

Public meeting

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LONDON
TRAVELWATCH

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 forthcoming 18th March TfL Board meeting held can be found on pages 2-9, taken from [Commissioner's report – February 2026](#). The focus of the report is on milestones reached, projects/initiatives completed and decisions reached across a wide range of TfL activities.

On pages 10-20, extracts are reproduced from the report (Appendices 1 and 3 under agenda item 8) being discussed at the next TfL CSOP Panel meeting [Agenda for Customer, Sustainability and Operations Panel on Thursday 12 March 2026, 10:30 - Modern Council](#). The extracts provide information 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 21 features one of the individual train operator rail passenger scorecards published by Transport Focus in February. The scorecard (for London Overground) provides overall scores for each of the three main operator categories, such as London and South East, as well as headline scores for each train operator.

The final section, on page 22, 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

An e-scooter rider was involved in a fatal collision with a bus in January. TfL was also notified of two other fatalities which had happened as a result of incidents in the summer: one involving a customer who fell at a tube station and the other involving a bus collision with a pedestrian.

Targeted work to tackle workplace violence and aggression is under way at key locations, including Victoria station, which has long-term challenges linked to antisocial behaviour. Work is under way to prepare for TfL's Workplace Violence and Aggression Summit, which is due to take place in March.

TfL is working with the Metropolitan Police to expand the 12-month trial of CCTV at 20 bus shelters across London, which began in November 2024. The trial aims to improve perceptions of safety among women and girls, as well as enhance overall passenger safety. TfL has agreed CCTV will now be installed at a further 10 shelters. Initial results showed that 80 per cent of 1,000 women surveyed said CCTV made them feel safer and 73 per cent said they would be more likely to travel by bus.

A first wave of trial interventions on the Central line's eastern end to help identify actions that could help to support vulnerable customers ended in January. These included vulnerability patrols, CCTV monitoring, and dedicated Transport Support and Enforcement Officer activity. New trials are planned to start later this month.

In January, TfL published its latest six-monthly report on the levels and trends in crime and antisocial behaviour against customers. Although the report shows an increase of 0.2 per cent in incidents of reported crime across the network, the risk of anyone being a victim of, or witnessing, crime on services remains low, with 13.8 crimes reported for every million journeys made. This compares with around 26 crimes reported for every million National Rail passenger journeys made, and against a backdrop of increases in reported crime across the UK. Following sustained efforts by policing partners, TfL has seen a 7.5 per cent reduction in robbery on its network; bus-related robbery fell by 10.2 per cent in the last six months of 2025.

In tackling fare evasion, over the course of this financial year TfL has carried out more than two million bus passenger checks, more than 116,000 bus inspections, issued more than 12,000 penalty fare notices, and referred more than 4,000 cases for potential prosecution. TfL's fare evasion rate is estimated to be 3.5 per cent, a 0.1 per cent and 0.2 per cent reduction respectively for the two preceding periods. TfL's ambition for the end of 2025/26 is to have achieved a fare evasion rate of 3.4 per cent.

In December, TfL started the first of a series of trials of new technology which it hopes will further improve the safety of customers at the platform-train interface. The trial is taking place on three Central line stations and uses a combination of new video analytics and existing camera technology to detect people who access the track

environment either intentionally or unintentionally. TfL is preparing the start of further trials on the DLR, with more planned on other Underground lines.

TfL and the Mayor have marked 10 years since the launch of the Sarah Hope Line, TfL's flagship customer incident support service. The service was established in partnership with Sarah Hope MBE, following the 2007 collision in which she lost her mother and where both she and her daughter sustained life-changing injuries.

TfL is on track to complete the third phase of its Lowering speed limit programme, reducing the speed limit by 10mph on a further 16km of its road network, by the end of March. This phase includes locations on the A1, A10, A23, A24, A312, A306, A214, A2213 and A316.

Under Operation Clearway, in 2025 TfL investigated more than 430 reports of road obstructions, resulting in targeted enforcement and improved conditions for pedestrians. In January 2025, TfL introduced dockless e-bike enforcement, and has since addressed more than 700 obstruction reports, issuing more than 660 fixed penalty notices to operators and collecting £46,000. In February, enforcement expanded from one to three deployments per week, supported by new digital reporting tools and an intelligence-led approach focusing on 29 priority locations across London.

Our customers

Since the last Commissioner's update, industrial action has taken place on part of the bus network (a dispute with bus route controllers at Arriva's Tottenham base); on the DLR (a dispute between cleaners and the operator's contractor); on the Piccadilly line (undertaken by the RMT at Northfields depot); and on the Windrush line (undertaken by the RMT).

In February, a new, state-of-the-art Bakerloo line control room was opened after more than 40 years of operation. The new control room is equipped with the latest technology and systems to enhance operational efficiency, as well improved welfare facilities for staff.

In May, a new timetable will be introduced on the Elizabeth line, delivering tangible improvements for customers travelling through west London. The revised timetable will increase the number of services stopping at Southall, Hanwell and Acton Main Line stations, improving connectivity and reducing waiting times during the busiest periods.

