Transport for London Customer service and operational performance report

Quarter 2 (23 June 2019 – 14 September 2019)

MAYOR OF LONDON

TRANSPORT FOR LONDON

EVERY JOURNEY MATTERS

About Transport for London (TfL)

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

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

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

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

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

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

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

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

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

Contents

Introduction

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

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

It is not just our customers and users who expect to be safe on our network, so do our colleagues, including contractors. We would like to pay tribute to one of our colleagues, Christian Tuvi, who tragically died as a result of an injury received while working at Waterloo Underground station in September 2019. We are deeply saddened by this tragic incident and are working closely with the British Transport Police (BTP) and Office of Rail and Road to support their investigations to ensure that this never happens again.

The quality of service we offer to customers on London Underground is always a priority. As part of our continuous commitment to deliver a more accessible Tube network, we have audited the majority of the signage at our step-free stations and have a rolling programme of accessibility signage updates taking place in all step-free stations, with a special focus on directions to lifts and platforms to show where to get on and off. This work forms part of a holistic programme of activity, which also includes training, real-time information and process improvements.

Tube reliability has suffered as we bed in new signalling as part of the modernisation of the Circle, District, Metropolitan and Hammersmith & City lines. We are working hard to resolve these issues and to learn the lessons for future phases of the programme. Most recently, performance has been affected by mechanical issues with a number of Jubilee line trains. These are undergoing repairs to bring them back into service as soon as possible.

We have made changes to 437 signals, which saved 7,930 customer hours per day for those walking, cycling and using public transport. These changes include lowering cycle time and retiming signals to improve bus progress along a route. These changes are supporting our bus network which continues to see improvements in reliability and overall performance.

This report includes a new section on the work of our Transport Innovation team to ensure transport in London is ready for the future. As new technologies and transport models emerge, we engage with market innovators and test new ideas to help us address the challenges facing our city.

Andy Lord
Managing Director
London Underground and TfL Engineering

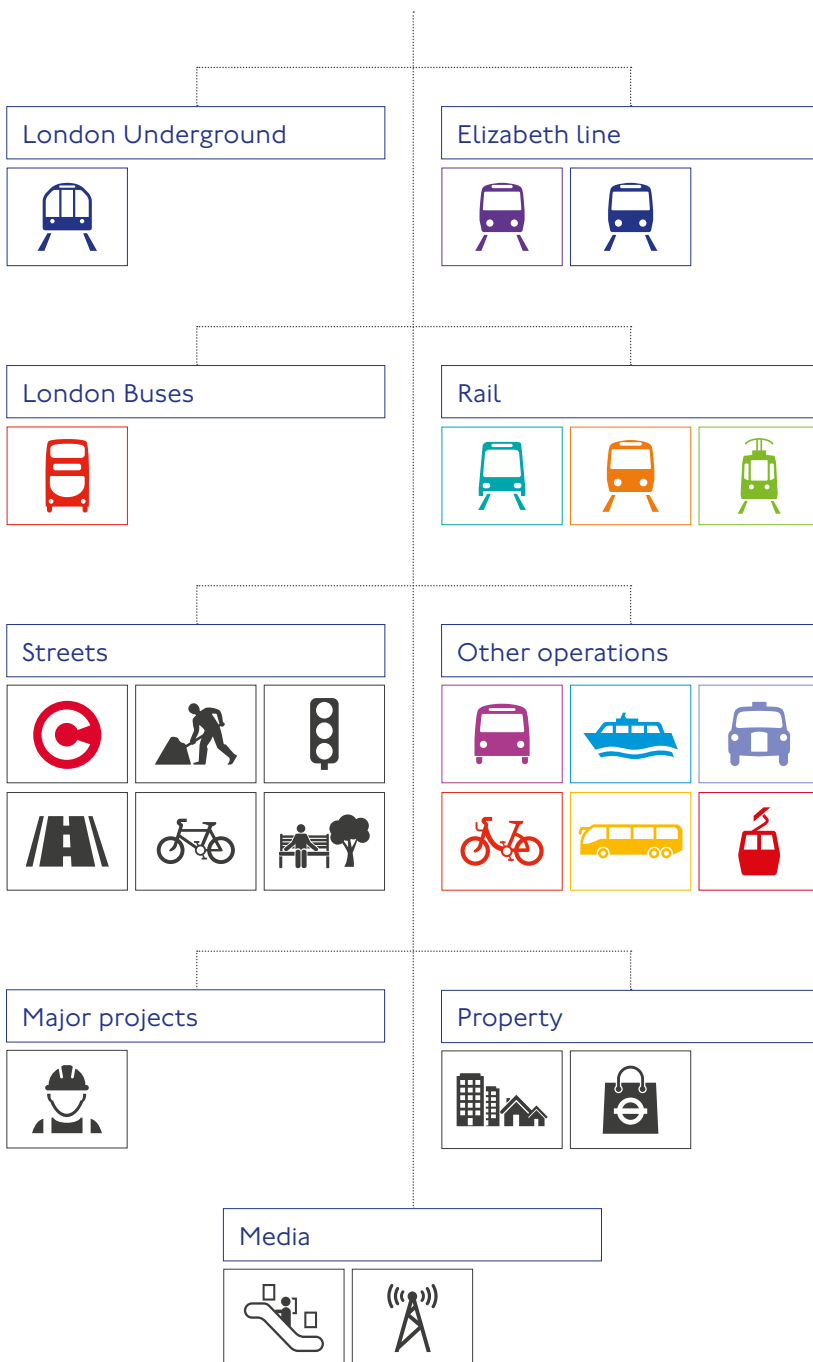**Gareth Powell**
Managing Director
Surface Transport

Vernon Everitt
Managing Director
Customers, Communication
and Technology

Business at a glance

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

How we report on our business

TRANSPORT FOR LONDON

London Underground

Elizabeth line

London Buses

Rail

Streets

Other operations

Major projects

Property

Media

Facts and figures*

945 Trains on the TfL network

580km TfL-operated highways

720km TfL-operated Rail and London Underground routes

9,330 London Buses on the TfL network

6,365 Traffic signals operated by TfL

* Based on full year 2018/19

Mayor's Transport Strategy themes in this report

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

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

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

Healthy Streets and healthy people
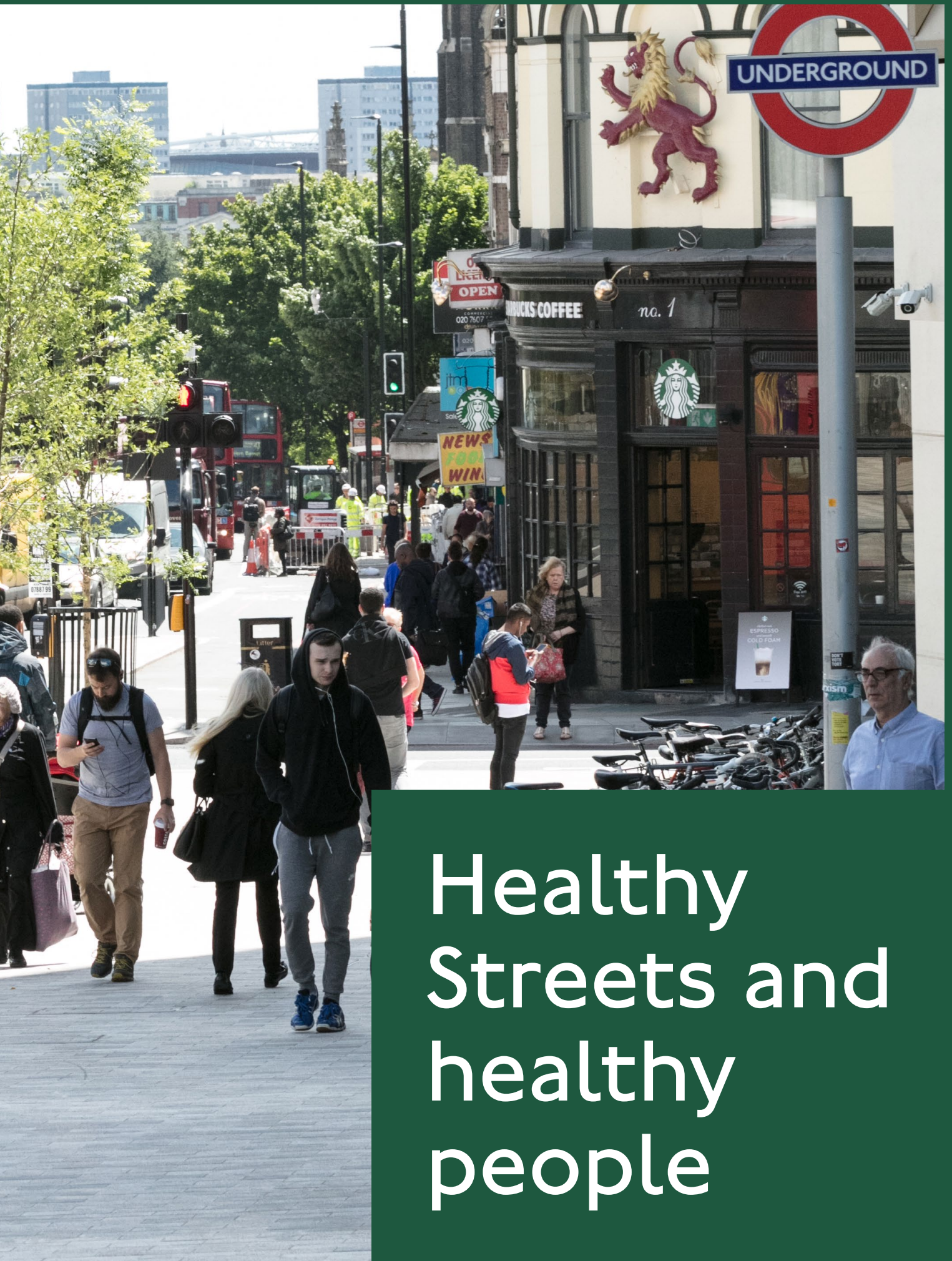
A good public transport experience

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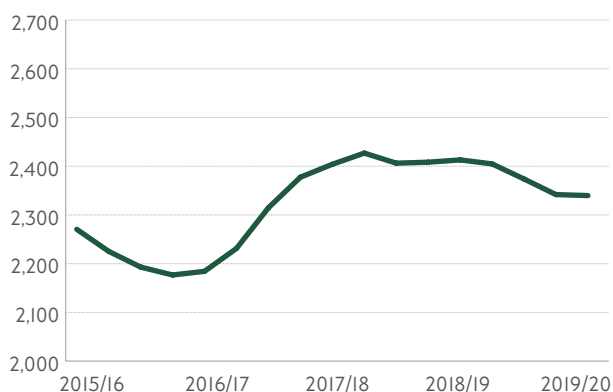
Healthy Streets and healthy people

London's transport system will be safe

Customer injuries
Moving annual average

During Q2 there were a total of 2,288 customer injuries across the public transport network, which is an increase of 28 (one per cent) compared with the same quarter last year.

This was largely due to an increase of 194 injuries (22 per cent) on London Underground when compared with Q2 last year.

There was a reduction of 200 customer injuries on buses (16 per cent) which reduced from 1,236 in Q2 last year to 1,036 this year.

Full data and analysis of our workforce safety is included in our Health, Safety and Environment report for Q2.

1,089

Number of injuries on the London Underground network this quarter (21.7%▲ against Q2 2018/19)

1,036

Number of injuries on the bus network this quarter (16.2%▼ against Q2 2018/19)

125

Number of injuries on the rail network this quarter (26.3%▲ against Q2 2018/19)

38

Number of injuries within our other operations this quarter (27% ▲ against Q1 2018/19)

Note on methodology

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

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

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

Calendar and financial year

Most data in this report covers the financial quarter (23 June – 14 September 2019). The exceptions to this are in the Buses and Streets sections on pages 14 and 18. For some graphs here we rely on data presented by the Metropolitan Police Service (MPS) in calendar months. We note this next to the relevant graph/chart.

Underground

People killed or seriously injured
Past five quarters*

	Q2 2018/19	Q3 2018/19	Q4 2018/19	Q1 2019/20	Q2 2019/20
Seriously injured	235	279	373	262	243
Killed		2	2		
Seriously injured (New method)	31	57	73	40	37
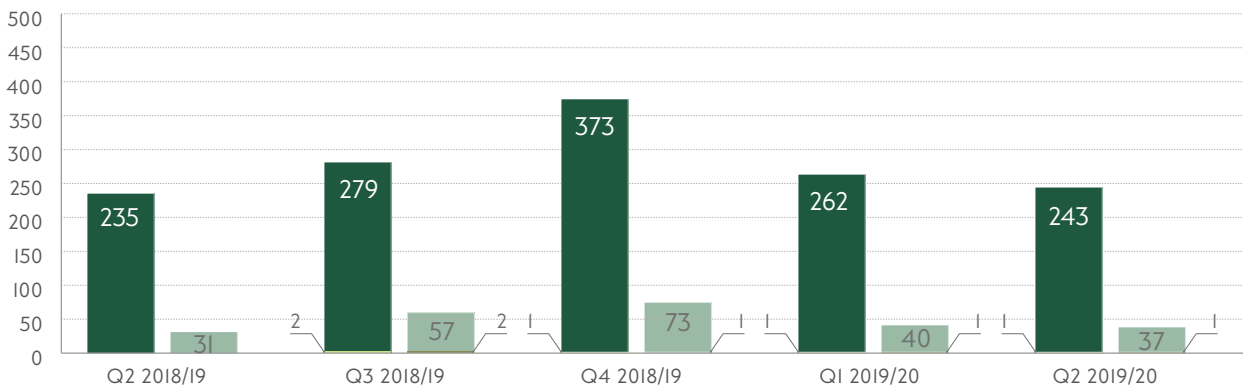
- ■ Seriously injured
- ■ Killed
- ■ Seriously injured (New method)
- ■ Killed (New method)

In Q2 there was one fatality on London Underground. An altercation in the booking hall at Elephant and Castle station resulted in two victims being stabbed, tragically with Norman Bertran-Tavarez being pronounced dead later in hospital.
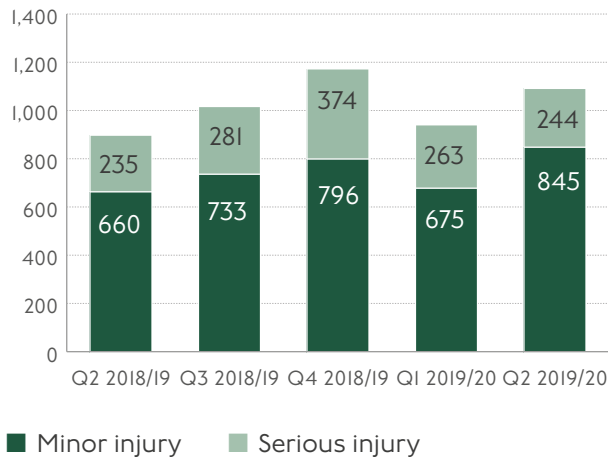
On 23 September, 20-year-old Tashan Daniel sadly died after an unprovoked attack at Hillingdon Underground station. The BTP has launched a murder investigation and two people have been arrested and charged.

The biggest cause of serious injury to customers remains slips, trips and falls, accounting for 84 per cent of all serious injuries in Q2.

In Q2, 22.4 per cent of London Underground customer injuries were serious, which is down from 26.3 per cent in Q2 2018/19.

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

Customer injuries
Past five quarters

235	281	374	263	244
660	733	796	675	845
Q2 2018/19	Q3 2018/19	Q4 2018/19	Q1 2019/20	Q2 2019/20

■ Minor injury ■ Serious injury

Top four causes of injury (%)

Slips, trips and falls	76
Contact fixtures and fittings	16
Assault	6
Other	2

During Q2, there was a total of 1,089 customer injuries. This compares with 895 in Q2 2018/19.

Slips, trips and falls continue to be the biggest cause of customer injuries with 832 (76 per cent) reported during Q2. Of these, 206 (25 per cent) resulted in a serious injury.

This upward trend of customer injuries is as a result of an increase in slips, trips and falls on stairs, escalators, on trains and at the platform train interface.

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

• Intoxication

• Behaviour including rushing and horseplay

• Being encumbered, eg with luggage, shopping bags

A high proportion also involve elderly customers.

Buses

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

Past five quarters*

- Seriously injured
- Killed

Moving annual average**
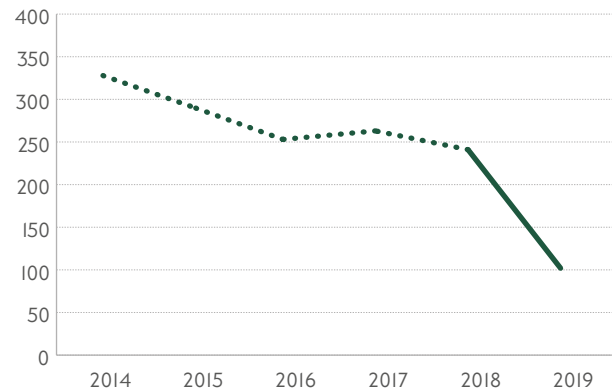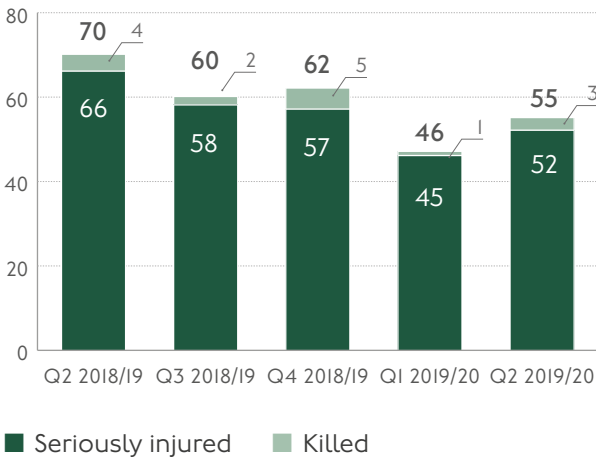
In the most recent quarter between April and June 2019, three people were killed in collisions involving a bus on London's roads. This shows a reduction of one compared to the same quarter last year.

Vulnerable road users

Past five quarters*

- Pedestrian
- Motocyclist
- Cyclist
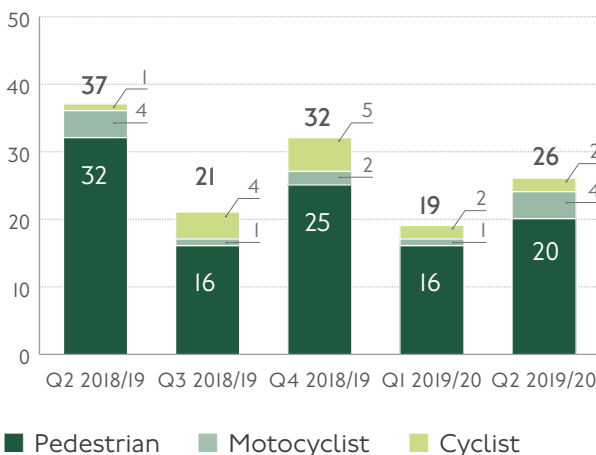
When compared to the same period last year, the number of vulnerable road users killed or seriously injured by a bus has fallen by 30 per cent, with considerable reductions in the number of people killed or seriously injured by a bus while walking.

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

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

Customer injuries
Past five quarters*

	Minor injury	Serious injury	Total
Q2 2018/19	962	274	1,236
Q3 2018/19	904	255	1,159
Q4 2018/19	1,021	321	1,342
Q1 2019/20	672	293	965
Q2 2019/20	754	282	1,036

■ Minor injury   ■ Serious injury
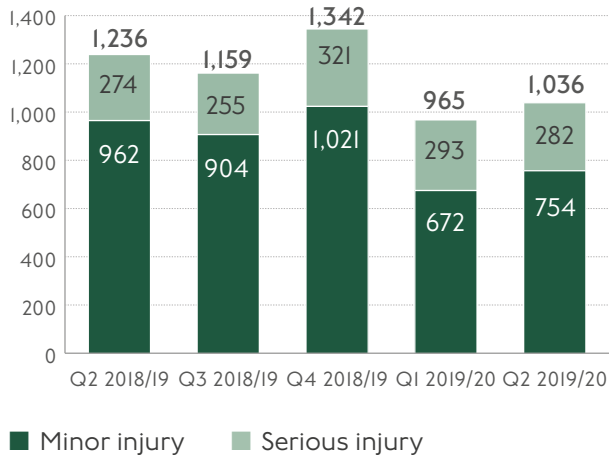
Top four causes of injury (%)

Slips, trips and falls	57
Struck by / against object	12
Collision	7
Cut or abrasion	5

There were 200 (16 per cent) fewer injuries when compared to the same quarter last year. When considered alongside the number of passenger journeys, 493m journeys decreased to 488m. Based on the figures for Q2, there were 21 injuries per million journeys.

Slips, trips and falls continue to be the main cause of injury on London Buses (57 per cent). To support the reduction in these types of injuries, one of the major operators, Metroline, has launched a campaign to actively encourage drivers to give additional time for passengers to settle on board before moving off. Abellio's rollout of the new Mobileye technology encourages drivers to avoid close following, late braking and lane departure, which can lead to last-minute braking and therefore increase the risk of customer injuries.

