

# TfL 2012/13 Quarter 2 Performance Report

January 2013



**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**

TfL financial periods	Issue dates for London TravelWatch report for the corresponding Quarter
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
Quarter 4 – Jan to Mar 2012	11 July 2012
Quarter 1 – Apr to Jun 2012	30 October 2012
Quarter 2 – Jul to Sept 2012	11 January 2013

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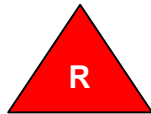
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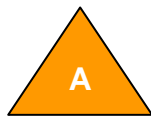
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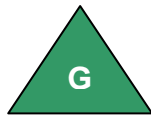
The TfL Quarterly Performance Report focuses on the experience of passengers of the TfL modes of transport. Performance has been rated as follows (the direction of the triangle indicates the performance trend):



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

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## Executive Summary

This report summarises the performance of all the Transport for London (TfL) modes of transport for the second quarter of the 2012/13 financial year (Jul to Sept 2012). It should be noted that this is the quarter in which London hosted the Olympic Games. During this period, TfL services performed very well. Customer satisfaction scores reflected this.

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 that it believes reflects the experience of the user. The information has been gathered from a number of sources to provide an overview of TfL's performance (see the appendix for source references).

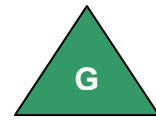
We have assessed the performances of London Buses, London Underground, Docklands Light Railway, London Overground, London Tramlink and Dial-a-Ride as 'good' or 'satisfactory'. We have not received a report for TfL streets and so are publishing without this information.

### 1. London Streets

Only limited information is available for this quarter.

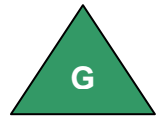
## 2. London Buses

London Buses has performed well. Excess Waiting Time (EWT) was one minute on high frequency routes, which is at the seasonal target. The percentage of kilometres operated is also at target. Customer Satisfaction was higher than target. There has been an increase 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. Performance also seems to be on an improving trend.



## 4. Docklands Light Railway

Docklands Light Railway (DLR) performance was generally good.



## 5. London Tramlink

The Percentage of Scheduled Services operated rose above the previous quarter, and was above the Business Plan target. Public performance measure also fell this quarter. Customer satisfaction fell this quarter, but was still above target.



## 6. London Overground

London Overground has continued to improve this quarter. Both TfL and the National Rail performance targets were exceeded. Its Customer Satisfaction scores were amongst the highest of the London and the South East train operating companies (TOCs). Its National Passenger Survey (NPS) customer satisfaction score (Spring 2012 wave) remained the same as the previous score.



## 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 on target at 92%, which is the best result for many periods. Customer satisfaction is lowest for the booking service. This contrasts with a good level of satisfaction with the actual journey experience.



## 1 Travel in London

TfL's annual '*Travel in London*' report records the way Londoners travelled in 2011/12. This report was published in January 2013<sup>1</sup>.

There were 25.5 million daily trips in, to, and from, Greater London, an increase of one percent over the previous year. This detailed in Table 1.

**Table 1: How Londoners travel (millions of trips and percentage of all trips), 2011**

Mode	No. of trips (millions) 2010	No. of trips (millions) 2011	Percentage of total 2011	Percentage change
Rail	2.3	2.4	9.4	4.3
Underground/DLR	2.1	2.2	8.6	4.7
Bus/Tram	3.7	4.1	16.1	10.8
Taxi/PHV	0.3	0.3	1.2	0
Car (driver & passenger)	9.9	9.6	37.6	-3
Motor cycle	0.2	0.2	0.8	0
Cycle	0.5	0.5	2.0	0
Walk	5.9	6.2	24.3	5.1
<b>All modes</b>	<b>24.9</b>	<b>25.5</b>		<b>2.4</b>

<sup>1</sup> Travel in London, Report 4, Table 2.1

## 2 London Streets

Only limited information is available for this quarter.

**Table 4 – Q1 2012/13 London Streets TfL Business Plan Key Performance Indicator (KPI)**

KPI	Target 2012/13	Current Performance Level
Journey Time reliability	89.3	-
TLRN Cycling journeys	320	305
% of road assets not in good repair (annual figure for 2009/2010)	10%*	10%
Traffic signal availability	99.1%	-
Street lights operating	98%	-
<p>*Target reduced to reflect deterioration in road condition and an acceptance that the previous target is unachievable.</p> <p>No assessment has been included due to the absence of data.</p>		



### 3 London Buses

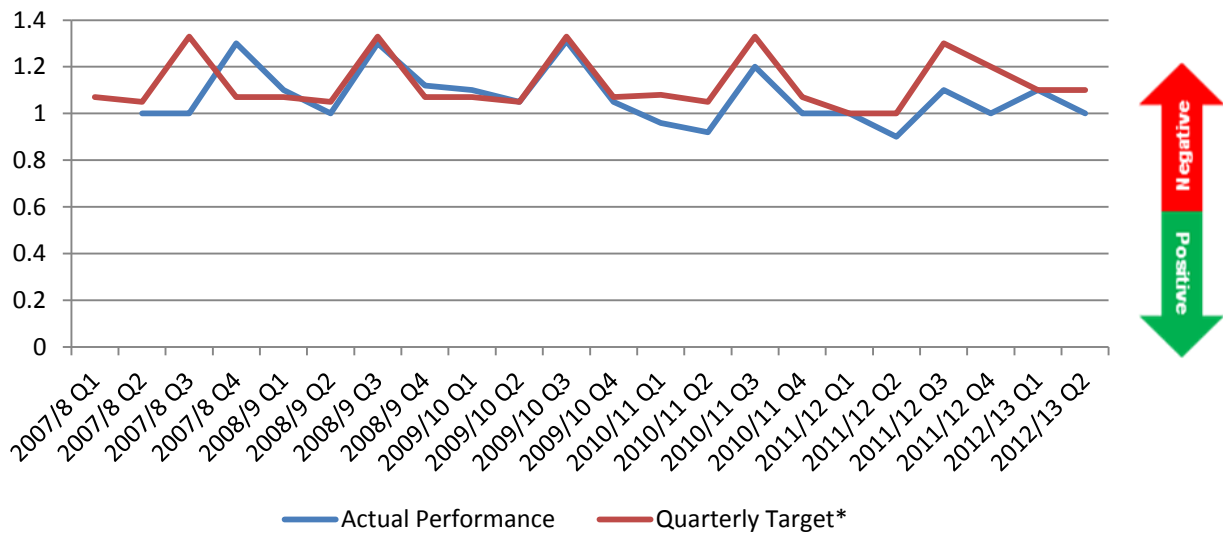
This section of the report outlines the performance of the London bus network in the second quarter of 2012/13.