In February, TfL successfully completed a partial closure of the tram network east of East Croydon to enable it to carry out essential track renewal works at Sandilands Junction and between Gravel Hill and Addington Village.

TfL is part of a multi-organisation sponsor group starting to prepare a preliminary strategic outline business case for long-term enhancements at Stratford station. Once ready, it will be shared with government later this spring for further consideration.

At the beginning of the year, TfL consulted on potential changes to bus routes connecting new homes and services being developed at Meridian Water. TfL expects to publish a consultation report in summer.

Work continues to give the fleet of new Routemaster buses a mid-life refurbishment, with 835 vehicles having now completed the process and 163 others due to go through mid-life refurbishment before the end of 2026/27.

In January, TfL began a 12-month trial of new bus shelter designs aimed at improving accessibility, safety and customer experience. New designs were introduced at 27 locations across 12 London boroughs. Across the sites, two different designs and four different configurations of features are being tested: customers will benefit from better lighting, improved seating, more robust materials, improved roof design, priority spaces and CCTV to support public safety. In developing the new features, TfL has engaged with groups including RNIB, Suzy Lamplugh Trust and London TravelWatch.

Safer travel bus days are a joint initiative between TfL, the police and a number of London boroughs to provide disabled Londoners with the opportunity to experience independent travel on a bus in a safe and controlled environment so that participants are able to build their confidence. Since November, six events have been held in five different boroughs, attended in total by more than 275 young people with disabilities.

Following the outcome of a trial and consultation on route 310, TfL announced in October that it would start a new contract for the route in August. A further consultation has been held on a proposal to reroute the service to create new connections and deliver faster journey times for passengers already travelling on part of the route. Subject to the outcome of this consultation, TfL intends to implement the proposals as part of the new contract, alongside the already agreed planned changes.

In February, the annual customer satisfaction survey for Dial-a-Ride customers saw general satisfaction scores return to their previous high level of 90 points after a slight drop of one point last year. Satisfaction among the customers who booked over the phone increased by three points, building on last year's 13-point rise. The team has worked hard to reduce call abandonment rates and waiting times. The increased use of the Dial-a-Ride app and web portal (launched last year) has relieved some of the pressure on the legacy system of booking: around 30 per cent of users have used the app over the past three months. Online video user guides for both the web portal and the mobile app have been launched to encourage more customers to use self-service options, giving booking agents more time to support those who need assistance over the phone. TfL has also been working with the booking and scheduling provider to make enhancements to the app used by its drivers.

TfL is expanding the lane rental scheme from red routes to borough roads. Along with the London boroughs operating lane rental, it will reinvest 50 per cent of any surplus funding towards maintaining the highway infrastructure. Four boroughs – Enfield, Camden, Lambeth and Merton – have now received approval from the DfT for lane rental schemes, with phased implementation scheduled from 27 April. The second tranche of the scheme saw applications submitted by a further eight London boroughs:

Barnet, Hammersmith and Fulham, Kingston, Sutton, Redbridge, Southwark, Tower Hamlets and Havering. Decisions on these applications are expected shortly.

TfL is renewing the ageing structures at the Brent Cross interchange, as part of a wider project to ensure the area remains safe. The DfT has confirmed £10.8m of funding towards the cost of the project. TfL is now delivering the first phase and the wider programme will be delivered in phases over several years.

Work began in January on the A40 to ensure the safe operation of one of the busiest roads on TfL's network, with a series of weekend closures on the A40 eastbound, between the Westway roundabout and the Marylebone flyover. TfL has also announced a full closure of the same section of road in both directions from 20 March until late-April.

In March, TfL marked International Women's Day by inviting Londoners to nominate their women cycling role models, ranging from well-known athletes to everyday community heroes, with 10 Santander Cycles bikes named in their honour.

More than seven million journeys have been made since the London e-scooter rental trial launched in June 2021. The trial is the largest of its kind in the UK, with around 4,000 vehicles available for hire across approximately 1,700 designated parking bays in the 11 participating boroughs. Over the past year, trip numbers increased by 54 per cent, while serious injury rates remained low: parking compliance also remained high at 95 per cent. The government has recently announced an extension of rental e-scooter trials nationally, from May 2026 to May 2028. In response, TfL is selecting operators for a third phase of the London trial, enabling the scheme to continue through to the revised end date and providing ongoing benefits for customers and boroughs.

In February, after two consultations, TfL announced new regulations for pedicabs that will be enforced in stages over the coming year. These set important minimum standards for pedicab drivers, vehicles and operators to ensure safety.

TfL is assessing all renewal applications for taxi and private licensees within 10 days of receipt. While the focus is on supporting drivers renewing their licences, TfL continues to improve the processing time of new taxi and private hire licence applications. In January, TfL announced its Goodwill Payment scheme for existing licensees who have been impacted by licence processing delays.

In partnership with the Old Oak and Park Royal Development Corporation and the boroughs of Barnet, Brent, Ealing and Hounslow, TfL has agreed funding of up to £6.65m to enable the next phase of works of the planned West London Orbital. This phase includes new analysis to examine the benefits of the line, developing the service timetable, and progressing the design for the new stations and other infrastructure. If it receives the necessary approvals and future funding, services could start by 2035.

