

TfL 2019-20 Quarter 2 Performance Report (July - September 2019)

February 2020



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,
- Monitor trends in service quality.

Our aim is to press in all that we do for a better travel experience for 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 financial periods	Issue dates for London TravelWatch report for the corresponding Quarter
Quarter 1 – Apr to Jun 2015	October 2015
Quarter 2 – Jul to Sept 2015	January 2016
Quarter 3 – Oct to Dec 2015	May 2016
Quarter 4 – Jan to Mar 2016	June 2016
Quarter 1 – Apr to Jun 2016	October 2016
Quarter 2 – Jul to Sept 2016	February 2017
Quarter 3 – Oct to Dec 2016	April 2017
Quarter 4 – Jan to Mar 2017	June 2017
Quarter 1 – Apr to Jun 2017	September 2017
Quarter 2 – Jul to Sept 2017	December 2017
Quarter 3 – Oct to Dec 2017	March 2018
Quarter 4 – Jan to Mar 2018	July 2018
Quarter 1 – Apr to Jun 2018	November 2018
Quarter 2 – Jul to Sept 2018	December 2018
Quarter 3 – Oct to Dec 2018	March 2019
Quarter 4 – Jan to Mar 2019	September 2019
Quarter 1 – Apr to Jun 2019	January 2020
Quarter 2 – Jul to Sept 2019	January 2020

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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 by supplying performance data and operational commentaries to accompany the performance statistics.

Executive summary

This report summarises the performance of all the Transport for London (TfL) modes of transport for the second quarter of the 2019-20 financial year (July to September 2019). The report includes comparisons to the previous quarter (Q1 2019-20) and the same quarter last year (Q2 2018-19).

The aim of the report is to provide information about the performance of TfL's transport network from the perspective of users. The information has been gathered from a number of sources (see the Appendix for source references). The data is primarily from TfL, to whom we are grateful for assisting us, though as resources at TfL have become more constrained compiling this report has become a little more difficult.

Docklands Light Railway and Tramlink performed well, meeting their performance targets. London Underground did not meet their performance targets.

London Overground and TfL Rail perform well compared to most London and South East train operating companies (L&SE TOCs), achieving high public performance measure (PPM) figures.

However, we remain concerned about the performance of London Streets. Given rising traffic volumes, road works and the potential loss of bus priority to accommodate cycle lanes, there is serious concern about the impact of increased congestion now and in the future. We note bus service speeds have stabilised and the good reliability figures, but congestion is significantly impacting on bus passenger journey times that in turn is leading to lower bus ridership.

TfL have adopted a target for bus speeds at the level at which bus speeds have dropped to over the last three years, following a sharp decline. This target is unacceptably low. London TravelWatch advocates that TfL, working with the London boroughs, needs to develop a substantive response to rising population, economic activity, reallocation of road space to active travel, minicab apps etc. that are translating into increasing traffic volumes and longer bus journey times.

Because of the volatility of road safety statistics from year to year the trend is the most important statistic. The trend in killed and serious injury has been downwards over the long term. In 2018 there was a statistically significant increase in serious injuries. Within this there was a statistically significant rise in serious cyclist and car injuries. **This should be investigated.**

London Streets

TfL are managing their network better in terms of interventions to manage planned and unplanned events, computer controlled signals and works to improve the through-flow of junctions etc.

There is now no measure of congestion being reported by TfL which is disappointing as this is a key issue for the users of London's streets, and particularly its bus services. The closest proxy for congestion is traffic speed. This has declined

compared to the same period in the previous year. Traffic volume has also declined this quarter compared to the same period last year.

TfL's carriageway condition target is met but London TravelWatch wants to see improvements in this area because this affects the journey experience of all users. It is also of concern that for two years there has been no budget for major renewals. We are pleased to see that this has changed in the latest business plan.

We are pleased that TfL are now starting to enforce properly against those who obstruct the pavement. London TravelWatch has been campaigning for a number of years for TfL and the London boroughs to keep their pavements clear of illegal obstructions. Only a small handful of London boroughs do this as they should.

Obstruction of the pavement is a nuisance for all pedestrians and a particular hazard for disabled users. We hope that publishing borough performance will spur them to undertake this important role properly.

We are therefore delighted that the City of London intends to keep its public highway clear of unlawful obstructions.

TfL's new cycling metric shows a year on year decrease of 1.6% in the latest quarter reported.

London Buses

The customer satisfaction score is below target, and is lower than in both Q1 2019-20 and Q2 2018-19.

High frequency bus services have improved reliability, in part due to extended schedules and additional resources. The decline in bus speeds is stable, but there is a long way to go to get back to where speeds were in 2013/14. Slower bus speeds and therefore longer journey times have led to a decline in ridership. This must be reversed.

London TravelWatch is concerned that not enough is being done to address congestion and deliver bus priority on the streets used by London's bus services. Indeed some bus priority continues to be lost to cycle, town centre and other schemes.

Where such losses occur there should be complementary improvement to bus priority elsewhere along the routes affected. TfL have established a bus priority team and budget to deliver additional bus priority on both their and borough controlled roads which is welcome providing it delivers real improvement.

The number of bus complaints is unchanged this quarter compared to Q2 2018-19 but the trend for bus complaints has been rising steadily.

London Underground

The customer satisfaction score is below target and lower than in Q1 2019-20 although the same as in Q2 2018-19.

The Excess Journey Time (Network) and Percentage of scheduled services operated performance did not meet the targets for Q2 2019-20.

Docklands Light Railway (DLR)

DLR performance is lower than in Q1 2019-20 but still exceeds the target.

The customer satisfaction score is one point below target but higher than in Q2 2018-19.

The customer complaints rate is higher than in both Q1 2019-20 and Q2 2018-19.

Tramlink

Tramlink performance exceeds the target.

Complaints received were higher in Q2 2019-20 than in 2018-19.

London Overground

London Overground performs well compared to most L&SE TOCs, achieving the fourth highest Right Time Arrival (RTA) score in Q2 2019-20. London Overground's PPM for Q2 2019-20 was 91.9%, the fifth highest L&SE TOCs score.

The National Rail Passenger Survey results from the spring 2019 wave of surveys showed passenger satisfaction was 83%, compared with 79% in spring 2018.

London Overground receives one of the lowest rates of complaints when compared to other L&SE TOCs.

TfL Rail

TfL Rail achieved all its targets in Q2 2019-20 including customer satisfaction.

TfL Rail achieved the highest PPM and RTA figures of all L&SE TOCs, the second consecutive quarter in which it achieved the highest RTA figure.

TfL Rail recorded the third lowest Cancellations and significant lateness (CaSL) of all L&SE TOCs.

Dial-a-Ride

Dial-a-Ride customer satisfaction overall is on target.

Dial-a-Ride members are usually very satisfied with driver helpfulness/courtesy. The main source of complaint generally is the difficulty of getting through on the telephone and the booking process, which has resulted in a very high complaints rate.

Cycle hire

The last recorded customer satisfaction score (80) is from July 2017 and the same score as previously reported in July 2016. The different elements of the survey suggest increasing satisfaction with the use of members' keys and with the service from the contact centre.

The last recorded value for money score was also in July 2017. At 77, it was the highest level since the pricing changes in January 2013.

Complaints about the cycle hire scheme decreased in Q2 2019-20 compared to Q2 2018-19, a fall in the rate of complaints for the fifth consecutive quarter.

1 Travel in London

TfL's annual '*Travel in London*' report records the way Londoners travelled in 2018. This report was published in December 2019¹.

There were 26.9 million daily trips in, to, and from, Greater London, a reduction of 1.1% over the previous year. This is detailed in Table 1.

Table 1: How Londoners travel (millions of daily trips and percentage of all trips), 2017 and 2018

Mode	No. of trips (millions) in 2017	No. of trips (millions) in 2018	Percentage of mode share in 2018
Rail	2.9	3.0	11.2%
Underground-DLR	2.8	2.8	10.4%
Bus-Tram	3.8	3.7	13.8%
Taxi-PHV	0.4	0.4	1.5%
Car (driver & passenger)	9.5	9.4	34.9%
Motorcycle	0.2	0.2	0.7%
Cycle	0.6	0.7	2.6%
Walk	6.6	6.7	24.9%
All modes	26.8	26.9	

¹ [Travel in London, Report 12, Table 2.1](#)
www.londontravelwatch.org.uk

2 London Streets

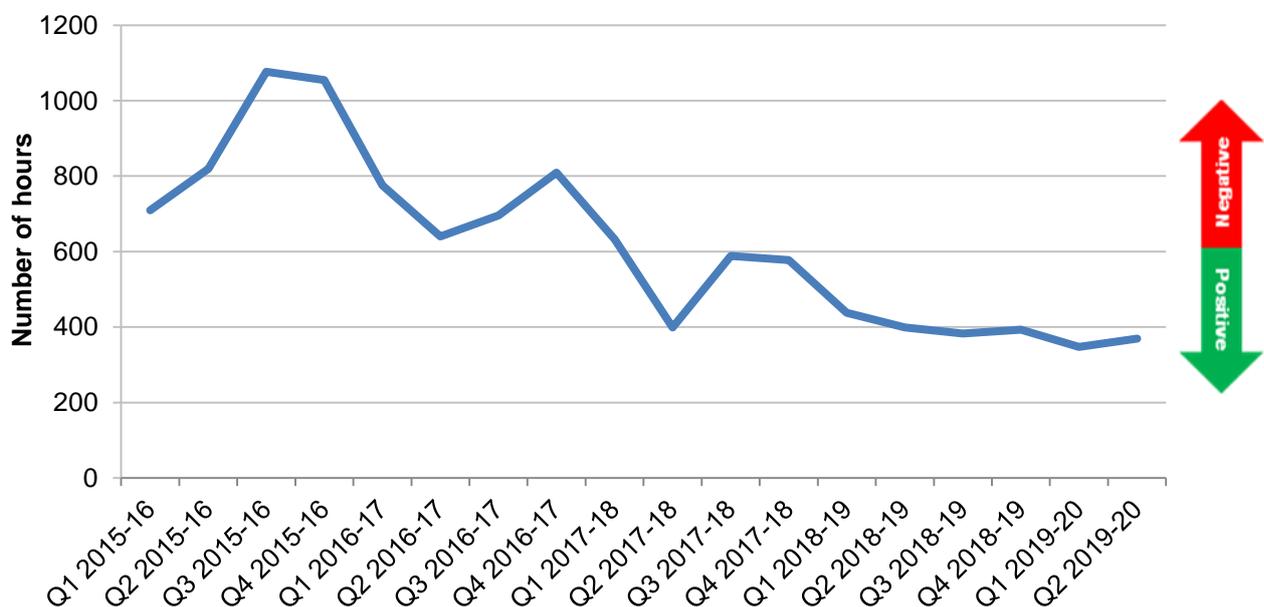
This section of the TfL Performance Report focuses on the performance of the Transport for London road network (TLRN) also known as the Red Routes, which are the major arterial roads operated by TfL.

For a number of years TfL has reported a measure of congestion on London's streets across various road corridors and geographical segments. This was called Journey Time Reliability (JTR). This was a response to the former Mayor's drive to 'keep the traffic moving' and gave an estimate of the reliability of the road network for a nominal 30 minute journey. It was also a response to the crude measure of congestion, traffic speed.

Although JTR was a difficult statistic to understand it did go some way to measure what is a very important aspect of one's journey and choice of mode. It is therefore to be regretted that this measure is no longer reported without replacement.

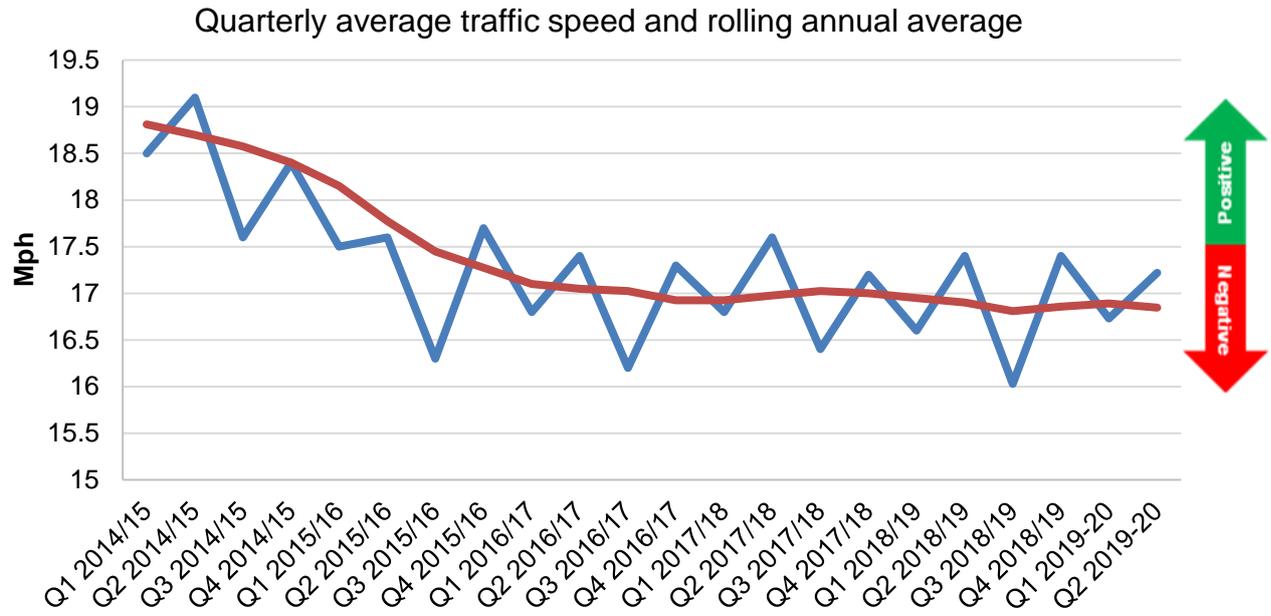
Serious and severe disruption on the TLRN rose to 369 hours in Q2 2019-20 compared to 347 hours in Q1 2019-20. However, it remains lower than in Q2 of any of the previous four years including being less than half that recorded in Q2 2015-16.

Graph 1 - Duration of TLRN serious & severe unplanned and planned events (hrs) by financial quarters, Q1 2015-16 to Q2 2019-20



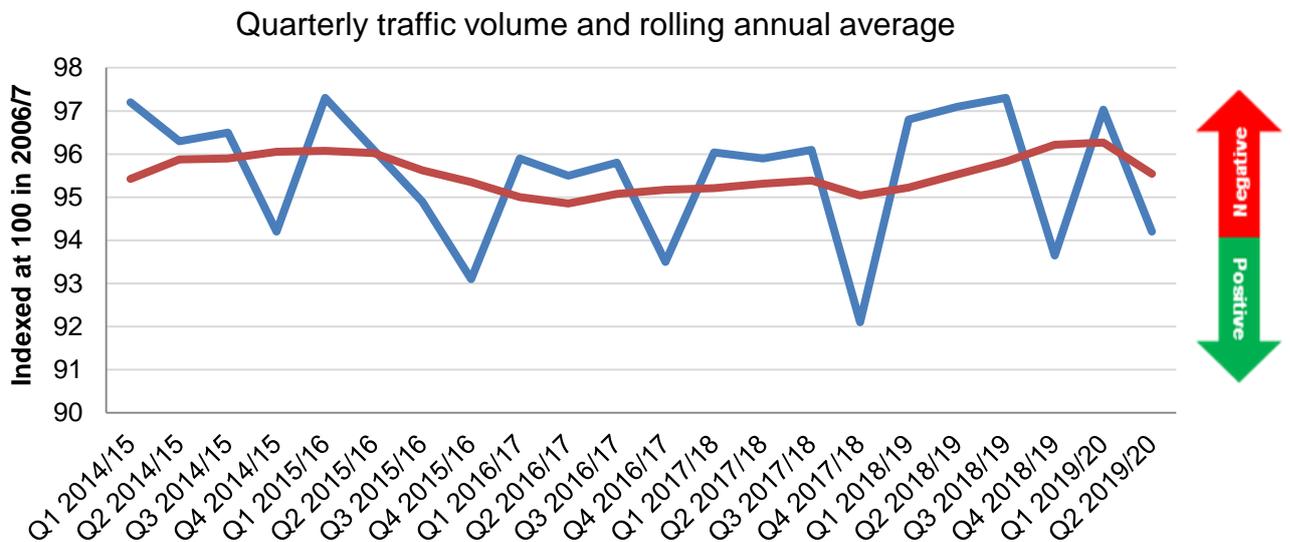
Compared with Q2 2018-19, the average weekday traffic speed fell on London's major roads in Q2 2019-20 to 17.2 mph. The current rolling annual average figure (16.8 mph) is two miles per hour lower than that in Q1 2014-15 (18.8 mph), the beginning of the reporting period in the graph below.

Graph 2 - Traffic speeds (mph) on London's major roads 12 hrs average weekday between 0700-1900 by financial quarters, Q1 2014-15 to Q2 2019-20



Traffic volumes across London had been generally falling over a number of years, up to 2011/12. This trend appears to have slowed and volumes are now climbing. However, traffic volume is lower in Q2 2019-20 (94.2%) compared to Q2 2018-19 (97.1%).

Graph 3 - Traffic volume on London's major roads 24hrs average weekday by financial quarter, indexed period 13 2006-07 = 100



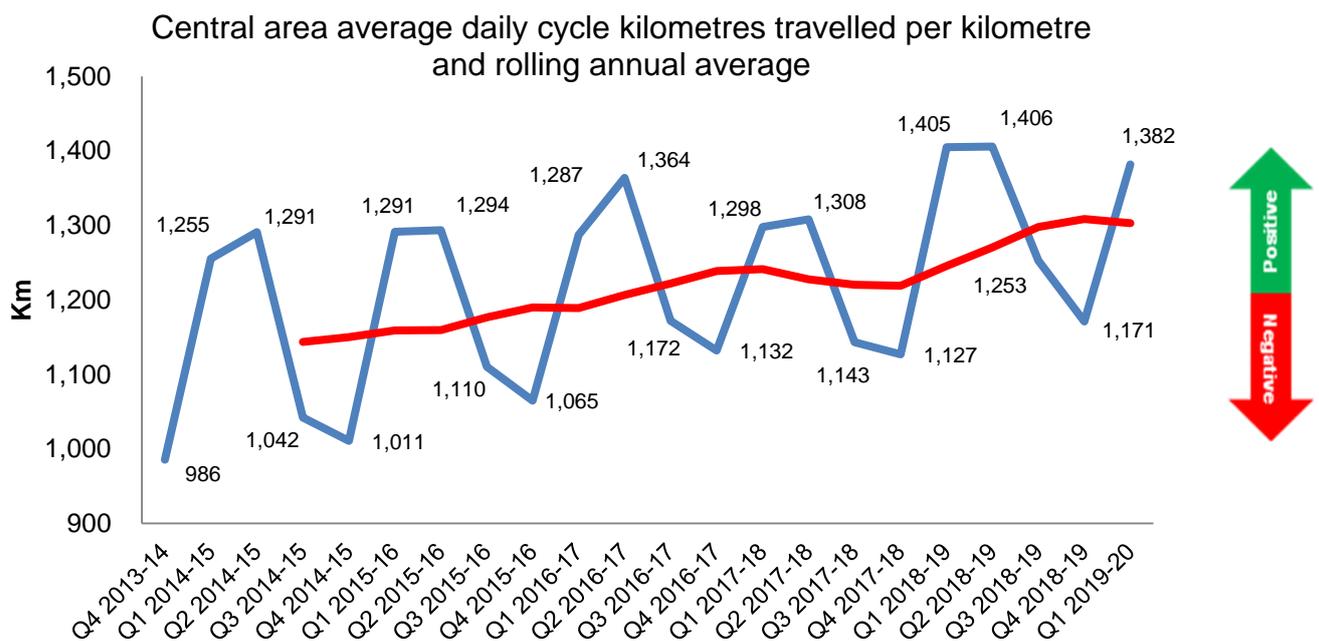
TfL report a cycling metric which is a representative measure of total kilometres cycled each day in **central London**. The previous TLRN index measure, covering the whole of London, was replaced because patterns of cycling have changed substantially following the provision of new facilities, which the counters on the TLRN do not adequately capture.