#### 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 whether the planned frequency of bus services are being achieved.

EWT is the measure that indicates the additional minutes wait time for passengers beyond the scheduled value on high frequency bus routes. EWT was below (better) the target in quarter 1, see Graph 9. This sustained a very good performance of the bus network because of the better control that operators have as more of them make effective use of the I-Bus system.

**Graph 9 – Q1 2007/08- Q2 2012/13, Excess Wait Time (minutes) on high frequency bus routes**

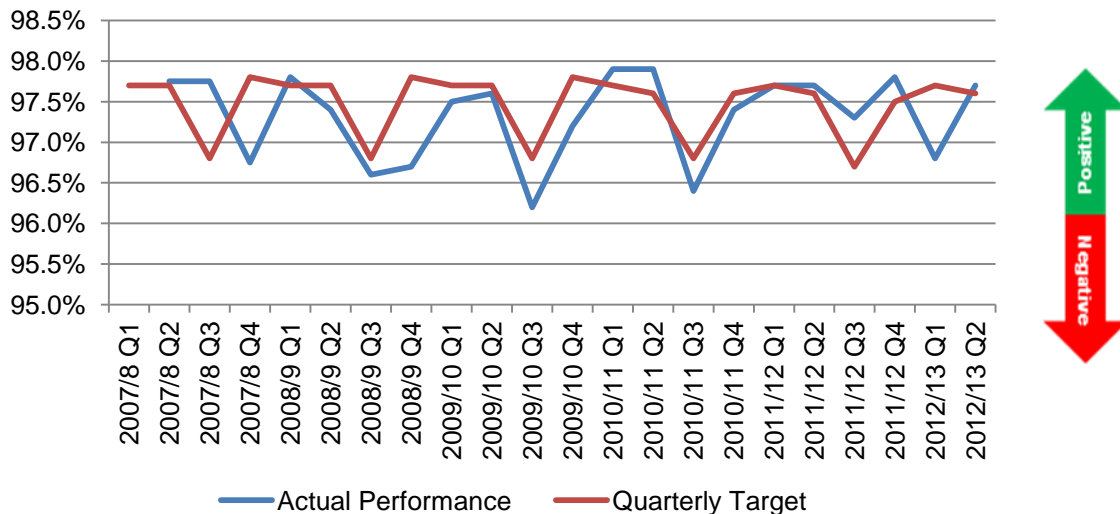


\*The annual target remains at 1.1 for 2012/13 year, but the seasonal target is higher.

Please note: We understand that these figures are now produced using the I-Bus system as opposed to the traditional manual survey.

Graph 10 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- Q2 2012/13, Percentage of Scheduled Bus Kilometres Operated**



**Focus on poor performing routes**

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

Of London’s 378 high frequency bus routes in quarter 2 2012/13, 59 were below the contracted minimum standard, 22 operated at the contracted standard, and 297 performed better than the contracted standard.

Poor performance on the bus network is often because of prolonged roadworks, which are outside of the control of TfL. When poor performances occur, TfL actively tries to reduce the impact on passengers.

London TravelWatch has analysed the worst performing 15 bus services to see if any are consistently performing poorly routes. Of these, bus routes 275, 70 and 266 are of concern. London TravelWatch has asked TfL what the issues are for these routes and will continue to monitor them.

TfL informed London TravelWatch that:

Route 275 has improved since the introduction of new schedules incorporating an extra bus. It is performing significantly better than before the new schedule was introduced.

Route 70 recently had a new schedule introduced on all days of the week, which should improve reliability. A similar solution could be implemented for route 266.

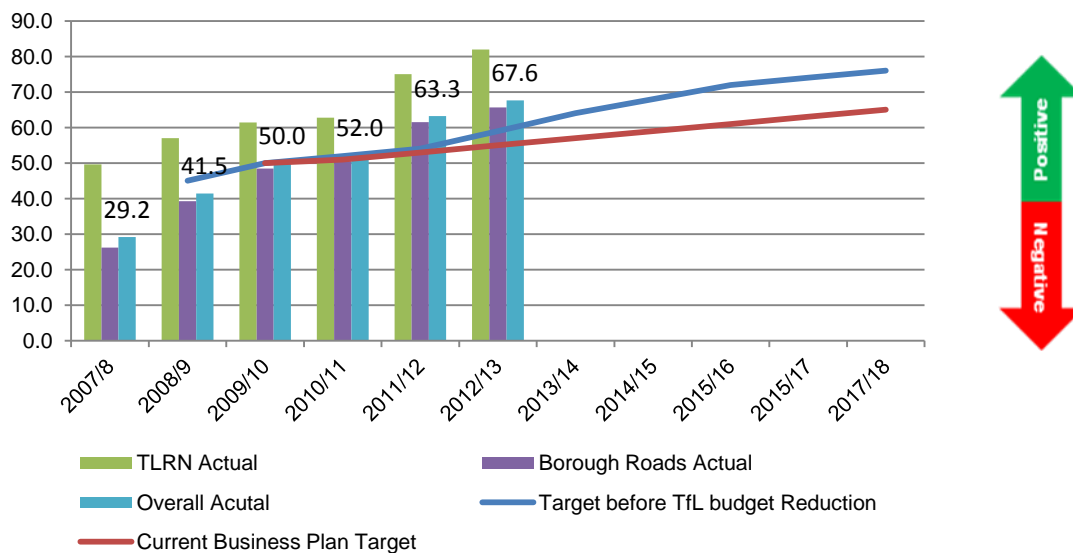
**Bus stop accessibility**

Based on TfL’s audit of bus stops, 67.6% of all bus stops across the network meet TfL’s exacting accessibility criteria. This is above target and is on track to meet TfL’s goal of 70% by the end of March. On the TfL road network, the figure is higher at 82%. This is a significant improvement and above TfL’s Business Plan target.

