

# TfL 2011/12 Quarter 3 Performance Report

**March 2012**



**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, and
- Monitor trends in service quality.

Our aim is to press in all that we do for a better travel experience for all those living, working or visiting London and its surrounding region.

#### **Table of issue dates for London TravelWatch's Transport for London (TfL) Performance Reports**

<b>TfL financial periods</b>	<b>Issue dates for London TravelWatch report for the corresponding Quarter</b>
Quarter 3 – Oct to Dec 2010	4 March 2011
Quarter 4 – Jan to Mar 2011	23 June 2011
Quarter 1 – Apr to Jun 2011	20 August 2011
Quarter 2 – Jul to Sept 2011	5 January 2012
Quarter 3 – Oct to Dec 2011	13 March 2012

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## Executive Summary

This report summarises the performance of all the Transport for London (TfL) modes of transport for quarter 3 of the 2011/12 financial year (October to December 2011) bar Streets performance as at the time of publication only the overall Journey Time Reliability score and the indexed number of cycle journeys for quarter 3 was available.

The aim of the report is to provide, in one place, information about the performance of TfL's transport network from the perspective of users. For this reason, London TravelWatch has selected performance information on each of the modes, which it believes reflect the experience of the user. The information has been brought together from a number of sources in order to provide an overview of TfL's performance (see Appendix for source references).

We have assessed the performances of London Buses, London Underground, Docklands Light Railway, London Overground and Dial-a-Ride as 'good' or 'satisfactory'. London TravelWatch has concerns about the performance of London Tramlink. Only limited performance information for London Streets for quarter 3 was available at the time of publication.

### 1. London Streets

TfL has been doing a great deal of work to reduce the amount of planned and unplanned severe delays on the TLRN and to increase the throughput at traffic signals. They are using the permitting system to manage the number and duration of roadworks. Journey Time Reliability (JTR) (TfL's measure of the performance of their road network) was better than TfL's seasonal target.

TfL's streets 2010<sup>1</sup> Customer Satisfaction score for traffic congestion was the lowest of all the scores reported.

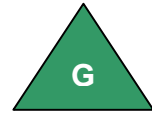
The condition of both carriageways and footways has deteriorated over the last two severe winters. TfL has missed its target for highway condition and will not be able to return the condition of the TLRN to pre-2009/10 levels for some years.

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<sup>1</sup> This is the latest Streets survey we have.

## 2. London Buses

London Buses has performed well. Excess Waiting Time (EWT) was 1.1 minutes on high frequency routes which is a very good performance. The percentage of kilometres operated is also better than target. Customer Satisfaction was higher than target. Pleasingly, the bus station score, which is often lower and improved last quarter has been maintained this quarter.



There has been a very pleasing jump in the number of accessible bus stops, prompted, in part, by London TravelWatch's campaigning on this issue.

## 3. London Underground

The network-wide score for the quarter is better than TfL's Business Plan target, which itself has been tightened since the previous year.



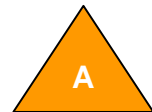
## 4. Docklands Light Railway

Docklands Light Railway (DLR) performance was generally good and improving following the completion of the three-car project.



## 5. London Tramlink

The Percentage of Scheduled Services run target was again exceeded, but both the Public Performance Measure and the Customer Satisfaction Score dropped. The latter by 3%.



## 6. London Overground

London Overground continued to improve in quarter 3. Customer Satisfaction scores were the highest of the London and the South East train operating companies (TOCs). Its National Passenger Survey (NPS) Customer Satisfaction figures (the Autumn 2011 wave) rose by 7% over the autumn 2010 wave.



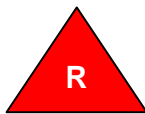
This improved performance is a result of the cumulative impact of investment in trains and stations across the Overground network and the inclusion of the new East London Line in the NPS.

## 7. Dial-a-Ride

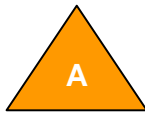
Dial-a-Ride's performance in terms of journeys operated was similar to the same quarter in the previous year and is forecast to be on target for the year. Customer Satisfaction was below target at 91%. Customer Satisfaction is lowest for the booking service. This contrasts with a good level of satisfaction with the actual journey experience.



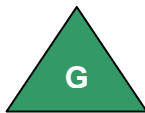
The TfL Quarterly Performance Report focuses on the experience of passengers of the TfL modes of transport. Performance has been rated as follows (the direction of the triangle indicates the performance trend):



Red - poor performance and major concerns about services



Amber - unsatisfactory performance and concerns about services



Green - good or satisfactory performance (equal to or better than target)

It should be noted that these are London TravelWatch's interpretations of the performance figures.



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 in supplying performance data and operational commentaries to accompany the performance statistics.

## 1 Travel in London

TfL's annual Travel in London report 4 records the way Londoners travelled<sup>2</sup> in 2010. This was recently published in January 2012.

There were 24.8 million daily trips in, to and from Greater London, an increase of 1% over the previous year. This was made up as shown in Table 1

**Table 1 How Londoners travel (millions of trips and percentage of all trips), 2010**

Rail	Under-ground /DLR	Bus and tram	Taxi/ PHV	Car (driver and passenger)	Motor cycle	Cycle	Cycle hire <sup>3</sup>	Walk	All modes
2.3	2.1	3.7	0.3	9.9	0.2	0.5	0.02	5.9	24.8
9.3%	8.5%	14.9%	1.2%	39.9%	0.8%	2.0%		23.8 %	

<sup>2</sup> Travel in London, Report 4, Table 2.1

<sup>3</sup> Additional statistic: TfL forecast 25,000 cycle hire trips a day

## 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 routes operated by TfL. Unfortunately the information for quarter 3, apart from the overall Journey Time Reliability (JTR) score and the indexed figure for number of cycle journeys was not available at the time of publication.

Journey Time Reliability (JTR) is a new measure of the performance of the road network. There are only two and three quarter years of data for this measure and therefore caution is needed in drawing conclusions about the trend of JTR on the TLRN.

The JTR measure is defined as the proportion of traffic which - for a 'typical' 30-minute journey - takes less than 35 minutes (a representative average London journey time of 30 minutes plus a five-minute 'allowance').

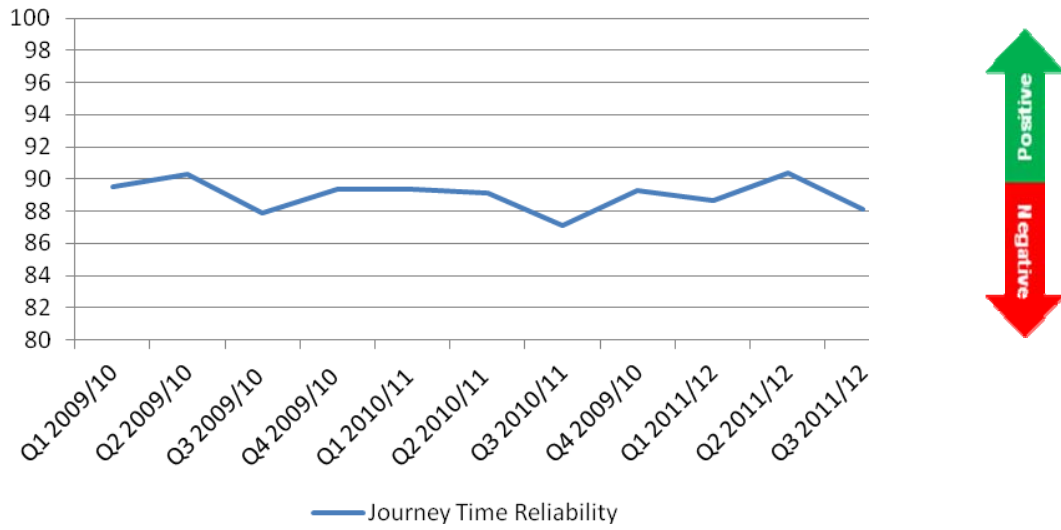
TfL has recently included projections for this indicator in the 2011/12 – 2014/15 Business Plan. Their target figure is 89% for this financial year, improving to 90% in 2014/15.

