TfL 2016-17 Quarter 1 Performance Report (April-June 2016)

October 2016



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 3 – Oct to Dec 2014	19 May 2014
Quarter 4 – Jan to Mar 2014	16 September 2014
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 – Jun to Sept 2015	January 2016
Quarter 3 – Oct to Dec 2015	May 2016
Quarter 4 – Dec to Mar 2016	June 2016
Quarter 1 – Apr to Jun 2016	October 2016

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Contents

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 first quarter of the 2016-17 financial year (April to June 2016).

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).

We have previously judged performance against TfL's business plan targets. However, in this report we have taken a wider view on the performance of the various modes, looking at all the areas we consider important from a wider consumer perspective.

Overall, TfL are delivering well against their own targets and customer satisfaction is high. 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. Increased congestion is significantly impacting on bus service performance and their passengers. Working with other interested parties and policy-makers, TfL needs to develop a substantive response to rising population, economic activity and other trends that are translating into increasing traffic volumes, longer journeys and less reliable services.

This report now includes:

- road safety and bus safety statistics;.
- average bus speeds;
- an assessment of the performance of all London's highway authorities (not just TfL) with respect to their management of highways obstructions on the pavement.

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. TfL's use of traffic signals to manage traffic in the central area during the construction of the Cycle Superhighways appears to be being successful. 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 in Q1 2016-17, was 87.5%, which was 0.7 percentage points below target (88.2%) and was 0.2 percentage points lower than the same quarter in 2015-16.

To improve JTR to its pre- Roads Modernisation Plan target of 90% will mean a comprehensive set of policy responses.

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.

This is the second 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 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

London Buses

Customer satisfaction achieved the same score when compared to the previous quarter (Q4 2015-16), but has increased when compared to the same period a year ago (Q1 2015-16). Bus stations evaluation changed from quarterly to annual for 2015-16, with the survey running in Q4 only.

High frequency bus route performance in quarter 1 is worse than previously reported (Q4 2015-16), and a poorer performance when compared to the same period in Q1 2015-16.

Bus speeds across the network are now being reported by TfL. The all London average is shown as a graph in this report. The trend indicates that over the last two years bus speeds are reducing, which is of concern.

Rising levels of congestion is impacting on bus service reliability and this, along with journey time need constant monitoring. TfL have added a substantial number of buses to maintain reliability. This is welcome, but costly. Poor performance has meant that there were 71 million less bus journeys than planned for in TfL's budget.

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.

TfL and the boroughs continue to increase the number of fully accessible bus stops in response to London TravelWatch campaigning over the last few years. This is very welcome. The bus complaints figure is noticeably high this quarter.

London Underground

Customer satisfaction scores have remained high this quarter and are better than target. Network Excess Journey Time is on target.

Docklands Light Railway (DLR)

DLR performance is up this quarter. Departures within 3 minutes is above target this quarter. Customer satisfactions scores are high. The overall customer satisfaction score was one point above target. Customer complaints, (mostly about ticket machines), were higher this quarter compared to previous quarter and the same period last year.

Tramlink

Tramlink performance was above target.
Customer satisfaction is above target.

London Overground

London Overground has achieved some of its targets. RTA was better than previous quarter and the same period a year ago. The TOC has seen a deterioration of performance attributed to the knock on effects of the works at London Bridge and the poor performance of other TOC's.

TfL Rail

TfL Rail achieved most of its targets. TfL Rail RTA performance was very good compared to most TOCs. It had the largest percentage point increase compared to any other operator.

Dial-a-Ride

Customer satisfaction overall is below target. Dial-a-Ride members are usually very satisfied with driver helpfulness-courtesy. The main source of complaint this quarter is driver shortages and unfulfilled journeys.

Cycle hire

Customer satisfaction measure is now reported bi-annually.
Complaints increased compared to the same period a year ago. Complaints increase relates to customer refund requests where bikes have not been returned or returned late.

1 Travel in London

TfL's annual '*Travel in London*' report records the way Londoners travelled in 2014. This report was published in December 2015[1].

There were 26.6 million daily trips in, to, and from, Greater London, an increase of 1.9% over the previous year. This is detailed in Table 1.

Table 1: How Londoners travel (millions of daily trips and percentage of all trips), 2014

Mode	No. of trips (millions) 2014	No. of trips (millions) 2013	Percentage of total 2013	Percentage change
Rail	2.8	2.7	10.5	+3.7
Underground-DLR	2.6	2.5	9.8	+4.0
Bus-Tram	4.1	4.1	15.4	0
Taxi-PHV	0.3	0.3	1.1	0
Car (driver & passenger)	9.6	9.4	36.1	+2.1
Motorcycle	0.2	0.2	0.8	0
Cycle	0.6	0.5	2.3	0
Walk	6.4	6.3	24.1	1.6
All modes	**26.6**	**26.1**		**+1.9**

[1] Travel in London, Report 8, Table 2.2

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.

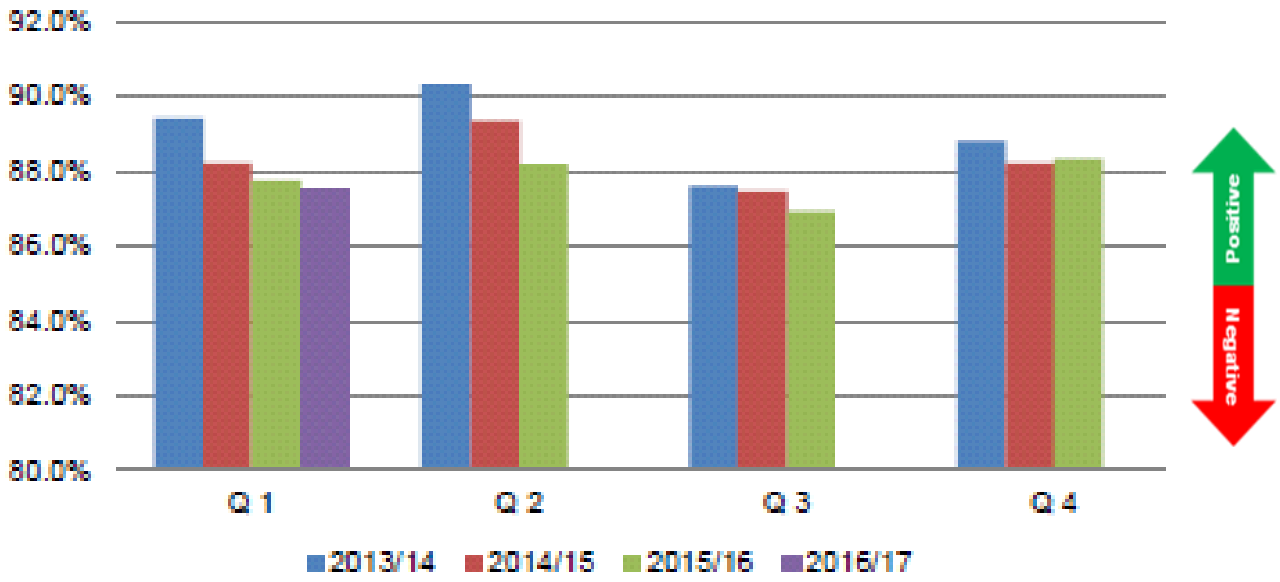
Journey Time Reliability (JTR) is a measure of the performance of the road network. The JTR measure is defined as the proportion of traffic which, for a 'typical' 30 minute journey, takes less than 35 minutes (a representative average London journey time of 30 minutes plus a five-minute 'allowance').

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. Most recently TfL are actively managing 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 continues after completion of works.

It should be noted that the JTR target was reduced (making it easier) in TfL's business plan published in December 2014. This was in response to the proposals for the Roads Modernisation Plan. The 2015/16 target was reduced to 87%. The outturns are reported with respect to these new (easier) targets.

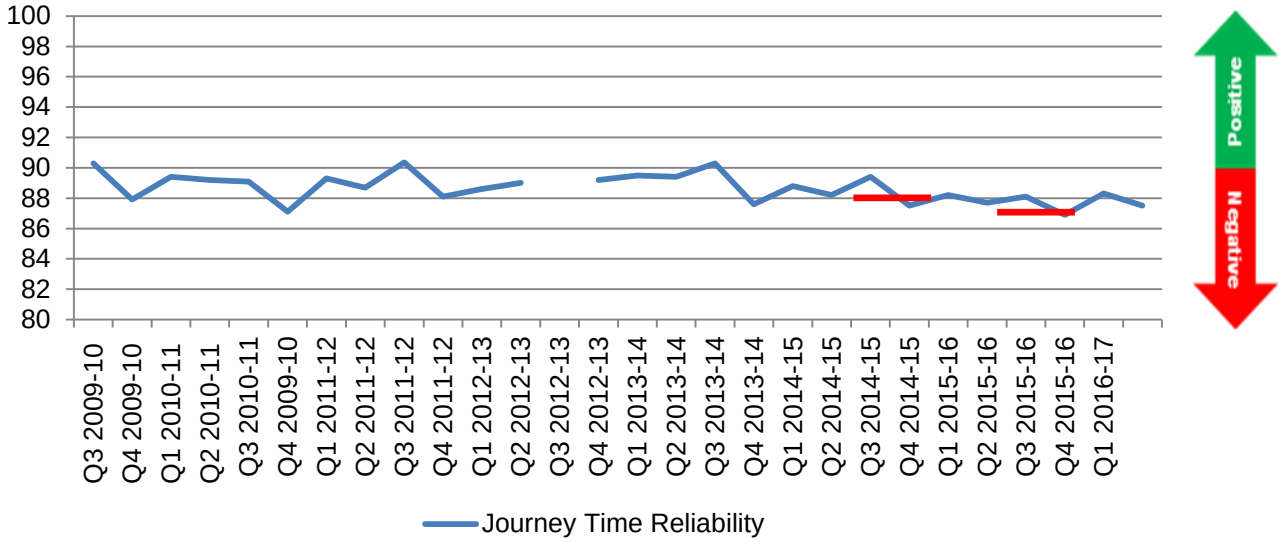
The JTR across the whole of the TLRN in the AM peak for quarter 1 was 87.5%, which was 0.7 percentage points below target (88.2%) and was 0.2 percentage points lower than the same quarter in 2015-16.

Graph 1a - Journey Time Reliability on the TLRN in the AM peak by financial quarters, Q1 2013-14 to Q1 2016-17



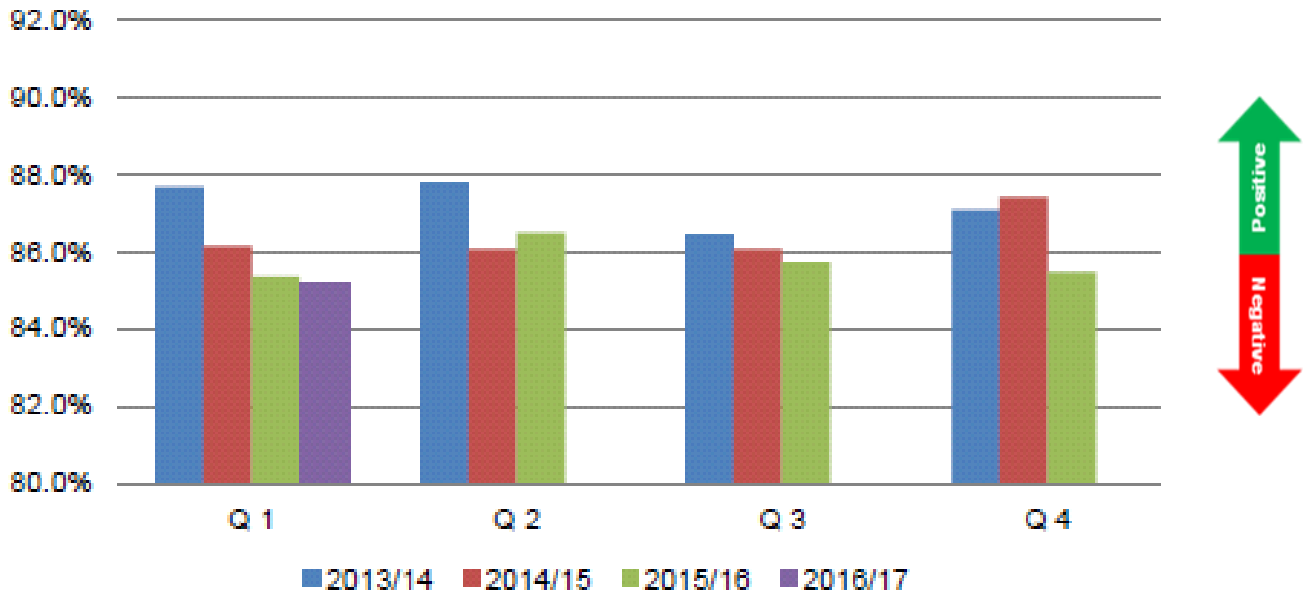
The statistics in graph 1a are represented as a line graph in graph 1b. Please note there is no figure for the quarter 2 2012-13 due to the Olympic Games.

Graph 1b - Journey Time Reliability on the TLRN in the AM peak since financial Q3 2009-10 (New and old targets ———)



An equivalent JTR figure for the central area is also reported by TfL. This quarter's figure is 85.2%; this is 0.2 percentage points lower than the same period in 2015-16.

