

TfL 2009-10 Quarter 2 Performance Report

December 2009

Draft for comment by Transport for London

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.

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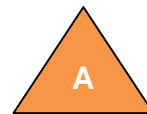
Executive Summary

This report summarises the performance of all of the Transport for London (TfL) modes of transport for the second quarter of the 2009 to 2010 financial year. This is the first time that this report has been produced by London TravelWatch. 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 second quarter of 2009 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)).

The modes of transport have been listed in the report in descending order of their modal share of London's transport users.

1. London Streets



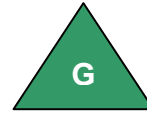
London Streets includes motor vehicles, motorcycles, pedestrians, cyclists and taxis and collectively has the largest modal share. The average flows of traffic in London have reduced year-on-year between the second quarter 2008 and 2009. The reduction in central London was greatest and is 5.9% lower than the same period last year. Based on the information that available and is relevant to the second quarter of 2009, performance has been slightly below TfL business plans targets. The numbers of cyclists on the TfL Road Network has increased in comparison with the same period in 2008. London TravelWatch is aware that TfL is working on indicators to measure smoothing traffic flow. These new measures will be included in future issue of this report once they have been developed by TfL.

2. London Buses



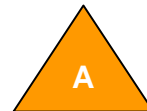
Targets were met for excess wait time, percentage of scheduled mileage operated and customer satisfaction with information. However, the target for overall customer satisfaction was not achieved.

3. London Underground



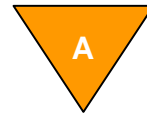
Performance on the Underground network in the second quarter of 2009/10 was generally good or improving. During the first quarter of 2009/10 strike action occurred in June 2009. This affected a number of the performance measures, particularly for unplanned station closures.

4. Docklands Light Railway



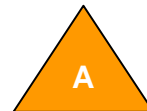
Service reliability and journey times, while improving, are in some cases below targeted levels. For this reason performance is a cause for concern but is improving. The reason given by DLR for service reliability problems are a series of vehicle failures and ongoing software issues. A new timetable introduced on the 24 August 2009 should also improve performance in future quarters.

5. London Tramlink



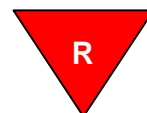
Engineering work at East Croydon during this quarter reduced the number of service kilometres operated. This situation has improved following the completion of the engineering works.

6. London Overground



London Overground's (LOROL) performance, levels of services and station facilities are far in excess of the previous Silverlink franchisee. While the public performance measure for LOROL's services was slightly below the target value, performance is high historically. Performance has also improved since last quarter.

7. Dial-a-ride



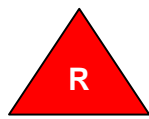
Dial-a-Ride is a door-to-door transport service for people with disabilities in London who cannot use buses, trains or the Underground.

Dial-a-ride has not been carrying its forecast number of passengers, or meeting its customer satisfaction targets. Dial-a-rides performance has caused London TravelWatch concern for some time, and the performance statistics have worsened since the first quarter.

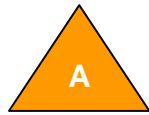
8. London River Services

London River Services operates passenger boat services on the Thames. The target for the scheduled number of river services to be operated has been exceeded.

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

In this section of the report London TravelWatch presents the performance statistics for road users. The section considers performance from the perspective of users of motor vehicles, cyclists, pedestrians, private hire and taxis.

1.1 Roads Vehicles

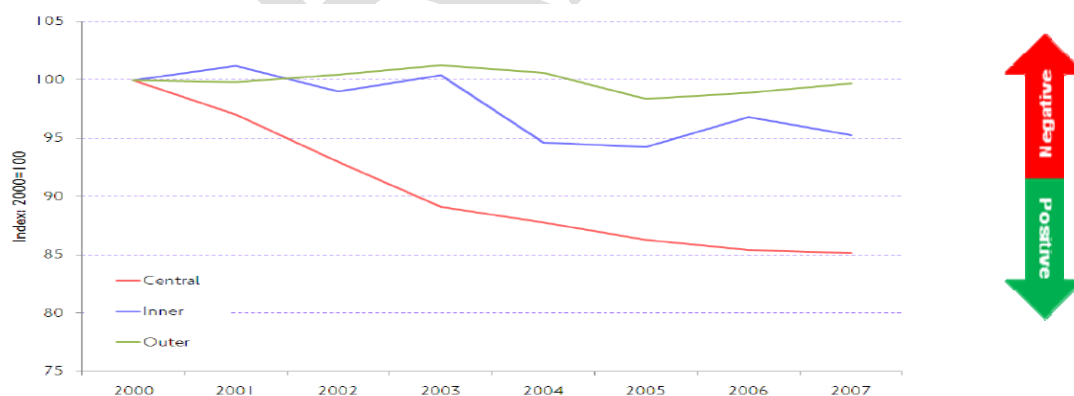
The impact of the recession in this quarter can be seen in the reduction of traffic flows in the three segments of London compared to the same period last year.

Table 1 – 2009-10 Q2 London Traffic Flows, % Change

	Values 2009/10 Q 2 % change compared to 2008/9 Q2
The average 24 hour weekday traffic flows entering central London	-5.9%
The average 24 hour weekday traffic flows entering inner London	-1.3%
The average 24 hour weekday traffic flows entering outer London	-3.3%

These trends in the second quarter of 2009/10 can be compared against the historical decline in traffic volumes since 2000 in the graph below.

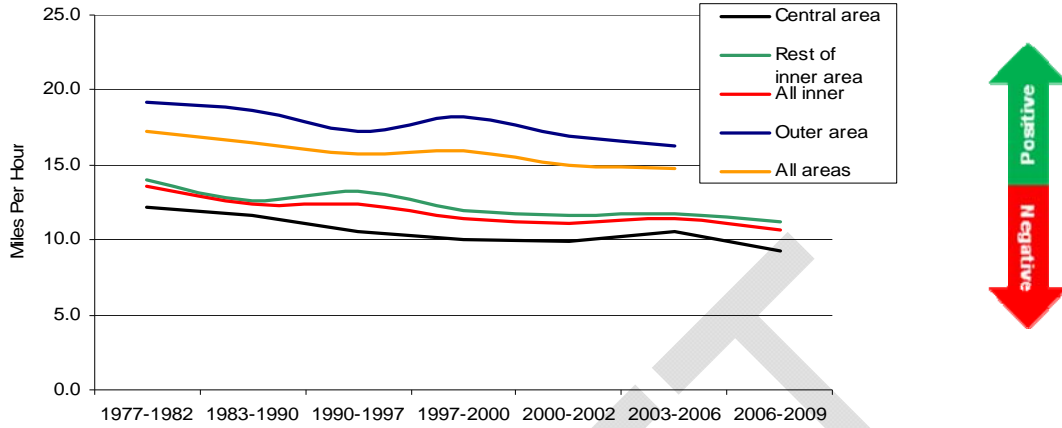
Graph 1 – Traffic Volume Trends in Central, Inner and Outer London



*Source: <http://www.tfl.gov.uk/assets/downloads/corporate/Travel-in-London-report-1.pdf>

Historically the average speed of traffic in Greater London has been falling. However, the most recent complete data on this subject is from 2008.

