

# TfL 2014-15 Quarter 4 Performance Report (Jan - March 2015)

September 2015



**London TravelWatch** is the official body set up by Parliament to provide a voice for London's travelling public.

Our role is to:

- Speak up for transport users in discussions with policy-makers and the media,
- Consult with the transport industry, its regulators and funders on matters affecting users,
- Investigate complaints users have been unable to resolve with service providers,
- Monitor trends in service quality.

Our aim is to press in all that we do for a better travel experience for all those living, working or visiting London and its surrounding region.

#### **Table of issue dates for London TravelWatch's Transport for London (TfL) Performance Reports**

<b>TfL financial periods</b>	<b>Issue dates for London TravelWatch report for the corresponding Quarter</b>
Quarter 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

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Where appropriate, for each performance graph, arrows have been included to show the direction of positive and negative performance trends.

London TravelWatch would like to acknowledge TfL's help and assistance in producing this report by supplying performance data and operational commentaries to accompany the performance statistics.

## Executive summary

This report summarises the performance of all the Transport for London (TfL) modes of transport for the fourth quarter of the 2014-15 financial year (January to March 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, this performance raises serious concern about the impact of increased congestion in the future. This appears to now be 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 on London's roads.

### 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. JTR was below target this quarter.

There may be an indication of a reversal in the long term trend of reducing traffic volume which, if it continues, will mean increased congestion levels and the problems this will bring in the future. TfL propose to reduce their measure of reliability on the road network from 89% to 88.8%. This target has not been achieved. The end of year JTR was 88.3%, 0.5 percentage points lower than the target and 0.7 percentage points below 2013-14. Reducing targets may be a realistic short term measure. But in the longer term there needs to be a substantive policy response to the increasing congestion on London's streets, particularly along bus routes.

Whilst it is noted that TfL's carriageway condition target is met, London TravelWatch wants to see a tightening of the target in this area as the condition of the carriageway affects the journey experience of all the users of London's roads.

### London Buses

The customer satisfaction scores are again good, back to its highest peak, but reliability of London's bus services was worse than both the target and the same quarter last year (Q4 2013-14).

High frequency bus routes performance in quarter 4 2014-15 has seen an improvement compared to the previous quarter (Q3 2014-15).

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 target to reach 81.9% by the end of March 2015 has been achieved.

The growth in demand and rising levels of congestion is impacting on reliability and this along with journey time needs constant monitoring.

It remains a concern of London TravelWatch 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 improvements to bus priority elsewhere along the routes affected. TfL must establish a bus priority team and budget to deliver additional bus priority on both their and borough controlled roads.

### London Underground

Customer satisfaction scores and Excess Journey Time are better than target. There was a decrease in excess journey time compared to the previous quarter (Q3 2014-15).

It is noted that the customer satisfaction train service score is higher compared to last quarter, Q3 2014-15, and better than the same quarter a year ago, Q4 2013-14.

### Docklands Light Railway

Customer satisfaction scores are high. The overall customer satisfaction score was two points above target.

Customer complaints, (mostly about ticket machines), were lower this quarter compared to the previous quarter (Q3 2014-15) and the same period last year (Q4 2013-14). The overall continued reduction in complaints is due to resolution of issues surrounding Ticket Vending Machines.

### Tramlink

Customer satisfaction is on target. Value for money scores are higher than previous quarter (Q3 2014-15), but is the same as the score received a year ago (Q4 2013-14). Issues of complaints centred on planned closures and changes to the timetable required to facilitate the works in Croydon.

### London Overground

London Overground is continuing to perform well and achieved its targets, although the (Right Time Arrival) RTA result is very poor compared to all previous quarters, and the PPM on time performance has not been achieved. 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 are down.

Crowding on some sections of the London Overground is a regular occurrence. TfL have responded to this with additional carriages on the network. TfL have responded to this with additional carriages on the network, though this may well not be enough to reduce crowding.

### **Dial-a-Ride**

Dial-a-Ride's exceeded its end of year target in terms of journeys operated. This is welcomed.

Customer satisfaction overall is below target. Previously the main source of complaint, booking refusals have seen a reduction in the number complaints about this element of the service. Driver conduct was the main source of complaint this quarter. Satisfaction with the booking process has decreased compared to the same period last year, with a score of 78 (79 Q4 2013-14).

### **Cycle hire**

The latest customer satisfaction score is higher than any since the scheme started. The different elements of the survey suggest increasing satisfaction with the use of members' keys and with the service from the contact centre.

However, the availability of spaces at docking stations and value for money scores were at their lowest levels.

## 1 Travel in London

TfL's annual '*Travel in London*' report records the way Londoners travelled in 2013. This report was published in December 2014<sup>1</sup>.

There were 26.1 million daily trips in, to, and from, Greater London, an increase of 1.2% over the previous year. This detailed in Table 1.

**Table 1: How Londoners travel (millions of daily trips and percentage of all trips), 2013**

Mode	No. of trips (millions) 2013	No. of trips (millions) 2012	Percentage of total 2013	Percentage change
Rail	2.7	2.6	10.3	+3.8
Underground-DLR	2.5	2.4	9.6	+4.2
Bus-Tram	4.1	4.1	15.7	0
Taxi-PHV	0.3	0.3	1.1	0
Car (driver & passenger)	9.4	9.6	36.0	-2.1
Motorcycle	0.2	0.2	0.8	0
Cycle	0.5	0.5	1.9	0
Walk	6.3	6.3	24.1	0
<b>All modes</b>	<b>26.1</b>	<b>25.9</b>		<b>+1.2</b>

<sup>1</sup> Travel in London, Report 7, 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.

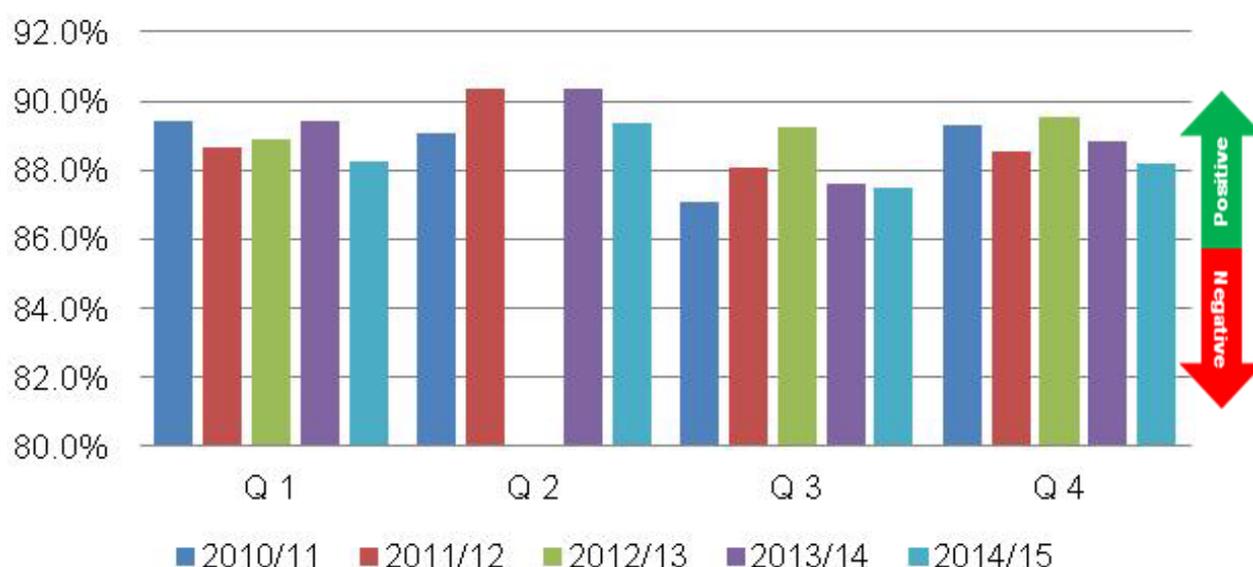
JTR is a new measure of the performance of the road network. Although there are now five years of data for this measure. The JTR measure is defined as the proportion of traffic which - for a 'typical' 30-minute journey – takes less than 35 minutes (a representative average London journey time of 30 minutes plus a five-minute 'allowance').

The JTR target for 2014-15 has been reduced by 0.2% points, from 89.0% to 88.8%. This target has not been achieved. The end of year JTR was 88.3%, 0.5 percentage points lower than the target and 0.7 percentage points below 2013-14.

JTR is a measure of the congestion impacts on journeys. A major influence will be traffic volume, which as can be seen from graph 5 below, has fallen over the last few years, but has seen an increase in recent quarters. TfL have also undertaken much activity over the past few years to improve JTR, for example altering traffic signal timing, managing events and charging the utilities etc. for some street works.

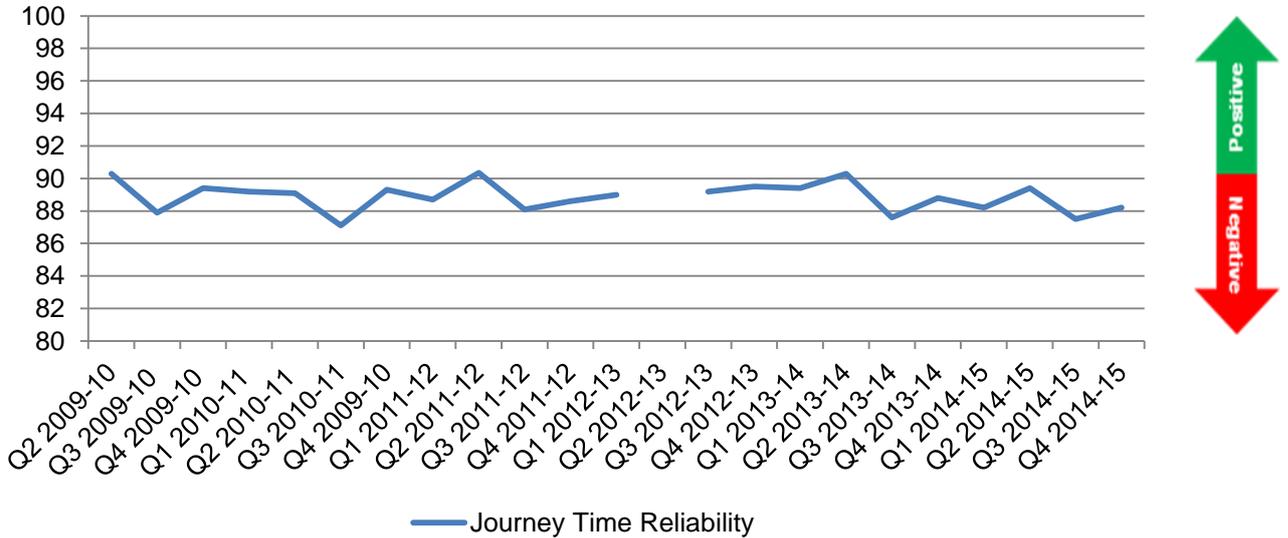
The JTR across the whole of the TLRN in the AM peak for quarter 4 was 88.2%, which was 0.6 percentage point lower than the same quarter in 2013-14.

**Graph 1a - Journey Time Reliability on the TLRN in the AM peak by financial quarters, Q1 2010-11 to Q4 2014-15**



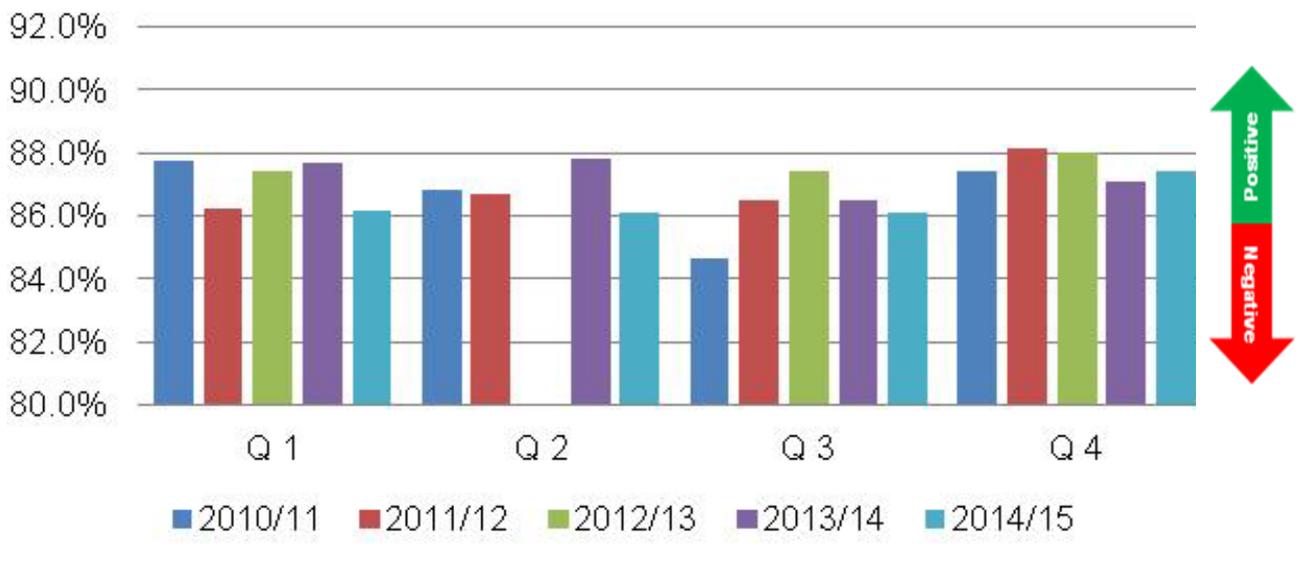
The statistics in graph 1 are represented as a line graph in graph 1b. Please note there is no figure for the quarter 2 2012-13 due to the Olympic Games.

