

Board meeting 24.05.16
Agenda item 8
LTW524

TfL 2015-16 Quarter 3 Performance Report (Oct - Dec 2015)

May 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 – June to Sept 2015	January 2016
Quarter 3 – Oct to Dec 2015	May 2016

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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 third quarter of the 2015-16 financial year (Oct to Dec 2015).

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. 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 and reductions in capacity on London's roads.

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 highway 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.

Journey Time reliability (JTR) across the whole of the TLRN was above (better) than TfL's target (albeit a relaxed target to reflect the large scale road works being undertaken) this quarter. JTR in Q3 2015-16, was 86.9%, 0.7 percentage points above the new lower (easier) target but 0.6 percentage points below (worse than) the 2014-15 figure.

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 first 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 has decreased when compared to the previous quarter (Q2 2015-16), but achieved a higher score than in the same period a year ago (Q3 2014-15). 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 3 has deteriorated when compared to the previous quarter (Q2 2015-16) and the same period in 2014-15.

Bus speeds across the network are now being reported by TfL. The all London average is shown graphically for the first time 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 huge 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.

For the first time we are reporting the statistics of bus safety as reported to TfL by the bus operators.

London Underground

Customer satisfaction scores have remained high this quarter and are better than target.

Network Excess Journey Time is below target. The network EJT was affected by a Piccadilly Line tunnel collapse, leaf fall, and poor fleet availability on the Central Line.

Docklands Light Railway (DLR)

DLR performance is down this quarter. Departures within 3 minutes is lower than target this quarter due to 48 hour strike on 3 and 4 November 2015.

Customer satisfaction scores are high. The overall customer satisfaction score was one point above target.

Customer complaints, (mostly about ticket machines), were lower this quarter compared to the same period last year (Q3 2014-15). The overall continued reduction in complaints is due to resolution of issues surrounding ticket machines

Tramlink

Tramlink performance was above target.

Customer satisfaction is above target. Issues of complaints centred on customers being disappointed with the opened new platform at Wimbledon without an increase the service frequency at the same time. This has resulted in services being very crowded at peak times.

Another factor behind the rise in feedback could be the new customer contact business cards handed to passengers explaining how customers, who wish to complain, how to get in contact.

London Overground

London Overground has achieved some of its targets. RTA was worse 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. Customer complaints have increased compared to Q3 2014-15.

TfL Rail

TfL Rail achieved all 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 on target. Dial-a-Ride members are usually very satisfied with driver helpfulness-courtesy. The main source of complaint this quarter is driver conduct which is unusual.

Cycle hire

Customer satisfaction measure is now reported bi-annually.

Complaints continue to fall due the improvements to bike redistribution and customers finding it easier to hire and dock cycles.

1 Travel in London

TfL's annual '*Travel in London*' report records the way Londoners travelled in 2014. This report was published in December 2015¹.

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.

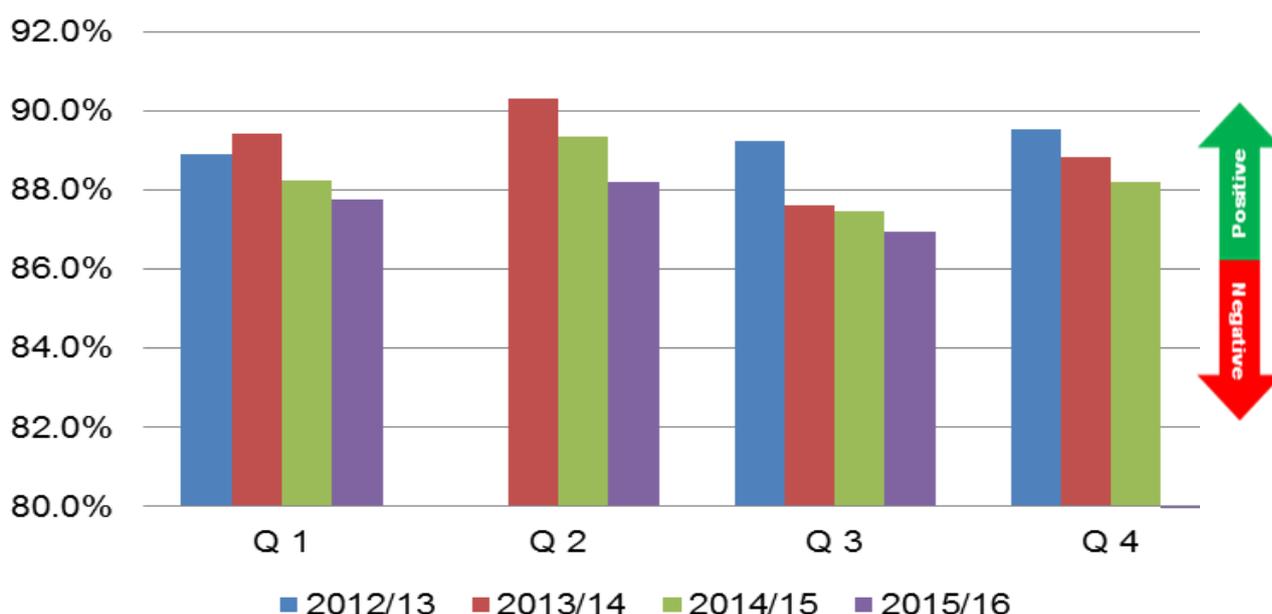
Journey Time Reliability (JTR) is a measure of the performance of the road network. The JTR measure is defined as the proportion of traffic which, for a 'typical' 30 minute journey, takes less than 35 minutes (a representative average London journey time of 30 minutes plus a five-minute 'allowance').

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.

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.

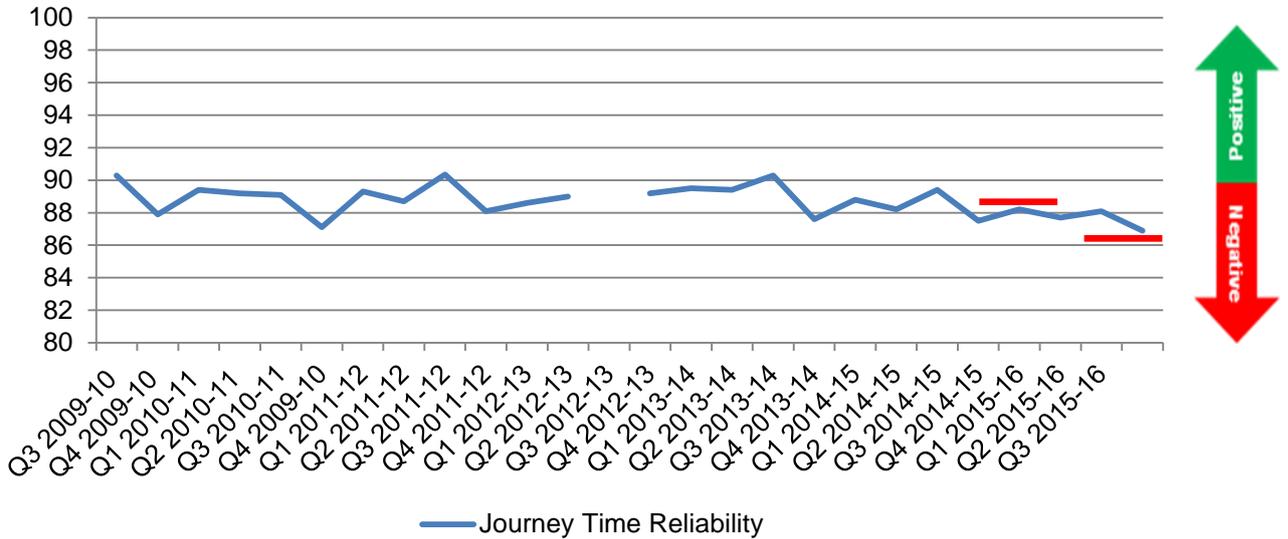
The JTR across the whole of the TLRN in the AM peak for quarter 3 was 86.9%, which was 0.7 percentage points above target (86.2%) but was 0.6 percentage points lower than the same quarter in 2014-15.

Graph 1a - Journey Time Reliability on the TLRN in the AM peak by financial quarters, Q1 2012-13 to Q3 2015-16



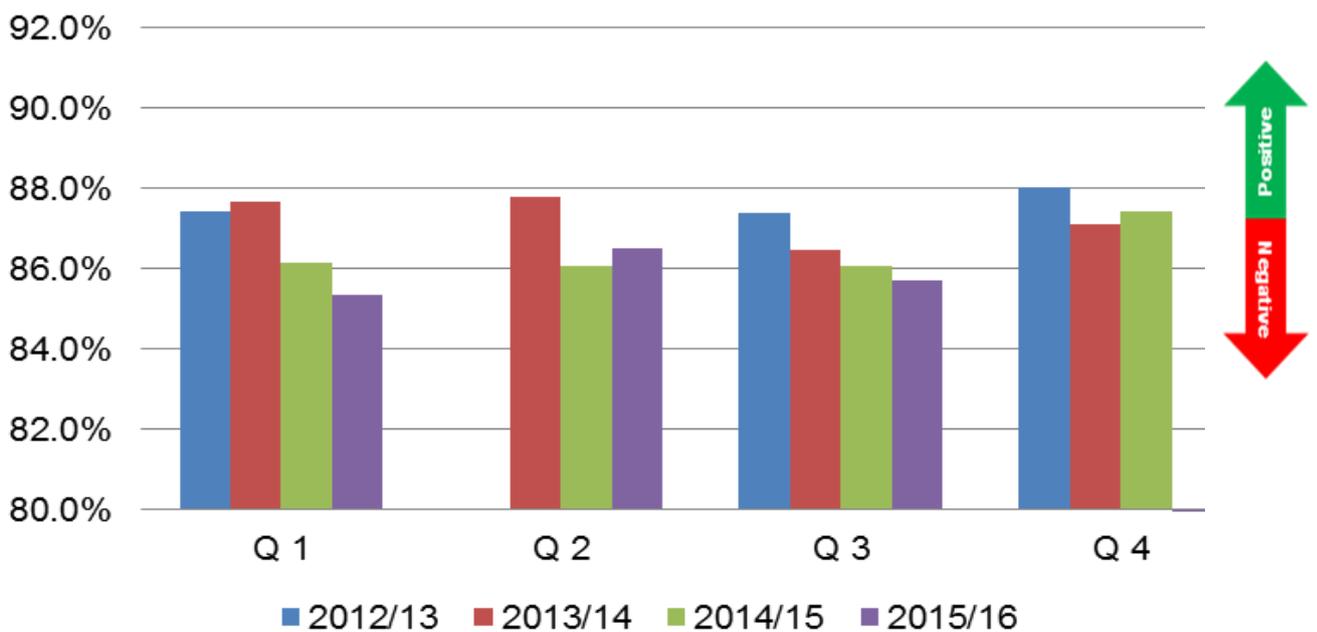
The statistics in graph 1a are represented as a line graph in graph 1b. Please note there is no figure for the quarter 2 2012-13 due to the Olympic Games.

Graph 1b - Journey Time Reliability on the TLRN in the AM peak since financial Q2 2009-10 (New and old targets —)



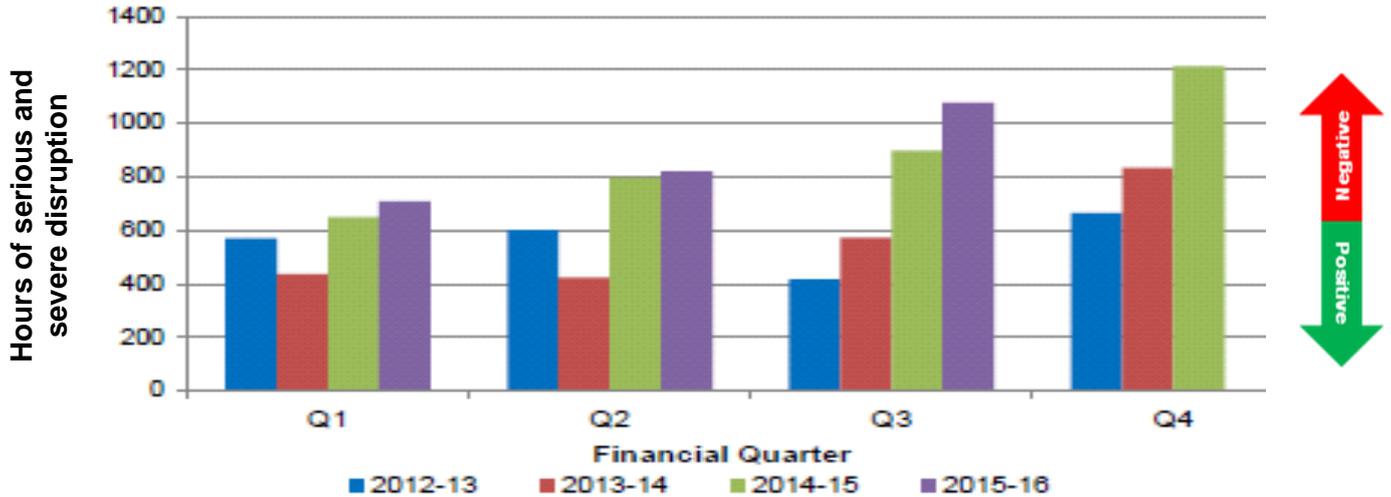
An equivalent JTR figure for the central area is also reported by TfL. This quarter's figure is 85.7%; this is 0.4 percentage points lower than the same period in 2014-15.