In February, the Mayor published his decision to proceed with pedestrianising Oxford Street, following the latest consultation on a series of proposed highways and transport changes to support his ambitions (more than 2,700 responses were received). TfL is now working to finalise plans to remove traffic from the street, with the ambition to

pedestrianise the section of the road between Orchard Street and Great Portland Street by the end of the summer.

Following the government's commitment to funding as part of the Autumn Budget, development of the planned DLR extension to Thamesmead continues at pace. TfL is progressing discussions with the government with the aim of signing the funding agreement, as well as preparing materials to submit a Transport and Works Act Order (TWAO) that will authorise the design and operation of the scheme. TfL started work on site in both Thamesmead and Beckton in February.

TfL plans to fully reopen Gallows Corner junction, including the flyover and removing all diversions and traffic management, by the end of spring 2026.

DLR customers will benefit from the return of the network's new trains, with a phased re-introduction expected by late summer. To support the safe return of the trains, engineers are introducing a focused package of improvements, including updates to braking software to improve performance in the specific type of low rail adhesion conditions experienced during the incident last year. Trains are currently being tested on the manufacturer's test track before further testing on the DLR network in March.

TfL has now announced that the new Piccadilly line trains are forecast to start entering into passenger service between December 2026 and June 2027. This revised window reflects the complexity of introducing brand-new, state-of-the-art trains onto a legacy rail line with very old infrastructure.

Two new customer toilets opened at Morden Underground station in February as part of the Mayor's wider investment to improve accessibility by providing customer toilets across the network. The station is the first on the London Underground network to benefit from new toilets as part of this programme, following the addition of new accessible toilets at Clapton, Seven Sisters and White Hart Lane Overground stations.

TfL has continued to support the delivery of HS2 at Euston and at Old Oak Common. Work also continues to support the introduction of level boarding for Elizabeth line services at Old Oak Common station.

On 10 February, the City of London Planning Committee approved plans to redevelop Liverpool Street station. TfL supports the proposals for strategic transport improvements, including the providing step-free access to the London Underground and improvements to the bus station.

Along with all stations on the Elizabeth line, 66 out of 121 London Underground stations that operate beneath the surface now have high-speed 4G and 5G mobile coverage in their ticket halls, corridors and platforms.

TfL has recently held workshops with borough officers on the development of a Sustainable Access Measure. Building on the existing Public Transport Access Level tool, it will enable deeper integration between land use and transport planning. It will shape where new homes go through the London Plan, inform the level of car parking restraint for those homes and create a new way of assessing transport improvements.

The measure and background information will be published alongside the draft London Plan later in 2026.

At the end of 2025, TfL completed three trials focused on improving accessibility for visually impaired customers; it is now looking at testing a single navigation app, which customers can use to navigate through stations.

On 1 March, an overall six per cent increase to fares on the Tube, and all other rail services in London where Tube fares apply, came into effect. Bus fares and tram fares will remain frozen until July 2026 as an emergency cost-of-living support measure using funding provided by City Hall. Travelcard and daily and weekly caps will remain frozen until March 2027, meaning many pay-as-you-go customers will reach the fares caps earlier when travelling.

TfL delivered two new commercial brand activations, together generating £650,000 in net revenue to TfL. This included a Dry January-themed activated with Heineken 0.0 on the Bakerloo line for three weeks, and a four-day activation with Guinness at Tottenham Court Road and Covent Garden. Each activation is underpinned by an Equality Impact Assessment made up of standard principles and content bespoke to the activity. This way of working was developed in collaboration with Transport for All and TfL's Independent Disability Advisory Group.

Our colleagues

TfL's annual employment engagement survey (Viewpoint) launched in January and ran for four weeks. This year, 17,070 colleagues took part in the survey (about 62 per cent of those invited), which is up from 61 per cent in 2024 and 58 per cent in 2023. TfL will analyse the results.

Events to support the promotion of an inclusive culture at TfL included celebrating LGBTQ+ History month in February, celebrating International Women's Day in March and hosting a series of activities to celebrate Ramadan.

TfL's Communications and Corporate Affairs team was awarded Best In-House Campaign of the Year at the PRCA Public Affairs Awards for its campaign to support TfL's work in securing a four-year capital settlement.

Our green future

Building on the signing of TfL's first power purchase agreement for renewable energy, it is developing the strategy for the next procurement tranche as part of its ambition for 100 per cent renewable energy by 2030. TfL plans to procure up to 70 per cent of its total energy demand through power purchase agreements and is looking to approach the market again later this year.

London now has almost 28,000 publicly accessible charge points, which includes more than 1,500 rapid charge points. TfL has provided around 300 of these rapid charge

points and is progressing its electric vehicle infrastructure delivery programme to build at least 100 new charging bays on its road network. TfL has provided 40 charging bays so far, with more becoming available in the coming months and further batches planned for tender in 2026. In February, TfL announced that TotalEnergies has been awarded a contract to deliver up to 43 rapid or ultra-rapid electric vehicle chargers across London, following a competitive procurement process. Many of the new bays will be located in south London, including Bromley, Lewisham and Sutton.

