

TfL 2014-15 Quarter 3 Performance Report (Sept - Dec 2014)

May 2015



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
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
Quarter 2 – Jul to Sept 2014	February 2015
Quarter 3 – Oct to Dec 2014	June 2015

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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 third quarter of the 2014-15 financial year (Sept to Dec 2014).

The aim of the report is to provide 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, 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 appears to now be impacting on bus service performance. TfL need to develop a substantive response to rising population, economic activity and other trends that are translating into increasing traffic volumes 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. Journey Time Reliability (JTR) was on 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 customer satisfaction scores are again good, but reliability of London's bus services was worse than both the target and the same quarter last year. Of London's 378 high frequency bus routes in quarter 3 2014-15, 191 were below the contracted

minimum standard, 52 operated at the contracted standard, and 135 performed better than the contracted standard. This is much worse than previously reported.

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 is impacting on reliability and this along with journey time need constant monitoring.

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 complementary improvement to bus priority elsewhere along the routes affected.

London Underground

Customer satisfaction scores and Excess Journey Time are better than target. There was a slight increase in excess journey time compared to the previous quarter (Q1 2014-15).

It is noted that the customer satisfaction train service score is higher compared to last quarter, Q2 2014-15, and better than the same quarter a year ago, Q3 2013-14.

Docklands Light Railway

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

Customer complaints, (mostly about ticket machines), were lower this quarter compared to the same period last year (Q3 2013-14), but was higher than previous quarter (Q2 2014-15). The overall continued reduction in complaints is due to resolution of issues surrounding Ticket Vending Machines.

Tramlink

Customer satisfaction is on target. Value for money is lower than previous quarter (Q2 2014-15), but is the same as the score received a year ago (Q3 2013-14). Following the initial reduction in complaints, due to re-categorisation, there is a steady increase on the complaints received by Tramlink. Issues of complaints were centred on extended waits in the service, and insufficient boarding times.

London Overground

London Overground is continuing to perform well and achieved its targets, although the RTA is very poor compared to all previous quarters. Customer complaints are up, 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 on the network.

Dial-a-Ride

Dial-a-Ride's performance in terms of journeys operated was similar to the same quarter in the previous year (Q3 2013-14).

Customer satisfaction overall remains at target, but this masks the issue of dissatisfaction of users with the ad-hoc journey booking service. Satisfaction with the booking process has decreased this quarter when compared to the previous (79 Q3 2013-14)

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 2013. This report was published in December 2014¹.

There were 26.1 million daily trips in, to, and from, Greater London, an increase of 1.2% over the previous year. This detailed in Table 1.

Table 1: How Londoners travel (millions of daily trips and percentage of all trips), 2013

Mode	No. of trips (millions) 2013	No. of trips (millions) 2012	Percentage of total 2013	Percentage change
Rail	2.7	2.6	10.3	+3.8
Underground-DLR	2.5	2.4	9.6	+4.2
Bus-Tram	4.1	4.1	15.7	0
Taxi-PHV	0.3	0.3	1.1	0
Car (driver & passenger)	9.4	9.6	36.0	-2.1
Motorcycle	0.2	0.2	0.8	0
Cycle	0.5	0.5	1.9	0
Walk	6.3	6.3	24.1	0
All modes	26.1	25.9		+1.2

¹ Travel in London, Report 7, 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.

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.

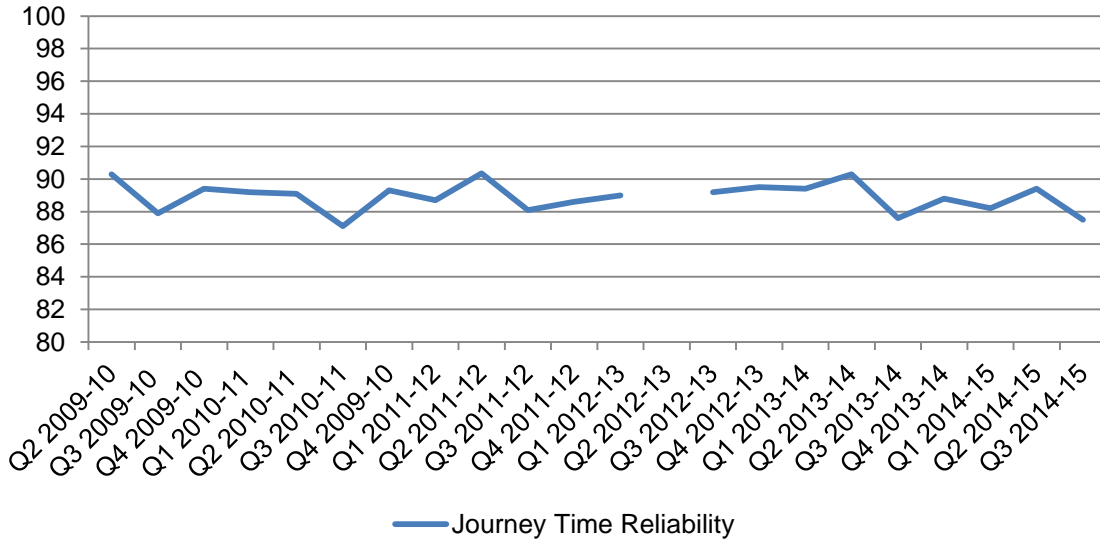
The JTR across the whole of the TLRN in the AM peak for quarter 3 was 87.5%, which was 0.1 percentage point lower than the same quarter in 2013-14, but on target for this quarter, Q3 2014-15.

Graph 1a - Journey Time Reliability on the TLRN in the AM peak by quarter, Q1 2010-11 to Q3 2014-15



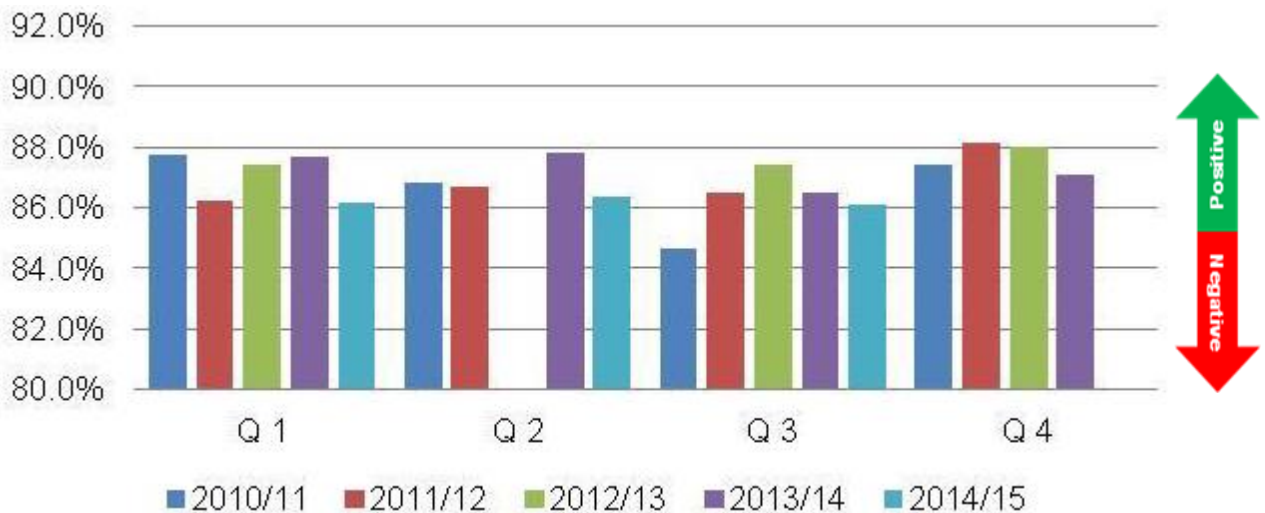
The same statistics of graph 1 are represented as a line graph in graph 1b. Please note there is no figure for the quarter 2 2012-13 due to the Olympic Games.

Graph 1b - Journey Time Reliability on the TLRN in the AM peak since Q2 2009-10



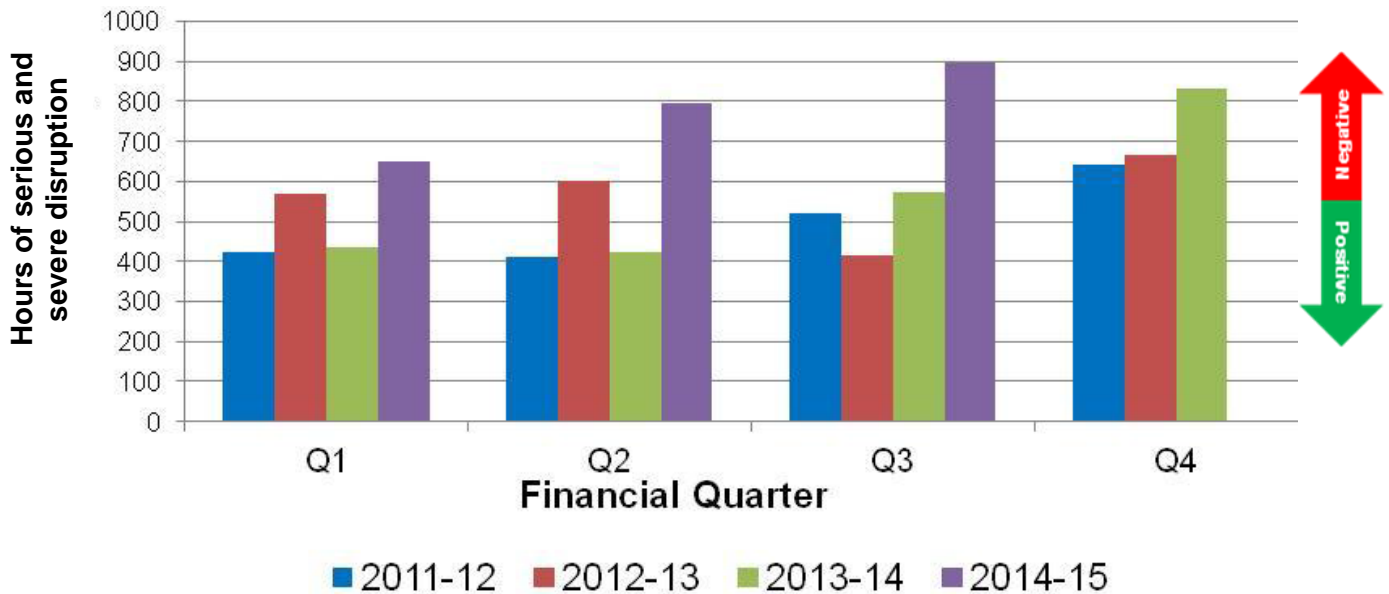
An equivalent JTR figure for the central area is also reported by TfL. This quarter's figure is 86.1%; this is 0.4 percentage points lower (worse) than the same period in 2013-14.

