

# TfL 2010-11 Quarter 3 Performance Report

**March 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 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
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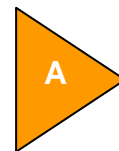
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## Executive Summary

This report summarises the performance of all of the Transport for London (TfL) modes of transport for the third quarter of the 2010/ 2011 financial year (October to December 2010). 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 the source references).

London Overground has performed very well over this period, being amongst the best TOCs in London and the South East. As has the bus service. However, the performance of some Underground lines give cause for concern. The performance of the road network was mixed.

The decrease in the number of bus priority lanes being implemented by TfL and the 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 has been in the recent past.



### 1. London Streets

Journey time reliability was down for the quarter; TfL said that in part the impact of Underground strikes and snow accounts for some of this fall. Please note this is a very new measure of road network performance that TfL have recently developed. Traffic speed was maintained, but unplanned disruption (due to events outside of TfL's direct control) was up both on the same period last year and the previous period. Cycling volumes increased (although from a very low level) at a rate above the business plan target. The number of roadworks was well below TfLs target.



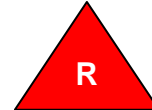
### 2. London Buses

London Buses excess waiting time (EWT) was 1.2 minutes on high frequency routes which is below (better than) the seasonal target. The percentage of

kilometres operated is below target. Customer satisfaction was marginally below target.

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

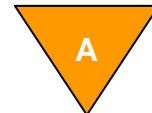
### 3. London Underground



The network wide score for quarter 3 is poor and in excess of TfL's business plan target. Although some of the reasons are outside of the control of the Underground passengers have nevertheless been poorly served. London TravelWatch will be seeking reassurance from Underground management that corrective action is being undertaken.

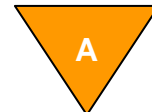
London TravelWatch has asked London Underground management to discuss its concerns regarding performance at its March Board meeting

### 4. Docklands Light Railway



DLR performance was largely good but the target for the percentage of scheduled services was missed.

### 5. London Tramlink



London Tramlink missed its target for customer satisfaction in the quarter. However, the percentage of scheduled services target was exceeded.

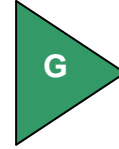
### 6. London Overground



London Overground has made great strides this quarter. TfL's Performance target was exceeded and customer satisfaction scores were amongst the highest in London and the South East. The National Passenger Survey (NPS) customer satisfaction figures went up by 13%.

These results are a result of the cumulative impact in 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



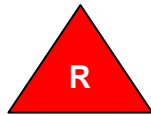
Dial-a-Ride's performance fell in this quarter having marginally missed their journey number target. The inclement weather was entirely the reason for the reduced number of journeys. However, customer satisfaction was below target at 90%.

## 8. London River Services

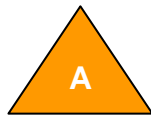


More passengers have been carried than the target. It should also be noted that funding for River Services has been reduced leading to earlier last boat departures.

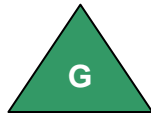
The TfL Quarterly Performance Report focuses on the experience of passengers of the TfL modes of transport. Performance has been rated as follows (the direction of the triangle indicates the performance trend):



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.

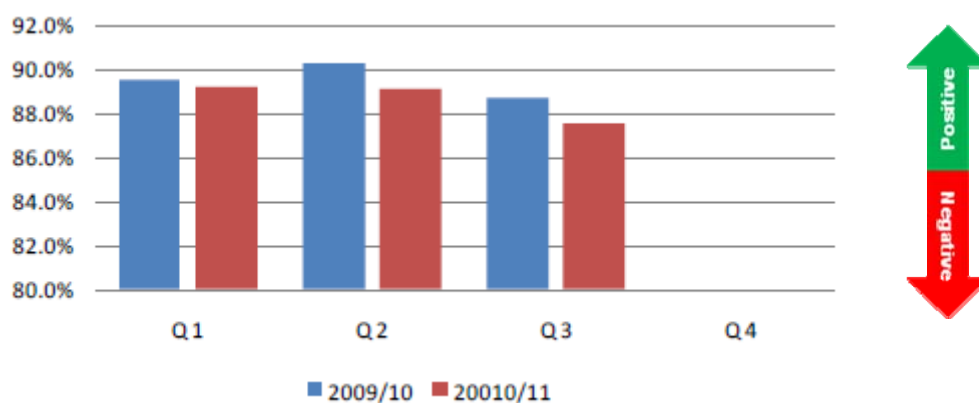
## 1 London Streets

This section of the TfL Performance Report focuses on the performance of the London road network. The information presented relates to the Transport for London Road Network (TLRN) 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 less than two full years of data for this measure and therefore some caution is needed in drawing conclusions about the trend of reliability on the TLRN. Once a sufficient body of information has been gathered by TfL on 'Smoothing the Traffic' measures, targets will be set and will be included in TfL's business plan.

