

# TfL 2010-11 Quarter 2 Performance Report

December 2010



**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 2010	20 Oct 2010
Quarter 2 – Jul to Sept 2010	16 Dec 2010
Quarter 3 – Oct to Dec 2010	
Quarter 4 – Jan to Mar 2011	

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## Executive Summary

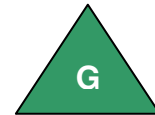
This report summarises the performance of all of the Transport for London (TfL) modes of transport for the second quarter of the 2010 to 2011 financial year (July to September 2010). The aim of the report is to provide, in one place, information about the performance of TfL's transport network from the 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).

### 1. London Streets



Journey time reliability was down for the quarter; TfL said that the impact of the strike in part accounts for some of this fall. Traffic speed by contrast increased, and planned as well as unplanned disruption was down. Cycling volumes increased at a rate above the business plan targets. Barclays Cycle Hire was launched in this quarter and once information becomes available it will be reported.

### 2. London Buses



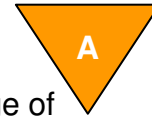
London Buses excess waiting time (EWT) fell to only 0.92 minutes on high frequency routes. Customer satisfaction was above target with a slight fall on last quarter. London TravelWatch highlighted poor performance of the route 228 in previous reports and we are pleased to be able to say that this trend has been reversed and the route is now performing above the minimum EWT standard.

### 3. London Underground



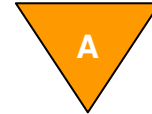
Industrial action affected a number of the measures of performance in this quarter. Performance has been a concern on the Victoria line where new trains have proved unreliable. London TravelWatch met with the General Manager of the Victoria line to discuss the issue and is monitoring the situation closely.

#### 4. Docklands Light Railway



DLR performance was largely good but the target for the percentage of scheduled services was missed primarily because of an incident involving a cable fire.

#### 5. London Tramlink



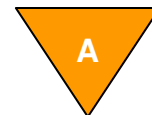
London Tramlink missed its target for customer satisfaction in the second quarter. However, the percentage of scheduled services target was exceeded.

#### 6. London Overground



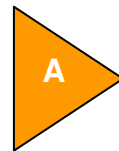
Performance targets and customer satisfaction targets were exceeded in this quarter. However, it should be noted that the TfL August 2010 customer satisfaction survey contrasted with falls in customer satisfaction shown in the independently carried out National Passenger Survey (NPS). London TravelWatch will await the next NPS results from autumn 2010 to see if this disparity is repeated.

#### 7. Dial-a-ride



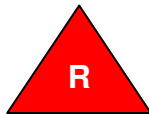
Dial-a-Ride's performance fell in this quarter having marginally missed their journey number target. However, customer satisfaction was on target at 93.

#### 8. London River Services

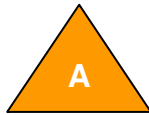


Journey numbers were slightly below target, with TfL stating the main cause was the economic conditions. It should also be noted that funding for River Services is to be reduced leading to earlier last boat departures.

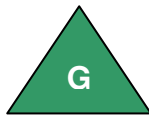
The TfL Quarterly Performance Report focuses on the experience of passengers of the TfL modes of transport. Performance has been rated as follows (the direction of the triangle indicates the performance trend):



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

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.

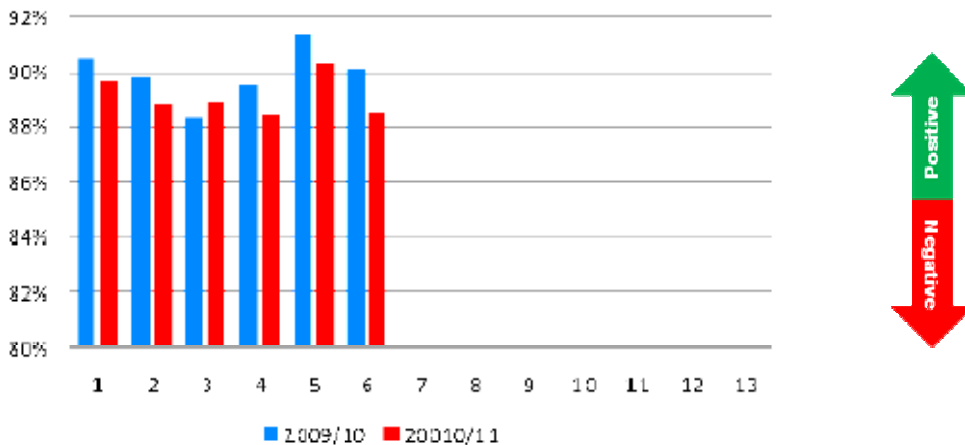
## 1 London Streets

This section of the TfL Performance Report focuses on the performance of the London road network. The information presented relates to the Transport for London Road Network (TLRN) which are the major arterial routes operated by TfL.

