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 23rd September TfL Board meeting held can be found on pages 2-10, taken from https://board.tfl.gov.uk/documents/s27039/Appendix%201%20Commissioners%20Report%20September%202026.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 11-23, extracts are reproduced from the report (Appendices 1 and 3 under agenda item 8) to the 24th September TfL CSOP Panel meeting https://board.tfl.gov.uk/ieListDocuments.aspx?CId=215&MId=990&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 24 features one of the individual train operator rail passenger scorecards published by Transport Focus in September. 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. This is the same version of the scorecard as the one included in the papers for the last Board meeting, as the next updated set of scorecards has yet to be produced.

The final section, on page 25, provides a selection of some of the more prominent transport stories relevant to London which have featured in the media and on social media since Board members last met in September.

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

Safety

In August, two separate collisions between a bus (routes N98 and N11) and a car resulted in the deaths of a car driver and a car passenger. There were two incidents in June and July where a customer fell on the stairs of a bus (routes N148 and 22) and subsequently died from their injuries.

TfL's application to intervene in the Supreme Court in relation to the claim against the London Borough of Tower Hamlets' decision to remove a Low Traffic Neighbourhood scheme in Bethnal Green has been granted. A hearing has been listed to take place in January 2027.

The hearing in relation to the Health and Safety Executive's prosecution of TfL for a breach of health and safety regulations, following a fatal incident at Walthamstow bus station in December 2023, will take place in September 2026.

TfL has started design work for the fourth phase of its lowering speed limits programme. Subject to public engagement in September, the plan is to lower speed limits for a further 15km on the TfL road network by March 2027. This will contribute towards the Vision Zero action plan 2 commitment to lower speed limits on 65km of its network by 2030, with more than 80 per cent of TfL roads in central and inner London adjusted to 20mph.

The construction of a new road safety scheme at a junction of the A503 started in July and is due to be completed in October, with detailed design nearing completion on measures to improve safety around another junction on the road. TfL is engaging stakeholders on a range of other road safety proposals, including projects in the City of London and the boroughs of Islington, Kingston upon Thames and Merton. Construction of a new toucan crossing on the A406 in Enfield has been completed.

TfL ran an advertising campaign on the Highway Code from July to September, which aimed to raise awareness of key rules that help protect at-risk road users. The campaign continues to reach all road users including cyclists.

TfL is preparing to deliver a programme of initiatives to reduce injuries on stairs and escalators. These include development of an audio-visual annunciator to remind customers of safe behaviours when using stairs and escalators. A working prototype is being developed for testing and validation. Once the design is finalised, up to 30 annunciators will be fitted to escalators in priority stations for a 12-month trial.

TfL is developing local action plans at 10 priority London Underground locations to reduce slips, trips, and falls on stairs and escalators at these stations. A pilot fund will be introduced in autumn 2026 to support initiatives: it will be allocated to at least two projects during the current financial year, with potential to expand in future years.

Security

In July, TfL and the Deputy Mayor for Transport co-hosted the fourth Ending Violence Against Women and Girls and Hate Crime Public Transport Taskforce, which focused on the theme of future technology. This included discussion about TfL's innovation activity and the potential for new technologies to help detect behaviours associated with violence against women and girls. TfL also published in August a summary of its research into the experiences of women and girls travelling in London and the actions it is taking to support them to travel with confidence.

In August, British Transport Police (BTP) launched a trial of live facial recognition technology at selected Tube stations, as part of joint ongoing efforts to improve safety across the network and help tackle sexual violence, harassment and intimidation, which disproportionately affect women and girls.

The fare evasion rate for the first quarter of 2026/27 was at 3.3 per cent, down from the 3.5 per cent reported in 2025/26: the aim is to reduce fare evasion to 3.2 per cent by the end of March 2027. Between 1 August and 22 August:

- rail customer checks for contactless payment cards were up 21.1 per cent, to 2.9 million;
- bus customer checks and bus inspections increased by 27.2 per cent (to 1.7 million) and 30.3 per cent (to 96,719) respectively.

TfL has secured multiple convictions for graffiti-related offences this year, with several further cases progressing through the courts. This has not only resulted in successful prosecutions for vandalism, but has also identified individuals involved in more serious offences. Recent prosecutions have resulted in five graffiti offenders being made subject to Criminal Behaviour Orders (CBOs), demonstrating that offenders can face not only criminal sanctions for vandalism, but also long-term restrictions designed to prevent further offending, protect the network and support a sustained reduction in graffiti-related crime.

Colleagues

In August, the Commissioner joined TfL colleagues who work throughout the night to keep the network safe and reliable (night visits such as these are regularly undertaken by Chief Officers across the organisation). He also joined TfL's Network Incident Response Management team at a disused part of Charing Cross station to see one of their emergency incident training exercises in action.

TfL has refreshed its internal corporate ambitions up to 2035, aligned to the same themes used in its scorecard and other reporting, ensuring that it stays on track to deliver the Mayor’s Transport Strategy. The refresh aims to simplify and focus TfL's approach, so that everyone across the organisation understands what they are working towards. To help achieve this, TfL has distilled its targets into six ‘North Stars’ -

overarching targets, designed to give a clear sense of direction and help align TfL's decisions, prioritise its work and measure progress.

Customers

Throughout the summer, TfL supported a busy programme of sports, concerts, festivals and community events. This included Pride in London and Notting Hill Carnival, as well as the Wimbledon Championships, the ICC Women's T20 World Cup Final and the start of the 2026/27 Premier League season. With lower traffic levels over the school holidays, the summer is one of the busiest periods for roadworks across London as essential works are carried out while minimising disruption to road users.

This summer was the hottest on record in the UK. TfL activated its hot weather plan, which includes continuous assessment of the resilience of its infrastructure, enhanced inspections of track, roads and other assets, seasonal travel advice, the provision of summer uniforms and tailored operational guidance for staff.