JTR is a measure of the congestion impacts on journeys. A major influence will be traffic volume. TfL have also undertaken much activity over the past few years to improve JTR, for example altering traffic signal timing, managing events and street works permitting etc.

The JTR across the whole of the TLRN in the AM peak for quarter 3 is 88.1%. This is 0.2 % higher (better) than TfL's seasonal target, but below the annual Business Plan target of 89%.



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



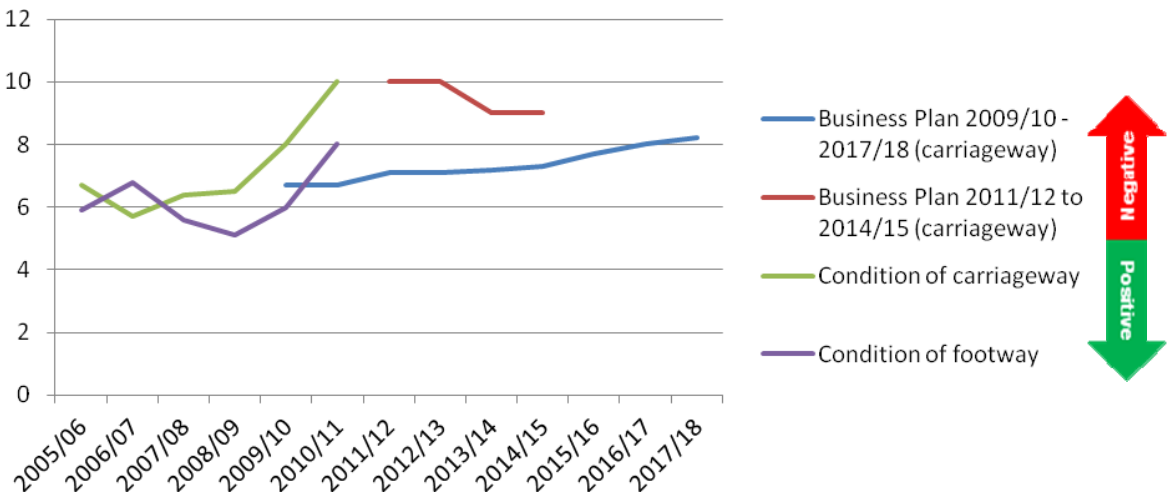
The percentage of roads not in a 'good state of repair' is significantly above target (poorer). TfL attributes this to the last two severe winters. Future Business Plan projections have been relaxed to take account of this deterioration. There has been a similar deterioration in the condition of the TLRN pavements. It may take substantial time and investment to improve road condition to that prior to the last two winters.

(Note: the green and purple lines show the percentage of carriageway and pavement that is assessed as in need of repair. The blue and red lines show Business Plan projections. (The most recent has been relaxed).

This is an annual survey.

London TravelWatch members have discussed the issue of roads maintenance condition with TfL at its 13 March 2012 Transport Services Committee meeting.

**Graph 8 – Condition of the TLRN carriageway and pavements since 2005/06 (percentage of carriageway/pavement in need of repair)**



In 2010 TfL conducted a new online customer satisfaction survey amongst users of the TLRN. Below is a selection of the results. This is an annual survey. These are the latest data available.

**Table 2 – 2010 Customer Satisfaction – Traffic scores**

Indicator	Score
Overall satisfaction	72
Working condition of traffic lights	75
Could accurately estimate how long journey would take	70
Up to the minute information about delays and disruption	68
Management of road works	67
Traffic congestion	63

**Table 3 – 2010 Customer Satisfaction – Roads scores**

Indicator	Score
Overall satisfaction	72
Street lighting	75
Condition of road surfaces	68

Below is a summary of all of the 2011/12 TfL Business Plan targets for streets that do not relate to safety.

**Table 4 – Q3 2011/12 London Streets TfL Business Plan Key Performance Indicator (KPI)**

KPI	Target 2011/12	Current Performance Level
Journey Time reliability	87.9	88.1
TLRN Cycling journeys	272	286
% of road assets not in good repair (annual figure for 2009/2010)	10%*	10%
Traffic signal availability	99.1%	98.19%
Street lights operating	98%	99.6%
*This target has been reduced to reflect a deterioration in road condition and an acceptance that the previous target is unachievable.		

### 3 London Buses

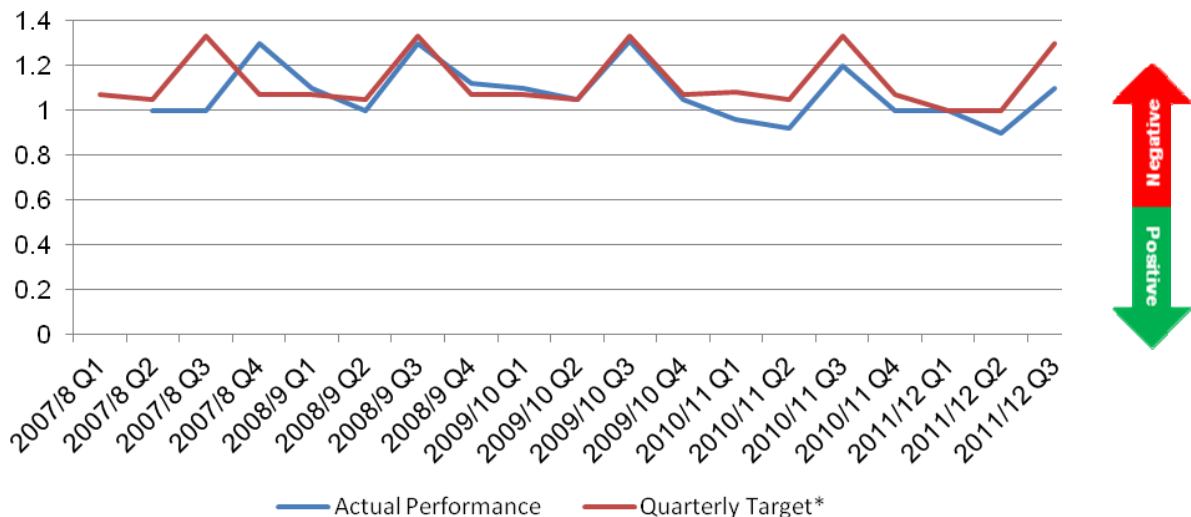
This section of the report sets out the performance of the London bus network in the third quarter of 2011/12.

#### Overall Bus Network Performance

For the overall bus network, the two most significant measures of bus performance which reflect passengers' experience are Excess Wait Time (EWT), and the percentage of scheduled kilometres operated. Between them they show if the planned frequency of bus services are being delivered.

EWT is the measure that indicates the additional minutes wait time of passengers beyond the scheduled value on high frequency bus routes. EWT was lower (better) than target in Quarter 3, (Graph 9). This sustained, very good performance of the bus network will, in part, be due to the reduction in traffic volumes illustrated in Graph 5 above, but also the better control that operators have as more of them make effective use of the I-Bus system.

