Customer service and operational performance report

Quarter 4 2022/23 (11 December 2022 – 31 March 2023)

MAYOR OF LONDON

TRANSPORT FOR LONDON
EVERY JOURNEY MATTERS

Contents

Introduction

Our operational performance and customer service in the fourth quarter of 2022/23

We put our customers at the heart of everything we do by providing a consistent and reassuring staff presence, maintaining a clean network and striving to operate a safe, reliable and efficient service at all times. At the same time, we make sure our customers have timely, up-to-date and consistent information so they can plan their journeys.

This report covers the fourth quarter and marks the end of the 2022/23 financial year – a year in which increasing numbers of customers have returned to our network, seeing us reach 85 per cent of pre-pandemic ridership levels. On the Elizabeth line, daily records continue to be broken, and at the end of FY 2022/23 more than 120 million journeys had been made since the central section opened on 24 May 2022. Our TfL Go app has also proved highly popular, with 3.7 million downloads.

A key moment on bus services came on 28 March, when the Mayor announced plans for a proposed network of limited-stop express bus routes, known as the Superloop. Subject to consultations, carried out in phases, this network is proposed to encircle the entire capital, connecting outer London town centres, railway stations, hospitals and transport hubs, providing faster bus connections and quicker journey times.

We will continue to listen to our customers to make further improvements, and focus our investment on enabling more people to walk, cycle and use public transport.

Glynn Barton
Chief Operating Officer

Alex Williams
Chief Customer and Strategy Officer

We're working to improve public transport across outer London

Measures used in this report

How we monitor and record our progress

Throughout this report, we use different metrics to analyse the performance of each mode of transport to ensure we have a suitable comparison and can clearly monitor progress and performance. This page provides an overview of these key measures.

Average bus speed

This includes the time buses spend while stationary at bus stops.

Bus journey time

This is the overall time a customer must allow to complete a journey on our high-frequency bus routes. It includes wait time, in-vehicle time, interchange, crowding and buffer time, and is weighted by customer demand and the perceived value of the customer's time to measure the overall experience.

Care score

This is the percentage of Londoners who agree strongly or agree slightly that we care about our customers. It measures how well we consistently meet people's expectations, during both journey and non-journey interactions with us. It is measured for TfL as a whole, as well as London Underground and London Buses.

Customer satisfaction

The quality of service is measured using an 11-point scale, from 10 (extremely satisfied) to 0 (extremely dissatisfied). We use an index to ensure results are straightforward and can be compared among themselves and over time. To calculate this index, the mean scores of the ratings are shown as whole numbers out of 100. For example, a mean score of 6.62 becomes a customer satisfaction rating of 66.

DLR departures

The percentage of scheduled trains that completed their end-to-end journey.

Elizabeth line public performance measure

TfL Rail became the Elizabeth line when the service opened on 24 May 2022. This measure shows the percentage of trains that arrive at their final destination on time, combining figures for punctuality and reliability into a single measure, as is the rail industry standard.

It measures the performance of individual trains advertised as passenger services against their planned timetable, as agreed between the operator and Network Rail at 22:00 the night before the journey. It is therefore the percentage of trains arriving 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 within four minutes 59 seconds of the planned arrival time. Where a train does not call at all timetabled stations, it will count as a public performance measure failure.

IFS Cloud Cable Car and Woolwich Ferry availability

The London Cable Car is sponsored by technology company IFS for a minimum of two years and is called the IFS Cloud Cable Car. The two cable car terminals have been renamed IFS Cloud Greenwich Peninsula and IFS Cloud Royal Docks. The rebranding from the previous sponsor completed in October 2022. This measure shows the scheduled hours/minutes minus the time when these services are closed to passengers, as a percentage of the scheduled hours/minutes.

London Overground time to three

The percentage of recorded station stops arrived at early, or less than three minutes after the scheduled time. This is different from the public performance measure, which measures the punctuality of trains at their final destination only.

This measure excludes station stops where the train fails to call. For the public performance measure, all cancelled trains are included and counted as non-punctual trains.

Mission Critical Severity 1 incidents

Services needed to deliver vital operations, whereby disruptions could cause significant damage or serious impact to us. This includes reputational and financial damage.

Passenger journeys compared to pre-pandemic levels

Comparing demand for 2022/23 against 2018/19 levels.

Road disruption

This measures delays by comparing vehicle journey times to the same quarter in 2019/20, expressed as a percentage of the baseline figure. This is to ensure that unplanned disruption and planned works and events are managed effectively. Tracking road disruption remains important for us to meet our duties under the Traffic Management Act, and our obligations as a strategic traffic authority. This measure only covers our roads.

Santander Cycles docking station availability

The percentage of time that docking stations are not empty or full of cycles.

Scheduled services operated

London Underground

The percentage of scheduled services we operate.

London Buses

The proportion of planned in-service mileage that has been provided for passengers. Operated mileage may be less than planned mileage, owing to staffing, mechanical or congestion issues.

Dial-a-Ride

The proportion of journey requests the on-demand team could fulfil.

London Trams

The percentage of services operated compared with the scheduled timetable.

Traffic signal time savings

This measure is for pedestrians, cyclists and bus users at traffic lights. This is measured by conducting a 'before' and 'after' comparison of journey and wait times through each reviewed junction. Absolute time changes, positive and negative, are multiplied by estimates of the number of people using each set of reviewed signals on each mode of transport.

This measurement does not take place during abnormal periods of road use, such as school and bank holidays, or if planned and unplanned events and roadworks are happening nearby.

Our scorecard

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

Our scorecard for 2022/23 has focused on the recovery of the organisation, and the capital, from the coronavirus pandemic. Scrutiny of our performance against these measures is the responsibility of the TfL Board's Customer Service and Operational Performance Panel.

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

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

Measure	2022/23 Full-year actual	2022/23 Full-year target
Operations		
Passenger journeys – London Underground, Buses, London Overground, Trams, DLR, Elizabeth line (millions)	3,252	3,248
Bus journey time (minutes)	34	33.5
London Underground trips operated against schedule (%)	90.1	90
Customer		
TfL cares about its customers (%)	53	57

Scorecard measures
In this report, scorecard measures are marked with this symbol.

Operations

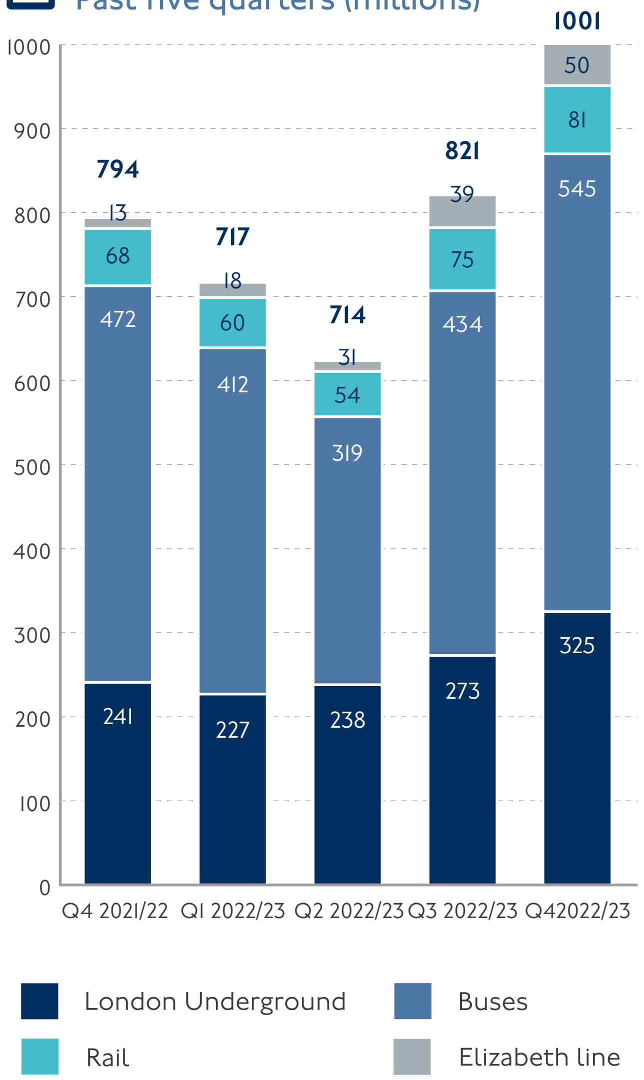
Providing safe, clean and reliable services to support the recovery

Passenger journeys

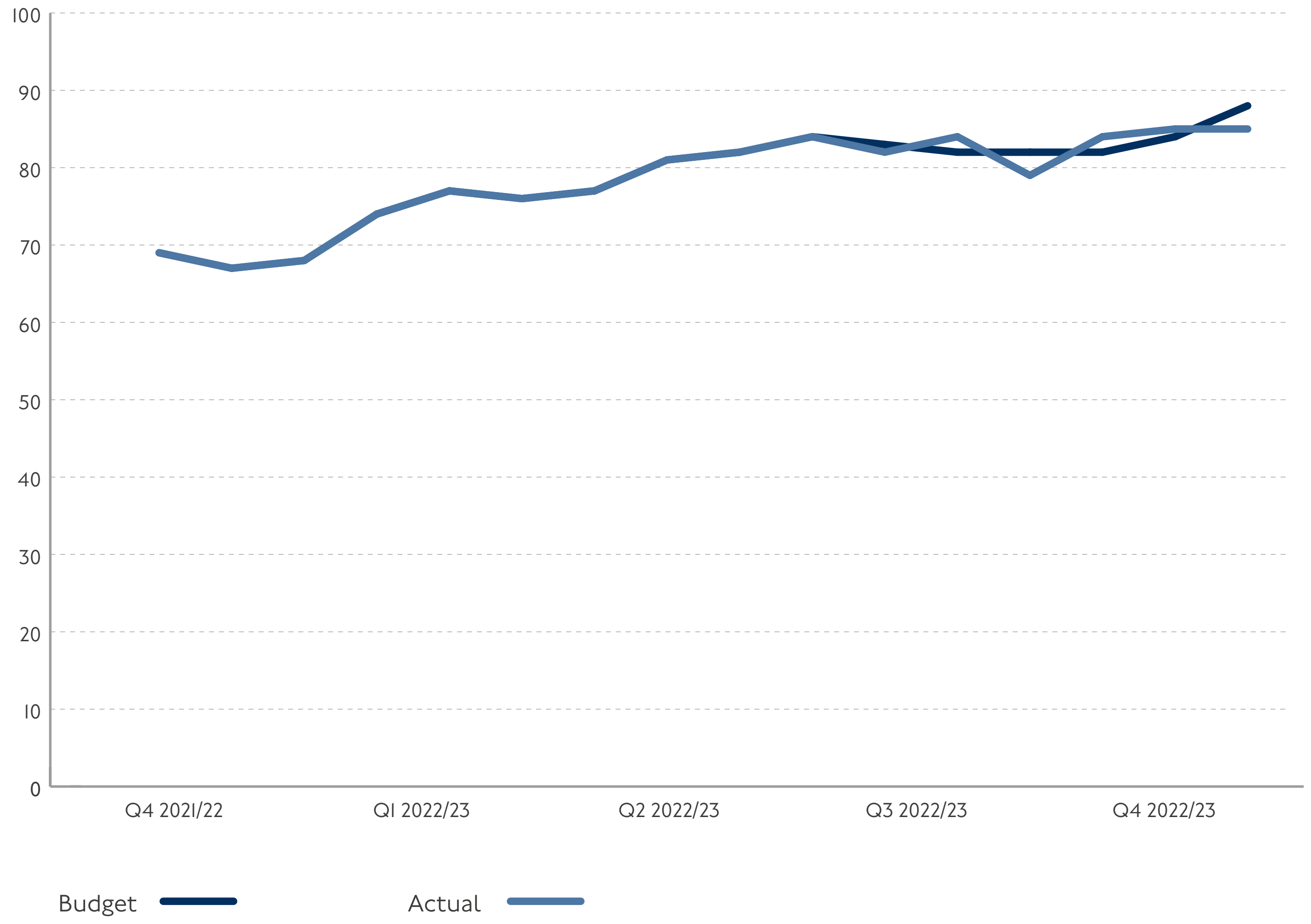
Demand for public transport increased substantially in 2022/23 with ridership 31 per cent higher than in 2021/22. This has no doubt been helped by the opening of the Elizabeth line, but significant increases were also experienced across all of our public transport modes

Full-year passenger journeys are higher than cited in the Revised Budget, as we see demand climbing back towards pre-pandemic levels. We have seen strong growth in demand despite several days of industrial action events. This demonstrates how vital the network is to our customers and we expect our passenger demand to continue to grow.

Passenger journeys*
Past five quarters (millions)



Compared with pre-coronavirus baseline (%)



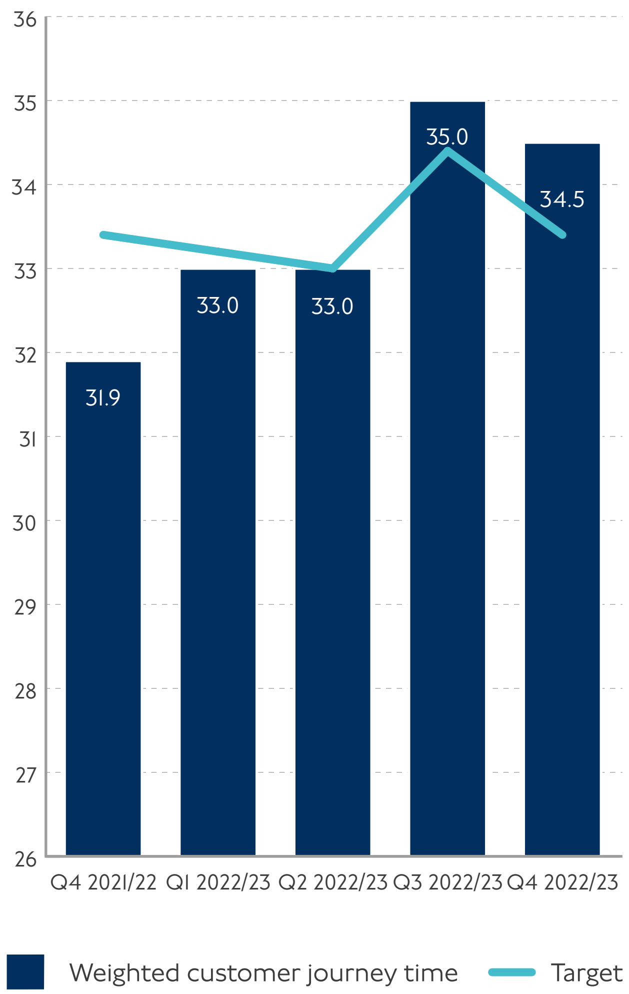
Overall, journeys at the end of 2022/23 were 85 per cent of pre-pandemic levels against a target of 84 per cent. Passenger journeys have seen significant growth on TfL's bus, Tube and rail network, with more than three million Tube journeys made on weekdays. The Elizabeth line continues to exceed predicted ridership levels, with around 600,000 journeys every weekday.

