

Customer Service and Operational Performance Panel



Date: 24 January 2018

Item: Quarter 3 Customer and Operational Performance Report

This paper will be considered in public

1 Purpose

- 1.1 The purpose of this paper is to update the Panel on TfL's customer and operational performance for Quarter 3 2016/17.
- 1.2 This report covers the period from 17 September to 9 December 2017.

2 Recommendation

- 2.1 **The Panel is asked to note the report.**

3 Customer Reporting to Panel

- 3.1 This report will be presented at each Panel.

List of appendices to this report:

Appendix 1: Quarter 3 Customer and Operational Performance Report

List of Background Papers:

None

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Transport for London customer and operational performance report

Quarter 3 (17 September 2017 – 9 December 2017)

About Transport for London (TfL)

Part of the Greater London Authority family led by Mayor of London Sadiq Khan, we are the integrated transport authority responsible for delivering the Mayor's aims for transport.

We have a key role in shaping what life is like in London, helping to realise the Mayor's vision for a 'City for All Londoners'. We are committed to creating a fairer, greener, healthier and more prosperous city. The Mayor's Transport Strategy sets a target for 80 per cent of all journeys to be made on foot, by cycle or using public transport by 2041. To make this a reality, we prioritise health and the quality of people's experience in everything we do.

We manage the city's red route strategic roads and, through collaboration with the London boroughs, can help shape the character of all London's streets. These are the places where Londoners travel, work, shop and socialise. Making them places for people to walk, cycle and spend time will reduce car dependency and improve air quality, revitalise town centres, boost businesses and connect communities.

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

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

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

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

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

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

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Introduction

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

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

Within London Underground, we avoided a repeat of the Piccadilly line service issues last year through careful and thorough planning. Although we have seen a slight decline in passenger numbers on the Tube, it is against a backdrop of falling passenger numbers on rail services in London and the South East. The Mayor's fares freeze is enabling our services to be more resilient. Our network reliability also continues to be a challenge and we are actively addressing areas of staff unavailability, signalling, customer and fleet issues to deliver the services our customers need.

Within Surface Transport, year to date we have exceeded expectations on Journey Time Reliability, reduced Bus Excess Wait Times and seen an improvement in average bus speeds across the network. Within the last quarter we have renewed our commitment to safety across the public transport network, in particular through the bus safety summit and with safety improvements made on the Trams network.

Across our business, we are improving the way we use technology to make it easier for people to travel, how and when they want.

Contactless payment is now used for 47.5 per cent of pay as you go journeys. We expect this figure to grow as more customers adopt mobile payment as it is progressively enhanced.

We have worked with Waze and Eurotunnel to prevent delays and closures of the Blackwall Tunnel. As part of this trial we introduced a range of new measures to reduce delays at the tunnel, such as reminding drivers to have enough fuel approaching the tunnel, and providing drivers with peak time congestion information on certain routes on the road network. Leaflets were also distributed in 10 different languages, enabling drivers to choose between the Blackwall Tunnel and the Dartford Crossing depending on the time of the day, vehicle and height restrictions.

Our partnership with Waze will continue in 2018 and will look at a number of busy roads and major planned road closures, with the aim of helping road users avoid unnecessary delays.

Mark Wild
Managing Director, London Underground

Gareth Powell
Managing Director, Surface Transport

Vernon Everitt
Managing Director, Customers,
Communication and Technology



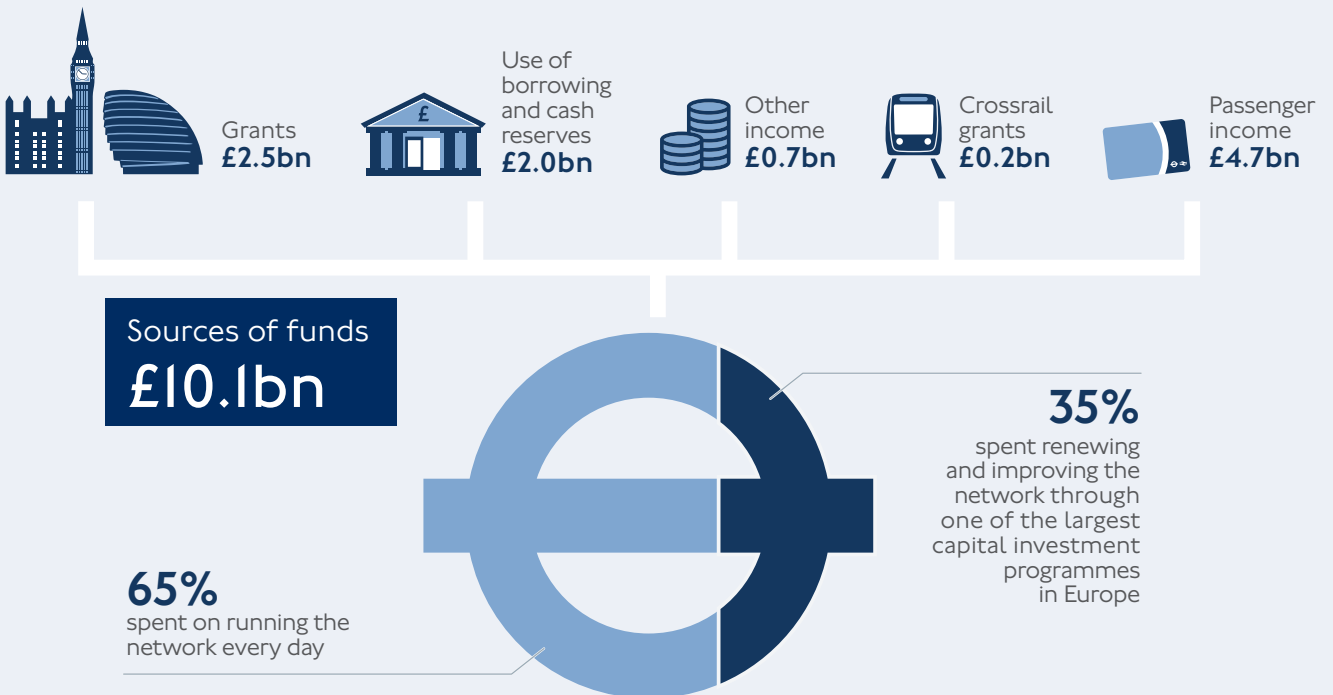
Business at a glance

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

How we report on our business



Finances at a glance*



*Based on full year 2016/17

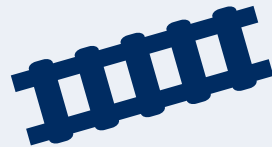
Facts and figures*



9,600 Buses on the TfL network



940 Trains on the TfL network

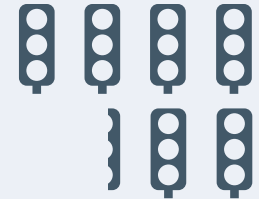


680 km TfL-operated Rail and Underground routes

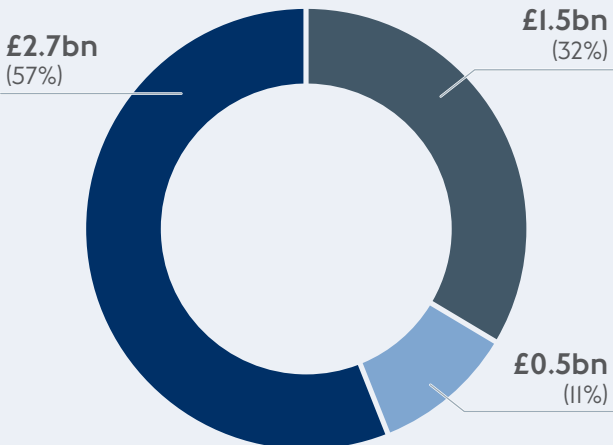


580 km TfL-operated highways

6,350 Traffic signals operated by TfL



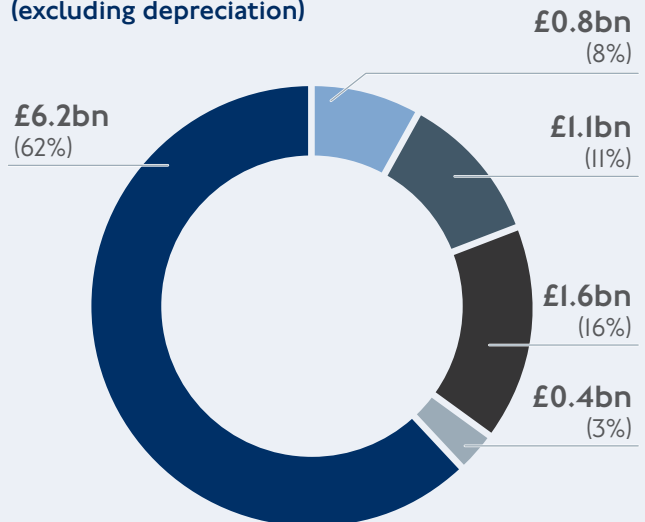
Total passenger income*



Total: **£4.7bn**

- Underground
- Rail
- Buses

Total costs* (excluding depreciation)



Total: **£10.1bn**

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

Operational trends

Passenger journeys Quarter 3 2017/18 YTD

2,824m total number of journeys*

1%▼ total passenger journeys

London Underground



953m

Buses



1,580m

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



274m

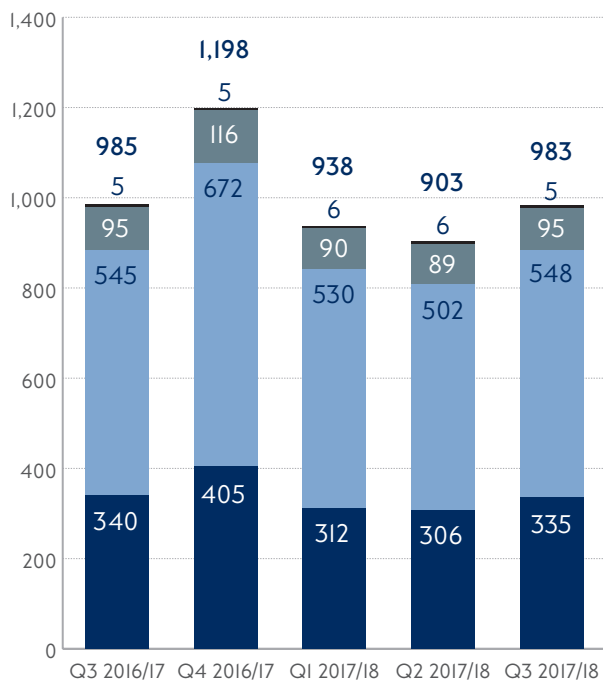
Other (London River Services, Dial-a-Ride, Santander Cycles)



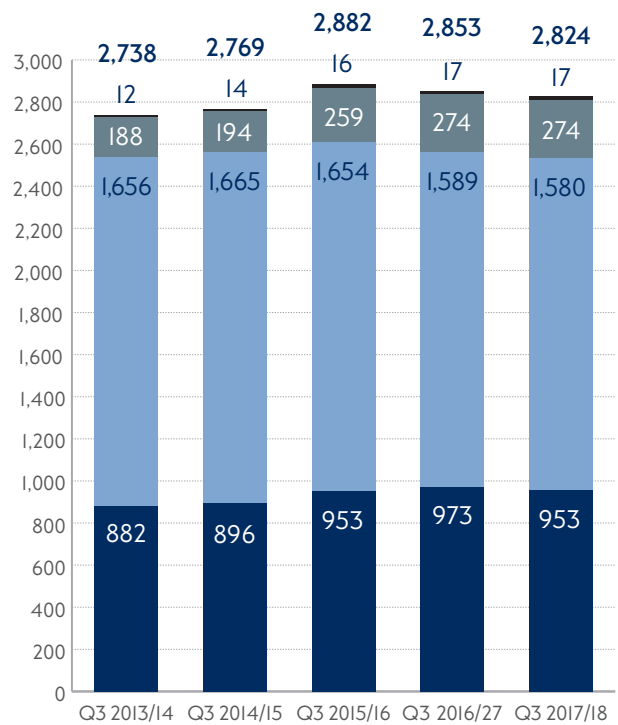
17m

* Excluding road journeys and pedestrians

Passenger journeys (millions) Quarterly



Five-year trend year-to-date



■ London Underground ■ Buses ■ Rail ■ Other

LU passenger volumes were 20 million (two per cent) lower over the first three quarters in the current year compared with 2016/17. The underlying trend, after adjusting for the later Easter, is one per cent lower than the same period last year. Passenger journeys have been impacted by an overall reduction in rail demand in London and the South East.

Bus passenger volumes were one per cent lower than last year. This is driven by Q1 having one less day than last year and the timing of Easter. This is partly offset by some year-on-year improvement in bus speeds, particularly in central London and also improved ticket machine reliability following software improvements. Underlying journeys show a growth of 0.5 per cent year-on-year.

Passenger journeys across London Rail remain broadly stable.

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



Underground

London Underground (LU) 

Passenger journey analysis

	Q3 2017/18	Q3 2016/17	Variance
Number of passenger journeys (millions)	953	973	-2%

Passenger journeys

Underlying demand is one per cent lower than the same period last year. Overall demand is down for rail travel in London and the South East including Network Rail.

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



1.0%▼



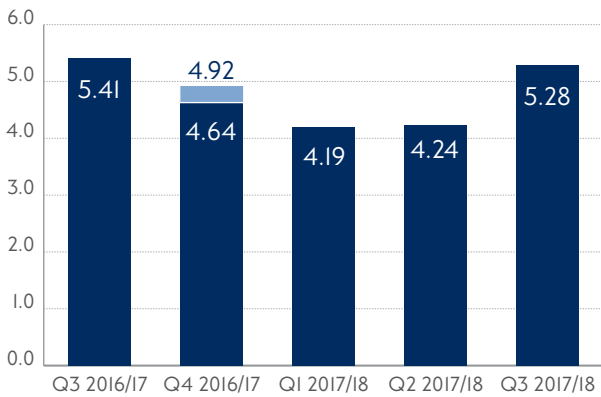
1.2%▲



4.8%▲

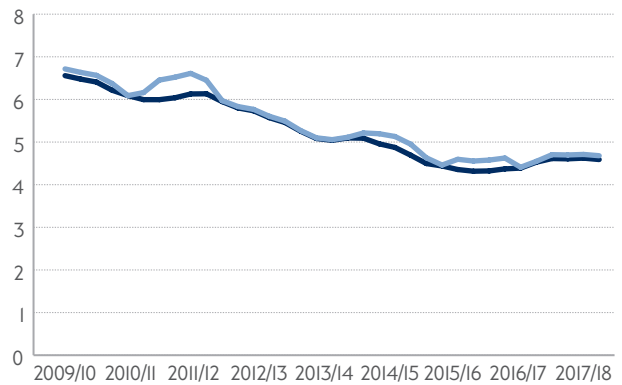
Compares underlying passenger journey numbers in the quarter with those in the corresponding quarter in the previous year. Not actuals – adjusted for one-off events such as strike days, timing of public holidays and the number of days in each quarter.

