

# TfL 2011/12 Quarter 1 Performance Report

September 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 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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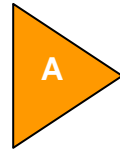
## Executive Summary

This report summarises the performance of all the Transport for London (TfL) modes of transport for the first quarter of the 2011/12 financial year (April to June 2012). 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, London Underground, Docklands Light Railway, London Tramlink, London Overground, Dial-a-Ride as performing 'good' or 'satisfactory'. London TravelWatch has concerns about the performance of the Transport for London Road Network (TLRN).

### 1. London Streets

TfL has been doing a great deal of work to reduce the amount of planned and unplanned severe delays on the TLRN and to increase the throughput at traffic signals. 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 again down for this quarter compared to the same quarter last year. TfL are investigating why this is so.



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.

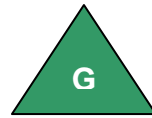
### 2. London Buses

London Buses has performed well. Excess Waiting Time (EWT) was one minute on high frequency routes which is at the seasonal target. The percentage of kilometres operated is also at target. Customer satisfaction was higher than target, but disappointingly the bus station score has dropped since the same period last year, most notable the cleanliness and condition of toilets score.



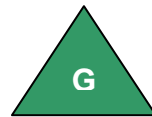
### 3. London Underground

The network-wide score for quarter 1 is better than TfL's Business Plan target, which itself has been tightened since the previous year.



### 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 just missed.



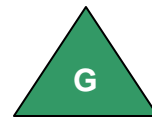
### 5. London Tramlink

The Percentage of Scheduled Services run target was again exceeded. London Tramlink is at target for customer satisfaction in the quarter. The recent announcement of additional trams should improve both these measures of performance.



### 6. London Overground

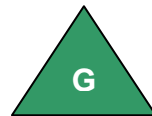
London Overground has continued to improve this quarter. Both TfL and the National Rail performance targets were exceeded. Its customer satisfaction scores were amongst the highest of the London and the South East train operating companies (TOCs). Its National Passenger Survey (NPS) customer satisfaction figures (the Spring wave) rose by 4% over the autumn wave.



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

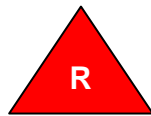
Dial-a-Ride's performance in terms of journeys operated was similar to the same quarter in the previous year and is forecast to be on target for the year. Customer satisfaction improved marginally on the previous quarter, but was below target at 91%. Customer satisfaction is lowest regarding the booking service. This contrasts with a good level of satisfaction with the actual journey experience.



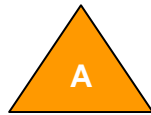
### 8. London River Services

River services: No data available.

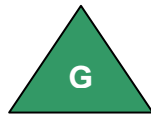
The TfL Quarterly Performance Report focuses on the experience of passengers of the TfL modes of transport. Performance has been rated as follows (the direction of the triangle indicates the performance trend):



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 travelled<sup>1</sup> 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	Cycle hire <sup>2</sup>	Walk	All modes
2.1	2.2	3.5	0.3	9.8	0.2	0.5	0.02	5.8	24.4
8.6%	9.0%	14.3%	1.2%	40.1%	0.8%	2.0%		23.7%	

<sup>1</sup> Travel in London, Report 3, Table 2.1

<sup>2</sup> Additional statistic. TfL say they forecast 20,000 cycle hire trips a day

## 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 (JTR) is a new measure of the performance of the road network. There are only two and one quarter years of data for this measure and therefore caution is needed in drawing conclusions about the trend of JTR on the TLRN.

The JTR measure is defined as the proportion of traffic which - for a 'typical' 30 minute journey - takes less than 35 minutes (a representative average London journey time of 30 minutes plus a five minute 'allowance'). The JTR across the whole of the TLRN in the AM peak for Q1 88.7%. This is 0.8 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.% in 2014/15.

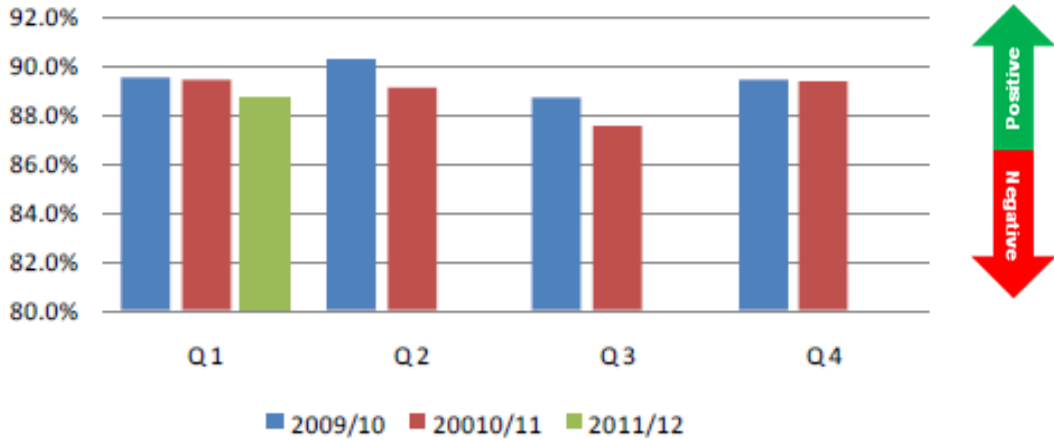
TfL have undertaken much activity over the past few years to improve JTR, for example altering traffic signal timing, managing events and street works etc. Additionally there has been a marked drop in traffic volumes. It is therefore disappointing that JTR is not improving.