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

Rail 🚊 🚊 🚊 🚊

Customers killed or seriously injured
Past five quarters

■ Seriously injured

Customer injuries
Past five quarters

■ Minor injury   ■ Serious injury
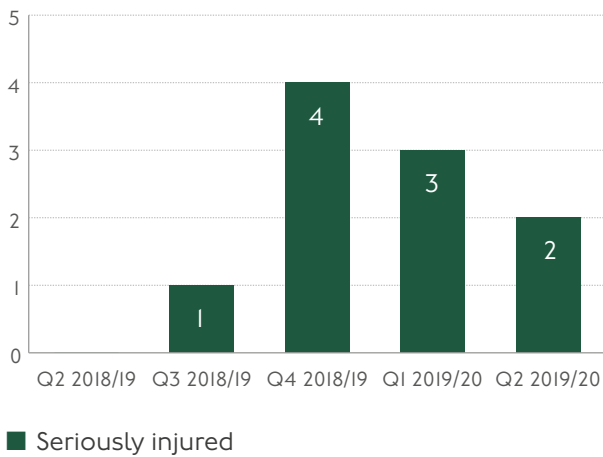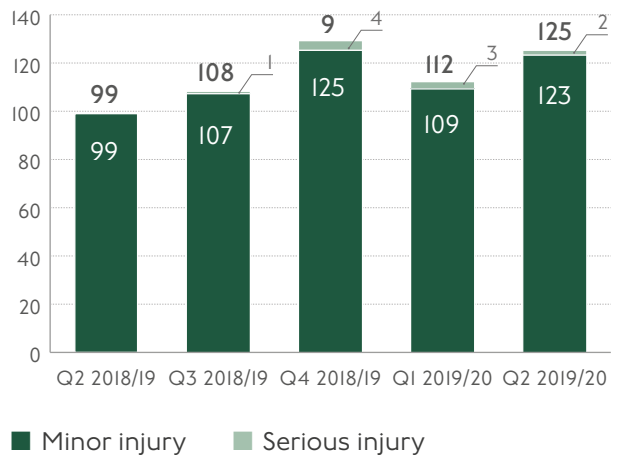
In Q2, there were 125 customer injuries on our rail services, which compares with 99 in Q2 last year.

During Q2, all our customer injuries on London Trams and London Overground were minor and resulted from slips and trips. On DLR there was one serious injury in the quarter, relating to a customer falling in the gap between the platform and the train.

There was a worrying incident on 29 August when a tram partially derailed at low speed at Phipps Bridge. Fortunately, there were no injuries and the passengers left the tram safely.

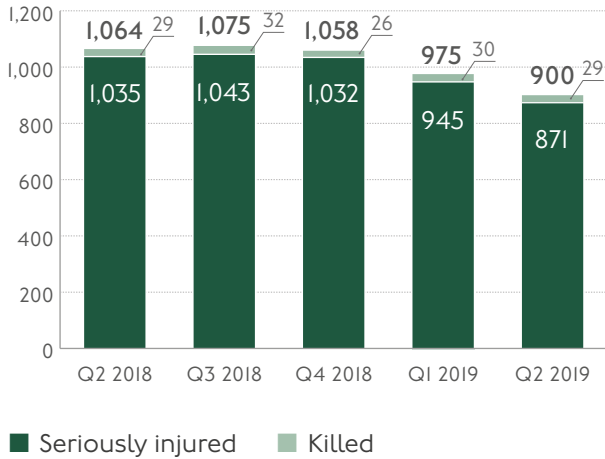On investigation it was identified the tram had derailed as a result of striking an object that had been purposely left on the track by vandals. The incident is currently under investigation by the BTP and we have worked with First Group to offer, for the first time, a financial reward for information leading to conviction.
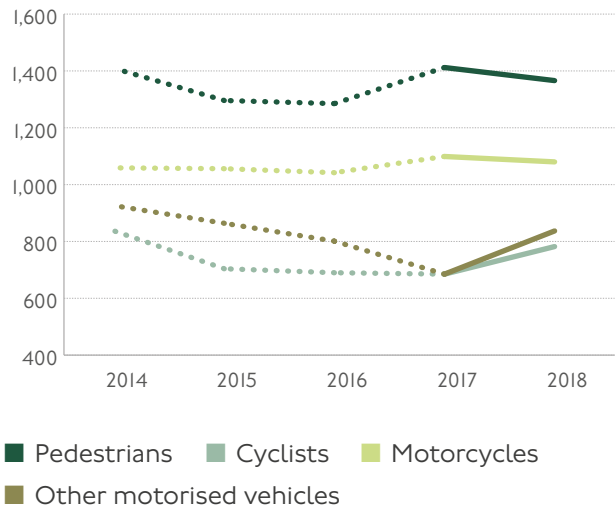
Injury by mode (%)

London Overground	40
DLR	2
TfL Rail	54
Trams	4

Streets

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

Quarter	Seriously injured	Killed	Total
Q2 2018	1,035	29	1,064
Q3 2018	1,043	32	1,075
Q4 2018	1,032	26	1,058
Q1 2019	945	30	975
Q2 2019	871	29	900

■ Seriously injured ■ Killed

Moving annual average

Legend:
■ Pedestrians ■ Cyclists ■ Motorcycles
■ Other motorised vehicles

Type of user
Past five quarters*

User	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019
Other motorised vehicles	228	258	217	222	174
Motorcycles	272	345	288	246	257
Cyclists	247	280	165	165	188
Pedestrians	338	337	396	342	281
Total	1,085	1,220	1,066	975	900

■ Pedestrians ■ Cyclists ■ Motorcycles
■ Other motorised vehicles
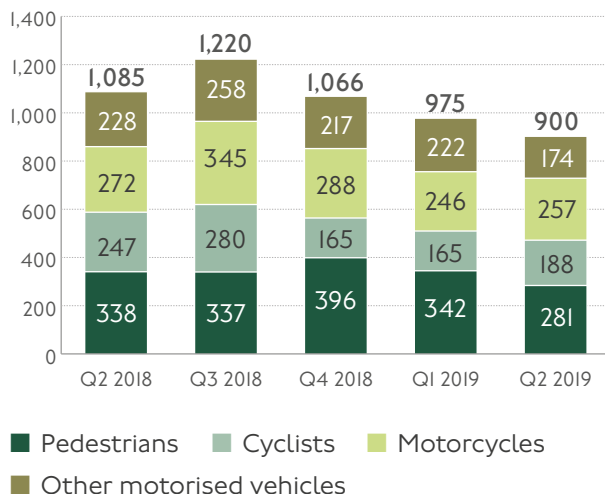
Road casualty data is reported by calendar month in arrears. For the most recent quarter reported, April – June 2019, 81 per cent of people killed or seriously injured on London's streets were vulnerable road users.

The number of people killed or seriously injured in total fell to 900 people. This is the lowest quarter level on record and a 15 per cent reduction when compared to the same quarter last year.
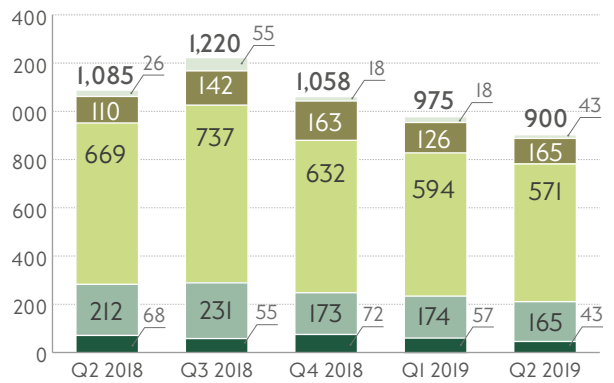
* As explained on page 11 the quarters here are based on calendar months rather than the usual reporting periods

Past five quarters*
(gender where known)
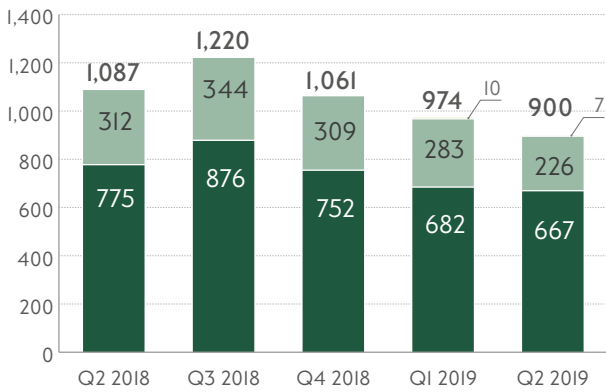
Legend: ■ Male ■ Female ■ Unknown

Past five quarters* (age)

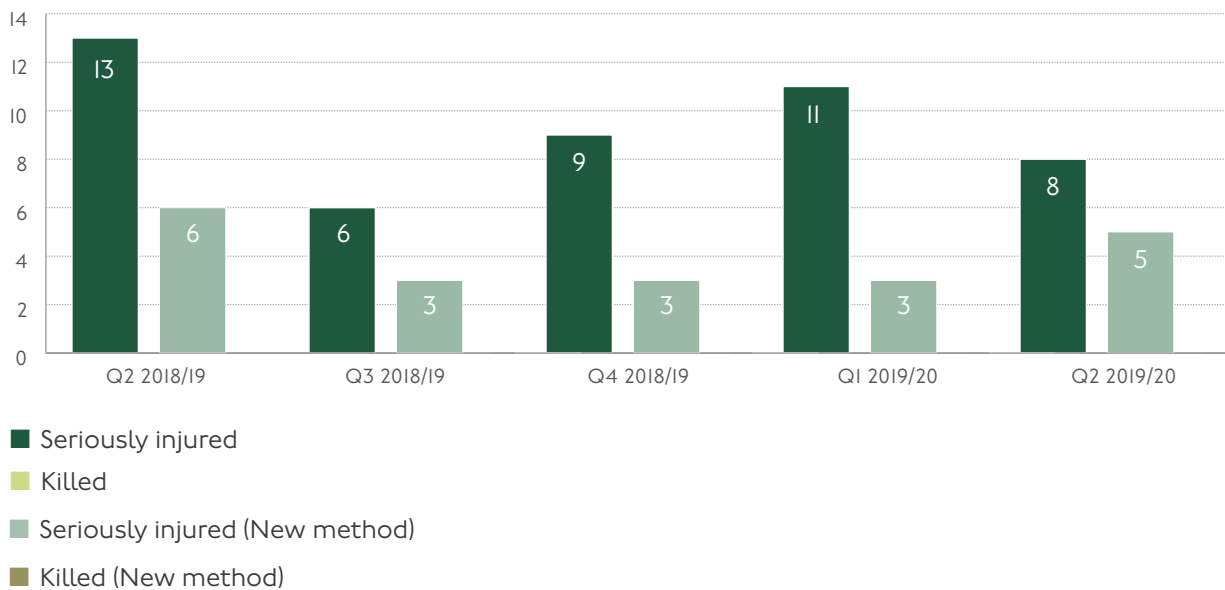Legend: ■ 0-15 ■ 16-24 ■ 25-59 ■ 60+ ■ Unknown

During the most recent quarter reported, April – June 2019, provisional figures show that the number of women killed or seriously injured fell by 27 per cent and the number of men killed or seriously injured fell by 11 per cent, when compared to the same quarter last year. Men represented three quarters (74 per cent) of casualties. Men accounted for 95 per cent of motorcyclist casualties, making around 98 per cent of journeys by motorcycle. Men also made up 79 per cent of cyclist casualties and around 72 per cent of journeys by bicycle. Of people walking, men made up 58 per cent of casualties and around 48 per cent of journeys by foot.

Provisional figures show that the number of people killed or seriously injured fell amongst all age groups, except for people aged 60 years or over.

Other operations

People killed or seriously injured
Past five quarters*

Legend:
- Seriously injured
- Killed
- Seriously injured (New method)
- Killed (New method)

Chart data:
Quarter	Seriously injured	Seriously injured (New method)
Q2 2018/19	13	6
Q3 2018/19	6	3
Q4 2018/19	9	3
Q1 2019/20	11	3
Q2 2019/20	8	5

In Q2, there were no customer fatalities on Dial-a-Ride; London River Services; taxis, private hire; coaches; or Cycle Hire. Eight Cycle Hire users were seriously injured. This is a reduction from the same quarter last year, where there were 13 customers seriously injured.

There were 38 customer injuries in total during Q2. Of these, 32 were minor injuries, which was an increase of nine (38 per cent) when compared to the same quarter last year.

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

Customer injuries
Past five quarters

Chart data (Minor injury / Serious injury, Total):

Quarter	Minor injury	Serious injury	Total
Q2 2018/19	24	6	30
Q3 2018/19	18	6	24
Q4 2018/19	22	5	27
Q1 2019/20	31	2	34
Q2 2019/20	32	6	38

■ Minor injury   ■ Serious injury

Top four causes of injury (%)

Slips, trips and falls	57
Struck by object / against object	12
Collision	7
Cut or abrasion	5
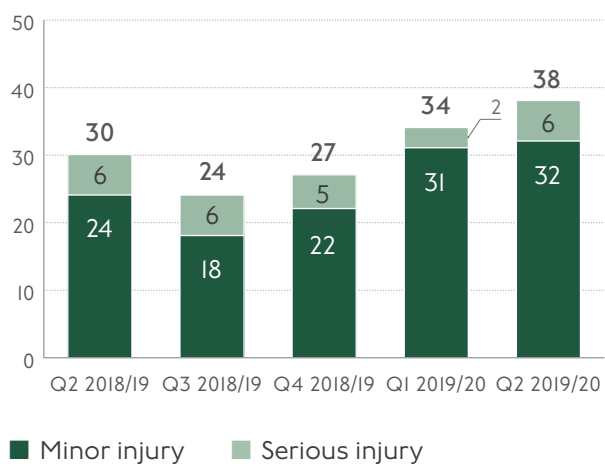
The breakdown is as follows:

• Dial-a-Ride (16)

• Cycle Hire (13)

• London River Services (six)

• Victoria Coach Station (three)

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

Cycle Hire saw an increase in customers receiving minor injuries whilst riding the bikes.

Safety – feedback from customers
Number of complaints

	Q2 2018/19	Q2 2019/20
London Underground	312	369
London Buses	1,115	1,138
DLR	16	16
London Overground	38	50
TfL Rail	25	23
London Trams	7	13
Emirates Air Line	0	1
Congestion Charge	0	0
Dial-a-Ride	3	0
London River Services	1	0
Santander Cycles	0	0
Taxis*	3	8
Private hire*	1	1
Total	1,521	

There was an increase in safety complaints compared to last year. This is likely to be because of the introduction of a web feature that enables our customer relationship management system to capture safety issues more effectively. All safety critical contacts we receive are actioned within 24 hours.

London Buses again remains the area with the most safety complaints, with passenger accidents the most common complaint. There was a significant increase in both London Trams and taxi complaints. These increases relate to policing issues, such as assault and antisocial behaviour for London Trams and dangerous driving relating to taxis.

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

Incident support

Sarah Hope Line

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

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

The Sarah Hope Line received 151 calls in Q2, resulting in 23 new cases. The largest number of calls were in relation to incidents on London Underground, including two fatalities. Funeral costs were covered for one of the bereaved families.

Of the 23 new clients in Q2, 13 were provided with advice and signposted to specialist charities for ongoing support. Trauma counselling was funded for six individuals in Q2, among them both seriously injured victims and witnesses to incidents. From Q3, information on the Sarah Hope Line will be included in packs from the road safety charity Brake, which are provided to those affected by fatal road traffic collisions.

The number of new cases were split as follows:

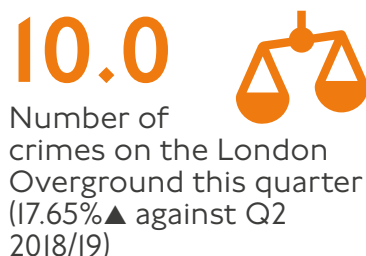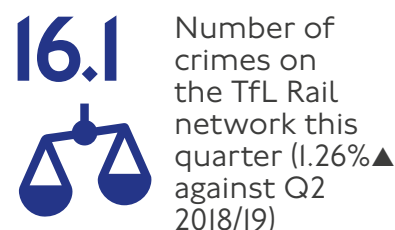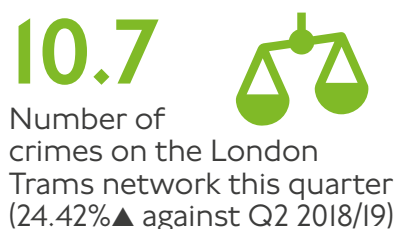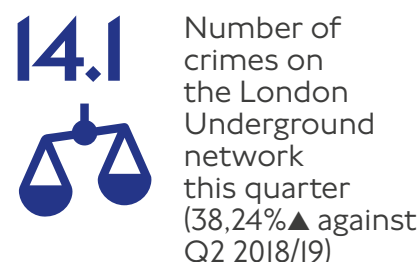|	
London Underground/Overground/DLR	18
London Buses	1
Streets	2
Taxi and private hire	1
Trams	1
Total	23

London's transport system will be secure

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

Overall, the volume of crime on London's transport network is higher than a year ago. Theft on London Underground is driving the increase, with almost double the number of theft reports this year compared to last year. Action plans are being implemented to address this problem. Operation Farrier led by the BTP in August and September resulted in over 60 arrests of known suspects and engagement with thousands of customers to raise awareness of tactics used. Further insight into the policing approach to tackle theft will be given to the Customer Service and Operational Performance Panel through a separate briefing.
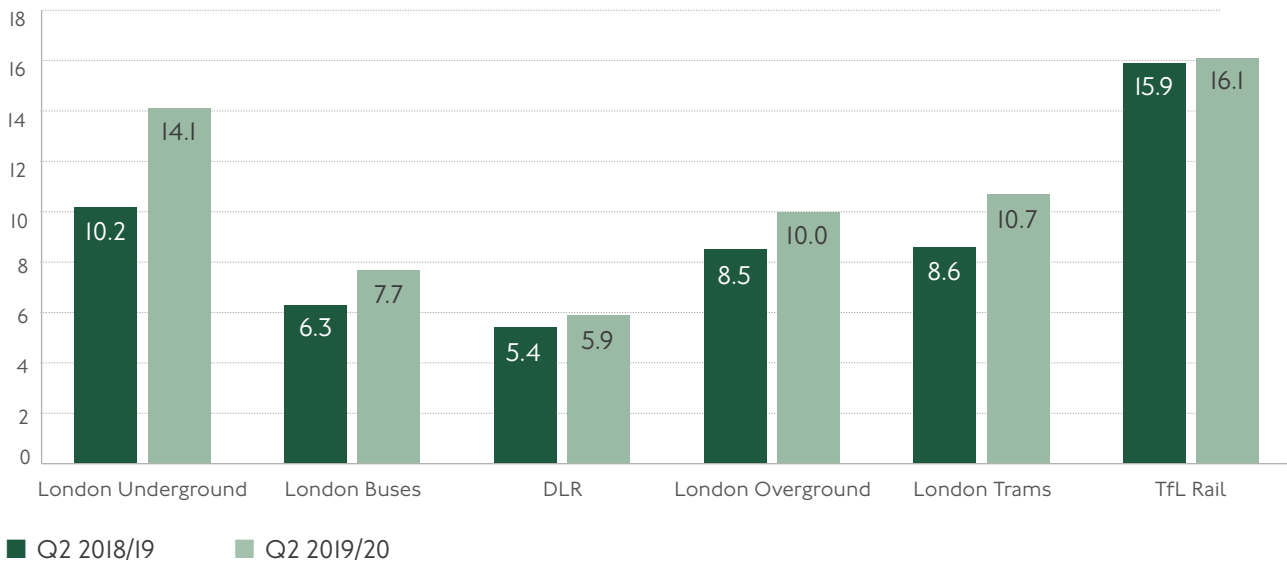
Our policing partners continue to prioritise keeping knives and weapons off public transport. Targeted high-visibility patrols have been carried out and we have used weapon detection arches to provide a visible deterrent to violent offenders on the transport network, and regular weapons sweeps at transport hubs have taken place. We supported a Home Office trial of new detection technology for weapons and other metal items, by assessing how the equipment worked during busy times at Stratford station.

All figures below are per million journeys

14.1 Number of crimes on the London Underground network this quarter (38,24%▲ against Q2 2018/19)

10.7 Number of crimes on the London Trams network this quarter (24.42%▲ against Q2 2018/19)

16.1 Number of crimes on the TfL Rail network this quarter (1.26%▲ against Q2 2018/19)

10.0 Number of crimes on the London Overground this quarter (17.65%▲ against Q2 2018/19)

7.7 Number of crimes on the bus network this quarter (22.22%▲ against Q2 2018/19)

Recorded crime rate*
Recorded crimes by mode per million passenger journeys (Q2 2018/19 vs Q2 2019/20)

Legend: Q2 2018/19, Q2 2019/20

Mode	Q2 2018/19	Q2 2019/20
London Underground	10.2	14.1
London Buses	6.3	7.7
DLR	5.4	5.9
London Overground	8.5	10.0
London Trams	8.6	10.7
TfL Rail	15.9	16.1

Annual trend (moving average)**

Legend: London Underground, London Buses, DLR, London Overground, London Trams, TfL Rail***
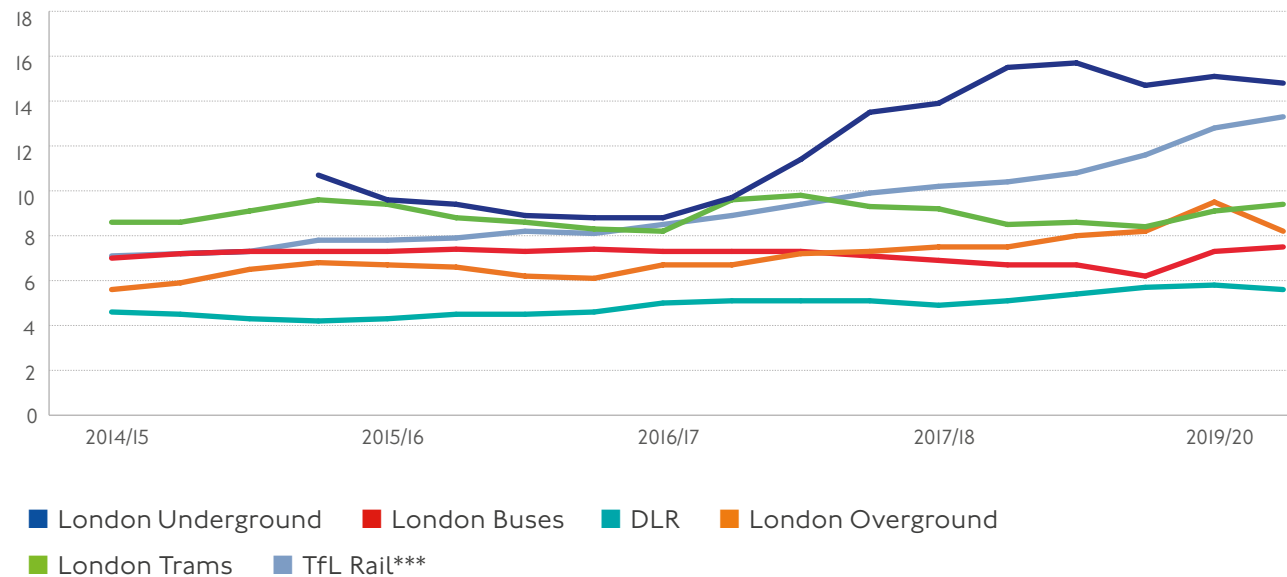
*   All crime and outcome figures are based on data from April to August

** Crime information used for this graph includes only July and August
2019, all previous figures are based on three months of data. This is
because of the availability of crime information available at the time
of production, and does not affect the long-term trend

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

Recorded crimes by service

|	Q2 2018/19	Q2 2019/20	Variance %
London Underground	5,761	8,152	41.5
London Buses	5,797	6,982	20.4
DLR	271	298	10.3
London Overground	664	758	14.2
London Trams	105	122	16.2
TfL Rail	313	387	23.6

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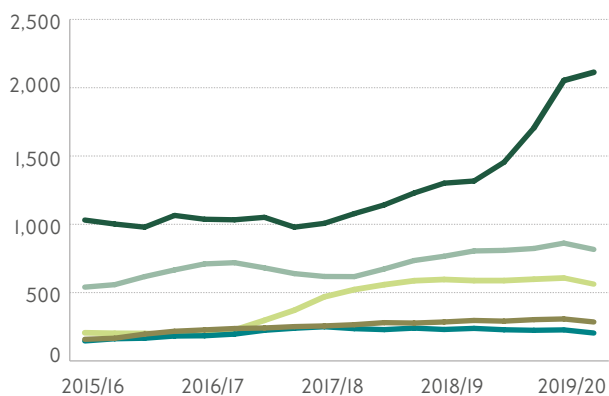
■ Theft of passenger property
■ Violence against the person
■ Serious public order
■ Sexual offences   ■ Criminal damage

Violence against the person and serious public order offences have fallen slightly in Q2. Theft of passenger property has continued to rise. Sexual offences and criminal damage remain low volume and relatively static.

