

TfL 2010-11 Quarter 1 Performance Report

October 2010



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	Oct 2010
Quarter 2 – Jul to Sept 2010	
Quarter 3 – Oct to Dec 2010	
Quarter 4 – Jan to Mar 2011	

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Contents

Executive Summary	3
1 London Streets	6
1.1 Journey Time Reliability.....	6
1.2 Road Disruption	7
1.3 Traffic Volume.....	8
1.4 Customer Satisfaction.....	8
1.5 Surface Transport TfL Business Plan Targets	12
2 London Buses	13
3 London Underground	19
3.1 London Underground Train Services	19
3.2 London Underground Infrastructure	20
3.3 London Underground Business Plan Targets	23
4 Docklands Light Railway	24
5 London Tramlink	27
6 London Overground	28
7 Dial-a-Ride	29
8 London River Services	30
Appendix A – Glossary	31
Appendix B – References	32

Executive Summary

This report summarises the performance of all of the Transport for London (TfL) modes of transport for the first quarter of the 2010 to 2011 financial year (April to June 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 B for the source references).

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. Where information or commentaries have been provided which are in addition to the usual published material, the input of TfL is acknowledged in the report. London TravelWatch is pleased to report that TfL had good performance across all modes in the first quarter of 2010-11. In particular, London Buses had high levels of customer satisfaction in all areas of the passenger survey, as well as good reliability performance.

1. London Streets



London TravelWatch is pleased to be able to provide unique information supplied by TfL on the performance of London's streets network. This information focuses on the new measures for 'Smoothing the Traffic' which give streets users a far clear idea of the performance of the TfL Road Network (TRLN). There was improvement in the key performance indicators (KPI) and only the availability of traffic signals was marginally below target.

2. London Buses



London Buses has achieved all of its performance targets for quarter one. London TravelWatch is pleased to note that the performance on the route 30, highlighted in our Q4 Performance Report, was substantially improved in quarter one. We can also report that 93.28% of bus stops on the roads of the Royal

Borough of Kingston are accessible. This is the highest percentage in London and a further improvement on last quarter.

3. London Underground



London Underground has met all of its business plan targets for the quarter one and this is an improvement on the previous quarter.

4. Docklands Light Railway



DLR reliability, journey times and customer satisfaction all improved in quarter one. The target for the percentage of services operated was only very marginally (0.1 percentage points) below target.

5. London Tramlink



Tramlink met both the targets for customer satisfaction and the percentage of services operated.

6. London Overground



London Overground's performance improved on the previous quarter and it exceeded its passenger performance measure target.

7. Dial-a-ride



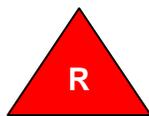
Dial-a-Ride is a door-to-door transport service for people with disabilities in London who cannot use buses, trains or the Underground. It has met both its customer satisfaction and its target for the numbers of users.

8. London River Services

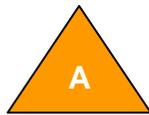


London River Services operates passenger boat services on the Thames. Marginally fewer passengers were carried than the business plan target.

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

References have only been included in the text for graphs directly copied from TfL publications. See Appendix B for all other sources of data in the report.

1 London Streets

This section of the TfL Performance Report focuses on the performance of the London road network. London TravelWatch is reporting the ‘Smoothing the Traffic’ measures in this section of the TfL Performance Report for the first time. It is therefore important to appreciate that there is only limited historic data to compare performance trends and some caution is needed in drawing conclusions. The information presented relates to the Transport for London Road Network (TLRN) which are the major arterial routes operated by TfL.

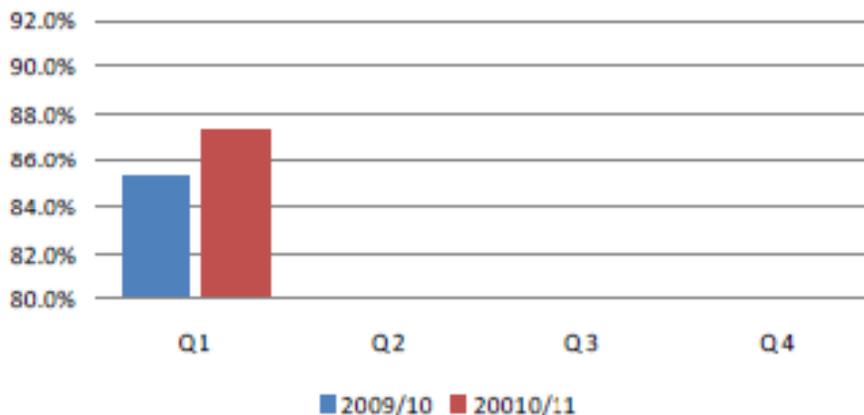
Once a sufficient body of information has been gathered by TfL on the ‘Smoothing the Traffic’ measures targets will be set that will be included in the TfL business plan.

1.1 Journey Time Reliability

Journey time reliability is a new measure of the performance of the road network. There are only two quarters of data for this measure and therefore some caution is needed in drawing conclusions about the trend of 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’). This measure is designed to be similar to that of the Passenger Performance Measure used on the National Rail network.

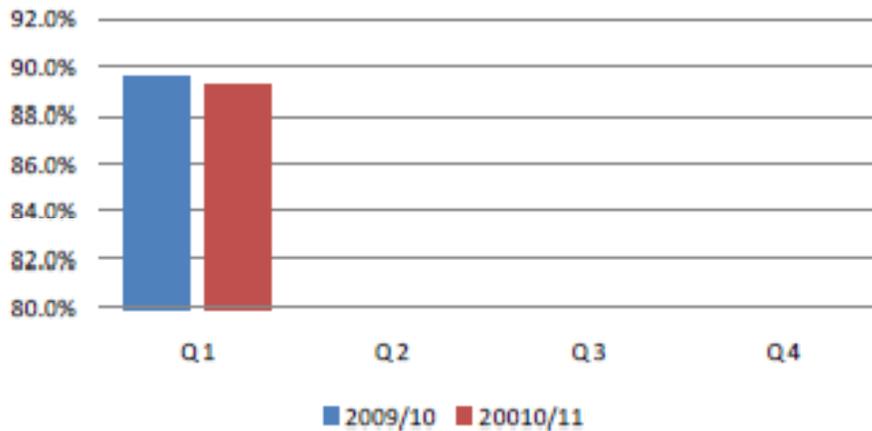
The journey time reliability for central London (excluding Western Extension Zone and the Inner Ring Road) in the morning peak for quarter one was 2% percentage points higher than the same quarter last year. This improvement, TfL suggests, may reflect the work undertaken reviewing traffic signals in the area.

Graph 1 - Journey Time Reliability Central London (Excluding WEZ and IRR) in the AM Peak by Financial Quarter



Journey time reliability across the whole of the TLRN was marginally down. However, because of the small sample of data and the small difference between the two quarters, it is not possible to definitely say that reliability has declined. Other factors such as methodological issues between the two quarters, TfL suggests, are a more likely factor to explain the difference. London TravelWatch will monitor these trends with interest in future quarters to establish the long term trend for the motorist.

