

LTW449
London TravelWatch Board meeting
15.10.13



TfL 2013/14 Quarter 1 Performance Report

October 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,
- 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 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
Quarter 1 – Apr to Jun 2013	15 October 2013

Published by:

London TravelWatch
Dexter House
2 Royal Mint Court
London EC3N 4QN

Phone: 020 3176 2999
Fax: 020 3176 5991

Contents

Executive Summary	4
1 Travel in London.....	6
2 London Streets	7
3 London Buses.....	8
4 London Underground.....	14
5 Docklands Light Railway	18
6 London Tramlink.....	22
7 London Overground.....	25
8 Dial-a-Ride	27
9 Cycle Hire	29
10 Customer satisfaction and value for money scores – modes comparison ..	31
Appendix – Glossary & References	32

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 first quarter of the 2013/14 financial year (April to June 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 performances of London Buses, London Underground, Docklands Light Railway, London Overground, London Tramlink and Dial-a-Ride as 'good' or 'satisfactory'.

1. London Streets

No data on the performance of London Streets was available at the date of publication of the report.

2. London Buses

London Buses has performed well. Excess Waiting Time (EWT) was 1.0 minute on high frequency routes, which is a very good performance, and TfL Business Plan target. The percentage of kilometres operated is above target. Customer satisfaction was higher than 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.

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.



4. Docklands Light Railway

Docklands Light Railway (DLR) performance was generally good. On time performance was 99.5%, which is above target. Customer satisfaction scores were four 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.



6. London Overground

London Overground has continued to improve this quarter. 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 (Spring 2013 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. Customer satisfaction was below target at 91%.



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. Complaints regarding cycle hire have increased

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 2013¹.

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
All modes	24.9	25.5		2.4

¹ Travel in London, Report 5, Table 2.1

2 London Streets

Performance data for London Streets was unavailable at the date of publication of the report.

3 London Buses

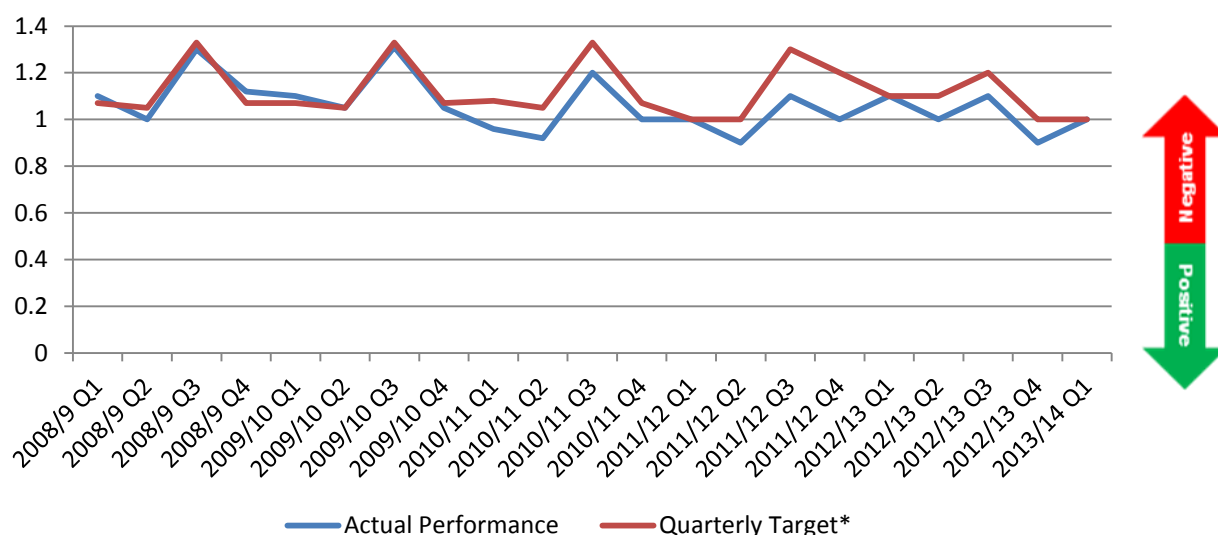
This section of the report outlines the performance of the London bus network in the first quarter of 2013/14.

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 1.0, which was on target for this quarter. See Graph 9.

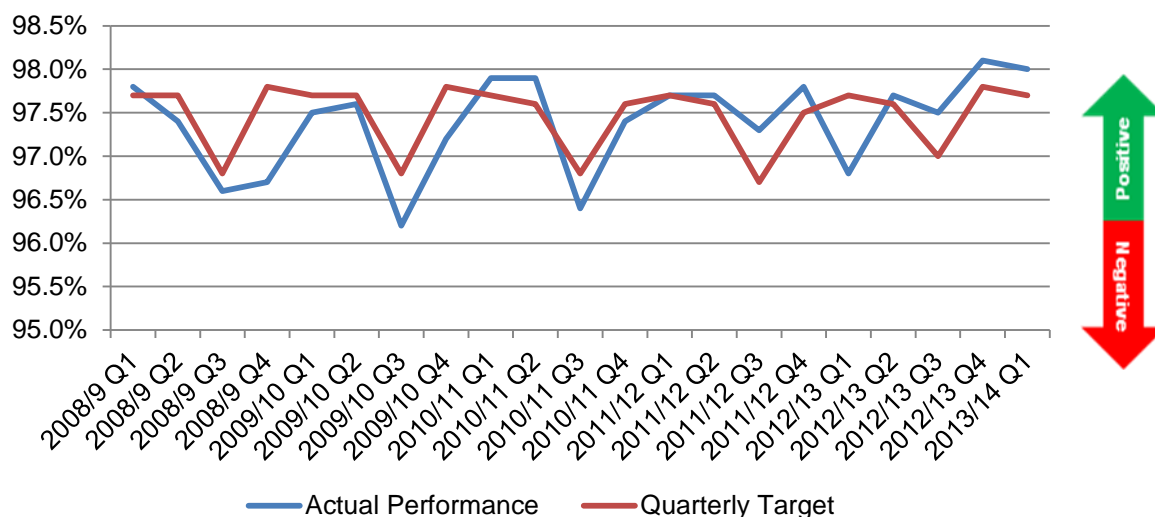
Graph 9 – Q1 2008/09- Q1 2013/14, Excess Wait Time (minutes) on high frequency bus routes



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- Q1 2013/14, 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 378 high frequency bus routes in quarter 1 2013/14, 29 were below the contracted minimum standard, 32 operated at the contracted standard, and 317 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 23, 205, 228 and P12 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 23 had a revised schedule following a review that identified running time needs to increase owing to major works along several sections of route, including Liverpool Street and Paddington. The route will also be affected by

street works in Regent Street, which the new schedule has also taken into account.

Route 205 has also been affected by a range of works along its route, particularly Paddington and again Liverpool Street. The route has recently been diverted (this is temporary but long term) via Old Street and Bishopsgate in both directions, which takes a marginally shorter time. Tenders for a new contract for this route have recently been lodged. The schedules will be reviewed as part of the tender evaluation.

Route 228 will have a new contract early next year, in the meantime we are working with the operator to improve reliability on the current contract, however the route continues to be affected by planned and unplanned roadworks in different parts of the route. Although Shepherds Bush works have now been completed, the burst water main in Notting Hill Gate impacted on this route as traffic was diverted away from NHG.

Route P12 has been reviewed recently and we are considering how best to improve reliability with the operator.