**Graph 1b - Journey Time Reliability on the TLRN in the AM peak since financial Q2 2009-10**



An equivalent JTR figure for the central area is also reported by TfL. This quarter's figure is 87.4%; this is 0.3 percentage points higher than the same period in 2013-14.

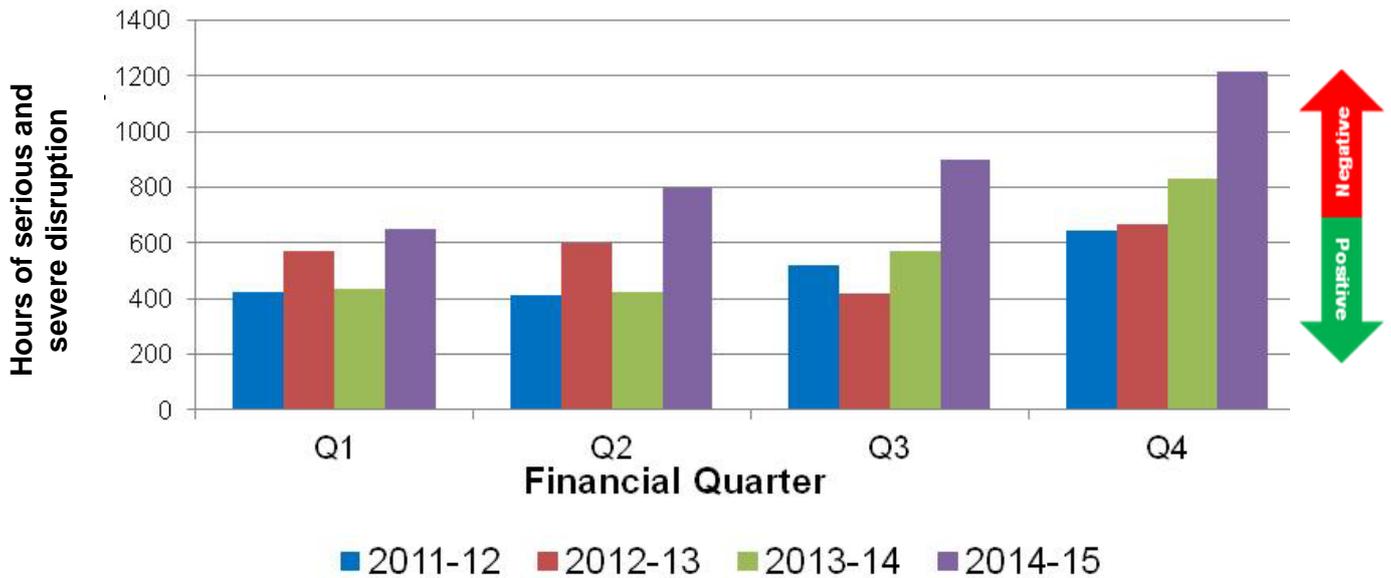
**Graph 2 - Journey Time Reliability on the TLRN in central London in the AM peak by financial quarter, Q1 2010-11 to Q4 2014-15**



Serious and severe disruption on the TLRN rose in quarter 4 compared to 2013-14 last year. The main contributors include an increase in local highway authority

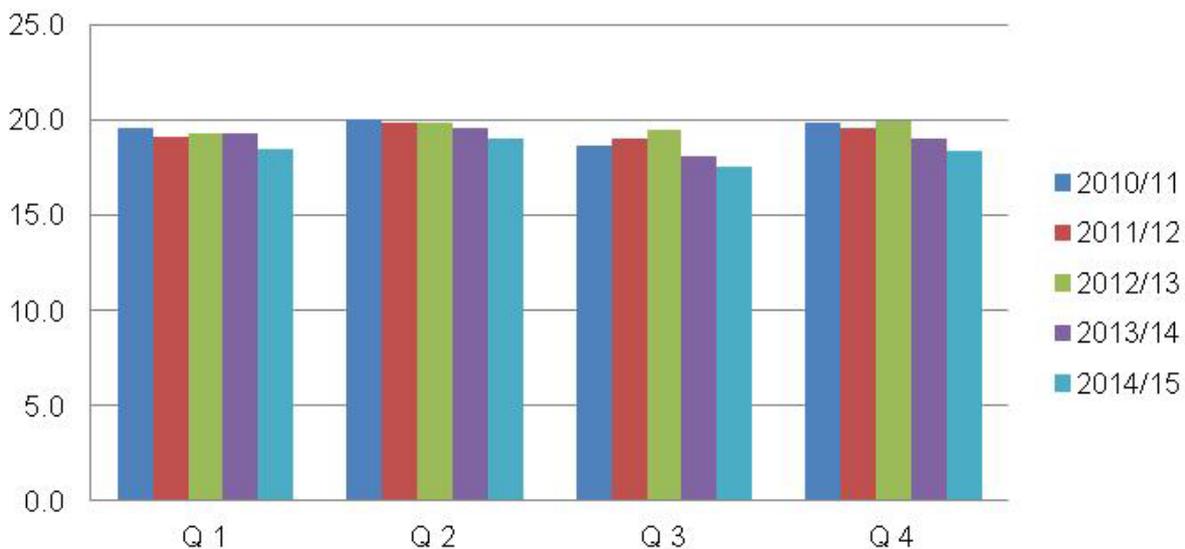
maintenance and other works, increase in traffic collisions, breakdowns, unplanned emergency works, and infrastructure issues. The impact exacerbated by a rise in traffic volume.

**Graph 3 - Duration of TLRN serious & severe unplanned and planned events (hrs) by financial quarters, Q1 2011-12 to Q4 2014-15**



The average traffic speed on London’s major roads in quarter 4 during weekdays decreased compared with the same quarter in 2013-14.

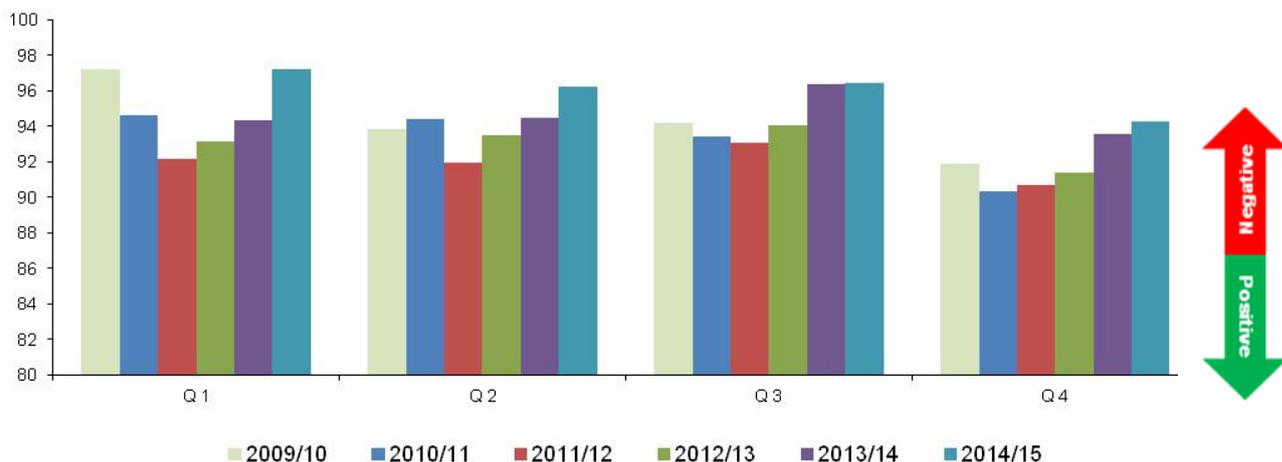
**Graph 4 - Traffic speeds (mph) on London’s major roads 12 hrs average weekday between 0700-1900 by financial quarters, Q1 2009-10 to Q4 2014-15**



Traffic volumes across London had been generally falling over a number of years, up to 2011/12. This trend is now reversing. Traffic volume growth related to population

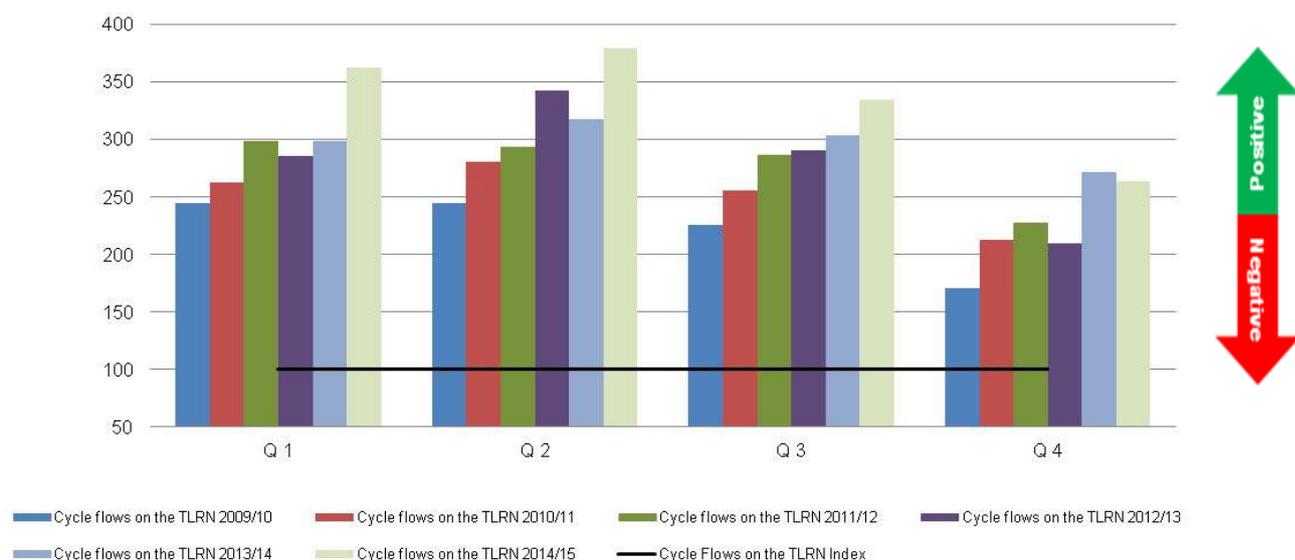
and employment growth along with reductions in motor traffic capacity are the underlying issues that are leading to increased congestion. The number of private hire vehicles and light goods vehicles is adding to traffic levels.

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



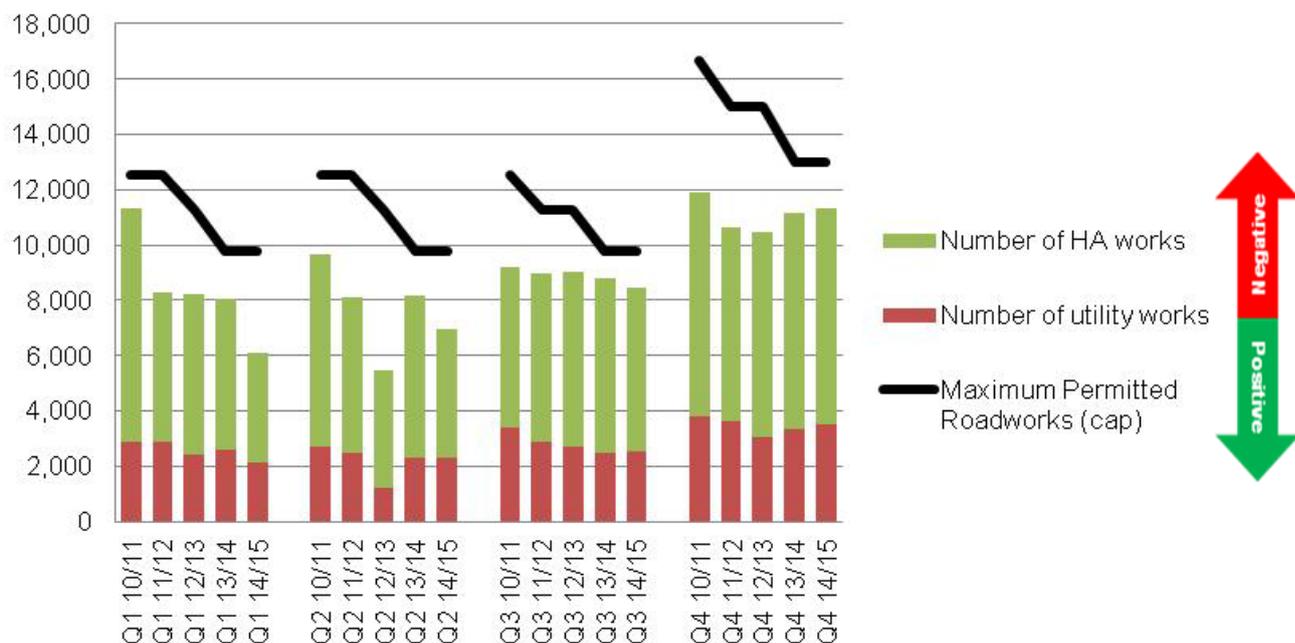
Cycle flows in quarter 4 have decreased compared to the same quarter in 2013-14. Minor corrections have been made to the TLRN cycling index methodology to ensure it accurately reflects recent cycle flows.

**Graph 6 – Cycle flows on the TLRN – by financial quarter indexed to March 2000 = 100. Q1 2008-09 to Q4 2014-15**



Graph 7 shows the number of road works on the TLRN since quarter 1 2009-10. This shows that there was an increase in the number of road works, when compared to Q4 2013-14, but the number of road works have been contained below TfL’s target maximum. It should be noted that this year the target has been tightened which is welcome.

