

# TfL 2009-10 Quarter 3 Performance Report

June 2010

A Summary of TfL Transport Modes Quarterly Performance



**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 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 2009/10 financial periods	Issue dates for London TravelWatch report for the corresponding Quarter
Quarter 1 – Apr to Jun 2009	
Quarter 2 – Jul to Sept 2009	Jan 2010 (first issue of report)
Quarter 3 – Oct to Dec 2009	Jun 2010
Quarter 4 – Jan to Mar 2010	Jul 2010

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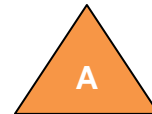
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## Executive Summary

This report summarises the performance of all of the Transport for London (TfL) modes of transport for the third quarter of the 2009 to 2010 financial year (September to December 2009). The aim of the report is to provide, in one place, information about the performance of TfL's transport network from the perspective of users.

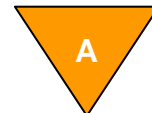
For this reason, London TravelWatch has selected performance information on each of the modes which reflect the experience of the user. The information has been brought together from a number of sources in order to provide an overview of TfL's performance (see Appendix B for the source references). For more information about the performance of TfL during the third quarter of 2009/10 see the TfL's Operating and Financial Report ([http://www.tfl.gov.uk/assets/downloads/corporate/item04-Operational-Financial-Report-secondquarter-09-10\(1\).pdf](http://www.tfl.gov.uk/assets/downloads/corporate/item04-Operational-Financial-Report-secondquarter-09-10(1).pdf)).

### 1. London Streets



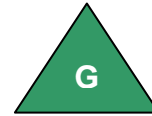
TfL is currently developing the 'smoothing the traffic' statistics and these will be reported in this report. However, the individual measures are still being developed by TfL and until a suitable period has passed there will not be enough data to report on the performance trend. For this reason until the 'smoothing the traffic' data becomes available, London TravelWatch is reporting the TfL Business Plan targets that relate to streets as well as the statistical information that relates to usage.

### 2. London Buses



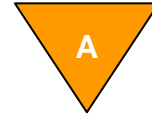
London TravelWatch is pleased to be able to report a unique measure of bus route performance to this report which enables the comparison of the performance of the ten worst performing bus routes. TfL has also provided a commentary for each of the ten routes detailing the action they are taking to address performance.

### 3. London Underground



Performance on the Underground network in the third quarter of 2009/10 was generally good or improving.

### 4. Docklands Light Railway



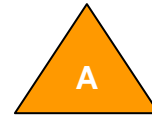
Targets on service reliability and percentage of scheduled kilometres operated were not met in this quarter. This has to be set against the generally high level of performance against comparable modes. The targets for customer satisfaction were met, but, these had largely fallen since the previous quarter.

### 5. London Tramlink



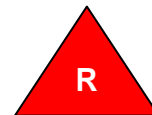
Tramlink's performance has improved since last quarter and both the targets for customer satisfaction and percentage of scheduled kilometres operated have been met.

### 6. London Overground



London Overground's (LOROL) performance improved on the previous quarter but the level was slightly below the target. While the public performance measure for LOROL's services was below the target value, performance is high historically.

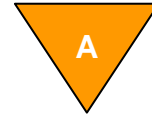
### 7. Dial-a-ride



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

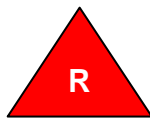
The customer satisfaction figures, time taken to answer phone calls and numbers of passengers carried have all improved since last quarter. However, London TravelWatch is still concerned by the level of performance of this service and will continue to monitor it closely.

## 8. London River Services

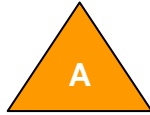


London River Services operates passenger boat services on the Thames. The target for the scheduled number of river services to be operated has been missed by the small margin of 0.5% a percentage point.

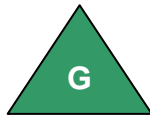
The TfL Quarterly Performance Report focuses on the experience of passengers of the TfL modes of transport. Performance has been rated as follows (the direction of the triangle indicates the performance trend):



Red - poor performance and major concerns about services



Amber - unsatisfactory performance and concerns about services



Green - good or satisfactory performance



Where appropriate, for each performance graph, arrows have been included to show the direction of positive and negative performance trends

References have only been included in the text for graphs directly copied from TfL Publications. See Appendix B for all other sources of data in the report.

## 1 London Streets

This section of the TfL Performance Report focuses upon the performance of the London road network. In the future London TravelWatch will report the 'Smoothing the Traffic' measures in this section of the TfL Performance Report. However, these measures are still in development by TfL and a 12 month period of data is required for the performance trend to be analysed. In the meantime London TravelWatch has reported in this section of the report the TfL Business Plan performance targets for streets, along with information about the volume of usage of London's road network.

### 1.1 Road Vehicles

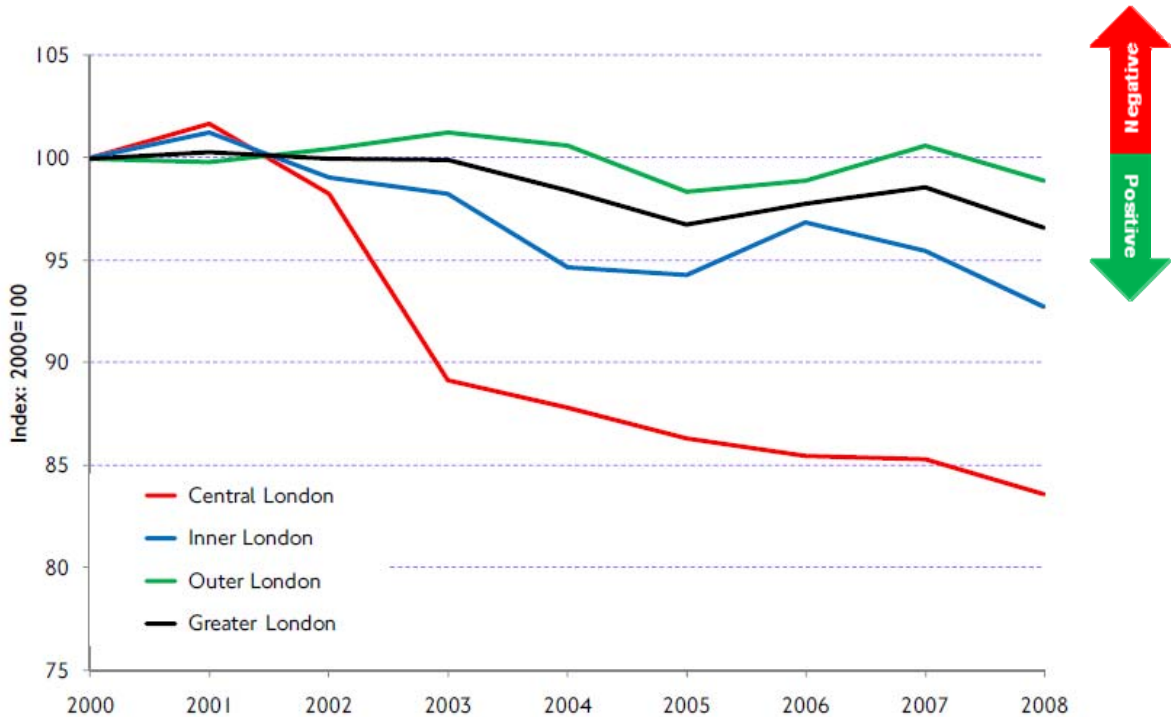
There have been reductions in traffic year-on-year in both central and inner London. There has been a small rise traffic flows in outer London. This is in contrast with the previous quarter where falls were seen in traffic flows across London.

**Table 1 – 2009-10 Q3 London Traffic Flows, % Change**

	Values 2009/10 Q3 % change compared to 2008/9 Q3
The average 24 hour weekday traffic flows entering central London	-2.1%
The average 24 hour weekday traffic flows entering inner London	-0.2%
The average 24 hour weekday traffic flows entering outer London	+0.6%

These trends in the third quarter of 2009/10 can be compared against the historical decline in traffic volumes since 2000 in the graph below. The most recent published data relates to the period up to 2008 which show a downward trend in traffic volumes.

**Graph 1 – Trend in traffic (vehicle km), all motor vehicles in Central, Inner and Outer London, 2000 to 2008 (Published Annually)<sup>1</sup>**



Source: TfL Planning

### 1.1.1 Road Safety

The most recent published data for safety on London’s roads is from 2008 for the full year and August 2009 for part year statistics. The June to August 2009 figures show that 698 people were killed or seriously injured on London’s roads, a reduction of 22.1% from the same period last year. The target is a 50% reduction by 2010.

### 1.1.2 Signals functioning

The number of traffic signals functioning is not known for this quarter but for quarter 4 the figure was 98.2% marginally below target. These figures represent the percentage of time that the equipment in each system is operating correctly,

<sup>1</sup> Fig 2.6 – Travel in London, Report 2



fault free London-wide. Central London has the greatest density of signal equipment and therefore provides a larger contribution to the overall figures. Traffic signal controllers are designed to ‘fail safe’ to prevent potentially conflicting signals being displayed to road users, i.e. if central control fails they will default to local control. In instances where problems are caused by a third party, for example utilities, their response time is set in accordance with the criticality of the site and area.