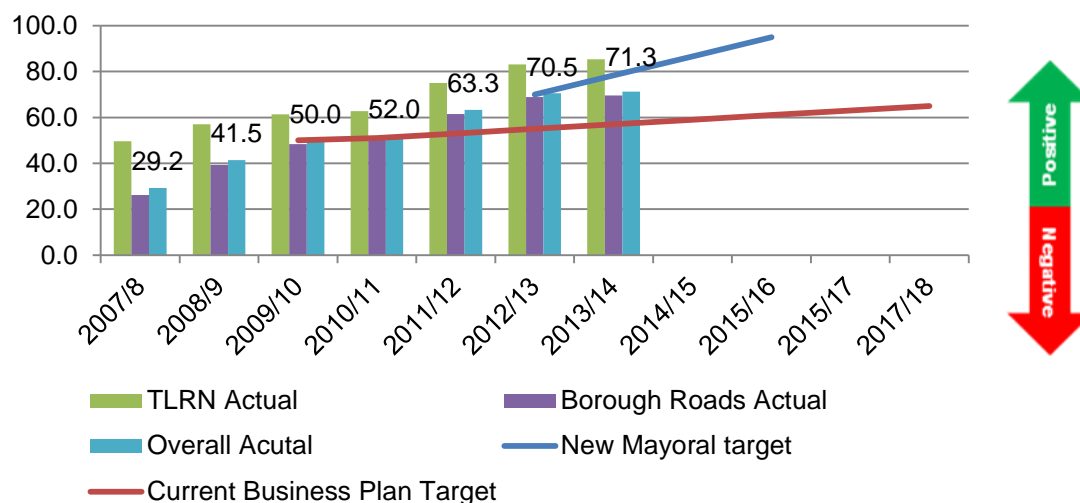
Bus stop accessibility

Based on TfL's audit of bus stops, 71.3% of all bus stops across the network meet TfL's exacting accessibility criteria. On the TfL road network, the figure is higher at 85.3%. 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.

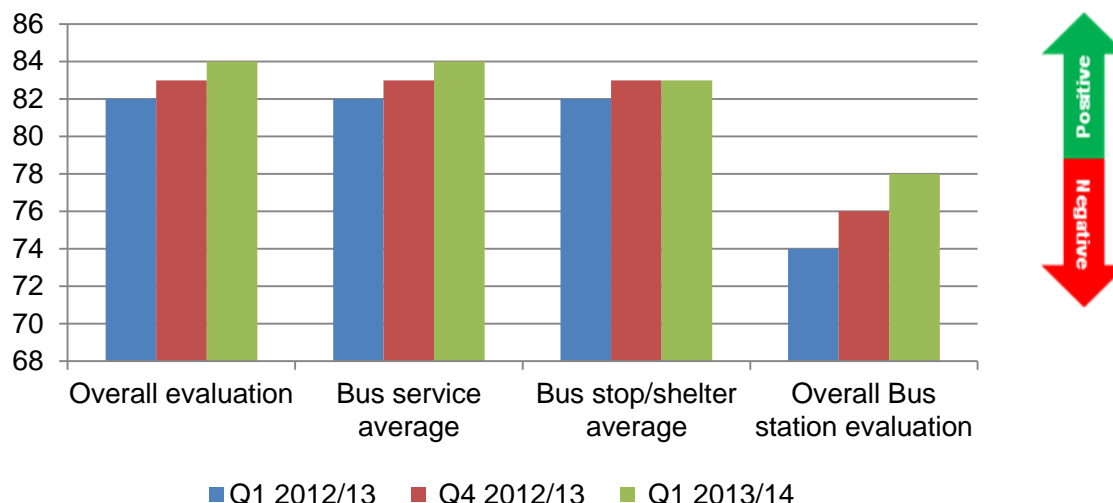
Graph 11 – Bus stop accessibility 2008/9 to 2017/18 target and progress to date



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 –Q1 2012/13, Q4 2012/13 and Q1 2013/14 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)

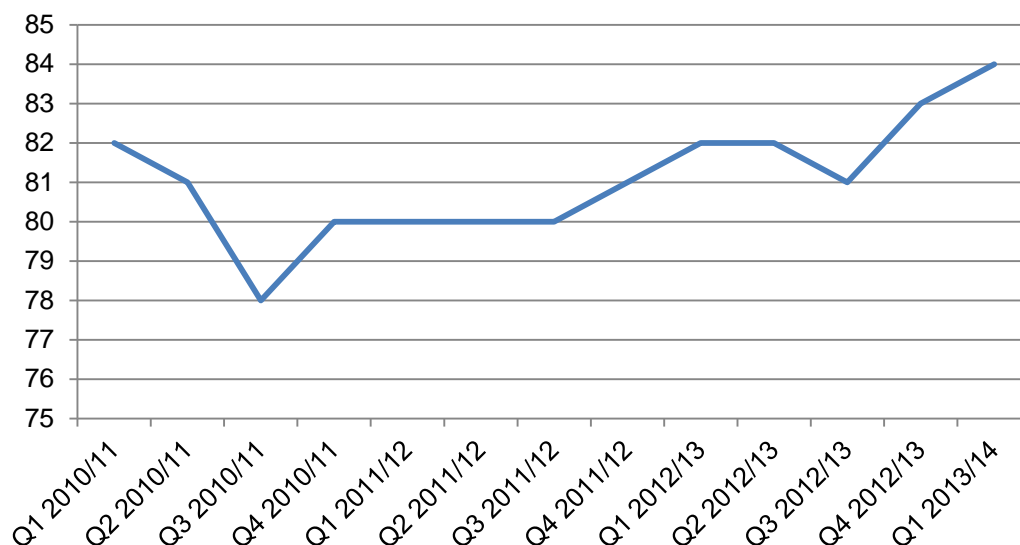
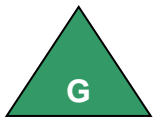
Graph 13 – Overall satisfaction since Q1 2010/11 to Q1 2013/14

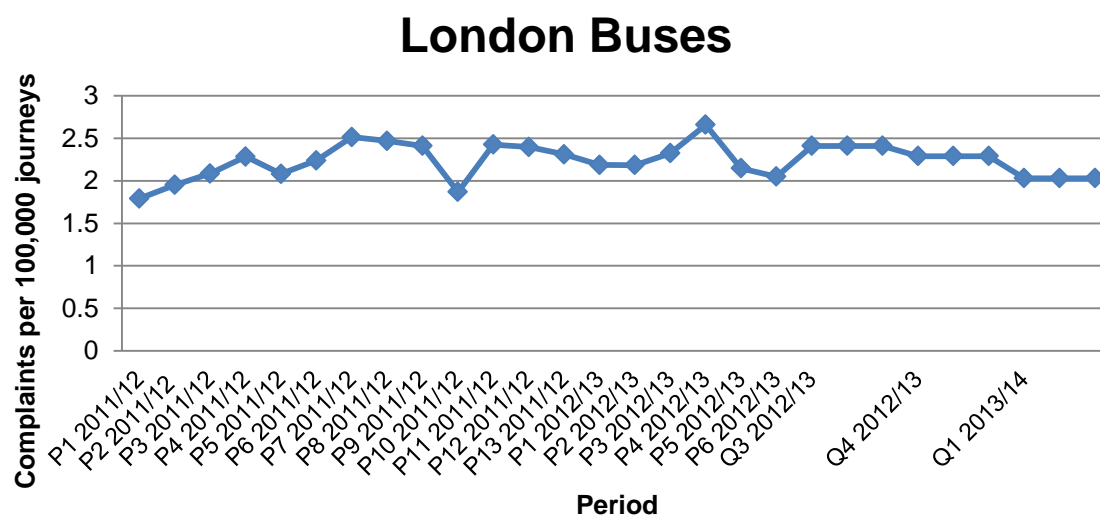
Table 5 shows a summary of the 2013/14 TfL Business Plan targets for London Buses.

Table 5 – Q1 2013/14 London Buses Business Plan Key Performance Indicator (KPI)

KPI	Target 2013/14	Current Performance Level
Customer satisfaction – overall	82	84
Excess wait time – high frequency routes	1 minute	1 minute
% of Scheduled services operated	97.7%	98%
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 2.03 complaints per 100,000 journeys in quarter 1; the lowest to date.