Graph 2 - Journey Time Reliability in central London in the AM peak by quarter, Q1 2010-11 to Q3 2014-15



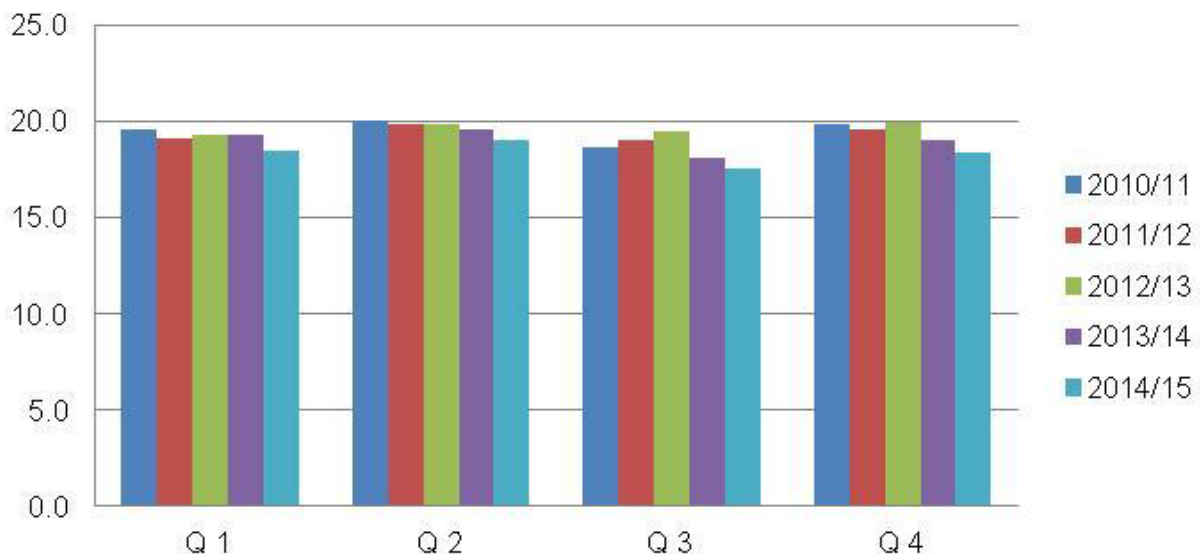
Serious and severe disruption on the TLRN rose in quarter 3 compared to 2013-14 last year. The main contributors include an increase in Highway Authority and other works, traffic volumes, hazards and accidents.

Graph 3 - Duration of TLRN serious & severe unplanned and planned events (hrs) by quarter, Q1 2011-12 to Q3 2014-15



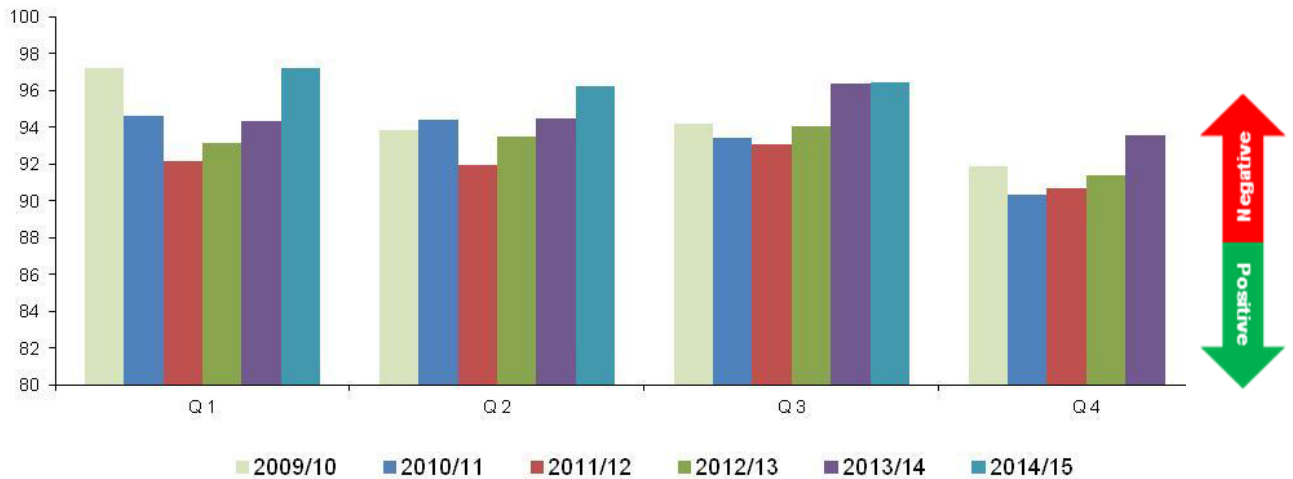
The average traffic speed on London’s major roads in quarter 3 during weekdays decreased compared with the same quarter in 2013-14. This is the slowest average traffic speed in five years.

Graph 4 - Traffic speeds on London’s major roads 12 hrs average weekday between 0700-1900 by quarter (mph), Q1 2009-10 to Q3 2014-15



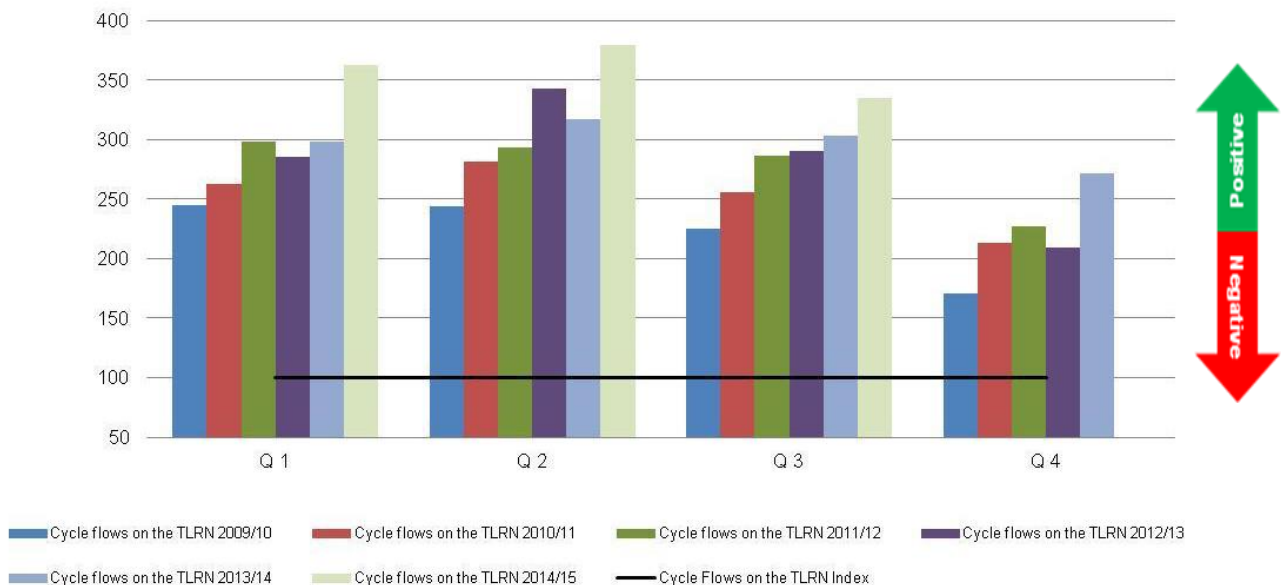
Traffic volumes across London have been generally falling over a number of years. This trend may be reversing. Traffic volume growth is the underlying problem that is leading to increase congestion.

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



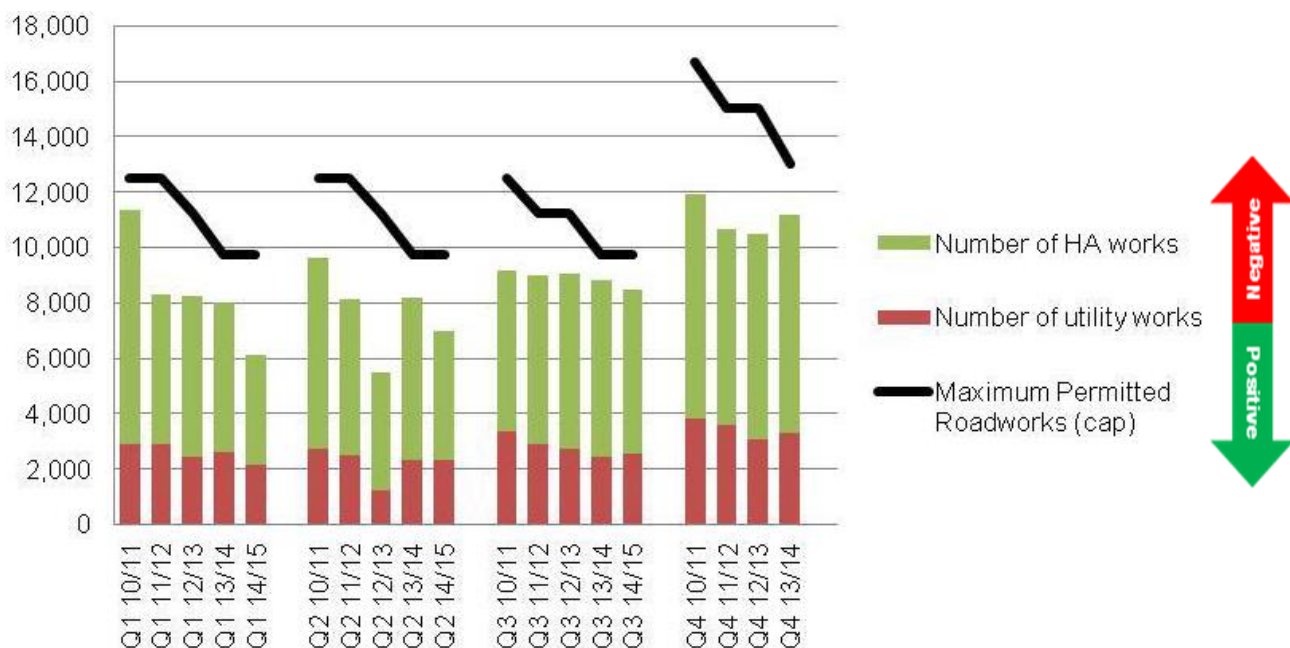
Cycle flows in quarter 3 have increased quite markedly compared to the same quarter 2013-14. Minor corrections have been made to the TLRN cycling index methodology to ensure it accurately reflects recent cycle flows.

Graph 6 – Cycle flows on the TLRN – by quarter indexed to March 2000 = 100. Q1 2008-09 to Q3 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 Q3 2014-15

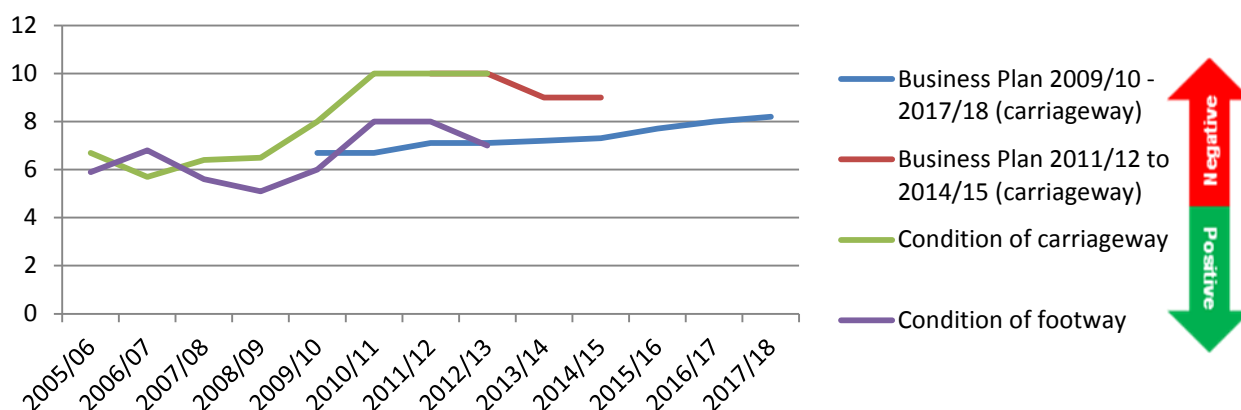


The percentage of roads not in a 'good state of repair' is significantly above the target (poorer) than a previous business plan target. This target has been relaxed in the latest business plan, and is now being met. TfL tell us, this is a sustainable target. There has been an improvement in the condition 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	Q2 2014	Q3 2014
Overall satisfaction	72	75	76	75	75	75	74
Working condition of traffic lights	75	77	78	77	79	79	79
Could accurately estimate how long journey would take	70	73	75	73	74	74	74
Up to the minute information about delays and disruption	68	72	74	72	73	73	73
Management of road works	67	70	73	71	72	73	72
Traffic congestion	63	67	69	67	68	69	67

Table 3 – Customer satisfaction – roads scores

Indicator	Q3 2010	Q3 2011	Q3 2012	Q3 2013	Q1 2014	Q2 2014	Q3 2014
Overall satisfaction	72	75	76	75	75	75	74
Street lighting	75	77	77	76	78	78	77
Condition of road surfaces	68	70	73	71	69	70	72

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 – Q3 2014-15 London Streets TfL business plan key performance Indicator (KPI)

KPI	Q3 Target 2014-15	Current performance level
Journey Time Reliability (seasonal target)	87.4%	87.5%
TLRN cycling journeys (seasonal target)	310	335
% of road assets not in good repair (annual figure for 2009-2010)	10%*	9%
Traffic signal availability	99.1%	98.57%

*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 on target this quarter.

