

TfL 2012/13 Quarter 3 Performance Report

July-September 2013



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 3 – Oct to Dec 2011	13 March 2012
Quarter 4 – Jan to Mar 2012	11 July 2012
Quarter 1 – Apr to Jun 2012	30 October 2012
Quarter 2 – Jul to Sept 2012	11 January 2013
Quarter 3 – Oct to Dec 2012	12 March 2013

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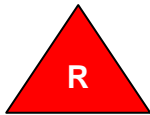
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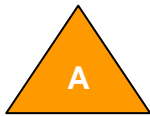
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The TfL Quarterly Performance Report focuses on the experience of passengers of the TfL modes of transport. Performance has been rated as follows (the direction of the triangle indicates the performance trend):



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

Executive Summary

This report summarises the performance of all the Transport for London (TfL) modes of transport for the third quarter of the 2012/13 financial year (Oct to Dec 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 that it believes reflects the experience of the user. The information has been gathered from a number of sources to provide an overview of TfL's performance (see the appendix for source references).

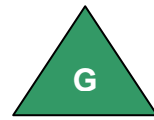
We have assessed the performances of London Buses, London Underground, Docklands Light Railway, London Overground, London Tramlink and Dial-a-Ride as 'good' or 'satisfactory'. We have not received a report for TfL streets and so are publishing without this information.

1. London Streets

Only limited information is available for this quarter.

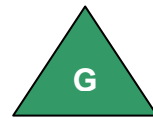
2. London Buses

London Buses has performed well. Excess Waiting Time (EWT) was 1.1 minute on high frequency routes, which is below (better than) the seasonal target. The percentage of kilometres operated was also better than the target. Customer Satisfaction was higher than target. There has been an increase in the number of accessible bus stops, prompted, in part, by London TravelWatch's campaigning on this issue. TfL has met its target to achieve 70% of bus stops being accessible by the end of March 2013.



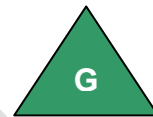
3. London Underground

The network-wide score for the quarter is better than TfL's Business Plan target, which itself has been tightened since the previous year. Performance is on an improving trend and customer satisfaction is high.



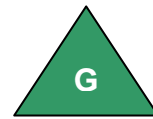
4. Docklands Light Railway

Docklands Light Railway (DLR) performance was generally good. On time performance was 99.0%, which is above target.



5. London Tramlink

The Percentage of Scheduled Services operated fell below the previous quarter, and was below the Business Plan target. The Public Performance Measure rose this quarter. Customer satisfaction was also above target this quarter.



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 score (Autumn 2012 wave) was above the previous score.



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 was above target at 93%, which is the best result for many periods. Customer satisfaction is lowest for the booking service. This contrasts with a good level of satisfaction with the actual journey experience.



1 Travel in London

TfL's annual '*Travel in London*' report records the way Londoners travelled in 2011/12. This report was published in January 2013¹.

There were 25.5 million daily trips in, to, and from, Greater London, an increase of one percent over the previous year. This detailed in Table 1.

Table 1: How Londoners travel (millions of trips and percentage of all trips), 2011

Mode	No. of trips (millions) 2010	No. of trips (millions) 2011	Percentage of total 2011	Percentage change
Rail	2.3	2.4	9.4	4.3
Underground/DLR	2.1	2.2	8.6	4.7
Bus/Tram	3.7	4.1	16.1	10.8
Taxi/PHV	0.3	0.3	1.2	0
Car (driver & passenger)	9.9	9.6	37.6	-3
Motor cycle	0.2	0.2	0.8	0
Cycle	0.5	0.5	2.0	0
Walk	5.9	6.2	24.3	5.1
All modes	24.9	25.5		2.4

¹ Travel in London, Report 5, Table 2.1

2 London Streets

Only limited information is available for this quarter.

Table 2 – Q1 2012/13 London Streets TfL Business Plan Key Performance Indicator (KPI)

KPI	Target 2012/13	Current Performance Level
Journey Time reliability	88.9	89.2
TLRN Cycling journeys	299	290
% of road assets not in good repair (annual figure for 2009/2010)	10%*	10%
Traffic signal availability	99.1%	-
Street lights operating	98%	-
*Target reduced to reflect deterioration in road condition and an acceptance that the previous target is unachievable.		

3 London Buses

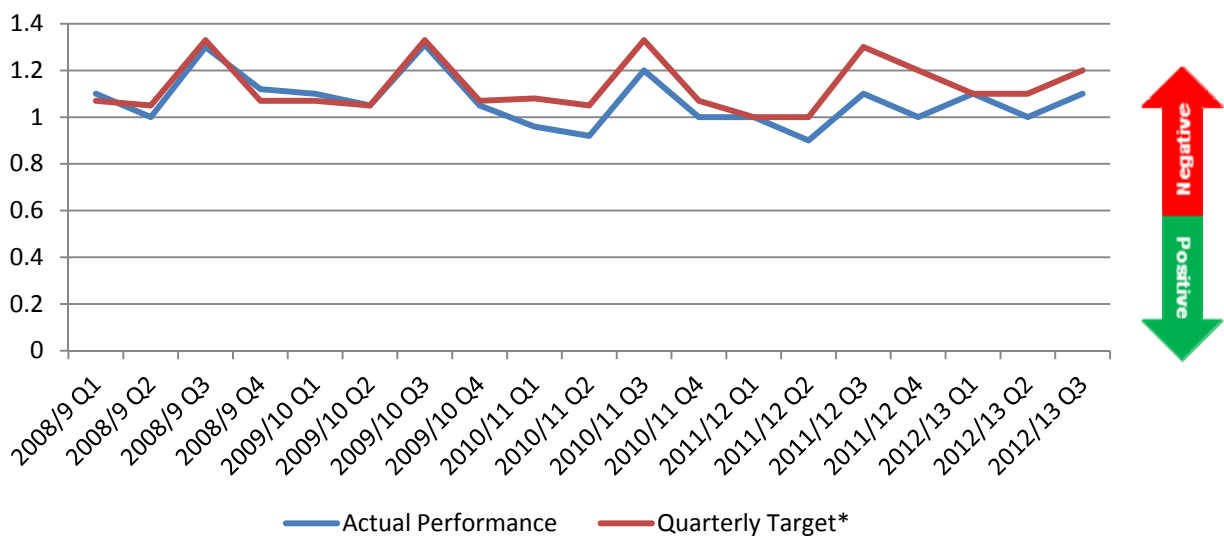
This section of the report outlines the performance of the London bus network in the third quarter of 2012/13.

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 whether the planned frequency of bus services are being achieved.

EWT is the measure that indicates the additional minutes wait time for passengers beyond the scheduled value on high frequency bus routes. EWT was 1.1, which is below (better than) target in quarter 3. See Graph 9. This very good performance of the bus network is because of the better control that operators have as most of them make better use of the I-Bus system.