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 1.1 percentage points lower than the same period last year. TfL believes that various tube strikes and the inclement weather affected the performance of the road network.

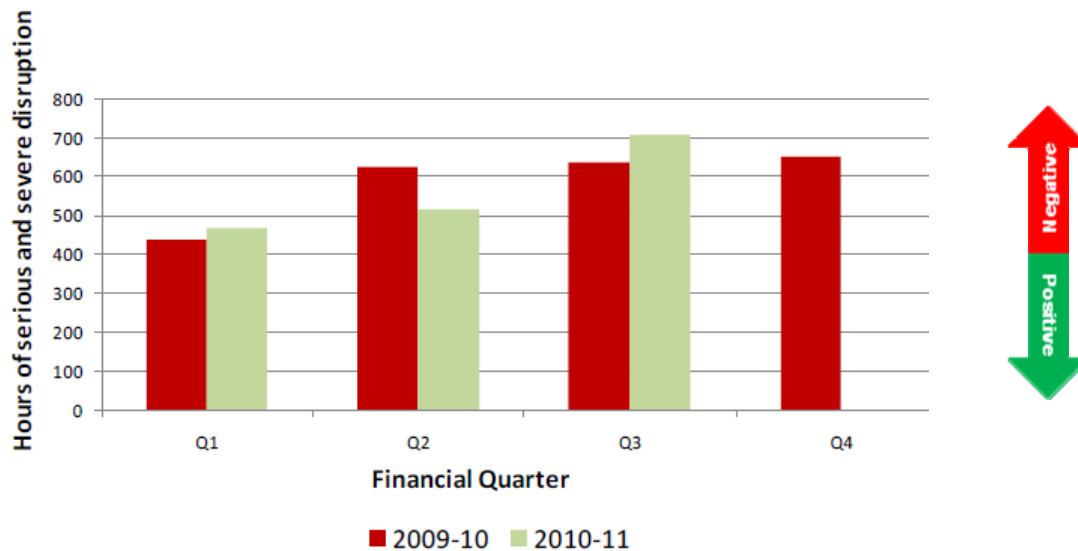
**Graph 1 - Journey Time Reliability on the TLRN in the AM Peak by quarter, 2009/10 to 2010/11**





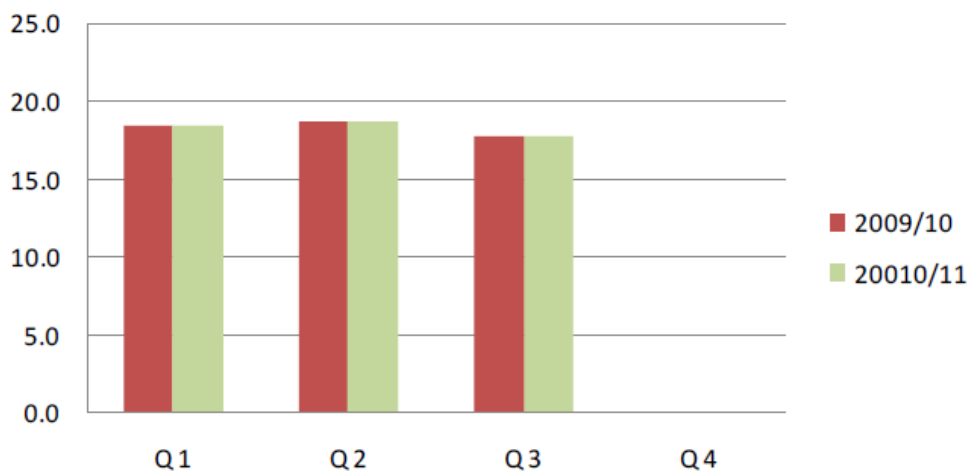
Hours of disruption, both planned and unplanned disruption, rose in quarter 3 compared to both the previous quarter and the same quarter last year. The increase in the combined figures was largely due to categories of delay described by TfL as unplanned events.

**Graph 2 - Duration of TLRN serious & severe unplanned and planned events (Hrs) by quarter 2009/10 to 2010/11**



Average traffic speeds for central London in quarter 3 during weekdays was the identical to the same period last year, but slightly down on the previous quarter..

