

# Customer service and operational performance report

Quarter 3 2022/23 (18 September – 10 December 2022)

# Contents

---

## 3 Introduction

---

## 4 Measures used in this report

---

## 5 Our scorecard

---

## 6 Operations

7 Passenger journeys

8 Bus journey time

9 Services operated

13 Santander Cycles – hires made

14 Roads and traffic

---

## 16 Customers

17 TfL cares about its customers

20 Satisfaction

21 Calls

26 Complaints

27 Commendations

28 Tickets

29 System availability

30 Digital

31 Travel demand management

32 Campaigns

34 Consultations

35 London Assembly scrutiny

---



We're committed to enabling more active travel

# Introduction

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

We put customers at the heart of everything we do. We are committed to listening to them and are focused on tracking their most common day-to-day frustrations to improve their journeys and inform the areas where we focus our future investment. Our customers expect us to provide a safe and reliable transport network that offers value for money and promotes innovation.

Despite the cost of living crisis and strike action across National Rail and our network, demand is returning towards pre-pandemic levels and passenger confidence in travelling on public transport is high.

We are proud that the Elizabeth line is showing how sustainable and affordable transport can drive the city's economic growth and recovery. This quarter saw improvements to the Elizabeth line with trains running directly from Reading and Heathrow to Abbey Wood, and from Shenfield to Paddington. The new Bond Street Elizabeth line station also opened in November, giving another boost to London's recovery from the pandemic.

We are committed to enabling more people to walk, cycle and use public transport. This is a vital part of building a healthier and more sustainable capital for everyone.

**Glynn Barton**  
Chief Operating Officer

**Alex Williams**  
Chief Customer and Strategy Officer

# Measures used in this report

## How we monitor and record our progress

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

### Average bus speed

This includes the time buses spend stationary at bus stops.

### Bus journey time

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

### Care score

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

### Customer satisfaction

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

### DLR departures

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

### Elizabeth line public performance measure

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

It measures the performance of individual trains advertised as passenger services against their planned timetable, as agreed between the operator and Network Rail at 22:00 the night before the journey. It is therefore the percentage of trains arriving on time compared with the total number of trains planned.

In London and the South East, a train is defined as being on time if it arrives within four minutes 59 seconds of the planned arrival time. Where a train does not call at all timetabled stations, it will count as a public performance measure failure.

### IFS Cloud Cable Car and Woolwich Ferry availability

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

### London Overground time to three

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

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

### Mission Critical Severity I incidents

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

### Passenger journeys compared to pre-coronavirus pandemic levels

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

### Road disruption

This measures delays by comparing vehicle journey times to the same quarter in 2019/20, expressed as a percentage of the baseline figure. This is to ensure that unplanned disruption and planned works and events are managed effectively.

Tracking road disruption remains important for us to meet our duties under the Traffic Management Act, and our obligations as a strategic traffic authority. This measure only covers our roads.

### Santander Cycles docking station availability

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

### Scheduled services operated

#### London Underground

The percentage of scheduled services we operate.

#### London Buses

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

#### Dial-a-Ride

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

#### London Trams

The percentage of services operated compared with the scheduled timetable.

### Traffic signal time savings

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

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

# Our scorecard

## Measuring the reliability of our services and the progress of London’s recovery

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

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

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

| Measure  | 2022/23<br>Year-to-date<br>actual | 2022/23<br>Year-to-date<br>target | 2022/23<br>Full-year<br>forecast | 2022/23<br>Full-year<br>target |
|--|-----------------------------------|-----------------------------------|----------------------------------|--------------------------------|
| <b>Operations</b>  |                                   |                                   |                                  |                                |
| Passenger journeys – London Underground, Buses, London Overground, Trams, DLR, Elizabeth line (millions) | 2,250.86                          | 2,246.13                          | 3,258                            | 3,248                          |
| Bus journey time (minutes)   | 33.7                              | 33.5                              | 33.6                             | 33.5                           |
| London Underground trips operated against schedule (%)   | 90.0                              | 90.0                              | 90.1                             | 90                             |
| <b>Customer</b>  |                                   |                                   |                                  |                                |
| TfL cares about its customers (%)  | 54                                | 57                                | 54                               | 57                             |



### Scorecard measures

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

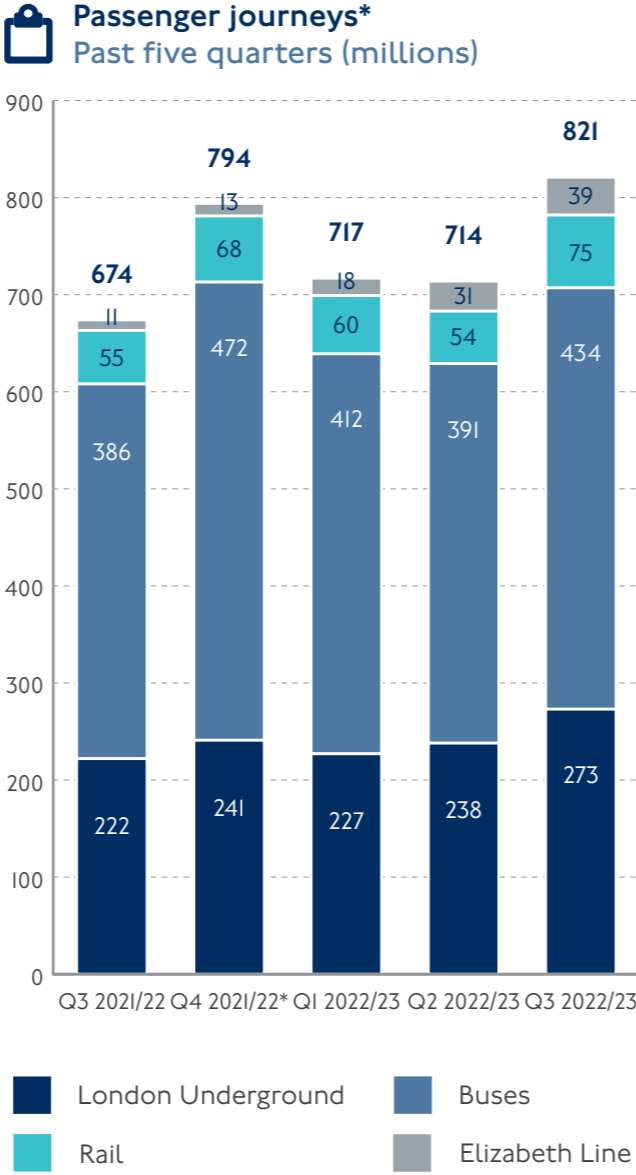
# Operations

Providing safe, clean and reliable services to support the recovery

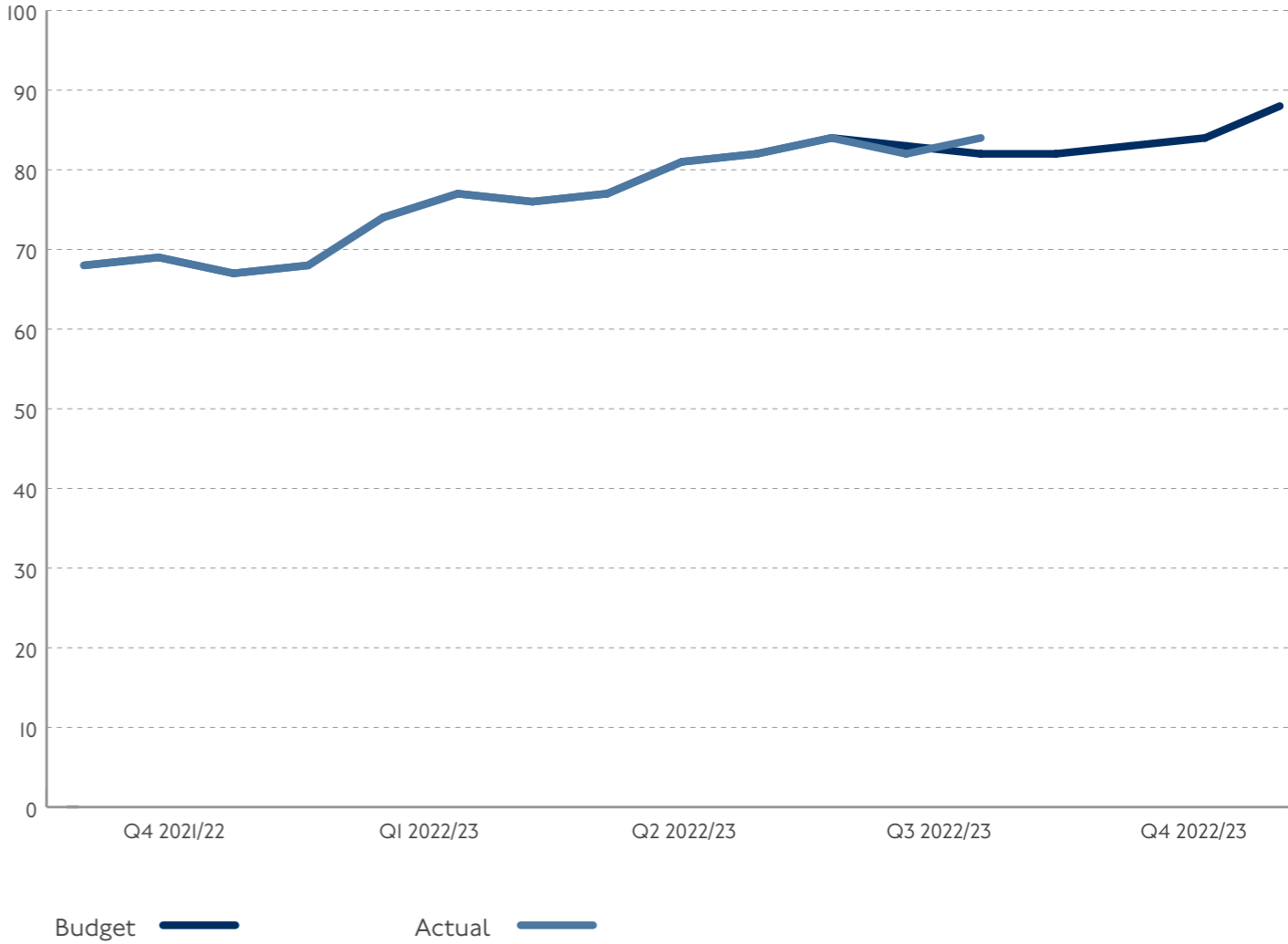


# Passenger journeys

Passenger journeys across the network continue to increase, as we see demand returning towards pre-coronavirus pandemic levels. We have seen strong growth in demand this quarter despite several days of industrial action, which had relatively small impact on journeys across our network.



Compared with pre-coronavirus baseline (%)

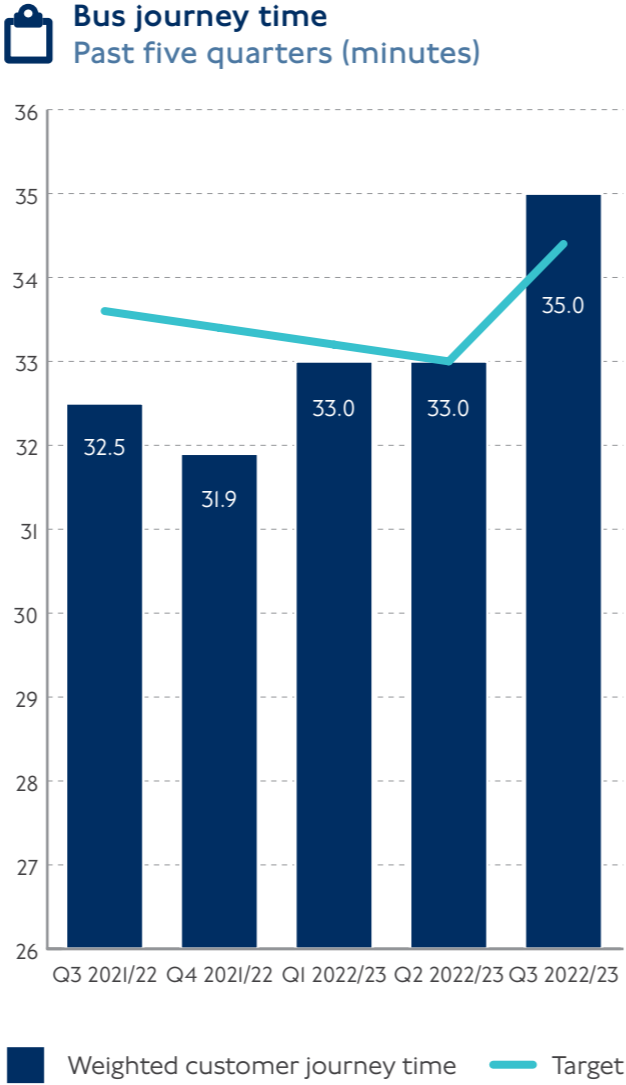


Passenger journeys were 84 per cent of pre-coronavirus pandemic levels compared to a target of 82 per cent. London Underground and bus demand are both now at 81 per cent of pre-pandemic levels. The increase in ridership levels further demonstrates that customers are increasingly confident traveling around our easily accessible network.

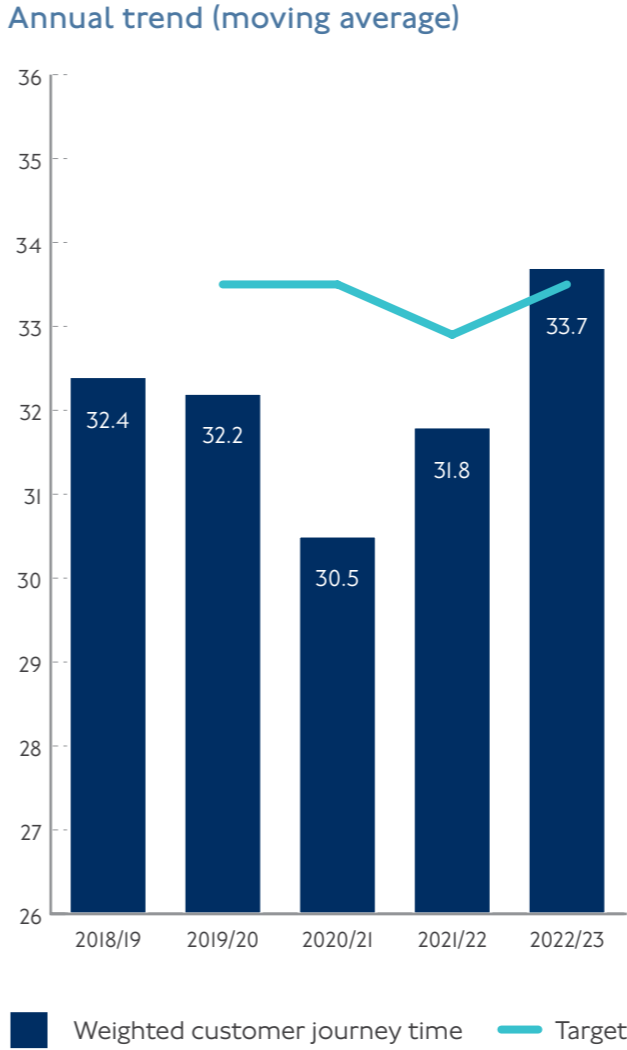
\* Quarter 4 is longer than Quarters 1-3 (16 weeks and one day vs 12 weeks)

# Bus journey time

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



The weighted bus customer journey time in Quarter 3 (35.0 minutes) was higher than the previous two quarters in 2022/23. This is the first quarter of the past five where the actual journey time was slightly higher than the target journey time (34.4 minutes). We attribute this to longer waiting times and lower reliability levels as a result of reduced staff availability, mechanical issues and increasing levels of traffic on the roads.



