TfL 2018-19 Quarter 2 Performance Report (July-Sept 2018)

December 2018

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 2 – Jul to Sept 2014	February 2015
Quarter 3 – Oct to Dec 2014	June 2015
Quarter 4 – Jan to Mar 2015	September 2015
Quarter 1 – Apr to Jun 2015	October 2015
Quarter 2 – Jul to Sept 2015	January 2016
Quarter 3 – Oct to Dec 2015	May 2016
Quarter 4 – Jan to Mar 2016	June 2016
Quarter 1 – Apr to Jun 2016	October 2016
Quarter 2 – Jul to Sept 2016	February 2017
Quarter 3 – Oct to Dec 2016	April 2017
Quarter 4 – Jan to Mar 2017	June 2017
Quarter 1 – Apr to Jun 2017	September 2017
Quarter 2 – Jul to Sept 2017	December 2017
Quarter 3 – Oct to Dec 2017	March 2018
Quarter 4 – Jan to Mar 2018	July 2018
Quarter 1 – Apr to Jun 2018	November 2018
Quarter 2 – Jul to Sept 2018	December 2018

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Contents

Positive ↑

Negative ↓

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 second 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, indeed the final period of the quarter, 'Network Excess Journey Time' measure is the best ever recorded. 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 not to be being replaced. Congestion is one of the most significant problem 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 significant rise in cycling volume in the central area. This will, in part, be attributable to the very hot weather in the spring and early summer.

London Streets

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.

TfL's carriageway condition target is met. But London TravelWatch is concerned 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 of concern that for two years there is no budget for major renewals. This will mean a deterioration in road maintenance comdition.

Traffic signal availability is above target.

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. However, there was a rise in 2016 in the killed and serious injury figure rising mostly due to a technical change in assigning severity.\

The 2017 road safety statistics are now available, but are not reproduced in this report as we are querying them with TfL.

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 7.6% % in the latest quarter reported.

London Buses

The customer satisfaction score is same as previous quarter (Q1 2018-19), but lower than Q2 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 (Q2 2017-18).

London Underground

The customer satisfaction score is below target this quarter.

There has been a reduction in the percentage of scheduled services operated. (Target obtained from Q2 2017-18)

Network Excess Journey Time is below (better) than target. (Target obtained from Q2 2017-18).

Docklands Light Railway (DLR)

DLR performance is down on the previous quarter, but the same as the same quarter in the previous year. Departures within 3 minutes is above target this quarter.

The customer satisfaction score is below target.

The customer complaints rate was higher this quarter compared to the same period a year ago (Q2 2017-18).

Tramlink

Tramlink performance was above target.

Customer satisfaction is above target.

Complaints were lower than quarter Q2 2017-18.

London Overground

London Overground achieved some of its targets. RTA was lower than previous quarter (Q1 2018-19) and the same period a year ago, Q2 2017-18.

There has been a decline in London Overground's CaSL performance when compared to the previous quarter and the same period a year ago (Q2 2017-18).

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

TfL Rail

TfL Rail achieved some of its targets. TfL's customer satisfaction was below target. The National Rail Passenger Survey showed passenger satisfaction had decreased significantly in spring 2018 (69%), compared to spring 2017 (87%) and autumn 2017 (75%).

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

RTA was higher than previous quarter (Q1 2018-19) and the same period a year ago (Q2 2017-18).

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

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 increased compared to the same period a year ago.

1 Travel in London

TfL's annual '*Travel in London*' report records the way Londoners travelled in 2016. This report was published in December 2017[1].

There were 27.1 million daily trips in, to, and from, Greater London, an increase 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) 2016	No. of trips (millions) 2015	Percentage change	Percentage of total 2015
Rail	3.0	3.0	0.0	11.1
Underground-DLR	2.8	2.8	0.0	10.3
Bus-Tram	3.7	3.8	-2.6	13.7
Taxi-PHV	0.4	0.3	33.3	1.5
Car (driver & passenger)	9.7	9.5	2.1	35.8
Motorcycle	0.6	0.6	0	0.7
Cycle	0.6	0.6	0	2.2
Walk	6.6	6.5	1.5	24.4
All modes	**26.7**	**26.6**	**+1.1**	

[1] Travel in London, Report 10, 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 at 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.

The final chart of the available data is shown in graphs 1a and 1b. 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

Graph 1a - Journey Time Reliability on the TLRN in the AM peak by financial quarters, Q1 2013-14 to Q1 2018-19
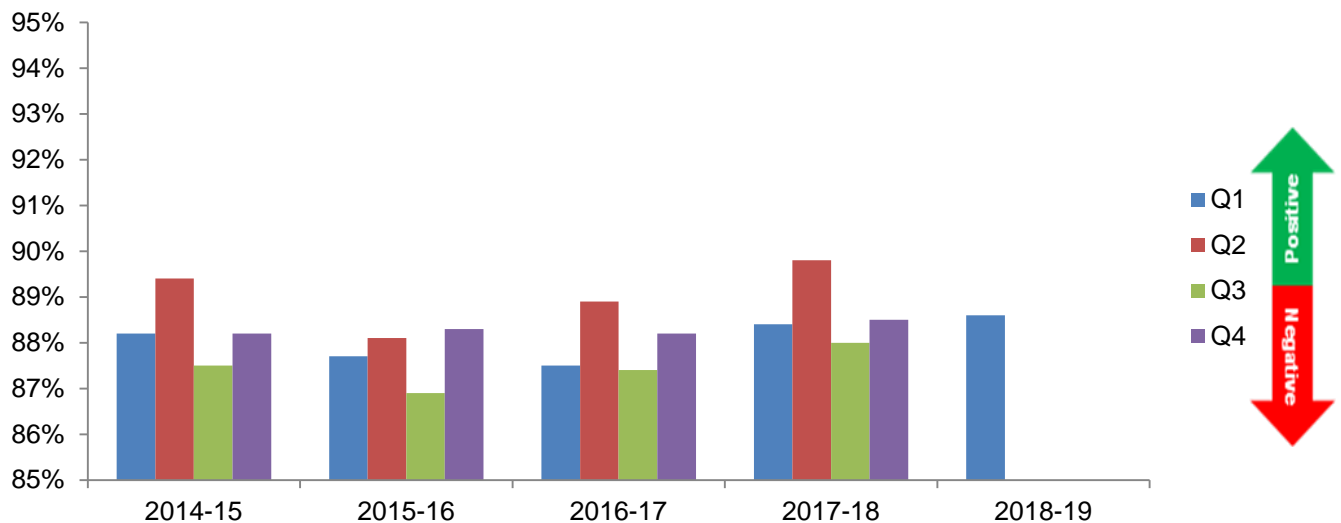
The statistics in graph 1a are represented as a line graph in graph 1b. Please note there is no figure for the quarter 2 2012-13 due to the Olympic Games.

Graph 1b - Journey Time Reliability on the TLRN in the AM peak since Q3 2009-10 (Business Plan 2016-17 targets) ━━━━━
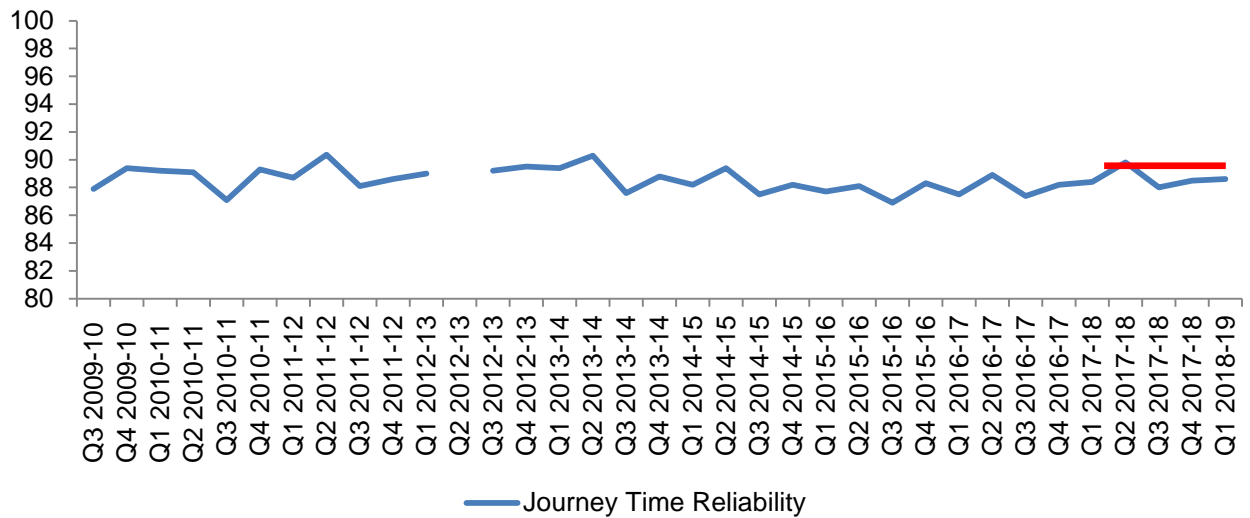
Serious and severe disruption on the TLRN fell in quarter 2 compared to Q2 2017-18 last year.
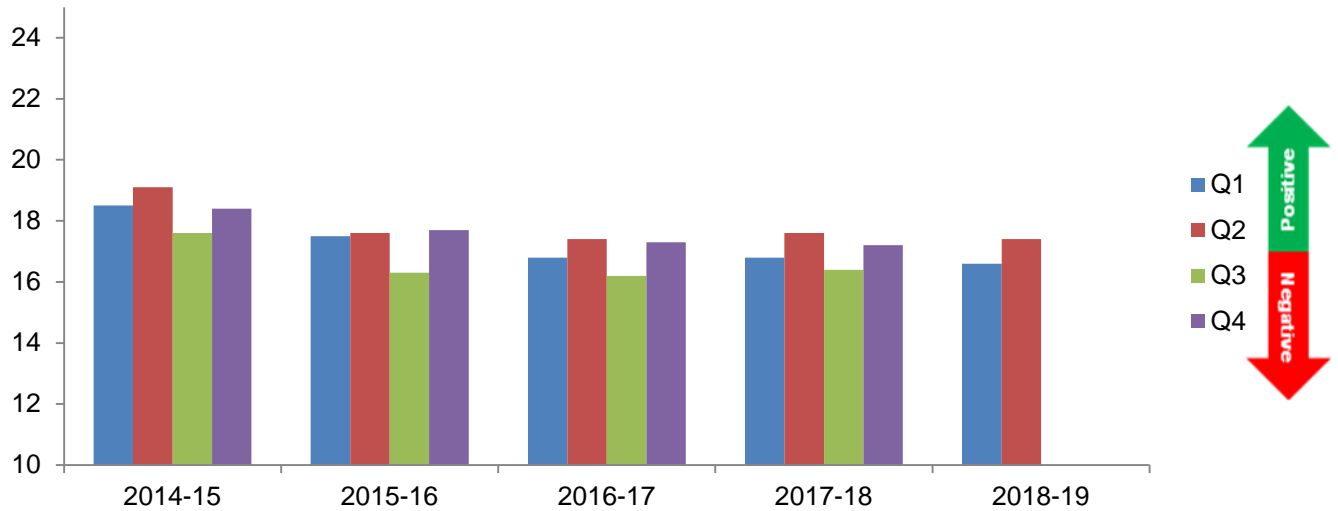
[Please note the figure for quarter 1 2018-19 has been 'corrected' by TfL and is lower than previously reported]

Graph 3 - Duration of TLRN serious & severe unplanned and planned events (hrs) by financial quarters, Q1 2014-15 to Q2 2018-19
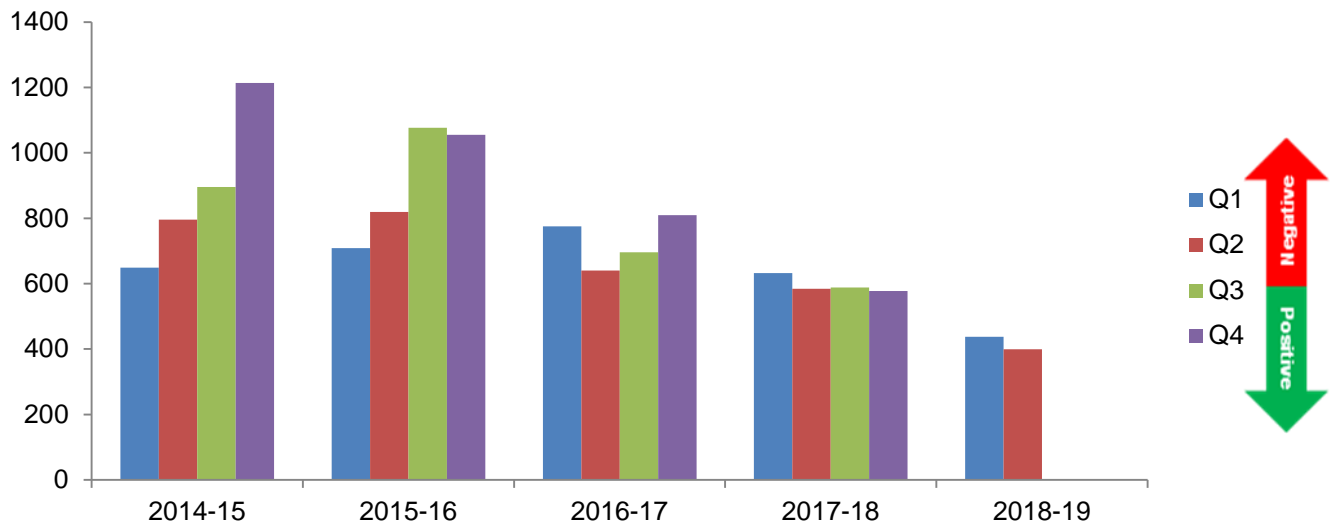
The average weekday traffic speed decreased on London's major roads in quarter 2 compared with the same quarter in 2017-18.