There may be an indication of a reversal in the long term trend of reducing traffic volume which, if it continues, will 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

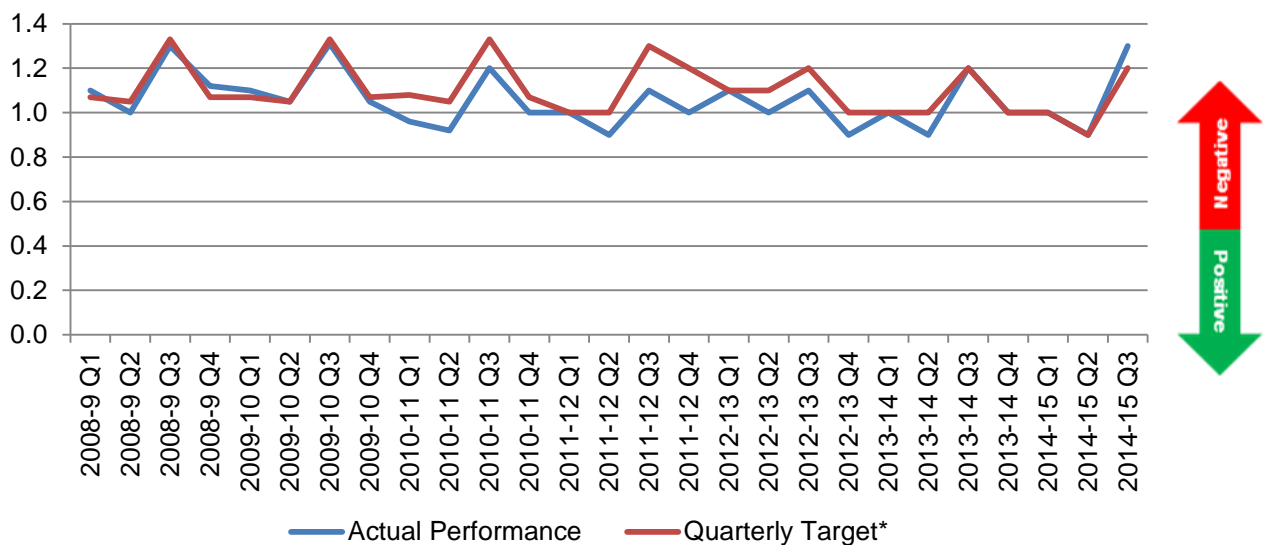
This section of the report outlines the performance of the London bus network in the third quarter of 2014-15

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 is being achieved.

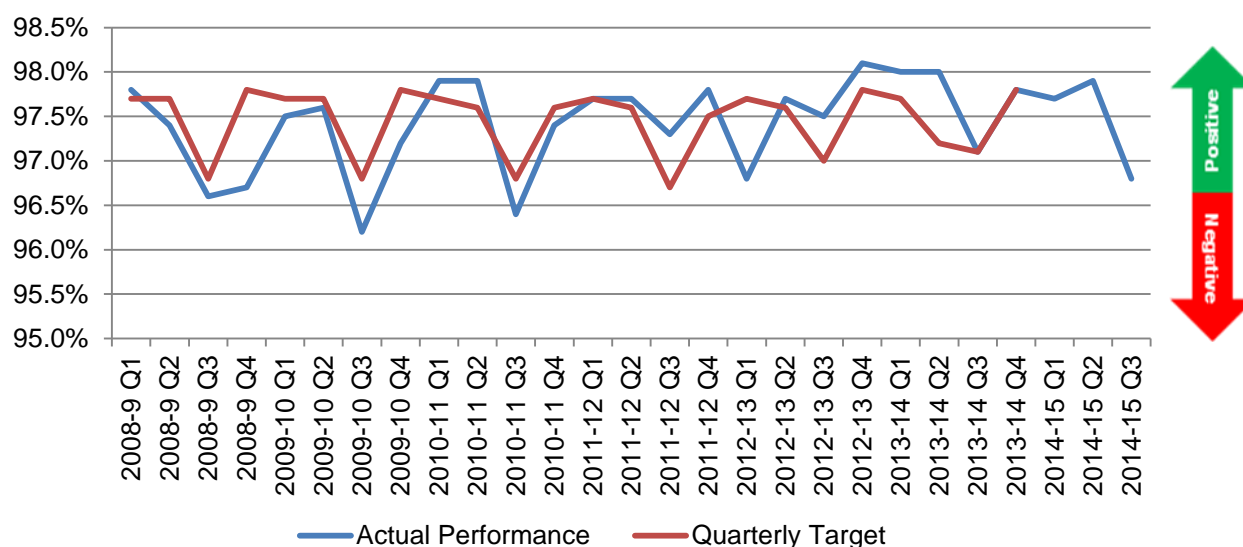
EWT is the measure that indicates the additional minutes wait time for passengers beyond the scheduled value on high frequency bus routes. EWT was 1.3, which was above (worse than) the target for this quarter (Q3 2014-15). See Graph 9.

Graph 9 – Q1 2008-09- Q3 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. Again, the graph shows seasonal targets.

Graph 10 – Q1 2008-09- Q3 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 3 2014-15, 191 were below the contracted minimum standard, 52 operated at the contracted standard, and 135 performed better than the contracted standard. This is much worse than previously reported.

Poor performance on the bus network is often because of prolonged road works, which are usually 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 10 bus services in this quarter, to see if any are consistently performing poorly routes. Of these bus routes, 284, 145, 129, W11, and 78 were of concern to London TravelWatch. London TravelWatch has asked TfL what the issues are for these routes.

TfL informed London TravelWatch that:

“Route 78: Three additional buses were introduced from 21.3.15 to mitigate for road works and improve reliability. We will monitor post implementation.”

“Route 129: The peak frequency was increased to 7.5 bph to provide additional capacity, and to introduce an additional bus for reliability during both peaks on 3.1.15. The schedule was initially successful, however period 12 saw a sharp decline

as a result of Gas Works at Creek Road that did not finish on time. These works have now ended.”

“Route 145: Routes that operate between the A11 and A12 corridor have all struggled to meet reliability. Now that traffic signalling has been optimised we are looking to introduce new schedules that better reflect run times.”

“Route 284: There has been a diversion and change to the terminal manoeuvre at Lewisham town centre due to the closure of Lewisham bus station by Lewisham Gateway development works. New schedules with an additional bus were introduced to mitigate. We will review whether this mitigation is adequate.”

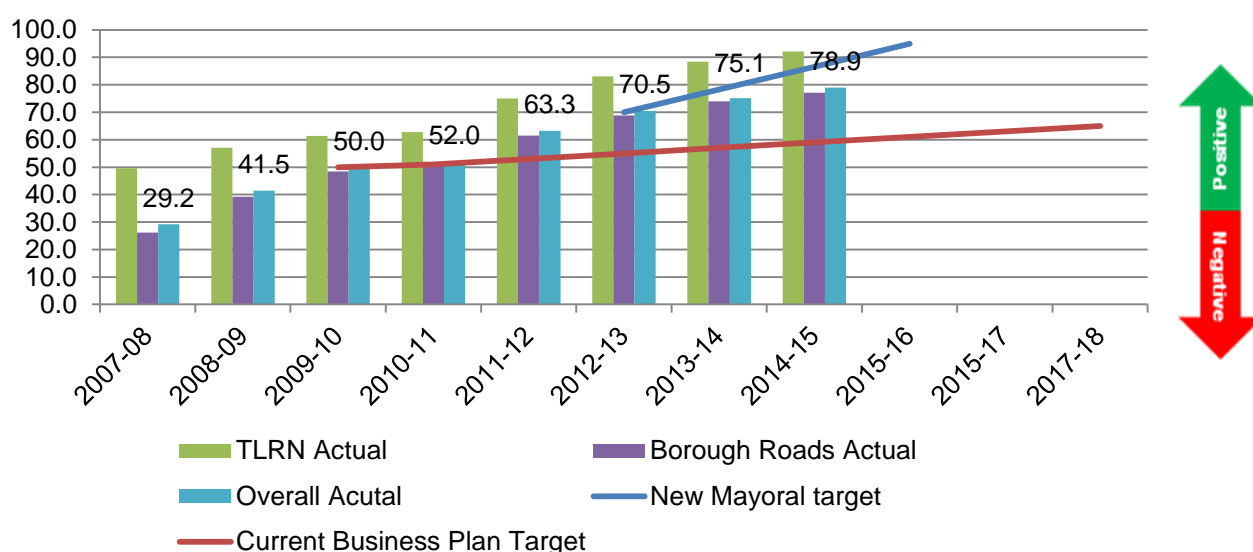
“Route W11: A new schedule is being planned for early May15, although performance was within standard for p11 and p12 so we will monitor this recent improvement.”

Bus stop accessibility

Based on TfL’s audit of bus stops, 78.9% 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 92.1%.

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.

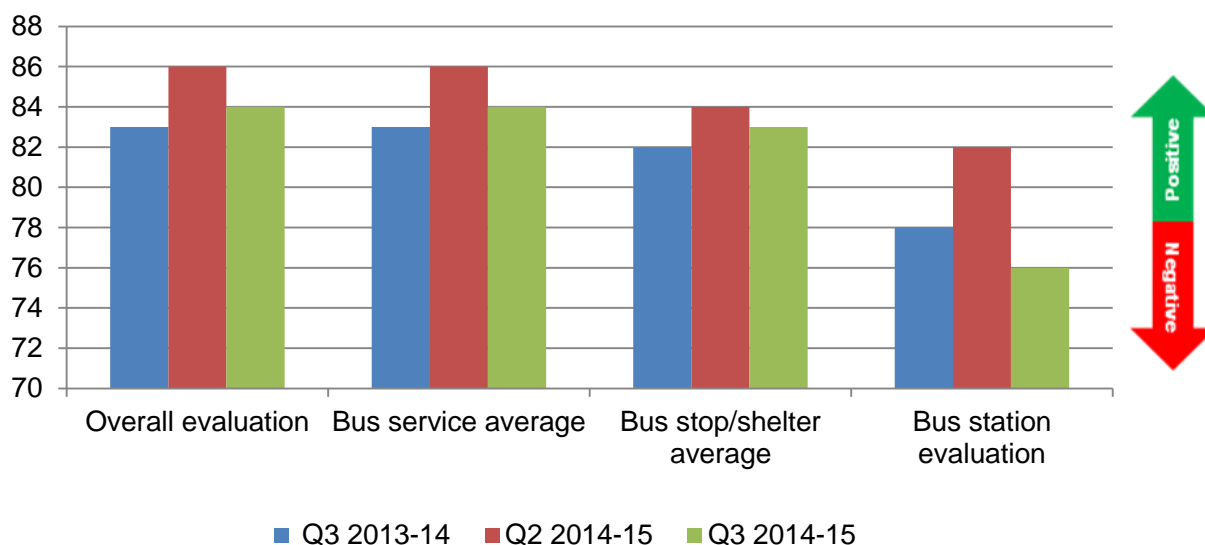
Graph 11 – Bus stop accessibility 2008-09 to 2017-18 target and progress to date



