

# London Underground Excess Journey Time

This measure relates service performance to demand and expresses the information in the form of average passenger journey time. Actual journey time is compared with planned journey time, assuming the service runs to schedule taking account of 'normal' levels of congestion, to produce an excess journey time figure, expressed in minutes.

Source: <http://www.tfl.gov.uk/tfl/corporate/modesoftransport/tube/performance/>

For the network as a whole the EJT is about 7 minutes but has been rising since August 2006 and is now 8 minutes.

The Bakerloo EJT had fallen from close to the network average to being 3 minutes below. The Central Line (excluding Chancery Lane) fluctuates below the network average but has been rising in recent months.

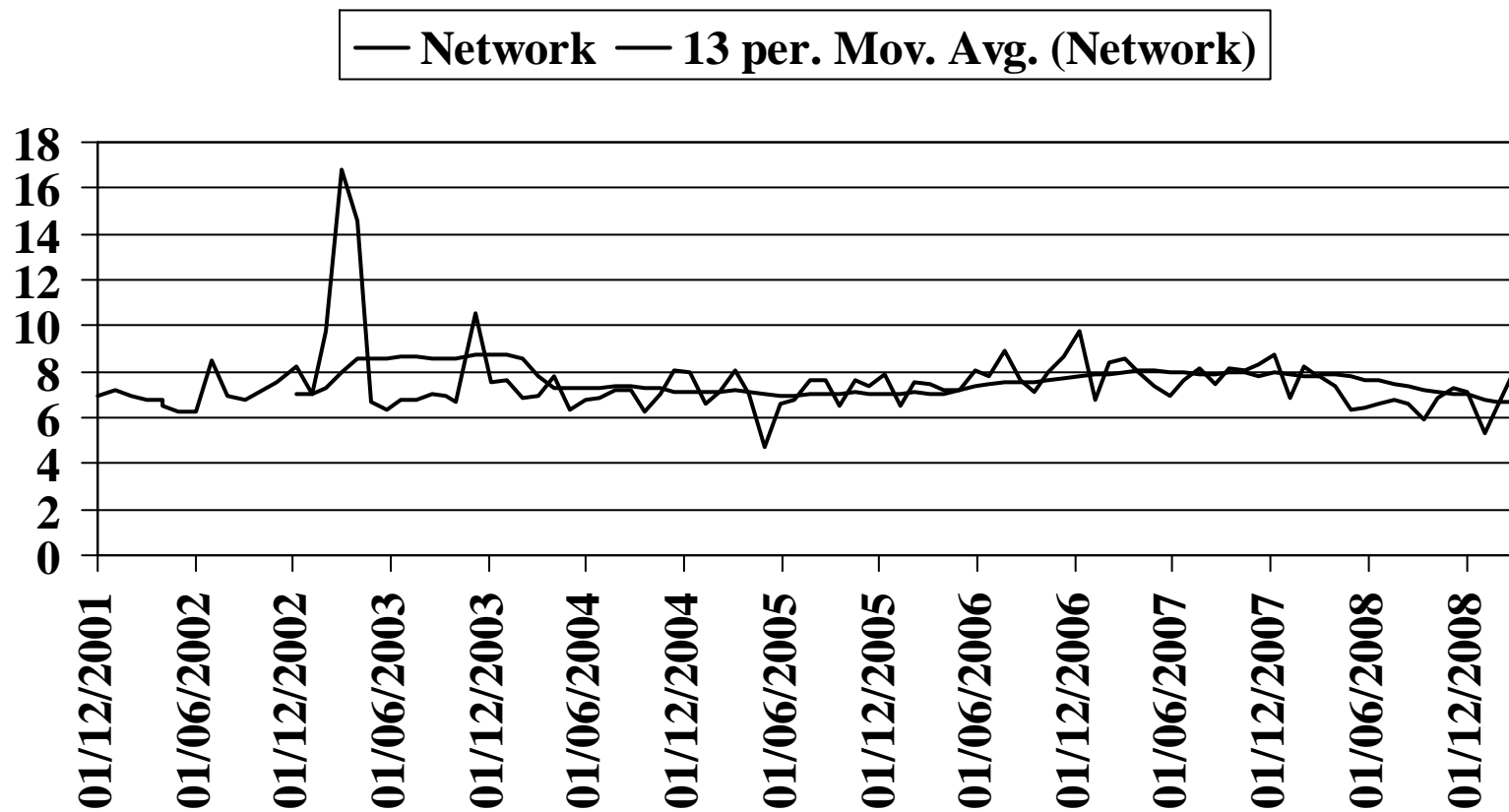
The District, Northern, Piccadilly and Jubilee lines follow the network trend but are typically 2 minutes better than the average.

The Metropolitan and Circle lines were 2-3 minutes worse than the network average but since mid 2004 have been close to the network average.

