
Transport in London monitor

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Board paper: LTW834

Agenda item: 05

Drafted: 07 July 2026

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 8th July TfL Board meeting held can be found on pages 2-8, taken from <https://board.tfl.gov.uk/documents/s26729/Appendix%201%20Commissioners%20Report.pdf>. The focus of the report is on milestones reached, projects/initiatives completed and decisions reached across a wide range of TfL activities.

On pages 9-20, extracts are reproduced from the report (Appendices 1 and 3 under agenda item 9) to the 10th June TfL CSOP Panel meeting <https://board.tfl.gov.uk/ieListDocuments.aspx?CId=215&MId=977&Ver=4>. 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 May. 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. In June, Transport Focus in collaboration with the Department for Transport and rail industry also published the new Rail Customer Experience Survey: an extract with the key results can be found on pages 22-23.

The final section, on page 24, 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 May.

Selected highlights from the Transport Commissioner's report (July 2026)

Safety & security

In June, a bus driver travelling to work was fatally injured in a collision with a car. In May, the driver of a route 49 bus was seriously assaulted and subsequently died from their injuries; a person has been charged with manslaughter.

The Health and Safety Executive is prosecuting TfL for a breach of health and safety regulations, following the tragic death of a pedestrian at Walthamstow bus station in December 2023. The hearing has been listed for September 2026.

TfL together with the Metropolitan Police Service (MPS) has launched 'Priority Hub' deployments at 10 key transport hubs where peak school travel times can present an increased safeguarding risk and antisocial behaviour. Police officers are deployed regularly at these locations to enhance visibility, support safe travel and promote appropriate behaviour. Positive feedback has been received from bus station staff on deployment, including four arrests and six anti-social behaviour warnings issued.

The Transport Hate Crime and Ending Violence Against Women and Girls Taskforce continues to advance its programme of themed sessions, with the most recent session focused on colleague training and capability. The taskforce will next consider technology focused interventions at a session scheduled this summer.

Following initial findings, the bus shelter CCTV trial has been expanded into higher crime areas to assess further the use of CCTV in supporting policing activity. Early findings indicate a positive impact on customer confidence, and the learning from this trial is informing future design and safety improvements across the network.

The UK national threat level has recently been increased from substantial to severe, indicating that a terrorist attack is highly likely in the next six months. While current intelligence highlights risks to specific communities, including Jewish and Israeli interests, a persistent threat remains from a range of actors, including Islamist-inspired extremism, extreme right-wing ideologies, lone actors and single-issue terrorism. In response, TfL has kept an enhanced protective security posture across the network.

Since the attack in Golders Green in April, the BTP and MPS have increased patrols, including at key interchanges, to provide reassurance and support to Jewish communities, especially in the Golders Green area.

Fare evasion rates have decreased from 3.8 per cent in 2023-2024, to 3.5 per cent in 2025-2026. Over the course of the year, more than 6.9 million rail passenger checks were carried out. Bus enforcement activity also grew significantly, with more than 3.3 million passenger checks (up 13 per cent year on year) and more than 190,000 buses inspected (up 18 per cent year on year).

At the end of May, TfL published its provisional 2025 casualty and collision data:

- the number of people killed fell by nearly 13 per cent from 110 people in 2024 to 96 people in 2025 (the second lowest level on record, excluding 2021)
- serious injuries have increased by eight per cent from 3,597 in 2024 to 3,900 in 2025.
- people walking, cycling and motorcycling account for 81 per cent of those killed or seriously injured
- cycling journeys rose by 12 per cent in a single year and the injury risk per journey has increased compared to 2024, though it remains lower than the historical baseline
- cars continued to be involved in most collisions that killed or seriously injured someone in 2025:
 - excess speed remains one of the biggest risks to road users, with 57 per cent of the 2025 fatal collisions in London reporting speed as a contributory factor.
 - a rise in car occupant killed or seriously injured casualties is also a concern, because it suggests driver behaviour may have changed, potentially posing a greater risk to other road users too
 - provisional data suggests casualties increased among young men aged 16-24 during the early hours of the morning in outer London, all of which were speed related
- In 2025, 10 people were tragically killed in collisions involving a bus, however, this is the lowest number since 2021. Bus passenger injuries are also the lowest on record, except during the pandemic in 2020.

TfL has a new Vision Zero action plan, which sets out 43 actions to reduce road danger, working with London's boroughs, the police and other partners. This includes rolling out more safer speed limits, redesigning high streets, addressing danger on side roads and strengthening enforcement against dangerous driving.

In May, TfL published its consultation report on safety improvements on the A1 Archway Road in Haringey, confirming plans to proceed with the scheme as consulted on. Engagement started in the London Borough of Hillingdon in June on proposals to slow down vehicles and reduce collisions on the approach to Willow Tree Roundabout, a location currently experiencing a high number of collisions. The delivery of this scheme is planned for early 2027.

TfL began enforcement action against dockless e-bikes obstructing the highway in January 2025. Since then, it has responded to more than 3,915 reports of dockless e-bikes blocking pavements, issuing more than 467 warning letters and more than 1,414 fixed penalty notices to operators. TfL teams have also repositioned hundreds of dockless e-bikes left in unsafe or obstructive locations, helping to keep streets clear and safe for all users. Alongside this, TfL has continued targeted enforcement to address obstructions caused by non-compliant commercial premises. Deployments at locations including Bishopsgate, Balham Hill and the Victoria area identified 77 obstructions for investigation, resulting in 47 warning letters and three fixed penalty notices issued during the period of 16 May-30 June.

TfL is also co-funding a study alongside four London boroughs, which will look into the impacts of oversized cars on the capital's streets, including their contribution to road danger and related issues. Outputs from the study are expected later this year.