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



■ Including industrial action

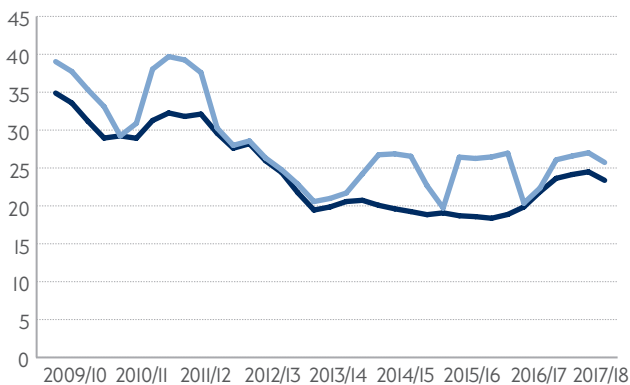
EJT moving annual average (minutes)



■ Including industrial action
■ Excluding industrial action

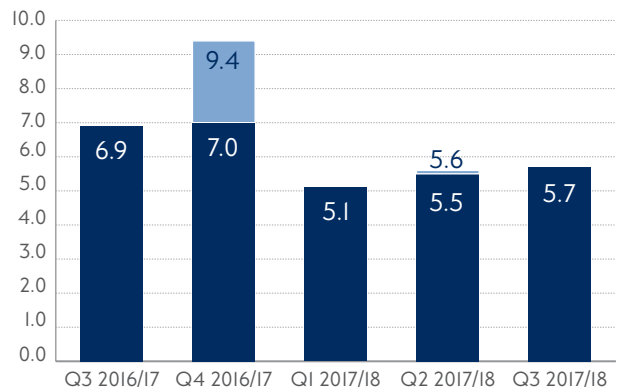
Our planning averted a repeat of last year’s major seasonal problem with damaged wheels on the Piccadilly line related to reduced rail adhesion and leaf-fall. EJT was lower than the same quarter last year. Network reliability continues to be affected by staff unavailability, signalling, customer and fleet issues.

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



■ Including industrial action
■ Excluding industrial action

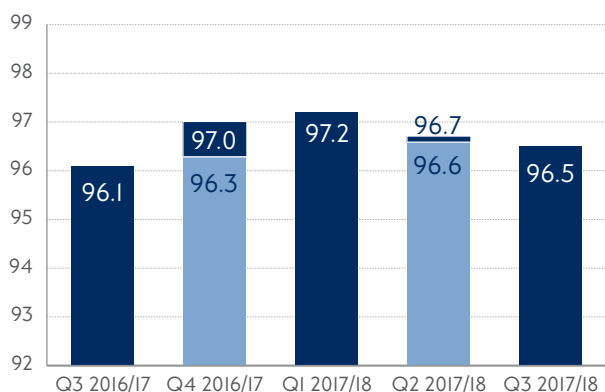
Past five quarters (millions)



■ Including industrial action
■ Excluding industrial action

As with EJT, network reliability continues to be affected by staff unavailability, signalling, customer and fleet issues.

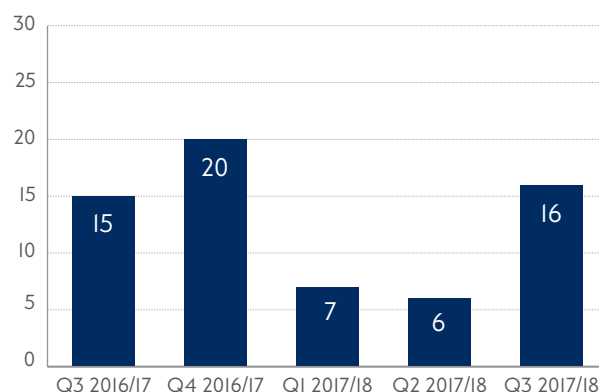
Scheduled kilometres operated Past five quarters (%)



- Including industrial action
- Excluding industrial action

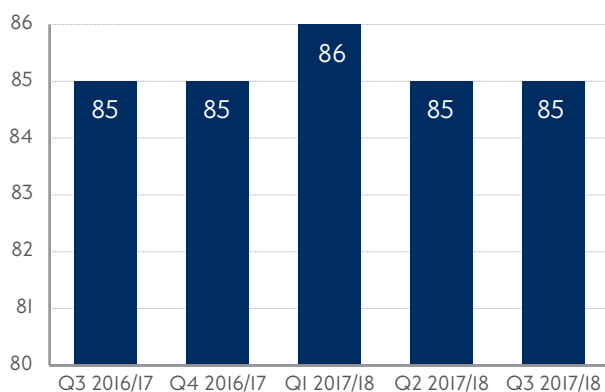
Performance did not match the first two quarters of the year. As with LCH, the number of kilometres operated was affected by staff unavailability, customer incidents and fleet issues.

Safety Customer RIDDORs* past five quarters



Delivery of the plan to reduce customer injuries by 17 per cent continues. A review of escalator initiatives appears to show a reduction in the seriousness of customer injuries, but the number of minor injuries remains comparable to last year. All lines, and the stations with the most injuries, now have robust plans.

Customer satisfaction (CSS) Past five quarters

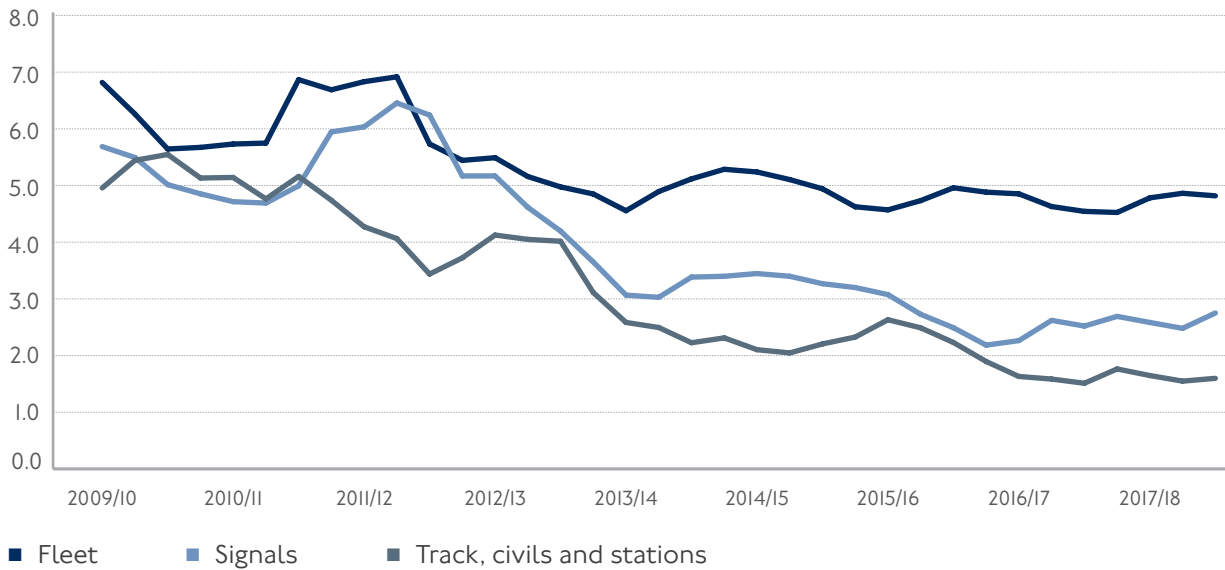


The LU CSS overall satisfaction score remained stable at 85 in Q3. Satisfaction with safety, both in station and on platform, has dropped; this seems to have been caused by the usual seasonal increase in levels of crowding that we see in Q3.

	Q3 CSS
Bakerloo line	87
Central line	85
Circle line/Hammersmith & City line	84
District line	85
Jubilee line	86
Metropolitan line	86
Northern line	84
Piccadilly line	82
Victoria line	85
Total	85

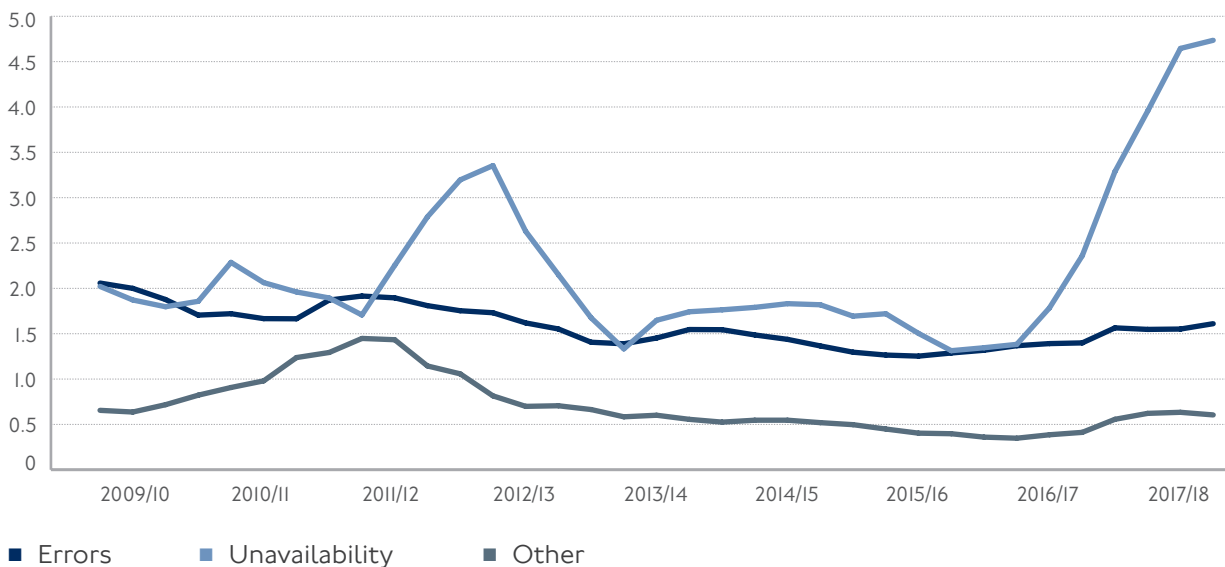
LCH trends

Asset-related LCH – moving annual total (millions)



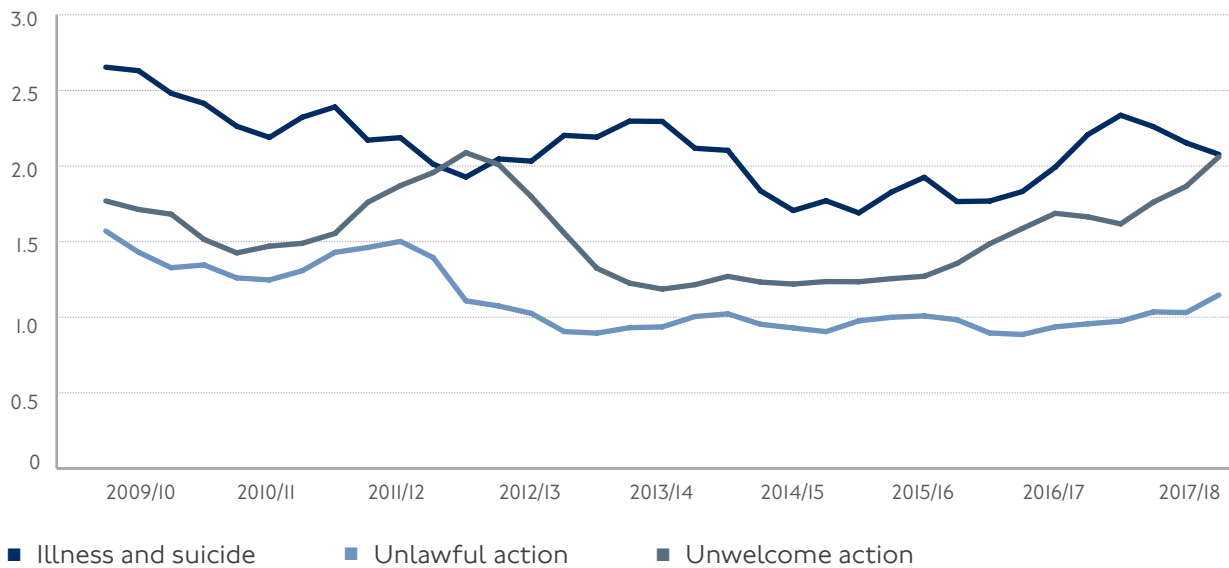
We are seeing signs of improvement in fleet reliability, although a few power and signalling incidents had a considerable impact on LCH. The derailment of an SWR train on LU track at Wimbledon resulted in delays for two days while repairs were made.

Staff-related LCH – moving annual total (millions)



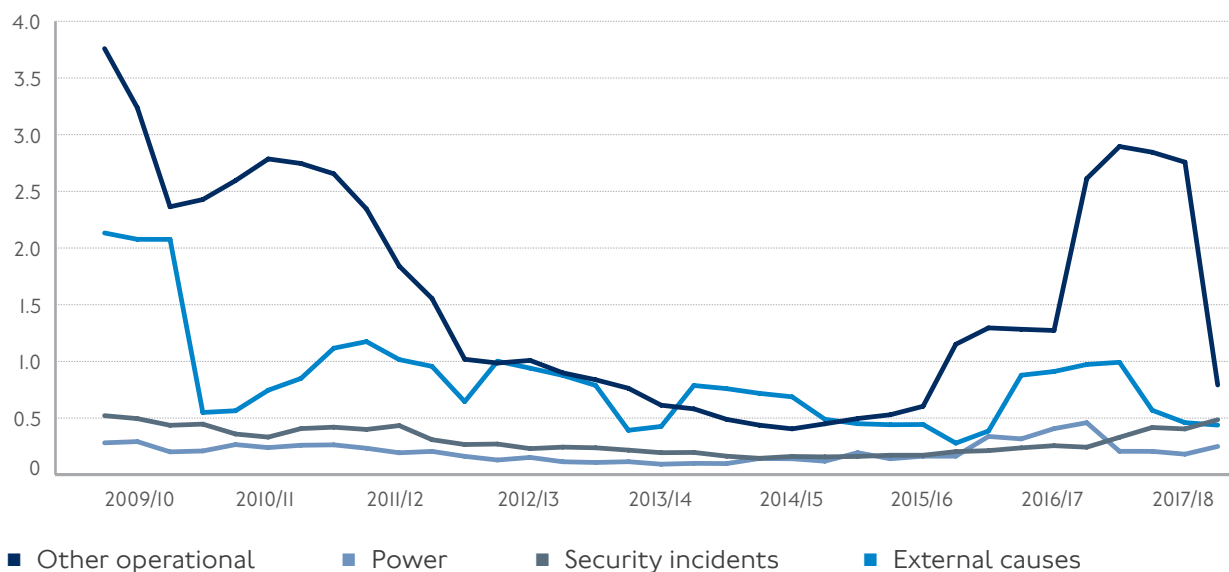
The increase in staff unavailability since the beginning of last year remains a concern. In addition to our strategic initiatives across the network, each depot is making short- and medium-term tactical recommendations to improve reliability. We are working to reduce the impact of staff errors.