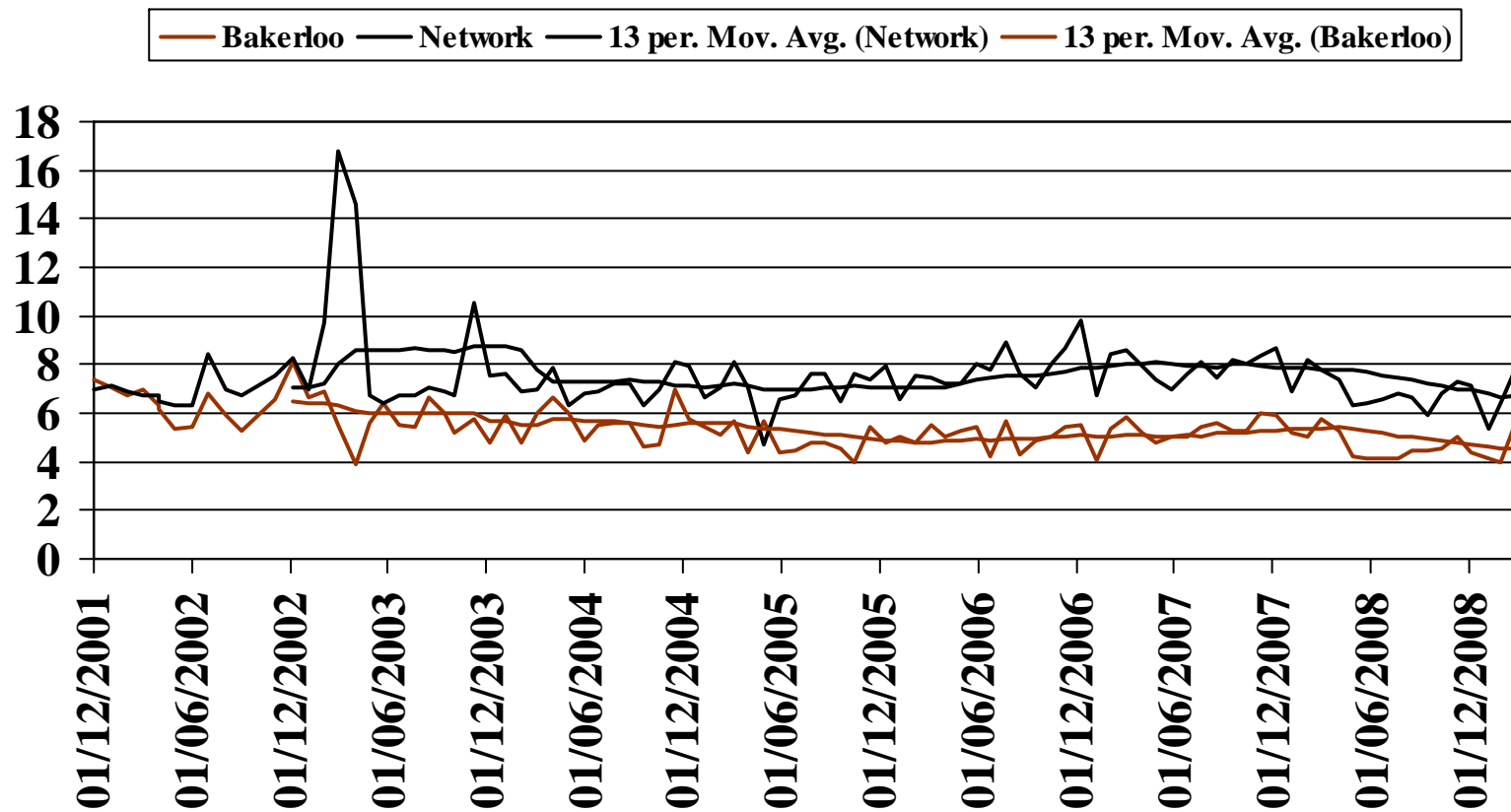
The Victoria line was close to the network average, improved during 2005 and 2006, deteriorated slightly in 2007 but is still 2 minutes below the network average.

East London and Waterloo and City are well below the network average which reflects their very simple networks and lack of interaction with other lines.