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

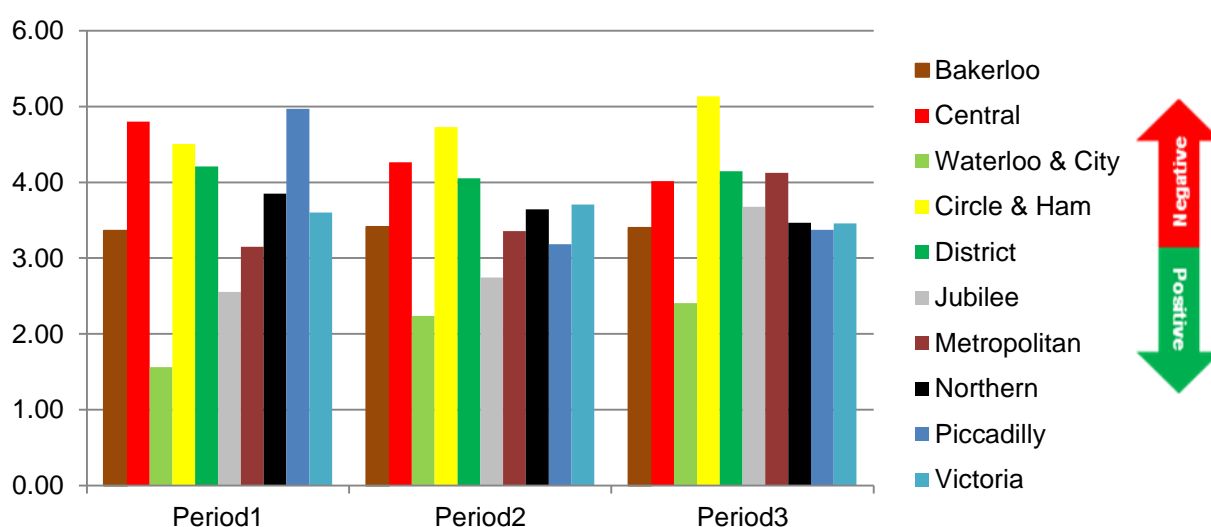


4 London Underground

In this section, the performance of London Underground for the first quarter of the financial year 2013/14 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.

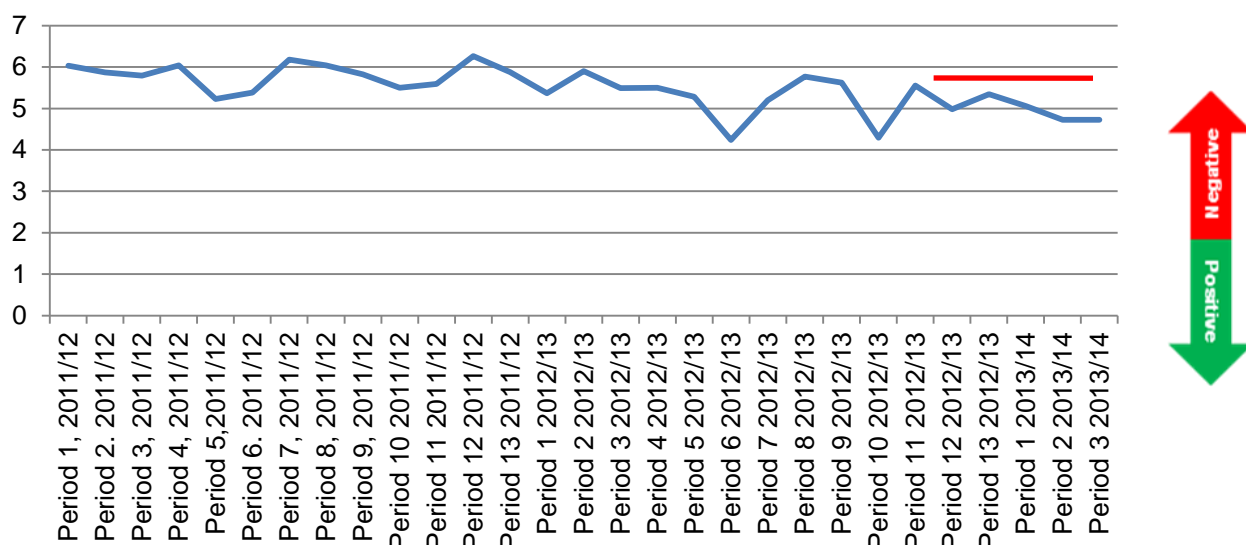
Graph 15 – P1 2013/14 to P3 2013/14, Excess Journey Time by Underground line (minutes)



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.

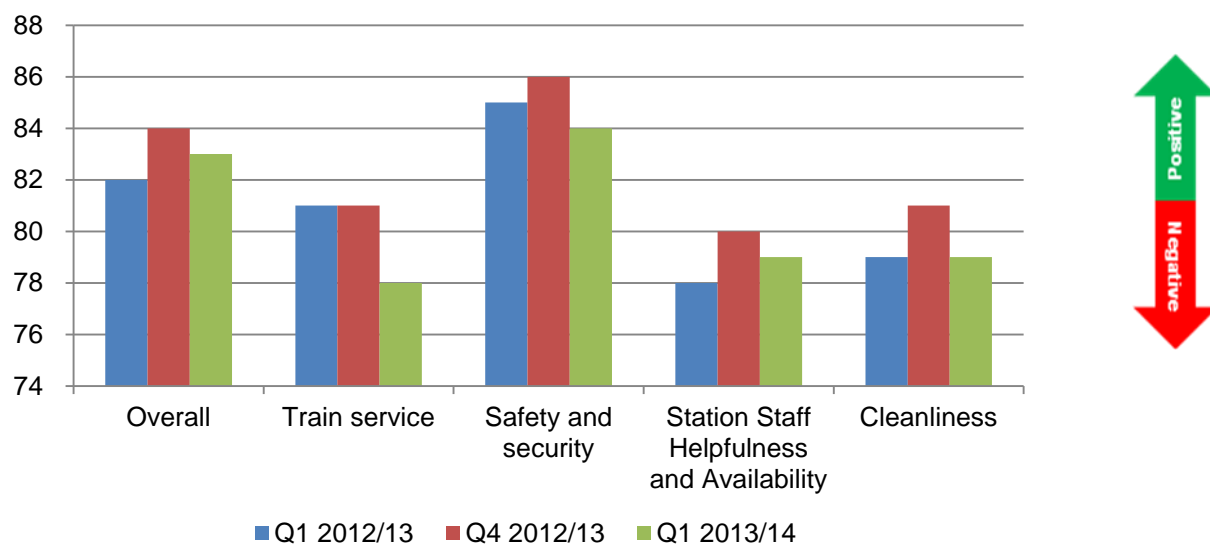
London Underground performed better than the network target set in the TfL 2013/14 Business Plan. It should be noted that this network target is somewhat tighter than the previous year's target and will tighten further in future years. While there are high profile disruption events on the Underground, performance is on an improving trend.