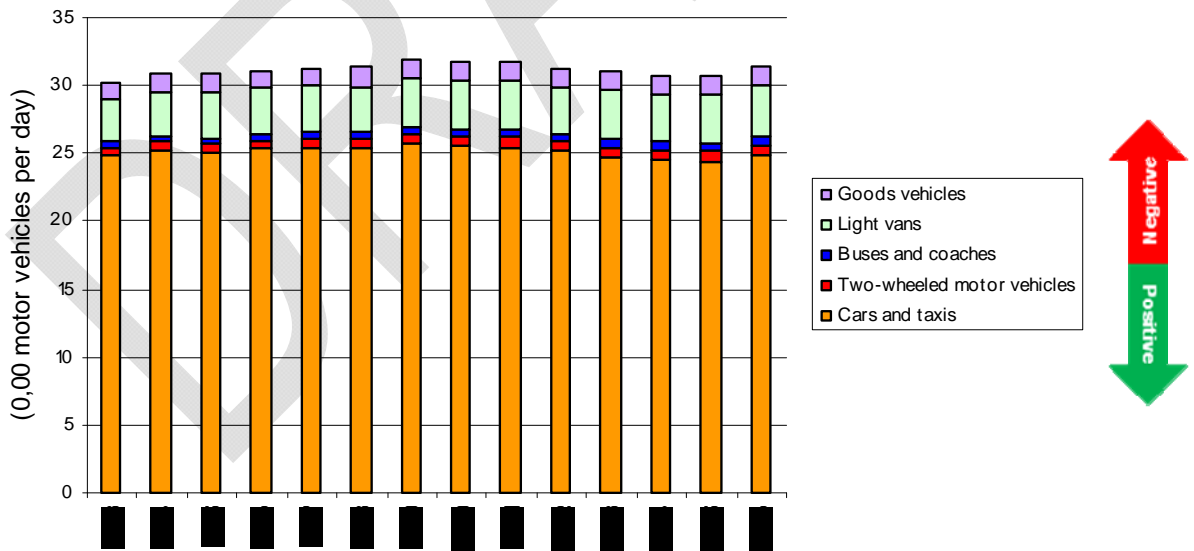
Graph 2 – Average Speed of Traffic in Greater London 1977-2009 (Morning Peak Period)



*Source: <http://www.tfl.gov.uk/assets/downloads/corporate/Travel-in-London-report-1.pdf>

The graph below shows the number of road vehicles and the vehicle types. The most recent information for a whole year is from 2006 and shows a slight decline in thousands of motor vehicles per day.

Graph 3 – Average daily vehicle flows on major roads in London by vehicle type (0,00 of motor vehicles) 1993-2006



*Source: <http://www.tfl.gov.uk/assets/downloads/corporate/Travel-in-London-report-1.pdf>

1.1.1 Road Safety

The most recent published data for safety on London’s roads is from 2008 for the full year and May 2009 for part year statistics. The May 2009 figures show that 228 people were killed or seriously injured on London’s roads, a reduction of 29.2% from the same period last year. The target is a 50% reduction by 2010.

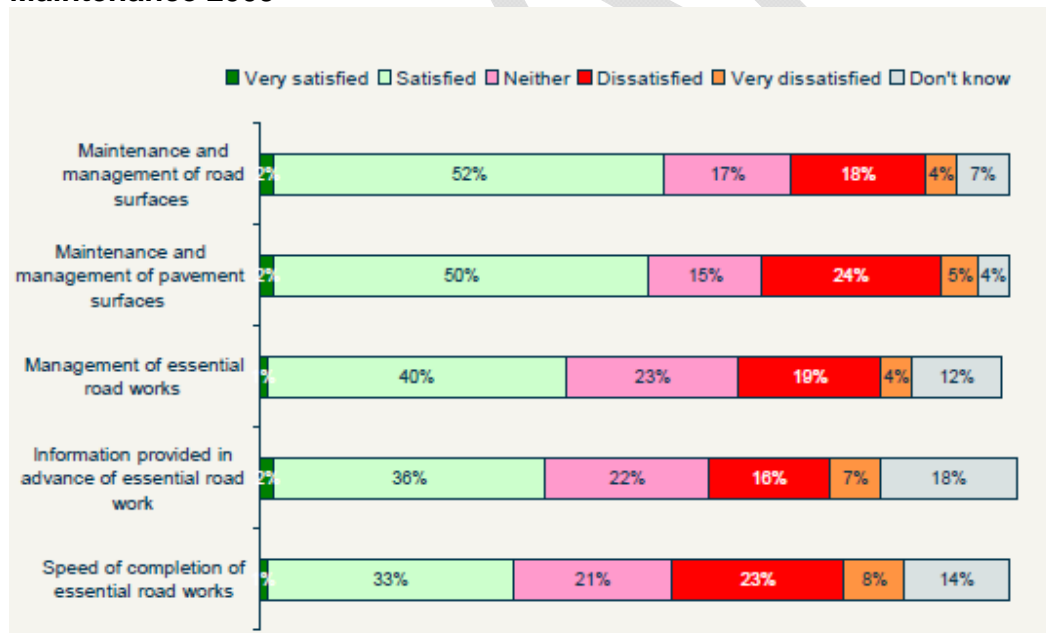
1.1.2 Signals functioning

The number of traffic signals functioning in this quarter was 98.4%. This was 0.3% below target and was as a result of difficulties with TfL’s contractors which have now been resolved.

1.1.3 TLRN Customer Satisfaction

Customer satisfaction surveys have been undertaken by TfL of road users. The graph below 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 4 – Rating of Customer Satisfaction with Road and Pavement Maintenance 2009



