

# TfL 2014/15 Quarter 1 Performance Report

November 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**

<b>TfL financial periods</b>	<b>Issue dates for London TravelWatch report for the corresponding Quarter</b>
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
Quarter 2 – Jul to Sept 2013	25 February 2014
Quarter 3 – Oct to Dec 2014	19 May 2014
Quarter 4 – Jan to Mar 2014	16 September 2014
Quarter 1 – Apr to Jun 2014	November 2014

Published by:

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

Phone: 020 3176 2999

Fax: 020 3176 5991

---

## Contents

<b>Executive summary .....</b>	<b>4</b>
<b>1 Travel in London.....</b>	<b>7</b>
<b>2 London Streets .....</b>	<b>8</b>
<b>3 London Buses.....</b>	<b>15</b>
<b>4 London Underground.....</b>	<b>21</b>
<b>5 Docklands Light Railway .....</b>	<b>25</b>
<b>6 London Tramlink .....</b>	<b>29</b>
<b>7 London Overground.....</b>	<b>32</b>
<b>8 Dial-a-Ride.....</b>	<b>35</b>
<b>9 Cycle hire .....</b>	<b>37</b>
<b>10 Customer satisfaction and value for money scores – modes comparison .....</b>	<b>39</b>
<b>Appendix – Glossary &amp; references.....</b>	<b>40</b>



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 2014/15 financial year (Apr to Jun 2014).

The aim of the report is to provide, in one place, end of year 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.

We have assessed the end of year performances of the main TfL passenger modes. Overall they 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. JTR was however below target this quarter.

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. TfL propose to reduce their measure of reliability on the road network from 89% to 88.8%. There needs to be a substantive policy response to the increasing congestion on London's streets, particularly along bus routes.

Given the focus there has been on cycling and it being an integral part of the Mayor's Transport Strategy, it is pleasing to see another sharp rise in cycling this quarter.

Whilst it is noted that TfL's carriageway condition target 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 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 target is to reach 81.9% by the end of March 2015 in order to achieve the Mayoral target of 95% by 2016.

The growth in demand and 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

Customer satisfaction scores and Excess Journey Time are on and below target. There was a slight increase in excess journey time, primarily due Industrial action in the quarter, but was better than target and the same quarter last year.

It is noted that the customer satisfaction train service score is the same compared to last quarter, Q4 2013/14, and the same quarter a year ago, Q1 2013/14. Satisfaction with crowding levels has also improved.

### Docklands Light Railway

Performance and customer satisfactions scores are high. The overall customer satisfaction score was two points above target.

Customer complaints, (mostly about ticket machines) have increased compared to previous two quarters, but is lower, when compared to the same period a year ago.

### Tramlink

Performance and customer satisfaction are high. Value for money is above the last quarter and the same quarter in the previous year. Customer complaints have also declined.

### London Overground

London Overground is continuing to perform well and achieved its targets, although the RTA is poorer than previous quarters. Customer complaints are down, although greater enforcement on ticketless travel has seen a rise of complaints in this area.

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'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 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 was 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 2014<sup>1</sup>.

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
<b>All modes</b>	<b>25.5</b>	<b>25.9</b>		1.6

<sup>1</sup> 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.

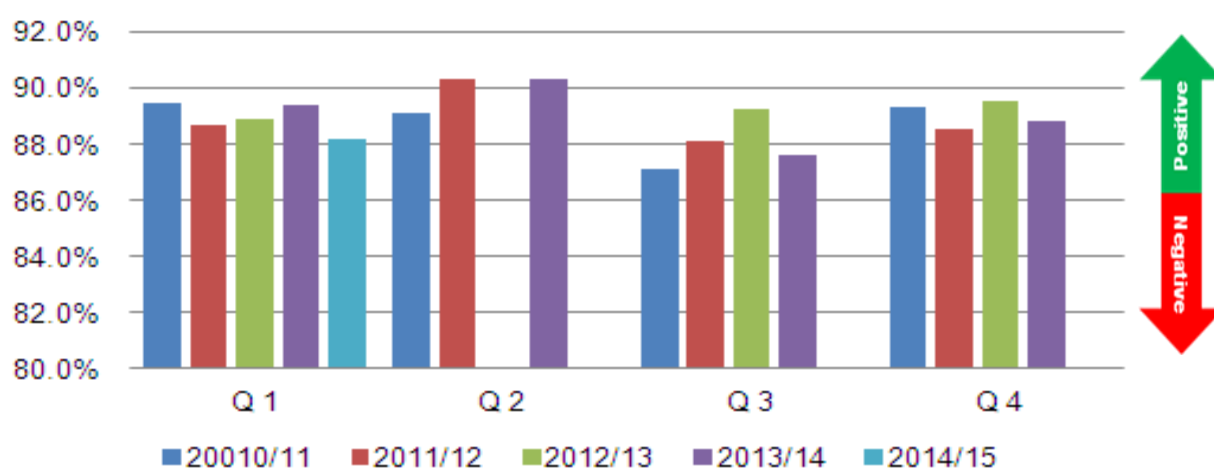
Journey Time Reliability (JTR) is a new measure of the performance of the road network. Although there are over four years of data for this measure, caution is still needed in drawing conclusions about the trend of JTR on the TLRN. The JTR measure is defined as the proportion of traffic which - for a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

The JTR target for 2014/15 has been reduced by 0.2% points, from 89.0% to 88.8%.

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.

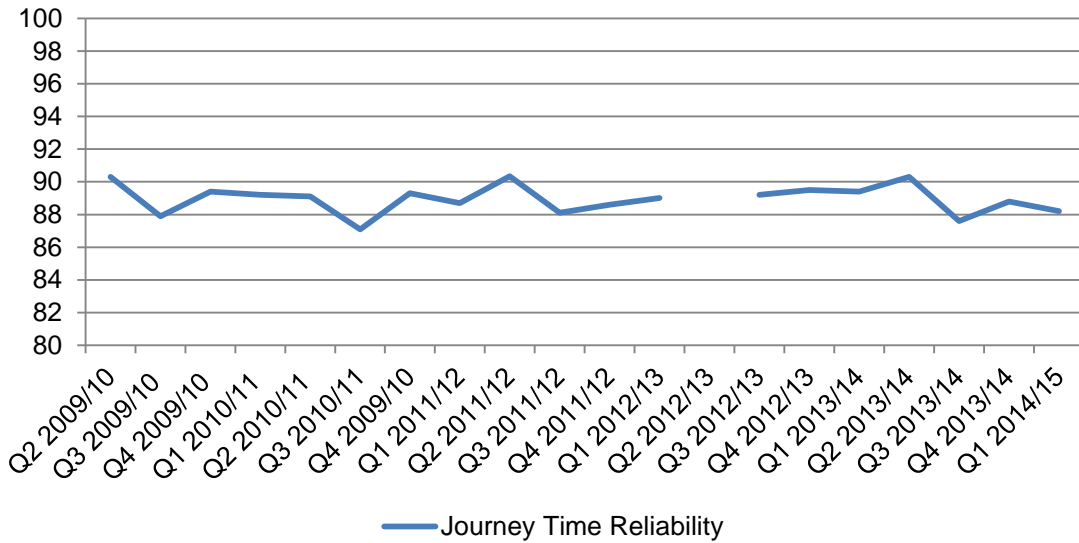
The JTR across the whole of the TLRN in the AM peak for quarter 1 was 88.2%, which was below target for this quarter. This is 1.2 percentage points lower (worse) than the same period in 2013/14.

**Graph 1a - Journey Time Reliability on the TLRN in the AM peak by quarter, Q1 2010/11 to Q1 2014/15**



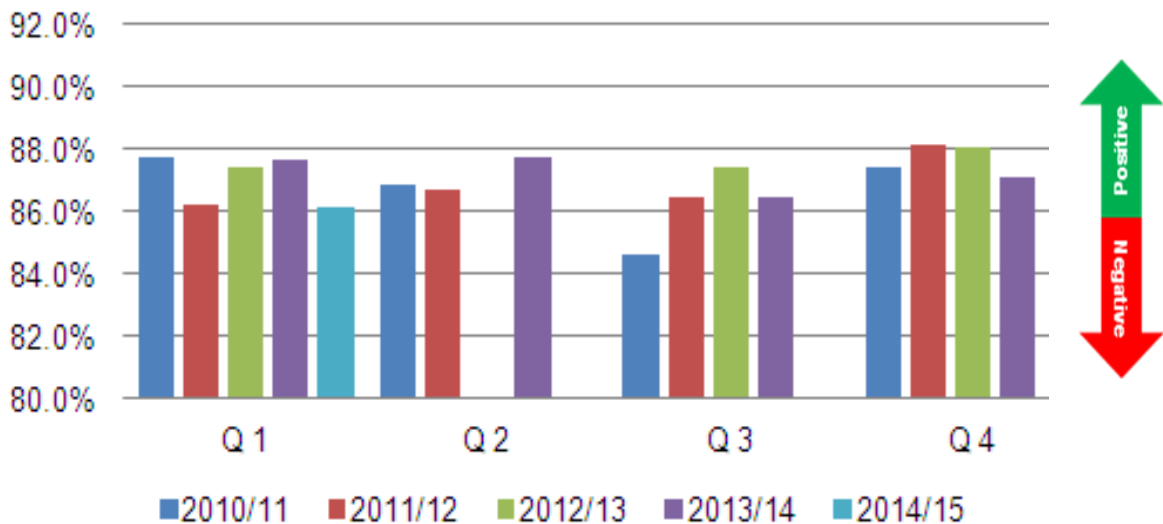
The same statistics of graph 1 are represented as a line graph in graph 1b. Please note there is no figure for the quarter 2 2012/13.

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



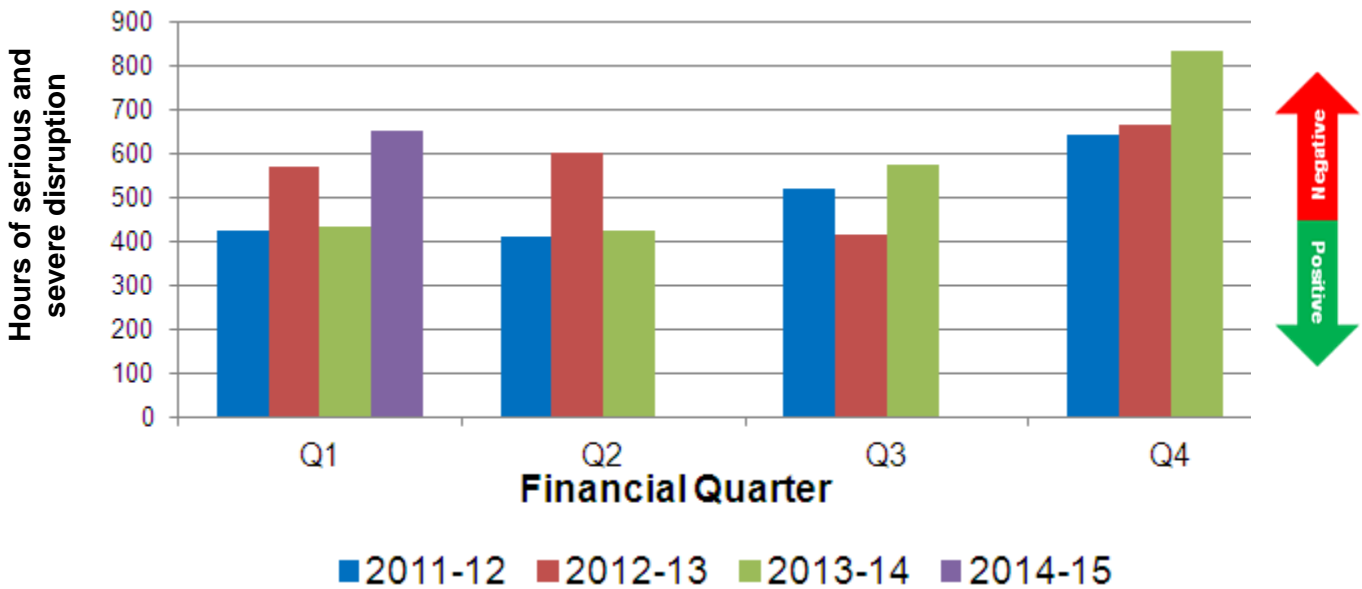
An equivalent JTR figure for the central area is also reported by TfL. This quarter's figure is 86.1%; this is 1.5 percentage points lower (worse) than the same period in 2013/14.

