

TfL 2010/11 Quarter 4 Performance Report

June 2011



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, and
- 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 2009/10 financial periods	Issue dates for London TravelWatch report for the corresponding Quarter
Quarter 1 – Apr to Jun 2010	20 Oct 2010
Quarter 2 – Jul to Sept 2010	16 Dec 2010
Quarter 3 – Oct to Dec 2010	4 March 2011
Quarter 4 – Jan to Mar 2011	23 June 2011
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Executive Summary

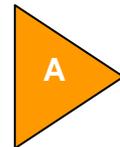
This report summarises the performance of all the Transport for London (TfL) modes of transport for the fourth quarter of the 2010/11 financial year (January to March 2011). The aim of the report is to provide, in one place, information about the performance of TfL's transport network from the perspective of users. For this reason, London TravelWatch has selected performance information on each of the modes which it believes reflect the experience of the user. The information has been brought together from a number of sources in order to provide an overview of TfL's performance (see Appendix for source references).

We have assessed London Buses, Docklands Light Railway, London Tramlink, London Overground, Dial-a-Ride and London River Services as performing 'good' or 'satisfactory'. London TravelWatch has concerns about the performance of the Transport for London Road Network (TLRN) and London Underground, though the latter has improved in comparison to the previous quarter.

The decline in the number of bus priority lanes being implemented by TfL and London boroughs is a cause of concern, looking to the future when additional revenue resources will not be available to counteract the impact of higher demand and increased road congestion, as it has been in the recent past.

1. London Streets

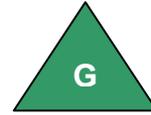
TfL has been doing a great deal of work to successfully reduce the amount of planned and unplanned severe delays on the TLRN. They are also using the permitting system to keep the number of roadworks below its target. This seems to be paying dividends. However, despite this and lower traffic volumes there does not seem to be an improvement in TfL's new measure of Journey Time Reliability. Journey Time Reliability was down for this quarter compared to the same quarter last year.



The condition of both carriageways and footways has deteriorated over the last two severe winters. TfL has missed its target for highway condition and will not be able to return the condition of the TLRN to pre-2009/10 levels for some years.

2. London Buses

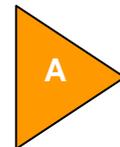
London Buses has performed well. Excess Waiting Time (EWT) was one minute on high frequency routes which is below (better than) the seasonal target. The percentage of kilometres operated is just below target. Customer satisfaction was higher than target.



The significant decrease in the number of bus priority lanes being implemented by TfL and London boroughs is a cause of concern as additional resources will not be available in the future to counteract the impact on performance of higher demand and increased road congestion, as has been the case in the recent past. The percentage of accessible bus stops is on target, albeit a lower target than set originally. However, it is disappointing that so few London boroughs have done anything to address bus stop accessibility on their roads during the last financial year.

3. London Underground

The network-wide score for quarter 4 is better than TfL's Business Plan target and an improvement on the previous quarter. The ambience measure (a measure of the travelling environment) is improving, but availability of the Underground's infrastructure (trains and signals etc) is not.



4. Docklands Light Railway

Docklands Light Railway (DLR) performance was generally good and improving following the completion of the three-car project, but the target for the Percentage of Scheduled Services run was missed.



5. London Tramlink

London Tramlink missed its target for customer satisfaction in the quarter. However, the Percentage of Scheduled Services run target was exceeded. It is hoped that a recent improvement in the Public Performance Measure will be reflected in an improved customer satisfaction score next month.



6. London Overground

London Overground has continued to improve this quarter. TfL's performance target was exceeded and its customer satisfaction scores were amongst the highest of the London and the South East train operating companies (TOCs). Its National Passenger Survey (NPS) customer satisfaction figures (reported previously) rose by 13%.



This improved performance is a result of the cumulative impact of investment in trains and stations across the overground network and the inclusion of the new East London Line in the NPS.

7. Dial-a-ride

Dial-a-Ride's performance was below target, but only marginally. This was due to a large number of cancelled bookings by members because of the severe weather conditions at the beginning of the quarter. Customer satisfaction was below target at 90%. Customer satisfaction is lowest regarding the booking service, rather than the actual journey once booked.

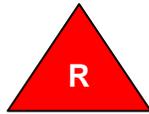


8. London River Services

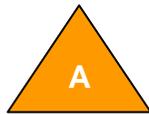
River services carried more passengers than the target.



The TfL Quarterly Performance Report focuses on the experience of passengers of the TfL modes of transport. Performance has been rated as follows (the direction of the triangle indicates the performance trend):



Red - poor performance and major concerns about services



Amber - unsatisfactory performance and concerns about services



Green - good or satisfactory performance (equal to or better than target)

It should be noted that these are London TravelWatch's interpretations of the performance figures.



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

1 Travel in London

TfL's annual Travel in London report records the way Londoners travelled¹ in 2009.

There were 24.4 million daily trips in, to and from Greater London. This was made up as shown in Table 1

Table 1 How Londoners travel (millions of trips and percentage of all trips), 2009

Rail	Under-ground /DLR	Bus and tram	Taxi/ PHV	Car (driver and passenger)	Motor cycle	Cycle	Walk	All modes
2.1	2.2	3.5	0.3	9.8	0.2	0.5	5.8	24.4
8.6%	9.0%	14.3%	1.2%	40.1%	0.8%	2.0%	23.7%	

¹ Travel in London, Report 3, Table 2.1

2 London Streets

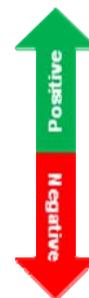
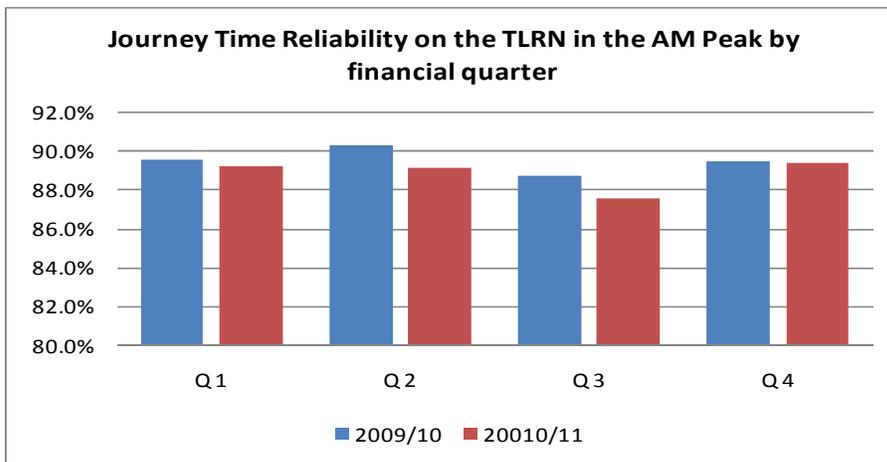
This section of the TfL Performance Report focuses on the performance of the Transport for London road network (TLRN) also known as the Red Routes, which are the major arterial routes operated by TfL.

