TfL 2009-10 Quarter 4 Performance Report

July 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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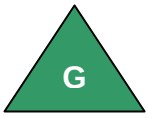
Contents

Executive Summary

This report summarises the performance of all of the Transport for London (TfL) modes of transport for the fourth quarter of the 2009 to 2010 financial year (January to March 2010). 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 it believes 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 fourth quarter of 2009/10 see the TfL's Operating and Financial Report (http://www.tfl.gov.uk/assets/downloads/corporate/Item04-FPC-09-June-2010-Operation-Financial-Performance-Report.pdf).

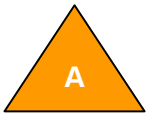
London TravelWatch would like to acknowledge TfL's help and assistance in producing this report in supplying performance data and operational commentaries to accompany the performance statistics. Where information or commentaries have been provided which are in addition to the usual published material the input of TfL is acknowledged in the report.



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. The only target that was missed substantially for quarter four 2009/10 was that of cycle usage on the TfL Road Network (TLRN). However, the poor weather in this quarter probably accounts for this volume of usage. The full year numbers of cycles on the TLRN were only 1.5% below target so the impact of the last quarter has to be seen in the context of considerable growth in the remainder of the year.

2. London Buses

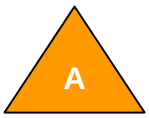


London Buses has achieved all of its performance targets with the exception of the percentage of scheduled services operated, which has been missed by a small amount. The impact of severe weather in this period accounts in part for the missing of this target.

3. London Underground

There was a mixed picture on the London Underground network in quarter 4. On the one hand, the excess waiting time fell to 6.0 minutes from the previous quarter. However, the figures for customer satisfaction were slightly below target.

From 27 June TfL has taken over the Tube Lines, the infrastructure company delivering the Jubilee, Northern and Piccadilly lines PPP contract. As TfL now controls all aspects of the infrastructure upgrade London TravelWatch will report upon the progress of the PPP from the perspective of passengers.



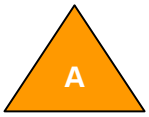
4. Docklands Light Railway

Performance on the DLR improved in all areas except for a small fall in customer satisfaction with staff. The measures of train performance all improved with only one route between Tower Gateway and Beckton being below the journey time target. Service reliability improved and reached the target of 96% intervals of not more than three minutes over those published.

5. London Tramlink

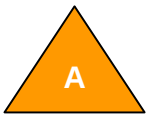
Tramlink met both the targets for customer satisfaction and the percentage of services operated. However, there was a small fall in the percentage of services operated.

6. London Overground



London Overground's (LOROL) performance improved on the previous quarter with only the Stratford to Gospel Oak section being below the performance target. The National Passenger Survey also saw an improvement of customer satisfaction to 82% which is 9% percentage points above the target of 73%.

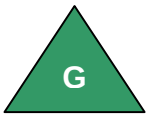
7. Dial-a-ride



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 improved to 92% only 1% point below target. However the time taken to answer phone calls fell to 49%. Passenger numbers were below the quarterly target. 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. More passengers were carried in this quarter than the target and the percentage of services operated met the business plan target.

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

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

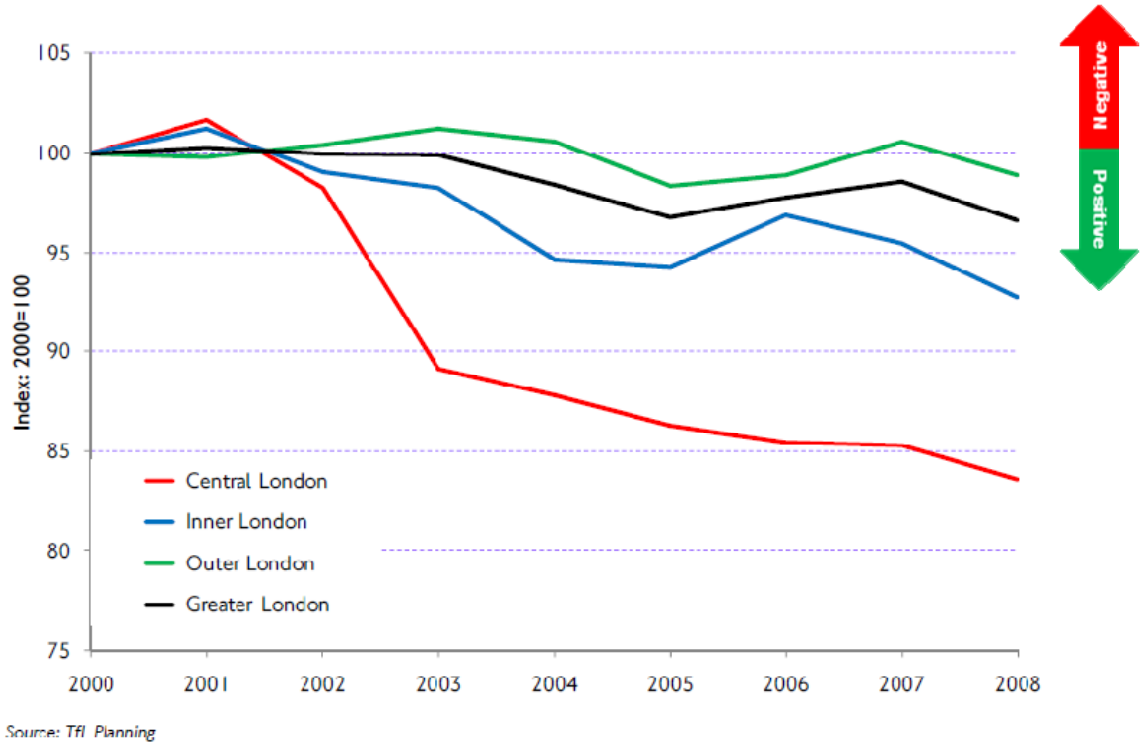
There have been reductions in traffic year-on-year in all areas of London. Whilst in the previous quarter there had been a small rise in traffic flows in outer London this trend has now reversed and all areas of London have seen a reduction in traffic flows.

Table 1 – 2009-10 Q4 London Traffic Flows, % Change

	Values 2009/10 Q4 % change compared to 2008/9 Q4
The average 24 hour weekday traffic flows entering central London	-1.6%
The average 24 hour weekday traffic flows entering inner London	-0.4%
The average 24 hour weekday traffic flows entering outer London	-1.9%

These trends in the fourth 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)[1]



Source: TfL Planning

1.1.1 Road Safety

The most recent published data for safety on London's roads is from 2009 for the full year. 2009 was the first year in which fatalities had fallen to below 200 in London since recent records began in the 1970s.

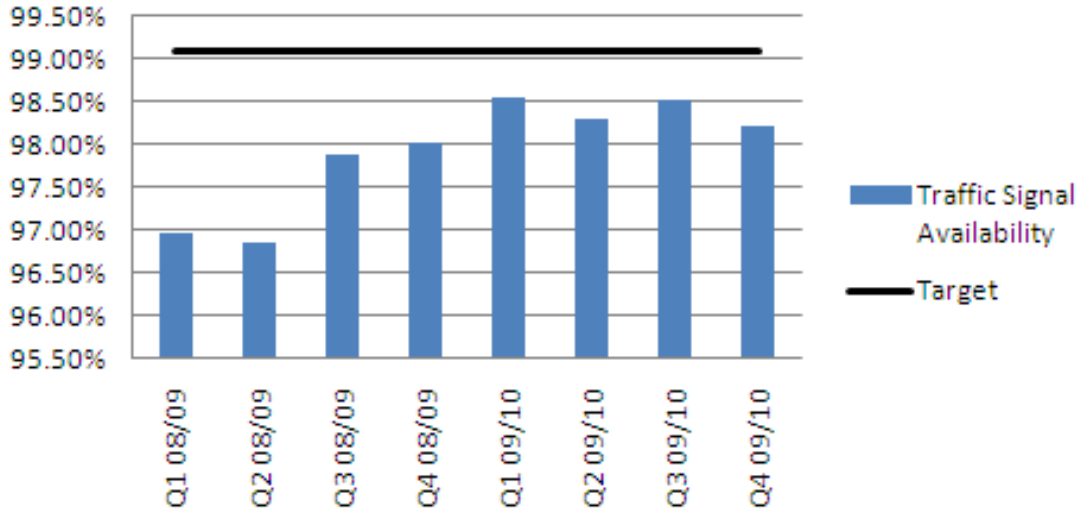
1.1.2 Signals functioning

The percentage of traffic signals functioning in quarter four was 98.2%, marginally below target. These figures represent the percentage of time that the equipment in each system is operating correctly, 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] Fig 2.6 – Travel in London, Report 2

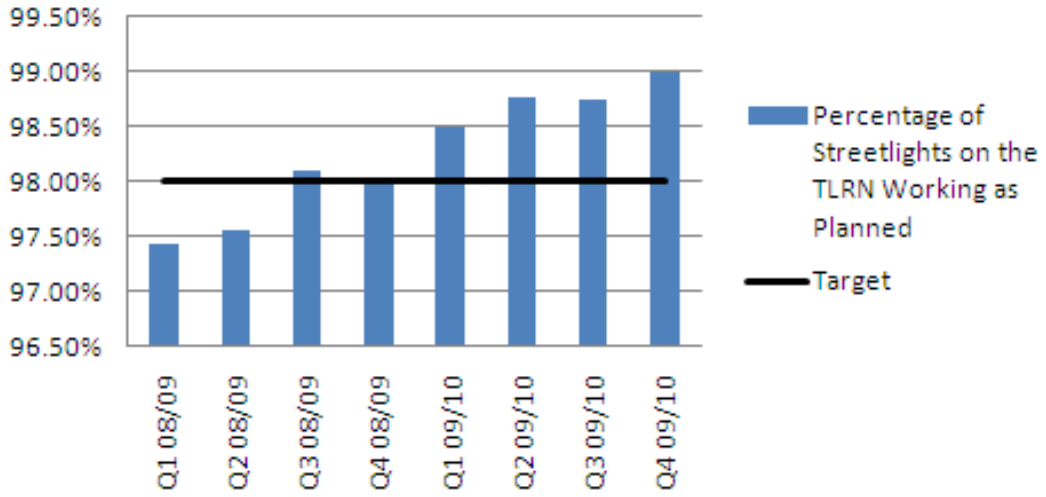
Graph 2 - London-wide Traffic Signal Availability by Financial Quarter[2]



1.1.3 Street Lights

In quarter 4 2009 99.0% of street lights were working as planned. This was in excess of the 98% target. The number of days taken to repair faults was 8.4, which was a slight rise from the previous quarter.

