

Pain points dashboards

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Background

In our 2026/27 business plan (Theme 2: Better Transport Services) we committed to setting up data dashboards to help identify reactive TfL and National Rail pain points that were causing particular problems for passengers.

The Campaigns & Advocacy report at the last Board Meeting explained that we have been creating internal dashboards for TfL and National Rail services to collate and analyse performance data. An action was taken to share those dashboards at this meeting.

Dashboards and the criteria for action

Since that meeting, and further to guidance and feedback from colleagues, three dashboards have been finalised:

- National Rail dashboard. This dashboard, which covers those TOCs with the most stations and estimated journeys in the LTW area, shows performance and customer satisfaction metrics.
- TfL Rail dashboard. This dashboard, covering the Elizabeth line and London Overground (LO), shows performance and customer satisfaction metrics, along with some data for each LO line.
- Tube dashboard. This dashboard shows the service operated on each Tube line and the network as a whole.

Each dashboard also includes an Executive Summary of the performance and satisfaction (full details in Appendix 1), which is updated alongside the data.

The full dashboards can be found at the end of this paper as Appendix 2.

As well as the dashboards, a criteria for action has been developed to try to ensure that we focus on the most appropriate pain points. This includes whether the identified pain point has relevance to a significant number of passengers and where there is a realistic chance for us to make a change or impact.

Limitations and omissions with the data and evidence

Although we have been able to access data from various sources, such as the ORR, Rail Customer Experience Survey, Transport Focus' Scorecard, and TfL and TOCs websites, we have also experienced some problems. These include:

1. Only Greater Anglia, London Northwestern Railway, Southeastern and SWR provide performance data with sufficient details for at least some of their services which run wholly (or mostly) in the LTW area.
2. TfL have been unable to provide any data for the DLR, the Elizabeth line's branches or the individual Overground lines. We have only been able to analyse the performance of individual LO lines by using data reported by third party Tube Alerter, which uses TfL's data to create its own metric.
3. We know that there are different performance targets across the Tube lines, and we presume a network target too. However, at the time of writing, we have not been able to obtain this information from TfL. And so, whilst we can measure performance, we cannot assess if it is meeting or missing targets.
4. It has been difficult to find passenger feedback about TOCs including on social media which is useful and specific enough about TOCs in our area. Comments are often general and may not refer to a TOC's services in our area. However, as understanding passenger sentiment is important, searches for feedback will be done once the pain point has been selected and searches can be more specific.

Next steps

We will use these dashboards to continue to monitor TfL services and the key TOCs in our area. This monitoring has already been valuable, such as earlier this year when the data alerted us to the Piccadilly line's failing performance, which we then raised and discussed with TfL.

Looking at the data which we have been able to collect and reviewing it against our assessment criteria, LO has emerged as the next pain point area to focus on. This is particularly the Mildmay line, but also potentially the Windrush line. The data has highlighted that reliability on those lines is significantly worse than on the other lines, both in the short - and long-term. Those two lines are also, by far, the most used LO lines, and so poor performance will affect a significant number of people. We already know that we receive some casework about the Mildmay and Windrush lines.

Our performance and satisfaction analysis undertaken recently has also highlighted some emerging concerns about the Metropolitan line and GTR which may soon require more detailed analysis if performance does not improve.

Ultimately, if we can secure more performance data – especially for TfL's services, which we continue to press for – it will help to more easily identify emerging trends and issues affecting passengers.

Appendix 1: Dashboard executive summaries

NATIONAL RAIL DASHBOARD Executive summary

Customer satisfaction with TOCs has been gradually improving in recent periods, with the gap between the best and worst performers narrowing.

Year on year Q4 performance for Time to 3 has shown a significant improvement but the worst performers (WMT, SWR and GTR) remain well below the best performers (c2c, GA and Chiltern). Looking at the last three periods for GTR, the percentage of Time to 3 achieved for each of the brands was lower in P2 than in either P1 or last year's P13. Year on year Q4 cancellations has shown improvements for all our TOCs except WMT. SWR had the biggest improvement, but cancellation rates are still twice as high as c2c, GA, Chiltern and Southeastern. Looking at GTR's last three periods, the percentage of cancellations for all the brands was higher in P2 than in either P1 or P13.

For TOCs with performance detail, long-term data for Cancellations and Time to 3 isn't available. However, based on what we have so far, **SWR, LNR and, especially, GTR will be particularly closely monitored in the periods ahead.**

Euston and Clapham Junction have appeared most frequently in the bottom six departure stations in the RCXS's first five sets of results. In total, 12 stations in the LTW area have been chosen so far.

