

# Customer service and operational performance report

Quarter 2 2022/23 (26 June – 17 September 2022)

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global

Her Majesty The Queen,  
Elizabeth II

1926 - 2022



In September, we paid our respects to Queen Elizabeth II

# Introduction

## Our operational performance and customer service in the second 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 while investing to improve their journeys. Our customers expect us to provide a safe and reliable transport network that offers value for money and promotes innovation.

This quarter included the extreme hot weather in the summer and several days of industrial action, which is reflected in our customer care scores. Real-time information and ensuring customers are kept up to date has been essential during these periods of disruption, and we encourage customers to use our digital channels such as TfL Go.

The funding agreement reached with Government until March 2024 provides us with certainty as we continue to support London's recovery from the coronavirus pandemic. We continue to see passenger figures increase as we offer a safe, affordable, sustainable and inclusive way to travel around the city. During this quarter, there were events including the Notting Hill Carnival, which also contributed to increased passenger journeys.

As we mourned the passing of Queen Elizabeth II, the state funeral was one of the biggest events the capital has ever witnessed. We are incredibly proud of our colleagues who worked so tirelessly to do everything they could to ensure Londoners and visitors could pay their respects and welcome His Majesty The King.

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

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

Measure	2022/23 Year-to-date actual	2022/23 Year-to-date target	2022/23 Full-year forecast	2022/23 Full-year target
<b>Operations</b>				
Passenger journeys – London Underground, Buses, London Overground, Trams, DLR, Elizabeth line (millions)	1,430.63	1,440.94	3,235	3,263
Bus journey time (minutes)	33.0	33.1	33.5	33.5
London Underground trips operated against schedule (%)	89.6	90.1	90	90
<b>Customer</b>				
TfL cares about its customers (%)	54	57	55	57



### Scorecard measures in this report

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

# Operations

Providing safe, clean and reliable services to support the recovery

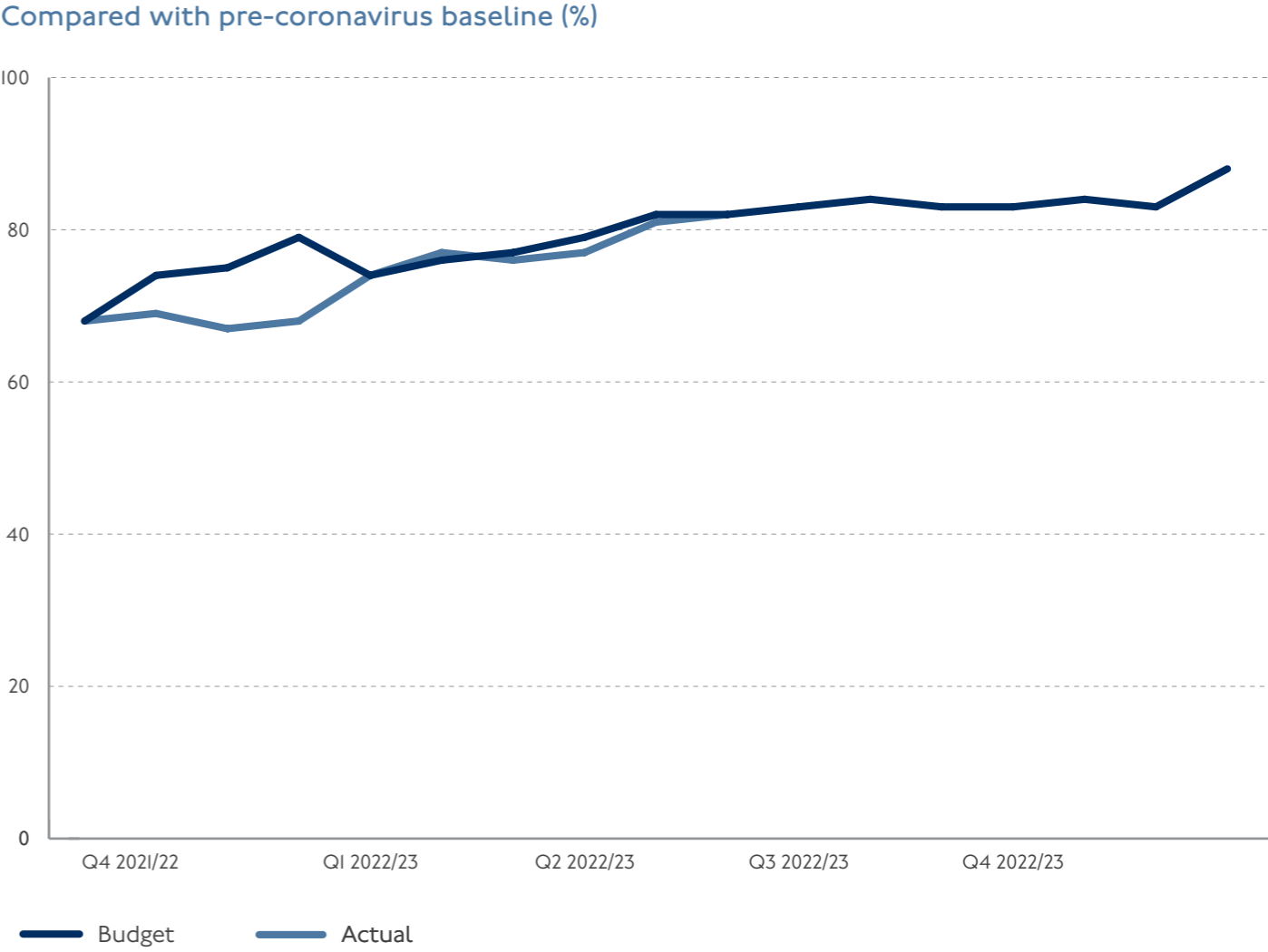
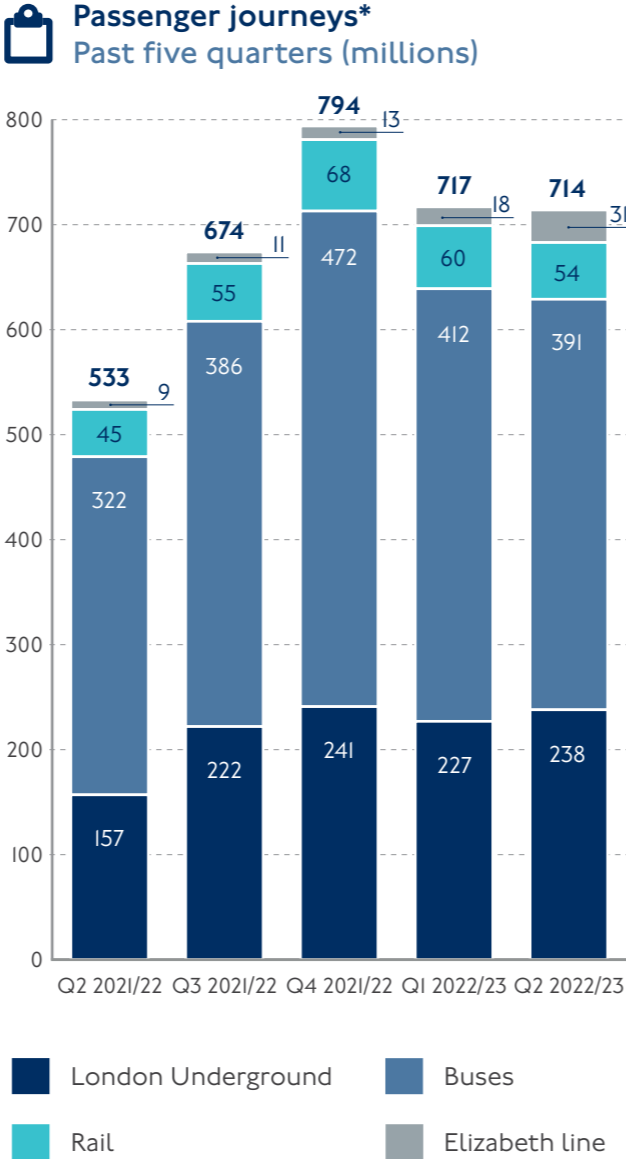


# Passenger journeys

Passenger journey numbers across the network continue to recover, with around five million journeys a day on weekdays. Night Tube ridership is increasing since the full service resumed in August.

Journey numbers are slightly below Budget on the Underground and Buses, impacted by industrial action and Operation London Bridge, the plans that came into effect following the death of Queen Elizabeth II. In the last week of the quarter, demand increased from Wednesday to Saturday as people gathered for the state funeral.

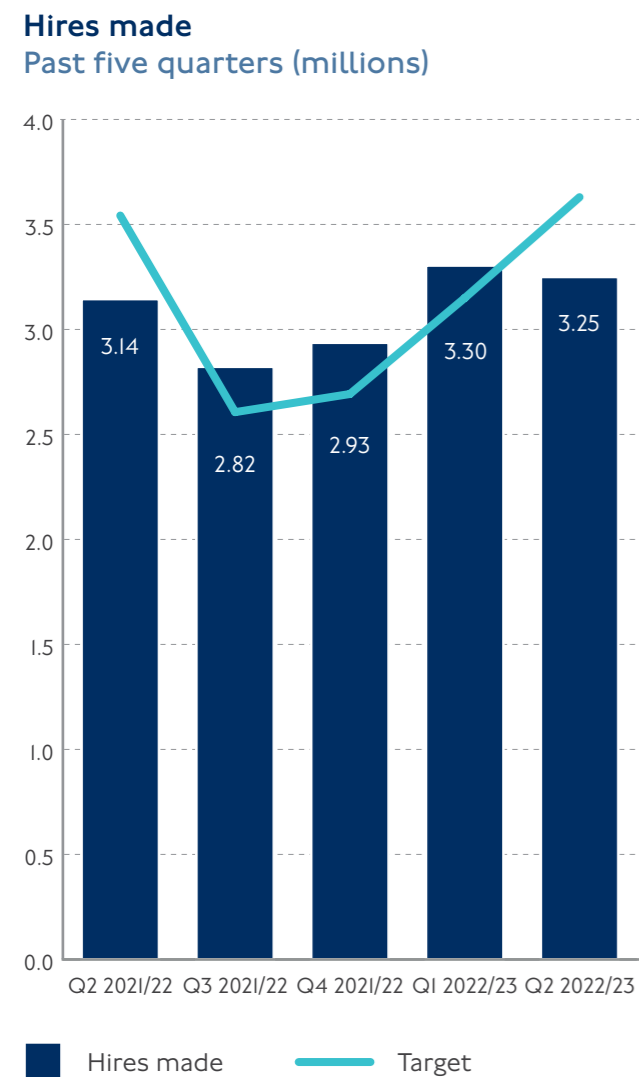
Demand recovery has been strongest at the weekend, due to the resilience of leisure travel, and slightly lower during the weekday morning peak, especially on Mondays and Fridays, reflecting changes to commuting patterns since the coronavirus pandemic.



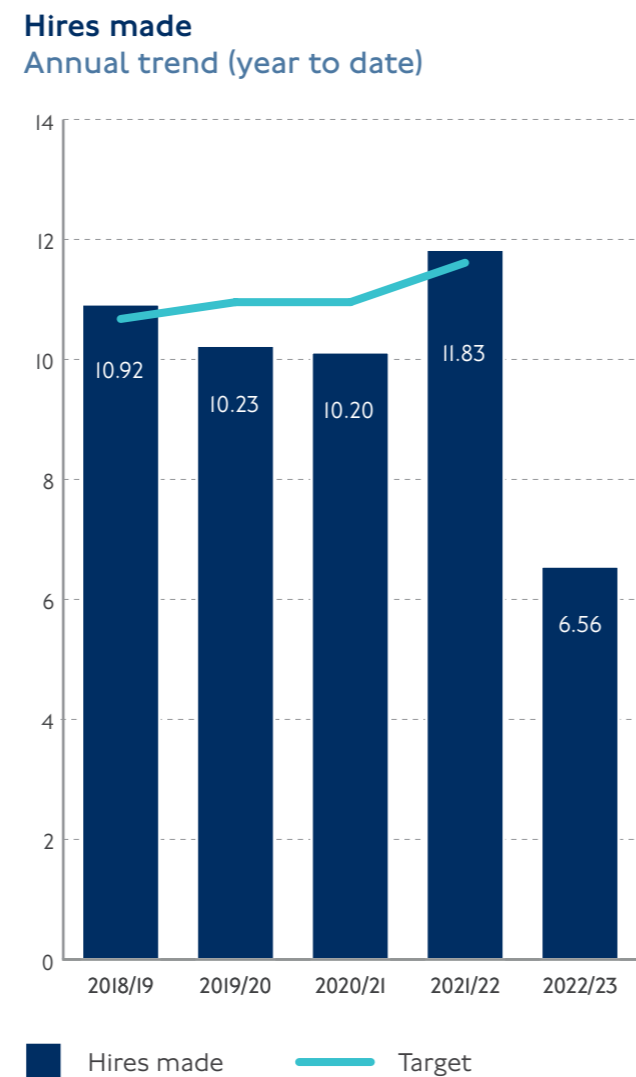
Passenger journeys were 82 per cent of pre-coronavirus pandemic levels at the end of Quarter 2, in line with the target of 82 per cent. Passenger numbers were at the highest level since before the start of the coronavirus pandemic. London Underground and Bus demand is now at 81 per cent of pre-pandemic levels, with Rail at 75 per cent.