This statistic is reported a quarter in arrears. Q1 2019-20 saw a decrease of 1.6% compared to the same quarter last year.

This is a measure of cycling volume (distance cycled) and so any changes in volume do not necessarily imply an increase in cyclist numbers. TfL suggest the rise in distance cycled is driven by population growth and existing cyclists cycling more.

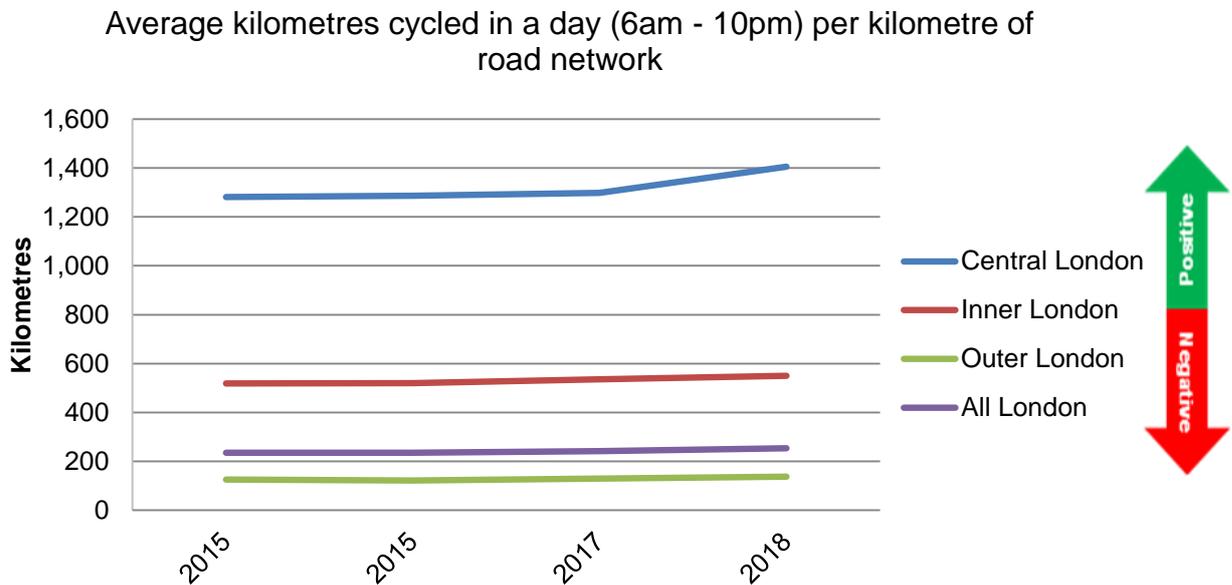
[Please note this metric has been incorrectly reported by TfL. The growth was being reported in comparison to the 2014 base year, but described as year on year growth.]

Graph 4 – Cycling levels in central London - Central area average daily cycle kilometres travelled per kilometre of road



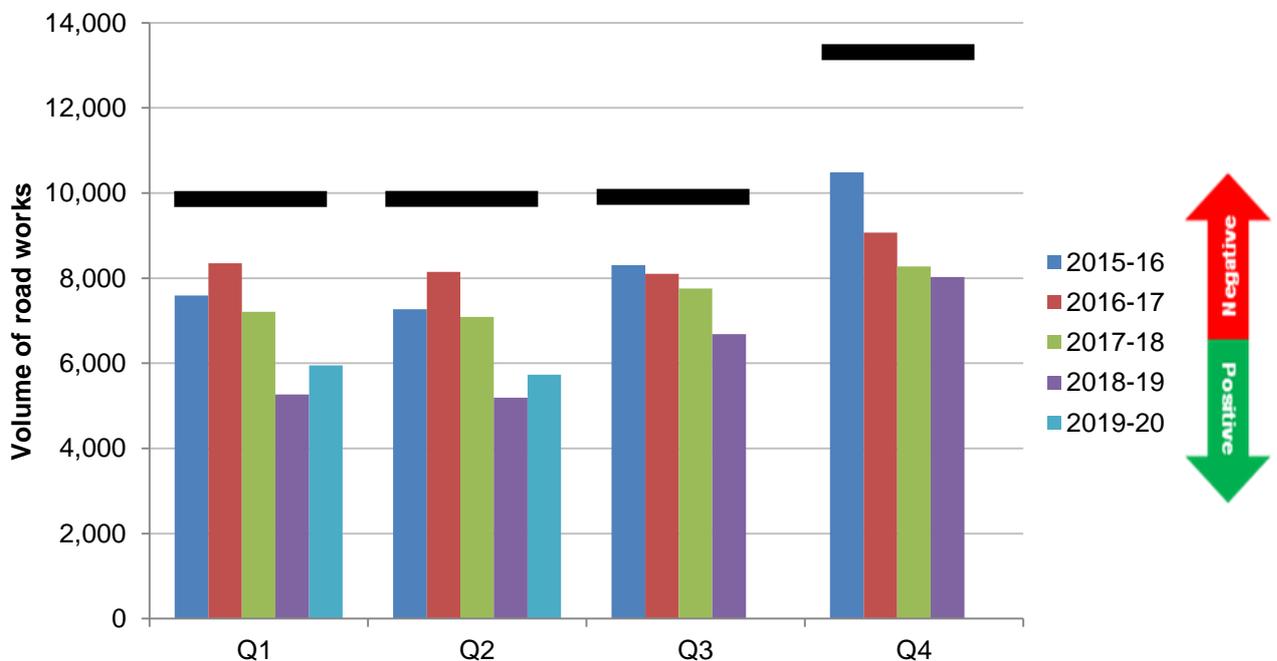
Recently TfL have published a further annual statistic of cycle volume across central, inner and outer London. The graph below with the latest available data shows clearly that, although central London is the smallest geographical area, there is a much greater distance cycled per kilometre of road.

Graph 5 – Cycling levels across London (typical spring day) - central area average daily cycle kilometres travelled per kilometre of road



The below graph shows the number of road works on the TLRN since Q1 2014-15. The volume of road works is 10.4% higher in Q2 2019-20 than in Q2 2018-19. The number of road works have been contained below TfL’s target maximum

Graph 6 – Volume of road works on the TLRN, Q1 2015-16 to Q2 2019-20



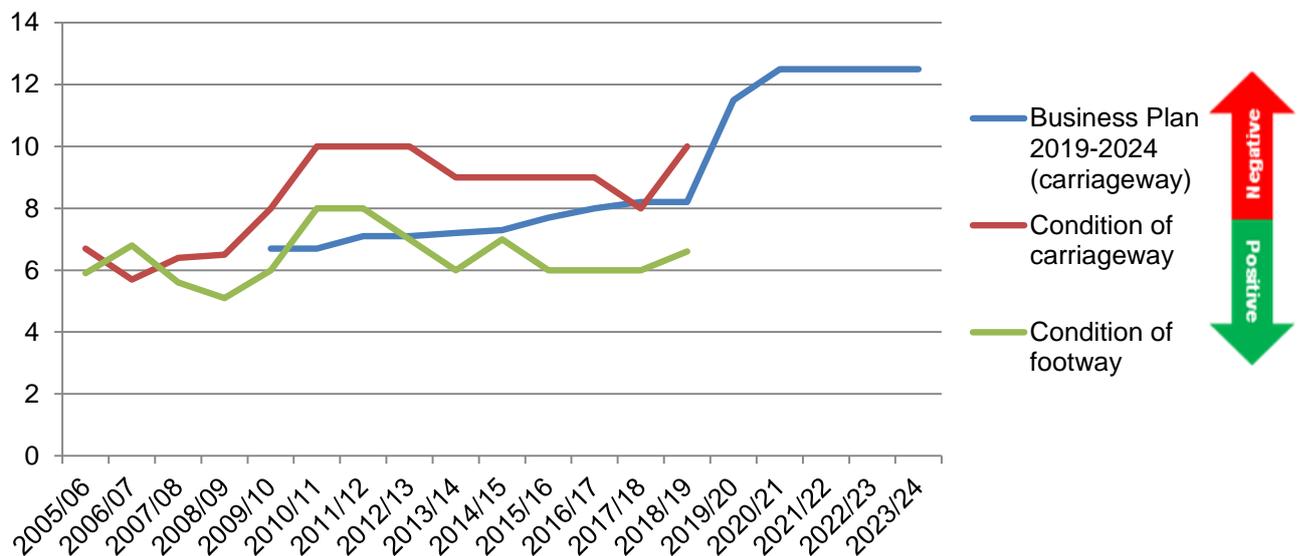
The percentage of roads not in a 'good state of repair' is a measure of the maintenance condition. This is above (worse than) target for 2018/19, but we understand that it is forecast to worsen this year. London TravelWatch would oppose any further relaxation. The condition of the pavement has stayed at the same level.

TfL had no budget for any major road renewals and as such a significant deterioration in roads maintenance was expected over the next few years. However, the most recent business plan now includes a budget for major road surface renewals. Pothole filling and safety related repairs will still be undertaken.

[Note: the green and red lines show the percentage of carriageway and pavement that is assessed as in need of repair. The blue line shows business plan projections.]

This is an annual survey reported at the end of the financial year.

Graph 7 – Condition of the TLRN carriageway and pavements since 2005-06 (percentage of carriageway-pavement in need of repair)

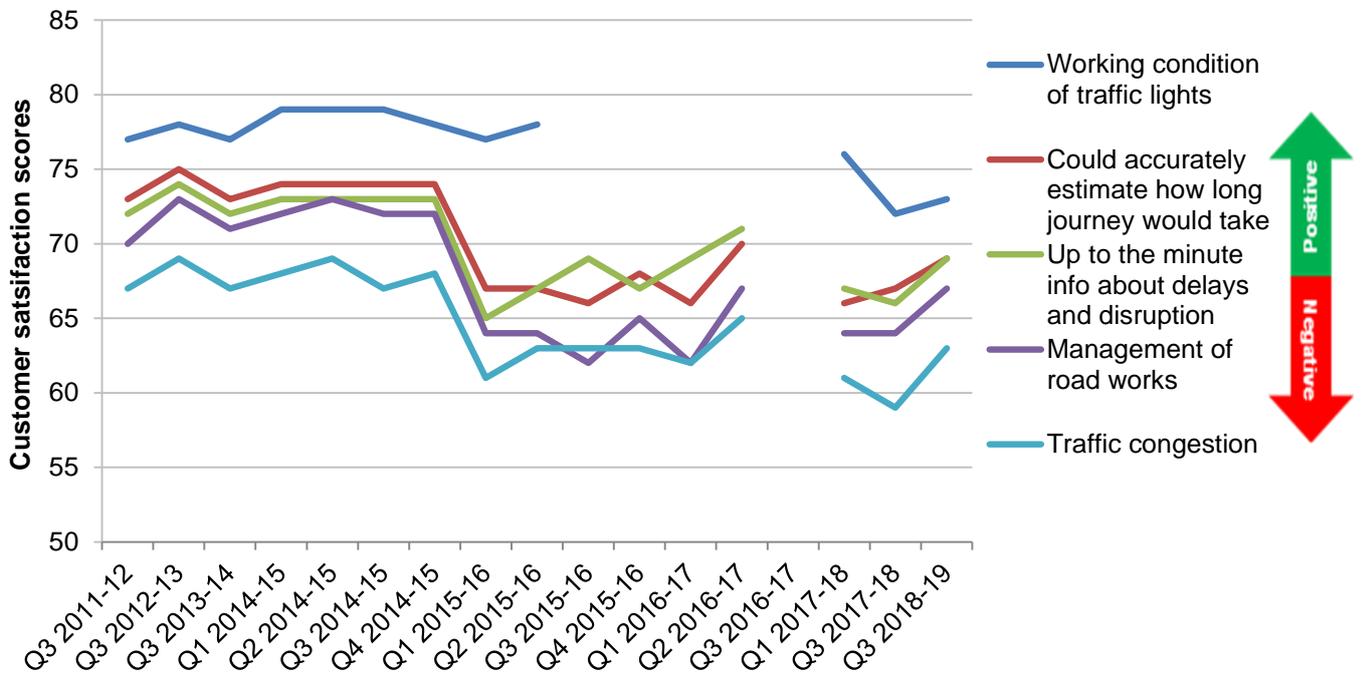


Since 2010, TfL have been conducting an annual online customer satisfaction survey amongst users of the TLRN, with the fieldwork conducted from mid October to mid November, now classed as quarter 4 by TfL. Since 2014, the survey has been carried out quarterly. Graphs 8 and 9 below show a selection of the results. This survey is now reported as an annual survey in quarter 3.

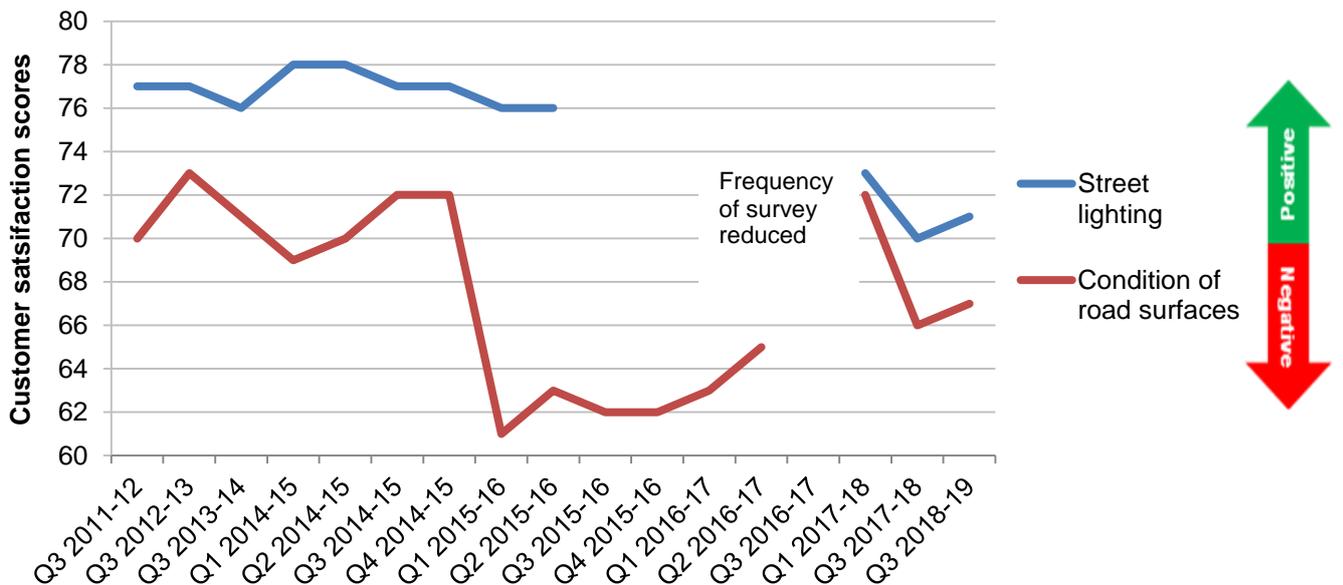
We are concerned about the performance of London Streets and the increase in traffic congestion, which has resulted in a reduction in customer satisfaction scores.

Please note that there is a break in the satisfaction data below due to a change in way in which TfL undertakes its reporting. The format in questioning users was changed to avoid open-ended questions.

Graph 8 – Customer satisfaction traffic scores from Q3 2011-12 to Q3 2018-19

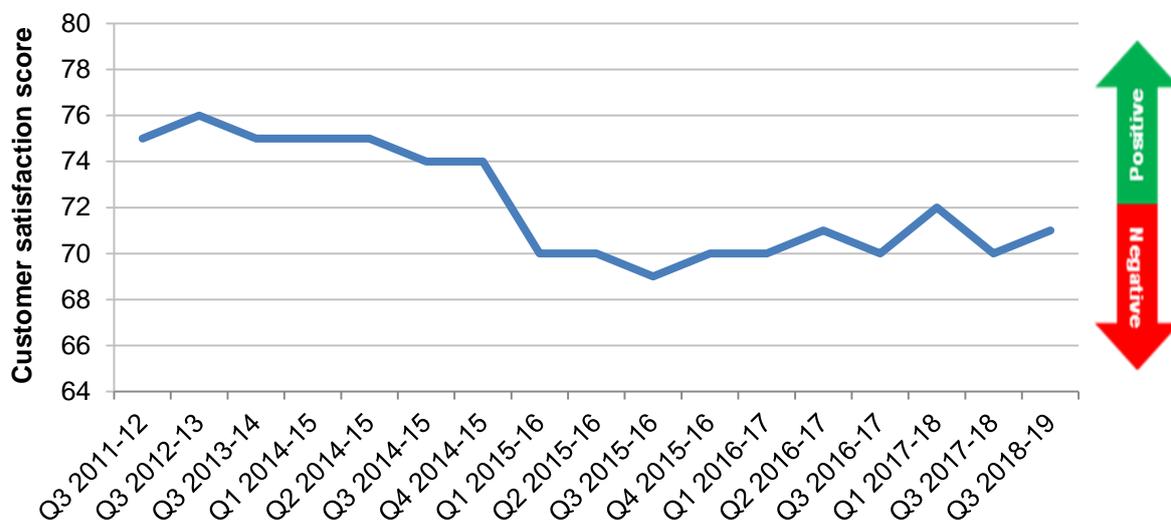


Graph 9 – Customer satisfaction roads scores from Q3 2011-12 to Q3 2018-19



The below graph shows the overall customer satisfaction scores for the TLRN since Q3 201-12.

