Transport for London customer service and operational performance report

Quarter 2 (24 June 2018 – 15 September 2018)

MAYOR OF LONDON

TRANSPORT
FOR LONDON
EVERY JOURNEY MATTERS

About Transport for London (TfL)

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

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

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

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

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

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

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

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

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

Contents

Introduction

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

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

The safety and security of our customers, staff, suppliers and contractors is our top priority. We always work closely with the police and other agencies to ensure that the network remains a low crime environment.

Building on the feedback received from the previous report, we now provide additional information, including annual breakdowns, on customer injury types (by minor and major) over the past five years. We have also made active travel a quarterly feature, following the spotlight provided in the last report.

On London Underground, we have seen an increase in passenger numbers of two million compared to the same period last year. Quarter 2 saw the continuing trend of improved performance and reliability on the Tube network. We recorded our best-ever performance for the extra time it takes for customers to complete their journeys, and delivered a reduction of almost 20 per cent in the number of incidents that could have disrupted journeys.

Within Surface Transport, there are continuing improvements in reliability, with buses seeing a reduction in excess wait time and the number of scheduled services operated having increased for four consecutive quarters. On the road network, London-wide serious disruption continues to fall, with unplanned disruption down by more than 13 per cent compared to the same quarter last year. We have also seen record levels of hires on Santander Cycles.

To help make planning journeys easier, customers using our Journey Planner can now automatically see how much a planned journey on public transport will cost. Journey Planner calculates the quickest route from more than 225 million possible journey combinations, and factors in any disruption.

This report includes a spotlight on the work we are doing to manage travel demand, providing an overview of how we are working to improve the experience of our customers.

Mark Wild
Managing Director, London Underground

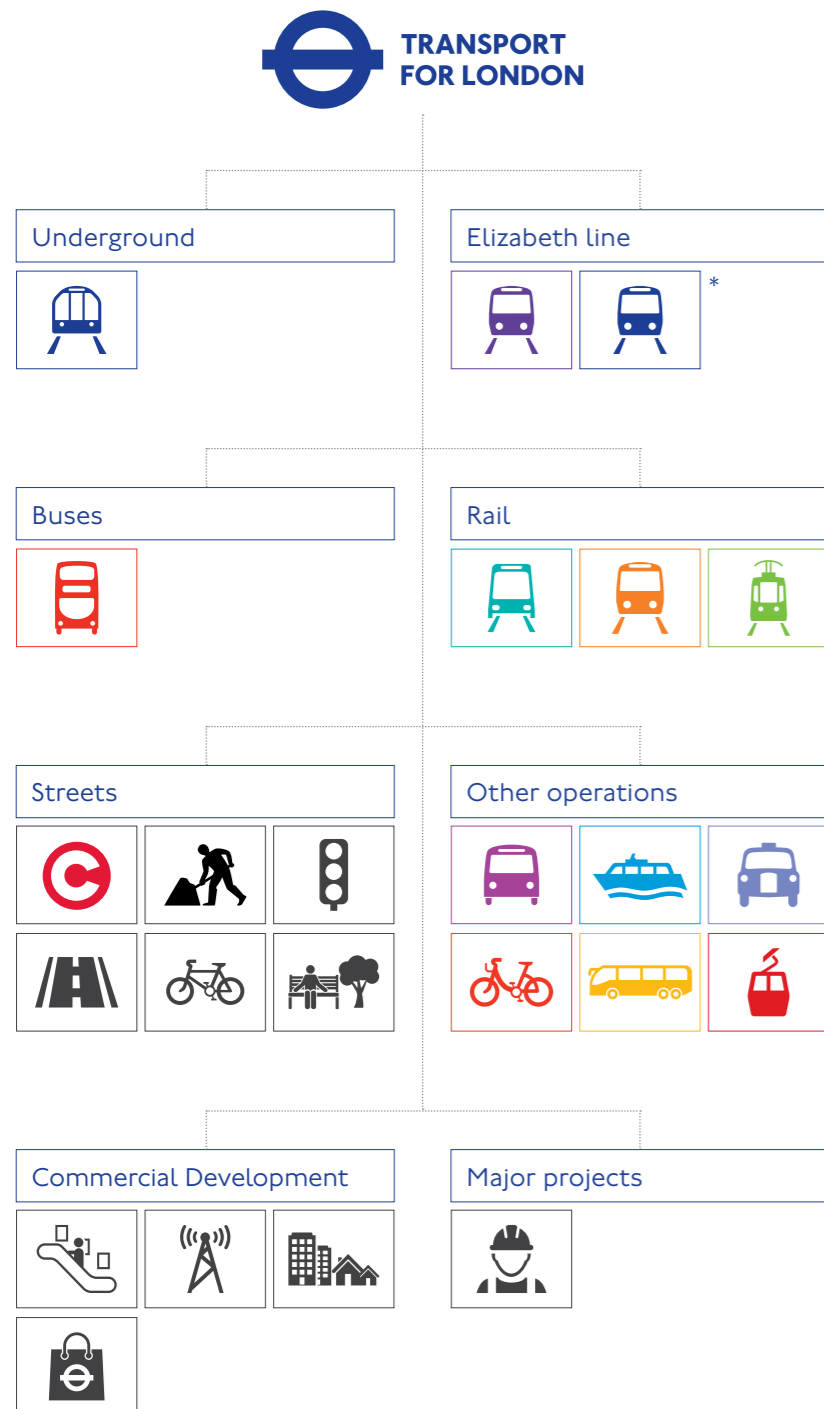**Gareth Powell**
Managing Director, Surface Transport

Vernon Everitt
Managing Director, Customers, Communication and Technology

Business at a glance

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

How we report on our business

TRANSPORT FOR LONDON

Underground	Elizabeth line *
Buses	Rail
Streets	Other operations
Commercial Development	Major projects

* In this report, TfL Rail is reported as part of Rail

Facts and figures**

940 Trains on the TfL network

580km TfL-operated highways

680km TfL-operated Rail and Underground routes
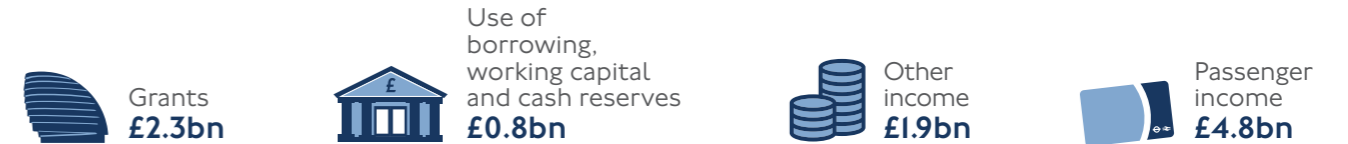
9,550 Buses on the TfL network

6,350 Traffic signals operated by TfL

** Based on full year 2017/18

Budget at a glance

Grants £2.3bn

Use of borrowing, working capital and cash reserves £0.8bn

Other income £1.9bn

Passenger income £4.8bn

Sources of funds **£9.8bn**

27% spent renewing and improving the network through one of the largest capital investment programmes in Europe

73% spent on running and operating the network every day

Total passenger income

£2.7bn (57%)
£0.1bn (3%)
£1.5bn (31%)
£0.5bn (9%)
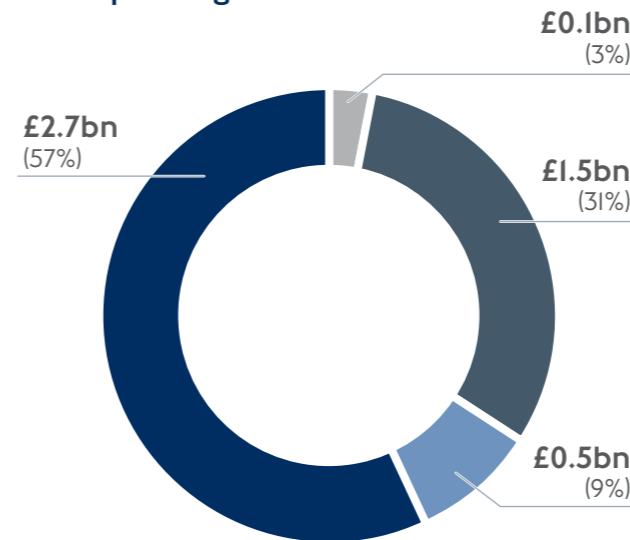
Total: **£4.8bn**

- Underground
- Rail
- Buses
- TfL Rail

Total costs

£6.7bn (68%)
£0.5bn (5%)
£1.7bn (18%)
£0.4bn (4%)
£0.5bn (5%)
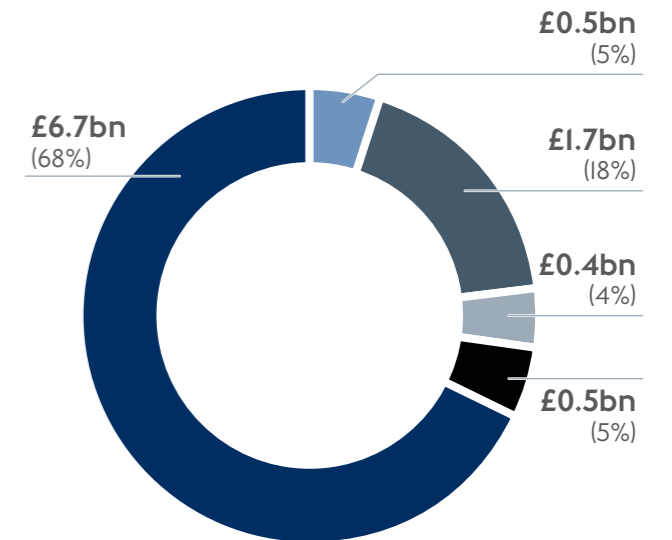
Total: **£9.8bn**

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

Mayor's Transport Strategy themes in this report

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

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

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

Healthy Streets and healthy people

A good public transport experience

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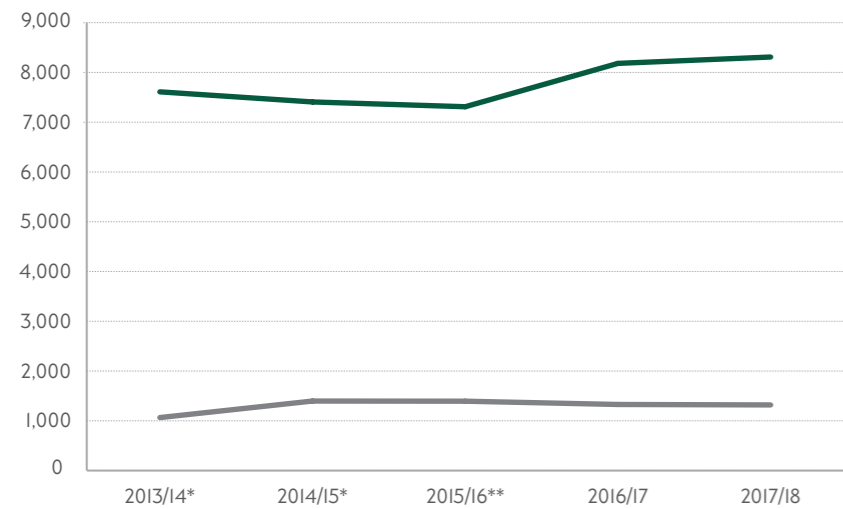
Healthy Streets and healthy people

London's transport system will be safe

Customer injuries
Annual totals

Legend: ■ Minor ■ Major

Safety is our number one priority. Across our bus network, in addition to the development of a new Bus Safety Standard, we have also started to collate and assess the underlying causes of customer slips, trips and falls at stations and inside vehicles. These make up the majority of bus customer injuries.

Within Rail, we have a strong focus on the interface between platforms and trains, and safety on escalators and stairs. As well as reducing the gap between the train and the platform, improving the train operator's view of the platform, and clearer signage about holding the handrail, we are improving how we communicate with our customers to alert them to potential hazards and embed safe behaviours. Station staff continue to use relevant posters, as well as focused announcements and messages.

943

Number of injuries on the LU network this quarter (3.4%▲ against Q2 2017/18)

1,216

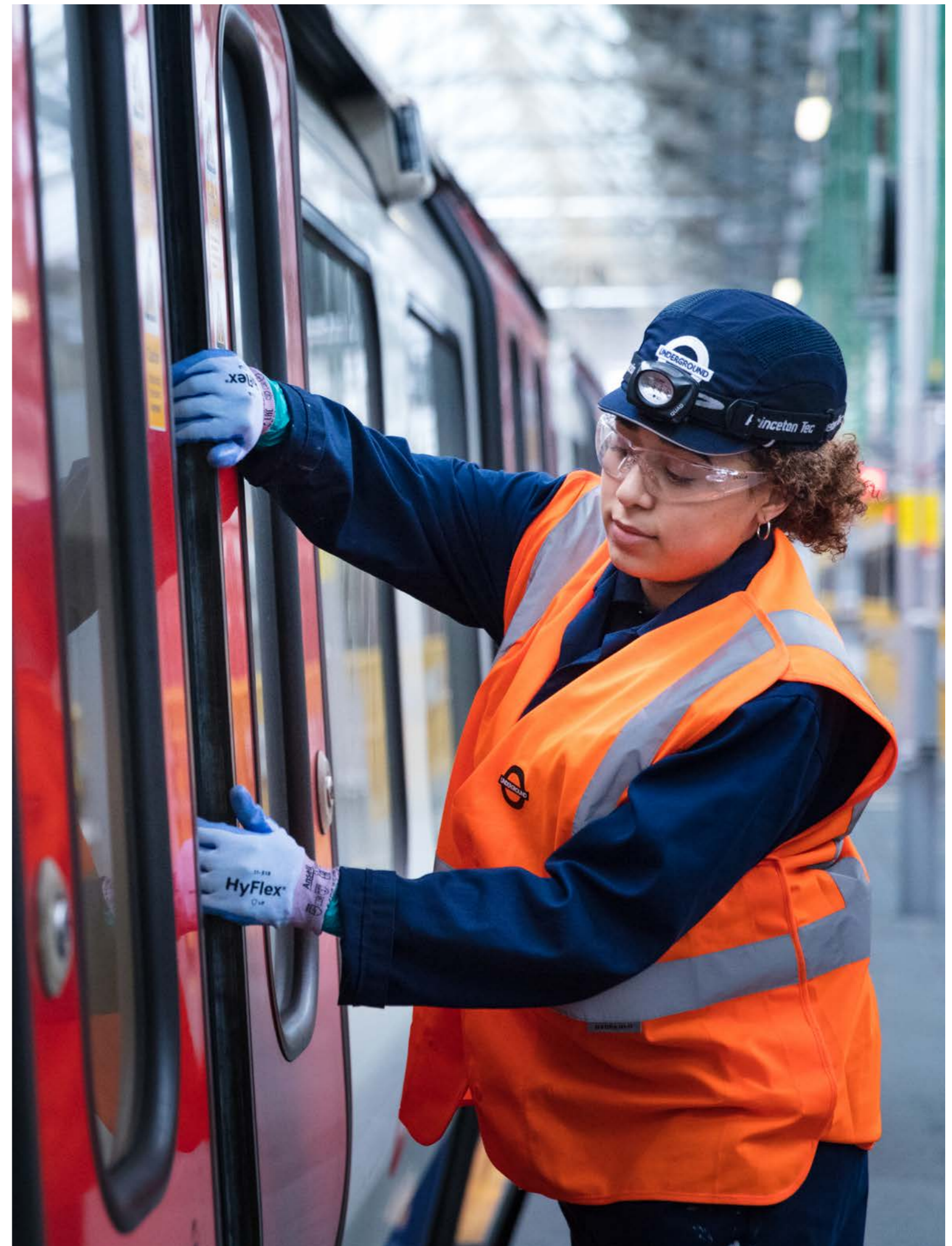Number of injuries on the bus network this quarter (6.1%▼ against Q2 2017/18)

99

Number of injuries on our rail network this quarter (16.5%▲ against Q2 2017/18)

35

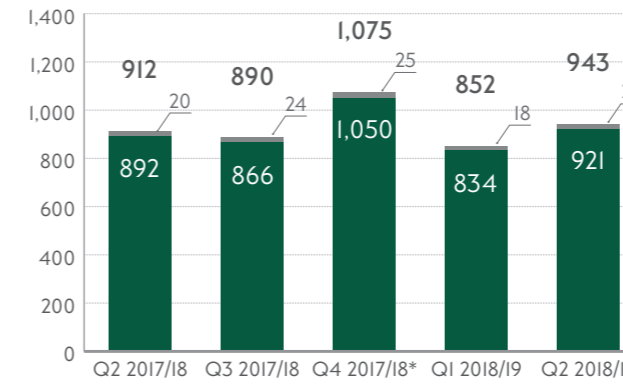Number of injuries within our other operations this quarter (0% against Q2 2017/18)

* Major and minor injuries for Rail not included for 2013/14 and 2014/15
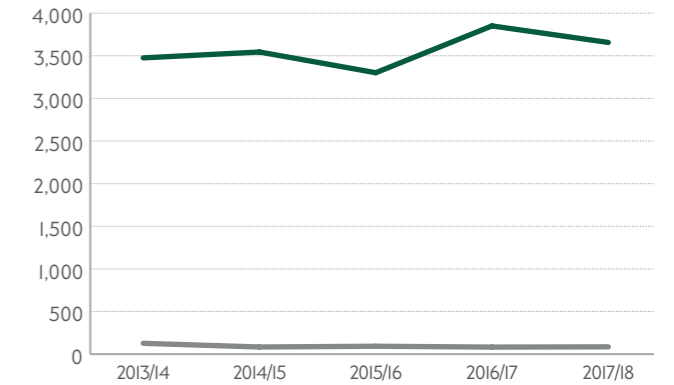** TfL Rail commenced 31 May 2015

Underground 🚇

Customer injuries

Past five quarters

	Q2 2017/18	Q3 2017/18	Q4 2017/18*	Q1 2018/19	Q2 2018/19
Total	912	890	1,075	852	943
Major	20	24	25	18	22
Minor	892	866	1,050	834	921

■ Minor ■ Major

Annual totals

2013/14 2014/15 2015/16 2016/17 2017/18

At the end of Q2, performance was behind target and, for the first time this year, the number of customer accidents was greater than the equivalent time last year. To address this, we are reviewing our control measures to ensure they are as effective as possible at the 30 stations awarded Escalator Excellence status. The Stairs Safety Excellence Programme has now been rolled out to 36 stations.

As a result of an increase in the number of platform train interface (PTI) accidents, the PTI plan was revised in August. This resulted in fewer PTI accidents at the end of the quarter. The plan includes measures to identify hotspots and ensure train operators are aware of them, to improve the view of the platform for staff and to raise customer awareness of the risk. We held our monthly PTI day in September,which focused on the quality of announcements. The October PTI day focused on the issue of customers being caught in train doors.
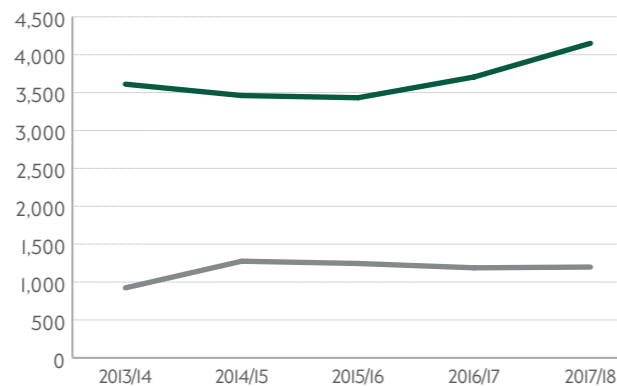
* Quarter 4 is longer than the other quarters (16 weeks instead of 12)

Buses 🚌

## Customer injuries
Past five quarters
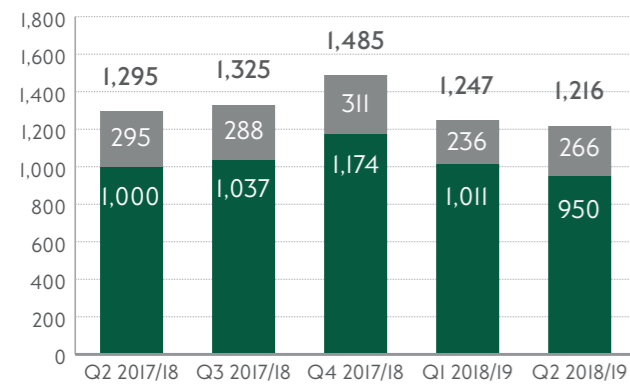
Minor ■ Major ■

Annual totals

Slips, trips and falls are still the main cause of injuries, and targeted campaigns continue at key locations. The latest campaign at Elephant and Castle brought together staff from across TfL and bus operators to focus on braking and acceleration, blindspot awareness and general driving behaviours.

Improvements have also been made to the coordination of site visits following major incidents, to bring all relevant parties together to identify any changes required to the environment, for example road layout or signals.

