Public Board meeting

12.11.25

LONDON TRAVELWATCH

Transport in London monitor

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Board paper no: LTW806
Drafted: 31st October 2025

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 15th October TfL Board meeting held can be found on pages 2-8: his report is part of the full TfL Board pack [Agenda for Board on Wednesday 15 October 2025, 10:00 - Modern Council.](#) The focus of the report is on milestones reached, projects/initiatives completed and decisions reached across a wide range of TfL activities.

On pages 9-18, extracts are reproduced from TfL's Customer, Sustainability and Operations report (Appendices 1 and 3 under agenda item 7) discussed at the 6th October Customer, Sustainability and Operations panel meeting [Agenda for Customer, Sustainability and Operations Panel on Monday 6 October 2025, 10:30 - Modern Council.](#) The extracts provide information (without the normal use of graphs) 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 19 features the scorecard from the set of individual train operator rail user survey results published by Transport Focus in June. The scorecard, which is for London Overground, includes a table with headline scores across all train operators. This is the same version as that provided for the September Board meeting, pending publication of the next set of operator scorecards.

The final section, on page 20, 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 September.

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

Safety & security

In August, a pedestrian was fatally injured in a collision with a route 232 bus.

At the September Safety and Security Panel, the regular crime and antisocial behaviour report showed an increase of 1.3 per cent in incidents of reported crime across the network compared to the same period last year. The risk of anyone being a victim of, or witnessing, crime on services remains low, with 13.5 crimes reported for every million journeys made (the rate on the National Rail network is around 26 crimes reported for every million passenger journeys made).

TfL has collaborated with the police to reverse the rise in robbery which emerged in 2023, with robbery levels down by 18.6 per cent. Theft of personal property remains the most commonly reported crime on TfL services.

Operation Surge is the Metropolitan Police (MPS) response to robbery on the bus network: since March, it has resulted in 93 arrests and 106 stop and searches. The BTP Operation Invert is a similar operation on the rail network: since July, it has resulted in 10 arrests and there have been 25 stop and searches.

In September, TfL carried out Operation Scholar jointly with its policing partners. This aims to support the safety of students and set behavioural expectations regarding fare evasion, antisocial behaviour, and workplace violence and aggression towards frontline staff by providing a visible reassurance and enforcement presence on the transport network as students start, or return to, secondary school or college.

Between July and September, TfL officers carried out more than 4,800 interventions to enforce breaches of rail byelaws. There were more than 340 interventions for conduct and behaviour of passengers leading to removal from service, premise or refused travel. More than 1,100 people were reported for offences under byelaw breaches and powers dealing with antisocial behaviour on the network.

Between June and September, more than 1,000 people were identified for prosecution after being reported for pushing through gates. Enforcement teams also issued more than 14,800 penalty fares and reported more than 4,200 people for fare evasion. More than 1.5 million contactless payment checks were conducted across services and stations, resulting in the recovery of more than £1.2m. Between June and August, under Operation Defender, revenue control teams on the London Underground working with policing partners issued more than 820 penalty fares, withdrew more than 142 high-value travel passes, reported more than 300 people for prosecution, and led to 34 arrests made by the BTP.

Earlier this year, trip switches were added to escalators at South Kensington and London Bridge stations to reduce the potential consequences in the event of an

entrapment. TfL is now installing trip switches on the 20 escalators across the Tube network where most entrapment incidents occur: the work is due to complete by March 2026. Trip switches will be installed on all escalators as they are upgraded or new ones are installed.

In September, TfL published its final annual road casualty statistics for 2024:

- the number of people killed or seriously injured (KSI) on London roads fell to 3,707, the lowest level on record outside of the pandemic. 110 people were killed, lower than every year before the pandemic;
- the number of children KSIs fell by 13 per cent, from 216 in 2023 to 188 in 2024;
- pedestrian serious injuries fell by eight per cent, from 1,225 in 2023 to 1,133 in 2024;
- cars continued to be involved in most KSI collisions and were involved in 60 per cent of all such casualties
- excess speed remains one of the biggest risks to road users; people walking, cycling and motorcycling continue to be most at risk; and buses remain the safest way to travel on the roads.

From July to October, 3,609 traffic offence reports were issued by the MPS' Road and Transport Policing Command. Of these, 1,538 were for speeding, 386 for driving while distracted, 912 for no insurance and 504 for not wearing a seat belt. There were 233 for drink and drug driving offences.

