PC160

TfL 2018-19 Quarter 3 Performance Report (Oct-Dec 2018)

March 2019



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 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
Quarter 4 – Jan to Mar 2018	July 2018
Quarter 1 – Apr to Jun 2018	November 2018
Quarter 2 – Jul to Sept 2018	December 2018
Quarter 3 – Oct to Dec 2018	March 2019

Published by:

London TravelWatch
Europoint
5-11 Lavington Street
London SE1 0NZ

Phone: 020 3176 2999

Contents

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 2018-19 financial year (July to September 2018).

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 recent changes to TfL's reporting. The most significant of which is the dropping of their measure of congestion on London's streets: Journey Time Reliability (JTR).

London Underground is performing well, though there was a spike in Network Excess Journey Time and Lost Customer Hours this quarter. Trams and DLR performed better than target.

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, but there was a significant rise this quarter reported by TfL Rail.

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. We note the small upturn in bus service speeds and the good reliability figure, but congestion is significantly impacting on bus service performance and passengers. Working with the London boroughs, TfL needs to develop a substantive response to rising population, economic activity and other trends that are translating into increasing traffic volumes and longer journeys times.

It is disappointing that TfL have stopped reporting Journey Time reliability (JTR), a measure of congestion on London's streets, and that it appears as if it will not be replaced. Congestion is one of the most significant problems that Londoners face with the surface transport system and the loss of this measure could lead to a loss of focus on the importance of tackling congestion and improving journey times.

This quarter saw a rise in cycling volume in the central area. This will, in part, be attributable to the very hot weather in the summer and early autumn.

London Streets

London TravelWatch's overall performance assessment of TfL Streets is as follows.

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.

There is now no measure of congestion being reported by TfL which is disappointing as this is a key issue for the users of London's streets, and particularly its bus services.

The closest proxy for congestion is traffic speed. That has decreased compared to the same quarter in the previous year and gives cause for further concern.

TfL's carriageway condition target is met. But London TravelWatch wants to see improvements in this area as the condition of the carriageway affects the journey experience of all the users of London's roads. It is also worrying that for a number of years there will be no budget for major renewals. This will mean a significant deterioration in road maintenance condition.

Because of the volatility of road safety statistics from year to year the trend is the most important statistic. The trend in killed and serious injury has been downwards over the long term. There was a rise in 2017 in the killed and serious injury figure rising mostly due to a technical change in assigning severity.

We are pleased that TfL are now starting to enforce properly against those who obstruct the pavement. London TravelWatch has been campaigning for a number of years for TfL and the London boroughs to keep their pavements clear of illegal obstructions. Only a small handful of London boroughs do this as they should. Obstruction of the pavement is a nuisance for all pedestrians and a particular hazard for disabled users. We hope that publishing borough performance will spur them to undertake this important role properly.

We are therefore delighted that the City of London intends to keep its public highway clear of unlawful obstructions.

TfL's new cycling metric shows a year on year increase of 6.9% in the latest quarter reported.

London Buses

The customer satisfaction score is higher than previous quarter (Q2 2018-19), but the same as Q3 2017-18.

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

High frequency bus services have improved in reliability. Bus speeds are increasing, but have a long way to go to get back to where they were in 2013/14. Slower bus speeds and therefore longer journey time have led to a decline in patronage.

London TravelWatch is concerned that not enough is being done to address congestion and 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 number of bus complaints increased this quarter compared to the same quarter a year ago (Q3 2017-18). There seems to be a rising trend.

London Underground

The customer satisfaction score is below target this quarter.

There has been an increase in the percentage of scheduled services operated.

Network Excess Journey Time is above (worse than) target.

Docklands Light Railway (DLR)

DLR performance is down on the previous quarter, and the same quarter in the previous year. Departures within 3 minutes are just below target this quarter.

The customer satisfaction score is on target.

The customer complaints rate was higher this quarter compared to the same period a year ago (Q3 2017-18).

Tramlink

Tramlink performance was above target.

Customer satisfaction is below target.

Complaints were lower than quarter Q3 2017-18.

London Overground

London Overground achieved some of its targets and its highest Q3 RTA score since Q3 2013-14, the highest score of any operator.

There has been an improvement in London Overground's CAsL performance when compared to the previous quarter (Q2 2018-19), but a decline when compared to the same period a year ago (Q3 2017-18). This can be attributed to the late delivery of new electric trains for the Barking to Gospel Oak line.

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

TfL Rail

TfL Rail achieved its targets. TfL's customer satisfaction was above target. The National Rail Passenger Survey showed passenger satisfaction had increased significantly in autumn 2018 (86%), compared to autumn 2017 (75%).

The TOC performed very well compared to other L&SE TOCs' PPM figures.

RTA was lower than previous quarter (Q2 2018-19), but higher than the same period a year ago (Q3 2017-18).

TfL Rail had very good CaSL figures this quarter compared to the previous quarter, and most L&SE train operators and was in the top four.

Dial-a-Ride

London TravelWatch's overall performance assessment of Dial-a-Ride is as follows.

Customer satisfaction overall is below 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 a very high complaints rate.

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.

The value for money score increased to 77, the highest level since the pricing changes in January 2013.

Complaints decreased 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 2017. This report was published in December 2018[1].

There were 26.8 million daily trips in, to, and from, Greater London, a reduction of 1.1% over the previous year. This is detailed in Table 1.

Table 1: How Londoners travel (millions of daily trips and percentage of all trips), 2016

Mode	No. of trips (millions) 2017	No. of trips (millions) 2016	Percentage change	Percentage of total 2017
Rail	2.9	3.0	-3.3	10.7
Underground-DLR	2.8	2.8	0	10.3
Bus-Tram	3.8	3.7	0	14.0
Taxi-PHV	0.4	0.4	0	1.5
Car (driver & passenger)	9.7	9.7	0	35.8
Motorcycle	0.2	0.2	0	0.7
Cycle	0.6	0.6	0	2.2
Walk	6.6	6.6	0	24.4
All modes	**26.8**	**26.9**	**-1.1**	

[1] Travel in London, Report 11, Table 2.1

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.

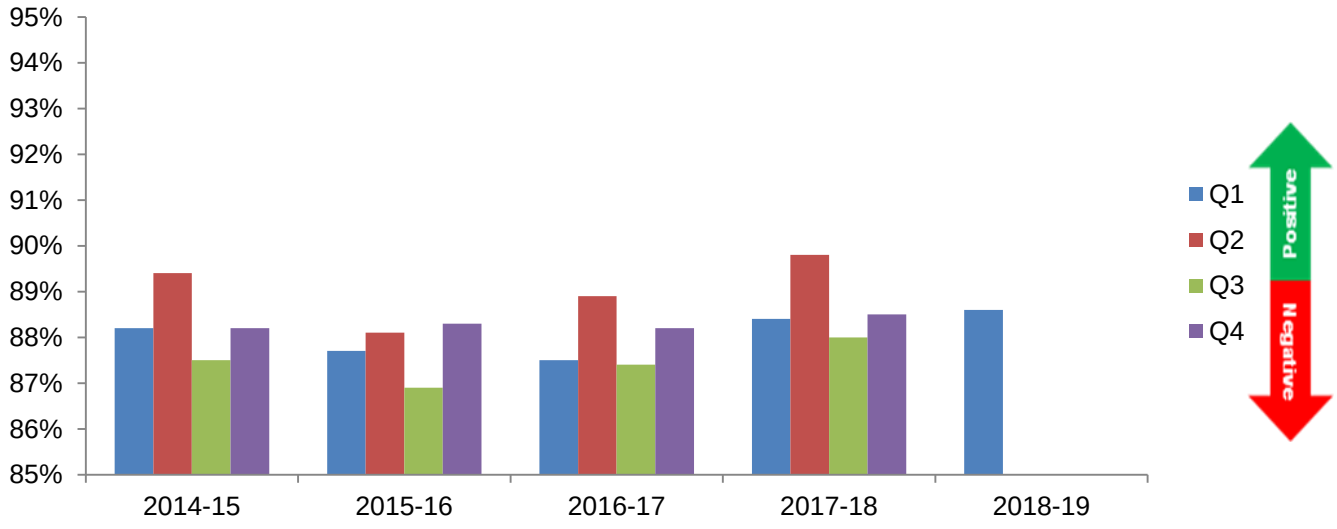
For a number of years TfL has reported a measure of congestion on London's streets London-wide and across various road corridors and geographical segments. This was called Journey Time Reliability (JTR). This was a response to the former Mayor's drive to 'keep the traffic moving' and gave an estimate of the reliability of the road network for a nominal 30 minute journey. It was also a response to the crude measure of congestion, traffic speed.

There is now more emphasis on disruption incidents on the roads and managing those incidents.

The final chart of the available journey time reliability data is shown in graphs 1 and 2. Officers will investigate if there is any continuing measure of congestion that can be reported to members as this is clearly an important measure for users of London's road network.

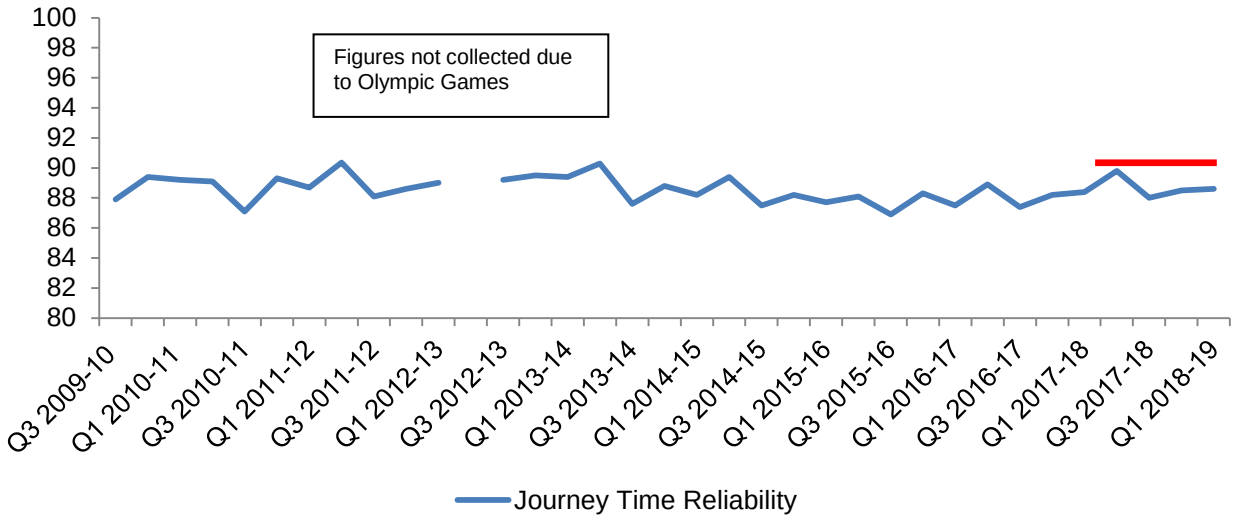
It should be noted the targets set were never met.

Graph 1 - Journey Time Reliability on the TLRN in the AM peak by financial quarters, Q1 2013-14 to Q1 2018-19



The statistics in graph 1a 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.

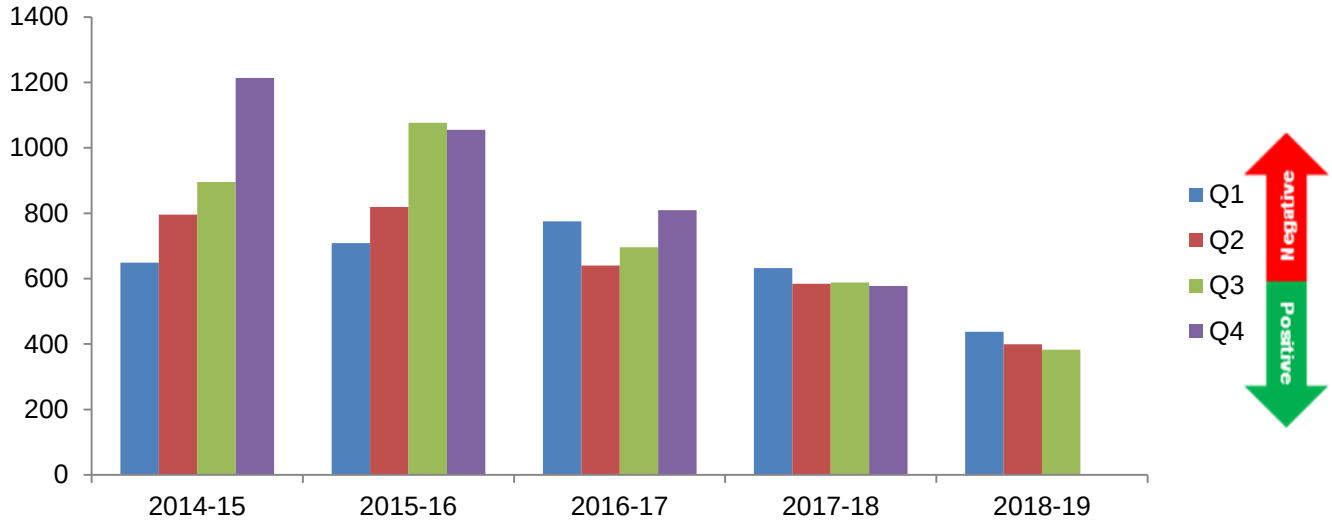
Graph 2 - Journey Time Reliability on the TLRN in the AM peak since Q3 2009-10 (Business Plan 2016-17 targets)



Serious and severe disruption on the TLRN fell in quarter 3 compared to Q3 2017-18 last year.

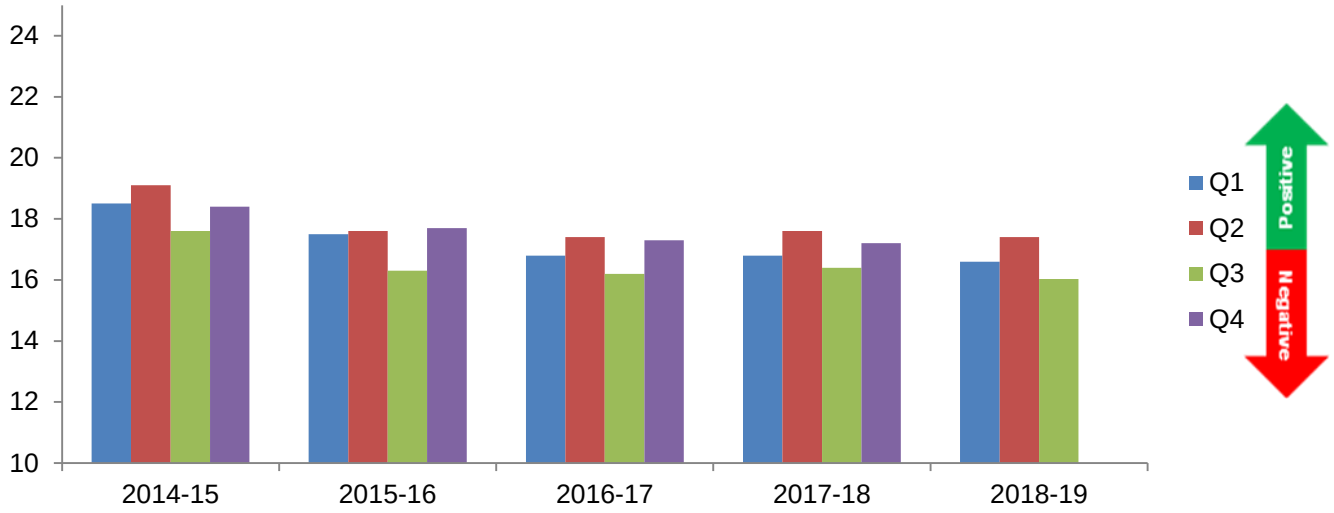
[Please note the figure for quarter 1 2018-19 has been 'corrected' by TfL and is lower than previously reported]

Graph 3 - Duration of TLRN serious & severe unplanned and planned events (hrs) by financial quarters, Q1 2014-15 to Q3 2018-19



The average weekday traffic speed decreased on London's major roads in quarter 3 compared with the same quarter in 2017-18.

