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**Secretariat memorandum**

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Agenda item: 11

LTW440

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TfL Performance 2012/13

**1 Purpose of report**

- 1.1. To summarise for members TfL's performance data for financial year 2012/13.

**2 Recommendation**

- 2.1. This report is for information only.

**3 Background**

- 3.1. TfL produces various operational performance and customer satisfaction reports for all of its modes. These are reported on a quarterly basis to members.
- 3.2. This note summarises TfL's performance by mode for financial year 2012/13 and with reference to TfL's Business Plan targets. Members should note that the Business Plan targets are themselves set by TfL's Board.

**4 TfL Streets**

- 4.1. London TravelWatch monitors TfL's streets performance data in terms of journey time reliability (JTR) (for private road vehicles); the maintenance condition of the carriageway and footways; the availability of traffic signals and lighting; cycling levels and the management of disruptions. Customer satisfaction scores are also reported.
- 4.2. Journey time reliability is a relatively new measure of congestion on London's roads. It will be primarily a function of traffic volumes, but is also affected by disruptions on the road network and the delay at traffic signals. Much has been done to try and manage TfL's road network in terms of managing planned and unplanned disruption and this appears to have been effective. It should be noted that traffic volumes have been generally reducing across London over the years, but this year has seen rises in each quarter over the previous year.
- 4.3. TfL's target for JTR is for 89.3% of a standard 30 minute journey to be made within 35 minutes. They have achieved 89.2%.

- 4.4. Roads maintenance condition has deteriorated over two very poor winters. A consequence of this was a relaxation of this target to what TfL tell us is a more sustainable, yet acceptable level. This new target was met. Footway condition was better than the now, relaxed target, target.
- 4.5. The targets for working street lights and traffic signals were met.
- 4.6. Cycling levels in London have risen, but are 4.1% below target. TfL suggest this may be related to the weather conditions.
- 4.7. Overall disruption from planned and unplanned events was broadly similar to previous years. The number of road works on the TLRN is less than previous years and is attributed to better management of road works.
- 4.8. The customer satisfaction score for streets is 76. This is the same as last year and ahead of target (75) and better than the recent past. However, it is the lowest of all modes and unlikely to improve as congestion plays a large part in this score.

## **5 London Buses**

- 5.1 London's bus services are performing better now (in terms of the excess wait time (EWT) measure of reliability) than at any time since records began. This is reflected in a customer satisfaction score of 83 which is higher than target and better than at any time since 2002 (the limit of our history of these scores). The percentage of miles operated by bus services is also at target.
- 5.2 It should be noted that EWT is a measure of reliability and not journey time, another key driver of satisfaction. Historically TfL have been able to introduce resources (additional buses) in response to reliability issues. They may not be able to do this now and into the future.
- 5.3 This is the first year that we have been able to report data on TfL's customer complaints data. Bus complaints, at 2.3 per 100,000 journeys, are in the middle of the range of TfL's services.

## **6 London Underground**

- 6.1 London Underground performance was better than target for excess journey time (EJT) and at the best level since these records were kept. Performance is also on an improving trend. This is in large part due to the consistent investment in upgrading the Underground's infrastructure.
- 6.2 This performance is reflected in the highest customer satisfaction scores since the survey started in 1990. At 83 this is three points higher than target.
- 6.3 Customer complaints to TfL are at a level of one per 100,000 journeys. This is the best of all TfL's passenger services and a significant improvement over the previous year.

## **7 Docklands Light railway**

- 7.1 Docklands Light Railway's performance was better than target in terms of the percentage of scheduled services operated and, although not a TfL budget target, the highest score for three years of departure within 3 minutes of schedule. This has been an improving performance measure since the disruption associated with the upgrade to three vehicle operation. This performance is reflected in a customer satisfaction score five points over target.
- 7.2 Passenger complaints to TfL have varied between 1.5 and 3.5 complaints per 100,000 journeys over the past two years, settling down to 2.5 per 100,000 in the last year. This is higher than the London Underground figures.

## **8 London Tramlink**

- 8.1 London Tramlink's performance was better than target in terms of the % of scheduled services operated and, although not a TfL budget target, the public performance measure was generally higher this year than last. This performance is reflected in a customer satisfaction score three points over target.
- 8.2 Passenger complaints to TfL were at about 2.5 per 100,000 journeys in the last year. This is higher than the London Underground figures.

## **9 London Overground**

- 9.1 London Overground's performance was better than target in terms of the Network Rail Public Performance (moving average) which is a TfL budget target. It has also been about 4% points ahead of the average of the London and South East Train Operating Companies (TOCs) during the year. This performance is reflected a customer satisfaction score two points over target.
- 9.1 Passenger complaints to TfL were at about 3 per 100,000 in the last year. This is higher than the London Underground figure, but will be much lower in comparison to other National Rail TOCs figures.

## **10 Dial-A-Ride**

- 10.1 Dial-a-Ride has delivered its budgeted number of trips and pleasingly met its customer satisfaction score for the year.
- 10.2 The number of complaints for Dial-a-Ride is at 100 per 100,000 journeys which is good improvement on last year when this figure was at around 250 per 100,000. It should be noted that Dial-Ride trips are allocated on a first-come-first-served basis and so some members will experience refusals of trip requests. This is the largest type of complaint, up to 20% of complaints in the previous year.

## **11 Cycle Hire**

- 11.1 Customer satisfaction is generally lower for cycle hire than for other modes at an average of 68 in the two surveys that have been undertaken. This is an

improvement on the previous year, but there is no TfL target. There has been a dramatic reduction in complaints this year compared to last, down from about 150 complaints per 100,000 journeys to single figures per 100,000 journeys.

## **12 Equalities and inclusion implications**

12.1. No implications of this nature arise directly from this report.

## **13 Legal powers**

13.1. Section 248 of the Greater London Authority Act 1999 places upon London TravelWatch (as the London Transport Users Committee) a duty to consider - and where it appears to the Committee to be desirable, to make recommendations with respect to - any matter affecting the functions of the Greater London Authority or Transport for London which relate to transport (other than of freight).

## **14 Financial implications**

14.1. No implications of this nature arise directly from this report.

# TfL 2012/13 Quarter 4 Performance Report

July 2013



**London TravelWatch** is the official body set up by Parliament to provide a voice for London's travelling public.

Our role is to:

- Speak up for transport users in discussions with policy-makers and the media,
- Consult with the transport industry, its regulators and funders on matters affecting users,
- Investigate complaints users have been unable to resolve with service providers, and
- Monitor trends in service quality.

Our aim is to press in all that we do for a better travel experience for all those living, working or visiting London and its surrounding region.

#### **Table of issue dates for London TravelWatch's Transport for London (TfL) Performance Reports**

TfL financial periods	Issue dates for London TravelWatch report for the corresponding Quarter
Quarter 4 – Jan to Mar 2012	11 July 2012
Quarter 1 – Apr to Jun 2012	30 October 2012
Quarter 2 – Jul to Sept 2012	11 January 2013
Quarter 3 – Oct to Dec 2012	12 March 2013
Quarter 4 – Jan to Mar 2013	23 July 2013

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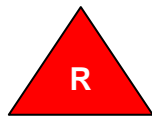
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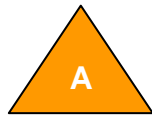
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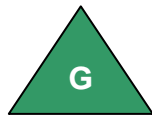
The TfL Quarterly Performance Report focuses on the experience of passengers of the TfL modes of transport. Performance has been rated as follows (the direction of the triangle indicates the performance trend):



Red - poor performance and major concerns about services



Amber - unsatisfactory performance and concerns about services



Green - good or satisfactory performance (equal to or better than target)

It should be noted that these are London TravelWatch's interpretations of the performance figures.



Where appropriate, for each performance graph, arrows have been included to show the direction of positive and negative performance trends

London TravelWatch would like to acknowledge TfL's help and assistance in producing this report by supplying performance data and operational commentaries to accompany the performance statistics.



## Executive Summary

This report summarises the performance of all the Transport for London (TfL) modes of transport for the fourth quarter of the 2012/13 financial year (Jan to March 2013).

The aim of the report is to provide, in one place, information about the performance of TfL's transport network from the perspective of users. For this reason, London TravelWatch has selected performance information on each of the modes that it believes reflects the experience of the user. The information has been gathered from a number of sources to provide an overview of TfL's performance (see the appendix for source references).

We have assessed the end of year performances of London Buses, London Underground, Docklands Light Railway, London Overground, London Tramlink, and Dial-a-Ride as 'good'.

### 1. London Streets

TfL has been doing a great deal of work to reduce the amount of planned and unplanned severe delays on the TLRN and to increase the throughput at traffic signals. They are also using the permitting system to keep the number of roadworks below their target. This seems to be paying dividends. There is a sustained improvement in TfL's new measure of Journey Time Reliability (JTR). JTR was higher (better) for this quarter compared to the same quarter both last year and the year before. However, TfL's business plan target has increased therefore this quarter was below target.



This year's customer satisfaction scores have improved compared to last year.

We have previously reported that TfL has missed its target for highway condition and will not be able to return the condition of the TLRN to pre-2009/10 levels for some years, but TfL have maintained the level at 10% of the carriageway in need of repair.

It is disappointing that cycling levels fell compared to the same quarter of the previous year and were below target.

### 2. London Buses

London Buses has performed well. End of year Excess Waiting Time (EWT) was 0.9 minute on high frequency routes, which is below (better than) the seasonal target. The percentage of kilometres operated was also better than the target. Customer Satisfaction was higher than target and at the highest level since 2002 (our oldest record).



There has been an increase in the number of accessible bus stops, prompted, in part, by London TravelWatch's campaigning on this issue. TfL has met its target to achieve 70% of bus stops being accessible by the end of March 2013.

### 3. London Underground

The network-wide score for the quarter is better than TfL's Business Plan target, which itself has been tightened since the previous year. Performance is on an improving trend and customer satisfaction is higher than target. There were two periods in which the Bakerloo line performed less well than other lines.



### 4. Docklands Light Railway

Docklands Light Railway (DLR) performance was generally good. On time performance was 99.0%, which is above target, and was also above the end of year target at 98.8%. Customer satisfaction scores were five points above target which is very good.



### 5. London Tramlink

The Percentage of Scheduled Services operated was again exceeded, and was above the Business Plan target. The Public Performance Measure rose this quarter. Customer satisfaction was also above target this quarter and for the end of year target.



### 6. London Overground

London Overground has continued to improve this quarter and the end of year target exceeded. Its customer satisfaction scores were amongst the highest of the London and the South East train operating companies (TOCs). Its National Passenger Survey (NPS) customer satisfaction score (Autumn 2012 wave) was above the previous score.



### 7. Dial-a-Ride

Dial-a-Ride's performance in terms of journeys operated was similar to the same quarter in the previous year and was on target for the end of year. Customer satisfaction was on target at 92%. Customer satisfaction has seen a significant increase compared to previous quarters and end of year targets, particularly for the booking process which is very pleasing as this is a problematic area for Dial-a-Ride.



### 8. Cycle Hire

The Cycle Hire scheme continues to expand and usage rates have been maintained despite the sharp increase in 'access' fee. That said it is difficult to

understand if the scheme is becoming more or less popular as the scheme is expanding its coverage. It is particularly pleasing to see that complaints regarding cycle hire have reduced dramatically.

## 1 Travel in London

TfL's annual '*Travel in London*' report records the way Londoners travelled in 2011/12. This report was published in January 2013<sup>1</sup>.

There were 25.5 million daily trips in, to, and from, Greater London, an increase of one percent over the previous year. This detailed in Table 1.

**Table 1: How Londoners travel (millions of trips and percentage of all trips), 2011**

Mode	No. of trips (millions) 2010	No. of trips (millions) 2011	Percentage of total 2011	Percentage change
Rail	2.3	2.4	9.4	4.3
Underground/DLR	2.1	2.2	8.6	4.7
Bus/Tram	3.7	4.1	16.1	10.8
Taxi/PHV	0.3	0.3	1.2	0
Car (driver & passenger)	9.9	9.6	37.6	-3
Motor cycle	0.2	0.2	0.8	0
Cycle	0.5	0.5	2.0	0
Walk	5.9	6.2	24.3	5.1
<b>All modes</b>	<b>24.9</b>	<b>25.5</b>		<b>2.4</b>

<sup>1</sup> Travel in London, Report 5, Table 2.1

## 2 London Streets

This section of the TfL Performance Report focuses on the performance of the Transport for London road network (TLRN) also known as the Red Routes, which are the major arterial routes operated by TfL.