**Graph 3 - Traffic Speeds on London Major Roads 24 hrs Average Weekday between 0700-1900 by Quarter (mph)**



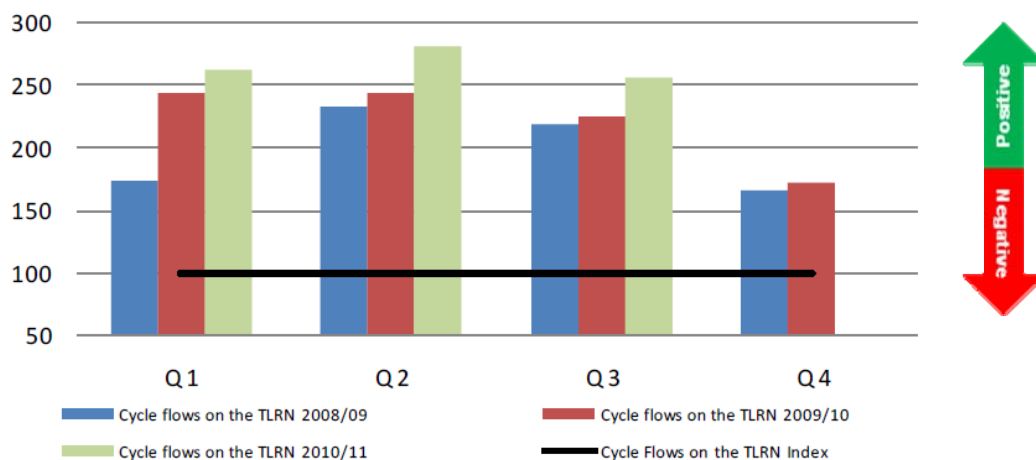
Traffic volumes were slightly lower than the same period a year ago and than the previous quarter on London's major roads.

**Graph 4 – Quarterly Traffic Volume on London Major Roads 24hrs Average Weekday, Indexed P13 2006/07 = 100**

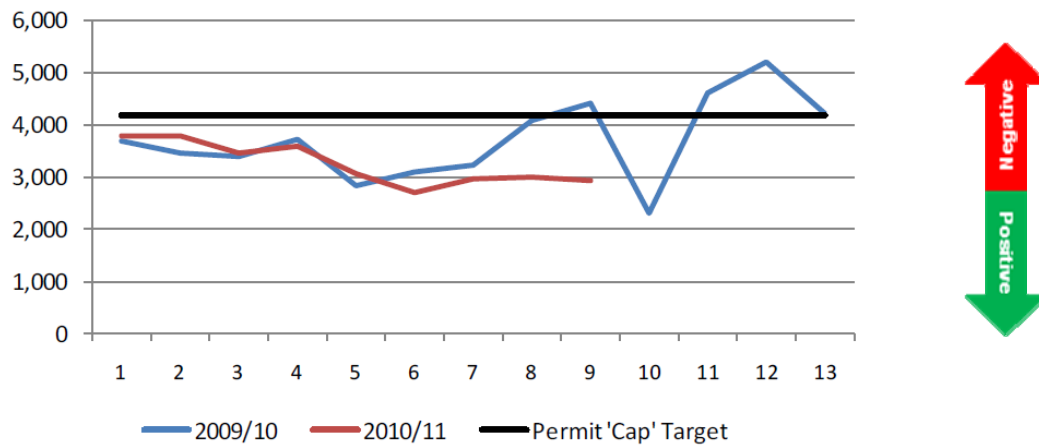


Cycle flows have continued their significant upward trend in quarter three of 2010/11 albeit from a very low base.

**Graph 5 – Cycle Flows on the TLRN – by Quarter Indexed to March 2000 = 100**

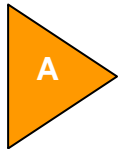


The graph below shows the number of roadworks on the TLRN for last year and the first three quarters of 2010-11. This shows that roadworks have been contained below the target maximum TfL has set for itself.

**Graph 6 - Number of Road Works on the TLRN by period (13 in year)****1.1.1 Surface Transport TfL Business Plan Targets**

London TravelWatch has summarised all of the 2010-11 TfL Business Plan targets for streets that do not relate to safety in the table below.