Journey time reliability is a new measure of the performance of the road network. There are only two quarters of data for this measure and therefore some caution is needed in drawing conclusions about the trend of reliability on the TLRN. Once a sufficient body of information has been gathered by TfL on ‘Smoothing the Traffic’ measures, targets will be set and will be included in TfL’s business plan.

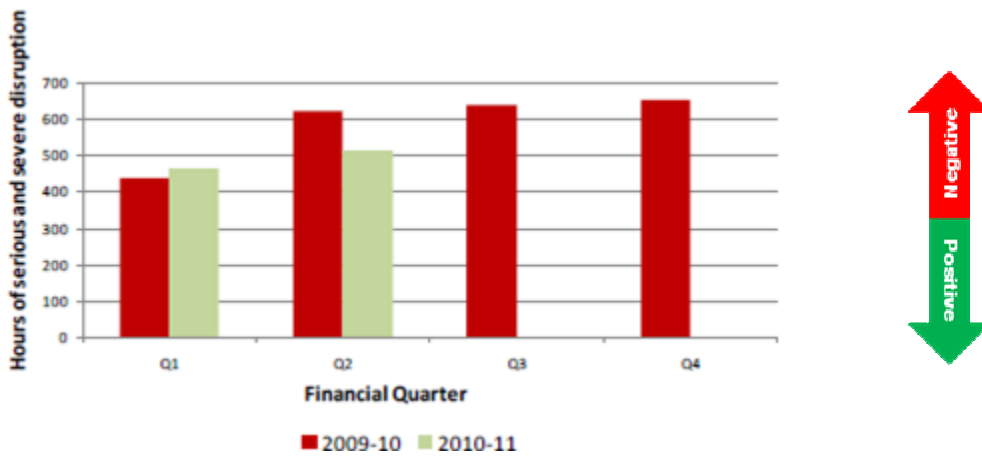
The journey time reliability measure is defined as the proportion of traffic which – for a ‘typical’ 30-minute journey – takes less than 35 minutes (a representative average London journey time of 30 minutes plus a five-minute ‘allowance’). The journey time reliability on the TLRN in the AM peak is 1.6 percentage points lower than the same period last year. TfL believe that the Tube strike on 7 September was responsible for a large proportion of this drop in journey time reliability.

**Graph 1 - Journey Time Reliability on the TLRN in the AM Peak by Financial Period (4-6 relate to Quarter 2 2010-11)**



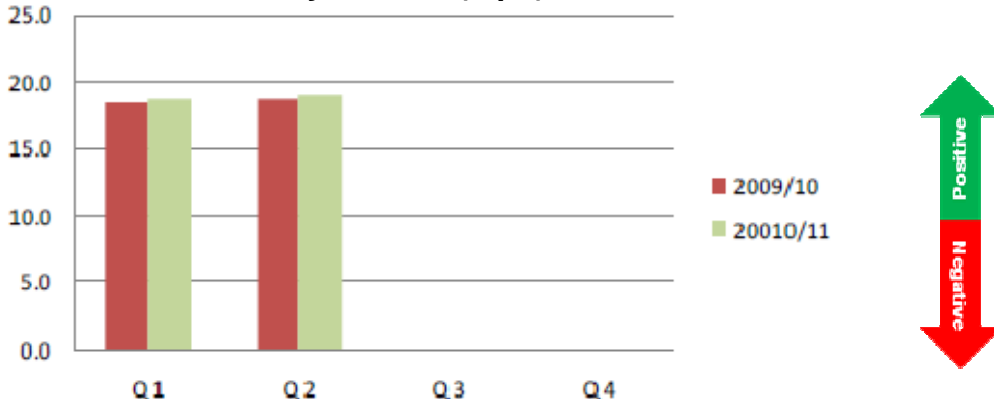
In contrast to journey time reliability, which was affected by strikes on London Underground, hours of disruption both planned and unplanned on the TLRN fell in quarter 2. Both the number of incidents and their duration declined in comparison with the same period a year ago.

**Graph 2 - Duration of TLRN Serious & Severe Unplanned and Planned Events (Hrs) per Quarter**



Average traffic speeds for central London during weekdays increased and was 0.2 miles per hour faster than same period last year.

**Graph 3 - Traffic Speeds on London Major Roads 24 hrs Average Weekday between 0700-1900 by Quarter (mph)**





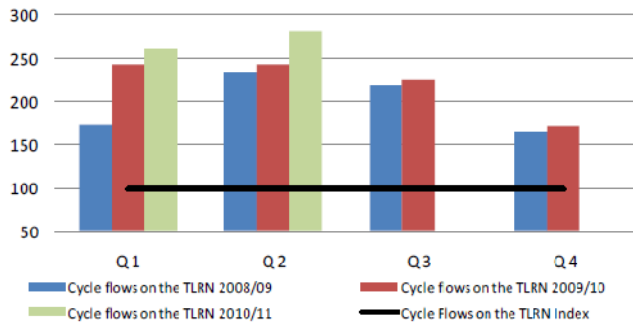
Traffic volumes were slightly higher than the same period a year ago on London's major roads.