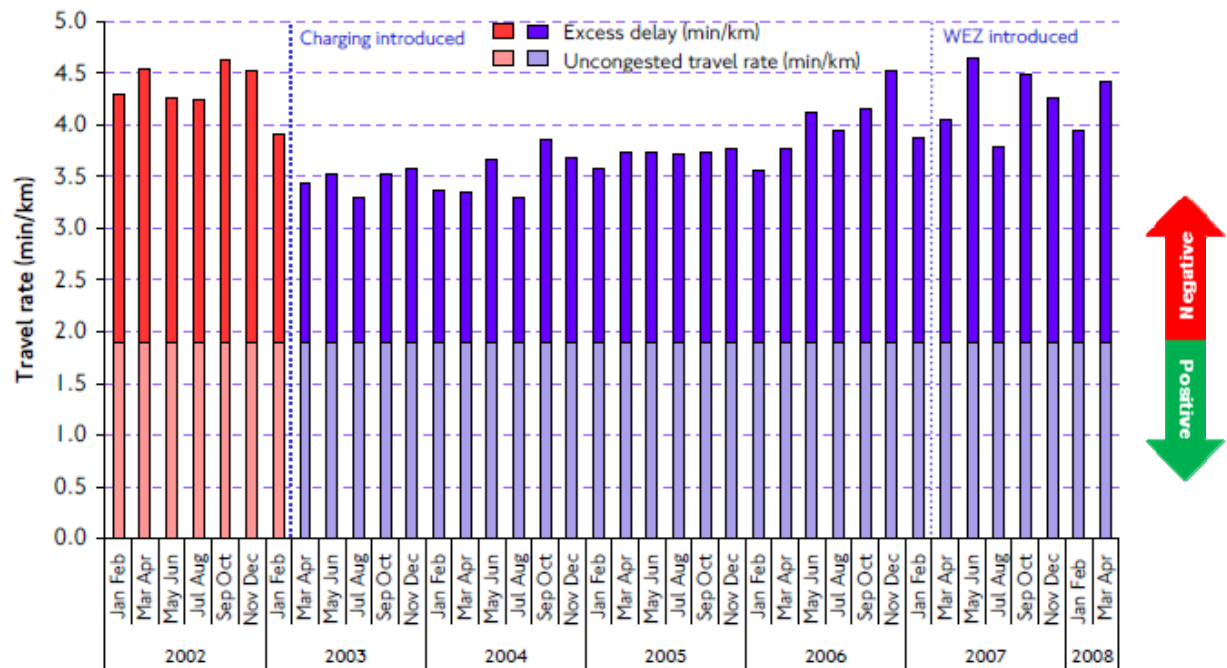
*Source: TLRN Streets Customer Satisfaction Survey, Oct 2009

1.1.4 Congestion Charging

The latest information published by TfL on the congestion charging system is from July 2008. The Sixth Annual congestion Charging Impacts Report, covers

the period up to the first part of 2008. The graph below shows that congestion in central charging zone was increasing in the most recent period reported. However, the impact of the Western Extension Zone (WEZ) does appear 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 – Congestion in the original Central London charging zone during charging hours. Moving car observed surveys.



*Source: Figure 4.1, page 57, Impact monitoring 6th Annual Report, July 2008

1.1.5 Outstanding Information from TfL

The following information is still outstanding from TfL in relation to Road Vehicles:

- Customer Satisfaction for 2009
- Potholes time to repair for 2009
- Number of trench openings (period) for 2009
- Parking Control Notices issued and enforcements compliance for Q2 2009
- Average vehicle speed for 2009
- Smoothing traffic flow data for 2009
- Journey time reliability vehicles and buses for 2009
- Stop / start performance for 2009

1.2 Pedestrians

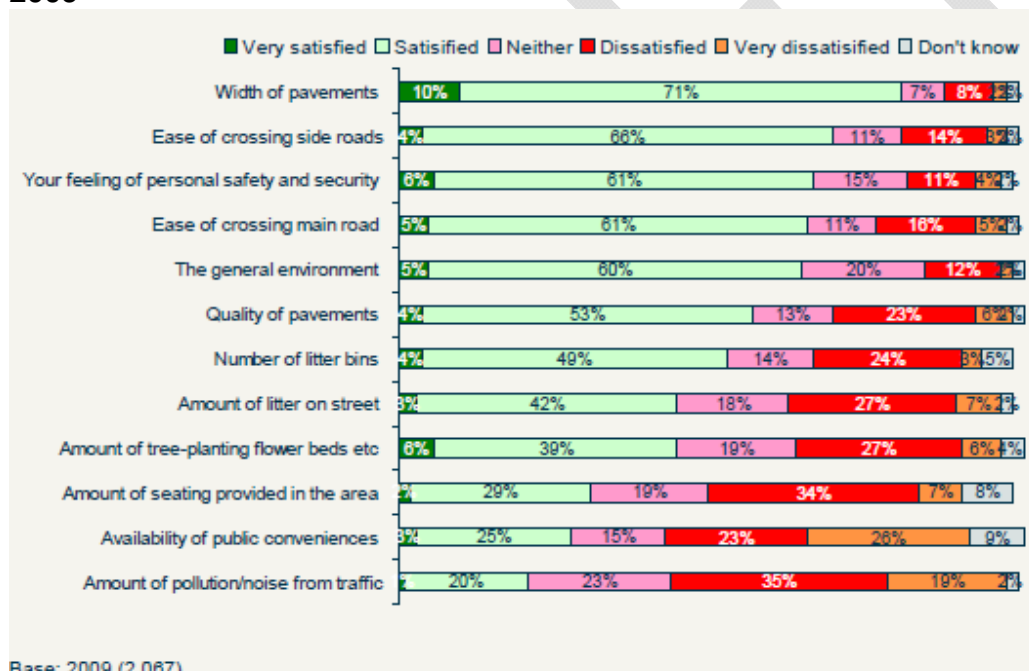
1.2.1 Annual Pedestrian Casualties

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 6 – Customer Satisfaction with the Pedestrian Local Environment 2009



Base: 2009 (2,067)

*Source: TLRN Streets Customer Satisfaction Survey, Oct 2009

1.2.3 Outstanding information from TfL

The following information is still outstanding from TfL in relation to Pedestrians:

- Flows for Q2 2009
- Crossings functioning properly for 2009
- Pavement condition for 2009
- Footway obstructions for 2009

1.3 Motorcycles

1.3.1 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.

1.3.2 Outstanding information from TfL

The following information is still outstanding from TfL in relation to power two wheeled vehicles:

- Flows for 2009
- Motorcycling customer satisfaction 2009

1.4 Cycle

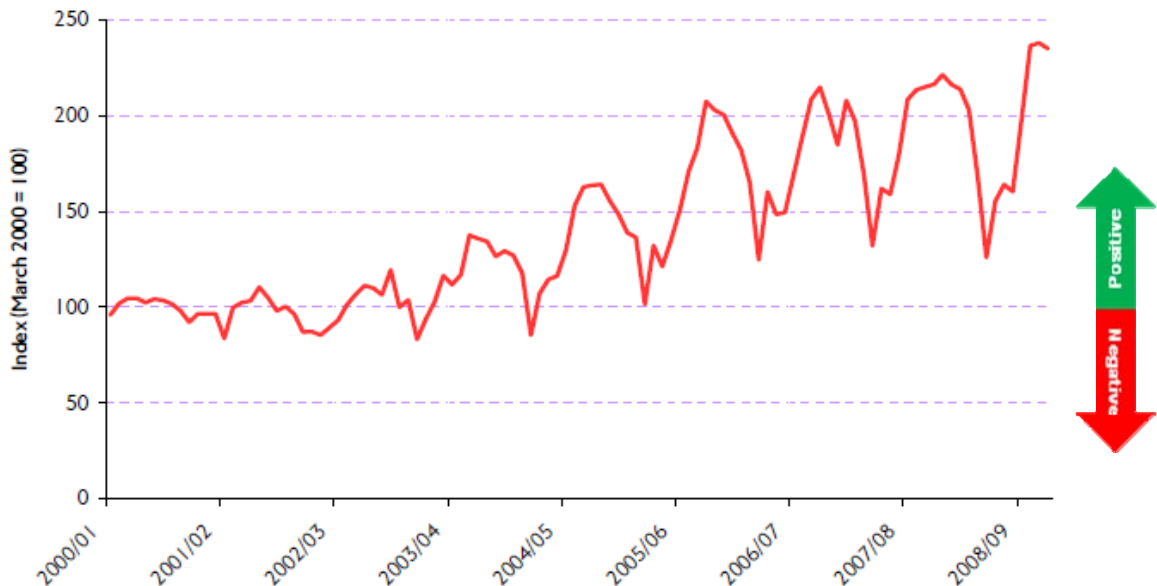
1.4.1 Annual Cycle Casualties

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.