Our finances

TfL's scorecard is its primary tool for tracking progress against our strategic objectives and is structured around our vision and values:

- performance on safety so far this financial year has not been aligned with the level of improvement required. Killed or seriously injured figures on London's roads are worse than target and higher than this time last year, and colleague safety is similarly challenging;
- on green initiatives, TfL has so far delivered five out of 10 green milestones. For example, TfL has more than achieved the target to bring a total of 2,500 zero-emission buses (at tailpipe) in the fleet, and carbon dioxide emissions from its operations and buildings are better than target;
- on reliability, customer journey times on London Underground and for buses are slightly worse than target in the year-to-date, while TfL rail modes (the Elizabeth line, London Overground, DLR and London Trams) are performing better than target;
- in Period 11, the percentage of Londoners who agree TfL cares has remained high at 66 per cent; the year-to-date average score remains very high at 67 per cent. TfL's senior leadership is also becoming more representative and inclusive of the city it serves, with each of its representation metrics showing improvement on last year;
- on financial measures, income remains better than budget. Capital renewals are £34m behind target in the year to date, but TfL expects to end the year close to budget. TfL continues to make cost savings to deliver £1.8bn of recurring savings since 2016/17 by the end of the current financial year.

TfL's 2025/26 budget is targeting a small operating surplus of £5m over the full year. At the end of Period 11 TfL has a surplus of £49m, which is £97m ahead of budget: after adjusting for in-year timing differences, it has an operating deficit of £8m.

Overall journeys are 63 million down on last year (mainly a result of lower bus journeys) and 98 million lower than budget. While passenger income is £112m lower than budget, other operating income is £156m higher than budget, mainly from higher roads and tunnel enforcement income from the Ultra Low Emission Zone, Silvertown and Blackwall Tunnels. This is partially offset by the cost of provisions for unpaid debts, with a net upside of £23m.

Core operating costs are £83m higher than budget, primarily from provisions for bad debt on roads and tunnel enforcement income which is driven by higher income as outlined above. Outside of these provisions, TfL operating costs are lower than budget, with savings from lower staff costs driven by lower than budgeted recruitment.

TfL's proposed 2026/27 budget makes further progress against the Mayor's Transport Strategy and TfL's long-term strategic goals. It sets out how TfL will deliver a four per cent growth in revenue; increase in non-fares revenue to further diversify income; and manage the growth in operating costs so that they remain flat in real terms. The budget protects the £1.9bn of planned capital investment in TfL's Business Plan, including critical renewals expenditure, and ensures continued delivery of major capital programmes.

Given the increasing level of uncertainty TfL faces, it will continue to actively manage a range of in-year risks, and has increased its central contingency to £125m to absorb shocks and manage strategic, safety and operational risks. In the event of a large external shock, such as significant economic downturn or increase in inflation, subject to approval by the Mayor, the £350m GLA Financing Facility remains in place to provide additional resilience.

Through Places for London, TfL has successfully built 1,644 homes to date, with a further 4,953 under construction. In March, construction started at Bollo Lane, which will provide 700 new homes alongside new accommodation for train staff. In February, TfL's updated proposals for Cockfosters, submitted with Barratt London, were approved by the London Borough of Enfield's Planning Committee. A significant milestone was also reached with completion of our Places for London's 1,000th genuinely affordable home, at Barkingside.

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 3 2024/25, the journey time was 27.0 minutes, against the target of 26.9 minutes;
- (b) In Quarter 4 2024/25, the journey time was 26.9 minutes, against the target of 26.5 minutes;
- (c) In Quarter 1 2025/26, the journey time was 26.6 minutes, against the target of 26.7 minutes;
- (d) In Quarter 2 2025/26*, the journey time was 26.9 minutes, against the target of 26.7 minutes;
- (e) In Quarter 3 2025/26, the journey time was 27.4 minutes, against the target of 27.2 minutes.

*Data has been normalised to exclude the impact of industrial action between 7–11 September.

Journey times were higher than target in four of the last five quarters, ranging from 26.6 to 27.4 minutes.

Train Operator availability improved significantly, with a 10 per cent improvement against target and the revised autumn leaf fall plan delivered a significant improvement on performance, with significantly less disruption compared to 2024/25. However, a number of significant incidents affected overall service levels. A complex signal system failure on the Northern line at Stockwell took a number of days to resolve and a cracked crossing at Baker Street led to an extended suspension of Metropolitan line services between Baker Street and Aldgate while a replacement component was manufactured and installed.

London Underground successfully delivered a number of essential weekend track renewals across the network.

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 3 2024/25, the journey time was 34.9 minutes, against the target of 35.0 minutes;
- (b) In Quarter 4 2024/25, the journey time was 34.1 minutes, against the target of 33.7 minutes;
- (c) In Quarter 1 2025/26, the journey time was 34.2 minutes, against the target of 34.3 minutes;
- (d) In Quarter 2 2025/26, the journey time was 33.9 minutes, against the target of 33.8 minutes;
- (e) In Quarter 3 2025/26, the journey time was 35.4 minutes, against the target of 35.3 minutes.