Journey Time Reliability is a new measure of the performance of the road network. There are only two full years of data for this measure and therefore caution is needed in drawing conclusions about the trend of Journey Time Reliability on the TLRN.

The Journey Time Reliability 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 Journey Time Reliability on the TLRN in the AM peak is 0.1 percentage points lower (poorer) than the same period last year.

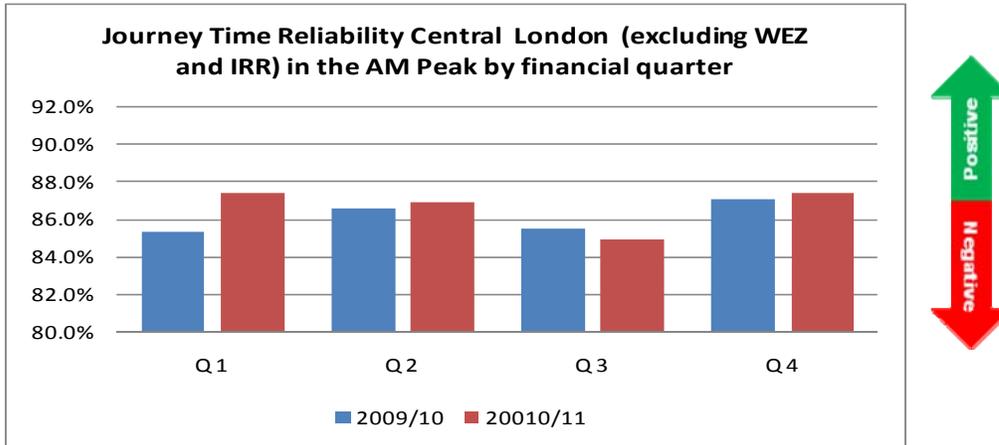
TfL has recently included projections for this indicator in the 2011/12 – 2014/15 Business Plan. Their target figure is 89% for this financial year improving to 90.0% in 2014/15.

Graph 1 - Journey Time Reliability on the TLRN in the AM peak by quarter, 2009/10 to 2010/11



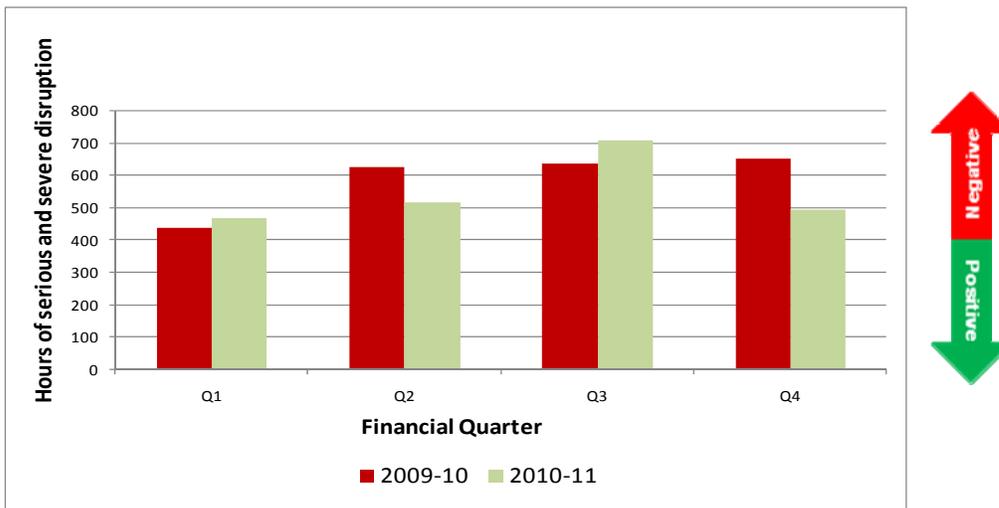
An equivalent Journey Time Reliability figure for the central area is also reported by TfL. This quarter's figure is 0.4% higher (better) than the same quarter last year. This probably reflects the rise in the price of the congestion charge on 4 January 2011 which has the affect of deterring drivers from entering the central area.

Graph 2 - Journey Time Reliability in central London in the AM peak by quarter, 2009/10 to 2010/11



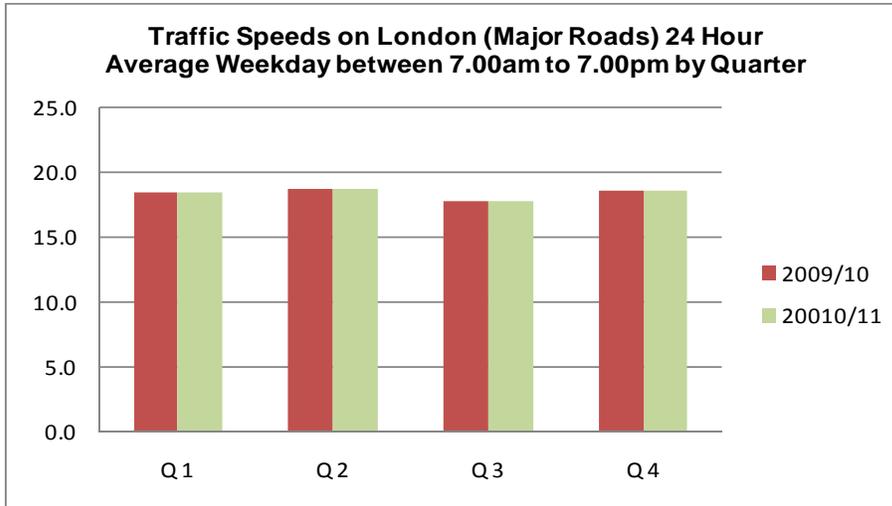
Serious and severe disruption on the TLRN, both planned and unplanned, dropped in quarter 4 compared to the same quarter last year. The decrease in the combined figures was attributable to both categories of delay described by TfL, planned and unplanned events.