The bus driver safety training project is progressing. The contract will be awarded at the start of Q3 with the rollout of the training programme to instructors in bus companies in February/March 2019 and to bus drivers from April 2019. Our bus operators are progressing trials of innovative safety equipment through our Bus Safety Innovation Fund, including technology to minimise pedal application error (helping drivers to avoid depressing the accelerator pedal instead of the brake). The results of the trials were made available to the wider bus industry at the Bus Safety Summit, held at Millbrook Proving Ground on 16 October.

People killed or seriously injured*
Past five quarters
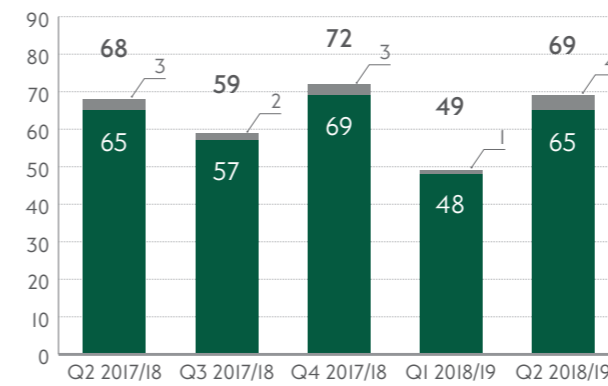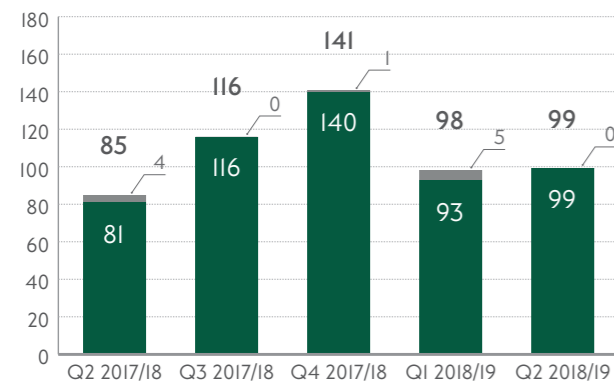

Minor ■ Major ■

Annual totals**
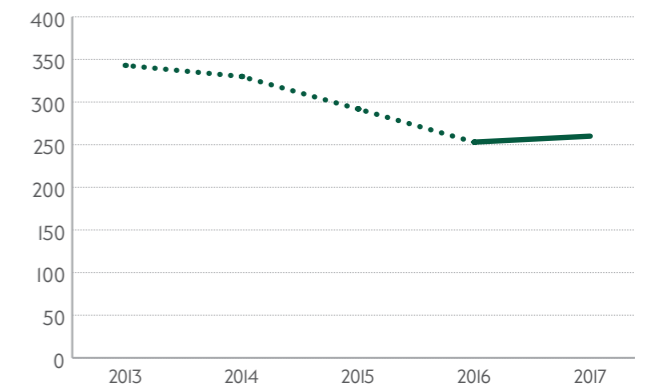
On 24 July, the Mayor's Vision Zero action plan was launched, setting out measures to eliminate deaths and serious injuries from London's transport network by 2041. The plan includes targets for our bus operations: to reduce the number of people who are killed or seriously injured in, or by, London buses by 70 per cent against 2005-09 levels and for there to be no-one killed in or by a London bus by 2030. We are meeting the interim targets that we have set. The Bus Safety Standard, which was launched at the Bus Safety Summit on 16 October, will identify the latest safety technologies and features to reduce casualties on the bus network. The standard will be written into all new bus operator contracts from the end of this year.

* Buses KSI data is based on calendar quarters rather than financial quarters ie Q1 is January to March and is the latest available processed provisional data. This is subject to change as this information is reviewed and managed by the Metropolitan Police Service. Pre-2017 data includes coaches as well as buses

** Figures from the end of 2016 have been reported using a new system (COPA). The dotted lines in the graph for calendar years 2013-2016 denote back-estimated figures following analysis undertaken with the Transport Research Laboratory to indicate how KSIs would have been reported under this system in previous years
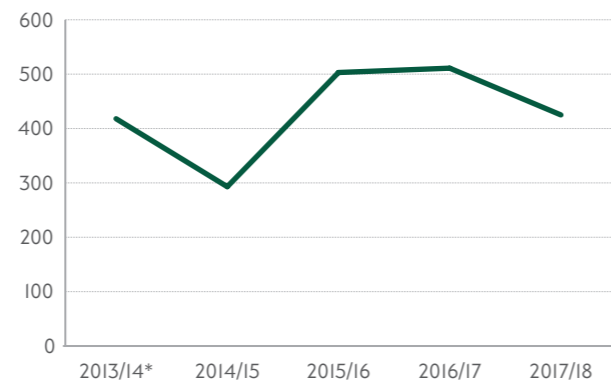
Rail

Customer injuries
Past five quarters

Quarter	Minor	Major	Total
Q2 2017/18	81	4	85
Q3 2017/18	116	0	116
Q4 2017/18	140	1	141
Q1 2018/19	93	5	98
Q2 2018/19	99	0	99

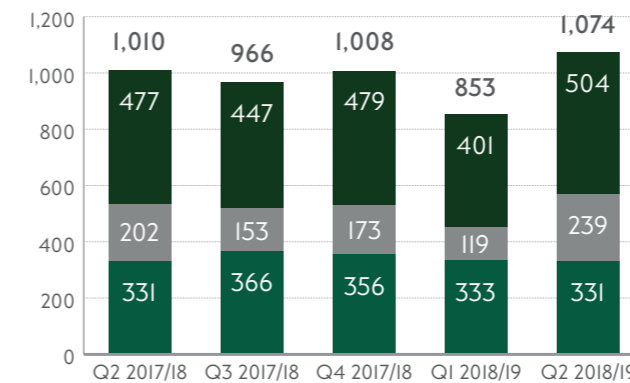■ Minor ■ Major

Annual totals**

While the overall number of injuries has increased compared with the same quarter last year, there were no major injuries during the quarter, representing a significant improvement compared with last year. An increased number of injuries was seen across all modes, with the exception of TfL Rail, where there was a 31 per cent reduction compared with the same quarter last year. The most significant rise in injuries was observed on the DLR. Executive teams across our rail businesses have focused on safety through increased direct engagement with staff at all levels, and improvements in the way that safety issues are captured, prioritised and tracked to closure.

*   TfL Rail was not operational in 2013/14
** We are still collating the breakdown of data for minor/major injuries which will be available for the Q3 2018/19 report onwards
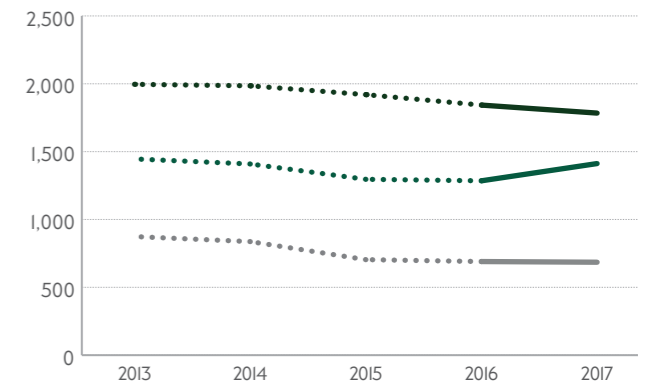
Streets

People killed or seriously injured*
Past five quarters (type of user)

Quarter	Pedestrians	Cyclists	Motorised vehicle	Total
Q2 2017/18	331	202	477	1,010
Q3 2017/18	366	153	447	966
Q4 2017/18	356	173	479	1,008
Q1 2018/19	333	119	401	853
Q2 2018/19	331	239	504	1,074

■ Pedestrians ■ Cyclists ■ Motorised vehicle

Annual totals**

At the end of Q2, provisionally there have been 46 fatalities this year, compared to 62 this time last year. Most fatalities continue to be among pedestrians and motorcyclists. The overall number of people killed or seriously injured on London's roads has increased by six per cent this quarter compared to the same quarter last year.

As part of the Vision Zero action plan, we are taking forward measures to lower speed limits, transform dangerous junctions, and implement a Direct Vision Standard for heavy goods vehicles. In addition, we work with the police to enforce speed restrictions and tackle the most dangerous drivers; this has been assisted by the launch of a new intelligence-led enforcement deployment system that enables us to deploy our traffic enforcement resources more effectively.

*   Streets KSI data is based on calendar quarters rather than financial quarters, ie Q1 is January to March and is the latest available processed provisional data. This is subject to change as this information is reviewed and managed by the Metropolitan Police Service

** Figures from the end of 2016 have been reported using a new system (COPA). The dotted lines in the graph for calendar years 2013-2016 denote back-estimated figures following analysis undertaken with the Transport Research Laboratory to indicate how KSIs would have been reported under this system in previous years

Streets

Past five quarters (gender)

	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19
Total	1,010	966	1,008	845	1,064
Female	244	256	266	262	305
Male	766	710	742	583	759
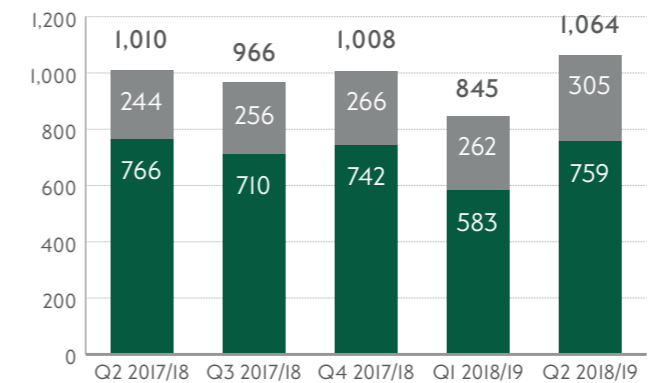
■ Male ■ Female

Past five quarters (age)

	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19
Total	1,005	958	996	839	1,059
60+	107	133	137	137	110
25–59	656	564	618	504	669
16–24	172	189	188	143	212
0–15	70	72	53	55	68
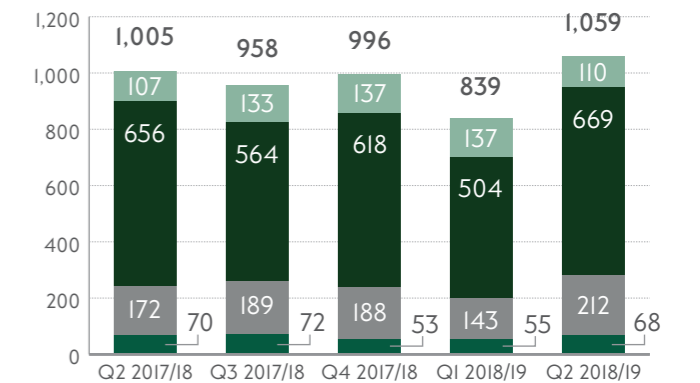
■ 0–15 ■ 16–24 ■ 25–59 ■ 60+

There has been an increase in the number of people killed or seriously injured across all age groups except children, compared with the same quarter last year. The proportion of females killed or seriously injured has increased. Through our schools and associated education programmes, we continue to promote safe behaviour on the roads.

Other operations

Customer injuries
Past five quarters

- **Minor**
- **Major**

Annual totals

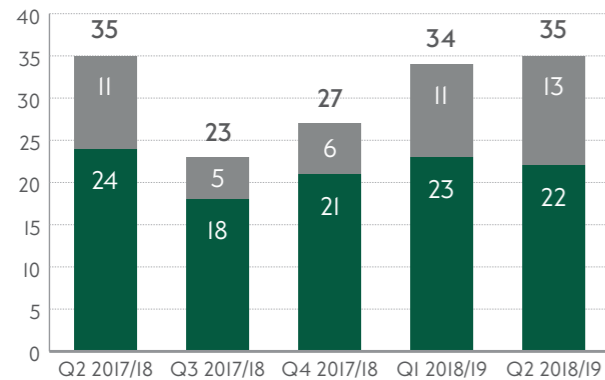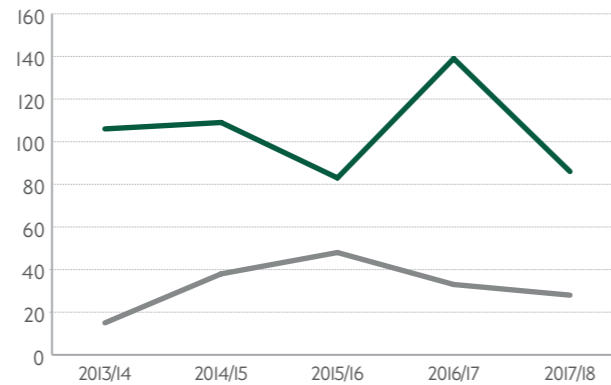While the total number of injuries arising from our other operations remains constant compared with the same quarter last year, there has been an increase in the proportion of major injuries. Our Dial-a-Ride operation remains the most significant contributor to the total number of injuries, although the level remains unchanged from the same quarter last year.

Improvements have been achieved by our coach and cycle hire operations, with the latter having focused on safety at cycle hire docking stations.

While the number of injuries associated with the cable car remains low, the number has nevertheless increased. In response, there has been a review of platform procedures at the cable car, and a focus on raising staff awareness of the potential risks they need to manage.

Safety – feedback from customers
Number of complaints

	Q2 2017/18	Q2 2018/19
London Underground	325	312
London Buses	979	1,115
DLR	20	16
London Overground	55	38
TfL Rail	19	25
London Trams	8	7
Emirates Air Line	0	0
Congestion Charge	0	0
Dial-a-Ride	12	3
London River Services	0	1
Santander Cycles	1	0
Taxis*	n/a	3
Private Hire*	n/a	1
Total	**1,419**	**1,521**

To ensure we are able to identify and address customer feedback on safety issues, we introduced a quicker process for escalating safety feedback to our operational teams.

This improvement has contributed to the slight increase in safety complaints reported this quarter, although this is in line with an increase in feedback volumes as a whole. The main area of increase was Buses, with injuries to person and vehicle damage both up on Q2 last year.

We have also updated our website and introduced a category for safety incidents and concerns that customers can use when contacting us.

* Taxi and Private Hire complaint numbers are not directly comparable due to the way they are received and recorded
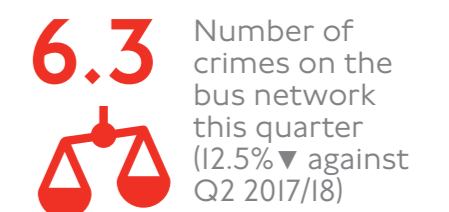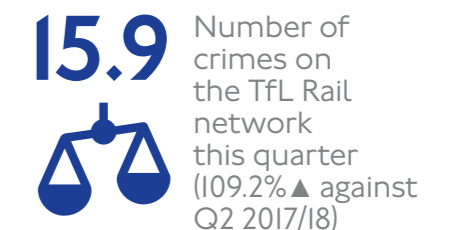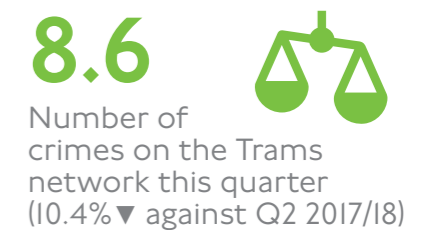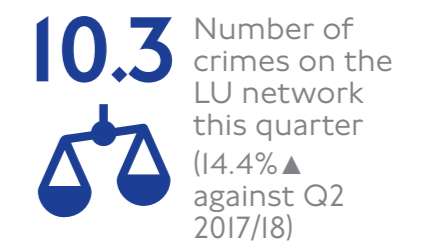
London's transport system will be secure

We are committed to keeping our customers safe and secure. Neither crime, nor the fear of crime, should deter people from using London's streets and transport system. We work closely with the Metropolitan Police Service (MPS), the British Transport Police (BTP) and the City of London Police to tackle crime and antisocial behaviour. We also work with our policing partners to address the risk of terrorism and to support the Mayor's Vision Zero ambitions.

Overall, the volume of crime on London's transport network is comparable to that of a year ago – the decrease in bus-related crime has offset an increase in reported crime on the London Underground and London Overground networks. To address this, the BTP, at our request, has reinstated local policing teams on TfL networks. The BTP has also re-established a staff assaults team, with a joint strategy being developed. These teams will deal with issues related to low-level violence affecting our services at busy commuter times.

We continue to address instances of knife crime on our network. Targeted high-visibility patrols have been carried out to provide a visible deterrent to violent offenders on the bus network, and daily weapons sweeps at transport hubs have taken place.

We have been working with the police to hold regular days of engagement across our network. Events also took place throughout National Hate Crime Awareness Week (13-20 October 2018) across London.

All figures below are per million journeys

10.3 Number of crimes on the LU network this quarter (14.4%▲ against Q2 2017/18)

8.6 Number of crimes on the Trams network this quarter (10.4%▼ against Q2 2017/18)

15.9 Number of crimes on the TfL Rail network this quarter (109.2%▲ against Q2 2017/18)

8.5 Number of crimes on the London Overground this quarter (9.0%▲ against Q2 2017/18)

6.3 Number of crimes on the bus network this quarter (12.5%▼ against Q2 2017/18)

Recorded crime rate
Recorded crimes by mode per million passenger journeys

- Q2 2017/18 ■ Q2 2018/19*

Annual trend (moving average)**

■ London Underground ■ Buses ■ DLR ■ London Overground ■ Trams ■ TfL Rail
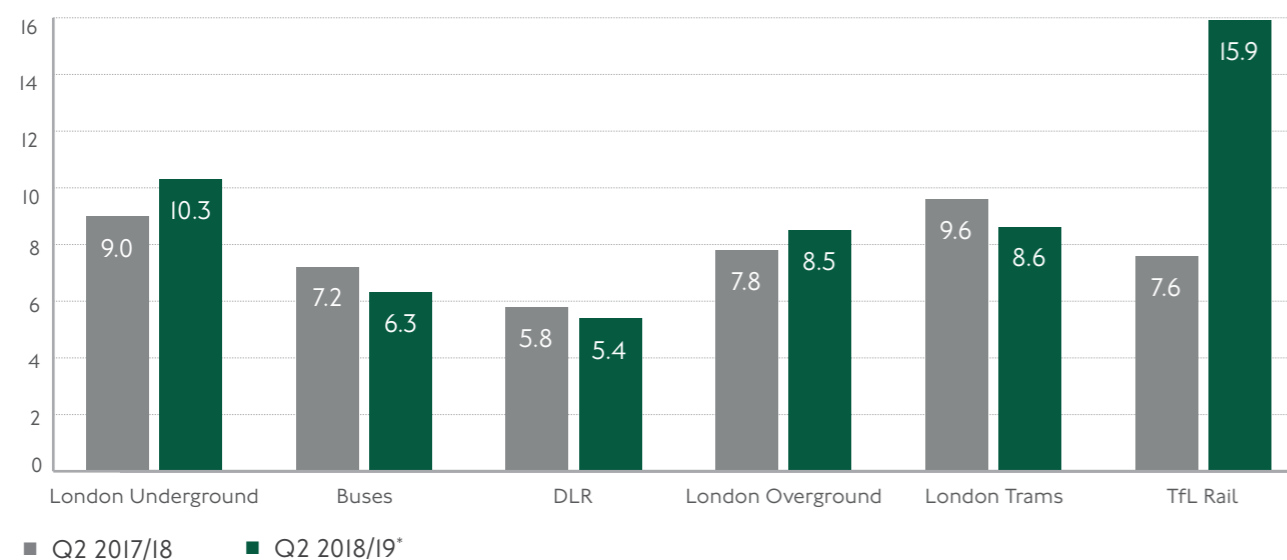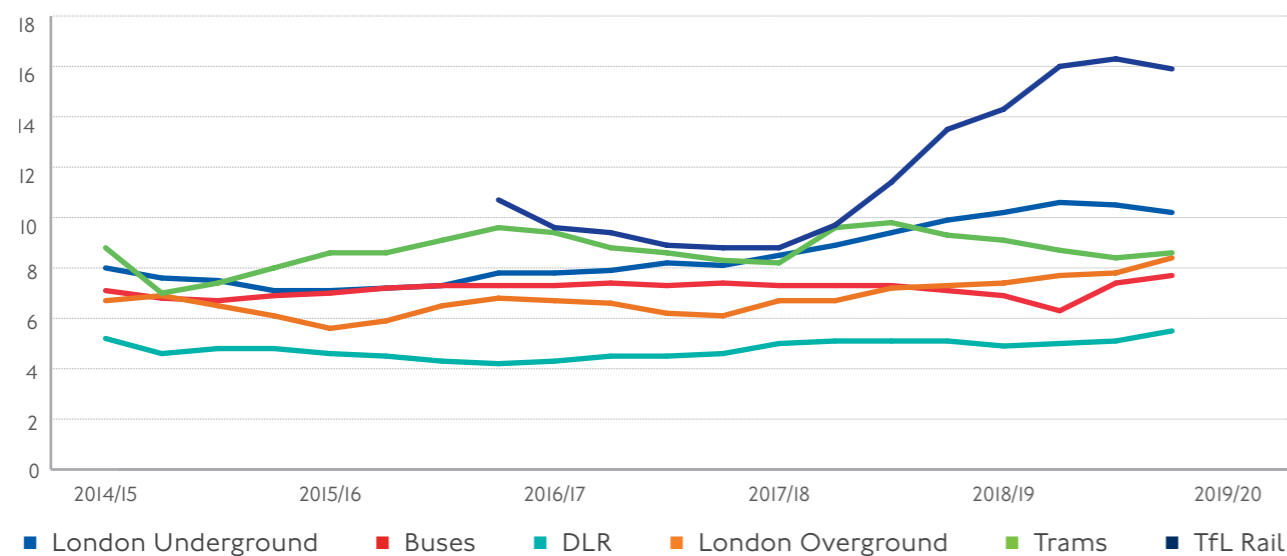
* All crime and outcome figures are based upon data from April to August

** Crime information used in the annual trend moving average for Q2 2018/19 includes only July and August, whereas all previous quarterly information is based on three months of data. This is owing to the availability of crime information at the time this report was produced, and does not affect the long-term trend

Recorded crimes by mode

	Q2 2017/18	Q2 2018/19	Variance %
London Underground	4,951	5,815	17.5
Buses	6,550	5,796	-11.5
DLR	278	275	-1.1
London Overground	610	662	8.5
London Trams	113	102	-9.7
TfL Rail	191	344	80.1

Crime figures for 2018/19 show a 2.4 per cent rise on our transport network compared with a year earlier. Across all of our services, the rate of crime per million passenger journeys stood at 7.9 (0.2 higher compared to a year earlier). This is largely attributable to an increase in reported crime on the London Underground and London Overground. The large rise seen on the TfL Rail network is due to the introduction of additional services earlier this year, making meaningful comparison with a year earlier difficult. There were reductions in crime on Buses, DLR and Tram services.

