November 2025

Travel in London 2025
Annual overview

TfL Board meeting 3 December 2025

MAYOR OF LONDON

TRANSPORT FOR LONDON
EVERY JOURNEY MATTERS

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Introduction

Travel in London is Transport for London's (TfL's) annual publication that summarises trends and developments relating to travel and transport in London. Its principal function is to describe how travel is changing and to provide an overview and evaluation of emerging outcomes in relation to the aims of the Mayor's Transport Strategy. It also provides an evidence and analysis base for general use by stakeholders and policymakers.

This Annual overview report covers trends and developments up to 2024 and into 2025, including historical series and, more recently, reflecting the disruption brought about by the coronavirus pandemic from early 2020 and London's subsequent recovery. The report is broadly structured around the Mayor of London's key aims for transport as set out in the Mayor's Transport Strategy and complements our annual updates on Delivering the Mayor's Transport Strategy presented to the TfL Board each summer.

For more information about any of the items featured in this report please contact TiLEnquiries@tfl.gov.uk.

2024-2025: an overview

During 2024 and into 2025 it became clear that the disruption of transport demand from the pandemic in London had largely come to an end, with travel demand on the principal modes stabilising at values generally only slightly below pre-pandemic benchmarks. This was despite some continued growth in London's resident population, and reflected a challenging combination of post-pandemic adaptations, economic constraints and wider societal change. Understanding the relative contribution of these factors, particularly how they are likely to evolve in the medium-term future, is an ongoing research priority.

London's resident population in 2025 was estimated at 9.09 million, some 2.9 per cent higher than in 2018 and an increase of 1.0 per cent over 2024. Per capita travel demand, as measured by our London Travel Demand Survey (LTDS), has however not kept pace with this, reflecting the longer-term trend towards reduced per capita travel overall – a trend also seen nationally.

Notable also has been a shift towards an older average age for Londoners, with potential travel demand implications. Although London had the lowest median age in the UK, at 35.7 years, it also saw the largest percentage increase between 2011 and 2024. Falling birth rates are also feeding through to reduced school rolls and associated travel.

Economic conditions continue to present a challenge. Although 2025 was forecast to see relatively higher economic growth than recent years, at 1.6 per cent, this remains below the historical average. Global trade disruptions and inflationary risks contribute to continuing uncertainty in London's economic outlook.

In the 2024 calendar year, **overall average daily travel demand** (across all modes) in London was 26.6 million trips. This was 97.5 per cent of the 2019 pre-pandemic baseline, compared to 95.9 per cent in 2023. The equivalent recovery for TfL-operated public transport modes (based on provisional data) was estimated at 93.8 per cent in 2024/25. Road traffic as of 2024 was 95.9 per cent of the 2019 value.

The active, efficient and sustainable mode share (the proportion of all trips made by walking, cycling or public transport) for all travel in London is provisionally estimated at 63.4 per cent in 2024, compared to 63.0 per cent in 2023, and 63.6 per cent before the pandemic in 2019. This compares to the Mayor's aim for 80 per cent of all trips in London to be made by active, efficient and sustainable modes by 2041.

Based on provisional data and in relation to the 2024/25 financial year:

- **Bus** demand was estimated at 1,842 million journeys, a 1.5 per cent decrease from 2023/24, and continuing the recent declining trend. Bus journeys in 2024/25 were estimated to be 22.8 per cent lower than the high point in 2014/15.
- **London Underground** demand was estimated at 1,216 million journeys, 3.0 per cent higher than in 2023/24 (1,181 million).
- Demand on **London Overground** was estimated at 182 million journeys, an increase of 0.8 per cent from 2023/24.
- The **Elizabeth line** carried an estimated 231 million passengers in 2024/25, a 10.1 per cent increase from 2023/24.
- Journeys on the **DLR** in 2024/25 decreased by 1.2 per cent in relation to 2023/24, while the number of journeys on **London Trams** decreased by 8.1 per cent.

Road traffic in London overall grew by 1.2 per cent in 2024. However, vehicle kilometres driven in London were still four per cent lower than before the pandemic (2019). All available datasets indicate that traffic in London was broadly stable over the last decade, and traffic growth in London in 2024 was lower than for Great Britain as a whole (excluding London), where vehicle kilometres increased by 1.7 per cent.

Data from our London Travel Demand Survey shows that **per capita car use** continued to trend downwards, with car driver trips per person down by almost 30 per cent compared to 2014/15. The average car driver trip rate in 2024/25 was 0.39 trips per person per day, the lowest since the survey began in 2005/06.

More widely, the LTDS shows that the **average number of trips** per person per day made by London residents (the trip rate) stabilised in 2024/25 at an average of 2.0 trips per person per day, slightly higher than the 1.98 trips per day in 2023/24, but some nine per cent down on 2019/20 (before the pandemic). London residents travelled an average of 11.9 kilometres per person per day in 2024/25 and the average time spent travelling per person per day was 54.8 minutes, both also nine per cent lower than in 2019/20.

The **London residents' active, efficient, and sustainable mode share** in 2024/25 increased by 1.2 percentage points relative to 2023/24, to 68.4 per cent. Note that this is the mode share for London residents only and is not the same as the Mayor's aim for 80 per cent of all trips in London to be made by active, efficient and sustainable modes by 2041 (see above). The values, and the rate of progress, for residents are consistently higher than for the all travel metric, reflecting different assessment methodologies and the absence of non-resident travellers from this measure.

Spatial variations in this measure (not possible to calculate with the mode share statistic for all trips) illustrate the wide range of outcomes across London, with a clear distinction between inner and outer London. Based on a three-year post-pandemic average, the active, efficient and sustainable mode share assessed in terms of borough of trip origin ranged from 70 per cent to 96 per cent for inner London, with an average of 82 per cent. For outer London, the range was from 43 per cent to 69 per cent, with an average of 58 per cent. Although each borough has a unique set of circumstances which determine

these mode shares and affects the ability to change them, the scope for change is evident.

Against this subdued overall demand backdrop, the last year was marked by several positive milestones reflecting continuing good progress towards the aims of the Mayor's Transport Strategy.

In 2025 the estimated **number of daily cycle journey stages** in London (journey stages are parts of trips which may include other modes) reached 1.50 million, a 12.7 per cent increase from 1.33 million in 2024 and bringing us closer to the Cycling action plan 2 target of 1.60 million daily cycle journey stages by 2030. Cycling in 2025 was more than three times the level of cycling in year 2000.

In terms of daily **cycling trips** (a cycling trip is an end-to-end one-way movement by cycle only), 2025 saw a 12.0 per cent increase, from 1.25 million in 2024 to 1.40 million in 2025. The trip-based mode share for cycling in London in 2024 was estimated (provisionally) at 4.7 per cent, compared to 3.6 per cent in 2019 and an estimated 1.9 per cent in 2000.

The **length of London's Strategic Cycle Network** increased by seven per cent between October 2024 and October 2025, so that 29 per cent of Londoners lived within 400 metres of it. It is now estimated that around a third of cycling in London takes place on London's cycle network, despite this accounting for just 2.5 per cent of cyclable roads.

In 2024/25, the proportion of London residents aged 20 or over who achieved 20 minutes of **physical activity through active travel** (walking or cycling) per day was 43.3 per cent, up from 39.6 per cent in 2023/24 and from 42.4 per cent in 2019/20 (before the pandemic).

During 2024 the number of **pedestrians observed in central London** increased on average by three per cent from 2023. The first two quarters of 2025 saw a further increase of around seven per cent compared to the same quarters of 2024. However, in 2024 the absolute level of activity measured by this indicator still showed a shortfall of around three per cent compared to 2019 before the coronavirus pandemic, although there is evidence of an increasing trend in pedestrian activity in areas with a high concentration of employment, particularly the City of London.

The **Elizabeth line** carries around 800,000 journeys per day, over 600 million in the three years of operation until May 2025. One in every eight journeys on TfL's rail network in London involves the Elizabeth line. More widely, 125,000 new jobs were registered within one kilometre of an Elizabeth line station between 2022 and 2023; 71,000 new homes were built within one kilometre of an Elizabeth line station between 2015 and 2024, and 70,500 new homes are in the pipeline.

In their annual assessment of air pollution and compliance with air quality objectives in the UK, the Department for Environment, Food and Rural Affairs **assessed Greater London as being compliant** with the annual mean limit value for nitrogen dioxide (NO_2) in 2024 for the first time since records began. This is a year ahead of the Mayor's stated target of 2025, and ahead of many other large urban agglomerations, which is noteworthy given the scale and density of London.

According to the London-wide Ultra Low Emission Zone One Year Report, **average annual roadside NO_2 concentrations** during 2024 were 57 per cent lower than in 2016 in inner London and 50 per cent lower in outer London. This reflects specific improvement policies such as the London Ultra Low Emission Zone (ULEZ), as well as the wider backdrop of local and national policies contributing towards cleaner air. Despite this achievement, NO_2 levels in London remain well above World Health Organization

guidelines, and further effort is required to work towards achieving these as soon as possible.

The Mayor's air quality policies, and in particular the ULEZ and Low Emission Zone (LEZ) schemes, are having an important impact on reducing the number of older, more polluting vehicles driving in London and on reducing the levels of harmful air pollution that Londoners are exposed to. Cumulatively over a six-year period from 2019 to 2024, compared to a scenario without ULEZ schemes, road transport nitrogen oxides (NO_X) emissions were estimated to be 24 per cent lower; particulate matter ($PM_{2.5}$) exhaust emissions 29 per cent lower and carbon dioxide (CO_2) emissions two per cent lower.

As of September 2025, ULEZ compliance rates were 97.6 per cent in central London, 97.5 per cent in inner London and 97.4 per cent in outer London, with an average for Greater London (including all trips) of 97.3 per cent.

The progressive **electrification of London's vehicle fleet** continues, with 149,457 battery electric cars registered in London by the end of the quarter from April to June 2025. The total for all plug-in cars was 235,925 – some nine per cent of all cars registered in London. Plug-in light commercial vehicles (vans) accounted for 3.4 per cent of the total. In terms of take-up of electric vehicles, the accelerating trend seen in recent years continued. In September 2025 the Society of Motor Manufacturers and Traders estimated the UK monthly market share for newly registered battery electric cars to be 35.5 per cent.

In terms of **electric vehicle charging infrastructure**, London is broadly on track to have the forecast 40,000 to 60,000 charging points required by 2030. On 31 October 2025, there were 27,095 public electric vehicle charging points in London (both rapid and slow-to-fast). This is around one third of all public charging points in the UK, which is a 435 per cent increase in charging infrastructure since April 2020.

We also continued to expand our **zero-emission bus fleet**. We now have over 2,600 zero-emission buses operating on over 100 bus routes in London, with another 1,500 on order, which will bring the total to 46 per cent of the fleet.

As of September 2025, 64 per cent of the 14,300 taxis licensed by TfL are zero-emission capable, with 60 per cent of the 96,200 private hire vehicles (PHVs) licensed by TfL being zero-emission capable and of Euro 6 emissions standard.

London's **surface transport carbon dioxide (CO_2) emissions** in 2024 were 7.3 million tonnes, a two per cent reduction in relation to 2023 and seven per cent lower than in 2019 before the pandemic. Considering longer-term trends, surface transport CO_2 emissions in 2024 were 15 per cent lower than in 2015. Further action will be required to meet the accelerated 2030 net zero ambition for London.

In 2024, 3,707 people were **killed or seriously injured** on London's roads, a reduction of three people compared to 2023. Overall, 24,019 people were injured on London's roads (all severities) in road traffic collisions, an eight per cent reduction from 2023 (26,176). There were 12 per cent fewer bus passengers killed or seriously injured in 2024 than in 2023. However, three per cent more people were killed or seriously injured in collisions that involved a London bus (non-passengers) than in 2023. While good progress continues to be made towards our **Vision Zero** targets, with 24 per cent fewer people being killed or seriously injured compared to the 2010 to 2014 baseline, more needs to be done if we are to meet our targets for 2030.

The **average bus speed** in London in 2024/25 was 9.2 miles per hour, a marginal one per cent reduction from 2023/24, despite strenuous efforts to improve this. Average bus

customer journey time, a more comprehensive metric covering all elements of the bus journey, was 34.3 minutes, slightly higher than our target of 34.1 minutes.

Public transport crowding remained below the pre-pandemic norm, with the proportion of passenger kilometres travelled in crowded conditions (defined as standing densities exceeding two people per square metre) provisionally estimated at 2.3 per cent in 2024, compared to 1.9 per cent in 2023 and 8.9 per cent in 2019. The new capacity created by the Elizabeth line will have contributed substantially to this trend, but it also continues to reflect changed patterns of travel throughout the day since the pandemic.

Progress continues with extending **London's step-free network**. Knightsbridge, Barnes, Tooting, Motspur Park, Teddington and Shortlands stations joined the step-free network in 2025. This meant that the differential between using only the step-free network and the whole network for an average journey decreased to 5.11 minutes (from 5.16 minutes in 2024). This is a 44 per cent reduction against the 2016 baseline, compared to our target for 2030 of a 50 per cent reduction.

Other **highlights** include:

- Our key **Care** measure of customer satisfaction returned to pre-pandemic levels at the end of 2024, as industrial action eased and operational performance stabilised and improved. That trend has continued into 2025 with the score latterly reaching historic highs.
- The number of **freight vehicles entering the central London** Congestion Charge zone in the weekday morning peak remained below the target of a 10 per cent reduction over 2016 levels, at 81.3 per cent of the 2016 value, helping to improve congestion and road safety at these times, although more needs to be done to meet the Mayor's ambitions for central London.
- In 2024, 49.4 per cent of Londoners living in adopted **Opportunity Areas** (monitored since 2021), lived in high Public Transport Access Level (PTAL) areas. The proportion for the new metric which includes all Opportunity Areas was 48.8 per cent. This compares to a London total of 31.8 per cent.
- Looking at London residents' trips with an origin or destination in an adopted Opportunity Area (with adopted boundaries as of 2021) the **active, efficient and sustainable mode share in 2024/25 was 77 per cent**, 1.5 percentage points higher than in 2023/24 and driven by increases in the walking and cycling mode shares.
- **Places for London**, TfL's property company, has now completed 1,644 new homes, 56 per cent of which are affordable, and has a further 3,309 under construction, of which 46 per cent will be affordable, helping to address London's housing crisis.

Monitoring progress towards the Mayor's Transport Strategy

Travel in London reports are the principal means of tracking progress towards the aims of the Mayor's Transport Strategy. In this strategy and subsequent documents, the Mayor identified specific outcomes, each having a quantified ambition for 2041 (table 1).

Progress towards these is monitored using the **Mayor's Transport Strategy Tracker** dataset, which is published in full alongside this Annual overview. Progress against individual goals is addressed in the relevant sections below.

Table 1 Mayor's Transport Strategy outcomes and measures.

Outcome	Measure	2041 aim
Mode share	Proportion of trips undertaken by active, efficient and sustainable modes	80 per cent of all trips
Active	Proportion of London residents aged 20 and over doing 20 minutes of active travel per day	70 per cent of London residents
Safe	Number of people killed or seriously injured on London's roads	Zero
Safe	Number of customers killed or seriously injured on or by a London bus	Zero
Efficient	Number of car trips crossing cordons bounding central, inner and outer London	Three million fewer daily
Green	Average roadside nitrogen dioxide (NO_2) concentration in central, inner and outer London	60 to 70 per cent reduction from 2016 to 2040, equivalent to a 94 per cent emissions reduction
Green	All carbon dioxide (CO_2) emissions from London's transport network	72 per cent reduction from the 2015 baseline
Connected	Proportion of Londoners living within 400 metres of a bus stop	Assumed maintained at existing high level
Accessible	Additional journey time by step-free routes	50 per cent reduction from the 2016 baseline
Quality	Proportion of TfL rail journeys travelled in standing densities above two people per square metre	10 to 20 per cent reduction from the 2016 baseline
Quality	Average bus speed (within safety and speed limits)	5 to 15 per cent improvement from the 2015 baseline
New homes and jobs	Proportion of population living in areas with Public Transport Access Level (PTAL) of four or higher	36 per cent for Greater London, 56 per cent for Opportunity Areas, by 2030

Source: Greater London Authority.

Alongside these specific aims, this Annual overview report covers the broader scope of the Mayor's Transport Strategy and aspects of other strategies related to it, mainly the London Plan and the London Environment Strategy.

Overall travel demand and mode shares

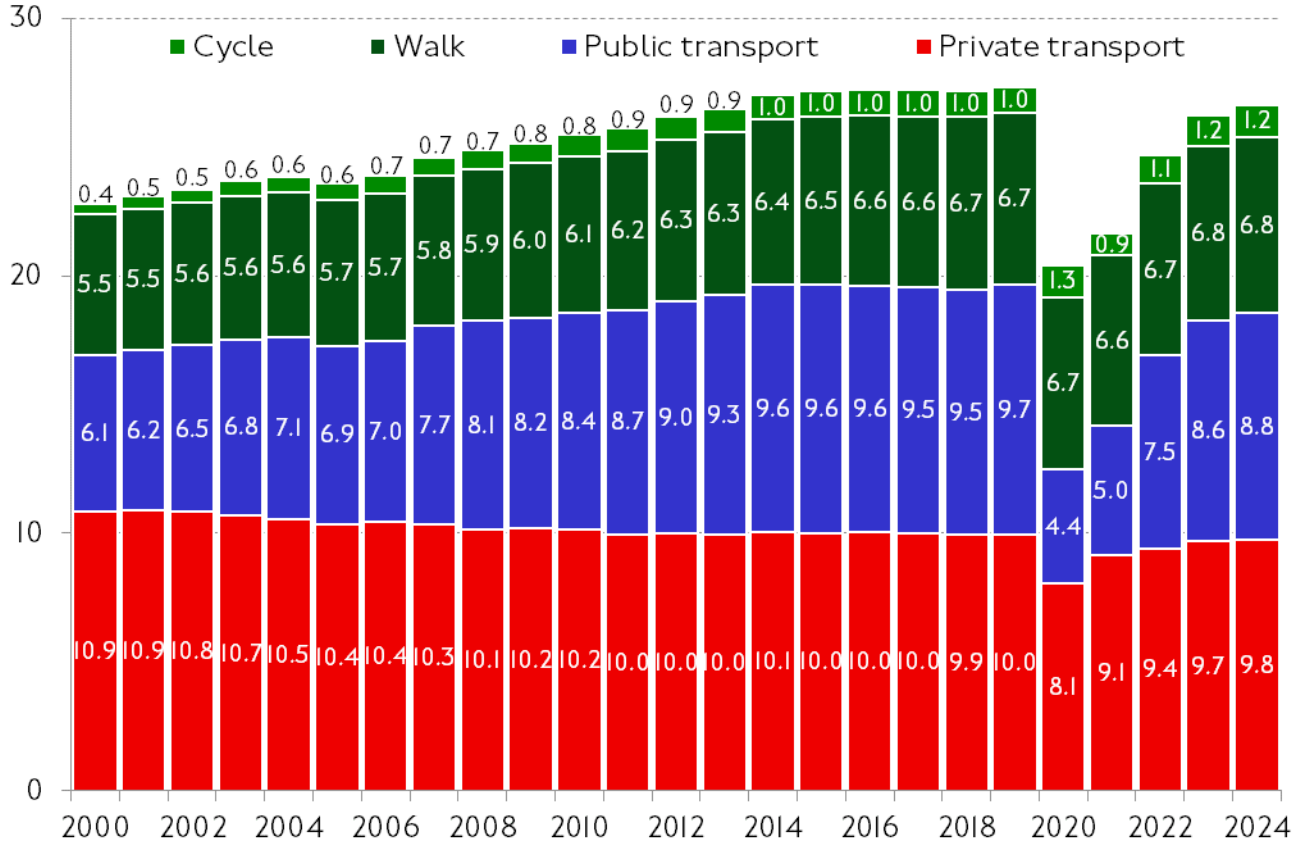
Recent travel demand trends and the pandemic recovery

During 2024 and into 2025 it became clear that the recovery from the coronavirus pandemic of 2020 to 2022 in London had largely run its course, with overall travel demand on the principal modes stabilising at values generally a little below pre-pandemic benchmarks. This was despite continued growth in London's resident population over that period and reflected a challenging combination of post-pandemic adaptations, economic constraints and wider societal change. Understanding the relative contribution of these factors, particularly how they are likely to evolve in the medium-term future, is an ongoing research priority.

Finalised public transport patronage data for the 2024/25 financial year was not available at the time of writing, so any numbers quoted that include public transport data (including in aggregated top-level statistics) are to be regarded as provisional.

Figure 1 shows the overall average daily number of trips in London since 2000.

Figure 1 Estimated daily trips (in millions) by mode, seven-day week average, from 2000 to 2024.



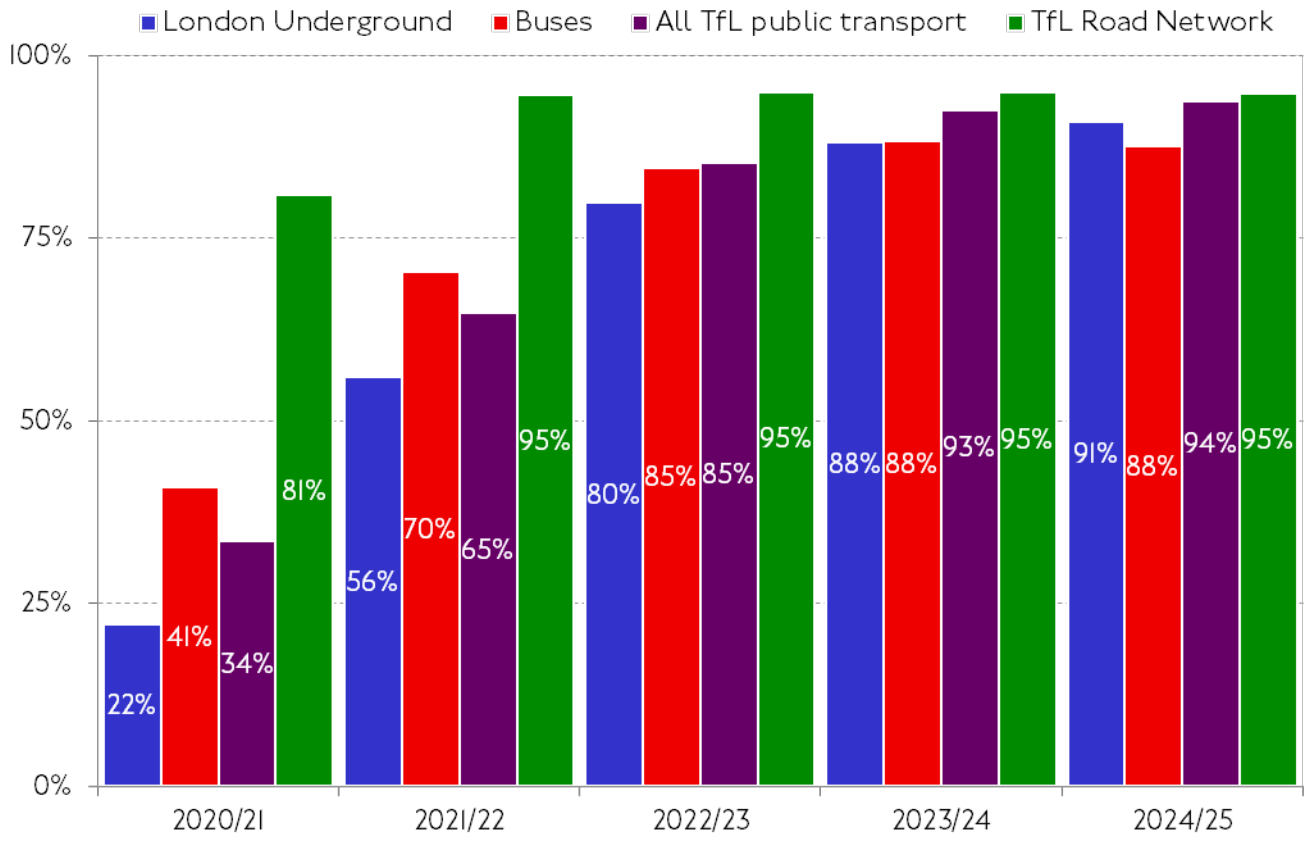
Source: TfL Strategic Analysis, Customer & Strategy.
Notes: Trips are complete one-way movements. They may include several modes and journey stages but are classified by the mode that is typically used for the longest distance. Round trips are counted as two trips: an outward and an inward leg. | 2024 public transport data is provisional.

In 2024, overall travel demand (across all modes) in London was estimated at 26.6 million trips on an average day. This was a 1.7 per cent increase from 2023, partly reflecting a

one per cent increase in London's population, but remained 2.1 per cent lower than in 2016. Across all modes total travel demand in London in 2024 was 97.5 per cent of the 2019 pre-pandemic baseline, compared to 95.9 per cent in 2023. Total demand across all public transport modes (including non-TfL operated modes) in 2024 was 90.8 per cent of the pre-pandemic baseline (a provisional estimate) and 98.0 per cent for private transport modes. Active modes (cycling and walking combined) were 5.4 per cent higher than the pre-pandemic baseline.

Figure 2 focuses on the post-pandemic recovery of journeys on the main transport networks.

Figure 2 Annual journeys on the main transport networks compared to the 2019/20 pre-pandemic baseline, from 2020/21 to 2024/25.



Source: TfL Strategic Analysis, Customer & Strategy, based on TfL service performance data.
Note: 2024/25 public transport data is provisional.

It shows that, as of 2024/25 and against 2019/20, overall annual public transport demand on TfL-operated modes had recovered to 94 per cent of the 2019/20 pre-pandemic level (note that this value differs from the one provided above because it includes only TfL-operated modes and also because it is based on journey stages instead of trips and on financial year 2024/25 instead of calendar year 2024). London Underground was at 91 per cent (three percentage points higher than the previous year) and buses at 88 per cent (the same level as the previous year). The level of traffic recovery on the TfL Road Network (a sub-set of London's major roads) in 2024/25 was 95 per cent, which has been constant since 2021/22.

Note that the year 2019/20 included one period impacted by the early stages of the pandemic. Comparisons to a 2018/19 baseline show that overall annual public transport

demand on TfL-operated modes in 2024/25 had recovered to 90 per cent of the pre-pandemic level, with London Underground at 88 per cent and buses at 83 per cent.

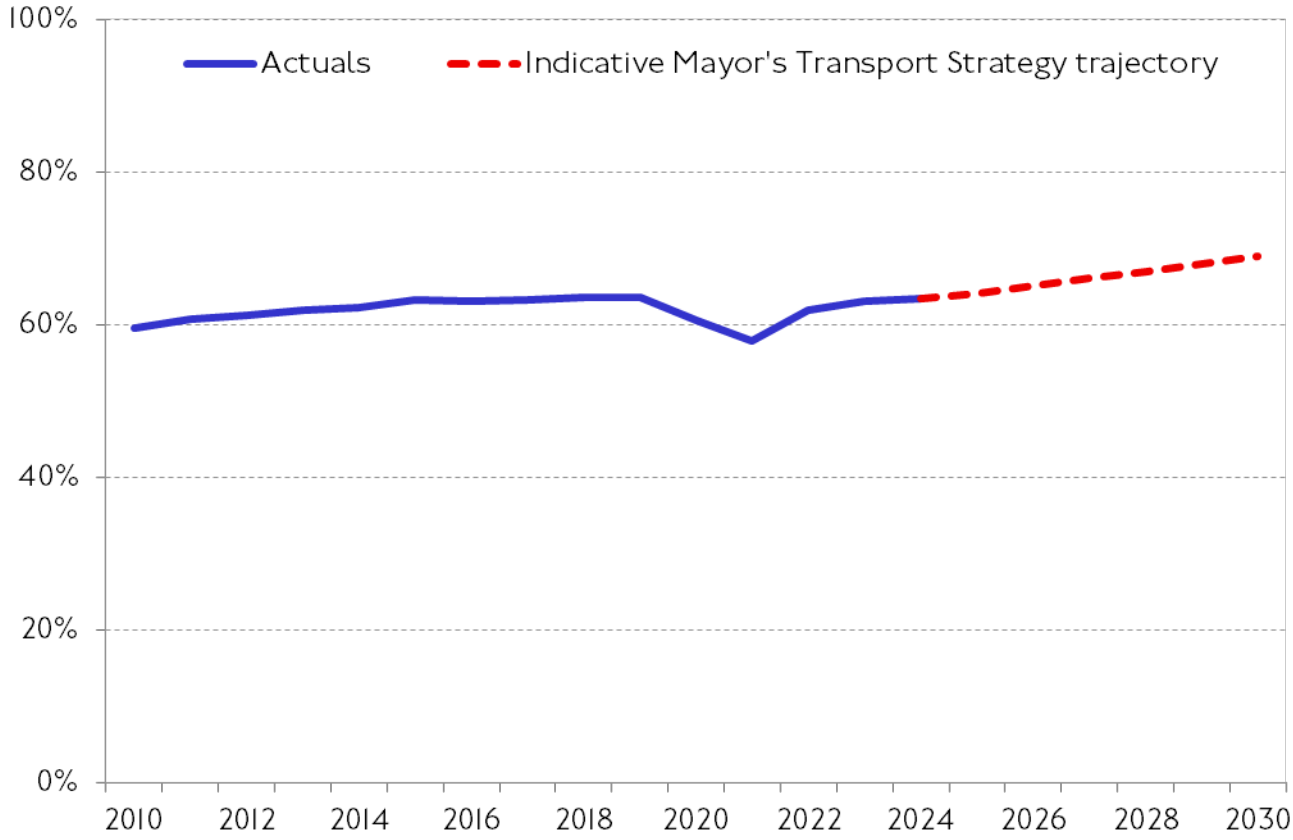
Active, efficient and sustainable mode share

The active, efficient and sustainable mode share (the proportion of all trips in London made by walking, cycling or public transport) was provisionally estimated at 63.4 per cent in 2024, compared to 63.0 per cent in 2023, and 63.6 per cent before the pandemic in 2019. This compares to the Mayor's aim for 80 per cent of all trips in London to be made by active, efficient and sustainable modes by 2041.

Pandemic-related changes in travel behaviour such as the more widespread adoption of hybrid working and continuing cost-of-living pressures are acting as impediments to fuller recovery. It should also be recognised that 2024/25 was some five years after the pre-pandemic baseline (2019/20), by which time previous future forecasts to this point would have expected some growth in demand and in the active, efficient and sustainable mode share from the baseline levels. Demand growth and progress towards the mode share aim is therefore falling behind the trajectory assumed in the Mayor's Transport Strategy.