To support the bus network, an Extreme Weather Taskforce was established with Unite and operators to explore further measures to support colleagues and improve resilience, particularly in relation to high temperatures in bus driver cabs. One outcome was an agreement to install air conditioning in all bus driver cabs by next summer.

TfL also worked closely with Network Rail to coordinate industry-wide customer communications, encouraging customers to consider whether their journeys were necessary and advising those who needed to travel how to do so more comfortably and safely. Despite the challenging conditions, the network responded effectively to several climate-related incidents. This included a significant fire in Walthamstow in July, which damaged a railway embankment and disrupted services on the Weaver line, requiring a temporary closure of part of the route. TfL also worked closely with partners to respond to major fires in the Stratford, Southwark and Paddington areas.

Drivers represented by Unite at eight bus garages operated by Arriva London North across north and east London boroughs took part in industrial action impacting 43 bus routes in August. Industrial action previously planned throughout September was called off following continued talks between the operator and Unite.

A campaign took place in August and September to mark the 10-year anniversary since the Night Tube launched. This included a new Night Tube poster and partnerships involving customer give-aways to help promote London's nightlife and Night Tube usage. Saturday 11 July was one of the busiest on record for Night Tube services, with more than 170,000 Night Tube journeys estimated on that evening thanks to England's match against Norway in the World Cup going into extra time.

Northolt Underground station has become the latest station on the London Underground network to provide step-free access from street to platform. Northolt is now the 95th station on the Tube network to offer step-free access.

The new station entrance at Surrey Quays opened in September, providing step-free access from street to train, a new accessible customer toilet with baby changing facilities and additional capacity to help reduce pressure on the station's existing narrow staircases. The improvements at Surrey Quays form part of a wider programme of enhancements along the Windrush line, helping to unlock around 14,000 new homes.

At the end of July, TfL finished the feasibility design stage for the proposed Thames Wharf DLR station. The new station would provide vital transport infrastructure for the Thameside West development, supporting the delivery of around 5,000 new homes and commercial space.

To support increasing customer demand and provide greater operational flexibility, the Elizabeth line fleet is being expanded with the addition of 10 Class 345 trains. The first of the new trains has now successfully completed its pre-service fault-free running period and has entered passenger service. The second train has been delivered and is currently undergoing pre-service checks.

During August, London Trams delivered a major programme of renewal works in Croydon town centre, including the replacement of more than 700 metres of track.

In September, TfL introduced new signalling technology on the core section of the Windrush line between New Cross Gate and Highbury & Islington. The upgrade will help services operate more efficiently and improve the management of train movements along one of the busiest sections of the London Overground network. The upgrade also lays the foundation for future service improvements, with train frequencies expected to increase from 16 trains per hour to 18, and eventually, 20 trains per hour.

In September, TfL launched the SL12 Superloop route, providing a new express bus connection between Gants Hill and Rainham. TfL will also be increasing the frequency of Superloop route SL9 (Heathrow to Harrow) at all times. New electric buses have been introduced on route SL2 (Walthamstow to North Woolwich), are being rolled out on route SL7 (Heathrow to West Croydon) and are planned for later this year on route SL11 (Abbey Wood to North Greenwich).

As part of the TfL Road Network Bus Priority programme, TfL has completed the detailed design for the second phase of St. Helier Avenue, and TfL is preparing for construction, building on the bus lanes successfully implemented as part of the first phase in March 2025.

In August, TfL finished the concept design for the Western Way corridor of the Thamesmead Bus Transit programme.

Through the borough Bus Priority programme, the London Borough of Croydon has delivered a new bus gate at Addington Village Interchange, reducing bus mileage and improving journey times for passengers. The London Borough of Ealing has finished construction on Lady Margaret Road, introducing 200 metres of bus lanes, upgraded crossing facilities for pedestrians and cyclists and a new bi-directional cycle facility.

The automated vehicles operator Wayve has requested a number of modifications to Ford Mach-e vehicles, which are already licensed as private hire vehicles. TfL has approved the vehicle modifications and granted a private hire vehicle licence for up to 15 vehicles on a trial basis. A key requirement of any private hire vehicle journey is for a licensed private hire vehicle driver to be present in the vehicle and that they are responsible for the vehicle at all times.

Work has started to support the pedestrianisation of Oxford Street between Orchard Street and Great Portland Street. Subject to programme delivery, Oxford Street will be closed to traffic in late October.

In July, TfL published the Silvertown and Blackwall Tunnels twelve-month monitoring report. The report shows that since the opening of the tunnel in April 2025, crossriver journeys between east London and south London have become faster and more reliable. Congestion has dropped significantly, while traffic volumes on key corridors across the wider road network have remained stable.

In early September, TfL started enabling works for the first phase of renewal of TfL's Brent Cross structures, focusing on the A41 flyover. Brent Cross is one of London's most important road intersections with more than 120,000 vehicles using it every day. The structures also support around 18 bus routes serving approximately 10,000 passengers per day and are essential to the continued regeneration of Brent Cross and Staples Corner, where up to 8,900 new homes and 26,000 jobs are planned.

TfL has submitted business cases to the DfT Structure Fund for its proposed renewal projects at Vauxhall Bridge and the Croydon flyover: a DfT announcement on successful bids is expected in the autumn. Croydon flyover has speed reductions and Vauxhall Bridge has weight restrictions; without investment these assets will be at risk of further restrictions with significant network, economic and social impacts.

At the end of June, TfL completed work on the southbound carriageway as part of the A23 Streatham Hill transformation scheme. Following the partial reopening of Gallows Corner flyover in May 2026, the entire junction (both roundabout and flyover in all directions) was planned to fully reopen to general traffic by the end of September

Under Operation Clearway, since April 2026, TfL has responded to 1,743 reports of dockless e-bikes causing obstructions, issuing 38 warning letters and 1,057 fixed penalty notices to operators. Its enforcement activity has also resulted in 102 dockless e-bikes being repositioned from unsafe or obstructive locations. TfL has also continued to tackle highway obstructions caused by businesses along the Transport for London Road Network. Since April 2026, officers have investigated 158 reported obstructions, issued 93 warning letters and three fixed penalty notices.