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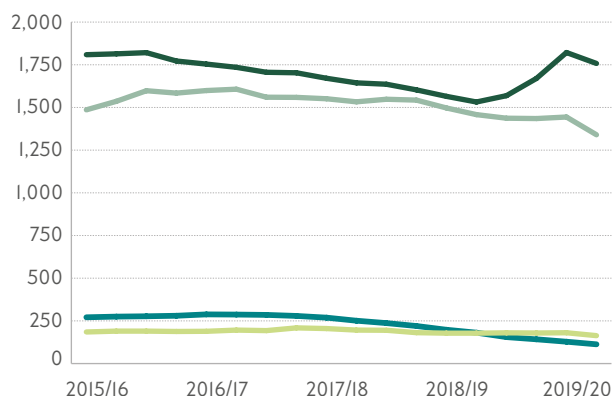
■ Theft of passenger property
■ Violence against the person
■ Sexual offences   ■ Criminal damage

Over the long term, levels of violence against the person and criminal damage have fallen. Levels of theft have continued to rise recently after a long-term decline. Sexual offences have remained low in volume and relatively stable over the long term.

Recorded crimes by service
London Underground

	Q2 2018/19	Q2 2019/20	Variance %
Violence against the person	1,241	1,467	18.2
Sexual offences	531	553	4.1
Criminal damage	333	304	-8.7
Line of route*	16	16	0.0
Theft of passenger property	2,068	4,109	98.7
Motor vehicle/ cycle offences	177	207	16.9
Robbery	71	137	93.0
Theft of railway property/burglary	98	91	-7.1
Serious public order	968	990	2.3
Serious fraud	50	27	-46.0
Drugs	146	198	35.6
Other serious offences	62	53	-14.5
Total	**5,761**	**8,152**	**41.5**

The rise in theft may be partly due to the start of online reporting in late 2018, with previously unreported offences now included. Public transport is targeted by thieves who are part of organised criminal networks. We are working to reduce this while maintaining focus on higher harm offences.

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

London Buses

	Q2 2018/19	Q2 2019/20	Variance %
Burglary	9	10	11.1
Criminal damage	251	181	-27.9
Drugs	56	74	32.1
Fraud or forgery	0	2	100.0
Other notifiable offences	79	85	7.6
Robbery	403	698	73.2
Sexual offences	297	296	-0.3
Theft and handling	2,453	3,291	34.2
Violence against the person offences	2,249	2,345	4.3
Total	**5,797**	**6,982**	**20.4**

Violence and theft continue to be the highest volume crimes on the bus network, and robbery is on a rising trend. The reduction in violent offences is a result of sustained intelligence-led high-visibility operations. The increase in theft on the bus network is also linked to organised criminal gangs, and the MPS Roads and Transport Policing Command is coordinating activity with the BTP. The rise in robbery is being addressed through targeted police operations.

DLR

	Q2 2018/19	Q2 2019/20	Variance %
Violence against the person	78	89	14.1
Sexual offences	20	11	-45.0
Criminal damage	13	15	15.4
Line of route*	1	3	200.0
Theft of passenger property	65	75	15.4
Motor vehicle/ cycle offences	11	6	-45.5
Robbery	17	17	0.0
Theft of railway property/burglary	7	6	-14.3
Serious public order	48	57	18.8
Serious fraud	1	0	-100.0
Drugs	6	10	66.7
Other serious offences	4	6	50.0
Total	271	295	8.9

Crime on DLR remains low in volume and is at a very similar level to Q2 last year, with minor changes in some offence categories. The DLR network has been similarly affected by the low-level violence which has been seen across the other modes.

London Overground

	Q2 2018/19	Q2 2019/20	Variance %
Violence against the person	154	192	24.7
Sexual offences	40	35	-12.5
Criminal damage	47	34	-27.7
Line of route*	0	0	0.0
Theft of passenger property	118	154	30.5
Motor vehicle/ cycle offences	68	58	-14.7
Robbery	10	19	90.0
Theft of railway property/burglary	5	21	320.0
Serious public order	197	211	7.1
Serious fraud	5	0	-100.0
Drugs	15	24	60.0
Other serious offences	5	10	100.0
Total	664	758	14.2

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

London Trams

	Q2 2018/19	Q2 2019/20	Variance %
Violence against the person	38	43	13.2
Sexual offences	5	12	140.0
Criminal damage	10	4	-60.0
Line of route*	1	1	0.0
Theft of passenger property	12	14	16.7
Motor vehicle/ cycle offences	3	1	-66.7
Robbery	6	8	33.3
Theft of railway property/burglary	0	0	0.0
Serious public order	27	28	3.7
Serious fraud	0	1	100.0
Drugs	3	9	200.0
Other serious offences	0	1	100.0
Total	105	122	16.2

Crime on London Trams remains low in volume and is very similar to Q2 last year, with minor changes in some offence categories. Low-level violence and public order accounts for the majority of crime.
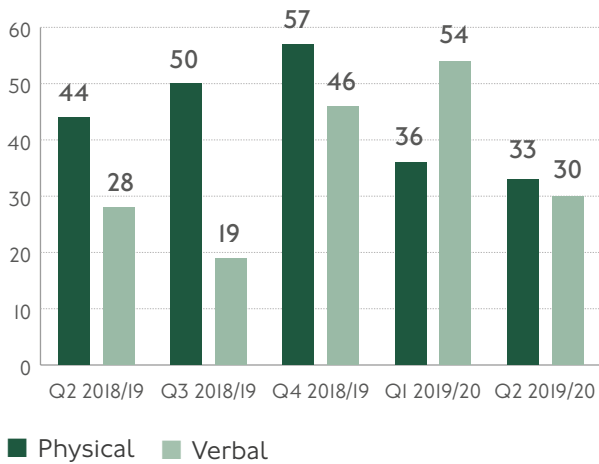
TfL Rail

	Q2 2018/19	Q2 2019/20	Variance %
Violence against the person	79	111	40.5
Sexual offences	13	24	84.6
Criminal damage	26	25	-3.8
Line of route*	1	1	0.0
Theft of passenger property	72	57	-20.8
Motor vehicle/ cycle offences	42	53	26.2
Robbery	7	5	-28.6
Theft of railway property/burglary	7	7	0.0
Serious public order	52	86	65.4
Serious fraud	2	1	-50.0
Drugs	8	13	62.5
Other serious offences	4	4	0.0
Total	313	387	23.6

Crime on TfL Rail remains relatively low in volume with minor changes in some offence categories. The biggest volume change is public order with an additional 34 offences.

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

Absence* caused by assaults
Past five quarters

Physical: Q2 2018/19: 44, Q3 2018/19: 50, Q4 2018/19: 57, Q1 2019/20: 36, Q2 2019/20: 33

Verbal: Q2 2018/19: 28, Q3 2018/19: 19, Q4 2018/19: 46, Q1 2019/20: 54, Q2 2019/20: 30

■ Physical   ■ Verbal

Moving annual average

■ Physical   ■ Verbal

So far this year there have been 153 assaults that resulted in absence by London Underground colleagues. Of these, 69 (45 per cent) were due to physical violence and 84 (55 per cent) due to verbal violence. There has been an overall increase of 12 per cent on the same time last year.

The number of verbal violence incidents has increased this year, with an average of 14 per period. Incidents of physical violence have decreased from a peak of 14 per period in 2018/19 to an average of 11 per period this year.
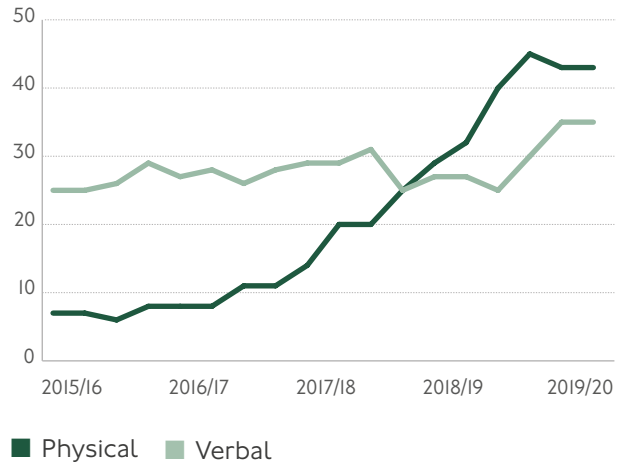
We will be launching a TfL-wide strategy to tackle work-related violence and aggression in response to increasing concern from our customers, operational and customer-facing colleagues and trade unions about the levels of violence they face at work. The draft strategy was presented to the Safety, Sustainability and Human Resources Panel on 13 November and included a range of measures to keep our colleagues safe, and tackle the antisocial behaviour which intimidates them and acts as a deterrent to greater use of public transport.

* TfL-employed staff

Personal security perception Q2

This quarter's survey shows that almost one third of Londoners are worried about their personal security on public transport, with incidents on the London Underground and bus networks causing the most worry; this is the same level as QI.

Incidents that have caused worry mainly relate to antisocial behaviour (including people's language and threatening behaviour, drunken passengers – including those drinking alcohol – and youth and school antisocial behaviour), a busy environment including overcrowding, and a lack of a visible police/staff presence. We have launched initiatives with the police to address these issues, including high-visibility patrols, poster campaigns and the promotion of byelaws and penalties.

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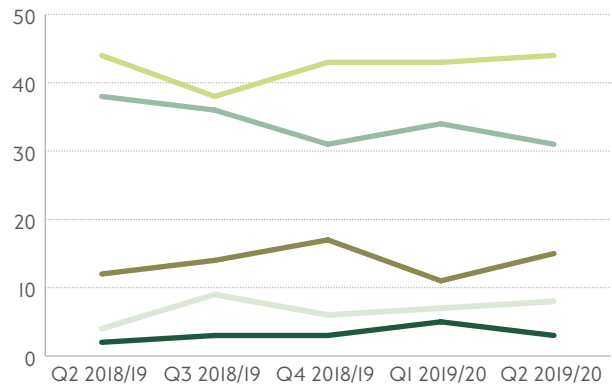
- Yes, put me off but I still travel
- No, did not put me off
- Yes, stopped me temporarily
- Yes, stopped me completely
- Don't know

Customers worried about personal security on public transport (%)
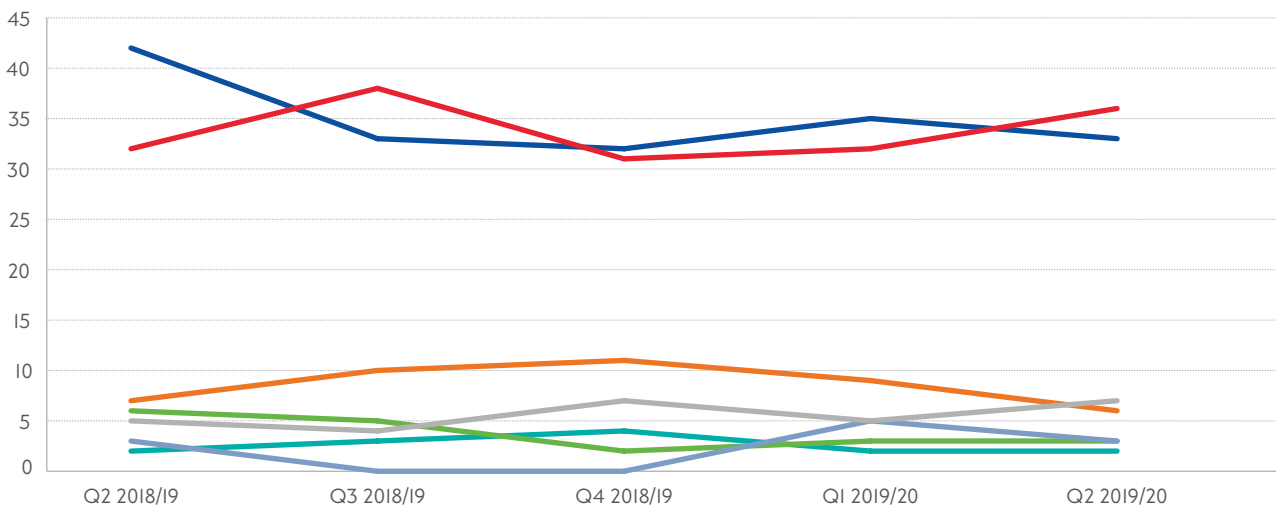
- ■ London Underground
- ■ London Buses
- ■ DLR
- ■ London Overground
- ■ London Trams
- ■ TfL Rail
- ■ National Rail*

Worrying incident experienced by customers who felt worried
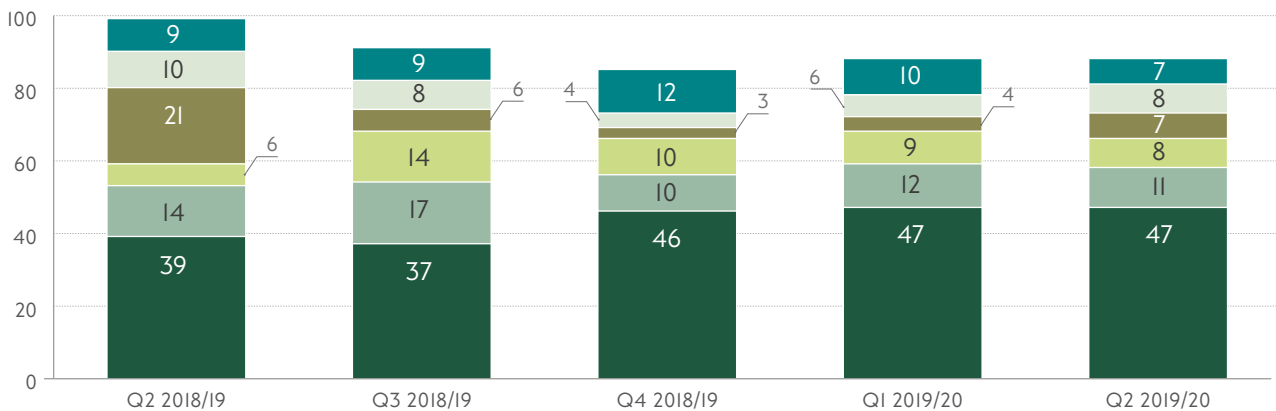
- ■ Crime-related (witnesssed or worried about victimisation)
- ■ Lack of a visible police / staff presence
- ■ Other (including rough sleepers)
- ■ Threat of terror attacks / terrorism
- ■ Busy environment / overcrowding
- ■ ASB (including passengers threatening/pushing, alcohol-related, and youth-ASB)

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

The BTP and MPS have different measures of how cases are resolved:

• The BTP records a broad range of outcomes (some restorative or reparative)

• The MPS records cases resolved through police-generated detections (sanction detections)

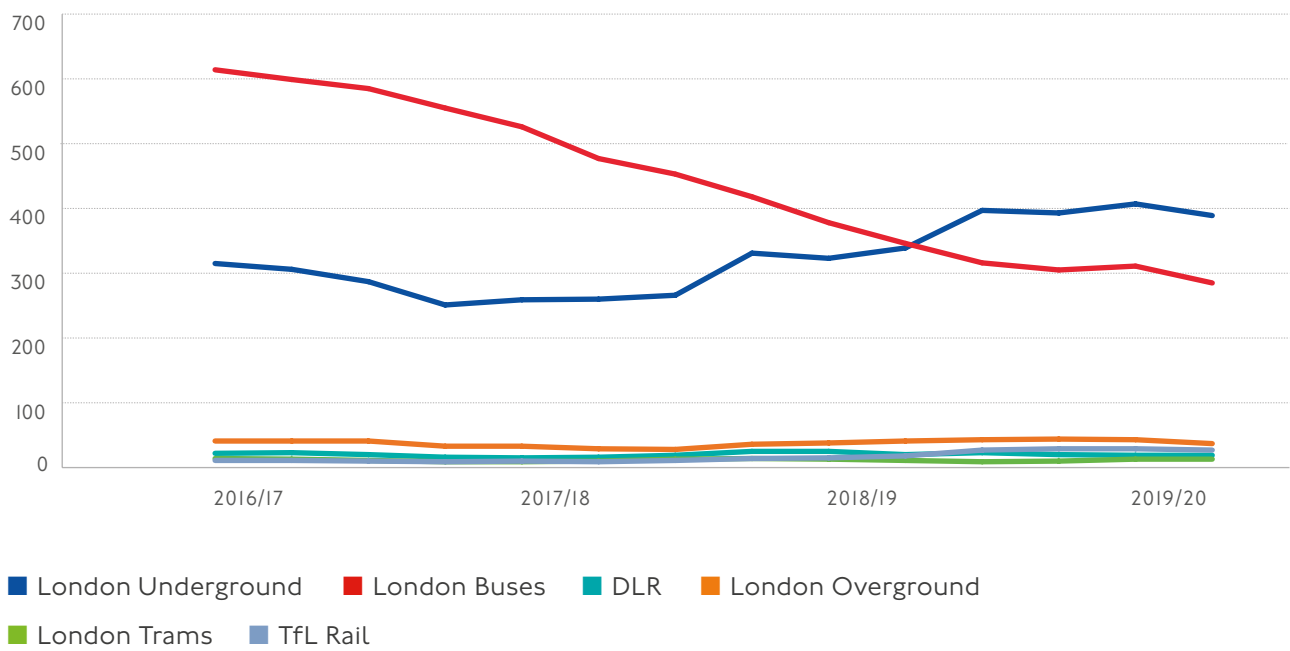We look at positive outcomes and sanction detections as:

• A total number (or volume)

• A percentage (or rate) of the number of resolved cases against all recorded crimes in the year (the outcome/detection may not be in the same year as the crime)

The number of detections and positive outcomes is:

• Falling on London Buses

• Rising on London Underground

• Relatively static on TfL Rail, DLR, London Overground and London Trams

The percentage of detections and positive outcomes has fluctuated over the long term. London Trams is experiencing a rise, while most other networks remain relatively static.

Positive outcomes and detections (moving annual average)

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

Positive outcomes and detections rate (moving annual average)

■ London Underground   ■ London Buses   ■ DLR   ■ London Overground
■ London Trams   ■ TfL Rail
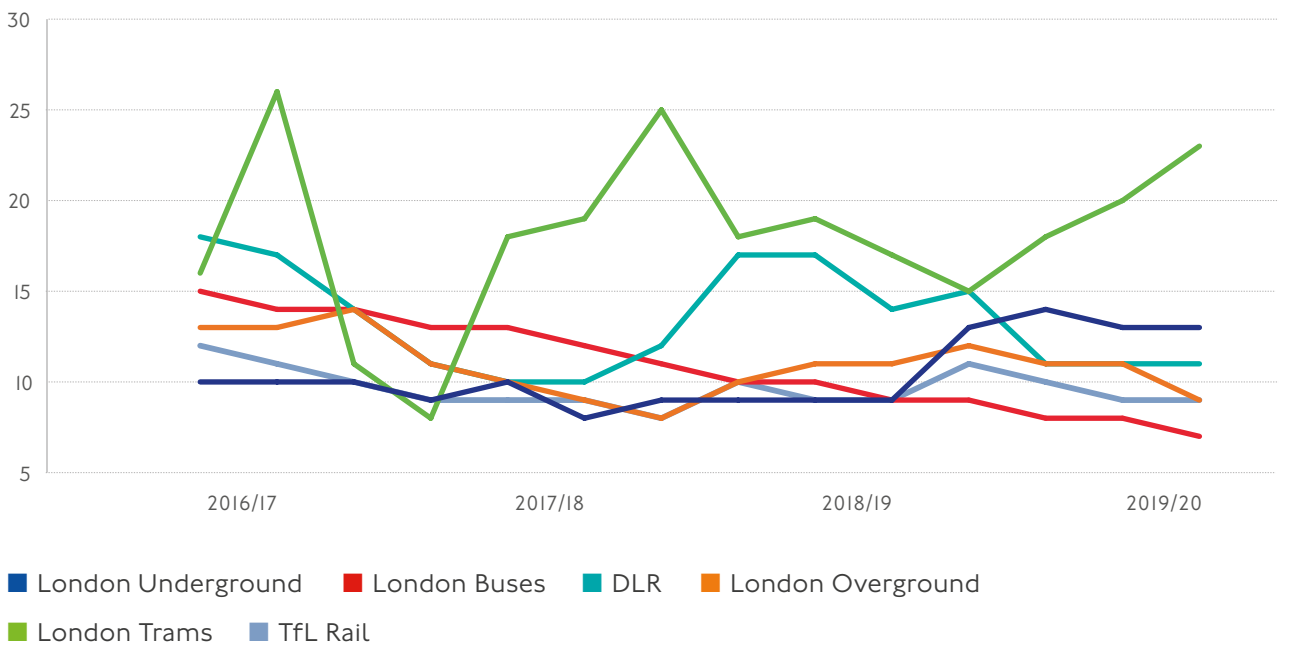
More active travel

Healthy Streets Check for Designers
Healthy Streets scheme assessment

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

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

The scope of the Check has been expanded in 2019/20 to include all TfL Road Network and Liveable Neighbourhood projects within the Healthy Streets portfolio, regardless of estimated financial cost, and which make a material change to the street environment. This scope was changed in 2019/20 to boost the number of schemes eligible to complete the Check.