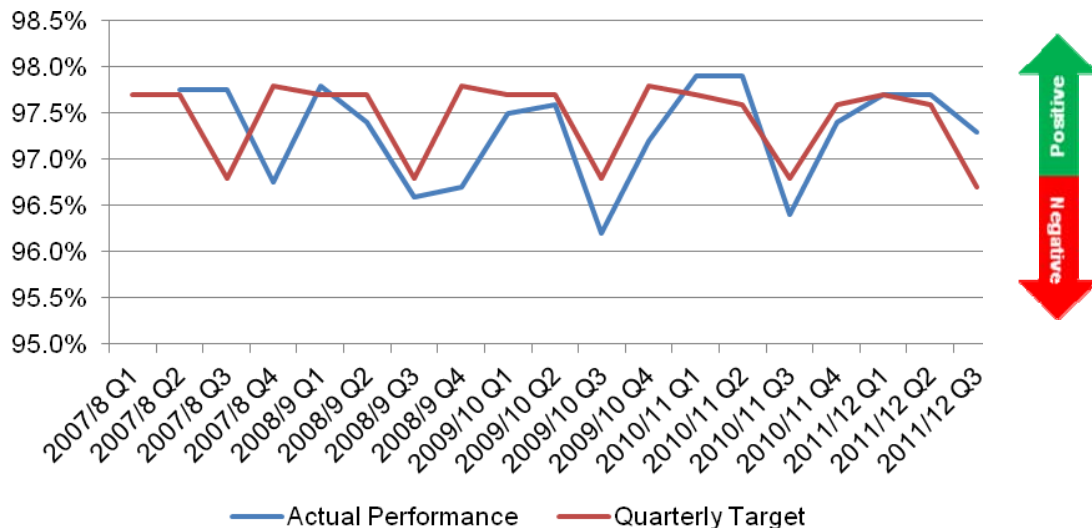
**Graph 9 – Q1 2007/08- Q3 2011/12, Excess Wait Time (minutes) on high frequency bus routes**



\*The annual target remains at 1.1 for 2011/12 year, but the seasonal target is higher

The graph below represents the historical trend of the percentage of scheduled bus kilometres operated. This measure of performance is above (better than) target. Again the graph shows seasonal targets.

**Graph 10 – Q1 2007/08- Q3 2011/12, Percentage of Scheduled Bus Kilometres Operated**



### Focus on poor performing routes

As well as the Excess Waiting Time (EWT) figure for all London's high frequency bus services, TfL publishes figures per route along with the minimum standard agreed with the operator as part of the contract.

Of London's 375 high frequency bus routes in Quarter 3 2011/12, 86 were below the contracted minimum standard, and most of those were only marginally so. 44 operated at the contracted standard, and 245 performed better than the contracted standard.

Poor performance on the bus network is often as a result of prolonged roadworks, which are often outside of the control of TfL. Where this occurs, TfL is actively trying to reduce the impact on passengers.

London TravelWatch has analysed the worst performing 25 bus services to see if any are consistently performing poorly routes. Of these, bus routes 99 and 391 are of concern. London TravelWatch has asked TfL what the issues are for these routes and will continue to monitor them.

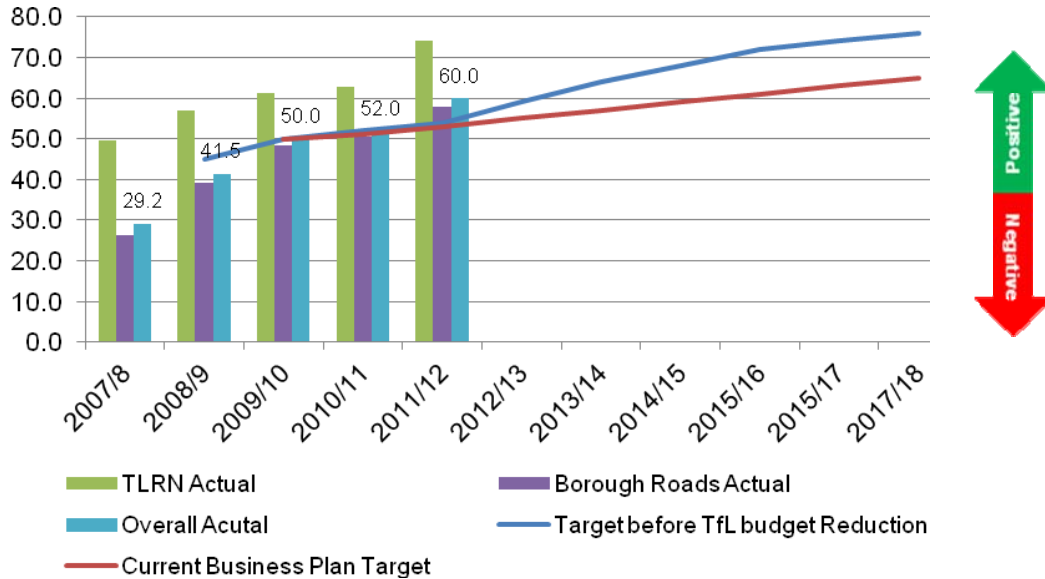
**Bus stop accessibility**

Based on TfL’s audit of bus stops, 60% of all bus stops across the network meet TfL’s exacting accessibility criteria. This is above target, even before the end of the financial year. On the TfL road network, the figure is higher at 74%. This is a significant improvement and above TfL’s Business Plan target.

The graph below shows the targets for bus stop accessibility. The blue line is taken from the 2008/9 to 2017/18 Business Plan, the red line (a lower target) from the 2009/10 to 2017/18 Plan. This is compared with the progress made, to date, for TLRN, borough roads and overall percentages.

The latest Business Plan, 2011/12 to 2014/15 includes a commitment to improve the accessibility of bus services, but does not explicitly include a target for accessible bus stops. However, we understand that in the Mayor’s Transport Strategy Accessibility Implementation Plan there is an ambition to achieve 70% of stops to be fully accessible by the end of 2012/13. This is welcome.

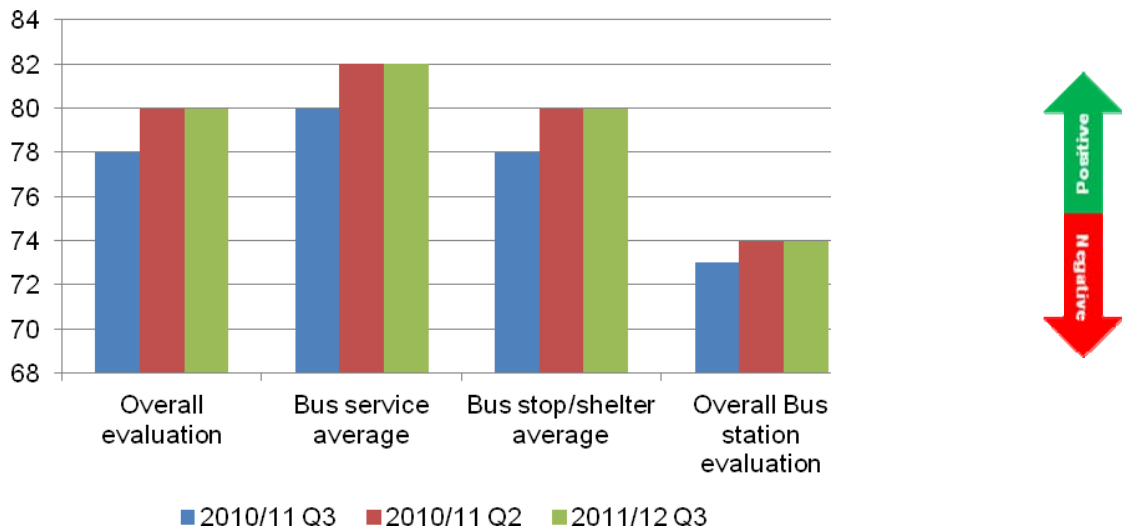
**Graph 11 – Bus stop accessibility 2008/9 to 2017/18 target and progress to date**