In July, eight additional boroughs received government approval to introduce lane rental schemes, joining boroughs where the schemes are already operating. TfL is also supporting a further 15 boroughs through the approval process, meaning that 27 London boroughs are now progressing or operating lane rental schemes.

The total strategic cycle network in London is now more than 450km - a fivefold increase in total length since 2016. In September 2025, TfL started construction of the Greenwich to Woolwich section of the extension to Cycleway 4. Construction of the Wood Lane section of Cycleway 34 by the London Borough of Hammersmith and Fulham started in June 2025. TfL has finished the detailed design for Cycleway 9 and construction is due to start between January and late March 2027.

The outcomes of London local elections in May are expected to have limited impact on 2026/27 Local Implementation Plan delivery, with most boroughs planning to continue existing programmes. However, delivery risks are emerging in specific areas as new administrations reassess priorities. Any significant changes are more likely to affect 2027/28 delivery programmes.

An assessment is under way to test the continued case for the proposed Crossrail 2 scheme against TfL's latest modelled data. This initial assessment will conclude in the autumn with a view to confirming the case, route alignment and onwards to a refreshed safeguarded alignment if required.

Close collaboration between London Underground and Network Rail, combined with targeted signalling upgrades, has improved reliability on the Wimbledon branch of the District line. The benefits of this approach were particularly evident during the Lawn Tennis Championships in July, when the line successfully supported the significant increase in customer demand generated by the tournament. Building on this, a major milestone was achieved in the Four lines modernisation programme in August, with completion of the project stage covering the District line: this will provide customers travelling on these branches with better reliability and service information.

As part of the Piccadilly line upgrade, over the summer TfL undertook integration testing and wider infrastructure works as the programme moves towards bringing the first new train into passenger service between December 2026 and June 2027.

The first of the new DLR trains returned to customer service in September, following the completion of enhancement work. The new trains were withdrawn from service in November 2025 after an issue affecting train performance in low adhesion conditions was identified on one train.

TfL is trialling a calm, accessible pod at Ealing Broadway station. Its purpose is to provide customers with a place to regulate, recover, wait and regroup. The trial objective is to understand whether a designated space on our network increases confidence, reduces anxiety and enables safer, more sustainable travel for people who would otherwise struggle or opt out.

TfL supported the government’s Great British Summer Savings scheme, which enabled anyone under 16 to travel free by bus during August. While people up to the age of 18 and living in London already travel free on London buses and trams with a valid Zip Oyster photocard, any children under 16 who were visiting London without a Zip Oyster photocard were also able to travel on buses for free.

TfL also launched the new Weekend Hopper fare on six weekends in July and August. The fare enabled customers to make unlimited bus and tram journeys for the cost of a single fare per day on the weekend when customers continue to touch in with the same card or device. Around 6.8 million customers benefited from the Mayor's Weekend Hopper fare, generating approximately £15 million in customer savings.

Mobile coverage has been extended to several tunnelled sections of the London Underground, as well as at stations across the network, including Great Portland Street, St John's Wood, Sloane Square, High Street Kensington, Kilburn Park, Blackhorse Road, Maida Vale and Knightsbridge. Around 67 per cent of Underground stations and 52 per cent of tunnelled sections now have mobile coverage.

On the TfL Go app, customers can now view the live location of buses on their selected route when checking arrivals at a bus stop. Accessibility information within the app has also been enhanced. Where a bus stop includes a cycle bypass, this is now clearly highlighted within journey plans, helping customers better understand the physical environment around a stop before they travel.

Additional functionality has been introduced to the station management app, used by London Underground staff, to improve support for customers requiring assistance. A move away from the previous reliance on radio communications to receive updates on customers requiring assistance enables staff to monitor journey progress and receive real-time updates, improving the reliability of assistance provided to customers.

The second release of the station incident reporting app went live in July, extending functionality beyond the safeguarding features introduced in June. The update enables colleagues to record a wider range of incidents, including fare evasion, and supports the identification of repeat offenders, helping to improve incident management and intelligence gathering across the network.

Environment

In September, TfL published an updated Corporate Environment Plan, which includes more than 70 key actions, strengthening TfL's strategic approach to environmental sustainability and identifying new opportunities to drive further improvements across our operations, assets and supply chain.

TfL, with its delivery partner, has set out plans to develop purpose-built solar farms that will connect renewable energy directly to the London Underground network. In parallel, TfL is advancing the strategy for the next procurement tranche of corporate power purchase agreements, helping to accelerate progress towards its ambition for 100 per cent renewable energy by 2030.

TfL has begun on-site surveying work as part of the second phase of its tidal flood defence programme, which is being delivered jointly across the GLA. Phase two, which started in April, includes crest-level surveys and condition assessments to better understand the current standard and condition of these assets. Surveying work will

continue until October 2026. The outputs from this phase will inform the development of a long-term investment and maintenance plan.

The severe surface water flooding events in July 2021 affected 24 boroughs and more than 2,000 properties, including London Underground stations. Five years on, partners across the Flood Ready London partnership delivered an awareness campaign in July 2026, highlighting the increasing risk posed by extreme rainfall and the action being taken to improve flood resilience across the capital. TfL supported the campaign through social media content showcasing its SuDS schemes and rain gardens, promoting flood resilience messages through its podcast and by sharing campaign materials across our stakeholder networks.

Finances

Year-to-date (1 April to 25 July) performance against TfL's scorecard:

- Safety: performance to date has not been aligned with the level of improvement required.
    - 45 people have been killed and 1,455 seriously injured (16 and 197 higher respectively than the same period last year);
    - employee safety (10 serious injuries so far this year) remains above target but represents an improvement on the same period last year, while customer safety performance is stronger, with 2.92 serious injuries per 100 million passenger journeys, better than both the target and the equivalent period last year.