Our customers

The early summer period saw a continued high volume of marches, demonstrations and major events across London, reflecting a range of complex global and domestic issues. During this time, TfL supported multiple large-scale protests, including events drawing combined attendances of more than 70,000 people, which were managed under its significant incident procedure. Alongside this, the period marked the start of the peak events and festival season, and the sporting calendar was similarly busy.

In May, bus station controllers and network traffic controllers who are members of the Unite union undertook further strike action in an ongoing dispute about rota changes. TfL services operated as normal and bus stations remained open, however staff were not always there to assist. The RMT called industrial action by London Underground train operators in March and June. Eight days of planned action were subsequently called off, but strike action did take place in April and early June. TfL delivered a significant level of service across most Tube lines during the industrial action, with the Elizabeth line, DLR, London Overground, trams and bus services operating normally.

Significant progress is being made ahead of the Wimbledon Tennis Championships 2026, underpinned by strong and ongoing collaboration with Network Rail to agree various joint improvements to the management of signalling on the East Putney to Wimbledon section of the District line. These include upgraded logging and monitoring processes, which improve the quality of information sent to TfL from the signalling infrastructure. This can help with early failure detection and targeted maintenance.

As part of the Mayor and TfL's commitment to bring mobile connectivity to the whole of London's transport network, coverage continues to be expanded across the Underground. In recent weeks, sections of the Bakerloo, Metropolitan, and District and Circle lines have all gained mobile coverage. As well as tunnelled sections, busy stations including Vauxhall, Temple, Nine Elms and Gloucester Road have all now gone live with 4G/5G coverage. Mobile coverage has also begun to be introduced at major stations such as King's Cross St Pancras, Victoria and Paddington. Around 60 per cent of Tube stations that are 'underground' now have coverage.

The first of 10 new Elizabeth line trains has already begun testing and will be progressively introduced into service from this summer. TfL is working with industry partners on plans to increase services from May 2027.

In June, TfL published an updated edition of its Bus Safety Standard, setting out the safety requirements for buses entering service up to 2033, alongside the first independent, network-wide evaluation of the Bus Safety Standard Benefits. Routes served by Bus Safety Standard-equipped buses have experienced faster and greater reductions in casualties than comparable routes without these features. Casualty numbers on Bus Safety Standard routes fell by approximately 41 per cent over the period analysed, compared with a reduction of around 22 per cent on control routes.

As part of TfL's Bus Priority Programme to cut bus journey times and improve service reliability across the capital:

- under the TfL Road Network programme, detailed design is being carried out for the St Helier Avenue bus priority scheme, planned for delivery in autumn 2026
- schemes are being progressed on Superloop corridors, including the SL7 (on Carshalton High Street) and SL2 (on Royal Docks Road)
- under the borough bus priority programme, work has been completed at the Cat Hill junction in the London Borough of Barnet, and is under way in the London Borough of Ealing on Lady Margaret Road and Uxbridge Road
- TfL is working to deliver traffic signal improvements to prioritise buses at junctions at more than 135 sites in 2026/27
- TfL has recently completed the 100th Route Analysis Recommendation Report, a whole bus route analysis considering performance data, system data and on-street observations to resolve faults and make changes, providing almost instant operational and passenger benefits. TfL's target is to complete a further 13 route walks in 2026/27.

Since the opening of the pedicab driver licensing window in March, security policing and enforcement officers have engaged with more than 400 pedicab drivers. More than 80 per cent have expressed an intention to become licensed, with 21 drivers having already passed their safety, equality and regulatory understanding assessment.

TfL has undertaken a review of user charges now that Silvertown Tunnel has been operational for 12 months. It has consulted the Silvertown Tunnel Implementation Group on its proposal arising from the review, prior to publishing a report summarising the review and its final outcome.

To support compliance with the precautionary weight restriction and protect the long-term structural integrity of Brent Cross Bridge, Deployable Enforcement Cameras were installed in April. Vehicles exceeding 7.5 tonnes are now prohibited from using the bridge. Since implementation, this enforcement has proven effective, with more than 150 Penalty Charge Notices issued to vehicles in breach of the restriction.

TfL has worked closely with the London boroughs and HS2 to develop a solution that improves taxi access to the eastern rank at Euston station (a longstanding concern for the taxi trade). The new layout also introduces a north-south signalised pedestrian crossing across Euston Road, enhancing safety and accessibility for those travelling to and from stations on the north side of the road. The proposed junction improvements have been designed to have minimal impacts on the performance of the TfL Road Network and on local bus services.

In May, TfL launched its Walking and Wheeling action plan, the follow-up to 2018's Walking action plan. The new plan sets out clear targets to get more Londoners walking, increase walking in central London and support more children to walk to school. The plan also raises ambition further, with commitments including new

pedestrian crossings, transforming high streets, expanding School Streets and improving accessibility and wayfinding.

More than eight 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 1,800 designated parking bays in the 11 participating boroughs. Trip numbers have been growing strongly with more than 320,000 in May, the highest-ever monthly trips, while serious injury rates remain low. Operator-reported parking compliance also remained high during April and May at 97 per cent. In response to the government extension to May 2028, 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.

Dial-a-Ride is currently upscaling its programme of stakeholder engagement to help develop a better understanding of the service and help key partners share updates with customers. TfL has already seen an existing relationship with Age UK and Transport for All enhance significantly: it will host regular forums that enable it to discuss performance and invite feedback on future plans.

As part of the wider toilet improvement works, new accessible facilities opened at Acton Central on the London Overground network. Works are also under way at Amersham, Watford and Stanmore, and works towards accessible toilets provision continue at Northolt and Colindale stations.

The schemes under the Liveable Neighbourhoods programme - at Camden (Holborn), Greenwich (Town Centre) and Ealing (West Ealing) - are at different stages of the project cycle, and are making good progress, with submissions planned to advance them to the next stage of delivery.

