

Policy committee
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PC027

TfL 2013/14 Quarter 2 Performance Report

February 2014



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
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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 second quarter of the 2013/14 financial year (July to September 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 previously judged performance against TfL's business plan targets. However, in this report we have taken a wider view on the performance of the various modes, more from a consumer perspective.

Overall the main TfL passenger modes are delivering well against their own targets and customer satisfaction is high. However, we remain concerned about the performance of London Streets and indications of rising traffic levels which may well lead to increased congestion in the future. This will in turn impact on bus services. TfL need to develop a substantive response to rising population and employment levels that lead to increasing traffic levels on London's roads.

London Streets

TfL are managing their network better in terms of interventions to manage planned and unplanned events, computer controlled signals and works to improve the through-flow of junctions etc. The result of this work seems to be a slight improvement in their measure of Journey Time Reliability (JTR).

However, there may be an indication of a reversal in the long term trend of reducing traffic volume which, if it continues may mean increased congestion levels and the problems this will bring in the future. There needs to be a substantive response to increasing congestion on London's streets, particularly bus routes.

Given the focus there has been on cycling it is disappointing that the cycle target is not being met as this is an integral part of the Mayor's Transport Strategy targets and needs to be met.

Whilst it is noted that TfL's carriageway condition targets is met, London TravelWatch would want to see improvements in this area as the condition of the carriageway affects the journey experience of all the users of London's roads.

London Buses

The reliability of London's bus services and customer satisfaction scores are again extremely good. TfL and the boroughs continue to increase the number of fully

accessible bus stops in response to London TravelWatch campaigning over the last few years. This is very welcome.

The growth in demand and possible rising levels of congestion may well impact on reliability in the future and this along with journey time need constant monitoring. We look forward to the development of a measure of journey speed using the I bus system.

It remains a concern of London TravelWatch that not enough is being done to deliver bus priority on the streets used by London's bus services. Indeed some bus priority continues to be lost to cycle, town centre and other schemes. Where such losses occur there should be complimentary improvement to bus priority elsewhere.

London Underground

The performance of the Underground network was at a record high and customer satisfaction scores are above target.

However, it is noted that the train service score is somewhat lower in this period compared to both the last quarter and the same quarter last year. It seems this is related to the temperature inside the train score.

Docklands Light Railway

Performance and customer satisfactions scores are high.

However, customer complaints (mostly about ticket machines) this quarter and last were higher than in the recent past.

London Tramlink

Performance and customer satisfaction are high. Value for money is below the last quarter and the same quarter in the previous year.

London Overground

London Overground is continuing to perform well. Customer complaints are down.

Crowding on some sections of the London Overground is a regular occurrence. TfL are responding to this with additional carriages in the future.

Dial-a-Ride

Dial-a-ride continues to deliver its budgeted number of journeys.

Customer satisfaction overall remains at target, but this masks the issue of dissatisfaction of users with the ad-hoc journey booking service.

Cycle hire

The latest customer satisfaction score is higher than any since the scheme started. The different elements of the survey suggest increasing satisfaction with the use of members' keys and with the service from the contact centre.

However, the availability of spaces at docking stations and value for money are at their lowest levels.

1 Travel in London

TfL's annual '*Travel in London*' report records the way Londoners travelled in 2012/13. This report was published in January 2014¹.

There were 25.9 million daily trips in, to, and from, Greater London, an increase of 1.5% over the previous year. This detailed in Table 1.

Table 1: How Londoners travel (millions of trips and percentage of all trips), 2012

Mode	No. of trips (millions) 2011	No. of trips (millions) 2012	Percentage of total 2012	Percentage change
Rail	2.4	2.6	10	8.3
Underground/DLR	2.2	2.4	9.2	9.1
Bus/Tram	4.1	4.1	15.8	0
Taxi/PHV	0.3	0.3	1.1	0
Car (driver & passenger)	9.6	9.6	37.0	0
Motorcycle	0.2	0.2	0.7	0
Cycle	0.5	0.5	1.9	0
Walk	6.2	6.3	24.3	1.6
All modes	25.5	25.9		1.6

¹ Travel in London, Report 6, Table 2.2

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 roads operated by TfL.

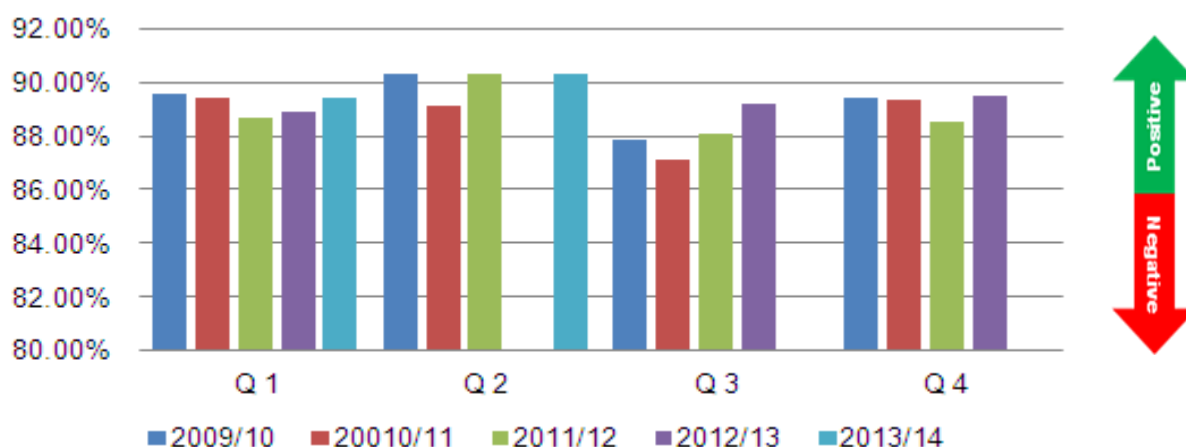
Journey Time Reliability (JTR) is a new measure of the performance of the road network. Although there are over four years of data for this measure, caution is still needed in drawing conclusions about the trend of JTR on the TLRN. The JTR measure is defined as the proportion of traffic which - for a '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. The target figure is 90% for this financial year.

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 charging the utilities etc. for some street works.

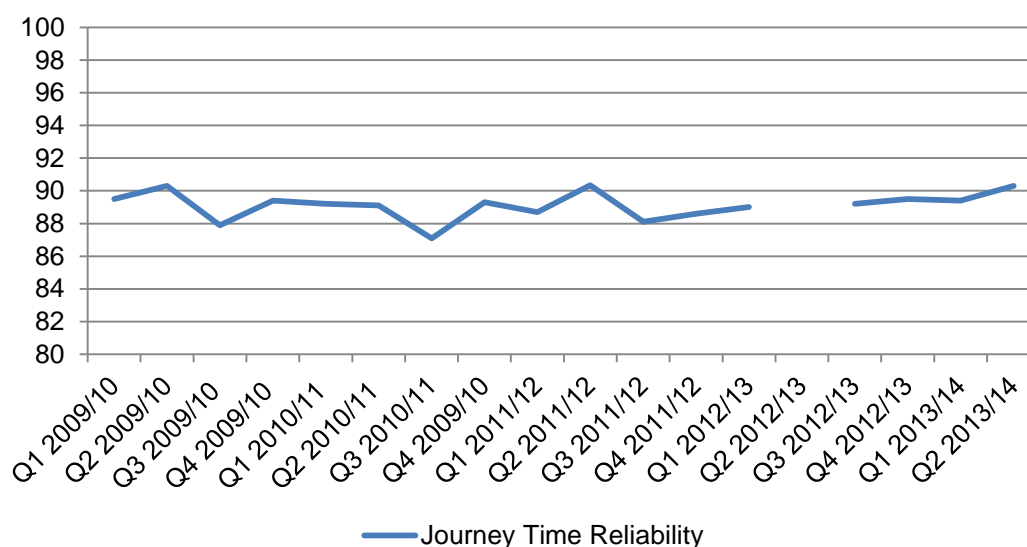
The JTR across the whole of the TLRN in the AM peak for quarter 2 was 90.3%, which was on target for this quarter. This is 0.03% lower (worse) than the same period 2011/12. (2012/13 data unavailable due to the Olympics)

Graph 1a - Journey Time Reliability on the TLRN in the AM peak by quarter, Q1 2009/10 to Q2 2013/14



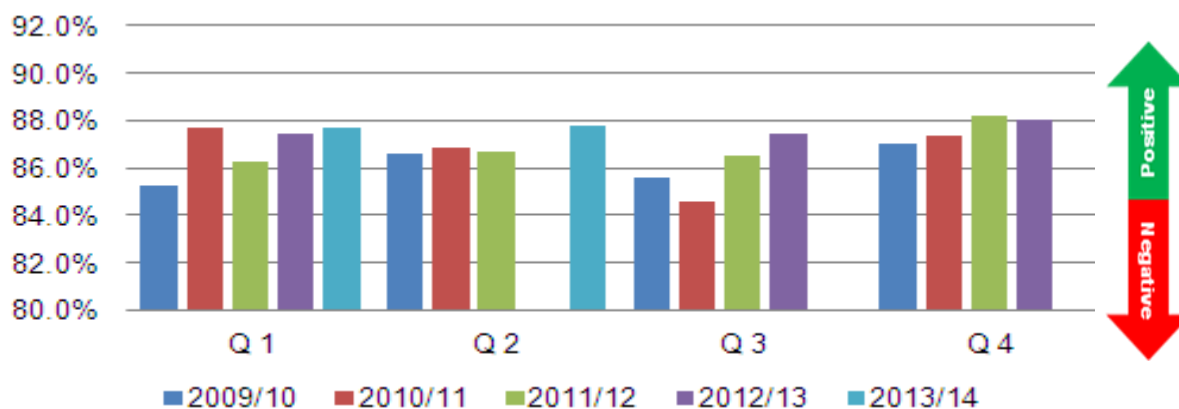
The same statistics of graph 1 are represented as a line graph in graph 1a. Please note there is no figure for the quarter 2 2012/13..