**Graph 4 – Quarterly Traffic Volume on London Major Roads 24hrs Average Weekday, Indexed P13 06/07 = 100**



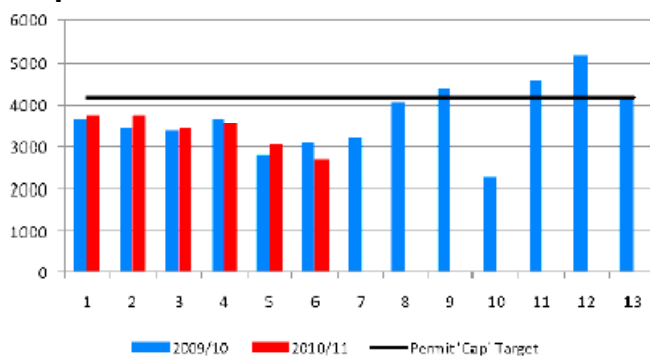
Cycle flows have continued their significant upward trend in quarter two of 2010/11.

**Graph 5 – Cycle Flows on the TLRN – by Quarter Indexed to March 2000 = 100**



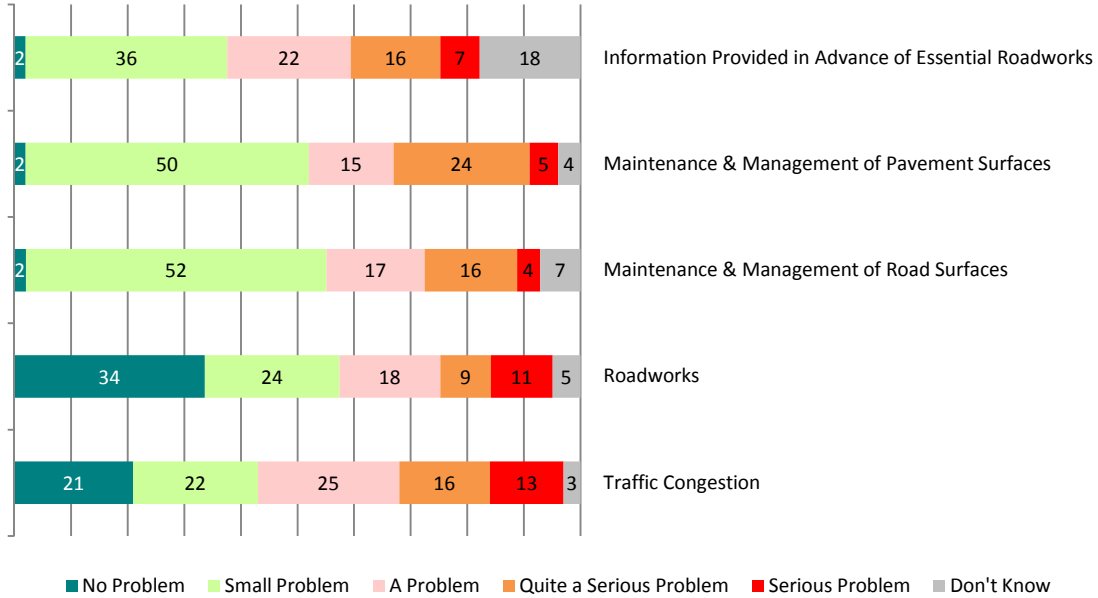
The graph below shows the number of roadworks on the TLRN for last year and the first quarter of 2010-11. This shows that roadworks have been below the target maximum.

**Graph 6 - Number of Road Works on the TLRN**



Transport for London Route Network (TLRN) Customer Satisfaction surveys of road users have been undertaken by TfL. The graph indicates that respondents had particular concern about congestion and the information provided in advance of road works.

**Graph 7 – Rating of Customer Satisfaction with the TLRN 2009 (First Published by London TravelWatch Q2 2009-10)**



1.1.1 Surface Transport TfL Business Plan Targets

London TravelWatch has summarised all of the 2010-11 TfL Business Plan targets for streets that do not relate to safety in the table below.