**Customer Service**

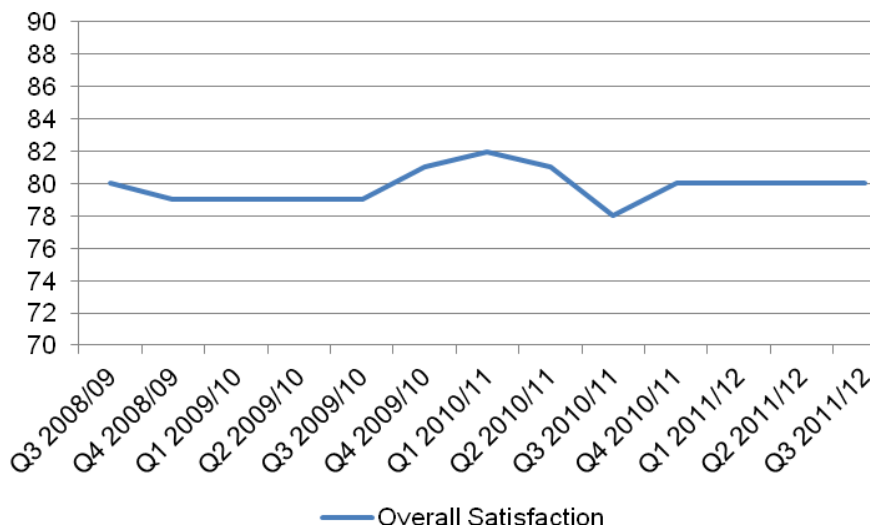
Customer Satisfaction figures for the last two quarters, along with the comparison from one year ago, are shown in the graph below.

**Graph 12 –Q3 2010/11, Q2 2011/12 and Q3 2011/12 bus Customer Satisfaction Scores (percentages)**




Below are the overall customer satisfaction scores since Q3 2008/09

**Graph 13 – Overall satisfaction since Q3 2008/09 (percentages)**



Below is a summary of the 2011/12 TfL Business Plan targets for London Buses.

**Table 6 – Q3 2011/12 London Buses TfL Business Plan Key Performance Indicator (KPI)**

KPI	Target 2011/12	Current Performance Level
Customer Satisfaction – Overall	79%	80%
Excess wait time – high frequency routes	1.3 minutes	1.1 minutes
% of Scheduled services operated	96.7%	97.3%
London TravelWatch's overall performance assessment of London Buses:		
		

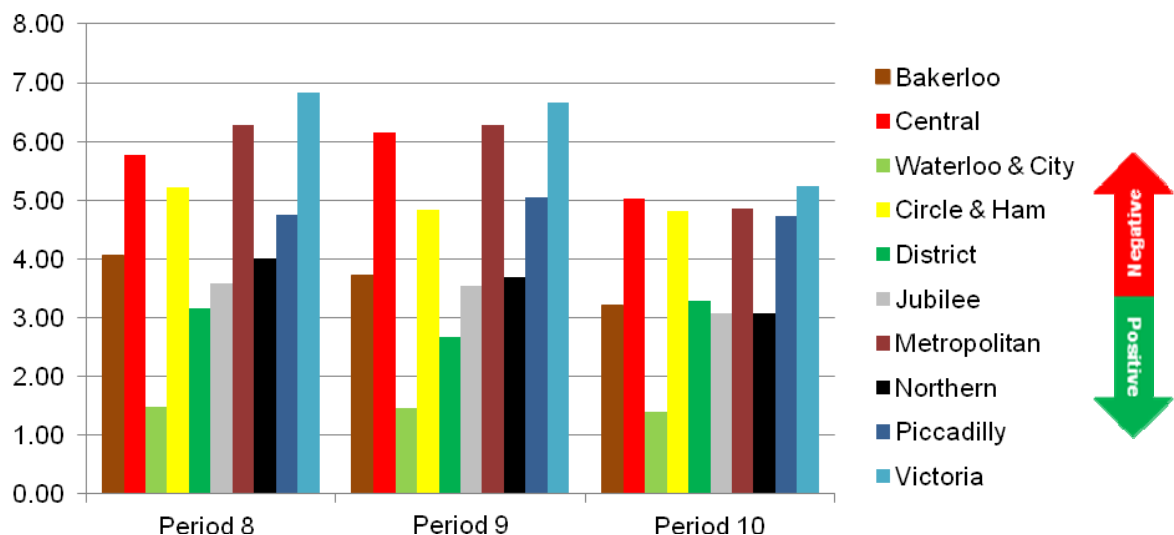


## 4 London Underground

In this section, the performance of London Underground for the third quarter of the financial year 2011/12 is presented. The key indicators focused on are those for which targets are set in the TfL Business Plan and those which reflect the experience of London Underground’s passengers.

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

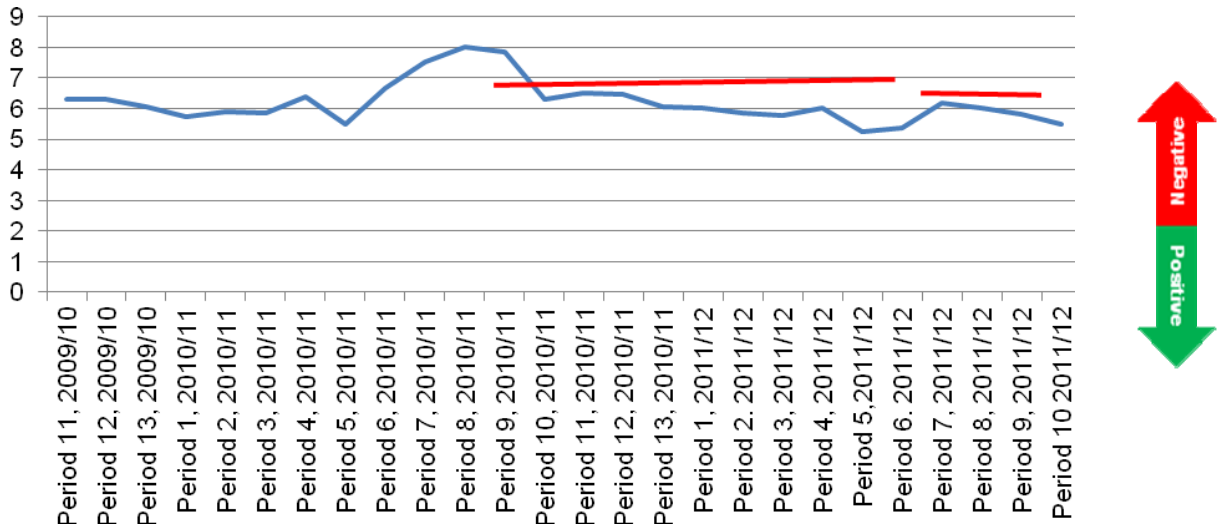
**Graph 14 – P8 2011/12 to P10 2011/12, Excess Journey Time by Underground line (minutes)**



The network measure, shown in the graph below, is a better estimate of a real journey 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. The red line indicates the Business Plan target.