**Table 1 – Q3 2010/11 London Streets TfL Business Plan KPIs**

KPI	Target 2010-11	Current Performance Level
TLRN Cycling journeys	256	288
% of road assets not in good repair (annual figure for 2009/2010)	6.7%	8%
Traffic signal availability	99.1%	98.26%
Street lights operating	98%	99.3%
London TravelWatch's overall performance assessment of TfL Streets:		
		

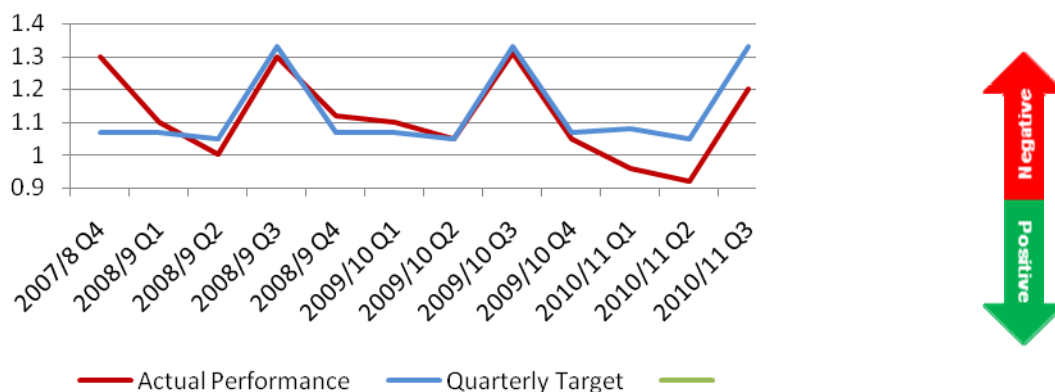
## 2 London Buses

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

### 2.1.1 Overall Bus Network Performance

For the overall bus network the two most significant measures of bus performance which reflect the 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 to the passenger. EWT is the measure that indicates the additional minutes wait time of passengers beyond the scheduled value on high frequency bus routes. EWT is substantially better than the target, as shown in Graph 7. We believe the improved performance of the bus network will, in part, be due to the reduction in traffic volumes illustrated in Graph 4, but also the better control that operators have as more of them make use of the I Bus system.

**Graph 7 – 2007/08-2010/11, Excess Wait Time 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 below target of 96.8%.

**Graph 8 – 2007/08-2010/11, Percentage of Scheduled Bus Kilometres Operated**



### 2.1.2 Focus on poor performing routes

This will be reported as a supplement as the data on individual bus routes is not yet available.

### 2.1.3 Bus stop accessibility

This will be reported as a supplement as the data is not yet available.

### 2.1.4 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 evidence<sup>1</sup> that bus lanes benefit bus performance.

Although our figures are only partial it is nevertheless worrying that there has been a sharp decline in the number of bus lanes being implemented across London's roads. The decrease in the number of bus priority lanes being implemented by TfL and the 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 has been in the recent past.

<sup>1</sup>Traffic Advisory Leaflet 6/01. April 2001, DfT

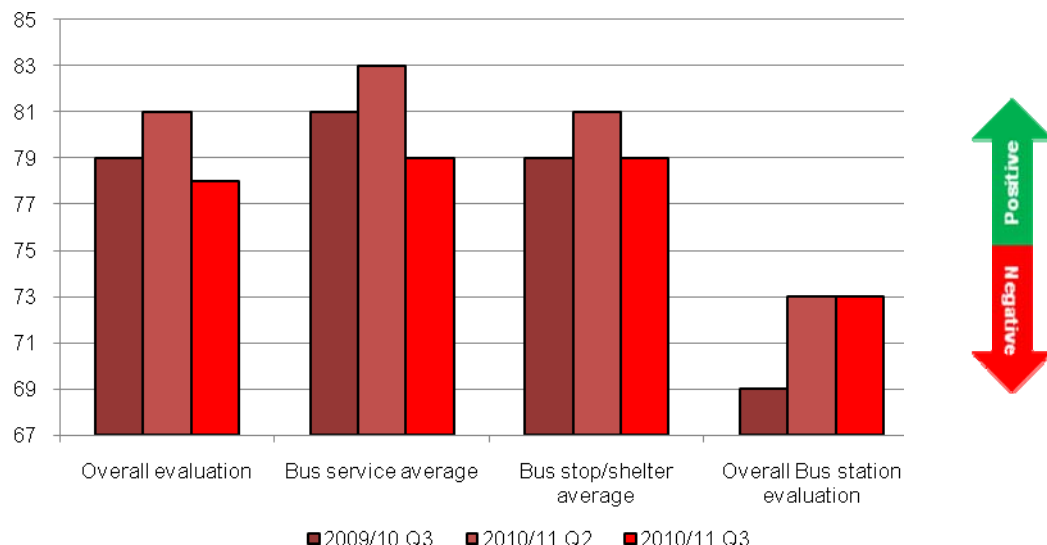
**Table 2 – No of bus lanes London TravelWatch has been consulted on**

	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
2010	7	-2	2		7
2011			1		1
2012					0
	41	-2	62	-1	100

(11 bus lanes reduced in hours)  
(4 bus lanes reduced in hours)


### 2.1.5 Customer Service

Customer service figures for the last two quarters along with the comparison from one year ago are shown in the graph below. There have been slight falls in customer satisfaction overall and for bus stations, but satisfaction is still higher than the same period a year ago.

