

TfL 2017-18 Quarter 3 Performance Report (October-December 2017)

March 2018

[Please note: This is an incomplete draft. TfL are no longer producing a stand-alone 'Streets Performance Report'. They will however, still be providing us with the data we need and we will be able to present this for members' consideration.]



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 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
Quarter 4 – Jan to Mar 2015	September 2015
Quarter 1 – Apr to Jun 2015	October 2015
Quarter 2 – Jul to Sept 2015	January 2016
Quarter 3 – Oct to Dec 2015	May 2016
Quarter 4 – Jan to Mar 2016	June 2016
Quarter 1 – Apr to Jun 2016	October 2016
Quarter 2 – Jul to Sept 2016	February 2017
Quarter 3 – Oct to Dec 2016	April 2017
Quarter 4 – Jan to Mar 2017	June 2017
Quarter 1 – Apr to Jun 2017	September 2017
Quarter 2 – Jul to Sept 2017	December 2017
Quarter 3 – Oct to Dec 2017	March 2018

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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 2017-18 financial year (October to December 2017).

The aim of the report is to provide information about the performance of TfL's transport network from the perspective of users. The information has been gathered from a number of sources (see the appendix for source references).

There are some changes to TfL's reporting. For instance there has been some reductions in the frequency of some customer satisfaction surveys.

This report now includes a measure of performance for TfL Rail and London Overground, 'Cancellations and Significant Lateness'. Both of these TOCs generally perform well compared to other London and South East TOCs.

However, we remain concerned about the performance of London Streets. Given rising traffic levels, there is serious concern about the impact of increased congestion now and in the future. Increased congestion is significantly impacting on bus service performance and passengers. Working with other interested parties and policy-makers, TfL needs to develop a substantive response to rising population, economic activity and other trends that are translating into increasing traffic volumes, longer journeys and less reliable bus services.

This report now includes a new measure of cycling volumes in central London, but is a quarter behind, i.e. quarter 4 is reported in this quarter 1 report.

London Buses

Customer satisfaction score is lower than previous quarter (Q2 2017-18), but is the same score as Q3 2016-17.

[Note: Bus stations evaluation changed from quarterly to annual for 2015-16, with the survey running in Q4 only.]

High frequency bus route performance in quarter 3 worse than previously reported (Q2 2017-18), but a better performance when compared to the same period in 2016-17.

Bus speeds across the network are now being reported by TfL. The all London average is shown as a graph in this report. The trend indicates that over the last two years bus speeds have declined resulting in large numbers of passengers no longer using services.

Whilst speeds are decreasing, EWT is being maintained across London. However, there are concerns, not reflected in the figures that bus services have performed poorly in central London. TfL have added a substantial number of buses to maintain reliability. This is welcome, but costly. Poor performance means significant number of passengers have stopped using the buses in central London. This decline may

have levelled off, but is of serious concern. More has to be done by TfL to address this.

London TravelWatch is concerned 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. TfL have established a bus priority team and budget to deliver additional bus priority on both their and borough controlled roads which is welcome providing it delivers real improvement.

The trend for bus complaints is rising steadily, but the number of bus complaints has declined steadily over the last two quarters.

London Underground

Customer satisfaction score is on target this quarter.

There has been a significant reduction in the percentage of scheduled services operated. (Target obtained from previous quarter)

Network Excess Journey Time is above (worse) target. (Target obtained from previous quarter)

Docklands Light Railway (DLR)

DLR performance is up this quarter. Departures within 3 minutes is above target this quarter.

Customer satisfactions score is on target.

Customer complaints rate was higher this quarter compared to the previous quarter (Q2 2017-18) but less than the same period a year ago (Q3 2016-17).

Tramlink

Tramlink performance was above target.

Customer satisfaction is above target

Complaints were lower than quarter Q3 2016-17.

London Overground

London Overground achieved some of its targets. RTA was lower than previous quarter (Q2 2017-18) but higher than the same period a year ago (Q3 2016-17).

London Overground performed well compared to most L&SE train operators and was in the top three.

London Overground receives one of the lowest rates of complaints when compared to other L&SE train operators

TfL Rail

TfL Rail did not achieve some of its targets. TfL Rail performed very well compared to other L&SE TOCs. RTA was lower than previous quarter (Q2 2017-18) and than the same period a year ago (Q3 2016-17).

TfL Rail performed well compared to most L&SE train operators and was in the top six.

Dial-a-Ride

The Dial a Ride customer satisfaction survey is now done only twice a year, Q1 and Q3. The information in the report, with the exception of the complaints data, relates to Q1 17-18.

Customer satisfaction overall is on target. Dial-a-Ride members are usually very satisfied with driver helpfulness-courtesy. There was a reduction in complaints in Q2 2017-18, when compared to the same period in Q2 2016-17. The main source of complaint this quarter is ease of getting through on the telephone and the booking process.

Cycle hire

Customer satisfaction measure is reported bi-annually. The latest customer satisfaction score (80), is the same since the previous wave (wave 12), just below the peak score of 81 (in wave 9). The different elements of the survey suggest increasing satisfaction with the use of members' keys and with the service from the contact centre.

Value for money have increased to 77, the highest level since the pricing changes in January 2013

Complaints increased compared to the same period a year ago.

1 Travel in London

TfL's annual '*Travel in London*' report records the way Londoners travelled in 2015. This report was published in December 2016¹.

There were 26.7 million daily trips in, to, and from, Greater London, an increase of 0.4% over the previous year. This is detailed in Table 1.

Table 1: How Londoners travel (millions of daily trips and percentage of all trips), 2015

Mode	No. of trips (millions) 2015	No. of trips (millions) 2014	Percentage change	Percentage of total 2015
Rail	2.9	2.8	+3.6	10.9
Underground-DLR	2.8	2.6	+7.7	10.5
Bus-Tram	3.9	4.1	-4.9	14.6
Taxi-PHV	0.3	0.3	0	1.1
Car (driver & passenger)	9.5	9.6	-1.0	35.6
Motorcycle	0.2	0.2	0	0.7
Cycle	0.6	0.6	0	2.2
Walk	6.5	6.4	1.6	24.3
All modes	26.7	26.6	+0.4	

¹ Travel in London, Report 9, Table 2.2
www.londontravelwatch.org.uk

2 London Streets – Information not available

INCOMPLETE DRAFT

3 London Buses

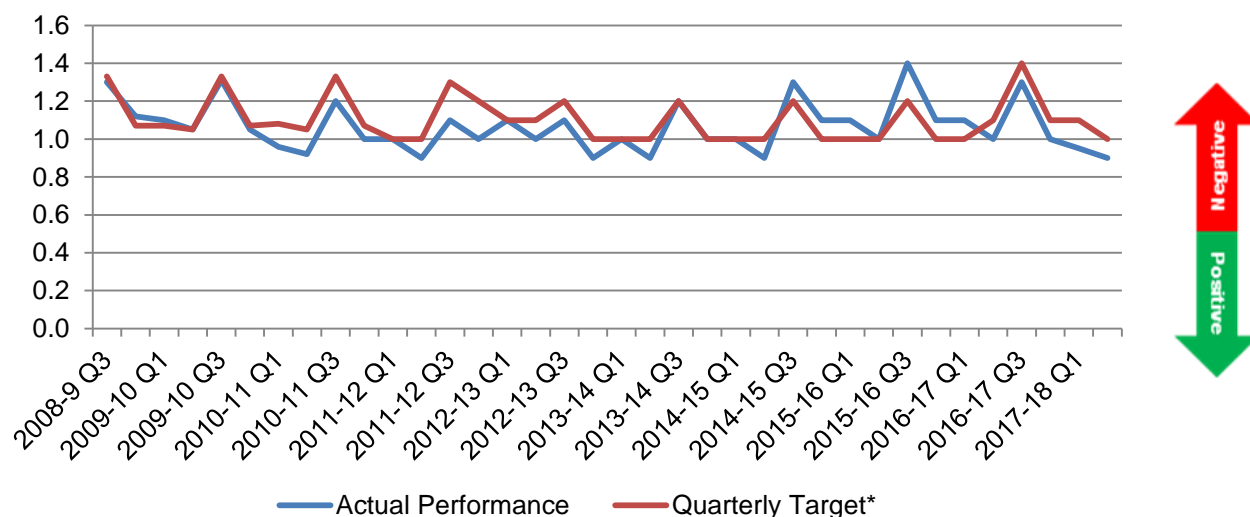
This section of the report outlines the performance of the London bus network in the third quarter of 2017-18

Overall bus network performance

For the overall bus network, the two most significant measures of bus performance, that 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. See page 21

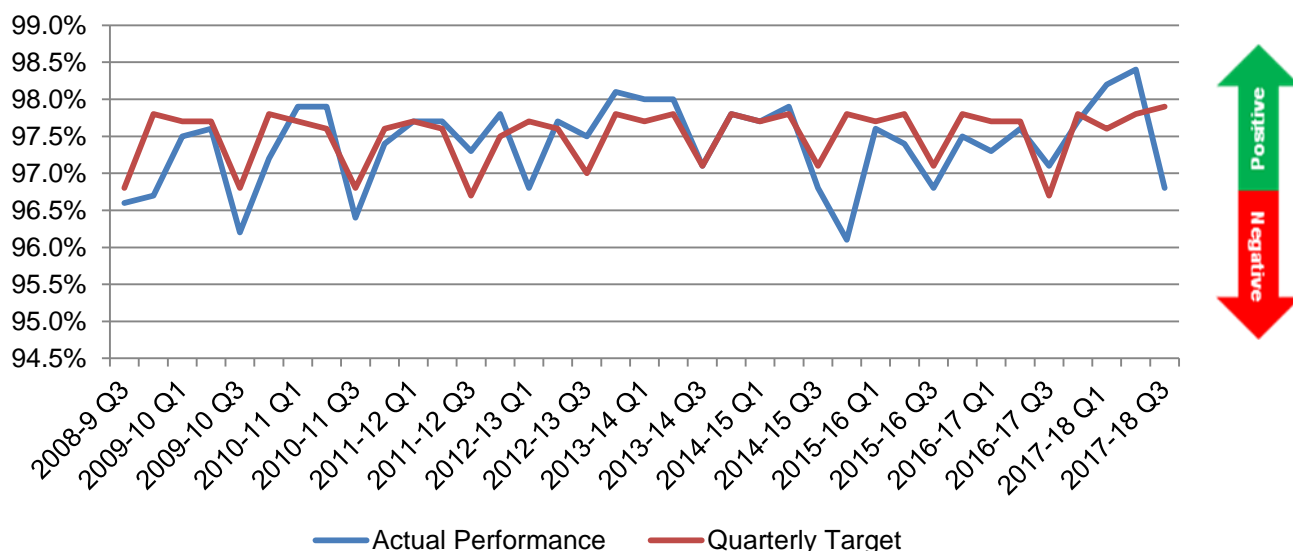
EWT is the measure that indicates the additional minutes wait time for passengers beyond the scheduled value on high frequency bus routes. EWT was 0.9, which was better than target and lower than the figure in Q3 2016-17. See Graph 12.

Graph 12 - Q2 2008-09- Q2 2017-18, Excess Wait Time (minutes) on high frequency bus routes



Graph 13 represents the historical trend of the percentage of scheduled bus kilometres operated. Again, the graph shows seasonal targets.

