Santander Cycles festive campaign to encourage hires and app downloads, ran on posters and in Time Out advertorials. The campaign included a discount for a free day's cycle hire throughout December 2019.

Public transport usage – Bus

We continue targeted communications at an area and route-specific level to encourage bus usage. In Q3, four new bus routes were launched – X140 from Harrow to Heathrow, 278 from Ruislip High Street to Heathrow Airport, 306 from Acton Vale to Sands End and the 218 from Hammersmith to North Acton. These were supported with local communications, including press, posters, email, digital advertising and leafleting. We also supported route changes and frequency increases with communications including press, digital and email.

We supported the second phase of central London bus changes. Communications supported the frequency increases on routes 26, route change on route 55, route extension on the 388 and the withdrawal of the 48. For service enhancements, we ran advertising in the press and on digital displays, Google text ads and emails. For other service changes we provided face-to-face communications and leafleting, with information on alternative routes.

Off-peak promotional campaign
The off-peak campaign continues encouraging customers to 'Tap into the Wonderful World of Off-Peak' using our lowest off-peak fares from £1.50, the Hopper fare and free travel for children under 11. Advertorials in Time Out in December encouraged off-peak travel with a series of discounts including Santander Cycles, Emirates Air Line and London Transport Museum. By October, 45 per cent of Londoners recognised the campaign.

Public transport is open – Festive
We ran a campaign in December to inform customers that public transport is open over the festive period and encouraged them to make the most of our off-peak fares. Most London Underground lines and the DLR were running on most days except Christmas Day, and for the first time London Overground ran on Boxing Day. The campaign was supported with posters, social media, email and Time Out advertorials.

Value fares
This campaign promotes the £1.50 Hopper fare, off-peak fares, the fare freeze and daily capping. It also encourages customers to download the Contactless app. It informs customers about the lowest fares and encourages them to use our services more. In October, 61 per cent of those who recognised this advertising agreed that it makes them feel TfL provides good value for money to fare-payers.

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

Better behaviours
Our Travelkind campaign encourages customers to be more considerate to other passengers and staff, to tackle behaviours that negatively affect customer experience and service reliability. These include encouraging customers to use the bins, move down inside trains and help passengers off the train when they feel ill.

We continue to support priority seating with communications. In November, we worked with Trekstock, a charity that supports young people with cancer, and produced social media videos featuring its ambassadors explaining why they need a seat even though they look healthy, to help raise awareness of invisible disabilities.

You wouldn't act abusively at your workplace.
Don't do it in ours.

If drinking has affected your balance and behaviour, take care. But if you are abusive to our staff, we will take action that could result in you receiving a criminal record.

MAYOR OF LONDON

TRANSPORT FOR LONDON
EVERY JOURNEY MATTERS
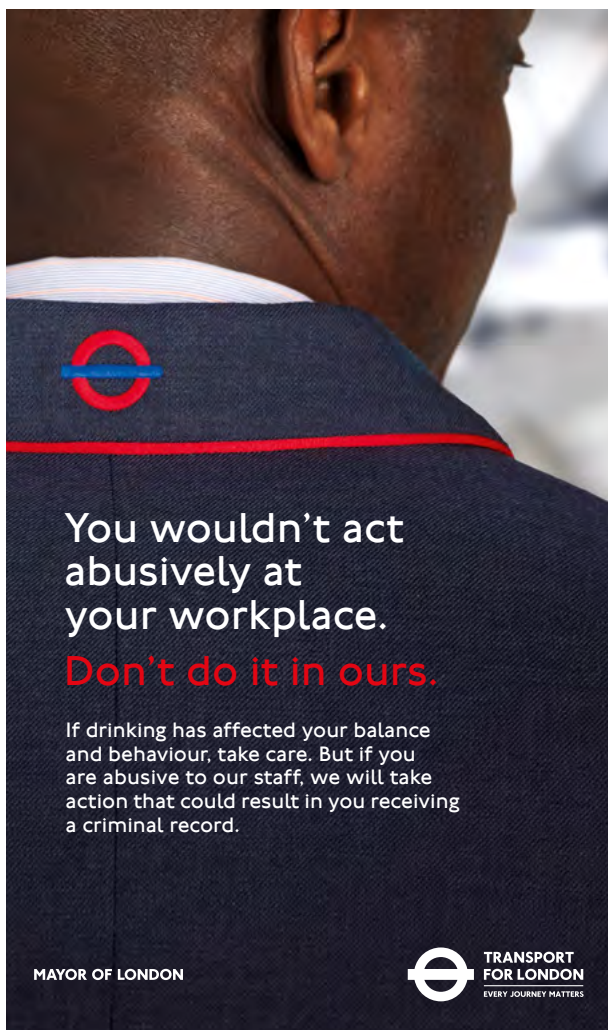
Public transport safety

Our public transport safety campaign is designed to address key safety issues across all services and encourage passengers to take extra care when travelling around the network.