* Quarter 4 is longer than Quarters 1-3 (16 weeks and one day versus 12 weeks)

Bus journey time

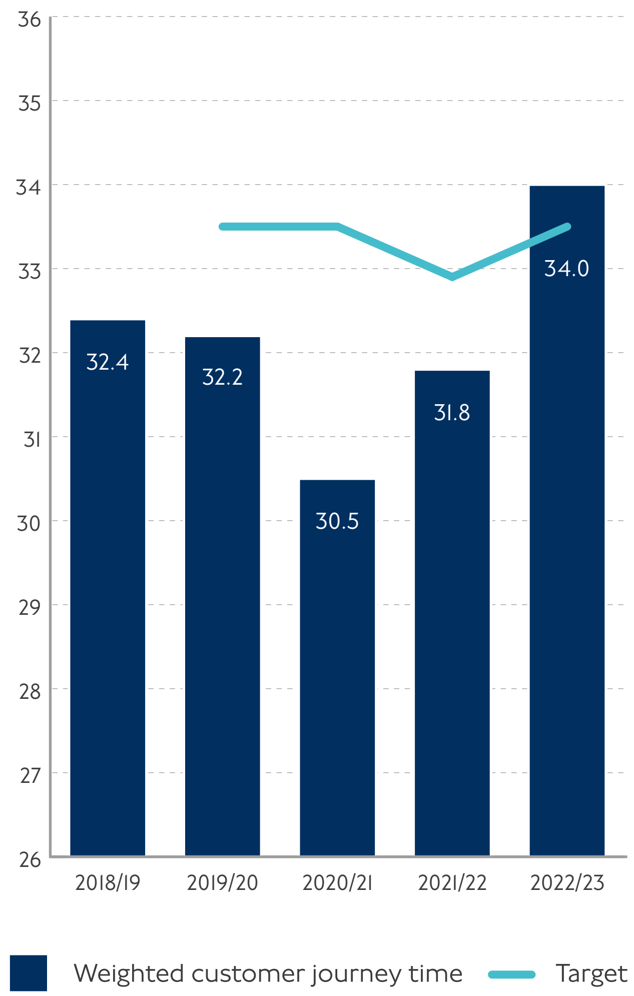
We measure the average time our passengers spent on their bus journey, which is an accumulation of all stages of a customer's journey, in minutes. It enables us to monitor the performance of our bus service from the perspective of our customers. Quicker journeys are more likely to encourage people back onto our network as we recover from the pandemic.

Bus journey time
Past five quarters (minutes)



The actual Quarter 4 2022/23 bus journey time (34.5 minutes) was worse than the target (33.4 minutes) for the second consecutive quarter. This was caused mainly by longer waiting times and lower reliability levels as a result of reduced staff availability at bus operators, mechanical issues and traffic congestion.

Annual trend (moving average)

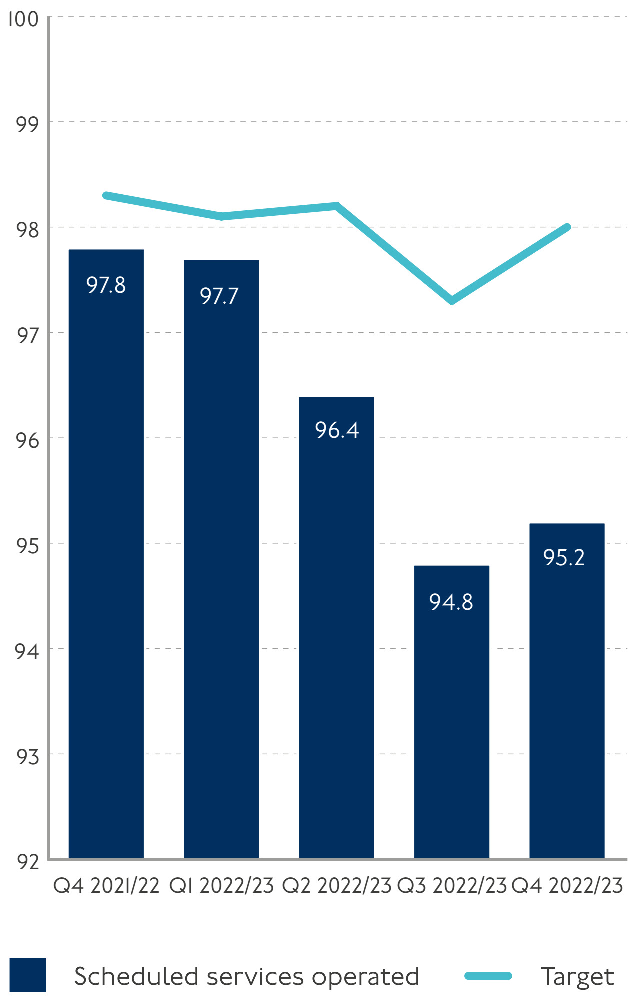


The actual annual average bus customer journey time for 2022/23 was 34.0 minutes, which is worse than the annual target of 33.5 minutes. Both the actual and target bus customer journey time in 2022/23 were higher than previous years. This partly reflects the longer average journey length made by bus customers since the pandemic, but also longer waiting times. Results are impacted by higher lost bus mileage due to staff and mechanical issues.

Services operated

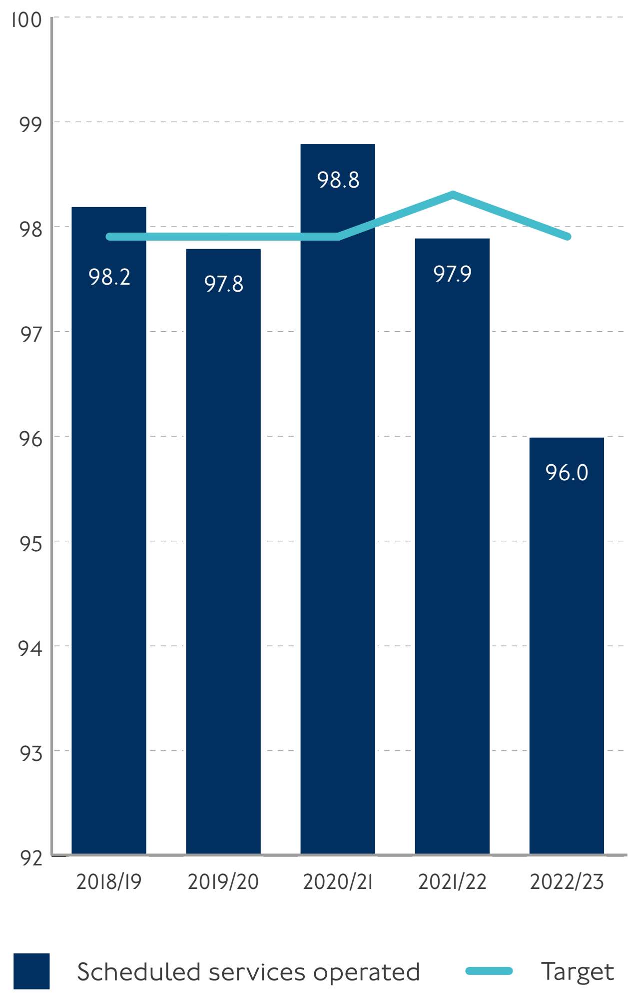
For the majority of our services, we measure reliability as a percentage of the timetabled services that run as scheduled, or as a percentage of the total planned operating time when the service is actually available to customers.

Bus scheduled services operated
Past five quarters (%)



Quarter 4 performance was impacted by very reduced bus operator staffing levels in the first half (a mixture of sickness and shortages) combined with strike action. Mechanical faults have remained higher than pre-pandemic levels, with adverse weather playing a part, as well as strike action across National Rail and the Tube.

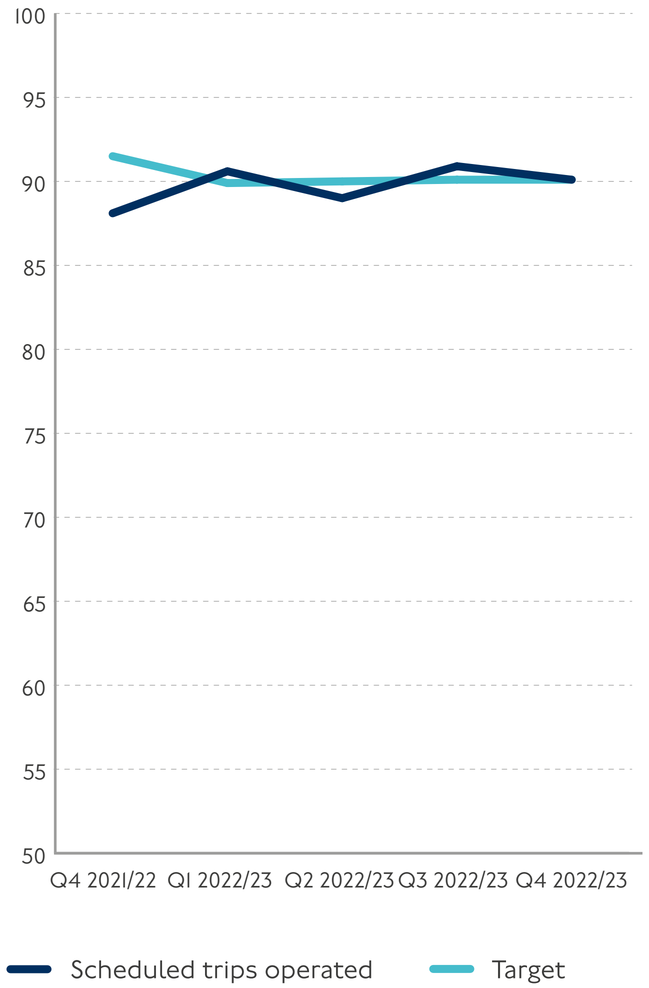
Annual trend (%)



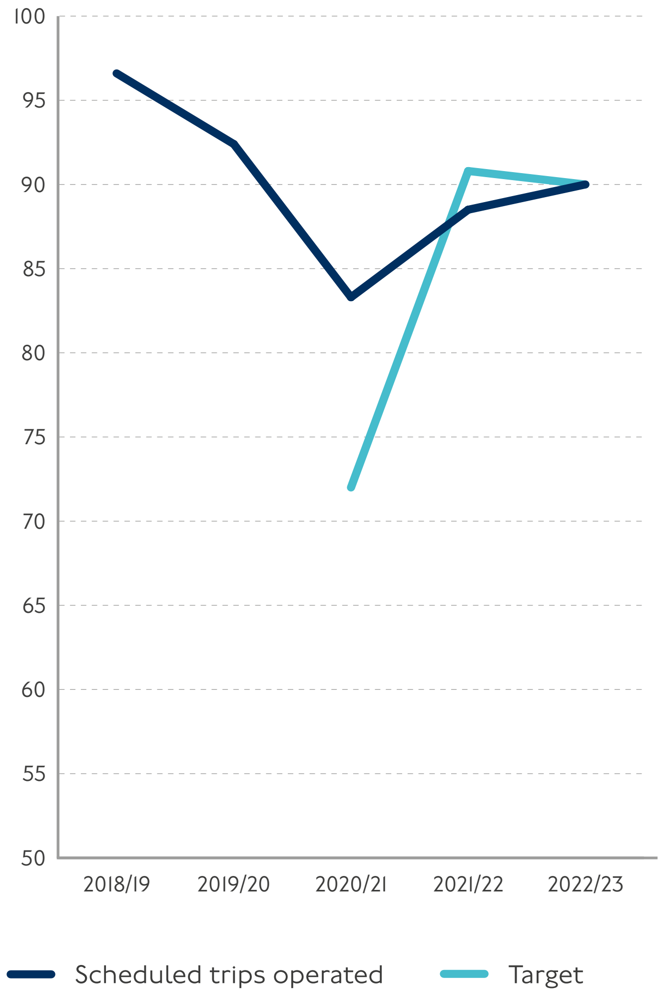
The past four quarters have been impacted by bus operator strike action, multiple Tube/National Rail strikes and the funeral of Queen Elizabeth II. There have also been much higher than normal reductions in staff due to driver sickness and shortages. Traffic disruption has been much closer to the pre-pandemic base in recent quarters.

London Underground trips operated, against schedule

Past five quarters (%)



Annual trend (%)

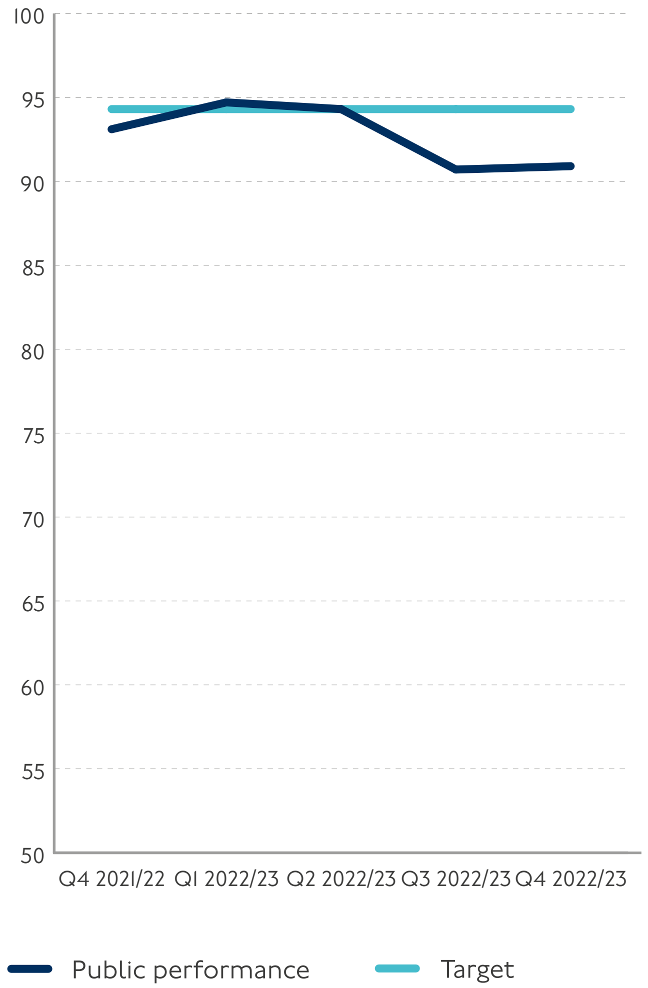


Quarter 4 got off to a bumpy start, with heavy snow and freezing temperatures in December resulting in the lowest weekly service operated score of the year. Performance improved over the rest of the quarter, helped by better train operator availability.