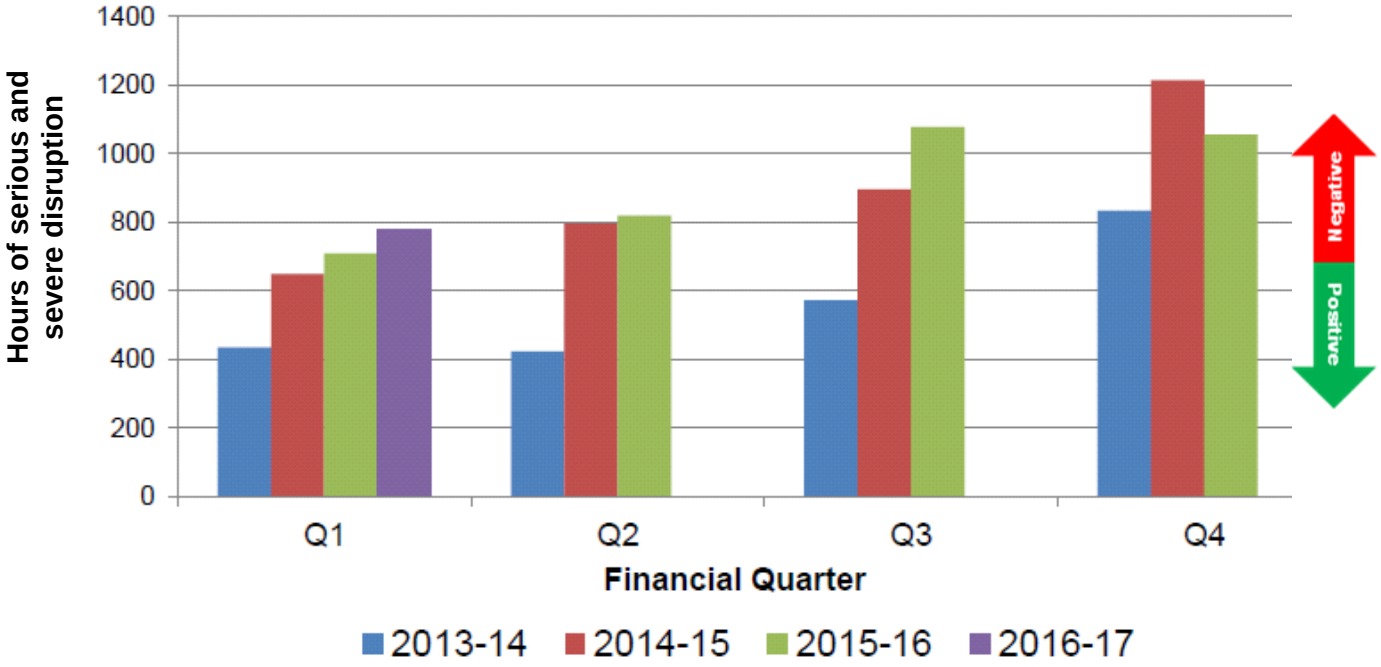
Graph 2 - Journey Time Reliability on the TLRN in central London in the AM peak by financial quarter, Q1 2012-13 to Q1 2016-17



Serious and severe disruption on the TLRN rose in quarter 1 compared to Q1 2015-16 last year. The main contributors include an increase in local highway authority maintenance and other works, increase in traffic collisions, breakdowns, unplanned

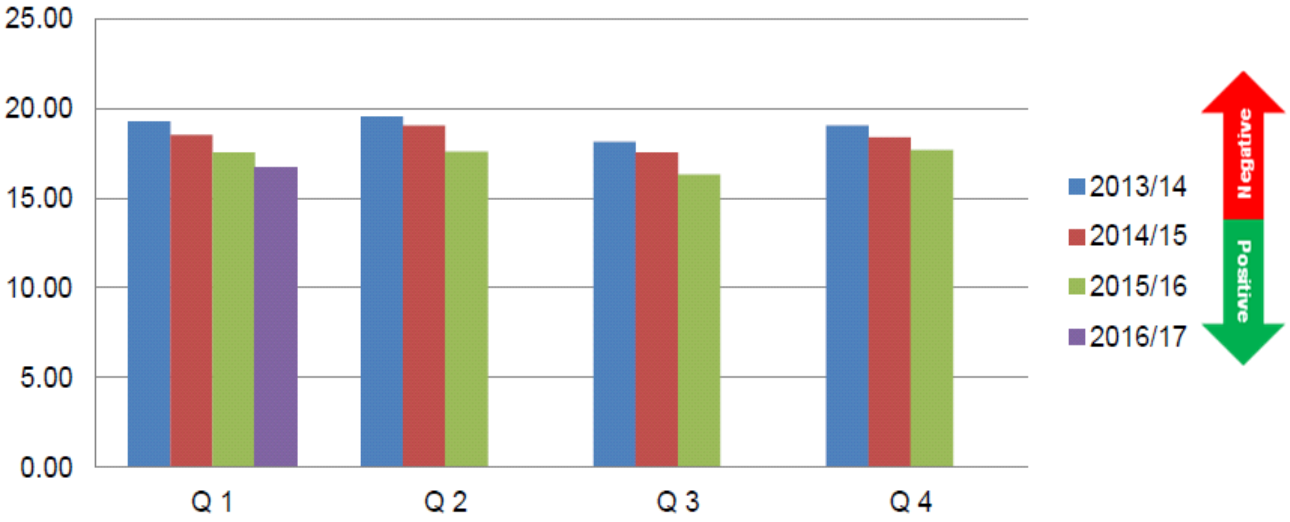
emergency works, and infrastructure issues. The impact is exacerbated by a rise in traffic volume.

Graph 3 - Duration of TLRN serious & severe unplanned and planned events (hrs) by financial quarters, Q1 2013-14 to Q1 2016-17



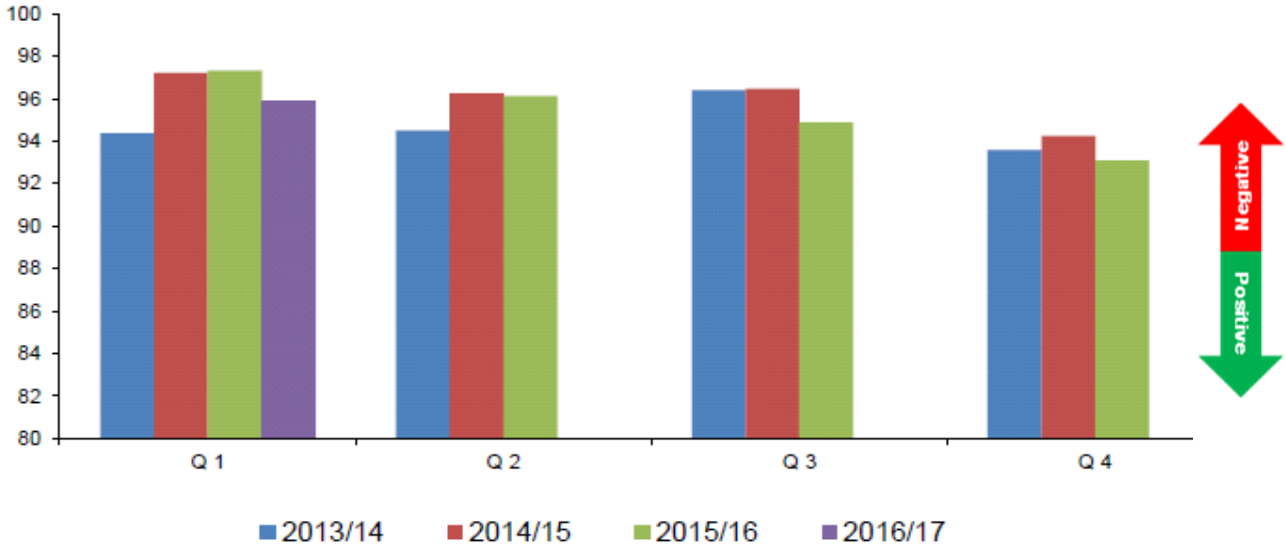
The average traffic speed decreased on London's major roads in quarter 1 during weekdays compared with the same quarter in 2015-16.

Graph 4 - Traffic speeds (mph) on London's major roads 12 hrs average weekday between 0700-1900 by financial quarters, Q1 2013-14 to Q1 2016-17



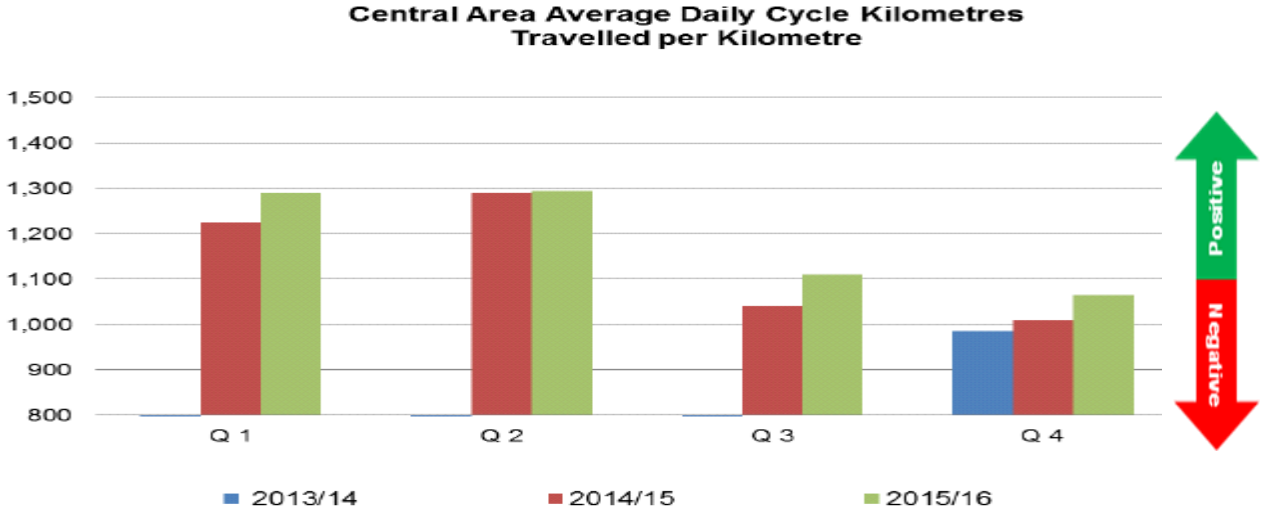
Traffic volumes across London had been generally falling over a number of years, up to 2011/12. This trend is now reversing, but in this quarter the volume dropped compared to the same quarter in the previous year. Traffic volume growth related to population and employment growth along with reductions 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



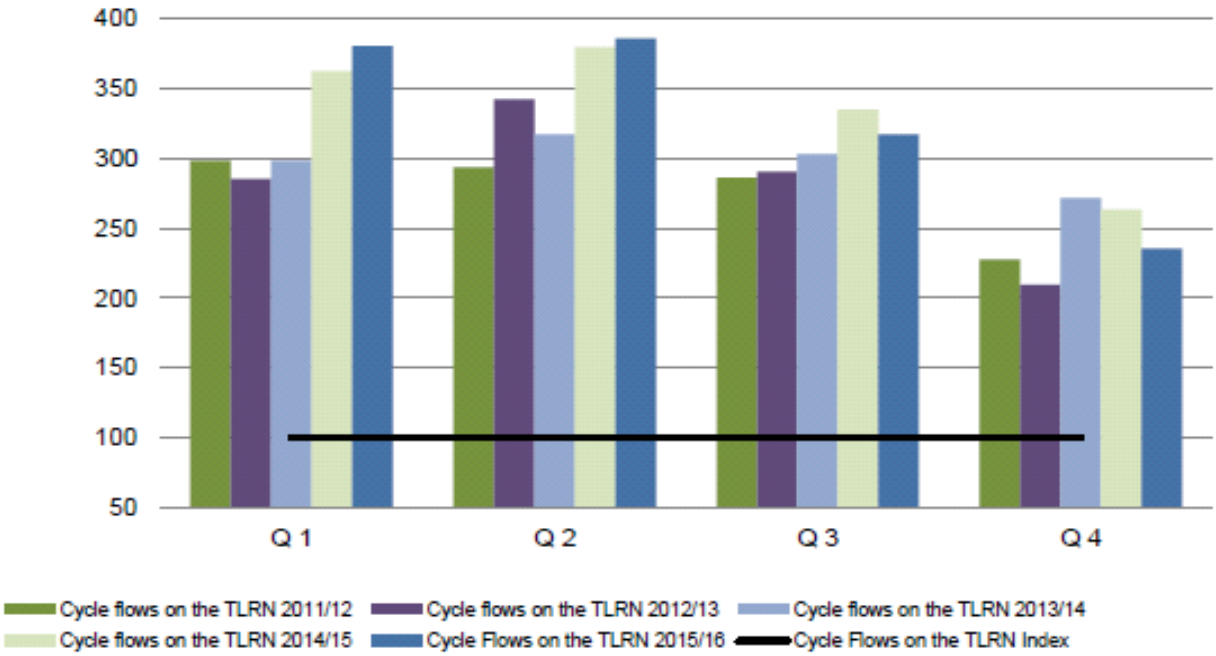
TfL now uses a new cycling metric, which, they think, is a representative measure of total kilometres cycled each day in **central London**. The previous TLRN index measure, covering the whole of London, was replaced because patterns of cycling have changed substantially following the provision of new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

Graph 6 – Cycling levels in central London



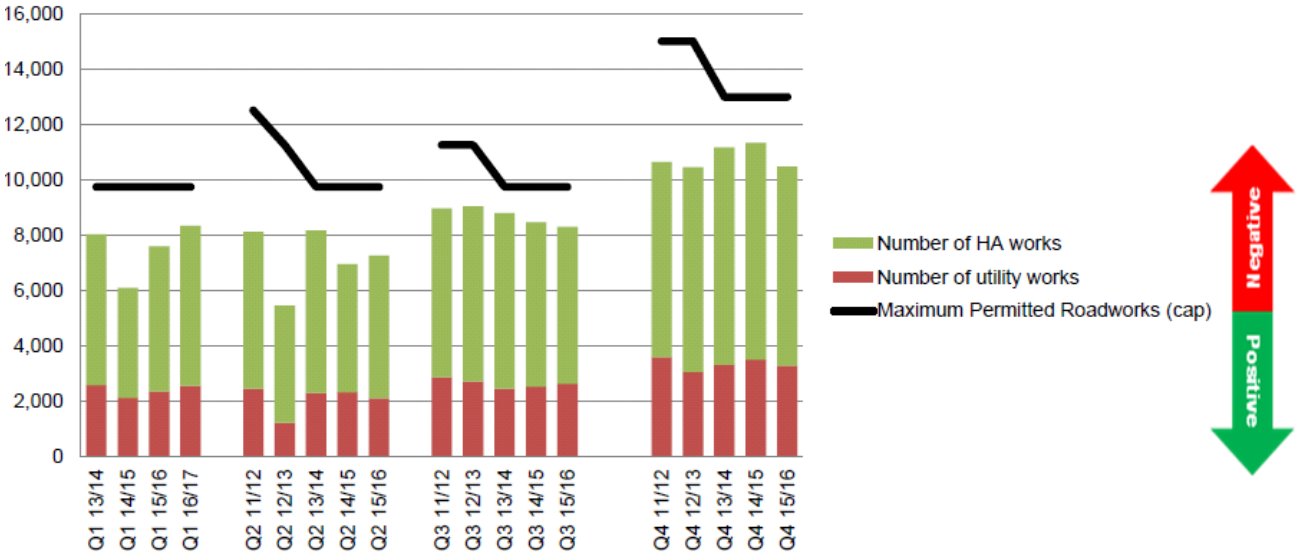
Graph 7 shows the previous TLRN cycling index methodology used by TfL.

Graph 7 – Cycle flows on the TLRN – by financial quarter indexed to March 2000 = 100. Q1 2008-09 to Q4 2015-16



Graph 8 shows the number of road works on the TLRN since quarter 1 2013-14. This shows that road works are higher when compared to Q1 2015-16. The number of road works have been contained below TfL's target maximum.

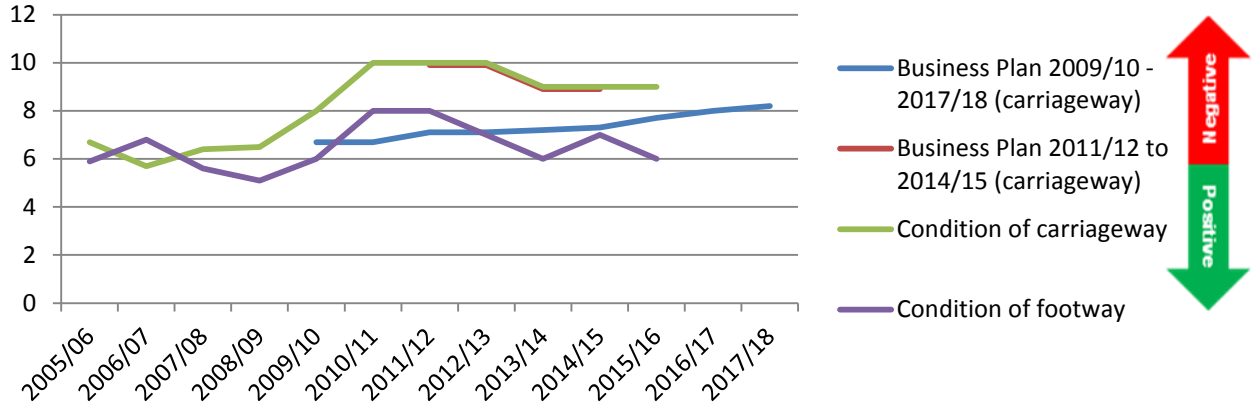
Graph 8 - Number of road works on the TLRN, Q1 2013-14 to Q1 2016-17



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 in the latest business plan, 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.