London TravelWatch has asked TfL why JTR had deteriorated over the last two years. TfL told us:

“As you know, the journey time reliability indicator is relatively new. As noted in our performance report we are still investigating periodic variations and the factors that affect it. We are also analysing the data to better isolate and understand the impact of activity on the network and, to your point, of our interventions on the network. Until this analysis is complete and we have a longer time series of data, we will not fully understand the impacts nor be able to quantify them.”

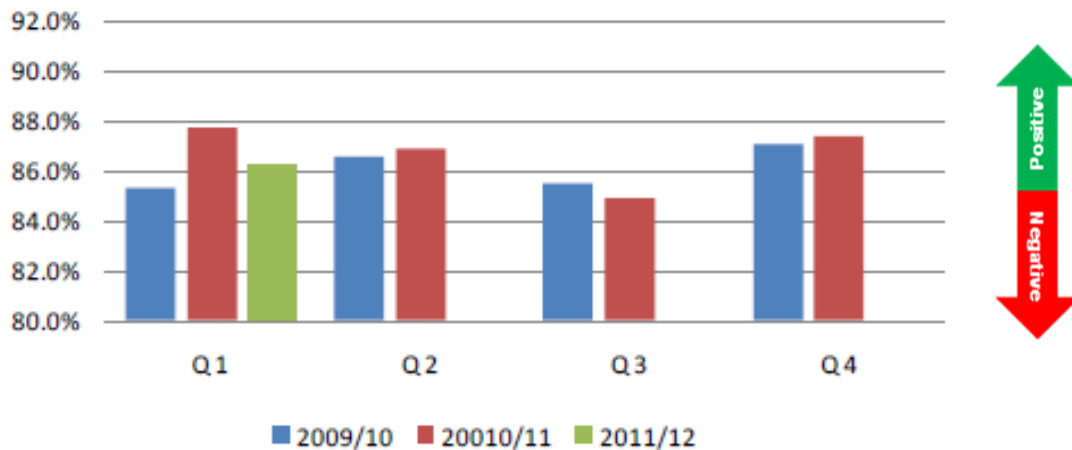


**Graph 1 - Journey Time Reliability on the TLRN in the AM peak by quarter, Q1 2009/10 to Q1 2011/12**



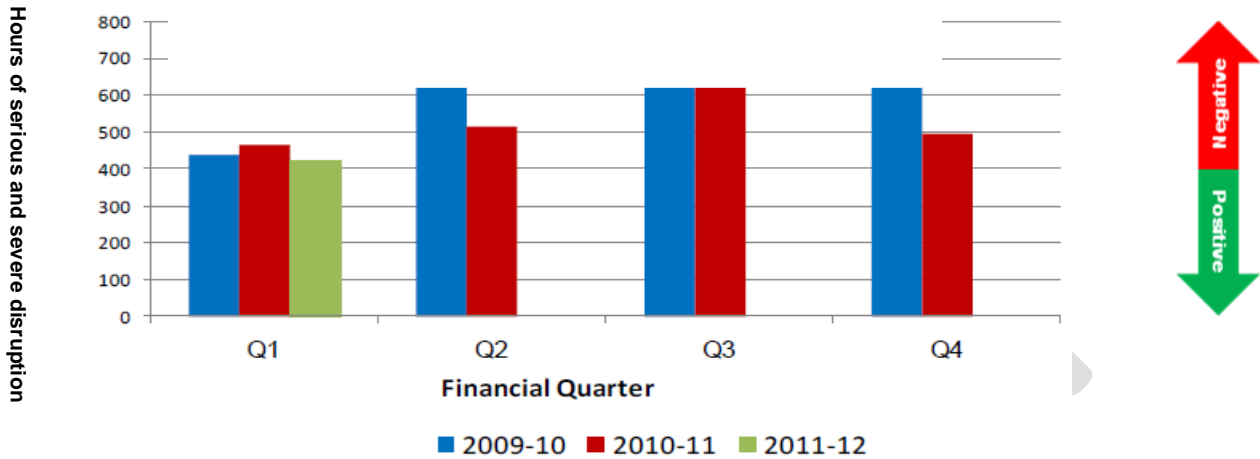
An equivalent JTR figure for the central area is also reported by TfL. This quarter's figure 86.2%, i.e 1.5% lower (poorer) than the same quarter last year.

**Graph 2 - Journey Time Reliability in central London in the AM peak by quarter, Q1 2009/10 to Q1 2011/12**



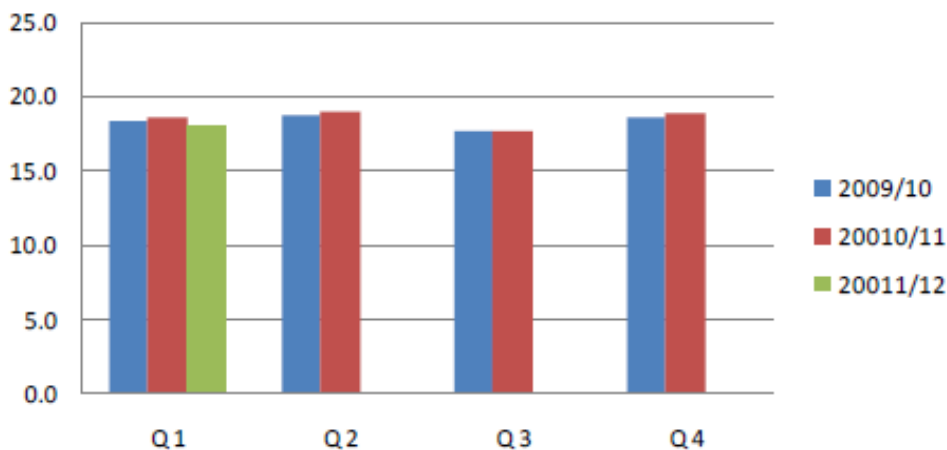
Serious and severe disruption on the TLRN dropped in quarter 1 compared to the same quarter last year. The hours of disruption caused by planned events rose, whilst those associated with unplanned events decreased compared to the same quarter last year.