Graph 2 - Journey Time Reliability on the TLRN in central London in the AM peak by financial quarter, Q1 2012-13 to Q3 2015-16



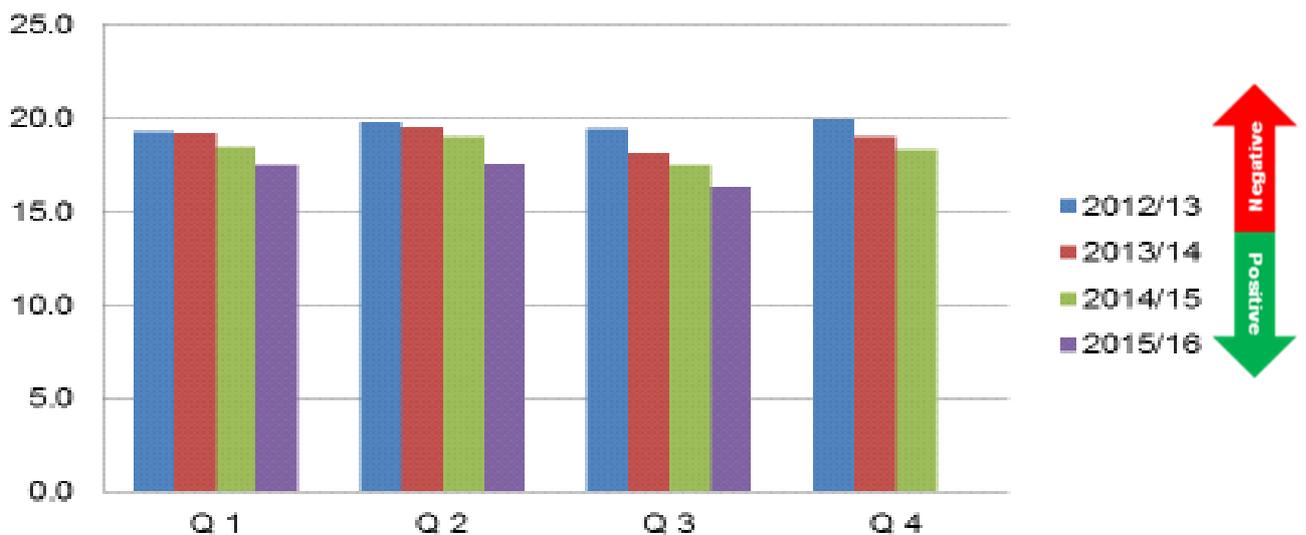
Serious and severe disruption on the TLRN rose in quarter 3 compared to 2014-15 last year. The main contributors include an increase in local highway authority maintenance and other works, increase in traffic collisions, breakdowns, unplanned emergency works, and infrastructure issues. The impact is exacerbated by a rise in traffic volume.

Graph 3 - Duration of TLRN serious & severe unplanned and planned events (hrs) by financial quarters, Q1 2012-13 to Q3 2015-16



The average traffic speed decreased on London’s major roads in quarter 3 during weekdays compared with the same quarter in 2014-15.

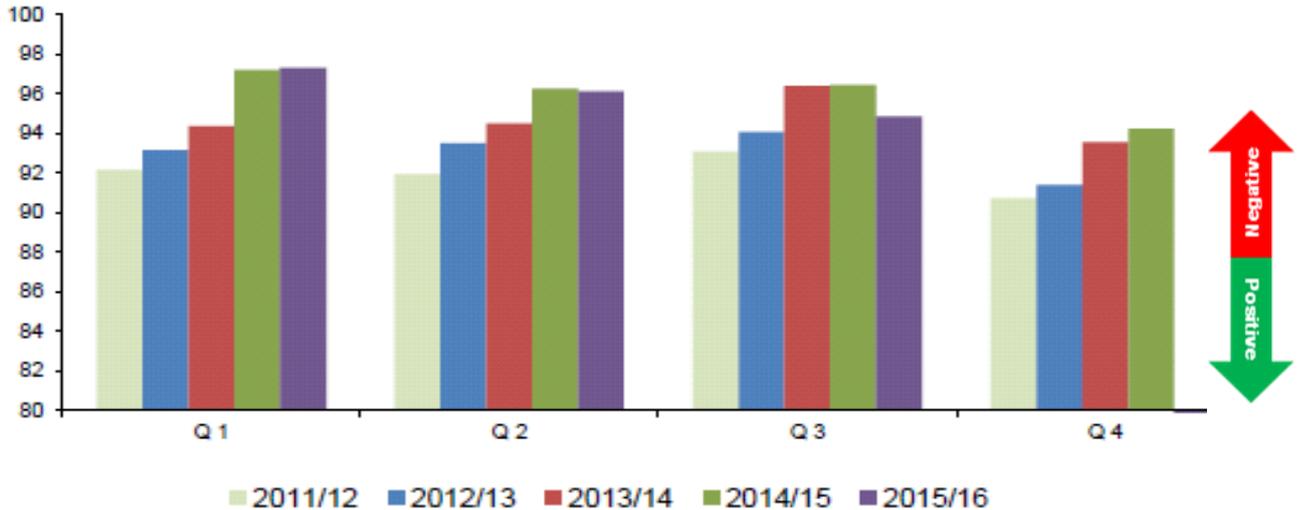
Graph 4 - Traffic speeds (mph) on London’s major roads 12 hrs average weekday between 0700-1900 by financial quarters, Q1 2012-13 to Q3 2015-16



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.

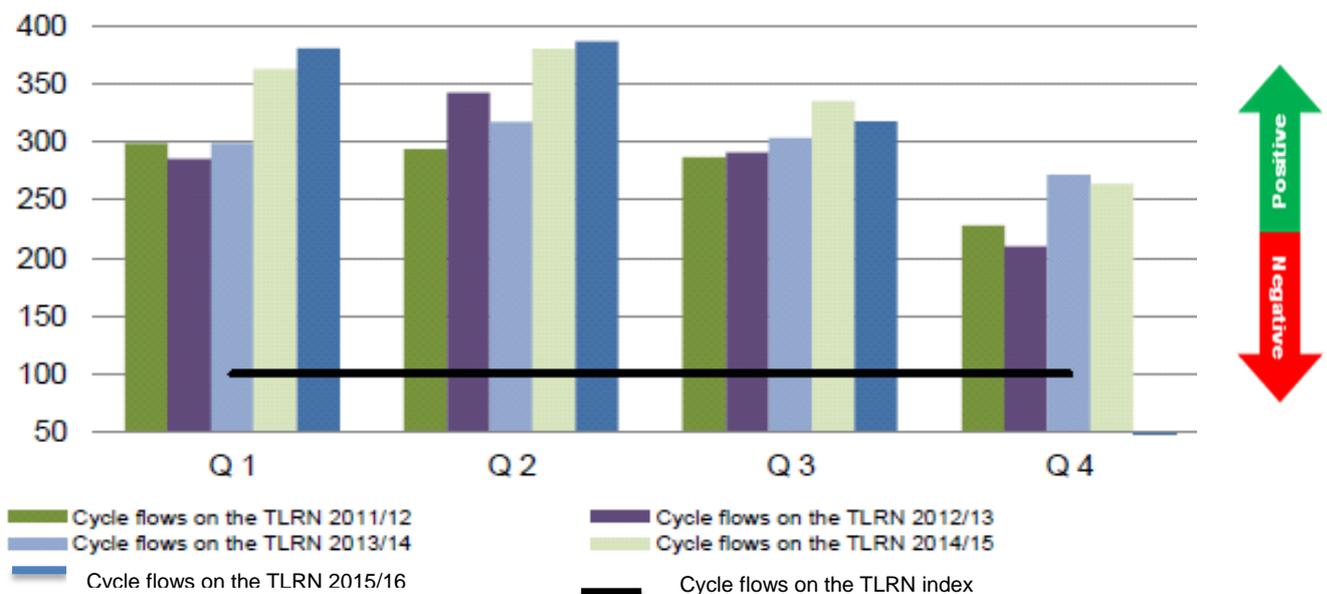
Graph 5 - Traffic volume on London’s major roads 24hrs average weekday by financial quarter, indexed period 13 2006-07 = 100



Cycle flows in quarter 3 have decreased compared to the same quarter in 2014-15.

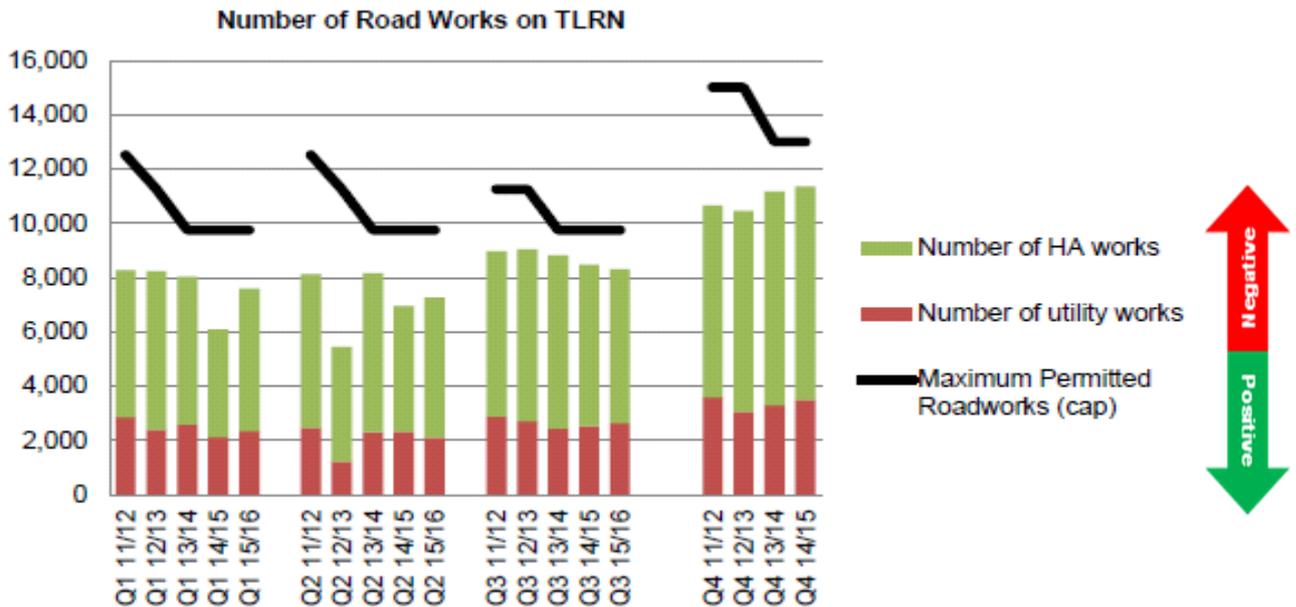
Minor corrections have been made to the TLRN cycling index methodology to ensure it accurately reflects recent cycle flows.

Graph 6 – Cycle flows on the TLRN – by financial quarter indexed to March 2000 = 100. Q1 2008-09 to Q3 2015-16



Graph 7 shows the number of road works on the TLRN since quarter 1 2011-12. This shows that there was an decrease in the number of road works, when compared to Q3 2014-15. The number of road works have been contained below TfL’s target maximum.

Graph 7 - Number of road works on the TLRN, Q1 2011-12 to Q3 2015-16

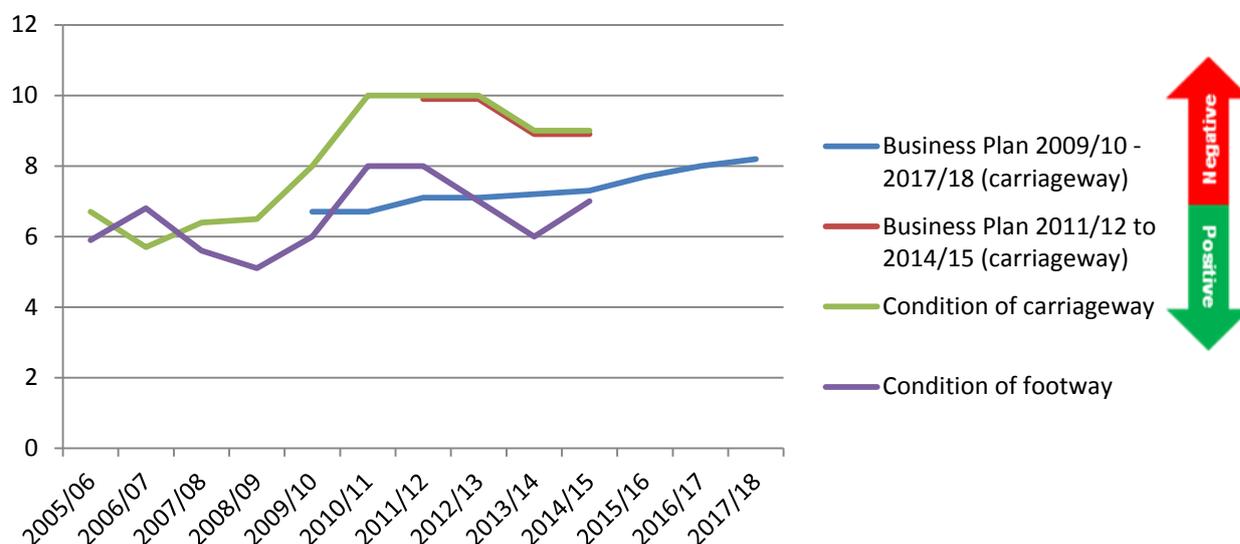


The percentage of roads not in a ‘good state of repair’ is significantly above the target (poorer) than a previous business plan target. However, this target has been relaxed in the latest business plan, and is now being met. TfL tell us this is a sustainable target. London TravelWatch would oppose any 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 8 – 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
Overall satisfaction	75	76	75	75	75	74	74	74	75	73
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	72	72	

Indicator	Q3 2011	Q3 2012	Q3 2013	Q1 2014	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015
Up to the minute information about delays and disruption	72	74	72	73	73	73	73	72	73

Management of road works	70	73	71	72	73	72	72	72	72
Traffic congestion	67	69	67	68	69	67	68	68	68

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

Graph 9 – Overall satisfaction since Q3 2010 to Q3 2015



TfL reports quarterly figures for the number of complaints they receive per 100,000 journeys. These are available for all modes, including streets

In Q3 2015-16, TfL Streets received 0.17 complaints per 100,000 journeys. This is compared to 0.18 complaints per 100,000 journeys received in Q1 2015-16 and 0.2 in Q2 2015-16.