1.4.2 Cycle Flows

For this quarter the flows of cyclists using the Transport for London Road Network (TLRN) was slightly below target for the second quarter of 2009 at the index value of 244.3. 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 7 – Cycle flows from selected locations on the TfL Road Network 2000 -2009.



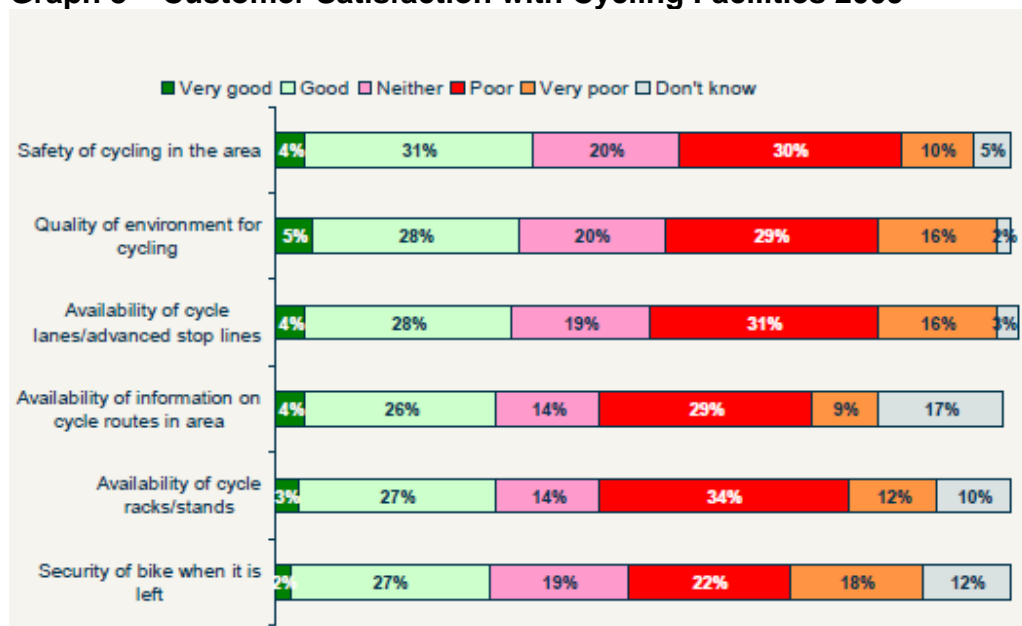
*Source: Figure 7.2, page 117, Travel in London Report Number 1, 2009

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

1.4.3 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 8 – Customer Satisfaction with Cycling Facilities 2009



*Source: TLRN Streets Customer Satisfaction Survey, Oct 2009

1.4.4 Outstanding information from TfL

The following information is still outstanding from TfL in relation to cycling:

- Cycling case study information from Sutton for 2009

1.5 Taxi & Private Hire Vehicles

1.5.1 Outstanding information from TfL

The following information is still outstanding from TfL in relation to taxis and private hire vehicles:

- Time in service and percentage occupation for 2009

1.6 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. For the two targets with actual data for the second quarter of 2009 values have been marginally below the forecast TfL target. 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

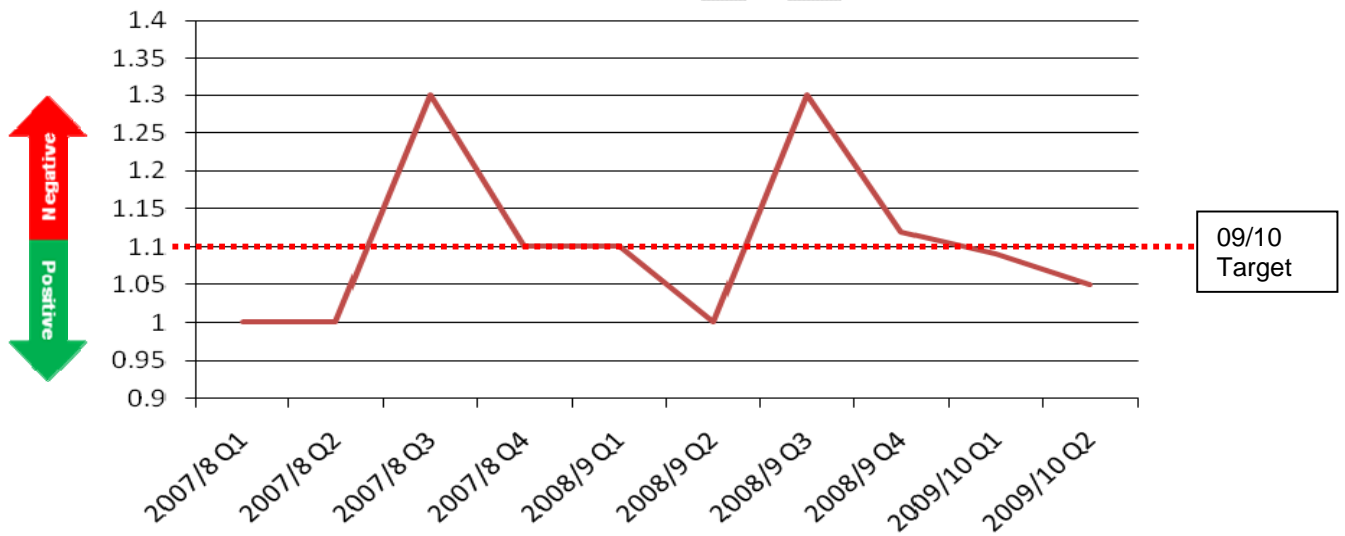
KPI	Target 2009-10	Current Performance Level
Surface transport: person journey time (roads) (sec)	264	A new measure is being developed by TfL
Cycling journeys: TfL Road Network (index)	245.4	244.3
State of good - repair - % of road assets not in good repair	6.7%	Not known by London TravelWatch
Traffic signal availability	99.1%	98.4
Street Lights Operating	98%	Not known by London TravelWatch

2 London Buses

This section of the report sets out the performance of the London Bus network in the second quarter of 2009. 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.