Figure 3 shows the historic trend in the context of the trajectory required to meet the Mayor's 2041 aim (shown as a straight line to 2031). Although the recovery from the pandemic is substantially complete, the loss of previously anticipated growth between 2019 and 2023 increases the required annual change to meet the trajectory in the future.

Figure 3 Active, efficient and sustainable trip-based mode share, from 2010 to 2030.



Source: TfL Strategic Analysis, Customer & Strategy.
Note: 2024 public transport data is provisional.

Both walking and cycling mode shares remained higher than before the pandemic, with 25.7 per cent of all trips in 2024 being walking trips. The provisional cycling mode share was 4.7 per cent of all trips in 2024, up from 3.6 per cent in 2019 and an estimated 1.9 per cent in 2000.

This measure of mode share is compiled from bottom-up statistics of demand on each mode, using best available on-system counting methods in each case (for example, ticket gate data, road traffic counts), and aggregated to a total travel demand figure, across which the mode shares are apportioned.

Another measure of mode share is provided by our LTDS survey, a rolling annual travel behaviour survey with a sample of approximately 8,000 households (see further below). The source data for this estimate is internally consistent across modes, but it applies to London residents only. While both measures indicate broadly similar trends, the absolute value for active, efficient and sustainable modes differs between the measures, with the resident-based measure tending to give higher relative estimates.

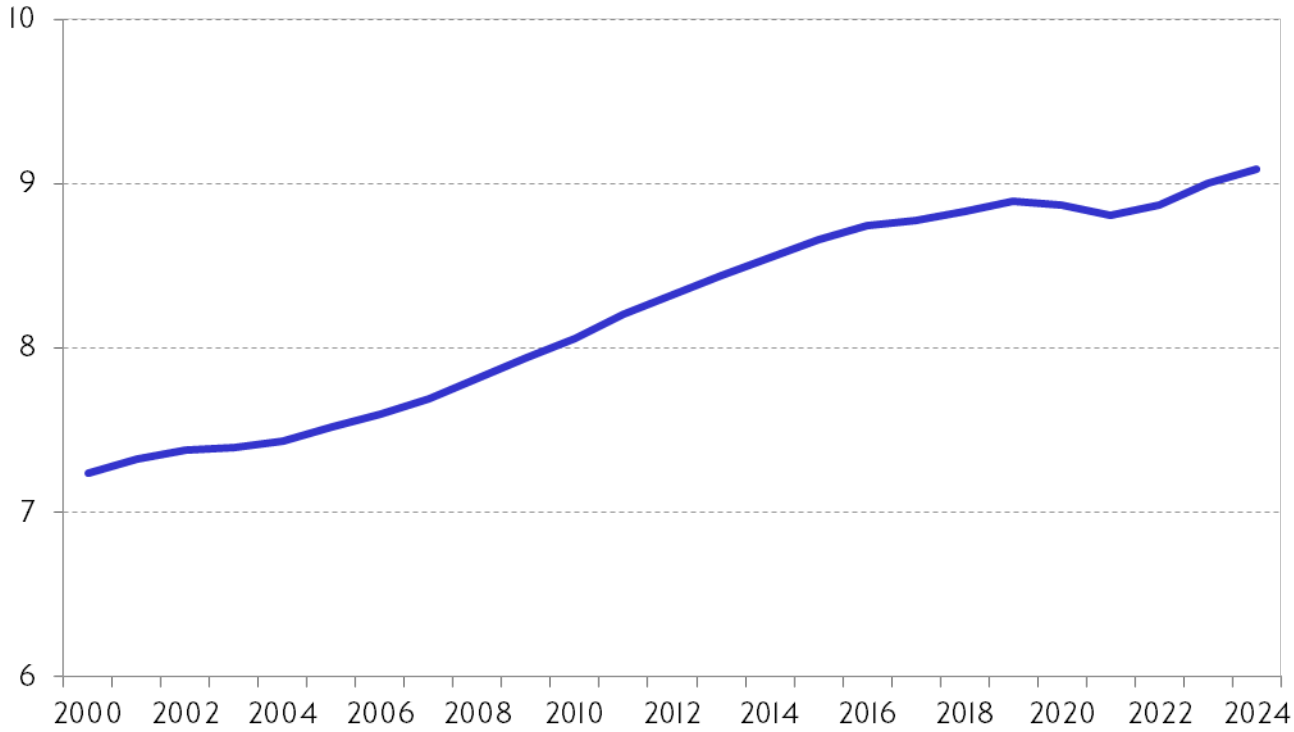
Trends in the principal drivers of travel demand

Travel demand is primarily a reflection of the number of people living in London and economic activity. Both these underlying drivers have been affected by significant developments during the coronavirus pandemic and in the post-pandemic period.

London's population

The latest census was conducted across the UK in March 2021, during the latter stages of the pandemic restrictions. At this time, the population in London was estimated at 8.8 million (figure 4).

Figure 4 London's population (in millions), from 2000 to 2024.



Source: Office for National Statistics.

Following two years of small decreases in London's population during the pandemic, growth resumed in 2022 and the latest estimates for 2024 suggest that the population of London is now above nine million for the first time. In the latest year, London's population grew by 1.0 per cent to 9.09 million, following strong growth of 1.4 per cent in 2023. This is the strongest rate of population growth since the first half of the previous decade. Per capita travel demand, as measured by our LTDS, has however not kept pace with this, reflecting a trend towards reduced per capita travel overall, a trend also seen nationally.

This growth in population in 2024 was mostly due to natural change (accounting for two thirds), with an increase in net international migration almost balanced out by an increase in London residents moving to other parts of the country.

Like all parts of the country, the London population is ageing in relative terms. London is still the region with the lowest median age overall, at 35.7 years, but also had the highest percentage increase in the median age between 2011 and 2024. This may partly explain changes in travel behaviour in London observed over the recent years. Data from our LTDS shows that the number of trips made, and the modes used, differ by age, with older Londoners making fewer trips overall but also having higher car mode shares, and younger people, for example, making more trips for education. Falling birth rates are also feeding through to reduced school rolls and associated travel. Shifts in these patterns will feed through to the aggregate travel statistics.

For more information about London's population trends visit the Demography page on the Greater London Authority's website.

London's economy

The latest London's Economic Outlook report, published by the GLA in June 2025, forecast London's real Gross Value Added to grow by 1.6 per cent in 2025, indicating some strengthening relative to 2024 which saw 1.1 per cent annual growth, while global trade disruptions and inflationary risks contribute to continuing uncertainty in London's economic outlook. The GLA forecast continued strengthening in this growth rate to 1.7 per cent in 2026, and to 1.9 per cent in 2027. However, these rates remain below historic (pre-pandemic) averages.

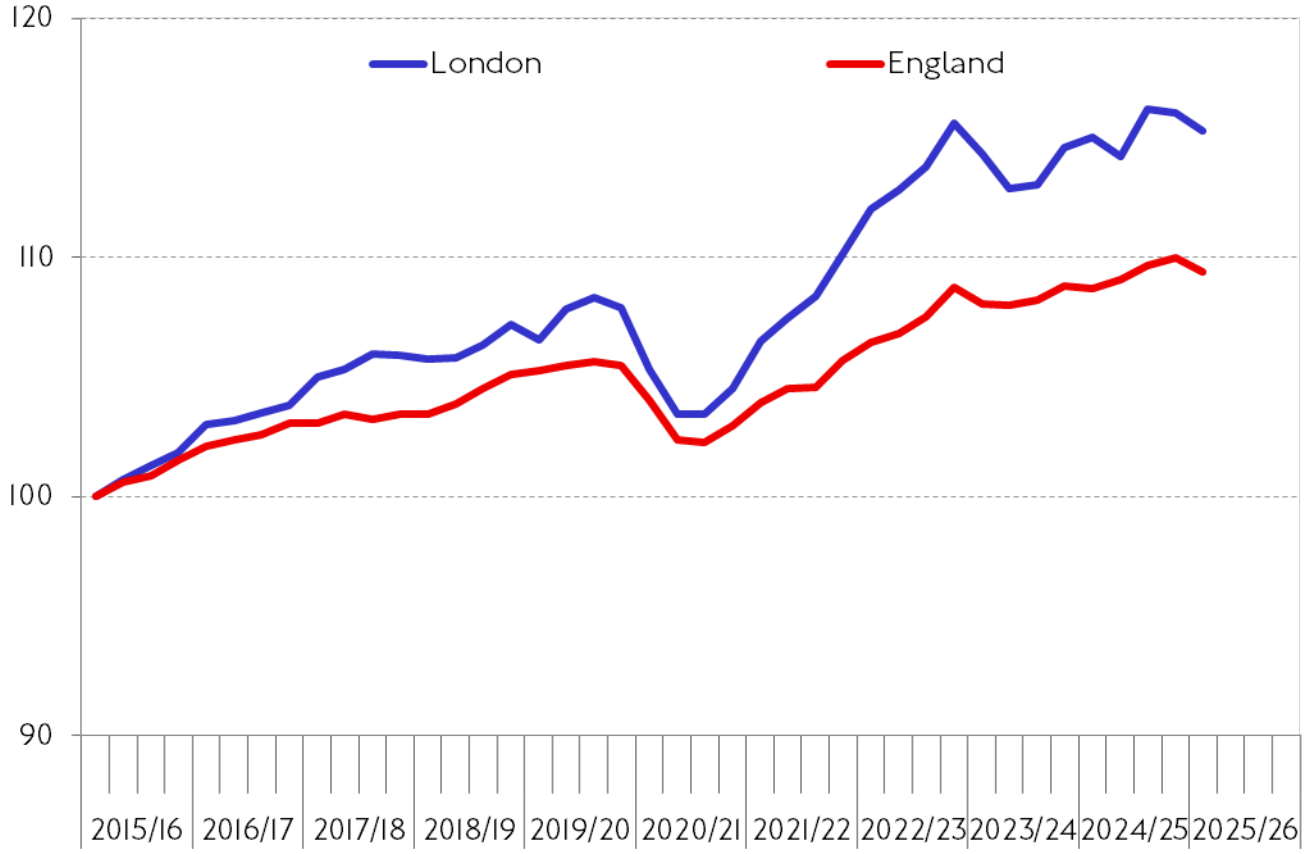
At the national level, the Bank of England's latest Monetary Policy Report from August 2025 forecast relatively low UK Gross Domestic Product growth of 1.2 per cent in the year until the quarter from October to December 2025. The Bank of England expects gradually increasing annual growth over the next three years but growth rates to remain below pre-pandemic averages (of approximately two per cent annually) in the medium term.

From its historic peak in October 2022 (11.1 per cent), Consumer Price Index (CPI) inflation fell until mid-2024, before rising again until July 2025. Since then, the CPI 12-month rate has remained at 3.8 per cent and is expected to fall back to the Government's target of 2.0 per cent in mid-2027.

Data from the Office for National Statistics (ONS) shows that wage (average weekly earnings) growth for regular earnings (excluding bonuses) in the year to August 2025 was 4.7 per cent. Adjusting for inflation using the Consumer Price Index including owner occupiers' housing costs, the growth in regular earnings was 0.6 per cent over this period. However, wage growth is forecast to reduce and private sector regular pay growth is expected to drop to 3.7 per cent by the end of 2025 and to 3.5 per cent by mid-2026.

Figure 5 shows the change in total workforce jobs (seasonally adjusted) since the quarter from April to June 2015, based on the latest ONS estimates at the time of writing. These estimates indicate that the total number of workforce jobs in London increased slightly (by less than one per cent) between April to June 2024 and April to June 2025, despite a decrease in the latest two quarters. Relative to April to June 2019, the total number of workforce jobs in London in April to June 2025 increased by eight per cent. At the national (England) level, growth between April to June 2024 and April to June 2025 was also less than one per cent, after a fall in the latest quarter, and the total number of workforce jobs in England in April to June 2025 increased by four per cent since April to June 2019 (approximately half the equivalent jobs growth in London over the same period). The GLA forecast London workforce jobs to grow by 0.8 per cent in 2025 and expects faster growth in the medium term of 1.0 per cent in 2026 and 1.3 per cent in 2027.

Figure 5 Change (index: April to June 2015 = 100) in workforce jobs in London and England, by financial quarter, from April to June 2015 until April to June 2025.



Source: Office for National Statistics.

Both the UK and London labour markets have shown signs of loosening in 2025, with demand for labour decreasing. The Labour Market Updates from the GLA indicate that in London the number of payrolled employees decreased slightly in recent months, while remaining 5.4 per cent above the pre-pandemic (February 2020) position in September 2025, largely due to growth in the services sector. For comparison, over the same period, the number of payrolled employees across the UK increased by 4.4 per cent. Growth in London was stronger, reflecting London's high concentration of service-sector jobs.

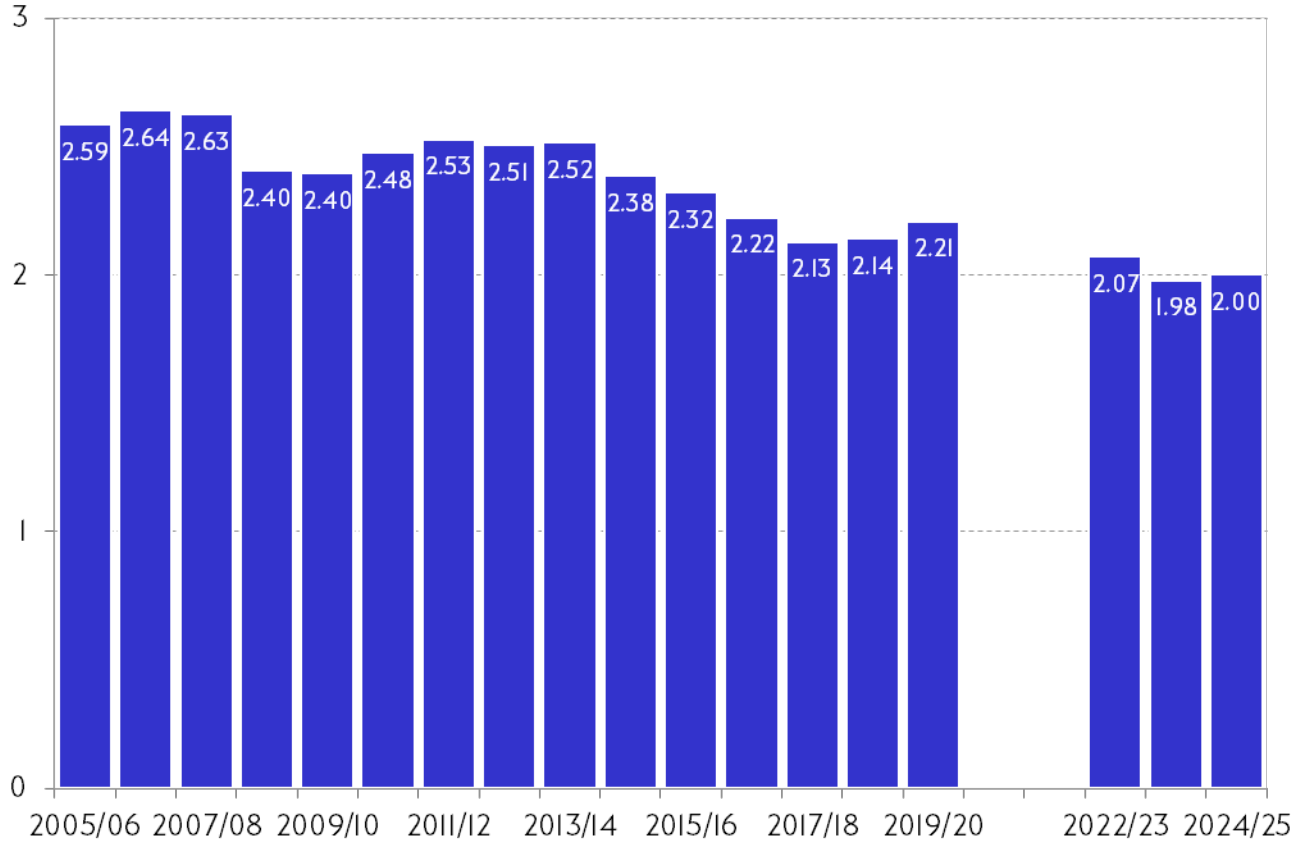
The travel behaviour of London residents

TfL conducts a rolling annual survey of London residents' travel behaviour – the London Travel Demand Survey (LTDS). The LTDS provides a detailed view of London residents' travel alongside comprehensive socio-demographic data, allowing trends to be examined by social group. The 2024/25 LTDS provides data on the third year of post-pandemic travel patterns and is directly comparable with the most recent pre-pandemic survey (2019/20) and the longer-term historical series. Post-pandemic travel behaviour trends present a mixed picture in terms of recovery from the pandemic and point to evolutionary change in travel behaviour, which will have implications for future travel patterns.

Trip rates and trip lengths

During the coronavirus pandemic and the accompanying travel restrictions, trip rates (the average number of trips made by London residents on an average day) reached unprecedented lows. Since then, trip rates have made a partial recovery but have not recovered to pre-pandemic levels. The average trip rate in 2022/23 was six per cent lower than in 2019/20 and there was a further decline to 10 per cent below the 2019/20 level in 2023/24. The average trip rate increased by one per cent from 2023/24 to 2024/25, to an average of 2.0 trips per person per day, but it remains nine per cent below the 2019/20 level (figure 6).

Figure 6 Trips per person per day by London residents, LTDS, from 2005/06 to 2024/25.



Source: TfL Strategic Analysis, Customer & Strategy.
Note: Comparable data is missing for 2020/21 and 2021/22 due to the impacts of the coronavirus pandemic.

While there was a slight increase in the average trip rate in the latest year, reflecting increases in the number of walking and rail trips per person per day, the latest data does not significantly alter the long-term trend of declining travel demand per person. Falling trip rates have been noted more widely in the UK and in other urban contexts. According to the Department for Transport's National Travel Survey (NTS), trip rates at the national level in 2024 were three per cent below 2019. The London sub-sample of the NTS meanwhile showed trip rates that were 10 per cent below 2019, closely comparable to the LTDS estimate. London residents may be travelling less either voluntarily, because it is more time efficient; involuntarily, perhaps due to disposable income constraints particularly affecting young people in London; or because the population itself is changing in composition.

While partly compensated for in terms of total ridership by increasing population, the longer-term trend shown by figure 6 can be interpreted as reflecting less need, inclination or ability (on average) to travel to undertake daily activities. Quantifying the relative contribution of these factors to the observed changes in travel behaviour is a research priority for TfL. Our new activity-based modelling approaches, and our increased emphasis on acknowledging future uncertainty aim to take account of these trends in our forecasting.

Over the 2024/25 survey year, the commuting trip rate (usual workplace) increased by 11 per cent. The leisure trip rate also increased by three per cent, while trip rates fell slightly for all other journey purposes, suggesting that post-pandemic recovery in travel to work and an increase in travel for leisure drove the slight overall increase in trip rates between 2023/24 and 2024/25.

London residents on average travelled 11.9 kilometres per person per day in 2024/25, a slight increase on 2023/24, but nine per cent less than in 2019/20. The average time travelled per person per day was 54.8 minutes, also a slight increase on 2023/24, but nine per cent below the 2019/20 position and 24 per cent below the high point of 72.4 minutes recorded in the 2006/07 LTDS. Average trip durations over the lifetime of the LTDS have remained relatively consistent, with an average of 27.6 minutes per trip, indicating that the long-term decline in the time travelled per person per day has been driven by falling trip rates.

Mode shares for London residents' travel

Note that the following mode share estimates from the LTDS account for London residents' trips with at least one trip end in Greater London only.

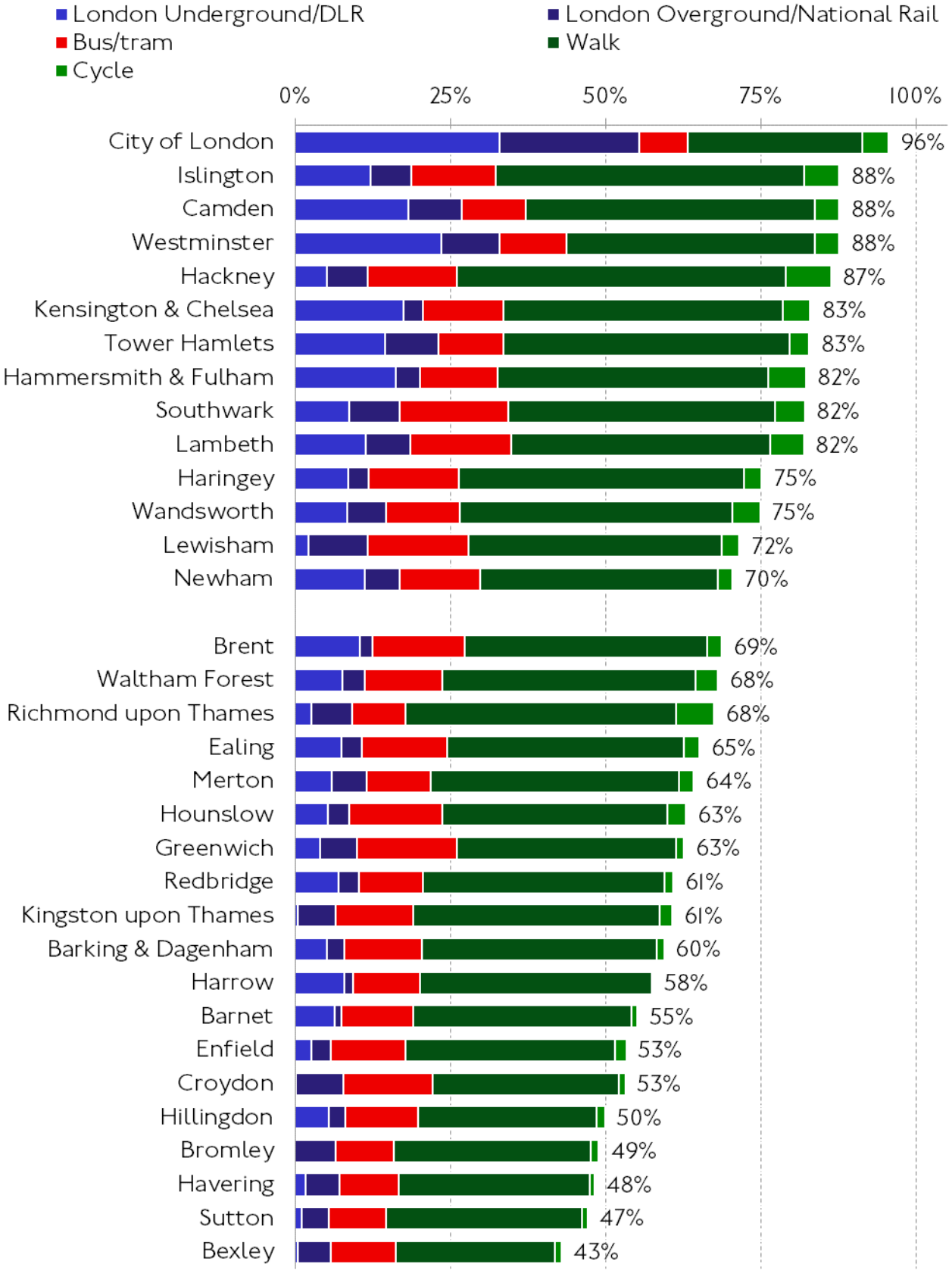
Between 2023/24 and 2024/25, London residents' rail mode share increased, while the bus mode share decreased slightly, resulting in a net one-percentage-point increase in the London residents' combined public transport mode share to 28 per cent. This remains slightly below the 2019/20 value of 29 per cent. Mode shares decreased for car driver and car passenger trips, leading to a one-percentage-point decrease in the combined mode share for private modes to its current position of 32 per cent, approximately one percentage point below 2019/20. The active travel mode share remained at 40 per cent, matching 2023/24 and three percentage points higher than in 2019/20.

The net outcome in London residents' active, efficient, and sustainable mode share in 2024/25 was an increase of 1.2 percentage points relative to 2023/24, to 68.4 per cent. Note that this is the mode share for London residents only and is not the same as the Mayor's aim for 80 per cent of all trips in London to be made by active, efficient and sustainable modes by 2041 (see above). The values, and the rate of progress, for residents

are consistently higher than for the all travel measure, reflecting different assessment methodologies and the absence of non-resident travellers from this measure.

Figure 7 shows the active, efficient and sustainable mode share at the borough level, with the boroughs grouped into inner London (top) and outer London (bottom) boroughs. The estimates for the mode share at the borough level are calculated from the proportion of trips by mode made by London residents starting in each borough, averaged over the three-year period from 2022/23 to 2024/25. For this three-year period, the active, efficient and sustainable mode share ranged from 70 per cent to 96 per cent for inner London boroughs, with an average of 82 per cent. For outer London boroughs, the range was from 43 per cent to 69 per cent, with an average of 58 per cent. Although each borough has a unique set of circumstances which determine these mode shares and affects the ability to change them, the scope for change is evident.

Figure 7 Active, efficient and sustainable trip-based mode share by borough of trip origin (inner London boroughs followed by outer London boroughs), LTDS, three-year average between 2022/23 and 2024/25.



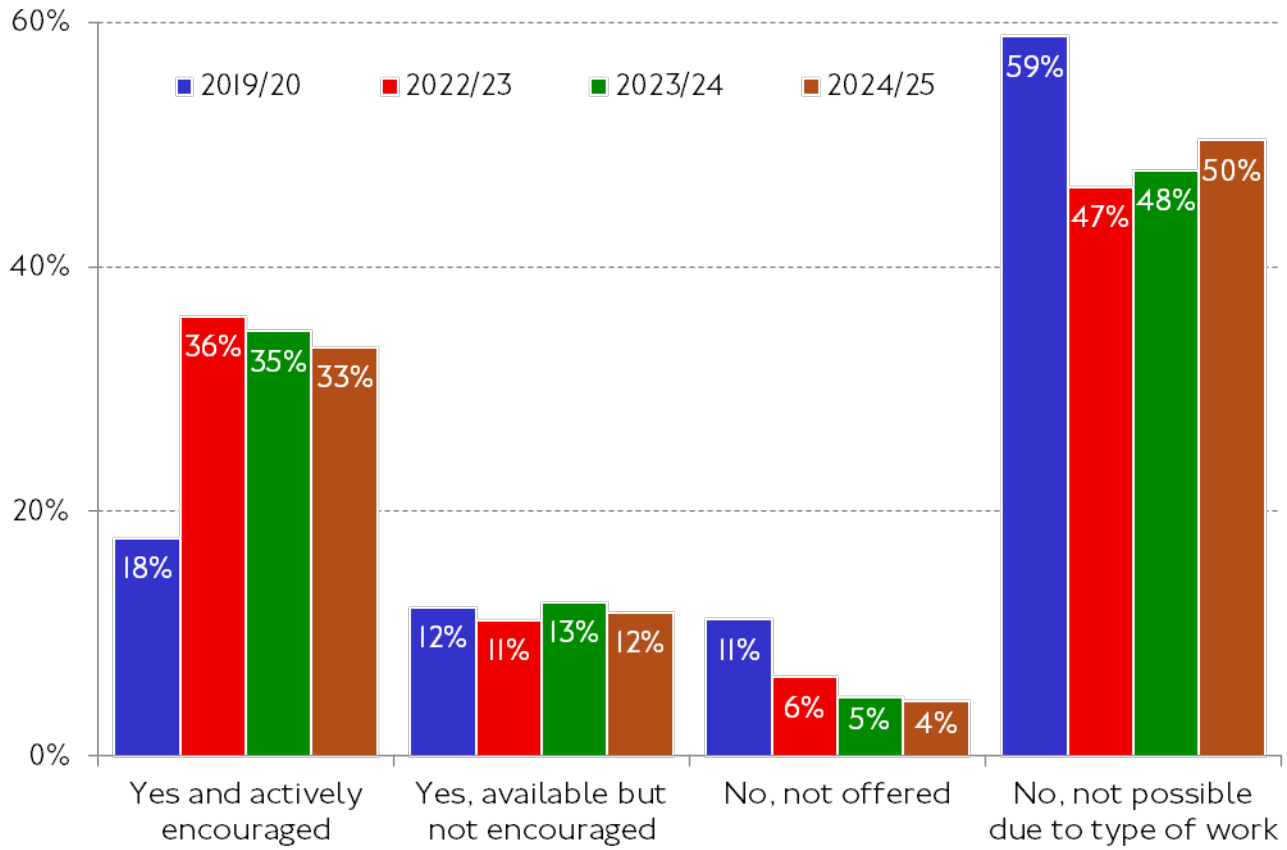
Source: TfL Strategic Analysis, Customer & Strategy.

Remote and hybrid working

Figure 8 shows the proportion of London resident workers categorised by ability to work from home since 2019/20. The data shows that in 2019/20, 30 per cent of London resident workers reported that they were able to work from home, with 70 per cent reporting that they were not able to do so. In 2022/23, after the pandemic, the proportion of London resident workers who were able to work from home had increased by 17 percentage points, to 47 per cent. Between 2022/23 and 2023/24, the total proportion of London resident workers able to work from home remained relatively stable, at approximately 47 per cent, before decreasing slightly to 45 per cent in 2024/25.

The proportion of workers who were able to work from home and were actively encouraged to do so by their employer doubled between 2019/20 and 2022/23 from 18 per cent to 36 per cent, but since the pandemic has been gradually decreasing year-on-year from 36 per cent in 2022/23, to 35 per cent in 2023/24, and to 33 per cent in 2024/25. This trend may suggest increased pressure from employers to attend the workplace.

Figure 8 Proportion of London resident workers by ability to work from home, LTDS, 2019/20 and from 2022/23 to 2024/25.



Source: TfL Strategic Analysis, Customer & Strategy.