**Graph 3 - Duration of TLRN serious & severe unplanned and planned events (Hrs) by quarter, Q1 2009/10 to Q1 2011/12**



The average traffic speed on London's major roads in quarter 1 during weekdays dropped slightly compared with the same quarter last year.

**Graph 4 - Traffic speeds on London's major roads 24 hrs average weekday between 0700-1900 by quarter (mph), Q1 2009/10 to Q1 2011/12**



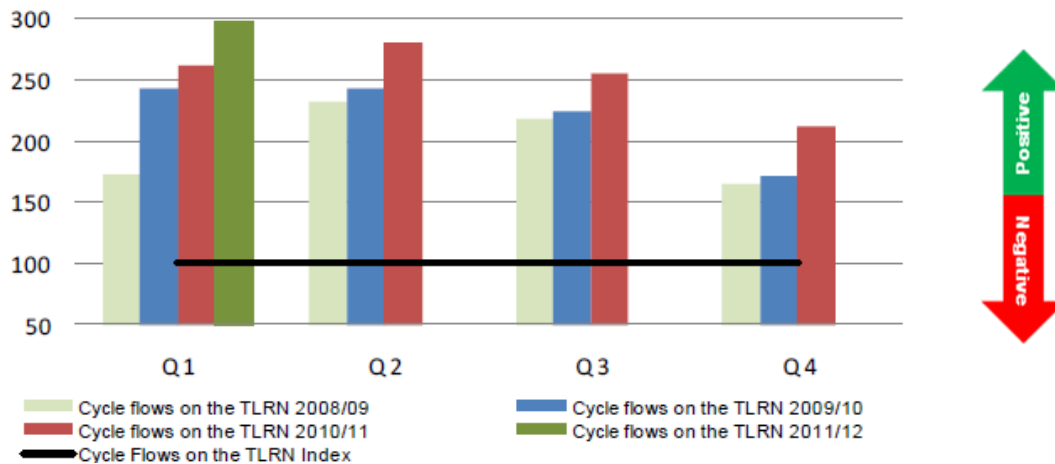
Traffic volumes on London's major roads continue to fall.

**Graph 5 – Quarterly traffic volume on London major roads 24hrs average weekday, indexed period 13 2006/07 = 100**



Cycle flows have continued their significant upward trend in quarter 1 of 2011/12, albeit from a very low base.

**Graph 6 – Cycle flows on the TLRN – by quarter indexed to March 2000 = 100. Q1 2008/09 to Q1 2011/12**



The graph below shows the number of roadworks on the TLRN since Q1 2009/10. This shows that roadworks have been contained below TfL’s target maximum. The graph is a new representation which has seasonal targets where previously the target has been annualised.

**Graph 7 - Number of road works on the TLRN, Q 1 2009/10 to Q1 2011/12**

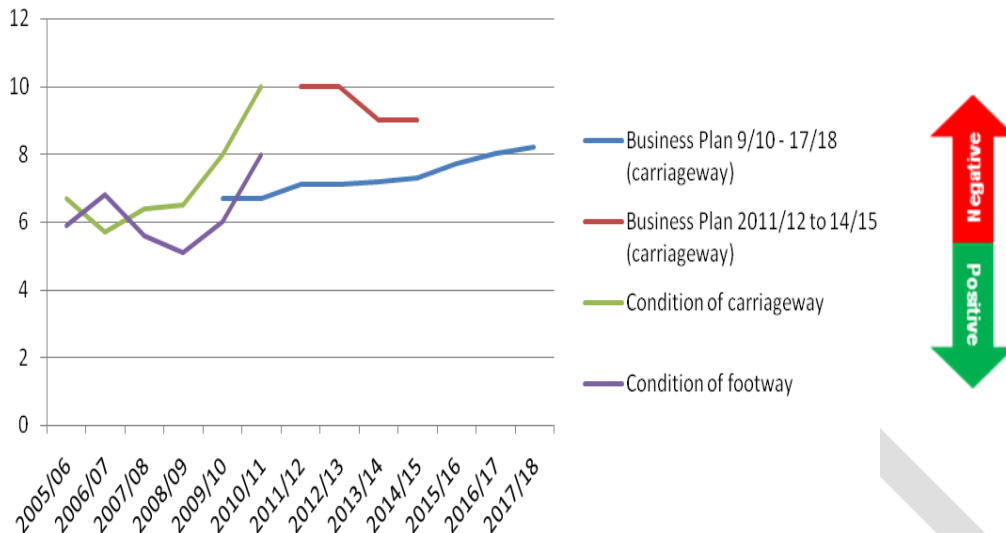


The percentage of roads not in a ‘good state of repair’ is significantly above target (poorer). TfL attributes this to the last two severe winters. Future Business Plan projections have been relaxed to take account of this deterioration. There has been a similar deterioration in the condition of the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

This is an annual survey.

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



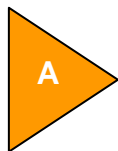
Below is a summary of all of the 2010-11 TfL Business Plan targets for streets that do not relate to safety.

**Table 2 – Q1 2011/12 London Streets TfL Business Plan KPIs**

KPI	Target 2011/12	Current Performance Level
Journey Time reliability	89	88.7
TLRN Cycling journeys	287	298
% of road assets not in good repair (annual figure for 2009/2010)	10%*	10%
Traffic signal availability	99.1%	98.87%
Street lights operating	98%	99.5%

\*This target has been reduced to reflect a deterioration in road condition and an acceptance that the previous target is unachievable.