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



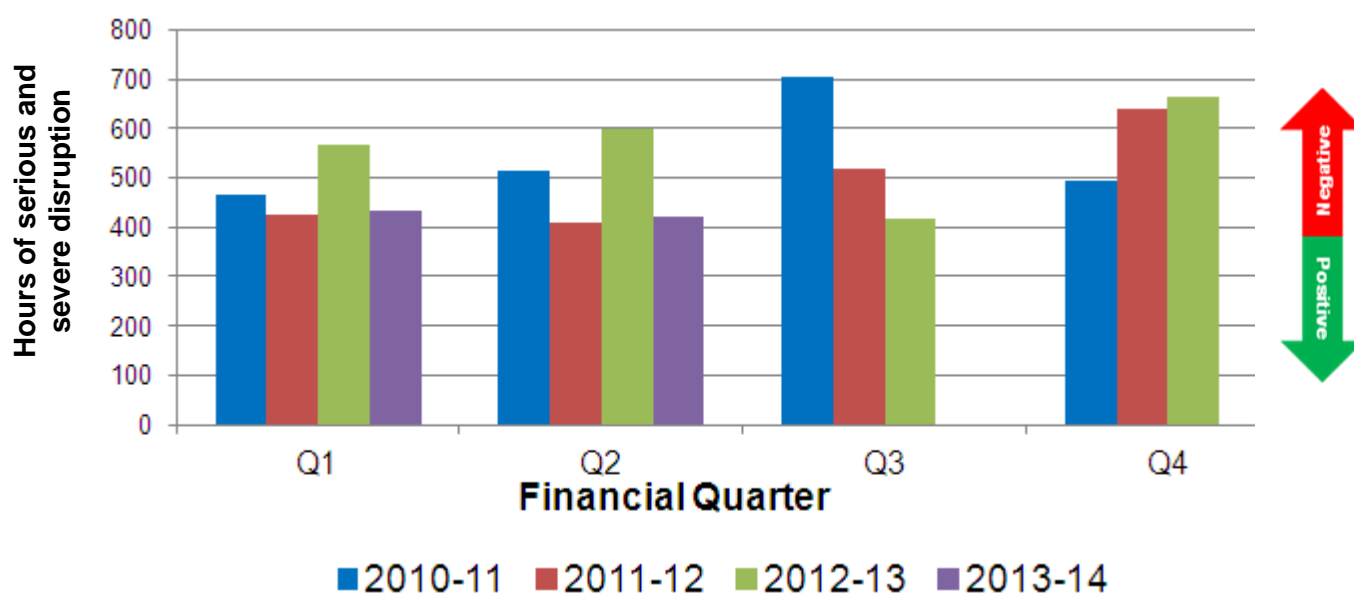
An equivalent JTR figure for the central area is also reported by TfL. This quarter's figure is 87.8%; this is 1.11% higher (better) than the same period in 2011/12. (2012/13 data unavailable due to the Olympics)

Graph 2 - Journey Time Reliability in central London in the AM peak by quarter, Q1 2009/10 to Q2 2013/14



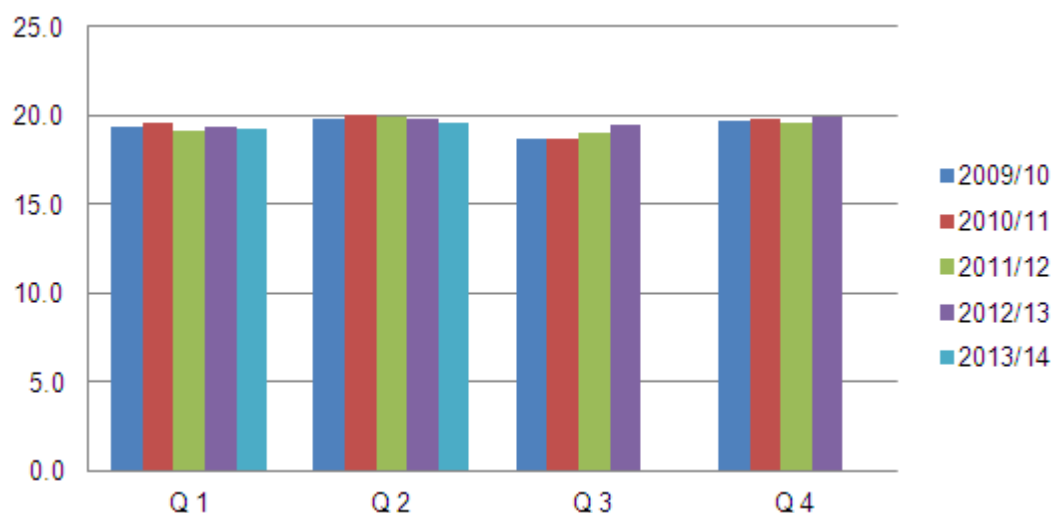
Serious and severe disruption on the TLRN fell in quarter 2 compared to the same quarter last year.

Graph 3 - Duration of TLRN serious & severe unplanned and planned events (hrs) by quarter, Q1 2010/11 to Q2 2013/14



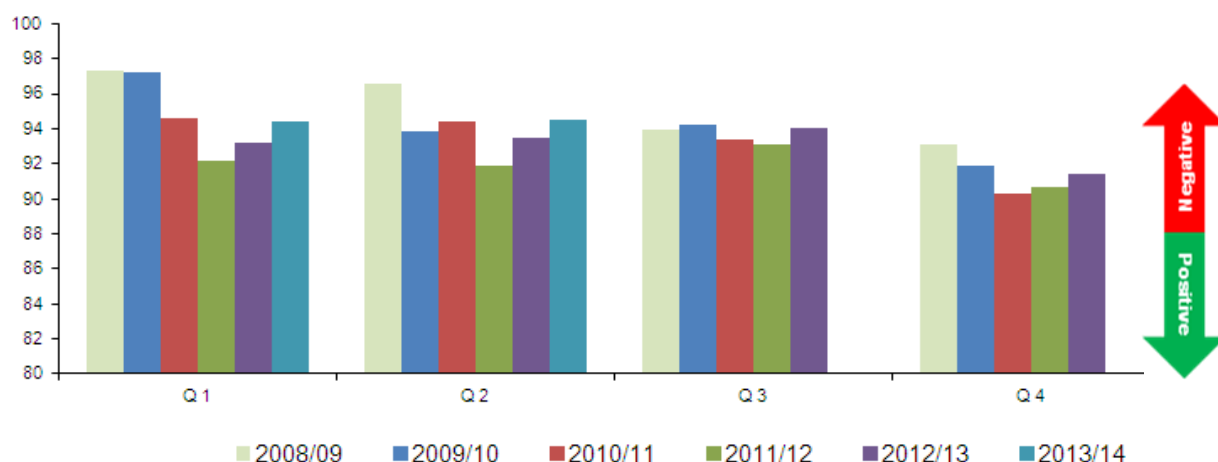
The average traffic speed on London's major roads in quarter 2 during weekdays decreased compared with the same quarter last year.

Graph 4 - Traffic speeds on London's major roads 12 hrs average weekday between 0700-1900 by quarter (mph), Q1 2009/10 to Q2 2013/14



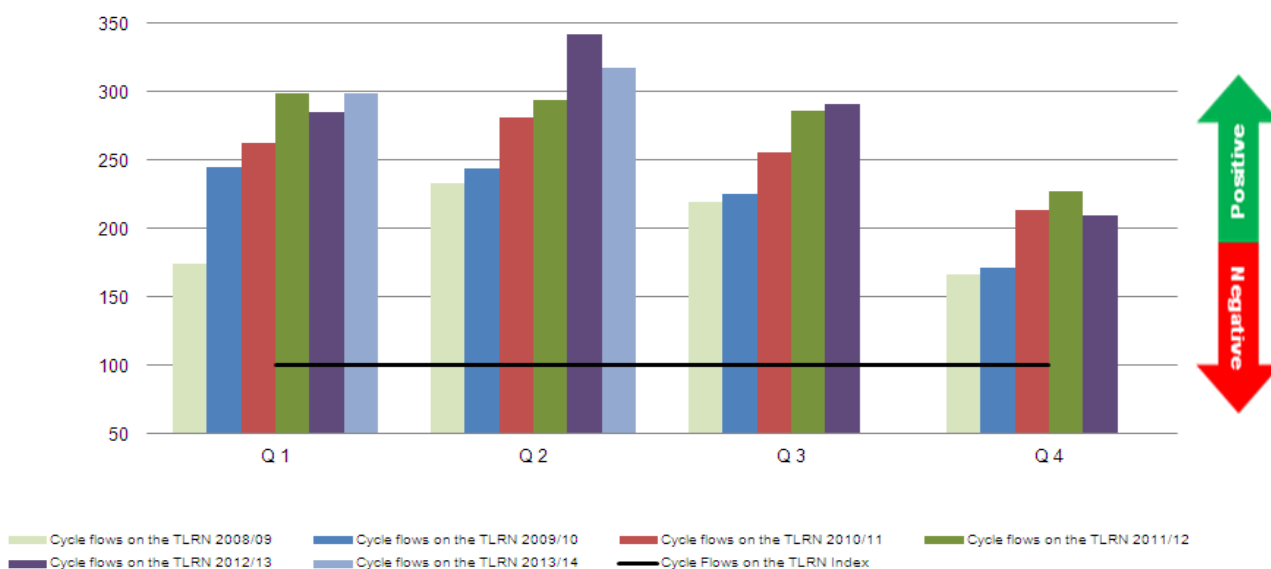
Traffic volumes across London have been generally falling. However, they are higher than the previous two quarters in 2012/13. This may be a reversal of a long term trend.

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

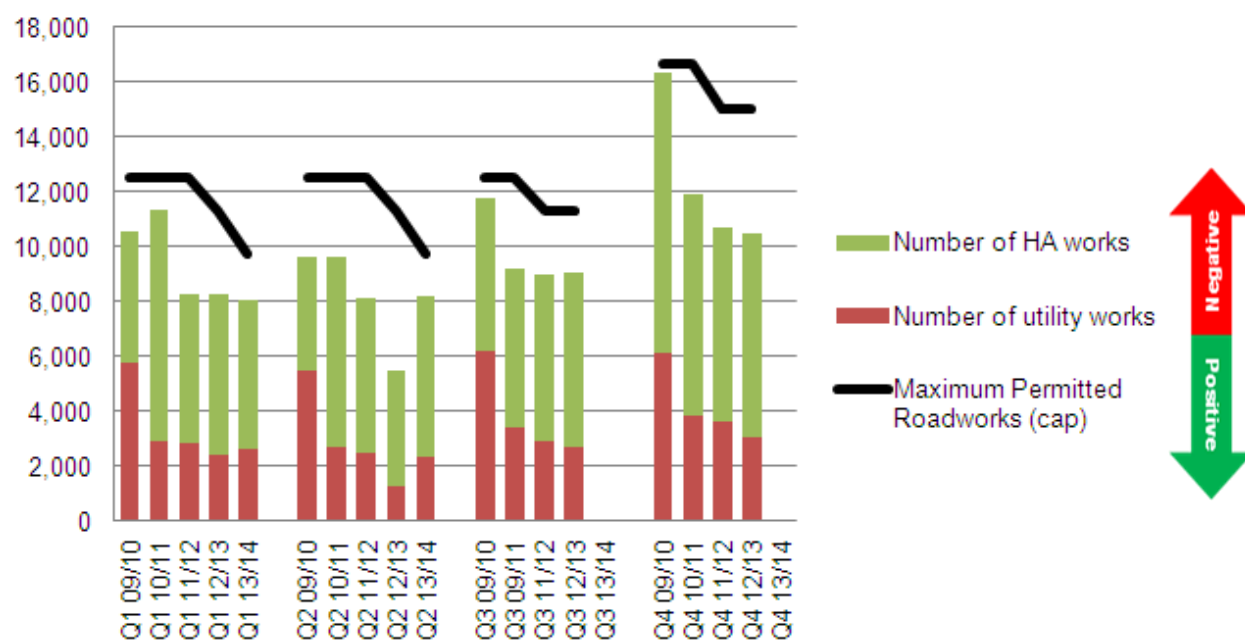


Cycle flows in quarter 2 have decreased compared to the same quarter in the previous year. TfL suggests the decrease is weather related. Minor corrections have been made to the TLRN cycling index methodology to ensure it accurately reflects recent cycle flows.