- Environment: TfL is targeting the introduction of a further 800 zero-emission buses this year.

- Reliability: customer journey time on London Underground, buses and rail modes is worse than target in the year-to-date. Performance was affected by a combination of extreme weather, infrastructure-related incidents and operational challenges across parts of the network. On rail, journey time is 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 all five representation metrics showing improvement on last year.

- Financial: income is lower than Budget, driven by lower passenger income and road user charging income. The Q1 Quarterly Performance Report forecast a move from the budgeted £5m operating surplus to a £128m operating deficit for the full year, reflecting weaker revenue growth and wider economic uncertainty.
    - the 2026/27 Budget assumed year on year growth in journeys of 0.4 per cent. To date, journey volumes have been below this assumption, with total journeys 0.7 per cent lower than the same period last year. London Underground journeys are 14 million lower than Budget and bus journeys are 12 million lower, reflecting weaker than anticipated economic conditions,

industrial action and periods of exceptionally hot weather that affected travel demand;

- other operating income is slightly down on Budget, driven by lower roads and tunnel income, partly mitigated by higher advertising income and other smaller upsides. Roads and tunnel enforcement income is lower than Budget, mainly driven by greater than expected impacts following the end of the 100 per cent Cleaner Vehicle Discount on 25 December 2025;
- core operating costs are £20m higher than Budget, mainly as a result of higher bad debt (driven by higher ULEZ enforcement income), and one-off costs at the start of the year, which have been partly mitigated by additional savings in the period
- TfL has reset its savings baseline following the delivery of £1.8bn of savings from 2016/17 to 2025/26. TfL 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 more than £200m of capital renewals this year, £22m behind Budget, mainly as a result of phasing differences. TfL expects to catch up on spend over coming periods.

Selected TfL operational/customer service data Q1 2025/26 (Apr 2026 – Jun 2026)

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.

For 2026/27, the customer metric on the quarterly scorecard has changed from the 'TfL cares about its customers' measure to Public Transport Customer Satisfaction Score (PT CSS), reflecting a greater focus on customers' satisfaction with their recent public transport journey experience.

Customer: Londoners and those who live in South-East with journeys made on public transport:

For 2026/27, the year-to-date actual is 77, compared with a year-to-date target of 78.

Measure	2026/27 Year-to-date actual	2026/27 Year-to-date target
Customer		
Overall satisfaction with journeys made on public transport in the last 7 days (per cent)	77	78

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 2026/27 year-to-date actual was 27.0 minutes, against the target of 26.9 minutes.

In 2026/27 full-year forecast was 26.9 minutes, against the target of 26.9 minutes.

Bus journey time (minutes)

In 2026/27 year-to-date actual was 34.5 minutes, against the target of 34.3 minutes.

In 2026/27 full-year forecast was 34.4 minutes, against the target of 34.4 minutes.

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

2026/27 year-to-date actual was 27.7 minutes, against the target of 27.3 minutes.

2026/27 full-year forecast was 27.39 minutes, against the target of 27.35 minutes.

London Underground journey time

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

London Underground journey time
Past five quarters (minutes)

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

(a) In Quarter 1 2025/26, the journey time was 26.6 minutes, against the target of 26.7 minutes;

(b) In Quarter 2 2025/26*, the journey time was 26.9 minutes, against the target of 26.7 minutes;

(c) In Quarter 3 2025/26, the journey time was 27.4 minutes, against the target of 27.2 minutes;

(d) In Quarter 4 2025/26, the journey time was 26.8 minutes, against the target of 27.1 minutes;

(e) In Quarter 1 2026/27**, the journey time was 27.0 minutes, against the target of 26.8 minutes.

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

**Data has been normalised to exclude the impact of industrial action between 21-24 April 2026 and 2 and 4 June 2026.

Journey times remained relatively stable over the past five quarters, despite a number of challenging incidents contributing to LU missing its Quarter 1 journey time target.

These included a track fire at Camden Town, which disrupted Northern line services, and track faults on the Metropolitan and Jubilee lines between Wembley Park and Dollis Hill, which required the introduction of temporary speed restrictions. The track faults are being rectified and the need for the speed restrictions reduced.

Severe storm conditions also resulted in unprecedented levels of lightning activity across London, which is believed to have contributed to the loss of approximately 100 Wayside Radio Units. Electromagnetic interference caused by near-by lightning affected wayside radio units on the District, Metropolitan, Hammersmith & City and Circle lines, resulting in service disruption.

Bus Journey Time

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

Bus journey time
Past five quarters (minutes)

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

(a) In Quarter 1 2025/26, the journey time was 34.2 minutes, against the target of 34.3 minutes;

(b) In Quarter 2 2025/26, the journey time was 33.9 minutes, against the target of 33.8 minutes;

(c) In Quarter 3 2025/26, the journey time was 35.4 minutes, against the target of 35.3 minutes;

(d) In Quarter 4 2025/26, the journey time was 34.5 minutes, against the target of 33.9 minutes;

(e) In Quarter 1 2026/27, the journey time was 34.5 minutes, against the target of 34.3 minutes.

Bus performance, as measured by journey time, remained challenging in Quarter 1, with performance falling short of target for the fourth consecutive quarter. While the target was missed, the variance was relatively small.

In contrast, Excess Wait Time, which measures the additional time that customers wait beyond the scheduled service, performed better than target for the second successive quarter, achieving 66.6 seconds against a target of 69.0 seconds. Bus speeds, however, remained marginally below target at 9.1 miles per hour (mph) against a target of 9.2mph, continuing to impact overall journey time performance.