**Graph 2 - Journey Time Reliability in central London in the AM peak by quarter, Q1 2010/11 to Q1 2014/15**



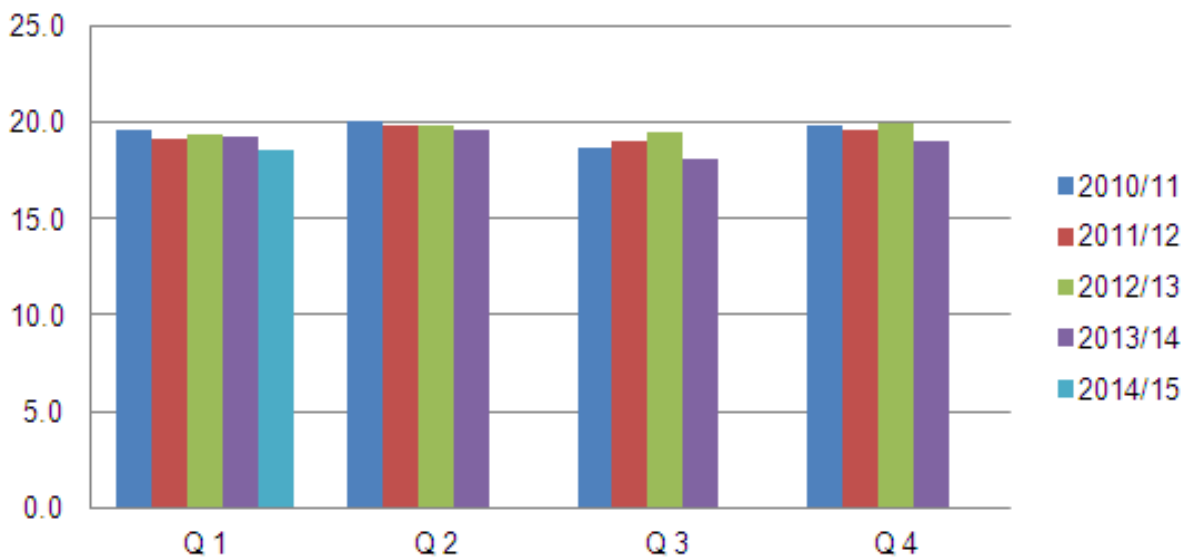
Serious and severe disruption on the TLRN rose in quarter 1 compared to the same quarter last year. The main contributors include an increase in traffic volumes, hazards and accidents.

**Graph 3 - Duration of TLRN serious & severe unplanned and planned events (hrs) by quarter, Q1 2011/12 to Q1 2014/15**



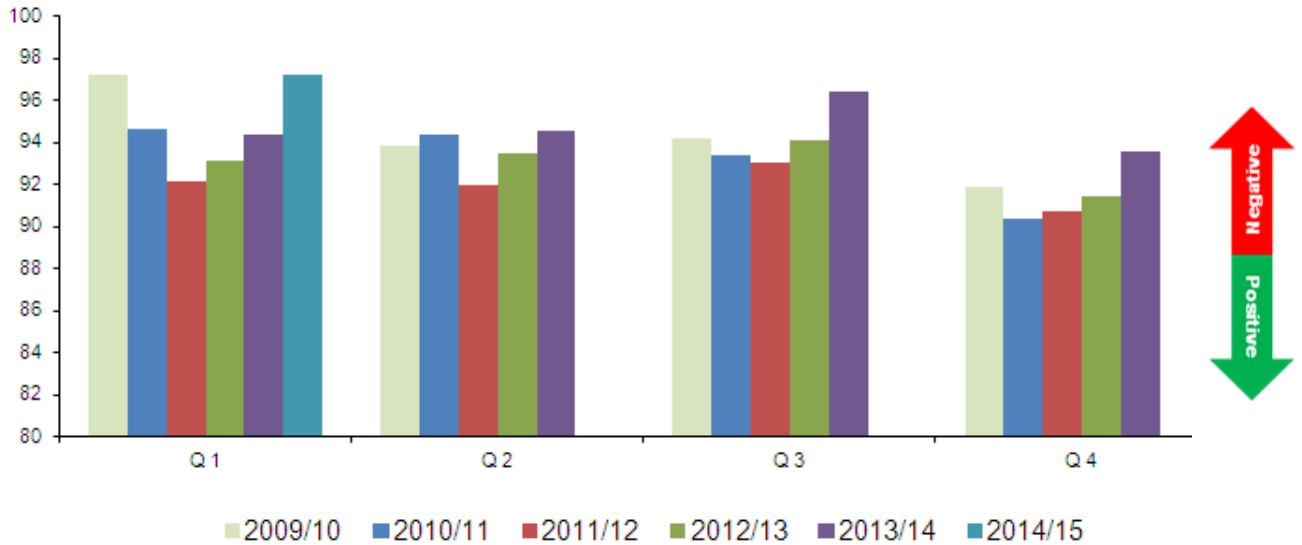
The average traffic speed on London’s major roads in quarter 1 during weekdays decreased compared with the same quarter last year.

**Graph 4 - Traffic speeds on London’s major roads 12 hrs average weekday between 0700-1900 by quarter (mph), Q1 2009/10 to Q1 2014/15**



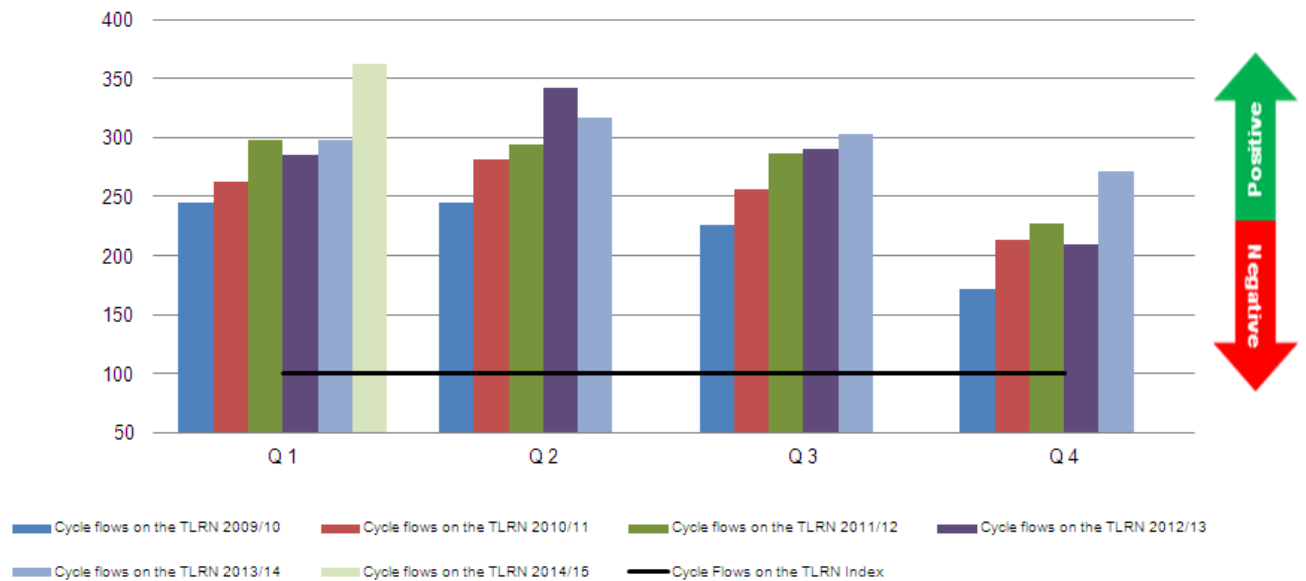
Traffic volumes across London have been generally falling over a number of years. This trend may be reversing.

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



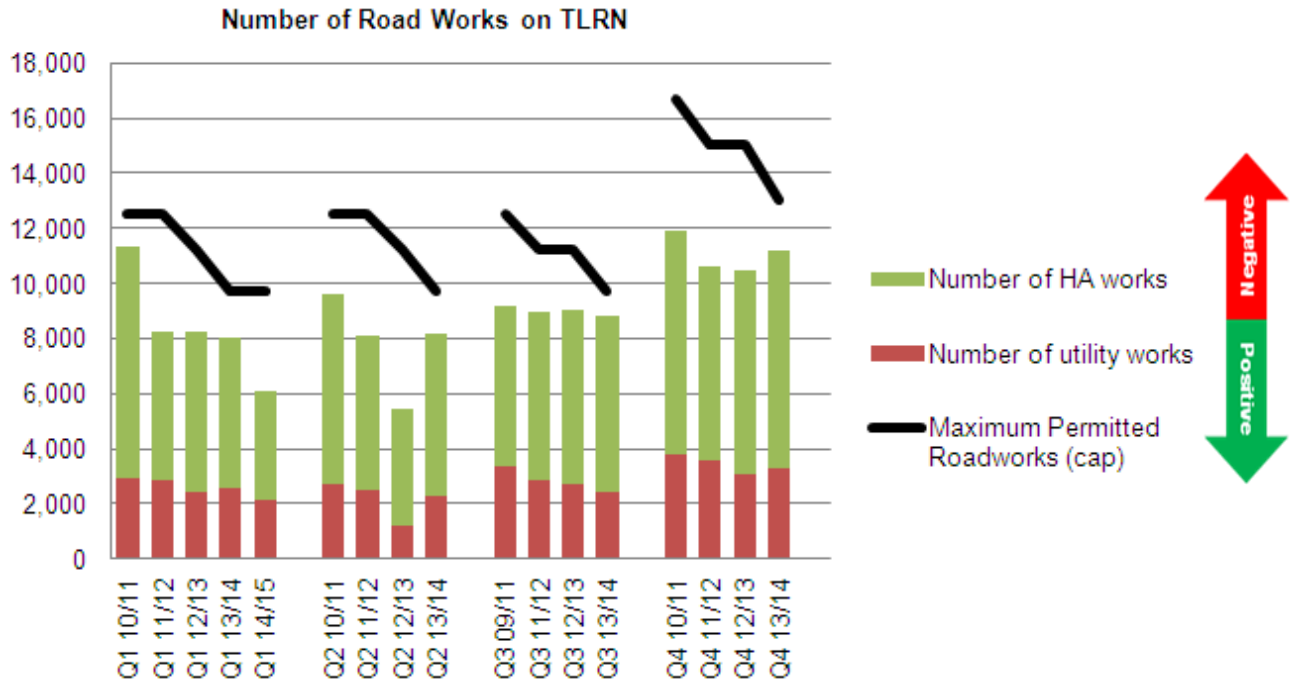
Cycle flows in quarter 1 have increased quite markedly compared to the same quarter in the previous year. Minor corrections have been made to the TLRN cycling index methodology to ensure it accurately reflects recent cycle flows.