Graph 6 – Cycle flows on the TLRN – by quarter indexed to March 2000 = 100. Q1 2008/09 to Q2 2013/14



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

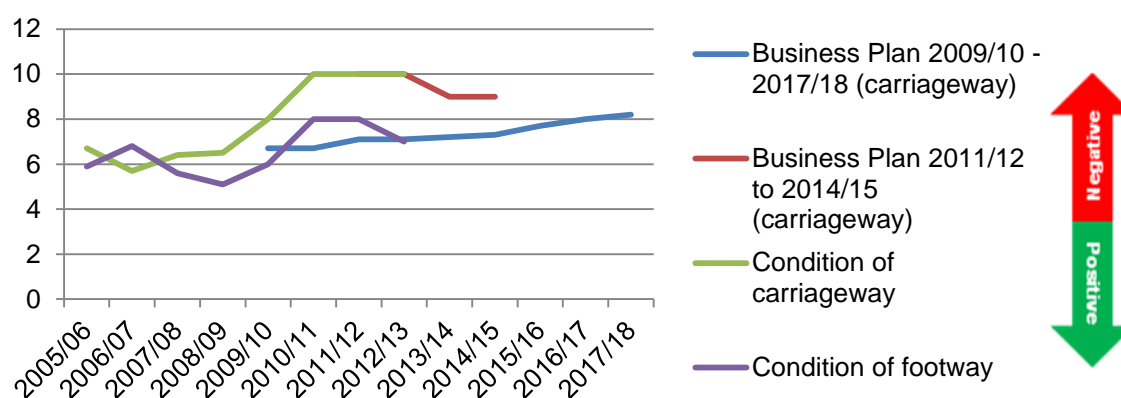
Graph 7 - Number of road works on the TLRN, Q 1 2009/10 to Q2 2013/14

The percentage of roads not in a 'good state of repair' is significantly above the target (poorer) than 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 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 2013/14 TfL business plan targets for streets that do not relate to safety.

Table 4 – Q2 2013/14 London Streets TfL business plan key performance Indicator (KPI)

KPI	Target 2013/14	Current performance level
Journey Time Reliability (seasonal target)	90.3	90.3
TLRN cycling journeys (seasonal target)	336	317
% of road assets not in good repair (annual figure for 2009/2010)	10%*	10%
Traffic signal availability	99.1%	99.3%
Street lights operating	97%	98.5%

*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:

TfL are managing their network better in terms of interventions to manage planned and unplanned events, computer controlled signals and works to improve the through-flow of junctions etc. The result of this work seems to be a slight improvement in their measure of JTR.

However, there may be an indication of a reversal in the long term trend of reducing traffic volume which, if it continues may mean increased congestion levels and the problems this will bring in the future. There needs to be a substantive response to increasing congestion on London's streets, particularly bus routes.

Given the focus there has been on cycling it is disappointing that the cycle target is not being met as this is an integral part of the Mayor's Transport Strategy targets and needs to be met.

Whilst it is noted that TfL's carriageway condition targets is met, London TravelWatch would want to see improvements in this area as the condition of the carriageway affects the journey experience of all the users of London's roads.

3 London Buses

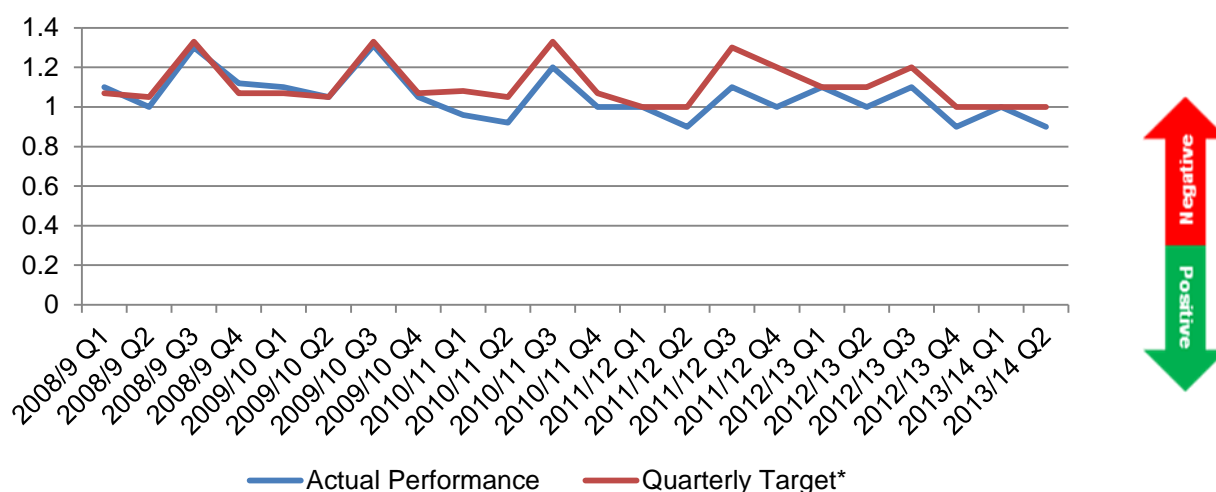
This section of the report outlines the performance of the London bus network in the second quarter of 2013/14.

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 0.9, which was better than target for this quarter. See Graph 9.

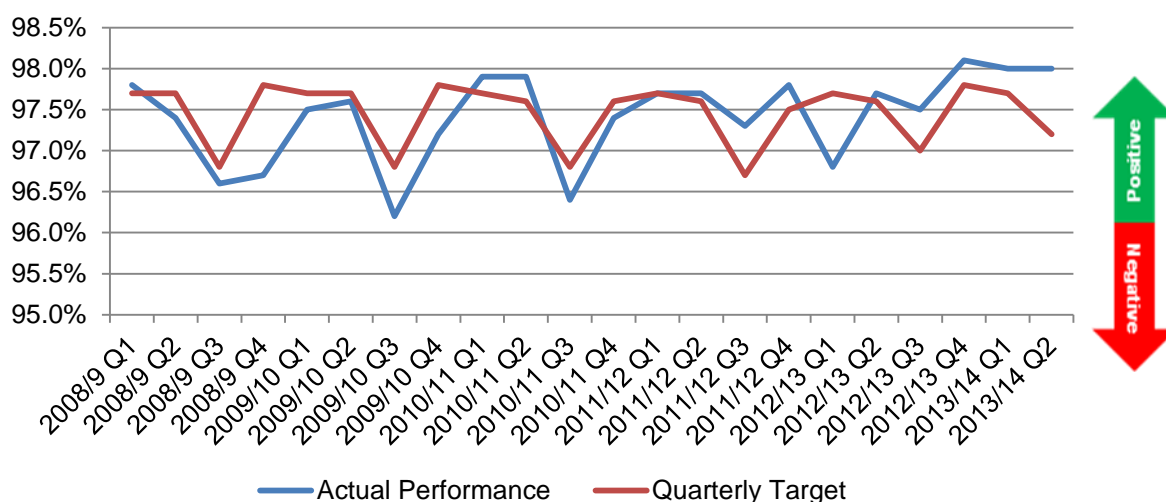
Graph 9 – Q1 2008/09- Q2 2013/14, Excess Wait Time (minutes) on high frequency bus routes



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- Q2 2013/14, Percentage of scheduled bus kilometres operated



Focus on poor performing routes

As well as the 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 2 2013/14, 23 were below the contracted minimum standard, 32 operated at the contracted standard, and 323 performed better than the contracted standard.

Poor performance on the bus network is often because of prolonged road works, 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 205 and 284 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 205 continues to be affected by a range of works along its route, particularly Paddington and again Liverpool Street. The difficulty here being the unpredictability. Stagecoach continues to work hard to provide the most reliable service they can. We expect to announce a new contract for route 205 very soon, following which we will work with the operator with a view to introducing further reliability measures before the new contract starts next summer.

Route 284 continues to be affected by the extremely disruptive Ladywell road works. Although the road has re-opened, there is still considerable disruption;

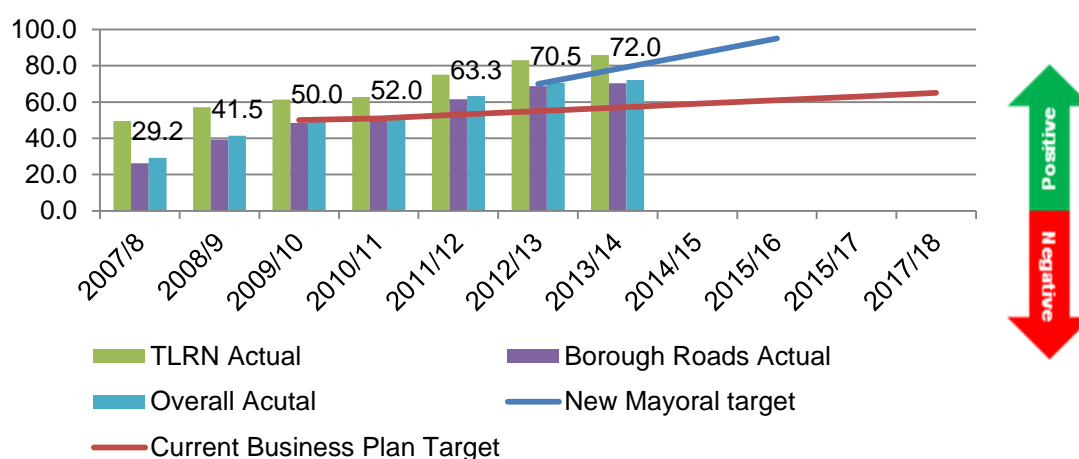
however I'm pleased to tell you the works are due to finish shortly and route 284 will then return to its previously satisfactory standard.'

Bus stop accessibility

Based on TfL's audit of bus stops, 72% of all bus stops across the network meet TfL's exacting accessibility criteria. On the TfL road network, the figure is higher at 85.9%. 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.