**Table 1 – Q2 2010-11 London Streets TfL Business Plan KPIs**

KPI	Target 2010-11	Current Performance Level
TLRN Cycling journeys	281	288
% of road assets not in good repair	6.7%	8%
Traffic signal availability	99.1%	98.24%
Street Lights Operating	98%	99.3%

London TravelWatch’s overall performance assessment of TfL Streets:

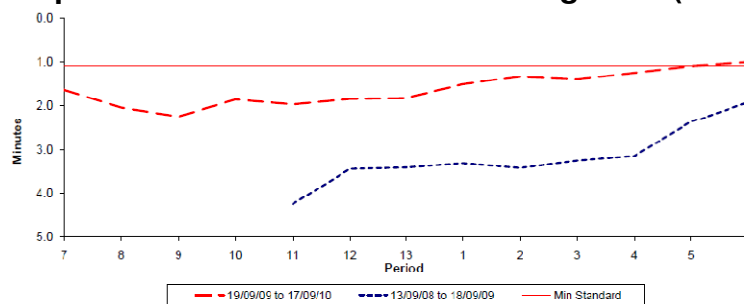


## 2 London Buses

This section of the report sets out the performance of the London Bus network in the second quarter of 2010-11.

London TravelWatch highlighted, in our previous reports, the performance of the Route 228 which had been performing poorly for some time. Having highlighted the poor performance of this bus route we are pleased to be able to say that TfL has informed us that from quarter one of 2010-11 this route's performance improved significantly and by period 6 of quarter two had met and exceeded the minimum standard of performance. To ensure this performance is maintained for quarter 3 TfL has introduced a new reliability schedule with extra resources for additional run time during the seasonal peak period.

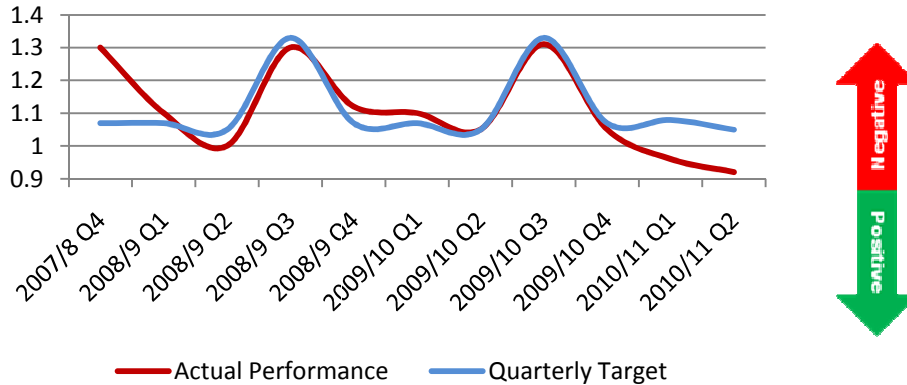
**Graph 8 – Route 228 – Excess Waiting Time (Mins)**



### 2.1.1 Overall Bus Network Performance

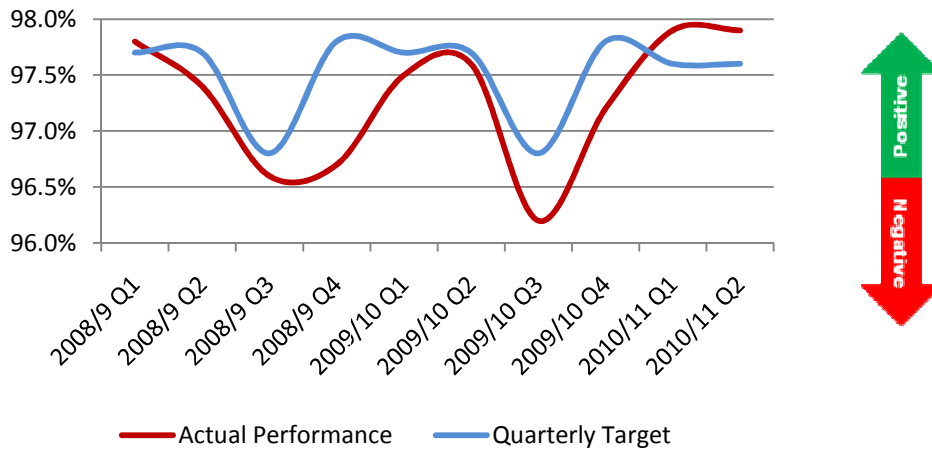
For the overall bus network the two most significant measures of bus performance which reflect the passengers' experience are Excess Wait Time (EWT), and the percentage of scheduled kilometres operated. Between them they show if the planned frequency of bus services are being delivered to the passenger. EWT is the measure that indicates the additional minutes wait time of passengers beyond the scheduled value on high frequency bus routes. EWT is substantially better than the target, as shown in Graph 9. The improved performance of the bus network may relate in part to the reduction in traffic volumes illustrated in Graph 4.