The current performance year finished at 90.1 per cent, just ahead of the 90.0 per cent target, and better than both of the previous two years. Train operator availability and lack of available rolling stock remain the two biggest concerns affecting the network. The highest overall performing line was the Northern, with an overall score for the year of 96.8 per cent.

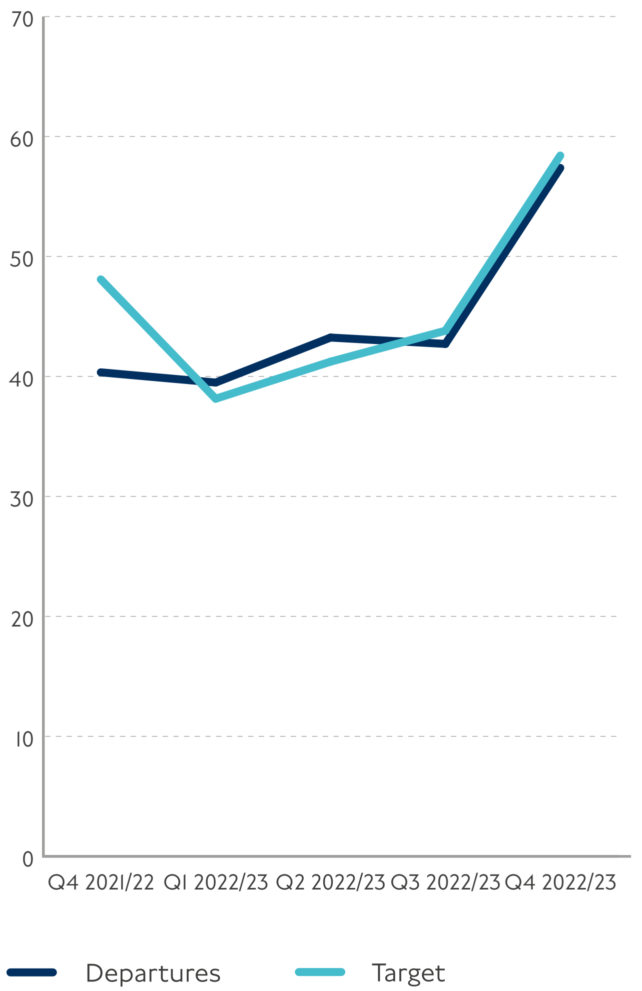
Elizabeth line public performance measure

Past five quarters (%)



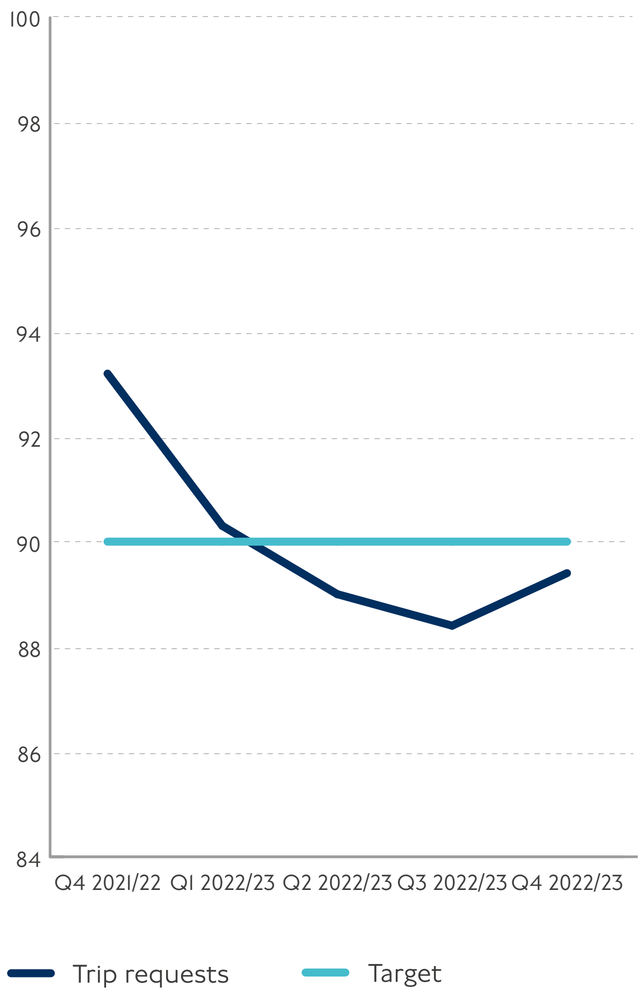
The Elizabeth line delivered a public performance measure (the percentage of trains that arrive at their final destination on time, combining figures for punctuality and reliability into a single measure) of 90.9 per cent this quarter. The next quarter will see a full peak Elizabeth line timetable in operation, which will provide higher frequencies, faster journey times and greater connectivity across London.

Victoria Coach Station departures
Annual trend (moving average, thousands)



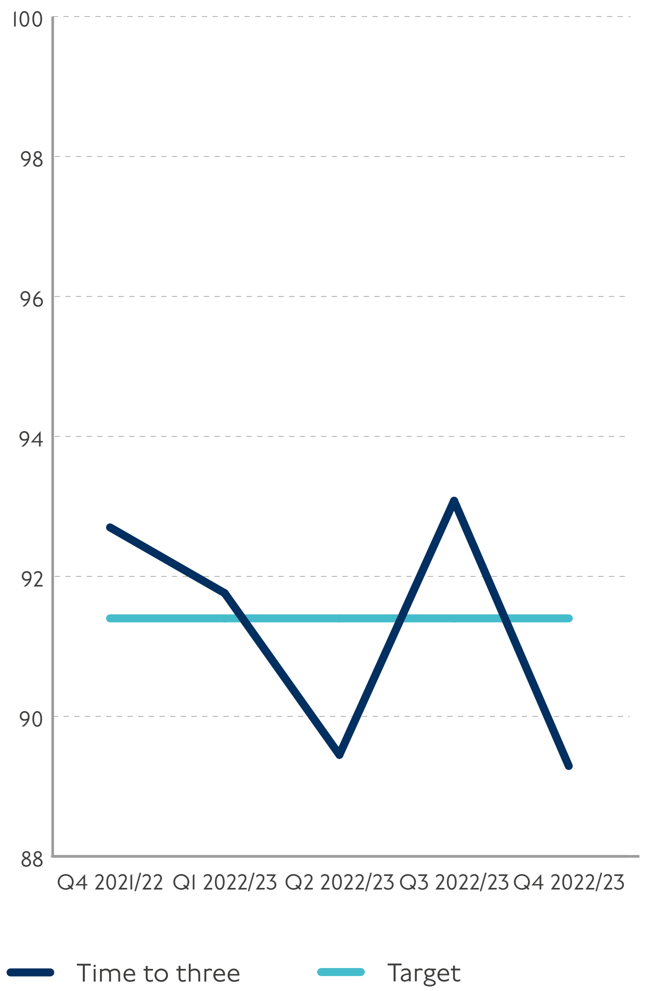
Departures continue to show strong performance, reaching 98 per cent of the agreed target (84 per cent of pre-pandemic levels). The coach industry demonstrates good growth in the domestic, international and tour markets, with Victoria Coach Station supporting our coach operating partners. Departures forecasted for the coming months look promising, with the introduction of an increased seasonal timetable for domestic and tour services.

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



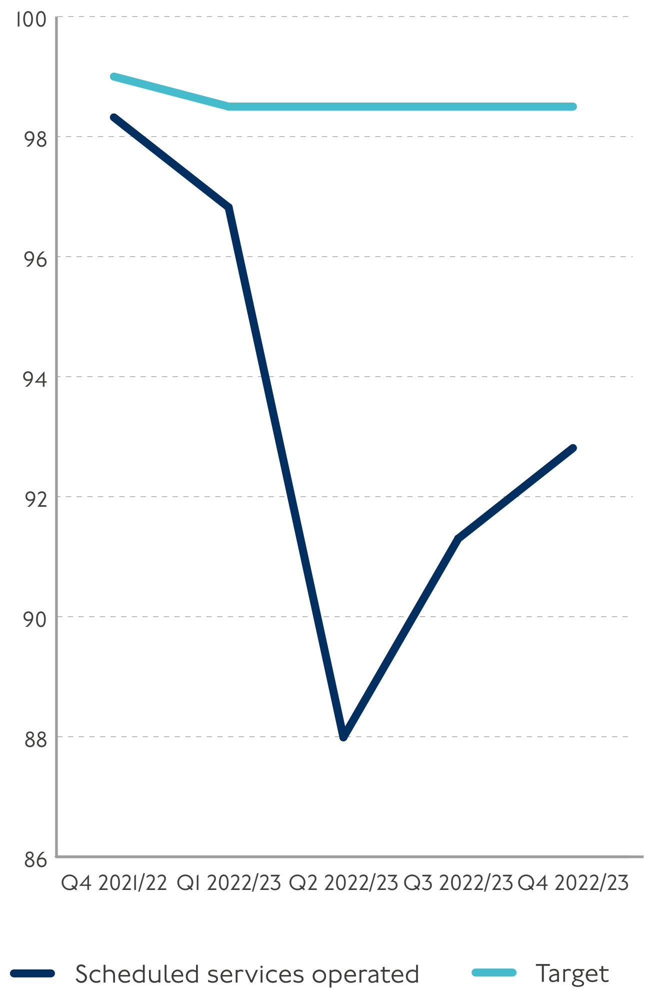
While the number of trip requests scheduled fell slightly below the target of 90 per cent, we have seen an improvement compared to the last quarter. This is largely due to demand (currently at 71 per cent of pre-pandemic levels), which has been steadily growing over the past year, with a spike over the festive period. We are therefore seeking to recruit more drivers.

London Overground time to three
Past five quarters (%)



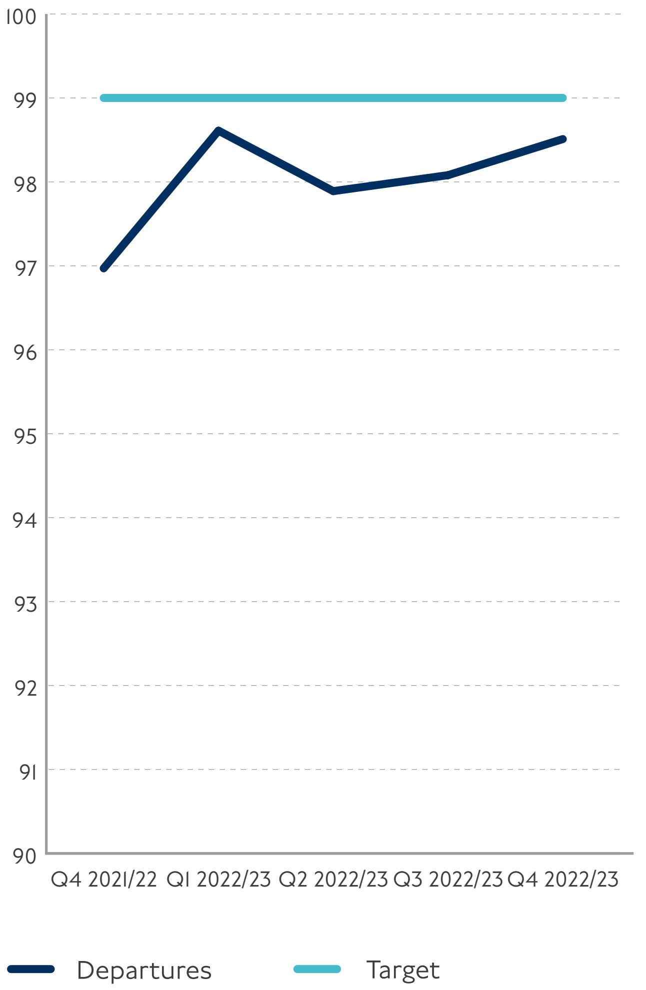
London Overground performance was below the 91.4 per cent target. This was largely due to freezing temperatures at the beginning of the quarter. We have also experienced Network Rail asset reliability issues, particularly on the Watford to Euston line. Industrial action on Network Rail and London Underground has also impacted performance this quarter.

London Trams scheduled services operated
Past five quarters (%)



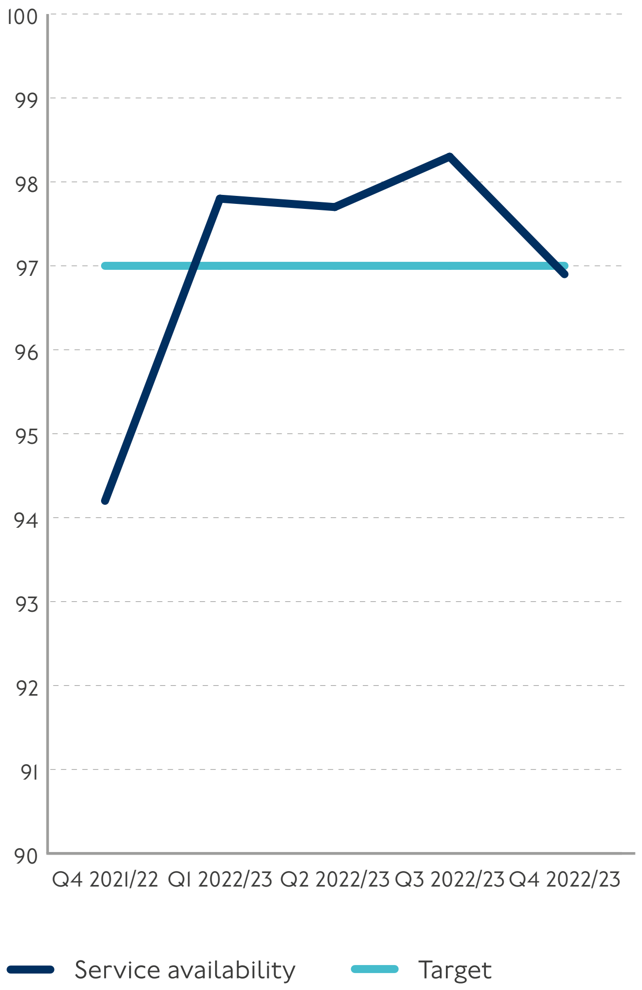
Quarter 4 performance was below target due to several factors, including reduced fleet availability and the impact of 17 service suspensions that resulted in delays. Although there was no common root cause, there were repeat incidents of vehicles on tracks, bus-related delays and circuit breaker failures. Fleet reliability remained stable, but availability remains the main challenge to service delivery.