Over the weekend of 8-10 May during a weekend closure on the Piccadilly line, TfL tested its four test trains on the line between Northfields and Cockfosters. It was the first time TfL has had four trains in operation over a testing period.

Work to reintroduce the new DLR B23 trains continues following their withdrawal from service in November 2025 after a stopping incident at Canning Town. Modifications have been implemented and tested on both the test track and DLR network between February and May, with further assurance activity now under way.

In June, consultation on detailed plans to extend the DLR from Gallions Reach to Thamesmead via Beckton Riverside opened, which will run until 16 July with construction potentially beginning in 2029, subject to funding and approvals. TfL continues to develop the design of the Bakerloo Line Extension ahead of confirming the Single Preferred Option for the scheme and subsequent public consultation.

Planned works associated with TfL's Four lines Modernisation programme on 13 June were postponed due to the emergence of late technical issues. TfL is reviewing a revised date for the work to take place along with the programme's next steps.

Work on the next phase of improvements to the A23 Streatham Hill will begin at the end of June, introducing new central islands, protected cycle lanes, pedestrian crossings and continuous bus lanes to improve safety and accessibility.

Our colleagues

TfL is preparing to seek accreditation with the Top Employers Institute, supporting its ambition to be recognised as a leading employer in the UK. TfL is beginning preparations for the introduction of a new overall engagement measure aligned with the external Engage for Success Index from 2026/27. This work will improve its ability to benchmark externally and track progress against the wider employee engagement position in the UK.

Our green future

In June, TfL reached the significant milestone of having 3,000 zero-emission buses in service in its fleet across the capital - roughly one third of the total. Of the 3,000, approximately one third have entered service in the last 12 months alone. London operates the largest zero-emission bus fleet in western Europe.

TfL has now converted all of the lighting at its bus shelters to LED units. Around 12,100 bus shelters across the capital now benefit from having made the switch to this form of lighting, which makes the shelters both greener and more welcoming for customers. Before and after testing showed that the new LED lighting uses less than half as much energy, while providing light that is 10 per cent brighter.

In June, TfL held the official opening of its new electric vehicle charging hub at Hatton Cross, featuring 12 ultra rapid 400kW charging bays. This is a major milestone for TfL's electric vehicles charging hubs programme, being the first site delivered just 15 months after appointing its joint venture partner, Fastned.

TfL has made significant progress in enhancing biodiversity across its estate, with the area of wildflower verges on the TfL road network doubling to approximately 520,000 square metres over the past two years. New sites introduced in the past year include along the A10 in Enfield, the A2 in Bexley and the A217 in Sutton.

Our finances

Year-to-date (1 April to 30 May 2026) performance against TfL's scorecard:

- safety performance so far has not been aligned with the level of improvement required. 681 people have been killed or seriously injured – worse than target and higher than this time last year. Colleague safety is similarly challenging, with six serious injuries so far this year (two fewer than last year), and additionally tragically the death of one colleague. On customer safety, there have been 2.95 serious injuries per 100 million passenger journeys, which is lower than target and lower than this time last year
- on green initiatives, TfL is targeting the introduction of a further 800 zero emission buses this year

- on reliability, in the year-to-date customer journey time on London Underground is better than target but worse than target for buses and rail modes (worse on London Overground and the Elizabeth line, but with the DLR and trams performing in line with target)
- TfL's senior leadership is also becoming more representative of the city it serves, with four out of five representation metrics showing improvement on last year
- on financial measures, income is lower than Budget, driven by lower passenger income and road user charging income. Roads income is down on Budget mainly as a result of lower Congestion Charge volumes following the end of the 100 per cent Cleaner Vehicle Discount scheme in December 2025. There has been a greater initial behavioural impact than anticipated, with fewer previously exempt vehicles using the Congestion Charge zone, in line with the goals of the change. Other operating income is slightly up on Budget, driven by higher advertising income and other smaller upsides.

TfL's 2026/27 Budget is targeting an operating surplus of £5m, its fourth consecutive operating surplus. There is a surplus of £21m at 30 May, £21m lower than Budget. After adjusting for timing differences, the operating surplus is £39m lower than Budget, mainly a result of lower income.

Core operating costs are £19m higher than Budget, due to timing differences, higher bad debt (driven by higher ULEZ enforcement income), and one-off costs at the start of the year, which have been partly mitigated through higher savings. TfL has reset its savings baseline following the delivery of £1.8bn of savings from 2016/17 to 2025/26. It is targeting £591m of cost and revenue improvements this year across income, operating costs and capital spend.

TfL's capital programme is budgeted to deliver £1.9bn of investment this year, with an increase in renewals spend of almost £90m. TfL has delivered over £100m of capital renewals this year, but is £15m behind Budget, mainly as a result of phasing differences, and which it expects to catch up on over coming periods.

TfL is targeting a year-on-year increase of 0.4 per cent in journeys over the year. In the year to date, there have been 574 million journeys, 0.1 per cent higher than last year in the year to date and just lower than Budget. Tube journeys are five million lower than Budget, mainly as a result of industrial action in April; bus journeys are one million better than Budget, but average ticket yield has been lower than expected.

Selected TfL operational/customer service data Q4 2025/26 (Dec 2025 – Mar 2026)

Scorecard

Our role includes enabling 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. One of the central policies of the MTS is delivering a good public transport experience.

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

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

Operations

London Underground journey time* (minutes)

In 2025/26 year-to-date actual was 27.0 minutes, against the target of 26.9 minutes.

Bus journey time (minutes)

In 2025/26 year-to-date actual was 34.5 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 26.9 minutes, against the target of 27.5 minutes.