**Graph 7 - Number of road works on the TLRN, Q1 2009-10 to Q4 2014-15**

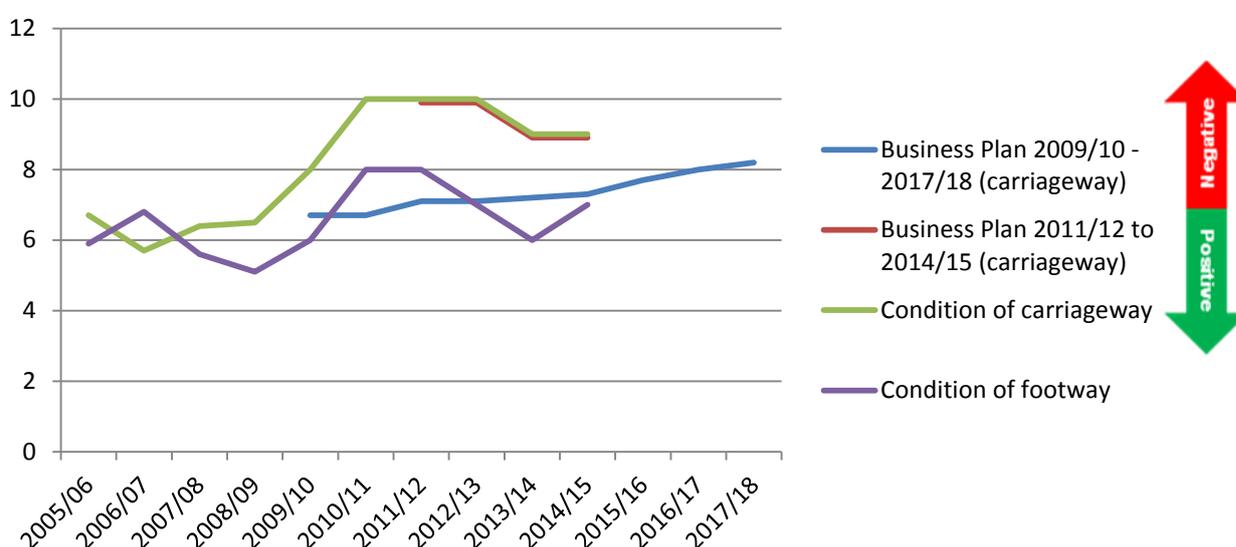


The percentage of roads not in a 'good state of repair' is significantly above the target (poorer) than a previous business plan target. However, this target has been relaxed in the latest business plan, and is now being met. TfL tell us this is a sustainable target. London TravelWatch would oppose any 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. Below is a selection of the results.

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

Indicator	Q3 2010	Q3 2011	Q3 2012	Q3 2013	Q1 2014	Q2 2014	Q3 2014	Q4 2014
Overall satisfaction	72	75	76	75	75	75	74	74
Working condition of traffic lights	75	77	78	77	79	79	79	78
Could accurately estimate how long journey would take	70	73	75	73	74	74	74	74
Up to the minute information about delays and disruption	68	72	74	72	73	73	73	73

Management of road works	67	70	73	71	72	73	72	72
Traffic congestion	63	67	69	67	68	69	67	68

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

Indicator	Q3 2010	Q3 2011	Q3 2012	Q3 2013	Q1 2014	Q2 2014	Q3 2014	Q4 2014
Street lighting	75	77	77	76	78	78	77	77
Condition of road surfaces	68	70	73	71	69	70	72	72

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

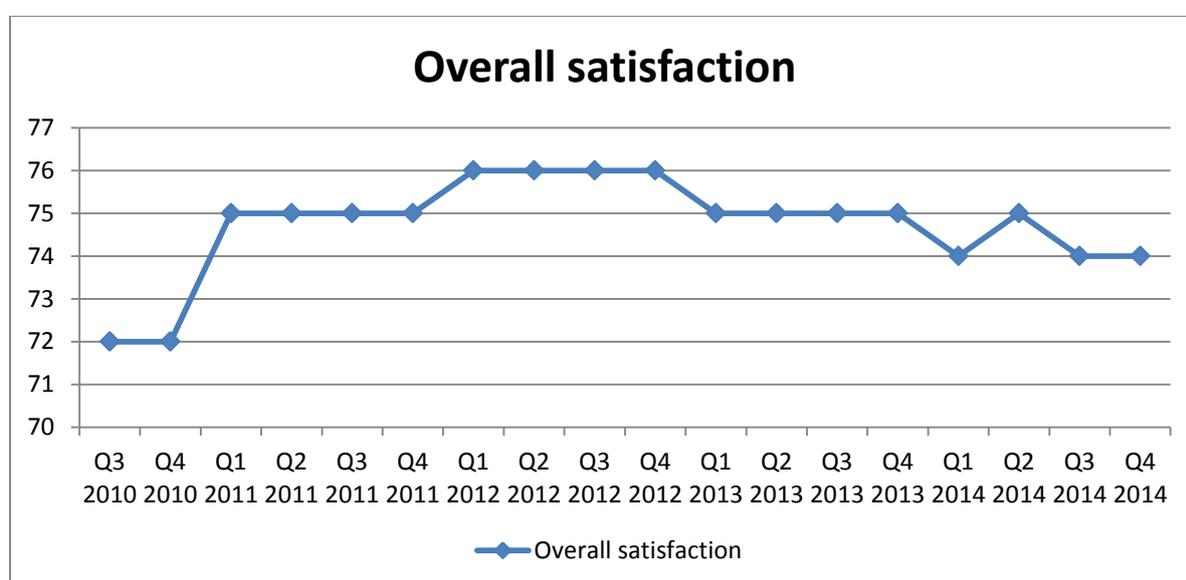
**Graph 9 – Overall satisfaction since Q3 2010 to Q4 2014**

Table 4 shows a summary of all of the 2014-15 TfL business plan targets for streets that do not relate to safety.

**Table 4 – Q4 2014-15 London Streets TfL business plan key performance Indicator (KPI)**

KPI	Q4 Target 2014-15	Current performance level
Journey Time Reliability (seasonal target)	88.6%	88.2%
TLRN cycling journeys (seasonal target and indexed 100 at March 2000)	240	263
% of road assets not in good	10%*	9%

repair (annual figure for 2009-2010)		
Traffic signal availability	99.1%	95.1%
<p>*Target reduced to reflect deterioration in road condition and an acceptance that the previous target is unachievable.</p> <p>London TravelWatch's overall performance assessment of TfL Streets is as follows.</p> <p>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. JTR was below target this quarter.</p> <p>There may be an indication of a reversal in the long term trend of reducing traffic volume which, if it continues, will mean increased congestion levels and the problems this will bring in the future. TfL propose to reduce their measure of reliability on the road network from 89% to 88.8%. This target has not been achieved. The end of year JTR was 88.3%, 0.5 percentage points lower than the target and 0.7 percentage points below 2013-14. Reducing targets may be a realistic short term measure. But, in the longer term there needs to be a substantive policy response to the increasing congestion on London's streets, particularly along bus routes.</p> <p>Whilst it is noted that TfL's carriageway condition target is met, 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.</p>		

### 3 London Buses

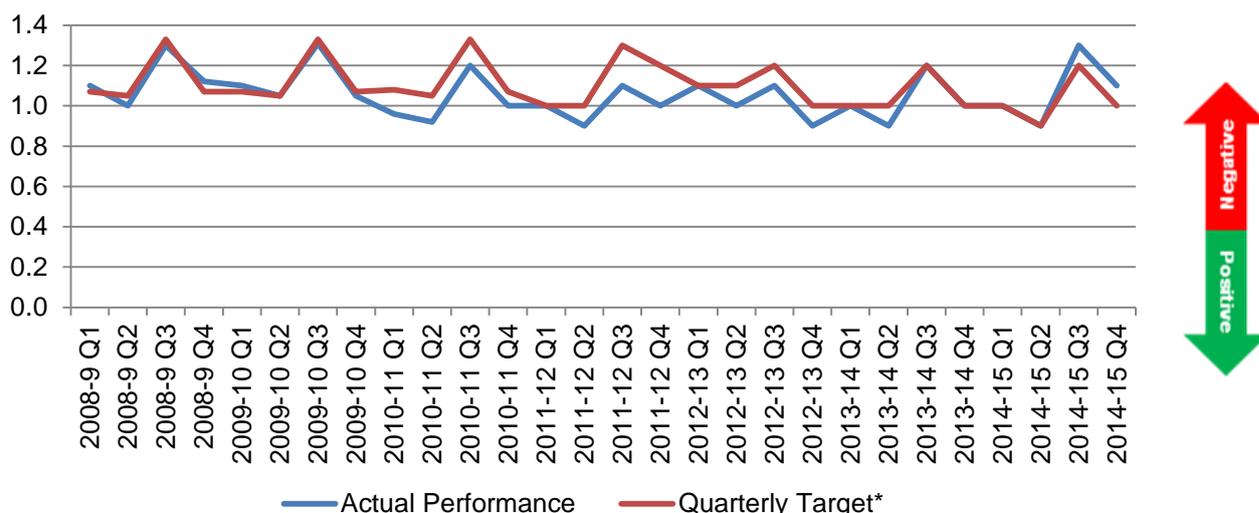
This section of the report outlines the performance of the London bus network in the fourth quarter of 2014-15

#### 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.

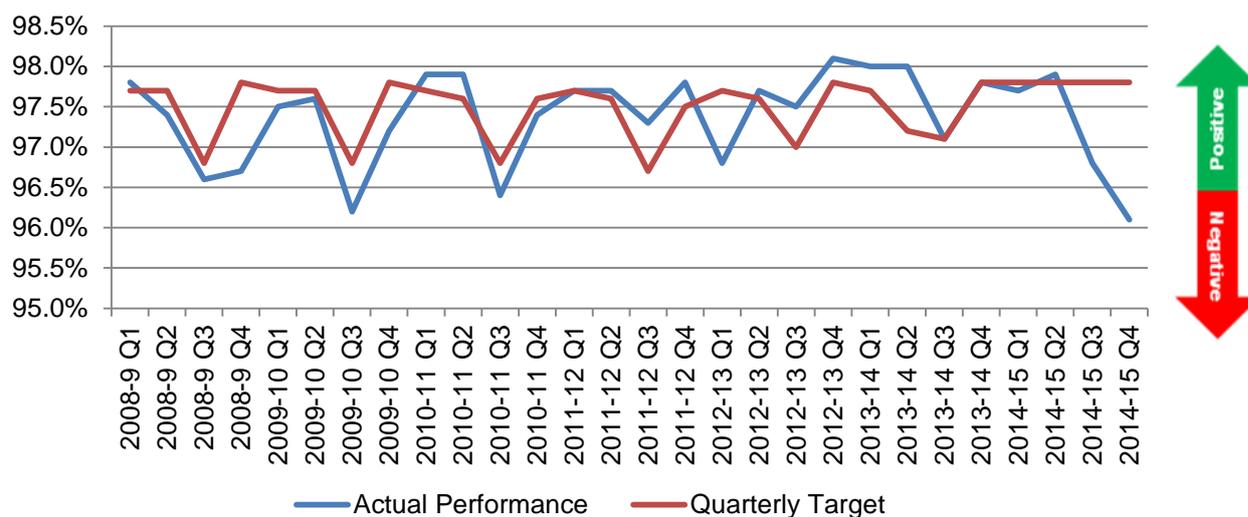
EWT is the measure that indicates the additional minutes wait time for passengers beyond the scheduled value on high frequency bus routes. EWT was 1.1, which was above (worse than) the target for this quarter (Q4 2014-15). See Graph 10.

**Graph 10 – Q1 2008-09- Q4 2014-15, Excess Wait Time (minutes) on high frequency bus routes**



Graph 11 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 figure used is from Q4 2013-14.

**Graph 11 – Q1 2008-09- Q4 2014-15, Percentage of scheduled bus kilometres operated**



### 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 along with the minimum standard agreed with the operator as part of the contract.

Of London's 378 high frequency bus routes in quarter 4 2014-15, 82 were below the contracted minimum standard, 42 operated at the contracted standard, and 254 performed better than the contracted standard. This is an improvement on the previous quarter (Q3 2014-15), but nevertheless gives cause for concern.

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, 312, 54 and 145 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.

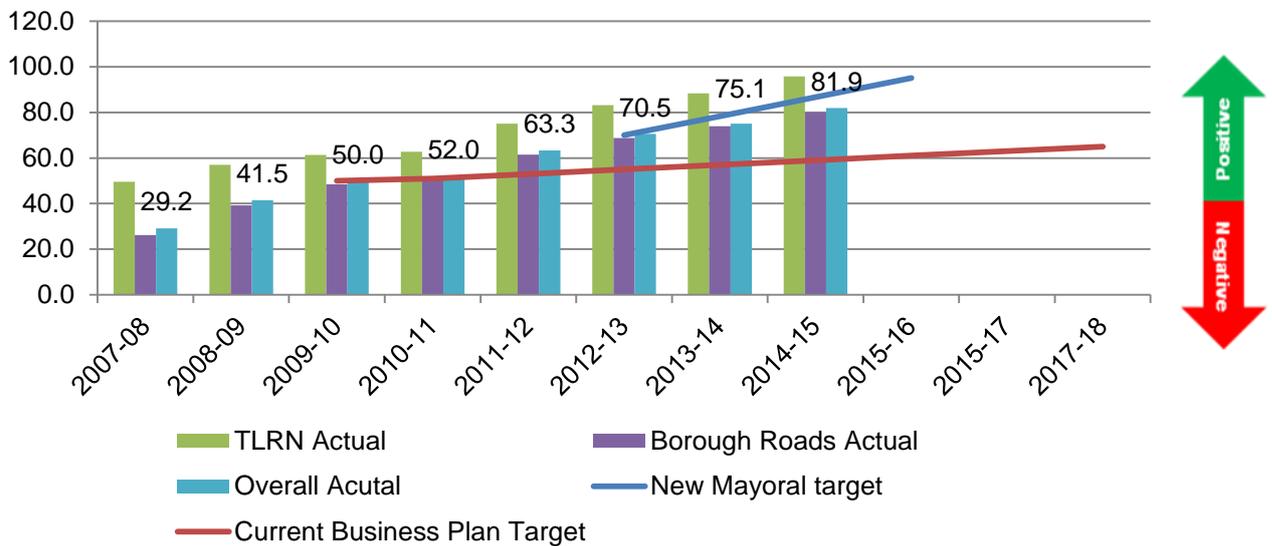
### Bus stop accessibility

Based on TfL's audit of bus stops, 81.9% of all bus stops across the network meet TfL's exacting accessibility criteria. The target was to reach 81.9% by the end of

March 2015, and this has been achieved. On the TfL road network, the figure is higher at 95.8%. We are delighted to note the target has been achieved. 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 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.