Graph 9 – Q1 2008/09- Q3 2012/13, Excess Wait Time (minutes) on high frequency bus routes

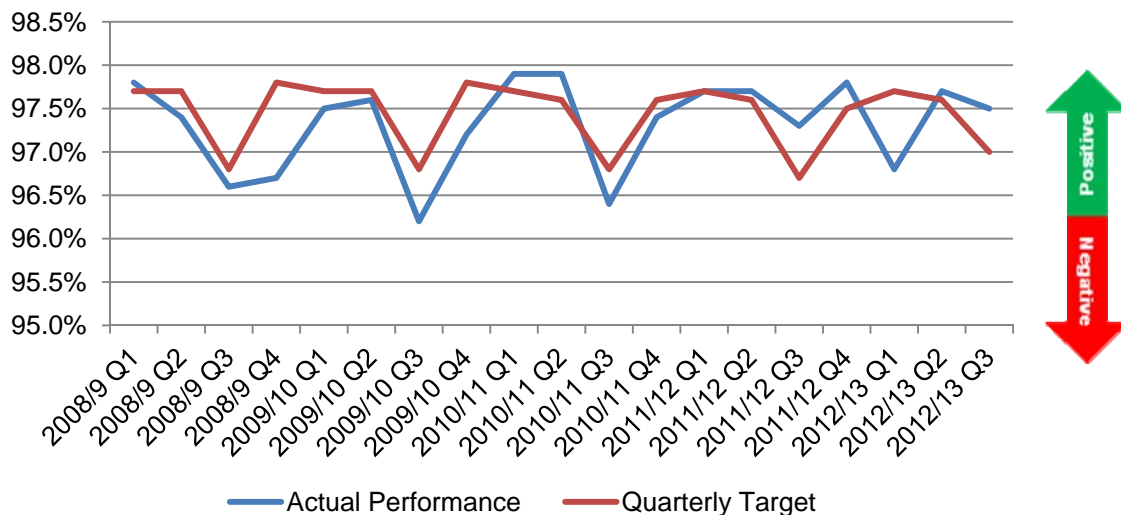


*The annual target remains at 1.1 for 2012/13 year, but the seasonal target is higher.

Please note: We understand that these figures are now produced using the I-Bus system as opposed to the traditional manual survey.

Graph 10 represents the historical trend of the percentage of scheduled bus kilometres operated. This measure of performance is above (better than) target. Again, the graph shows seasonal targets.

Graph 10 – Q1 2008/09- Q3 2012/13, Percentage of Scheduled Bus Kilometres Operated



Focus on poor performing routes

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

Of London's 379 high frequency bus routes in quarter 3 2012/13, 97 were below the contracted minimum standard, 44 operated at the contracted standard, and 238 performed better than the contracted standard.

Poor performance on the bus network is often because of prolonged roadworks, which are outside of the control of TfL. When poor performances occur, TfL actively tries to reduce the impact on passengers.

London TravelWatch has analysed the worst performing 15 bus services to see if any are consistently performing poorly routes. Of these, bus routes 217 and 157 are of concern. London TravelWatch has asked TfL what the issues are for these routes and will continue to monitor them.

TfL informed London TravelWatch that:

Route 157 schedule is no longer sufficiently robust. There were several roadworks along the route last year which made it difficult to understand whether the route would return to better standards when they finished. Proposals to improve the reliability are being examined.

A new schedule was introduced on route 217. This introduced another bus every day, which will provide more running and recovery time. This is expected to improve reliability.

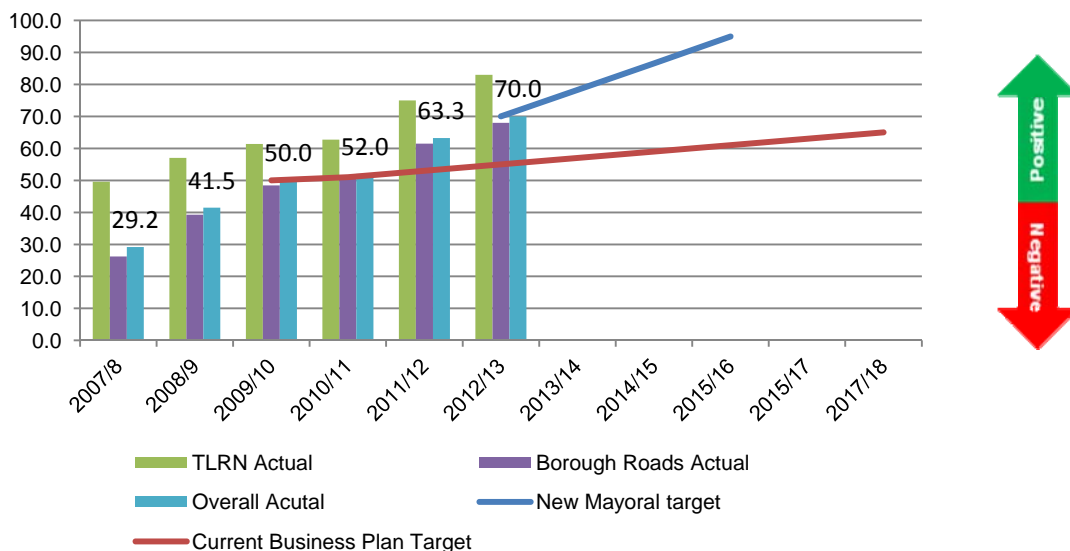
Bus stop accessibility

Based on TfL’s audit of bus stops, 70% of all bus stops across the network meet TfL’s exacting accessibility criteria. This has met TfL’s goal of 70% by the end of March. On the TfL road network, the figure is higher at 83%. This is a significant improvement and above TfL’s Business Plan target.

Graph 11 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, 2012/13 to 2014/15, includes a commitment to improve the accessibility of bus services. We are very pleased that the mayor has recently set a new target of 95% of bus stops to be accessible by 2016.

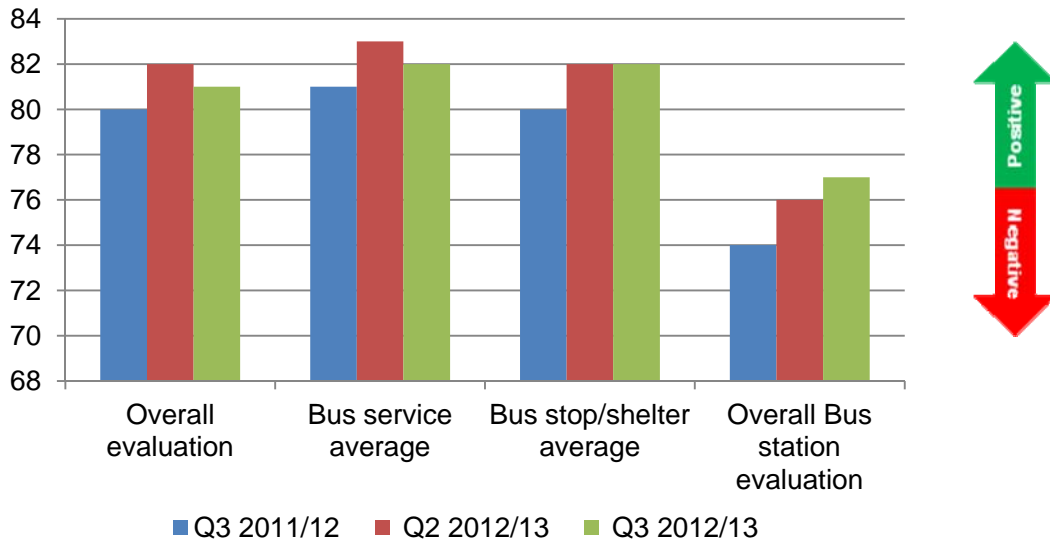
Graph 11 – Bus stop accessibility 2008/9 to 2017/18 target and progress to date