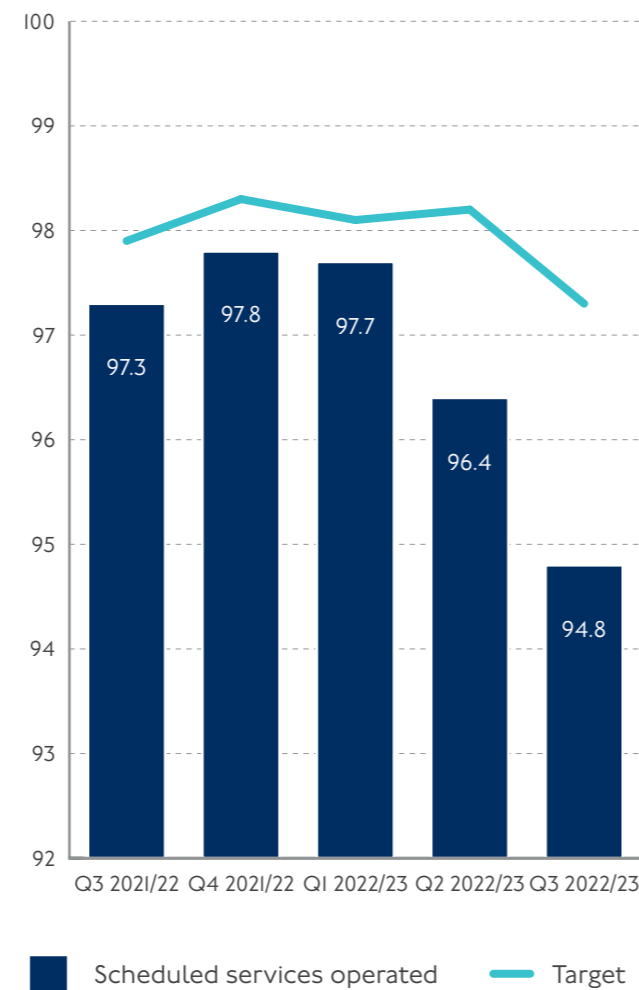
The actual average bus customer journey time for 2022/23 up to Quarter 3 is 33.7 minutes, slightly above the target of 33.5 minutes. Both the actual and target bus customer journey time in 2022/23 are higher than previous years, reflecting the longer average journey bus customers are making since 2019/20. Actual journey time is also impacted by lost bus mileage.



# Services operated

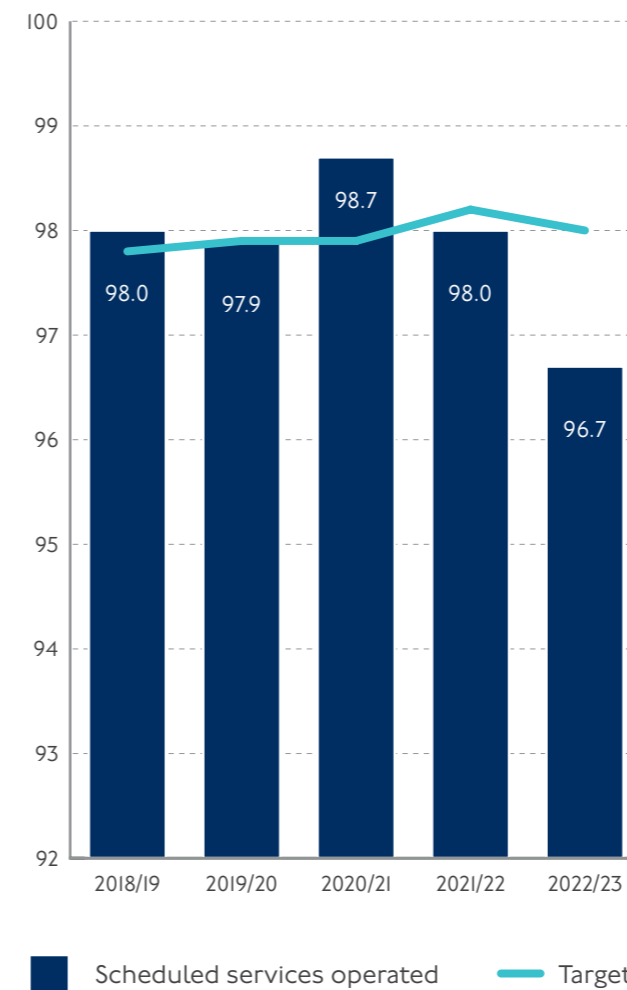
For the majority of our services, we measure reliability as a percentage of the timetabled services that run as scheduled, or as a percentage of the total planned operating time when the service is actually available to customers.

**Bus scheduled services operated**  
Past five quarters (%)



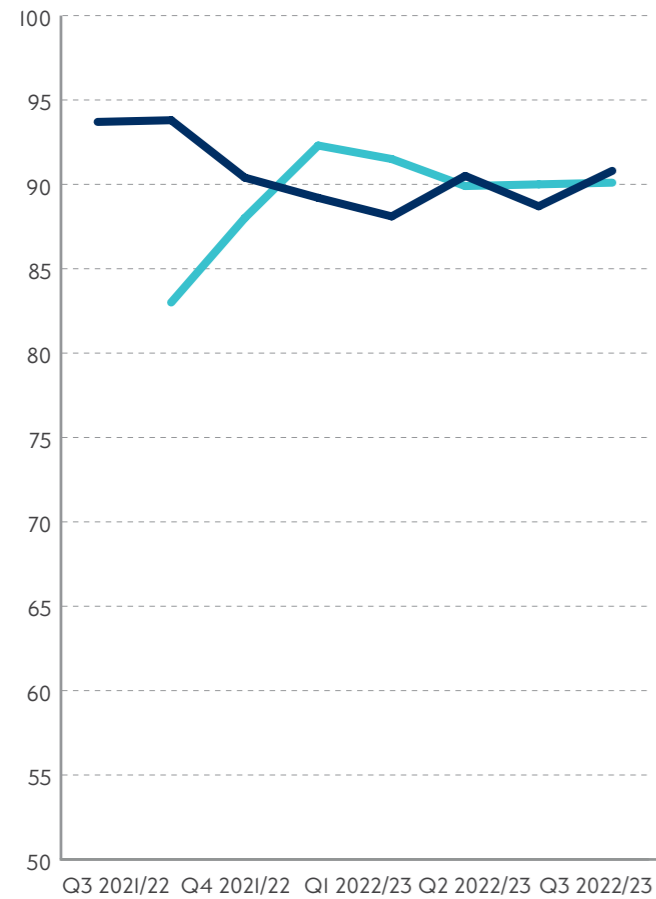
Quarter 3 performance was impacted by very high levels of bus operator staff shortage caused by a mixture of sickness, vacancies and strike action. We also saw a minor increase in mechanical issues with vehicles, along with increased congestion linked to the rail strikes.

**Annual trend (%)**



The past four quarters have been impacted by bus operator strike action, multiple Tube and National Rail strikes and the funeral of Queen Elizabeth II. There have also been much higher than normal staff shortages due to both driver sickness and vacancies. Congestion has typically been lower than the pre-coronavirus pandemic base but has begun to increase more recently.

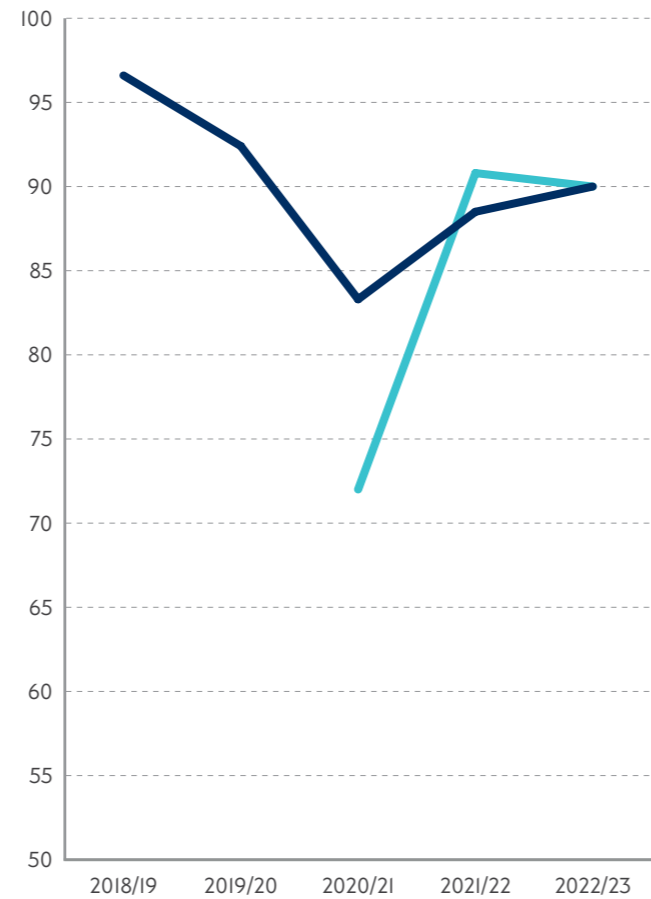
**London Underground trips operated, against schedule**  
Past five quarters (%)



— Scheduled trips operated — Target

The level of scheduled service operated in Quarter 3 has improved to 90.8 per cent, which is 1.6 percentage points higher than the same quarter in 2021/22. Fleet availability has improved on the District line but we are still seeing issues on the Jubilee and Central lines. Staff and fleet availability remain the top two factors affecting service levels. The network was also disrupted by industrial action on Network Rail services.

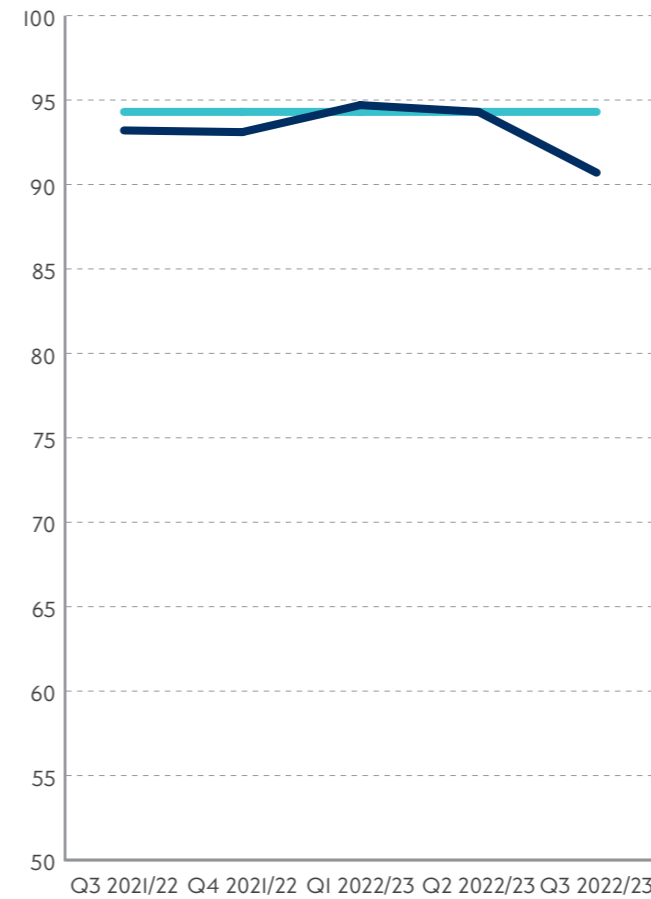
**Annual trend (%)**



— Scheduled trips operated — Target

Services operated for the year to date is showing an improving trend, currently standing at 90.0 per cent. As in the first two quarters of 2022/23, the year-to-date figure is higher than the previous two financial years but remains below pre-coronavirus pandemic levels.

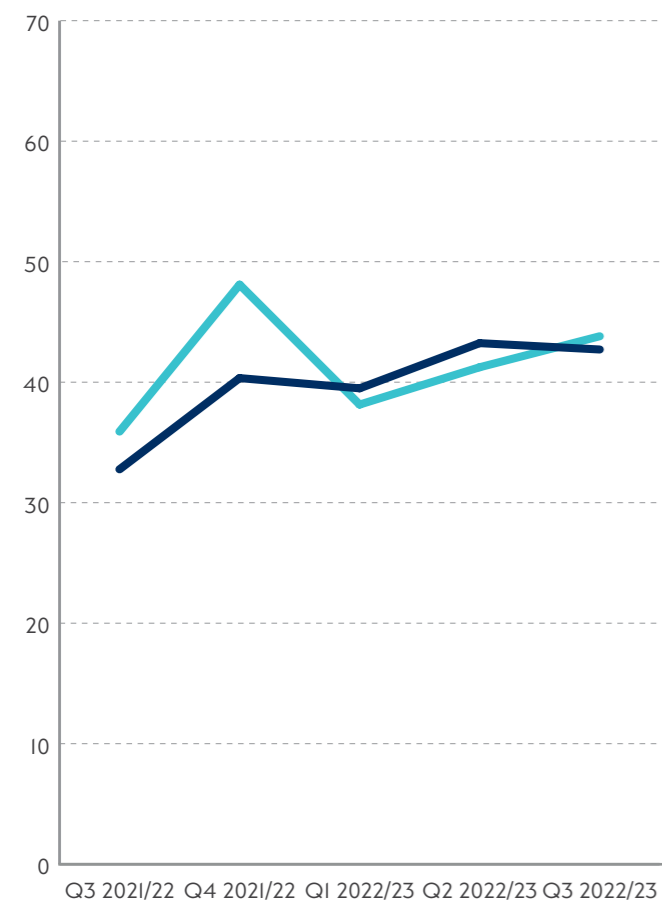
**Elizabeth line public performance measure**  
Past five quarters (%)



— Public performance — Target

This quarter the Elizabeth line delivered a public performance measure of 90.7 per cent. There was a historic moment on 6 November when the central operating section joined up with the mainline railways to the east and west. This enabled customers to travel the full length of the line without changing trains.