At the end of Q2 2019/20, 23 eligible schemes completed the Check at Detailed Design. The average uplift across the projects was 14 percentage points, which exceeded the scorecard target of 10. At the end of Q2 2018/19 only 10 eligible schemes had completed the Check, demonstrating an increase in 2019/20 in the number of schemes completing the Check.

Uplift as result of the Check

	Q1 2019/20	Q2 2019/20	Year to date	Year end target
Schemes with a completed Check	10	13	23	n/a
Average percentage point uplift across schemes	15	13	14	10

TfL will continue to work to ensure schemes in subsequent quarters achieve the highest uplift scores possible to facilitate the largest improvements to London's streets

Santander Cycles
Daily hires
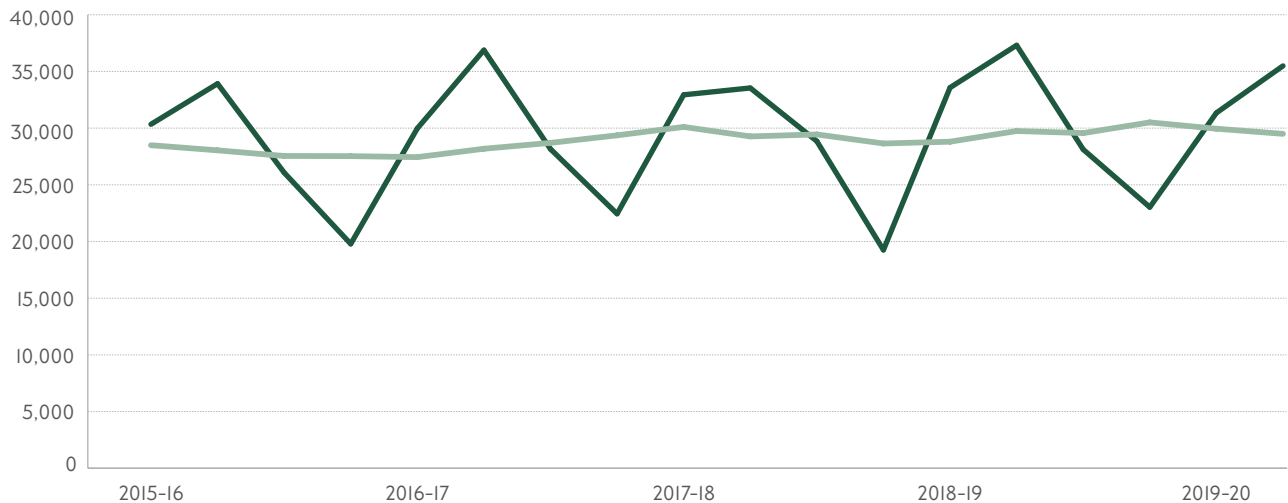
■ Average ■ Moving 12-month average

Santander Cycle use varies seasonally, however, the moving 12-month average shows a general increase over the past five years. There was a slight dip in Q1 and Q2 2019/20, after a record year in 2018/19 where usage was the highest ever since the scheme began.

Santander Cycle Hire encourages more Londoners to cycle as part of their everyday routine. Encouraging cycling in London is crucial for increasing physical activity levels and helping tackle congestion and air pollution.

In Q2 2019/20, the average daily number of cycle hires was still the third highest it has ever been in Q2, with 35,489 average daily hires.

Central London cycling*
Daily flow

Legend: ■ Average per km ■ Moving 12-month average
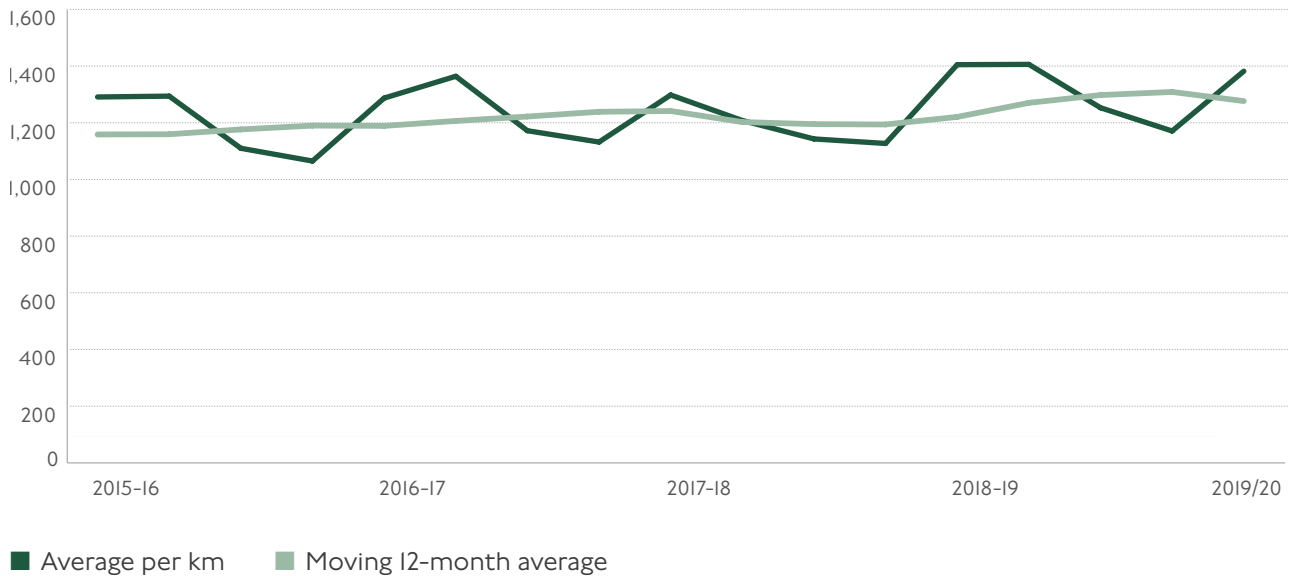
Central London cycling flows are calculated by manually collecting data quarterly at 200 sites. The figures represent the central London average total cycle kilometres travelled per kilometre per day, between 06:00 and 22:00.

Quarterly cycle flows are shown to be seasonal. In Q1 2019-20, the central London 12-month average daily cycle flow was the second highest it has ever been since monitoring began. The general trend shows a steady increase over the past five years.

Cycling has increased in areas where cycling investment has been concentrated to date, including central London.

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

Walk trips per resident aged 5+ per day*
Three-year rolling average
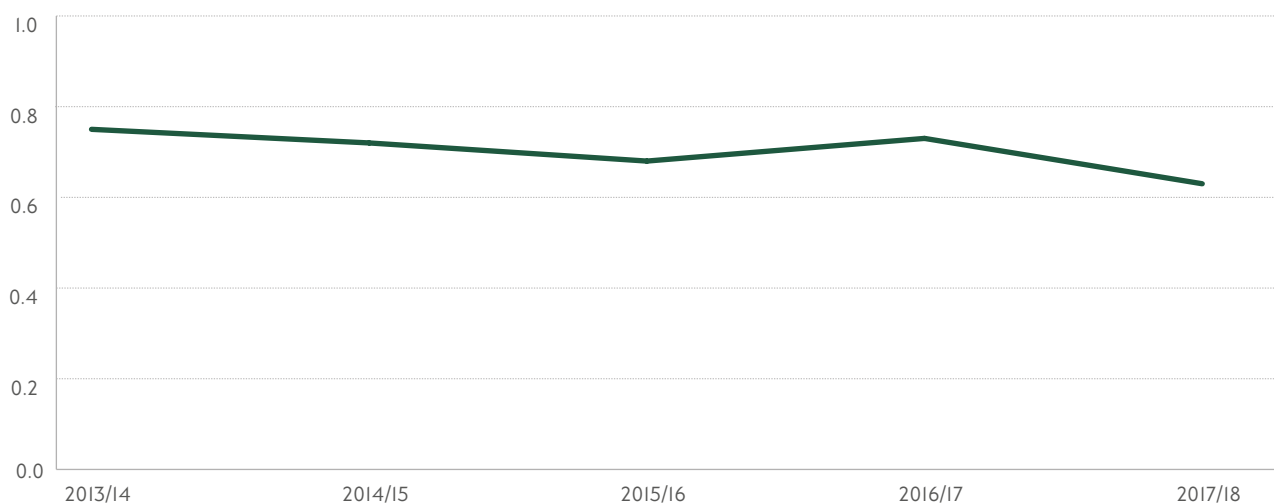
Between 2012/13 and 2017/18 (the most recent available data) – walk trips per resident have shown a general gentle decline.

This is a cause for concern as achieving an increase in walking trip rates in London is integral to achieving some of the key aims of the Mayor's Transport Strategy, including the main aim that 80 per cent of all trips in London should be made on foot, by cycle or using public transport by 2041, as well as the Active People target for all Londoners to do at least 20 minutes of active travel every day by 2041. This is because walking makes up a higher proportion of the active travel modal share than cycling.

By working together – across TfL, the boroughs, schools, business improvement districts, businesses, public sector organisations and community groups – we can increase the number of people walking and improve the experience of walking on London's streets.

* Walking trips are reported once every three years

Mystery Shopper Survey

The Healthy Streets Mystery Shopper Survey has been designed to track on-street performance against the Healthy Streets Indicators across London. The aim is to facilitate better decision making by looking at robust evidence. A secondary aim is to track scheme-level benefits, providing a common method to measure our contribution to overall change.*

We have not been collecting Mystery Shopper Survey data for long enough yet to assess changes in performance in a statistically meaningful way. However, from the currently available data (Q3, Q4 2018/19 and Q1 2019/20 sample size 1,140 sites) we can give a snapshot showing the cumulative results of how London's streets are performing.

Healthy Streets: how well streets are performing
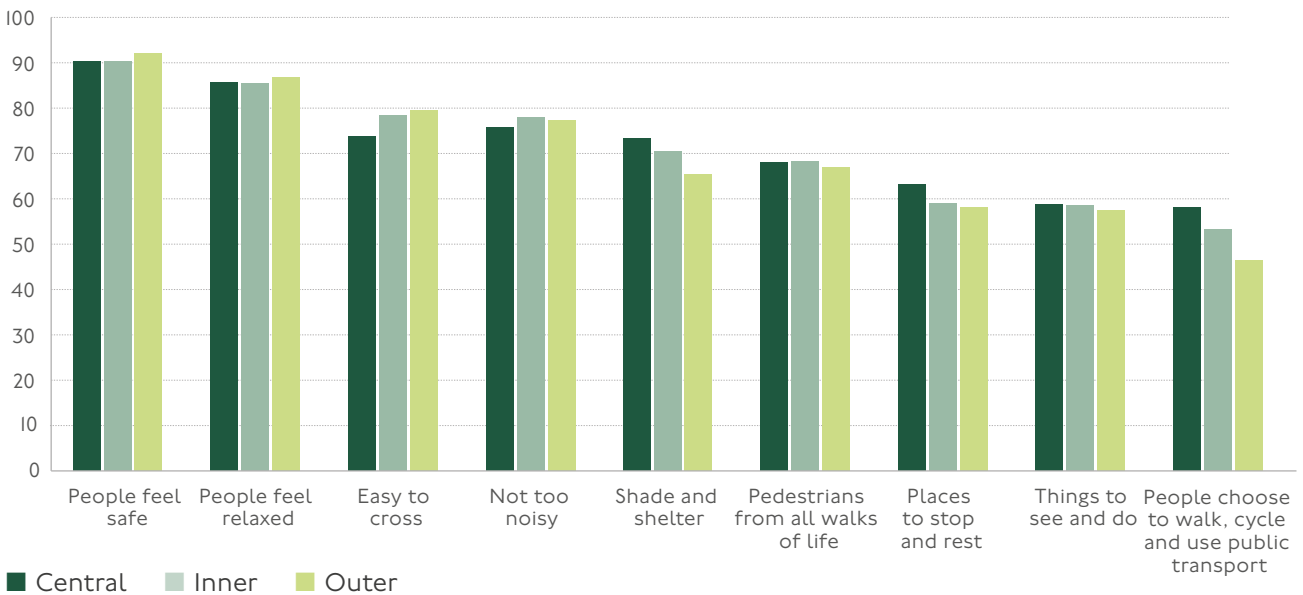
Central London has the highest scoring streets, particularly for shade and shelter, Things to see and do, Places to stop and rest and People choose to walk, cycle and use public transport. Inner London streets have the highest scores for Easy to cross and Pedestrians from all walks of life, whereas outer London streets are more likely to feel safe, relaxed and not too noisy.

So far there has been little variation in scores quarter-on-quarter, except for Shade and shelter, which is the indicator most likely to show seasonal trends.

* Please refer to the Travel in London 11 report for more information on the methodology

A good public transport experience

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

Passenger journeys
Year to date

1,799m total number of journeys

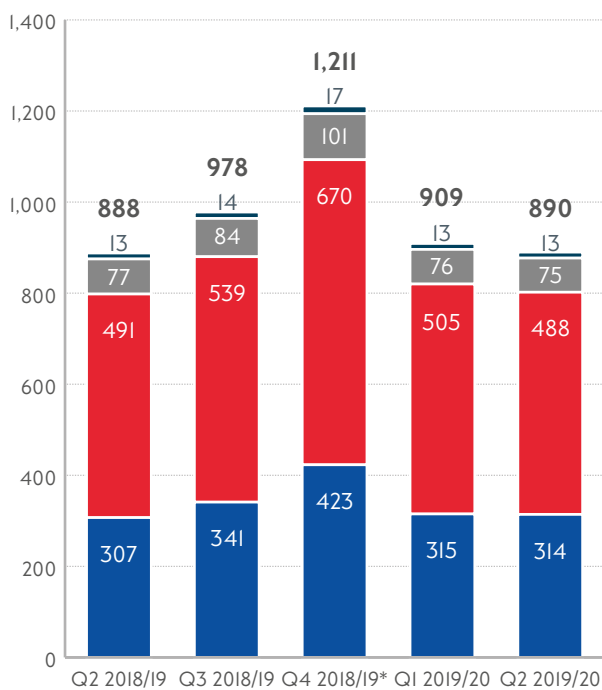London Underground
629m

London Buses
993m

DLR
55m
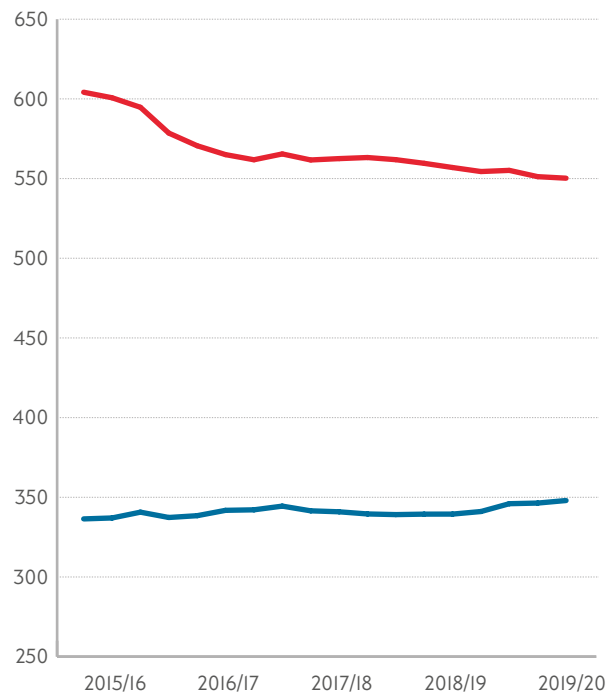
London Overground
84m

London Trams
12m

TfL Rail
26m

Passenger journeys
Past five quarters (millions)

Bar chart legend: London Underground, London Buses, Rail, TfL Rail

	Q2 2018/19	Q3 2018/19	Q4 2018/19*	Q1 2019/20	Q2 2019/20
Total	888	978	1,211	909	890
TfL Rail	13	14	17	13	13
Rail	77	84	101	76	75
London Buses	491	539	670	505	488
London Underground	307	341	423	315	314

Annual trend – moving quarterly average (millions)

Line chart legend: London Underground, London Buses

So far this year, London Underground passenger volumes are nine million better than last year. Demand remains strong, with year-on-year journeys up by 1.4 per cent.

Bus passenger journeys are 18 million lower than last year. Journeys are one per cent lower year on year, but have seen a slightly improving trend over the past quarter.

Rail passenger journeys are broadly as expected. There has been a decrease in London Tram journeys, due to a 10-day closure on the Croydon central section and reduced services to Wimbledon. Year-on-year Tram journeys are down 6.4 per cent.

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

Underground 🚇

Passenger journeys

	Q2 2018/19	Q2 2019/20	Variance (%)
Number of passenger journeys (millions)	620	629	1.4
Number of passenger journeys (normalised)	617	631	2.2

London Underground

Passenger journeys are nine million higher than last year as underlying demand is showing positive growth compared with last year.

Underlying normalised passenger journeys year-on-year change

2017/18	0.6% ▼
2018/19	0.1% ▼
2019/20	2.2% ▲

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

Buses

Passenger journeys

	Q2 2018/19	Q2 2019/20	Variance (%)
Number of passenger journeys (millions)	1,011	993	-1.8
Number of passenger journeys (normalised)	1,016	1,004	-1.2

London Buses

Total passenger journeys are two per cent lower than the previous year. This was mostly due to the quarter having one less day than the previous year.

Underlying normalised passenger journeys year-on-year change

2017/18 0.4%▲

2018/19 1.8%▼

2019/20 1.2%▼

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

Rail 🚃🚃🚋🚃

Passenger journeys

	Q2 2018/19	Q2 2019/20	Variance (%)
London Overground Number of passenger journeys (millions)	86.4	84.5	-2.2
DLR Number of passenger journeys (millions)	55.6	55.4	-0.4
TfL Rail Number of passenger journeys (millions)	24	26	7.7
London Trams Number of passenger journeys (millions)	13.2	12.3	-7.1

London Overground
London Overground passenger journeys have been affected by Network Rail infrastructure failures and fleet issues during Q2.

DLR
Major events significantly affected overall performance and passenger numbers on DLR services, but underlying performance remains strong in comparison to last year.

TfL Rail
TfL Rail passenger demand is better than expected owing to underlying demand growth. This year the Paddington to Hayes & Harlington and Heathrow services were a full QI, there was also one extra Easter bank holiday compared to last year.

London Trams
London Trams incurred four suspensions on various sections of the network, as well as being impacted by planned engineering works over 10-days, which saw over half of the network closed.

Streets ⊙ 🚧 🚦 🛣 🚲

Volume

	Q2 2018/19	Q2 2019/20	Variance (%)
Congestion Charge volumes (thousands)	6,620	7,400	11.1
Traffic volumes – all London (index)	97.0	97.0	0

Q2 had a notable decline in traffic flows across all of London. Flows in central London have been affected by the introduction of the Ultra Low Emission Zone (ULEZ) which operates at all times, constraining demand outside Congestion Charge Zone hours, as well as multiple major works. Outer London flow is the key cause and this appears to have been influenced by softer than usual demand over the summer holiday periods, particularly on the North Circular Road.

Other operations

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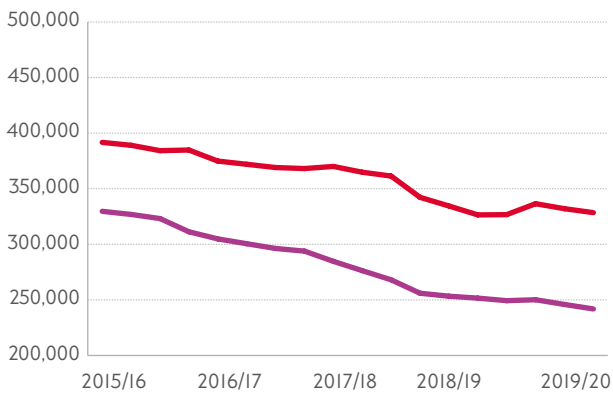
■ Emirates Air Line ■ Dial-a-Ride

Emirates Air Line passenger journeys were down four per cent from Q2 last year due to less footfall in surrounding event venues and lower temperatures during the peak summer period compared to last year.

As noted in Q1, the overall trend of declining journey numbers for Dial-a-Ride has slowed down. The decline is due to a number of factors, including the growth of online shopping, closure of day centres and the increasing accessibility of the transport network.

Victoria Coach Station
### Annual trend (moving quarterly average)
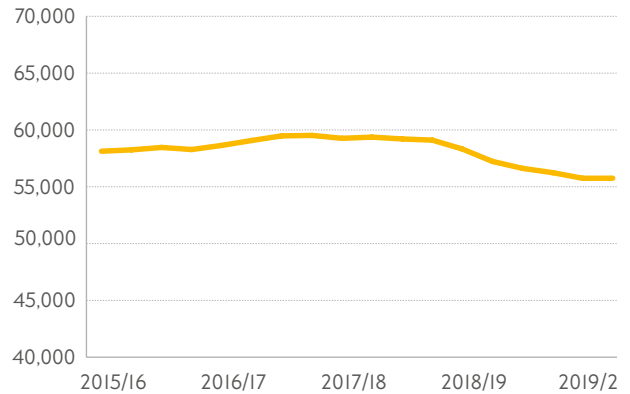
■ Victoria Coach Station

While the number of coach departures from Victoria Coach Station has declined year on year, coach passenger numbers have increased due to coach operators using longer, higher capacity vehicles on their passenger services. We introduced a corresponding fee which reflects the use of longer vehicles in April 2019.