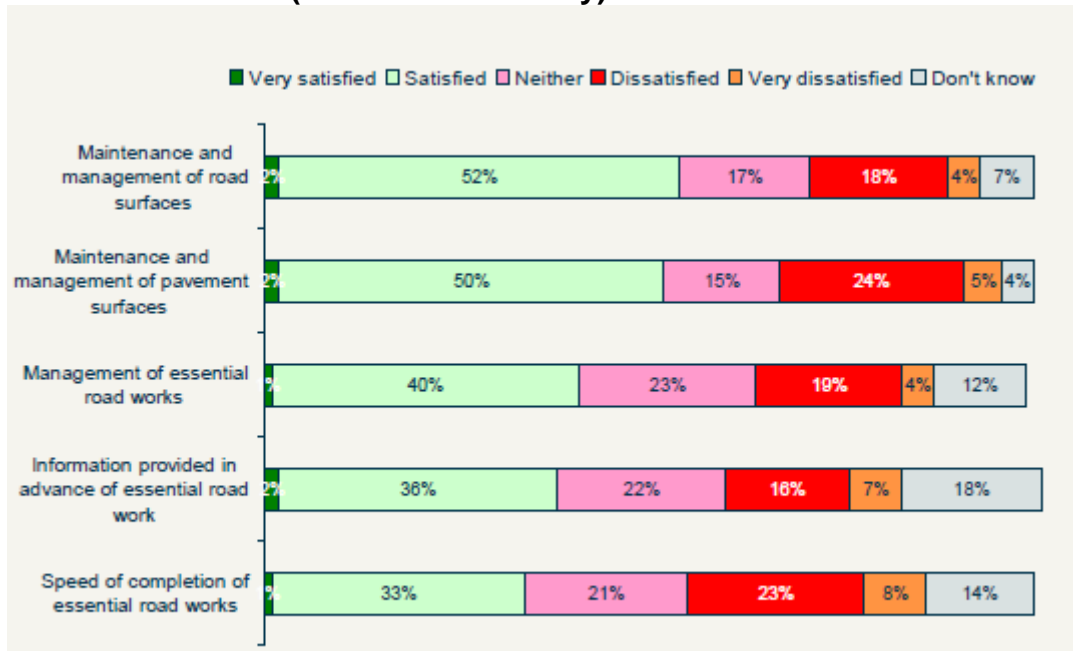
### 1.1.3 Street Lights

In quarter 3 2009 98.7% of street lights were working as planned. This was in excess of the target. The number of days taken to repair faults was 7.1 which is an improvement on the previous two quarters.

### 1.1.4 TLRN Customer Satisfaction

Customer satisfaction surveys have been undertaken by TfL of road users. The graph overleaf shows the results for maintenance of roads and pavements. The graph indicates that while respondents were broadly satisfied by the level of maintenance of road and pavement surfaces, satisfaction was lower for road works and information provision.

**Graph 2 – Rating of Customer Satisfaction with Road and Pavement Maintenance 2009 (Published Annually)**

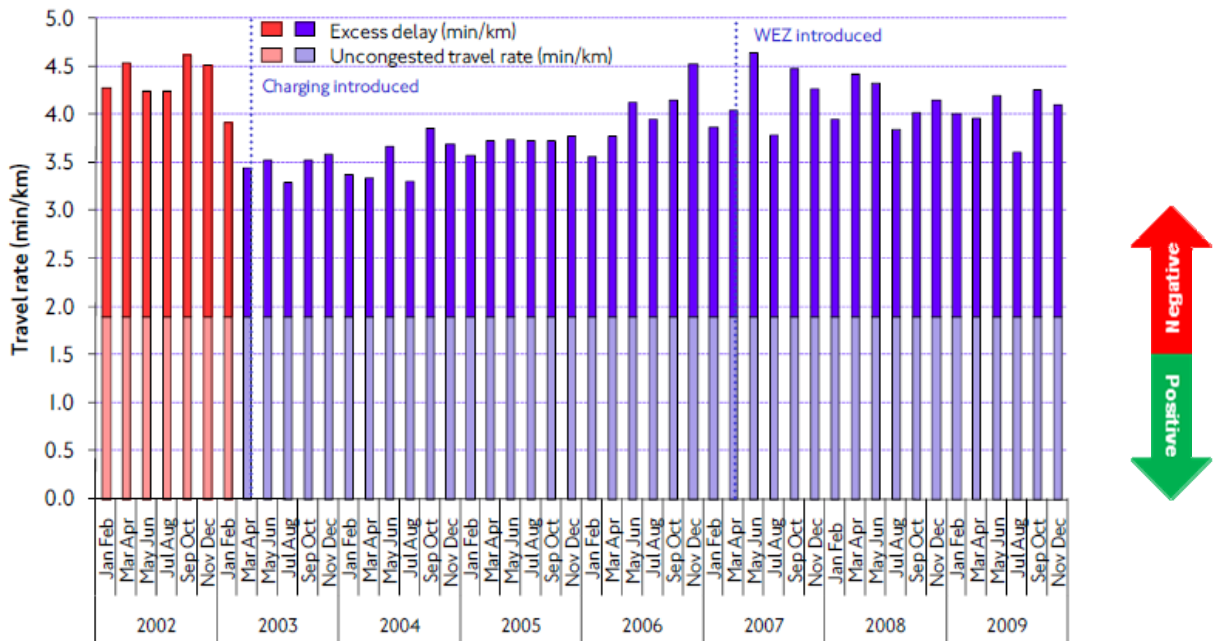


\*Source: TLRN Streets Customer Satisfaction Survey, Oct 2009

### 1.1.5 Congestion Charging

The Travel in London Report included details of congestion within the congestion charge zones up until the end of quarter 3 2009/10. The level of congestion is below the point at which the original and western extension charging zones were introduced. The impact of the western extension zone appears to have slowed the growth in congestion in the Central London charging zone. There are however many factors which affect congestion, such as road works, which mean that it is hard to attribute changes positively to the impact of congestion charging.

**Graph 3 – 2002-2009, Congestion in the original Central London charging zone during charging hours. Moving car observed surveys<sup>2</sup>**



### 1.1.6 Motorcycles – Annual Powered Two Wheel Vehicle Casualties

The latest casualty data for a full year is for 2008 and this shows that the number of killed or seriously injured motorcyclists was 738 in 2008, 20.9% below the baseline. The target is a 40% reduction by 2010.

<sup>2</sup> Page 286, Travel in London, Report 2

## 1.2 Pedestrians

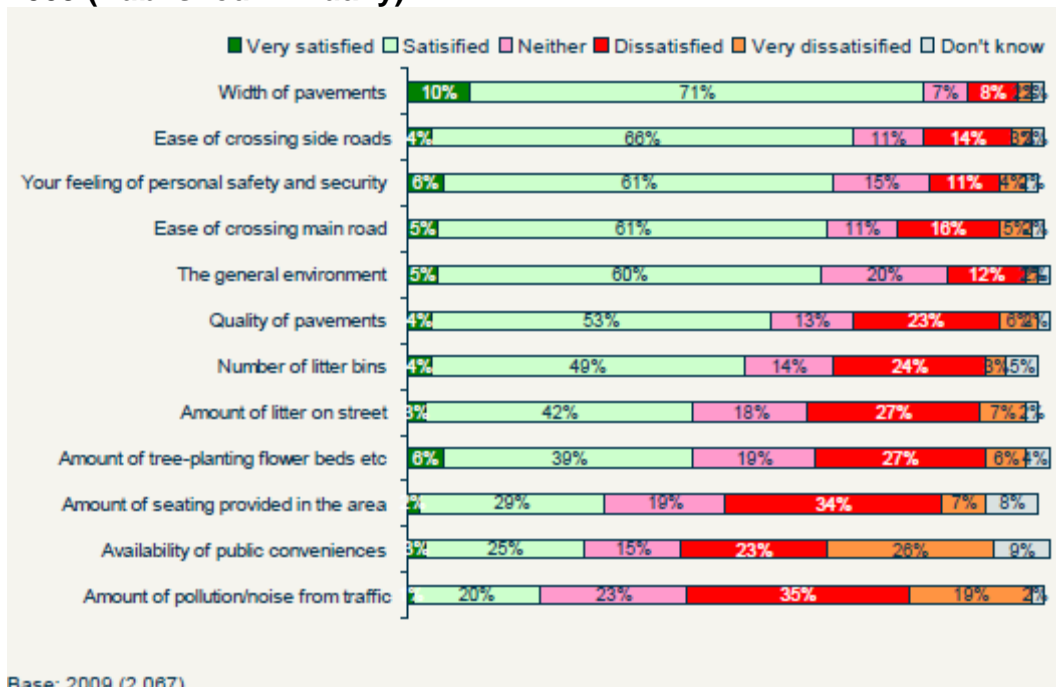
### 1.2.1 Annual Pedestrian Casualties

The latest casualty data for a full year is for 2008 and this shows that the number of killed or seriously injured pedestrians was 1,208 in 2008, 43.5% below the baseline. The target is a 50% reduction by 2010.