DLR departures
Past five quarters (%)



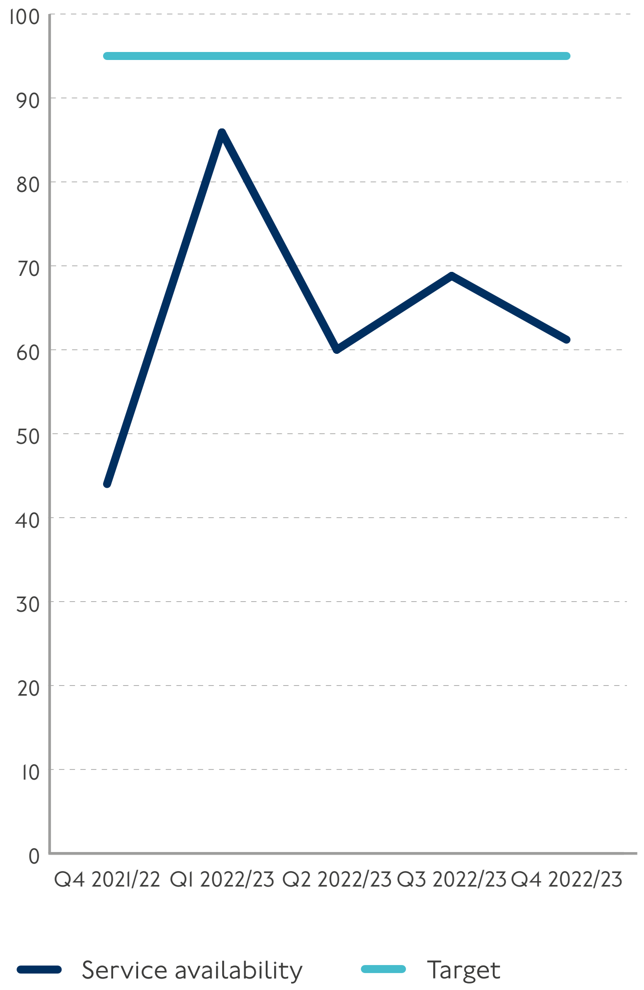
DLR performance remained below target this quarter. This was primarily due to several failures of the signalling system, particularly in the Limehouse area. Further losses were incurred as a result of industrial action on the Tube, which prevented the DLR from serving Bank and Canning Town stations for part of the strike day and following morning.

IFS Cloud Cable Car availability
Past five quarters (%)



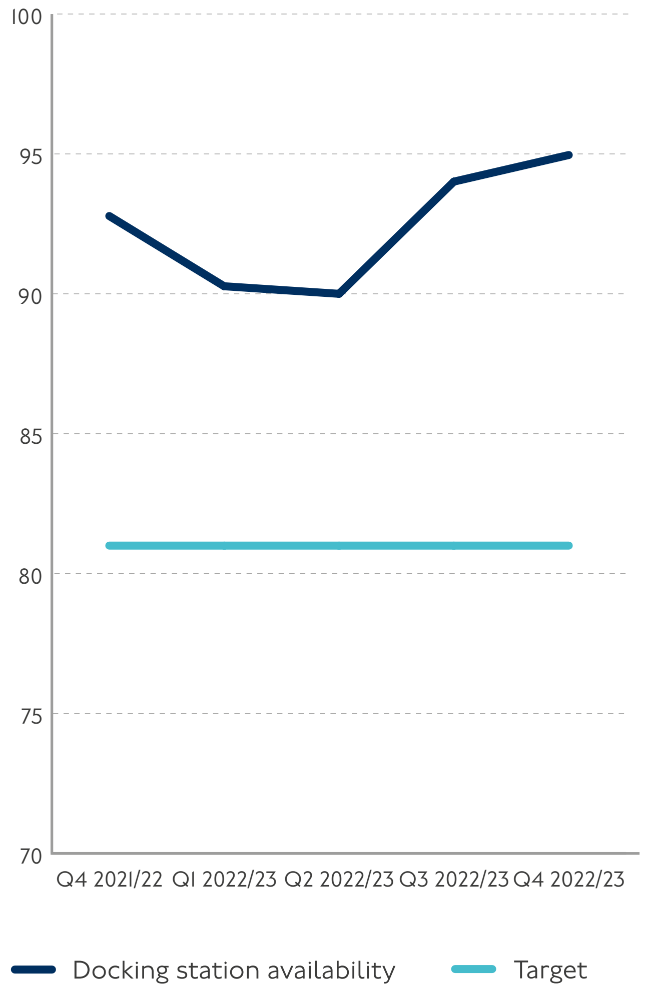
Cable car availability was below target at 96.9 per cent, but higher than the 94.2 per cent achieved in the same quarter last year. Downtime this quarter was mainly due to seasonal high gusting wind at tower height.

Woolwich Ferry availability
Past five quarters (%)



Woolwich Ferry availability was 61.2 per cent this quarter, an improvement on the 44 per cent achieved in the same quarter last year. Service downtime was mainly due to crew resourcing issues.

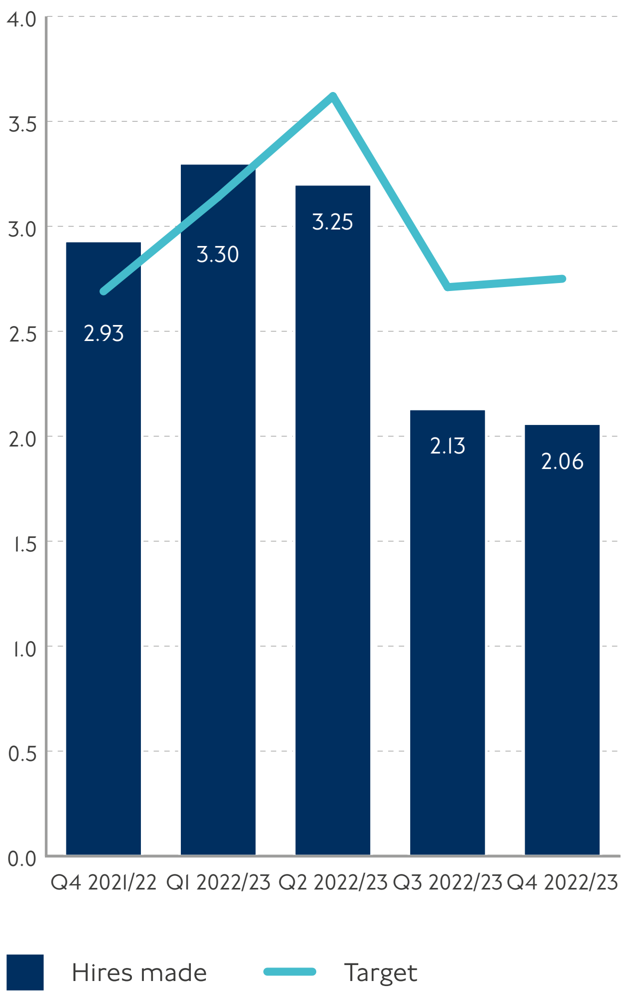
Santander Cycles docking station availability
Past five quarters (%)



Docking station availability remained high, averaging 95 per cent this quarter. This is well above the contractual target of 81 per cent, which we work with our scheme operator to achieve.

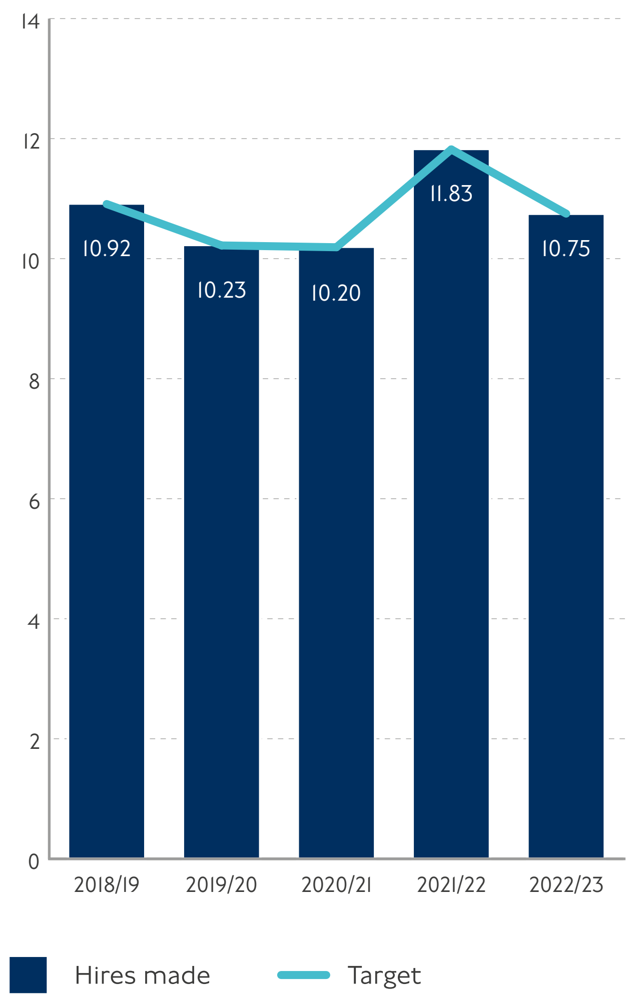
Santander Cycles

Hires made
Past five quarters (millions)



There were 2,063,033 hires this quarter, which is 25 per cent below target, and a reduction of three per cent on hires from last quarter. This reduction is largely owing to poor weather, competition from other operators and a fall in casual hires following the tariff change in October.

Annual trend (year to date)



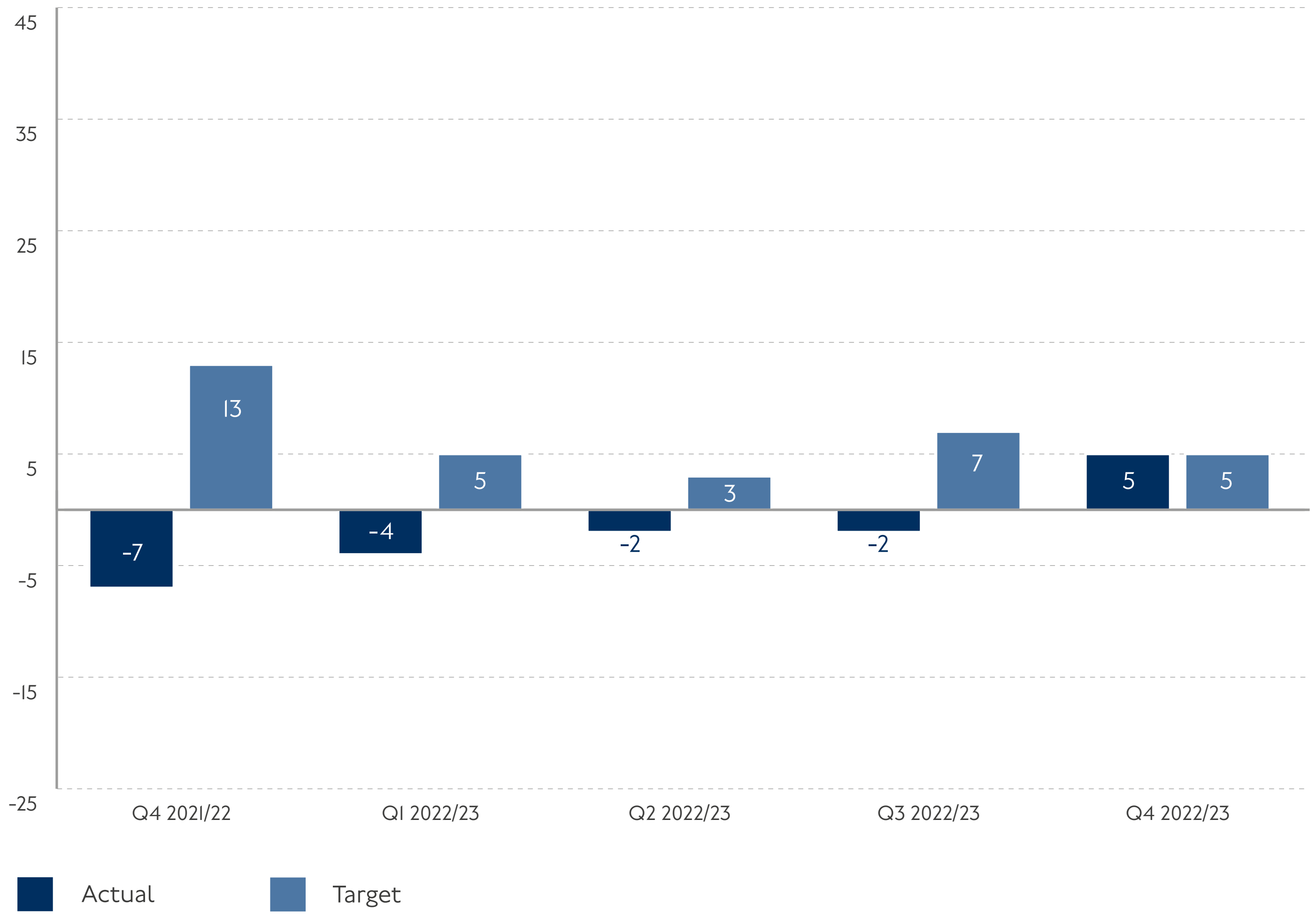
More than 10.7 million hires were made in 2022/23, the third busiest financial year for hires. However, this figure represented a nine per cent reduction in hires from 2021/22 and was also 12 per cent under target. A significant reduction in casual hires following the tariff change in October combined with poorer-than-anticipated weather contributed to the shortfall.