Customer-related LCH – moving annual total (millions)



We continue to prioritise responding promptly when passengers are taken ill on trains. Almost all lines are resolving incidents more quickly than last year, although all lines except for the Jubilee and Central are seeing more incidents compared to 2016/17. There is a rising trend in unwelcome action by customers, and we are focusing on influencing behaviour at the stations where most incidents occur.

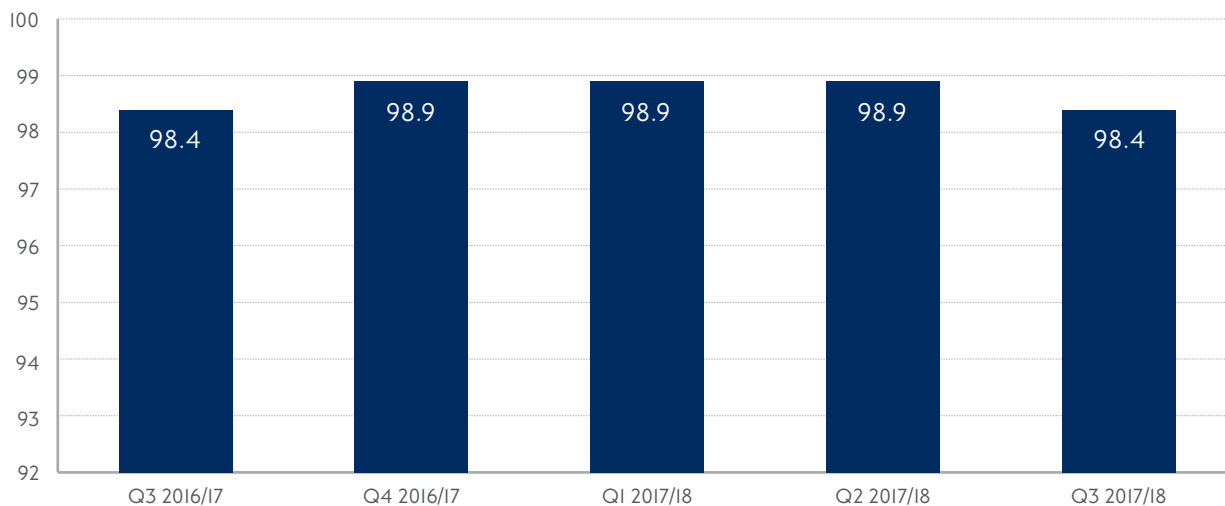
Other LCH – moving annual total (millions)



The big drop in LCH caused by other operational incidents shows that our planning mitigated the seasonal risk of wheel damage as a result of wheels sliding on the rails. During the autumn leaf-fall last year, a high proportion of Piccadilly line trains were taken out of service.

Step-free access (SFA)

Past five quarters



Availability of our step-free access stations continues to be high and is on target for the year to date. Where incidents occur, they tend to be caused by assets at a small number of stations, and our focus is on resolving asset issues and maintaining staff availability.



Buses

London Buses

Passenger journey analysis

	Q3 2017/18	Q3 2016/17	Variance
Number of passenger journeys (millions)	1,580	1,589	-1%

Passenger journeys

Total passenger journeys were one per cent lower than last year. This was driven by Period I having one less day than the last financial year and Easter falling in April. This is partly offset by some improvement in bus speeds, particularly in central London, and also increased ticket machine reliability following software improvements. On a normalised basis, passenger journeys were 0.5 per cent higher.

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

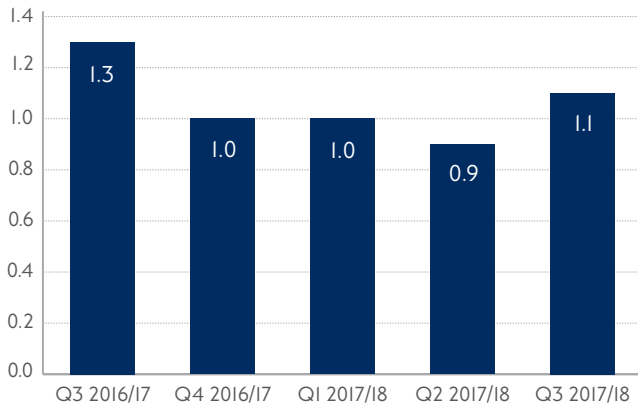


Compares underlying passenger journey numbers in the quarter with those in the corresponding quarter in the previous year. Not actuals – adjusted for one-off events such as strike days, timing of public holidays and the number of days in each quarter.



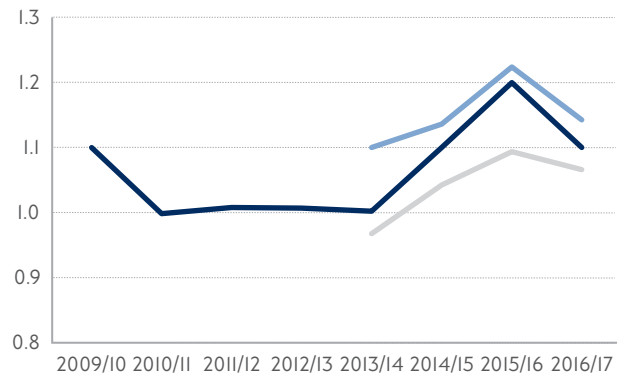
Reliability

Reliability EWT



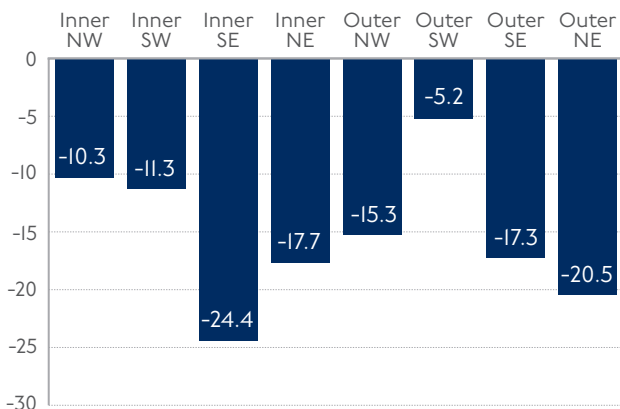
The autumn quarter is usually the most difficult for bus reliability. EWT has improved to best ever levels for this quarter following the year-on-year improvement in operating conditions, partly due to a range of measures taken by TfL to protect reliability.

EWT annual trend (minutes)



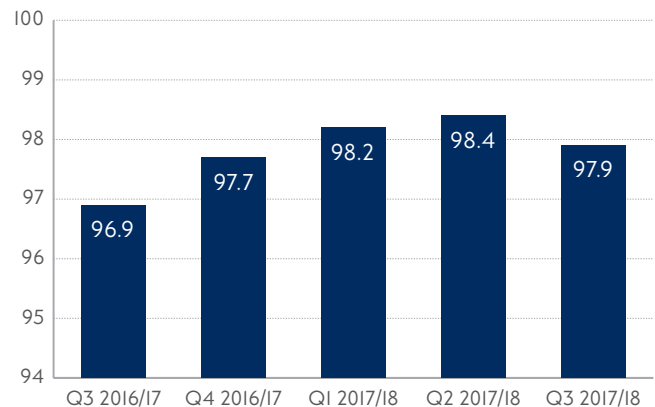
- Bus EWT
- EWT – Inner routes
- EWT – Outer routes

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



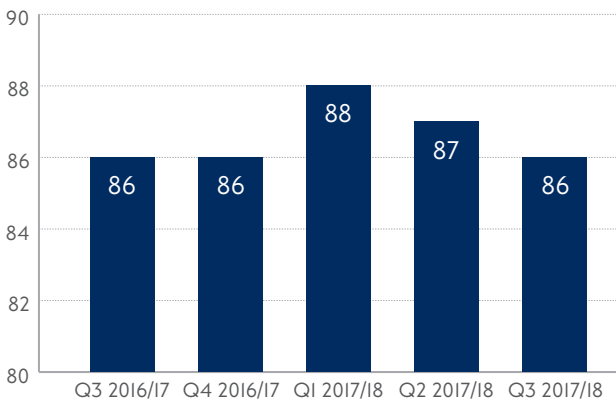
Compared with a year ago, results for EWT improved in all sectors. The greatest improvement was in the Inner SE area which was adversely affected last year by the simultaneous closure of Tower Bridge and Tooley Street. The Outer SW area improved only slightly following deterioration in EWT for routes serving the Wimbledon area.

Scheduled services operated (%)



A deterioration is normal in Q3 owing to the seasonal rise in traffic delays. Substantial year-on-year improvement was due to kilometres lost to traffic delays falling to the lowest level for more than 20 years. Contributory factors include a relatively low level of roadworks and a range of initiatives to improve operating conditions.

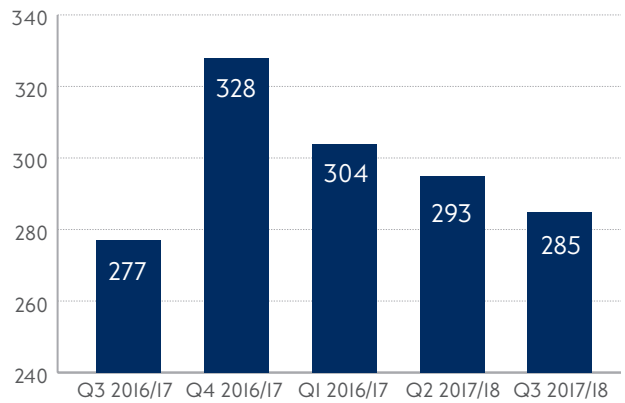
Customer satisfaction score (CSS)



Overall satisfaction has declined one point to 86 in Q3. Both bus condition and cleanliness are down two points, and many areas of the journey have also declined, most notably the level of crowding.

Safety

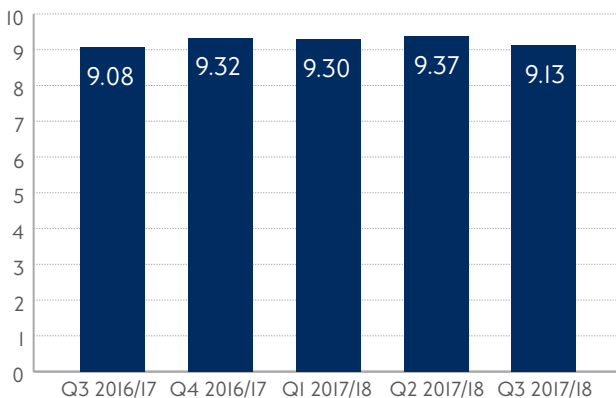
Customer injuries*



Two pedestrians were killed in collisions with buses in the quarter. There was a reduction in major injuries compared with Quarter 3 of 2016/17, with 66 per cent of injuries resulting from slips, trips and falls. An on-board customer campaign has been launched to further reduce injuries.

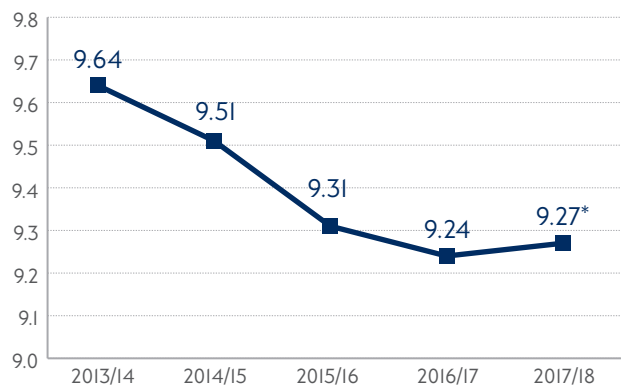
*Customers taken to hospital

Bus speeds – weighted average bus speed Mileage per hour



Until this year, bus speeds were in consistent decline. However, there is now evidence of the deterioration having started to reverse recently, although current speeds remain much slower than in 2014. The recent improvement is concentrated in Inner London, with speeds in Outer London remaining unchanged compared with a year ago.

Annual



Over the last year Bus Speeds have levelled out and shown a slight recovery

* Year-to-date

Rail

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

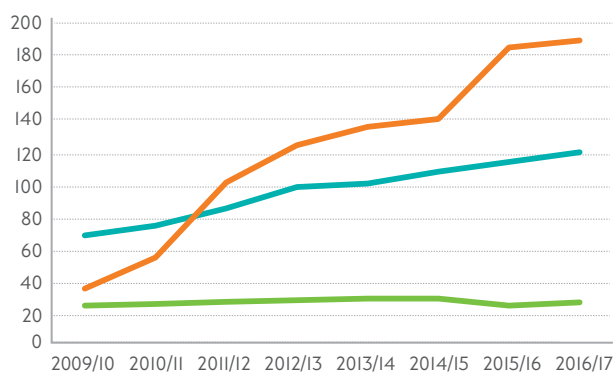


Passenger journey analysis (YTD)

	Q3 2017/18	Q3 2016/17	Variance
London Overground Number of passenger journeys (millions)	128.9	132.3	-3%
DLR Number of passenger journeys (millions)	85.5	86.0	-1%
TfL Rail Number of passenger journeys (millions)	32.1	33.6	-5%
London Trams Number of passenger journeys (millions)	20.5	20.4	1%
Emirates Air Line Number of passenger journeys (thousands)	1,098	1,132	-3%



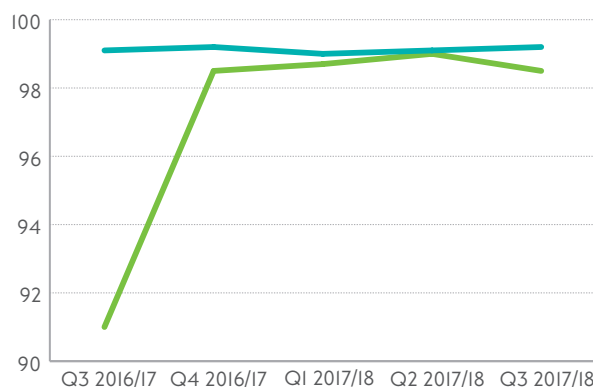
London Rail – annual passenger journeys trend (millions)



■ DLR ■ London Overground ■ London Trams

Latest full year results for 2016/17 show an increase in Trams, DLR and Overground journeys. Overground journeys in 2016/17 were impacted by extensive closures of the Gospel Oak to Barking line.