Graph 16 – P1 2011/12 to P3 2013/14, 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 –Q1 2012/13, Q4 2012/13 and Q1 2013/14 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 Q1 2013/14

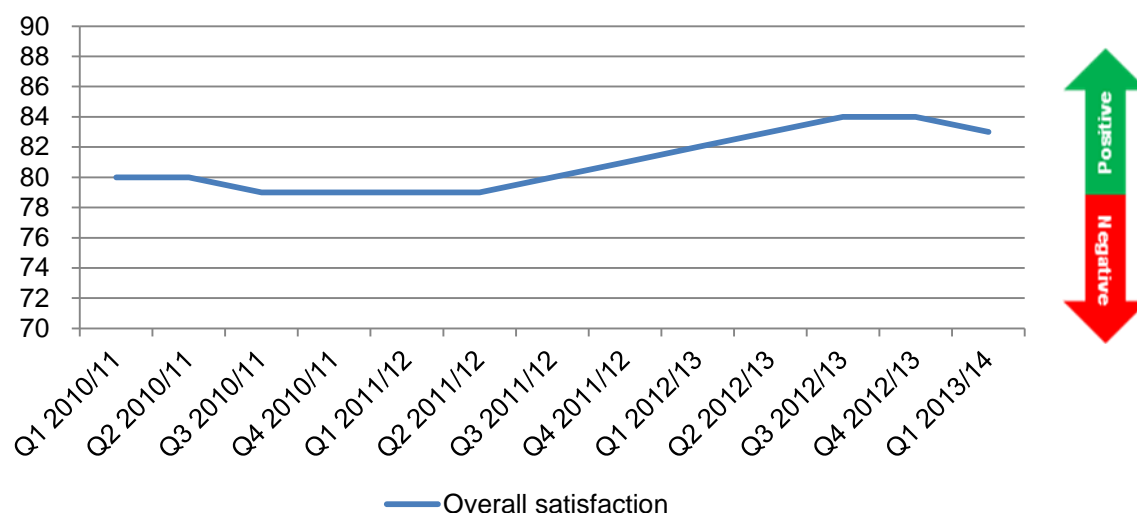
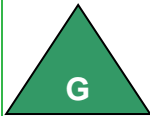
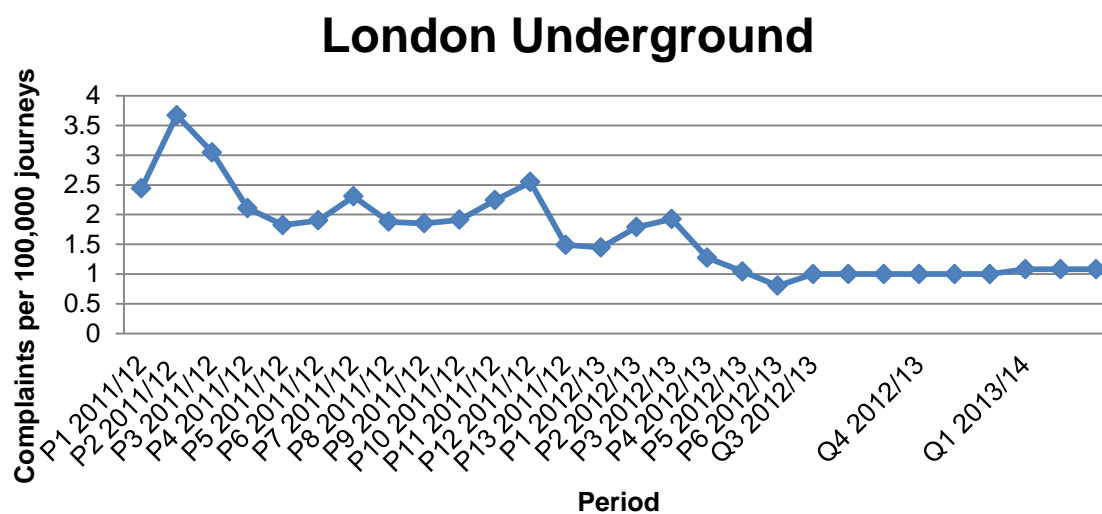


Table 6 shows a summary of all of the 2013/14 TfL Business Plan targets for London Underground.

Table 6 – Q1 2013/14 London Underground TfL Business Plan Key Performance Indicator (KPI)

KPI	Target 2013/14	Current Performance Level
Customer satisfaction score – overall	81	83
Excess Journey Time	5.39 minutes	4.84 minutes
% of Scheduled Services Operated	97.2%	98%
London TravelWatch's overall performance assessment of London Underground: <div>  </div>		

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

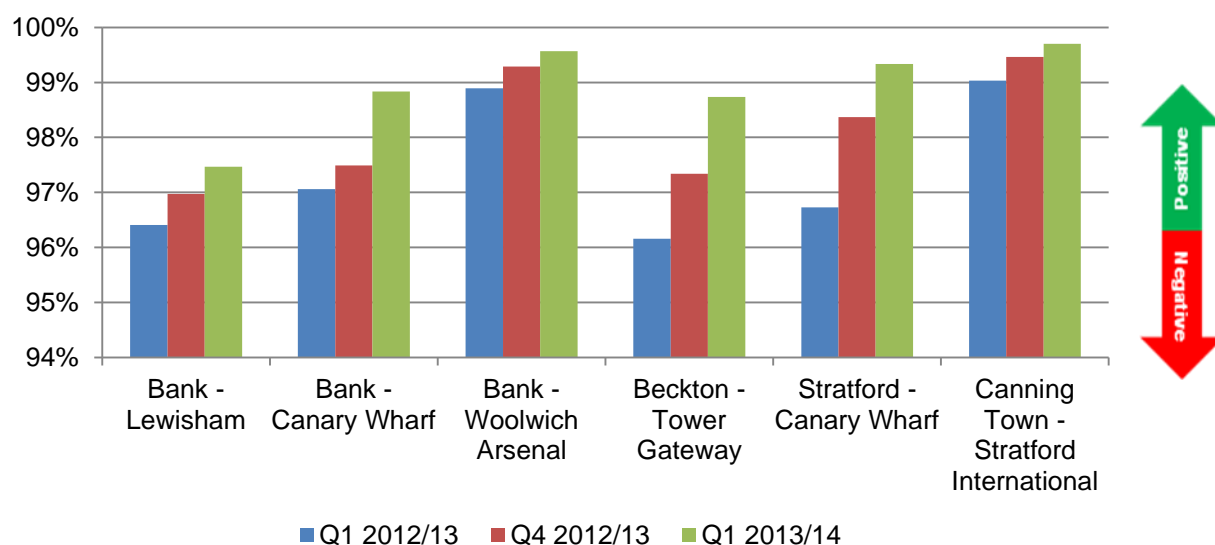


5 Docklands Light Railway

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.

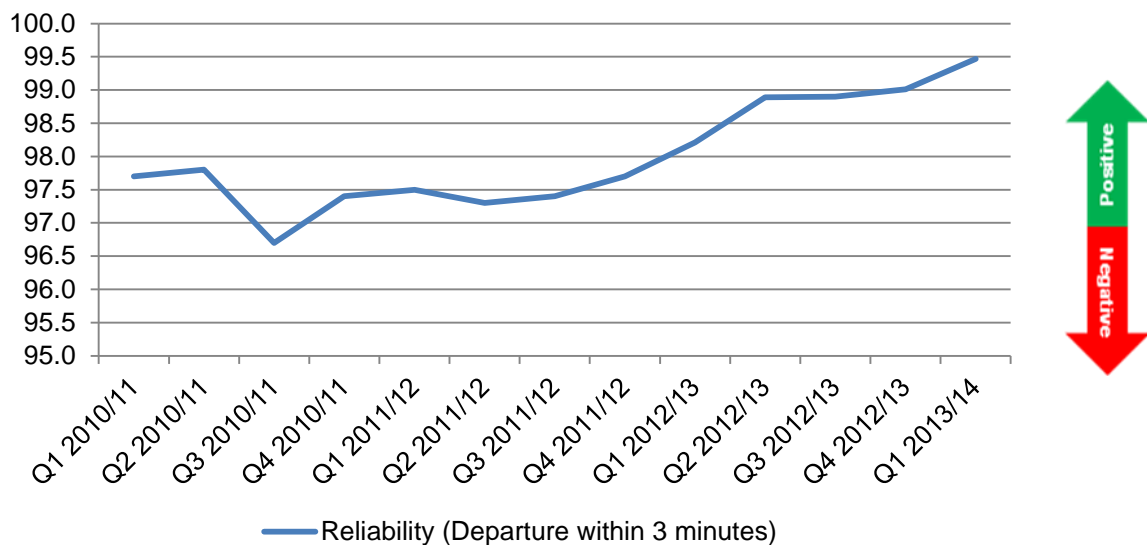
Graph 20 – Q1* 2012/13, Q4 2012/13, Q1 2013/14 Journey Time (split by route)



*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.