Graph 11 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. We are very pleased that the mayor has recently set a new target of 95% of bus stops to be accessible by 2016.

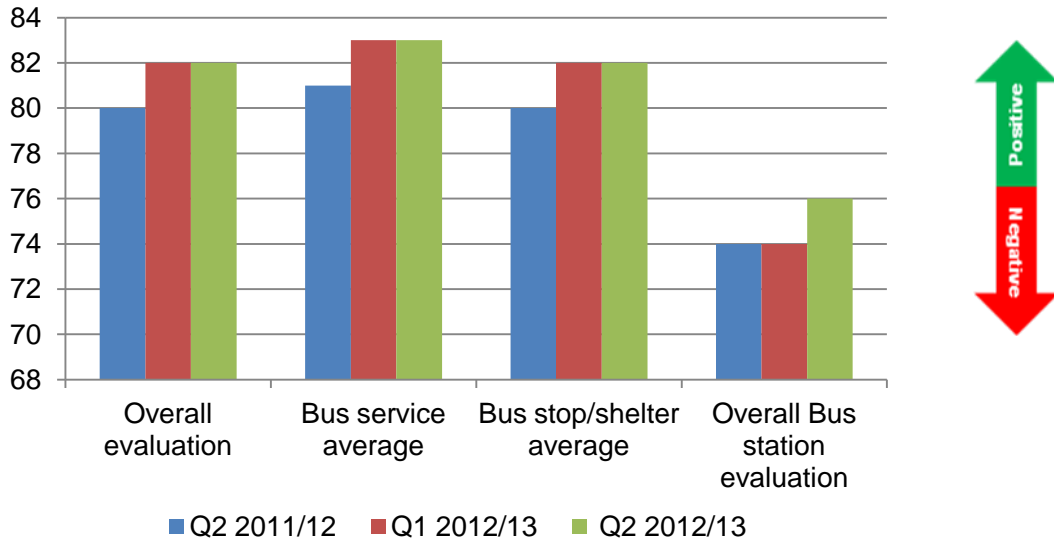
**Graph 11 – Bus stop accessibility 2008/9 to 2017/18 target and progress to date**



### Customer Service

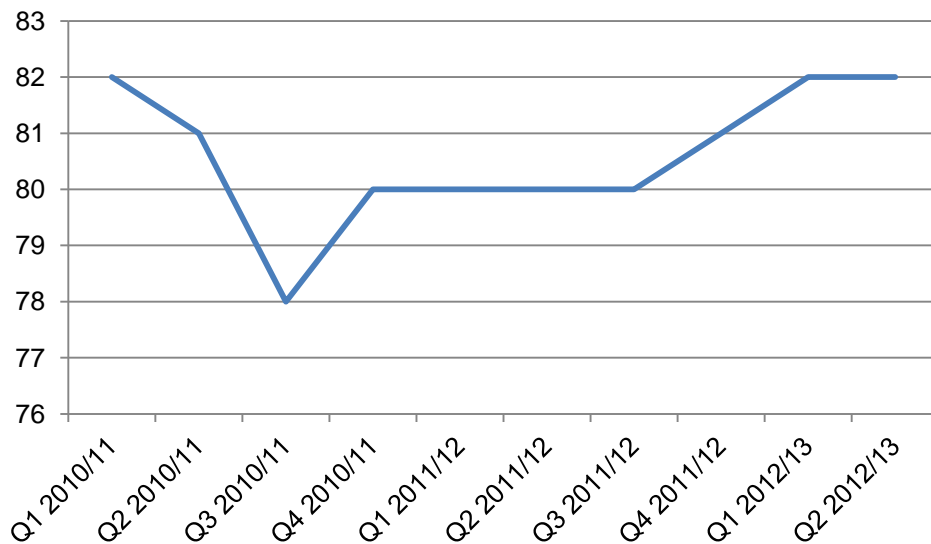
Customer satisfaction figures for the last two quarters, along with the comparison from one year ago, are shown in Graph 12.

**Graph 12 – Q2 2011/12, Q1 2012/13 and Q2 2012/13 bus customer satisfaction scores**




Graph 13 shows the overall customer satisfaction scores since Q1 2010/11

**Graph 13 – Overall satisfaction since Q1 2010/11**



Below is a summary of the 2012/13 TfL Business Plan targets for London Buses.

**Table 6 – Q2 2012/13 London Buses TfL Business Plan Key Performance Indicator (KPI)**

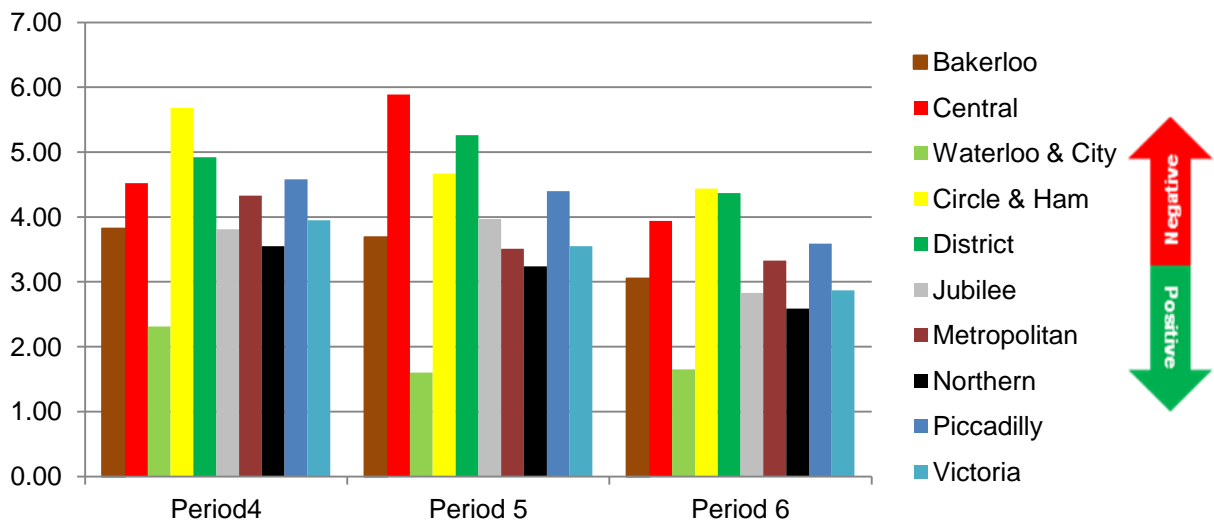
KPI	Target 2012/13	Current Performance Level
Customer satisfaction – overall	80	82
Excess wait time – high frequency routes	1.1 minutes	1.0 minutes
% of Scheduled services operated	97.6%	97.7%
London TravelWatch's overall performance assessment of London Buses:		
		