Graph 13 – Q2 2008-09 – Q3 2017-18, Percentage of scheduled bus kilometres operated

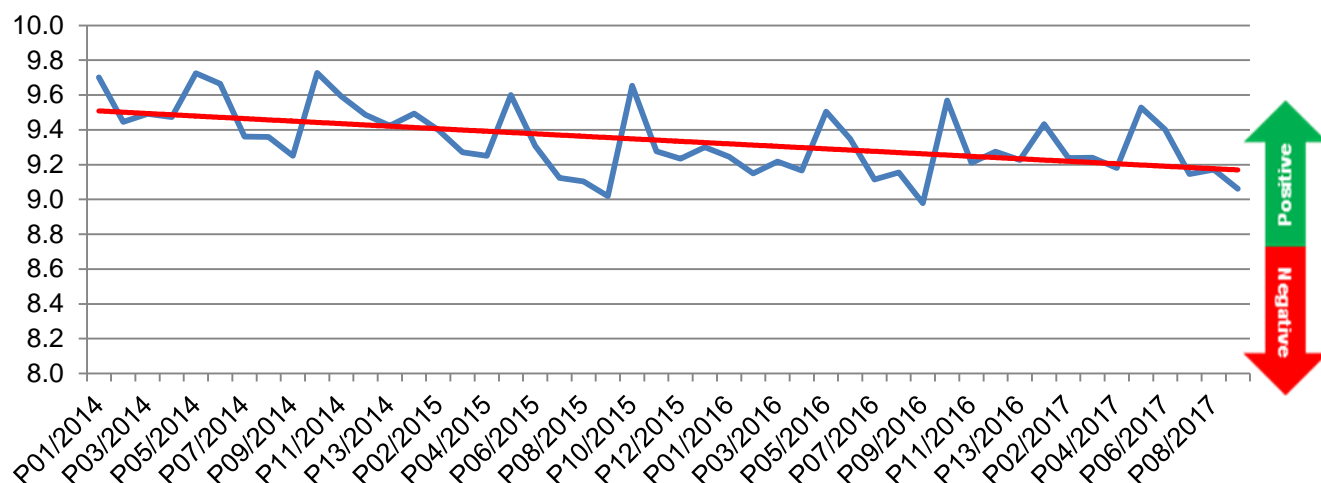


Bus speeds

TfL are now reporting bus speeds for every bus route in London. It is derived from I-bus data for every bus route in London. As one would expect it is those services that serve busy areas that are the slowest. The graph below shows an average for all of London's bus routes.

Bus speeds include time spent stationary (for example at traffic lights and at bus stops). Bus speeds are available for the entire network, by borough, and by route. Speeds are measured in miles per hour.

Graph 14 – Period 1, 2014 to Period 9 2017, 'All London' average bus speeds by financial period (commences 1 April 2014 as period 01)



Focus on poorly 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 383 high frequency bus routes in quarter 3 2017-18, 82 were below the contracted minimum standard, 55 operated at the contracted standard, and 246 performed better than the contracted standard. This is worse than previously reported (Q2 2017-18), but a better performance when compared to the same period in 2016-17.

Poor performance on the bus network is often because of prolonged road works that are usually outside of the control of TfL. When poor performance occurs, TfL actively tries to reduce the impact on passengers.

London TravelWatch has analysed the worst performing 20 bus services in this quarter, to see if any are consistently performing poorly routes. The 20 routes are P4, 142, 452, 486, 388, 13, 18, H9, W15, 262, H10, 173, 174, 205, 284, 322, 180, 217, 422, and 473.

Of these bus routes, services H9 and W15 were of particular concern to London TravelWatch as they have had persistent poor performance. London TravelWatch will continue to monitor them.

Bus stop accessibility

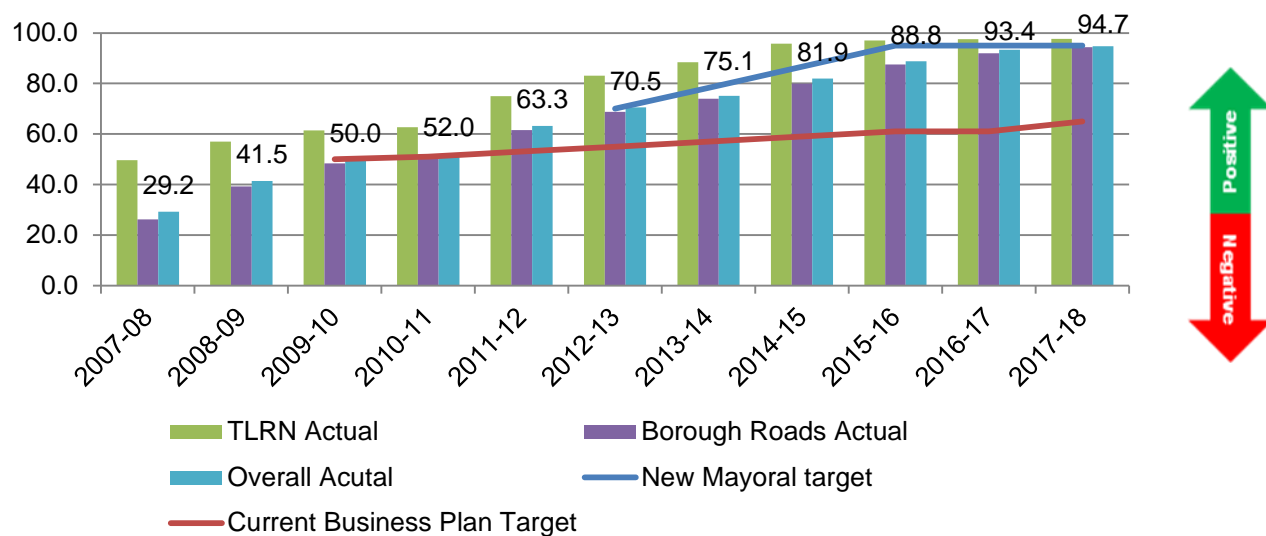
Based on TfL's audit of bus stops, 94.7% of all bus stops across the network meet TfL's exacting accessibility criteria. On the TfL road network, the figure is higher at 97.6%.

Graph 15 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.

We also understand that three boroughs, Ealing, Hammersmith & Fulham, Kingston and the City of London have reached the milestone of 100% of their stops that are accessible, which demonstrates that this is achievable in both an inner and outer London street environment.

It is disappointing that Bromley's record on accessible bus stops is so poor. At 62%, it is far lower than other boroughs and because it has so many stops brings down the overall figure.

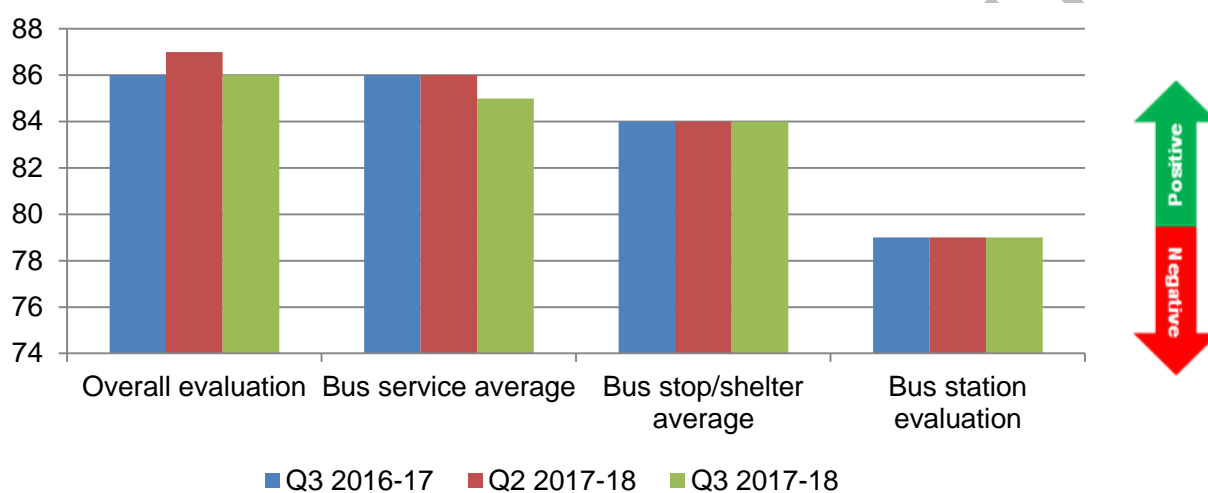
Graph 15 - Bus stop accessibility 2008-09 to 2017-18 target and progress to date



Customer Service

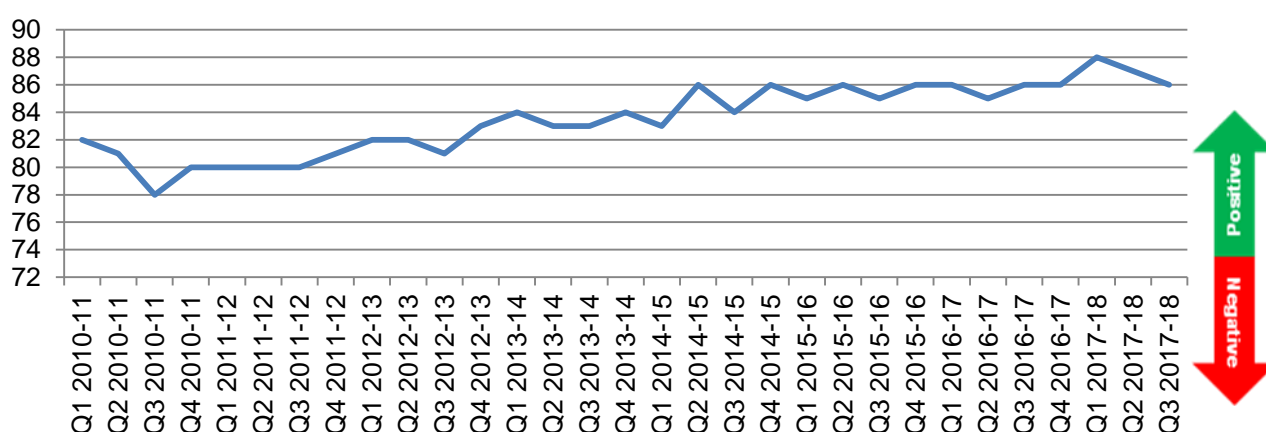
Customer satisfaction figures for the last two quarters, along with the comparison from one year ago, are shown in Graph 16. Customer satisfaction score is lower than previous quarter (Q2 2017-18), but is the same score as Q3 2016-17. Please note: bus stations evaluation changed from quarterly to annual for 2015-16, with the survey running in Q4 only. The Q3 2016-17 score was taken from the end of year Q4 15-16 score and Q2 2017-18 and Q3 2017-18 scores, taken from the Q4 16-17 score.

Graph 16 –Q3 2016-17, Q2 2017-18 and Q3 2017-18 bus customer satisfaction scores



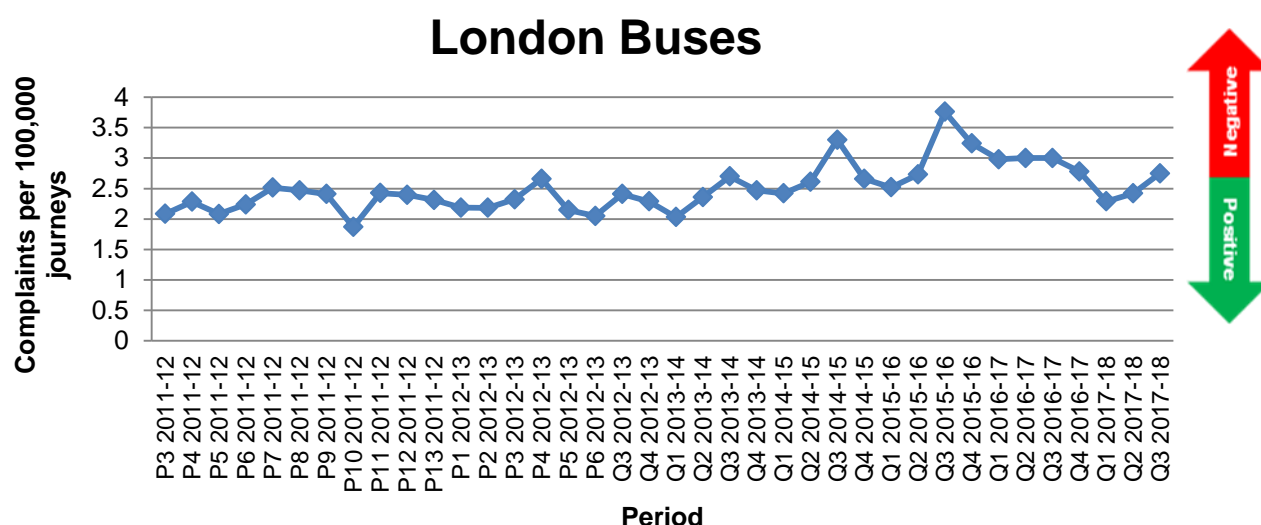
Graph 17 shows the overall customer satisfaction scores since Q1 2010-11.