TFL RAIL DASHBOARD Executive summary

Time to 3 and cancellations on the Overground overall, remain steady, though the latest period cancellations are much worse than this time last year.

Overall satisfaction with Elizabeth line journeys remains consistently above the London and South East average. The rate of year-on-year cancellations has seen a significant improvement in the latest quarter, whilst Time to 3 is broadly steady.

Whilst we await detailed Overground data from TfL, the data from Tube Alerter has highlighted that reliability on the Mildmay and Windrush lines is significantly worse than on the other lines, both in the short - and long-term. These two lines are, by far, the most used Overground lines, and so poor performance affects a significant number of people. And so, even pending receipt of TfL data **the Mildmay line especially and potentially also the Windrush line should be investigated further as pain points.**

TUBE DASHBOARD Executive summary

Performance across the Tube as a whole remains steady, with a fourth consecutive period of improvement. Though the latest (P2) network average of 91.9% is slightly below the 92.2% recorded in the same period in 2025/26.

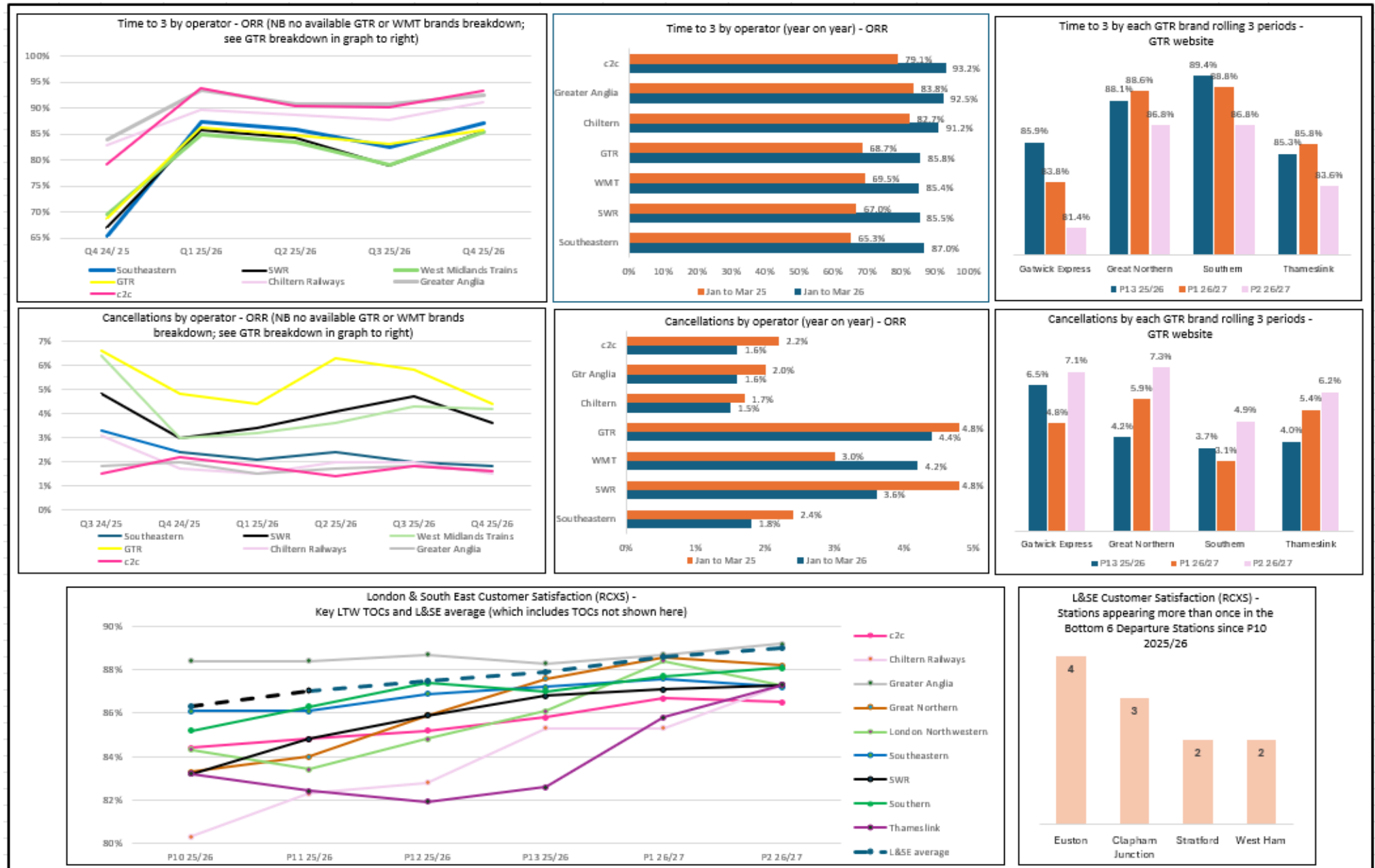
Of note on individual tube lines:

- The Bakerloo continues to show strong improvement after poor performance. P2's figure of 91% is by far the highest in the last 13 months.
- Following months of poor performance on the Piccadilly due to the annual leaf fall timetable, adverse weather and issues with staff relations, performance has generally been improving in recent periods. But it remains well below where it was this time last year.
- Metropolitan performance has gently declined since the start of 2025/26 although there has only been one especially poor period, where performance was just 76%. Performance on this line may be the one that requires more focus in the coming months.

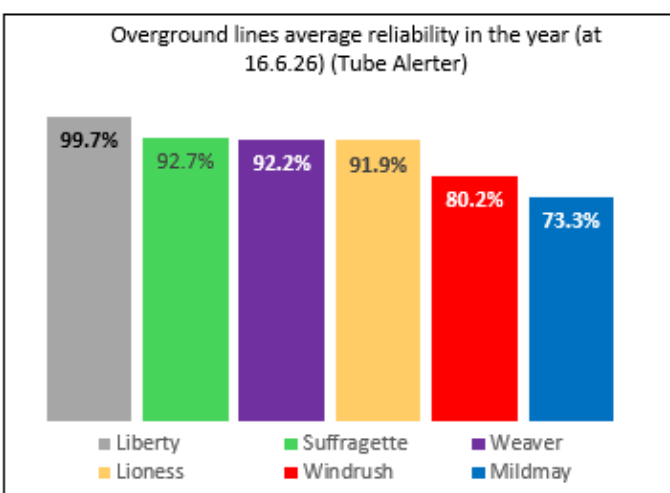
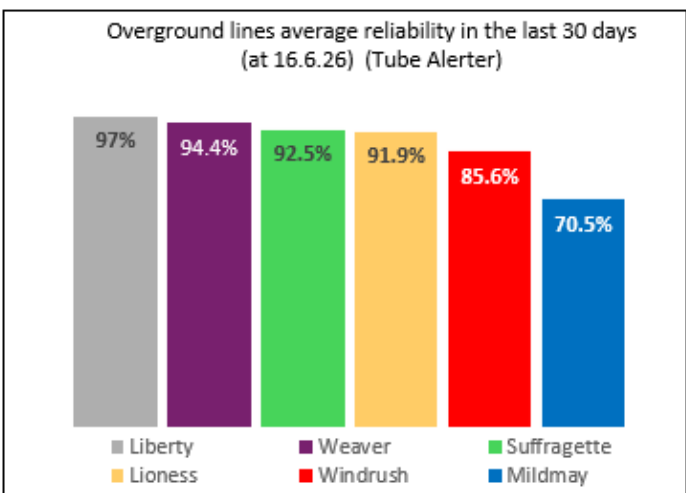
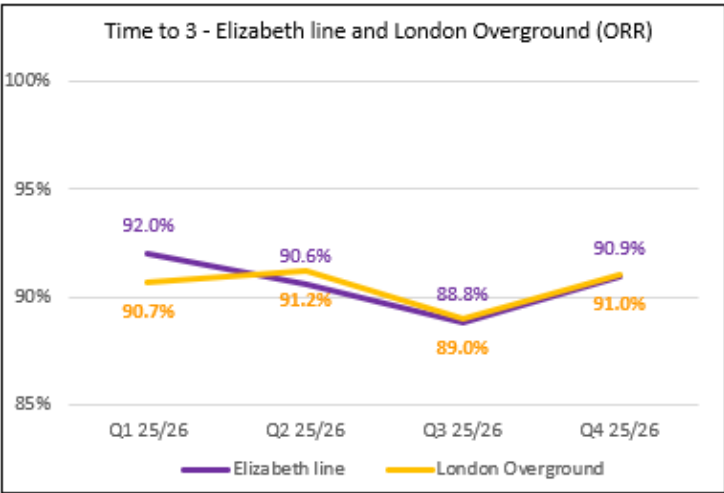
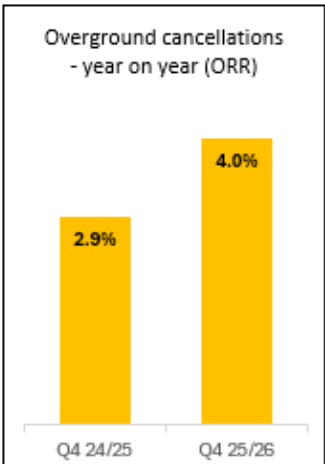
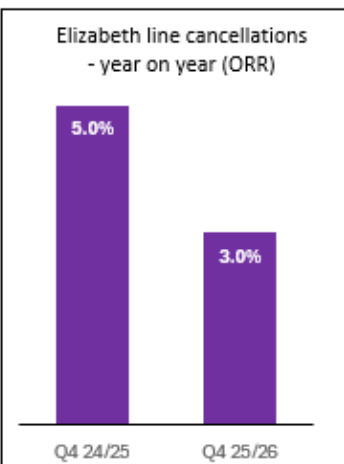
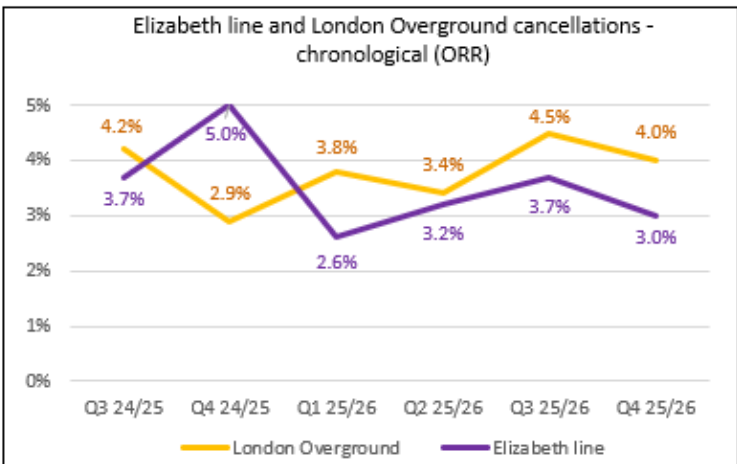
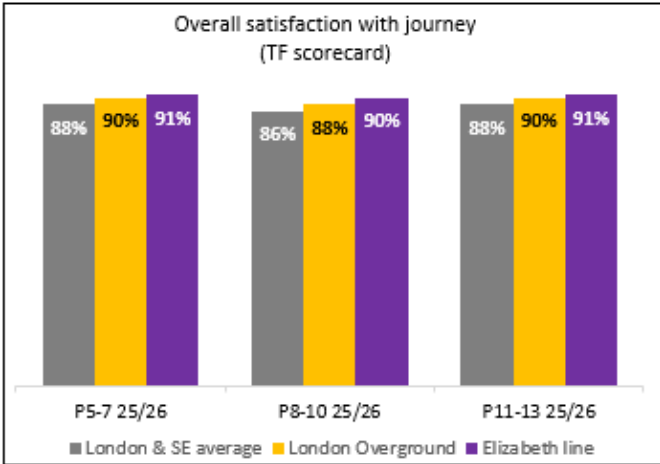
There is no immediate pain point Tube line which requires our intervention.