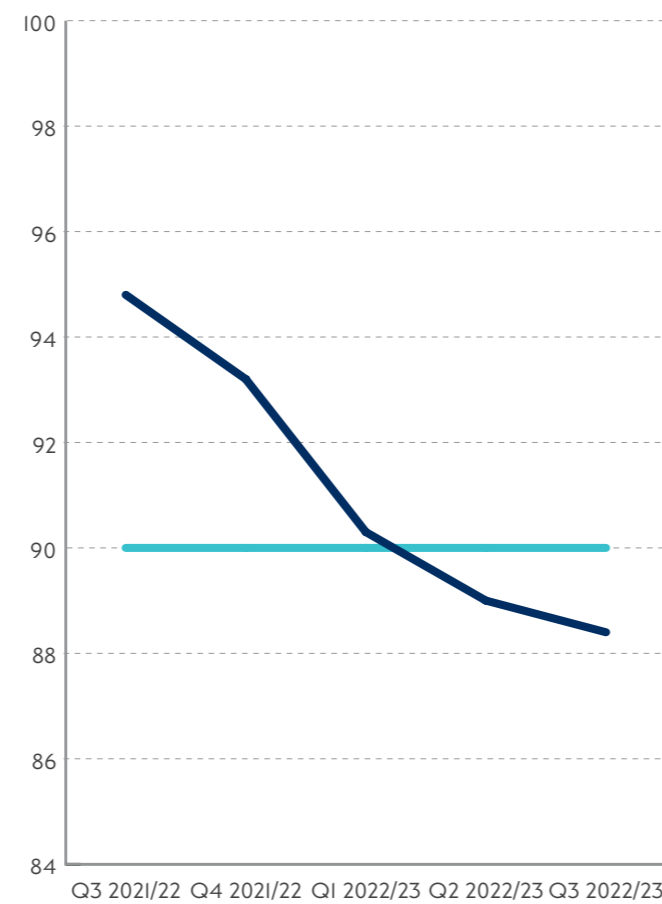
**Victoria Coach Station departures**  
Annual trend (moving average, thousands)



Departures Target

Victoria Coach Station continues to show a positive trend towards pre-coronavirus pandemic numbers of departures. This is reflected in the increased departure numbers seen since Quarter 4 2022/23. Domestic, foreign and tour operators continue to rebuild their business operations to enable UK and wider market growth in the coach industry, which the station continues to support.

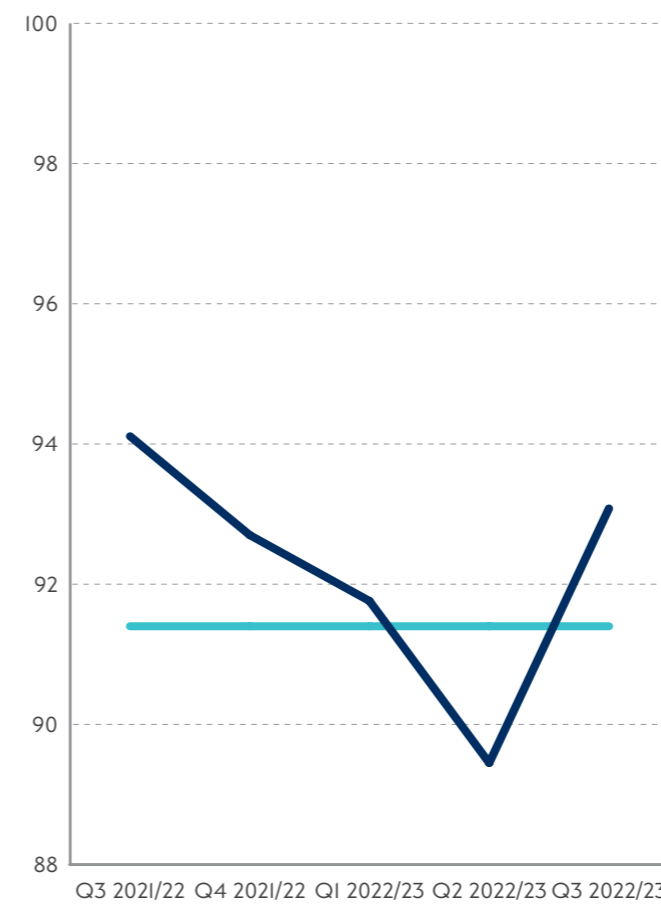
**Dial-a-Ride trip requests scheduled**  
Past five quarters (%)



Trip requests Target

The number of trip requests that were scheduled this quarter fell just under the 89 per cent target. This is largely due to increased demand, which has been increasing period-on-period and is currently at 63 per cent of pre-coronavirus pandemic levels. To address this we are seeking to recruit more drivers.

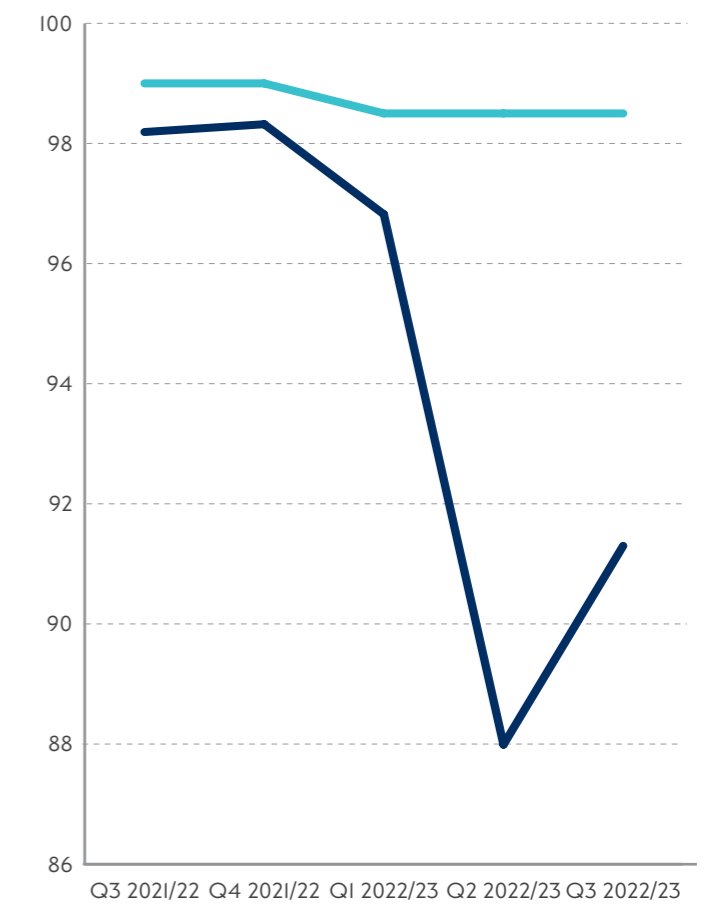
**London Overground time to three**  
Past five quarters (%)



Time to three Target

Performance was better than target in this quarter, reaching 93.08 per cent. This is despite being unable to operate any service on the Richmond and Clapham Junction to Stratford line for a day due to problems with overhead power lines. Our strike timetables worked well, with increased services on the Sydenham to New Cross section to mitigate against overcrowding.

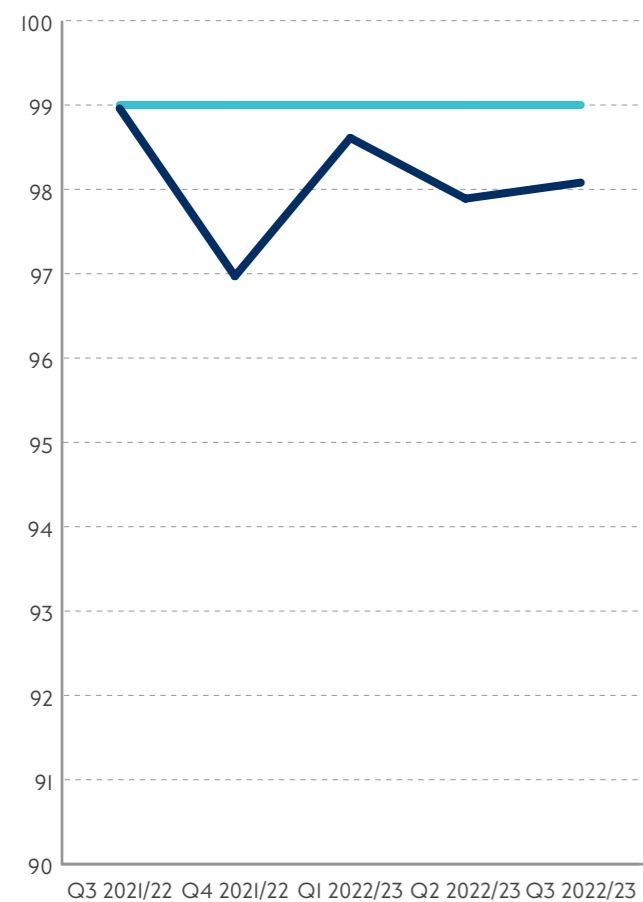
**London Trams scheduled services operated**  
Past five quarters (%)



Scheduled services operated Target

Tram performance this quarter was below target, with 91.3 per cent of scheduled services operated. We attribute this to several factors, including: reduced fleet availability, industrial action, and the impact of 11 service suspensions that resulted in delays, none of which had a common root cause. Fleet availability and reliability has improved since the previous quarter.

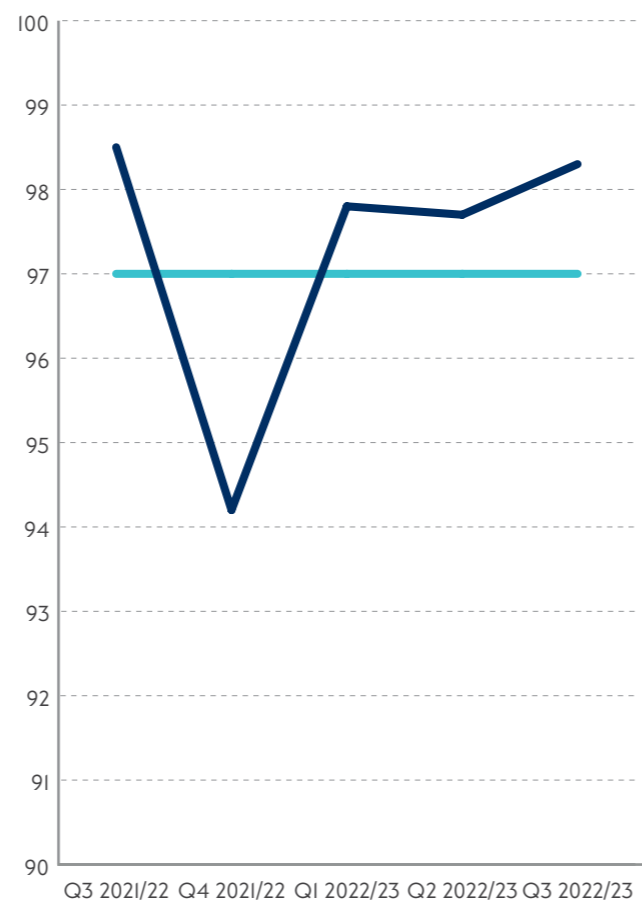
**DLR departures**  
Past five quarters (%)



— Departures — Target

DLR performance remained below target this quarter. This was primarily due to two significant disruptions. These were a failure of the communications system, which was out of service for one day but took three days to fully restore; and industrial action on London Underground, which prevented the DLR from serving Bank station for part of the strike day.

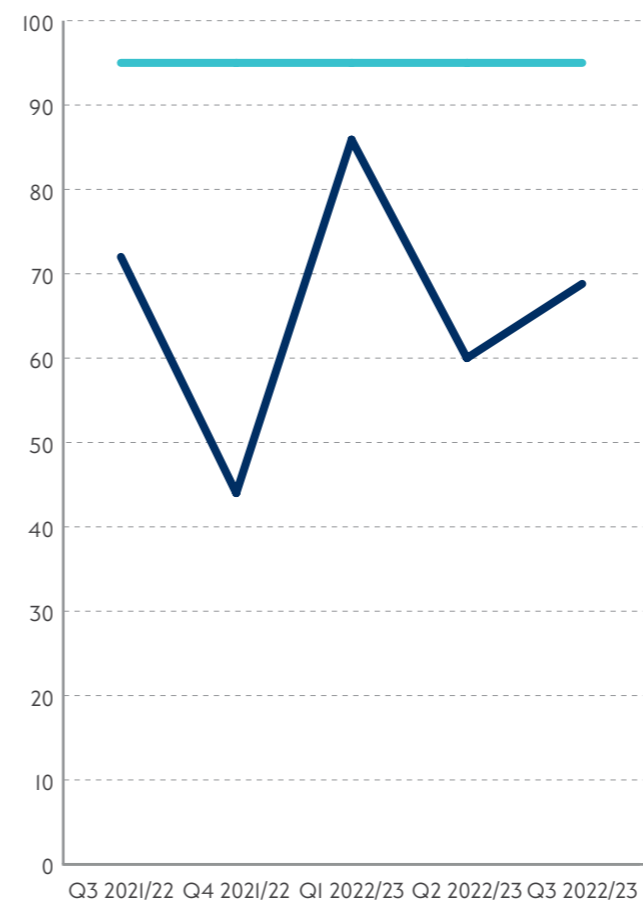
**IFS Cloud Cable Car availability**  
Past five quarters (%)



— Service availability — Target

Cable car availability remains above target at 98.3 per cent, and close to the 98.5 per cent we achieved in the same quarter last year. Downtime this quarter was mainly due to seasonal high gusting wind at tower height.