Graph 3 - Percentage of Streetlights on the TLRN Working as Planned by Financial Quarter[3]



[2] Source of data and commentary
[3] Source of data and commentary

1.1.4 State of Good Repair of Carriageways and Footways

The State of Good Repair (SOGR) metrics for the TLRN carriageways and footways are reported annually at the end of the financial year. SOGR represents the percentage of the asset in need of structural maintenance/major repairs; it is based on asset condition data analysed using the national Rules and Parameters from the UK Pavement Management System (UKPMS).

Table 2 - TLRN Footway and Carriageway State of Good Repair[4]

Year	% of the TLRN carriageway where structural maintenance should be considered (Condition Score of 70+)	% of the TLRN footway in need of major repairs. (Condition Score of 50+)
2005/06	6.7	5.9
2006/07	5.7	6.8
2007/08	6.4	5.6
2008/09	6.5	5.1
2009/10	8.0	6.0

Condition of the TLRN Carriageway – the percentage of the TLRN where structural maintenance should be considered was 6.5% in 2008/09 and 8.0% in 2009/10.

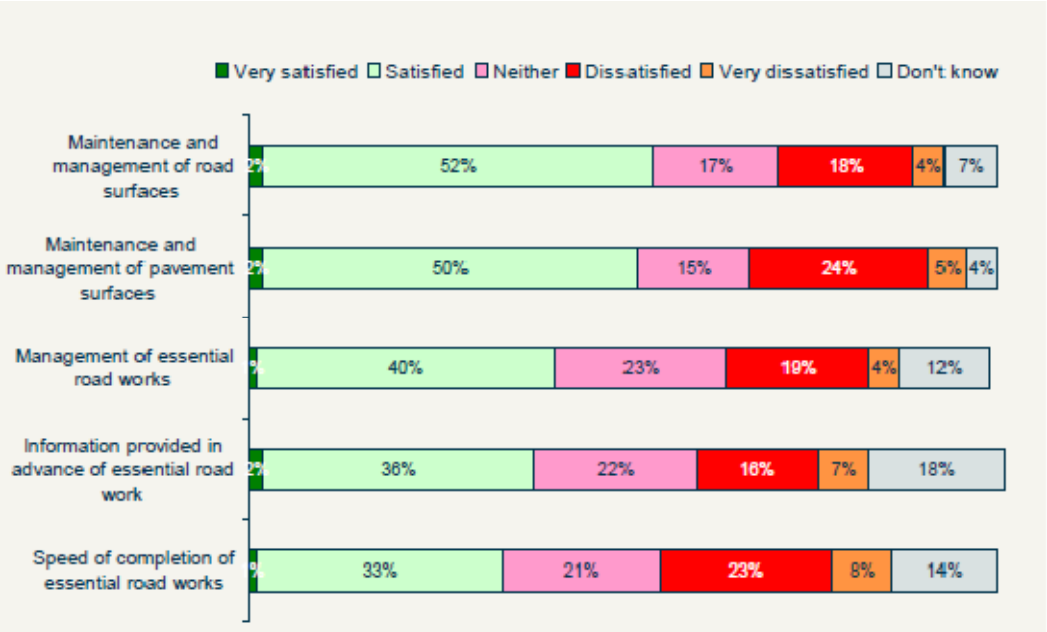
Condition of TLRN Footway – the percentage of the TLRN footway network in need of major repairs was 5.1% in 2008/09 and 6.0% in 2009/10. The increase in maintenance requirement is partly explained by the severe weather conditions experienced in the winter of 2008/09.

1.1.5 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.

[4] Source of data and commentary: TfL Surface Transport

Graph 4 – Rating of Customer Satisfaction with Road and Pavement Maintenance 2009 (Published Annually)

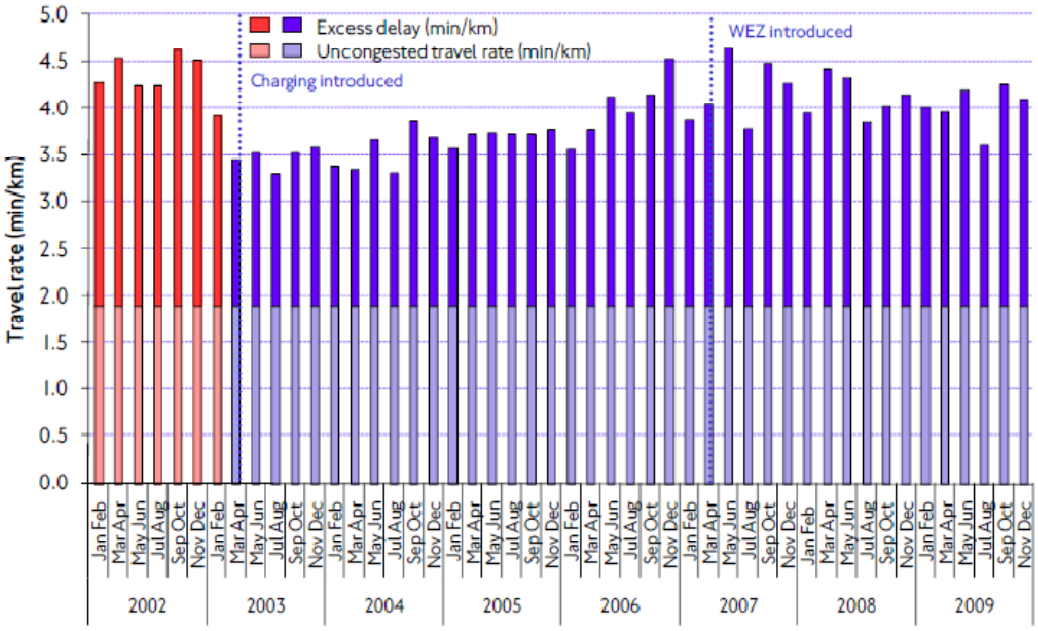


*Source: TLRN Streets Customer Satisfaction Survey, Oct 2009

1.1.6 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 5 – 2002-2009, Congestion in the original Central London charging zone during charging hours. Moving car observed surveys[5]



1.1.7 Motorcycles – Annual Powered Two Wheel Vehicle Casualties

Powered two-wheeler riders killed or seriously injured were 24% below the 1994-1998 average, following a 4% decrease in the 12 months ending December 2009.

1.2 Pedestrians

1.2.1 Annual Pedestrian Casualties

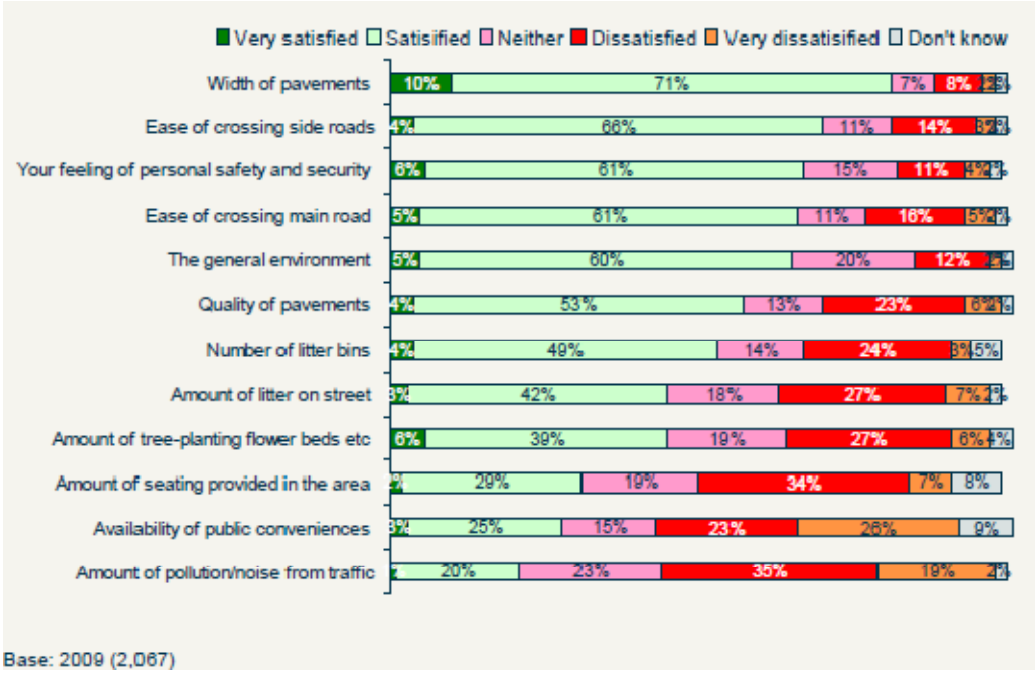
Pedestrians killed or seriously injured were 51% below the 1994-1998 average, after a 13% decrease in the 12 months ending December 2009.