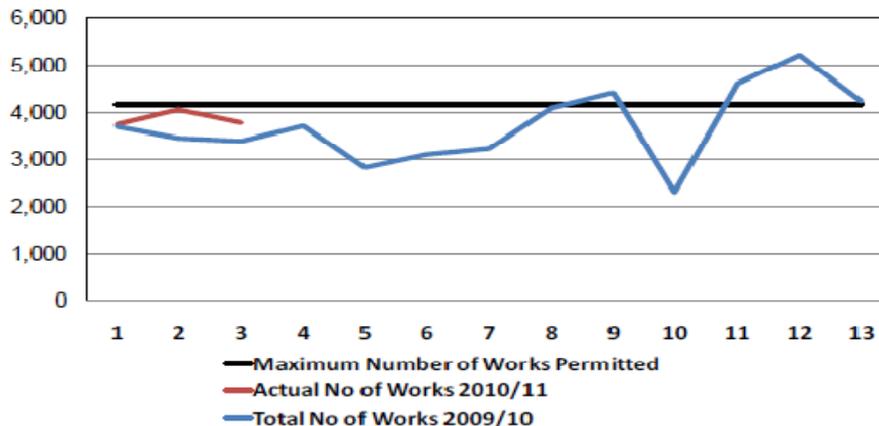
Graph 2 - Journey Time Reliability on the TLRN in the AM Peak by Financial Quarter



1.2 Road Disruption

The graph below shows the number of roadworks on the TLRN for last year and the first quarter of 2010-11. This shows that roadworks have been below the target maximum. TfL is also trying to avoid the situation seen at the end of 2009-10 when there was a peak of roadworks leading to disruption of the road network. For 2010-11, it aims to spread permitted work more evenly, focusing permits on times of lower road usage in the summer months.

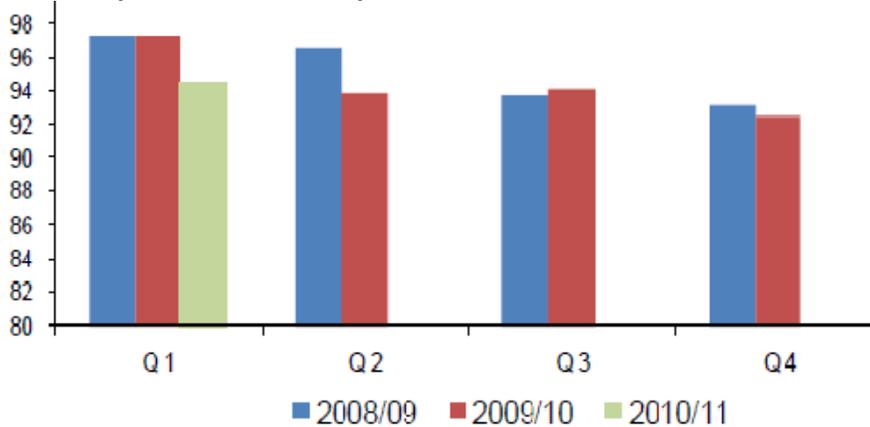
Graph 3 - Number of Road Works on the TLRN



1.3 Traffic Volume

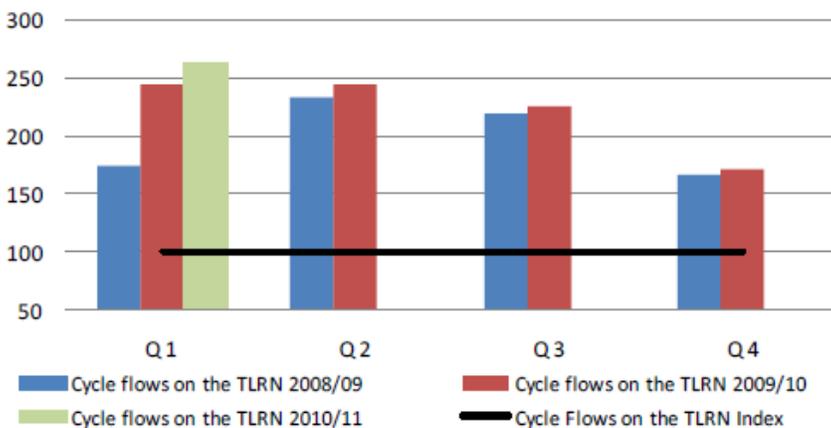
Traffic volumes can be seen to have declined in the first quarter of 2010-11 compared to the same periods in the two previous years. This reflects the downward trends in traffic volumes since 2000 and other factors such as the impact of the recession.

Graph 4 - Traffic Volume on London Major Roads - 24 Weekday Flow by Quarter (P13 06/07 = 100)



Cycling flows have increased on the same periods in both 2009-10 and 2008-9. This level of cycling is above the target in the TfL 2010-11 business plan.

Graph 5 - Cycle Flows on the TLRN by quarter indexed to March 2000 = 100



1.4 Customer Satisfaction

1.4.1 Transport for London Route Network (TLRN) Customer Satisfaction

Customer satisfaction surveys of road users have been undertaken by TfL. The graph overleaf shows the results for maintenance of roads and pavements. The graph indicates that while respondents were broadly satisfied by the level of

maintenance of road and pavement surfaces, satisfaction was lower for road works and information provision.

Graph 6 – Rating of Customer Satisfaction with Road and Pavement Maintenance 2009 (Published Annually)

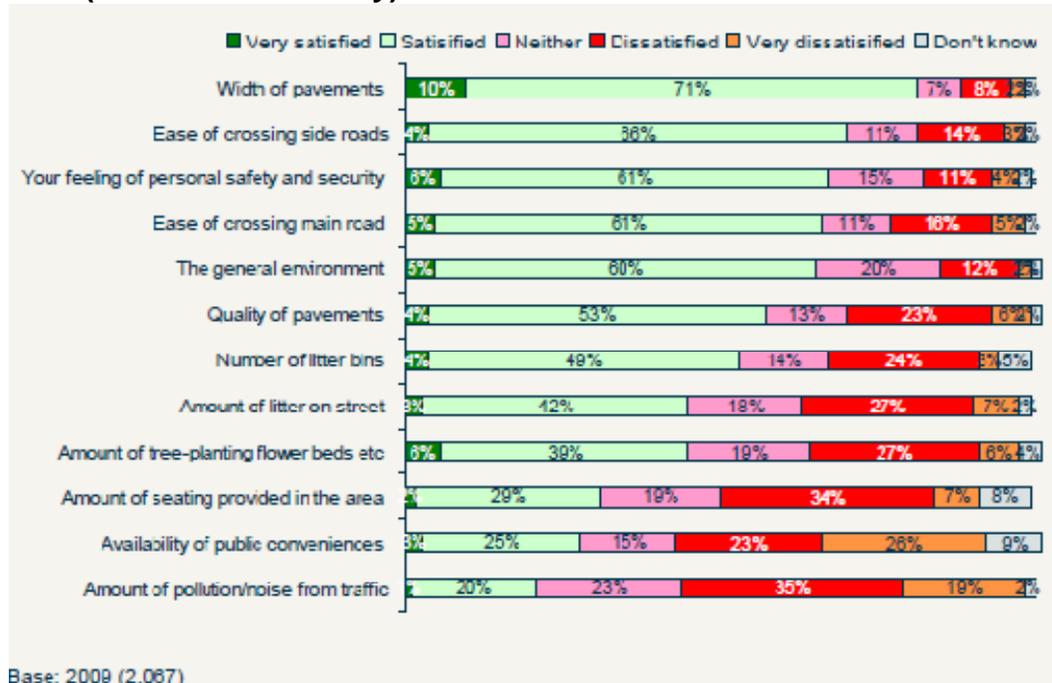


*Source: TLRN Streets Customer Satisfaction Survey, Oct 2009

1.4.2 Pedestrian Customer Satisfaction

The latest survey of customer satisfaction of the pedestrian local environment showed a range of levels of results. There were high levels of satisfaction with the pavements, safety and security. However, there was a low level of satisfaction with air pollution and traffic noise.