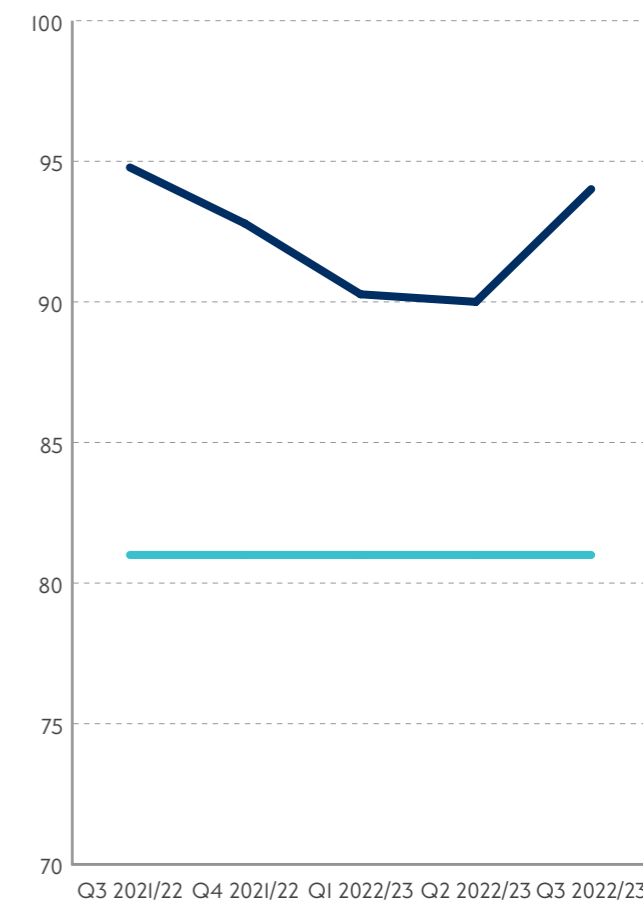
**Woolwich Ferry availability**  
Past five quarters (%)



— Service availability — Target

Woolwich Ferry availability was 68.8 per cent this quarter, compared to 72 per cent for the same quarter last year. Service downtime was mainly due to crew resourcing issues but there were also failures of equipment.

**Santander Cycles docking station availability**  
Past five quarters (%)

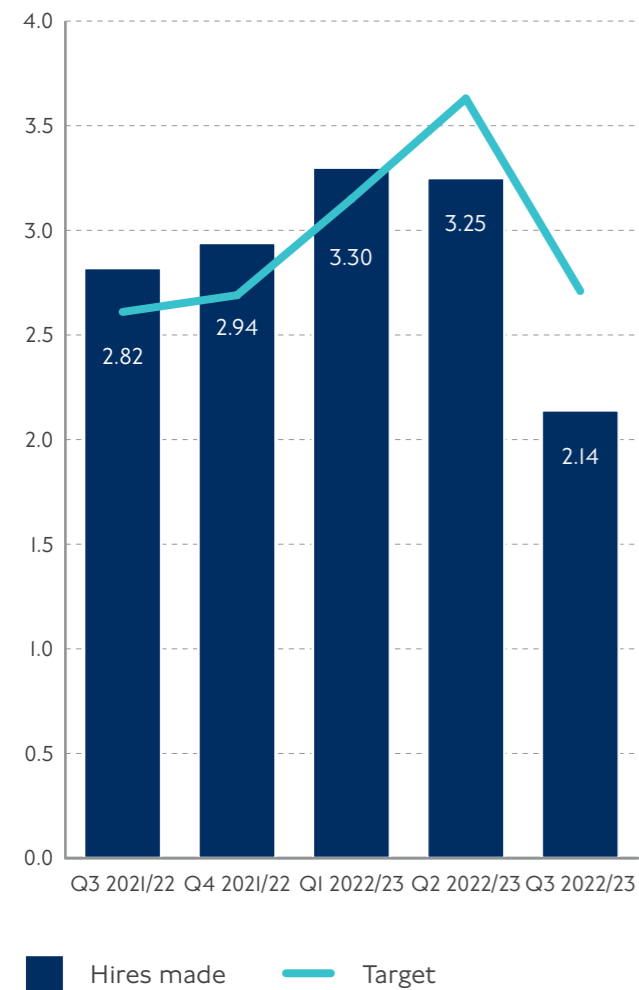


— Docking station availability — Target

Docking station availability remained very high this quarter, with an empty docking point or bike available on average 94 per cent of the time. This is above the 81 per cent target. A reduction in the total number of hires contributed to this increase in availability.

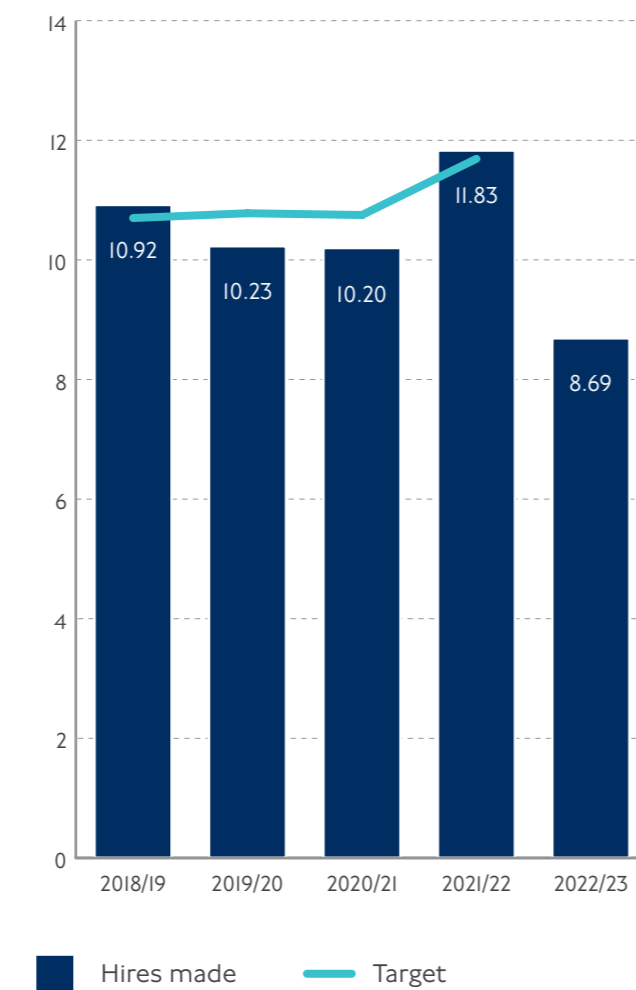
# Santander Cycles

Hires made  
Past five quarters (millions)



There were 2,136,497 hires this quarter, which is 21 percentage points below target, and a reduction of 574,205 hires on Quarter 2. This quarter, we experienced some minor issues following the introduction of a new back-office system, which impacted customers' ability to hire cycles. We also experienced a significant amount of inclement weather, which affects hire volumes.

Annual trend (year to date)



More than 8.6 million hires have taken place so far in 2022/23. The dip in number of hires is caused by several factors as previously reported, but we have seen an increase in e-bike hires.

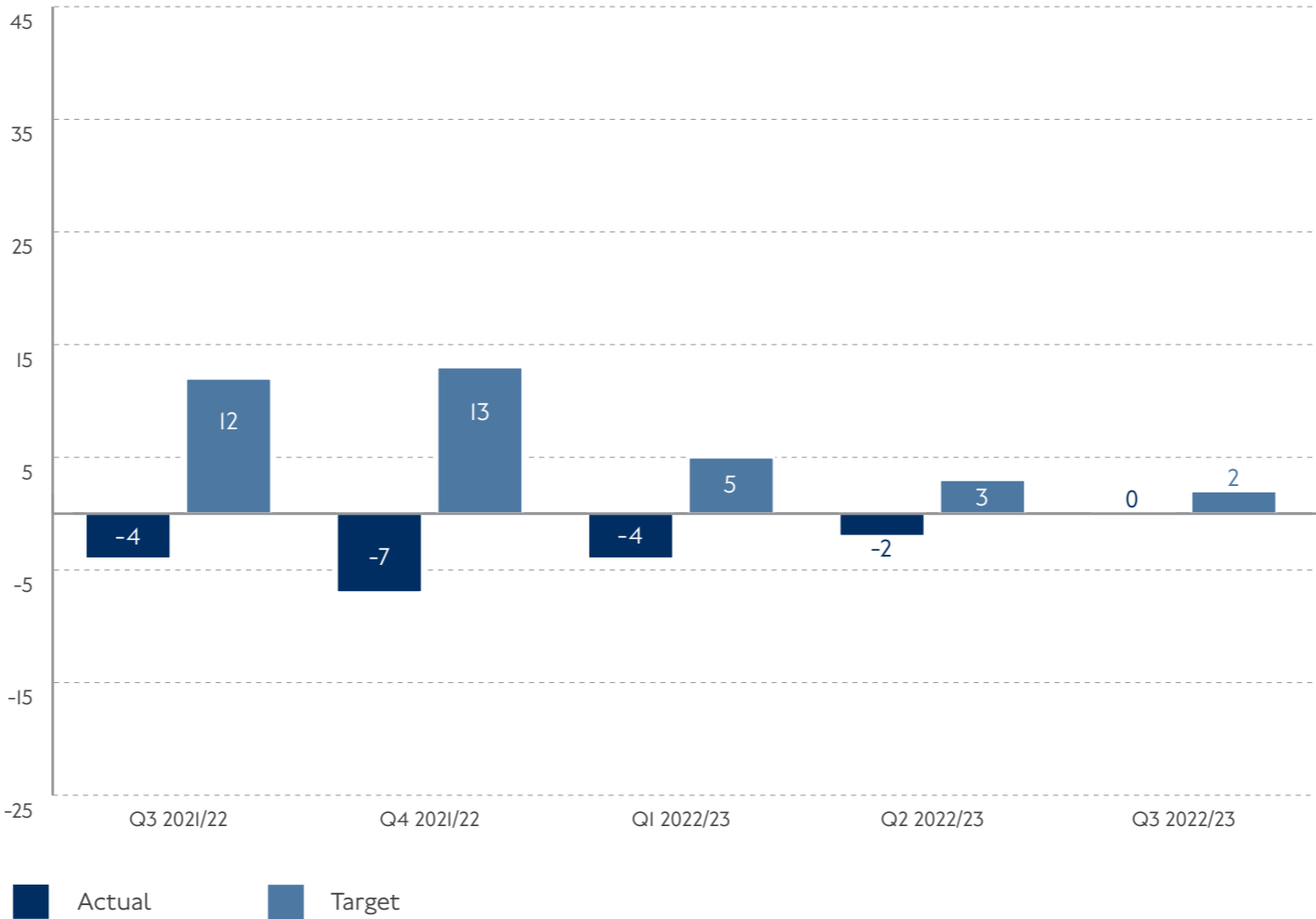


More than 8.6 million cycle hires have been made in 2022/23

# Roads and traffic

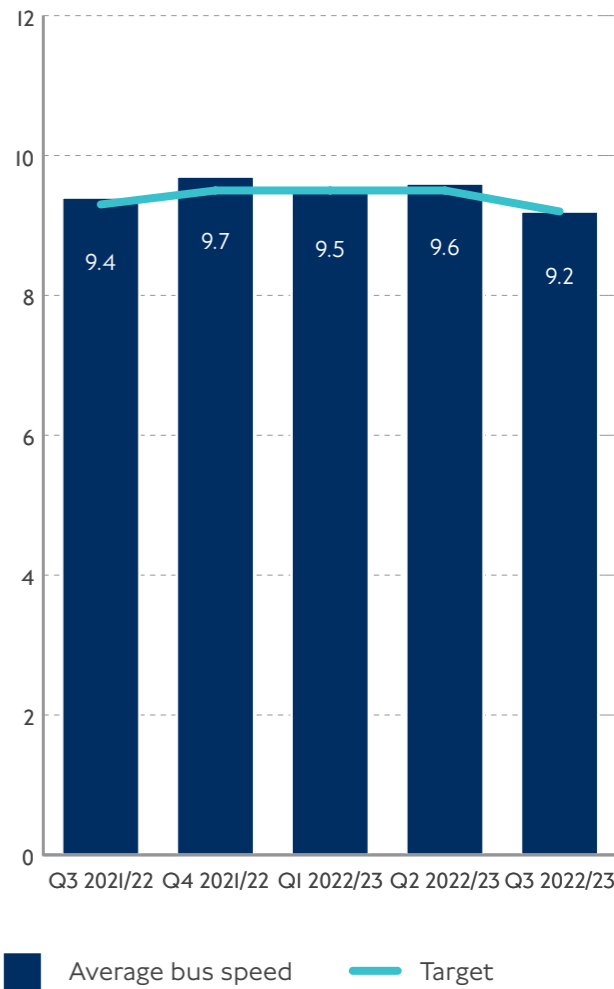
During this quarter, our road network has been disrupted by increased industrial action and demonstration activity. Traffic flow on our roads remains below pre-coronavirus pandemic levels.