**Graph 9 –Q3 2009/10 and Q2 & Q3 2010/11, Bus Customer Satisfaction Scores**

The summary of the bus KPIs shows that targets were met for all areas of performance.

**Table 3 – Q3 2010/11 London Buses TfL Business Plan KPIs**

KPI	Target 2010/11	Current Performance Level
Customer Satisfaction – Overall	79%	78%
Excess wait time – high frequency routes	1.33 minutes	1.2 minutes
% of Scheduled services operated	96.7%	96.4%
London TravelWatch's overall performance assessment of London Buses: <div>  </div>		

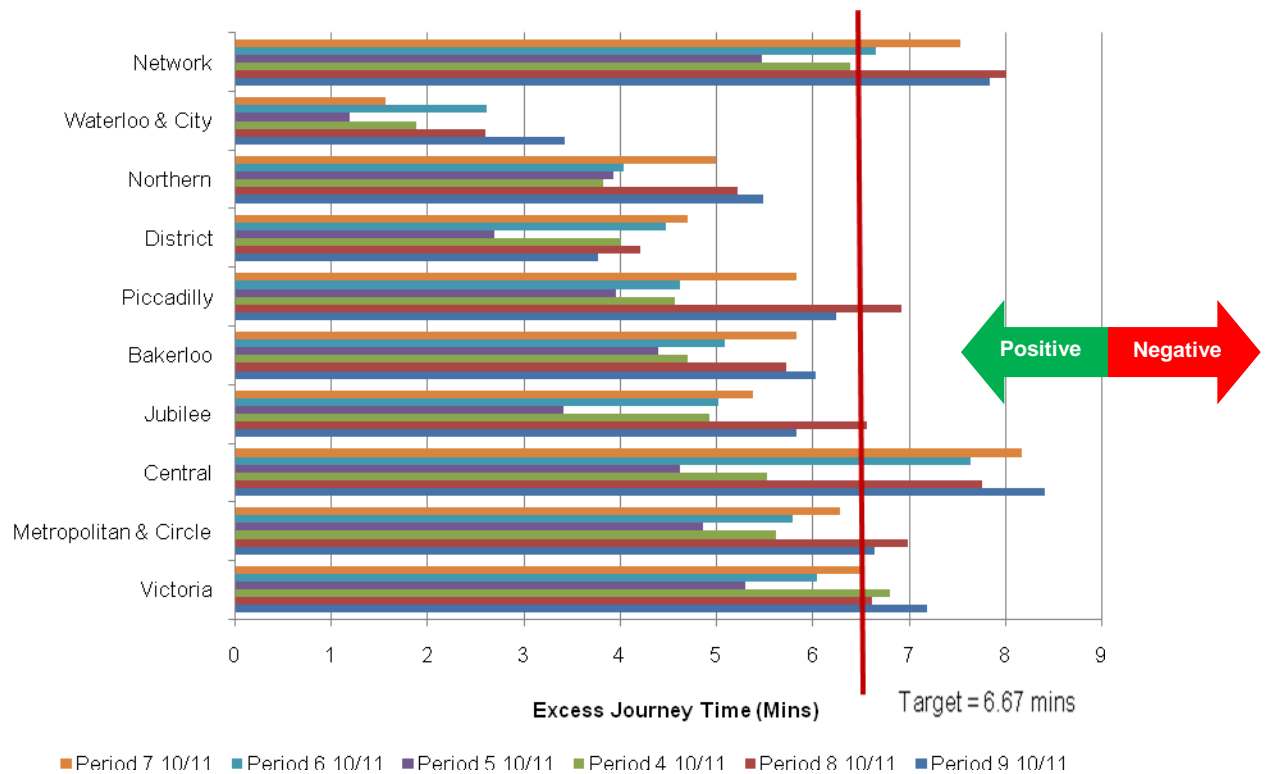
### 3 London Underground

In this section, the performance of London Underground for the third quarter of the financial year 2010 to 2011 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 London Underground.

Excess Journey Time (EJT) measures the number of additional minutes added to a total journey as a result of disruption to the Underground network. The graph below presents the EJT for each line on the Underground network, over the last 6 periods, as well as for the network as a whole. London Underground performed worse than the network target set in the TfL 2010/11 Business Plan. TfL suggests that strike action is the main cause, though record passenger numbers (leading to greater overcrowding at peak times), and asset problems (old equipment failing and new equipment not performing as well as anticipated) contributed to the poor performance.