**Graph 9 – 2007-2010, 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 exceeded the target of 96.7%.

**Graph 10 – 2007-2010, Percentage of Scheduled Bus Kilometres Operated**



**2.1.2 Bus Stop Accessibility**

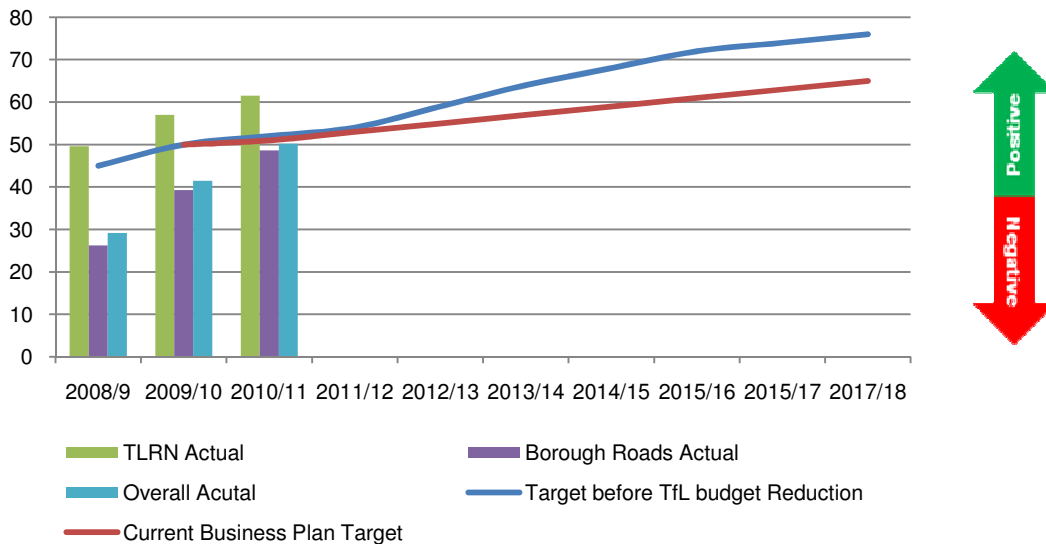
Based on TfL’s audit of bus stops, 50.2% of all bus stops across the network meet the accessibility criteria. On the TfL Road Network the figure is higher at 61.52% compliance. However, from information supplied by TfL these figures have not changed since last quarter’s report. TfL informs London TravelWatch that it is likely that more bus stop accessibility schemes will be delivered over the next couple of months by the end of the financial year. We will continue to monitor progress made by London’s boroughs as they are the bodies which now have responsibility for delivery of these schemes (devolved from TfL). In Table 2, 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 93.28%, Barnet has the lowest with only 31.36% compliance.

**Table 2 - Percentage Compliance of Bus Stops with Accessibility Criteria for TfL and Borough Roads**

	Borough	TLRN Bus Stop % Compliant	Borough Roads Bus Stop % Compliant
	All London	61.52%	48.61%
1	Kingston	74.36%	93.28%
2	Sutton	69.77%	78.88%
3	City of London	70.00%	73.00%
4	Southwark	65.97%	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%

The graph below shows the target for bus stop accessibility from 2008-9 to 2017-18 along with the progress made to date for TLRN, borough roads and the overall percentage of accessible bus stops. The blue line shows the original target for 76% of bus stops to be accessible by 2017-18. This target was scaled back last year to only 65%. London TravelWatch is concerned that while progress has been good up until now, a slowdown in the delivery of schemes means that future progress to making the bus network accessible may be stalling. 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.

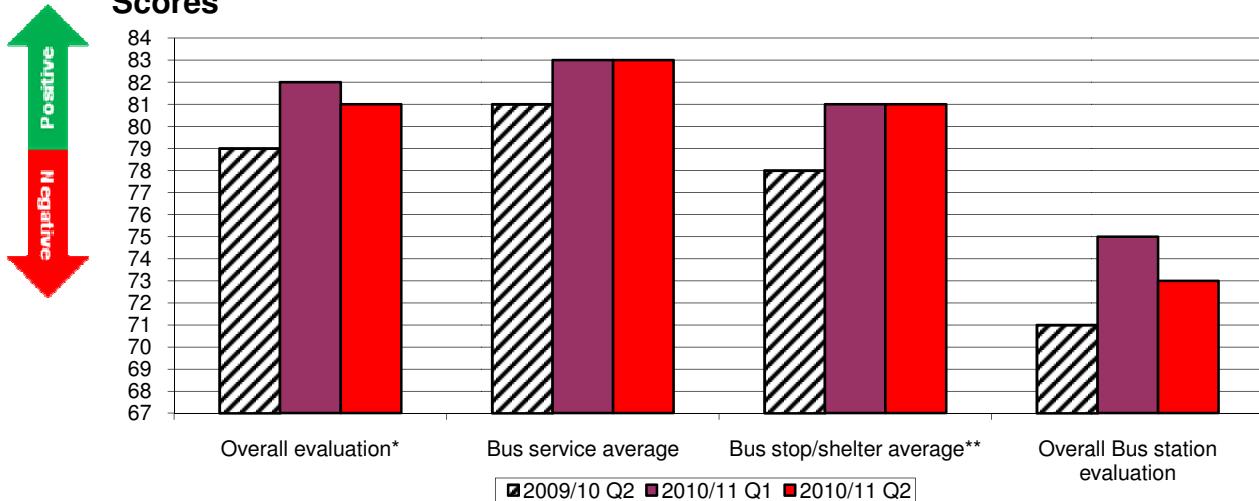
**Graph 11 – Bus Stop Accessibility 2008-9 to 2017-18 target and progress to date**



### 2.1.3 Customer Service

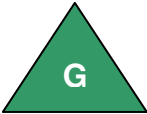
Customer service figures for the last two quarters along with the comparison from one year ago are shown in the graph below. There have been slight falls in customer satisfaction overall and for bus stations, but satisfaction is still higher than the same period a year ago.