**Road disruption**  
Past five quarters (%)



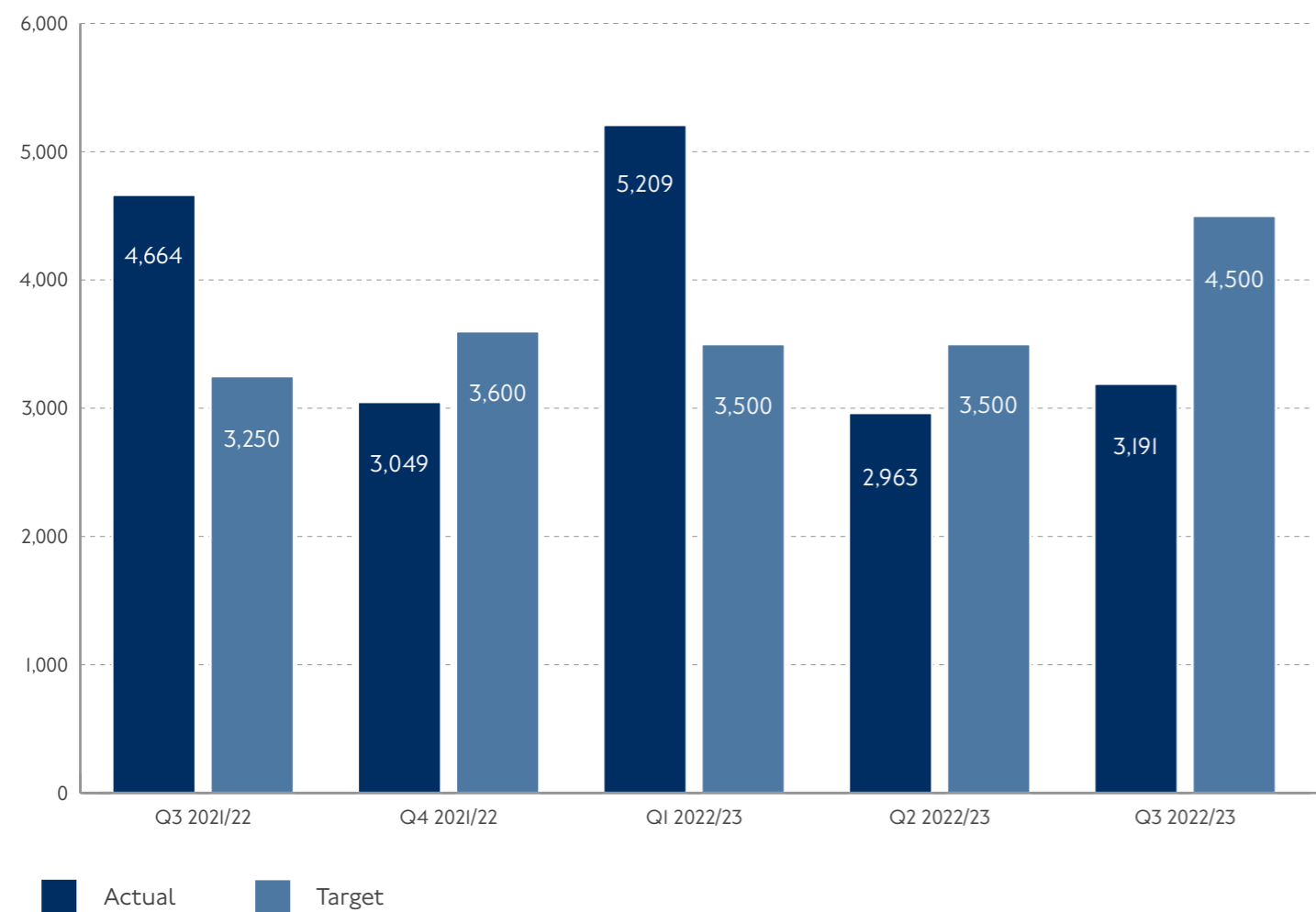
Quarter 3 saw road disruption remain below 2019 levels, which was largely due to industrial action in the second half of October and a reduction in the number of serious or severe incidents. Roadworks on the A4 Great West Road and Stop Oil protests in October caused most of the disruption this quarter. Total disruption across our roads this quarter was below the expected target of plus seven per cent. Overall disruption remains below 2019 levels, with the year-to-date average being minus two per cent.

**Bus average speed**  
Past five quarters (mph)



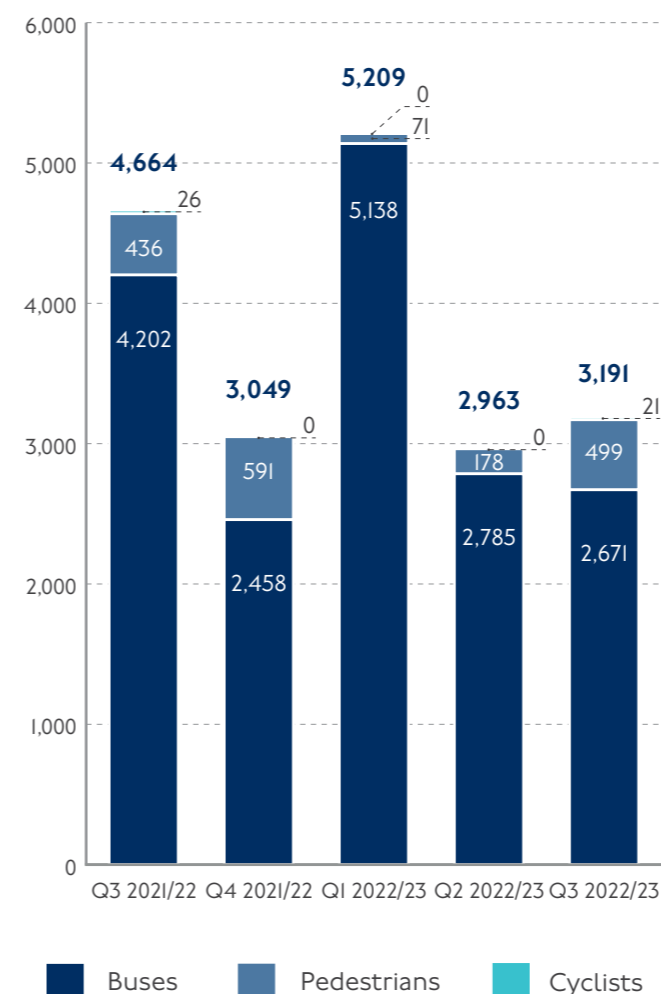
Average bus speed has remained higher than the pre-coronavirus pandemic base throughout the past five quarters, which have seen both lower levels of general traffic disruption and passenger volumes. Typical seasonal variations have been recorded but with the actual speed tracking at two to three percentage points faster than the pre-pandemic base.

**Traffic signal time savings**  
Past five quarters (hours)



Quarter 3 saw 3,191 hours saved for sustainable modes from our traffic signal review programme. This was below the quarterly forecast of 4,500 hours, but as with Quarter 2, this is a phasing issue, offsetting the higher than anticipated levels of delivery in Quarter 1. The programme is on course to deliver the anticipated benefits by year end, and we have resolved most of the operational issues that were affecting our ability to measure benefits.

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



Quarter 3 once again saw strong savings for bus passengers, totalling more than 2,500 hours per day. In addition, we saved nearly 500 hours for pedestrians and 21 hours for cyclists. We are confident we can achieve our end-of-year target.

# Customers

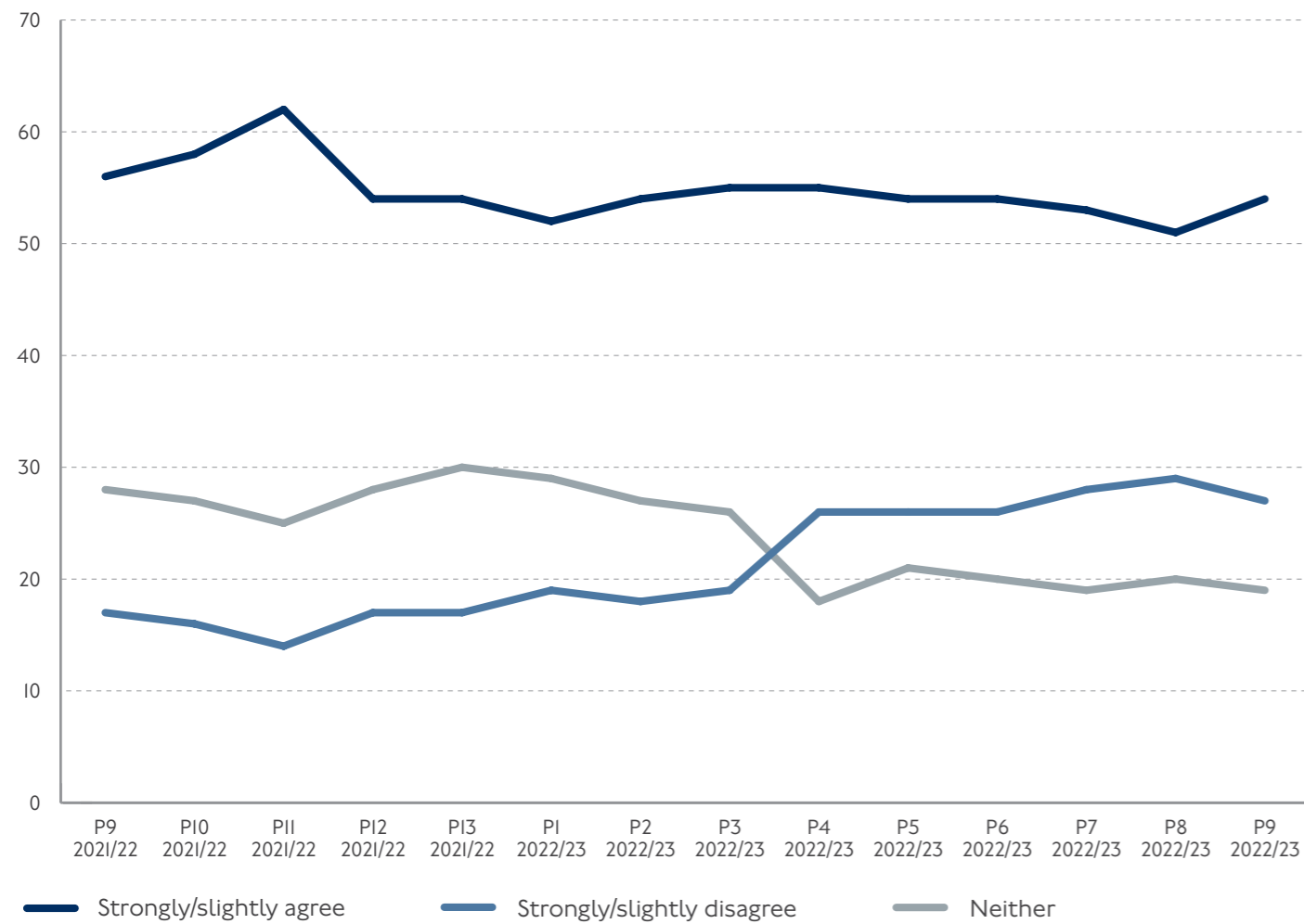
We have continued to support and engage our customers to ensure we deliver the best possible customer experience





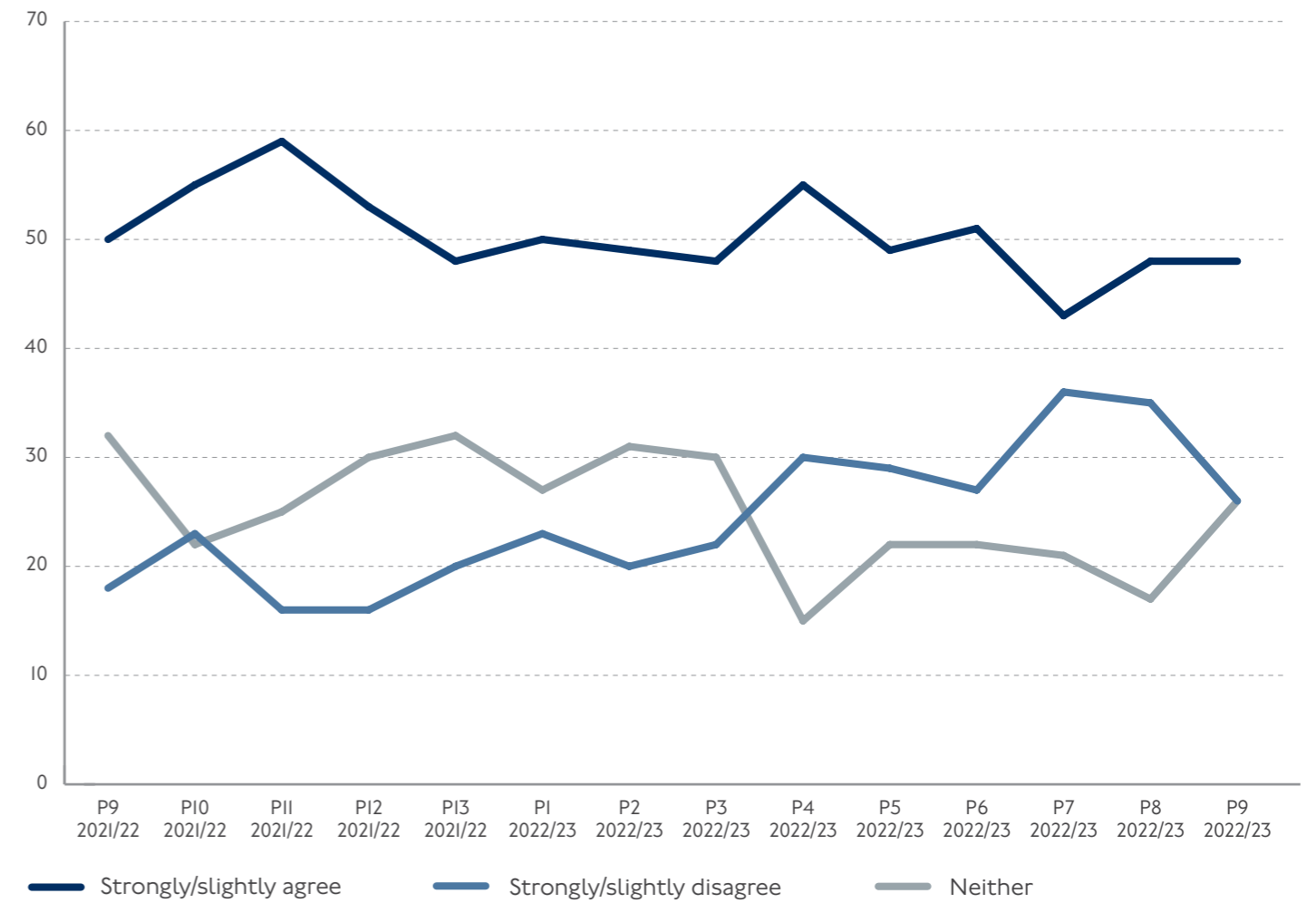
# TfL cares about its customers

**All Londoners**  
Agreement, disagreement, neither (%)



The percentage of Londoners agreeing with the statement 'TfL cares about its customers' in this quarter is 53 per cent. Among public transport users, which is defined as people who have used public transport within the previous seven days, the figure is 56 per cent. Our overall score for the year to date is 54 per cent, three percentage points below our scorecard target. A number of ongoing factors continue to affect our care score: strike action across our network, cost of living crisis and a busier network compared to last year.