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

# Santander Cycles – hires made



There were 3,250,179 hires this quarter. This was a slight reduction on Quarter 1 but an increase of three per cent on the same quarter last year. Between 10 and 12 September there were no hires due to the system upgrade and preparation for the launch of e-bikes.



More than 6.5 million hires have taken place so far in 2022/23. This is the highest volume of hires in the first two quarters of the year ever. Hires for 2022/23 are projected to be in line with the record breaking total of 11.8 million set in 2021/22.

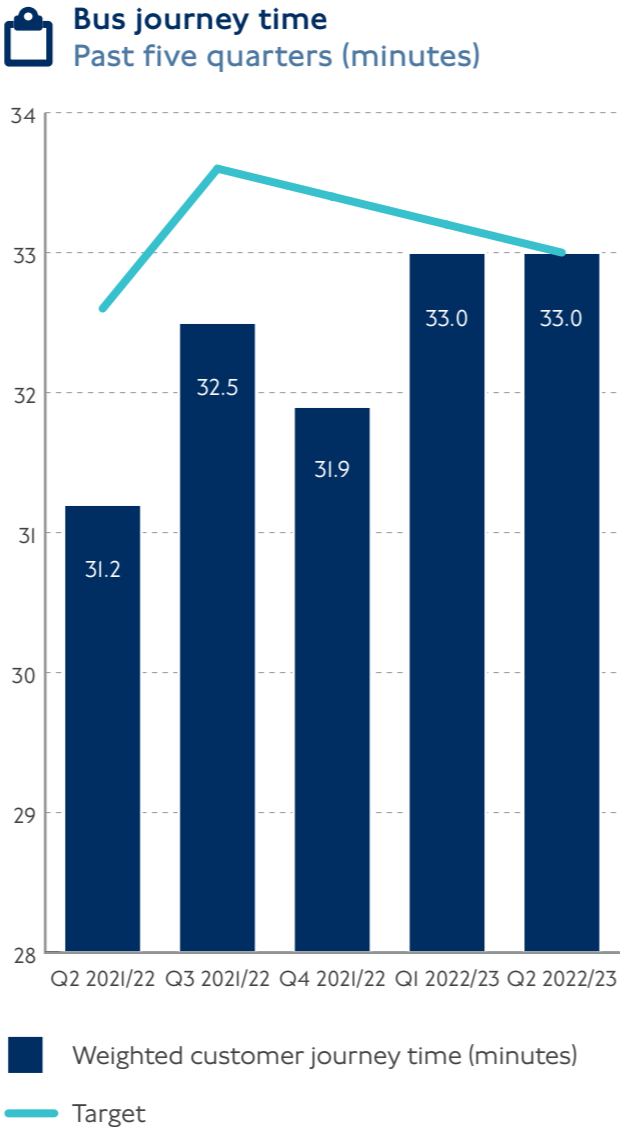


In October, we introduced 500 e-bikes to the cycle hire scheme

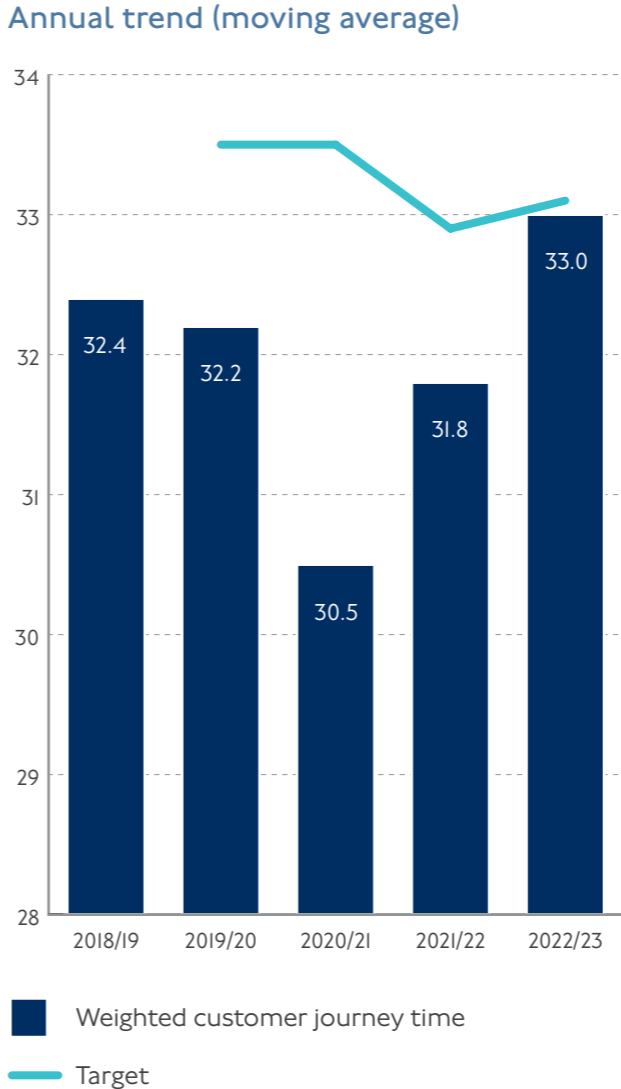


# Bus journey time

We measure bus journey time, 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.



Bus journey times continue to be better than target, continuing the trend over the last five quarters. Within the overall performance, there are weeks where journey times have exceeded target, mainly due to staff shortages and congestion.

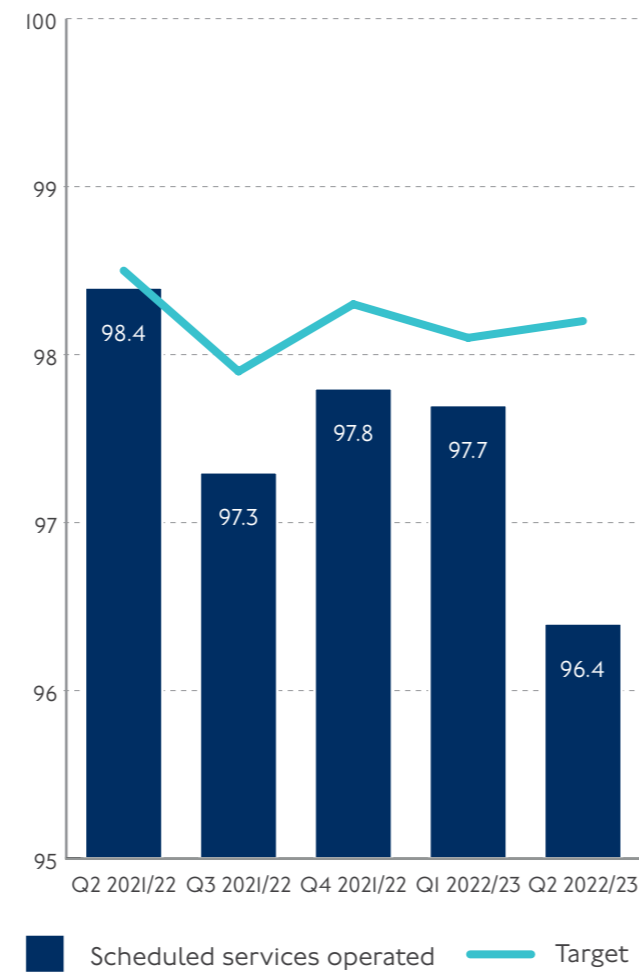


The actual annual bus customer journey time for 2022/23 up to Quarter 2 is at 33.0 minutes, which is slightly better than the year-to-date target of 33.1 minutes. Bus customer journey time in 2022/23 is higher than previous years, partly reflecting the fact that people's travel patterns have changed since 2019/20 and they are now making longer bus journeys.

# Services operated

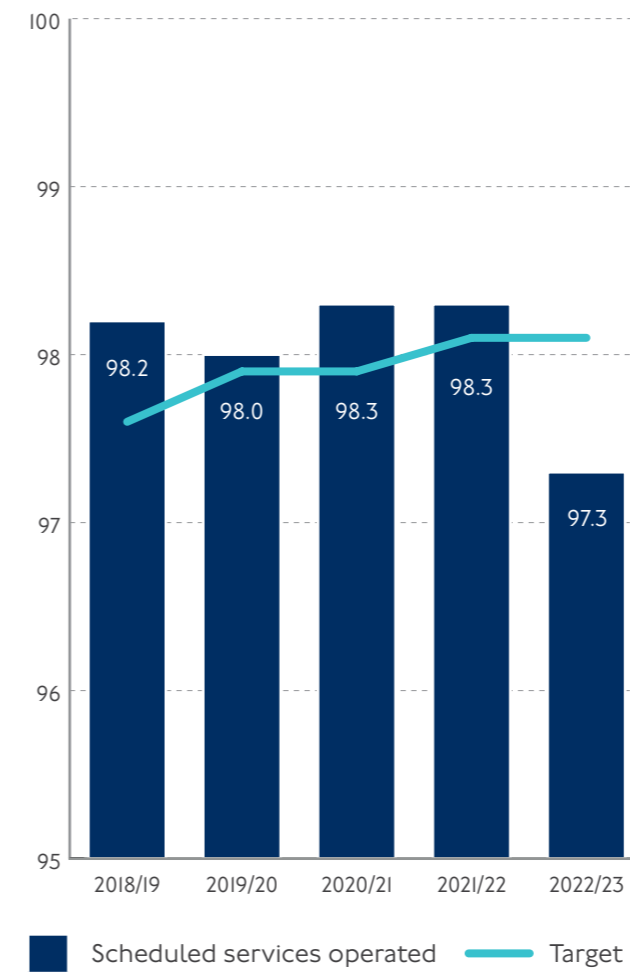
This quarter, a number of factors affected the service level, including extreme hot weather, demands of Operation London Bridge and staff absences.

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



Quarter 2 performance was impacted by very high levels of bus operator staff absences (a mixture of staff sickness and shortage) which currently shows no sign of abating. There was also bus operator strike action. Extreme high temperatures in the middle of the quarter increased mechanical losses, while traffic losses were impacted by several rail strikes.

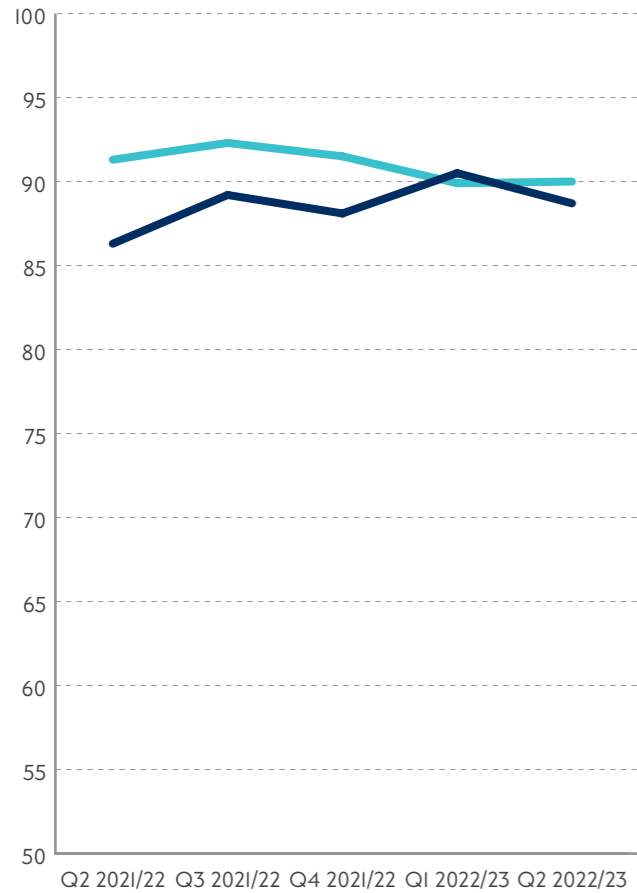
**Annual trend (moving average)**



The past four quarters have been impacted by bus operator strike action, fuel queue disruption, Underground and National Rail strikes and much higher than normal staff absences due to both driver sickness and shortages. Traffic disruption has typically been lower than the pre-coronavirus pandemic base, but recent data suggests this is now beginning to increase.



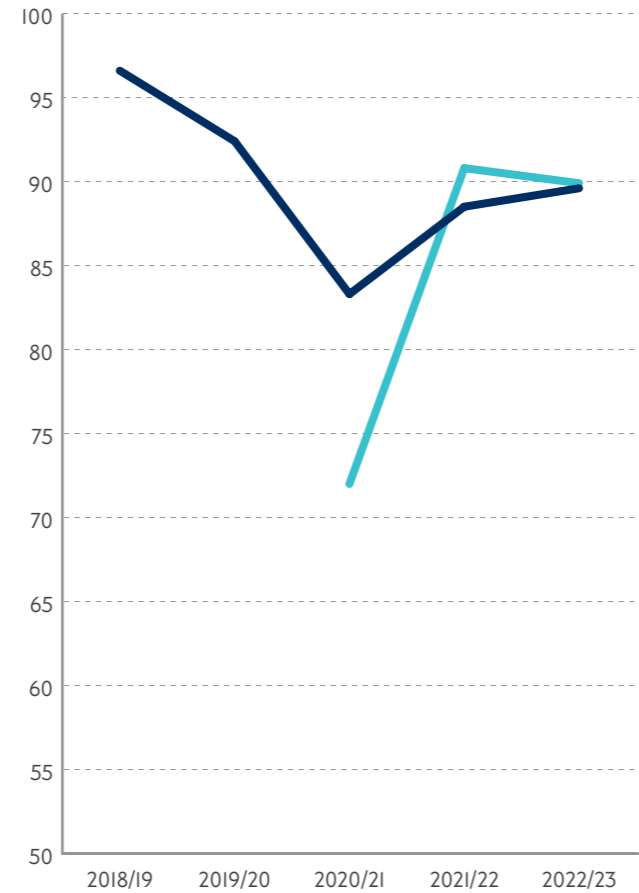
**London Underground trips operated, against schedule**  
Past five quarters (%)



— Trips operated, against schedule — Target

After a strong start to 2022/23, Services Operated fell to 89.6 per cent in Quarter 2. Key drivers included extreme heat, specifically on 19 July when only 55 per cent of services operated. Train operator availability remains an issue but improved during September. However, its effect on overall performance was offset by reduced fleet availability on the Jubilee and District lines. Despite the increased demand during Operation London Bridge, we were able to offer a good level of service.