Bus journey times were lower than target in two of the last five quarters. Journey time was slightly above the target in Quarter 3.

While Excess Wait Time, which measures the additional time passengers wait beyond the scheduled service has been performing slightly better than target, bus speeds have been slower than target, contributing to higher journey times.

Quarter 3 is typically the busiest period on London's road network, which generally results in higher journey times than in other quarters. Performance this quarter was affected by several factors, including industrial action at London Transit, demonstrations and events in central London, and disruption caused by roadworks.

We continue to work closely with bus operators to improve reliability and to manage the road network to improve bus speeds in the coming years, as outlined in the 2026 Business Plan.

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 five quarters (minutes)

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

- (a) In Quarter 3 2024/25, the journey time was 29.2 minutes, against the target of 29.7 minutes;
- (b) In Quarter 4 2024/25, the journey time was 29.4 minutes, against the target of 29.0 minutes;
- (c) In Quarter 1 2025/26, the journey time was 28.5 minutes, against the target of 29.1 minutes;
- (d) In Quarter 2 2025/26*, the journey time was 28.2 minutes, against the target of 28.9 minutes;
- (e) In Quarter 3 2025/26, the journey time was 29.7 minutes, against the target of 29.5 minutes.

*Data has been normalised to exclude the impact of industrial action between 7–11 September.

This quarter was a challenging period for the Elizabeth line. Journey times were 0.2 minutes higher than target and were the highest recorded in the past five quarters. The main factors this quarter were three separate issues at Stepney Green Junction, including two incidents where equipment that enables trains to move safely through the junction stopped working. In addition, faults with the overhead power supply on Network Rail's Western route led to a complete loss of power across all four lines for an entire evening, causing significant disruption.

Trams journey time

Past five quarters (minutes)

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

- (a) In Quarter 3 2024/25, the journey time was 19.5 minutes, against the target of 20.7 minutes;
- (b) In Quarter 4 2024/25, the journey time was 19.2 minutes, against the target of 20.6 minutes;
- (c) In Quarter 1 2025/26, the journey time was 19 minutes, against the target of 21.5 minutes;
- (d) In Quarter 2 2025/26, the journey time was 19.1 minutes, against the target of 21.5 minutes;

Journey time has remained stable over the past five quarters, fluctuating between 19 and 19.5 minutes. Trams journey time this quarter was 2.3 minutes lower than target. Trams performance this quarter was strong, with 95.25 per cent of scheduled services delivered against a target of 90.50 per cent. This improvement was largely

driven by a 45 per cent reduction in service losses related to tram availability compared with Quarter 2.

On 25 September, a substation power failure at Therapia Lane caused 1.6 per cent of service loss, though the fault was resolved promptly by engineering teams. Driver availability contributed a further 1.23 per cent of service loss, and the recovery plan in place has already begun to improve performance.

Essential track works at Mitcham Interlace were completed during a planned nine-day closure in late October. These works form part of a wider programme to maintain network reliability while the ageing tram fleet continues to be closely monitored ahead of future replacement.

DLR journey time

Past five quarters (minutes)

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

- (a) In Quarter 3 2024/25, the journey time was 18.9 minutes, against the target of 18 minutes;
- (b) In Quarter 4 2024/25, the journey time was 18.4 minutes, against the target of 17.9 minutes;
- (c) In Quarter 1 2025/26, the journey time was 18 minutes, against the target of 19.3 minutes;
- (d) In Quarter 2 2025/26*, the journey time was 18.3 minutes, against the target of 20.1 minutes;
- (e) In Quarter 3 2025/26, the journey time was 18.8 minutes, against the target of 19.8 minutes.

*Data has been normalised to exclude the impact of industrial action between 7–11 September.

Journey time has steadily improved over the past three quarters. DLR journey time this quarter was one minute lower than target.

Overall performance this quarter was very strong. Although temporary speed restrictions were introduced during the quarter which resulted in slightly higher journey time scores compared with the previous three quarters, the overall reliability remained very good.

Despite some targeted service reductions to extend the life of the current fleet while we work to safely return the new fleet to service, the operated service remained dependable, helping to limit the impact on customers.

Operational consistency under the new franchise, introduced in April 2025, continued to deliver benefits, with customer experience remaining positive.

London Overground journey time

Past five quarters (minutes)

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

- (a) In Quarter 3 2024/25, the journey time was 31.1 minutes, against the target of 30.3 minutes;
- (b) In Quarter 4 2024/25, the journey time was 30.2 minutes, against the target of 30.3 minutes;
- (c) In Quarter 1 2025/26, the journey time was 30.1 minutes, against the target of 30.2 minutes;
- (d) In Quarter 2 2025/26*, the journey time was 29.4 minutes, against the target of 30.2 minutes;
- (e) In Quarter 3 2025/26, the journey time was 30.3 minutes, against the target of 30.5 minutes.