[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.

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
Overall satisfaction	75	76	75	75	75	74	74	70	70	69	70	70
Working condition of traffic lights	77	78	77	79	79	79	78	77	78			
Could accurately estimate how long journey would take	73	75	73	74	74	74	74	67	67	66	68	66

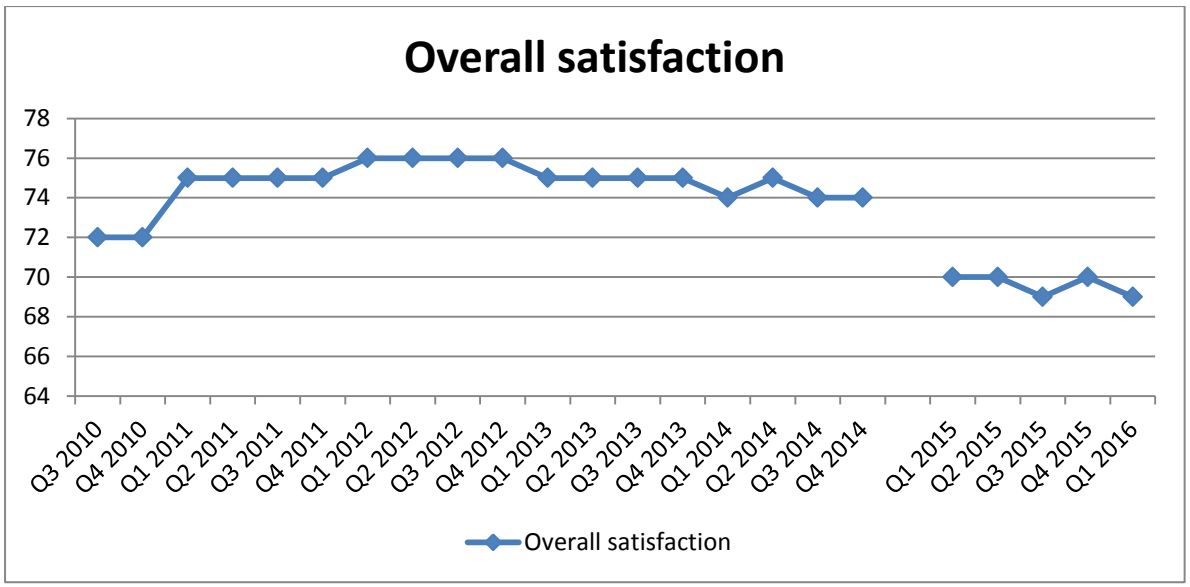
Indicator	Q3 2011	Q3 2012	Q3 2013	Q1 2014	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016
Up to the minute info about delays and disruption	72	74	72	73	73	73	73	72	73			
Managem-ent of road works	70	73	71	72	73	72	72	64	64	62	65	62
Traffic congestion	67	69	67	68	69	67	68	60	60	59	61	58

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
Street lighting	77	77	76	78	78	77	77	76	76
Condition of road surfaces	70	73	71	69	70	72	72	72	73

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

Graph 10 – Overall satisfaction since Q3 2010 to Q1 2016*



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

TfL reports quarterly figures for the number of complaints they receive per 100,000 journeys. These are available for all modes, including streets. Streets complaints data was not available for Q1 2016-17.

Road safety statistics

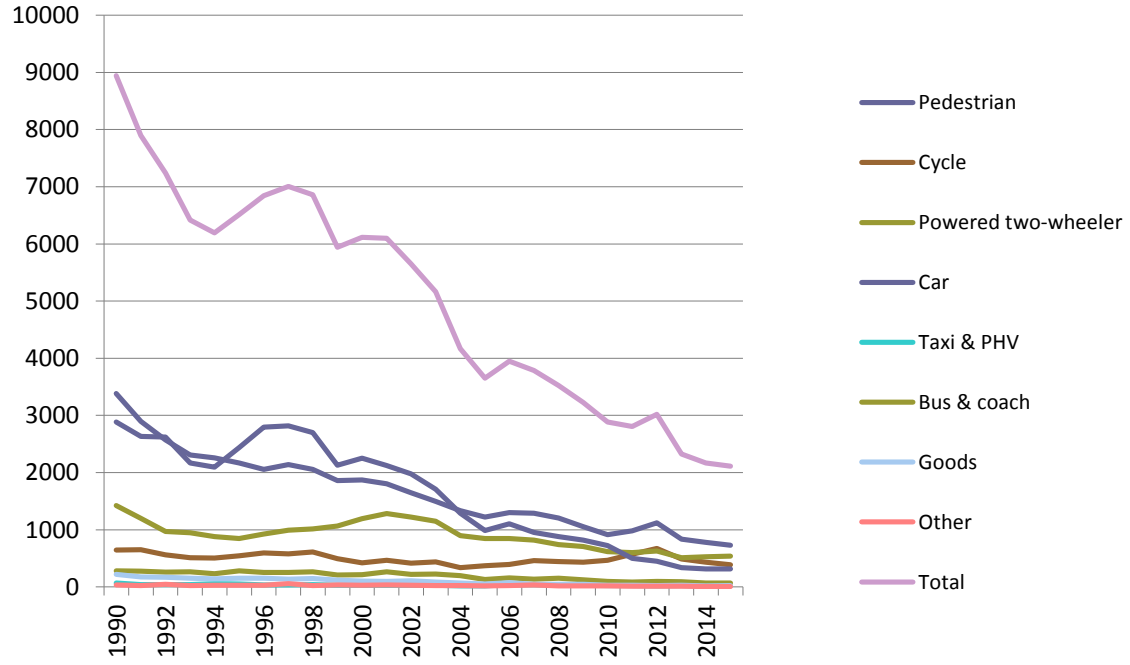
The latest (calendar year 2015) annual road safety statistics for London's roads are best displayed graphically because this shows the trend rather than figures for a single year. The trend is the important statistic to consider, as there can be great variation in casualty figures from one year to the 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 includes 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.

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



Road safety statistics 2015

The Metropolitan Police Force 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). End of year for 2015 figures are tabulated below.

These 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.

Table 2. Reported road casualties by severity: 2015, Greater London

CASUALTIES	2015
Killed	136
Seriously injured	1956
Slightly injured	28090
All casualties	22982

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.

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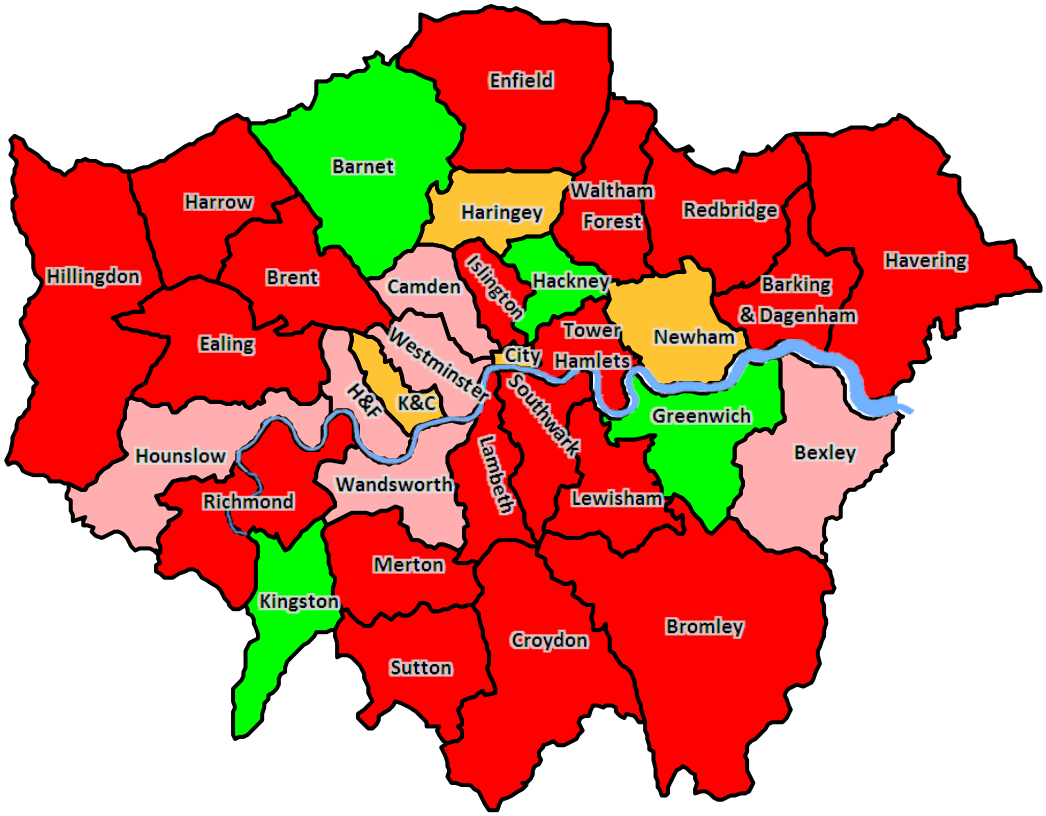
TfL are targeting a number of the streets they control. TfL would get a 'yellow' score. Additionally TfL are to be commended for encouraging the London boroughs to enforce against obstructions on their streets,

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);
Red	streets have many pavement obstructions on them;
Pink	streets have pavement obstructions, but they are located next to buildings in response to limited enforcement.

Table 5 shows a summary of all of the 2016-17 TfL business plan targets for streets that do not relate to safety.

Table 5 – Q1 2016-17 London Streets TfL business plan key performance Indicators (KPI)

KPI	Q1 Target 2016-17	Current performance level
Journey Time Reliability (seasonal target)	86.9%	87.5%
TLRN cycling journeys (seasonal target and indexed 100 at March 2000)	Data not available	Data not available
% of road assets not in good repair (annual figure for 2009-2010)	10%*	9%
Traffic signal availability	99.1%	97.8%

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

London TravelWatch's overall performance assessment of TfL Streets is as follows.

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. TfL's use of traffic signals to manage traffic in the central area during the construction of the Cycle Superhighways appears to be being successful. 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.

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obstructions. Only a small handful 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.

3 London Buses

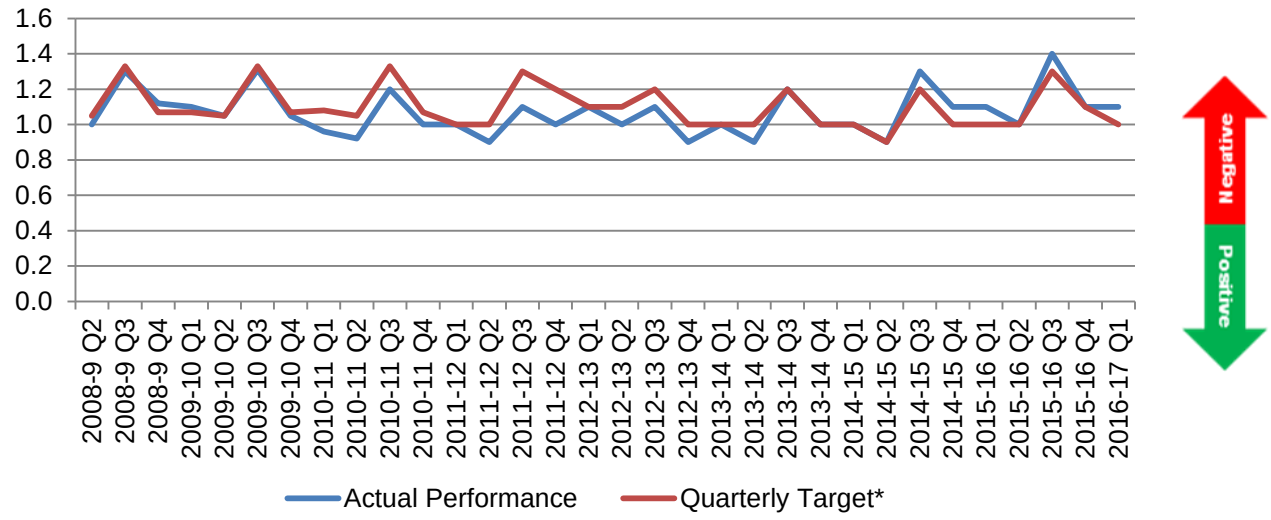
This section of the report outlines the performance of the London bus network in the first quarter of 2016-17

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.

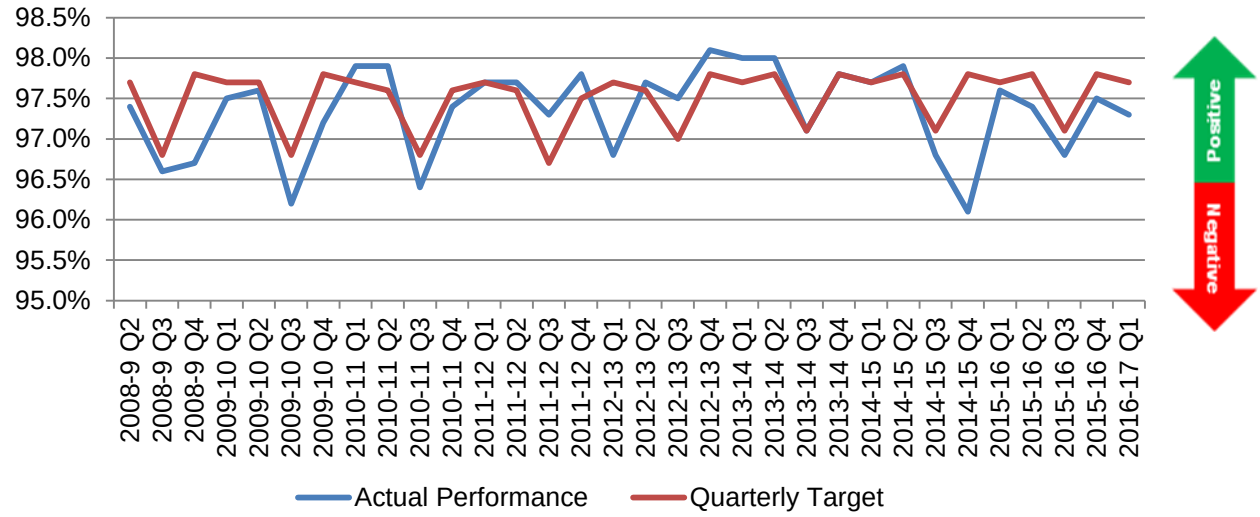
EWT is the measure that indicates the additional minutes wait time for passengers beyond the scheduled value on high frequency bus routes. EWT was 1.1, which was worse than target for this quarter (Q1 2016-17). See Graph 11. Quarterly target figures are no longer made public by TfL. The quarterly target figures used are taken from previous years.

Graph 12 - Q2 2008-09- Q1 2016-17, 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. Quarterly target figures are no longer made public by TfL. The quarterly target figures used are taken from previous years.