Road safety statistics

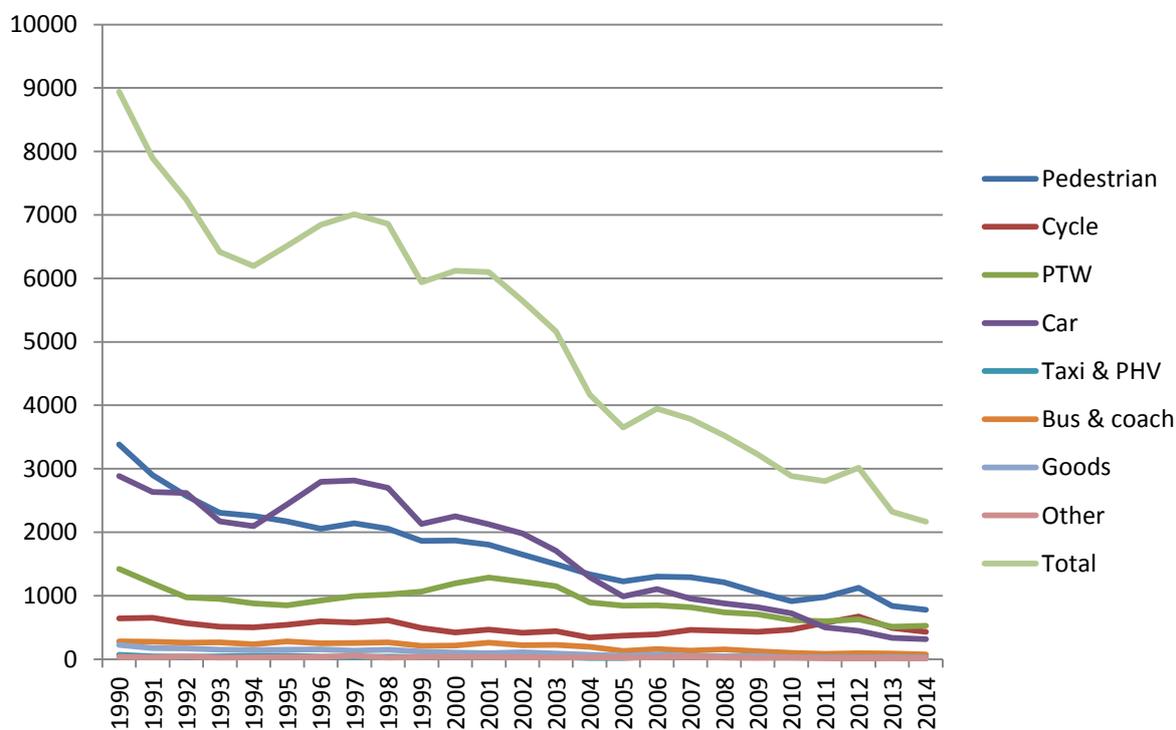
The latest (calendar year 2014) annual road safety statistics for London’s roads are best displayed graphically because this shows the trend rather than figures for a single year. The trend is the important statistic to consider, as there can be great variation in casualty figures from one year to the 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 10 Number of collisions resulting in killed and serious injuries, by mode, over the last 25 years



Provisional road safety statistics for calendar year Quarter 3, 2015 (financial quarter 2, September 2015, 1 July to 30 September 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). Financial quarter 2 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: Quarter 3 (01 July to 30 September) 2015, Greater London

ALL CASUALTIES	Calendar Q3 2015
Killed	32
KSI	494
Slightly injured	7,429
All casualties	7,923

P: provisional figures

KSI: Killed or Seriously Injured

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 do this, as they should.

TfL are just starting to tackle this issue. There are a small handful of boroughs that perform this function adequately. 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 visiting a few town and district centres in the borough.

Green	the borough's streets are generally clear of pavement obstructions;
Yellow	some of the boroughs streets are clear of pavement obstructions;
Red	the borough's streets have pavement obstructions on them;
Purple	the borough's streets have pavement obstructions, but they are often located next to buildings in response to enforcement.

The final category, purple, recognises that there is some enforcement activity being undertaken and the borough's streets will be more accessible than other boroughs

where there is little effective enforcement. However, the pavement is still obstructed and will be difficult to navigate by disabled users, particularly white cane users that tap on the buildings at the back of the pavement.

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



Table 5 shows a summary of all of the 2015-16 TfL business plan targets for streets that do not relate to safety.

Table 5 - Q3 2015-16 London Streets TfL business plan key performance Indicators (KPI)

KPI	Q3 Target 2015-16	Current performance level
Journey Time Reliability (seasonal target)	86.1%	86.9%
TLRN cycling journeys (seasonal target and indexed 100 at March 2000)	360	317
% of road assets not in good repair (annual figure for 2009-2010)	10%*	8%
Traffic signal availability	99.1%	96.8%

*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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3 London Buses

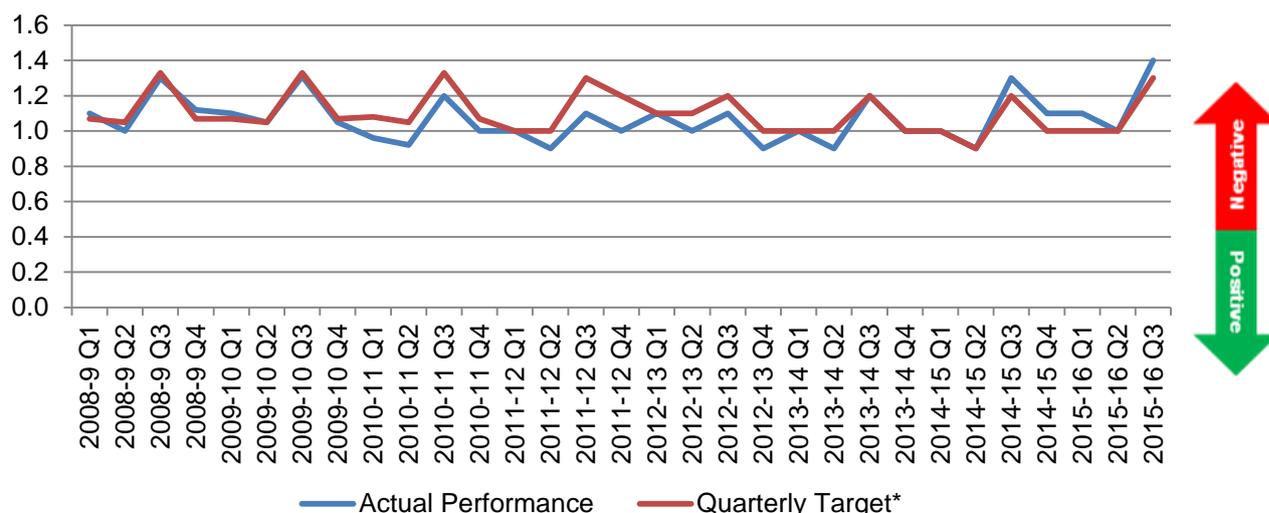
This section of the report outlines the performance of the London bus network in the third quarter of 2015-16

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.

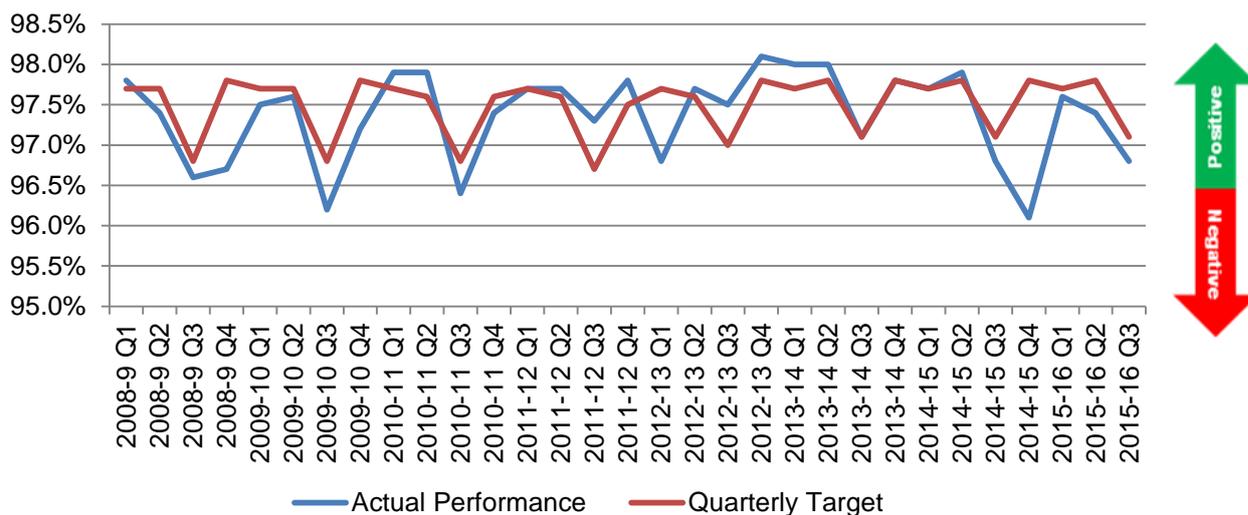
EWT is the measure that indicates the additional minutes wait time for passengers beyond the scheduled value on high frequency bus routes. EWT was 1.4, which was above target for this quarter (Q3 2015-16). See Graph 11.

Graph 11 - Q1 2008-09- Q3 2015-16, Excess Wait Time (minutes) on high frequency bus routes



Graph 12 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 12 – Q1 2008-09- Q3 2015-16, Percentage of scheduled bus kilometres operated

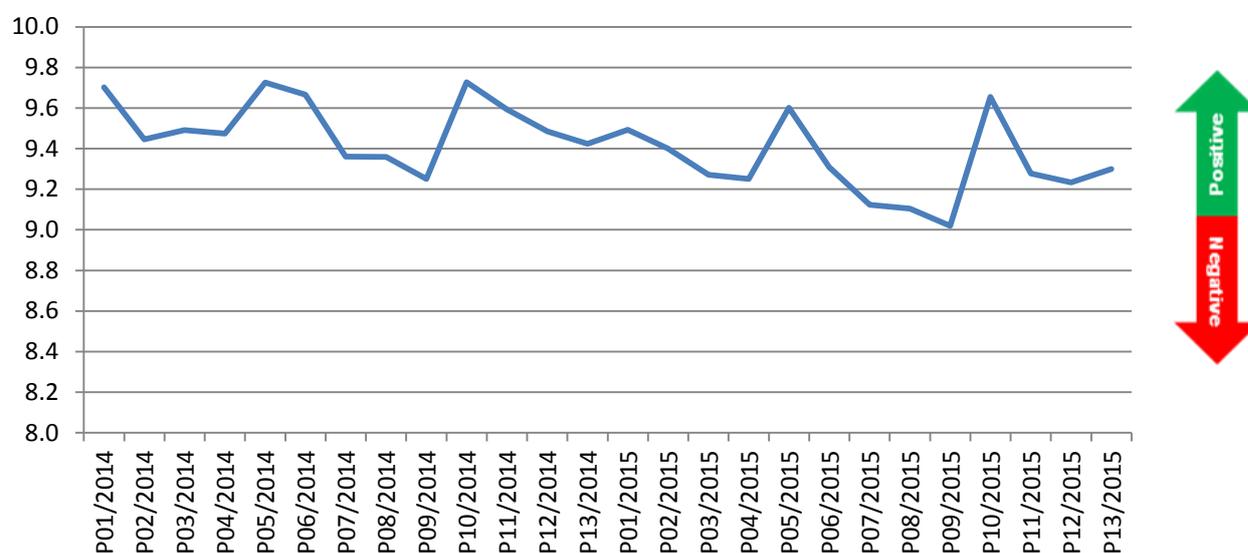


Bus speeds

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 13 – Period 1, 2014 to Period 13 2015, ‘All London’ average bus speeds by financial period (commences 1 April 2014 as period 01)



Focus on poor performing routes

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

Of London’s 378 high frequency bus routes in quarter 3 2015-16, 216 were below the contracted minimum standard, 47 operated at the contracted standard, and 115 performed better than the contracted standard. This is much worse than previously reported, and is the same poor performance when compared to the same period in Q3 2014-15.

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, 135, 42, RV1, 100, 205, 26, 78, 115, W15, 54, 228, 380, 381 and 388 were of particular concern to London TravelWatch as they have had persistent poor performance. London TravelWatch has asked TfL what the issues are for these routes and will continue to monitor them. TfL informed London TravelWatch that:

26: Shoreditch High Street – through Commercial Street – to Primrose Street, Liverpool Street – through to Bank, Bank through to Ludgate Circus. Route transferred to CT Plus from 27 February 2016 with the same areas of disruption/delays as experienced by Tower Transit. We are looking at mitigation.

42: This routes is impacted by numerous works in Central London and has 2 additional buses.