*Data has been normalised to exclude the impact of industrial action between 7–11 September.

Journey time has steadily improved over the past four quarters. London Overground journey time was 0.2 minutes lower than target this quarter.

Performance this quarter has improved, supported by consistent operations across most routes. The Mildmay line experienced several infrastructure-related issues earlier in the quarter, but these were actively managed and work is underway to address recurring faults.

London Overground continues to perform as one of the strongest rail operators nationally, achieving 89.3 per cent T-3 and 94.4 per cent of services operated. Despite ongoing Network Rail infrastructure faults across parts of the network, particularly on the Mildmay and Weaver routes, targeted resilience work is progressing to support longer-term reliability.

Services operated

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

Victoria Coach Station departures

Past five quarters (thousands)

The departures and targets for the past five quarters were:

- (a) In Quarter 3 2024/25, departures were 41,030, against a target of 49,278;
- (b) In Quarter 4 2024/25, departures were 52,790, against a target of 63,285;
- (c) In Quarter 1 2025/26, departures were 41,654, against a target of 43,437;

- (d) In Quarter 2 2025/26, departures were 46,700, against a target of 45,164;
- (e) In Quarter 3 2025/26, departures were 45,201, against a target of 42,805.

Departures continue to show good growth in Quarter 3, exceeding target by six per cent and increasing by 10 per cent compared to the same quarter last year.

Activity during the winter period has been higher than anticipated, driven in part by continued expansion from one of our major operators, which introduced several new routes to its network. This expansion has contributed to a sustained increase in demand and has strengthened our operational presence during what is typically a quieter season.

Throughout this quarter, we have maintained our commitment to supporting the wider coach industry, ranging from local sightseeing and regional tour operators to largescale international travel providers. Our focus remains on delivering reliable, flexible departure solutions that enable our coach operating partners to grow and adapt to evolving transport needs.

2. Our scorecard

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. Central policies of the MTS are delivering a good public and transport experience.

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)	67	60	65	60

TfL cares about its customers

The proportion of Londoners agreeing with the statement 'TfL cares about its customers' was 68 per cent this quarter, an increase of one percentage point from last quarter and eight per cent above the annual target. The Quarter 3 2024/25 score was 59 per cent, indicating sustained improvement.

Among public transport users (those who have used public transport in the last seven days), agreement is 70 per cent this quarter, the same as last quarter. For disabled Londoners, agreement stands at 54 per cent, a decrease of four percentage points. This is not a statistically significant change as the number of disabled respondents is smaller, meaning the score naturally fluctuates more.

Analysis identifies five key drivers influencing perceptions of whether 'TfL cares about its customers':

- (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 two of the five drivers (TfL is an organisation I can trust and TfL treats its customers fairly) increased this quarter by one percentage point, while the remaining three remained unchanged. Compared to Quarter 3 2024/25, all five drivers have risen by between six and nine percentage points.

Supporting customers when things go wrong continues to perform less strongly, scoring 62 per cent this quarter versus 68 to 72 per cent for other drivers. This remains an area of focus.

Satisfaction

Quarter 3* was a relatively stable quarter for Customer Satisfaction for all modes except Bus and Elizabeth line (EL), which experienced declines in overall satisfaction and a range of satisfaction metrics.

Public Transport Customer Satisfaction Score (CSS) was stable at 78 for a fourth consecutive quarter.

Overall satisfaction remained stable for DLR and London Overground (LO), with each maintaining the high Quarter 1 score of 81 for a third consecutive quarter for both modes.

LU declined by one point for a second consecutive quarter, following the record high score achieved in Quarter 1 and the LU overall satisfaction score was 77 in Quarter 3. Trams overall satisfaction increased for the third consecutive year to 84.

Bus and EL overall satisfaction declined by one point, from the record high scores achieved in Quarter 2 for both modes. Bus scored 78 and EL 83.

For EL, there was a significant increase in reported delays/disruptions this quarter (plus three to 14 per cent) and significant declines in satisfaction with levels of crowding on the train, comfort, on train cleanliness and availability of seats.

Satisfaction across all bus station/stop and on-bus metrics declined following record highs seen in Quarter 2, with scores broadly returning to the levels recorded in Quarter 3 2024/25. A few areas fell further, however. Satisfaction with crowding, comfort and seat availability on mode were all lower than this time last year.

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

*CSS Quarter 3 is made up of Periods 7, 8, 9 and 10 (14 September 2025 to 3 January 2026).

General contact centre calls

Past five quarters

- (a) 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;
- (b) 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;
- (c) 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;
- (d) In Quarter 2 2025/26, there were 631,791 calls received; the call abandonment rate was 24 per cent, and the average speed of answer was 1,380 seconds. There were 280,951 items of correspondence, with 86 per cent of cases closed;
- (e) In Quarter 3 2025/26, there were 655,496 calls received; the call abandonment rate was 12 per cent, and the average speed of answer was 864 seconds. There were 284,459 items of correspondence, with 84 per cent of cases closed.