**Graph 6 – Cycle flows on the TLRN – by quarter indexed to March 2000 = 100. Q1 2008/09 to Q1 2014/15**



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 Q1 2014/15**

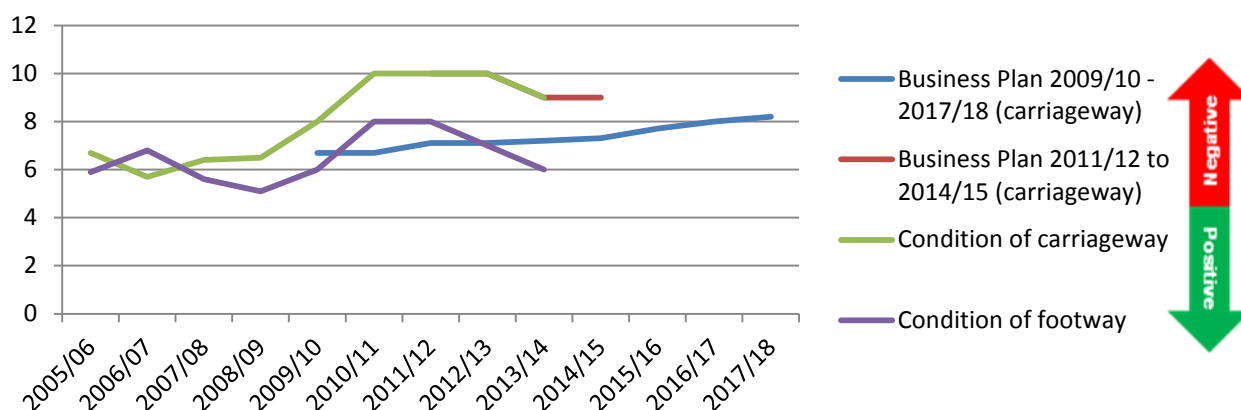


The percentage of roads not in a 'good state of repair' is significantly above the target (poorer) than a previous business plan target. This target has been relaxed in the latest business plan, and is now being met. TfL tell us, this is a sustainable target. There has been an improvement in the condition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

**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 annual online customer satisfaction survey amongst users of the TLRN, with the fieldwork conducted mid October to mid November, now classed as quarter 3 by TfL. From quarter 1 2014/15, the survey will be conducted quarterly. Below is a selection of the results.

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

Indicator	Q3 2010	Q3 2011	Q3 2012	Q3 2013	Q1 2014
Overall satisfaction	72	75	76	75	75
Working condition of traffic lights	75	77	78	77	79
Could accurately estimate how long journey would take	70	73	75	73	74
Up to the minute information about delays and disruption	68	72	74	72	73
Management of road works	67	70	73	71	72
Traffic congestion	63	67	69	67	68

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

Indicator	Q3 2010	Q3 2011	Q3 2012	Q3 2013	Q1 2014
Overall satisfaction	72	75	76	75	75
Street lighting	75	77	77	76	78
Condition of road surfaces	68	70	73	71	69

Table 4 shows a summary of all of the 2014/15 TfL business plan targets for streets that do not relate to safety.

**Table 4 – Q1 2014/15 London Streets TfL business plan key performance Indicator (KPI)**

KPI	Q1 Target 2014/15	Current performance level
Journey Time Reliability (seasonal target)	88.8%	88.2%
TLRN cycling journeys (seasonal target)	316	362
% of road assets not in good repair (annual figure for 2009/2010)	10%*	9%
Traffic signal availability	99.1%	98.8%

\*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. JTR was however below target this quarter.

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. TfL propose to reduce their measure of reliability on the road network from 89% to 88.8%. There needs to be a substantive policy response to the increasing congestion on London's streets, particularly along bus routes.

Given the focus there has been on cycling and it being an integral part of the Mayor's Transport Strategy, it is pleasing to see another sharp rise in cycling this quarter.

Whilst it is noted that TfL's carriageway condition target 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 first quarter of 2014/15

#### 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 in line with the target for this quarter. See Graph 9.

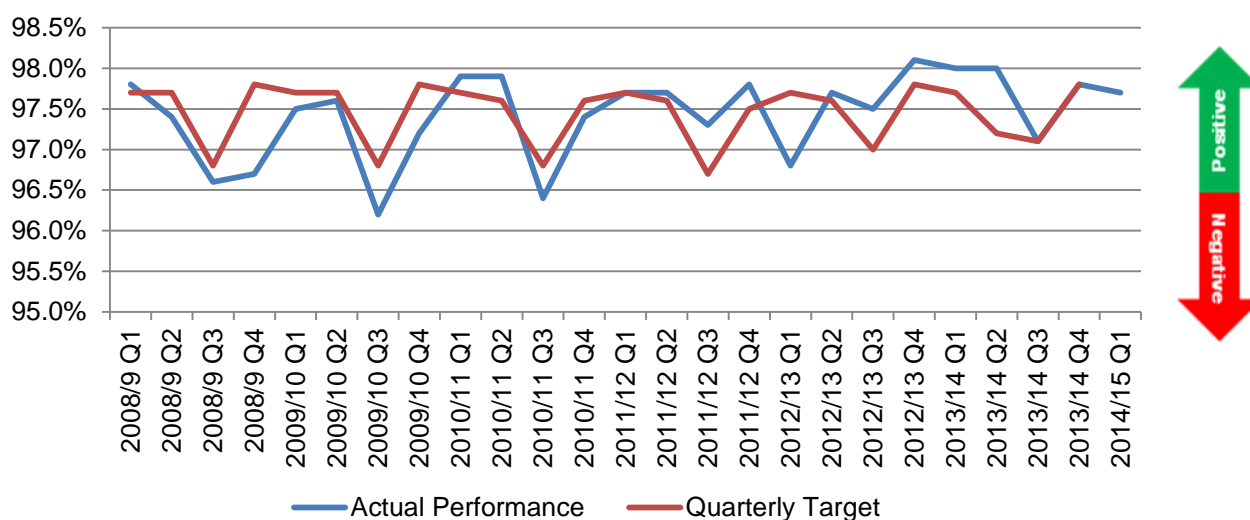
**Graph 9 – Q1 2008/09- Q1 2014/15, Excess Wait Time (minutes) on high frequency bus routes**



Graph 10 represents the historical trend of the percentage of scheduled bus kilometres operated. This measure of performance is on target this quarter. Again, the graph shows seasonal targets.



**Graph 10 – Q1 2008/09- Q1 2014/15, 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 1 2014/15, 73 were below the contracted minimum standard, 52 operated at the contracted standard, and 253 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 24 bus services in this quarter, to see if any are consistently performing poorly routes. Of these, bus routes 122, 275 and 450 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 122 started a new schedule with an extra bus for reliability on 20.9.14.”

“Route 275 had an extra bus in the schedule back in February 2014 and another bus was added 20.9.14.”

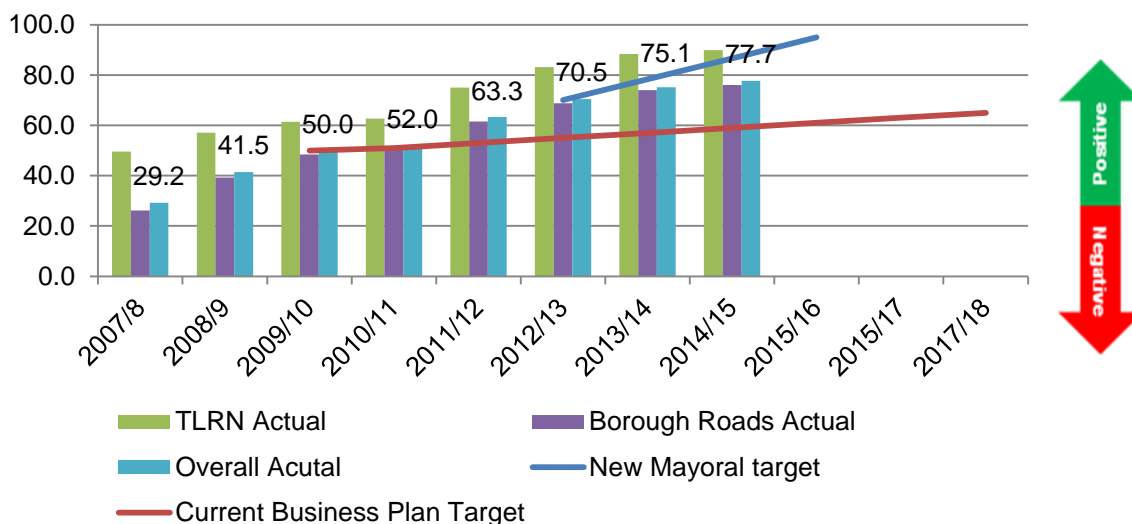
“Route 450 starts a new schedule with an extra bus from 4.10.14.”

Bus stop accessibility

Based on TfL’s audit of bus stops, 77.7% of all bus stops across the network meet TfL’s exacting accessibility criteria. The target is to reach 81.9% by the end of March 2015. On the TfL road network, the figure is higher at 89.9%.

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 time frame.

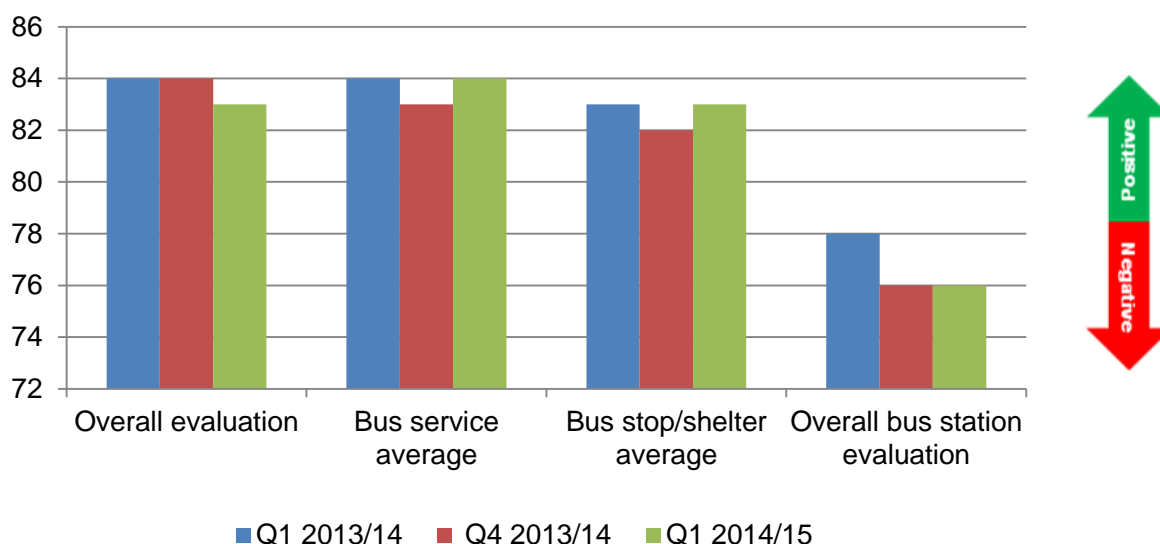
**Graph 11 – Bus stop accessibility 2008/9 to 2017/18 target and progress to date**



Customer Service

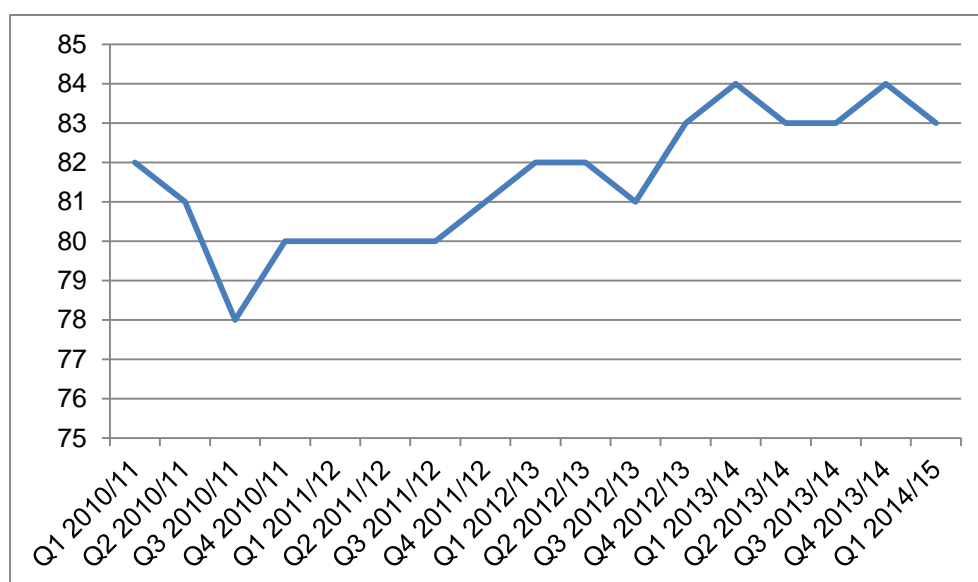
Customer satisfaction figures for the last two quarters, along with the comparison from one year ago, are shown in Graph 12.