Graph 17 – Overall satisfaction since Q1 2010-11 to Q3 2017-18



Complaints to London Buses were lower than the number received in the corresponding quarter a year ago (Q3 2016-17). London Buses received 2.75 complaints per 100,000 journeys. The trend for bus complaints is rising steadily, but the number of bus complaints has declined steadily over the last two quarters.

Graph 18 – Customer complaints received by TfL for every 100,000 journeys



Bus safety statistics

Bus companies that are contracted to TfL, report bus safety incidents to TfL. These have been reported every quarter since January 2014. They include all incidents that result in an injury, whether on the bus as a passenger or driver or on the street as a pedestrian, third party rider, driver or passenger. The reporting has changed over time. Initially only those incidents that resulted in an injury, treated at hospital, were reported. Now, all incidents are reported in these statistics.

Below is a summary of the incidents that resulted in hospital treatment of either a serious injury or where the severity of injury is unknown. During this period there were three pedestrian fatalities as a result of a collision, and 173 incidents where the casualty was taken for hospital treatment with either a serious injury or the severity is unknown. These 173 incidents are tabulated below.

Table 5: The number of incidents on TfL's contracted bus services during financial quarter 2 2017-18 that resulted in hospital treatment with either a serious injury or the severity is unknown

Q2 2017-18	Passengers	Driver or TfL staff	Pedestrian or member of the public	3rd party driver, occupant or rider	Cycle	Total
Activity Incident Event	9					9
Assault	1	3				4
Collision Incident	12		16	15	5	48
Personal Injury	11	1	2			14
Slip Trip Fall	96	1	1			98
Safety critical failure						
Total	129	5	19	15	5	173

Table 6 shows a summary of the 2017-18 TfL Business Plan targets for London Buses.

Table 6 – Q3 2017-18 London Buses business plan key performance indicators(KPI)

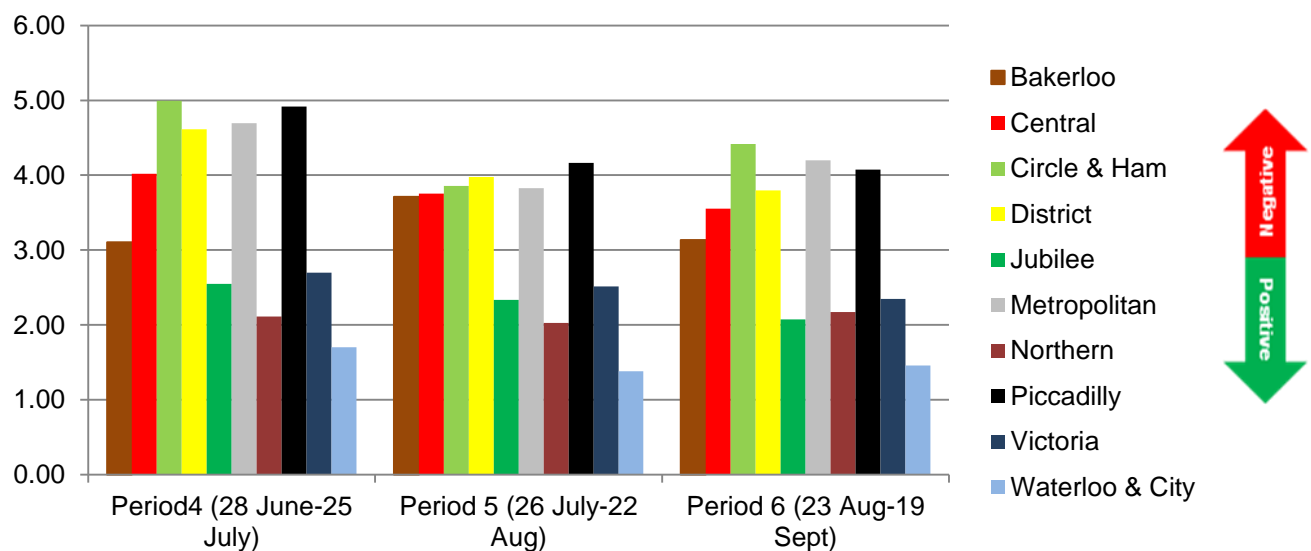
KPI	Q3 Target 2017-18	Current performance level
Customer satisfaction – overall	86	86
Excess wait time – high frequency routes	1.0 minute	0.9 minute
% of Scheduled services operated	97.8%	98.4%
<p>London TravelWatch's overall performance assessment of London Buses is as follows.</p> <p>Customer satisfaction score is lower than previous quarter (Q2 2017-18), but is the same score as Q3 2016-17.</p> <p>[Note: Bus stations evaluation changed from quarterly to annual for 2015-16, with the survey running in Q4 only.]</p> <p>High frequency bus route performance in quarter 3 worse than previously reported (Q2 2017-18), but a better performance when compared to the same period in 2016-17.</p> <p>Bus speeds across the network are now being reported by TfL. The all London average is shown as a graph in this report. The trend indicates that over the last two years bus speeds have declined resulting in large numbers of passengers no longer using services.</p> <p>Whilst speeds are decreasing, EWT is being maintained across London. However, there are concerns, not reflected in the figures that bus services have performed poorly in central London. TfL have added a substantial number of buses to maintain reliability. This is welcome, but costly. Poor performance means significant number of passengers have stopped using the buses in central London. This decline may have levelled off, but is of serious concern. More has to be done by TfL to address this.</p> <p>London TravelWatch is concerned 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. TfL have established a bus priority team and budget to deliver additional bus priority on both their and borough controlled roads which is welcome providing it delivers real improvement.</p> <p>The number of bus complaints has fallen this quarter.</p>		

4 London Underground

In this section, the performance of London Underground for the first quarter of the financial year 2017-18 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. We are now reporting 'lost customer hours' (graph 21), a measure of performance that may be more meaningful for consumers.

Excess Journey Time (EJT) measures the number of additional minutes added to a total journey because of delays. Graph 19 presents the EJT for each line on the Underground network over the last three periods making up (broadly) the quarter.

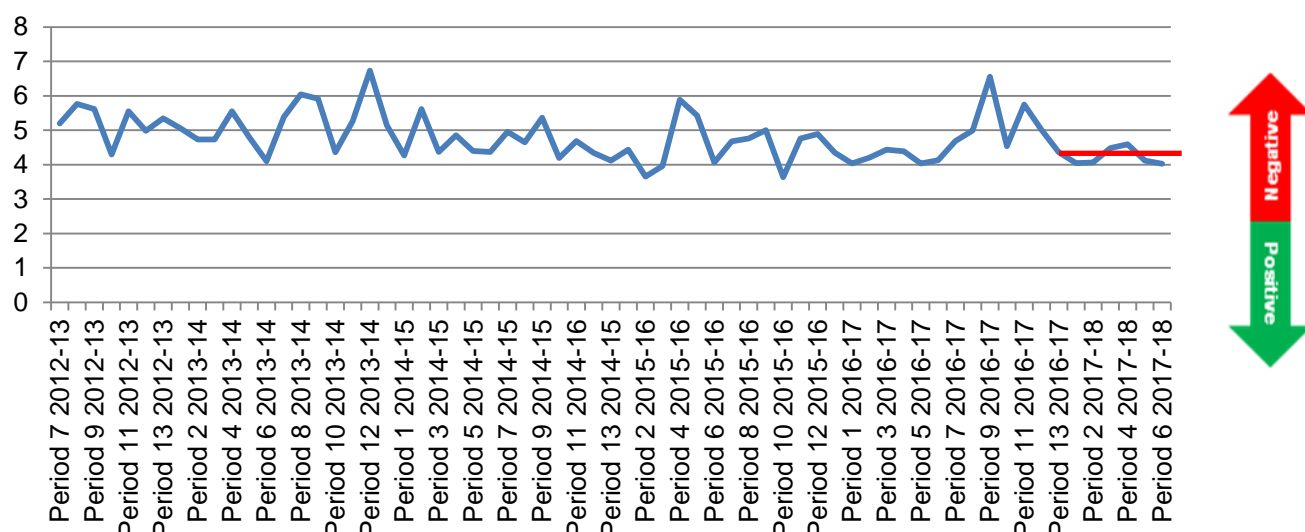
Graph 19 – P1 2017-18 to P6 2017-18, Excess Journey Time by Underground line (minutes)



The network measure, shown in Graph 20, 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 occasional high profile disruption events on the Underground, performance is on an improving trend.

Graph 20 – P7 2012-13 to P6 2017-18, Excess Journey Time measure for the network (minutes). The red line is the TfL target.

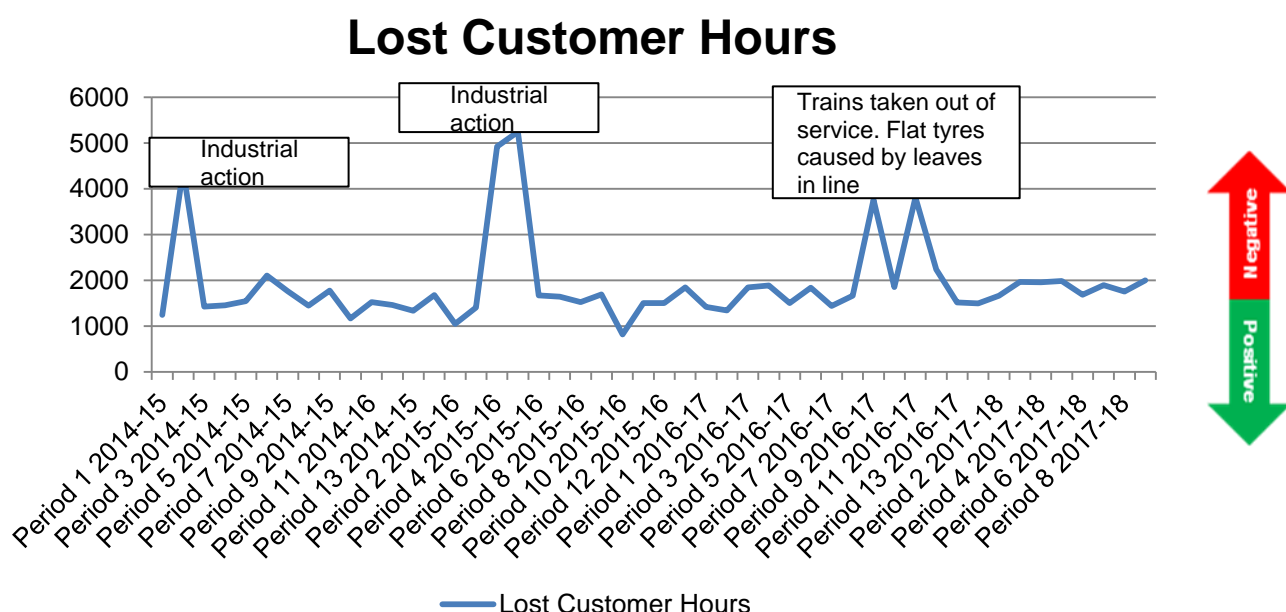


Lost customer hours

Lost customer hours (LCH) is the total extra journey time, measured in hours, experienced by Underground customers as a result of all service disruptions with durations of two minutes or more. For example, an incident at Oxford Circus during a Monday to Friday peak gives rise to a much higher number of lost customer hours than an incident of the same length in Zone 6 on a Sunday morning.