Graph 13 – Q2 2008-09- Q1 2016-17, Percentage of scheduled bus kilometres operated

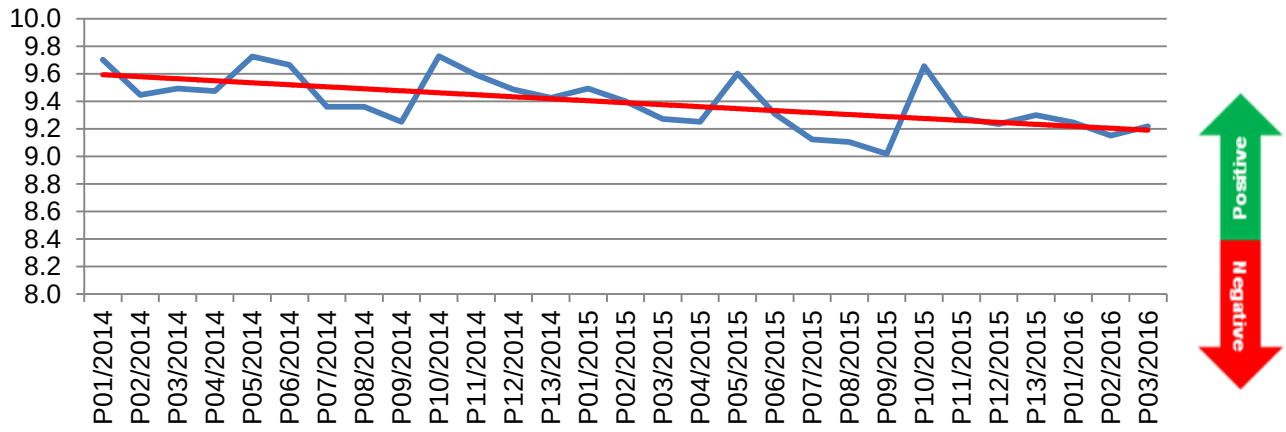


Bus speeds

TfL are now reporting bus speeds 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. It is derived from I-bus data for every bus route in London.

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.

Graph 14 – Period 1, 2014 to Period 3 2016, 'All London' average bus speeds by financial period (commences 1 April 2014 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 378 high frequency bus routes in quarter 1 2016-17, 142 were below the contracted minimum standard, three operated at the contracted standard, and 234 performed better than the contracted standard. This is worst than previously reported (Q4 2015-16), and a poorer performance when compared to the same period in Q1 2015-16.

Poor performance on the bus network is often because of those 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. Of these bus routes, services 169, W15 and P12 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:

> Route 169: This route is impacted by a number of areas (Ilford and Barking) where traffic congestion has shown a general increase. This has resulted in active traffic management designed to maintain capacity on the A12 this has an impact on this route at the junction of Horns Road and Ley Street. We are looking at a proposal from the operator with an increase in resource and obviously cost.

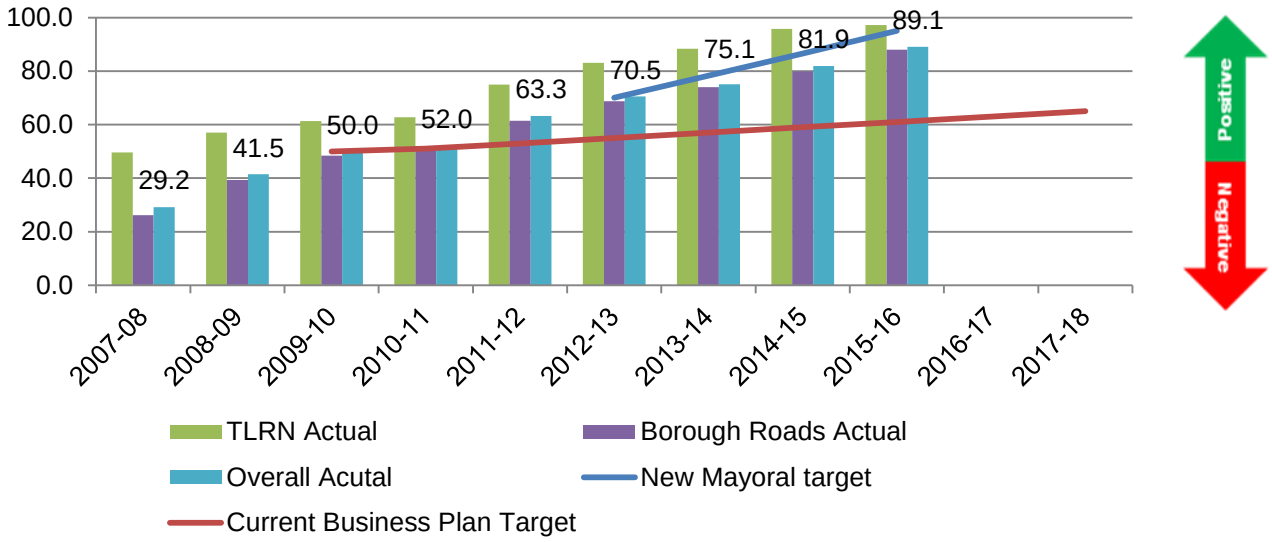
Bus stop accessibility

Based on TfL's audit of bus stops, 89.1% of all bus stops across the network meet TfL's exacting accessibility criteria. On the TfL road network, the figure is higher at 97.2%.

Graph 12 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, 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.

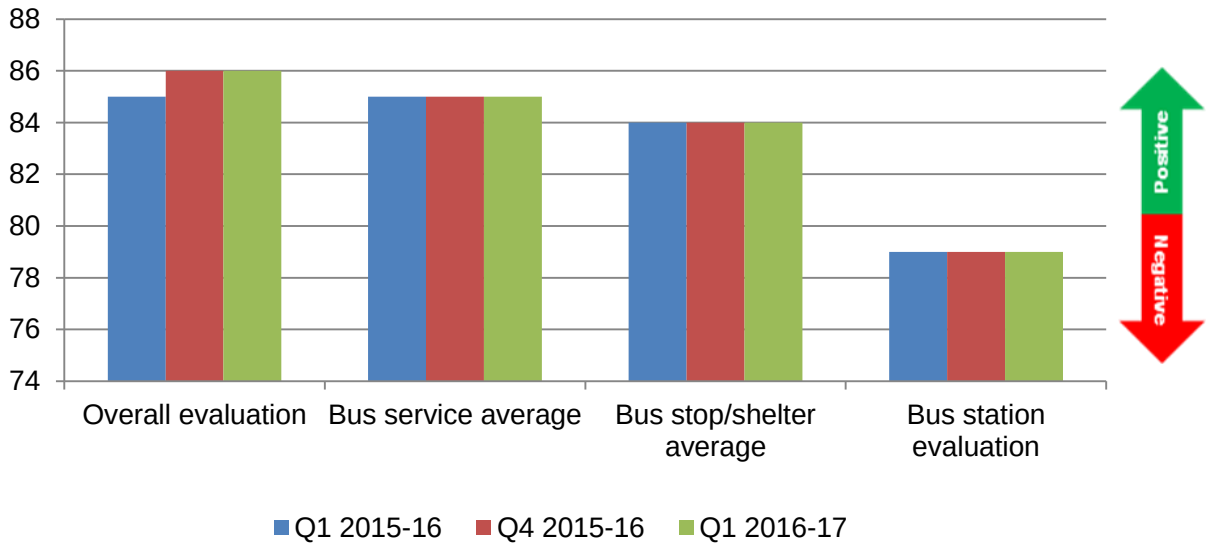
Graph 15 - Bus stop accessibility 2008-09 to 2017-18 target and progress to date



Customer Service

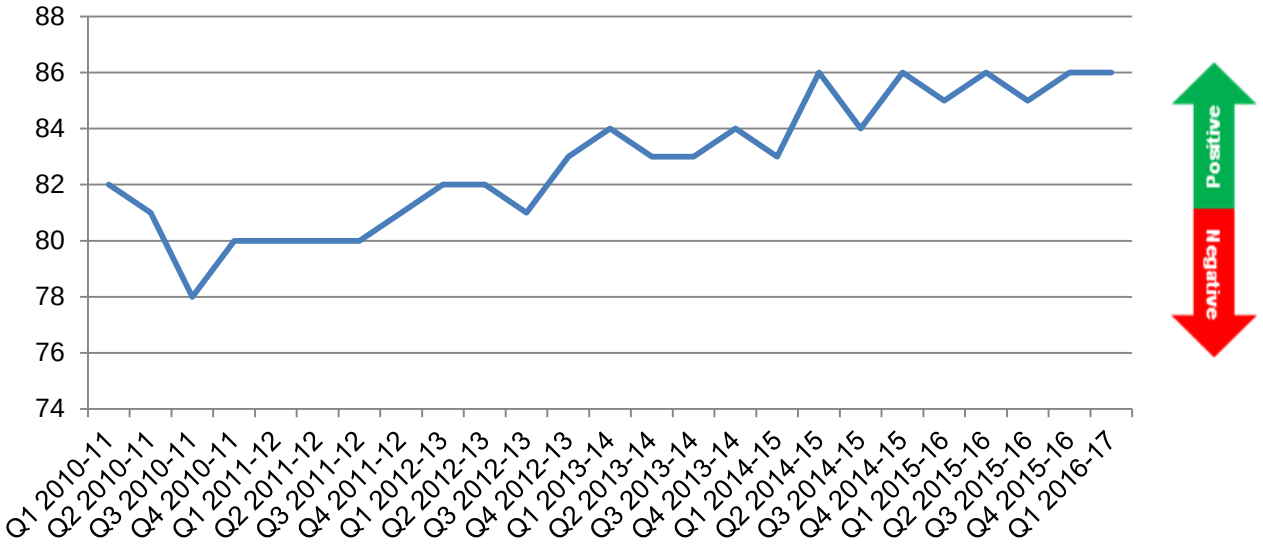
Customer satisfaction figures for the last two quarters, along with the comparison from one year ago, are shown in Graph 15. Customer satisfaction decreased when compared to the previous quarter (Q4 2015-16), but achieved the same score obtained in the same period a year ago (Q1 2016-17). Please note: bus stations evaluation changed from quarterly to annual for 2015-16, with the survey running in Q4 only.

Graph 16 –Q1 2015-16, Q4 2015-16 and Q1 2016-17 bus customer satisfaction scores



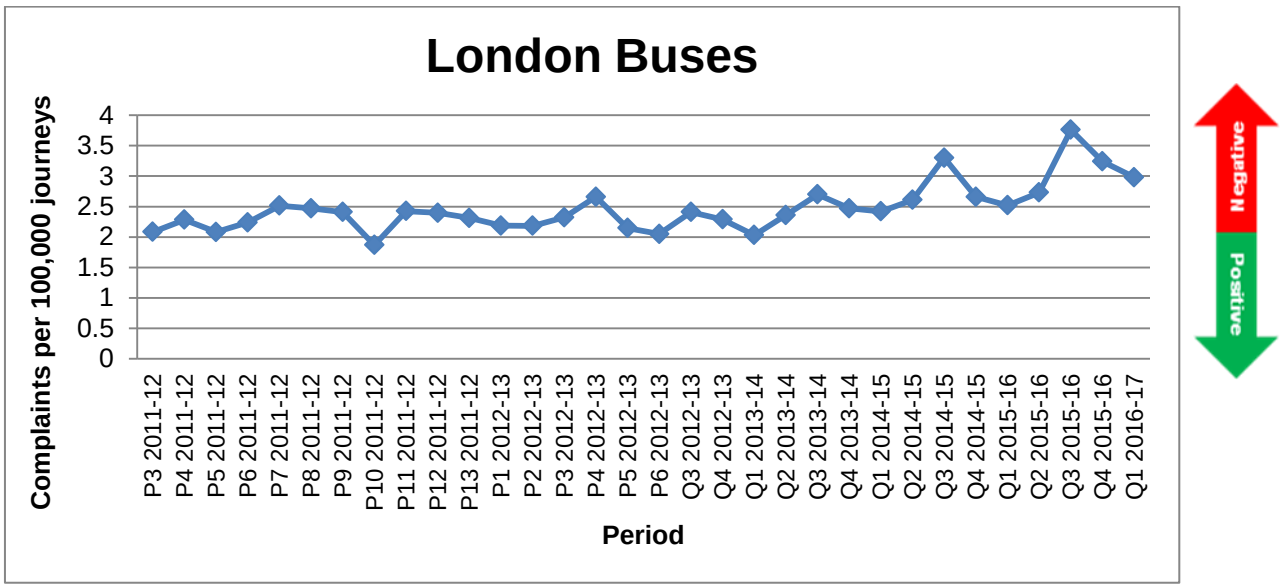
Graph 17 shows the overall customer satisfaction scores since Q1 2010-11.

Graph 17 – Overall satisfaction since Q1 2010-11 to Q1 2016-17



Overall complaints received are higher than the same quarter a year ago. London Buses received 2.98 complaints per 100,000 journeys in Q1 2016-17. Reliability make up the majority of the complaints.

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 were four pedestrian fatalities as a result of a collision, and 205 incidents where the casualty was taken for hospital treatment with either a serious injury or the severity is unknown. These 205 incidents are tabulated below.

Table 4: The number of incidents on TfL's contracted bus services during financial quarter 1 2016/17 that resulted in hospital treatment with either a serious injury or the severity is unknown

Q1 2016-17	Passengers	Driver or TfL staff	Pedestrian or member of the public	3rd party driver, occupant or rider	Cycle	Total
Activity Incident Event	2	1	1			4
Assault	2	1				3
Collision Incident	10	3	23	17	2	55
Personal Injury	20	1	2			23
Slip Trip Fall	120					120
Total	154	6	26	17	2	205

Table 5 shows a summary of the 2016-17 TfL Business Plan targets for London Buses.

Table 5 – Q1 2016-17 London Buses business plan key performance indicators(KPI)

KPI	Q1 Target 2016-17	Current performance level
Customer satisfaction – overall	84	86
Excess wait time – high frequency routes	1.1 minute	1.1 minute
% of Scheduled services operated	97.7%*	97.1%

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

Customer satisfaction achieved the same score when compared to the previous quarter (Q4 2015-16), but has increased when compared to the same period a year ago (Q1 2015-16). Bus stations evaluation changed from quarterly to annual for 2015-16, with the survey running in Q4 only.

High frequency bus route performance in quarter 1 is worst than previously reported (Q4 2015-16), and a poorer performance when compared to the same period in Q1 2015-16.

Bus speeds across the network are now being reported by TfL. The all London average is shown as a graph in this report. The trend indicates that over the last two years bus speeds are reducing, which is of concern.

Rising levels of congestion is impacting on bus service reliability and this, along with journey time need constant monitoring. TfL have added a substantial number of buses to maintain reliability. This is welcome, but costly. Poor performance means significant number of passengers have stopped using the buses.

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.

TfL and the boroughs continue to increase the number of fully accessible bus stops in response to London TravelWatch campaigning over the last few years. This is very welcome.