We have launched a new campaign (poster pictured left) with the support of the BTP to support our staff and deter would-be offenders from committing workplace violence and aggression. We promoted high-profile prosecutions in the press, alongside posters and PA announcements that made clear that we look for the strongest possible penalties for those who assault our staff. We also highlighted the use of bodyworn cameras.

Road danger reduction

To help meet the Mayor's Transport Strategy objective of eliminating death and serious injury on London's roads, we launched a new campaign in October aimed at drivers to encourage them to slow down. This aims to change social attitudes towards driving at inappropriate speeds by showing them through the perspective of their friends and family that they are driving too fast.

The campaign ran in TV, radio, posters, social media and on the Metro travel page. We also published a ground-breaking survey showing that over 60 per cent of people have felt uncomfortable as a passenger with the speed of the driver. A second promotion will run in February 2020.

Air quality

Our air quality education campaign continues to inform drivers about poor air quality in London and the contribution driving makes, including monthly advertorials in the Metro and radio adverts and video interviews with Global Radio.

In September, we completed the eleventh and twelfth Lower Emission Bus Zones (LEBZ), delivering all 12 LEBZ earlier than planned with over 3,300 low emission buses. A London-wide campaign ran to raise awareness of this, supported by local messaging in Chiswick and Uxbridge – the last two LEBZs to be completed.

In October, a campaign started to prepare owners of lorries, vans, and other specialist vehicles over 3.5 tonnes, as well as buses and coaches over five tonnes, for the tougher emissions requirements being implemented from 26 October 2020.

The campaign aims to raise awareness of the change and encourage operators to use cleaner vehicles and help them understand their options. The campaign runs in the specialist press, radio and emails with stakeholder engagement. From January 2020, we will start to issue letters via the DVLA to owners of non-compliant vehicles seen in the zone.

In October, we also launched the new ULEZ car and motorcycle scrappage scheme, targeting owners of non-compliant vehicles who receive means-tested and non means-tested benefits with a cash incentive to scrap their polluting vehicle. The campaign includes radio, posters, local press, email and leafleting as well as stakeholder engagement.

In December, we launched a campaign to raise awareness of the suspension of the ULEZ on Christmas Day and to improve knowledge amongst all drivers of the hours of operation and where the ULEZ operates. We also ran messaging to remind drivers that the Congestion Charge was suspended during the festive period. Posters, radio and emails were used.

Two fewer journeys

Following Car Free Day in September, we launched our 'swap that trip' behaviour change campaign that encouraged drivers to reduce their car journeys and emphasised the alternative modes of transport available. Road vehicles are a major contributor to poor air quality and, following on from the air quality education campaign, Londoners are more aware of this.

Online content and email supported behaviour change, creating a sense of unity by providing evidence of Londoners who have committed so far. In October, 33 per cent of drivers strongly agreed that 'I need to do my part by driving less', versus a target of 31 per cent.

Schools and education programmes

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

Healthy Streets Officers

We have introduced a team of Healthy Streets Officers to work with borough officers and help with tasks that support mode shift. Sustrans is working on this project alongside TfL. The 18 Healthy Streets Officers are now in place and delivering with the local boroughs.

International Day of Persons with Disability

We supported International Day of Persons with Disability by showcasing some of the key assisted travel services that we offer. This was delivered through a video on social media and content on the Metro travel page.

Elizabeth line

In December TfL Rail took over the stopping service between Paddington and Reading in the latest stage of the Elizabeth line rollout. This campaign launched the service by informing customers of the benefits of TfL Rail taking over the line, including free travel for children aged 5-11, staffed stations from the first to last train of the day and individual station improvements. We targeted regular users of the service and families with children under 11 living along the route. The campaign ran in posters, press, digital display and email.

Consultations

We launched eight consultations in Q3, with proposals for the following:

- Bakerloo line extension

- Bollo Lane (Ealing) redevelopment

- London lane rental scheme

- Southwark over station development

Cycling and walking improvements
- Lea Bridge and Dalston (phase 2) between Clapton and Lea Bridge

Safety improvements
- A3 Tolworth Road roundabout

Bus service proposals
- New bus route 456 between Crews Hill and North Middlesex hospital

- Route 92 – rerouting to serve new housing estate in Ealing

We are planning 19 consultations in Q4 (these are subject to change)

- Bollo Lane redevelopment – second stage consultation

Walking and cycling improvements
- Cycling future route 11 – Greenwich town centre to Woolwich

Safety improvements
- York Road roundabout

- Peckham town centre

- A316 London road roundabout

- A205 Cavendish Road/ Clapham Common southside – new pedestrian crossing

- East Sheen road safety and streetscape improvements

- A23 Streatham Tesco crossing scheme

- A3 Clapham high street

- A24 Stonecot Hill – new pedestrian crossing

- A23 Streatham Hill/Sternhold road and Morrish road

- A205 Upper Richmond Road West/ Sheen Lane and along the A205 Upper Richmond Road West between Sheen Lane and Roehampton Lane