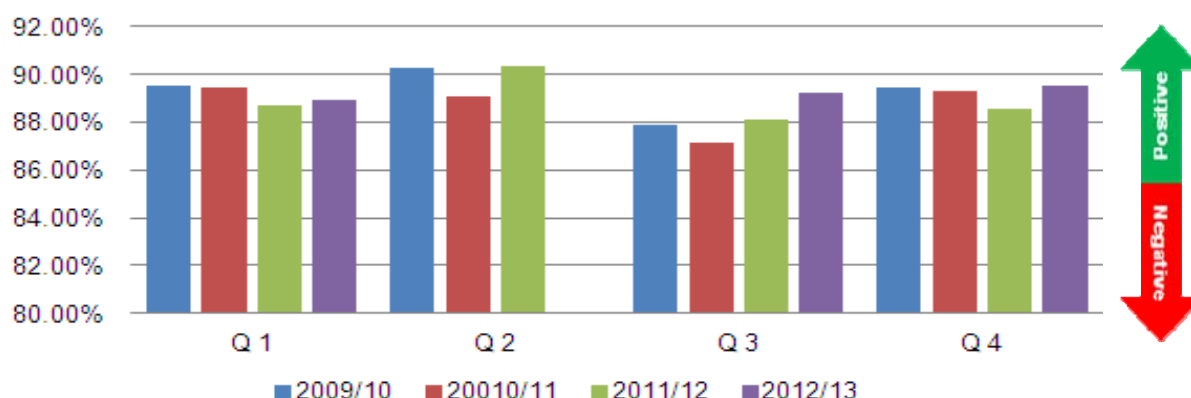
Journey Time Reliability (JTR) is a new measure of the performance of the road network. Although there are over three years of data for this measure, caution is still needed in drawing conclusions about the trend of JTR on the TLRN. The JTR measure is defined as the proportion of traffic which - for a 'typical' 30-minute journey - takes less than 35 minutes (a representative average London journey time of 30 minutes plus a five-minute 'allowance').

TfL has included projections for this indicator in the 2011/12 – 2014/15 Business Plan. Their target figure is 89.3% for this financial year, improving to 90% in 2014/15.

JTR is a measure of the congestion impacts on journeys. A major influence will be traffic volume, which as can be seen from graph 5 below, has fallen over the last few years, but has seen an increase in recent quarters. TfL have also undertaken much activity over the past few years to improve JTR, for example altering traffic signal timing, managing events and street works permitting etc.

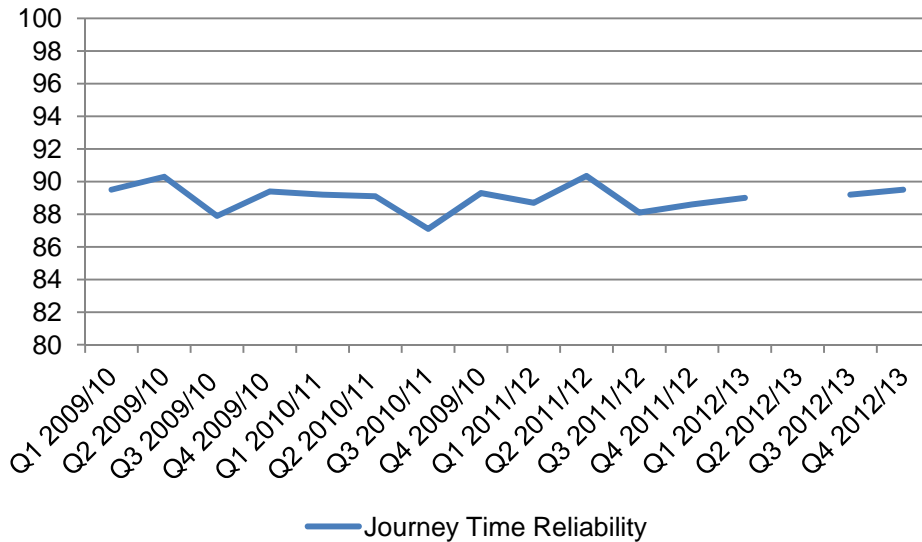
The JTR across the whole of the TLRN in the AM peak for quarter 4 was 89.5%. This is 0.96 % higher (better) than the same period last year, and above the annual Business Plan target of 89.3%, but below the seasonal target.

**Graph 1 - Journey Time Reliability on the TLRN in the AM peak by quarter, Q1 2009/10 to Q4 2012/13**



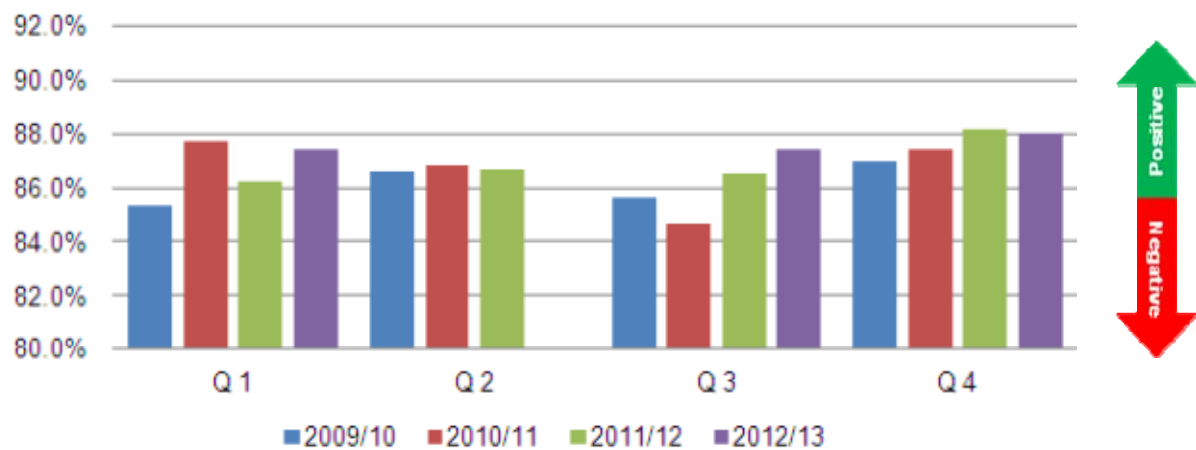
The same statistics of graph 1 are represented as a line graph in graph 1a. Please note there is no figure for the Games quarter, 2.

**Graph 1a - Journey Time Reliability on the TLRN in the AM peak since Q1 2009/10**



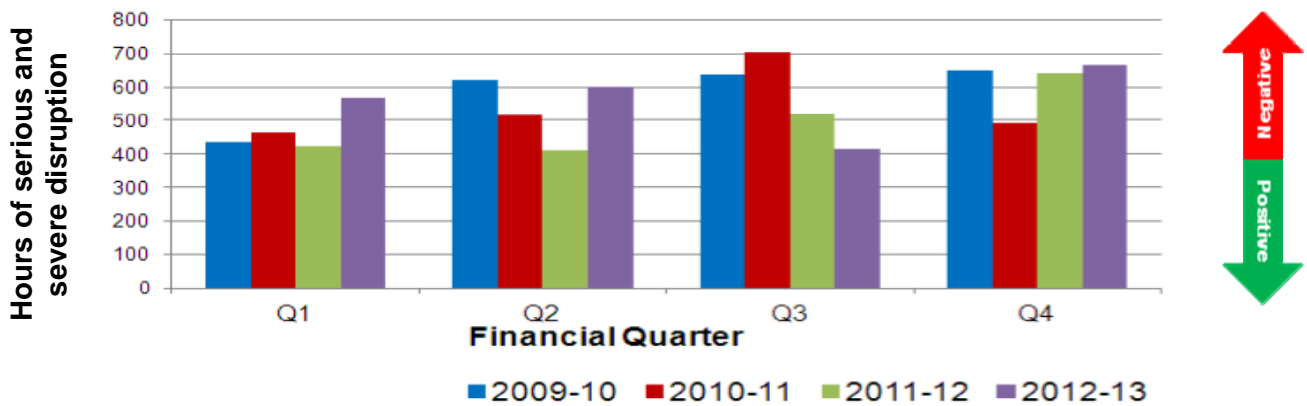
An equivalent JTR figure for the central area is also reported by TfL. This quarter’s figure is 88%; this is 0.13% lower (worse) than the same period last year.

**Graph 2 - Journey Time Reliability in central London in the AM peak by quarter, Q1 2009/10 to Q4 2012/13**



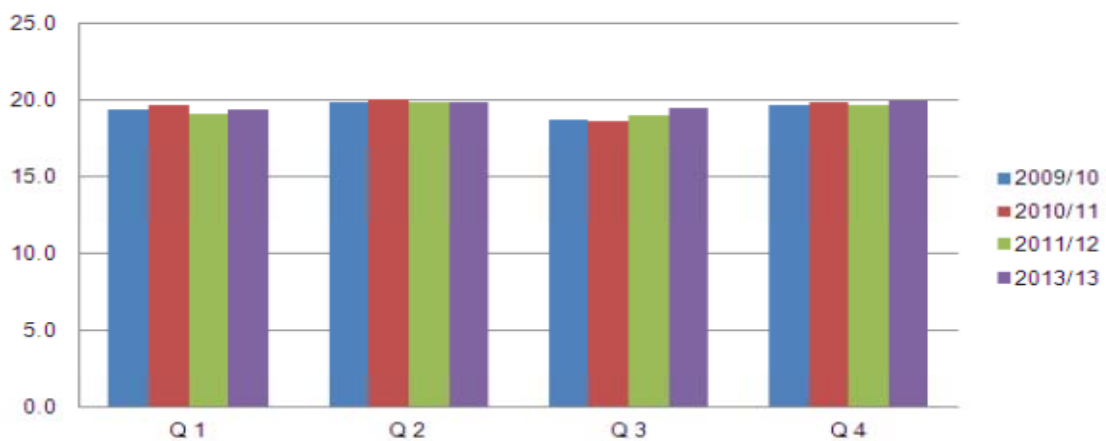
Serious and severe disruption on the TLRN rose in quarter 4 compared to the same quarter last year.

**Graph 3 - Duration of TLRN serious & severe unplanned and planned events (Hrs) by quarter, Q1 2009/10 to Q4 2012/13**



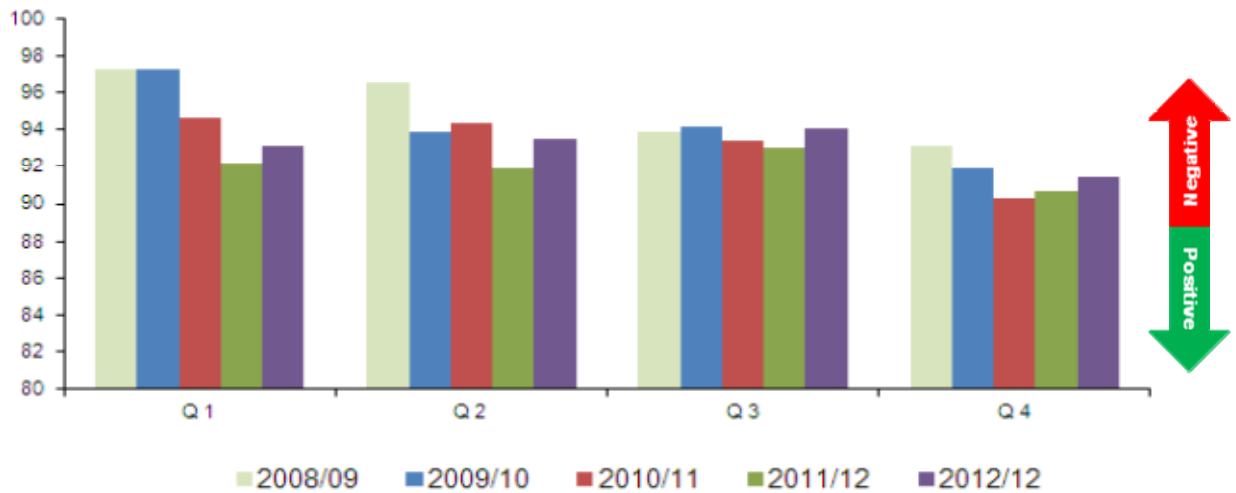
The average traffic speed on London’s major roads in quarter 4 during weekdays increased compared with the same quarter last year.