Graph 10 – Overall satisfaction from Q3 2011-12 to Q3 2018-19



Road safety statistics

The annual road safety statistics for London’s roads are best displayed graphically because this shows the trend rather than figures for a single year. The trend is the important data to consider, as there can be great variation in casualty figures from one year to the next, particularly fatalities. The most widely used and useful statistic is of the combined number of killed and serious injuries per year.

In 2018 there was a statistically significant increase in serious injuries. Within this there was a statistically significant rise in serious cyclist and car injuries. This should be investigated.

These are absolute numbers of casualties. A better statistic would be one for casualties per mile travelled. TfL have done some work to investigate rates of casualties, but this is at an early stage. This work clearly demonstrates that motorcyclists are the most vulnerable per mile travelled by a long way followed by cyclists and then pedestrians.

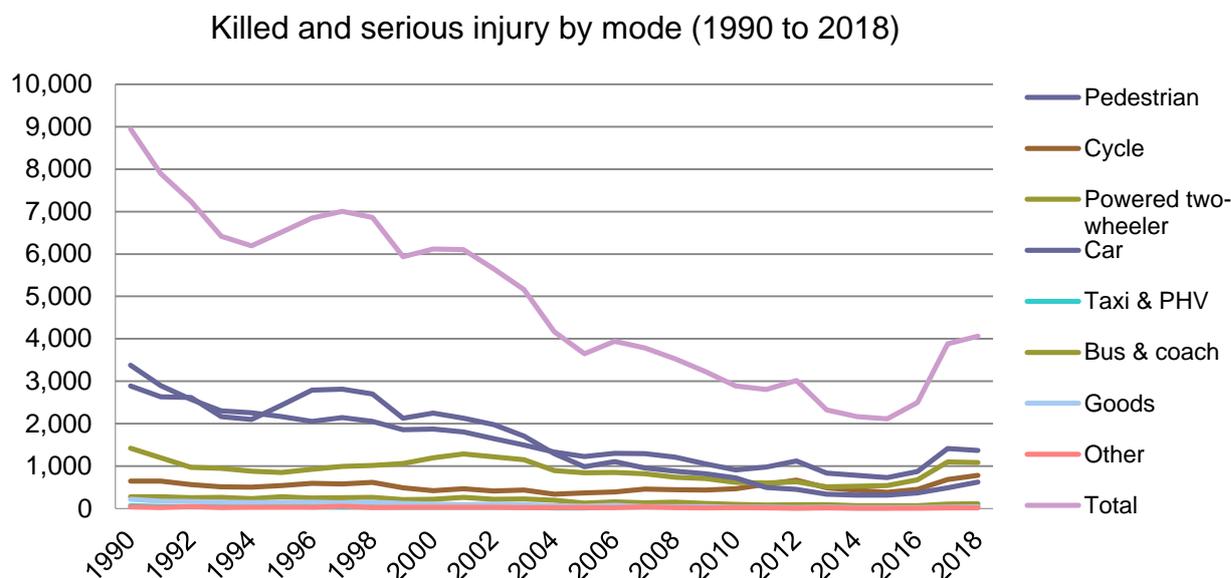
Bus and coach figures are for bus and coach occupants and include all bus and coach collisions where injury occurs in Greater London. It is not possible for us to separate out these figures to highlight TfL bus services.

The population is rising and therefore there is more exposure generally. The number of trips by cycle and distance travelled has been growing. Cycling is the second most vulnerable mode per mile travelled. Thus, while the trend in the number of cycle casualties is between level and slightly decreasing, the casualty rate per mile cycled has been generally declining (improving trend).

Statistics, from 2016 onwards, are not comparable to the previous years. This is because the Metropolitan Police Service (MPS) has changed the way it allocates

casualties to severity. The affect of this is to increase the severe injury level and reduce the slights. Additionally the MPS now has an online self reporting facility. This has led to a significant rise in casualty numbers, particularly slight injuries. The DfT believes this accounts for a 20% increase in the number of slight casualties.

Graph 11 - Number of collisions in London resulting in killed and serious injuries, by mode, over the last 25 years



Latest road safety statistics

TfL have recently started to publish provisional fatality figures. These are reported below together with DfT provisional figures

Table 2a – Latest provisional fatalities on London’s roads, 2019

Calendar quarter	Provisional fatalities on London's roads							
	Pedestrian	Cycle	Motorcycle	Car	Bus/coach	HGV	Other	Total
Q1 2019*	18	2	4	6	0	0	0	30
Q2 2019*	18	0	9	1	1	0	0	29
Q3 2019**	21	3	9	6	1	1	1	42
Q4 2019**	16	1	9	7	1	0	1	35
								136

* The DfT has published provisional killed and serious injury figures for the first 2 quarters of 2019

** TfL has published provisional fatalities on its website

Table 2b- Latest provisional killed and serious injuries on London’s roads. 12 months to June 2019

	2005-2009 average# A	Jul-17 to Jun-18 B	Jul-18 to Jun-19 (P) C	Percentage change over 2005-2009 average (C-A)/A %	Percentage change over previous 12 months (C-B)/B %
Pedestrians	2,021	1,389	1,346	-33%	-3%
Pedal cyclists	737	698	776	5%	11%
Motorcycle users	1,397	1,053	1,127	-19%	7%
Car users	1,773	562	607	-66%	8%
Taxi & Private hire users	55	58	36	-34%	-38%
Bus or Coach users	277	100	108	-61%	8%
Goods Vehicle users	97	35	42	-57%	20%
Other Vehicle users	46	11	22	-52%	100%

These figures have been adjusted to take account of methodology changes

Managing pavement obstructions - performance of boroughs

It is a criminal offence to wilfully obstruct the pavement without lawful excuse or authority. TfL and the London boroughs have a duty, and the powers they need, to keep their pavements clear. The issue is now recognised in the Mayor’s new Transport Strategy, which is welcomed.

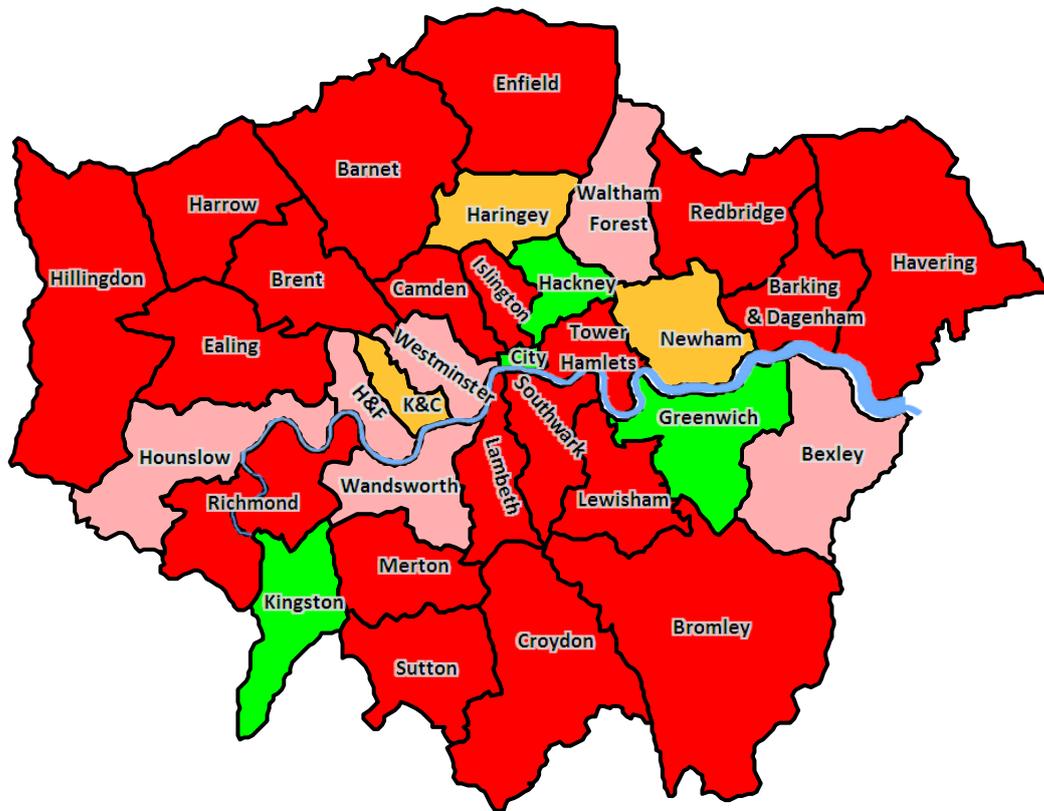
There are a small handful of boroughs which properly enforce against pavement obstructions. Most do not. Below is a map of the London boroughs, colour coded to show the situation on each borough’s streets with respect to pavement obstructions (mostly free standing advertising boards). The colour was determined by an assessment of three significant town and district centres in each borough.

TfL are targeting a number of the streets they control. TfL would get a ‘yellow’ score. Additionally TfL are to be commended for encouraging the London boroughs to enforce against obstructions on their streets though this has not yet been successful.

We are delighted that the City of London now intends to clear its public highways of obstructions, particularly advertising boards. This is the result of a number of years of engagement by London TravelWatch with the authority.

Redbridge is proposing a licensing system for advertising boards on its pavements, though advertising boards are not licensable on the public highway.

Figure 1: The performance of the London boroughs in keeping their pavements clear of illegal obstructions



- Green streets are clear of pavement obstructions;
- Yellow some streets are clear of pavement obstructions (targeting is undertaken);
- Pink streets have pavement obstructions, but they are located next to buildings in response to limited enforcement;
- Red streets have many pavement obstructions on them.

Table 3 shows a summary of all of the 2019-20 TfL business plan targets for streets except road safety.

Table 3 – Q2 2019-20 London Streets TfL business plan key performance indicators (KPI)

KPI	Q2 Target 2019-20	Current performance level
TfL's new metric measuring the volume of cycling across central London	A 45% increase over the 5yr. Business Plan period	1,382 (Q1 2019-20)
% of road assets not in good repair (annual figure for 2009-2010) * The target was reduced to reflect deterioration in road condition and an acceptance that the previous target is unachievable	9%*	8% (latest figure)
Traffic signal availability	Data not available	Data not available
<p>London TravelWatch's overall performance assessment of TfL Streets is as follows:</p> <ul style="list-style-type: none"> • TfL's new cycling metric shows a year on year decrease of 1.6%. • TfL are managing their network better in terms of interventions to manage planned and unplanned events, computer controlled signals and works to improve the through-flow of junctions etc. • There is now no measure of congestion being reported by TfL which is disappointing as this is a key issue for the users of London's streets, and particularly its bus services. • The closest proxy for congestion is traffic speed. This has declined compared to the same period in the previous year. Traffic volume has also declined this quarter compared to the same period last year. • TfL's carriageway condition target is met but London TravelWatch wants to see improvements in this area because this affects the journey experience of all users. It is also of concern that for two years there has been no budget for major renewals. We are pleased to see that this has changed in the latest business plan. • Because of the volatility of road safety statistics from year to year the trend is the most important statistic. The trend in killed and serious injury has been downwards over the long term. However, in 2018 there was a statistically significant increase in serious injuries. Within this there was a statistically significant rise in serious cyclist and car injuries. This should be investigated. • We are pleased that TfL are now starting to enforce properly against those who obstruct the pavement. London TravelWatch has been campaigning for a number of years for TfL and the London boroughs to keep their pavements clear of illegal obstructions. Only a small handful of London boroughs do this as they should. Obstruction of the pavement is a nuisance for all pedestrians and a particular hazard for disabled users. We hope that publishing borough performance will spur them to undertake this important role properly. We are therefore delighted that the City of London intends to keep its public highway clear of unlawful obstructions. 		

3 London Buses

This section of the report outlines the performance of the London bus network in Q2 2019-20.

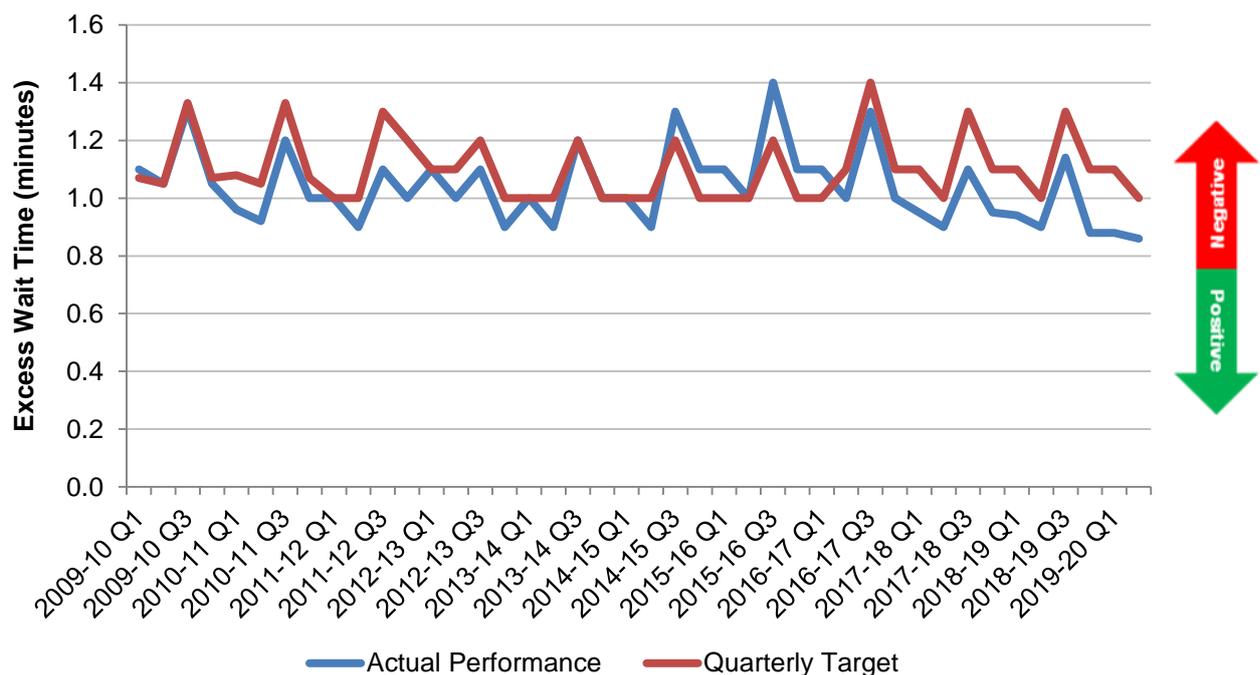
Overall bus network performance

For the overall bus network, the most significant measures of bus performance that reflect passengers' experience are Excess Wait Time (EWT), the percentage of scheduled kilometres operated and the average speed of the bus. Between them, they indicate journey time and journey time reliability and whether or not planned frequencies and capacity is being maintained.

EWT is the measure that indicates the additional minutes wait time for passengers beyond the scheduled value on high frequency bus routes.

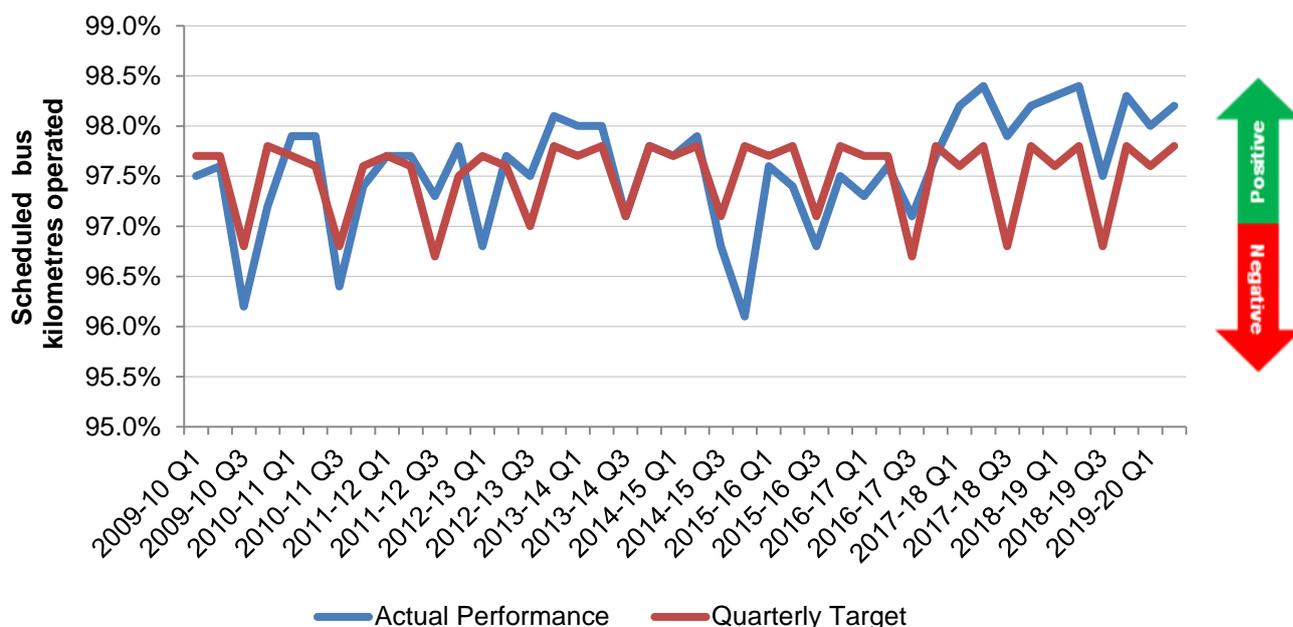
EWT in Q2 2019-20 was 0.86, slightly below both the 0.90 figure obtained in Q2 2018-19 and the 0.88 figure obtained in Q1 2019-20. The Q2 2019-20 figure is also the lowest recorded in the period covered in the graph below.

Graph 12 – Q1 2009-10 to Q2 2019-20, Excess Wait Time (minutes) on high frequency bus routes



The graph below represents the historical trend of the percentage of scheduled bus kilometres operated. As with EWT, the graph shows seasonal targets. The percentage of scheduled bus kilometres operated in Q2 2019-20 was 98.2%, slightly below the 98.4% figure obtained in Q2 2018-19. The performance target has now been met for the last 10 consecutive quarters.

Graph 13 – Q1 2009-10 to Q2 2019-20, Percentage of scheduled bus kilometres operated



Bus speeds

TfL are now reporting bus speeds for every bus route in London. This is derived from I-bus data. As one would expect it is those services that pass through busy areas that are the slowest. The graph below shows an average for all of London’s bus routes, 24/7.

These figures include time spent stationary (for example at traffic lights and at bus stops). Bus speeds are also available for the entire network, by borough, and by route. Speeds are measured in miles per hour.

TfL have associated the decline in bus speeds over the last few years with the drop in ridership. And although the decline appears to have been arrested there is much to be done to get this average speed back up to where it was in 2013 (and previously when it was higher still) and to win back passengers to the network.