Graph 3 - Duration of TLRN serious & severe unplanned and planned events (Hrs) by quarter 2009/10 to 2010/11



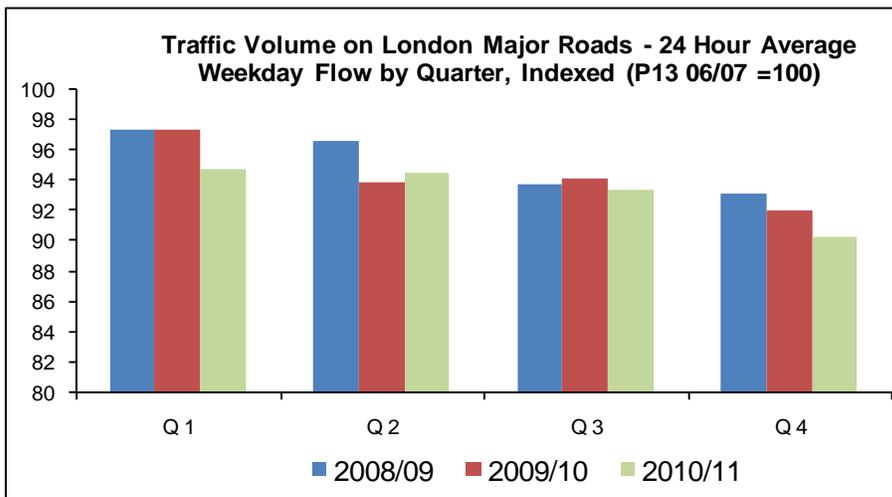
The average traffic speed on London’s major roads in quarter 4 during weekdays rose compared with the previous quarter and on the same quarter last year.

Graph 4 - Traffic speeds on London’s major roads 24 hrs average weekday between 0700-1900 by Quarter (mph)



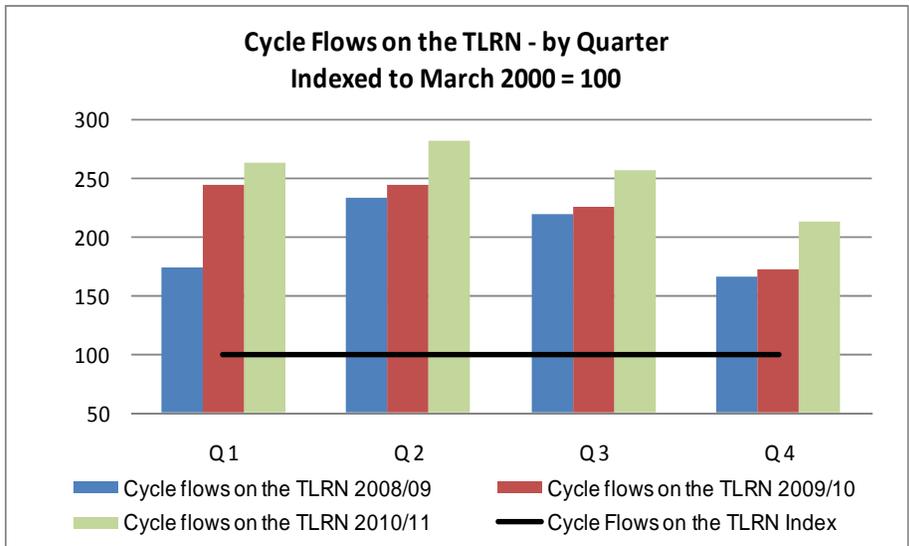
Traffic volumes on London’s major roads continue to fall compared to the same quarter last year.

Graph 5 – Quarterly traffic volume on London major roads 24hrs average weekday, indexed P13 2006/07 = 100



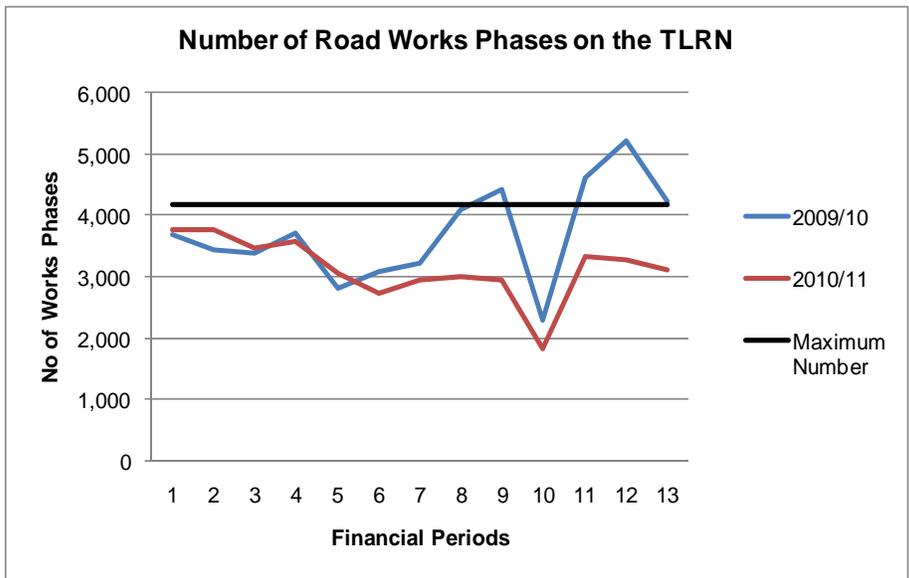
Cycle flows have continued their significant upward trend in quarter 4 of 2010/11, albeit from a very low base.

Graph 6 – Cycle flows on the TLRN – by quarter indexed to March 2000 = 100



The graph below shows the number of roadworks on the TLRN for last year and the financial year 2009/10. This shows that roadworks have been contained below TfL’s target maximum..

Graph 7 - Number of road works on the TLRN by period (13 in year)

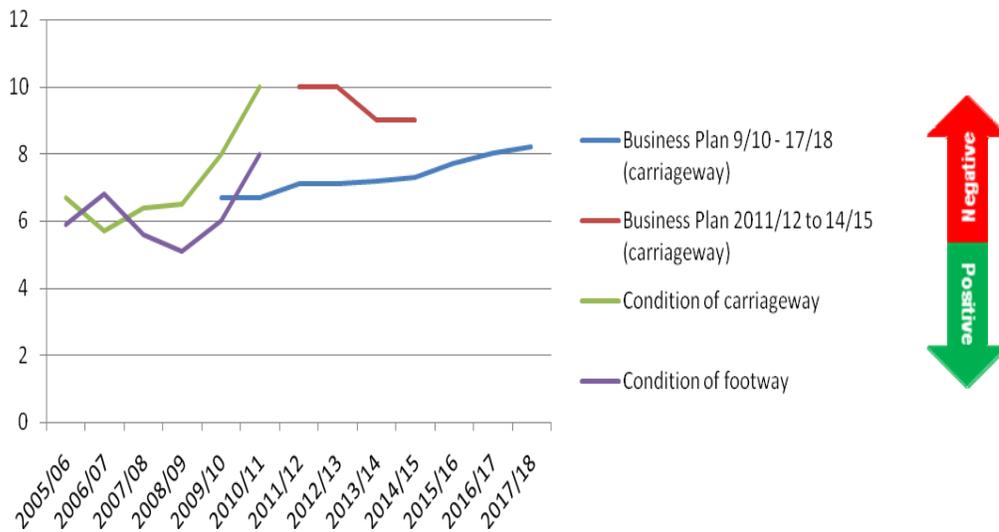


The percentage of roads not in a ‘good state of repair’ is significantly above (poorer) target. TfL attributes this to the last two severe winters. Future Business Plan projections have been relaxed to take account of this deterioration. There

has been a similar deterioration in the condition of the TLRN pavements. It may take substantial time and investment to improve road condition to that prior to the last two winters.