**Annual trend**

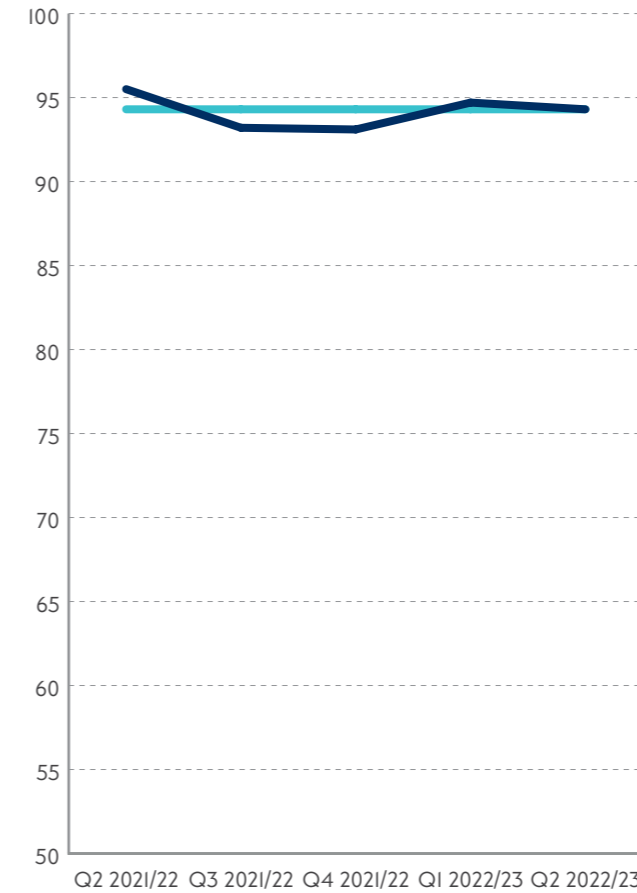


— Trips operated, against schedule — Target

Despite the dip in Quarter 2, the percentage of service operated in the year to date remains higher than the past two financial years. Since the end of Quarter 2, performance has improved, indicating that we will achieve our full-year target.

Night Tube services restarted on the Northern line on 2 July, and on the Piccadilly line on 29 July.

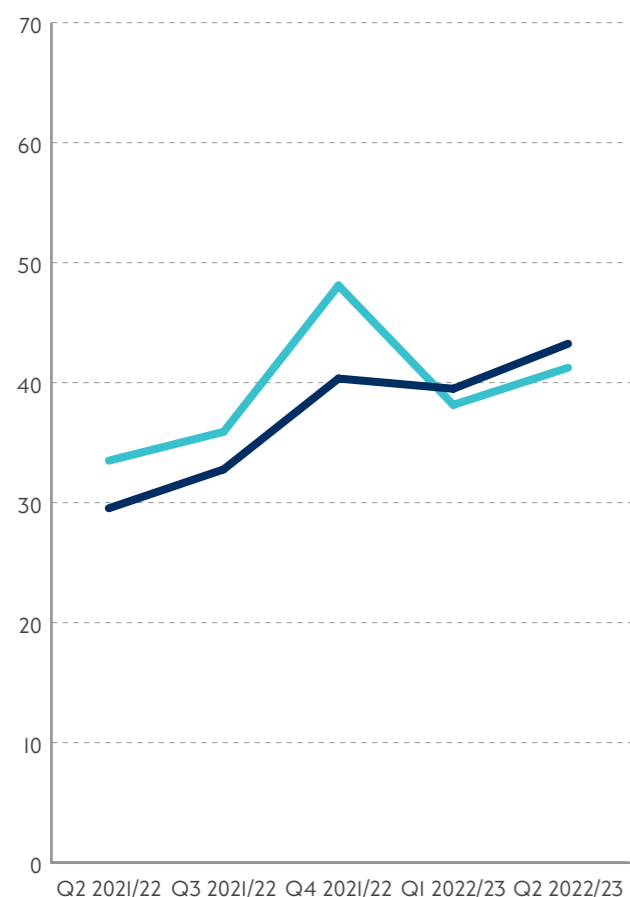
**Elizabeth line public performance measure**  
Past five quarters (%)



— Public performance — Target

This quarter the Elizabeth line delivered a better-than-target public performance measure of 94.3 per cent. At route level, the Western Section recorded 90.5 per cent, the Central Operating Section 95.9 per cent and the Eastern Section 95.5 per cent.

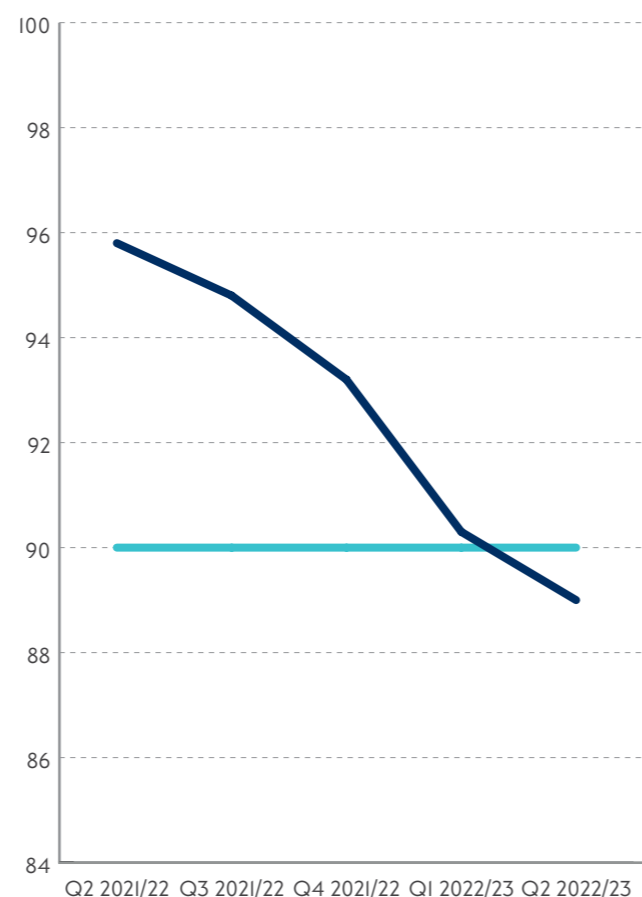
**Victoria Coach Station departures**  
Annual trend (moving average, thousands)



Departures Target

Victoria Coach Station (VCS) continues to show growth in departure numbers following closure due to the coronavirus pandemic, with increases projected in Quarters 3 and 4 2022/23. In 2021/22 there were 118,000 domestic and international accessible departures (2020/21 40,000) and 11 million passenger movements (2020/21 2 million) through the site. Domestic, foreign and tour operators continue to rebuild their operations to enable UK and wider market growth, which VCS continues to support.

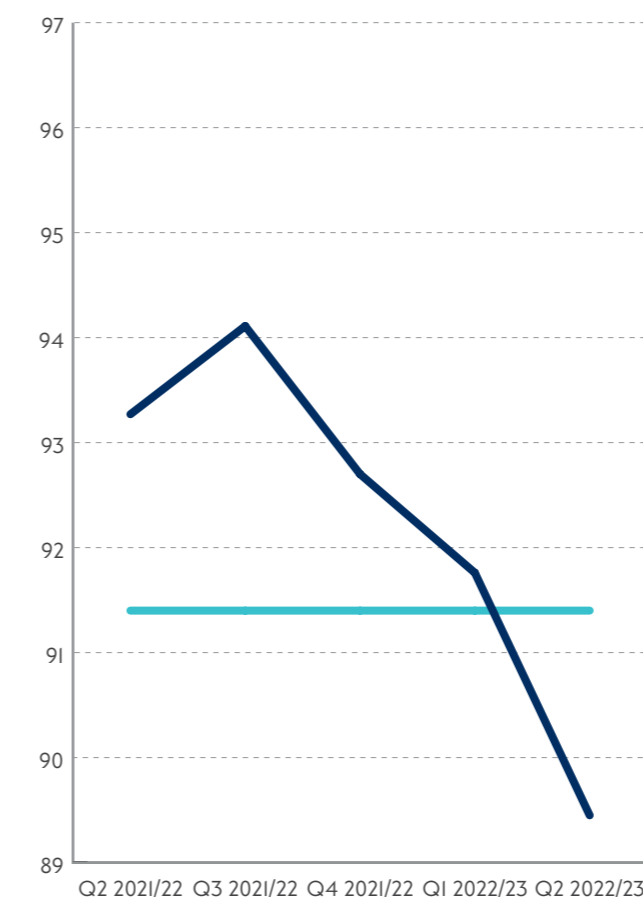
**Dial-a-Ride trip requests scheduled**  
Past five quarters (%)



Trip requests Target

Trip requests scheduled slipped just under the 90 per cent target. The largest factor in this was the collapse of Hackney Community Transport (HCT), which reduced capacity in some areas significantly. We have taken on the HCT drivers through the TUPE process, and the service is currently meeting its target.

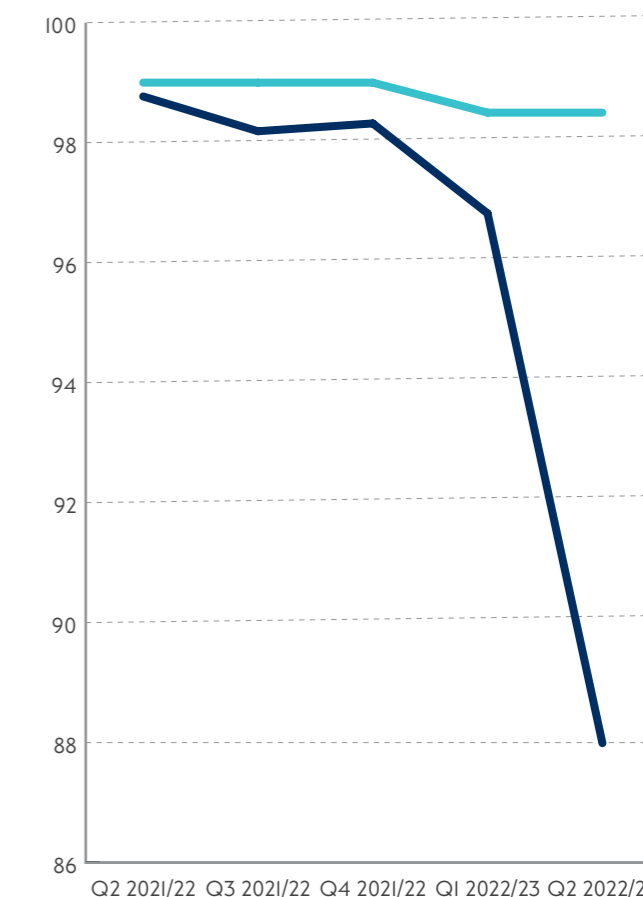
**London Overground time to three**  
Past five quarters (%)



Time to three Target

London Overground performance was below the 91.4 per cent target. This was a result of industrial action by both the RMT and ASLEF unions, along with reliability on the Class 378 trains in our fleet remaining a challenge. We have also experienced an increase of one-off asset failures on Network Rail infrastructure which have impacted performance.

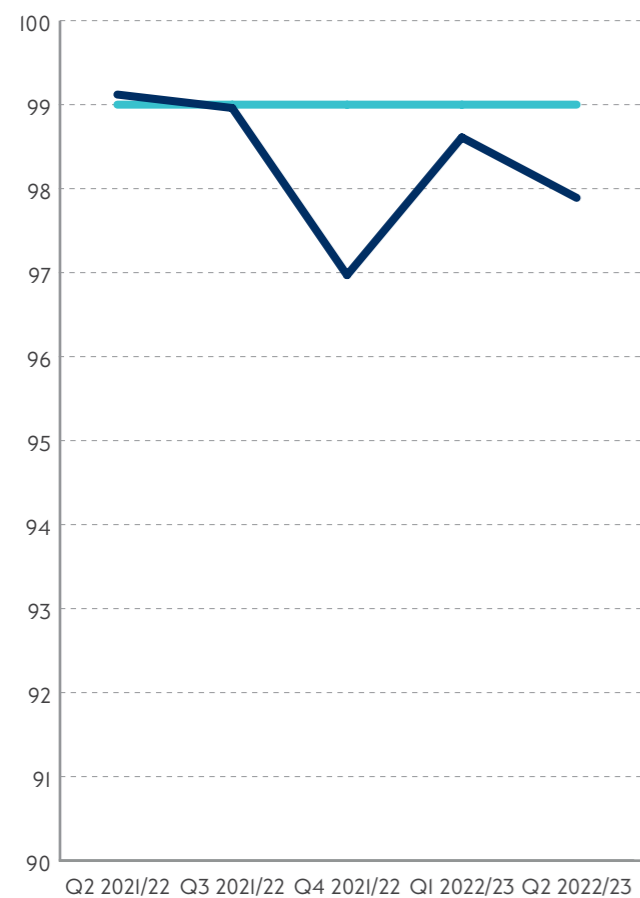
**London Trams scheduled services operated**  
Past five quarters (%)



Scheduled service operated Target

Tram performance was below the 98.5 per cent target. This was attributed to known problems that reduced fleet availability, five days of industrial action, and the impact of extreme hot weather during July that resulted in a temporary emergency timetable being introduced. Despite poor fleet availability, Tram reliability remained stable.