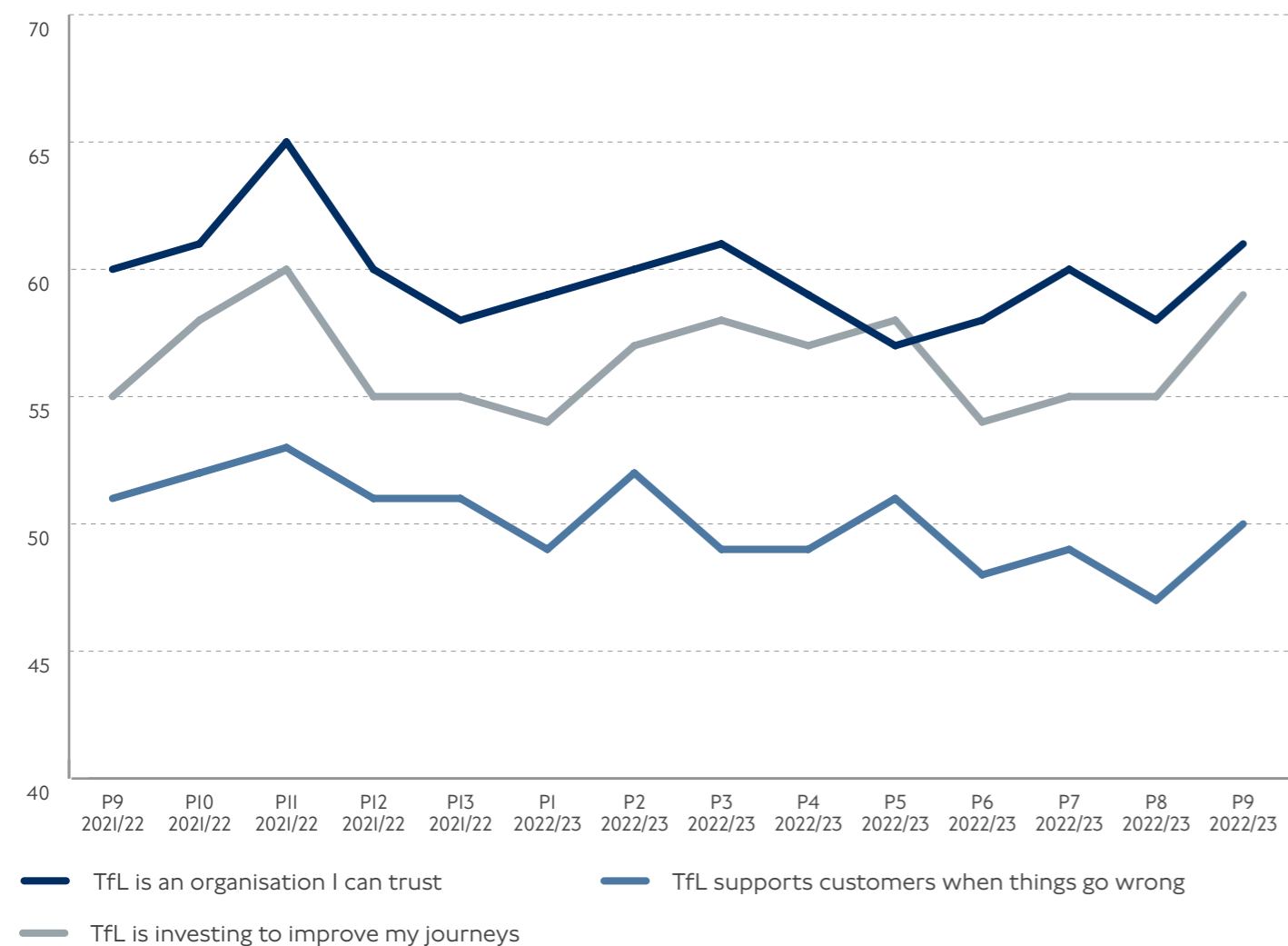
**Disabled Londoners**  
Agreement, disagreement, neither (%)



The percentage of disabled Londoners agreeing that 'TfL cares about its customers' in this quarter is 46 per cent. Our overall score for the year to date is 49 per cent, three percentage points lower than our 2021/22 score. Disabled Londoners continue to feel less confident to travel than non-disabled Londoners, but the gap is closing gradually.

### Key survey questions

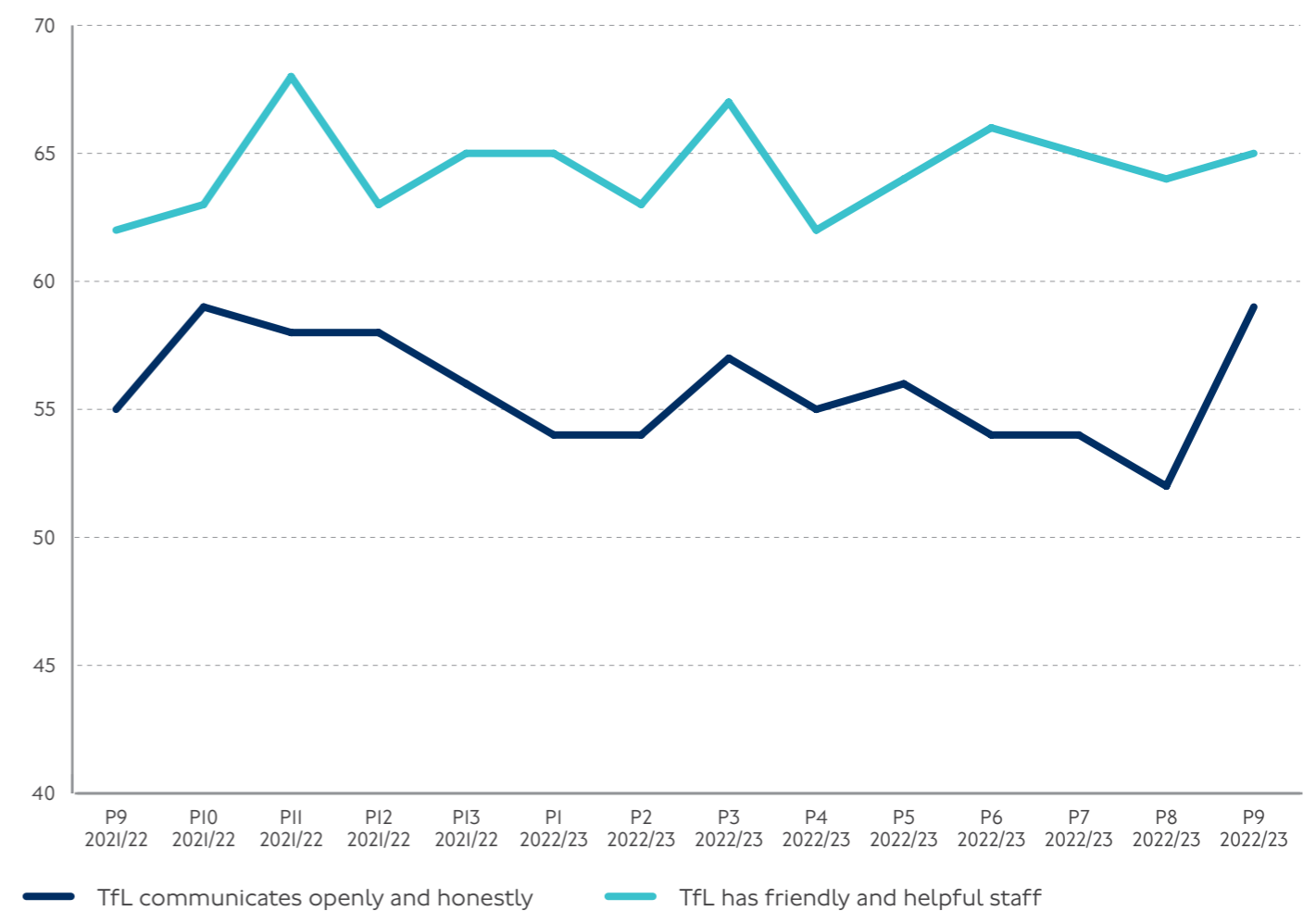
Agreement (%)



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

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

Agreement (%)



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

**Winning back our customers:  
key areas focus**

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

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

2  
001

**DINNER DATE**

Travel in  
Zones 2-4 for  
£1.90 off-peak

Do more of what you love.  
Tube it. Bus it. Train it.

#LetsDoLondon

Fare stated is the adult off-peak pay as you go journey  
between Zone 2-4 on Tube, DLR, London Overground  
and Elizabeth line services.

MAYOR OF LONDON

TRANSPORT  
FOR LONDON  
EVERY JOURNEY MATTERS

# Satisfaction

## Past five quarters Score

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

In Quarter 3, overall satisfaction decreased slightly, although not significantly for most modes. Satisfaction with the Elizabeth line remains high, despite a decrease this quarter after a record high score in Quarter 2, which saw the launch of the service.

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

# Calls

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

## General contact centre calls Past five quarters

|                                   | Q3 2021/22 | Q4 2021/22 | Q1 2022/23 | Q2 2022/23 | Q3 2022/23 |
|-----------------------------------|------------|------------|------------|------------|------------|
| Telephone calls                   | 696,500    | 604,653    | 514,986    | 580,593    | 648,557    |
| Calls abandoned (%)*              | 22.78      | 13.02      | 9.8        | 14.54      | 14.22      |
| Correspondence                    | 163,862    | 198,028    | 189,111    | 218,007    | 228,217    |
| Cases closed (%)**                | 70.33      | 68.96      | 81.12      | 83.44      | 82.03      |
| Average speed of answer (seconds) | 1573       | 779        | 366        | 348        | 724        |

The number of calls to our contact centre rose 12 per cent compared to the last quarter, but was nine per cent lower than the same quarter last year. Abandoned calls fell by two per cent this quarter and are 38 per cent lower than last year, while wait times were up 108 per cent on last quarter but down 54 per cent on last year. This is due to the seasonal increase in demand around photocards we see in this quarter. Careful planning has enabled us to improve our performance on last year significantly.

Correspondence demand also increased five per cent on Quarter 2, and is up 39 per cent on the previous year.

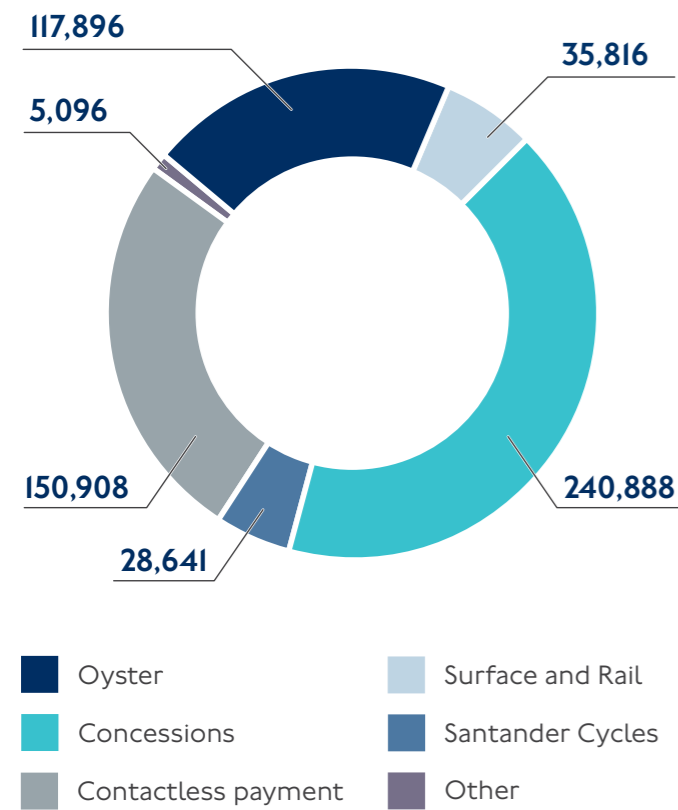
\* Target of 15 per cent or lower

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

## Past five years

|                      | 2018/19   | 2019/20   | 2020/21   | 2021/22   | 2022/23<br>year to date |
|----------------------|-----------|-----------|-----------|-----------|-------------------------|
| Telephone calls      | 2,699,025 | 2,687,696 | 1,304,300 | 2,292,137 | 1,744,138               |
| Calls abandoned (%)* | 10.9      | 16.2      | 7.6       | 16.12     | 12.97                   |
| Correspondence       | 609,201   | 757,298   | 364,778   | 580,567   | 635,335                 |
| Cases closed (%)**   | 82.0      | 78.9      | 83.4      | 73.80     | 82.22                   |

**Calls by subject\***  
This quarter



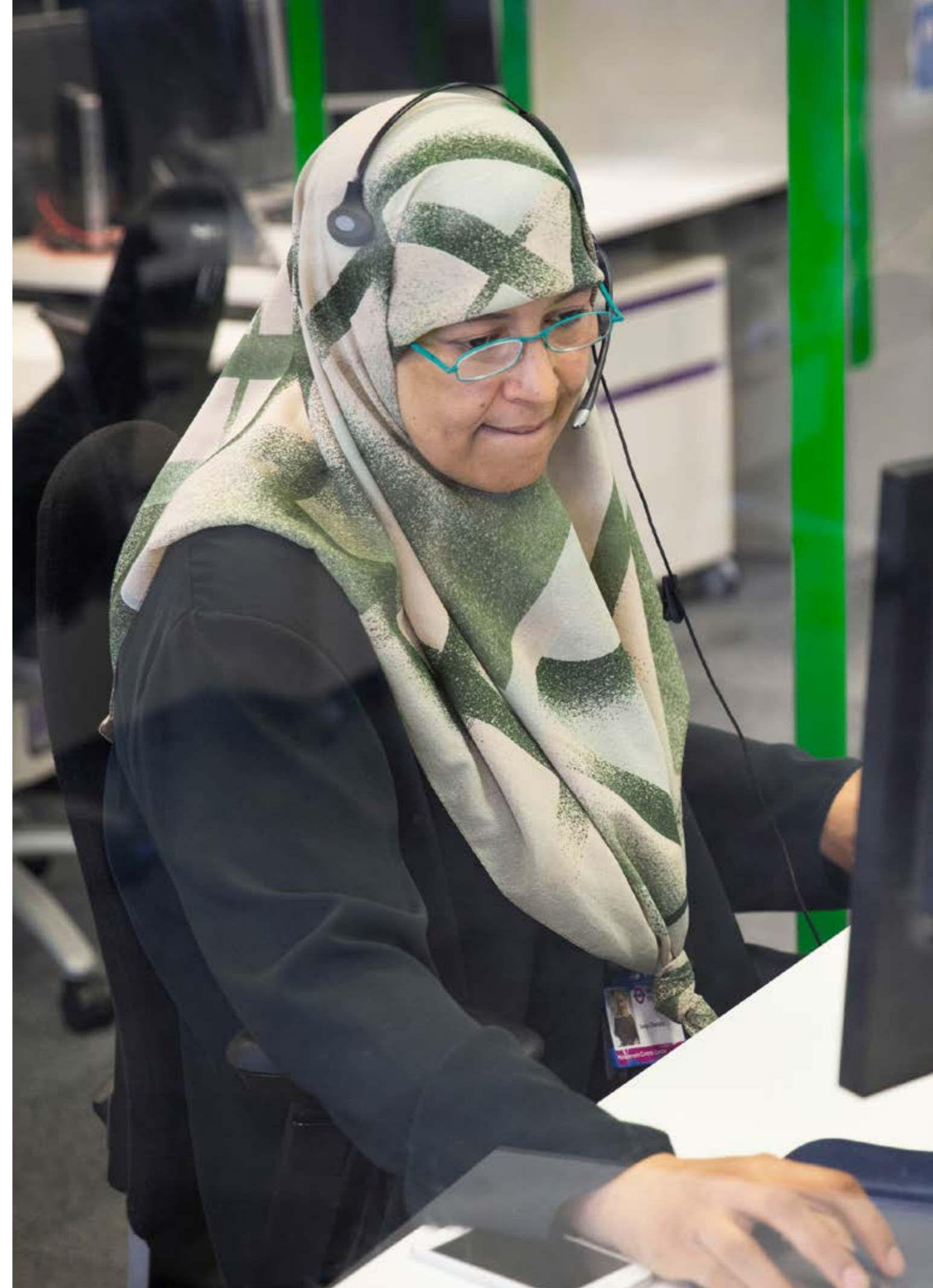
Overall, we've seen a 14 per cent rise in call volumes on last quarter, though volumes are down by 17 per cent from Quarter 3 2021/22. This is in line with our improved handling of the start of our seasonal peak.