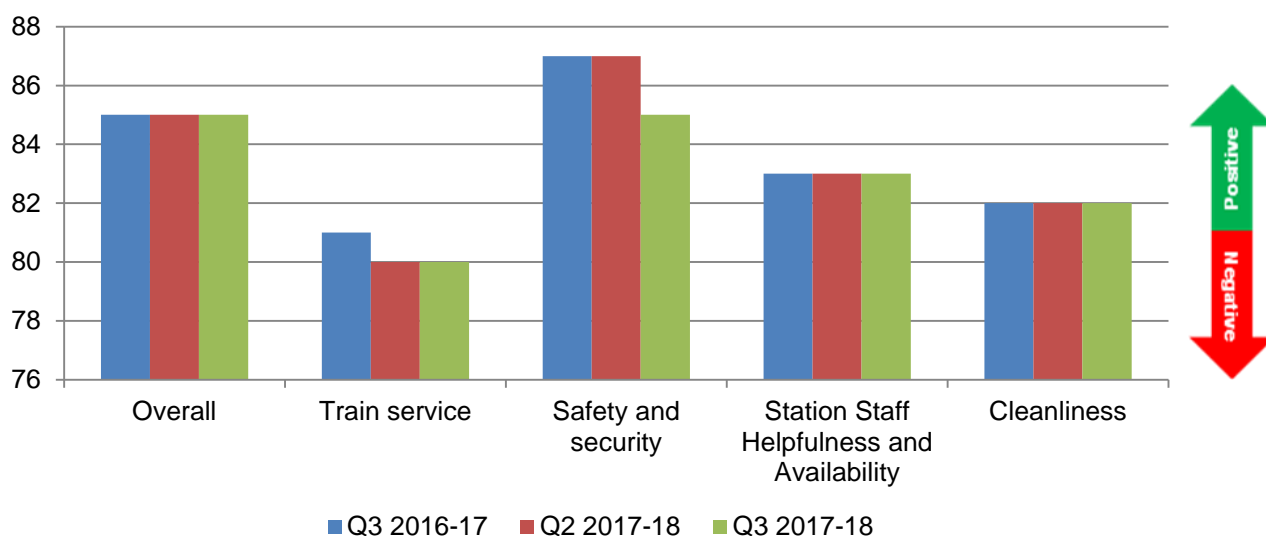
LCH figures since P1 2014-15 are shown in the Graph 21. The year is divided into 13 four week periods, starting on April 1st.

Graph 21 - P1 2014-15 to P9 2017-18 Lost Customer Hours



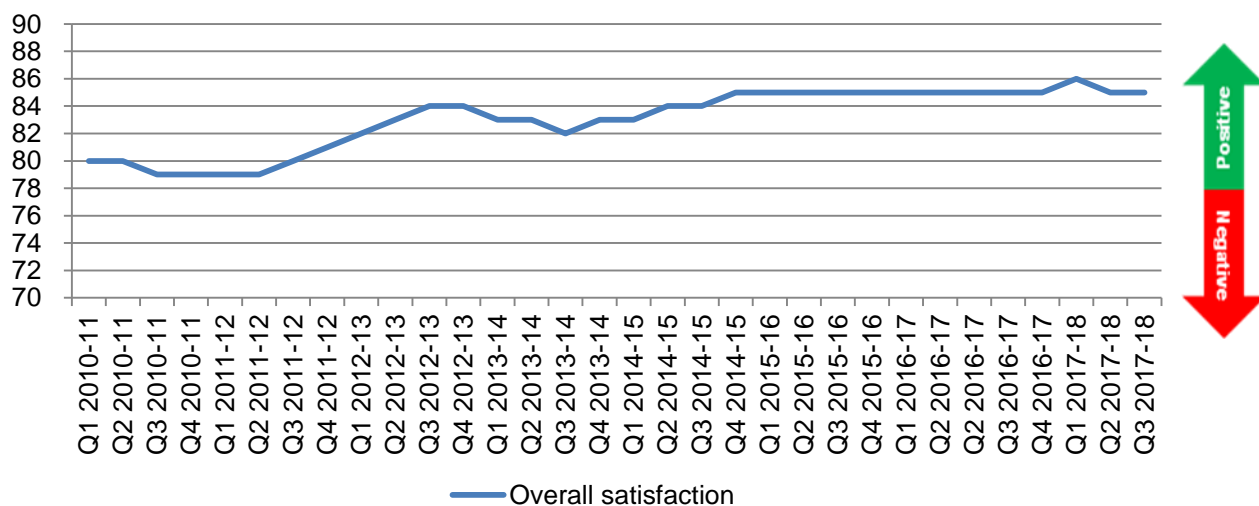
Customer satisfaction figures for the last two quarters, along with the comparison from one year ago, are shown in the Graph 22

Graph 22 – Q3 2016-17, Q2 2017-18 and Q3 2017-18 London Underground customer satisfaction scores



Graph 23 shows the overall satisfaction score with London Underground services since Q1 2010-11.

Graph 23 - Overall satisfaction, Q2 2010-11 to Q3 2017-18



Complaints to London Underground (LUL) were lower than the number received in the corresponding quarter a year ago (Q3 2016-17). LUL received 0.84 complaints per 100,000 journeys.

London Underground

The chart displays the number of complaints per 100,000 journeys for the London Underground. The y-axis ranges from 0 to 4. The x-axis shows periods from P1 2011-12 to Q2 2017-18. The data points are connected by a blue line. A red arrow on the right points up, labeled 'Negative', and a green arrow points down, labeled 'Positive'.

Period	Complaints per 100,000 journeys
P1 2011-12	2.0
P2 2011-12	3.3
P3 2011-12	2.5
P4 2011-12	1.7
P5 2011-12	1.5
P6 2011-12	1.4
P7 2011-12	1.8
P8 2011-12	1.4
P9 2011-12	1.4
P10 2011-12	1.4
P11 2011-12	1.7
P12 2011-12	1.4
P13 2011-12	1.8
P14 2011-12	2.1
P15 2011-12	1.0
P16 2011-12	0.9
P17 2011-12	1.3
P18 2011-12	1.4
P19 2011-12	1.5
P20 2011-12	1.4
P21 2011-12	0.8
P22 2011-12	0.5
P23 2011-12	0.4
P24 2011-12	0.5
P25 2011-12	0.5
P26 2011-12	0.5
P27 2011-12	0.5
P28 2011-12	0.5
P29 2011-12	0.5
P30 2011-12	0.5
P31 2011-12	0.5
P32 2011-12	0.5
P33 2011-12	0.5
P34 2011-12	0.5
P35 2011-12	0.5
P36 2011-12	0.5
P37 2011-12	0.5
P38 2011-12	0.5
P39 2011-12	0.5
P40 2011-12	0.5
P41 2011-12	0.5
P42 2011-12	0.5
P43 2011-12	0.5
P44 2011-12	0.5
P45 2011-12	0.5
P46 2011-12	0.5
P47 2011-12	0.5
P48 2011-12	0.5
P49 2011-12	0.5
P50 2011-12	0.5
P51 2011-12	0.5
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P56 2011-12	0.5
P57 2011-12	0.5
P58 2011-12	0.5
P59 2011-12	0.5
P60 2011-12	0.5
P61 2011-12	0.5
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P64 2011-12	0.5
P65 2011-12	0.5
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P67 2011-12	0.5
P68 2011-12	0.5
P69 2011-12	0.5
P70 2011-12	0.5
P71 2011-12	0.5
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P88 2011-12	0.5
P89 2011-12	0.5
P90 2011-12	0.5
P91 2011-12	0.5
P92 2011-12	0.5
P93 2011-12	0.5
P94 2011-12	0.5
P95 2011-12	0.5
P96 2011-12	0.5
P97 2011-12	0.5
P98 2011-12	0.5
P99 2011-12	0.5
P100 2011-12	0.5

Table 7 – Q3 2017-18 London Underground TfL business plan key performance indicators (KPI)

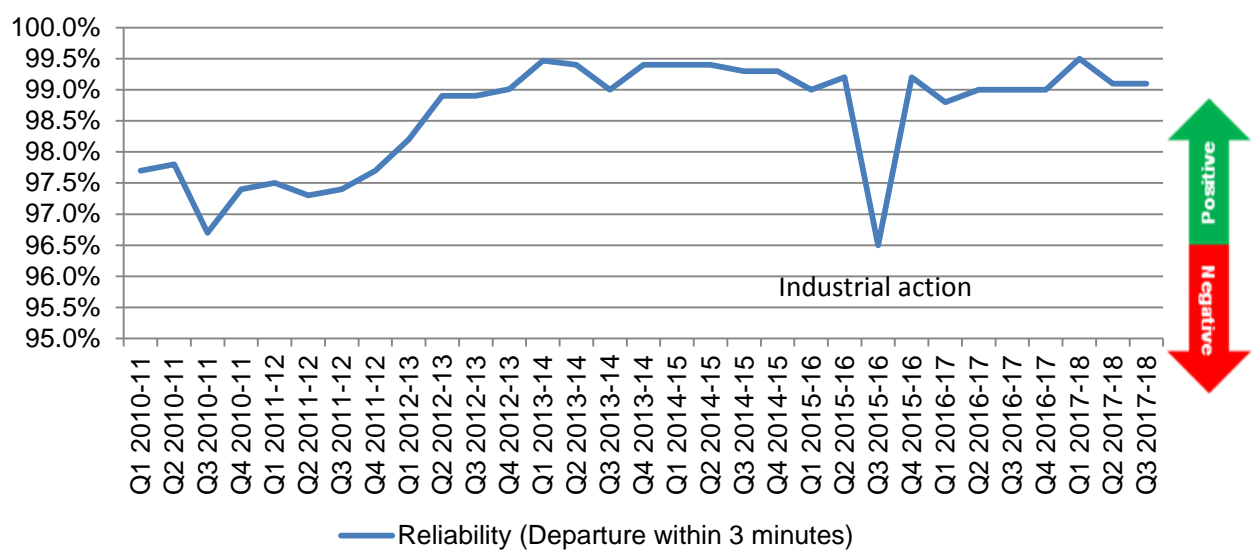
www.londontravelwatch.org.uk 20

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.

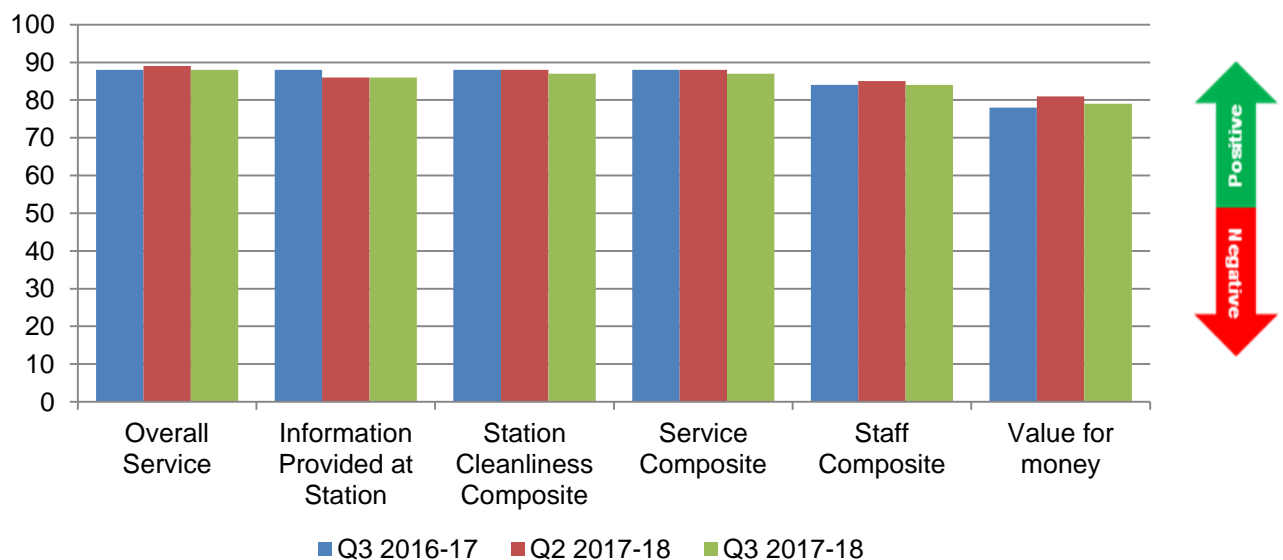
DLR's network-wide performance measure is 'departure reliability'. This is the percentage of intervals between trains at terminal stations no more than three minutes greater than the published service intervals. Departures within 3 minutes is better than target this quarter.