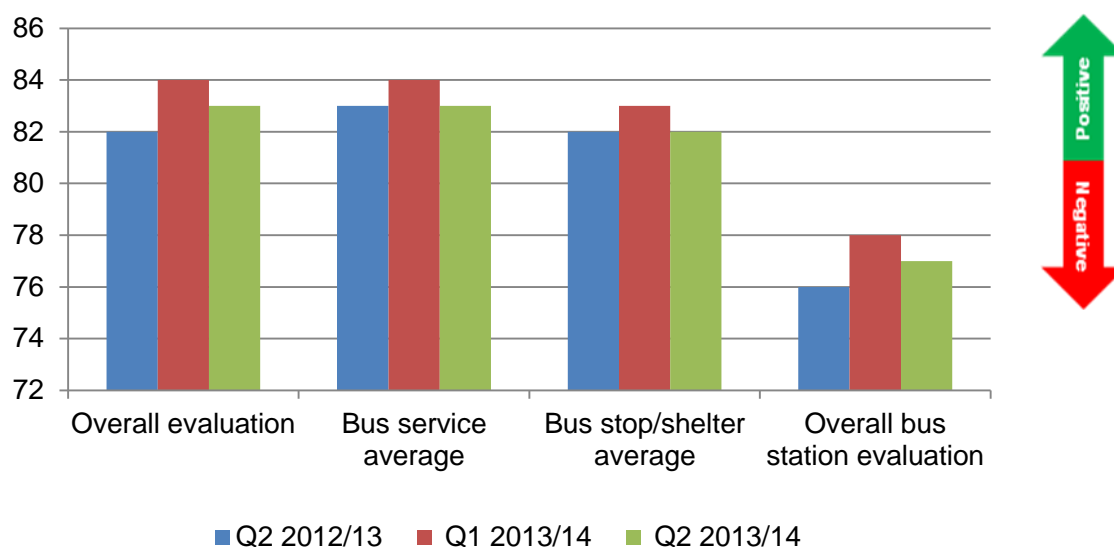
Graph 11 – Bus stop accessibility 2008/9 to 2017/18 target and progress to date



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 –Q2 2012/13, Q1 2013/14 and Q2 2013/14 bus customer satisfaction scores



Graph 13 shows the overall customer satisfaction scores since Q1 2010/11.

Graph 13 – Overall satisfaction since Q1 2010/11 to Q2 2013/14

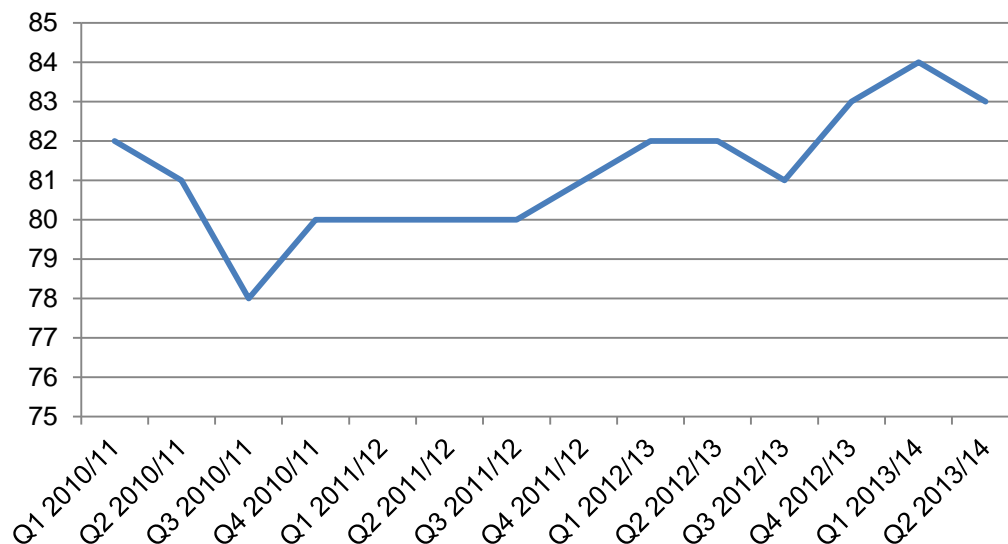
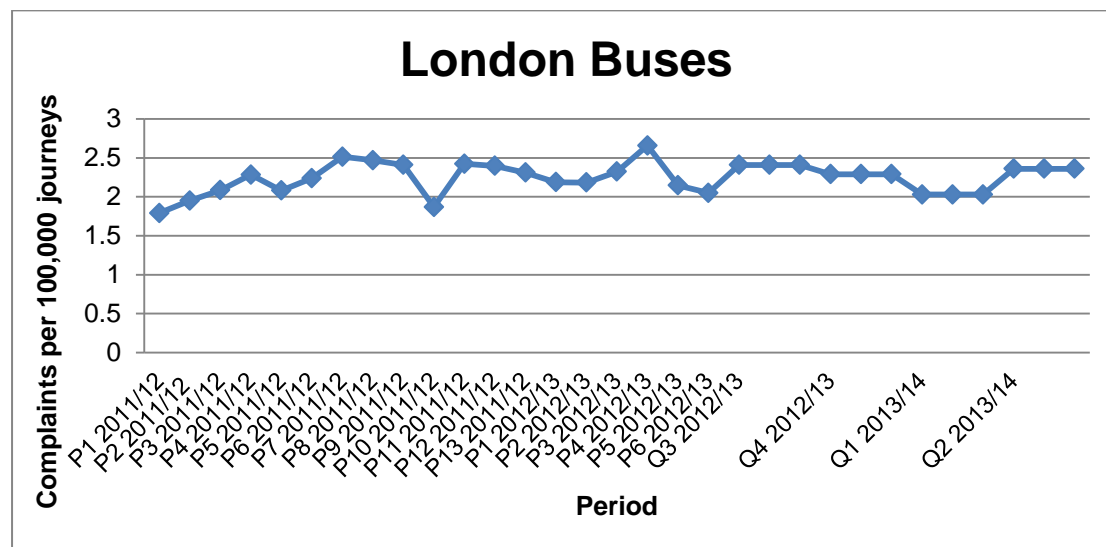


Table 5 shows a summary of the 2013/14 TfL Business Plan targets for London Buses.

Table 5 – Q2 2013/14 London Buses business plan key performance indicator (KPI)

KPI	Target 2013/14	Current performance level
Customer satisfaction – overall	82	83
Excess wait time – high frequency routes	1 minute	0.9 minute
% of Scheduled services operated	97.8%	98%
<p>London TravelWatch's overall performance assessment of London Buses:</p> <p>The reliability of London's bus services and customer satisfaction scores are again extremely good. TfL and the boroughs continue to increase the number of fully accessible bus stops in response to London TravelWatch campaigning over the last few years. This is very welcome.</p> <p>The growth in demand and possible rising levels of congestion may well impact on reliability in the future and this along with journey time need constant monitoring. We look forward to the development of a measure of journey speed using the I bus system.</p> <p>It remains a concern of London TravelWatch that not enough is being done to deliver bus priority on the streets used by London's bus services. Indeed some bus priority continues to be lost to cycle, town centre and other schemes. Where such losses occur there should be complimentary improvement to bus priority elsewhere.</p>		

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 consistent level of performance, receiving only 2.36 complaints per 100,000 journeys in quarter 2.

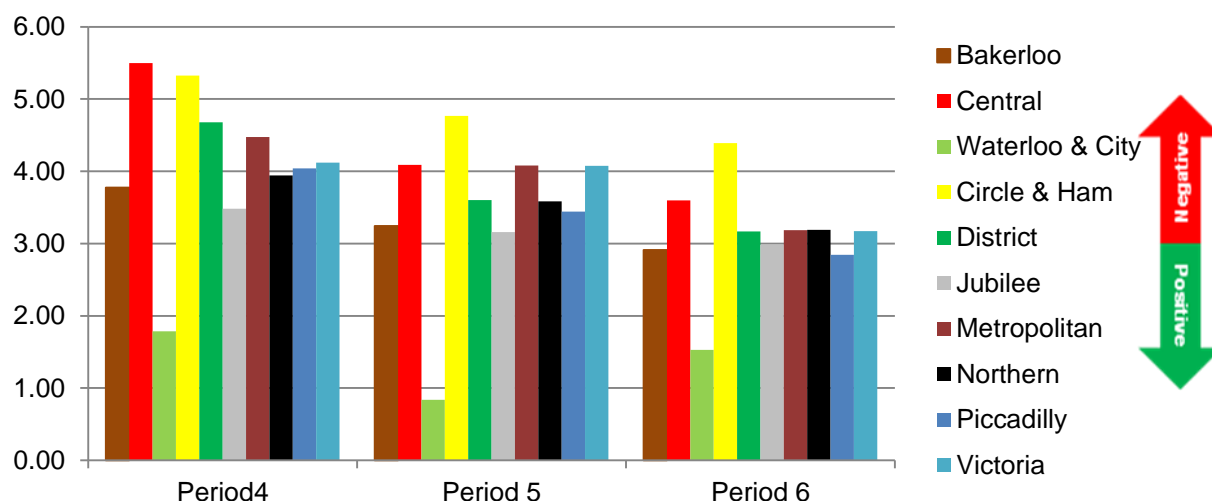
Graph 14 – Customer complaints received by TfL for every 100,000 journeys

4 London Underground

In this section, the performance of London Underground for the second 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.

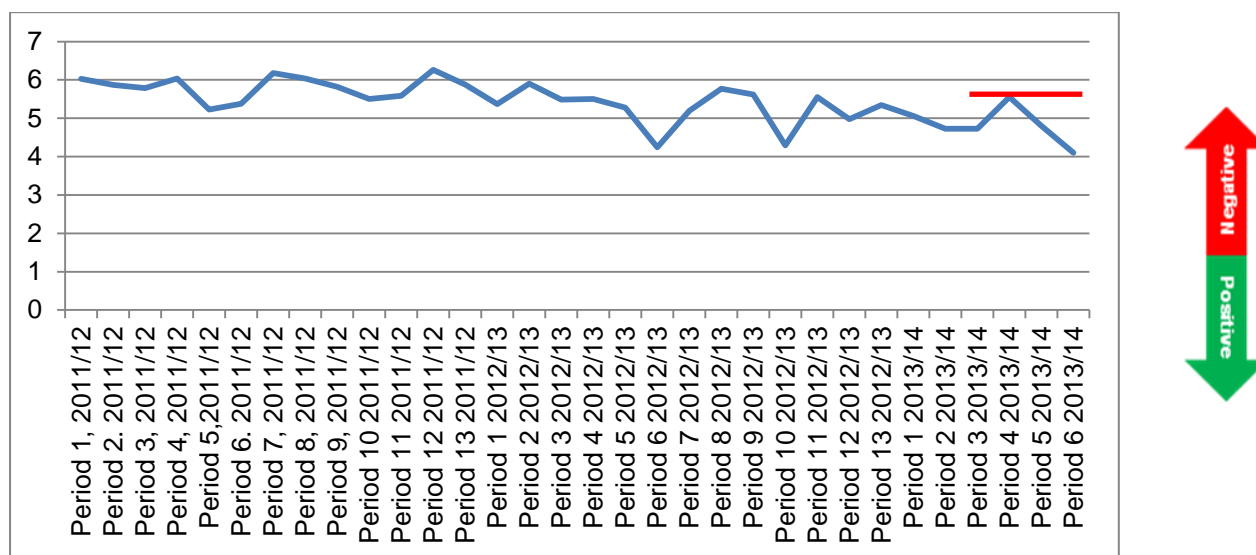
Graph 15 – P4 2013/14 to P6 2013/14, Excess Journey Time by Underground line (minutes)



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.

