
Secretariat memorandum

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Agenda Item 6

TS003

London Underground Dockland Light Railway performance data**1 Purpose of report**

- 1.1. To present a selection of the performance data currently available about tube and Docklands Light Railway (DLR) performance.

2 Recommendations

- 2.1. That the Committee selects the type and format of data it wishes to gather for its future work, giving steer to the Secretariat.
- 2.2. That the Committee uses the DLR and TfL 'Travel in London' examples when approaching other operators for similar performance data.

3 Information

3.1. Tube

The following data on tube performance was drawn from TfL's website :

<http://www.tfl.gov.uk/tfl/corporate/modesoftransport/tube/performance/> .

It covers operational issues, customer metrics, and the Annual PPP Monitoring Report, which in turn presents data on 'availability', 'capability', 'ambience; service points, maintenance and assets performance, and safety.

3.1.1. Tube : Operational

- % of trains in service
- No. of delays over 15 minutes (for which a charter refund could be made)
- % of scheduled kms run, in the peak and off peak and total
- % of lifts in service in terms of hours versus scheduled hours
- % of escalators in service in terms of hours versus scheduled hours
- No. of station closures of 15 mins or more

Note : Peak kilometres are defined as those operated by trains passing a point in the central area between 0700-1000 and 1600-1900, Monday to Friday (excluding public holidays).

3.1.2. Tube : Customer metrics

Average journey time

- Excess journey time (difference between actual journey time and planned journey time, assuming the service runs to schedule taking account of 'normal' levels of congestion)
- Annual entrances and exits by station for peak, inter peak and off peak and weekends
- Customer satisfaction with train service, safety & security, staff helpfulness & availability, cleanliness, information and overall evaluation

Customers are asked how acceptable is the current level of service for 19 specific and one overall measure relating to their journey. Responses are aggregated into the above service groups and presented as ratings out of 100.

All the data are presented by underground line for 4 week operating periods with comparisons with the previous period and the corresponding period 12 months ago. The exceptions are the entrances and exits which are annual, and the customer service measurements which are published quarterly. At the time of writing, the data for 2008 have not yet been published.

Some sample charts showing trends in excess journey time and the overall customer service measurements are shown at Annex A. These were prepared by downloading the individual monthly figures from the TfL website and reprocessing them.

3.1.3. Tube : Annual PPP Monitoring report

Considerable operating information is published in the Annual PPP Monitoring Report , the latest of which, for 2007/8 was published in January 2009.

<http://www.tfl.gov.uk/corporate/modesoftransport/londonunderground/management/1582.aspx>

Table 1: LU operating performance measures

Performance measure	07/08	Target07/08	06/07
Customer Journeys(million)	1,048	1,073	1,014
Overall Customer Satisfaction(score0-100)	78	77	76
Excess Journey time(minutes, weighted)	7.47	7.77	8.06
Service volumes (Million kms operated)	71.3	70.5	69.8
Schedule operated(%)	95.1	94.8	94.5
injuries per million journeys	0.14	0.12	0.15

The report presents trend data in easy to read chart form in the following areas since the beginning of the PPP contracts (five years). Performance against these measures determines whether Infracos get operating bonuses or penalties.

3.1.3.1. Availability

Lost Customer Hours Attributable to Infracos

Availability % Variance to Benchmark

Availability is a reliability measure reflecting whether assets are available for customer service. The measure counts delays and disruptions lasting more than two minutes and takes into account the duration, location and time of day of the disruption to estimate the total cost in terms of customer time; expressed as a unit called 'Lost Customer Hours' (LCH). For example, a two-minute delay at Victoria in

the morning peak costs significantly more LCHs than a 2-minute delay on a Sunday evening in the suburbs.

3.1.3.2. Capability

Capability minutes

Whereas availability is about day-to-day performance, capability is a longer term measure of the potential capacity of the assets to reduce the journey time experienced by the customer. Improved capability can be achieved through having more trains, faster trains (through train or signalling systems), trains with more capacity, or some combination of these as the Infraco determines. The PPP contracts set out requirements for significant improvements in capability on all lines. Mostly these are due in the second 7½ year contract period to reflect the long lead times involved in procuring new trains and signalling. However, there are targets for some lines in the first period, and the Infracos themselves may make capability improvements at any time, for example by increasing the effective fleet size available for service (through more efficient maintenance and management of spare trains) or by addressing the causes of certain speed restrictions that act as constraints on line capacity.

3.1.3.3. Ambience

Mystery shopping scores

Customer surveys consistently show that tube customers value the quality of their travelling time as well as the reduction in the quantity of time taken. The Ambience measure reflects this by measuring the quality of the travelling environment on trains and in stations based on a quarterly Mystery Shopping Survey (MSS) conducted by an independent accredited survey organisation. The survey assesses various aspects of the service, including: the condition of train seats, cleanliness of surfaces and train exteriors, levels of litter and graffiti, public address audibility, ride quality and in-car noise; lighting, train heating and ventilation; quality of signage, and condition of toilets and waiting rooms.