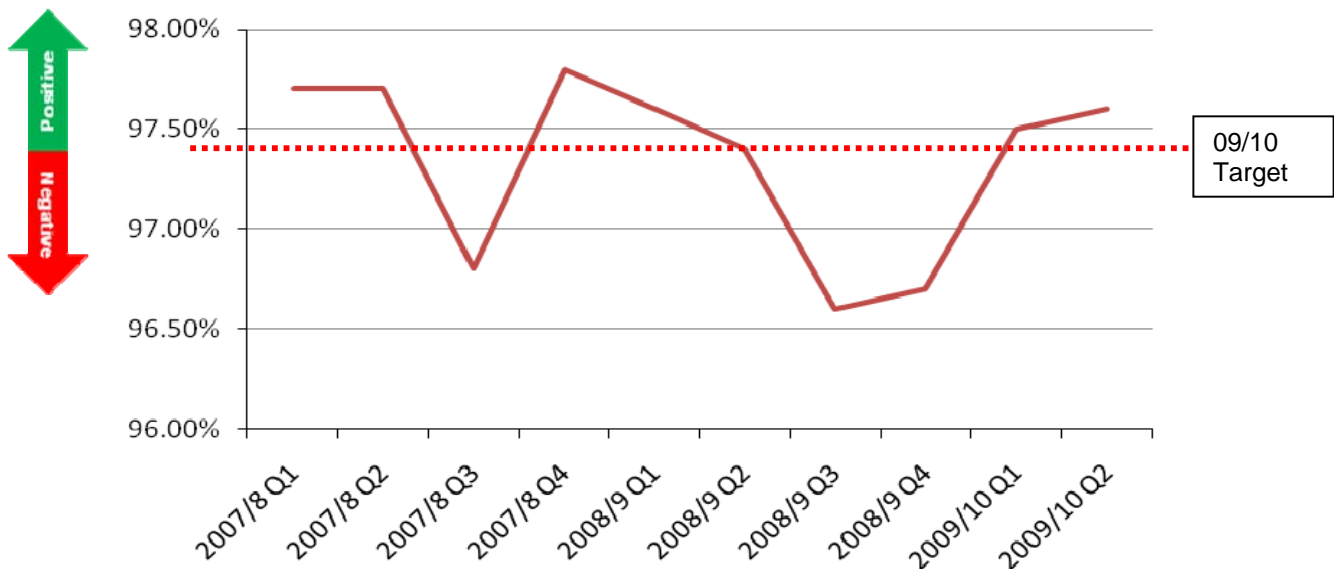
The graph below shows that the EWT target of 1.1 minutes has been met and the EWT value has been reducing over the past three quarters. This measure indicates the additional minutes wait time of passengers beyond the scheduled value.

Graph 9 – 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 also been improving for the last three quarters and is above the TfL Business Plan target (97.4%).

Graph 10 – 2007-2009, Percentage of Scheduled Bus Kilometres Operated



2.1 Bus Lanes

There are currently 292 kilometres of bus lane on roads in London. This is made up of:

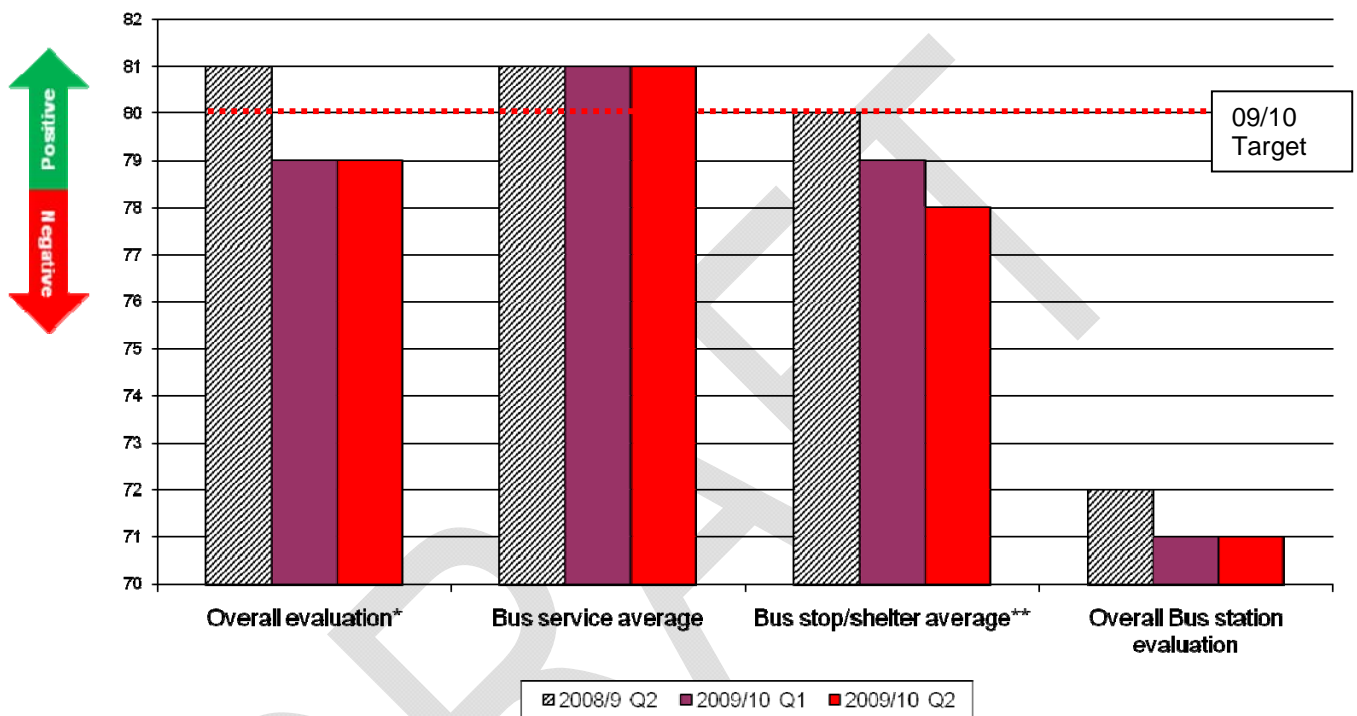
- 164km are on Borough roads
- 121km on TfL Road Network
- 7km on the Motorway

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.

2.2 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 11 – Q1 & 2 2009/10 and Q2 2008/9, Bus Customer Satisfaction Scores



Since the second quarter of 2008 the customer satisfaction scores for buses in London have reduced. In the second quarter of 2009/10 performance has been consistent with the first quarter of this year except for bus stops.

The summary of the bus KPIs shows that targets were met for all but customer service. Performance has been improving for excess wait time and percentage of scheduled services operated.