Santander Cycles and London River Services
Annual trend (moving quarterly average)

Legend: ■ Santander Cycles ■ River Services*
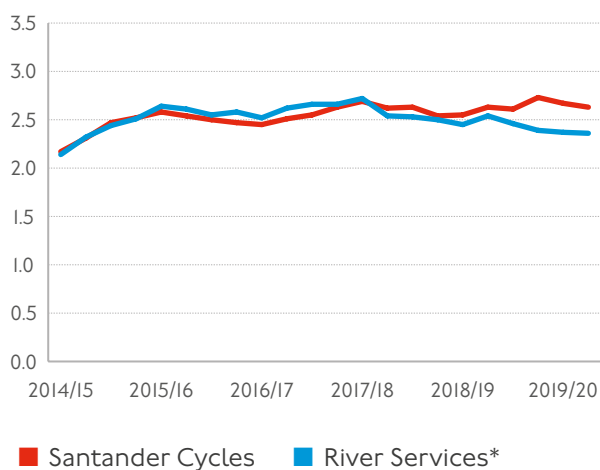
Cycle Hire availability dropped over Q2 primarily due to the weather compared to last year, as well as being adversely affected by an unusually high number of missing cycles which impacted hire numbers.

River passenger journeys were down as a result of fewer journeys on the Woolwich Ferry. This is due to a combination of service disruptions and a slower return of passengers to the new ferries following the closure in October 2018.
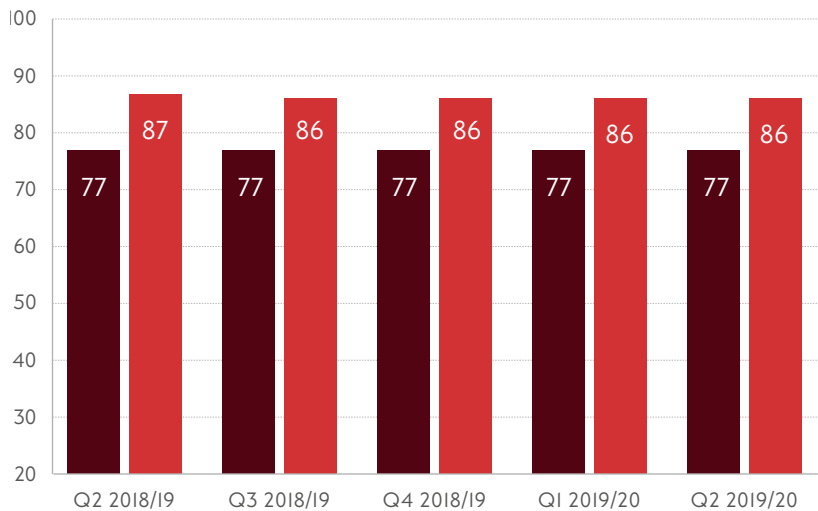
* 2018/19, Woolwich Ferry not included

Public transport will be accessible to all

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

	Q2 2018/19	Q3 2018/19	Q4 2018/19	Q1 2019/20	Q2 2019/20
Average journey time by quickest route	77	77	77	77	77
Average journey time by bus and step-free stations	87	86	86	86	86

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

Our vision is a fully integrated transport network that provides safe, inclusive, affordable and seamless end-to-end journeys. During this period we welcomed five new disability and accessibility experts to our Independent Disability Advisory Group.

During Q2 we started a tender process for a new four-year framework contract to deliver accessibility training for colleagues across TfL. As leaders in this field, we were asked to open up this framework for use by the Department for Transport, Greater London Authority and London boroughs who will deliver training to our model. We also continued to train our own colleagues on the principles of inclusive design.

We upgraded our London Underground real-time information app to improve our turn up and go customer assistance. The upgrades help colleagues to give customers improved journey planning advice and real-time information about step-free availability across the network.

78
step-free access stations on the London Underground network (270 stations in all)

98.5%
step-free access availability on London Underground (0.5%▲ against Q2 2018/19)

98.9%
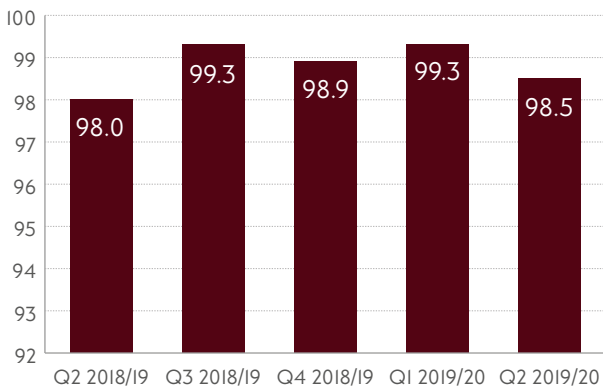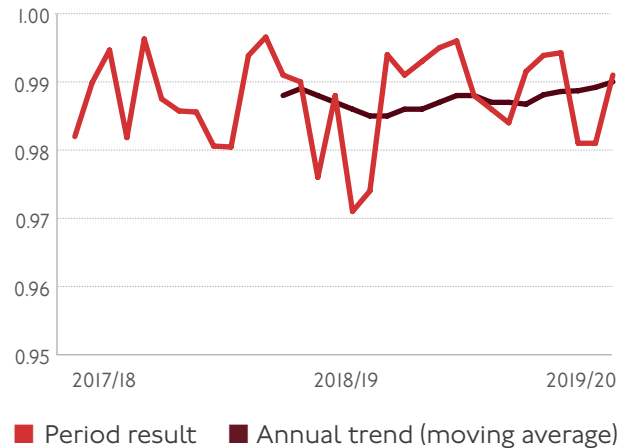step-free access availability on TfL Rail (1.1%▼ against Q2 2018/19)

89.4%
scheduled services operated on Dial-a-Ride (0.1%▼ against Q2 2018/19)

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

Annual trend* (moving average)

■ Period result ■ Annual trend (moving average)

The availability of step-free access dipped over Q2, due to high temperatures, particularly in July where London reached record highs. Our work on cooling solutions for the summer months made performance better than this time last year.

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

2018

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

2019

January–March
- Finsbury Park
- South Woodford

2020

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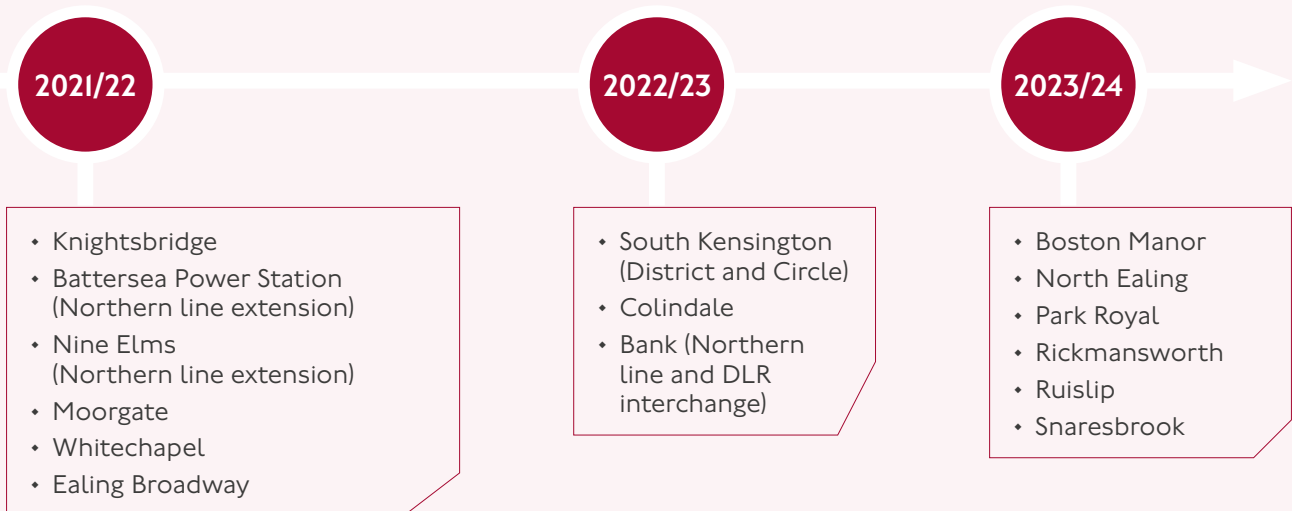- Harrow-on-the-Hill (South)
- Mill Hill East

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

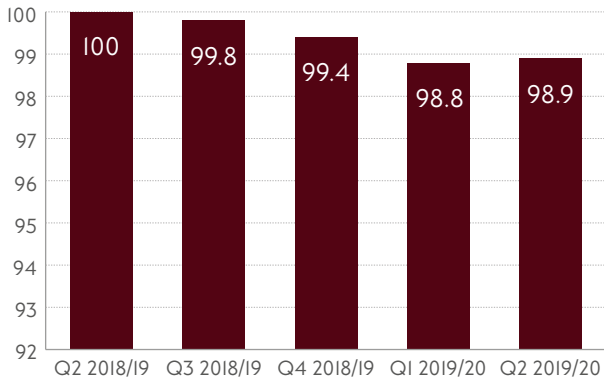## London Underground signage, customer information and assistance

We know from our Care metric and other insights work that we don't support disabled customers as well as others and recent complaints have highlighted this. We are committed to delivering a more accessible Tube network and have an extensive accessibility programme underway to address these issues. This includes fixing existing problems with station signage, a Real Time Information app for station colleagues to improve our customer information and service, a new accessible signs standard to improve customer information, and wayfinding and disability equality training to improve our colleagues' awareness, knowledge and customer service skills. A more detailed update will be provided in a future report.

2021/22
- Knightsbridge
- Battersea Power Station (Northern line extension)
- Nine Elms (Northern line extension)
- Moorgate
- Whitechapel
- Ealing Broadway

2022/23
- South Kensington (District and Circle)
- Colindale
- Bank (Northern line and DLR interchange)

2023/24
- Boston Manor
- North Ealing
- Park Royal
- Rickmansworth
- Ruislip
- Snaresbrook

TfL Rail step-free access

Past five quarters (%)

Quarter	Value
Q2 2018/19	100
Q3 2018/19	99.8
Q4 2018/19	99.4
Q1 2019/20	98.8
Q2 2019/20	98.9

Annual trend (moving average)

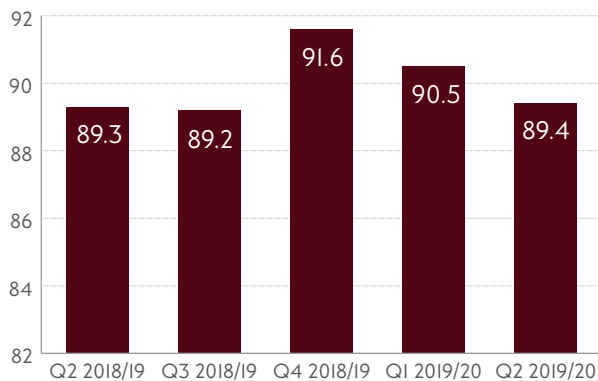TfL Rail step-free access availability improved to 98.9 per cent, exceeding the target of 98.6 per cent.
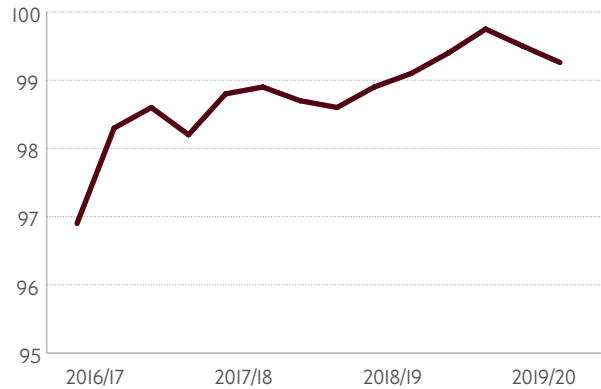
The annual trend reflects events including vandalism at Maryland last year and recurrent flooding at Seven Kings this summer.

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

Past five quarters (%)

Quarter	Value
Q2 2018/19	89.3
Q3 2018/19	89.2
Q4 2018/19	91.6
Q1 2019/20	90.5
Q2 2019/20	89.4

Annual trend (moving average)

The percentage of trip requests scheduled remained above the 89 per cent target. This is the fifth straight quarter the target has been achieved, though we continue to look for further efficiencies to accommodate more journeys.
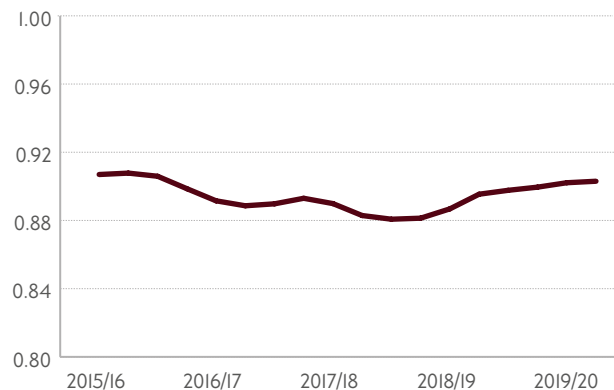
Journeys by public transport will be fast and reliable

London Underground performance in Q2, measured by excess journey time, was worse than the quarter before. We had a number of significant disruptions on the Northern line, including a signalling fault in July which led to a line suspension, and a power failure at the signalling control centre in Highgate in September.

At the beginning of September, we introduced new signalling on the Metropolitan line, as part of the overall modernisation of the Circle, District, Hammersmith & City and Metropolitan lines. We have had a number of faults with Metropolitan line trains and the new signalling system, which have resulted in significant delays for customers. Although not all are linked to the new signalling, we recognise that from the customer point of view it's all connected. We are doing everything we can to reduce the delays, but some changes to the infrastructure are complex and take time. While we make these changes, we are working on our response to incidents, to make sure we restore the service as soon as possible.

The previous improvement in the performance of our bus operations continues. This is attributed to better operating conditions on roads, as well as changes we have made to enhance signal timings to expedite buses through busy junctions. We saved 7,930 customer hours per day in Q2 for people choosing to walk, cycle and use public transport. While there have been challenges to the operation of our rail services we have been working with Network Rail to improve performance and resilience.

4.9 minutes of excess journey time on the Tube this quarter (19.5%▲ against Q2 2018/19)
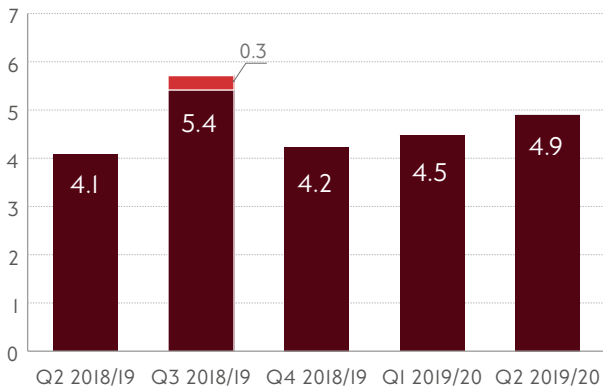
9.3 minutes of excess wait time on the bus network this quarter (1.1%▼ against Q2 2018/19)

2.1 resolution hours on the TfL Road Network, per event (10.5%▲ against Q2 2018/19)

Underground

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

- Q2 2018/19: 4.1
- Q3 2018/19: 5.4 (0.3 including industrial action)
- Q4 2018/19: 4.2
- Q1 2019/20: 4.5
- Q2 2019/20: 4.9

■ Including industrial action
■ Excluding industrial action

Our customers had slower journeys in Q2, primarily due to staff availability and fleet issues. We are recruiting more train operators and continue to embed
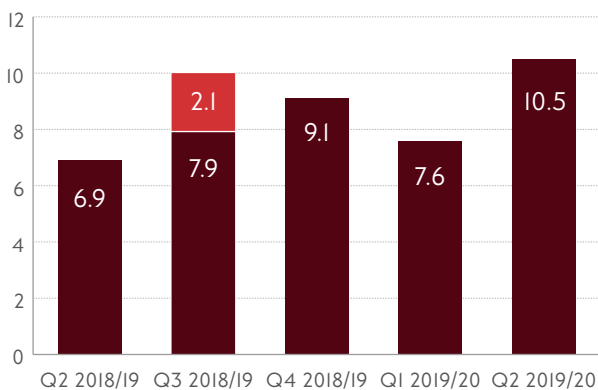
Annual trend (moving average – minutes)
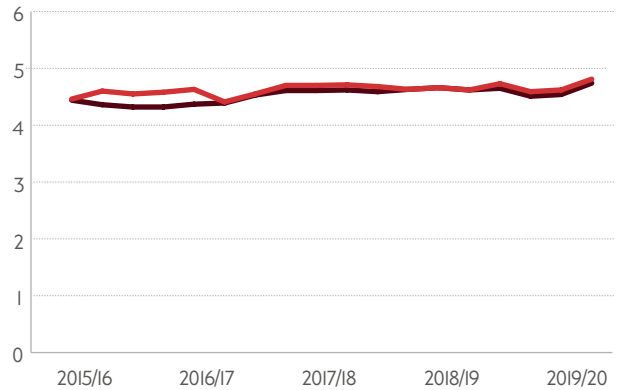
■ Including industrial action
■ Excluding industrial action

our fleet improvement plans. There have been 28 per cent fewer fleet incidents so far this year.

Lost customer hours*
Past five quarters (millions)

- Q2 2018/19: 6.9
- Q3 2018/19: 7.9 (2.1 including industrial action)
- Q4 2018/19: 9.1
- Q1 2019/20: 7.6
- Q2 2019/20: 10.5

■ Including industrial action
■ Excluding industrial action

There have been 40 per cent more delays of over two minutes. We continue to prioritise work on staff availability and
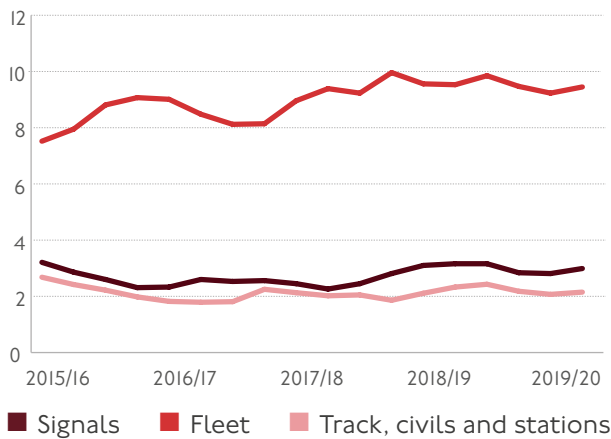
Annual trend (moving average – millions)
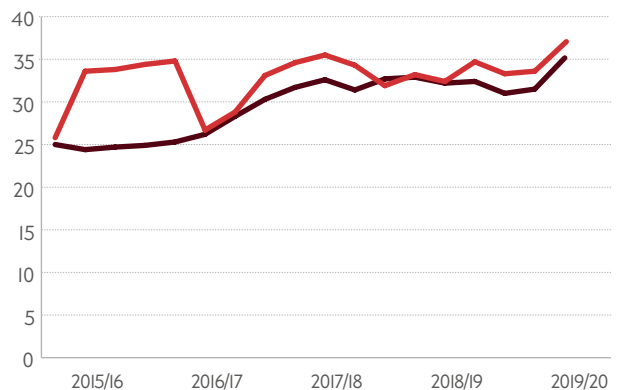
■ Including industrial action
■ Excluding industrial action

our fleet, as well as on preventing the recurrence of big incidents like those on the Northern line.
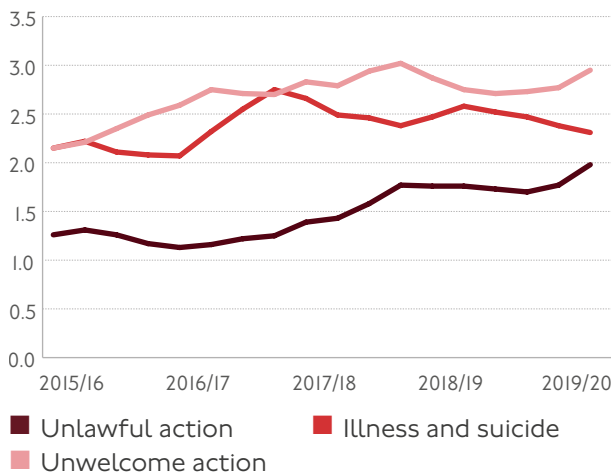
Lost customer hour trends

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

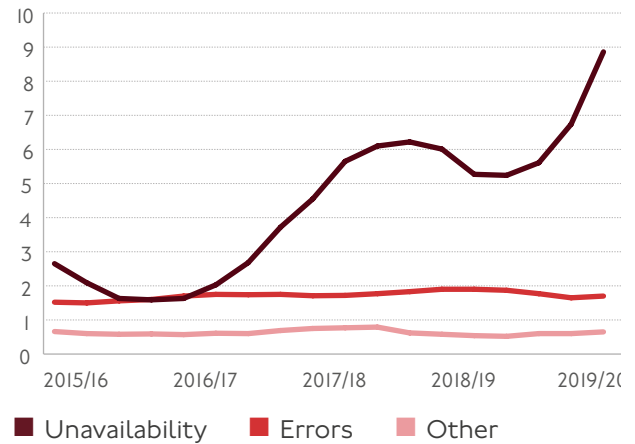■ Signals　■ Fleet　■ Track, civils and stations

We are refurbishing the Jubilee and Central line fleets to fix longstanding issues. We have put right the Northern line signalling issue, and continue to work on the Metropolitan.

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

■ Unavailability　■ Errors　■ Other

We have a recruitment campaign underway for new train operators and continue to focus on effective management of attendance and availability.