Graph 25 - Q1 2010-11 to Q3 2017-18 reliability (departure within 3 minutes of published service intervals)

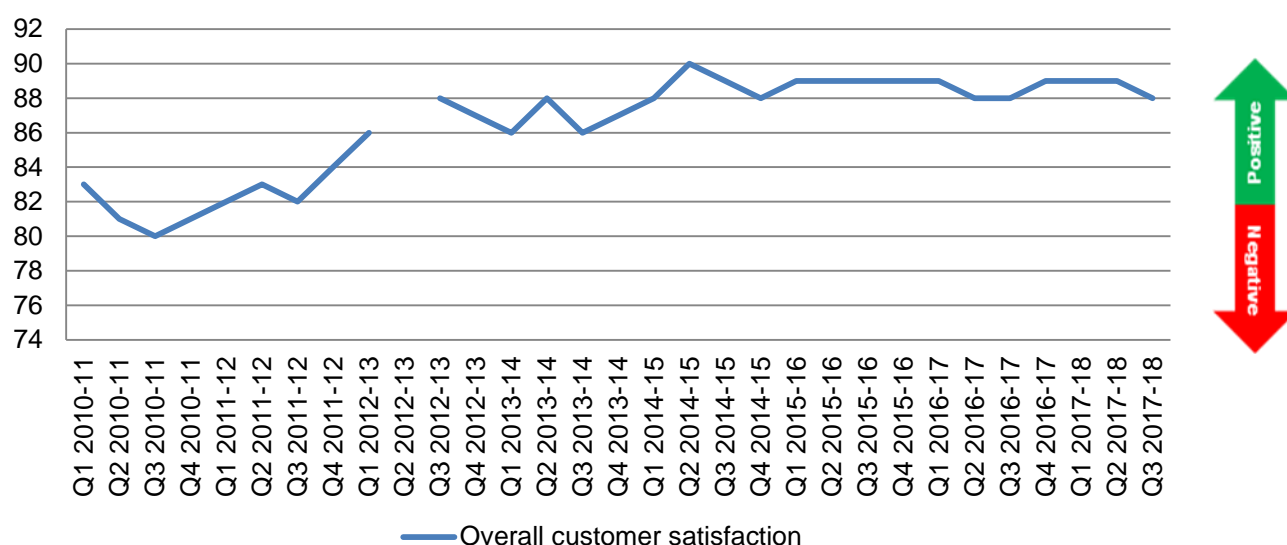


Customer satisfaction with the Docklands Light Railway remains high.

Graph 26 – Q3 2016-17, Q2 2017-18 and Q3 2017-18 DLR customer satisfaction scores



Graph 27 - Q1 2010-11 to Q3 2017-18 DLR overall customer satisfaction scores



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

The complaints rate was higher this quarter compared to the previous quarter (Q2 2017-18) but lower than the same period a year ago (Q3 2016-17). 0.69 complaints were received per 100,000 journeys.

Graph 28 - Customer complaints received by TfL for every 100,000 journeys

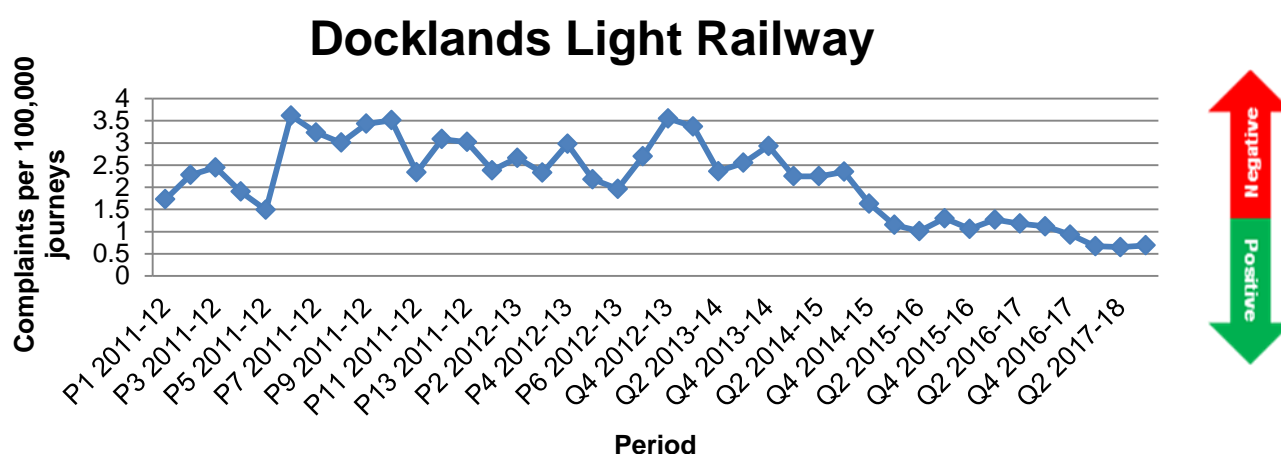


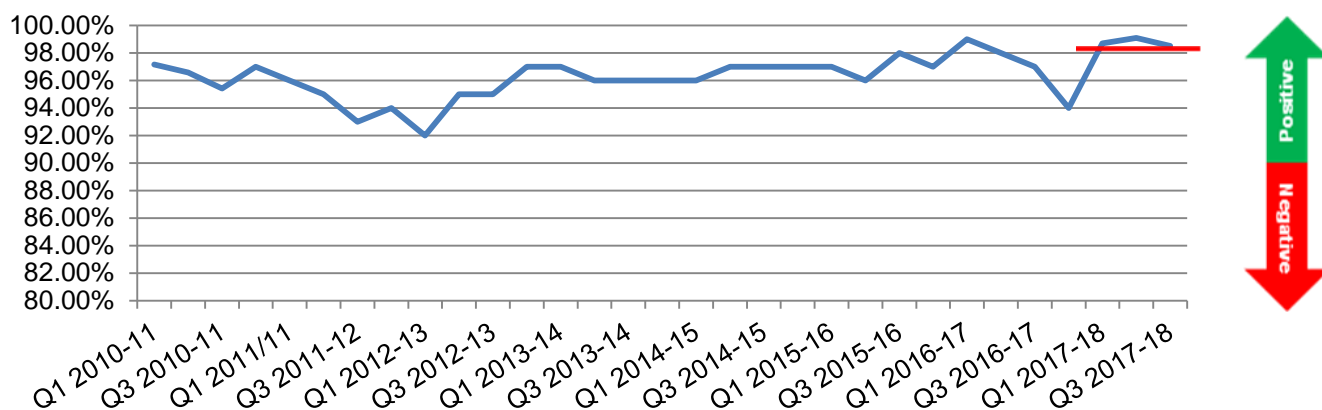
Table 8 – Q3 2017-18 DLR TfL business plan key performance Indicators (KPI)

KPI	Q3 2017-18	Current performance level
Customer satisfaction score – overall	88	88
On-time performance	98.4%	99.1%
<p>London TravelWatch's overall performance assessment of Docklands Light Railway is as follows.</p> <p>DLR performance is up this quarter. Departures within 3 minutes is above target this quarter.</p> <p>Customer satisfactions score is on target.</p> <p>Customer complaints rate was higher this quarter compared to the previous quarter (Q2 2017-18) but less than the same period a year ago (Q3 2016-17).</p>		

6 London Tramlink

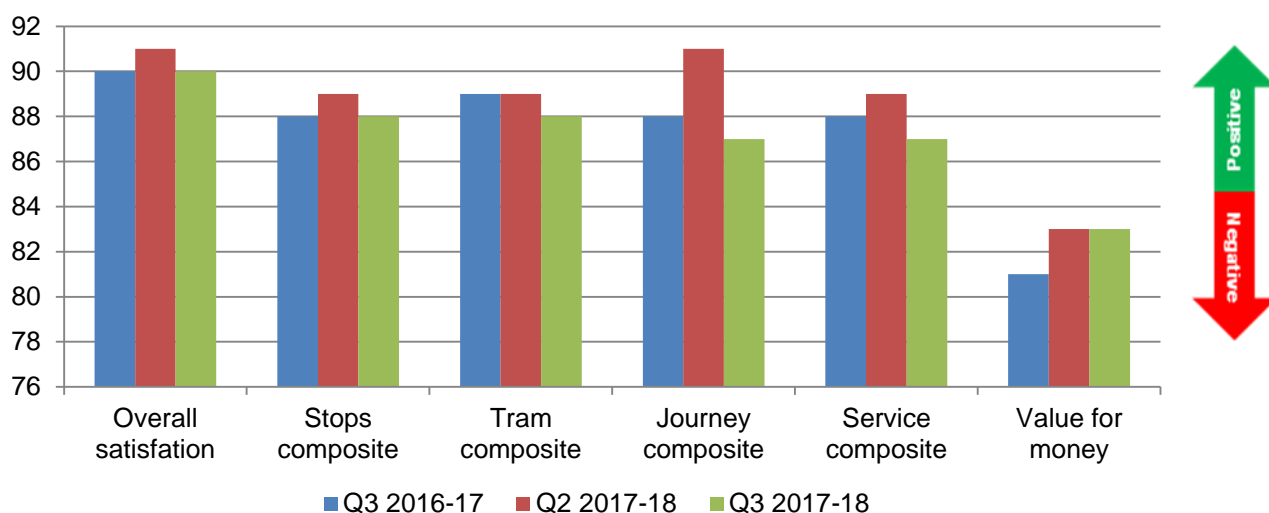
London Tramlink reports a public performance measure: the percentage of trams that arrive within five minutes of the scheduled time.

Graph 29 - Q1 2010-11 to Q3 2017-18, public performance measure (per cent). The red line is the TfL target.

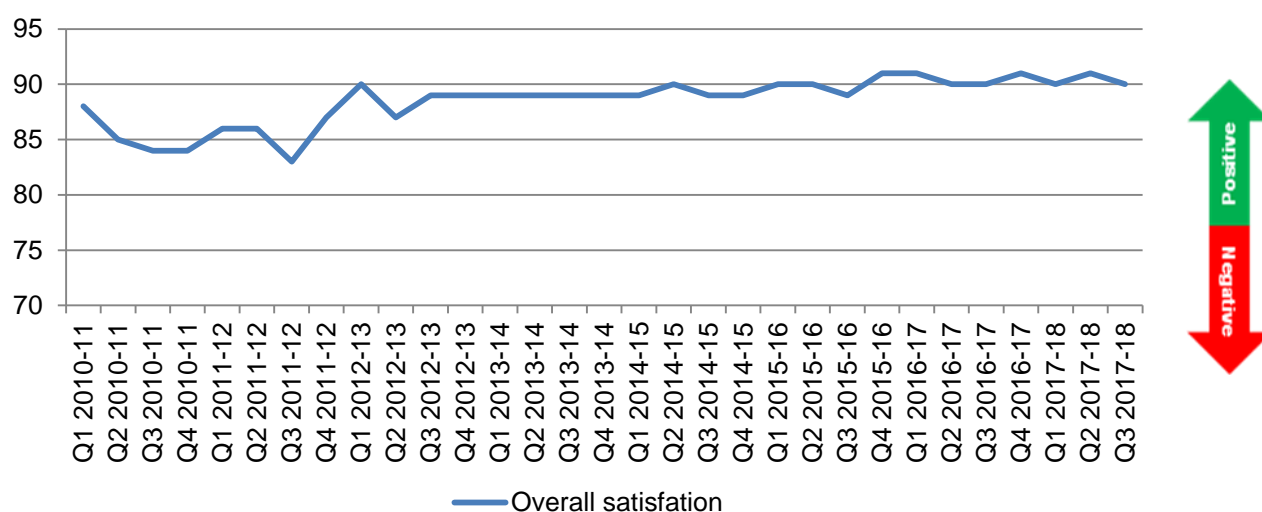


Customer satisfaction scores on Tramlink are shown in graph 30.

Graph 30 – Q3 2016-17, Q2 2017-18 & Q3 2017-18 customer satisfaction scores



Graph 31 - Overall customer satisfaction scores since Q1 2010-11



In Q3 2017-18, Tramlink received 1.51 complaints per 100,000 journeys. Complaints were lower than quarter Q3 2016-17.