Graph 4 - Traffic speeds (mph) on London's major roads 12 hrs average weekday between 0700-1900 by financial quarters, Q1 2014-15 to Q2 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
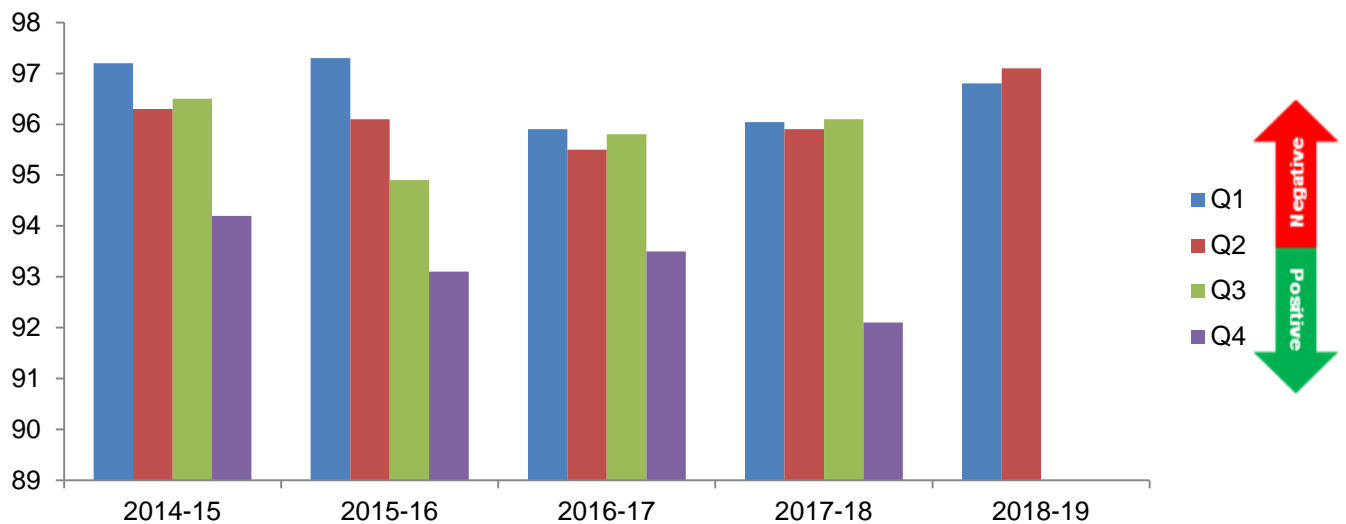
TfL is now reporting a new cycling metric, which, they say is a representative measure of total kilometres cycled each day in **central London**. The previous TLRN index measure, covering the whole of London, was replaced because patterns of cycling have changed substantially following the provision of new facilities, which the counters on the TLRN do not adequately capture. This statistic is reported a quarter in arrears. This financial quarter (Q1 2018-19) has seen a increase of 7.6% over the same quarter last year. [((1405-1298)/1405)*100 = 7.6%].

[Please note this metric is incorrectly reported by TfL. The growth reported is in comparison to the 2014 base year, but it is being reported as a year on year growth.]

Graph 6 – Cycling levels in central London

Central area average daily cycle kilometres travelled per kilometre of road

Central area average daily cycle kilometres travelled per kilometre
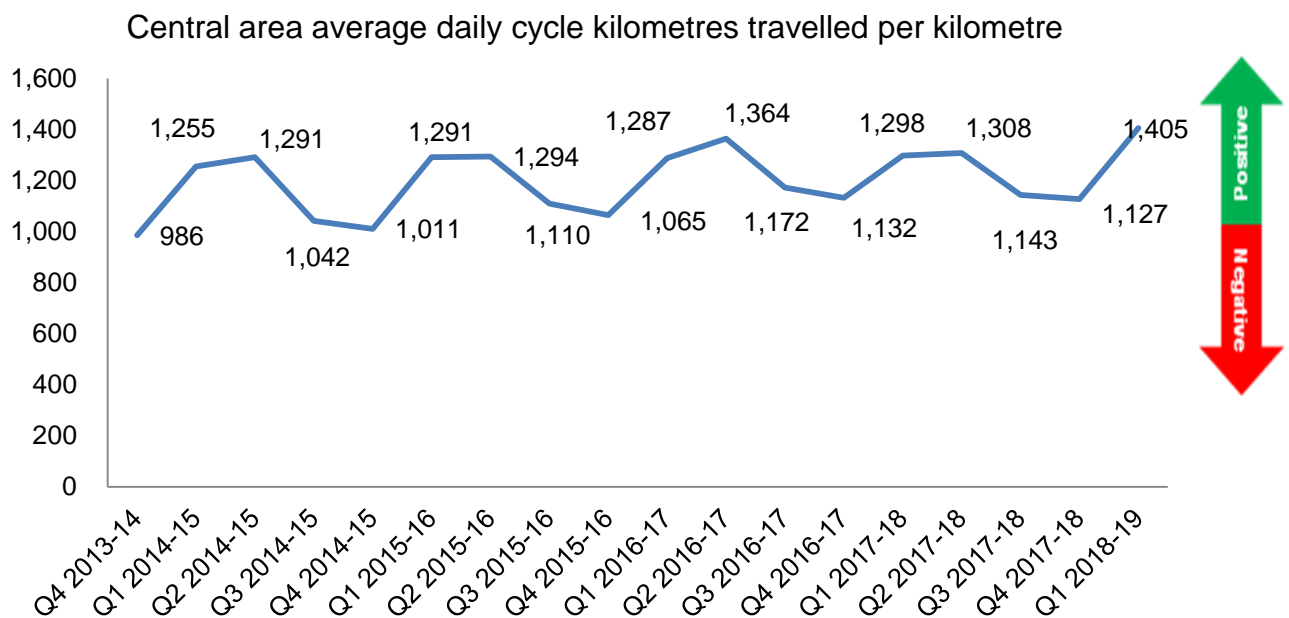
Graph 8 shows the number of road works on the TLRN since quarter 1 2014-15. This shows that road works are lower when compared to Q2 2017-18. The number of road works have been contained below TfL's target maximum (▬)
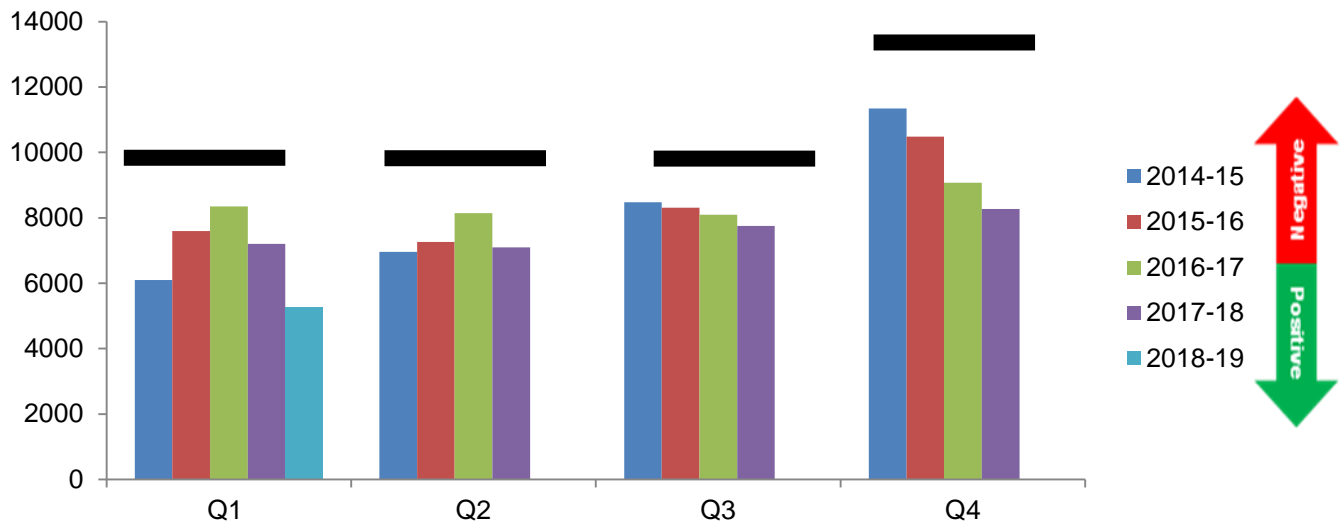

The percentage of roads not in a 'good state of repair' is below (better than) target for 2017/18, but we understand that it is forecast to worsen this year. TravelWatch would oppose any further relaxation. The condition of the pavement has stayed at the same level.

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

[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.] This is an annual survey reported at the end of the financial year.

Graph 9 – Condition of the TLRN carriageway and pavements since 2005-06 (percentage of carriageway-pavement in need of repair)
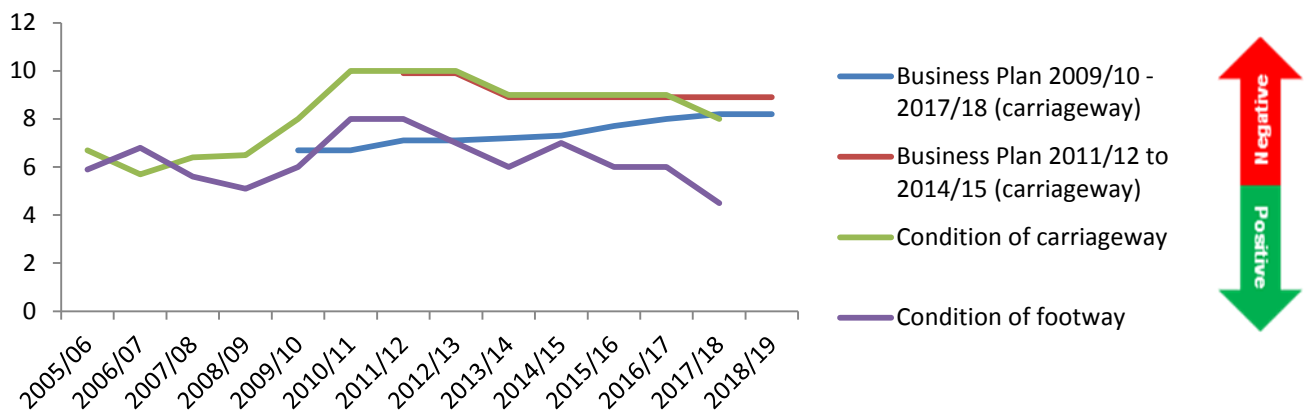
Since 2010, TfL have been conducting an annual online customer satisfaction survey amongst users of the TLRN, with the fieldwork conducted mid October to mid November, now classed as quarter 4 by TfL. Since 2014, the survey has been carried out quarterly. Below is a selection of the results. This survey will now be reported Q1 and Q3 2017/18, before reverting to an annual survey.

We are concerned about the performance of London Streets and the increase in traffic congestion, which has resulted in a reduction in customer satisfaction to the lowest recorded figure since 2011.

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
Overall satisfaction	75	76	75	75	75	74	74	70	70	69	70	70	71	70	72	70
Working condition of traffic lights	77	78	77	79	79	79	78	77	78						76	72
Could accurately estimate how long journey would take	73	75	73	74	74	74	74	67	67	66	68	66	70		66	67

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
Up to the minute info about delays and disruption	72	74	72	73	73	73	73	65	67	69	67	69	71	67	66
Management of road works	70	73	71	72	73	72	72	64	64	62	65	62	67	64	64
Traffic congestion	67	69	67	68	69	67	68	61	63	63	63	62	65	61	59

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
Street lighting	77	77	76	78	78	77	77	76	76					73	70
Condition of road surfaces	70	73	71	69	70	72	72	61	63	62	62	63	65	72	66

Graph 10 shows the overall customer satisfaction scores for the TLRN since Q3 2010.

Graph 10 – Overall satisfaction since Q3 2010 to Q3 2017*

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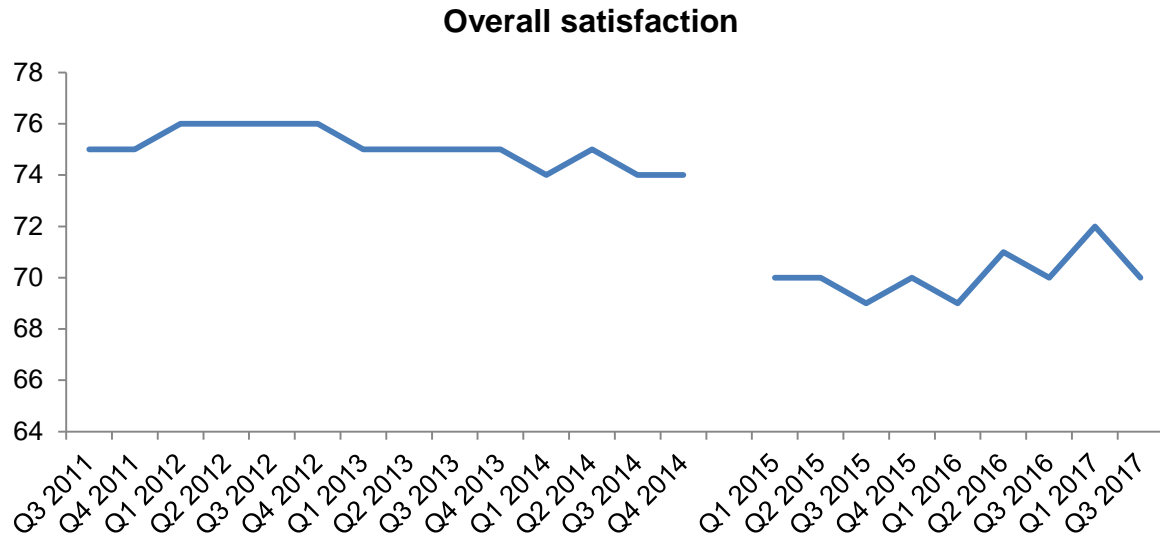
* There is a break (also reduction in the overall satisfaction data) from quarter 1 2015, due to a change in way in which TfL undertakes its reporting. The format in questioning users was changed to avoid open-ended questions.

TfL has previously reported quarterly figures for the number of complaints they receive per 100,000 journeys. TfL streets received 0.13 complaints per 100,000 journeys in Q1 2017-18. This is the latest data we have available from TfL.

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 dataset 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.

The population is rising and therefore there is more exposure generally. The number of trips by cycle is 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.

2016's statistics are not strictly comparable to the previous years. This is because the Metropolitan Police Service has changed the way it allocates casualties to severity. They are now recording more casualties as 'serious'. The DfT believes this accounts for a 20% increase in the number of serious casualties.

Graph 11 Number of collisions resulting in killed and serious injuries, by mode, over the last 25 years

Killed and serious injuries by mode
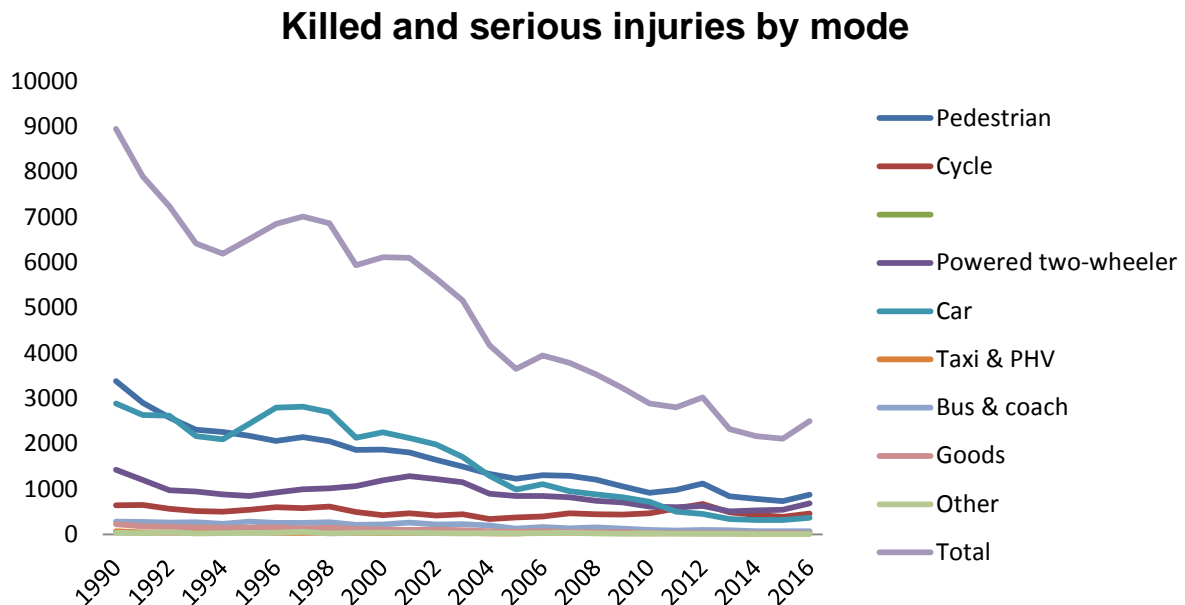
Road safety statistics 2017

These statistics are now published, however London TravelWatch has queried one aspect of them with TfL and so they are not reproduced here.