Santander Cycles celebrates the coronation of King Charles III

Roads and traffic

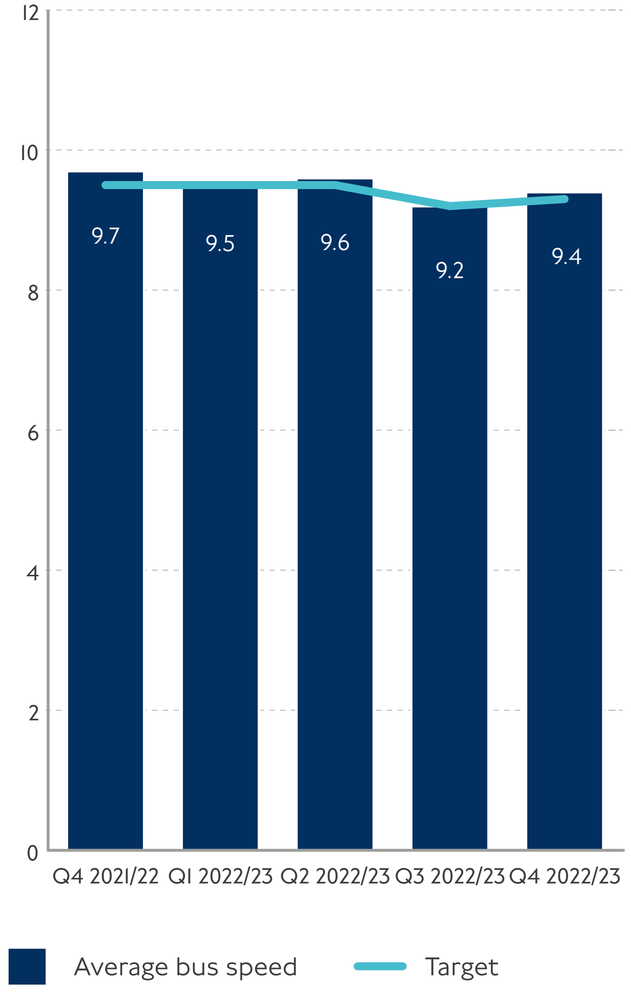
This quarter, our road network has been affected by roadworks, ongoing industrial action and demonstration activity. Traffic flow on our road network remains below pre-coronavirus pandemic levels.

Road disruption
Past five quarters (%)



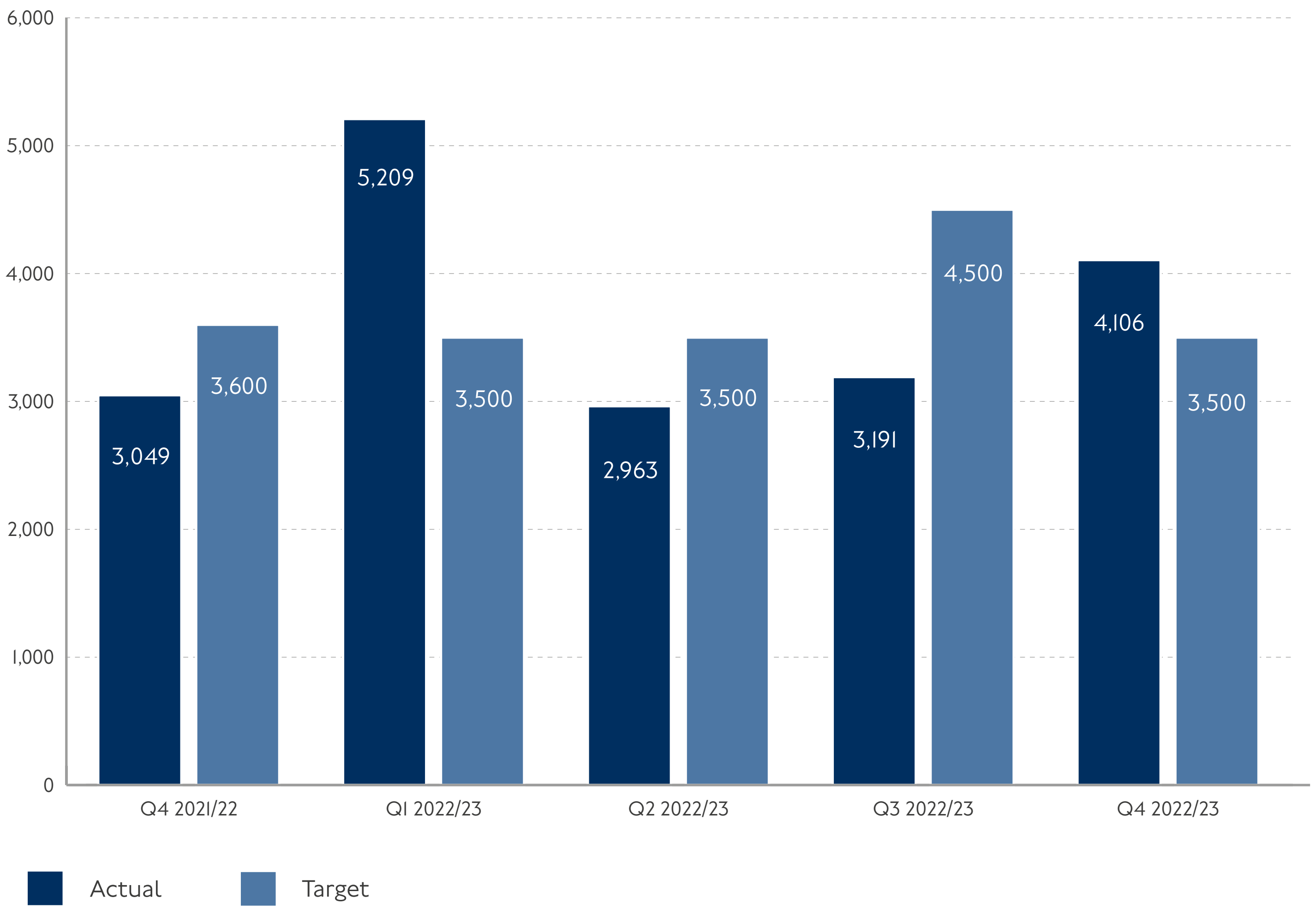
Quarter 4 saw more disruption than in previous quarters. The primary causes were emergency roadworks, burst water mains on high-flow corridors, highways work on the A40 and industrial action on the rail and Underground networks. Flows this quarter remained six to seven per cent below the 2019/20 baseline. Overall in 2022/23, disruption was the same as the 2019/20 baseline and below target.

Bus average speed
Past five quarters (mph)



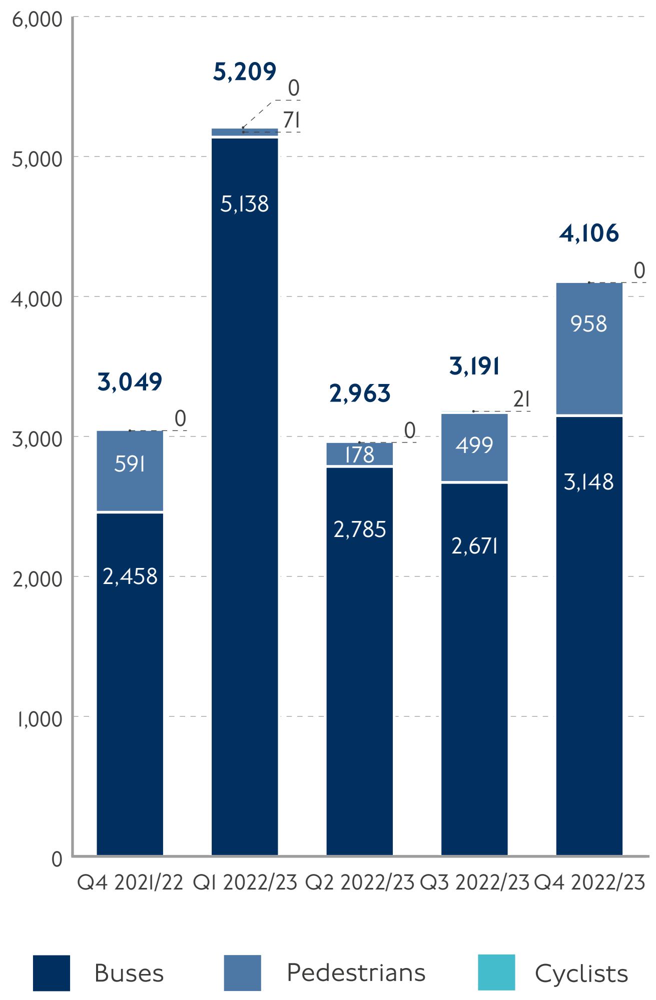
Average bus speed has remained higher than the pre-pandemic base, but has fallen in recent quarters as passenger volumes have increased and the level of general traffic disruption has moved closer to the pre-pandemic base. Typical seasonal variations have been recorded, but with the actual speed tracking at one to three per cent faster than the pre-pandemic base.

Traffic signal time savings
Past five quarters (hours)



More than 4,000 hours were saved for sustainable modes in Quarter 4 against a target of 3,500 hours. At the end of 2022/23, we have exceeded the target of 15,000 hours of savings per day for all sustainable modes by nearly 500 hours. This will benefit those using buses, as well as those walking and cycling.

Type of road user benefiting from signal timing review
Past five quarters (hours)

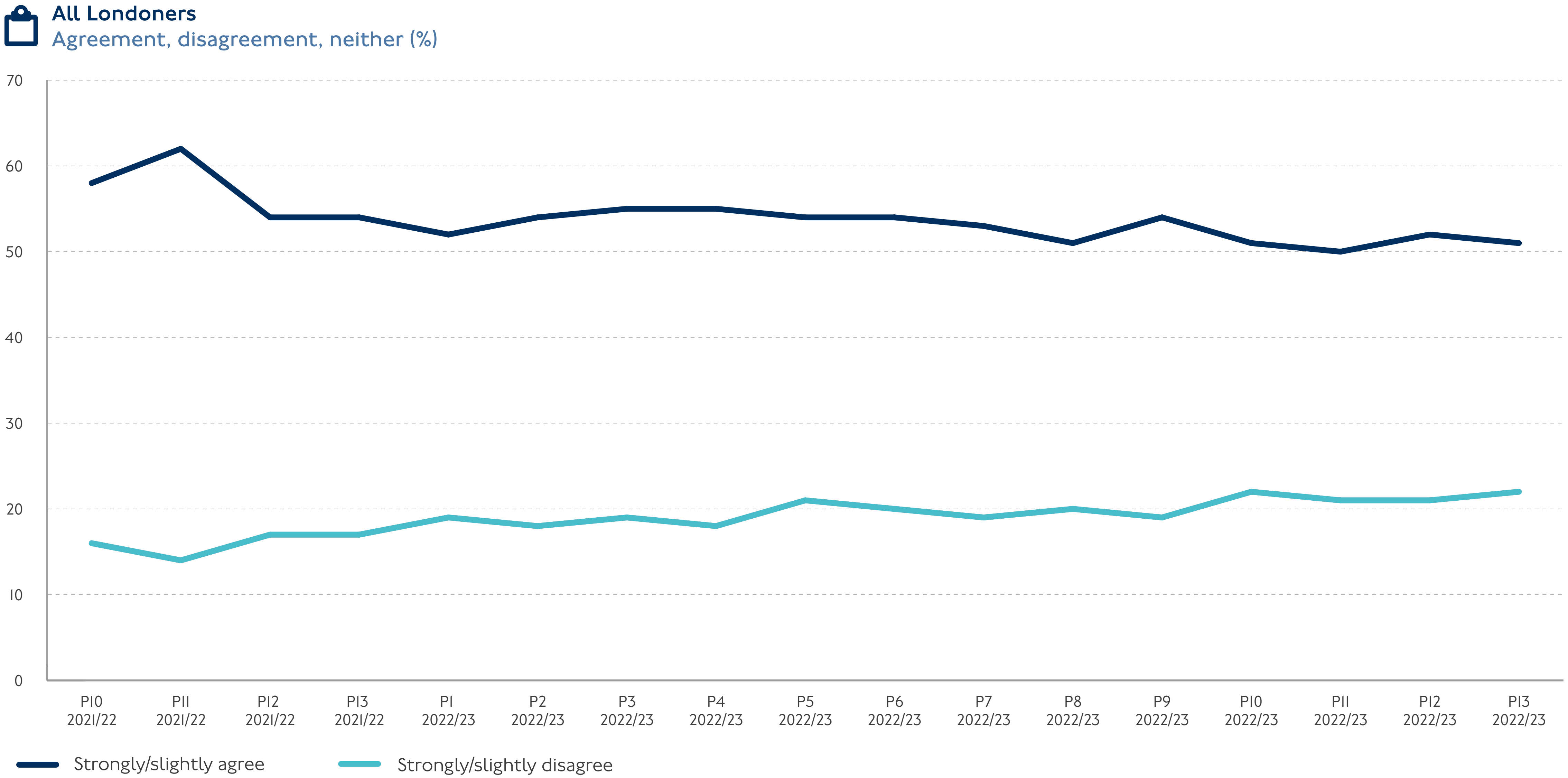


In Quarter 4, we exceeded the periodic target of 3,500 hours for those using sustainable modes (using the bus and walking), with more than 3,000 hours for bus passengers and 958 hours for pedestrians saved per day. At year end, those using buses have received more than 13,000 hours of savings, pedestrians nearly 2,000 hours and cyclists a total of 21 hours.