## 4 London Underground

In this section, the performance of London Underground for the second quarter of the financial year 2012/13 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 because of delays. Graph 14 presents the EJT for each line on the Underground network over the last three periods making up (broadly) the quarter.

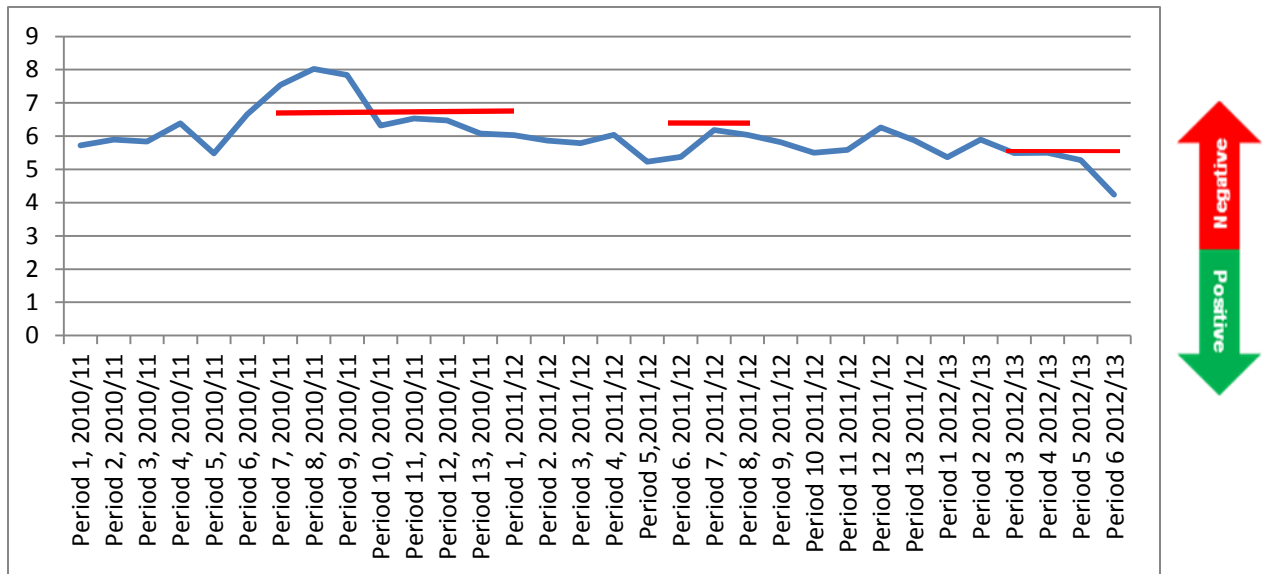
**Graph 14 – P4 2012/13 to P6 2012/13, Excess Journey Time by Underground line (minutes)**



The network measure, shown in Graph 15, 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.

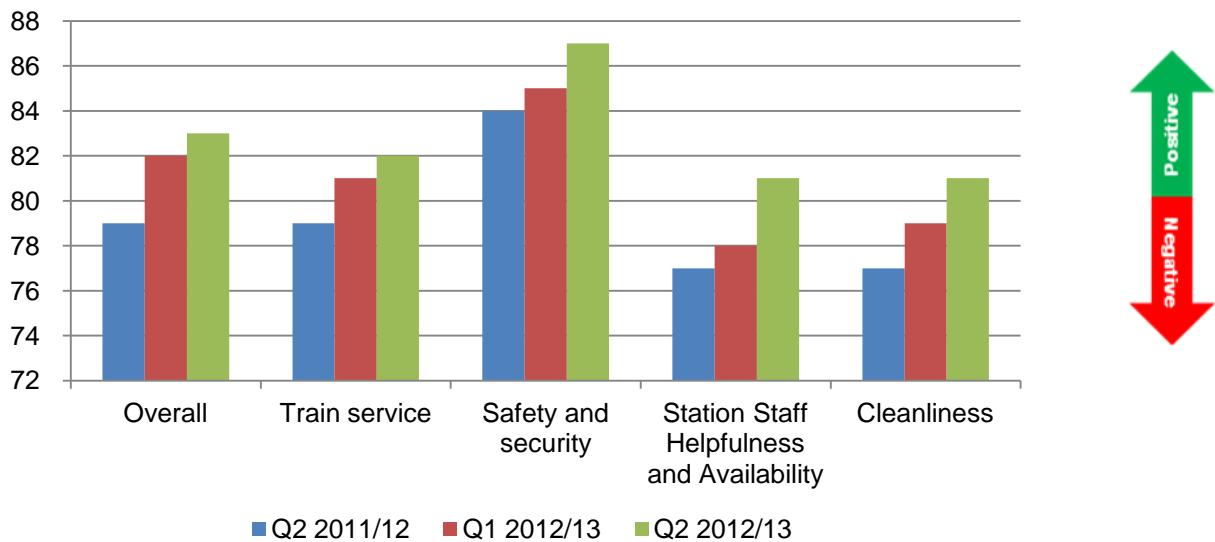
London Underground performed better than the network target set in the TfL 2011/12 Business Plan. It should be noted that this network target is somewhat tighter than the previous year’s target and will tighten further in future years. While there are high profile disruption events on the Underground, performance is on an improving trend.