Customer Service

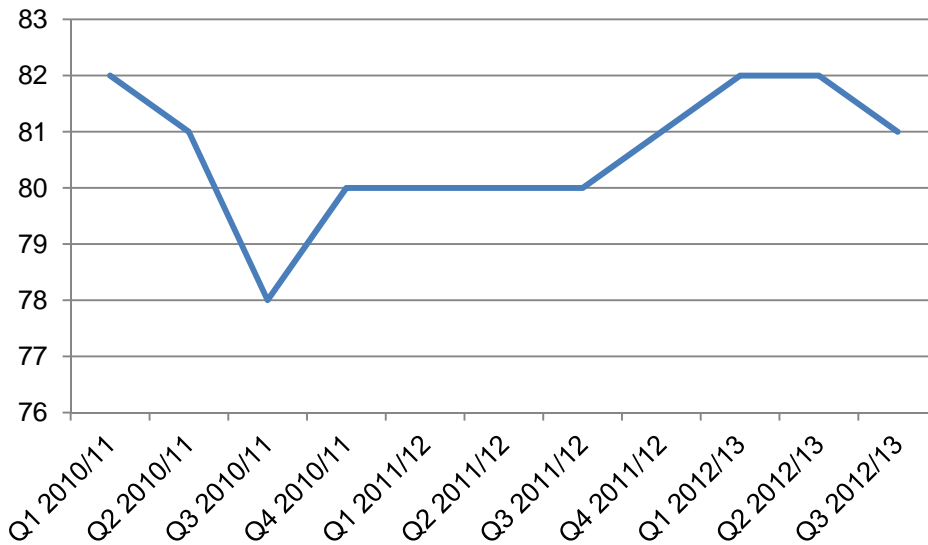
Customer satisfaction figures for the last two quarters, along with the comparison from one year ago, are shown in Graph 12.

Graph 12 –Q3 2011/12, Q2 2012/13 and Q3 2012/13 bus customer satisfaction scores



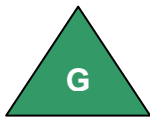
Graph 13 shows the overall customer satisfaction scores since Q1 2010/11

Graph 13 – Overall satisfaction since Q1 2010/11 to Q3 2012/13



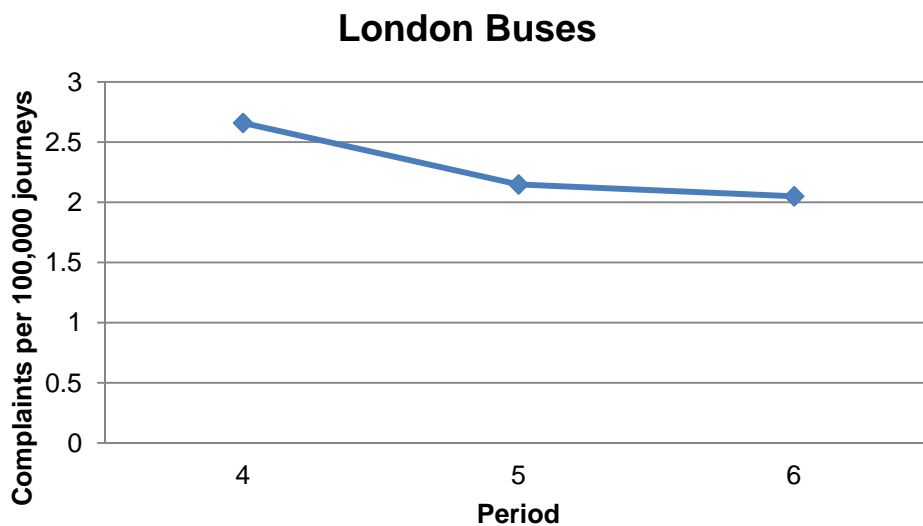
Below is a summary of the 2012/13 TfL Business Plan targets for London Buses.

Table 6 – Q3 2012/13 London Buses TfL Business Plan Key Performance Indicator (KPI)

KPI	Target 2012/13	Current Performance Level
Customer satisfaction – overall	80	81
Excess wait time – high frequency routes	1.2 minutes	1.1 minutes
% of Scheduled services operated	97%	97.5%
London TravelWatch’s overall performance assessment of London Buses:		
		

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

Graph 14 – Customer complaints received by TfL for every 100,000 journeys

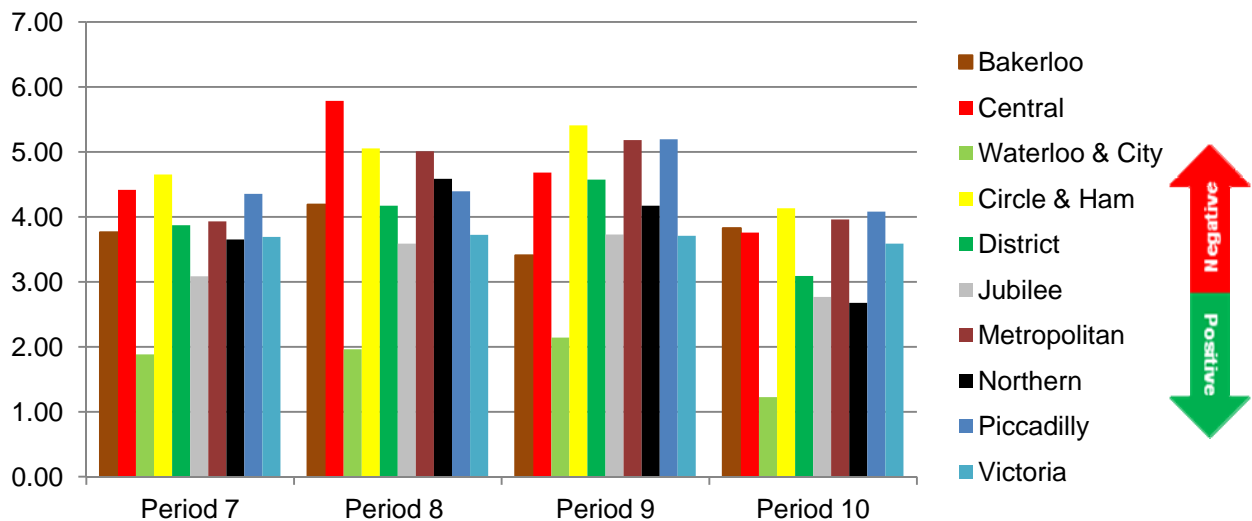


4 London Underground

In this section, the performance of London Underground for the third quarter of the financial year 2012/13 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 because of delays. Graph 15 presents the EJT for each line on the Underground network over the last four periods making up (broadly) the quarter.