### 1.2.2 Pedestrian Customer Satisfaction

A recent survey of customer satisfaction of the pedestrian local environment showed a range of levels of results. There were high levels of satisfaction with the pavements, safety and security. However, there was a low level of satisfaction with air pollution and traffic noise.

**Graph 4 – Customer Satisfaction with the Pedestrian Local Environment 2009 (Published Annually)<sup>3</sup>**



## 1.3 Cycles

The cycle hire scheme has commenced construction of hire points, and installation has begun on the first cycle superhighway.

<sup>3</sup> TLRN Streets Customer Satisfaction Survey, Oct 2009

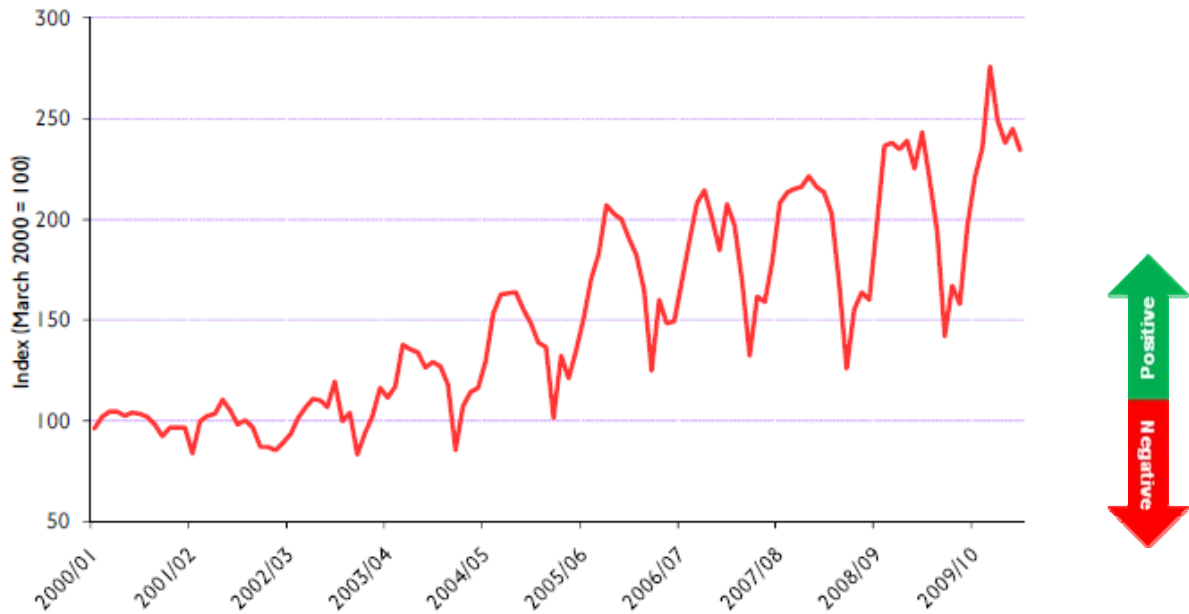
### 1.3.1 Annual Cycle Casualties

The latest casualty data for a full year is for 2008 and this shows that the number of killed or seriously injured cyclists was 445 in 2008, 21.5% below the baseline. The target is a 50% reduction by 2010.

### 1.3.2 Cycle Flows

For this quarter the flows of cyclists using the Transport for London Road Network (TLRN) was slightly below target for the third quarter of 2009 at the index value of 225.6. This figure can be compared to the historical trend in the graph below. The graph shows the level of seasonal fluctuation and the growth in cycling flows year-on-year.

**Graph 5 – Cycle flows from selected locations on the TfL Road Network 2000 -2010 (Published Annually)<sup>4</sup>**



Source: Transport for London automatic cycle counters

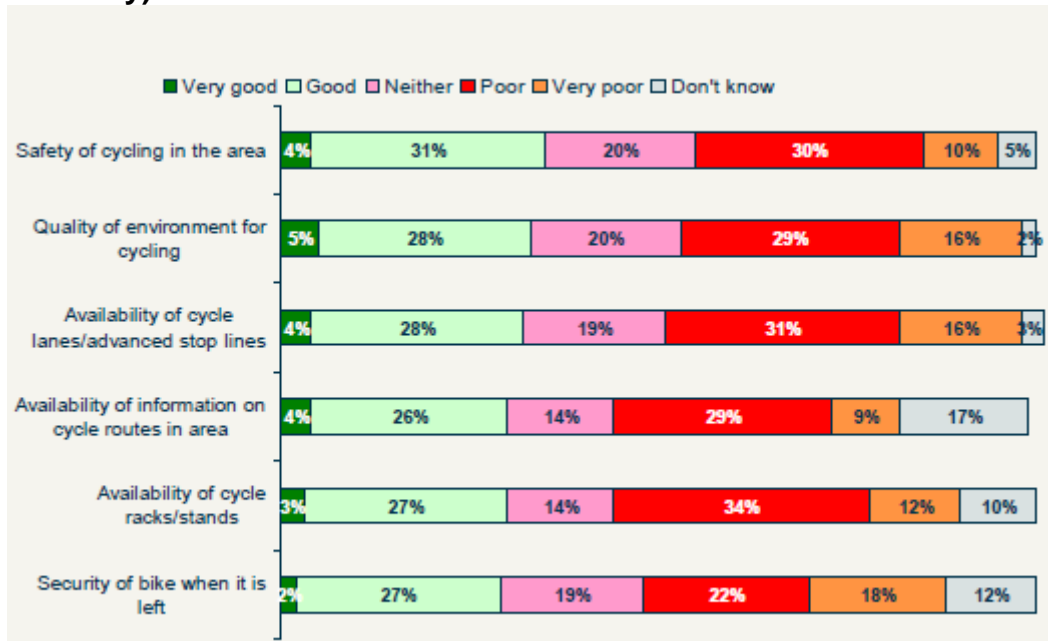
While the figure for cycle flows in the third quarter of 2009 is below target it still represents growth on the same period of 2008 as can be seen from the graph above.

<sup>4</sup> Fig 13.3 – Travel in London, Report 2

### 1.3.3 Cycling Customer Satisfaction

A survey of cyclists' satisfaction with cycling facilities showed a low level of satisfaction with most aspects of cycling facilities. Highest levels of satisfaction were recorded for safety, quality of the environment for cycling and the availability of cycle lanes.

**Graph 6 – Customer Satisfaction with Cycling Facilities 2009 (Published Annually)**



\*Source: TLRN Streets Customer Satisfaction Survey, Oct 2009

### 1.3.4 Smarter Travel Sutton programme

London TravelWatch has been monitoring the results of the Smarter Travel in Sutton (STS) programme which aims to reduce mode share of car trips by at least 5%. The three year results for the project show:

- 6% reduction in car mode share
- 75% increase in average recorded cycle trips
- Increase in walking as a modal share

## 1.4 Surface Transport TfL Business Plan Targets

London TravelWatch has summarised all of the 2009/10 TfL Business Plan targets for streets that do not relate to safety in the table below. London TravelWatch is aware that TfL is developing measures to assess smoothing the traffic initiatives. These measures will be reported in future reports once they have been implemented by TfL.

**Table 2 – 2009-10 London Streets TfL Business Plan KPIs**

KPI	Target 2009-10	Current Performance Level
Surface transport: person journey time (roads) (sec)	264	A new measure is being developed by TfL as part of 'Smoothing the Traffic'
Cycling journeys: TfL Road Network (index)	226.2	225.6
State of good - repair - % of road assets not in good repair	6.7%	6.5% <sup>5</sup>
Traffic signal availability	99.1%	98.2% <sup>6</sup>
Street Lights Operating	98%	98.7%

<sup>5</sup> Figure from 2009 – Travel in London, Report 2

<sup>6</sup> Figure from Q4 as Q3 figure not provided

## 2 London Buses

This section of the report sets out the performance of the London Bus network in the third quarter of 2009. London TravelWatch is pleased to be able to report a new metric which is unique to this report. The measure is for the high frequency bus routes the variance from the route standards for average waiting time. This measure allows comparison between bus routes because the route standard takes into account the complexity of the route and the challenge that it represents to operate. A simple bus route that varies substantially from the route standard may represent worse than a complicated bus route which is performing at the route standard. Based on this measure London TravelWatch is able to present the ten worst bus routes in London, along with an explanation of the actions which TfL is taking to address their performance with the bus operator concerned.