Recorded crimes by mode

London Underground

	Q2 2017/18	Q2 2018/19	Variance %
Violence against the person	997	1,247	25.1
Sexual offences	457	540	18.2
Criminal damage	339	330	-2.7
Line of route*	20	15	-25.0
Theft of passenger property	1,721	2,096	21.8
Motor vehicle/ cycle offences	198	178	-10.1
Robbery	49	71	44.9
Theft of railway property/burglary	84	102	21.4
Serious public order	945	976	3.3
Serious fraud	36	54	50.0
Drugs	61	145	137.7
Other serious offences	44	61	38.6
Total notifiable offences	**4,951**	**5,815**	**17.5**

We continue to address the rise in reported crime, which has been driven by increased reporting of sexual offences following our campaign to encourage this, and more low-level violence, public order offences, theft and robbery. High-visibility policing operations are being focused on key transport hubs to help address this, and the BTP and MPS are working in partnership to tackle theft committed by organised gangs. There have also been targeted patrols on sections of the Underground network to identify known suspects and disrupt their activity.

London Buses

	Q2 2017/18	Q2 2018/19	Variance %
Burglary	19	9	-52.6
Criminal damage	382	251	-34.3
Drugs	81	54	-33.3
Fraud or forgery	0	0	0.0
Other notifiable offences	86	78	-9.3
Robbery	392	403	2.8
Sexual offences	311	295	-5.1
Theft and handling	2,709	2,458	-9.3
Violence against the person offences	2,570	2,248	-12.5
Total notifiable offences	**6,550**	**5,796**	**-11.5**

The overall decrease in reported bus-related crime was driven by decreased violence against the person, a reduction in theft and handling, and criminal damage, and decreased reporting of sexual offences. The decreased reporting of sexual offences on the bus network and the impact of the 'Report It To Stop It' campaign are being assessed. The reduction in violent offences is partly a result of sustained intelligence-led operations by local teams on the bus network who have had a high-visibility presence. The bus network has also not seen the capacity issues that have driven some of the increase in crime on London Underground.

DLR

	Q2 2017/18	Q2 2018/19	Variance %
Violence against the person	64	79	23.4
Sexual offences	6	20	233.3
Criminal damage	11	13	18.2
Line of route*	2	1	-50
Theft of passenger property	98	67	-31.6
Motor vehicle/ cycle offences	8	11	37.5
Robbery	2	18	800
Theft of railway property/burglary	15	7	-53.3
Serious public order	65	48	-26.2
Serious fraud	0	1	100
Drugs	5	6	20
Other serious offences	2	4	100
Total notifiable offences	**278**	**275**	**-1.1**

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

London Overground

	Q2 2017/18	Q2 2018/19	Variance %
Violence against the person	126	161	27.8
Sexual offences	30	34	13.3
Criminal damage	69	46	-33.3
Line of route*	3	0	-100
Theft of passenger property	81	124	53.1
Motor vehicle/ cycle offences	78	68	-12.8
Robbery	10	12	20
Theft of railway property/burglary	24	5	-79.2
Serious public order	171	188	9.9
Serious fraud	2	5	150
Drugs	11	13	18.2
Other serious offences	5	6	20
Total notifiable offences	**610**	**662**	**8.5**

The overall increase in reported crime on London Overground was driven by increases in low-level violence and theft of passenger property. The approaches described relating to the rise in London Underground crime are being applied to the London Overground network by the BTP.

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

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

London Trams

	Q2 2017/18	Q2 2018/19	Variance %
Violence against the person	37	33	-10.8
Sexual offences	3	5	66.7
Criminal damage	15	10	-33.3
Line of route*	8	1	-87.5
Theft of passenger property	9	13	44.4
Motor vehicle/ cycle offences	5	3	-40
Robbery	5	6	20
Theft of railway property/burglary	3	0	-100
Serious public order	23	27	17.4
Serious fraud	0	0	0
Drugs	5	3	-40
Other serious offences	0	1	100
Total notifiable offences	**113**	**102**	**-9.7**

Reported crime on London Trams remains low in volume and is lower than last year, with some minor changes in certain offence categories.

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

TfL Rail

|	Q2 2017/18	Q2 2018/19	Variance %
Violence against the person	51	84	64.7
Sexual offences	13	12	-7.7
Criminal damage	7	25	257.1
Line of route*	0	1	100
Theft of passenger property	38	73	92.1
Motor vehicle/ cycle offences	25	59	136
Robbery	2	8	100
Theft of railway property/burglary	7	9	28.6
Serious public order	42	55	31
Serious fraud	0	2	100
Drugs	3	10	233.3
Other serious offences	3	6	100
Total notifiable offences	**191**	**344**	**80.1**

Reported crime on TfL Rail remains relatively low in volume. However, an increase has been seen with the introduction of the section replacing the previous Heathrow Connect service and the associated inclusion of reported crime. This makes meaningful comparison with a year ago difficult. Additional analysis comparing the same network year on year, irrespective of whether or not the Heathrow Connect section was in operation, indicates a small rise, driven by theft of passenger property; the BTP is applying similar approaches as those used for the London Underground.

Personal security perception Q2

We commission a regular safety and security survey to help monitor Londoners' perceptions of the safety and security of transport.

This quarter's survey shows that almost one third of Londoners surveyed are worried about their personal security on public transport, with incidents on the LU and bus networks causing the most worry. Incidents that have caused worry generally relate to other people's language and threatening behaviour, drunken passengers (including those drinking alcohol), a busy environment including overcrowding, and passengers pushing/shoving each other. We have launched initiatives with the BTP to address these issues, including high-visibility patrols, poster campaigns and the promotion of byelaws and penalties.

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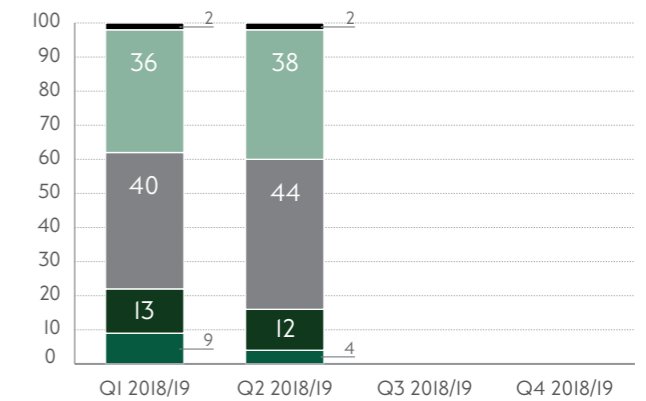
- ■ Don't know
- ■ No, did not put me off
- ■ Yes, put me off but I still travel
- ■ Yes, stopped me temporarily
- ■ Yes, stopped me completely

Percentage of customers who felt worried about personal security on public transport

- ■ Q1 2018/19　■ Q2 2018/19*
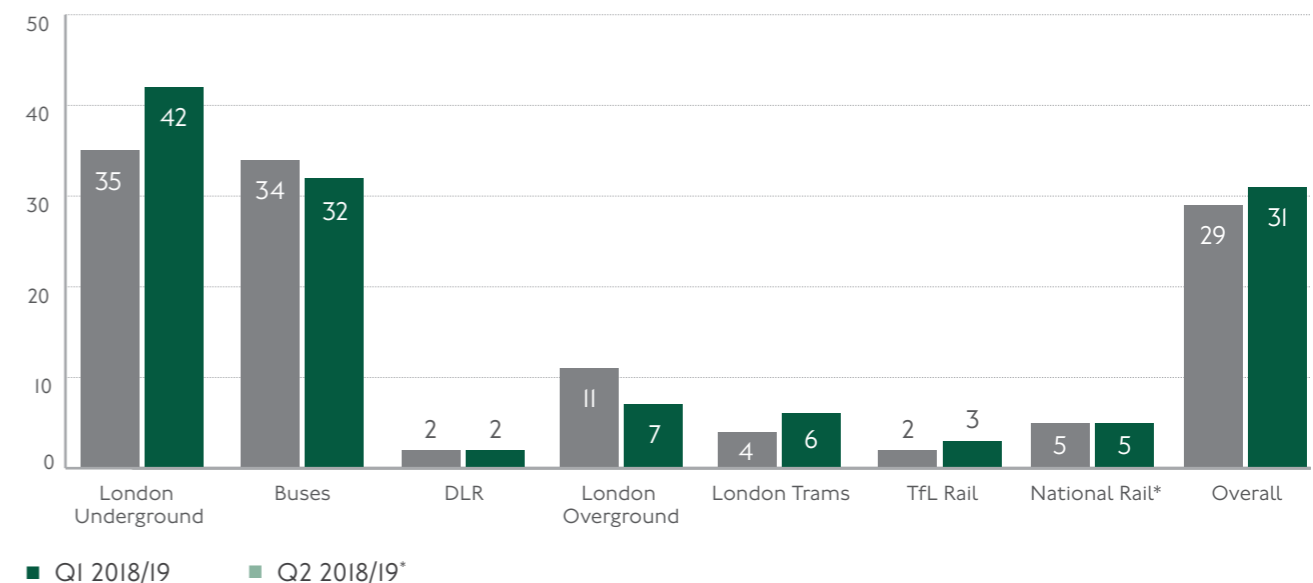
* National Rail is included as, while not a TfL service, it serves Londoners

Positive outcomes and detections

The BTP and the MPS report this information differently as reflected in the data tables. The BTP reports on a broad range of outcomes, while the MPS reports the number of crimes detected through a formal sanction (a suspect being charged or cautioned for an offence).

Positive outcomes include detections and take account of restorative and reparative outcomes. The positive outcome rate comprises the number of positive outcomes recorded (which can relate to crimes committed in any year) as a percentage of crimes recorded during the year.

The number of detections and positive outcomes overall is down year on year for all modes with the exception of London Underground and London Overground.

Positive outcomes and detections

	Q2 2017/18	Q2 2018/19	Variance %
London Underground	524	526	0.4
Buses	747	482	-35.5
London Overground	60	67	11.7
DLR	44	23	-47.7
London Trams	20	13	-35
TfL Rail	39	27	-30.8

Positive outcomes and detection rate

	Q2 2017/18 (%)	Q2 2018/19 (%)	Variance %
London Underground	10.6	9.0	-1.5
Buses	11.4	8.3	-3.1
London Overground	9.8	10.1	0.3
DLR	15.8	8.4	-7.5
London Trams	17.7	12.7	-5
TfL Rail	13.4	7.8	-5.6

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 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 team continued to provide support to the people affected by the Sandilands tram overturning; this quarter there were 22 contacts relating to the renewal of concessionary passes.

The team will provide long-term support to two families in connection with bicycle incidents.

The team has continued to promote its services, while maintaining and building relationships with organisations and stakeholders such as the London Air Ambulance, BTP, King's College major trauma unit and MPS. These relationships are essential to ensure the Sarah Hope Line is accessible to those who need support.

The Sarah Hope Line received 162 calls in Q2, resulting in 50 new cases of people needing our help. These were split as follows:

Cyclist	3
London Underground/Rail	18
Buses	5
London Streets	2
Trams (concessionary passes)	22
Total	**50**

More active travel

Healthy Streets Check for Designers

The 'Healthy Streets Check for Designers' tool reviews whether proposed changes to the street will result in improvements against the 10 Healthy Streets Indicators. The tool provides a score for both the existing street layout and proposed design, with the uplift demonstrating the scale of the improvement of the street for people's health. The average uplift across all schemes delivered by TfL (in scope for the check) is a TfL Scorecard indicator, with a target of 10 per cent average uplift across all eligible schemes. The Healthy Streets Check for Designers is a tool to aid designers in aligning to the Healthy Streets Approach; the outputs do not reflect the cost or scale of the project.

Summary of uplifts of Healthy Streets Checks for Designers completed in Q1 and Q2
Number of Healthy Streets Checks undertaken on the TLRN

|	QI 2018/19	Q2 2018/19	Cumulative results to date
Number of schemes with a completed Healthy Streets Check for Designers	2	8	10
Average percentage point uplift across schemes	7	10	10

Scheme average RAG rating

Red	Average uplift across the schemes is <7 percentage points
Amber	Average uplift across the schemes is 7–9 percentage points
Green	Average uplift across the schemes is >10 percentage points

From 24 June-15 September 2018, eight Healthy Streets Checks for Designers were completed. If this figure is added to the Q1 number, Healthy Streets Checks for Designers have been carried out on a total of 10 projects on the TLRN to date. The average uplift across the 10 schemes was 10 percentage points.

The end-of-year target of achieving a 10 percentage point uplift across projects completing Healthy Streets Checks is still forecast to be achieved.

Santander Cycle hire usage

Average daily number of Santander Cycle hires for Q2 2013-2018 (thousands)
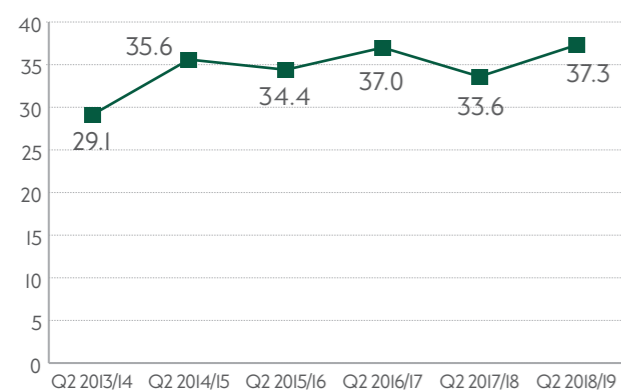
In Q2 2018, the average daily number of cycle hires was 37,306, up from 29,054 in Q2 2013, an increase of 28 per cent. This is the largest number of average daily hires for Q2 since the scheme began.

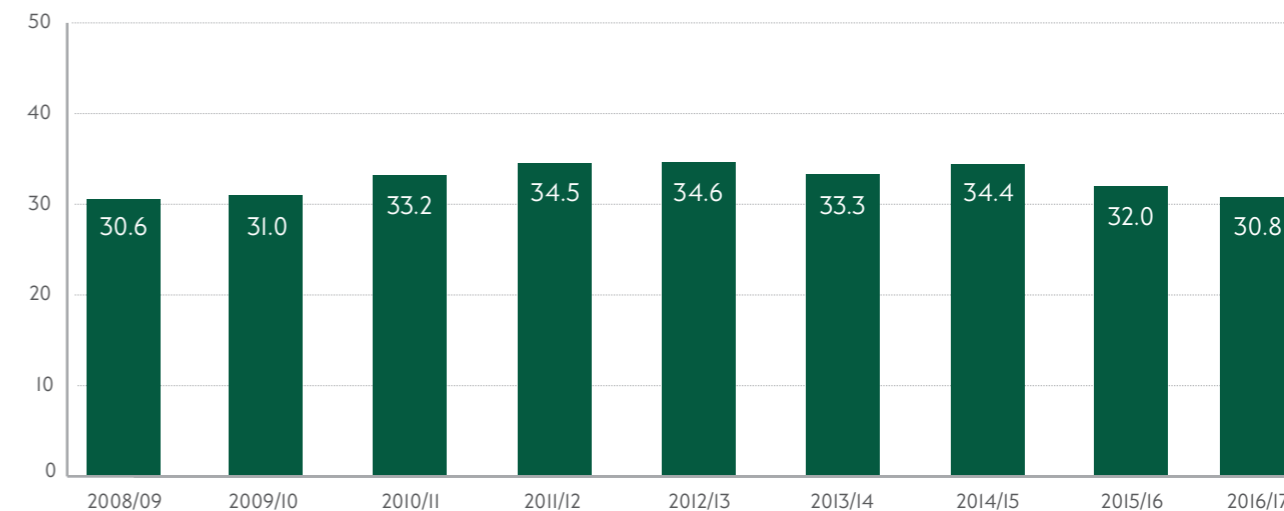## Proportion of Londoners who achieve two x 10-minute periods of active travel per day

'Active' vs 'Not active' – percentage split taken from the 2016/17 London Travel Demand Survey

31% 69%

■ Active   ■ Not active

We measure the proportion of Londoners achieving two x 10-minute periods of active travel using London Travel Demand Survey data, which gives us a picture of travel by London residents. We are aiming for 70 per cent of adults to be reporting two x 10-minute periods of active travel on the previous day by 2041, using this data.

Percentage of Londoners who achieve two x 10-minute periods of active travel per day (2008-2017)

There has been little change in the proportion of Londoners who are considered active (achieving two x 10-minute periods of active travel) over the past decade.

We are developing for inclusion in the scorecard a new direct measure of the impact of our investments on increasing the proportion of people who are active. This will help focus and prioritise our investment (for example, through the Healthy Streets portfolio).

A good public transport experience

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

Passenger journeys
Year to date

1,812m
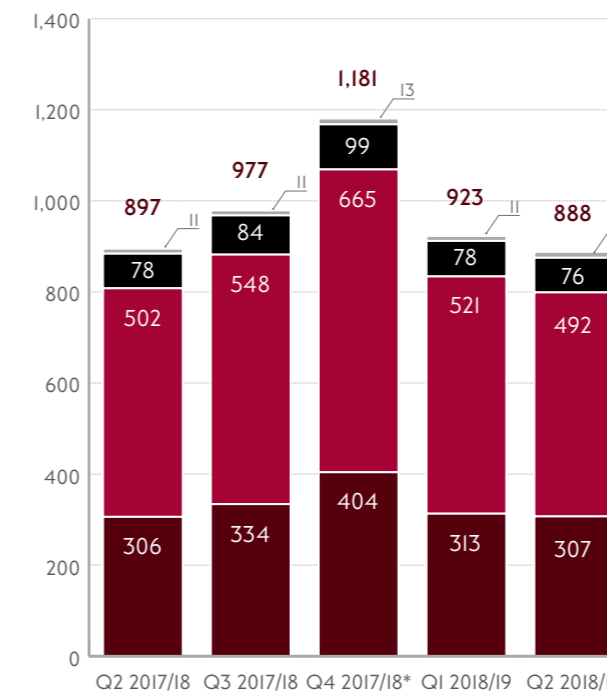total number of journeys

London Underground
620m

Buses
1,013m

DLR
56m

London Overground
86m

London Trams
13m

TfL Rail
24m

Passenger journeys
Past five quarters (millions)

	Q2 2017/18	Q3 2017/18	Q4 2017/18*	Q1 2018/19	Q2 2018/19
Total	897	977	1,181	923	888
TfL Rail	11	11	13	11	13
Rail	78	84	99	78	76
Buses	502	548	665	521	492
London Underground	306	334	404	313	307

Year to date (millions)

	Q2 2015/16	Q2 2016/17	Q2 2017/18	Q2 2018/19
Total	1,873	1,855	1,830	1,812
TfL Rail	14	22	21	24
Rail	149	156	157	155
Buses	1,095	1,044	1,033	1,013
London Underground	615	633	619	620
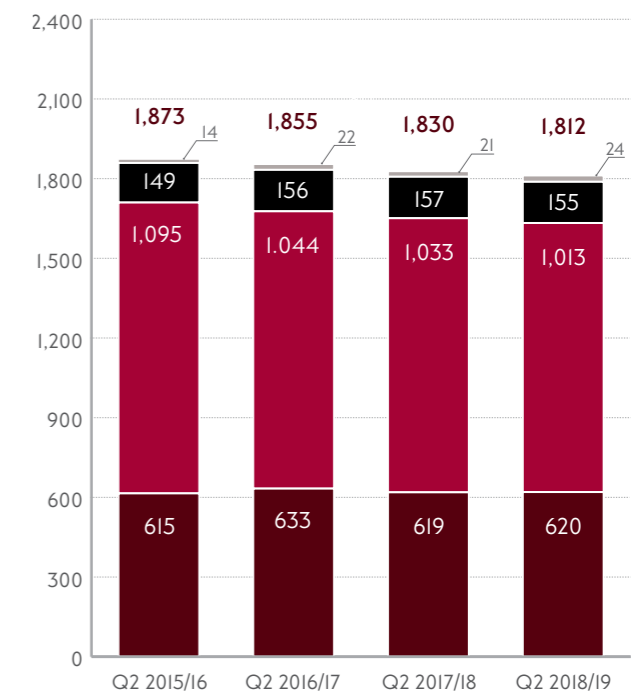
■ London Underground ■ Buses ■ Rail ■ TfL Rail

London Underground passenger volumes were one million better than those in 2017/18. There have been a number of large-scale events in London recently, including the royal wedding, which have resulted in an improvement in passenger numbers. Overall customer demand has started to increase for rail travel in London and the South East, including on the National Rail network.