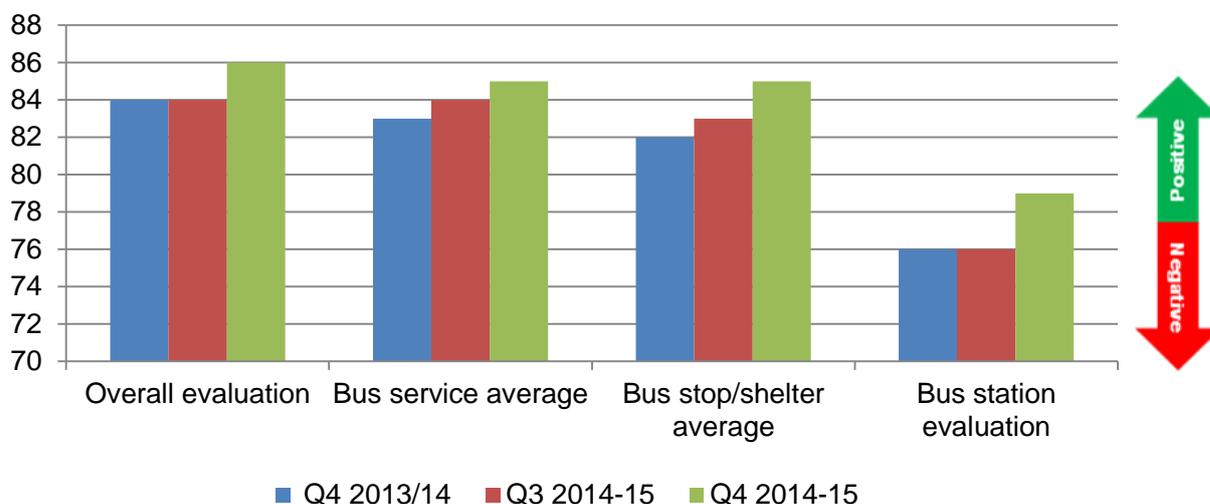
**Graph 12 – Bus stop accessibility 2008-09 to 2017-18 target and progress to date**



Customer Service

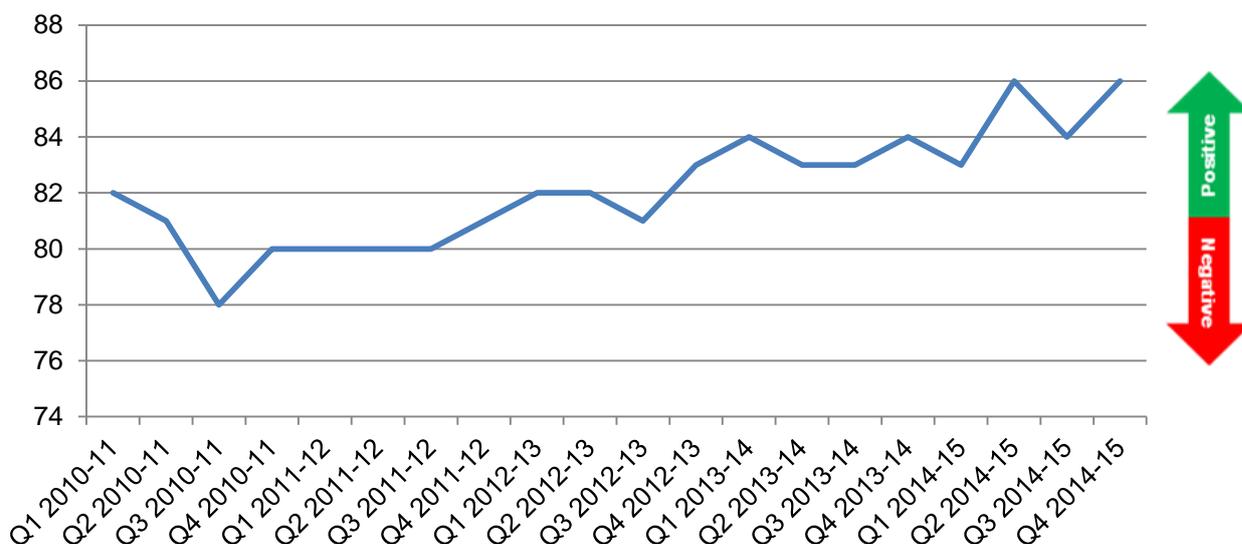
Customer satisfaction figures for the last two quarters, along with the comparison from one year ago, are shown in Graph 13. Customer satisfaction has increased when compared to the previous quarter (Q3 2014-15), and the same period a year ago (Q4 2013-14)

**Graph 13 –Q4 2013-14, Q3 2014-15 and Q4 2014-15 bus customer satisfaction scores**



Graph 14 shows the overall customer satisfaction scores since Q1 2010-11.

**Graph 14 – Overall satisfaction since Q1 2010-11 to Q4 2014-15**



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

Overall complaints received are higher than the same quarter a year ago. London Buses received 2.66 complaints per 100,000 journeys in quarter 4. Complaints about bus drivers not stopping remain the highest source of complaints. The increase in complaints is also partly attributed to increased congestion and the worsening of bus reliability, and (TfL tell us) the next-bus apps, some of which include on-screen complaint forms.

**Graph 15 – Customer complaints received by TfL for every 100,000 journeys**

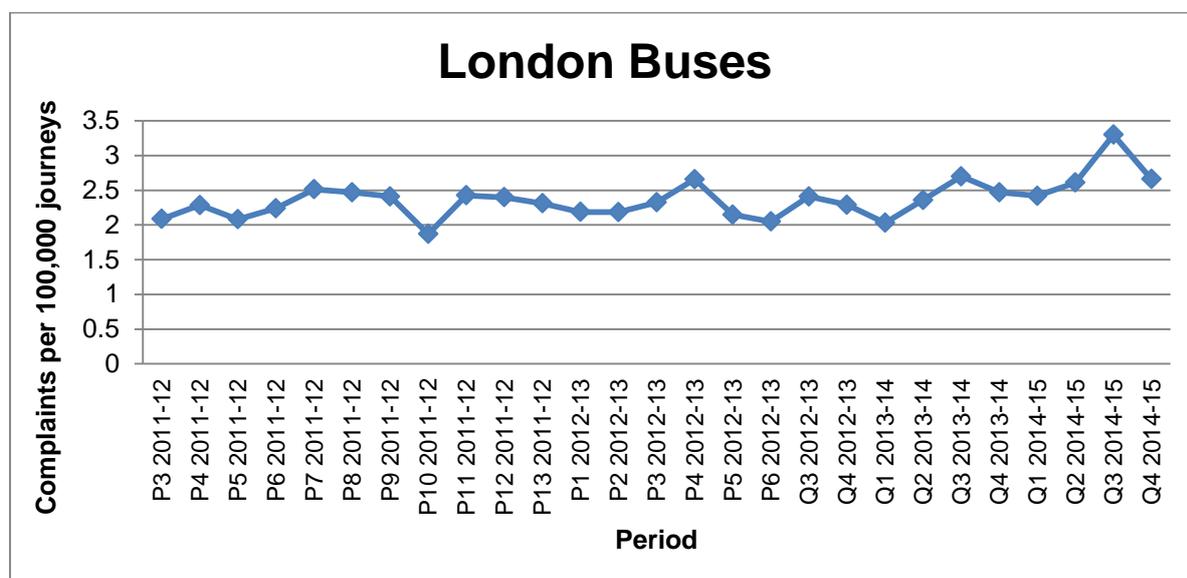


Table 5 shows a summary of the 2014-15 TfL Business Plan targets for London Buses.

**Table 5 – Q4 2014-15 London Buses business plan key performance indicator (KPI)**

KPI	Q4 Target 2014-15	Current performance level
Customer satisfaction – overall	83	86
Excess wait time – high frequency routes	1 minute	1.1 minute
% of Scheduled services operated	97.8%	96.1%

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

The customer satisfaction scores are again good, back to its highest peak, but reliability of London’s bus services was worse than both the target and the same quarter last year (Q4 2013-14).

High frequency bus routes performance in quarter 4 2014-15 has seen an improvement compared to the previous quarter (Q3 2014-15).

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 target to reach 81.9% by the end of March 2015 has been achieved. We are delighted to note the target has been achieved.

The growth in demand and rising levels of congestion is impacting on reliability and

this along with journey time need constant monitoring.

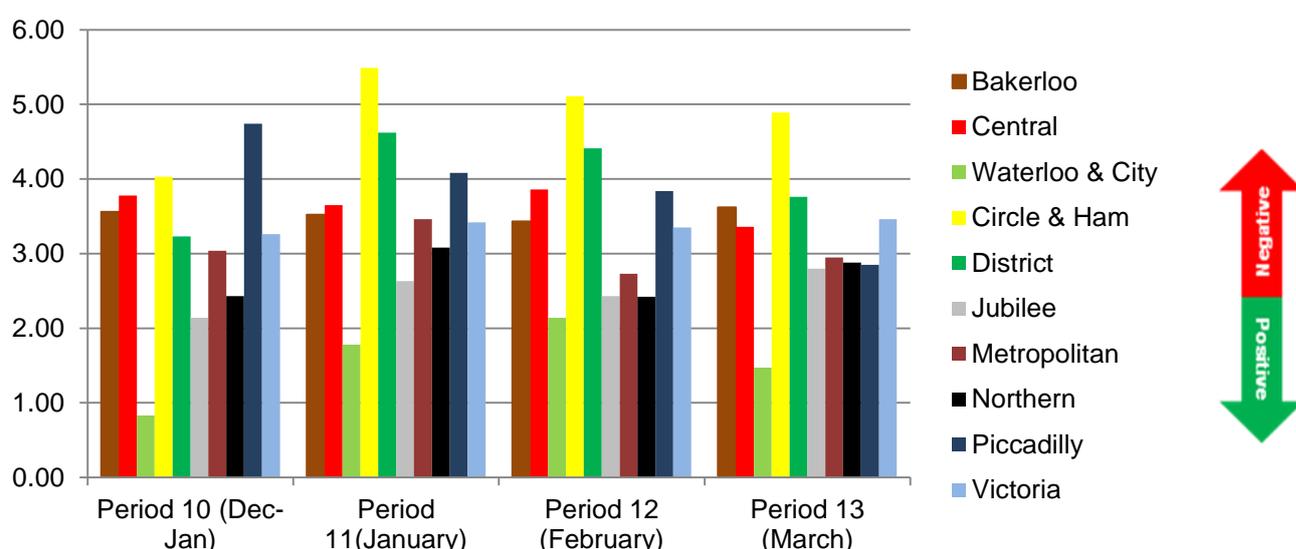
It remains a concern of London TravelWatch that not enough is being done to deliver bus priority on the streets used by London's bus services. Indeed some bus priority continues to be lost to cycle, town centre and other schemes. Where such losses occur there should be complementary improvement to bus priority elsewhere along the routes affected. TfL must establish a bus priority team and budget to deliver additional bus priority on both their and borough controlled roads.

## 4 London Underground

In this section, the performance of London Underground for the fourth quarter of the financial year 2014-15 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 18), 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 16 presents the EJT for each line on the Underground network over the last three periods making up (broadly) the quarter.