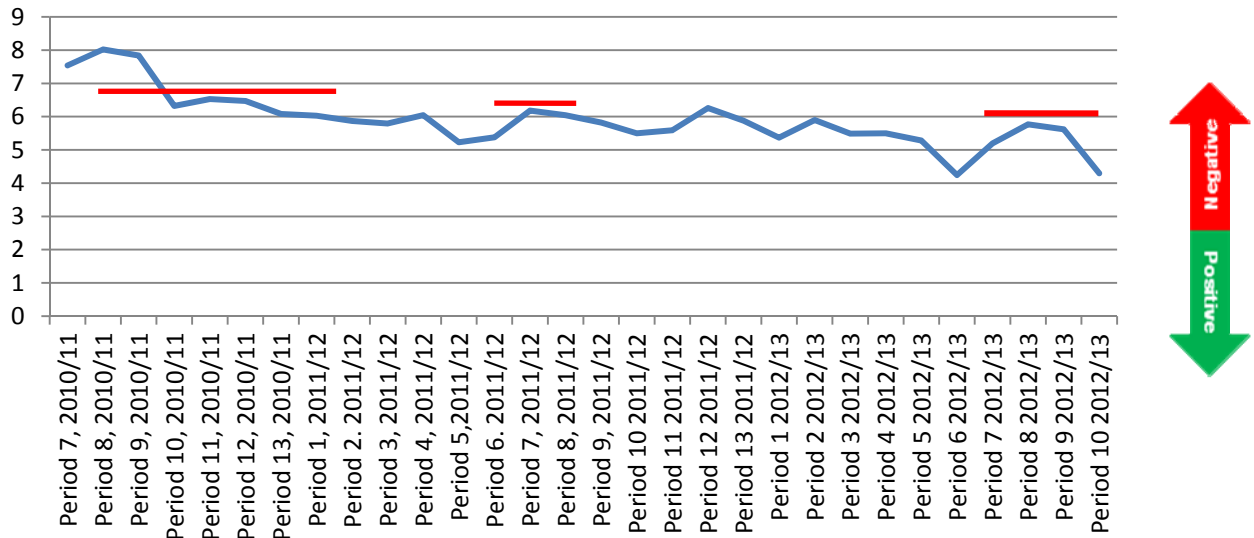
Graph 15 – P7 2012/13 to P10 2012/13, Excess Journey Time by Underground line (minutes)



The network measure, shown in Graph 16, is a better estimate of EJT, as it is weighted by the passenger numbers using the different lines and recognises that 40% of Underground journeys will include two legs and therefore includes two wait times.

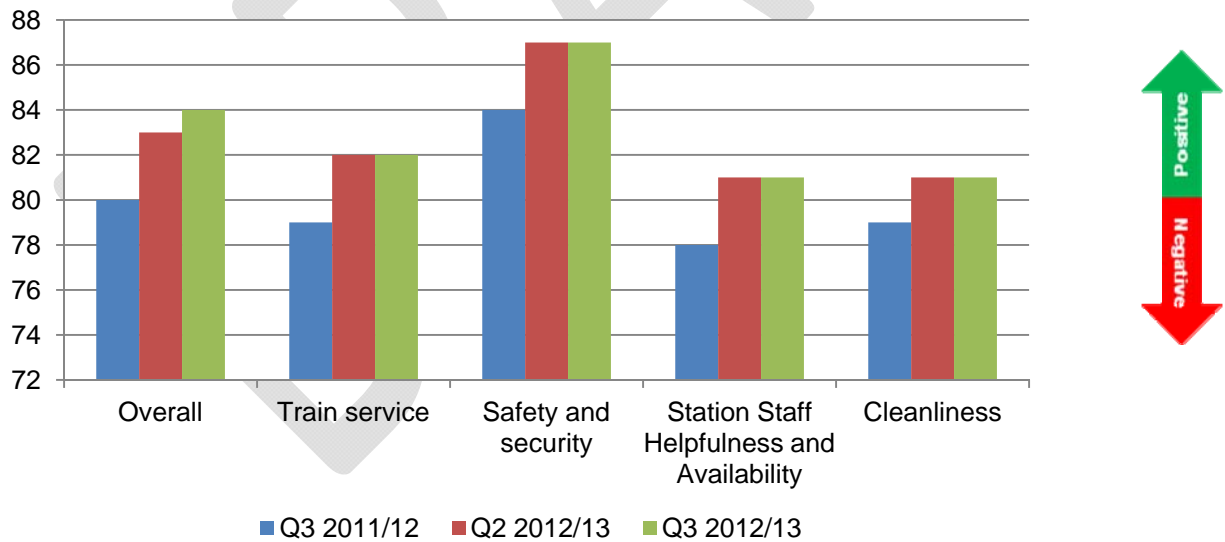
London Underground performed better than the network target set in the TfL 2012/13 Business Plan. It should be noted that this network target is somewhat tighter than the previous year's target and will tighten further in future years. While there are high profile disruption events on the Underground, performance is on an improving trend.

Graph 16 – P7 2010/11 to P10 2012/13, Excess Journey Time measure for the network (minutes)



Customer satisfaction figures for the last two quarters, along with the comparison from one year ago, are shown in the Graph 16.

Graph 17 –Q3 2011/12, Q2 2012/13 and Q3 2012/13 LUL customer satisfaction scores



Graph 18 is the graph of overall satisfaction score with LUL services since Q1 2010/11.

Graph 18 – Overall satisfaction, Q1 2010/11 to Q3 2012/13

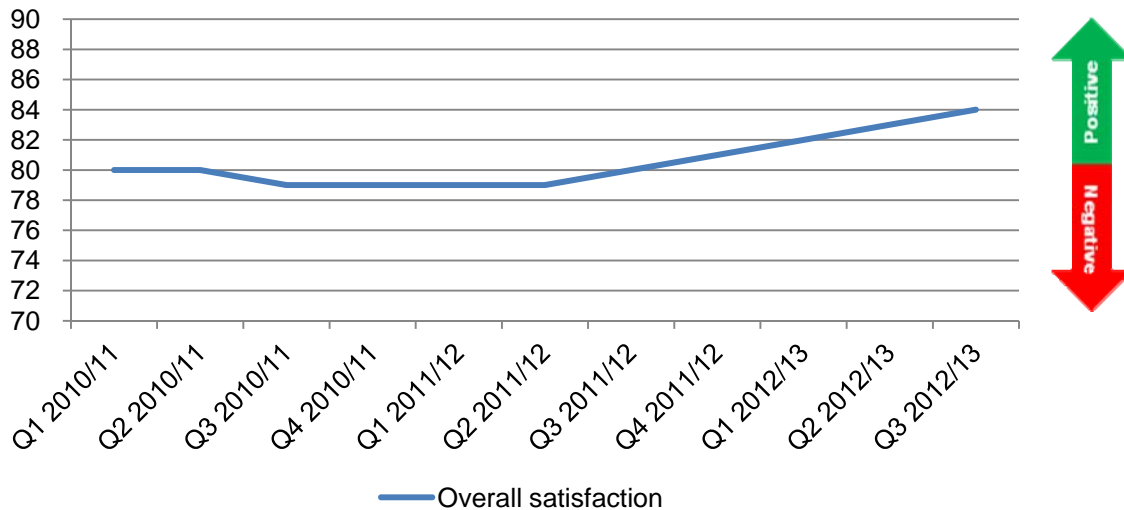


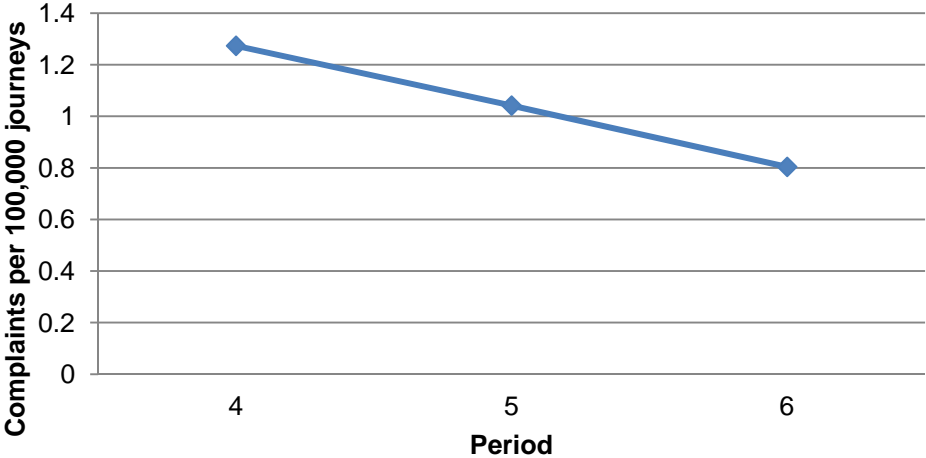
Table 7 shows a summary of all of the 2012/13 TfL Business Plan targets for the Underground.