Bus passenger journeys were 1.9 per cent lower than budget. Initial analysis shows a reduction mainly in off-peak journeys (evening and weekends). We are conducting further analysis on factors impacting passenger journey numbers.

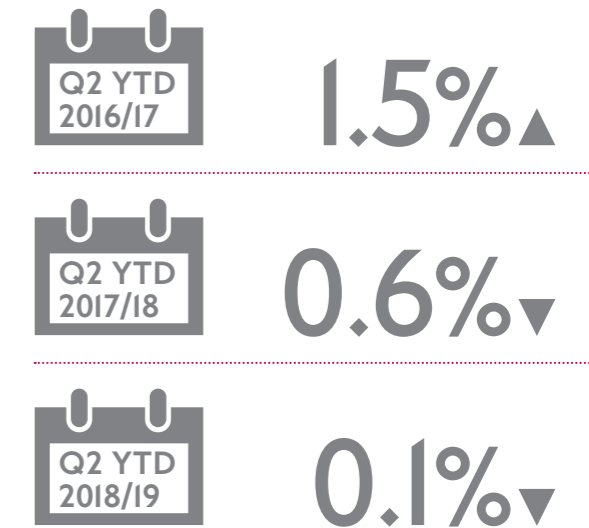*Quarter 4 is longer than quarters 1 to 3 (16 weeks vs 12 weeks)

Underground 🚇

Passenger journeys

	Q2 YTD 2017/18	Q2 YTD 2018/19	Variance (%)
Number of passenger journeys (millions)	619	620	0.2
Number of passenger journeys (normalised)	624	624	-0.1

Passenger journeys
Demand shows a year-on-year rise this quarter. Events, including the RAF 100-year celebration and the royal wedding, boosted demand this year. Overall demand has started to increase for rail travel in London and the South East, including the National Rail network.

Underlying normalised passenger journeys year-on-year change

Q2 YTD 2016/17	1.5%▲
Q2 YTD 2017/18	0.6%▼
Q2 YTD 2018/19	0.1%▼

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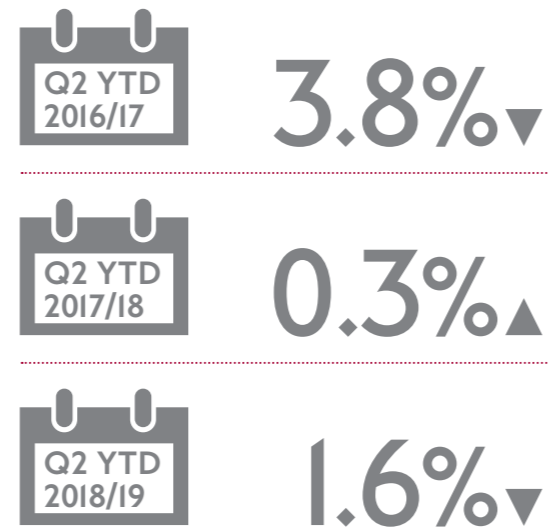
Buses

Passenger journeys

	Q2 YTD 2017/18	Q2 YTD 2018/19	Variance (%)
Number of passenger journeys (millions)	1,033	1,013	-1.9
Number of passenger journeys (normalised)	1,033	1,018	-1.6

Passenger journeys

Bus journey numbers declined by 1.9 per cent in Q2 2018/19 compared to the equivalent quarter in 2017/18. This continues the downward trend in demand seen on the bus network. Further analysis is under way to identify the reason for this. This trend was, however, adversely affected by the summer holidays, where the rate of decline was higher than expected. This could have been linked with the exceptionally hot weather.

We continue to actively promote the £1.50 Hopper fare and the improving reliability of bus journeys. This includes emails to individual customers to encourage them to start using the network again.

Underlying normalised passenger journeys year-on-year change

Q2 YTD 2016/17	3.8%▼
Q2 YTD 2017/18	0.3%▲
Q2 YTD 2018/19	1.6%▼

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.

Rail

Passenger journeys

	Q2 YTD 2017/18	Q2 YTD 2018/19	Variance (%)
London Overground Number of passenger journeys (millions)	87.9	85.8	-2.4
DLR Number of passenger journeys (millions)	56.0	55.6	-0.7
TfL Rail Number of passenger journeys (millions)	20.7	24.0	15.9
London Trams Number of passenger journeys (millions)	13.3	13.2	-0.8

Passenger journeys
The DLR has continued a trend of fewer passenger journeys over the past reporting year, although operational performance in Q2 2018/19 is in line with performance in Q2 2017/18. The year-to-date operational performance is above target.

Passenger journeys on London Trams are marginally down compared to Q2 2017/18 but performance is better and above target. During Q2, the tram network went cashless as the ticket machines had such low usage that it was no longer cost-effective to maintain them or have them replaced. The Hopper fare means pay-as-you-go customers get unlimited tram and bus journeys for £1.50 within one hour of touching in on the first tram or bus journey.

London Overground performance and passenger numbers have declined compared to Q2 2017/18, with work under way to improve the situation. New state-of-the-art Class 710 electric trains will be introduced on London Overground later this year, which will double capacity and improve customer experience on certain parts of the network.

TfL Rail demand has increased as a result of new services from Paddington to Hayes & Harlington and Heathrow that started in May 2018, as well as a reduction in the number of closures this year and the timing of Easter.

Streets ⊖ 🚧 🚦 🛣 🚲

Volume

	Q2 YTD 2017/18	Q2 YTD 2018/19	Variance (%)
Congestion Charge volumes (thousands)	7,270	6,620	-8.9
Traffic flow (volumes) – all London (index)	95.9	97.1	1.3
Cycling growth in Congestion Charge zone (%)*	8.4	13.0	

*Cycling data is based on calendar quarters rather than financial quarters ie Q2 is April to June and is the latest available data. It is presented as a percentage change from the previous year.

Traffic flow

The 24-hour weekday traffic flow index stands at 97.1. This is 1.3 per cent higher than the same quarter last year. Traffic volumes are driven by growth predominantly in Outer London, which is in line with economic growth.

Traffic volume year-on-year change

Q2 YTD 2016/17	1.0%▼
Q2 YTD 2017/18	0.2%▲
Q2 YTD 2018/19	1.3%▲
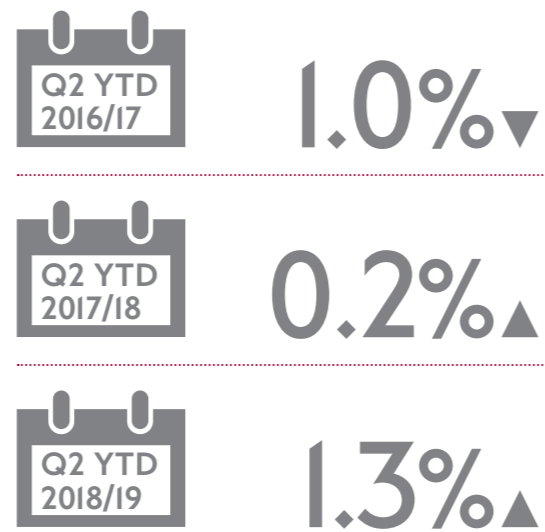
Compares traffic flow volume for the year to date with the corresponding quarters in the previous year.

Other operations

Volume

	Q2 YTD 2017/18	Q2 YTD 2018/19	Variance (%)
Santander Cycles Number of hires (millions)	5.6	6.0	7.1
Victoria Coach Station Number of coach departures (thousands)	113.5	106	-6.6
London River Services Number of passenger journeys (millions)	5.9	6.1	3.4
London Dial-a-Ride Number of passenger journeys (thousands)	488	470.5	-3.6
Private Hire Number of private hire vehicle drivers	116,454	109,192	-6.2
Taxi Number of taxi drivers	24,160	23,501	-2.7
Emirates Air Line Number of passenger journeys (thousands)	813	742.7	-8.6

Santander Cycles
There was an increase in the number of hires compared to Q2 last year, assisted by the warm and dry weather. July 2018 saw the highest ever number of hires in a single month, which came on top of the most hires for the months of May and June, since the scheme was launched in 2010.

London River Services
There was an increase in passenger journeys compared to Q2 last year, assisted by the warm and dry weather seen this quarter.

London Dial-a-Ride
The decline in journeys compared to Q2 2017/18 reflects a continuing downward trend in overall demand since 2012. The service remains on target for percentage of those trips scheduled.

Victoria Coach Station
Coach departure volumes are down compared to last year. This is attributed to a significantly lower number of international departures, driven by business changes at one European operator, as well as disruption caused by renewal works on the existing coach station deck canopy.

Public transport will be accessible to all

We continue to work hard to deliver an inclusive, safe and accessible transport network for everyone visiting, living and working in London.

The Mayor believes that public transport should not prevent any Londoner or visitor from enjoying all the city has to offer.

We continue to work across business areas to ensure inclusive, accessible design and delivery are built into all our schemes and projects, creating a travel and transport environment where everyone can travel confidently and independently. This summer we undertook a compact review of Euston interchange to understand how the design of the environment affects people with cognitive or sensory impairments. The final 'Design for the Mind' report will help us to build on our inclusive design practices to deliver an environment that can enable and empower people with a range of impairments.

Quarter 2 also saw us, in partnership with the International Association of Public Transport (UITP), deliver a Diversity and Inclusion conference attended by CEOs from across the global transport industry. Delegates shared knowledge and ideas on the relevance of diversity and inclusion to every part of their organisation, every member of their workforce and every part of their customer service. Delegates were keen to learn more about our focus on the inclusive design of our spaces and places.

Listening to our customers is key to ensure we are able to design spaces and places for everyone.

The last quarter has seen us continue to build on our relationship with our customers through engagement with our Independent Disability Advisory Group (IDAG), Valuing People Forum (forum for people with learning disabilities) and the launch of our Accessibility Forum – aimed at older people, both locally and nationally, as well as disabled people's organisations.

In the summer, the DfT launched its Inclusive Transport Strategy, which sets out the Government's plans to make our transport system more inclusive, and to make travel easier for disabled people; many of the improvements will also benefit other travellers.

The five main themes in the strategy comprised:

- Awareness and enforcement of passenger rights

- Staff training – ensuring that transport staff (frontline and managerial) understand the needs of disabled people with physical, mental, cognitive or sensory impairments, and can provide better assistance

- Improving information – ensuring that transport operators provide travel information in formats that all passengers can easily access and understand, before and during a journey

- Improving physical infrastructure – ensuring that vehicles, stations and streetscapes are designed, built and operated so that they are easy to use for all

- The future of inclusive transport – ensuring that technological advances and new business models provide opportunities for all, and that disabled people are involved from the outset in their design

All five themes resonate with TfL's inclusion and accessibility programme.

74
step-free access stations on the London Underground network

98.0%
step-free access availability on LU (0.9%▼ against Q2 2017/18)

96.5%
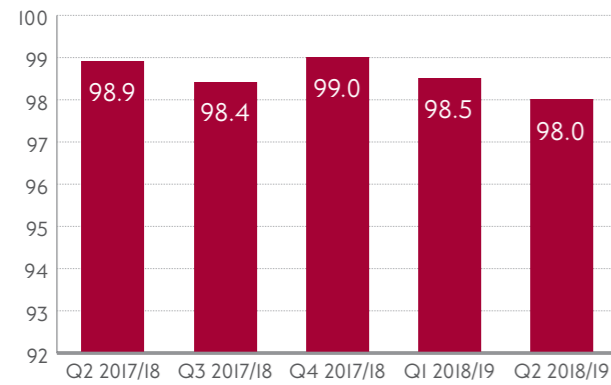step-free access availability on TfL Rail (2.4%▼ against Q2 2017/18)

89.3%
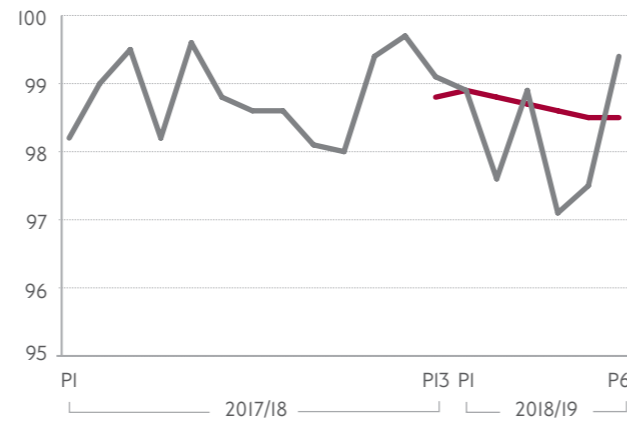Dial-a-Ride journey requests scheduled (3.6%▲ against Q2 2017/18)

Underground step-free access

Past five quarters (%)

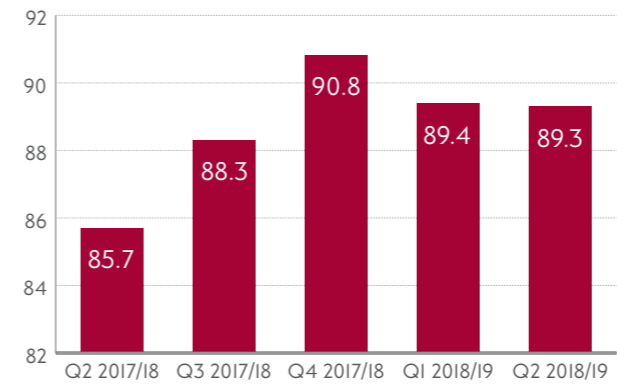### Annual trend* (moving average)
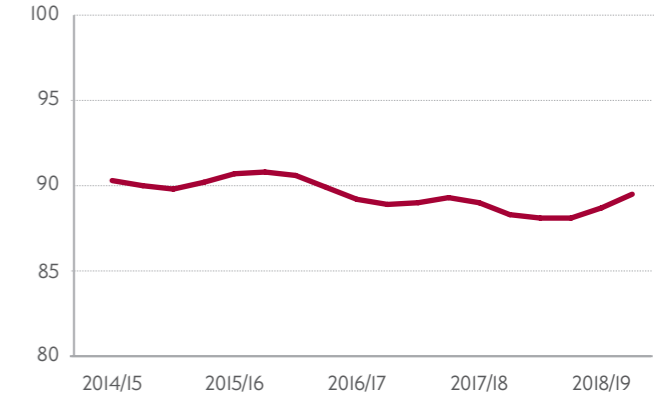

■ Period result ■ Annual trend (moving average)

The drop in step-free access availability in Q2 was due to unusually high temperatures in the summer, which caused lifts to overheat. We have installed a new app on all station staff iPads to make the reporting of lift faults more efficient.

TfL Rail step-free access

Past five quarters (%)
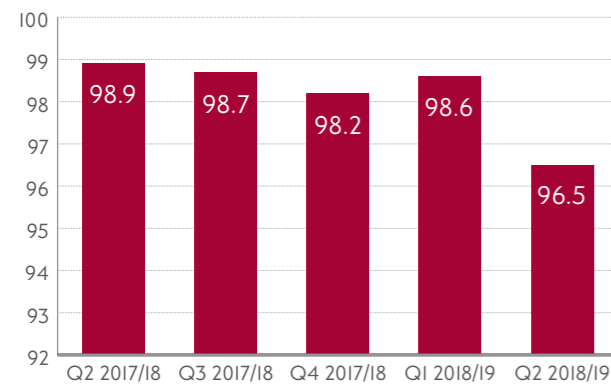

Annual trend (moving average)
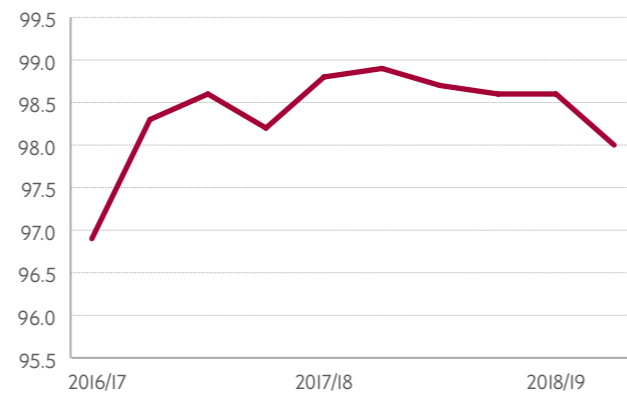
TfL Rail's Q2 step-free access performance of 96.5 per cent was below target (98.5 per cent) due to Network Rail lift failures at Stratford, mainly attributed to hot weather.

Reliability improved at Stratford at the end of the quarter when the weather cooled, and three new lifts were commissioned at Abbey Wood.

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

Dial-a-Ride journey requests scheduled

Past five quarters (%)

Annual trend (moving average)

Dial-a-Ride met the target of 89 per cent of all journey requests scheduled. This is more than three per cent higher than the same period last year, and in line with performance for Q1 this year. Demand declined slightly compared to the same period last year, continuing a long-term trend.

Additional time to make step-free journeys
Past three quarters (minutes)
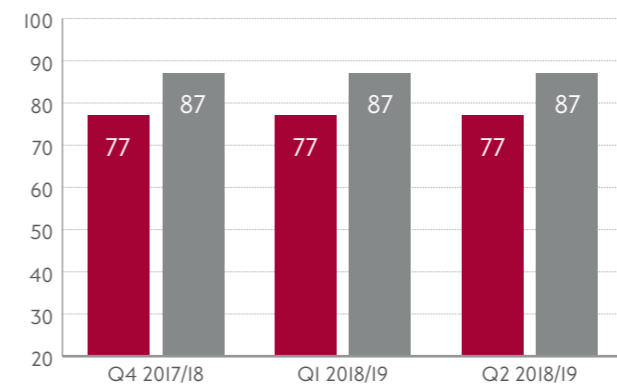
■ Average journey time by quickest route
■ Average journey time by bus and step-free stations

There was no change in the difference between standard and step-free travel times during Q2 because there were no station upgrades during this quarter.

Our step-free metric is based on an average travel time (standard and step-free using all public transport modes).

Journeys by public transport will be fast and reliable

London Underground continues to see the benefits of the reliability programme we introduced at the end of 2017/18. Excess journey time and lost customer hours reduced in the first quarter and that positive trend has continued in the second quarter, despite the hot weather in the summer. We continue to focus on further improvements for our customers.

Within Surface Transport, we saved pedestrians, cyclists and bus passengers time as a result of our signal timing reviews during Q2. In total, we reviewed 399 traffic signals, 53 more than target. The most productive review was of Edgware Road, benefiting more than 80,000 bus passengers and pedestrians each day.

Bus passengers, usually the highest volume of people using a junction, gained most from the Q2 signal timing reviews. Pedestrian benefits contributed four per cent of the total, which is expected to increase through Q3 as reviews of some large Central London locations are concluded.

Q2 also saw the first full quarter of TfL Rail services from Paddington to Heathrow. Performance exceeded expectations, with TfL consistently outperforming the previous operator.