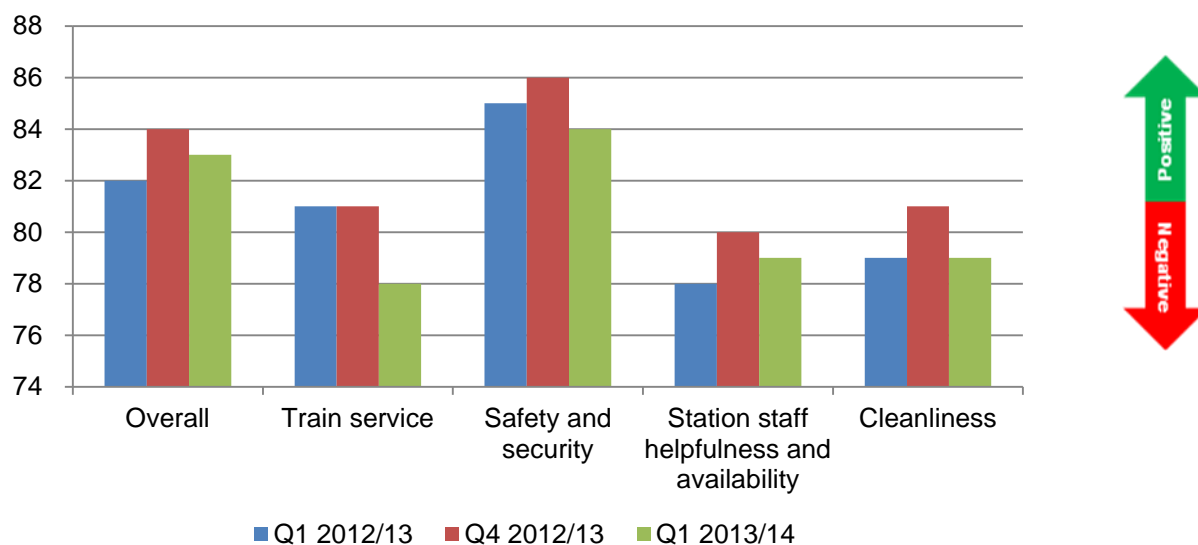
London Underground performed better than the network target set in the TfL 2013/14 business plan. It should be noted that this network target is somewhat tighter than the previous year's target and will tighten further in future years. While there are high profile disruption events on the Underground,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

Graph 16 – P1 2011/12 to P6 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. The deterioration in 'train service' score is notable.

Graph 17 –Q2 2012/13, Q1 2013/14 and Q2 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 Q2 2013/14

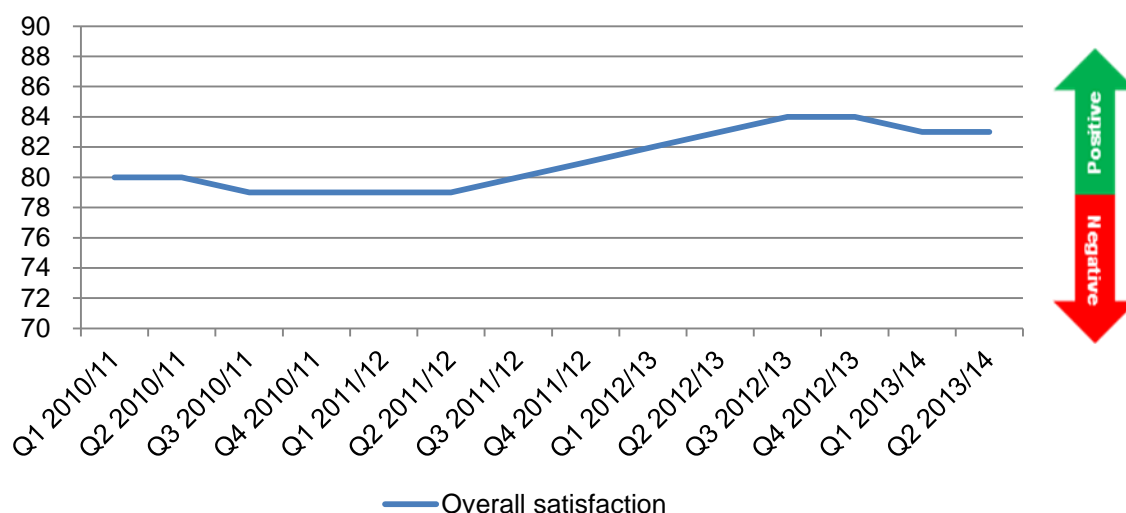


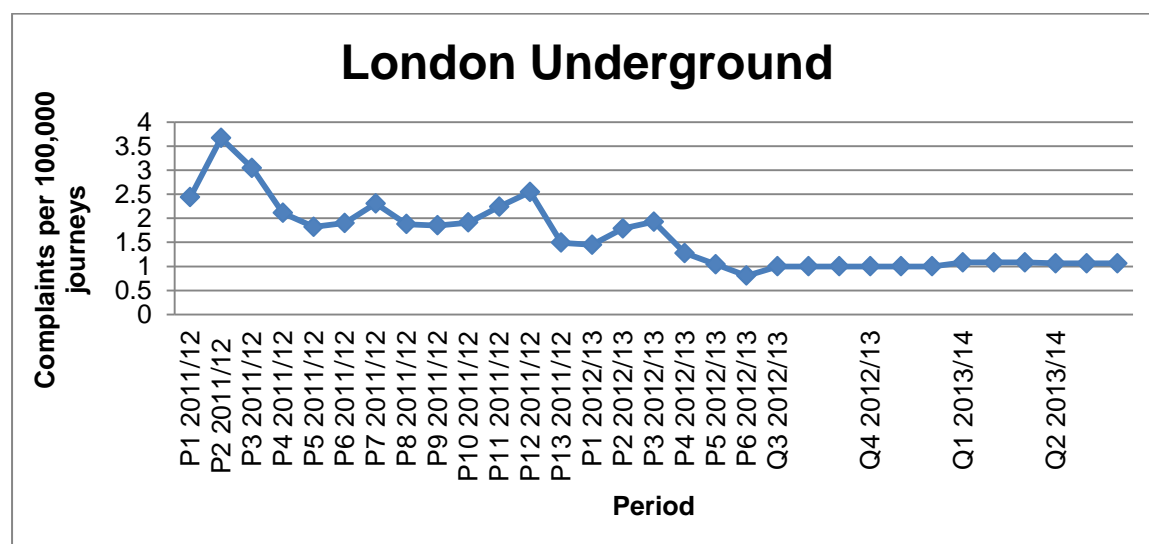
Table 6 shows a summary of all of the 2013/14 TfL business plan targets for London Underground.

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%
<p>London TravelWatch's overall performance assessment of London Underground:</p> <p>The performance of the Underground network was at a record high and customer satisfaction scores are above target.</p> <p>However, it is noted that the train service score is somewhat lower in this period compared to both the last quarter and the same quarter last year. It seems this is related to the temperature inside the train score.</p>		

London Underground recorded the lowest complaint out of all TfL modes, receiving only 1.06 complaints per 100,000 journeys in quarter 2.

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

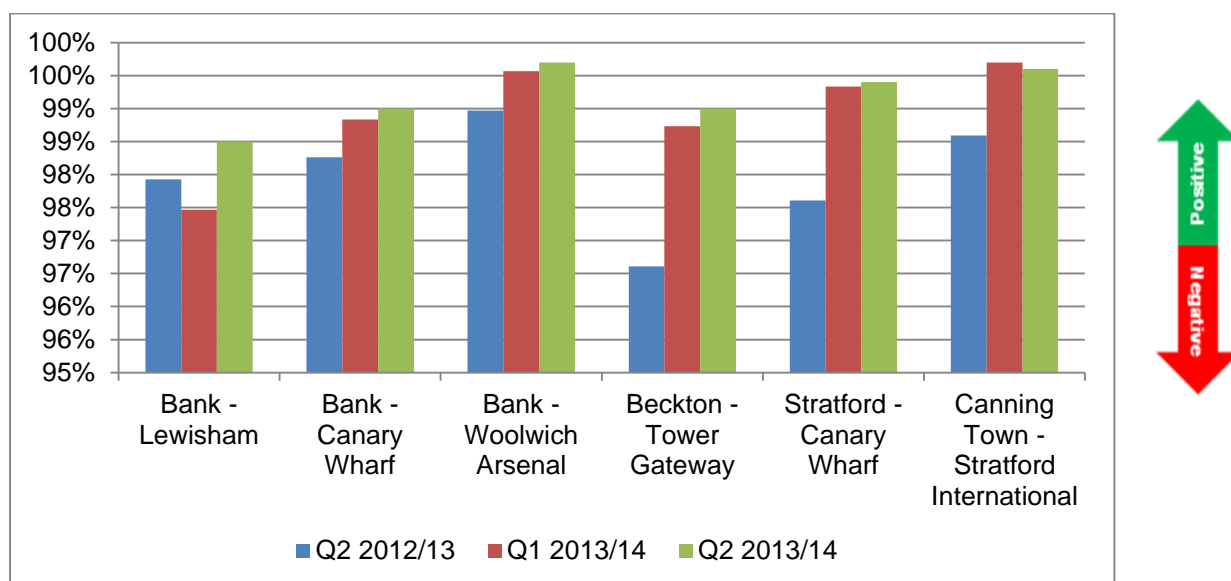


5 Docklands Light Railway

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.

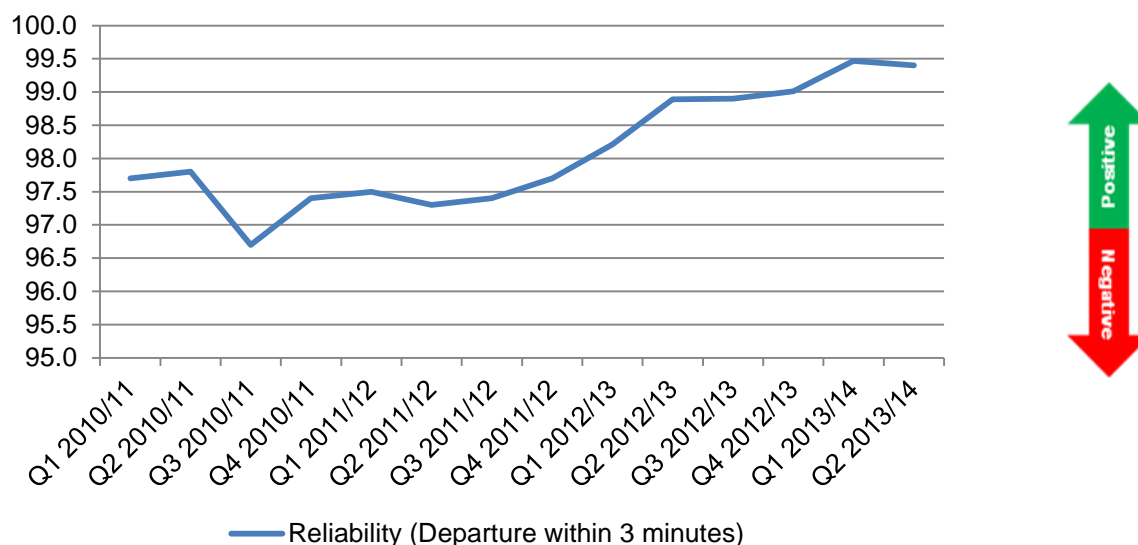
Graph 20 – Q2* 2012/13, Q1 2013/14, Q2 2013/14 journey time (split by route)



*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.