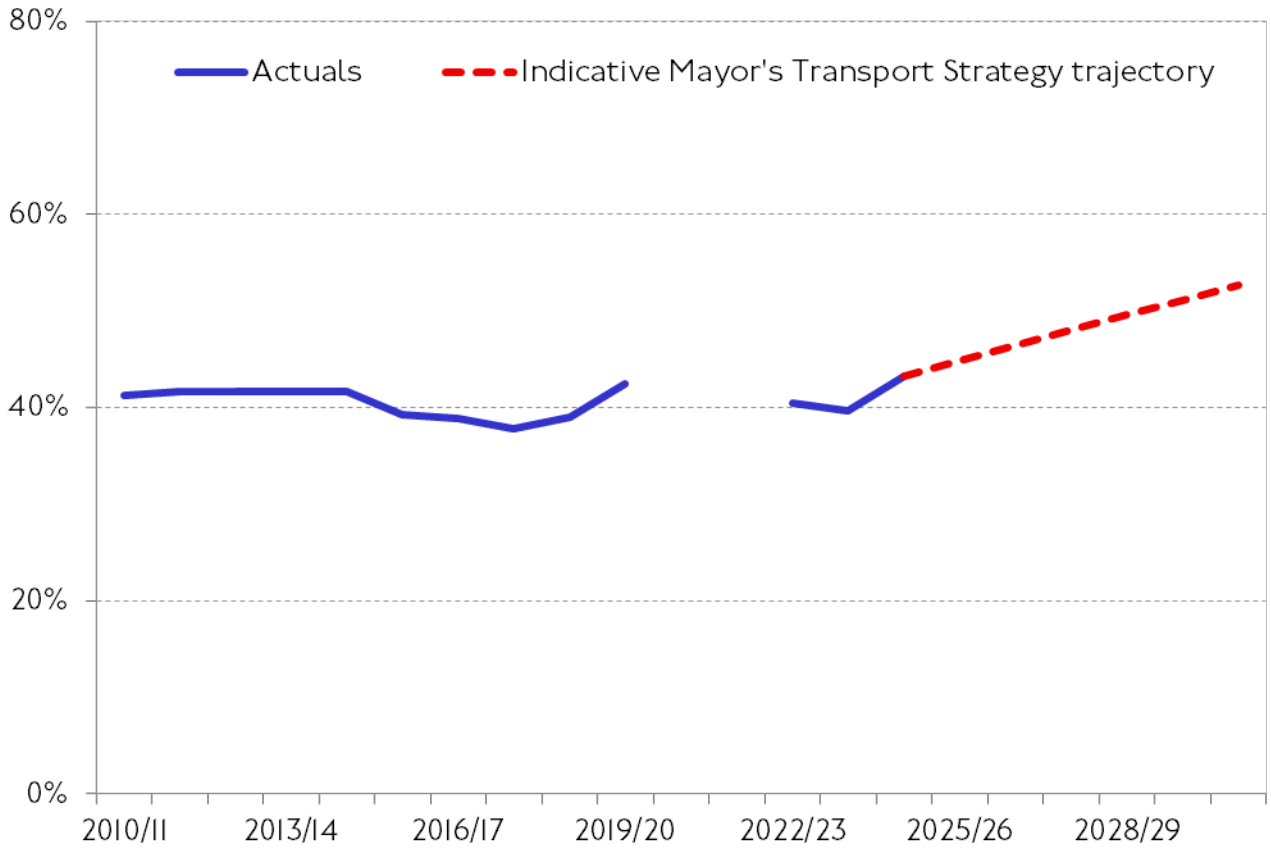
Although the proportion of London resident workers able to work from home has remained quite consistent since pandemic, the proportion of London resident workers working from home three or more days per week has been gradually decreasing since 2022/23, from approximately 27 per cent in 2022/23 to 22 per cent in 2024/25. While those who are able to work from home continue to do so, there is evidence to suggest that as the pandemic becomes more distant, they are doing so less frequently. In 2024/25, 58 per cent of London resident workers either did not work from home at all or did so less than once in a typical week.

Healthy streets and healthy people

Physical activity and travel

The Mayor aims for all Londoners to do 20 minutes of active travel (defined as walking or cycling) per day by 2041, measured by 70 per cent of the LTDS sample of London residents aged 20 and over achieving 20 minutes of walking or cycling on the day they were surveyed. Data for this measure for 2024/25 shows that the proportion of London residents meeting the target of 20 minutes of active travel per day was 43 per cent, an increase of three percentage points compared to 2023/24, and one percentage point higher than in 2019/20. The increase in the latest year (figure 9) was driven by increased public transport usage (and associated active travel access), as well as by an increase in the walking (all the way) trip rate.

Figure 9 Proportion of London residents aged 20 and over who undertook at least 20 minutes of active travel per day, LTDS, from 2010/11 to 2030/31.



Source: TfL Strategic Analysis, Customer & Strategy.
Note: Comparable data is missing for 2020/21 and 2021/22 due to the impacts of the coronavirus pandemic. | The historic series has been revised following the correction of small errors found in the source data.

Cycling

Over the last couple of decades, cycling has become a well-established travel choice for many people in London. With a provisionally estimated trip-based mode share of 4.7 per cent in 2024, it is a smaller mode of transport in the overall London context. However, its

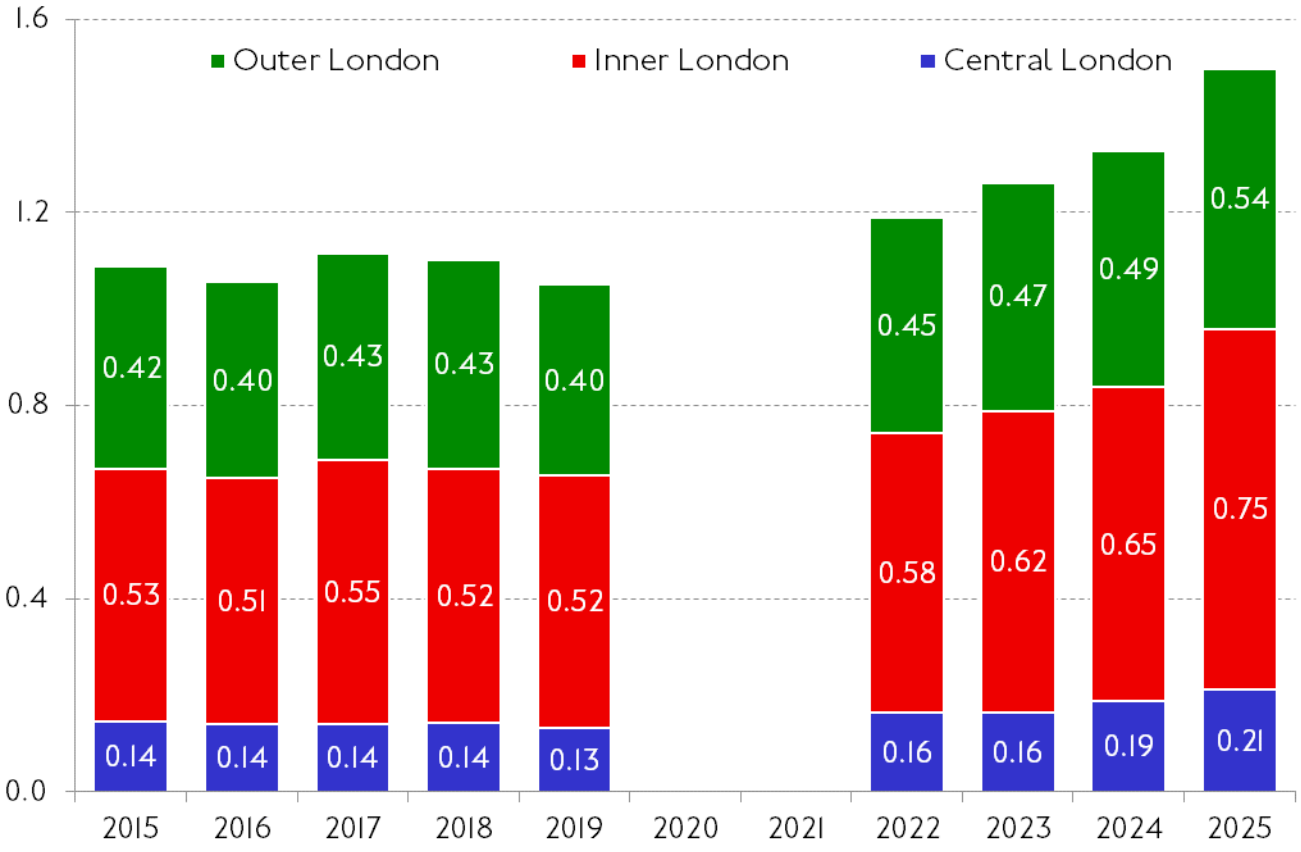
growth trajectory over the longer term and more recently since the coronavirus pandemic is unlike that of any other mode. Since TfL was set up as London's transport authority 25 years ago, it is estimated that the number of daily cycle journey stages in London has more than tripled, with a 43 per cent increase from 2019 before the pandemic to 2025.

Overall trends in cycling

We monitor the number of daily cycle journey stages in London to check progress against the target set in the Cycling action plan 2. These estimates are underpinned by an extensive programme of cycle counts conducted annually in spring at a representative panel of locations across London, aggregated and expanded using additional data from our LTDS.

Figure 10 shows the trend in this metric since 2015 broken down by area of London.

Figure 10 Daily cycle journey stages (in millions) in London by area, seven day-week average, from 2015 to 2025.



Source: TfL Strategic Analysis, Customer & Strategy.
Note: Comparable data is missing for 2020 and 2021 due to the impacts of the coronavirus pandemic.

In 2025 there were an estimated 1.50 million daily cycle stages in London, a 12.7 per cent increase from 1.33 million in 2024. This level of demand is similar to the number of daily boarders on the London Underground Northern and Piccadilly lines combined.

However, according to the LTDS, the proportion of London residents who cycled at least once in the previous year decreased slightly from 23 per cent in 2023/24 to 22 per cent in 2024/25. This discrepancy with the increase in journey stages may be explained by an increase in cycling in markets not captured by the LTDS (travel by non-residents or not

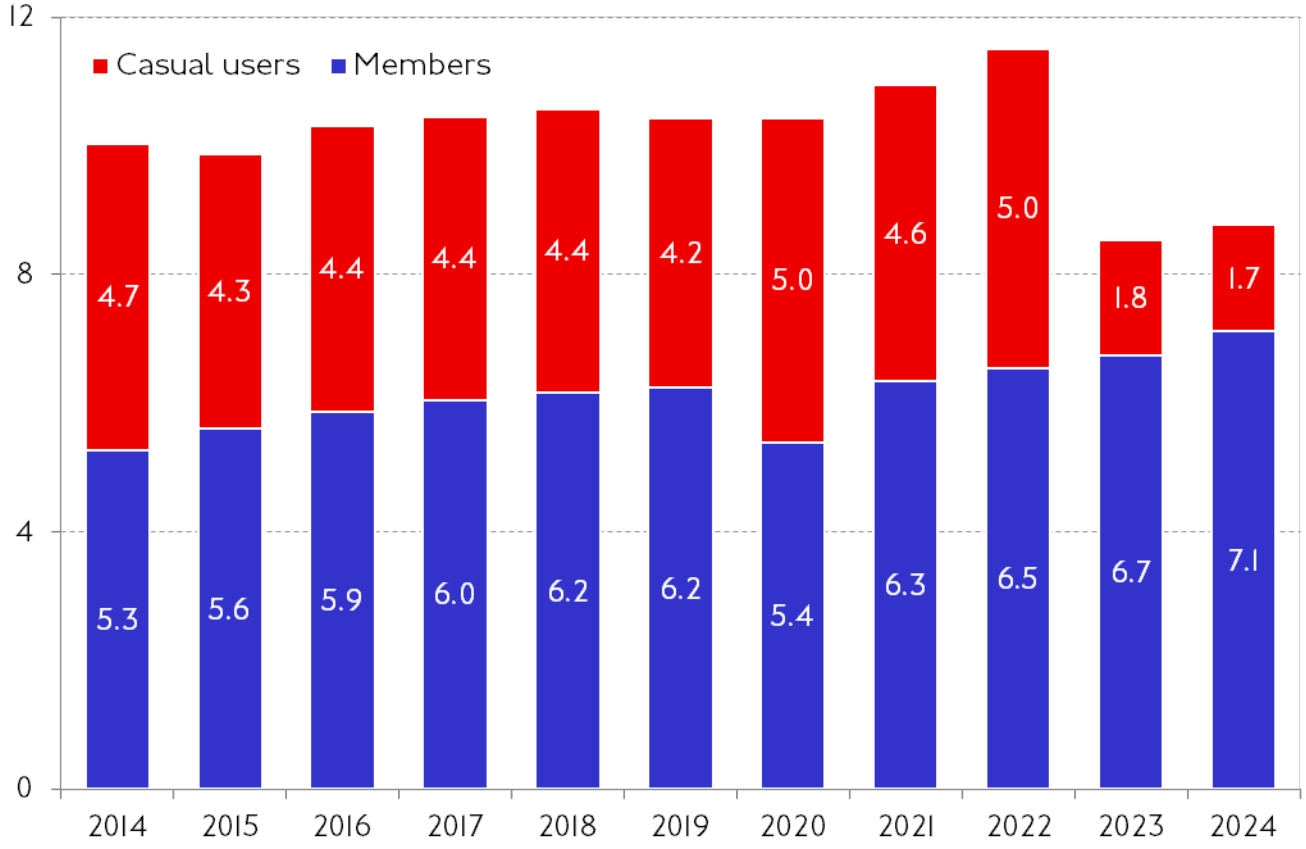
for personal travel), increases in cycling among those who already cycled as well as methodological differences between the two data sources.

Santander Cycles

TfL's cycle hire turned 15 years old in summer 2025. Since 2015 it operates under the Santander Cycles brand. Over the years the scheme has continuously expanded its coverage around central and some parts of inner London and since October 2022 it offers e-bikes for hire alongside conventional pedal cycles.

Figure 11 shows the trend in the total number of hires by user type since 2014.

Figure 11 Annual hires (in millions) on Santander Cycles by user type, from 2014 to 2024.



Source: TfL Cycle Hire.

Following a decade of sustained growth in demand, in 2023 there was a large drop in the number of casual hires. In 2024 the decrease in casual hires continued (by eight per cent from 2023) as did the increase in member hires (by five per cent), leading to a net three per cent increase overall. Early results from 2025 suggest a continuation of this trend.

These results are thought to reflect a combination of factors:

- Primarily, some changes were introduced to the Santander Cycles fares structure in late 2022, which were subsequently revised in March 2024 and April 2025.
- Secondly, the more general changes to the cycle hire market in London. It is estimated that around two per cent of the total daily cycle journey stages in London in 2024 were made by Santander Cycles. This small proportion reflects the limited coverage of the scheme to central London and its immediate surroundings. By contrast, it is estimated that approximately 10 per cent of the total daily cycle journey

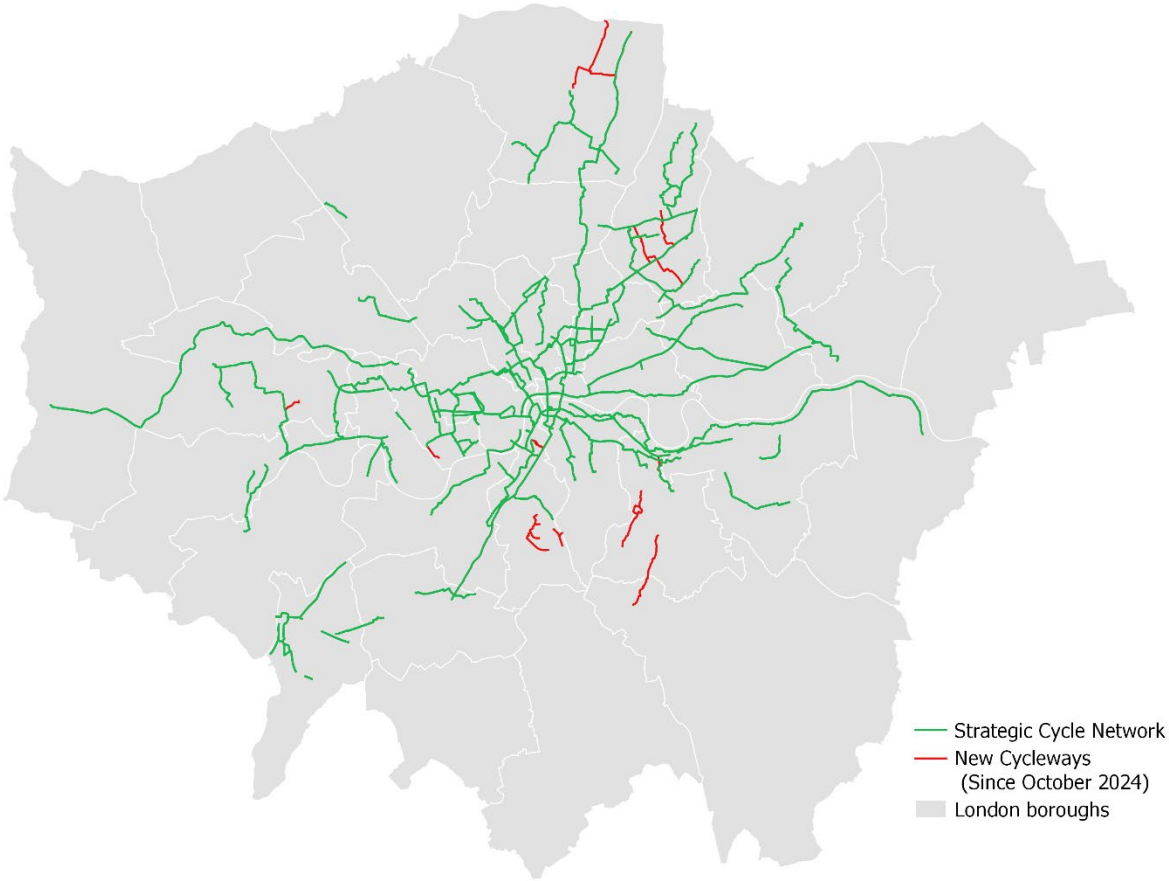
stages in London could have been made on dockless cycle hire from private operators (which have a much wider coverage, among other perceived competitive advantages).

In October 2022 e-bikes were introduced as part of the Santander Cycles offer and their uptake has continued to increase since their introduction. As a proportion of total hires, e-bike hires represented seven per cent of total hires in the few months of 2022 when they became available. This increased to 11 per cent in 2024 and the early results of 2025 (until September) suggest this proportion reaching 18 per cent. In absolute terms, 2023 (the first full year since their introduction) saw around 619,000 e-bike hires, which increased to around 994,000 in 2024.

London's cycle network

TfL and the London boroughs continue to invest in expanding the Strategic Cycle Network (particularly Cycleways) in line with the aims of the Cycling action plan 2. The length of TfL's Strategic Cycle Network reached 431 kilometres in October 2025 (figure 12), up by seven per cent from 403 kilometres in 2024 and almost five times the length of 90 kilometres in 2016.

Figure 12 London's Strategic Cycle Network, September 2025.



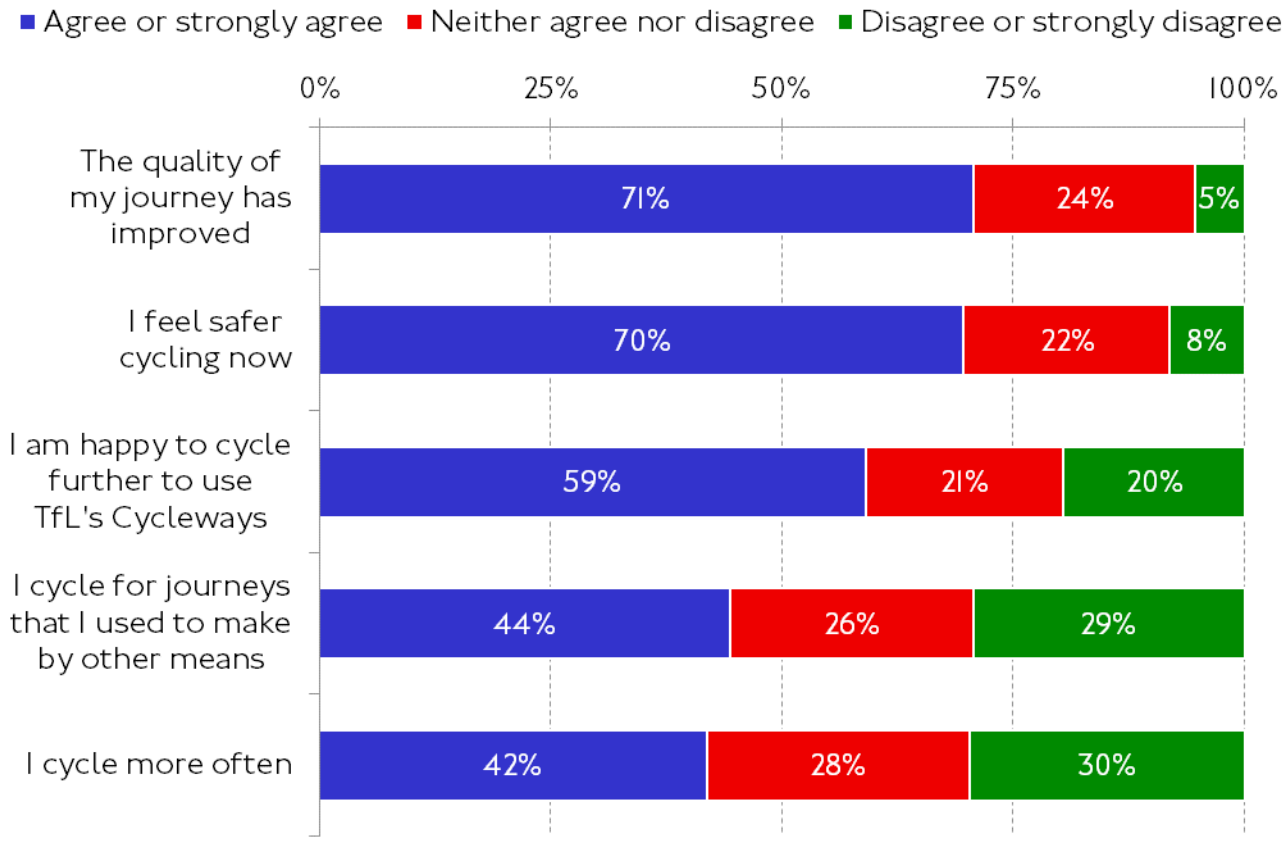
Source: TfL Strategic Analysis, Customer & Strategy.

As of October 2025, 29 per cent of Londoners lived within 400 metres of the Strategic Cycle Network, an increase from 27 per cent in September 2024 and from an estimated five per cent in 2016. This is estimated from the proportion of each Output Area that falls

within a 400-metre buffer (straight line distance) of the Strategic Cycle Network and applying that proportion to the population data available at Output Area level.

TfL's Cycleways are cycle routes that meet our New cycle route quality criteria. They make up most of the Strategic Cycle Network (401 out of the total 431 kilometres). It is estimated that approximately a third of cycling in London takes places on Cycleways, which make up only about 2.5 per cent of the cyclable network of roads and paths in London, demonstrating how many users prefer these routes. Of those who used Cycleways, 76 per cent said they felt safe all or most of the time on them (compared to 40 per cent when cycling on other roads or paths) and they also stated a range of other benefits and changes of behaviour resulting from the introduction of Cycleways (figure 13).

Figure 13 Impacts of Cycleways on London residents who cycled at least once a month and used Cycleways in the previous year, LTDS, three-year average between 2022/23 and 2024/25.



Source: TfL Strategic Analysis, Customer & Strategy.

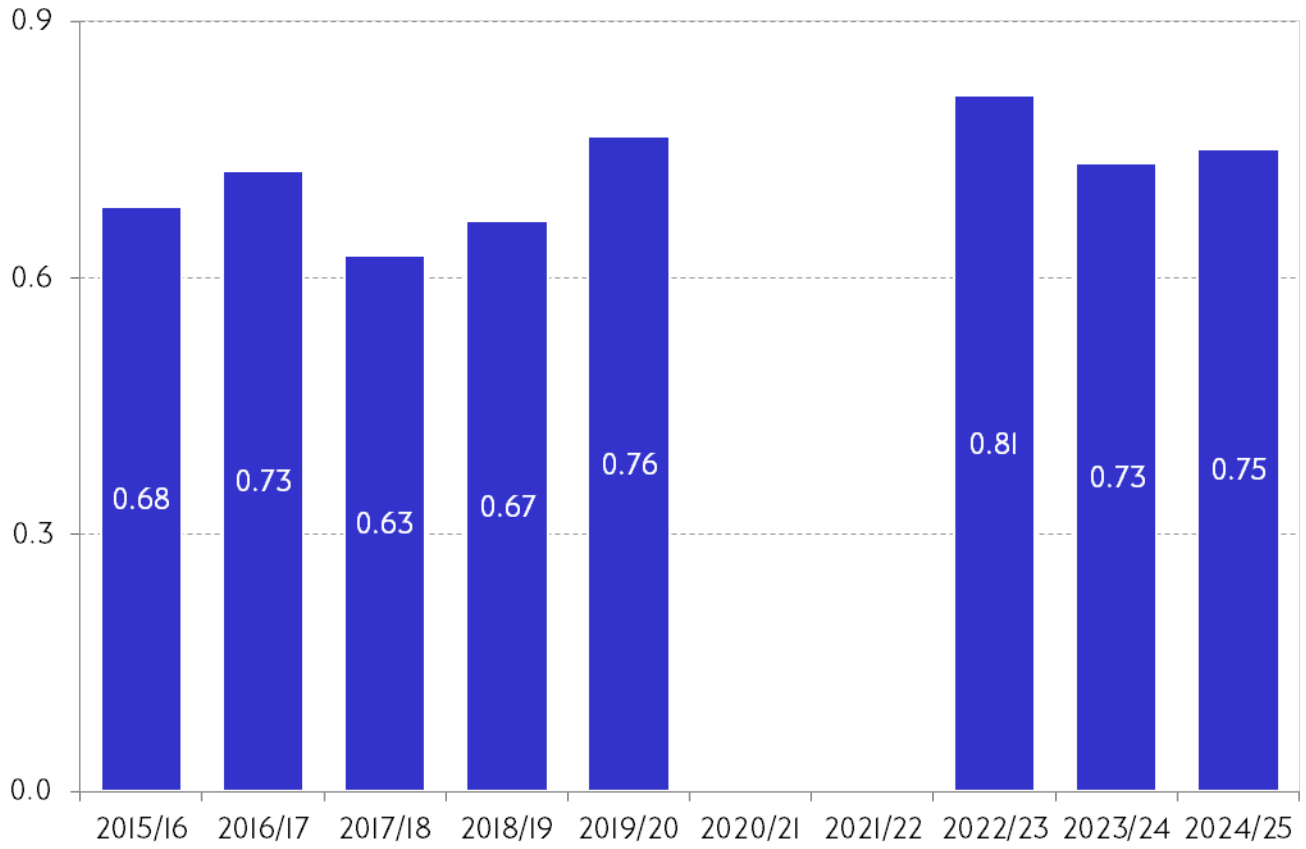
Walking

Walking is the most frequently used mode of travel in London, with 38 per cent (6.2 million) of all trips by London residents being walking (all the way) trips on an average day in 2024/25. Walking is also a vital way of accessing other modes, with most multi-modal trips requiring at least one walking stage to access the main mode used for the trip.

Walking (all the way) trip rates by London residents

Figure 14 shows the walking trip rate in London since 2015/16. Despite fluctuations between 2015/16 and 2017/18, the last few years before the coronavirus pandemic saw a steady increase in the walking (all the way) trip rate up to 0.76 trips per person per day in 2019/20. Immediately after the pandemic (2022/23), the trip rate was higher (0.81 trips per person per day) but since then it decreased to 0.73 trips per person per day in 2023/24 and increased slightly again to 0.75 trips per person per day in 2024/25.

Figure 14 Walking trips per person per day by London residents, LTDS, from 2015/16 to 2024/25.

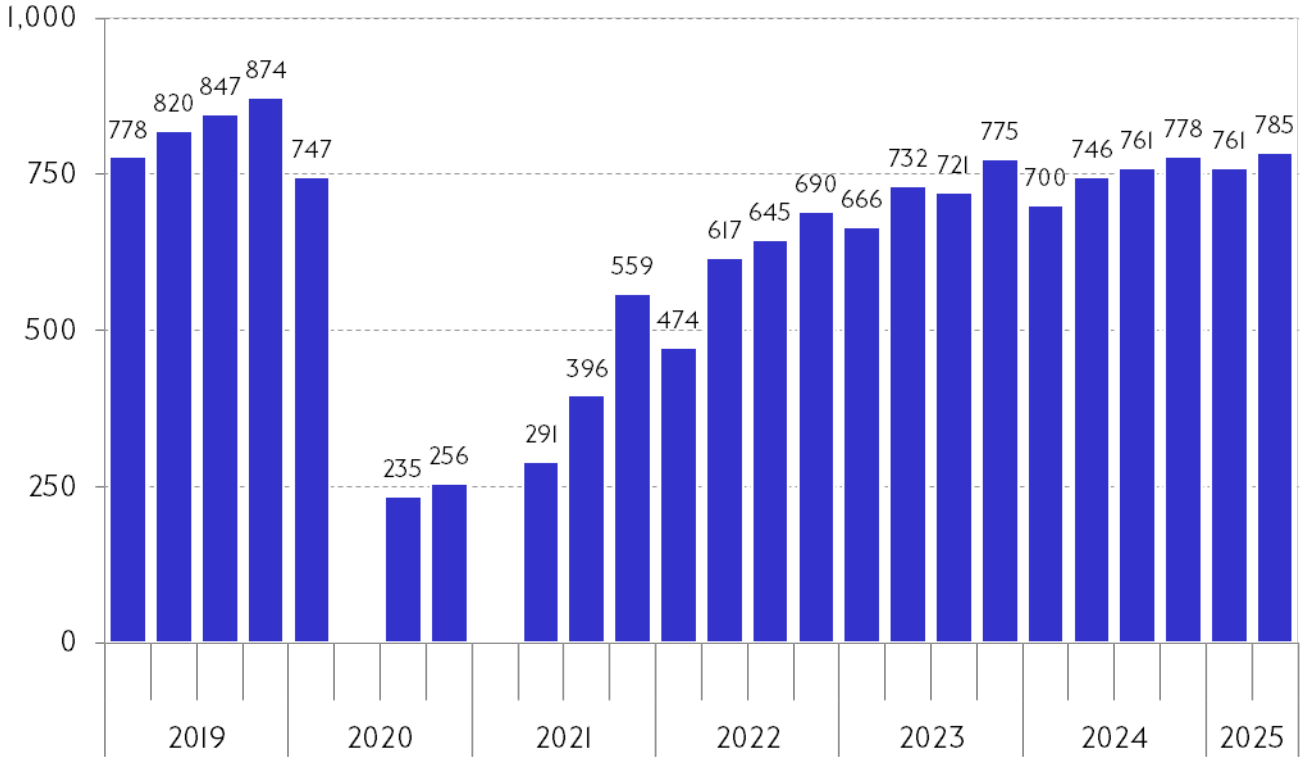


Source: TfL Strategic Analysis, Customer & Strategy.
Note: Comparable data is missing for 2020/21 and 2021/22 due to the impacts of the coronavirus pandemic.

Pedestrian activity in central London

During 2024 the number of pedestrians observed in central London increased on average by three per cent from 2023 (figure 15).