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. This issue is now recognised in the Mayor's new Transport Strategy. This 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. Though this has not yet been successful.

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

However Redbridge is proposing a licensing system for advertising boards on its pavements. London TravelWatch will challenge this as 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
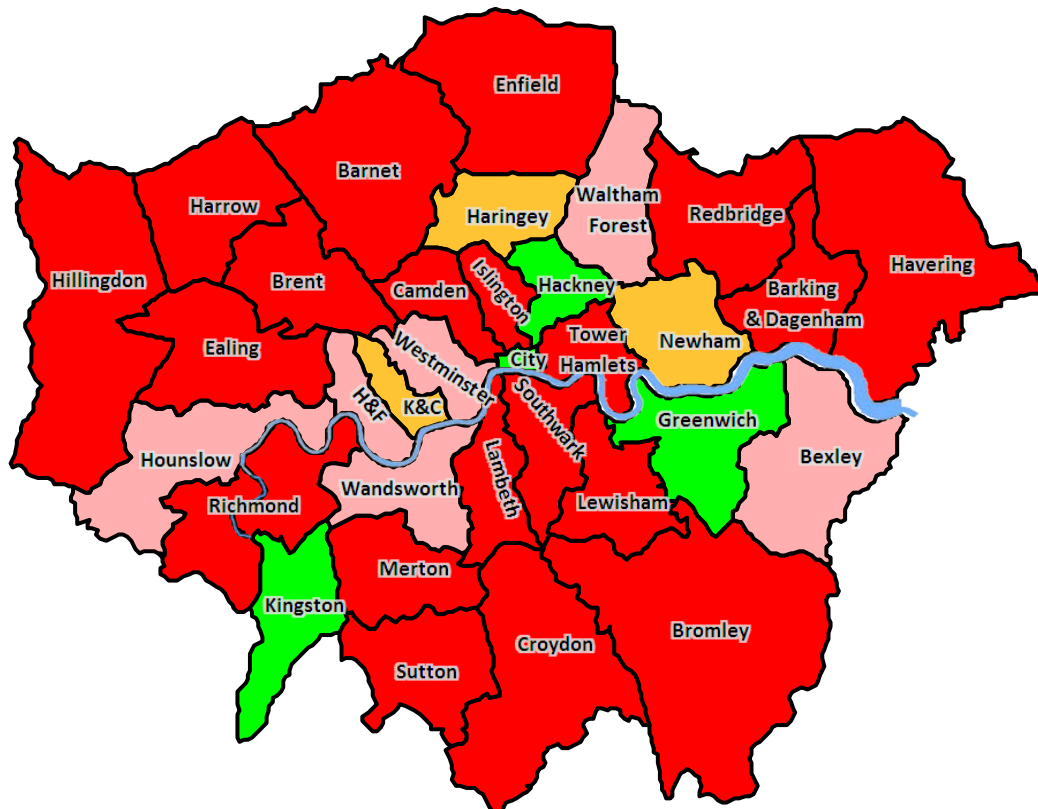
Green   streets are clear of pavement obstructions;
Yellow   some streets are clear of pavement obstructions (targeting is undertaken);
Pink   streets have pavement obstructions, but they are located next to buildings in response to limited enforcement.
Red   streets have many pavement obstructions on them.

Table 4 shows a summary of all of the 2017-18 TfL business plan targets for streets that do not relate to safety.

Table 4 – Q2 2018-19 London Streets TfL business plan key performance indicators (KPI)

KPI	Q2 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	Q1 financial quarter figure is 1,405 (up 7.6% on the same period last year.)
% of road assets not in good repair (annual figure for 2009-2010)	9%*	8%
Traffic signal availability	99.1%	99.5%

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

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.

TfL's carriageway condition target is met. But London TravelWatch is concerned 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 of concern that for two years there is no budget for major renewals. This will mean a deterioration in road maintenance comdition.

Traffic signal availability is above target.

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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 7.6% % in the latest quarter reported.

3 London Buses

This section of the report outlines the performance of the London bus network in the second 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. See page 21

EWT is the measure that indicates the additional minutes wait time for passengers beyond the scheduled value on high frequency bus routes. EWT was 0.8, which was better than the figure obtained in Q2 2017-18. See Graph 12.

Graph 12 – Q1 2009-10 – Q2 2018-19, Excess Wait Time (minutes) on high frequency bus routes
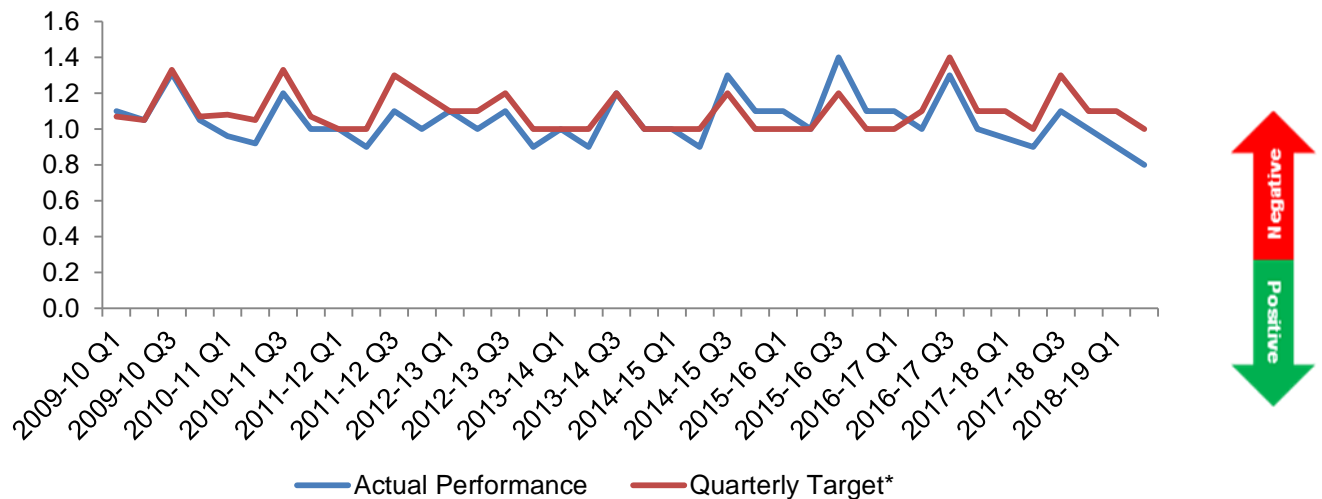
Graph 13 represents the historical trend of the percentage of scheduled bus kilometres operated. Again, the graph shows seasonal targets. There was a sharp increase in the percentage of scheduled kilometres operated.

Graph 13 – Q1 2009-10 – Q2 2018-19, Percentage of scheduled bus kilometres operated

Actual Performance — Quarterly Target
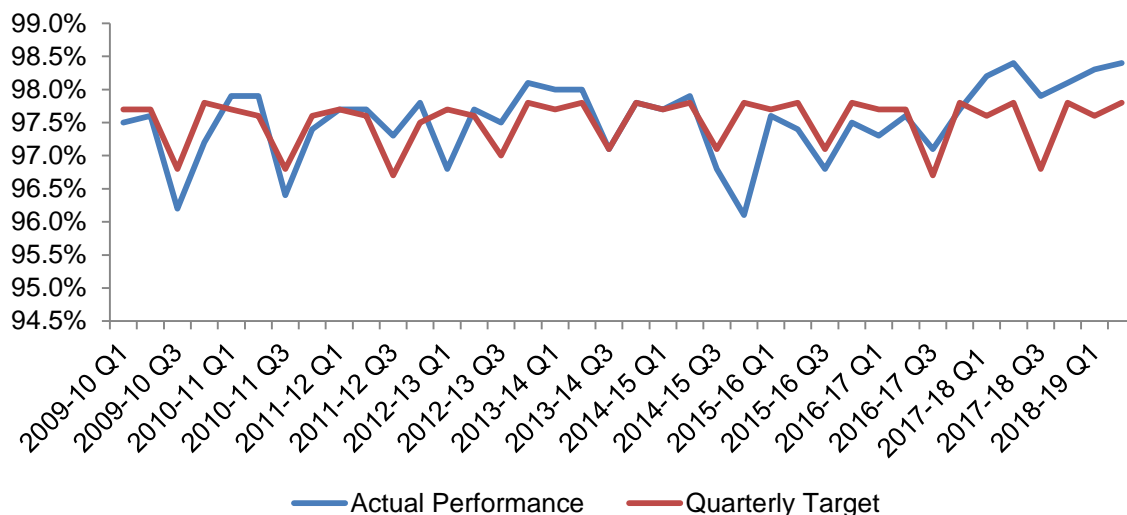
Bus speeds

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 serve busy areas that are the slowest. The graph below shows an average for all of London's bus routes.

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

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 14 – Period 2, 2013 to Period 7 2018, 'All London' average bus speeds by financial period (commences 1 April 2013 as period 01)

Average network bus speed (mph) & rolling 13 period average
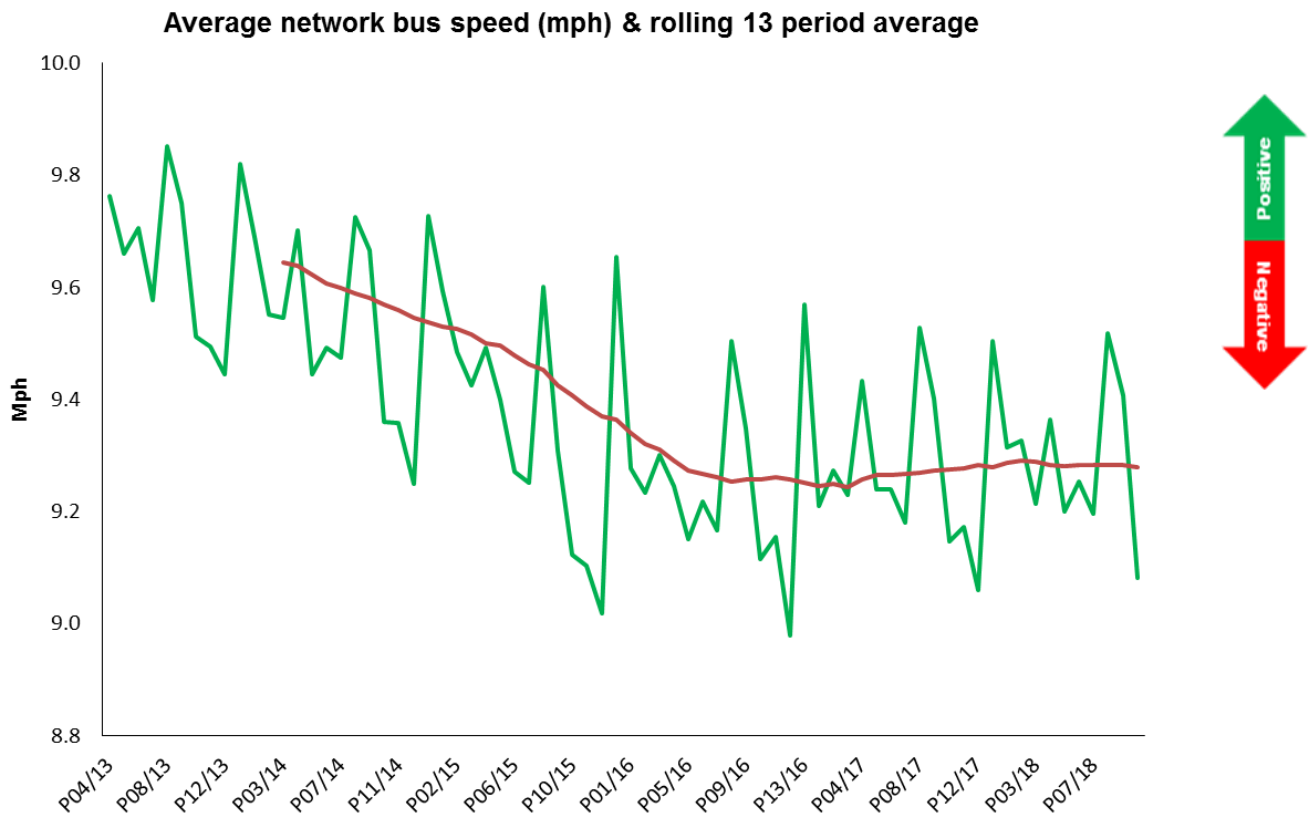
Focus on poorly performing routes

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 382 high frequency bus routes in quarter 2 2018-19, 30 were below the contracted minimum standard, 17 operated at the contracted standard, and 335 performed better than the contracted standard. This is better than previously reported (Q1 2018-19), but the same period as Q2 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 284, H2, 483, 13, 46, 261, H9, 486, 274, 388, 63, H10, P12, W15, 262, 473, 205, 308, P4, and 42. They all perform worse than there contracted performance in terms of reliability..

Of these bus routes, service 13 was of particular concern to London TravelWatch as has had persistent poor performance. London TravelWatch will continue to monitor this route.

Bus stop accessibility

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

London TravelWatch has welcomed this progress by TfL and the London boroughs. It means those that need an accessible bus service can be confident that in almost every case their bus will be accessible

Graph 15 shows the accessibility on the TLRN and on borough roads along with targets for bus stop accessibility. The blue line represents the Mayor's new target to 2016. The red line (a lower target) is from the 2009-10 to 2017-18 Business Plan.

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.

