

# TfL 2017-18 Quarter 4 Performance Report (January-March 2018)

July 2018



**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**

<b>TfL financial periods</b>	<b>Issue dates for London TravelWatch report for the corresponding Quarter</b>
Quarter 1 – Apr to Jun 2014	November 2014
Quarter 2 – Jul to Sept 2014	February 2015
Quarter 3 – Oct to Dec 2014	June 2015
Quarter 4 – Jan to Mar 2015	September 2015
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

Published by:

London TravelWatch  
169 Union Street  
London SE1 0LL

Phone: 020 3176 2999

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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 fourth quarter of the 2017-18 financial year (January to March 2018).

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).

There are some changes to TfL's reporting. For instance there have been some reductions in the frequency of some customer satisfaction surveys.

This report now includes a measure of performance for TfL Rail and London Overground, 'Cancellations and Significant Lateness'. Both of these TOCs generally perform well compared to other London and South East TOCs, but there was a significant rise this quarter reported by London Overground.

However, we remain concerned about the performance of London Streets. Given rising traffic levels, there is serious concern about the impact of increased congestion now and in the future. We note the small upturn in bus service speeds and the good reliability figure, but congestion is significantly impacting on bus service performance and passengers. Working with the London boroughs, TfL needs to develop a substantive response to rising population, economic activity and other trends that are translating into increasing traffic volumes and longer journey times.

This report now includes a new measure of cycling volumes in central London, but is a quarter behind, i.e. financial quarter 3 is reported in this quarter 4 report. Again this quarter, there has been a year on year reduction in cycling volume in the central area.

### 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 has been a reversal in the long term trend of reducing traffic volume in London which, if it continues, will mean increased congestion levels and the problems this will bring.

JTR across the whole network in Q4 2017-18, was 88.5%, which was 0.3 percentage point higher than the same quarter in 2016-17.

JTR in the central area is trending down.

To improve JTR to its pre- Roads Modernisation Plan target of 90% will mean a comprehensive set of policy responses in the new Mayor's Transport Strategy.

TfL's carriageway condition target is met. But London TravelWatch is concerned to see improvements in this area as the condition of the carriageway affects the journey experience of all the users of London's roads. It is also of concern that for two years

there is no budget for major renewals. This will mean a deterioration in road maintenance condition.

Traffic signal availability is above target.

This is the seventh quarter in which London TravelWatch is reporting road safety statistics. 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 is downwards over the long term.

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.

TfL's new cycling metric has showed a year on year decline of 2.5% in the latest quarter reported, financial Q3 2017-18.

## London Buses

Customer satisfaction score is lower than in the previous quarter (Q3 2017-18), and the same period in 2016-17.

[Note: Bus stations evaluation changed from quarterly to annual for 2015-16, with the survey running in Q4 only.]

High frequency bus services have improved reliability. Bus speeds are rising, but have a long way to go to get back to where they were in 2013/14. Slower bus speeds and therefore longer journeys have led to a decline in patronage.

There are concerns, not reflected in the figures, that bus services have performed poorly in central London. TfL have added a substantial number of buses to maintain reliability. This is welcome, but costly. More has to be done by TfL to address this.

London TravelWatch is concerned that not enough is being done to 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 has fallen this quarter compared to the same quarter a year ago (Q4 2016-17).

## London Underground

The customer satisfaction score is on target this quarter.

There has been a significant reduction in the percentage of scheduled services operated. (Target obtained from Q2 2017-18)

Network Excess Journey Time is above (worse) than target. (Target obtained from Q2 2017-18) and there may be a trend upwards (worsening).

### **Docklands Light Railway (DLR)**

DLR performance is up this quarter. Departures within 3 minutes is above target this quarter (this is a Q3 2017-18 figure).

Customer satisfaction score is on target.

Customer complaints rate was higher this quarter compared to the previous quarter (Q3 2017-18) but less than the same period a year ago (Q4 2016-17).

### **Tramlink**

Tramlink performance was above target (this is a Q3 2017-18 figure).

Customer satisfaction is above target.

Complaints were lower than quarter Q4 2016-17.

### **London Overground**

London Overground achieved some of its targets. RTA was lower than previous quarter (Q3 2017-18), but higher than the same period a year ago (Q4 2016-17).

There has been deterioration in London Overground's CaSL performance when compared to most L&SE train operators. This must be addressed.

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

### **TfL Rail**

TfL Rail did not achieve some of its targets. TfL Rail performed very well compared to other L&SE TOCs PPM figures.

RTA was higher than previous quarter (Q3 2017-18) but lower than the same period a year ago (Q4 2016-17).

TfL Rail performed well compared to most L&SE train operators' CaSL figures and was in the top two.

## Dial-a-Ride

London TravelWatch's overall performance assessment of Dial-a-Ride is as follows.

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

## Cycle hire

Customer satisfaction measure is reported bi-annually. The latest customer satisfaction score (80), is the same since 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 value for money score increased to 77, the highest level since the pricing changes in January 2013.

Complaints increased compared to the same period a year ago.

## 1 Travel in London

TfL's annual '*Travel in London*' report records the way Londoners travelled in 2016. This report was published in December 2017<sup>1</sup>.

There were 27.1 million daily trips in, to, and from, Greater London, an increase 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), 2016**

Mode	No. of trips (millions) 2016	No. of trips (millions) 2015	Percentage change	Percentage of total 2015
Rail	3.0	3.0	0.0	11.1
Underground-DLR	2.8	2.8	0.0	10.3
Bus-Tram	3.7	3.8	-2.6	13.7
Taxi-PHV	0.4	0.3	33.3	1.5
Car (driver & passenger)	9.7	9.5	2.1	35.8
Motorcycle	0.6	0.6	0	0.7
Cycle	0.6	0.6	0	2.2
Walk	6.6	6.5	1.5	24.4
<b>All modes</b>	<b>26.7</b>	<b>26.6</b>	<b>+1.1</b>	

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<sup>1</sup> Travel in London, Report 10, Table 2.1  
[www.londontravelwatch.org.uk](http://www.londontravelwatch.org.uk)

## 2 London Streets

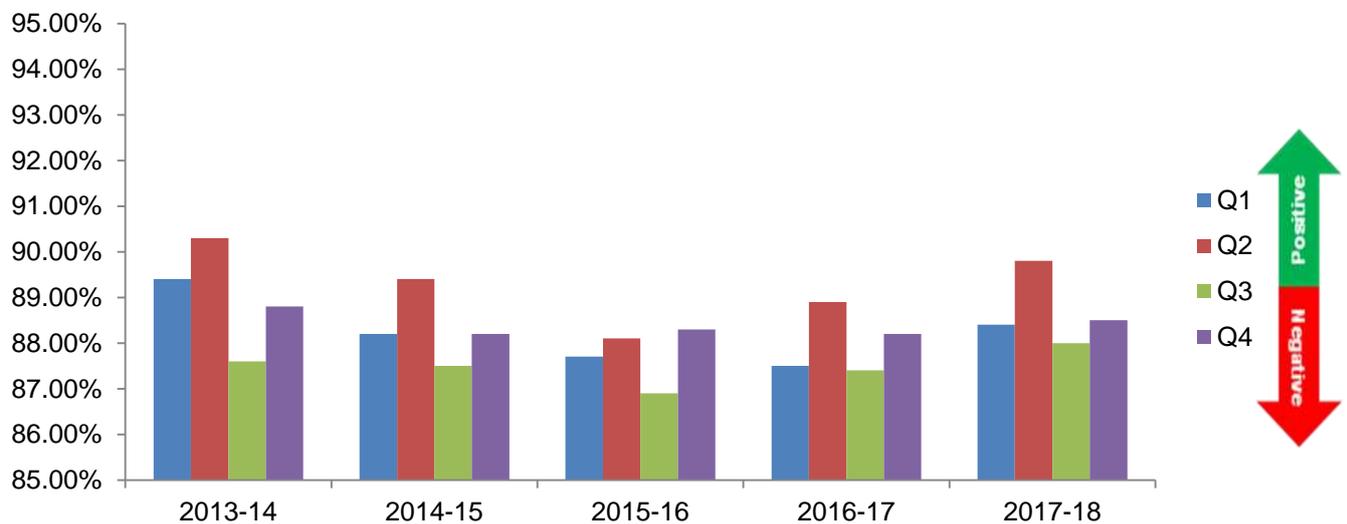
This section of the TfL Performance Report focuses on the performance of the Transport for London road network (TLRN) also known as the Red Routes, which are the major arterial roads operated by TfL.

Journey Time Reliability (JTR) is a measure of the performance of the road network. The JTR measure is defined as the proportion of traffic which, for a 'typical' 30 minute journey, takes less than 35 minutes (a representative average London journey time of 30 minutes plus a five-minute 'allowance').

JTR is a measure of how congestion impacts on journeys. A major influence will be traffic volume, which as can be seen from graph 5 below, has fallen for many years, but has increased in recent quarters. TfL have also undertaken much activity to improve JTR, for example altering traffic signal timing, managing events and charging the utilities etc. for some street works. TfL actively managed the volumes of traffic entering the central area so as to reduce the impact of the major road works associated with building the cycle superhighways. This has continued after the completion of those works.

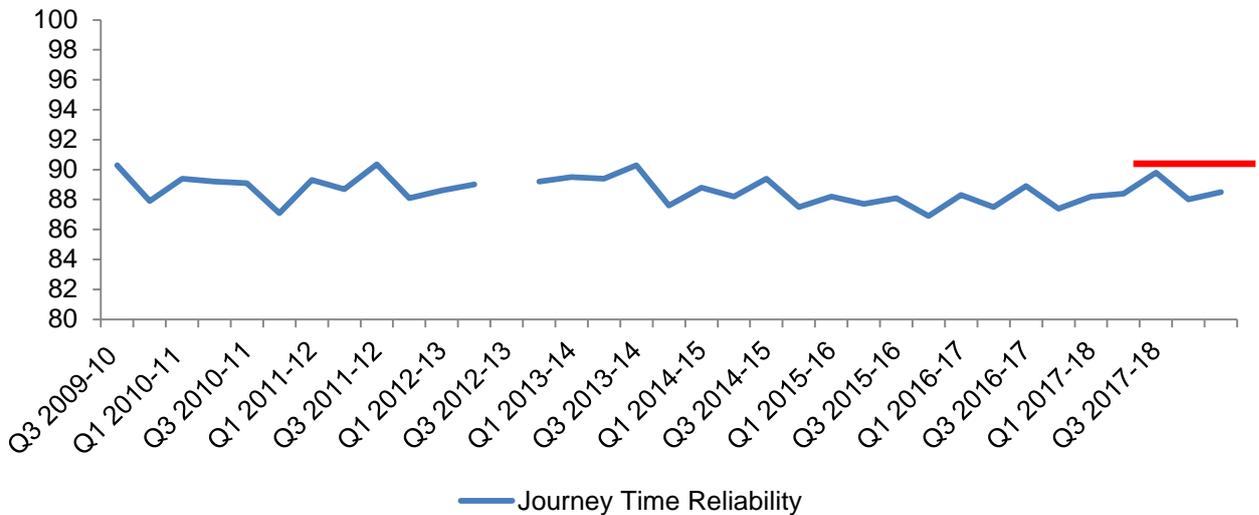
The JTR across the whole of the TLRN in the AM peak for quarter 4 was 88.5%, which was 0.3 percentage point higher than the same quarter in 2016-17.

**Graph 1a - Journey Time Reliability on the TLRN in the AM peak by financial quarters, Q1 2013-14 to Q4 2017-18**



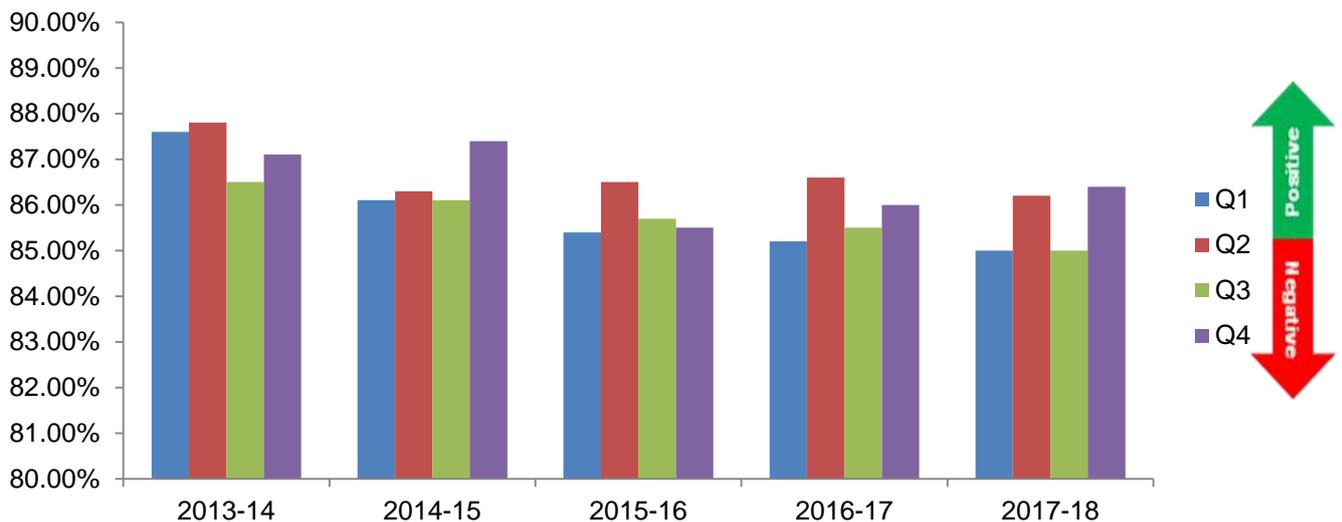
The statistics in graph 1a are represented as a line graph in graph 1b. Please note there is no figure for the quarter 2 2012-13 due to the Olympic Games.

**Graph 1b - Journey Time Reliability on the TLRN in the AM peak since Q3 2009-10 (Business Plan 2016-17 targets)**

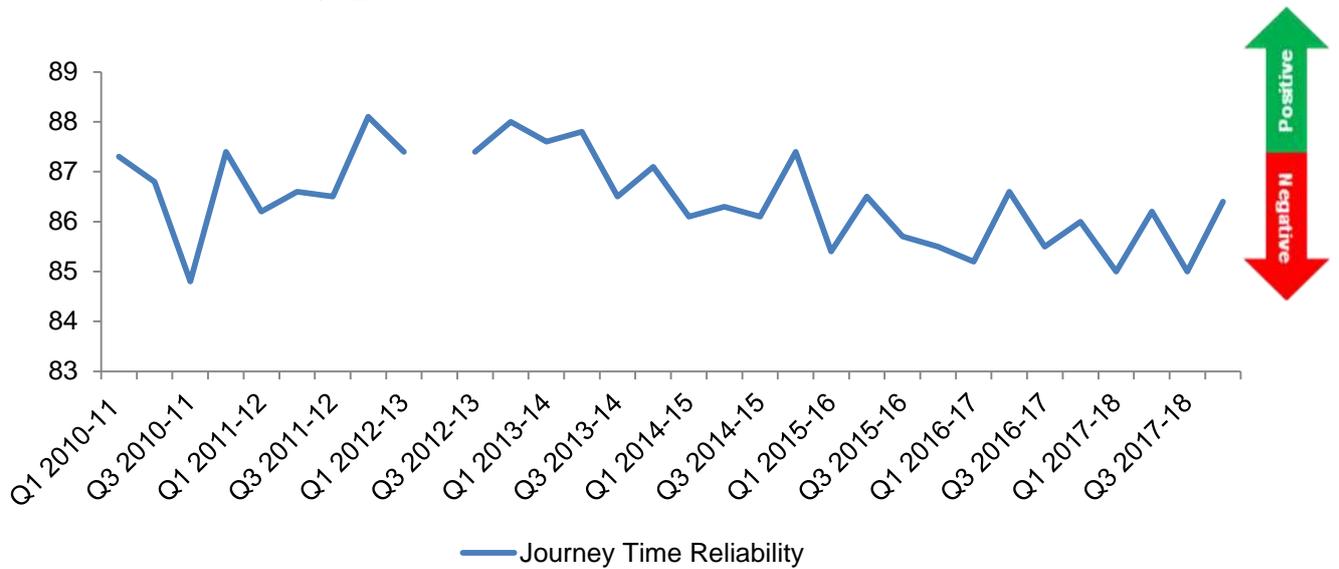


An equivalent JTR figure for the central area is also reported by TfL. This quarter's figure is 86.4%; this is 0.4 percentage point higher than the same period in 2016-17.