**Graph 12 –Q1 2013/14, Q4 2013/14 and Q1 2014/15 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 Q1 2014/15**



TfL reports quarterly figures for the number of complaints they receive per 100,000 journeys. These are available for all modes, except streets. The overall complaints

received are higher than the same quarter a year ago. London Buses received 2.42 complaints per 100,000 journeys in quarter 1. The increase in complaints is attributed to service delays.

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

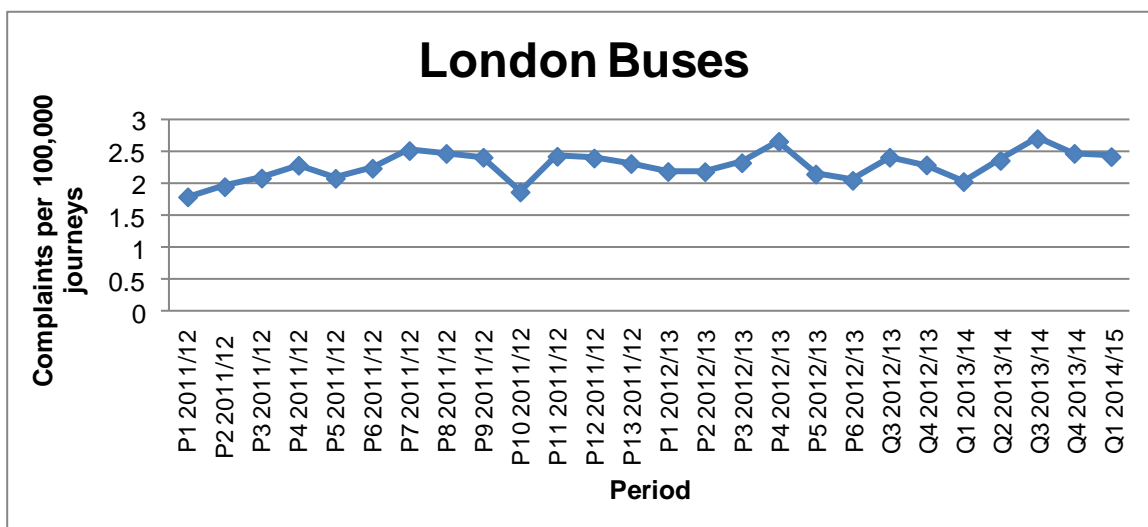


Table 5 shows a summary of the 2014/15 TfL Business Plan targets for London Buses.

**Table 5 – Q1 2014/15 London Buses business plan key performance indicator (KPI)**

KPI	Q1 Target 2014/15	Current performance level
Customer satisfaction – overall	83	83
Excess wait time – high frequency routes	1.0 minute	1.0 minute
% of Scheduled services operated	97.8%*	97.7%
<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 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 target is to reach 81.9% by the end of March 2015 in order to achieve the Mayoral target of 95% by 2016.</p> <p>The growth in demand and 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> <p>* Target for quarter</p>		

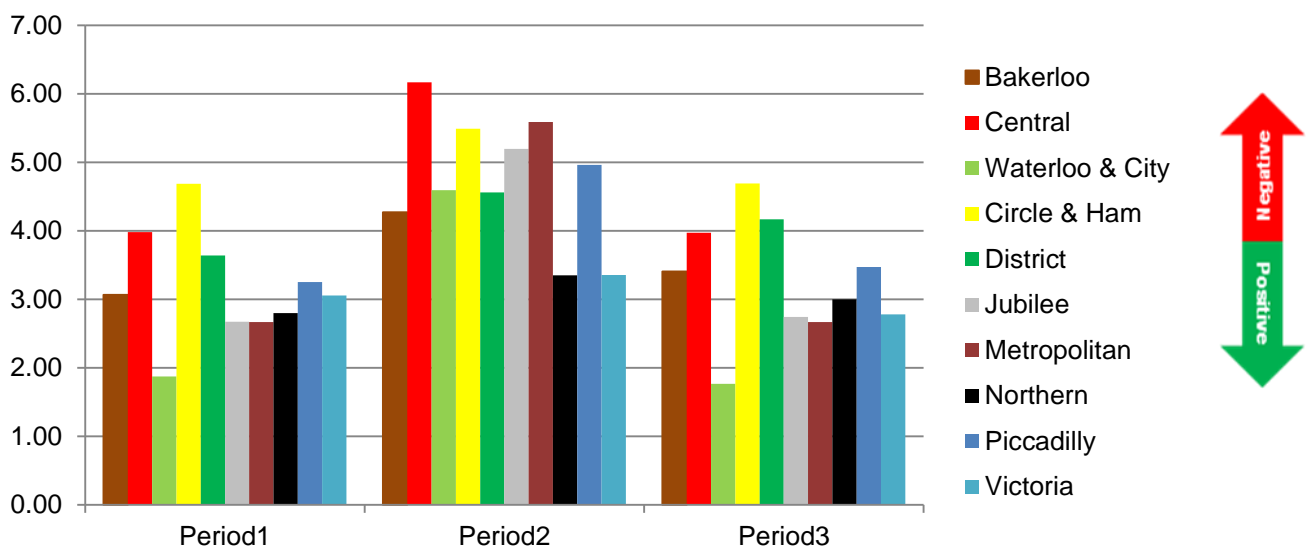
## 4 London Underground

In this section, the performance of London Underground for the first quarter of the financial year 2014/15 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 four periods making up (broadly) the quarter.

It should be noted that reliability affected by industrial action in April 2014, which saw lost customer hours increase.

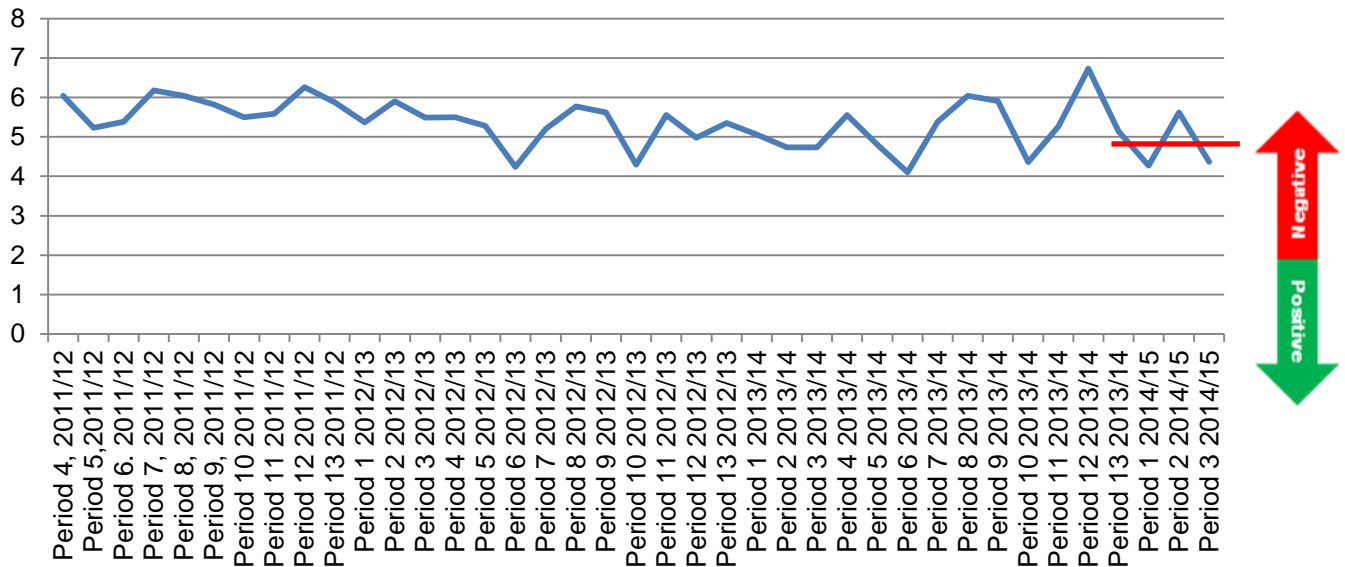
**Graph 15 – P1 2014/15 to P2 2014/15, Excess Journey Time by Underground line (minutes)**



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.

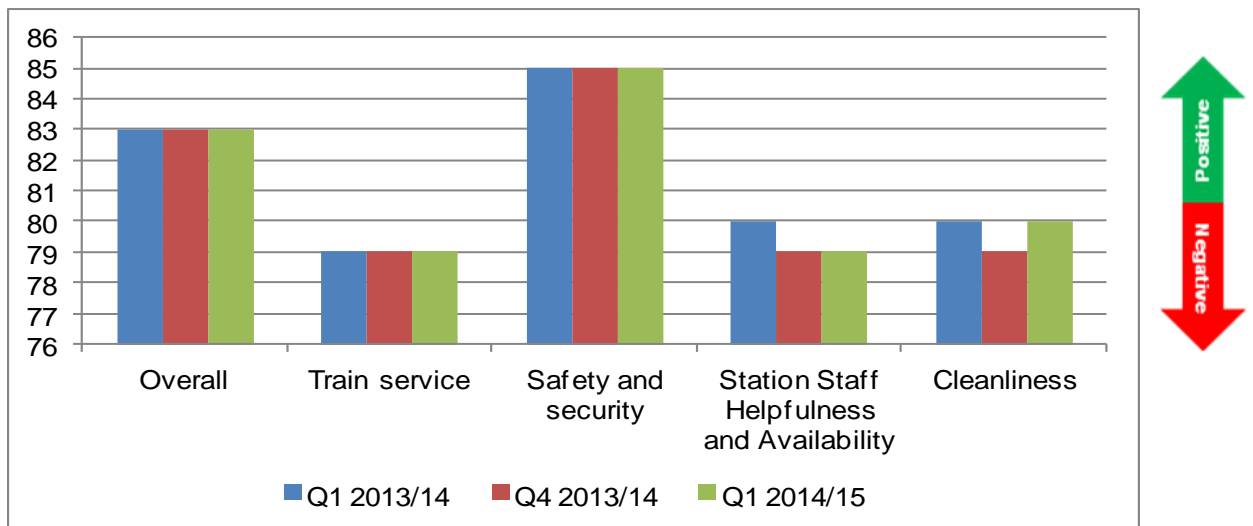
London Underground performed better than the network target set in the TfL 2013/14 business plan. It should be noted that this network target is somewhat tighter than the previous year’s target and will tighten further in future years. While there are high profile disruption events on the underground,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