Table 3 – 2009-10 London Buses TfL Business Plan KPIs

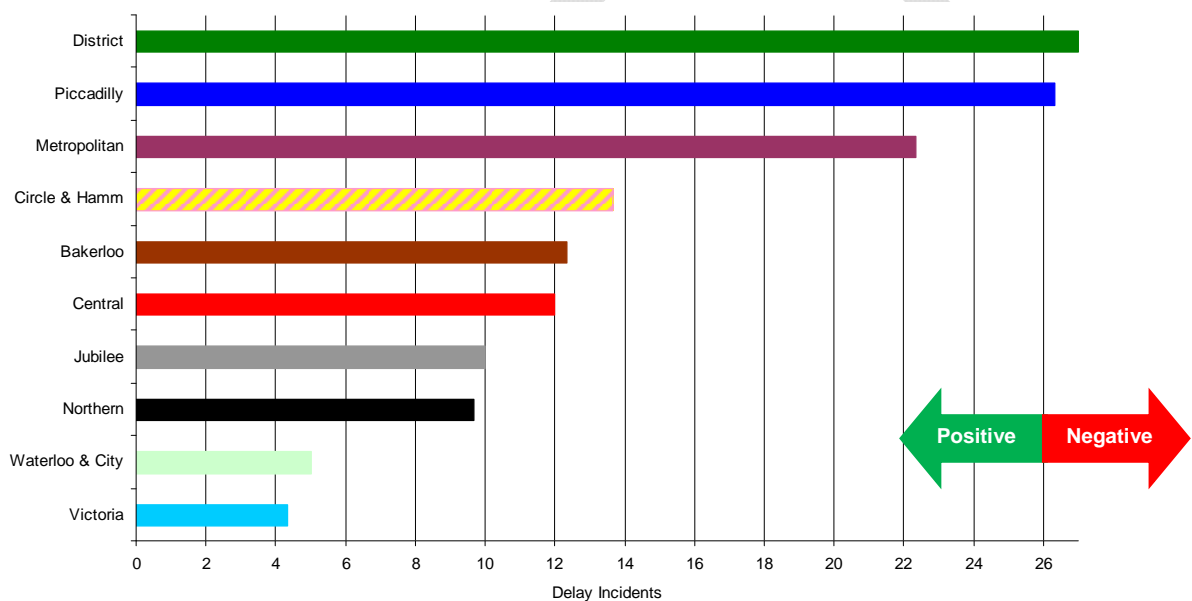
KPI	Target 2009-10	Current Performance Level
Customer Satisfaction – Overall	80%	79%
Customer Satisfaction – Information	76%	78%
Excess wait time – high frequency routes	1.1 minutes	1.05 minutes
% of Scheduled services operated	97.4%	97.6%

3 London Underground

In this section, the performance of London Underground for the second 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.

The graph below illustrates the average number of delays for each of the London Underground lines. This shows that the District line suffered the greatest number of delay incidents at 27 and the Victoria line performed best with only an average of 4.3.

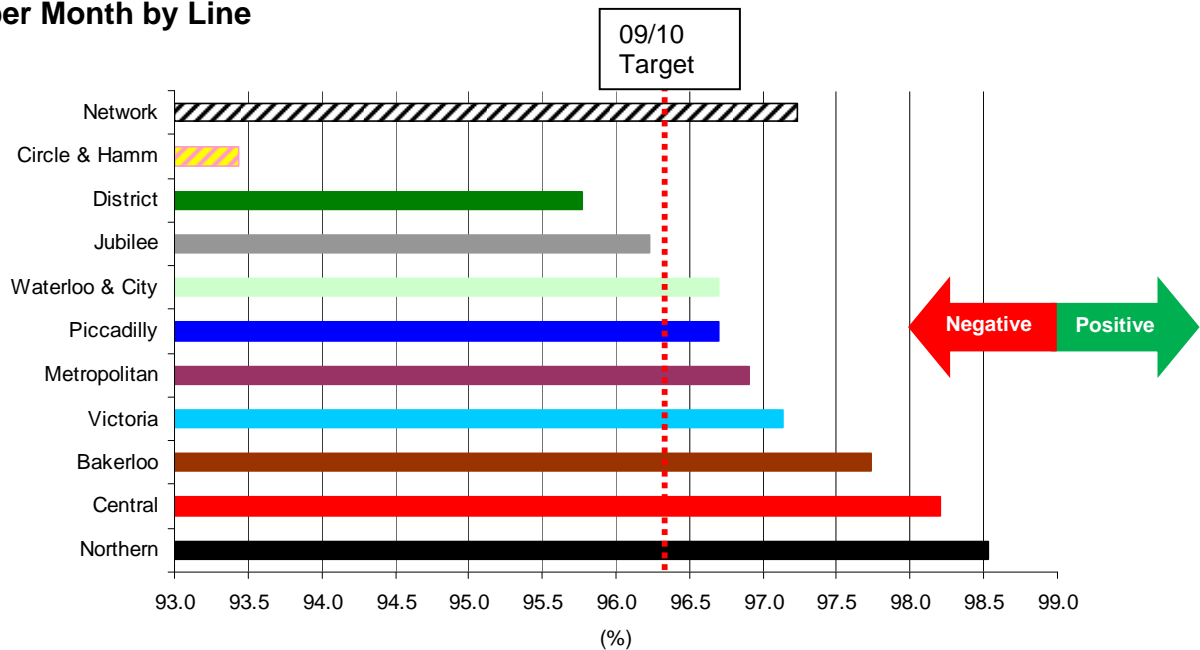
Graph 12 – Q2 2009/10, Average Number of Delay Incidents per Month by Line



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 97.23% of services operated.

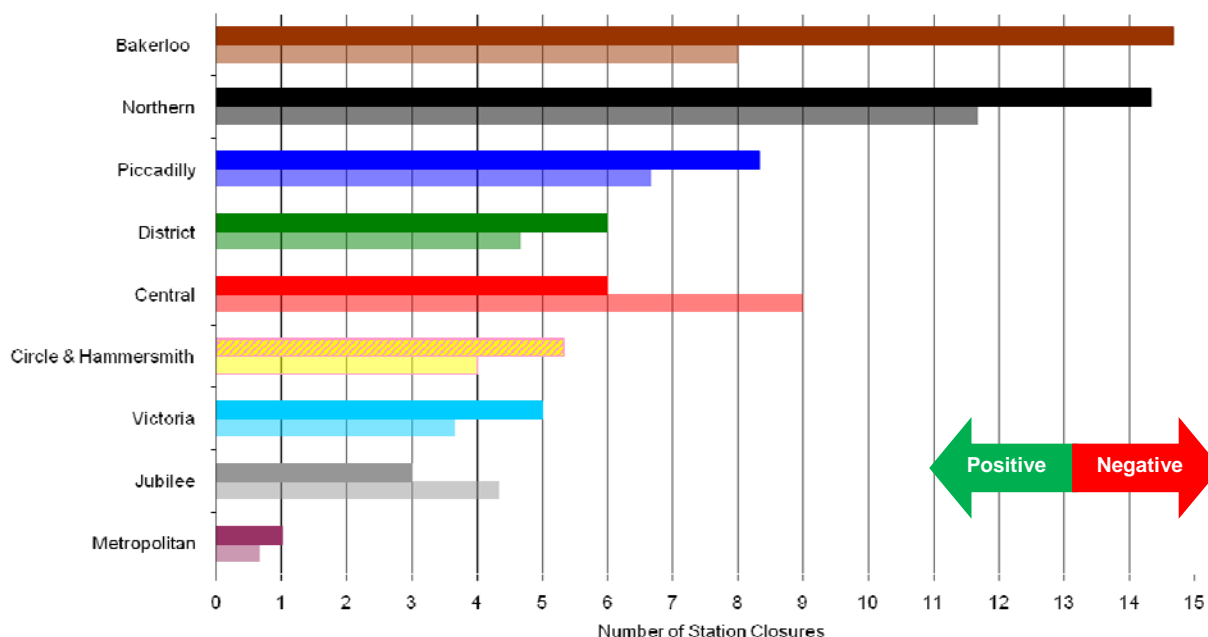
Graph 13 – Q2 2009/10, Average % of Scheduled Train Kilometres Operated per Month by Line



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.

