
Transport in London monitor

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This paper draws on a number of external sources to give a glimpse of what is being experienced by the travelling public, as a complement to the updates from our Casework, Campaigns and Communications leads.

Selected highlights from the Commissioner's report to the TfL Board meeting held on 5th February can be found on pages 2-6: his report is part of the full TfL Board pack here <https://content.tfl.gov.uk/board-20250205-agenda-papers-corrected.pdf> The focus of the report is on milestones reached, projects/initiatives completed and decisions reached across a wide range of TfL activities.

On pages 7-16, extracts are reproduced from TfL's Customer, Sustainability and Operations report due to be discussed at the 13th March CSOP meeting [Customer, Sustainability and Operations Panel 13 March 2025 Agenda and Papers](#) (pgs 79-125 of the electronic file). The extracts provide data on:

- Passenger journey times on selected TfL modes;
- Survey scores on the percentages of Londoners and disabled Londoners agreeing with the statement "TfL cares about its customers";
- Customer satisfaction scores with different TfL modes;
- Call volumes to TfL's contact centre and rate of complaints.

Page 17 features a table summarising passenger satisfaction levels for train operators from the latest compilation of Transport Focus' regular Rail User Surveys, published in December [Rail User Survey - train operator results](#). This table is the same one reproduced in the Monitor paper for the January 2025 meeting of the London TravelWatch Board. More recent results, presented on an operator-by-operator basis, have just been published this week on the Transport Focus website.

The final section, on page 18, provides a selection of some of the more prominent transport stories relevant to London which have featured in the media and on social media since Board members last met in January.

Selected highlights from the Transport Commissioner's report (February 2025)

Safety & security

One staff member died after a serious assault and four members of the public died: two were cyclists involved in collisions with a bus, one was a customer descending stairs at Island Gardens station and one was a customer who fell on board a bus.

TfL has recruited a further 15 Transport Support Enforcement night officers, who are due to be deployed on the network by the end of the financial year.

Since December 2024, TfL officers have carried out more than 1,300 engagements to enforce breaches of rail byelaws. Since 27th November, Operation Surge (the Met's response to robbery on the bus network) resulted in 71 arrests and 141 stop and searches. The British Transport Police's Operation Invert (a similar operation on the rail network) resulted in 21 arrests and 69 stop and searches in December.

TfL ran a two-week long Safer Travel at Night campaign in December and supported the '16 days of Activism against Gender-Based Violence' campaign in November-December.

TfL held an International Fare Evasion Benchmarking summit to support how it benchmarks itself in a global setting. TfL will shortly publish its Revenue Protection Strategic approach, setting out how it prevents and tackles fare evasion towards its target to reduce the risk of fare evasion to less than 1.5 per cent by 2030.

TfL has been trialling a device at South Kensington station to stop an escalator immediately when triggered by an entrapment and are looking to widen the trial to a further five stations with the highest number of these incidents. TfL have been focusing on stations where intoxication-related accidents involving escalators and the gap between the train and platform are known to have happened more frequently, and expects to have the results of the programme later in February.

As part of its platform-train interface action plan, TfL will trial new technologies aimed at improving customers' safety when boarding and alighting trains. The plans will complement physical enhancements to platforms to reduce the gap at Waterloo, Farringdon and Embankment stations; and installing sensors to provide an alert should someone fall between the train and the platform at Bank, Monument, Farringdon, Westminster and Finchley Road stations.

Two major new Safer Junctions projects started construction in autumn, at Battersea Bridge and Lambeth Bridge, alongside smaller projects. TfL has allocated £80.4m to boroughs for 2024/25 to help improve road safety and encourage more people to use public transport, walk or cycle: boroughs are now finalising their updated Local Implementation Plan delivery plans, with proposals submitted in November.

TfL aims to deliver 31km of new cycleway in 2024/25, with 29km completed October 2024 and 13km under construction. London's cycleway network now spans over 400km: more than 27 per cent of Londoners now live within 400 metres of the strategic cycle network (the goal is 40 per cent by 2030).

The signal timing review programme – which reduces wait times for buses and pedestrians at traffic signals – is also set to exceed its target of 400 reviews this financial year.

TfL continues to investigate potential locations to extend its Lowering Speed Limits programme to further progress towards 2030 targets. Since completing Phase 2 of the Lowering Speed Limits programme in March 2024, 264km of TfL roads are subject to a 20mph speed limit (equating to 52 per cent of all London's roads).

Work to deliver new and improved crossings on the A23 Streatham High Road ended at the end of January. Public engagement on a number of schemes took place in January and February, including a pedestrian crossing improvement on the A2 Deptford Broadway and a speed limit reduction scheme on the A21 Hastings Road/A232 Croydon Road in Bromley.

With systems restored following the recent cyber security incident, TfL is prioritising Oyster and contactless payment card refunds for affected customers, especially those facing financial hardship. Customers unable to apply for concessionary travel cards, such as Zip, 18+ and 60+ Oyster cards during the incident were assisted with their applications. TfL has since processed more than 200,000 cards, as well as interim travel refunds to customers who had used other payment methods during the incident. The refund system was fully reinstated on 4 December, along with the online self-service portal for Oyster and contactless accounts.