Figure 15 Average hourly pedestrian flow (persons per hour per site) in central London, by quarter, from January to March 2019 until April to June 2025.



Source: TfL Strategic Analysis, Customer & Strategy.
Note: Data from some quarters is missing due to the impacts of the coronavirus pandemic.

The first two quarters of 2025 suggest a further increase of around seven per cent compared to the same quarters of 2024. However, in 2024 the absolute level of activity measured by this indicator still showed a shortfall of around 10 per cent compared to 2019 before the coronavirus pandemic.

When looking at these results by area of central London (not shown on the graph), the main findings indicate that in spring 2025 pedestrian activity was higher in areas typically associated with shopping and leisure and showed a more acute shortfall compared to 2019 in areas typically associated with workplaces, although there is evidence of an increasing trend in pedestrian activity in areas with high concentration of employment, particularly the City of London.

Reducing road danger

Vision Zero

The Mayor's Vision Zero action plan sets out the ambition to reduce road danger in London by eliminating all deaths and serious injuries from London's streets by 2041. Progress towards this aim is tracked through collision and casualty statistics collated on an annual basis and published as annual Casualties in Greater London factsheets.

Trend in casualties to 2024

In 2024, 3,707 people were killed or seriously injured on London's roads, the lowest figure outside the pandemic-affected years and a reduction of three people from 2023 (3,710).

Overall, 24,019 people were injured on London's roads (all severities) in road traffic collisions, representing an eight per cent reduction from 2023 (26,176).

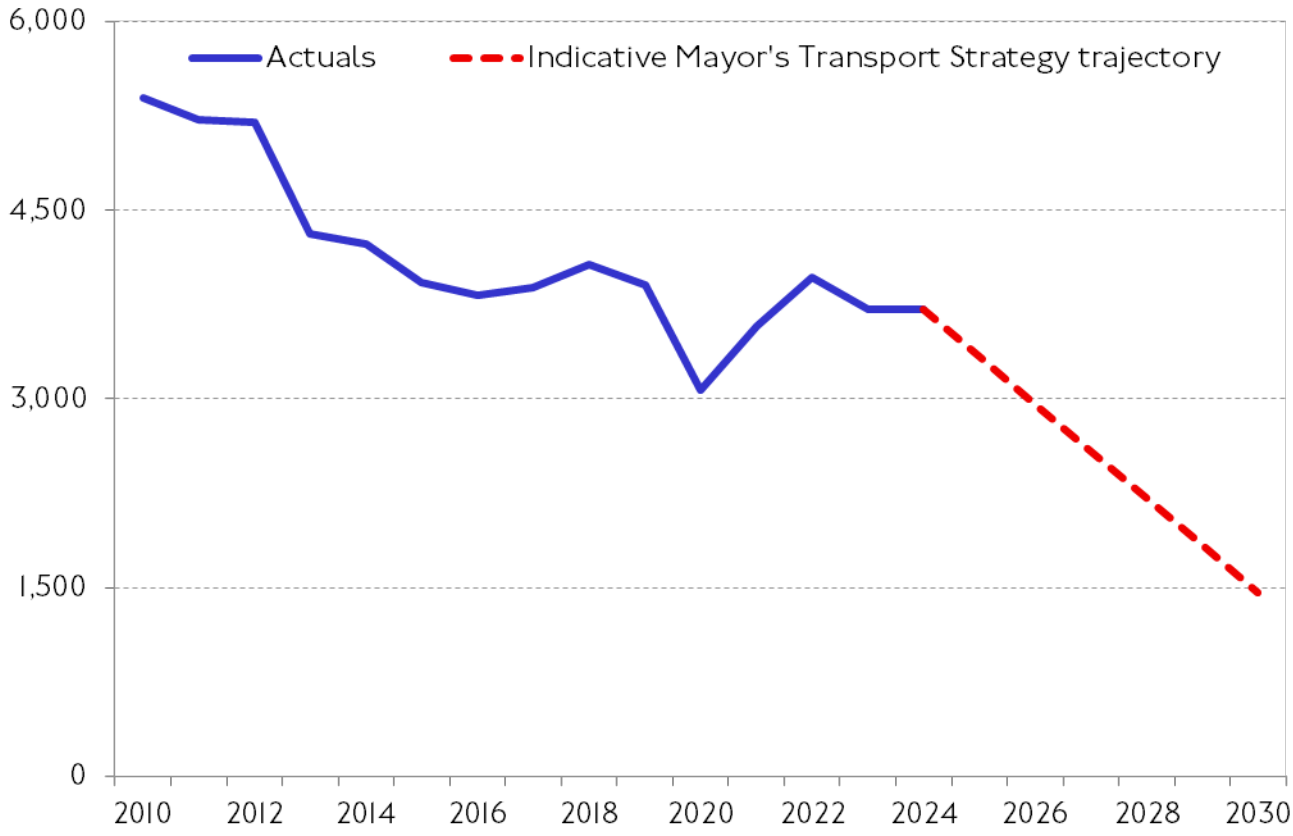
There were 12 per cent fewer bus passengers killed or seriously injured in 2024 (107) than in 2023 (121), returning to similar levels of injuries seen in 2017 (105) and 2018 (105). However, three per cent more people were killed or seriously injured in collisions that involved a London bus (non-bus passengers) in 2024 (141) than in 2023 (137).

We have a stretching ambition for reducing road casualties in London: a 70 per cent reduction in the number of people killed or seriously injured on London's roads by 2030, when compared to the Mayor's Transport Strategy baseline of 2010 to 2014. Comparing 2024 to the 2010 to 2014 baseline, progress continues to be made, although we recognise that more needs to be done if we are to meet our ambitious targets for London for 2030. In 2024:

- 19 per cent (26) fewer people were killed
- 24 per cent (1,162) fewer people were killed or seriously injured, the lowest number on record outside of pandemic-affected 2020 and 2021
- 47 per cent (169) fewer children under 16 years old were killed or seriously injured

Figure 16 shows progress against the 70 per cent reduction target. The reduction from the baseline in 2024 was 24 per cent, with a reduction of three people killed or seriously injured from 2023. The disruption to the data series caused by the pandemic and subsequent travel recovery continues to be a confounding factor in interpreting the long-term trend, but the latest two years are suggestive of broadly stable conditions. Overall, the 2024 modal make up of people killed or seriously injured is similar to previous years, with 81 per cent being people walking, cycling or motorcycling.

Figure 16 People killed or seriously injured on London's roads, from 2010 to 2030.

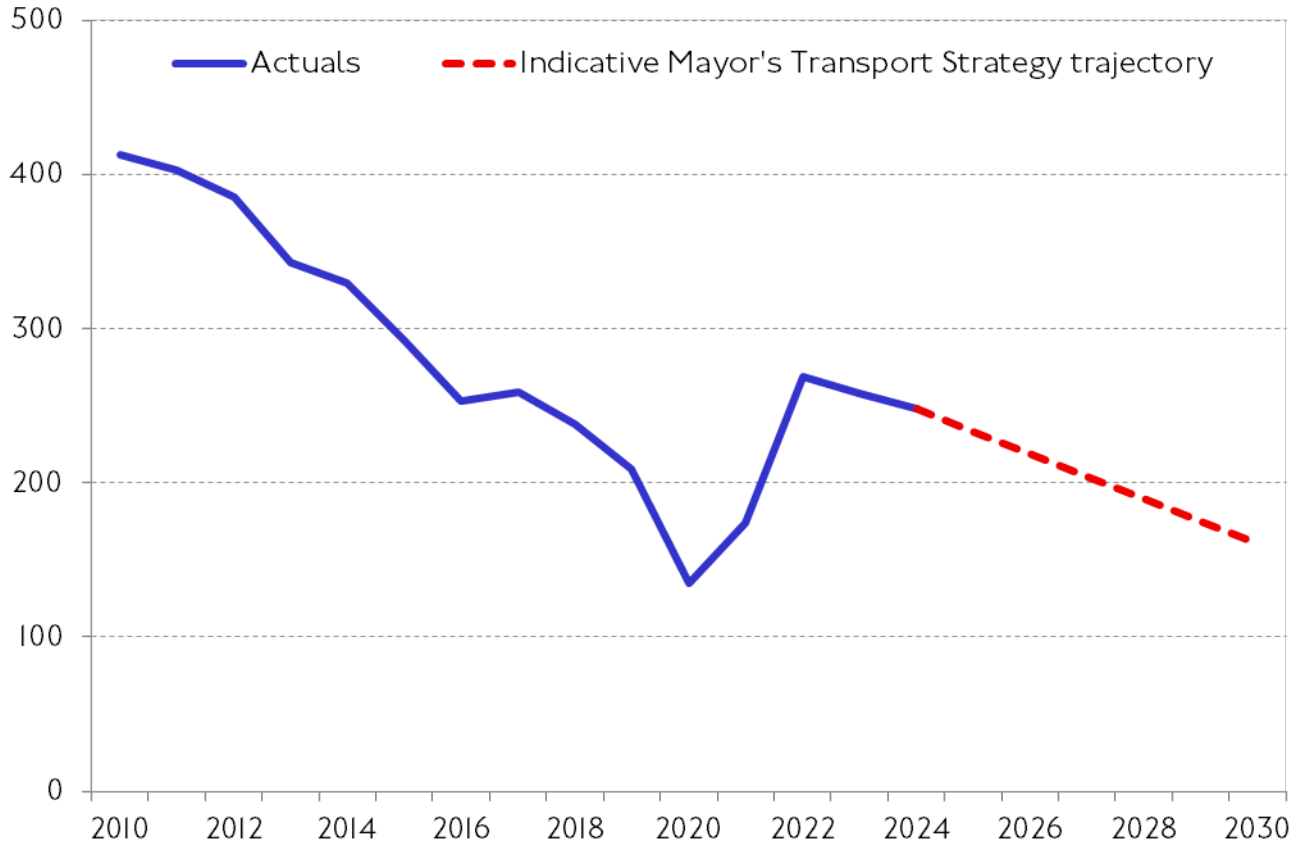


Source: TfL Insights & Direction, Safety, Health & Environment.

Casualties involving TfL buses

The Mayor's Transport Strategy target is for no one to be killed or seriously injured on, or in a collision with, a London bus. In 2024, 248 people were killed or seriously injured on, or in collisions involving a bus on London's roads. This is 34 per cent fewer people than the 2010 to 2014 baseline, and 3.9 per cent fewer people than in 2023 (figure 17).

Figure 17 People killed or seriously injured on or by a London bus, from 2010 to 2030.



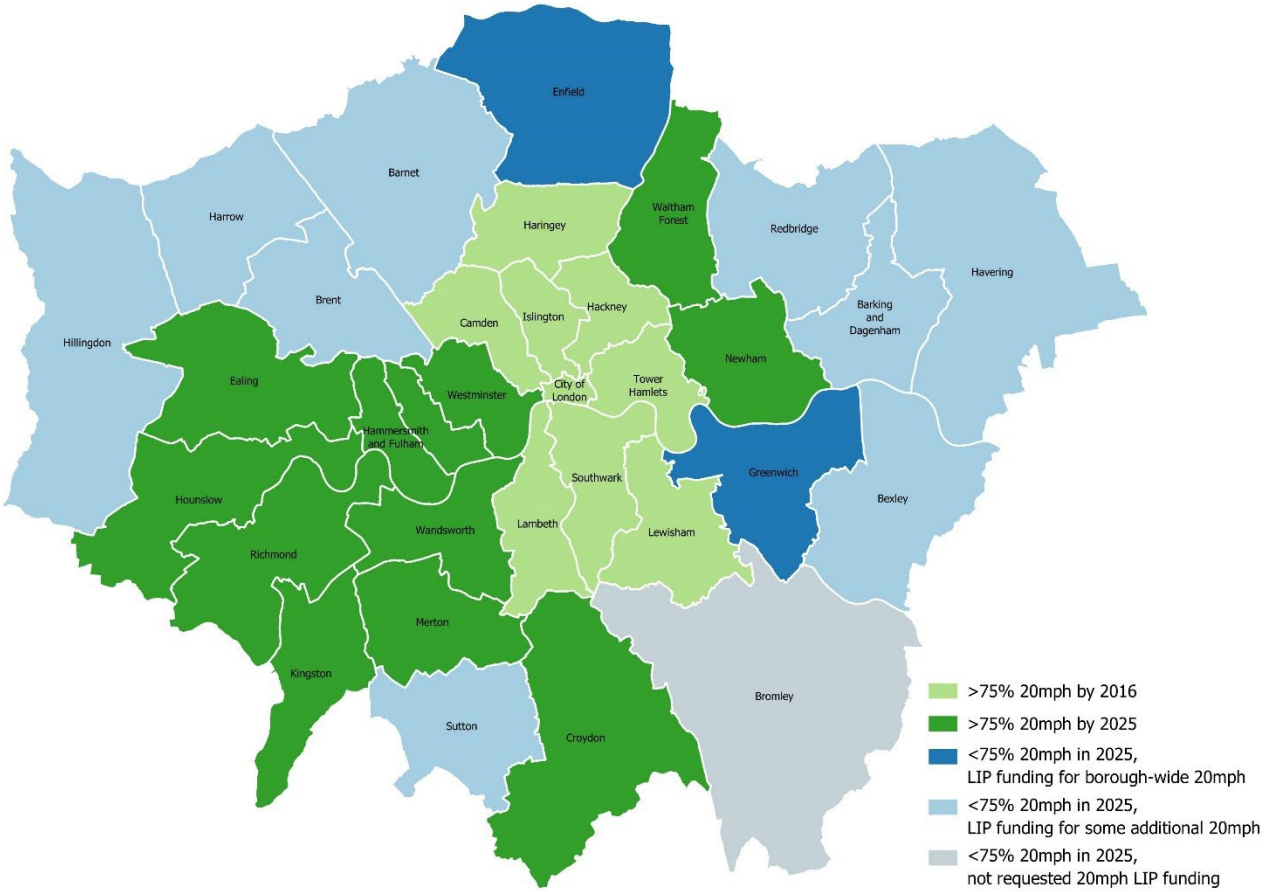
Source: TfL Insights & Direction, Safety, Health & Environment.

Although positive progress continues to be made, the trends above show we need to do much more to meet the 2041 Vision Zero ambition.

20 miles per hour (mph) zones

Speed is a factor in almost half of all fatal road collisions in London. Reducing traffic speed is key to reducing both the number and severity of collisions. We continue to work with London boroughs to implement 20mph speed limits on their roads. Over half of borough roads now have a 20mph limit. The progress of the boroughs towards delivering 20mph speed limits is illustrated in figure 18.

Figure 18 Progress in the delivery of 20mph speed limits, by London borough.



Source: TfL Customer & Strategy.

According to TfL's recent study The safety impacts of 20mp speed limit introduction on borough roads in London evaluating the road safety impacts of 20mph speed limits and zones that were implemented on London borough roads between 1989 and 2013 (giving sufficient time for a statistically useful set of data to emerge):

- Overall, across all 157 schemes on borough roads, the introduction of 20mph zones and limits led to better collision outcomes for every injury category and every mode of travel examined except motorcycle-related fatalities, where no change was observed.
- There were 34 per cent fewer fatal or serious casualties in 20mph zones (from 395 to 260), against a background trend of 15 per cent fewer casualties across all borough roads (reflecting both the sub-set of 20mph roads and other factors improving road safety).
- There was a 75 per cent reduction in children's fatalities (from 4 to 1) and a 46 per cent reduction in children's casualties (from 517 to 280), against the background trend within the control group of zero per cent fewer children killed and 20 per cent fewer children injured across all borough roads.

These findings align with initial observations from the implementation of 20mph schemes on the TfL Road Network of a consistent reduction in casualties and 25 per cent fewer collisions on those roads where the 20mph limit has been implemented.

Direct Vision Standard

The Direct Vision Standard (DVS) and heavy goods vehicle (HGV) Safety Permit Scheme, supported by enforcement and education interventions, are a key part of the Mayor's Vision Zero plan to eliminate all deaths and serious injuries on London's transport network, helping to reduce risk to people walking and cycling in London by improving drivers' visibility from HGVs. Last year, TfL enhanced the DVS requirements, requiring all HGVs over 12 tonnes to have a three-star rating or fit Progressive Safe System measures in order to operate in Greater London.

Since the DVS was introduced, the number of people walking, cycling or motorcycling killed or seriously injured in a collision with an HGV fell from an average of 71 people per year in the 2017 to 2019 baseline to 35 people in 2024. The number of people killed fell from an average of 17 per year to 11 per year. Over the last three years (2022 to 2024), 38 per cent fewer people were killed or seriously injured in collisions with HGVs.

Air quality

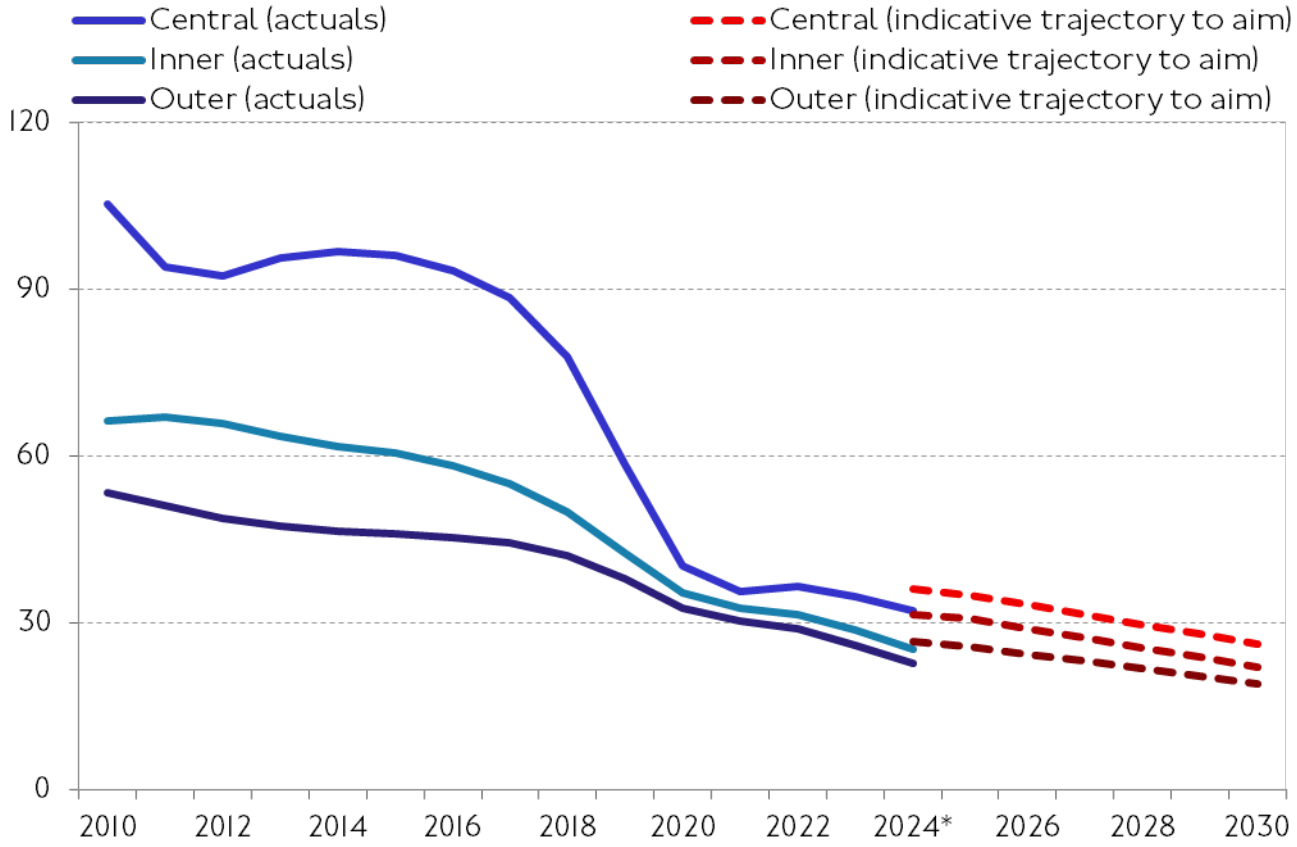
Compliance with National Air Quality Strategy annual mean limit value for nitrogen dioxide (NO_2)

In their annual Air Pollution in the UK report of air pollution and compliance with air quality objectives in the UK, the Department for Environment, Food and Rural Affairs assessed **London** as being **compliant with the annual mean limit value for nitrogen dioxide (NO_2) in 2024** for the first time since records began. This is a year ahead of the Mayor's stated target of 2025 and ahead of many other large urban agglomerations, which is noteworthy given the scale and density of London. While this achievement reflects the vigorous pursuit of clean air policies by the Mayor, including most recently the expansion of the Ultra Low Emission Zone (ULEZ) to outer London (see below), it is also the case that there is no safe level of NO_2 and that current levels are still hazardous to public health. The World Health Organization's (WHO) updated global air quality guidelines recommend an annual mean limit for NO_2 of 10µg·m^{-3}, compared to the UK National Air Quality Strategy limit value of 40µg·m^{-3}, with which London has just gained compliance. The GLA will therefore continue to work towards meeting WHO guidelines for NO_2 and for other pollutants as soon as possible.

Pollutant concentrations

Figure 19 shows historic progress in reducing concentrations of NO_2 at established roadside monitoring sites across London. Average NO_2 concentrations reduced from 93µg·m^{-3} in 2016 to 32µg·m^{-3} in 2024 at roadside sites in central London (a reduction of 65 per cent), despite the recovery from the pandemic leading to a small increase in concentrations in 2022. Concentrations at roadside monitoring sites in inner London reduced from 58µg·m^{-3} in 2016 to 25µg·m^{-3} in 2024 (a reduction of 57 per cent). During the same period, concentrations at roadside sites in outer London reduced from 45µg·m^{-3} to 23 µg·m^{-3} (50 per cent).

Figure 19 Average roadside nitrogen dioxide (NO_2) concentrations (in $\mu g \cdot m^{-3}$) in London, by area, from 2010 to 2030.



Source: TfL Strategic Analysis, Customer & Strategy, based on Greater London Authority data.
Note: 2024 data is until September 2024 (subsequent data is still undergoing ratification).

The Ultra Low Emission Zone

Key to these achievements have been London's Low Emission Zone (LEZ) and Ultra Low Emission Zone (ULEZ) schemes. Following the expansion of the Ultra Low Emission Zone to cover the whole of Greater London in August 2023, the London-wide Ultra Low Emission Zone One Year Report published in July 2025 evaluated the impacts of the scheme after the first full year of operation. The analysis included previous expansions to the ULEZ and the introduction of tighter standards for the (existing) LEZ.

The findings indicate that the Mayor's air quality policies are having a substantial impact on reducing the number of older, more polluting vehicles driving in London and on reducing the levels of harmful air pollution that Londoners are exposed to. This is alongside other factors that contribute to reduced pollution concentrations, such that average NO_2 concentrations at 99 per cent of monitoring locations (included in the analysis) across London improved between 2019 and 2024, with 80 per cent of monitoring locations showing reductions of more than 10 $\mu g \cdot m^{-3}$. Long-term trends indicate that average NO_2 concentrations across all London zones improved at a faster rate than the rest of England average between 2017 and 2024.

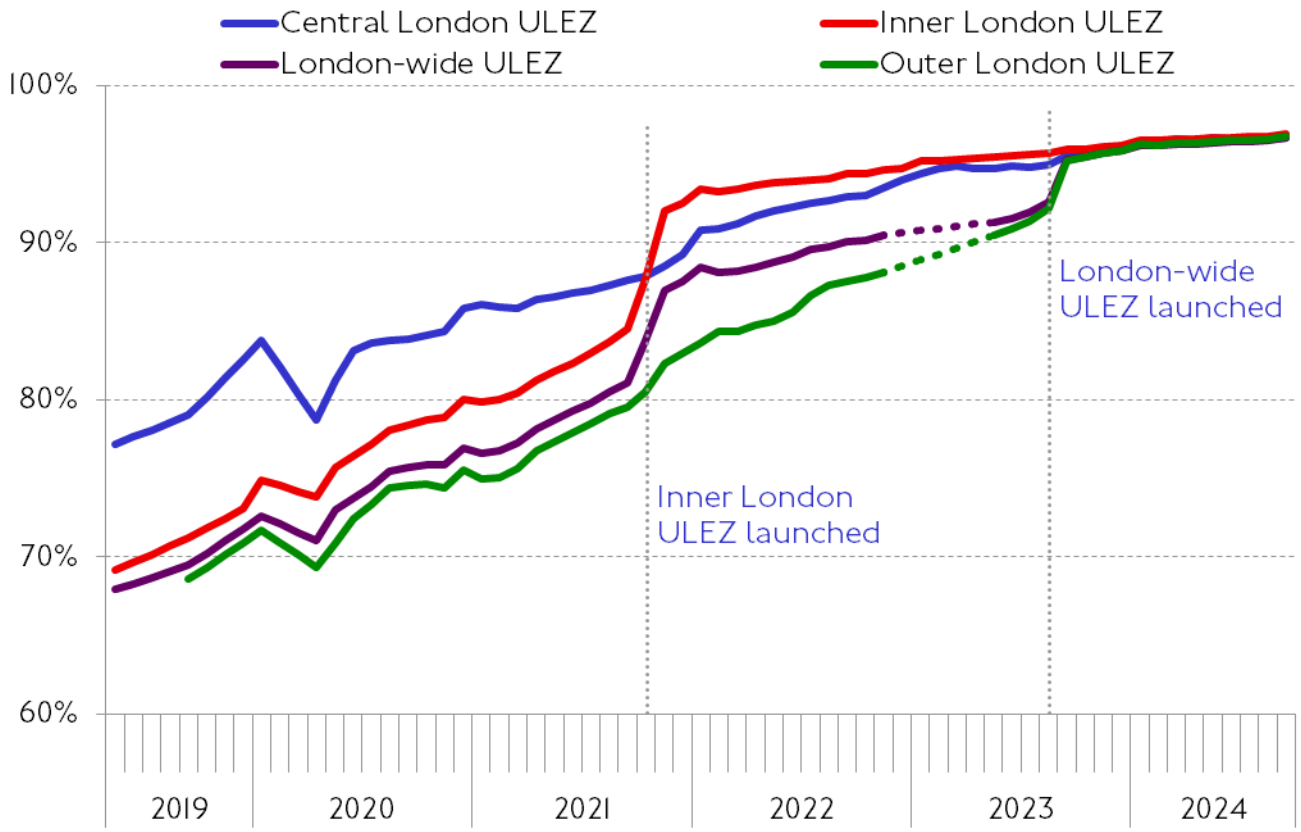
Looking at **trends in vehicle compliance** with the requirements of the scheme, there are fewer older, more polluting vehicles driving in the zone (figure 20):

- The London-wide compliance rate for vehicles subject to the ULEZ standards after the first year of the expansion (as of September 2024) was 96.7 per cent. For

comparison, vehicle compliance was 91.6 per cent in June 2023 prior to the expansion and 39 per cent in February 2017, when changes associated with the ULEZ began.

- In the expanded outer London ULEZ area, vehicle compliance was 96.7 per cent, up from 90.9 per cent in June 2023. This is a similar level of compliance as seen in inner and central London, with 96.9 per cent and 96.7 per cent, respectively. Van compliance with the requirements of the scheme in outer London was over 90 per cent for the first time, an increase of 11.4 percentage points since June 2023.
- There were nearly 100,000 fewer non-compliant vehicles detected in London on an average day in September 2024 compared to June 2023. This is a 58 per cent reduction in non-compliant vehicles between those dates.

Figure 20 Monthly average of ULEZ compliance rate of detected unique vehicles (excluding taxis and LEZ vehicles), by area, from May 2019 to September 2024.



Source: TfL Strategic Analysis, Customer & Strategy, based on Greater London Authority data.
Note: Between December 2022 and April 2023, the network of compliance monitoring devices in outer London increased substantially in preparation for the final ULEZ expansion. This caused a break in the time series which is shown on the graph with a dotted line.

As of September 2025, ULEZ zonal compliance rates were 97.6 per cent in central London, 97.5 per cent in inner London, 97.4 per cent in outer London (with an average for Greater London, which includes all vehicle trips, of 97.3 per cent).

In terms of **road transport emissions in outer London** compared to a scenario without the ULEZ expansion:

- Nitrogen oxides (NO_X) emissions from cars and vans were estimated to be 13 per cent and 16 per cent lower, respectively.
- Particulate matter ($PM_{2.5}$) exhaust emissions from cars and vans were estimated to be 31 per cent lower.

Looking at **pollution concentrations** in the air and specifically at the impact of the expansion of the ULEZ to outer London, in the first year of operation of the expanded zone roadside NO_2 concentrations in outer London were on average up to 4.8 per cent lower than would have been expected without the expansion.

The expansion to outer London took place in the context of previous phases of emissions-based charging schemes, including the ULEZ covering central London from April 2019 and inner London from October 2021. The LEZ was also tightened across the whole of London in March 2021, reducing emissions from heavy vehicles. All phases of the ULEZ have had an impact on improving air quality across the capital. In 2024, compared to a scenario without the ULEZ and its expansion, harmful roadside NO_2 concentrations were on average estimated to be:

- 27 per cent lower across the whole of London
- 29 per cent lower in inner London
- 24 per cent lower in outer London

London's more deprived communities are seeing greater benefits from the ULEZ. For some of the most deprived communities living near London's busiest roads there has been an estimated 80 per cent reduction in people exposed to illegal levels of pollution. Areas outside London are also seeing the impacts of the ULEZ, with roadside NO_2 concentrations within five kilometres of the Greater London boundary on average 14 per cent lower in 2024 than in an estimated scenario without the ULEZ.

Carbon net zero 2030

The Mayor's Transport Strategy set a target for London to be a zero-carbon city by 2050. However, the Mayor has stated his ambition for London to be net zero by 2030, recognising the urgency of the climate change emergency. Addressing carbon dioxide (CO_2) emissions generated by road transport will be central to meeting the 2030 net zero target, as road transport is the second largest contributor to London's CO_2 emissions.