Graph 7 – Customer Satisfaction with the Pedestrian Local Environment 2009 (Published Annually)¹

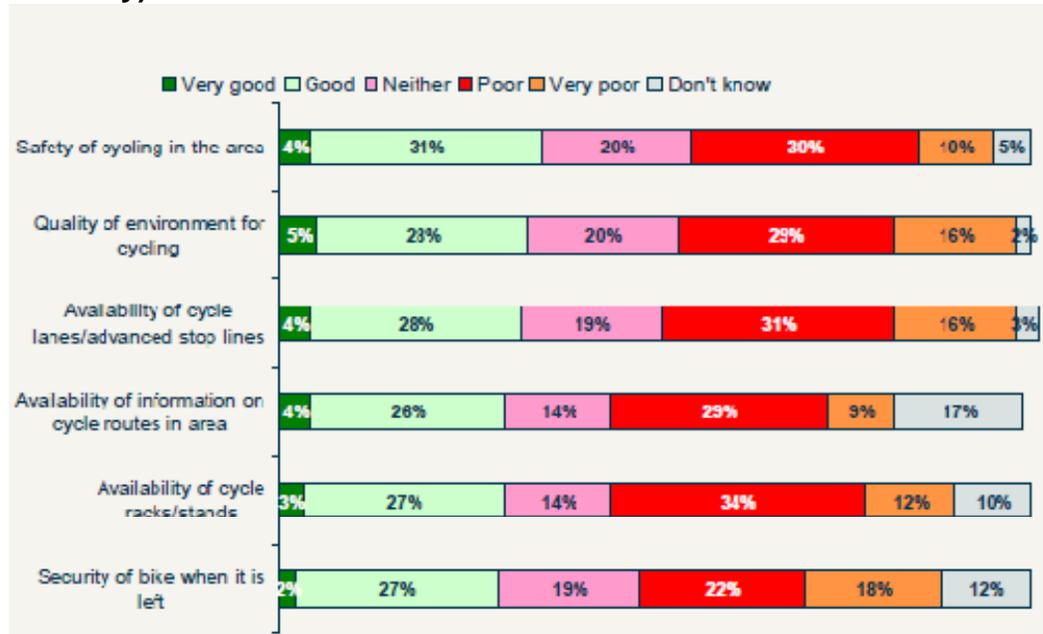


¹ TLRN Streets Customer Satisfaction Survey, Oct 2009

1.4.3 Cycling Customer Satisfaction

A survey of cyclists' satisfaction with cycling facilities showed a low level of satisfaction with most aspects of cycling facilities. Highest levels of satisfaction were recorded for safety, quality of the environment for cycling and the availability of cycle lanes.

Graph 8 – Customer Satisfaction with Cycling Facilities 2009 (Published Annually)



*Source: TLRN Streets Customer Satisfaction Survey, Oct 2009

1.5 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. TfL has developed additional measures for 'Smoothing the Traffic' which reflects the user experience of the road network in greater detail. Because there is not yet a long enough trend to analyse targets have not yet been set.

Table 1 – Q1 2010-11 London Streets TfL Business Plan KPIs

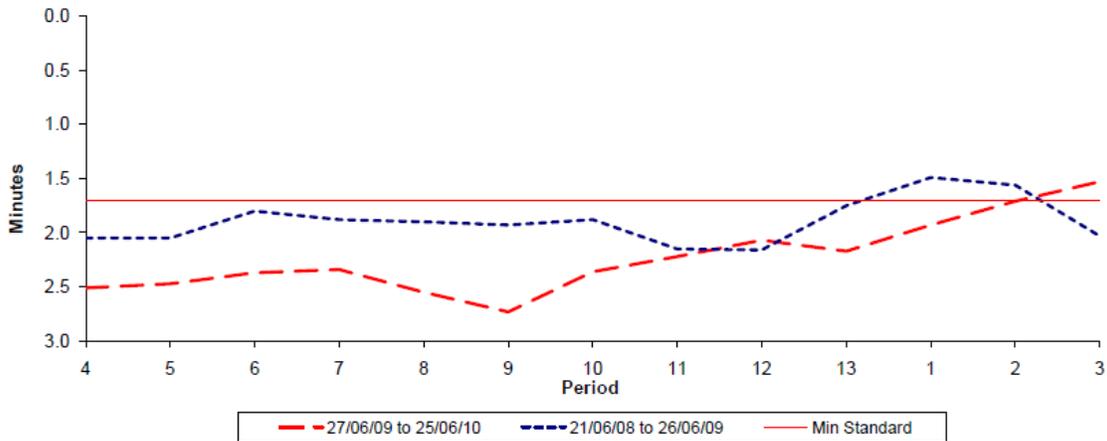
KPI	Target 2010-11	Current Performance Level
Cycling journeys: TfL Road Network (index)	252.9	262.9
State of good - repair - % of road assets not in good repair	6.7%	8%
Traffic signal availability	99.1%	98.6%
Street Lights Operating	98%	99.3%
London TravelWatch's overall performance assessment of TfL Streets:		
		

2 London Buses

This section of the report sets out the performance of the London Bus network in the first quarter of 2010-11. The performance of the bus network has resulted in increased levels of customer satisfaction in all the categories in which passengers are surveyed.

In London TravelWatch’s ‘Quarter 4 2009/10 TfL Performance Report’, the performance of the Route 30 was highlighted as a particular cause of concern. We are therefore delighted to be able to report that in this quarter performance has improved substantially and that the bus route is now operating with a lower excess wait time than the minimum standard for this route. The graph below shows the historic poor performance and the recent improvement.