Our customers

TfL has now restored the previous weekday timetable on the Central line. TfL continues to overhaul all Central line trains: in December, the second train entered passenger service (the first one has already travelled more than 10,000km).

More than 500 million passenger journeys have been made on the Elizabeth line in its first two and a half years, making it the single busiest railway service in the UK. Customers on the Elizabeth line can now stay connected throughout their journey, with high-speed 4G mobile coverage available across the entire line.

On DLR, TfL continues to work closely with its suppliers and have a firm schedule for delivery of the new trains this year: this is being optimised and the outcome will be presented to the Programmes and Investment Committee in March.

Overall satisfaction and satisfaction with reliability with the Woolwich Ferry are high at 89 points and 85 points. Overall satisfaction has increased by around 10 points since 2021/22, while satisfaction with reliability is up around 20 points.

The above-ground parts of the Piccadilly line were heavily affected by this autumn's leaf fall, causing extensive wheel damage and resulting in fewer trains available than needed to run a full service. While repairs were carried out, TfL partially closed the line between Rayners Lane and Uxbridge and ran a reduced service between Acton Town and Rayners Lane: on 28 January, TfL reinstated services on the closed section and increased train frequency between Acton Town and Rayners Lane. TfL is also reviewing its severe and extreme weather plans to ensure they remain current and fit for purpose as changing weather patterns become more common.

In December, Kentish Town station reopened, following an extended closure to replace the two ageing and unreliable escalators, and Colindale Tube station reopened to the public in a temporary state after a six-month closure to enable heavy construction work for its major upgrade (due to complete in autumn 2025).

TfL published the findings of the off-peak Friday fares trial (held between March and May) in December 2024.

TfL is aiming to publish a refreshed Taxi and Private Hire action plan (published in 2016) by the end of the financial year, setting out its ambition for taxi and private hire services in London to 2030.

London Underground's Accessible Travel Policy was introduced in January, following approval by the Office of Rail and Road (ORR). It applies to the 30 stations where both London Underground and National Rail services are available, but London Underground operates as the station facility operator. At these 30 stations, customers can book assistance through Passenger Assist, which includes luggage assistance. Luggage assistance remains unavailable at any other London Underground stations, and there are currently no plans to roll it out further.

Part of the ORR's Accessible Travel Policy requirements is that all customer-facing staff receive disability equality training. To support this, TfL will shortly launch a new mandatory 90-minute online course.

The first fully wheelchair-accessible Bakerloo line train began service on 9 December 2024.

In January, TfL introduced new features to the TfL Go app (which now has one million monthly active users), making it easier for customers to plan and pay for their journeys in one app.

Currently, 39 per cent of underground stations and 32 per cent of underground tunnels have 4G & 5G coverage. Recently, sections of the Northern line in south London between Clapham North and Balham received coverage for the first time and significant sections of the Tube through central London now have coverage across the Bakerloo, Central, Northern, Piccadilly and Victoria lines.

Google Street View has been introduced at 36 of London's busiest stations to support customers who are less confident travelling or need reassurance about the details of their journey.

Silvertown Tunnel is planned to open to the public on 7 April. With construction work coming to a close, the focus is now on installing infrastructure to support the new zero-emission bus routes that will serve the tunnel.

Hires of Santander Cycles rose three per cent to 8.8 million in 2024 compared with the previous year. There were 995,000 hires of Santander Cycles e-bikes in 2024. TfL's e-scooter rental trial has been running for two and a half years, with 4.85 million trips made since the trial began.

TfL has completed 665 new Routemaster mid-life refurbishments, which includes fitting new priority moquette seating, exceeding the milestone target of 650 refurbishments in 2024/25.

More than 6,000 bus drivers have completed new equality, diversity and inclusion training (the target is 7,000 bus drivers receiving the training by March 2025). Fatigue detection technology has been installed on more than 400 buses, with another 23 expected before the end of this financial year.

From February, passengers across the south-east can use tap-in and tap-out ticketing at 47 more stations for the first time, guaranteeing they get the best value ticket available on the day. Contactless ticketing will be rolled out at a further 49 stations throughout 2025, including London Stansted Airport, meaning all London airports will be accessible by tap-in, tap-out ticketing for the first time.

In December, a new plaque was installed at Paddington Elizabeth line station to commemorate disability campaigner and former Chair of London TravelWatch and Transport for All, Alan Benson.

Our colleagues

TfL's Colleague Strategy includes the introduction of job families which group together all roles that do the same or similar work, so that TfL can pay people more consistently thus reducing internal pay disparity and in a way that is more closely aligned with the external market and/or industry.

In December, TfL began distributing new uniforms with a refreshed design to thousands of staff across the network, to help make them easily identifiable to customers, especially in busier stations. Staff will have a 12-month transition period to move over to the new uniforms.

The conclusion of TfL's review of its pension scheme (required by the previous Government) has coincided with the scheme's triennial valuation. The valuation has

shown a significant improvement in the funding position of the TfL Pension Fund, which will enable TfL to reduce payments into the Fund for a period.