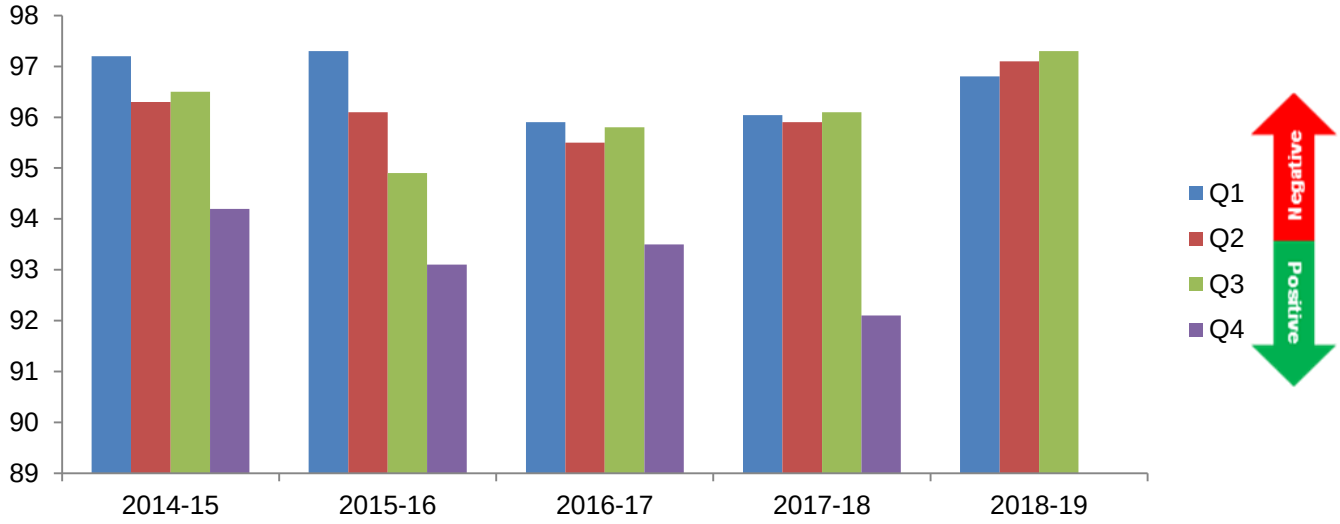
Graph 4 - Traffic speeds (mph) on London's major roads 12 hrs average weekday between 0700-1900 by financial quarters, Q1 2014-15 to Q3 2018-19



Traffic volumes across London had been generally falling over a number of years, up to 2011/12. This trend appears to have slowed and volumes may again be climbing.

[Please note the figure for quarter 1 2018-19 has been 'corrected' by TfL and is higher than previously reported]

Graph 5 - Traffic volume on London's major roads 24hrs average weekday by financial quarter, indexed period 13 2006-07 = 100

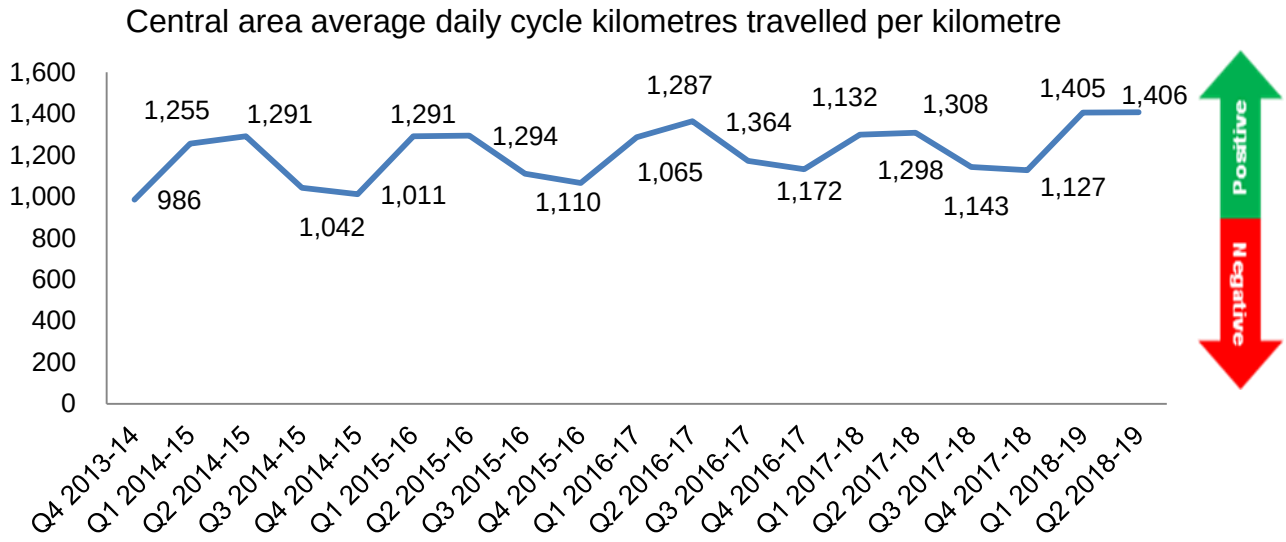


TfL is now reporting a new cycling metric which, they say is a representative measure of total kilometres cycled each day in **central London**. The previous TLRN index measure, covering the whole of London, was replaced because patterns of cycling have changed substantially following the provision of new facilities, which the counters on the TLRN do not adequately capture. This statistic is reported a quarter in arrears. This financial quarter (Q2 2018-19) has seen an increase of 6.9% over the same quarter last year. [(1406-1308)/1406)*100 = 6.9%].

[Please note this metric has been incorrectly reported by TfL. The growth was being reported in comparison to the 2014 base year. This has been corrected following our representations.]

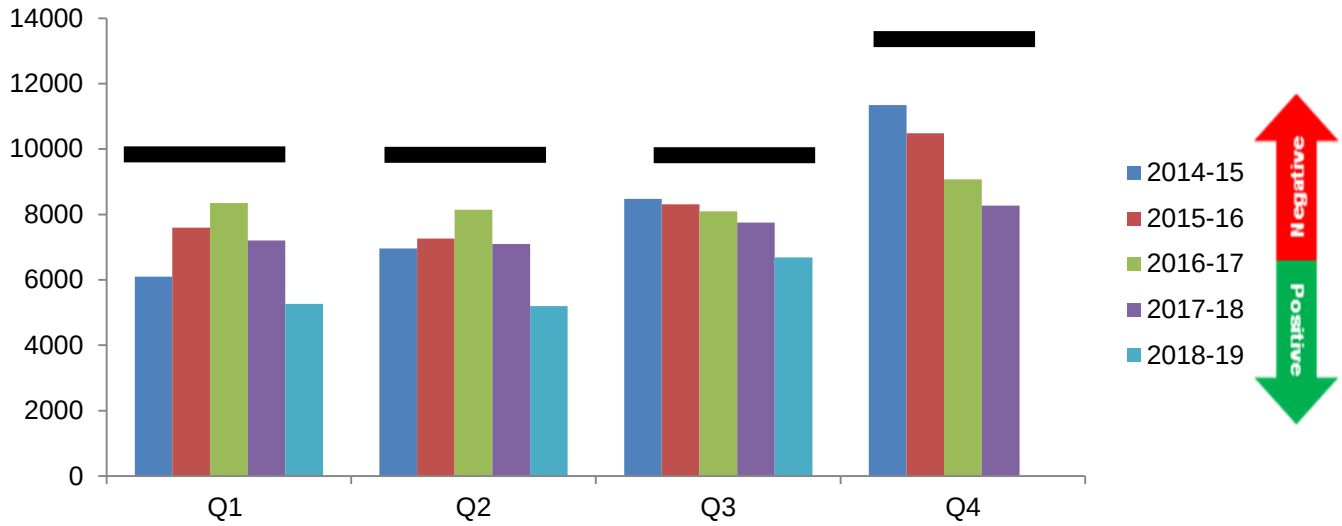
Graph 6 – Cycling levels in central London

Central area average daily cycle kilometres travelled per kilometre of road



Graph 7 shows the number of roadworks on the TLRN since quarter 1 2014-15. This shows that road works are lower when compared to Q3 2017-18. The number of road works have been contained below TfL's target maximum (▬)

Graph 7 – Volume of road works on the TLRN, Q1 2014-15 to Q3 2018-19)

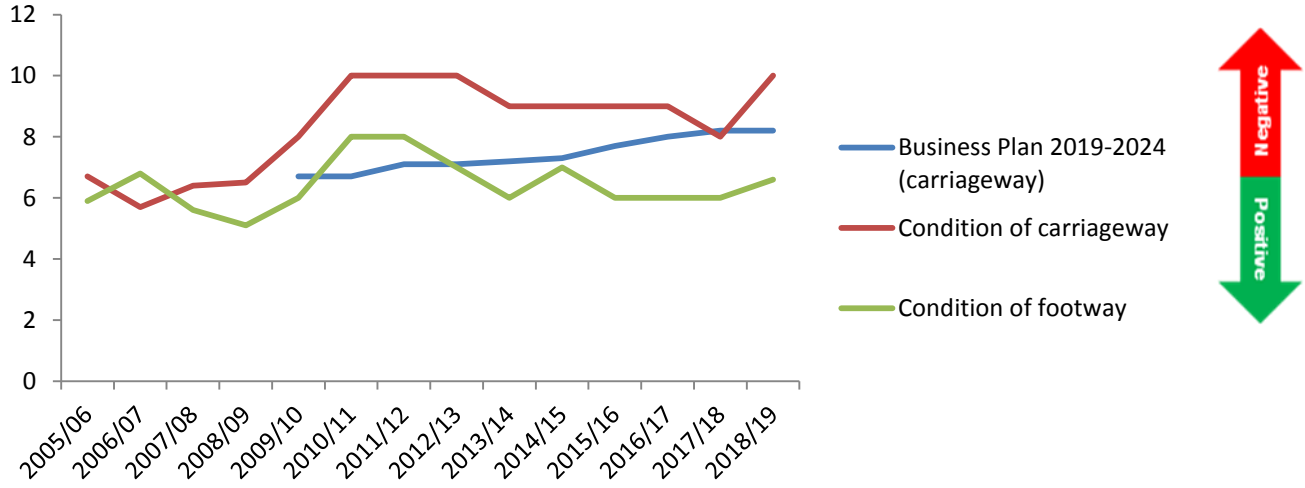


The percentage of roads not in a 'good state of repair' is above (worse than) target for 2018/19, but we understand that it is forecast to worsen this year. London TravelWatch would oppose any further relaxation. The condition of the pavement has stayed at the same level.

Over the next three years, TfL have no budget for any major road renewals and as such a significant deterioration in roads maintenance is expected over the next few years. However, pothole filling and safety related repairs will still be undertaken.

[Note: the green and red lines show the percentage of carriageway and pavement that is assessed as in need of repair. The blue line shows 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. Below is a selection of the results. This survey now comes out in quarter 3.

We are concerned about the performance of London Streets and the increase in traffic congestion, which has resulted in a reduction in customer satisfaction.

Table 2 – Customer satisfaction – traffic scores

Indicator	Q3 2011	Q3 2012	Q3 2013	Q1 2014	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q1 2017	Q3 2017	Q3 2018
Overall satisfaction	75	76	75	75	75	74	74	70	70	69	70	70	71	70	72	70	71
Working condition of traffic lights	77	78	77	79	79	79	78	77	78						76	72	73
Could accurately estimate how long journey would take	73	75	73	74	74	74	74	67	67	66	68	66	70		66	67	69

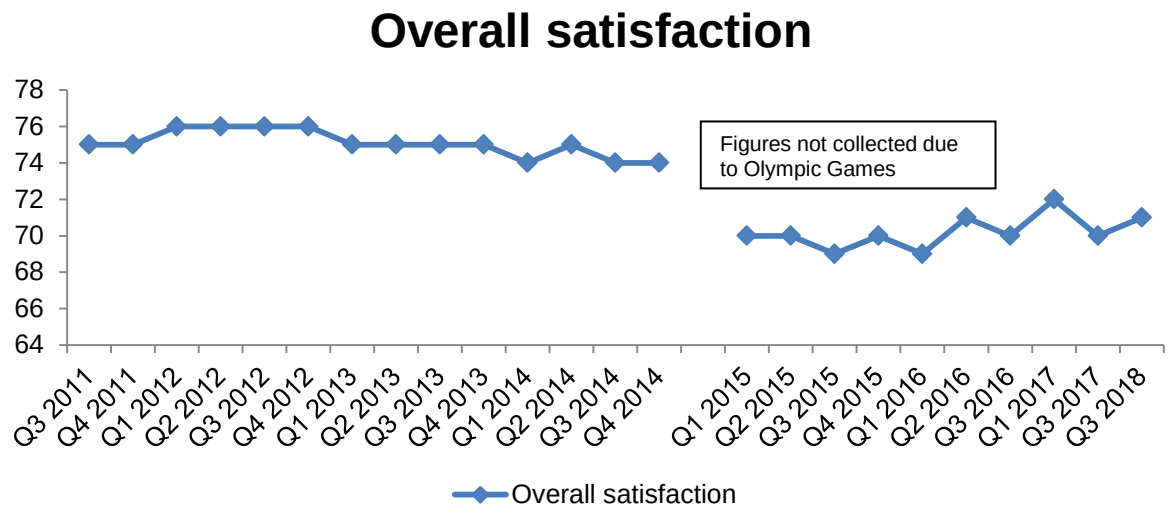
Indicator	Q3 2011	Q3 2012	Q3 2013	Q1 2014	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q1 2017	Q3 2017	Q3 2018
Up to the minute info about delays and disruption	72	74	72	73	73	73	73	65	67	69	67	69	71	67	66	69
Management of road works	70	73	71	72	73	72	72	64	64	62	65	62	67	64	64	67
Traffic congestion	67	69	67	68	69	67	68	61	63	63	63	62	65	61	59	63

Table 3 – Customer satisfaction – roads scores

Indicator	Q3 2011	Q3 2012	Q3 2013	Q1 2014	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q1 2017	Q3 2017	Q3 2018
Street lighting	77	77	76	78	78	77	77	76	76					73	70	71
Condition of road surfaces	70	73	71	69	70	72	72	61	63	62	62	63	65	72	66	67

Graph 9 shows the overall customer satisfaction scores for the TLRN since Q3 2010.

Graph 9 – Overall satisfaction since Q3 2010 to Q3 2018*



***** There is a break (also reduction in the overall satisfaction data) from quarter 1 2015, due to a change in way in which TfL undertakes its reporting. The format in questioning users was changed to avoid open-ended questions.

Road safety statistics

The annual road safety statistics for London's roads are best displayed graphically because this shows the trend rather than figures for a single year. The trend is the important data to consider, as there can be great variation in casualty figures from one year to the next. The most widely used statistic is of the combined number of killed and serious injuries per year.

These are absolute numbers of casualties. A better statistic would be one for casualties per mile travelled. TfL have done some work to investigate rates of casualties, but this is at an early stage.