London TravelWatch’s overall performance assessment of TfL Streets:



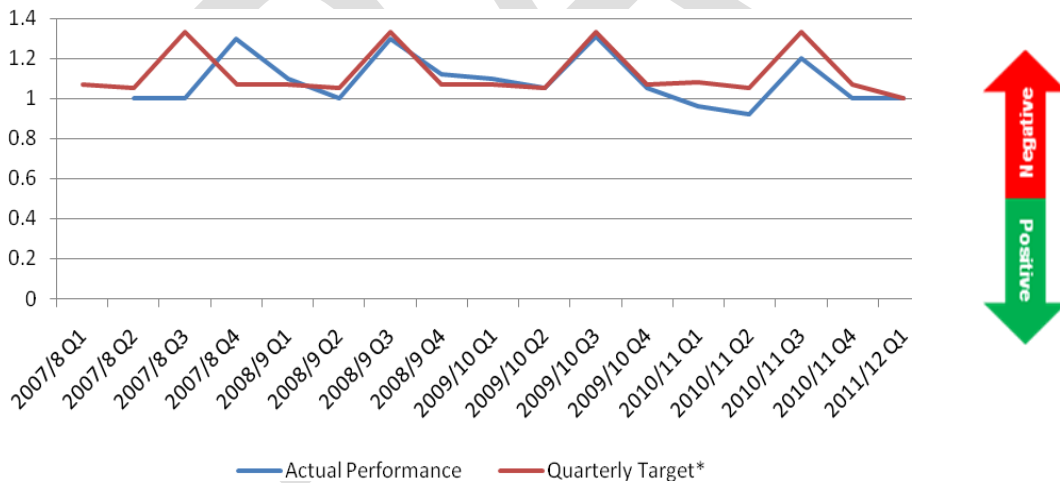
### 3 London Buses

This section of the report sets out the performance of the London Bus network in the first quarter of 2011/12.

#### 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 was on 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.

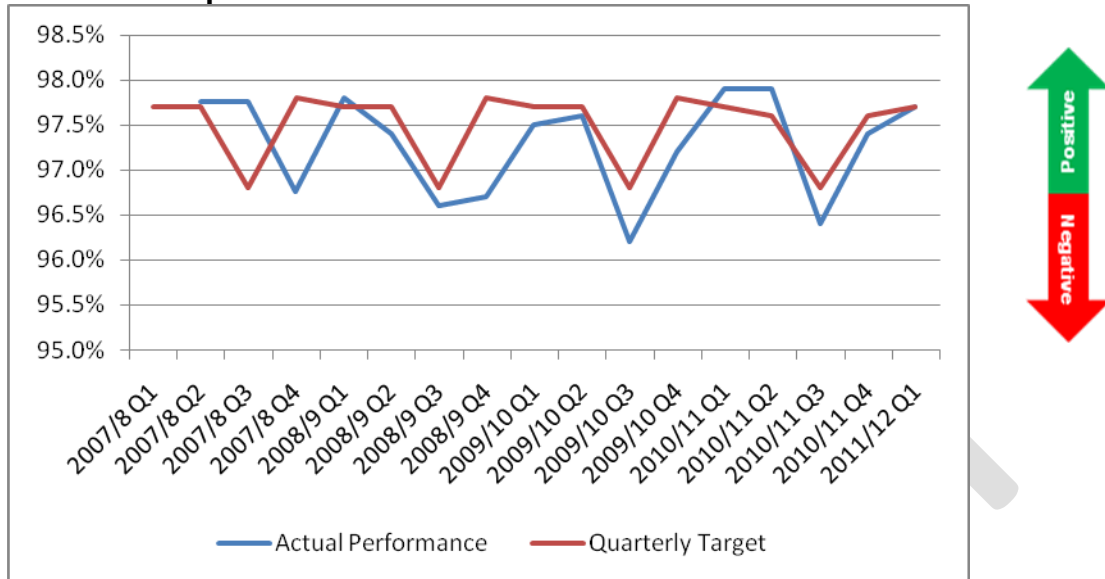
**Graph 9 – Q1 2007/08- Q1 2011/12, Excess Wait Time (minutes) on high frequency bus routes**



\*The annual target remains at 1.1 for 2011/12 year, but this seasonal target has been reduced (is tighter).

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

**Graph 10 – Q1 2007/08- Q1 2011/12, 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 1 2011/12, only 46 were below the contracted minimum standard, and most of those were only marginally so. 19 operated at the contracted standard, and 310 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 172 is the most concerning. However, TfL have recognised this and an additional bus has been added to the schedule which they expect will mean improved performance in the future. We understand that recent performance has been improved.

Bus route 220 is of concern as it has performed below contract for some time. This will not be helped by the proposal of Hammersmith and Fulham Council to remove the bus lane on Scrubbs Lane. London TravelWatch has objected to this proposal.

It is pleasing to see that bus route 228 which we have noted previously as a long standing poor performing route is now performing better than contract.