*Data has been normalised to exclude the impact of industrial action between 7-11 September 2025.

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 4 2024/25, the journey time was 26.9 minutes, against the target of 26.5 minutes.

- (b) In Quarter 1 2025/26, the journey time was 26.6 minutes, against the target of 26.7 minutes.
- (c) In Quarter 2 2025/26*, the journey time was 26.9 minutes, against the target of 26.7 minutes.
- (d) In Quarter 3 2025/26, the journey time was 27.4 minutes, against the target of 27.2 minutes.
- (e) In Quarter 4 2025/26, the journey time was 26.8 minutes, against the target of 27.1 minutes.

*Data has been normalised to exclude the impact of industrial action between 7-11 September 2025.

Journey times remain relatively similar across the five quarters.

London Underground performed well during Quarter 4, despite a number of challenging events that impacted overall service levels. Several significant incidents occurred during the period, including a derailment at Neasden depot, a broken rail at Oxford Circus which led to a full line suspension, and an increase in fleet-related issues on the Piccadilly and Bakerloo lines.

We saw a number of wheel flats outside of leaf fall season, which impacted services, but recovery was managed in a controlled manner, despite two 48 hour strikes at Northfields depot.

Train Operator availability continued to improve over the quarter, supporting more stable service delivery.

The Central Line Improvement Programme achieved a key milestone with the introduction of the fifth train into customer service in March, delivering further improvements in reliability and customer experience.

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 4 2024/25, the journey time was 34.1 minutes, against the target of 33.7 minutes.
- (b) In Quarter 1 2025/26, the journey time was 34.2 minutes, against the target of 34.3 minutes.

- (c) In Quarter 2 2025/26, the journey time was 33.9 minutes, against the target of 33.8 minutes.
- (d) In Quarter 3 2025/26, the journey time was 35.4 minutes, against the target of 35.3 minutes.
- (e) In Quarter 4 2025/26, the journey time was 34.5 minutes, against the target of 33.9 minutes.

Bus performance during the most recent three quarters continued to face challenges, with journey times. The margin by which the target was exceeded was slightly higher in Quarter 4.

Excess Wait Time, which measures the additional time that customers wait beyond the scheduled service, performed better than target during the quarter. However, bus speeds remain below target, contributing to longer journey times overall.

Performance during the quarter was affected by a number of external factors, including industrial action by Stagecoach drivers at Bow Garage, demonstrations and events in central London, and disruption caused by roadworks.

We continue to recognise the importance and scale of the challenge involved in improving bus journey times and reliability. In January, we launched 'London on the move', our five-year plan to cut congestion and transform London's road network, with a particular focus on improving bus network performance. Work continues with bus operators and road network partners to improve reliability and bus speeds, as set out 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 4 2024/25, the journey time was 29.4 minutes, against the target of 29.0 minutes.
- (b) In Quarter 1 2025/26, the journey time was 28.5 minutes, against the target of 29.1 minutes.
- (c) In Quarter 2 2025/26*, the journey time was 28.2 minutes, against the target of 28.9 minutes.
- (d) In Quarter 3 2025/26, the journey time was 29.7 minutes, against the target of 29.5 minutes.

- (e) In Quarter 4 2025/26, the journey time was 28.6 minutes, against the target of 29.1 minutes.

*Data has been normalised to exclude the impact of industrial action between 7-11 September 2025.

Elizabeth line performance continued to improve over the quarter, with average journey times better than target in four of the last five quarters, delivering more reliable and faster journeys for customers.

Year-on-year journey times improved overall, despite a challenging Quarter 3, caused by incidents on Network Rail's eastern and western sections. Work continues with industry partners to improve infrastructure reliability, learn from incidents and manage disruption more effectively to reduce customer impact.

Ridership continued to grow, with strong year-on-year increases highlighting the line's importance to London's transport network. To meet growing demand, a new timetable was introduced in December, adding four additional trains per hour between Whitechapel and Paddington on Saturdays. March marked a major milestone, with more than 800 million passenger journeys since opening, and the line remains one of the UK's most popular railways.

The line's success continues to stand out nationally. According to the Office of Rail and Road, five of the UK's 10 busiest stations are served by the Elizabeth line, and six of the 10 busiest station-to-station flows are exclusively on its routes.

Trams journey time Past five quarters (minutes)

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

- (a) In Quarter 4 2024/25, the journey time was 19.2 minutes, against the target of 20.6 minutes.
- (b) In Quarter 1 2025/26, the journey time was 19 minutes, against the target of 21.5 minutes.
- (c) In Quarter 2 2025/26, the journey time was 19.1 minutes, against the target of 21.5 minutes.
- (d) In Quarter 3 2025/26, the journey time was 19.2 minutes, against the target of 21.5 minutes.
- (e) In Quarter 4 2025/26, the journey time was 18.9 minutes, against the target of 21.5 minutes.

Tram services continued to perform well, with journey times remaining stable over the past five quarters. Quarter 4 delivered the strongest results, with average journey times improving to 18.9 minutes, which is better than the targets.

Operational performance remained strong during the quarter, with a high proportion of scheduled services delivered. Despite ongoing challenges related to driver

availability and fleet condition, effective management helped limit service disruption and maintain reliability.

During the quarter, essential track maintenance and renewal works were completed at Mitcham Interlace, between Mitcham and Mitcham Junction, and at Sandilands Junction and between Gravel Hill and Addington Village. These works were delivered through a series of planned closures, supported by replacement bus services to minimise disruption. They form part of a wider programme to improve long-term network reliability, alongside continued monitoring and strengthening of the existing tram fleet.

In addition, safety improvements in Croydon town centre were delivered in partnership with the local authority, improving conditions for customers and pedestrians while keeping tram services running.