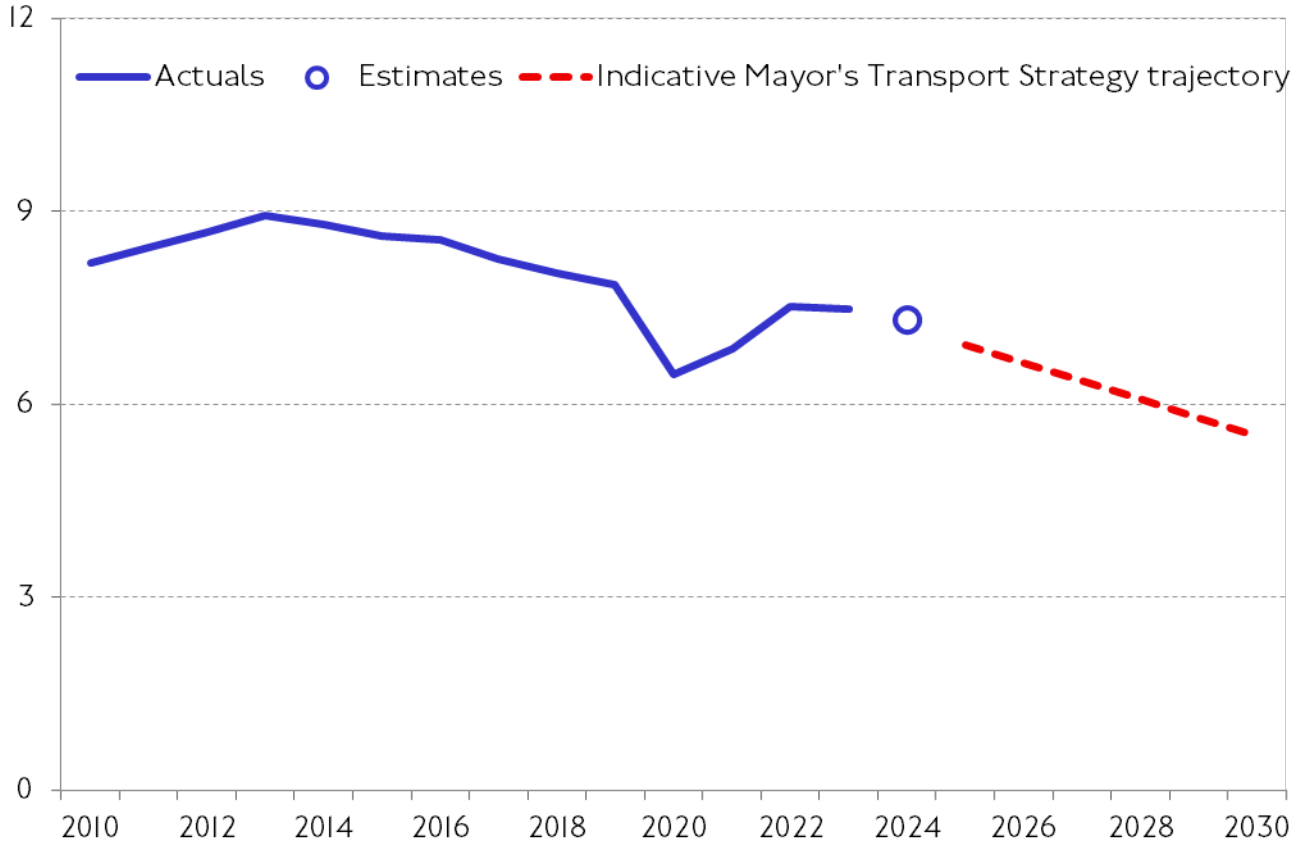
Overall trend in carbon dioxide (CO_2) emissions from transport

While figure 21 shows that we are broadly on track to meet the original ambition for transport CO_2 emissions for 2050, further action will be required to meet the accelerated 2030 ambition.

We have recently revised our methodologies for estimation of road transport CO_2 emissions to account for some significant updates to our strategic transport models, revisions to Department for Transport (DfT) traffic estimation methods for London, and updated vehicle emission factors for air pollutants and CO_2. This means that the values shown in figure 21 are higher in absolute terms than previously published, although the relative trend remains similar.

In 2024, it is estimated that London's surface transport CO_2 emissions were 7.3 million tonnes, a two per cent reduction in relation to 2023 and seven per cent lower than 2019 before the pandemic. Considering longer-term trends, surface transport CO_2 emissions were 15 per cent lower than in 2015.

Figure 21 Carbon dioxide (CO_2) emissions (in million tonnes) from surface transport in London (excluding aviation), London Energy and Greenhouse Gases Inventory (LEGGI), from 2010 to 2030.



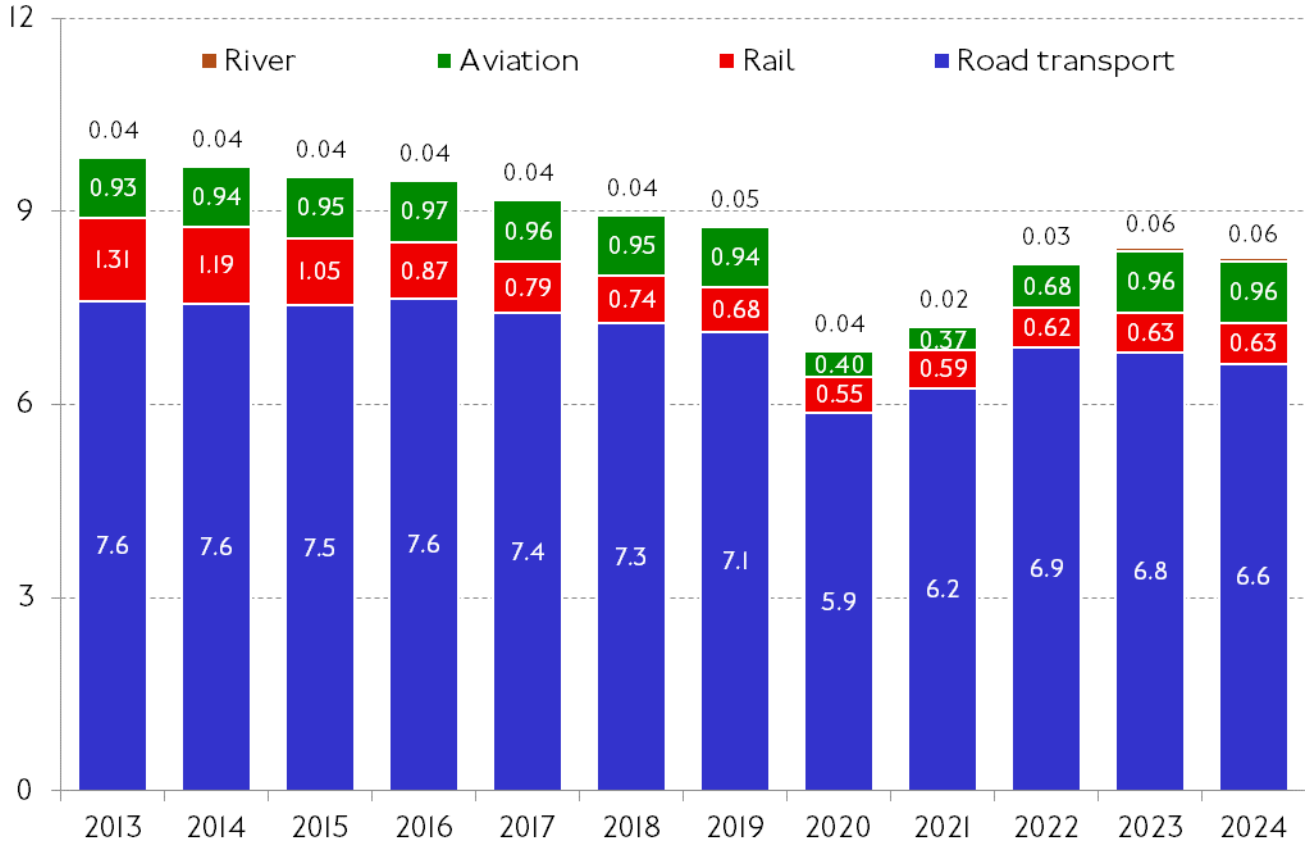
Source: TfL Strategic Analysis, Customer & Strategy, based on Greater London Authority data.
Notes: The data in this graph includes transport emissions from road, rail and shipping, but not aviation. | The historic series for road transport has been revised following new vehicle kilometres data from the Department for Transport and data from 2019 to 2021 was revised to align with LEGGI 2021, published in December 2023.

Components of London's transport carbon dioxide equivalent (CO_2e) emissions

Figure 22 shows the principal components of London's transport carbon dioxide equivalent emissions and how they have changed over recent years. Road transport emissions have been updated to reflect changes to DfT methodology resulting in increased estimates of vehicle kilometres in London, which has led to an uplift in road transport emissions in all years (see also below).

London's road transport carbon dioxide equivalent emissions gradually reduced from 7.6 million tonnes in 2013 to 6.6 million tonnes in 2024 (indicative), a 13 per cent reduction. Road transport carbon dioxide equivalent emissions were at their lowest levels during the pandemic and grew in 2022 reflecting elements of the pandemic recovery in terms of traffic flows. However, emissions reduced in both 2023 and 2024 compared to 2022 levels and, importantly, are now seven per cent lower than the pre-pandemic levels of 2019 due to continued electrification of the vehicle fleet and reduced vehicle kilometres in London.

Figure 22 Carbon dioxide equivalent (CO_2e) emissions (in million tonnes) from transport in London, by transport sector, London Energy and Greenhouse Gases Inventory (LEGGI), from 2013 to 2023 with an indicative 2024 estimate.



Source: Greater London Authority and TfL.
Note: The 2024 data is an indicative estimate produced by TfL, while the rest is directly from the LEGGI.

Take-up of electric vehicles

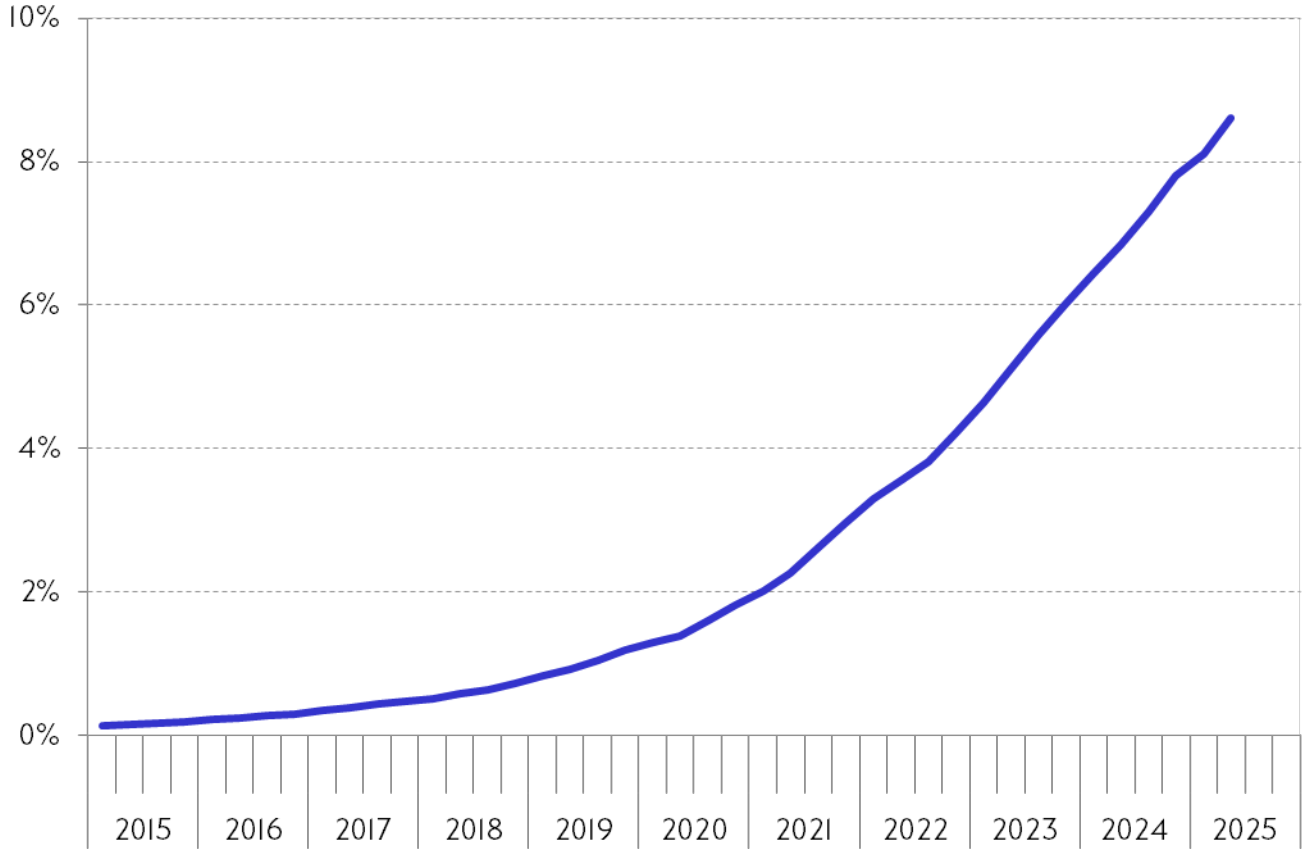
In this context, plug-in vehicles include any type of electric vehicle that is rechargeable from a remote source. These include battery electric vehicles (BEVs), plug-in hybrid vehicles (PHEVs) and range-extended electric vehicles (REEVs).

The number of battery electric (BEV) cars registered in London reached 149,457 by the end of the quarter from April to June 2025, up from 116,560 a year earlier. The total for all plug-in cars reached 235,925 by the end of the quarter from April to June 2025, an increase from 186,745 a year earlier. This represented nine per cent of all cars registered in London (a total of 2.6 million cars registered).

Plug-in light commercial vehicles (vans) registered in London totalled 7,098 by the end of the quarter from April to June 2025, 6,403 of those vans being battery electric (BEV). While diesel remains by far the most popular fuel type for light commercial vehicles, the number of plug-in vans by the end of the quarter from April to June 2025 accounted for 3.4 per cent of all vans.

Figure 23 shows the continuing growth in the proportion of plug-in cars and vans among the total fleet of cars and vans in London since 2015.

Figure 23 Proportion of plug-in cars and vans registered in London, by quarter, from January to March 2015 until April to June 2025.



Source: Department for Transport.

Table 2 shows the number of newly registered cars and vans in London and the UK as well as the proportion over all newly registered vehicles that these represent. Approximately one in three newly registered cars and one in ten newly registered vans in London are plug-in electric, a proportion that is slightly higher than the national average.

Table 2 Number of newly registered plug-in vehicles and proportion over all newly registered vehicles, by region and vehicle type, 2024.

Vehicle type	Newly registered plug-in vehicles in London	Proportion of newly registered plug-in vehicles over total registrations in London (percentage)	Newly registered plug-in vehicles in the UK	Proportion of newly registered plug-in vehicles over total registrations in the UK (percentage)
Cars	45,268	33.0	550,070	27.5
Vans	1,054	10.2	24,195	6.7

Source: DVLA.

More recent data (at the national level) until September 2025 is also available from the Society of Motor Manufacturers and Traders and suggests that this market share is slowly increasing:

- For cars, 35.5 per cent of newly registered vehicles in September 2025 were plug-in (23.3 per cent battery electric and 12.2 per cent plug-in hybrid). This compares to year-

to-date figures until September 2025 of 33.0 per cent, 22.1 per cent and 10.9 per cent, respectively.

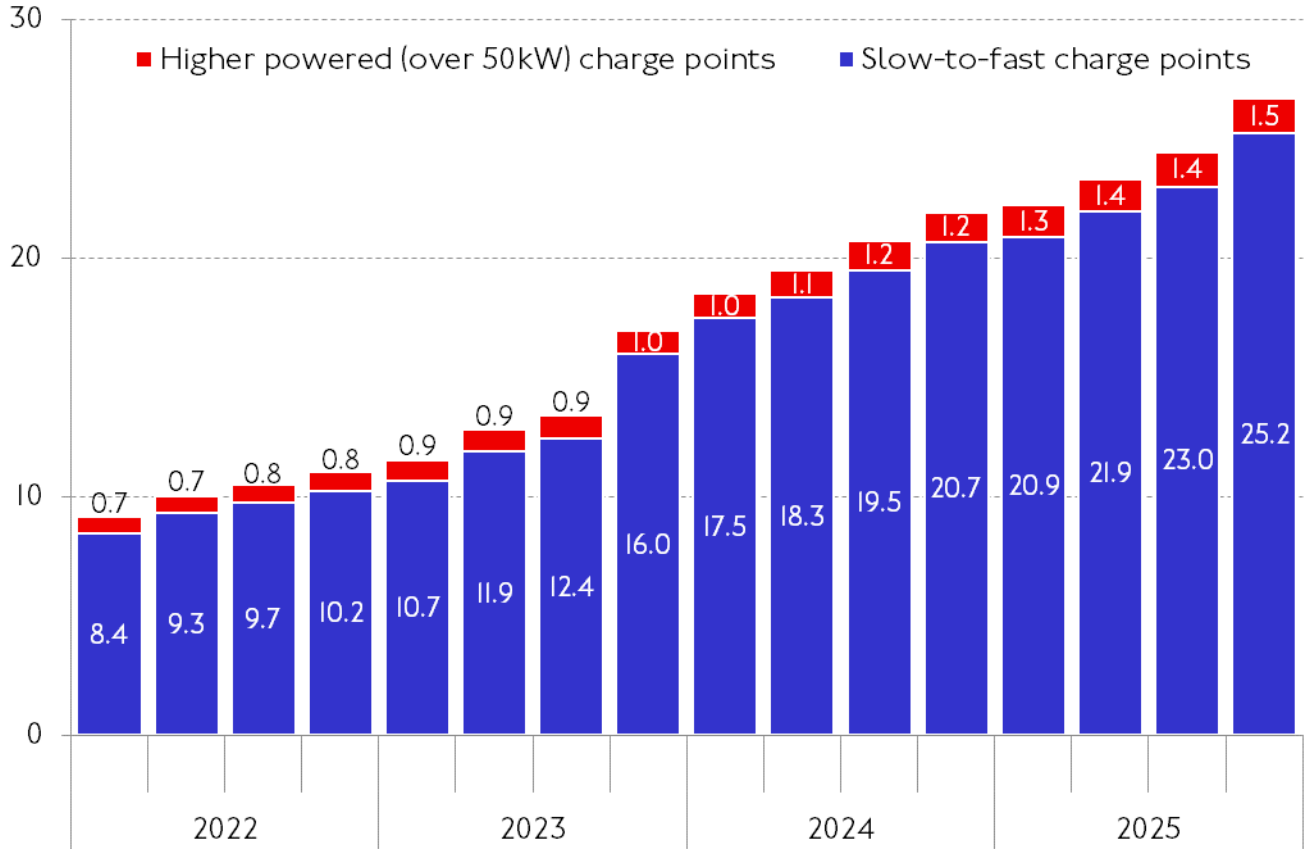
- For vans, 8.9 per cent of newly registered vehicles in September 2025 were plug-in, compared to a year-to-date figure of 9.1 per cent. It is worth noting that van registration figures tend to fluctuate more month-on-month since purchases of commercial vehicles are more likely to be done in batches for large fleet renewals.

Provision of electric vehicle charging infrastructure

Providing suitable vehicle charging infrastructure is key to underpinning this transition. London's electric vehicle infrastructure network has grown by over 400 per cent since 2019, and it is broadly on track to meet the Mayor's ambition of 40,000 charge points by 2030. TfL published the London's electric vehicle infrastructure strategy in 2021, and recently published a 2025 update which forecasts that London will need between 43,000 and 51,000 public charge points in 2030.

On 31 October 2025 there were 27,095 public electric vehicle charging points in London (both rapid and slow-to-fast). This is around one third of all public charging points in the UK, which is a 435 per cent increase in charging infrastructure since April 2020 (figure 24).

Figure 24 Electric vehicle charge points (in thousands) at the start of every quarter, by type, by quarter, from January 2022 to October 2025.

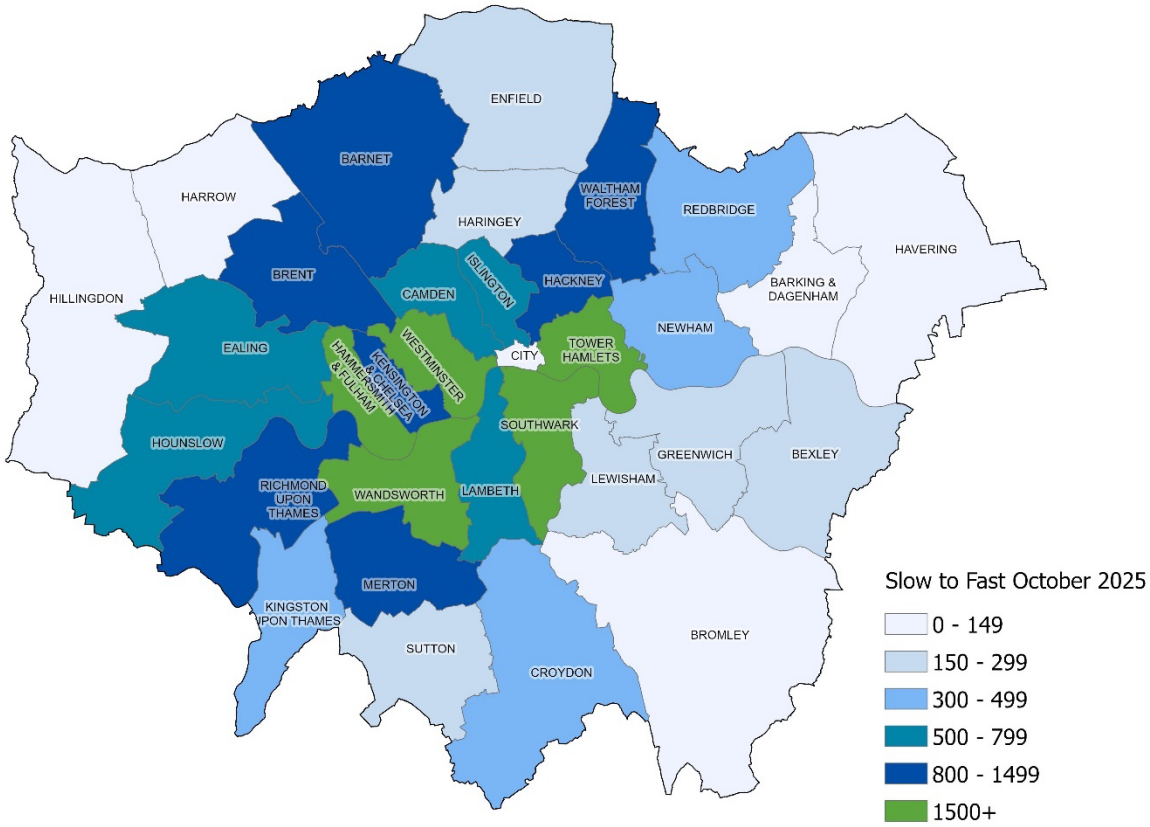


Source: Zapmap, via Department for Transport.

Despite this continuing progress, the distribution of public charging points across London is uneven and slow-to-fast charge point delivery has tended to be concentrated in inner London boroughs and other areas where there is greater demand from residents without access to off-street parking. The biggest increases in charge point numbers were in Hammersmith and Fulham, Westminster, Southwark, Wandsworth and Hackney in

inner London and in Waltham Forest, Richmond, Brent and Merton in outer London. Figure 25 shows the availability of slow-to-fast charge points across all London boroughs.

Figure 25 Public slow-to-fast charge points (up to 22kW) by borough, October 2025.



Source: Zapmap, via Department for Transport.

Published data from the Society of Motor Manufacturers and Traders indicates that London has a ratio of cars to charge points of 11 to one, which is the highest in the UK.

Zero-emission bus and taxi fleets

We continue to expand our zero-emission bus fleet. We now have over 2,600 zero-emission buses operating on over 100 bus routes in London, with another 1,500 on order, which will bring the total to 46 per cent of the fleet.

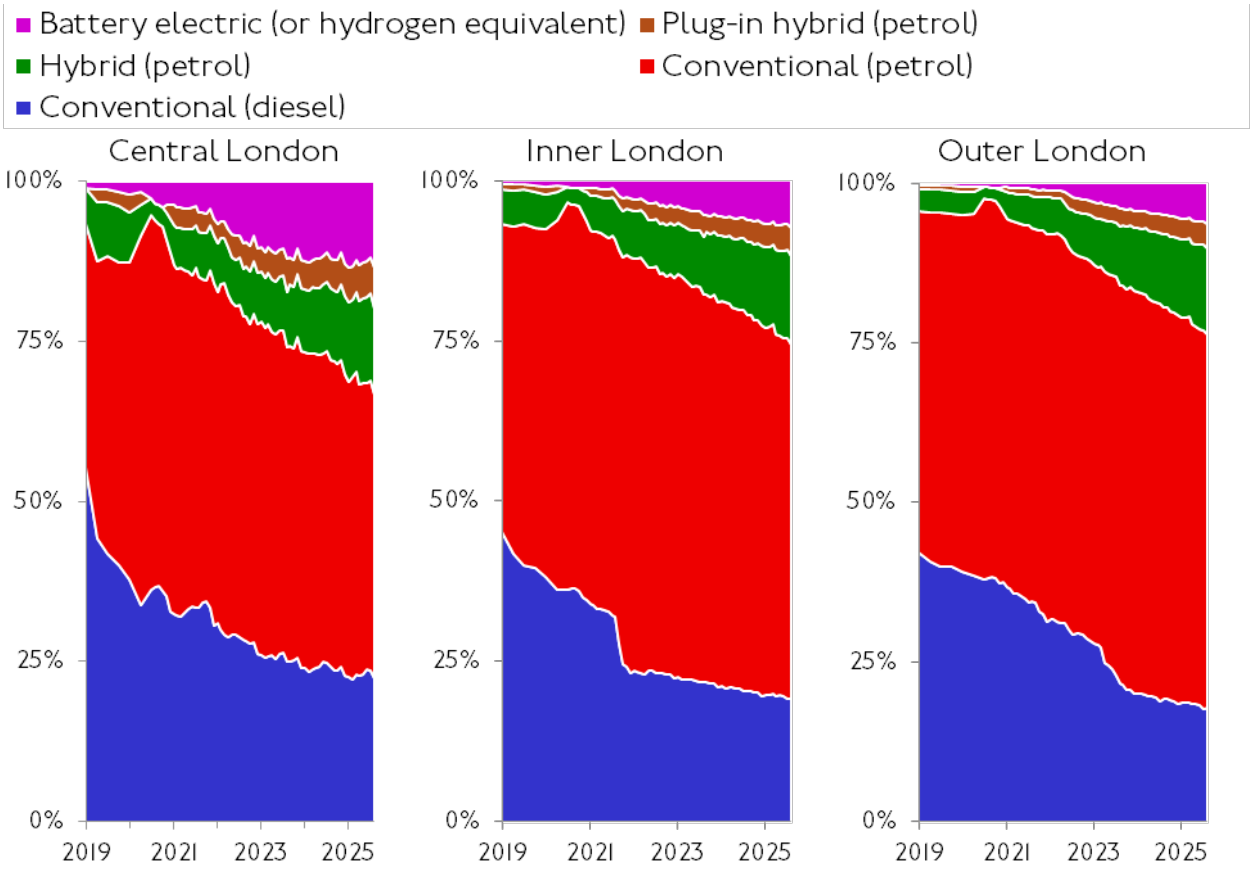
London's iconic and historic taxi trade is now leading the way in the early adoption of zero-emission-capable (ZEC) technology and, as a result, helping to reduce harmful emissions. As of September 2025, 64 per cent of the 14,300 taxis licensed by Transport for London (nearly 9,200 vehicles) were ZEC. This transformation has been driven by strict licensing regulations since January 2018 requiring all new licensed taxis to be ZEC.

We have taken a similarly ambitious approach with licensing requirements for private hire vehicles (PHVs). Following an extensive consultation process, licensing requirements for PHVs changed in January 2023, mandating all newly licensed PHVs to be ZEC (emit no more than 75g·km^{-1} CO_2 exhaust emissions) and meet the Euro 6 emission standard. As of September 2025, 60 per cent of the 96,200 PHVs licensed by TfL (some 57,800 vehicles) fulfil the ZEC and Euro 6 standards.

Kilometres driven

The increase in uptake of zero-emission-capable vehicles across London has translated into an increase in BEV kilometres. The proportion of car kilometres, excluding PHVs, by BEVs continued to increase in 2024, with an average of approximately 13 per cent in central London, around seven per cent in inner London and just over six per cent in outer London (figure 26).

Figure 26 Proportion of car kilometres by engine technology, by area, from February 2019 to September 2025.



Source: TfL Strategic Analysis, Customer & Strategy.

BEV vans accounted for approximately 10 per cent of total van vehicle kilometres in the same period in central London, around six per cent in inner London and four per cent in outer London. BEV PHVs accounted for nearly 40 per cent of all PHV kilometres in central London in 2025 (up to September), with the share slightly lower at 34 per cent in inner London.

Road traffic

Overall trends in road traffic

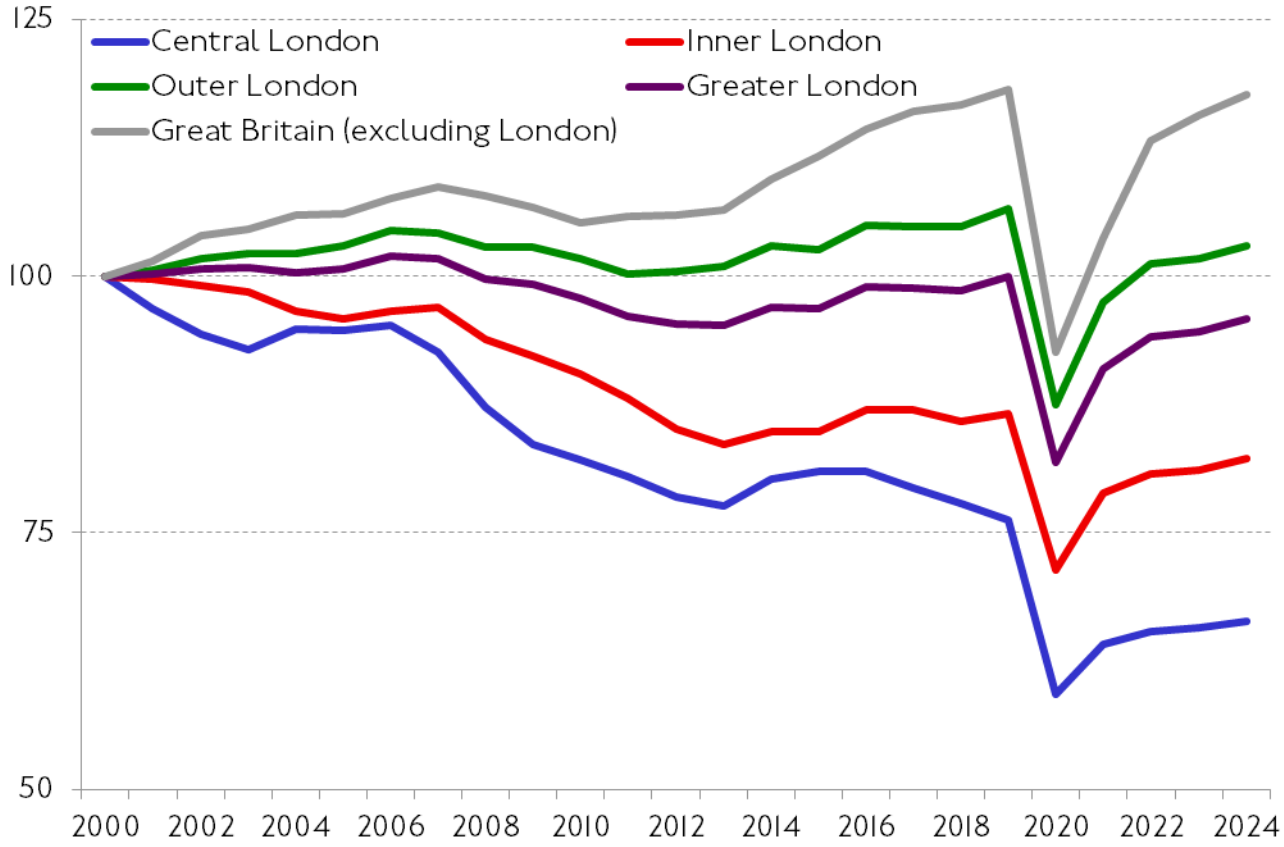
The most comprehensive indicator of road traffic volumes in London is provided by the DfT. Travel in London report 15 described how this series was re-based, resulting in an increase to the vehicle kilometres assessed to have been driven in London from 2009, relative to previous estimates.