**Graph 2a - Journey Time Reliability on the TLRN in central London in the AM peak by financial quarter, Q1 2013-14 to Q4 2017-18**

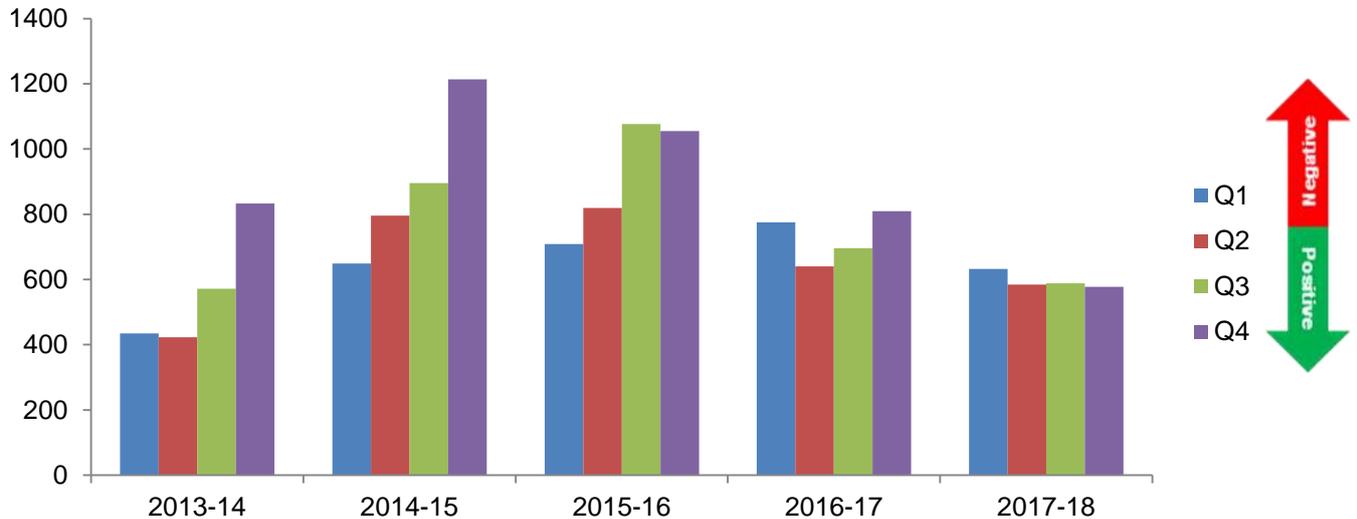


**Graph 2b - Journey Time Reliability on the TLRN in central London in the AM peak since financial Q1 2010-11**



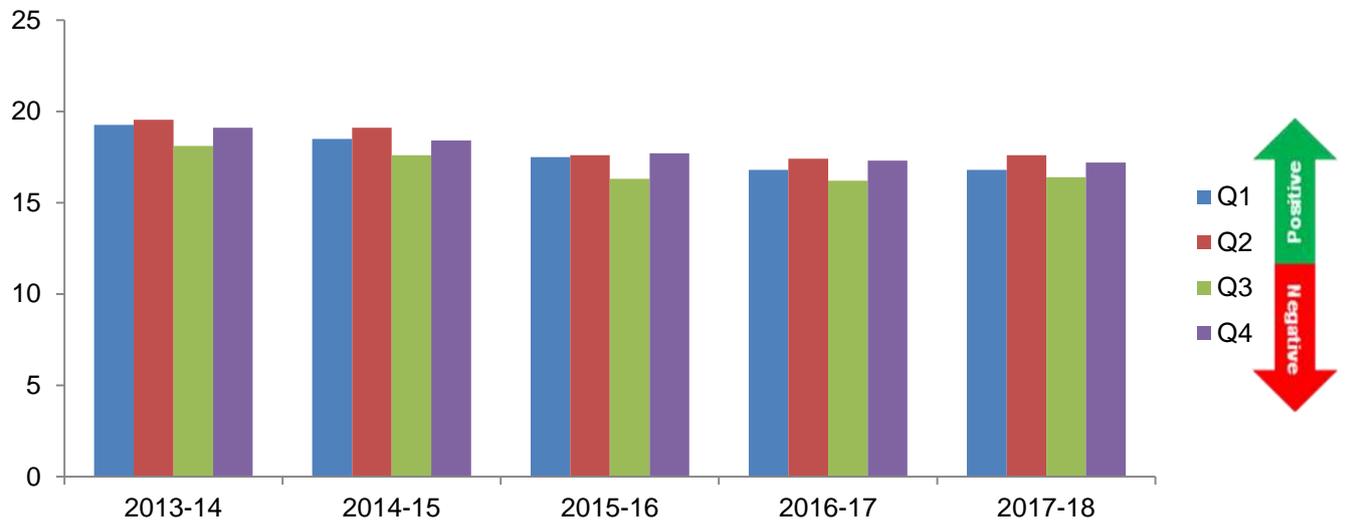
Serious and severe disruption on the TLRN fell in quarter 4 compared to Q3 2016-17 last year.

**Graph 3 - Duration of TLRN serious & severe unplanned and planned events (hrs) by financial quarters, Q1 2014-15 to Q4 2017-18**



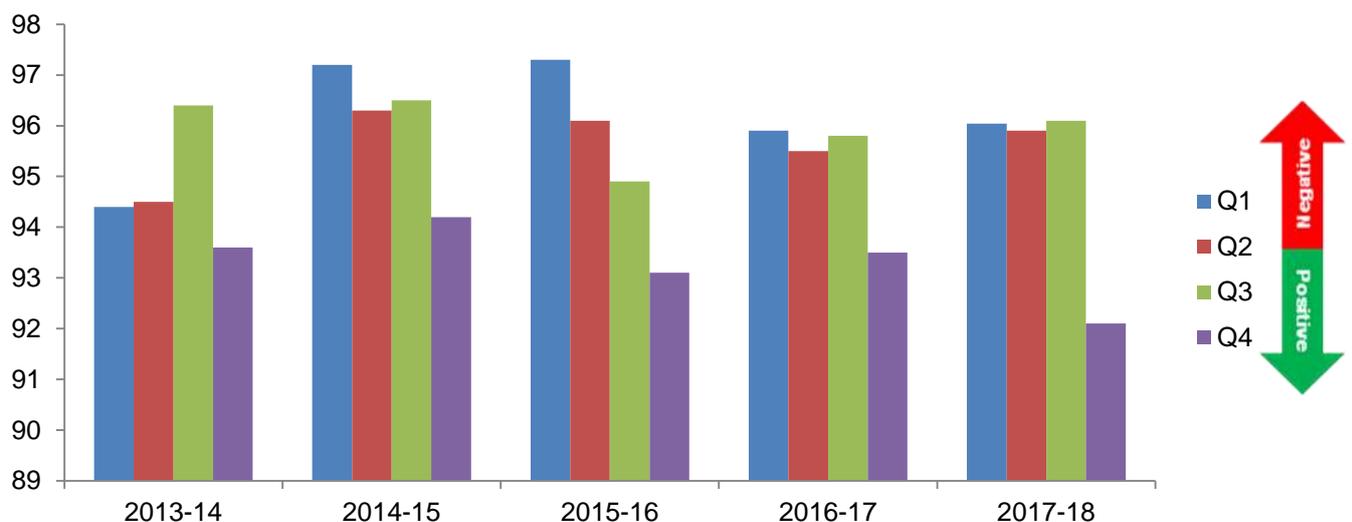
The average weekday traffic speed decreased on London's major roads in quarter 4 compared with the same quarter in 2016-17.

**Graph 4 - Traffic speeds (mph) on London's major roads 12 hrs average weekday between 0700-1900 by financial quarters, Q1 2014-15 to Q4 2017-18**



Traffic volumes across London had been generally falling over a number of years, up to 2011/12. This trend is now reversing. In this quarter, the volume decreased compared to the same quarter in the previous year. Traffic volume growth related to population and employment growth along with reductions in motor traffic capacity are the underlying issues that are leading to increased congestion. The increased number of private hire vehicles and light goods vehicles is also adding to traffic volume.

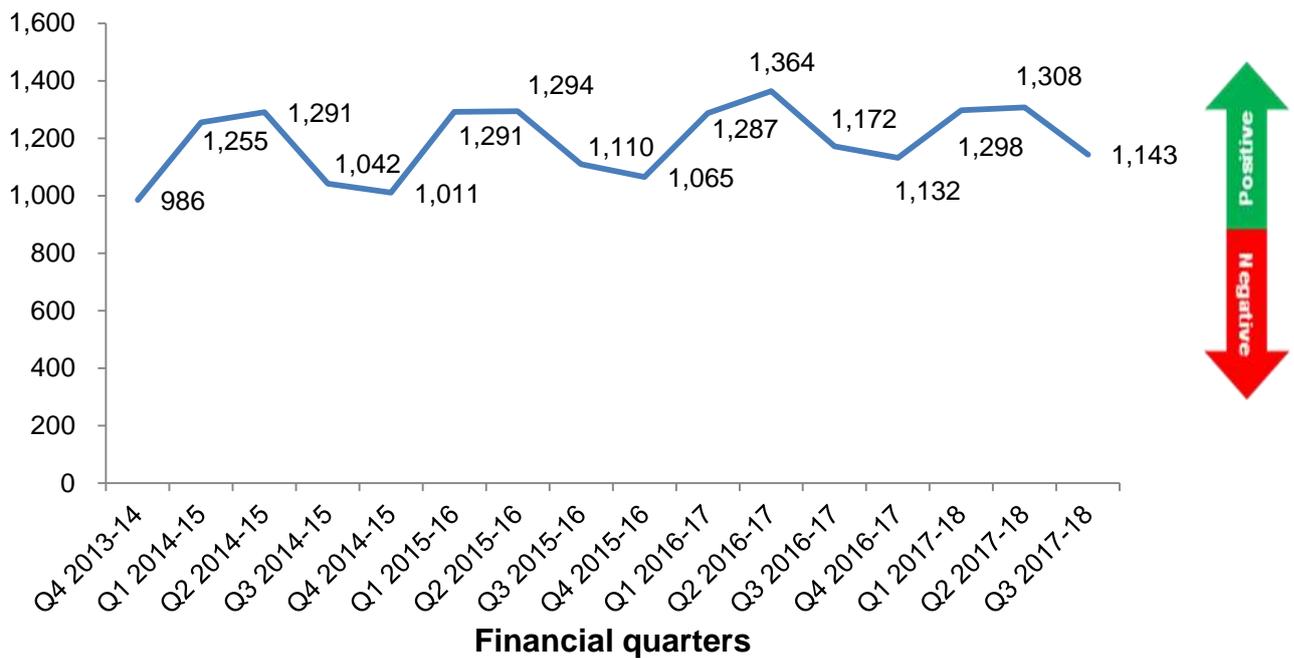
**Graph 5 - Traffic volume on London's major roads 24hrs average weekday by financial quarter, indexed period 13 2006-07 = 100**



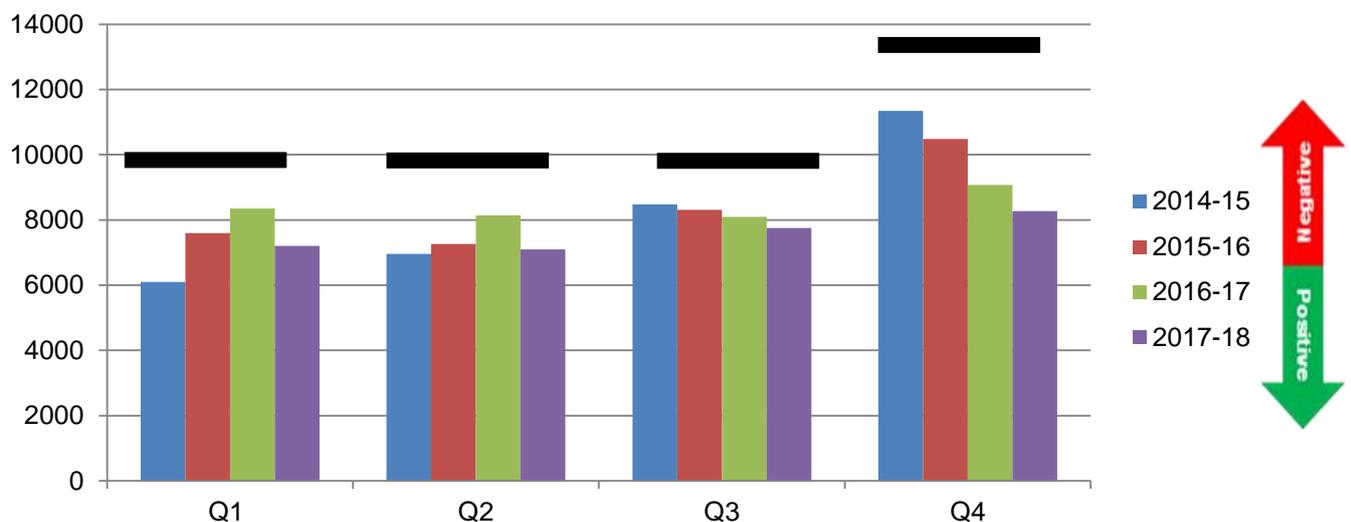
TfL is now reporting a new cycling metric, which, they say is a representative measure of total kilometres cycled each day in **central London**. The previous TLRN index measure, covering the whole of London, was replaced because patterns of cycling have changed substantially following the provision of new facilities, which the counters on the TLRN do not adequately capture. This statistic is reported a quarter in arrears. This financial quarter (Q3 2017-18) has seen a decline of 2.5% over the same quarter last year.  $[((1143-1172)/1172)*100 = -2.5\%]$

### Graph 6 – Cycling levels in central London

Central area average daily cycle kilometres travelled per kilometre of road



Graph 8 shows the number of road works on the TLRN since quarter 1 2014-15. This shows that road works are higher when compared to Q4 2016-17. The number of road works have been contained below TfL’s target maximum (■)

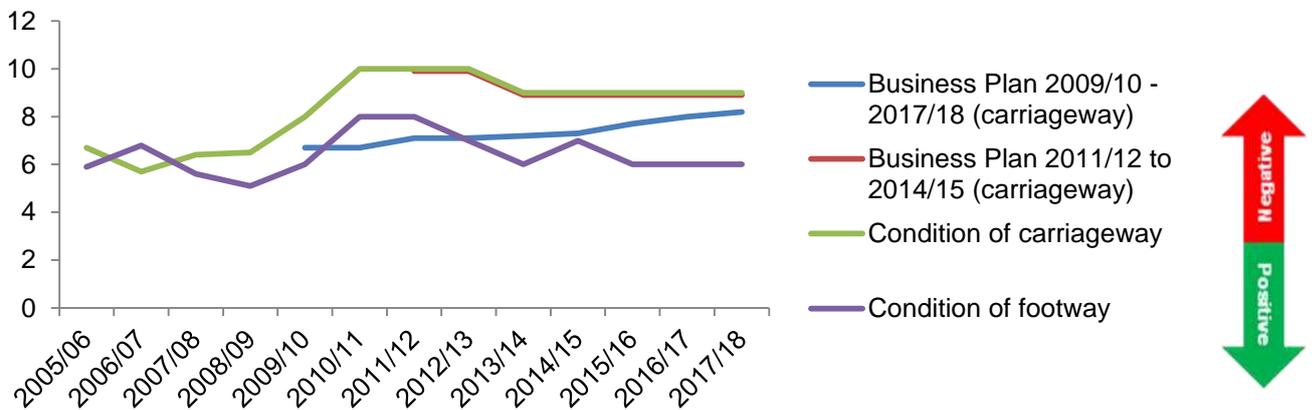


The percentage of roads not in a 'good state of repair' is significantly above the target (poorer) than a previous business plan target. However, this target has been relaxed and is now being met. TfL tell us this is a sustainable target. London TravelWatch would oppose any further relaxation. There has been an improvement in the condition of the TLRN pavements this year.