DLR journey time Past five quarters (minutes)

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

- (a) In Quarter 4 2024/25, the journey time was 18.4 minutes, against the target of 17.9 minutes.
- (b) In Quarter 1 2025/26, the journey time was 18 minutes, against the target of 19.3 minutes.
- (c) In Quarter 2 2025/26*, the journey time was 18.3 minutes, against the target of 20.1 minutes.
- (d) In Quarter 3 2025/26, the journey time was 18.8 minutes, against the target of 19.8 minutes.
- (e) In Quarter 4 2025/26, the journey time was 18.5 minutes, against the target of 18.8 minutes.

*Data has been normalised to exclude the impact of industrial action between 7-11 September 2025.

DLR performance remained strong throughout 2025/26, with services delivered reliably despite ongoing work to safely return the new fleet to service. Overall performance remained reliable, helping to minimise the impact of reduced frequencies on customers. 98.5 per cent of services operated end-to-end and journey time targets were met or exceeded in the reporting period.

A continued focus on fast and safe incident recovery helped reduce disruption for customers. Where incidents did occur, services were often maintained through measures such as shuttle operations. As a result, the number of incidents causing delays of 15 minutes or more reduced significantly, from 194 in 2024/25 to 111 in 2025/26.

The new trains are planned to return to service in late summer. As more trains become available, services reduced in July 2025 will be restored, delivering further improvements in journey times and reliability for customers.

Cutty Sark station reopened ahead of schedule on 23 March, following major escalator works. The upgrade included new escalators, an improved lift, brighter lighting and new artwork, creating a more welcoming, accessible and reliable station for customers, local residents and visitors.

London Overground journey time Past five quarters (minutes)

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

- (a) In Quarter 4 2024/25, the journey time was 30.2 minutes, against the target of 30.3 minutes.
- (b) In Quarter 1 2025/26, the journey time was 30.1 minutes, against the target of 30.2 minutes.
- (c) In Quarter 2 2025/26*, the journey time was 29.4 minutes, against the target of 30.2 minutes.
- (d) In Quarter 3 2025/26, the journey time was 30.3 minutes, against the target of 30.5 minutes.
- (e) In Quarter 4 2025/26, the journey time was 29.8 minutes, against the target of 30.6 minutes.

*Data has been normalised to exclude the impact of industrial action between 7-11 September 2025.

London Overground continued to deliver a positive experience for customers, with journey times generally better than target.

While journey times performed well, overall contractual performance of the T-3 metric was below target during the year end, mainly due to infrastructure reliability challenges rather than issues on specific routes or periods. Despite these challenges, London Overground ranked second nationally among train operators in 2025/26, reflecting strong overall service delivery.

Improvements to station facilities also continued, with new and upgraded customer toilets completed at Kensington Olympia and Norwood Junction, and works at Acton Central nearing completion, improving comfort and accessibility for customers and staff.

TfL cares about its customers

The proportion of Londoners agreeing with the statement 'TfL cares about its customers' was 66 per cent this quarter, a decrease of two percentage points from last quarter but six per cent above the annual target. The Quarter 4 score in 2024/25 was 62 per cent, indicating sustained improvement.

Among public transport users (those who have used public transport in the last seven days), agreement is 68 per cent this quarter, which is also a decrease of two percentage points from last quarter. For disabled Londoners, agreement stands at 55 per cent, an increase of one percentage point.

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 four of the five drivers decreased this quarter by between one and three percentage points, while 'TfL supports customers' increased by two percentage points. Compared to Quarter 4 2024/25, all five drivers have risen by between four and seven percentage points.

Supporting customers when things go wrong continues to perform less strongly, scoring 64 per cent this quarter versus 67 to 70 per cent for other drivers. However, the gap has been closing, and this remains an area of focus.

Satisfaction

Quarter 4 was a stable quarter for Customer Satisfaction for most modes. Bus and Elizabeth line (EL) had experienced declines in overall satisfaction and a range of satisfaction metrics in Quarter 3, but both modes largely recovered in Quarter 4 and scores have returned to those achieved in Quarter 2 2025/26.

Public Transport Customer Satisfaction Score was stable at 78 for a fifth consecutive quarter.

Overall satisfaction with Bus and EL increased significantly to 79 and 84 points, respectively. Both recovered from the significant declines experienced in Quarter 3.

LU and DLR overall satisfaction trended upwards by one point with LU achieving a score of 78 and DLR 82. London Overground (LO) overall satisfaction score dropped one point from the previous quarter to 80 in Quarter 4.

There was a significant decline in reported delays and disruptions on LU in Quarter 4. Reported delays on EL and Bus returned to Quarter 2 levels following increases in Quarter 3. All other modes were stable.

Satisfaction with on train and at station metrics for LU, DLR and LO were broadly stable, with just one exception; satisfaction with driver announcements fell by one point for LO.

Both Bus and EL broadly recovered from the significant decreases in satisfaction with on mode and at stop/station metrics experienced in Quarter 3 with scores increasingly significantly or trending upwards.

*To note, Customer Satisfaction Score Quarter 4 is made up of Periods 11, 12 and 13 (4 January 2026 – 31 March 2026).

Ridership

Overall, Bus usage changed between -1.2 per cent to -1.47 per cent and Quarter 4 Bus usage experienced a -1.3 per cent change. Similarly, LU usage changed by -0.1 per cent to -1.8 per cent. Both modes experienced a decrease in each period and year-on-year of -1.2 per cent.

LO usage increased by 1.9 per cent to 6.1 per cent, overall increasing by 4.6 per cent across Quarter 4. EL usage increased between 3.5 per cent and 4.3 per cent between Periods 10 to 12 (7 December 2025 – 28 February 2026), and dropped by 1.2 per cent in Period 13 (1-31 March 2026), resulting in an average increase of 2.6 per cent for Quarter 4.