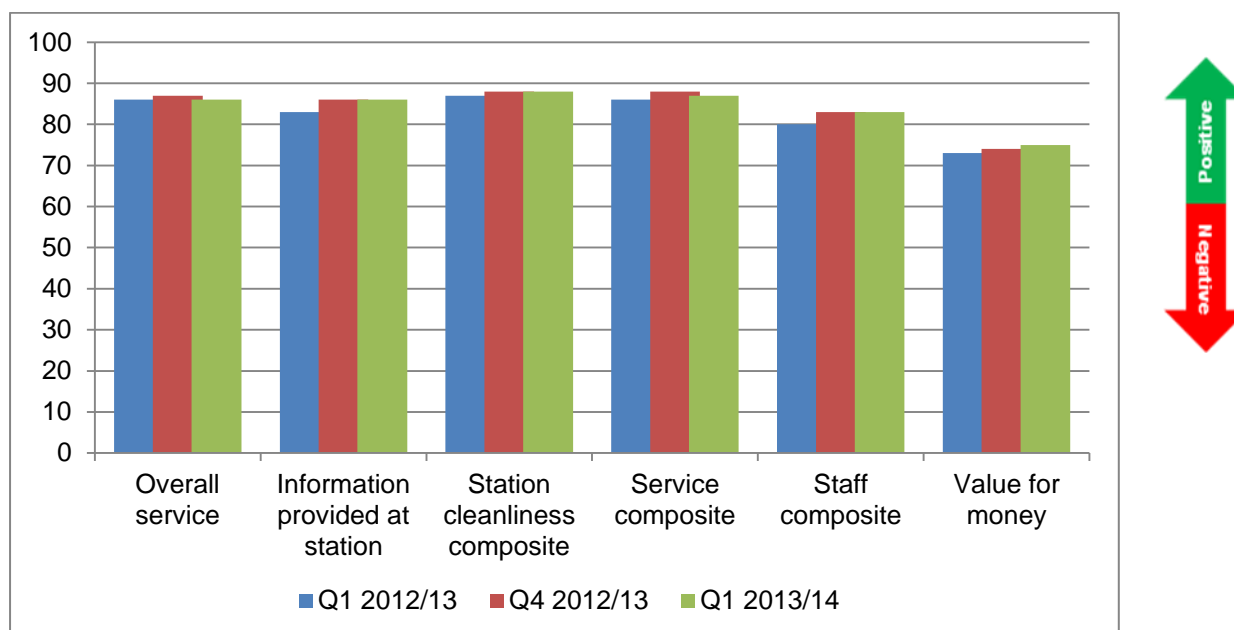
DLR's network-wide performance measure is 'departure reliability'. This is the percentage of intervals between trains at terminal stations no more than three minutes greater than the published service intervals.

Graph 21 – Q1 2010/11 to Q2 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 2012/13, and will be using in the future. No figures were available for Q2 2012/13 due the 2012 London Olympics.

Graph 22 – Q2 2012/13, Q1 2012/13, Q2 2013/14 DLR customer satisfaction scores



Graph 23 – Q1 2010/11 to Q2 2013/14, DLR overall customer satisfaction scores



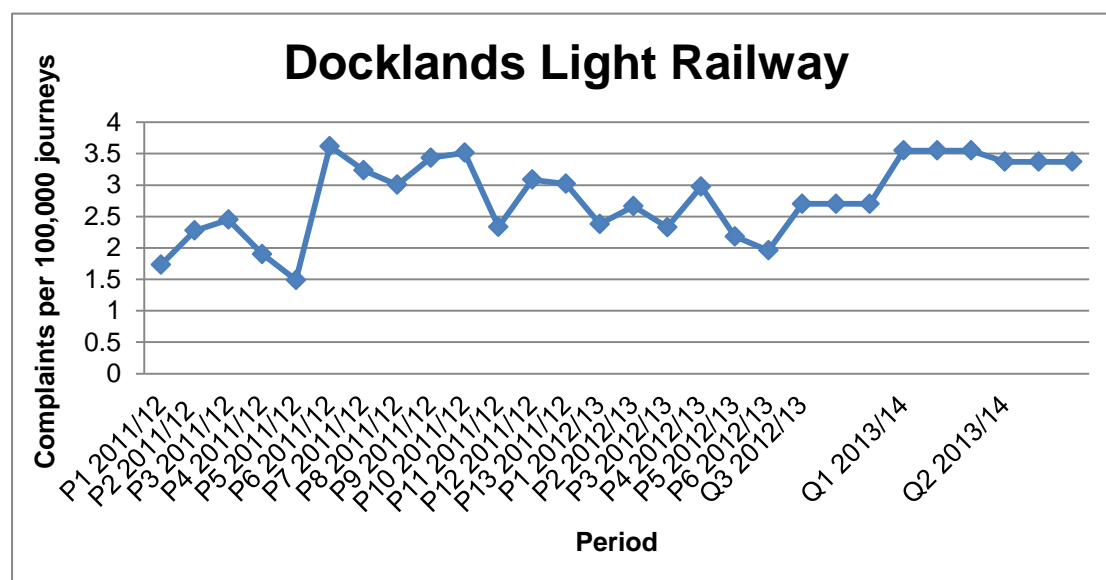
Customer satisfaction scores were omitted in quarter 2, due to the staging of the London Olympic Games.

Table 7 – Q2 2013/14 DLR TfL business plan key performance Indicator (KPI)

KPI	Target 2013/14	Current performance level
Customer satisfaction score – overall	82	88
On-time performance	97%	99.4%
% of Scheduled services operated	98%	99.4%
<p>London TravelWatch's overall performance assessment of Docklands Light Railway:</p> <p>Performance and customer satisfactions scores are high.</p> <p>However, customer complaints (mostly about ticket machines) this quarter and last were higher than in the recent past.</p>		

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

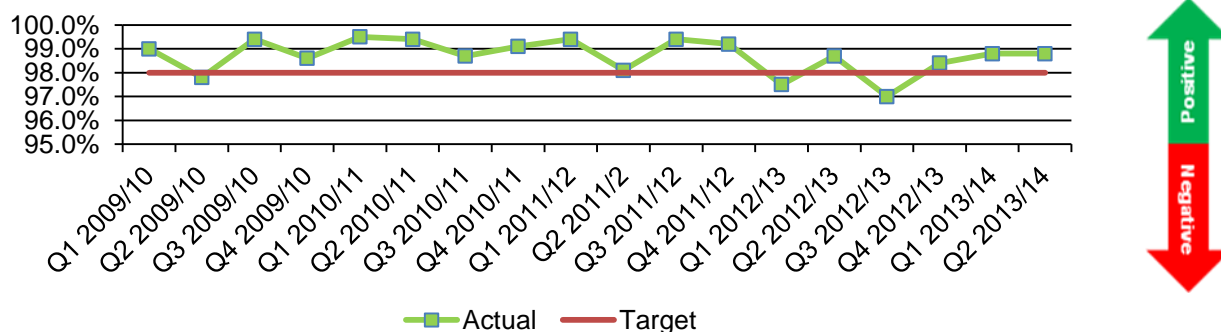
Complaints increased compared to the same period last year (2012/13), 3.37 complaints per 100,000 journeys. Complaints were mainly about Ticket Vending Machines (TVM).



6 London Tramlink

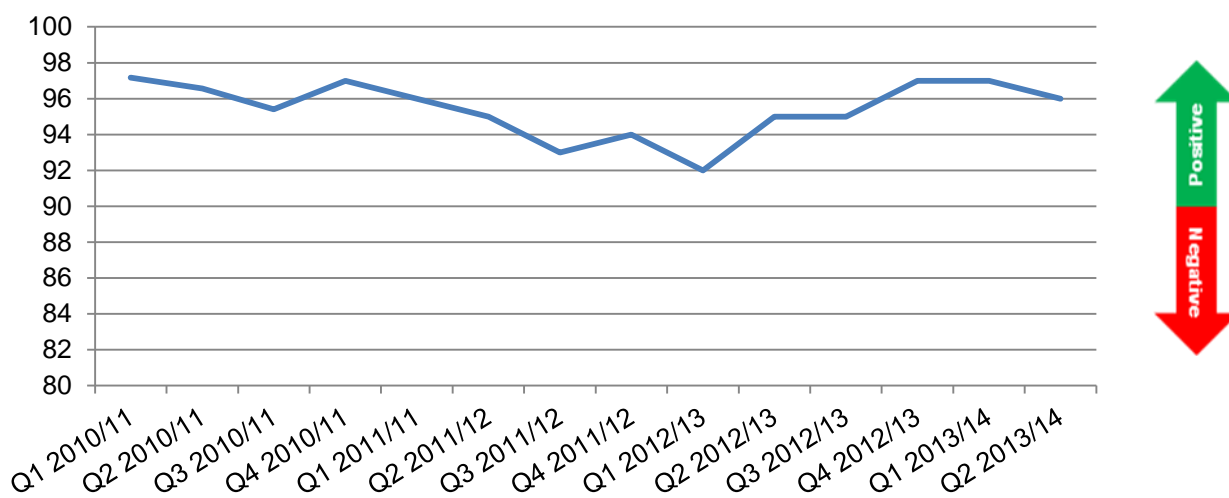
The percentage of scheduled services operated by Tramlink was the same as previous quarter, and was above the business plan target.