**Graph 4 - Traffic speeds on London’s major roads 12 hrs average weekday between 0700-1900 by quarter (mph), Q1 2009/10 to Q4 2012/13**



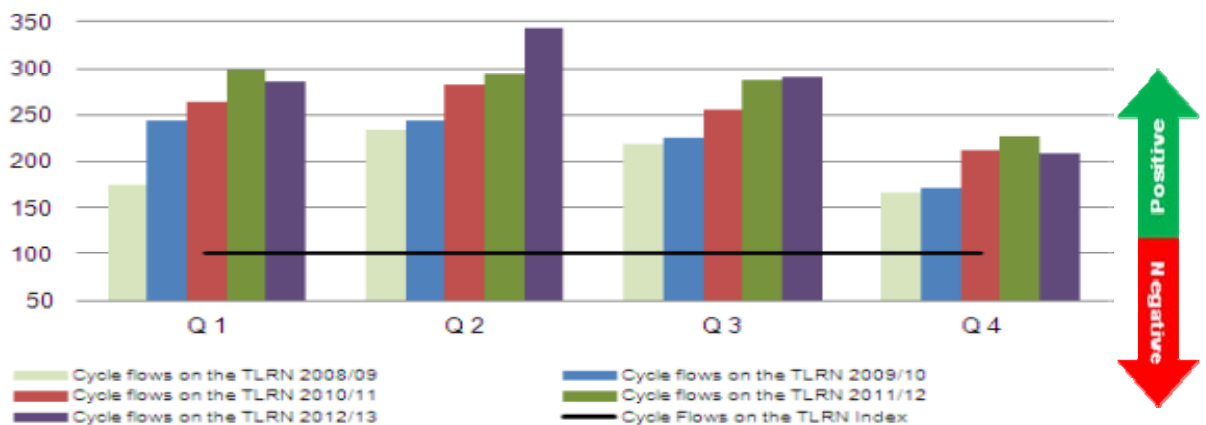
Traffic volumes across London have been generally falling. However, every quarter in 2012/13 has been higher than the previous equivalent quarter.

**Graph 5 – Quarterly traffic volume on London major roads 24hrs average weekday, indexed period 13 2006/07 = 100**



Cycle flows in quarter 4 have decreased compared to the same quarter in the previous year and was below its annual target. TfL suggests the decrease is weather related. Minor corrections have been made to the TLRN cycling index methodology to ensure it accurately reflects recent cycle flows.

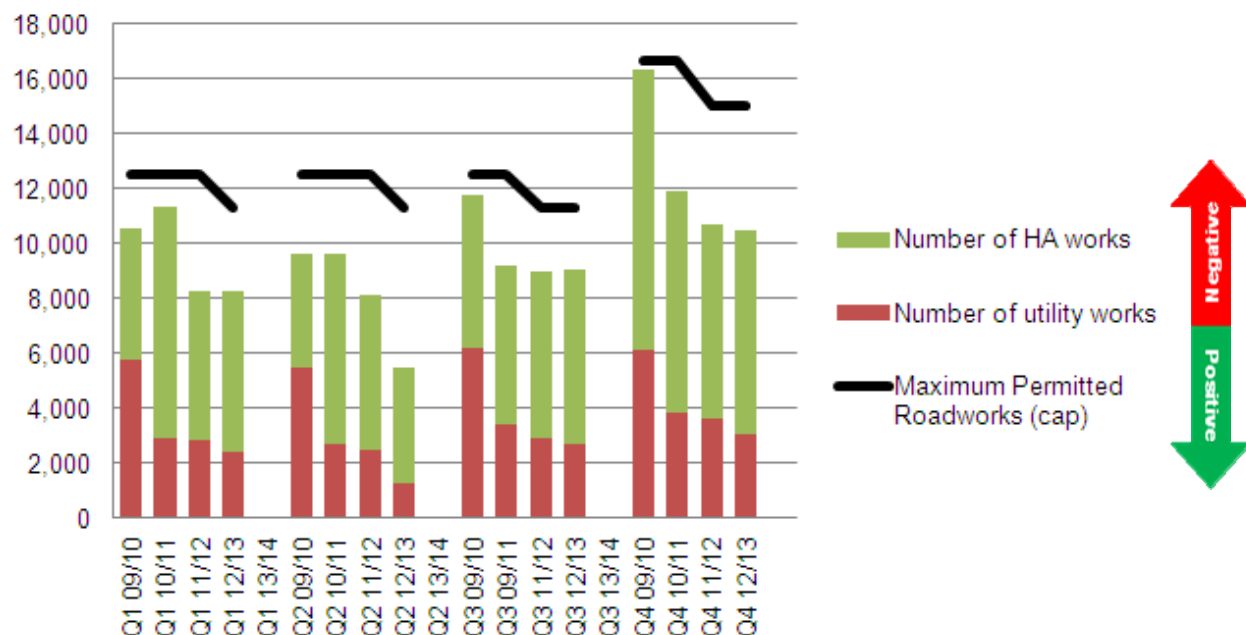
**Graph 6 – Cycle flows on the TLRN – by quarter indexed to March 2000 = 100. Q1 2008/09 to Q4 2012/13**



Graph 7 shows the number of road works on the TLRN since quarter 1 2009/10. This shows that the number of roadworks have been contained below TfL’s target maximum.



**Graph 7 - Number of road works on the TLRN, Q 1 2009/10 to Q4 2012/13**

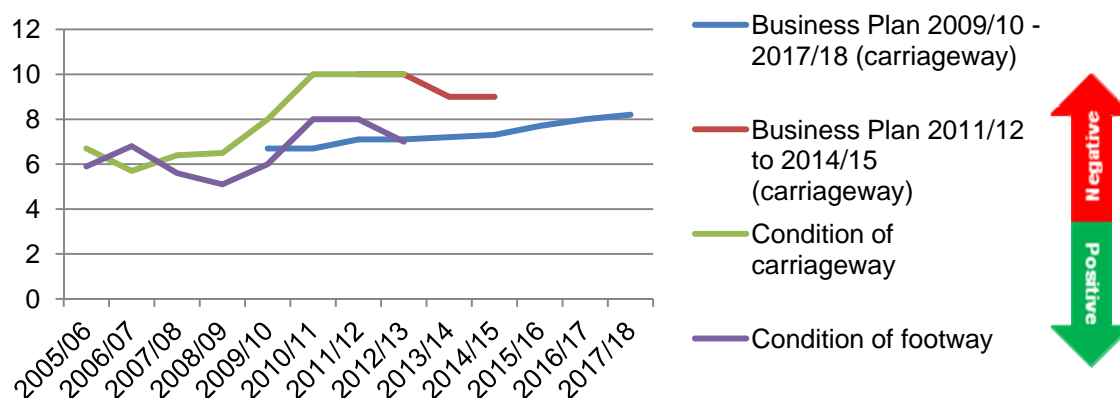


The percentage of roads not in a 'good state of repair' is significantly above target (poorer) of a previous business plan target. This target has been relaxed in the latest business plan, and is now being met. TfL tell us, this is a sustainable target. There has been an improvement in the condition of the TLRN pavements this year.

(Note: the green and purple lines show the percentage of carriageway and pavement that is assessed as in need of repair. The blue and red lines show Business Plan projections.).

This is an annual survey.

**Graph 8 – Condition of the TLRN carriageway and pavements since 2005/06 (percentage of carriageway/pavement in need of repair)**



Since 2010, TfL have been conducting an online customer satisfaction survey amongst users of the Transport for London Road Network (TLRN). They repeated this survey in 2012. Below is a selection of the results. Though some caution should be applied to interpretation of this new survey this year's figures show a marked improvement in customer satisfaction with the TLRN.

**Table 2 – Customer satisfaction – traffic scores**

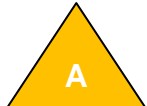
Indicator	2010	2011	2012
Overall satisfaction	72	75	76
Working condition of traffic lights	75	77	78
Could accurately estimate how long journey would take	70	73	75
Up to the minute information about delays and disruption	68	72	73
Management of road works	67	70	73
Traffic congestion	63	67	69

**Table 3 – Customer satisfaction – roads scores**

Indicator	2010	2011	2012
Overall satisfaction	72	75	76
Street lighting	75	77	77
Condition of road surfaces	68	70	73

Table 4 shows a summary of all of the 2012/13 TfL Business Plan targets for streets that do not relate to safety.

**Table 4 – Q4 2012/13 London Streets TfL Business Plan Key Performance Indicator (KPI)**

KPI	Target 2012/13	Current Performance Level
Journey Time reliability (seasonal target)	89.8	89.5
TLRN Cycling journeys (seasonal target)	237	210
% of road assets not in good repair (annual figure for 2009/2010)	10%*	10%
Traffic signal availability	99.1%	99.3%
Street lights operating	98%	99.1%
<p>*Target reduced to reflect deterioration in road condition and an acceptance that the previous target is unachievable.            London TravelWatch's overall performance assessment of TfL Streets:</p> 		

### 3 London Buses

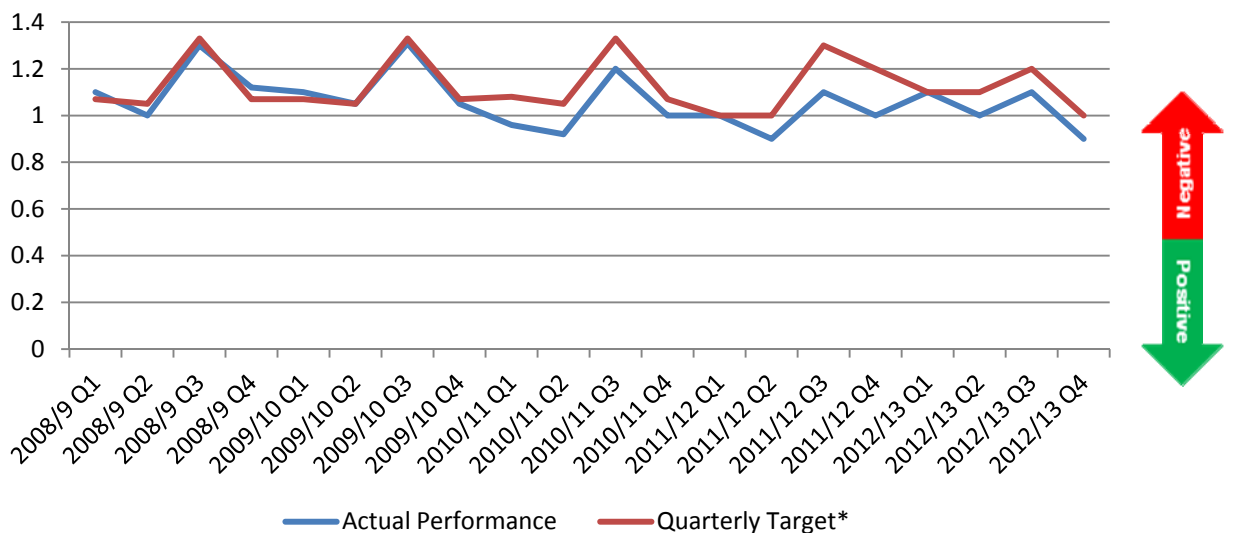
This section of the report outlines the performance of the London bus network in the fourth quarter of 2012/13.

#### Overall Bus Network Performance

For the overall bus network, the two most significant measures of bus performance which reflect passengers' experience are Excess Wait Time (EWT) and the percentage of scheduled kilometres operated. Between them, they show whether the planned frequency of bus services are being achieved.