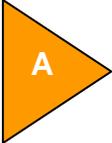
(Note: the green and purple lines show the percentage of carriageway and pavement that is assessed as in need of repair. The blue and red lines show Business Plan projections. The most recent has been relaxed)

Graph 8 – Condition of the TLRN carriageway and pavements since 2005/06 (percentage of carriageway/pavement in need of repair)



Below is a summary of all of the 2010-11 TfL Business Plan targets for streets that do not relate to safety.

Table 2 – Q4 2010/11 London Streets TfL Business Plan KPIs

KPI	Target 2010-11	Current Performance Level
TLRN Cycling journeys	227.8	213.1
% of road assets not in good repair (annual figure for 2009/2010)	6.7%	10%
Traffic signal availability	99.1%	98.77%
Street lights operating	98%	99.25%
London TravelWatch's overall performance assessment of TfL Streets:		
		

3 London Buses

This section of the report sets out the performance of the London Bus network in the fourth quarter of 2010/11.

3.1.1 Overall Bus Network Performance

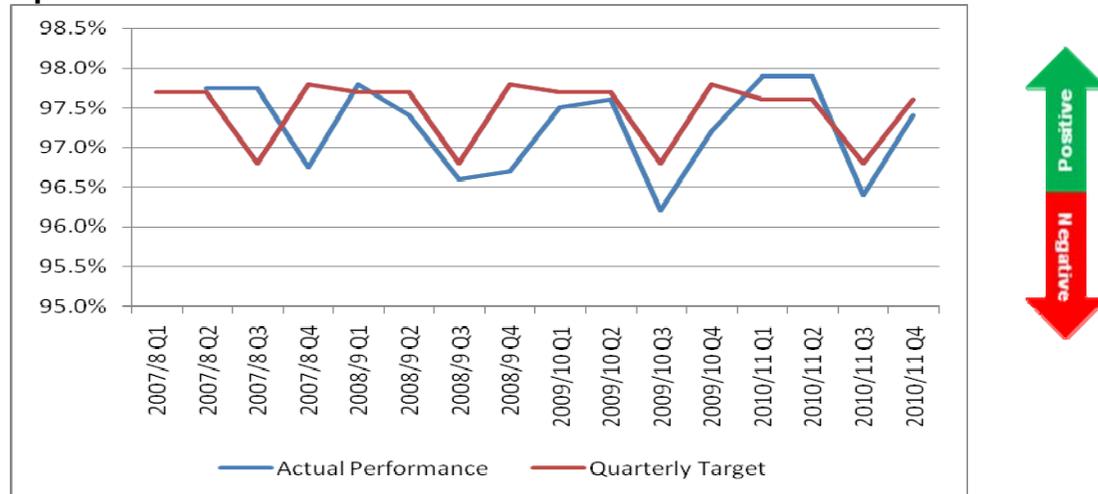
For the overall bus network, the two most significant measures of bus performance which reflect passengers' experience are Excess Wait Time (EWT), and the percentage of scheduled kilometres operated. Between them they show if the planned frequency of bus services are being delivered. EWT is the measure that indicates the additional minutes wait time of passengers beyond the scheduled value on high frequency bus routes. EWT is better than the target, (Graph 9). This sustained, very good performance of the bus network will, in part, be due to the reduction in traffic volumes illustrated in Graph 5, but also the better control that operators have as more of them make use of the I-Bus system.

Graph 9 – 2007/08-2010/11, Excess Wait Time (minutes) on high frequency bus routes



The graph below represents the historical trend of the percentage of scheduled bus kilometres operated. This measure of performance is just below the target of 97.6%.

Graph 10 – 2007/08-2010/11, Percentage of Scheduled Bus Kilometres Operated



2.1.2 Focus on poor performing routes

As well as the Excess Waiting Time (EWT) figure for all London's high frequency bus services, TfL publishes figures per route along with the minimum standard agreed with the operator as part of the contract.

Of London's 375 high frequency bus routes in Quarter 4 2010/11, only 41 were worse than the contracted minimum standard, and most of those were only marginally so. Nineteen operated at the contracted standard, and 312 performed better than the contracted minimum.

Poor performance on the bus network is often as a result of prolonged roadworks which are often outside of the control of TfL. Where this occurs, TfL is actively trying to reduce the impact on passengers.

We have analysed the worst performing 25 bus services to see if any are consistently performing poorly. In this quarter, , eight of the worst performing routes were also in the worst 25 routes list in the same quarter last year. Of these, the 228 (from Madia Vale to Central Middlesex Hospital) is a long-standing poor performing route. TfL suggests that this is because of roadworks and that performance has recently improved.

2.1.3 Bus stop accessibility

Based on TfL's audit of bus stops, 52.03% of all bus stops across the network meet TfL's accessibility criteria. On the TfL road network, the figure is higher at 62.73. The overall figure is slightly higher than TfL's 2010/11 Business Plan

target of 52% though it should be noted that this target is lower than the one set in 2008's Business Plan. Local authorities (London's boroughs) now have responsibility for delivery of the vast majority of bus stop accessibility schemes using Local Implementation Plan (LIP) transport grant. **It is disappointing to note that in the last financial year only seven out of 33 London Boroughs appear to have done any work to increase the number of accessible bus stops on their roads.** This is particularly unfortunate as the bus network is the only public transport network that has the potential, realistically, to be fully accessible to all Londoners.

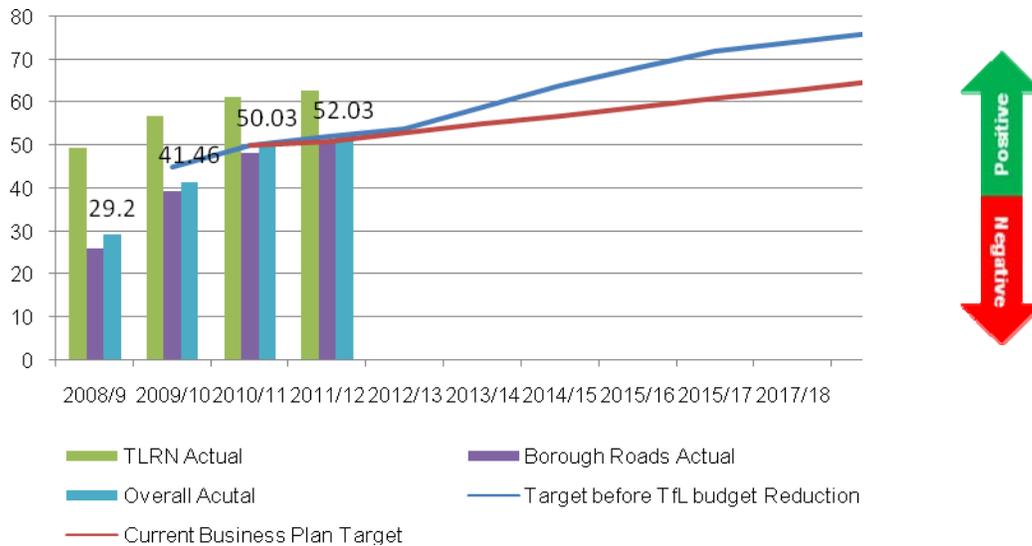
Table 3 – The local highway authorities which have increased the number of accessible stops on their roads