Customers

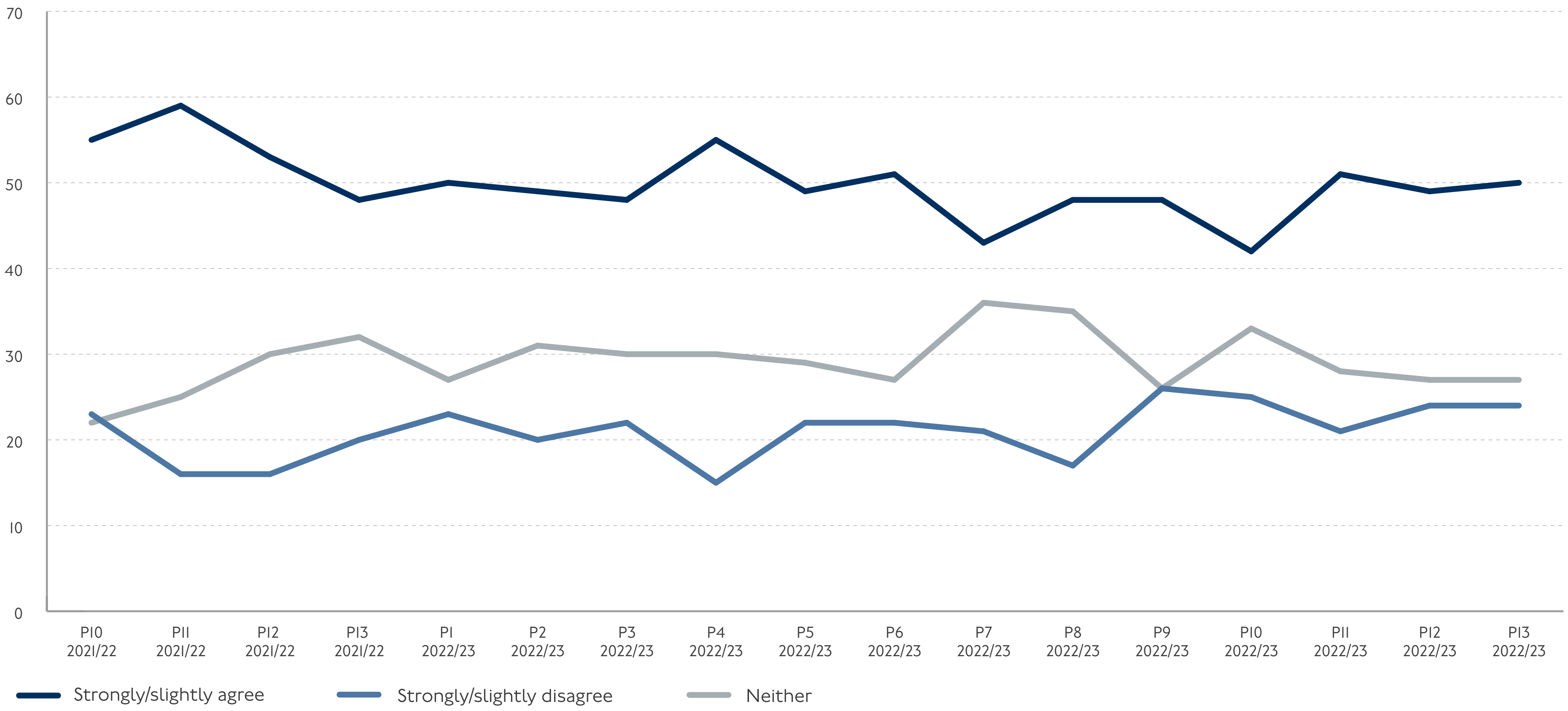
We have continued to support and engage our customers, to ensure we always deliver the best possible experience for them

TfL cares about its customers



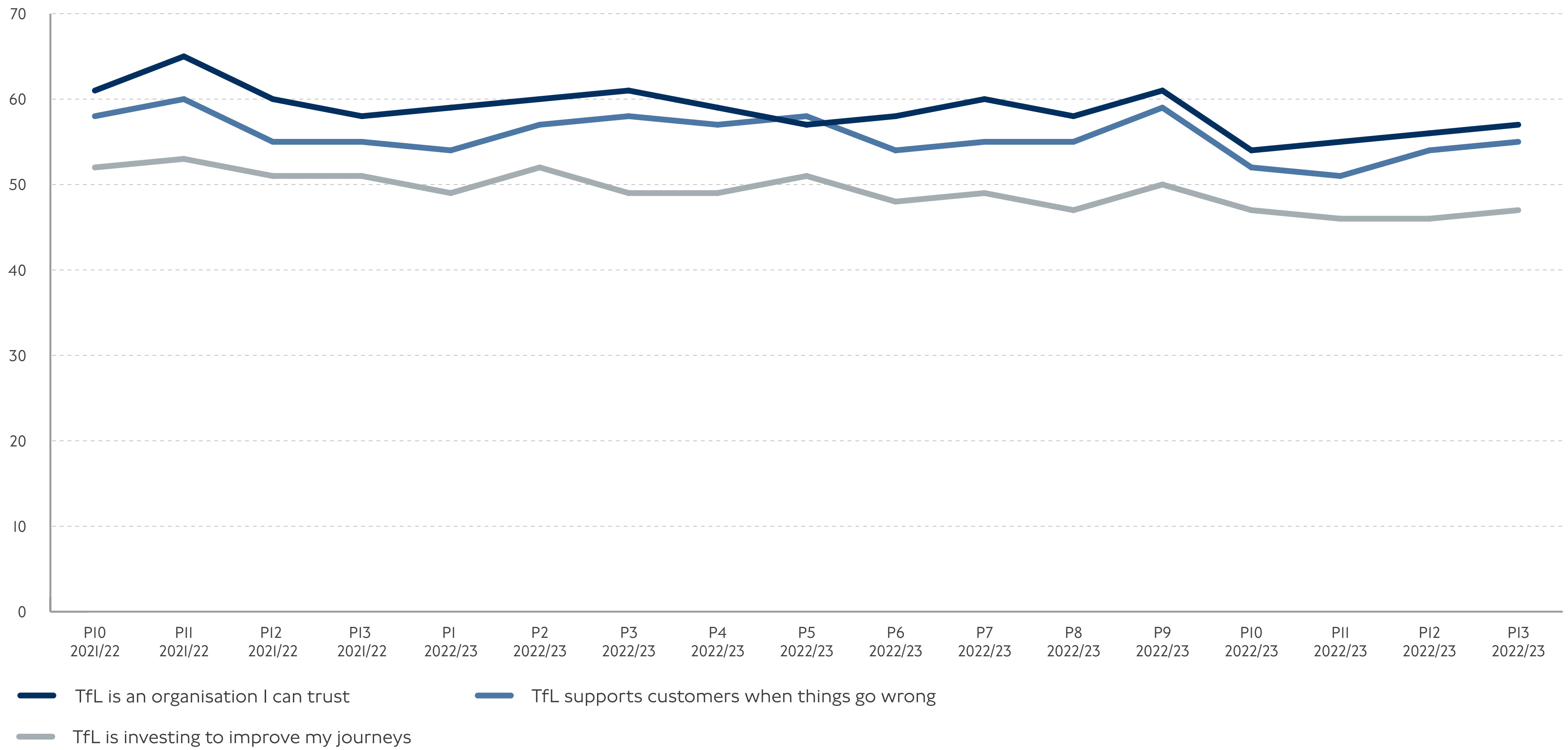
The percentage of Londoners agreeing with the statement 'TfL cares about its customers' is 51 per cent for Quarter 4 2022/23. Among public transport users, defined as people who have used public transport within the previous seven days, the figure is 54 per cent. Our overall care score for 2022/23 is 53 per cent, four percentage points below our scorecard target. A number of ongoing factors continue to affect our care score: strike action across our network, cost of living crisis and a busier network compared to last year.

Disabled Londoners
Agreement, disagreement, neither (%)



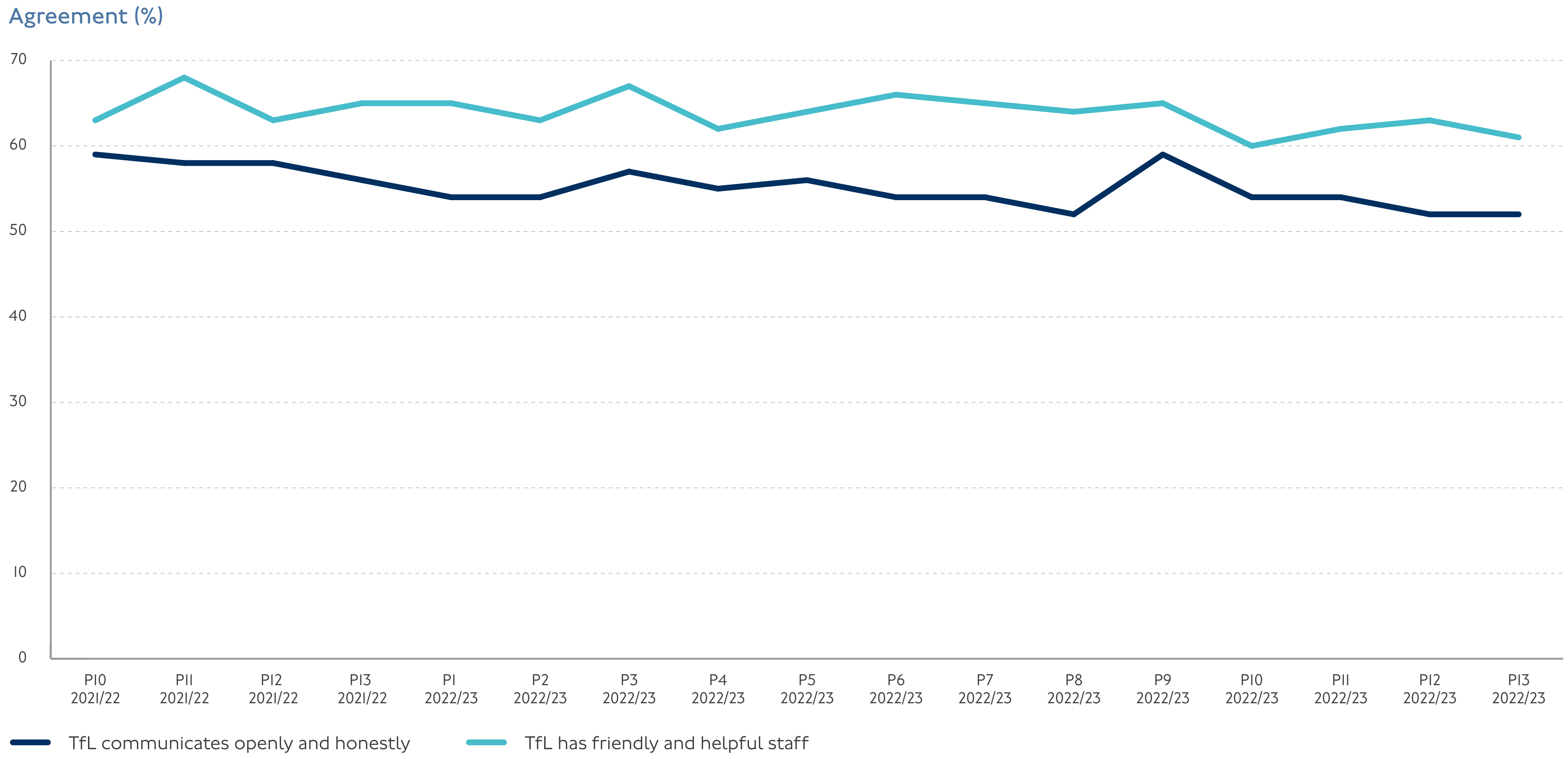
The percentage of disabled Londoners agreeing that 'TfL cares about its customers' in this quarter is 48 per cent. Our overall score for 2022/23 is 49 per cent, three percentage points lower than our 2021/22 score. Confidence to travel among disabled Londoners is lower than that of non-disabled Londoners, but this gap continues to close gradually.

Key survey questions
Agreement (%)



Through analysis, we have identified the five key drivers that have the most influence on Londoners' perception and our 'TfL cares about its customers' metric. Supporting customers when things go wrong remains a key focus area to improve customers' experience.

Overall, scores have seen a slight decrease in this quarter. Over the longer term, metrics remain on a gradual downward trend – moving back towards levels typical of operations before the pandemic.



The decline in the Period 10 Care score is likely due to a combination of factors, including service disruptions due to snow and industrial action.

The downward trend reflects a significant period of uncertainty due to transport strikes and speculation on TfL's funding position, with both having a negative impact on customer perceptions. A continued focus on our core operational performance is critical, as well as ensuring that we support customers when there is disruption to services.

Winning back our customers: key areas focus

To continue winning customers back, we are focusing on the brilliant basics. We will do this by providing a consistent and reassuring staff presence, maintaining a clean network and striving to operate a safe, reliable and efficient service.

With increased instances of industrial action on both National Rail and our network, we will continue to provide timely, up-to-date and consistent information to enable customers to navigate our network if they need to travel on strike days.

Working hard to win customers back with cleaner, greener buses

Raising customer satisfaction with cleaner and less crowded trains

Satisfaction

Past five quarters
Score

	Q4 2021/22	Q1 2022/23	Q2 2022/233	Q3 2022/23	Q4 2022/23
London Underground	76	76	75	75	76
London Buses	78	78	78	77	78
DLR	78	77	78	77	78
London Overground	76	77	77	76	76
London Trams*	N/A	N/A	N/A	76	N/A
Elizabeth line	76	78	83	82	82

Overall satisfaction remained fairly stable for all modes between Quarter 3 and Quarter 4.

While most station metrics remained broadly stable for all modes, the DLR saw significant increases in satisfaction for station cleanliness and wait time for train, and London Buses saw a significant increase in satisfaction for wait time.

Similarly, the majority of on-mode metrics were generally stable or improved this quarter, with significant increases for the following metrics:

- DLR: satisfaction with cleanliness, information, crowding and availability of seats
- LU: satisfaction with temperature and driver announcements
- Elizabeth line: satisfaction with driver announcements

* London Trams are not surveyed on Customer Satisfaction Score continually, but once a year in Quarter 3, so N/A is shown for all other quarters

Calls

In addition to our general contact centre, we have dedicated lines for road charging and the Ultra Low Emission Zone (ULEZ), Taxis and private hire, and Dial-a-Ride.