Our green future

London's zero emission bus fleet has increased to 1,800 (the largest in western Europe) from just 30 buses in 2016, with around 20 per cent of the fleet operating with newer, cleaner, zero-emission technology. TfL has completed the roll out of new electric buses on routes 39 and 101.

In November, TfL submitted a new round of applications (for eight priority buildings) as part of the latest round (Phase 4) of the Public Sector Decarbonisation scheme. Successful applications are expected to be confirmed by May 2025.

In December, TfL published its Adaptation Reporting Power submission (which it does approximately every five years), outlining its climate risk governance, climate risk assessment and adaptation actions.

London Underground air quality monitoring for 2024 shows that dust levels, on average, remained broadly stable compared to 2023: over the past five years, dust levels have fallen on the network, down 21 per cent in stations and 14 per cent in driver cabs, on average. Further long-term improvements include regenerative braking for the new Piccadilly line trains, which reduces brake wear particle emissions due to less friction braking, and planned trials this year of a new track cleaning train and air filtration units.

Our finances

Cumulative journey growth in the year to date is 1.6 per cent (the target in TfL's Budget was six per cent year-on-year journey growth over the full year). Passenger income is lower than Budget, with passenger income forecast (Quarter 2) to be £300m up on last year, but £188m lower than Budget. Core operating costs are £78m higher than Budget, mainly from higher bad debt charges from enforcement income and pressures from higher bus retender costs.

To help mitigate revenue pressure, TfL has so far reduced non-permanent labour by 400 this year. The outcome of the triennial TfL Pension Fund valuation will enable TfL to reduce employer contributions for the next three years - this was previously assumed to take effect from 2025/26, but TfL has accelerated delivery into 2024/25.

TfL is making an operating surplus of £50m in the year to date. This is £151m lower than Budget as a result of revenue pressures and cyber incident impacts of £23m in the year to date.

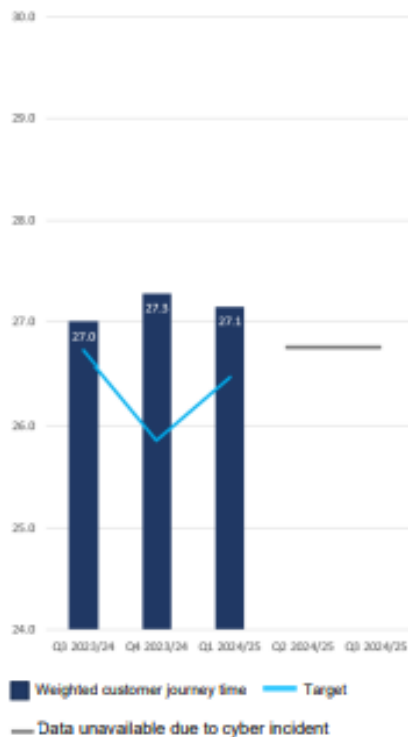
In December, TfL submitted its long-term funding business case to the Government's Comprehensive Spending Review. The schemes in its business case would protect and grow London's annual net contribution to the national exchequer, which is already at a record level of £43.6bn.

Selected TfL operational/customer service data Q3 (September-December) 2024/2

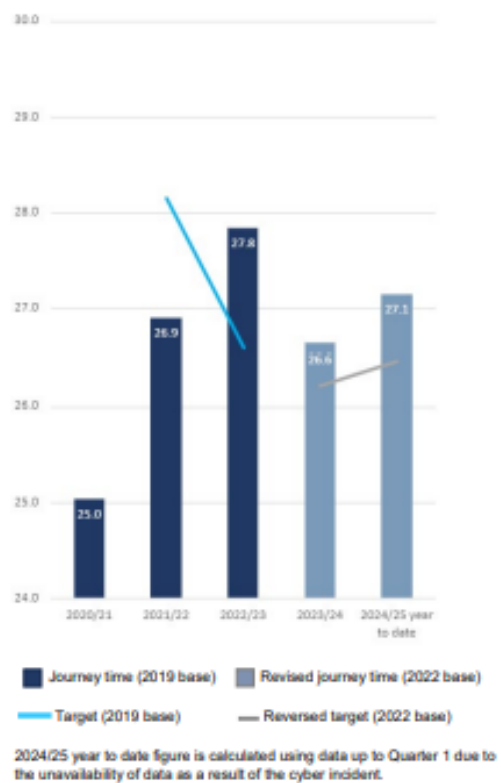
London Underground journey time

This is a demand-weighted average of all Tube customer journey times and is comprised of wait time and in-vehicle time. Actual (clock) times are weighted by customers' perceived values for waiting on platforms, platform crowding, on-train crowding, being unable to board (left behind), and on-train delays. It measures the journey times that customers actually experience when they use the Tube.