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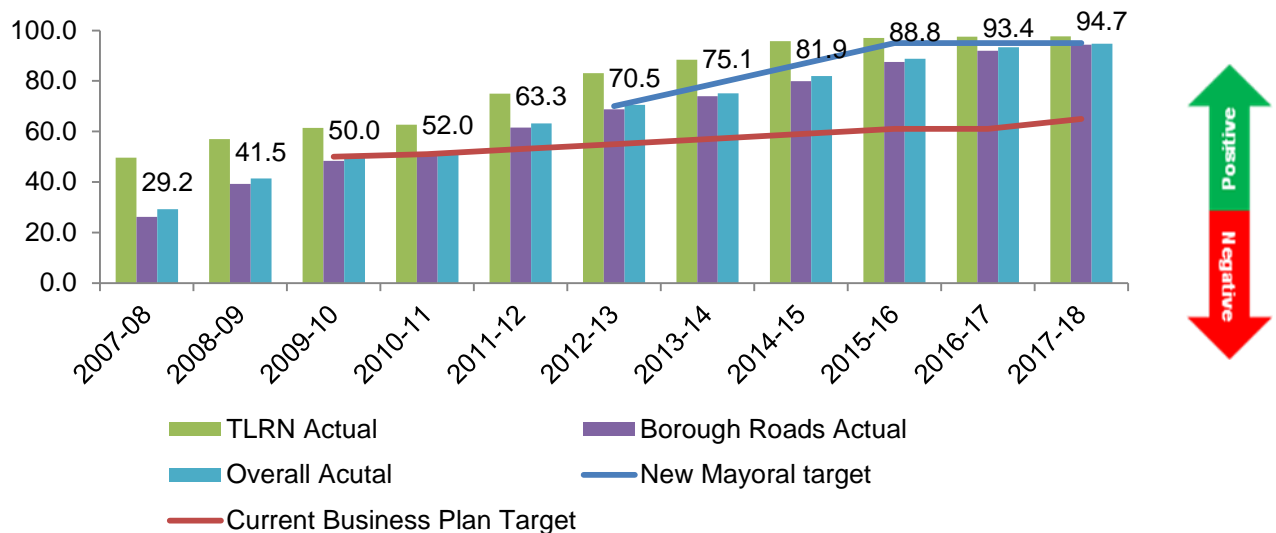
Customer Service

Customer satisfaction figures for the last two quarters, along with the comparison from one year ago, are shown in Graph 16. The customer satisfaction score is the same as previous quarter (Q1 2018-19), but lower than the same period a year ago (Q2 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 16-17 score and Q1 2018-19 and Q2 2018-19 scores, taken from the Q4 17-18 score.
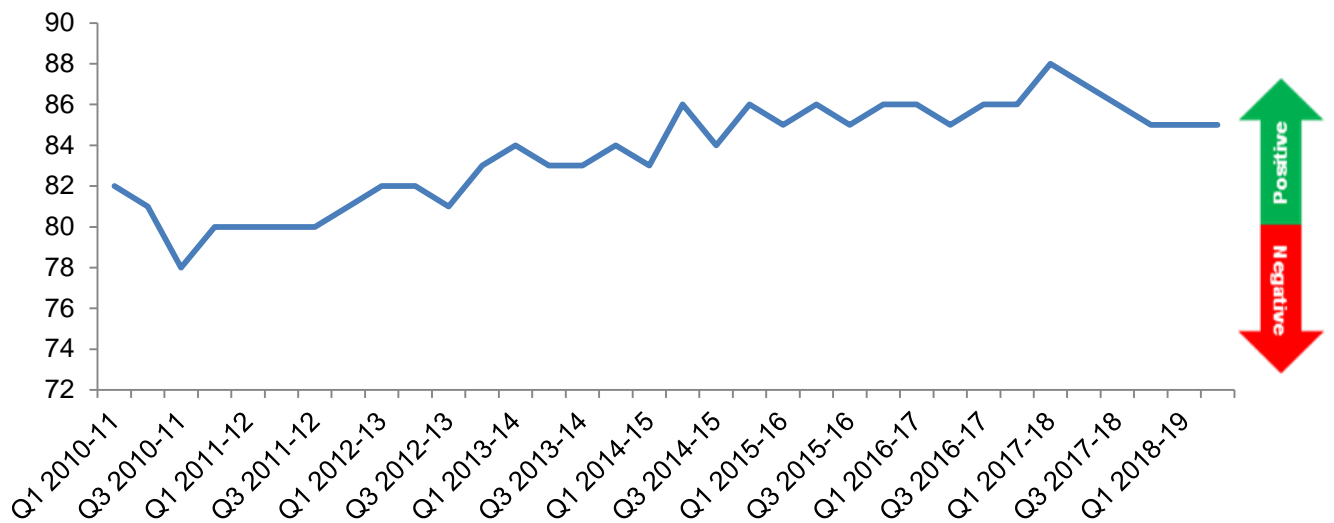
**Graph 16 –Q2 2017-18, Q1 2018-19 and Q2 2018-19 bus customer satisfaction scores**
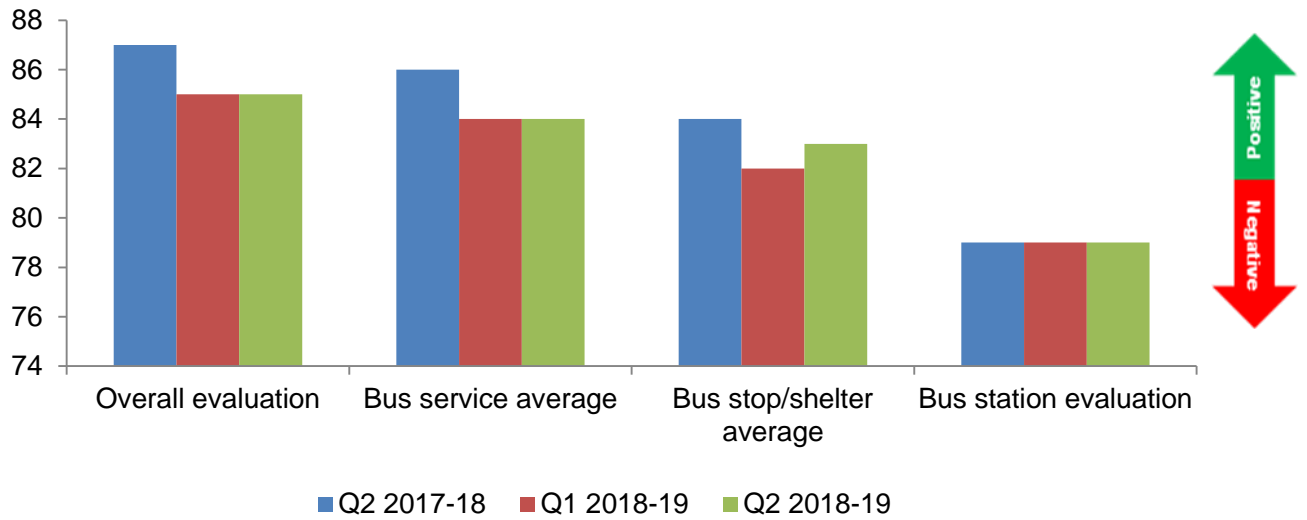
Graph 17 shows the overall customer satisfaction scores since Q1 2010-11.

Graph 17 – Overall satisfaction since Q1 2010-11 to Q2 2018-19

Complaints to London Buses were higher than the number received in the corresponding quarter a year ago (Q2 2017-18). London Buses received 2.90 complaints per 100,000 journeys. The trend for bus complaints had been rising steadily.

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

London Buses
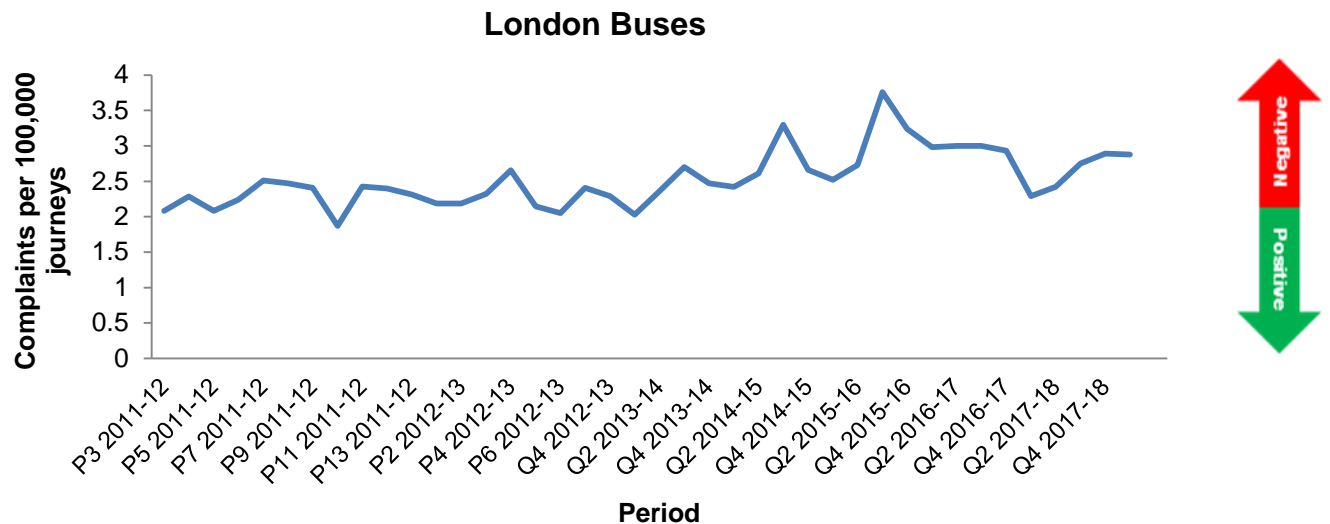
Bus safety statistics

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 two fatalities, and 178 incidents where the casualty was taken for hospital treatment with either a serious injury or the severity is unknown. These 178 incidents are tabulated below.

Table 5: The number of incidents on TfL's contracted bus services during financial quarter 2 2018-19 that resulted in hospital treatment with either a serious injury or the severity is unknown

Q2 2018-19	Passengers	Driver or TfL staff	Pedestrian or member of the public	3rd party driver, occupant or rider	Cycle	Total
Activity Incident Event	2			1		3
Assault	2	3	1			6
Collision Incident	9	4	10	3		26
Personal Injury	21	4	5			30
Slip Trip Fall	110	2		1		113
Safety critical failure						
Total	144	13	16	5	0	178

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

Table 6 – Q2 2018-19 London Buses business plan key performance indicators (KPI)

KPI	Q2 Target 2017-18	Current performance level
Customer satisfaction – overall	86	85
Excess wait time – high frequency routes	1.0 minute	0.8 minute
% of Scheduled services operated	97.8%	98.4%
London TravelWatch's overall performance assessment of London Buses is as follows. The customer satisfaction score is same as previous quarter (Q1 2018-19), but lower than Q2 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 (Q2 2017-18).		

4 London Underground

In this section, the performance of London Underground for the second 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 19 – P1 2018-19 to P3 2018-19, Excess Journey Time by Underground line (minutes)
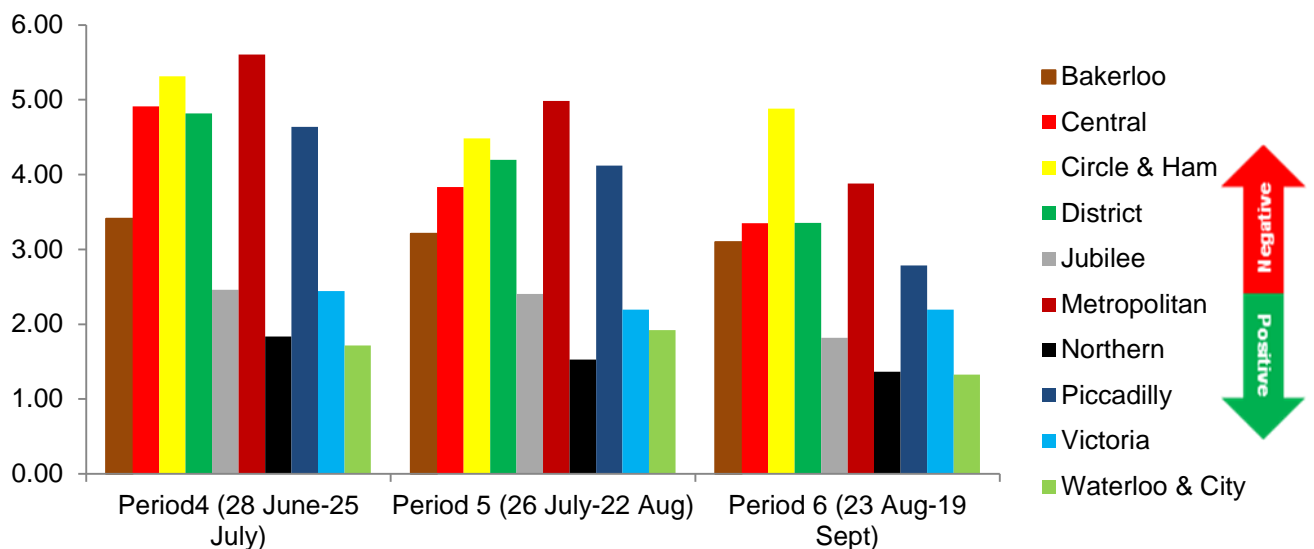
The network measure, shown in Graph 20, is a better estimate of EJT, as it is weighted by the passenger numbers using the different lines and recognises that 40% of Underground journeys will include two legs and therefore includes two wait times.

London Underground performed better than the network target set in the TfL 2013-14 business plan. It should be noted that this network target is somewhat tighter than the previous year's target and will tighten further in future years. While there are occasional high profile disruption events on the Underground, performance is on an improving trend.

Graph 20 – P1 2013-14 to P6 2018-19, Excess Journey Time measure for the network (minutes).
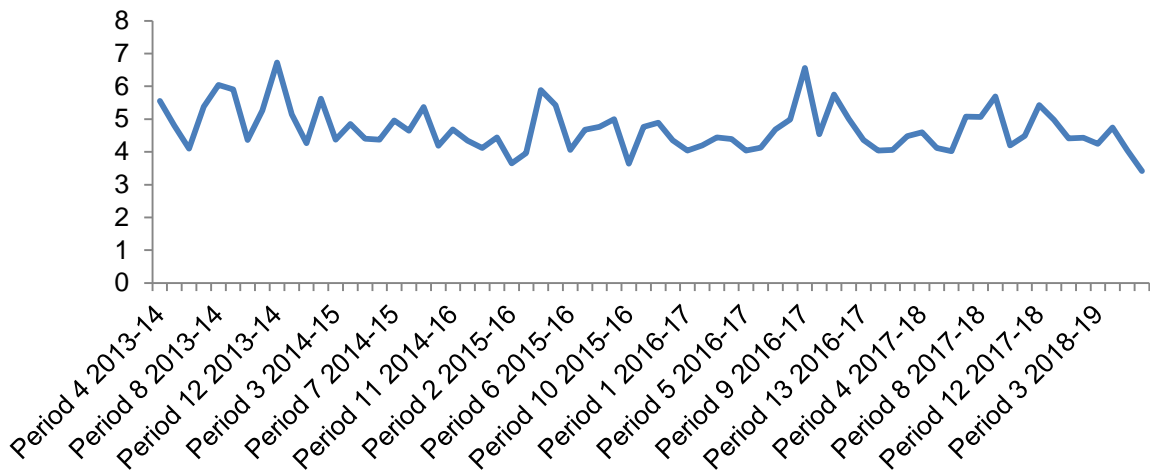

Lost customer hours

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 21. The year is divided into 13 four week periods, starting on April 1st.