4.1 minutes of excess journey time on the Tube this quarter (2.4%▼ against Q2 2017/18)
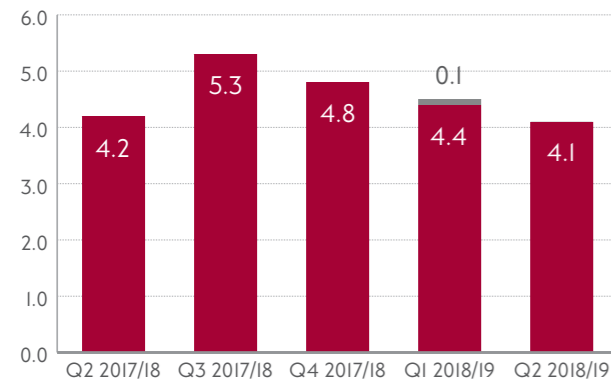
0.8 minute of excess wait time on the bus network this quarter (11.8%▼ against Q2 2017/18)

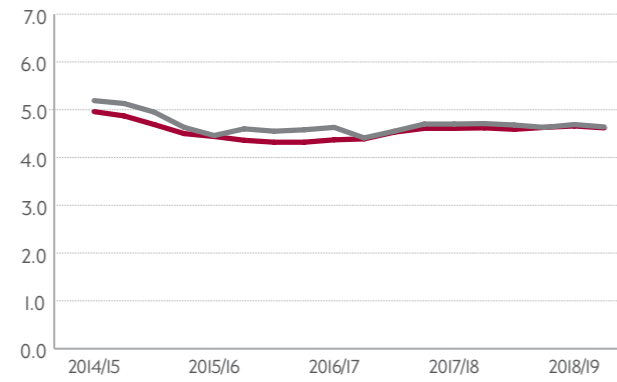**2.0** resolution hours on the TLRN, per event (16.2%▲ against Q2 2017/18)

Underground

Journey times – excess journey time

Past five quarters (minutes)

- Including industrial action
- Excluding industrial action

Bars: Q2 2017/18 = 4.2; Q3 2017/18 = 5.3; Q4 2017/18 = 4.8; Q1 2018/19 = 4.4 (0.1); Q2 2018/19 = 4.1
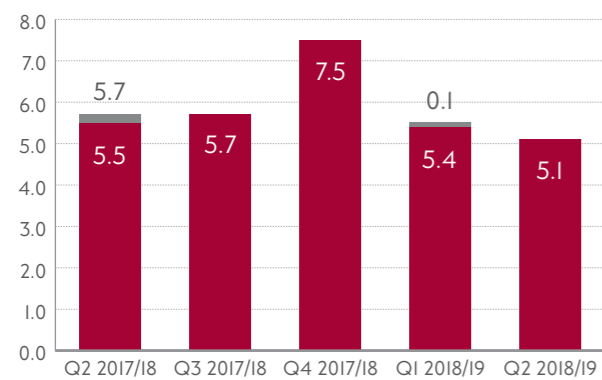
Annual trend (moving average – minutes)

- Including industrial action
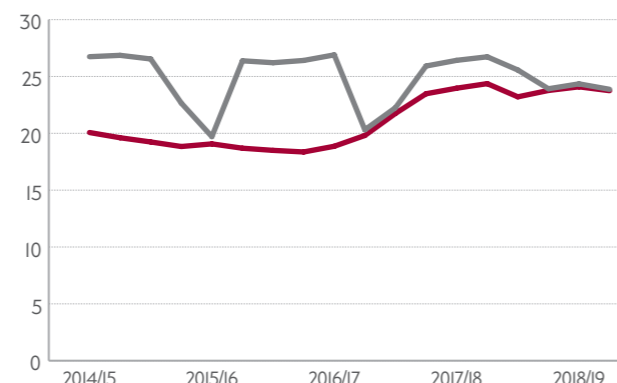- Excluding industrial action

The extra time it takes our customers to complete their journeys continues to reduce, with the best performance ever recorded at the end of Q2, at 3.41 minutes. This was largely due to better reliability combined with a slight dip in passenger demand due to the summer holidays, resulting in reduced congestion on the network.

Lost customer hours

Past five quarters (millions)

- Including industrial action
- Excluding industrial action

Bars: Q2 2017/18 = 5.5 (5.7); Q3 2017/18 = 5.7; Q4 2017/18 = 7.5; Q1 2018/19 = 5.4 (0.1); Q2 2018/19 = 5.1

Annual trend (moving average – minutes)

- Including industrial action
- Excluding industrial action

Lost customer hours is the metric used to understand the causes of excess journey time. The number of incidents involving signals, track and customers reduced by nearly 20 per cent compared to Q1, while the seasonal drop in passenger demand reduced congestion on the network.

Lost customer hour trends

Asset-related – annual trend (moving total – millions)
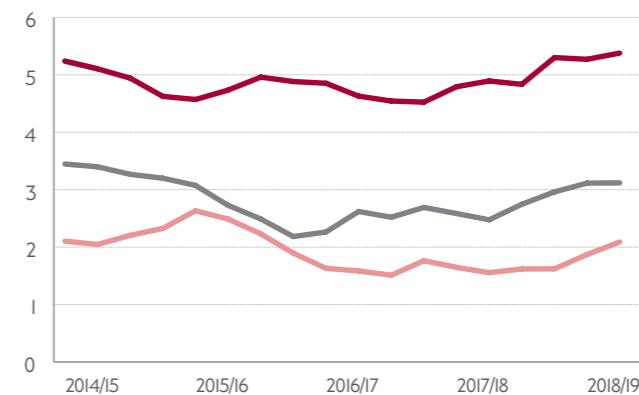
- Signals
- Fleet
- Track, civils and stations

Asset reliability was mixed in Q2. Year-on-year performance is a challenge, but improvement plans are in place while we roll out longer-term solutions, including new signals and targeted components replacement on the Central line.
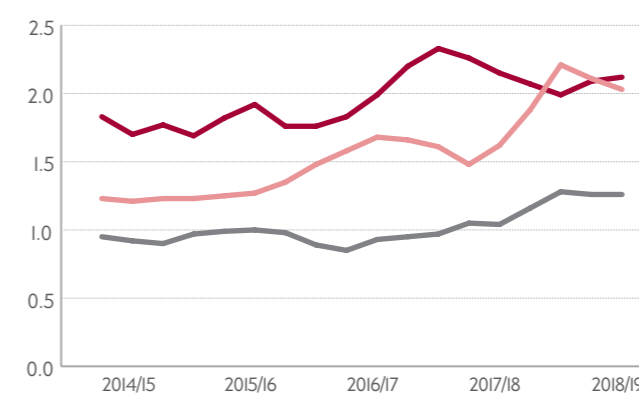
Staff-related – annual trend (moving total – millions)
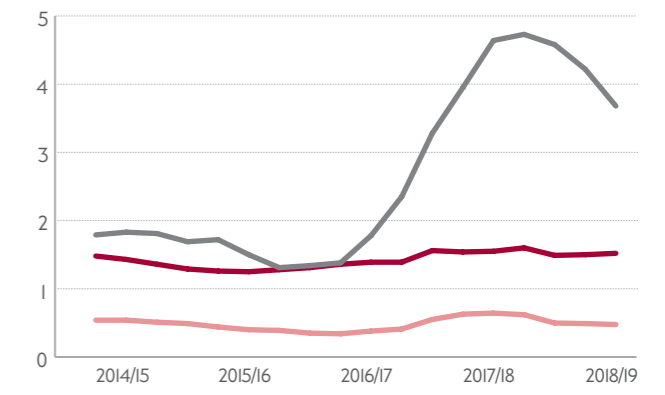
- Unavailability
- Errors
- Other

The availability of our staff increased in the quarter, with the best performance since the end of 2016; we are now realising the benefits of the dedicated improvement programme implemented last year.

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

- Unlawful action
- Illness and suicide
- Unwelcome action

The number of delays associated with litter and customers being ill on trains significantly reduced. This was due to our continued focus on a range of initiatives, including additional training for staff and better targeted communication to customers.

Other – annual trend (moving total – miillions)
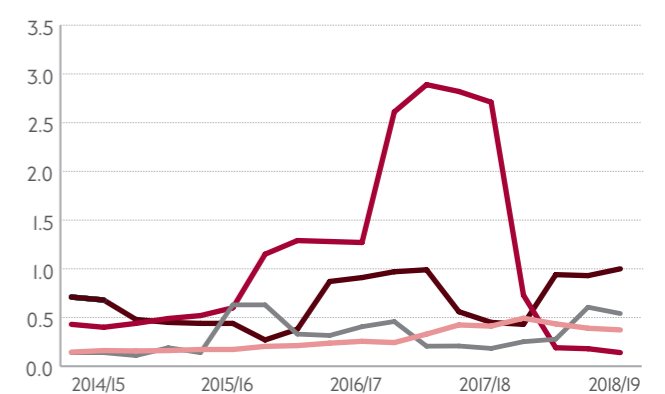
- Power
- Other operational
- Security incidents
- External causes

Incidents caused by external parties increased in the quarter, primarily due to overrunning Network Rail engineering works on the Bakerloo line. We are working closely with Network Rail to mitigate against further disruptions.

Buses

Excess wait time
Past five quarters (minutes)

|	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19
	0.9	1.1	1.0	0.9	0.8

Annual trend (moving average)
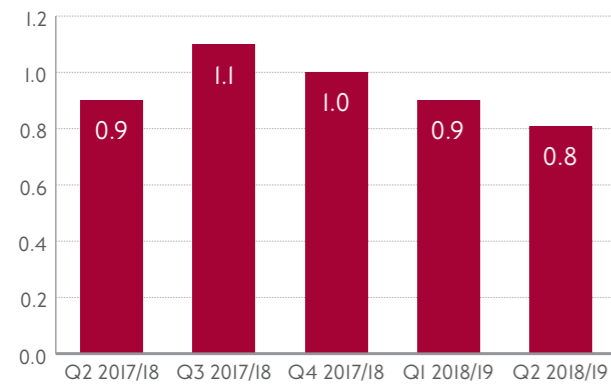
Performance continues at an all-time high, with Q2 2018/19 better than the same quarter a year ago. This is largely due to more normal traffic levels, enhanced signal timings and control measures for reliability. Q2 is seasonally the best quarter.
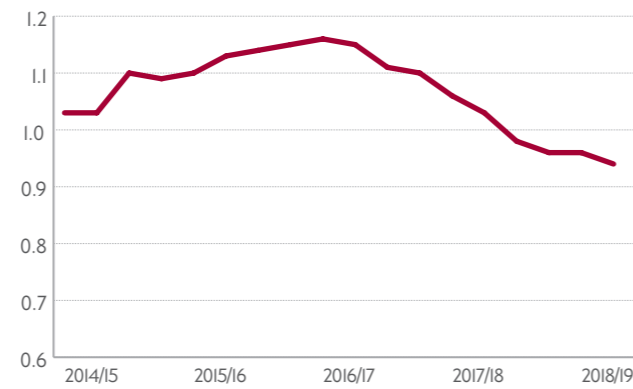
Excess wait time is at record reliability levels following continual improvement over the past three years. This is due to better operating conditions on our roads, enhanced signal timings to expedite bus services and control room measures.

Weighted average speed
Past five quarters (mph)

|	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19
	9.4	9.1	9.3	9.3	9.4

Annual trend (moving average)
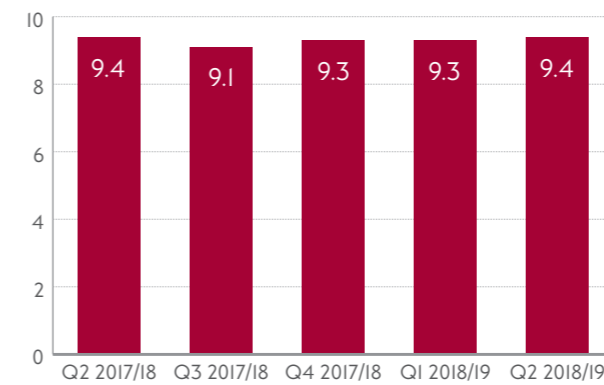
Average bus speeds have stabilised and given passengers more journey time consistency. Q2 tends to be the best performing quarter for seasonal road traffic conditions, and this quarter's performance matched that of Q2 2017/18.
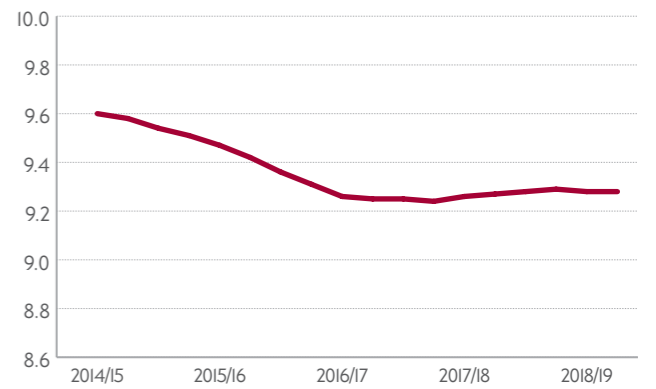
Bus speeds have stabilised through a combination of reduced road disruption, enhanced traffic signal timings and bus priority after several years of decline. The most recent improvement is concentrated in inner London, with outer London unchanged.

Scheduled services operated
Past five quarters (%)

	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19
	98.4	97.9	98.1	98.3	98.4

Annual trend (moving average)
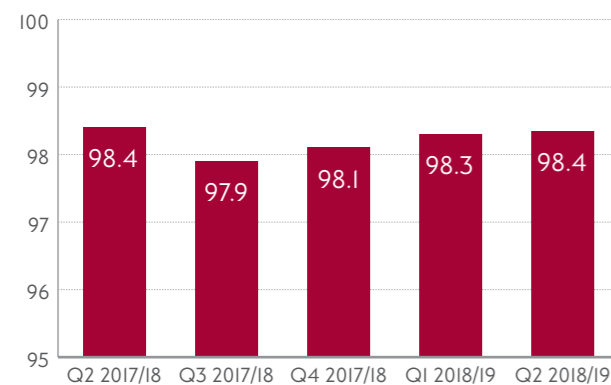
High performance has been sustained during a period of better operating conditions, supported by enhanced signal timings, bus priority and control room measures. Q2 tends to be the best performing quarter, when road disruption is seasonally lower.
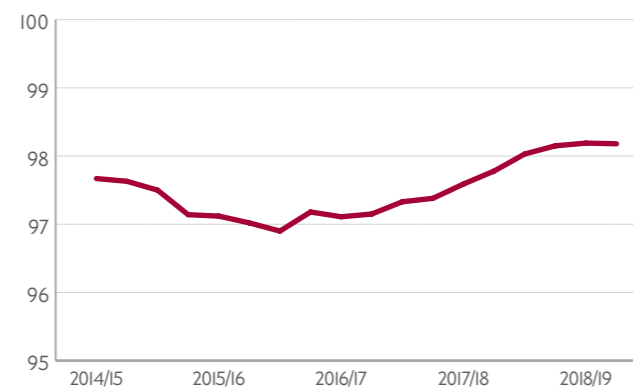
Operated mileage has improved over the past two years due to reduced disruption to bus services from road works and enhanced signal timings to expedite buses passing through busy junctions. Performance has stabilised in 2018/19.

Streets

Roads disruption*
Past five quarters (%)
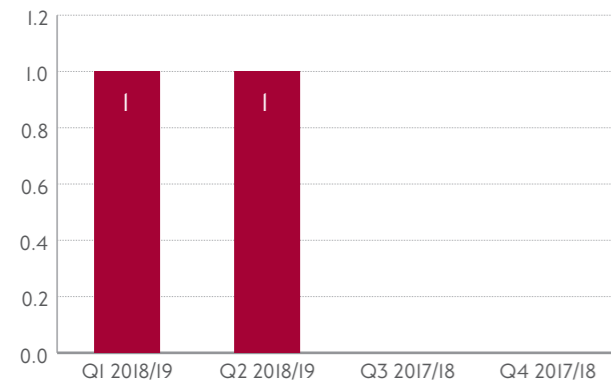
In Q2 2018/19, the roads disruption metric measured a one per cent increase in delay relative to the 2017/18 07:00 to 19:00 average journey time baseline of 126 sec/km on the TLRN.

TLRN resolution time
Past five quarters (disruption hours per event)

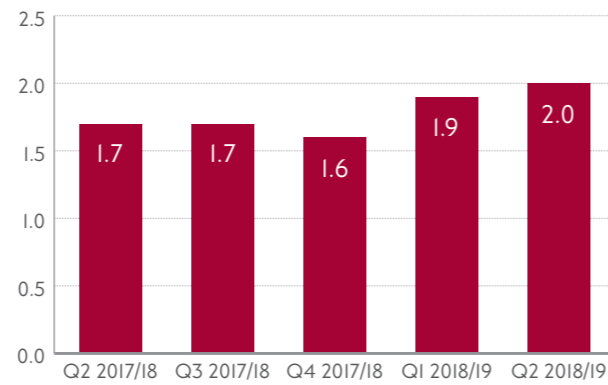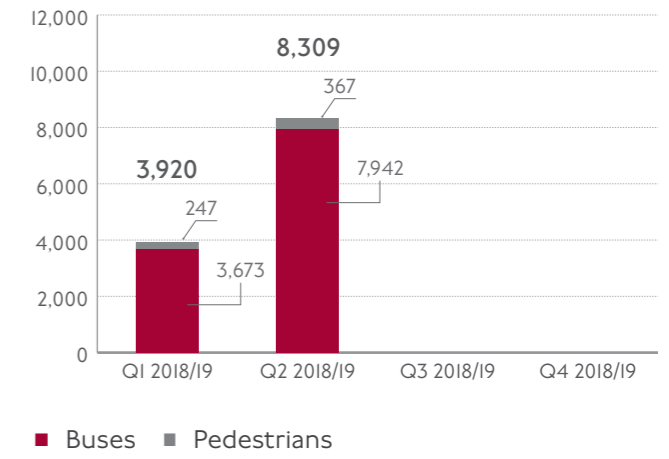In Q2 2018/19, the TLRN resolution time was two hours per event compared to 1.7 hours per event in the same quarter in 2017/18.

Traffic signal time savings
This year (hours)

■ Actual ■ Target

■ Buses ■ Pedestrians
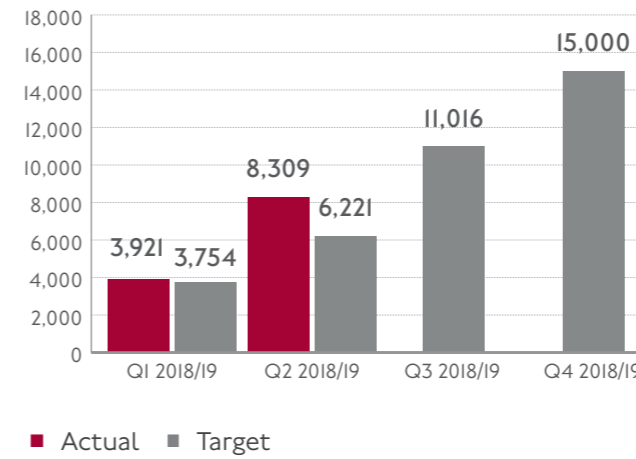
Reviewing the signal timings at 399 sites so far has delivered 8,309 hours per day of sustainable travel benefits at the end of Q2 2018/19.

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

■ Planned ■ Unplanned
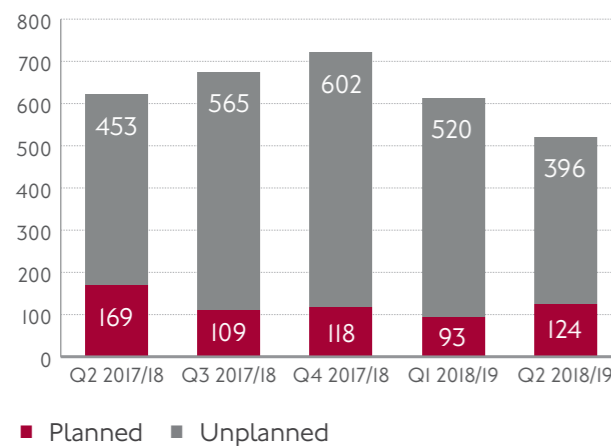
There were 520 hours of serious/severe disruption in Q2 2018/19 across 223 events, compared to 622 hours across 307 events in Q2 2017/18.

Annual trend (moving total)

■ Planned ■ Unplanned
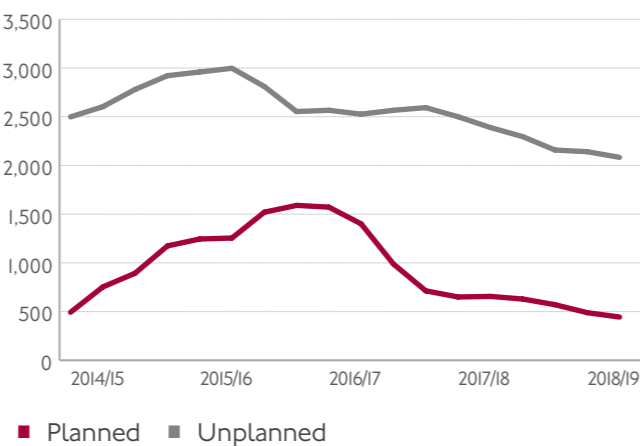
Effective network management has delivered much lower levels of disruption since the peak in 2015/16 when cycling and other transformational schemes were under construction.

* This replaces the former metric of TLRN journey time reliability (as reported in the Q1 2018/19 Report)

Rail

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

Legend: ■ DLR ■ London Trams

The performance of the DLR is marginally down compared to Q2 last year although is in line with target. The London Trams network improved on last year's Q2 performance.

London Overground and TfL Rail – public performance measure
Annual trend (moving average) (%)

Legend: ■ London Overground ■ TfL Rail

Performance on TfL Rail was just below target in Q2. London Overground's performance has often been affected by Network Rail infrastructure issues, including damaged overhead line equipment and points failures.