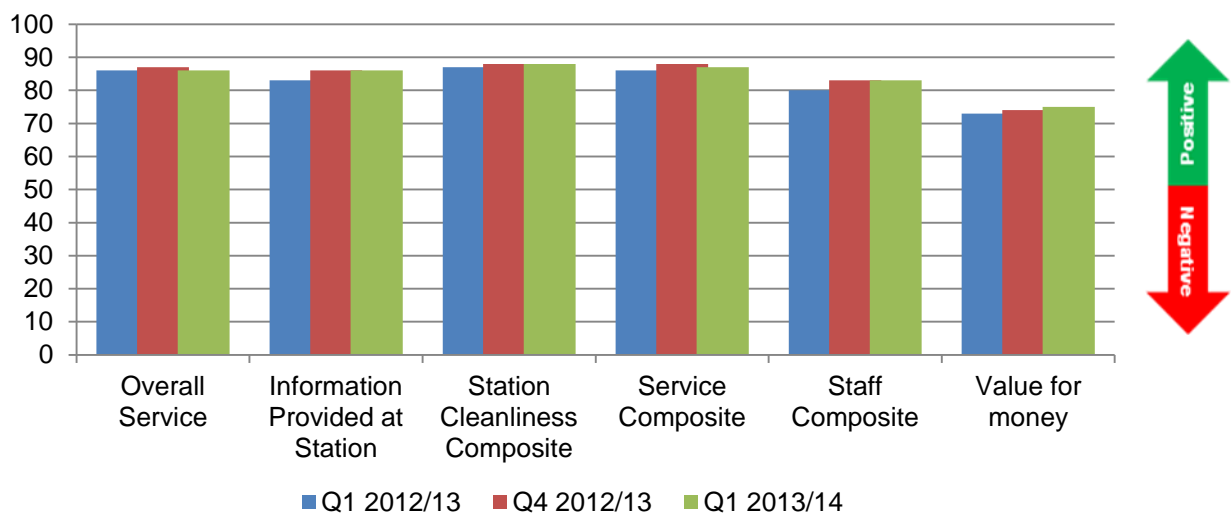
DLR's network-wide performance measure is 'departure reliability'. This is the percentage of intervals between trains at terminal stations no more than three minutes greater than the published service intervals.

Graph 21 – Q1 2010/11 to Q1 2013/14 reliability (departure within 3 minutes of published service intervals)

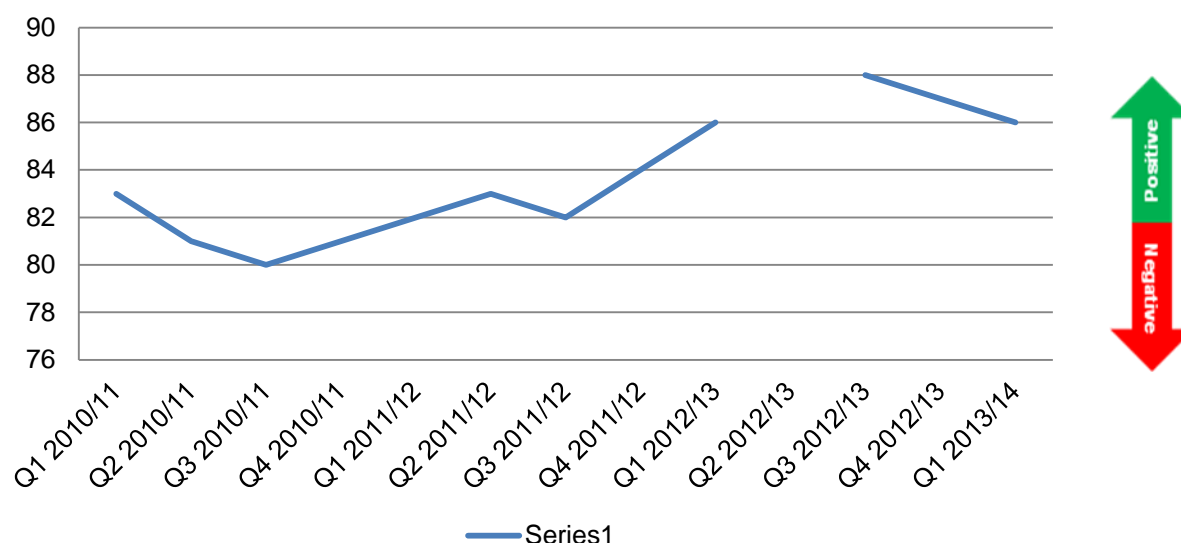


TfL now commissions its own DLR customer satisfaction scores, which London TravelWatch produced for the first time in quarter 3, and will be using in the future.

Graph 22 – Q1 2012/13, Q4 2012/13, Q1 2013/14 DLR customer satisfaction scores




Graph 23 – Q1 2010/11 to Q1 2013/14, DLR overall customer satisfaction scores

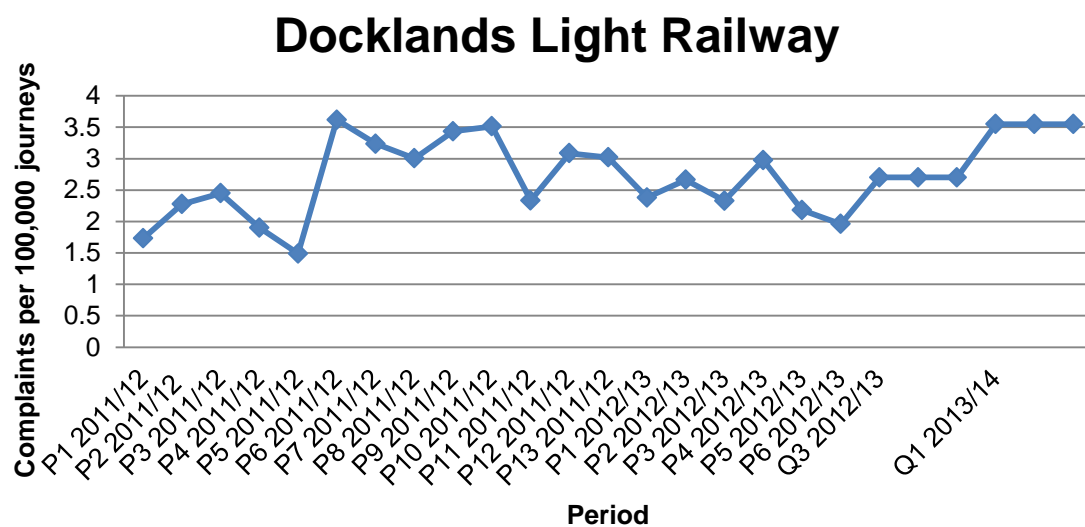


Customer satisfaction scores were omitted in quarter 2, due to the staging of the London Olympic Games.