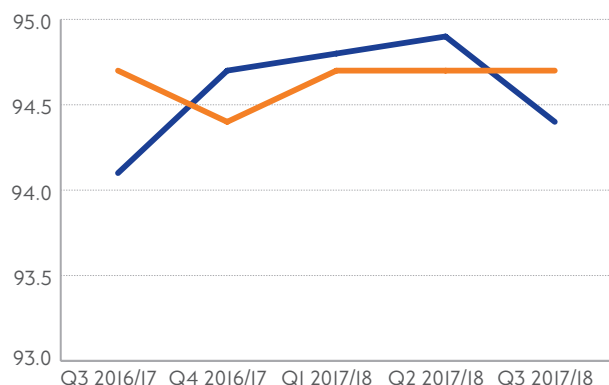
Reliability DLR and London Trams – scheduled services operated (%)



■ DLR ■ London Trams

London Trams reliability declined marginally compared to the previous quarter to just below target at 98.5 per cent. DLR reliability remains strong above 99 per cent in the quarter.

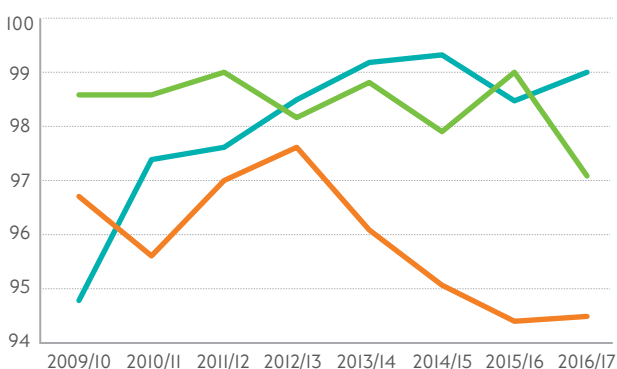
London Overground and TfL Rail – public performance measure (PPM) moving annual average (MAA)



■ London Overground ■ TfL Rail

Rolling stock issues, autumn weather conditions and external events all affected TfL Rail performance this quarter. London Overground performance matched that of Q2, and it remains one of the most reliable networks in the country, as does TfL Rail.

London Rail reliability – annual trend

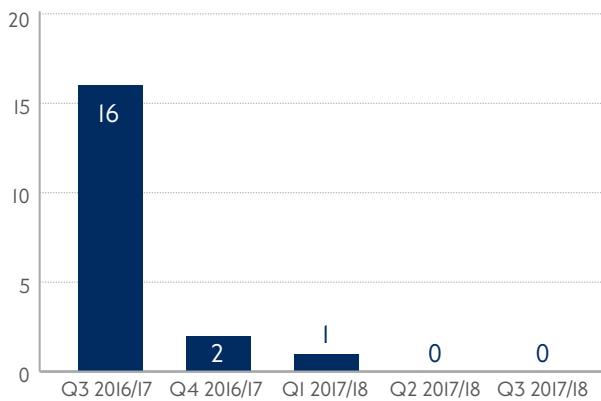


■ DLR ■ London Overground ■ London Trams

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

Safety

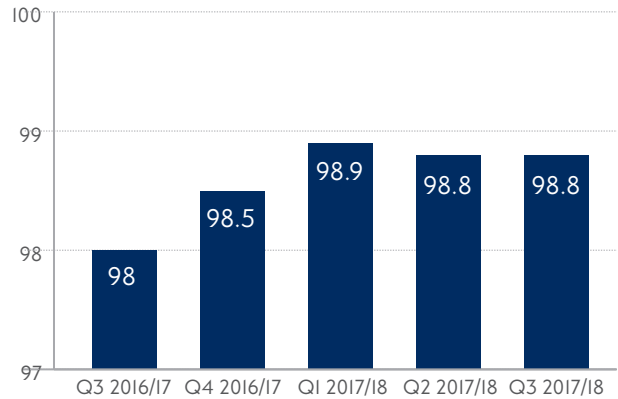
RIDDOR* reportable customer injuries



There were no customer injuries meeting the criteria for reporting under the RIDDOR regulations this quarter.

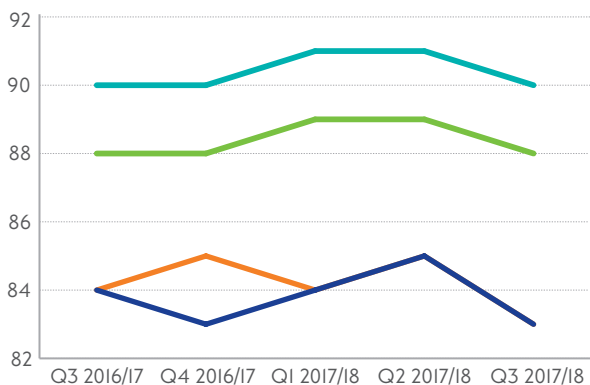
* See glossary

Emirates Air Line availability



Q3 performance remained in line with performance for the preceding Q2 and is marginally lower compared to Q3 2016/17. The main cause for downtime remains high winds and tall or long ships passing underneath the cable way.

Customer satisfaction score (CSS)



■ London Trams ■ DLR
■ London Overground ■ TfL Rail

Q3 has seen a decline in customer satisfaction across these modes. In general, this seems to be as a result of declines in satisfaction with train service measures and crowding.

Streets

Transport for London Road Network (TLRN)



Volume analysis year-to-date

	Q3 2017/18	Q3 2016/17	Variance
Congestion Charge volumes (thousands)	10,987	11,875	-7%
Traffic volumes – all London (index)	96.1	95.8	0%
Cycling growth in CCZ (%)*	5.8%	3.3%	

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

Cycling

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

Traffic flow

The pan-London traffic flow index stands at 96.1; this is 0.3 per cent above the same quarter last year. London-wide traffic speeds (07:00 to 19:00) increased by 0.2 mph to 16.4 mph, a 1.4 per cent increase compared to Q3 2016/17. Overall, London-wide traffic speeds have seen a steady decrease compared with previous years.

Traffic flow (volume) year-on-year change

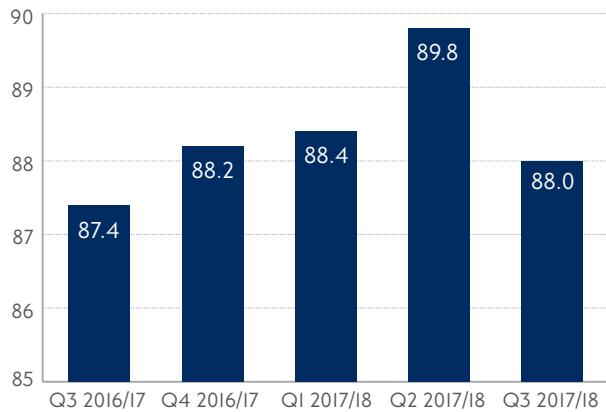


Compares traffic flow volume for the year-to-date with the corresponding quarters in the previous year.

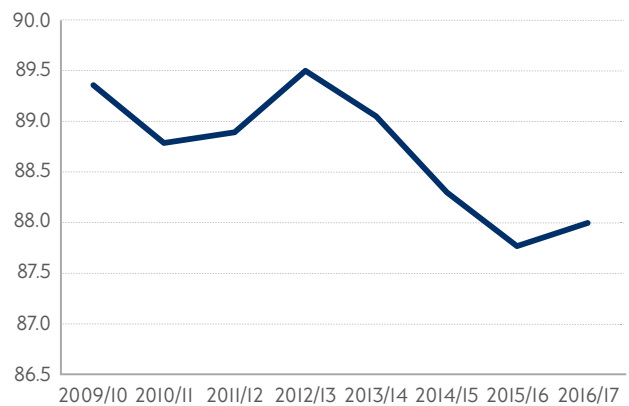


Reliability

TLRN journey time reliability (JTR) (%)



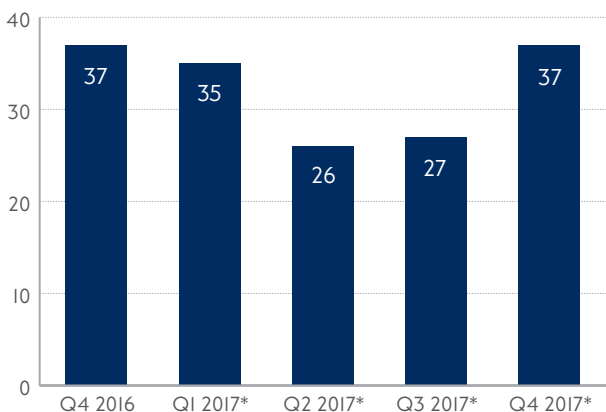
Eight-year trend



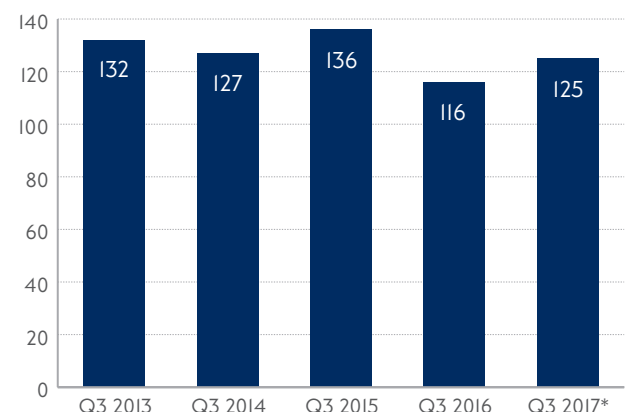
JTR is 0.2 percentage points higher than target, despite a high number of disruptive collisions and several events that affected all of the west area corridors.

Roads – reported fatal casualties

Quarterly (number of fatalities)



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



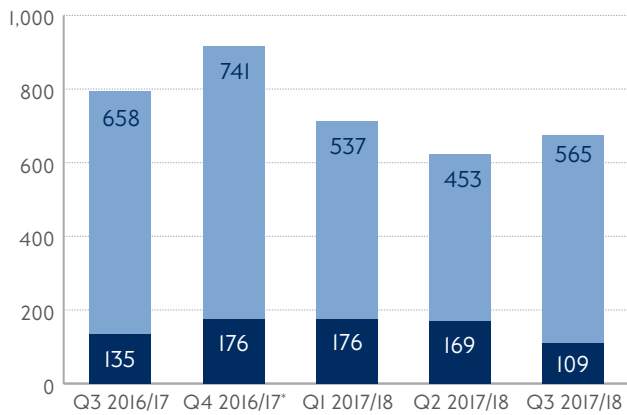
Provisional figures show that there were 125 fatalities on London's roads in 2017.

*The figures for 2017 are provisional

NB: The above data is based on calendar quarters, e.g. Q4 is October – December

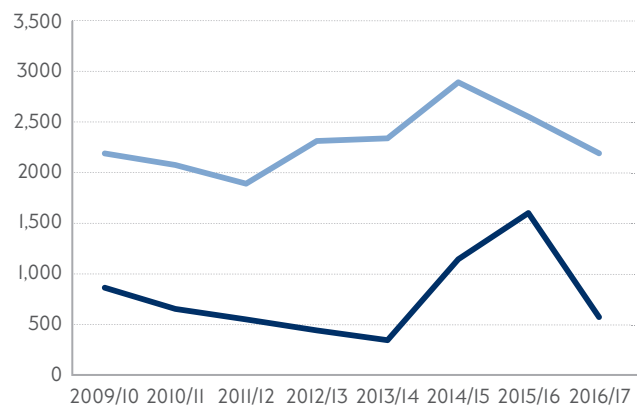
London wide serious and severe disruption (hours)

Quarterly



■ Planned ■ Unplanned

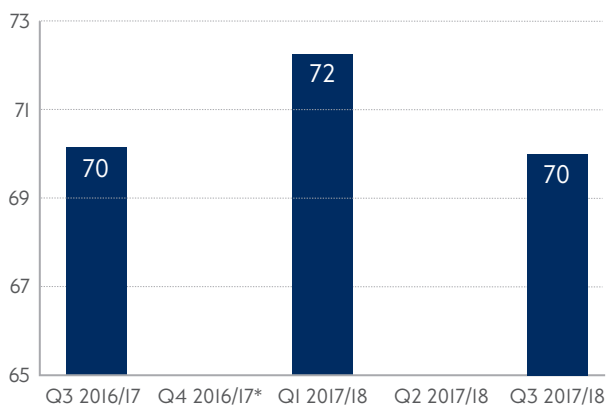
Eight-year trend



■ Planned ■ Unplanned

There were 674 hours of serious and severe disruption resulting from unplanned and planned events, spread across 325 events. This represents a 15 per cent decrease in duration hours compared to the same quarter in the previous year.

Customer satisfaction score



*No survey was conducted this quarter.

Overall satisfaction among TLRN users is 70, which is down 2 points from the Q1 score (TLRN CSS was last conducted in Q1), but is consistent with the Q3 16/17 score.

Satisfaction has decreased across the whole journey experience since Q1, with the exception of condition of road surfaces, which remains stable. The biggest decreases are around speed and journey length and the traffic related aspects of the journey. Satisfaction with cycle lane availability and cycle lane condition have also both declined



Other operations

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



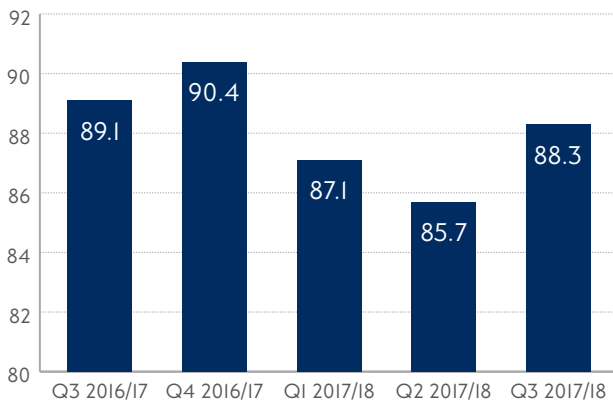
Volume analysis year-to-date

	Q3 2017/18	Q3 2016/17	Variance
Santander Cycles Number of hires (millions)	8.0	8.1	-1%
Victoria Coach Station Number of coach departures (thousands)	167.1	168.3	-1%
London River Services Number of passenger journeys (millions)	7.9	8.4	-6%
London Dial-a-Ride Number of passenger journeys (thousands)	737.0	840.4	-12%
Taxi & Private Hire Number of private hire vehicle drivers	115,070	116,592	-1%

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

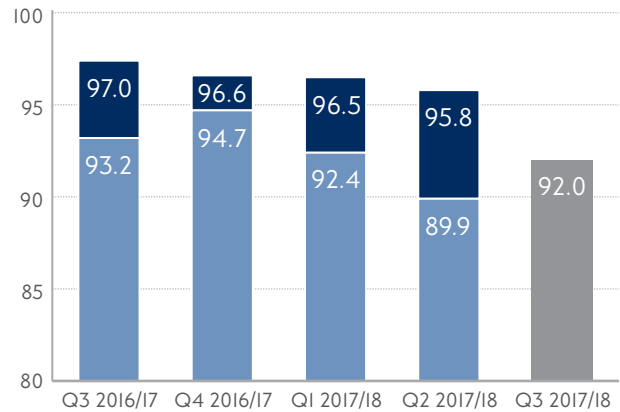
Reliability

Dial-a-Ride schedule services operated (%)



The overall number of trip requests scheduled was below the 89 per cent target, partly because of a technological issue at the start of the quarter. The sustained level of trip requests met at the end of the quarter suggests process and technology enhancements are now embedded.