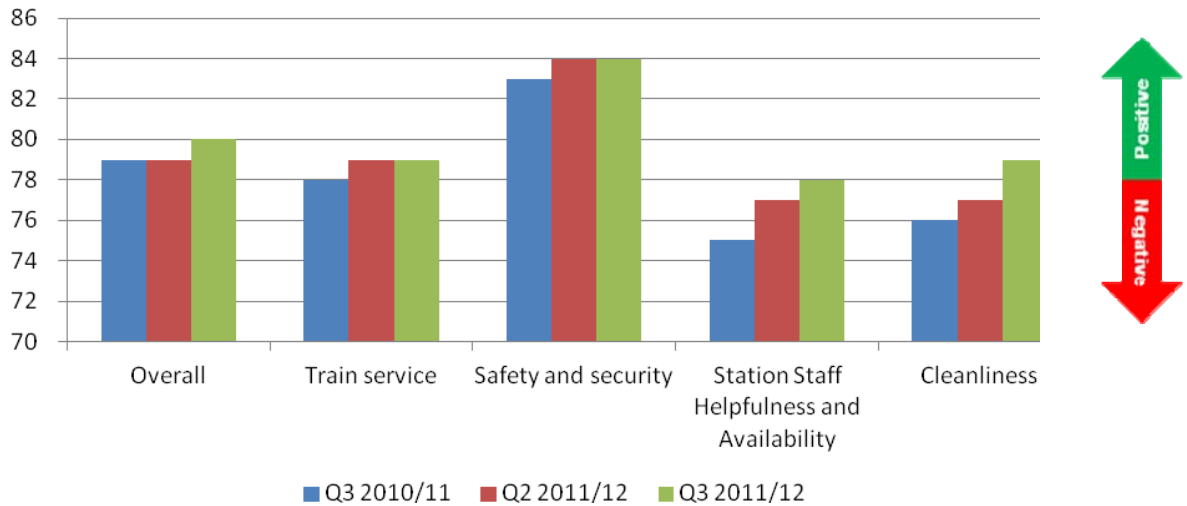
London Underground performed better than the network target set in the TfL 2011/12 Business Plan. It should be noted that this network target is somewhat tighter than the previous year’s target and will tighten further in future years.

**Graph 15 – P1 2009/10 to P10 2011/12, Excess Journey Time measure for the network (minutes)**



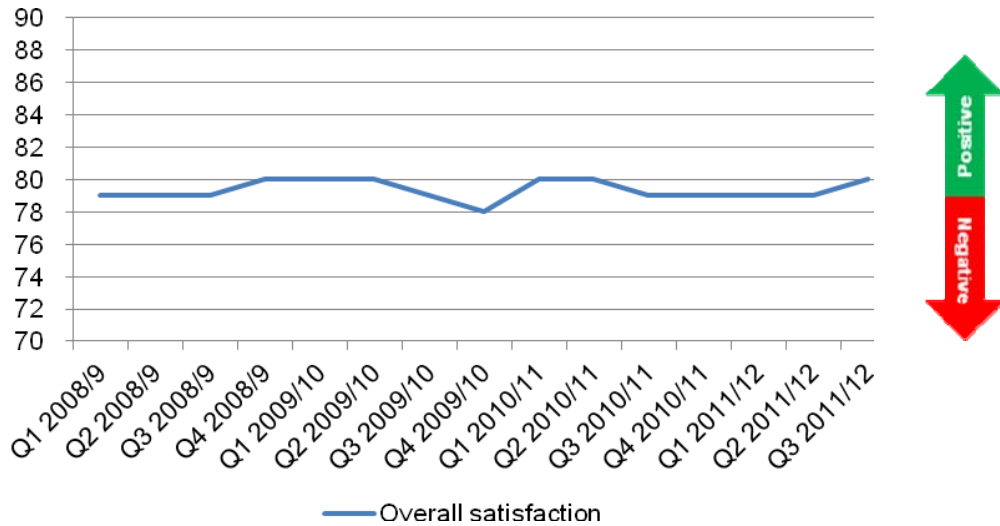
Customer Satisfaction figures for the last two quarters, along with the comparison from one year ago, are shown in the graph below.

**Graph 16 –Q3 2010/11, Q2 2011/12 and Q3 2011/12 LUL Customer Satisfaction Scores (percentages)**



Below is the graph of overall satisfaction with LUL services since Q1 2008/9.

**Graph 17 – Overall satisfaction, Q1 2008/9 to Q3 2011/12**



Below is a summary of all of the 2011/12 TfL Business Plan targets for the Underground.

**Table 7 – Q3 2011/12 London Underground TfL Business Plan Key Performance Indicator (KPI)**

KPI	Target 2011/12	Current Performance Level
Customer Satisfaction – Overall	79%	80%
Excess Journey Time	6.2 minutes	6.02 minutes
% of Scheduled Services Operated	96.7%	97.1.%

London TravelWatch’s overall performance assessment of London Underground:

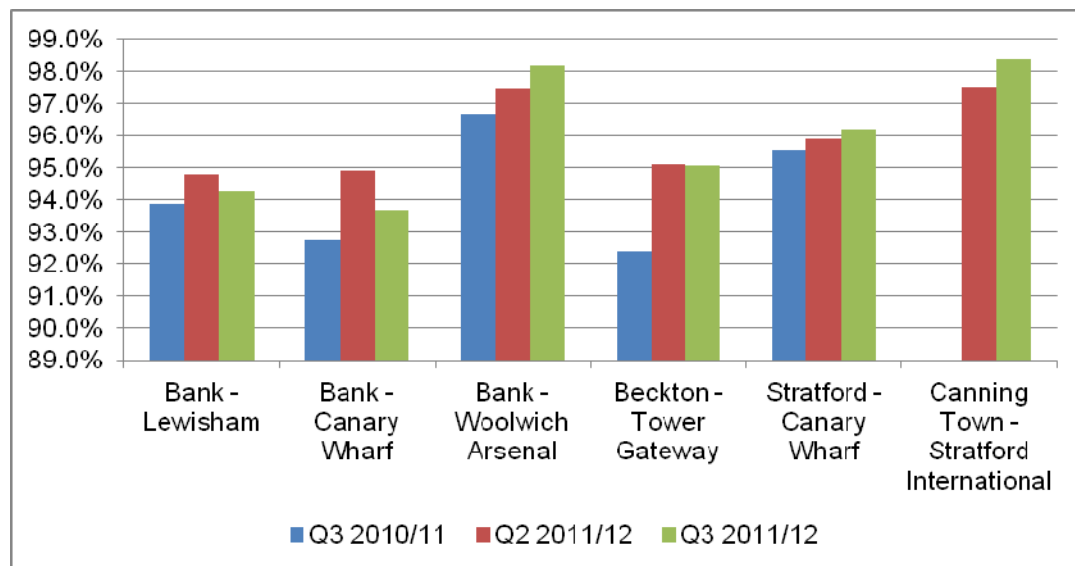


## 5 Docklands Light Railway

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.

Below is the Journey Time performance by route.