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.

[5] Page 286, Travel in London, Report 2

Graph 6 – Customer Satisfaction with the Pedestrian Local Environment 2009 (Published Annually)[6]



Base: 2009 (2,067)

1.3 Cycles

1.3.1 Annual Cycle Casualties

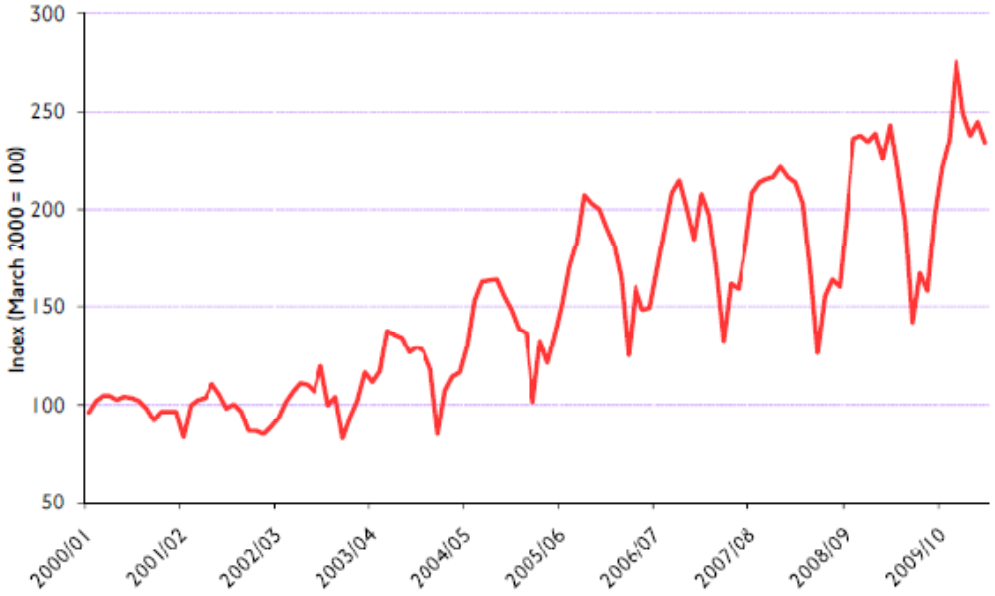
The latest casualty data for a full year is for 2009. The number of cyclists killed and seriously injured fell by 3% in 2009, but cyclist casualties slightly injured rose by 17%.

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 fourth quarter of 2009 at the index value of 171.2. This figure was substantially below target but is likely to be a consequence of the cold and snow that was experienced in this quarter. Overall there has been significant growth in the full year figures which are only marginally below target. The figure for quarter four 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.

[6] TLRN Streets Customer Satisfaction Survey, Oct 2009

Graph 7 – Cycle flows from selected locations on the TfL Road Network 2000 -2010 (Published Annually)[7]



Source: *Transport for London automatic cycle counters*

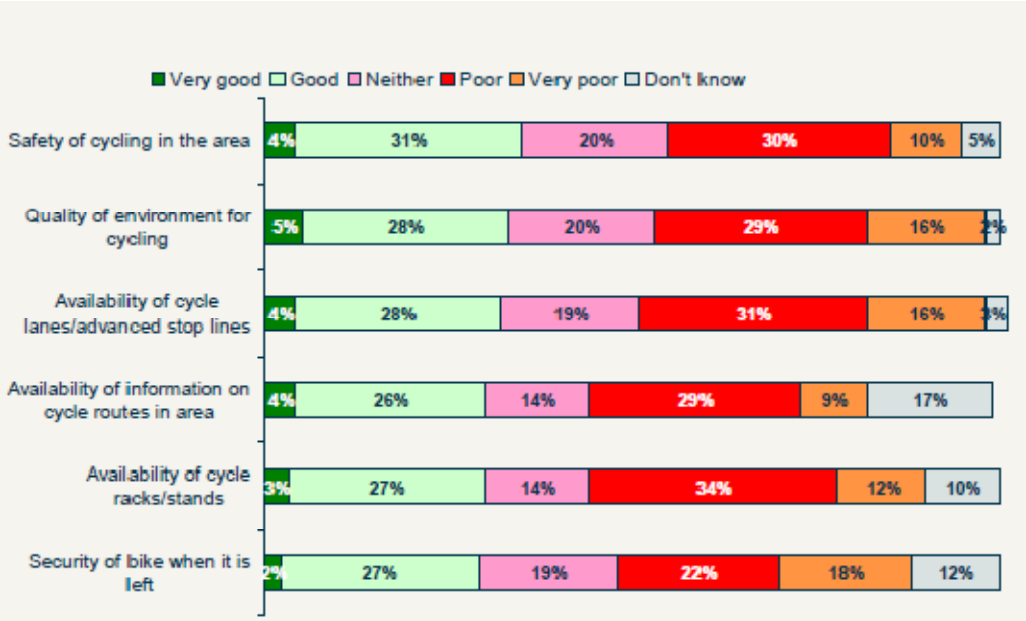
While the figure for cycle flows in the full year of 217.5 is marginally below the 219 target it still represents growth on the same period of 2008/9 as can be seen from the graph above.

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.

[7] Fig 13.3 – Travel in London, Report 2

Graph 8 – Customer Satisfaction with Cycling Facilities 2009 (Published Annually)



*Source: TLRN Streets Customer Satisfaction Survey, Oct 2009

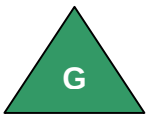
1.3.4 Cycle Hire and Cycle Superhighways

The construction of Cycle Hire docking stations has now started across London. The scheme and the Cycle Superhighways will be sponsored by Barclays. The Cycle Hire scheme will be launched on 30 July 2010.

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 3 – 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)	190.4	171.2
State of good - repair - % of road assets not in good repair	6.7%	8%
Traffic signal availability	99.1%	98.2%
Street Lights Operating	98%	99.0%
London TravelWatch's overall performance assessment of TfL Streets: 		

2 London Buses

This section of the report sets out the performance of the London Bus network in the fourth quarter of 2009. 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 performance monitoring and contract payments and deductions to the bus operators.

The Table 4 highlights the bottom ten performing services as measured by TfL 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 figures relate to Quarter 4 as these are the most recent data available.

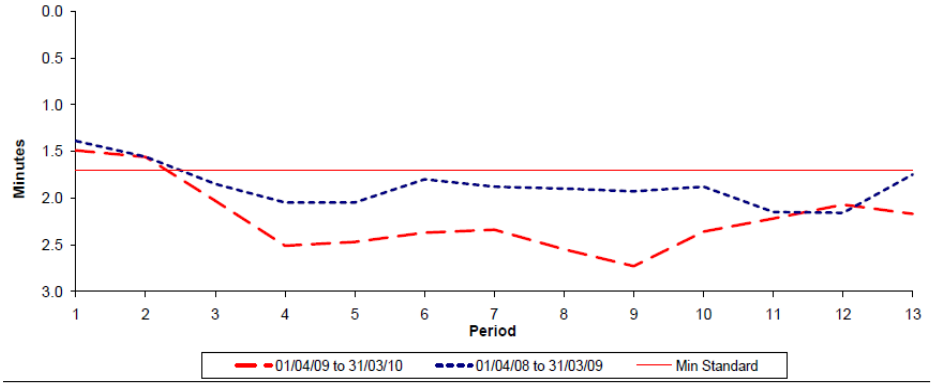
The text explaining actions being taken to address underperforming services has been provided by TfL. The primary purpose for reporting this is to enable passengers to understand what actions are being taken to address poor performance, particularly where a service remains poor for a long time. It is bus routes like these that cause the greatest concern about performance and it is these that London TravelWatch has followed up with 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.

In Table 4 London TravelWatch has highlighted in red two bus routes, the 228 and 30, which have both been in the bottom ten for more two consecutive quarters. For the other routes in the table many are there because of the effects of roadworks and as such will only temporarily be poor performing. However, we are concerned about route 30 and will be raising this with TfL, the local highway authorities and the operator as the route has performed poorly for a long time.

The graphs below show the detailed trends for routes 30 and 228 over the last two years. “Performance on route 30 has improved somewhat in the last three months, due to improved service control. TfL is now considering whether a new schedule, with additional resources, is necessary and if so it would be introduced in late summer. TfL will in any event continue monitoring performance.” (Source: TfL Surface Transport)

Graph 9 – Route 30 Reliability Performance Excess Waiting Time (mins)



There have been road works affecting this route, but we believe more could be done to introduce bus priority along its route. London TravelWatch knows that performance of route 30 on a Sunday is worsened because the bus lane on Upper Street is not operational on Sundays. Performance is also affected by severe, ongoing traffic congestion at the eastern end of its route.