Graph 21 - P1 2014-15 to P6 2018-19 Lost Customer Hours
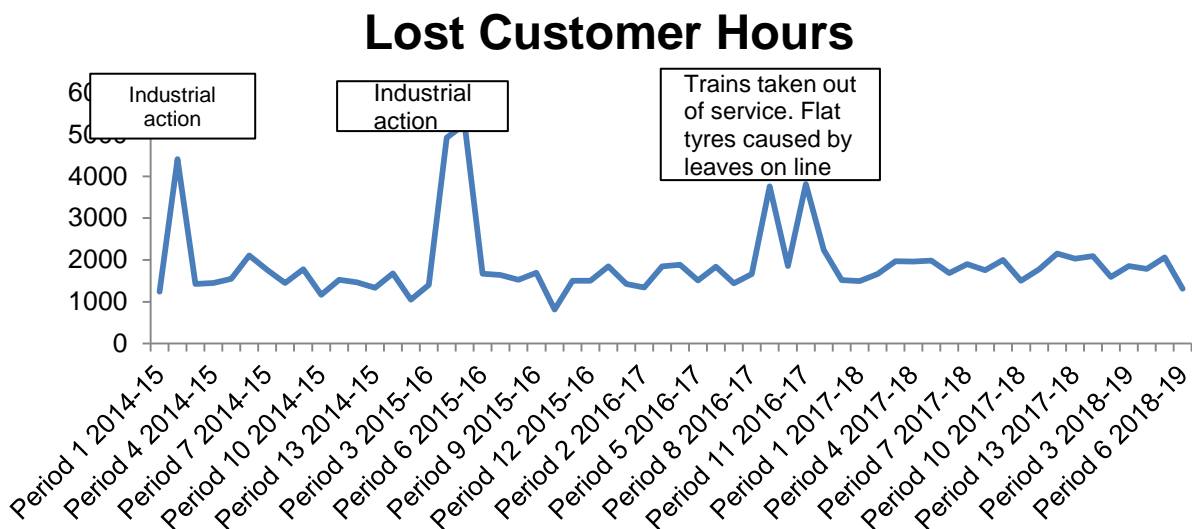
Customer satisfaction figures for the last two quarters, along with the comparison from one year ago, are shown in the Graph 22

Graph 22 – Q2 2018-19, Q1 2018-19 and Q2 2018-19 London Underground customer satisfaction scores
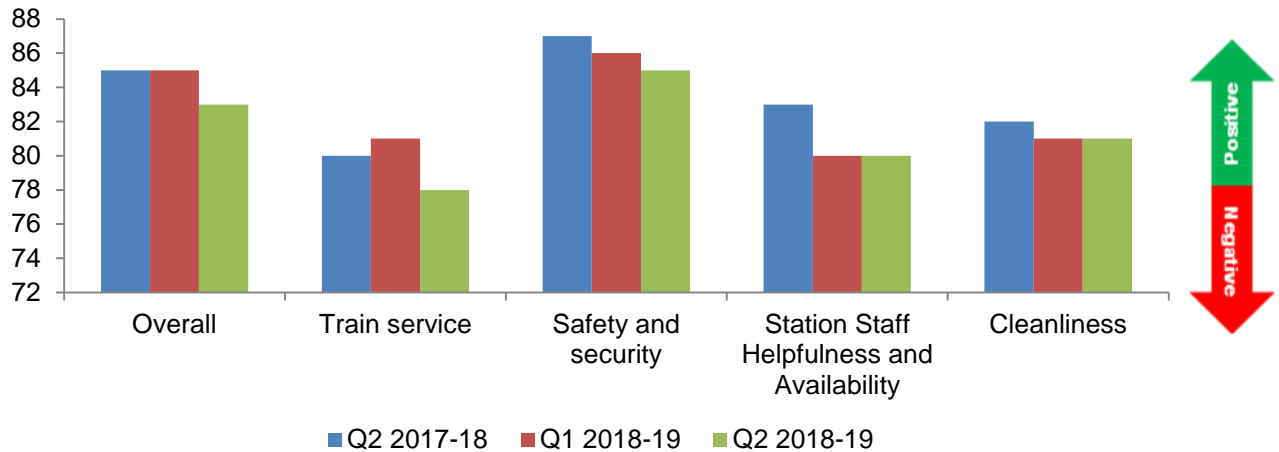
Graph 23 shows the overall satisfaction score with London Underground services since Q1 2010-11.

Graph 23 - Overall satisfaction, Q2 2010-11 to Q2 2018-19
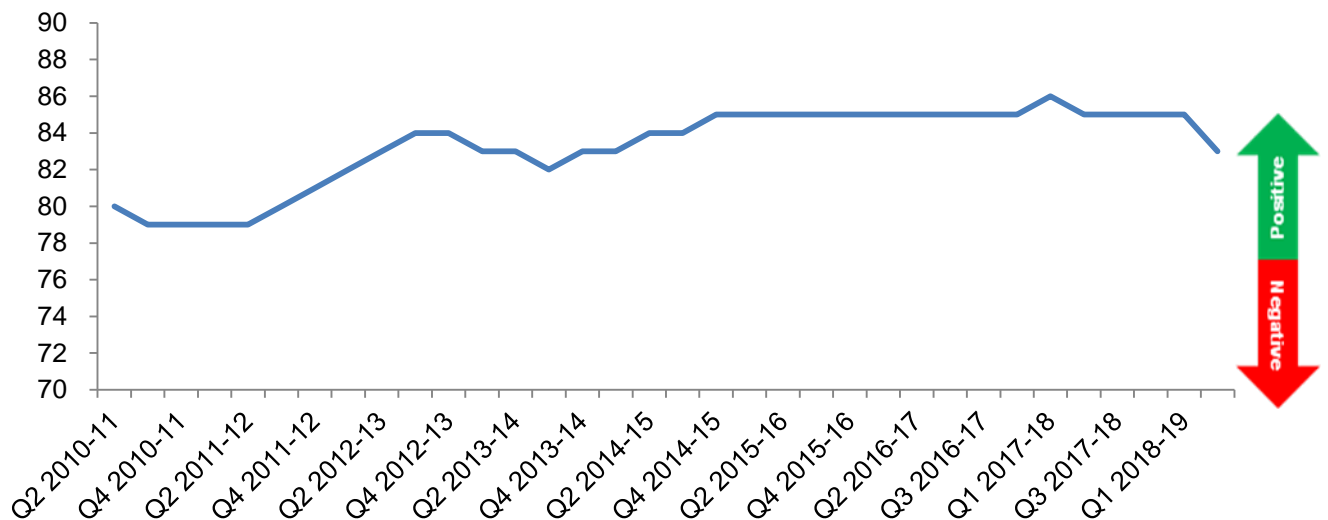
Complaints to London Underground (LUL) were higher than the number received in the corresponding quarter a year ago (Q2 2017-18). LUL received 1.01 complaints per 100,000 journeys.

Graph 24 - Customer complaints received by the Underground for every 100,000 journeys
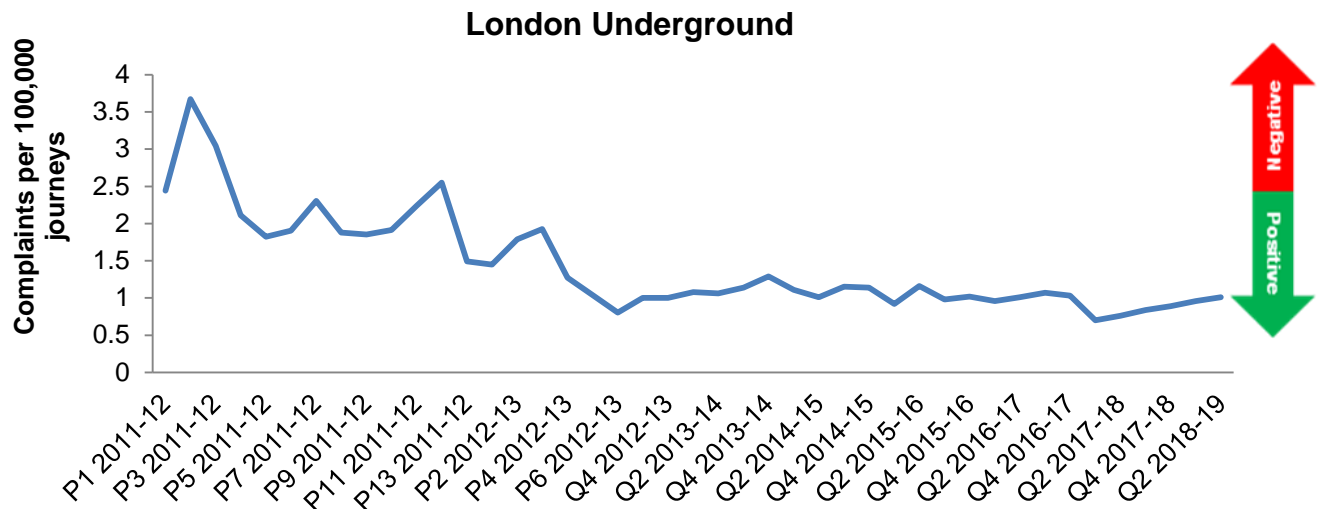
Table 7 shows a summary of all of the 2018-19 TfL business plan targets for London Underground.

Table 7 – Q2 2018-19 London Underground TfL business plan key performance indicators (KPI)

| KPI	Q2 Target 2018-19	Current performance level
Customer satisfaction score – overall	85	83
Excess Journey Time (Network)	4.3 minutes	4.1 minutes
% of Scheduled services operated	98.2%	97.1%
London TravelWatch's overall performance assessment of London Underground is as follows. The customer satisfaction score is below target this quarter. There has been a reduction in the percentage of scheduled services operated. (Target obtained from Q2 2017-18) Network Excess Journey Time is below (better) than target. (Target obtained from Q2 2017-18).		

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 25 - Q1 2010-11 to Q3 2017-18 reliability (departure within 3 minutes of published service intervals)
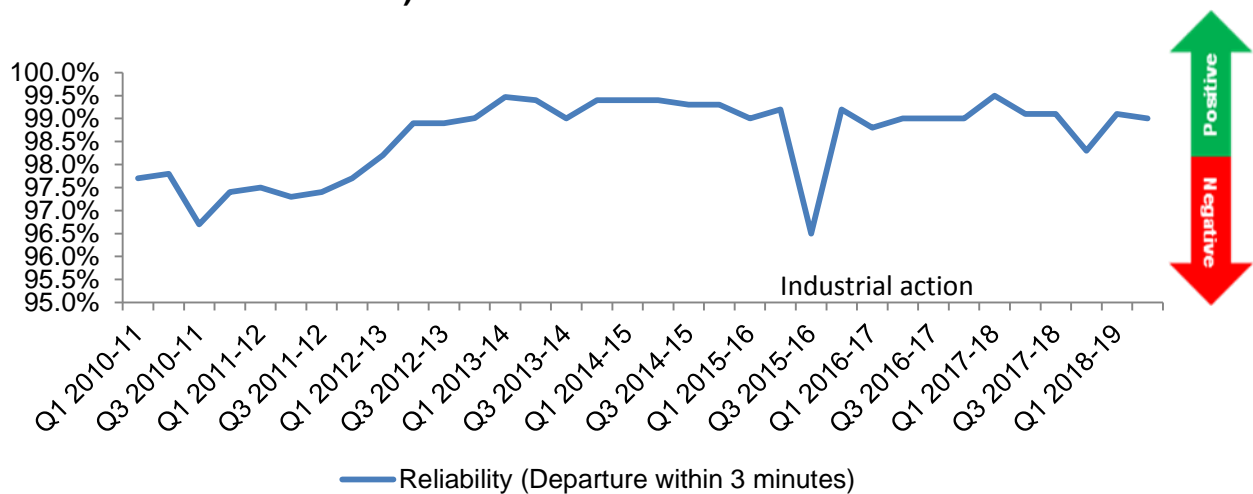
Customer satisfaction with the Docklands Light Railway remains high, but lower than the same period in 2017-18.

Graph 26 – Q2 2017-18, Q1 2018-19 and Q2 2018-19 DLR customer satisfaction scores
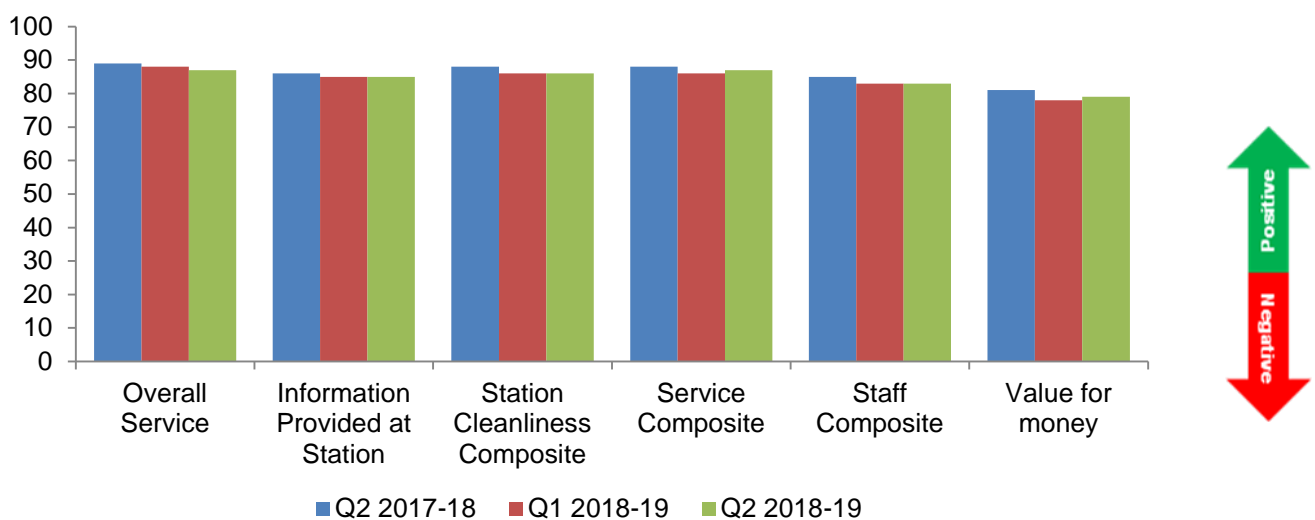
Graph 27 - Q1 2010-11 to Q2 2018-19 DLR overall customer satisfaction scores
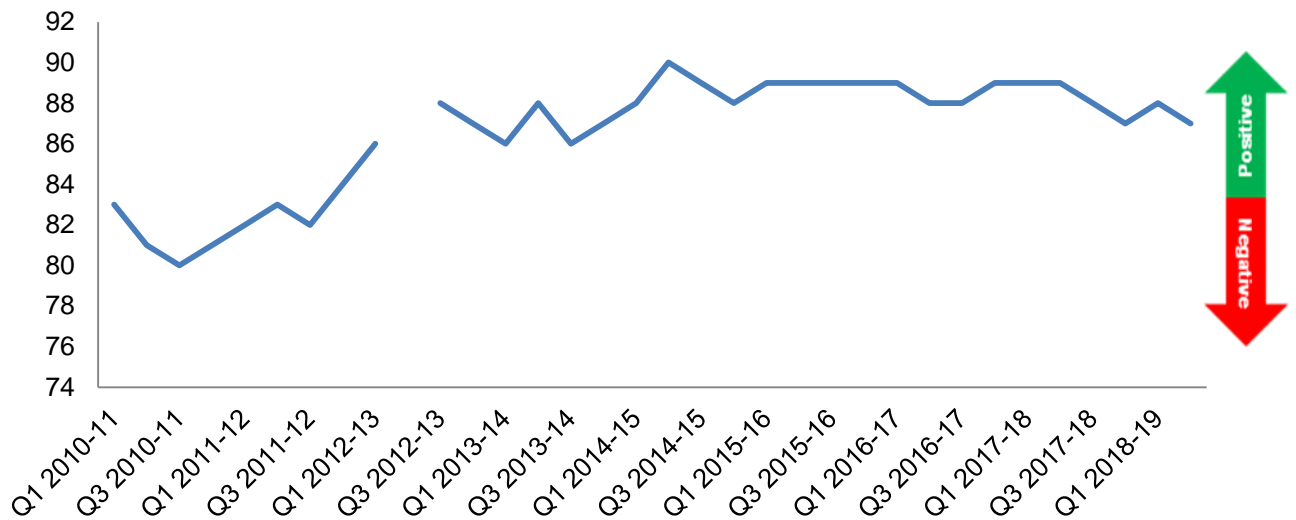
Customer satisfaction scores were omitted in Q2 2012-13, due to the staging of the London Olympic & Paralympic Games.