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

■ Unlawful action　■ Illness and suicide
■ Unwelcome action

Unlawful and unwelcome action ranges from trespassing to littering. Our action plans include customer communications and commissioning detailed analyses.

Other – annual trend
(moving total – millions)

■ Power　■ Other operational
■ Security incidents　■ External causes
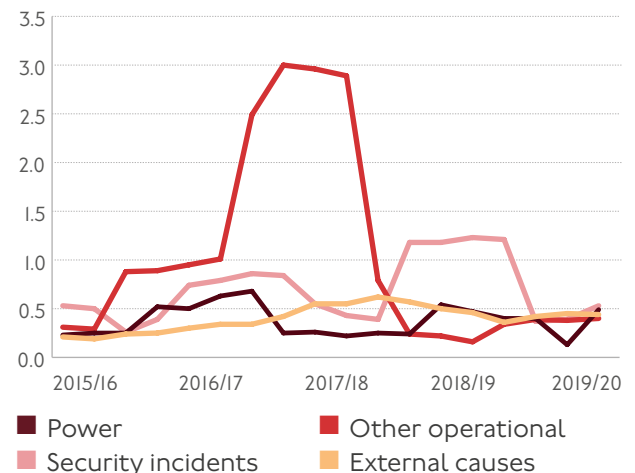
Following the Northern line incident at the beginning of September, we have a programme of asset renewals in place to build the resilience of our power supply.
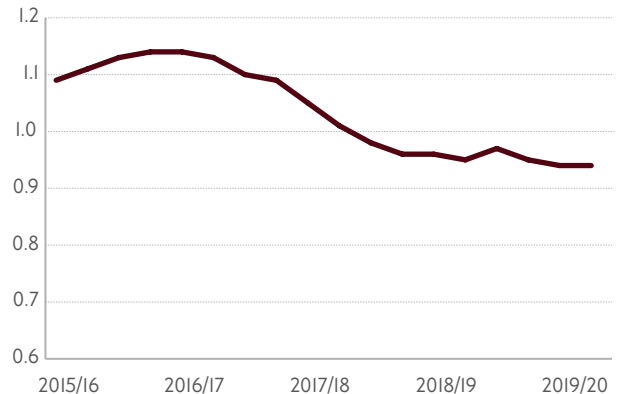
Buses

Excess wait time
Past five quarters (minutes)

Q2 2018/19	0.85
Q3 2018/19	1.14
Q4 2018/19	0.88
Q1 2019/20	0.88
Q2 2019/20	0.86

Annual trend (moving average)
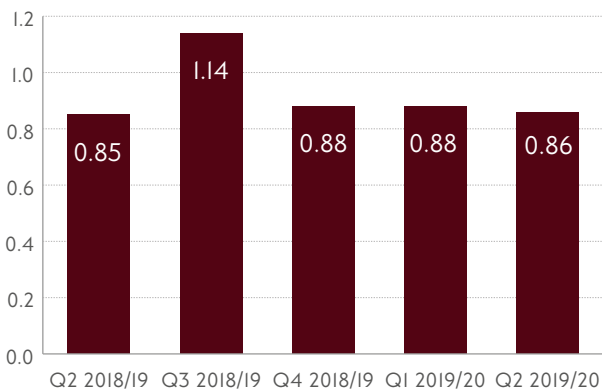
Performance continues at an all-time high. Q2 shows the best result across the recent four quarters. This is attributed to reduced traffic disruption, enhanced signal timings and reliability measures.

Excess wait time is at record low levels following continued improvement over the past three years and is due to better operating conditions on roads and enhanced signal timings to expedite bus services.

Scheduled services operated
Past five quarters (%)

Q2 2018/19	98.4
Q3 2018/19	97.5
Q4 2018/19	98.3
Q1 2019/20	98.0
Q2 2019/20	98.2

Annual trend (moving average)
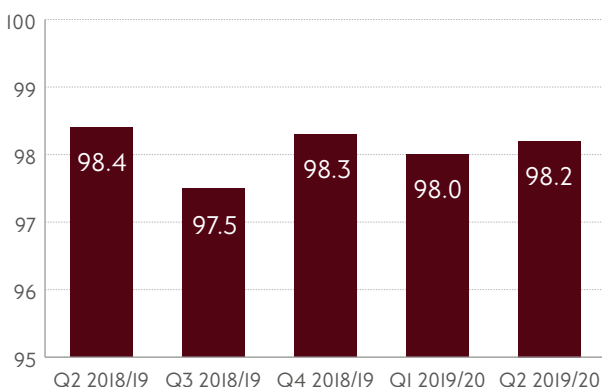
Q2 was impacted by several events, including RideLondon, central London demonstrations and protest marches. Performance remained resilient, better than Q1 and almost in line with Q2 last year.

Operated mileage has improved over the past two years due to reduced disruption to bus services from roadworks and enhanced signal timings to expedite buses passing through busy junctions.

Weighted average speed
Past five quarters (mph)
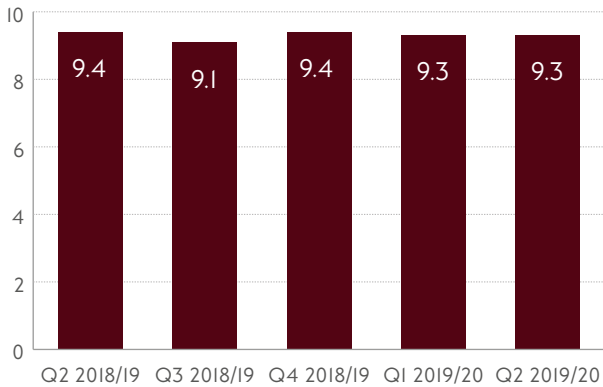
Average bus speeds have stabilised and given passengers more journey time consistency. Q2 performance matched that of Q1 and was within similar margins to Q2 last year.

Annual trend (moving average)
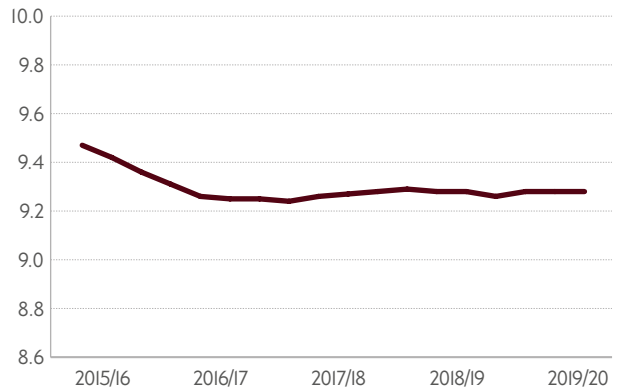
Bus speeds have stabilised through reduced road disruption, enhanced signal timings and bus priority after several years of decline. Inner and outer London are closely tracking the previous year's results.

Weighted bus customer journey time
Past five quarters (mph)
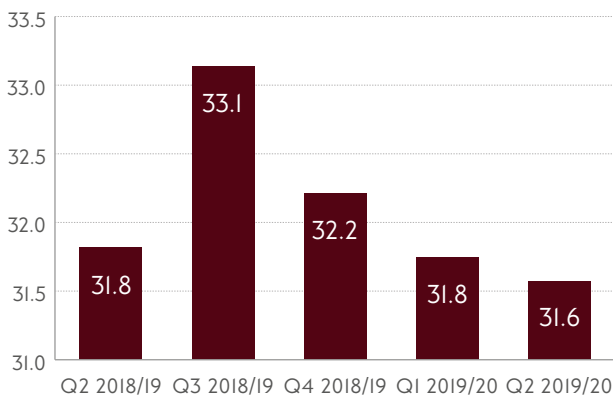
In Q2 the impact of the central London service changes has increased average wait time, but increased efficiency means in-vehicle time is lower than Q2 last year.

Annual trend (moving average)
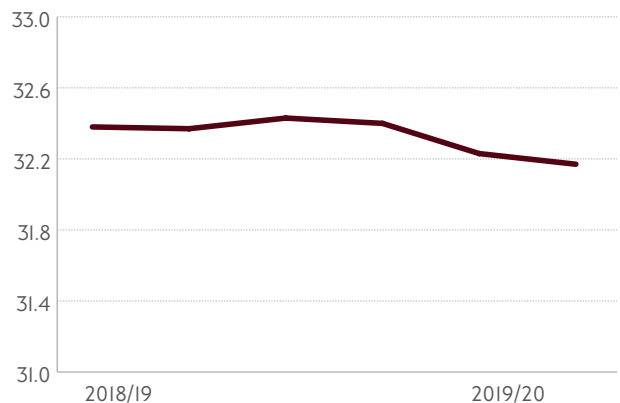
Results have shown improvement throughout 2018/19 and this continues into the first half of 2019/20. This correlates with improvements in excess wait time and the stabilisation of bus speeds.

Streets

Roads disruption*
Past three quarters (%)
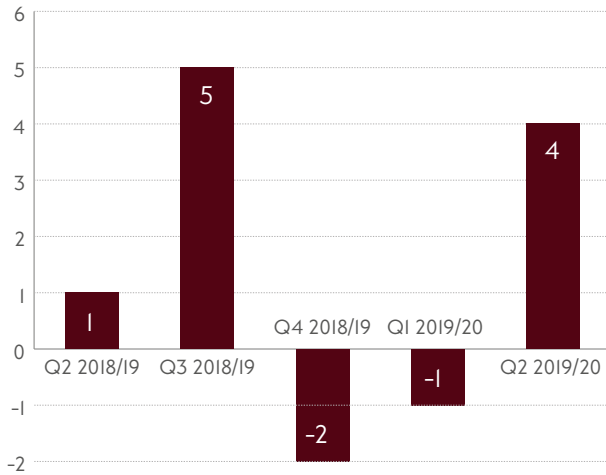
Hammersmith Bridge continues to put a strain on the south west, especially on Friday evenings.

TfL Road Network resolution time
Past five quarters (hours per event)
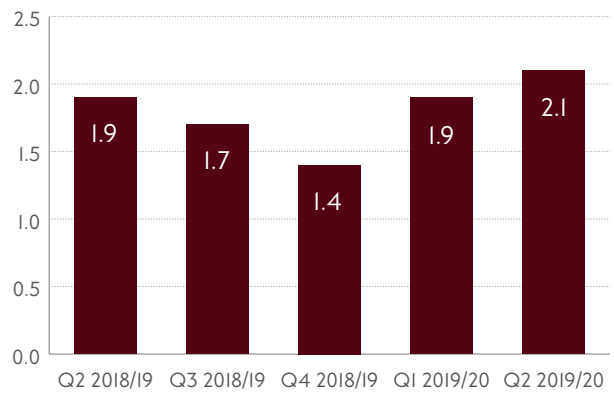
Several water and gas works each caused over 10 hours of serious and severe disruption.

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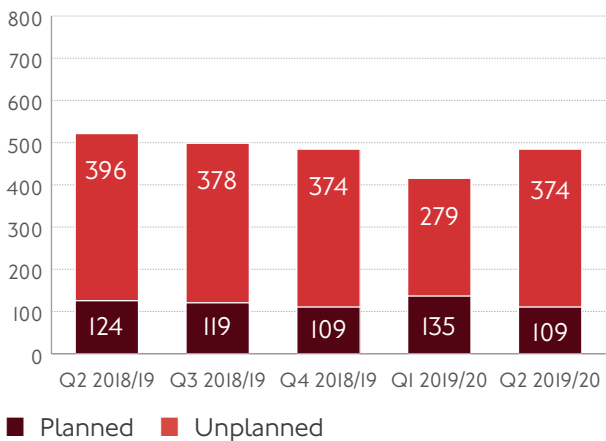
- Planned
- Unplanned

Performance has remained relatively stable over the past year or so, with both

Annual trend (moving total)
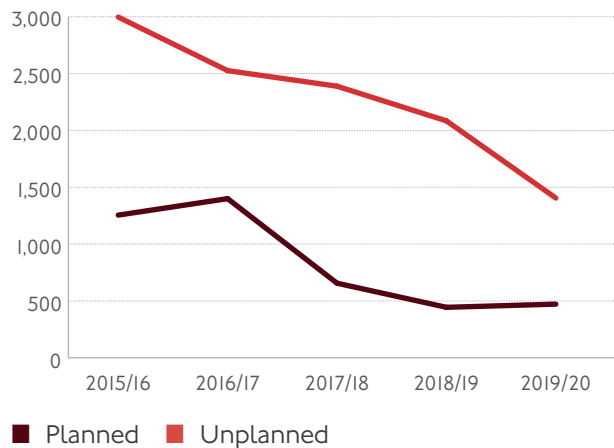
- Planned
- Unplanned

planned and unplanned event results the same as those in Q4, and down overall.

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

Traffic signal time savings
This year (hours)

Left chart (Actual vs Target):

Quarter	Actual	Target
Q2 2018/19	8,309	6,221
Q3 2018/19	14,389	11,016
Q4 2018/19	16,985	15,000
Q1 2019/20	3,730	3,500
Q2 2019/20	7,930	7,000

■ Actual   ■ Target

Right chart (stacked by mode):

Quarter	Total	Buses	Pedestrians	Cyclists
Q2 2018/19	8,309	7,942	367	
Q3 2018/19	14,389	12,618	1,747	24
Q4 2018/19	16,985	14,458	2,503	24
Q1 2019/20	3,730	3,295	435	
Q2 2019/20	7,930	6,934	996	

■ Buses   ■ Pedestrians   ■ Cyclists

Changes made at 437 signals have saved 7,930 customer hours per day for people choosing sustainable modes, which include walking, cycling and using public transport.

Changes included lowering cycle time, improved linking at staggered crossings and re-timing signals to improve bus progression along a route. By targeting network locations with higher amounts of travel by bus, bicycle or walking we are currently on track to meet our stretch target of 17,500 hours by the year end.

Rail 🚆 🚆 🚊 🚆

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

■ DLR ■ London Trams

DLR performance remains strong, however, it was affected by a small number of significant events, including a major gas leak.

Tram performance was at a level lower than we have come to expect during August/September, which saw four suspensions of service on various sections of the network.

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

■ London Overground ■ TfL Rail
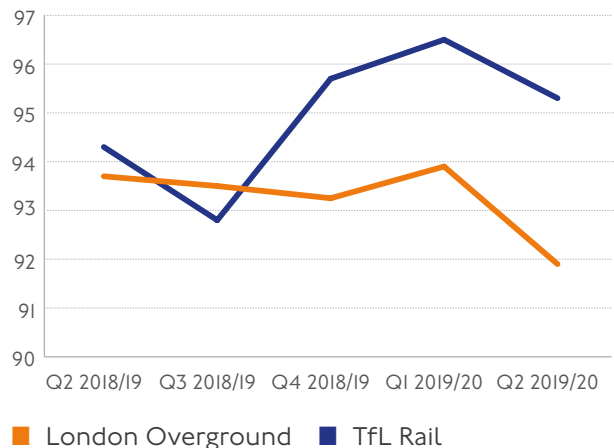
London Overground has been disrupted by infrastructure issues across the network. We are working with Network Rail to improve performance and resilience. TfL Rail performance at 95.3 per cent was above target. The moving annual average hit 95.2 per cent during the quarter, the highest since TfL Rail took over the service.

Other operations

Santander Cycles availability
Past five quarters (%)

Quarter	Value
Q2 2018/19	90.0
Q3 2018/19	91.2
Q4 2018/19	94.0
Q1 2019/20	96.7
Q2 2019/20	82.7
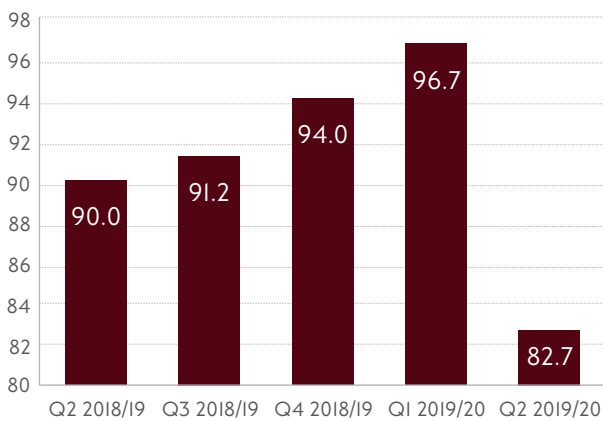
Availability has dropped over the past quarter, which is typical for a summer period. However, this is still above the revised target of 80 per cent following cost saving service reductions. The availability has also been adversely affected by the number of missing cycles.

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

Quarter	Value
Q2 2018/19	98.3
Q3 2018/19	98.7
Q4 2018/19*	99.5
Q1 2019/20	99.4
Q2 2019/20	98.9
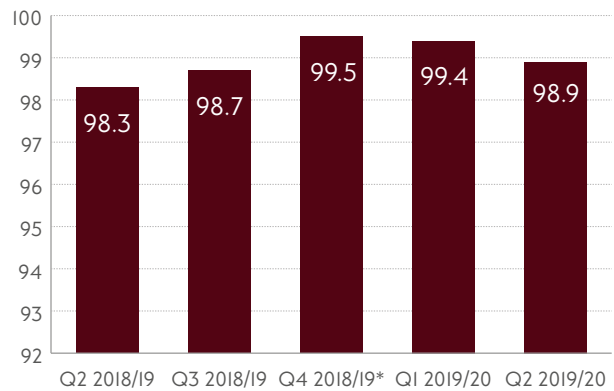
River passenger journeys were down due to fewer journeys on the Woolwich Ferry.

Emirates Air Line availability
Past five quarters (%)

Quarter	Value
Q2 2018/19	99.1
Q3 2018/19	97.9
Q4 2018/19	96.0
Q1 2019/20	98.7
Q2 2019/20	98.1
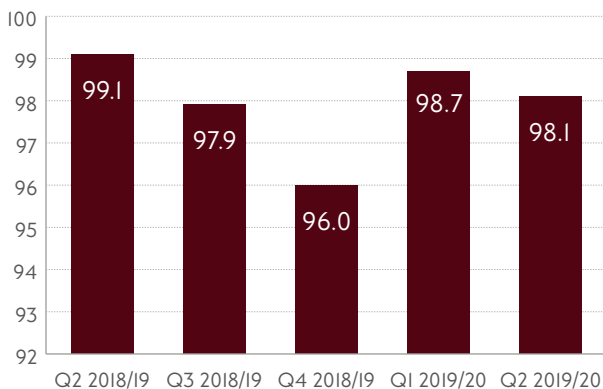
Emirates Air Line system availability fell in Q2 to 98.1, mainly due to high wind and two technical issues. Compared to Q2 last year availability fell by one per cent but remains ahead of the 97 per cent target.

* Woolwich Ferry not included

Journeys by public transport will be pleasant

Customer care*

TfL cares about its customers*
Past five quarters** (%)
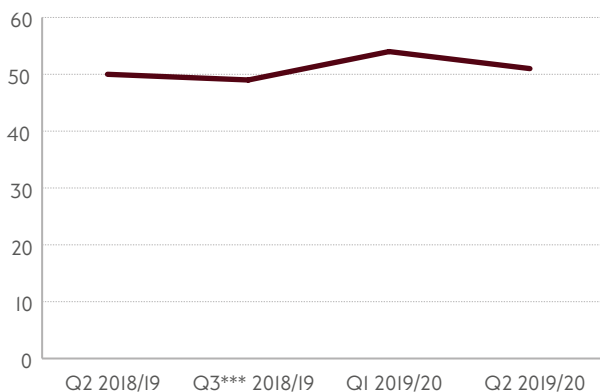
Annual trend (moving average)

Care has decreased by three percentage points this quarter to 51 per cent. Our year-to-date score is on target of 53 per cent.****

Despite the decline in our score, customers cited many positive examples of the support provided by our colleagues. The percentage of Londoners agreeing that we are friendly and helpful remained high at 62 per cent. Supporting customers when things go wrong remains a focus, with training programmes for our colleagues and process improvements for real time information.

*   New methodology from Q1 2019/20
**   Q4 2018/19 data not available due to data validity issues
***   Q3 is longer than the other quarters (16 weeks instead of 12)
****   Awaiting final approval from the TfL Board for revised 2019/20 Care target

Care and key drivers trend

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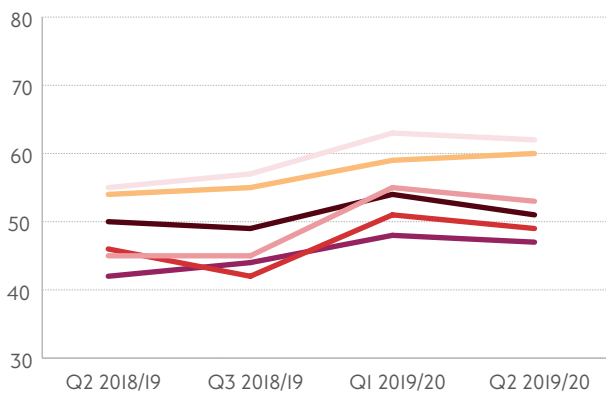
Annual trend (moving average)

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

The decrease in those agreeing 'TfL cares about its customers' this quarter was driven by slightly worsening perceptions of 'Support customers when things go wrong' and 'Open and honest communication'.

Despite the declines, customers cited positive examples of support during disruption and our score for 'Investing to improve my journey' rose by one per cent agree.

The rollout of redesigned digital screens (electronic service update boards) in some of our stations will improve legibility and make it easier for customers to see whether lines serving that station are affected by delays or planned closures.