EWT is the measure that indicates the additional minutes wait time for passengers beyond the scheduled value on high frequency bus routes. EWT was 0.9, which is below (better than) target in quarter 4. See Graph 9.

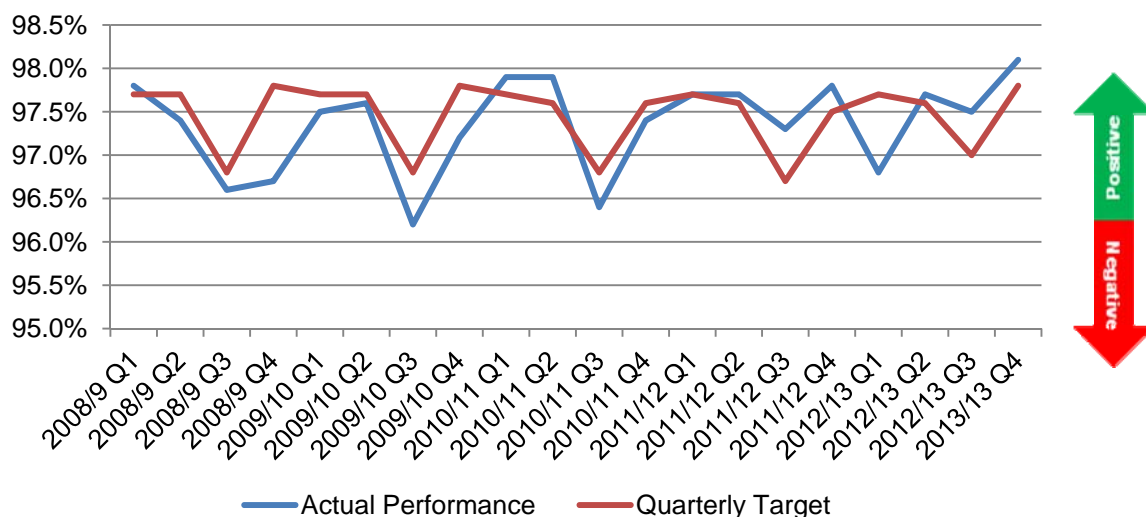
**Graph 9 – Q1 2008/09- Q4 2012/13, Excess Wait Time (minutes) on high frequency bus routes**



Please note: We understand that these figures are now produced using the I-Bus system as opposed to the traditional manual survey.

Graph 10 represents the historical trend of the percentage of scheduled bus kilometres operated. This measure of performance is above (better than) target. Again, the graph shows seasonal targets.

**Graph 10 – Q1 2008/09- Q4 2012/13, Percentage of Scheduled Bus Kilometres Operated**



### Focus on poor performing routes

As well as the Excess Waiting Time (EWT) figure for all of London's high frequency bus services, TfL publishes figures for each route along with the minimum standard agreed with the operator as part of the contract.

Of London's 379 high frequency bus routes in quarter 4 2012/13, 19 were below the contracted minimum standard, 31 operated at the contracted standard, and 329 performed better than the contracted standard.

Poor performance on the bus network is often because of prolonged roadworks, which are outside of the control of TfL. When poor performances occur, TfL actively tries to reduce the impact on passengers.

London TravelWatch has analysed the worst performing 15 bus services in this quarter, to see if any are consistently performing poorly routes. Of these, bus routes 228 and 266 are of concern. London TravelWatch has asked TfL what the issues are for these routes and will continue to monitor them.

TfL informed London TravelWatch that:

Route 228 was affected over a long period due to major gas replacement works on the Harrow Road and more recently at Shepherds Bush. The route has recently been reviewed for tendering, as the contract ends in January 2014. The appropriate level of resources required to improve performance on this route is currently being reviewed.

Route 266 has had a new schedule with additional resource introduced on the 9<sup>th</sup> March. This has shown some improvements but unfortunately this route will be impacted by Harlesden Public realm works from July 2013 for which options to mitigate this are currently being reviewed.

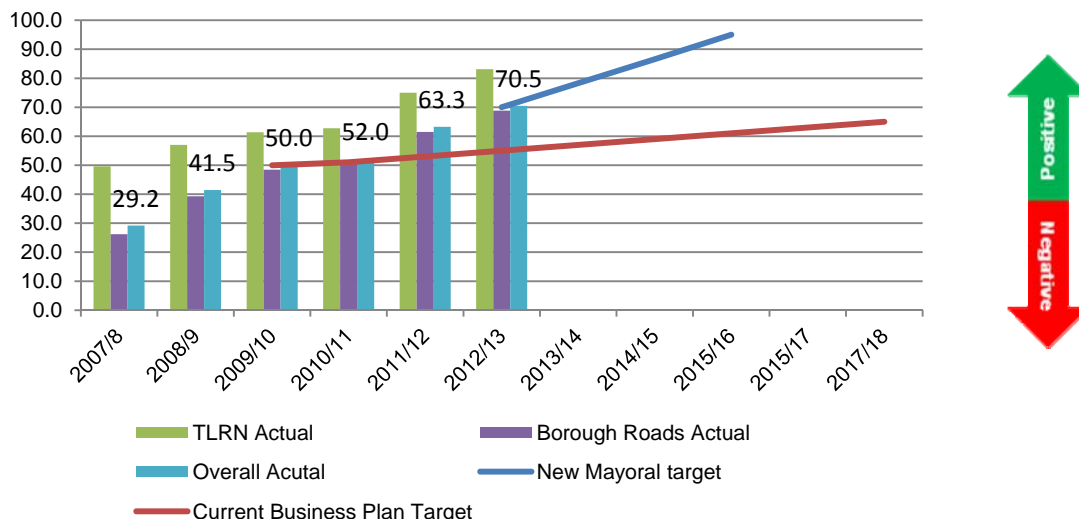
Bus stop accessibility

Based on TfL’s audit of bus stops, 70.5% of all bus stops across the network meet TfL’s exacting accessibility criteria. TfL’s goal is to reach 75.4% by the end of March. On the TfL road network, the figure is higher at 83.1%. This is a significant improvement and above TfL’s Business Plan target.

Graph 11 shows the accessibility on the TLRN and on borough roads along with targets for bus stop accessibility. The blue line represents the Mayor’s new target to 2016. The red line (a lower target) is from the 2009/10 to 2017/18 Business Plan.

The new target set by the Mayor is very welcome, but will be challenging to achieve in a relatively short timeframe.

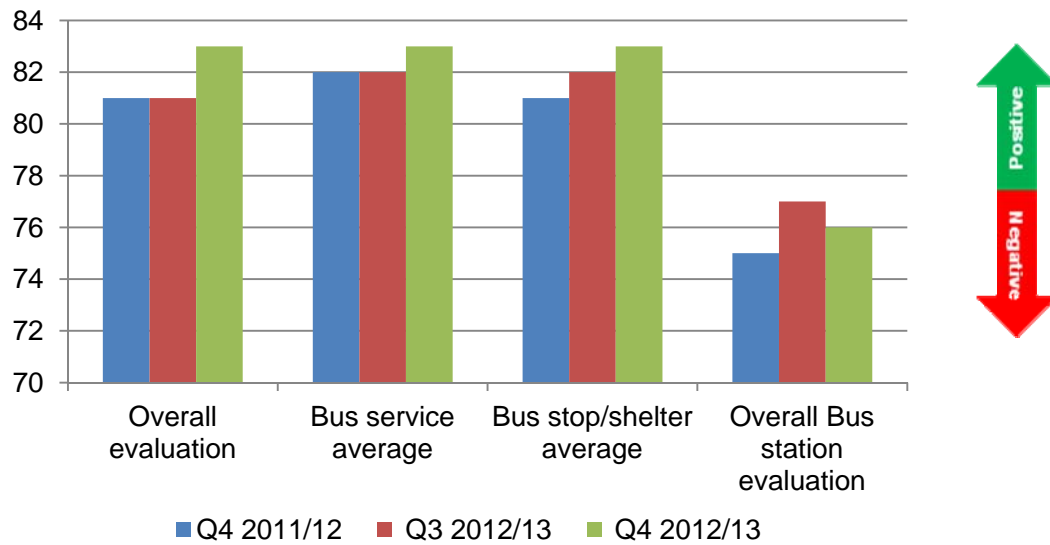
**Graph 11 – Bus stop accessibility 2008/9 to 2017/18 target and progress to date**



Customer Service

Customer satisfaction figures for the last two quarters, along with the comparison from one year ago, are shown in Graph 12.

**Graph 12 –Q4 2011/12, Q3 2012/13 and Q4 2012/13 bus customer satisfaction scores**



Graph 13 shows the overall customer satisfaction scores since Q1 2010/11. The overall score is the highest achieved since 2002 (the oldest data we have access to)

**Graph 13 – Overall satisfaction since Q1 2010/11 to Q4 2012/13**

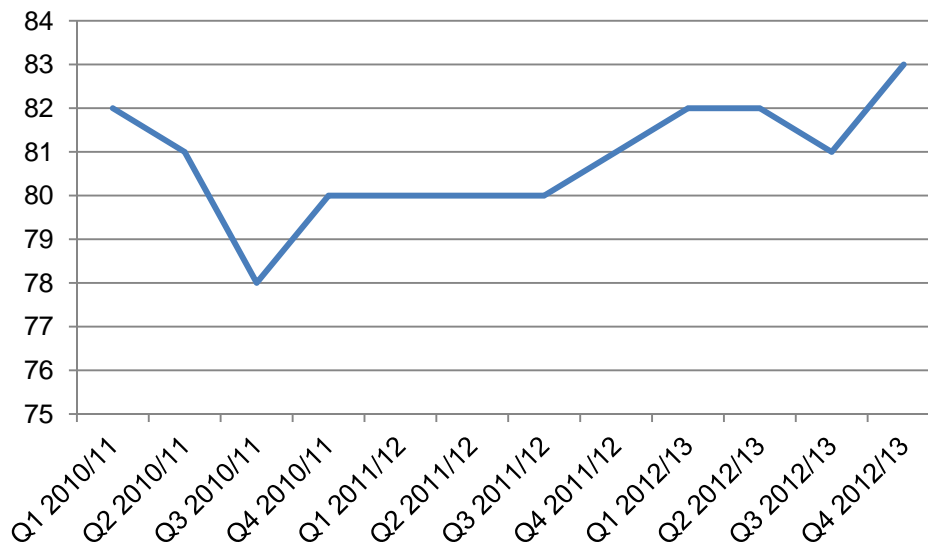
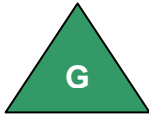


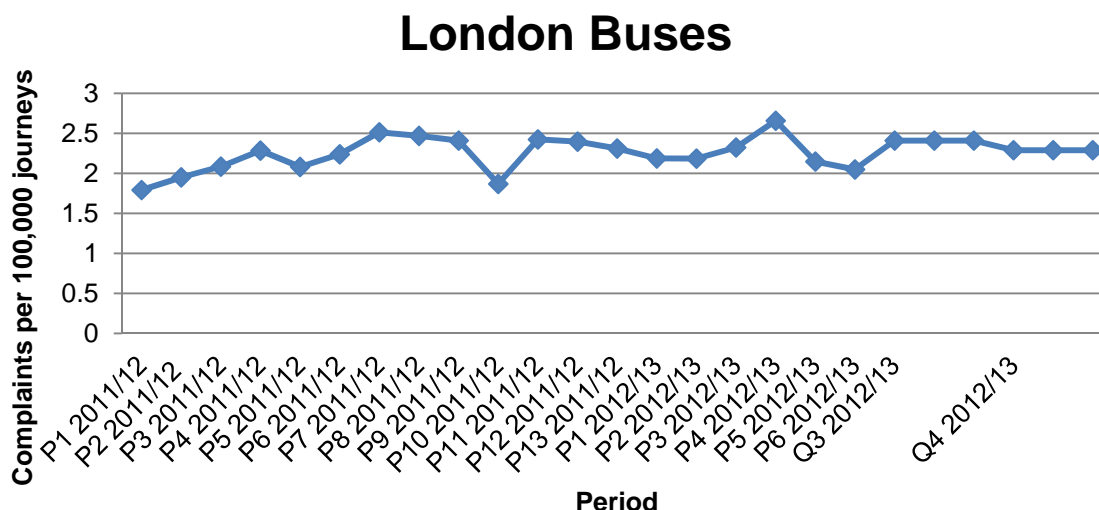
Table 5 shows a summary of the 2012/13 TfL Business Plan targets for London Buses.