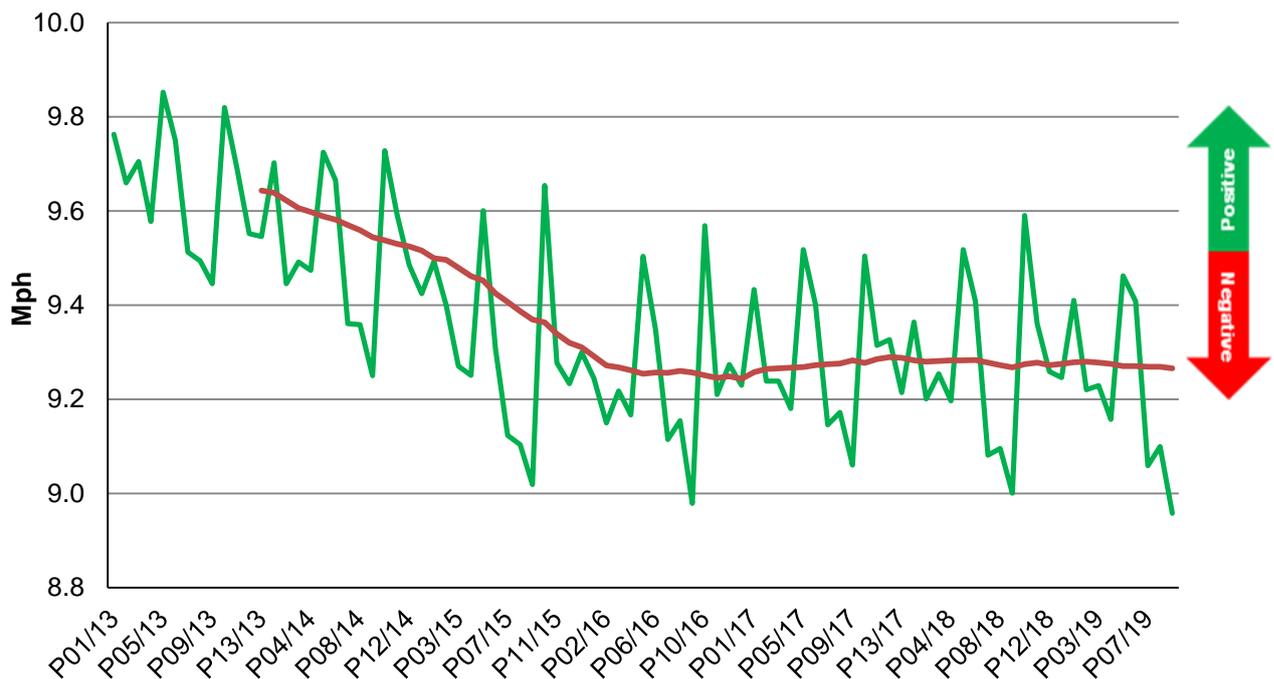
TfL’s business plan is forecasting even slower bus speeds. This is to be regretted. Without a substantial increase in bus ridership the Mayor’s targets for modal switch are unlikely to be met. Other public transport networks will also be more crowded than they otherwise would be. Travel will be more expensive where passengers turn to rail or Underground looking for better performance.

TfL had a new ‘scorecard’ system. The target for bus speeds in this scorecard was 9.2 mph. Effectively they had chosen the level at which bus speeds have stabilised

at after a period of steep decline. This is an unacceptably low target for London TravelWatch. We want bus speeds and therefore bus journey times to improve and to thus win back passengers to the bus network. We want average bus speeds, at the very least to return to the levels they were pre-2014, i.e. 9.6mph with a stretch target of 10mph, the speeds of only a few years ago

Graph 14 – Period 1 2013/14 to Period 9 2019/20, ‘All London’ average bus speeds by financial period

Average network bus speed (mph) to period 9, 2019/20 and rolling 13 period average



Focus on poorly performing routes

Poor performance on the bus network is often because of prolonged road works that are usually outside of the control of TfL. When poor performance occurs, TfL actively tries to reduce the impact on passengers.

As well as the EWT figure for all of London’s high frequency bus services, TfL publishes figures for each route along with the minimum standard agreed with the operator as part of the contract.

Of London’s 368 high frequency bus routes in Q2 2019-20, 22 (6%) were below the contracted minimum standard, 19 (5%) operated at the contracted standard and 327 (89%) performed better than the contracted standard. This is better than in Q1 2019-20 when 7% were below the contracted minimum standard and 86% performed better than the contracted standard.

The routes performing worse than their contracted performance in terms of reliability are the 9, 13, 24, 42, 79, 92, 94, 119, 148, 191, 205, 211, 262, 274, 308, 425, 452, 484, C3, E3, H9 and H10.

London TravelWatch has analysed the worst performing bus services in this quarter, to see if any are consistently performing poorly routes. Routes 13, 262, 274 and H10 have performed below their contracted minimum standard for the last five quarters, going back to Q2 2018-19. London TravelWatch will continue to monitor these routes and will seek explanations about any long term issues.

Bus stop accessibility

Following much campaigning by London TravelWatch a target of 95% of stops being accessible was set along with a substantial budget. TfL have stopped reporting figures for this target as they have now reached it. However, this does not allow us to monitor the poorly performing boroughs. We requested an annual audit of those boroughs, notably Bromley, that was well below the 95% target when last audited.

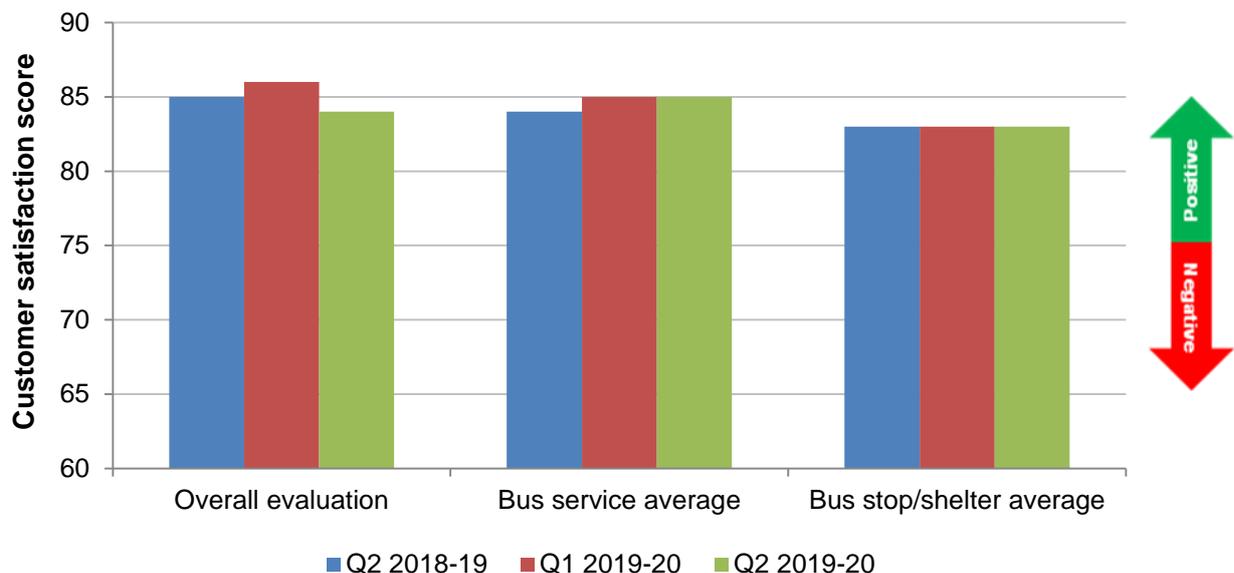
Hail and Ride bus routes

London TravelWatch has been researching the issue of Hail and Ride bus routes (those which can be hailed at any safe location along the route). London TravelWatch supports the conversion of Hail and Ride sections to fixed bus stops, in order to provide more accessible boarding and alighting, and continues to liaise with TfL and London boroughs to promote such conversions. London TravelWatch welcomed the conversion of the Hail and Ride sections of route B13 between New Eltham and Bexleyheath to fixed bus stop locations in September 2019.

Customer Satisfaction

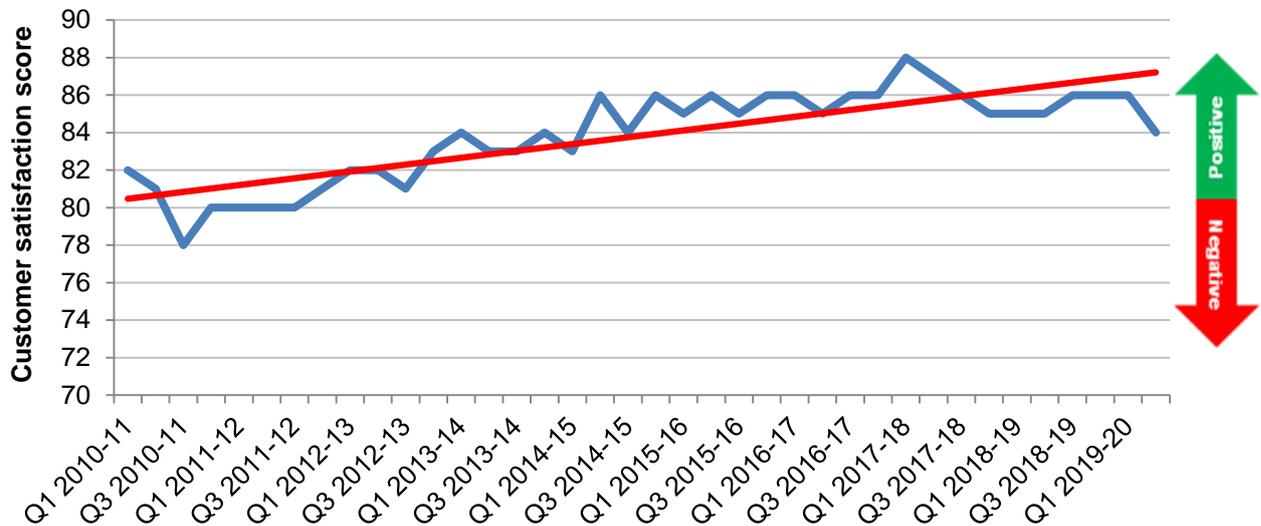
Customer satisfaction figures for the last two quarters, along with the comparison from one year ago, are shown in Graph 15. The customer satisfaction score in Q2 2019-20 is 84, two lower than in the previous quarter and one lower than in Q2 2018-19. TfL stopped reporting bus station evaluation in 2016-17.

Graph 15 – Q2 2018-19, Q1 2019-20 and Q2 2019-20, bus customer satisfaction scores



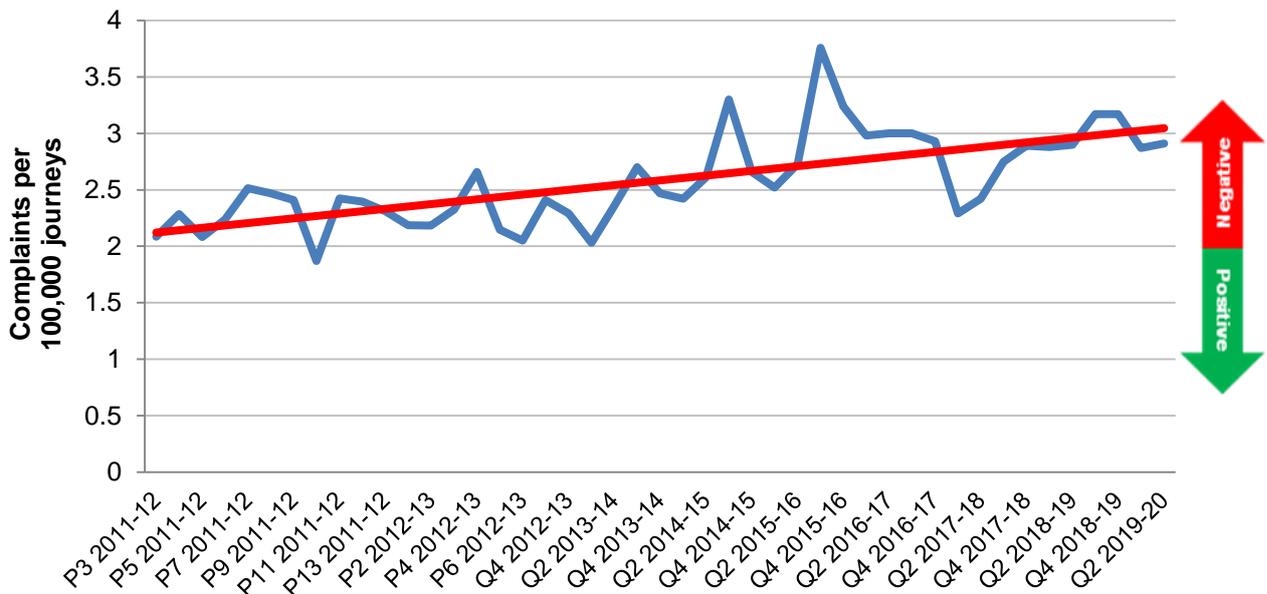
Graph 16 shows the overall customer satisfaction scores since Q1 2010-11. The score of 84 recorded in Q2 2019-20 is the lowest since Q3 2014-15.

Graph 16 – Overall satisfaction from Q1 2010-11 to Q2 2019-20 and trendline



London Buses received 2.91 complaints per 100,000 journeys in Q2 2019-20, compared to 2.90 in Q2 2018-19. The trend for bus complaints has been rising steadily.

Graph 17 – Customer complaints received by TfL for every 100,000 journeys and trendline



Bus safety statistics

Bus companies that are contracted to TfL report bus safety incidents to TfL. These have been reported every quarter since January 2014. They include all incidents that result in an injury, whether on the bus as a passenger or driver or a third party on the street as a pedestrian, rider, driver or passenger. The reporting has changed over time. Initially only those incidents that resulted in an injury treated at hospital were reported. Now, all incidents are reported in these statistics.

Table 4 is a summary of the incidents that resulted in hospital treatment of either a serious injury or where the severity of injury is unknown. During the latest period of data available (Q4 2018-19) there was one fatality and 272 incidents where the casualty was taken for hospital treatment with either a serious injury or the severity is unknown. These 272 incidents are tabulated below.

An output from the research we have recently commissioned looking at bus occupant safety will be a wish to see further improvement and consistency in reporting incidents.

Table 4: The number of incidents on TfL’s contracted bus services during Q4 2018-19 that resulted in hospital treatment with either a serious injury or the severity is unknown

Q4 2018-19	Passengers	Driver or TfL staff	Pedestrian or member of the public	3rd party driver, occupant or rider	Cycle	Total
Activity Incident Event	6		2			8
Assault	5	1	1			7
Collision Incident	21	7	28	18	4	78
Personal Injury	35	2	3			40
Slip Trip Fall	130	3	5			138
Robbery	1					1
Safety critical failure						
Total	198	13	39	18	4	272

Table 5 shows a summary of the 2019-20 TfL Business Plan targets for London Buses.

Table 5 – Q2 2019-20 London Buses business plan key performance indicators (KPI)

KPI	Q2 Target 2019-20	Current performance level
Customer satisfaction – overall	85	84
Excess wait time – high frequency routes	1.1 minute	0.8 minute
% of scheduled services operated	97.8%	98.2%
<p>London TravelWatch’s overall performance assessment of London Buses is as follows:</p> <ul style="list-style-type: none"> • The customer satisfaction score in Q2 2019-20 is below target, and is lower than in both Q1 2019-20 and Q2 2018-19. The reduction in customer satisfaction is of concern. • High frequency bus services have improved reliability, in part due to extended schedules and additional resources. The decline in bus speeds is stable, but there is a long way to go to get back to where speeds were in 2013/14. Slower bus speeds and therefore longer journey times have led to a decline in ridership. This must be reversed. • London TravelWatch is concerned that not enough is being done to address congestion and deliver bus priority on the streets used by London’s bus services. Indeed some bus priority continues to be lost to cycle, town centre and other schemes. • Where such losses occur there should be complementary improvement to bus priority elsewhere along the routes affected. TfL have established a bus priority team and budget to deliver additional bus priority on both their and borough controlled roads which is welcome providing it delivers real improvement. • There were 2.91 complaints received per 100,000 journeys in Q2 2019-20, compared to 2.90 in Q2 2018-19. However, the trend for bus complaints has been rising steadily. 		

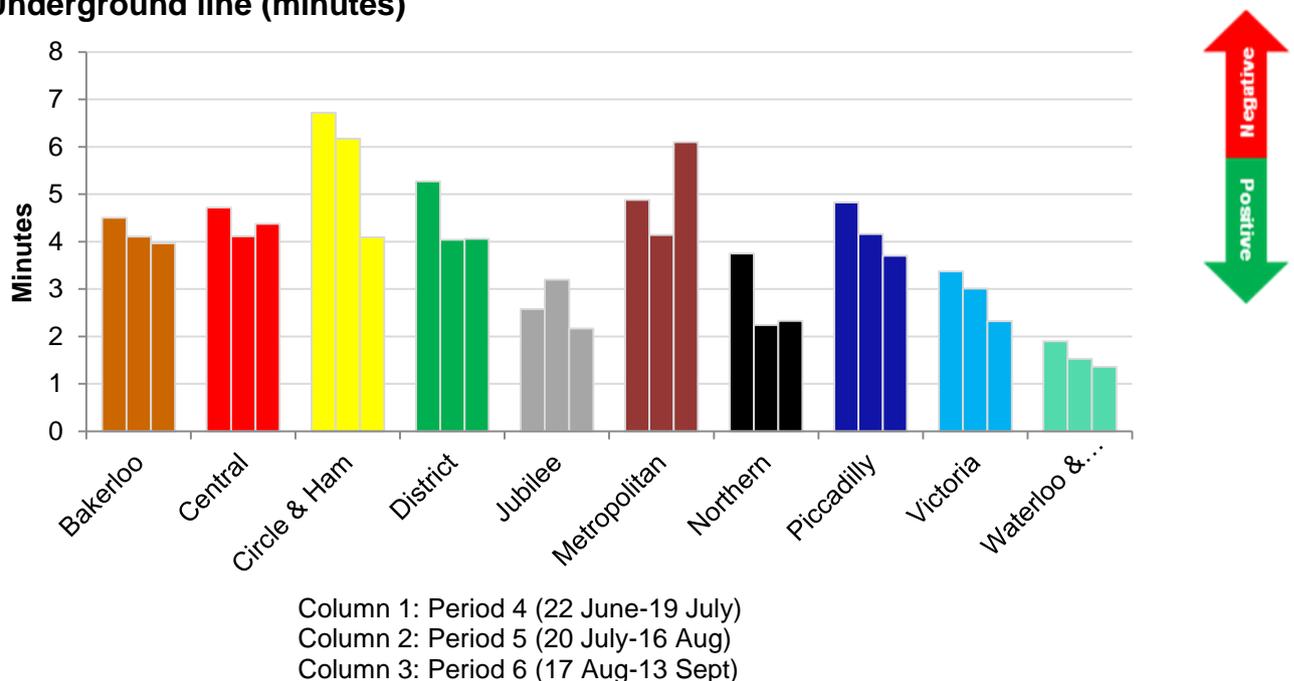
4 London Underground

In this section, the performance of London Underground 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 London Underground's passengers. We are now reporting 'lost customer hours' (Graph 20), a measure of performance that may be more meaningful for consumers.