London Underground journey time Past five quarters (minutes)



Annual trend (moving average)



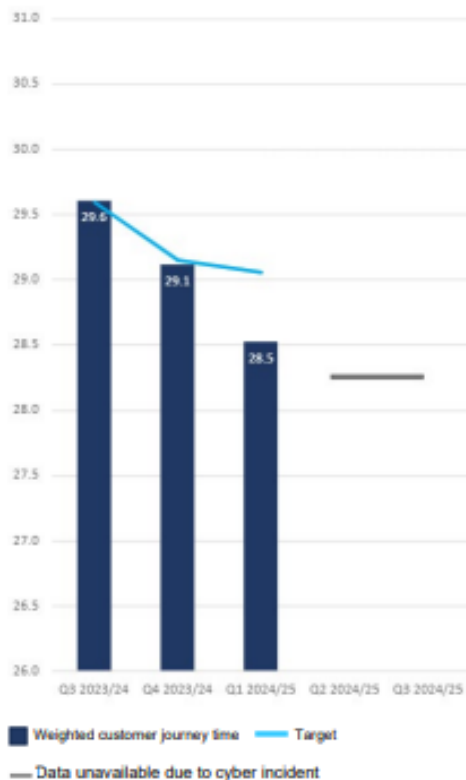
Autumn and winter this year have been particularly challenging, with leaves staying on trees for longer than usual then falling rapidly during the two storms in December. This created challenging conditions for the 50-year-old Piccadilly line trains, causing extensive wheel damage. Despite efforts to manage services during times of particularly high leaf fall, we had to temporarily suspend services between Rayners Lane and Uxbridge on the Piccadilly line while the wheel repairs were carried out.

Rail journey time

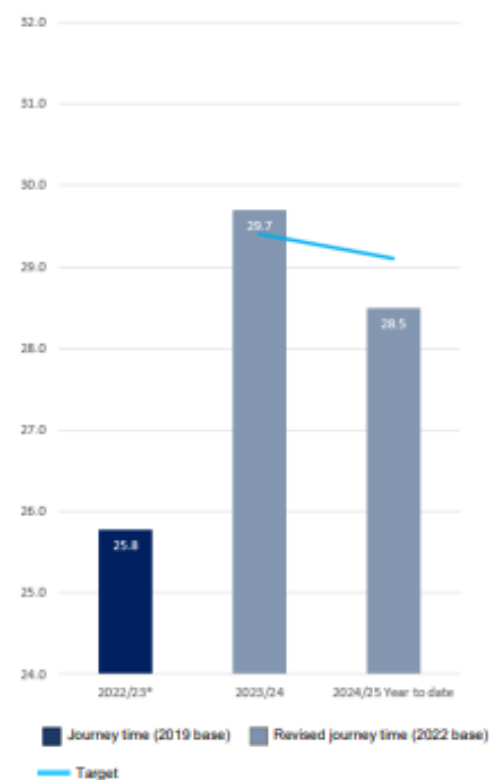
We measure the average time our passengers spent on their Rail journey, which is an accumulation of all stages of a customer's individual journey in minutes. This enables us to monitor the performance of our rail service from the perspective of our customers. Quicker journeys are more likely to encourage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

Elizabeth line journey time

Past four quarters (minutes)
since through running commenced



Annual trend (moving average)



2024/25 year to date figure is calculated using data up to Quarter 1 due to the unavailability of data as a result of the cyber incident.

Since its opening in May 2022, more than 500 million journeys have been made on the Elizabeth line. During Period 8 (13 October to 9 November 2024), the line had its best performance since the commencement of through running with 98.1 per cent trips operated.

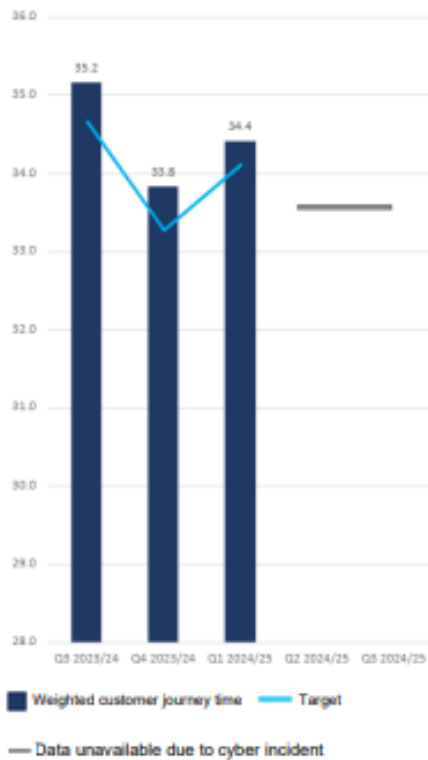
On 26 and 27 November 2024, we experienced a signalling issue in the central section of the line. We worked with our suppliers to find the root cause and to resolve the issues, a series of actions completed to prevent it from re-occurrence.