Bus route 228 has also performed poorly for over a year now, although it is new route that has only run for a little over a year and there are signs of improvement. “TfL and the bus operator are discussing a scheme which would provide additional runtime in the schedule for route 228. This would involve some additional resource. TfL intends that a scheme would be introduced in the autumn.” (Source: TfL Surface Transport)

Graph 10 – Route 228 Reliability Performance Excess Waiting Time (mins)

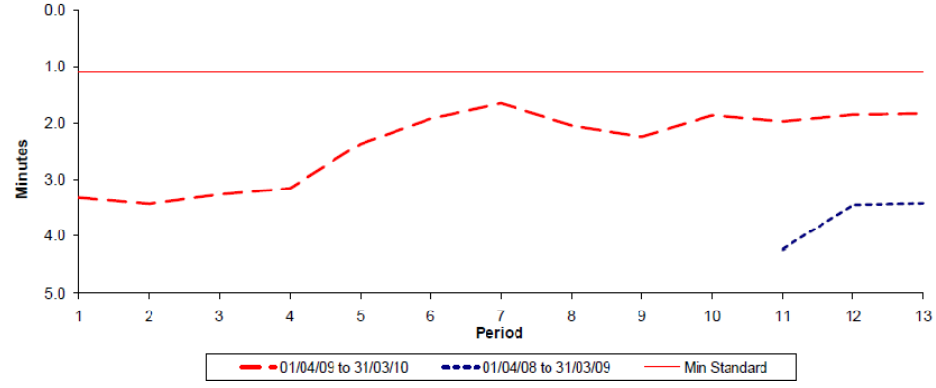


Table 4 – Bottom Ten Poor Performing Bus Routes Q4 09/10 by Variance from route standards - average excess waiting time (minutes)[8]

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	Brimsdown 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.

[8] Source of data and commentary: TfL Surface Transport

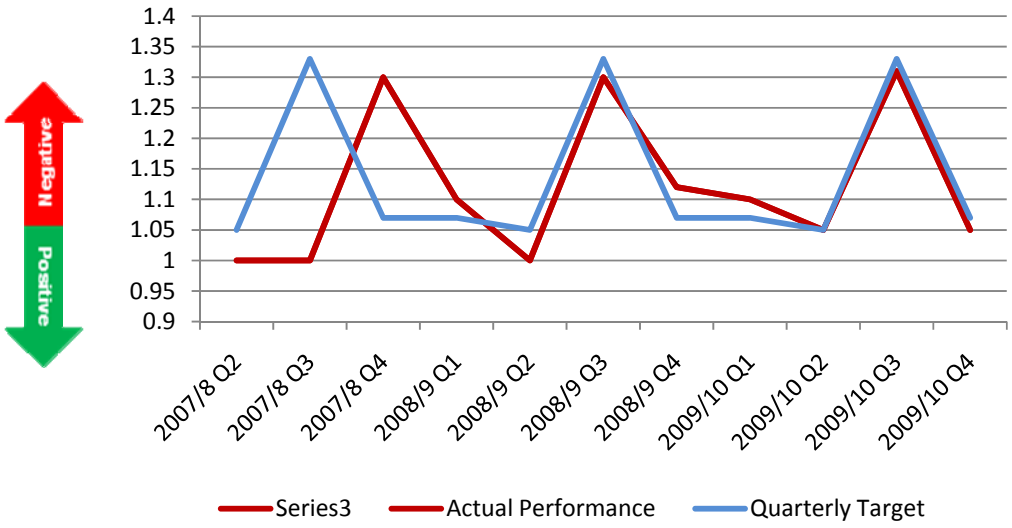
2009/10 Q4 Rank	2009/10 (Q3)	Route	Minimum Standard	Current Performance	Bus Route	% km operated	% km Lost to Traffic	Variance from Standard	Transport for London's Commentary on Issues and Actions
5	(31)	**452**	**1.10**	1.64	Kensal Rise to Wandsworth Rd	96.19%	3.25%	**-0.54**	Route affected by various sets of roadworks. Delays have now eased and performance in April has improved.
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.

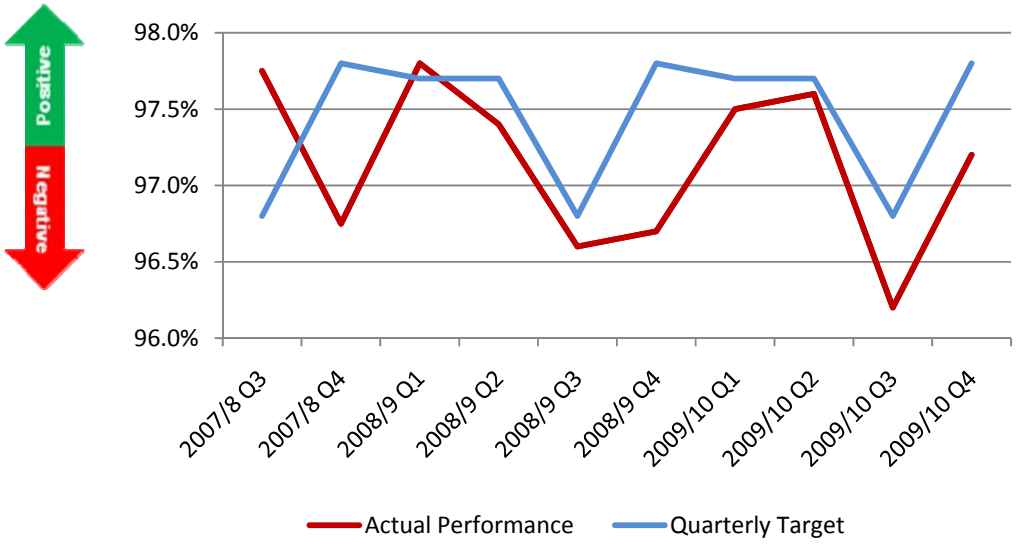
EWT is the measure that indicates the additional minutes wait time of passengers beyond the scheduled value on high frequency bus routes. The graph below shows that the EWT target for the quarter of 1.07 minutes has been met.

Graph 11 – 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 increased over the last quarter but is below the quarter 4 2009/10 target of 97.8%.

Graph 12 – 2007-2009, Percentage of Scheduled Bus Kilometres Operated



2.1.2 Bus Lanes

Bus priority measures consist of bus lanes, some with a contra flow, facilities for buses only (e.g. prohibited turns for other traffic), signal schemes and other traffic management and engineering measures along busy bus routes. London TravelWatch supports these measures as they aim to improve or maintain bus service reliability, minimise delays and protect buses from traffic congestion, as well as incorporating safety benefits and improvements for other road users including pedestrians and cyclists. TfL's third Generation Bus Priority (3GBP) Programme. 3GBP aims achieve these benefits and its planned that the route 220 will have improved bus priority in over two phases between now and March 2011.

There are currently 292 kilometres of bus lane on roads in London. This is made up of 164km on borough roads, 121km on the TfL Road Network and 7km on 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 5 - 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
TOTAL	38	60	98

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. Table 6 shows the percentage of bus stops that in a recent TfL audit were complaint with accessibility requirements on TfL Road Network and Borough roads.

London TravelWatch has ranked each borough according to the percentage of bus stops that comply with accessibility requirements, and the London Borough of Kingston has the highest compliance with 85.06%. The borough with the lowest percentage of bus stops compliance with accessibility criteria on its road network is Barnet with only 31.36% complying. London TravelWatch has written to all London boroughs to raise this issue with each highways department to promote greater levels of accessibility of bus stops on London's roads.

In order that the service is to be accessible to wheelchair users and the less mobile, buses must be able to pull into the kerb, particularly if the bus driver is to deploy the ramp. We are therefore writing to prompt you to ensure that your borough is doing all it can on its roads to make all bus stops accessible.

To facilitate this and allow enforcement against vehicles parking at the bus stop, the highway authority needs to:

- Install a yellow line adjacent to the kerb and paint a bus stop clearway on the carriageway as per the regulation drawings;
- Install a time plate on the bus stop flag adjacent to the clearway signifying that the bus stop is in operation during bus operating hours or, preferably 24/7;
- Ensure there are no impediments (street furniture etc.) in the way of the bus doors.
- Ensure the kerb height is appropriate – this may mean highway works to raise the kerb.

London TravelWatch believes that in order for a highway authority to comply with its duties under the Disability Discrimination Act, it should implement bus stop clearways, as described above, at all of its bus stops, for at least the hours that buses serve the stop to enable wheelchair users to have the same access to bus services as the able bodied.

The cost of implementation at many stops can be minimal. No traffic order is required, although London TravelWatch would consider informal consultation as best practice.