78 &135: These routes have been affected by gyratory works at Aldgate. We have introduced an additional bus and widened headways to help with reliability.

54: This route is affected by redevelopment work at Lewisham. An additional bus was introduced into the schedules since 30 January 2016

115: This route has been affected by Aldgate in addition to cycle super highway works. We have curtailed the route at Stepney, Arbour Square since the 2 January 2016. The route is now providing a good service between Stepney and East Ham.

205: This route has been severely impacted by a combination of works, Aldgate gyratory works, cycle super highway works and Bow Vision in addition to many other works on the length of the route. We have put in an additional bus to help to mitigate.

228: Harrow Road/Ladbroke Grove works, Chamberlayne Road works and Westfield Shepherd's Bush redevelopment works impacting on the bus station and Wood Lane. Widened schedules in place from 3 October 2015 and still in operation for Chamberlayne Road.

388: Similar issues to route 26 at Liverpool Street and Shoreditch plus impacted by CS2U. Widened schedules introduced from 13 February 2016

380: This route is also affected by Lewisham. In addition to a gas leak in Blackheath and burst water main in Plumstead High Street.

RV1: Tooley Street/London Bridge on-going East West Cycle Superhighway works with traffic tailing back through the Tower Hill gyratory, South Bank redevelopment/Upper Ground building works plus general level of roadworks in the Central London area. Unable to mitigate as uses Hydrogen buses, but new contract on 30 January 2016 has an additional PVR

W15: Numerous works in the Walthamstow area and displaced traffic in the Hackney and Homerton areas. No mitigation because works etc. were short term.

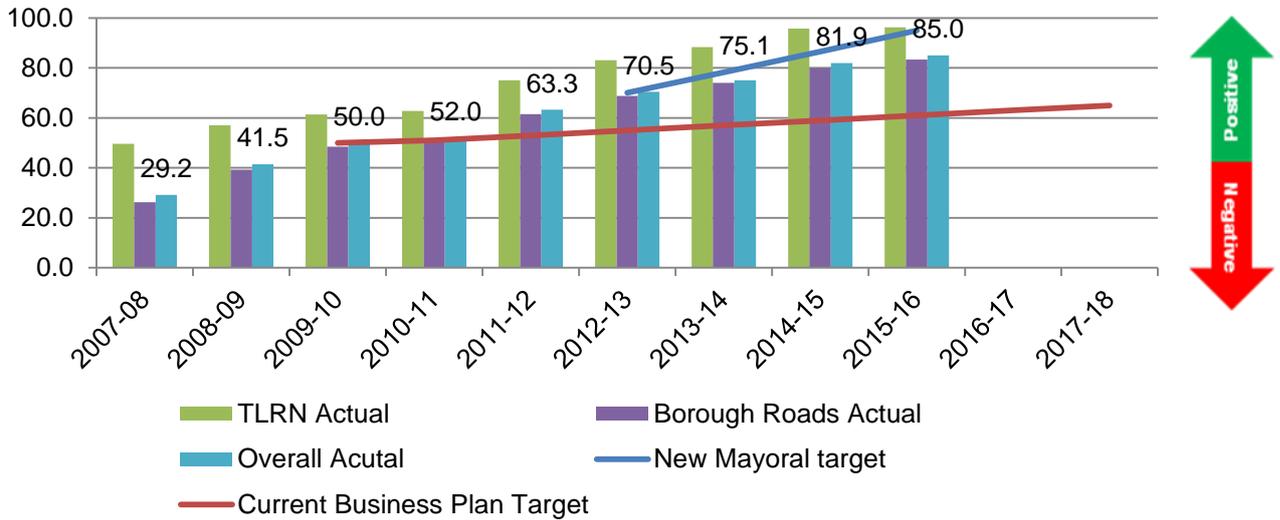
Bus stop accessibility

Based on TfL's audit of bus stops, 85.0% of all bus stops across the network meet TfL's exacting accessibility criteria. On the TfL road network, the figure is higher at 96.3%.

Graph 14 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 two boroughs, 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.

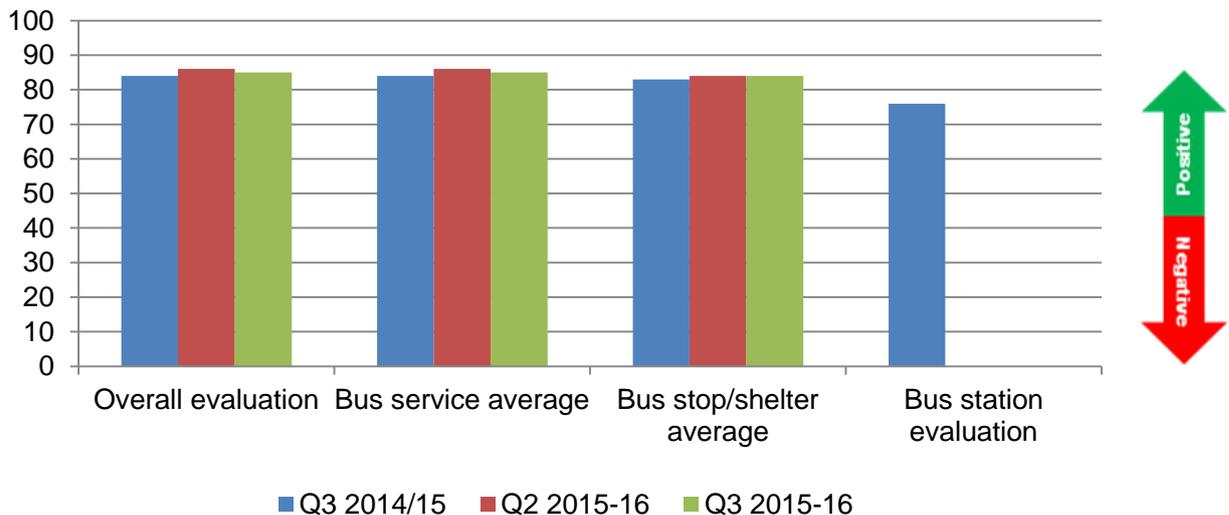
Graph 14 - Bus stop accessibility 2008-09 to 2017-18 target and progress to date



Customer Service

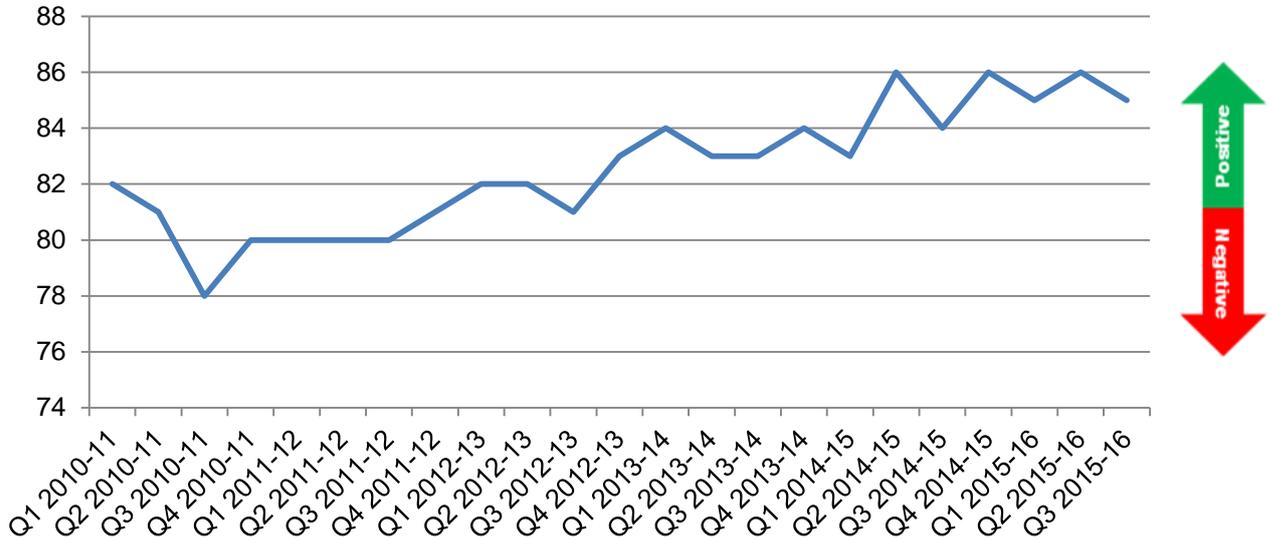
Customer satisfaction figures for the last two quarters, along with the comparison from one year ago, are shown in Graph 15. Customer satisfaction has decreased when compared to the previous quarter (Q2 2015-16), but achieved a higher score obtained in the same period a year ago (Q3 2014-15). Please note: bus stations evaluation changed from quarterly to annual for 2015-16, with the survey running in Q4 only.

Graph 15 –Q3 2014-15, Q2 2015-16 and Q3 2015-16 bus customer satisfaction scores



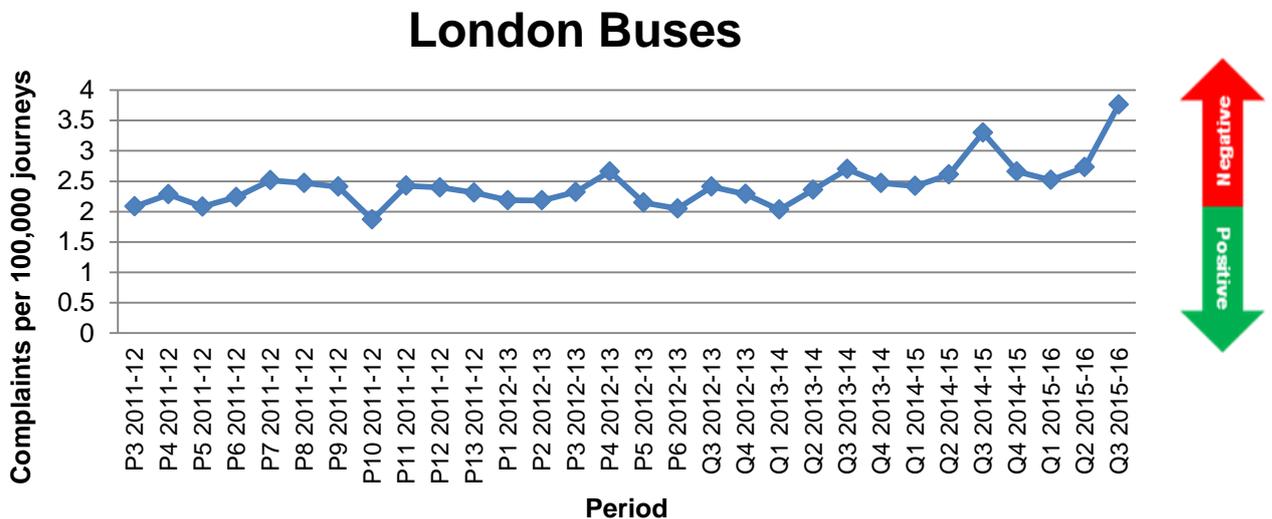
Graph 16 shows the overall customer satisfaction scores since Q1 2010-11.

Graph 16 – Overall satisfaction since Q1 2010-11 to Q3 2015-16



Overall complaints received are higher than the same quarter a year ago. London Buses received 3.76 complaints per 100,000 journeys in quarter 3 2015-16. Driver complaints and failing to stop make up the majority of the complaints.

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



Bus safety statistics

Bus companies contracted to TfL, report bus safety incidents to TfL. TfL has reported these 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, for the latest financial quarter 3, 2015/16. During this period there were two pedestrian fatalities and 186 incidents where the casualty was taken for hospital treatment with either a serious injury or the severity is unknown. These 186 incidents are tabulated below.

Table 4: The number of incidents on TfL's contracted bus services during financial quarter 3 that resulted in hospital treatment with either a serious injury or the severity is unknown

	Passengers	Driver or TfL staff	Pedestrian or member of the public	3rd party driver, occupant or rider	Other	Total
Activity Incident Event	1		2			3
Assault	3	2	1			6
Collision Incident	14	8	23	9	1	55
Personal Injury	22		2			24
Slip Trip Fall	97		1			98
Total	137	10	29	9	1	186

Table 5 shows a summary of the 2015-16 TfL Business Plan targets for London Buses.

Table 5 – Q3 2015-16 London Buses business plan key performance indicators(KPI)

KPI	Q2 Target 2015-16	Current performance level
Customer satisfaction – overall	84	85
Excess wait time – high frequency routes	1.3 minute	1.4 minute
% of Scheduled services operated	97.8%*	96.8%

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

Customer satisfaction has decreased when compared to the previous quarter (Q2 2015-16), but achieved a higher score than in the same period a year ago (Q3 2014-15). 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 3 has deteriorated when compared to the previous quarter (Q2 2015-16) and the same period in 2014-15.

Bus speeds across the network are now being reported by TfL. The all London average is shown graphically for the first time 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 huge 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.