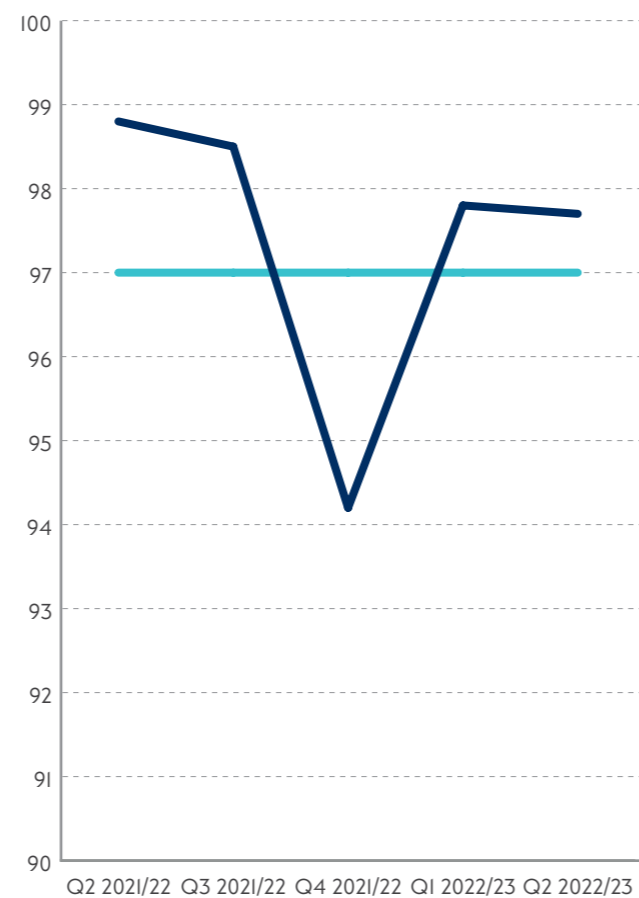
**DLR departures**  
Past five quarters (%)



Departures Target

The DLR was affected by a number of severe disruptions during the quarter. These included damage to the conductor rail, failures of the signalling system and a failure of tunnel ventilation fans at Bank. Industrial action on London Underground also impacted DLR performance, although DLR services were able to operate into Bank for part of the strike day.

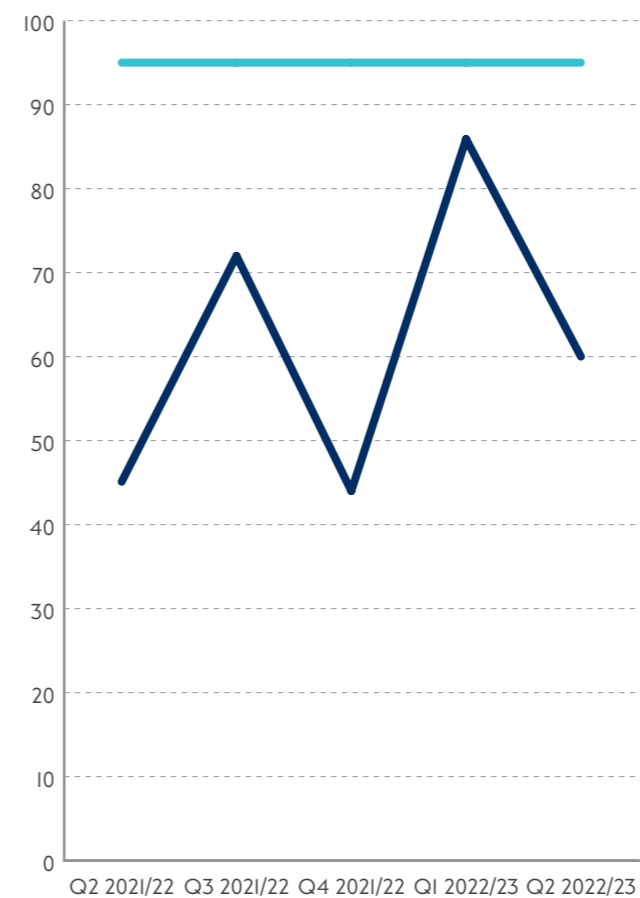
**IFS Cloud Cable Car availability**  
Past five quarters (%)



Availability Target

Cable car availability remains above target at 97.7 per cent, but slightly lower than 98.8 per cent for the same quarter in 2021/22. Downtime this quarter was mainly due to the extreme hot weather in July.

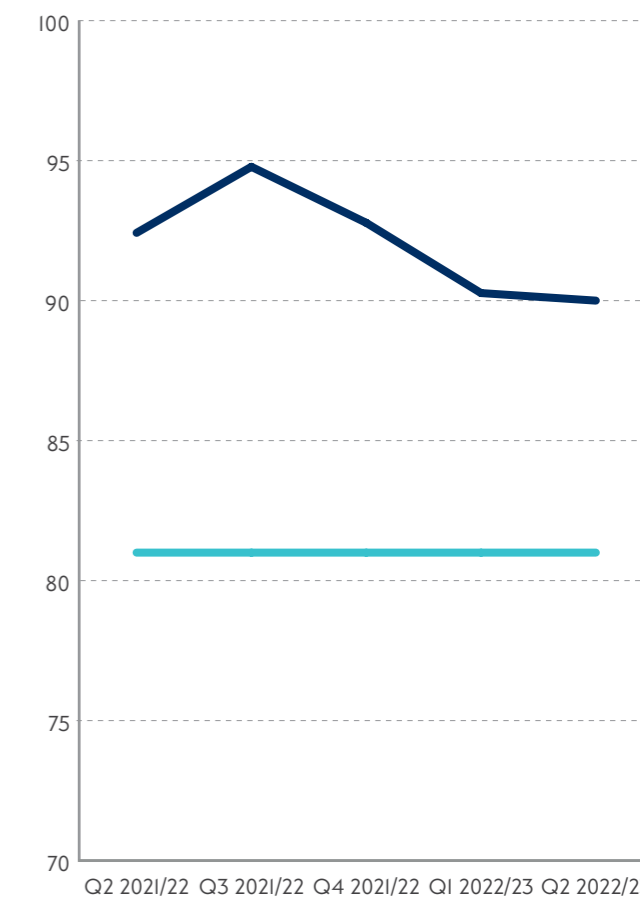
**Woolwich Ferry availability**  
Past five quarters (%)



Availability Target

Woolwich Ferry availability was 60 per cent this quarter, compared to 45.1 per cent for the same quarter last year. This was due to industrial action, which meant we only ran a restricted one-boat scheduled service.

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



Docking station availability Target

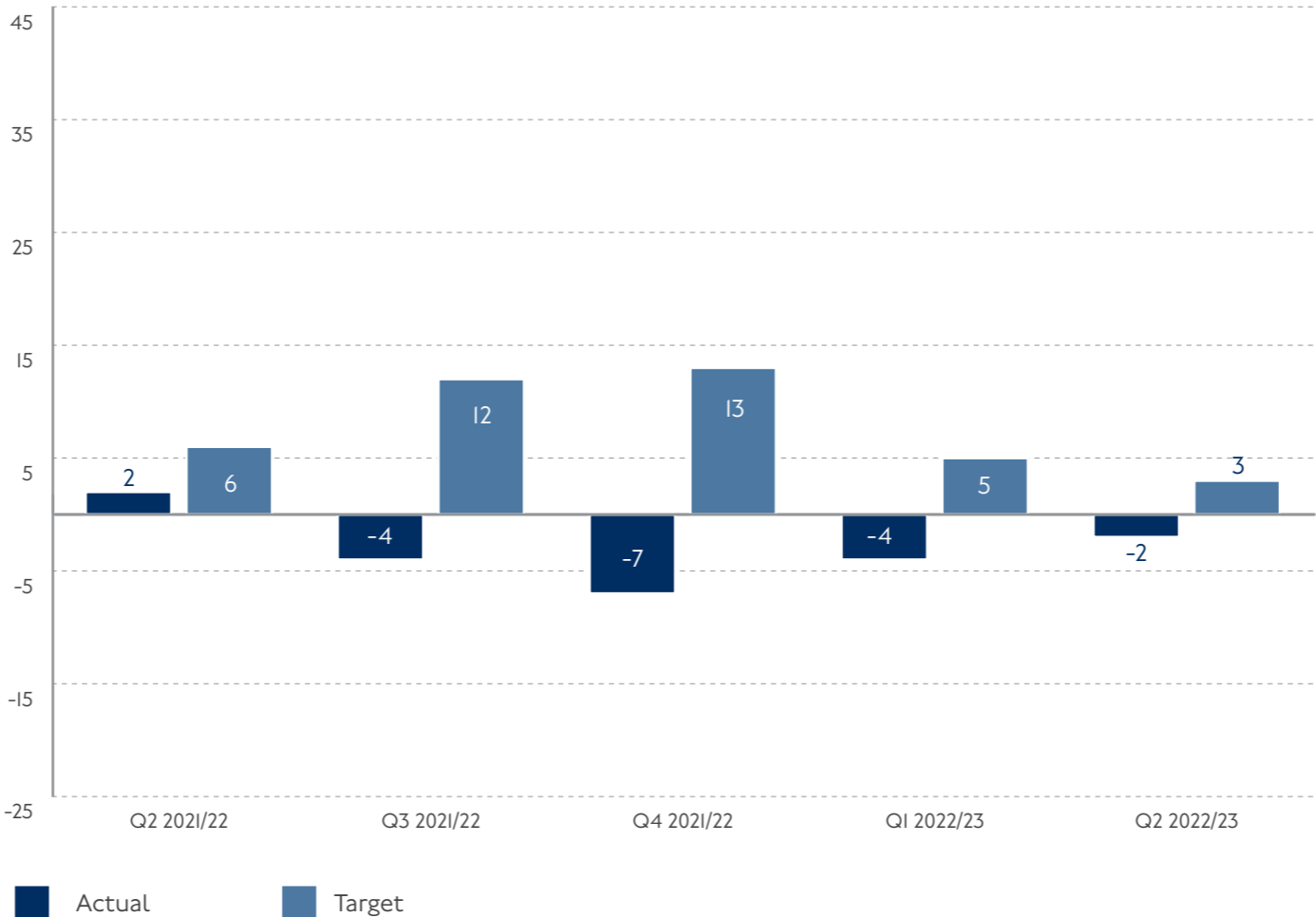
Availability of bikes and empty docking points at docking stations remains high, with an average availability of 90 per cent this quarter. This is a slight reduction compared to Quarter 2 last year, which saw availability of 92.42 per cent. It is however well above the contractual target of 81 per cent, which we work with our scheme operator to achieve.

# Roads and traffic

Traffic flow on our roads remains below 2019 (pre-coronavirus pandemic) levels. This reflects both changes in the patterns of demand and also more recent impacts from higher fuel prices.

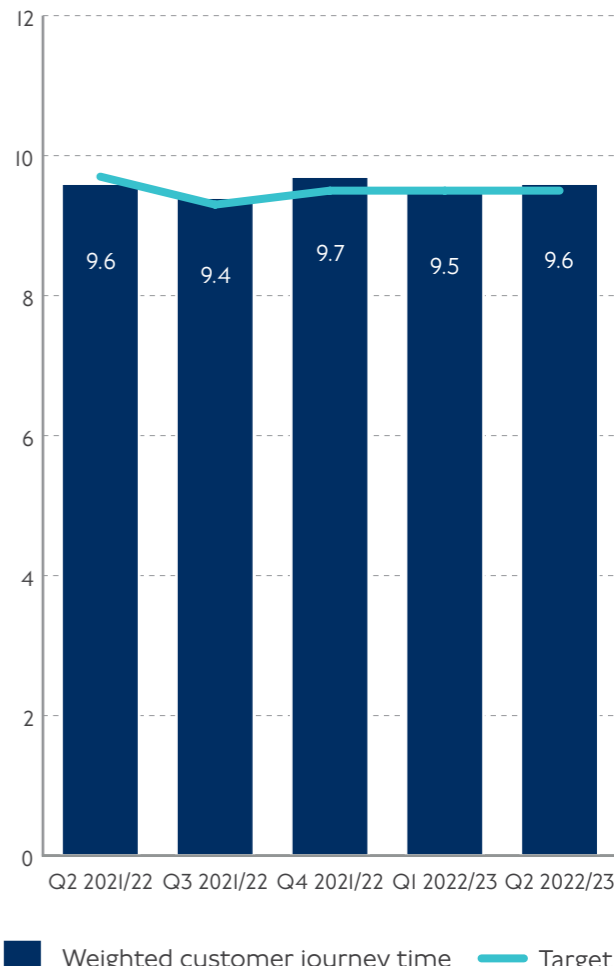
As a result, road disruption remains below 2019 levels, and below forecast, which assumed flow levels would have returned to above 2019 levels by now.