TfL has one of the most sophisticated methods of monitoring bus service performance in the UK. This involves regular surveys at numerous points along a route. It is rigorously undertaken as it underpins contract monitoring and performance payments and penalties to the bus operators. Board members have asked that London TravelWatch monitors a sample of bus services over time to assure itself that TfL is taking appropriate action where services do not come up to the performance standards it sets. There is clearly a lot of complexity in this and there are often no simple fixes, particularly when major road works delay buses.

The table below highlights the ten 'worst performing' services as measured by Transport for London when compared to a nominal performance standard (min standard) that recognises the relative difficulty of running some services (typically through town centres) compared to services that do not run through busy built up areas. The text explaining actions being taken to address underperforming services has been provided by TfL.

Generally London TravelWatch would expect TfL, with the bus operators and the local Highway Authority (the local council or TfL), to look ahead to respond to problems, such as roadworks, before they arise and we know this is done. We would also expect TfL to work with bus operators and the local Highway Authority where a service is consistently underperforming, perhaps by implementing bus priority measures. We are pleased to see that action is being taken by the operator of Route 30 which falls into this latter category, but we also know there are sections of Route 30 that would benefit from further bus priority such as the operation of a section of bus lane on Sundays along Upper Street – a TfL controlled road. The figures relate to Quarter 4 as these are the most recent data available.

**Table 3 - Top 10 Poor Performing Bus Routes Q4 09/10 by Variance from route standards - average excess waiting time (minutes)**

2009/10 Q4 Rank	2009/10 (Q3)	Route	Minimum Standard	Current Performance	Bus Route	% km operated	% km Lost to Traffic	Variance from Standard	Transport for London's Commentary on Issues and Actions
1	(21)	262	0.70	1.65	Stratford Bus Station to Beckton	95.94%	3.25%	-0.95	Route affected by delays in Beckton. The operator is reviewing the schedules runtime and the service control strategy.
2	(48)	152	1.10	1.88	Pollards Hill to New Malden	93.85%	5.46%	-0.78	Route affected by roadworks in Merton. These have now ceased and route performance has improved.
3	(23)	191	1.10	1.85	Brimmsdown Station to Edmonton Green	93.12%	6.11%	-0.75	A new schedule with extra resources was introduced on 3 April 2010. Performance has since improved.
4	(3)	228	1.10	1.83	Maida Hill to Park Royal	95.71%	3.78%	-0.73	Recent performance has been affected by roadworks on Harrow Road. Additional resources were added to the schedule in July 2009 to improve reliability. The operator is investigating current performance issues and is reviewing their control strategy.
5	(31)	452	1.10	1.64	Kensal Rise to Wandsworth Rd	96.19%	3.25%	-0.54	Route affected by various sets of roadworks. Delays have now eased and performance in April has improved.



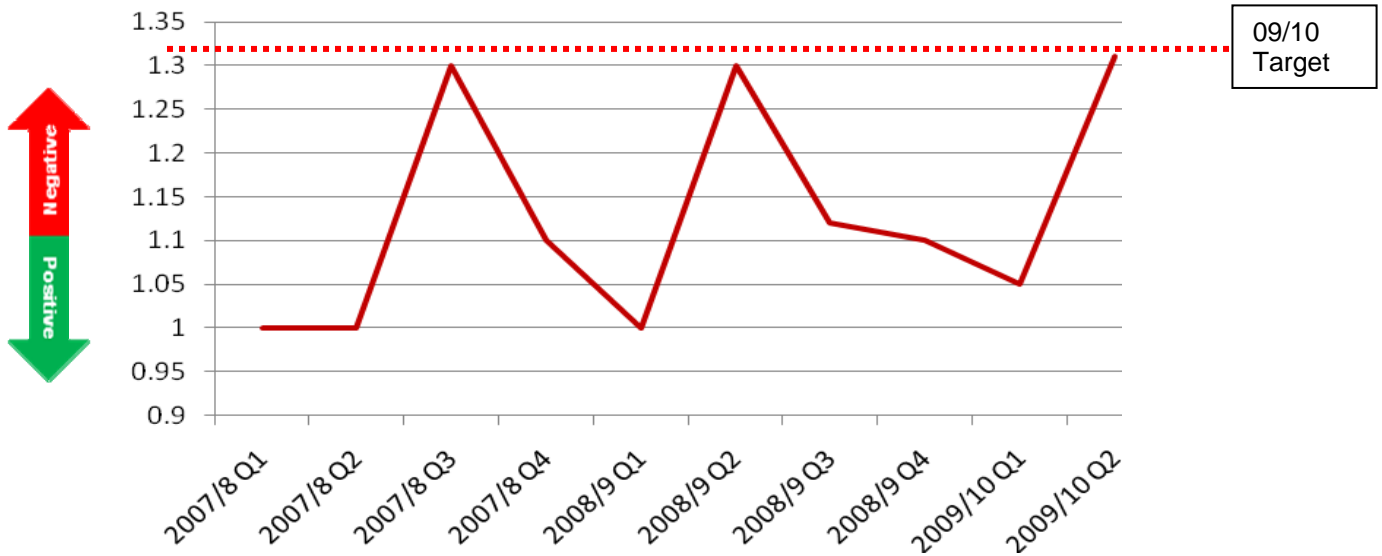
2009/10 Q4 Rank	2009/10 (Q3)	Route	Minimum Standard	Current Performance	Bus Route	% km operated	% km Lost to Traffic	Variance from Standard	Transport for London's Commentary on Issues and Actions
6	(7)	30	1.70	2.17	Marble Arch to Hackney Wick	93.14%	5.83%	-0.47	"The operator is reviewing runtimes and is developing a new schedule."
7	(61)	343	1.10	1.55	New Cross Gate to Tower Bridge Road	95.27%	3.35%	-0.45	"The route has been affected by roadworks. A reliability schedule with additional runtime and resources will be implemented in June 2010."
8	(35)	49	1.30	1.75	Clapham Jn to White City	95.92%	2.97%	-0.45	"Route affected by of roadworks. Delays have now eased and performance in April has improved."
9	(66)	282	1.24	1.67	Ealing Hospital to Mount Vernon Hospital	96.76%	2.59%	-0.42	"Delays were caused by roadworks in early 2010. A new route contract started on 6 March 2010 with additional runtime and resources. This has led to an improvement in performance since April 2010."
10	(22)	220	1.50	1.90	Harlesden to Wandsworth	93.69%	5.14%	-0.40	"The route has been suffering delays due to a number of roadworks. Performance is being monitored."

### 2.1.1 Overall Bus Network Performance

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

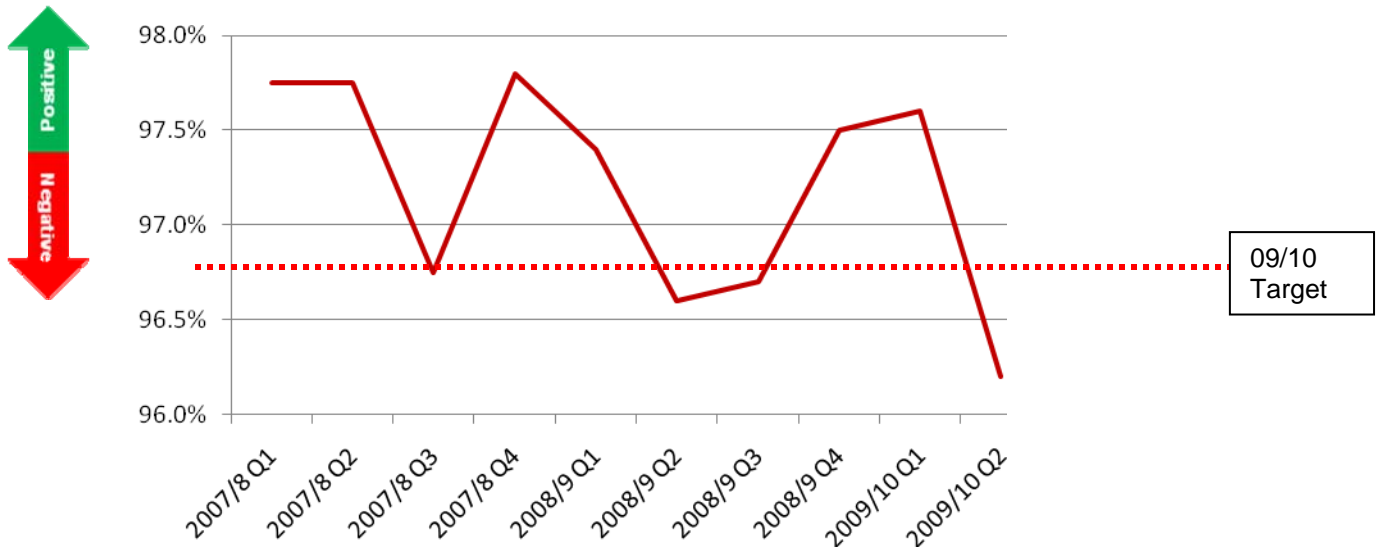
EWT is the measure that indicates the additional minutes wait time of passengers beyond the scheduled value on high frequency bus routes. The graph below shows that the EWT target of 1.33 minutes has been met. However, the EWT value has increased over quarter two.