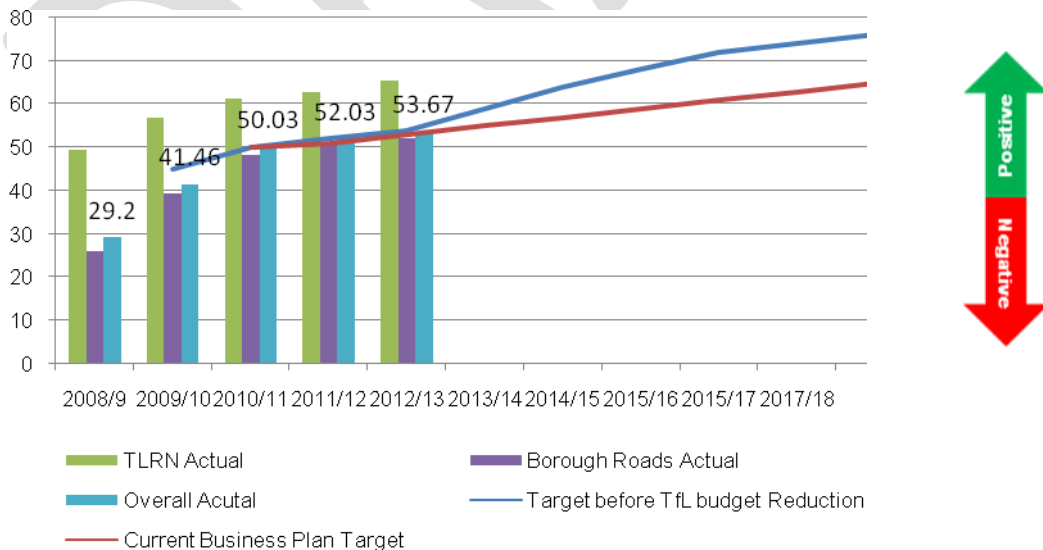
### 2.1.3 Bus stop accessibility

Based on TfL’s audit of bus stops, 54% of all bus stops across the network meet TfL’s accessibility criteria. On the TfL road network, the figure is higher at 65%. TfL, Ealing, Hackney, Islington and Lewisham have all reported an increase in the proportion of stops, on the roads they control, that are now accessible.

The graph below shows the targets for bus stop accessibility. The blue line is taken from the 2008/9 to 2017/18 Business Plan, the red line (a lower target) 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 evidence<sup>3</sup> 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.

**Table 3 – No of bus lanes London TravelWatch has been consulted on**

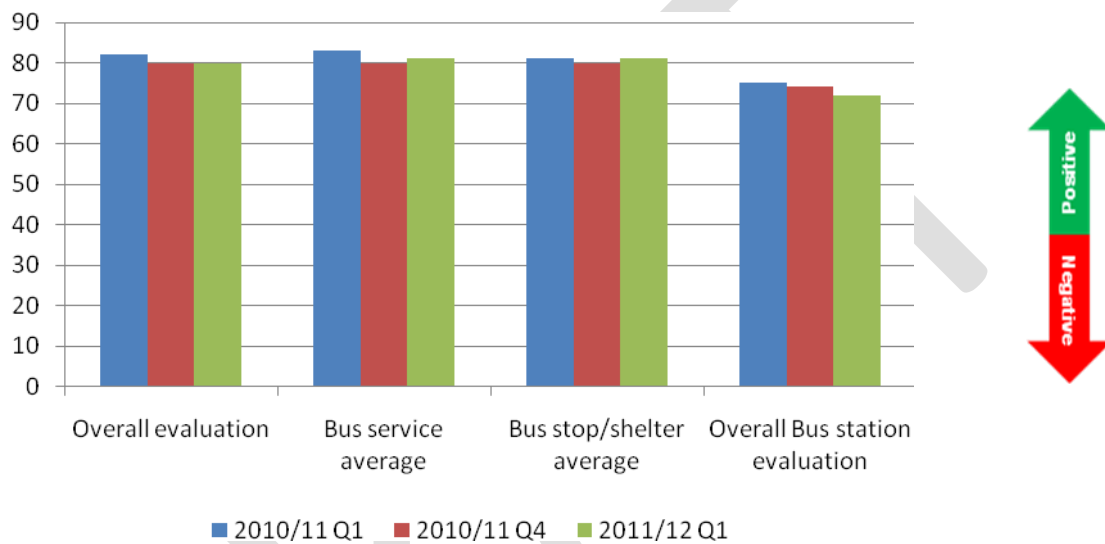
	Boroughs		TfL		Totals	
	Add	Sub	Add	Sub		
2005	3		16		19	
2006	4		15		19	
2007	9		14		23	
2008	10		12		22	
2009	8		2	-1	9	(11 bus lanes reduced in hours)
2010	7	-2	2		7	(4 bus lanes reduced in hours)
2011	1		2		2	
2012					2	
	41	-2	63	-1	103	

<sup>3</sup>Traffic Advisory Leaflet 6/01. April 2001, DfT

### 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. The bus stations score is somewhat lower than this quarter last year. This score has been particularly affected by a decline in the toilet cleanliness and condition score.

**Graph 12 – Q1 2010/11, Q4 2010/11 and Q1 2011/12 bus customer satisfaction scores (percentages)**



Below is a summary of the 2011/12 TfL Business Plan targets for London Buses.

**Table 4 – Q1 2011/12 London Buses TfL Business Plan KPIs**

KPI	Target 2011/12	Current Performance Level
Customer Satisfaction – Overall	79%	80%
Excess wait time – high frequency routes	1.0 minutes	1.0 minutes
% of Scheduled services operated	97.6%	97.7%

London TravelWatch’s overall performance assessment of London Buses:

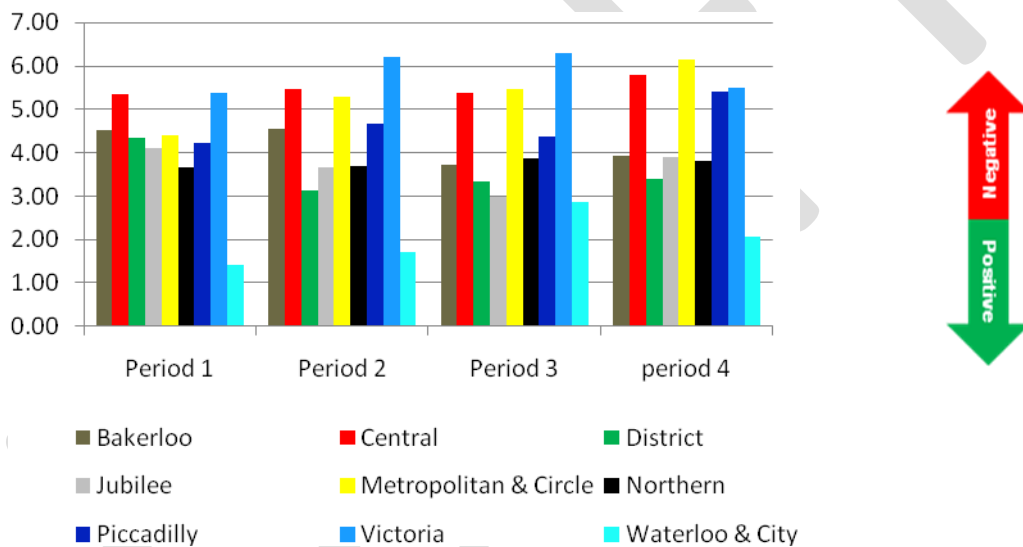


## 4 London Underground

In this section, the performance of London Underground for the first quarter of the financial year 2011/12 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 four periods making up the quarter.

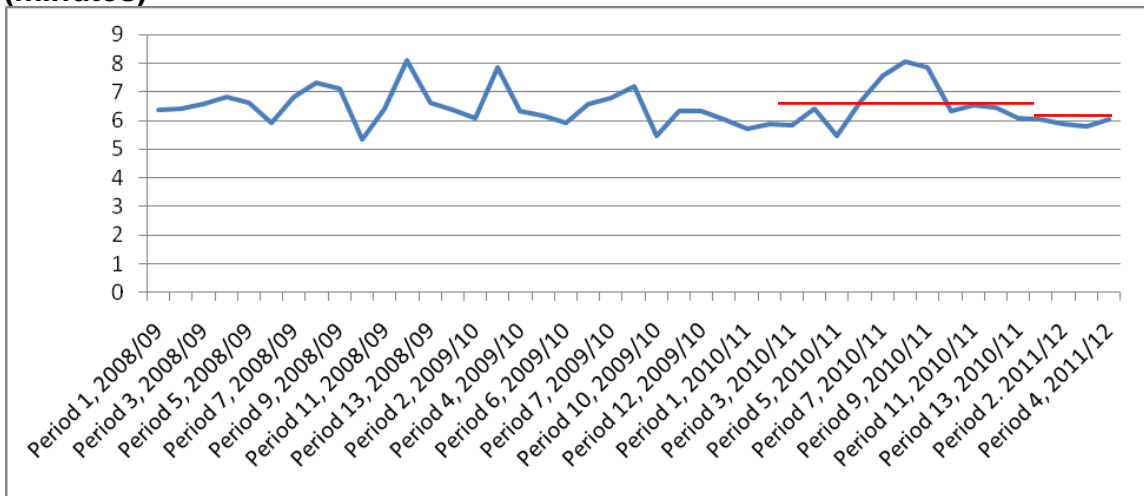
**Graph 13 – P1 2011/12 to P4 2011/12, Excess Journey Time by Underground line (minutes)**



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 Underground journeys will include two legs and therefore includes two wait times. The red line indicates the Business Plan target.

London Underground performed better than the Network target set in the TfL 2011/12 Business Plan. It should be noted that this Network target is somewhat tighter than the previous year’s target. This should reflect the improvements delivered by recent huge investment in the Underground.

**Graph 14 – P1 2008/09 to P4 2011/12, 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’. It should be noted that this report is somewhat out of date. The six- period rolling average has increased across all lines in the latest period available (period 11 of the fourth quarter 2010/11) meaning passengers are faced with increased disruption to journeys.

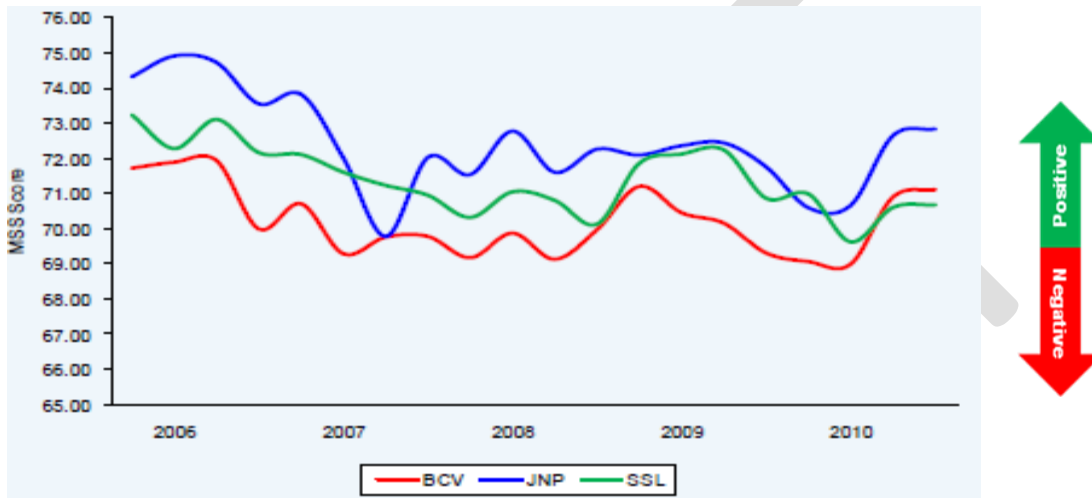
**Graph 15 - Availability – P11 2010/11 lost customer hours 6 period rolling average<sup>4</sup>**



<sup>4</sup> JNP – Jubilee, Northern Piccadilly lines, SSL – District, Circle, Hammersmith & City and Metropolitan Lines, BCV – Bakerloo, Central and Victoria lines.