**Graph 15 – P1 2010/11 to P6 2012/13, 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 16.

**Graph 16 –Q2 2011/12, Q1 2012/13 and Q2 2012/13 LUL customer satisfaction scores**



Graph 17 is the graph of overall satisfaction with LUL services since Q1 2010/11.

**Graph 17 – Overall satisfaction, Q1 2010/11 to Q2 2012/13**

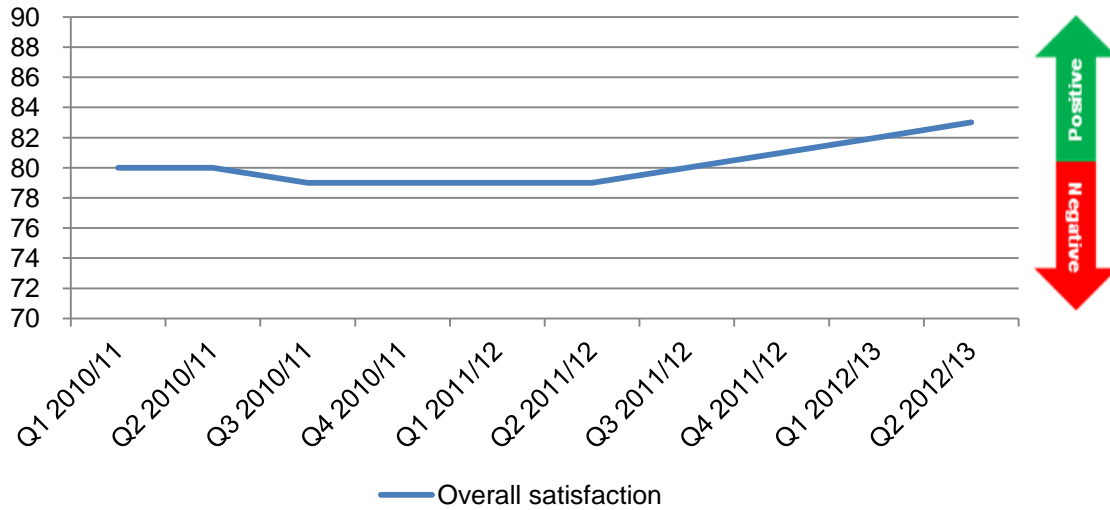



Table 7 shows a summary of all of the 2011/12 TfL Business Plan targets for the Underground.

**Table 7 – Q2 2012/13 London Underground TfL Business Plan Key Performance Indicator (KPI)**

KPI	Target 2012/13	Current Performance Level
Customer satisfaction score – overall	80	83
Excess Journey Time	5.71 minutes	5.01 minutes
% of Scheduled Services Operated	97%	98.2%
London TravelWatch’s overall performance assessment of London Underground:		
		

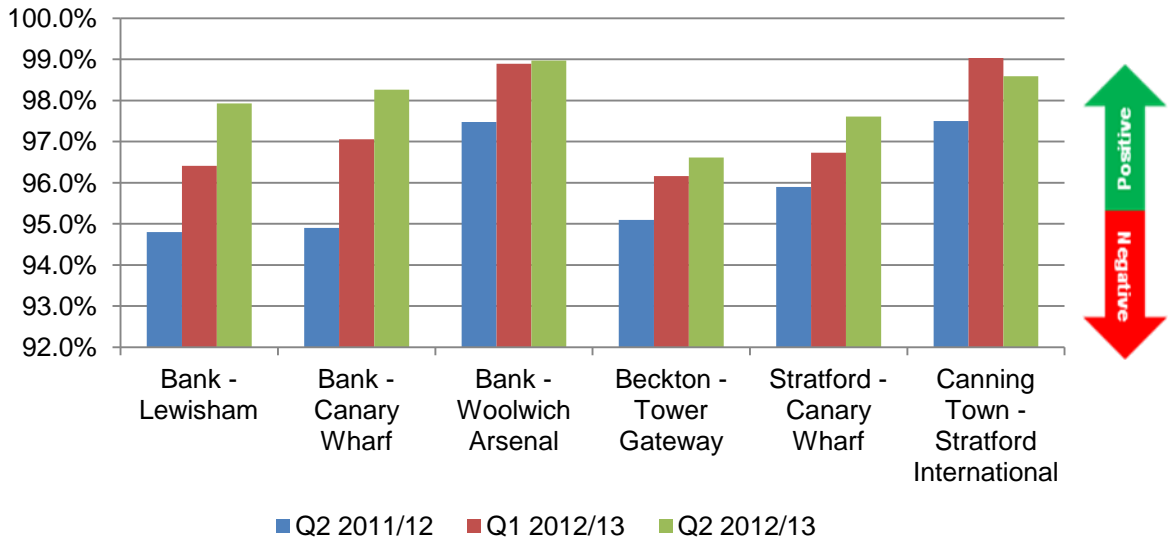


## 5 Docklands Light Railway

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.

Graph 18 shows the Journey Time performance by route.