Graph 9 - Bus Route 30 Excess Wait Time



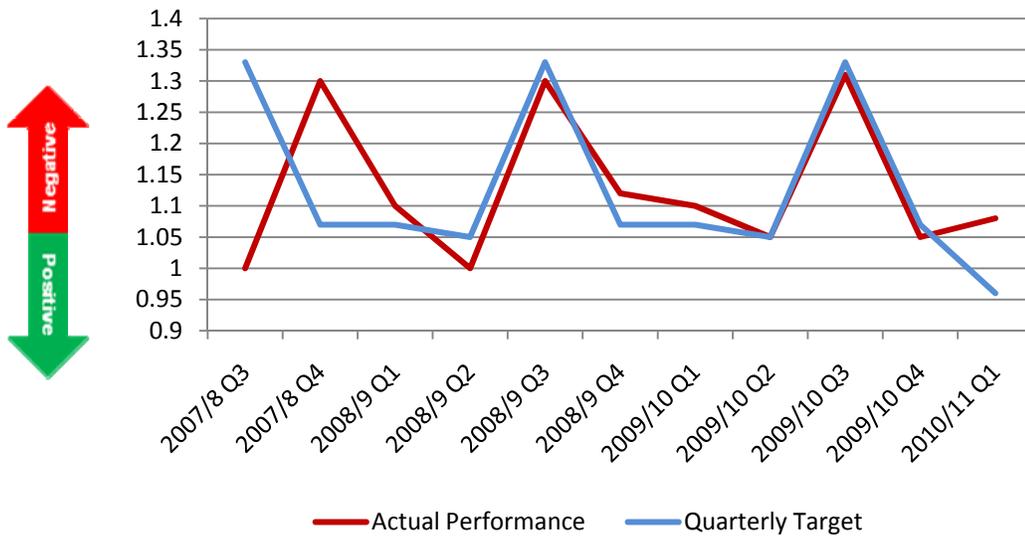
London TravelWatch remains concerned about the performance of the Route 228, as the performance of this route has not substantially improved since it was highlighted in London TravelWatch’s ‘Quarter 4 2009/10 TfL Performance Report’. London TravelWatch will discuss this route’s performance further with TfL.

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.

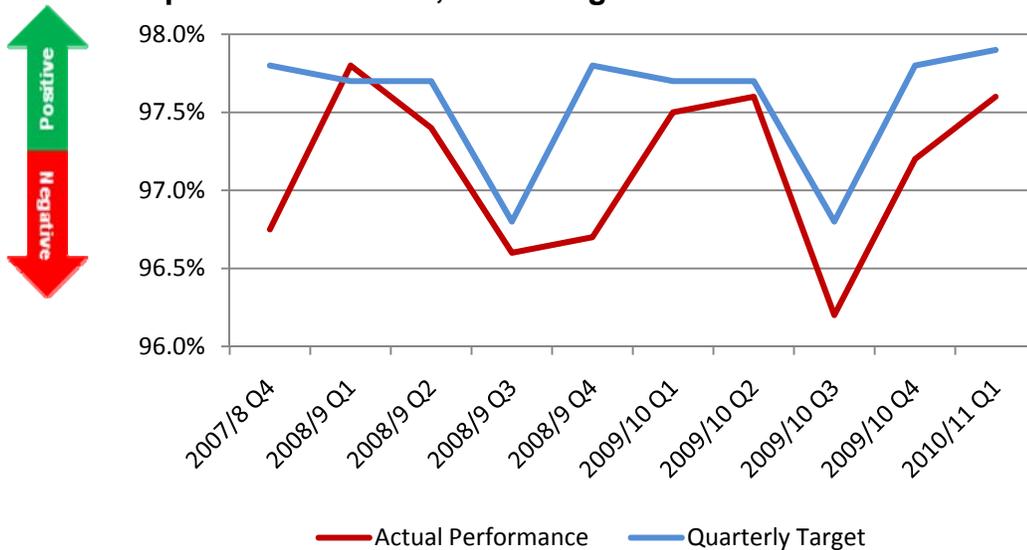
EWT is the measure that indicates the additional minutes wait time of passengers beyond the scheduled value on high frequency bus routes. EWT is considerably better than the target for quarter one.

Graph 10 – 2007-2010, 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 has increased over the last quarter and is 0.3 percentage points above the target for quarter one.

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



2.1.2 Bus Stop Accessibility

Based on TfL's audit of bus stops 50.2% of all bus stops across the network meet the accessibility criteria. On the TfL Road Network the figure is higher at 61.52% compliance. Both overall percentages are a small increase on the last quarter. Table 2 shows the percentage of bus stops that in a recent TfL audit were complaint with accessibility requirements on the TfL Road Network and borough roads. London TravelWatch has ranked each borough according to the percentage of bus stops that comply with accessibility requirements, and the London Borough of Kingston has the highest compliance with 93.28%. This has improved by 8.22% from the last quarter. The TRLN bus stops in Kingston have also been made more accessible with a 7.69% increase in accessible bus stops. The other borough to see an improvement was Southwark, where on the TLRN accessible bus stops increased by 9%.

The borough with the lowest percentage of bus stops compliance with accessibility criteria on its road network is Barnet with only 31.36% complying. London TravelWatch has written to all London boroughs to raise this issue with each highways department to promote greater levels of accessibility of bus stops on London's roads.

In order that the service is to be accessible to wheelchair users and the less mobile, buses must be able to pull into the kerb, particularly if the bus driver is to deploy the ramp. To facilitate this and allow enforcement against vehicles parking at the bus stop, the highway authority needs to:

- Install a yellow line adjacent to the kerb and paint a bus stop clearway on the carriageway as per the regulation drawings.
- Install a time plate on the bus stop flag adjacent to the clearway signifying that the bus stop is in operation during bus operating hours or, preferably 24/7.
- Ensure there are no impediments (e.g. street furniture) in the way of the bus doors.
- Ensure the kerb height is appropriate. This may mean highway works to raise the kerb.

London TravelWatch believes that in order for a highway authority to comply with its duties under the Disability Discrimination Act, it should implement bus stop clearways, as described above, at all of its bus stops, for at least the hours that buses serve the stop to enable wheelchair users to have the same access to bus services as the able-bodied.

The cost of implementation at many stops can be minimal. No traffic order is required, although London TravelWatch would consider informal consultation as best practice.

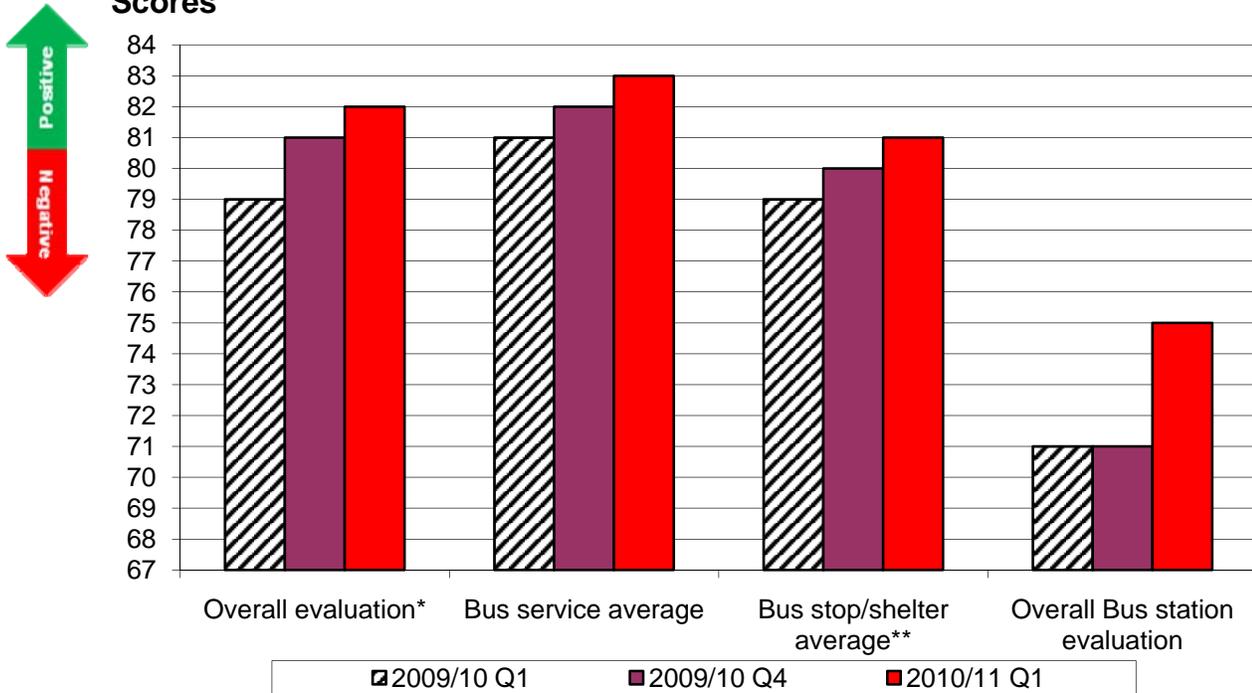
Table 2 - Percentage Compliance of Bus Stops with Accessibility Criteria for TfL and Borough Roads