Excess Journey Time (EJT) measures the number of additional minutes added to a total journey because of delays. Graph 18 presents the EJT for each line on the Underground network over the three periods making up (broadly) the quarter.

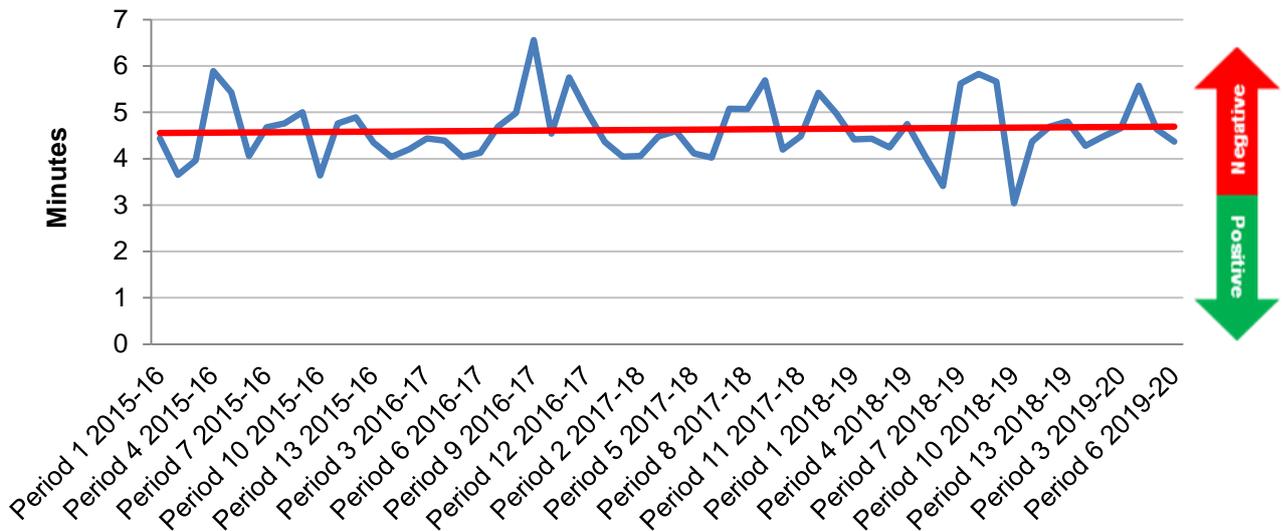
Graph 18 – Period 4 to Period 6 2019-20, Excess Journey Time by Underground line (minutes)



The network measure, shown in Graph 19, is a better estimate of EJT, as it is weighted by the passenger numbers using the different lines and recognises that 40% of Underground journeys will include two legs and therefore includes two wait times.

London Underground performed better than the network target set in the TfL 2019-24 business plan. It should be noted that this network target was tighter in previous business plans. While there are occasional high profile disruption events on the Underground, performance has been on an improving trend.

Graph 19 – P1 2015-16 to P6 2019-20, Excess Journey Time measure for the network (minutes)

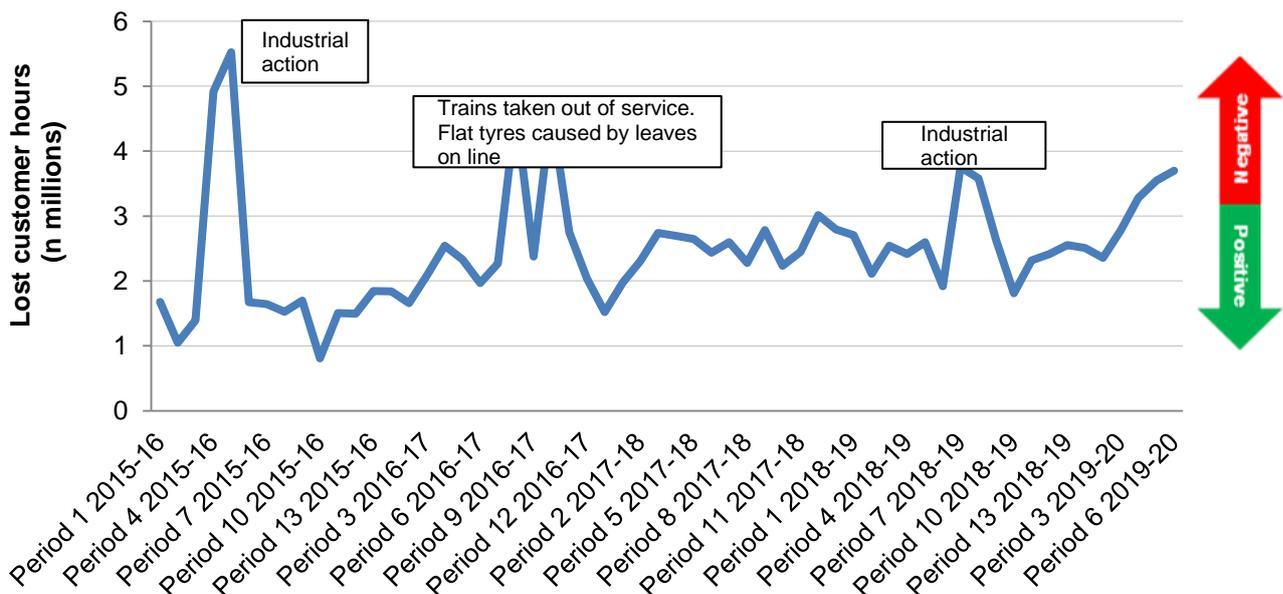


Lost customer hours

Lost customer hours (LCH) is the total extra journey time, measured in hours, experienced by Underground customers as a result of all service disruptions with durations of two minutes or more. For example, an incident at Oxford Circus during a Monday to Friday peak gives a much higher number of LCH than an incident of the same length in Zone 6 on a Sunday morning.

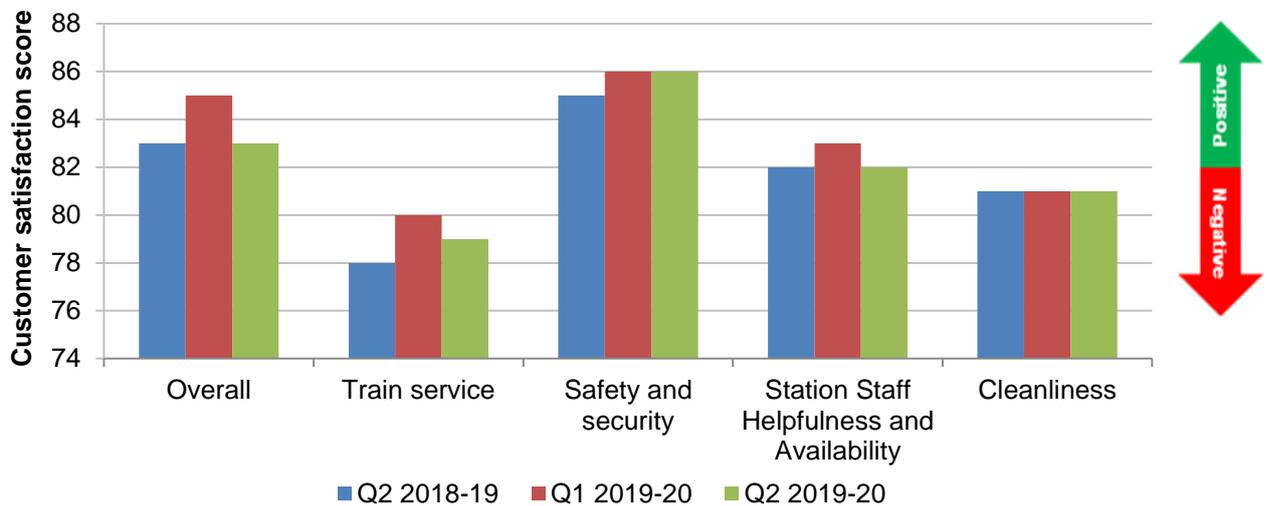
LCH figures since P1 2015-16 are shown in the graph below. The year is divided into 13 four week periods, starting on April 1st.

Graph 20 - P1 2015-16 to P6 201-20, Lost Customer Hours



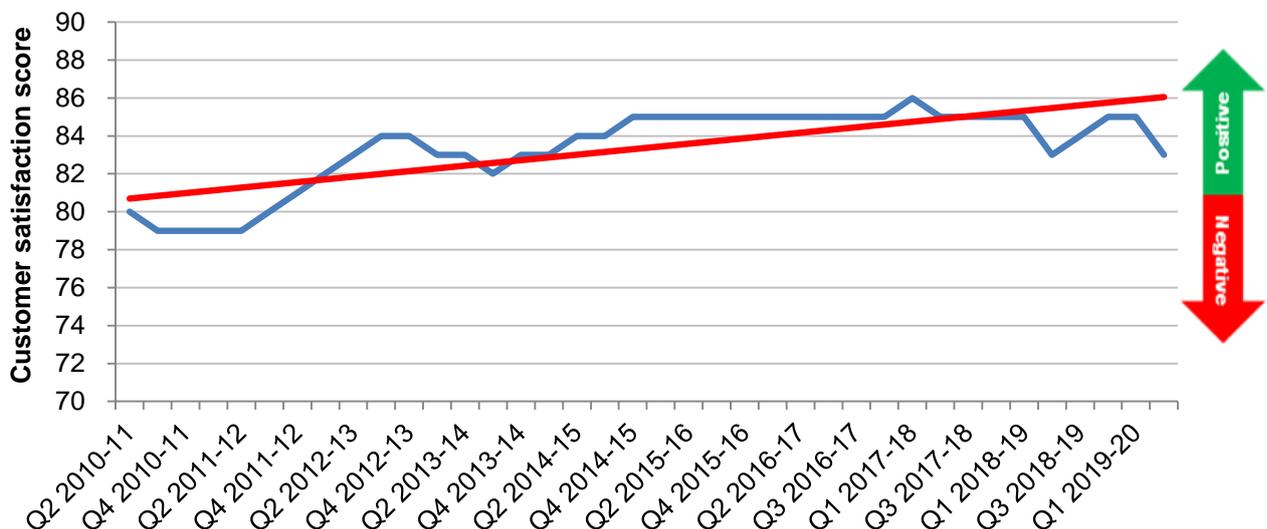
Customer satisfaction figures for the last two quarters, along with the comparison from one year ago, are shown in graph 21. The customer satisfaction score in Q2 2019-20 is 83, 2 lower than in the previous quarter but the same as in Q2 2018-19.

Graph 21 – Q2 2018-19, Q1 2019-20 and Q2 2019-20, London Underground customer satisfaction scores



Graph 22 shows the overall satisfaction score with London Underground services since Q2 2010-11.

Graph 22 – Overall customer satisfaction scores, Q2 2010-11 to Q2 2019-20



The 1.08 complaints per 100,000 journeys received by London Underground in Q2 2019-20 is the highest number received since Q2 2015-16 and compares to 1.01 complaints per 100,000 journeys in Q2 2018-19.

Graph 23 - Customer complaints received by the Underground for every 100,000 journeys

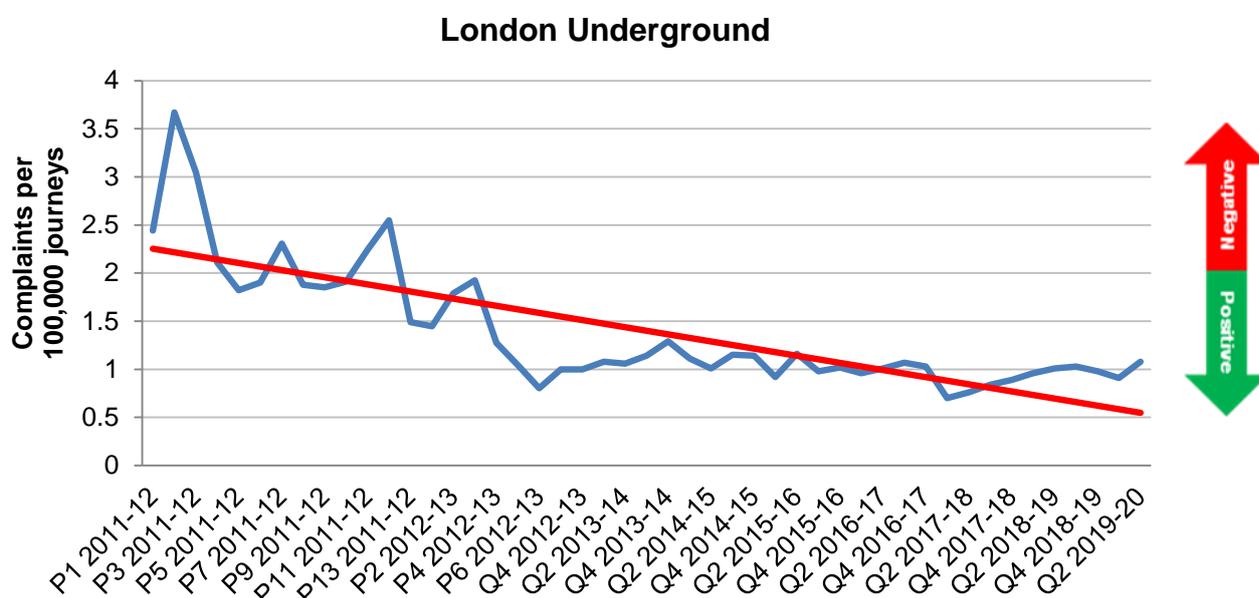


Table 6 shows a summary of the 2019-20 TfL business plan targets for London Underground.

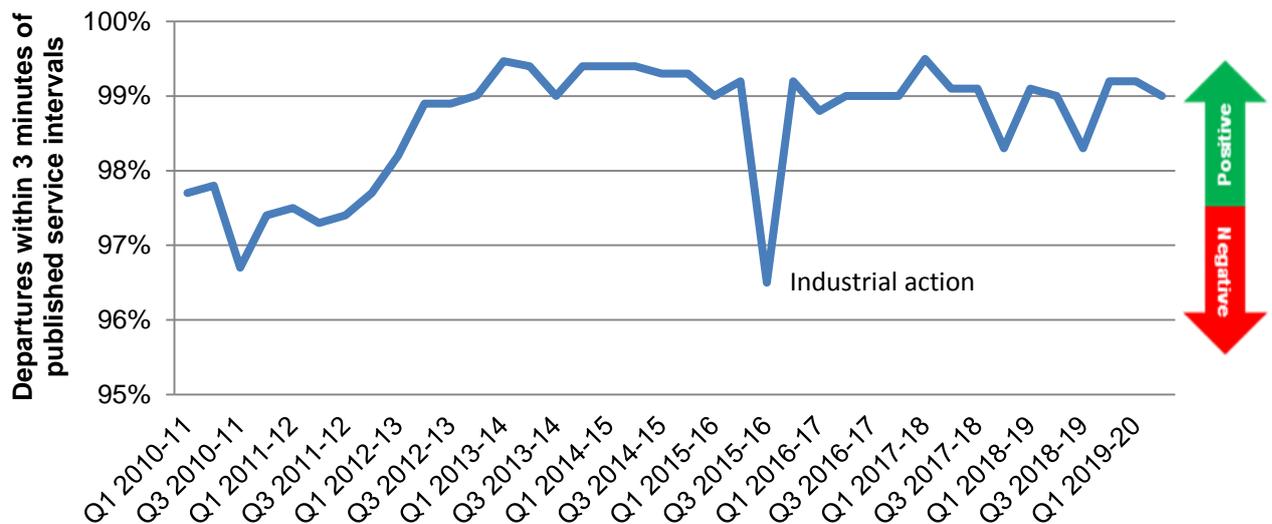
Table 6 – Q2 2019-20 London Underground TfL business plan key performance indicators (KPI)

KPI	Q2 Target 2019-20	Current performance level
Customer satisfaction score – overall	85	83
Excess Journey Time (Network)	4.5 minutes	4.9 minutes
% of Scheduled services operated	98.2%	95.4%
<p>London TravelWatch’s overall performance assessment of London Underground is as follows:</p> <ul style="list-style-type: none"> The customer satisfaction score is two points below target, at 83. This is two lower than in Q1 2019-20 but the same as in Q2 2018-19 The Excess Journey Time (Network) was higher than the target The percentage of scheduled services operated was below the target 		

5 Docklands Light Railway

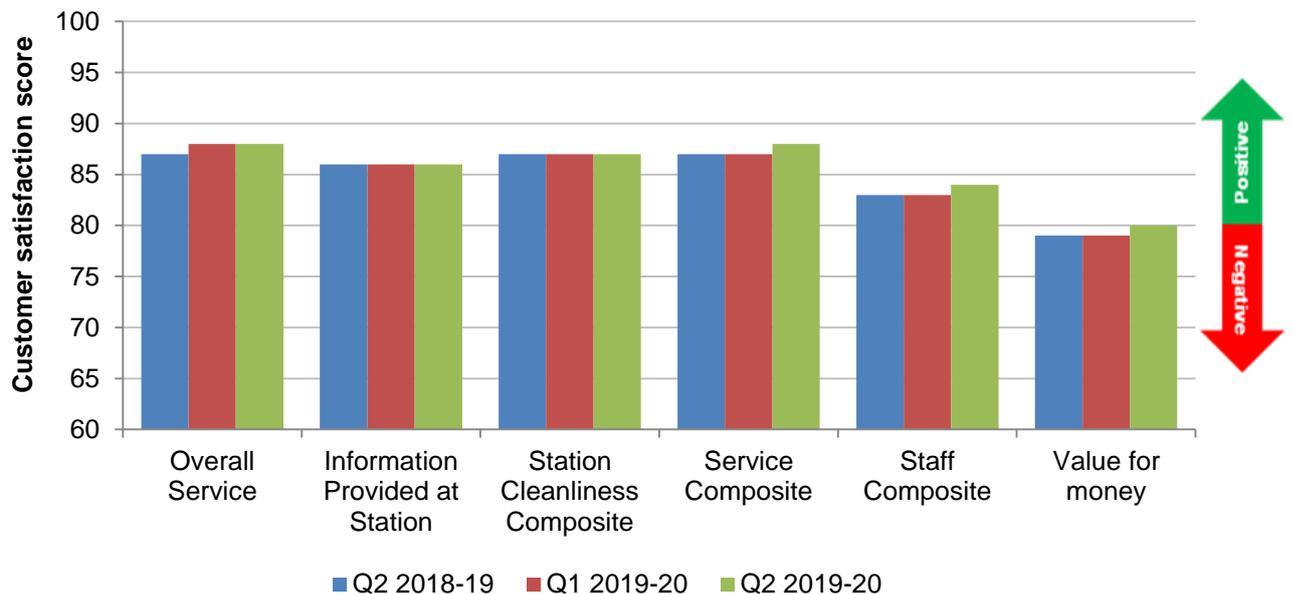
In this section, the performance of DLR is presented. The key indicators focused on are those for which targets are set in the TfL business plan and those which reflect the experience of passengers of the DLR. DLR's network-wide performance measure is 'departure reliability'. This is the percentage of intervals between trains at terminal stations no more than three minutes greater than the published service intervals.