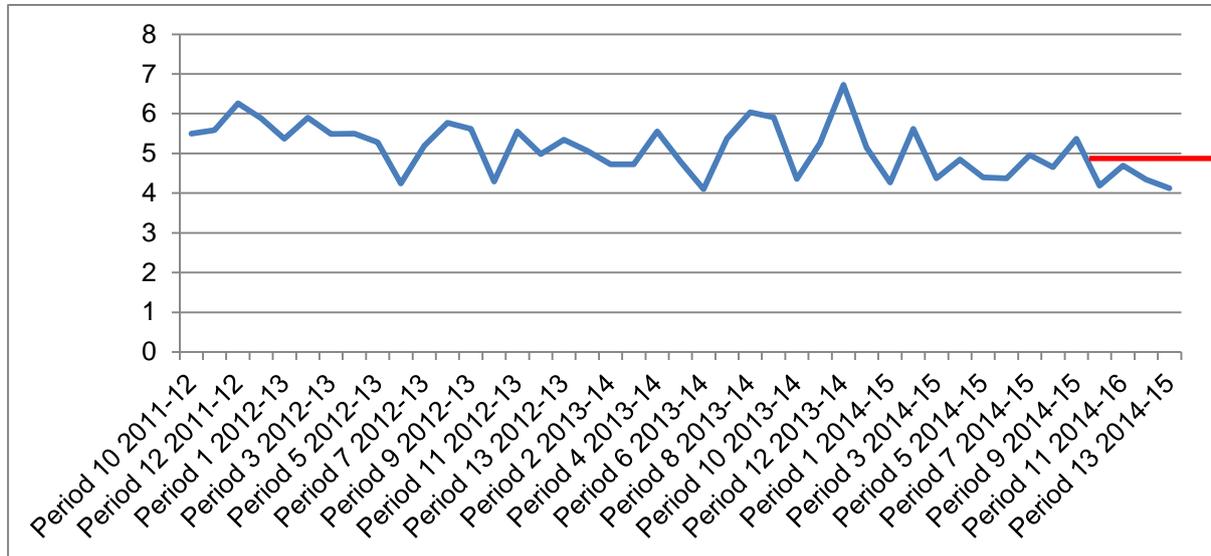
**Graph 16 – P10 2014-15 to P13 2014-15, Excess Journey Time by Underground line (minutes)**



The network measure, shown in Graph 17, 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 17 – P10 2011-12 to P13 2014-15, Excess Journey Time measure for the network (minutes) . The red line is the TfL target.**

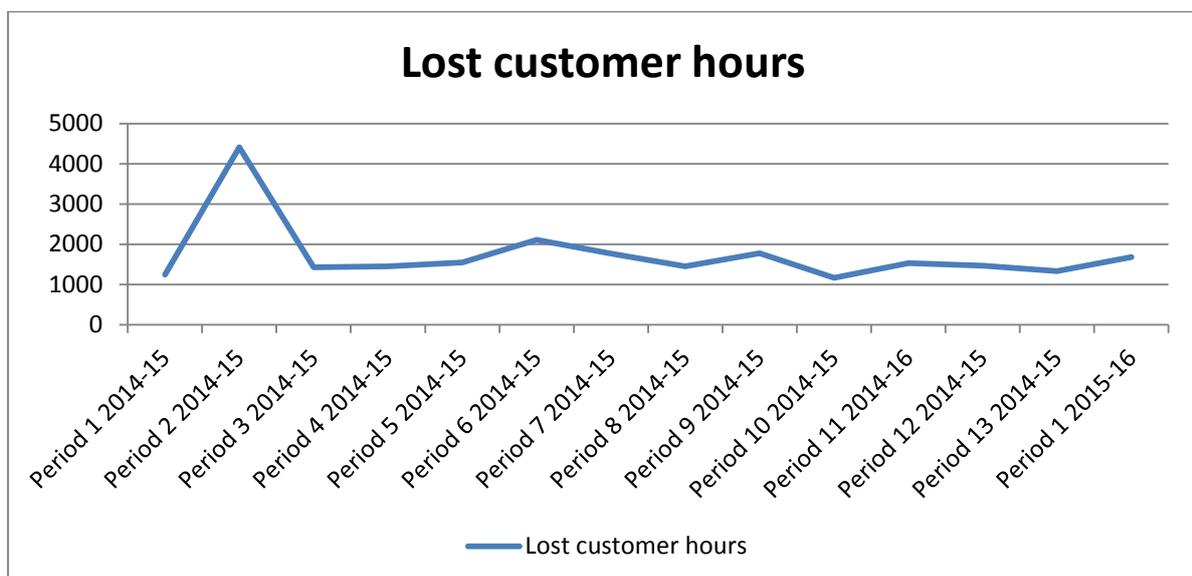


**Lost customer hours**

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.

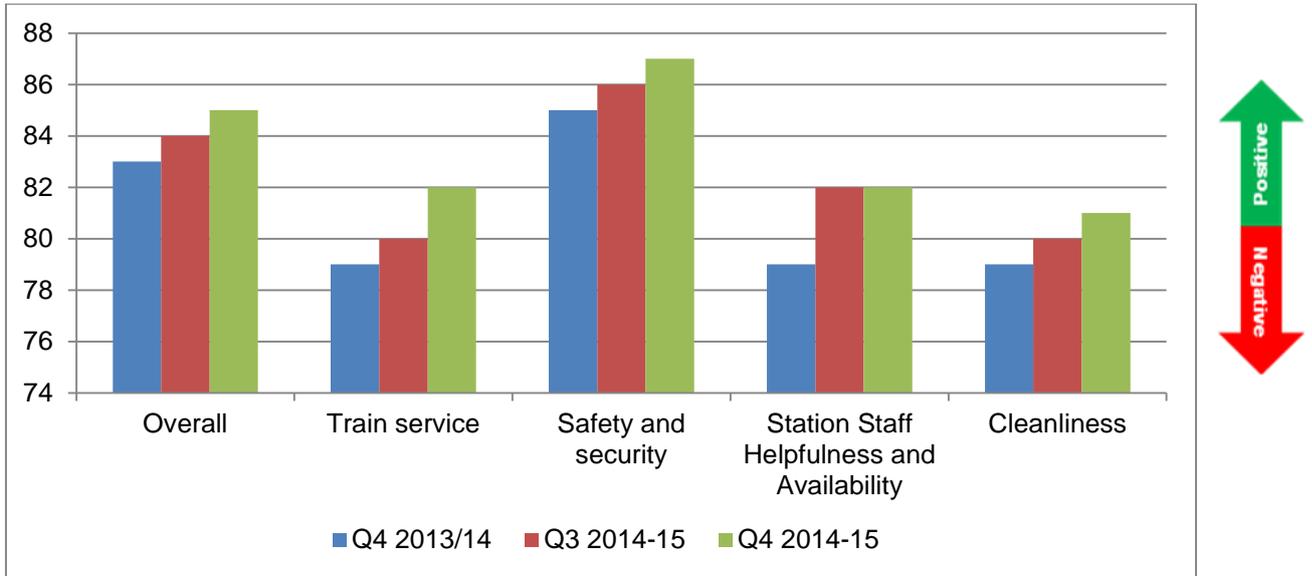
LCH figures since P1 2014-15 are shown in the Graph 18. The year is divided into 13 four week periods, starting on April 1<sup>st</sup>.

**Graph 18 - P1 2014-15 to P1 2015-16 Lost Customer Hours**



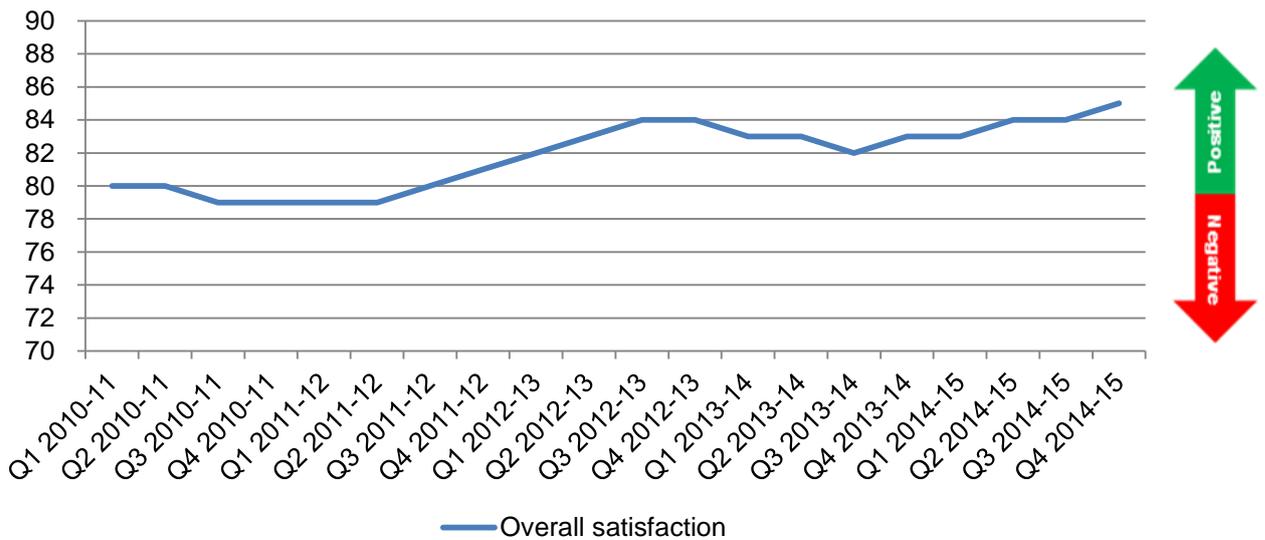
Customer satisfaction figures for the last two quarters, along with the comparison from one year ago, are shown in the Graph 19

**Graph 19 – Q4 2013-14, Q3 2014-15 and Q4 2014-15 London Underground customer satisfaction scores**



Graph 20 shows the overall satisfaction score with London Underground services since Q1 2010-11.

**Graph 20 – Overall satisfaction, Q1 2010-11 to Q4 2014-15**



Complaints to London Underground (LUL) were lower than the number received in the corresponding quarter a year ago (Q4 2013-14). LUL received 1.14 complaints

per 100,000 journeys. Delayed journeys continue to be most complained about issue.

**Graph 21 – Customer complaints received by the Underground for every 100,000 journeys**

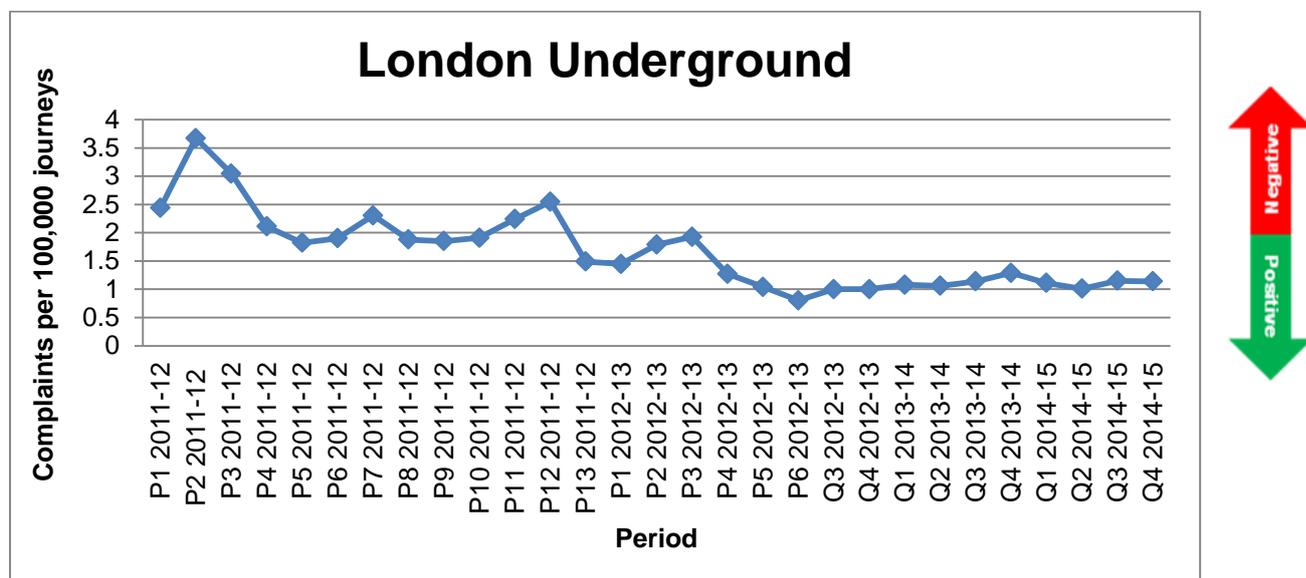


Table 6 shows a summary of all of the 2014-15 TfL business plan targets for London Underground.

**Table 6 – Q4 2014-15 London Underground TfL business plan key performance indicator (KPI)**

KPI	Q4 Target 2014-15	Current performance level
Customer satisfaction score – overall	83	85
Excess Journey Time	4.85 minutes	4.33 minutes
% of Scheduled services operated	98.1%	98.0%

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

Customer satisfaction scores and Excess Journey Time are better than target. There was a decrease in excess journey time compared to the previous quarter (Q3 2014-15).

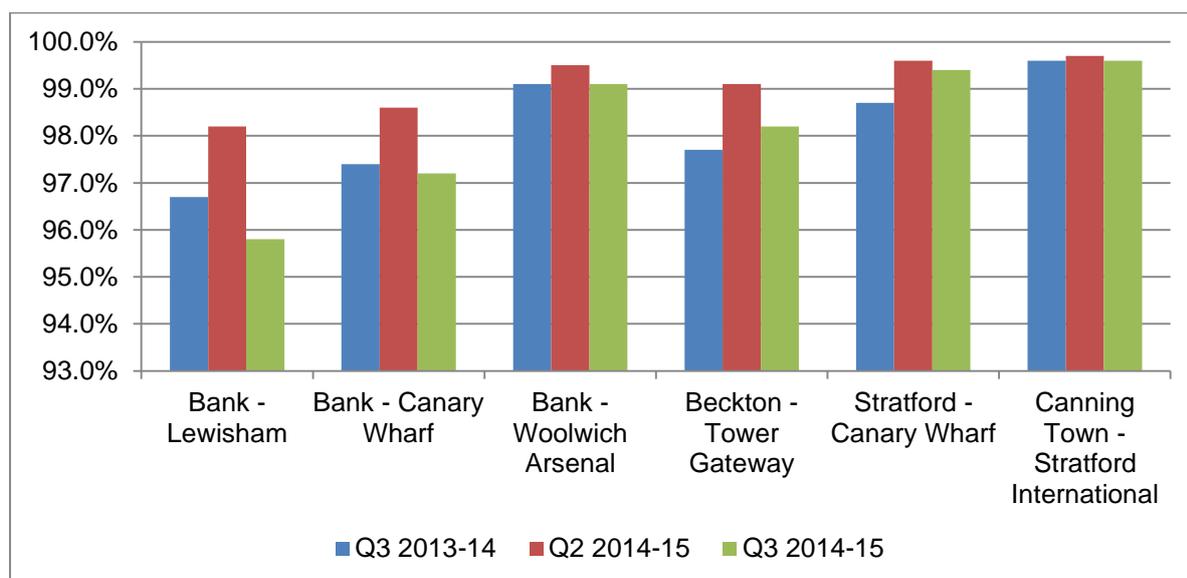
It is noted that the customer satisfaction train service score is higher compared to last quarter, Q3 2014-15, and better than the same quarter a year ago, Q4 2013-14.