Performance during the quarter was affected by a number of external factors, most notably periods of extreme heat. The UK's first heatwave of 2026 occurred in late May, followed by a second heatwave in mid to late June. On days classified as red or amber by the UK Health Security Agency, the performance regime was suspended to enable operators to prioritise bus driver welfare. These conditions had a significant impact on both performance and ridership. While industrial action also affected services during Quarter 1, its impact was less significant than in the final quarter of 2025/26.

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 1 2025/26, the journey time was 28.5 minutes, against the target of 29.1 minutes;

(b) In Quarter 2 2025/26*, the journey time was 28.2 minutes, against the target of 28.9 minutes;

(c) In Quarter 3 2025/26, the journey time was 29.7 minutes, against the target of 29.5 minutes;

(d) In Quarter 4 2025/26, the journey time was 28.6 minutes, against the target of 29.1 minutes;

(e) In Quarter 1 2026/27, the journey time was 29.3 minutes, against the target of 28.8 minutes.

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

Average journey times on the EL increased during Quarter 1, with performance 0.5 minutes above target and slightly worse than the previous quarter. Performance was affected by a range of issues across the Network Rail, Greater Anglia and Great Western sections of the route, including signalling and track infrastructure failures. Periods of exceptionally high temperatures, together with customer-related and trespass incidents, also contributed to service disruptions during the quarter.

Despite these challenges, average journey times remained marginally lower than during the same period last year. Work continues in close partnership with industry stakeholders to improve infrastructure reliability, strengthen operational resilience and embed lessons learned from incidents, supporting more effective management of disruption and a better customer experience.

The quarter marked a significant milestone for the EL, with 10 years since the first Class 345 train was produced in Derby. The fleet now comprises 70 trains, with a further 10 in production to support growing customer demand and future service enhancements. The first of these additional trains has entered testing and is expected to enter customer service in the coming months.

Customers are also benefiting from ongoing improvements to station facilities, including the installation of 11 additional water fountains across the route. Free drinking water is now available at most EL stations, supporting customer wellbeing, reducing single-use plastic waste and promoting sustainable travel.

DLR journey time
Past five quarters (minutes)

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

(a) In Quarter 1 2025/26, the journey time was 18 minutes, against the target of 19.3 minutes;

(b) In Quarter 2 2025/26*, the journey time was 18.3 minutes, against the target of 20.1 minutes;

(c) In Quarter 3 2025/26, the journey time was 18.8 minutes, against the target of 19.8 minutes;

(d) In Quarter 4 2025/26, the journey time was 18.5 minutes, against the target of 18.8 minutes;

(e) In Quarter 1 2026/27, the journey time was 18.8 minutes, against the target of 19.2 minutes.

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

DLR performance remained strong during Quarter 1, although average journey times increased slightly compared with the previous quarter. This was primarily due to the ongoing life extension programme for the existing fleet while work continued to safely return the new fleet to service.

Despite these challenges, overall performance remained reliable, helping to minimise the impact on customers from temporary service frequency reductions. During the quarter, 98.6 per cent of services operated end-to-end, and journey time targets were achieved or exceeded across the reporting period.

A continued focus on safe and efficient incident recovery helped limit disruption and maintain service availability. Where incidents occurred, alternative arrangements, including shuttle services, were introduced to help customers complete their journeys.

The network did, however, experience a high number of delays exceeding 15 minutes. These were attributable to a range of factors, including fire alarm activations resulting in station closures, signalling and automatic train operation issues, train door faults, trespass incidents, and customer overcrowding associated with major events. The London Marathon generated almost 430,000 customer journeys across the network.

Looking ahead, the new DLR trains are expected to return to service in late summer. Subject to the phased introduction of additional trains, the temporary service reductions introduced in 2025 are expected to be restored from early 2027. This will help improve journey times and service reliability for customers.

London Overground journey time
Past five quarters (minutes)

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

(a) In Quarter 1 2025/26, the journey time was 30.1 minutes, against the target of 30.2 minutes;

(b) In Quarter 2 2025/26*, the journey time was 29.4 minutes, against the target of 30.2 minutes;

(c) In Quarter 3 2025/26, the journey time was 30.3 minutes, against the target of 30.5 minutes;

(d) In Quarter 4 2025/26, the journey time was 29.8 minutes, against the target of 30.6 minutes;

(e) In Quarter 1 2026/27, the journey time was 30.9 minutes, against the target of 30.1 minutes.

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

LO continued to provide a positive experience for customers during Quarter 1, despite a number of infrastructure-related and hot weather challenges. These factors affected service reliability, resulting in journey time performance being below target.

Despite these challenges, LO successfully supported a number of major events during the quarter, including the London Marathon and Hackney half-marathon. The railway also ranked fourth nationally among train operators in Quarter 1, reflecting the continued delivery of a reliable service for customers.

Improvements to station facilities continued, with new and upgraded customer toilets at Acton Central, building on earlier improvements at Kensington Olympia and Norwood Junction. These enhancements improve comfort, accessibility and convenience for both customers and colleagues.

Additional capacity was also introduced to the Mildmay line through the introduction of a shuttle service between Clapham Junction and Shepherds Bush in May, helping to support growing customer demand and improve network capacity.

TfL cares about its customers

With Care moving to the medium-term scorecard and quarterly reporting, it is an opportune time to improve our survey methodology. Over the past year, we carried out a detailed review of our reputation survey, Customer Pulse. This analysis confirmed real performance gains in Care but also identified subtle shifts in the composition of respondents over time. From measurement-to-measurement, these changes were imperceptible; however, over time, they resulted in three groups becoming slightly over-represented: London residents, working Londoners, and households with children. These groups tend to be more positive.

We have added further controls to address the drift and strengthen measurement in the future. Due to the change, Quarter 1 results cannot be compared to 2025/26 data.

The proportion of Londoners agreeing with the statement ‘TfL cares about its customers’ was 63 per cent this quarter. Strikes and hot weather most likely put some downward pressure on the Quarter 1 Care score; for example, a one point drop in the PT CSS for the quarter (our overall customer satisfaction measure) was observed.