Safer streets project updates: consultation on a scheme at Shoreditch High Street junction was launched in July, work continued on the A23 Streatham Hill scheme and the Battersea Bridge Safer Junction scheme, and construction work started in August at the A5 Edgware Road/Sussex Gardens junction scheme.

TfL launched a new campaign to remind people to be considerate of others when using their devices in the latest phase of its existing #TravelKind campaign, launched in 2017, which encourages customers to be considerate of one another when using public transport.

In June and July, TfL ran another burst of its behaviour change campaign to target speeding on London's roads, reaching an estimated 5.9 million people. In September, TfL launched a new campaign to educate road users about key rules in the Highway Code which exist to protect at-risk road users.

Our customers

Strike action by the RMT affected Tube and DLR services in September. Talks about pay between TfL and its unions continue.

TfL services supported a large programme of events over the summer:

- sporting events, including England's victory in the Women's Rugby World Cup at Twickenham and subsequent celebration at Battersea Power Station; the Lionesses' Euros' victory celebration outside Buckingham Palace; the Saucony 10K, London T100 Triathlon and the Big Half Marathon; the Community Shield at Wembley, international heavyweight boxing and international and domestic cricket at The Oval;
- major concerts and festivals, such as the Notting Hill Carnival and the Oasis concerts at Wembley. Ridership peaked at stations serving major venues across the capital: White Hart Lane station (close to Tottenham Hotspur Stadium) had its busiest days this decade, and entries/exits at Wembley Park station during the first three dates of the Oasis concerts at the stadium peaked at their highest this year, surpassing 131,000;
- London also saw an official state visit by the President of the United States and significant protest activity linked to global issues.

In July, TfL marked the 125th anniversary of the Central line.

A second entrance has been constructed on the western side of the existing Battersea Power Station Underground station.

In October, work started on the next tranche of TfL step-free access feasibility studies. This covers 17 stations and is planned to finish in late 2026: any further work will be subject to the outcome of TfL's Business Plan and third-party funding contribution. The work is in addition to the 15 other schemes currently in various stages of design development.

The Office of Rail and Road statistics for train operating companies for 2024/25 highlighted notable performance improvements for the Elizabeth line:

- customer journeys rose significantly from 202.3 million to 242.9 million;
- complaints decreased from 40,723 to 33,003;
- prebooked passenger assistance requests increased from 5,583 to 7,561;
- on-time performance dipped slightly from 80.9 per cent to 79.4 per cent, but the Elizabeth line remains among the top three operators for punctuality.

In September, the London Trams network was impacted by a power supply issue and a fault with a voltage limiting device, leading to a full suspension of the trams network and then partial suspension until service resumed.

In September, TfL submitted to DfT its Outline Business Case for the devolution of the Great Northern 'Inners' (GNI) railways. The GNI refers to the section of the service that connects Moorgate to Stevenage and Welwyn Garden City.

Superloop updates:

- the latest addition to the Superloop network, BL1 (between Waterloo and Lewisham via Old Kent Road) was introduced in September as part of the Bakerloop bus route launch;
- following consultation, TfL has confirmed two further routes will be introduced in 2026: the SL11 (between North Greenwich and Abbey Wood via Woolwich and Thamesmead) and the SL12 (between Gants Hill and Rainham via Romford);
- TfL launched consultations in September on the proposed SL13 service (Ealing Broadway to Hendon) and SL14 service (Stratford bus station to Chingford Hatch), with a consultation to come later this year on the proposed SL15 (Clapham Junction to Eltham station).

The mid-life refurbishment programme for the new Routemaster buses in TfL's fleet continues, with 735 vehicles, nearly three-quarters of the total, having now undergone the transition. At the end of September, there were more than 2,500 zero-emission vehicles - more than a quarter of the entire bus fleet, up 80-fold from 30 in 2016.

Capital Call is a service established in 2003 to help its members travel in London using private hire vehicles (PHVs, ie, minicabs). It operates in ten boroughs and supplements the pre-existing Taxicard scheme that provides a similar service through taxis and PHVs. Usage has been dwindling since the service was closed to new members in 2015. TfL (which has managed Capital Call since 2018) has consulted on its view that the money spent managing the service would be better invested into other assisted transport services, such as Dial-a-Ride: a report will be published soon and TfL expects to announce its decision later this autumn.