**Table 5 – Q4 2012/13 London Buses TfL Business Plan Key Performance Indicator (KPI)**

KPI	Target 2012/13	Current Performance Level
Customer satisfaction – overall	80	83
Excess wait time – high frequency routes	1minutes	0.9 minutes
% of Scheduled services operated	97.8%	98.1%
London TravelWatch’s overall performance assessment of London Buses:		
		

TfL reports quarterly figures for the number of complaints they receive per 100,000 journeys. These are available for all modes except streets. London Buses have maintained a consistence level of performance, receiving only 2.29 complaints per 100,000 journeys in quarter 4.

**Graph 14 – Customer complaints received by TfL for every 100,000 journeys**



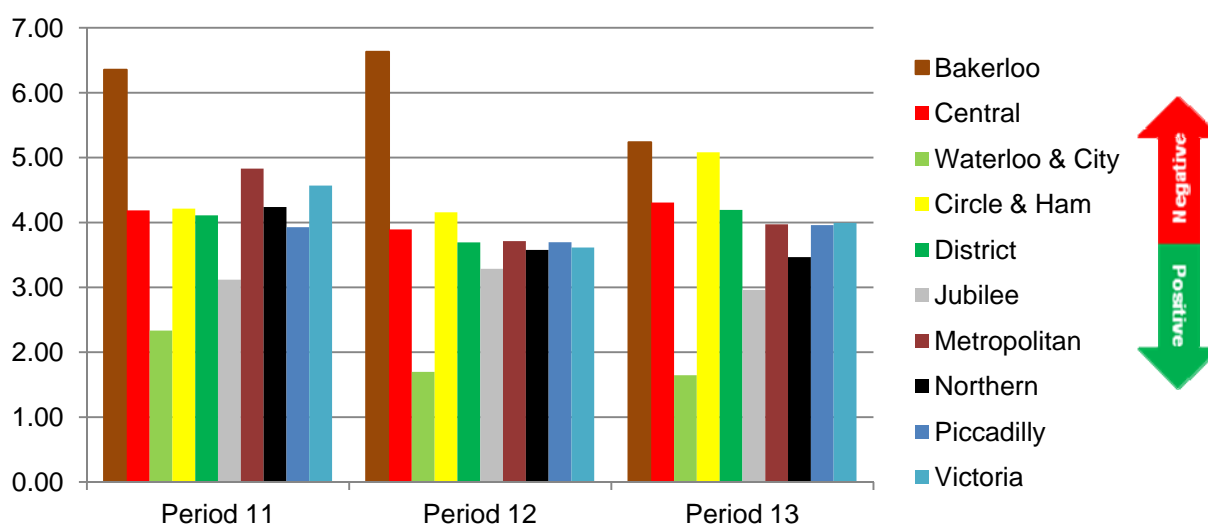


## 4 London Underground

In this section, the performance of London Underground for the fourth quarter of the financial year 2012/13 is presented. The key indicators focused on are those for which targets are set in the TfL Business Plan and those which reflect the experience of London Underground’s passengers.

Excess Journey Time (EJT) measures the number of additional minutes added to a total journey because of delays. Graph 15 presents the EJT for each line on the Underground network over the last three periods making up (broadly) the quarter.

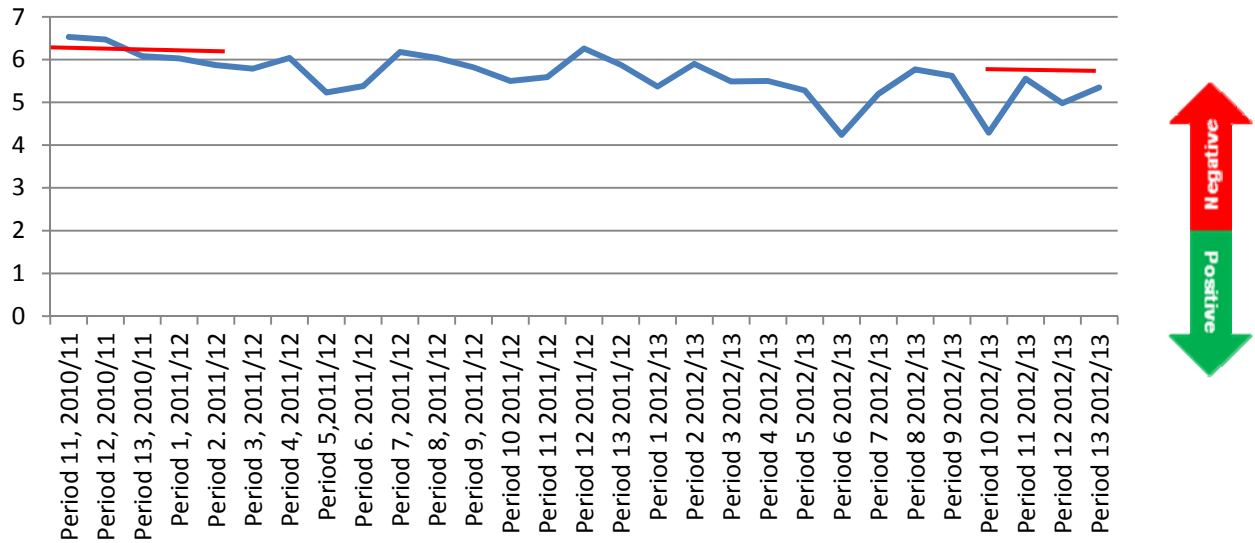
**Graph 15 – P11 2012/13 to P13 2012/13, Excess Journey Time by Underground line (minutes)**



The network measure, shown in Graph 16, is a better estimate of EJT, as it is weighted by the passenger numbers using the different lines and recognises that 40% of Underground journeys will include two legs and therefore includes two wait times.

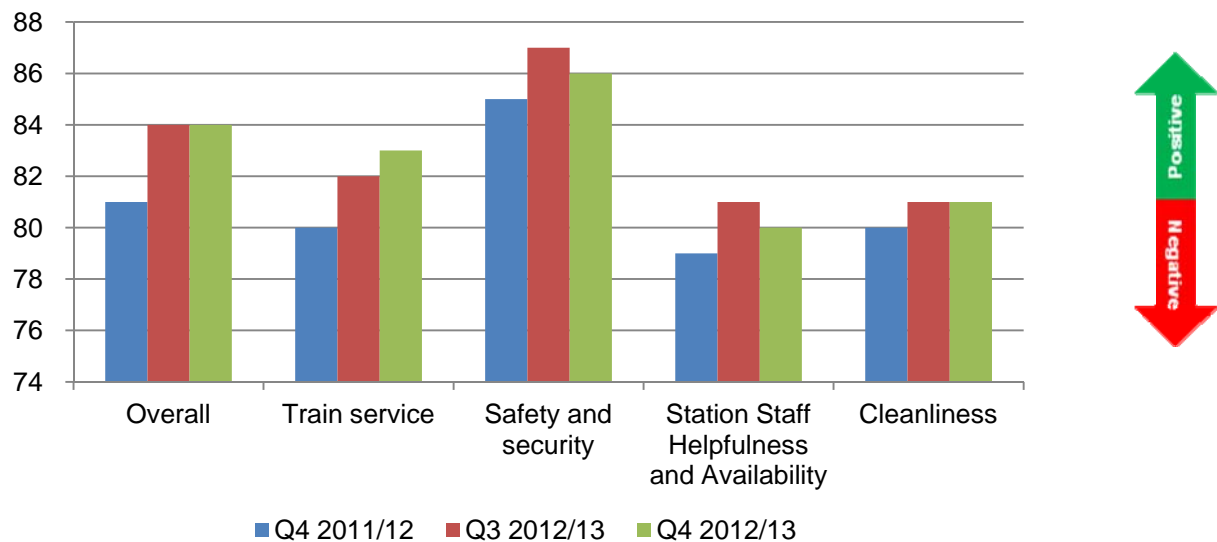
London Underground performed better than the network target set in the TfL 2012/13 Business Plan. It should be noted that this network target is somewhat tighter than the previous year’s target and will tighten further in future years. While there are high profile disruption events on the Underground, performance is on an improving trend.

**Graph 16 – P11 2010/11 to P13 2012/13, Excess Journey Time measure for the network (minutes)**



Customer satisfaction figures for the last two quarters, along with the comparison from one year ago, are shown in the Graph 17.

**Graph 17 – Q4 2011/12, Q3 2012/13 and Q4 2012/13 London Underground customer satisfaction scores**



Graph 18 shows the overall satisfaction score with London Underground services since Q1 2010/11.

**Graph 18 – Overall satisfaction, Q1 2010/11 to Q4 2012/13**

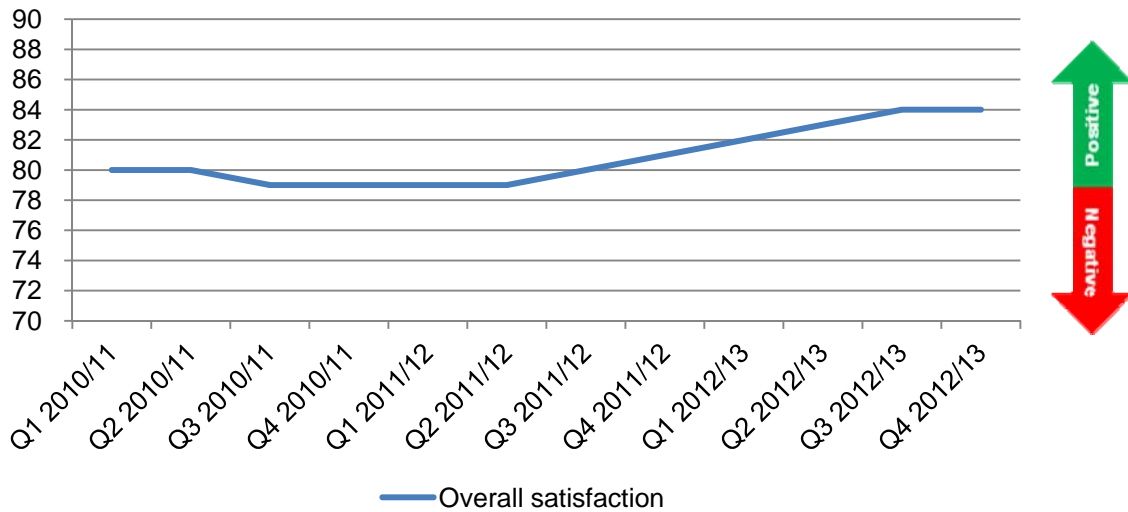
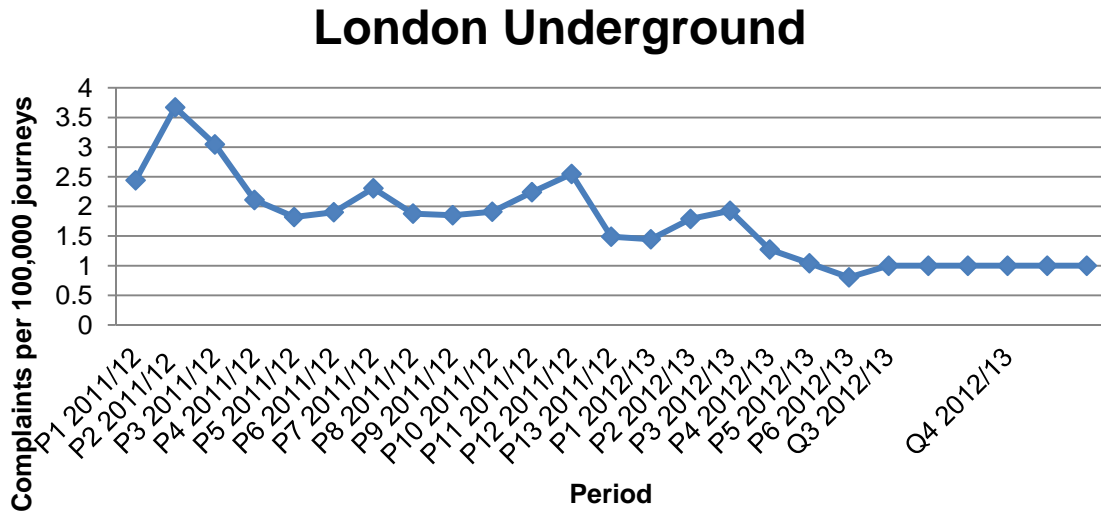


Table 6 shows a summary of all of the 2012/13 TfL Business Plan targets for London Underground.