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



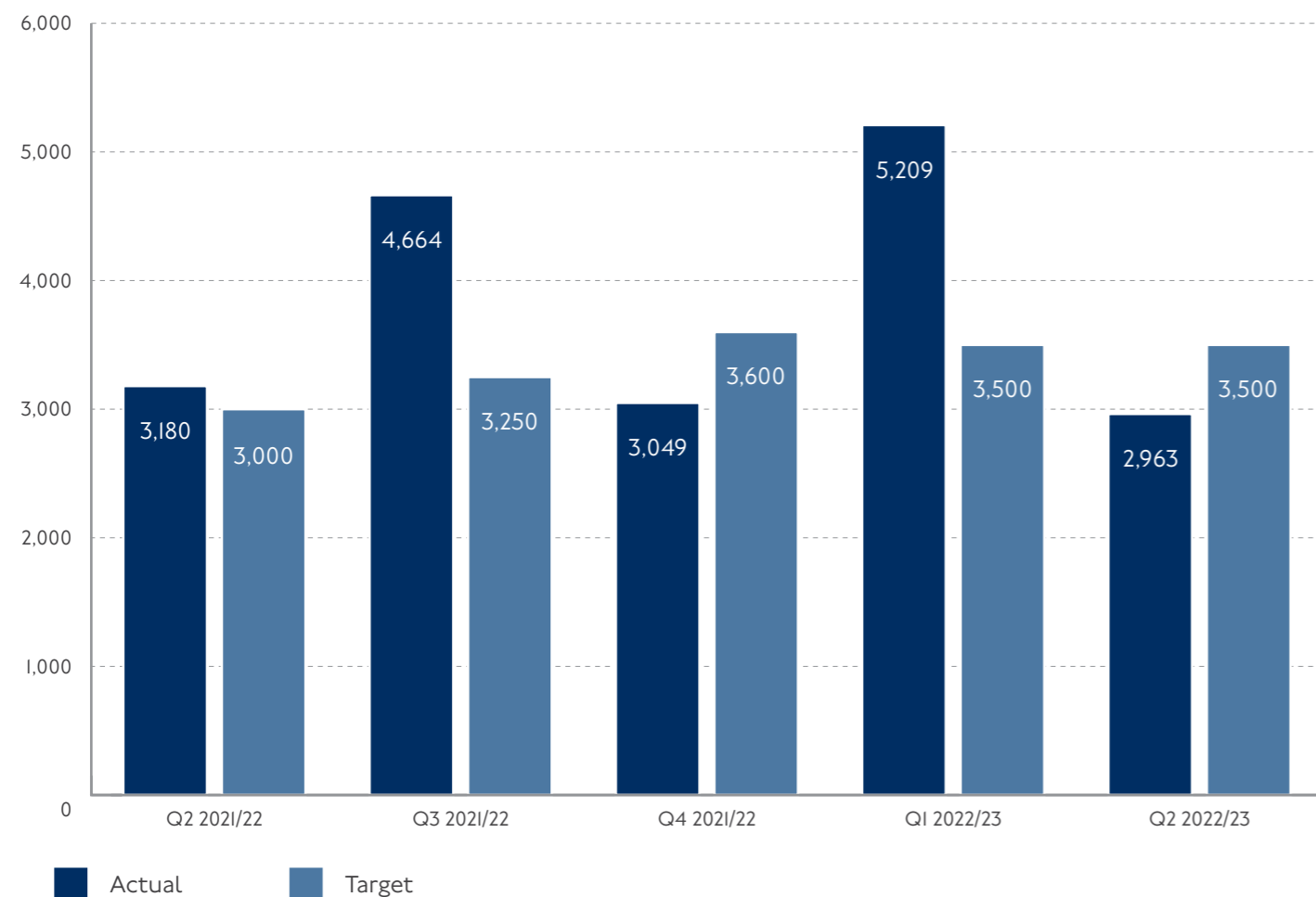
Individual disruptive incidents and events continue to lead to some variability in disruption levels, with recent London Underground and Network Rail strikes and disruptive roadworks both having an impact within Quarter 2, along with the impacts of delivering the state funeral of Queen Elizabeth II on traffic in Central London.

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



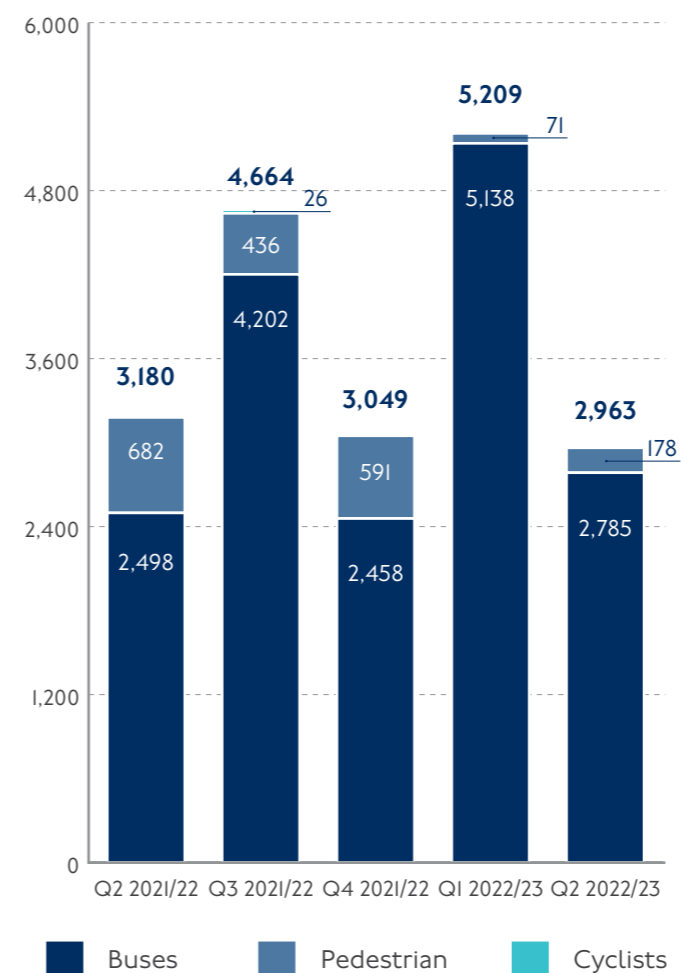
Average bus speed has remained higher than the pre-coronavirus pandemic base throughout the past five quarters, which have seen lower passenger volumes and lower levels of general traffic disruption. Typical seasonal variations have been recorded but with the actual speed tracking at two to four per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

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



In Quarter 2, traffic signal time savings were slightly below target, mainly as a result of resources being diverted to deal with major events and incidents, including London Underground and National Rail strikes, and delivery of the state funeral of Queen Elizabeth II. The programme has been rephased so we will not consider the full year target to be at risk.

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



In Quarter 2, we slightly under-delivered against our expected target, mainly as a result of resources being diverted to deal with major events and incidents. However, we have delivered strong savings for bus passengers, saving nearly 3,000 hours per day. In addition, we saved 178 hours per day for pedestrians.

# Customers

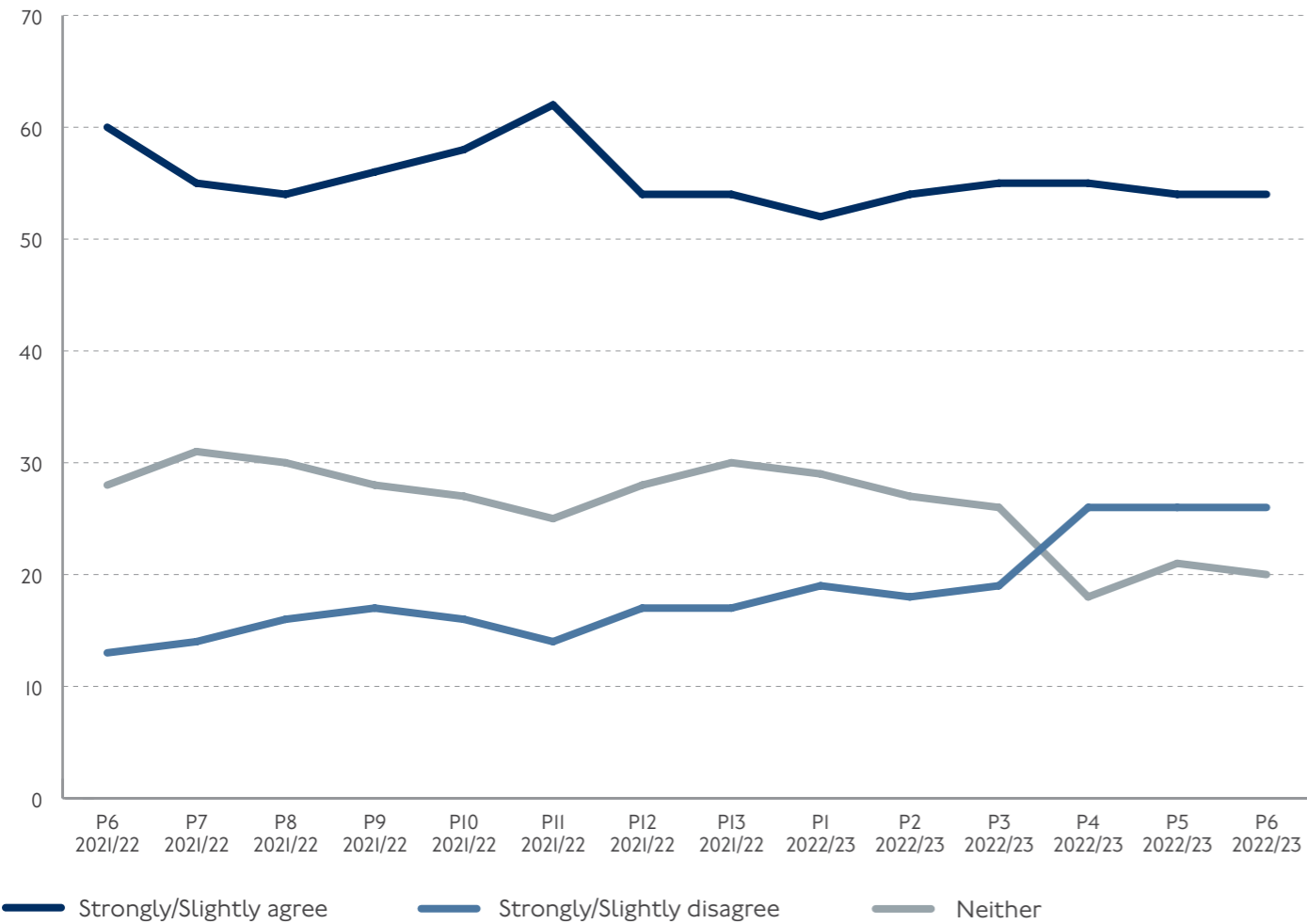
Regardless of the challenges posed by the coronavirus pandemic, we have continued to support and engage with our customers





# TfL cares about its customers

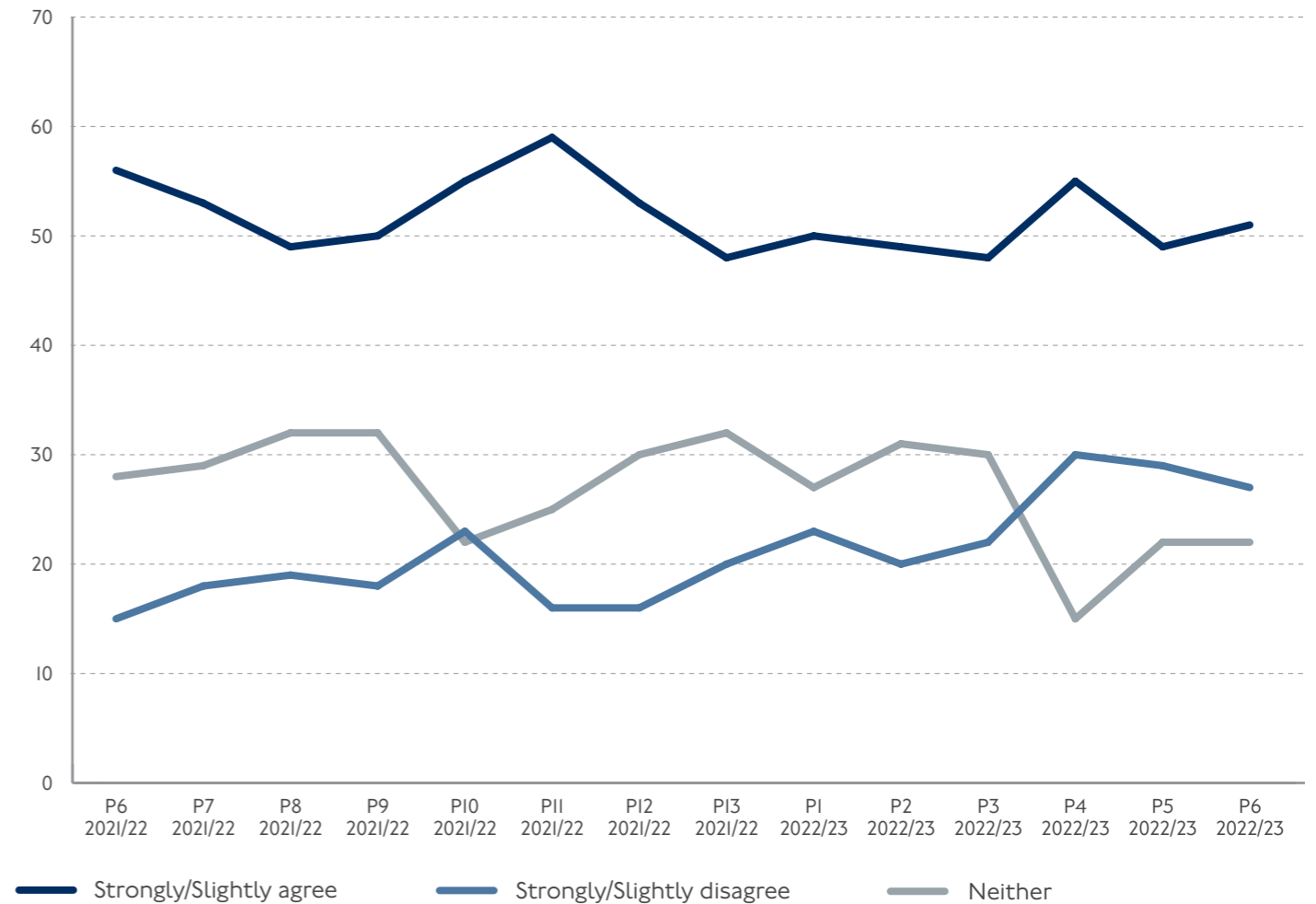
**All Londoners**  
Agreement, disagreement, neither (%)



Our customer care metric measures Londoners' perceptions of how well we perform on our promise of 'Every Journey Matters', and if we consistently meet customer expectations. It reflects Londoners' overall experience of their journey and non-journey interactions.