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

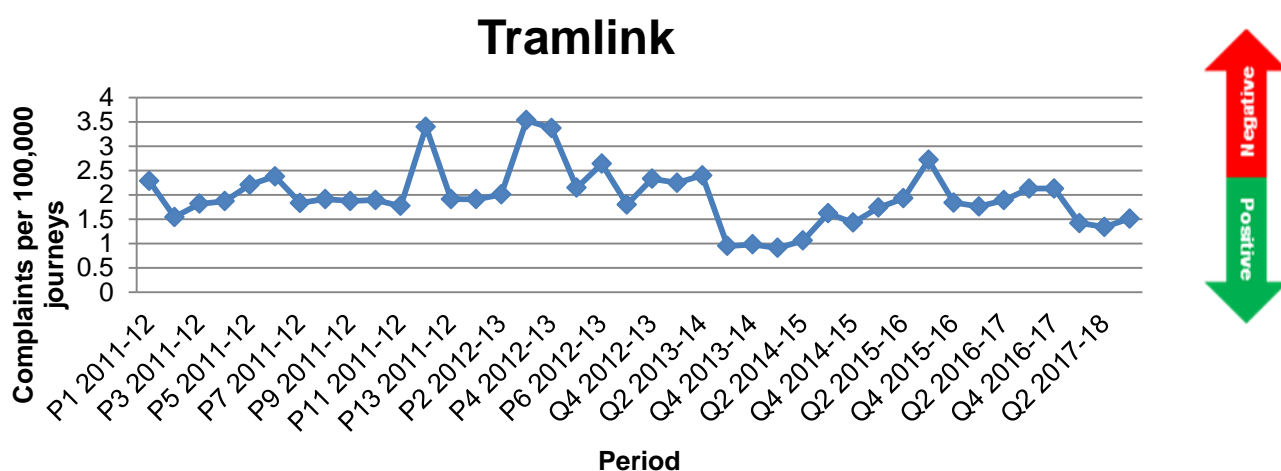


Table 9 shows a summary of all of the 2017-18 TfL Business Plan targets for London Tramlink.

Table 9 – Q3 2017-18 London Tramlink TfL business plan key performance Indicators (KPI)

KPI	Q3 Target 2017-18	Current performance level
Customer satisfaction score – overall	89	90
Tram performance measure	97%	98.5%
<p>London TravelWatch's overall performance assessment of London Tramlink is as follows.</p> <p>Tramlink performance was above target.</p> <p>Customer satisfaction is above target</p> <p>Complaints were lower than quarter Q3 2016-17.</p>		

7 London Overground

London Overground's public performance measure (PPM) for the third quarter was 93.8%. This was 0.4 percentage points lower than the same quarter last year (Q3 2016-17). Please note this is a Network Rail statistic.

The National Rail Passenger Survey results are from the autumn 2017 wave of surveys. Passenger satisfaction has decreased since the last spring survey. The percentage of passengers satisfied was 87% compared with 90% in autumn 2016. This figure is close to that of equivalent South East TOCs.

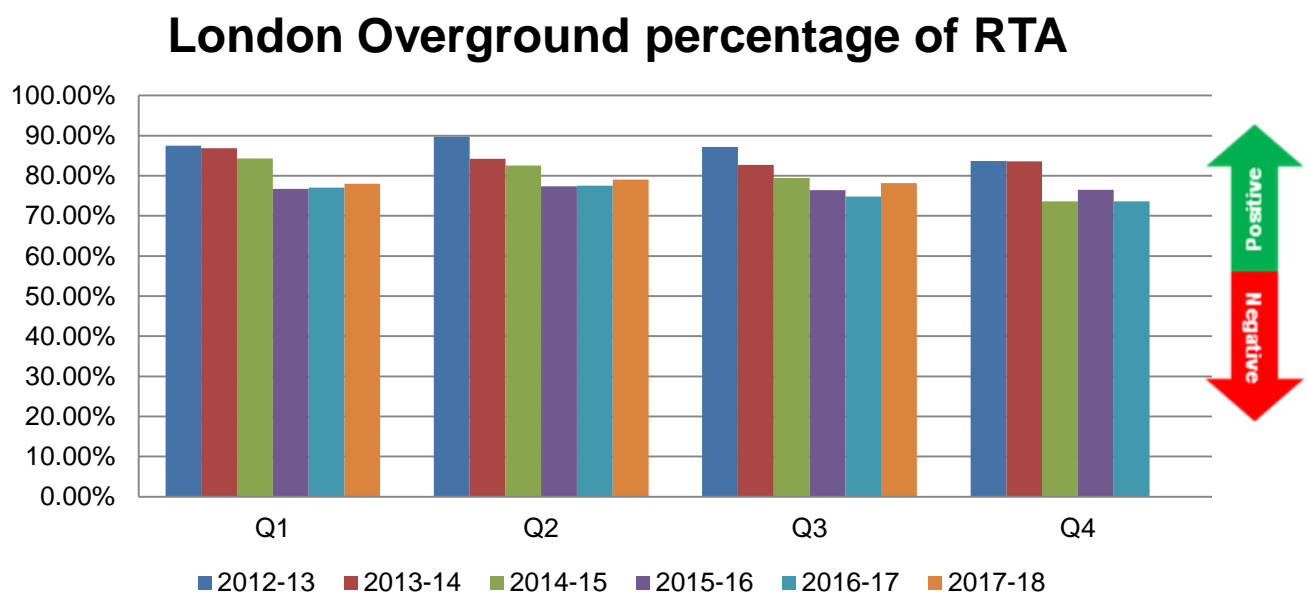
TfL's own customer satisfaction score is below target.

Right time arrival (RTA)

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 TOCs. RTA was lower than previous quarter (Q2 2017-18) but higher than the same period a year ago, Q3 2016-17.

Graph 33 - London Overground percentage of RTA

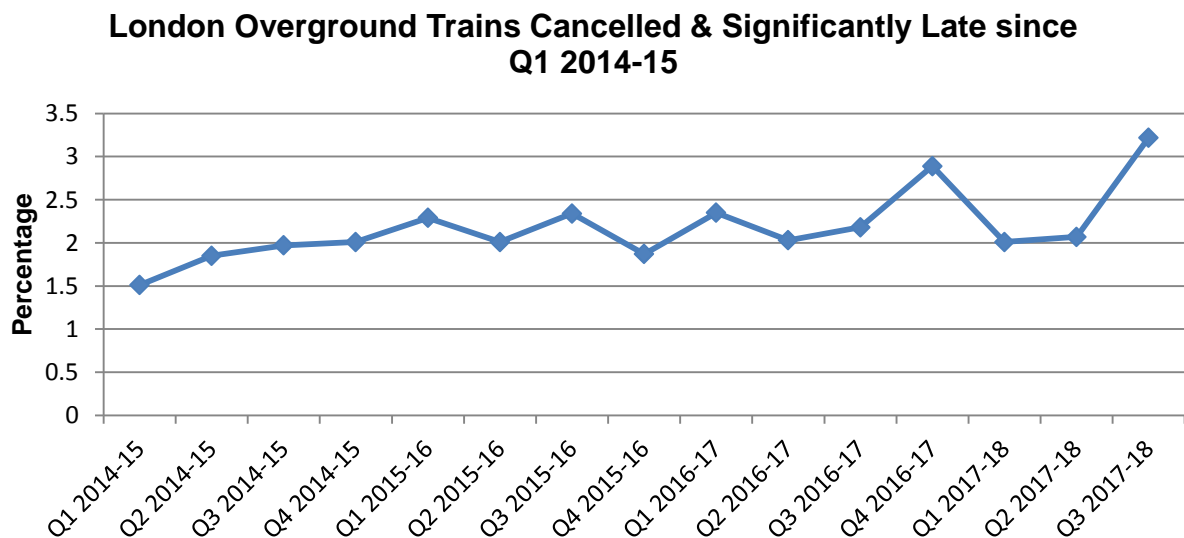


Cancellations and significant lateness (CaSL)

CaSL is an industry measure of the percentage of trains, which arrive 'significantly' late or do not run, expressed as a percentage of the total number of trains planned. A train is defined as significantly late if it arrives 30 or more minutes late at its planned destination or fails to complete its entire planned route, including calling at all timetabled stations.

London Overground performed well compared to most L&SE train operators and was in the top four.

Graph 34 – London Overground percentage of CaSL



London Overground experienced a reduction in complaints compared to the same period a year ago, receiving 1.46 complaints per 100,000 journeys. London Overground receives one of the lowest rates of complaints when compared to other L&SE train operators.

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

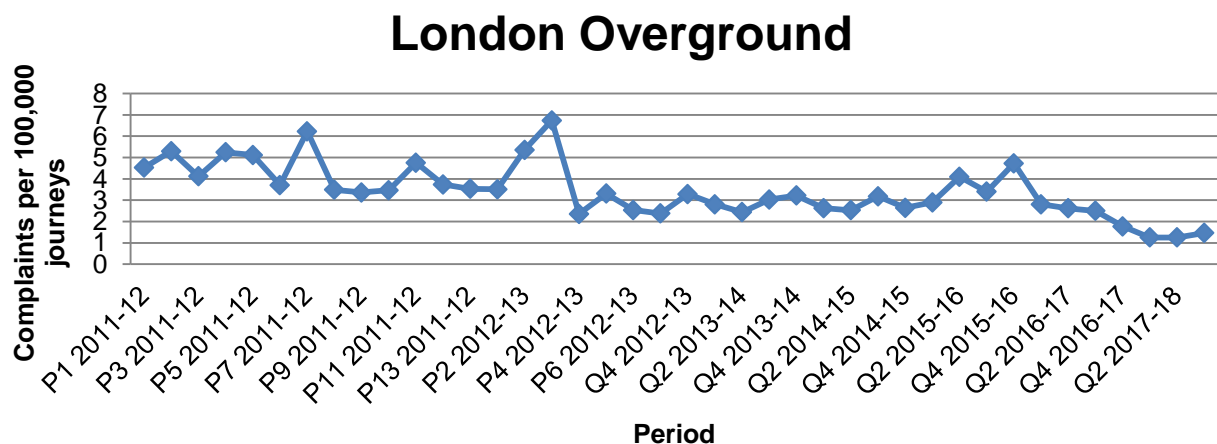


Table 10 – Q3 2017-18 London Overground TfL business plan key performance Indicators (KPI) and National Rail performance figures

National Rail Performance measure	Q3 Target 2017-18	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 2017)
Public Performance Measure (Network Rail figures)	Average of London and South east TOCs is 86% (Not a TfL target)	93.8%
TfL KPIs	Q2 Target 2017-18	Current performance level
Overall customer satisfaction score (TfL measure)	84	83
On time performance (A TfL measure of PPM Moving Annual Average)	Data not available	94.6%
<p>London TravelWatch's overall performance assessment of London Overground is as follows.</p> <p>London Overground achieved some of its targets. RTA was lower than previous quarter (Q2 2017-18) but higher than the same period a year ago (Q3 2016-17).</p> <p>London Overground performed well compared to most L&SE train operators and was in the top three.</p>		

8 TfL Rail

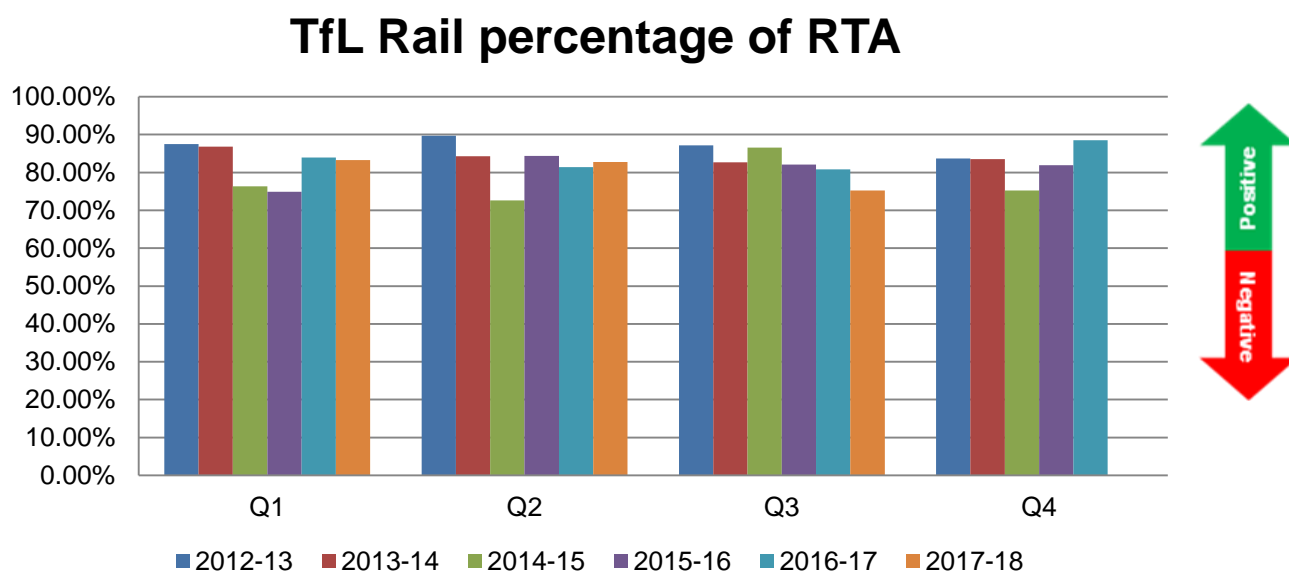
TfL Rail's PPM for the second quarter was 91.7%. This was 2.5 percentage points lower than Q3 2016-17. Please note this is a Network Rail statistic.