Customer Service

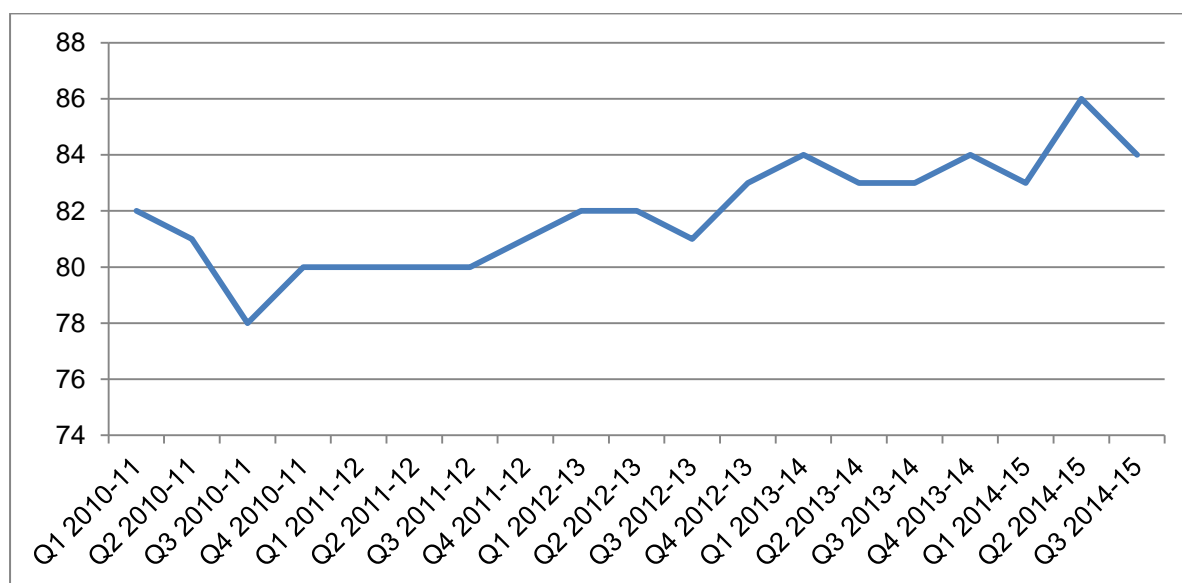
Customer satisfaction figures for the last two quarters, along with the comparison from one year ago, are shown in Graph 12. Customer satisfaction has decreased when compared to the previous quarter (Q2 2014-15), but is higher than the same period last year (Q3 2013-14).

Graph 12 – Q3 2013-14, Q2 2013-14 and Q3 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 Q3 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 3.30 complaints per 100,000 journeys in quarter 3. The increase in complaints is partly attributed to increased congestion and the next-bus apps, some of which include on-screen complaint forms.

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

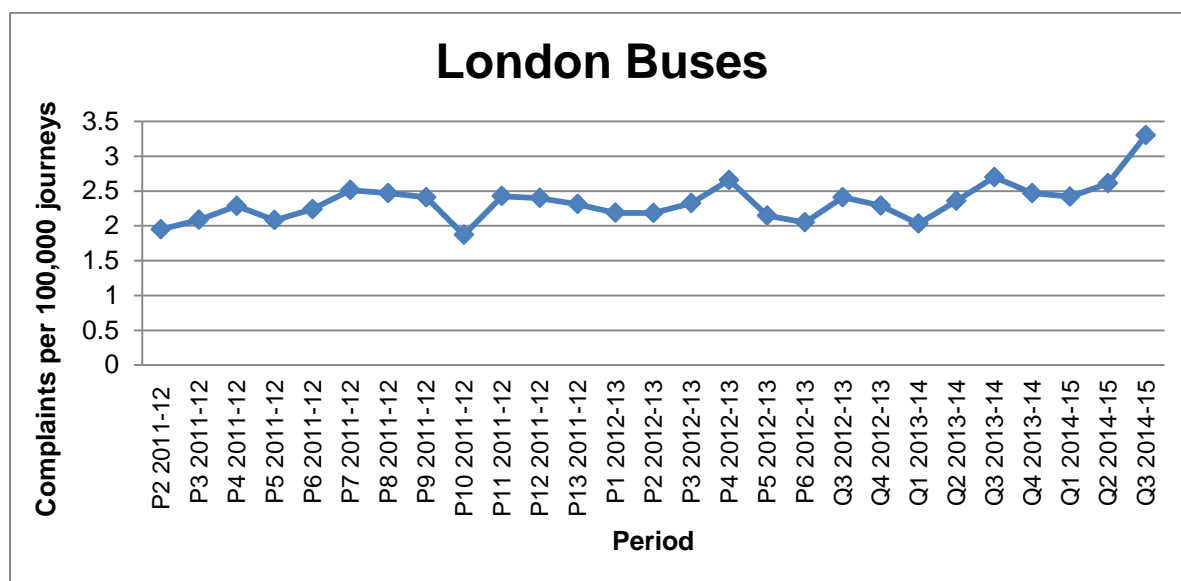


Table 5 shows a summary of the 2014-15 TfL Business Plan targets for London Buses.

Table 5 – Q3 2014-15 London Buses business plan key performance indicator (KPI)

KPI	Q3 Target 2014-15	Current performance level
Customer satisfaction – overall	83	84
Excess wait time – high frequency routes	1.2 minute	1.3 minute
% of Scheduled services operated	97.8%*	96.8%

London TravelWatch's overall performance assessment of London Buses:

The customer satisfaction scores are again good, but reliability of London's bus services was worse than both the target and the same quarter last year (Q3 2013-14).

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 is impacting on reliability and this along with journey time need constant monitoring.

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 complementary improvement to bus priority elsewhere along the routes affected.

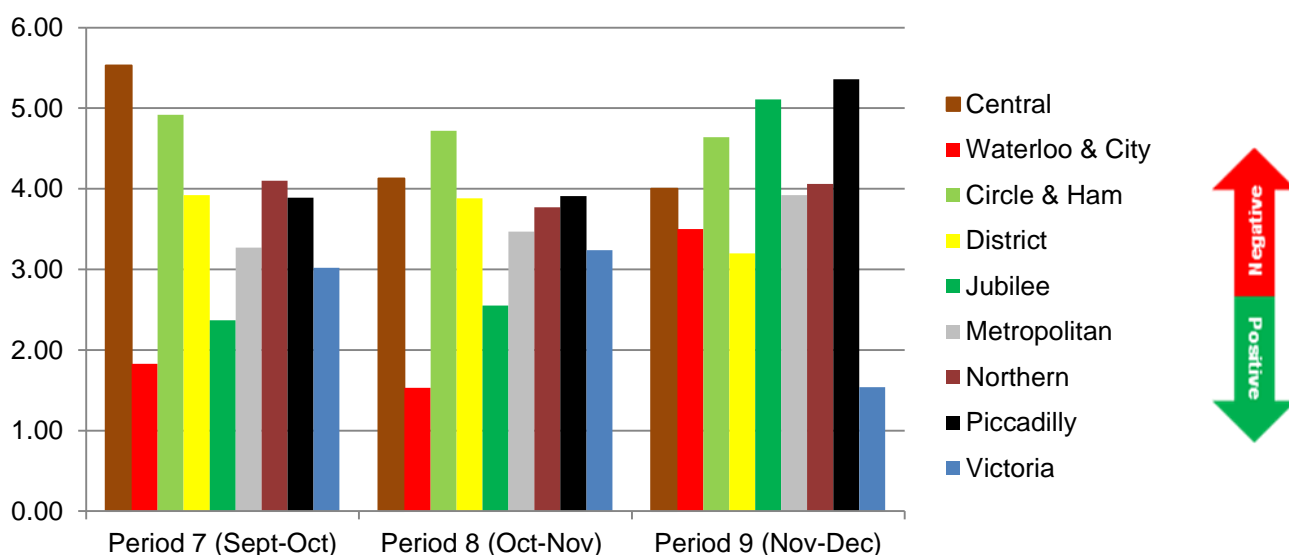
* Q4 2013-14 target

4 London Underground

In this section, the performance of London Underground for the third 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 three periods making up (broadly) the quarter.

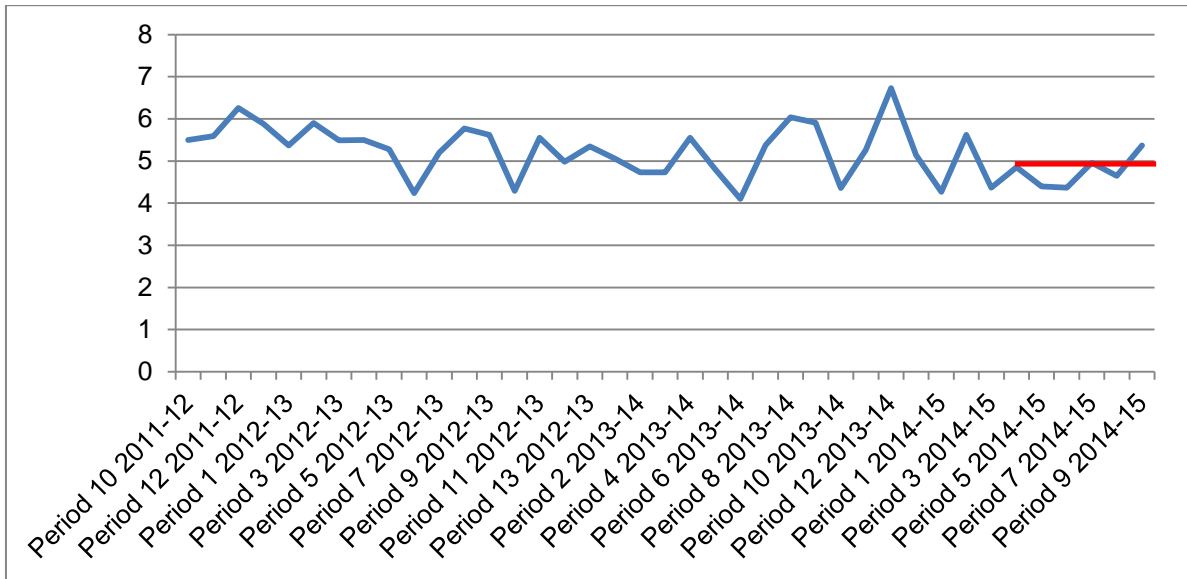
Graph 15 – P7 2014-15 to P9 2014-15, Excess Journey Time by Underground line (minutes)



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.