Among public transport users (those who have used public transport in the last seven days), agreement is 67 per cent this quarter. For disabled Londoners, agreement stands at 52 per cent.

Analysis on 2025/26 data identified five key drivers influencing perceptions of whether 'TfL cares about its customers', listed with their Quarter 1 scores:

(a) TfL is an organisation I can trust – 68 per cent;
(b) TfL treats its customers fairly – 66 per cent;
(c) TfL supports customers when things go wrong – 58 per cent;
(d) TfL communicates openly and honestly – 65 per cent;
(e) TfL takes on board the views of Londoners – 57 per cent.

'Supporting customers when things go wrong' and 'taking on board the views of Londoners' continue to perform less strongly than the other key drivers and remain areas of focus.

Satisfaction

This quarter PT CSS decreased for the first time (-1pt to 77pts) missing the scorecard target of 78. At a modal level, satisfaction metrics were generally stable with the exception of London Underground (LU) which saw drops for overall satisfaction, at station and on train satisfaction, with an increase in reported delays/disruptions.

Overall satisfaction with LU dropped by -1pt to 77pts returning to the level observed in Quarter 3 2025/26.

Bus, London Overground (LO), Elizabeth line (EL) and DLR overall satisfaction scores were largely unchanged this quarter, with the exception of DLR which dropped slightly by -1pt to 81pts.

Given the relative stability of scores across all other modes, the declines in PT CSS and many LU scores are likely to have been influenced by recent industrial action on LU and extreme temperatures in London.

The volume of reported delays and disruptions increased significantly on LU to 12 per cent after a significant drop in Quarter 4 2025/26. Reported delays on all other modes were stable.

Satisfaction with on train and at station metrics for LU, and to a lesser extent EL, dropped in Quarter 1.

For LU, satisfaction with cleanliness, information and wait time dropped for in-station metrics, whereas cleanliness, temperature and driver announcements dropped for on train metrics.

For EL, levels of crowding and availability of staff dropped significantly for at station metrics, whereas levels of crowding dropped for on train.

Both Bus and EL broadly recovered from the significant decreases in satisfaction with on mode and at station/stop metrics in Quarter 3 2025/26, with scores increasing significantly or trending upwards.

Feeling valued as a customer dropped significantly for LU (-3pts to 67), in line with drops to other Key Performance Indicator (KPI) metrics

To note, Quarter 1 is made up of Period 1 (1 April to 2 May 2026), Period 2 (3 to 30 May 2026) and Period 3 (31 May to 27 June 2026).

Ridership

The table below shows the percentage change in average daily journeys across the modes compared to the same period year-on-year.

Period	LU	Bus	EL	LO	DLR	Tram	Total
1	-4.45	0.13	3.18	-0.98	-7.45	17.97	1.39
2	-3.20	-4.82	-0.42	-19.65	-12.90	0.34	4.90
3	-3.82	-0.79	1.24	3.85	-1.62	4.60	1.44

Tube usage declined by -4.5 per cent, -3.2 per cent, and -3.8 per cent across the same periods last year.

Overall, Bus usage varied across all three periods, changing by 0.13 per cent, -4.8 per cent, and -0.79 per cent respectively year-on-year.

EL usage varied throughout the quarter compared to Quarter 1 2025/26, with demand increasing by 3.18 per cent in Period 1, contracting by -0.42 per cent in Period 2, and increasing in Period 3 by 1.24 per cent year-on-year. Overall, usage remained broadly stable across the quarter.

LO usage declined the first two periods during the quarter, ranging from -0.98 per cent to -19.65 per cent, with the largest decrease occurring in Period 2. LO increased in Period 3 by 3.85 per cent. DLR usage declined consistently throughout the quarter, with year-on-year changes ranging from -1.6 per cent to -12.9 per cent. The largest decrease was recorded in Period 2, continuing the trend of reduced demand. The decline in both LO and DLR usage has been attributed to reduced service levels. DLR demand was particularly affected by the delayed rollout of the new trains and the extended period of temporary service reductions that began in June 2025, with the budget reflecting an assumed reduction in demand as a result.

The proportion of average daily journeys made using each ticket type on LU and bus services during the quarter is shown below. Contactless payment methods (bank cards and mobile devices) continued to account for the largest share of journeys on both LU and bus services throughout the quarter.

For LU, contactless payments accounted for around 60 per cent of journeys across the quarter, remaining the dominant ticket type. Oyster pay as you go represented between 13.9 and 14.6 per cent of journeys, while Travelcards accounted for 14.4 to 15.0 per cent. Concessionary travel made up seven to eight per cent of journeys, and paper singles and returns accounted for 3.1 to 3.3 per cent.

For bus services, contactless payments accounted for 40 to 41 per cent of journeys during the quarter. Concessionary travel remained the second largest ticket category, representing 32 to 34 per cent of journeys. Oyster pay as you go accounted for 11 to 12 per cent, bus and tram passes for nine per cent, and Travelcards for six per cent of bus journeys.

Overall, the distribution of ticket types remained broadly stable during the quarter, with contactless payments continuing to be the preferred method of travel across both LU and bus services.

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

	2025/26				2026/27
	Q1	**Q2**	**Q3**	**Q4**	**Q1**
Telephone calls	523,429	631,791	655,496	649,092	524,445
Calls abandoned (per cent)	17	24	12	8	9
Correspondence	263,740	283,396	287,432	346,512	284,670
Cases closed (per cent)	72	86	84	92	91
Average speed of answer (seconds)	782	1,380	864	294	548

(a) 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;

(b) 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;

(c) In Quarter 3 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;

(d) 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;

(e) In Quarter 1 2026/27, there were 524,445 telephone calls received; the call abandonment rate was nine per cent. There were 284,670 items of correspondence, with 91 per cent of cases closed. The average speed of answer was 548 seconds;

Telephony demand in Quarter 1 2026/27 was 19 per cent lower than in Quarter 4 but remained broadly in line with Quarter 1 2025/26. The reduction in demand is partly attributable to Quarter 4 being longer than Quarter 1. Abandonment rates continued to perform well within target levels and, although average speed of answer increased by 86 per cent compared with the previous quarter, it remains the second lowest recorded across the last five quarters.