DLR usage changed between -6.0 per cent to -13.1 per cent per period, with Quarter 4 experiencing a -8.2 per cent change overall. This change has been attributed to the changes and route closures needed to carry out testing for new DLR trains.

Tram usage ranged between four per cent and eight per cent during Quarter 4, apart from Period 12 (1-28 February 2026), where year-on-year demand dropped by 20.4 per cent due to a two week planned track closure for capital delivery work. Overall, tram demand in Quarter 4 experienced a -0.9 per cent change year-on-year.

The proportion of average daily journeys made by each ticket type during Quarter 4 on LU and Bus is shown below. The share of contactless payment media (cards and mobile devices) used remains the highest proportion of journeys on LU and Bus during Quarter 4, followed by Oyster pay as you go on LU, and concession tickets on Bus.

For LU: Paper singles/returns account for 2.6 per cent, contactless 60.3 per cent, Oyster pay as you go 15.1 per cent, Travelcards 14.2 per cent, concessions (of which ticket types include the freedom pass, 60+ pass, and free child and staff) 7.8 per cent.

For Bus: Contactless payment accounted for 40.4 per cent, Oyster pay as you go 11.8 per cent, Travelcards 6.2 per cent, concessions 33.3 per cent, and bus and tram passes 8.7 per cent.

A range of external factors, including economic uncertainty, high inflation, rising property rents and potential weakness in employment trends, has continued to contribute to lower-than-expected demand. These trends align with our assessment that the external environment is the primary driver behind the shortfall in demand compared to budget expectations.

General Contact Centre Calls

Past five quarters

	2024/25	2025/26	2025/26	2025/26	2025/26
	Q4	Q1	Q2	Q3	Q4
Telephone calls	742,316	523,429	631,791	655,496	649,092
Calls abandoned (per cent)	17	17	24	12	8
Correspondence	373,282	263,740	283,396	287,432	346,512
Cases closed (per cent)	27	72	86	84	92
Average speed of answer (seconds)	689	782	1,380	864	294

- (a) In Quarter 4 2024/25, there were 742,316 telephone calls received; the call abandonment rate was 17 per cent. There were 373,282 items of correspondence, with 27 per cent of cases closed. The average speed of answer was 689 seconds;
- (b) In Quarter 1 2025/26, there were 523,429 telephone calls received; the call abandonment rate was 17 per cent. There were 263,740 items of correspondence, with 72 per cent of cases closed. The average speed of answer was 782 seconds;
- (c) In Quarter 2 2025/26, there were 631,791 telephone calls received; the call abandonment rate was 24 per cent. There were 283,396 items of correspondence, with 86 per cent of cases closed. The average speed of answer was 1,380 seconds;
- (d) In Quarter 2025/26, there were 655,496 telephone calls received; the call abandonment rate was 12 per cent. There were 287,432 items of correspondence, with 84 per cent of cases closed. The average speed of answer was 864 seconds;
- (e) In Quarter 4 2025/26, there were 649,092 telephone calls received; the call abandonment rate was eight per cent. There were 346,512 items of correspondence, with 92 per cent of cases closed. The average speed of answer was 294 seconds.

Telephony demand is down one per cent on Quarter 3 and is 13 per cent lower than in Quarter 4 2024/25. We are also seeing improvements in our abandonment rate this quarter, with a 39 per cent decrease on Quarter 3 and down 57 per cent on Quarter 4 2024/25 as demand and speed of answer stabilising following the cyber incident in September 2024.

Correspondence demand rose 21 per cent over Quarter 3 but remains seven per cent lower than in Quarter 4 2024/25. Despite the increase in demand on Quarter 3 we have seen our cases closed increase 10 per cent, and we are up 244 per cent on Quarter 4 2024/25.

The split between Telephony and Correspondence has shifted quite significantly this quarter, with 65 per cent of demand falling on Telephony and 35 per cent coming in as Correspondence. This is likely a result of improvements we have made to our customer webforms.

	2021/22	2022/23	2023/24	2024/25	2025/26
Telephone calls	2,200,395	2,426,382	2,496,839	2,319,422	2,459,808
Calls abandoned (per cent)	16.12	12.22	10.41	11.49	15.21
Correspondence	580,567	900,797	1,045,652	952,086	1,181,080
Cases closed (per cent)	73.81	82.77	81.20	60.13	84.58
Average speed of answer (seconds)	901	525	576	449	802

Past five years

- (a) In 2021/22, there were 2,200,395 telephone calls received; the call abandonment rate was 16.12 per cent. There were 580,567 items of correspondence, with 73.81 per cent of cases closed. The average speed of answer was 901 seconds;
- (b) In 2022/23, there were 2,426,382 telephone calls received; the call abandonment rate was 12.22 per cent. There were 900,797 items of correspondence, with 82.77 per cent of cases closed. The average speed of answer was 525 seconds;
- (c) In 2023/24, there were 2,496,839 telephone calls received; the call abandonment rate was 10.41 per cent. There were 1,045,652 items of correspondence, with 81.20 per cent of cases closed. The average speed of answer was 576 seconds;
- (d) In 2024/25, there were 2,319,422 telephone calls received; the call abandonment rate was 11.49 per cent. There were 952,086 items of correspondence, with 60.13 per cent of cases closed. The average speed of answer was 449 seconds;
- (e) In 2025/26, there were 2,459,808 telephone calls received; the call abandonment rate was 15.21 per cent. There were 1,181,080 items of correspondence, with 84.58 per cent of cases closed. The average speed of answer was 802 seconds.

Calls by subject

In Quarter 4, the numbers of telephone calls by subject were:

- (a) Oyster: 127,993;
- (b) Surface and Rail: 38,467;
- (c) Concessions: 191,208;
- (d) Santander Cycles: 11,826;
- (e) Contactless payment: 198,523;
- (f) Other: 5,888.