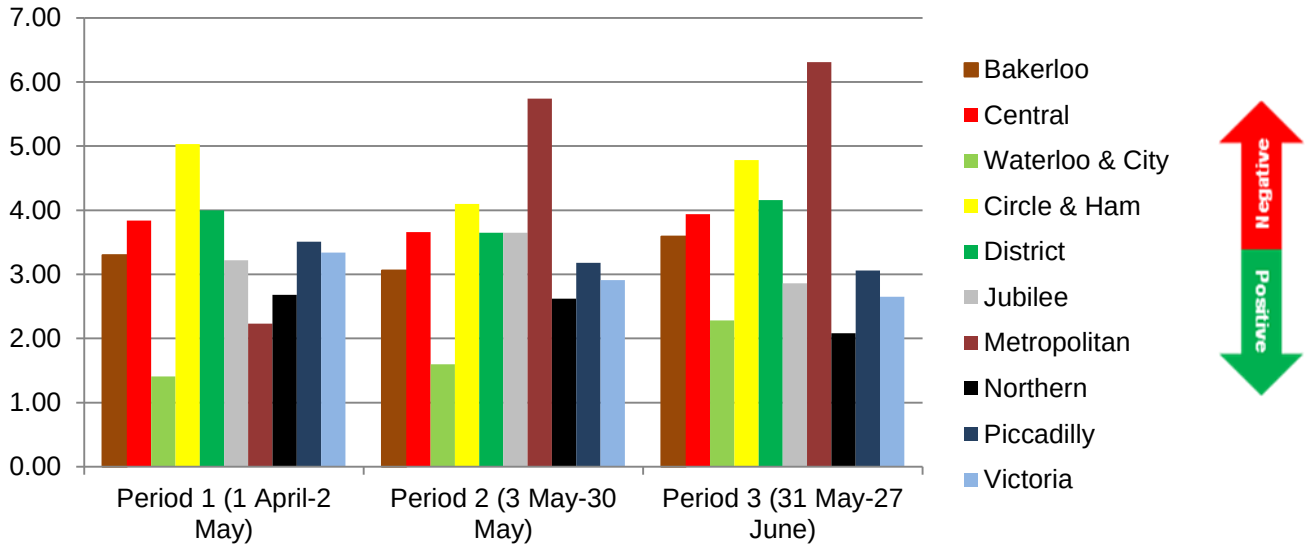
The bus complaints is rising steadily.

4 London Underground

In this section, the performance of London Underground for the first quarter of the financial year 2016-17 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. The District and Circle & Hammersmith lines were affected by signalling related incidents and track related issues.

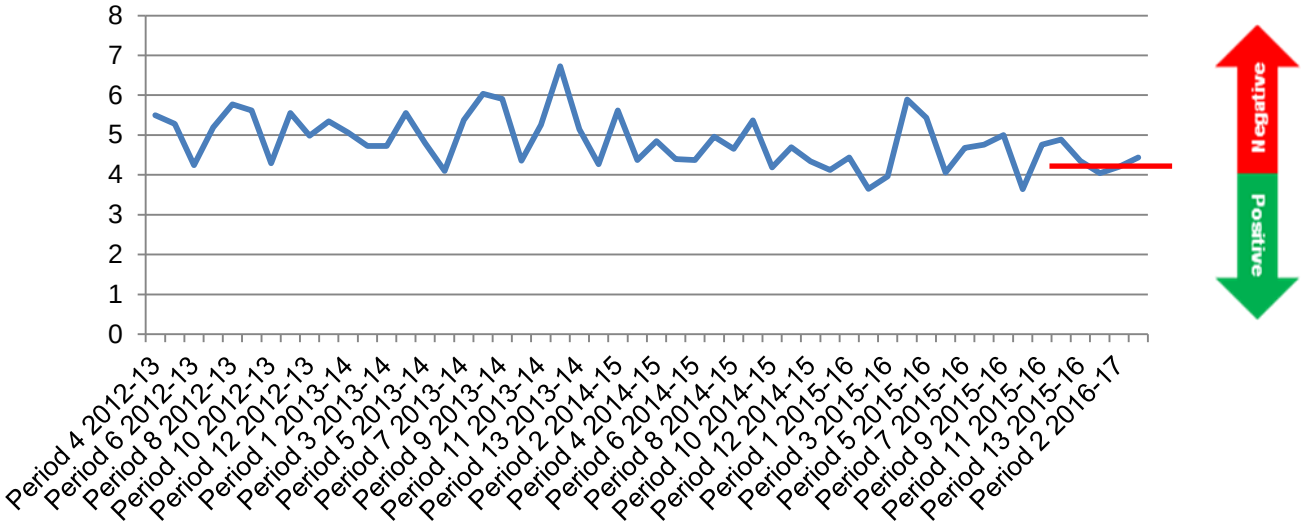
Graph 19 – P1 2016-17 to P3 2015-16, Excess Journey Time by Underground line (minutes)



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 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 - P4 2012-13 to P3 2016-17, Excess Journey Time measure for the network (minutes). The red line is the TfL target.

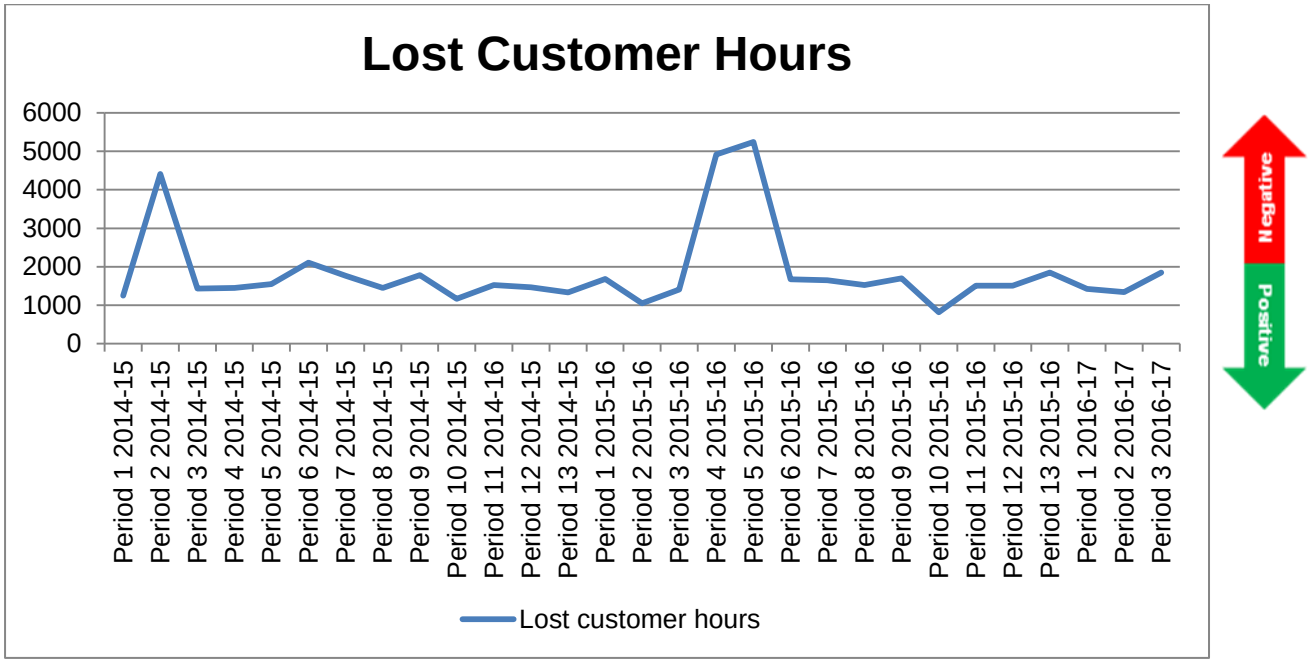


Lost customer hours

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.

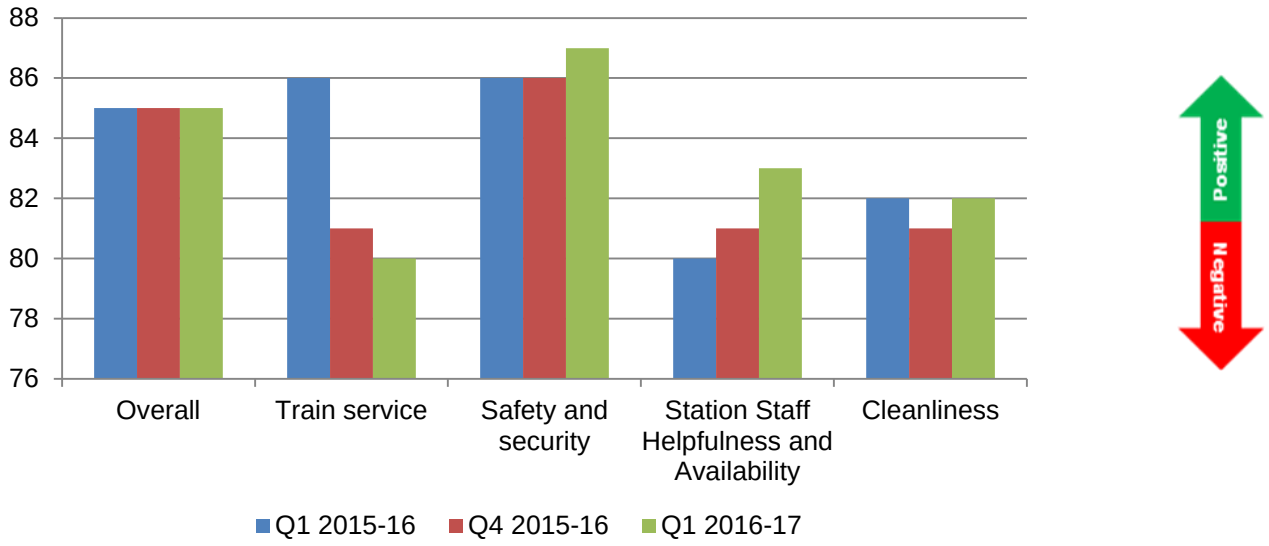
LCH figures since P1 2014-15 are shown in the Graph 20. The year is divided into 13 four week periods, starting on April 1st.

Graph 21 - P1 2014-15 to P3 2016-17 Lost Customer Hours



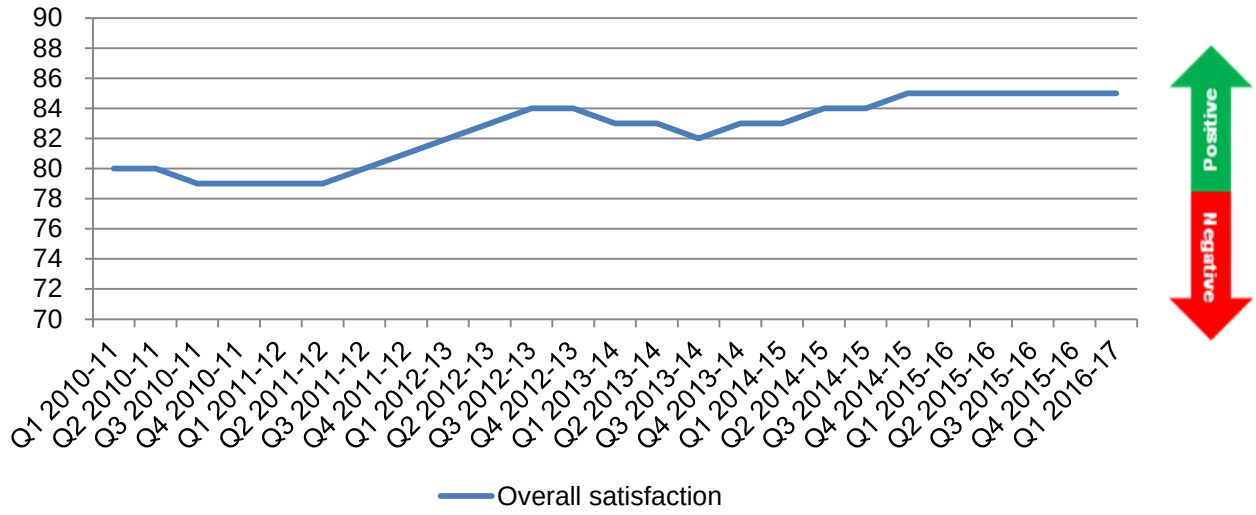
Customer satisfaction figures for the last two quarters, along with the comparison from one year ago, are shown in the Graph 22

Graph 22 – Q1 2015-16, Q4 2015-16 and Q1 2016-17 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 Q1 2016-17



Complaints to London Underground (LUL) were higher than the number received in the corresponding quarter a year ago (Q1 2015-16). LUL received 0.96 complaints per 100,000 journeys.

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

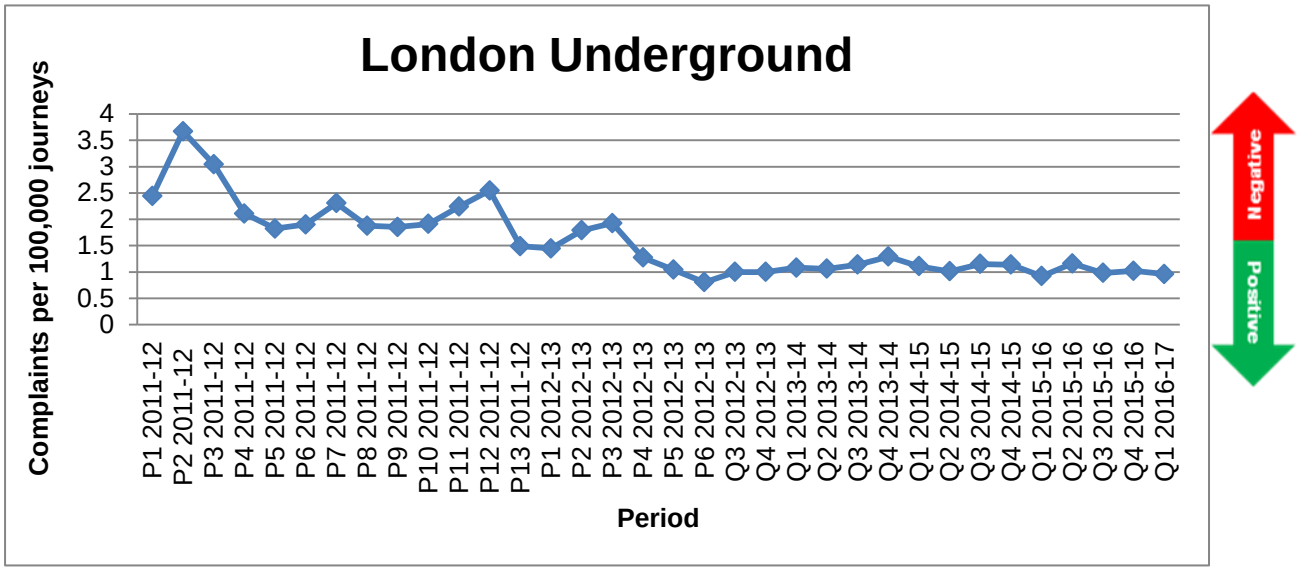


Table 6 shows a summary of all of the 2016-17 TfL business plan targets for London Underground.