## 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.

Graph 22 shows the journey time performance by route.

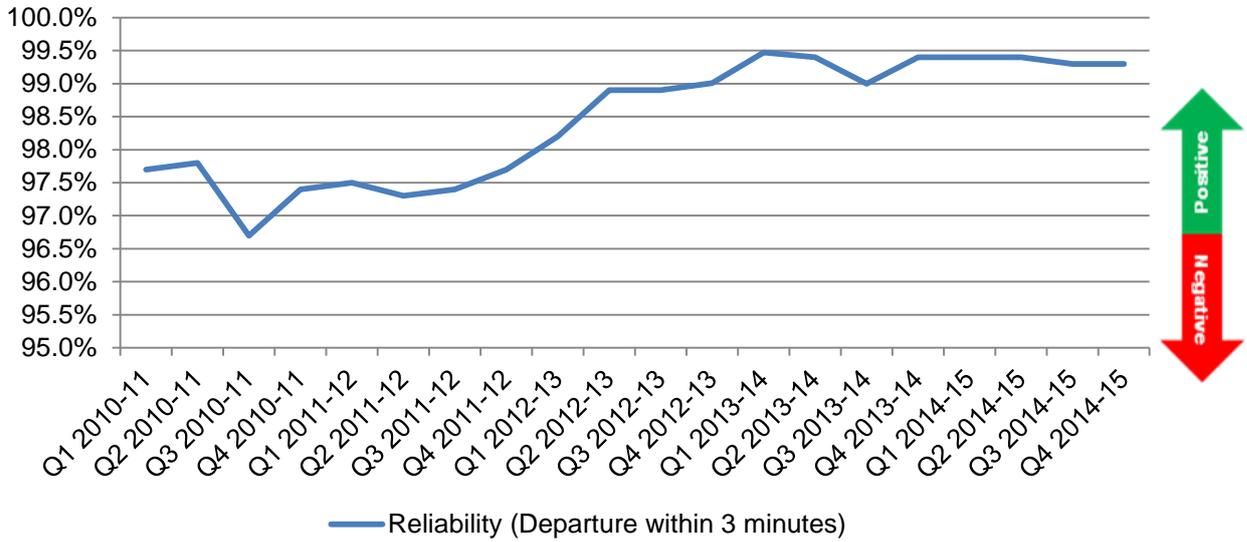
**Graph 22 – Q3 2013-14, Q2 2014-15 & Q3 2014-15 journey time (split by route)**



\*Please note DLR use calendar year quarters when they publish figures on their website. These are financial year quarters in line with TfL general reporting.

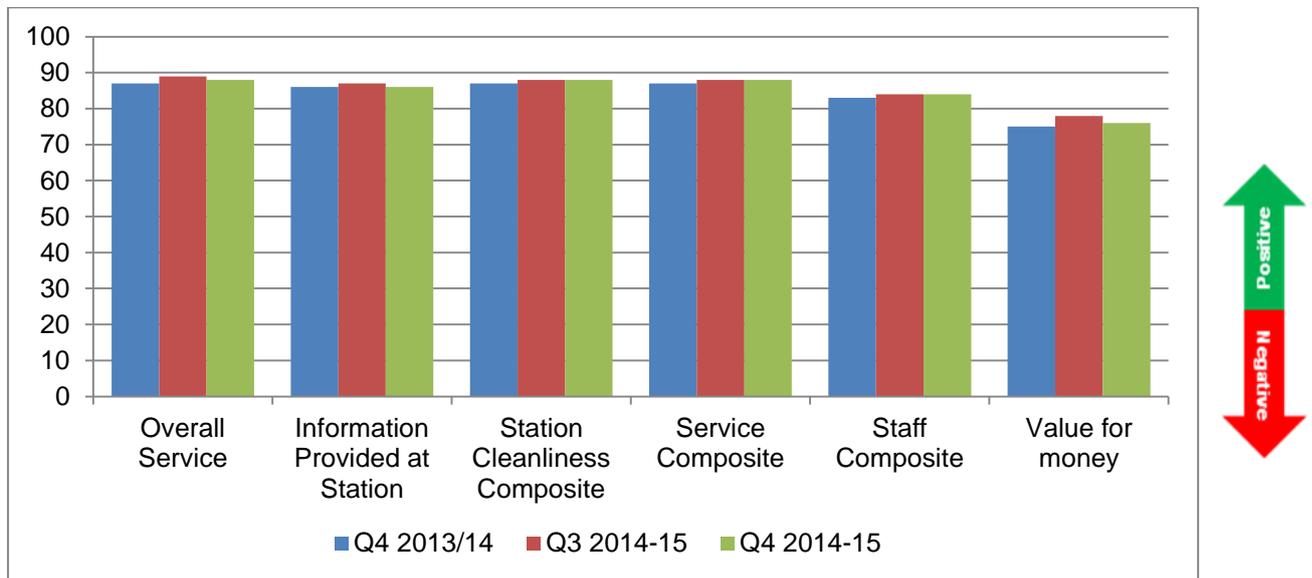
DLR’s network-wide performance measure is ‘departure reliability’. This is the percentage of intervals between trains at terminal stations no more than three minutes greater than the published service intervals.

**Graph 23 – Q1 2010-11 to Q4 2014-15 reliability (departure within 3 minutes of published service intervals)**



Customer satisfaction with the Docklands Light Railway remains high.

**Graph 24 – Q4 2013-14, Q3 2014-15, Q4 2014-15 DLR customer satisfaction scores**



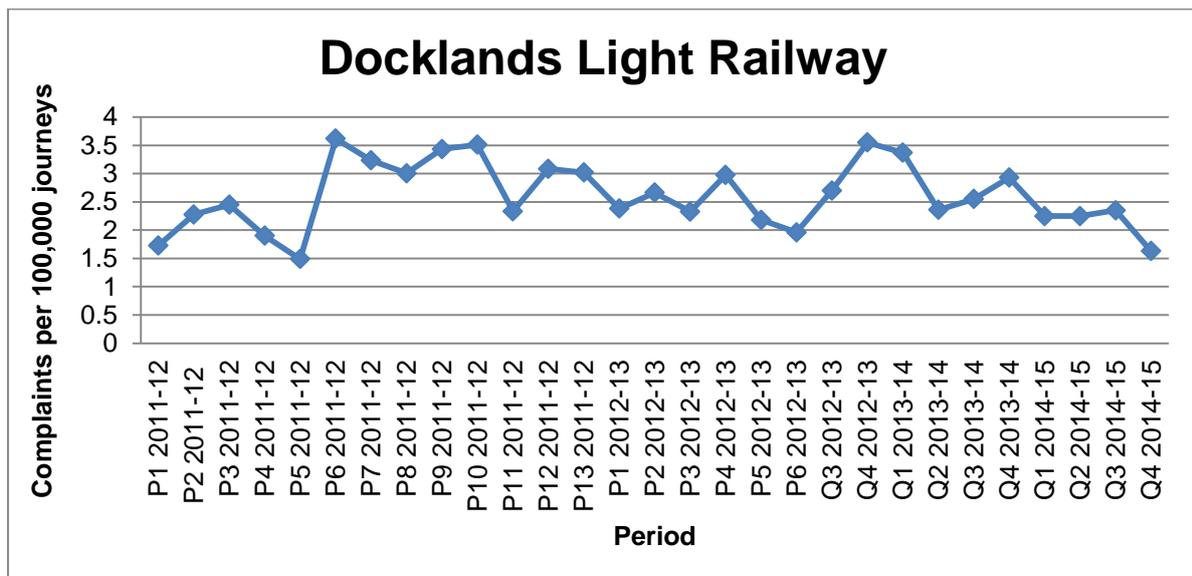
**Graph 25 – Q1 2010-11 to Q4 2014-15 DLR overall customer satisfaction scores**



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

Complaints rate were lower this quarter compared to the previous quarter and the same period last year (Q4 2013-14). 1.63 complaints were received per 100,000 journeys. Complaints were mainly about Ticket Vending Machines (TVM). The overall continued reduction is due to resolution of issues surrounding TVM's.

**Graph 26 – Customer complaints received by TfL for every 100,000 journeys**



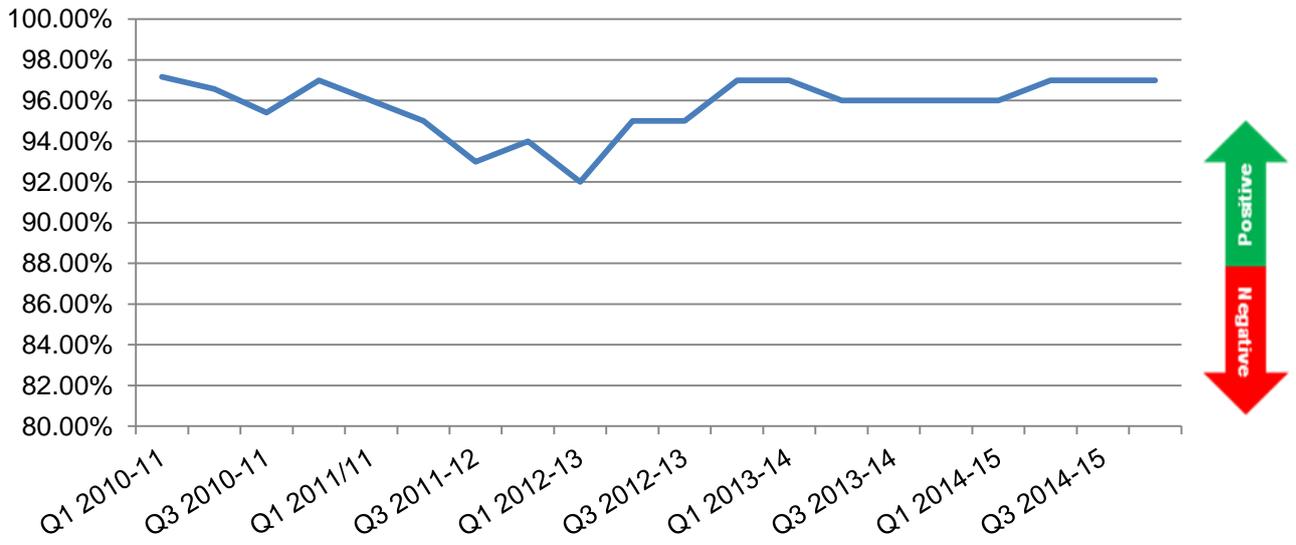
**Table 7 – Q4 2014-15 DLR TfL business plan key performance Indicator (KPI)**

KPI	Q4 Target 2014-15	Current performance level
Customer satisfaction score – overall	86	88
On-time performance	98.8%	99.3%
<p>London TravelWatch's overall performance assessment of Docklands Light Railway is as follows.</p> <p>Customer satisfaction scores are high. The overall customer satisfaction score was two points above target.</p> <p>Customer complaints, (mostly about ticket machines), were lower this quarter compared to the previous quarter (Q3 2014-15) and the same period last year (Q4 2013-14). The overall continued reduction in complaints is due to resolution of issues surrounding Ticket Vending Machines.</p>		

## 6 London Tramlink

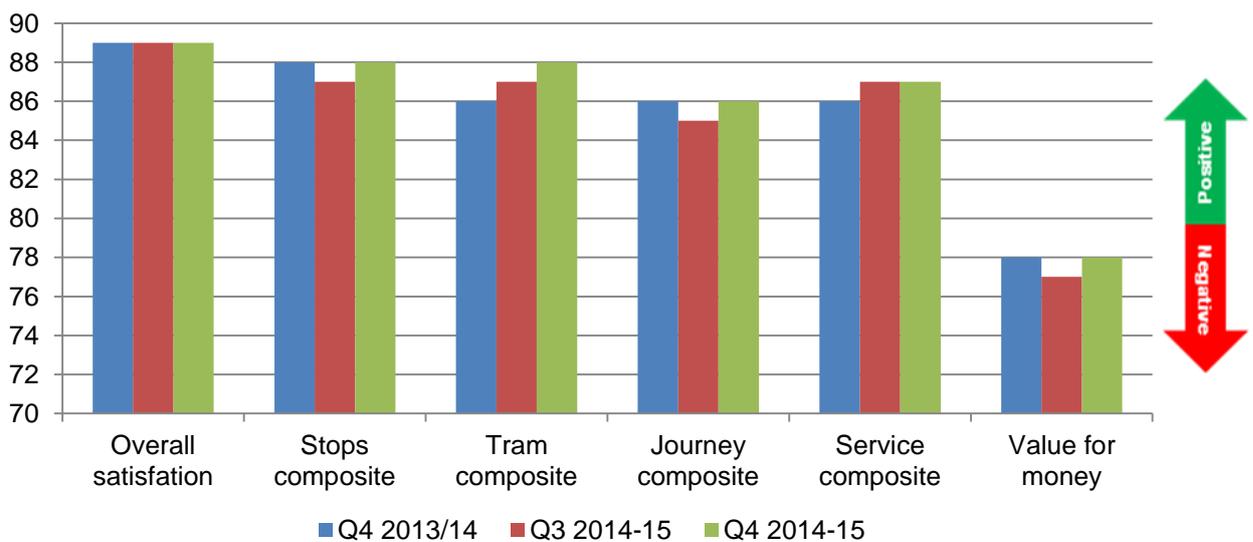
London Tramlink reports a public performance measure, the percentage of trams that arrive within five minutes of the scheduled time. But, there is no associated target.