The National Rail Passenger Survey results are from the spring 2017 wave of surveys. Passenger satisfaction has decreased since the last autumn survey. The percentage of passengers satisfied was 75% compared with 80% in autumn 2016.

Right time arrival

TfL Rail performed very well compared to other L&SE TOCs. RTA was lower than previous quarter (Q2 2017-18) and than the same period a year ago (Q3 2016-17).

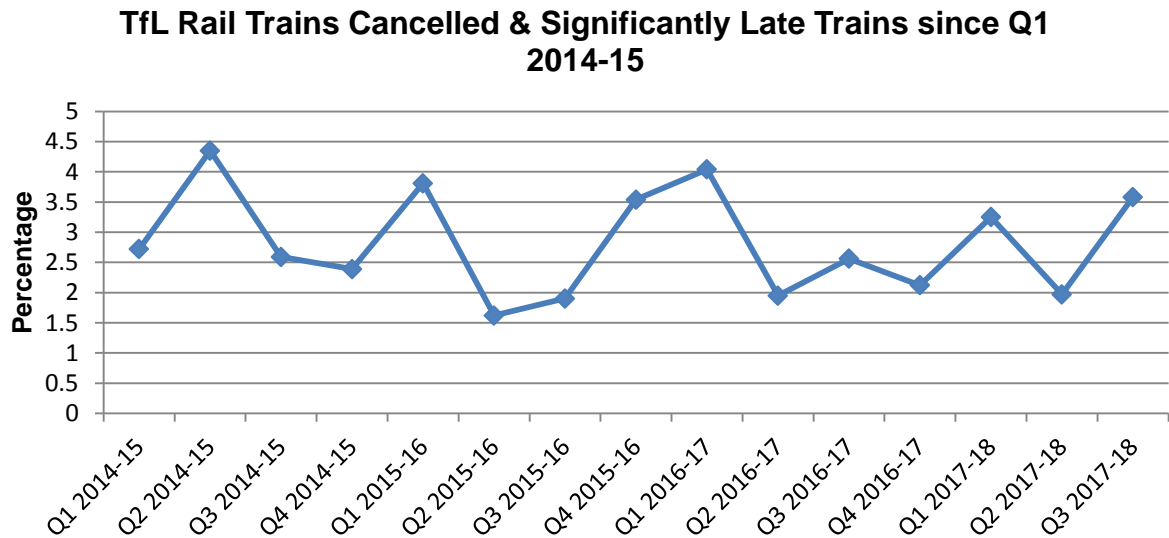
Graph 36 TfL Rail percentage of RTA



Cancellations and significant lateness (CaSL)

TfL Rail performed well compared to most L&SE train operators and was in the top six.

Graph 37 – TfL Rail percentage of CaSL



In Q3 2017-18, TfL Rail received 1.98 complaints per 100,000 journeys. A reduction in complaints compared to the same period in 2016-17.

Graph 38 – Customer complaints received by TfL for every 100,000 journeys

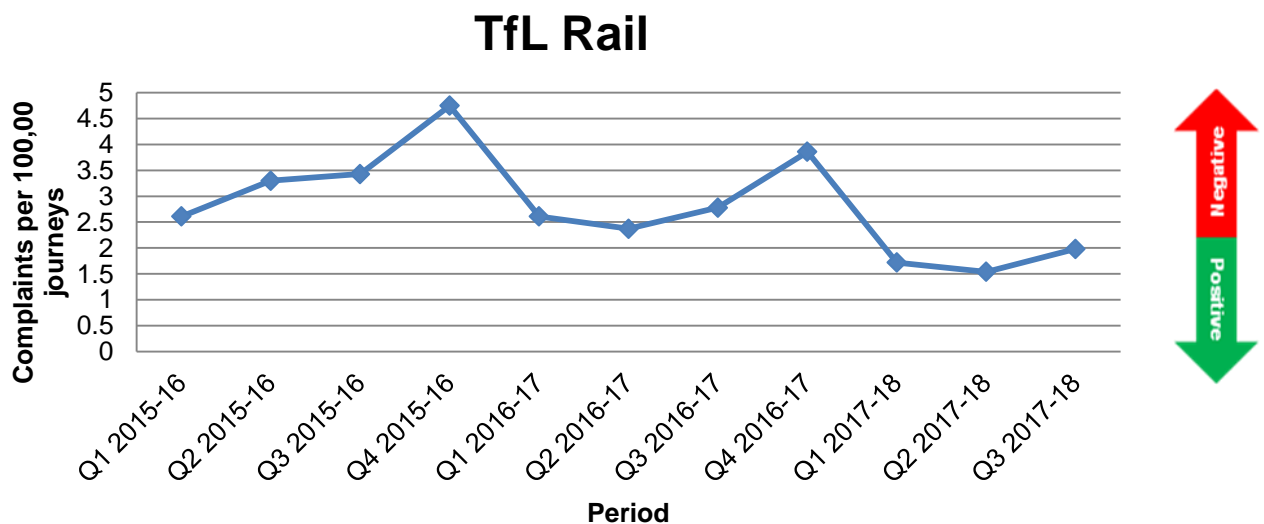


Table 11 – Q3 2017-18 TfL Rail, TfL business plan key performance Indicators (KPI) and National Rail performance figures

National Rail Performance measure	Q3 Target 2017-18	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)	75%
Public Performance Measure (Network Rail figures)	Average of London and South east TOCs is 86% (Not a TfL target)	91.7%
TfL KPIs	Q3 Target 2017-18	Current performance level
Overall customer satisfaction score (TfL measure)	83	83
On time performance (A TfL measure of PPM Moving Annual Average)	Data not available	94.1%
<p>London TravelWatch's overall performance assessment of TfL Rail is as follows</p> <p>TfL Rail did not achieve some of its targets. TfL Rail performed very well compared to other L&SE TOCs. RTA was lower than previous quarter (Q2 2017-18) and than the same period a year ago (Q3 2016-17).</p> <p>TfL Rail performed well compared to most L&SE train operators and was in the top six.</p>		

9 Dial-a-Ride

The Dial a Ride customer satisfaction survey is now done only twice a year, Q1 and Q3. The information below, with the exception of the complaints data, relates to Q1 17-18.

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 at 92 was on target. Dial-a-Ride members are very satisfied with driver helpfulness-courtesy, which scores 95 (95 in Q1 2016-17). Satisfaction with the booking process was (79), below target (80) but obtained a higher score compared to Q1 2016-17, which was 76.

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 decreased compared to Q3 2016-17. Dial-a-ride received 92.7 complaints per 100,000 journeys, which is very high compared to other modes. This high level of complaint reflects the number of customers who are unable to book to use the service.

Graph 39 – Customer complaints received by TfL for every 100,000 journeys

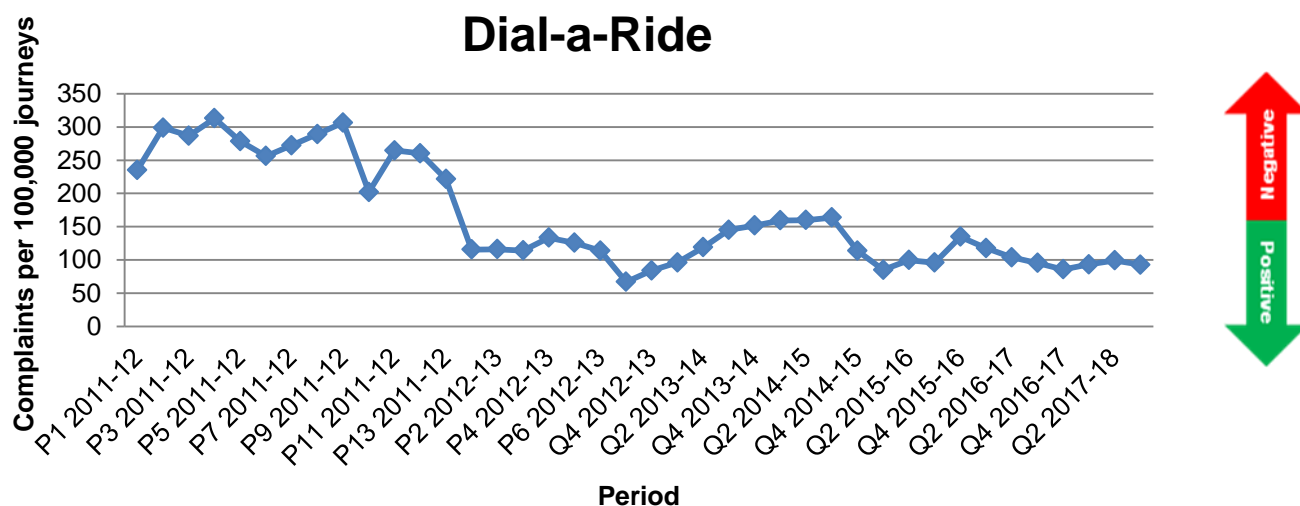


Table 12 – Q1 2017-18 Dial-a-Ride TfL business plan key performance Indicators (KPI)

KPI	Q1 Target 2017-18	Current performance level
Customer satisfaction score – overall	92	92
Quarterly passenger journey numbers	1,400,000(annual target)	
<p>London TravelWatch's overall performance assessment of Dial-a-Ride is as follows.</p> <p>Customer satisfaction overall is on target. Dial-a-Ride members are usually very satisfied with driver helpfulness-courtesy. The main source of complaint this quarter is ease of getting through on the telephone and the booking process, which has resulted in very high complaints rate.</p>		