General contact centre calls

Past five quarters

	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23
Telephone calls	604,653	514,986	580,593	648,557	682,246
Calls abandoned (%)*	13.02	9.8	14.54	14.22	10.31
Correspondence	198,028	189,111	218,007	228,217	265,462
Cases closed (%)**	68.96	81.12	83.44	82.03	83.96
Average speed of answer (seconds)	779	366	348	724	724

Past five years

	2018/19	2019/20	2020/21	2021/22	2022/23 full year
Telephone calls	2,699,025	2,687,696	1,304,300	2,292,137	2,426,382
Calls abandoned (%)*	10.9	16.2	7.6	16.12	12.22
Correspondence	609,201	757,298	364,778	580,567	900,797
Cases closed (%)**	82.0	78.9	83.4	73.80	82.76

The number of calls to our contact centre rose by five per cent compared to the previous quarter, and by 13 per cent compared to the previous year. Abandonment rates fell by 27 per cent this quarter and are 21 per cent lower than Quarter 4 2021/22.

Correspondence demand increased by 16 per cent on Quarter 3, and is up by 35 per cent on the previous year.

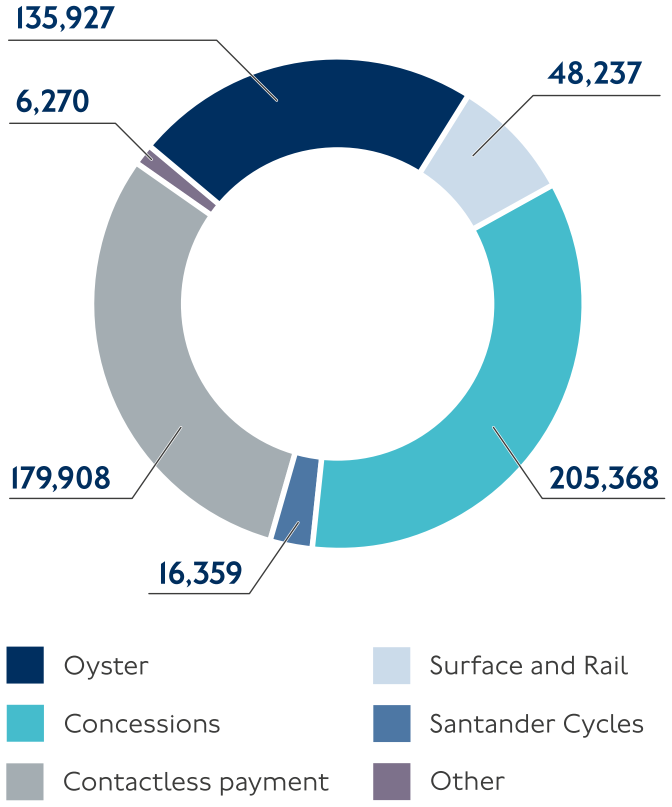
While the increased demand is a positive indicator that customers are returning to the network following the pandemic, we have seen a shift in contacts away from telephony and onto correspondence. We will continue to monitor this trend. Despite the increased demand, we also saw improvements in the percentage of cases closed, up by two per cent on the last quarter, and by 22 per cent on last year.

In spite of facing a number of challenges over the year, we successfully met, or exceeded, all our key performance targets thanks to careful planning and resource management.

* Target of 15 per cent or lower

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

Calls by subject*
This quarter



Call demand rose by two per cent on the last quarter, although it remained down by 15 per cent on Quarter 4 2021/22.

Contactless demand was up by 19 per cent on the last quarter and up by 54 per cent on the previous year. This reinforces the trend we have seen of customers shifting from Oyster to contactless since the pandemic. Oyster demand was up by 15 per cent on the last quarter, but was still down by 22 per cent on the previous year.

Surface and Rail calls rose by 35 per cent on the last quarter and were also up by 28 per cent on the same period last year. Concessions demand fell as we moved away from the traditional seasonal peak seen in Quarter 3.

As expected, cycle hire demand fell (down by 43 per cent on the last quarter and down by 24 per cent on last year). This was largely due to the weather making cycling less attractive to customers.

* Surface and Rail comprises London Underground, London Buses, London Overground, IFS Cloud Cable Car, DLR, Elizabeth line, cycling (general), River services, safety and coaches. Other comprises public Help Points, Taxis and private hire, ticketing apps, Sarah Hope Line and street-related calls

Our contact centres continue to handle a high volume of calls

Road charging and ULEZ

Past five quarters

	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23
Calls received	559,940	334,393	286,306	270,099	360,414
Calls answered	542,331	328,045	281,449	264,702	348,444
Calls abandoned (%)	3.1	1.9	2.0	2.0	3.3
Average speed of answer (seconds)	14	24	34	41	81

Capita's road user charging contact centre continues to perform well within contractual targets, with performance remaining stable during Quarter 4 despite increased call volumes. The average speed of answer for Quarter 4 is 81 seconds and the call abandon rate is three per cent against a target of no more than 12 per cent of calls.

The spike in Quarter 4 2021/22 was caused by increased volumes due to the ULEZ expansion and changes to the Congestion Charging scheme hours.

Past five years

	2018/19	2019/20	2020/21	2021/22	2022/23 full-year
Calls received	1,080,837	1,486,715	1,145,772	1,590,871	1,251,212
Calls answered	1,043,877	1,440,357	1,093,382	1,518,973	1,222,640
Calls abandoned (%)	3	3	5	5	2
Average speed of answer (seconds)	43	42	63	48	46

Taxis and private hire

Past five quarters

	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23
Calls received	56,597	48,626	55,575	155,402	86,949
Calls answered	55,938	47,858	54,425	100,558	77,926
Calls abandoned (%)	1.2	2.0	2.0	35.0	10.4
Average speed of answer (seconds)	21	29	40	2,145	323

Past five years

	2018/19	2019/20	2020/21	2021/22	2022/23 full-year
Calls received	840,178	749,561	222,291	235,135	346,552
Calls answered	582,022	532,096	158,847	225,445	280,767
Calls abandoned (%)	30	29	29	4	19
Average speed of answer (seconds)	733	699	896	111	870

In Quarter 3, we saw a significant increase in demand for taxi and private hire vehicle licensing services, with 180 per cent higher call volume than usual. This was due to the impending change to private hire vehicle licensing that required all newly licensed private hire vehicles to be Zero Emission Capable from 1 January 2023. This extreme demand also impacted the first part of Quarter 4 up to January 2023, leading to a high abandonment rate for that period, which has impacted the overall percentage for the quarter.

Demand for the overall vehicle licensing service, including the contact centre, returned to a steady state from January 2023.

Dial-a-Ride

Past five quarters

	Target	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23
Calls received	N/A	102,724	91,224	93,267	75,705	117,643
Calls abandoned (%)	10	13.8	11.2	11.1	11.0	6.8
Average speed of answer (seconds)	180	344	276	275	276	154
Email bookings	N/A	10,684	10,728	9,761	10,202	11,300

We received 14.5 per cent more calls this quarter than in Quarter 4 2021/22. We were able to obtain good results by recruiting several operators to answer calls and by helping our reservationists team to cope with the demand. Our abandonment rate and average speed of answer have been halved compared to the same quarter last year. We completed the year within our abandonment target of 10 per cent.

Past five years

	2018/19	2019/20	2020/21	2021/22	2022/23 full-year
Calls received	564,391	533,868	117,275	299,944	372,094
Calls abandoned (%)	10.5	10.7	5.5	10.6	9.9
Average speed of answer (seconds)	233	287	108	249	239
Email bookings	45,950	82,450	6,368	31,573	41,991

Complaints

Complaints
Year on year (per 100,000 journeys)

	Q4 2021/22	Q4 2022/23	Variance (%)
London Underground	0.97	0.89	-8
London Buses	2.99	3.5	17
DLR	0.48	0.54	13
London Overground	0.52	0.37	-29
Elizabeth line	1.22	0.58	-52
London Trams	0.92	0.64	-30
IFS Cloud Cable Car	5.9	4	-32
Congestion charge	3.19	2.15	-33
Dial-a-Ride*	61.94	54.48	-12
London River Services	0.56	0.29	-48
Santander Cycles	2.32	3.87	67
Taxis**	3.24	4.4	36
Private hire**	2.3	3.14	37
Contactless	0.5	0.46	-8
Oyster	0.43	0.48	12

Past five years

	2018/19	2019/20	2020/21	2021/22	2022/23 full-year
London Underground	0.98	1.14	1.74	1.26	0.96
London Buses	3.17	3.17	4.37	3.29	3.42
DLR	0.78	0.89	1.09	0.54	0.65
London Overground	1.69	1.58	1.24	0.65	0.48
Elizabeth line	2.39	2.30	2.26	1.77	0.79
London Trams	1.28	1.65	1.76	0.85	0.81
IFS Cloud Cable Car	4.11	2.83	2.57	4.69	3.75
Congestion charge	1.59	2.48	3.83	3.55	2.24
Dial-a-Ride*	69.86	83.62	64.87	61.33	66.99
London River Services	1.49	1.26	2.44	0.47	0.25
Santander Cycles	4.00	3.54	2.68	2.24	3.29
Taxis**	7.22	8.06	1.69	3.24	4.68
Private hire**	2.95	2.57	1.36	2.3	2.95
Contactless	0.21	0.40	0.39	0.5	0.51
Oyster	0.15	0.17	0.26	0.48	0.49

London Underground complaints fell by eight per cent, despite seeing a 36 per cent rise in customer journeys. There was a similar pattern for London Overground and the Elizabeth line, with complaints falling by 29 per cent and 52 per cent respectively, despite journeys increasing by 23 per cent on London Overground and by a staggering 338 per cent on the Elizabeth line.

Bus complaints rose by 17 per cent, which is an increase roughly in line with the 15 per cent rise in customer journeys. The complaints were linked mainly to gaps in service and drivers not stopping to pick up customers.

DLR also saw an increase in complaints, which rose by 13 per cent against a 21 per cent increase in journeys. London Trams saw complaints fall by 30 per cent despite a six per cent increase in demand.

Contactless complaints fell by eight per cent against a 36 per cent increase in customer demand, while Oyster complaints rose by 12 per cent alongside a 13 per cent rise in customer demand.

London Underground, London Overground and the Elizabeth line all show improvements on last year, with London Underground recording its best performance in five years, with only 0.96 complaints for every 100,000 journeys.

Bus complaints rose by four per cent on last year, although this was against a 20 per cent increase in demand over the previous year, so in context the increase is relatively small. DLR also saw rises in complaints this year, mostly driven by timetable changes to improve the service following the pandemic, and ongoing lift maintenance. Taxis and private hire are both showing increased complaints on last year. Contactless complaints per 100,000 have risen slightly (0.01 per cent) against a 43 per cent increase in demand. Oyster complaints have also risen by 0.01 per cent.

* The highly individual nature of the Dial-a-Ride service results in a high complaint rate compared to the mass-volume mainstream modes.

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

Customers praise the support from our frontline staff

Commendations

Commendations
Past five quarters

	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23
London Underground	272	337	312	290	351
London Buses	733	693	610	577	782
DLR	2	12	20	11	23
London Overground	33	26	39	24	38
Elizabeth line	39	11	52	46	59
London Trams	8	2	2	2	2
IFS Cloud Cable Car	4	5	8	7	2
Dial-a-Ride	13	8	4	3	0
London River Services	3	3	0	1	1
Santander Cycles	0	0	0	0	0
Taxis and private hire	20	31	30	26	31
TfL Road Network	2	0	1	1	1
TfL Policy	3	8	6	5	9

Overall commendations rose by 31 per cent on the last quarter and were 15 per cent higher than Quarter 4 2021/22.

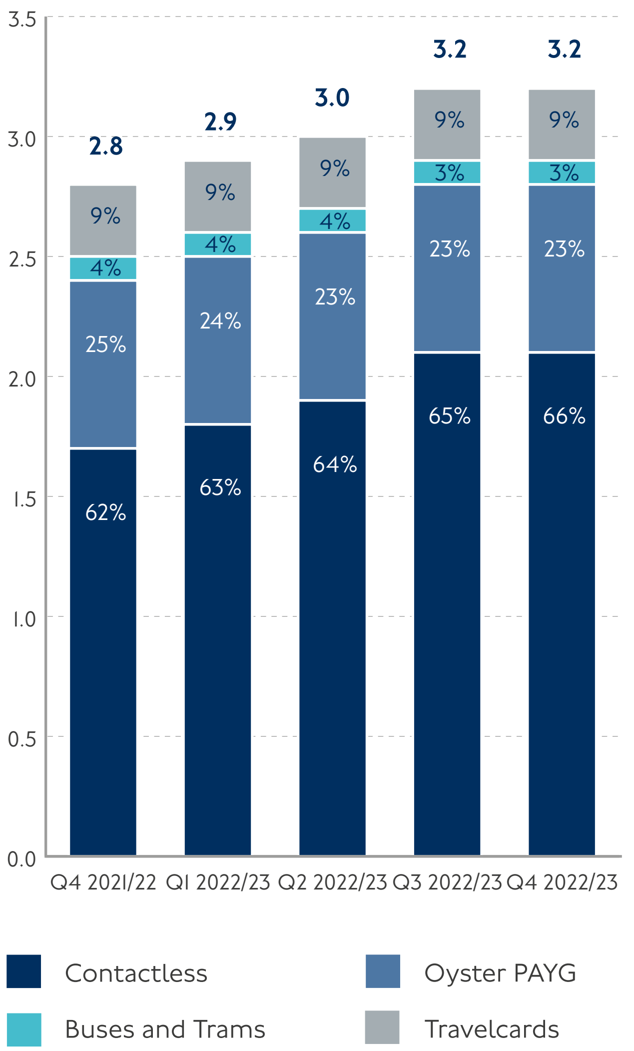
London Underground and Buses both saw commendations rise on the last quarter (21 per cent and 36 per cent respectively) and compared to the same time last year. DLR also saw rises, albeit on lower overall volumes, being up by 109 per cent on the last quarter and up by 1,050 per cent on Quarter 4 2021/22.

Taxis and private hire saw a rise in commendations, up by 19 per cent on the last quarter and up by 55 per cent compared to the same time last year.

The Elizabeth line saw continued growth, with commendations rising by 28 per cent on the last quarter and by 51 per cent on last year. London Overground also saw a rise of 58 per cent on the last quarter, and 15 per cent on last year.