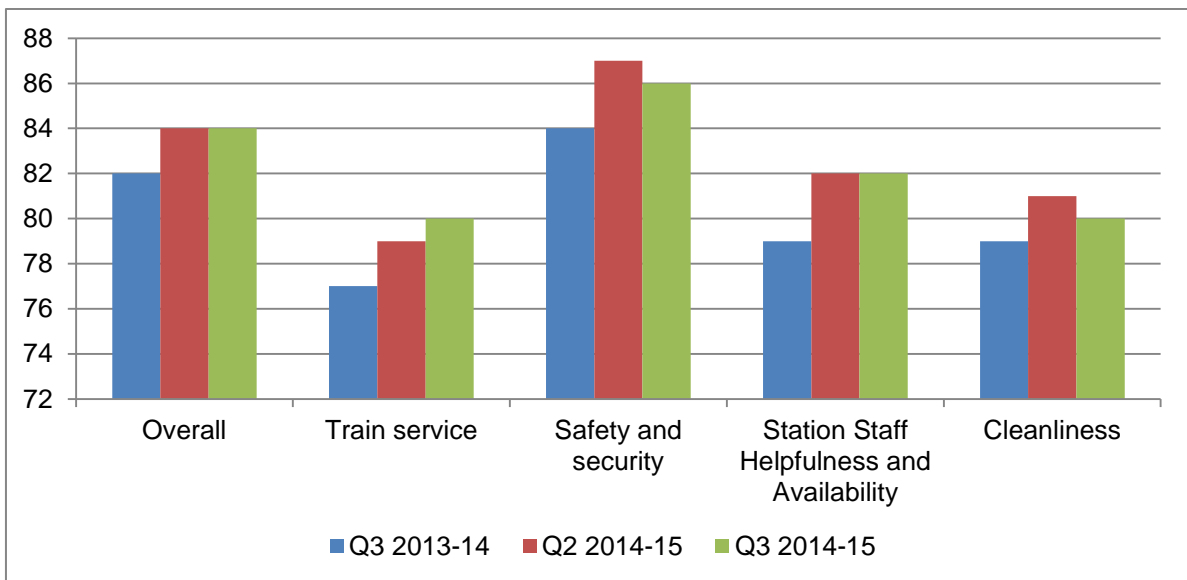
London Underground performed better than the network target set in the TfL 2013-14 business plan. It should be noted that this network target is somewhat tighter than the previous year’s target and will tighten further in future years. While there are high profile disruption events on the underground,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

Graph 16 – P10 2011-12 to P9 2014-15, Excess Journey Time measure for the network (minutes)



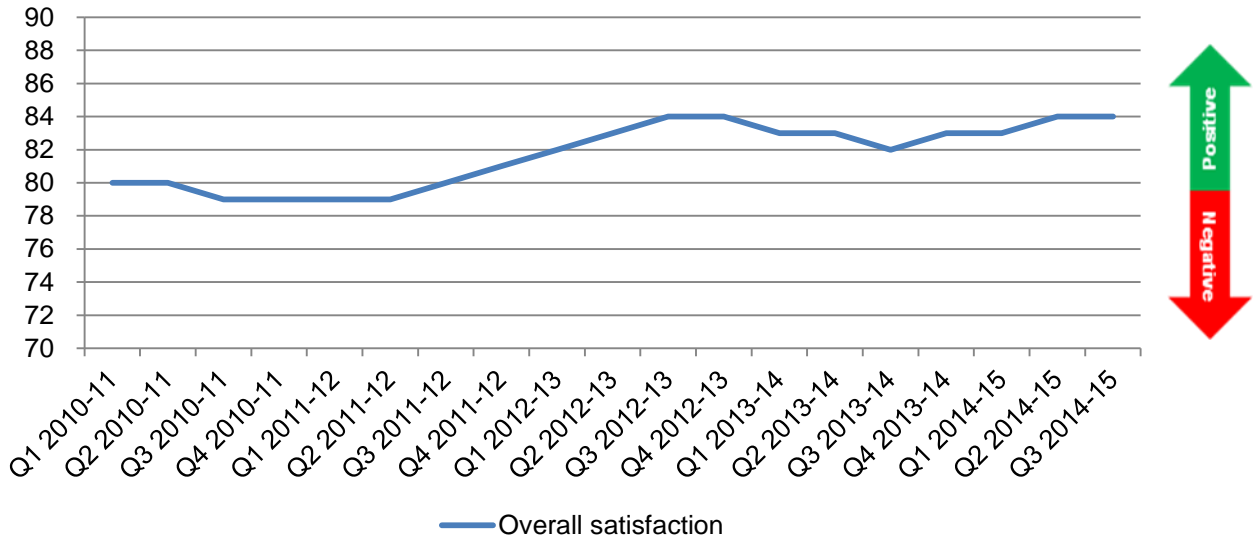
Customer satisfaction figures for the last two quarters, along with the comparison from one year ago, are shown in the Graph 17.

Graph 17 –Q3 2013-14, Q2 2014-15 and Q3 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 Q3 2014-15



Complaints to London Underground (LUL) were similar to the amount received in the corresponding quarter a year ago (Q3 2013-14). LUL received 1.15 complaints per 100,000 journeys. Delayed journeys continue to be most complained about issue.

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

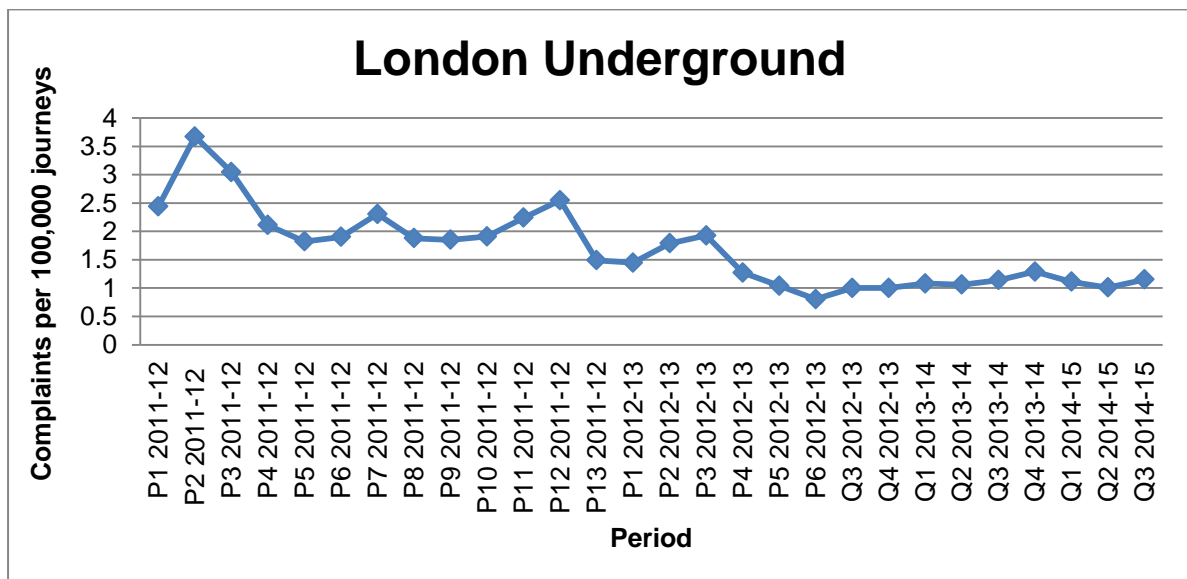


Table 6 shows a summary of all of the 2014-15 TfL business plan targets for London Underground.

Table 6 – Q3 2014-15 London Underground TfL business plan key performance indicator (KPI)

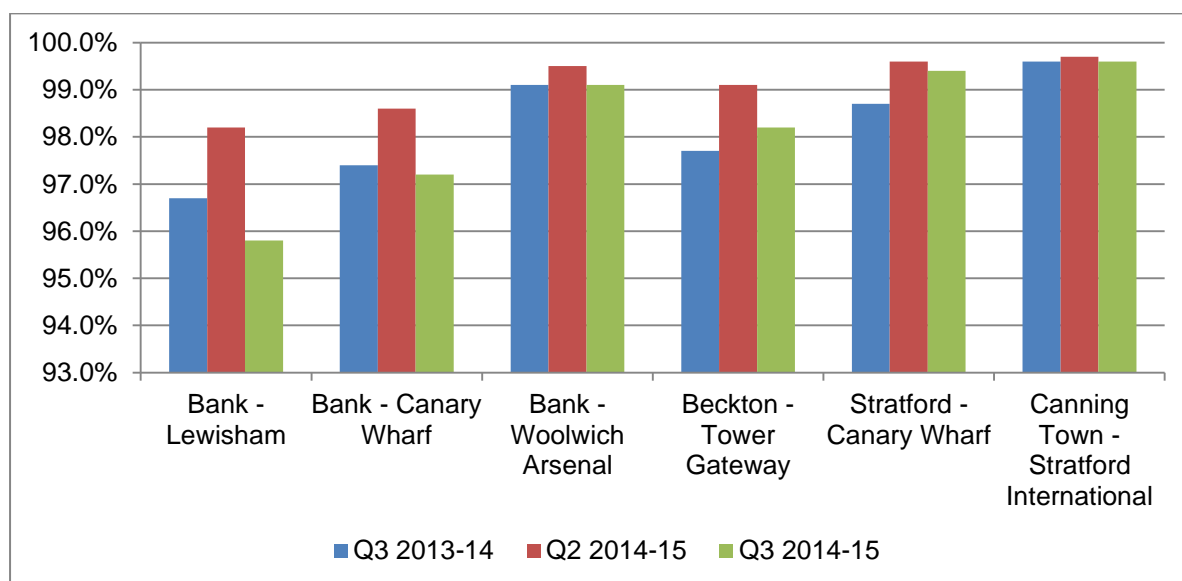
KPI	Q3 Target 2014-15	Current performance level
Customer satisfaction score – overall	83	84
Excess Journey Time	5.3 minutes	5.0 minutes
% of Scheduled services operated	98.1%	97.6%
<p>London TravelWatch's overall performance assessment of London Underground:</p> <p>Customer satisfaction scores and Excess Journey Time are better than target. There was a slight increase in excess journey time compared to the previous quarter (Q1 2014-15).</p> <p>It is noted that the customer satisfaction train service score is higher compared to last quarter, Q2 2014-15, and better than the same quarter a year ago, Q3 2013-14.</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.

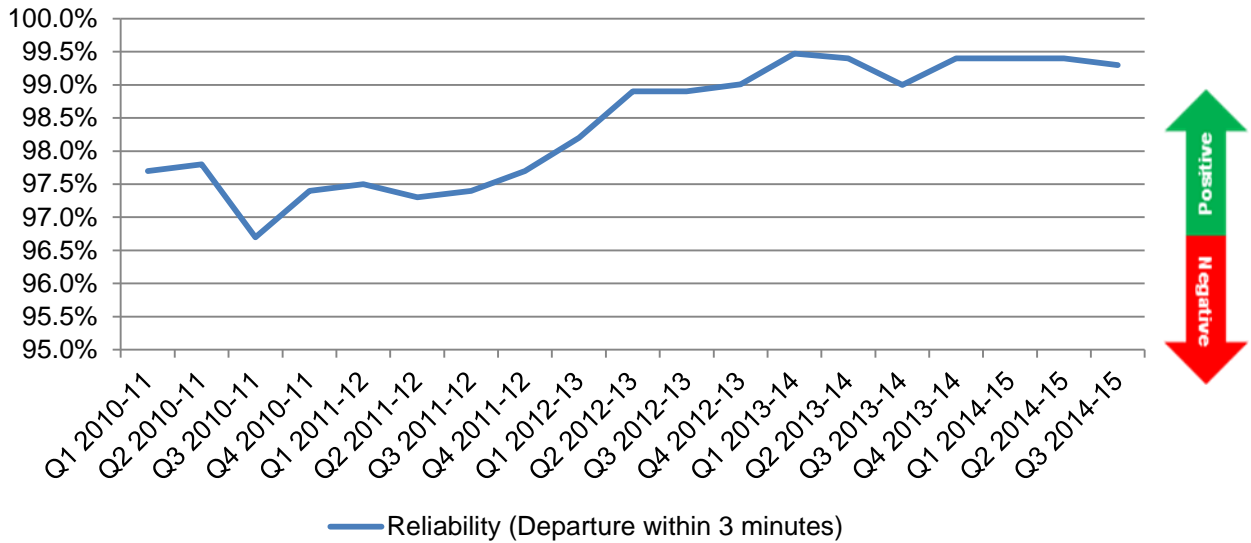
Graph 20 – Q3 2013-14, Q2 2014-15 & Q3 2014-15 journey time (split by route)