Table 6 – Q1 2016-17 London Underground TfL business plan key performance indicators (KPI)

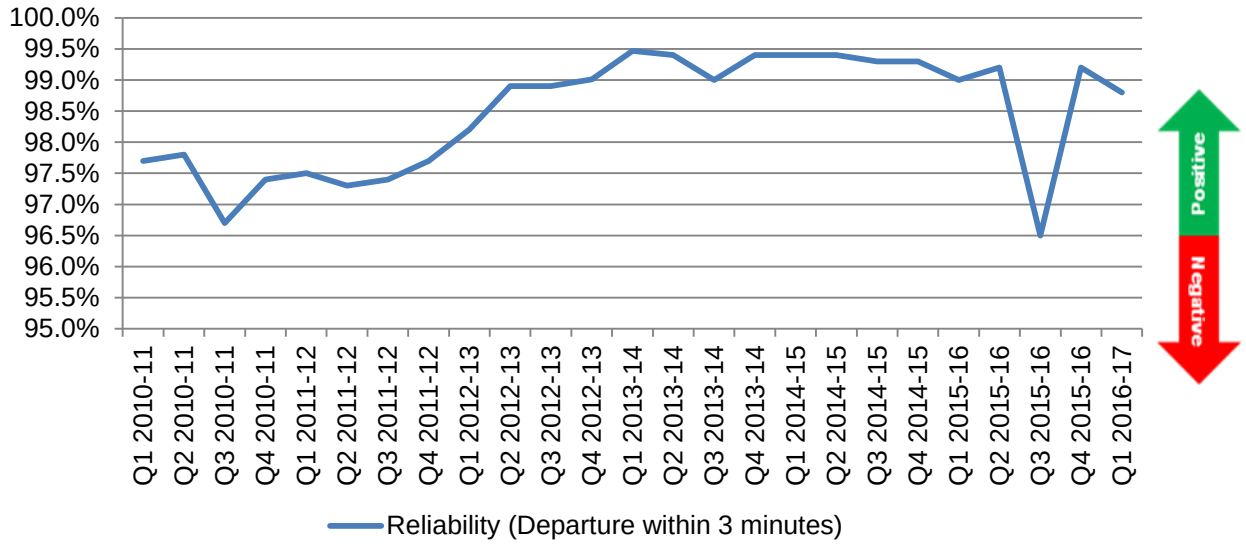
KPI	Q1 Target 2016-17	Current performance level
Customer satisfaction score – overall	84	85
Excess Journey Time (Network)	4.2 minutes	4.2 minutes
% of Scheduled services operated	98.2%	98.0%
London TravelWatch's overall performance assessment of London Underground is as follows. Customer satisfaction scores have remained high this quarter and are better than target. Network Excess Journey Time is on 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.

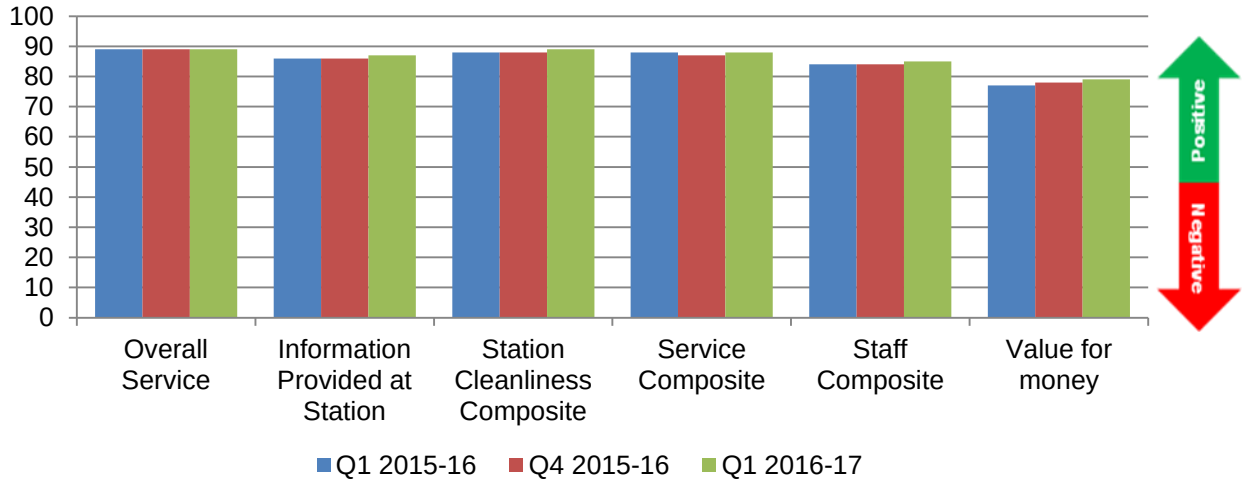
DLR's network-wide performance measure is 'departure reliability'. This is the percentage of intervals between trains at terminal stations no more than three minutes greater than the published service intervals. Departures within 3 minutes is better than target this quarter.

Graph 25 - Q1 2010-11 to Q1 2016-17 reliability (departure within 3 minutes of published service intervals)



Customer satisfaction with the Docklands Light Railway remains high.

Graph 26 – Q1 2015-16, Q4 2015-16, Q1 2016-17 DLR customer satisfaction scores



Graph 27 - Q1 2010-11 to Q1 2016-17 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 (Q4 2015-16) and the same period a year ago (Q1 2015-16). 1.27 complaints were received per 100,000 journeys.

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

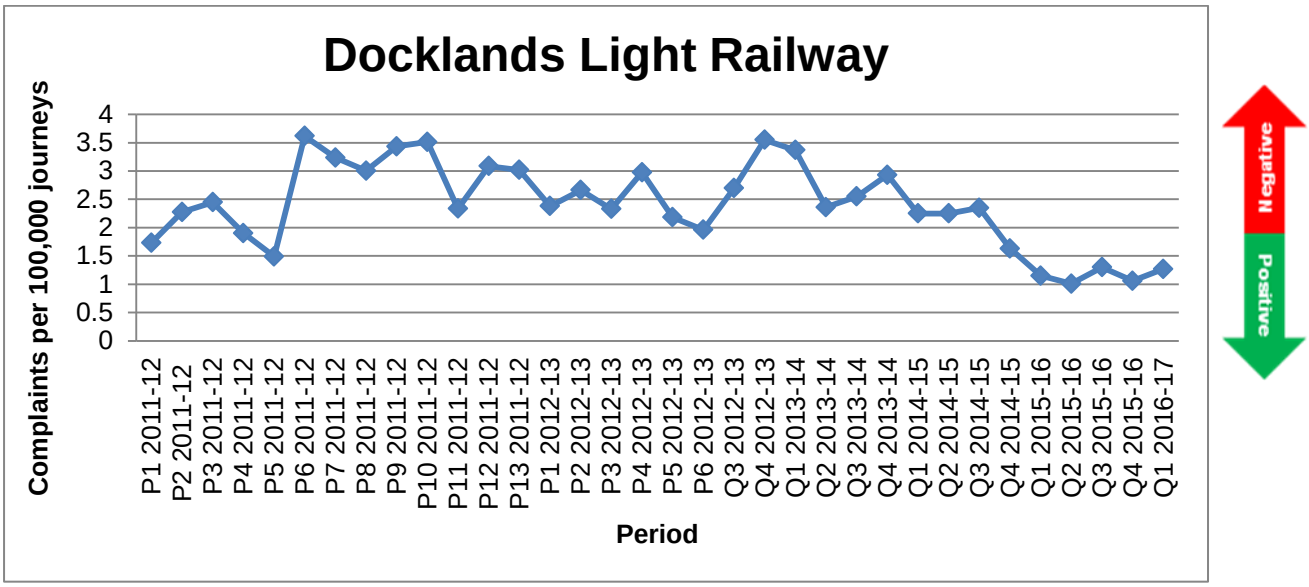


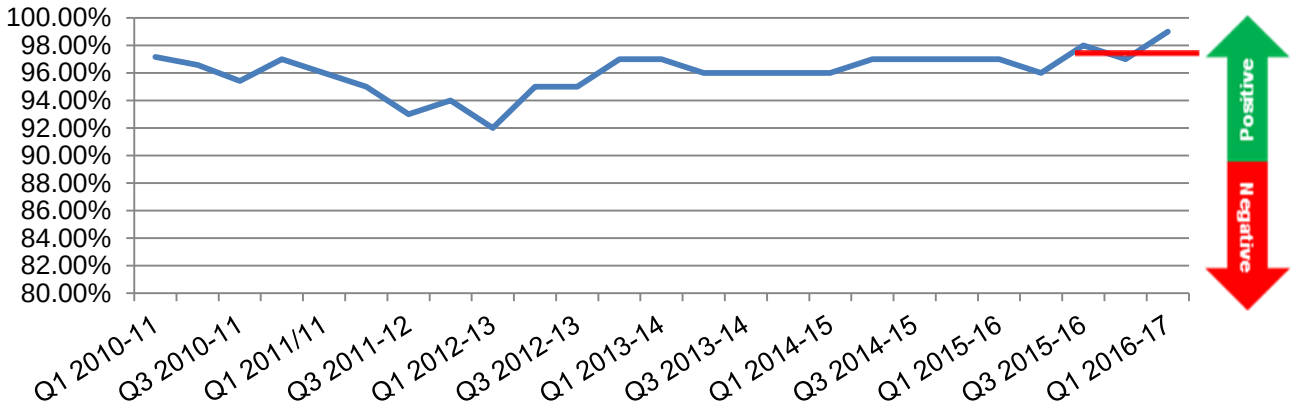
Table 7 – Q1 2016-17 DLR TfL business plan key performance Indicators (KPI)

KPI	Q1 Target 2016-17	Current performance level
Customer satisfaction score – overall	89	89
On-time performance	98.4%	98.8%
London TravelWatch's overall performance assessment of Docklands Light Railway is as follows. DLR performance is up this quarter. Departures within 3 minutes is above target this quarter. Customer satisfactions scores are high. The overall customer satisfaction score was one point above target. Customer complaints, (mostly about ticket machines), were higher this quarter compared to previous quarter (Q5 2015-16) and the same period last year (Q1 2016-17).		

6 London Tramlink

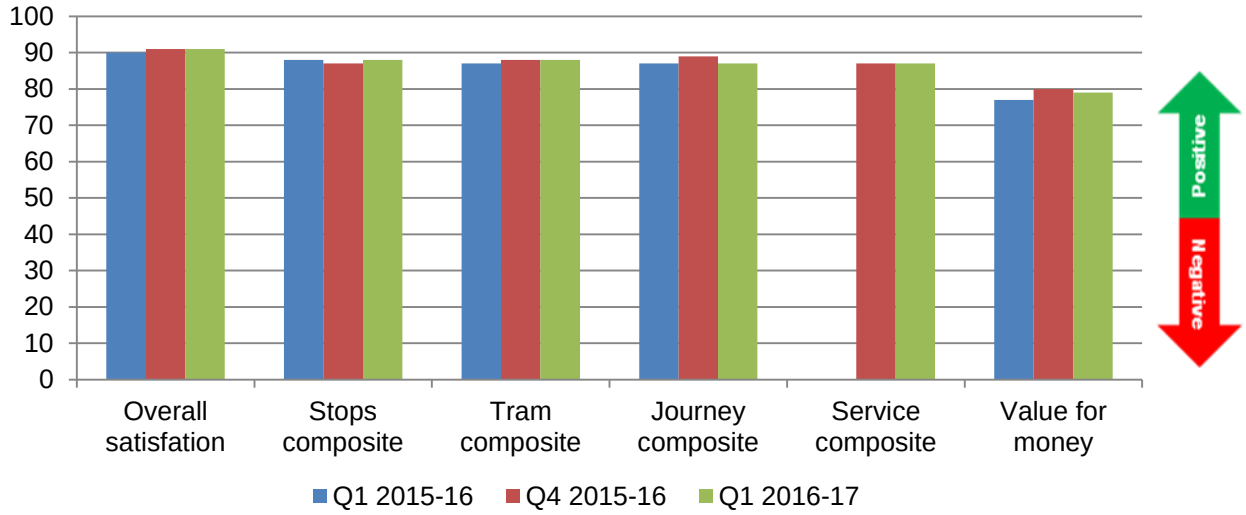
London Tramlink reports a public performance measure: the percentage of trams that arrive within five minutes of the scheduled time.

Graph 29 - Q1 2010-11 to Q1 2016-17, public performance measure (per cent). The red line is the TfL target.

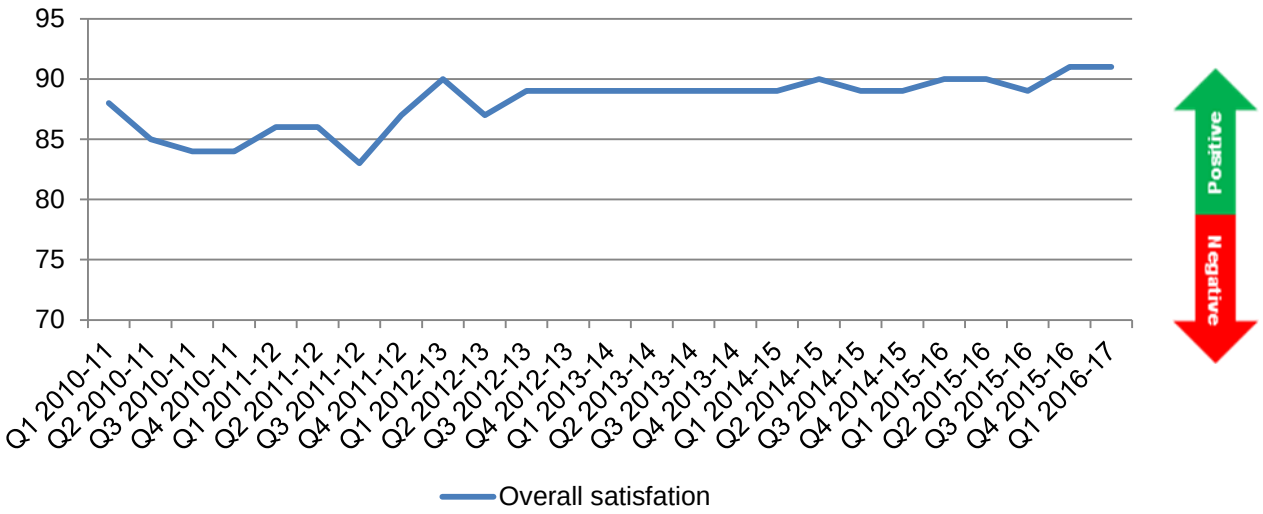


Customer satisfaction scores on Tramlink are shown in graph 29.

Graph 30 – Q1 2015-16, Q4 2015-16 & Q1 2016-17 customer satisfaction scores



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



In Q1 2016-17, Tramlink received 1.76 complaints per 100,000 journeys. Complaints were higher than the same quarter in Q1 2015-16.

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

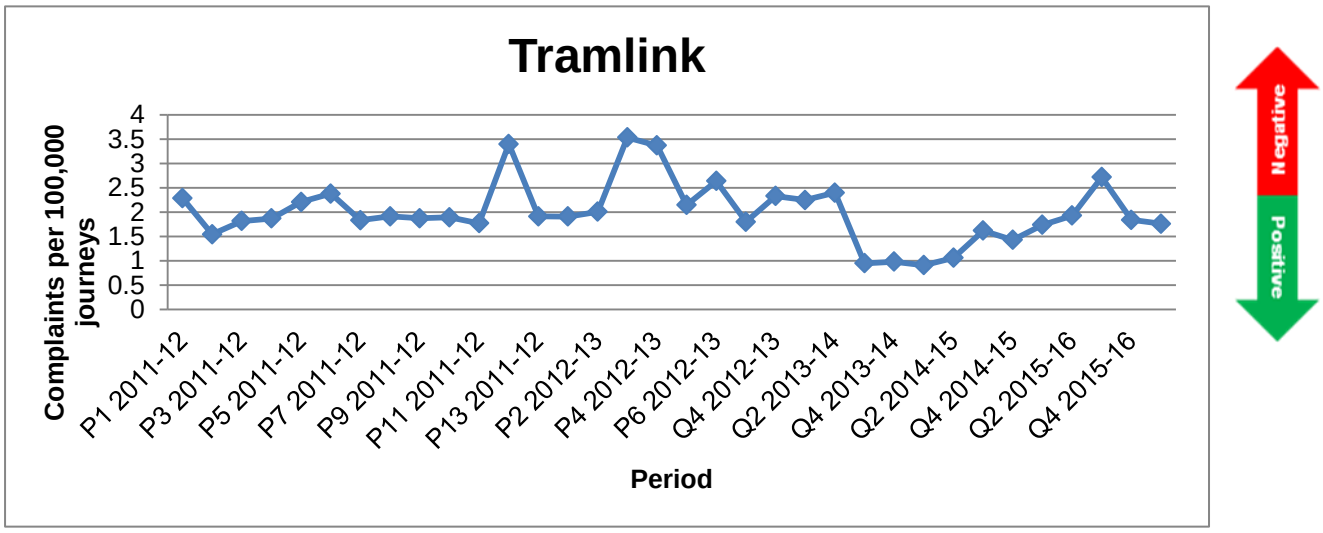


Table 8 shows a summary of all of the 2016-17 TfL Business Plan targets for London Tramlink.

