Transport Services Committee 14.7.09   London TravelWatch

Secretariat memorandum	Agenda item 9
Secretariat memorandum Author: Jerry Gold	Agenda item 9 TS008 Drafted 6.7.09

Transport for London Performance Indicators – Progress Report

1   Purpose of report

1.1   To apprise members of progress on gathering a comprehensive list of requirements for performance monitoring.

2   Recommendation

2.1   That members note the report.

3   Background

3.1   After the Transport Services Committee meeting on 20 May, the Rail & Underground Policy Officer drafted a list of performance indicators for London Underground, Docklands Light Railway and London Buses. This was based on the preferences expressed by members. He added a list of indicators for other TfL public transport modes - London Overground, Dial-a-Ride, London River Services (Thames Clippers & Woolwich Ferry) – based on what TfL is known to be producing already. This list is attached as Annex A.

3.2   As advised at the meeting on 20 May, this list was passed to the Chief Executive for submission to the Board. The intent was that it would be combined with similar requests from other London TravelWatch committees, and the whole then moderated into an agreed request list to send to the Transport Commissioner.

3.3   The Chief Executive subsequently advised that the matter would now be dealt with by the Executive Group, and it was accordingly presented for consideration at their meeting on 18 June.

3.4   Meanwhile, at the agenda planning meeting for this committee held on 15 June, the committee Chair and Deputy Chair requested that a list of available TfL road performance indicators be prepared and submitted to them for initial consideration.

3.5   This list has been prepared by the Streets & Surface Transport Policy Officer and is attached at Annex 2. The Deputy Chair responded with a request for information about where these indicators are published. At the time of writing this report, the Streets & Surface Transport Policy Officer is awaiting a meeting with TfL in order to obtain this information.

4   Equalities and inclusion implications

4.1   There are no specific implications of this nature arising from this report.

5   Legal powers

5.1   Section 252A of the Greater London Authority Act 1999 places a duty upon
       London TravelWatch (as the London Transport Users Committee) to keep under
       review matters affecting the interests of the public in relation to railway passenger
       and station services provided wholly or partly within the London railway area, and
       to make representations about them to such persons as it thinks appropriate.

6   Financial implications

6.1   There are no financial consequences for London TravelWatch.

DRAFT

TfL Performance Indicators

Items requested for Transport Services Committee – as per meeting 20 May 2009

General

(i)   All items to be provided as 3-year horizontal graphs showing quarterly results and moving annual averages.

(ii)   Narrative to be provided explaining most recent quarter, plus any other relevant information.

London Underground

- Customer satisfaction (by line)
- No. of complaints
- Charter refunds
- Excess journey time (by line)
- Train crowding measures (by line)
- Station closures due to overcrowding
- Lifts / escalators out of service – split Zone 1 & Zones 2 – 9 Also lifts to be split between mobility impaired lifts and normal service lifts
- CCTV cameras out of service
- Dot matrix indicators not working
- Ticket vending machines out of service – split Zone 1 & Zones 2 - 9

Where data is by line, graphs to be in line colour

London Overground

- Equivalent items as per London Underground
- Line data to be broken down into NLL, WLL, ELL, GOB, Watford DC
- Existing PPM statistics to continue to be supplied (data by Network Rail, commentary by LOROL) to enable comparison with other National Rail operators).

Docklands Light Railway

Data as per existing quarterly monitoring report (see sample attached), but to be shown graphically as above.