Call demand was three per cent lower than in Quarter 3, and 13 per cent lower than Quarter 4 2024/25.

Concessions was no longer our largest call driver, falling 28 per cent on Quarter 3 and down 25 per cent on Quarter 4 2024/25. Contactless has taken over the top spot after seeing a 24 per cent increase in calls over Quarter 3, though was only five per cent higher than Quarter 4 2024/25. Oyster demand increased by 10 per cent over Quarter 3 but was still 15 per cent lower than Quarter 4 2024/25.

Cycle Hire demand fell again slightly, down one per cent on Quarter 3 and five per cent lower than Quarter 4 2024/25. This was due to the expected seasonal dip during the colder, wetter months and there is increasing competition from other hire bike operators.

Complaints

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

	Q4 2024/25	Q4 2025/26	Variance (per cent)
LU	0.94	1.18	26
London Buses	3.84	4.71	23
DLR	0.65	0.57	-12
LO	0.53	0.93	75
EL	0.43	0.65	53
London Trams	0.89	1.72	93
IFS Cloud Cable Car	3.36	4.23	26
Congestion charge			
Dial-a-Ride	118.97	62.79	-47
London River Services	0.13	0.89	585
Santander Cycles	1.13	1.68	49
Taxis**	4.83	4.65	-4
Private Hire	3	3.11	4
Contactless	0.36	0.31	-14
Oyster	0.87	0.43	-51

In Quarter 4 2024/25, LU recorded 0.94, London Buses 3.84, DLR 0.65, LO 0.53, EL 0.43, London Trams 0.89, IFS Cloud Cable Car 3.36, Dial-a-Ride 118.97, London River Services 0.13, Santander Cycles 1.13, Taxis 4.83, Private Hire 3, Contactless 0.36, and Oyster 0.87. No values are recorded for Congestion Charge.

In Quarter 4 2025/26, LU recorded 1.18, London Buses 4.71, DLR 0.57, LO 0.93, EL 0.65, London Trams 1.72, IFS Cloud Cable Car 4.23, Dial-a-Ride 62.79, London River Services 0.89, Santander Cycles 1.68, Taxis 4.65, Private Hire 3.11, Contactless 0.31, and Oyster 0.43. No values are recorded for Congestion Charge.

The percentage variance between the two quarters is 26 per cent for LU, 23 per cent for London Buses, -12 per cent for DLR, 75 per cent for LO, 53 per cent for the EL, 93 per cent for London Trams, 26 per cent for the IFS Cloud Cable Car, -47 per cent for Dial-a-Ride, 585 per cent for London River Services, 49 per cent for Santander Cycles, -4 per cent for Taxis, 4 per cent for Private Hire, -14 per cent for Contactless, and -51 per cent for Oyster. No variance is recorded for Congestion Charge.

Most of our Rail modes saw small drops in passenger numbers over Quarter 4, the exception being LO which saw passenger numbers rise four per cent. This is reflected in the rises in complaints per 100,000 journeys we see on these modes this quarter. LU saw a 26 per cent increase, this being the most significant of the group and was tied to complaints about our stations.

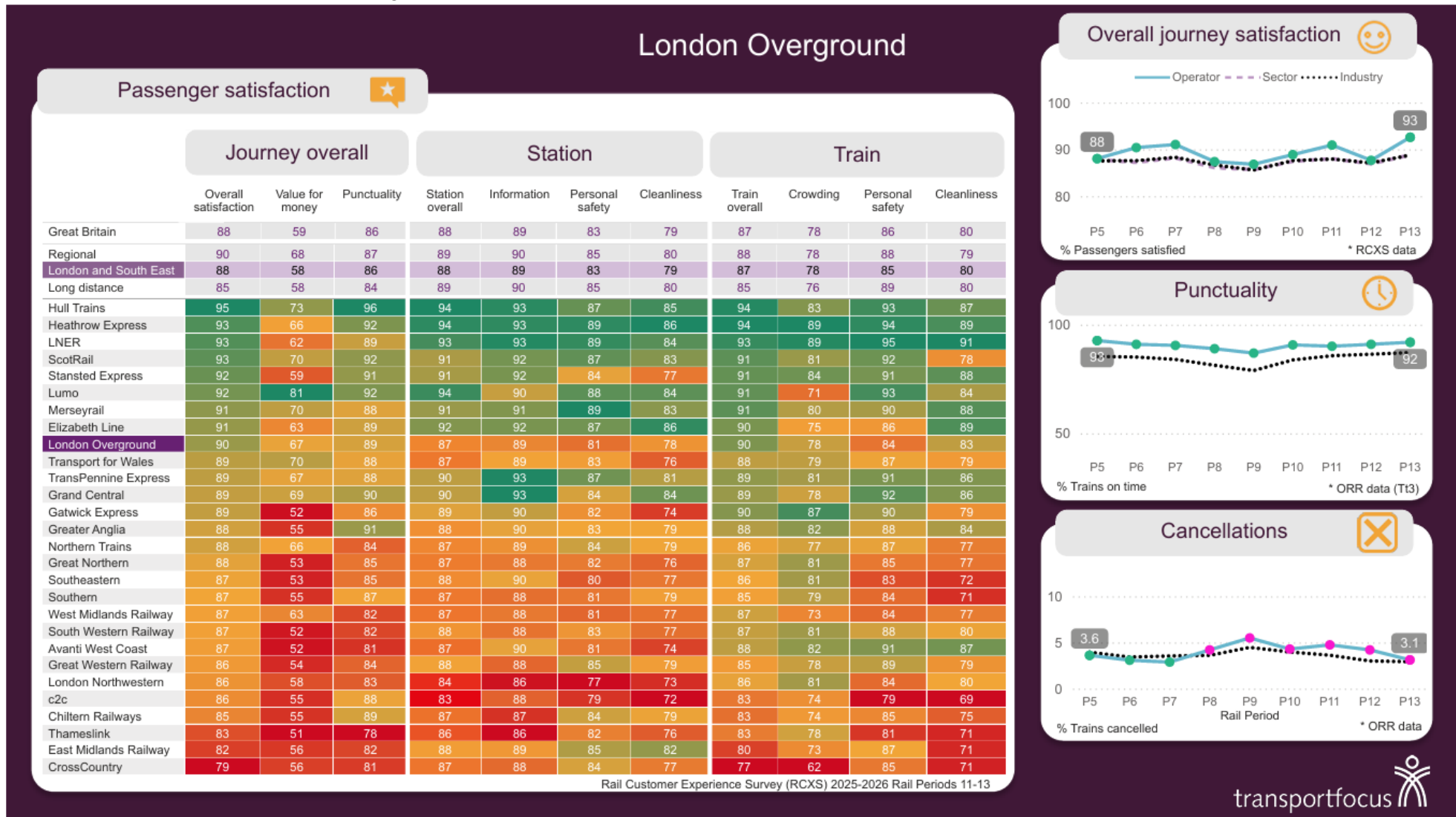
London Buses saw complaints per 100,000 journeys rise 23 per cent, as a result of falling passenger numbers and a sustained level of complaints. The main theme for complaints about buses is staff and in particular, drivers.