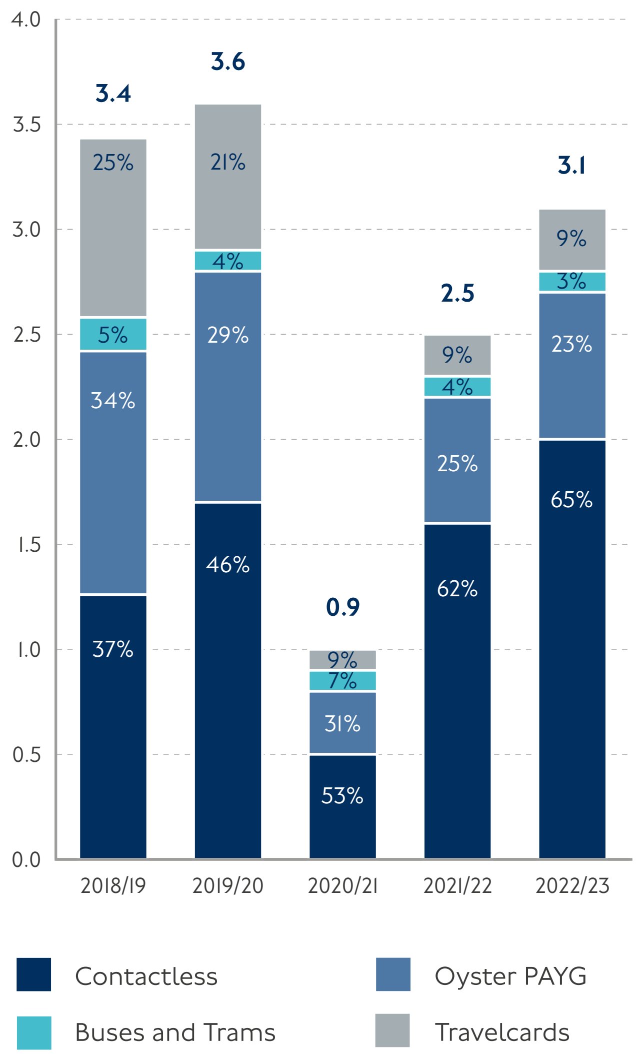
Tickets

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



Overall demand has been steadily recovering since the Government lifted all restrictions to prevent the spread of coronavirus. The share of contactless payment media (cards and mobile devices) used has increased to 66 per cent of all fare payer tickets in the latest quarter, up from 62 per cent a year ago.

Past five years (millions)***



Before the pandemic, the total number of fare payer tickets used remained fairly stable every year, while the share of contactless increased. Demand declined dramatically during the pandemic.

140m 

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

4.1m

contactless journeys are made daily

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

** Days measured:
Thursday 17 March 2022 Q4 2021/22
Thursday 9 June 2022 Q1 2022/23
Thursday 8 September 2022 Q2 2022/23
Thursday 24 November 2022 Q3 2022/23
Thursday 23 March 2023 Q4 2022/23

*** Days measured:
Thursday 7 February 2019
Thursday 6 February 2020
Thursday 4 February 2021
Thursday 10 February 2022
Thursday 9 February 2023

System availability

Ticketing system availability (%)

	Q4 2021/22			Q4 2022/23		
	Actual	Variance to target	Variance to last year	Actual	Variance to target	Variance to last year
London Underground – ticketing system overall availability	99.36	+1.16	-0.33	98.98	+0.78	-0.38
London Buses – bus validations – overall availability	99.72	+0.72	-0.02	99.66	+0.66	-0.06

Targets were exceeded for both London Underground and Buses in this quarter and throughout 2022/23. Compared with Quarter 4 last year, there is greater use of the transport system.

Internal IT

Past five quarters (%)

	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23
System performance	99.91	99.87	99.97	99.73	99.94

Quarter 4 saw an increase in availability percentage over Quarter 3 by 0.21 per cent – our second-highest quarter score. Performance remained above our 99.60 per cent target at 99.88 per cent by the end of 2022/23. Nineteen Severity 1 incidents across nine services affected our performance this quarter, including 10 incidents aligned to our Network Service.

Annual trend (%)

	2018/19	2019/20	2020/21	2021/22	2022/23 full-year
System performance	99.87	99.93	99.94	99.90	99.88

Digital

The TfL Go app has now reached more than 3.7 million downloads across iOS and Android devices. It is used by more than 680,000 customers each month. Our digital services continue to see significant disruption-driven peaks.

We have introduced single adult pay as you go fares information into TfL Go to help customers assess the relative costs of journey options.

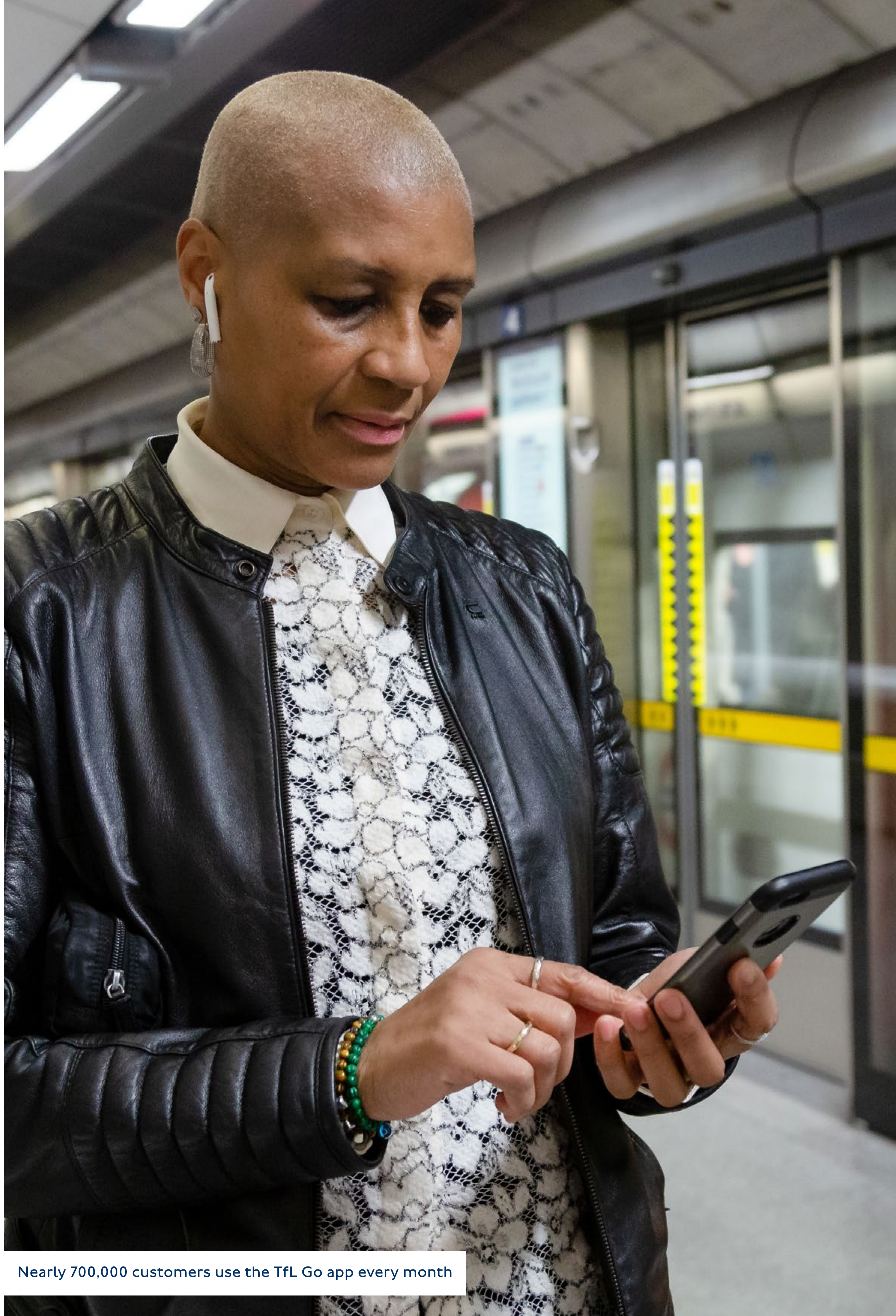
Earlier this year, we launched a new version of our journey planner, which generates journey recommendations based on real-time bus arrivals rather than timetables.

3.7m
downloads of the TfL Go app since launch

680,000
monthly TfL Go app users

15.3m
unique devices visiting the TfL website this quarter

224m
website page views this quarter



Nearly 700,000 customers use the TfL Go app every month

Travel demand management

This year's festive season was similar to pre-pandemic celebrations, with the return of major events and seasonal shopping. Our travel advice at this time ensured that our customers were informed of planned works, industrial action, which services were running and what major events were happening so that they could plan ahead and make the most of London.

The new year saw the start of HS2 enabling works, which reduced a section of Euston Road to two lanes in each direction. Working with the operational business, we produced a bespoke campaign to help reduce the significant effect on traffic levels, especially bus journey times. Initial traffic impacts measured were moderate, with a five per cent reduction in traffic flows – this was attributed to our campaign and the use of variable message signage.

Customers use TfL Go to choose more comfortable travel times

Campaigns

Campaigns – customer information email volumes
Past five years

	2018/19	2019/20	2020/21	2021/22	2022/23
Customer information emails (millions)	189	205	211	226	302
Campaigns	930	1,101	685	950	625

A sizeable percentage of our email campaigns this year have dealt with high-level disruptions to the transport network, with an unprecedented number of strikes announced on our own services and National Rail. With the delivery also of several email campaigns to support Operation London Bridge, we have sent many campaigns to large customer audiences, letting them know how their journeys will be impacted.

While we have reduced the number of emails sent since the pandemic, we are still ensuring that customers are aware of all levels of disruption.

The role of our customer relationship management marketing programme is to support our core business objectives. Each email has a clearly defined purpose and audience. Emails are either an 'inform' or 'influence' message, in a short format (klaxon) or long format (thematic). We deliver relevant and engaging content to our audience, with the latest campaigns or partnership discounts tailored and personalised to the database.

At present, the marketing database has 1,352,054 customers subscribed.

From 11 December 2022 to 31 March 2023, we deployed nine marketing emails to the database, with multiple versions based on the target audience. These emails supported revenue-generating messages relating to (for example) half-term activity, partnership discounts, wider London events, Christmas messaging, the Tube's 160th anniversary and ULEZ. It was also the first time we deployed a 'full 2022 round-up', which gave customers personalised travel data for the year.

302m
customer information emails sent in 2022/23

762
campaigns in 2022/23

Customer marketing and behaviour change campaigns

ULEZ expansion 2023 campaign

Our campaign to raise awareness of the ULEZ expansion across all London boroughs was launched on 9 January 2023, targeting drivers in London and the Home Counties. The campaign encouraged vehicle checking, helping drivers to prepare for the expansion from 29 August 2023.

The campaign was launched across channels including TV, video-on-demand, radio, posters, petrol pump advertising, digital screens in motorway service stations, the London press, and digital and social channels. Targeted communications, including door drop leaflets, emails, face-to-face leafleting and letters sent via the DVLA to non-compliant vehicle owners, provided detailed information on the scheme as well as options and support available for those affected.

The campaign also included a partnership with local newspapers and radio stations featuring content from advocates highlighting the impact of air pollution on the health of Londoners.

From the announcement of the ULEZ expansion on 25 November 2022 to the end of the 2022/23 financial year, we had received a total of 7.3 million page views from 2.8 million unique visitors to our vehicle checker.

A separate scrappage scheme campaign was also launched on radio and in the London press, as well as via digital and social targeting. This encouraged eligible Londoners to apply for financial assistance to scrap their vehicle, and promoted wider support from all Londoners.

Our marketing campaigns give customers advance information

Our frontline staff are always on hand to advise and assist customers

Consultations

We launched nine consultations in Quarter 4:

- Direct Vision Standard: Phase 2
- Arthur Street improvements for pedestrians and cyclists, and changes to the 344 bus route
- Safety improvements for taxi and private hire passengers
- Brent Cross South bus changes
- Bus route 315 extension to Springfield Hospital
- Route 79 extension to Stonebridge Park station
- Routes 346, 347 and 497 restructuring
- King's Cross Gyratory and Pentonville Road: cycle and pedestrian safety improvements
- Changes to routes 92, 206 and 440 in Wembley

We are planning to launch 10 consultations in Quarter 1 2023/24.

London Assembly scrutiny

London Assembly scrutiny
Quarter 4

Date	Title	Type of scrutiny
4 January 2023	Budget and Performance Committee: GLA Budget (TfL)	Public meeting
17 January 2023	Transport Committee: Public transport fares in London	Public meeting
2 February 2023	Transport Committee: Road user charging	Public meeting
21 March 2023	Transport Committee: Commissioner Q&A	Public meeting

The London Assembly closely scrutinises all our operations

About us

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

We run most of London's public transport services, including the London Underground, London Buses, the DLR, London Overground, Elizabeth line, London Trams, London River Services, London Dial-a-Ride, Victoria Coach Station, Santander Cycles and the IFS Cloud Cable Car. The experience, reliability and accessibility of these services is fundamental to Londoners' quality of life.

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

During the pandemic, we took a huge range of measures to ensure people were safe while travelling. This included extensive cleaning regimes across the public transport network and working with London's boroughs to introduce the Streetspace for London programme, which provided wider pavements and cycle lanes for people to walk and cycle safely and maintain social distancing. London's recovery is vital to the UK's recovery as life returns to normal. We want to ensure London avoids a car-led recovery and we continue to reassure people the capital and our transport network is safe and ready for them.

We have constructed many of London's most significant infrastructure projects in recent years, using transport to unlock much needed economic growth. This includes major projects like the extension of the Northern line to Battersea Power Station and Nine Elms in south London, as well as our work at Barking Riverside and the Bank station upgrade.

Working with the Government, we opened the Elizabeth line in time for Queen Elizabeth II's Jubilee. This transformational new railway adds 10 per cent to central London's rail capacity and supports the delivery of high-density, mixed-use developments, which are planned around active and sustainable travel to ensure London's growth is good growth. We also use our own land to provide thousands of new affordable homes and our own supply chain creates tens of thousands of jobs and apprenticeships across the country.

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

We are constantly working to improve the city for everyone. This means using information, data and technology to make services intuitive and easy to use and doing all we can to make streets and transport services accessible to all. We reinvest every penny of our income to continually improve transport networks for the people who use them every day. None of this would be possible without the support of boroughs, communities and other partners who we work with to improve our services. By working together, we can create a better city as London's recovery from the pandemic continues.

July 2023

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