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. Again this graph is somewhat dated.

**Graph 16 - Ambience quarterly mystery shopper survey score P11 2010/11**



Below is a summary of all of the 2011/12 TfL Business Plan targets for the Underground.

**Table 5 – Q1 2011/12 London Underground TfL Business Plan KPIs**

KPI	Target 2011/12	Current Performance Level
Customer Satisfaction – Overall	79%	79%
Excess Journey Time	6.2 minutes	5.9 minutes
% of Scheduled Services Operated	96.7%	97.3%

London TravelWatch’s overall performance assessment of London Underground:

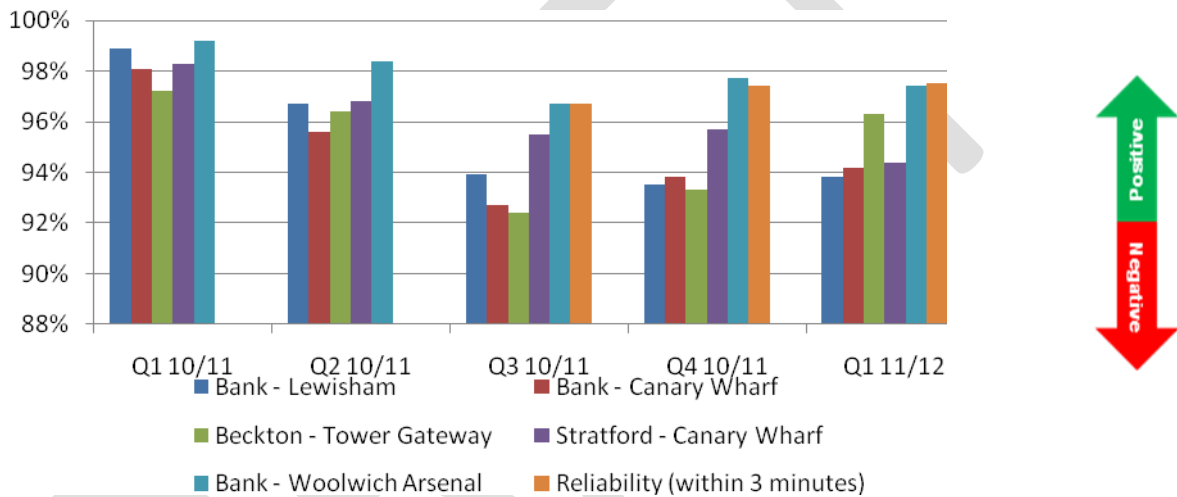


## 5 Docklands Light Railway

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) reliability target (96%) has now been reinstated. Below is the Journey Time performance by route.

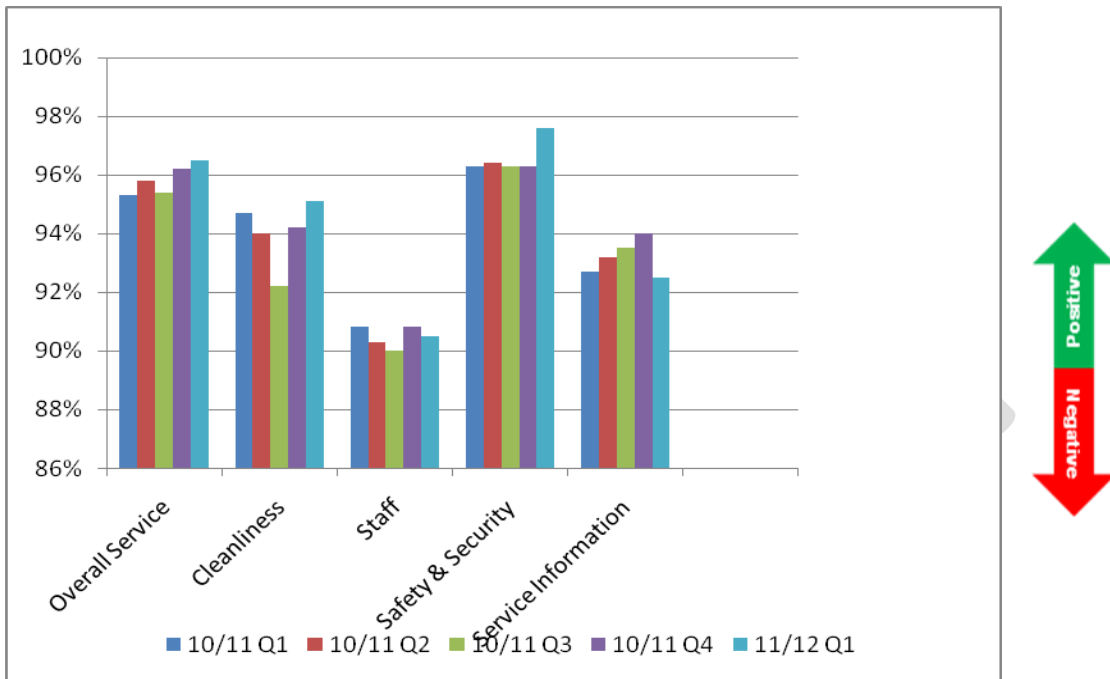
**Graph 17 – Q1\* 2010/11 to Q1 2011/12, Journey Time (split by route) and the DLR’s reliability measure**



\*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 – Q1 2011/12, DLR Customer Satisfaction Scores**



Below is a summary of all of the 2011/12 TfL Business Plan targets for the DLR.