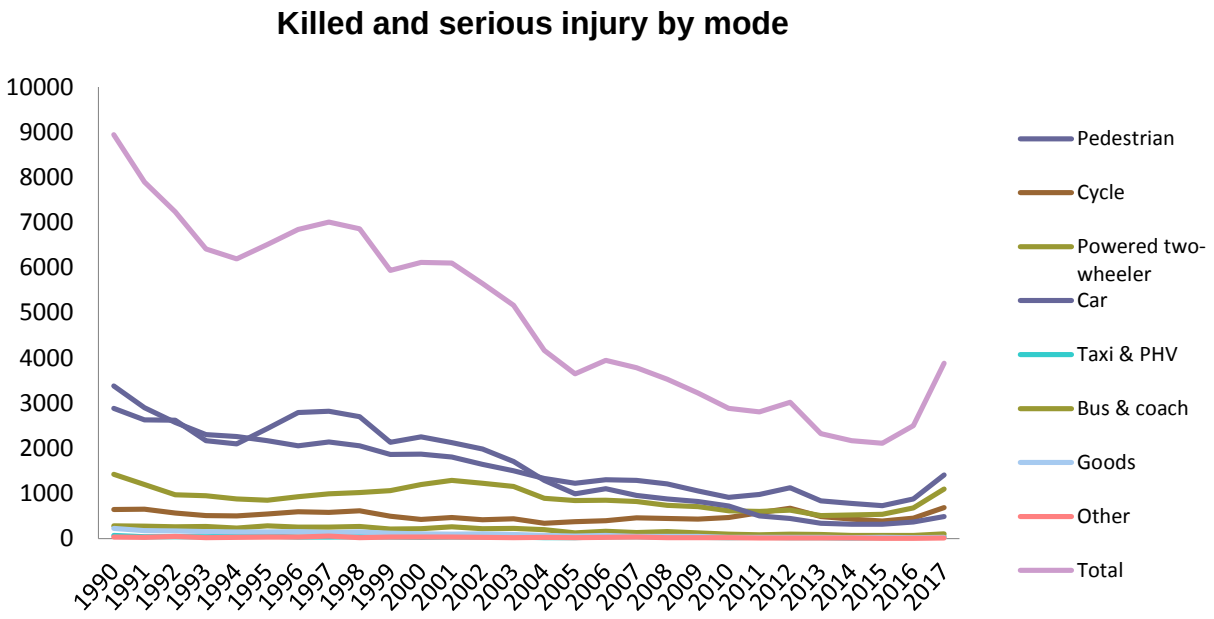
Bus and coach figures are for bus and coach occupants and include all bus, and coach collisions where injury occurs in Greater London. It is not possible for us to separate out these figures.

The population is rising and therefore there is more exposure generally. The number of trips by cycle has been growing. Cycling is the second most vulnerable mode per mile travelled. Thus, while the trend in the number of cycle casualties is between level and slightly decreasing, the rate per mile cycled is declining.

Statistics, from 2016 onwards, are not strictly comparable to the previous years. This is because the Metropolitan Police Service (MPS) has changed the way it allocates casualties to severity. They are now recording more casualties as 'serious' or 'slight'. The affect of this is to increase the severe injury level and reduce the slights. Additionally the MPS now has an online reporting facility. This has led to a significant

rise in casualty numbers, particularly slight injuries. The DfT believes this accounts for a 20% increase in the number of slight casualties.

Graph 10 Number of collisions resulting in killed and serious injuries, by mode, over the last 25 years



Road safety statistics Q2 2018

The MPS compiles a record of all collisions in London where injury occurs. These records are collated and published by the DfT as an annual statistical release. TfL reports provisional quarterly figures, but there is always a long time lag (six months). Quarter 2 2018 (financial Q1) figures are tabulated below.

These statistics are often compared to previous months or quarters, but this is unwise as there is so much volatility in the figures from period to period. The trend is the important statistic to follow.

Reported road casualties by severity: Q2 2018, Greater London

CASUALTIES	Q2 2018
Killed	25
Seriously injured	1,085
Slightly injured	7,068
All casualties	8,153

Managing pavement obstructions - performance of boroughs

It is a criminal offence to wilfully obstruct the pavement without lawful excuse or authority. TfL and the London boroughs have a duty, and the powers they need, to keep their pavements clear. The issue is now recognised in the Mayor's new Transport Strategy which is welcomed.

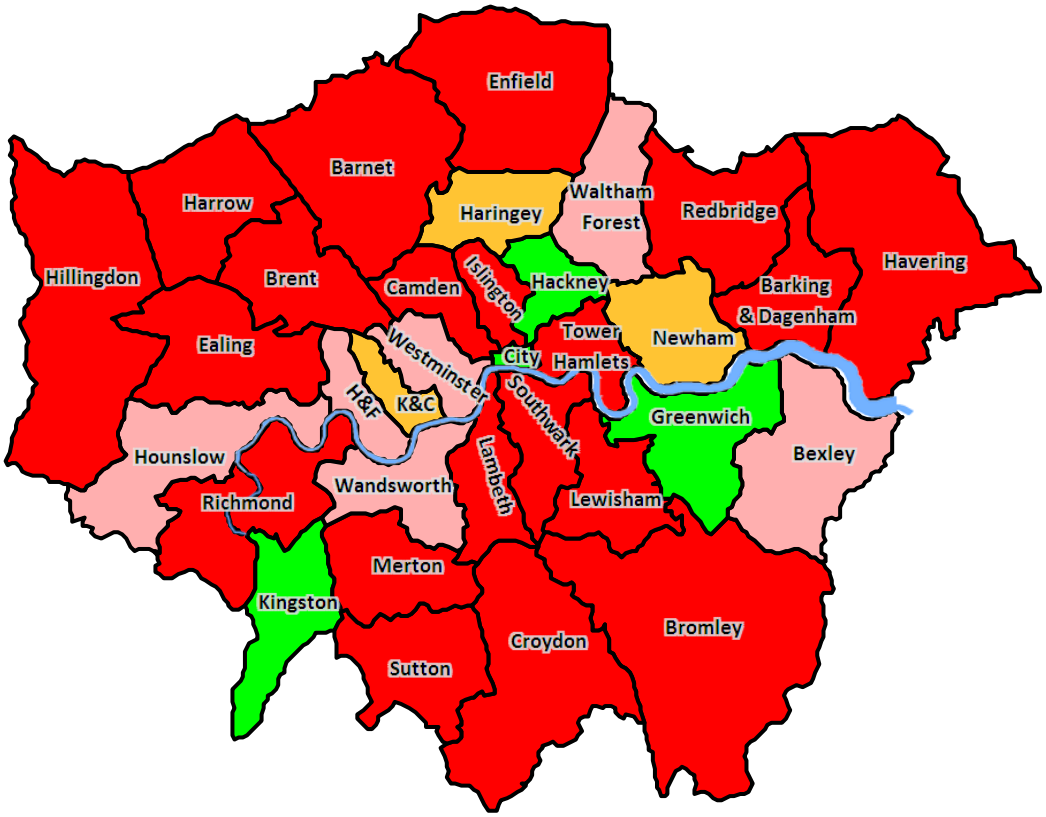
There are a small handful of boroughs that properly enforce against pavement obstructions. Most do not. Below is a map of the London boroughs, colour coded to show the situation on each borough's streets with respect to pavement obstructions (mostly free standing advertising boards). The colour was determined by an assessment of three significant town and district centres in each borough.

TfL are targeting a number of the streets they control. TfL would get a 'yellow' score. Additionally TfL are to be commended for encouraging the London boroughs to enforce against obstructions on their streets although this has not yet been successful.

We are delighted that the City of London is now proposing to clear its public highways of obstructions, particularly advertising boards. This is the result of a number of years of engagement by London TravelWatch with the authority.

Redbridge is proposing a licensing system for advertising boards on its pavements, though advertising boards are not licensable on the public highway.

Figure 1: The performance of the London boroughs in keeping their pavements clear of illegal obstructions



Green	streets are clear of pavement obstructions;
Yellow	some streets are clear of pavement obstructions (targeting is undertaken);
Pink	streets have pavement obstructions, but they are located next to buildings in response to limited enforcement.
Red	streets have many pavement obstructions on them.

Table 4 shows a summary of all of the 2018-19 TfL business plan targets for streets except road safety.

Table 4 – Q3 2018-19 London Streets TfL business plan key performance indicators (KPI)

KPI	Q3 Target 2018-19	Current performance level
TfL's new metric measuring the volume of cycling across central London	A 45% increase over the 5yr Business Plan period	Q2 financial quarter figure is 1,406 (up 6.9% on the same period last year.)
% of road assets not in good repair (annual figure for 2009-2010)	9%*	8%
Traffic signal availability	Data not available	Data not available

*Target reduced to reflect deterioration in road condition and an acceptance that the previous target is unachievable.

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There is now no measure of congestion being reported by TfL which is disappointing as this is a key issue for the users of London's streets, and particularly its bus services.

The closest proxy for congestion is traffic speed. That has decreased compared to the same quarter in the previous year and gives cause for further concern.

TfL's carriageway condition target is met. But London TravelWatch wants to see improvements in this area as the condition of the carriageway affects the journey experience of all the users of London's roads. It is also worrying that for a number of years there will be no budget for major renewals. This will mean a significant deterioration in road maintenance condition.

Because of the volatility of road safety statistics from year to year the trend is the most important statistic. The trend in killed and serious injury has been downwards over the long term. There was a rise in 2017 in the killed and serious injury figure which was mostly due to a technical change in assigning severity.

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We are therefore delighted that the City of London intends to keep its public highway clear of unlawful obstructions.

TfL's new cycling metric shows a year on year increase of 6.9% in the latest quarter reported.

3 London Buses

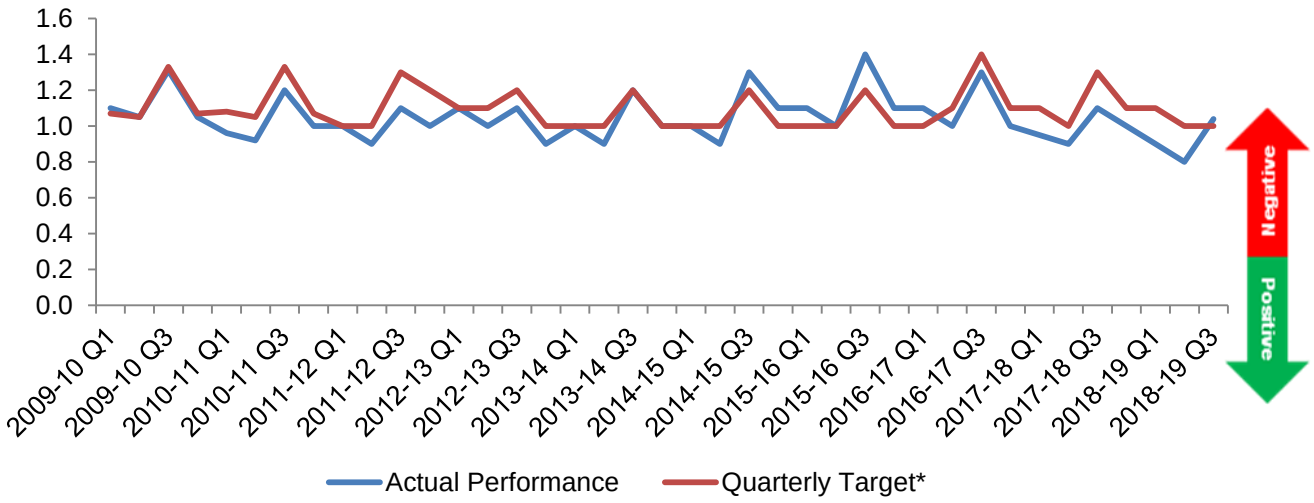
This section of the report outlines the performance of the London bus network in the third quarter of 2018-19

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.

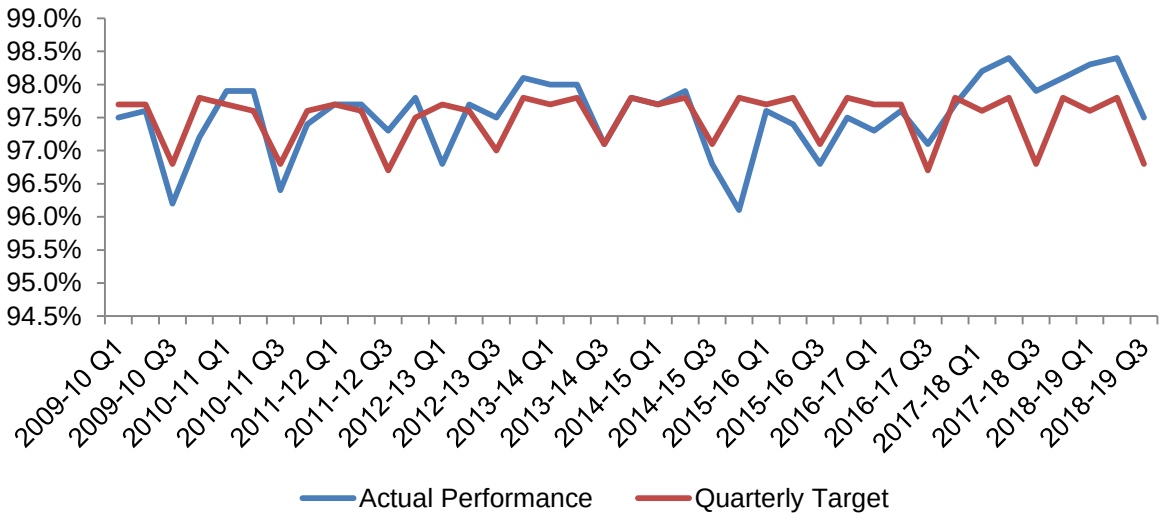
EWT is the measure that indicates the additional minutes wait time for passengers beyond the scheduled value on high frequency bus routes. EWT was 1.0, which was better than the figure obtained in Q3 2017-18. See Graph 11.

Graph 11 – Q1 2009-10 – Q3 2018-19, Excess Wait Time (minutes) on high frequency bus routes



Graph 12 represents the historical trend of the percentage of scheduled bus kilometres operated. Again, the graph shows seasonal targets. There was a sharp decline in the percentage of scheduled kilometres operated.

Graph 12 – Q1 2009-10 – Q3 2018-19, Percentage of scheduled bus kilometres operated



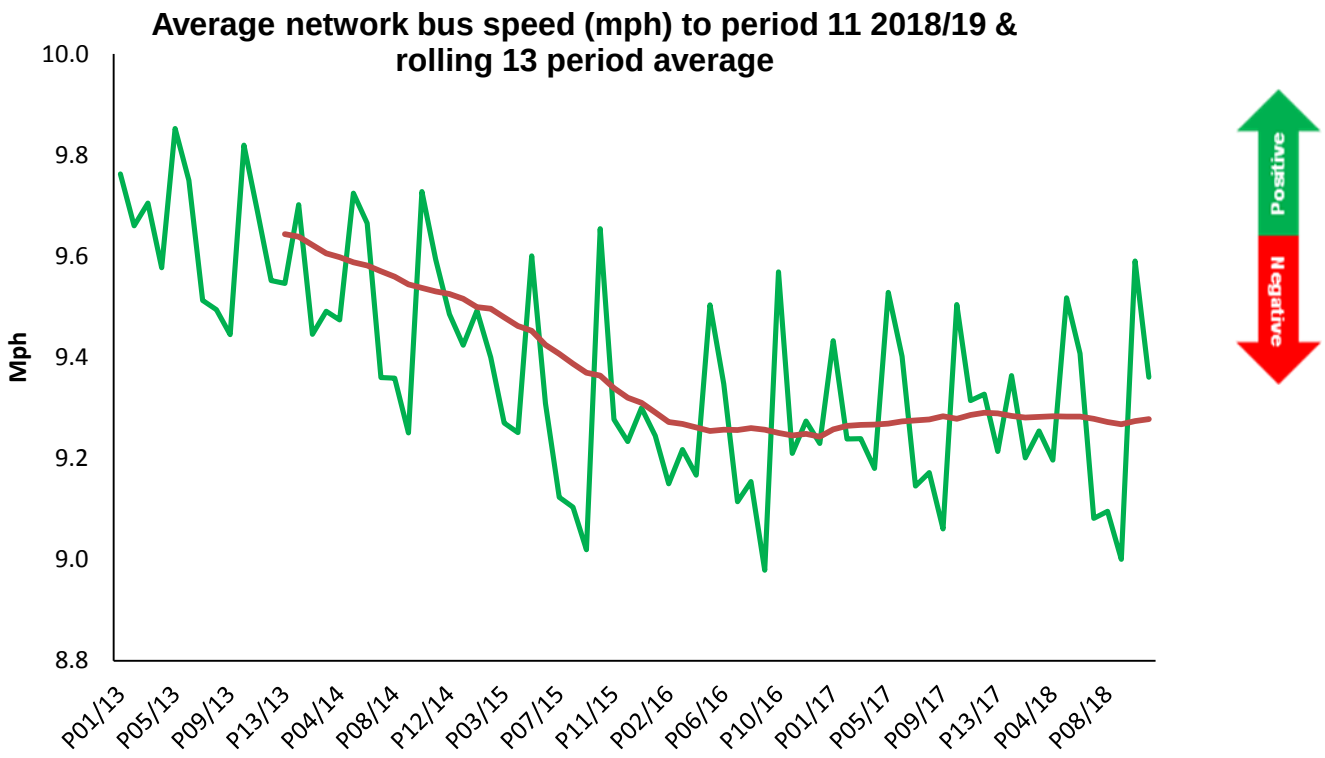
Bus speeds

TfL are now reporting bus speeds for every bus route in London. It is derived from I-bus data. As one would expect it is those services that pass through 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.

