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1. ORGANISATIONAL OVERVIEW

1.1 Transport for London (TfL)

TfL was created in 2000 as the integrated body responsible for London's transport system. TfL is a functional body of the Greater London Authority. Its primary role is to implement the Mayor of London's Transport Strategy and manage transport services to, from and within London.

TfL manages London's buses, the Tube network, Docklands Light Railway, Overground and Trams. TfL also runs Santander Cycles, London River Services, Victoria Coach Station, the Emirates Air Line and London Transport Museum. As well as controlling a 580km network of main roads and the city's 6,000 traffic lights, TfL also regulates London's taxis and private hire vehicles and the Congestion Charge scheme.

Further background on what TfL does can be found on the TfL website here:

<https://tfl.gov.uk/corporate/about-tfl/what-we-do>

1.2 Business Unit

Customer and Employee Insight (CEI) provide a detailed understanding about what our customers and staff think and how they behave. This helps identify key issues and business priorities to inform our decision making.

2. INTRODUCTION

Transport for London (TfL) strives to provide the highest standards of service for all customers. Pro-active management of queueing times is essential to the provision of a world-class customer service.

The Time In Queue Survey (TIQS) is conducted to provide information about the length of time spent queuing to purchase tickets at London Underground (LU) and TfL Rail stations. Two types of machine are assessed; Passenger Operated Machines (POM) and Ticket Office Machines (TOM). Following the closure of ticket offices, only POM assessments take place at LU stations.

TIQS primarily measures two things:

- Time taken for customers to queue and purchase a ticket
- Average queue length (in terms of number of customers in the queue)

In addition, it also measures the occurrence of "queue combing" activity by staff (TfL Rail only).