Table 7 – Q1 2013/14 DLR TfL Business Plan Key Performance Indicator (KPI)

KPI	Target 2013/14	Current Performance Level
Customer satisfaction score – overall	82	86
On-time performance	97%	99.5%
% of Scheduled Services Operated	98%	99.4%
London TravelWatch's overall performance assessment of Docklands Light Railway: 		

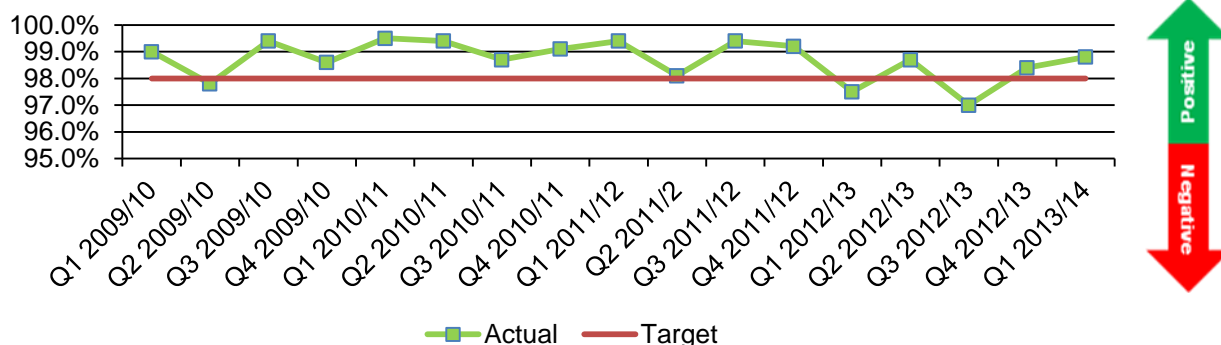
Graph 24 – Customer complaints received by TfL for every 100,000 journeys



6 London Tramlink

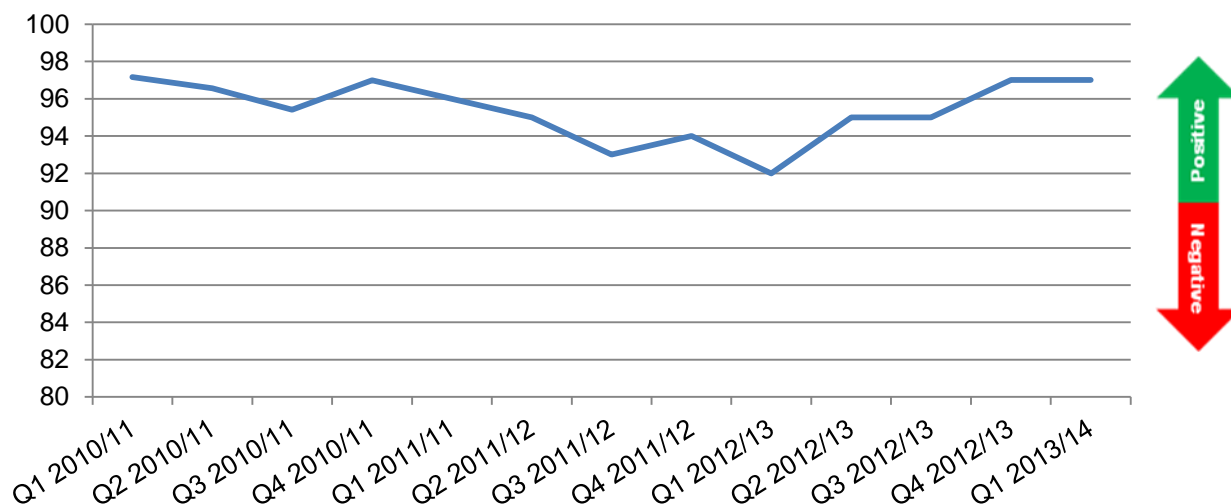
The Percentage of Scheduled Services operated by Tramlink rose above the previous quarter, and was above the Business Plan target.

Graph 25 – Q3 2008/9 to Q1 2013/14, percentage of scheduled service kms operated



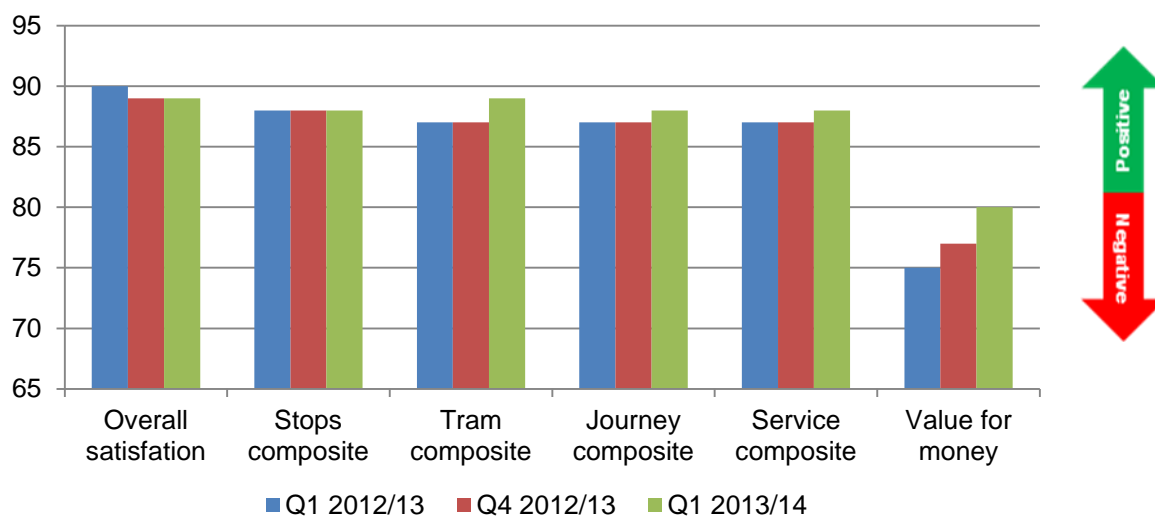
London Tramlink reports a Public Performance Measure, which is the percentage of trams that arrive within five minutes of the scheduled time. There is no associated target.

Graph 26 – Q1 2010/11 to Q1 2013/14, 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

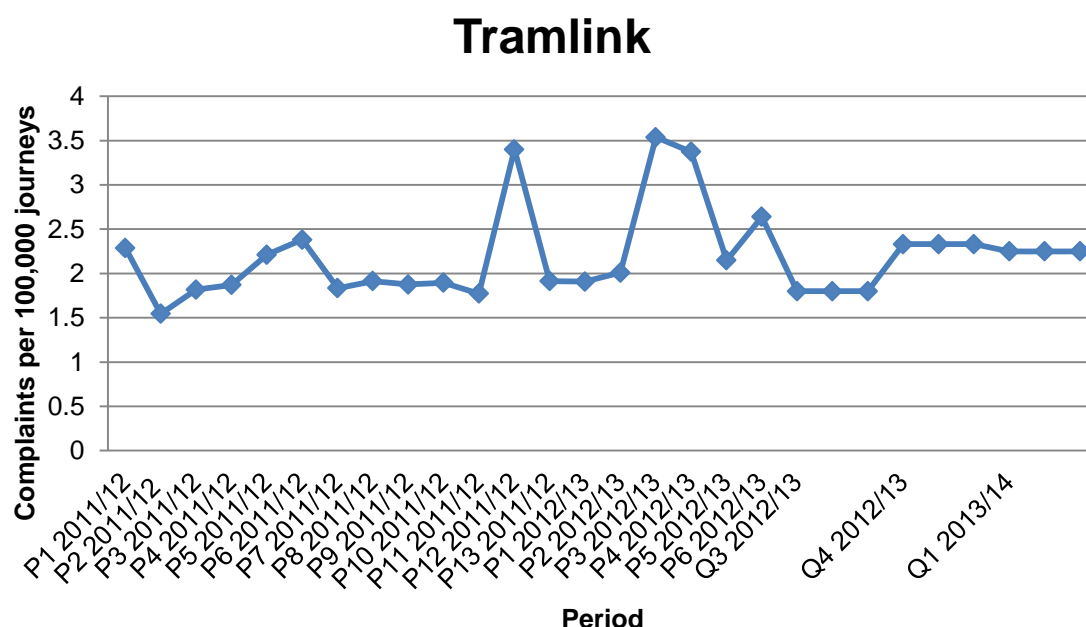


Table 8 shows a summary of all of the 2013/14 TfL Business Plan targets for London Tramlink.

Table 8 – Q1 2013/14 London Tramlink TfL Business Plan Key Performance Indicator (KPI)

KPI	Target 2013/14	Current Performance Level
Customer satisfaction score – overall	86	89
% of scheduled service kms operated	98%	98.8%
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 first quarter was 96%. This was 0.92 per cent higher than the same quarter last year. Please note this is a Network Rail statistic.