A decline in bus speeds over the last few years appears to have been arrested; however there is much to be done to get this average speed back up to where it was in 2013.

Graph 13 – Period 2, 2013 to Period 11 2018, 'All London' average bus speeds by financial period (commences 1 April 2013 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 378 high frequency bus routes in quarter 3 2018-19, 105 were below the contracted minimum standard, 47 operated at the contracted standard, and 226 performed better than the contracted standard. This is worse than previously reported (Q2 2018-19), and the same period a year ago (Q3 2017-18).

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 46, 473, 192, 284, R11, W15, 212, 486, 13, 261, 262, 274, H9, 63, 142, 33, 205, 139, H10 and P12. They all perform worse than their contracted performance in terms of reliability.

Of these bus routes, services 46, 473 and 486 were of particular concern to London TravelWatch as they have had persistent poor performance. London TravelWatch will continue to monitor these routes. TfL informed London TravelWatch that:

Route 473 has been severely affected by the changes to Stratford gyratory and in addition had 21 days of the closure of Connaught Bridge bringing a 4 mile diversion to travel 0.5 miles. This added 50 minutes in the peaks and the subsequent diversion via Silvertown Way. This resulted in delays in the peaks of around 40 minutes. This road was closed from 1 October to 21 October inclusive. On 15 October Pier Road was closed and a further diversion was implemented that caused another 15 minute delay. This was in place until 30 November.

Route 486 reliability has been impacted by additional general traffic combined with insufficient schedule time. From 23.02.19 route 486 has had an updated schedule with improvements on timings and additional time to complete the end of the journey. This will help the route run more reliably for typical traffic conditions with increases in running time and recovery time of around 10-12 minutes when it is needed. It should however be noted that the frequencies from 23.02.19 will be changed as follows:-

- two additional morning peak journeys, between Bexleyheath and North Greenwich, to provide eight buses per hour at Queen Elizabeth Hospital between 0730 and 0829.
  Mondays to Fridays - daytime frequencies are reduced from every 8 minutes to every 10 minutes.
- Saturdays - daytime frequencies are reduced from every eight minutes to every 12 minutes.
- Sundays - daytime frequencies are reduced from every 12 minutes to every 15 minutes.
- All evening frequencies are reduced from every 12 minutes to every 15 minutes.

Route 46

- Multiple utility work at various locations across the quarter including Hampstead High Street, Circus Road, Kings Cross, Fleet Road Camden Street, Kentish Town Road, Heath Street, and the Crossrail project in and around Paddington which has seen the route diverted
- Midland Road delays have been further compounded through this location due to the directional closure of Goods Way with general traffic displaced via Midland Road. This caused delays throughout Periods 7 and 8 with varying traffic flows through this corridor due to the prioritisation of Euston Road. Congestion in this area has also significantly increased due to the directional closure of Goods Way as per the generation works in the Kings Cross area which has reduced the availability of alternative paths for general traffic with the route subject to losses of up of 20 minutes during the am/pm peaks. Delays were further compounded during Periods 9 and 10 at this location due to Cycle Superhighway works which commenced on 19/10/18 and 17/11/18.

Bus stop accessibility

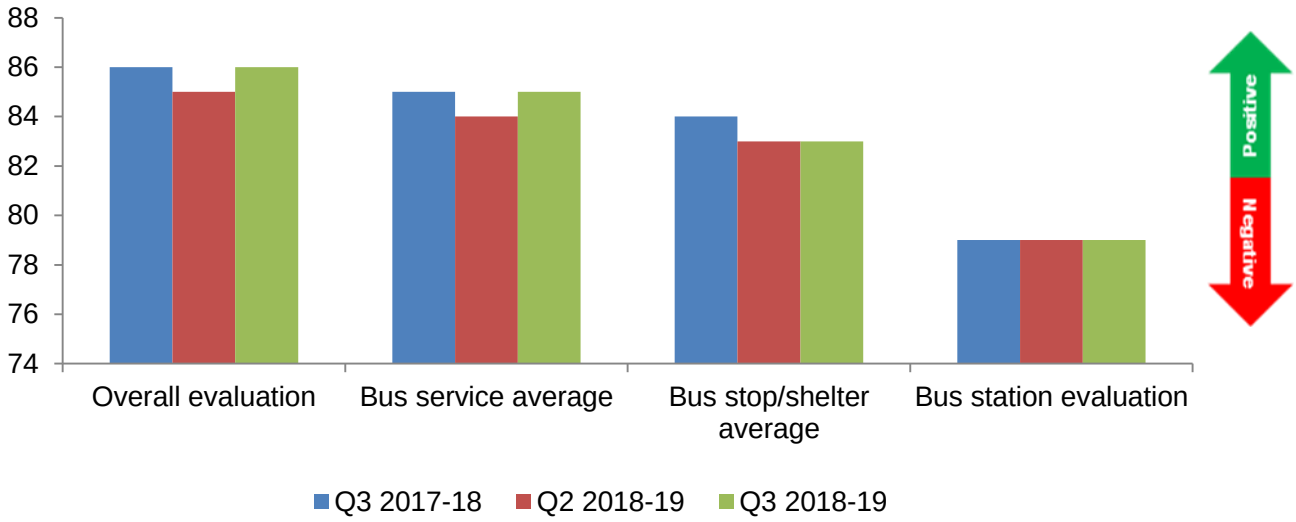
TfL have stopped reporting these figures as they have reached their 95% target. However, this does not allow us to monitor the poorly performing boroughs. We have

requested an annual audit of those boroughs, notably Bromley, that are well below the 95% target.

Customer Service

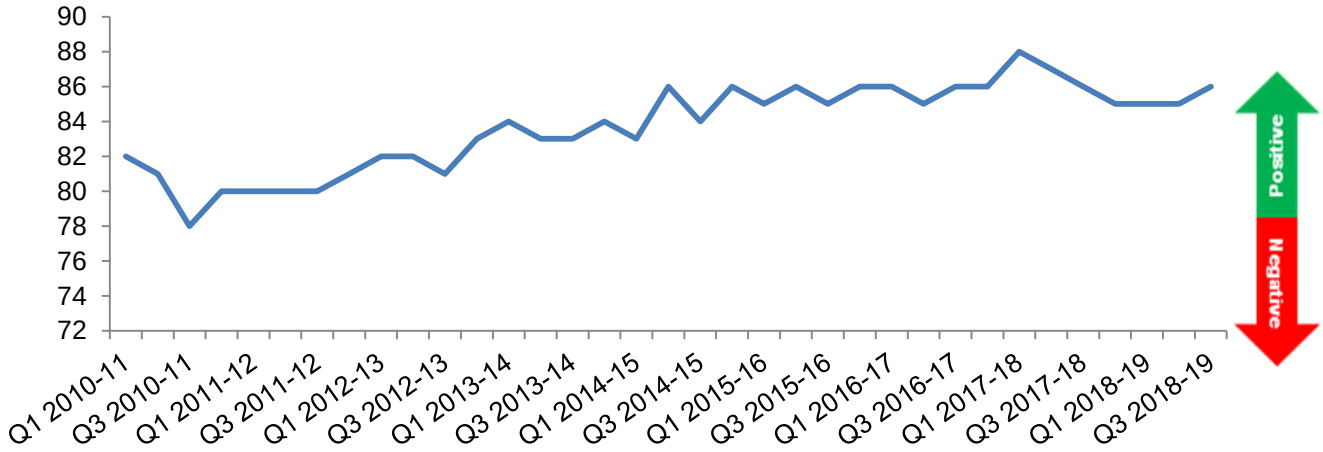
Customer satisfaction figures for the last two quarters, along with the comparison from one year ago, are shown in Graph 16. The customer satisfaction score is higher than previous quarter (Q2 2018-19), but the same as Q3 2017-18. Please note: bus stations evaluation changed from quarterly to annual for 2015-16, with the survey running in Q4 only. The Q2 2017-18 score was taken from the end of year Q4 2016-17 score and Q2 2018-19 and Q3 2018-19 scores, taken from the Q4 2017-18 score.

Graph 14 –Q3 2017-18, Q2 2018-19 and Q3 2018-19 bus customer satisfaction scores



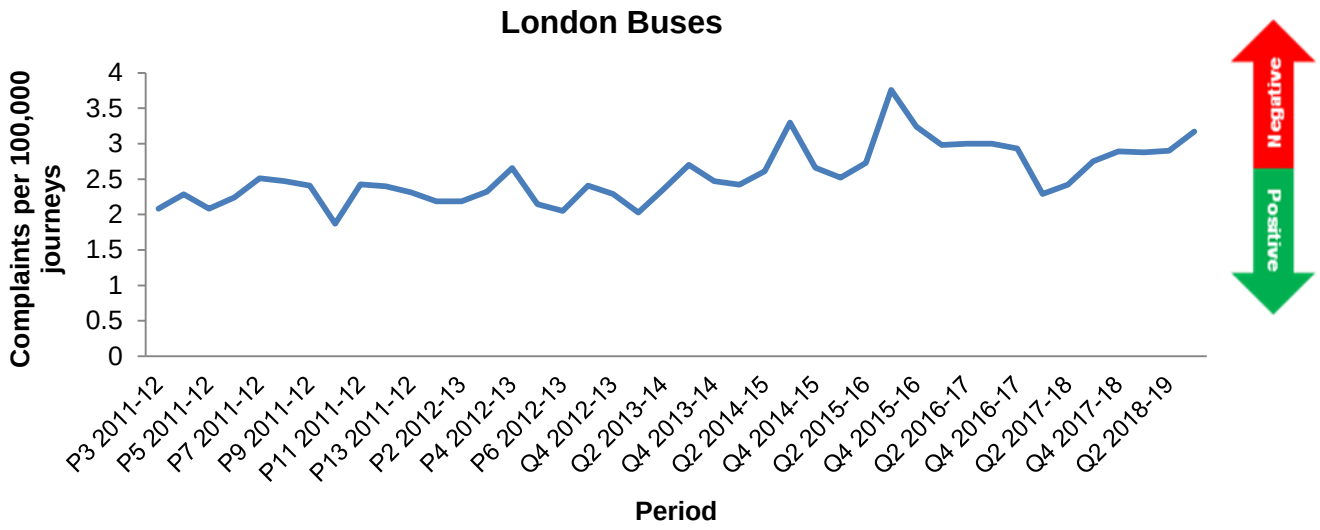
Graph 15 shows the overall customer satisfaction scores since Q1 2010-11.

Graph 15 – Overall satisfaction since Q1 2010-11 to Q3 2018-19



Complaints to London Buses were higher than the number received in the corresponding quarter a year ago (Q3 2017-18). London Buses received 3.17 complaints per 100,000 journeys. The trend for bus complaints had been rising steadily.

Graph 16 – 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.

Table five 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 four fatalities, and 204 incidents where the casualty was taken for hospital treatment with either a serious injury or the severity is unknown. These 204 incidents are tabulated below.

Table 5: The number of incidents on TfL's contracted bus services during financial quarter 3 2018-19 that resulted in hospital treatment with either a serious injury or the severity is unknown

Q3 2018-19	Passengers	Driver or TfL staff	Pedestrian or member of the public	3rd party driver, occupant or rider	Cycle	Total
Activity Incident Event	4					4
Assault	5	2				7
Collision Incident	12	5	10	15	9	51
Personal Injury	18	2				20
Slip Trip Fall	118	1	3			122
Safety critical failure						
Total	157	10	13	15	9	204

Table 6 shows a summary of the 2018-19 TfL Business Plan targets for London Buses.

Table 6 – Q3 2018-19 London Buses business plan key performance indicators (KPI)

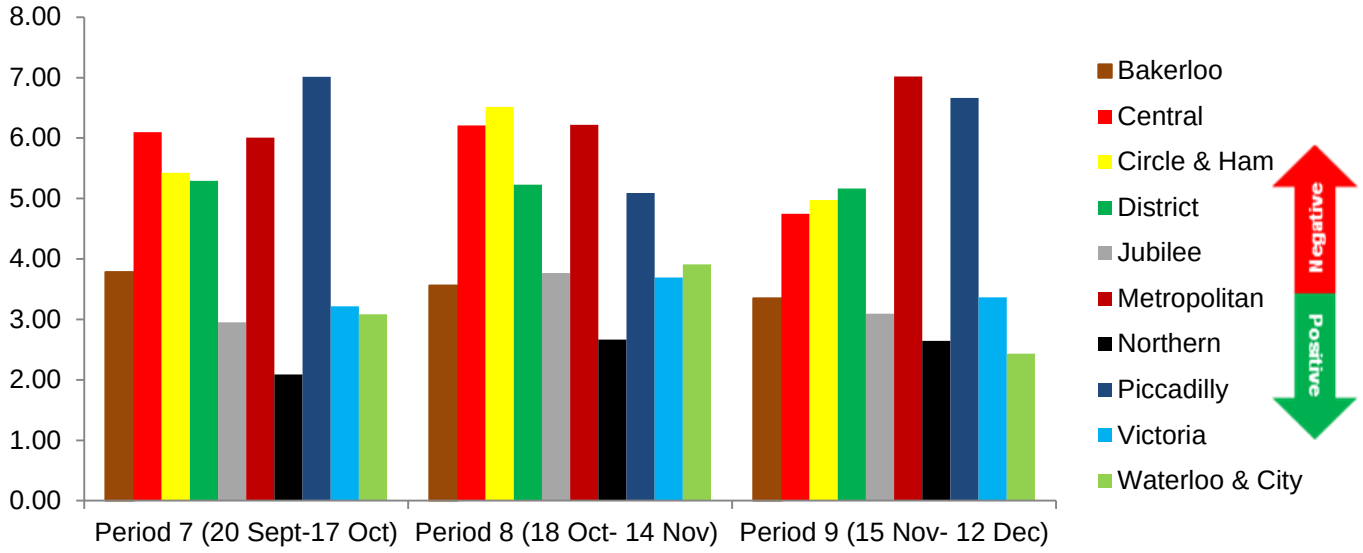
KPI	Q3 Target 2017-18	Current performance level
Customer satisfaction – overall	86	86
Excess wait time – high frequency routes	1.0 minute	1.0
% of Scheduled services operated	97.8%	97.5
London TravelWatch's overall performance assessment of London Buses is as follows. The customer satisfaction score is higher than previous quarter (Q2 2018-19), but the same as Q3 2017-18. [Note: Bus stations evaluation changed from quarterly to annual for 2015-16, with the survey running in Q4 only.] High frequency bus services have improved reliability. Bus speeds are increasing, but have a long way to go to get back to where they were in 2013/14. Slower bus speeds and therefore longer journey time have led to a decline in patronage. London TravelWatch is concerned that not enough is being done to address congestion and 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 number of bus complaints increased this quarter compared to the same quarter a year ago (Q3 2017-18). This seems to be a rising trend.		

4 London Underground

In this section, the performance of London Underground for the third quarter of the financial year 2018-19 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.