**Table 6 – Q4 2012/13 London Underground TfL Business Plan Key Performance Indicator (KPI)**

KPI	Target 2012/13	Current Performance Level
Customer satisfaction score – overall	80	84
Excess Journey Time	5.77 minutes	5.04 minutes
% of Scheduled Services Operated	97%	97.3%
London TravelWatch’s overall performance assessment of London Underground: 		

**Graph 19 – Customer complaints received by the Underground for every 100,000 journeys**

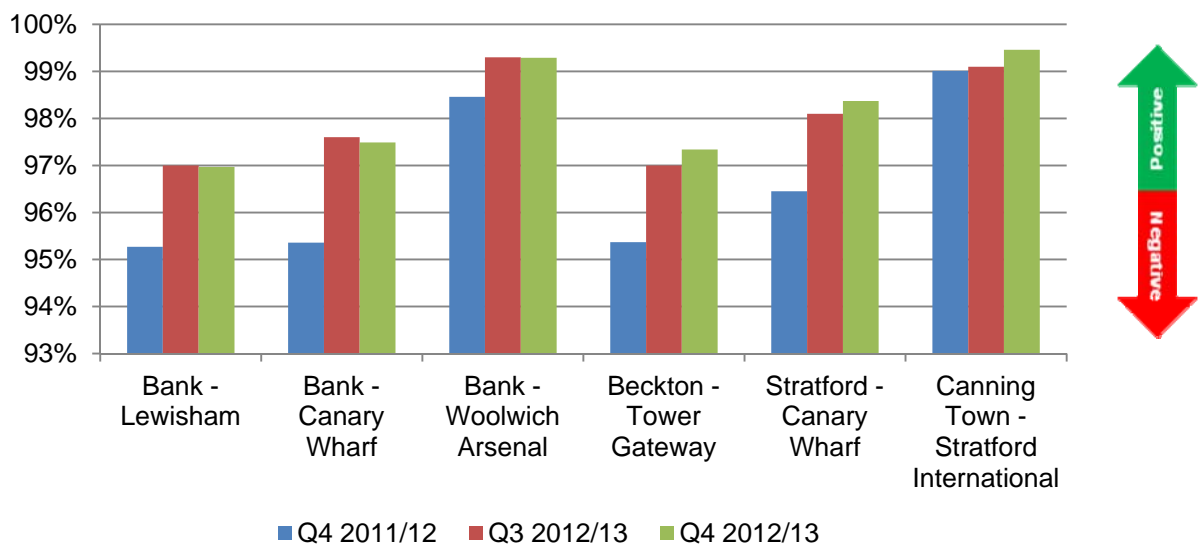


## 5 Docklands Light Railway

In this section, the performance of DLR is presented. The key indicators focused on are those for which targets are set in the TfL Business Plan and those which reflect the experience of passengers of the DLR.

Graph 20 shows the Journey Time performance by route.

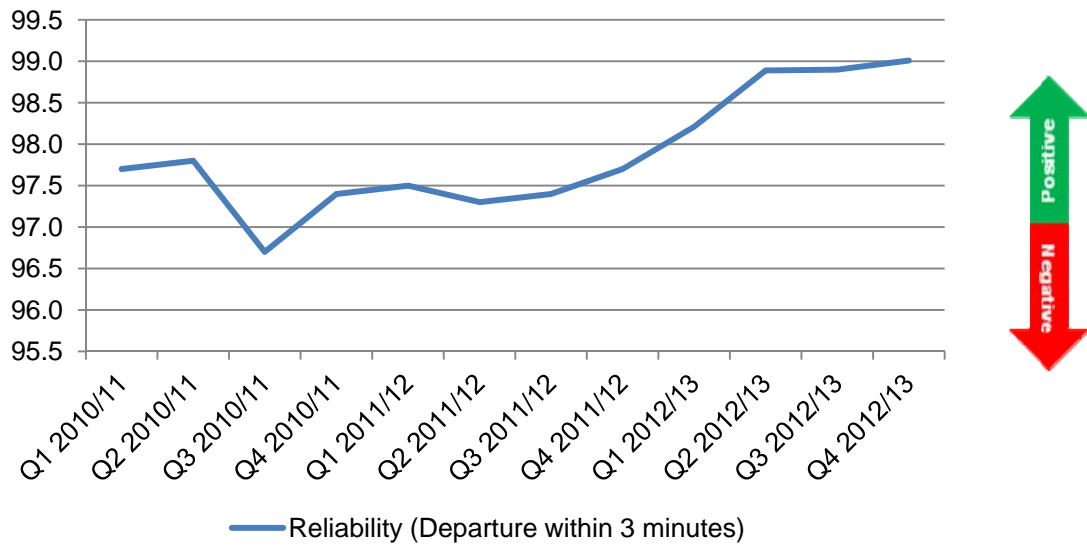
**Graph 20 – Q4\* 2011/12, Q3 2012/13, Q4 2012/13 Journey Time (split by route)**



\*Please note DLR use calendar year quarters when they publish figures on their website. These are financial year quarters in line with TfL general reporting.

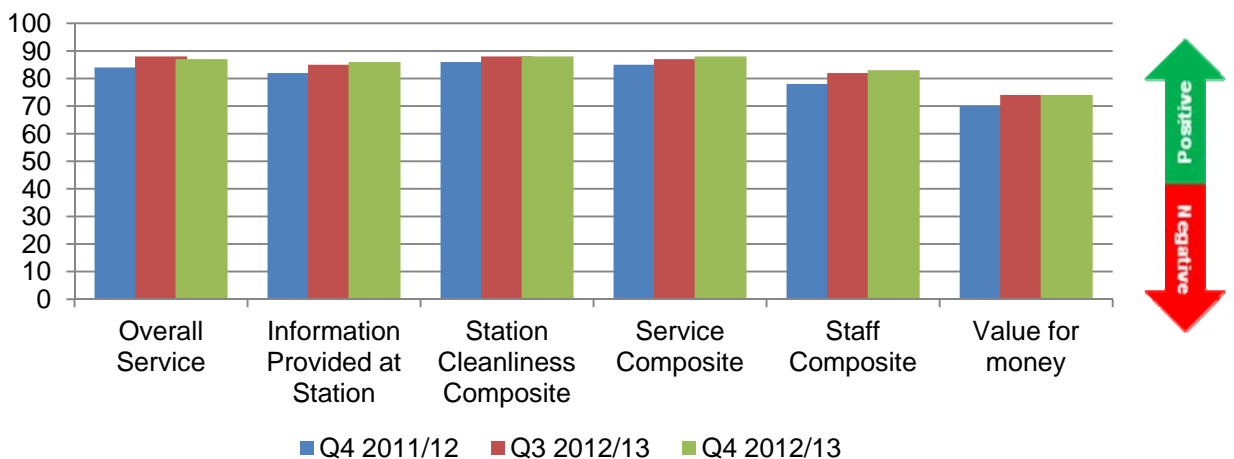
DLR’s network-wide performance measure is ‘departure reliability’. This is the percentage of intervals between trains at terminal stations no more than three minutes greater than the published service intervals.

**Graph 21 – Q1 2010/11 to Q4 2012/13 reliability (departure within 3 minutes of published service intervals)**



TfL now commissions its own DLR customer satisfaction scores, which London TravelWatch produced for the first time in quarter 3, and will be using in the future.

**Graph 22 – Q4 2011/12, Q3 2012/13, Q4 2012/13 DLR customer satisfaction scores**



**Graph 23 – Q1 2010/11 to Q4 2012/13, DLR overall customer satisfaction scores**

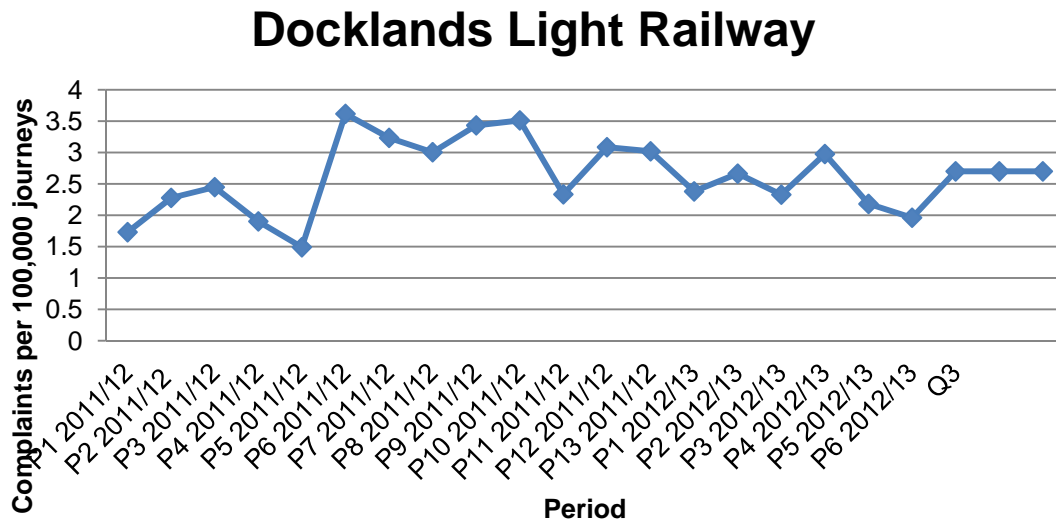


Customer satisfaction scores were omitted in quarter 2, due to the staging of the London Olympic Games.

**Table 7 – Q4 2012/13 DLR TfL Business Plan Key Performance Indicator (KPI)**

KPI	Target 2011/12	Current Performance Level
Customer satisfaction score – overall	82	87
On-time performance	97.2%	99.0%
% of Scheduled Services Operated	98%	98.7%
London TravelWatch’s overall performance assessment of Docklands Light Railway:		