London Underground
Past five quarters (%)
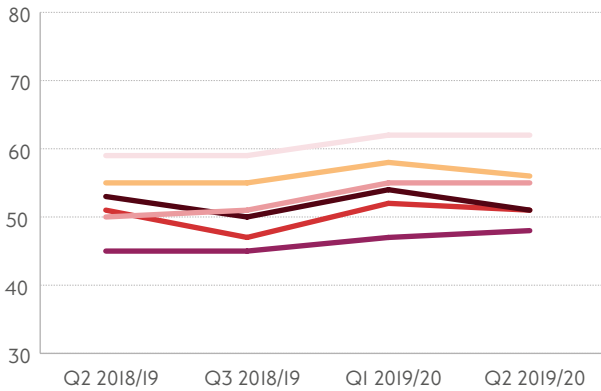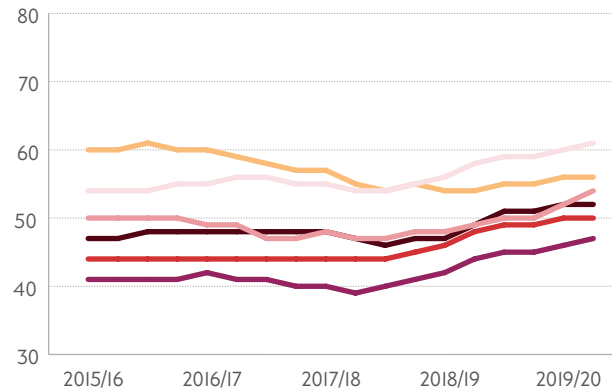
Annual trend (moving average)

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

The percentage of Londoners agreeing that 'London Underground cares about its customers' decreased by three points to 5I per cent in QI.

Of the key drivers, the percentage agreeing that we are 'Investing to improve journeys' dropped by two points and 'Support customers when things go wrong' dropped by one percentage point. Worsening reliability in Q2 is likely to have affected perceptions of support and care as customers, including the negative impacts of high temperatures on their journey experience.

An important part of support when things go wrong is providing real-time information. We are inconsistent in this area and this quarter there was a decrease in those agreeing that we keep them updated about how the service is running. A training and communications programme for our colleagues has been rolled out on London Underground to support them in providing better information.

London Buses

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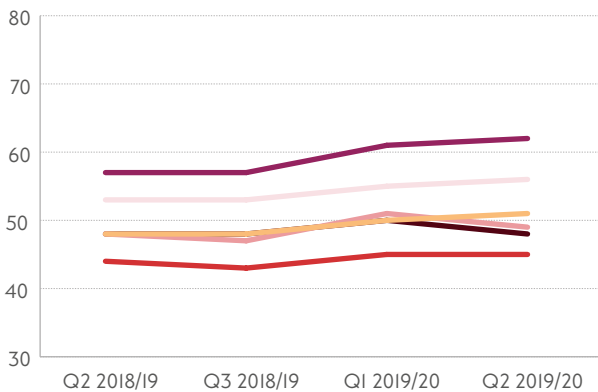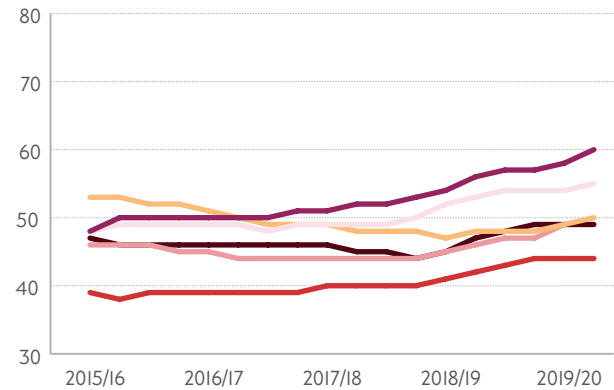
Annual trend (moving average)

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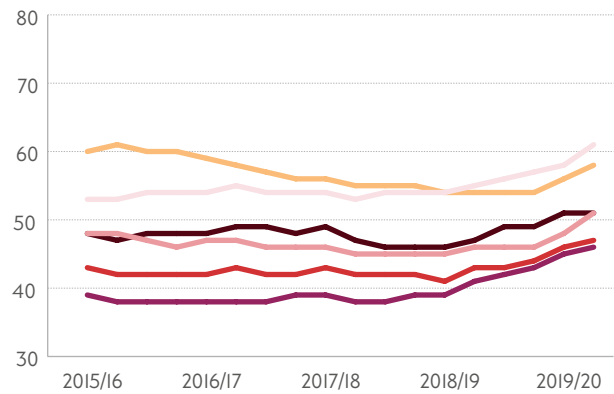- ■ Has friendly and helpful staff
- ■ Provides good value for money for fare payers

The percentage of Londoners agreeing that 'London Buses cares about its customers' decreased by two points this quarter to 48 per cent.

The small decrease this quarter was largely driven by worsening perceptions of 'Open and honest communication'.

'Value for money' continues to be a key strength for London Buses, with the basic fare of £1.50 and the Hopper fare regularly cited by customers.

Customer satisfaction

Past five quarters

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

For London Underground, the drop in satisfaction associated with high temperatures on trains affected customers' experience of many other attributes relating to the train service.

On London Buses, satisfaction with temperature on the Buses decreased and the proportion of customers who claimed to have experienced a disruption or delay on their journey was five per cent, the highest it has been since 2014/15.

London Overground and TfL Rail decreases were driven by regional factors. There was a decrease of four points in the London Overground south region. At network level, the proportion of customers who claimed to have experienced disruption or delay on their journey was nine per cent, the highest

to date since 2015/16. TfL Rail's decrease was driven by a two point decrease in the west section. However, at network level scores for many security and information measures increased, leading to both summaries recording their highest scores to date.

Despite DLR's stable score, there were improvements across key measures: reliability, crowding, availability of seats, length of journey, length of time waited for train and value for money, compared to both Q1 and year on year.

Emirates Air Line experienced small decreases for all of its measures, other than the availability of staff.

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

Past five years

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

Of the seven services that have been surveyed so far in 2019/20, three are currently on track to achieve or exceed target, while four are slightly behind.

A weaker Q2 score of 83 for London Underground sees it fall behind its target of 85, with a score of 84 for the year to date. London Buses remains on track to achieve its target of 85 despite a similarly weak Q2.

DLR has achieved 88 in both Q1 and Q2 and so its year-to-date score of 88 sees it behind target of 89. London Overground's score of 83 year to date is behind its target of 85.

Emirates Air Line's score of 92 year to date is slightly behind its target of 93. TfL Rail has scored above target in both quarters so far and as a result its year-to-date score of 85 is two points above target of 83.

London Dial-a-Ride achieved its target of 90 in Q1 and is due to be surveyed again in Q3, along with London Trams and the TfL Road Network.

Contact Centre

TfL Customer Services
Past five quarters

	Q2 2018/19	Q3 2018/19	Q4 2018/19	Q1 2019/20	Q2 2019/20
Telephone calls	665,330	697,107	720,324	542,934	644,870
Calls abandoned (%)	12.0	11.2	11.1	15.2	19.7
Correspondence	137,660	148,914	194,663	156,054	180,253
Cases closed (%)	73.7	72.5	87.5	81	63.5
Quality score (%)	81.2	82.3	85.4	85.5	85.3
Average speed of answer (seconds)	99	142	138	163	351

Our telephony and correspondence service levels were heavily affected following consecutive periods of high customer contact levels. Three unrelated journey processing issues, which caused delays in data and payment processing, led to an increase in customers querying their journey and refund information.

While we were still resolving these queries and contacts, we then received a further increase in calls and correspondence following a cyber-attack attempt on online accounts. To protect our customers while our investigations and subsequent security follow ups were taking place, we reduced self-service functionality and so our customers had to contact us to process their refunds. This has now been resolved and the majority of self-service refund options are now back in place.

We have plans in place to reduce the outstanding correspondence volumes. Our outsourced partners have increased their staffing levels to help meet telephony demand. We are also using a more automated method to provide refunds to our Contactless payment card customers faster.

Through this approach, we expect to improve correspondence service levels. This will enable us to bring our yearly performance above target in January 2020.

Past five years

	Telephone calls		Correspondence		
	Calls received	Calls abandoned (%)	Demand	Closed in SLA (%)**	Quality score (%)***
2015/16	3,195,430	13.0	478,166	81.7	86.8
2016/17	2,942,589	12.5	496,116	82.7	89.8
2017/18	2,834,466	10.5	542,760	85.7	91.3
2018/19	2,696,538	10.9	609,404	82.0	81.8
2019/20 year to date	1,187,804	17.7	336,307	71.7	85.4

*   Calls abandoned 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 more for both calls and correspondence as measured by rigorous internal assessment and external mystery shopping

Cyber attack

This quarter a small number of customers had their Oyster online account accessed after their login credentials were compromised when using non-TfL websites. No customer payment details were accessed. As a precautionary measure and to protect our customers' data, we temporarily closed online Contactless and Oyster accounts and reduced some of the refund options while we put additional security measures in place.

Telephone calls
This quarter

Contactless payment
52,058

Santander Cycles
32,158

Concessions
198,657

Oyster
280,385

Other*
6,862

Surface and Rail
74,750
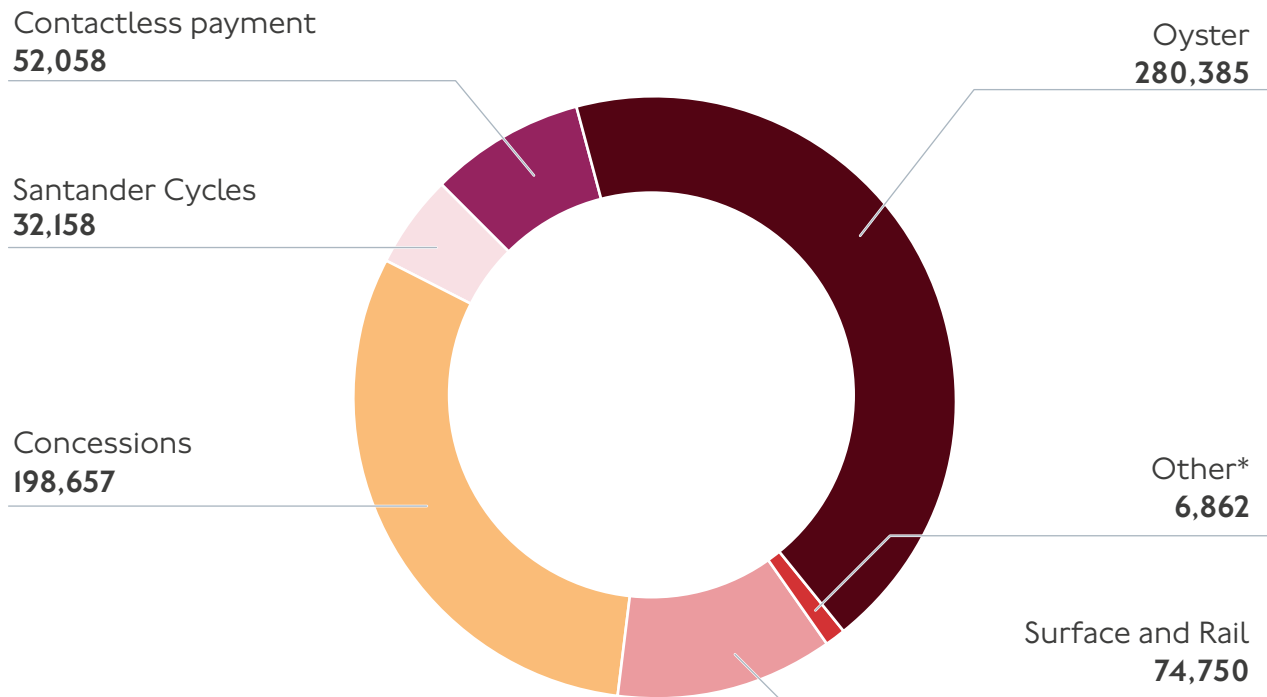
* Other includes public help points, taxi and private hire, ticketing app, Sarah Hope Line and street-related calls

Call demand rose by 19 per cent compared to the previous quarter due to significant increases in calls about ticketing. Alongside the expected seasonal rise in calls related to student photocard applications, we saw unexpected increases to our Contactless payment card and Oyster lines following unrelated payment processing and data issues and an online cyber-attack attempt.

We also saw a continuation of the upward trend in calls about Santander Cycles due to an uptake in use during the summer months. The majority of calls related to billing issues.

We saw a drop in calls for our other services such as London Buses and London Underground.

Other contact centres

Road user charging and ULEZ
Past five quarters

Phone number 0343 222 2222 (outsourced to Capita)	Q2 2018/19	Q3 2018/19	Q4 2018/19	Q1 2019/20	Q2 2019/20
Calls received	258,084	259,501	324,455	411,540	349,208
Calls answered	246,407	251,147	315,765	387480	343,316
Calls abandoned (%)	4.5	3.2	2.7	5.8	1.7
Average speed of answer (seconds)	53	36	37	85	22

Capita's Congestion Charge and ULEZ Contact Centre continue to show steady performance, well within the contractual targets. The average speed of answer for Q2 is 22 seconds and 1.7 per cent of calls are abandoned, which is well within the target of abandoning no more than 12 per cent of calls. The volume of calls has dropped following the introduction of ULEZ and the Congestion Charge changes.

Past five years

	Calls received	Calls answered	Calls abandoned (%)	Average speed of answer (seconds)
2015/16	1,562,628	1,417,825	9	*
2016/17	1,698,215	1,407,304	17	207
2017/18	1,245,815	1,166,545	6	73
2018/19	1,080,837	1,043,877	3	43
2019/20 year to date	760,748	730,796	4	55

* Data not recorded

Taxi and private hire
Past five quarters

Phone number 0343 222 4444	Q2 2018/19	Q3 2018/19	Q4 2018/19	Q1 2019/20	Q2 2019/20
Calls received	183,060	218,784	252,262	219,467	181,348
Calls answered	135,347	118,587	178,448	129,615	127,582
Calls abandoned (%)	25.7	45.6	27.4	40.8	29.6
Average speed of answer (seconds)	528	1,484	732	1,188	775

Figures combine call volumes for licensing, answered by the taxi and private hire team, and booking of vehicle inspections, carried out by our outsourced provider, NSL.

Call volumes decreased compared to Q1 but are comparable with Q2 last year reflecting the summer period. We regularly update the interactive voice response to provide key messages and reduce the need for customers to speak to an administrator.

Call volumes remained high, with many repeat calls for the same issue. Further activities, such as targeted overtime and increased training in priority areas to enable first-time resolution, continue to target the main reasons for calls in an effort to reduce call volume.

Training continues due to the high turnover in non-permanent colleagues, which reduces the capacity of the team and takes trained administrators away from key tasks. The introduction of an online booking solution for inspections for single vehicle owners also helped to reduce vehicle calls. Future activities such as attendance at a private hire trade roadshow, regular messaging within the interactive voice response (including out-of-hours messaging) and advertisements within driver applications, are planned to encourage further channel shift.

Past four years

	Calls received	Calls answered	Calls abandoned (%)	Average speed of answer (seconds)
2016/17	608,398	553,233	9	104
2017/18	684,904	623,837	8	118
2018/19	840,178	582,022	30	733
2019/20 year to date	400,815	257,197	36	983

Dial-a-Ride
Past five quarters

Phone number 0343 222 7777	Q2 2018/19	Q3 2018/19	Q4 2018/19	Q1 2019/20	Q2 2019/20
Calls received	127,499	135,188	165,701	127,201	126,526
Calls abandoned (%)	9.0	11.69	14.11	13.5	12.23
Average speed of answer (seconds)	203	276	315	341	339
Email bookings	9,817	11,427	13,491	20,041	19,915
Fax bookings	1,254	1,451	1,305	1,076	978
Passenger services letter	18	36	27	26	34
Passenger services email	49	59	68	51	68

Call volumes are in line with the previous period and the same quarter last year. Although the abandonment rate remains over the 10 per cent target in Q2, there has been an improvement over the previous two quarters. New colleagues are in training, and once they are fully on board we expect performance to further improve.

We are focusing on first-time resolution of customer queries, which has led to more booking requests confirmed at first attempt, although this is increasing the average speed of answer as calls become longer.

Past five years

	Calls received	Calls abandoned (%)	Email bookings	Fax bookings	Passenger services letter	Passenger services email
2015/16	661,978	7	–	–	117	281
2016/17	646,060	9	36,700	7,946	110	251
2017/18	596,161	10.5	45,655	6,064	98	276
2018/19	564,391	10.6	45,950	5,324	97	226
2019/20 year to date	257,327	12.8	39,956	2,054	60	119

Customer complaints

Complaints per 100,000 journeys	Q2 2018/19	Q2 2019/20	Variance (%)
London Underground	1.01	1.08	+7
London Buses	2.90	2.91	+/- 0
DLR	0.74	0.82	+11
London Overground	2.13	1.54	-26
TfL Rail	2.36	2.2	-7
London Trams	1.24	1.82	+47
Emirates Air Line	3.95	2.95	-25
Congestion Charge	1.66	3.30	+99
Dial-a-Ride	65.04	76.59	18
London River Services	1.19	1.48	+24
Santander Cycles	4.64	3.60	-22
Taxis*	6.51	9.60	+47
Private hire*	3.09	2.20	-29
Contactless	0.20	0.35	+75
Oyster	0.15	0.13	-13

* Journeys not recorded; figures based on survey data

Complaints about Contactless increased following the impact of unrelated payment system issues and an attempted cyber-attack on online accounts. Measures are being put in place to improve these areas.

London Underground complaints went up largely related to operational issues, attributable to hot weather and antisocial behaviour. We also saw a slight increase at the end of the quarter due to bedding in the new signalling system on the Metropolitan line, power supply issues on the Northern line and signalling issues on the Central line. These are being addressed through robust action plans.

London Overground complaints have fallen compared to last year due to the rollout of new trains on part of the network, with plans to extend this in future.

While the percentage for London Trams looks high it is a low increase when actual numbers are taken into consideration.

Customer complaints
Past five years

Service	2015/16	2016/17	2017/18	2018/19	Year to date 2019/20
London Underground	13,731	14,546	12,037	13,578	6,771
London Buses	71,268	66,300	64,990	70,366	28,884
DLR	1,318	1,302	980	955	455
London Overground	6,660	4,328	3,103	3,899	1,304
TfL Rail	1,338	1,460	1,121	1,319	557
London Trams	565	627	470	368	224
Emirates Air Line	62	28	33	54	21
Congestion Charge	1,368	3,117	959	350	304
Dial-a-Ride	1,305	1,088	842	699	338
London River Services	64	58	79	145	88
Santander Cycles	354	359	465	437	201
Taxis*	4,048	3,373	4,918	4,874	2,965
Private hire**		2,995	2,692	2,026	691
Contactless	552	587	989	1,964	1,661
Oyster	5,283	4,808	4,912	3,914	1,483
Total	107,916	104,976	98,590	104,948	45,947

* 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)
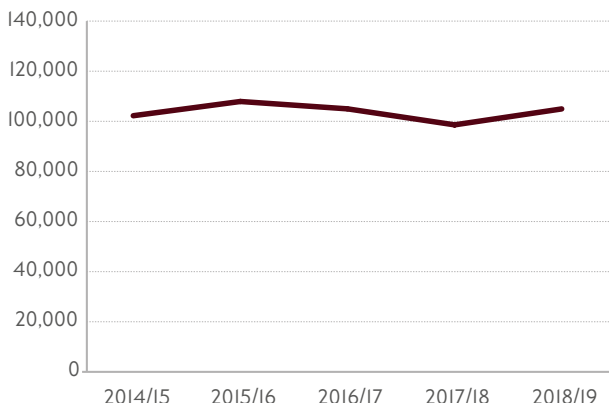
We have seen a significant rise in Contactless payment complaints complaints following the impact of unrelated system issues and a cyber-attack attempt on online accounts. This is on top of the continued growth in customer journeys. For context, we are less than half way through the year and have already taken more Contactless complaints than we had over three of the past four full financial years. We expect that over the next few weeks we will have equalled or surpassed the total complaints for last year.

The introduction of new trains on London Overground has already seen complaints decrease, with plans to expand their use in future we anticipate this will continue through the second half of the year.

Complaints on London Buses are tracking at similar levels to last year. We have noted a decline in complaints against drivers thanks to an increased focus on this as well as a large training programme for all 25,000 drivers, which will continue over the next 18 months.

Commendations

Past five quarters

Service	Q2 2018/19	Q3 2018/19	Q4 2018/19	Q1 2019/20	Q2 2019/20
London Underground	548	541	660	516	484
London Buses	880	951	1,295	1,035	952
London Overground	46	51	55	42	43
DLR	38	41	33	34	36
London Trams	8	3	8	4	6
TfL Rail	20	25	54	40	41
Taxi and private hire	34	33	29	38	43
TfL Road Network	28	10	13	10	16
Dial-a-Ride	5	1	6	7	1
London River Services	3	3	3	6	1
Emirates Air Line	3	6	4	1	3
Santander Cycles	1	1	2	1	2
TfL policy	140	153	177	149	253
Total	**1,754**	**1,819**	**2,339**	**1,883**	**1,881**

Past five quarters

Chart showing commendation totals over the past five quarters. Y-axis from 0 to 5,000. X-axis categories: Q2 2018/19, Q3 2018/19, Q4 2018/19, Q1 2019/20, Q2 2019/20. Values approximately 1,750, 1,800, 2,350, 1,900, 1,900.
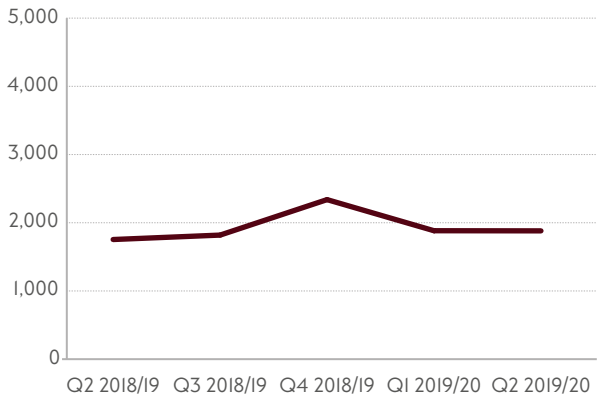
Overall commendation totals remained at almost identical levels to Q1, though we saw a seven per cent rise on Q2 last year maintaining the general upward trend for commendations.

A number of services have seen increases in commendation numbers since Q1. The biggest percentage increases were on Emirates Air Line (200 per cent), Santander Cycles (100 per cent), TfL Policy (70 per cent) and London Trams (50 per cent). The most significant decreases were on London Buses and London Underground, with eight per cent and six per cent drops respectively. However, commendations on London Buses saw an eight per cent rise in comparison with Q2 last year. The only other areas to see decreases on last quarter were Dial-a-Ride and River Services, though in both cases the actual difference is very small.