Overall, the number of unplanned station closures was substantially higher for Quarter 2009/10 than the same period the year before. The 2008/09 Quarter 2 figures are shown in the lighter colour for each line. Only the Central line and the Jubilee line saw a reduction in station closures when compared to the previous year.

Graph 14 – Q2 2009/10 & Q2 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.

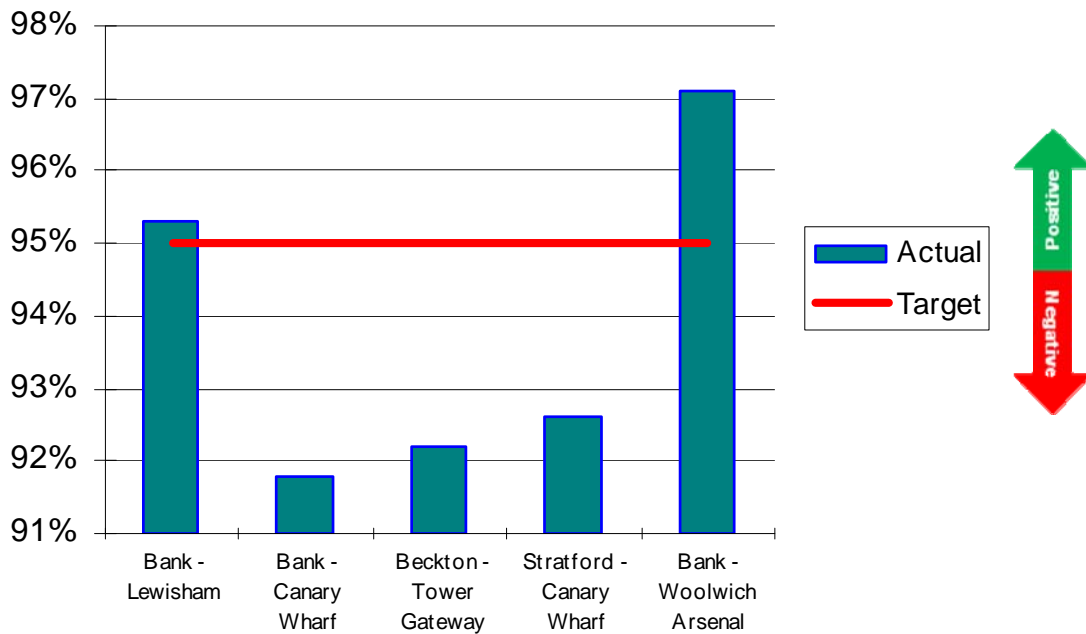
Table 4 – 2009-10 London Underground TfL Business Plan KPIs

KPI	Target 2009-10	Current Performance Level (Q2 Average)
Customer Satisfaction – Overall Score	79 points	80 points
Customer Satisfaction – Safety & Security Score	83 points	84 points
Customer Satisfaction – Information Score	81 points	81 points
Excess Journey Time	6.62 minutes	6.13 minutes
% of Scheduled Services Operated	96.3%	97.23%

4 Docklands Light Railway

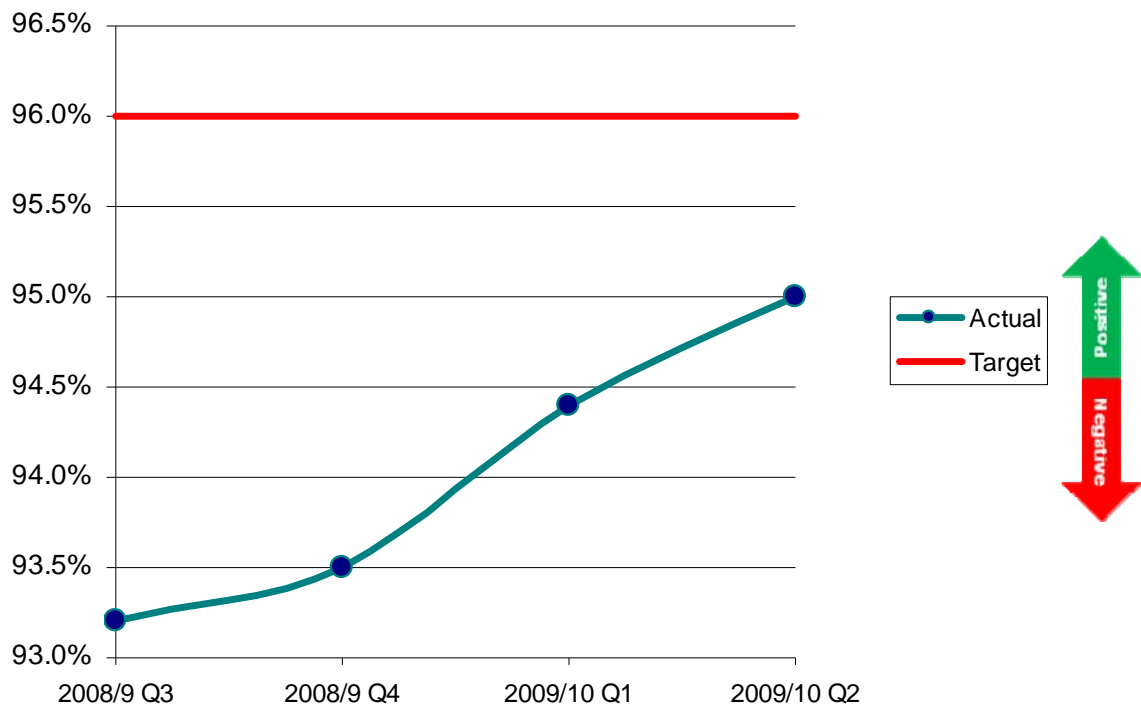
DLR performance has improved in Quarter 2 2009/10 as a result of a new timetable, but a number of the routes are not meeting journey time targets. The new timetable introduced partway through Quarter 2 on the 24 August and saw the introduction of services using the West India Quay fly-under. Bank to Lewisham trains now run non-stop to West India Quay at peak times. The new timetable is hoped to improve reliability in the central sections, which should improve the journey times for the three sections of routes performing below target.