**Graph 24 – Customer complaints received by TfL for every 100,000 journeys**

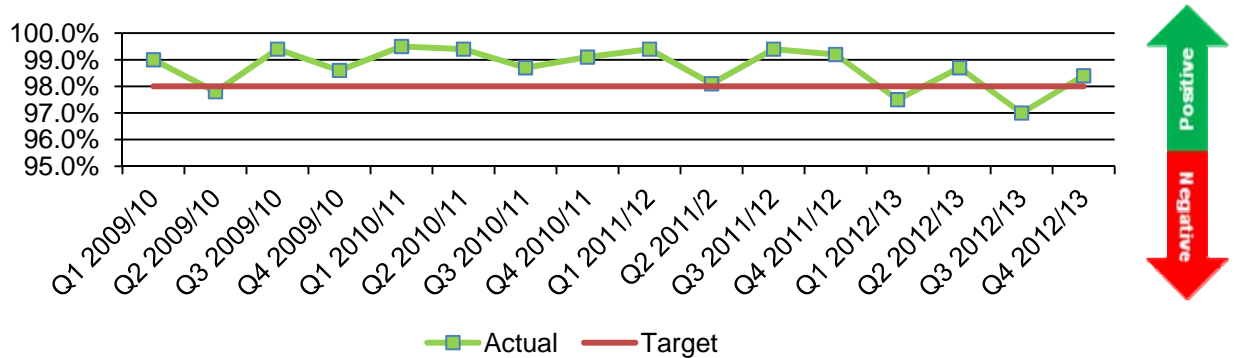




## 6 London Tramlink

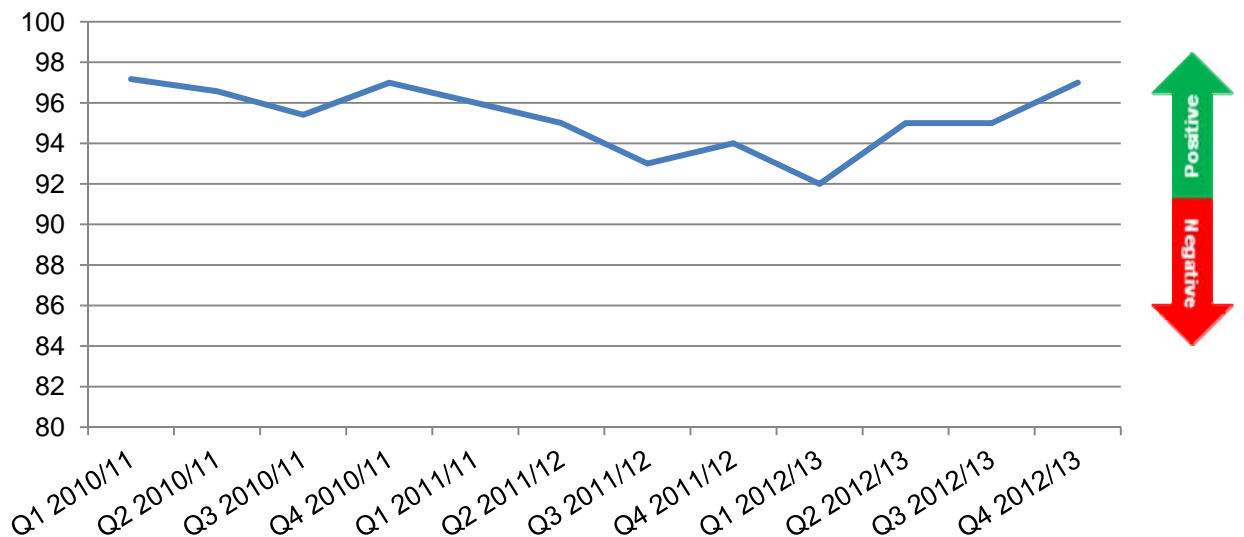
The Percentage of Scheduled Services operated by Tramlink rose above the previous quarter, and was above the Business Plan target.

**Graph 25 – Q3 2008/9 to Q4 2012/13, percentage of scheduled service kms operated**



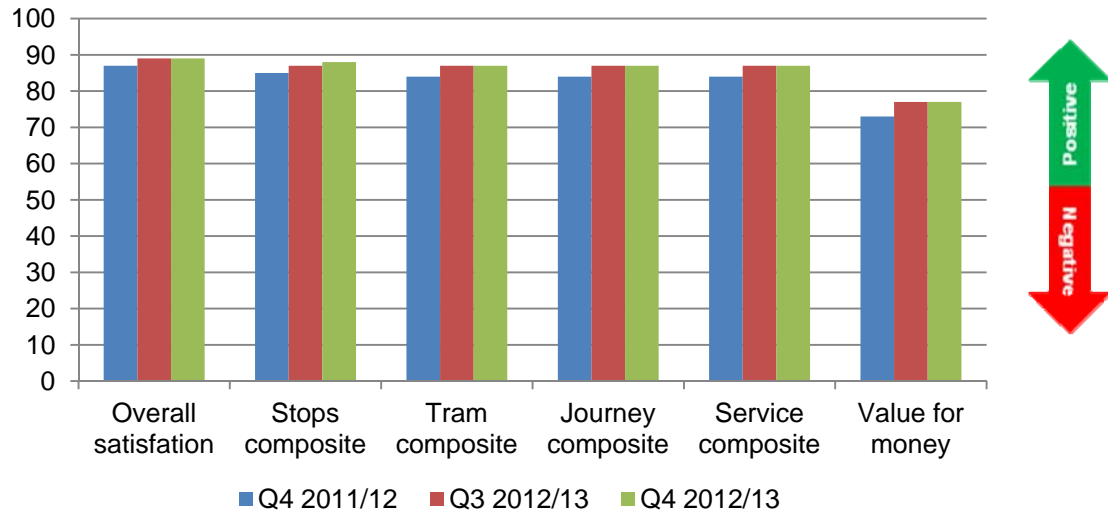
London Tramlink reports a Public Performance Measure, which is the percentage of trams that arrive within five minutes of the scheduled time. There is no associated target.

**Graph 26 – Q1 2010/11 to Q4 2012/13, Public Performance Measure (per cent)**



Customer satisfaction scores on Tramlink are shown in Graph 27 including a Tramlink value for money score

**Graph 27 – Q4 2011/12, Q3 2012/13, Q4 2012/13 customer satisfaction Scores**



**Graph 28 – Overall customer satisfaction scores since Q1 2010/11**

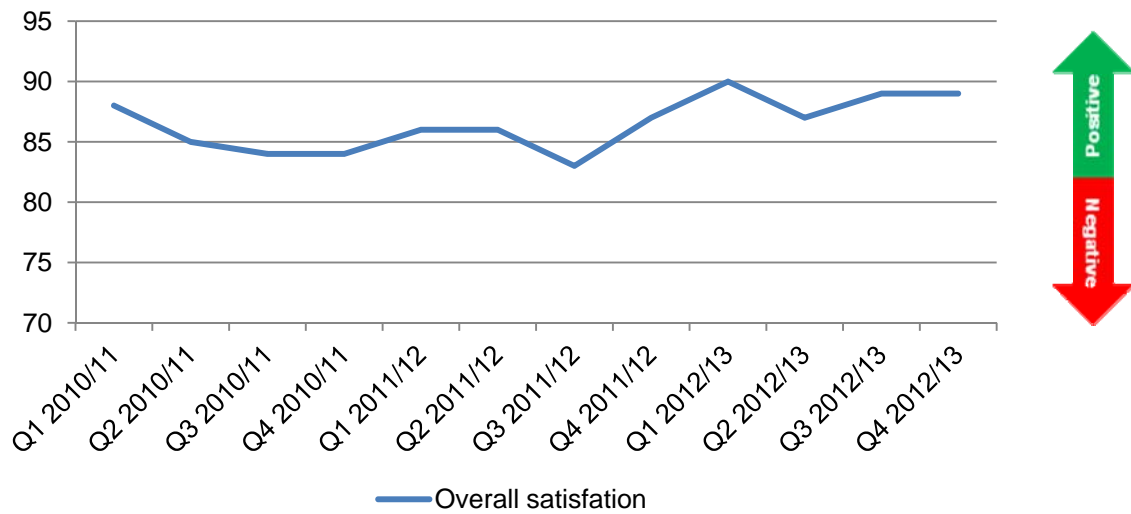



Table 8 shows a summary of all of the 2012/13 TfL Business Plan targets for London Tramlink.

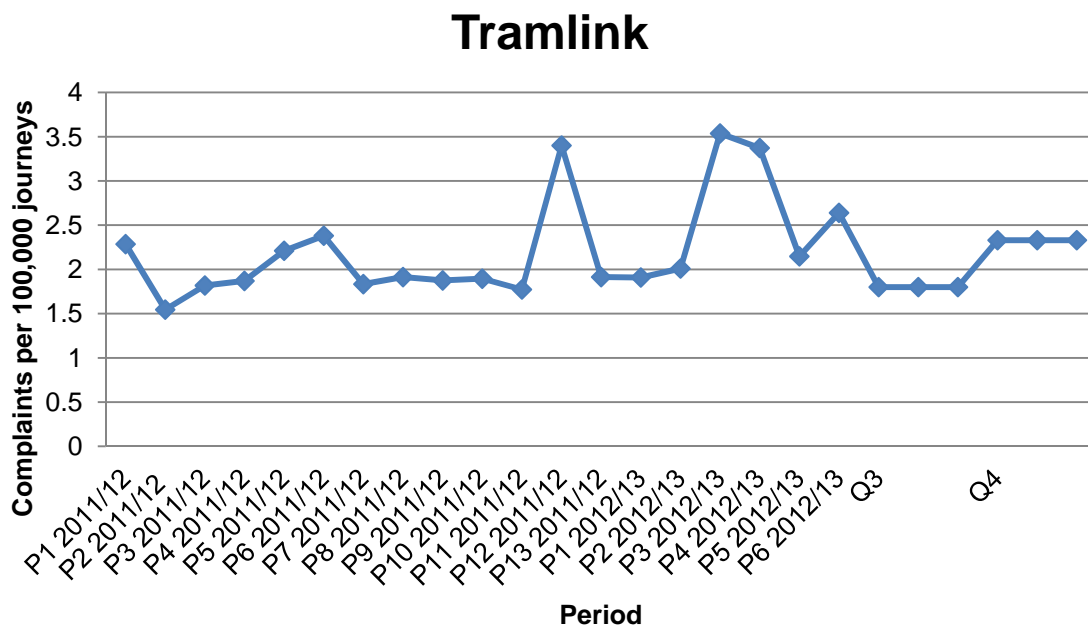
**Table 8 – Q4 2012/13 London Tramlink TfL Business Plan Key Performance Indicator (KPI)**

KPI	Target 2012/13	Current Performance Level
Customer satisfaction score – overall	86	89
% of scheduled service kms operated	98%	98.4%

London TravelWatch’s overall performance assessment of London Tramlink:



**Graph 29 – Customer complaints received by TfL for every 100,000 journeys**




## 7 London Overground

London Overground's Public Performance Measure (PPM) for the fourth quarter was 96%. This was 0.42 per cent higher than the same quarter last year. Please note this is a Network Rail statistic.

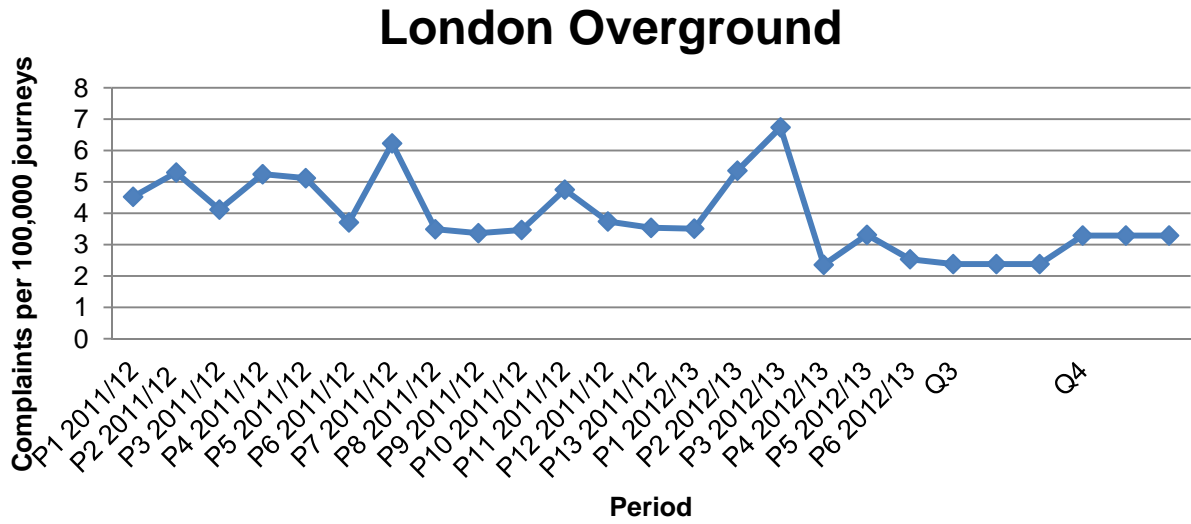
The National Passenger Survey results are from the latest Autumn 2012 wave of surveys. Passenger satisfaction has significantly increased since the last survey. The percentage of passengers satisfied was 85% compared with 83% in autumn 2011, and 82% in spring 2012.

TfL's own customer satisfaction score is also above target.