Over the next two years, TfL have no budget for any major road renewals and as such a deterioration in roads maintenance condition is likely. Pothole filling and safety related repairs will be undertaken.

[Note: the green and purple lines show the percentage of carriageway and pavement that is assessed as in need of repair. The blue and red lines show business plan projections.] This is an annual survey reported at the end of the financial year.

**Graph 9 – 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 mid October to mid November, now classed as quarter 4 by TfL. Since 2014, the survey has been carried out quarterly. Below is a selection of the results. This survey will now be reported Q1 and Q3 2017/18, before reverting to an annual survey.

We are concerned about the performance of London Streets and the increase in traffic congestion, which has resulted in a reduction in customer satisfaction to the lowest recorded figure since 2011.

**Table 2 – Customer satisfaction – traffic scores**

Indicator	Q3 2011	Q3 2012	Q3 2013	Q1 2014	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q1 2017	Q3 2017
Overall satisfaction	75	76	75	75	75	74	74	70	70	69	70	70	71	70	72	70
Working condition of traffic lights	77	78	77	79	79	79	78	77	78						76	72
Could accurately estimate how long journey would take	73	75	73	74	74	74	74	67	67	66	68	66	70		66	67

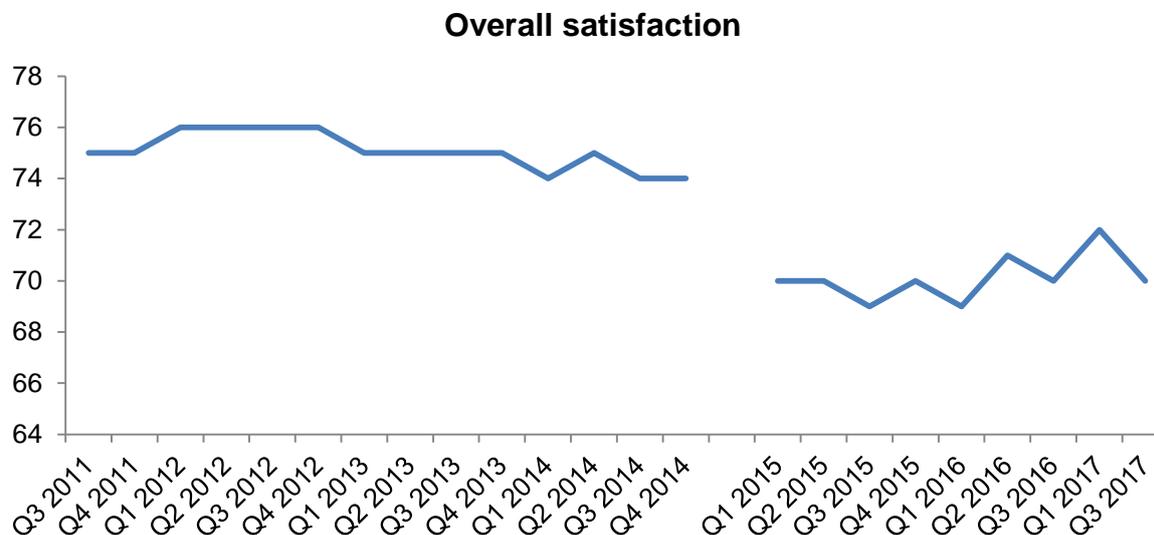
Indicator	Q3 2011	Q3 2012	Q3 2013	Q1 2014	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q1 2017	Q3 2017
Up to the minute info about delays and disruption	72	74	72	73	73	73	73	65	67	69	67	69	71	67	66
Management of road works	70	73	71	72	73	72	72	64	64	62	65	62	67	64	64
Traffic congestion	67	69	67	68	69	67	68	61	63	63	63	62	65	61	59

**Table 3 – Customer satisfaction – roads scores**

Indicator	Q3 2011	Q3 2012	Q3 2013	Q1 2014	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q1 2017	Q3 2017
Street lighting	77	77	76	78	78	77	77	76	76					73	70
Condition of road surfaces	70	73	71	69	70	72	72	61	63	62	62	63	65	72	66

Graph 10 shows the overall customer satisfaction scores for the TLRN since Q3 2010.

**Graph 10 – Overall satisfaction since Q3 2010 to Q3 2017\***



\* There is a break (also reduction in the overall satisfaction data) from quarter 1 2015, due to a change in way in which TfL undertakes its reporting. The format in questioning users was changed to avoid open-ended questions.

TfL has previously reported quarterly figures for the number of complaints they receive per 100,000 journeys. TfL streets received 0.13 complaints per 100,000 journeys in Q1 2017-18. This is the latest data we have available from TfL.

### Road safety statistics

The latest (calendar year 2016) 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 dataset to consider, as there can be great variation in casualty figures from one year to the next. The most widely used statistic is of the combined number of killed and serious injuries per year.

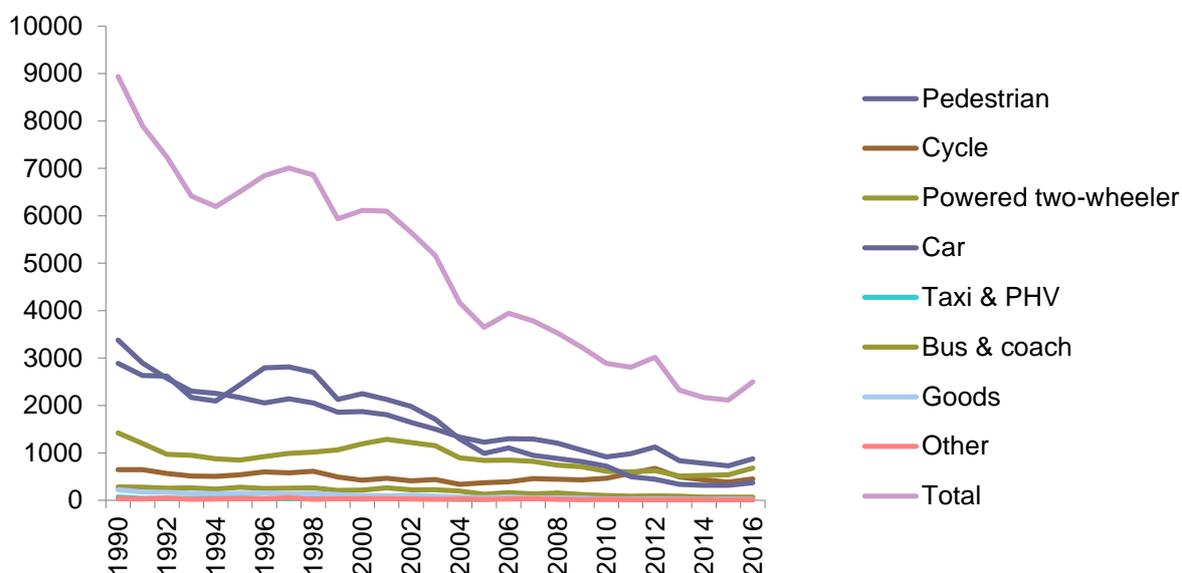
These are absolute numbers of casualties. A better statistic would be one for casualties per mile travelled. TfL have done some work to investigate rates of casualties, but this is at an early stage.

Bus and coach figures are for bus and coach occupants and include all bus, and coach collisions where injury occurs in Greater London.

The population is rising and therefore there is more exposure generally. The number of trips by cycle is 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 rate per mile cycled is declining.

This year's statistics are not strictly comparable to the previous years. This is because the Metropolitan Police Service has changed the way it allocates casualties to severity. They are now recording more casualties as 'serious'. The DfT believes this accounts for a 20% increase in the number of serious casualties.

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



### Road safety statistics Q3 2017

The Metropolitan Police Service compiles a record of all collisions in London where injury occurs. These records are collated and published by the DfT as an annual statistical release. TfL reports provisional quarterly figures, but there is always a long time lag (6 months). Quarter 3 2017 (financial Q2) figures are tabulated below.

These statistics are often compared to previous months or quarters, but this is unwise as there is so much volatility in the figures from period to period. The trend is the important statistic to follow.

**Table 2. Reported road casualties by severity: Q3 2017, Greater London**

CASUALTIES	Q3 2017
Killed	27
Seriously injured	1,264
Slightly injured	7,101
All casualties	8,365

[Note: Publication of the 2017 road safety statistics has been delayed until September 2018.]

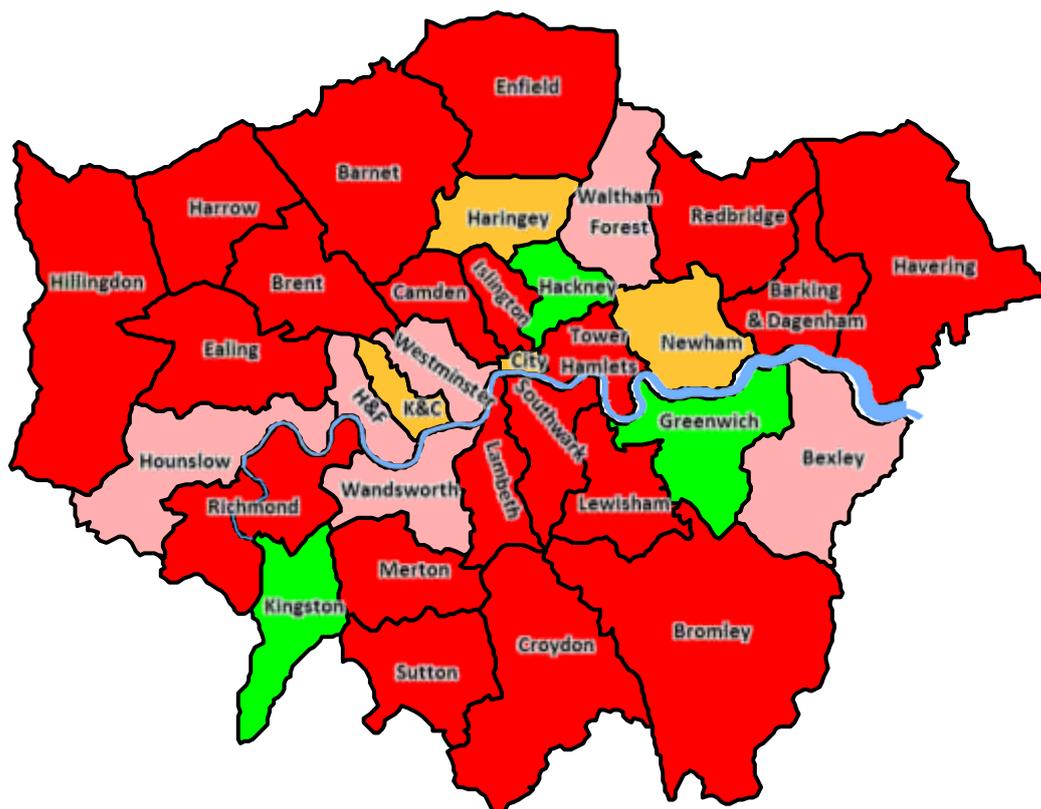
## Managing pavement obstructions - performance of boroughs

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. However, very few of these authorities do this, as they should.

TfL are just starting to tackle this issue. There are a small handful of boroughs that 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.

**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 4 shows a summary of all of the 2017-18 TfL business plan targets for streets that do not relate to safety.

**Table 4 – Q4 2017-18 London Streets TfL business plan key performance indicators (KPI)**

KPI	Q4 Target 2017-18	Current performance level
Journey Time Reliability (seasonal target)	89.4% (Q2 17-18 target)	88.5%
TfL's new metric measuring the volume of cycling across central London	A 45% increase over the 5yr. Business Plan period	Q3 financial quarter figure is 1,172 (down 2% on the same period last year.)
% of road assets not in good repair (annual figure for 2009-2010)	9%*	9%
Traffic signal availability	99.1%	99.5%

\*Target reduced to reflect deterioration in road condition and an acceptance that the previous target is unachievable.

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### 3 London Buses

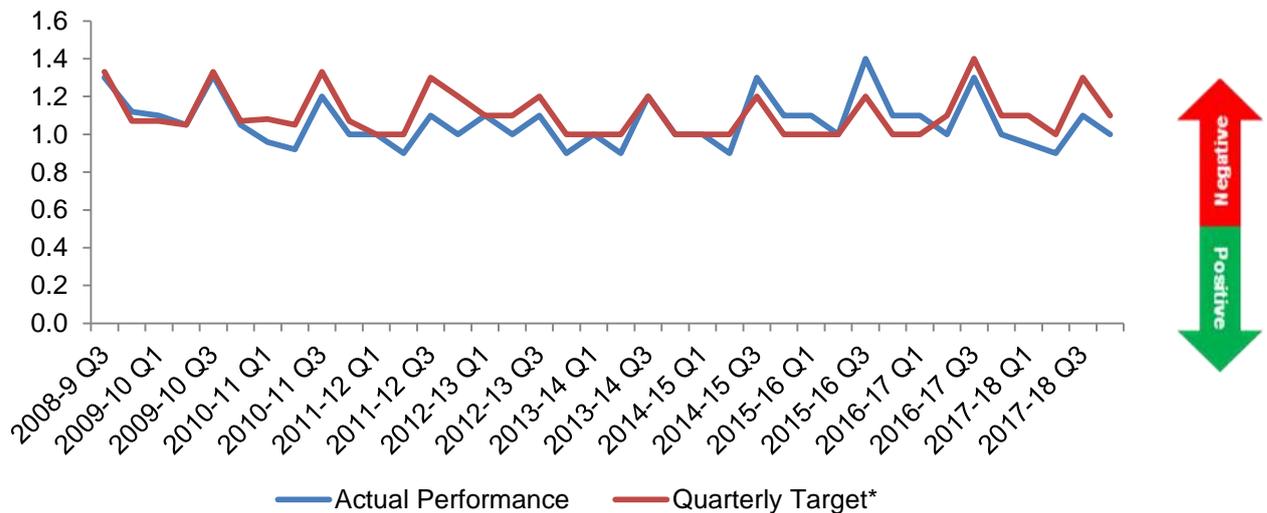
This section of the report outlines the performance of the London bus network in the fourth quarter of 2017-18

#### Overall bus network performance

For the overall bus network, the two most significant measures of bus performance, that reflect passengers' experience, are Excess Wait Time (EWT), and the percentage of scheduled kilometres operated. Between them, they show whether the planned frequency of bus services is being achieved. See page 21

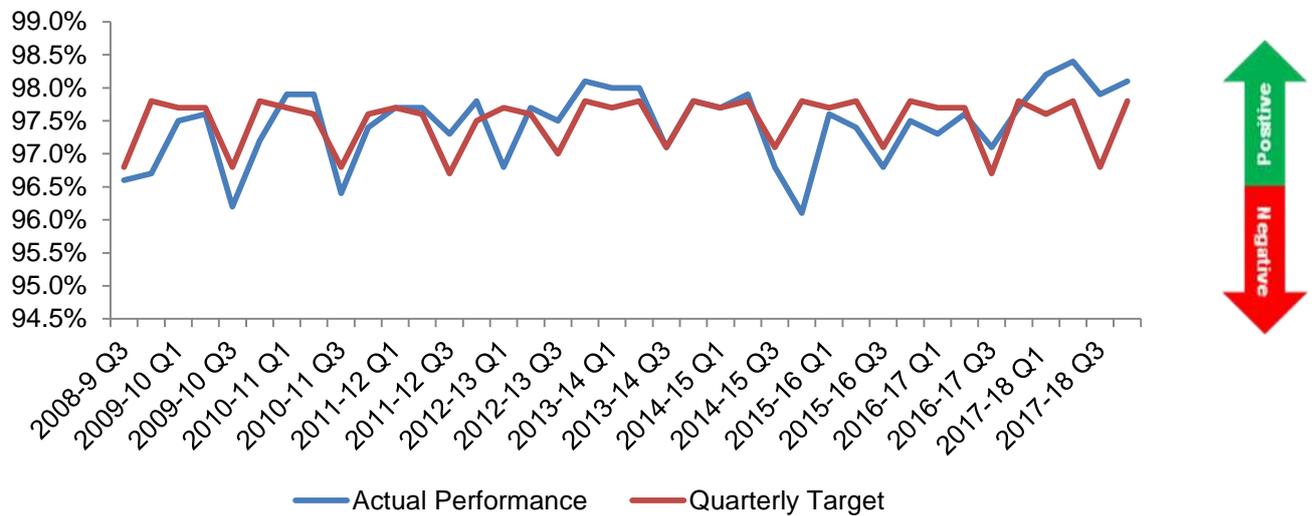
EWT is the measure that indicates the additional minutes wait time for passengers beyond the scheduled value on high frequency bus routes. EWT was 1.0, which was better than target but the same figure as Q4 2016-17. See Graph 12.