**Graph 12 – Q1 & 2 2010/11 and Q2 2009/10, Bus Customer Satisfaction Scores**



The summary of the bus KPIs shows that targets were met for all areas of performance.

**Table 3 – Q2 2010-11 London Buses TfL Business Plan KPIs**

KPI	Target 2010-11	Current Performance Level
Customer Satisfaction – Overall	79%	81%
Excess wait time – high frequency routes	1.05 minutes	0.92 minutes
% of Scheduled services operated	97.6%	97.9%
London TravelWatch’s overall performance assessment of London Buses:		
		

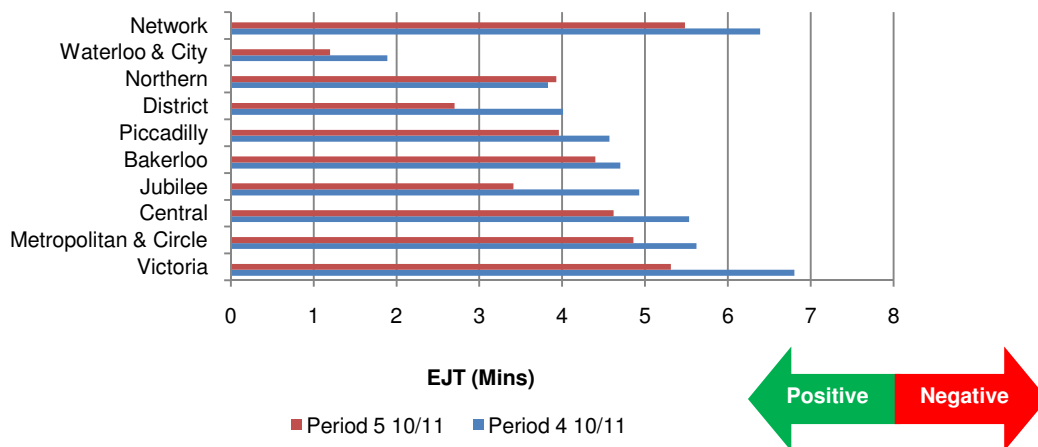
### 3 London Underground

In this section, the performance of London Underground for the second quarter of the financial year 2010 to 2011 is presented. The key indicators focused on are those for which targets are set in the TfL Business Plan and those which reflect the experience of passengers of 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. London Underground performed better than the network target set in the TfL 2010/11 Business Plan. Strike action on the 7 September increased excess journey time in period 6 at the end of this quarter.

London TravelWatch has been concerned by the reliability of both the rolling stock and the signalling control system on the Victoria line which has resulted in a reduction in performance. We have met with the General Manager of the Victoria line to discuss the progress of the upgrade and reliability. We have requested an update on the revised reliability growth programme from London Underground and will continue to monitor the situation closely.

**Graph 13 – P4 & 5 2010/11, Excess Journey Time by Line**

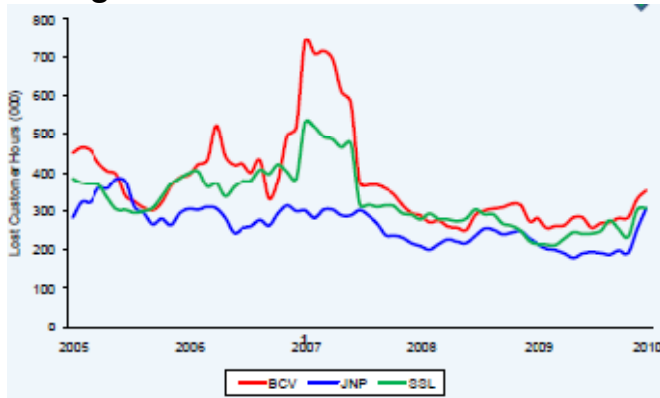


Availability is, essentially, a reliability measure reflecting whether infrastructure is available for passenger service. The higher the availability of the infrastructure, means lower the disruption to the passenger. The measure counts all service disruptions lasting more than two minutes and takes 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’. The 6 period rolling



average has increased across all lines in the period of the second quarter 2010-11 meaning passengers are facing increased disruption to journeys.