The complaints rate was higher this quarter compared to the same period a year ago (Q2 2017-18). 0.74 complaints were received per 100,000 journeys.

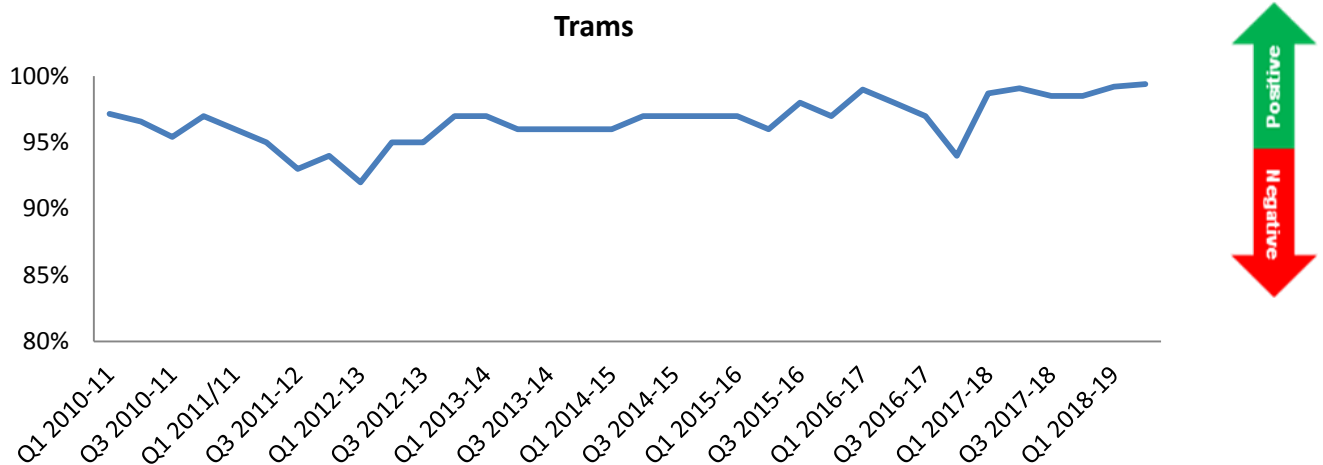**Graph 28 - Customer complaints received by DLR for every 100,000 journeys**

Docklands Light Railway
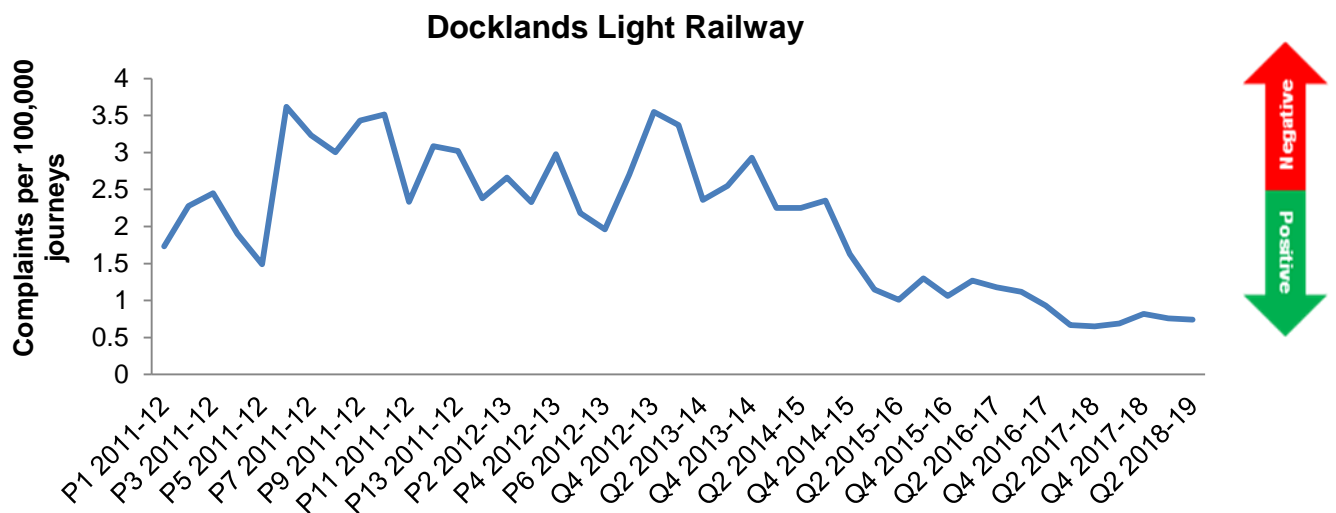
Table 8 – Q2 2018-19 DLR TfL business plan key performance indicators (KPI)

| KPI	Q2 2018-19 target	Current performance level
Customer satisfaction score – overall	88	87
On-time performance	98.4%	99.0%
London TravelWatch's overall performance assessment of Docklands Light Railway is as follows. DLR performance is down on the previous quarter, but the same as the same quarter in the previous year. Departures within 3 minutes is above target this quarter. The customer satisfaction score is below target. The customer complaints rate was higher this quarter compared to the same period a year ago (Q2 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 29 - Q1 2010-11 to Q3 2017-18, public performance measure (per cent). The red line is the TfL target.
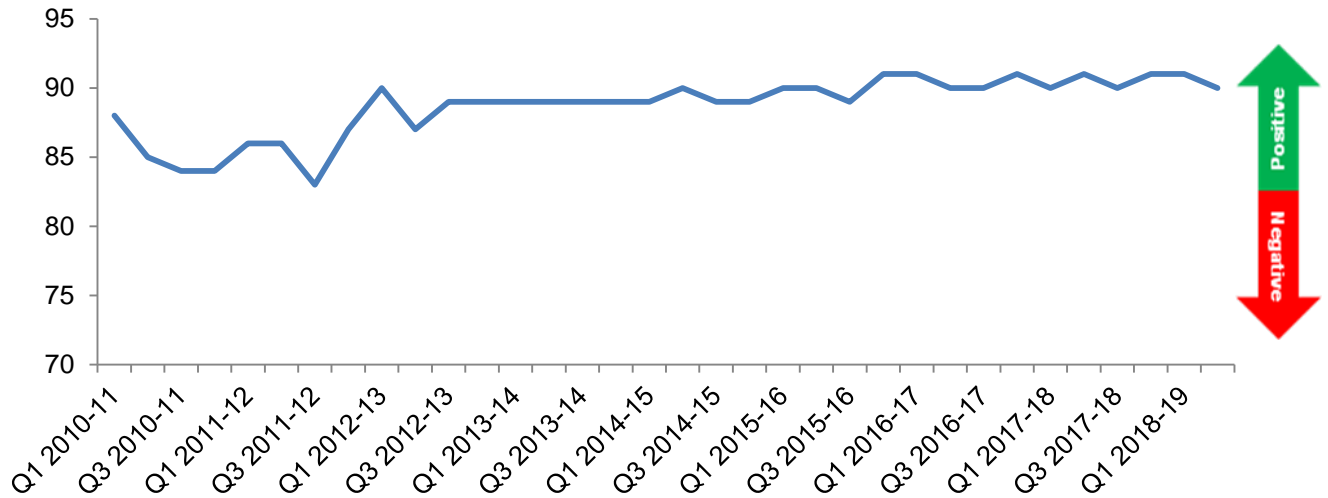

Customer satisfaction scores on Tramlink are shown in graph 30.

Graph 30 – Q2 2017-18, Q1 2018-19 & Q2 2018-19 customer satisfaction scores
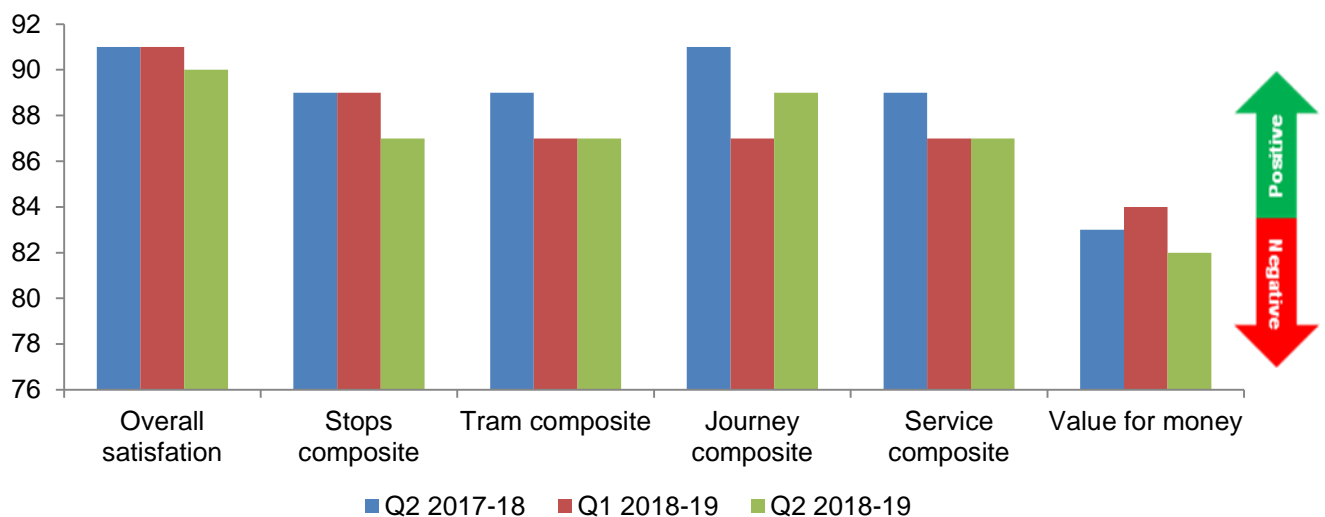
Graph 31 - Overall customer satisfaction scores since Q1 2010-11

In Q2 2018-19, Tramlink received 1.24 complaints per 100,000 journeys. Complaints were lower than quarter Q2 2017-18.

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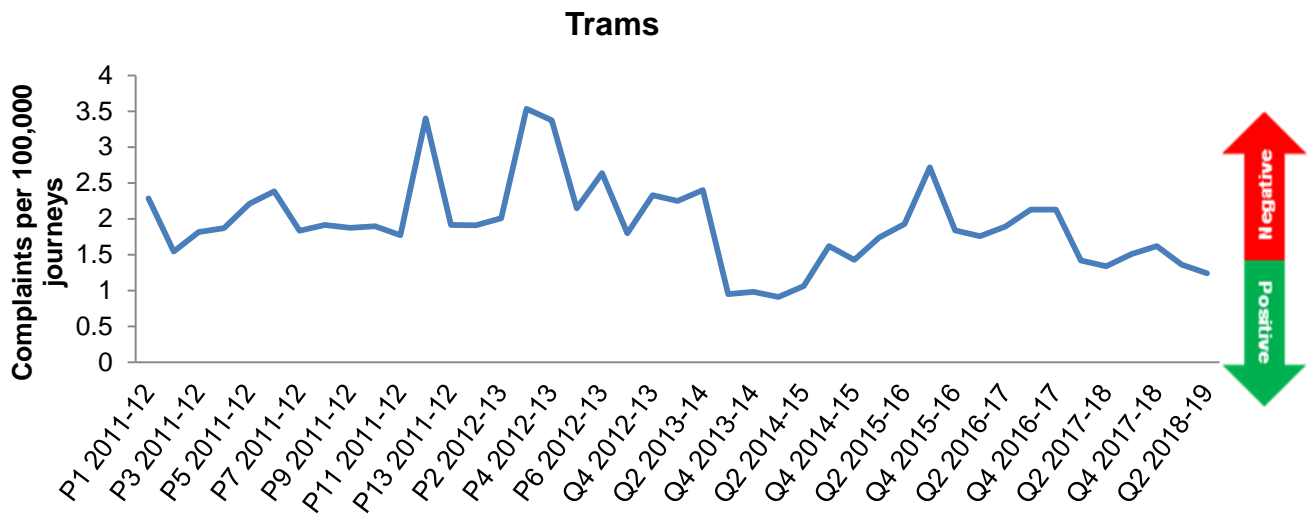
Trams

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

Table 9 – Q2 2018-19 London Tramlink TfL business plan key performance indicators (KPI)

KPI	Q2 Target 2018-19	Current performance level
Customer satisfaction score – overall	89	90
Tram performance measure	97%	99.4%
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 Q2 2017-18.		

7 London Overground

London Overground's public performance measure (PPM) for the second quarter was 93.0%. This was 2.6 percentage points lower than the same quarter last year (Q2 2017-18). Please note this is a Network Rail statistic.

The National Rail Passenger Survey results are from the spring 2018 wave of surveys. Passenger satisfaction has decreased since the last spring survey. The percentage of passengers satisfied was 88% compared with 90% in spring 2017. This figure is close to that of equivalent South East TOCs.

TfL's own customer satisfaction score is above 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, but RTA was lower than previous quarter (Q1 2018-19) and the same period a year ago, Q2 2017-18.