**Graph 12 - Q2 2008-09- Q4 2017-18, Excess Wait Time (minutes) on high frequency bus routes**



Graph 13 represents the historical trend of the percentage of scheduled bus kilometres operated. Again, the graph shows seasonal targets. There was a sharp increase in the percentage of scheduled kilometres operated.

**Graph 13 – Q2 2008-09 – Q4 2017-18, Percentage of scheduled bus kilometres operated**



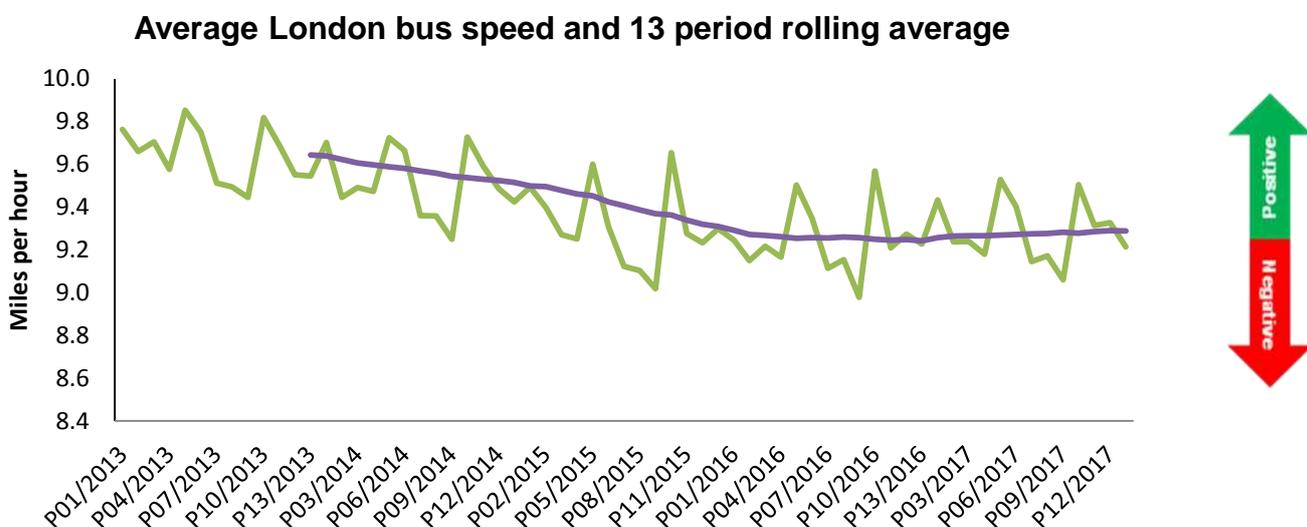
### Bus speeds

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

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

A decline in bus speeds over the last few years appears to have been arrested, however there is much to be done to get this average speed back up to where it was in 2013.

**Graph 14 – Period 1, 2014 to Period 9 2017, ‘All London’ average bus speeds by financial period (commences 1 April 2013 as period 01)**



### Focus on poorly performing routes

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 383 high frequency bus routes in quarter 4 2017-18, 47 were below the contracted minimum standard, 28 operated at the contracted standard, and 307 performed better than the contracted standard. This is better than previously reported (Q3 2017-18), and a better performance when compared to the same period in 2016-17.

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.

London TravelWatch has analysed the worst performing 20 bus services in this quarter, to see if any are consistently performing poorly routes. The 20 routes are H10, H9, 284, 486, W15, 173, 261, 388, 262, P4, 13, 181, 228, 364, 473, H2, P12, 18, 72 and 90.

Of these bus routes, services H10 and 284 were of particular concern to London TravelWatch as they have had persistent poor performance. London TravelWatch will continue to monitor them. TfL informed London TravelWatch that:

The route H10 was disrupted due to emergency repair works on Watford Road and also due to other road works on College Road, Kenton Road and Bessborough Road associated with water main connections. The operator focused on mitigating the disruption using an additional vehicle and deploying additional service control.

Route 284 has had long term roadworks at Sangley Road since February and as part this a diversion was imposed. This added to the disruption this route regularly sees at Grove Park. There was also a burst water main at Catford Hill during this period for 2 weeks causing further disruption. The route changed from Metrobus to Stagecoach on 17 March 2018. There are long term urban realm works starting in Grove Park imminently, which will also challenge this route further. We are looking at means to mitigate.

### Bus stop accessibility

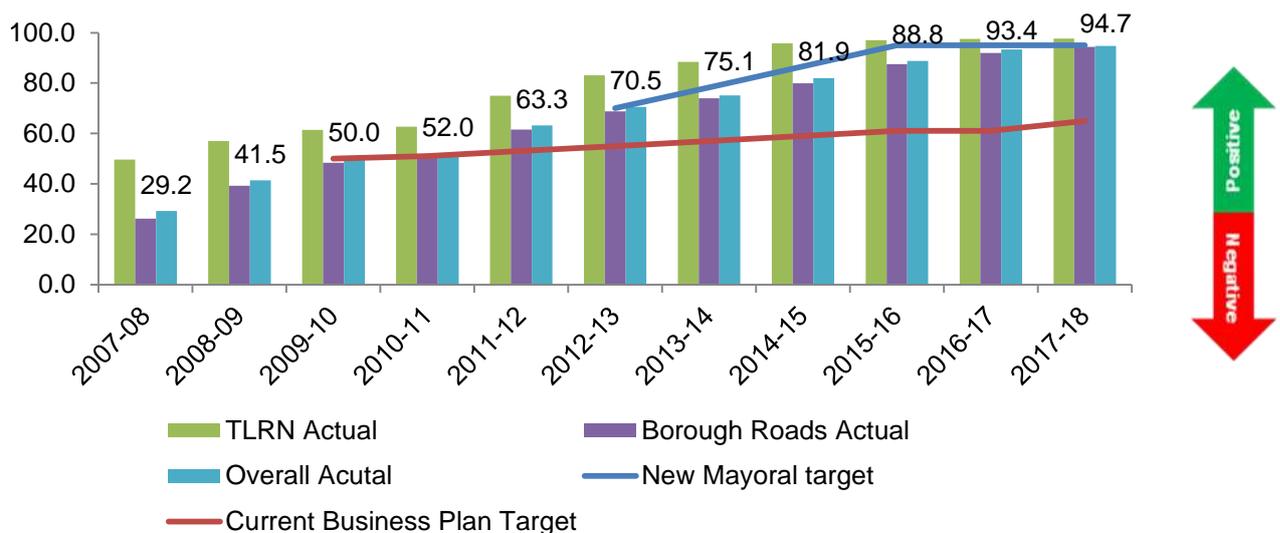
Based on TfL’s audit of bus stops, 94.7% of all bus stops across the network meet TfL’s exacting accessibility criteria. On the TfL road network, the figure is higher at 97.6%.

Graph 15 shows the accessibility on the TLRN and on borough roads along with targets for bus stop accessibility. The blue line represents the Mayor’s new target to 2016. The red line (a lower target) is from the 2009-10 to 2017-18 Business Plan. The new target set by the Mayor is very welcome, but will be challenging to achieve in a relatively short time-frame.

We also understand that three boroughs, Ealing, Hammersmith & Fulham, Kingston and the City of London have reached the milestone of 100% of their stops that are accessible, which demonstrates that this is achievable in both an inner and outer London street environment.

It is disappointing that Bromley’s record on accessible bus stops is so poor. At 62%, it is far lower than other boroughs and because it has so many stops brings down the overall figure.

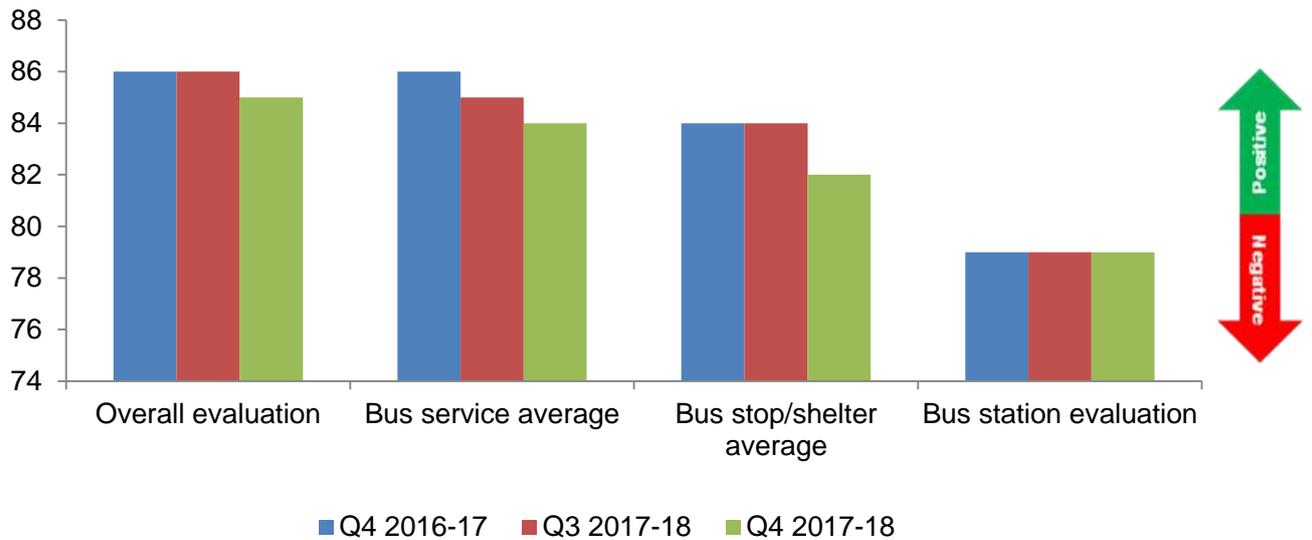
**Graph 15 - Bus stop accessibility 2008-09 to 2017-18 target and progress to date**



## Customer Service

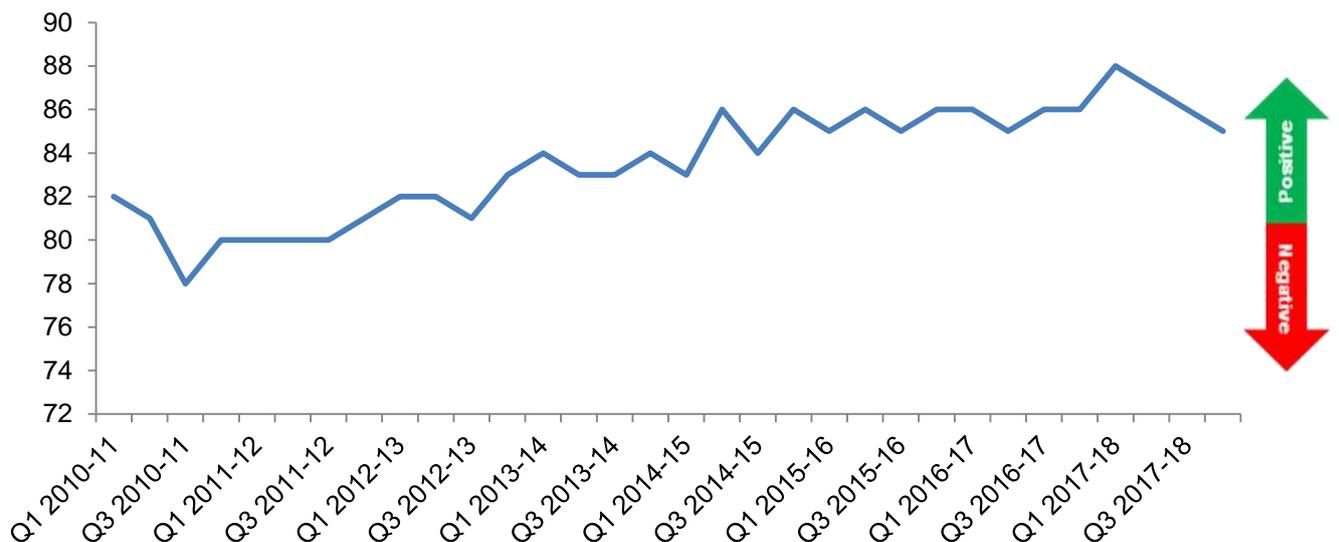
Customer satisfaction figures for the last two quarters, along with the comparison from one year ago, are shown in Graph 16. The customer satisfaction score is lower than previous quarter (Q3 2017-18), and the same period a year ago. Please note: bus stations evaluation changed from quarterly to annual for 2015-16, with the survey running in Q4 only. The Q4 2016-17 score was taken from the end of year Q4 15-16 score and Q2 2017-18 and Q3 2017-18 scores, taken from the Q4 16-17 score.

**Graph 16 –Q4 2016-17, Q2 2017-18 and Q4 2017-18 bus customer satisfaction scores**



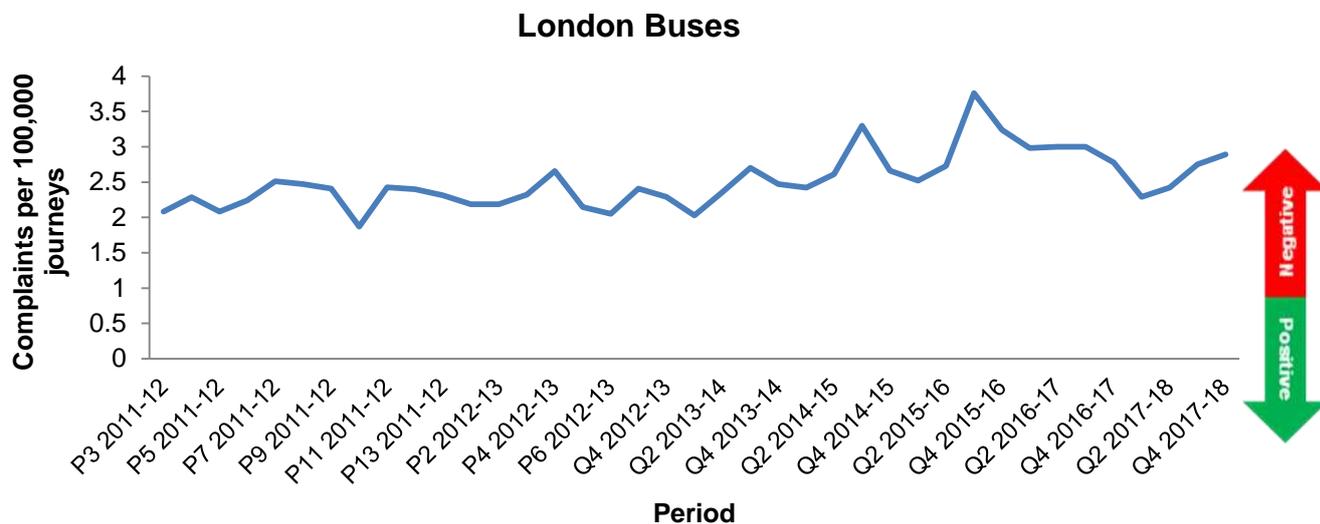
Graph 17 shows the overall customer satisfaction scores since Q1 2010-11.

**Graph 17 – Overall satisfaction since Q1 2010-11 to Q4 2017-18**



Complaints to London Buses were lower than the number received in the corresponding quarter a year ago (Q4 2016-17). London Buses received 2.89 complaints per 100,000 journeys. The trend for bus complaints had been rising steadily.

**Graph 18 – Customer complaints received by TfL for every 100,000 journeys**



### 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 on the street as a pedestrian, third party 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.

Below 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 this period there no fatalities, and 178 incidents where the casualty was taken for hospital treatment with either a serious injury or the severity is unknown. These 178 incidents are tabulated below.