Contactless demand is up 11 per cent on last quarter, and up 29 per cent on the previous year as passenger numbers continue to recover. Oyster demand fell seven per cent on last quarter and was down 32 per cent on last year.

Surface and Rail was down two per cent on last quarter, down five per cent on last year.

Cycle hire increased 33 per cent on last year, despite recording a 10 per cent fall on last quarter. This was partly due to adverse weather seen between mid October and early December resulting in lower than expected hires. E-bikes were also introduced to the scheme in September and have proved very popular. On average they are being ridden 4.5 times each per day. More than 110,000 e-bike hires have been made so far.

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



Our contact centres continue to handle a high volume of calls

## Road charging and ULEZ

### Past five quarters

|                                   | Q3 2021/22 | Q4 2021/22 | Q1 2022/23 | Q2 2022/23 | Q3 2022/23 |
|-----------------------------------|------------|------------|------------|------------|------------|
| Calls received                    | 462,698    | 559,940    | 334,393    | 286,306    | 270,099    |
| Calls answered                    | 431,969    | 542,331    | 328,045    | 281,449    | 264,702    |
| Calls abandoned (%)               | 6.6        | 3.1        | 1.9        | 2.0        | 2.0        |
| Average speed of answer (seconds) | 76         | 14         | 24         | 34         | 41         |

Our road user charging contact centre, operated by Capita, continues to perform well within contractual targets, with call volumes during Quarter 3 remaining stable. The average speed of answer for Quarter 3 is 41 seconds and the call abandon rate is two per cent against a target of no more than 12 per cent of calls.

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

### Past five years

|                                   | 2018/19   | 2019/20   | 2020/21   | 2021/22   | 2022/23<br>year to date |
|-----------------------------------|-----------|-----------|-----------|-----------|-------------------------|
| Calls received                    | 1,080,837 | 1,486,715 | 1,145,772 | 1,590,871 | 890,798                 |
| Calls answered                    | 1,043,877 | 1,440,357 | 1,093,382 | 1,518,973 | 874,196                 |
| Calls abandoned (%)               | 3         | 3         | 5         | 5         | 2                       |
| Average speed of answer (seconds) | 43        | 42        | 63        | 48        | 32                      |

## Taxis and private hire Past five quarters

|                                   | Q3 2021/22 | Q4 2021/22 | Q1 2022/23 | Q2 2022/23 | Q3 2022/23 |
|-----------------------------------|------------|------------|------------|------------|------------|
| Calls received                    | 72,942     | 56,597     | 48,626     | 55,575     | 155,402    |
| Calls answered                    | 65,385     | 55,938     | 47,858     | 54,425     | 100,558    |
| Calls abandoned (%)               | 10.4       | 1.2        | 2.0        | 2.0        | 35.0       |
| Average speed of answer (seconds) | 314        | 21         | 29         | 40         | 2,145      |

In Quarter 3 we saw a significant increase in demand for taxi and private hire vehicle licensing services, with 180 per cent higher call volume than usual. This was due to changes to private hire vehicle licensing that required all newly licensed private hire vehicles to be Zero Emission Capable from 1 January 2023.

Ahead of this change being introduced, the private hire industry sought to license as many non-compliant vehicles as possible, severely impacting our telephone and vehicle inspection services. We had anticipated an increase in demand and pre-emptively increased our capacity by around 20 per cent, implementing a number of mitigating measures, including a temporary telephone number for renewal requests. We also increased inspection capacity,

including opening at weekends. However, even with these additional measures the demand far exceeded our capacity.

We took the decision that any taxi or private hire vehicle with a licence due to expire in December would remain licensed until April 2023, subject to the vehicle obtaining a satisfactory MOT for safety purposes. This allowed drivers to continue working at their busiest period of the year.

We have since seen call volumes and demand for vehicle inspections return to normal levels, confirming this was a temporary issue that is unlikely to be repeated. We have enough capacity in April to be able to undertake the necessary vehicle licensing inspections.

## Past five years

|                                   | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 2022/23<br>year to date |
|-----------------------------------|---------|---------|---------|---------|-------------------------|
| Calls received                    | 840,178 | 749,561 | 222,291 | 235,135 | 259,603                 |
| Calls answered                    | 582,022 | 532,096 | 158,847 | 225,445 | 202,841                 |
| Calls abandoned (%)               | 30      | 29      | 29      | 4       | 22                      |
| Average speed of answer (seconds) | 733     | 699     | 896     | 111     | 1,081                   |



**Dial-a-Ride**  
Past five quarters

|                                   | Target | Q3 2021/22 | Q4 2021/22 | Q1 2022/23 | Q2 2022/23 | Q3 2022/23 |
|-----------------------------------|--------|------------|------------|------------|------------|------------|
| Calls received                    | N/A    | 83,958     | 102,724    | 91,224     | 93,267     | 75,705     |
| Calls abandoned (%)               | 10     | 9.7        | 13.8       | 11.2       | 11.1       | 11.0       |
| Average speed of answer (seconds) | 180    | 238        | 344        | 276        | 275        | 276        |
| Email bookings                    | N/A    | 10,186     | 10,684     | 10,728     | 9,761      | 10,202     |

Our average speed of answer and abandoned rate remained similar to the previous quarter. While this is encouraging, because of increased demand currently standing at 63 per cent pre-coronavirus pandemic levels, we are still not consistently hitting our targets.

We are addressing this shortfall through recruitment campaigns to increase the number of operators available to answer calls and make trip reservations. This should help improve the performance overall and achieve the target for abandoned call percentage.

Note that data between Saturday 19 November and Thursday 8 December 2022 of Period 9 is missing due to a telephone software upgrade. As a result, our call volumes are significantly under-reported, and our performance statistics do not include this period.

Past five years

|                                   | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 2022/23<br>year to date |
|-----------------------------------|---------|---------|---------|---------|-------------------------|
| Calls received                    | 564,391 | 533,868 | 117,275 | 299,944 | 260,196                 |
| Calls abandoned (%)               | 10.5    | 10.7    | 5.5     | 10.6    | 11.1                    |
| Average speed of answer (seconds) | 233     | 287     | 108     | 249     | 275                     |
| Email bookings                    | 45,950  | 82,450  | 6,368   | 31,573  | 30,691                  |

# Complaints

## Complaints

Year on year (per 100,000 journeys)

|                       | Q3 2021/22 | Q3 2022/23 | Variance (%) |
|-----------------------|------------|------------|--------------|
| London Underground    | 1.22       | 0.88       | -28          |
| London Buses          | 3.32       | 3.82       | 15           |
| DLR                   | 0.54       | 0.94       | 74           |
| London Overground     | 0.65       | 0.36       | -45          |
| Elizabeth line        | 2.04       | 0.74       | -64          |
| London Trams          | 0.82       | 0.83       | 1            |
| IFS Cloud Cable Car   | 3.47       | 4.17       | 20           |
| Congestion charge     | 3.33       | 2.21       | -34          |
| Dial-a-Ride*          | 74.92      | 97.97      | 31           |
| London River Services | 0.16       | 0.12       | -25          |
| Santander Cycles      | 2.16       | 4.57       | 112          |
| Taxis**               | 4.21       | 5.12       | 22           |
| Private hire**        | 2.24       | 2.88       | 29           |
| Contactless           | 0.5        | 0.5        | 0            |
| Oyster                | 0.83       | 0.63       | -24          |

London Underground saw a 28 per cent drop in complaints, despite a 24 per cent increase in passenger numbers. London Overground and the Elizabeth line followed this pattern with Overground complaints down 45 per cent against a 44 per cent rise in journeys, while the Elizabeth line saw a 64 per cent fall in complaints and a 248 per cent increase in demand.

Buses, IFS Cloud Cable Car, and Dial-a-Ride all saw complaints increase in line with increases in customer demand. DLR saw

a 74 per cent rise in complaints against a seven per cent rise in demand, driven by complaints relating to delays. This was due to the change in timetables and reduction in train size implemented during September.

Ticketing remained constant with 0.5 complaints per 100,000 journeys, despite a 36 per cent increase in demand. Oyster complaints fell 24 per cent despite demand being 11 per cent higher than this time last year. Overall we are still seeing a shift towards Contactless and its flexibility as we recover from the coronavirus pandemic.

## Past five years

|                       | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 2022/23 year to date |
|-----------------------|---------|---------|---------|---------|----------------------|
| London Underground    | 0.98    | 1.14    | 1.74    | 1.26    | 0.99                 |
| London Buses          | 3.17    | 3.17    | 4.37    | 3.29    | 3.38                 |
| DLR                   | 0.78    | 0.89    | 1.09    | 0.54    | 0.70                 |
| London Overground     | 1.69    | 1.58    | 1.24    | 0.65    | 0.53                 |
| Elizabeth line        | 2.39    | 2.30    | 2.26    | 1.77    | 0.93                 |
| London Trams          | 1.28    | 1.65    | 1.76    | 0.85    | 0.89                 |
| IFS Cloud Cable Car   | 4.11    | 2.83    | 2.57    | 4.69    | 3.67                 |
| Congestion charge     | 1.59    | 2.48    | 3.83    | 3.55    | 2.27                 |
| Dial-a-Ride*          | 69.86   | 83.62   | 64.87   | 61.33   | 72.34                |
| London River Services | 1.49    | 1.26    | 2.44    | 0.47    | 0.24                 |
| Santander Cycles      | 4.00    | 3.54    | 2.68    | 2.24    | 3.15                 |
| Taxis**               | 7.22    | 8.06    | 1.69    | 3.24    | 3.36                 |
| Private hire**        | 2.95    | 2.57    | 1.36    | 2.3     | 2.01                 |
| Contactless           | 0.21    | 0.40    | 0.39    | 0.5     | 0.53                 |
| Oyster                | 0.15    | 0.17    | 0.26    | 0.48    | 0.5                  |

Overall, complaints per 100,000 journeys are tracking slightly higher than last year. Of the major rail modes, London Underground (down 21 per cent), Overground (down 18 per cent) and the Elizabeth line (down 47 per cent, despite increased passenger numbers) are all performing very well.

Buses are three per cent higher than last year, while Oyster and Contactless are also slightly higher than the previous year. IFS Cloud Cable Car, Congestion Charge, London River Services and private hire are all showing improvements on last year.

Santander Cycles are up 41 per cent on last year, though the complaints are mostly from customers experiencing issues with the mobile app. We are working with our colleagues in that area to investigate this trend in more detail and find a resolution.

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

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



Customers praise the support our frontline staff offer

# Commendations

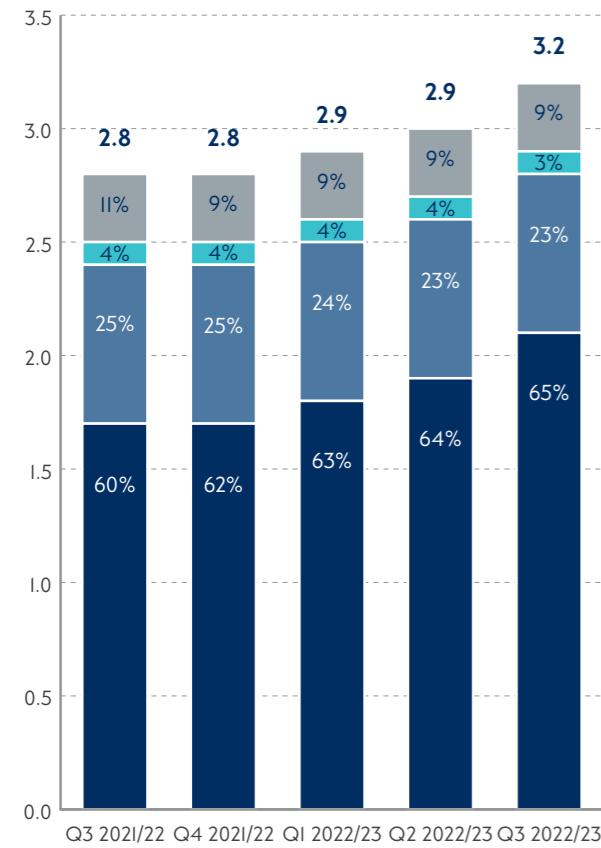
## Commendations Past five quarters

|                        | Q3 2021/22 | Q4 2021/22 | Q1 2022/23 | Q2 2022/23 | Q3 2022/23 |
|------------------------|------------|------------|------------|------------|------------|
| London Underground     | 259        | 272        | 337        | 312        | 290        |
| London Buses           | 607        | 733        | 693        | 610        | 577        |
| DLR                    | 12         | 2          | 12         | 20         | 11         |
| London Overground      | 38         | 33         | 26         | 39         | 24         |
| Elizabeth line         | 29         | 39         | 11         | 52         | 46         |
| London Trams           | 5          | 8          | 2          | 2          | 2          |
| IFS Cloud Cable Car    | 7          | 4          | 5          | 8          | 7          |
| Dial-a-Ride            | 35         | 13         | 8          | 4          | 3          |
| London River Services  | 2          | 3          | 3          | 0          | 1          |
| Santander Cycles       | 0          | 0          | 0          | 0          | 0          |
| Taxis and private hire | 23         | 20         | 31         | 30         | 26         |
| TfL Road Network       | 0          | 2          | 0          | 1          | 1          |
| TfL Policy             | 4          | 3          | 8          | 6          | 5          |

Commendations fell by nine per cent on last Quarter, down three per cent on the previous year. Despite this, both London Underground and the Elizabeth line have each seen rises on the previous year, up 12 per cent and 59 per cent respectively. This is alongside significant falls in complaint volumes on these modes.