**Graph 16 – P4 2011/12 to P3 2014/15, Excess Journey Time measure for the network (minutes)**



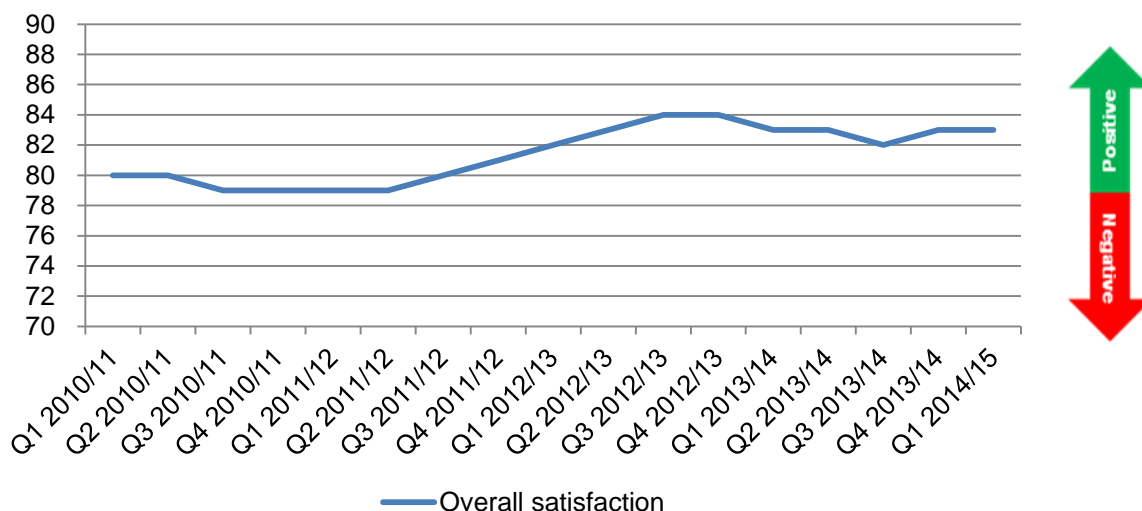
Customer satisfaction figures for the last two quarters, along with the comparison from one year ago, are shown in the Graph 17.

**Graph 17 –Q1 2013/14, Q4 2013/14 and Q1 2014/15 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 2014/15**



Complaints to London Underground (LUL) were similar to the amount received in the corresponding quarter a year ago. LUL received 1.11 complaints per 100,000 journeys. Delayed journeys are the most complained about issue.

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

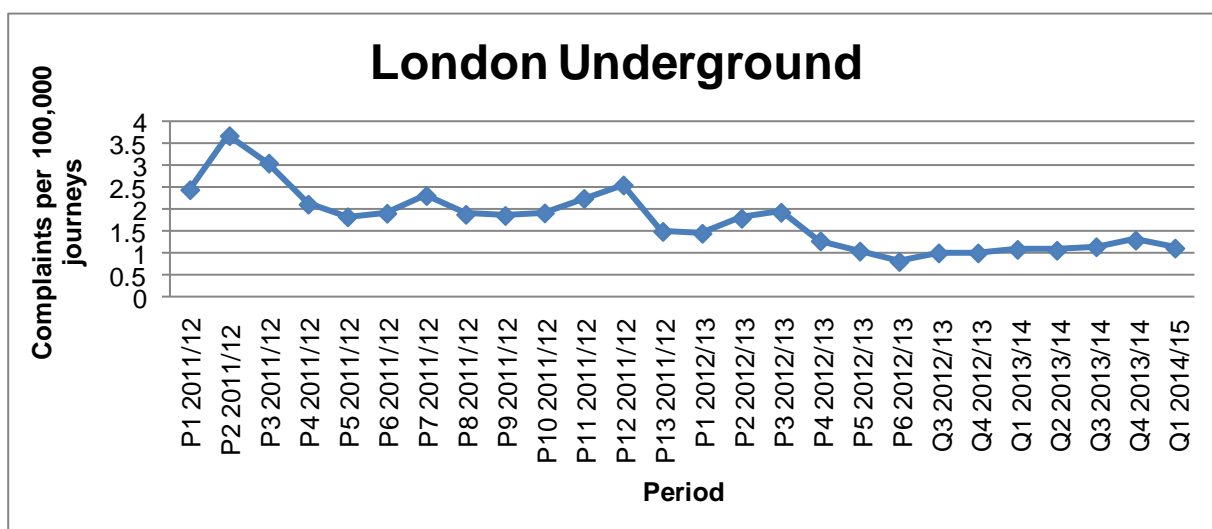




Table 6 shows a summary of all of the 2014/15 TfL business plan targets for London Underground.

**Table 6 – Q1 2014/15 London Underground TfL business plan key performance indicator (KPI)**

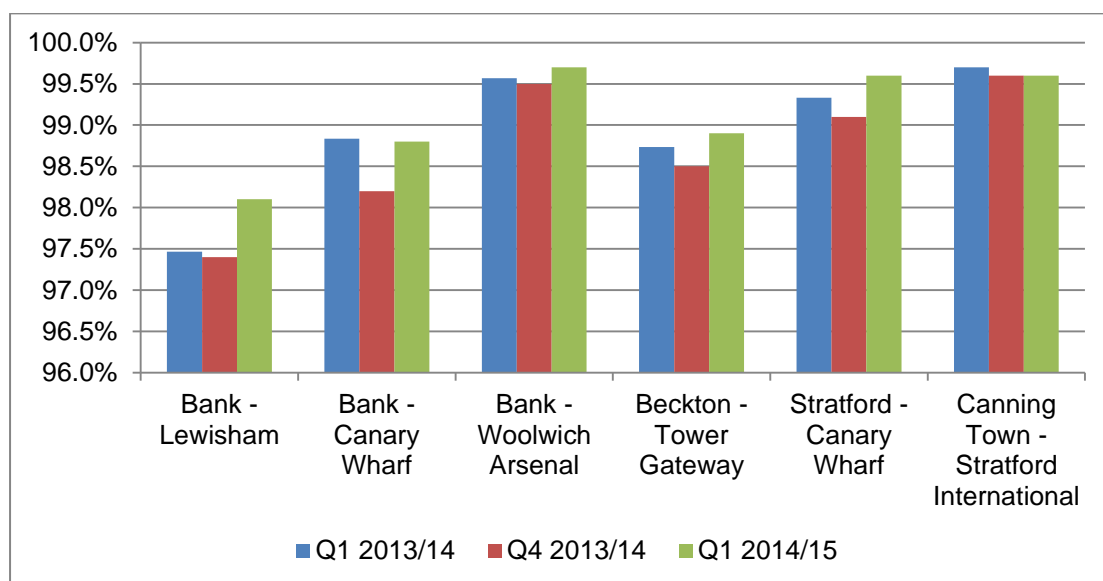
KPI	Q1 Target 2014/15	Current performance level
Customer satisfaction score – overall	83	83
Excess Journey Time	4.80 minutes	4.75 minutes
% of Scheduled services operated		96.6%
<p>London TravelWatch's overall performance assessment of London Underground:</p> <p>Customer satisfaction scores and Excess Journey Time are on and better than target. There was a slight increase in excess journey time, primarily due Industrial action in the quarter, but was better than target and the same quarter last year.</p> <p>It is noted that the customer satisfaction train service score is the same compared to last quarter, Q4 2013/14, and the same quarter a year ago, Q1 2013/14. Satisfaction with crowding levels has also improved.</p>		

## 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.

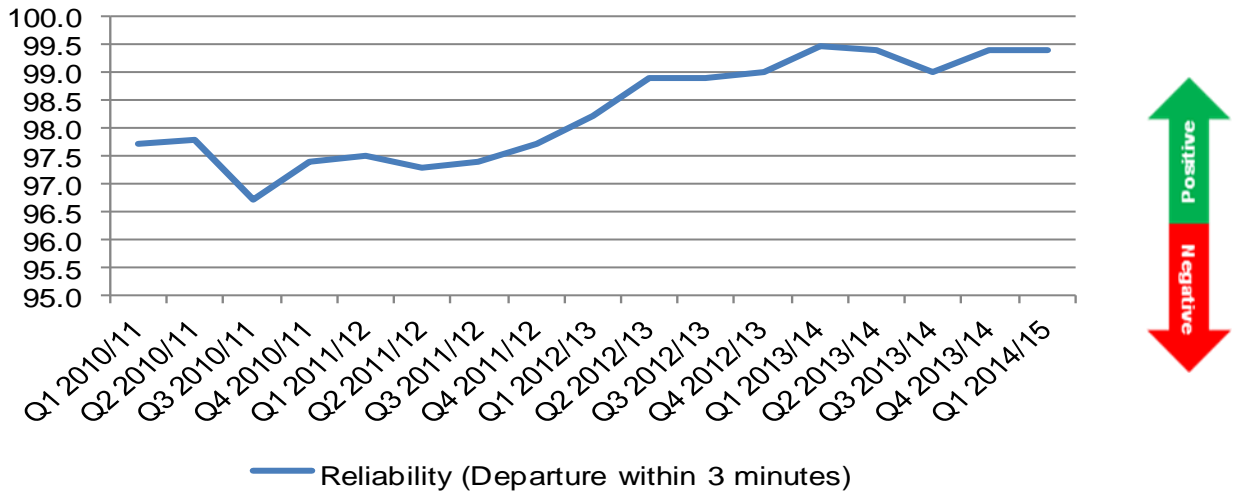
**Graph 20 – Q1 2013/14, Q4 2013/14 & Q1 2014/15 journey time (split by route)**



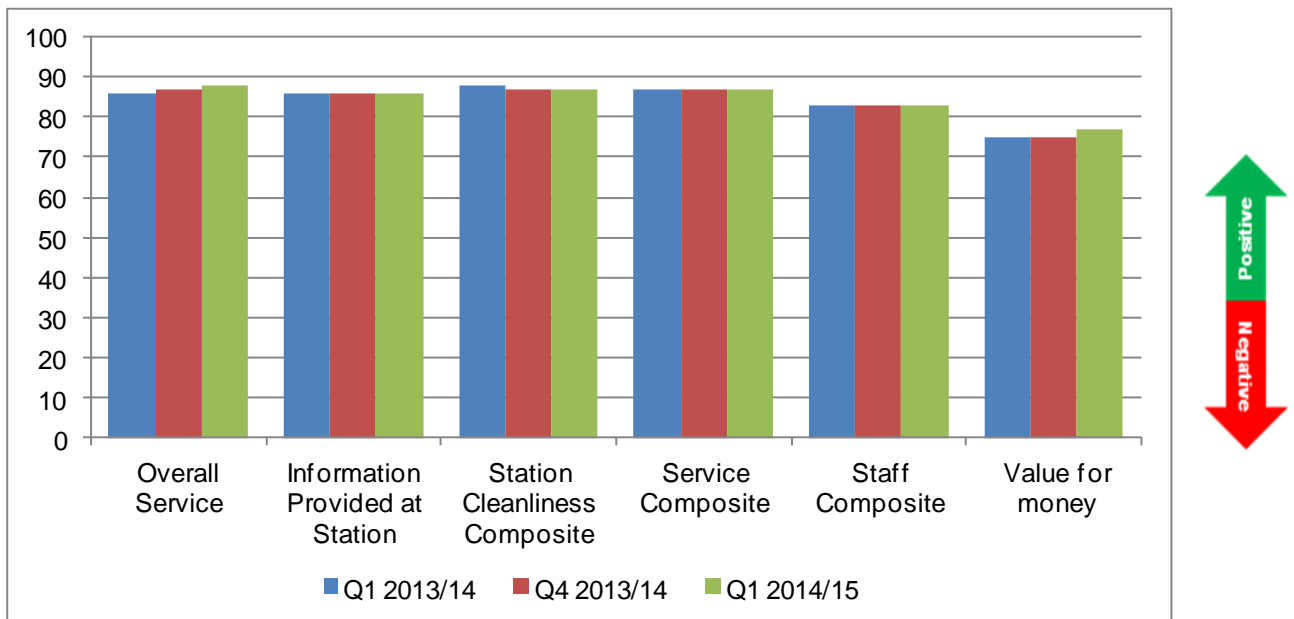
\*Please note DLR use calendar year quarters when they publish figures on their website. These are financial year quarters in line with TfL general reporting.