**Graph 7 – 2007-2009, Excess Wait Time on High Frequency Bus Routes**



The graph below represents the historical trend of the percentage of scheduled bus kilometres operated. This measure of performance has fallen below the (96.8%) target having been improving for the previous three quarters.

**Graph 8 – 2007-2009, Percentage of Scheduled Bus Kilometres Operated**



### 2.1.2 Bus Lanes

There are currently 292 kilometres of bus lane on roads in London. This is made up of; 164km are on Borough roads, 121km on TfL Road Network and 7km on the Motorways. London TravelWatch is reporting on this information as a guide to progress that it is hoped TfL is making in the area of bus prioritisation. The change in bus lane kilometres will be reported and analysed in future issues of this document. The numbers of bus priority schemes per year is shown for Borough and TfL road in the table below. The number of schemes needs to be considered alongside the length and impact of the schemes.

**Table 4 - Number of bus priority schemes per annum**

Year	Boroughs	TfL	Totals
2005	3	16	19
2006	4	15	19
2007	9	14	23
2008	10	12	22
2009	8	1	9
2010 to date	4	2	6
<b>TOTAL</b>	<b>38</b>	<b>60</b>	<b>98</b>

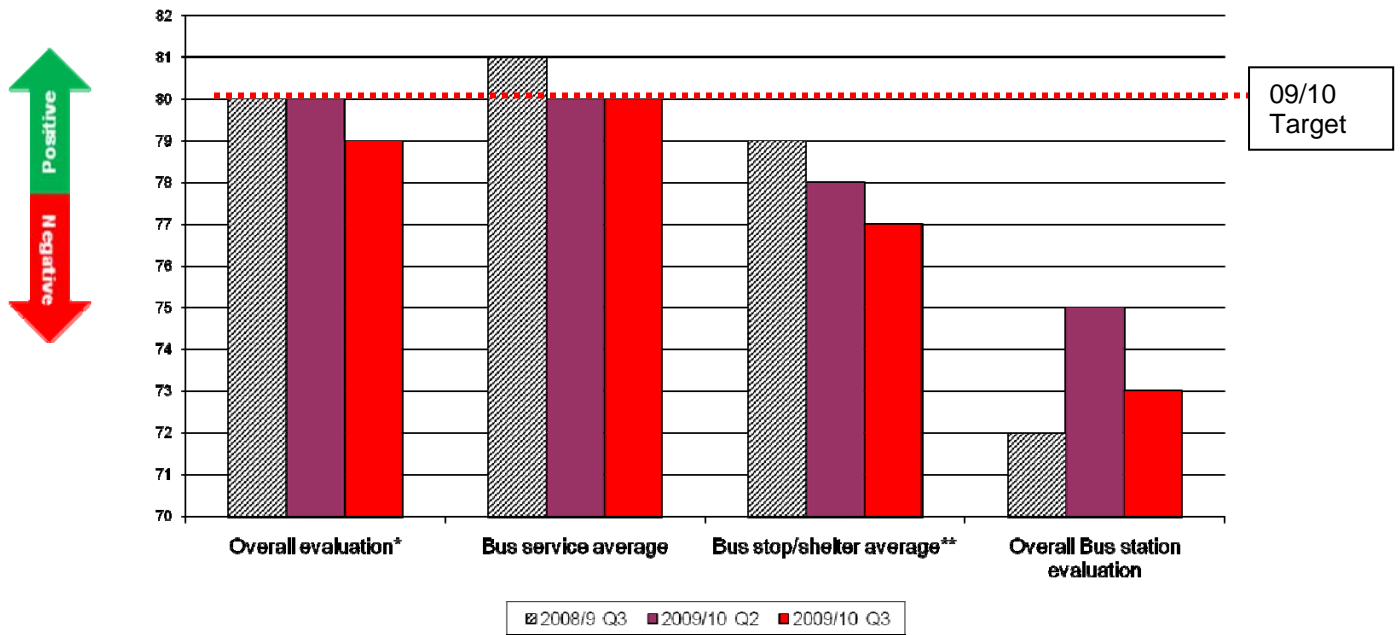
### 2.1.3 Bus Stop Accessibility

Based on TfL's audit of bus stops overall 50.03% of bus stops across the network meet the accessibility criteria. On the TfL Road Network the figure is higher at 61.38% compliance. London TravelWatch will continue to monitor the progress of bus stop accessibility in London in future issues of this report. There are variations in the performance of different Boroughs and London TravelWatch will be investigation the factors behind these differences.

### 2.1.4 Customer Service

Customer service figures for both quarters of this financial year along with the comparison from one year ago are shown in the graph below.

**Graph 9 – Q2 & 3 2009/10 and Q3 2008/9, Bus Customer Satisfaction Scores**



Since the second quarter of 2008 the customer satisfaction scores for buses in London have reduced except for the bus station score. In the third quarter of 2009/10 performance has been at or below that of the second quarter of this year.

The summary of the bus KPIs shows that targets were met for customer satisfaction with information and the excess wait time on high frequency routes. The targets were missed for overall customer satisfaction and percentage of scheduled services operated.

**Table 5 – 2009-10 London Buses TfL Business Plan KPIs**

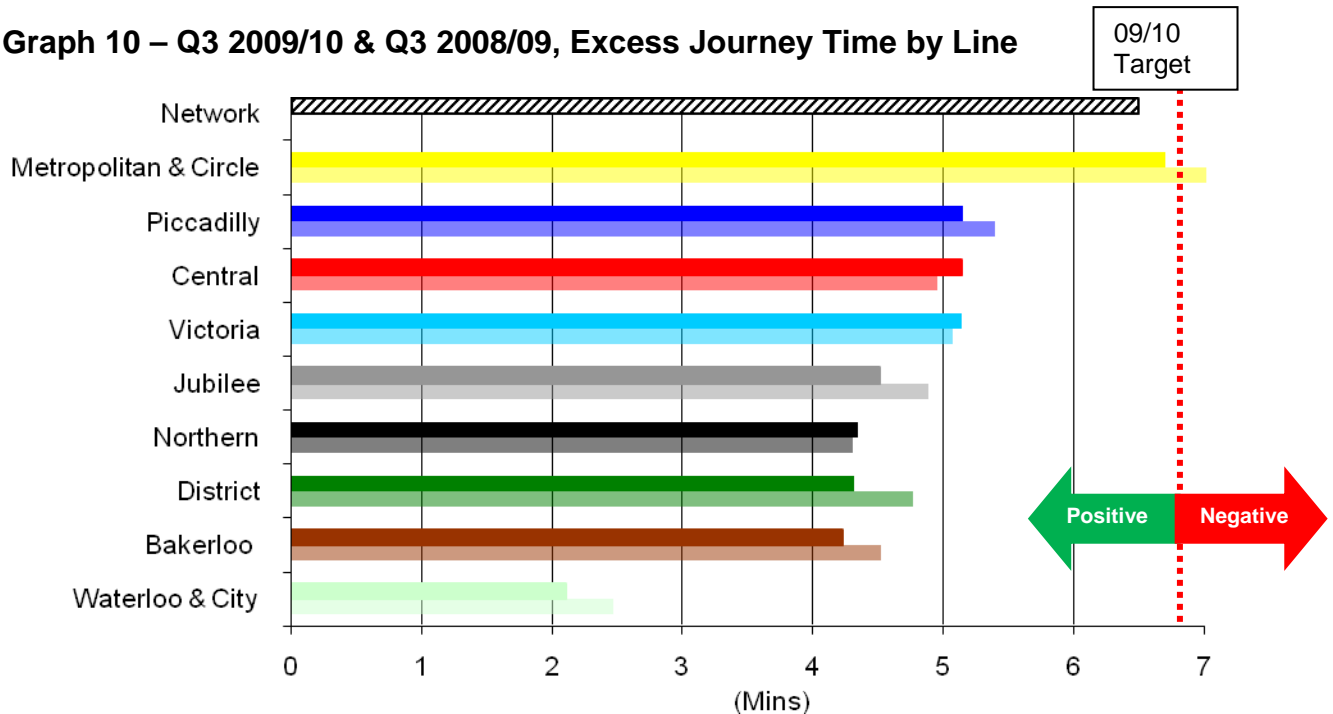
KPI	Target 2009-10	Current Performance Level (Q3 Average)
Customer Satisfaction – Overall	80%	79%
Customer Satisfaction – Information	76%	77%
Excess wait time – high frequency routes	1.33 minutes	1.31 minutes
% of Scheduled services operated	96.8%	96.2%

### 3 London Underground

In this section, the performance of London Underground for the third quarter of the financial year 2009 to 2010 is presented. The key indicators that have been focused on are those for which targets are set in the TfL Business Plan and those which reflect the experience of passengers of London Underground.