Bus journey time

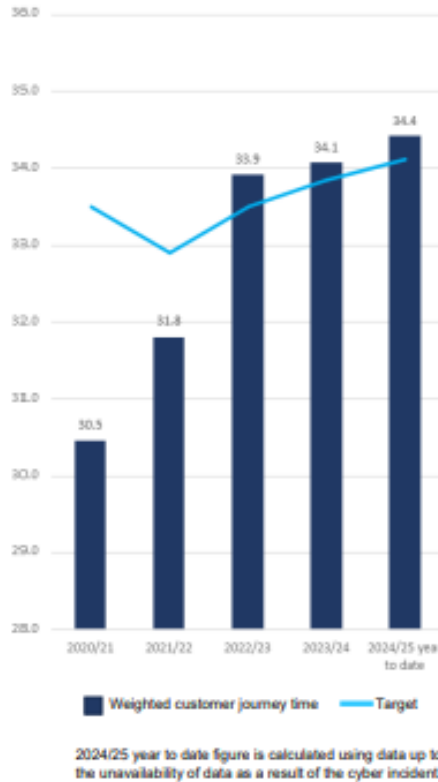
We measure the average time our passengers spent on their bus journey, which is an accumulation of all stages of a customer’s journey in minutes. This enables us to monitor the performance of our bus service from the perspective of our customers. Quicker and more reliable journeys are likely to make public transport more competitive with private transport.

Bus journey time

Past five quarters (minutes)



Annual trend (moving average)



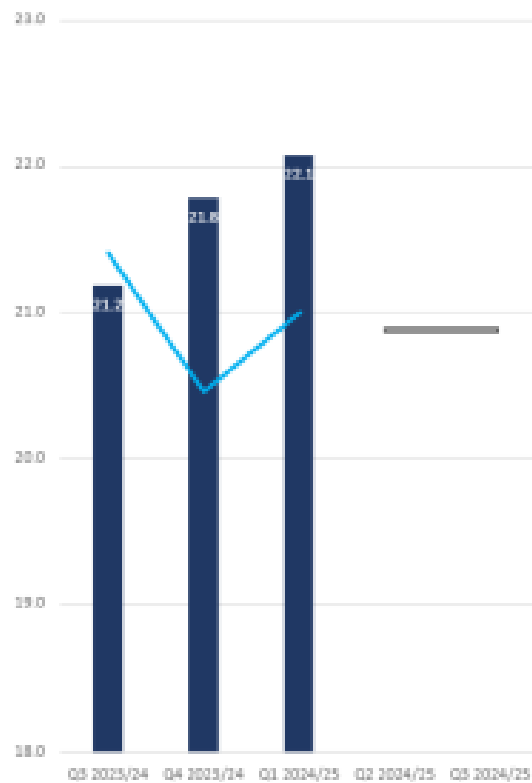
The data we have shows that bus speeds in 2024/25 have been slower than the year before. A wide range of issues contribute to this, including the impact of roadworks on London’s streets and generally higher levels of congestion on London’s roads.

We recognise the importance and scale of the challenge involved in improving bus journey times and reliability. We are working in partnership with bus operators and London’s boroughs to deliver a programme of technological, operational and policy improvements to better support bus performance while also delivering the Mayor’s Vision Zero ambition.

In recent periods we have seen some improvements in bus reliability, reflecting the work we are doing with bus operators to ensure schedules are optimised to support journeys. We will continue this work along with our pan-London interventions to support improvements in this measure in the coming years.

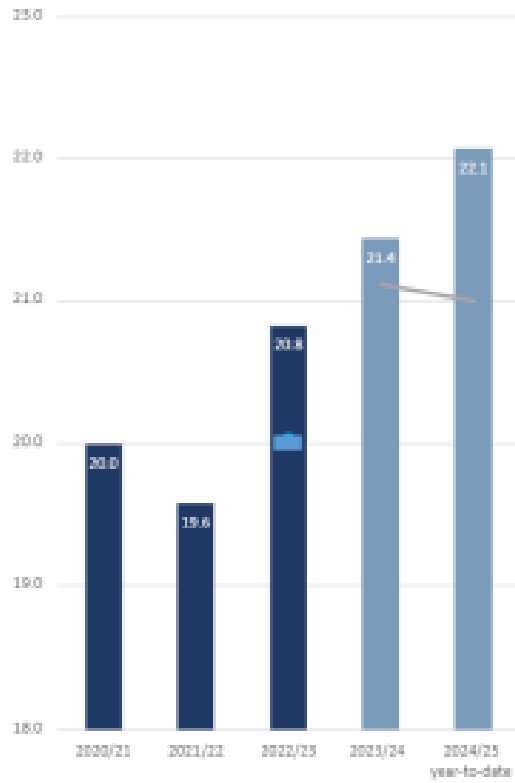
Trams journey time

Past five quarters (minutes)



■ Weighted customer journey time — Target
 — Data unavailable due to cyber incident

Annual trend (moving average)