Table 7 – Q3 2012/13 London Underground TfL Business Plan Key Performance Indicator (KPI)

KPI	Target 2012/13	Current Performance Level
Customer satisfaction score – overall	80	84
Excess Journey Time	6.26 minutes	5.53 minutes
% of Scheduled Services Operated	97%	98.2%
London TravelWatch's overall performance assessment of London Underground:		

Graph 19 – Customer complaints received by TfL for every 100,000 journeys

London Underground



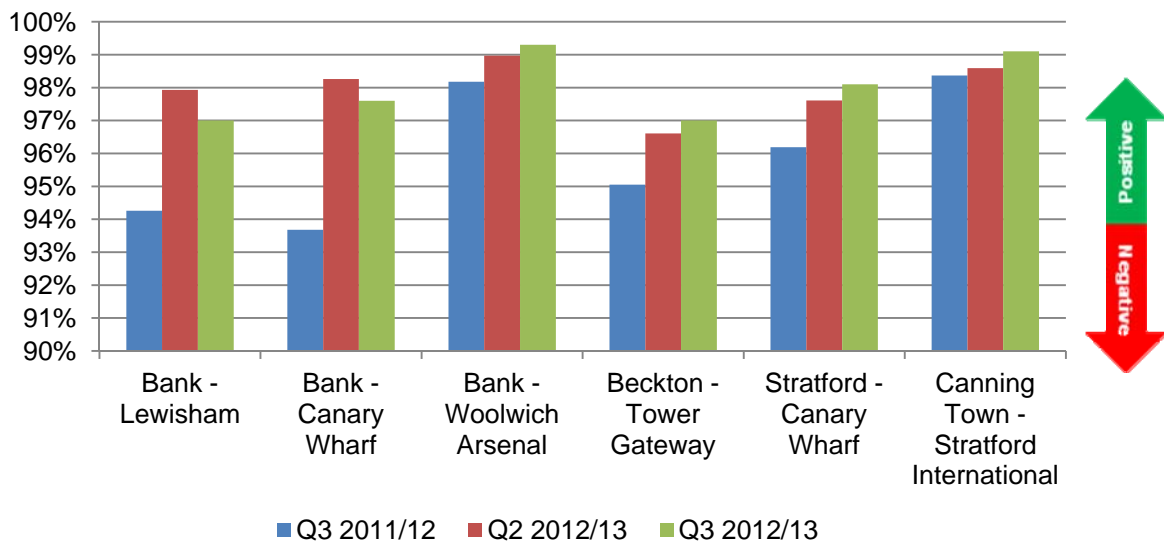
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5 Docklands Light Railway

In this section, the performance of DLR is presented. The key indicators focused on are those for which targets are set in the TfL Business Plan and those which reflect the experience of passengers of the DLR.

Graph 20 shows the Journey Time performance by route.

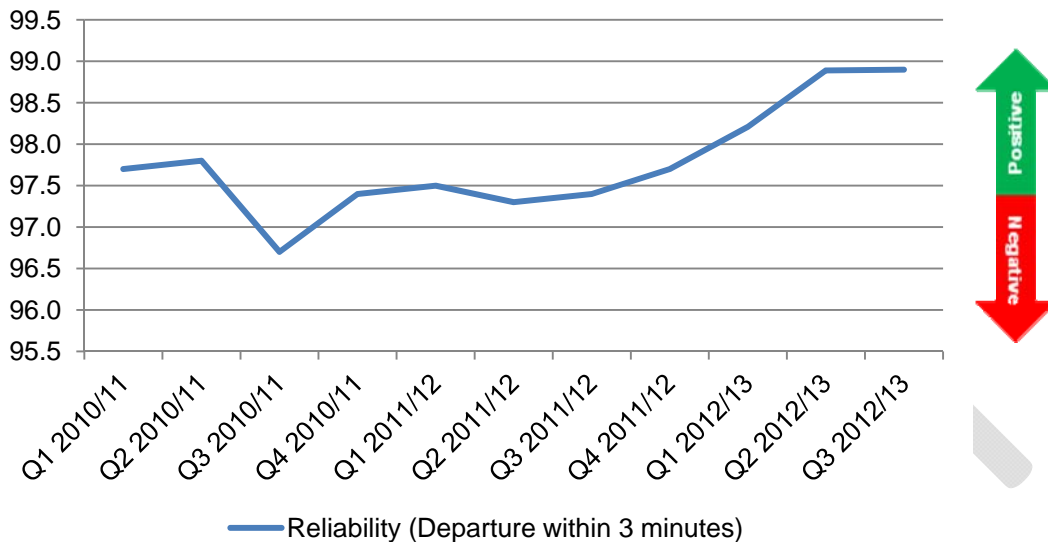
Graph 20 – Q3* 2011/12, Q2 2012/13, Q3 2012/13 Journey Time (split by route)



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

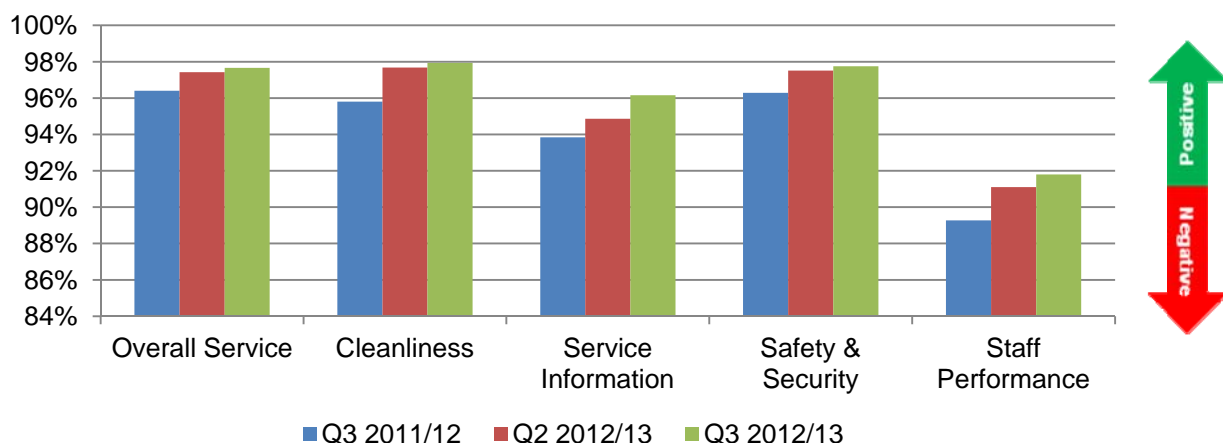
DLR’s network-wide performance measure is ‘departure reliability’. This is the percentage of intervals between trains at terminal stations no more than three minutes greater than the published service intervals.