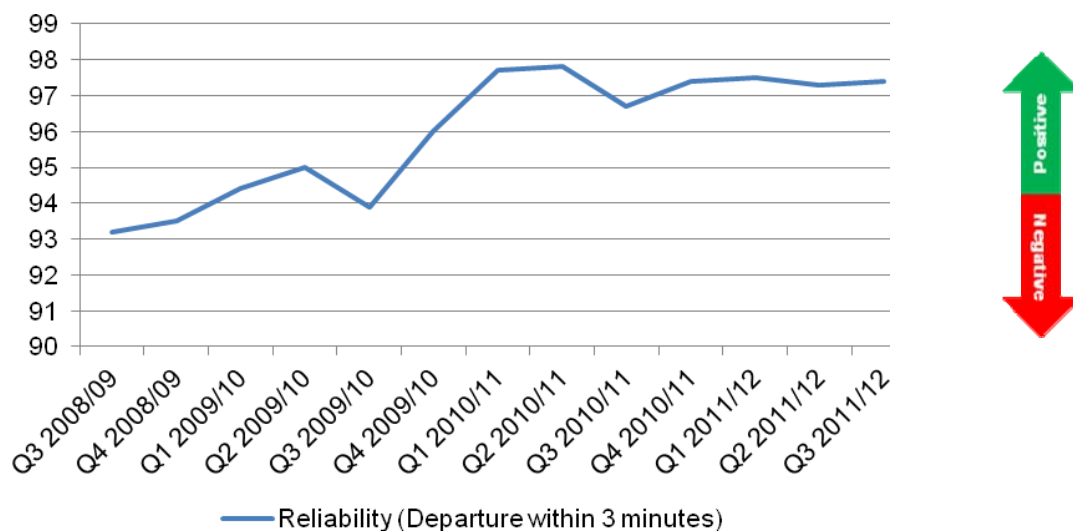
**Graph 18 – Q3\* 2010/11, Q2 2011/12, Q3 2011/12 Journey Time (split by route)**



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

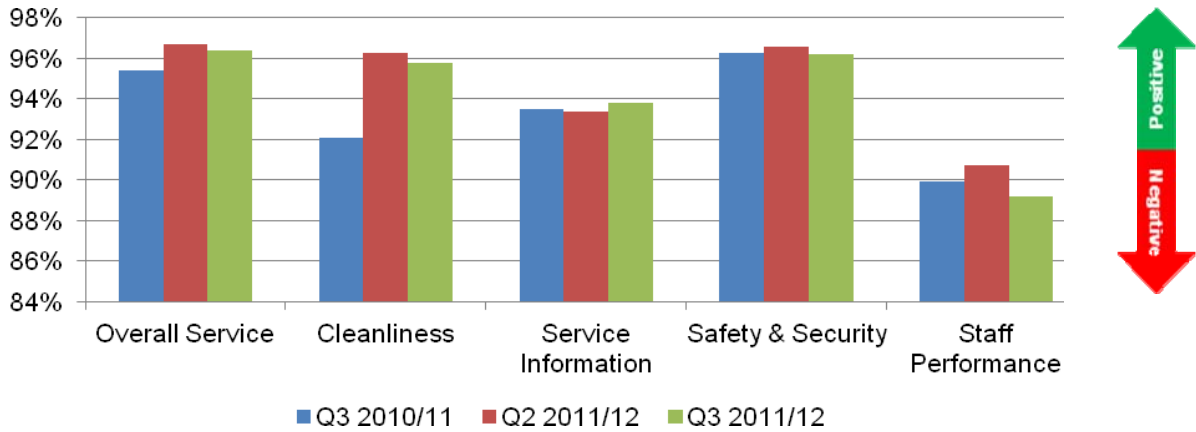
DLR’s network-wide performance measure is ‘departure reliability’. This is the percentage of intervals between trains at terminal stations no more than three minutes greater than the published service intervals.

**Graph 19 – Q3 2008/09 to Q3 2011/12 reliability (departure within 3 minutes of published service intervals)**



DLR’s own internal Customer Satisfaction scores were all above their target of 90%, with the exception of staff performance. TfL undertakes its own customer satisfaction survey, which gives lower figures and is used in the Business Plan. We hope that these two measures can be merged.

**Graph 20 – Q3 2010/11, Q2 2011/12, Q3 2011/12 DLR Customer Satisfaction Scores**

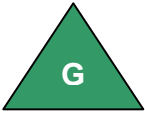


**Graph 21 – Q3 2008/09 to Q3 2011/12, Overall Customer Satisfaction scores**



Below is a summary of all of the 2011/12 TfL Business Plan targets for the DLR.

**Table 8 – Q3 2011/12 DLR TfL Business Plan Key Performance Indicator (KPI)**

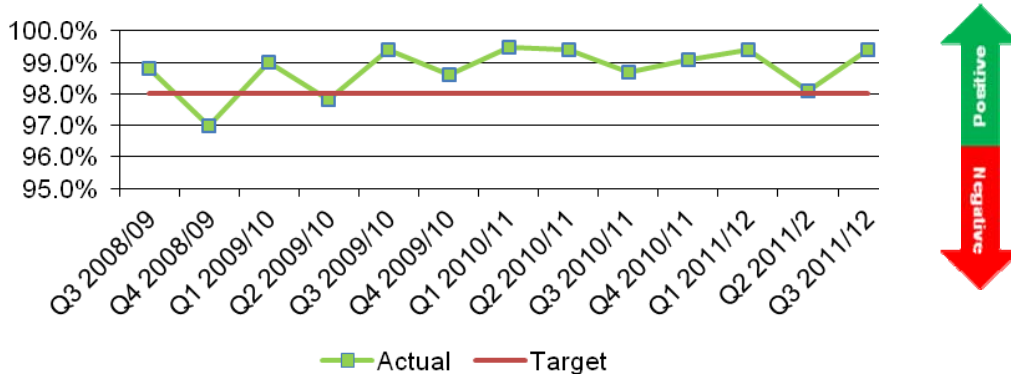
KPI	Target 2011/12	Current Performance Level
Satisfaction – Overall	81%	82%
Service Reliability	97%	97.1%
% of Scheduled Services Operated	98%	97.7%
London TravelWatch's overall performance assessment of Docklands Light Railway: 		

## 6 London Tramlink

The Percentage of Scheduled Services operated by Tramlink rose over the previous quarter, and was above the Business Plan target. Customer Satisfaction was below target.

The graph below shows the Percentage of Scheduled Service kilometres operated since Q3 2008/09.

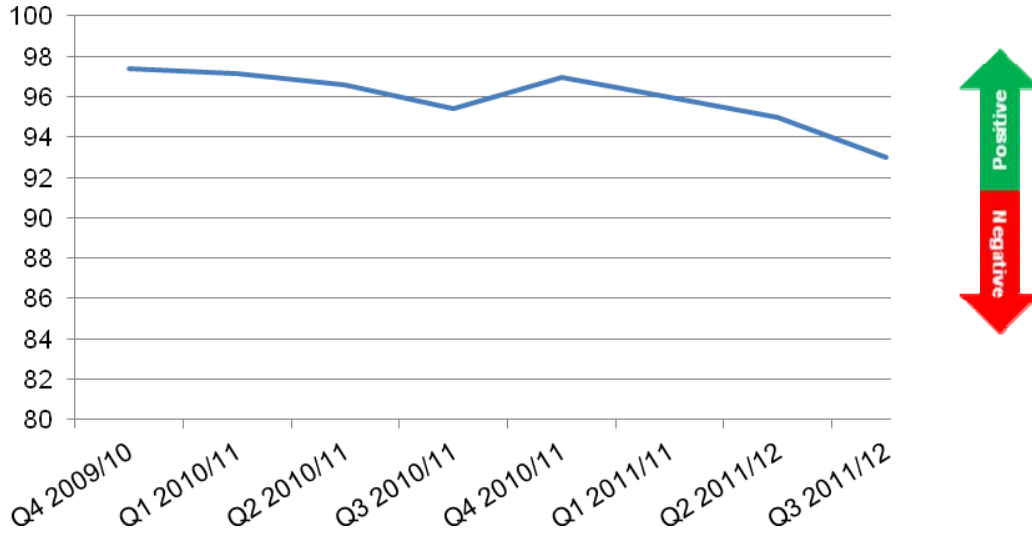
**Graph 22 – Q3 2008/9 to Q3 2011/12, percentage of scheduled service kms operated**



London Tramlink reports a Public Performance Measure, which is the percentage of trams that arrive within five minutes of the scheduled time. There is no associated target.