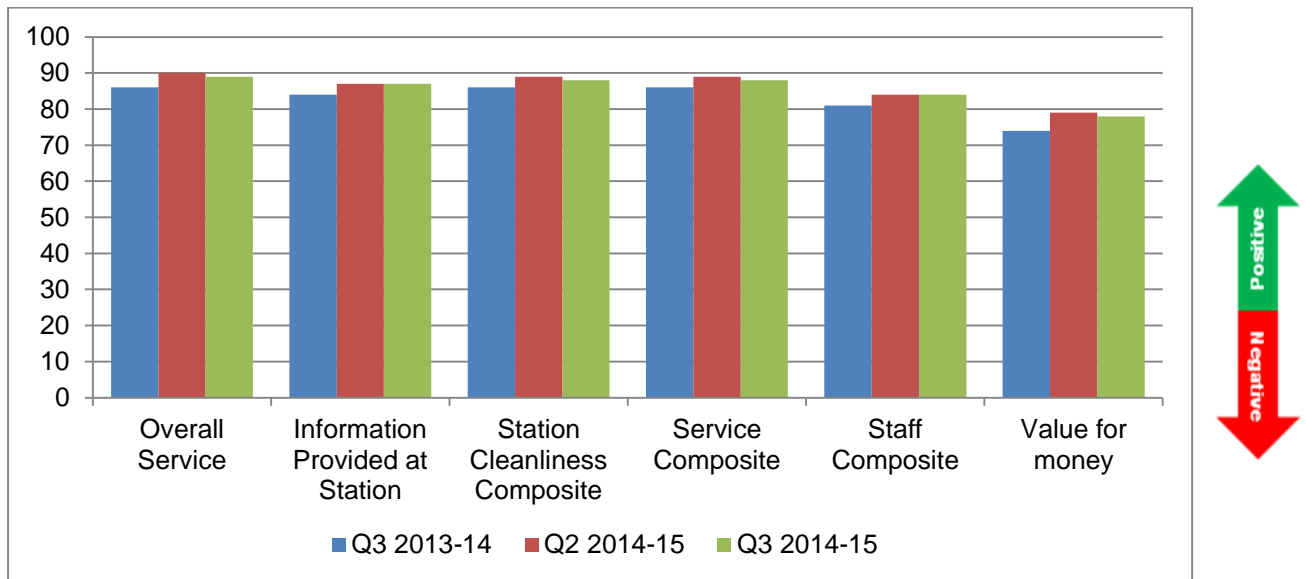
*Please note DLR use calendar year quarters when they publish figures on their website. These are financial year quarters in line with TfL general reporting.

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 Q3 2014-15 reliability (departure within 3 minutes of published service intervals)



Graph 22 – Q3 2013-14, Q2 2014-15, Q3 2014-15 DLR customer satisfaction scores



Graph 23 – Q1 2010-11 to Q3 2014-15 DLR overall customer satisfaction scores



Customer satisfaction scores were omitted in Q2 2012-13, due to the staging of the London Olympic Games.

Complaints rate were lower this quarter compared to the same period last year (Q3 2013-14), but was higher than previous quarter (Q2 2014-15). 2.35 complaints were received per 100,000 journeys. Complaints were mainly about Ticket Vending Machines (TVM). The overall continued reduction is due to resolution of issues surrounding TVM's.

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

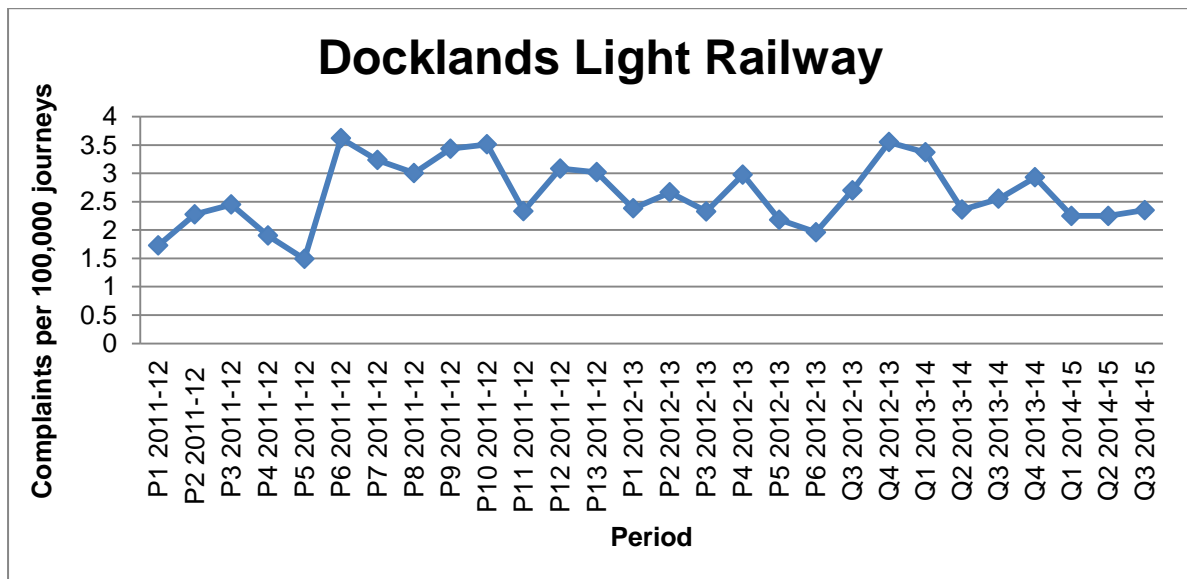


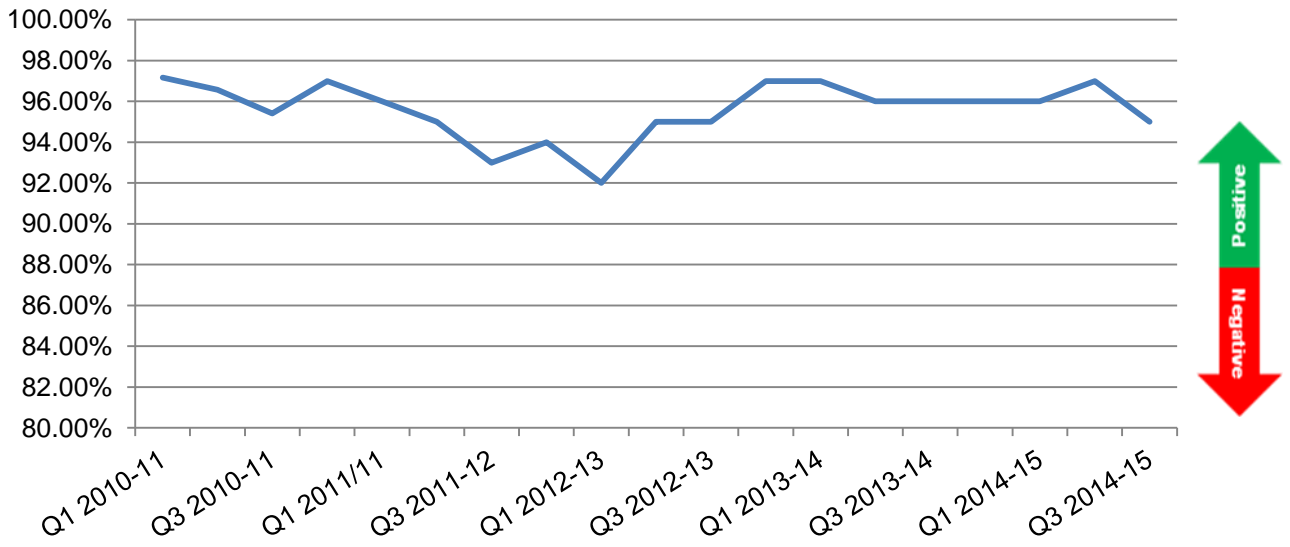
Table 7 – Q3 2014-15 DLR TfL business plan key performance Indicator (KPI)

KPI	Q3 Target 2014-15	Current performance level
Customer satisfaction score – overall	86	89
On-time performance	98.8%	99.2%
<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 three points above target.</p> <p>Customer complaints, (mostly about ticket machines), were lower this quarter compared to the same period last year (Q3 2013-14), but was higher than previous quarter (Q2 2014-15). The overall continued reduction in complaints is due to resolution of issues surrounding Ticket Vending Machines.</p>		

6 London Tramlink

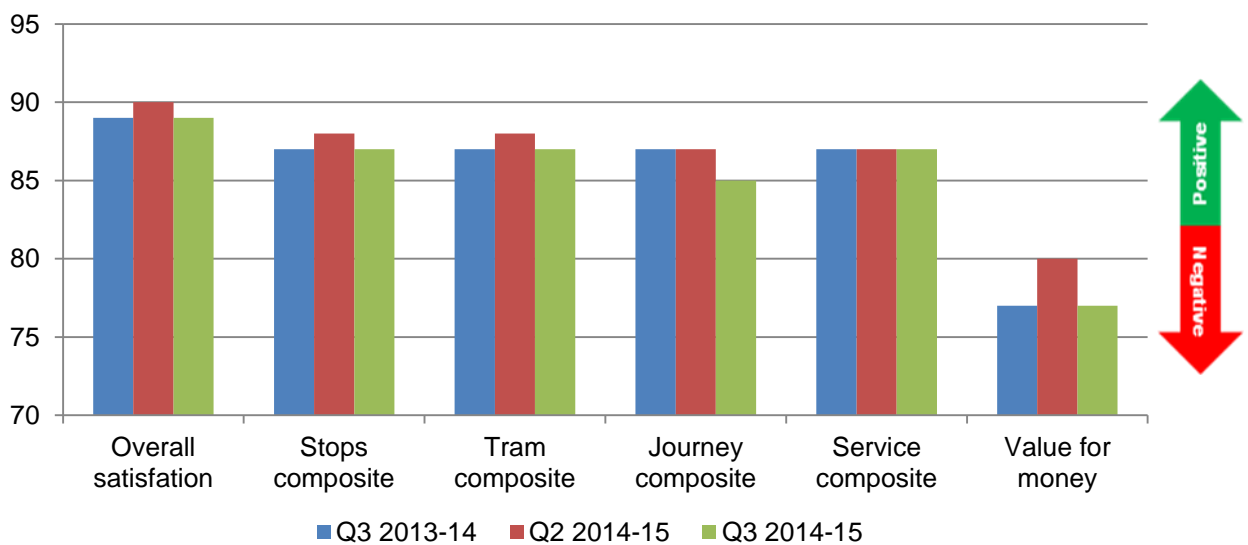
London Tramlink reports a public performance measure, which is the percentage of trams that arrive within five minutes of the scheduled time. There is no associated target.

Graph 26 – Q1 2010-11 to Q3 2014-15, public performance measure (per cent)

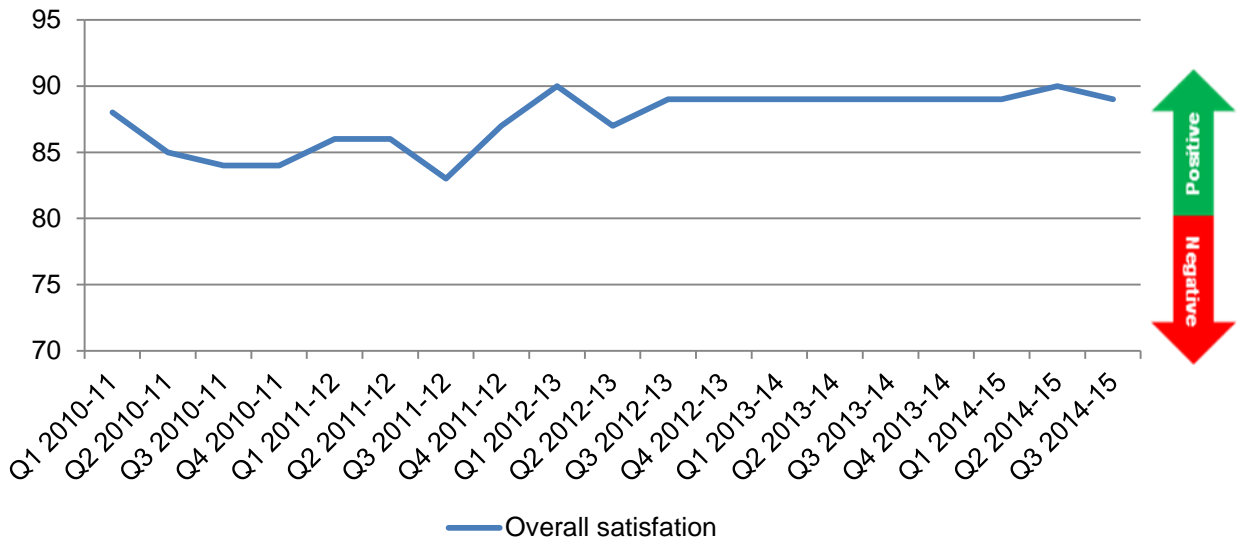


Customer satisfaction scores on Tramlink are shown in graph 27.