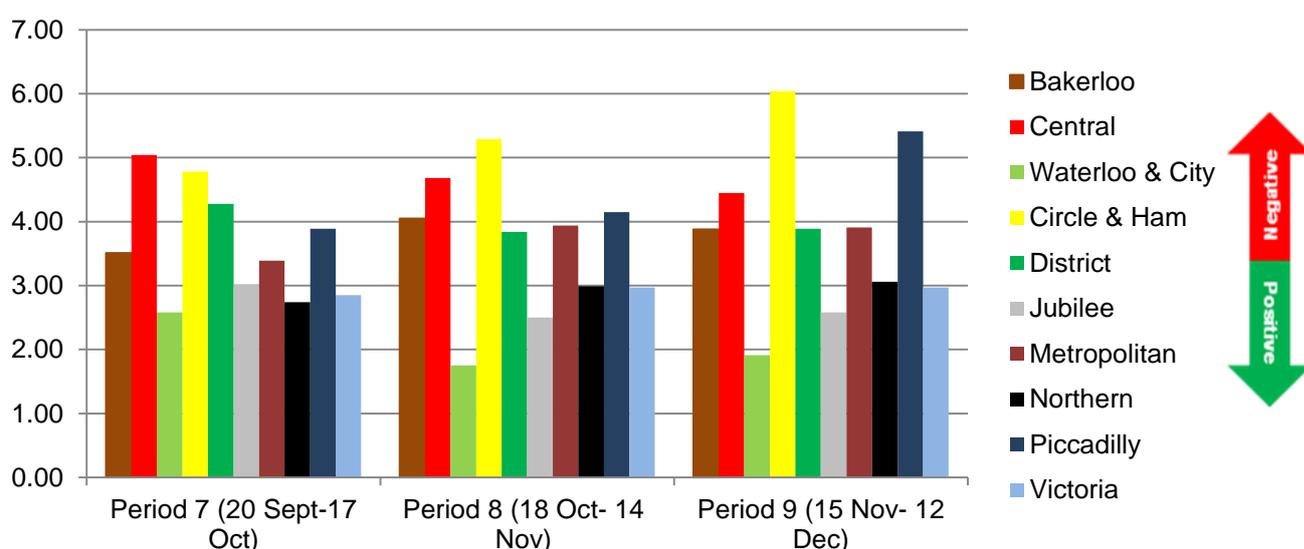
For the first time we are reporting the statistics of bus safety as reported to TfL by the bus operators.

4 London Underground

In this section, the performance of London Underground for the third quarter of the financial year 2015-16 is presented. The key indicators focused on are those for which targets are set in the TfL business plan and those which reflect the experience of London Underground’s passengers. We are now reporting ‘lost customer hours’ (graph 20), a measure of performance that may be more meaningful for consumers.

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

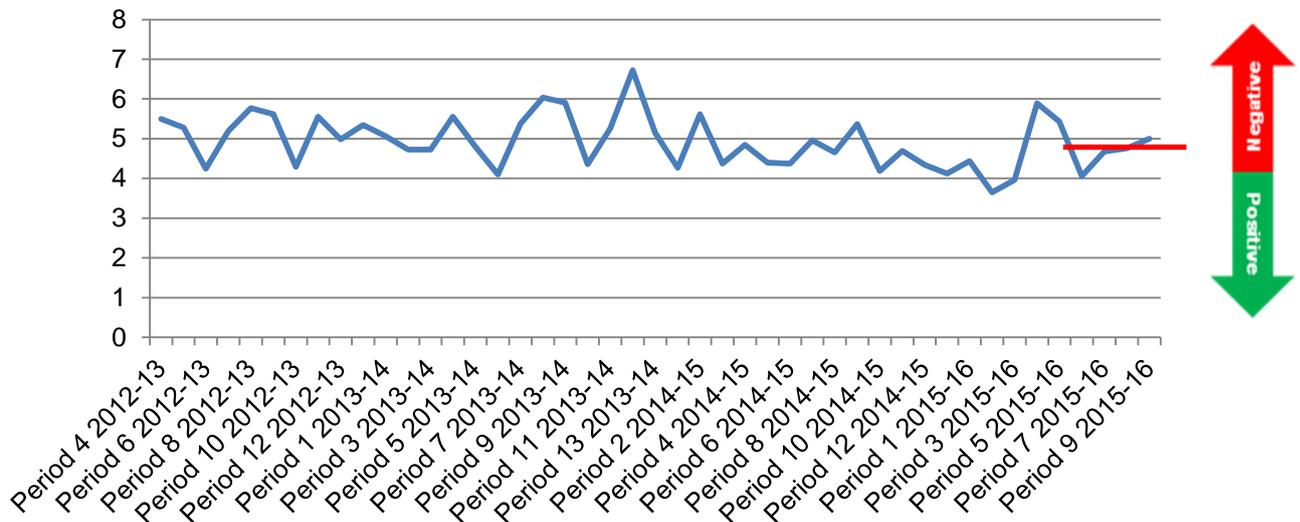
Graph 18 - P7 2015-16 to P9 2015-16, Excess Journey Time by Underground line (minutes)



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 19 - P4 2012-13 to P9 2015-16, 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.

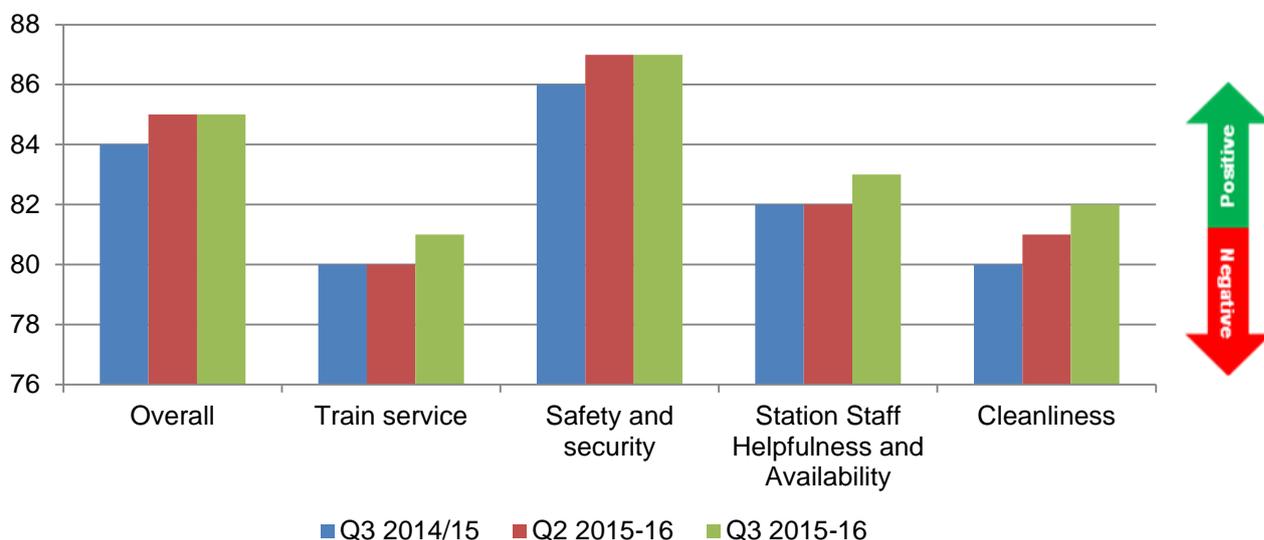
LCH figures since P1 2014-15 are shown in the Graph 20. The year is divided into 13 four week periods, starting on April 1st.

Graph 20 - P1 2014-15 to P9 2015-16 Lost Customer Hours



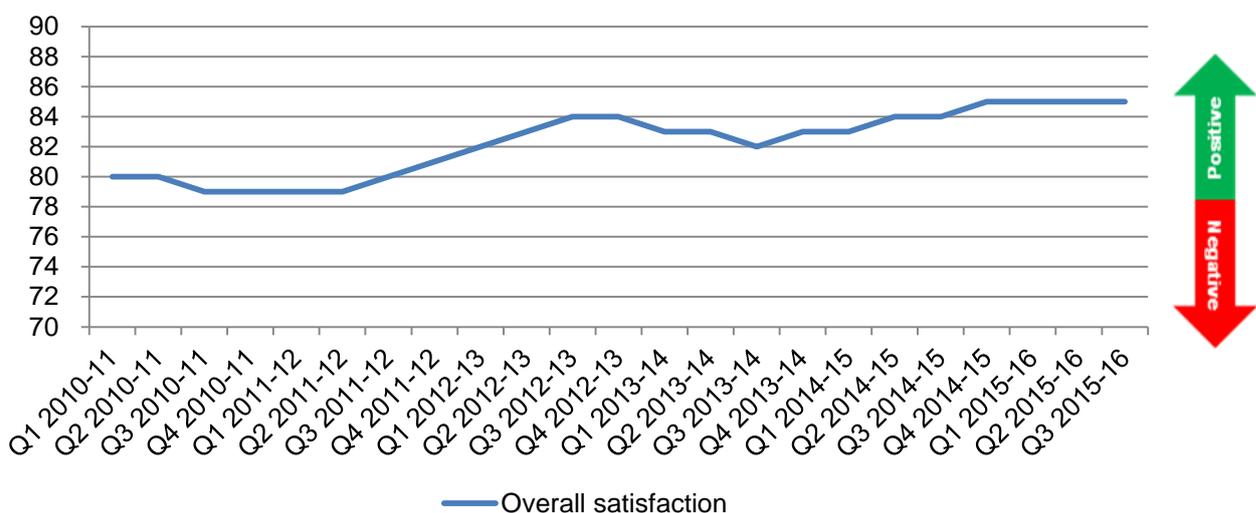
Customer satisfaction figures for the last two quarters, along with the comparison from one year ago, are shown in the Graph 21

Graph 21 - Q3 2014-15, Q2 2015-16 and Q3 2015-16 London Underground customer satisfaction scores



Graph 22 shows the overall satisfaction score with London Underground services since Q1 2010-11.

Graph 22 - Overall satisfaction, Q1 2010-11 to Q3 2015-16



Complaints to London Underground (LUL) were lower than the number received in the corresponding quarter a year ago (Q3 2014-15). LUL received 0.98 complaints per 100,000 journeys.

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

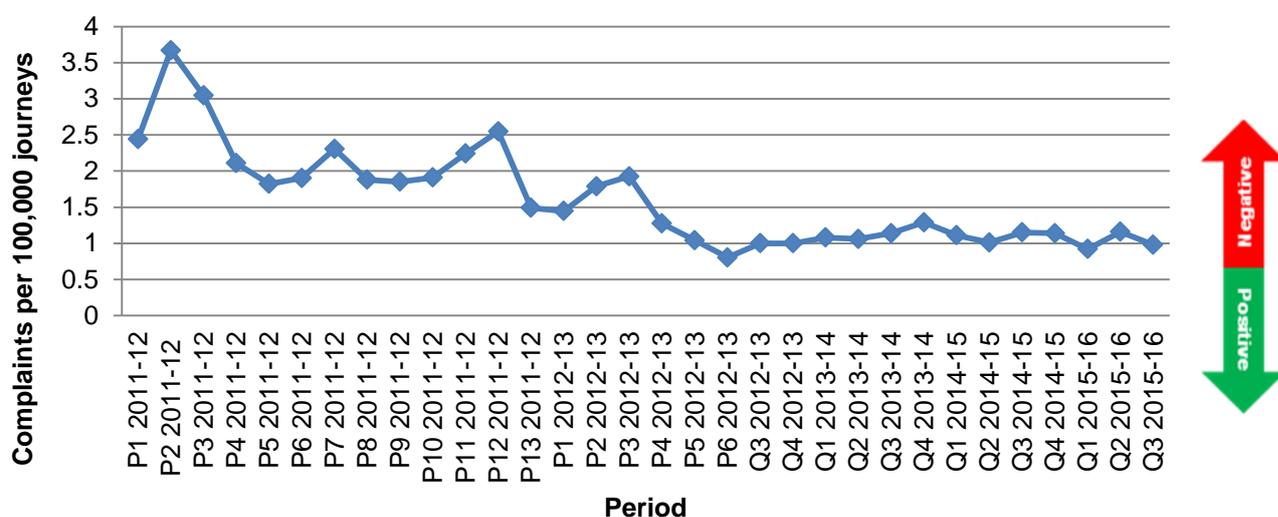


Table 6 shows a summary of all of the 2015-16 TfL business plan targets for London Underground.

Table 6 - Q3 2015-16 London Underground TfL business plan key performance indicators (KPI)

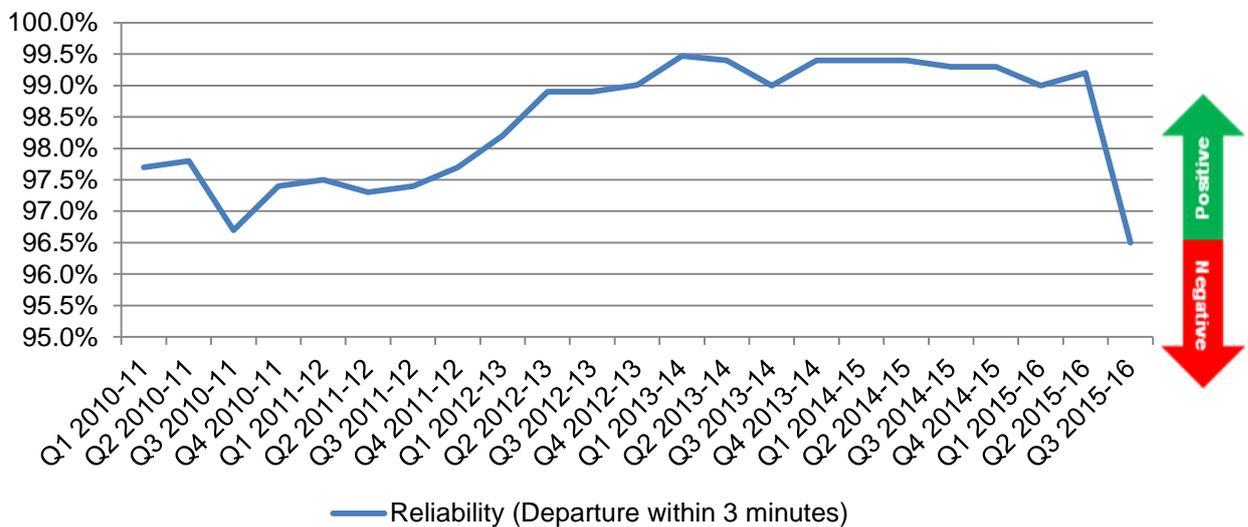
KPI	Q3 Target 2015-16	Current performance level
Customer satisfaction score – overall	84	85
Excess Journey Time (Network)	4.4 minutes	4.8 minutes
% of Scheduled services operated	98.2%	97.4%
<p>London TravelWatch’s overall performance assessment of London Underground is as follows.</p> <p>Customer satisfaction scores have remained high this quarter and are better than target.</p> <p>Network Excess Journey Time is below target. The network EJT was affected by a Piccadilly Line tunnel collapse, leaf fall, and poor fleet availability on the Central Line.</p>		

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.