London Buses

For each of the following, by route:

- Day routes – high frequency – best 10 and worst 10

- Excess waiting time
- Lost mileage

- Day routes – low frequency – best 10 and worst
  - 10% on time
  - Lost mileage

- Night routes – best 5 and worst 5
  - % on time
  - Lost mileage

- By geographic area (e.g. north-west, north-east, south-east, south-west)
  - Customer satisfaction – including safety & security by route (top & bottom ten per area)
  - No. of complaints
  - Short tripping – split between planned (i.e. decided before bus starts journey) and short notice

Dial – a – Ride

- No. of journeys provided
- Percentage of journey requests met
- Customer satisfaction -
  - Service overall
  - Proportion of calls answered first time
  - Booking process
  - Telephone operator
  - Driver
  - Ease of getting on board
  - Smoothness and freedom from jolting on board
  - Ease of getting off the vehicle
  - Cleanliness of the outside of the vehicle
  - Cleanliness of the inside of the vehicle
  - Punctuality

London River Services

Thames Clippers commuter service

- Customer satisfaction
- No. of complaints
- Charter refunds
- Punctuality
- Cancellations
- CCTV cameras out of service
- Dot matrix indicators not working

Woolwich ferry

- Customer satisfaction
- No. of complaints
- Cancellations
- No. of occasions when vehicles can't board next departure, and no. left behind
- CCTV cameras out of service

DLR Monitoring Report

22 January 2009

our ref: 2008 Q3 Quarterly Report

DLR Monitoring Report October - December 2008 (Quarter 3)

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
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.

Smoothing Traffic Flow Dashboard – Performance Statistics – Period based

Details taken from the Period 2 09/10 STF Dashboard

1. Journey Time Reliability

Reported by AM peak (7.00 – 10.00); Inter-peak (10.00-16.00) and PM peak (16.00-19.00) for Central, Inner, Outer and All London, including period on period trends for these variables.

- a chart showing all day variability in journey time for each day in the period
- a chart comparing all day for a typical weekday, Saturday and Sunday variability in journey time for the period
- a chart comparing all day variability in journey time for central, inner, outer and all London

2. Network Average Speeds (7:00 – 19:00) in mph

Reported for Central, Inner, Outer and All London

3. Indexed Traffic Flows

Reported for Central, Inner, Outer and All London

4. Bus Kilometres Lost Due to Traffic Delays

Reported for all London by period

5. Bus Excess Wait Time for High Frequency Routes

Reported for all London by period

6. Cycle flows on the TLRN (indexed)

Reported for the TLRN by period

7. Pedestrian flows (London) by period

Reported for all London by period

8. Casualties – Killed and Seriously Injured in London

Reported for all London by period

9. Casualties – Killed and Seriously Injured on the TLRN

Reported for the TLRN by period

10. Number of Serious & Severe Disruption events on the Network

Reported for all London by period

11. Number of Minimal and Moderate Disruption events on the Network

Reported for all London by period

12. Duration of Serious & Severe Disruption events (minutes) on the Network

Reported for all London by period

13. Duration of Minimal and Moderate Disruption events (minutes) on the Network

Reported for all London by period

14. Mode Share of Journey Stages by Main Means of Transport

Reported for all London by year

15. Millions of Passenger Journeys on Public Transport (Underground and Bus)

Reported for all London by period

16. Customer Satisfaction – Traffic congestion

Reported for all London by year

17. PSA 4 Target Urban Congestion (population growth adjusted)

Reported for all London by year

18. Percentage of Streetlights on the TLRN Working as Planned

Reported for the TLRN by period

19. Percentage of Emergency Callouts Responded To Within 1 Hour

Reported for the TLRN by period

20. Percentage of Category 1 Defects Made Safe Within 24 Hours & Permanently Repaired within 28 Days
Reported for the TLRN by period

21. State of Good Repair TLRN
Reported for the TLRN by year

22. Length of Pedestrian Guardrail Removed (metres)
Reported for the TLRN by period

23. Number of Net New Traffic Signal Installations
Reported for all London by year

24. Number of Traffic Signals Available
Reported for all London by period

25. Number of FPNs Issued per Utility Company
Reported for all London by year

26. Number of EToN Notices Issued per Utility Company
Reported for all London by year

Traffic Managers Report – KPIs – Report produced twice a year
Following details taken from the Traffic Manager's end of year report for 2008/09