**Graph 27 – Q1 2010-11 to Q4 2014-15, public performance measure (per cent)**

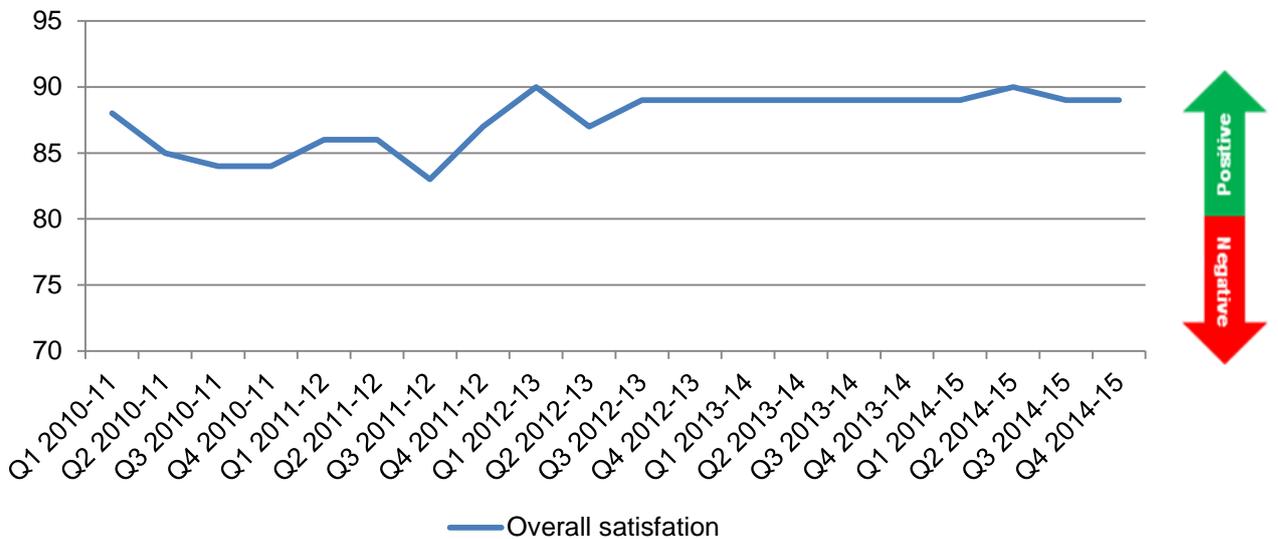


Customer satisfaction scores on Tramlink are shown in graph 28.

**Graph 28 – Q4 2013-14, Q3 2014-15, Q4 2014-15 customer satisfaction scores**



**Graph 29 – Overall customer satisfaction scores since Q1 2010-11**



In Q4 2014-15, Tramlink received 1.43 complaints per 100,000 journeys. Complaints were higher than the same quarter in Q4 2013-14. From Q3 2013-14, Tramlink complaints have been re-categorised. Any previous contact was classed as complaints; this is now based on genuine complaints only. Issues of complaints centred on planned closures and changes to the timetable required to facilitate the works in Croydon.

**Graph 30 – Customer complaints received by TfL for every 100,000 journeys**

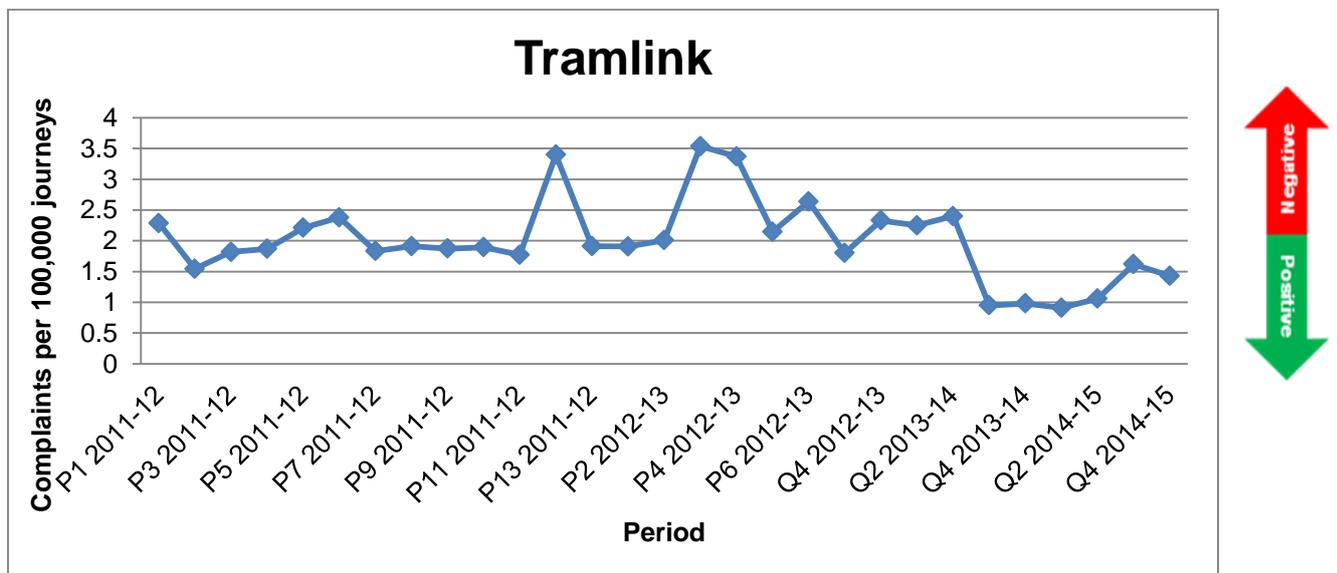


Table 8 shows a summary of all of the 2014-15 TfL Business Plan targets for London Tramlink.

**Table 8 – Q4 2014-15 London Tramlink TfL business plan key performance Indicator (KPI)**

KPI	Q4 Target 2014-15	Current performance level
Customer satisfaction score – overall	89	89
<p>London TravelWatch's overall performance assessment of London Tramlink is as follows.</p> <p>Customer satisfaction is on target. Value for money is higher than previous quarter (Q3 2014-15), but is the same as the score received a year ago (Q4 2013-14). Issues of complaints centred on planned closures and changes to the timetable required to facilitate the works in Croydon.</p>		

## 7 London Overground

London Overground’s public performance measure (PPM) for the fourth quarter was 93.5%. This was 3.0 percentage points lower than the same quarter last year (Q4 2013-14). Please note this is a Network Rail statistic.

The National Rail Passenger Survey results are from the autumn 2014 wave of surveys. Passenger satisfaction has decreased since the last autumn survey. The percentage of passengers satisfied was 80% compared with 80% in spring 2014 and 82% in autumn 2013. This figure is close to that of equivalent south east TOCs.

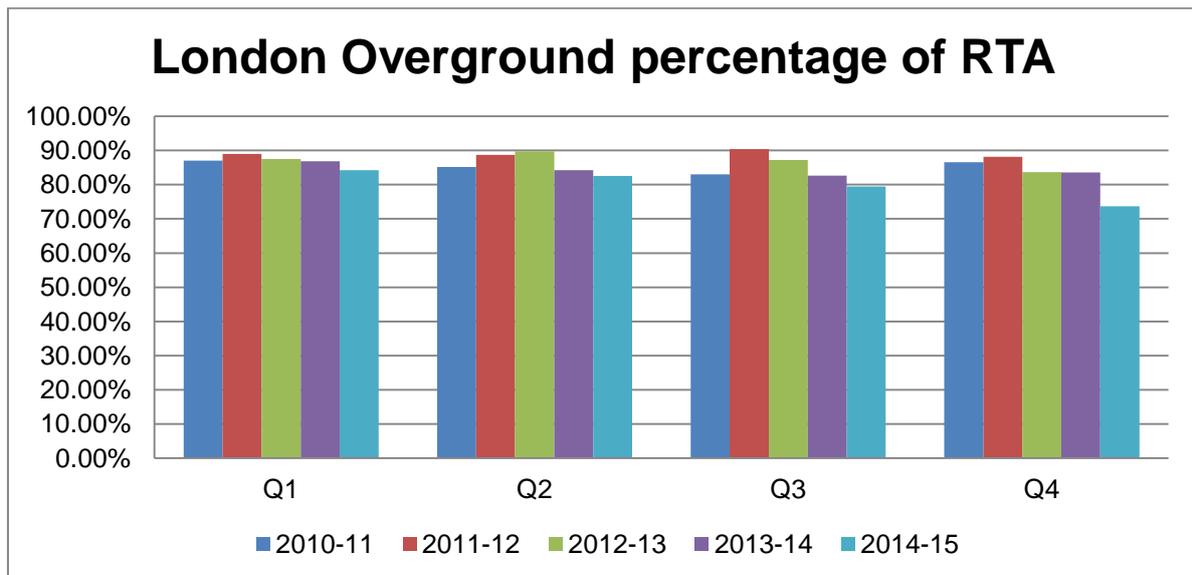
TfL’s own customer satisfaction score is above target.

### Right time arrival

London TravelWatch members have asked that Right Time Arrival (RTA) be included in this report. 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.

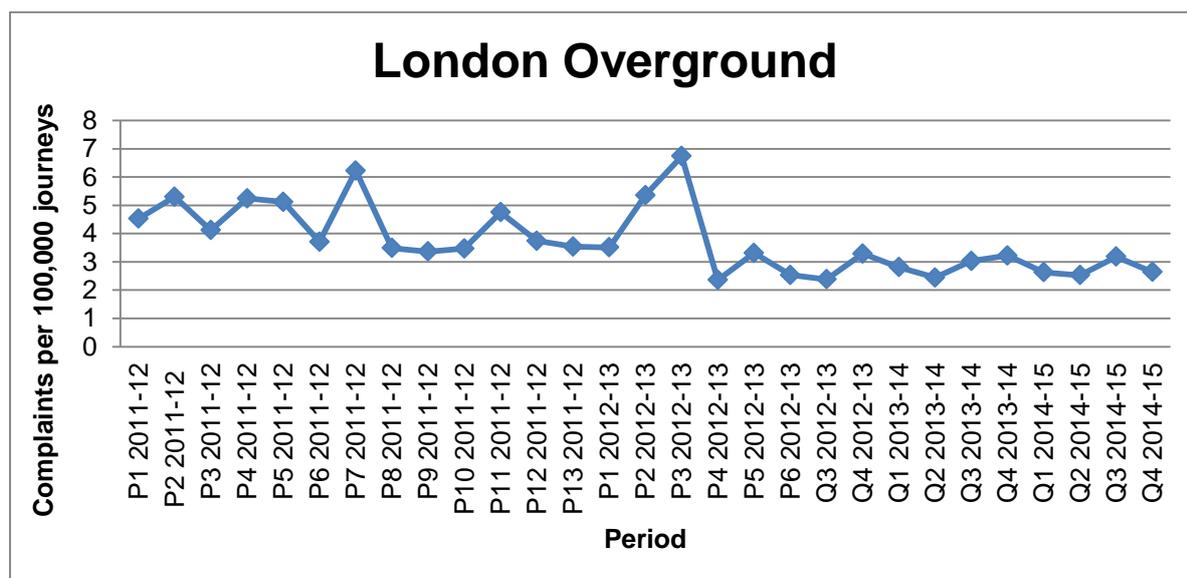
London Overground performs well compared to most train operating company (TOCs), however this month’s RTA was again very poor compared to all previous quarters. The TOC has seen a deterioration of performance attributed to the knock on effects of the works at London Bridge station and the poor performance of other TOC’s.

**Graph 31 – London Overground percentage of RTA**



London Overground experienced a decrease in complaints compared to the previous corresponding quarter, (Q4 2013-14) receiving 2.64 complaints per 100,000 journeys. Train performance is the most common cause of complaint. Overcrowding has also been a common form of complaint, particularly on the East London Line. London Overground receives the lowest rate of complaints when compared to other London & South East train operators.

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



**Table 9 – Q4 2014-15 London Overground TfL business plan key performance Indicators (KPI) and National Rail performance figures**

National Rail Performance measure	Target 2014-15	Current performance level
Customer satisfaction – overall (National Rail Passenger Survey bi-annual data). Percentage satisfied or good	Average of similar London and South East TOC's: 81% (Not a TfL target)	80% (Autumn 2014)
Public Performance Measure (Network Rail figures)	Average of London and South east TOCs is 86% (Not a TfL target)	93.5%
TfL KPIs	Q4 Target 2014-15	Current performance level
Overall customer satisfaction score (TfL measure)	81	83

On time performance (A TfL measure of PPM Moving Annual Average)	96%	95.2%
<p>London TravelWatch's overall performance assessment of London Overground is as follows</p> <p>London Overground is continuing to perform well and achieved its targets, although the RTA is very poor compared to all previous quarters, and the PPM on time performance has not been achieved. 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 are down.</p> <p>Crowding on some sections of the London Overground is a regular occurrence. TfL have responded to this with additional carriages on the network, though this may well not be enough to alleviate crowding.</p>		

## 8 Dial-a-Ride

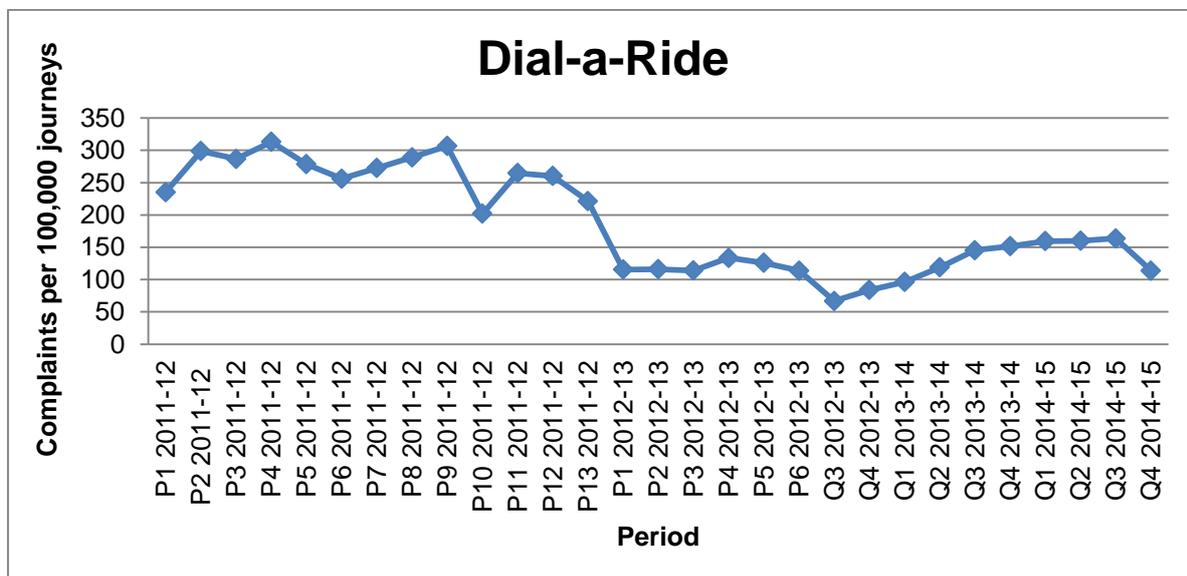
Dial-a-Ride is a door-to-door transport service operated by TfL for people (members) with disabilities who cannot use buses, trains or the Underground in London.