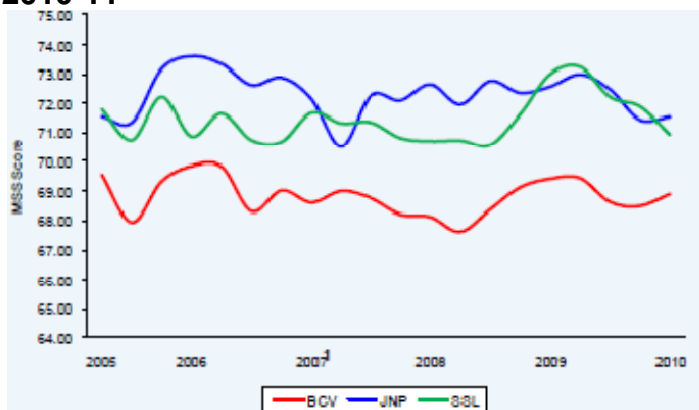
**Graph 14 - Availability – P5 2010-11 Lost Customer Hours 6 Period Rolling Average<sup>1</sup>**



The ambience measure reflects the value that passengers place on their travel environment by measuring the quality of the travelling environment on trains and in stations. A quarterly Mystery Shopping Survey (MSS) conducted by an independently-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.

Ambience scores have decreased on sub-surface and BCV lines. The Sub-Surface Lines saw falls in cleanliness of both stations and trains. On the BCV lines internal cleaning of trains worsened and although over half of stations were below MSS thresholds scores improved for stations.

**Graph 15 - Ambience Quarterly Mystery Shopper Survey (MSS) Score P5 2010-11**




<sup>1</sup> JNP – Jubilee, Northern Piccadilly lines, SSL – District, Circle, Hammersmith & City and Metropolitan Lines, BCV – Bakerloo, Central and Victoria lines.

### 3.1.1 London Underground Business Plan Targets

London Underground met both targets for customer satisfaction and excess journey time. However, the target for scheduled services operated was missed reflecting, in part, the impact of strike action.

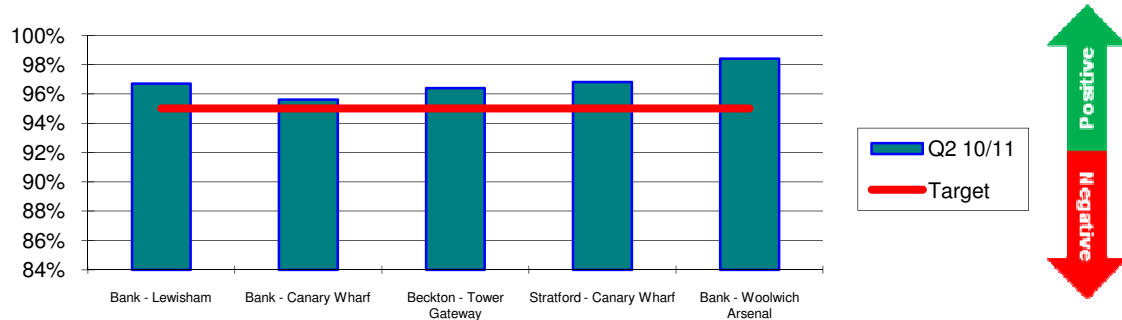
**Table 4 – Q2 2010-11 London Underground TfL Business Plan KPIs**

KPI	Target 2010-11	Current Performance Level
Customer Satisfaction – Information Score	79 points	80 points
Excess Journey Time	6.67 minutes	6.1 minutes
% of Scheduled Services Operated	96.3%	96.1%
London TravelWatch's overall performance assessment of London Underground:		
		

## 4 Docklands Light Railway

The DLR extension to Stratford International is due to open in the new year. DLR performance in quarter two 2010/11 saw all lines achieve journey time targets.

**Graph 16 – Q2 2010/11, Journey Time (split by route)**



Customer satisfaction indicators were all above target although satisfaction with staff was down.

**Graph 17 – Q2 2010/11, Customer Satisfaction Scores**

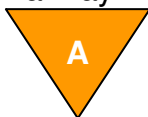


The new line to Stratford International is expected to open in February 2011.

**Table 5 – Q2 2010-11 DLR TfL Business Plan KPIs**

KPI	Target 2010-11	Current Performance Level
Satisfaction – Overall	80%	82%
Service Reliability	96%	97.7%
% of Scheduled Services Operated	98%	97.7%

London TravelWatch’s overall performance assessment of Docklands Light Railway:

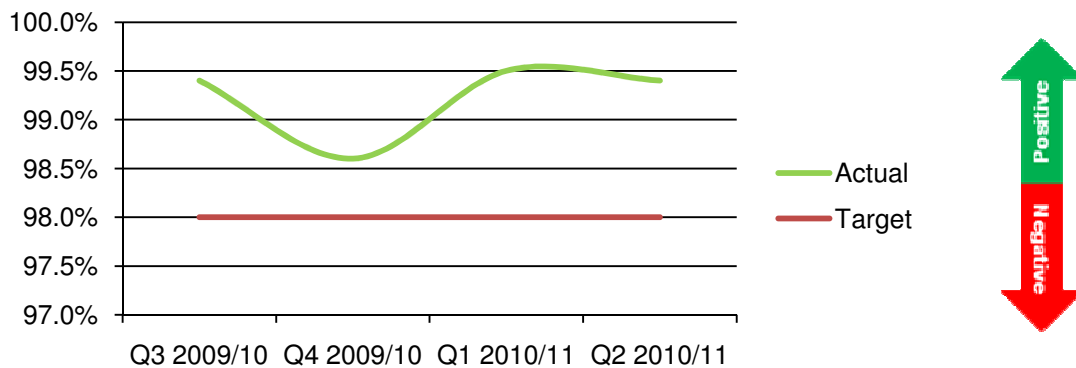


## 5 London Tramlink


The percentage of services operated on London Tramlink slightly decreased and customer satisfaction fell below target. London Tramlink met its customer service satisfaction target and the KPI for percentage of services operated.

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

**Graph 18 – Q2 2010/11 to Q3 2009/10, percentage of scheduled service km operated**



**Table 6 – Q2 2010-11 London Tramlink TfL Business Plan KPIs**


KPI	Target 2010-11	Current Performance Level
Customer Satisfaction – Overall	86%	85%
% of scheduled service kms operated	98%	99.4%
London TravelWatch’s overall performance assessment of London Tramlink:		
		

## 6 London Overground

London Overground's public performance measure (PPM) moving annual average (MAA) exceeded the 93.2% target.

New class 378 trains started running on the Euston to Watford route and class 172 trains entered service on the Gospel Oak - Barking line during this quarter. At the end of the quarter, the first four-car trains went into service. The East London Line has been operating successfully and the second phase of the project to extend services to Highbury & Islington is due to open in 2011.

**Table 7 – Q2 2010-11 London Overground TfL Business Plan KPIs**


KPI	Target 2010-11	Current Performance Level
Customer Satisfaction – Overall (National Passenger Survey biannual data)	73%	81%
Passenger Performance Measure	93.2%	94.2%
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.

Targets for overall customer satisfaction have been met but the number of journeys delivered was slightly below target.

**Table 8 – Q2 2010-11 Dial-a-ride TfL Business Plan KPIs**

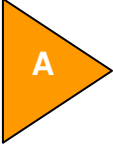
KPI	Target 2010-11	Current Performance Level
Overall Customer Satisfaction	93%	93%
Quarterly Passenger Journey Numbers	308,400	307,200
London TravelWatch's overall performance assessment of Dial-a-Ride:		
		

## 8 London River Services

London River services carried slightly below its target number of passengers. An initiative is currently ongoing to investigate the feasibility of making real-time measurements of passenger numbers on the Thames Clipper to provide more detailed information about its usage.

A cut has been made in the level of subsidy which will mean that later evening services will be withdrawn.

**Table 9 – Q2 2010-11 London River Services TfL Business Plan KPIs**

KPI	Target 2010-11	Current Performance Level
River Journeys	1,315,000	1,312,000
London TravelWatch's overall performance assessment of River Services:		
		

## Appendix – Glossary & References

### Glossary

Term	Definition
AWT	Average Waiting Time
BCV	Bakerloo, Central & Victoria lines
DLR	Docklands Light Railway
EJT	Excess Journey Time
EWT	Excess Waiting Time
IRR	Inner Ring Road
JNP	Jubilee, Northern & Piccadilly lines
KPI	Key Performance Indicator
LOROL	London Overground
MAA	Moving Annual Average
Q	Quarter
PPM	Public Performance Measure
SSL	Sub-Surfaces Lines
SWT	Scheduled Waiting Time
TfL	Transport for London
TLRN	Transport for London Road Network
WEZ	Western Extension Zone

### References

- All Transport Modes
  - <http://www.tfl.gov.uk/assets/downloads/corporate/item04-FPC-24-Nov-2010-Op-Fin-Report.pdf>
- Streets
  - <http://www.tfl.gov.uk/assets/downloads/corporate/Item04-STP-9-Nov-2010-MDs-Report.pdf>
- London Underground and London Rail
  - <http://www.tfl.gov.uk/assets/downloads/ppp-performance-report-period-4-2010-11.pdf>
  - <http://www.tfl.gov.uk/assets/downloads/corporate/Item04-RUP-11-Nov-2010-MD-Report-LU.pdf>
- Docklands Light Railway
  - <http://www.tfl.gov.uk/corporate/modesoftransport/dlr/1536.aspx>
- Dial-a-ride
  - <http://www.tfl.gov.uk/corporate/modesoftransport/1526.aspx>