All other areas saw commendations up across the board on last quarter.

Ticketing

Bus and London Underground
Paper tickets
Fare payer journeys per four-week period (millions)

Oyster
Fare payer journeys per four-week period (millions)
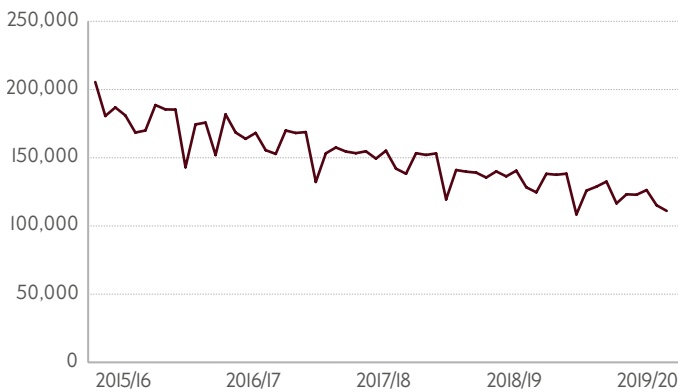
Contactless payment cards
Fare payer journeys per four-week period (millions)

583k
automated refunds were issued in QI, with £2.59m refunded

62.1m
Contactless bank cards and mobile devices have been used on bus, Tube and rail services

2.8m
Contactless journeys are made daily

2m
downloads of the TfL Oyster and Contactless app since launch, with more than 5m transactions made with the app

Graphs for London Buses and London Underground fare payer journeys use figures based on I3 financial periods a year.

System availability

Ticketing system availability

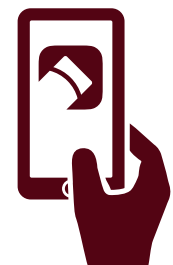|	Quarter 2 – 2019/20			Year to date – 2019/20		
	Actual	Variance to target	Variance to last year	Actual	Variance to target	Variance to last year
▲ higher is better						
London Underground – ticketing system overall availability	98.50	0.30 ▲	0.12 ▼	98.63	0.43 ▲	0.02 ▼
London Buses – bus validations – overall availability (%)	99.67	0.67 ▲	0.17 ▼	99.71	0.71 ▲	0.08 ▼

Both London Buses and London Underground ticketing system availability exceeded target in Q2. London Buses performance remains stable with improvements now being realised.

London Underground availability is lower than the same quarter last year, due to lower self-service ticket machine performance and the note handling function.

Internal IT system availability
Past five quarters (%)

	Q2 2018/19	Q3 2018/19	Q4 2018/19	Q1 2019/20	Q2 2019/20
	99.97	99.78	99.76	99.85	99.85

There were six high priority incidents on mission critical services in Q1. Two were on Dial-a-Ride, two were on the Computerised Track Access Control system, and two were for the Congestion Charge payments system. All of these were down for a short period of time, so their impact was minimal.

Annual trend (%)

	2015/16	2016/17	2017/18	2018/19	Year to date 2019/20
	99.79	99.18	99.59	99.87	99.90

Digital

We have seen a decline in website visits and page views in the past few years. We expect website traffic to decline at the rate of approximately five per cent every year. The number of visits and page views declined this quarter by 11 per cent and 13 per cent. This drop is driven by the introduction of the cookie consent tool which invites customers to opt out from tracking if they wish.

There is an increase in social media followers overall. The number of Facebook followers increased by one per cent, Twitter followers by three per cent and Instagram followers by 58 per cent.

52m
Visits to the TfL website this quarter (11%▼ against Q2 2018/19)
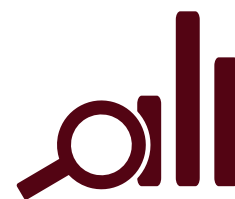
198m
Website page views this quarter (13%▼ against Q2 2018/19)

7.3m
Twitter followers this quarter (3%▲ against Q2 2018/19)
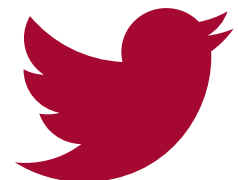
758,900
Facebook followers this quarter (1%▲ against Q2 2018/19)

111,100
Instagram followers this quarter (58%▲ against Q2 2018/19)

More than

20,500

developers
have used
our data

15,900+

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
Numbat – updated the TfL Rolling Origin and Destination Survey (RODS) data	Q2

Data – future release schedule	Date
Tunnels and bridges height data	Q3
Tram arrivals data -reinstated after supplier fix	Q3
SCOOT and real time traffic congestion	Q4
London Buses – live locations from iBus	Q4

Transport Innovation

As new technologies emerge we are seeing an increasing number of alternative transport options. In response to this, we established a Transport Innovation team responsible for making sure transport in London is ready for the future. The team works with the market to actively seek out and assess new ideas and developments in transport, to help determine which new business models or services could help address the challenges facing our city.

On our streets, TfL is involved in activity to help shape the development of new transport models.

Demand responsive bus trial
We are delivering two 12-month trials of demand-responsive bus services in Sutton and Ealing to explore the potential for this new form of transport to complement existing public transport and reduce car dependency in outer London. Customers can book a seat in real-time, using the app or over the phone, on fully-accessible buses that meet the Mayor's ULEZ standards The buses do not follow a fixed route, with users instead able to board at pre-determined safe stops within a defined service area. The Go Sutton service launched in May 2019, and the Ealing service is expected to launch late 2019.

Connected and autonomous vehicles
Autonomous vehicle technology has the potential to significantly change travel, so it is important we assess the benefits and risks to ensure it is both environment-friendly and accessible for all, and aligns with the wider goals of the Mayor's Transport Strategy. In May 2019, we published a Connected and Autonomous Vehicles statement outlining our priorities to be operationally ready for trials in London, putting safety first while also considering key policy areas that need to be addressed more broadly as this new technology develops, ranging from licensing to street design. Along with the statement we published new London-specific guidance which we expect all trialling organisations to adhere to. The new guidance, the first to be designed and published by a UK city, has been developed in collaboration with London Councils and London boroughs and aims to promote responsible and safe trials that benefit the city.

Dockless cycles
TfL and London Councils are jointly developing a London-wide regulatory approach to dockless cycle sharing. This is intended to give individual London Boroughs a greater say over how they manage their streets and other public spaces by enabling them to specify where dockless cycles can and can't

be parked and enforce this using a new byelaw. This approach is also intended to provide a better experience for the cyclists who use these schemes. By making dockless cycle parking a generic on-street commodity, we will enable cyclists who rent these cycles to more readily find suitable places to park. We anticipate completing this work in 2020.

E-scooters
E-scooters are currently illegal for use on public roads, cycle paths and pavements in the UK; they can only be used legally on private land. However, following a surge in the popularity of these vehicles in other countries where rental companies provide fleets for hire via mobile apps (like dockless cycles), interest in the UK is growing. These vehicles are now being purchased and ridden illegally on roads and the Department for Transport is undertaking a review of their legal status. TfL's focus is on ensuring that, if the law is to change, safety is at the core of all decision making. We will be pushing for clarity over where they can and can't be ridden, what constitutes a safe vehicle, what should be required to ensure riders and other road users are safe, and pressing for new powers to enable cities to control the rental market. We anticipate an initial Government consultation later this year.

We want to work with the best market innovators from across the world to solve our city's key challenges, so we are trying a number of methods to maximise the value they have to offer. In addition to activity on our streets we have been working on new processes to create innovative solutions, from the London RoadLab process, which went to start-ups for ideas to make roadworks safer, to a pilot partnership with the Bosch Connectory mobility lab and upcoming plans to put some of our thorniest challenges out to our strategic suppliers.

Bus safety innovation challenge
As part of Vision Zero, our commitment to zero deaths and injuries on London's roads and public transport network by 2041, we have launched our Bus Safety Innovation Challenge. The challenge aims to identify new, innovative products which will improve the safety of the London bus network. On 16 August, we announced the winners of bids to our Bus Safety Innovation Challenge. These include funding for a fatigue monitoring system involving Abellio and Datik, a video-based driver coaching programme being delivered by CT Plus and Lytx, vulnerable road-user intent-prediction software (Arriva and Humanising Autonomy), warning lights illuminating the area by the side of the bus (Metroline and JBDL) and a cyclist and pedestrian detection and driver alert system being piloted by Stagecoach and Fusion.

Retail challenge

We ran a retail challenge which invited all types of businesses to come up with an innovative and technological concept which reimagines physical retail space that not only meets the needs of our customers, but pushes the boundaries of retail as well. Sook, a company that uses digital interior displays for branding, meaning multiple businesses can use the single space throughout the course of the day, has been announced as the winner.

What3words

In order to make our network more efficient, we are trialling the use of what3words to help us identify precise locations during operations involving our Compliance Policing and On-Street Operations Officers. What3words has divided the world into three metre squares each with a three word address, making it the simplest way to share a location.

Graduate and apprentice problem solving hackathon with IBM

We held the second annual Graduate and Apprentice Hackathon in July. The event brought together 50 early professionals from TfL and IBM to hack solutions to five challenges from across the business ranging from safety to sustainability. The event aimed to bring two organisations together to share knowledge and be more dynamic in their thought processes, in order to generate innovative ideas. Three winning teams are being mentored by senior leaders to take their ideas further.

Policy 23

The Mayor, through TfL, will explore, influence and manage new transport services in London so that they support the Healthy Streets Approach, guided by the following principles:

- Supporting mode shift away from car travel

- Complementing the public transport system

- Opening travel to all

- Cleaning London's air

- Creating a safe, attractive environment on our streets

- Using space efficiently

- Sharing data and knowledge

Travel demand management: tackling congestion

Since the Travel Demand Management (TDM) strategy for the London 2012 Olympics where 75 per cent of people changed their travel behaviour, the TDM team has worked on some of the biggest events in the capital which attract large numbers of people and which need careful management.

These include the Rugby World Cup and New Year's Eve fireworks, for which we produce targeted advice to ensure customers and road users experience better journeys and travel with minimum disruption, and we keep London moving during events.

TDM continues to build on learnings from early events and to successfully deliver demand management strategies in innovative ways.

120k

Visits to TfL's travel advice web pages during the London World Athletics Championships of 2017

1m

Spectators lined the Tour de France London route in 2014 – with minimal impact to networks

Keeping London Moving

Now in its seventh year, the Prudential RideLondon cycling event was held over the weekend of 3-4 August 2019 and saw around 100,000 cyclists participate in eight events.

Hundreds of road closures are needed to safely facilitate the event, spanning central and south-west London and into Surrey.

A targeted TDM campaign raised awareness of the road closures and discouraged non-essential car trips, as well as helping freight operators plan their trips around the event.

This year we used a bespoke animation on social media platforms to clearly demonstrate the impact. This was received extremely well by users, achieving higher than average engagement rates.

We also saw a lower level of disruption than in previous years, with no major traffic issues.

Noteworthy events

The Tower Remembers – November 2018
A TDM campaign promoted walking routes to Tower of London to manage demand around The Tower Remembers event

New Year's Eve Fireworks
Working in partnership with GLA and the event organiser, we manage the campaign for complex communications around changes to station operations, road closures and bus diversions

Tour of Britain – October 2018
TDM introduced video impact mapping to our suite of communications for the OVO Energy Tour of Britain 2018 – the first time this type of map has been produced by TfL to provide a better customer understanding of impacts

Campaigns

Q2 customer information email volumes

37m
Customer information emails

154 Campaigns

Past five years

	2015/16	2016/17	2017/18	2018/19	Year to date 2019/20
Customer information emails	273m	190m	187m	189m	94m
Campaigns	1,216	898	1,043	930	358

We have recently reviewed our email template to ensure they are consistent with our design and usability standards. The templates have been redeveloped to improve accessibility for customers and to enable more engaging content for email campaigns.

Customer marketing and behaviour change campaigns

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

TfL Improvements
Activity to raise awareness that we are investing to improve our infrastructure and services and communicate how we are doing this. In the June TfL tracking, 30 per cent were aware of over six improvements, against the target of 52 per cent by March 2020.

Improvements in Q2 included the full rollout of the Gospel Oak – Barking line and new lifts at Goodge Street station.

Car Free Day
On 22 September, an estimated 70,000 people took part in the Mayor's 'Reimagine' event, London's largest ever celebrations for World Car Free Day. The event, which encouraged Londoners to imagine their city without cars, saw a number of free activities for people of all ages and abilities take place over 27km of roads closed around Tower Bridge, London Bridge and the City of London (the first time we've seen road closures of this scale) the event was supported by a comprehensive TDM campaign to minimise disruption.

The day started with 600 people taking part in a sunrise yoga session on Tower Bridge, with guided walks and bike rides on traffic-free roads, pop up playgrounds, and many other activities taking place throughout the day.

There were also a number of pop up stages across the event, which hosted performances by 137 different groups, from jazz to gospel music, street dance to jive. As well as extensive activities in central London, 27 boroughs participated by hosting their own car free events or supporting play streets. London Play - a charity providing play opportunities for the Capital's youngsters, outside their homes - helped to deliver 385 play streets.

A monitoring site led by the London Air Quality Network noted a 32 per cent reduction in nitrogen oxides in the event's footprint, and early polling suggests 65 per cent of attendees said they were inspired to use a car less frequently. The event was also used to launch our new behaviour change campaign, 'Swap a car trip every week', encouraging Londoners to commit to changing one trip in the car every week for a more sustainable mode of transport.

Healthy Streets Officers
We are introducing a team of Healthy Streets Officers to work with borough officers and help with tasks that support the delivery of the Mayor's 80 per cent mode shift target. In Q2 a press release announced that Sustrans will be the Healthy Streets Officer supplier and we began mobilising the programme in the pilot borough of Redbridge, with the aim to have the full team in place by mid-October.

Roads investment

Raising awareness of work on London's roads and encouraging customers to avoid disruption. In June, 49 per cent of drivers said they always or regularly checked for disruptions, an increase of 10 per cent from February.

In Q2, this included construction works for a new Cycleway between Tower Bridge and Greenwich, starting between Tooley Street and the Rotherhithe Roundabout from 5 July. Local press, digital and radio ads targeting users of the area went live in June/July to encourage drivers to seek alternative routes or to avoid the area.

Public transport and active travel reappraisal

A new campaign, 'What Matters', will support the Mayor's Transport Strategy to deliver 80 per cent sustainable mode share by 2041. The purpose is to get London drivers to reappraise public transport and active travel, so that they positively choose these modes over the car for their off-peak journeys. It will reassure customers that the transport system is improving and that using public transport and active travel is not only a more sustainable way to travel but an easy and enjoyable experience. The campaign includes an advert that will run in cinemas and on video on demand, as well as posters on the network.

Active travel

The active travel campaign, which aims to make people want to walk and cycle continued in Q2. We supported the launch of four new Cycleways with local communications and engagement campaigns in September. The Santander Cycles summer campaign, which aimed to encourage hires and app downloads, ran on posters, social media videos and advertorials in the Evening Standard.

The 2019/20 application window for the new Walking and Cycling Grants scheme opened at the end of July and closed in mid-September. We received 89 applications (an increase from 51 in 2018/19), and the process of shortlisting is underway.

Public transport usage – Bus

We continue targeted communications at an area and route-specific level to encourage bus usage. In Q2, two new bus routes were launched – route 301 between Bexleyheath and Woolwich Town Centre, and 378 between Mortlake and Putney Bridge. We supported both routes with local communications, including posters, emails and digital advertising.

Off-peak promotional campaign

The off-peak campaign continues to support the Mayor's aim to deliver 80 per cent sustainable mode share by 2041 by encouraging customers to 'tap into the Wonderful World of Off-Peak' using our lowest off-peak fares from £1.50, the Hopper fare and free travel for children under 11. Activity in July and August included new dynamic digital posters that serve text variations depending on the day, time and weather to promote relevant activities across London.

Public transport is open – August Bank Holiday weekend

A campaign ran in August to inform customers that the Tube network and DLR were running over the bank holiday weekend and promoted the Wonderful World of Off Peak campaign to encourage weekend travel at off-peak times.

Value fares

These include the £1.50 Hopper, off-peak, fare freeze and daily capping messages. Our new bold, eye-catching creative informs customers about the lowest fares and encourages them to use our services more. In June, 72 per cent of those who recognised this advertising agreed that it makes them feel TfL provides good value for money to fare-payers.

Fare evasion – new Routemaster bus pilot

New Routemaster buses are being brought in line with most other London buses by late 2019, so that customers board through the front doors and alight through the rear and middle doors, to help reduce fare evasion. Ahead of the full rollout, we ran a pilot in August on routes 8 and N8 to gauge customer reaction. Communications included emails to customers and face-to-face leaflet distribution at bus stops.

Better behaviours

Our Travelkind campaign encourages customers to be more considerate to other passengers and colleagues, to tackle behaviours that negatively affect customer experience and service reliability. These include making space for others on the road, helping passengers off the train when they feel ill and being respectful to our colleagues on the network.

We continue to support priority seating with communications, to educate and engage customers. In August, our activity focused on behaviour change, including social media videos showing the 'visible' and 'invisible' reasons why people need a seat.

Public transport safety

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

We have produced a new leaflet to provide advice to pregnant women and those travelling with a buggy on the network. It includes advice on buggy safety and informs customers about the support available to them, including step-free maps and what help they can expect from us.

Air quality

In September, we completed the eleventh and twelfth Low Emission Bus Zones (LEBZ), delivering all 12 LEBZ earlier than planned. A London-wide campaign informs customers that there are now 12 LEBZ operating across London with over 3,300 low emission buses. Local messaging informed customers in the last two LEBZ in Chiswick and Uxbridge.

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

Consultations

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

• Taxi fares review 2019/20

• Demand responsive bus trial (Ealing)

• Planning for walking toolkit

Cycling and walking improvements

• Between Ilford and Barking Riverside

• Between Lea Bridge and Dalston

Bus service proposals
• Route 112 extension to North Finchley and withdrawal of school route 611

• Routes 96, 428 and 492 – rerouting in Dartford and Crayford

• Route 460 – extension to Epsom Hospital

• Trafalgar Avenue junction with A2 Old Kent Road – proposed safer and better facilities for pedestrians, cyclists and bus passengers

Safer junction proposals
• A1 Holloway Road (including Drayton Park junction)

• Camden Street and Camden Road

We also undertook 23 London Service Permit statutory consultations

We are planning 19 consultations in Q3 (these are subject to change)

• London lane rental scheme

• Bollo Lane (Ealing) redevelopment

• Bakerloo Line Extension

Cycling and walking improvements

• Between Lea Bridge and Dalston (phase 2)

• Cycling Future Route 11 – Greenwich town centre to Woolwich

Bus service proposals

- Route 386 and 161 – rerouting in Woolwich town centre

- Route N109 – extension to Marble Arch

- Route 92 – rerouting to serve new housing development

- Route W10 – extension to North Middlesex Hospital

- Route W19 – rerouting and extension in Walthamstow

- Routes 101, 241, 262, 325 and 376 – changes in Royal Docks, Newham

Safety improvements

- A3 Clapham High Street

- A3 Tolworth roundabout

- Peckham town centre

- A23 Streatham Hill/Sternhold Road and Morrish Road

- York Road roundabout safer junction

- East Sheen Road safety and streetscape improvements

- A3 Clapham Common/A3220 Elspeth Road junction

- A243 Bridge Road roundabout/Hook Road safety

London Assembly scrutiny

London Assembly scrutiny in Q2:

Date	Title	Type of scrutiny
27 June 2019	Environment Committee – Tube dust	Open meeting
10 July 2019	Transport Committee – 'transport now and in the future'	Open meeting
11 July 2019	Budget and Performance Committee – capital project delivery (II)	Open meeting
15 July 2019	Budget and Performance Committee – follow up actions – capital project delivery (I)	Written response
19 July 2019	Transport Committee – Rotherhithe to Canary Wharf	Open meeting
22 July 2019	Transport Committee – response to recommendations – Taxi and Private Hire	Written response
6 August 2019	Transport Committee – follow up actions – Rotherhithe to Canary Wharf	Written response
11 September 2019	Transport Committee – tram and bus safety	Open meeting
11 September 2019	Budget Monitoring Sub Committee – QI financial performance	Open meeting

London Assembly scrutiny for future Q3 (these may be subject to change):

Date	Title	Type of scrutiny
9 October 2019	Transport Committee – Accessibility	Open meeting
October 2019	Environment Committee – written response to Tube dust questions	Written response
October 2019	Transport Committee – follow up actions – bus and tram safety	Written response
October 2019	Transport Committee – follow up actions – London's transport now and in the future	Written response
October 2019	Transport Committee – call for evidence – London's transport now and in the future	Written submission
October 2019	Transport Committee – follow up actions – tram and bus safety session	Written response

Making more of your weekend matters

Time off is precious. So don't waste a moment stuck in the car. Off-peak fares all weekend mean that journeys in Zones 2 – 6 cost just £1.50.

EVERY JOURNEY MATTERS

Fare shown: adult off-peak pay as you go journey not going via Zone 1 on Tube, DLR and most London Overground services.

MAYOR OF LONDON

A poster from the 'What matters' campaign

TRANSPORT FOR LONDON
EVERY JOURNEY MATTERS

Glossary

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

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

Measure	Unit	Description
Sanctioned detection	n/a	A sanctioned (or sanction) detection is a case resolved through a police-generated detection, when: 1. A notifiable offence (crime) has been committed and recorded 2. A suspect has been identified and is aware of the detection 3. The CPS evidential test is satisfied 4. The victim has been informed that the offence has been detected, and 5. The suspect has been charged, reported for summons, or cautioned, been issued with a penalty notice for disorder or the offence has been taken into consideration when an offender is sentenced Source: data.gov.uk
Santander Cycle Hire		London's cycle hire scheme was launched in summer 2010 with 330 docking stations and over 8,400 docking points. Since then it has more than doubled in size. Currently, it has 781 stations, just under 21,000 docking points and more than 11,700 cycles. Around 1.29 million Londoners live within 400 metres of a docking station.
Walking rates		The trend in walking trip rates is calculated using London Travel Demand Survey data. The figures represent the average number of walking trips by Londoners on an average day.