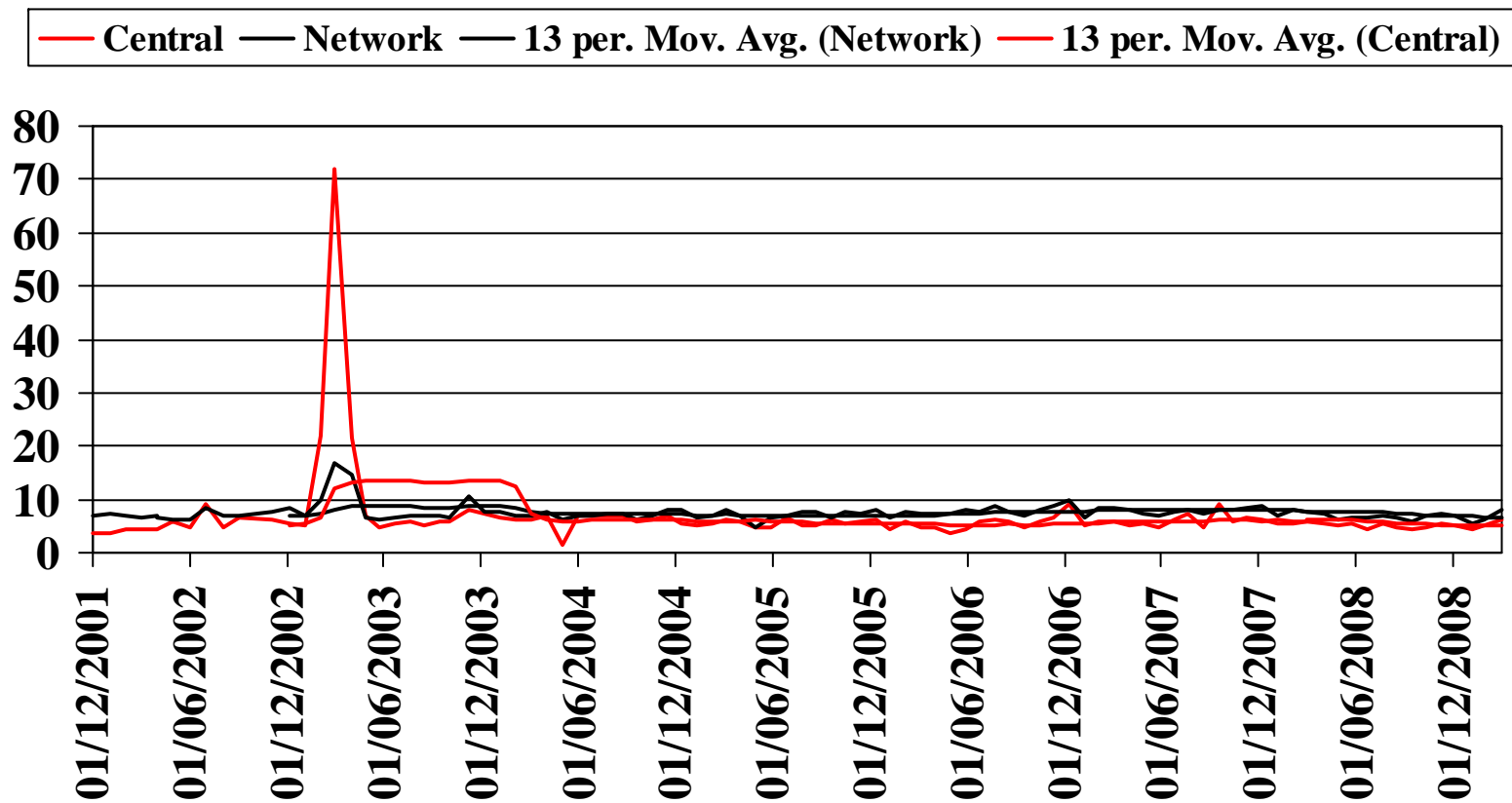
# Network Excess Journey Time



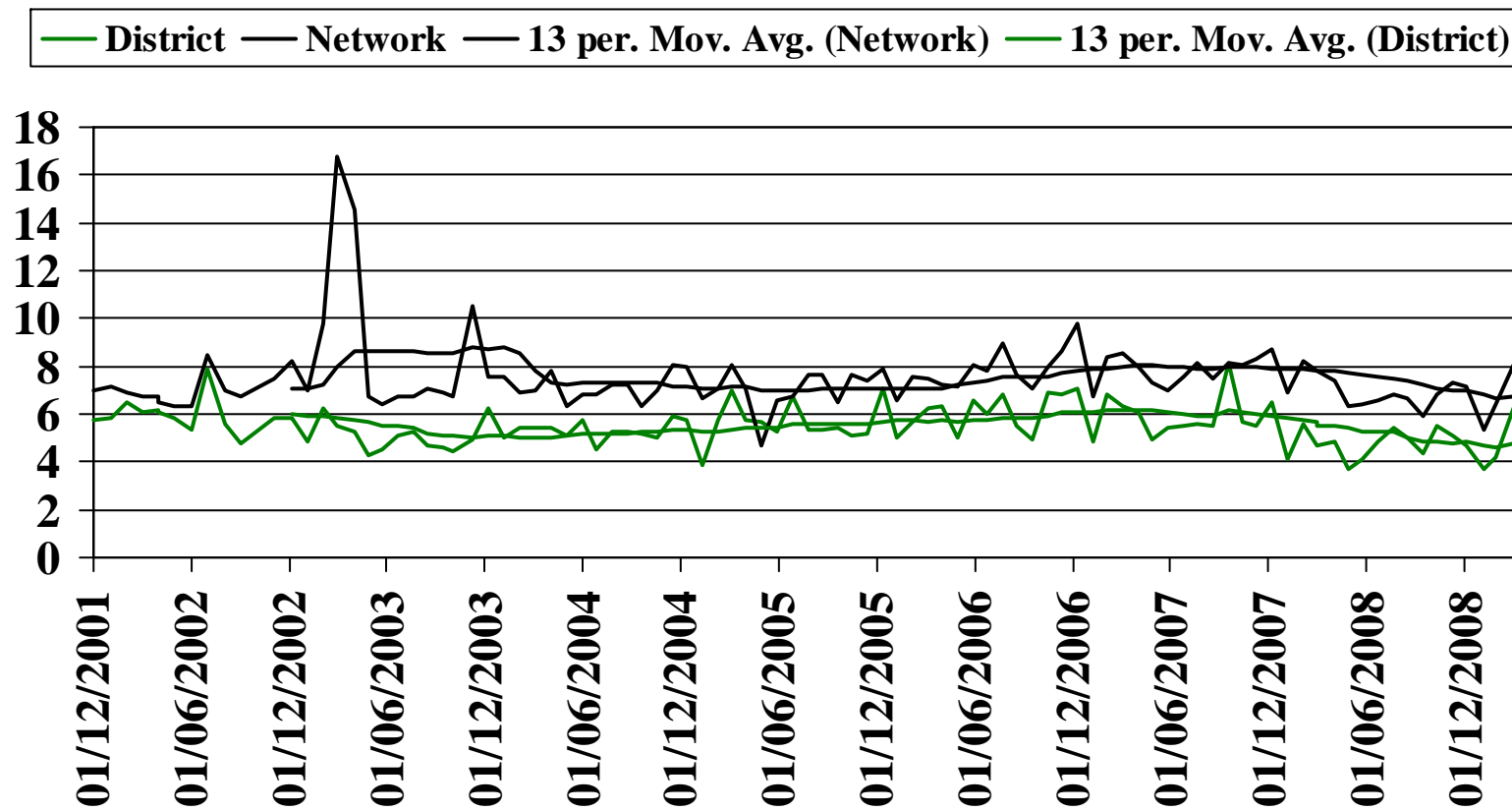
# Bakerloo Excess Journey Time