Emirates Air Line availability
Past five quarters (%)

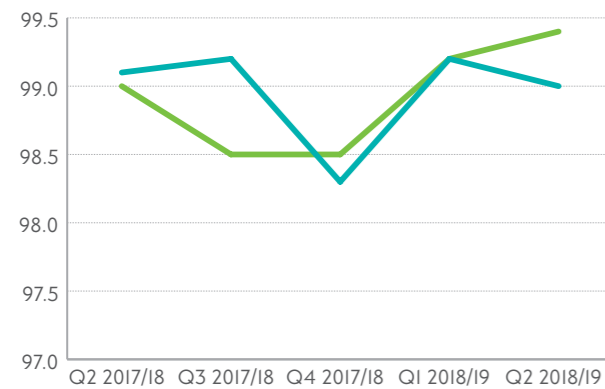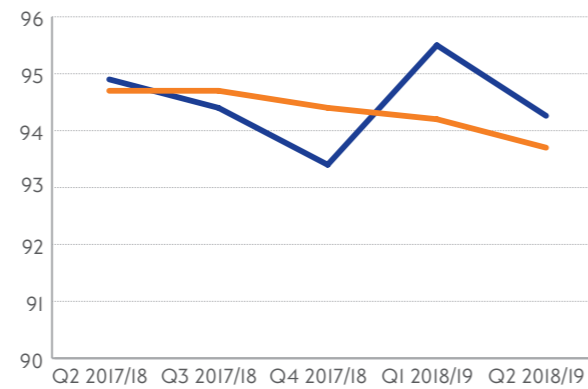| Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19
98.9	98.8	94.7	98.1	99.1
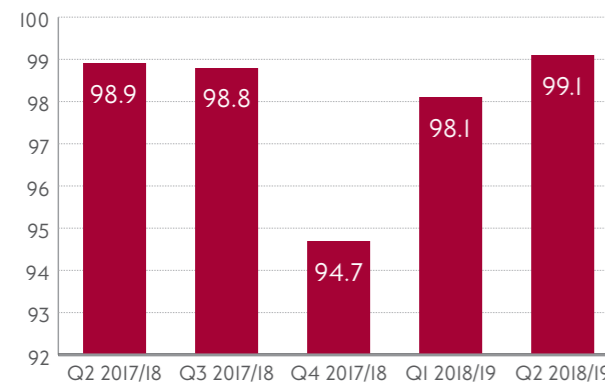
The Emirates Air Line's availability in Q2 2018/19 was the best it has been across the preceding five quarters.

Other operations

Santander Cycles availability
Past five quarters (%)

Q2 2017/18: 89.9 / 95.8; Q3 2017/18: 92; Q4 2017/18: 95.8; Q1 2018/19: 92.2; Q2 2018/19: 90.0
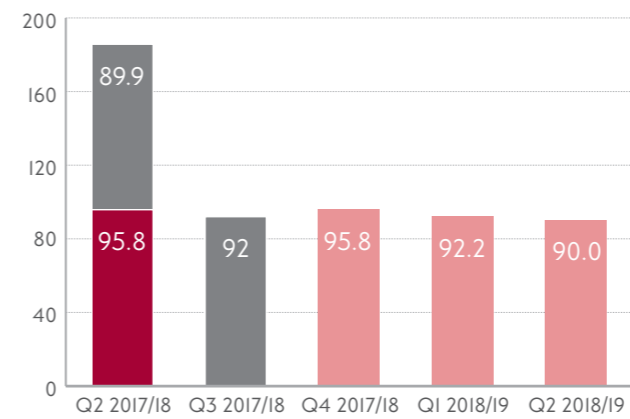
Legend:
- ■ Percentage of time able to return bike
- ■ Percentage of time able to hire bike
- ■ Availability to return or hire a bike

Q2 2018/19 saw 90 per cent availability of spaces and bikes during the period. This quarter – covering the peak summer months – saw more than three million hires across the scheme. We have been working hard with our service provider to respond to customer feedback and ensure availability is tailored to our user profile and geographic make-up of the scheme.

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

Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19
99.5	99.6	99.3	99.0	98.3
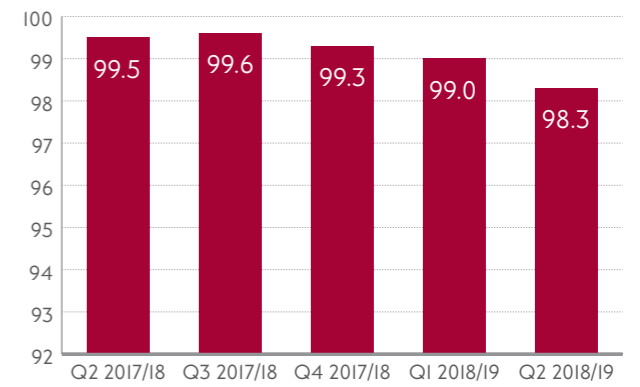
In Q2 2018/19, we experienced good summer weather, which saw increased demand for river services compared to Q2 last year. However, impact from major infrastructure projects and increased boarding times at some piers, due to high passenger volume, resulted in services incurring delays, with some being cancelled or partially cancelled to recover the service.

Journeys by public transport will be pleasant

Customer care

'TfL cares about its customers' is the measure we use to understand whether we are meeting our customers' expectations and delivering on the Every Journey Matters vision. Care measures the overall perceptions of TfL, and is the best reflection of how we meet customers' expectations during every interaction with us, not just the last journey made.

We track Care through an online survey, which asks 1,000 Londoners their opinions about us. An ongoing focus on Care will help us understand, in the short term, how we work for our customers, and in the longer term will encourage greater use of active, efficient and sustainable travel.

TfL provides good value for money to fare payers

Past five quarters (%)

Annual trend (moving average)

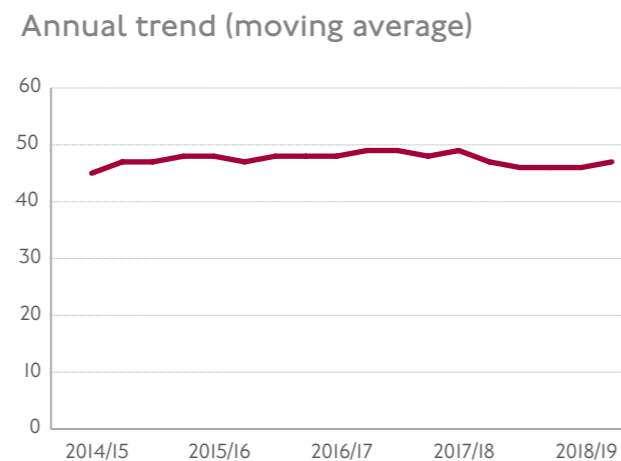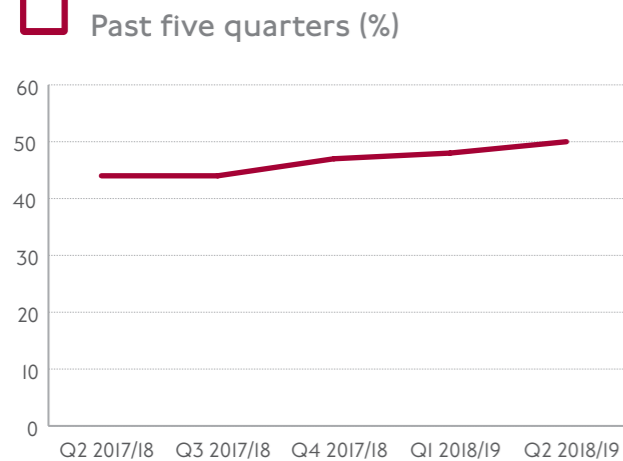Value for money remains at an all-time high of '42 per cent agree'. This is likely to have been driven by record-high scores for Buses (57 per cent) and LU (45 per cent). The Hopper Fare has contributed to positive perceptions, alongside increasing recognition of our fares and ticketing campaigns (including Ultimate Hopper and £1.50 off-peak fares). Londoners who say we do not care often cite poor value for money, so continuing to improve perceptions in this area is important.

TfL cares about its customers

Past five quarters (%)

Annual trend (moving average)

Care has increased for the third consecutive quarter to '50 per cent agree', a score achieved only twice previously. Maintenance of our all-time high score for value for money from Q1 is likely to have contributed to the rise, along with better support for customers when things go wrong.

TfL is an organisation I can trust

Past five quarters (%)*

Annual trend (moving average)
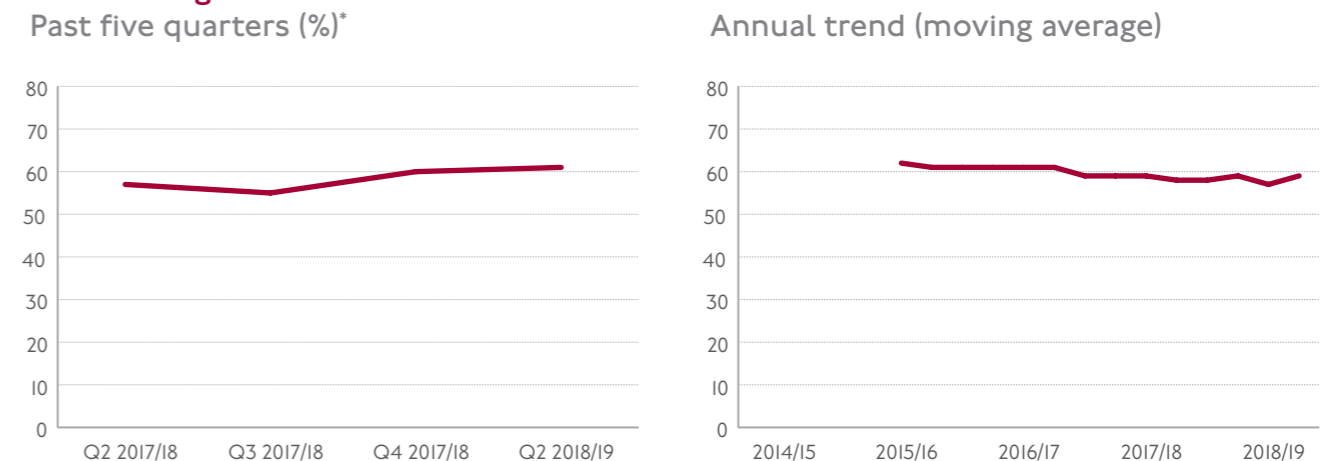
Trust continues to remain at high levels, now reaching '61 per cent agree'. An increase in LU Trust to an all-time high of '55 per cent agree' contributed to this. The Q1 trust score was not available due to an error in data collection.

*There is no data for Q1 2018/19 due to an error in data collection

Customer supporting metrics trend

Overall
Past five quarters (% agree)
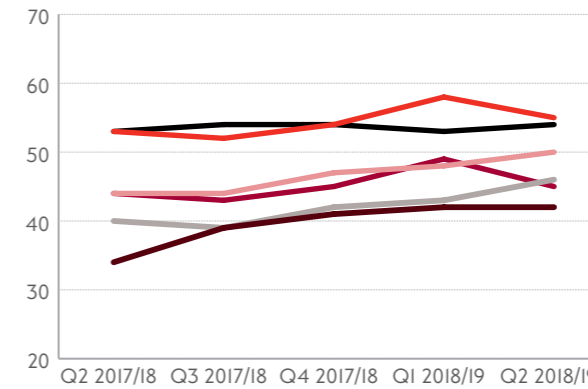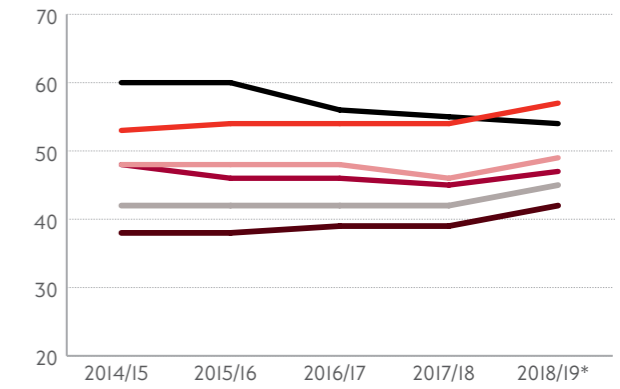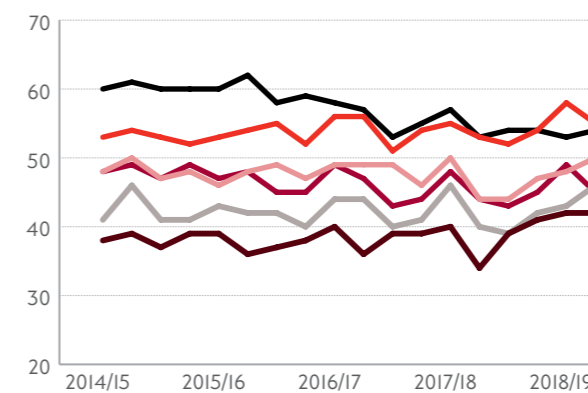
Annual trend (moving average)

Key drivers of Care trend (% agree)

Key drivers:

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

Key drivers analysis has highlighted the aspects of the customer experience that have the greatest influence on the Care score. The key drivers show where we should be focusing efforts to improve customer experience.

The increase in those agreeing that TfL cares was driven by rises in two of the key drivers – supporting customers when things go wrong, and investing to improve journeys – while we also maintained our all-time high score for value for money. Positive examples of support in Q2 included providing real-time information via staff, and the website, to help customers to complete their journeys during disruption.

* Year to date

London Underground

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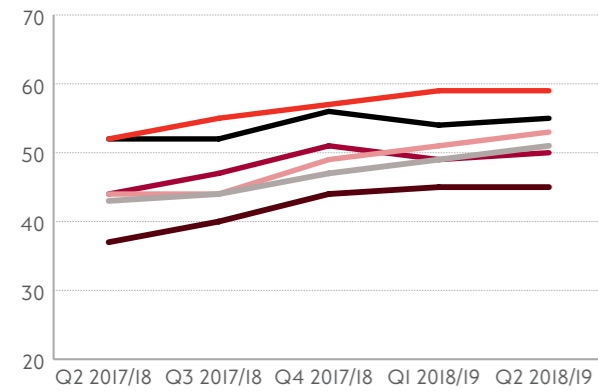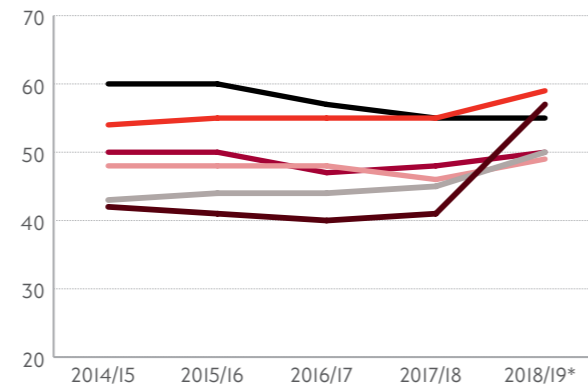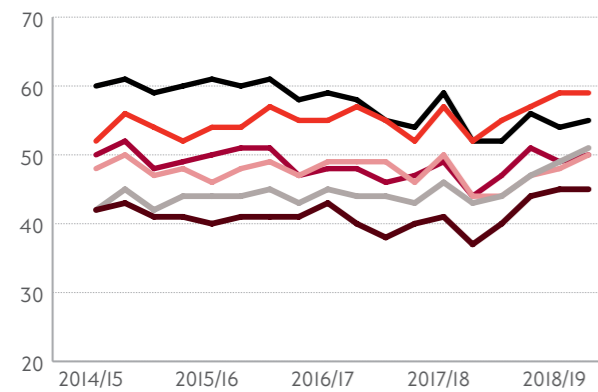
Annual trend (moving average)

Key drivers of Care trend (% agree)

Key drivers:

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

In Q2, LU Care increased for the third consecutive quarter, reaching a high of '53 per cent agree'. This was driven by positive customer experiences including support when things go wrong, open and honest communication, and positive perceptions of good value. The rise is likely to be reflective of a number of LU customer programmes, such as initiatives to better communicate lift unavailability, to support customers when issues occur.

Buses

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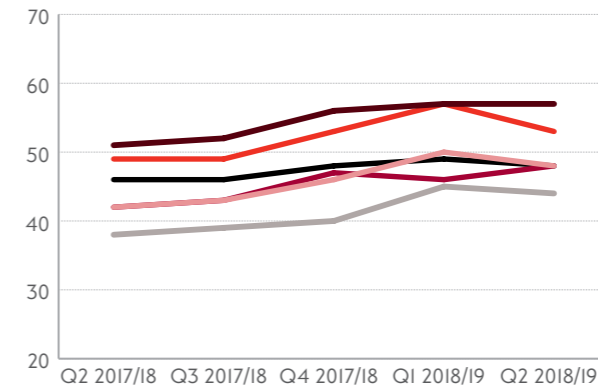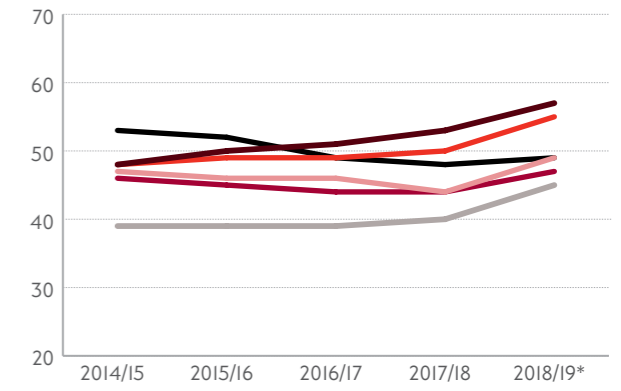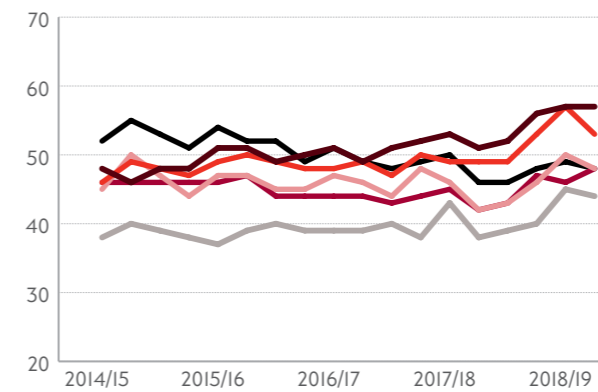
Annual trend (moving average)

Key drivers of Care trend (% agree)

Key drivers:

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

For buses, Care is down by two percentage points versus last quarter. Despite this decline, our customers are seeing progress compared to previous years. The drop in Care is likely to be due to a particularly strong Q1, where friendly and helpful staff supported customers when issues occurred and value reached an all-time high.

* Year to date

* Year to date

Customer satisfaction

Past five quarters

	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	2017/18 full year target
London Underground	85	85	85	85	83	85
Buses	87	86	85	85	85	86
DLR	89	88	87	88	87	88
London Overground	85	83	83	84	83	85
London Trams	91	90	91	91	90	89
Emirates Air Line	93	93	95	93	90	93
TfL Rail	85	83	81	83	82	83
Transport for London Road Network	n/a	70	n/a	n/a	n/a	69
London Dial-a-Ride	n/a	n/a	n/a	89	n/a	91

With the exception of Buses, which remained stable at 85, customer satisfaction fell across the board in Q2. Many of these decreases can be attributed to the high temperatures during the summer. Emirates Air Line decreased three points to 90, while London Underground decreased two points to 83. DLR, London Overground, London Trams and TfL Rail all decreased one point, to 87, 83, 90 and 82 respectively.

For London Underground, the drop in satisfaction with temperature on the train affected customers' experience of many other attributes relating to the train service. On Buses, few scores fell in Q2 except satisfaction with temperature. We saw improvements in the measures for crowding at stops and shelters, bus interior cleanliness and litter.

Despite the overall decrease for DLR, the service-related measures (waiting time for train, train crowding and availability of seats) all improved in Q2. The proportion of people who claimed to have experienced a delay decreased and satisfaction with reliability increased. The story is similar for London Overground where, despite the overall decrease, satisfaction with the majority of attributes remained stable.

For London Trams, the hot summer affected perceptions of comfort but other measures remained stable.

Past five years

	2014/15	2015/16	2016/17	2017/18	Year to date 2018/19
London Underground	84	85	85	85	84
Buses	85	86	86	86	85
DLR	89	89	89	88	88
London Overground	83	84	84	84	83
London Trams	89	90	90	91	90
Emirates Air Line	93	93	94	93	91
TfL Rail	n/a	83	83	83	82
Cycle Hire – members	81	80	80	80	n/a
Cycle Hire – casual	85	86	86	85	n/a
Transport for London Road Network	74	70	70	70	n/a
London River Services	90	90	90	n/a	n/a
Victoria Coach Station	82	81	81	n/a	n/a
London Dial-a-Ride	92	92	91	92	89

After achieving a score of 83 in Q2, London Underground has a year-to-date score of 84, slightly behind its target of 85. Buses have achieved scores of 85 in both Q1 and Q2, and its year-to-date score of 85 sees it marginally behind its target of 86.

DLR is on track to achieve its 88 target with a current year-to-date score of 88. London Overground is currently two points behind its target of 85, with a year-to-date score of 83. London Trams' year-to-date score of 90 sees it on track to exceed its target of 89.

Emirates Air Line's score of 90 in Q2 sees it drop to 91 year to date, two points behind its target of 93. TfL Rail sits on 82 year to date, behind its target of 83. London Dial-a-Ride's score of 89 means it failed to achieve its target score of 91.