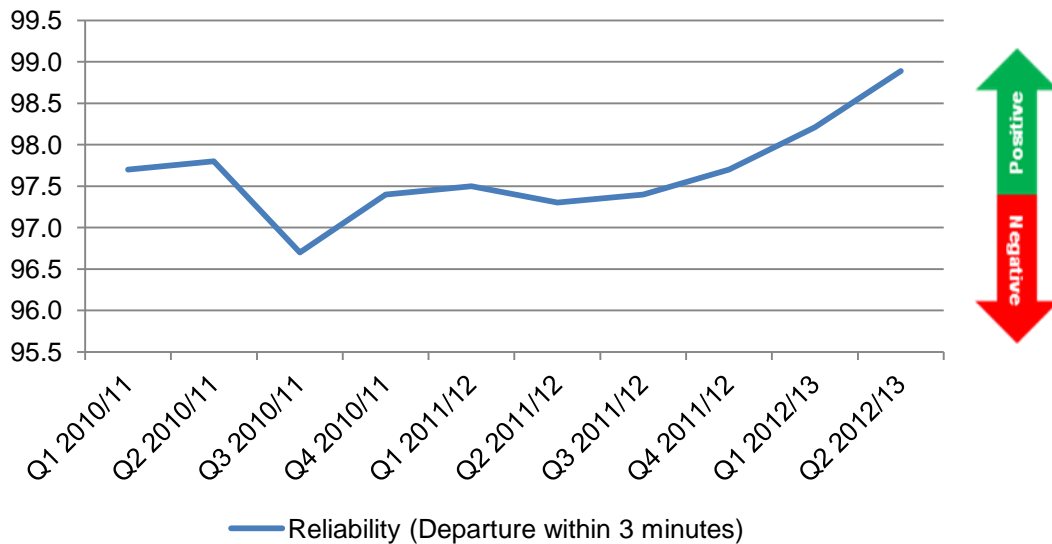
**Graph 18 – Q2\* 2011/12, Q1 2012/13, Q2 2012/13 Journey Time (split by route)**



\*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.

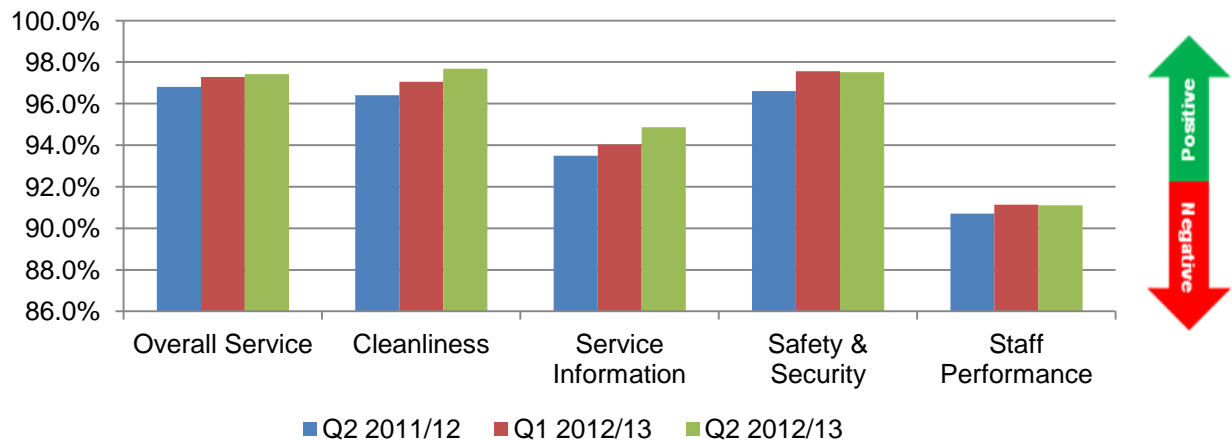
DLR’s network-wide performance measure is ‘departure reliability’. This is the percentage of intervals between trains at terminal stations no more than three minutes greater than the published service intervals.

**Graph 19 – Q1 2010/11 to Q2 2012/13 reliability (departure within 3 minutes of published service intervals)**



DLR’s own internal customer satisfaction scores were all above their target of 90%. 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 – Q2 2011/12, Q1 2012/13, Q2 2012/13 DLR customer satisfaction scores**



**Graph 21 – Q1 2010/11 to Q2 2012/13, overall customer satisfaction scores**



Table 8 shows a summary of all of the 2011/12 TfL Business Plan targets for the DLR.

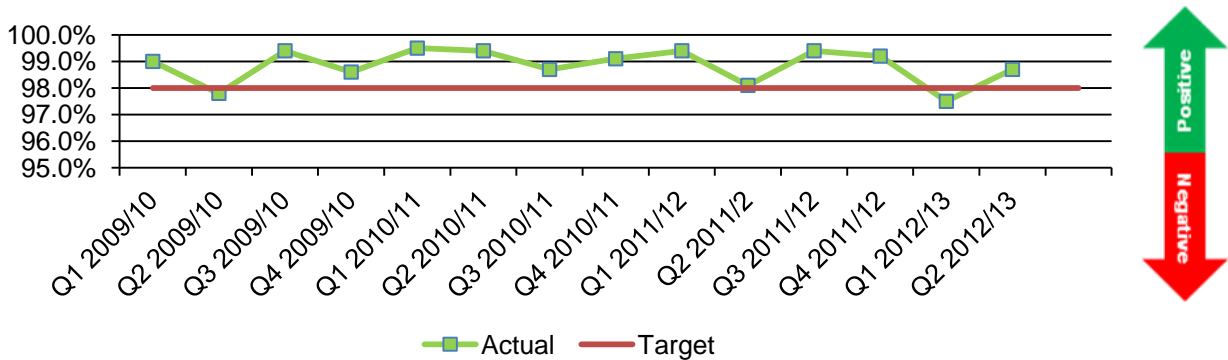
**Table 8 – Q2 2012/13 DLR TfL Business Plan Key Performance Indicator (KPI)**

KPI	Target 2011/12	Current Performance Level
Customer satisfaction score – overall	82	85
Service Reliability	97.2%	98.9%
% of Scheduled Services Operated	98%	98.7%
London TravelWatch's overall performance assessment of Docklands Light Railway:		