**Table 5: The number of incidents on TfL’s contracted bus services during financial quarter 4 2017-18 that resulted in hospital treatment with either a serious injury or the severity is unknown**

Q4 2017-18	Passengers	Driver or TfL staff	Pedestrian or member of the public	3rd party driver, occupant or rider	Cycle	Total
Activity Incident Event	3					3
Assault	4	3	3			10
Collision Incident	14	3	14	10	1	42
Personal Injury	15	3	1			19
Slip Trip Fall	103		1			104
Safety critical failure						
Total	139	9	19	10	1	178

Table 6 shows a summary of the 2017-18 TfL Business Plan targets for London Buses.

**Table 6 – Q4 2017-18 London Buses business plan key performance indicators (KPI)**

KPI	Q4 Target 2017-18	Current performance level
Customer satisfaction – overall	86	85
Excess wait time – high frequency routes	1.1 minute	1.0 minute
% of Scheduled services operated	97.8%	98.1%

London TravelWatch’s overall performance assessment of London Buses is as follows.

The customer satisfaction score is lower than previous quarter (Q3 2017-18), and the same period in 2016-17.

[Note: Bus stations evaluation changed from quarterly to annual for 2015-16, with the survey running in Q4 only.]

High frequency bus services have improved reliability. Bus speeds are rising, but have a long way to go to get back to where they were in 2013/14. Slower bus speeds and therefore longer journeys have led to a decline in patronage.

There are concerns, not reflected in the figures, that bus services have performed poorly in central London. TfL have added a substantial number of buses to maintain reliability. This is welcome, but costly. More has to be done by TfL to address this.

London TravelWatch is concerned that not enough is being done to 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.

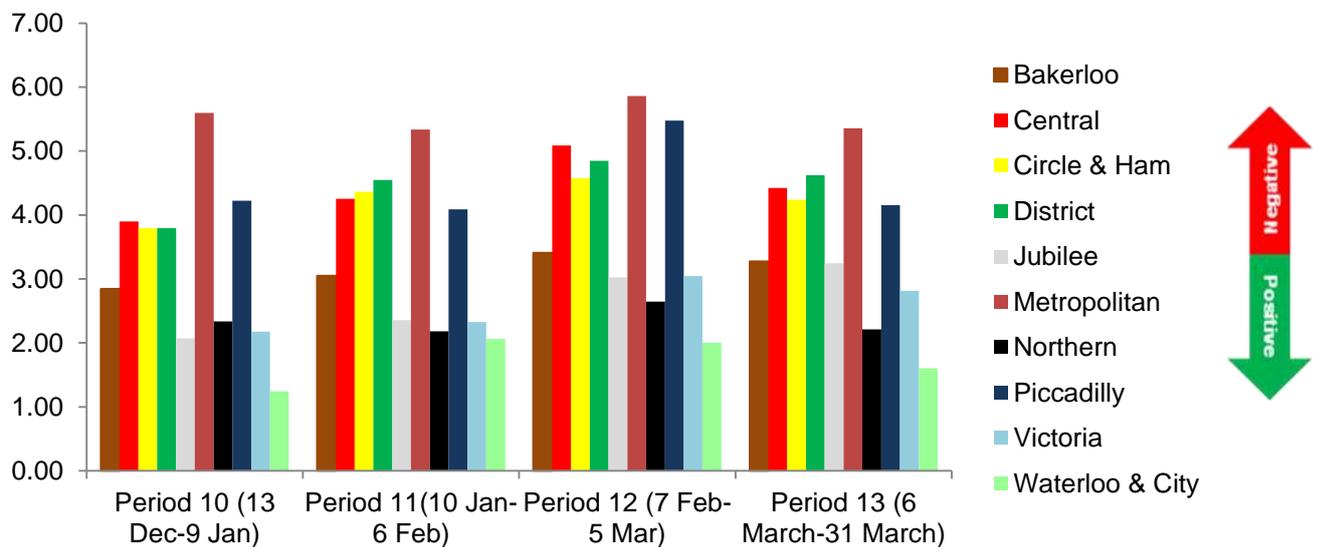
The number of bus complaints has fallen this quarter compared to the same quarter a year ago (Q4 2016-17).

## 4 London Underground

In this section, the performance of London Underground for the fourth quarter of the financial year 2017-18 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 21), 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 19 presents the EJT for each line on the Underground network over the last three periods making up (broadly) the quarter.

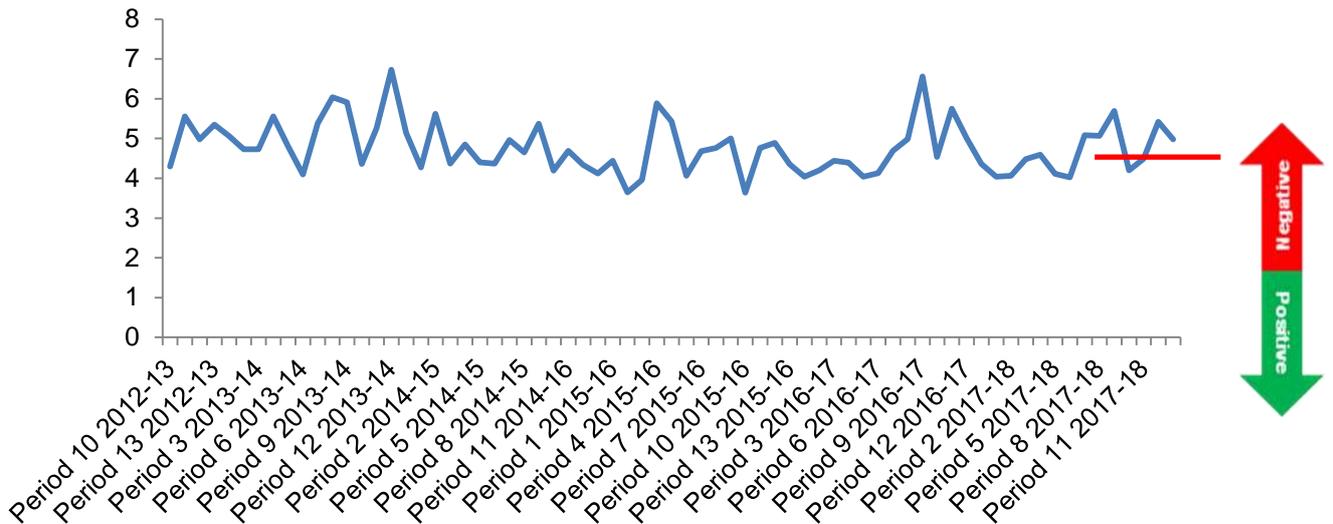
**Graph 19 – P10 2017-18 to P13 2017-18, Excess Journey Time by Underground line (minutes)**



The network measure, shown in Graph 20, 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 2013-14 business plan. It should be noted that this network target is somewhat tighter than the previous year’s target and will tighten further in future years. While there are occasional high profile disruption events on the Underground, performance is on an improving trend.

**Graph 20 – P7 2012-13 to P13 2017-18, Excess Journey Time measure for the network (minutes). The red line is the TfL target.**

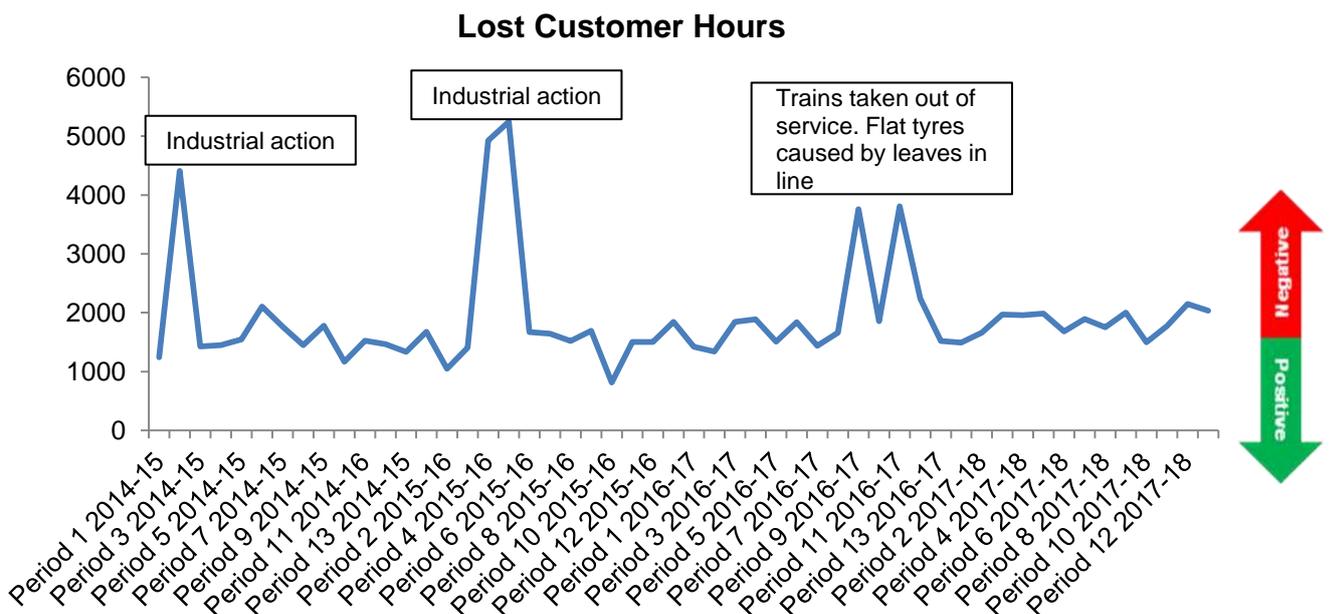


**Lost customer hours**

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 rise to a much higher number of lost customer hours than an incident of the same length in Zone 6 on a Sunday morning.

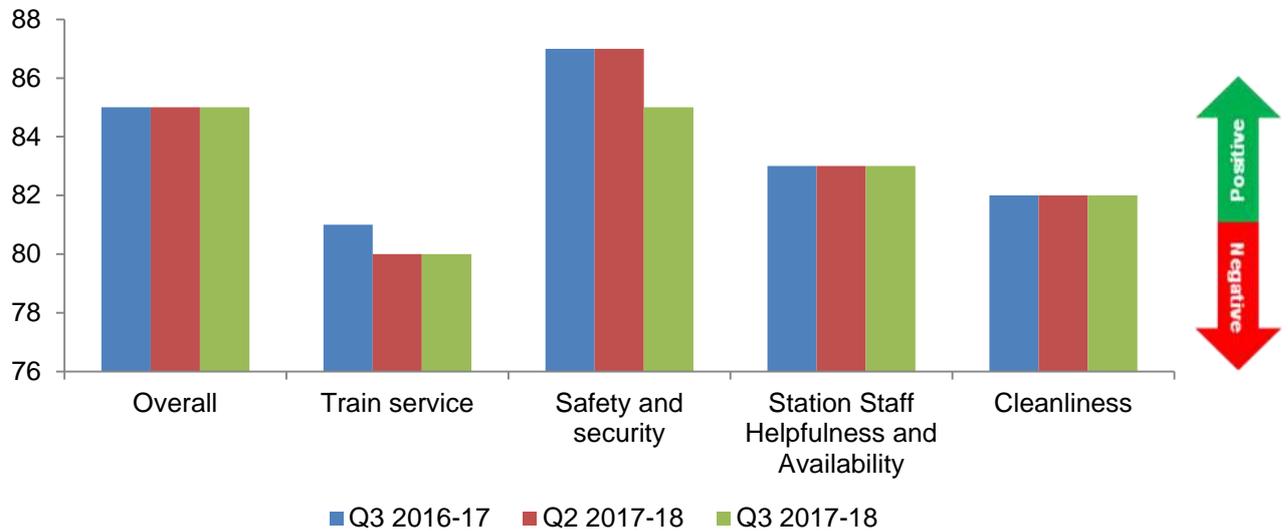
LCH figures since P1 2014-15 are shown in the Graph 21. The year is divided into 13 four week periods, starting on April 1<sup>st</sup>.

**Graph 21 - P1 2014-15 to P13 2017-18 Lost Customer Hours**



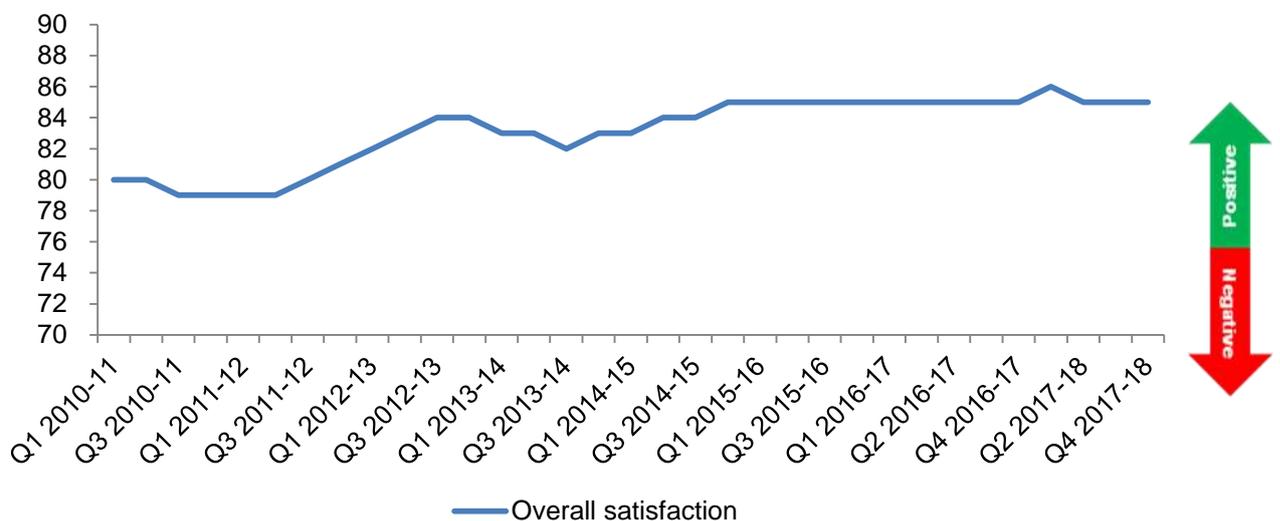
Customer satisfaction figures for the last two quarters, along with the comparison from one year ago, are shown in the Graph 22

**Graph 22 – Q3 2016-17, Q2 2017-18 and Q3 2017-18 London Underground customer satisfaction scores**



Graph 23 shows the overall satisfaction score with London Underground services since Q1 2010-11.

**Graph 23 - Overall satisfaction, Q2 2010-11 to Q4 2017-18**



Complaints to London Underground (LUL) were lower than the number received in the corresponding quarter a year ago (Q4 2016-17). LUL received 0.89 complaints per 100,000 journeys.

**Graph 24 - Customer complaints received by the Underground for every 100,000 journeys**

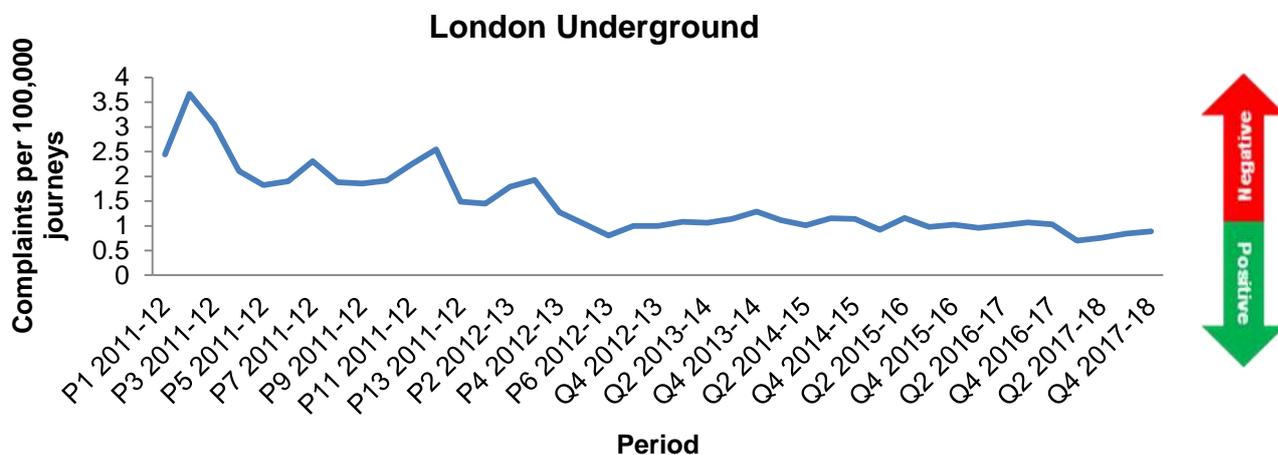


Table 7 shows a summary of all of the 2017-18 TfL business plan targets for London Underground.