Appendix 2 – Dashboards

National Rail dashboard

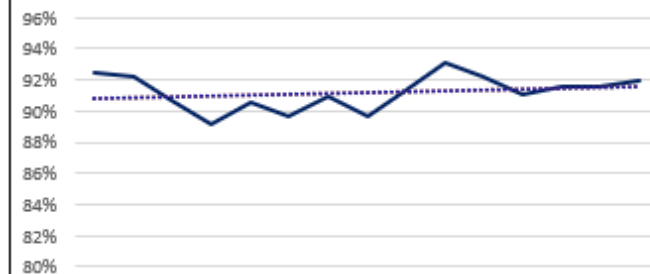


TfL Rail dashboard

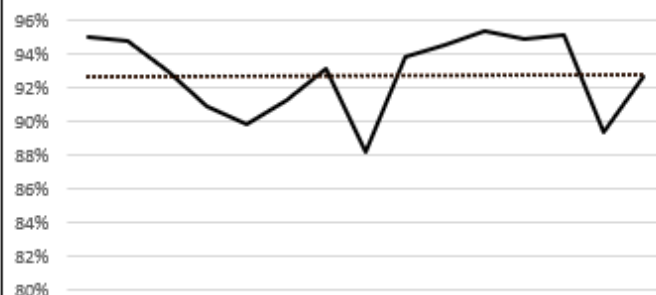


Tube dashboard

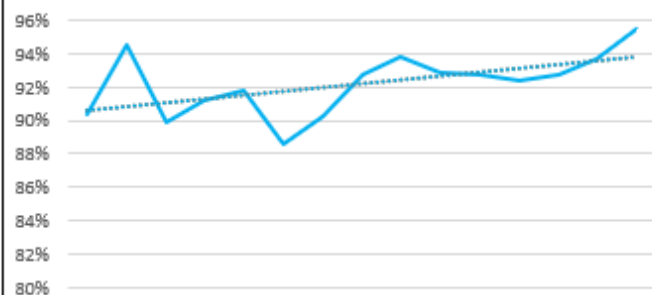
Tube network overall - all week (all periods since P1 25/26)



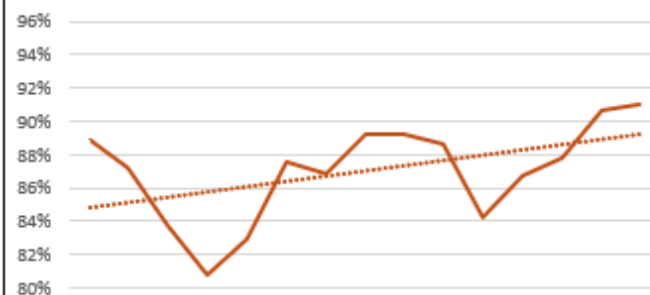
Northern service operated - all week (all periods since P1 25/26)



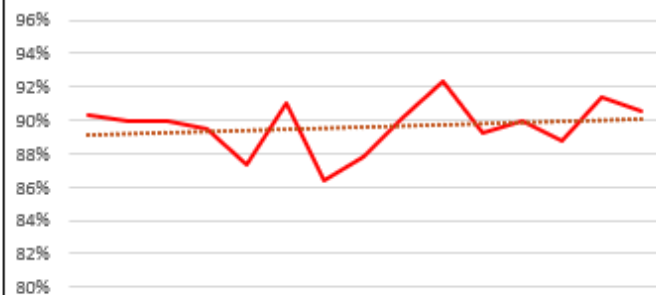
Victoria service operated - all week (all periods since P1 25/26)



Bakerloo service operated - all week (all periods since P1 25/26)



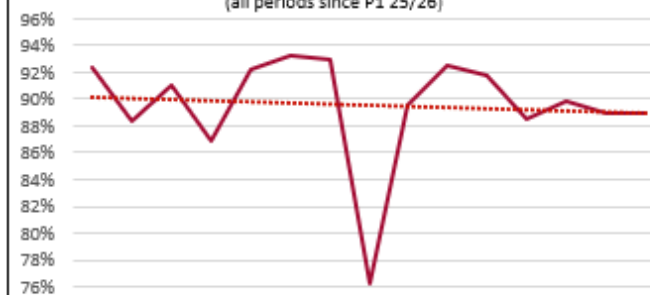
Central service operated - all week (all periods since P1 25/26)



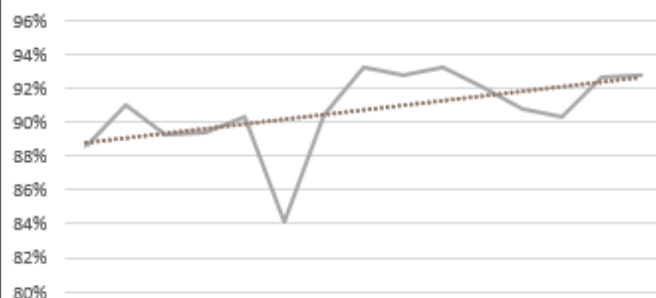
Piccadilly service operated - all week (all periods since P1 25/26)



Metroolitan service operated - all week
(all periods since P1 25/26)



Jubilee service operated - all week (all periods since P1 25/26)



District service operated - all week (all periods since P1 25/26)



Circle and Hammersmith & City service operated - all week
(all periods since P1 25/26)