## 6 London Tramlink

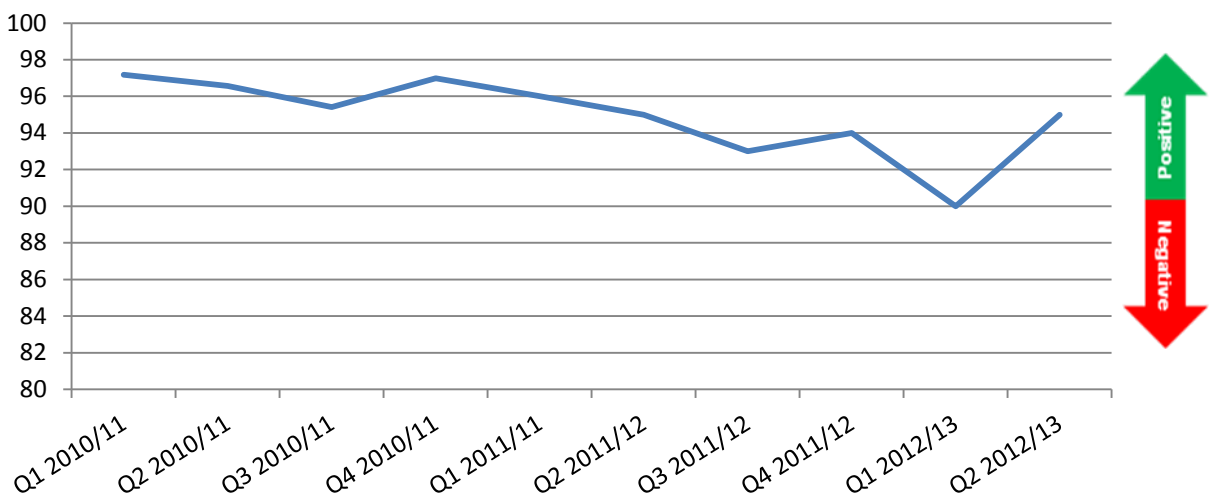
The Percentage of Scheduled Services operated by Tramlink rose above the previous quarter, and was above the Business Plan target.

**Graph 22 – Q3 2008/9 to Q2 2012/13, percentage of scheduled service kms operated**



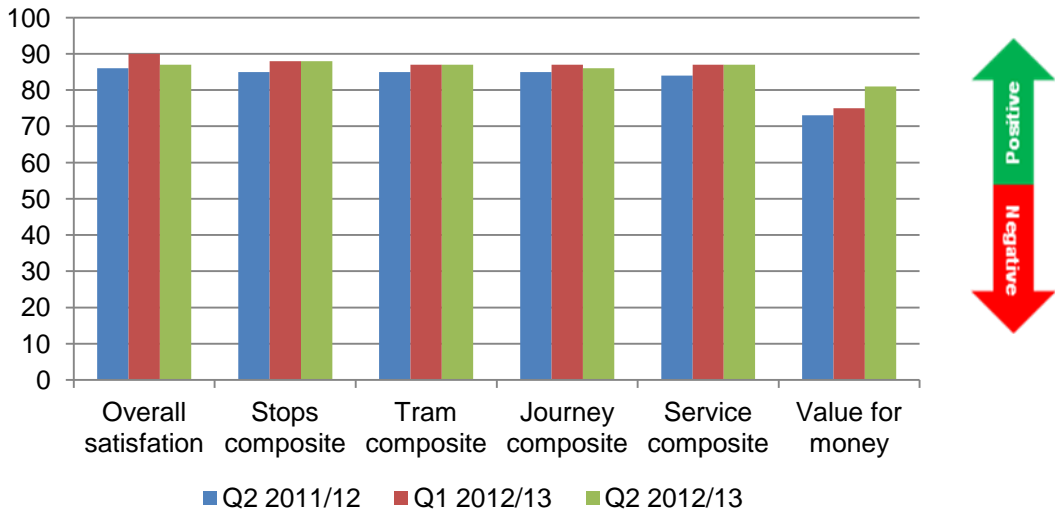
London Tramlink reports a Public Performance Measure, which is the percentage of trams that arrive within five minutes of the scheduled time. There is no associated target.

**Graph 23 – Q1 2010/11 to Q2 2012/13, Public Performance Measure (per cent)**



Customer satisfaction scores on Tramlink are shown in Graph 24 including a Tramlink value for money score

**Graph 24 – Q2 2011/12, Q1 2012/13, Q2 2012/13 customer satisfaction Scores**



**Graph 25 – Overall customer satisfaction scores since Q1 2010/11**

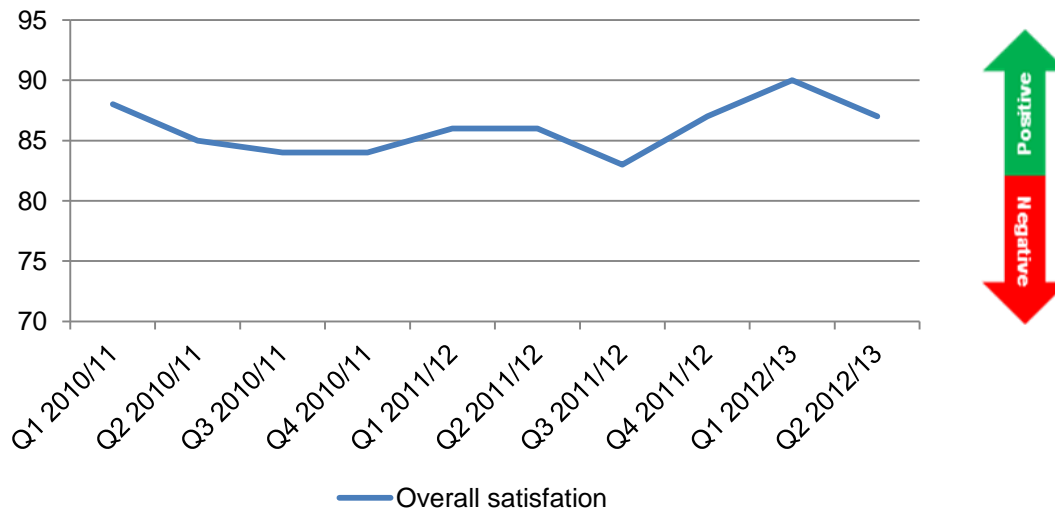



Table 9 shows a summary of all of the 2011/12 TfL Business Plan targets for London Tramlink.