	Borough	TLRN Bus Stop % Compliant	Borough Roads Bus Stop % Compliant	TLRN % point change from Q4 09/10	Borough % point change from Q4 09/10
	All London	61.52%	48.61%	+0.14%	+0.18%
1	Kingston	74.36%	93.28%	+7.69%	+8.22%
2	Sutton	69.77%	78.88%	-	-
3	City of London	70.00%	73.00%	-	-
4	Southwark	65.97%	72.06%	+9.00%	-
5	Wandsworth	72.07%	69.35%	-	-
6	Tower Hamlets	54.90%	63.91%	-	-
7	Harrow	n/a	63.32%	-	-
8	Islington	60.24%	63.30%	-	-
9	Hackney	54.63%	63.14%	-	-
10	Barking & Dagenham	47.83%	57.59%	-	-
11	Merton	63.64%	55.70%	-	-
12	Lewisham	76.43%	54.42%	-	-
13	H&F	66.67%	53.26%	-	-
14	Haringey	59.38%	53.03%	-	-
15	Waltham Forest	66.67%	51.92%	-	-
16	Bexley	n/a	51.38%	-	-
17	Ealing	62.71%	50.16%	-	-
18	Lambeth	56.48%	48.60%	-	-
19	Newham	78.57%	48.23%	-	-
20	Hillingdon	56.52%	47.56%	-	-
21	Camden	54.55%	46.93%	-	-
22	Greenwich	78.33%	44.29%	-	-
23	Brent	80.65%	41.41%	-	-
24	K&C	54.05%	40.89%	-	-
25	Westminster	40.86%	39.49%	-	-
26	Enfield	76.36%	38.72%	-	-
27	Bromley	54.41%	38.58%	-	-
28	Hounslow	57.30%	37.15%	-	-
29	Redbridge	73.91%	35.37%	-	-
30	Croydon	42.48%	34.98%	-	-
31	Richmond	40.63%	33.11%	-	-
32	Havering	84.21%	31.72%	-	-
33	Barnet	56.16%	31.36%	-	-

2.1.3 Customer Service

Customer service figures for the last two quarters along with the comparison from one year ago are shown in the graph below. In all areas of passenger satisfaction scores have improved over both the previous quarter and the same period a year ago.

Graph 12 – Q1 & 4 2009/10 and Q1 2010/11, Bus Customer Satisfaction Scores



There have been improvements in customer satisfaction in all areas with particular improvement in satisfaction with bus stations.

The summary of the bus KPIs shows that targets were met for all areas of performance. Particular improvements have been seen in a reduction in excess wait time and overall customer satisfaction.

Table 3 – Q1 2010-11 London Buses TfL Business Plan KPIs

KPI	Target 2010-11	Current Performance Level
Customer Satisfaction – Overall	79%	82%
Excess wait time – high frequency routes	1.08 minutes	0.96 minutes
% of Scheduled services operated	97.6%	97.9%
London TravelWatch's overall performance assessment of London Buses: 		

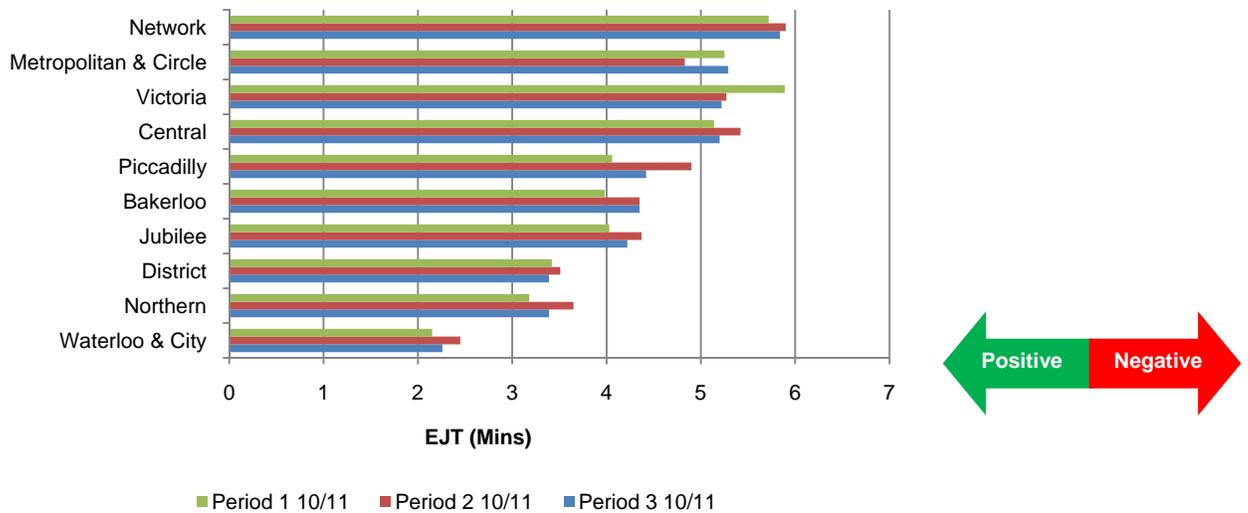
3 London Underground

In this section, the performance of London Underground for the first quarter of the financial year 2010 to 2011 is presented. The key indicators that have been 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.