Borough	TLRN Bus Stop % Compliant Q4 2009/10	TLRN Bus Stop % Compliant Q3 2010/11	TLRN Bus Stop % Compliant Q4 2010/11	Borough Roads % Compliant Q4 2009/10	Borough Roads % Compliant Q3 2010/11	Borough Roads % Compliant Q4 2010/11
All London	61.38%	62.08%	62.73%	48.43%	49.63%	50.53%
Kingston	66.67%	74.36%	74.36%	86.06%	93.55%	93.55%
City of London	70.00%	70.00%	70.00%	73.00%	77.00%	77.00%
Croydon	42.48%	53.10%	63.72%	34.98%	50.29%	62.14%
Haringey	59.38%	59.38%	62.50%	53.03%	53.03%	57.58%
Camden	54.55%	54.55%	54.55%	46.93%	48.80%	48.80%
Greenwich	78.33%	78.33%	78.33%	44.29%	45.70%	45.70%
Hounslow	57.30%	57.30%	57.30%	37.15%	37.15%	40.49%

The graph below shows the targets for bus stop accessibility. The blue line is taken from from 2008/9 to 2017/18 Business Plan, the red line from the 2009/10 to 2017/18 Plan. This is compared with the progress made, to date, for TLRN, borough roads and overall percentages.

The latest Business Plan, 2011/12 to 2014/15 includes a commitment to improve the accessibility of bus services, but does not explicitly include a target for accessible bus stops. However, we have been assured that the previous Business Plan target (red line) is still in place.

Graph 11 – Bus stop accessibility 2008/9 to 2017/18 target and progress to date



3.1.2 Bus priority

London TravelWatch is consulted by TfL and many London boroughs on traffic schemes. We are particularly supportive of the implementation of bus priority schemes. Although not the only technique to maintain bus performance on London’s roads, there is clear evidence² that bus lanes benefit bus performance.

The decline in the number of bus priority lanes being implemented by TfL and London boroughs is a cause of concern looking to the future, when additional revenue resources will not be available to counteract the impact of higher demand and increased road congestion, as it has been in the recent past.

²Traffic Advisory Leaflet 6/01. April 2001, DfT

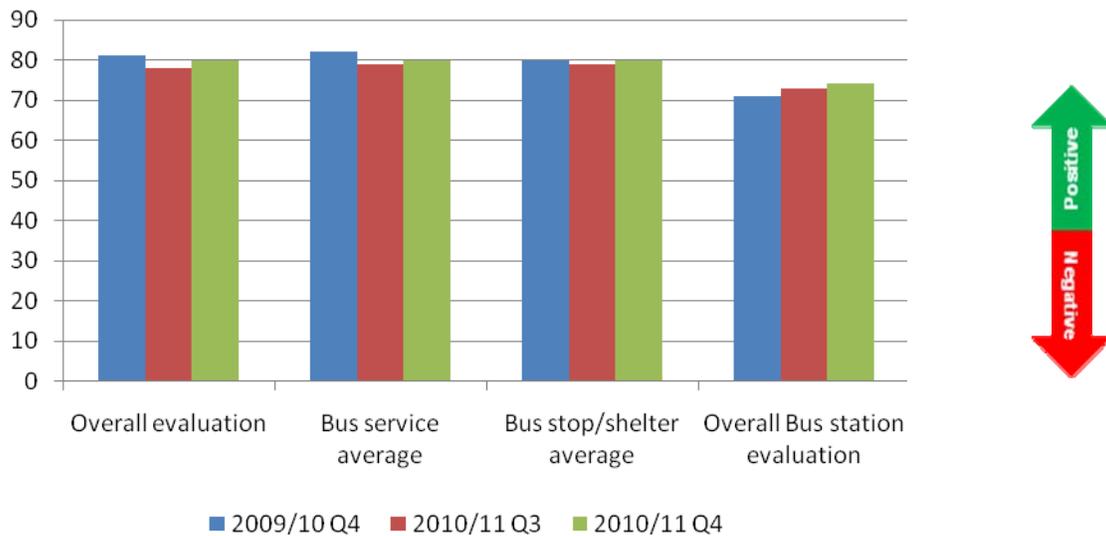
Table 4 – No of bus lanes London TravelWatch has been consulted on

	Boroughs		TfL		Totals	
	Add	Sub	Add	Sub		
2005	3		16		19	
2006	4		15		19	
2007	9		14		23	
2008	10		12		22	
2009	8		2	-1	9	(11 bus lanes reduced in hours)
2010	7	-2	2		7	(4 bus lanes reduced in hours)
2011	1		2		2	
2012					0	
	41	-2	63	-1	101	

3.1.3 Customer Service

Customer satisfaction figures for the last two quarters, along with the comparison from one year ago, are shown in the graph below. We are pleased to see the bus station figure improving as this has historically been the lower of these statistics.

Graph 12 –Q4 2009/10 and Q3 & Q4 2010/11, bus Customer Satisfaction Scores (percentages)



Below is a summary of the 2010/11 TfL Business Plan targets for London Buses.

Table 5 – Q4 2010/11 London Buses TfL Business Plan KPIs

KPI	Target 2010/11	Current Performance Level
Customer Satisfaction – Overall	79%	80%
Excess wait time – high frequency routes	1.07 minutes	1.0 minutes
% of Scheduled services operated	97.6%	97.4%

London TravelWatch’s overall performance assessment of London Buses:

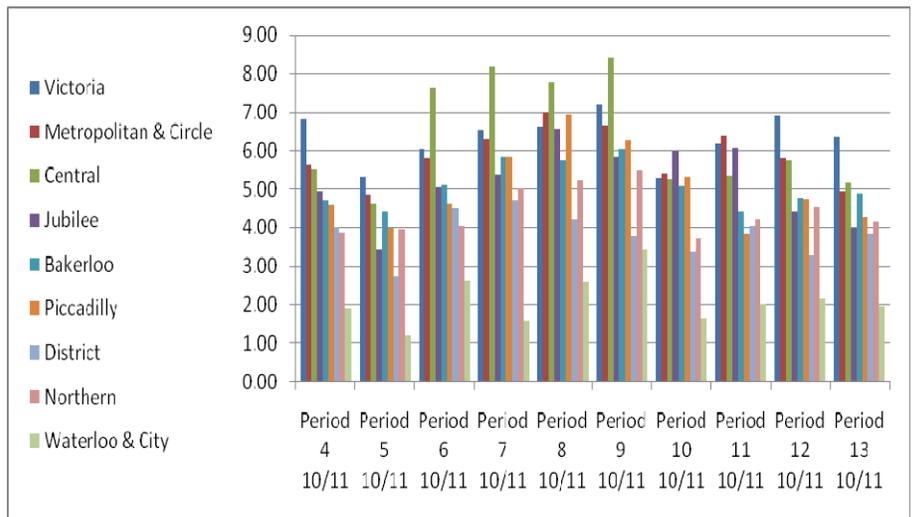


4 London Underground

In this section, the performance of London Underground for the fourth quarter of the financial year 2010/11 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.