In September, TfL launched a public consultation on detailed proposals to regulate pedicabs in the capital. The consultation sets out plans for licensing pedicab drivers, vehicles and operators, including safety standards, fare structures, insurance requirements and operational rules.

From 1 October, all London taxi drivers will need to pass a safety, equality and regulatory understanding assessment before a licence can be renewed or issued. This new requirement brings taxi driver licensing in line with the assessment already in place for PHV drivers, reinforcing TfL's commitment to passenger safety and professional standards across the industry.

TfL brought back Cycle Sundays in August, giving Londoners and visitors the chance to enjoy unlimited free 60-minute rides on Santander Cycles. For the first time, the offer included e-bikes, with 10,949 customers taking part. The Santander Cycles hire scheme celebrated its 15th anniversary in July: it now has more than 12,000 bikes (including more than 2,000 e-bikes) at more than 800 docking points. Santander has renewed its sponsorship of the scheme for another seven years.

In July, TfL opened applications for its Walking and Cycling Grants London programme, with more than £550,000 of grant funding available for community and not-for-profit groups to encourage Londoners to walk and cycle. Each successful applicant will receive up to £5,000 over one year. To date, the scheme has helped more than 89,000

unique participants across 32 boroughs and the City of London through activities tailored to their needs.

In September, TfL announced that it has achieved the Mayoral target of 1,000 gold accredited schools as part of its Travel for Life programme. This is a series of free educational programmes for schools aimed at children, designed to inspire young Londoners to travel actively, responsibly and safely.

Following engagement with Westminster City Council, Oxford Street has been redesignated as a TfL road. On 21 September, Oxford Street went traffic free, giving Londoners, families, visitors and businesses a first look at what a revived Oxford Street could look like.

TfL has announced the revised launch window for the first new Piccadilly line train in passenger service: this is now due to happen between July and December 2026.

In September, TfL ran its first new DLR train in passenger service. Once all 54 new trains are operational (full replacement of the fleet is expected to complete by the end of 2026), overall capacity on the DLR will increase by more than 50 per cent.

TfL is progressing with plans for an extension of the DLR to Thamesmead and Beckton Riverside. The second public consultation on the scheme closed in August.

A full closure of the Gallows Corner flyover and junction began in June. Work was planned to have been completed in September, but problems with ground conditions have caused a delay to a linked water main replacement project. This means the road closure has been extended beyond the original September timetable.

Our colleagues

TfL continues to engage in discussions with trade unions on the 2025/26 pay agreement. To provide longer-term certainty and confidence on pay, TfL has now offered a three-year deal.

TfL has been reviewing all its different forms of recognition with the aim of developing a single framework that would apply across the whole organisation. The new framework was communicated to staff in September 2025: as part of the review a new formal recognition scheme has been introduced. TfL decided against inclusion of any financial element being applied to recognition awards.

At September's National Rail Awards, TfL was shortlisted for the Accessibility Achievement of the Year, receiving nominations for two projects – the Elizabeth line project, where there is improved accessibility at all 41 stations, and the Mini Ramps project, which saw the introduction of lightweight ramps at stations across the London Underground with challenging platform-train gaps.

Abbey Wood station on the Elizabeth line has been honoured with the prestigious Brunel Award for architectural excellence. The Silvertown Tunnel won Best Infrastructure Project - Large (over £5m) at the Institute of Civil Engineers (ICE) London awards in October; and the Elizabeth line team was recognised at the National Cyber Awards 2025, winning in the Critical National Infrastructure category.

Our green future

The Department for Environment, Food and Rural Affairs published its annual assessment of legal compliance: it confirms that, in 2024, London's air pollution levels fell to within legal limits for nitrogen dioxide (NO2) for the first time. This achievement has come many years earlier than expected and reflects TfL policies such as the Ultra Low Emission Zone (ULEZ), vehicle scrappage, the transition to zero emission buses, and the roll-out of public electric vehicle charging points. Many other large cities, like Birmingham, Manchester, Liverpool, Bristol and Coventry, remain non-compliant despite smaller populations and vehicle numbers.