Graph 21 – Q1 2010/11 to Q3 2012/13 reliability (departure within 3 minutes of published service intervals)



DLR’s own internal customer satisfaction scores were all above their target of 90%. TfL undertakes its own customer satisfaction survey, which gives lower figures and is used in the Business Plan. We hope that these two measures can be merged.

Graph 22 – Q3 2011/12, Q2 2012/13, Q3 2012/13 DLR customer satisfaction percentages



Graph 23 – Q1 2010/11 to Q2 2012/13, overall customer satisfaction scores



Graph 22A is LUL’s own DLR customer satisfaction scores, which London TravelWatch is producing for the first time and will be using in the future. No customer satisfaction scores were available for quarter 2 2012/13.

Graph 22A – Q3 2011/12, Q2 2012/13, Q3 2012/13 London Underground DLR customer satisfaction scores

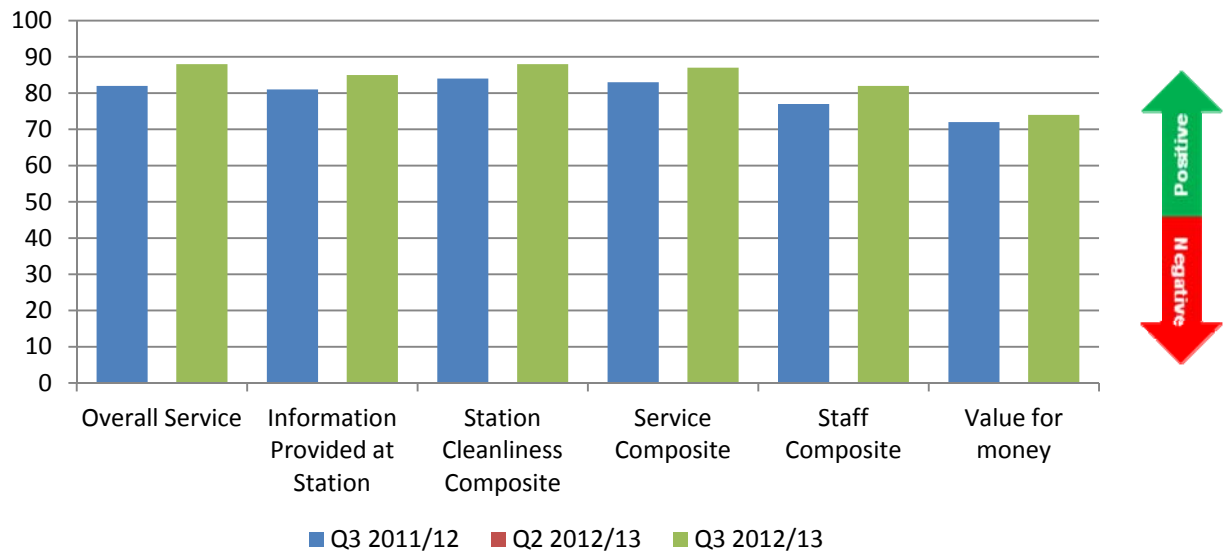



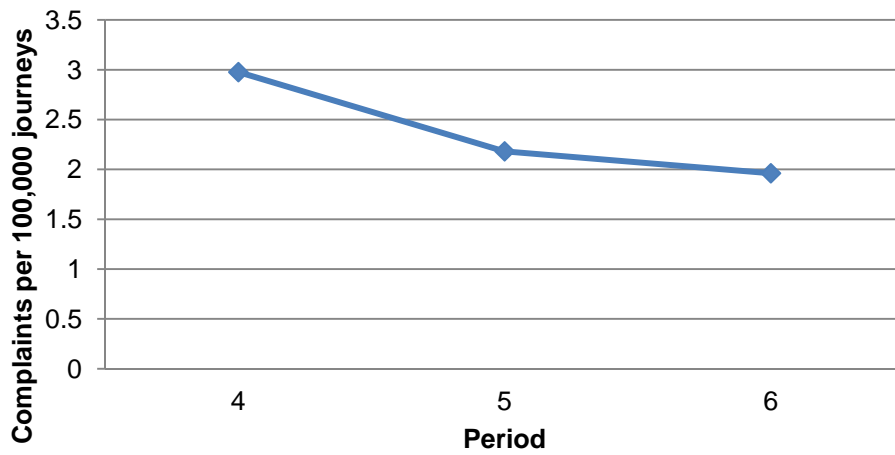
Table 8 – Q3 2012/13 DLR TfL Business Plan Key Performance Indicator (KPI)

KPI	Target 2011/12	Current Performance Level
Customer satisfaction score – overall	82	88

On-time performance	97.2%	99.0%
% of Scheduled Services Operated	98%	99.0%
London TravelWatch's overall performance assessment of Docklands Light Railway:		
		