Telephone demand increased by four per cent compared with Quarter 2 and was 23 per cent higher than in Quarter 3 2024/25. Despite this rise, our abandonment rate fell by 49 per cent from Quarter 2, though it remains 85 per cent higher than Quarter 3 2024/25. This significant improvement seen in Quarter 3 was largely driven by recovery from the increase in demand over Quarter 2 associated with 60+ renewals and ZIP card peak.

Correspondence saw a slight increase of one per cent on Quarter 2 but is 110 per cent higher than the 2024/25 financial year. The percentage of cases resolved within service level agreements decreased slightly by three per cent on Quarter 2 but has seen a 20 per cent increase compared to Quarter 3 2024/25 – this is in spite of the 110 per cent increase in demand on last year.

The split between telephony and correspondence remains stable, with a very slight shift back towards telephony compared to in Quarter 2 with 70 per cent of demand coming in by phone and the remaining 30 per cent through correspondence.

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 1,644,129 calls received; the call abandonment rate is 18 per cent. There have been 827,600 items of correspondence, with 81 per cent of cases closed within service level.

Calls by subject*

In Quarter 3, the numbers of telephone calls by subject were:

- (a) Oyster: 116,790;
- (b) Surface and Rail: 33,929;
- (c) Concessions: 266,032;
- (d) Santander Cycles: 11,963;
- (e) Contactless payment: 159,743;
- (f) Other: 5,211.

Call volumes increased by three per cent on Quarter 2, and 24 per cent higher than Quarter 3 2024/25.

Concessions remained our biggest call driver, with demand in this area seeing an increase of six per cent on Quarter 2 and 51 per cent higher than Quarter 3 2024/25. Contactless and Oyster demand also rose this quarter, with Contactless up four per cent on Quarter 2 and up 14 per cent on 2024/25.

Oyster saw a nine per cent rise in Quarter 3 compared to Quarter 2 and 2024/25. Cycle Hire demand fell 43 per cent on Quarter 2 and was 22 per cent down on 2024/25 due to the expected seasonal dip during the colder, wetter months and increasing competition from other hire bike operators.

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

Complaints

Year on year (per 100,000 journeys)

In Quarter 3, total passenger numbers fell by one per cent compared to Quarter 3 2024/25, and complaints also decreased by four per cent year-on-year.

Contactless complaints per 100,000 journeys fell 44 per cent, despite an eight per cent increase in journeys. Oyster, however, recorded a 10 per cent increase, driven largely by a nine per cent fall in journeys, overall complaint volumes remained unchanged. Photocards continue to be the main source of dissatisfaction.

London Buses saw a seven per cent rise over Quarter 3, but as with Oyster, this was mainly due to a six per cent fall in journeys as complaint volumes remained virtually the same.

LU fell two per cent, though saw a three per cent increase in passenger numbers. We see a similar situation on the Elizabeth line which fell 62 per cent against a 12 per cent increase in journeys. For other rail modes, DLR and LO both increased by 65 and 43 per cent respectively.

Of the remaining modes, Dial-a-Ride saw significant improvements with a 63 per cent decrease in complaints per 100,000 journeys. This follows internal improvements to complaint handling processes.

Congestion Charge was 90 per cent lower than 2024/25 against an 11 per cent fall in journeys.

A full comparison of number of complaints per 100,000 journeys broken down per mode can be found below:

- (a) LU decreased by two per cent, from 1.17 in Quarter 3 2024/25 to 1.15 in Quarter 3 2025/26;
- (b) London Buses increased by seven per cent, from 4.43 in Quarter 3 2024/25 to 4.73 in Quarter 3 2025/26;
- (c) DLR saw a 66 per cent rise, from 0.49 in Quarter 3 2024/25 to 0.81 in Quarter 3 2025/26;
- (d) LO grew by 43 per cent, from 0.46 in Quarter 3 2024/25 to 0.66 in Quarter 3 2025/26;
- (e) EL decreased by 62 per cent, from 0.9 in Quarter 3 2024/25 to 0.34 in Quarter 3 2025/26;
- (f) London Trams increased by 102 per cent, from 0.54 in Quarter 3 2024/25 to 1.09 in Quarter 3 2025/26;
- (g) IFS Cloud Cable Car saw a decrease of 38 per cent, from 3.79 in Quarter 3 2024/25 to 2.33 in Quarter 3 2025/26. Subsequent review identified that the previously reported Quarter 3 2024/25 figure was incorrect due to data collation errors;
- (h) Congestion Charge saw a decrease of 90 per cent from 3.22 in Quarter 3 2024/25 to 0.32 in Quarter 3 2025/26;
- (i) Dial-a-Ride decreased by 63 per cent, from 131.27 in Quarter 3 2024/25 to 48.37 in Quarter 3 2025/26;
- (j) London River Services decreased by nine per cent, from 0.44 in Quarter 3 2024/25 to 0.4 in Quarter 3 2025/26;
- (k) Santander Cycles saw a decrease of 58 per cent, from 4.9 in Quarter 3 2024/25 to 2.05 in Quarter 3 2025/26;
- (l) Taxis decreased by one per cent, from 5.06 in Quarter 3 2024/25 to 4.99 in Quarter 3 2025/26;
- (m) Private Hire increased by 26 per cent, from 2.54 in Quarter 3 2024/25 to 3.19 in Quarter 3 2025/26;
- (n) Contactless usage declined by 44 per cent, from 0.54 in Quarter 3 2024/25 to 0.30 in Quarter 3 2025/26;
- (o) Oyster usage increased by 10 per cent, from 0.61 in Quarter 3 2024/25 to 0.67 in Quarter 3 2025/26.