Santander Cycles availability to return or hire a bike (%)

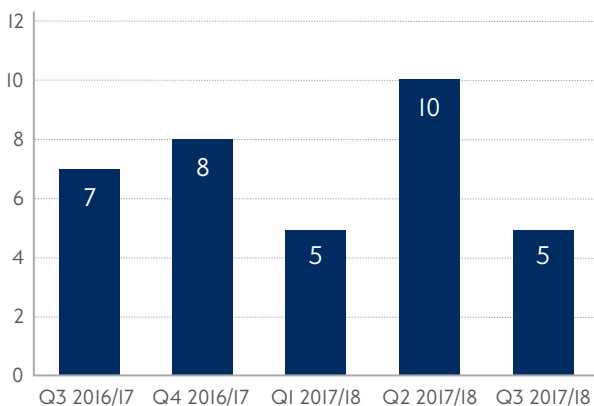


- Percentage of time able to return bike
- Percentage of time able to hire bike
- Availability to return or hire a bike

Following the contract renewal, the availability KPIs were combined into a single measure, which encourages our bike management supplier to balance docking stations to ensure customers can both hire a bike and find an empty docking point if needed. There was availability for customers to both hire and dock at stations 92 per cent of the time in Q3.

Safety

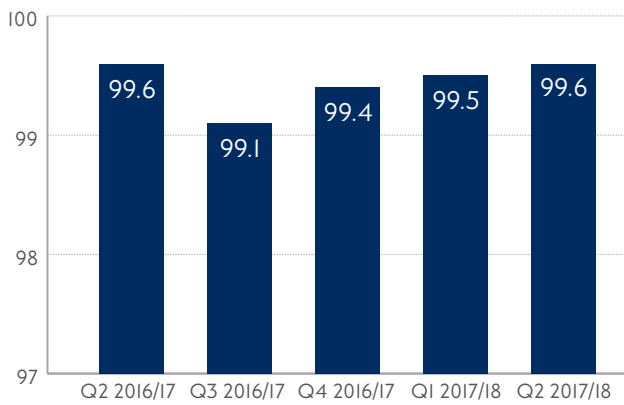
Customer injuries* (Dial-a-Ride, Santander Cycles, Victoria Coach Station and London River Services)



There was a reduction in customer major injuries compared to the previous quarter and the corresponding quarter of 2016/17. Two of the injuries resulted from falls, and three of the customers were cycle hire users who were injured following a collision.

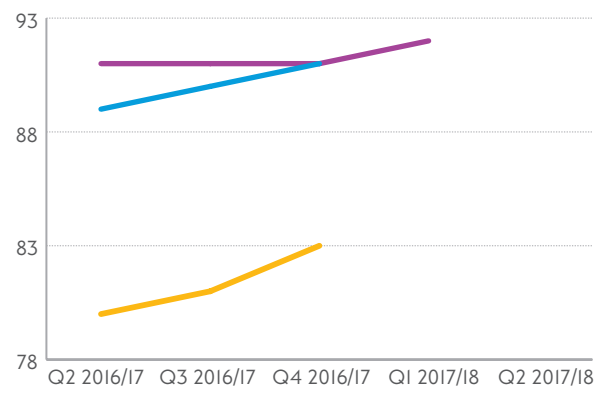
*Customers taken to hospital during the quarter

Scheduled services operated London River Services (LRS)



Scheduled services remain stable this quarter.

Customer Customer satisfaction*

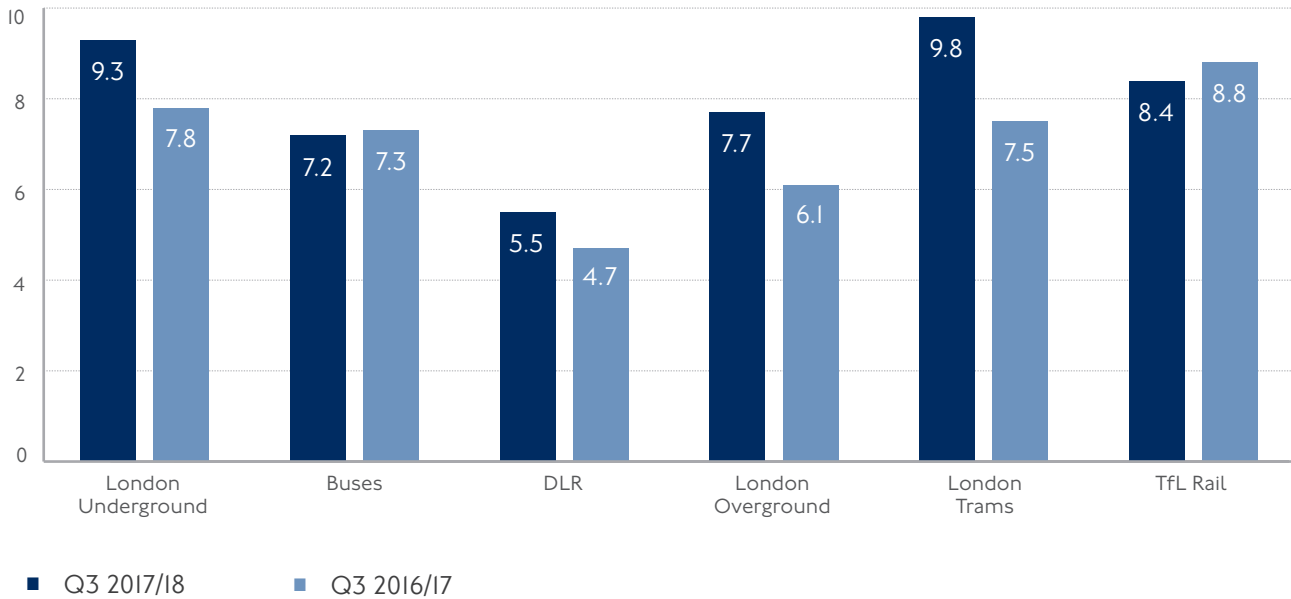


* No new surveys have been conducted in this quarter.

Crime trends

Recorded crime rate

Number of recorded offences per million passenger journeys



Number of recorded crimes

Year-to-date	Q3 2017/18	Q3 2016/17	Variance
London Underground	8,506	7,258	17.2%
Buses	10,917	11,083	-1.5%
DLR	453	387	17.1%
London Overground	960	777	23.6%
London Trams	195	147	32.7%
TfL Rail	261	281	-7.1%

Q3 crime and outcomes figures are based upon data from April to November



The year-to-date figures for 2017/18 (April to November) show that crime on our public transport network has risen by 6.8 per cent compared with the same period last year, with an additional 1,359 offences over the period. The rate of crime per million passenger journeys stood at 7.9 compared with 7.3 for the same period last year. This overall rise is largely attributable to an increase in crime on LU. Increases were also seen on the DLR, London Overground and London Trams albeit to a lower level. Reductions were seen on TfL Rail and on bus-related crime.

The increase in LU is being driven by rises in the reporting of sexual offences and more low level violence and public order offences. The increase in reported sexual offences is a result of work we are doing with the police as part of Project Guardian and the Report it to stop it campaign, which is addressing the underreporting of sexual offences on London's public transport.

Activity to tackle the increase in low level violence and public order offences on LU and rail continues but is extremely challenging because of the sporadic nature of incidents. There has been a rise in aggression between passengers, pushing and shoving, verbal disputes and threatening behaviour at busy commuter times when services are at peak capacity. High-visibility policing operations such as Enzyme

(a joint operation involving British Transport Police (BTP), Metropolitan Police Service (MPS) and TfL's revenue officers) and Pegasus continue and are focused on major transport hubs. Travel demand management measures are also in place with targeted messaging at the busiest stations advising passengers of the best times for travelling for quicker and more comfortable journeys. These stations also have some of the highest volumes of violence and public order offences. At our request, the BTP is reinstating local policing teams on our networks (which were impacted by the new deployment model launched in April 2017) and this should be reflected in crime levels in 2018.

Reductions were seen in most offence types on the bus network. There has been a notable and concerning increase in robbery offences where bus passengers, among other pedestrians, are being targeted by moped riders. Moped enabled crime is a challenging London-wide issue. The Mayor's Office for Policing and Crime and the MPS are leading on the strategic response to it, which includes measures such as targeted police activity, secure motorcycle parking and crime prevention advice. The MPS Roads and Transport Policing Command is supporting the MPS-wide response by focusing its efforts on bus passengers.

London Underground

	Q3 2017/18	Q3 2016/17	Variance
Violence against the person and serious public order	3,293	2,616	25.9%
Sexual offences	800	671	19.2%
Criminal damage	554	570	-2.8%
Line of route	54	33	63.6%
Theft of passenger property	3,034	2,527	20.1%
Motor vehicle/ cycle offences	309	331	-6.6%
Robbery	90	57	57.9%
Theft of railway property/burglary	143	98	45.9%
Serious fraud	62	120	-48.3%
Drugs	101	182	-44.5%
Other serious offences	66	53	24.5%
Total notifiable offences	8,506	7,258	17.2%

Buses

	Q3 2017/18	Q3 2016/17	Variance
Burglary	31	23	34.8%
Criminal damage	613	770	-20.4%
Drugs	118	132	-10.6%
Fraud or forgery	1	5	-80.0%
Other notifiable offences	139	179	-22.3%
Robbery	737	527	39.8%
Sexual offences	502	562	-10.7%
Theft and handling	4,505	4,593	-1.9%
Violence against the person offences	4,271	4,292	-0.5%
Total notifiable offences	10,917	11,083	-1.5%

DLR

	Q3 2017/18	Q3 2016/17	Variance
Violence against the person and serious public order	194	157	23.6%
Sexual offences	19	23	-17.4%
Criminal damage	21	33	-36.4%
Line of route	8	11	-27.3%
Theft of passenger property	138	114	21.1%
Motor vehicle/cycle offences	24	16	50.0%
Robbery	6	8	-25.0%
Theft of railway property/burglary	21	16	31.3%
Serious fraud	12	0	100.0%
Drugs	7	8	-12.5%
Other serious offences	3	1	200.0%
Total notifiable offences	453	387	17.1%

London Overground

	Q3 2017/18	Q3 2016/17	Variance
Violence against the person and serious public order	450	386	16.6%
Sexual offences	60	43	39.5%
Criminal damage	107	63	69.8%
Line of route	5	18	-72.2%
Theft of passenger property	154	149	3.4%
Motor vehicle/cycle offences	116	60	93.3%
Robbery	14	8	75.0%
Theft of railway property/burglary	28	13	115.4%
Serious fraud	5	7	-28.6%
Drugs	15	24	-37.5%
Other serious offences	6	6	0.0%
Total notifiable offences	960	777	23.6%

London Trams

	Q3 2017/18	Q3 2016/17	Variance
Violence against the person and serious public order	105	65	61.5%
Sexual offences	5	11	-54.5%
Criminal damage	24	21	14.3%
Line of route	13	8	62.5%
Theft of passenger property	14	14	0.0%
Motor vehicle/cycle offences	9	6	50.0%
Robbery	9	5	80.0%
Theft of railway property/burglary	4	0	100.0%
Serious fraud	6	0	100.0%
Drugs	5	15	-66.7%
Other serious offences	1	2	-50.0%
Total notifiable offences	195	147	32.7

TfL Rail

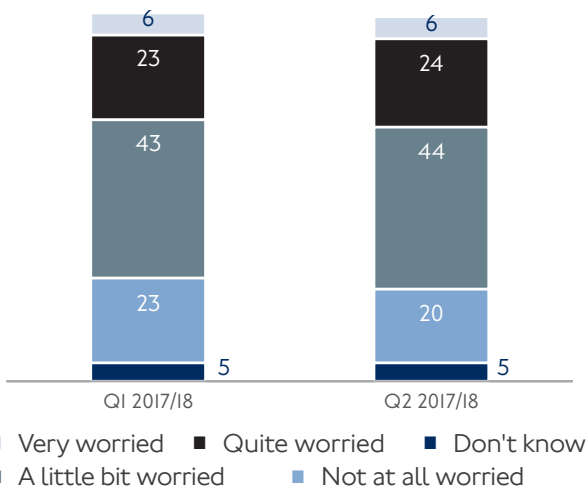
	Q3 2017/18	Q3 2016/17	Variance
Violence against the person and serious public order	127	121	5.0%
Sexual offences	17	22	-22.7%
Criminal damage	17	29	-41.4%
Line of route	3	2	50.0%
Theft of passenger property	34	40	-15.0%
Motor vehicle/cycle offences	43	45	-4.4%
Robbery	2	5	-60.0%
Theft of railway property/burglary	13	9	44.4%
Serious fraud	0	5	-100.0%
Drugs	3	2	50.0%
Other serious offences	2	1	100.0%
Total notifiable offences	261	281	-7.1%

Personal security perception Q2

We commission a regular survey to monitor Londoners' perceptions of safety and security of transport and travelling in the Capital, which was recently enhanced and moved to an online methodology. The survey questionnaire was finalised in Q2, which means it is not possible to directly compare it with previous research. Changes in perceptions will be monitored and reported to the panel in future reports.

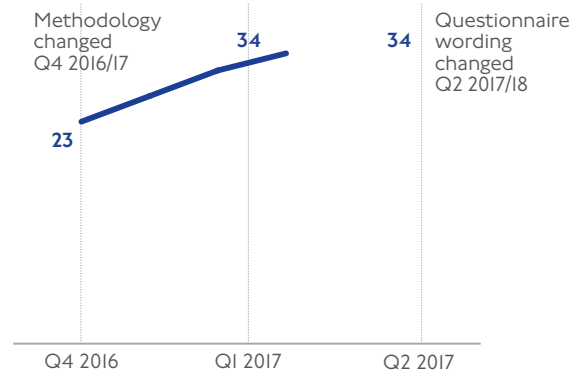
The Q2 survey shows that almost one in three Londoners are very/quite worried about personal security (ie being safe from crime or antisocial behaviour) when using public transport. Just over one in three Londoners have experienced a worrying incident in the last three months. The top issues were relating to the threat of terror attacks/terrorism and overcrowded conditions.