Graph 24 – Customer complaints received by TfL for every 100,000 journeys

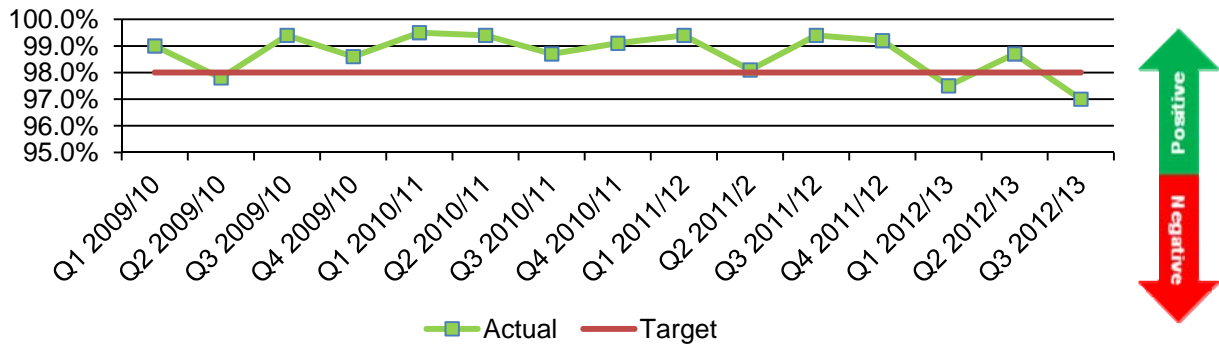
Docklands Light Railway



6 London Tramlink

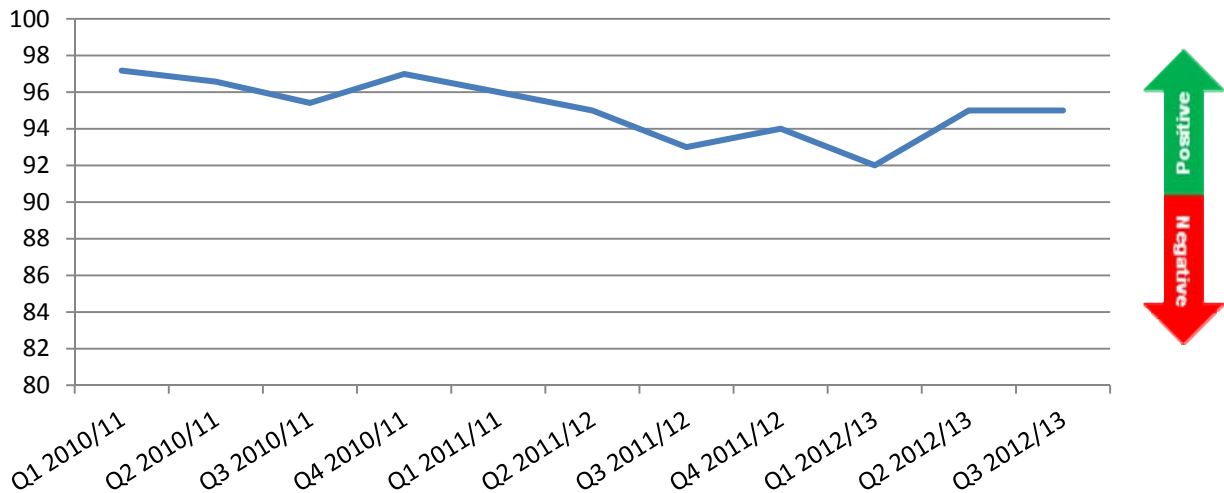
The Percentage of Scheduled Services operated by Tramlink fell below the previous quarter, and was below the Business Plan target.

Graph 25 – Q3 2008/9 to Q3 2012/13, percentage of scheduled service kms operated



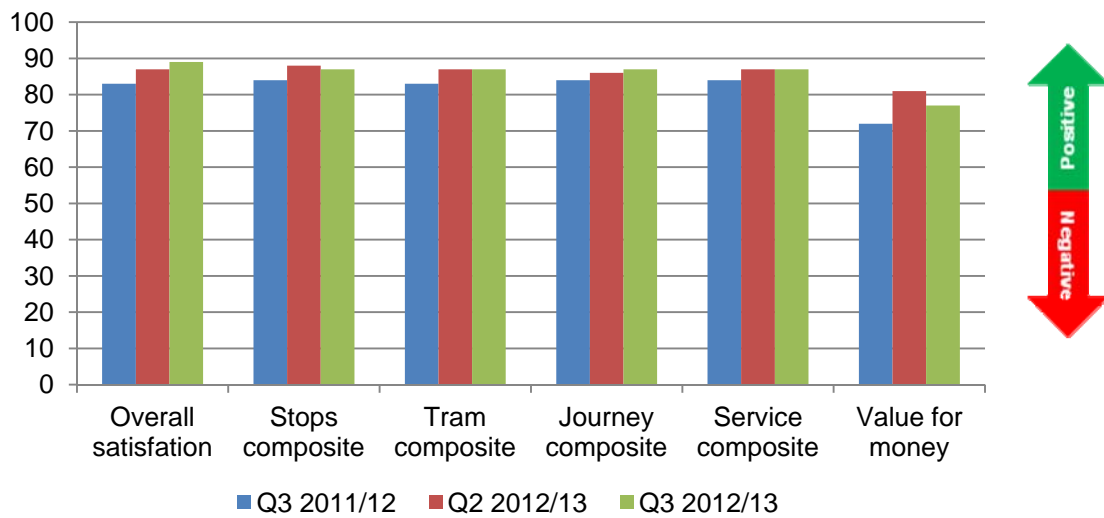
London Tramlink reports a Public Performance Measure, which is the percentage of trams that arrive within five minutes of the scheduled time. There is no associated target.

Graph 26 – Q1 2010/11 to Q3 2012/13, Public Performance Measure (per cent)



Customer satisfaction scores on Tramlink are shown in Graph 24 including a Tramlink value for money score

Graph 27 – Q3 2011/12, Q2 2012/13, Q3 2012/13 customer satisfaction Scores



Graph 28 – Overall customer satisfaction scores since Q1 2010/11

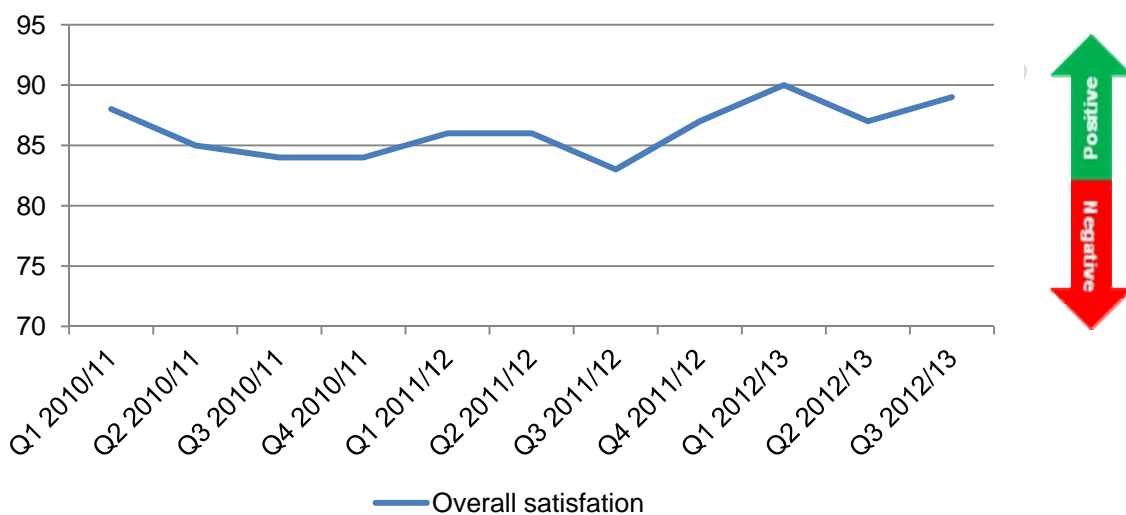


Table 9 shows a summary of all of the 2012/13 TfL Business Plan targets for London Tramlink.

Table 9 – Q3 2012/13 London Tramlink TfL Business Plan Key Performance Indicator (KPI)

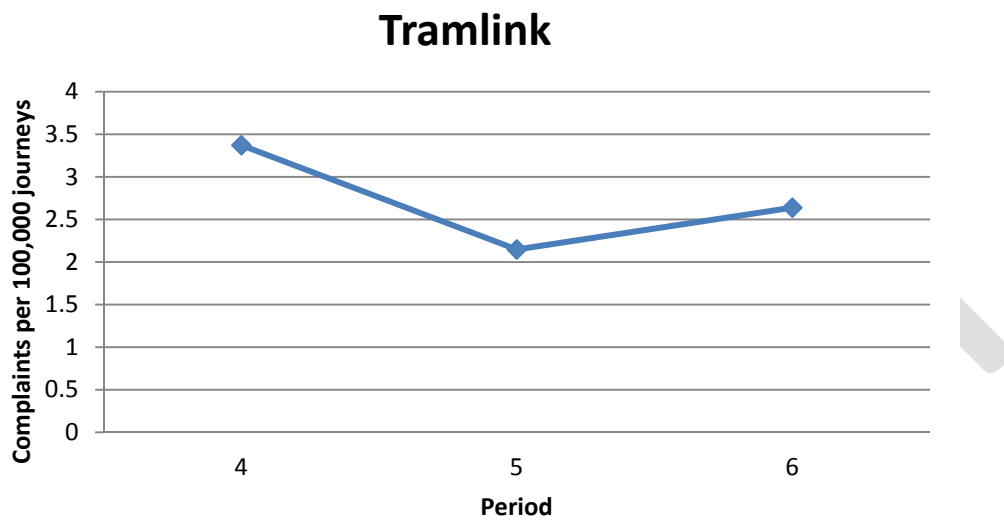
KPI	Target 2012/13	Current Performance Level
Customer satisfaction score – overall	86	89
% of scheduled service	98%	97.0%

kms operated

London TravelWatch's overall performance assessment of London Tramlink:



Graph 29 – Customer complaints received by TfL for every 100,000 journeys




7 London Overground

London Overground's Public Performance Measure (PPM) for the third quarter was 97.3%. This was 0.42 per cent higher than the same quarter last year. Please note this is a Network Rail statistic.