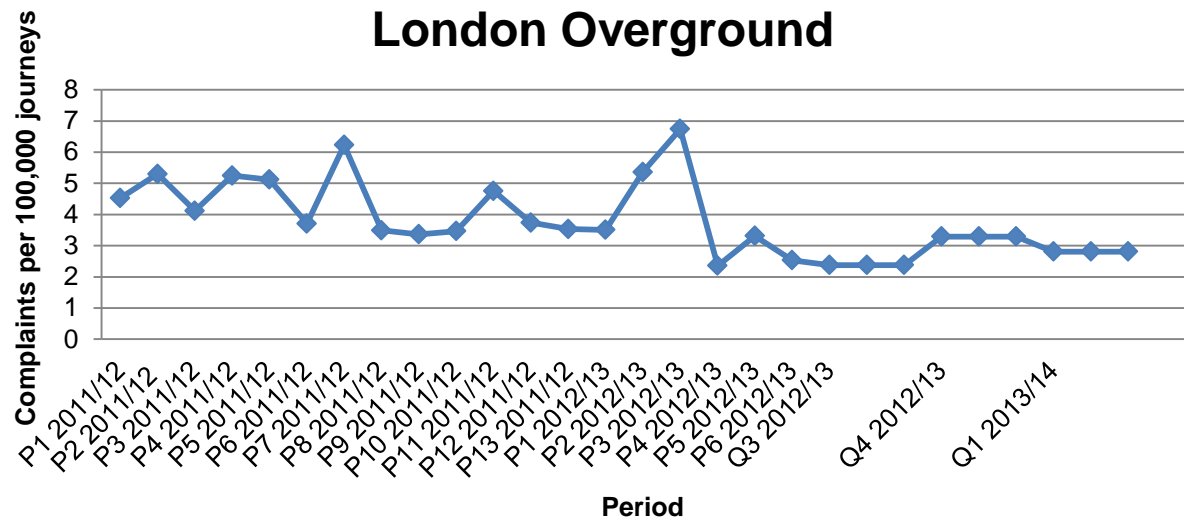
The National Passenger Survey results are from the latest Spring 2013 wave of surveys. Passenger satisfaction has significantly decreased since the last survey. The percentage of passengers satisfied was 81% compared with 85% in autumn 2012, and 82% in spring 2012.

TfL's own customer satisfaction score is above target.

Table 9 – Q1 2013/14 London Overground TfL Business Plan Key Performance Indicators (KPI) and National Rail performance figures

National Rail Performance measure	Target 2013/14	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)	81% (Spring 2013)
Public Performance Measure (Network Rail figures)	Average of London and South east TOCs is 91% (Not a TfL target)	96%
TfL KPIs	Target 2013/14	Current Performance Level
Overall customer satisfaction score (TfL measure)	86	89
On Time Performance (A TfL measure of PPM Moving Annual Average)	94.2%	96.8%
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 was below target this quarter. Satisfaction decreased by one point compared to the same quarter last year. Members are very satisfied with driver helpfulness/courtesy, which scores 96%. Satisfaction with the booking process has seen a reduction, with a score of 77%.

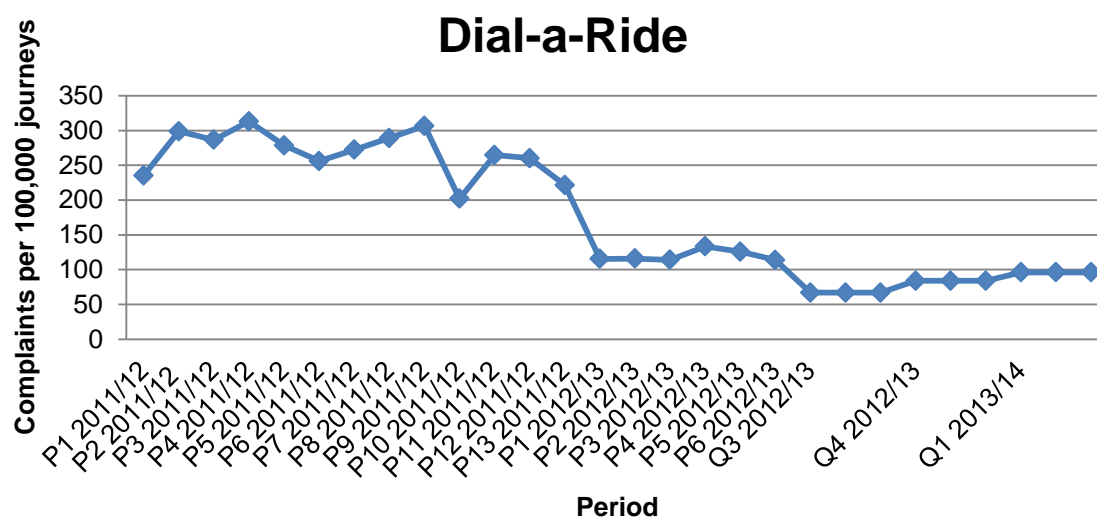
The number of journeys delivered in quarter 1 is slightly lower compared to the same quarter in the previous year. Though no quarterly target is available, TfL are forecasting that the number of journeys will be at target for the year.

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 – Q1 2013/14 Dial-a-Ride TfL Business Plan KPIs

KPI	Target 2013/14	Current Performance Level
Customer satisfaction score – overall	92	91
Quarterly Passenger Journey Numbers	1,400,000(annual target)	312,983
London TravelWatch's overall performance assessment of Dial-a-Ride: 		