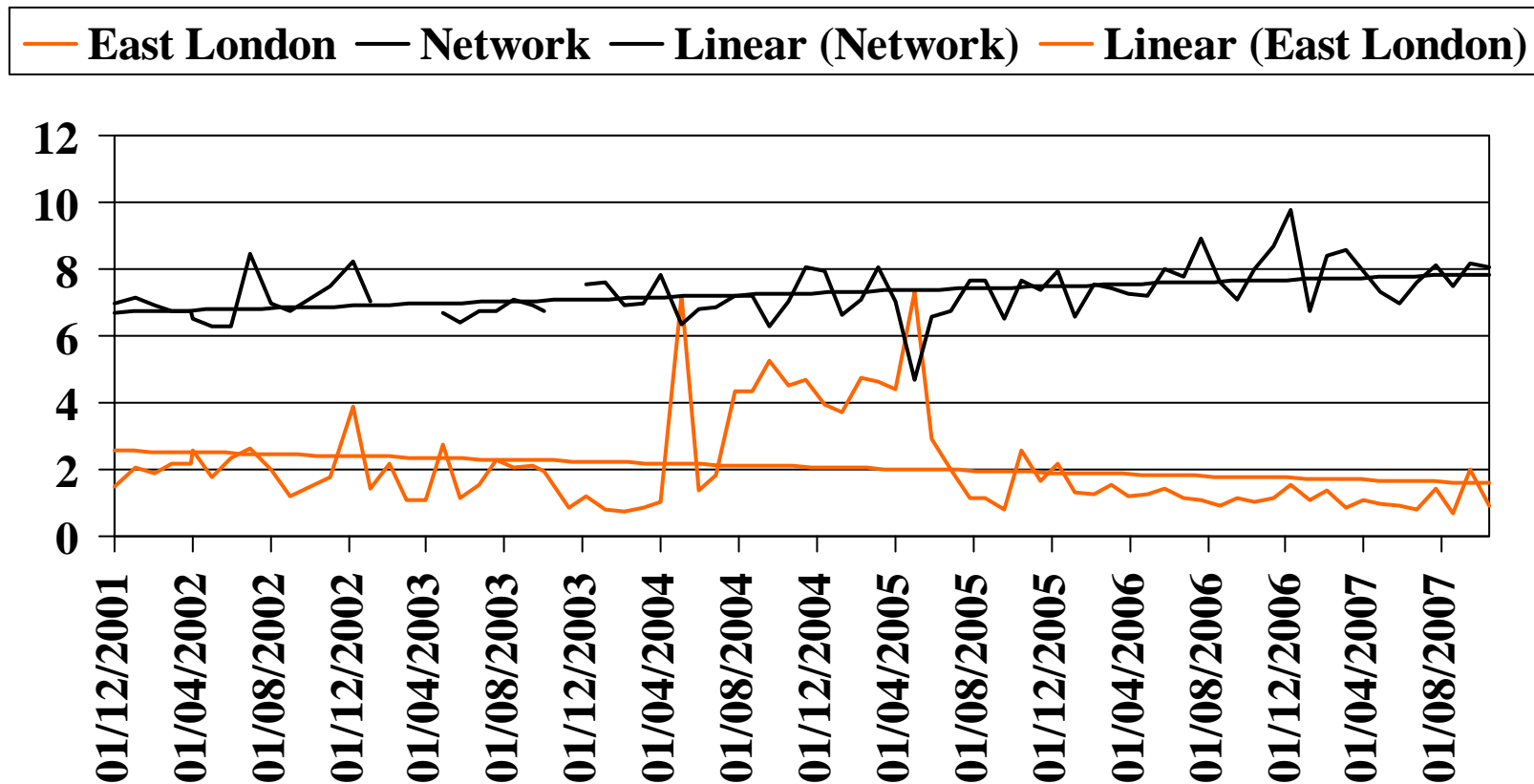
# Central Excess Journey Time



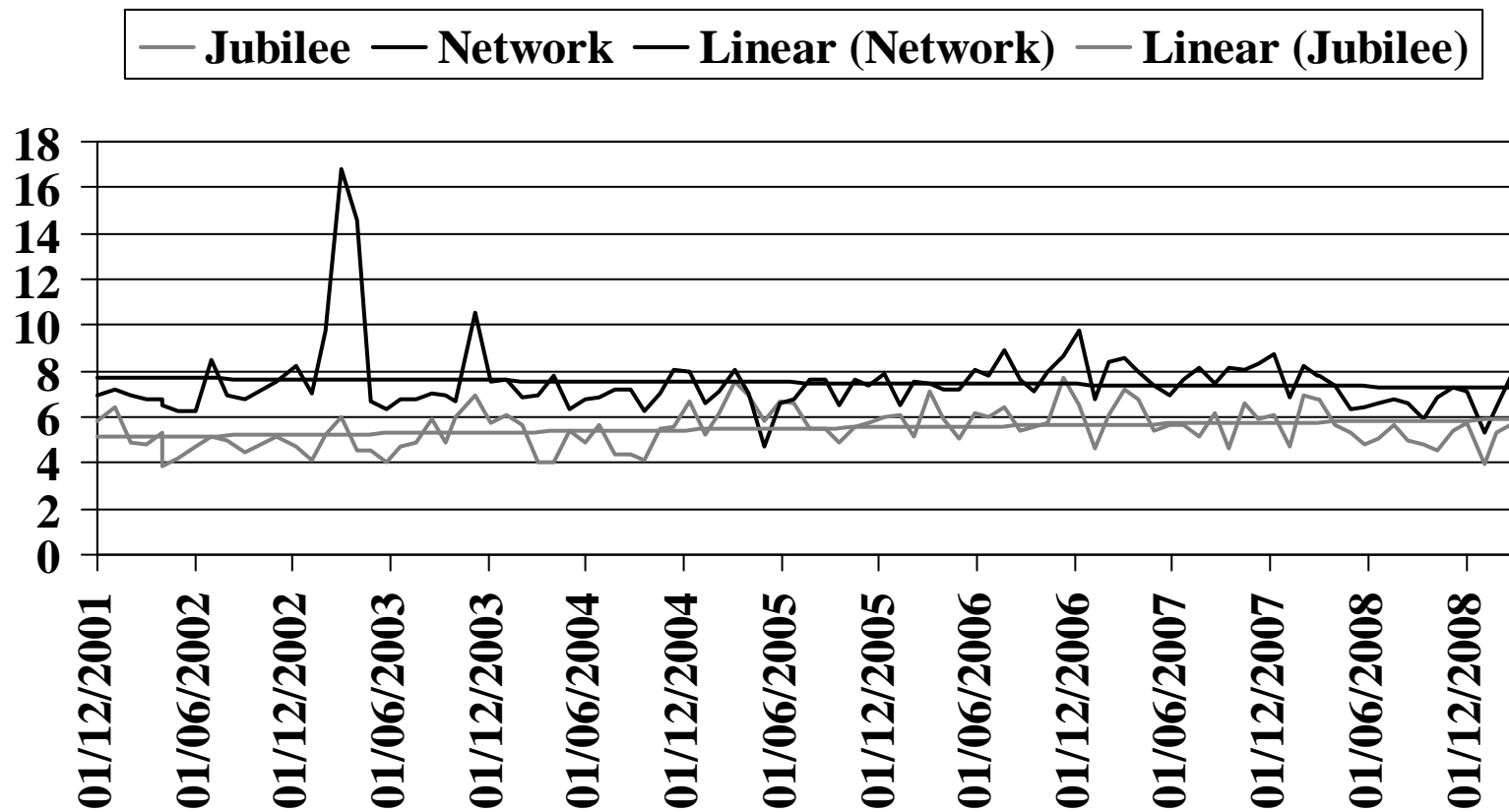
# District Excess Journey Time



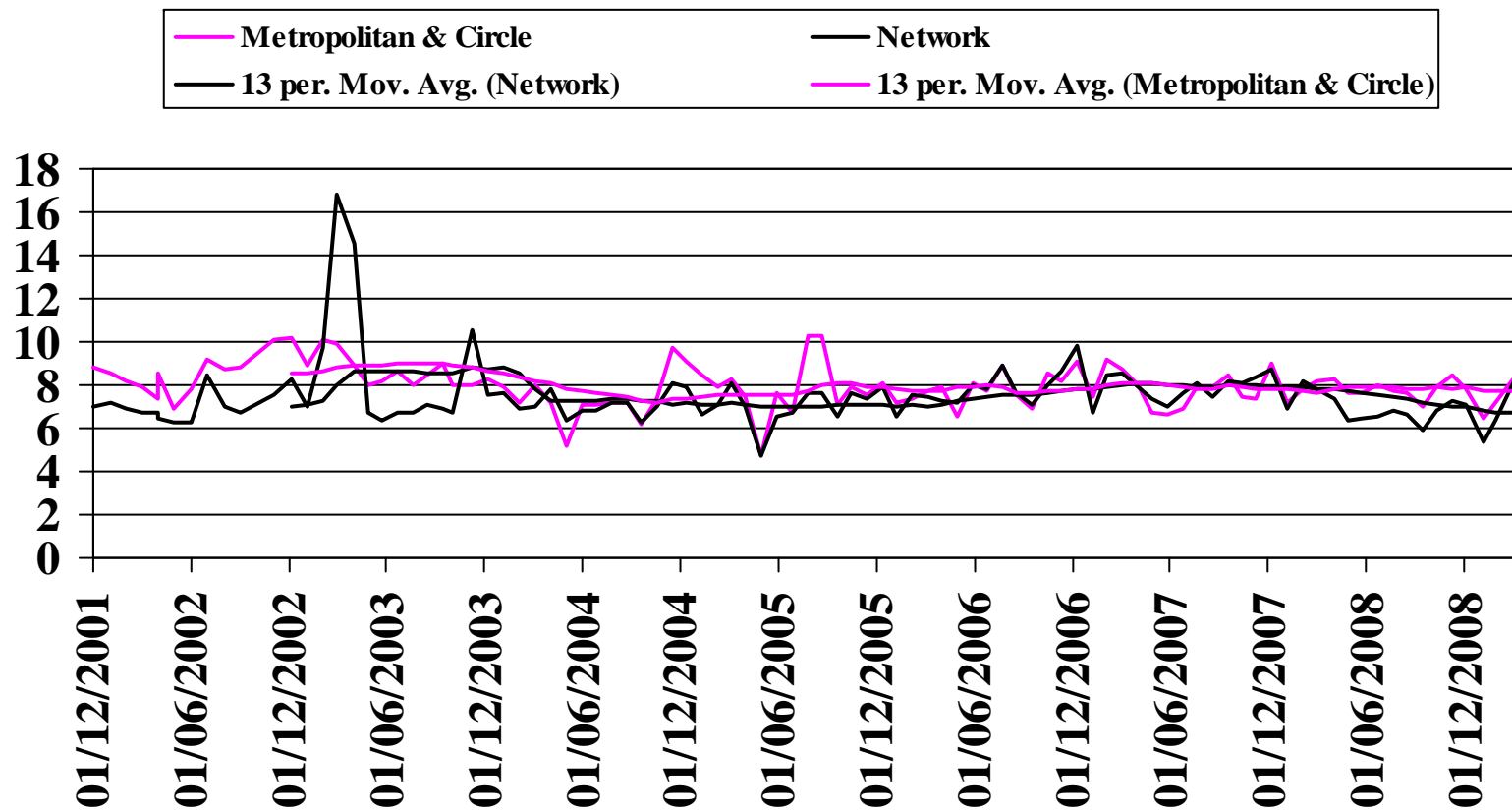