Excess Journey Time (EJT) measures the number of additional minutes added to a total journey as a result of delays. The graph below presents the EJT for each line on the Underground network over the last ten periods..

Graph 13 – P4 2010/11 to P13 2010/11, Excess Journey Time by Underground line (minutes)

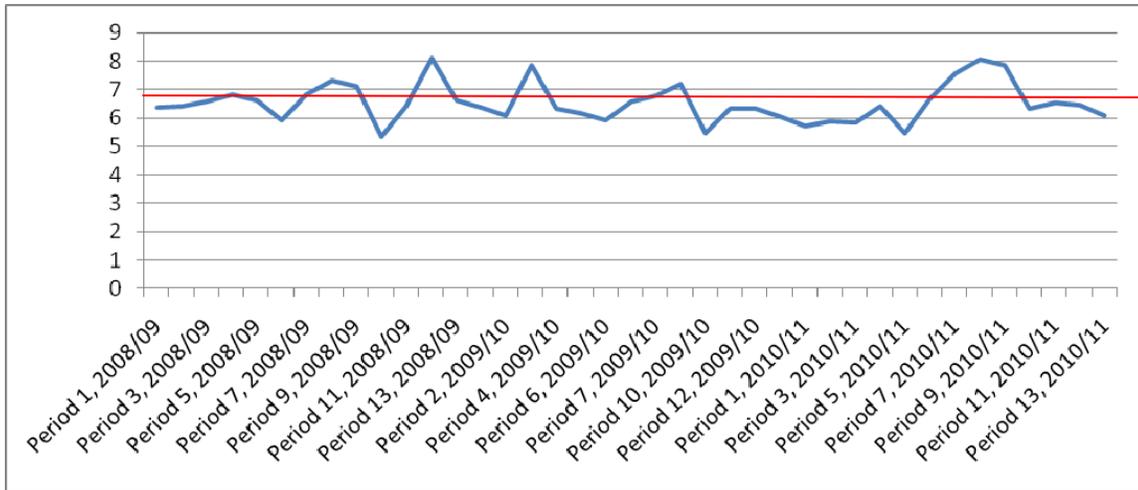


The network measure, shown in the graph below, is a better estimate of a real journey Excess Journey Time, as it is weighted by the passenger numbers using the different lines and recognises that 40% of tube journeys will include two legs and therefore include two wait times. The red line indicates the Business Plan target.

London Underground performed better than the network target set in the TfL 2010/11 Business Plan.

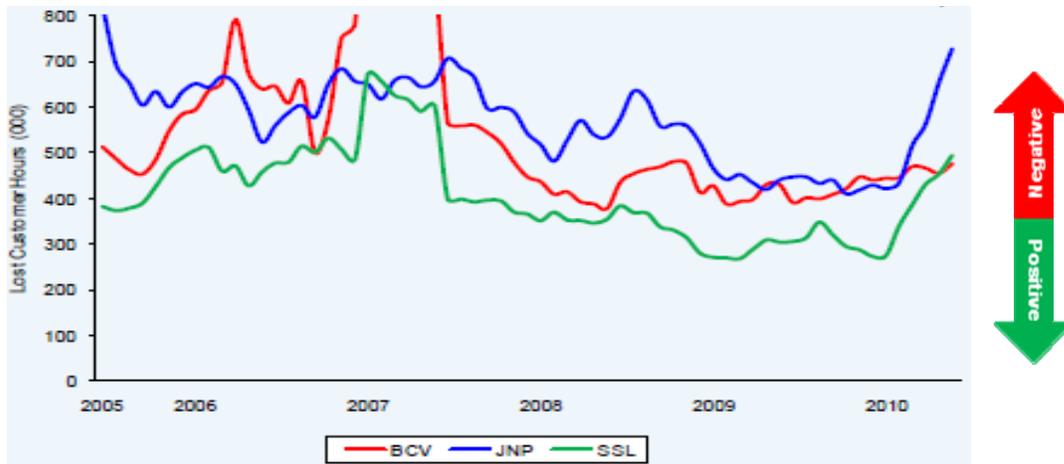
It should be noted that the Business Plan target for EJT on the Underground is set higher for future years. This should reflect the improvements delivered by recent huge investment in the Underground.

Graph 14 – P1 2008/09 to P13 2010/11, Excess Journey Time for the network (minutes)



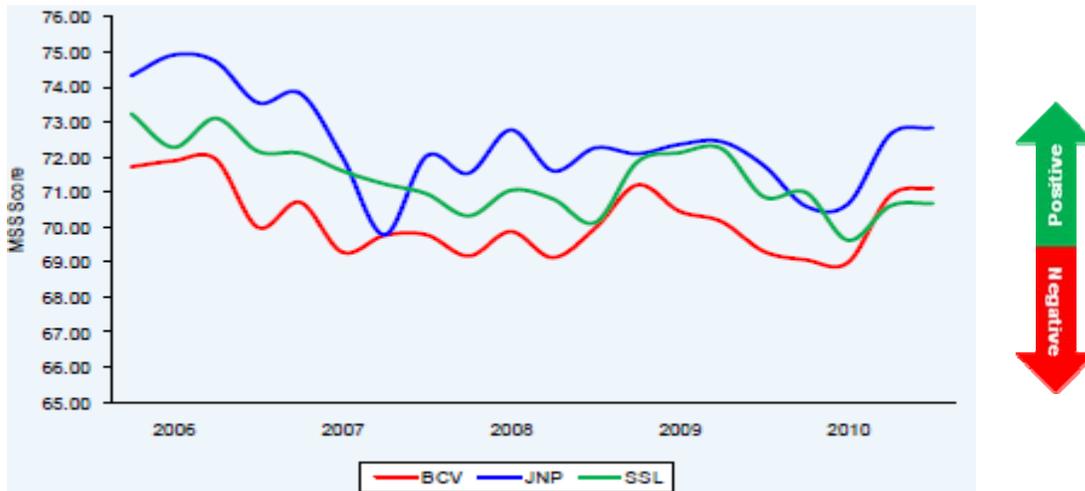
Availability is, essentially, a reliability measure reflecting whether infrastructure is available for passenger service. The higher the availability of the infrastructure, the less disruption to passengers. The measure counts all service disruptions lasting more than two minutes and takes into account the duration, location and time of day of the disruption to estimate the total cost in terms of customer time. This is expressed as 'Lost Customer Hours'. The six- period rolling average has increased across all lines in the latest period available (period11) of the fourth quarter 2010/11 meaning passengers are faced with increased disruption to journeys. It should be noted that this report is mid-way through the current quarter and may not reflect the quarter well. It actually reflects the preceding six periods.