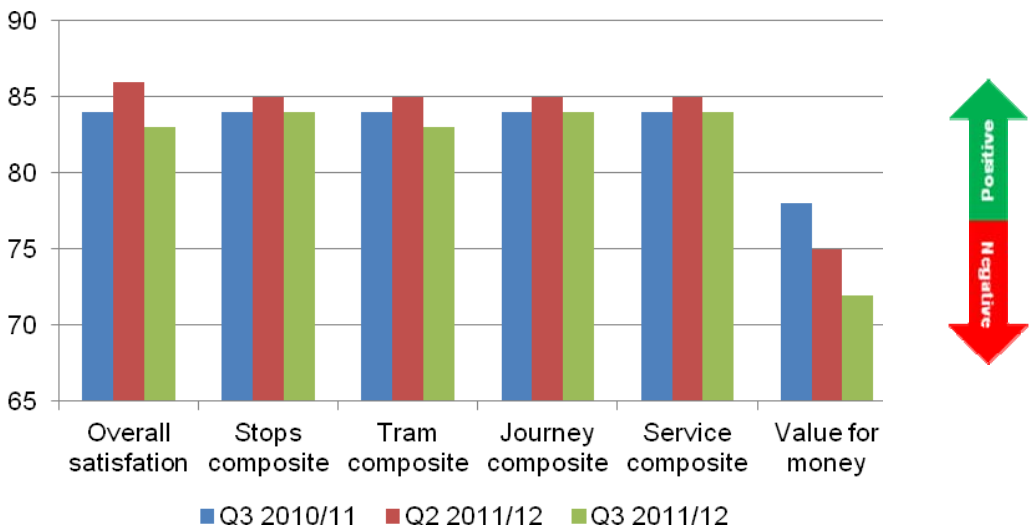


**Graph 23 – Q4 2009/10 to Q3 2011/12, Public Performance Measure (per cent)**

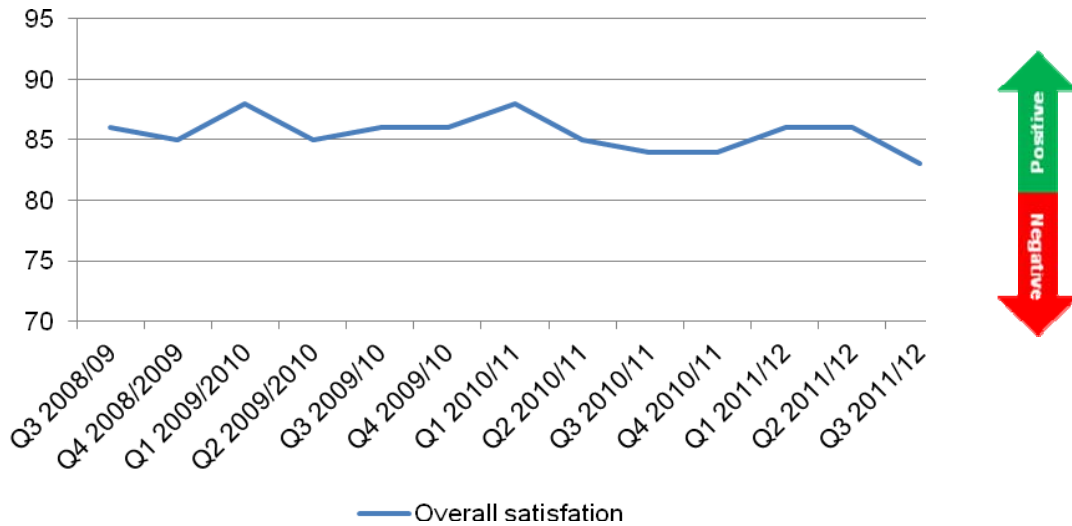


Customer satisfaction scores on Tramlink are shown below including a Tramlink value for money score

**Graph 24 – Q3 2010/11, Q2 2011/12, Q3 2011/12 Customer Satisfaction Scores**



**Graph 25 – Overall Customer Satisfaction Scores since Q3 2008/09**



Below is a summary of all of the 2011/12 TfL Business Plan targets for London Tramlink.

**Table 9 – Q3 2011/12 London Tramlink TfL Business Plan Key Performance Indicator (KPI)**

KPI	Target 2011/12	Current Performance Level
Customer Satisfaction – Overall (provisional data)	86%	83%
% of scheduled service kms operated	98%	99.4%
London TravelWatch’s overall performance assessment of London Tramlink:		


## 7 London Overground

London Overground's Public Performance Measure (PPM) for Quarter 3 was 96.85%. This was 3.4 per cent higher than the same quarter last year. Please note this is a Network Rail statistic.

The National Passenger Survey results are from the latest Autumn 2011 wave of surveys. The percentage satisfied or good is 7% above the same period in the previous year.

TfL's own Customer Satisfaction score is also above target.

**Table 10 – Q3 2011/12 London Overground TfL Business Plan Key Performance Indicators (KPI) and National Rail performance figures**

National Rail Performance measure	Target 2011/12	Current Performance Level
Customer Satisfaction – Overall (National Passenger Survey bi-annual data). Percentage satisfied or good	Average of similar London and South East TOC's: 83% (Not a TfL target)	92% (Autumn 2011)
Public Performance Measure (Network Rail figures)	N/A	96.85%
TfL KPIs	Target 2011/12	Current Performance Level
Overall customer satisfaction score (TfL measure)	78	82
On Time Performance (A TfL measure of PPM Moving Annual Average)	94%	96.3%
London TravelWatch's overall performance assessment of London Overground:		
		

## 8 Dial-a-Ride

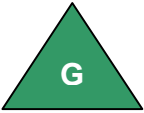
Dial-a-Ride is a door-to-door transport service operated by TfL for people with disabilities who cannot use buses, trains or the Underground in London.

The Customer Satisfaction score remains below target. It should be noted that the overall figure masks very different aspects of the survey scores. Members are very satisfied with driver helpfulness/courtesy which scores 95%, but are less satisfied with the booking process which scores only 74%.

The number of journeys delivered in Quarter 3 is a higher than the same quarter in the previous year. Though no quarterly target is available, TfL are forecasting that the number of journeys will be at target for the year.