In August, work started on the first of five hub sites under the Places for London and Fastned joint venture to provide ultra-rapid electric vehicle charging bays across the London Boroughs of Hillingdon, Newham, Haringey and Ealing (with a planning application submitted for a sixth hub site, in Tower Hamlets). London now has more than 25,500 public charge points, a significant increase on the 9,000 public charge points when TfL's strategy was originally published in December 2021.

The Flood Ready Partnership, made up of TfL, the Environment Agency, London Councils, London Fire Brigade, Thames Water and the Mayor, secured £3m in funding over two years to support implementation of the London Surface Water Strategy to improve flood resilience across the capital. The initial phase of implementation began in May and is focused on two of the 10 proposed catchment partnerships: Central London and the Lee Valley. These pilot areas will enable targeted action in locations most vulnerable to flooding.

TfL continues to work towards its target of 100 per cent renewable electricity by 2030. It has now completed the negotiation and dialogue phase of its Solar Private Wire procurement and has issued the invitation to submit final tenders. The project aims to connect local renewable energy generation directly into the London Underground network, rather than from the National Grid. TfL aims to award the contract and appoint a delivery partner in early 2026.

In July, TfL began exploring the feasibility of establishing a habitat bank. This is a strategic step towards meeting its Biodiversity Net Gain legal obligations under the Environment Act 2021 cost effectively. If feasible, a habitat bank would enable TfL to create, enhance and manage offsite habitats that can be used to counter biodiversity losses from development projects where on-site mitigation is not possible.

Our finances

TfL's 2025/26 Budget is targeting a small operating surplus of £5m over the full year:

- the surplus (adjusting for timing differences) is currently £39m, better than Budget, mainly driven by higher net roads income, lower staff costs, lower performance payments to operators and financing cost savings;
- these savings have been offset by lower passenger income. Passenger income is £12m lower than Budget, while journeys are 29 million lower than Budget, mainly driven by lower bus demand. TfL expects to see some further decline in passenger income
- underlying operating costs are better than Budget, mainly due to lower staff costs where recruitment has been lower than expected. TfL expects to see continued cost pressures from bus retender prices. TfL continues to make cost savings to deliver £1.8bn of recurring savings since 2016/17 by the end of the financial year.

The TfL Scorecard tracks progress against TfL's strategic objectives:

- safety is TfL's first priority: performance so far this financial year has not been aligned with the level of improvement required to meet demanding goals under TfL's Vision Zero ambition;
- on reliability, customer journey time on the Tube is slightly worse than target (26.8 minutes cf 26.7 minutes); exactly on target for buses at 34.1 minutes; and the rail modes (Elizabeth line, London Overground, DLR, and Trams) are performing better than target (26.7 minutes cf 27.4 minutes);
- in Period 2, TfL had its best score for the percentage of Londoners who agree it cares. This score remained high at 67 per cent at the end of period 5.

TfL's capital programme is budgeted to deliver £1.9bn of investment this year. Capital enhancements spend is £80m lower than Budget, largely driven by rephasing of the Piccadilly line upgrade, DLR rolling stock replacement programmes and other enhancements. TfL expects to catch up some of this spend to Budget by the end of the year. Capital renewals are behind target, but TfL is working to ramp up spend over coming periods.

TfL has raised new borrowing by directly accessing the capital markets for the first time in 10 years, enabling pension funds and institutions to invest directly in London infrastructure. The transaction has been completed at a lower cost than borrowing from the Public Works Loan Board. The £350m in bonds that TfL has now successfully issued will be used to help fund capital improvements to the Tube, bus, rail and road network.

TfL has budgeted for passenger journey growth of 1.3 per cent compared to last year. So far this year, journeys are up on last year across most of services, apart from buses and the DLR. Total journeys are 1,343 million, which is 29 million lower than Budget and down 28 million on last year, mainly from lower bus demand. Passenger income is £12m lower than Budget. Other operating income is £64m higher than Budget, mainly from higher roads enforcement income from ULEZ and the Silvertown Tunnel. They are partially offset by the cost of provisions for unpaid debts.

Core operating costs are £27m higher than Budget, primarily from provisions for bad debt on roads enforcement income, which is driven by higher income. Outside of these provisions, operating costs are better than Budget, mainly a result of lower staff costs where recruitment has been lower than expected.

Selected TfL operational/customer service data Q1 (April June) 2025/26

Operations

London Underground journey time (minutes)

In 2025/26 year-to-date actual was 26.6 minutes, against the target of 26.7 minutes.