Table 6 - Percentage Compliance of Bus Stops with Accessibility Criteria for TfL and Borough Roads (P13 2009/10)[9]

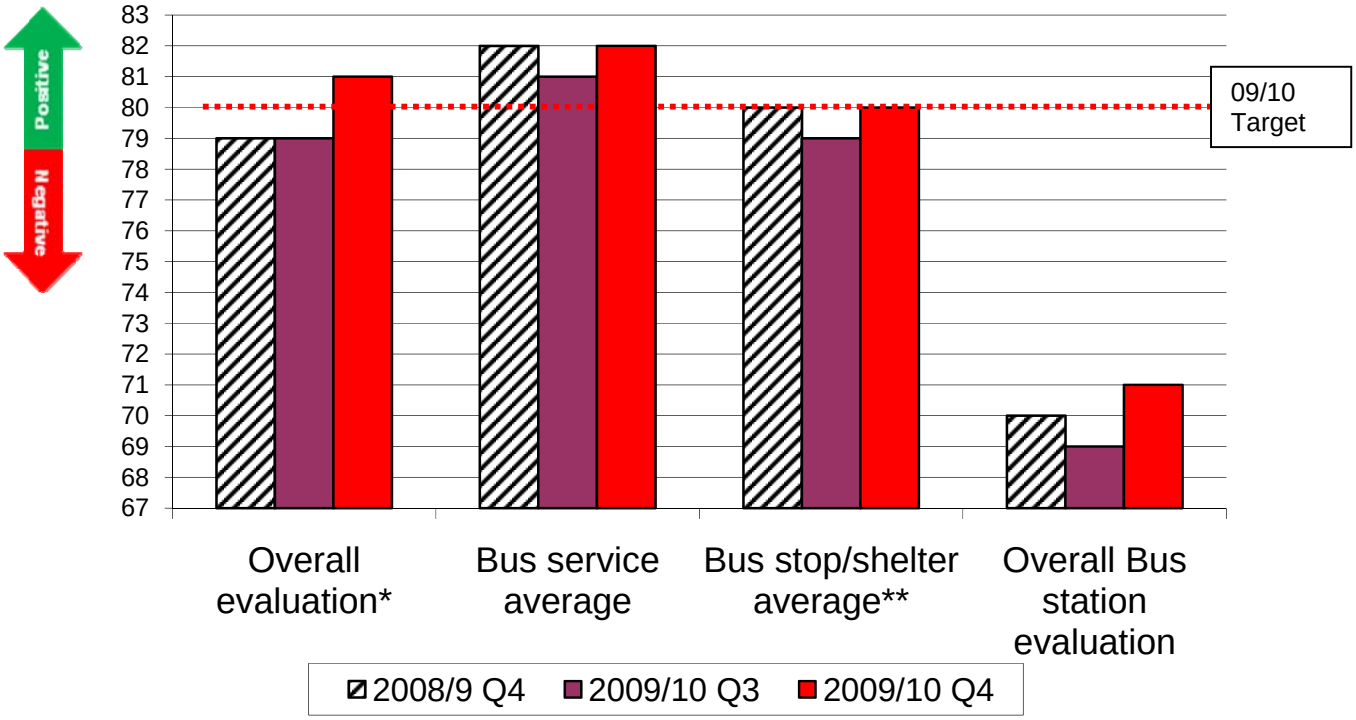
Rank	Borough	TLRN Bus Stop % Compliant	Borough Roads Bus Stop % Compliant
	All London	**61.38%**	**48.43%**
1	Kingston	66.67%	85.06%
2	Sutton	69.77%	78.88%
3	City of London	70.00%	73.00%
4	Southwark	56.97%	72.06%
5	Wandsworth	72.07%	69.35%
6	Tower Hamlets	54.90%	63.91%
7	Harrow	n/a	63.32%
8	Islington	60.24%	63.30%
9	Hackney	54.63%	63.14%
10	Barking & Dagenham	47.83%	57.59%
11	Merton	63.64%	55.70%
12	Lewisham	76.43%	54.42%
13	H&F	66.67%	53.26%
14	Haringey	59.38%	53.03%
15	Waltham Forest	66.67%	51.92%
16	Bexley	n/a	51.38%
17	Ealing	62.71%	50.16%
18	Lambeth	56.48%	48.60%
19	Newham	78.57%	48.23%
20	Hillingdon	56.52%	47.56%
21	Camden	54.55%	46.93%
22	Greenwich	78.33%	44.29%
23	Brent	80.65%	41.41%
24	K&C	54.05%	40.89%
25	Westminster	40.86%	39.49%
26	Enfield	76.36%	38.72%
27	Bromley	54.41%	38.58%
28	Hounslow	57.30%	37.15%
29	Redbridge	73.91%	35.37%
30	Croydon	42.48%	34.98%
31	Richmond	40.63%	33.11%
32	Havering	84.21%	31.72%
33	Barnet	56.16%	31.36%

[9] Source: TfL Surface Transport

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.

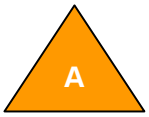
Graph 13 – Q3 & 4 2009/10 and Q4 2008/9, Bus Customer Satisfaction Scores



Since the fourth quarter of 2008 the customer satisfaction scores for buses in London have increased overall and for bus stations. For bus services and stops the year-on-year scores have been static. Scores have increased in all areas over quarter 3 2009/10.

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 7 – 2009-10 London Buses TfL Business Plan KPIs

KPI	Target 2009-10	Current Performance Level
Customer Satisfaction – Overall	80%	81%
Customer Satisfaction – Information	76%	78%
Excess wait time – high frequency routes	1.09 minutes	1.05 minutes
% of Scheduled services operated	97.8%	97.2%
London TravelWatch's overall performance assessment of London Buses: 		

3 London Underground

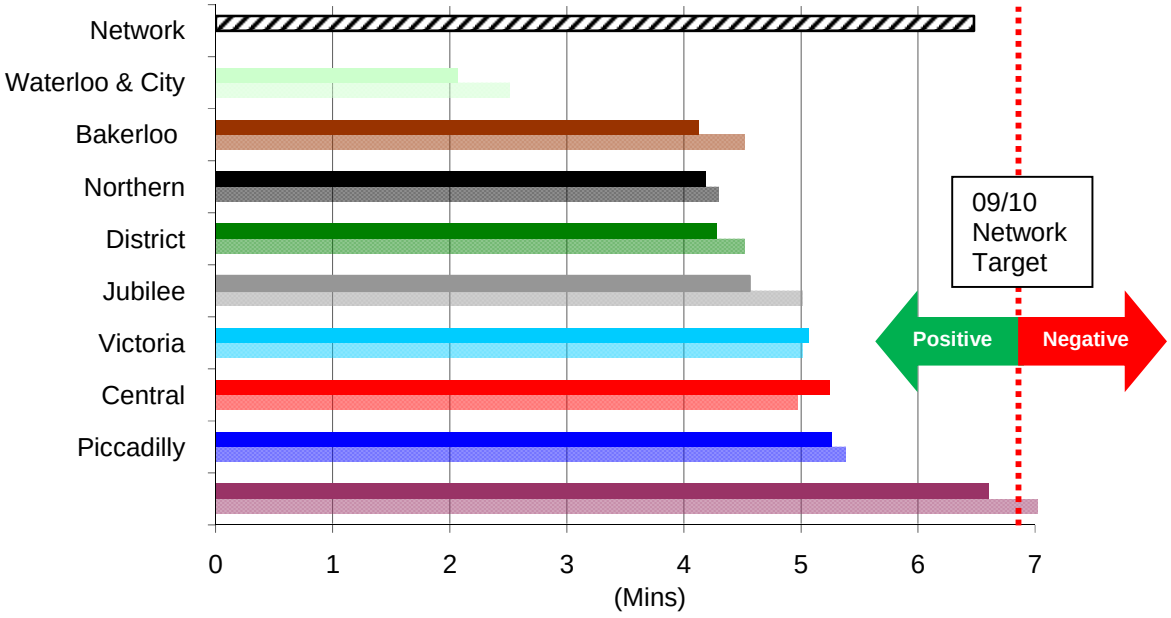
In this section, the performance of London Underground for the fourth quarter of the financial year 2009 to 2010 is presented. The key indicators that have been focused on are those for which targets are set in the TfL Business Plan and those which reflect the experience of passengers of London Underground.

On 27 June 2010 TfL acquired the remaining PPP contractor Tube Lines. This means that TfL is now in control of all aspects of the London Underground PPP. As a result, London TravelWatch has now included a section both on the train service and the infrastructure performance of London Underground. In the fourth quarter Tube Lines still operated as the infrastructure company for the Jubilee, Northern and Piccadilly lines. Following the ending of Metronet, London Underground was undertaking infrastructure activities for all lines.

3.1 London Underground Train Services

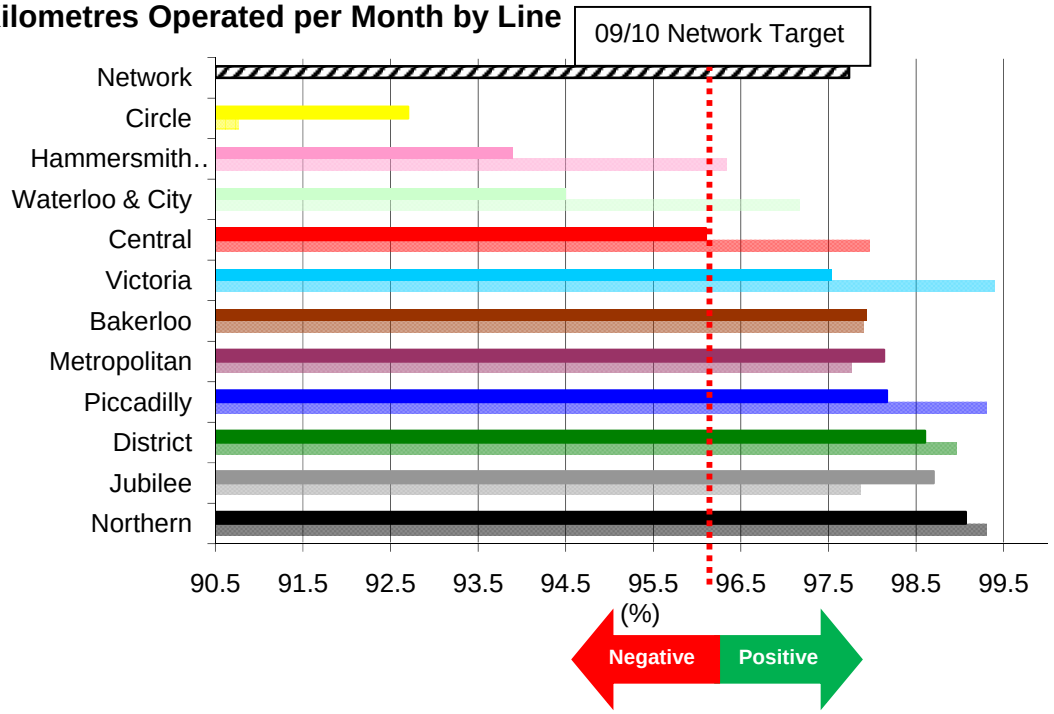
Excess Journey Time (EJT) measures the number of additional minutes added to a total journey as a result of disruption to the Underground network. The graph below presents the EJT for each line on the Underground network as well as for the network as a whole. London Underground exceeded the network target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

Graph 14 – Q4 2009/10 & Q4 2008/09, Excess Journey Time by Line



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 96.8% of services operated.