Graph 27 – Q3 2013-14, Q2 2014-15, Q3 2014-15 customer satisfaction scores



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



In Q3 2014-15, Tramlink received 1.62 complaints per 100,000 journeys. From Q3 2013-14, Tramlink complaints have been re-categorised. Any previous contact was classed as complaints; this is now based on genuine complaints only. Issues of complaints were centred on extended waits in the service, and insufficient boarding times.

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

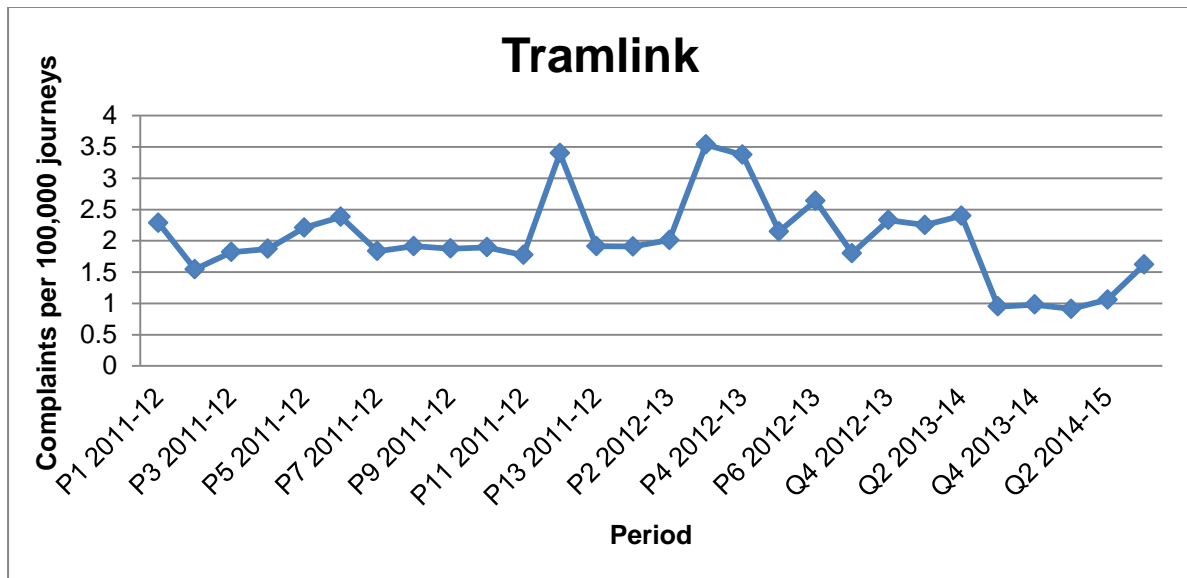


Table 8 shows a summary of all of the 2014-15 TfL Business Plan targets for London Tramlink.

Table 8 – Q3 2014-15 London Tramlink TfL business plan key performance Indicator (KPI)

KPI	Q3 Target 2014-15	Current performance level
Customer satisfaction score – overall	89	89
<p>London TravelWatch's overall performance assessment of London Tramlink:</p> <p>Customer satisfaction is on target. Value for money is lower than previous quarter (Q2 2014-15), but is the same as the score received a year ago (Q3 2013-14). Following the initial reduction in complaints, due to re-categorisation, there is a steady increase on the complaints received by Tramlink. Issues of complaints were centred on gaps and extended waits in the service, and insufficient boarding times.</p>		

7 London Overground

London Overground’s public performance measure (PPM) for the third quarter was 94.3%. This was 0.86 percentage points lower than the same quarter last year (Q3 2013-14). Please note this is a Network Rail statistic.

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

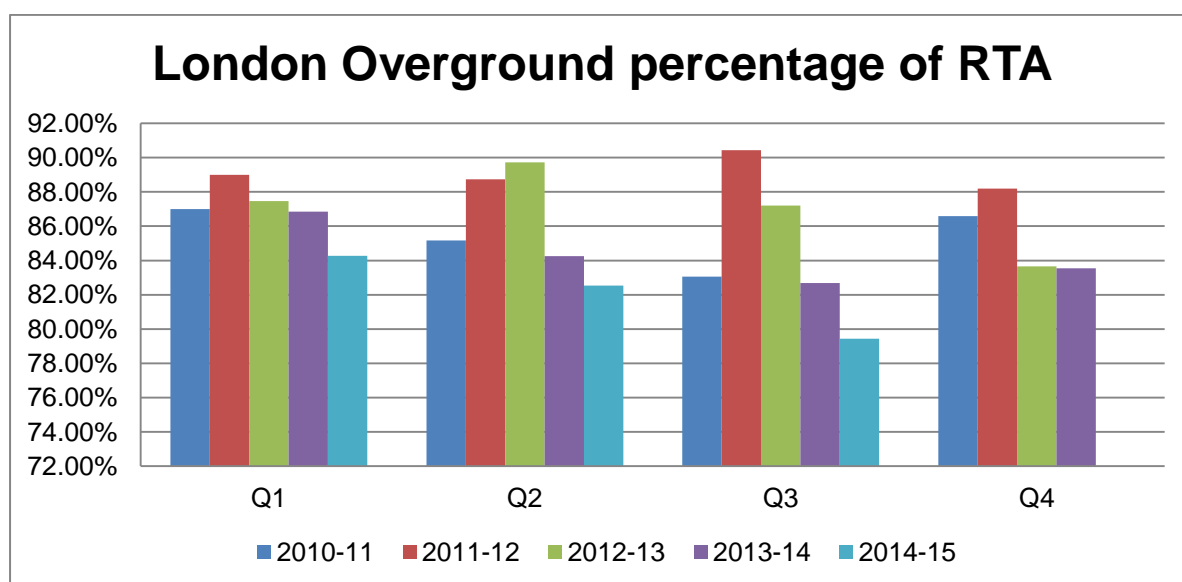
TfL’s own customer satisfaction score is above target.

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 PPM purposes.

London Overground performs well compared to most train operating company (TOCs), however this month’s RTA was again very poor compared to all previous quarters. The TOC has seen a deterioration of performance attributed to the knock on effects of the works at London Bridge and the poor performance of other TOC’s.

Graph 30 – London Overground percentage of RTA



London Overground experienced a slight increase in complaints compared to the previous corresponding quarter, (Q3 2013-14) receiving 3.18 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

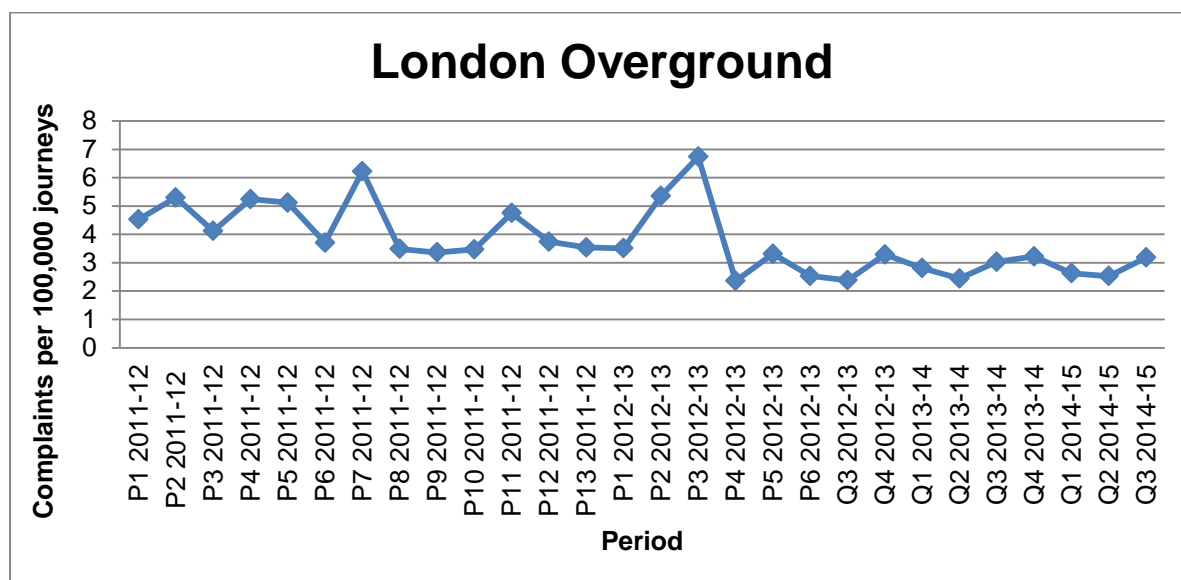


Table 9 – Q3 2014-15 London Overground TfL business plan key performance Indicators (KPI) and National Rail performance figures

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% (Autumn 2014)
Public Performance Measure (Network Rail figures)	Average of London and South east TOCs is 86% (Not a TfL target)	94.3%
TfL KPIs	Q3 Target 2014-15	Current performance level
Overall customer satisfaction score (TfL measure)	81	83
On time performance (A TfL measure of PPM Moving Annual Average)	96%	95.8%

London TravelWatch's overall performance assessment of London Overground:

London Overground is continuing to perform well and achieved its targets, although the RTA is very poor compared to all previous quarters. Customer complaints are up, 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 on the network.

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 with a score of 92. Dial-a-Ride members are very satisfied with driver helpfulness-courtesy, which scores 94 (96 Q3 2013-14). Satisfaction with the booking process has decreased compared to the same period last year, with a score of 77 (79 Q3 2013-14).