In 2025/26 full-year forecast was 26.9 minutes, against the target of 26.9 minutes.

Bus journey time (minutes)

In 2025/26 year-to-date actual was 34.2 minutes, against the target of 34.3 minutes.

In 2025/26 full-year forecast was 34.2 minutes, against the target of 34.3 minutes.

Rail journey time – Elizabeth line, Trams, DLR, London Overground (minutes)

2025/26 year-to-date actual was 26.8 minutes, against the target of 27.4 minutes.

2025/26 full-year forecast was 27.4 minutes, against the target of 27.5 minutes.

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)

The journey time and targets for the past five quarters were:

(a)   In Quarter 1 2024/25, the journey time was 27.1 minutes, against the target of 26.5 minutes.
(b)   In Quarter 2 2024/25, the journey time was 26.7 minutes, against the target of 26.4 minutes.
(c)   In Quarter 3 2024/25, the journey time was 27.0 minutes, against the target of 26.9 minutes.
(d)   In Quarter 4 2024/25, the journey time was 26.9 minutes, against the target of 26.5 minutes.
(e)   In Quarter 1 2025/26, the journey time was 26.6 minutes, against the target of 26.7 minutes.

Journey times remains relatively same across the five quarters, fluctuating between 26.7 and 27.1 minutes.

London Underground delivered strong performance over the quarter, achieving its journey time target despite facing infrastructure and weather-related challenges.

In early April, we experienced a notable increase in graffiti incidents, particularly affecting the Bakerloo and Central lines. In response, we enhanced our cleaning regime by deploying a dedicated team to remove graffiti. While this helped mitigate the issue, some trains unfortunately had to be taken out of service, temporarily impacting availability for our customers.

As temperatures rose in June, the Met Office issued a series of Amber weather warnings. We activated our hot weather plan to safeguard the wellbeing of our customers, colleagues, and infrastructure. This included enhanced customer communications and proactive measures to protect assets, with resources on standby to respond swiftly to incidents and maintain service continuity.

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 and more reliable journeys are likely to make public transport more competitive with private transport.

Bus journey time
Past five quarters (minutes)

The journey time and targets for the past five quarters were:

(a)   In Quarter 1 2024/25, the journey time was 34.4 minutes, against the target of 34.1 minutes.
(b)   In Quarter 2 2024/25, the journey time was 33.8 minutes, against the target of 33.6 minutes.
(c)   In Quarter 3 2024/25, the journey time was 34.9 minutes, against the target of 35.0 minutes.
(d)   In Quarter 4 2024/25, the journey time was 34.1 minutes, against the target of 33.7 minutes.
(e)   In Quarter 1 2025/26, the journey time was 34.2 minutes, against the target of 34.3 minutes.

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.

Elizabeth line journey time
Past four quarters (minutes) since through running commenced

The journey time and targets for the past five quarters were:

(a)   In Quarter 1 2024/25, the journey time was 28.4 minutes, against the target of 29.1 minutes.
(b)   In Quarter 2 2024/25, the journey time was 28.5 minutes, against the target of 29.2 minutes.
(c)   In Quarter 3 2024/25, the journey time was 29.2 minutes, against the target of 29.7 minutes.
(d)   In Quarter 4 2024/25, the journey time was 29.4 minutes, against the target of 29.0 minutes.
(e)   In Quarter 1 2025/26, the journey time was 28.6 minutes, against the target of 29.1 minutes.

Elizabeth line journey times have consistently outperformed targets in four of the last five quarters. This quarter marked one of the strongest performance periods since the line launched.

While challenges remain, particularly with infrastructure managed by Network Rail in the western section, there are clear signs of progress, reflecting ongoing efforts to improve reliability and service quality.

In May, a major milestone was achieved with the successful transition of the operating concession from MTR Elizabeth Line to GTS Rail Operations Limited. The handover was completed smoothly, ensuring uninterrupted service and continued delivery of high standards for customers.