General worry about personal security (being safe from crime or antisocial behaviour) when using public transport



Nearly one out of three Londoners are worried about their personal security when using public transport.

Londoners who have felt worried about personal security when using public transport in London in the past three months (%)



Following the London Bridge terrorist attack on 3 June 2017, the proportion of Londoners who have felt worried about their personal security in the last three months has increased.

NB: comparisons between Q1 and Q2 should be treated with caution due to changes made to question wording in the survey

Positive outcomes and detections

At the panel's request this report will additionally include data on positive outcomes and detections for transport crime on TfL's public transport networks. Currently, the BTP and the MPS report this information differently and this is reflected in the tables. The BTP reports on a broader range of positive outcomes while the MPS reports only on a subset of positive outcomes, which is the number of crimes detected through a formal sanction (ie a suspect being charged or cautioned for an offence).

Positive outcomes include detections and take account of restorative and reparative outcomes (community resolutions). The positive outcome rate comprises the number of positive outcomes recorded during the year (which can relate to crimes committed in any year) as a percentage of crimes recorded during the year. It provides a useful measure of how many crimes have resulted in a positive outcome.

The volume of detections overall is down year-on-year for bus-related offences, but up year-on-year for rail. However, this largely reflects the volume of crimes, so when taking this into account and creating a rate of detections/positive outcomes against recorded offences, the variance is broadly the same across all modes of transport.

There will always be a slight downward variance when comparing latest year information against previous years as many offences are still under investigation.

Volume of positive outcomes and detections

	Q3 2017/18	Q3 2016/17	Variance
London Underground	764	666	14.7%
Bus-related	1,211	1,541	-21.4%
London Overground	87	97	-10.3%
DLR	55	54	1.9%
London Trams	34	27	25.9%
TfL Rail	30	22	36.4%

Positive outcomes and detection rate

	Q3 2017/18	Q3 2016/17	Variance
London Underground	9.0%	9.2%	-0.2%
Bus-related	11.1%	13.9%	-2.8%
London Overground	9.1%	12.5%	-3.4%
DLR	12.1%	14.0%	-1.8%
London Trams	17.4%	18.4%	-0.9%
TfL Rail	11.5%	7.8%	3.7%



Listening to customers

Contact centre

TfL Customer Services

Phone number 0343 222 1234

	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18
Telephone calls	761,279	797,522	585,824	711,549	744,904
Abandonment rate*	13.0%	12.5%	8.5%	14.9%	9.40%
Correspondence	121,277	156,598	111,534	126,467	135,141
Closed in SLA**	80.8%	82.7%	74.3%	80.8%	91.40%
Quality score***	90.5%	90.0%	90.9%	90.8%	90.7%
Average speed of answer (seconds)	149	132	79	154	101

All the performance targets were met in Q3. Call demand increased in Q3 – largely driven by the expected seasonal peak in demand for concessions at the beginning of the quarter. The continued growth in the use of contactless payments has led to a record high in calls about contactless during Q3.

Correspondence performance continued to improve in Q3. Oyster continues to be the biggest driver of correspondence demand. Buses and contactless saw the greatest increases in correspondence volumes, with contacts about the bus service remaining a key driver in Q3. There was also an increase in correspondence that mirrored the increase in telephone calls.

TfL Customer Services annual performance

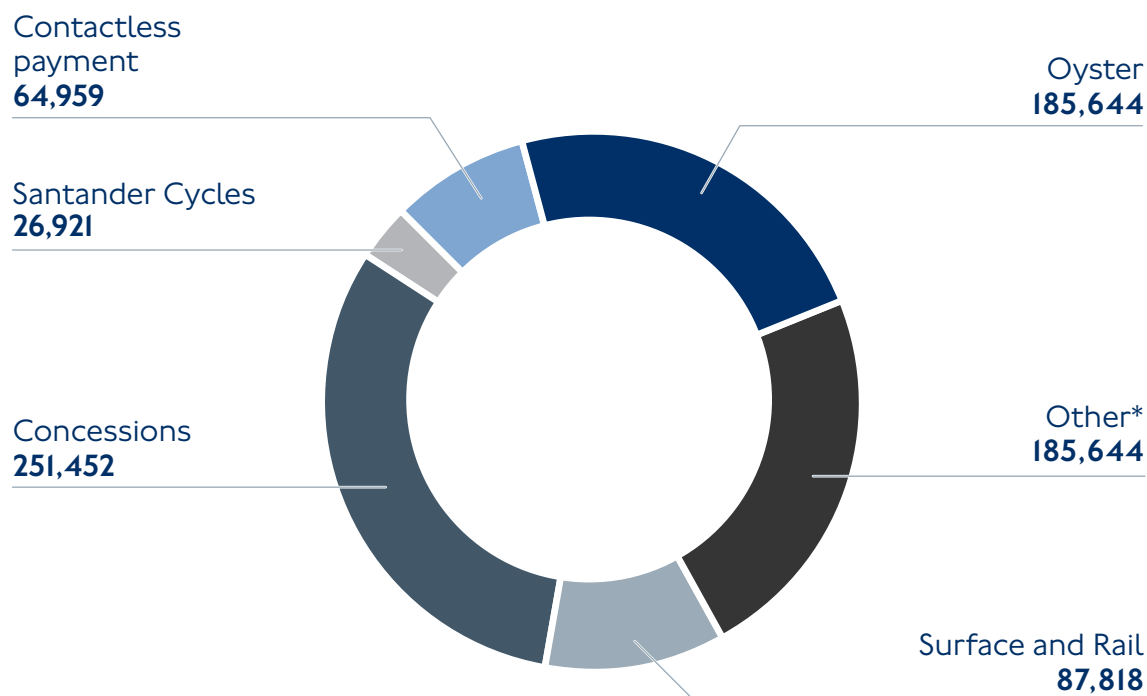
Financial year	Telephone calls		Correspondence		Quality score***
	Calls received	Abandonment rate (%)*	Demand	Closed in SLA (%)**	
2013/14	2,791,271	11.7%	327,369	81.2%	84.8%
2014/15	2,919,467	10.4%	404,201	83.2%	85.8%
2015/16	3,195,430	13.0%	478,166	81.7%	86.8%
2016/17	2,942,589	12.5%	496,116	82.7%	89.8%
2017/18 year to date	2,042,277	10.9%	373,142	82.2%	90.8%

* Abandonment rate target 15 per cent or lower

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

*** Quality score target 85 per cent or over for both calls and correspondence as measured by rigorous internal assessment and external mystery shopping

Telephone calls



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

Calls about concessions increased by 28 per cent this quarter as a result of the seasonal peak in student photocard applications, which continued from the end of the previous quarter.

Calls relating to Santander Cycles reduced by 41 per cent owing to a reduction in usages due to adverse weather conditions.

Other contact centres

Road user charging (outsourced to Capita)

Phone number 0343 222 2222

Road user charging	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18
Calls received	457,664	521,855	353,470	308,701	271,600
Calls answered	294,373	451,877	312,690	287,434	265,130
Abandonment rate	35.7%	13.4%	11.5%	6.9%	2.4%
Average speed of answer (seconds)	508	183	126	85	31

Capita's Congestion Charge Contact Centre performance continued to improve this quarter. The average speed of answer significantly improved to 31 seconds, while the percentage of calls abandoned reduced to 2.4 per cent, well within the target of abandoning no more than 12 per cent of calls. This quarter also included the introduction of the Emissions Surcharge (T-Charge) service, and early enquiries about ULEZ, again all being handled within the agreed service levels.

Road user charging annual figures

	Calls received	Calls answered	Abandonment rate (%)	Average speed of answer (seconds)
2013/14	1,822,783	1,736,459	5%	*
2014/15	1,564,500	1,432,462	8%	*
2015/16	1,562,628	1,417,825	9%	*
2016/17	1,698,215	1,407,304	17%	207
2017/18 year to date	933,771	865,254	7%	83

* Data not recorded

Taxi & Private Hire

Phone number 0343 222 4444

Taxi & Private Hire	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18
Calls received	168,450	128,316	155,729	146,321	177,501
Calls answered	139,863	120,925	140,343	136,503	159,992
Abandonment rate	16.5%	5.4%	8.9%	5.8%	9.3%
Average speed of answer (seconds)	225	58	121	80	147

The overall number of calls related to vehicle, driver and operator enquiries has increased as expected in this quarter. This can be attributed to licence fee changes and queries relating to medical and DBS reviews.

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

Taxi & Private Hire annual figures

	Calls received	Calls answered	Abandonment rate (%)	Average speed of answer (seconds)
2015/16	536,344	475,051	11%	134
2016/17	608,398	553,233	9%	104
2017/18 year to date	479,551	436,838	8%	118

Dial-a-Ride

Phone number 0343 222 7777

Dial-a-Ride	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18
Calls received	157,287	184,067	141,911	139,748	142,715
Abandonment rate	10.9%	8.6%	7.5%	10.1%	17.3%
Average speed of answer (seconds)	238	208	197	255	441
Email bookings	9,442	11,368	9,211	8,658	12,130
Fax bookings	1,822	1,915	1,408	1,317	1,684
Passenger services letter	25	39	20	31	33
Passenger services email	53	81	86	80	65

The number of calls has increased slightly compared with Q2. The number of email bookings is some 40 per cent higher than Q2, and represents the highest number of email bookings ever recorded. The abandonment rate and average speed of answer continue to be high due to reduction in staffing levels and high levels of short-term and long-term sickness. Additional temporary staff have been hired, with more to come in January. Abandonment rate and average speed of answer are expected to improve in Q4 2017/18, with the abandonment rate returning to below the 10 per cent target.

Dial-a-Ride annual figures

Year	Calls received	Abandonment rate (%)	Email bookings	Fax bookings	Passenger services letter	Passenger services email
2013/14	635,733	6%	-	-	92	100
2014/15	662,097	9%	-	-	137	199
2015/16	661,978	7%	-	-	117	281
2016/17	646,060	9%	36,700	7,946	110	251
2017/18 year to date	424,374	12%	29,999	4,409	84	231

Customer complaints

Complaints per 100,000 journeys year-to-date	Q3 2017/18	Q3 2016/17	Variance
London Underground	0.84	1.07	-21%
London Buses	2.75	3.00	-8%
DLR	0.69	1.12	-38%
London Overground	1.46	2.50	-42%
TfL Rail	1.98	2.78	-29%
London Trams	1.51	2.13	-29%
Emirates Air Line	2.37	1.59	49%
Congestion Charge	4.78	9.05	-47%
Dial-a-Ride	92.79	95.31	-3%
London River Services	0.66	0.45	48%
Santander Cycles	4.56	3.34	37%
Taxis*	7.89	5.25	50%
Private Hire*	4.61	4.32	7%
Contactless	0.13	0.13	0%
Oyster	0.18	0.16	11%

* Journeys not recorded; figures based on survey data

Reductions in complaints per 100,000 were seen in most areas, including buses, Tube and DLR.

Bus complaints in Q3 have decreased by 13 per cent compared to Q3 last year. On Santander Cycles, the two main areas of complaints are around understanding of pricing and the unavailability of a customers' preferred location for the return of a bike. Complaints about pricing centre around customers'

misunderstanding of the first half hour being free. Redistribution efforts continue to be refined as patterns change seasonally. Complaints towards the end of the quarter reduced substantially, with less than half received towards the end of the quarter.

TfL Rail complaints reduced, including a reduction in service performance complaints - our main cause for contact.

Customer complaints – five-year trend

Service	2013/14	2014/15	2015/16	2016/17	Year to date 2017/18
London Underground	14,594	14,429	13,731	14,546	8,010
London Buses	57,560	65,452	71,268	66,300	43,521
DLR	2,961	2,460	1,318	1,302	594
London Overground	3,901	3,822	6,660	4,328	1,877
TfL Rail	n/a	n/a	1,338	1,460	635
London Trams	524	397	565	627	310
Emirates Air Line	63	52	62	28	26
Congestion Charge	2,316	1,372	1,368	3,117	815
Dial-a-Ride	1,760	1,908	1,305	1,088	684
London River Services	1	70	64	58	53
Santander Cycles	441	687	354	359	367
Taxis*	3,562	4,255	4,048	3,373	3,695
Private Hire*				2,995	2,194
Contactless	4	566	552	587	619
Oyster	9,575	6,763	5,283	4,808	3,526

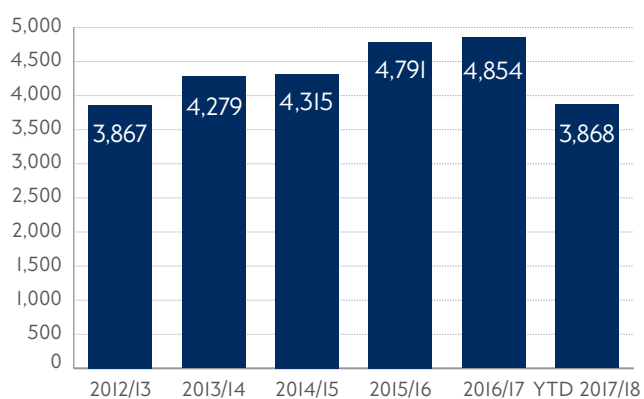
London River Services complaints per 100,000 journeys have increased compared to last year; figures must be viewed in the context of relatively low numbers - a total of 28 complaints were received in this quarter. There were eight staff complaints, a small increase with no discernible reason for the cause.

Quarterly commendations 2017/18

Service	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18
London Buses	549	725	554	674	879
London Underground	375	406	230	411	464
Oyster*	106	83	n/a	n/a	n/a
London Overground	24	55	26	34	51
DLR	21	30	13	25	31
London Trams	1	12	7	4	9
TfL Rail	15	10	33	23	13
Taxi & Private Hire	n/a	n/a	n/a	23	71
TfL Road Network	6	8	8	10	20
Travel information*	13	6	n/a	n/a	n/a
Dial-a-Ride	3	4	3	8	5
Contactless Payment Card*	8	3	n/a	n/a	n/a
London River Services	0	2	0	3	0
Emirates Air Line	1	2	2	6	4
Santander Cycles	0	1	0	2	3
Total	1,122	1,347	876	1,223	1,720

* Grouped within the relevant service from Quarter I onwards

Annual commendations



Customer satisfaction

Past four quarters

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

Customer satisfaction remained stable in Q3. London Underground remained at 85. Buses, DLR and Trams saw a small decline of one point. London Overground and TfL Rail declined by two points.