Graph 15 – Q4 2009/10 & Q4 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 percentage of trains operated has increased markedly year-on-year this may be as a result of the new timetable introduced in December 2009 in part to improve the performance of the line.

3.2 London Underground Infrastructure

London Underground has been responsible for maintenance and renewal of all eleven lines since 30 June 2010. In quarter four, London Underground was responsible for the maintenance and renewal of the infrastructure on eight of the Underground's 11 lines. The Jubilee, Northern and Piccadilly lines infrastructure was maintained and renewed by Tube Lines, who TfL took over on 30 June. As a result of London Underground's increased responsibility for its infrastructure London TravelWatch has included infrastructure performance from the perspective of the passenger in this report for the first time. The information for

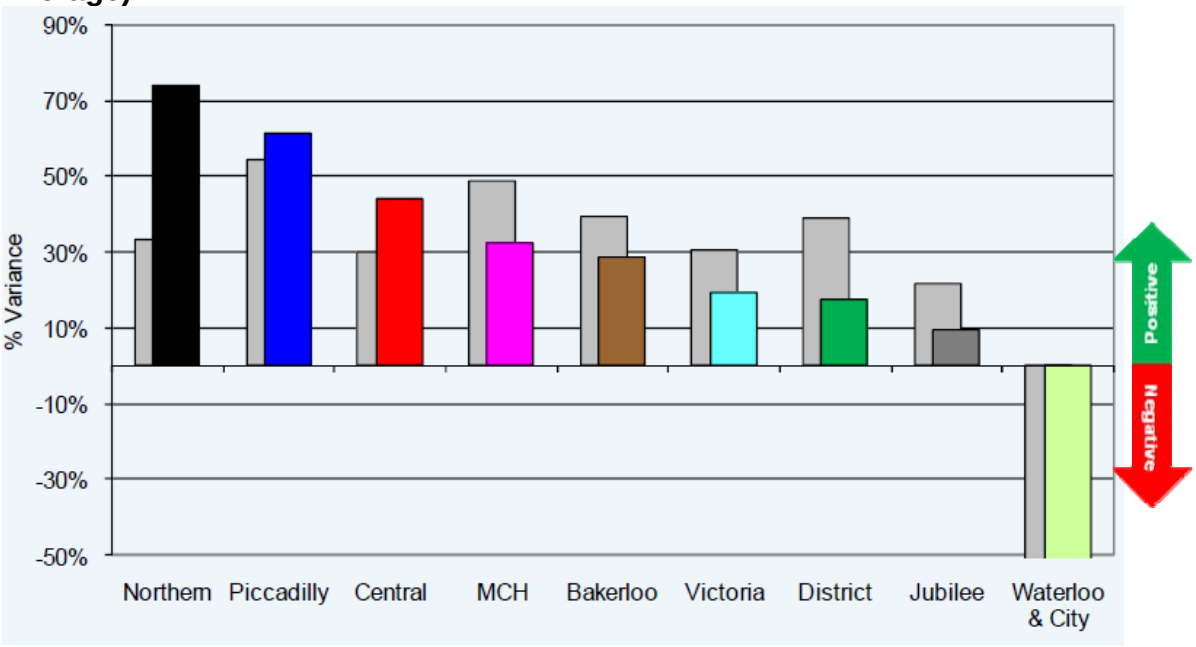
this section of the report is sourced from the four weekly PPP performance reports.

3.2.1 Infrastructure Performance

Availability is essentially a reliability measure reflecting whether Assets are Available for customer service. The better the availability the lower the disruption to the passenger. The measure counts all service disruptions lasting more than two minutes and takes into account the duration, location and time of day of the disruption to estimate the total cost in terms of customer time. This is expressed as 'Lost Customer Hours'. With the exception of the Waterloo & City line all lines are above availability targets. The Northern line in particular has improved in period 13 above the average for this period.

The Waterloo & City line 2009/10 agreed availability is worse than benchmark. In periods 9, 10 and 11 the largest items in abeyance were train cancellations caused by traction failure. These have since been agreed to Network Rail.

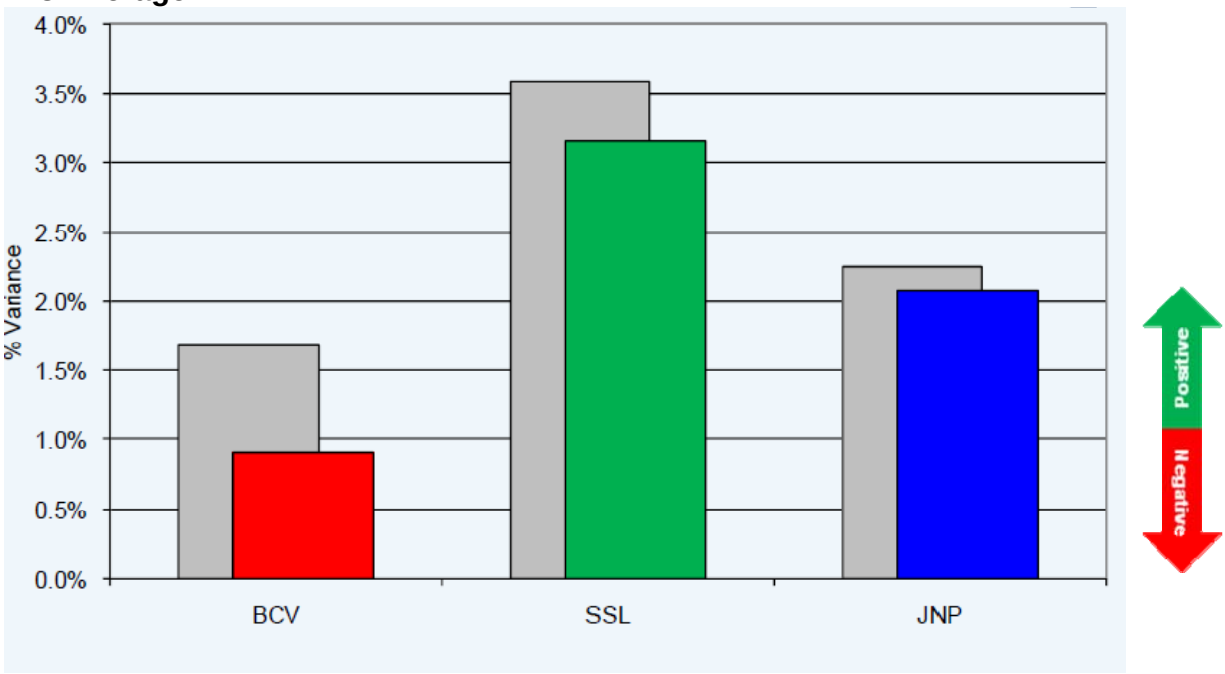
Graph 16 - Availability % Variance to Benchmark (P13 2009/10 against P13 Average)



The Ambience measure reflects the value that passengers place on their travel environment by measuring the quality of the travelling environment on Trans and in Stations. A quarterly Mystery Shopping Survey (MSS) conducted by an independent accredited survey organisation assesses various aspects of the service, including the condition of train seats, cleanliness of surfaces and train exteriors and levels of litter and graffiti.

There has been a fall in the Central and Bakerloo lines' train cleaning scores and a decrease in the Bakerloo line scores for scratch graffiti. There has also been a fall in District and Metropolitan Line Train and Station scores - particularly in the area of cleaning. For the JNP (Jubilee, Northern and Piccadily) ambience there has been a small decrease in 2009/10 quarter 4 scores but nevertheless this is a continuation of the trend of better than benchmark performance.

Graph 17 - Ambience MSS % Variance to Benchmark P13 2009/10 against P13 Average[10]



Facilities Faults are failures of customer facing assets such as CCTV, public address systems, train arrival indicators or help points. Service Points are accrued for each facilities fault based on the fact that it failed and the length of time taken to rectify the failure.

For the BCV (Bakerloo, Central, and Victoria lines) performance in 2009/10 year to date was worse than threshold. For the Sub-surface lines (SSL) performance for 2009/10 to date was 10% worse than threshold. The largest currently agreed incident for period 13 was a faulty train indicator board at Uxbridge. For the JNP facilities year to date performance in 2009/10 is 9% worse than threshold. Performance in period 13 improved relative to period 12 and is better than threshold, although fault volumes have risen for clocks, dot matrix indicators, and toilets.

[10] JNP – Jubilee, Nothern Piccadilly lines, SSL – District, Circle, Hammersmith & City and Metropolitan Lines, BCV – Bakerloo, Central and Victoria lines.