3.1.3.4. Service Points

Service points are allocated for failures by the Infracos to meet certain contractual obligations, typically:

- Facilities Service Points measured against facilities faults such as failure of customer facing assets such as CCTV, public address systems, train arrival indicators or help points.
- Fault Rectification Service Points, measured against fault rectification such as failure to fix certain problems such as litter and spillages, defective escalators, pumps and drains within the standard clearance times set out in the contract.
- Number of overruns which result in failure to return the railway for operational use on time following engineering work.

3.1.3.5. Maintenance and Asset Performance

The performance of key assets such as track, rolling stock, signalling, and escalators is critical to service reliability and drives the availability measure

described below. These reflect the quality of the Infracos' maintenance activity.

- Rolling stock : mean distance between failures (in service)
- Train control : number of in-service failures resulting in service disruption for longer than two minutes
- Lifts : mean time between failures (days)
- Escalators : mean time between failures (days)

3.1.3.6. Safety

Although passenger safety is one of the key performance measures it is not reported on in the PPP report. However some technical safety measures are recorded, including broken rails; technical SPADS (signals passed while displaying a stop aspect) when caused by asset failure; confirmed fires; parts detached from trains and door faults.

3.2. Docklands Light Railway

- 3.2.1. The Docklands Light Railway (DLR) monitoring report for October – December is appended at Annex B. The Deputy Chair has recommended to members that the report to be used as an example of good practice when requesting similar information from other transport operators.

4 Other available information from Transport for London

4.1. Travel in London – Transport for London Report 2009

This is a comprehensive report that covers many of members' regular queries on usage data at TfL. It appears to be the first report of its kind, published with little fanfare, and by the look of it will be published annually. Link :

<http://www.tfl.gov.uk/assets/downloads/corporate/travel-in-london-report-number-1.pdf>

5 Equalities and inclusion implications

- 5.1. No equalities and inclusion implications for London TravelWatch arise from this report.

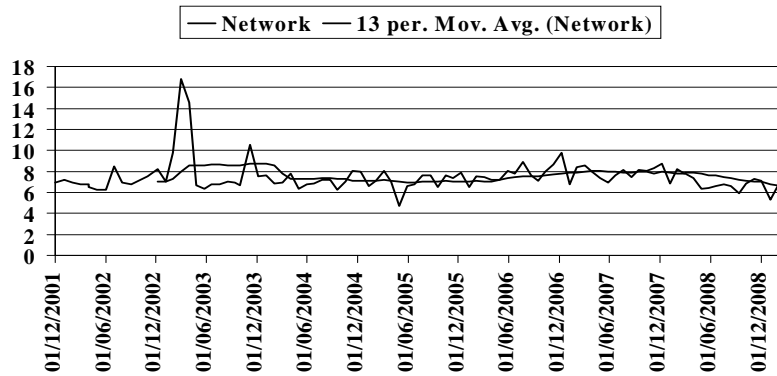
6 Legal powers

- 6.1. Section 248 of the Greater London Authority Act 1999 places upon London TravelWatch (as the London Transport Users Committee) a duty to consider - and where it appears to the Committee to be desirable, to make recommendations with respect to - any matter affecting the functions of the Greater London Authority or Transport for London which relate to transport (other than of freight).

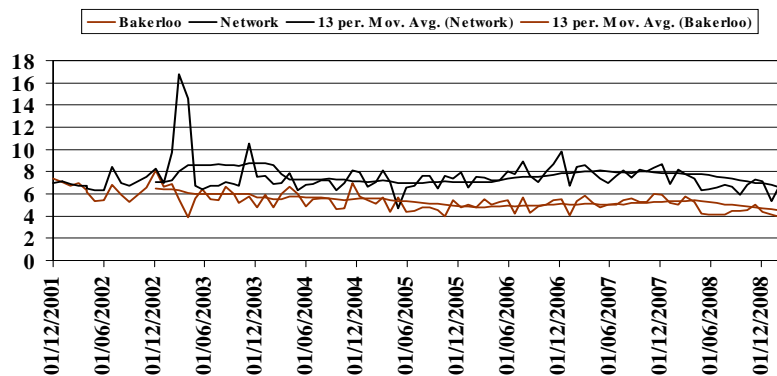
7 Financial implications

- 7.1. This report has no specific financial implications for London TravelWatch.