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

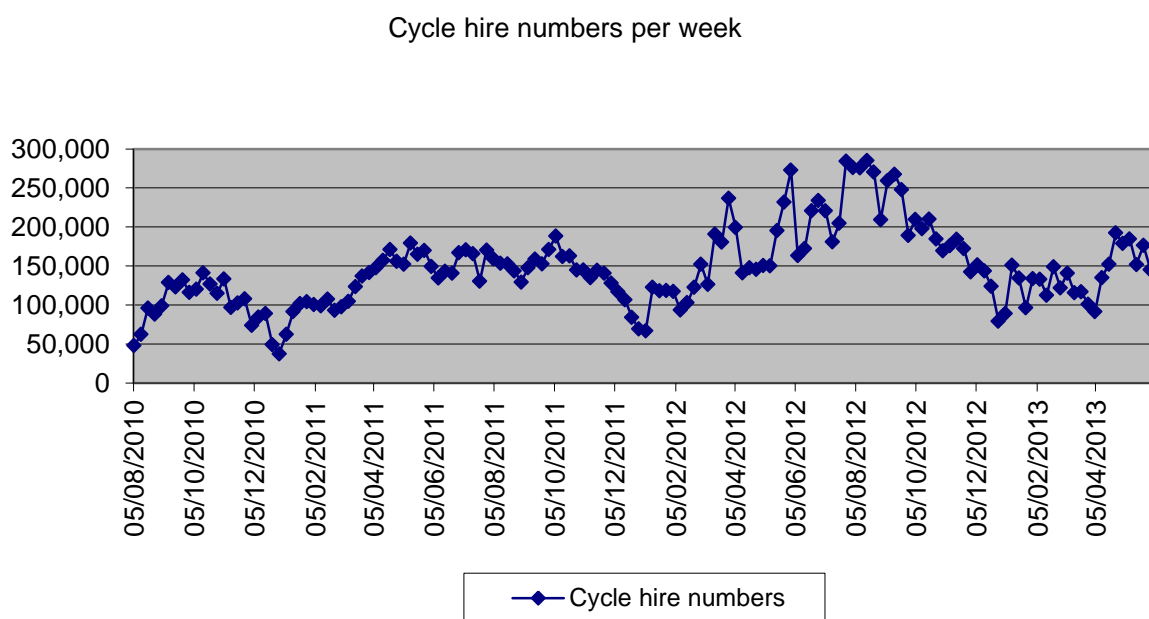


9 Cycle Hire

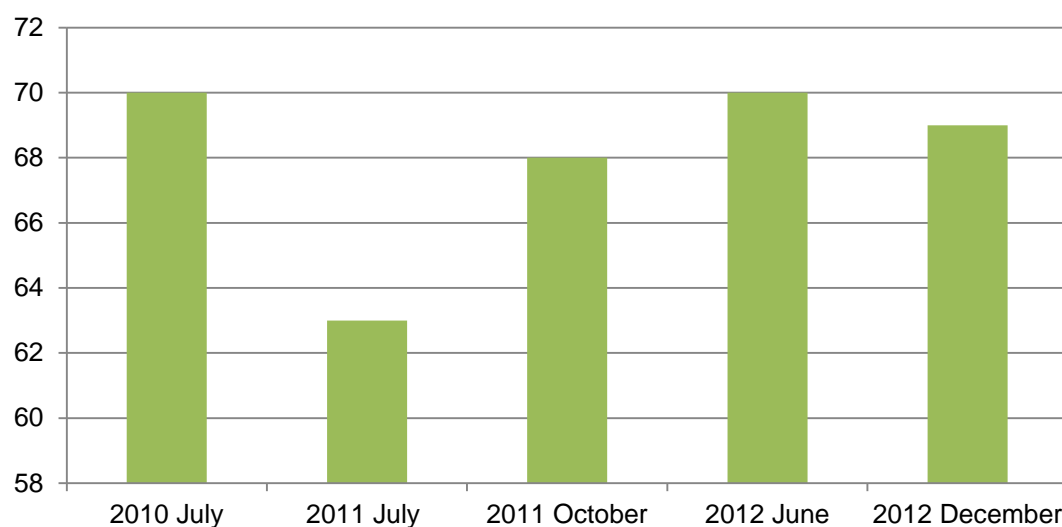
In this section, the performance of the cycle hire scheme is presented. London's cycle hire scheme is a public bike-sharing scheme for shorter journeys around the capital. The bikes are available to casual users, as well as London cycle hire scheme members.

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.

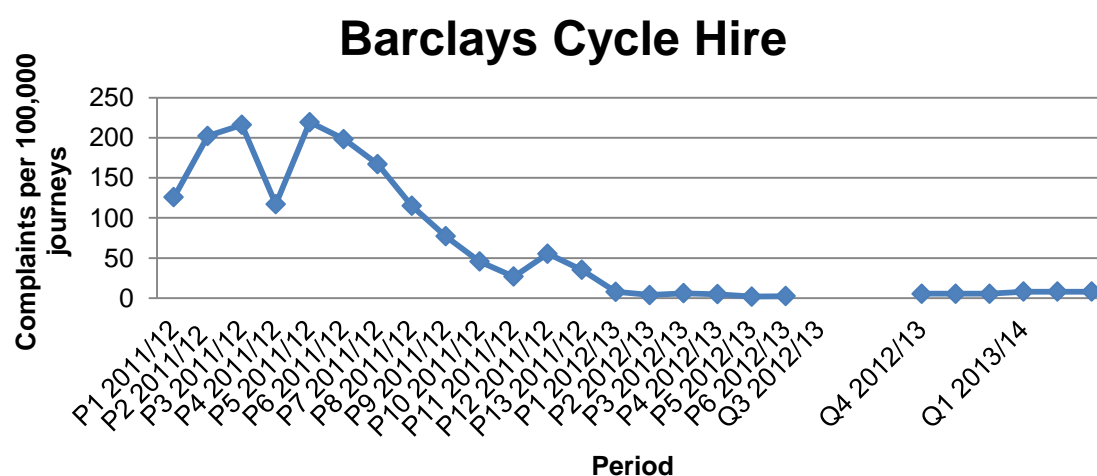
Graph 32 – Cycle hire scheme usage



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

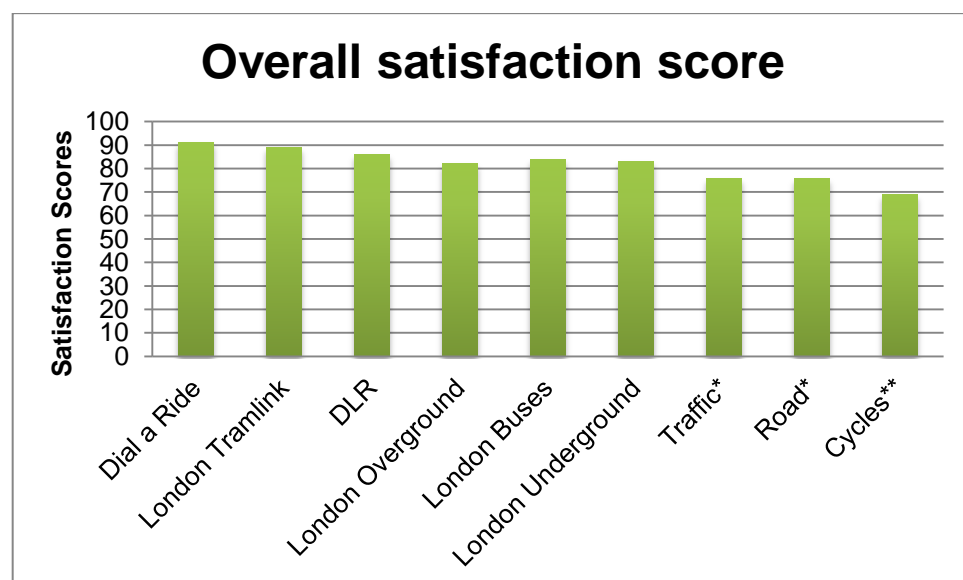


Graph 34 – Customer complaints received by TfL for every 100,000 journeys



10 Customer satisfaction and value for money scores – modes comparison

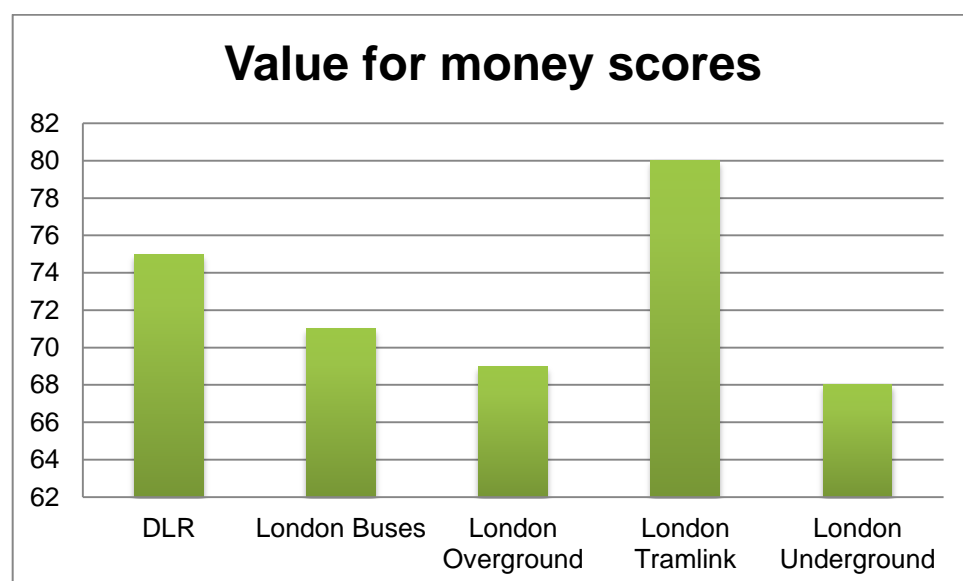
Graph 35 – Q1 2013/14 overall customer satisfaction scores – modes comparison



* Annual survey only

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

Graph 36 - Q1 2013/14 value for money scores - modes comparison



Appendix – Glossary & References

Glossary

Term	Definition
AWT	Average Waiting Time
BCV	Bakerloo, Central & Victoria lines
DLR	Docklands Light Railway
EJT	Excess Journey Time
EWI	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](#) – First Quarter, 2013/14
- 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