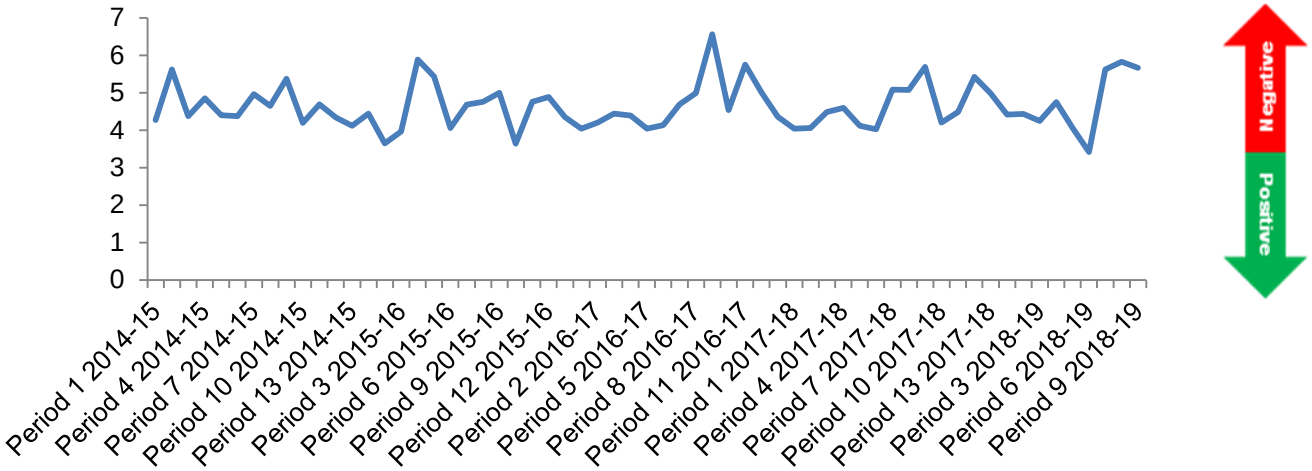
Graph 17 – P7 2018-19 to P9 2018-19, Excess Journey Time by Underground line (minutes)



The network measure, shown in Graph 17, 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 worse than the network target set in the TfL 2019-24 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 18 – P1 2014-15 to P9 2018-19, Excess Journey Time measure for the network (minutes).

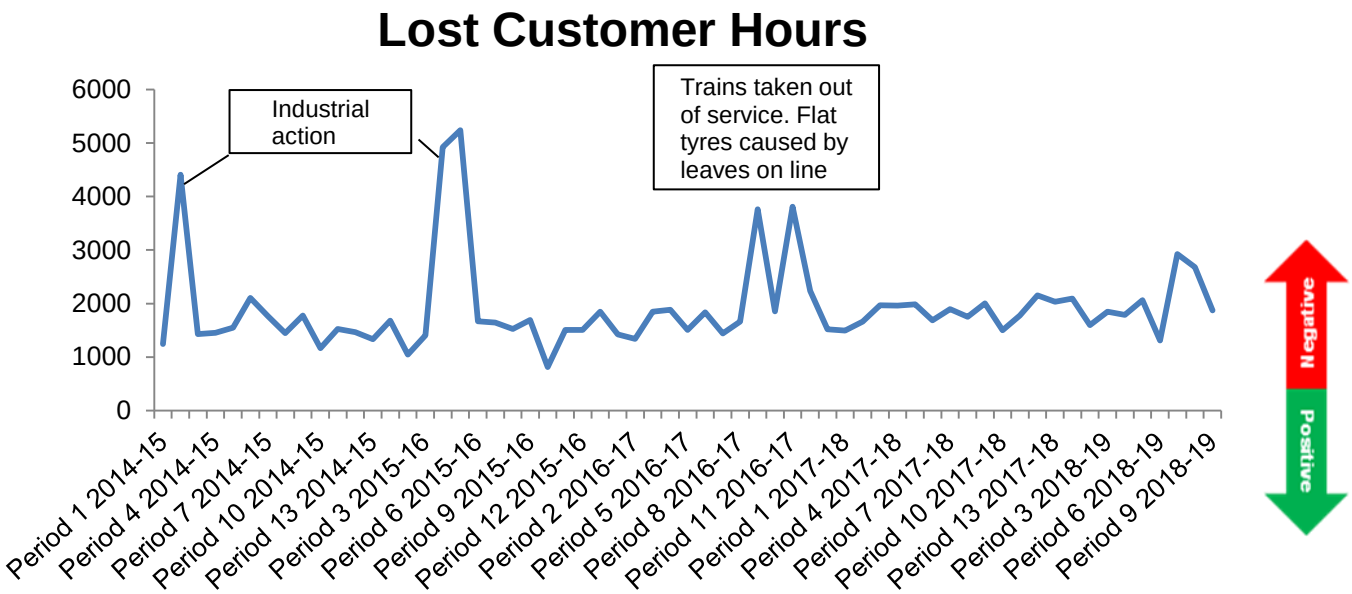


Lost customer hours

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.

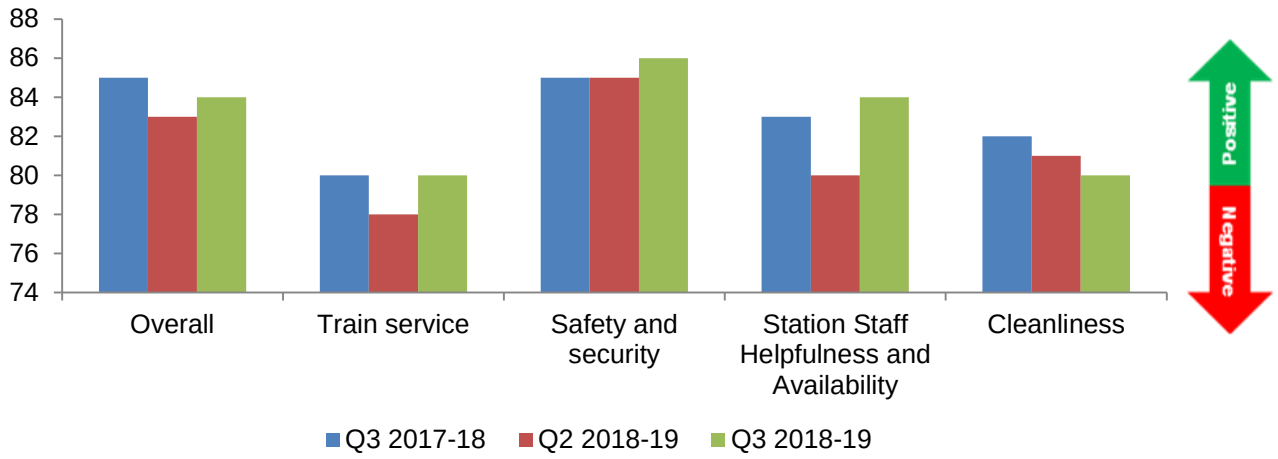
LCH figures since P1 2014-15 are shown in the Graph 19. The year is divided into 13 four week periods, starting on April 1st.

Graph 19 - P1 2014-15 to P6 2018-19 Lost Customer Hours



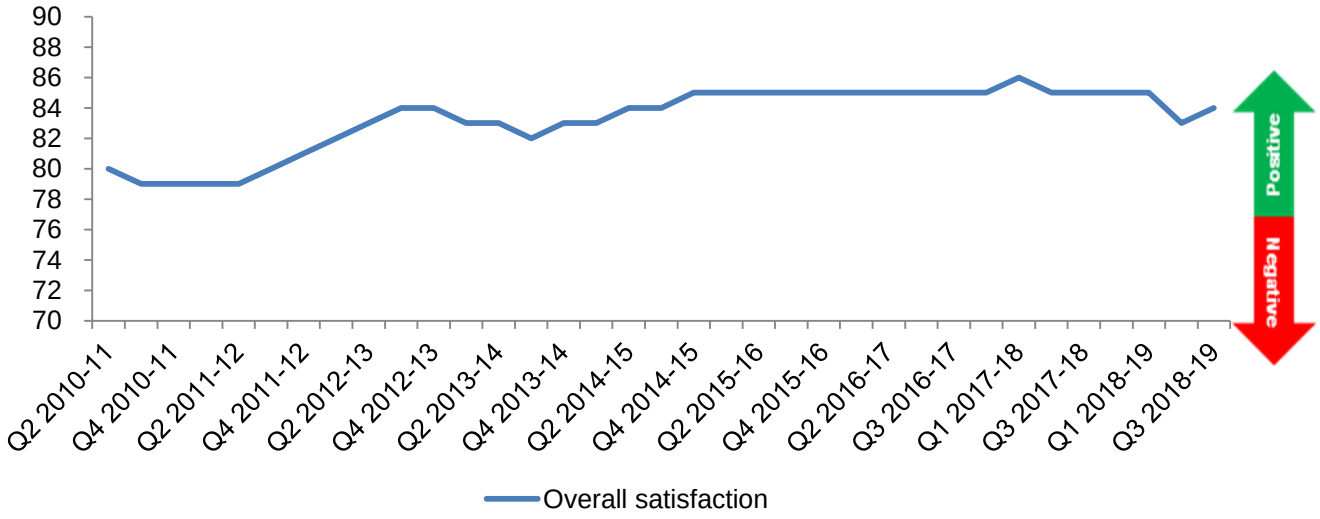
Customer satisfaction figures for the last two quarters, along with the comparison from one year ago, are shown in Graph 20.

Graph 20 – Q3 2018-19, Q2 2018-19 and Q3 2018-19 London Underground customer satisfaction scores



Graph 21 shows the overall satisfaction score with London Underground services since Q1 2010-11.

Graph 21 - Overall satisfaction, Q2 2010-11 to Q3 2018-19



Complaints to London Underground (LUL) were higher than the number received in the corresponding quarter a year ago (Q3 2017-18). LUL received 1.03 complaints per 100,000 journeys.

Graph 22 - Customer complaints received by the Underground for every 100,000 journeys

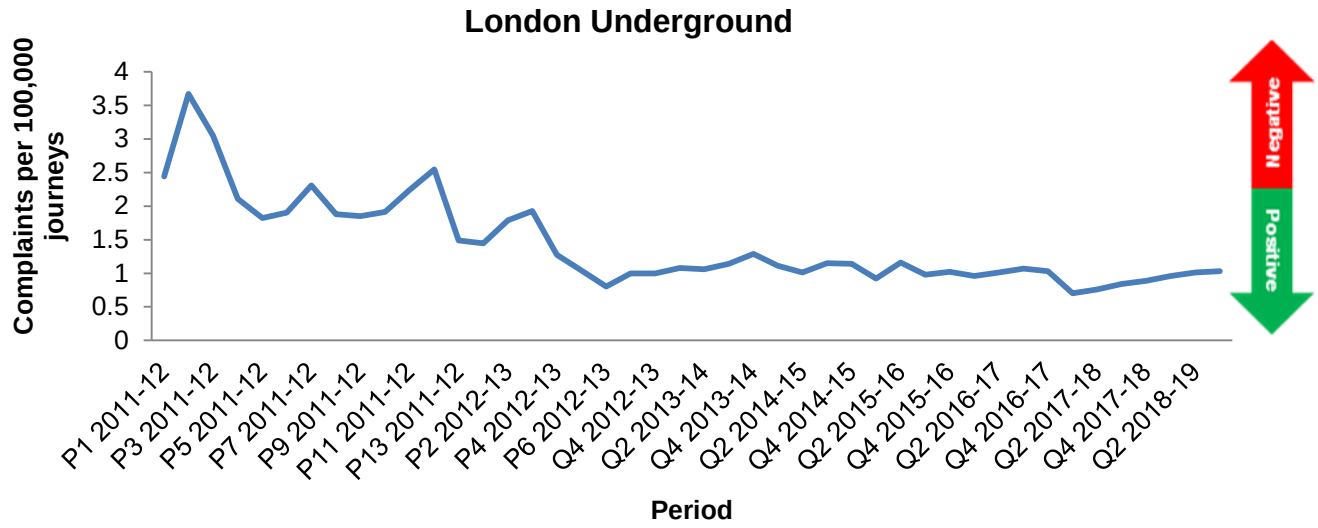


Table 7 shows a summary of all of the 2018-19 TfL business plan targets for London Underground.

Table 7 – Q3 2018-19 London Underground TfL business plan key performance indicators (KPI)

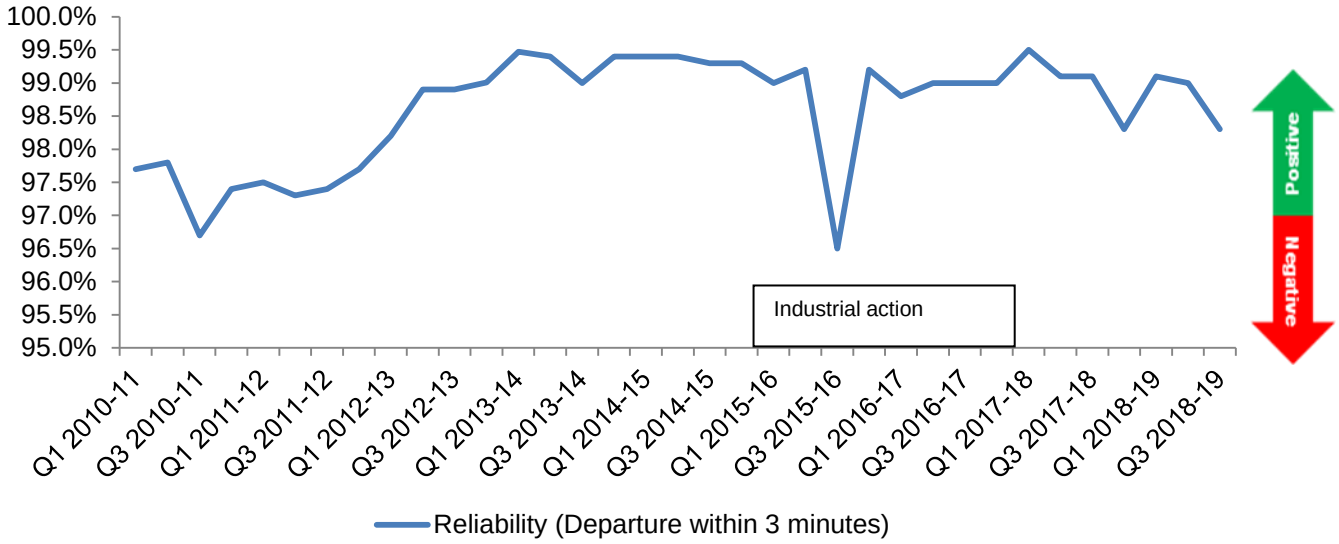
KPI	Q3 Target 2018-19	Current performance level
Customer satisfaction score – overall	85	84
Excess Journey Time (Network)	4.5 minutes	5.7 minutes
% of Scheduled services operated	83.4%	95.6%
London TravelWatch's overall performance assessment of London Underground is as follows. The customer satisfaction score is below target this quarter. There has been an increase in the percentage of scheduled services operated. Network Excess Journey Time is above (worse) than target.		

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.