**Table 9 – Q2 2012/13 London Tramlink TfL Business Plan Key Performance Indicator (KPI)**

KPI	Target 2012/13	Current Performance Level
Customer satisfaction score – overall	86	87
% of scheduled service kms operated	98%	98.7%
London TravelWatch's overall performance assessment of London Tramlink:		
		


## 7 London Overground

London Overground's Public Performance Measure (PPM) for the second quarter was 97.3%. This was 1.04 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 Spring 2012 wave of surveys. The percentage satisfied or good remains unchanged when compared to the same period in the previous year.

TfL's own customer satisfaction score is also above target.

**Table 10 – Q2 2012/13 London Overground TfL Business Plan Key Performance Indicators (KPI) and National Rail performance figures**

National Rail Performance measure	Target 2012/13	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)	90% (Spring 2012)
Public Performance Measure (Network Rail figures)	N/A	97.3%
TfL KPIs	Target 2012/13	Current Performance Level
Overall customer satisfaction score (TfL measure)	80	83
On Time Performance (A TfL measure of PPM Moving Annual Average)	95.8%	96.7%
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.

Targets for overall customer satisfaction have been met. Members are very satisfied with driver helpfulness/courtesy, which scores 95%, but are less satisfied with the booking process, which scores only 78%.

The number of journeys delivered in quarter 2 is similar to 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 and customer satisfaction is at target. However, 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.

**Table 10 – Q2 2012/13 Dial-a-Ride TfL Business Plan KPIs**

KPI	Target 2012/13	Current Performance Level
Customer satisfaction score – overall	92	92
Quarterly Passenger Journey Numbers	1,400,000(annual target)	317,266
London TravelWatch's overall performance assessment of Dial-a-Ride:		
		



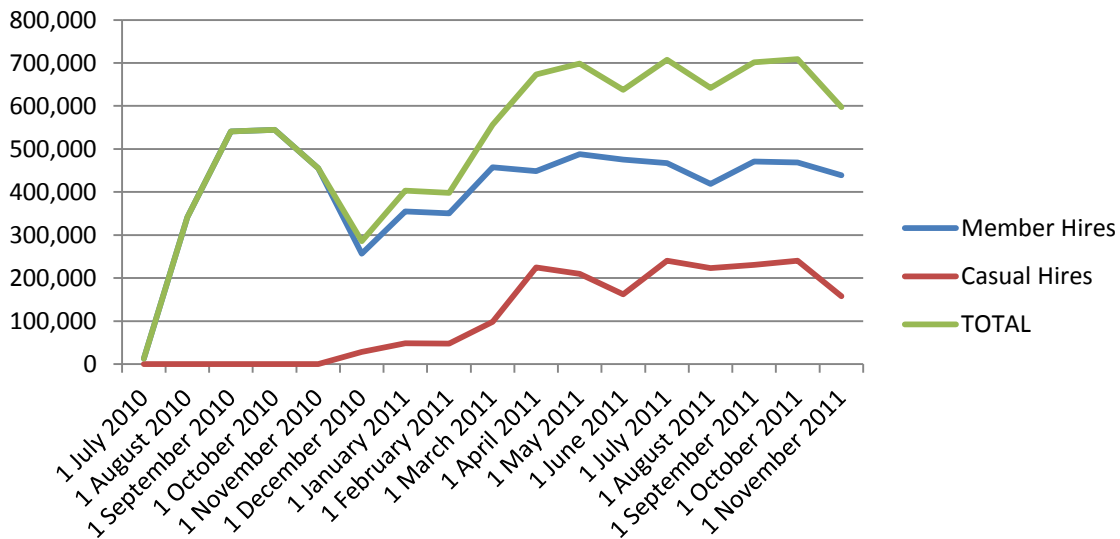
## 9 Cycle Hire

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

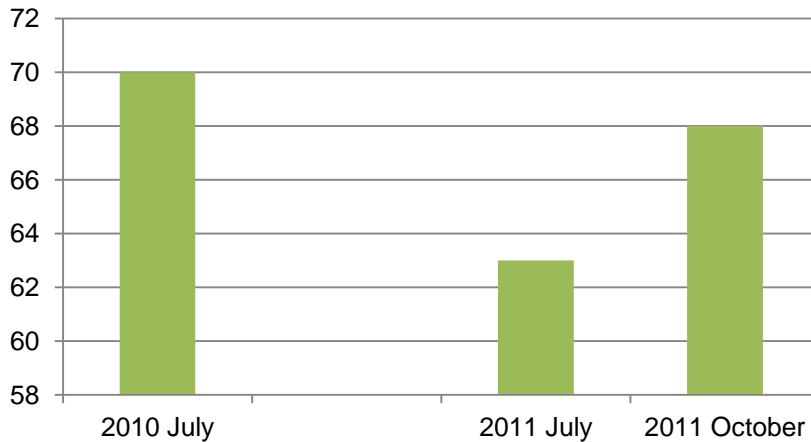
London's cycle hire scheme is a public bike-sharing scheme for shorter journeys around the capital. The bikes are available to casual users, as well as London cycle hire scheme members.

The graph below shows the usage of the cycle hire scheme throughout the year, on a month to month basis. This is an annual survey.

**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 – Q2 2012/13 overall customer satisfaction scores – modes comparison**



\* New figures. Annual survey only

\*\* Taken from TfL's cycle hire customer satisfaction and usage report, 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
JTR	Journey Time reliability
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

- All Transport Modes
  - [Operational and Financial Performance Report and Investment Programme Report](#) – Second Quarter, 2012/13
- Streets
  - London Streets Performance Report – no information received for this quarter
- London Buses
  - <http://www.tfl.gov.uk/tfl/businessandpartners/buses/boroughreports/>
- London Underground
  - <http://www.tfl.gov.uk/corporate/modesoftransport/londonunderground/1592.aspx>

- Docklands Light Railway (Note: DLR quotes financial Q2 as calendar Q3)
  - <http://www.tfl.gov.uk/corporate/modesoftransport/dlr/1536.aspx>
- Dial-a-Ride
  - <http://www.tfl.gov.uk/corporate/modesoftransport/1526.aspx>
- London Overground
  - PPM scores supplied to London TravelWatch monthly by Network Rail.
  - <http://www.passengerfocus.org.uk/research/national-passenger-survey-introduction>
- 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, December 2011