Graph 15 - Availability – P11 2010/11 lost customer hours 6 period rolling average³



The ambience measure reflects the value that passengers place on their travel environment by measuring the quality of the travelling environment on trains and in stations. A quarterly mystery shopping survey conducted by an independently-accredited survey organisation assesses various aspects of the service, including the condition of train seats, cleanliness of surfaces and train exteriors and levels of litter and graffiti.

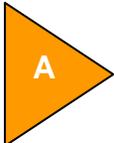
Graph 16 - Ambience quarterly mystery shopper survey score P10 2010/11



³ JNP – Jubilee, Northern Piccadilly lines, SSL – District, Circle, Hammersmith & City and Metropolitan Lines, BCV – Bakerloo, Central and Victoria lines.

Below is a summary of all of the 2010/11 TfL Business Plan targets for the Underground.

Table 6 – Q3 2010/11 London Underground TfL Business Plan KPIs

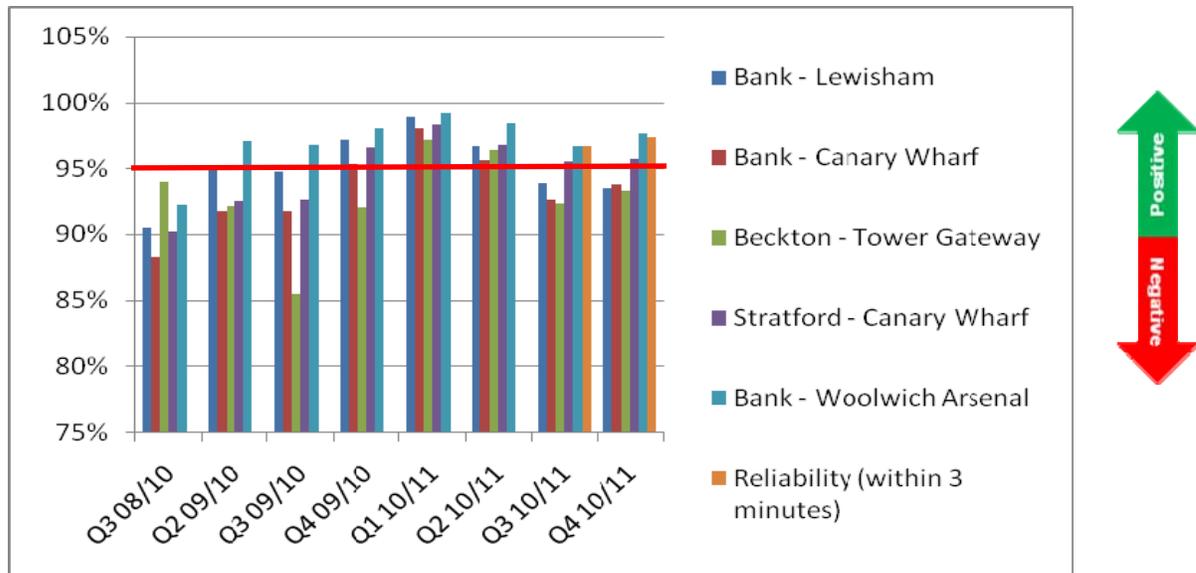
KPI	Target 2010/11	Current Performance Level
Customer Satisfaction – Overall	79%	79%
Excess Journey Time	6.67 minutes	6.34 minutes
% of Scheduled Services Operated	96.3%	95.6%
London TravelWatch's overall performance assessment of London Underground:		
		

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.

A higher (post three car works) target has now been reinstated. Below is the Journey Time performance by route.

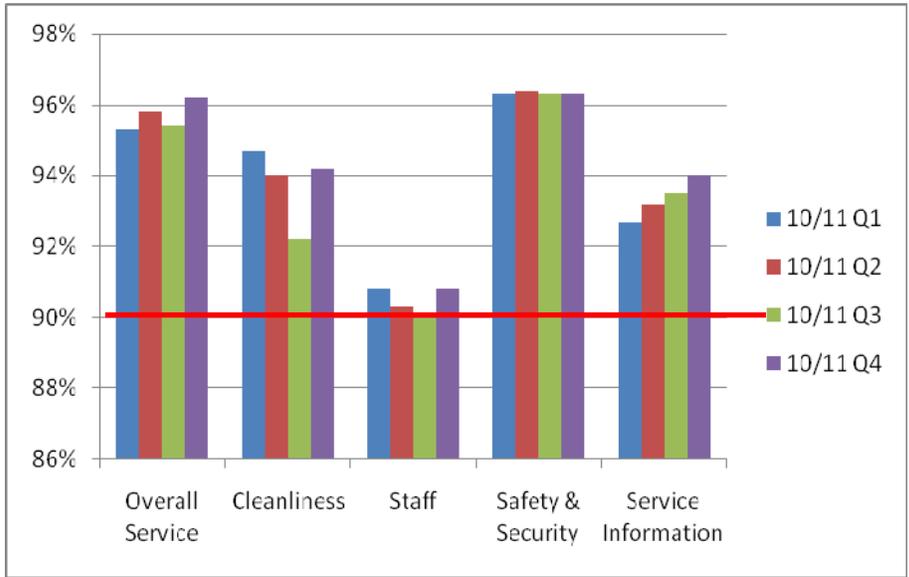
Graph 17 – Q4* 2010/11, Journey Time (split by route)



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

Customer satisfaction indicators were all above the target of 90%. This is a contractual target. TfL undertakes its own customer satisfaction survey which gives lower figures and is used in the new Business Plan. We hope that these two measures can be merged.

Graph 18 – Q3 2010/11, Customer Satisfaction Scores



Below is a summary of all of the 2010/11 TfL Business Plan targets for the DLR.