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 2014/15 reliability (departure within 3 minutes of published service intervals)**



**Graph 22 – Q1 2013/14, Q4 2013/14, Q1 2014/15 DLR customer satisfaction scores**



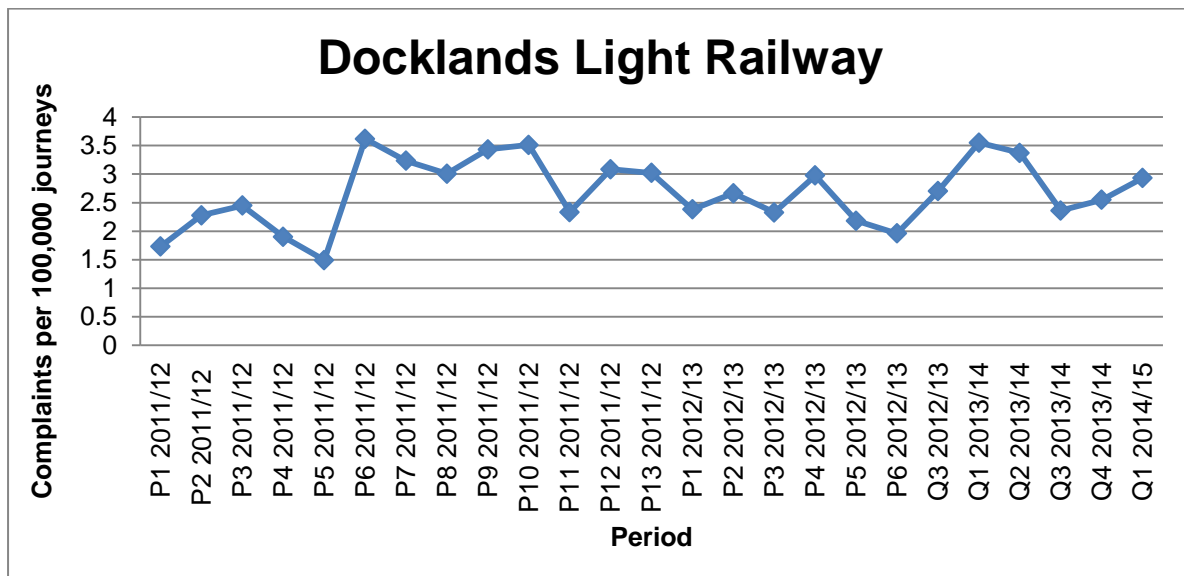
**Graph 23 – Q1 2010/11 to Q1 2014/15 DLR overall customer satisfaction scores**



Customer satisfaction scores were omitted in quarter 2 2012/13, due to the staging of the London Olympic Games.

Complaints rate were lower this quarter compared to the same period last year (Q1 2013/14). 2.93 complaints were received per 100,000 journeys. Complaints were mainly about Ticket Vending Machines (TVM).

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



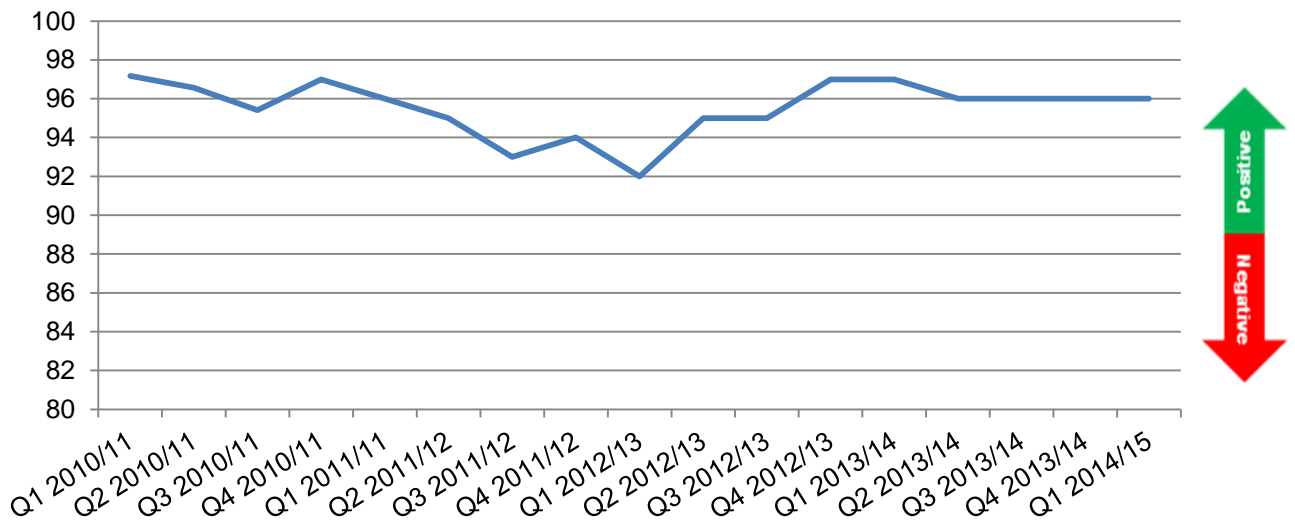
**Table 7 – Q1 2014/15 DLR TfL business plan key performance Indicator (KPI)**

KPI	Q1 Target 2014/15	Current performance level
Customer satisfaction score – overall	86	88
On-time performance	98.8%	99.5%
% of Scheduled services operated		99.3%
<p>London TravelWatch's overall performance assessment of Docklands Light Railway:</p> <p>Performance and customer satisfactions scores are high. The overall customer satisfaction score was two points above target.</p> <p>Customer complaints, (mostly about ticket machines) have increased compared to previous two quarters, but is lower, when compared to the same period a year ago.</p>		

## 6 London Tramlink

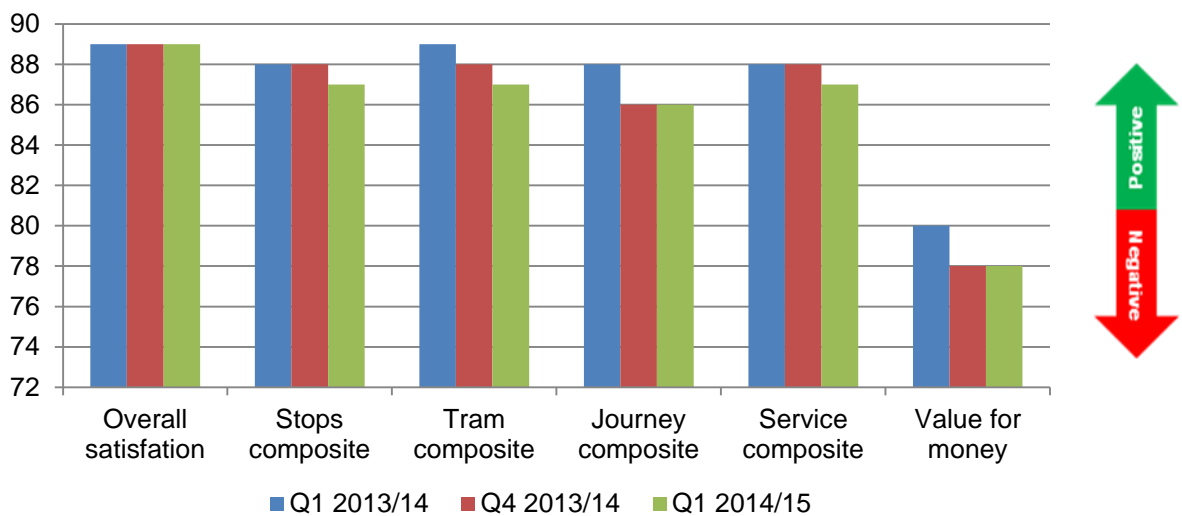
London Tramlink reports a public performance measure, which is the percentage of trams that arrive within five minutes of the scheduled time. There is no associated target.

**Graph 26 – Q1 2010/11 to Q1 2014/15, public performance measure (per cent)**

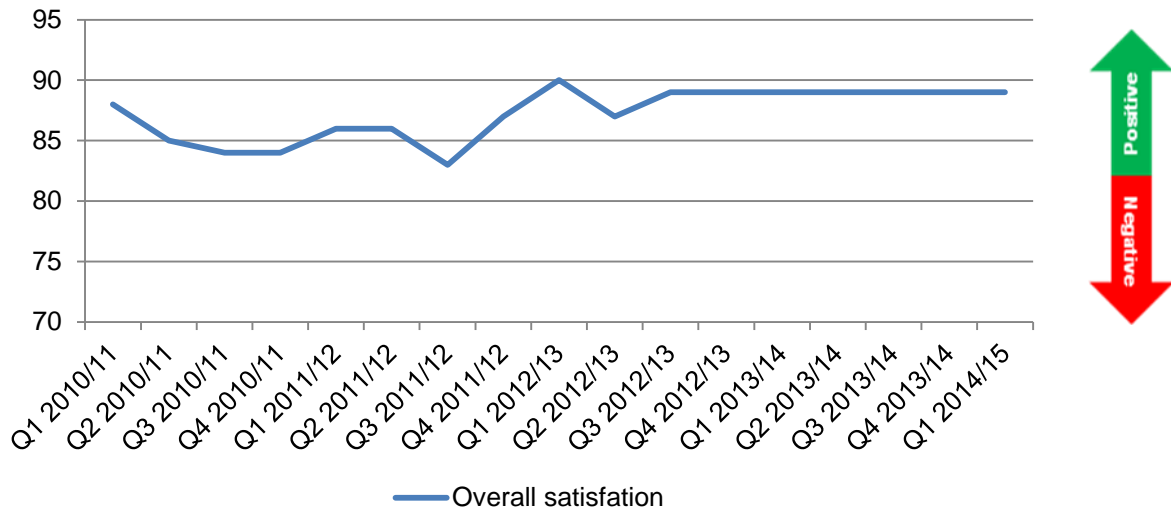


Customer satisfaction scores on Tramlink are shown in Graph.

**Graph 27 – Q1 2013/14, Q4 2013/14, Q1 2014/15 customer satisfaction scores**



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



Customer complaints were not reported this quarter (Q1 2014/15). In Q4 2013/14, Tramlink received 0.98 complaints per 100,000 journeys. From Q3 2013/14, Tramlink complaints have been recategorised. Any previous contact was classed as complaints; this is now based on genuine complaints only. Issues of complaints were centred on overcrowding and rail replacement services.