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

**Table 10 – Q3 2011/12 Dial-a-Ride TfL Business Plan KPIs**

KPI	Target 2011/12	Current Performance Level
Overall Customer Satisfaction	93%	91%
Quarterly Passenger Journey Numbers	1,400,000(annual target) which equates to 350,000 per quarter	330,517
London TravelWatch's overall performance assessment of Dial-a-Ride:		
		

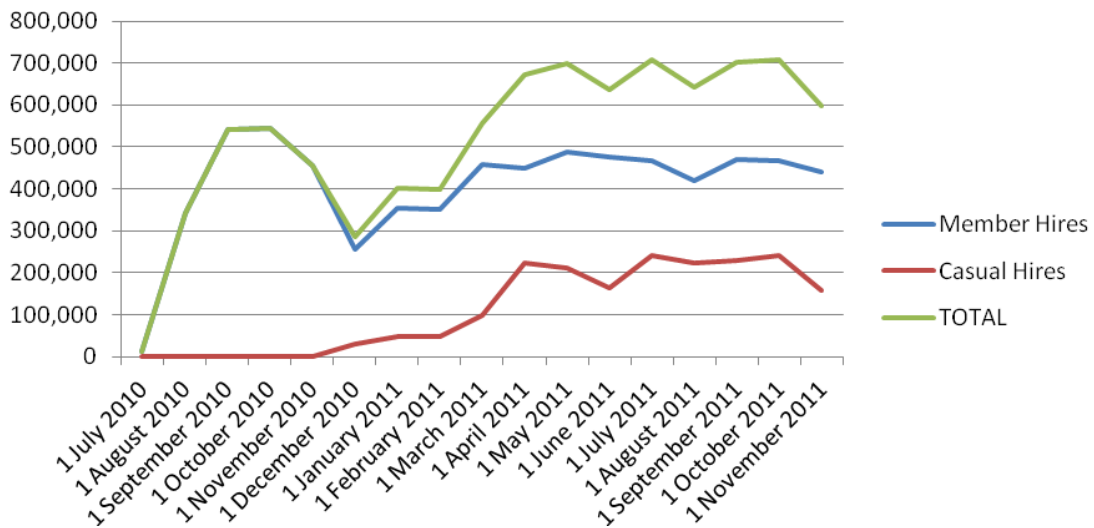
## 9 Cycle Hire

**In this section, the performance of the cycle hire scheme is presented.**

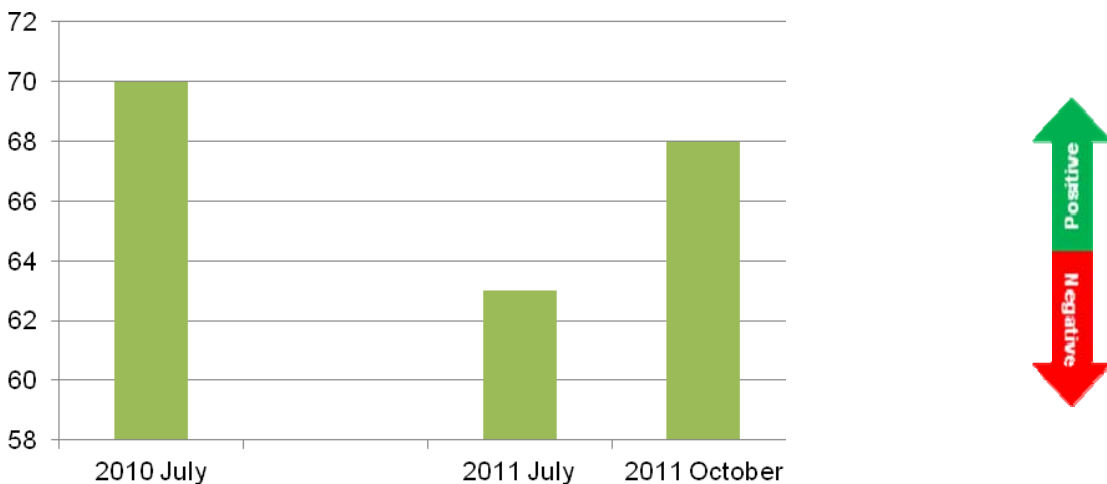
London's cycle hire scheme is a public bike sharing scheme for shorter journeys around the capital. The bikes are available to casual users, as well as London cycle hire scheme members.

**The graph below shows the usage of the cycle hire scheme throughout the year, on a month to month basis.**

**Graph 26 – Cycle hire scheme usage**

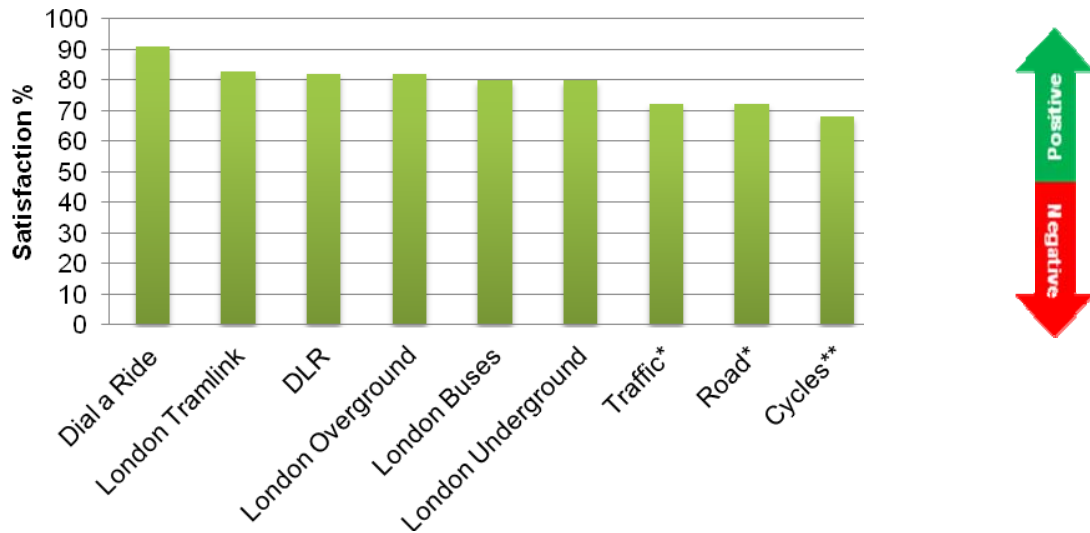


**Graph 27 – July 2010, July 2011 and October 2011 cycle hire Customer Satisfaction score**



## 10 Customer Satisfaction Scores – Modes comparison

**Graph 28 – Q3 2011/12 Overall Customer Satisfaction cores – modes comparison**



\* Latest figures. Annual survey only

\*\* Taken from TfL's Barclays Cycle Hire customer satisfaction and usage, December 2011

## Appendix – Glossary & References

### Glossary

Term	Definition
AWT	Average Waiting Time
BCV	Bakerloo, Central & Victoria lines
DLR	Docklands Light Railway
EJT	Excess Journey Time
EWT	Excess Waiting Time
IRR	Inner Ring Road
JNP	Jubilee, Northern & Piccadilly lines
KPI	Key Performance Indicator
LOROL	London Overground
MAA	Moving Annual Average
Q	Quarter
PPM	Public Performance Measure
SSL	Sub-Surfaces Lines
SWT	Scheduled Waiting Time
TfL	Transport for London
TLRN	Transport for London Road Network
WEZ	Western Extension Zone

### References

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  -
- London Buses
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  - PPM scores supplied to London TravelWatch monthly by Network Rail.
  - <http://www.passengerfocus.org.uk/research/nps/content.asp>
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  - Customer satisfaction survey scores and Public Performance Measure supplied by TfL directly
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  - TfL commissioned cycle hire customer satisfaction and usage survey, December 2011