Correspondence demand followed a similar trend, decreasing by 18 per cent compared with Quarter 4, while increasing by eight per cent against Quarter 1 2025/26. Performance against service-level agreement saw a marginal one per cent decline from Quarter 4; however, results remained comfortably within target and represented the second-highest level of performance achieved in the last five quarters.

The distribution of demand between Telephony and Correspondence remains stable, with 65 per cent of contacts received via telephone and the remaining 35 per cent through correspondence channels.

	2022/23	**2023/24**	**2024/25**	**2025/26**	**2026/27 (year-to-date)**
Telephone calls	1,040,132	1,571,841	2,313,764	2,459,808	524,445
Calls abandoned (per cent)	9.84	8.76	11.5	15.21	9
Correspondence	443,138	578,804	952,076	1,181,080	284,670
Cases closed (per cent)	87.37	84.22	60.13	84.58	91

a) 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;

b) 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;

(c) 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;

(d) 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;

(e) In 2026/27 (year-to-date), there were 524,445 telephone calls received; the call abandonment rate was nine per cent. There were 284,670 items of correspondence, with 91 per cent of cases closed. The average speed of answer was 548 seconds.

Calls by subject

In Quarter 1, the numbers of telephone calls by subject were:

(a) Oyster: 102,361;
(b) Surface and Rail: 30,164;
(c) Concessions: 146,628;
(d) Santander Cycles: 17,659;
(e) Contactless payment: 166,245;
(f) Other: 4,881.

Call demand was 18 per cent lower in Quarter 1 than in Quarter 4, although it increased by one per cent compared with Quarter 1 2025/26.

Ticketing calls remained the primary driver of demand. Within this category, Contactless generated the highest volume at 166,245 calls, representing a 16 per cent decrease from Quarter 4 but an 11 per cent increase compared with Quarter 1 2025/26. Oyster enquiries also declined, with demand falling 20 per cent quarter-on-quarter and six per cent year-on-year.

Concessions demand decreased by 23 per cent compared with Quarter 4 and was one per cent lower than the same period last year. Surface and Rail followed a similar pattern, with demand down 22 per cent quarter-on-quarter and 12 per cent year-on-year.

Cycle Hire was the notable exception to the overall trend, with demand increasing by 49 per cent compared with Quarter 4 and by seven per cent year-on-year. This uplift was largely driven by the warmer weather.

Complaints

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

	Q1 2025/26	Q1 2026/27	Variance (per cent)
LU	1.05	1.44	37
London Buses	3.84	7.26	89
DLR	0.73	0.71	-3
LO	0.56	0.94	68
TfL Rail	0.47	0.49	4
London Trams	1.07	1.06	-1
London Cable Car*	3.33	1.95	-41
Congestion Charge	0.28	5.85	100+
Dial-a-Ride	75.94	62.94	-17
London River Services	0.48	0.88	83
Santander Cycles	1.99	1.84	-8
Taxis	4.33	4.72	9
Private Hire	3.44	3.06	-11
Contactless	0.56	0.37	-34
Oyster	0.59	0.28	-53

*Service branding changed from IFS Cloud Cable Car (Emirates Air Line) to London Cable Car on 19 March 2026 following the end of the sponsorship agreement.

In Quarter 1 2025/26, LU recorded 1.05, London Buses 3.84, DLR 0.73, LO 0.56, EL (TfL Rail) 0.47, London Trams 1.07, IFS Cloud Cable Car (Emirates Air Line) 3.33, Congestion Charge 0.28, Dial-a-Ride 75.94, London River Services 0.48, Santander Cycles 1.99, Taxis 4.33, Private Hire 3.44, Contactless 0.56, and Oyster 0.59.

In Quarter 1 2026/27, LU recorded 1.44, London Buses 7.26, DLR 0.71, LO 0.94, EL (TfL Rail) 0.49, London Trams 1.06, London Cable Car 1.95, Congestion Charge 5.85, Dial-a-Ride 62.94, London River Services 0.88, Santander Cycles 1.84, Taxis 4.72, Private Hire 3.06, Contactless 0.37, and Oyster 0.28.

Overall the pattern for Quarter 1 is that journeys are lower than 2025/26 while complaints have risen. However, the rise in complaints can be attributed to improvements we have made to our webforms which made it easier for our customers to log their concerns.

Working with colleagues in Digital, we have been able to make changes to our webforms that have made it easier for customers to contact us about our services. We have seen a significant increase in the numbers of complaints received via webform this quarter over Quarter 1 2025/26 as a result of these improvements. Despite the increases, proactive planning of resources have helped to keep services within target and without any negative impact to our customers.