The percentage of Londoners agreeing with the statement 'TfL cares about its customers' is 54 per cent for Quarter 2 2022/23. Our overall score for 2022/23 is 54 per cent agreement, three percentage points below our scorecard target. A number of ongoing factors continue to affect our care score: strike action across our network, speculation surrounding further cuts to services despite reaching a funding settlement, and a busier network compared to last year.

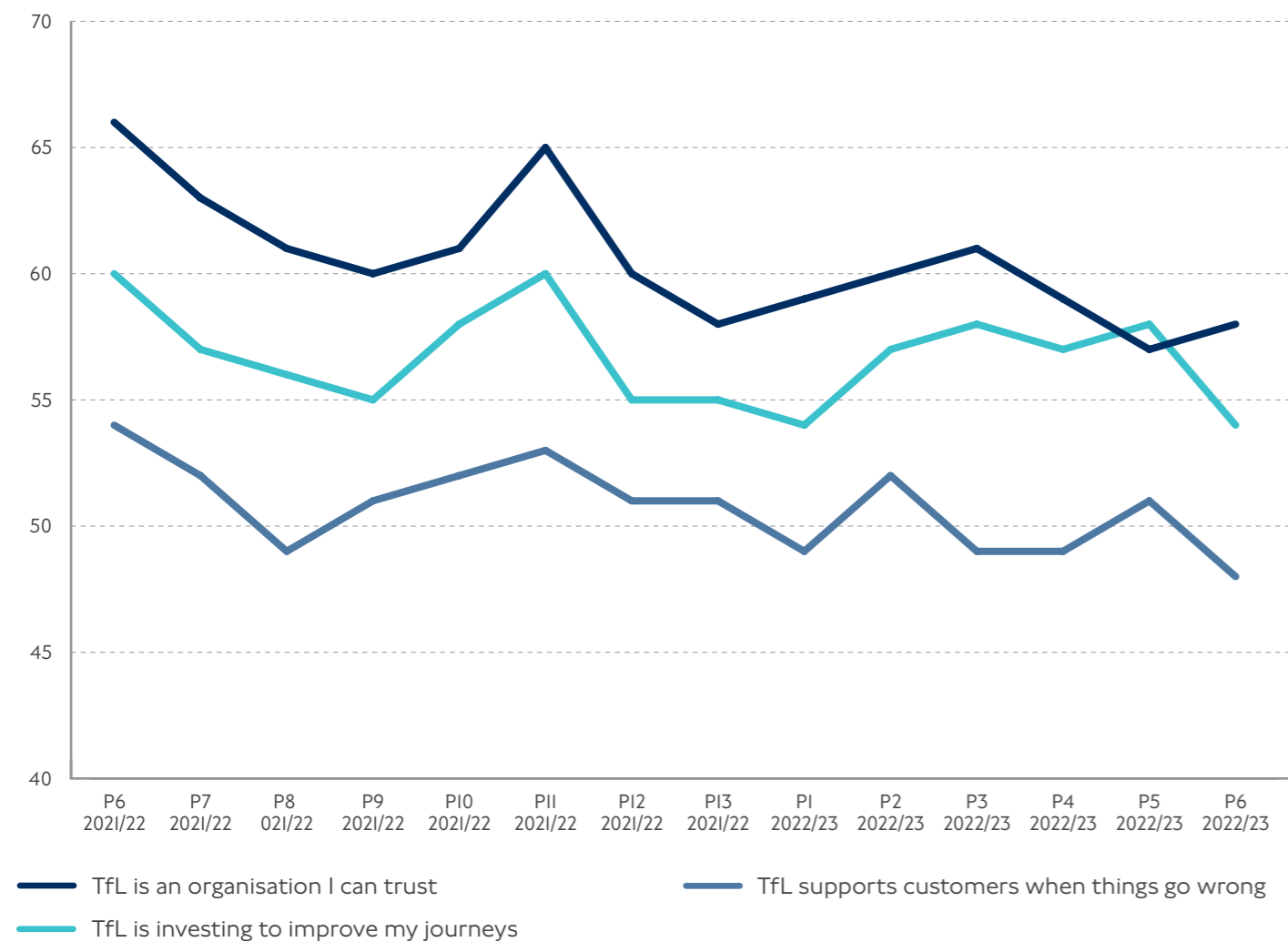
**Disabled Londoners**  
Agreement, disagreement, neither (%)



The percentage of disabled Londoners agreeing that 'TfL cares about its customers' is 52 percent for Quarter 2 2022/23. Our overall score for 2022/23 to date is 50 percent, two 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

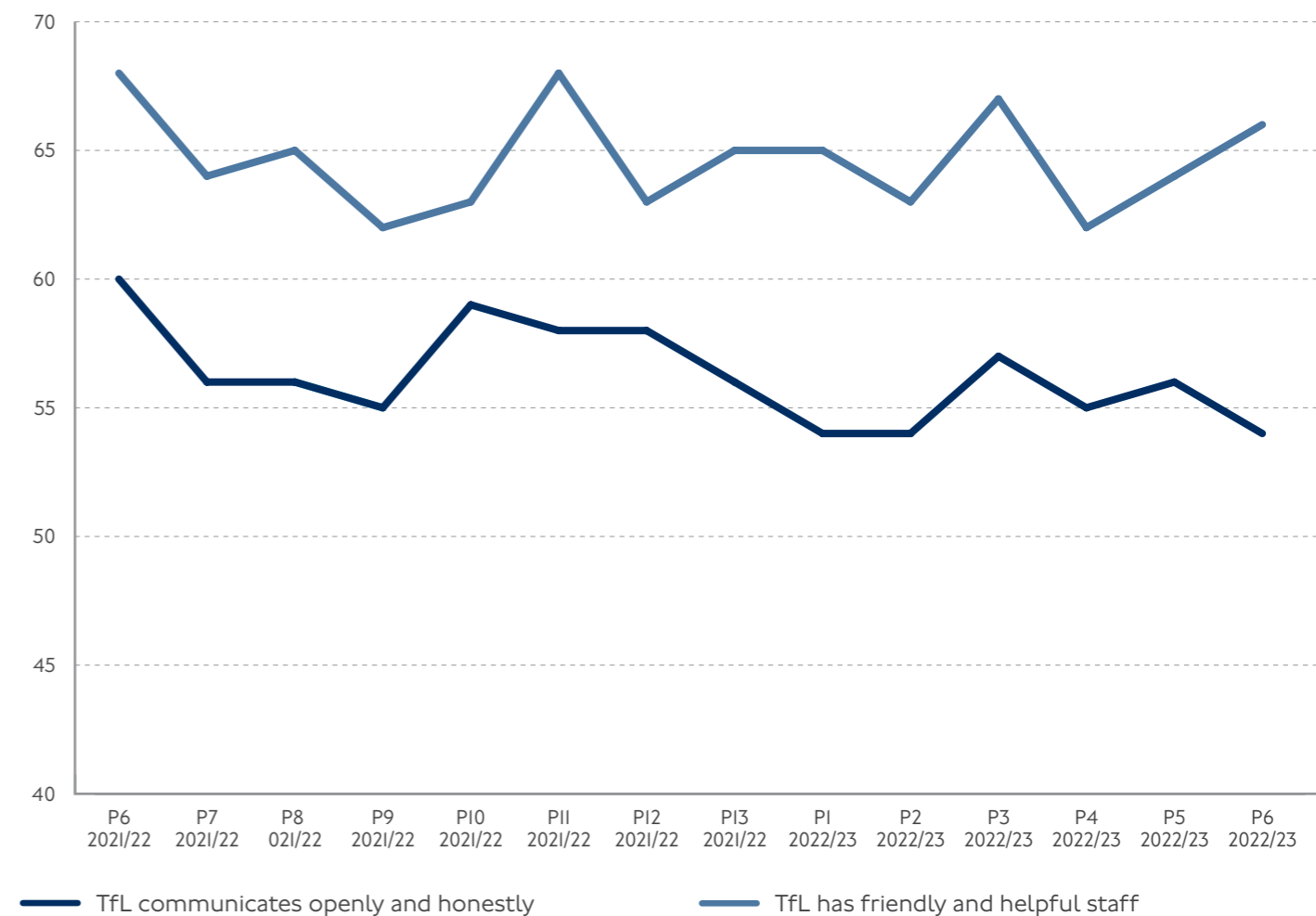
Agreement (%)



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 for improving customers' experience.

Overall, scores have declined in Quarter 2 2022/23 compared to the first quarter of the year. Over the longer term, metrics remain on a downward trend, moving back towards levels typical of operations before the coronavirus pandemic.

Agreement (%)



This downward trend reflects a significant period of continued uncertainty over a long-term funding deal being reached, as well as transport strikes during this quarter 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

We continue to ensure that our customers feel safe via a reassuring staff presence, and that the network is clean and well maintained while operating a reliable and efficient service. As a result, confidence to travel has increased in this quarter to 70 per cent (July 2022).

We are running a number of campaigns, including addressing sexual harassment on the network, providing reassurance as we continue to recover from the impact of the coronavirus pandemic, and 'Travel Kind', which focuses on encouraging people to be more aware of those with disabilities on public transport.

Our Public Transport Recovery campaign, launched in July 2022, encourages Londoners to get out in the City with a focus on best value by highlighting daily capping. The campaign targets families and young professionals and runs across TV, radio and outdoor advertising, plus digital channels.

We secured over 100 offers through Business Improvement Districts (BIDs) to provide enhanced local services for our customers. We have seen the strongest recovery at weekends.

Nabbing A Bargain 5

Make unlimited bus trips all day long for £4.95, with our daily bus fare capping.

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

#LetsDoLondon

Always use the same card or device when touching in. Daily capping applies to trips completed between 4.30am and 4.29am the following day. Most disabled Londoners are eligible for a disability freedom pass that entitles them to free travel on TfL services.

MAYOR OF LONDON

TRANSPORT FOR LONDON  
EVERY JOURNEY MATTERS



Frontline colleagues are a key source of information for customers

# Satisfaction

## Past five quarters Score

	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23
London Underground	75	75	76	76	75
London Buses	78	78	78	78	78
DLR	79	77	78	77	78
London Overground	76	76	76	77	77
London Trams*	N/A	76	N/A	N/A	N/A
Elizabeth line	77	76	76	78	83

In Quarter 2, the overall satisfaction for most modes remained relatively stable. Satisfaction with Elizabeth line significantly increased as a result of the opening of the Central Operating Section in May and the associated service and connectivity benefits this provides to our customers.

\* 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

	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23
Telephone calls	535,824	696,500	604,653	514,986	580,593
Calls abandoned (%)*	15.77	22.78	13.02	9.8	14.54
Correspondence	124,263	163,862	198,028	189,111	218,007
Cases closed (%)**	78.75	70.33	68.96	81.12	83.44
Average speed of answer (seconds)	1034	1573	779	366	348

Telephone demand rose 13 per cent compared to Quarter 1 and was eight per cent higher than Quarter 2 of the previous year. Abandoned calls rose by 48 per cent but are still eight per cent lower than last year. These increases are linked to seasonal demand around photocards. The most significant point is the improvement in handling compared to last year's peak, which is highlighted by average speed of answer time being 66 per cent lower than last year.

Correspondence also increased 15 per cent on Quarter 1 and is up 75 per cent on the previous year, driven in the main by the continued recovery from the coronavirus pandemic as well as the seasonal peak. Our productivity has also increased compared to last quarter and year, up three per cent and six per cent respectively.