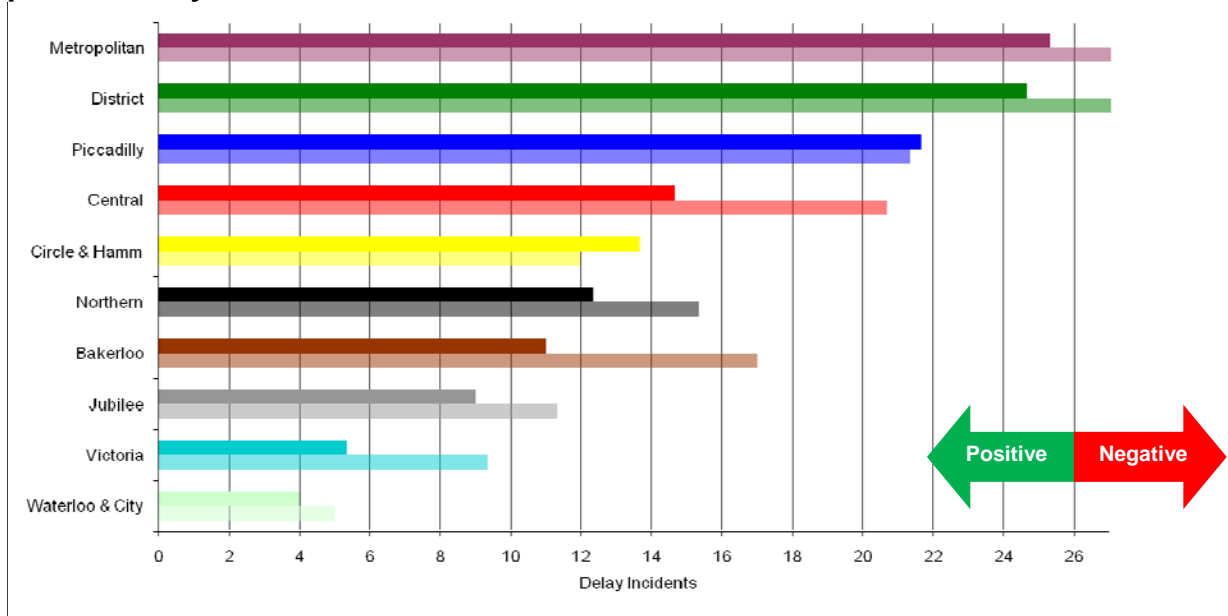
Excess Journey Time (EJT) measures the number of additional minutes added to a total journey as a result of disruption to the Underground network. The graph below presents the EJT for each line on the Underground network as well as for the network as a whole. All London Underground lines exceeded the target set in the TfL 2009/10 Business Plan. This is an improvement in the EJT since the equivalent period in 2008/9.

**Graph 10 – Q3 2009/10 & Q3 2008/09, Excess Journey Time by Line**



The graph below illustrates the average number of delays for each of the London Underground lines. This shows that the Metropolitan line suffered the greatest number of delay incidents at 25 and the Waterloo & City line performed best with only an average of 4.

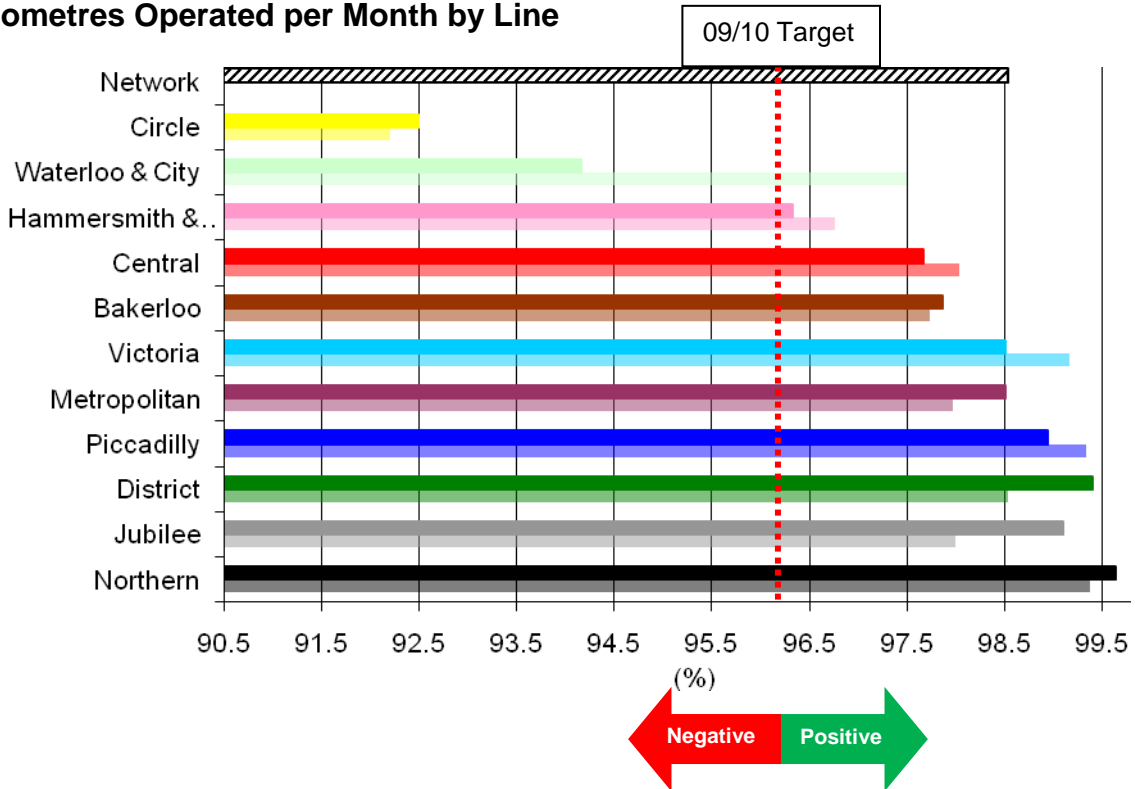
**Graph 11 – Q3 2009/10 & Q3 2008/09, Average Number of Delay Incidents per Month by Line**



The graph to some extent reflect complexity of operations, however, the Northern line, which is a complex line to operate, performed well in terms of delay incidents.

The graph below shows the percentage of scheduled train kilometres that were operated for each line and the network average. The TfL Business Plan target is that 96.3% of train service should be operated and this was exceeded in the second quarter with 97.1% of services operated.

**Graph 12 – Q3 2009/10 & Q3 2008/09, Average % of Scheduled Train Kilometres Operated per Month by Line**

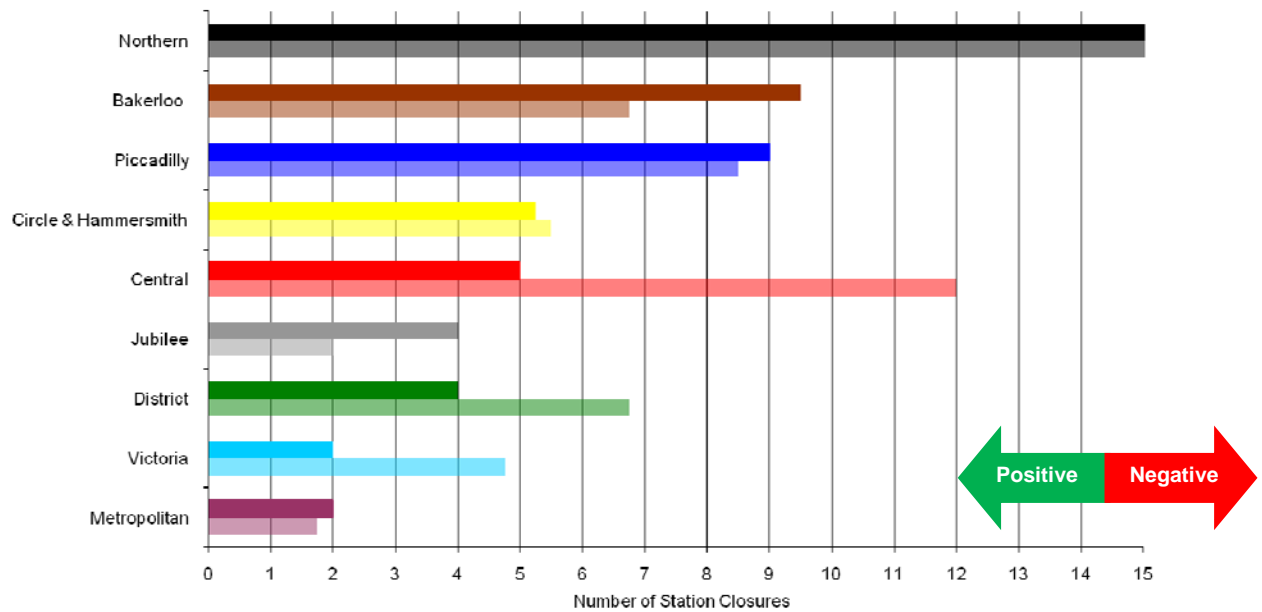


Of the individual lines, the Circle line performed worst and the Northern line had greatest availability. The level of train services operated on the Northern line is a success for London Underground as this is far in excess of its historical level. The Circle line timetable has been revised in part to address its performance, from 13 December 2009. The impact of this change although implemented at the end of this quarter will not be evident until the 4<sup>th</sup> quarter.