Demand – Long Term Trends in Road Traffic
Chart A – London wide 7am – 7pm weekday traffic flows on major roads
Chart B - London Traffic Seasonal Variation (24 hour flows) - Central, Inner and Outer London
Chart C - Long term trend in cordon crossings for all motor vehicles

Traffic in Central, Inner, Outer London, weekday 24 hour flows
KPI 1 - Traffic in central London (Major Roads) - weekday (24-hour) flows
KPI 2 - Traffic in inner London (Major Roads) - weekday (24-hour) flows
KPI 3 - Traffic in outer London (Major Roads) - weekday (24-hour) flows
KPI 4 - Traffic entering central London weekday (congestion charging hours)
KPI 5 - Traffic entering Western Extension Zone weekday (congestion charging hours)
KPI 6 - Goods Vehicle Total annual kms travelled HGVs and LGVs

Demand - Mode Share
KPI 7 – Average Vehicle Occupancy by vehicle type in the AM Peak
KPI 8 - Millions of Passenger Journeys on Public Transport

Demand - Cycling
KPI 9 - Cycle Flows on the TLRN by Period, Indexed (March 2000 =100)
KPI 10 - Number of walking trips per person (from LTDS)

Time - Speed
KPI 11- Average traffic speeds (mph) on the NOI in central London
KPI 12 - Average traffic speeds (mph) on the NOI in inner London
KPI 13 - Average traffic speeds – (mph) on the NOI in outer London
KPI 14 - Average bus journey speeds for selected routes...... 25

Time – Congestion Central London and the Western Extension – Moving Car Survey
KPI 15 - Congestion index- travel rate (minutes/km) for traffic in central London
KPI 16 – Congestion on the NOI in central London (travel rate in minutes/km)
KPI 17- Congestion on the NOI in inner London (travel rate in minutes/km)
KPI 18- Congestion on the NOI in outer London (travel rate in minutes/km)
Time – London Person Journey Time Indicator
KPI 19 – London Person Journey Time Indicator

Time - Reliability
KPI 20- London buses excess waiting time for high frequency routes
KPI 21 - Journey Time Reliability on the TLRN – AM Peak
KPI 22 - LU excess journey time (weighted)

Special Feature - London Congestion Analysis Project (LCAP)

Special Feature - Analysis of incident affected journey times through the Blackwall Tunnel

Capacity – Road Network Capacity
KPI 23- Bus lane kilometres added to the London Network and the TLRN
KPI 24 – Total Number of Traffic Signal Installations and Controlled Pedestrian Crossings in London

Capacity - Resilience
KPI 25- Count of incidents (serious and severe) for London by NAM category
KPI 26 - Duration of incidents for London by NAM category
KPI 27 The previous 4 year trend in duration of serious and severe events for all incident types per period
KPI 28 – Percentage Bus kilometres Lost Due To Traffic Delays
KPI 29 - Percentage of Traffic Signals Available

Economy
KPI 30 – Index of Gross Value Added (GVA) in London
KPI 31 - Index of Full Time Employment in London and UK
KPI 32 - Index of UK Overseas Visitors and Expenditure (Indexed to April 2003=100)

Safety
Road Casualties Data and Targets
Road Casualties London-wide
KPI 33 - Killed and seriously injured London-wide by transport mode
Road Casualties on the TLRN
KPI 34 – Killed and seriously injured on the TLRN by transport mode

Traffic Enforcement
KPI 35 Transport Enforcement – Red Route Offences per Mile Observed

Inclusion
Year-on-year percentage of pedestrian crossings with facilities for the disabled on the TLRN

Quality
KPI 36 - Streets customer satisfaction indicators (TLRN)
KPI 37 - LUL Customer Satisfaction - overall average
KPI 38 - Overall customer satisfaction - Bus services and Bus stations

Environment
KPI 39 – Air Quality PM10 – Cumulative Exceedances (Adjusted)
KPI 40 – Air quality NO2 emissions – Cumulative Exceedances (Adjusted**)**