No surveys have been carried out on Cycle Hire, the TLRN. London River Services or Victoria Coach Station to date in 2018/19.

Contact Centre

TfL Customer Services
Past five quarters

	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19
Telephone calls	711,549	744,904	792,189	613,777	665,330
Abandonment rate (%)*	14.9	9.4	9.0	9.0	12.0
Correspondence	126,467	135,141	169,605	128,167	137,660
Closed in SLA (%)**	80.8	91.4	93.9	94.4	73.7
Quality score (%)***	90.8	90.7	92.3	79.6	81.2
Average speed of answer (seconds)	154	101	99	74	99

As expected, call demand increased, mainly due to returning students contacting us about Zip card applications and renewals. This increase led to a rise in abandoned calls at times but, through our long-term planning approach, we achieved our target of abandoning no more than 15 per cent of calls.

Correspondence increased by more than 20 per cent compared to Q2 last year. This was largely due to a 40 per cent increase in contacts about contactless payment and buses. We missed our target due to unusually high staff turnover. This is being addressed through recruitment and we expect to improve in Q3.

Past five years

	Telephone calls		Correspondence		
	Calls received	Abandonment rate (%)*	Demand	Closed in SLA (%)**	Quality score (%)***
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	2,834,466	10.5	542,760	85.7	91.3
2018/19 year to date	1,279,107	10.6	265,827	84.1	79.1

* 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 80 per cent or over for both calls and correspondence as measured by rigorous internal assessment and external mystery shopping

Telephone calls
This quarter

Contactless payment
63,864

Santander Cycles
35,194

Concessions
196,358

Oyster
272,336

Other*
10,501

Surface and Rail
87,077
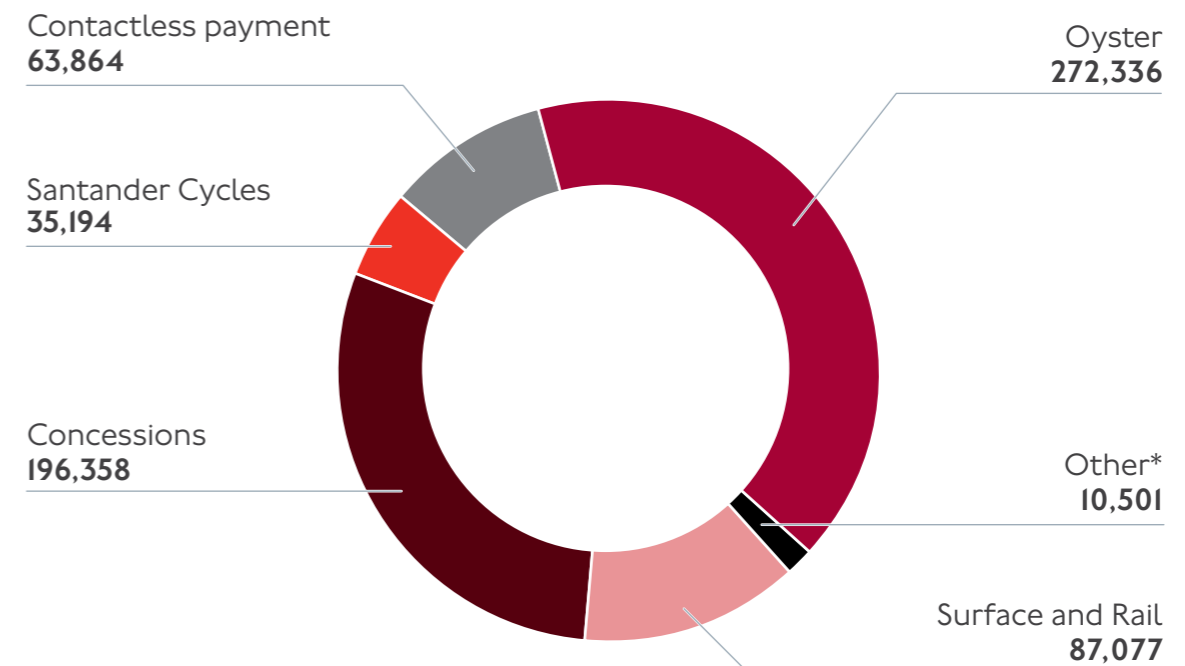
* Other includes Public Help Points, Taxi and Private Hire, Ticketing App, Sarah Hope Line and Street-related calls.

Contacts about concessions increased by 23 per cent in line with our forecast this quarter as a result of the student photocard application peak beginning in the last four weeks of the quarter. Volumes remain broadly consistent with last year, with only a minor increase in demand.

Calls about Santander Cycles increased by four per cent compared to the previous quarter, largely attributable to the summer weather making cycling a more attractive option and the influx of visitors to the capital.

Other contact centres

Road user charging
Past five quarters

Phone number 0343 222 2222 (outsourced to Capita)	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19
Calls received	308,701	271,600	312,044	238,797	258,084
Calls answered	287,434	265,130	301,291	230,558	246,407
Abandonment rate (%)	6.9	2.4	3.4	3.5	4.5
Average speed of answer (seconds)	85	31	45	49	53

Capita's Congestion Charge Contact Centre performance continued to show steady performance well within the contractual targets. The average speed of answer was 53 seconds, while the percentage of calls abandoned was 4.5 per cent, well within the target of abandoning no more than 12 per cent of calls. T-Charge and ULEZ-related calls continued to be received and handled within agreed service levels.

Past five years

	Calls received	Calls answered	Abandonment rate (%)	Average speed of answer (seconds)
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	1,245,815	1,166,545	6	73
2018/19 year to date	496,881	476,965	4	51

Taxi and Private Hire
Past five quarters

Phone number 0343 222 4444	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19
Calls received	146,321	177,501	205,353	186,072	183,060
Calls answered	136,503	159,992	186,999	149,640	135,347
Abandonment rate (%)	5.8	9.3	8.5	19.4	25.7
Average speed of answer (seconds)	80	147	117	326	528

The figures combine our volumes for licensing, answered by Taxi and Private Hire, and the booking of vehicle inspections, carried out by our outsourced provider, NSL.

We aim to answer all calls relating to licensing within 120 seconds. This has not been met due to volumes exceeding our forecasted demand. It is anticipated that the high number of calls will reduce in Q3, with resources being focused on targeting the activities that lead to increased call volumes and/or repeat callers. We also continue to offer staff training in order to resolve customer queries at the first attempt.

Our outsourced provider is not currently at the expected performance level. We continue to work with them and are monitoring performance through reviewing the current resourcing levels dedicated to answering calls, as well as call volumes and durations and abandonment rates/volumes. By identifying any trends, we will then focus on those areas to ensure performance improves as quickly as possible. We are also developing an online booking solution that should reduce the number of calls.

Past four years

	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	684,904	623,837	8	118
2018/19 year to date	369,132	284,987	23	421

* Data not recorded

Dial-a-Ride
Past five quarters

Phone number 0343 222 7777	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19
Calls received	139,748	142,715	171,787	136,003	127,499
Abandonment rate (%)	10.1	17.3	7.8	6.8	9.0
Average speed of answer (seconds)	255	441	181	127	203
Email bookings	8,658	12,130	15,657	11,215	9,817
Fax bookings	1,317	1,684	1,655	1,314	1,254
Passenger services letter	31	33	14	16	18
Passenger services email	80	65	45	50	49

The number of calls received this quarter decreased by nine per cent compared to last year, and is in line with the summer seasonal trend. Conversely, email volumes are 13 per cent higher than Q2 last year, which equates to three per cent of all journey requests, as opposed to 2.5 per cent of requests last year.

Abandonment rate this quarter is within target of 10 per cent. Performance has been affected by shortage of staff. The impact of this is seen most clearly in the average speed of answer, which missed the target of 180 seconds. Recruitment is under way to fill the vacancies, and a number of process changes are being implemented to improve efficiency.

Past five years

	Calls received	Abandonment rate (%)	Email bookings	Fax bookings	Passenger services letter	Passenger services email
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	596,161	10.5	45,655	6,064	98	276
2018/19 year to date	263,502	8	21,027	2,568	34	99

Customer complaints

Complaints per 100,000 journeys	Q2 2017/18	Q2 2018/19	Variance (%)
London Underground	0.76	1.01	+33
London Buses	2.42	2.90	+20
DLR	0.65	0.74	+14
London Overground	1.25	2.13	+70
TfL Rail	1.54	2.36	+53
London Trams	1.34	1.24	-7
Emirates Air Line	1.72	3.95	+130
Congestion Charge	5.99	1.66	-72
Dial-a-Ride	99.18	65.04	-34
London River Services	0.42	1.19	+183
Santander Cycles	4.43	4.64	+5
Taxis*	8.02	6.51	-19
Private Hire*	5.28	3.09	-41
Contactless Payment	0.11	0.20	+76
Oyster	0.17	0.15	-12

* Journeys not recorded; figures based on survey data

The extremely hot weather saw complaints rise across a number of services, with customers unhappy about the conditions. This was most evident on London Underground and TfL Rail. In the latter case, however, a 21 per cent expansion of the network was also a factor.

The shift from Oyster to contactless payment continues and, despite a rise in complaints per 100,000 journeys relating to contactless, the actual volumes represent a fraction of the overall customer base.

River services have been significantly affected by ongoing Thames Tideway Tunnel works, affecting their ability to keep to timetable.
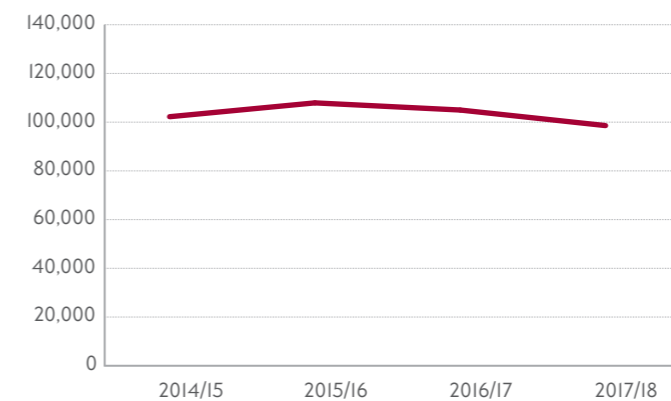
Customer complaints
Past five years

Service	2014/15	2015/16	2016/17	2017/18	Year to date 2018/19
London Underground	14,429	13,731	14,546	12,037	6,261
London Buses	65,452	71,268	66,300	64,990	29,322
DLR	2,460	1,318	1,302	980	411
London Overground	3,822	6,660	4,328	3,103	1,845
TfL Rail	n/a	1,338	1,460	1,121	567
London Trams	397	565	627	470	163
Emirates Air Line	52	62	28	33	28
Congestion Charge	1,372	1,368	3,117	959	170
Dial-a-Ride	1,908	1,305	1,088	842	306
London River Services	70	64	58	79	73
Santander Cycles	687	354	359	465	276
Taxis*	4,255	4,048	3,373	4,918	2,024
Private Hire**			2,995	2,692	978
Contactless	566	552	587	989	773
Oyster	6,763	5,283	4,808	4,912	1,878
Total	102,233	107,916	104,976	98,590	45,075

* Taxi and Private Hire split not available for 2013/14 to 2015/16

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

Customer complaints
Annual trend (annual total)

Customer complaints continue to fall year on year, despite TfL offering more services to customers than ever before. Our projections suggest that this trend will continue across this financial year as well.

Within Contact Centre Operations, we outsource transactional activity to ensure that we can deliver excellent customer service. Oyster correspondence is the latest phase of this programme, with a transfer of activity due to go live in Q3.

The savings this work will deliver enable us to manage the growth in contactless and the launch of the Elizabeth line.

Commendations

Past five quarters

Service	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19
London Buses	674	879	1,222	865	880
London Underground	411	464	625	513	548
London Overground	34	51	56	49	46
DLR	25	31	43	41	38
London Trams	4	9	9	4	8
TfL Rail	23	13	25	25	20
Taxi and Private Hire	23	71	51	45	34
TfL Road Network	10	20	17	16	28
Dial-a-Ride	8	5	1	2	5
London River Services	3	0	1	3	3
Emirates Air Line	6	4	6	3	3
Santander Cycles	2	3	0	1	1
TfL Policy	0	170	202	111	140
Total	**1,223**	**1,720**	**2,258**	**1,678**	**1,754**

Past five quarters
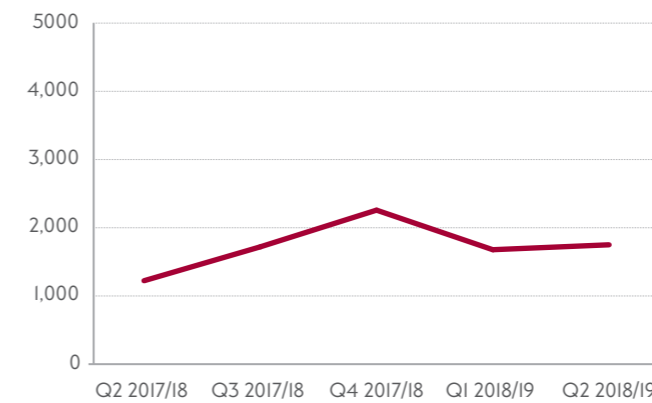
Commendations for our staff rose by five per cent overall this quarter, with the most significant increase on London Underground services. This is a result of a renewed focus on how our frontline staff interact with customers, supported by training. This work has also led to a continued drop in station staff complaints during the same period.

In addition, London Buses saw a rise in commendations this quarter. The rise also occurred after a concerted effort to improve our service through the Hello London staff training programme.

Ticketing

Bus and Underground
Paper tickets
Fare payer journeys per four-week period (millions)
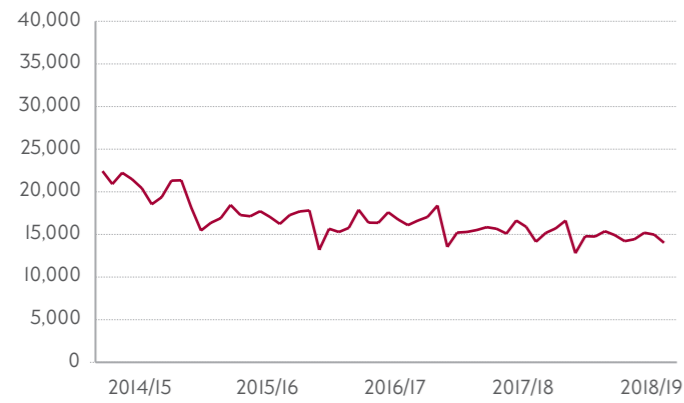
Oyster
Fare payer journeys per four-week period (millions)
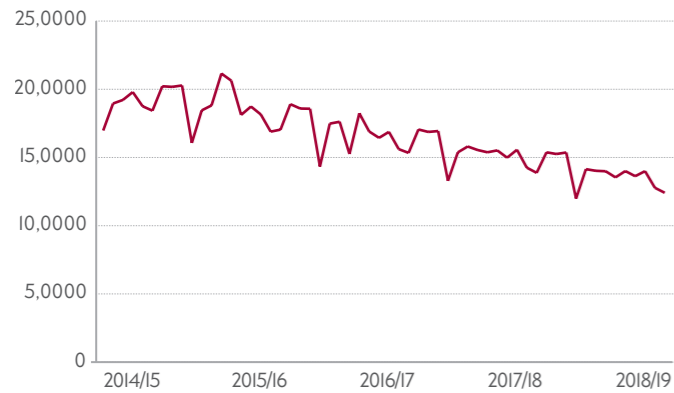
Contactless payment cards
Fare payer journeys per four-week period (millions)
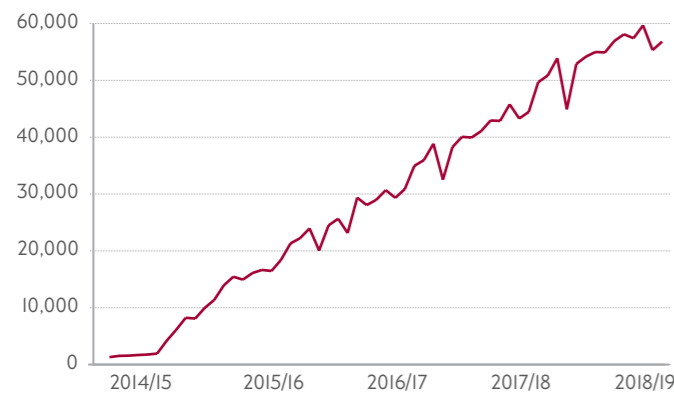
575,000
automated refunds were issued in Q2, with £2.6m refunded

42m
contactless bank cards and mobile devices have been used on bus, Tube and rail services

4.6m
contactless journeys are made daily

1.15m
downloads of the TfL Oyster and contactless app since launch, with more than 1.9m transactions being made with the app

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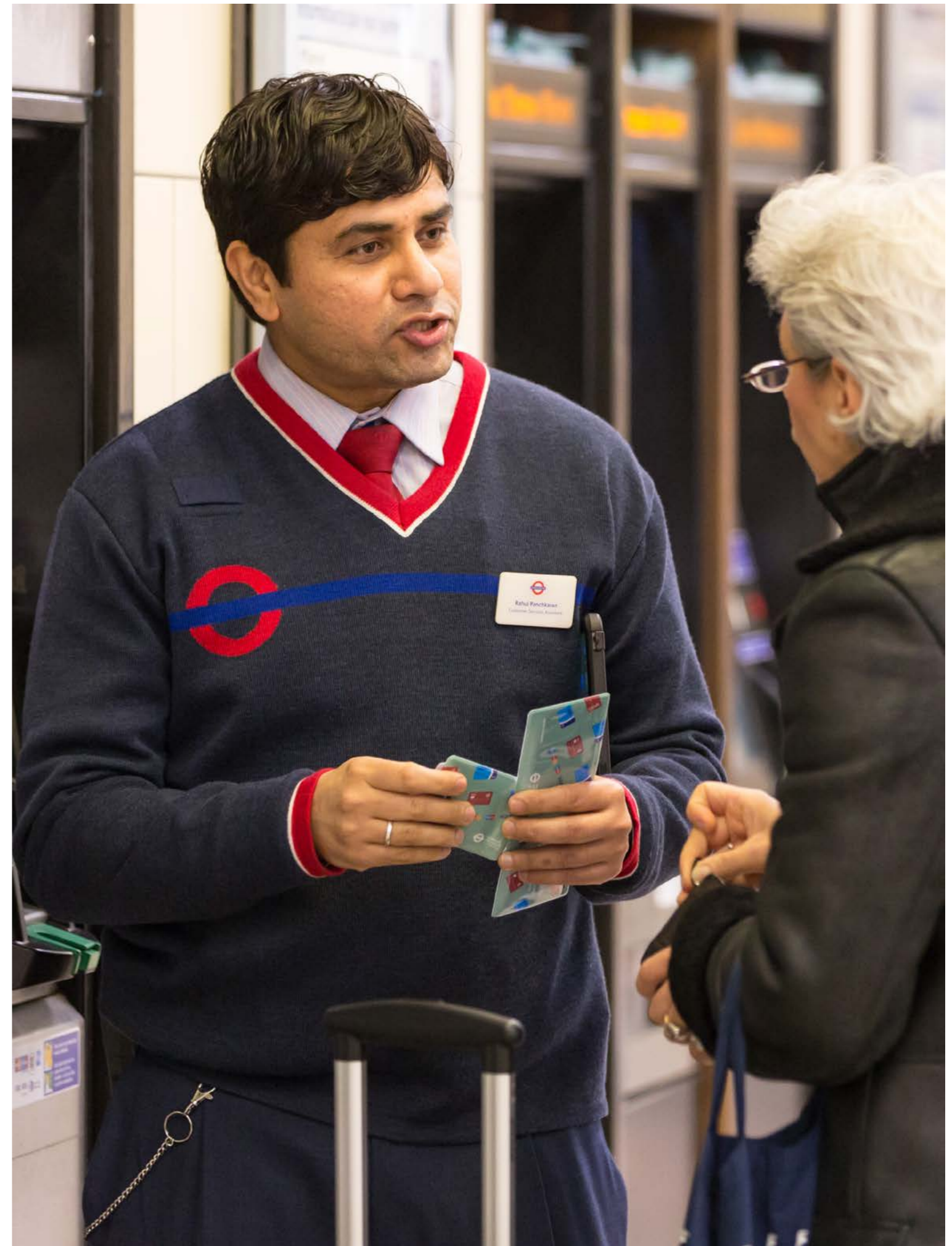
System availability

Ticketing system availability

	Quarter 2 – 2018/19			Year to date – 2018/19		
	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	98.64%	0.44% ▲	0.22% ▼	98.73%	0.53% ▲	0.03% ▼
London Buses – bus validations – overall availability	99.84%	0.84% ▲	0.07% ▲	99.81%	0.81% ▲	0.09% ▲

We exceeded both the London Buses and London Underground targets for this quarter.

Internal IT system availability
Past five quarters (%)

	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19
	98.68	99.78	99.93	100.00	99.97

Performance this quarter was 99.97 per cent. There were four high-priority incidents but these had minimal or no impact on services.