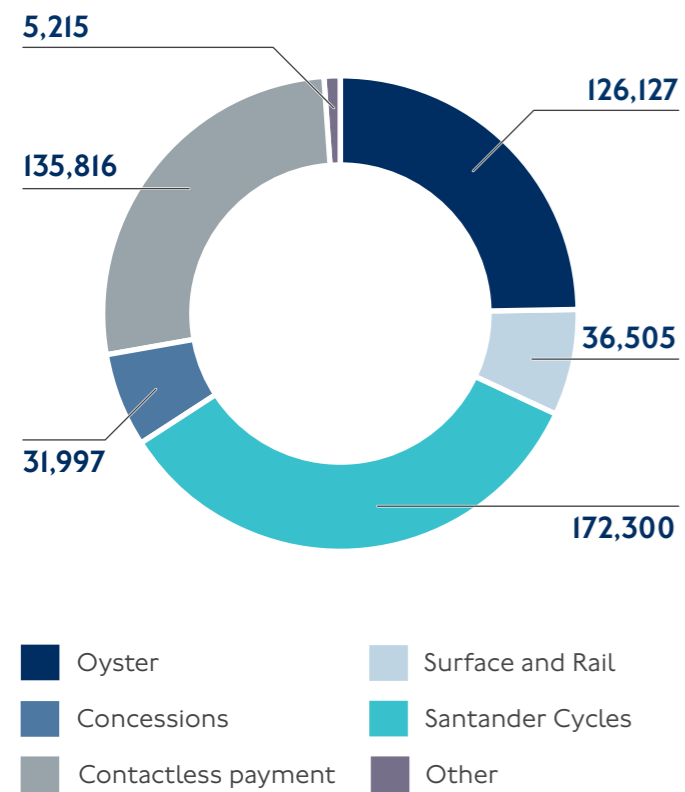
\* Target of 15 per cent or lower

\*\* 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 year to date
Telephone calls	2,699,025	2,687,696	1,304,300	2,292,137	1,095,579
Calls abandoned (%)*	10.9	16.2	7.6	16.12	12.32
Correspondence	609,201	757,298	364,778	580,567	407,118
Cases closed (%)**	82.0	78.9	83.4	73.80	82.32

**Calls by subject\***  
This quarter



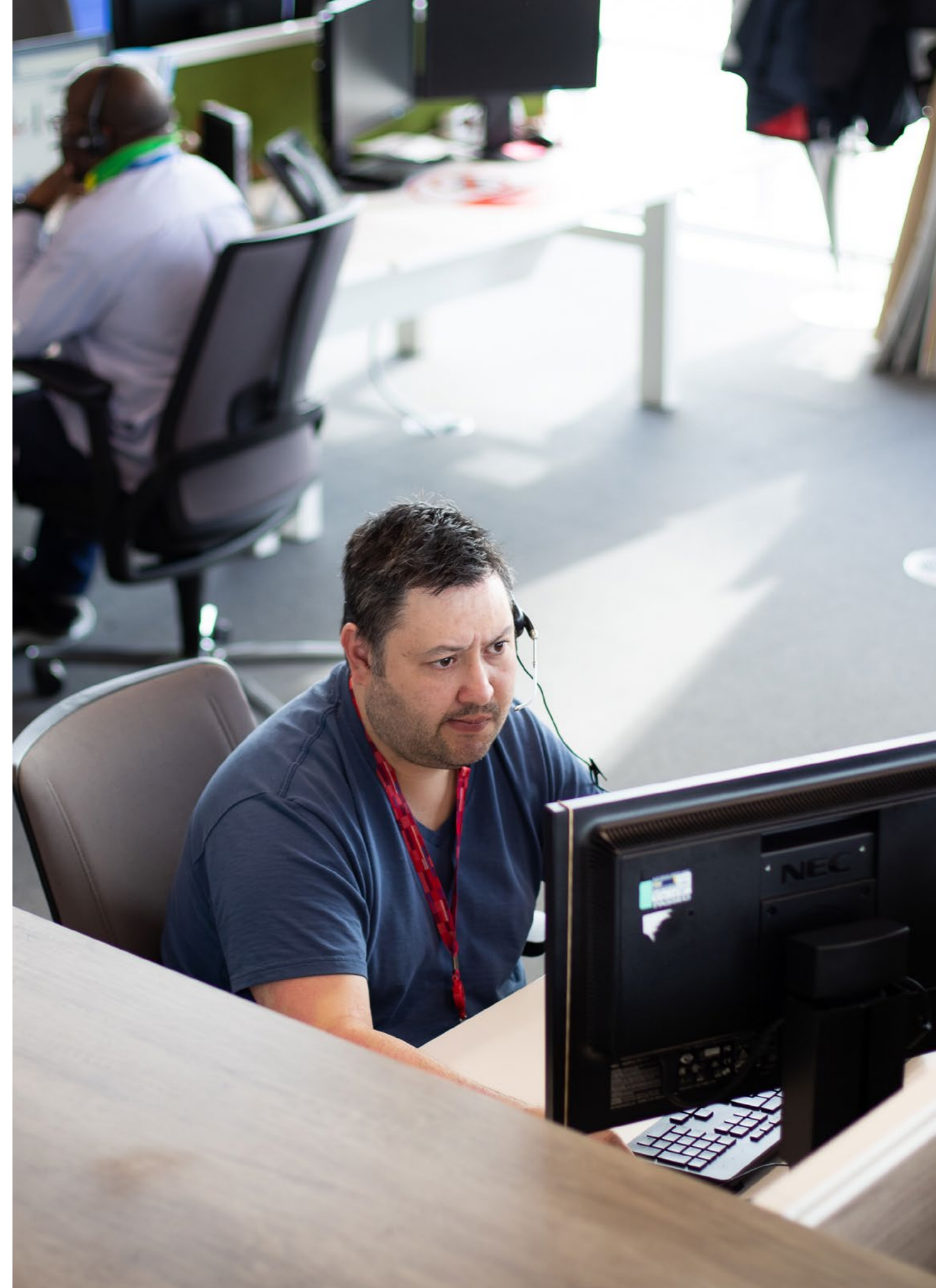
Overall, we have seen a 15 per cent rise compared to last quarter. However, we handled the start of our seasonal peak better than last year, and in line with this, volumes are down five per cent on the same quarter last year.

Contactless demand is up 16 per cent on last quarter, and up 34 per cent on the previous year as passenger numbers continue to recover. Oyster demand also rose on last quarter (up 22 per cent) but is down on last year.

Surface and Rail is up 10 per cent on last quarter, down 15 per cent on last year.

Santander Cycles demand remains strong, up six per cent on last quarter and 20 per cent on the previous year.

\* 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 centre staff handle a wide range of customer queries

**Road user charging and ULEZ**  
Past five quarters

	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23
Calls received	292,501	462,698	559,940	334,393	286,306
Calls answered	279,011	431,969	542,331	328,045	281,449
Calls abandoned (%)	4.6	6.6	3.1	1.9	2.0
Average speed of answer (seconds)	72	76	14	24	34

Capita's road user charging contact centre continues to perform well within contractual targets, with call volumes during Quarter 2 remaining stable following the spike in Quarter 4 caused by an increase in volumes due to the expansion of the Ultra Low Emission Zone and changes to the Congestion charging scheme hours. The average speed of answer for Quarter 2 is 34 seconds and the call abandon rate is two per cent against a target of no more than 12 per cent of calls.

Past five years

	2018/19	2019/20	2020/21	2021/22	2022/23 year to date
Calls received	1,080,837	1,486,715	1,145,772	1,590,871	620,699
Calls answered	1,043,877	1,440,357	1,093,382	1,518,973	609,494
Calls abandoned (%)	3	3	5	5	2
Average speed of answer (seconds)	43	42	63	48	28

**Taxis and private hire**  
Past five quarters

	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23
Calls received	59,083	72,942	56,597	48,626	55,575
Calls answered	58,163	65,385	55,938	47,858	54,425
Calls abandoned (%)	1.6	10.4	1.2	2.0	2.0
Average speed of answer (seconds)	32	314	21	29	40

The number of calls offered increased by 14 per cent from Quarter 1 to Quarter 2 which is in line with previous years. This led to a slight increase in the average speed of answer (40 seconds). However, this remains within contractual targets.

Past five years

	2018/19	2019/20	2020/21	2021/22	2022/23 year to date
Calls received	840,178	749,561	222,291	235,135	55,575
Calls answered	582,022	532,096	158,847	225,445	54,425
Calls abandoned (%)	30	29	29	4	2
Average speed of answer (seconds)	733	699	896	111	40



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

	Target	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23
Calls received	N/A	66,591	83,958	102,724	91,224	93,267
Calls abandoned (%)	10	12.4	9.7	13.8	11.2	11.1
Average speed of answer (seconds)	180	269	238	344	276	275
Email bookings	N/A	6,939	10,186	10,684	10,728	9,761

Dial-a-Ride saw a small increase of 2.2 per cent in calls received in Quarter 2 compared to the previous quarter, while our average speed of answer and abandoned rate remains similar to the previous quarter. The booking process was temporarily adjusted for industrial action on 19 August, and on 19 September for the bank holiday of the state funeral for Queen Elizabeth II. These were unavoidable but impacted performance this quarter.

Past five years

	2018/19	2019/20	2020/21	2021/22	2022/23 year to date
Calls received	564,391	533,868	117,275	299,944	184,491
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	22,409

# Complaints

## Complaints

Year on year (per 100,000 journeys)

	Q2 2021/22	Q2 2022/23	Variance (%)
London Underground	1.62	1.02	-37
London Buses	3.12	3.32	6
DLR	0.57	0.65	14
London Overground	0.72	0.70	-3
Elizabeth line	1.97	0.82	-58
London Trams	0.85	0.98	15
IFS Cloud Cable Car	5.02	2.58	-49
Congestion charge	4.8	2.4	-50
Dial-a-Ride*	50.82	50.69	0
London River Services	0.53	0.22	-58
Santander Cycles	2.07	3.32	60
Taxis**	2.94	5.16	76
Private hire**	2.47	3.27	32
Contactless	0.55	0.56	2
Oyster	0.42	0.49	17

London Underground, London Overground and the Elizabeth line all recorded good performance, with complaints falling compared to last year despite passenger numbers increasing by at least 30 per cent for both Underground and Overground, and 245 per cent for the Elizabeth line.

Buses, DLR and Trams saw small increases in complaints as their respective passenger numbers rose compared to last year.

Taxis and private hire both saw significant rises in complaints, the majority of which were linked to drivers.

Ticketing saw small rises, with Contactless up two per cent against a 43 per cent increase in passenger numbers, while Oyster rose 17 per cent against a 21 per cent growth in journeys.

Finally, Cable Car and Congestion charge saw complaints drop despite passenger numbers remaining relatively stable.

## 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	1.05
London Buses	3.17	3.17	4.37	3.29	3.15
DLR	0.78	0.89	1.09	0.54	0.56
London Overground	1.69	1.58	1.24	0.65	0.64
Elizabeth line	2.39	2.30	2.26	1.77	1.1
London Trams	1.28	1.65	1.76	0.85	0.92
IFS Cloud Cable Car	4.11	2.83	2.57	4.69	3.50
Congestion charge	1.59	2.48	3.83	3.55	2.31
Dial-a-Ride*	69.86	83.62	64.87	61.33	58.51
London River Services	1.49	1.26	2.44	0.47	0.28
Santander Cycles	4.00	3.54	2.68	2.24	2.69
Taxis**	7.22	8.06	1.69	3.24	2.18
Private hire**	2.95	2.57	1.36	2.3	1.35
Contactless	0.21	0.40	0.39	0.5	0.55
Oyster	0.15	0.17	0.26	0.48	0.43

So far in 2022/23, we are seeing the number of complaints per 100,000 journeys tracking lower than last year in most areas. Taxis and private hire are currently down 33 per cent and 41 per cent compared to last year, despite the rises we saw this quarter.

DLR, Trams and cycle hire are the only areas currently recording higher complaint rates than last year. We will continue to monitor this closely throughout the rest of the year.

Contactless has risen slightly while Oyster is currently below last year's figures.

\* 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.