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

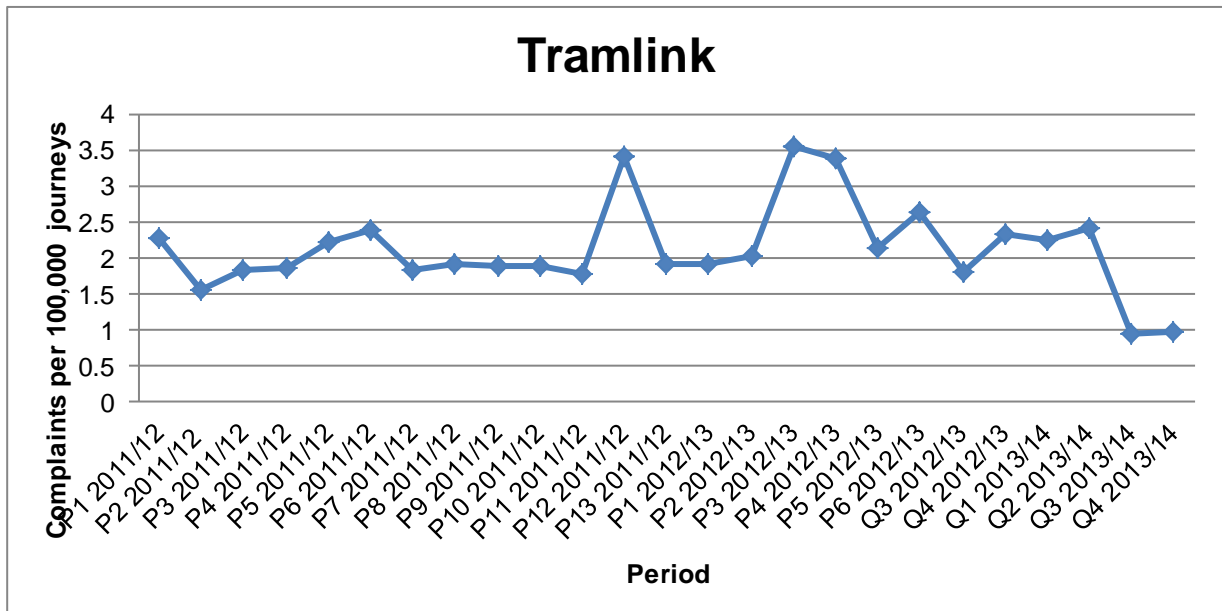


Table 8 shows a summary of all of the 2014/15 TfL Business Plan targets for London Tramlink.

**Table 8 – Q1 2014/15 London Tramlink TfL business plan key performance Indicator (KPI)**

KPI	Q1 Target 2014/15	Current performance level
Customer satisfaction score – overall	89	89
% of scheduled service kms operated		98.7%
<p>London TravelWatch's overall performance assessment of London Tramlink:</p> <p>Customer satisfaction is on target. Value for money is the same as last quarter and the same quarter in the previous year.</p>		



## 7 London Overground

London Overground's public performance measure (PPM) for the first quarter was 96.7%. This was 0.11 percentage points higher than the same quarter last year. Please note this is a Network Rail statistic.

The National Rail Passenger Survey results are from the spring 2014 wave of surveys. Passenger satisfaction has decreased since the last survey. The percentage of passengers satisfied was 80% compared with 81% in spring 2013 and 82% in autumn 2013.

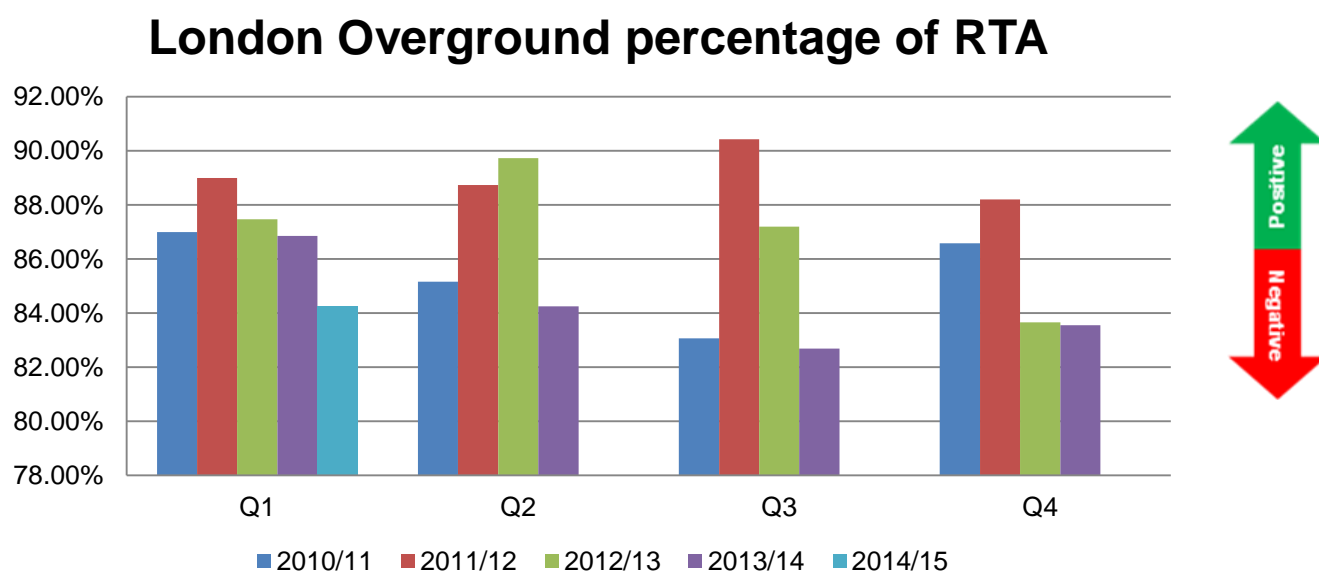
TfL's own customer satisfaction score is above target.

### Right time arrival

London TravelWatch members have asked that Right Time Arrival (RTA) be included in this report. RTA is an industry measure of the percentage of trains that arrive at their final destination either on time or early. Right time is defined as less than one minute late, and should not be confused with "on time", as defined for Public Performance Measure (PPM) purposes.

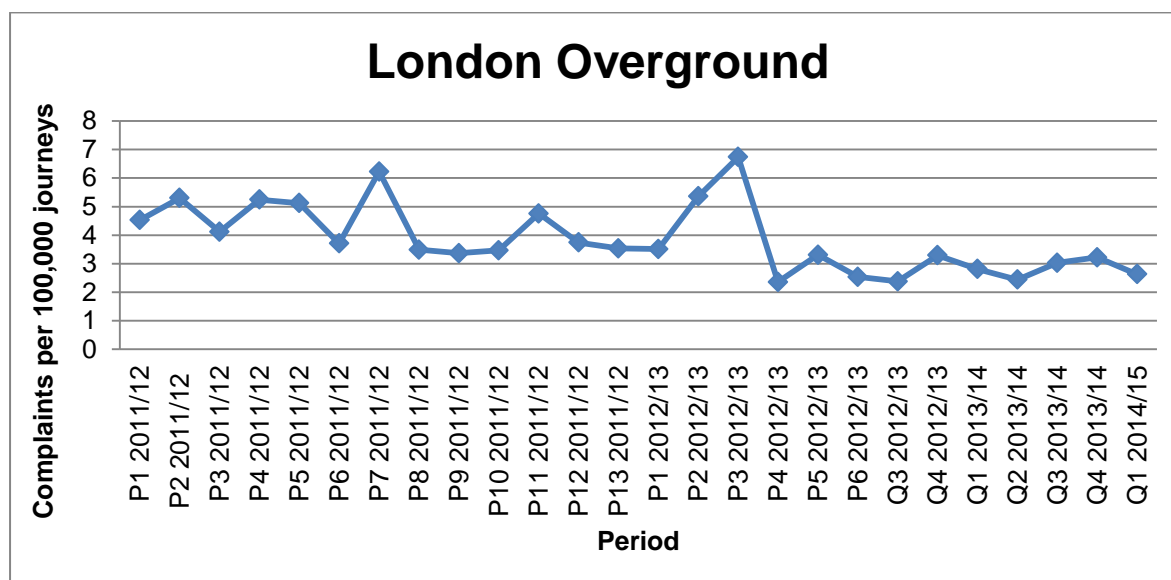
London Overground performs well compared to most TOCs, however this month's RTA was poor compared to previous performance.

**Graph 30 – London Overground percentage of RTA**



London Overground experienced a reduction in complaints compared to the previous quarter, receiving 2.63 complaints per 100,000 journeys. London Overground receives the lowest rate of complaints when compared to other London & South East operators.

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



**Table 9 – Q1 2014/15 London Overground TfL business plan key performance Indicators (KPI) and National Rail performance figures**

National Rail Performance measure	Target 2014/15	Current performance level
Customer satisfaction – overall (National Rail Passenger Survey bi-annual data). Percentage satisfied or good	Average of similar London and South East TOC's: 81% (Not a TfL target)	80% (Spring 2014)
Public Performance Measure (Network Rail figures)	Average of London and South east TOCs is 91% (Not a TfL target)	96.7%
TfL KPIs	Q1 Target 2014/15	Current performance level
Overall customer satisfaction score (TfL measure)	81	82
On time performance (A TfL measure of PPM Moving Annual	96%	96.1%

Average)		
----------	--	--

London TravelWatch's overall performance assessment of London Overground:

London Overground is continuing to perform well and achieved its targets, although the RTA is the same as the previous quarter but poorer than the same period a year ago. Customer complaints are down, although greater enforcement on ticketless travel has seen a rise of complaints in this area.

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

## 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.

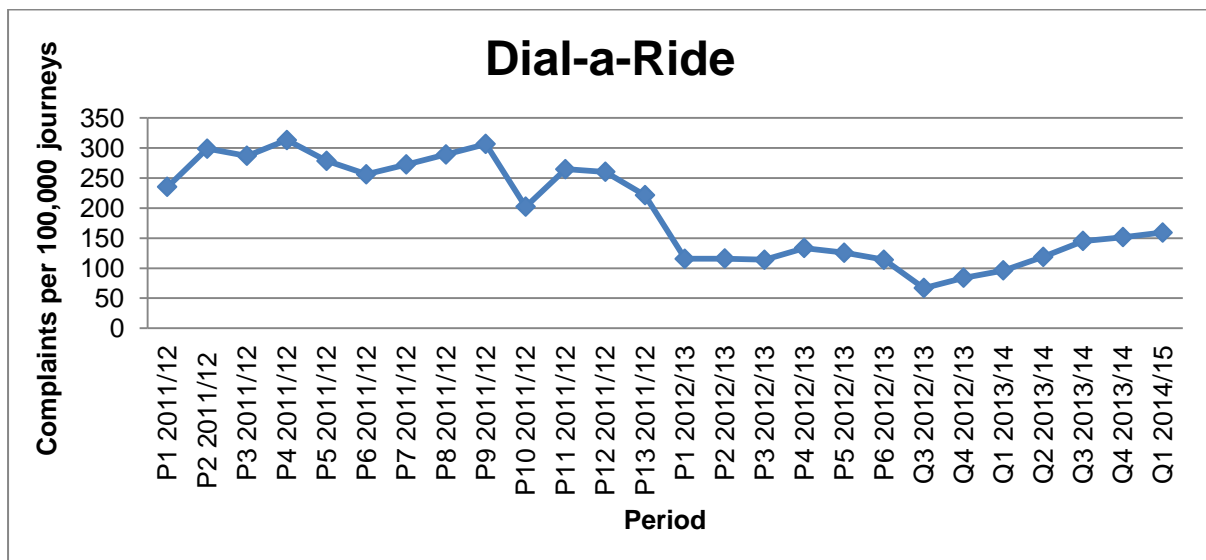
Overall customer satisfaction was above target this quarter. Dial-a-Ride members are very satisfied with driver helpfulness/courtesy, which scores 96. Satisfaction with the booking process has significantly increased compared to the same period last year, with a score of 81.