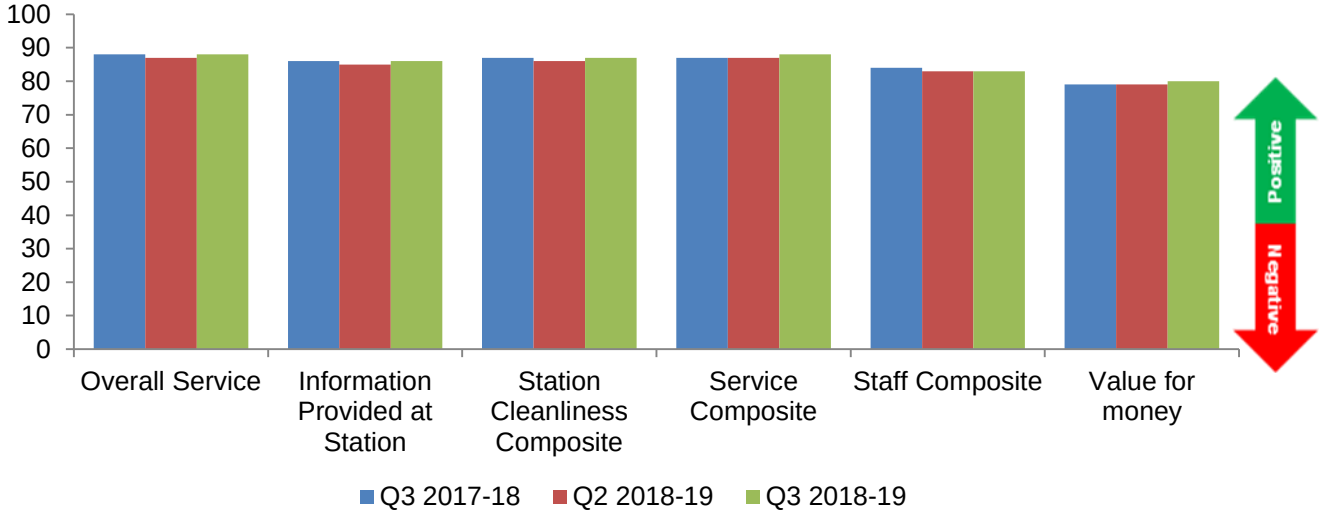
DLR's network-wide performance measure is 'departure reliability'. This is the percentage of intervals between trains at terminal stations no more than three minutes greater than the published service intervals.

Graph 23 - Q1 2010-11 to Q3 2018-19 reliability (departure within 3 minutes of published service intervals)

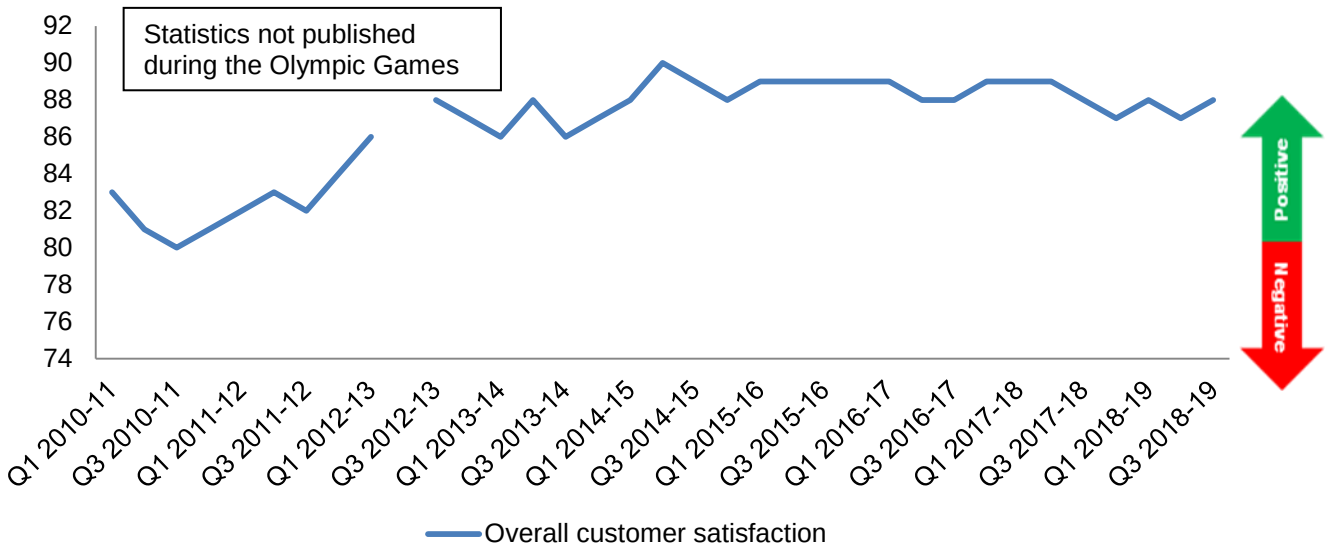


Customer satisfaction with the Docklands Light Railway remains high, and is the same period as the Q3 2017-18 score.

Graph 24 – Q3 2017-18, Q2 2018-19 and Q3 2018-19 DLR customer satisfaction scores



Graph 25 - Q1 2010-11 to Q3 2018-19 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 same period a year ago (Q3 2017-18). 0.80 complaints were received per 100,000 journeys.

Graph 26 - Customer complaints received by DLR for every 100,000 journeys

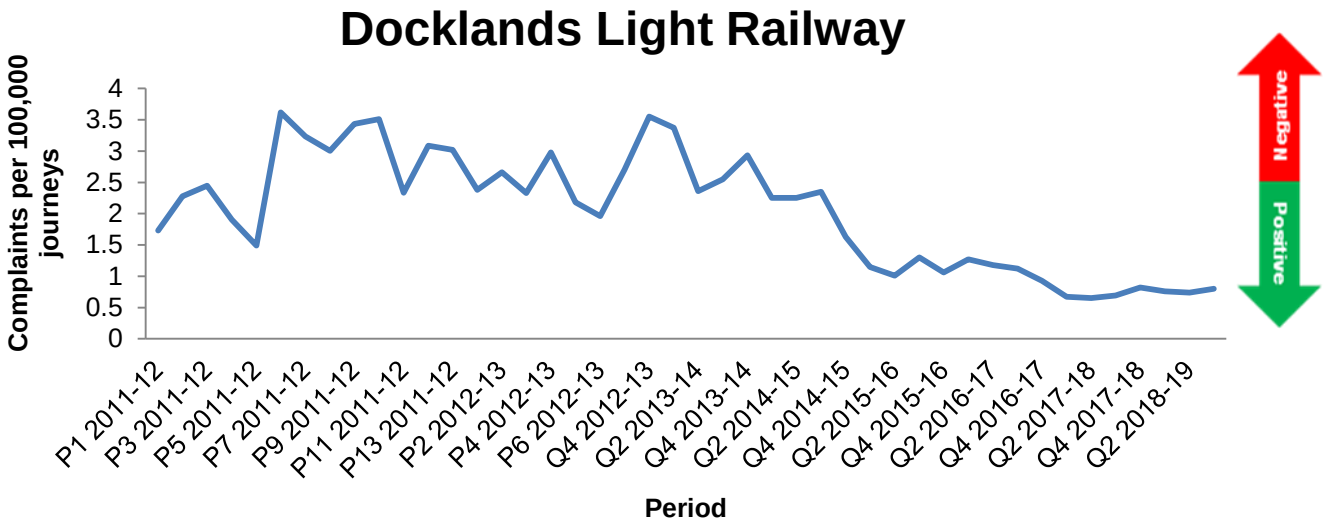


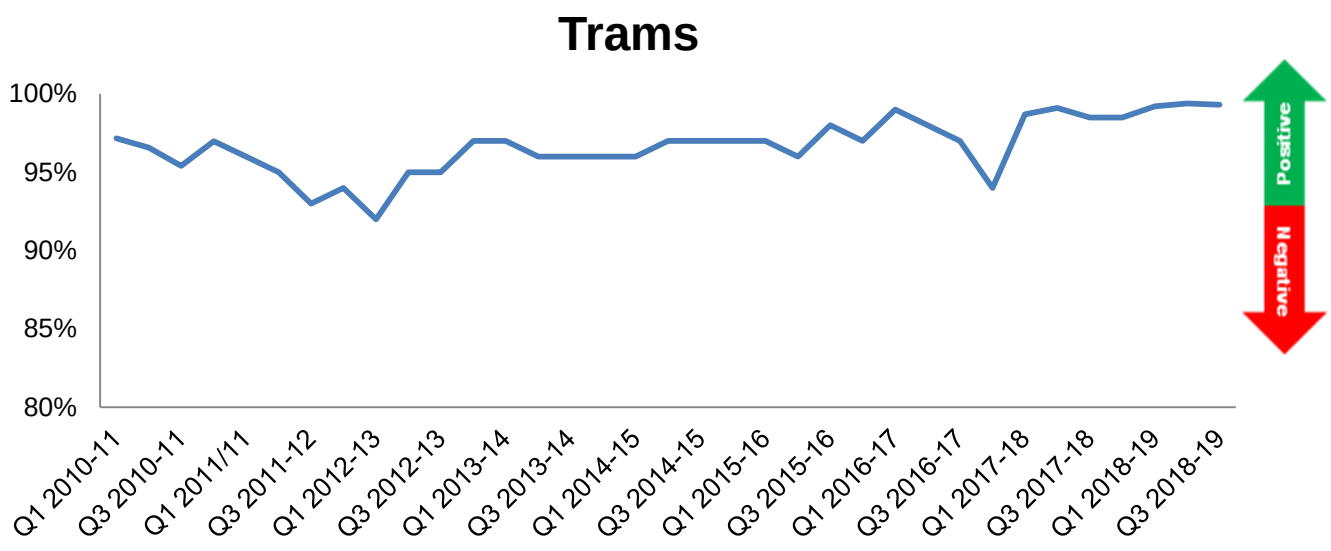
Table 8 – Q3 2018-19 DLR TfL business plan key performance indicators (KPI)

KPI	Q3 2018-19 target	Current performance level
Customer satisfaction score – overall	88	88
On-time performance	98.4%	98.3%
London TravelWatch's overall performance assessment of Docklands Light Railway is as follows. DLR performance is down on the previous quarter, and the same quarter in the previous year. Departures within 3 minutes are just below target this quarter. The customer satisfaction score is on target. The customer complaints rate was higher this quarter compared to the same period a year ago (Q3 2017-18).		

6 London Tramlink

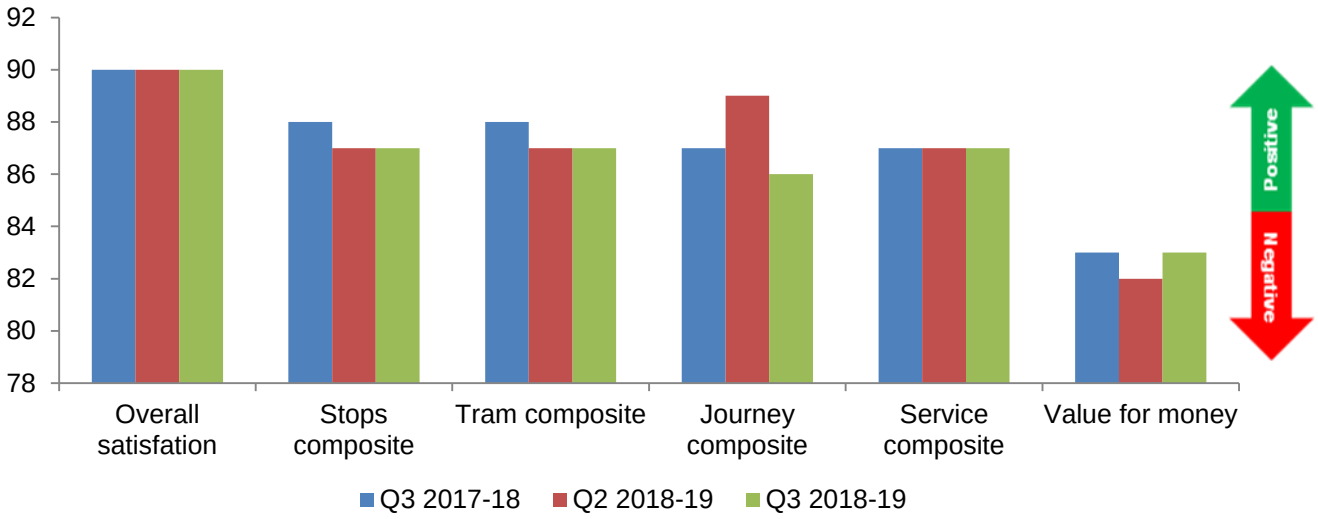
London Tramlink reports a public performance measure: the percentage of trams that arrive within five minutes of the scheduled time.

Graph 27 - Q1 2010-11 to Q3 2018-19, public performance measure (per cent)

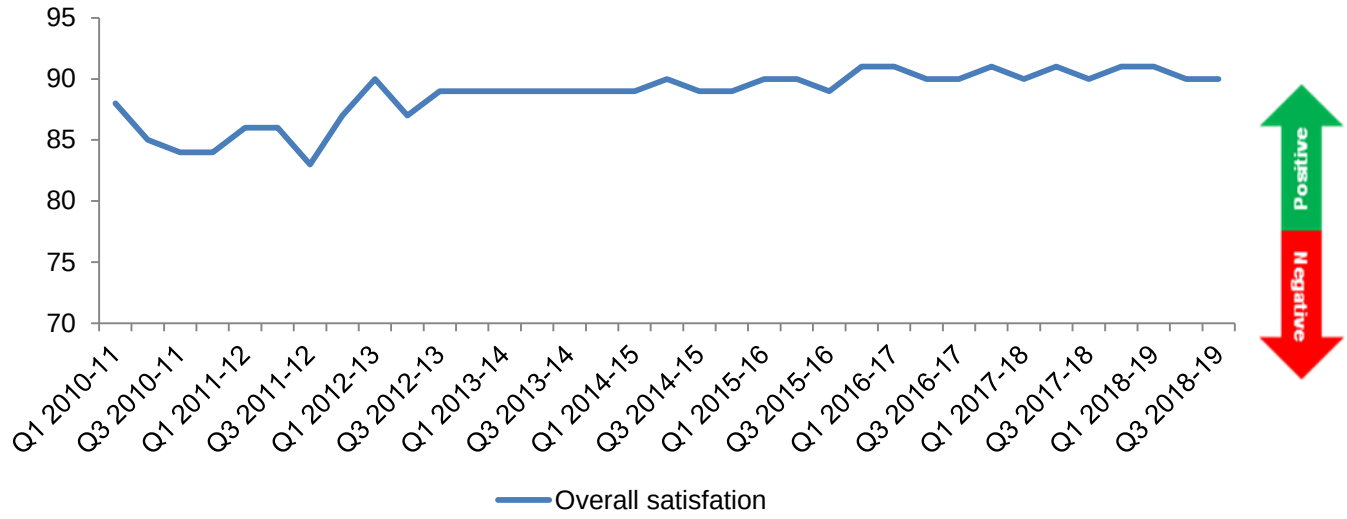


Customer satisfaction scores on Tramlink are shown in graph 28.

Graph 28 – Q3 2017-18, Q2 2018-19 & Q3 2018-19 customer satisfaction scores



Graph 29 - Overall customer satisfaction scores since Q1 2010-11



In Q3 2018-19, Tramlink received 1.19 complaints per 100,000 journeys. Complaints were lower than quarter Q3 2017-18.

Graph 30 - Customer complaints received by TfL for every 100,000 journeys

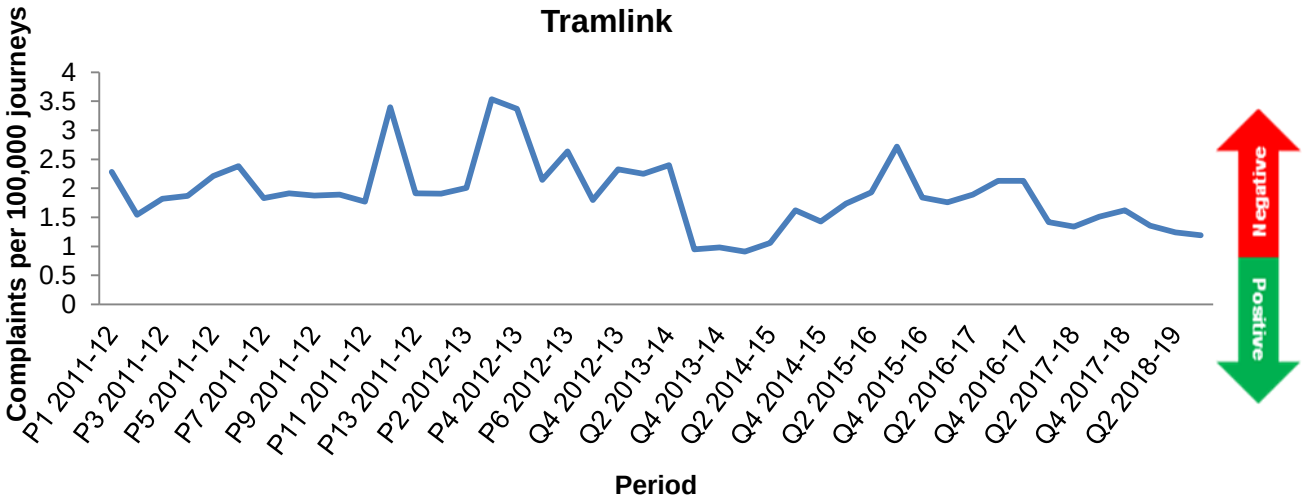


Table 9 shows a summary of all of the 2018-19 TfL Business Plan targets for London Tramlink.