Figure 27 shows the revised long-term trend indexed to 2000. The relative stability of the amount of traffic in London through the early part of the period and the increases around the end of the last decade are visible. Values for 2023 had still not yet recovered fully from the pandemic, with total traffic in London (on all roads) being five per cent lower than in 2019.

In 2024, traffic overall across Greater London grew by 1.2 per cent relative to 2023, and by 0.9, 1.4 and 1.2 per cent in central, inner and outer London respectively (remaining below pre-pandemic levels). This compares to an increase of 1.7 per cent nationally (excluding London).

By vehicle type, car traffic followed a similar trend to overall traffic and is still six per cent lower than in 2019. Following strong growth in light goods vehicle (LGV) traffic between 2010 and 2015, LGV traffic remained at the same level between 2015 and 2019. After the pandemic, LGV traffic was six per cent lower in 2024 than in 2019.

Figure 27 Change (index: 2000 = 100) in vehicle kilometres driven by motorised modes, by London area and in Great Britain, from 2000 to 2024.

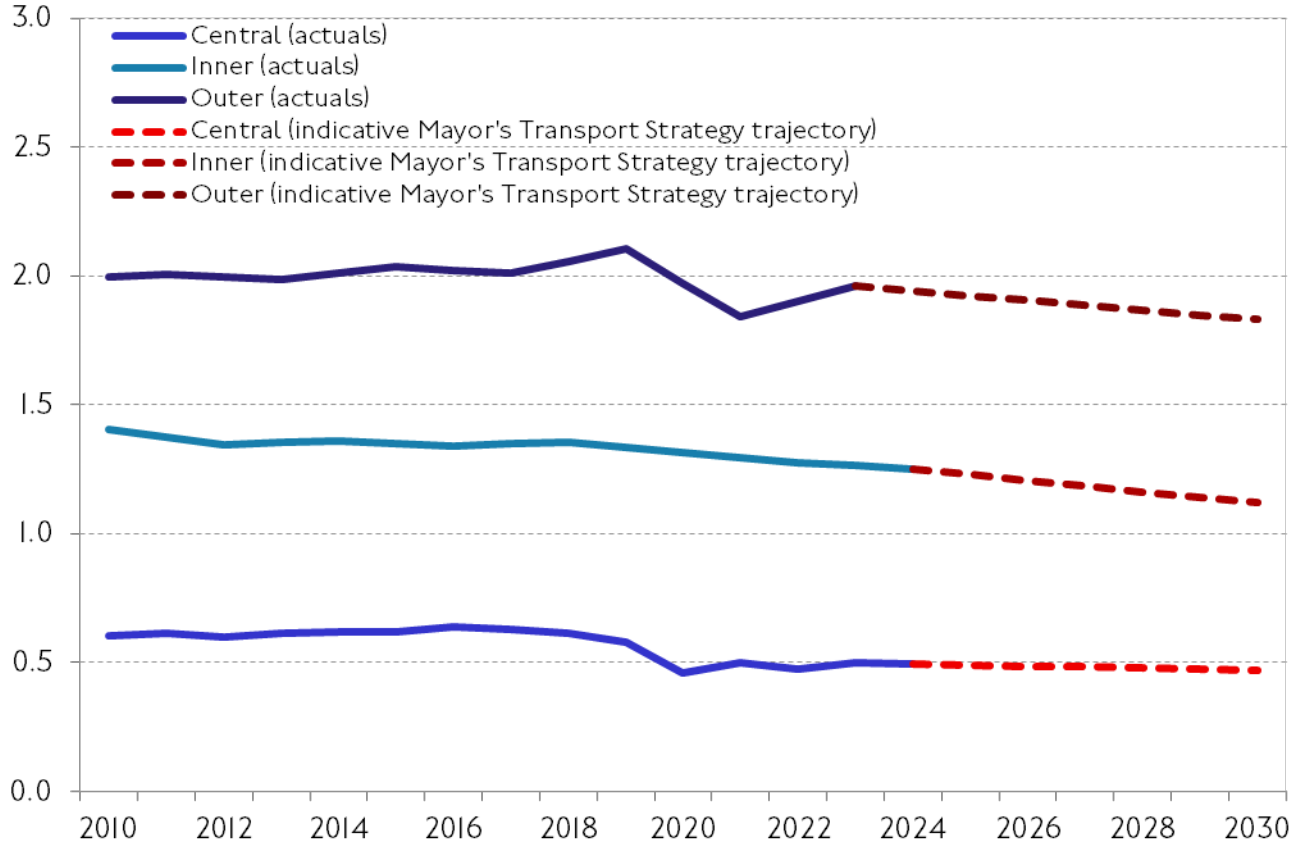


Source: Department for Transport.

Another measure of traffic trends is given by TfL's counting cordons around central, inner and outer London with an aim to reduce the number of car journeys by three million on an average day by 2041. This data contributes to a Mayor's Transport Strategy Tracker metric and is shown in figure 28,

Although these are less comprehensive measures than those provided by the DfT, the long-term picture has been broadly similar. In 2024, both central and inner cordons measured small decreases in traffic relative to previous years (note that cordons are not counted every year).

Figure 28 Cars per day (in millions) crossing London's cordons, from 2010 to 2030.



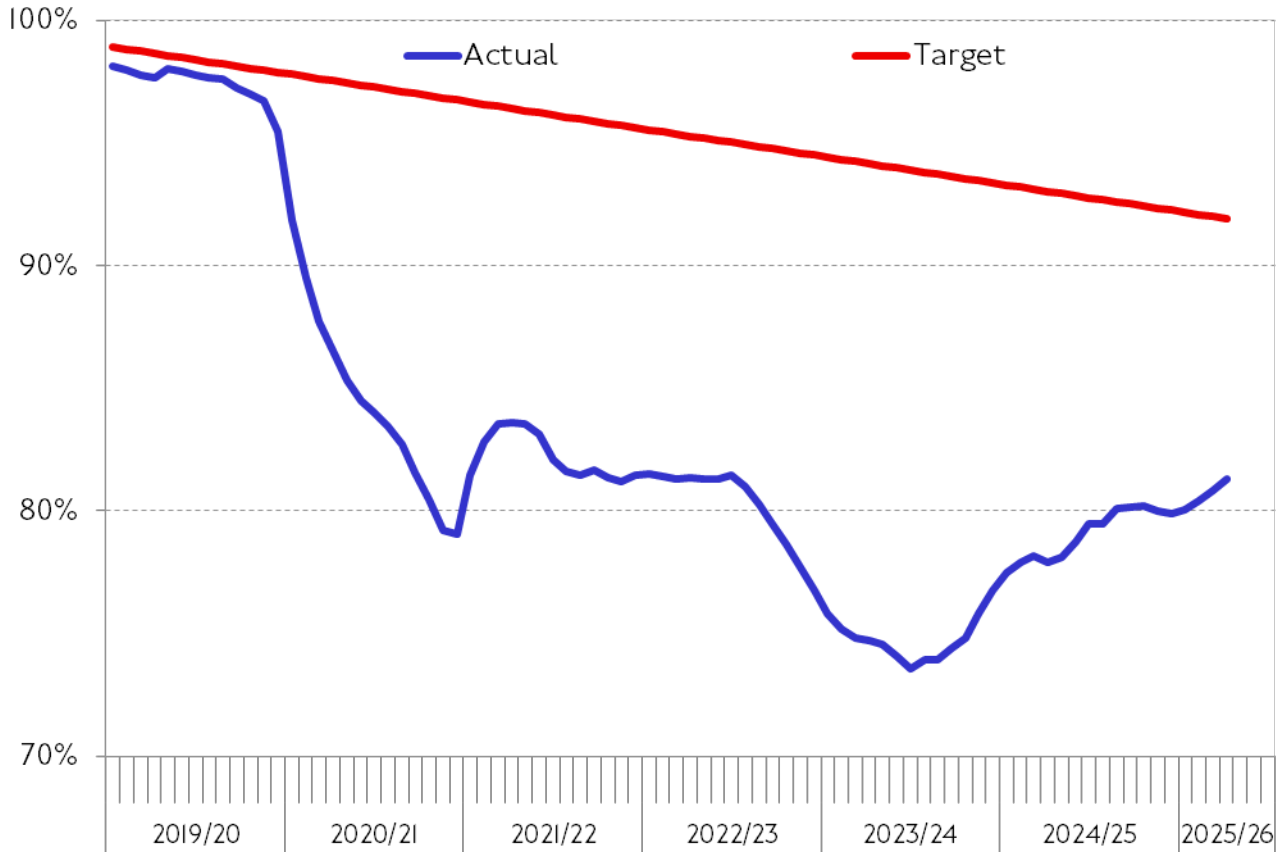
Source: TfL Strategic Analysis, Customer & Strategy, based on TfL traffic data.
Note: The inner and outer cordon counts take place in alternate years, with intermediate values interpolated. Due to the coronavirus pandemic, there were no inner cordon counts in 2020 or 2021 (interpolated from 2018 and 2022) and no outer cordon counts in 2020 (interpolated from 2019 and 2021).

Freight vehicles entering central London in the weekday morning peak

A specific aim of the Mayor's Transport Strategy is to reduce the number of goods vehicles (both HGVs and LGVs) circulating in the central London congestion charging zone during the weekday morning peak by 10 per cent by 2026, from 2016 levels. This reflects pressures on the road network at this time and would help to reduce road danger.

Figure 29 shows the observed trend over recent years and sets this in the context of the nominal trajectory required to meet the target. The impact of the pandemic is clearly visible but, as traffic recovered, the number of freight vehicles remained below the 2026 target. Following a further decrease in 2023, the number of freight vehicles entering central London in the weekday morning peak increased during 2024 and 2025 but remained below the target value.

Figure 29 Change (from 2016) in freight vehicles entering the Congestion Charge zone, weekday morning peak period, 13-period moving average, from period 1 2019/20 to period 4 2025/26.



Source: TfL Strategic Analysis, Customer & Strategy, based on TfL traffic data.

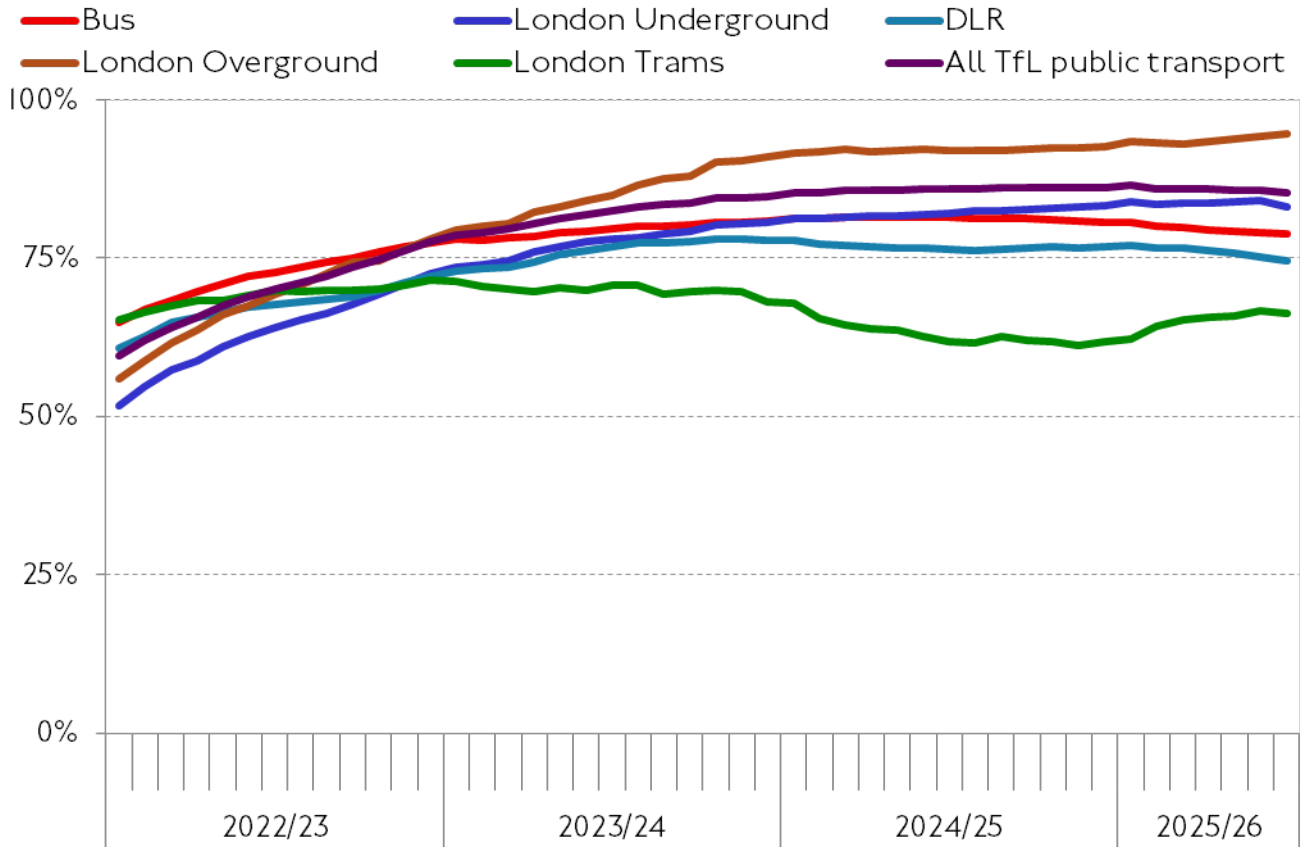
A good public transport experience

At the time of writing, some datasets for the public transport patronage data groups are still being finalised. The data presented in these reports reflects our best understanding of the ridership data. A Travel in London Update report featuring updated public transport trend data will be published in 2026 and there may be some changes in the numbers in that report compared to those presented below.

Public transport demand and operational performance trends

Recent years have seen different recovery trajectories from the pandemic in terms of demand across the main public transport modes, reflecting a combination of operational, behavioural and economic factors (figure 30).

Figure 30 Passenger journeys recovery (from the 2019/20 baseline) on the main TfL public transport modes, by financial period, 13-period moving average, from period 1 2022/23 to period 7 2025/26.



Source: TfL Strategic Analysis, Customer & Strategy, based on TfL service performance data.
Notes: The Elizabeth line is not shown separately but its demand is included in the 'All TfL public transport' series. | Data from period 5 2024/25 onwards is provisional.

At an aggregate level for the whole year, in 2024/25 there were (provisionally) 3.6 billion journeys across London's main public transport modes. This was the same as in 2023/24 (also 3.6 billion) and remained at 94 per cent of the pre-pandemic baseline (2019/20).

Post-pandemic recovery until the 2024/25 financial year by mode

Table 3 shows the trend in journeys on TfL's public transport modes for the last decade, with provisional estimates for 2024/25.

Table 3 Journey stages (in millions) on TfL's public transport modes, from 2014/15 to 2024/25.

Year	Buses	London Under-ground	DLR	London Over-ground	Elizabeth line [note 1]	London Trams	Total [note 2]	River Services	IFS Cloud Cable Car
2014/15	2,385	1,305	110	140	[n/a]	31	**3,972**	10.0	1.5
2015/16	2,314	1,349	117	183	37	27	**4,028**	10.2	1.5
2016/17	2,262	1,378	122	189	45	30	**4,025**	10.4	1.5
2017/18	2,247	1,357	120	190	42	29	**3,985**	10.0	1.4
2018/19	2,220	1,385	122	190	55	29	**4,001**	9.8	1.4
2019/20	2,112	1,337	117	182	60	27	**3,835**	9.6	1.2
2020/21	865	296	40	54	20	12	**1,287**	1.6	0.4
2021/22	1,491	748	77	112	40	19	**2,488**	5.3	1.4
2022/23	1,785	1,065	92	157	145	21	**3,265**	8.5	1.5
2023/24	1,869	1,181	99	181	210	20	**3,560**	9.6	1.4
2024/25 [note 3]	1,842	1,216	98	182	231	18	**3,588**	10.5	1.5
Change from 2023/24 to 2024/25	-1.5%	3.0%	-1.2%	0.8%	10.1%	-8.1%	**0.8%**	8.7%	2.5%

Source: TfL Strategic Analysis, Customer & Strategy, based on Office of Rail and Road and TfL service performance data.
Note: There are known data issues for the latest estimates on all modes except River Services and the IFS Cloud Cable Car. The results in this table should therefore be considered provisional indicative estimates that will be confirmed in later Travel in London reports.
[Note 1] The Elizabeth line opened in May 2022 so data up to 2021/22 refers to the former TfL Rail services.
[Note 2] This total excludes River Services and the IFS Cloud Cable Car.
[Note 3] 2024/25 data is provisional for all modes except River Services and the IFS Cloud Cable Car.

Based on provisional data and in relation to the 2024/25 financial year:

- Bus demand was provisionally estimated at 1,842 million journeys, a 1.5 per cent decrease from 2023/24, and continuing the recent declining trend. Bus journeys in 2024/25 were estimated to be 22.8 per cent lower than the high point in 2014/15 (2,385 million).
- London Underground demand was provisionally estimated at 1,216 million journeys. This was 3.0 per cent higher than in 2023/24 (1,181 million).
- Demand on the London Overground, re-branded in autumn 2024 as a set of six distinct lines, was provisionally estimated at 182 million journeys, an increase of 0.8 per cent from 2023/24.

- The Elizabeth line carried an estimated 231 million passengers in 2024/25, a 10.1 per cent increase from 2023/24.
- Finally, the number of journeys on the DLR in 2024/25 decreased by 1.2 per cent from 2023/24, while the number of journeys on London Trams decreased by 8.1 per cent.

Service provision and operational performance

Table 4 summarises key performance indicators for the main public transport modes.

Table 4 Selected performance indicators on the main TfL-operated public transport modes, from 2014/15 to 2024/25.

Year	Buses: kilometres operated (percentage)	London Underground: kilometres operated (percentage)	DLR: services operated (percentage)	London Trams: services operated (percentage)	London Overground: PPM (percentage) [note 1]	Elizabeth line: PPM (percentage) [note 1]
2014/15	97.1	97.6	99.3	97.9	95.5	[Not applicable]
2015/16	97.2	97.5	98.5	99.0	94.4	90.9
2016/17	97.4	96.9	99.0	97.1	94.6	91.8
2017/18	98.1	96.6	98.4	98.5	94.6	90.8
2018/19	98.1	96.8	99.0	98.5	93.8	91.8
2019/20	97.8	94.0	99.0	98.2	93.1	95.2
2020/21	98.7	87.2	99.3	98.3	94.5	95.7
2021/22	97.9	88.2	98.5	98.5	95.7	95.0
2022/23	96.0	88.3	98.3	92.2	94.1	93.5
2023/24	96.9	90.8	98.3	93.6	93.5	89.2
2024/25	96.7	91.0	97.9	92.6	93.0	89.6
Change from 2023/24 to 2024/25	-0.1 percentage points	+0.2 percentage points	-0.4 percentage points	-1.0 percentage points	-0.5 percentage points	+0.4 percentage points

Source: TfL Strategic Analysis, Customer & Strategy, based on Office of Rail and Road and TfL service performance data.
[Note 1] Annual average of the Public Performance Measure (PPM), which is a metric that combines punctuality and reliability to represent the proportion of all scheduled trains that are 'on time', which for operators in the London and South-East region means arriving at the destination no later than five minutes after the scheduled arrival time.

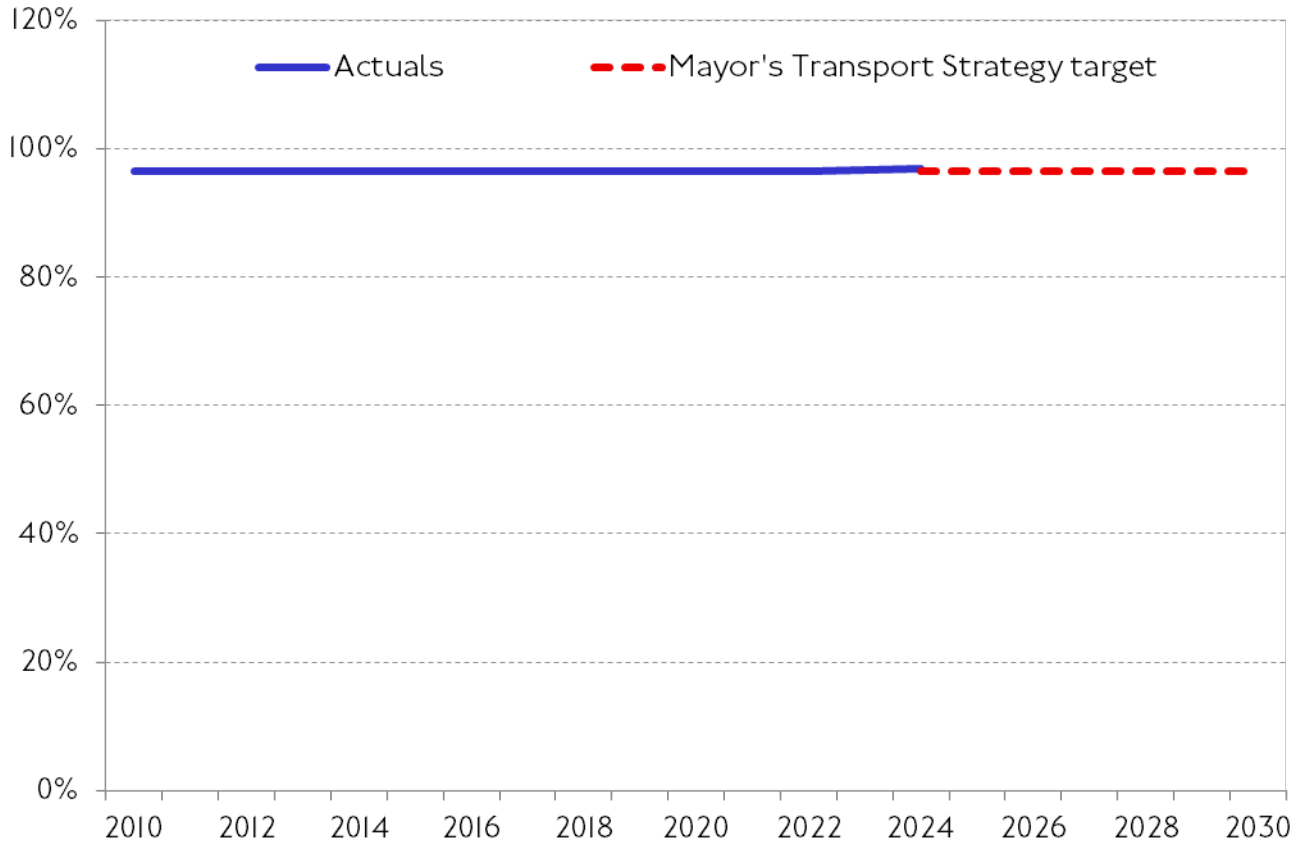
Between 2023/24 and 2024/25 there was a small deterioration on these performance indicators for most modes, with kilometres or services operated on buses, DLR and London Trams all decreasing by up to one percentage point. Kilometres operated increased slightly on the London Underground (by 0.2 percentage points) and performance improved slightly on the Elizabeth line, although it deteriorated slightly on London Overground.

Connectivity

Access to bus services

The key connectivity metric we use for public transport is the proportion of Londoners living within 400 metres of a bus stop, which represents the ability of Londoners to access bus services within five minutes of where they live. The Mayor's aim is to maintain this broadly at the high level of 96.5 per cent seen in 2016. Re-calculation of this measure using population data for 2024 shows a slight increase in the proportion of Londoners meeting this criterion, to 96.8 per cent (figure 31).

Figure 31 Proportion of London residents living within 400 metres of a bus stop, from 2010 to 2030.

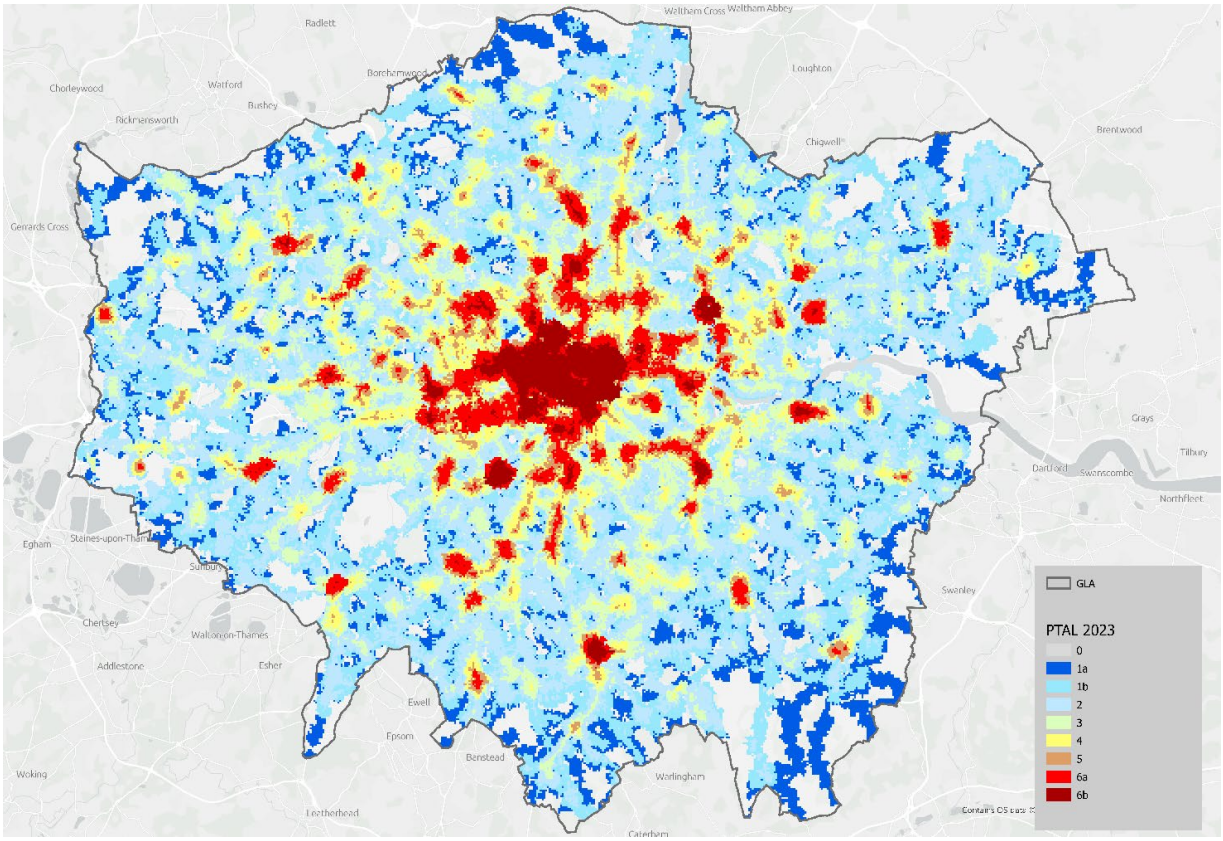


Source: TfL Strategic Analysis, Customer & Strategy.

Public transport access level (PTAL)

Our PTAL metric provides a wider measure of Londoners' access to public transport. The familiar pattern of relatively higher connectivity towards inner and central London, town centres and along radial rail lines is visible. As of autumn 2024, 32 per cent of London's population lived in areas with a PTAL connectivity score of four or above, which is considered to represent high connectivity (figure 32). This is lower than the value of 33 per cent previously quoted for autumn 2023. This reduction in part reflects some reduction to bus services, but also some methodological improvements to the indicator to improve the spatial precision of PTAL scores in relation to the River Thames.

Figure 32 Public transport access level (PTAL) in London, autumn 2024.