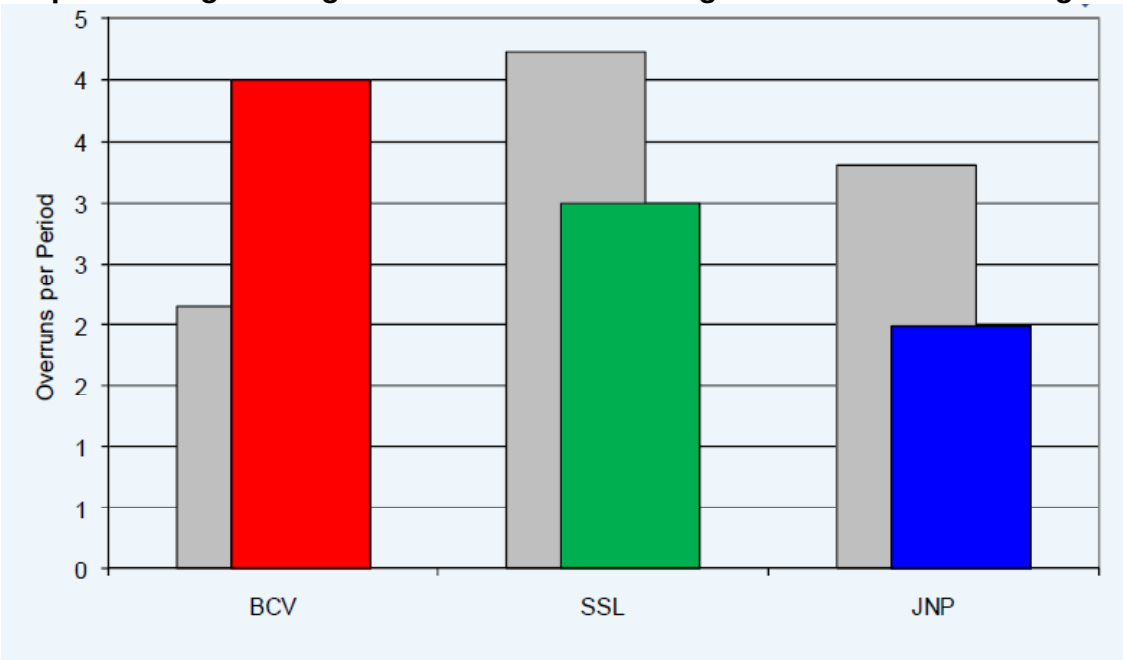
Graph 18 - Facilities Service Points % Variance to Threshold P13 2009/10 against P13 Period Average[11]

Engineering Overruns are failures to return the railway for operational use on time following engineering work resulting in service disruption. The graph of the engineering overruns for period 13 2009/10 shows that all lines experienced overruns with the most seen on the BCV (Bakerloo, Central and Victoria lines). For the BCV the number of overruns in period 13 was above the long term average.

Engineering overruns can cause particular disruption to passengers as all overruns in period 13 occurred in the morning which can often lead to considerable disruption to the morning peak services.

[11] JNP – Jubilee, Nothern Piccadilly lines, SSL – District, Circle, Hammersmith & City and Metropolitan Lines, BCV – Bakerloo, Central and Victoria lines.

Graph 19 - Engineering Overruns P13 2009/10 against P13 Period Average[12]



3.2.2 Line Upgrades

Under the London Underground PPP, a 30-year programme of investment under the 30-year PPP contract along with infrastructure maintenance - is a large programme of investment and renewal of London Underground's infrastructure: its rolling stock, stations, tracks, tunnels and signals. The upgrade programmes for each line are as follows:

- **Sub-Surface Line Upgrade** – project milestones achieved
- **Victoria Line Upgrade** – project milestones achieved
- **Jubilee Line Upgrade** – the milestones for the line upgrade have been missed and new target completion dates are still to be confirmed
- **Northern Line Upgrade** – no milestones have been missed, however, the delays to the Jubilee line upgrade have also caused a knock-on delay to the Northern line upgrade programme

[12] JNP – Jubilee, Northern Piccadilly lines, SSL – District, Circle, Hammersmith & City and Metropolitan Lines, BCV – Bakerloo, Central and Victoria lines.

- **Piccadilly Line Upgrade** – at this stage no milestones have been missed for this programme

3.3 London Underground Business Plan Targets

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

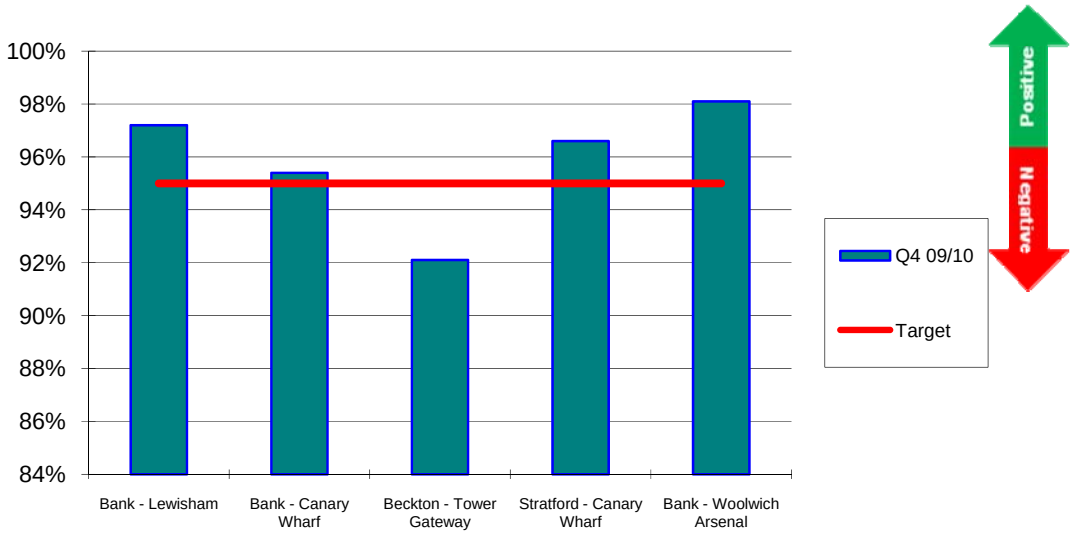
Table 8 – 2009-10 London Underground TfL Business Plan KPIs

KPI	Target 2009-10	Current Performance Level
Customer Satisfaction – Overall Score	79 points	78 points
Customer Satisfaction – Safety & Security Score	83 points	Not known by London TravelWatch
Customer Satisfaction – Information Score	81 points	82 points
Excess Journey Time	6.8 minutes	6.0 minutes
% of Scheduled Services Operated	96.3%	96.8%
London TravelWatch's overall performance assessment of London Underground: 		

4 Docklands Light Railway

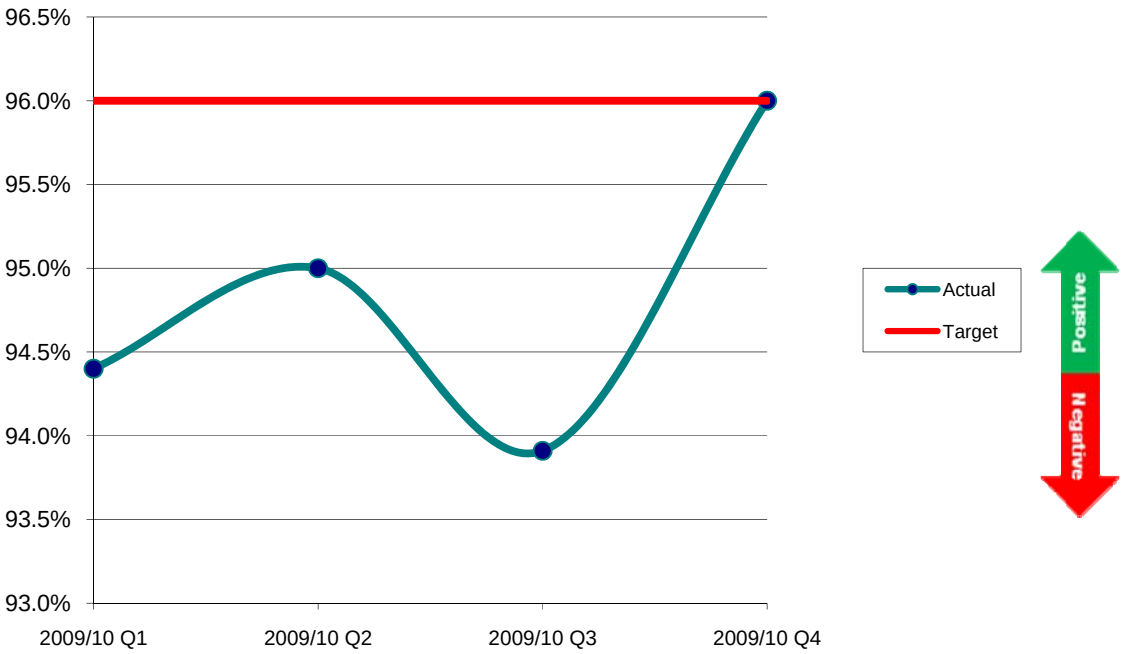
DLR performance in quarter four 2009/10 has improved since the third quarter of 2009/10. The only section now below the 95% target level is the Beckton to Tower Gateway route, but even this section has improved from 89% in quarter three to 92% in quarter four.

Graph 20 – Q4 2009/10, Journey Time (split by route)



Service reliability has improved since the second quarter 2009/10 and is now at the 96% target level.

Graph 21 – Q4 2009/10, Service Reliability (Percentage of Intervals of not more than 3 mins over those published)



Customer satisfaction has improved in all areas except for a slight fall in customer satisfaction with staff. All indicators are now above target except for staff.