Ticketing performed very well this quarter, with Contactless falling 14 per cent despite a slight increase in passenger demand, Oyster also fell (down 51 per cent) alongside a very slight drop in demand.

Of the remaining modes the largest shift was seen on Rivers (up 585 per cent), however this must be taken in the context of that shift being driven by a total of only 19 complaints across the quarter.

Rail Passenger Scorecard: train operator results (Transport Focus, May 2026)

The scorecard below is for London Overground, taken from the full set of individual scorecards which can be found on the Transport Focus website.



Section 1

Key results

Overall satisfaction with the journey

At a total level, 87 per cent of rail passengers were satisfied (either very or fairly) with their train journey. Satisfaction was highest in Scotland at 91 per cent, compared to 89 per cent in Wales and 87 per cent in England.

Satisfaction amongst train operating companies was highest for Hull Trains (94 per cent), and lowest for CrossCountry (79 per cent).

Passengers travelling for leisure purposes were more likely to say they were satisfied (90 per cent), than those travelling for business purposes (87 per cent), or those commuting (83 per cent).

Satisfaction with the punctuality of the train

Overall, 85 per cent of passengers were satisfied with the punctuality of the train they were travelling on. This was highest in Scotland (90 per cent). The figure for England was 84 per cent, and in Wales 86 per cent.

Among passengers who were delayed on their journey, less than half were satisfied with punctuality (45 per cent).

Satisfaction with the frequency of services

Satisfaction with the frequency of trains (on the specific route the passenger was travelling on) was lower (than overall satisfaction, and satisfaction with punctuality), at 76 per cent.

In common with other measures, at a nation level satisfaction with frequency of trains was highest in Scotland (79 per cent).

Satisfaction with the value for money of the journey

Overall, 59 per cent of passengers were satisfied with the value for money of their journey. This was highest in Scotland (70 per cent), followed by Wales (66 per cent), and England (58 per cent).

Value for money ratings vary across train operators. They were lowest for Great Northern (49 per cent), and highest for Lumo (75 per cent).

Delays have a significant impact on value for money perceptions; 43 per cent of passengers whose journey was delayed were satisfied with the value for money of their journey, compared with 63 per cent of those not delayed.

Just under half (49 per cent) of passengers who were commuting were satisfied with value for money, compared with 67 per cent of those travelling for leisure purposes.

Experience of delays, and satisfaction with delay handling

A total of 17 per cent of passengers said they experienced delays on their journey.

More than half (62 per cent) said they were delayed by less than ten minutes. Long delays were much less common, with 11 per cent being 30 minutes or longer. Less than half (48 per cent) of passengers delayed on their journey were satisfied with how well the delay was handled. Commuters were less likely to say they were satisfied with how the delay was handled (41 per cent), compared with those travelling for leisure purposes (55 per cent).

Satisfaction with the train overall

Overall, 87 per cent of passengers were satisfied with the train they were travelling on for their journey. This was highest in Scotland (90 per cent), just slightly above Wales (88 per cent) and England (87 per cent).

Satisfaction with the station overall

The percentage of passengers saying they were satisfied with the departure station was similar (to the train) at 88 per cent. In common with train satisfaction, this was slightly higher in Scotland (91 per cent), than in England and Wales (both 88 per cent).

Top stories from mid-May to early July

The heatwave in London has been prominent in the news in the past month



TfL warn passengers of travel chaos in extreme heat warning



INDEPENDENT

Brits told to 'avoid' non-essential travel to tourist hotspots as heatwave lingers on

THE **STANDARD** 

'Put air con' on the Tube, Labour MP pleads with Sadiq Khan as London roasts in hottest June day ever

There was coverage of tube strikes, which were less disruptive than previous strikes

THE **STANDARD** 

London Tube strikes: Which lines are disrupted by today's walkout?

Other news: Plans to review the Freedom Pass were shelved, ebikes crackdown and DLR extension consultation begins

BBC

NEWS

London Councils shelve review of Freedom Pass



Lime speaks out as e-bike provider is officially kicked out of South London borough

THE **STANDARD** 

TfL could use new powers to crack down on 'nuisance' e-bike parking

THE **STANDARD** 

DLR extension to Thamesmead could drive £15.6 billion in economic growth as consultation opens