Customer satisfaction

Annual

	2013/14	2014/15	2015/16	2016/17	Year to date 2017/18
London Underground	83	84	85	85	85
Buses	83	85	86	86	87
DLR	87	89	89	89	88
London Overground	82	83	84	84	84
London Trams	89	89	90	90	91
Emirates Air Line	93	93	93	94	93
TfL Rail	n/a	n/a	83	83	83
Cycle Hire – members	78	81	80	80	80
Cycle Hire – casual	82	85	86	86	85
Transport for London Road Network	74	74	70	70	71
London River Services	89	90	90	90	n/a
Victoria Coach Station	79	82	81	81	n/a
London Dial-a-Ride	92	92	92	91	92

Sarah Hope Line



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

The Sarah Hope Line received 274 calls in Q3, resulting in 17 new cases of people needing our help.

These were split as follows:

Cyclist	2
Trams	3
London Underground	12
Total	17

The Sarah Hope Line team continued to support people involved in major incidents such as the Grenfell fire, and those at Parsons Green, Oxford Circus and London Bridge stations.

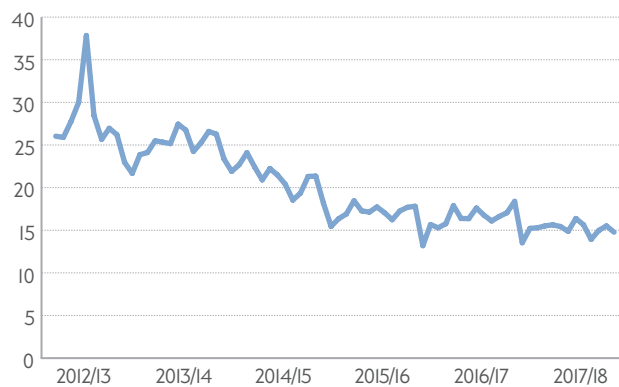
The team has continued to promote its services with stakeholders, such as the London Air Ambulance, King's College major trauma unit and the British Transport Police. The team also recently attended the Pan-London Trauma Nurses Conference at the Emirates Stadium, which explored the challenges faced by trauma nurses.

Making life easier for customers

Ticketing - Bus and Underground

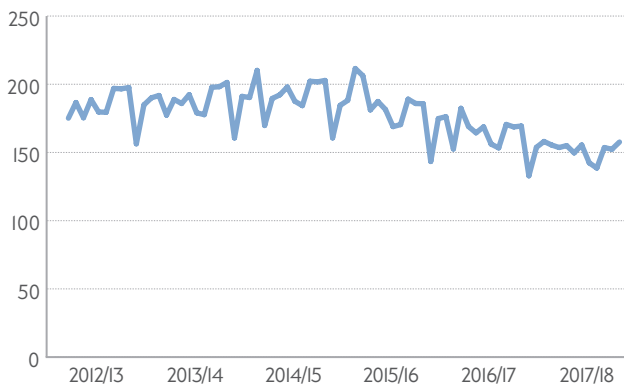
Paper tickets

Fare payer journeys per four-week period (millions)



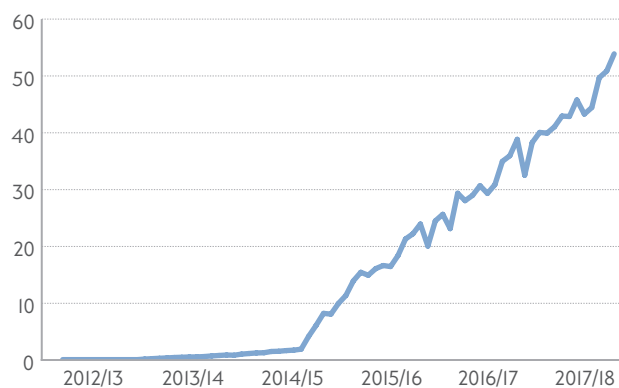
Oyster

Fare payer journeys per four-week period (millions)



Contactless payment cards

Fare payer journeys per four-week period (millions)



887,926

Automated refunds were issued in Q3, with £3.6m refunded



26.5m

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



2.1m

contactless journeys are made daily

400k

downloads of the TfL Oyster app since launch, with 134k transactions being made with the app



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



Ticketing system availability

	Quarter 3 – 2017/18			Year to date – 2017/18		
	Actual	Variance to target	Variance to last year	Actual	Variance to target	Variance to last year
▲ higher is better						
London Underground – ticketing system overall availability	98.75%	0.58%▲	0.25%	98.76%	0.56%▲	0.13%
London Buses – bus validations – overall availability	99.77%	0.77%▲	0.37%	99.74%	0.74%▲	0.21%

We exceeded the targets of 98.2 per cent for LU and 99 per cent for bus validation this quarter. Year-to-date performance is continuing to be stronger and above target. This strong performance was maintained during the introduction of ‘Faster Universal Load’, which enables customers to collect travel products or add pay as you go credit within 30 minutes at any bus, Tube, rail or river card reader.

Internal IT system availability

	2013/14	2014/15	2015/16	2016/17	Year to date 2017/18
Annual scores	99.36%	99.43%	99.79%	99.18%	99.44%

Annual performance is still slightly below the 99.6 per cent target, despite strong performance in Q3 of 99.78 per cent.

The below target performance is due to five recurring high-severity issues with a single system during Q2 this year. These issues were rectified immediately and we have experienced no further issues to date. Without these incidents, we would be above target for the year. We are taking extra steps to recover performance by the end of this financial year.

64m

Number of visits to the TfL website
this quarter (3%▲ against Q2)



255m

Number of
website page views
Q3 2017/18



6.6m

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



738,000

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



51,600

Number of Instagram
followers this quarter
(9%▲ against Q1)

This quarter saw the highest level of website visits this financial year – up two per cent on last quarter and up one per cent on Q1. In summary, there were more visits to:

- The station stops and piers pages – an additional 1.4 million visits (up eight per cent this quarter)
- Status updates – rose by nine per cent with 610,000 more visits
- Fares and payments – up by eight per cent with an additional 248,000 visits this quarter

Social media growth rate for Facebook and Twitter continues at a constant rate of one per cent and four per cent per quarter respectively. Of our Twitter feeds, the largest quarterly growth rates were on the Elizabeth line (up seven per cent), TfL access (up six per cent) and TfL travel alerts (up six per cent) – however, the Elizabeth line and TfL access feeds have a smaller number of followers. The greatest increases in volumes were for travel alerts and London Overground, which grew by 53,000 and 19,000 respectively.

More than

13,700

developers
have used
our data...



More than

250

stations on our
network now
have WiFi



8,400+

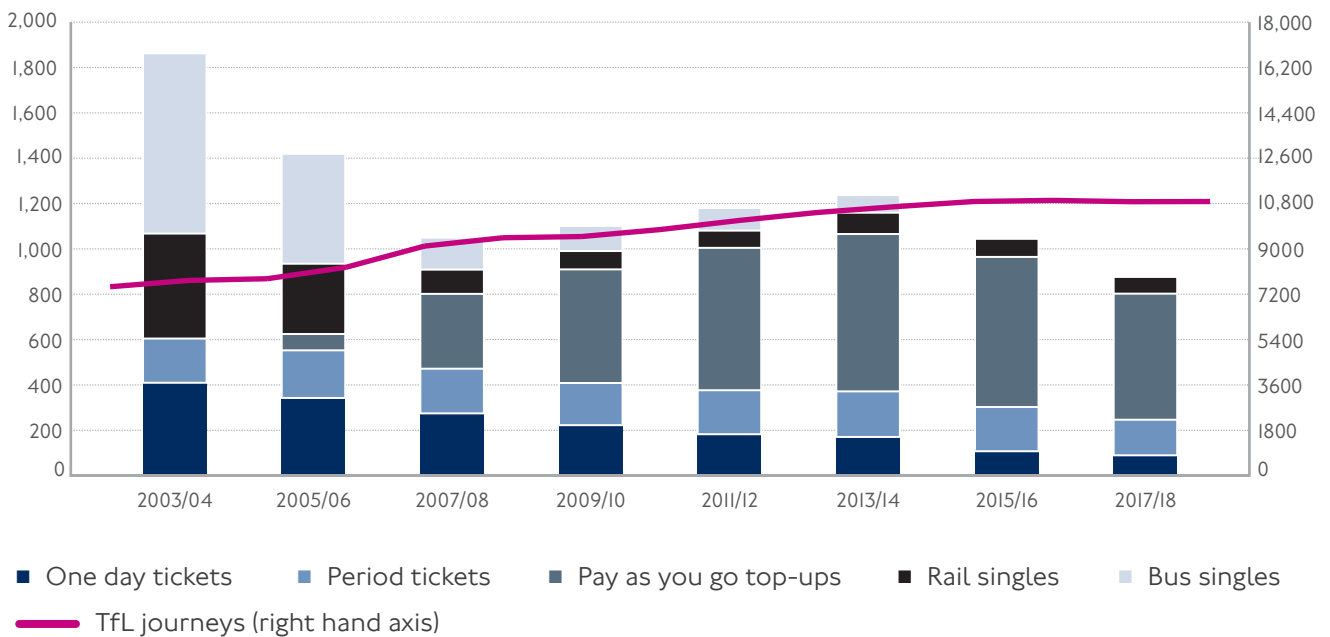
unique visitors to
the TfL TravelBot on
Facebook Messenger



Update on contactless

Contactless removes the need for customers to buy paper tickets or top up an Oyster card. The chart shows how this has contributed to daily sales transactions across our network halving since 2003, while the number of journeys has risen by nearly 50 per cent. The reduction since 2014 is due to contactless, and builds on the earlier success of Oyster pay as you go. Transactions are down on each sales channel including self-service ticket machines, despite the closure of ticket offices.

Daily transactions and journeys (thousands)



The combination of Oyster and contactless pay as you go has fundamentally changed how customers use our system. Taking the Tube as an example, most journeys in 2006 were being paid for with Travelcards (77 per cent). Now, pay as you go accounts for 55 per cent of all journeys, with Travelcards accounting for 36 per cent. Pay as you go with weekly capping is the most transparent and inclusive option for customers, and is the basis for all recent fare policy innovations, including parity for part-time workers and the Hopper. Pay as you go continues to grow and will receive a further boost with the introduction of Oyster weekly capping in 2018.

More than 100 million journeys made using the Hopper fare

Around 325,000 journeys are now being made every weekday using the Hopper fare. The fare's success will encourage people to use public transport more - supporting the Mayor's Transport Strategy. With the Mayor cleaning up London's bus fleet, passengers using the bus can help to reduce emissions and congestion. The 'Hopper' is of particular benefit to people on lower incomes who rely on buses to get around.

Throughout the year, the route 18 bus, which runs between Sudbury & Harrow Road station to Euston station via Kensal Green, has consistently been the most popular bus to 'hop' onto. The most popular overall location for people to change buses was Brent Cross shopping centre. Analysis also revealed that on 30 June 2017 more than 360,000 'hops' took place in just one day.

Building on the Hopper's success, TfL is testing technology that will enable customers to make unlimited bus and tram transfers within one hour, which is not possible with current software. This upgrade will also see passengers able to travel on a Tube or rail service in London between two or more bus or tram journeys - helping even more customers benefit from the 'Hopper' fare. If successful, it is anticipated that customers will be able to benefit from the changes by the end of January.

Boston MBTA award contract to Cubic Transportation Systems

On 20 November, the board of Boston's Massachusetts Bay Transportation Authority (MBTA) announced it will introduce a new automatic fare collection system, modelled on the contactless technology developed by us. The contract was awarded to Cubic Transportation Systems to design, build, operate and maintain a next-generation fare payment system, including account-based ticketing using mobile and contactless bankcard options for the region's multi-modal transit system. MBTA will replace its current smart card when it completes the project.

This follows a similar announcement in October 2017 from the Metropolitan Transport Authority (MTA) that New York will be introducing contactless payments, similar to that introduced on the Tube and buses in London.

We have been talking with the MBTA for many years and many aspects of its project draw upon experience in London. MBTA will also be replicating our third party retail network, allowing boarding through rear doors on some bus routes, and extending the system to its suburban rail network.

4G mobile coverage on the Tube on track to begin from 2019

Significant progress has been made in delivering a 4G mobile network on the Tube following a successful technology trial on the Waterloo & City line in the summer.

The increased connectivity will, for the first time, allow customers to read the latest news and check travel information, emails and social media while underground.

All four major mobile network operators (Vodafone, O2, Three and EE) participated in the design of the trial, with Vodafone and O2 carrying out testing in the tunnels outside customer hours.

As well as providing valuable insight into how this technology could be introduced more widely onto the Tube, the trial tested making data calls from one station to another without dropping mobile reception.

The trial also allowed us to practise laying new fibre cables within stations and tunnels, which will be crucial for other elements of our wider digital connectivity strategy. Following the trial, all active test equipment was removed from the stations and tunnels.

Step-free Tube station – update

Knightsbridge Tube station will become step-free in 2020, making travel in central London easier for older and disabled people and those who find it difficult to use stairs or escalators. It will also directly benefit people travelling with heavy luggage and parents or carers with buggies. The news follows the recent completion of Bond Street station's major upgrade, which included making it the 72nd step-free Tube station. It moves London Underground closer to reaching the Mayor's target for 40 per cent of the network to be step-free by 2022.

Making public transport more accessible will also help meet the wider aims of the draft Mayor's Transport Strategy. It seeks to reduce reliance on the car, tackle air pollution and change the face of travel in London so that 80 per cent of journeys are made by public transport, cycling or walking by 2041.