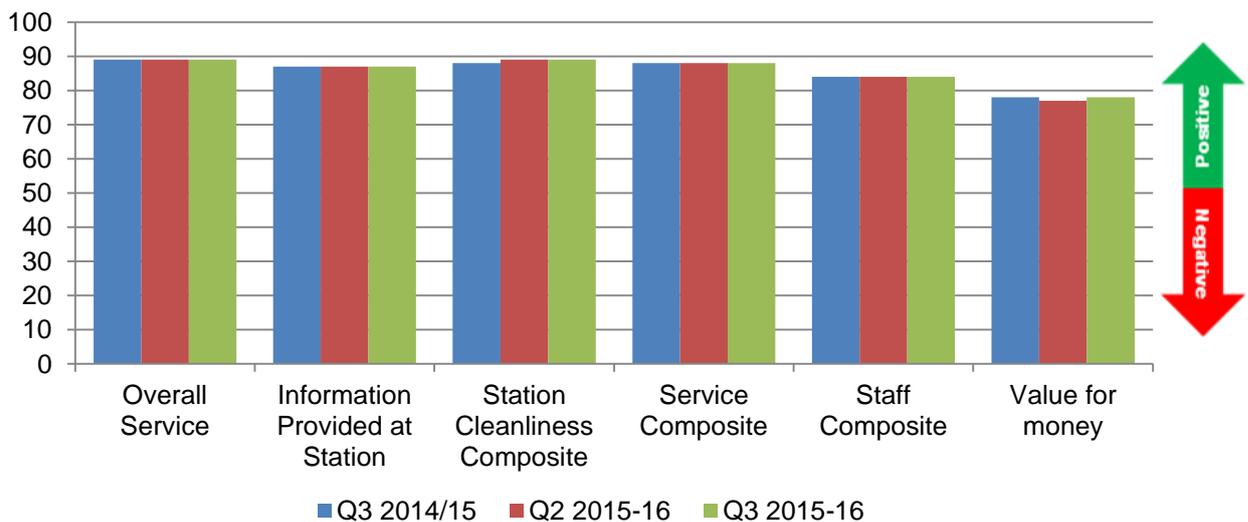
DLR’s network-wide performance measure is ‘departure reliability’. This is the percentage of intervals between trains at terminal stations no more than three minutes greater than the published service intervals. Departures within 3 minutes is lower than target this quarter due to a 48 hour strike on 3 and 4 November 2015.

Graph 24 - Q1 2010-11 to Q3 2015-16 reliability (departure within 3 minutes of published service intervals)



Customer satisfaction with the Docklands Light Railway remains high.

Graph 25 - Q3 2014-15, Q2 2015-16, Q3 2015-16 DLR customer satisfaction scores



Graph 26 - Q1 2010-11 to Q3 2015-16 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 lower this quarter compared to the same period last year (Q3 2014-15). 1.30 complaints were received per 100,000 journeys. Complaints were mainly about ticket machines. The overall continued reduction is due to resolution of issues surrounding these ticket machines which have been a problem for the DLR for a long time.

Graph 27 - Customer complaints received by TfL for every 100,000 journeys

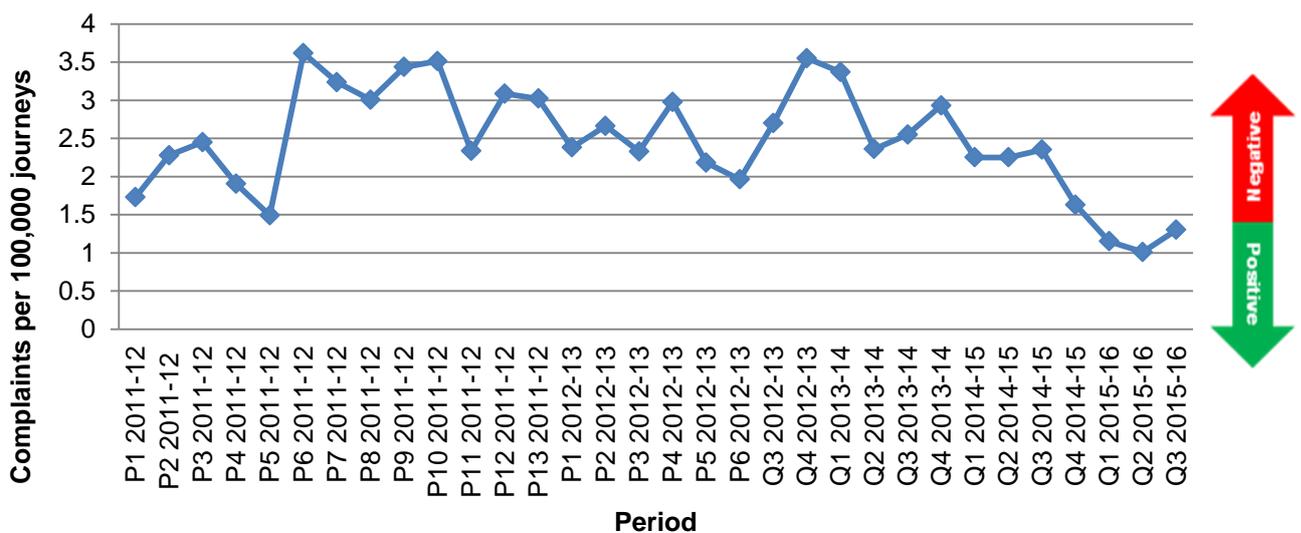


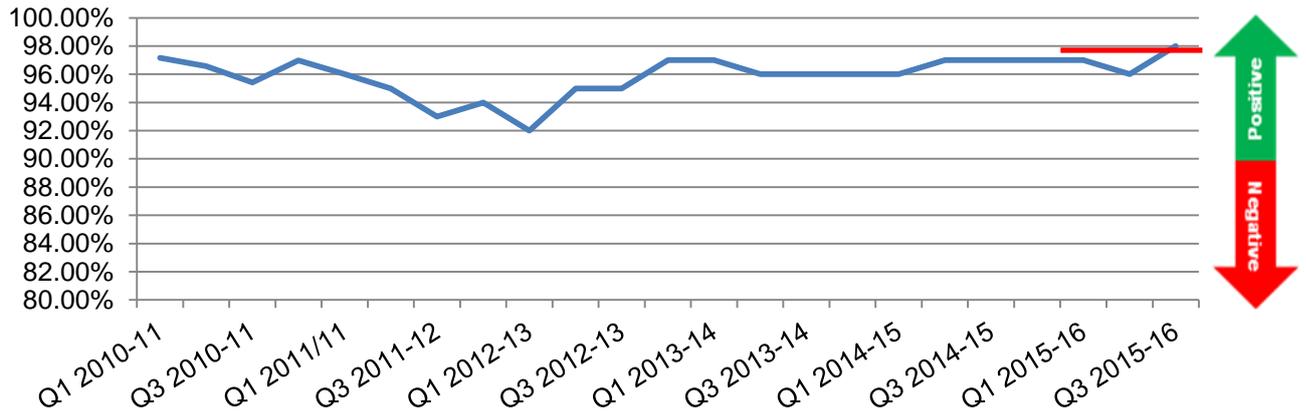
Table 7 - Q3 2015-16 DLR TfL business plan key performance Indicators (KPI)

KPI	Q3 Target 2015-16	Current performance level
Customer satisfaction score – overall	88	89
On-time performance	98.8%	96.5%
<p>London TravelWatch's overall performance assessment of Docklands Light Railway is as follows.</p> <p>DLR performance is down this quarter. Departures within 3 minutes is lower than target this quarter due to 48 hour strike on 3 and 4 November 2015.</p> <p>Customer satisfactions scores are high. The overall customer satisfaction score was one point above target.</p> <p>Customer complaints, (mostly about ticket machines), were lower this quarter compared to the same period last year (Q3 2014-15). The overall continued reduction in complaints is due to resolution of issues surrounding ticket machines.</p>		

6 London Tramlink

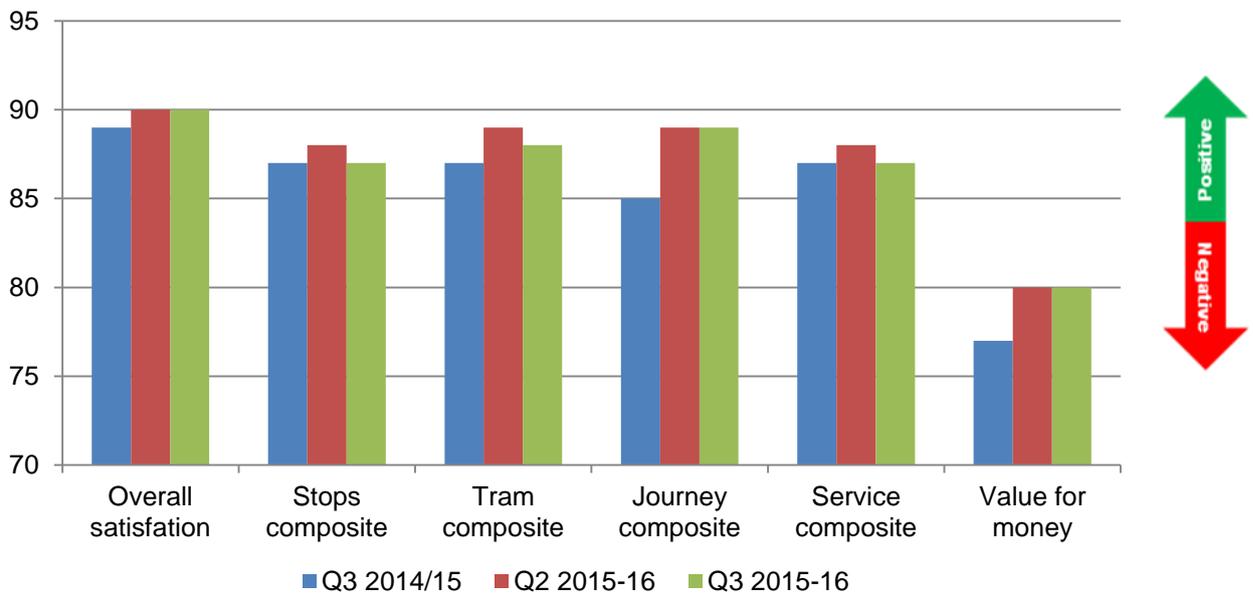
London Tramlink reports a public performance measure: the percentage of trams that arrive within five minutes of the scheduled time.

Graph 28 - Q1 2010-11 to Q3 2015-16, public performance measure (per cent). The red line is the TfL target.

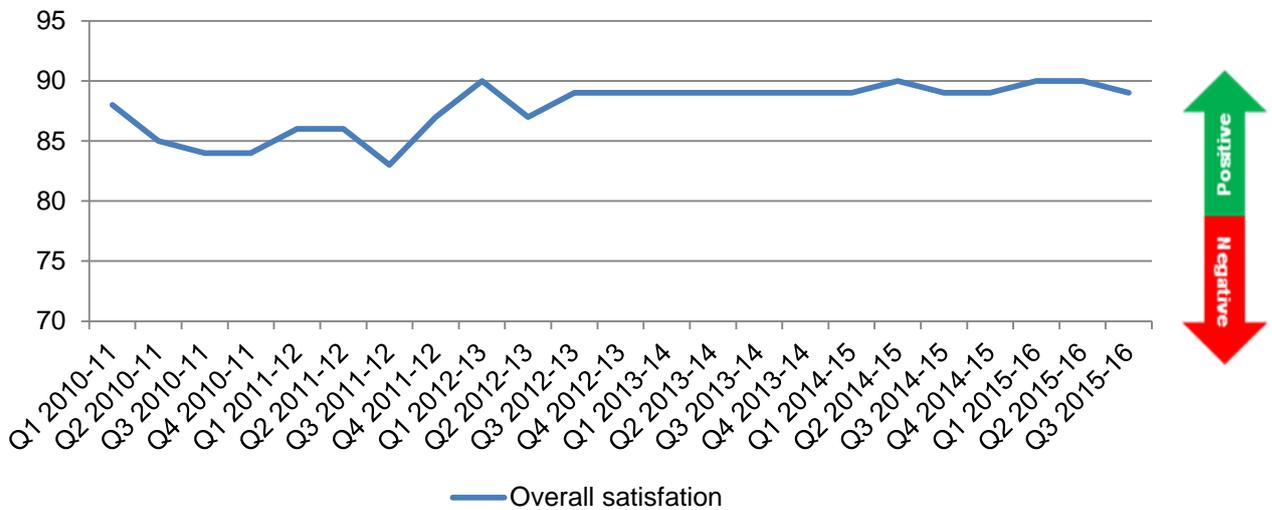


Customer satisfaction scores on Tramlink are shown in graph 29.