# East London Excess Journey Time



# Jubilee Excess Journey Time

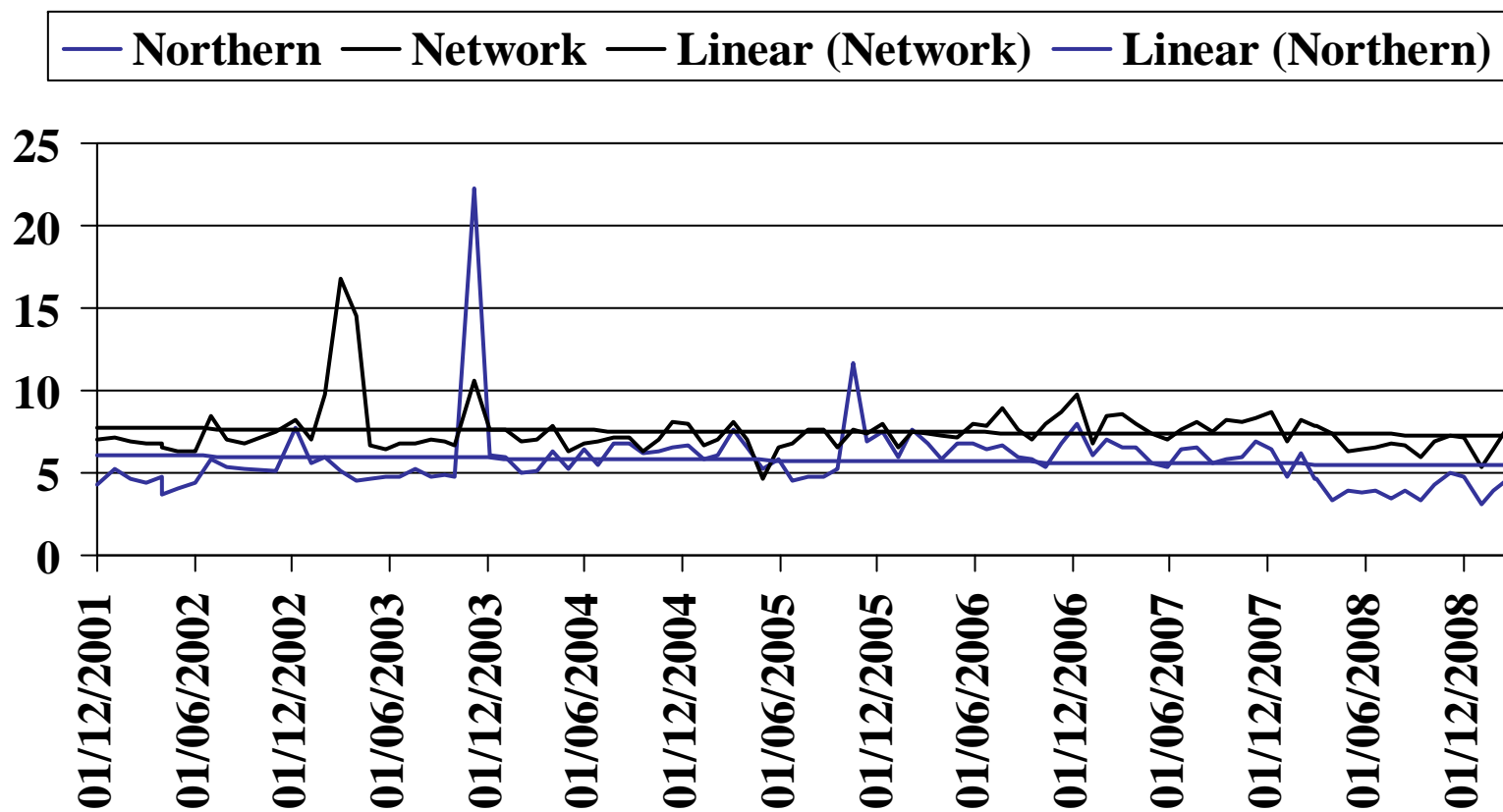


# Metropolitan and Circle