Graph 33 - London Overground percentage of RTA

London Overground percentage of RTA
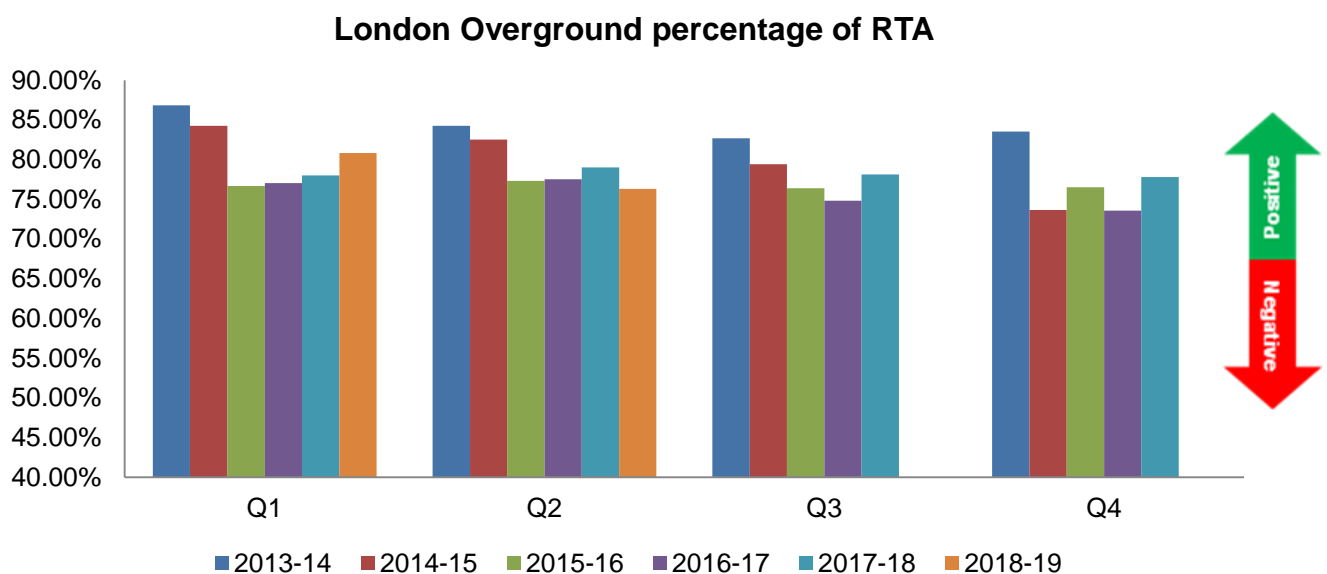
Cancellations and significant lateness (CaSL)

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 a decline in London Overground's performance when compared to the previous quarter (Q1 2018-19) and the same period a year ago (Q2 2017-18).

Graph 34 – London Overground percentage of CaSL
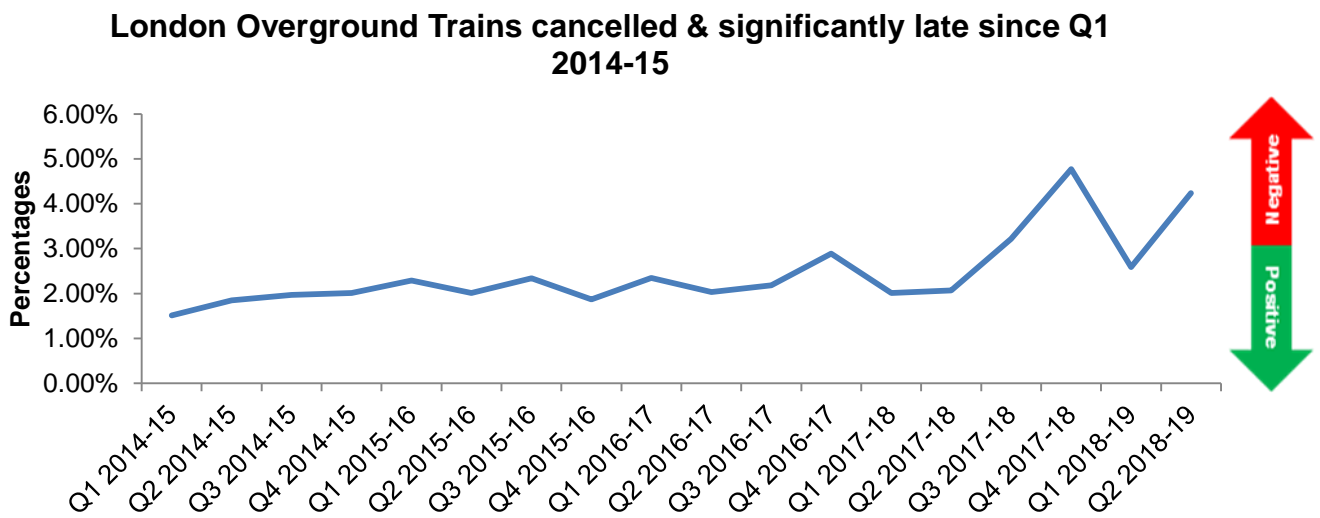
London Overground experienced an increase in complaints compared to the same period a year ago, receiving 2.13 complaints per 100,000 journeys. London Overground receives one of the lowest rates of complaints when compared to other L&SE train operators.

Graph 35 - Customer complaints received by TfL for every 100,000 journeys
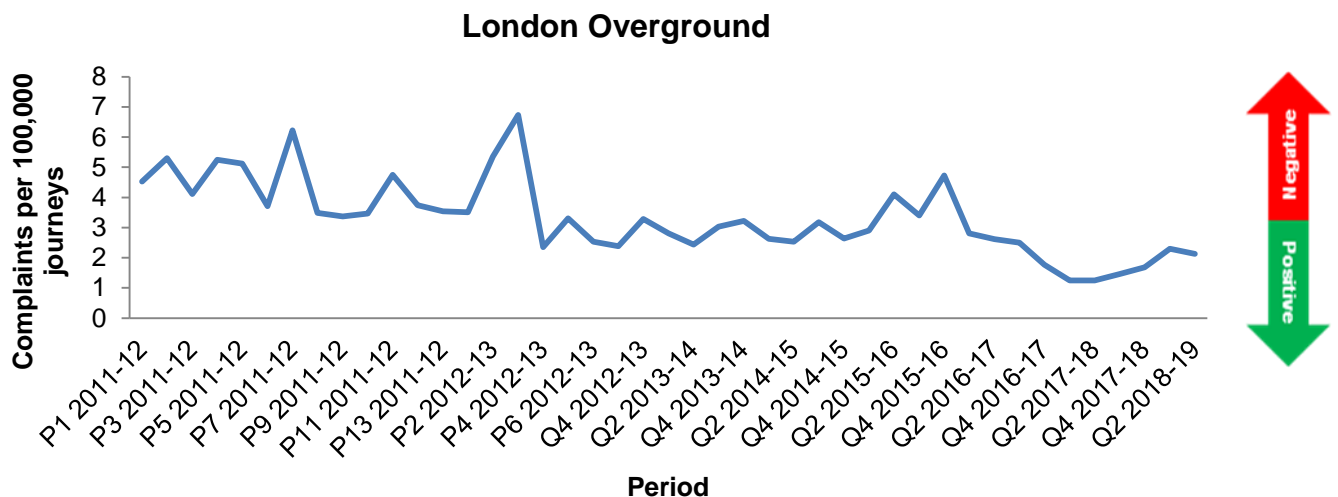
Table 10 – Q2 2018-19 London Overground TfL business plan key performance indicators (KPI) and National Rail performance figures

| National Rail Performance measure	Q2 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)	79% (spring 2018)
Public Performance Measure (Network Rail figures)	Average of London and South east TOCs is 86% (Not a TfL target)	93.0%
TfL KPIs	**Q2 Target 2018-19**	**Current performance level**
Overall customer satisfaction score (TfL measure)	85	82.9
On time performance (A TfL measure of PPM Moving Annual Average)	Data not available	94.6% Q3 2017-18 figure
London TravelWatch's overall performance assessment of London Overground is as follows. London Overground achieved some of its targets. RTA was lower than previous quarter (Q1 2018-19) and the same period a year ago, Q2 2017-18. There has been a decline in London Overground's CaSL performance when compared to the previous quarter and the same period a year ago (Q2 2017-18). 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 first quarter was 94.2%. This was 1.3 per cent lower than Q2 2017-18. Please note this is a Network Rail statistic.

The National Rail Passenger Survey results are from the spring 2018 wave of surveys. Passenger satisfaction has decreased significantly since the last spring survey. The percentage of passengers satisfied was 69% compared with 87% in spring 2018.

Right time arrival

TfL Rail performed very well compared to other L&SE TOCs. RTA was higher than previous quarter (Q1 2018-19) and the same period a year ago (Q2 2017-18).
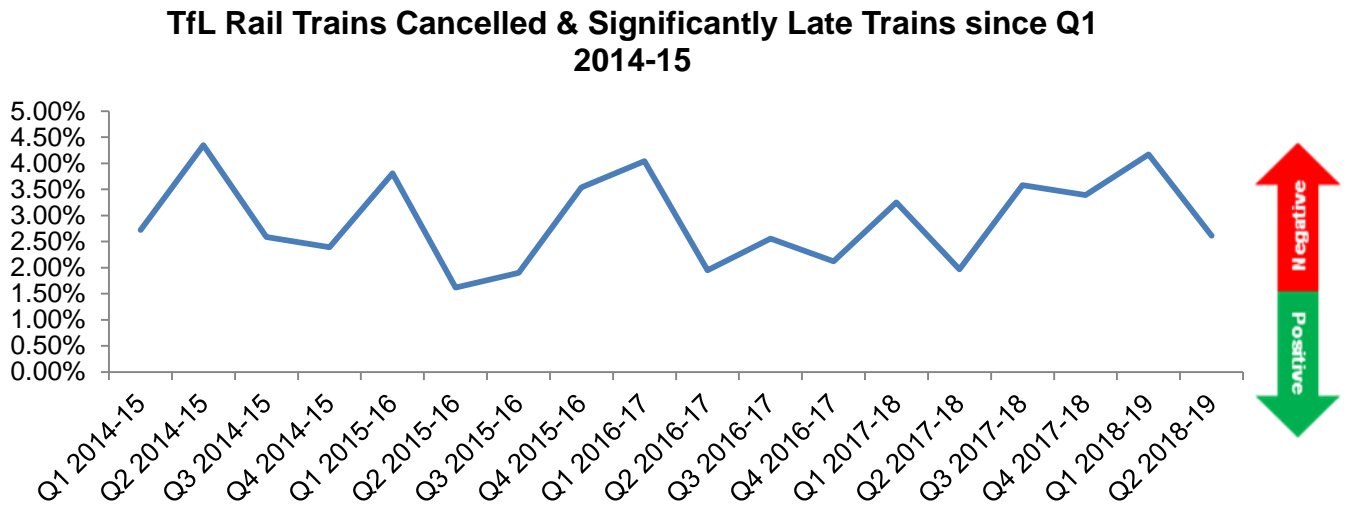
Graph 36 TfL Rail percentage of RTA
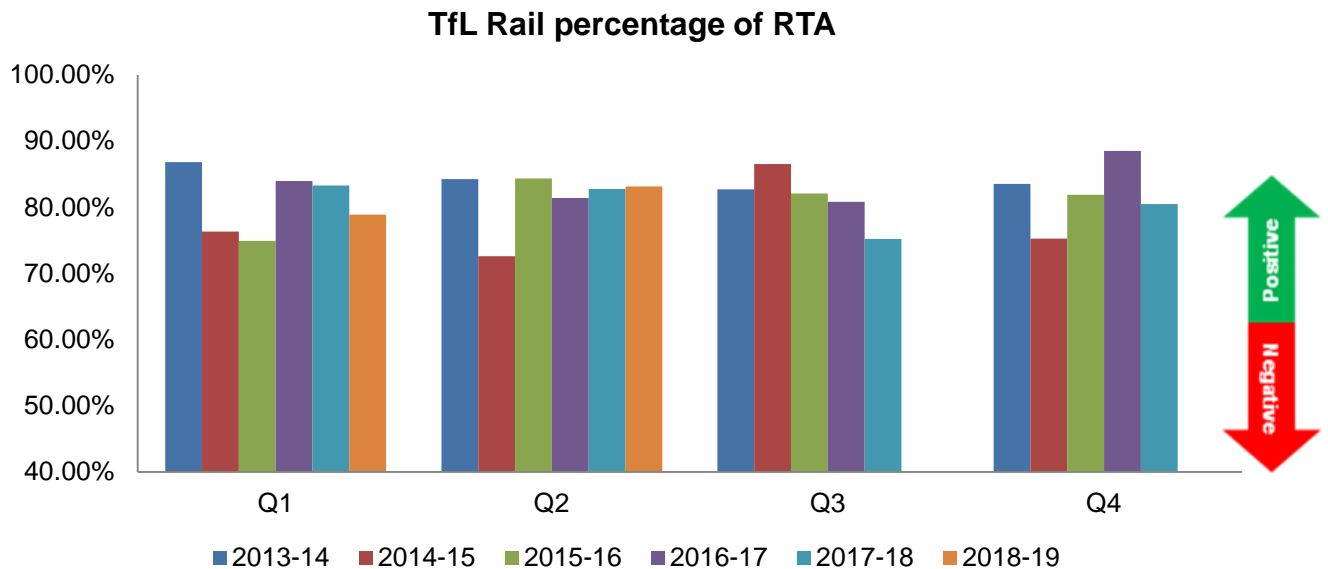
Cancellations and significant lateness (CaSL)

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

Graph 37 – TfL Rail percentage of CaSL

TfL Rail Trains Cancelled & Significantly Late Trains since Q1 2014-15

In Q2 2018-19, TfL Rail received 2.36 complaints per 100,000 journeys. An increase in complaints compared to the same period in 2017-18.

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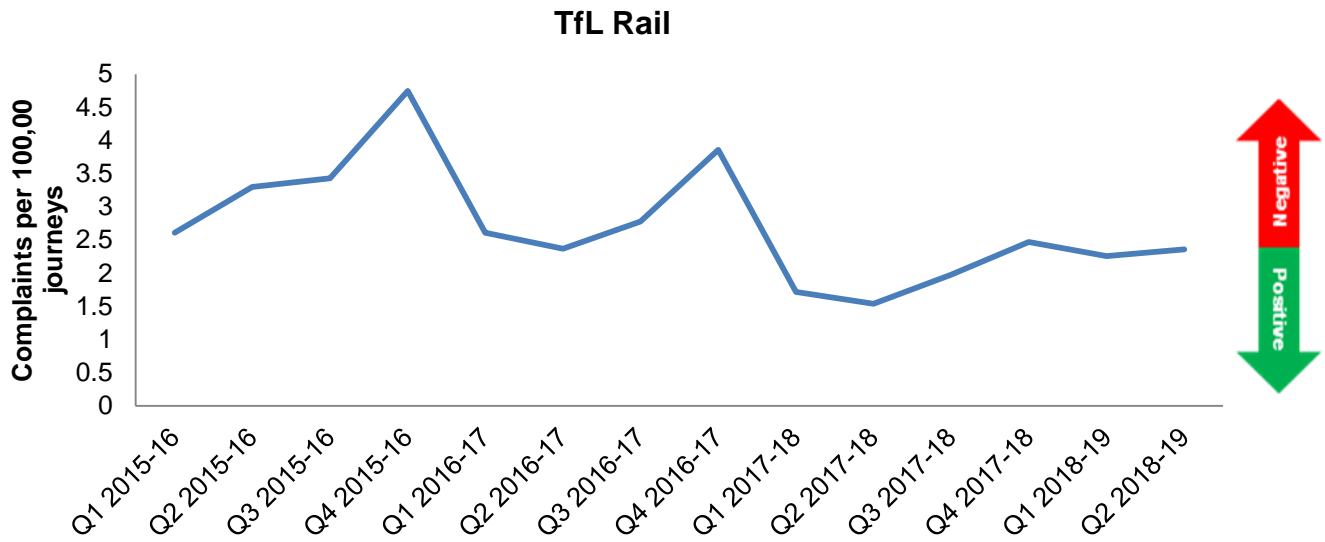
TfL Rail

Table 11 – Q2 2018-19 TfL Rail, TfL business plan key performance indicators (KPI) and National Rail performance figures

National Rail Performance measure	Q2 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)	69%
Public Performance Measure (Network Rail figures)	Average of London and South east TOCs is 86% (Not a TfL target)	94.2%
TfL KPIs	**Q2 Target 2018-19**	**Current performance level**
Overall customer satisfaction score (TfL measure)	83	81.4
On time performance (A TfL measure of PPM Moving Annual Average)	Data not available	94.1% Q3 2017-18 figure

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

TfL Rail achieved some of its targets. TfL's customer satisfaction was below target. The National Rail Passenger Survey showed passenger satisfaction had decreased significantly in spring 2018 (69%), compared to spring 2017 (87%) and autumn 2017 (75%).