Table 8 – Q1 2016-17 London Tramlink TfL business plan key performance Indicators (KPI)

KPI	Q1 Target 2016-17	Current performance level
Customer satisfaction score – overall	88	91
London TravelWatch's overall performance assessment of London Tramlink is as follows. Tramlink performance was above target. Customer satisfaction is above target		

7 London Overground

London Overground's public performance measure (PPM) for the first quarter was 94.7%. This was 0.2 percentage points higher than the same quarter last year (Q1 2016-17). Please note this is a Network Rail statistic.

The National Rail Passenger Survey results are from the spring 2016 wave of surveys. Passenger satisfaction has increased since the last spring survey. The percentage of passengers satisfied was 88% compared with 87% in spring 2015. This figure is close to that of equivalent South East TOCs.

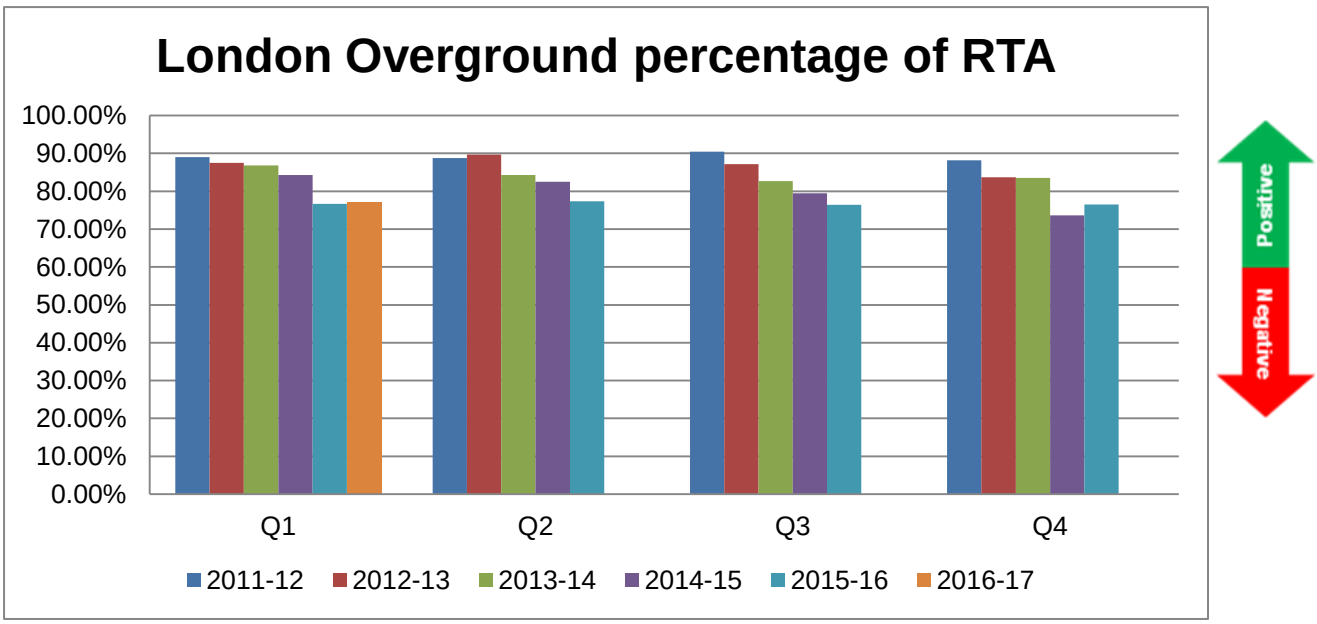
TfL's own customer satisfaction score is above target.

Right time arrival

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 train operating company (TOCs). RTA was higher than previous quarter (Q4 2015-16) and the same period a year ago Q1 2015-16. The TOC has seen a deterioration of performance attributed to the knock on effects of the works at London Bridge station and the poor performance of other TOC's.

Graph 33 - London Overground percentage of RTA



London Overground experienced a decrease in complaints compared to the same period a year ago, receiving 2.81 complaints per 100,000 journeys. London Overground receives one of the lowest rates of complaints when compared to other London & South East train operators.

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

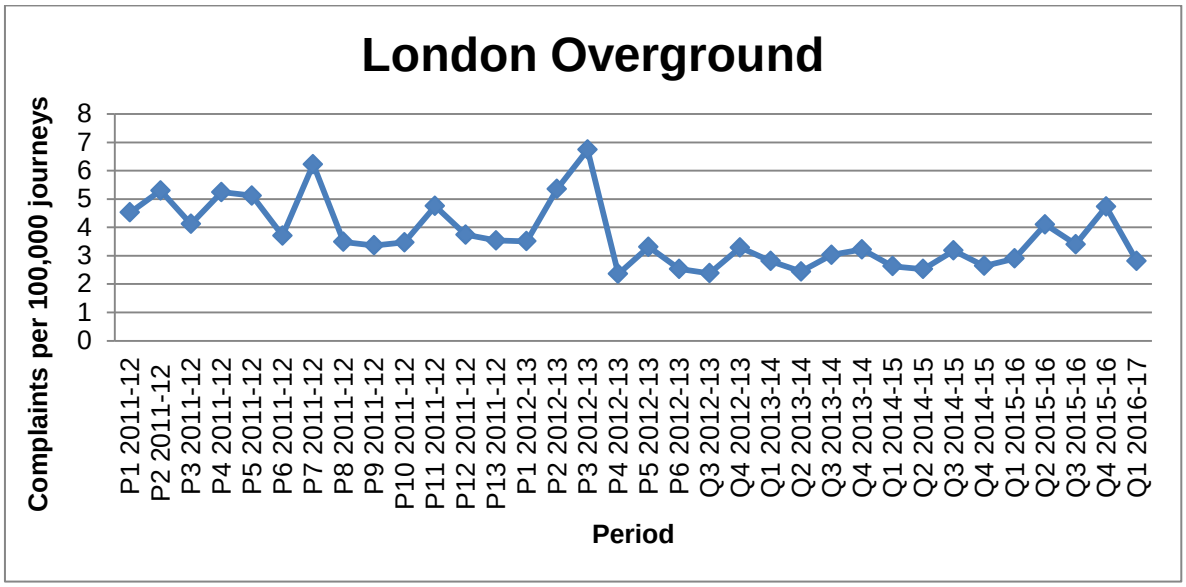


Table 9 – Q1 2016-17 London Overground TfL business plan key performance Indicators (KPI) and National Rail performance figures

National Rail Performance measure	Q1 Target 2016-17	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)	88% (spring 2016)
Public Performance Measure (Network Rail figures)	Average of London and South east TOCs is 86% (Not a TfL target)	94.7%
TfL KPIs	**Q1 Target 2016-17**	**Current performance level**
Overall customer satisfaction score (TfL measure)	82	83
On time performance (A TfL measure of PPM Moving Annual Average)	Data not available	Data not available

London TravelWatch's overall performance assessment of London Overground is as follows.

London Overground has achieved some of its targets. RTA was better than previous quarter and the same period a year ago. The TOC has seen a deterioration of performance attributed to the knock on effects of the works at London Bridge and the poor performance of other TOC's.

8 TfL Rail

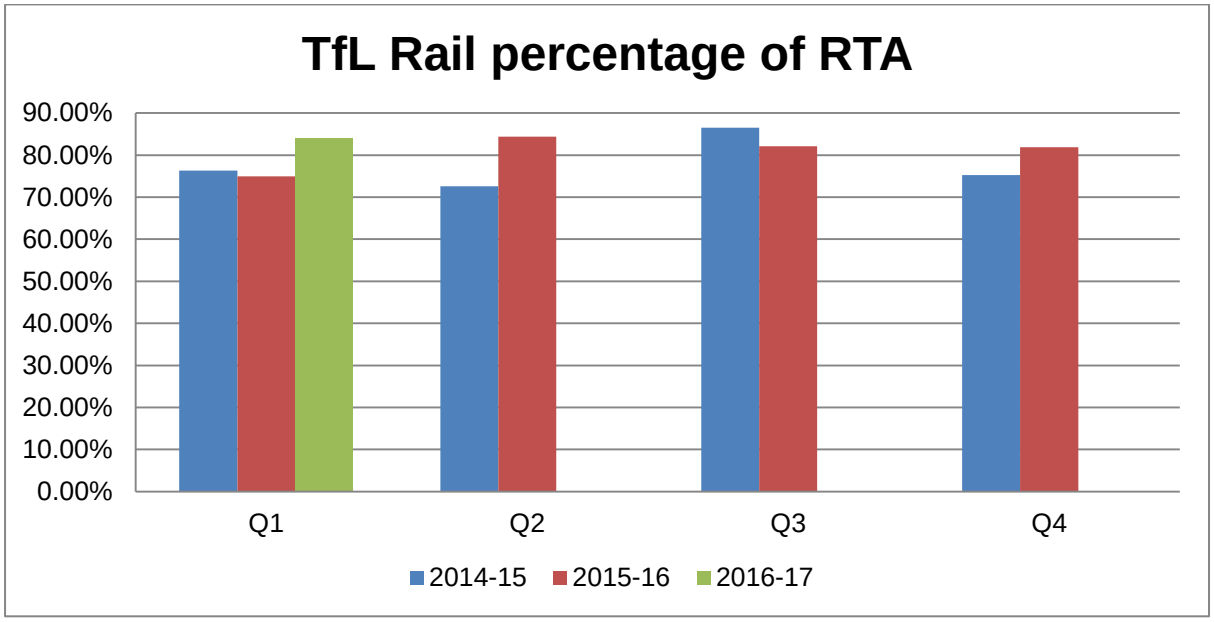
TfL Rail's public performance measure (PPM) for the first quarter was 93.7%. This was 2.8 percentage points higher than Q1 2015-16. Please note this is a Network Rail statistic.

The National Rail Passenger Survey results are from the spring 2016 wave of surveys. Passenger satisfaction has increased since the last spring survey. The percentage of passengers satisfied was 79% compared with 77% in spring 2015.

Right time arrival

TfL Rail performed very well compared to most TOCs. It had the largest percentage point increase compared to any other operator. A number of initiatives have implemented by TfL Rail since the commencement of the contract to improve right time reliability and manage Network Rail responses.

Graph 35 TfL Rail percentage of RTA



In quarter 1 2016-17, TfL Rail received 2.66 complaints per 100,000 journeys. A reduction in complaints compared to the previous quarter but higher than the same period in 2015-16.

Graph 36 – Customer complaints received by TfL for every 100,000 journeys

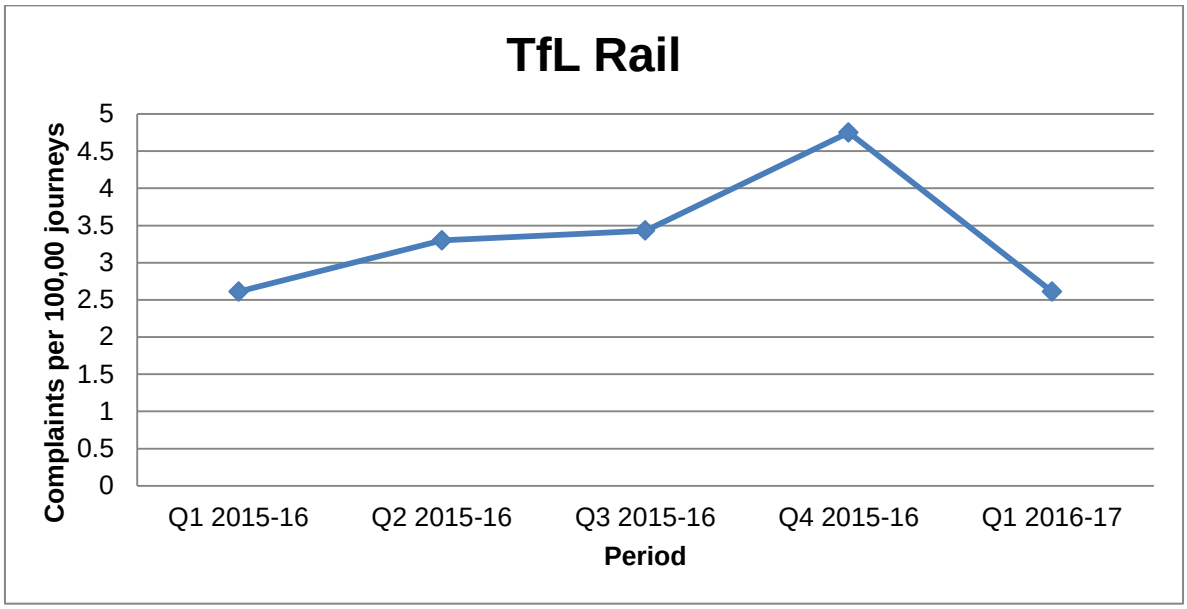


Table 10 – Q1 2016-17 TfL Rail, TfL business plan key performance Indicators (KPI) and National Rail performance figures

National Rail Performance measure	Q1 Target 2016-17	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)	79%
Public Performance Measure (Network Rail figures)	Average of London and South east TOCs is 86% (Not a TfL target)	93.7%
TfL KPIs	**Q1 Target 2016-17**	**Current performance level**
Overall customer satisfaction score (TfL measure)	80	69
On time performance (A TfL measure of PPM Moving Annual Average)	Data not available	Data not available
London TravelWatch's overall performance assessment of TfL Rail is as follows TfL Rail achieved most of its targets. TfL Rail RTA performance was very good compared to most TOCs. It had the largest percentage point increase compared to any other operator.		

9 Dial-a-Ride

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 91, was below target and the same score received in Q1 2015-16. Dial-a-Ride members are very satisfied with driver helpfulness-courtesy, which scores 95 (91 in Q1 2015-16). Satisfaction with the booking process was below target and the same as the score received in Q1 2015-16, 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 increased compared to Q1 2015-16. Dial-a-ride received 117.8 complaints per 100,000 journeys, which is high compared to other modes. The main source of complaint, related to driver shortages and unfulfiled journeys.