**Table 7 – Q4 2017-18 London Underground TfL business plan key performance indicators (KPI)**

KPI	Q4 Target 2017-18	Current performance level
Customer satisfaction score – overall	85	85
Excess Journey Time (Network)	4.3 minutes	4.8 minutes
% of Scheduled services operated	98.2%	96.4%

London TravelWatch’s overall performance assessment of London Underground is as follows.

The customer satisfaction score is on target this quarter.

There has been a significant reduction in the percentage of scheduled services operated. (Target obtained from Q2 2017-18)

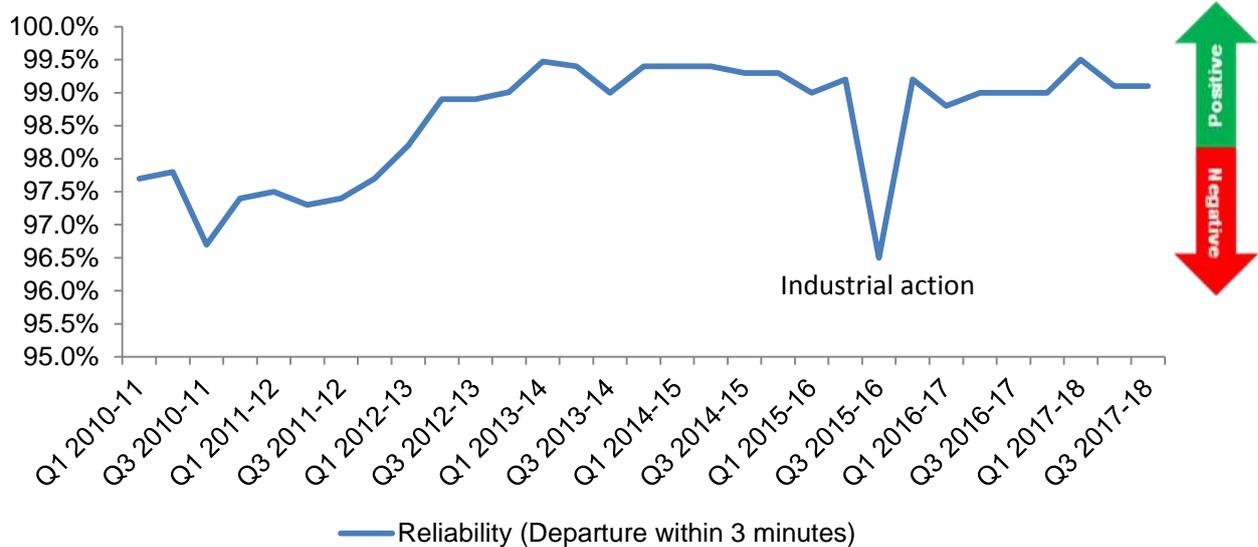
Network Excess Journey Time is above (worse) than target. (Target obtained from Q2 2017-18) and there may be a trend upwards (worsening).

## 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.

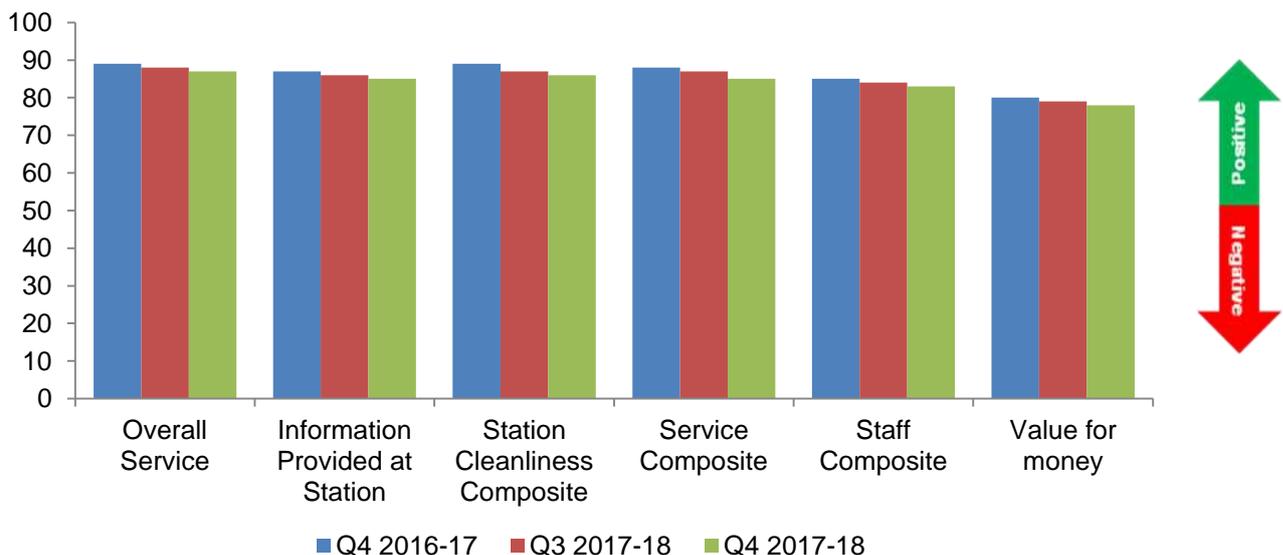
DLR's network-wide performance measure is 'departure reliability'. This is the percentage of intervals between trains at terminal stations no more than three minutes greater than the published service intervals. Departures within 3 minutes is better than target this quarter.

**Graph 25 - Q1 2010-11 to Q3 2017-18 reliability (departure within 3 minutes of published service intervals)**



Customer satisfaction with the Docklands Light Railway remains high, but lower than the previous quarter and the same period in 2016-17.

**Graph 26 – Q4 2016-17, Q3 2017-18 and Q4 2017-18 DLR customer satisfaction scores**



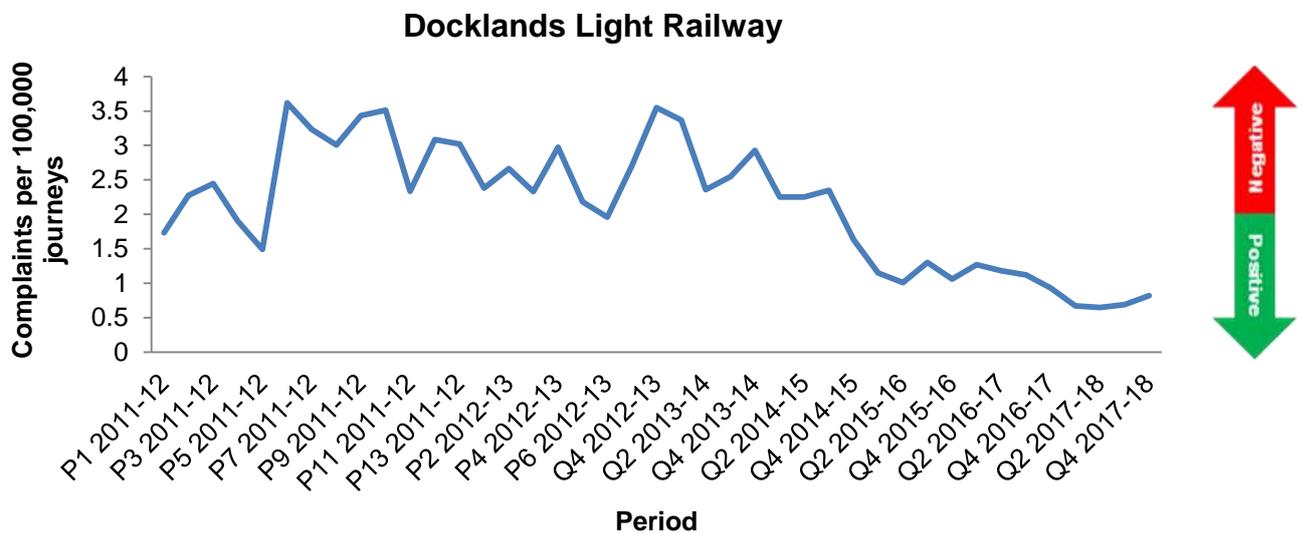
**Graph 27 - Q1 2010-11 to Q4 2017-18 DLR overall customer satisfaction scores**



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

The complaints rate was higher this quarter compared to the previous quarter (Q3 2017-18) but lower than the same period a year ago (Q4 2016-17). 0.82 complaints were received per 100,000 journeys.

**Graph 28 - Customer complaints received by TfL for every 100,000 journeys**



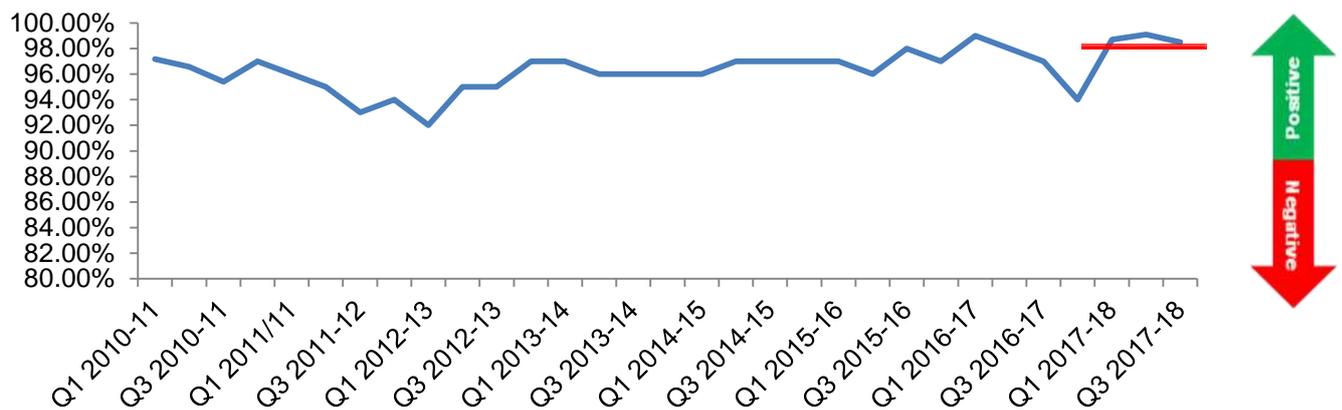
**Table 8 – Q4 2017-18 DLR TfL business plan key performance indicators (KPI)**

KPI	Q4 2017-18	Current performance level
Customer satisfaction score – overall	88	87
On-time performance	98.4%	99.1%Q3 17-18 figure
<p>London TravelWatch’s overall performance assessment of Docklands Light Railway is as follows.</p> <p>DLR performance is up this quarter. Departures within 3 minutes is above target this quarter.</p> <p>The customer satisfaction score is below target.</p> <p>The customer complaints rate was higher this quarter compared to the previous quarter (Q3 2017-18) but less than the same period a year ago (Q4 2016-17).</p>		

## 6 London Tramlink

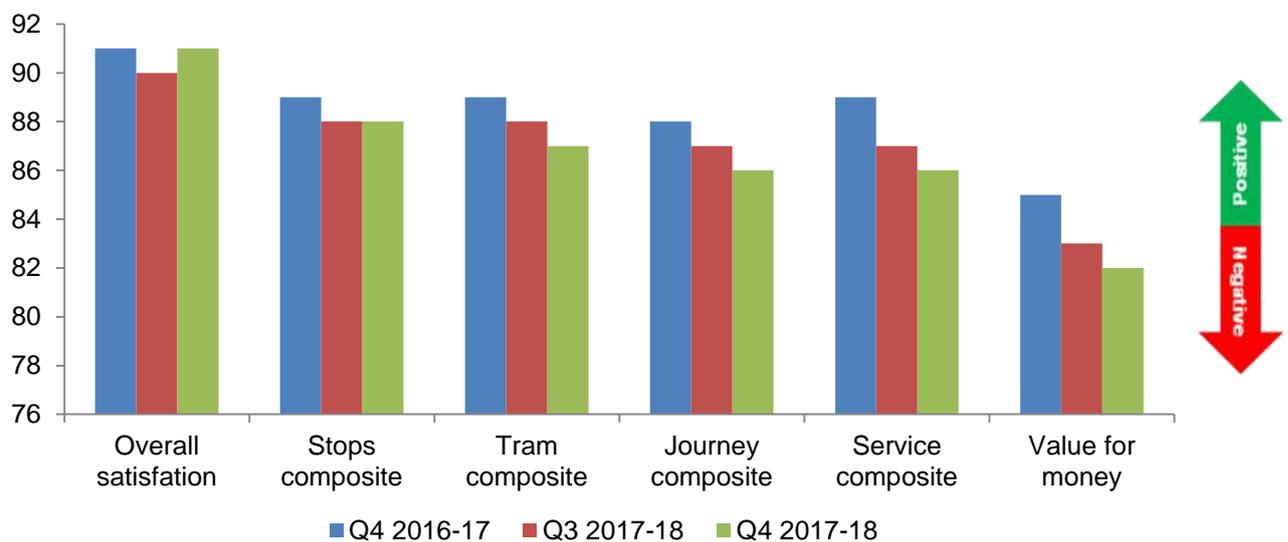
London Tramlink reports a public performance measure: the percentage of trams that arrive within five minutes of the scheduled time.

**Graph 29 - Q1 2010-11 to Q3 2017-18, public performance measure (per cent). The red line is the TfL target.**

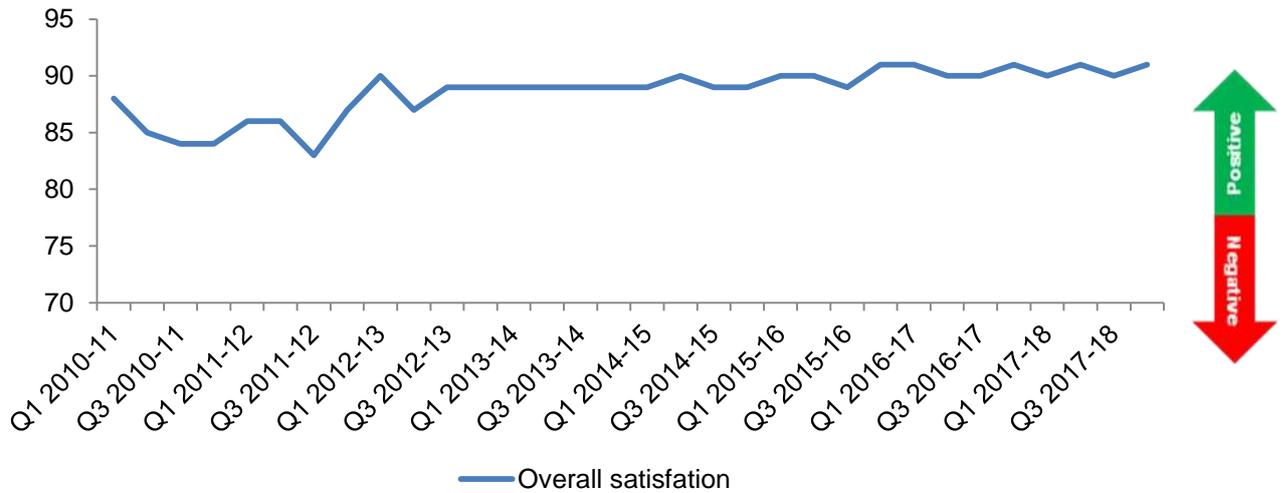


Customer satisfaction scores on Tramlink are shown in graph 30.

**Graph 30 – Q4 2016-17, Q3 2017-18 & Q4 2017-18 customer satisfaction scores**



**Graph 31 - Overall customer satisfaction scores since Q1 2010-11**



In Q4 2017-18, Tramlink received 1.62 complaints per 100,000 journeys. Complaints were lower than quarter Q4 2016-17.