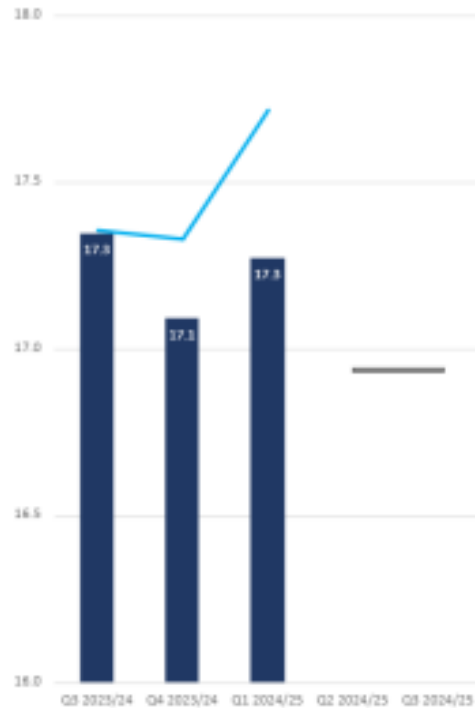
■ Journey time (2019 base) ■ Revised journey time (2022 base)
 ■ Target — Revised target (2022 base)

2024/25 year-to-date figure till Quarter 1 due to data unavailable for Quarter 2 and Quarter 3 due to cyber incident.

Customer journey time continues to reflect the ongoing fleet issues, resulting in a reduced timetable due to lack of availability of trams and defective trams being taken out of service. The ageing trams are the key reason for the decline in reliability with trams been taken out of service for faults, maintenance and renewals. We continue to progress plans to replace the oldest trams in our fleet, subject to funding.

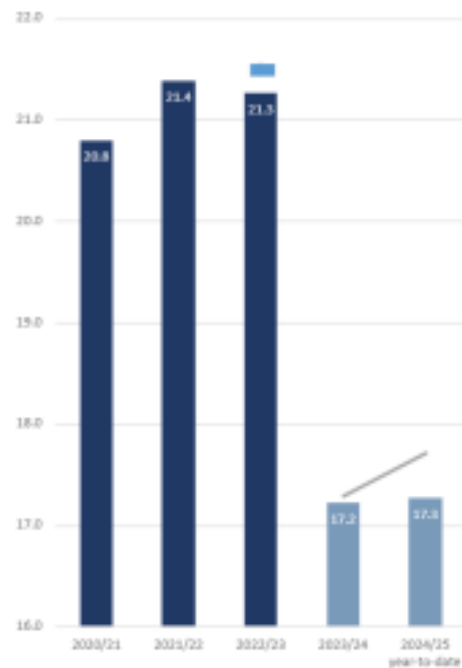
A number of engineering works to repair and replace worn-out rail tracks took place this quarter, including work on the section of track at Wellesley Road on 15 September 2024 and the section of track near Lebanon Road on 24 November 2024. All the repairs were delivered to ensure a safe and reliable tram service, while minimising disruption to customers.

DLR journey time
Past five quarters (minutes)



■ Weighted customer journey time — Target
 --- Data unavailable due to cyber incident

Annual trend (moving average)



■ Journey time (2019 base) ■ Revised journey time (2022 base)
 ■ Target — Reversed target (2022 base)
 2024/25 year to date figure is calculated using data up to Quarter 1 due to the unavailability of data as a result of the cyber incident.

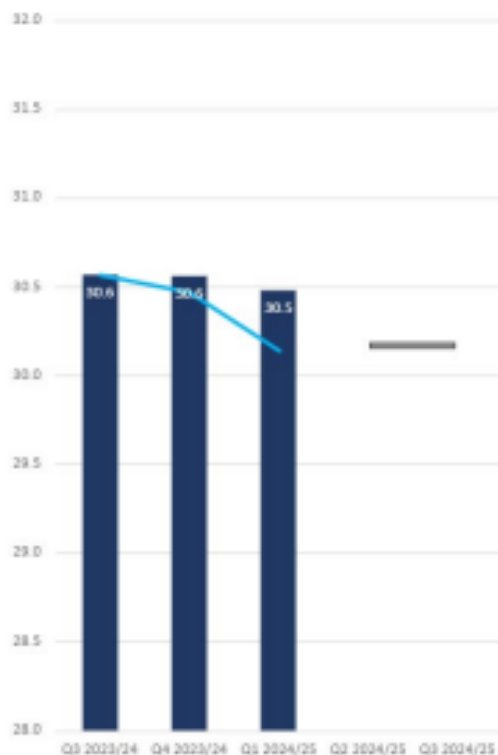
To reduce the impact of the speed restrictions put in place after a review of the signalling system in preparation for the introduction of a new modern fleet of trains, we introduced a new timetable in November. The timetable has restored direct peak hour services between Stratford and Lewisham and maintains the rest of the current DLR timetable.

The new timetable increased journey times slightly, but substantially improved reliability. At the end of the Quarter 3 performance of 99 per cent was achieved for the services operated.

We are working to get the new trains into customer service as quickly and as safely as possible. These will provide a huge benefit to customers, including walk-through layouts, air conditioning and more capacity. There is also more capacity per train and more trains in total.