Graph 29 - Q3 2014-15, Q2 2015-16 & Q3 2015-16 customer satisfaction scores



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



In Q3 2015-16, Tramlink received 2.72 complaints per 100,000 journeys. Complaints were higher than the same quarter in Q3 2014-15. From Q3 2013-14, Tramlink complaints have been re-categorised. Any previous contact was classed as a complaint; this is now based on genuine complaints only. Issues of complaints centred on customers being disappointed with the opened new platform at Wimbledon without an increase the service frequency at the same time. This has resulted in services being very crowded at peak times.

Another factor behind the rise in feedback could be the new customer contact business cards handed to passengers explaining how customers, who wish to complain, get in contact with Tramlink.

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

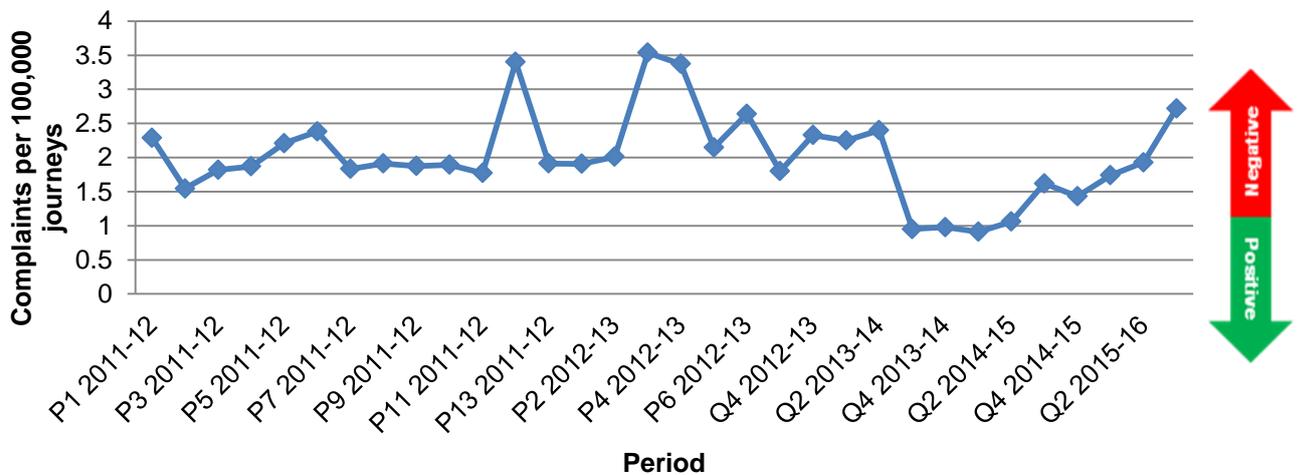


Table 8 shows a summary of all of the 2015-16 TfL Business Plan targets for London Tramlink.

Table 8 - Q3 2015-16 London Tramlink TfL business plan key performance Indicators (KPI)

KPI	Q3 Target 2015-16	Current performance level
Customer satisfaction score – overall	88	89
<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. Issues of complaints centred on customers being disappointed with the opened new platform at Wimbledon without an increase the service frequency at the same time. This has resulted in services being very crowded at peak times.</p> <p>Another factor behind the rise in feedback could be the new customer contact business cards handed to passengers explaining how customers, who wish to complain, how to get in contact.</p>		

7 London Overground

London Overground’s public performance measure (PPM) for the third quarter was 93.8%. This was 0.5 percentage points lower than the same quarter last year (Q3 2014-15). Please note this is a Network Rail statistic.

The National Rail Passenger Survey results are from the autumn 2015 wave of surveys. Passenger satisfaction has increased since the last autumn survey. The percentage of passengers satisfied was 82% compared with 78% in spring 2015 and 80% in autumn 2014. This figure is close to that of equivalent south east TOCs.

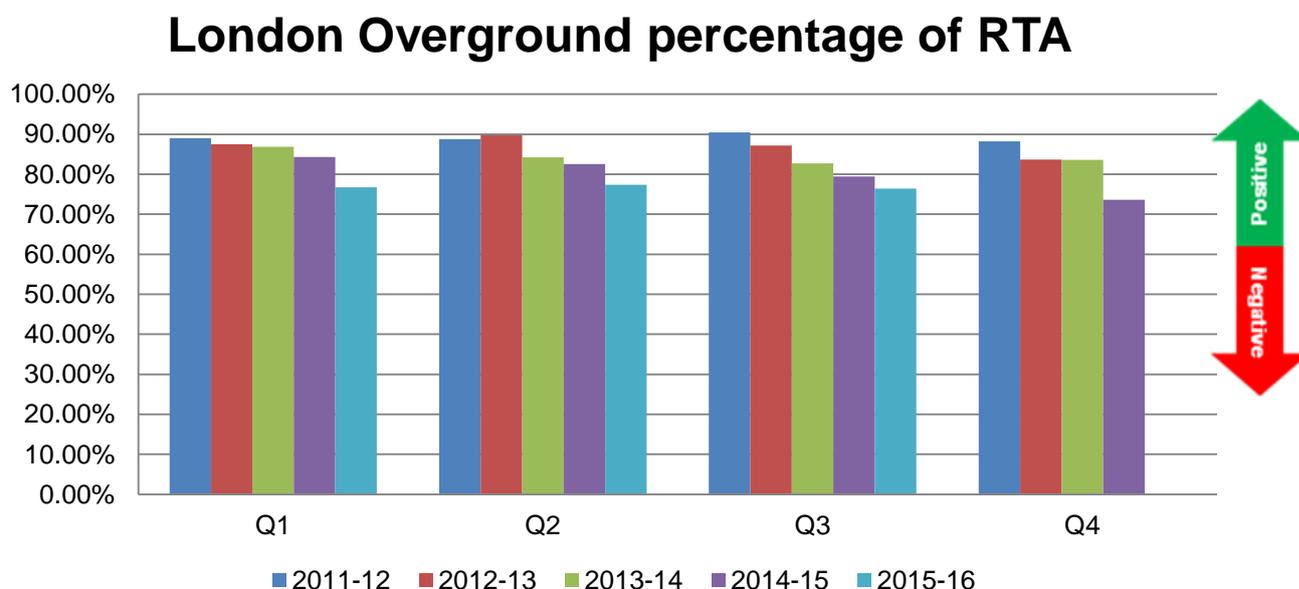
TfL’s own customer satisfaction score is above target.

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 lower than previous quarter 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 station and the poor performance of other TOC’s.

Graph 32 - London Overground percentage of RTA



London Overground experienced an increase in complaints compared to the same period a year ago, receiving 3.40 complaints per 100,000 journeys. London

Overground receives one of the lowest rate of complaints when compared to other London & South East train operators.

Graph 33 - Customer complaints received by TfL for every 100,000 journeys

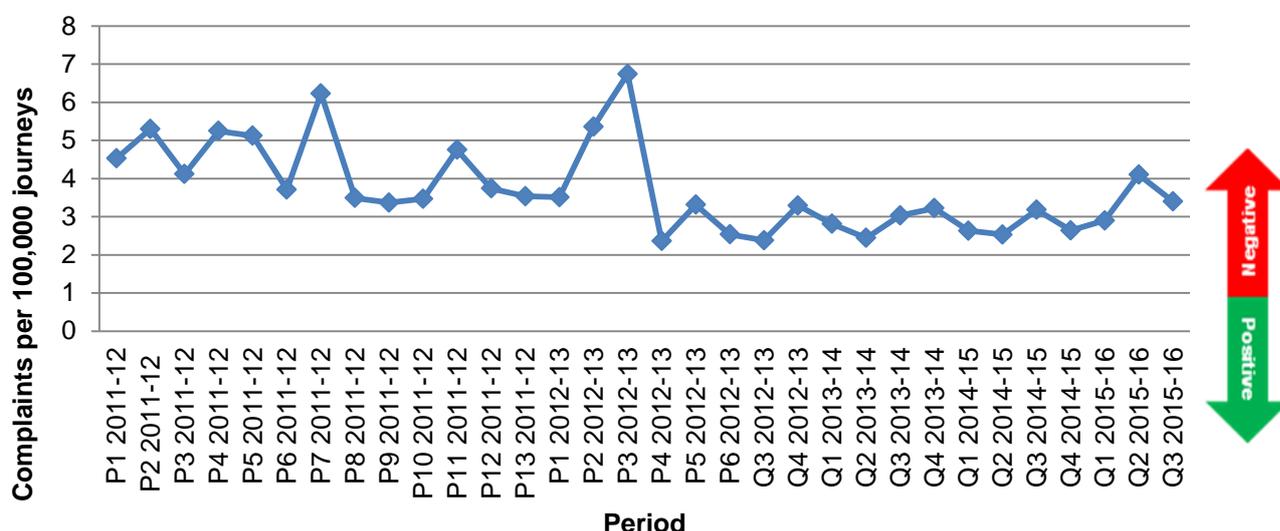


Table 9 - Q3 2015-16 London Overground TfL business plan key performance Indicators (KPI) and National Rail performance figures

National Rail Performance measure	Q3 Target 2015-16	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% (Autumn 2015)
Public Performance Measure (Network Rail figures)	Average of London and South east TOCs is 86% (Not a TfL target)	93.8%
TfL KPIs	Q3 Target 2015-16	Current performance level
Overall customer satisfaction score (TfL measure)	82	83
On time performance (A TfL measure of PPM Moving Annual Average)	94.5%	94.2%

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

London Overground has achieved some of its targets. RTA was worse 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. Customer complaints have increased compared to Q3 2014-15.

8 TfL Rail

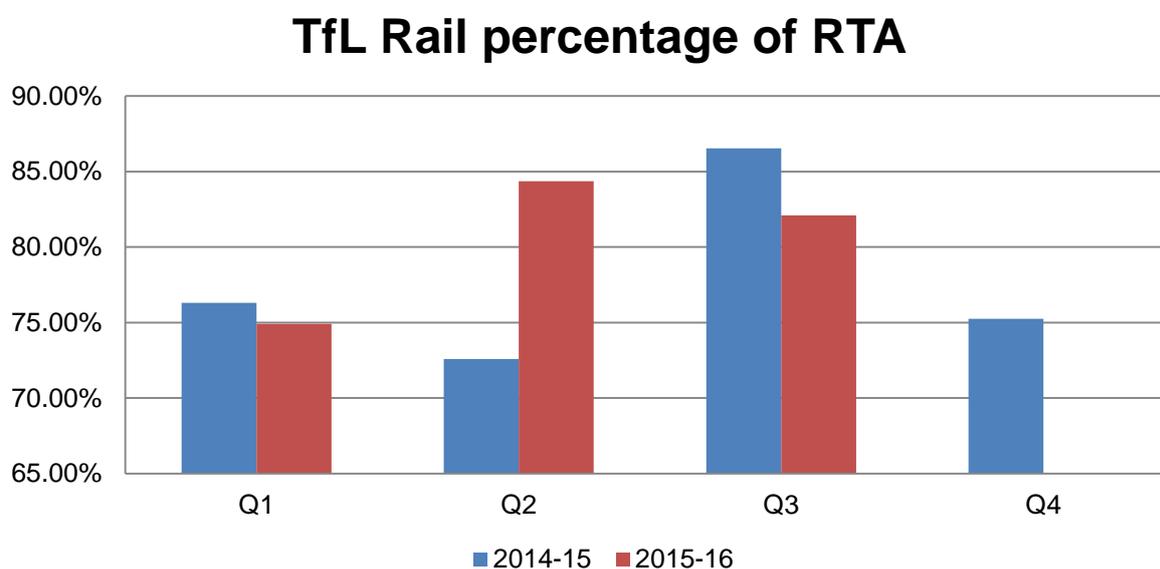
The franchise known as TfL Rail began operating services into and out of London Liverpool Street on 31 May 2015. This operator is the precursor to Crossrail, and the services were transferred from Abellio Greater Anglia. A number of other Greater Anglia services were transferred to London Overground. The historical data for Greater Anglia, London Overground and TfL Rail have been remapped to reflect the franchises, as they exist today.

TfL Rail's public performance measure (PPM) for the third quarter was 95.2%. This was 3.9 percentage points higher than Q3 2014-15. Please note this is a Network Rail statistic.

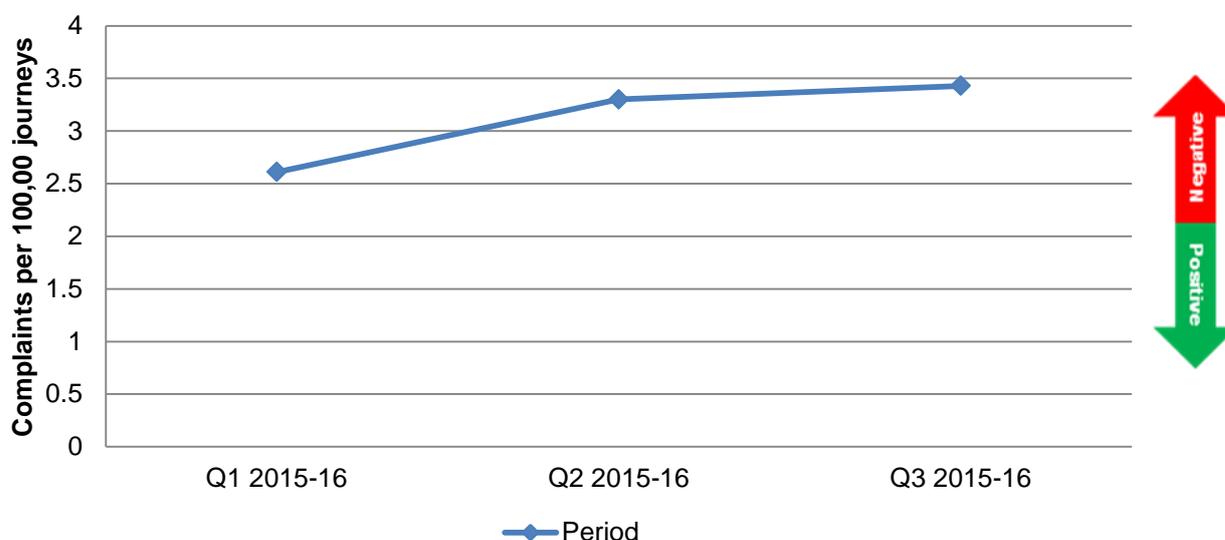
Right time arrival

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 been implemented by TfL Rail since the commencement of the contract to improve right time reliability and manage Network Rail responses.