Excess Journey Time

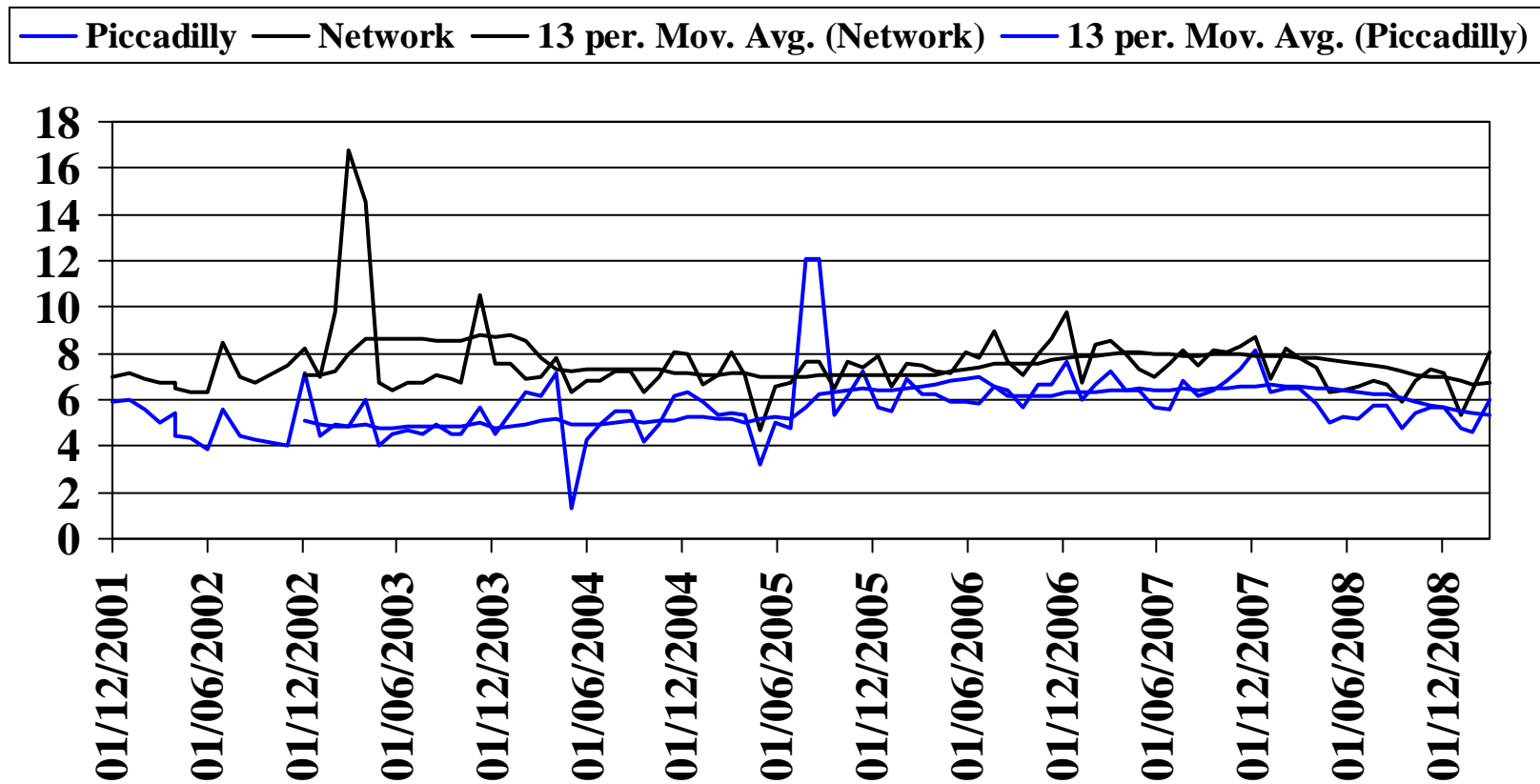




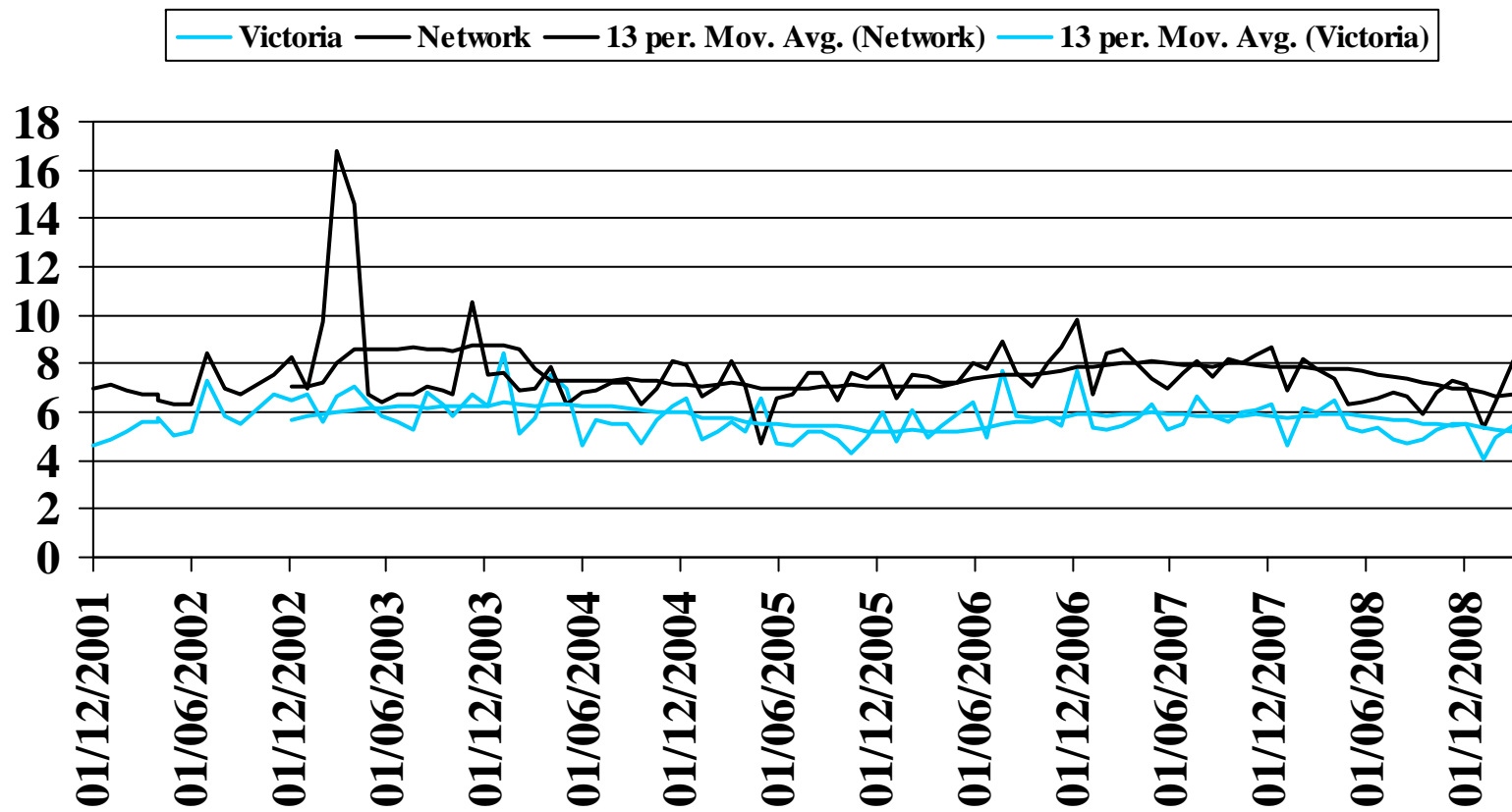
# Northern Excess Journey Time



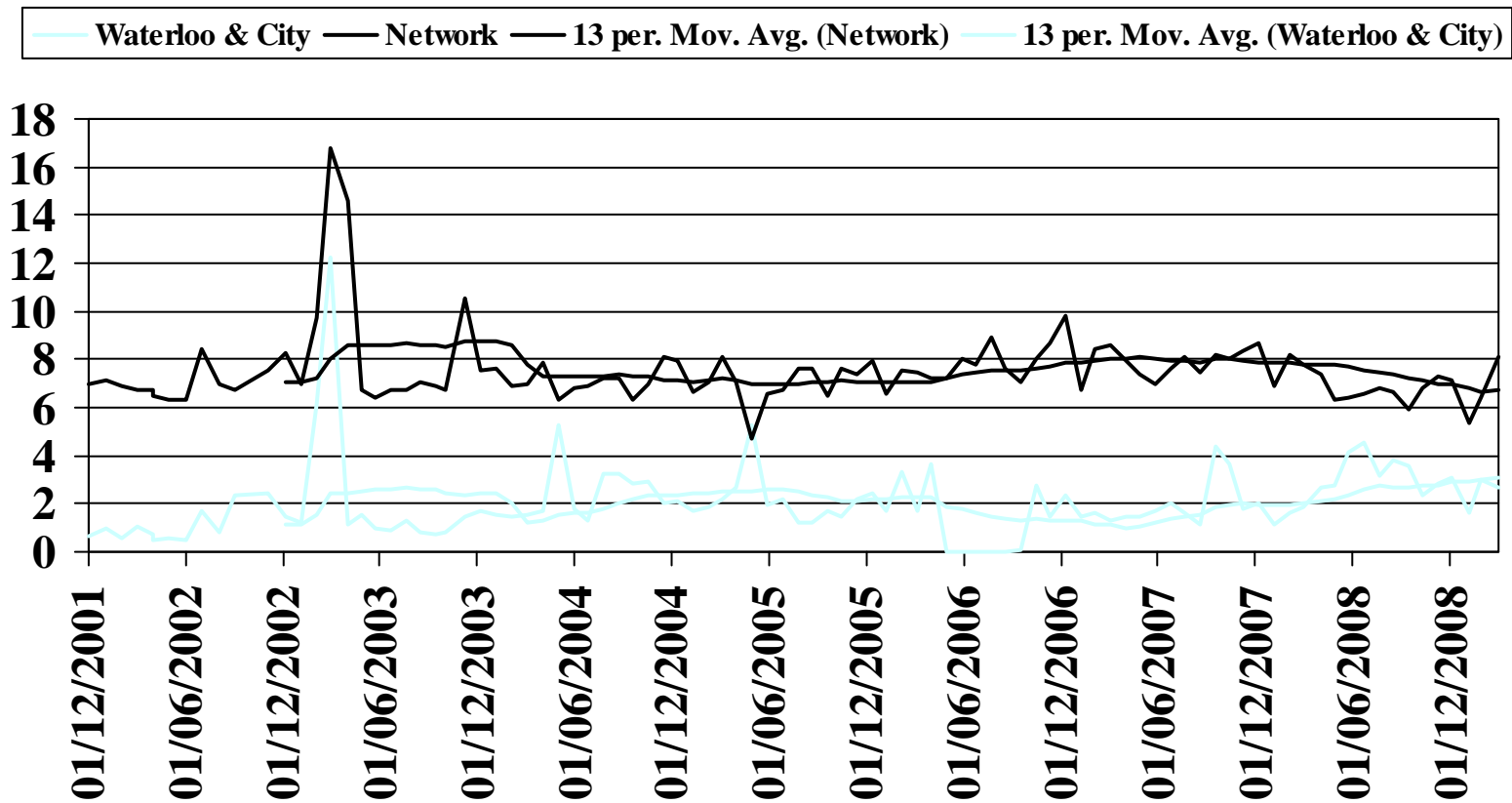