**Graph 32 - Customer complaints received by TfL for every 100,000 journeys**

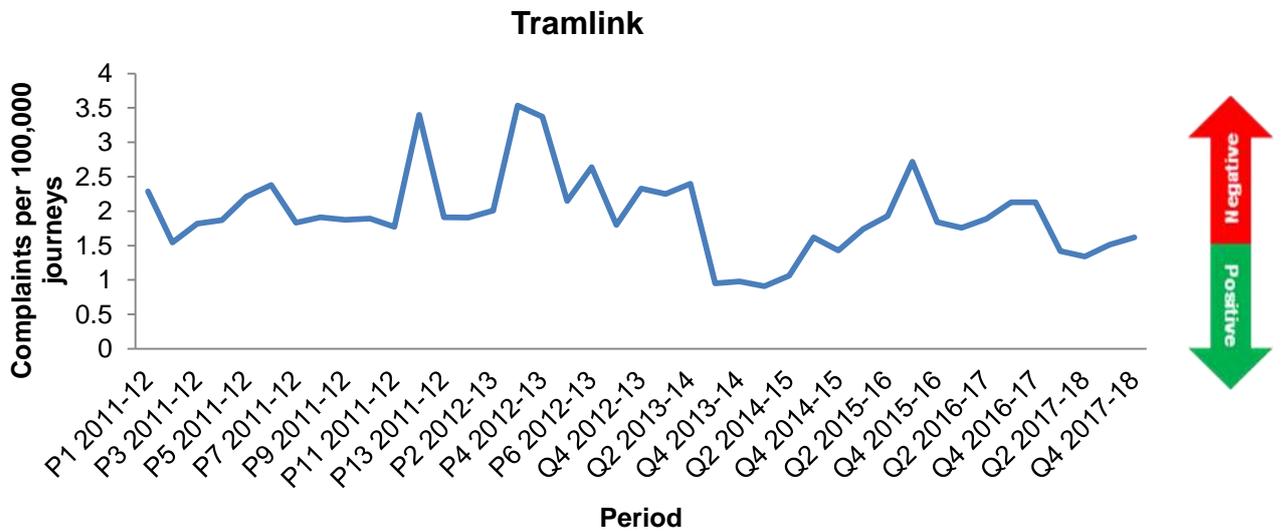


Table 9 shows a summary of all of the 2017-18 TfL Business Plan targets for London Tramlink.

**Table 9 – Q4 2017-18 London Tramlink TfL business plan key performance indicators (KPI)**

KPI	Q4 Target 2017-18	Current performance level
Customer satisfaction score – overall	89	91
Tram performance measure	97%	98.5% Q3 2017-18 figure
<p>London TravelWatch’s overall performance assessment of London Tramlink is as follows.</p> <p>Tramlink performance was above target.</p> <p>Customer satisfaction is above target.</p> <p>Complaints were lower than quarter Q4 2016-17.</p>		

## 7 London Overground

London Overground’s public performance measure (PPM) for the fourth quarter was 92.4%. This was 0.9 percentage points lower than the same quarter last year (Q4 2016-17). Please note this is a Network Rail statistic.

The National Rail Passenger Survey results are from the autumn 2017 wave of surveys. Passenger satisfaction has decreased since the last spring survey. The percentage of passengers satisfied was 87% compared with 90% in autumn 2016. This figure is close to that of equivalent South East TOCs.

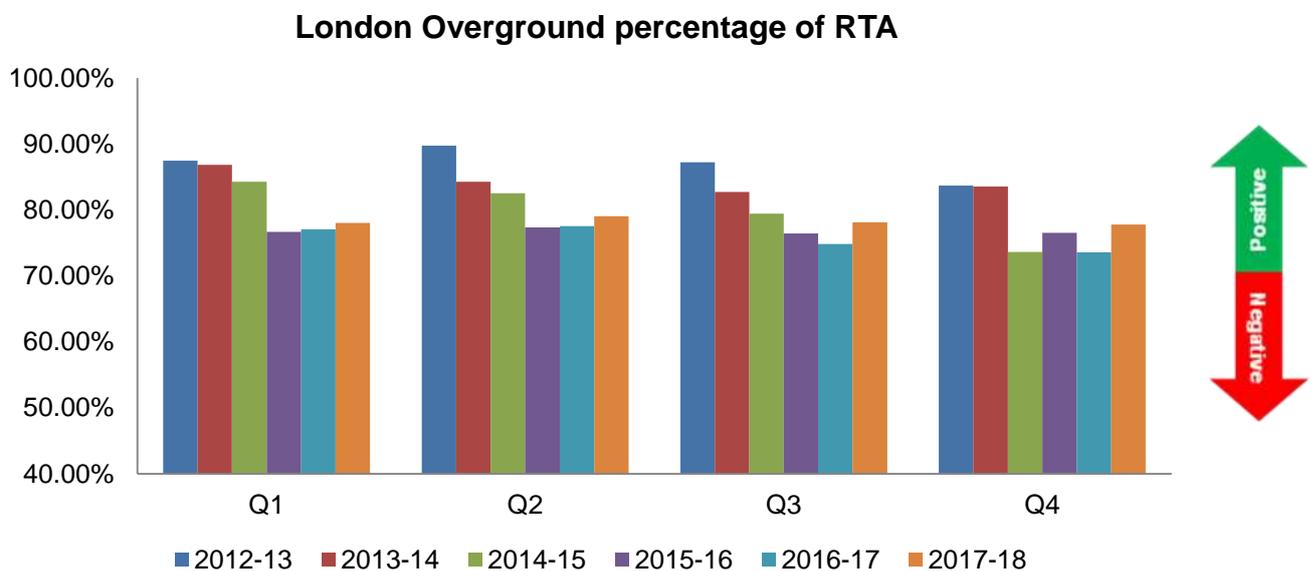
TfL’s own customer satisfaction score is below target.

### 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. RTA was lower than previous quarter (Q3 2017-18) but higher than the same period a year ago, Q4 2016-17.

**Graph 33 - London Overground percentage of RTA**

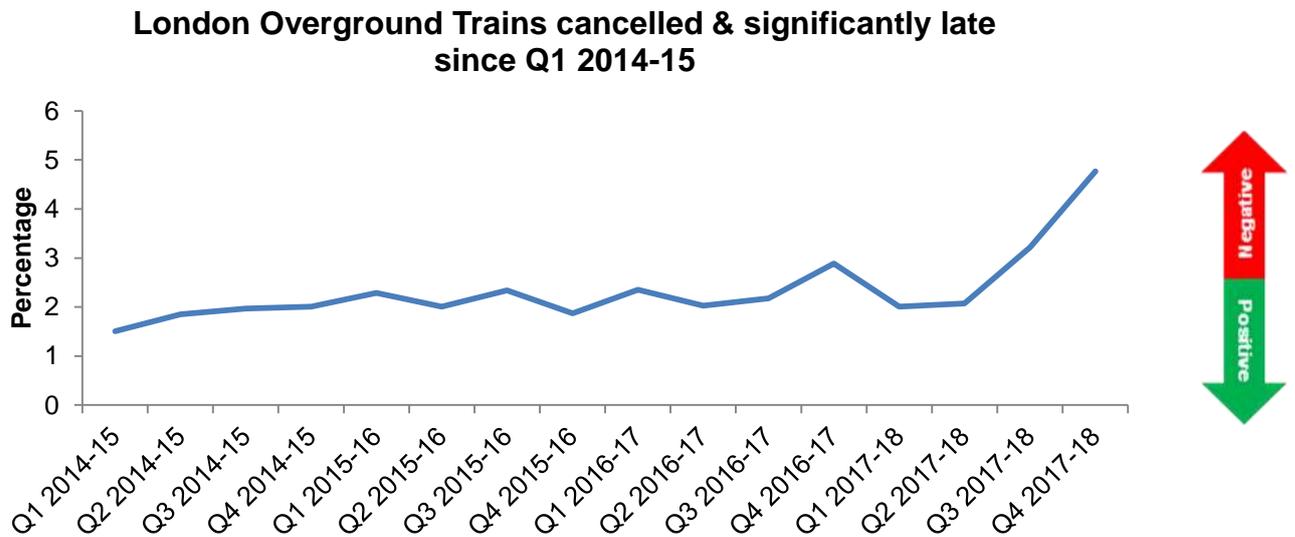


## Cancellations and significant lateness (CaSL)

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.

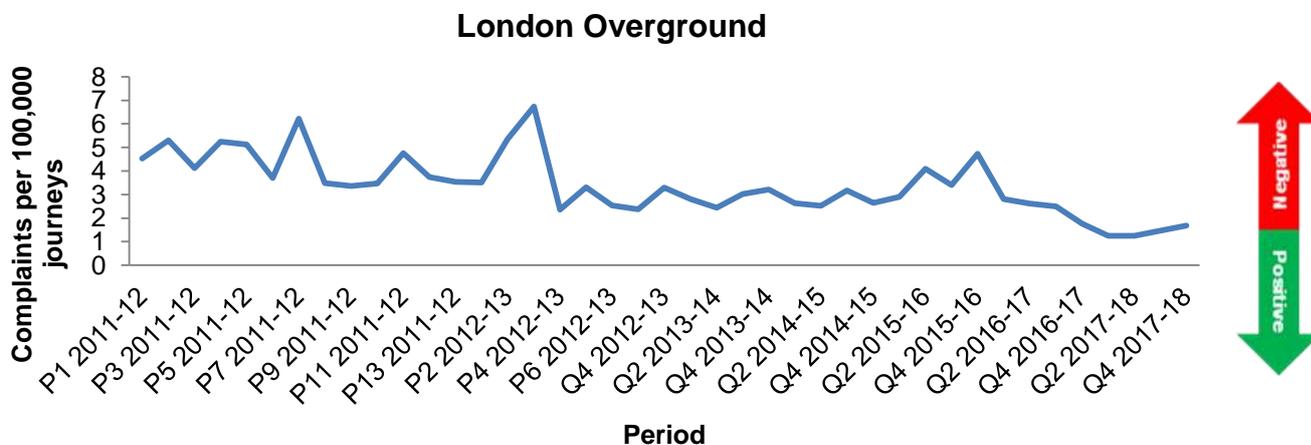
There has been a deterioration in London Overground’s performance when compared to most L&SE train operators. This is due to an increase in defective rolling stock, severe weather and Network Rail’s management of the network.

**Graph 34 – London Overground percentage of CaSL**



London Overground experienced a reduction in complaints compared to the same period a year ago, receiving 1.68 complaints per 100,000 journeys. London Overground receives one of the lowest rates of complaints when compared to other L&SE train operators.

**Graph 35 - Customer complaints received by TfL for every 100,000 journeys**



**Table 10 – Q4 2017-18 London Overground TfL business plan key performance indicators (KPI) and National Rail performance figures**

National Rail Performance measure	Q4 Target 2017-18	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)	80% (autumn 2017)
Public Performance Measure (Network Rail figures)	Average of London and South east TOCs is 86% (Not a TfL target)	92.4%
TfL KPIs	Q4 Target 2017-18	Current performance level
Overall customer satisfaction score (TfL measure)	84	83
On time performance (A TfL measure of PPM Moving Annual Average)	Data not available	94.6% Q3 2017-18 figure
<p>London TravelWatch's overall performance assessment of London Overground is as follows.</p> <p>London Overground achieved some of its targets. RTA was lower than previous quarter (Q3 2017-18), but higher than the same period a year ago (Q4 2016-17).</p> <p>There has been deterioration in London Overground's CaSL performance when compared to most L&amp;SE train operators. This must be addressed.</p> <p>London Overground receives one of the lowest rates of complaints when compared to other L&amp;SE train operators.</p>		

## 8 TfL Rail

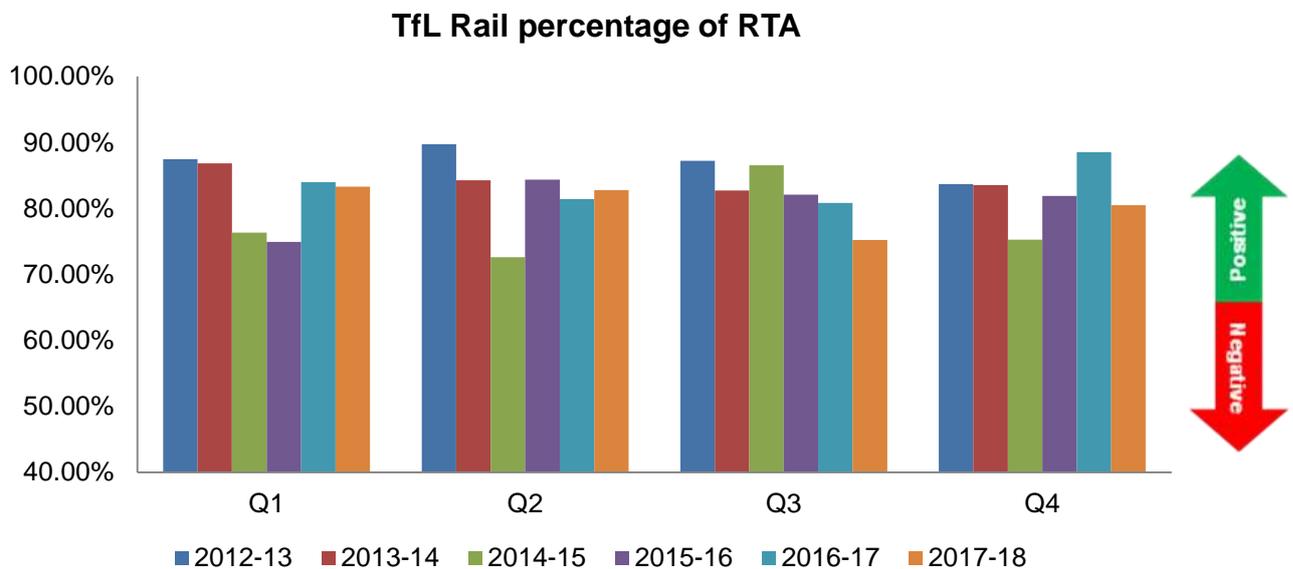
TfL Rail's PPM for the fourth quarter was 92.6%. This was 3.4 per cent lower than Q4 2016-17. Please note this is a Network Rail statistic.

The National Rail Passenger Survey results are from the autumn 2017 wave of surveys. Passenger satisfaction has decreased since the last autumn survey. The percentage of passengers satisfied was 75% compared with 80% in autumn 2016.

### Right time arrival

TfL Rail performed very well compared to other L&SE TOCs. RTA was higher than previous quarter (Q3 2017-18) but lower than the same period a year ago (Q4 2016-17).