Graph 24 - Q1 2010-11 to Q2 2019-20, reliability (departure within 3 minutes of published service intervals)

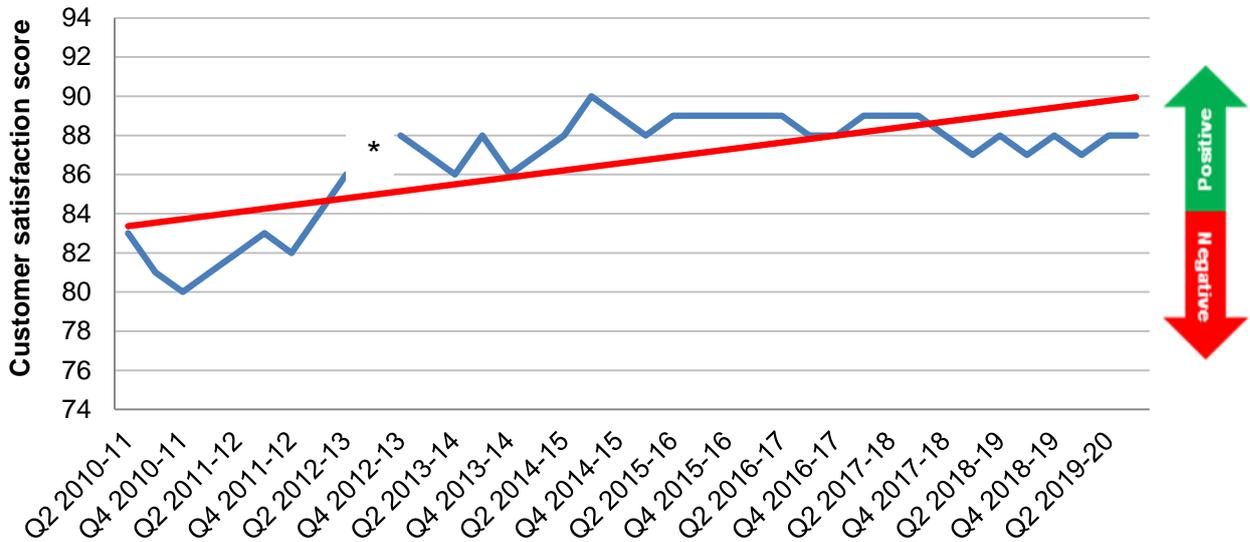


Overall customer satisfaction with the DLR remains high in Q2 2019-20, at 88, which is slightly higher than the 87 score in Q2 2018-19 but below the 89 target.

Graph 25 – Q2 2018-19, Q1 2019-20 and Q2 2019-20, DLR customer satisfaction scores



Graph 26 - Q1 2010-11 to Q2 2019-20, DLR overall customer satisfaction scores and trendline



* Customer satisfaction scores were omitted in Q2 2012-13 due to the staging of the London Olympic & Paralympic Games.

The 0.82 complaints per 100,000 journeys received in Q2 2019-20 is the highest number received since Q4 2017-18 and compares to 0.74 complaints per 100,000 journeys in Q2 2018-19.

Graph 27 - Customer complaints received by DLR for every 100,000 journeys and trendline

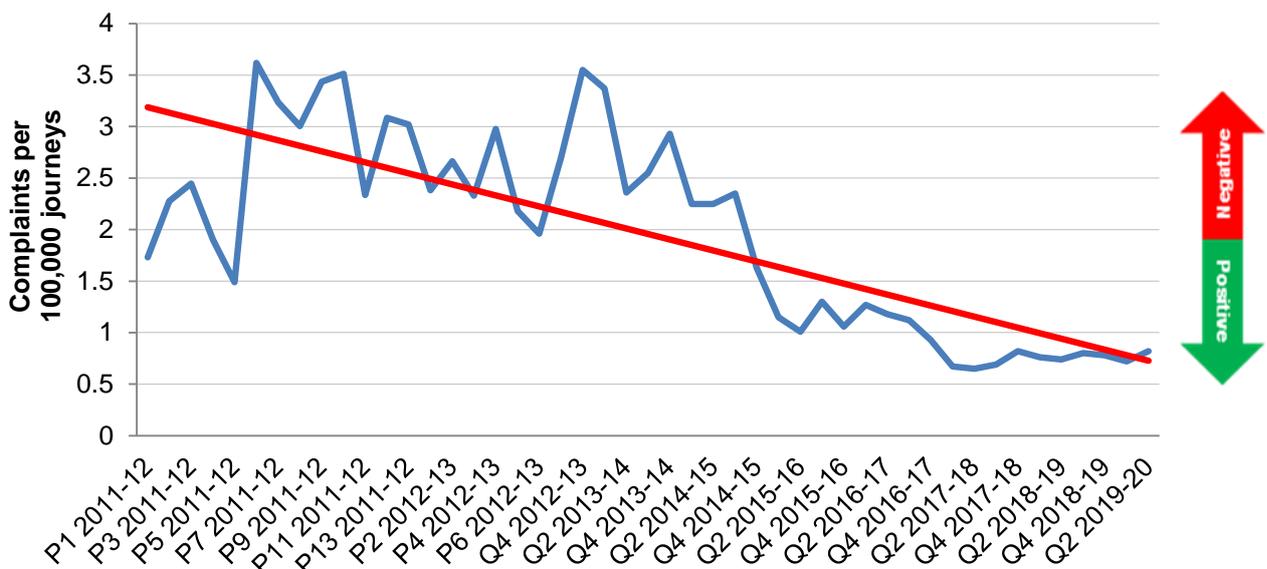


Table 7 shows a summary of all of the 2019-20 TfL business plan targets for London DLR.

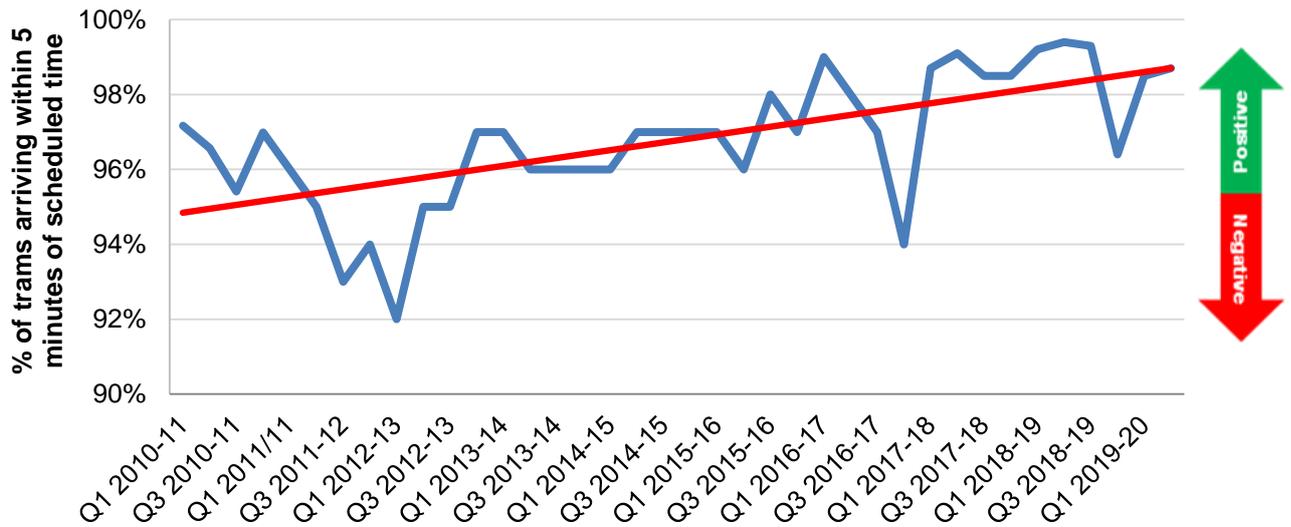
Table 7 – Q2 2019-20 DLR TfL business plan key performance indicators (KPI)

KPI	Q2 2019-20 target	Current performance level
Customer satisfaction score – overall	89	88
On-time performance	98.4%	99.0%
<p>London TravelWatch’s overall performance assessment of Docklands Light Railway is as follows:</p> <ul style="list-style-type: none"> • The customer satisfaction score is one point below target and slightly higher than the 87 score in Q2 2018-19 • DLR performance remains high and is the same as in Q2 2018-19 • The customer complaints rate is higher than in both Q1 2019-20 and Q2 2018-19 		

6 London Tramlink

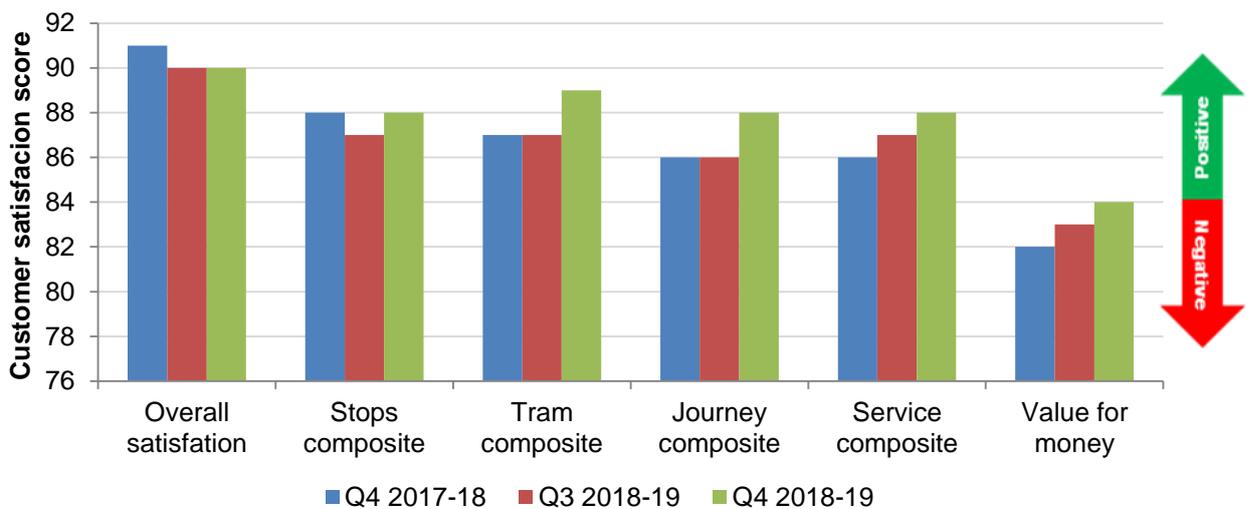
London Tramlink reports a public performance measure: the percentage of trams that arrive within five minutes of the scheduled time. Performance in Q2 2019-20 climbed for a second consecutive quarter (to 98.7%) although it remains below the 99.4% performance achieved in Q2 2018-19.

Graph 28 - Q1 2010-11 to Q2 2019-20, public performance measure and trendline

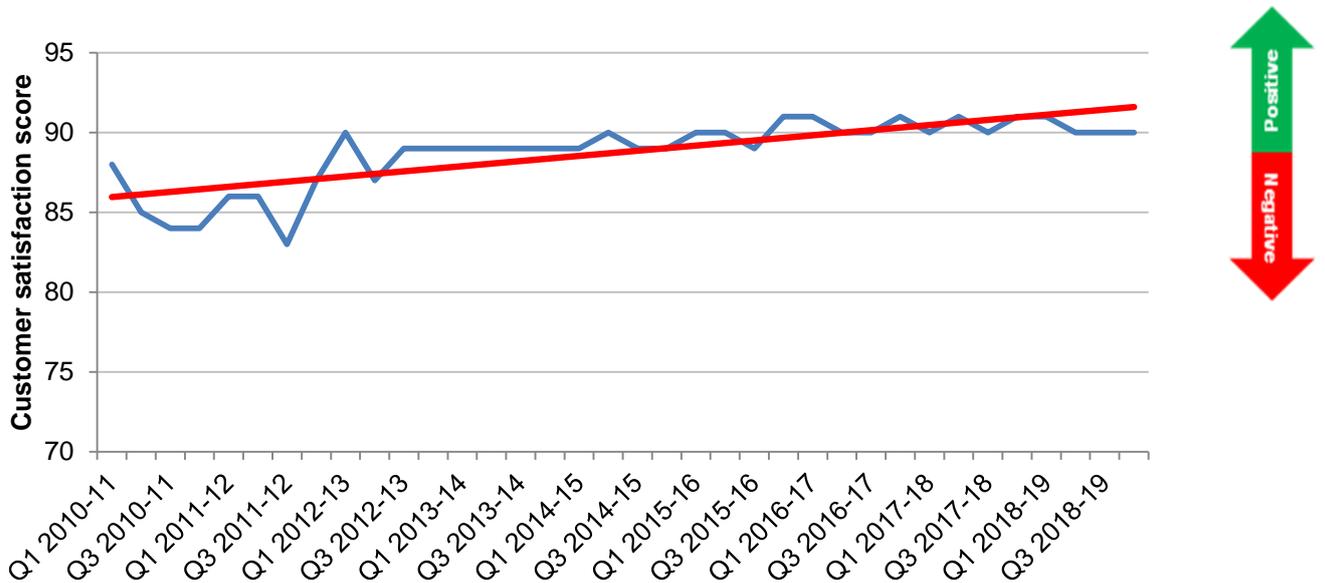


The last reported overall customer satisfaction score was 90 in **Q4 2018-19**. Customer satisfaction scores on Tramlink will be next reported in Q3 2019-20.

Graph 29 – Q4 2017-18, Q3 2018-19 & Q4 2018-19, customer satisfaction scores



Graph 30 - Overall customer satisfaction scores since Q1 2010-11 and trendline



The 1.82 complaints per 100,000 journeys received by Tramlink in Q2 2019-20 is the highest number received since Q4 2016-17 and compares to 1.24 complaints per 100,000 journeys in Q2 2018-19.

Graph 31 - Customer complaints received by TfL for every 100,000 journeys and trendline

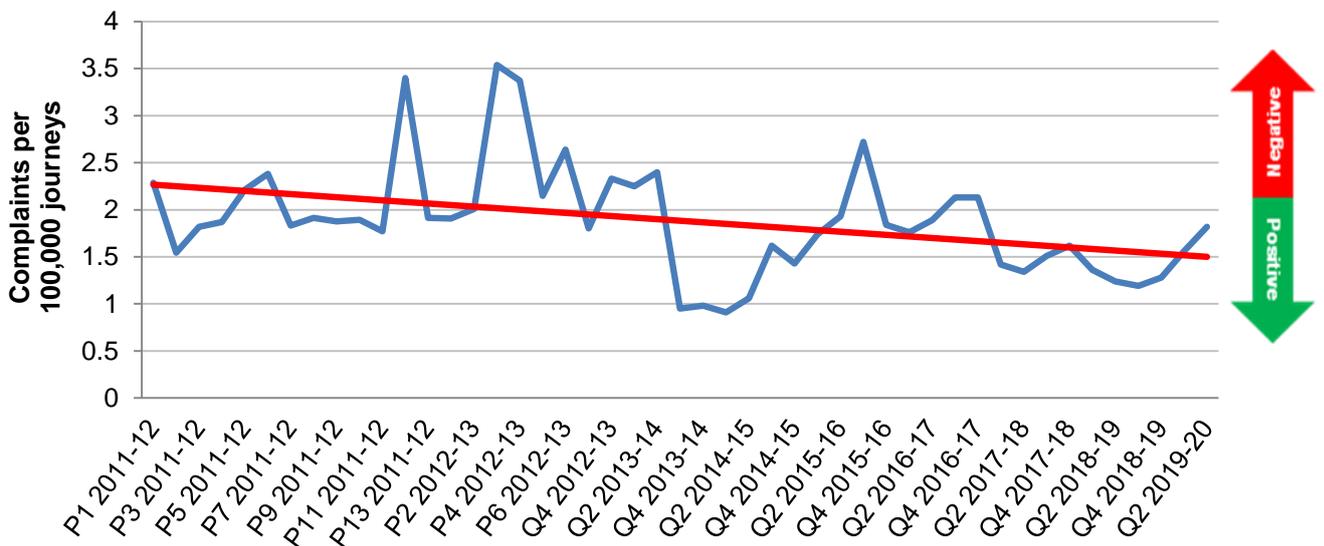


Table 8 shows a summary of all of the 2019-20 TfL Business Plan targets for London Tramlink.

Table 8 – Q2 2019-20 London Tramlink TfL business plan key performance indicators (KPI)

KPI	Q2 Target 2019-20	Current performance level
Customer satisfaction score – overall	89	90 (Q4 2018-19 figure)
Tram performance measure	97%	98.7%
<p>London TravelWatch’s overall performance assessment of London Tramlink is as follows:</p> <ul style="list-style-type: none"> • Tramlink performance in Q2 2019-20 was above target although below the performance achieved in Q2 2018-19 • The last reported customer satisfaction score is above target • Complaints received are at their highest rate since Q4 2016-17 but the general rate of complaints are declining 		

7 London Overground

London Overground has grown as a network since its launch in 2007 and now covers 112 stations across six routes.

London Overground's public performance measure (PPM) for Q2 2019-20 was 91.9%. This was 1.0% lower than in Q2 2018-19. Please note this is a Network Rail statistic.

The National Rail Passenger Survey results are from the spring 2019 wave of surveys. Passenger satisfaction has increased since the last spring survey. The percentage of passengers satisfied was 83% compared with 79% in spring 2018. This figure is close to that of equivalent London and South East (L&SE) train operating companies (TOCs).