Graph 34 TfL Rail percentage of RTA



In quarter 3 2015-16, TfL Rail received 3.43 complaints per 100,000 journeys. An increase in complaints compared to the previous two quarters.

Graph 35 – Customer complaints received by TfL for every 100,000 journeys**Table 10 – Q3 2015-16 TfL Rail, TfL business plan key performance Indicators (KPI) and National Rail performance figures**

National Rail Performance measure	Q3 Target 2015-16	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)	85%
Public Performance Measure (Network Rail figures)	Average of London and South east TOCs is 86% (Not a TfL target)	95.2%
TfL KPIs	Q3 Target 2015-16	Current performance level
Overall customer satisfaction score (TfL measure)	80	83
On time performance (A TfL measure of PPM Moving Annual Average)	92%	93.6%
London TravelWatch's overall performance assessment of TfL Rail is as follows		
TfL Rail achieved all 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 92, was consistent with the score received in Q3 2014-15, also 92. Dial-a-Ride members are very satisfied with driver helpfulness-courtesy, which scores 91 (86 in Q3 2014-15). Satisfaction with the booking process has increased compared to Q3 2014-15, with a score of 78 (77 Q3 2014-15).

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 Q3 2014-15. Dial-a-ride received 95.8 complaints per 100,000 journeys, which is high compared to other modes. The main source of complaint, related to driver conduct. The main source of complaint is driver conduct which is unusual.

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

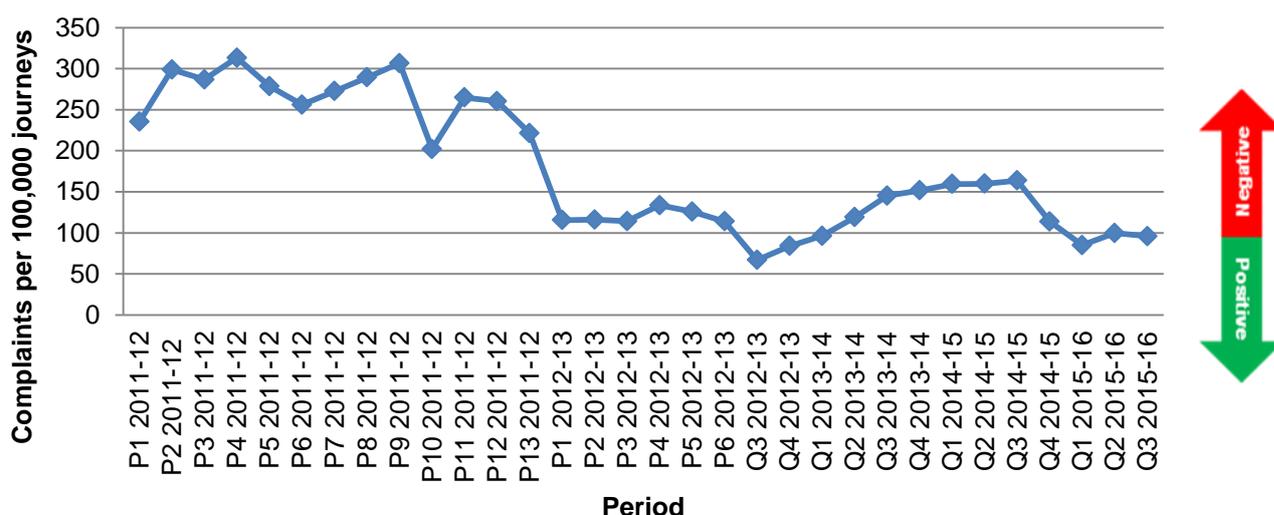


Table 11 – Q3 2015-16 Dial-a-Ride TfL business plan key performance Indicators (KPI)

KPI	Q3 Target 2015-16	Current performance level
Customer satisfaction score – overall	92	92
Quarterly passenger journey numbers	1,400,000(annual target)	Figure not available
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		

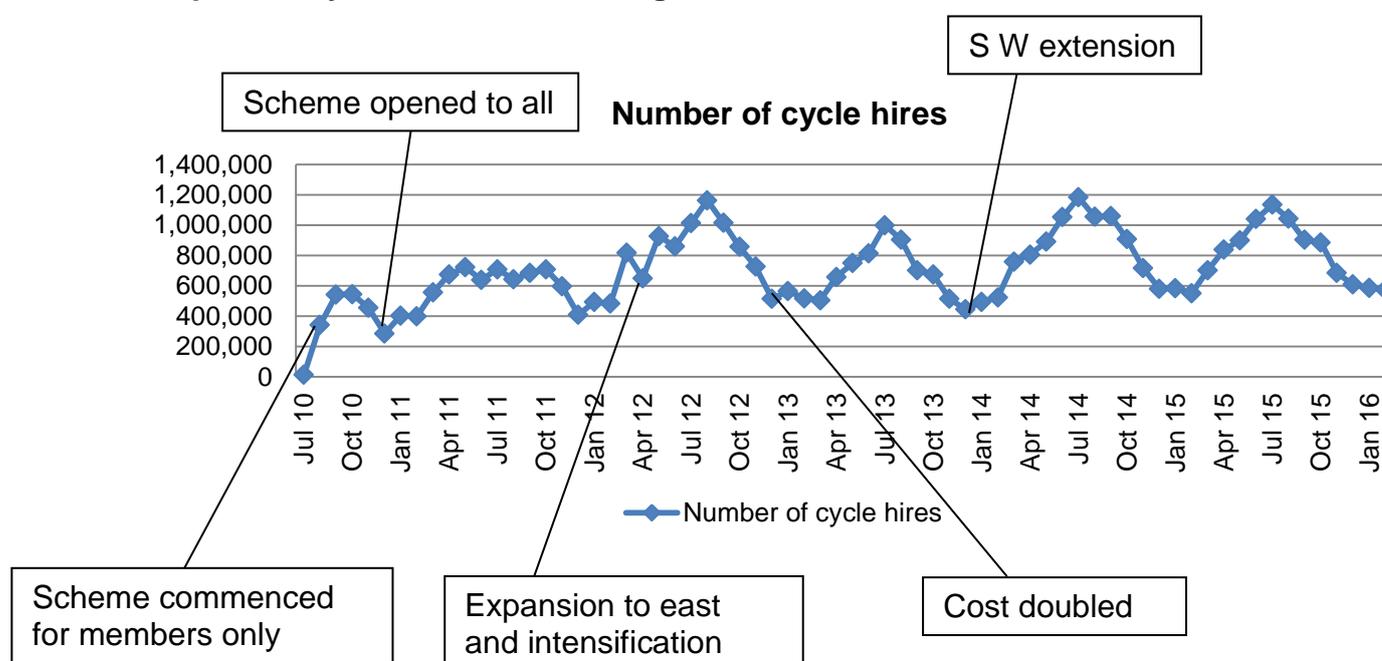
is driver conduct which is unusual.

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.

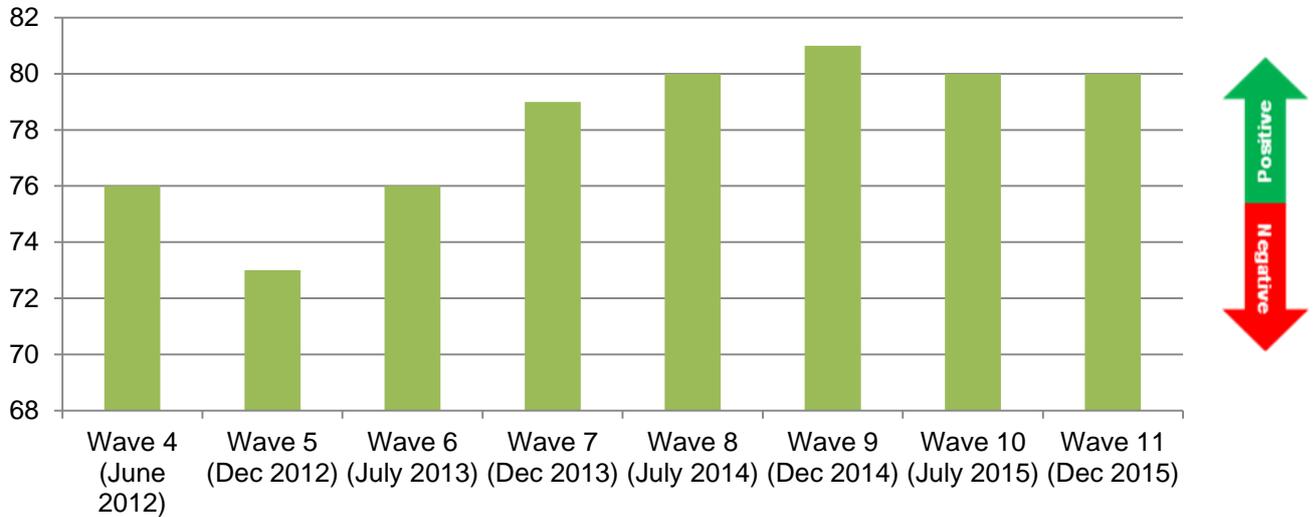
Graph 37 - Cycle hire scheme usage



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.

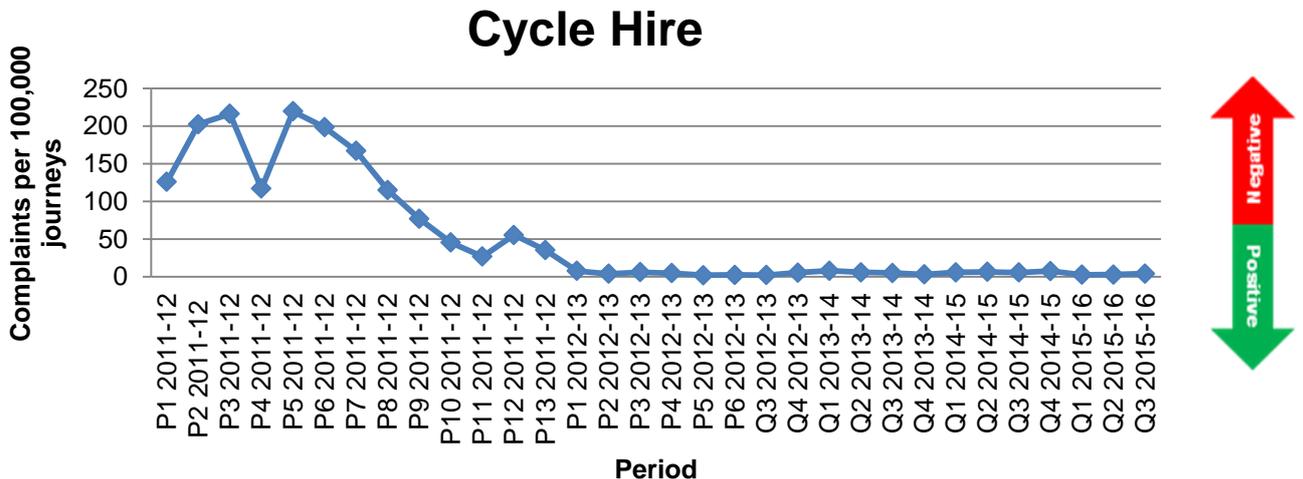
Scores for the availability of spaces at docking stations and value for money have marginally increased.

Graph 38 - Satisfaction with overall experience cycle hire customer satisfaction score



Complaints decreased compared to the same period a year ago (Q3 2014-15). The cycle hire scheme received 4.06 complaints per 100,000 journeys. Complaints continue to fall due the improvements to bike redistribution and customers finding it easier to hire and dock cycles. Main areas of complaints are refund request and problems with individual docking stations.

Graph 39 - Customer complaints received by TfL for every 100,000 journeys



11 Customer satisfaction and value for money scores – modes comparison

Graph 40 - Q3 2015-16 overall customer satisfaction scores – modes comparison



** TLRN – Transport for London Road Network

Graph 41 – Q3 2015 16 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

- All Transport Modes
 - [Operational and Financial Performance Report and Investment Programme Report – Q3 2015-16](#)
- Streets
 - [London Streets Performance Report](#) - Q2 2015-16
- London Buses
 - <https://tfl.gov.uk/forms-14144.aspx>
 - Customer satisfaction survey scores supplied by TfL directly
- London Underground
 - <http://tfl.gov.uk-corporate-publications-and-reports-underground-services-performance>
- 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/>
 - Customer satisfaction survey scores supplied by TfL directly
- London Overground
 - PPM scores supplied to London TravelWatch monthly by Network Rail.
 - <http://www.passengerfocus.org.uk/research-national-passenger-survey-introduction>
- London Tramlink
 - Customer satisfaction survey scores and Public Performance Measure supplied by TfL directly
- Cycle Hire
 - TfL commissioned cycle hire customer satisfaction and usage survey, July 2013
 - [London data store](#)