Graph 25 – Q3 2008/9 to Q2 2013/14, percentage of scheduled service kms operated



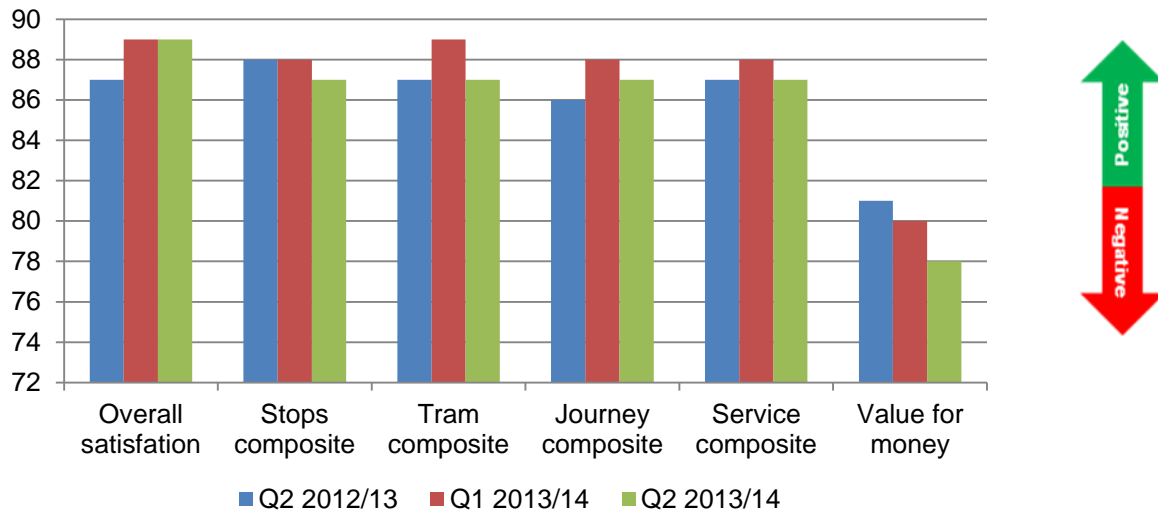
London Tramlink reports a public performance measure, which is the percentage of trams that arrive within five minutes of the scheduled time. There is no associated target.

Graph 26 – Q1 2010/11 to Q2 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 – Q2 2012/13, Q1 2013/14, Q2 2013/14 customer satisfaction Scores



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

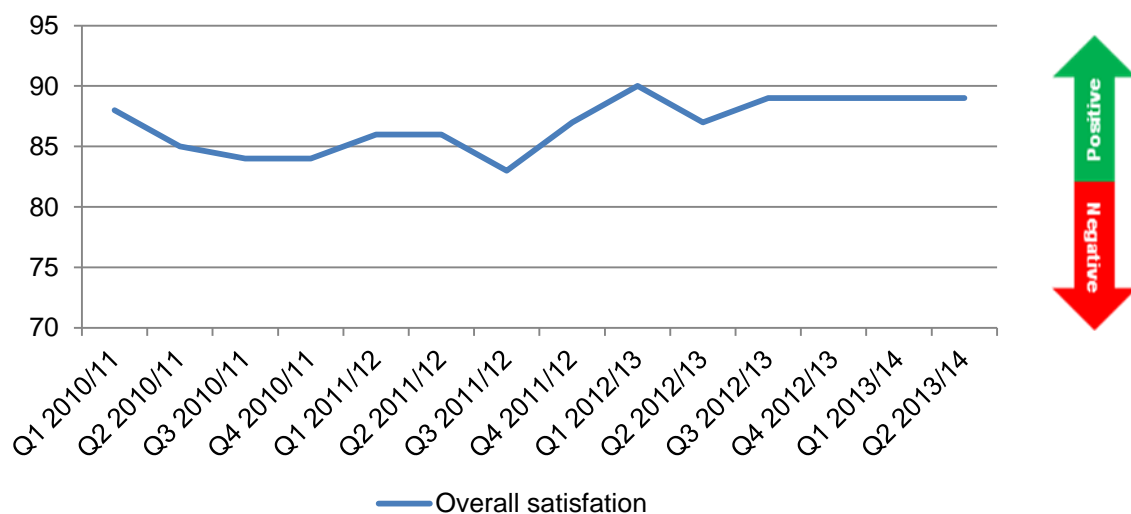


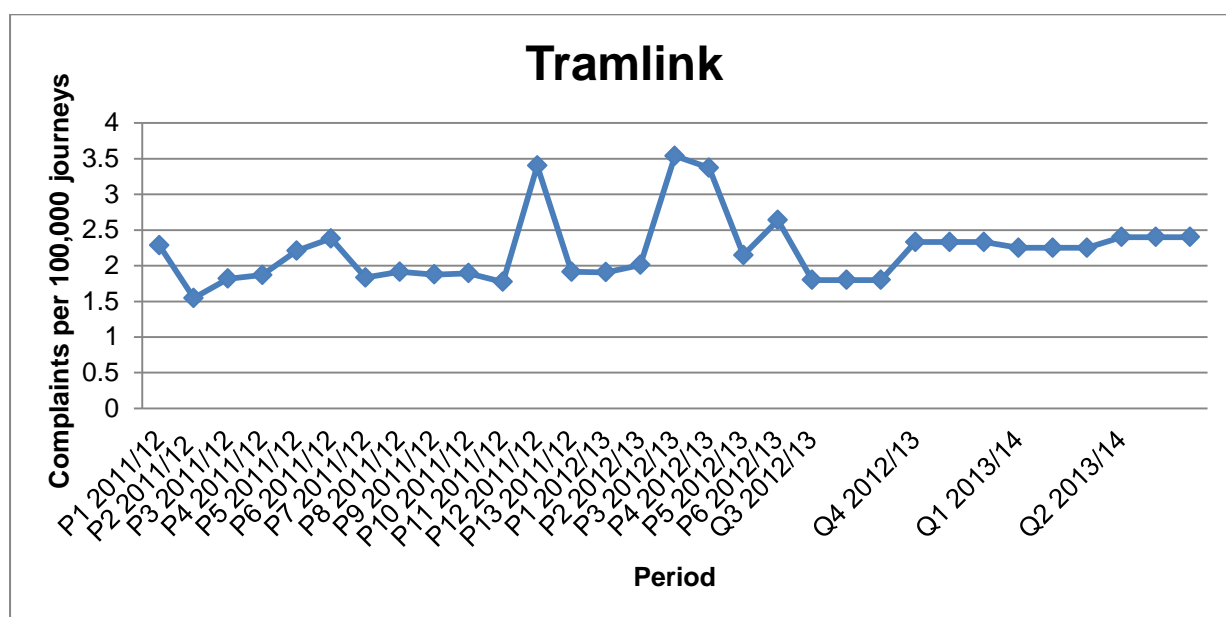
Table 8 shows a summary of all of the 2013/14 TfL Business Plan targets for London Tramlink.

Table 8 – Q2 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%
<p>London TravelWatch's overall performance assessment of London Tramlink:</p> <p>Performance and customer satisfaction are high. Value for money is below the last quarter and the same quarter in the previous year.</p>		

Tramlink received 2.44 complaints per 100,000 journeys. Issues of complaints were centred on the difficulties experienced by passengers during the quarter regarding closures, timetable changes and replacement services.

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 1.08 per cent lower than the same quarter last year. Please note this is a Network Rail statistic.

The National Passenger Survey results are from the 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.

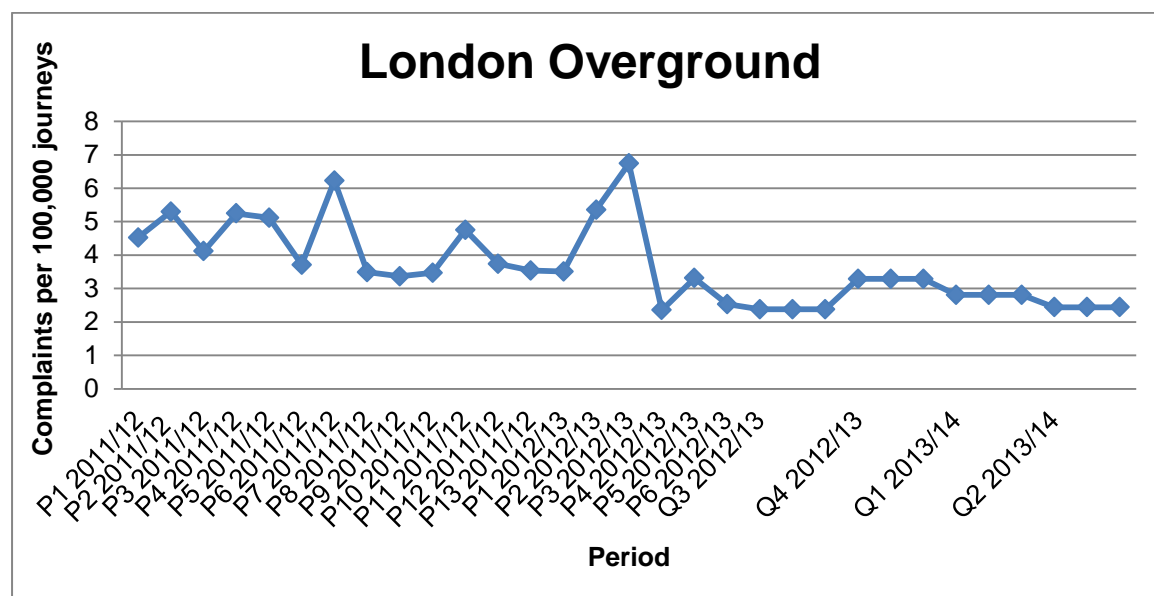
TfL's own customer satisfaction score is above target.

Table 9 – Q2 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)	80	83
On time performance (A TfL measure of PPM Moving Annual Average)	94.2%	96.2%
London TravelWatch's overall performance assessment of London Overground: London Overground is continuing to perform well. Customer complaints are down. Crowding on some sections of the London Overground is a regular occurrence. TfL are responding to this with additional carriages in the future.		

London Overground experienced a reduction in complaints compared to the previous and quarter 2, 2012/13, receiving 2.44 complaints per 100,000 journeys.

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 on target this quarter. Members are very satisfied with driver helpfulness/courtesy, which scores 95. Satisfaction with the booking process is the same as this time last year and was higher than the previous quarter, with a score of 78, but below the target of 80.

The number of journeys delivered in quarter 2 is the same compared to the same quarter in the previous year. Though no quarterly target is available, TfL are forecasting that the number of journeys will meet their target for the year.