Please offer me a seat badge and card

In December, we marked one year since the launch of the 'Please offer me a seat' badge and card, to assist our customers who often struggle to get a seat. Since the full launch in April, we have issued 26,000 badges and cards. We also evaluated the success of the scheme so far, asking users for their feedback and gauging the awareness and understanding of other customers. The evaluation found:

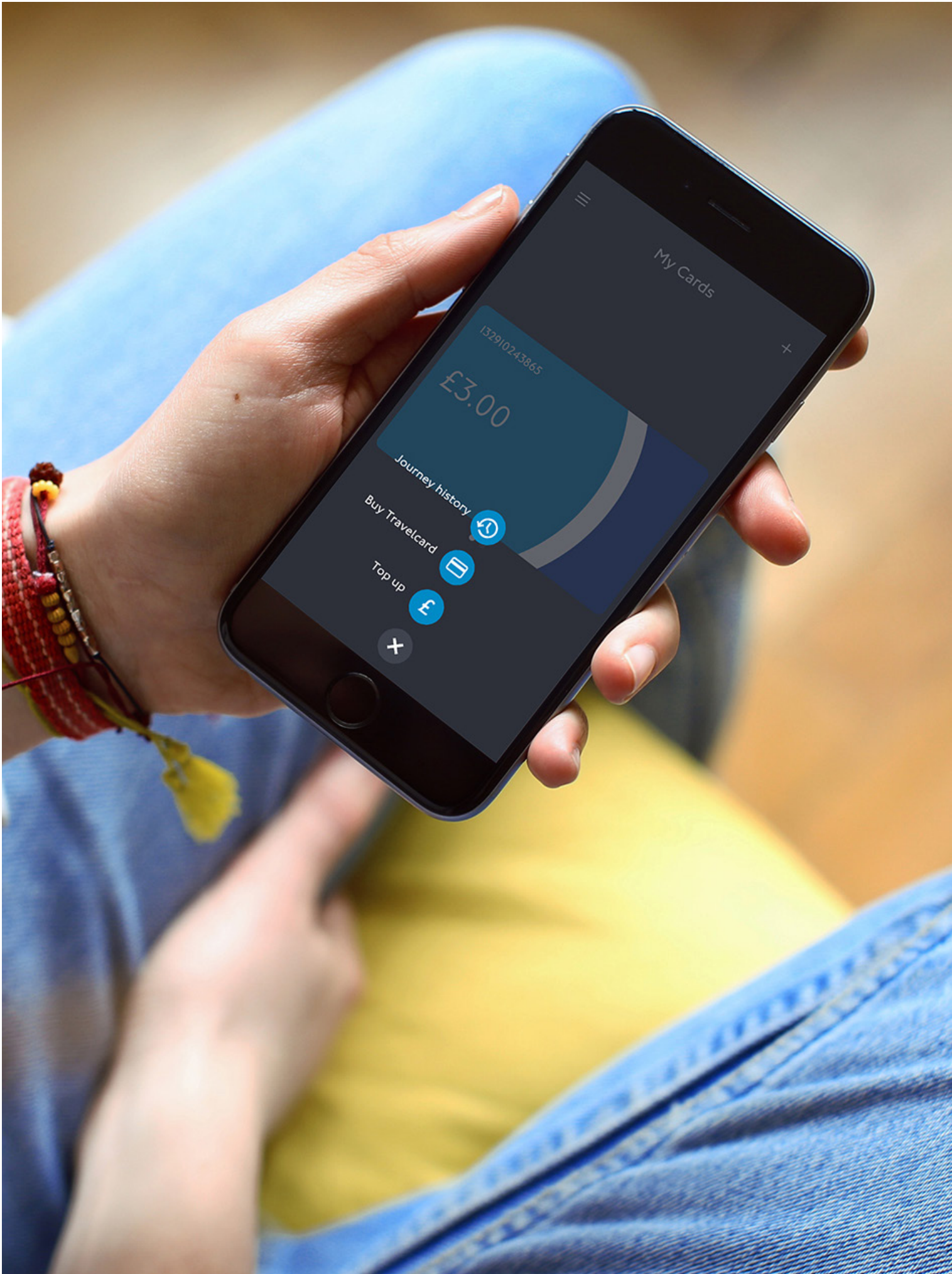
- 84 per cent of users have an invisible impairment
- 78 per cent of users find it easier to get a seat with the badge or card
- 75 per cent of users are offered a seat with the badge or card
- 91 per cent of customers would be happy to offer a seat to someone using the badge or card
- 95 per cent of users are likely to recommend the scheme to someone else
- 64 per cent of customers are aware of the scheme, although one-third believe it is for pregnant women

Many users raised concerns about awareness of the badge and card, and who it is for. We are now looking at more ways of improving our customers' awareness of people with invisible impairments and their need for a seat.

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

Data – released	Date
Citymapper bus schedules in Journey Planner	Quarter 3 2017/8
2016 collision data	Quarter 3 2017/8
Electronic LU timetables (Common User Format)	Quarter 3 2017/8
Rapid electric vehicle charging points and live availability	Quarter 3 2017/8
Bus stops with Countdown screens and/or benches	Quarter 3 2017/8

Data – future release schedule	Date
Quietways (Q3–Q7) routes and London Cycling Grid routes	Ongoing
Bus stops with Countdown screens and/or benches	Quarter 4 2017/18
Cycling infrastructure	Quarter 4 2017/18
Station accessibility	Quarter 4 2017/18



Keeping customers informed

Quarter 3 customer information email volumes



Annual figures

	2013/14	2014/15	2015/16	2016/17	Year to date 2017/18
Total number of customer information emails	111m	263m	273m	190m	128m
Total number of campaigns	438	1,019	1,216	898	820

Over the course of Q3, we have supported a number of planned and unplanned events through our email channels.

Retiming

The Freight & Fleet Retiming Project achieved its target to retime road freight deliveries to off-peak times (19:00-07:00) at 500 premises across London. Moving delivery and servicing activity out of the morning peak period can benefit business and neighbourhoods and therefore has a vital role to play in improving air quality, while supporting the Capital's economic growth.

In addition to supporting the retiming to specific premises, the experience gained has provided the critical building blocks to our future freight activity including a toolkit of advice and best practice for boroughs, businesses are freight operators and an active industry-led consortium of willing partners. This includes major retailers such as Tesco and Sainsbury's, trade associations, London boroughs, London councils and the Noise Abatement Society. The Retiming Consortium is set to expand its focus to a national context – recognising both the industry's supply chains and the contribution retiming deliveries and servicing can make to sustainable urban growth beyond London's boundaries.

Blackwall Tunnel

We have delivered a number of actions to help reduce congestion and disruption at the Blackwall Tunnel, working with, Waze and Eurotunnel. The Blackwall Tunnel is one of the busiest sections on London's road network, and disruptions generate nearly 400 hours of delays at a cost to the Capital of almost £7m each year. Having identified that the cause of much of the disruption is cars running out of petrol and lorry drivers unaware that their vehicles are over-height, we have used our own communication channels and partnerships to tackle these issues.

We partnered with Waze, a free crowdsourced traffic and navigation app, to remind drivers approaching the Blackwall Tunnel to have enough fuel. Over a six-month period 459 drivers, nearly 20 per week, acted on the message and re-routed to local petrol stations, reducing the risk of breaking down in the tunnel. We also saw a reduction in the number of tunnel breakdowns compared to the same period last year. Our work with Waze continues, to give drivers peak-time congestion information and faster journey options on certain routes, helping users to avoid problems and enabling those who can travel at a different time to do so.

Thirty per cent of the trucks entering the UK through the Channel Tunnel are bound for London, so we partnered with Eurotunnel to give key information to these drivers. Thousands of leaflets enabling them to choose between the Blackwall Tunnel and the Dartford Crossing, dependent on the time of day, vehicle and height restrictions, in 10 different languages were distributed to lorry drivers by staff from Eurotunnel's Le Shuttle. Our work with Eurotunnel will continue, including incorporating the information into their website, and other fleet customer information.

We used targeted communications to give Blackwall Tunnel users peak-time congestion information and options for a quicker journey, causing two per cent of drivers to make their journeys outside the busiest time.



Customer information campaigns

Q3 September to December

Surface	Brent Cross Cricklewood Redevelopment Westminster City Council and partner's Baker Street two-way project Camden West End Project Westminster City Council and TfL's Oxford Street West project Trinity Square Highbury Corner Bridge
Rail and Underground	Gospel Oak to Barking closure Festive works 2017 National Rail Thameslink closure – December 2017 Kennington platform closure
Events	Lumiere January 2018 New Year's Eve and New Year's Day Ride London 2018

Marketing campaigns

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

TfL improvements

Raise awareness that TfL is investing to improve infrastructure and services, and how it is doing this.

Our new pan-TfL campaign has been developed to raise awareness of improvements that have been delivered across the TfL network. This is to encourage people to believe we care, and helps our momentum scores.

We are doing this via communicating on the network, as well as outdoor, press, radio and CRM.

Value fares

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

Public transport usage - Bus

Marketing activity in one geographic area initially to assess the impact that additional information and marketing has on demand.

Road modernisation

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

Hoardings

Hoardings are used across our network to inform customers of the improvements they will see in light 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 and highlight the benefits for our customers, while also helping to brighten the environment as the work takes place.

Public transport better behaviours

Reduce behaviours on our network that affect the service (reliability), other customers or our people.

Our new pan-TfL behaviour change campaign looks to encourage Londoners to be more considerate to each other and our staff when they travel. By encouraging greater reciprocity we aim to reduce conflict on the roads and transport network, reduce operational issues (such as delays caused by passengers holding doors open), attacks on our staff and collisions on the road.

Road safety

Activity to target the causes of serious injury and death on London's roads, including tackling speeding.

Safer travel at night

Encouraging customers to book licensed vehicles are check their booking confirmation, and dissuading them from using unbooked minicabs. Messaging also encourages the use of black taxis by explaining how they can be used.

Air quality (ULEZ and T-Charge, rapid charging)

Activity targeting owners of older vehicles, reminding them that the T-Charge is in operation; consulting on proposed changes to the ULEZ to extend the geographical area and tighten emissions standards for diesel vehicles; publishing information on our website on the location of rapid charging infrastructure, and working with partners to support the switch to zero emission capable taxis.

Revenue generation

We launched two targeted price promotions to encourage increased public transport usage – firstly, to existing customers that only use our bus services during the week and not at weekends, and secondly, targeting new Londoners to encourage public transport journeys from day one.

TfL Oysters App

Public launch of the new TfL Oyster App with a programme to raise awareness, drive downloads and encourage regular use. The campaign focuses on promoting the key customer benefit that they can top up their Oyster card anytime, anywhere.

Travel Demand Management (TDM)

We launched a new consolidated public transport and roads TDM campaign, encouraging short and long term behaviour change for planned works, events and unplanned disruption. The campaign leverages existing behaviours, such as checking the weather, to prompt customers to also check their travel using our travel tools.

Consultations

We launched 21 consultations in Q3 with proposals for the following:

- A117 Manor Way/A1020 Pier Road improvements
- Holborn station capacity improvements
- Bus routes N550 and D3 – changes to routings
- Crossrail Central Operating Section revised Network Statement, together with Framework Capacity Statement
- Crossrail Central Operating Section Testing Track Access Contract template
- Cycle improvements along Tanner Street/Druid Street
- Bus route 372 changes at Rainham station
- Have your say on changes to the Ultra Low Emission Zone and Low Emission Zone
- Cycle Superhighway 9 from Kensington Olympia to Brentford town centre
- Have your say on Cycle Superhighway Route 4 from Tower Bridge to Greenwich
- New river crossing between Rotherhithe and Canary Wharf
- A4 Great West Road between Syon Lane and Boston Manor Road: changes to cycling facilities
- Introduction of a Heavy Goods Vehicles Safety Standard Permit as part of the Direct Vision Standard to reduce road danger
- Oxford Street transformation
- Two potential new London Overground stations at Old Oak
- Our commitment to Transparency
- Borough High Street at the junction with Marshalsea Road and Great Dover Street – bus priority scheme
- Bus route 31 – minor rerouting
- Streatham High Road changes to parking and loading bays northbound between Becmead Avenue and Drewstead Road
- Bus route 125 extension and merging of routes 303 and 305
- Streatham High Road St Leonards junction with Mitcham Lane and Tooting Bec Gardens: relocated crossing

We also undertook 51 London Service Permit (Statutory) consultations relating to changes to commercial bus and coach services that are not part of the TfL bus network.

We are planning 14 consultations in Q4 (these are subject to change):

- A205 East Sheen Road Safety and Streetscape Improvements Scheme
- Bus route 965 – proposal to no longer run the route due to low usage
- A21 Tweedy Road (Bromley North) – proposals for improved pedestrian crossings and cycling facilities
- A205 Dulwich Common / Lordship Lane – pedestrian and cycling improvements
- A316 London Road roundabout – signalising and re-shaping roundabout to provide new crossings
- A13 Commercial Road (Back Church Lane – Cannon Street Road). Proposals include improvements to entry/exits to side roads, revisions to parking and introduction of a central island for pedestrians.
- A13 Commercial Road – adding central islands, changes to parking hours and Commercial Street between Jubilee Street and White Horse Lane
- Bus route 485 re-routing and extension to Wandsworth Riverside
- Brixton Hill – changes to parking in addition to bus priority measures consulted on in 2016
- Bus routes 83, 224 and 440 – extension of route 83 between Alperton Station and Stonebridge Park, changes to route 224 and extension of route 440 between Stonebridge Park and Wembley Stadium/Eastern Lands
- Direct Vision Standards – Traffic Regulation Order (TRO) consultation
- Taxi fare changes
- Taxi & PHV Exemptions to the ULEZ Requirements
- Improving safety in Taxi and PHVs



Glossary

Measure	Unit	Description
Cumulative reduction in the number of people killed or seriously injured (KSI) London-wide	%	The percentage reduction in the KSI. KPI relates to personal injury road traffic collisions occurring on the public highway, and reported to the police, in accordance with the Stats 19 national reporting system. The KPI measures the percentage change in KSI casualties on London's roads compared with the baseline average number of KSI casualties between 2005 and 2009.
London Buses: excess wait time (EWT)	Minutes	<p>EWT represents the amount of time that a passenger has had to wait, beyond the time that they should expect to wait, if buses ran as scheduled.</p> <p>It is the key measure of reliability of high-frequency bus services as experienced by passengers, and is also used to calculate operator performance bonuses or penalties.</p>
London Overground and TfL Rail: public performance measure (PPM)	%	<p>The PPM shows the percentage of trains that arrive at their destination on time.</p> <p>It combines figures for punctuality and reliability into a single performance measure and is the rail industry standard measurement of performance.</p> <p>PPM measures the performance of individual trains advertised as passenger services against their planned timetable, as agreed between the operator and Network Rail at 22:00 the night before. It is therefore the percentage of trains 'on time' compared with the total number of trains planned.</p> <p>In London and the South East, a train is defined as being on time if it arrives at the destination within five minutes (four minutes, 59 seconds or less) of the planned arrival time.</p> <p>Where a train fails to run its entire planned route (not calling at all timetabled stations), it will count as a PPM failure.</p>

Measure	Unit	Description
LU and London Rail RIDDOR reportable customer injuries	RIDDORs	<p>The number of serious injuries to customers, employees and contractors using or working on LU and London Rail.</p> <p>It covers injuries that are classified under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR). Injuries arising from criminal acts, alleged suicide attempts, and medical conditions are excluded.</p>
LU: lost customer hours (LCH)	Hours	<p>The total extra journey time, measured in hours, experienced by Underground customers as a result of all service disruptions with durations of two minutes or more. A delay at a busy location or during peak hours results in more LCH because a greater number of customers are affected.</p> <p>For example, an incident at Oxford Circus during a Monday to Friday peak results in a much higher number of LCH than an incident of the same length in Zone 6 on a Sunday morning.</p> <p>As we review incidents, we may need to change LCH figures retrospectively.</p>

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

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

Our customer commitments

Every journey matters



01 Help, contact and complaints

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



02 Fares, payments and refunds

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



03 Keeping you informed

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



04 Accessibility and disabled passengers

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



05 Safety

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



06 Reliability

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



07 Environment

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



08 Sustainability

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



09 Reinvesting in transport

We reinvest all our income to run and improve your services



10 Our customer service performance

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

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

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