Table 9 – Q3 2018-19 London Tramlink TfL business plan key performance indicators (KPI)

KPI	Q3 Target 2018-19	Current performance level
Customer satisfaction score – overall	89	90
Tram performance measure	97%	99.3%
London TravelWatch's overall performance assessment of London Tramlink is as follows. Tramlink performance was above target. Customer satisfaction is above target. Complaints were lower than quarter Q3 2017-18.		

7 London Overground

London Overground's public performance measure (PPM) for the third quarter was 93.8%. This was 0.02 percentage points higher than the same quarter last year (Q3 2017-18). Please note this is a Network Rail statistic.

The National Rail Passenger Survey results are from the autumn 2018 wave of surveys. Passenger satisfaction has decreased since the last autumn survey. The percentage of passengers satisfied was 85% compared with 88% in autumn 2017. This figure is close to that of equivalent London and South East (L&SE) train operating companies (TOCs).

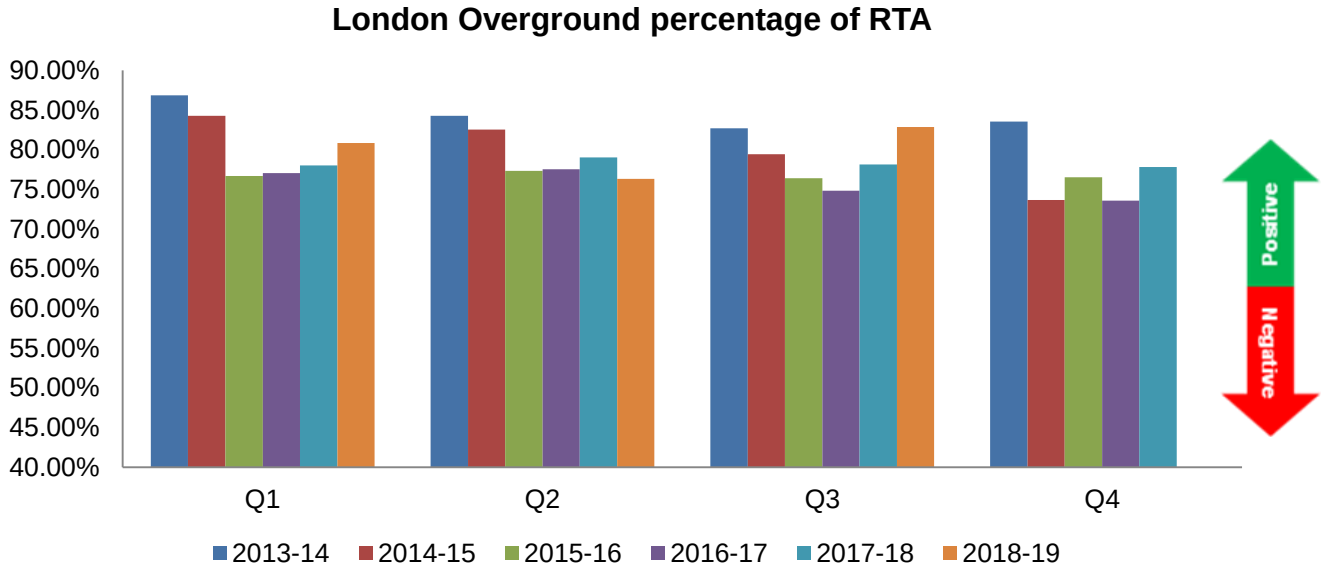
TfL's own customer satisfaction score is below target.

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, achieving the highest Q3 RTA score. This is the operator's highest Q3 score since Q3 2013-14.

Graph 30 - London Overground percentage of RTA

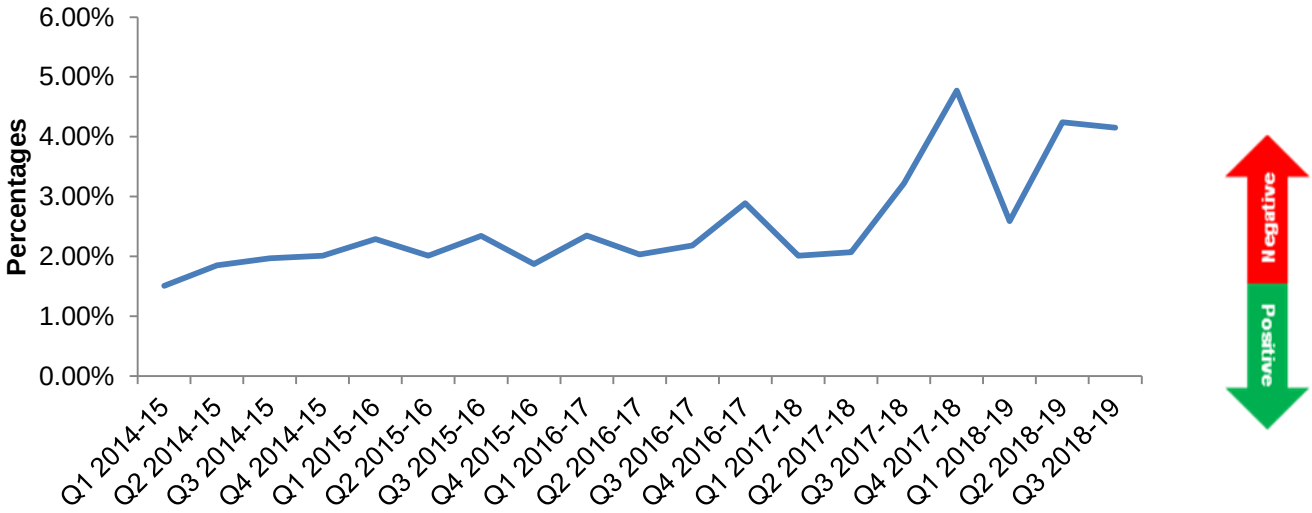


Cancellations and significant lateness (CaSL)

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.

There has been an improvement in London Overground's performance when compared to the previous quarter (Q2 2018-19), but a decline when compared to the same period a year ago (Q3 2017-18).

Graph 31 – London Overground percentage of CaSL since Q1 2014-15



London Overground experienced an increase in complaints compared to the same period a year ago, receiving 2.10 complaints per 100,000 journeys. London Overground receives one of the lowest rates of complaints when compared to other L&SE train operators.

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

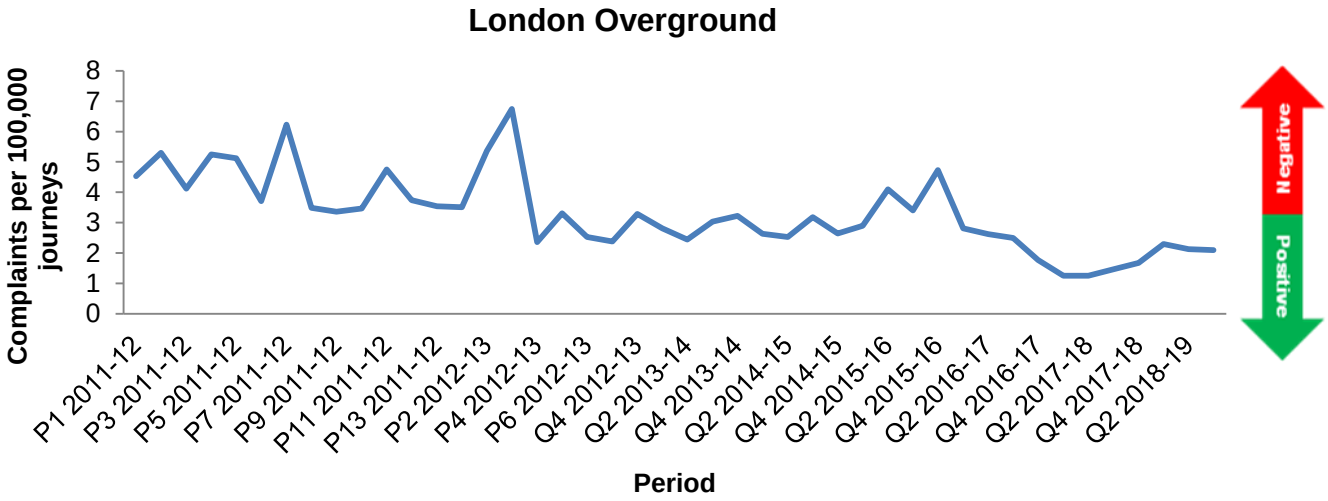


Table 10 – Q3 2018-19 London Overground TfL business plan key performance indicators (KPI) and National Rail performance figures

National Rail Performance measure	Q3 Target 2018-19	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)	78% (autumn 2018)
Public Performance Measure (Network Rail figures)	Average of London and South east TOCs is 86% (Not a TfL target)	93.8%
TfL KPIs	**Q3 Target 2018-19**	**Current performance level**
Overall customer satisfaction score (TfL measure)	85	83
On time performance (A TfL measure of PPM Moving Annual Average)	Data not available	93.6%
London TravelWatch's overall performance assessment of London Overground is as follows. London Overground achieved some of its targets. It achieved its highest Q3 RTA score since Q3 2013-14, and the highest score of any operator. There has been an improvement in London Overground's CAsL performance when compared to the previous quarter (Q2 2018-19), but a decline when compared to the same period a year ago (Q3 2017-18). This can be attributed to the late delivery of new electric trains for the barking to Gospel Oak line. London Overground receives one of the lowest rates of complaints when compared to other L&SE train operators.		

8 TfL Rail

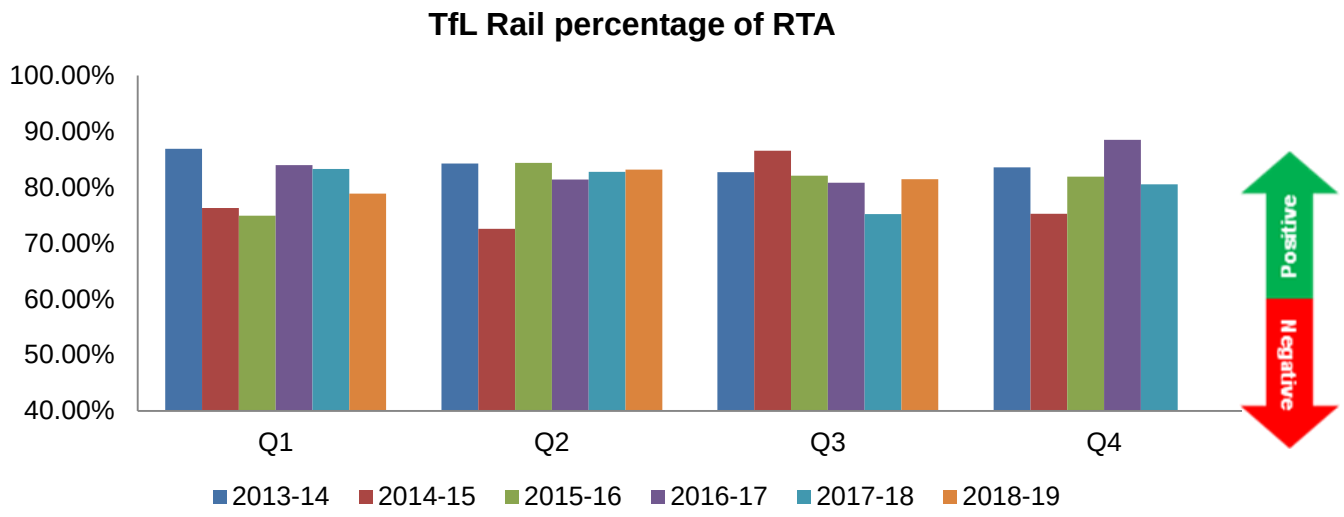
TfL Rail's PPM for the third quarter was 93.5%. This was 1.7 per cent higher than Q3 2017-18. Please note this is a Network Rail statistic.

The National Rail Passenger Survey results are from the autumn 2018 wave of surveys. Passenger satisfaction has increased significantly since the last autumn survey. The percentage of passengers satisfied was 86%, compared with 75% in autumn 2018. This figure now includes the former Heathrow Connect stopping service, and is not comparable with the results from previous surveys.

Right time arrival

TfL Rail performed very well compared to other L&SE TOCs. RTA was lower than previous quarter (Q2 2018-19), but higher than the same period a year ago (Q3 2017-18).

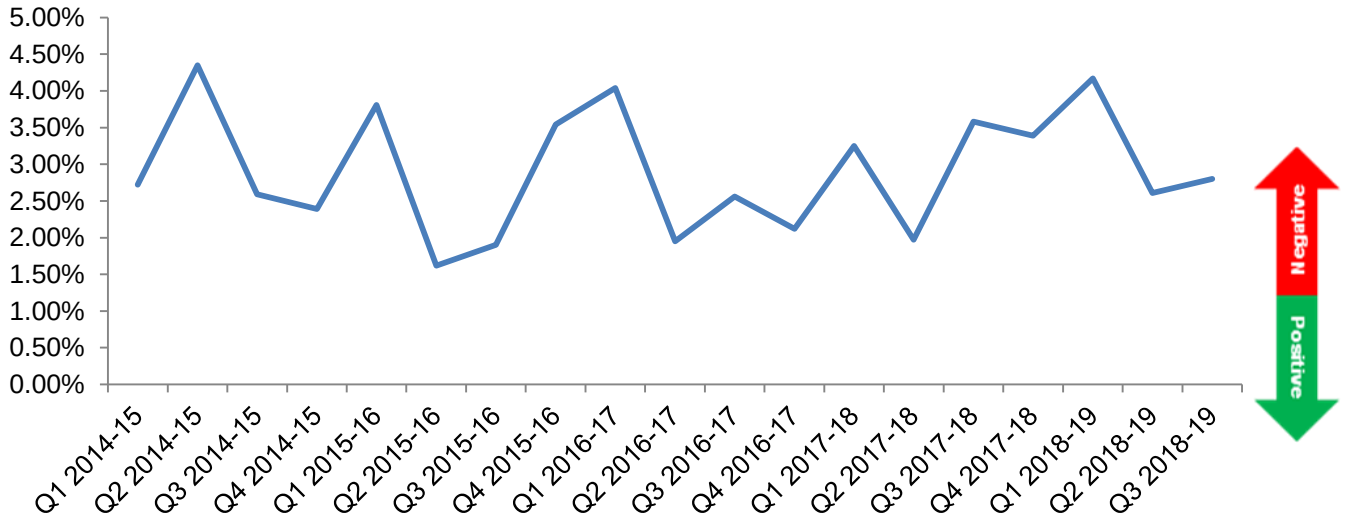
Graph 33 TfL Rail percentage of RTA



Cancellations and significant lateness (CaSL)

TfL Rail performed very well this quarter compared to most L&SE train operators and was in the top four.

Graph 34 – TfL Rail percentage of CaSL since Q1 2014-15



In Q3 2018-19, TfL Rail received 2.48 complaints per 100,000 journeys. This is an increase in complaints compared to the same period in 2017-18.