Graph 15 – Q2 2009/10, Journey Time (split by route)



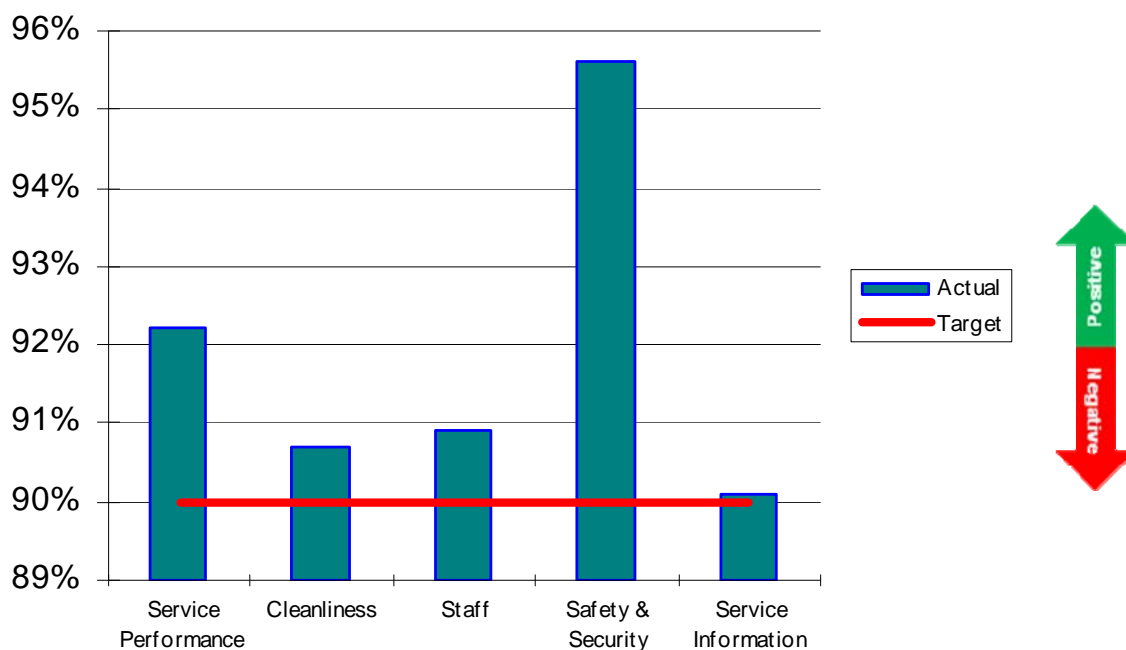
Service Reliability has improved over the previous quarters when engineering works had affected services. However, the service reliability remains below the target level of 96%. Given that the new timetable was introduced only partway through the quarter the shortfall may be remedied if the timetable is successful.

Graph 16 – Q2 2009/10, Service Reliability (Percentage of Intervals of not more than 3 mins over those published)



Customer satisfaction suffered as a result of the engineering works at the beginning of 2009 but levels in the second quarter are all above target thresholds. However, the scores for service information, staff and cleanliness remain a concern as they are border line.

Graph 17 – Q2 2009/10, Customer Satisfaction Scores



Availability of Station Equipment where all consistently above the target levels for:

- Lifts
- Escalators
- Ticket Vending Machines

Table 5 – 2009-10 DLR TfL Business Plan KPIs

KPI	Target 2009-10	Current Performance Level (Q2 Average)
Satisfaction – Overall	90%	92.2%
Satisfaction – Safety & Security	90%	95.6%
Satisfaction – Information	90%	90.1%
Service Reliability	96%	95%
% of Scheduled Services Operated	98%	100%

5 London Tramlink

London Tramlink undertook engineering work at East Croydon during this quarter. The effect of the engineering work was to reduce the number of scheduled kilometres that were operated to below the 97.8% target. The customer satisfaction scores, while above the target are lower than the same period last year. The engineering work has now been completed and it is expected that the Tramlink performance will now improve.

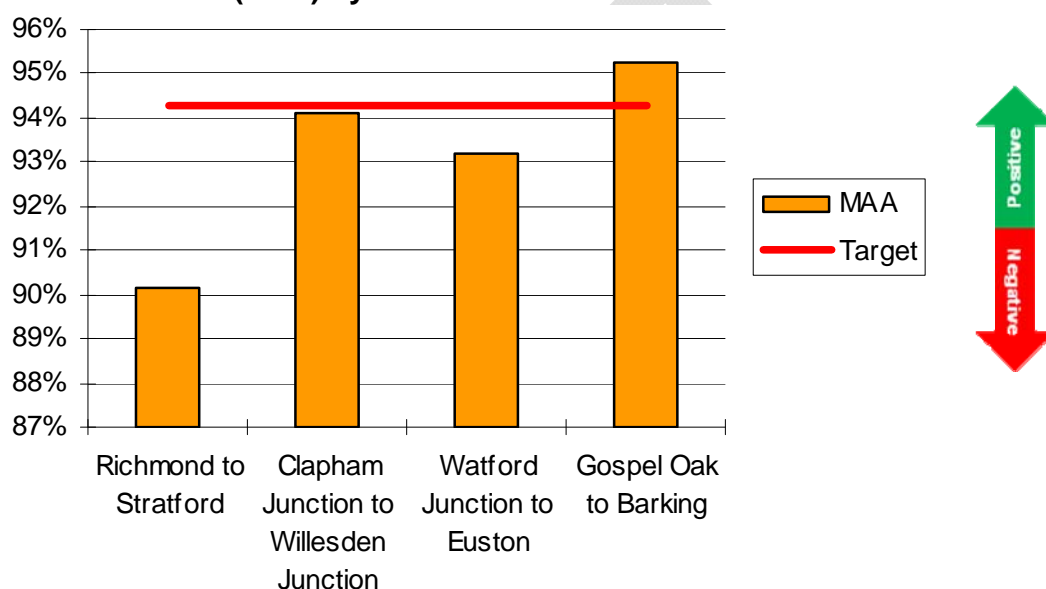
Table 6 – Q2 2009/10 London Tramlink TfL Business Plan KPIs

KPI	Target 2009-10	Current Performance Level (Q2 Average)
Customer Satisfaction – Overall	84%	85%
% of scheduled service kms operated	98%	97.8%

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 Gospel Oak to Barking line met its target. According to London Overground the reason that the overall PPM target was not met was mostly as a result of train and overhead line power failures.

Graph 18 – Q2 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 has been postponed to at least 20 February 2010. Overall the programme is still on target for the introduction of the enhanced timetable in February 2011.

Table 7 – Q2 2009/10 London Overground TfL Business Plan KPIs

KPI	Target 2009-10	Current Performance Level (Q2 Average)
Customer Satisfaction – Overall (National Passenger Survey biannual data)	73%	75%
Passenger Performance Measure	93.4%	92.5%

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 significant concern, the number of services operated that were scheduled has fallen from 91% last quarter to 90% in quarter two of 2009/10. The number of phone calls answered on the first attempt has risen this quarter to 64% from 50% last quarter, but this figure is still low.

The numbers of passengers carried by Dial-a-ride is also below target at 284,171 journeys completed. The approximately quarterly target number of passenger journeys is 350,000. 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.

Table 8 – Q2 2009/10 Dial-a-ride TfL Business Plan KPIs

KPI	Target 2009-10	Current Performance Level (Q2 Average)
Overall Customer Satisfaction	93%	91%
Annual Passenger Journey Numbers	1.4 million per annum (approximately 0.35 per quarter)	0.29

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

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 achieved.

Table 9 – Q2 2009/10 London River Services TfL Business Plan KPIs

KPI	Target 2009-10	Current Performance Level (Q2 Average)
% of scheduled service kms operated	98.5%	99.2%

Appendix A – Glossary

Term	Definition
AWT	Average Waiting Time
DLR	Docklands Light Railway
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-1.pdf>
- London Streets Performance
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