**Table 6 – Q1 2011/12 DLR TfL Business Plan KPIs**

KPI	Target 2011/12	Current Performance Level
Satisfaction – Overall	81%	82%
Service Reliability	97%	97.5%
% of Scheduled Services Operated	98%	97.7%

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



## 6 London Tramlink

The percentage of scheduled services operated by Tramlink rose over the previous quarter and was again above the Business Plan target. Customer satisfaction was at target.

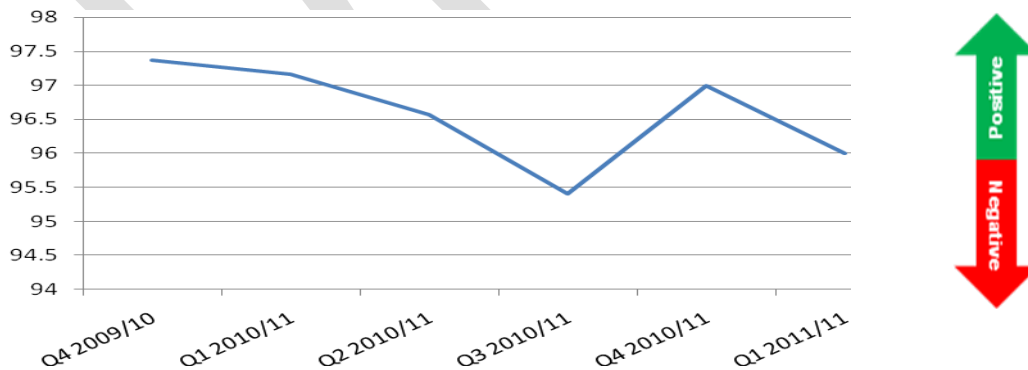
The graph below shows the trend of percentage of scheduled service kilometres operated for the past four quarters.

**Graph 19 – Q3 2008/9 to Q1 2011/12, percentage of scheduled service kms operated**



London Tramlink reports a Public Performance Measure, which is the percentage of trams that arrive within five minutes of the scheduled time. There is no associated target.


**Graph 20 – Q4 2009/10 to Q1 2011/12, Public Performance Measure (per cent)**



Below is a summary of all of the 2011/12 TfL Business Plan targets for London Tramlink.



**Table 7 – Q1 2011/12 London Tramlink TfL Business Plan KPIs**

KPI	Target 2011/12	Current Performance Level
Customer Satisfaction – Overall (provisional data)	86%	86%
% of scheduled service kms operated	98%	99.4%
London TravelWatch’s overall performance assessment of London Tramlink:		
		


## 7 London Overground

London Overground's Public Performance Measure (PPM) for quarter 1 was 96.5%<sup>5</sup>. This was 1.4 per cent higher than the same quarter last year. Please note this is a National Rail statistic.

The National Passenger Survey results are from the latest spring 2011 wave of surveys. The percentage satisfied or good is 4% above the same quarter in the previous year. However, there is a noticeable reduction in scores for the staff related questions.

TfL's customer satisfaction score is also above target.

**Table 9 – Q1 2011/12 London Overground TfL Business Plan KPIs**

KPI	Target 2011/12	Current Performance Level
Customer Satisfaction – Overall (National Passenger Survey bi-annual data). Percentage satisfied or good	Average of similar London and South east TOC's: 83% (Not a TfL target)	89% (autumn 2010)
Public Performance Measure (Network Rail figures)	N/A	96.5%
Overall customer satisfaction score (TfL measure)	78	82
On Time Performance (A TfL measure of PPM Moving Annual Average)	94	95.2
London TravelWatch's overall performance assessment of London Overground:		
		

<sup>5</sup> This is a Network Rail statistic.

## 8 Dial-a-Ride


Dial-a-Ride is a door-to-door transport service operated by TfL 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 scores. Members are very satisfied with driver helpfulness/courtesy which scores 95%, but are less satisfied with the booking process which scores only 79%

The number of journeys delivered in quarter one is similar to the same quarter in the previous year. Though no quarterly target is available TfL are forecasting that the number of journeys will be at target for the year.

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 door to door services. TfL are starting to implement a new regime for membership which should ensure that those that need this service are prioritised.

**Table 10 – Q1 2011/12 Dial-a-Ride TfL Business Plan KPIs**

KPI	Target 2011/12	Current Performance Level
Overall Customer Satisfaction	93%	91%
Quarterly Passenger Journey Numbers	1,400,000(annual target)	321,632
London TravelWatch's overall performance assessment of Dial-a-Ride:		
		

## 9 London River Services

London River services. No data available.

**Table 11 – Q1 2010/11 London River Services TfL Business Plan KPIs**

KPI	Target 2011/12	Current Performance Level
River Journeys	710,000 (2010/11 target)	
London TravelWatch's overall performance assessment of River Services:		
No assessment is made		

## 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-150911-op-financial-report.pdf>
- Streets
  - London Streets Performance Report, Q1 2011/12
- London Buses
  - <http://www.tfl.gov.uk/tfl/businessandpartners/buses/boroughreports/>
- London Underground
  - <http://www.tfl.gov.uk/assets/downloads/ppp-performance-report-period-11-2010-11.pdf>  
<http://www.tfl.gov.uk/corporate/modesoftransport/londonunderground/1592.aspx>

- Docklands Light Railway (Note: DLR quotes financial Q1 as calendar Q2)  
<http://www.tfl.gov.uk/assets/downloads/dlr-performance-poster-april-june-2011.pdf>
- Dial-a-ride
  - <http://www.tfl.gov.uk/corporate/modesoftransport/1526.aspx>
- London Overground
  - PPM scores supplied to London TravelWatch monthly by Network Rail.
  - <http://www.passengerfocus.org.uk/research/nps/content.asp>
- London Tramlink
  - Customer satisfaction survey scores and Public Performance Measure supplied by TfL directly