Trams journey time
Past four quarters (minutes)

The journey time and targets for the past five quarters were:

(a)   In Quarter 1 2024/25, the journey time was 22.1 minutes, against the target of 21.0 minutes.
(b)   In Quarter 2 2024/25, the journey time was 20.6 minutes, against the target of 20.9 minutes.
(c)   In Quarter 3 2024/25, the journey time was 19.5 minutes, against the target of 20.7 minutes.
(d)   In Quarter 4 2024/25, the journey time was 19.2 minutes, against the target of 20.6 minutes.
(e)   In Quarter 1 2025/26, the journey time was 19 minutes, against the target of 21.5 minutes.

Journey time has steadily improved over the past five quarters, with this quarter representing the best result.

The Trams delivered strong operational performance this quarter, largely driven by improved fleet availability. There were fewer and shorter periods of unavailability compared to the previous year. While recent performance has been encouraging, the ageing fleet remains a concern and will continue to be closely monitored ahead of planned replacement later this decade.

In addition to exceeding service expectations, we successfully completed essential infrastructure upgrades. Maintenance works were carried out at the Shirley Hill Road crossing, between Coombe Lane and Gravel Hill tram stops, in early April. Services resumed later that month following a temporary suspension between Sandilands and New Addington. Replacement bus services were provided to minimise disruption, helping to maintain reliability and ensure passenger safety.

DLR journey time
Past five quarters (minutes)

The journey time and targets for the past five quarters were:

(a)   In Quarter 1 2024/25, the journey time was 17.3 minutes, against the target of 17.7 minutes.
(b)   In Quarter 2 2024/25, the journey time was 18.0 minutes, against the target of 17.8 minutes.
(c)   In Quarter 3 2024/25, the journey time was 18.9 minutes, against the target of 18.0 minutes.
(d)   In Quarter 4 2024/25, the journey time was 18.4 minutes, against the target of 17.9 minutes.
(e)   In Quarter 1 2025/26, the journey time was 18 minutes, against the target of 19.3 minutes.

DLR journey time was strong this quarter at 1.3 minutes lower than the target.

Overall performance has been exceptionally good.

Progress continued in preparing the new trains for service, with several weekends of successful testing positioning the programme well for the next phase of reliability proving, where new trains will run out of service alongside in-service trains.

Customer satisfaction also improved, rising to 81 this quarter, compared to 77 in the previous quarter and 79 in the same period last year.

Enforcement activity increased, with on-train ticket checks reaching their highest level in the past five years.

Customer 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 are converted to whole numbers out of 100. For example, a mean score of 6.62 becomes a customer satisfaction rating of 66.

Our role is to enable London to move safely and sustainably, in line with the goals of the Mayor's Transport Strategy (MTS). This includes increasing the attractiveness of public transport and making cycling and walking safer, easier and more convenient. Delivery a good public and transport experience is central to MTS policies.

The information below sets out the relevant quarterly scorecard metrics, accompanying targets and actual performance.

Measure	2025/26 Year-to-date actual	2025/26 Year-to-date target	2025/26 Full-year forecast	2025/26 Full-year target
Customer				
Londoners who agree we care about our customers (per cent)	66	60	61	60

TfL cares about its customers

The proportion of Londoners that agreed with the statement 'TfL cares about its customers' was 66 per cent this quarter. This was an increase of four points from last quarter, and six points above the annual target of 60 per cent. The Quarter 1 score in 2024/25 was 57 per cent.

The percentage of public transport users (those who have used public transport in the last seven days) that agreed with the statement 'TfL cares about its customers' is 67 per cent this quarter, an increase of three per cent from last quarter. The percentage of disabled Londoners that agreed with 'TfL cares about its customers' is 57 per cent this quarter, an increase of five per cent from last quarter.

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; and

(e)   TfL treats its customers fairly.

Scores for all five key drivers increased this quarter compared to last quarter, between four and five per cent. Comparing this quarter to Quarter 1 2024/25, all five have increased by a greater margin, between seven and nine per cent.

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 (this quarter it scored 62 per cent whereas the other drivers scored between 67 and 70 per cent).

Satisfaction

This was a positive quarter for Customer Satisfaction, with an increase in Public Transport Customer Satisfaction Score (PT CSS), likely driven by improvements in overall satisfaction with London Underground (LU), London Overground (LO), Elizabeth line (EL) and Docklands Light Railway (DLR). There were also significant improvements with almost all at-station and on-mode metrics for Elizabeth Line and DLR.

PT CSS increased significantly to 78, the highest score to date. The overall satisfaction score for LU was 79, Bus was 79, LO was 81, EL was 84 and DLR was 81.