Bus service proposals
- Route 92 – rerouting to serve new housing development

- Routes E1 and H28

- Routes 386 and 161- rerouting in Woolwich town centre

- A41 Finchley road (Hendon Way to College Crescent) – bus priority scheme

- South Newham bus changes (routes 101, 241, 262 and 325)

- Goresbrook road – bus priority scheme and reroute of bus 287

- Route W19 – rerouting and extension in Walthamstow

London Assembly scrutiny

London Assembly scrutiny in Q3:

Date	Title	Type of scrutiny
24 September 2019	Transport Committee – bus and tram safety investigation – visit to Sarah Hope Line	Closed meeting
30 September 2019	Transport Committee – bus and tram safety – follow up actions	Written response
9 October 2019	Transport Committee – accessibility	Open meeting
6 December 2019	Transport Committee – accessibility follow up actions	Written response

London Assembly scrutiny for future Q4 (these may be subject to change):

Date	Title	Type of scrutiny
10 December 2019	Garden Bridge working group – response to recommendations	Written response
17 December 2019	Transport Committee – Crossrail	Open meeting
6 January 2020	Budget and Performance Committee – TfL budget	Open meeting
8 January 2020	Transport Committee – accessibility	Open meeting
15 January 2020	Environment Committee – climate change and extreme weather	Open meeting
30 January 2020	Transport Committee – future transport in London	Open meeting
4 February 2020	Transport Committee – Commissioner Q&A	Open meeting
5 March 2020	Plenary session – Mayor and Commissioner	Open meeting
12 March 2020	Plenary session – Review of Mayor's Transport Strategy	Open meeting

Glossary

Measure	Unit	Description
Additional time to make step-free journeys	Minutes	This metric measures the time it takes to travel from each area in London (defined in the Rail plan zoning system, which splits London into 3,288 zones) to all other areas by the quickest route using public transport services (Rail, London Underground, bus, DLR, Tram). It compares this to the travel times from a network consisting of just the fully accessible routes, which excludes station walk links that include steps. The difference between the two provides the additional journey time measure. The aim is to halve the additional journey time required by those using the step-free network only by 2041, so that journey times on the step-free network become comparable to those on the wider public transport network.
Cumulative reduction in the number of people killed or seriously injured London-wide	%	The percentage reduction in the number of people killed or seriously injured KPI relates to personal injury road traffic collisions occurring on the public highway, and reported to the police, in accordance with the Stats 19 national reporting system. The KPI measures the percentage change in the number of people killed or seriously injured on London's roads compared with the baseline average number of casualties between 2005 and 2009.
Customer-related lost customer hours	Unlawful action	Includes trespassing, vandalism and antisocial behaviour
	Unwelcome action	Includes littering, crowding, boarding and alighting issues and activating alarms inappropriately
London Buses: excess wait time	Minutes	Excess wait time represents the amount of time that a passenger has had to wait, beyond the time that they should expect to wait, if buses ran as scheduled. 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.

Measure	Unit	Description
London Overground and TfL Rail: public performance measure	%	The public performance measure shows the percentage of trains that arrive at their destination on time. It combines figures for punctuality and reliability into a single performance measure and is the rail industry standard measurement of performance. It measures the performance of individual trains advertised as passenger services against their planned timetable, as agreed between the operator and Network Rail at 22:00 the night before. It is therefore the percentage of trains 'on time' compared with the total number of trains planned. 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. Where a train fails to run its entire planned route (not calling at all timetabled stations), it will count as a public performance measure failure.
London Underground: lost customer hours	Hours	The total extra journey time, measured in hours, experienced by London Underground customers as a result of all service disruptions with durations of two minutes or more. A delay at a busy location or during peak hours results in more lost customer hours because a greater number of customers are affected. For example, an incident at Oxford Circus during a Monday to Friday peak results in a much higher number of lost customer hours than an incident of the same length in Zone 6 on a Sunday morning. As we review incidents, we may need to change the figures retrospectively.

Measure	Unit	Description
Sanctioned detection	n/a	A sanctioned (or sanction) detection is a case resolved through a police-generated detection, when: 1. A notifiable offence (crime) has been committed and recorded 2. A suspect has been identified and is aware of the detection 3. The CPS evidential test is satisfied 4. The victim has been informed that the offence has been detected, and 5. The suspect has been charged, reported for summons, or cautioned, been issued with a penalty notice for disorder or the offence has been taken into consideration when an offender is sentenced Source: data.gov.uk
Santander Cycle Hire		London's cycle hire scheme was launched in summer 2010 with 330 docking stations and over 84,00 docking points. Since then it has more than doubled size. Currently, it has 781 docking stations, just under 21,000 docking points and covers 100 square kilometres with more than 12,000 bikes.
Walking rates		The trend in walking trip rates is calculated using London Travel Demand Survey data. The figures represent the average number of walking trips by Londoners on an average day.