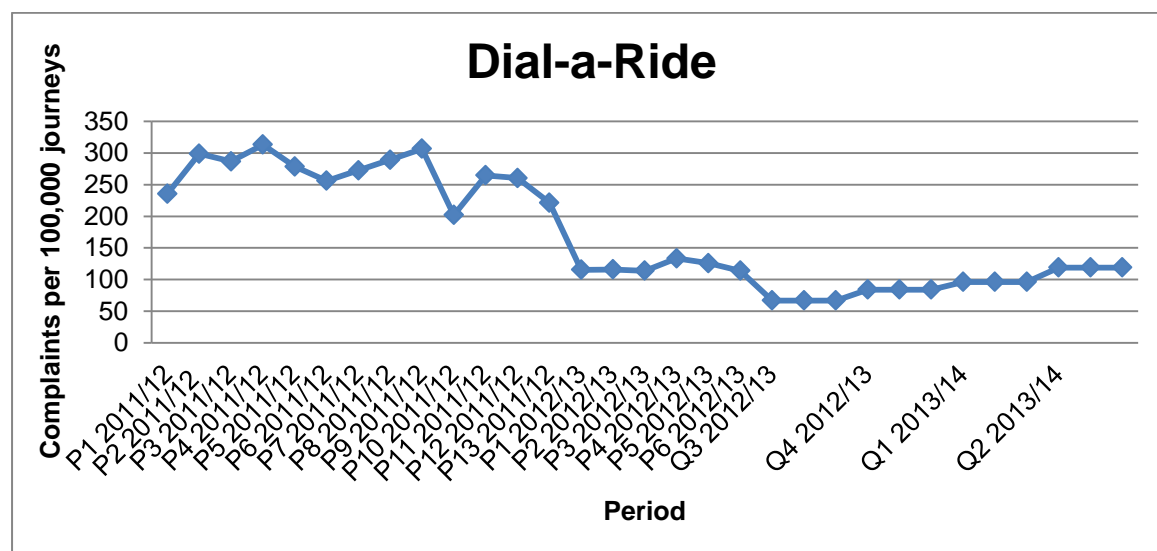
It is pleasing to see Dial-a-Ride is now generally delivering the target number of journeys and customer satisfaction is at target. However, greater demand may arise from an aging population and the cessation of other similar door-to-door services. TfL have implemented a new regime for membership, which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

Table 10 – Q2 2013/14 Dial-a-Ride TfL business plan KPIs

KPI	Target 2013/14	Current performance level
Customer satisfaction score – overall	92	92
Quarterly passenger journey numbers	1,400,000(annual target)	317,266
London TravelWatch's overall performance assessment of Dial-a-Ride: Dial-a-ride continues to deliver its budgeted number of journeys. Customer satisfaction overall remains at target, but this masks the issue of dissatisfaction of users with the ad-hoc journey booking service.		

Complaints decreased compared to the same period last year. Dial-a-ride received 118 complaints per 100,000 journeys.

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



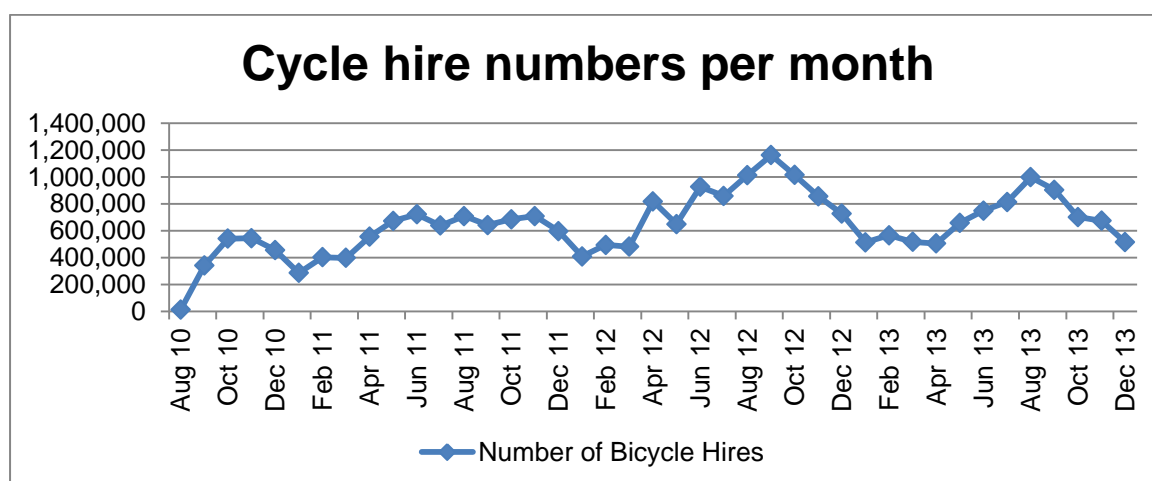
9 Cycle hire

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 monthly 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 2013, there was a sharp increase in the 'access' fee. Thus trends in usage are difficult to determine

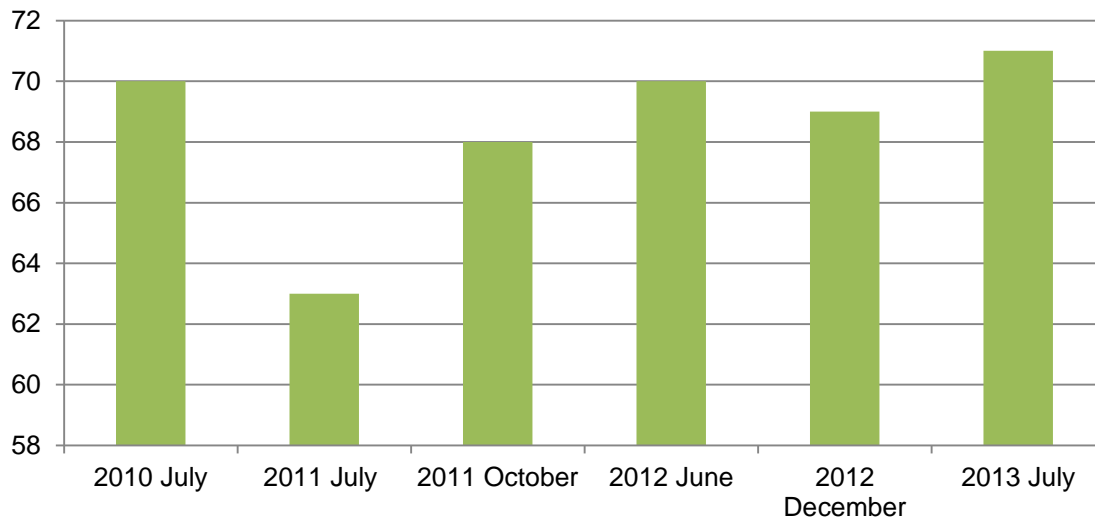
Graph 32 – Cycle hire scheme usage



The latest customer satisfaction score is higher than any since the scheme started. The different elements of the survey suggest increasing satisfaction with the use of members' keys and with the service from the contact centre.

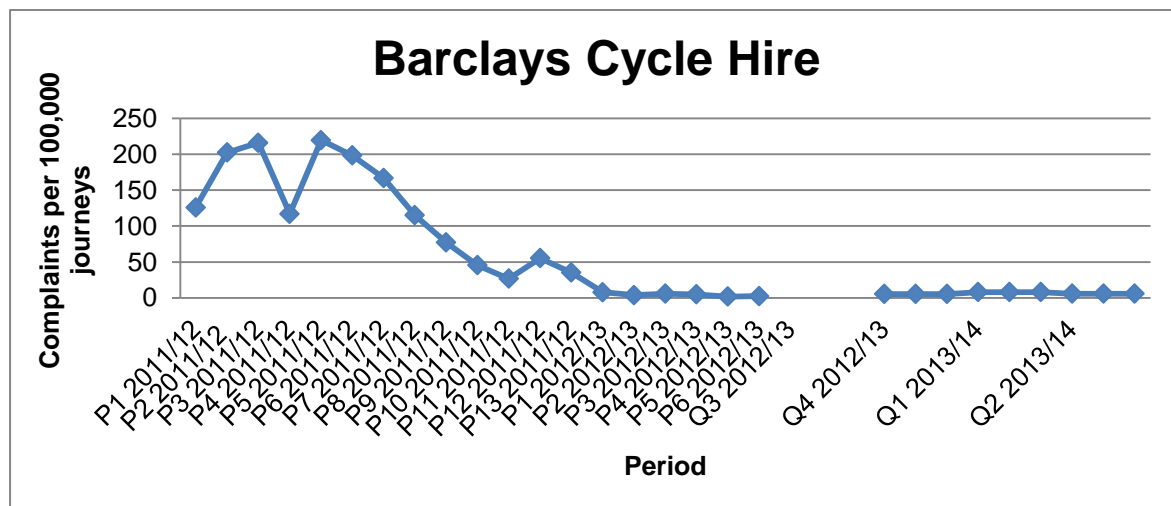
However, scores for the availability of spaces at docking stations and value for money are at their lowest levels.

Graph 33 – July 2010, July 2011, October 2011, June 2012, December 2012, and July 2013 cycle hire customer satisfaction score



The cycle hire scheme received the highest rate of increase in complaints compared to other TfL modes. 5.71 complaints were received per 100,000 journeys.

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



10 Customer satisfaction and value for money scores – modes comparison

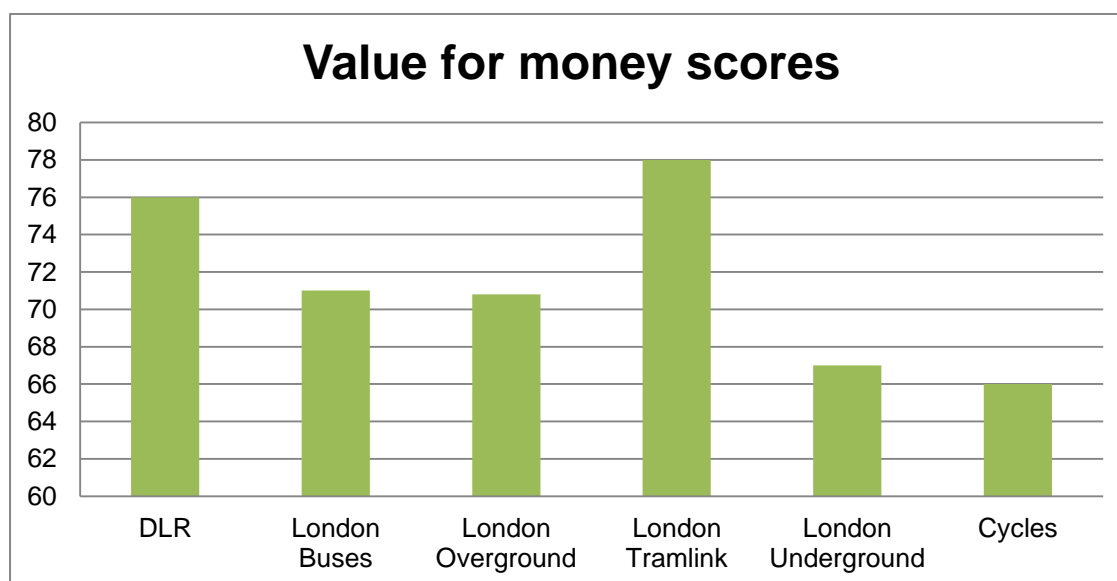
Graph 35 – Q2 2013/14 overall customer satisfaction scores – modes comparison



* Annual survey only

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

Graph 36 – Q2 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
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](#) – Second Quarter, 2013/14
- Streets
 - London Streets Performance Report, Q2 2013/14 (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, July 2013
 - <http://data.london.gov.uk/datastore/package/number-bicycle-hires>