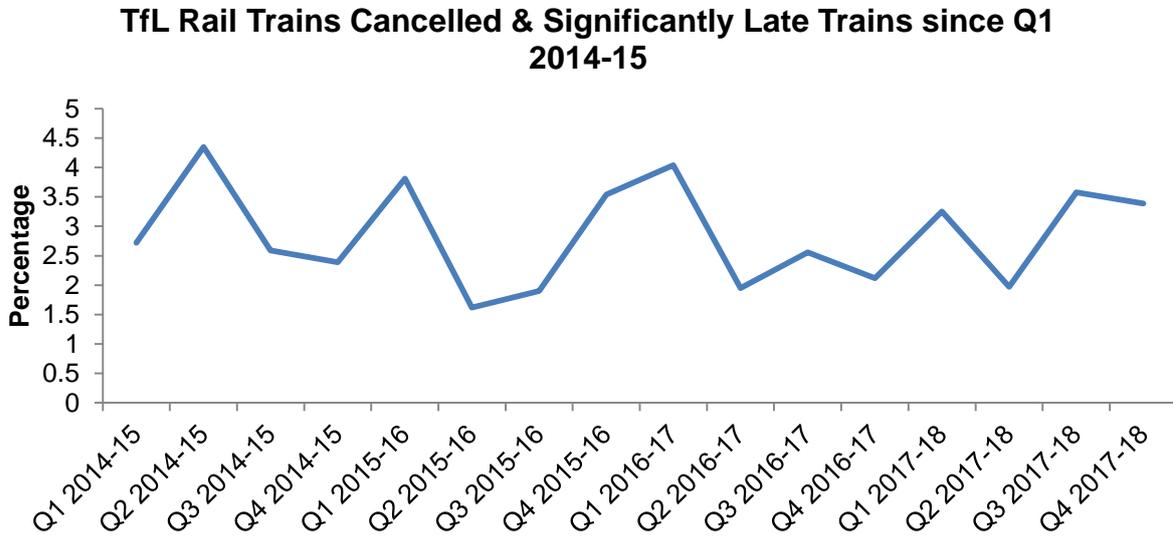
**Graph 36 TfL Rail percentage of RTA**



## Cancellations and significant lateness (CaSL)

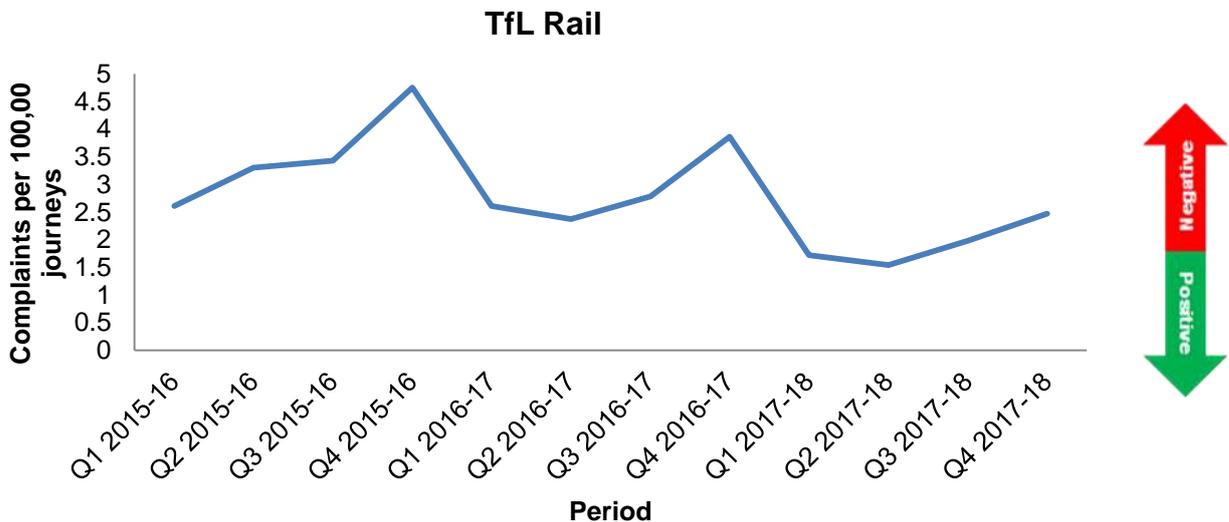
TfL Rail performed well compared to most L&SE train operators and was in the top six.

**Graph 37 – TfL Rail percentage of CaSL**



In Q4 2017-18, TfL Rail received 2.47 complaints per 100,000 journeys. A reduction in complaints compared to the same period in 2016-17.

**Graph 38 – Customer complaints received by TfL for every 100,000 journeys**



**Table 11 – Q4 2017-18 TfL Rail, TfL business plan key performance indicators (KPI) and National Rail performance figures**

National Rail Performance measure	Q4 Target 2017-18	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)	75%
Public Performance Measure (Network Rail figures)	Average of London and South east TOCs is 86% (Not a TfL target)	92.6%
TfL KPIs	Q4 Target 2017-18	Current performance level
Overall customer satisfaction score (TfL measure)	83	81
On time performance (A TfL measure of PPM Moving Annual Average)	Data not available	94.1% Q3 2017-18 figure
<p>London TravelWatch's overall performance assessment of TfL Rail is as follows.</p> <p>TfL Rail did not achieve some of its targets. TfL Rail performed very well compared to other L&amp;SE TOCs PPM figures.</p> <p>RTA was higher than previous quarter (Q3 2017-18) but lower than the same period a year ago (Q4 2016-17).</p> <p>TfL Rail performed well compared to most L&amp;SE train operators CaSL figures and was in the top two.</p>		

## 9 Dial-a-Ride

The Dial a Ride customer satisfaction survey is now done only twice a year, Q1 and Q3. The information below, with the exception of the complaints data, relates to Q1 2017-18.

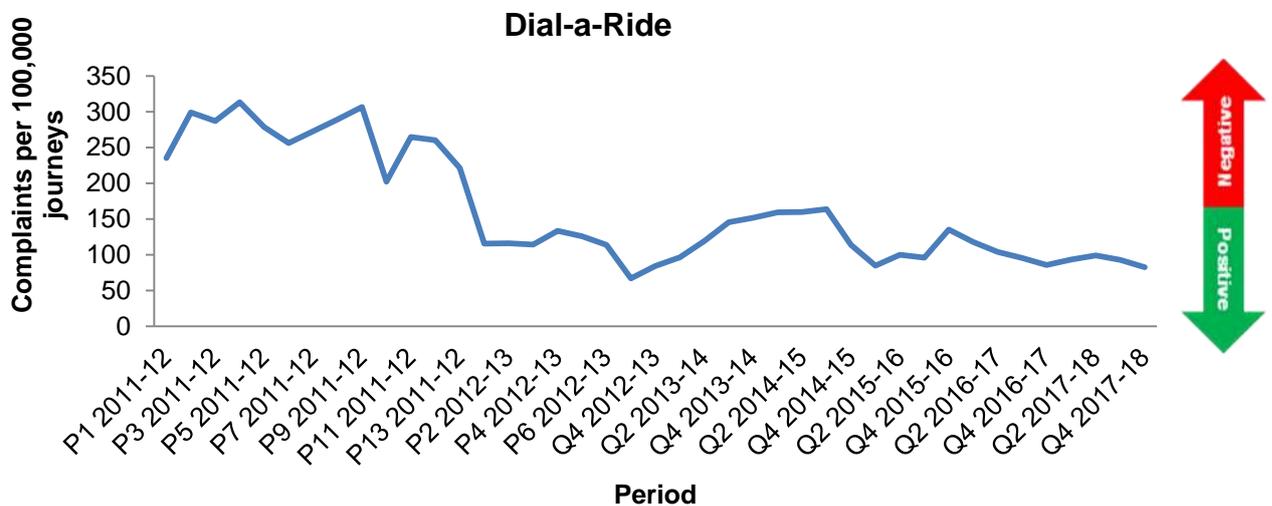
Dial-a-Ride is a door-to-door transport service operated by TfL for people (members) with disabilities who cannot use buses, trains or the Underground in London.

Overall customer satisfaction at 92 was on target. Dial-a-Ride members are very satisfied with driver helpfulness/courtesy, which scores 95 (95 in Q1 2016-17). Satisfaction with the booking process was (79), below target (80) but obtained a higher score compared to Q1 2016-17, which was 76.

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 decreased compared to Q4 2016-17. Dial-a-ride received 82.23 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 39 – Customer complaints received by TfL for every 100,000 journeys**



**Table 12 – Q4 2017-18 Dial-a-Ride TfL business plan key performance indicators (KPI)**

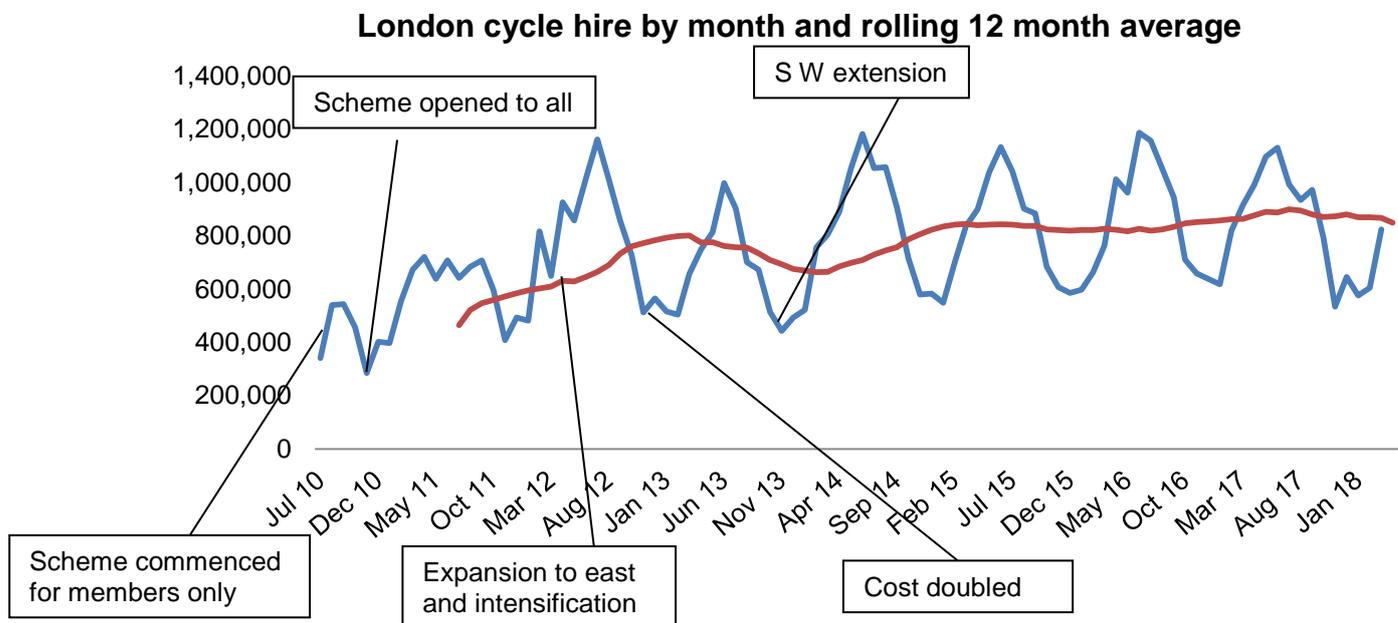
KPI	Q4 Target 2017-18	Current performance level
Customer satisfaction score – overall	92	92
Quarterly passenger journey numbers	1,400,000 (annual target)	
<p>London TravelWatch’s overall performance assessment of Dial-a-Ride is as follows.</p> <p>Customer satisfaction overall is on target. Dial-a-Ride members are usually very satisfied with driver helpfulness/courtesy. The main source of complaint this quarter is ease of getting through on the telephone and the booking process, which has resulted in a very high complaints rate.</p>		

## 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.

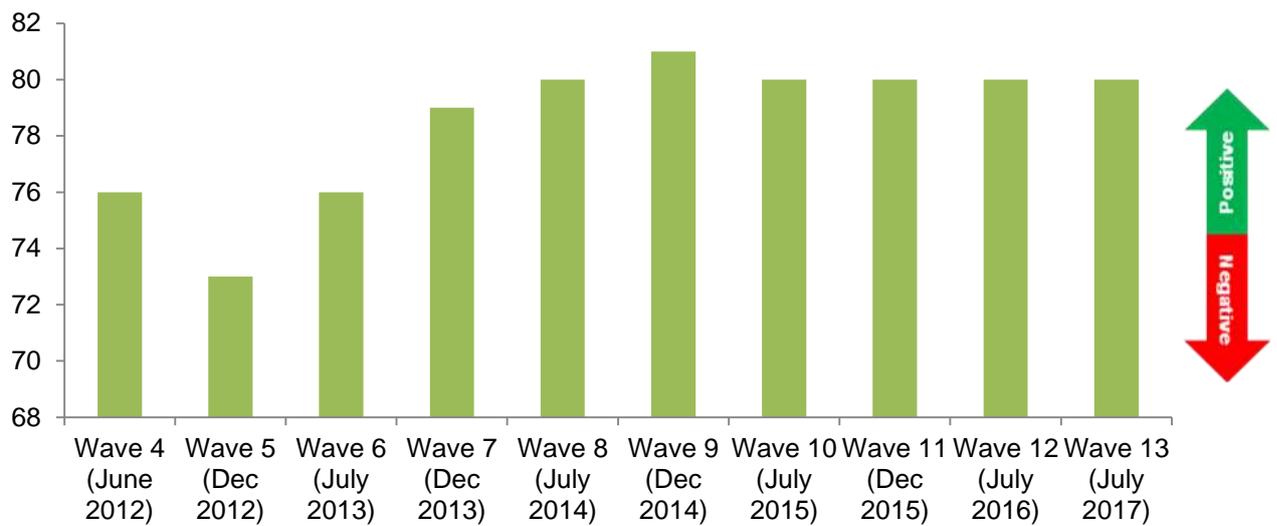
**Graph 40 - Cycle hire scheme usage**



The latest 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.

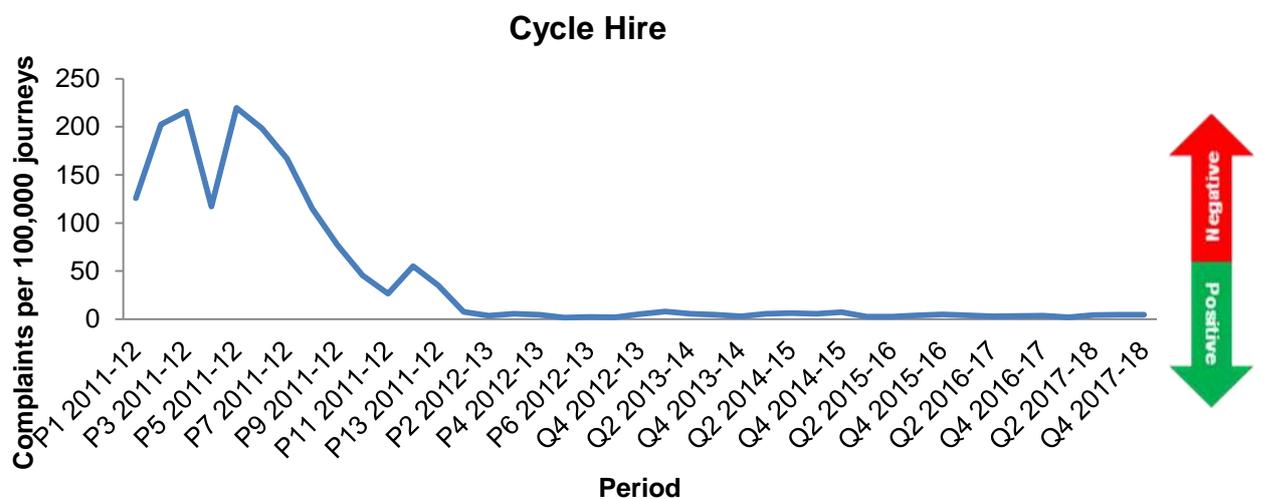
The score for the availability of spaces at docking stations has decreased but the score for value for money has increased to 77, the highest level since the pricing changes in January 2013.

**Graph 41 - Satisfaction with overall experience cycle hire customer satisfaction score**



Complaints increased compared to the same period a year ago (Q4 2016-17). The cycle hire scheme received 4.56 complaints per 100,000 journeys.

**Graph 42 - Customer complaints received by TfL for every 100,000 journeys**



## 11 Customer satisfaction and value for money scores – modes comparison

Graph 43 – Q4 2017-18 overall customer satisfaction scores – modes comparison



Graph 44 – Q4 2017-18 value for money scores - modes comparison



## Appendix – Glossary & source references

### Glossary

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

### References

- Streets
  - <https://tfl.gov.uk/corporate/publications-and-reports/road-safety>
- London Buses
  - <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
  - <http://tfl.gov.uk/corporate-publications-and-reports-dlr-performance-data>
  - Customer satisfaction survey scores supplied by TfL directly

- Dial-a-Ride
  - [http://www.tfl.gov.uk/modes-dial-a-ride-](http://www.tfl.gov.uk/modes-dial-a-ride)
  - Customer satisfaction survey scores supplied by TfL directly
  
- London Overground
  - PPM scores supplied to London TravelWatch monthly by Network Rail.
  - [London Overground performance](#)
  - <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.
  - [TfL Rail performance](#)
  - <http://www.passengerfocus.org.uk/research-national-passenger-survey-introduction>
  - Customer satisfaction survey scores supplied by TfL directly
  
- London Tramlink
  - Customer satisfaction survey scores and Public Performance Measure supplied by TfL directly
  - [Tram performance](#)
  
- Cycle Hire
  - TfL commissioned cycle hire customer satisfaction and usage survey, Wave 13 (Quarter 2 2017/18)
  - [London data store](#).