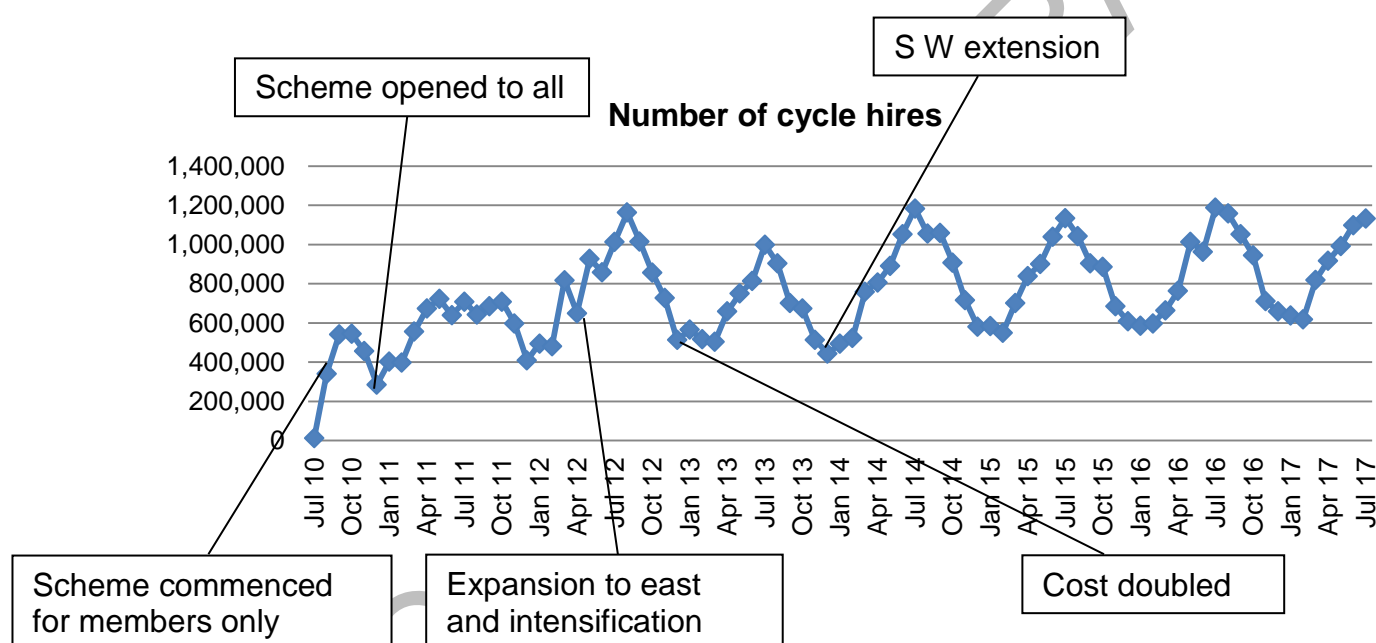
10 Cycle hire

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.

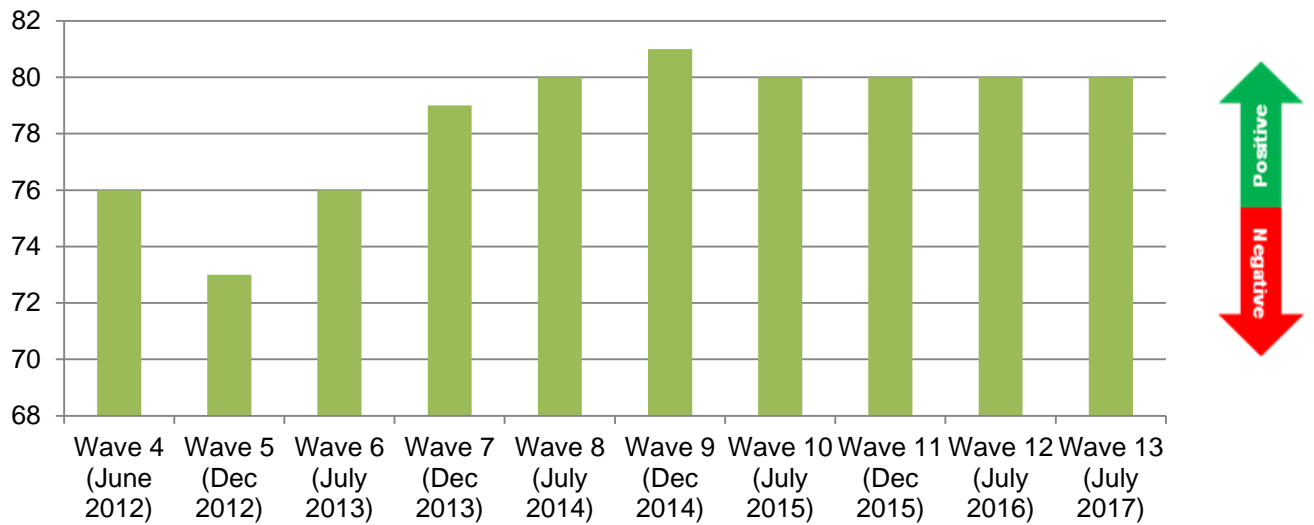
Graph 40 - Cycle hire scheme usage



The latest customer satisfaction score (80), is the same as the previous wave (wave 12), just below the peak score of 81 (in wave 9). The different elements of the survey suggest increasing satisfaction with the use of members' keys and with the service from the contact centre.

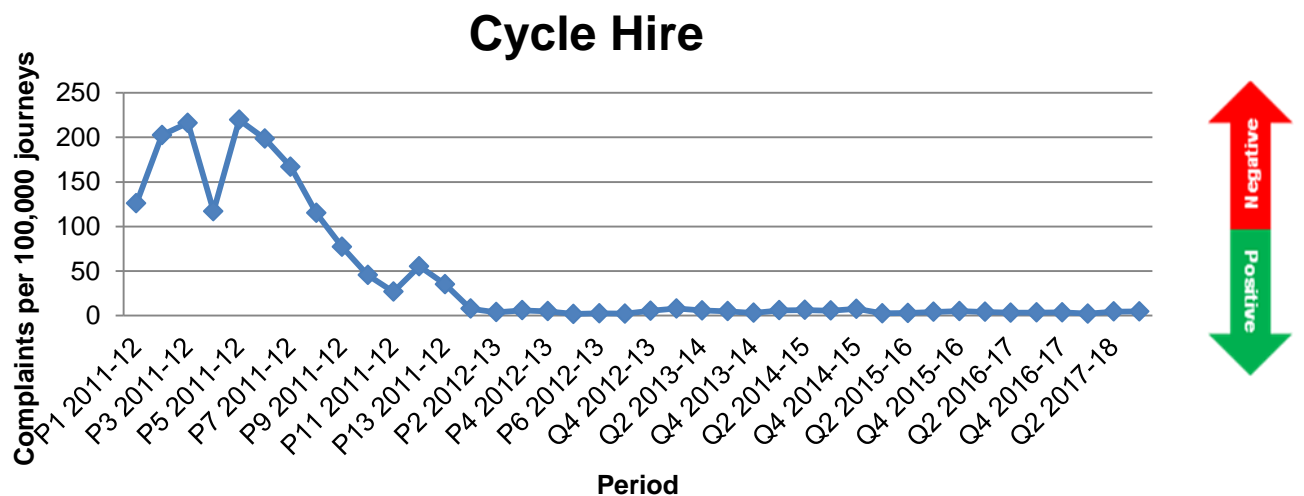
Scores for the availability of spaces at docking stations has decreased and value for money have increased to 77, the highest level since the pricing changes in January 2013.

Graph 41 - Satisfaction with overall experience cycle hire customer satisfaction score



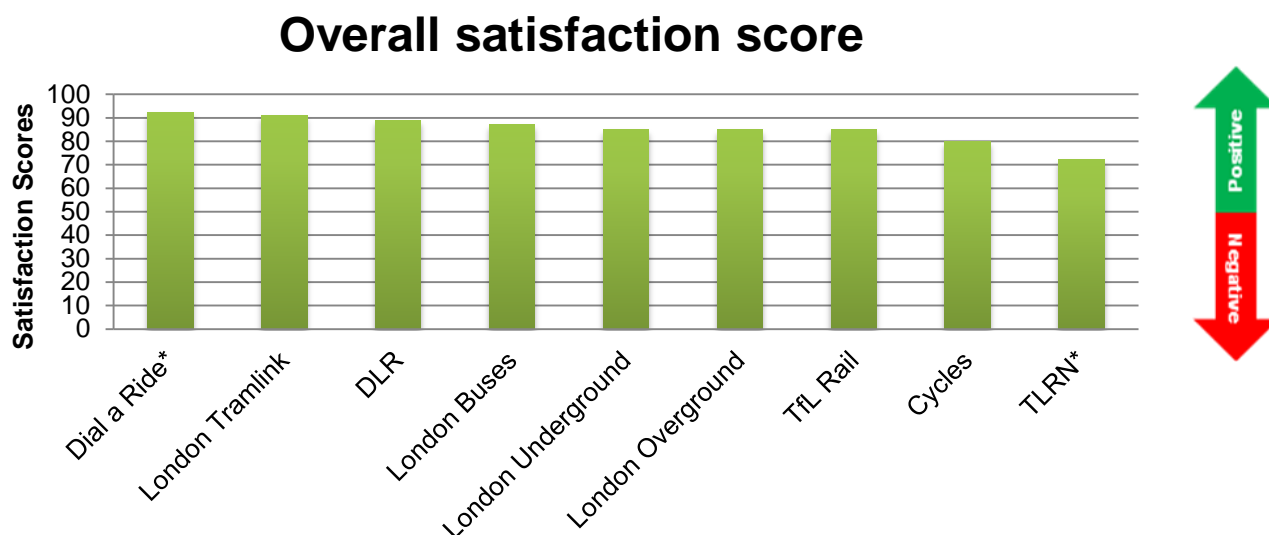
Complaints increased compared to the same period a year ago (Q3 2016-17). The cycle hire scheme received 4.56 complaints per 100,000 journeys.

Graph 42 - Customer complaints received by TfL for every 100,000 journeys



11 Customer satisfaction and value for money scores – modes comparison

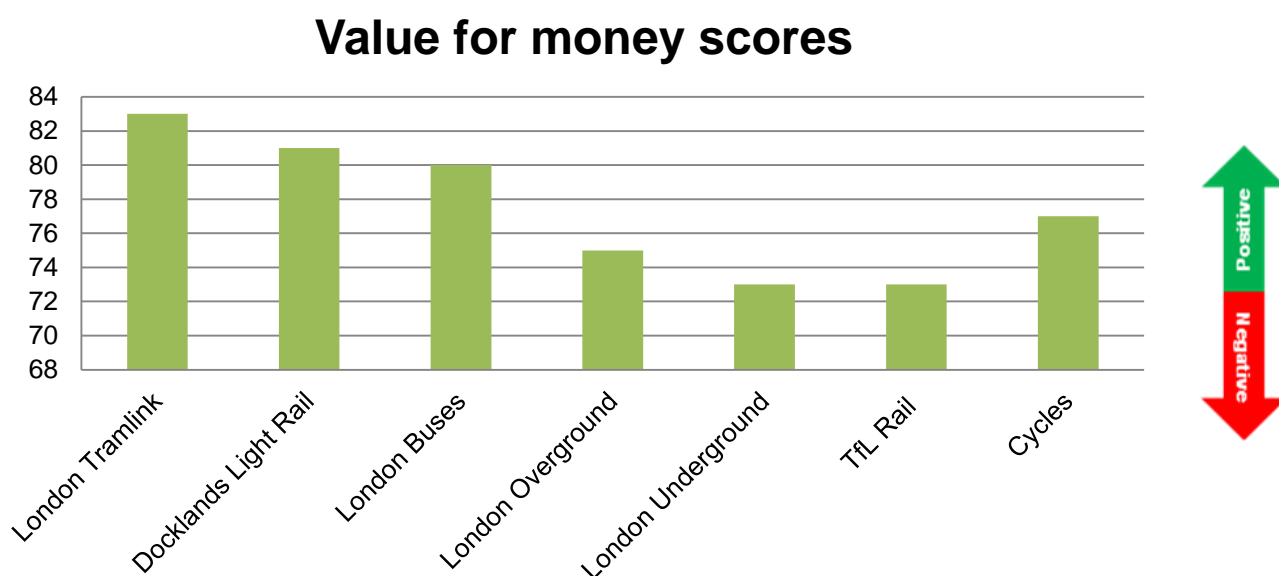
Graph 43 – Q3 2017-18 overall customer satisfaction scores – modes comparison



* Q1 2017-18 figures

TLRN – Transport for London Road Network

Graph 44 – Q3 2017-18 value for money scores - modes comparison



Appendix – Glossary & source 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
RTA	Right Time Arrival
SSL	Sub-Surfaces Lines
SWT	Scheduled Waiting Time
TfL	Transport for London
TOC	Train Operating Company
TLRN	Transport for London Road Network
WEZ	Western Extension Zone
LCH	Lost Customer Hours

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- Customer satisfaction survey scores supplied by TfL directly
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