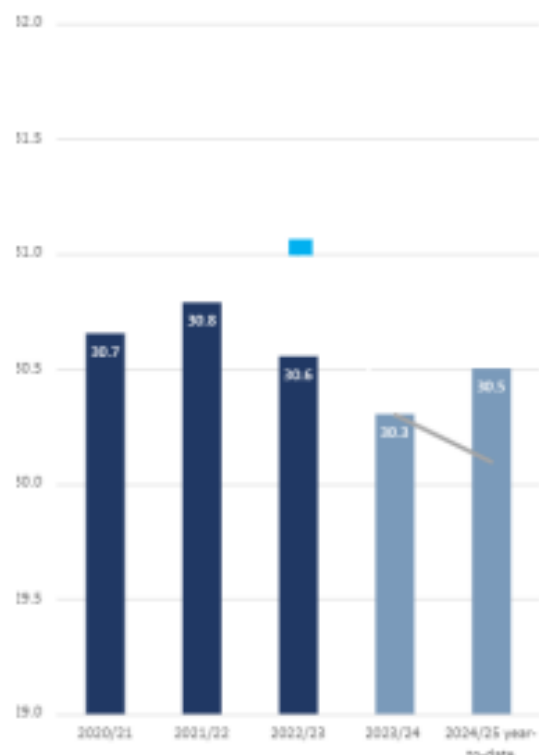
London Overground journey time

Past five quarters (minutes)



■ Weighted customer journey time — Target
 --- Data unavailable due to cyber incident

Annual trend (moving average)



■ Journey time (2019 base) ■ Revised journey time (2022 base)
 ■ Target (2019 base) --- Revised target (2022 base)

2024/25 year-to-date figure is calculated using data up to Quarter 1 due to the unavailability of data as a result of the cyber incident.

We continue to work with Arriva Rail London and Network Rail to improve performance on the Mildmay line, which is impacting overall journey time. The challenges are the result of poor asset reliability, particularly between Willesden Junction and Richmond. Network Rail's Camden Stabilisation plan is underway to address key asset performance on the Richmond branch. Network Rail successfully delivered the Chingford and Watford to Euston/ Lioness line blockades which has improved assets on the Weaver and Lioness lines.

On 28 November 2024, we launched the six new line names and colours of the London Overground, making it easier for customers to navigate the network. We have updated 6,000 station signs, maps, digital screens alongside journey planners, onboard train information and audiovisual passenger information systems.

TfL cares about its customers

The proportion of Londoners agreeing with the statement 'TfL cares about its customers' was 59 per cent in Quarter 3 2024/25. This is a decrease of two points from Quarter 2 of this year.

The year-to-date score of 59 per cent is three points above the annual target of 56 per cent. The Quarter 3 score in 2023/24 was 54 per cent, and the year-to-date score after Quarter 3 2023/24 was also 54 per cent.

The percentage of public transport users (those who have used public transport in the last seven days) agreeing with the statement 'TfL cares about its customers' is 61 per cent for this quarter; like all Londoners, this is also a decrease of two points from the previous quarter. The percentage of disabled Londoners agreeing 'TfL cares about its customers' is 56 per cent for Quarter 3 2024/25, an increase of three points from Quarter 2 of this year.

Through analysis, we have identified the five key drivers that have the most influence on Londoners' perception of whether 'TfL cares about its customers'. These are:

- (a) TfL is an organisation I can trust
- (b) TfL supports customers when things go wrong
- (c) TfL communicates openly and honestly
- (d) TfL is investing to improve my journeys
- (e) TfL treats its customers fairly

Scores for three of the five key drivers decreased in Quarter 3 compared to Quarter 2 2024/25, while the other two remained stable. 'TfL is an organisation I can trust' fell from 67 per cent to 63 per cent, and both 'TfL is investing to improve journeys' and 'TfL treats its customers fairly' fell from 64 per cent to 62 per cent. However, when comparing Quarter 3 2024/25 to Quarter 3 2023/24, all five are now scoring higher.

A continued focus on our core operational performance is critical, along with ensuring we support customers when there is disruption to services. Supporting customers when things go wrong continues to perform less well than the other drivers.

Satisfaction

Public Transport Customer Satisfaction Score (CSS) and overall satisfaction for individual modes remained broadly stable in Quarter 3*, with no significant changes.

Public Transport CSS remained at 76 points. The overall satisfaction score for London Underground was 76, Bus was 77, London Overground was 77, Elizabeth line was 81, DLR was 77 and London Trams was 80 points.

For London Underground, there was a significant decrease in satisfaction with 'levels of crowding on platform' in Quarter 3 2024/25 returning to levels seen in Quarter 4 2023/24 and on train there was an increase in satisfaction with 'temperature', which we tend to see at this time of year.

For Bus, there were several significant differences in scores in Quarter 3 2024/25. For the Bus station/stop metrics satisfaction with 'cleanliness' and 'state of repair' significantly increased, these scores are the joint highest to date and were last achieved in Quarter 1 2021/22. For the on-Bus metrics satisfaction with 'cleanliness, comfort, temperature, state of repair, smoothness of ride, ease of getting on and off, approachability and helpfulness of the driver' significantly increased in Quarter 3 and were higher than Quarter 3 last year.

Satisfaction with feeling 'valued as a customer' and feeling 'in control' also significantly increased this quarter for Bus and were higher than Quarter 3 last year.

For London Overground, there were no significant changes in scores for train or station metrics, but there was a significant decrease in feeling 'in control' of the journey, down two points to 73.