Overall, complaints per 100,000 journeys are currently down 30 per cent on 2024/25 and are down 13 per cent against the rolling average - though still with Quarter 4 to come.

Score Card

London Overground

Passenger satisfaction

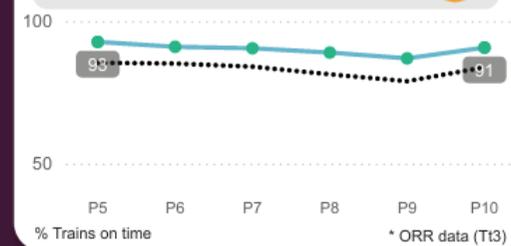
	Journey overall			Station				Train			
	Overall satisfaction	Value for money	Punctuality	Station overall	Information	Personal safety	Cleanliness	Train overall	Crowding	Personal safety	Cleanliness
Great Britain	87	59	83	88	89	82	79	86	78	85	79
Regional	89	68	86	89	91	84	80	88	80	88	80
London and South East	86	57	84	87	89	82	79	86	78	84	79
Long distance	84	56	79	88	90	84	79	84	75	88	81
Hull Trains	94	73	90	91	90	84	83	93	83	92	89
Merseyrail	93	70	90	92	93	89	86	92	80	93	93
LNER	93	60	92	94	94	88	84	92	83	93	90
Transport for Wales	91	69	88	89	91	85	80	91	83	91	84
ScotRail	90	71	89	91	93	87	84	90	81	90	80
Heathrow Express	90	70	89	90	88	92	87	93	89	94	91
Elizabeth Line	90	66	89	90	91	85	85	91	77	84	89
Gatwick Express	90	49	88	90	91	82	76	90	85	90	81
Greater Anglia	88	52	89	87	90	79	76	88	81	86	86
West Midlands Railway	88	63	82	86	88	78	77	88	77	83	79
London Overground	88	66	84	86	86	81	78	87	77	82	82
Lumo	87	68	83	92	90	90	85	87	68	93	81
Stansted Express	87	53	88	89	90	85	80	89	85	90	90
Southeastern	86	52	83	87	90	79	76	84	80	80	70
Northern Trains	86	65	82	87	90	82	75	85	79	87	77
Great Western Railway	86	51	79	87	88	85	80	86	77	89	82
Grand Central	86	68	89	85	89	81	80	85	65	87	82
Avanti West Coast	85	49	77	84	90	79	75	86	80	90	87
Southern	85	55	82	87	89	81	80	84	77	82	68
c2c	84	59	85	84	86	79	71	83	77	78	72
London Northwestern	84	57	79	84	85	76	73	84	79	85	78
TransPennine Express	84	64	77	88	90	84	78	86	78	89	84
Great Northern	83	45	80	86	87	82	77	85	76	83	75
South Western Railway	83	53	78	85	88	81	76	85	82	87	77
Thameslink	83	53	80	87	88	79	76	84	79	79	69
East Midlands Railway	82	55	79	88	89	85	80	81	73	86	73
Chiltern Railways	80	51	85	87	88	84	81	78	69	83	74
CrossCountry	78	53	71	87	88	84	77	77	65	86	73

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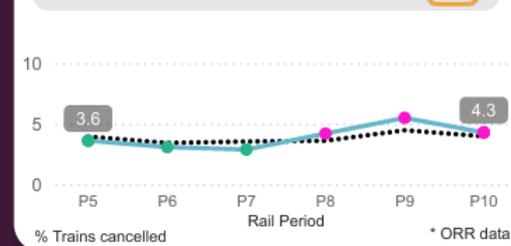
Overall journey satisfaction



Punctuality



Cancellations



Plans to pedestrianise Oxford Street were approved and hit the headlines this month.

BBC NEWS Oxford Street pedestrianisation plans approved

The Guardian UK
Plan to pedestrianise London's Oxford Street given official go-ahead

sky news
All you need to know about pedestrianisation of London's Oxford Street

Redevelopment of Liverpool Street is also set to go ahead

THE STANDARD 
Liverpool Street redevelopment will cause 'decade of chaos' - as officials recommend approval

THE STANDARD 
Controversial Liverpool Street station 19-storey tower block plans get green light

There were also updates on buses, and reports of an increase in attacks on station staff

THE STANDARD 
London bus passenger numbers hit new low as more firms ask TfL to ditch loss-making routes

62 million fewer bus journeys since April - as Tube passenger numbers also decline

BBC NEWS
Mayor spends £20m to encourage more bus trips

THE STANDARD 
'He pulled my hair and started hammering me' - TfL frontline staff tell of horrific passenger attacks