Annual trend (%)

	2014/15	2015/16	2016/17	2017/18	Year to date 2018/19
	99.43	99.79	99.18	99.59	99.98

Digital

The number of website visits is consistent with the previous quarter.

The number of Facebook followers increased slightly by 0.5 per cent, while Twitter follower numbers remained the same as the last quarter. Twitter feeds that saw above average growth were:

- Elizabeth line (up by five per cent, versus six per cent in Q1)

- TfL Taxi & Private Hire (up two per cent)

Instagram was up by 10 per cent this quarter, while LinkedIn grew by five per cent for the same period

59m
Number of visits to the TfL website this quarter (5%▼ against Q2 2017/18)

228m
Number of website page views this quarter (5%▼ against Q2 2017/18)

7.2m
Number of Twitter followers this quarter (13%▲ against Q2 2017/18)
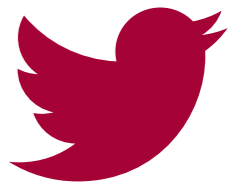
752,000
Number of Facebook followers this quarter (3%▲ against Q2 2017/18)

70,100
Number of Instagram followers this quarter (66%▲ against Q2 2017/18)

More than

16,900

developers have used our data

24,900+

unique visitors to the TfL TravelBot on Facebook Messenger

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

Data – released	Date
Cycle Superhighways counter	Q2 2018/19

Data – future release schedule	Date
Bus stops with countdown screens	Q3 2018/19
Enhanced station accessibility	Q3 2018/19
Cycling infrastructure	Q4 2018/19
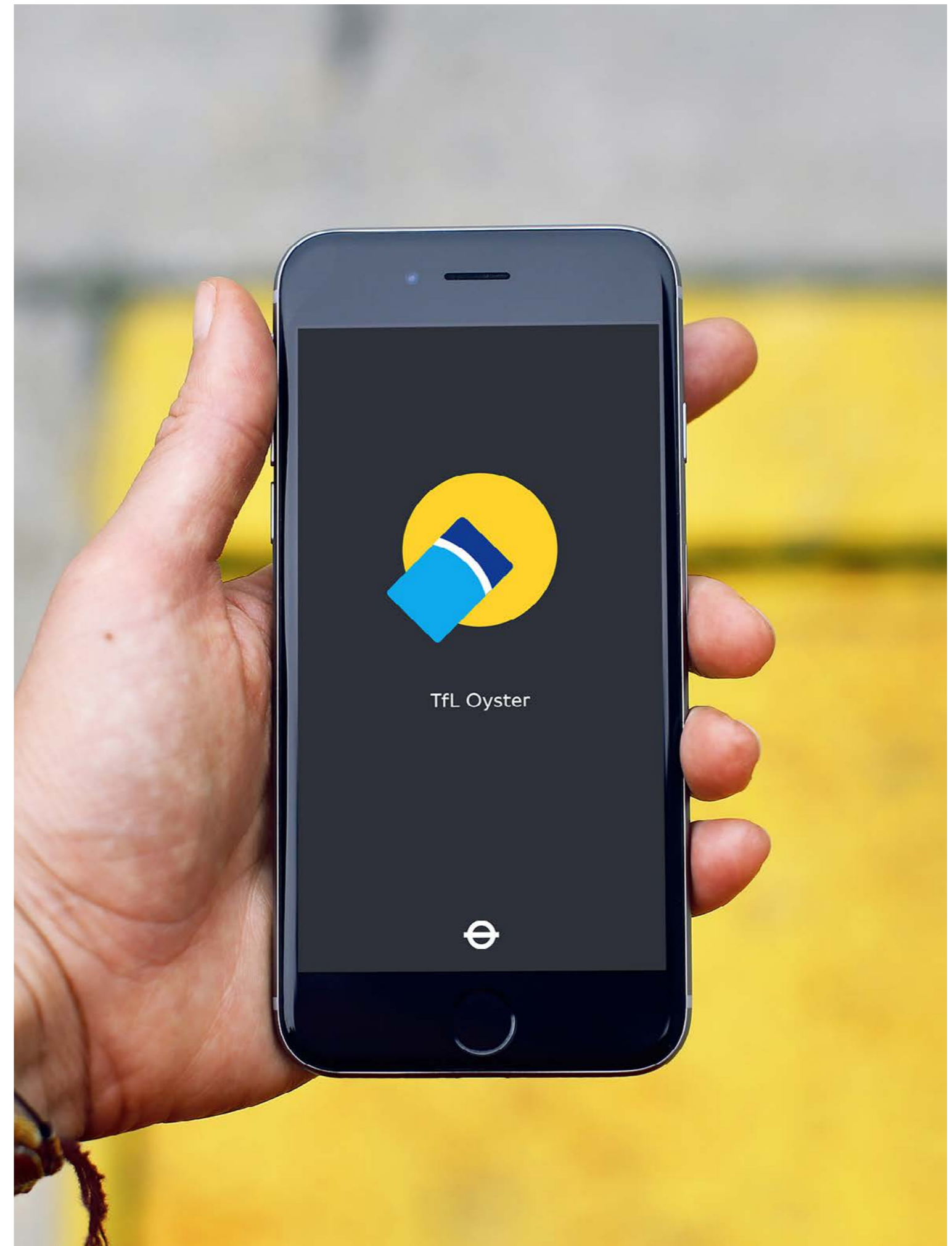
Travel Demand Management: influencing travel behaviour

Background

The London 2012 Olympic Games saw huge crowds come to witness events across the city. Despite widespread concerns that the transport system would not be able to cope, travel demand management (TDM) techniques meant 75 per cent of people changed their travel behaviour during the Games. This resulted in our networks delivering capacity efficiently, while providing a positive experience to customers.

Legacy

The last six years have allowed us to develop what we learned and apply our approach to large events, upgrade works and day-to-day crowding. The latter is a primary factor in preventing Londoners from travelling on public transport more often.

During this time, we have continued to prove it is possible to change customer behaviour, and demonstrated that influencing change at the right times and places can keep transport and roads moving during planned or unplanned disruption.

We have maintained and expanded our programme and the relationships established with the transport industry. Our TDM Board for London continues to meet regularly, reaching agreements across the industry on managing travel demand. The forum facilitates discussions on major disruptions, for example those arising from large-scale closures such as the Thameslink programme.

We continue to explore new ways to help keep London moving and growing through travel demand management, as well as investigating how we might expand and commercialise its flexible delivery model for application in other cities.

What is TDM?

TDM allows customers to make better travel choices by providing them with targeted, specific information that helps them, avoid disruption and congestion. This assists us in running better services.

Effective TDM

Managing travel demand successfully requires a combination of:

- Collaboration across the business and industry

- Customer insight – with nine million Londoners, a 'one-size-fits-all' approach cannot achieve adequate behaviour change

- Use of social behaviour models to 'nudge' customers in the right way, to keep our network running

- Operational and local knowledge, providing our customers with viable travel alternatives

- Anonymised information from sources such as Oyster cards, traffic cameras and mobile network data

- Innovative working with partners in the industry, ie promoting sustainable last-mile deliveries, smart consolidation and better routing

- Coordination and consistency of information

Spreading demand on the Tube at the busiest times

Overcrowding prevents Londoners from travelling on public transport more often, and affects a good public transport experience.

The TDM strategy is to influence customers to travel outside the busiest times or use alternative modes during those times.

In 2015, we launched a phased approach of providing personalised and targeted information to those customers using crowded Tube stations.

Where we provided this detail, we witnessed a spread in demand during the busiest times, with up to five per cent of customers shifting their journeys from the very busy times to slightly quieter times, and to alternative modes. This essentially spread demand to the 'shoulders' of the peaks, benefiting customers and our operations.

Works on the A406 at Neasden 2015-16

We used Automatic Number Plate Recognition to analyse changes in the travel behaviour of drivers as a result of a TDM campaign during the A406 Road Modernisation Plan works. Driver travel behaviour was compared to that shown during similar roadworks where there was no TDM in place.

Road users followed our advice by re-timing and re-routing their journeys to avoid the busiest times and places.

TDM was responsible for:

- Fourteen per cent of frequent drivers changing their behaviour, including seven per cent re-timing their journeys within the peak (06:00-10:00 and 16:00-20:00) and seven per cent re-routing away from the works

- Three per cent reduction in total traffic flows during peak hours

Other highlights in Q2

Healthy Streets Fund for Business
Through the Healthy Streets Fund for Business, we have awarded six business groups a share of £230,000 funding for innovative projects to make freight and deliveries more efficient across London. The projects will contribute to reducing traffic, easing congestion and improving air quality.

The funding will be matched by the business groups themselves, representing a total investment of £460,000.

The application process was extremely competitive, with comprehensive business engagement and information sessions generating unprecedented interest. It resulted in 17 applications, taken to a panel of internal and external judges.

The six successful schemes include the promotion of cycle freight, single suppliers and co-ordination of waste collection and deliveries. They will be located in areas with some of the worst air quality in London, such as Old Street – the site of one of the capital's most polluted primary schools.

Station Real Time Information app
Following a line-by-line roll-out, the Station Real Time Information app is now available to all London Underground station staff.

The app has been developed to enable London Underground personnel to quickly capture and immediately communicate station status to their colleagues and the London Underground Control Centre. This means that customers receive information about station congestion and lift and escalator faults more quickly, and therefore are able to make more informed decisions about their journeys.

Further work will be undertaken this autumn to improve the app in order to drive usage, increase benefits and explore potential adaptation and roll-out to the Elizabeth line.

The next steps will be to work with colleagues to integrate the app data with key software interfaces so that travel information can be communicated to customers, and third-party apps can access the information.

Campaigns

Q2 customer information email volumes

34m
Customer information emails
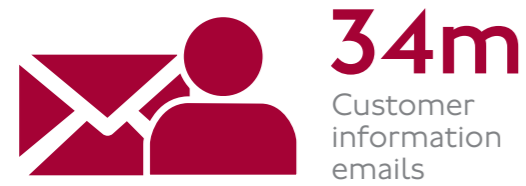
195 Campaigns

Past five years

	2014/15	2015/16	2016/17	2017/18	Year to date 2018/19
Customer information emails	263m	273m	190m	187m	84m
Campaigns	1,019	1,216	898	1,043	412

In Q2, we supported multiple large-scale projects, such as Bank branch trains not stopping at Kennington and Tideway Tunnel works.

OVO Energy Tour of Britain 2018

We introduced digital mapping to our suite of communications for the OVO Energy Tour of Britain 2018.

The event, the UK's leading men's cycling race, culminated in London on Sunday 9 September, requiring road closures and bus service changes in central London, with the potential to significantly affect drivers and bus users. The demand management campaign used the map to mitigate disruption by helping customers to understand service changes, plan their journey in advance and know their travel options.

Channels used for communicating the disruption included social media, posters at key network locations in central London, Metro and other media advertising, press releases and detailed travel advice contained within tfl.gov.uk.

The digital map showed the event closure route and the associated disruption area. This is the first time TfL has created this type of map and is an improvement on static impact maps.

Bank branch trains not stopping at Kennington

Essential works at Kennington to prepare for the Northern Line Extension completed on time on Sunday 16 September.

A comprehensive demand management plan supported the project to help mitigate the impact of disruption. This included developing travel advice and the communications strategy.

This was successful in encouraging customers to use other modes, reroute or retime their journeys. We saw a 40-50 per cent increase in customers using spare capacity on the Bakerloo line, and more customers using Brixton station, local buses or cycling.

There was minimal need to hold customers behind the barriers as a result of crowding and there were few complaints.

We are now exploring the legacy benefits of the project for encouraging customers to make better use of available capacity or to be more active.

We are also looking at how we can apply the lessons learned from this project. We are therefore setting up a workshop to inform our early planning in future projects, such as the upcoming part-closure of the Northern line as part of the capacity work at Bank station.

Customer information campaigns

Q2 June to September

Surface	Camden Council's West End Project
	HS2
	Brent Cross Cricklewood Redevelopment
	Cycle Superhighway 11
	Old Street Roundabout removal
	Highbury Corner Gyratory removal
	Thames Tideway at Blackfriars – gas works trial holes
	Westminster City Council and partner's Baker Street Two-Way project
Rail and Underground	Kennington platform closure
	August Bank Holiday works
	Bank Station Capacity Upgrade
	Festive and New Year's Eve
	King's Cross Remodelling Project
Events	Prudential Ride London
	Tour of Britain
	Tottenham Hotspur FC return to N17

Customer marketing and behaviour change 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 we are investing to improve our infrastructure and services and how we are doing this.

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

Public transport usage – Bus
Targeted communications continue at an area- and route-specific level, supporting improved reliability.

Buses not stopping
A customer campaign encouraging passengers to help bus drivers by making it obvious that they want to board or alight and to help keep them safe when a bus has pulled away. This supports a bus driver engagement campaign following on from the Hello London driver training, with a driver engagement video focusing on the importance of stopping for passengers.

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

Hoardings
Hoardings are used across our network to inform customers of the improvements they will see as a result of the disruption they are experiencing, to ensure the safety of our workforce and to protect our customers. They enable us to showcase why we are carrying out the work and highlight the benefits for our customers, while also helping to brighten the environment as the work takes place. For example, at Finsbury Park station there is a hoarding conveying information about installing lifts at the station.

Better behaviour
Improve behaviours across our transport network that negatively affect service (reliability), other customers or our people. These include making space for others on the road, helping passengers off the train when they feel ill and being respectful to staff across the network.

Road danger reduction
Activity to target the causes of serious injury and death on London's roads, with a focus on the increased risks of driving too fast for the conditions of the road.

Off-Peak campaign
The digital map has now been updated to include Santander Cycles information.

Air quality (ULEZ and T-Charge rapid charging)
Activity targeting owners of older vehicles and all car drivers, framing the contribution that road traffic is making to London's poor air quality. This activity went live, supported by more detailed and targeted work educating those affected ahead of the ULEZ launch in April 2019.

Travel Demand Management (TDM)
TDM activity is now supplemented with additional targeted marketing raising awareness of when and where public transport is running. This is as part of our commitment to increase usage of public transport and takes place at key periods, particularly bank holiday weekends.

Public transport safety
The campaign has now been expanded to include a new focus on being safe after drinking alcohol, with targeted advertising at high-risk locations.

Personal safety
The Project Guardian 'Every report builds a picture' campaign continues to encourage women to report unwanted sexual behaviour. In addition to existing video on demand media, new video content will run on Facebook and Instagram.

New Active Travel campaign
The Active Travel campaign continued throughout the summer and autumn, supporting a step-change in the way Londoners travel around the city. The activity runs on posters, radio, online and social media. Support has also been provided to key infrastructure milestones (Superhighways and Quietways).

Schools and education programmes
Our work to encourage transport behaviour change via nurseries, schools and colleges continues. Our range of programmes support a number of key outcomes, including active travel, road danger reduction and travelling safely and independently on public transport. We work in conjunction with the London boroughs on these programmes, which include the well-established STARS programme and 'Children's Traffic Club'.

Consultations

We launched 11 consultations in Q2, with proposals for the following:

- Southwark Underground station – proposal for a new second entrance on Greet Street

- Congestion Charge – proposed changes to discounts and exemptions

- Mina Road junction with Old Kent Road – proposal to make Mina Road one-way (except for cyclists)

- Proposed changes to the junction of A205 Dulwich Common and A2215 Lordship Lane

- Proposed new pedestrian crossing at Blackheath Hill's junction with Blackheath Road, Lewisham Road and Greenwich South Street

- Proposed updates to London Service Permit guidance

- Bus service proposals:

  – Routes 27 and 440 – changes in Chiswick

  – Central London bus service review – proposed changes to 34 routes

  – Routes 224 and 440 – shortening route 224 to Alperton station and extending route 440 to Wembley

  – Route 339 – changes to rerouting in the Olympic Park

  – Routes 88 and C2 – extension and rerouting of route 88 and withdrawal of route C2

  – Routes 384, 292 and 606 – changes in Barnet

We also undertook 38 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 10 consultations in Q3 (these are subject to change):

- Tooting town centre – pedestrian and junction improvements

- Proposed changes to Cheyne Walk/Lots Road junction in Chelsea

- Further consultation on three sections of Cycle Superhighway 9

- Stoke Newington – proposals to remove the gyratory

- Tooting Town Centre – pedestrian and junction improvements

- A21 Bromley North – pedestrian crossing improvements between Bromley North Station and Tweedy Road

- Seven Sisters Road – proposed safety improvements

- Sutton Link – proposed tram extension to Sutton

- Rotherhithe to Canary Wharf River Crossing – further consultation

- Bus service proposals:

  – Richmond, Twickenham and Whitton – proposed changes to five routes

  – Bus route 470 – proposal to extend route to Epsom Hospital

  – Bus routes 404 and 434 – proposed changes to routes in Coulsdon town centre

  – Bus route G1 – proposal to reroute service in Tooting

  – Bus route 386 – proposal to reroute service in Woolwich town centre

Glossary

Measure	Unit	Description
Additional time to make step-free journeys	Minutes	This metric measures the time it takes to travel from each area in London (defined in the Rail plan zoning system, which splits London into 3,288 zones) to all other areas by the quickest route using public transport modes (Rail, London Underground, bus, DLR, Tram). It compares this to the travel times from a network consisting of just the fully accessible routes, which excludes station walk links that include steps. The difference between the two provides the additional journey time measure. The aim is to halve the additional journey time required by those using the step-free network only by 2041, so that journey times on the step-free network become comparable to those on the wider public transport network.
Cumulative reduction in the number of people killed or seriously injured (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	Minutes	Excess wait time represents the amount of time that a passenger has had to wait, beyond the time that they should expect to wait, if buses ran as scheduled. It is the key measure of reliability of high-frequency bus services as experienced by passengers, and is also used to calculate operator performance bonuses or penalties.

Measure	Unit	Description
London Overground and TfL Rail: public performance measure	%	The public performance measure shows the percentage of trains that arrive at their destination on time. It combines figures for punctuality and reliability into a single performance measure and is the rail industry standard measurement of performance. It measures the performance of individual trains advertised as passenger services against their planned timetable, as agreed between the operator and Network Rail at 22:00 the night before. It is therefore the percentage of trains 'on time' compared with the total number of trains planned. In London and the South East, a train is defined as being on time if it arrives at the destination within five minutes (four minutes, 59 seconds or less) of the planned arrival time. Where a train fails to run its entire planned route (not calling at all timetabled stations), it will count as a public performance measure failure.
London Underground: lost customer hours	Hours	The total extra journey time, measured in hours, experienced by Underground customers as a result of all service disruptions with durations of two minutes or more. A delay at a busy location or during peak hours results in more lost customer hours because a greater number of customers are affected. For example, an incident at Oxford Circus during a Monday to Friday peak results in a much higher number of lost customer hours than an incident of the same length in Zone 6 on a Sunday morning. As we review incidents, we may need to change the figures retrospectively.

Measure	Unit	Description
LU: excess journey time	Perceived minutes	Journey time is a way of measuring London Underground's service performance. We break down journeys into stages and give each one: • 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 based on how customers feel about that part of their journey, for example going up an escalator has a value of 1.5, whereas walking up stairs has a value of four, because it increases the perceived journey time These are the stages of a journey: • 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 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 excess journey time. It is therefore a measure of how efficiently London Underground is providing its scheduled or 'stated' service – the more reliable the service the lower the excess journey time. The calculation includes the impact of planned closures.

Measure	Unit	Description
Operational improvements to sustainable travel	Hours	This metric reports the saving to journey times and wait times for pedestrians and bus passengers as a result of our signal timings review programme. Benefits to cyclists will be included later in the year. The 2018/19 target has been set using improvements from 370 signal timing reviews carried out in 2017/18, capturing these improvements during a typical weekday (24 hrs). Bus benefits will continue to be dominant, as buses carry the highest proportion of people travelling sustainably through junctions. The metric is calculated by comparing journey times and wait times before and after the change in signal timings. Measurements can be taken only when the road network is operating within normal parameters – benefits cannot be measured and reported when there are roadworks, unplanned disruptions or school holidays. The time changes are multiplied by estimates of the number of people using each set of signals reviewed, by each mode of sustainable transport.
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.
Transport for London Road Network (TLRN): journey time reliability (morning peak)	%	This is a key measure for monitoring traffic flow. 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.

Measure	Unit	Description
TLRN user satisfaction score	Score	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. TLRN customer satisfaction survey is conducted online. It is estimated that, if it were conducted face-to-face (like other TfL customer surveys), the score would be higher by between five and 10 points. 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.
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.
Roads disruption metric	%	This metric tracks our management of disruption to average London vehicle journey times (07:00-19:00 on the TLRN). The target is to remain within 15 per cent of the 2017/18 baseline of 126 secs/km.

Our customer commitments

Every journey matters

1. Safety
Safety is a top priority for us on all our services.

2. 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.

3. Fares, payments and refunds
We promise to give you the best value ticket for your journey.

4. Keeping you informed
We commit to providing personalised, real-time information at every stage of your journey.

5. Accessibility and disabled passengers
We are committed to ensuring London continues to have one of the most accessible transport networks in the world.

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

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

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

9. Reinvesting in transport
We reinvest all our incomes 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.