There were a number of reductions in the numbers of unplanned station closures on the same period in 2008/9. The Central line the unplanned station closures more than halved over the same period last year.

**Graph 13 – Q3 2009/10 & Q3 2008/09, Average Number of Unplanned Station Closures per Month by Line**



For each of the five key performance indicators in the TfL business plan London Underground met or exceeded their targets.

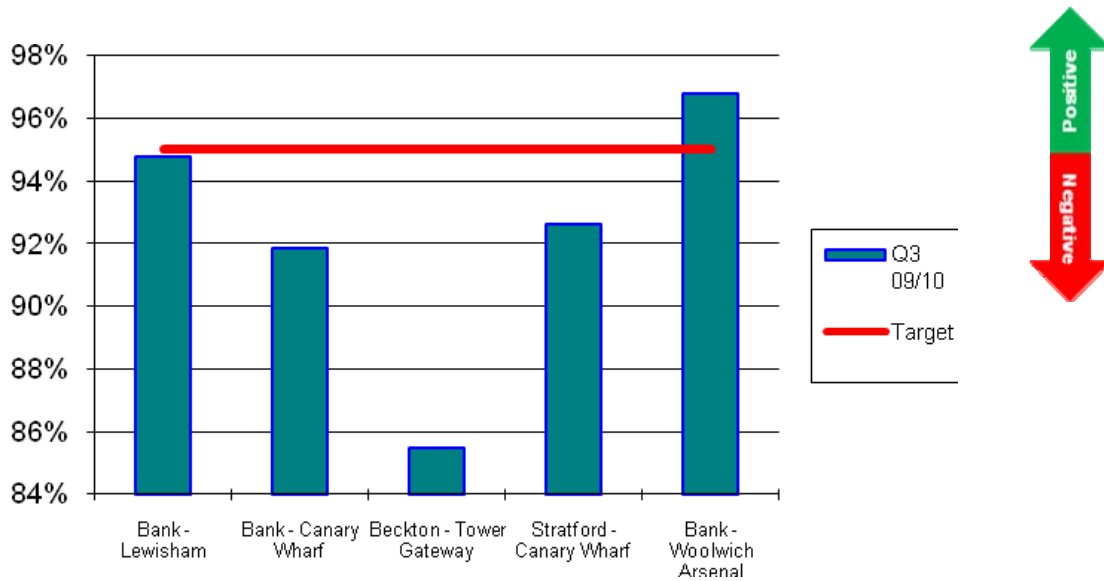
**Table 6 – 2009-10 London Underground TfL Business Plan KPIs**

KPI	Target 2009-10	Current Performance Level (Q3 Average)
Customer Satisfaction – Overall Score	79 points	79 points
Customer Satisfaction – Safety & Security Score	83 points	84 points
Customer Satisfaction – Information Score	81 points	82 points
Excess Journey Time	6.8 minutes	6.8 minutes
% of Scheduled Services Operated	96.3%	97.1%

## 4 Docklands Light Railway

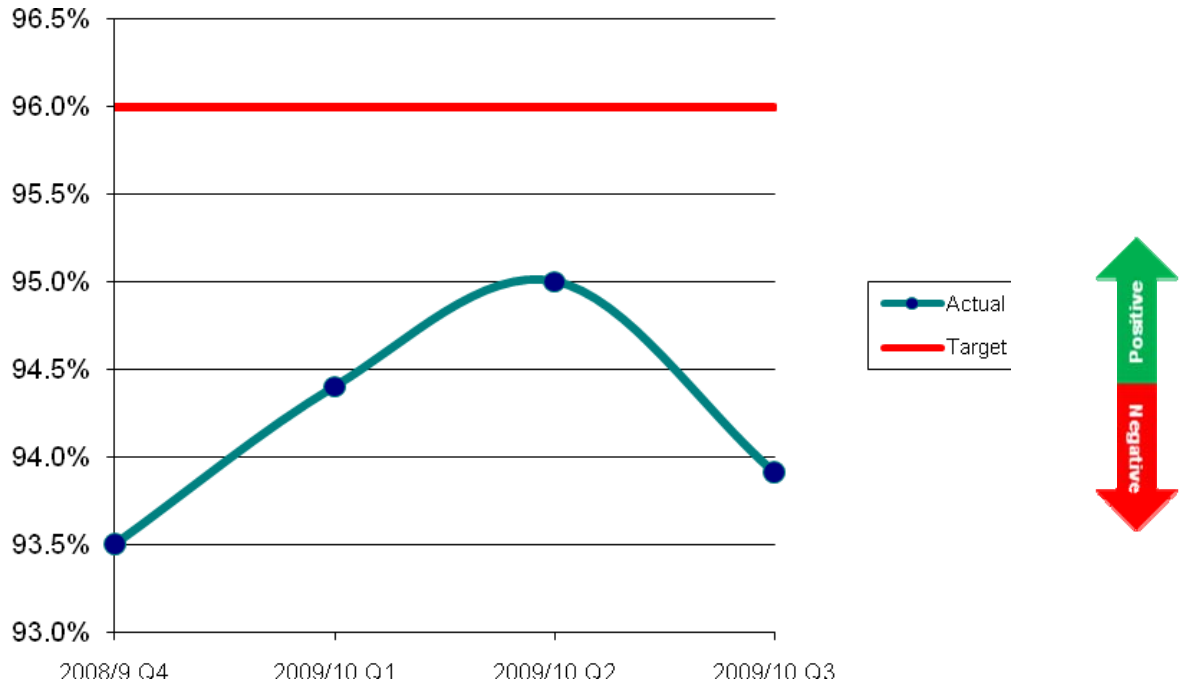
DLR performance has in quarter 3 2009/10 has fallen since the second quarter of 2009/10. Except for the section between Bank and Woolwich Arsenal performance was below the target level.

**Graph 14 – Q3 2009/10, Journey Time (split by route)**



Service Reliability has fallen since the second quarter 2009/10 and is two percentage points below the target level of 96%.

**Graph 15 – Q3 2009/10, Service Reliability (Percentage of Intervals of not more than 3 mins over those published)**



Customer satisfaction reduced from the previous quarter and targets were not achieved for the staff and cleanliness categories.

**Graph 16 – Q3 2009/10, Customer Satisfaction Scores**



**Table 7 – 2009-10 DLR TfL Business Plan KPIs**

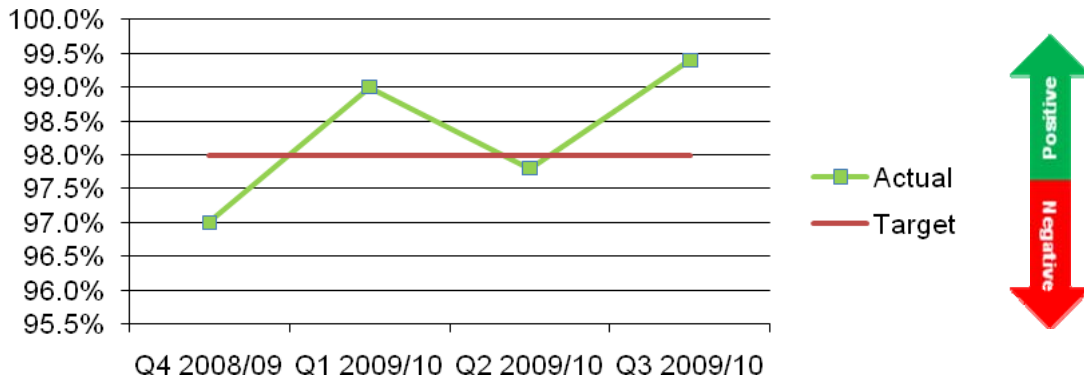
KPI	Target 2009-10	Current Performance Level (Q3 Average)
Satisfaction – Overall	90%	91.3%
Satisfaction – Safety & Security	90%	94.92%
Satisfaction – Information	90%	90.7%
Service Reliability	95%	93.91%
% of Scheduled Services Operated	98.5%	95.6%

## 5 London Tramlink

London Tramlink percentage of services operated and customer satisfaction figures both improved in this quarter. The previous quarter’s engineering work had affected both performance measures.

The graph below shows the trend of percentage of scheduled service kilometres operated for the past four quarters.

**Graph 17 – Q3 2009/10 to Q3 2008/09, percentage of scheduled service km operated**



London Tramlink met its customer service satisfaction target and the KPI for percentage of services operated.