3.1 London Underground Train Services

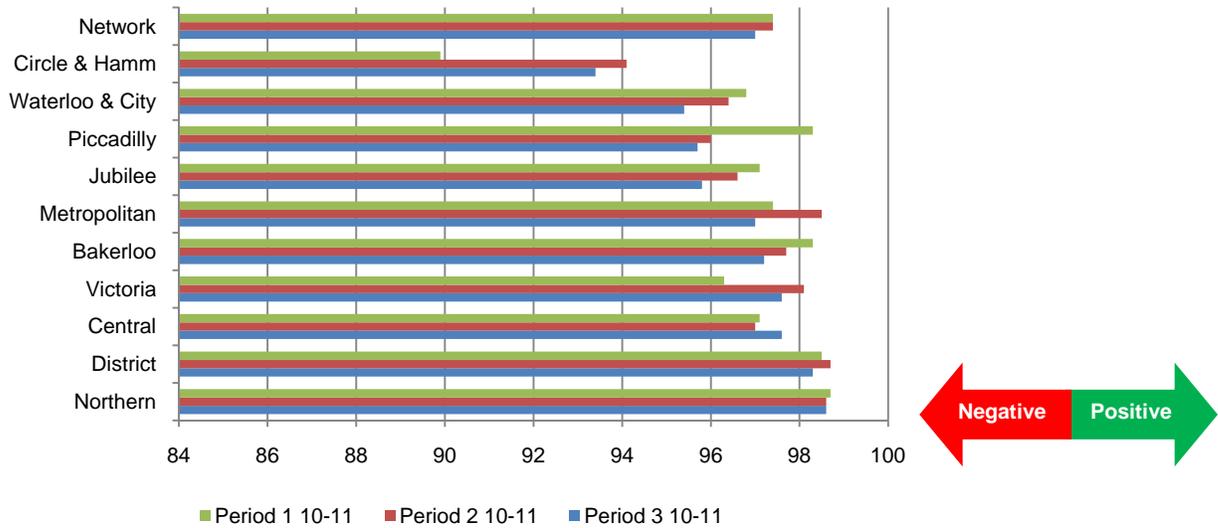
Excess Journey Time (EJT) measures the number of additional minutes added to a total journey as a result of disruption to the Underground network. The graph below presents the EJT for each line on the Underground network as well as for the network as a whole. London Underground performed better than the network target set in the TfL 2010/11 Business Plan.

Graph 13 – Q1 2010/11, Excess Journey Time by Line



The graph below shows the percentage of scheduled train kilometres that were operated for each line and the network average. The TfL Business Plan target is that 96.3% of train service should be operated and this was exceeded in the first quarter with 97.3% of services operated.

Graph 14 – Q1 2010-11, % of Scheduled Train Kilometres Operated per period by Line



Of the individual lines, the Circle line performed worst and the Northern line had greatest availability.

3.2 London Underground Infrastructure

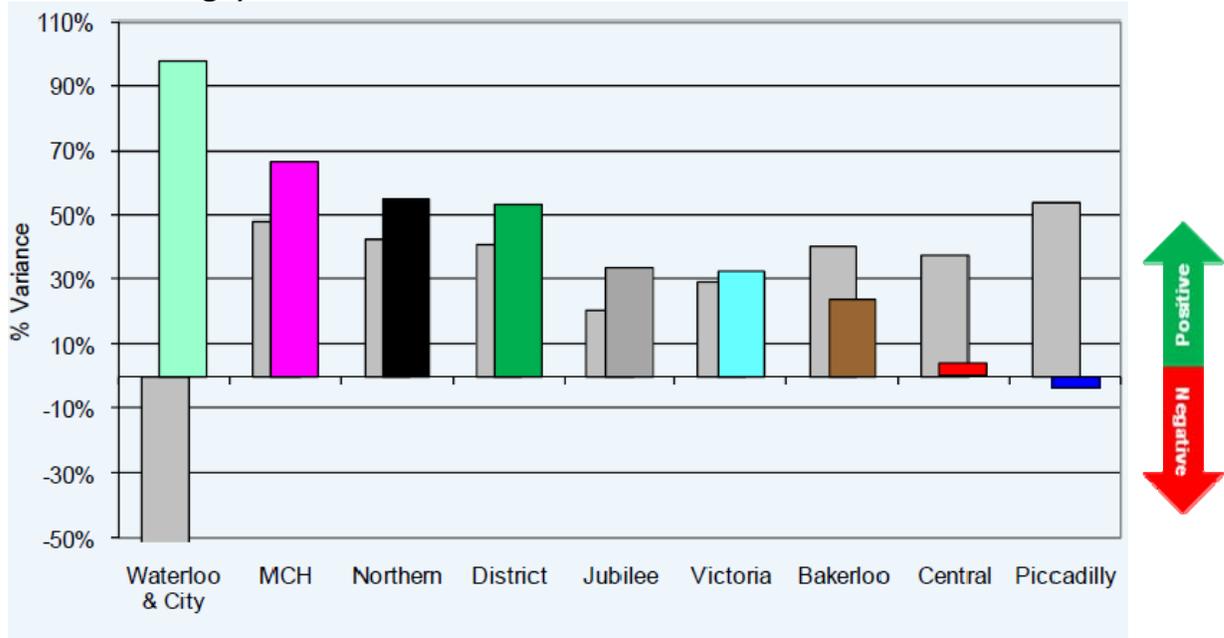
London Underground has been responsible for maintenance and renewal of all eleven lines since 30 June 2010. In quarter 1, London Underground was responsible for the maintenance and renewal of the infrastructure on eight of the Underground's eleven lines. The Jubilee, Northern and Piccadilly (JNP) lines infrastructure was maintained and renewed by Tube Lines, taken over by TfL on 30 June.

3.2.1 Infrastructure Performance

Availability is, essentially, a reliability measure reflecting whether assets are available for customer 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'. With the exception

of the Piccadilly line, all lines are above availability benchmarks. The poor performance of the Waterloo & City Line has been reversed in this period.

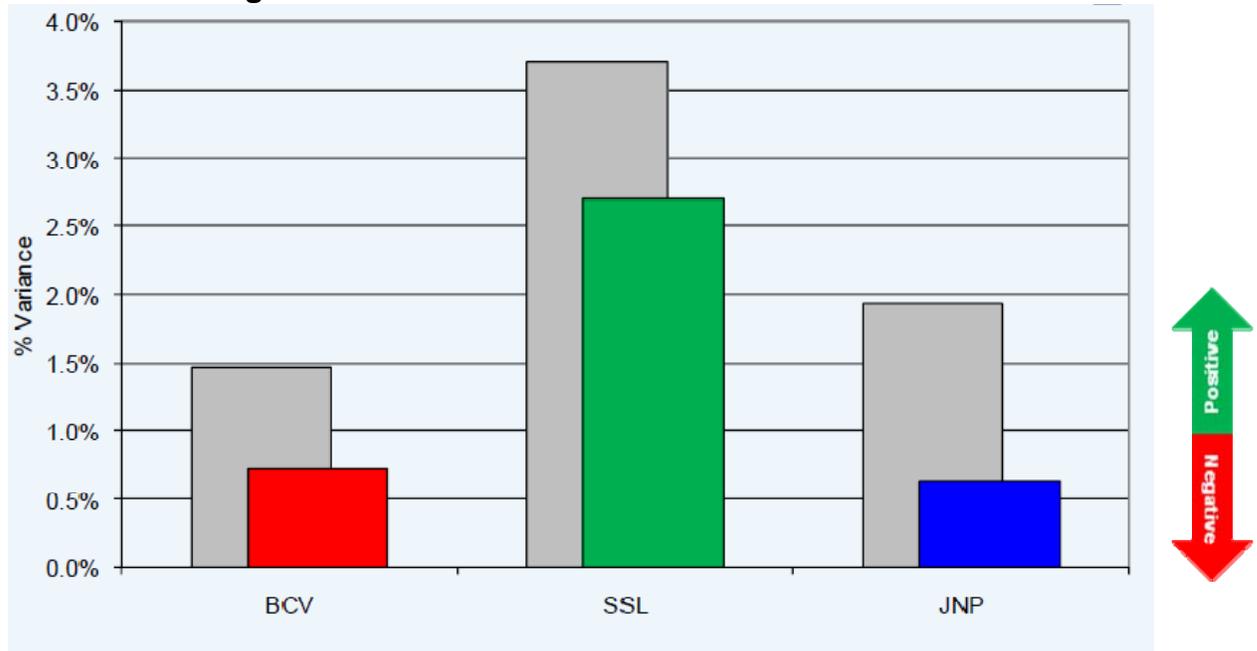
Graph 15 - Availability % Variance to Benchmark (P2 2010-11 against 13 Period Average)