Table 7 – Q4 2010/11 DLR TfL Business Plan KPIs

KPI	Target 2010/11	Current Performance Level
Satisfaction – Overall	80%	81%
Service Reliability	96%	97.4%
% of Scheduled Services Operated	98%	97.4%

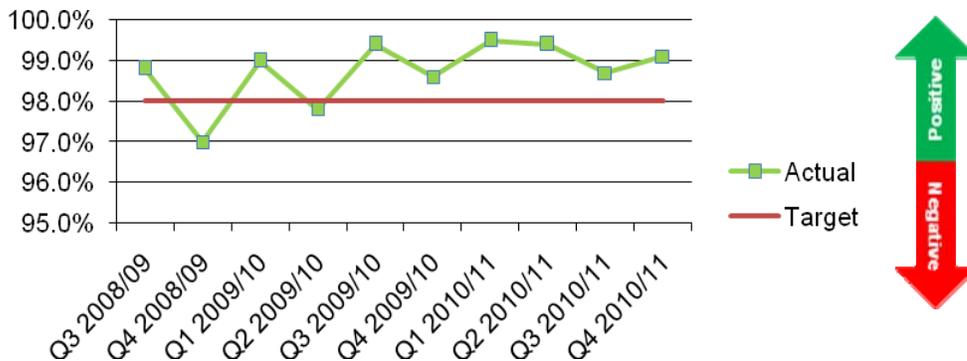
London TravelWatch’s overall performance assessment of Docklands Light Railway:

6 London Tramlink

The percentage of services operated on London Tramlink rose in quarter 4 and was again above the Business Plan target. However, customer satisfaction was below target. London Tramlink suggests this correlates with the Public Performance Measure which has dropped over the previous four quarters, but rose this quarter. If this is correct, customer satisfaction should improve in response in the next quarter.

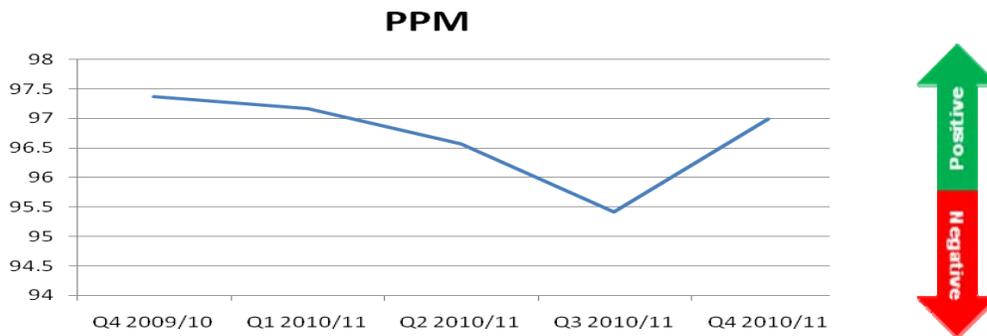
The graph below shows the trend of percentage of scheduled service kilometres operated for the past four quarters.

Graph 19 – Q3 2008/9 to Q4 2010/11, percentage of scheduled service km operated



London Tramlink reports a Public Performance Measure, which is the percentage of trams that arrive within five minutes of the scheduled time.

Graph 20 – Q4 2009/10 to Q4 2010/11, Public Performance Measure (per cent)



Below is a summary of all of the 2010/11 TfL Business Plan targets for London Tramlink.

Table 8 – Q4 2010/11 London Tramlink TfL Business Plan KPIs

KPI	Target 2010/11	Current Performance Level
Customer Satisfaction – Overall (provisional data)	86%	84%
% of scheduled service kms operated	98%	99.1%
London TravelWatch's overall performance assessment of London Tramlink: 		

7 London Overground

London Overground's Public Performance Measure (PPM) for quarter 4 was 96.15%⁴. This was three per cent higher than the same quarter last year.

The National Passenger Survey results are from the previous autumn wave of surveys and have been reported previously. The improvement is due, in part, to the inclusion of the new East London Line. Also passenger satisfaction improved across all routes and all measures on London Overground's network, particularly the train scores following the recent introduction of new rolling stock.

Table 9 – Q4 2010/11 London Overground TfL Business Plan KPIs

KPI	Target 2010/11	Current Performance Level
Customer Satisfaction – Overall (National Passenger Survey bi-annual data)	Average of similar London TOC's: 83%	85% (autumn 2010)
Passenger Performance Measure (Network Rail figures)	N/A	96.15%
On Time Performance (A TfL measure of PPM Moving Annual Average)	93.2	94.9
London TravelWatch's overall performance assessment of London Overground:		
		

⁴ This is a Network Rail statistic.

8 Dial-a-Ride

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

The customer satisfaction score remains below target. It should be noted that the overall figure masks very different aspects of the survey. Members are very satisfied with driver helpfulness/courtesy which scores 95%, but are less satisfied with the booking process which scores only 78%

The number of journeys delivered in quarter 4 is slightly below target., TfL says this is entirely due to the severe weather conditions in the early part of the quarter that led to many journey cancellations by members.

Dial-a-Ride delivered 1,345,152 trips in 2010/11, which was 90,406 (7.2%) trips more than in 2009/10. This is the highest annual total recorded by the service since it began in the 1980s.

It is pleasing to see Dial-a-Ride is generally delivering the target number of journeys. However, greater demand may arise from an aging population and the cessation of other similar services.

Table 10 – Q4 2010/11 Dial-a-Ride TfL Business Plan KPIs

KPI	Target 2010/11	Current Performance Level
Overall Customer Satisfaction	93%	90%
Quarterly Passenger Journey Numbers	401,400	398,300
London TravelWatch's overall performance assessment of Dial-a-Ride:		
		

9 London River Services

London River services carried more than its target number of passengers.

Table 11 – Q4 2010/11 London River Services TfL Business Plan KPIs

KPI	Target 2010/11	Current Performance Level
River Journeys	710,000	764,800
London TravelWatch's overall performance assessment of River Services:		
		

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
KPI	Key Performance Indicator
LOROL	London Overground
MAA	Moving Annual Average
Q	Quarter
PPM	Public Performance Measure
SSL	Sub-Surfaces Lines
SWT	Scheduled Waiting Time
TfL	Transport for London
TLRN	Transport for London Road Network
WEZ	Western Extension Zone

References

- All Transport Modes
<http://www.tfl.gov.uk/assets/downloads/corporate/Item04-FPC-25052011-Operational-and-Financial-Performance.pdf>
- Streets
 - London Streets Performance Report, Q4
- London Underground
 - <http://www.tfl.gov.uk/assets/downloads/ppp-performance-report-period-11-2010-11.pdf>
 - <http://www.tfl.gov.uk/tfl/corporate/modesoftransport/tube/performance/default.asp?onload=entryexit>
- Docklands Light Railway (Note: DLR quotes financial Q4 as calendar Q1)
 - <http://www.tfl.gov.uk/assets/downloads/dlr-performance-poster-jan-march-2011.pdf>

- Dial-a-ride
 - <http://www.tfl.gov.uk/corporate/modesoftransport/1526.aspx>
- London Overground
 - <http://www.passengerfocus.org.uk/research/nps/content.asp>
 - PPM scores supplied to London TravelWatch monthly by Network Rail.