Elizabeth line continues to prove popular with customers

# Commendations

## Commendations Past five quarters

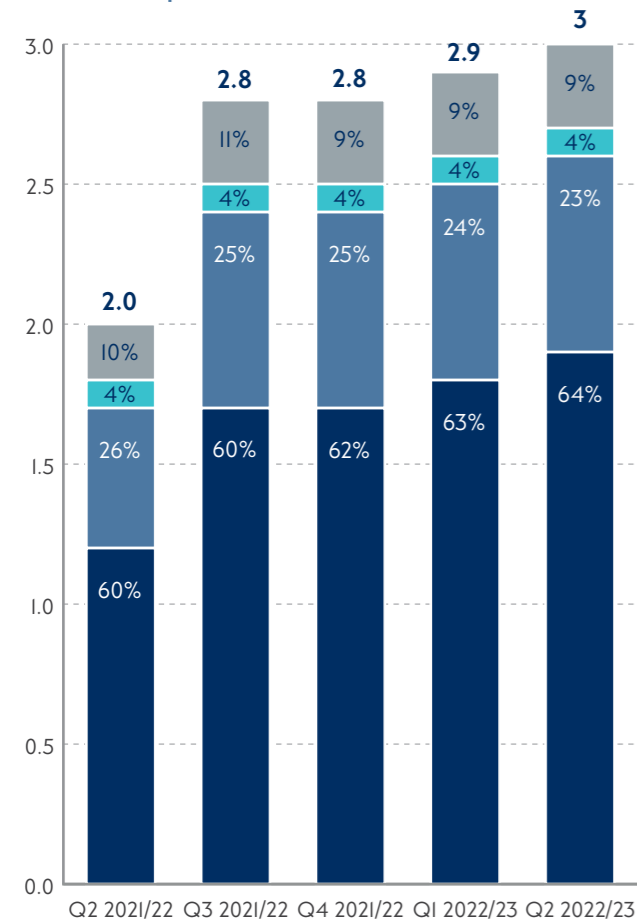
	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23
London Underground	274	259	272	337	312
London Buses	551	607	733	693	610
DLR	8	12	2	12	20
London Overground	25	38	33	26	39
Elizabeth line	116	29	39	11	52
London Trams	0	5	8	2	2
IFS Cloud Cable Car	9	7	4	5	8
Dial-a-Ride	3	35	13	8	4
London River Services	3	2	3	3	0
Santander Cycles	0	0	0	0	0
Taxis and private hire	14	23	20	31	30
TfL Road Network	3	0	2	0	1
TfL Policy	2	4	3	8	6

Overall commendations are up eight per cent on last year, though they did fall slightly against last quarter.

The biggest improvements on last quarter were Elizabeth Line (up 373 per cent), DLR (67 per cent), IFS Cloud Cable Car (60 per cent) and London Overground, which rose 50 per cent. Comparing to the previous year, we saw DLR lead the way with a 150 per cent improvement. Taxis and private hire also saw a big rise in commendations, up 114 per cent.

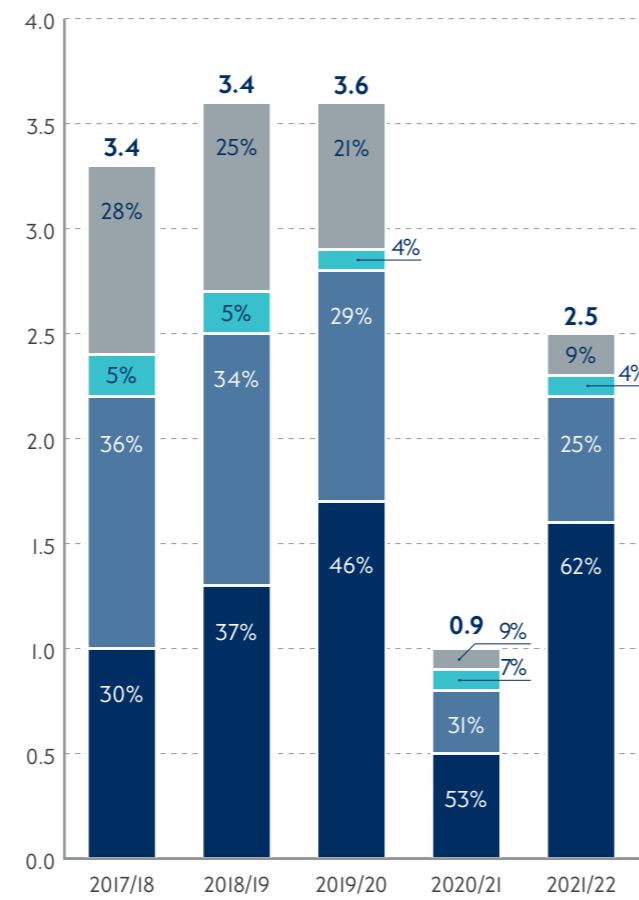
# Tickets

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



■ Contactless      ■ Oyster PAYG  
■ Buses and Trams      ■ Travelcards


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



■ Contactless      ■ Oyster PAYG  
■ Buses and Trams      ■ Travelcards

Since travel restrictions related to the coronavirus pandemic eased in 2021, overall demand has been recovering, although the recovery stalled at the end of 2021 due to the Government implementing new restrictions to prevent the spread of the Omicron variant of the coronavirus. The share of contactless payment media (cards and mobile devices) used has increased to 64 per cent of all fare payer tickets in the latest quarter from 60 per cent a year ago.

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 when 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 travel restrictions ended.

**122m** 

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

 **3.6m**

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 16 September 2021 Q2 2021/22  
 Thursday 25 November 2021 Q3 2021/22  
 Thursday 17 March 2022 Q4 2021/22  
 Thursday 9 June 2022 Q1 2022/23  
 Thursday 8 September 2022 Q2 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 (%)

	Q2 2021/22			Q2 2022/23		
	Actual	Variance to target	Variance to last year	Actual	Variance to target	Variance to last year
London Underground – ticketing system overall availability (%)	99.39	+1.19	-0.14	98.98	+0.78	-1.14
London Buses – bus validations – overall availability (%)	99.70	+0.70	+0.08	99.65	+0.65	-0.05

Underground and Buses both exceeded their targets for ticketing system availability this quarter. Passenger numbers continue to increase towards pre-2020 levels, and during the quarter there were events including the Notting Hill Carnival, which was held for the first time in three years.

## Internal IT

### Past five quarters (%)

	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23
System performance	99.82	99.96	99.91	99.87	99.97

In Quarter 2, 13 Mission Critical Severity I incidents contributed a total of 3,455 minutes of services being unavailable or unusable. This included four incidents aligned to our Network Services, and three aligned to the new DRIVE (Driver Realtime Information Vehicle Experience) service, a messaging system we use to communicate directly with bus drivers. The largest incident was aligned to Dial-a-Ride, which took just under a day to restore.

### 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	99.92

# Digital

The TfL Go app has been downloaded over 2.4 million times across iOS and Android devices. It is used by around 500k customers each month and has won Drum, Design Week and BIMA awards for the quality of design.

Our recent focus has been on improving real-time information across all modes (including National Rail) in response to customer feedback. For example, the live Tube map will soon indicate the precise location of live disruption and line closures. We have also made it easier to update and share information about the impact of severe disruption, such as during strikes.

During the summer we launched 'Promoted Places'. This feature appears in search and helps customers discover and visit places of interest, cultural hubs and events. We trialled the format using 'Summer in the city' content agreed in partnership with BID. We also used it during Operation London Bridge to help customers find the end of the queue for the lying in state.

In early 2023 we will integrate account and payment functionality. Customers will be able to use TfL Go to top-up their Oyster card, purchase Travelcards and view their journey history.

14.9m

unique devices  
visiting the TfL  
website this quarter

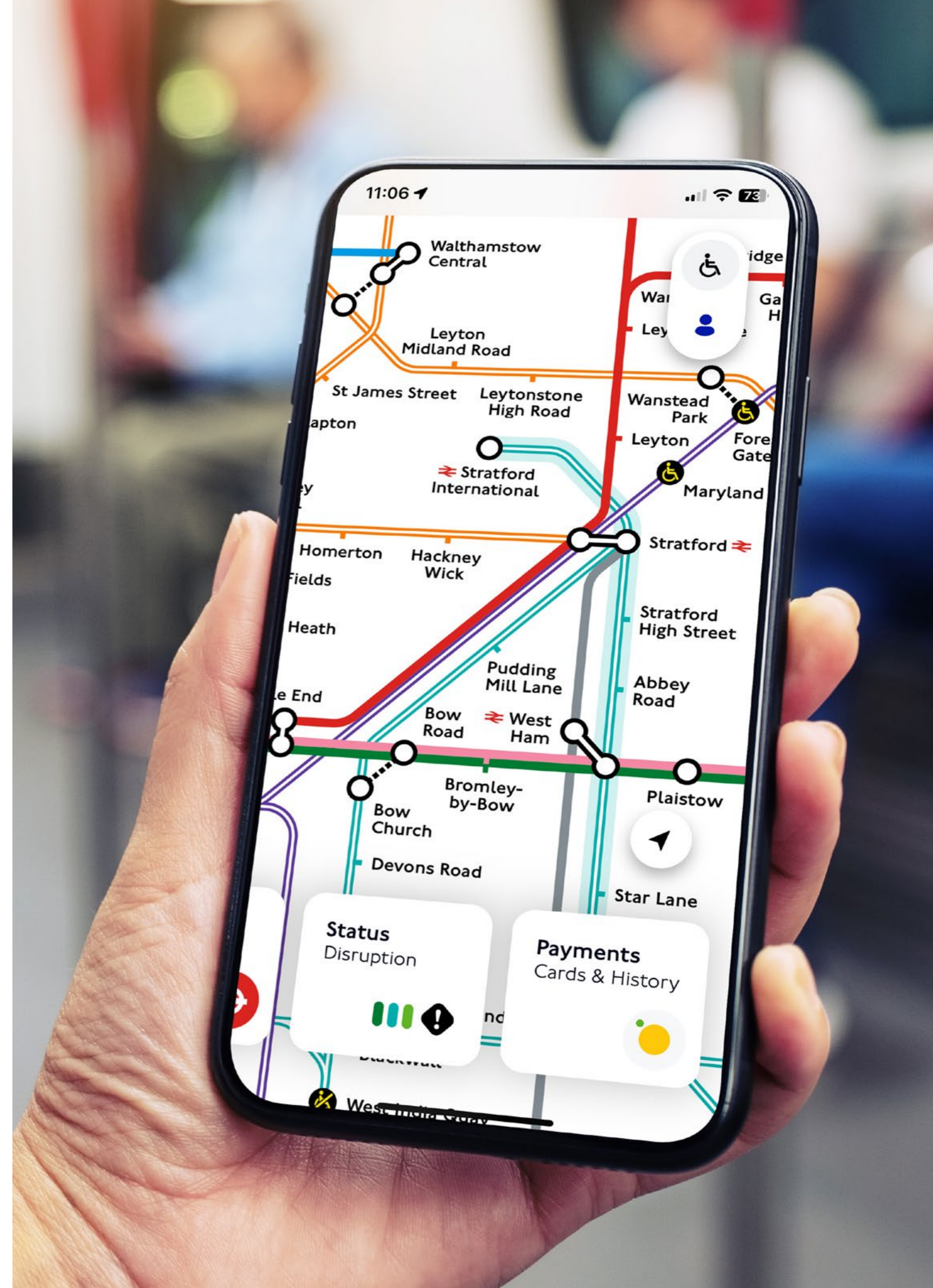


2.4m

downloads of the  
TfL Go app since launch

220.2m

website page views  
this quarter



TfL Go will soon include payments and live disruption info



# Travel demand management

This summer we delivered customer communications in response to rolling industrial action, with strikes that often ran over multiple days and affected multiple modes. We worked closely with operational and incident response colleagues to ensure customers were aware of upcoming strikes as soon as they were called, and aware of what services were running and when, to help them plan their travel. This work included aligned communications across the industry, with Network Rail and other operators, and liaison with event organisers to give them the best travel advice to share with people attending their events.

# 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	239
Campaigns	930	1,101	685	950	503

We continue to support our multiple mass email campaigns throughout this quarter.

Our off-peak travel price cap campaign continues to contribute to the success of getting Londoners back to our network. It encourages Londoners to use the network to make more trips and do more of what they love, driving increased frequency of trips and revenue as part of our Public Transport Recovery strategy.

To complement our recovery strategy to keep London moving, we formed an additional partnership with media outlets Metro and Time Out, which runs until end of March 2023.

**239m**

customer information emails sent in 2022/23 to date



**503**

customer campaigns so far in 2022/23



We're working hard to encourage Londoners to use our network





We're campaigning to make London's roads safer for cyclists

## Customer marketing and behaviour change campaigns

### Mandatory Cycle Lanes

In line with the Highway Code and legislation change, an existing road regulation become enforceable for TfL from 27 June 2022 which prohibits drivers from crossing the solid white lines of cycle lanes on our red routes. Drivers who fail to comply could be fined £160. We ran an integrated communications campaign from 22 June to 10 August 2022 to raise awareness among drivers of the rule and fine, and act as a reassuring message to cyclists with the aim of highlighting how we are improving their safety on the road.

The campaign was communicated via bus rear posters, adverts placed in the Travel News page in Metro, emails to customers on our database and via stakeholder engagement. Information is also available on our website.

There is a six-month warning notice period running until December 2022 for first-time offences, to educate drivers and increase compliance.



# Consultations

We launched two consultations in Quarter 2:

- London Bridge and Borough High Street walking and cycling changes
- Clapham Common to Oval cycling improvements

We are planning to launch 12 consultations in Quarter 3 2022/23.

# London Assembly scrutiny

## London Assembly scrutiny Quarter 2

Date	Title	Type of scrutiny
29 June 2022	Transport Committee. London's Bus Network	Open meeting
12 July 2022	Transport Committee. Proposals for ULEZ Expansion	Open meeting
14 July 2022	Budget and Performance Committee. Q4, 2021/22 GLA Group Monitoring Reports	Open meeting
6 September 2022	Transport Committee. Shared Mobility	Open meeting

## London Assembly scrutiny Quarter 3

Date	Title	Type of scrutiny
11 October 2022	Transport Committee. TfL funding	Open meeting
13 October 2022	GLA Oversight Committee. GLA Pensions	Open meeting
20 October 2022	Environment Committee. Noise pollution	Open meeting
10 November 2022	Environment Committee. Green bonds	Open meeting
15 November 2022	Transport Committee. Rail reform	Open meeting



In June, the London Assembly discussed our bus operations

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## 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.

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