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 decreased on the Central and Victoria line station cleaning scores. On the Hammersmith & City line the fall was as a result of lower cleaning scores on trains, and for the JNP the score was lower but better than in previous periods.

Graph 16 - Ambience MSS % Variance to Benchmark P2 2010/11 against the 13 Period Average²

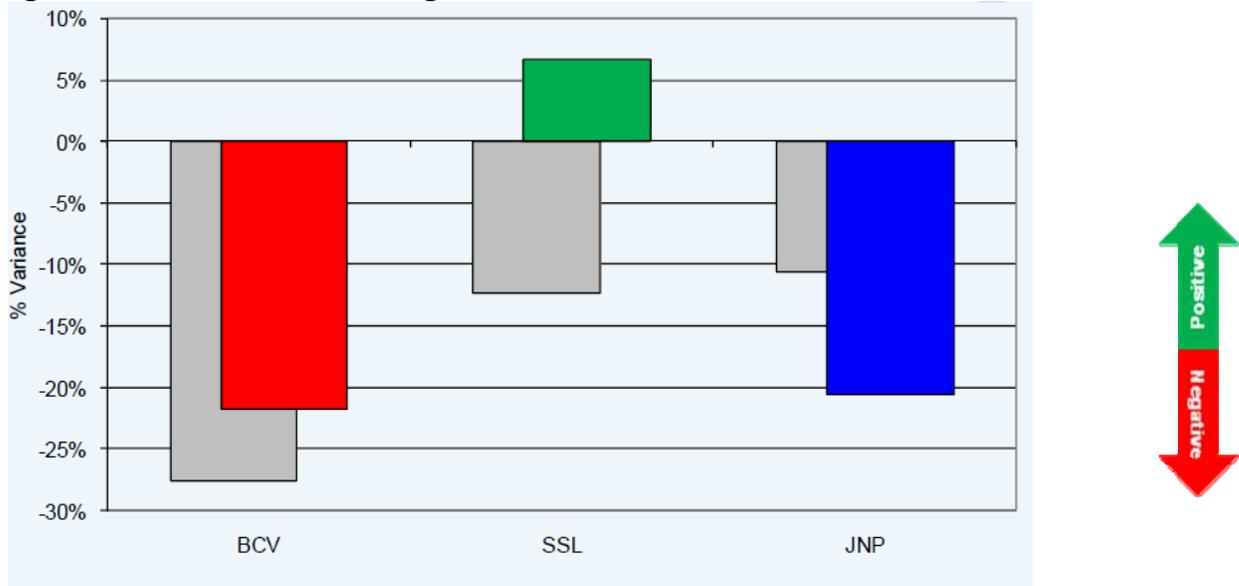


Facilities Faults are failures of customer facing assets such as CCTV, public address systems, train arrival indicators or help points. Service Points are accrued for each facilities fault based on the fact that it failed and the length of time taken to rectify the failure.

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

There has been a fall on the Bakerloo, Victoria and Central (BCV) lines, as well as on the JNP lines for the facilities scores. This reflects, for example, the number of faults such as lift failures on the Victoria line or platform edge door failures on the Jubilee line.

Graph 17 - Facilities Service Points % Variance to Threshold P2 2010-11 against the 13 Period Average³



3.3 London Underground Business Plan Targets

London Underground exceeded all of its TfL business plan targets.

Table 4 – Q1 2010-11 London Underground TfL Business Plan KPIs

KPI	Target 2010-11	Current Performance Level
Customer Satisfaction – Information Score	79 points	80 points
Excess Journey Time	6.63 minutes	5.82 minutes
% of Scheduled Services Operated	96.3%	97.3%

London TravelWatch’s overall performance assessment of London Underground:

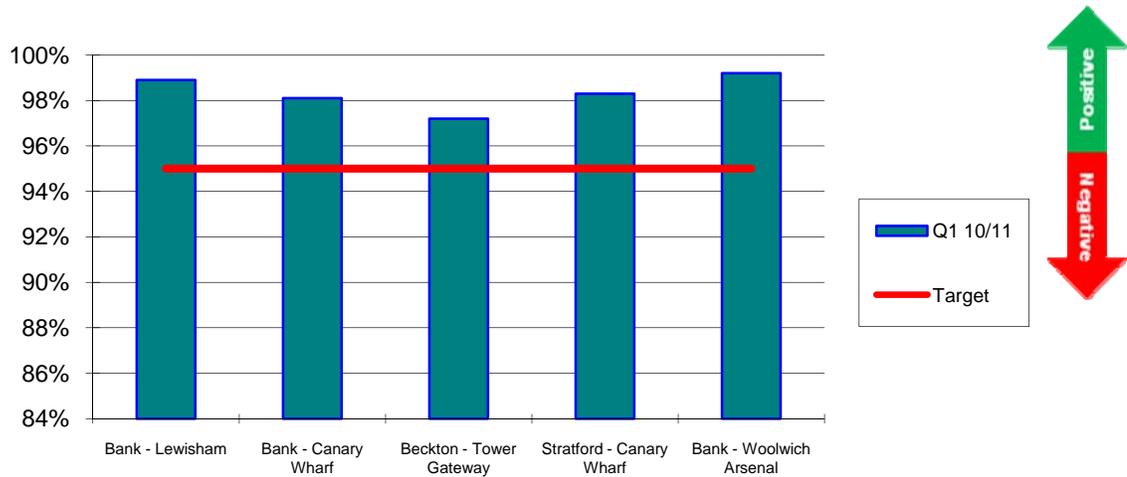


³ JNP – Jubilee, Northern Piccadilly lines, SSL – District, Circle, Hammersmith & City and Metropolitan Lines, BCV – Bakerloo, Central and Victoria lines.