The number of journeys delivered in quarter 1 is down when compared to the same quarter in the previous year. This was attributed to industrial action during the quarter

It is pleasing to see customer satisfaction is above 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.

Complaints increased compared to the same period last year. Dial-a-ride received 159 complaints per 100,000 journeys. Booking refusals are the main source of complaints.

**Graph 32 – Customer complaints received by TfL for every 100,000 journeys**



**Table 10 – Q1 2014/15 Dial-a-Ride TfL business plan KPIs**

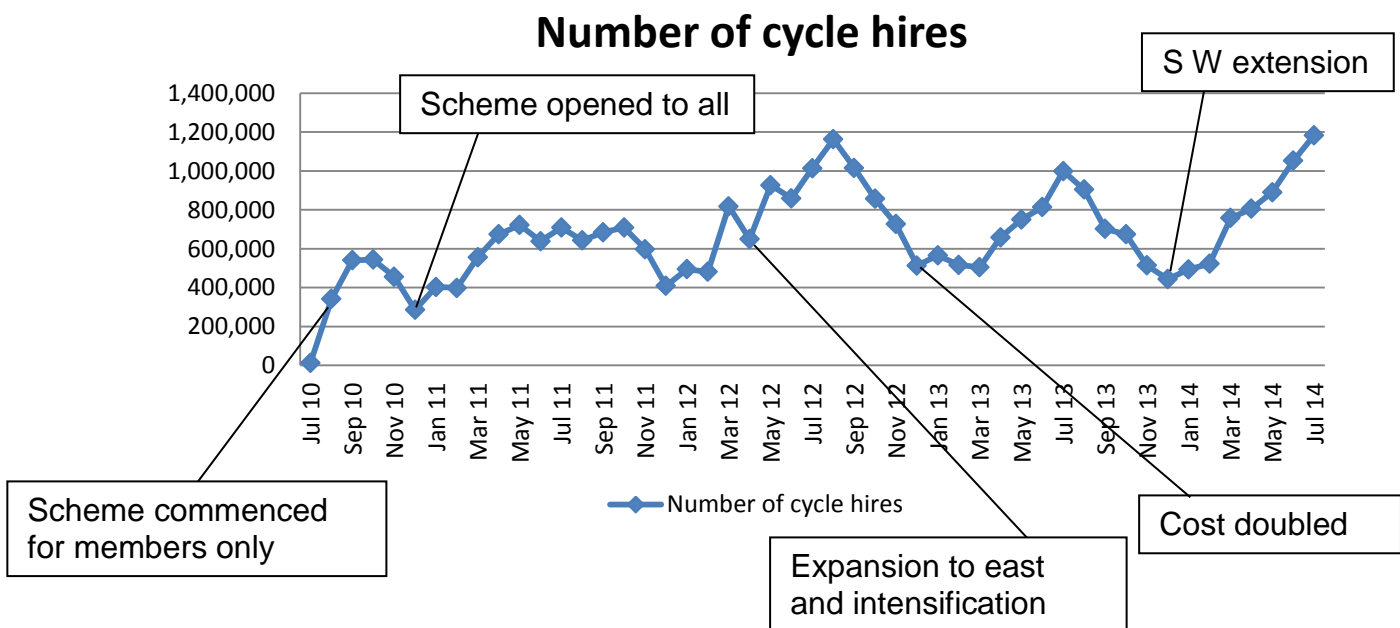
KPI	Q1 Target 2014/15	Current performance level
Customer satisfaction score – overall	92	93
Quarterly passenger journey numbers	1,400,000(annual target)	
<p>London TravelWatch's overall performance assessment of Dial-a-Ride:</p> <p>Dial-a-Ride's performance in terms of journeys operated was similar to the same quarter in the previous year.</p> <p>Customer satisfaction overall is above target, but this masks the issue of dissatisfaction of users with the ad-hoc journey booking service.</p>		

## 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.

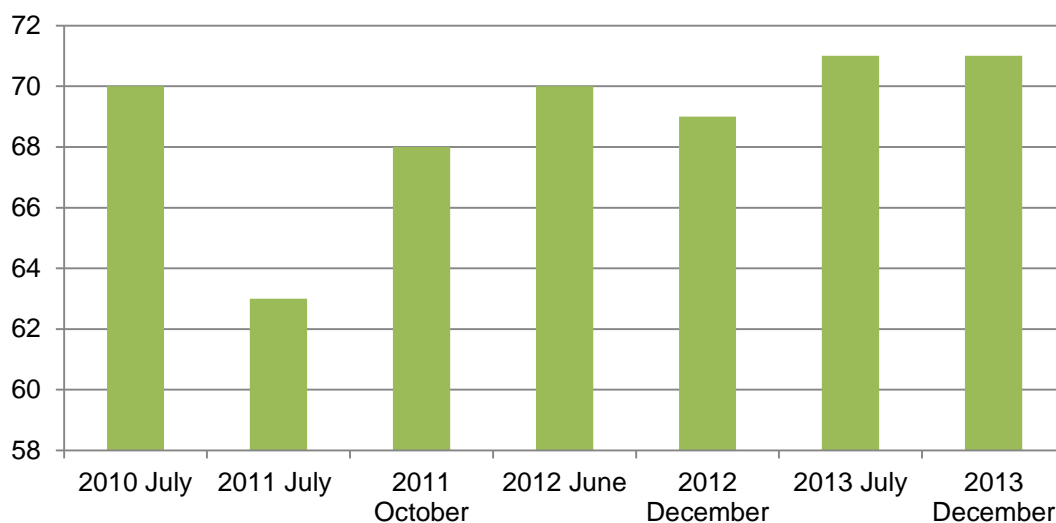
**Graph 33 – Cycle hire scheme usage**



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.

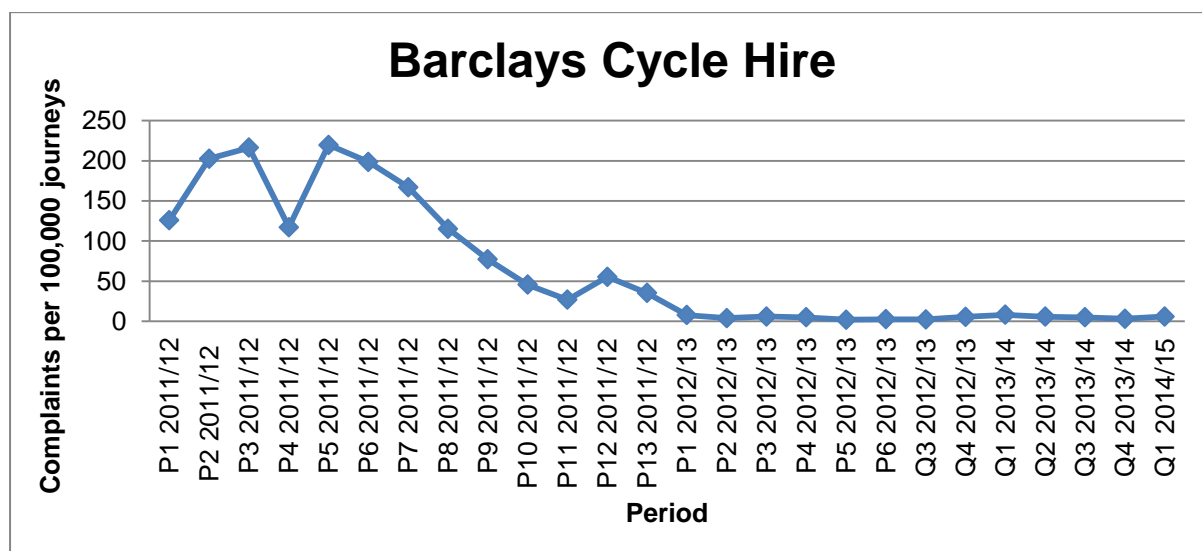
However, scores for the availability of spaces at docking stations and value for money are at their lowest levels.

**Graph 34 – July 2010, July 2011, October 2011, June 2012, December 2012, July 2013 and December 2013 cycle hire customer satisfaction score**



Complaints decreased compared to the same period last year. The cycle hire scheme received 2.95 complaints per 100,000 journeys.

**Graph 35 – Customer complaints received by TfL for every 100,000 journeys**



## 10 Customer satisfaction and value for money scores – modes comparison

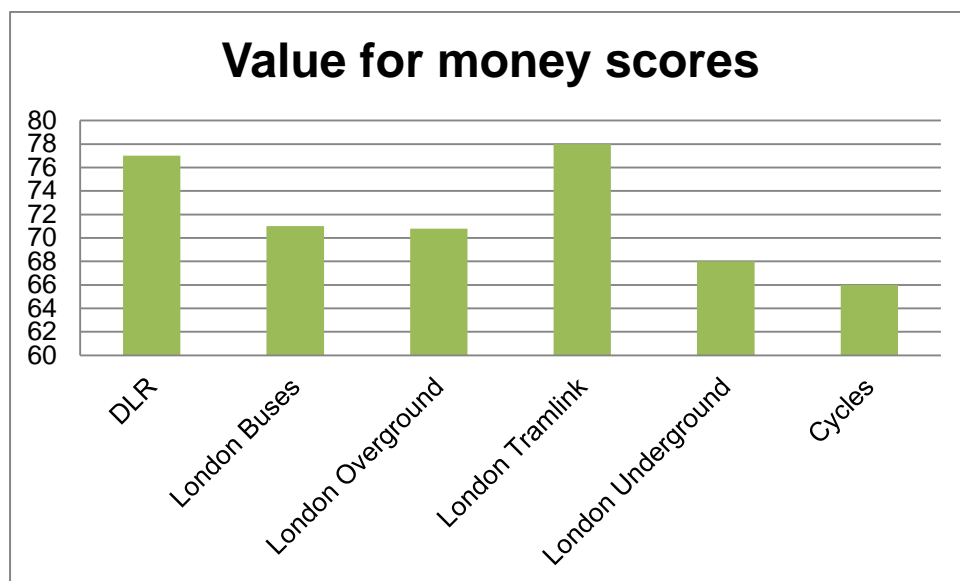
**Graph 36 – Q1 2014/15 overall customer satisfaction scores – modes comparison**



\* Annual survey only

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

**Graph 37 – Q1 2014/15 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](#) – First Quarter, 2014/15
- Streets
  - London Streets Performance Report, Q4 2013/14 (supplied by TfL directly)
- London Buses
  - <https://tfl.gov.uk/forms/14144.aspx>
  - Customer satisfaction survey scores supplied by TfL directly
- London Underground
  - <http://tfl.gov.uk/corporate/publications-and-reports/underground-services-performance>
- Docklands Light Railway (Note: DLR quotes financial Q4 as calendar Q1)
  - <http://tfl.gov.uk/corporate/publications-and-reports/dlr-performance-data>

- Customer satisfaction survey scores supplied by TfL directly
- Dial-a-Ride
  - <http://www.tfl.gov.uk/modes/dial-a-ride/>
  - 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>