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

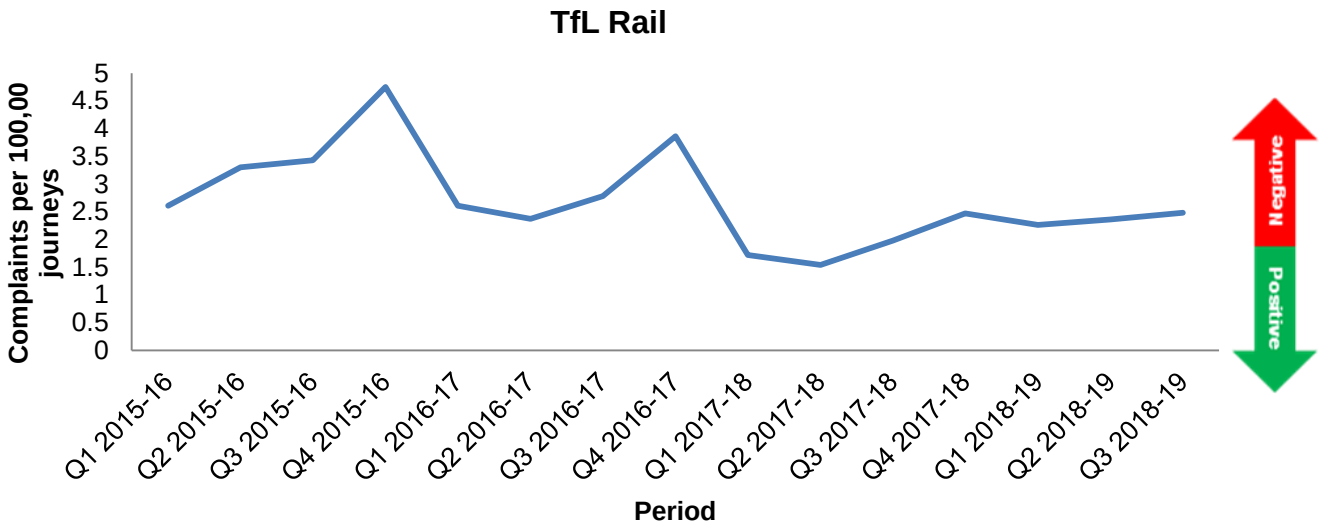


Table 11 – Q3 2018-19 TfL Rail, TfL business plan key performance indicators (KPI) and National Rail performance figures

National Rail Performance measure	Q3 Target 2018-19	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)	86%
Public Performance Measure (Network Rail figures)	Average of London and South east TOCs is 86% (Not a TfL target)	93.5%
TfL KPIs	**Q3 Target 2018-19**	**Current performance level**
Overall customer satisfaction score (TfL measure)	83	84
On time performance (A TfL measure of PPM Moving Annual Average)	94.2%	92.8%
London TravelWatch's overall performance assessment of TfL Rail is as follows. TfL Rail achieved its targets. TfL's customer satisfaction was above target. The National Rail Passenger Survey showed passenger satisfaction had increased significantly in autumn 2018 (86%), compared to autumn 2017 (75%). The TOC performed very well compared to other L&SE TOC's PPM figures. RTA was lower than previous quarter (Q2 2018-19), but higher than the same period a year ago (Q3 2017-18). TfL Rail had very good CaSL figures this quarter compared to the previous quarter, and most L&SE train operators and was in the top four.		

9 Dial-a-Ride

The Dial a Ride customer satisfaction survey is now done only once a year, in Q1. The information below, with the exception of the complaints data, relates to Q1 2018-19.

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 89 was below target (91). Dial-a-Ride members are very satisfied with driver helpfulness/courtesy, which scores 95 (95 in Q1 2017-18). Satisfaction with the booking process was (79), below target (80), the same score as Q1 2017-18.

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 in Q3 2018-19 decreased compared to Q3 2017-18. Dial-a-ride received 69.40 complaints per 100,000 journeys, which is very high compared to other modes. This high level of complaints reflects the number of customers who are unable to book to use the service.

Graph 36 – Customer complaints received by TfL for every 100,000 journeys

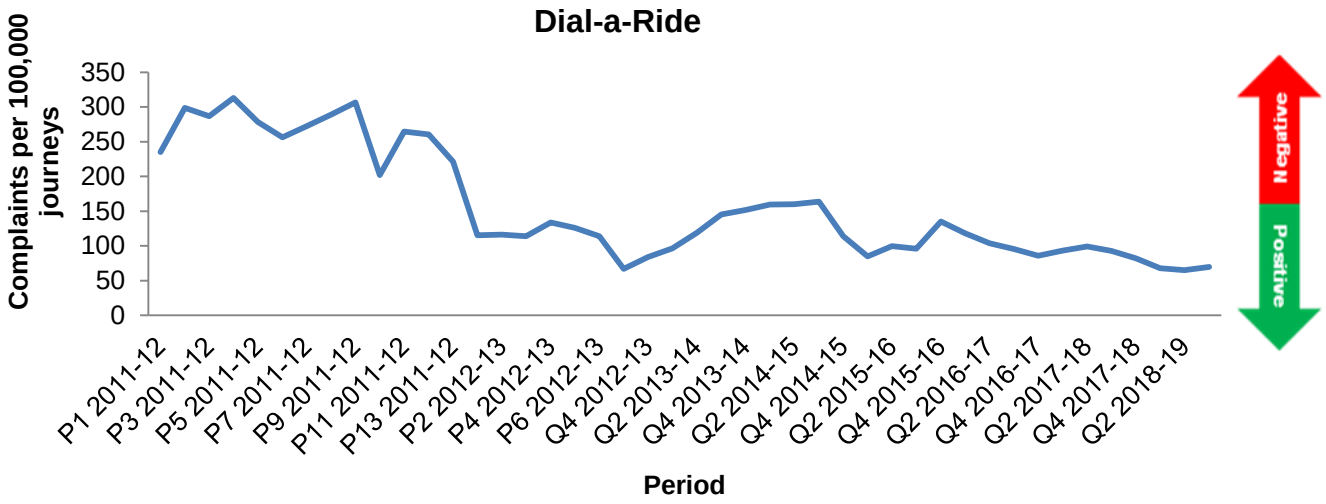


Table 12 – Q3 2018-19 Dial-a-Ride TfL business plan key performance indicators (KPI)

KPI	Q3 Target 2018-19	Current performance level
Customer satisfaction score – overall	91	89
Quarterly passenger journey numbers	1,400,000 (annual target)	
London TravelWatch's overall performance assessment of Dial-a-Ride is as follows. Customer satisfaction overall is below 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 a very high complaints rate.		

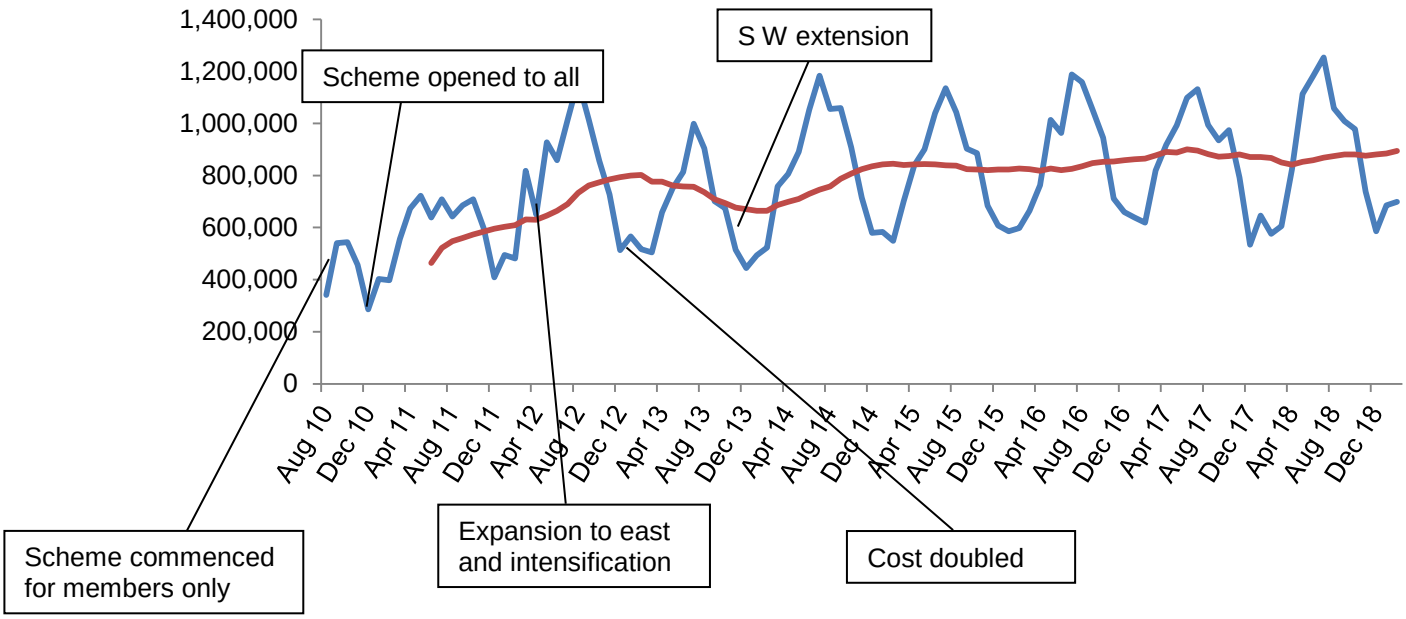
10 Cycle hire

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 37 - Cycle hire scheme usage

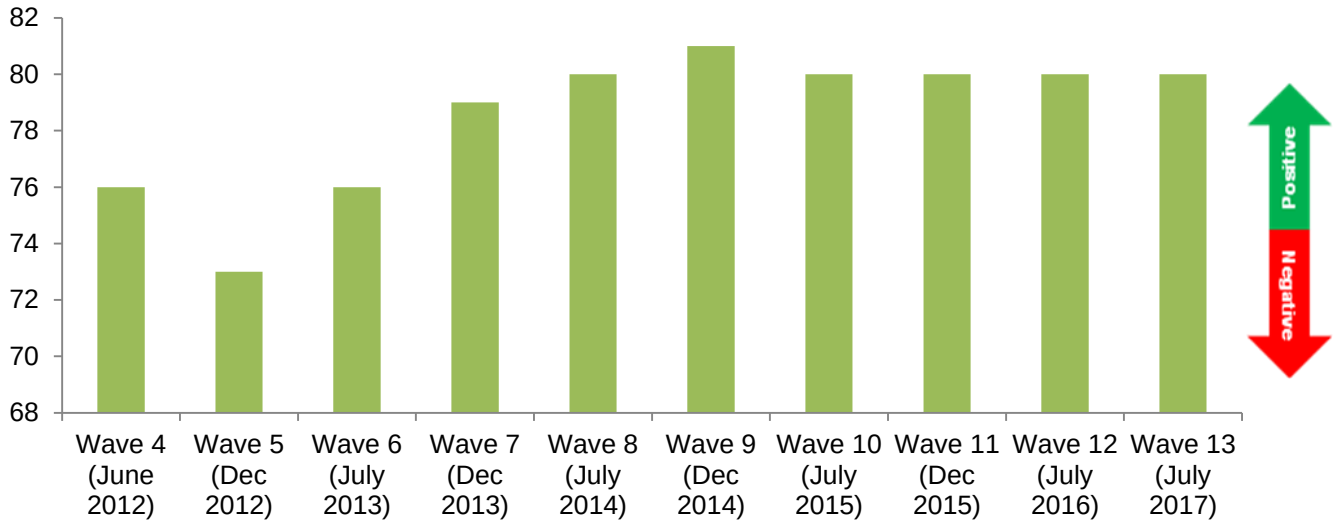
London cycle hire by month and rolling 12 month average



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.

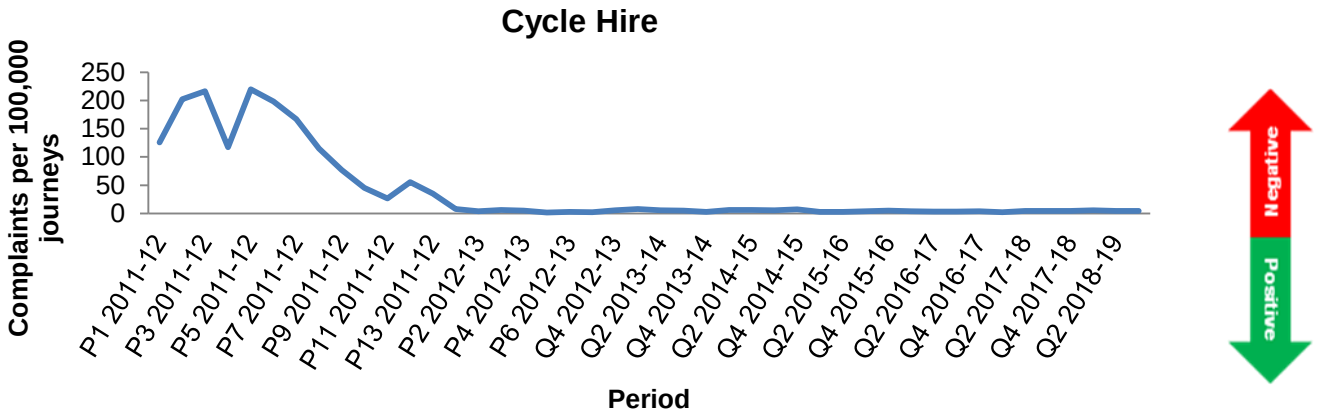
The score for the availability of spaces at docking stations has decreased but the score for value for money has increased to 77, the highest level since the pricing changes in January 2013.

Graph 38 - Satisfaction with overall experience cycle hire customer satisfaction score



Complaints decreased compared to the same period a year ago (Q3 2017-18). The cycle hire scheme received 4.24 complaints per 100,000 journeys.

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

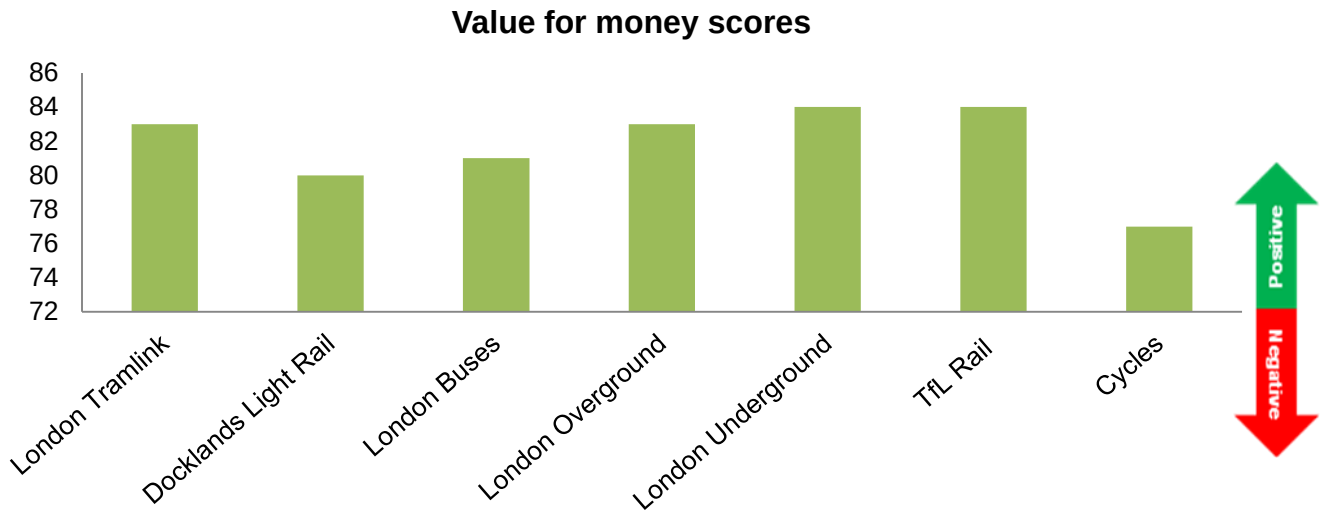


11 Customer satisfaction and value for money scores – modes comparison

Graph 40 – Q3 2018-19 overall customer satisfaction scores – modes comparison

*Q1 2018-19 figure

Graph 41 – Q3 2018-19 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

- 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, Wave 13 (Quarter 2 2017/18)
  - London data store.