There were no significant changes for DLR in Quarter 3. The proportion of customers who claimed to have experience a delay fell by four points to 12 per cent, the lowest since Quarter 1 2022/23.

There were no significant changes in at station or on train satisfaction metrics for Elizabeth line.

There were no significant changes in at station or on train satisfaction metrics for London Trams.

***Quarter 3**

CSS Quarter 3 is made up of Periods 7 to 10

London Trams is included once a year in Quarter 3 of the CSS survey, all other modes are surveyed continually.

Calls

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

General Contact Centre calls

Telephone demand was down two per cent on last quarter and 19 per cent lower than the same time last year, in both cases this was largely a result of the cyber incident which meant many systems needed to assist customers were unavailable.

Correspondence was impacted even more than telephone by the cyber incident as many of our webforms were unavailable, as a result demand fell 39 per cent on the previous quarter and was 50 per cent lower than the previous financial year.

The average speed of answer fell drastically, though it should be noted that this was largely due to proactive messaging advising customers about the impact of the cyber incident and then a significant reduction in call handling time as agents could not always resolve the customers issues for them as usual.

Finally, we saw the biggest channel shift for demand since we began tracking this, with 80 per cent of demand shifting to telephone over the quarter as many webforms were unavailable due to the cyber incident.

Calls by subject

This quarter, the numbers of telephone calls by subject were:

- (a) Oyster: 105,713;
- (b) Surface and Rail: 31,853;
- (c) Concessions: 172,752;
- (d) Santander Cycles: 15,282;
- (e) Contactless payment: 139,565;
- (f) Other: 6,699.

Overall volumes fell three per cent on last quarter, this was primarily a direct result of the cyber incident as this quarter includes what is normally one of our busiest periods as students return to school and request new Zip cards.

Indeed, Concessions demand did rise two per cent on last quarter despite the impact of the cyber incident, we also saw an increase of five per cent for Surface and Rail demand.

Oyster and Contactless both fell by five per cent on last quarter, as noted previously this was largely a result of the unavailability of core systems.

Santander Cycle demand fell 18 per cent, this was largely down to poorer weather, competition from other bike schemes and of course the cyber incident.

Complaints

Overall we saw passenger numbers grow by 14 per cent while complaint volumes only rose one per cent in the same timeframe despite the significant impact of the cyber incident on our ability to resolve some customer issues.

London Underground saw complaints per 100,000 journeys fall 21 per cent despite a three per cent rise in ridership. The Elizabeth line saw a similar trend, falling 51 per cent despite an eight per cent increase in passenger numbers. DLR, London Overground, Trams all saw increases, along with increased passenger numbers.

London Buses complaints rose five per cent, though ridership fell slightly the main reason for the complaints were linked to staff and service performance. Bus complaints per 100,000 journeys remains higher than last year (up nine per cent) and the rolling average (currently 16 per cent higher).

Ticketing areas, despite being the most impacted by the cyber incident recorded lower complaints per 100,000. Oyster falling 15 per cent and Contactless 17 per cent than the previous financial year.


Rail User Survey: train operator results (Transport Focus, December 2025)

The TOCs in the table below traditionally labelled as London and South East operators are: c2c, Chiltern Railways, Greater Anglia, Great Northern, London Northwestern Railway, London Overground, South Western Railway, Southeastern, Southern, TfL Rail and Thameslink.

Summary of satisfaction by train company *Over 24 survey waves from 28 June to 8 December 2024*

	Overall satisfaction	Punctuality / reliability	Frequency of trains on route	Level of crowding	Cleanliness	Information during journey	Value for money
Merseyrail	94	88	87	80	88	89	73
c2c	93	86	77	75	79	89	62
London North Eastern Railway	93	82	81	71	84	79	66
TfL Rail/Elizabeth Line	92	88	87	69	90	88	67
Greater Anglia	89	84	75	79	88	85	57
London Overground	89	81	77	74	82	78	70
ScotRail	88	79	64	69	76	75	56
East Midlands Railway	86	77	71	68	74	81	57
Southeastern	86	79	71	69	76	77	43
Avanti West Coast	85	67	75	65	79	76	56
Chiltern Railways	85	81	71	71	80	82	59
Great Western Railway	84	74	78	69	85	78	52
South Western Railway	84	73	70	68	73	78	47
Transport for Wales	84	71	66	72	75	78	57
Great Northern	83	72	64	72	78	77	59
London Northwestern Railway	83	70	70	70	81	66	55
Southern	83	75	68	70	72	77	45
Thameslink	83	71	72	71	78	79	43
West Midlands Railway	82	73	74	73	77	78	57
Northern	79	66	62	69	74	73	54
TransPennine Express	79	74	74	64	77	80	60
CrossCountry	72	61	66	47	66	66	44

Score relatively high compared with other TOCS
Score relatively average compared with other TOCS
Score relatively low compared with other TOCS

transportfocus 

Top stories late November to early March

London TravelWatch has been quoted in a wide range of stories in the past few months.

TfL fare increases

MailOnline

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METRO

Here's why your rail fare increased this morning

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King's Cross departure boards

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