It is pleasing to see customer satisfaction is on 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 164 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

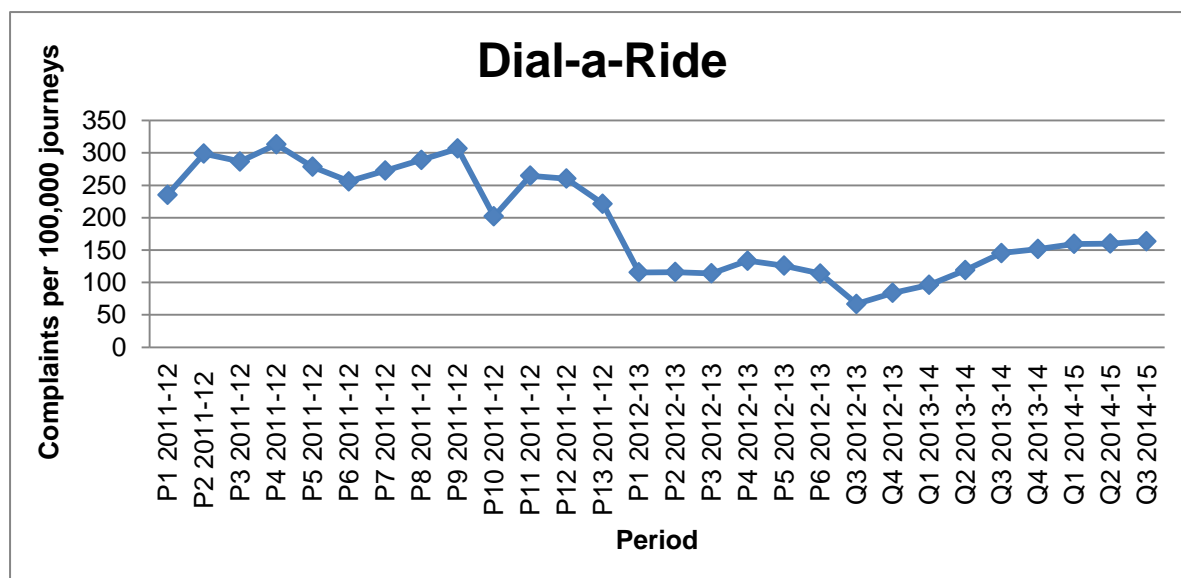


Table 10 – Q3 2014-15 Dial-a-Ride TfL business plan KPIs

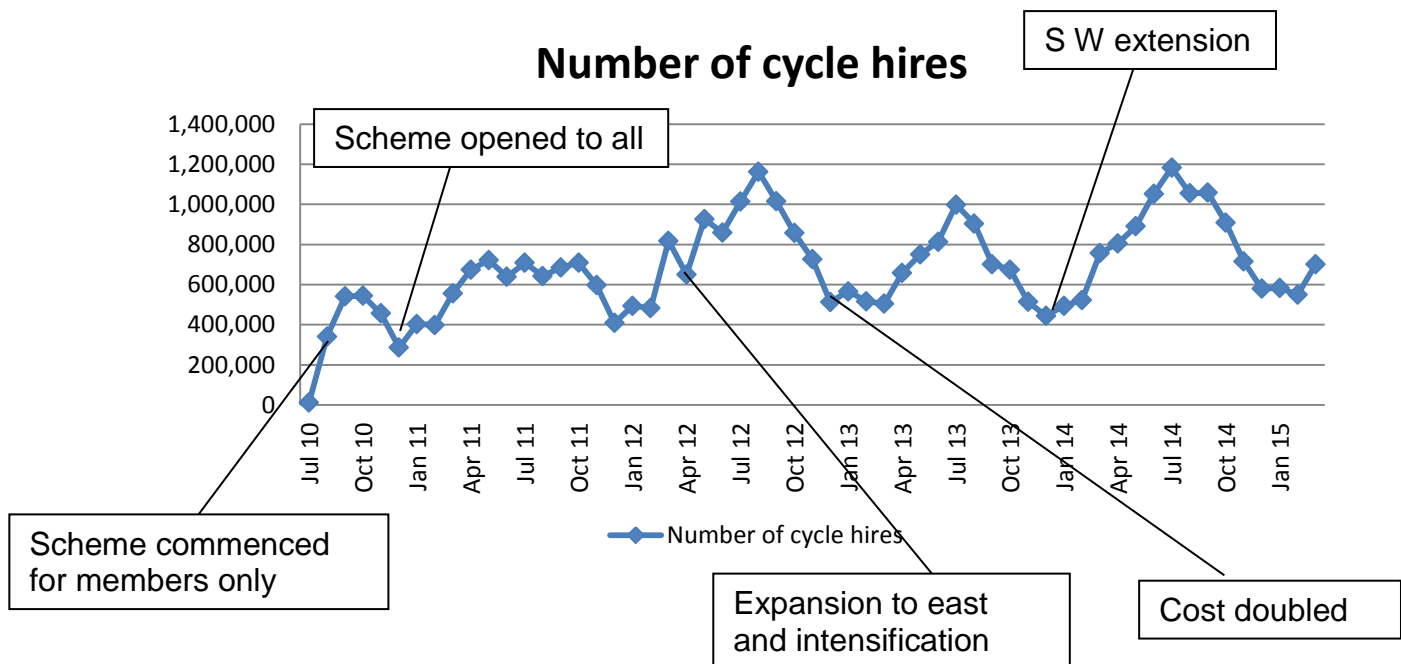
KPI	Q3 Target 2014-15	Current performance level
Customer satisfaction score – overall	92	92
Quarterly passenger journey numbers	1,400,000(annual target)	365,750
<p>London TravelWatch's overall performance assessment of Dial-a-Ride:</p> <p>Dial-a-Ride's performance in terms of journeys operated was similar to the same quarter in the previous year (Q3 2013-14).</p> <p>Customer satisfaction overall is on target, but this masks the issue of dissatisfaction of users with the ad-hoc journey booking service. Satisfaction with the booking process has decreased this quarter when compared to the previous (79 Q3 2013-14)</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.

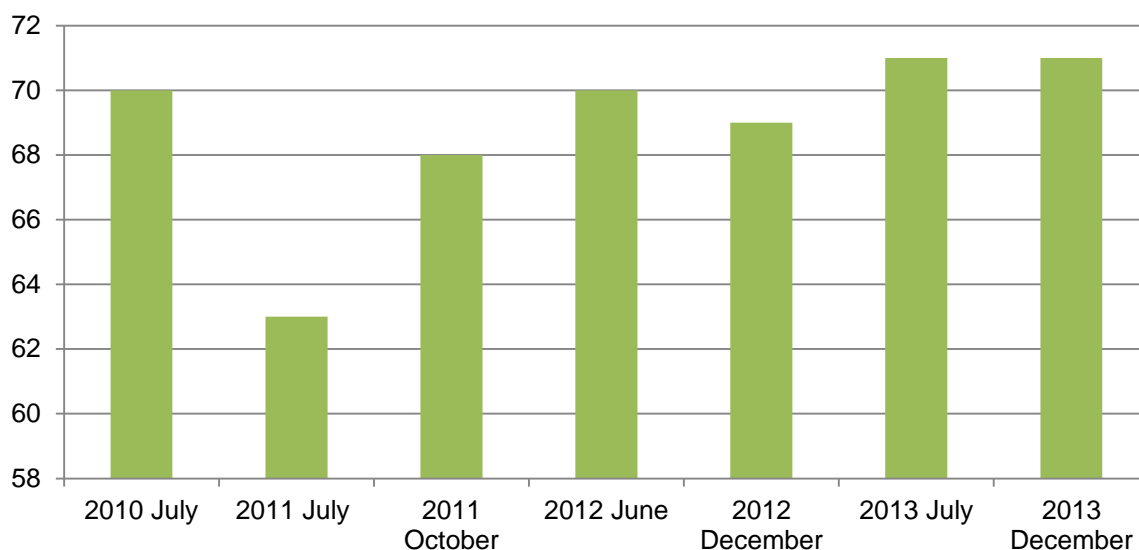
Graph 33 – Cycle hire scheme usage



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.

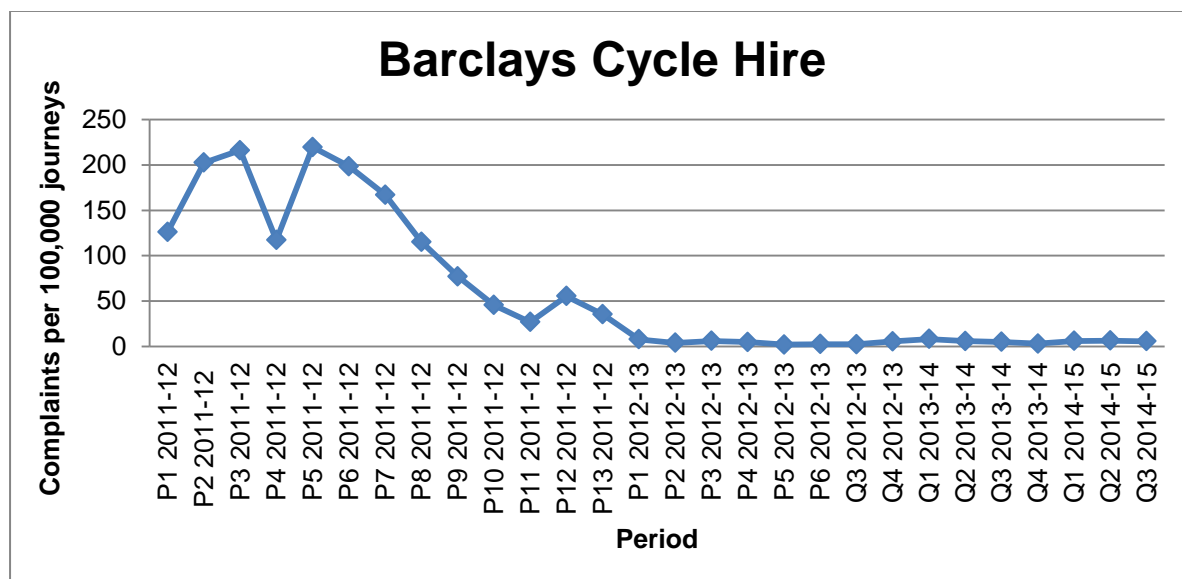
However, scores for the availability of spaces at docking stations and value for money are at their lowest levels.

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



Complaints increased compared to the same period last year. The cycle hire scheme received 5.60 complaints per 100,000 journeys. Issues of complaint were mainly focused on refunds and tariffs.

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



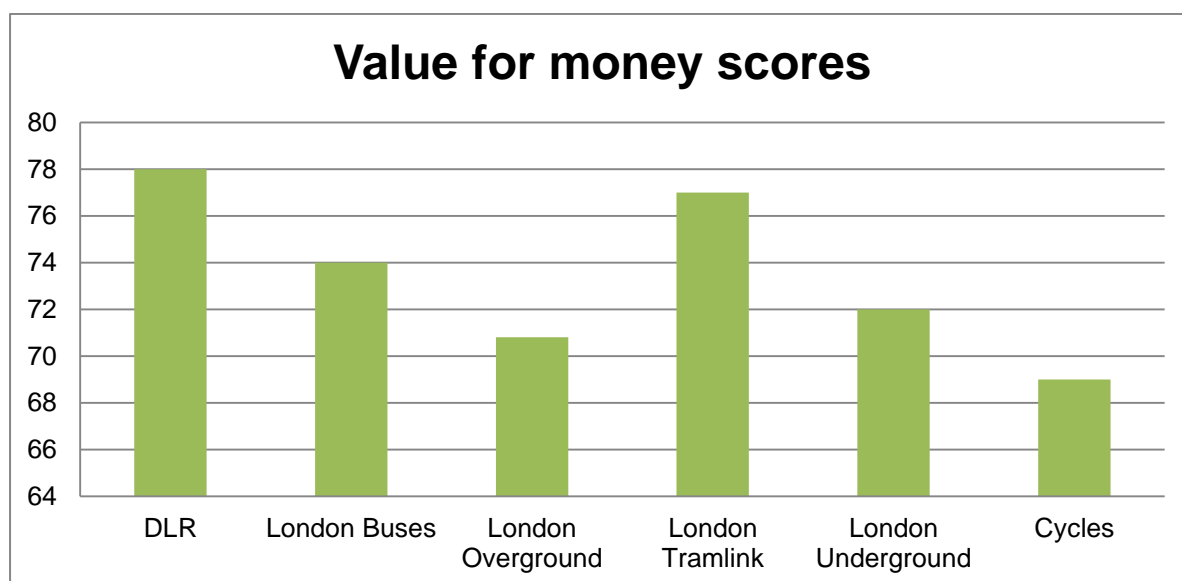
10 Customer satisfaction and value for money scores – modes comparison

Graph 36 – Q3 2014-15 overall customer satisfaction scores – modes comparison



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

Graph 37 – Q3 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 – Q3 2014-15](#)
- Streets
 - London Streets Performance Report, Q3 2014-15 (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/dataset-number-bicycle-hires-resource-ac29363e-e0cb-47cc-a97a-e216d900a6b0>