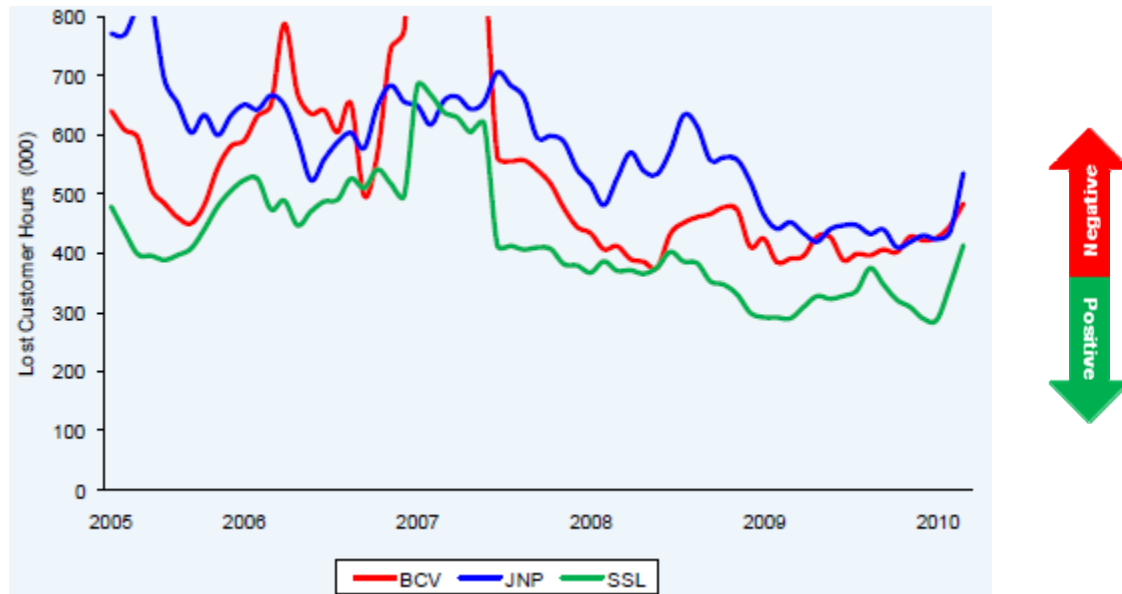
The network wide score for quarter 3 is poor and in excess of TfL's business plan target. Although some of the reasons are outside of the control of the Underground passengers have nevertheless been poorly served. London TravelWatch will be seeking reassurance from Underground management that corrective action is being undertaken.



**Graph 10 – P8 & 9 2010/11, Excess Journey Time by Line**

Availability is, essentially, a reliability measure reflecting whether infrastructure is available for passenger service. The higher the availability of the infrastructure, means lower the disruption to the passenger. 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 6 period rolling average has increased across all lines in the latest period of the third quarter 2010/11 meaning passengers are facing increased disruption to journeys.