For EL and DLR there were significant improvements in satisfaction with almost all at station and on train metrics, in many cases scores achieved were record highs on CSS online.

LU satisfaction with 'helpfulness and attitude of staff' increased significantly for the second quarter. For LO satisfaction with 'on train cleanliness' and 'personal safety' increased significantly, while for Bus there was an increase in satisfaction with 'cleanliness at station/stop'.

General contact centre calls

Past five quarters

(a)   In Quarter 1 2024/25, there were 500,213 calls received; the call abandonment rate was 11 per cent, and the average speed of answer was 290 seconds. There were 221,392 items of correspondence, with 86 per cent of cases closed.

(b)   In Quarter 2 2024/25, there were 539,919 calls received; the call abandonment rate was eight per cent, and the average speed of answer was 624 seconds. There were 221,746 items of correspondence, with 89 per cent of cases closed.

(c)   In Quarter 3 2024/25, there were 531,709 calls received; the call abandonment rate was seven per cent, and the average speed of answer was 127 seconds. There were 135,666 items of correspondence, with 70 per cent of cases closed.

(d)   In Quarter 4 2024/25, there were 741,923 calls received; the call abandonment rate was 17 per cent, and the average speed of answer was 689 seconds. There were 373,272 items of correspondence, with 29 per cent of cases closed.

(e)   In Quarter 1 2025/26, there were 523,429 calls received; the call abandonment rate was 17 per cent, and the average speed of answer was 782 seconds. There were 262,190 items of correspondence, with 73 per cent of cases closed.

Telephony demand decreased by 29 per cent compared to the previous quarter, which had been elevated due to the cyber incident in September 2024. However, it was five per cent higher than the same period last year, with some residual impact at the start of the quarter.

Correspondence volumes are also stabilising following the disruption caused by the cyber incident. Demand was 29 per cent lower than last quarter, but 18 per cent higher than the same period in the previous financial year.

Finally, the channel split remained consistent this quarter, with Telephony accounting for 66 per cent of total demand and Correspondence making up the remaining 34 per cent.

Past five years

(a)   In 2021/22, there were 2,496,839 calls received; the call abandonment rate was 10 per cent. There were 1,045,652 items of correspondence, with 81 per cent of cases closed within service level.

(b)   In 2022/23, there were 1,040,132 calls received; the call abandonment rate was 10 per cent. There were 443,138 items of correspondence, with 87 per cent of cases closed within service level.

(c)   In 2023/24, there were 1,571,841 calls received; the call abandonment rate was nine per cent. There were 578,804 items of correspondence, with 84 per cent of cases closed within service level.

(d)   In 2024/25, there were 2,313,764 calls received; the call abandonment rate was 12 per cent. There were 952,076 items of correspondence, with 60 per cent of cases closed within service level.

(e)   In 2025/26 year-to-date, there have been 523,429 calls received; the call abandonment rate is 17 per cent. There have been 262,190 items of correspondence, with 73 per cent of cases closed within service level.

Calls by subject*

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

(a)   Oyster: 109,353
(b)   Surface and Rail: 34,273
(c)   Concessions: 148,753
(d)   Santander Cycles: 16,514
(e)   Contactless payment: 149,805
(f)   Other: 5,553

Overall, call volumes declined by 29 per cent compared to the previous quarter. This reduction was driven by the elevated demand in Quarter 4 2024/25, which resulted from the cyber incident and the subsequent recovery period. Despite the drop, volumes were seven per cent higher than in Quarter 1 2024/25, indicating a sustained increase in baseline demand.

Concessions demand fell by 41 per cent this quarter, reflecting the seasonal shift that follows the traditional peak in photocard activity at the start of the school year. Cycle Hire was the only area to record an increase in demand. This was due to higher cycling activity during the warmer months and technical issues that generated repeat contacts.

Ticketing demand decreased across both Oyster and Contactless services. Oyster volumes dropped by 28 per cent, while Contactless fell by 21 per cent. These changes reflect a return to normal levels following the surge caused by the cyber incident and its aftermath.

*Surface and Rail comprises LU, London Buses, LO, IFS Cloud Cable Car, DLR, EL, cycling (general), River services, Coaches and safety. Other comprises public Help Points, taxis and private hire, ticketing apps, Sarah Hope Line and street-related calls.