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

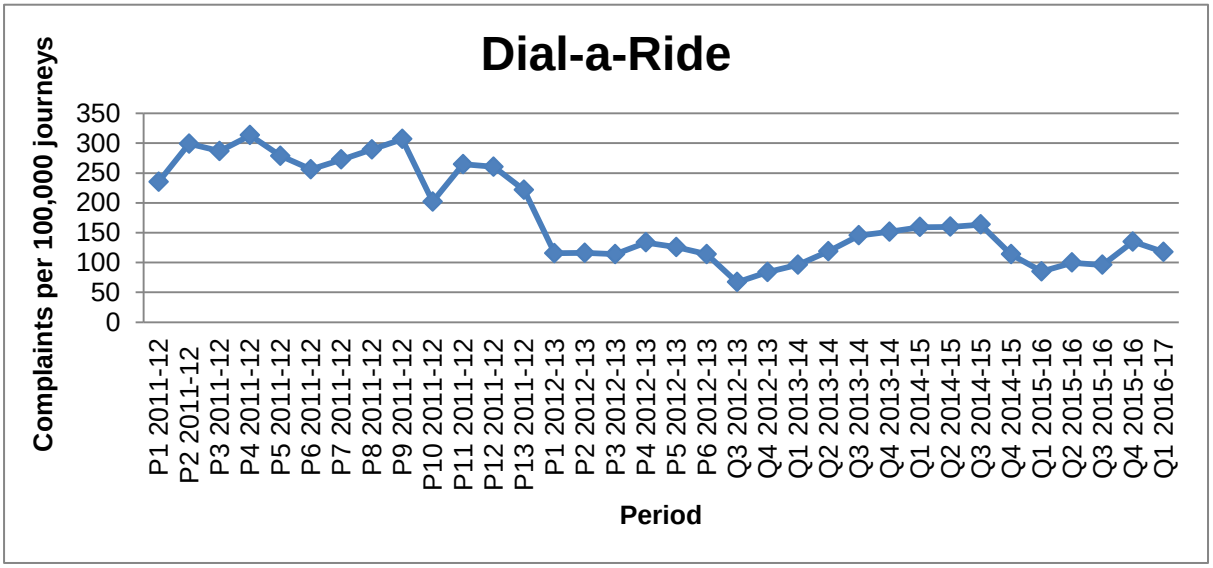


Table 11 – Q1 2016-17 Dial-a-Ride TfL business plan key performance Indicators (KPI)

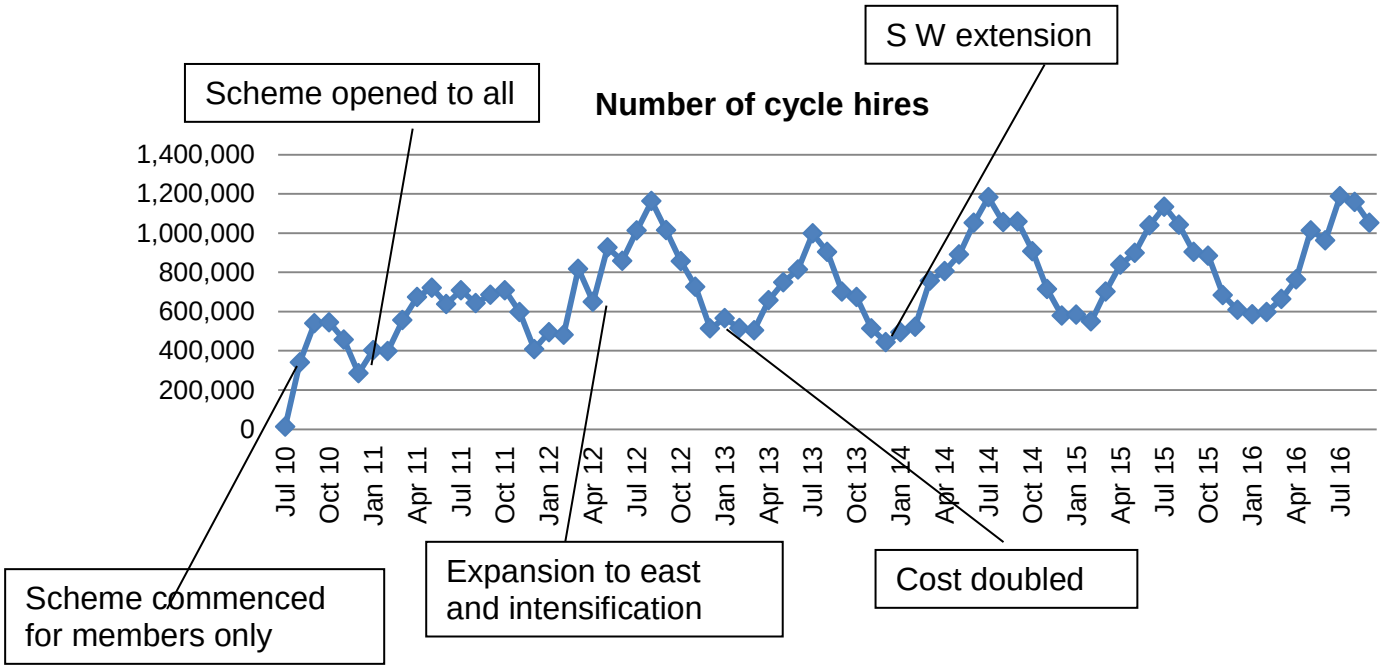
KPI	Q1 Target 2016-17	Current performance level
Customer satisfaction score – overall	92	91
Quarterly passenger journey numbers	1,400,000(annual target)	287,000
London TravelWatch's overall performance assessment of Dial-a-Ride is as follows. Customer satisfaction overall is below target. Dial-a-Ride members are usually very satisfied with driver helpfulness-courtesy. The main source of complaint this quarter is driver shortages and unfulfilled journeys.		

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.

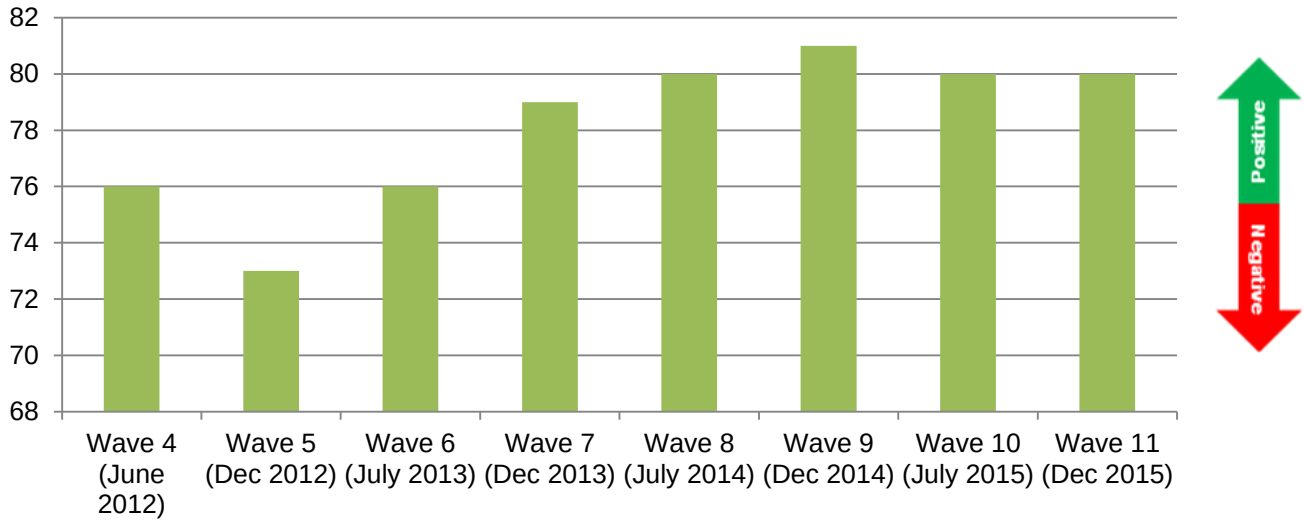
Graph 38 - Cycle hire scheme usage



The latest customer satisfaction score has decreased slightly since the previous wave. The different elements of the survey suggest increasing satisfaction with the use of members' keys and with the service from the contact centre.

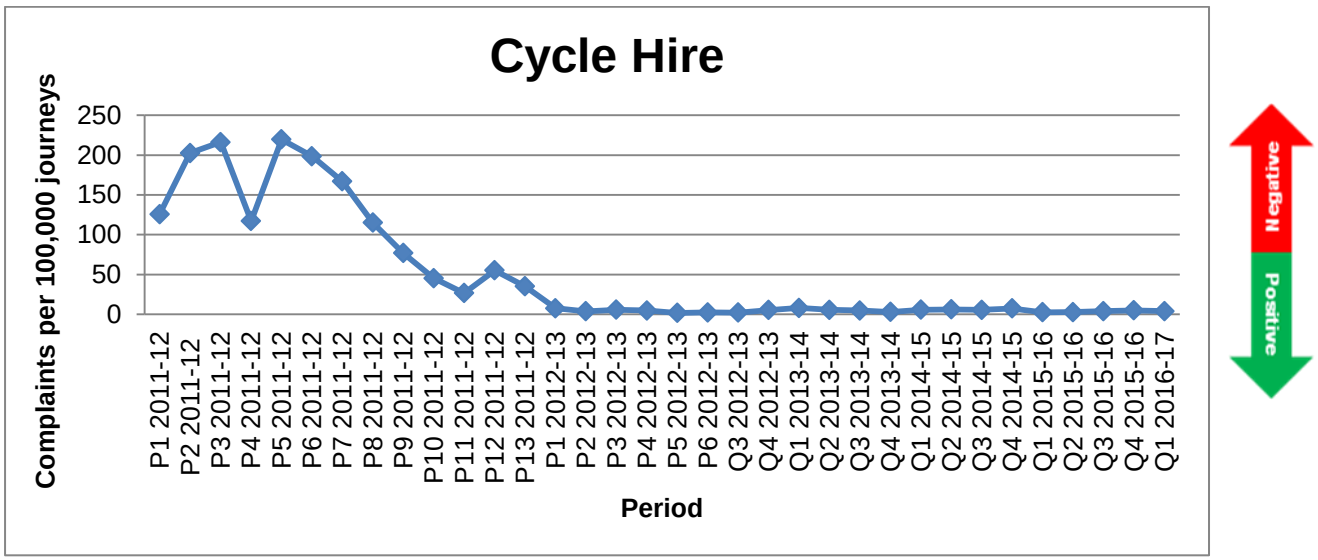
Scores for the availability of spaces at docking stations and value for money have marginally increased.

Graph 39 - Satisfaction with overall experience cycle hire customer satisfaction score



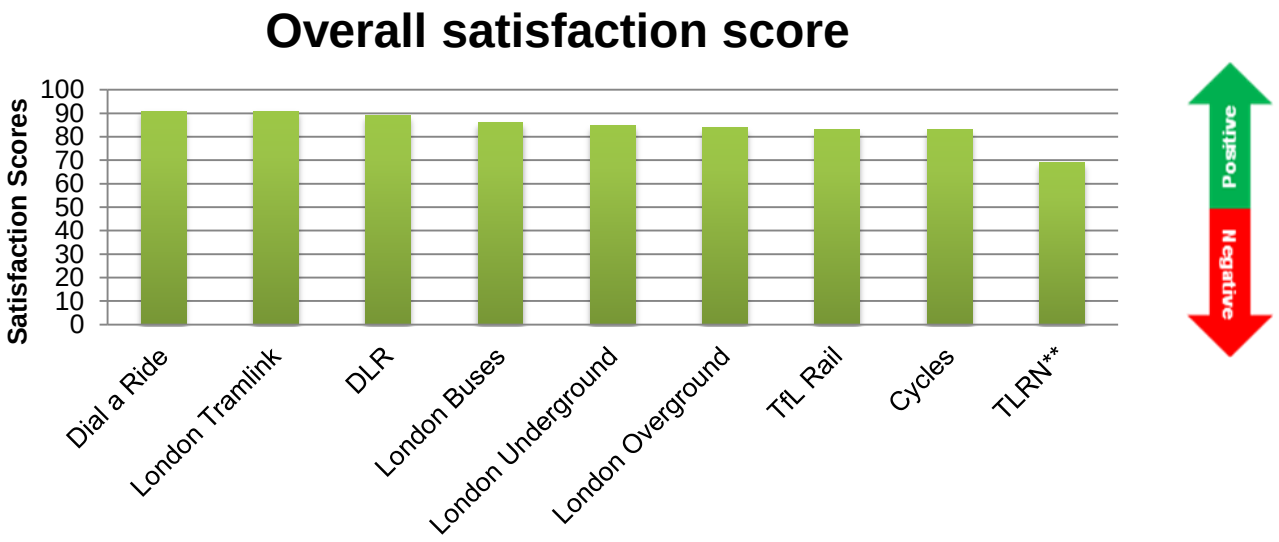
Complaints increased compared to the same period a year ago (Q1 2015-16). The cycle hire scheme received 4.03 complaints per 100,000 journeys. Complaints increase relate to customer refunds requests where bikes have not been returned or returned late.

Graph 40 - Customer complaints received by TfL for every 100,000 journeys



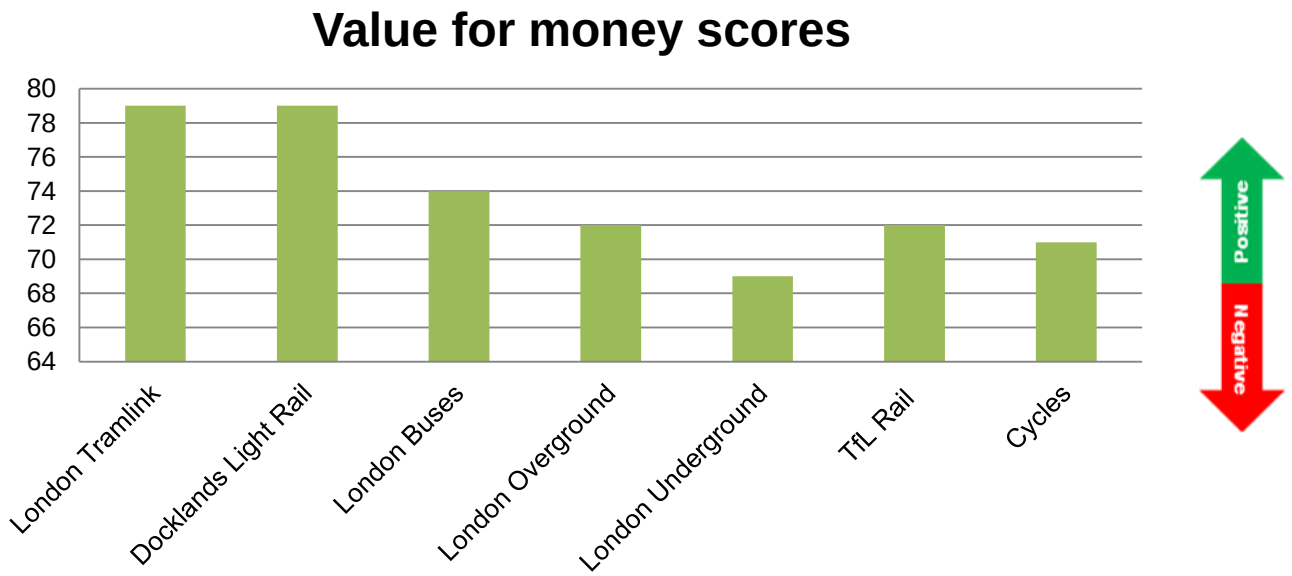
11 Customer satisfaction and value for money scores – modes comparison

Graph 41 – Q1 2016-17 overall customer satisfaction scores – modes comparison



** TLRN – Transport for London Road Network

Graph 42 – Q1 2016-17 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

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