# Piccadilly Excess Journey Time



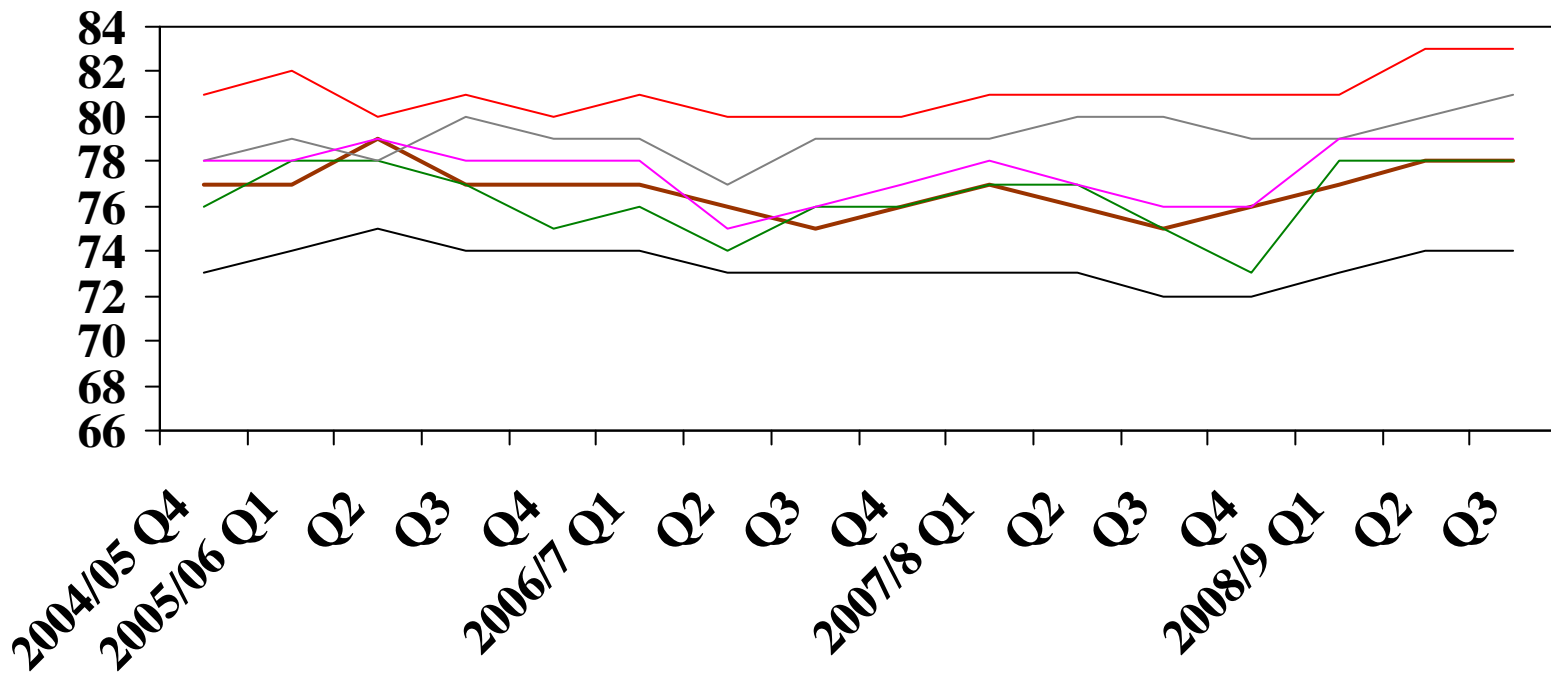
# Victoria Excess Journey Time



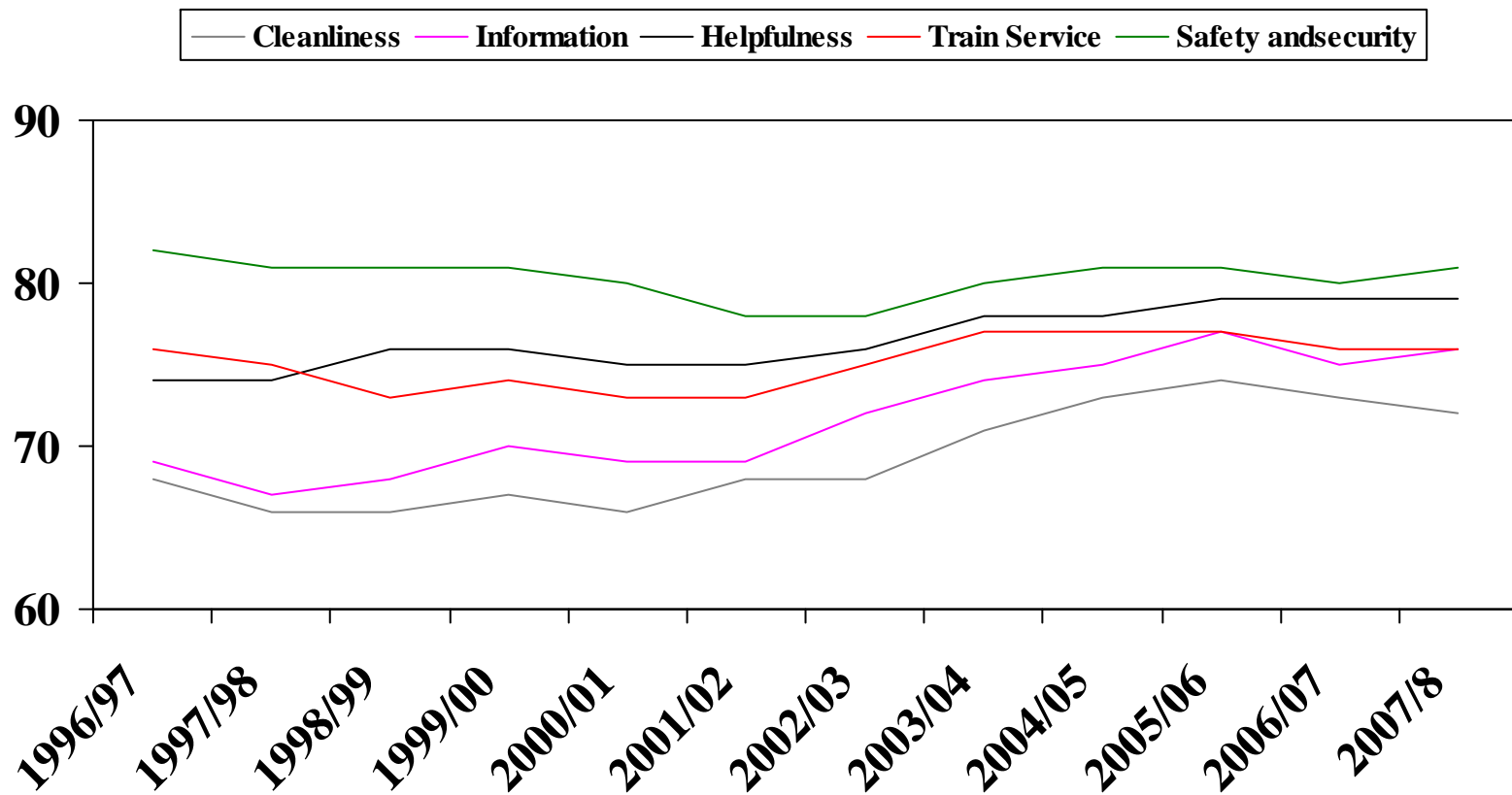
# Waterloo and City Excess Journey Time



# Customer Satisfaction



# Customer Satisfaction



Source: Regional Transport Statistics 2008 -DfT