Overall customer satisfaction was below target this quarter with a score of 91, compared to 93 a year ago (Q4 2013-14). Dial-a-Ride members are very satisfied with driver helpfulness-courtesy, which scores 95 (96 in Q4 2013-14). Satisfaction with the booking process has decreased compared to the same period last year, with a score of 78 (79 Q4 2013-14).

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 the same period last year (Q4 2013-14). Dial-a-ride received 113 complaints per 100,000 journeys, which is high compared to other modes. Previously the main source of complaint, booking refusals have seen a reduction in the number complaints about this element of the service. Driver conduct was the main source of complaint this quarter.

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



**Table 10 – Q4 2014-15 Dial-a-Ride TfL business plan KPIs**

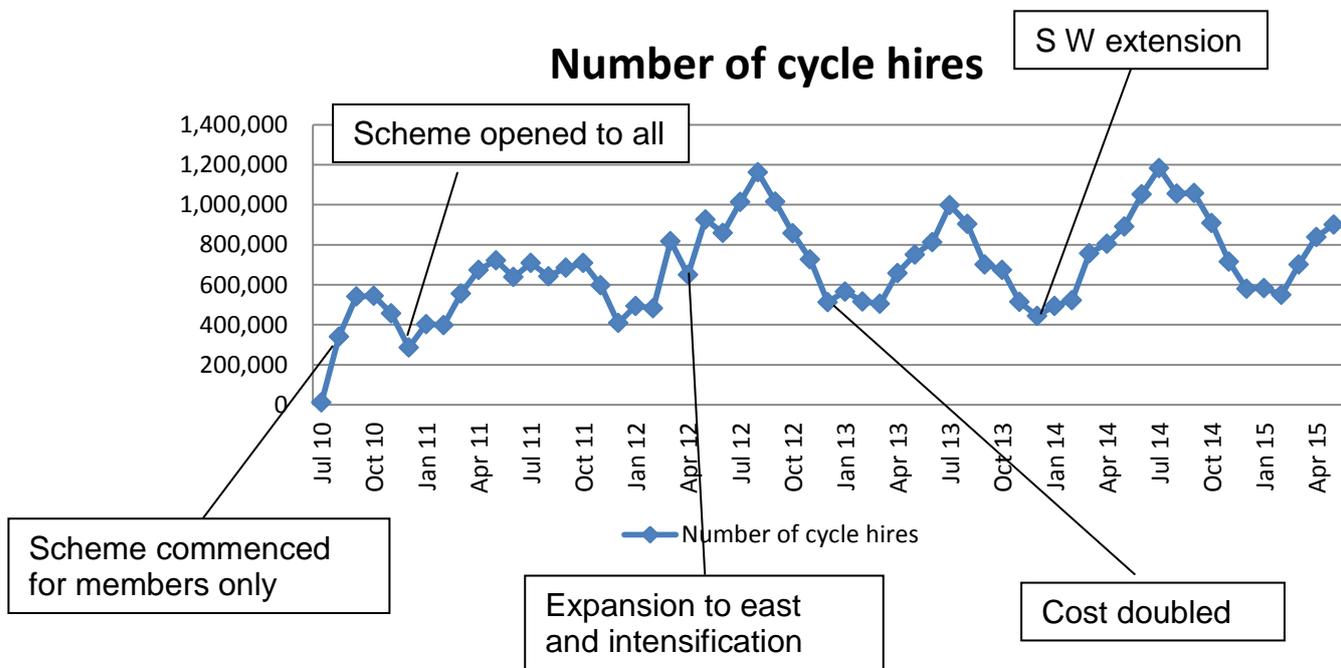
KPI	Q4 Target 2014-15	Current performance level
Customer satisfaction score – overall	92	91
Quarterly passenger journey numbers	1,400,000(annual target)	1,519,942
<p>London TravelWatch's overall performance assessment of Dial-a-Ride is as follows.</p> <p>Dial-a-Ride's exceeded its end of year target in terms of journeys operated. This is welcomed.</p> <p>Customer satisfaction overall is below target. Previously the main source of complaint, booking refusals have seen a reduction in the number complaints about this element of the service. Driver conduct was the main source of complaint this quarter. Satisfaction with the booking process has decreased compared to the same period last year, with a score of 78 (79 Q4 2013-14).</p>		

## 9 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.

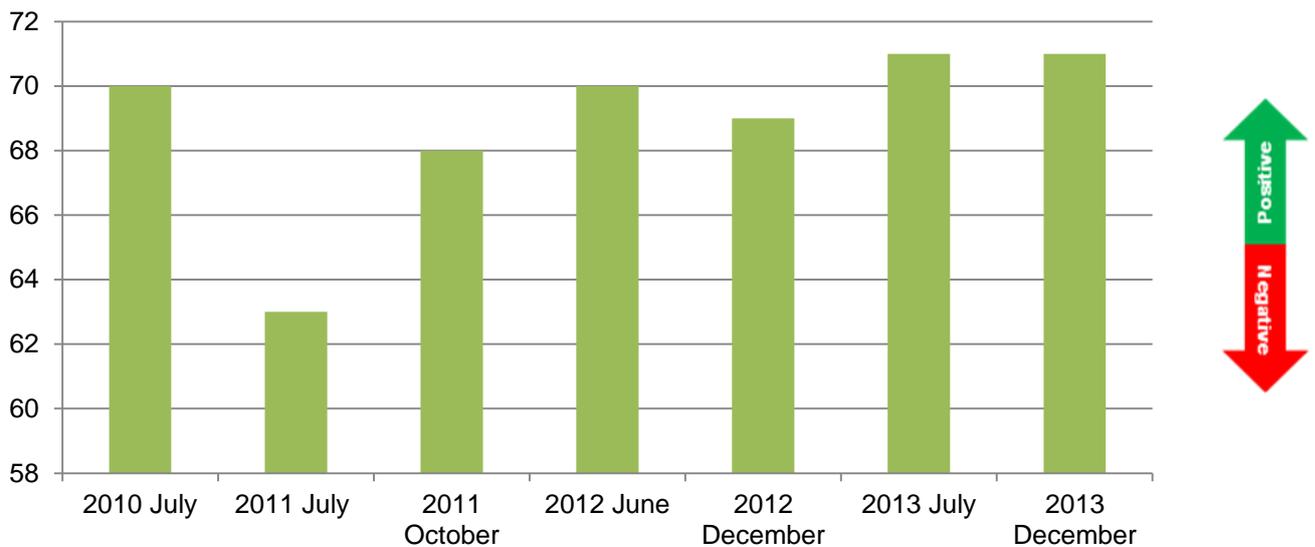
**Graph 34 – Cycle hire scheme usage**



The latest customer satisfaction score is higher than any since the scheme started. The different elements of the survey suggest increasing satisfaction with the use of members' keys and with the service from the contact centre.

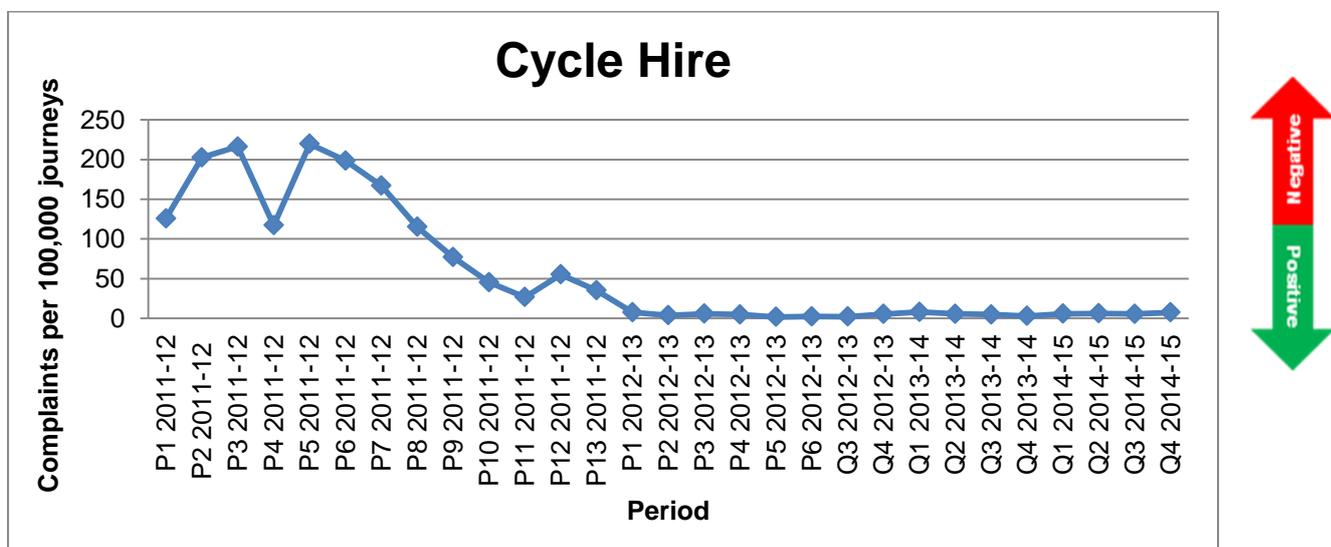
However, scores for the availability of spaces at docking stations and value for money are at their lowest levels.

**Graph 35 – July 2010, July 2011, October 2011, June 2012, December 2012, July 2013 and December 2013 cycle hire customer satisfaction score**



Complaints increased compared to the same period a year ago (Q4 2013-14). The cycle hire scheme received 7.44 complaints per 100,000 journeys. Issues of complaint were mainly focused on unclear charging structure and the availability of bikes.

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



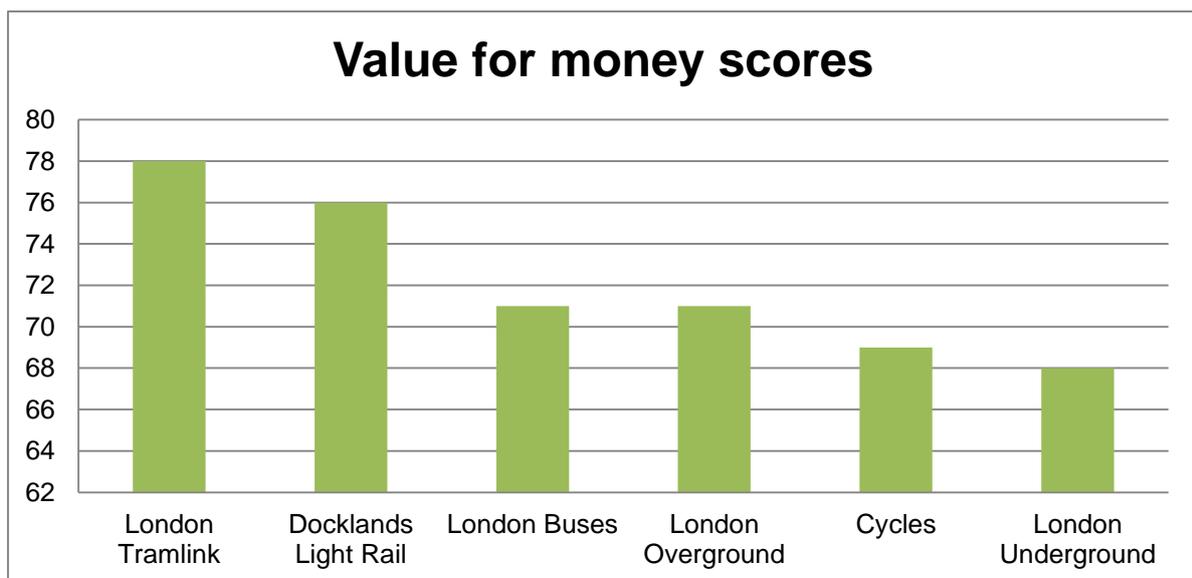
## 10 Customer satisfaction and value for money scores – modes comparison

**Graph 37 – Q4 2014-15 overall customer satisfaction scores – modes comparison**



\*\* Taken from TfL’s cycle hire customer satisfaction and usage report, February 2013

**Graph 38 – Q4 2014-15 value for money scores - modes comparison**



## Appendix – Glossary & 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

### References

- All Transport Modes
  - [Operational and Financial Performance Report and Investment Programme Report – Q4 2014-15](#)
- Streets
  - London Streets Performance Report, Q4 2014-15 (supplied by TfL directly)
- 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 (Note: DLR quotes financial Q4 as calendar Q1)

- <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](#)