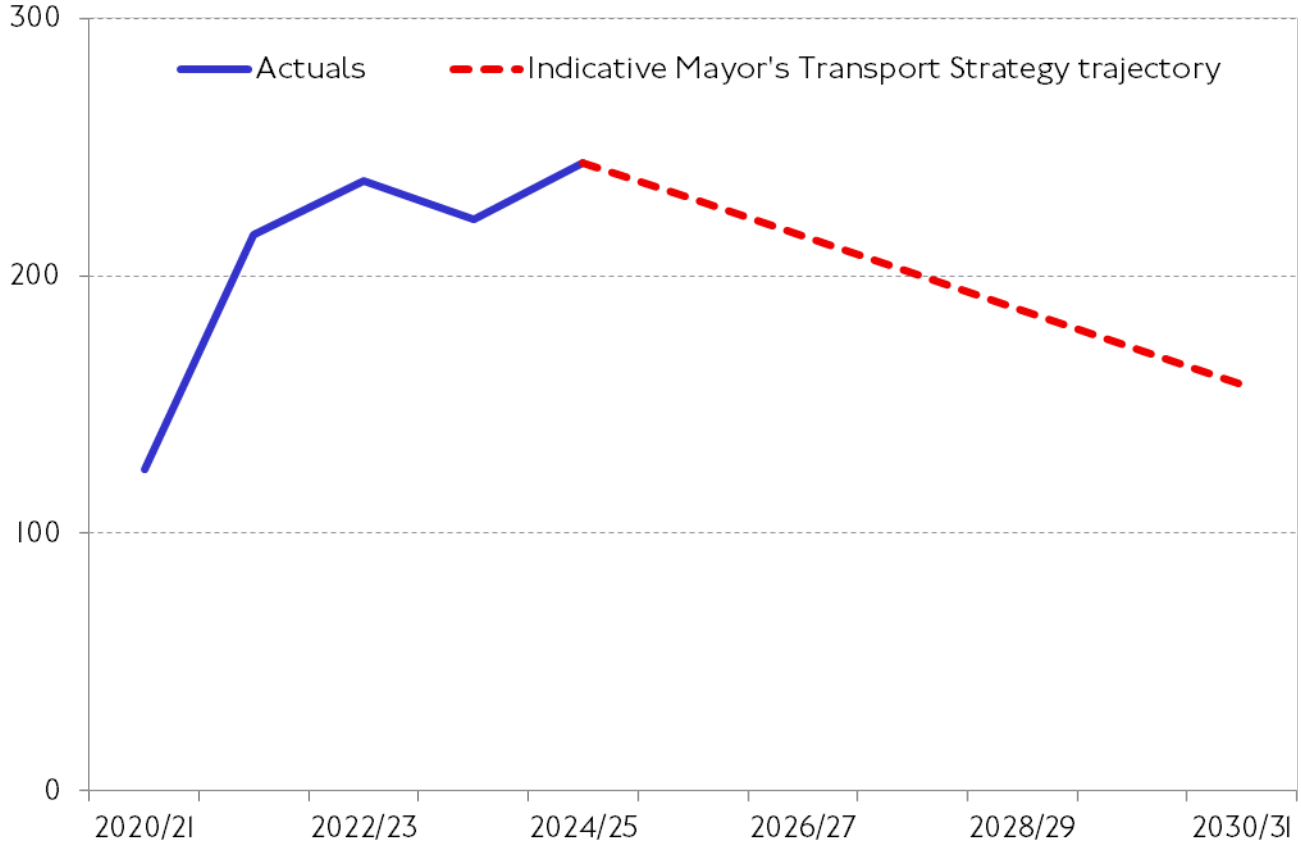


Source: TfL Strategic Analysis, Customer & Strategy.

Public transport safety

Public transport continues to be the safest way to travel in London. Sadly, 2024/25 saw an increase of four per cent of customers being killed or seriously injured on our network (figure 33). A total of 10 customers were killed, compared with eight last year, and 215 customers were seriously injured on our network, an increase of nine from last year.

Figure 33 Killed or seriously injured customer and workforce casualties, from 2020/21 to 2030/31.



Source: TfL Insights & Direction, Safety, Health & Environment.

The main causes of injury across our network continue to be slips, trips, and falls, an occurrence that can be particularly serious for our more vulnerable customers or in our most high-risk areas. Slips, trips and falls at the platform train interface, on escalators and on stairs contribute significantly to our customer serious injury numbers, underlining the importance of implementing our platform train interface plan and of developing a parallel plan for stair and escalator safety.

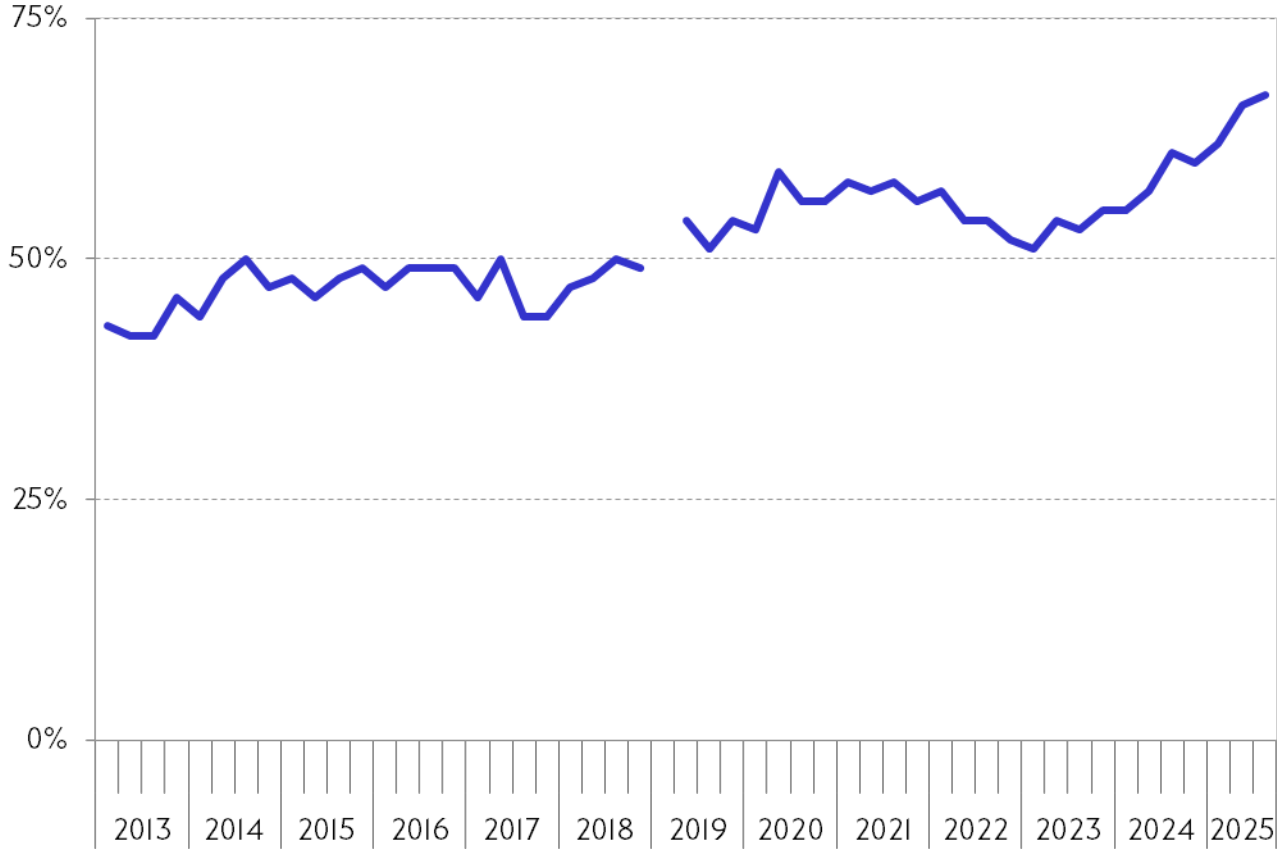
In 2024/25, 28 colleagues were seriously injured. Tragically, our Elizabeth line colleague Jorge Ortega was killed following an assault in December 2024.

Customer Care

Care and customer satisfaction are our primary measures for understanding the quality of the customer experience that TfL delivers, from a customer perspective. They are complementary elements in determining how TfL is working for our customers, providing a rounded picture of our performance. TfL's working target for our Care score is to achieve a value of 66 by 2030.

Our key Care measure performed relatively well throughout the pandemic, with quarterly results lying in the high 50 per cent of Londoners agreeing that 'TfL cares about its customers' (figure 34).

Figure 34 Agreement with 'TfL cares about its customers' (Care score), by quarter, from January to March 2013 until July to September 2025.



Source: TfL Customer Insight, Customer & Strategy.
Note: The series break in 2018/19 reflects a change of data supplier.

After the pandemic, the score was suppressed by customers adjusting to the increased busyness of the network following a period of lower public transport use, a period of sustained industrial action and the launch of the ULEZ expansion.

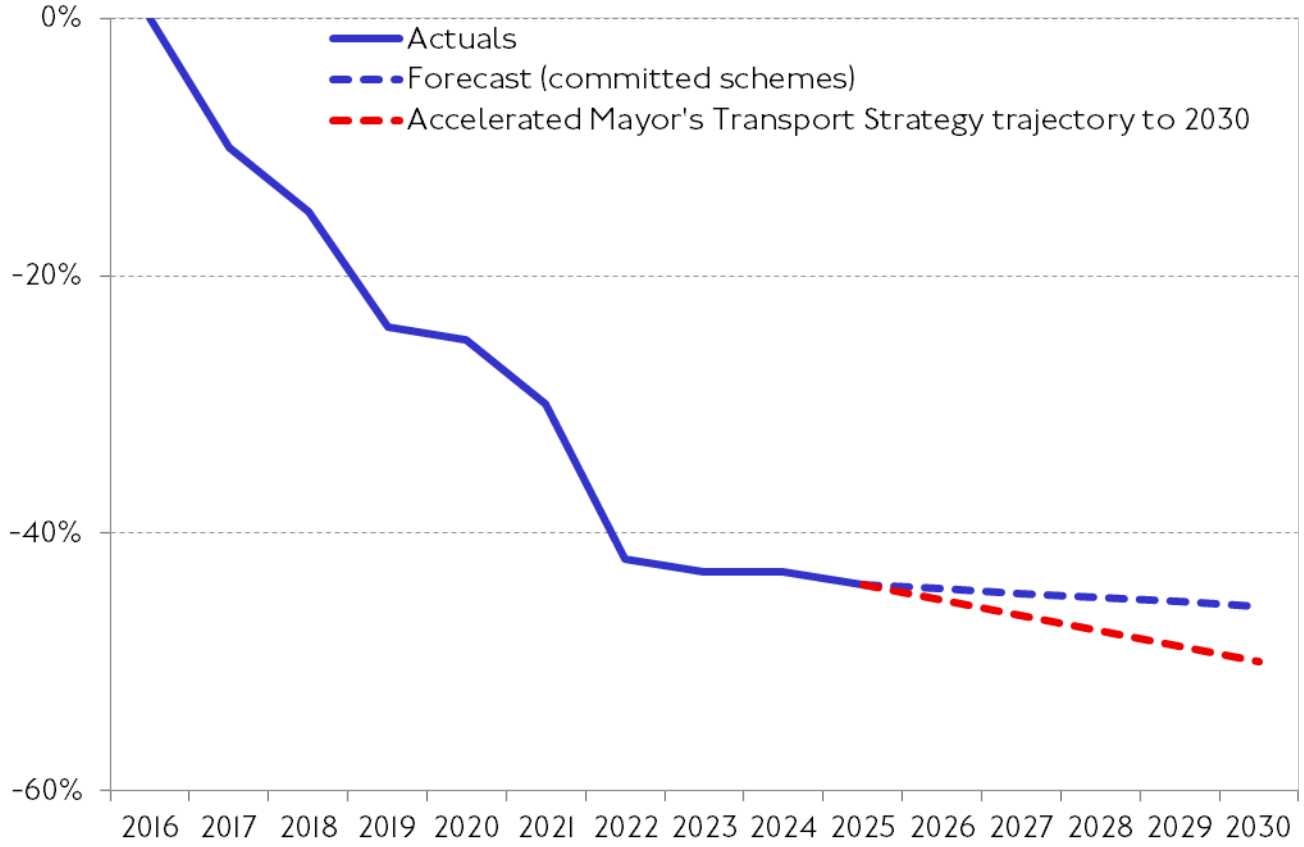
External factors such as the cost-of-living crisis also contributed to lower scores. At the end of 2024, the Care score recovered and exceeded pre-pandemic levels, as industrial action eased and operational performance stabilised and improved. That trend has continued into 2025 with the score reaching historic highs of 68 per cent in May 2025, this increase thought to be driven by positive experiences of younger people over a sustained period.

Physical accessibility

Improving the physical accessibility of public transport is key to creating a fully inclusive network for all. People who are older or disabled or who are travelling with luggage or young children can sometimes find it hard to get around and often face longer journeys if they are only able to use the step-free network.

The Mayor's Transport Strategy aims to reduce this journey time differential, with a working aim of a 50 per cent reduction from a 2016 baseline by 2041. Despite funding challenges, we are ahead of the trajectory to meet this target. We have therefore set a stretch target to achieve the 2041 ambition by 2030 (figure 35).

Figure 35 Reduction (from the 2016 baseline) in the additional journey time using only the step-free transport network, from 2016 to 2030.



Source: TfL Strategic Analysis, Customer & Strategy.
Note: The historic series has been revised to account for modelling improvements. | Totals for 2021 and 2022 have been revised to account for the new step-free connections at Liverpool Street and Moorgate.

Today, more than a third of London Underground stations across London provide step-free access. Knightsbridge, Barnes, Tooting, Motspur Park, Teddington and Shortlands stations all joined the step-free network in 2025. This meant that the step-free differential between using only the step-free network and the whole network for an average journey decreased to 5.11 minutes (from 5.16 minutes in 2024). This is a 44 per cent reduction against the 2016 baseline, compared to our target for 2030 of a 50 per cent reduction.

Equity in Motion

Equity in Motion (EiM) launched in February 2024 with over 80 actions to build a fairer, more inclusive transport network. Since then, 41 actions have been completed and 15 have become part of our everyday operations. Removing barriers and addressing inequality is a priority for the Mayor and TfL, and EiM is central to that mission. We now have 109 actions in total, with 90 per cent of our 2025/26 actions either completed, continuous or in progress.

A measurement framework has been designed to help track progress with these commitments, in terms of the improvement they collectively make to accessibility and inclusion across the transport system. In terms of delivery against our commitments, the following are some examples of work completed this year:

- **Improving toilet provision:** New accessible toilets at White Hart Lane, Seven Sisters and Clapton have opened to customers and works are underway at Amersham. We have completed optioneering work for Stratford and Woodford to inform construction and we are now looking at options for Green Park and Stockwell on London Underground and at New Cross Gate and Acton Central on the London Overground.
- **Disability Equality Training:** At the end of April 2025 we launched new training for frontline London Underground colleagues. Developed with training experts with lived experience of disability, this entirely new online course provides practical guidance to frontline colleagues.
- **Safety and security research with disabled people:** We completed a dedicated piece of research exploring how disabled customers feel about safety and security when travelling. For most disabled customers feeling safe is not just preferable, it is central to whether a journey feels accessible. Safety is described as a baseline requirement that shapes their ability to use public transport confidently and independently.
- **Lift and escalator design standards review:** The lift design standards set minimum car and door opening dimensions for lifts at stations where the lifts are in addition to stairs or escalators. We have updated our standards to mandate larger Type 3 car lifts for all new build installations. This allows us to increase capacity in our lifts and recognise the increasing prevalence of larger wheelchairs. This standard also requires a through lift, which means that wheelchair users are not required to reverse in or out of a lift or turn within the lift. On escalators we have introduced safety initiatives such as speed reduction to support safer boarding and alighting and additional safety switches to help prevent entrapment. For the Bakerloo line extension, there is a proposal to install escalators at a 26.3-degree incline instead of the standard 30 degrees. This adjustment is intended to make the rise of steps more like fixed stairs, helping to reduce slips, trips, and falls.

The recently established **Inclusive Design Centre for Excellence** is our central hub for embedding inclusive design across all our projects, policies and services. Through this centre we empower colleagues with the knowledge and skills to ensure transport works for everyone by offering expert guidance, tools, training and providing space for collaboration. So far, the Inclusive Design Centre for Excellence has:

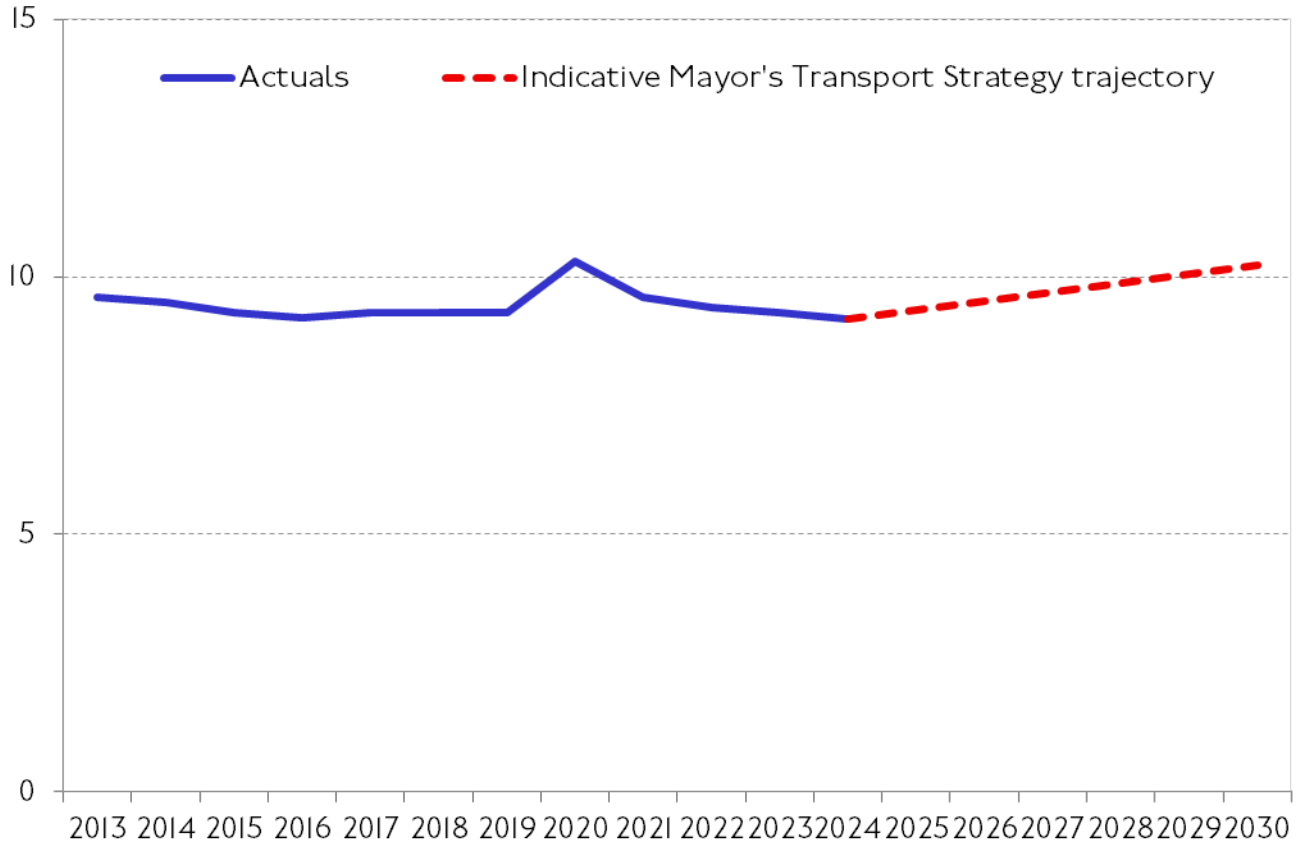
- Provided advice to numerous projects, including the Step-free Access Programme, Interchange Best Practice Guidance refresh, Customer Toilets Good Practice Guidance, TfL25 customer marketing campaign and Elizabeth line digital advertising corridor wrap
- Delivered webinars to over 150 colleagues across the organisation on topics including customer and Changing Places toilets, wayfinding and signage, designing for neurodiversity, designing for mental health and wellbeing, inclusive external environments and inclusive engagement
- Developed a benefits management strategy intended to provide a structured framework to identify, capture, monitor, measure and report anticipated benefits, which will help to ensure that the centre's deliverables give value to the business, and the appropriate return on investment.
- Launched a call for evidence with external organisations, communities, and boroughs to help us understand their expectations and develop plans geared towards achieving them
- Established a Community of Practice within the Investment Planning directorate, aimed at upskilling sponsors and project managers in inclusive design best practice

Bus speeds

Bus speeds are a key indicator for perceived quality of service and are increasingly affected by general traffic congestion. The Mayor's Transport Strategy sets a target of a 10 per cent increase in average bus speeds by 2030 (from a 2015 baseline).

While bus speeds increased during the pandemic because of lower traffic levels, in the years since 2020 bus speeds have returned to 2019 pre-pandemic levels (figure 36).

Figure 36 Average London bus network speed (in miles per hour), from 2013 to 2030.



Source: TfL Strategic Analysis, Customer & Strategy, based on TfL service performance data.

The average bus speed in 2024/25 was 9.2 miles per hour, a small reduction of one per cent on 2023/24. While overall traffic volumes were slightly lower than before the pandemic, a change in travel patterns with more demand in the interpeak and evening peak increased congestion at these times. In the first seven periods of financial year 2025/26 average bus speeds fluctuated between 9.0 and 9.4 miles per hour, following a seasonal pattern and broadly comparable to equivalent periods in the previous year. We have developed a programme of actions to tackle this in the coming years.

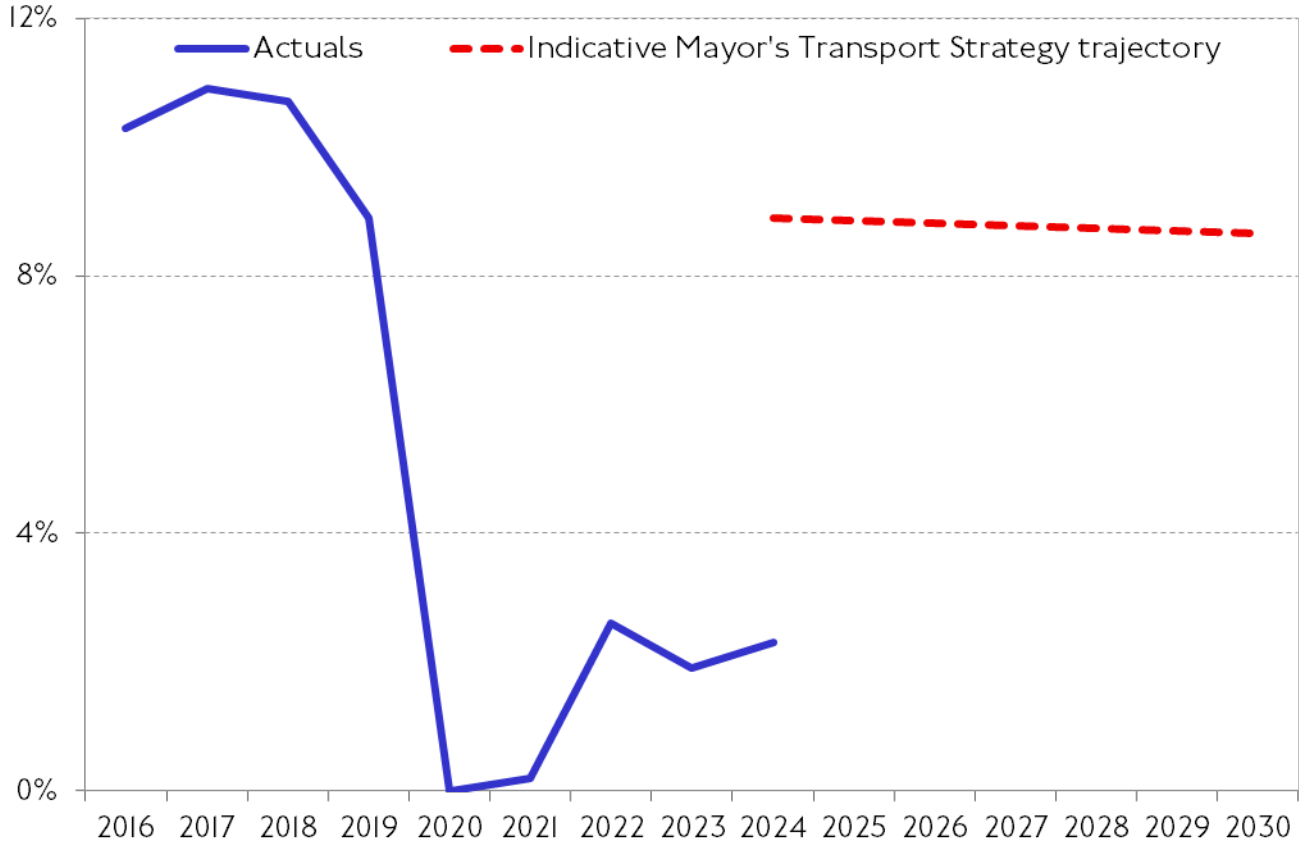
A more holistic measure of bus performance is based on a generalised customer journey time metric that reflects the customers' perception of the average time taken to make a journey, including waiting, travel and interchange times, also considering crowding and bus journey time variability. The value of this metric in 2023/24 was 34.3 minutes, slightly higher than the target of 34.1 minutes. Note that the target is updated each year to reflect prevailing conditions and challenges on the network.

Public transport crowding

The Mayor's Transport Strategy aims to reduce the proportion of rail kilometres travelled in crowded conditions by 10 to 20 per cent compared to a 2016 baseline of 10 per cent.

This measure has proven to be highly sensitive to demand fluctuations and to the impacts of the pandemic (figure 37). In 2020 it effectively fell to zero and, after the pandemic, fluctuated around two per cent. Post-pandemic patterns of customer demand and the full opening of the Elizabeth line, which created additional capacity, are driving this reduction. Although we remain comfortably ahead of the target, without further investment in capacity on our network it is expected that crowding will increase with continuing population growth.

Figure 37 Proportion of passenger kilometres travelled on TfL rail services in standing densities above two people per square metre, from 2016 to 2030.



Source: TfL Public Transport Service Planning.

New homes and jobs

Introduction

The transport network has a crucial role to play in supporting people to live and work in London and to unlock new development. Designing new development around walking, cycling and public transport enables people to live active, healthy lives and mitigates congestion and environmental impacts that would otherwise result from growth. Good public transport connectivity also helps support many more homes through denser compact development.

This section looks at some Mayor's Transport Strategy Tracker outcome indicators around the twin themes of Sustainable and Unlocking. We then summarise outcomes data for some major projects that have been implemented in recent years: the Elizabeth line, the Superloop bus network and the Silvertown Tunnel. We then look at the role of Places for London in supporting housing development in London and, finally, include a brief reflection on some of TfL's achievements as it celebrates 25 years as London's integrated transport authority.

Opportunity Areas

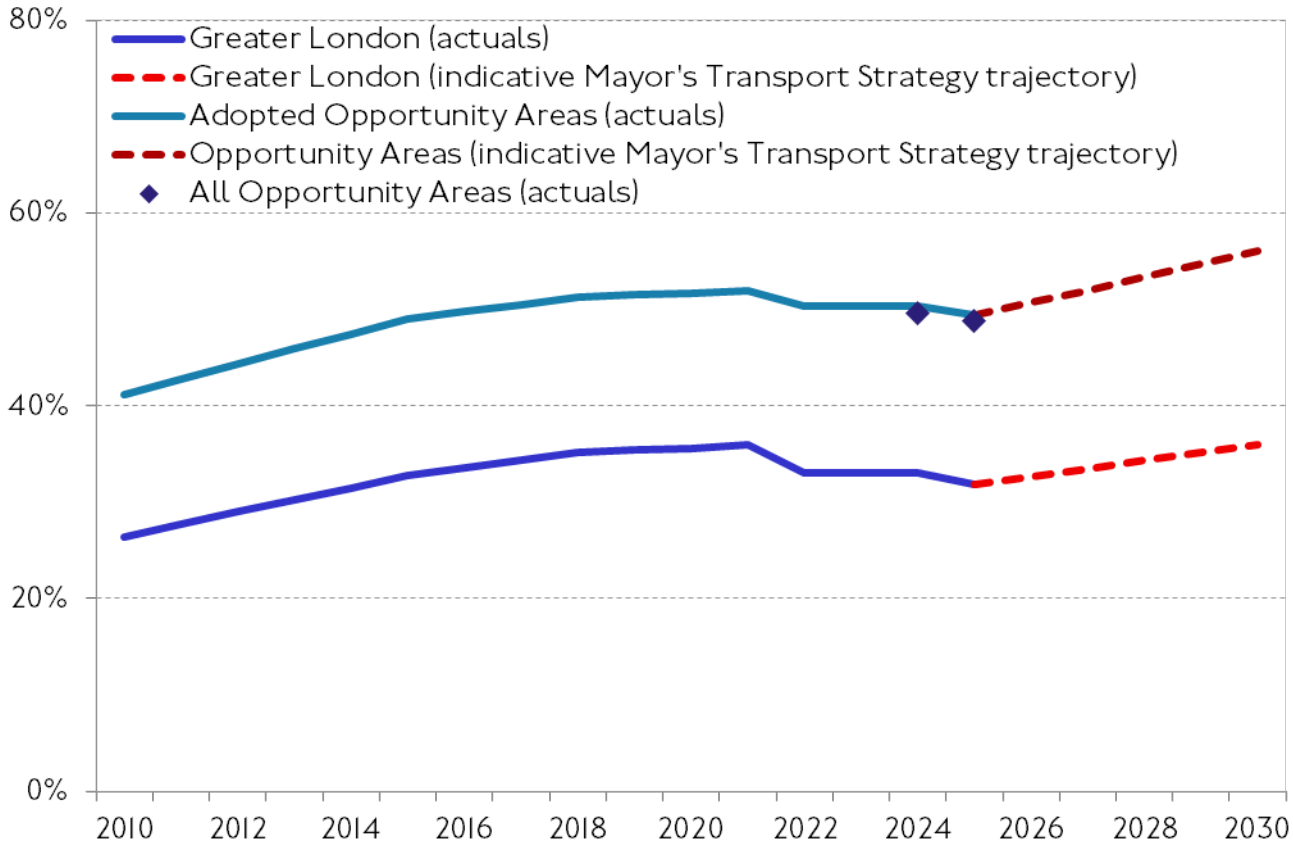
Public transport access level (PTAL) in Opportunity Areas

The Mayor's ambition is to increase the number of Londoners living in areas that are well connected by public transport, as measured by the PTAL. To monitor this, we have developed a measure of the proportion of Londoners living in areas with high PTAL (a score of four or higher) both in London and in London's Opportunity Areas. Further details of how this measure is compiled are given in the Travel in London 2024 Annual overview report.

Figure 38 shows that, before 2022, the proportion of London residents and residents of (adopted) Opportunity Areas living in high PTAL areas had been steadily increasing due to improvements to the public transport network as well as to the delivery of homes in well-connected locations. However, in 2022 the proportion of London residents living in areas with high PTAL decreased, mainly due to timetable changes on the National Rail network and, to a lesser degree, on the bus network. These timetable changes continued into 2023 and 2024, resulting in a similar proportion of London residents living in high PTAL areas as in 2022.

In 2024, 49.4 per cent of London residents living in adopted Opportunity Areas (monitored since 2021), lived in high PTAL areas. The proportion for the new metric, which includes all Opportunity Areas, was 48.8 per cent. This compares to a London average of 31.8 per cent.

Figure 38 Proportion of the population living in areas of high (four to six) public transport access level (PTAL), London's Opportunity Areas and Greater London, from 2010 to 2030.