**Graph 11 - Availability – P8 2010/11 Lost Customer Hours 6 Period Rolling Average<sup>2</sup>**

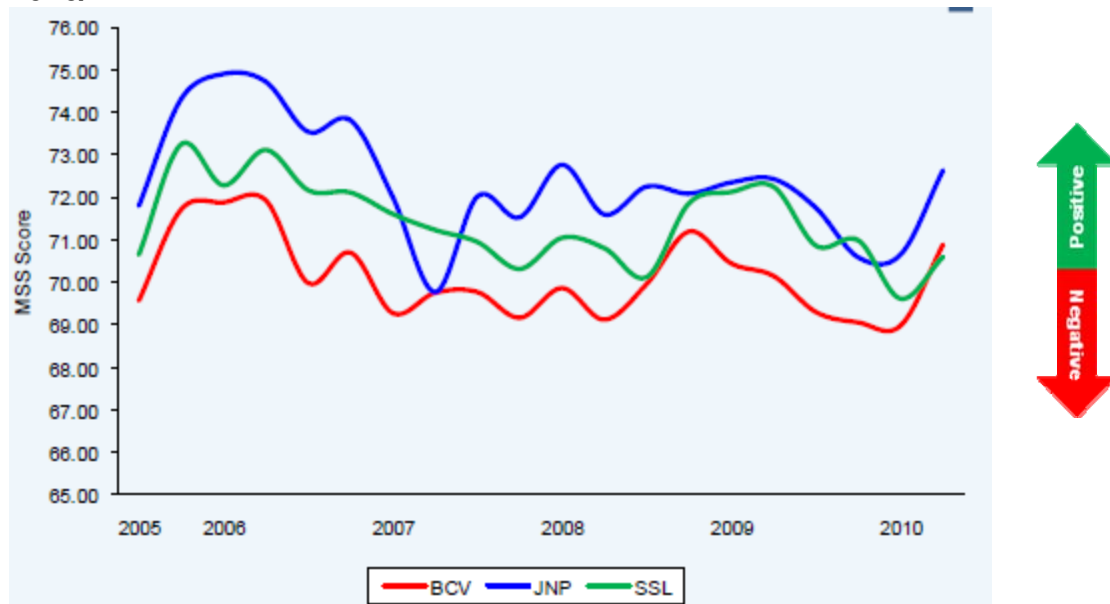


The ambience measure reflects the value that passengers place on their travel environment by measuring the quality of the travelling environment on trains and in stations. A quarterly Mystery Shopping Survey (MSS) conducted by an independently-accredited survey organisation assesses various aspects of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

Ambience scores have improved on all the LUL ex-PPP contracts in the most recent periods of quarter 3. Only Whitechapel was below the TfL target.

<sup>2</sup> JNP – Jubilee, Northern Piccadilly lines, SSL – District, Circle, Hammersmith & City and Metropolitan Lines, BCV – Bakerloo, Central and Victoria lines.

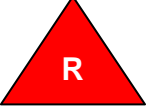
**Graph 12 - Ambience Quarterly Mystery Shopper Survey (MSS) Score P8 2010/11**



### 3.1.1 London Underground Business Plan Targets

London Underground met both targets for customer satisfaction and excess journey time. However, the target for scheduled services operated was missed reflecting, in part, the impact of strike action.

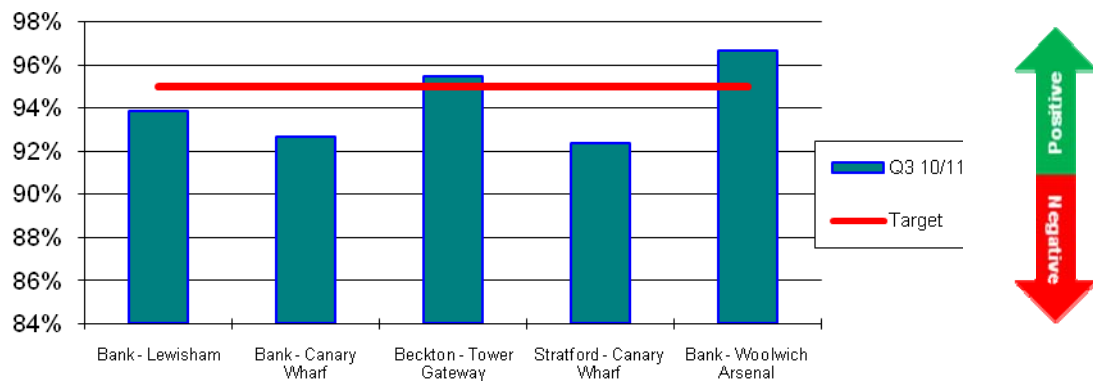
**Table 4 – Q3 2010/11 London Underground TfL Business Plan KPIs**

KPI	Target 2010/11	Current Performance Level
Customer Satisfaction – Overall	N/A	N/A
Excess Journey Time	6.67 minutes	7.8 minutes
% of Scheduled Services Operated	96.3%	93.3%
London TravelWatch's overall performance assessment of London Underground: <div>  </div>		

## 4 Docklands Light Railway

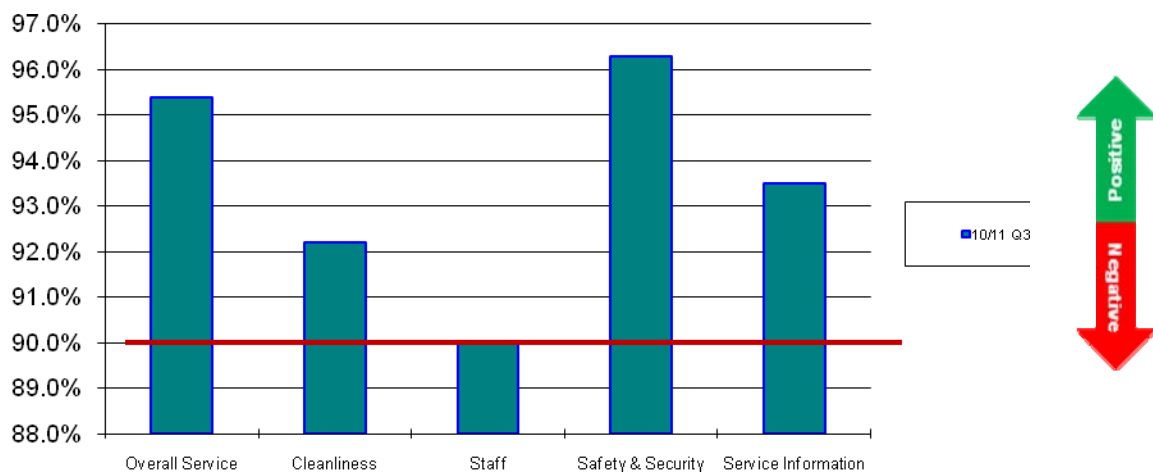
A higher (post 3 car train works) target has now been reinstated. Below is the journey time performance by route