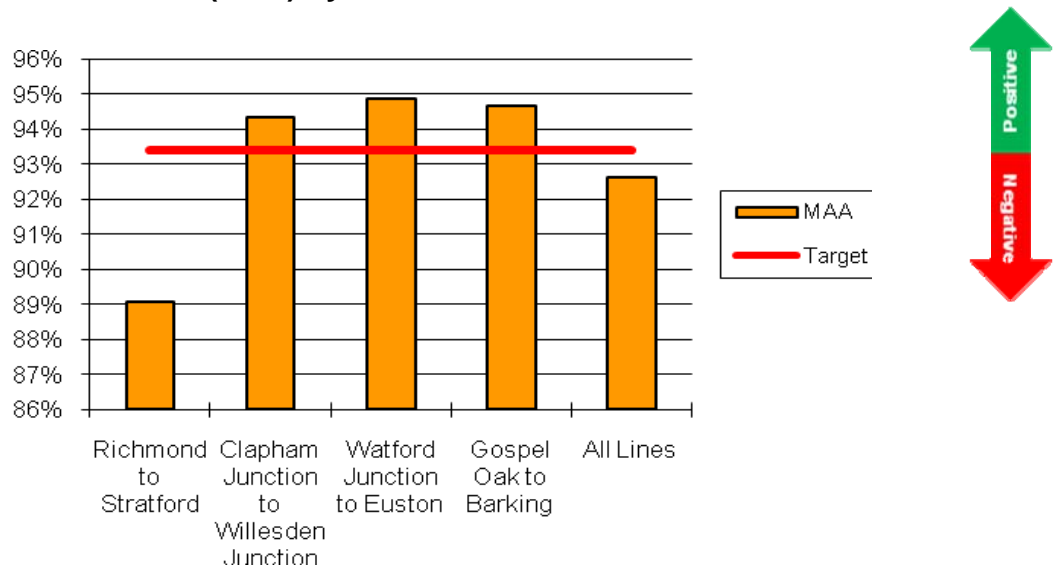
**Table 8 – Q3 2009/10 London Tramlink TfL Business Plan KPIs**

KPI	Target 2009-10	Current Performance Level (Q3 Average)
Customer Satisfaction – Overall	86%	86%
% of scheduled service kms operated	98%	99.4%

## 6 London Overground

London Overground’s public performance measure (PPM) moving annual average (MAA) was below the 93.4% target overall. For each route only the Richmond to Stratford route failed to meet its target. However, this section accounts for a substantial volume of services operated.

**Graph 18 – Q3 2009/10 Moving Annual Average (MAA) of the Public Performance Measure (PPM) by Line**



North London Rail Infrastructure Project – the major investment in the North and West London Lines as well as the Gospel Oak to Barking line - will deliver significant improvements in services. The planned 14 week blockade between Gospel Oak and Stratford starting on 25 December 2009 was postponed to at least 20 February 2010.

**Table 9 – Q3 2009/10 London Overground TfL Business Plan KPIs**

KPI	Target 2009-10	Current Performance Level (Q3 Average)
Customer Satisfaction – Overall (National Passenger Survey biannual data)	73%	73%
Passenger Performance Measure	93.4%	92.62%

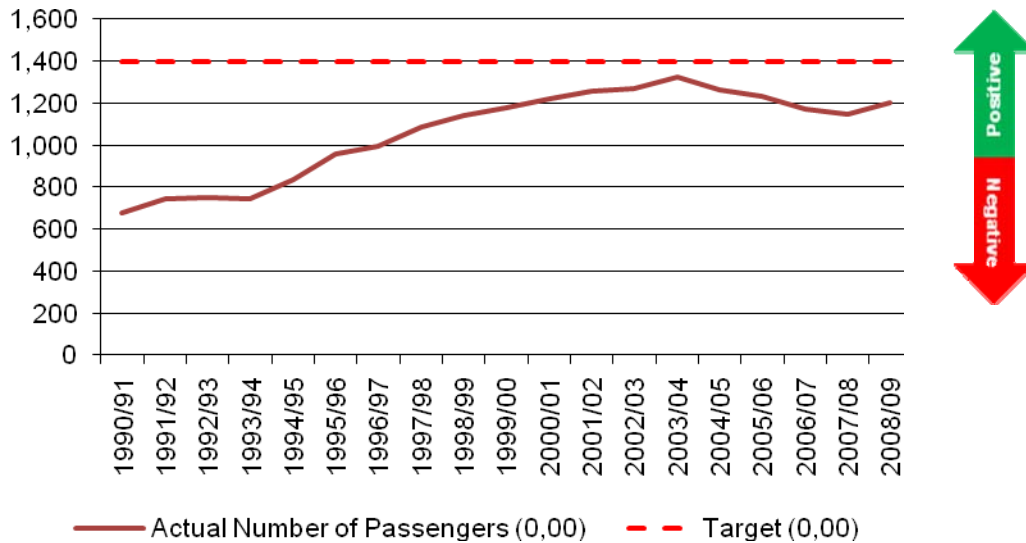
## 7 Dial-a-ride

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

Dial-a-ride has not been achieving its customer service overall targets. Of concern to London TravelWatch, the number of services that were scheduled has risen from 90% last quarter to 91% in quarter three of 2009/10. The number of phone calls answered on the first attempt has risen this quarter to 62% from 50% last quarter.

The numbers of passengers carried by Dial-a-ride is below target at 310,357 journeys completed. The quarterly target number of passenger journeys is 352,000. Dial-a-ride’s role to provide transport for people who are disabled who cannot use trains, buses or tubes means that in not meeting this target, they are not succeeding in providing access to transport for those who it has been created to serve. The graph below illustrates that both in 2009/10 and historically the target number of passengers has not been achieved.

**Graph 19 – Annual passenger numbers using Dial-a-Ride 1990 - 2008/09**



**Table 10 – Q3 2009/10 Dial-a-ride TfL Business Plan KPIs**

KPI	Target 2009-10	Current Performance Level (Q3 Average)
Overall Customer Satisfaction	93%	91%
Annual Passenger Journey Numbers	352,000	310,357

## 8 London River Services

TfL is currently revising the performance information for London River Services. Once this information has been supplied to London TravelWatch it will be included in future performance reports. London TravelWatch understands that specific performance measures are being developed for the:

- Thames Clipper Services
- Woolwich Ferry

From the 15 December, a two-ferry service was restored on the Woolwich Ferry following a return to service of a ferry after overhaul.

Overall passenger numbers on the Thames have increased from 1,574 million in 2000 to 2,764 million in the financial year 2008/9<sup>7</sup>.

TfL's business plan does have a target for the percentage of river services to be operated shown in the table below, which shows that the target for services operated, was slightly below target. This was a small fall from the previous quarter of 2009/10.

**Table 11 – Q3 2009/10 London River Services TfL Business Plan KPIs**

KPI	Target 2009-10	Current Performance Level (Q3 Average)
% of scheduled service kms operated	98.5%	98.0%

<sup>7</sup> Page 63, Travel in London, Report 2



## Appendix A – Glossary

Term	Definition
AWT	Average Waiting Time
DLR	Docklands Light Railway
EJT	Excess Journey Time
EWT	Excess Waiting Time
KPI	Key Performance Indicator
MAA	Moving Annual Average
Q	Quarter
PPM	Public Performance Measure
SWT	Scheduled Waiting Time
TfL	Transport for London

## Appendix B – References

- All Transport Modes
  - [http://www.tfl.gov.uk/assets/downloads/corporate/Travel\\_in\\_London\\_Report\\_2.pdf](http://www.tfl.gov.uk/assets/downloads/corporate/Travel_in_London_Report_2.pdf)
  - <http://www.tfl.gov.uk/assets/downloads/corporate/Item07-Operational-Financial-Performance.pdf>
- London Streets Performance
  - <http://www.tfl.gov.uk/assets/downloads/corporate/Item04-STP-MD-Report-3-March-2010.pdf>
  - <http://www.tfl.gov.uk/assets/downloads/businessandpartners/Traffic-Note-3-Cordon-and-Screenlines-2008.pdf>
  - [http://www.tfl.gov.uk/assets/downloads/businessandpartners/Street s\(TLRN\)-CSS-2009-Final-Report.pdf](http://www.tfl.gov.uk/assets/downloads/businessandpartners/Street s(TLRN)-CSS-2009-Final-Report.pdf)
  - <http://www.tfl.gov.uk/assets/downloads/businessandpartners/RNPR-traffic-note-9-cycling.pdf>
- London Bus Performance
  - <http://www.tfl.gov.uk/assets/downloads/latest-quarter.pdf>
- London Underground
  - <http://www.tfl.gov.uk/assets/downloads/corporate/Item04-LU-MD-report-12-05-2010.pdf>
- Docklands Light Railway
  - <http://www.tfl.gov.uk/assets/downloads/corporate/Item08-LR-MD-Report-RUP-12-05-2010.pdf>
- London Tramlink
  - <http://www.tfl.gov.uk/assets/downloads/corporate/Item08-LR-MD-Report-RUP-12-05-2010.pdf>
- London Overground
  - <http://www.tfl.gov.uk/assets/downloads/corporate/Item08-LR-MD-Report-RUP-12-05-2010.pdf>
- Dial-a-ride
  - <http://www.tfl.gov.uk/corporate/modesoftransport/1526.aspx>