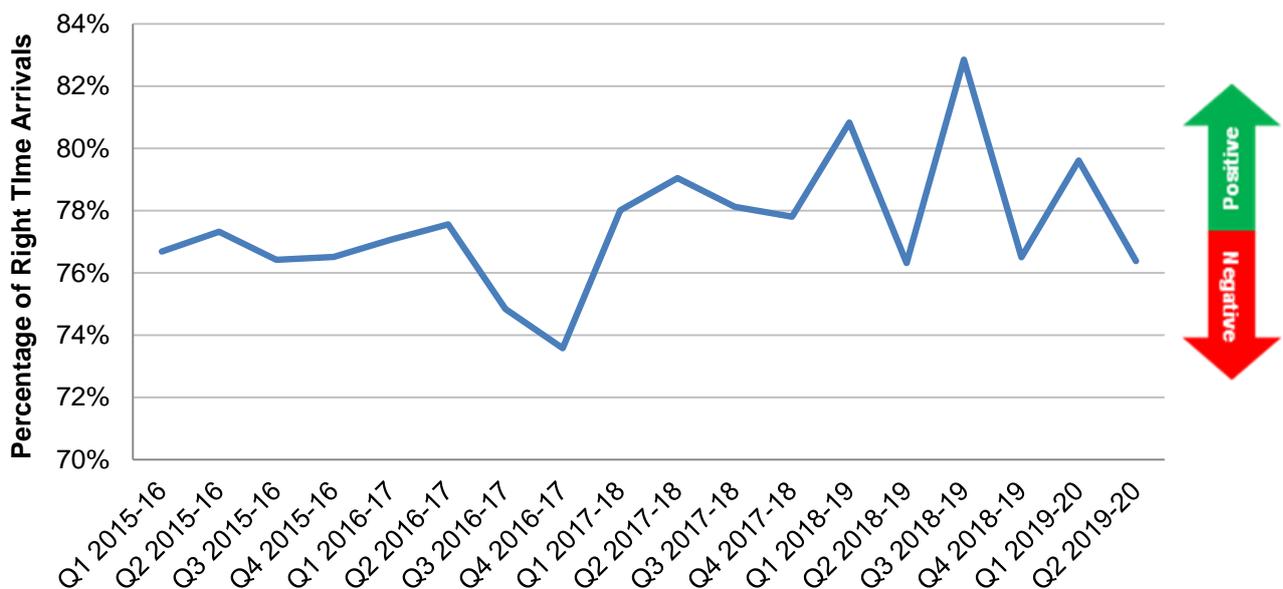
London Overground's TfL's customer satisfaction score of 83 in Q2 2019-20 is below the target of 85.

Right time arrival (RTA)

RTA is an industry measure of the percentage of trains that arrive at their final destination either on time or early. Right time is defined as less than one minute late, and should not be confused with 'on time', as defined for PPM purposes.

London Overground performs well compared to most TOCs, achieving the fourth highest RTA score in Q2 2019-20 of 76.3% although the score is lower than in Q1 2019-20, when it was 79.6%.

Graph 32 - London Overground percentage of RTA

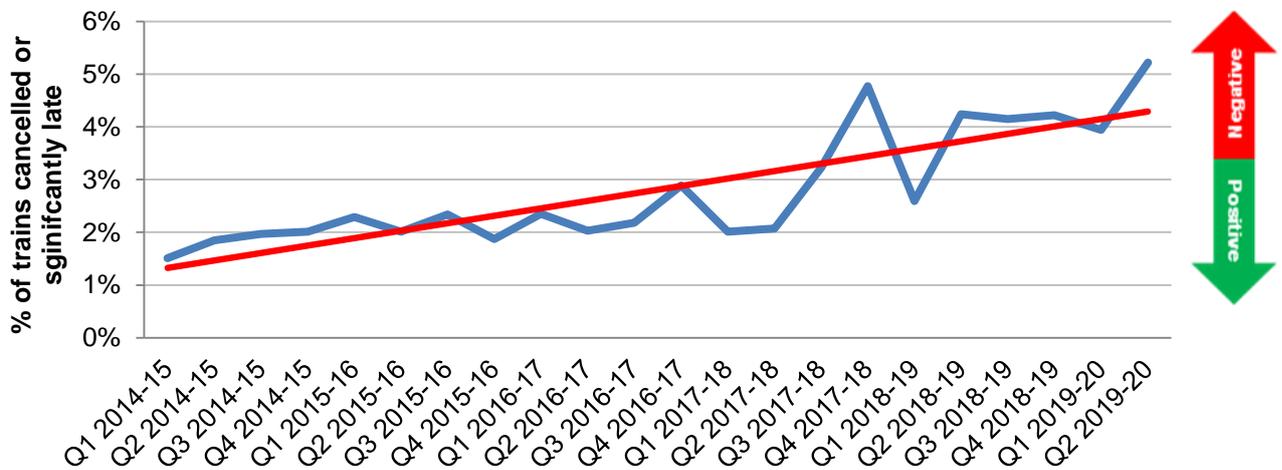


Cancellations and significant lateness (CaSL)

CaSL is an industry measure of the percentage of trains which arrive ‘significantly’ late or do not run, expressed as a percentage of the total number of trains planned. A train is defined as significantly late if it arrives 30 or more minutes late at its planned destination or fails to complete its entire planned route, including calling at all timetabled stations.

London Overground’s performance dropped in Q2 2019-20 compared to Q1 2019-20, with the latest performance the worst since Q1 2014-15. In five of the last seven quarters, CaSL has been at least 4%, compared to not at all in the seven quarters prior to that.

Graph 33 – London Overground percentage of CaSL since Q1 2014-15 and trendline



London Overground receives one of the lowest rates of complaints when compared to other L&SE train operators. They experienced an increase in complaints in Q2 2019-20 to 1.54 complaints per 100,000 journeys, compared to 1.45 in Q1 2019-20. However, the rate of complaints remains lower than in the same period a year ago, when there were 2.13 complaints per 100,000 journeys.

Graph 34 - Customer complaints received by TfL for every 100,000 journeys and trendline

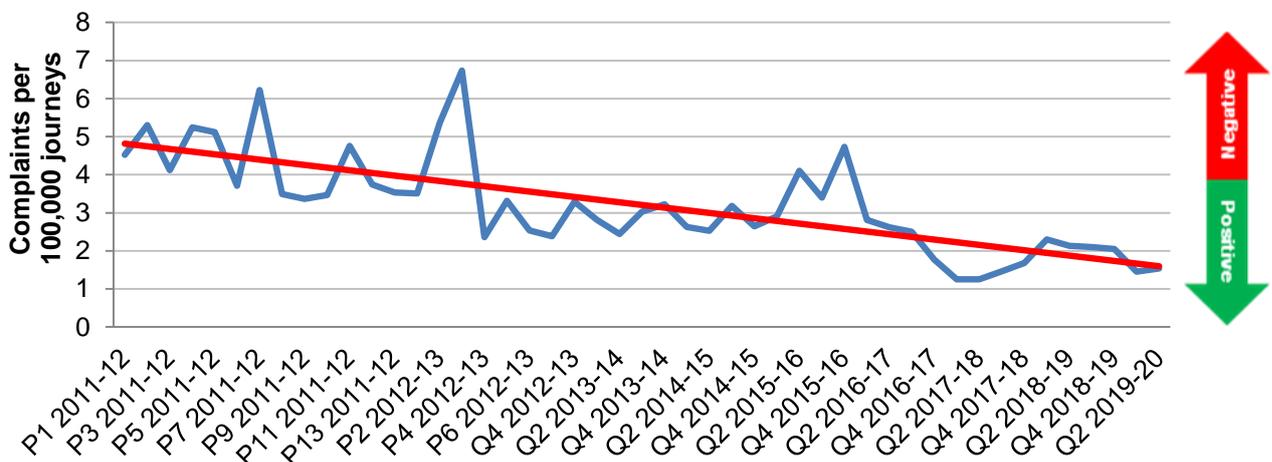


Table 9 shows a summary of all of the 2019-20 TfL business plan targets for London Overground.

Table 9 – Q2 2019-20 London Overground TfL business plan key performance indicators (KPI) and National Rail performance figures

National Rail Performance measure	Q2 Target 2019-20	Current performance level
Customer satisfaction – overall (National Rail Passenger Survey bi-annual data). Percentage satisfied or good	Average of similar London and South East TOC's: 81% (Not a TfL target)	83% (spring 2019)
Public Performance Measure (Network Rail figures)	Average of London and South east TOCs is 86% (Not a TfL target)	91.9%
TfL KPIs	Q2 Target 2019-20	Current performance level
Overall customer satisfaction score (TfL measure)	85	83
On time performance (A TfL measure of PPM Moving Annual Average)	Data not available	91.9%
<p>London TravelWatch's overall performance assessment of London Overground is as follows:</p> <ul style="list-style-type: none"> • London Overground met its performance target for Q2 2019-20 • London Overground performs well compared to most TOCs, achieving the fourth highest RTA score, although it is lower than in Q1 2019-20 • CaSL performance dropped in Q2 2019-20, with the percentage falling from the best performance since Q1 2014-15 to the worst • London Overground receives one of the lowest rates of complaints when compared to other L&SE train operators 		

8 TfL Rail

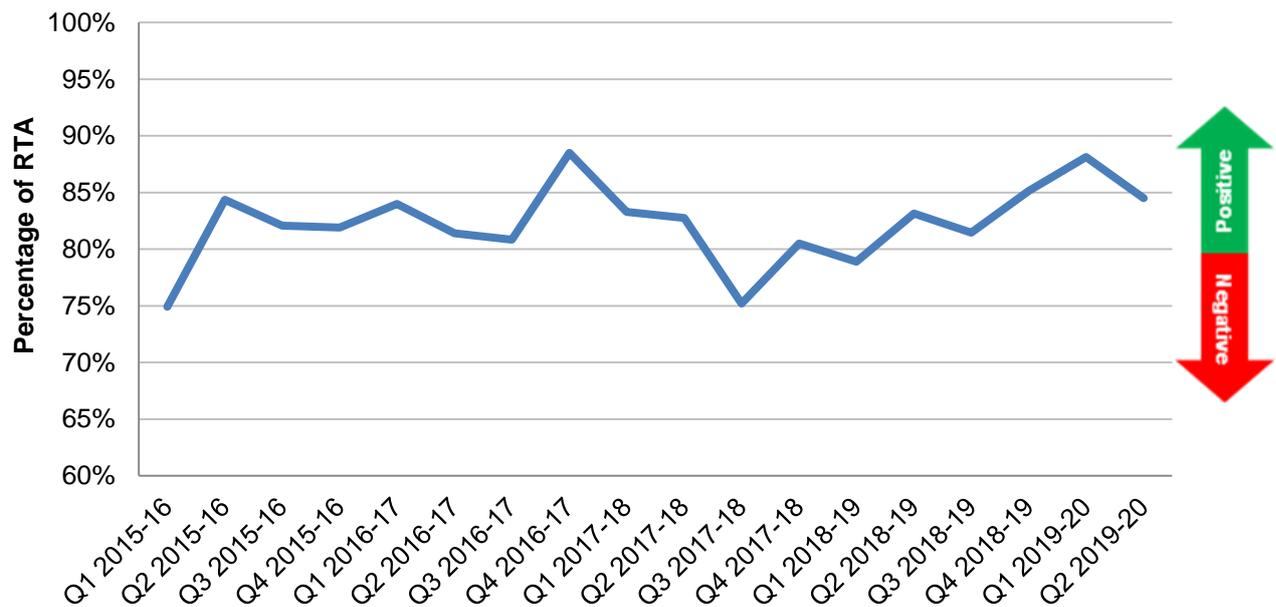
In Q2 2019-20 TfL Rail recorded a PPM score of 95.3%, the highest PPM figure of all L&SE TOCs. This figure was also higher than in Q2 2018-19, when it was 94.2%, though lower than in Q1 2019-20, when it was 96.4%. Please note that these are Network Rail statistics.

The National Rail Passenger Survey results from the spring 2019 wave of surveys showed that passenger satisfaction has increased significantly since the last spring survey. The percentage of passengers satisfied was 89% compared with 69% in spring 2018. This figure now includes the former Heathrow Connect stopping service, and is not comparable with the results from previous surveys.

Right time arrival

TfL Rail performed very well compared to other L&SE TOCs, achieving the highest right time score in Q2 2019-20, with 84.5%. RTA was also higher than in Q2 2018-19 but lower than in Q1 2019-20.

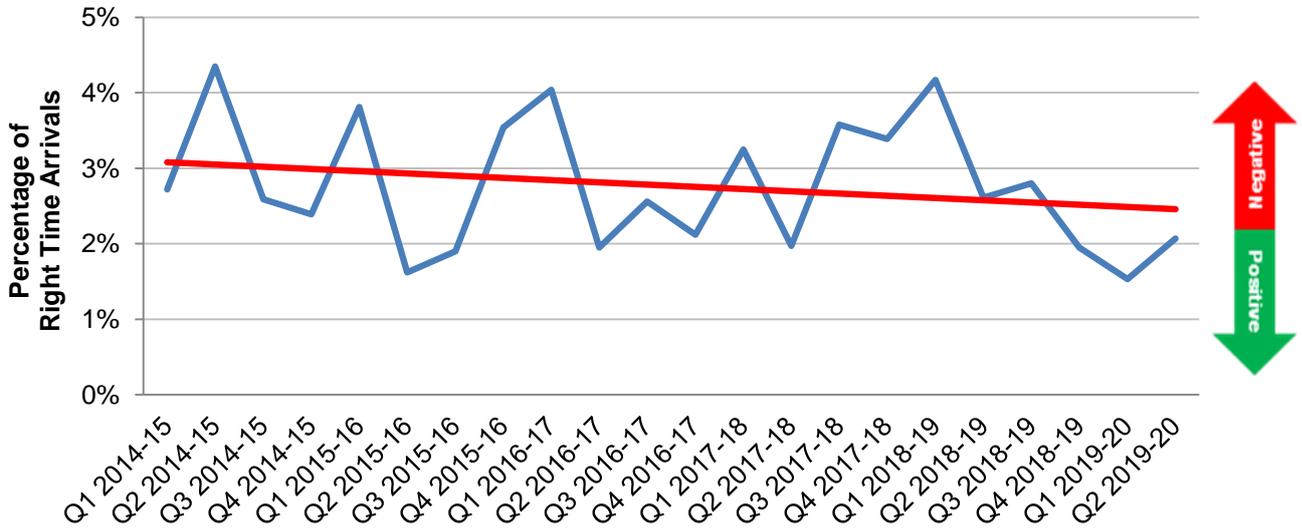
Graph 35 - TfL Rail percentage of RTA since Q1 2015-16



Cancellations and significant lateness (CaSL)

TfL Rail performed very well in Q2 2019-20, with the third lowest CaSL percentage (2.0%) of all L&SE train operators. This was also lower than in the same quarter last year, when it was 2.6%.

Graph 36 – TfL Rail percentage of CaSL since Q1 2014-15



In Q2 2019-20, TfL Rail received 2.2 complaints per 100,000 journeys, a slight reduction compared to the 2.36 complaints per 100,000 journeys in Q2 2018-19.

Graph 37 – Customer complaints received by TfL Rail for every 100,000 journeys

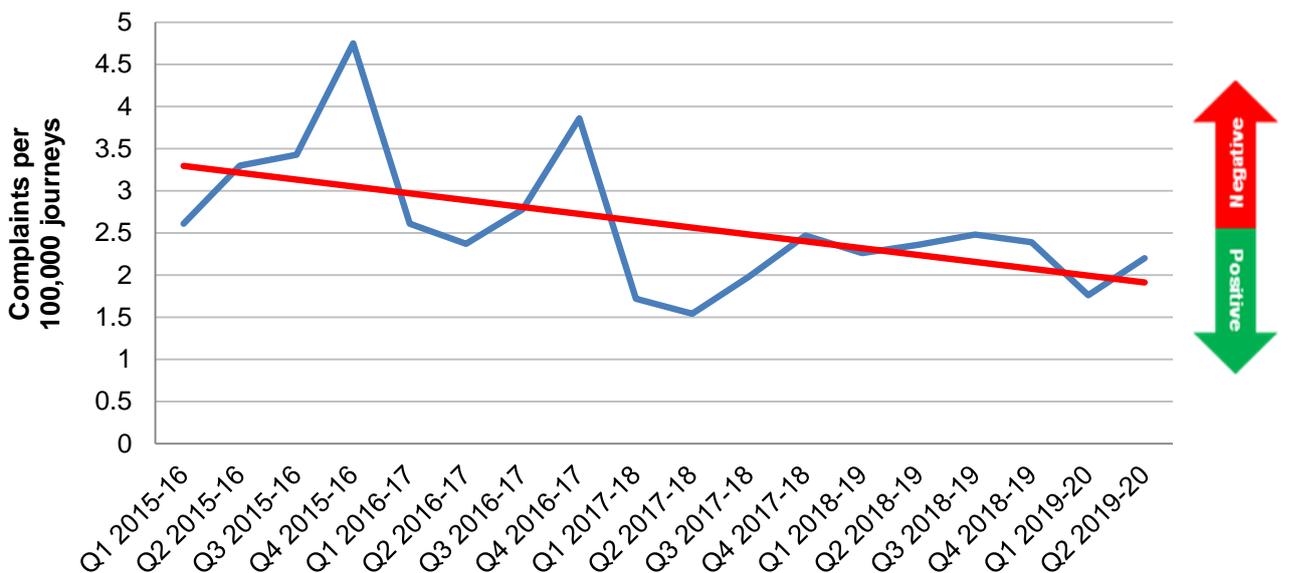


Table 10 shows a summary of all of the 2019-20 TfL business plan targets for TfL Rail.

Table 10 – Q2 2019-20 TfL Rail, TfL business plan key performance indicators (KPI) and National Rail performance figures

National Rail Performance measure	Q2 Target 2019-20	Current performance level
Customer satisfaction – overall (National Rail Passenger Survey bi-annual data). Percentage satisfied or good	Average of similar London and South East TOC's: 81% (Not a TfL target)	89%
Public Performance Measure (Network Rail figures)	Average of London and South east TOCs is 86% (Not a TfL target)	95.3%
TfL KPIs	Q2 Target 2019-20	Current performance level
Overall customer satisfaction score (TfL measure)	83	84
On time performance (A TfL measure of PPM Moving Annual Average)	94.2%	95.3%
<p>London TravelWatch's overall performance assessment of TfL Rail is as follows:</p> <ul style="list-style-type: none"> • TfL Rail achieved all its targets in Q2 2019-20 • TfL Rail's customer satisfaction was above target • TfL Rail achieved the highest PPM and RTA figures of all L&SE TOCs, the second consecutive quarter in which it achieved the highest RTA figure of all L&SE TOCs • TfL Rail recorded the third lowest CaSL percentage of all L&SE train operators 		

9 Dial-a-Ride

The Dial a Ride customer satisfaction survey is now conducted only once a year in Q1. The information below relates to Q1 2019-20.

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

Overall customer satisfaction at 90 was on target. Dial-a-Ride members are very satisfied with driver helpfulness/courtesy, which scores 95 (as it did in Q1 2018-19). Satisfaction with the booking process was 74, which was both below the target of 80 and the 79 score received in Q1 2018-19.

Greater demand may arise from an aging population and the cessation of other similar door-to-door services. TfL have implemented a new regime for membership, which should ensure that those that need this service are prioritised.

Complaints in Q2 2019-20 increased compared to Q2 2018-19. Dial-a-ride received 76.59 complaints per 100,000 journeys, which is very high compared to other modes. This high level of complaint reflects the number of customers who are unable to book to use the service.