Complaints

Year-on-year (per 100,000 journeys)

Passenger numbers fell by two per cent compared to the same period last year, while total complaint volumes increased by three per cent. The most significant rise was seen in Oyster-related complaints, which increased by 59 per cent. This is directly linked to the ongoing fallout from the cyber incident, with over 60+ concessionary passes currently being reissued.

Contactless complaints rose by six per cent, driven by a slight decline in journey volumes, while the number of complaints remained stable. LU recorded a 14 per cent increase in complaints this quarter, attributed to an additional 355 cases, despite demand remaining static. London Buses saw a three per cent rise, also due to reduced journey volumes; however, actual complaint numbers fell by three per cent compared to 2024/25.

EL saw a 28 per cent reduction in complaints, even with a four per cent increase in journeys, continuing its strong performance. Similarly, LO recorded a three per cent decrease in complaints per 100,000 journeys, alongside a modest rise in passenger numbers.

Rail User Survey: train operator results (Transport Focus, June 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.

Passenger satisfaction with the journey ★

Operator	Journey overall	Punctuality reliability	Crowding level	Value for money	Station overall	Train overall
Merseyrail	93	89	81	65	84	91
Elizabeth Line	92	82	69	73	88	87
London North Eastern Railway	91	83	76	67	88	85
London Overground	91	86	73	71	84	86
ScotRail	91	87	82	61	84	86
c2c	89	83	74	64	81	76
Greater Anglia	89	86	76	50	84	83
West Midlands Railway	87	78	69	55	81	80
Southeastern	86	77	68	46	81	78
TransPennine Express	86	78	72	62	84	80
Avanti West Coast	86	76	69	63	85	81
Chiltern Railways	86	86	66	52	81	75
London Northwestern Railway	86	78	66	54	79	75
East Midlands Railway	86	81	65	58	84	77
Great Northern	85	72	73	58	79	78
Thameslink	84	72	71	44	80	75
Great Western Railway	84	74	70	54	81	79
South Western Railway	84	74	70	44	80	74
Transport for Wales	84	71	70	50	83	81
Northern Trains	83	72	72	56	79	77
Southern	80	74	69	41	78	73
CrossCountry	75	73	48	47	83	62

* Rail User Survey (24 waves) 2024-2025 up to end Rail Period 2

Complaints per 100K journeys 👎

* Office of Rail and Road data (Jul - Sep 2024)

Industry average 37

Industry min   Industry max

1

0   116

London Overground

National passenger sentiment

Passengers in the Rail User Survey share their experience across the network - quotes reflect a snapshot of common themes across operators.

"**Helpful and friendly station staff** (I travel with a disability), accessibility options, signage, and verbal information on stations and trains."

"I had a split ticket as this was cheaper, found for me by staff... **Train companies should offer the best price possible to all users**... it shouldn't be a lottery or tricky test."

Satisfaction journey overall 😊

● Operator – Industry average

100
91 ... 93
80

% Passengers satisfied   * RUS (12 waves rolled)

Punctuality 🕐

100
93 ... 92
50

% Trains on time   * ORR data (Tt3)

Cancellations ❌

10
2.3 ... 2.3
0

24-02 24-03 24-04 24-05 24-06 24-07 24-08 24-09 24-10 24-11 24-12 24-13 25-01
Period
% Trains cancelled   * ORR data

transportfocus

Top stories from mid-September to end of October

BBC NEWS — Londoners turn to boats, bikes and buses as Tube strike continues

London Evening Standard

'London is being held to ransom': Commuters vent fury at 'disgusting' Tube strike amid Monday mayhem

LBC — Tube drivers offered £80,000 new pay deal as TfL bids to avoid further strikes

The Telegraph

Tube strikes: Lines affected across London Underground today and alternative routes

MyLondon

At least a decade until completed Bakerloo line extension, says Mayor Sadiq Khan

BBC NEWS

TfL criticised for lax nuisance noise enforcement

LONDONIST

The 'Bakerloop' Line Bus Service Starts This Weekend

The Guardian UK

Engineers baffled by signalling issues on London Underground's Northern line

This Is Local London

'Avoid service' as Northern line faces severe delays for THIRD day

THE STANDARD

What's wrong with the Northern Line? TfL says there's light at end of tunnel after days of Tube chaos