**Table 9 – Q4 2012/13 London Overground TfL Business Plan Key Performance Indicators (KPI) and National Rail performance figures**

National Rail Performance measure	Target 2012/13	Current Performance Level
Customer satisfaction – overall (National Passenger Survey bi-annual data). Percentage satisfied or good	Average of similar London and South East TOC's: 81% (Not a TfL target)	85% (Autumn 2012)
Public Performance Measure (Network Rail figures)	Average of London and South east TOCs is 91% (Not a TfL target)	96%
TfL KPIs	Target 2012/13	Current Performance Level
Overall customer satisfaction score (TfL measure)	80	82
On Time Performance (A TfL measure of PPM Moving Annual Average)	95.8%	96.2%
London TravelWatch's overall performance assessment of London Overground:		
		

**Graph 30 – Customer complaints received by TfL for every 100,000 journeys**



## 8 Dial-a-Ride


Dial-a-Ride is a door-to-door transport service operated by TfL for people (members) with disabilities who cannot use buses, trains or the Underground in London.

Overall customer satisfaction is on target this quarter, and for the end of year target. Satisfaction increased by one point compared to the same quarter last year. Members are very satisfied with driver helpfulness/courtesy, which scores 94%. Satisfaction with the booking process has seen a significant increase, with a score of 80%.

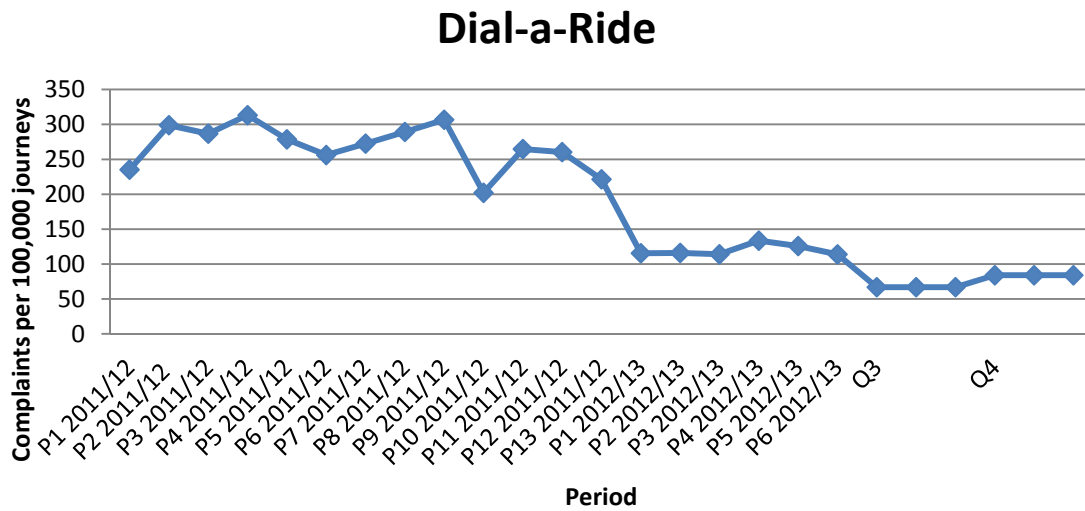
The number of journeys delivered in quarter 4 is similar to the same quarter in the previous year. Though no quarterly target is available, the number of journeys was on target for the whole year.

It is pleasing to see Dial-a-Ride is now generally delivering the target number of journeys and customer satisfaction is at target. However, greater demand may arise from an aging population and the cessation of other similar door-to-door services. TfL have implemented a new regime for membership, which should ensure that those that need this service are prioritised.

**Table 10 – Q4 2012/13 Dial-a-Ride TfL Business Plan KPIs**

KPI	Target 2012/13	Current Performance Level
Customer satisfaction score – overall	92	92
Quarterly Passenger Journey Numbers	1,400,000(annual target)	391,009 (1,352,076 annual trips)
London TravelWatch's overall performance assessment of Dial-a-Ride:		
		

**Graph 31 – Customer complaints received by TfL for every 100,000 journeys**



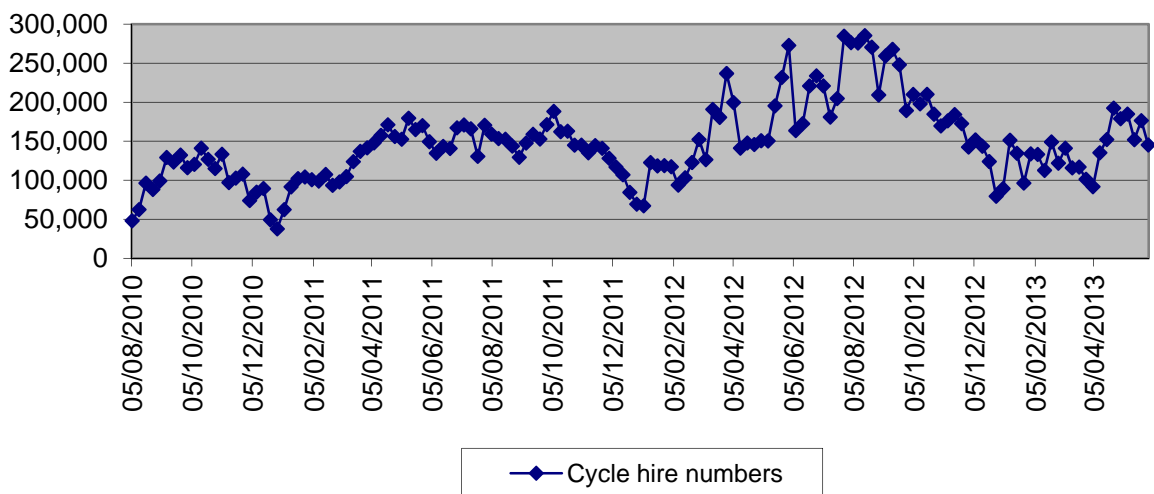
## 9 Cycle Hire

In this section, the performance of the cycle hire scheme is presented. London's cycle hire scheme is a public bike-sharing scheme for shorter journeys around the capital. The bikes are available to casual users, as well as London cycle hire scheme members.

The graph below shows the usage of the cycle hire scheme since August 2010, on a weekly basis. The number of cycle hires has fluctuated for a number of reasons since it started. Initially cycle hire was only available to members. Since then one-off hires were made possible and the availability of cycles has been increased as the scheme has rolled out to new areas. In January this year there was a sharp increase in the 'access' fee.

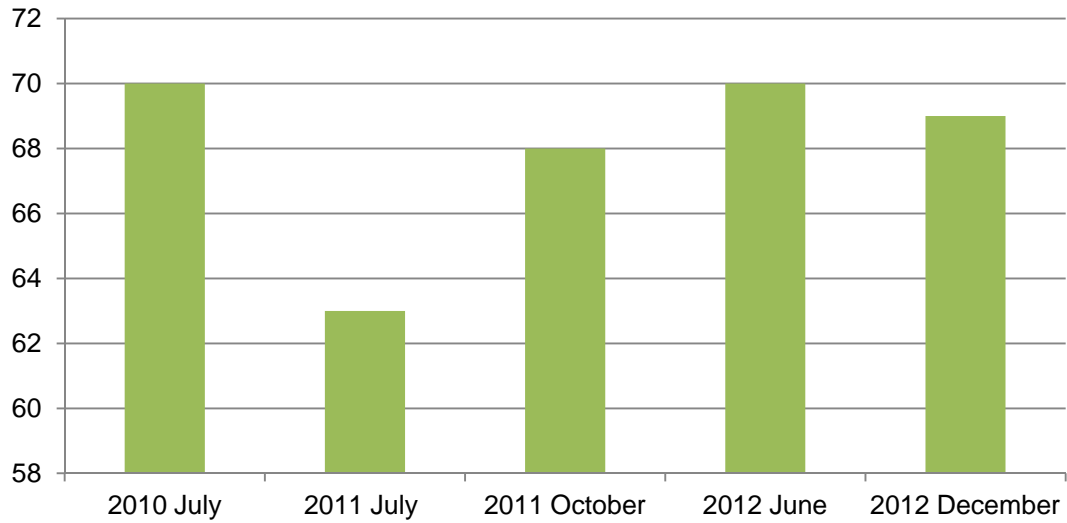
**Graph 32 – Cycle hire scheme usage**

Cycle hire numbers per week



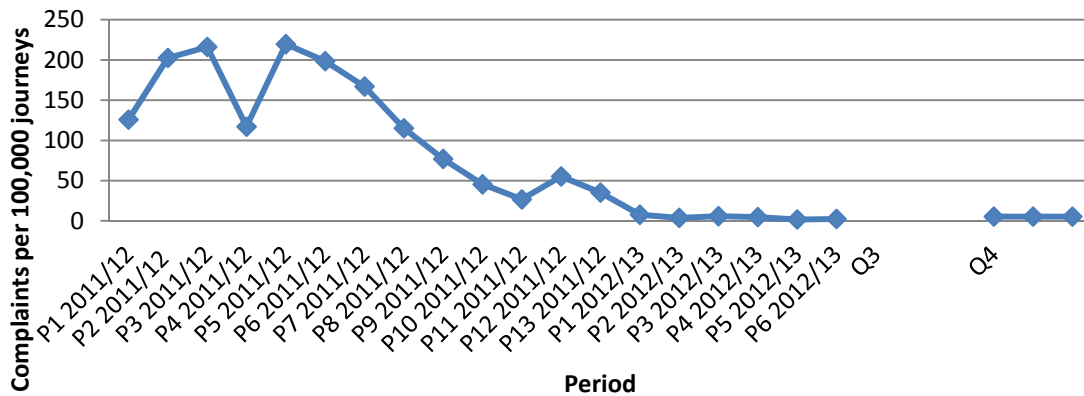


**Graph 33 – July 2010, July 2011, October 2011, June 2012 and December 2012 cycle hire customer satisfaction score**



**Graph 34 – Customer complaints received by TfL for every 100,000 journeys**

**Barclays Cycle Hire**



## 10 Customer satisfaction scores – modes comparison

Graph 35 – Q4 2012/13 overall customer satisfaction scores – modes comparison



\* Annual survey only

\*\* Taken from TfL's cycle hire customer satisfaction and usage report, February 2013

## Appendix – Glossary & References

### Glossary

Term	Definition
AWT	Average Waiting Time
BCV	Bakerloo, Central & Victoria lines
DLR	Docklands Light Railway
EJT	Excess Journey Time
EWT	Excess Waiting Time
IRR	Inner Ring Road
JNP	Jubilee, Northern & Piccadilly lines
JTR	Journey Time reliability
KPI	Key Performance Indicator
LOROL	London Overground
MAA	Moving Annual Average
Q	Quarter
PPM	Public Performance Measure
SSL	Sub-Surfaces Lines
SWT	Scheduled Waiting Time
TfL	Transport for London
TLRN	Transport for London Road Network
WEZ	Western Extension Zone

### References

- All Transport Modes
  - [Operational and Financial Performance Report and Investment Programme Report](#) – Fourth Quarter, 2012/13
- Streets
  - London Streets Performance Report, Q4 2012/13 (supplied by TfL directly)
- London Buses
  - <http://www.tfl.gov.uk/tfl/businessandpartners/buses/boroughreports>
  - Customer satisfaction survey scores supplied by TfL directly
- London Underground
  - <http://www.tfl.gov.uk/corporate/modesoftransport/londonunderground/1592.aspx>
- Docklands Light Railway (Note: DLR quotes financial Q4 as calendar Q1)

- <http://www.tfl.gov.uk/corporate/modesoftransport/dlr/1536.aspx>
- Customer satisfaction survey scores supplied by TfL directly
  
- Dial-a-Ride
  - <http://www.tfl.gov.uk/corporate/modesoftransport/1526.aspx>
  - Customer satisfaction survey scores supplied by TfL directly
  
- London Overground
  - PPM scores supplied to London TravelWatch monthly by Network Rail.
  - <http://www.passengerfocus.org.uk/research/national-passenger-survey-introduction>
  
- London Tramlink
  - Customer satisfaction survey scores and Public Performance Measure supplied by TfL directly
  
- Cycle Hire
  - TfL commissioned cycle hire customer satisfaction and usage survey, February 2013