Source: TfL Strategic Analysis, Customer & Strategy.

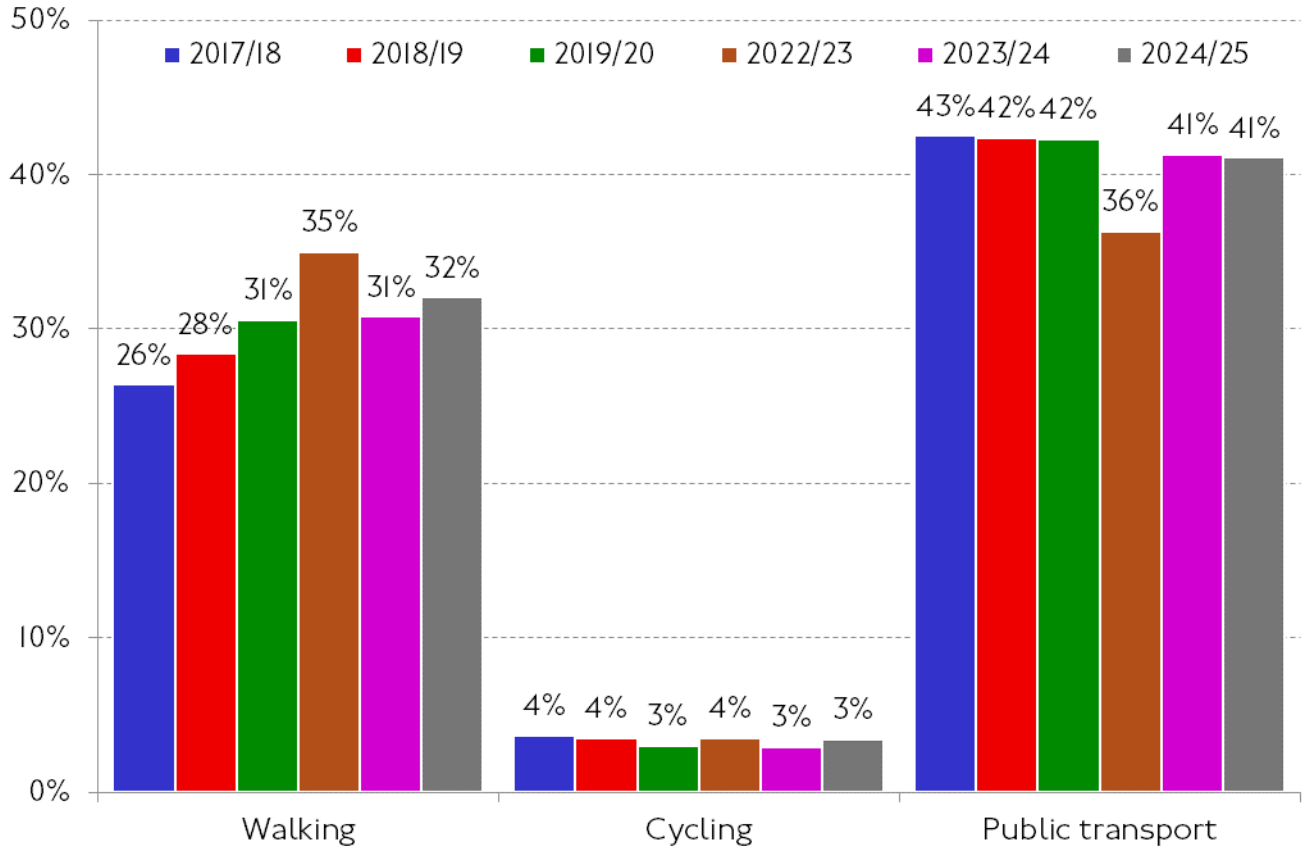
Mode shares in Opportunity Areas

Figure 39 shows the active, efficient and sustainable mode share of London resident trips with an origin or destination in an adopted Opportunity Area. The Opportunity Areas monitored as part of this metric are the 28 locations with adopted boundaries as of 2021, when this metric was defined.

- Before the pandemic there was a steady increase in the walking mode share in Opportunity Areas. Since 2022/23, the walking mode share has fluctuated, but it increased in 2024/25 to 32 per cent.
- Cycling mode share in Opportunity Areas increased slightly in 2024/25 compared to 2023/24, to 3.4 per cent of trips.
- The public transport mode share decreased very slightly by 0.2 percentage points.

Overall, the active, efficient and sustainable mode share in 2024/25 was 77 per cent, 1.5 percentage points higher than in 2023/24 and driven by increases in the walking and cycling mode shares.

Figure 39 Walking, cycling and public transport mode share in London's Opportunity Areas, LTDS, from 2017/18 to 2024/25.



Source: TfL Strategic Analysis, Customer & Strategy.

Housing delivery in Opportunity Areas

A total of 100,024 homes were delivered in adopted Opportunity Areas over the period from April 2019 to March 2025. The Opportunity Areas with the highest number of homes delivered over this period were Isle of Dogs (9,004) and Olympic Legacy (also 9,004), and Vauxhall Nine Elms Battersea (7,802). The average homes delivery rate per annum across all adopted Opportunity Areas between 2019 and 2025 was 16,671 homes. This is slightly below the 17,287 per year that is required to meet the London Plan homes indicative capacity total across all adopted Opportunity Areas.

The Elizabeth line

The Elizabeth line has continued to establish itself as a core part of London's public transport network, carrying around 800,000 journeys per day and over 600 million in the three years of operation until May 2025. TfL and the DfT published a comprehensive Elizabeth line post-opening evaluation study in October 2025, focusing on the more immediate transport outcomes of the project.

The Elizabeth line has significantly enhanced transport connectivity, increased the number of public transport trips and shifted travel patterns across London. One in eight journeys on TfL's rail network now involves the Elizabeth line, and there has been an average journey time saving of nine minutes across all users.

The Elizabeth line is also showing early effects on employment and regeneration in its surrounding areas. Improved connectivity is creating better access to jobs and other opportunities and increasing the availability of new homes. Some 71,000 new homes were built within one kilometre of an Elizabeth line station between 2015 and 2024, and a further 70,500 new homes are in the pipeline.

The availability of the Elizabeth line has led to customers shifting their journeys away from other rail services, with approximately 15 per cent of demand coming from National Rail services and 20 per cent from other TfL rail services (including 16 per cent from the London Underground and four per cent from the DLR). Approximately 27 per cent comes from former TfL Rail services, which the Elizabeth line replaced.

The Elizabeth line has the highest customer satisfaction score across all TfL lines, reaching around 83 per cent after its opening and remaining above all other modes, with recent scores ranging between 74 and 79 per cent.

One of the key long-term benefits of the Elizabeth line is the potential for transformational impacts around stations, with substantial changes to the geography of economic activity through the location of businesses and jobs. These aspects will continue to be monitored and assessed as they develop in the following years.

Superloop

Earlier this year we celebrated the first anniversary of the Superloop network of express bus routes in outer London. While the first routes launched in summer 2023, the full 138-kilometres loop connecting key locations across outer London was completed in spring 2024 (excepting SL4 through the Silvertown Tunnel, which started operating when the tunnel opened in April 2025).

Figure 40 A Superloop bus.

Source: TfL Image Library.

Ridership data suggests that patronage on these routes is steadily increasing across most routes, even when bus patronage overall is slightly decreasing (table 5)

Table 5 Average autumn weekday bus boardings on Superloop routes, by route, and on all London bus routes, from 2023 to 2025.

Route	2023	2024	2025	Change from 2023 to 2024 (percentage)	Change from 2024 to 2025 (percentage)
SL1	[Not applicable]	6,632	7,339	[Not applicable]	10.7
SL2	[Not applicable]	8,374	9,443	[Not applicable]	12.8
SL3	[Not applicable]	6,158	7,120	[Not applicable]	15.6
SL4	[Not applicable]	[Not applicable]	8,300	[Not applicable]	[Not applicable]
SL5	[Not applicable]	4,141	4,680	[Not applicable]	13.0
SL6	1,539	1,518	1,629	-1.4	7.3
SL7	9,628	10,338	11,228	7.4	8.6
SL8	22,996	22,978	22,767	-0.1	-0.9
SL9	13,746	13,002	13,085	-5.4	0.6
SL10	[Not applicable]	8,732	9,677	[Not applicable]	10.8
All London bus routes	5,439,205	5,169,593	5,101,742	-5.0	-1.3

Source: TfL Strategic Analysis, Customer & Strategy, based on TfL service performance data.

The Superloop network continues to expand:

- In September 2025, the first services on the new Bakerloop route (BL1) launched between Waterloo and Lewisham via Elephant and Castle, roughly following the alignment of the proposed Bakerloo line extension.
- There are plans underway for a further two routes:
  - SL11 between Abbey Wood and North Greenwich to support the early stages of the regeneration plans in the Thamesmead area
  - SL12 between Gants Hill and Ferry Lane in Rainham via Romford, providing quicker access to Romford town centre

Northern line extension and Barking Riverside extension

Both recent extensions to London's rail network continue to perform well, support homes and jobs and grow their ridership.

In 2024/25, the number of entries to Battersea Power Station and Nine Elms stations on the Northern line extension was 6.7 million (4.7 and 2.0 million, respectively). This compares to a total of 6.6 million in 2023/24 (4.5 million and 2.0 million, respectively), a 1.8 per cent increase.

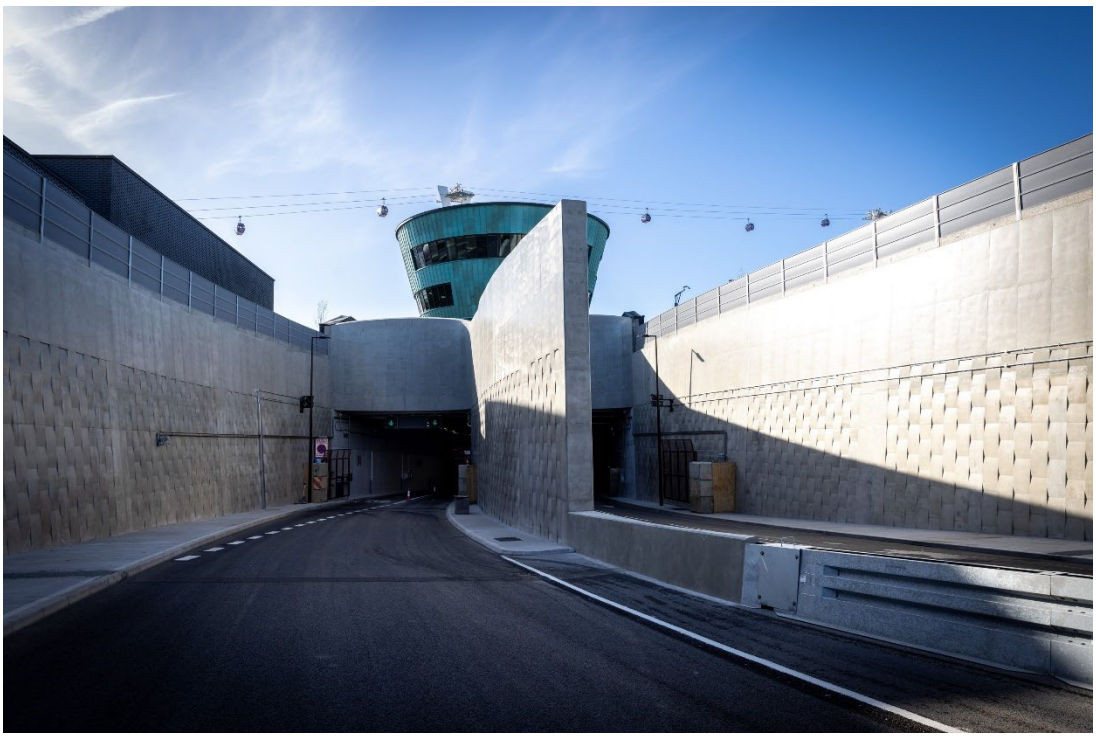
In 2024/25, the number of entries to Barking Riverside station on the London Overground Suffragette line was 516 thousand. This compares to 398 thousand in 2023/24, a 29.8 per cent increase.

The Silvertown Tunnel

Introduction to the Silvertown Tunnel scheme

The Silvertown Tunnel, which connects Silvertown and the Greenwich Peninsula in east London, opened on time and on budget on 7 April 2025. This new, 1.4 kilometres-long twin bore road tunnel with a dedicated bus and HGV lane was first proposed in 2012 and the application for its construction and operation was approved by the Secretary of State for Transport in 2018.

Figure 41 The Silvertown Tunnel.



Source: TfL Image Library.

The Silvertown Tunnel scheme, which covers the construction of the new tunnel and user charges at the Silvertown and Blackwall Tunnels, was implemented through a Development Consent Order. The purpose of this scheme was to address long-standing problems at the Blackwall Tunnel, which include congestion, frequent closures and incidents, and a lack of resilience caused by the lack of suitable alternative crossings, as well as to improve cross-river public transport connectivity.

Key benefits of the scheme were expected to include:

- **Traffic improvements:** We expected to cut congestion, delays and queues on the surrounding road network, as well as faster and more reliable journeys, with journey time savings of up to 20 minutes at peak times.
- **Public transport opportunities:** More opportunities to cross the river by public transport, with an initial network of 21 buses per hour across three routes.
- **New business opportunities:** The tunnel was expected to open access to new markets for businesses, enabling businesses to reach clients and people to access jobs more quickly and with more reliable journey times. It was also expected to help drive job growth in east London, given that the tunnel connects Opportunity Areas on both sides of the river.

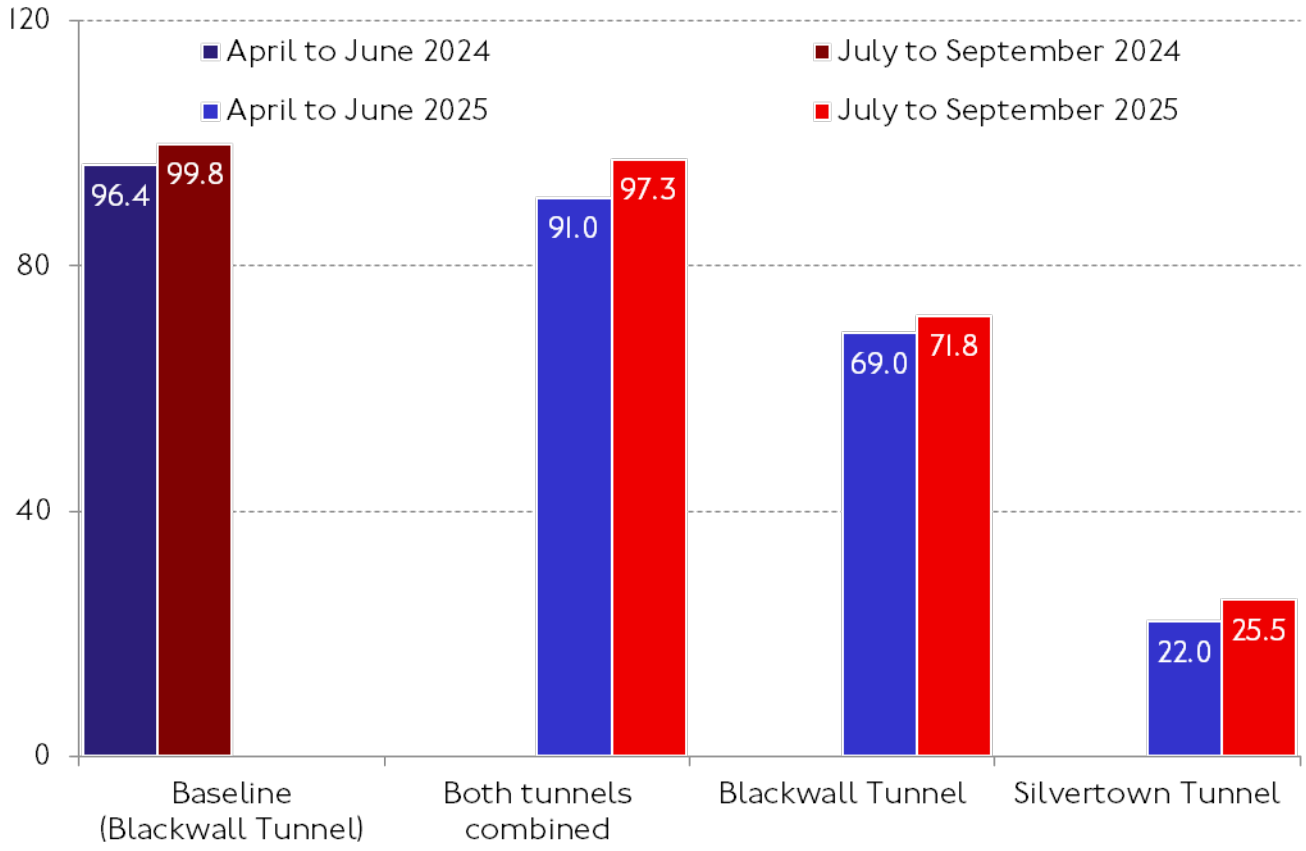
- **Air quality:** We expected to better manage the impact of traffic congestion on air quality for some of London's most polluted roads.
- **Road network resilience:** The scheme was expected to improve the resilience of the road network by offering an alternative crossing when the Blackwall Tunnel is closed.
- **Support for people cycling:** The new, safe cross-river Silvertown Cycle Shuttle, which is exclusively for people cycling, creates a high-frequency, point-to-point service that is free to use for at least the first year and Silvertown Cycle Shuttle will operate for at least three years.

Headline results so far

During the first six months of the Silvertown Tunnel in operation we have observed many positive impacts. This early data shows that the Silvertown Tunnel is delivering its objectives of managing congestion and improving resilience while supporting economic and population growth by improving cross-river transport links.

- **Stable traffic levels:** Overall, traffic levels are stable across key road corridors, including the A2, AI2 and AI3. As the most strategic river crossing in east London, the Blackwall and Silvertown Tunnels corridor continues to carry most cross-river traffic in east London, which is as expected. Figure 42 shows how traffic flows have changed at the Blackwall and Silvertown Tunnels since the Silvertown Tunnel opened and charges were introduced for both the Silvertown and Blackwall Tunnels.

Figure 42 Average weekday traffic flows (in thousands) through the Blackwall and Silvertown Tunnels, by quarter, from April to June 2025 until July to September 2025 and compared to the equivalent three-year pre-opening baseline.



Source: TfL Network Performance.

It is seen that weekday traffic volumes through the Blackwall Tunnel reduced, on average, by 28 per cent during the first and second three-month periods of operation. Meanwhile, weekday traffic flows at the Silvertown Tunnel averaged between 23 and 26 per cent of the pre-opening flow at Blackwall Tunnel. The combined weekday flows at the Silvertown and Blackwall Tunnels were between 94 and 97 per cent of the flows at the Blackwall Tunnel before the Silvertown Tunnel opened.
Weekend traffic flows through the two tunnels were generally lower than in the baseline, with combined flows between 78 (April to June 2025) and 80 per cent (July to September 2025) of the former Blackwall Tunnel-only flow.
These comparisons suggest that the Silvertown Tunnel and the associated user charge (for both the Silvertown and Blackwall Tunnels) are achieving their objective of improving connectivity and road network resilience without encouraging traffic growth in the area.

- **Traffic reliability improvements:** Since the opening of the Silvertown Tunnel on 7 April 2025, there is significantly less congestion during peak morning travel hours. There has also been a significant reduction in unplanned closures of the Blackwall Tunnel, which is linked to over-height vehicles now having the option to use the Silvertown Tunnel, which can accommodate taller vehicles than the Blackwall Tunnel.
- **Public transport Improvements:** Public transport opportunities have been enhanced and we are seeing significant growth in cross-river bus ridership, with new double-decker, zero-emission (at the tailpipe) buses running through the Silvertown Tunnel. Almost one in 10 trips through the two tunnels (nine per cent) were made by public transport in the weeks immediately after the Silvertown Tunnel's opening.
- **Cycle shuttle service:** The Silvertown Cycle Shuttle carries around 100 to 140 cycles across the river on a typical day, with clear morning and evening peaks. This remains below capacity, so we will be working with boroughs and other stakeholders to raise awareness of the service and encourage greater uptake.
- **DLR journeys:** Around 5,000 cross-river DLR trips are being refunded on an average week to encourage people to cross the river by public transport.
- **Charging scheme:** Most customers use Auto Pay to pay the tunnel user charges, which gives access to off-peak charges with the advantage of not being at risk of a penalty for non-payment. Compliance is high, at between 88 and 89 per cent, which is comparable to the Congestion Charge scheme. Eligible customers are signing up for discounts, including the local business discount and the east London low-income residents' discount. Customers who have already registered for discounts for other road user charges do not need to re-apply, but we have seen an increase in registrations for the 100 per cent Blue Badge holders discount and Auto Pay since the Silvertown Tunnel opened.

Monitoring the impacts of the scheme

As required by the Monitoring and Mitigation Strategy for the scheme, we began monitoring the baseline conditions in the area expected to be influenced by the tunnels in 2020. Now that the Silvertown Tunnel is open we are committed to monitoring the impacts of the tunnel for at least three years, although this monitoring period may be extended to five years.

Pre-opening conditions across the topics of interest were comprehensively summarised in our Travel in London 2025 - Focus report: The Silvertown Tunnel - baseline monitoring that was published earlier in 2025, alongside more specific reports for each topic. After the opening, we published the Silvertown and Blackwall Tunnels: Three-month

monitoring report and will publish a further Travel in London Focus report covering the first year of operation later in 2026. Data on air quality, carbon dioxide emissions and changing social and economic conditions in the areas affected by the tunnels will be collated over the following months, as it takes longer to reliably assess the impacts than more easily measurable data such as traffic flow. Monitoring data will be made available to the Silvertown Tunnel Implementation Group (STIG), which will form the basis for discussions at meetings, as set out in the Monitoring and Mitigation Strategy.

Places for London

Places for London is TfL's property company. We aim to meet the growing needs of London by delivering new homes and new offices on our land, turning spaces into places where people are proud to live, work and enjoy. With over 5,500 acres of land across the city, TfL is one of London's largest landowners, providing workspaces for 1,500 customers, of which 90 per cent are small businesses. All operating profits made from recurring revenues are returned to TfL as a dividend, creating a growing long-term revenue stream that can be reinvested into the transport network. More information can be found on the newly updated Places for London website.

We have now completed 1,644 new homes, 56.1 per cent of which are affordable, and have a further 3,309 under construction, of which 46 per cent will be affordable. Over the past year we have completed our first phase of homes at Wembley Park in Brent, consisting of 144 new homes with 40 per cent affordable housing, and 46 new homes at Fenwick South in Lambeth, providing 100 per cent affordable housing to help meet Lambeth's housing waiting list.

Planning permissions that were granted over the last year include:

- 3,365 new homes and 463 purpose-built student accommodation units alongside extensive town centre regeneration and transport improvements at Edgware in Barnet. Of these homes, 1,150 are affordable.
- 429 purpose-built student accommodation units in Southwark, together with 44 affordable homes and public realm improvements.

Our partnership with Barratt London is going from strength to strength and we have just announced our West London Partnership with them. This will enable us to consider sites together across west London. On this partnership we have recently announced that all future homes will be built to Passivhaus standards, the biggest Passivhaus rollout in England, improving our sustainable development credentials further and reducing the energy bills for people living there.

We continue to make progress on Wembley Park Gardens in Brent, where we will be delivering 454 homes (40 per cent affordable) in total.

In Barnet we are due to go to committee in the next few months with our plans for 294 new homes in High Barnet, with 40 per cent affordable housing. This development will help us improve the pedestrian experience around the station and brings benefits for public transport and the wider area.

Working alongside Barratt London, we could deliver an additional 2,300 homes over the next 10 years.

On the other side of London, we have also announced a partnership with Ballymore to deliver around 1,400 new homes at the Limmo Peninsula in Canning Town, the first site

of our East London Partnership. Development here will bring additional connectivity with a new bridge to Canning Town, new publicly accessible open green space and a new river walkway linking Canning Town to Thameside West.

We continue to work with Network Rail to take forward our strategic partnership, working on placemaking at our combined sites. Plans for Waterloo station are exploring opportunities for improvements to the transport network, more jobs and increased housing in the area.

Working with our partner The Skills Centre we are training new workers across London. Since 2019 we have trained more than 10,000 learners and supported 4,200 people into new careers across the built environment sector. Our construction skills programme trains people across five academies across London, on the Queen Elizabeth Park, the Skills Centre at Earls Court, Edgware and Bollo Lane and, most recently, our Green Plant Academy, the only dedicated training facility for operating construction vehicles in London.

Our achievements over the last 25 years

In 2025, TfL celebrated 25 years as London's integrated transport authority. Some of TfL's key achievements over the last 25 years are set out below. Alongside these positive specific developments, it should be recognised that TfL's core role has been the planning, operation and wider facilitation of safe, reliable and cost-effective transport for all Londoners.

- 2000: London Trams launched. Since then, trams have carried more than 590 million passengers.
- 2002: TfL's online Journey Planner launched, the first multi-modal system of its kind in the UK, allowing customers to plan journeys across several modes.
- 2003: The Oyster smart card was introduced.
- 2004: TfL's education programmes, now known as TfL Travel for Life, were introduced and since 2004 have supported more than three million children to travel towards a brighter, safer and more sustainable future.
- 2005: TfL's entire fleet of buses became fully wheelchair-accessible.
- 2005: Introduction of free travel for children on TfL services.
- 2006: Launch of the Baby on Board badges.
- 2008: The first wide aisle ticket gates were installed at London Underground stations as part of TfL's commitment to make the London Underground accessible for wheelchair users, older people, parents with children and travellers with luggage.
- 2008: Priority seating launched, encouraging customers to give up seats for pregnant women as well as people with disabilities or those less able to stand, making travel easier and safer for all.
- 2009: iBus fully rolled out, giving London next stop audio and signs information on all buses and live information on apps and the website.
- 2010: The first ever air-conditioned, fully walk-through London Underground train on the Metropolitan line started operating, designed to make life easier for people with disabilities and keep customers more comfortable.
- 2010: Launch of TfL's Cycle Hire scheme, now Santander Cycles. Since 2010, more than 137 million journeys have been made on TfL Cycle Hire bikes. The scheme now

includes e-bikes and has doubled the number of cycle hire points across the city since its introduction.

- 2010: London's streets become the first in England to trial pedestrian countdown technology, which tells pedestrians how long they have to safely cross the road
- 2012: TfL helped millions to attend the 2012 London Olympic and Paralympic Games and kept the rest of the city moving.
- 2012: TfL introduced manual boarding ramps on the London Underground to significantly improve accessibility in advance of the 2012 London Paralympic Games, contributing to the most accessible Paralympic Games at the time
- 2012: 60+ Oyster photocard introduced.
- 2016: Night Tube launched, with 7.8 million passengers in the first 12 months
- 2016: Introduction of the Hopper fare, providing unlimited bus and tram journeys within an hour of first touching in for the price of a single fare.
- 2019: First Cycleway launched. Today, London's Strategic Cycle Network spans more than 400 kilometres, the same length as the London Underground network.
- 2019: TfL launched the world's first lorry safety scheme (Direct Vision Standard and HGV Safety Permit Scheme) to help improve the visibility of people walking, cycling or riding e-scooters or motorcycles. Since its introduction, fatal collisions have fallen by 49 per cent.
- 2021: Opening of the Northern line extension to Battersea Power Station and Nine Elms, the first major London Underground extension in this century, enhancing access to transport for customers.
- 2022: Opening of the Elizabeth line, increasing rail capacity by 10 per cent, the biggest increase in London in 70 years, and creating the UK's most popular railway service.
- 2023: London’s bus fleet reaches 1,000 zero-emission buses.
- 2024: Introduction of the Care Leaver Oyster photocard.
- 2024: Completion of the first phase of the Superloop, connecting outer London boroughs more quickly with express bus services.
- 2025: The first new DLR trains come into service.
- 2025: The first new, air-conditioned Piccadilly line trains will be introduced on the TfL network.
- 2025: TfL will finish converting its bus shelter lighting to LED (currently at 95 per cent of shelters) to create safer, brighter and more welcoming spaces across the network for customers

About Transport for London (TfL)

Part of the Greater London Authority family led by Mayor of London Sadiq Khan, we are the integrated transport authority responsible for delivering the Mayor's aims for transport. We have a key role in shaping what life is like in London, helping to realise the Mayor's vision for a 'City for All Londoners' and helping to create a safer, fairer, greener, healthier and more prosperous city. The Mayor's Transport Strategy sets a target for 80 per cent of all journeys to be made by walking, cycling or using public transport by 2041. To make this a reality, we prioritise sustainability, health and the quality of people's experience in everything we do.

We run most of London's public transport services, including the London Underground, London Buses, the DLR, London Overground, Elizabeth line, London Trams, London River Services, London Dial-a-Ride, Victoria Coach Station, Santander Cycles and the London Cable Car. The experience, reliability and accessibility of these services is fundamental to Londoners' quality of life.

We manage the city's red route strategic roads and, through collaboration with the London boroughs, we are helping to shape the character of all London's streets. These are the places where Londoners travel, work, shop and socialise. Making them places for people to walk, cycle and spend time will reduce car dependency, improve air quality, revitalise town centres, boost businesses and connect communities. As part of this, our expanded Ultra Low Emission Zone and fleets of increasingly environmentally friendly and zero-emission buses are helping to tackle London's toxic air.

We have constructed many of London's most significant infrastructure projects in recent years, using transport to unlock much needed economic growth. This includes major projects like the extension of the Northern line to Battersea Power Station and Nine Elms in south London, as well as our work at Barking Riverside and the Bank station upgrade.

Working with Government, we opened the Elizabeth line in time for Queen Elizabeth II's Jubilee. This transformational new railway adds 10 per cent to central London's rail capacity and supports the delivery of high-density, mixed-use developments, which are planned around active and sustainable travel to ensure London's growth is good growth. We also use our own land to provide thousands of new affordable homes, and our own supply chain creates tens of thousands of jobs and apprenticeships across the country.

We are committed to being an employer that is fully representative of the community we serve, where everyone can realise their potential. Our aim is to be a fully inclusive employer, valuing and celebrating the diversity of our workforce to improve services for all Londoners.

We are constantly working to improve the city for everyone. This means using intelligence, data and technology to make services intuitive and easy to use and doing all we can to make streets and transport services accessible to all. We reinvest every penny of our income to continually improve transport networks for the people who use them every day. None of this would be possible without the support of boroughs, communities and other partners who we work with to improve our services. By working together, we can create a better city as London's recovery from the pandemic continues.