Graph 22 – Q4 2009/10, Customer Satisfaction Scores

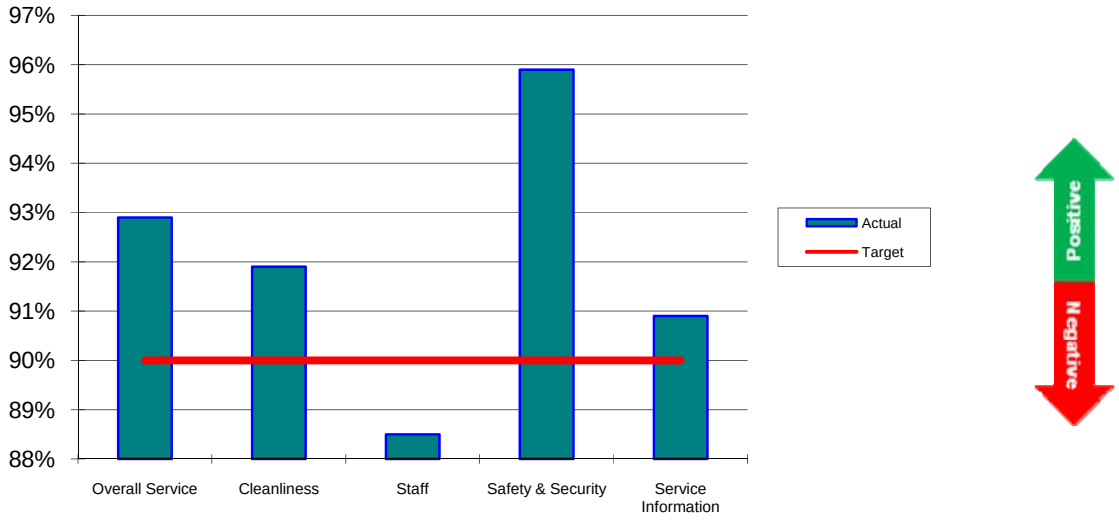
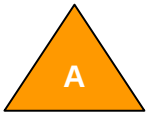


Table 9 – 2009-10 DLR TfL Business Plan KPIs

KPI	Target 2009-10	Current Performance Level
Satisfaction – Overall	90%	92.9%
Satisfaction – Safety & Security	90%	95.9%
Satisfaction – Information	90%	90.9%
Service Reliability	96%	96%
% of Scheduled Services Operated	98.5%	97%
London TravelWatch's overall performance assessment of Docklands Light Railway:		

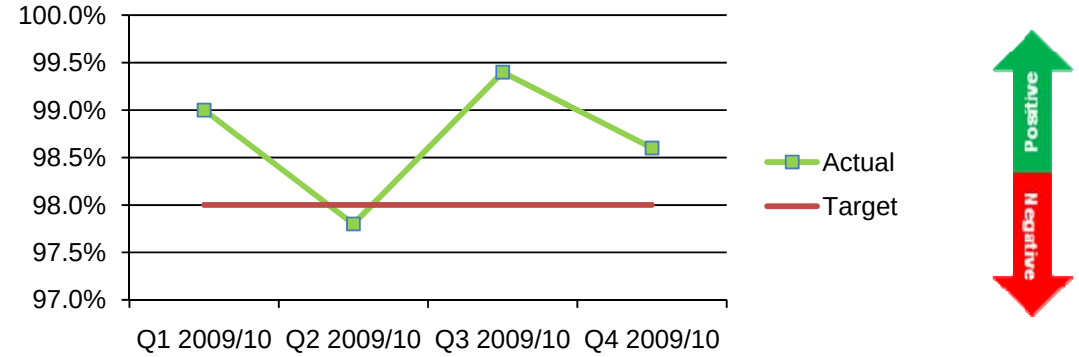


5 London Tramlink

London Tramlink percentage of services operated decreased slightly and the customer satisfaction figures were stable. However, both measures were above target in this quarter.

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

Graph 23 – Q4 2009/10 to Q4 2008/09, percentage of scheduled service km operated



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

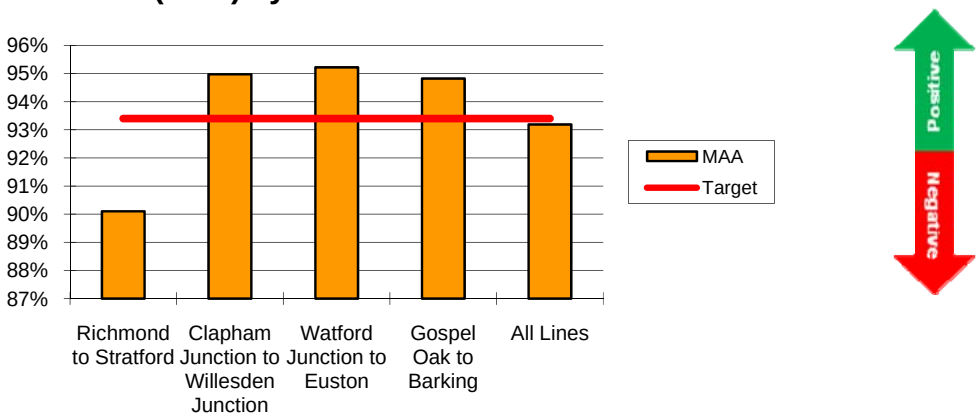
Table 10 – Q4 2009/10 London Tramlink TfL Business Plan KPIs

KPI	Target 2009-10	Current Performance Level
Customer Satisfaction – Overall	86%	86%
% of scheduled service kms operated	98%	98.6%
London TravelWatch's overall performance assessment of London Tramlink: G		

6 London Overground

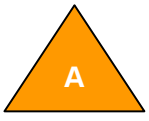
London Overground's public performance measure (PPM) moving annual average (MAA) was improved on the previous quarter on all lines. For each route only the Richmond to Stratford route failed to meet the target level of performance.

Graph 24 – Q4 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 20 February 2010 meant that no trains operated on this core section during this quarter. There has been a significant improvement in the National Passenger Survey score for London Overground to 82% satisfaction and PPM also rose slightly to 93.2%.

Table 11 – Q4 2009/10 London Overground TfL Business Plan KPIs

KPI	Target 2009-10	Current Performance Level
Customer Satisfaction – Overall (National Passenger Survey biannual data)	73%	82%
Passenger Performance Measure	93.4%	93.2%
London TravelWatch's overall performance assessment of London Overground: 		

7 Dial-a-Ride

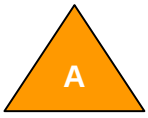
Dial-a-Ride is a door-to-door transport service for people with disabilities who cannot use buses, trains or the Underground in London.

Dial-a-ride has not achieved its customer service overall targets but there has been an improvement from the previous quarter. The total number of Dial-a-Ride trips completed in this quarter was seriously impacted by the adverse weather conditions. There were 26,000 cancellations in bad weather plus suppressed demand (Source: TfL Surface Transport). Dial-a-Ride also bettered the refusal target even though trip volume was down.

The number of services that were scheduled has also risen, up from 91% last quarter to 93.2% in quarter four of 2009/10. However, the number of phone calls answered on the first attempt has fallen this quarter to 49% from 62% last quarter.

The numbers of passengers carried by Dial-a-ride is below target at 366,452 journeys completed. The quarterly target number of passenger journeys was 416,500 for quarter four 2009/10. Dial-a-ride's role to provide transport for people who are disabled and 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.

Table 12 – Q4 2009/10 Dial-a-ride TfL Business Plan KPIs

KPI	Target 2009-10	Current Performance Level
Overall Customer Satisfaction	93%	92%
Annual Passenger Journey Numbers	416,500	366,452
London TravelWatch's overall performance assessment of Dial-a-Ride: 		

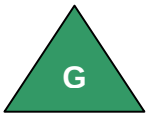
8 London River Services

In this quarter 749,500 passengers, this was 186,500 above the target for River Services.

On 21 April, TfL introduced an extension to the Woolwich Ferry hours of service. An extra boat now runs from 20:00 - 22:00 on Monday to Thursdays with the last departure from the South Terminal at 21:45 and the last departure from the North Terminal at 22:00. This extension has been introduced to provide another transport option during the night-time Blackwall Tunnel closures for refurbishment work.

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 above target. This was a small increase from the previous quarter of 2009/10.

Table 13 – Q4 2009/10 London River Services TfL Business Plan KPIs

KPI	Target 2009-10	Current Performance Level
% of scheduled service kms operated	98.5%	98.8%
London TravelWatch's overall performance assessment of River Services: 		

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
LOROL	London Overground
MAA	Moving Annual Average
Q	Quarter
PPM	Public Performance Measure
SWT	Scheduled Waiting Time
TfL	Transport for London
TLRN	Transport for London Road Network

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/Item05-Operational-Financial-IP-Reports-Board-23-June-2010.pdf
- London Streets Performance
  - http://www.tfl.gov.uk/assets/downloads/corporate/Item04-MDs-Report-STP-30-June-2010.pdf
  - http://londonroadsafety.tfl.gov.uk/www/downloads/publications/casualties-in-greater-london-during-2009.pdf
- London Bus Performance
  - http://www.tfl.gov.uk/assets/downloads/corporate/Item04-MDs-Report-STP-30-June-2010.pdf
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- London Overground
  - http://www.tfl.gov.uk/assets/downloads/corporate/Item05-RUP-7-7-2010-MD-report-LR.pdf
- Dial-a-ride
  - http://www.tfl.gov.uk/corporate/modesoftransport/1526.aspx