4 Docklands Light Railway

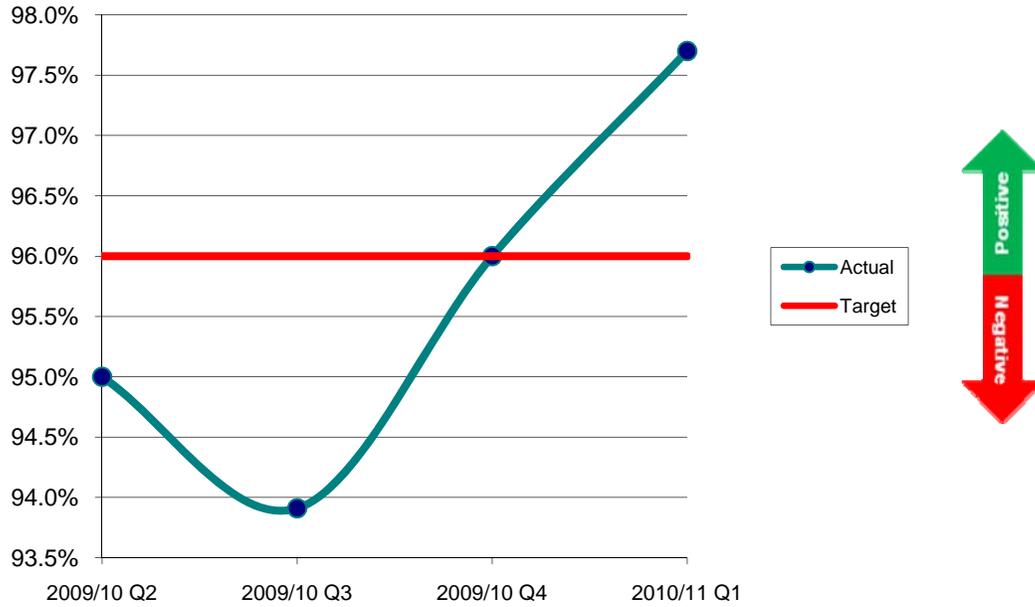
DLR performance in quarter one 2010/11 has improved since the fourth quarter of 2009/10. All routes are above the 95% target for journey time.

Graph 18 – Q1 2010/11, Journey Time (split by route)



Service reliability has improved since the fourth quarter 2009/10 and is now 1.7 percentage points above the 96% target level.

Graph 19 – Q1 2010/11, Service Reliability (Percentage of Intervals of not more than 3 mins over those published)



Customer satisfaction has improved in all areas and all indicators are now above target.

Graph 20 – Q1 2010/11, Customer Satisfaction Scores

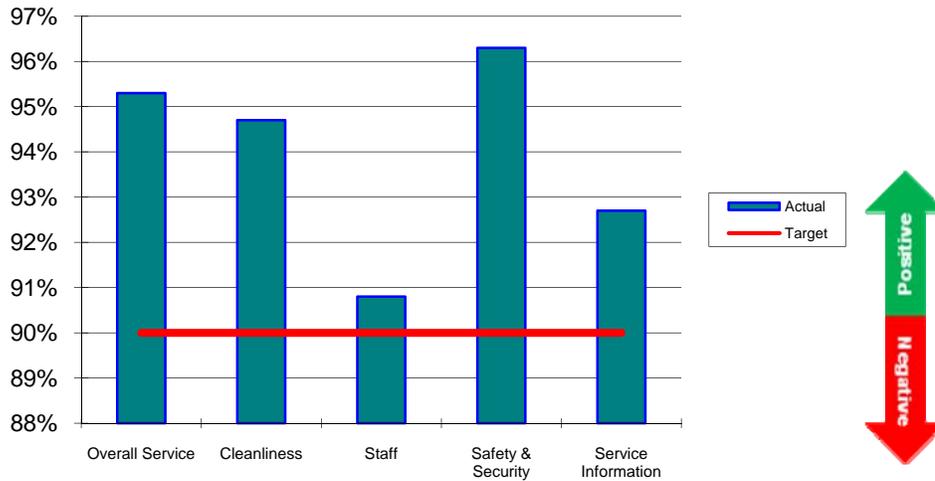


Table 5 – Q1 2010-11 DLR TfL Business Plan KPIs

KPI	Target 2010-11	Current Performance Level
Satisfaction – Overall	90%	95.3%
Satisfaction – Safety & Security	90%	96.3%
Satisfaction – Information	90%	92.7%
Service Reliability	96%	97.7%
% of Scheduled Services Operated	98%	97.9%

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



5 London Tramlink

The percentage of services operated on London Tramlink increased and the customer satisfaction also rose. London Tramlink met its customer service satisfaction target and the KPI for percentage of services operated.

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

Graph 21 – Q4 2009/10 to Q4 2008/09, percentage of scheduled service km operated



Table 6 – Q1 2010-11 London Tramlink TfL Business Plan KPIs

KPI	Target 2010-11	Current Performance Level
Customer Satisfaction – Overall	86%	88%
% of scheduled service kms operated	98%	99.5%
London TravelWatch’s overall performance assessment of London Tramlink:		

6 London Overground

London Overground's public performance measure (PPM) moving annual average (MAA) was improved on the previous quarter and exceeded the 93.2% target.

The East London Line began full operation on 23 May 2010, and work is currently underway to extend the East London Line to Highbury & Islington.

North London Rail Infrastructure Project – the major investment in the North and West London Lines as well as the Gospel Oak to Barking line - will deliver significant improvements in services. The planned 14-week blockade between Gospel Oak and Stratford starting on 20 February 2010 meant that no trains operated on this core section during this quarter.

Table 7 – Q1 2010-11 London Overground TfL Business Plan KPIs

KPI	Target 2010-11	Current Performance Level
Customer Satisfaction – Overall (National Passenger Survey biannual data)	73%	78%
Passenger Performance Measure	93.2%	93.7%
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.

London TravelWatch has been very concerned about the performance of this service, but is pleased to report that in quarter one Dial-a-Ride met both of its targets for overall customer satisfaction and quarterly passenger journeys.

Table 8 – Q1 2010-11 Dial-a-ride TfL Business Plan KPIs

KPI	Target 2010-11	Current Performance Level
Overall Customer Satisfaction	92%	93%
Quarterly Passenger Journey Numbers	313,000	322,600
London TravelWatch's overall performance assessment of Dial-a-Ride:		
		

8 London River Services

London River services carried slightly below the target number of passengers. An initiative is currently on going to investigate the feasibility of making real-time measurements of passenger numbers on the Thames Clipper to provide more detailed information about its usage.

Table 9 – Q1 2010-11 London River Services TfL Business Plan KPIs

KPI	Target 2010-11	Current Performance Level
River Journeys	1,215,000	1,182,000
London TravelWatch's overall performance assessment of River Services:		
		

Appendix A – 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

Appendix B – References

- All Transport Modes
 - http://www.tfl.gov.uk/assets/downloads/corporate/Travel_in_London_Report_2.pdf
 - <http://www.tfl.gov.uk/assets/downloads/corporate/Item06-Op-Fin-Performance-Investments-Programme-reports-Board-Sep-2010.pdf>
- London Underground
 - <http://www.tfl.gov.uk/assets/downloads/ppp-performance-report-period-2-2010-11.pdf>
- Docklands Light Railway
 - <http://www.tfl.gov.uk/assets/downloads/dlr-performance-poster-april-june-2010.pdf>
- Dial-a-ride
 - <http://www.tfl.gov.uk/corporate/modesoftransport/1526.aspx>