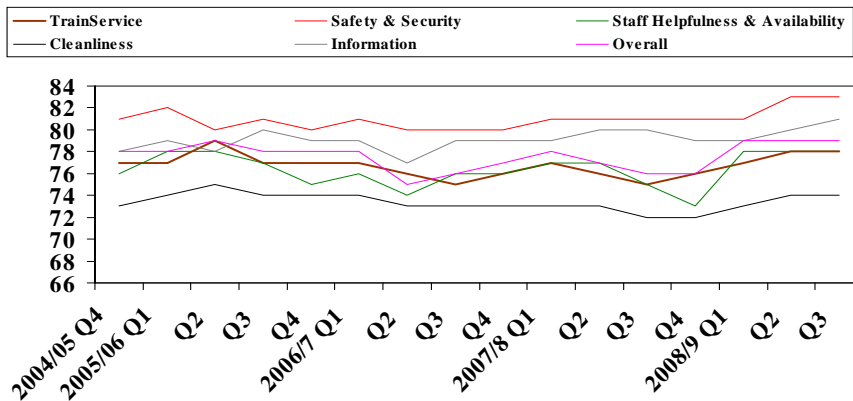
Network Excess Journey Time



Bakerloo Excess Journey Time



Customer Satisfaction



DLR Monitoring Report October - December 2008 (Quarter 3)

our ref: 2008 Q3 Quarterly Report presented 22 January 2009

In accordance with our franchise obligations, I submit the Quarter 3 results for 2008/09.

Journey Times

Route	Target	Actual Q3 2007/08	Actual Q4 2007/08	Actual Q1 2008/09	Actual Q2 2008/09	Actual Q3 2008/09
Bank to Lewisham	95% less than 30 mins	93.49%	90.96%	92.14%	93.14%	90.52%
Bank to Canary Wharf	95% less than 13 mins	93.32%	89.21%	90.72%	89.47%	88.28%
Bank to King George V	95% less than 29 mins	97.22%	97.10%	97.55%	96.16%	92.31%
Beckton to Tower Gateway	95% less than 31 mins	94.11%	91.57%	94.46%	96.70%	93.96%
Stratford to Canary Wharf	95% less than 16 mins	97.75%	95.20%	94.76%	93.57%	90.26%

Journey times on all five routes were below the contractual minimum target largely due to major infrastructure changes taking place as part of the Three Car Capacity Enhancement programme. We expect these changes to have a significant impact on scores throughout the duration of the project but will endeavour to minimise disruption to our passengers.

Passenger Satisfaction Survey

Heading	Actual Q3 2007/08	Actual Q4 2007/08	Actual Q1 2008/09	Actual Q2 2008/09	Actual Q3 2008/09
Overall Service	97.83%	96.82%	95.00%	89.48%	92.74%
Cleanliness of Trains and Stations	96.85%	96.18%	94.68%	91.95%	93.40%
Clarity & Usefulness of Service Information	98.00%	96.46%	95.27%	89.95%	93.16%
Safety & Security	98.06%	97.91%	98.43%	96.02%	97.85%
Staff Performance	96.79%	96.90%	97.45%	93.42%	95.41%

All five scores were higher than the previous quarter but lower than those in 2007/08, largely because of numerous Three Car Capacity enhancement project closures. Services have been revised and reduced as and when necessary to facilitate these works. We have also suffered from infrastructure and signalling changes following on from these works, which we hope to overcome in the near future. Scores are likely to remain lower than last year throughout the remainder of this project.

Charter Results

Heading	Target	Actual Q3 2007/08	Actual Q4 2007/08	Actual Q1 2008/09	Actual Q2 2008/09	Actual Q3 2008/09
Departure Reliability	95%	97.18%	95.95%	95.83%	95.91%	93.24%
Lifts	95%	99.33%	99.51%	99.44%	99.82%	99.69%
Escalators	98%	98.97%	99.36%	99.74%	99.32%	99.31%
Ticket Vending Machines	98%	99.61%	99.26%	98.45%	99.60%	98.27%
Passenger Information Displays	95%	99.86%	99.93%	99.93%	99.87%	99.96%

The above figures are the standard used to monitor SD against the service operated.

Departure Reliability

This is the % of intervals between trains at terminal stations no more than three minutes greater than the published service intervals. This measure most closely reflects the service as seen by the passenger.

Lifts

Lifts are monitored against % of availability for the whole station over the service day.

Ticket Vending Machines

Ticket Vending machines are monitored against % of operation of each machine in service.

Passenger Information Displays

Passenger Information displays are measured against % of operation of each PID over the service day.

Public Correspondence

Category	Q3 2007/08	Q4 2007/08	Q1 2008/09	Q2 2008/09	Q3 2008/09
Service					
Personnel	9	10	9	11	3
Service Availability	1	5	5	9	9
Schedule	6	2	9	18	5
System Failures	4	5	12	6	25
Facilities					
Lifts	1	1	1	1	0
Escalators	0	0	0	1	1
PIDS	0	0	2	1	1
Announcements	1	1	0	2	1

Annex B TS 003

Tickets					
Ticket Availability	1	0	0	1	1
Penalty Fare Complaints	50	6	8	42	75
Ticket Types	0	0	0	0	0
LTUC Correspondence	0	0	0	0	0
Total	73	30	46	85	121

The above shows the number of public letters received in each quarter. This also now includes complaints that are sent via e-mail/internet.

If you require any clarification on the above, or if any of your contact details are incorrect, please contact me at the above address.

Yours sincerely,



David West
Performance & Concessionaire Manager