# Tickets

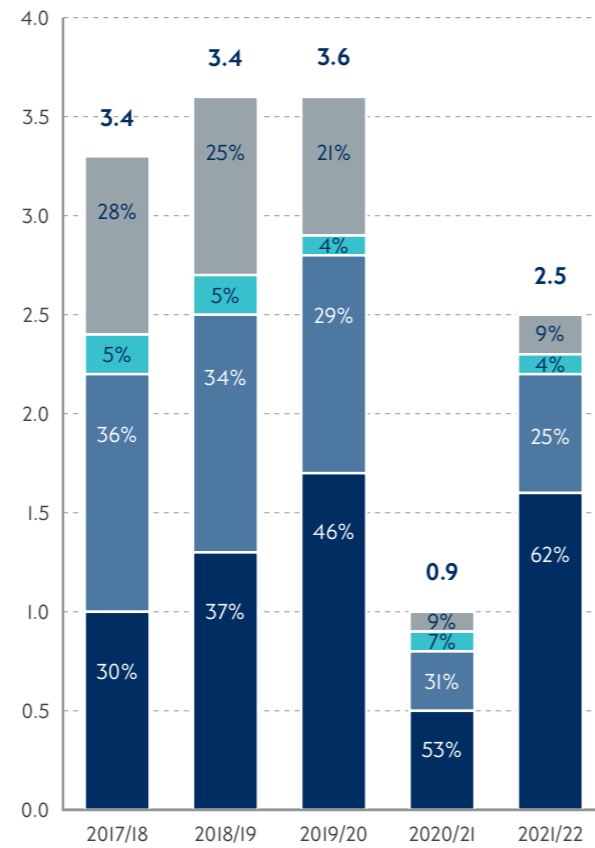
**Fare payer split on typical weekdays\***  
Past five quarters (millions)\*\*



■ Contactless     ■ Oyster PAYG  
■ Buses and Trams     ■ Travelcards


Since travel restrictions relating to the coronavirus pandemic eased in 2021, overall demand is recovering, although the recovery stalled at the end of 2021 due to the new restrictions to prevent the spread of the Omicron coronavirus variant. The share of contactless payment media (cards and mobile devices) used has increased to 65 per cent of all fare payer tickets this quarter, compared to 60 per cent a year ago.

**Past five years (millions)\*\*\***



■ Contactless     ■ Oyster PAYG  
■ Buses and Trams     ■ Travelcards

Before the coronavirus pandemic, the total number of fare payer tickets used remained fairly stable every year, while the share of contactless increased. Demand declined dramatically while pandemic-related travel restrictions were in place. However, the use of contactless payment and Oyster pay as you go has recovered to a greater extent than Travelcards, suggesting some migration from the latter to the former since restrictions were lifted.

**131m** 

contactless bank cards and mobile devices have been used on Buses, Tube and Rail services since launch

 **4.1m**

contactless journeys are made daily

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

\*\* Days measured:  
 Thursday 25 November 2021 Q3 2021/22  
 Thursday 17 March 2022 Q3 2021/22  
 Thursday 9 June 2022 Q3 2022/23  
 Thursday 8 September 2022 Q3 2022/23  
 Thursday 24 November 2022 Q3 2022/23

\*\*\* Days measured:  
 Thursday 8 February 2018  
 Thursday 7 February 2019  
 Thursday 6 February 2020  
 Thursday 4 February 2021  
 Thursday 10 February 2022

# System availability

## Ticketing system availability (%)

|  | Q3 2021/22 |                    |                       | Q3 2022/23 |                    |                       |
|--|------------|--------------------|-----------------------|------------|--------------------|-----------------------|
|  | Actual     | Variance to target | Variance to last year | Actual     | Variance to target | Variance to last year |
| London Underground – ticketing system overall availability | 99.20      | +1.00              | -0.45                 | 98.91      | +0.71              | -0.29                 |
| London Buses – bus validations – overall availability      | 99.75      | +0.75              | +0.13                 | 99.67      | +0.67              | -0.08                 |

Underground and Buses both exceeded their targets in this quarter. Travel using contactless payments continues to grow across all modes. Recent software changes to payment validators on buses have seen fault levels decrease, which we attribute to sustained performance.

## Internal IT

### Past five quarters (%)

|                    | Q3 2021/22 | Q4 2021/22 | Q1 2022/23 | Q2 2022/23 | Q3 2022/23 |
|--------------------|------------|------------|------------|------------|------------|
| System performance | 99.96      | 99.91      | 99.87      | 99.97      | 99.73      |

Quarter 3 saw a drop of 0.24 per cent from Quarter 2, but still remains above the 99.60 per cent target. Fifteen Mission Critical Severity I incidents affected performance in this quarter across eight services, including seven incidents aligned to our Network Service. One incident aligned to our VMWare Service, open for two weeks, accounted for 72 per cent of the total outage time.

### Annual trend (%)

|                    | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 2022/23 year to date |
|--------------------|---------|---------|---------|---------|----------------------|
| System performance | 99.87   | 99.93   | 99.94   | 99.90   | 99.86                |

# Digital

At the end of the quarter, our TfL Go app has been downloaded more than 2.9 million times across iOS and Android devices. It is used by more than 540,000 customers each month. Our digital services overall have seen significant disruption-driven peaks.

We have made further progress towards launching integrated account and payment functionality into the app. Customers will be able to top-up their Oyster cards, purchase Travelcards and view their journey history from early 2023.

We are also testing a new version of our journey planner, which generates journey recommendations based on real-time bus arrivals rather than timetables.

During November and December, we ran 'promoted places' content to celebrate the opening of Bond Street station and to promote 'Festive days out'.

**16.3m**

unique devices  
visiting the TfL  
website this quarter

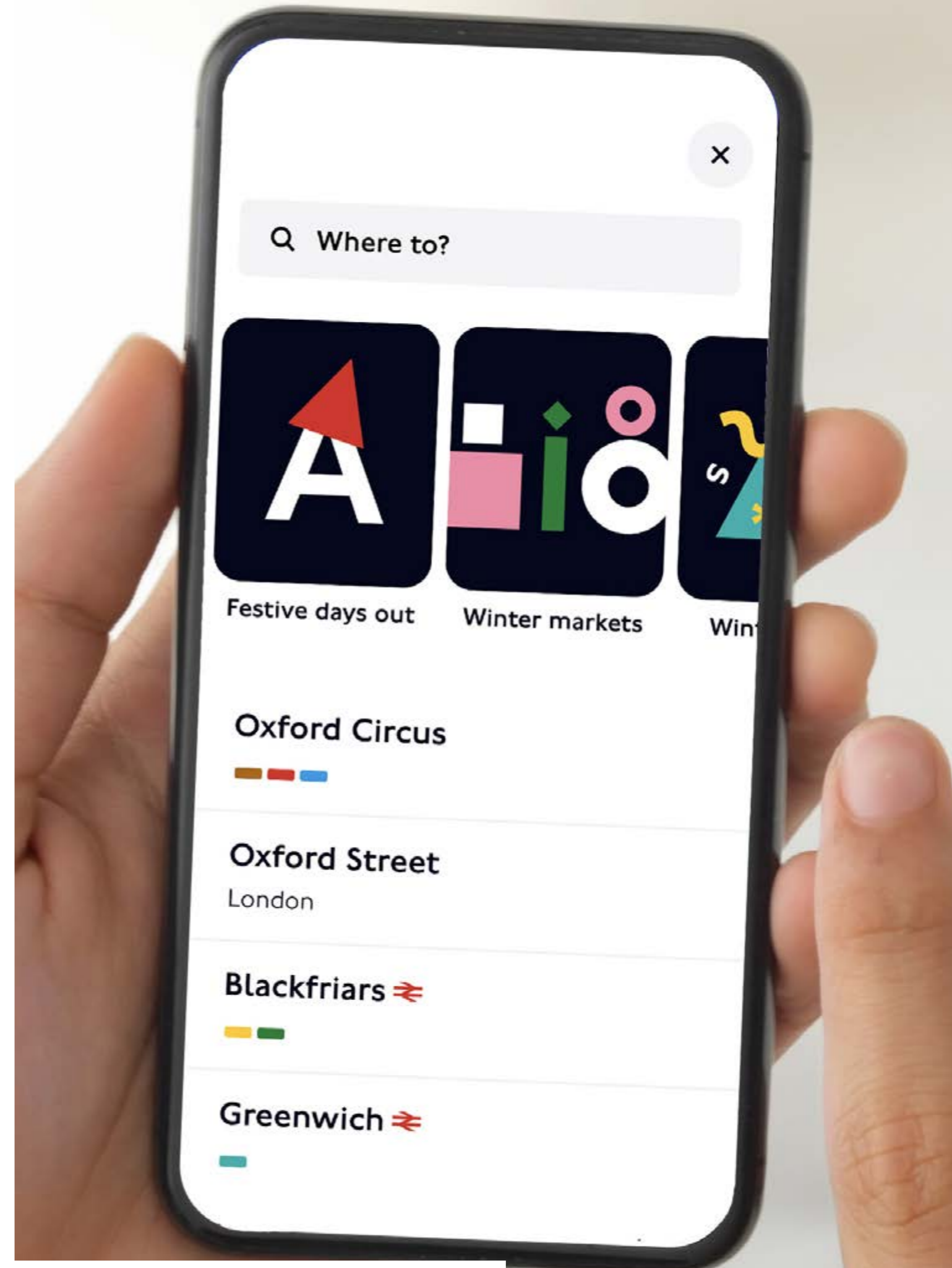


**2.9m**

downloads of the  
TfL Go app since launch

**238.1m**

website page views  
this quarter



'Promoted Places' featured on TfL Go in the festive period



Our ambassadors support frontline staff at busy times

# Travel demand management

This autumn marked 10 successful years of the TfL Travel Demand Management team. Since its formative days supporting customers travelling to and from the 2012 London Olympic and Paralympic Games, the team's work has evolved and expanded, as reflected in our most recent activities.

This quarter, we encouraged Londoners to shop sustainably over the festive season through a suite of communications, including [an online article](#) and a new toolkit for employers, as we look to reduce road congestion associated with deliveries.

During this quarter, we also saw rolling industrial action, with strikes running over multiple days and networks. Working together with operators and Network Rail, we delivered coordinated and comprehensive communications to ensure customers were aware of these upcoming strikes, and help them plan their travel.

# Campaigns

## Campaigns – customer information email volumes Past five years

|  | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 2022/23 |
|--|---------|---------|---------|---------|---------|
| Customer information emails (millions) | 189     | 205     | 211     | 226     | 352     |
| Campaigns                              | 930     | 1,101   | 685     | 950     | 647     |

### Keeping our customers informed

The role of our customer relationship management marketing programme is to support our core business objectives. Each email has a clearly defined purpose and audience. Emails are either an ‘inform’ or ‘influence’ message, in a short format (klaxon) or long format (thematic).

We deliver relevant and engaging content to our audience with the latest campaigns or partnership discounts, tailored and personalised to the database.

At present, the marketing database has 1,332,647 customers subscribed.

From 18 September to 10 December, we deployed 12 marketing emails to the database. These emails supported revenue-generating messages relating to school half-term activities; partnership discounts; wider London events; Active Travel, promoting walking and cycling; Christmas messaging; and wider TfL messaging.

**352m**

customer information emails sent in 2022/23 to date



**647**

customer campaigns so far in 2022/23



Providing up-to-date information is vital to our operations



**TRAINS EVERY 3 MINS**

The new Elizabeth line,  
now with more trains,  
more often between  
Paddington and Whitechapel.

Bringing more of London together

Monday to Saturday, trains run at least every 3 minutes between 07:00 and 10:00 and 16:00 and 19:00 between Paddington and Whitechapel. Services also run on Sundays.

**MAYOR OF LONDON**

 Department  
for Transport

 **TRANSPORT  
FOR LONDON**  
EVERY JOURNEY MATTERS

### Customer marketing and behaviour change campaigns

#### Elizabeth line campaign

Our campaign focused on new improvements to the Elizabeth line. Key messages included promoting through-running services into the Central operating section, the opening of Bond Street platforms, end of reduced operation hours and Sunday closures. We also highlighted the completion of step-free works at two remaining stations which will deliver on the initial goals of the railway.

The campaign informed Londoners that the Elizabeth line is now even better than before and promoted the Heathrow branch with price and journey time messaging.



We sought views from Londoners on walking and cycling in Chiswick

# Consultations

We launched five consultations in Quarter 3:

- Chiswick High Road walking and cycling changes
- Park Lane walking and cycling changes
- Review of taxi (black cab) fares and tariffs 2022
- Silvertown Tunnel bus network proposals
- Battersea Bridge safety improvements scheme

We are planning to launch 22 consultations in Quarter 4 2022/23.

# London Assembly scrutiny

These are the London Assembly scrutiny sessions that took place during Quarter 3 and those planned for Quarter 4. The London Assembly examines and reports on our work at regular committee meetings and other sessions to ensure we are meeting the objectives of the Mayor's Transport Strategy.

## London Assembly scrutiny Quarter 3

| Date             | Title  | Type of scrutiny |
|------------------|--|------------------|
| 11 October 2022  | Transport Committee. TfL finances                                      | Open meeting     |
| 13 October 2022  | Mayor's Question Time  | Open meeting     |
| 13 October 2022  | GLA Oversight Committee. Pensions                                      | Open meeting     |
| 20 October 2022  | Environment Committee. Noise   | Open meeting     |
| 10 November 2022 | Environment Committee. Green Bonds                                     | Open meeting     |
| 15 November 2022 | Transport Committee. Rail reform                                       | Open meeting     |
| 17 November 2022 | Mayor's Question Time  | Open meeting     |
| 29 November 2022 | Fire, Resilience and Emergency Planning Committee. London's resilience | Open meeting     |
| 30 November 2022 | Economy Committee. Cargo bikes   | Open meeting     |

## Quarter 4

| Date             | Title   | Type of scrutiny |
|------------------|---|------------------|
| 15 December 2022 | Mayor's Question Time                                 | Open meeting     |
| 4 January 2023   | Budget and Performance Committee. GLA Budget          | Open meeting     |
| 17 January 2023  | Transport Committee. Public Transport fares in London | Open meeting     |
| 19 January 2023  | Mayor's Question Time                                 | Open meeting     |
| 23 February 2023 | Mayor's Question Time                                 | Open meeting     |
| 28 February 2023 | Transport Committee. Road User Charging               | Open meeting     |
| 23 March 2023    | Mayor's Question Time                                 | Open meeting     |
| 21 March 2023    | Transport Committee. Commissioner question and answer | Open meeting     |



Our operations are scrutinised by the London Assembly

---

## About us

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

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

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

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

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

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

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

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

© Transport for London

March 2023

[tfl.gov.uk](https://tfl.gov.uk)