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

RTA was higher than previous quarter (Q1 2018-19) and the same period a year ago (Q2 2017-18).

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

9 Dial-a-Ride

The Dial a Ride customer satisfaction survey is now done only twice a year, Q1 and Q3. The information below, with the exception of the complaints data, relates to Q1 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 compared to 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 Q2 2018-19 decreased compared to Q2 2017-18. Dial-a-ride received 65.04 complaints per 100,000 journeys, which is very high compared to other modes. This high level of complaint reflects the number of customers who are unable to book to use the service.

Graph 39 – Customer complaints received by TfL for every 100,000 journeys
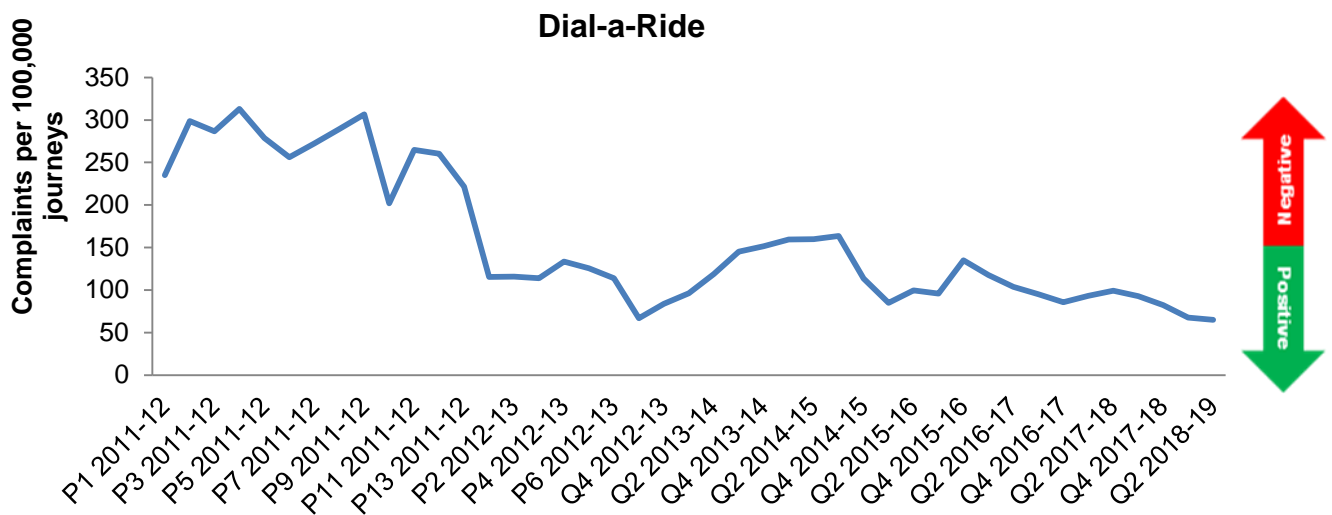
Table 12 – Q2 2018-19 Dial-a-Ride TfL business plan key performance indicators (KPI)

| KPI	Q2 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.

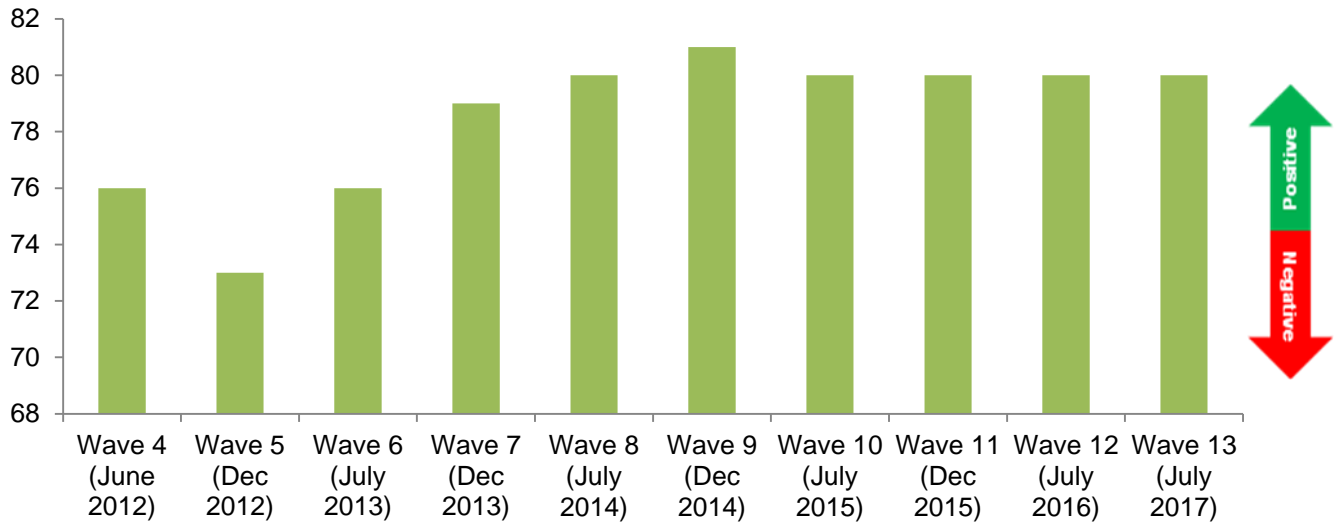**Graph 40 - Cycle hire scheme usage**

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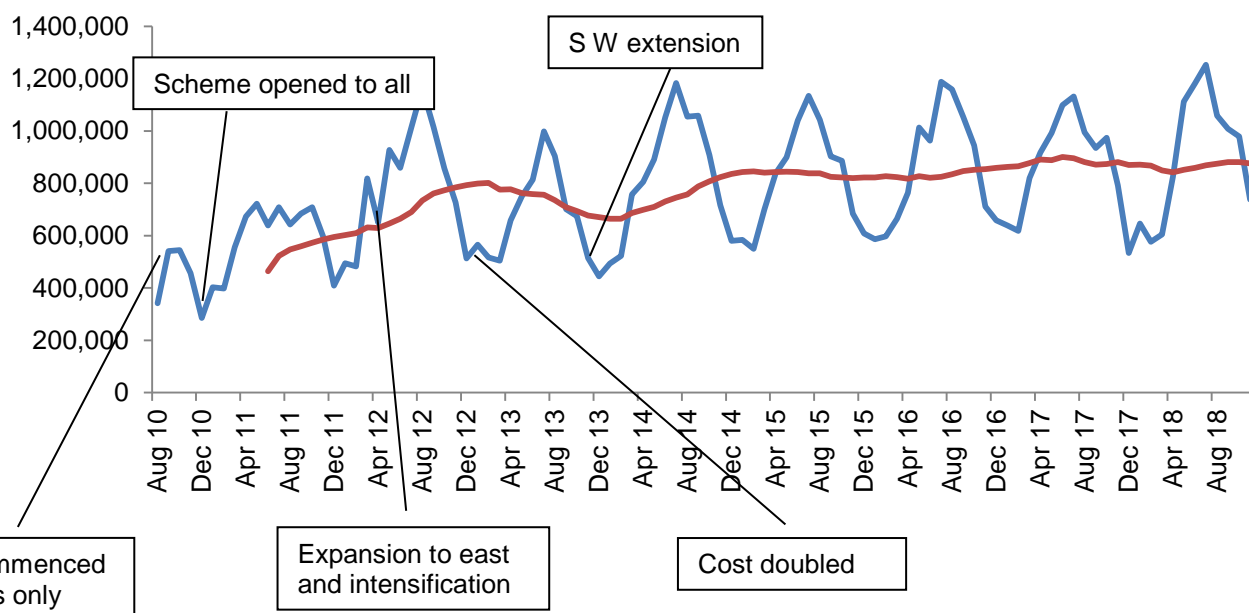
The latest customer satisfaction score (80), is the same as the previous wave (wave 12), just below the peak score of 81 (in wave 9). The different elements of the survey suggest increasing satisfaction with the use of members' keys and with the service from the contact centre.

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 41 - Satisfaction with overall experience cycle hire customer satisfaction score

Complaints increased compared to the same period a year ago (Q2 2017-18). The cycle hire scheme received 4.64 complaints per 100,000 journeys.
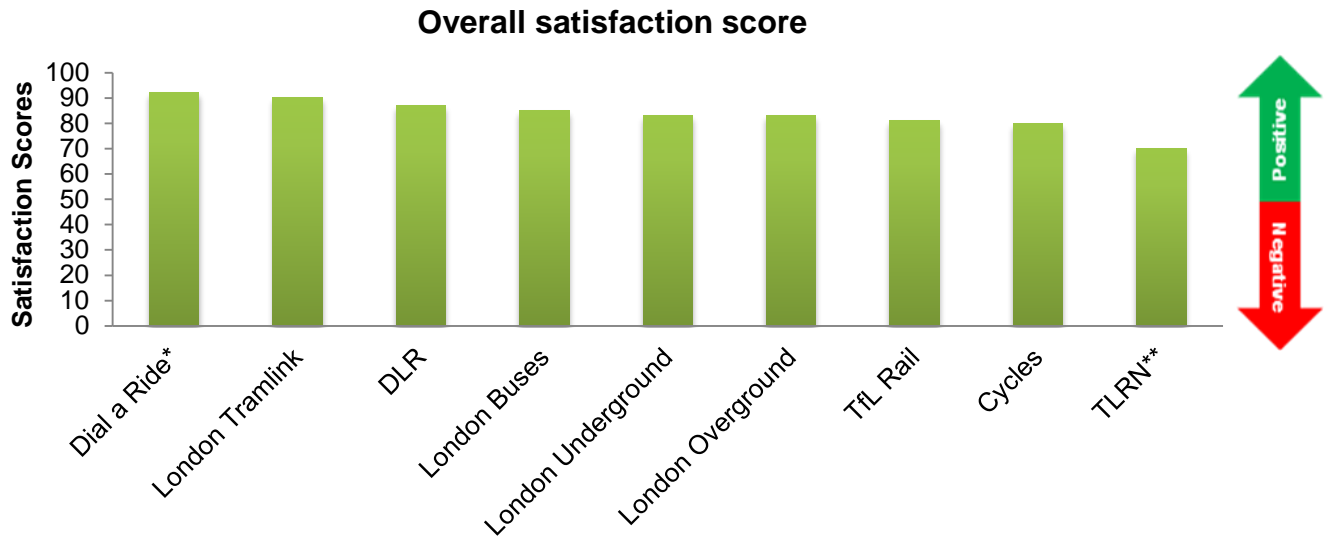
Graph 42 - Customer complaints received by TfL for every 100,000 journeys
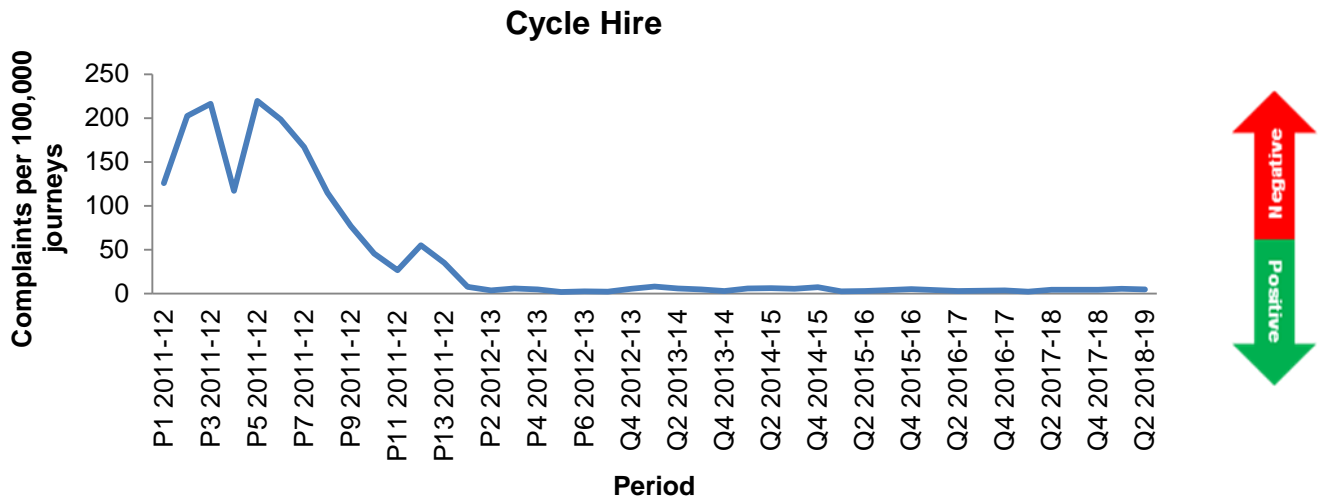
11 Customer satisfaction and value for money scores – modes comparison

Graph 43 – Q2 2018-19 overall customer satisfaction scores – modes comparison

Overall satisfaction score

*Q1 2017-18 figure

**Q3 2017-18 figure

Graph 44 – Q2 2018-19 value for money scores - modes comparison

Value for money scores

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

- Docklands Light Railway
  - http:--tfl.gov.uk-corporate-publications-and-reports-dlr-performance-data
  - Customer satisfaction survey scores supplied by TfL directly

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  - http:--www.tfl.gov.uk-modes-dial-a-ride-
  - Customer satisfaction survey scores supplied by TfL directly

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  - http:--www.passengerfocus.org.uk-research-national-passenger-survey-introduction
  - Customer satisfaction survey scores supplied by TfL directly

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  - http:--www.passengerfocus.org.uk-research-national-passenger-survey-introduction
  - 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.