Graph 38 – Customer complaints received by Dial-a-Ride for every 100,000 journeys and trendline

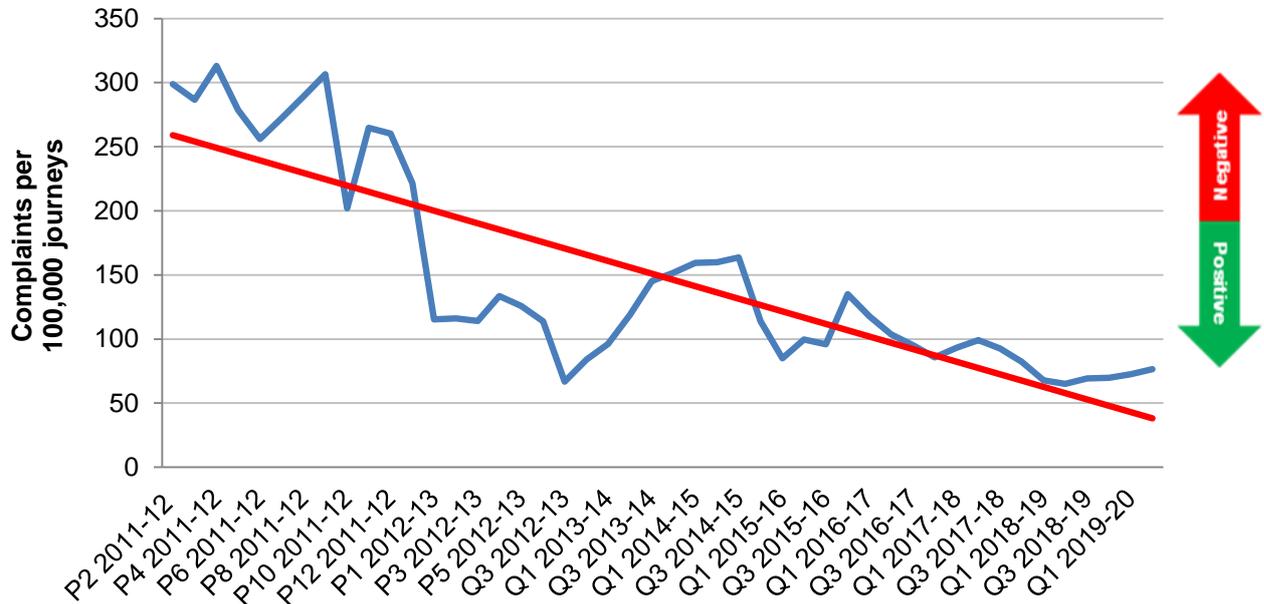


Table 11 shows a summary of all of the 2019-20 TfL business plan targets for Dial-a-Ride.

Table 11 – Q2 2019-20 Dial-a-Ride TfL business plan key performance indicators (KPI)

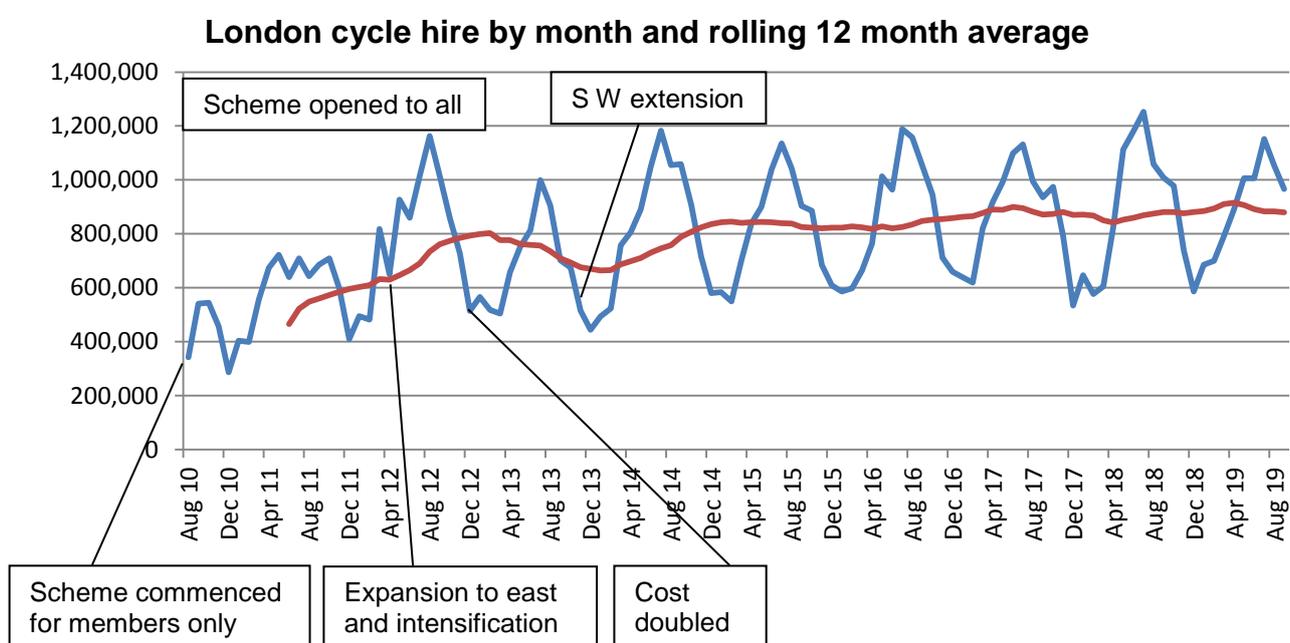
KPI	Q2 Target 2019-20	Current performance level
Customer satisfaction score – overall	90	90 (Q1 2019-20)
Quarterly passenger journey numbers	1,400,000 (annual target)	
<p>London TravelWatch’s overall performance assessment of Dial-a-Ride is as follows:</p> <ul style="list-style-type: none"> • Customer satisfaction overall is on target. • Dial-a-Ride members are usually very satisfied with driver helpfulness/courtesy. The main source of complaint generally is the difficulty of getting through on the telephone and the booking process, which has resulted in a very high complaints rate. 		

10 Cycle hire

In this section, the performance of the cycle hire scheme is presented. London's cycle hire scheme is a public bike-sharing scheme for shorter journeys around the capital. The bikes are available to casual users, as well as London cycle hire scheme members.

The graph below shows the usage of the cycle hire scheme since August 2010, on a monthly basis. The number of cycle hires has fluctuated for a number of reasons since it started. Initially cycle hire was only available to members. Since then one-off hires were made possible and the availability of cycles has been increased as the scheme has rolled out to new areas. In January 2013, there was a sharp increase in the 'access' fee.

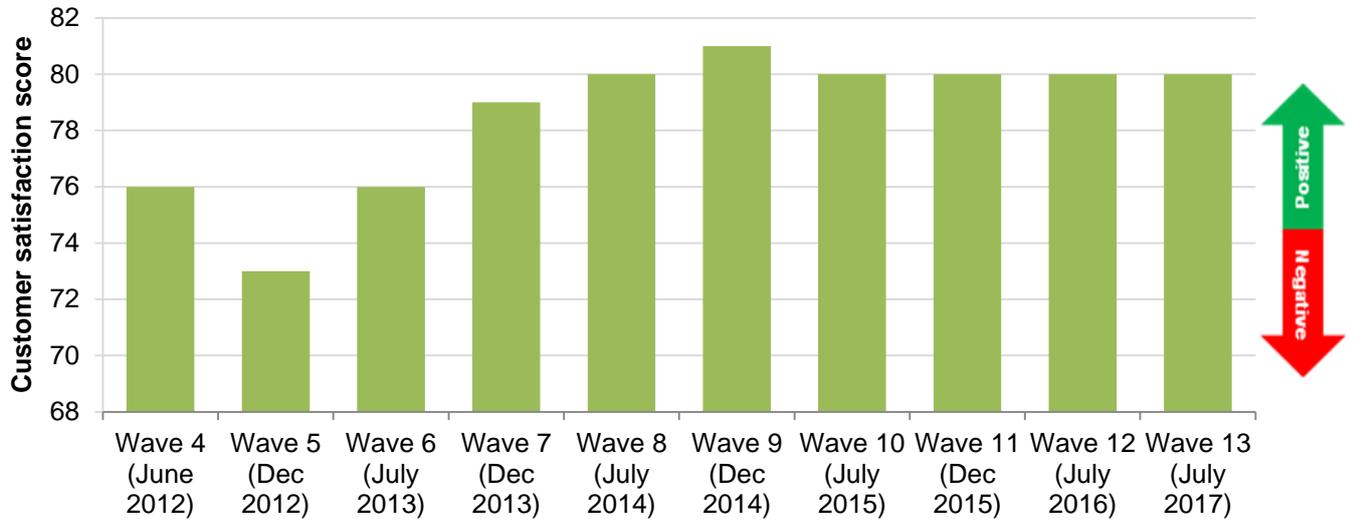
Graph 39 - Cycle hire scheme usage since August 2010



The last recorded customer satisfaction score (80) is the same as the previous wave (wave 12), just below the peak score of 81 (in wave 9). The different elements of the survey suggest increasing satisfaction with the use of members' keys and with the service from the contact centre.

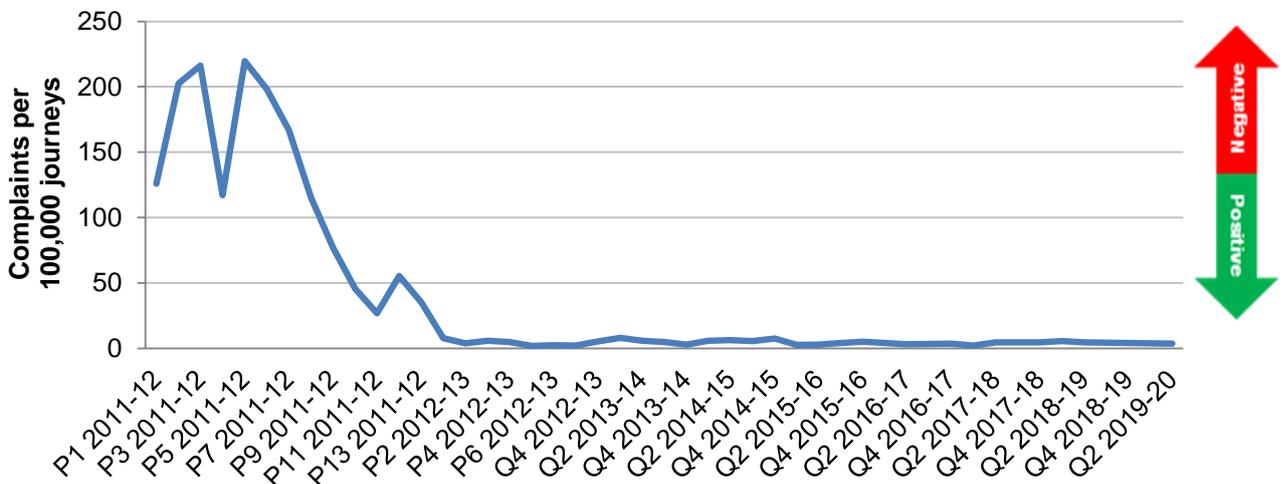
The score for the availability of spaces at docking stations has decreased but the score for value for money has increased to 77, the highest level since the pricing changes in January 2013.

Graph 40 - Satisfaction with overall experience cycle hire customer satisfaction score



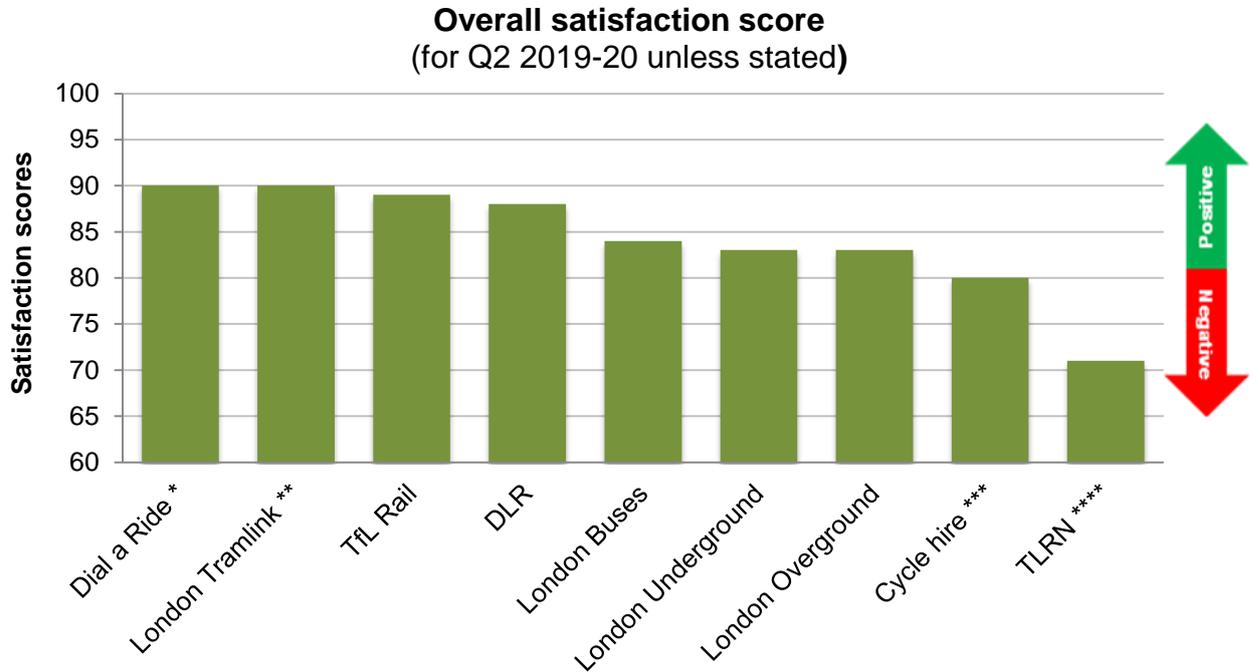
Complaints about the cycle hire scheme decreased in Q2 2019-20 compared to the same period a year ago, meaning that the rate of complaints fell for the fifth consecutive quarter. There were received 3.6 complaints per 100,000 journeys in Q2 2019-20.

Graph 41 - Customer complaints received by TfL Cycle Hire for every 100,000 journeys since P1 2011-12



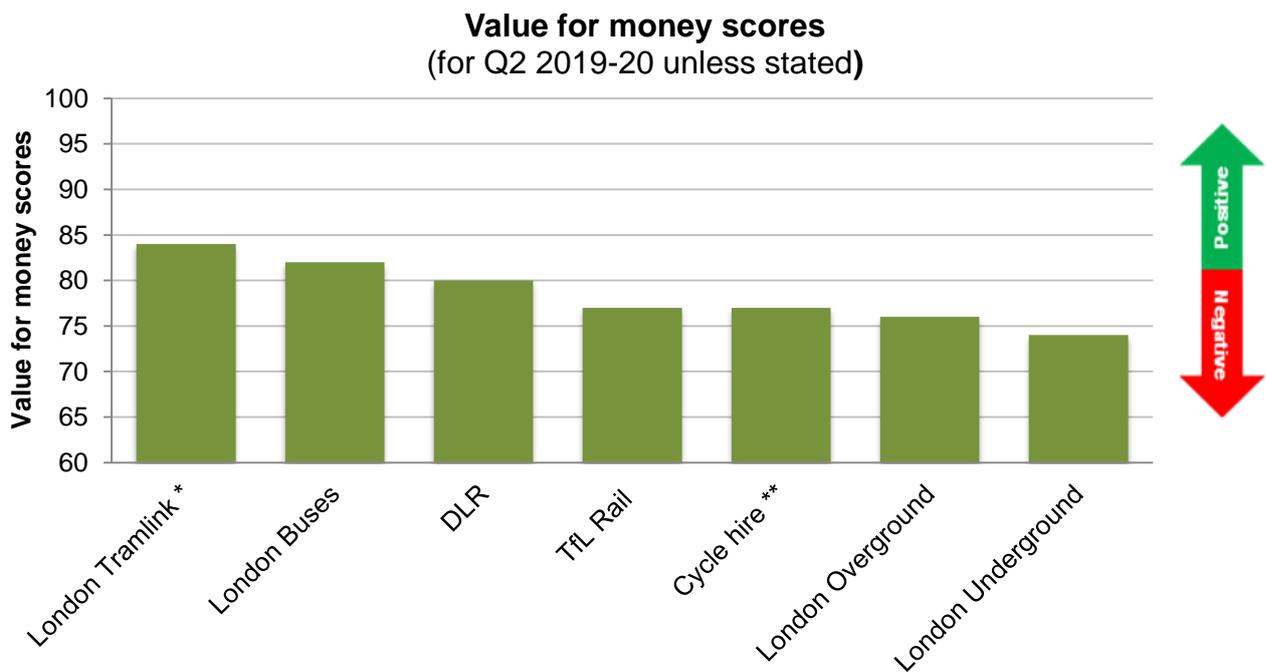
11 Customer satisfaction and value for money scores – modes comparison

Graph 42 – Q2 2019-20 overall customer satisfaction scores modes comparison



* Q1 2019-20 figure; ** Q4 2018-19 figure; *** July 2017 figure; **** Q3 2018-19 figure

Graph 43 – Q2 2019-20 value for money scores modes comparison



* Q4 2018-19 figure ** July 2017 figure

Appendix – Source references

- London Streets
 - <https://tfl.gov.uk/corporate/publications-and-reports/road-safety>
- London Buses
 - <https://tfl.gov.uk/corporate/publications-and-reports/customer-service-op-performance>
 - <https://tfl.gov.uk/forms/14144.aspx>
 - Customer satisfaction survey scores supplied by TfL directly
 - Bus stop accessibility supplied by TfL
 - <https://tfl.gov.uk/corporate/publications-and-reports/bus-safety-data>
- London Underground
 - <http://tfl.gov.uk/corporate/publications-and-reports-underground-services-performance>
 - Customer satisfaction survey scores supplied by TfL directly
- Docklands Light Railway
 - <https://tfl.gov.uk/corporate/publications-and-reports/customer-service-op-performance>
 - Customer satisfaction survey scores supplied by TfL directly
- London Tramlink
 - Customer satisfaction survey scores and Public Performance Measure supplied by TfL directly
- London Overground
 - PPM scores supplied to London TravelWatch monthly by Network Rail
 - <http://www.passengerfocus.org.uk-research-national-passenger-survey-introduction>
 - Customer satisfaction survey scores supplied by TfL directly
- TfL Rail
 - PPM scores supplied to London TravelWatch monthly by Network Rail
 - <http://www.passengerfocus.org.uk-research-national-passenger-survey-introduction>
 - Customer satisfaction survey scores supplied by TfL directly
- Dial-a-Ride
 - <http://www.tfl.gov.uk-modes-dial-a-ride->
 - Customer satisfaction survey scores supplied by TfL directly
- Cycle Hire
 - TfL commissioned cycle hire customer satisfaction and usage survey, Wave 13 (Quarter 2 2017/18)
 - [London data store](#)