**Graph 13 – Q3 2010/11, Journey Time (split by route)**




Customer satisfaction indicators were all above target although satisfaction with staff was down.

**Graph 14 – Q3 2010/11, Customer Satisfaction Scores**



**Table 5 – Q3 2010/11 DLR TfL Business Plan KPIs**

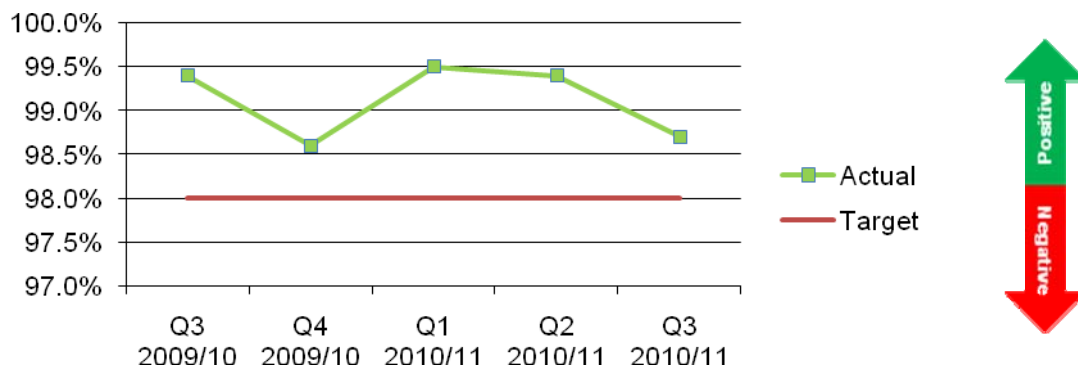
KPI	Target 2010/11	Current Performance Level
Satisfaction – Overall	90%	95.4%
Service Reliability	96%	96.9%
% of Scheduled Services Operated	98%	97.0%
London TravelWatch's overall performance assessment of Docklands Light Railway: 		

## 5 London Tramlink


The percentage of services operated on London Tramlink decreased, but was above the Business Plan target. Customer satisfaction was below target.

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

**Graph 15 – Q3 2009/10 to Q3 2010/11, percentage of scheduled service km operated**



**Table 6 – Q3 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%	98.7%
London TravelWatch's overall performance assessment of London Tramlink: <div>  </div>		

## 6 London Overground

London Overground's public performance measure (PPM) for quarter 3 was 83.6%. This was the best performance of the London and South East TOC's

The recently released Autumn wave of National Passenger Survey results has seen a large increase in satisfaction. This is attributed, in part, to the inclusion of the new East London Line for the first time. But also passenger satisfaction improved across all the routes and all measures on London Overground's network, particularly the train scores following the recent introduction of new rolling stock.

**Table 7 – Q3 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	83.6%
On Time Performance (A TfL measure of PPP Moving annual Average)	93.2	94.1
London TravelWatch's overall performance assessment of London Overground: 		

## 7 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 is below target as is the number of journeys delivered, however TfL say the latter is entirely down to the weather conditions in November and December.

**Table 8 – Q3 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	327,200	317,000
London TravelWatch's overall performance assessment of Dial-a-Ride: <div>  </div>		




## 8 London River Services

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

A cut has been made in the level of subsidy which has meant that later evening services will be withdrawn.

**Table 9 – Q3 2010/11 London River Services TfL Business Plan KPIs**

KPI	Target 2010/11	Current Performance Level
River Journeys	760000	794600
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
EWI	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/Item05-2-February-2011-Board-OPF-IPR.pdf>
- Streets
  - London Streets Performance Report, Q3
- London Underground and London Rail
  - <http://www.tfl.gov.uk/assets/downloads/ppp-performance-report-period-8-2010-11.pdf>
  - <http://www.tfl.gov.uk/tfl/corporate/modesoftransport/tube/performance/default.asp?onload=entryexit>
- Docklands Light Railway (Note: DLR quotes financial Q3 as Q4)
  - <http://www.tfl.gov.uk/assets/downloads/dlr-performance-poster-october-december-2010.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