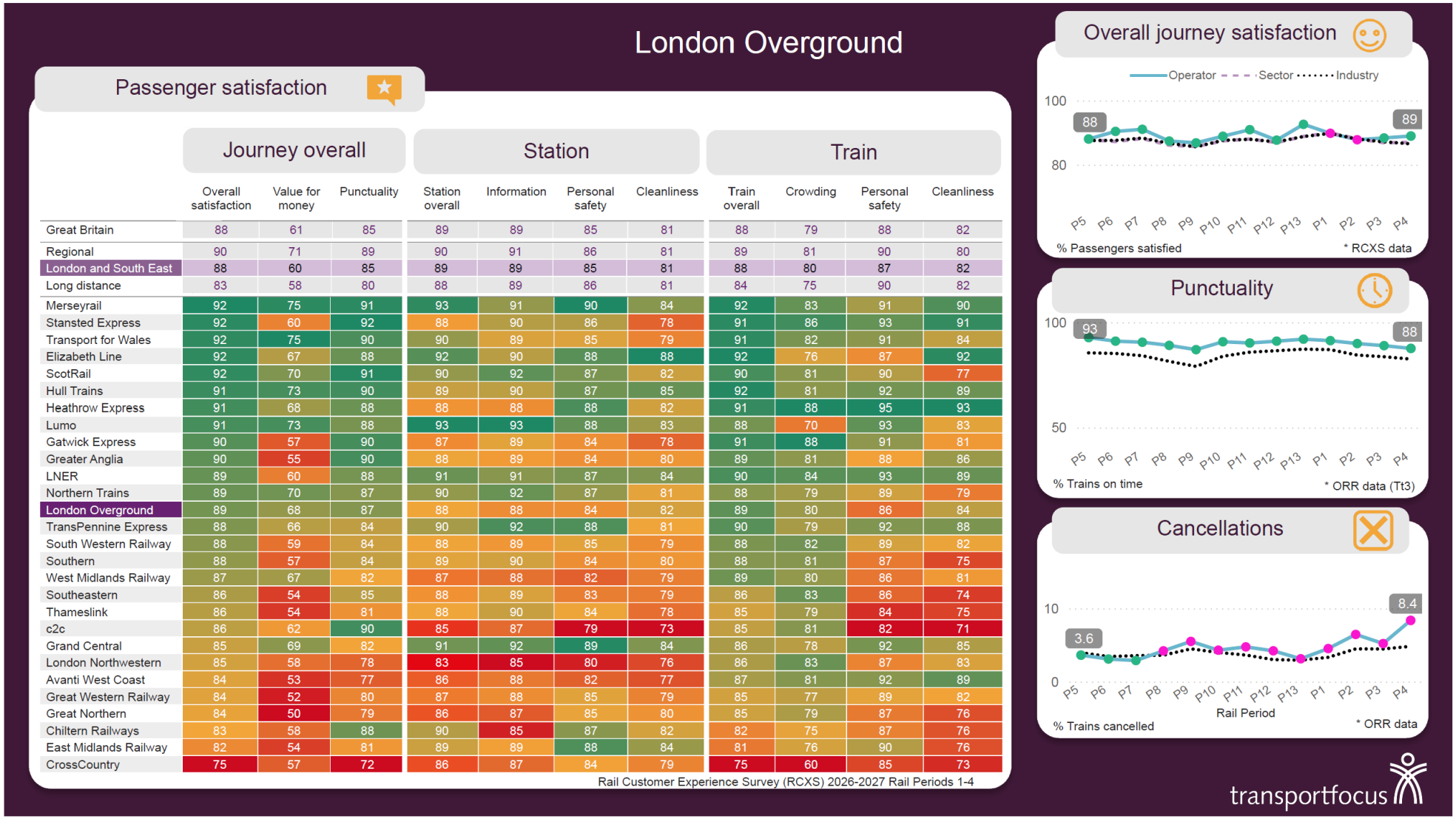
London Buses saw complaints per 100,000 journeys increase by 89 per cent year-on-year. Complaint volumes rose by 30 per cent, while ridership fell by 30 per cent, with bus drivers and service performance remaining the main drivers of dissatisfaction. Concerns about temperatures on New Routemaster buses may also have contributed.

LU complaints per 100,000 journeys increased by 37 per cent to 1.44, the highest level since 2021/22. Service performance, staff interactions and station environments were the primary drivers, alongside increases in safety-related concerns.

Ticketing continued to perform strongly, with Contactless complaints down 34 per cent and Oyster complaints down 55 per cent compared with the same period last year.

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

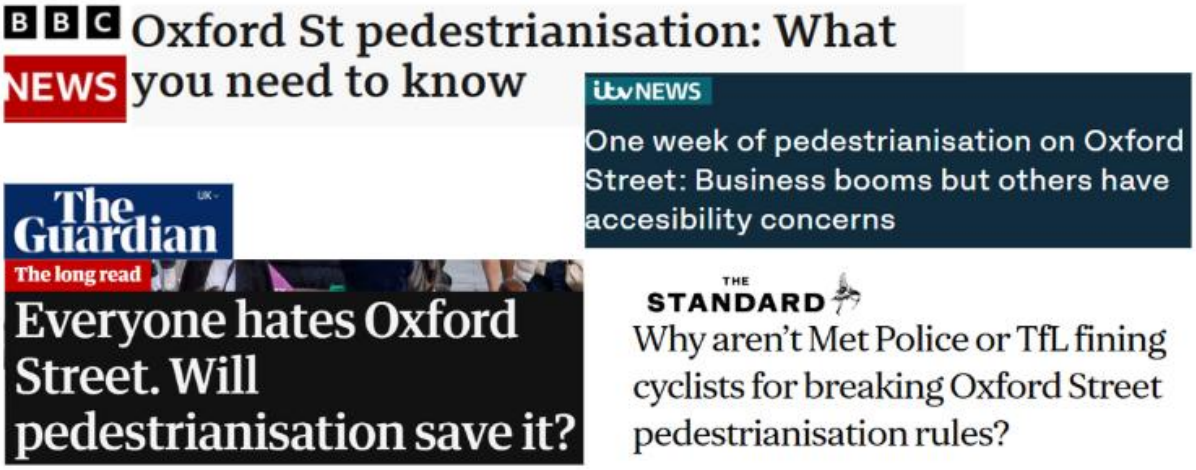
The scorecard below is for London Overground, taken from the full set of individual scorecards which can be found on the Transport Focus website.



Top stories from September to October

Oxford Street

The pedestrianisation of Oxford Street has dominated the transport news in recent weeks, with the main controversy being cyclists continuing to use the pedestrianised area.



Crackdown on fare dodgers

TfL is cracking down on fare dodging cross the network.



e-bikes

And once again there has been a lot in the news about ebikes.