The National Passenger Survey results are from the latest Autumn 2012 wave of surveys. Passenger satisfaction has significantly increased since the last survey. The percentage of passengers satisfied was 85% compared with 83% in autumn 2011, and 82% in spring 2012.

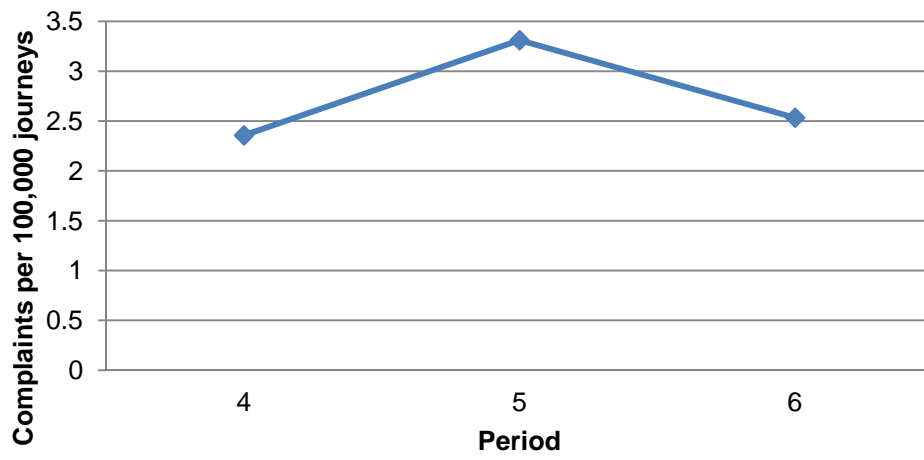
TfL's own customer satisfaction score is also above target.

Table 10 – Q2 2012/13 London Overground TfL Business Plan Key Performance Indicators (KPI) and National Rail performance figures

National Rail Performance measure	Target 2012/13	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)	85% (Autumn 2012)
Public Performance Measure (Network Rail figures)	N/A	97.3%
TfL KPIs	Target 2012/13	Current Performance Level
Overall customer satisfaction score (TfL measure)	80	81
On Time Performance (A TfL measure of PPM Moving Annual Average)	95.8%	96.7%
London TravelWatch's overall performance assessment of London Overground:		
		

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

London Overground



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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.

Overall customer satisfaction have exceeded its target this quarter, and is the highest score achieved thus far.. Members are very satisfied with driver helpfulness/courtesy, which scores 95%, but are less satisfied with the booking process, which scores only 77%.

The number of journeys delivered in quarter 3 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.

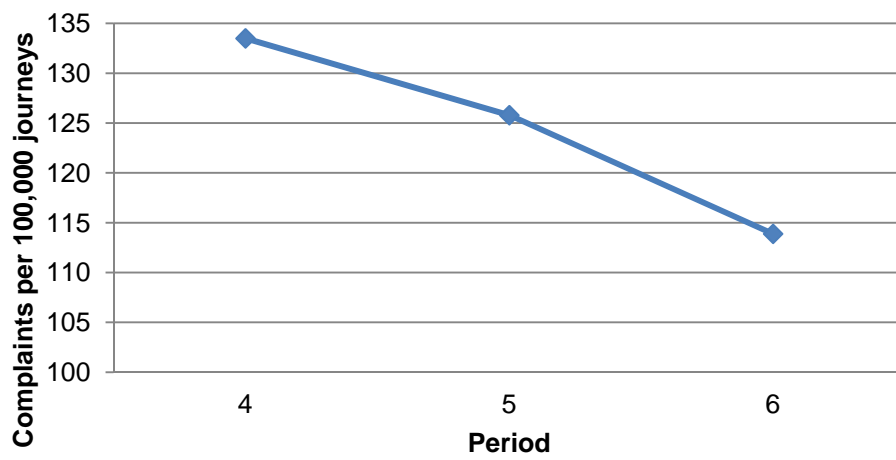
It is pleasing to see Dial-a-Ride is now generally delivering the target number of journeys and customer satisfaction is at target. However, greater demand may arise from an aging population and the cessation of other similar door-to-door services. TfL have implemented a new regime for membership, which should ensure that those that need this service are prioritised.

Table 10 – Q2 2012/13 Dial-a-Ride TfL Business Plan KPIs

KPI	Target 2012/13	Current Performance Level
Customer satisfaction score – overall	92	93
Quarterly Passenger Journey Numbers	1,400,000(annual target)	329,696
London TravelWatch's overall performance assessment of Dial-a-Ride:		
		

Graph 31 – Customer complaints received by TfL for every 100,000 journeys

Dial-a-Ride



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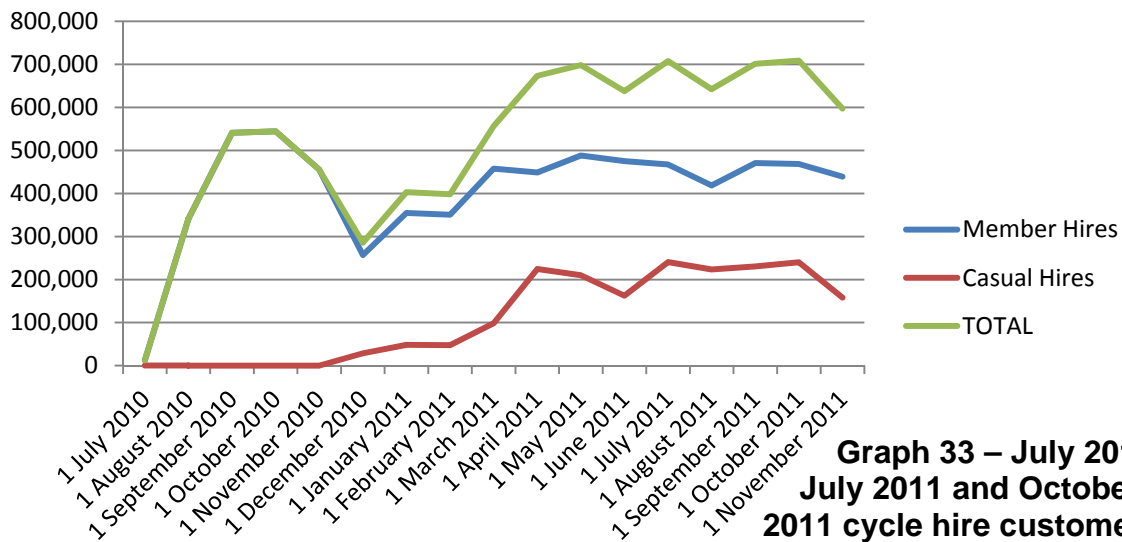
9 Cycle Hire

In this section, the performance of the cycle hire scheme is presented.

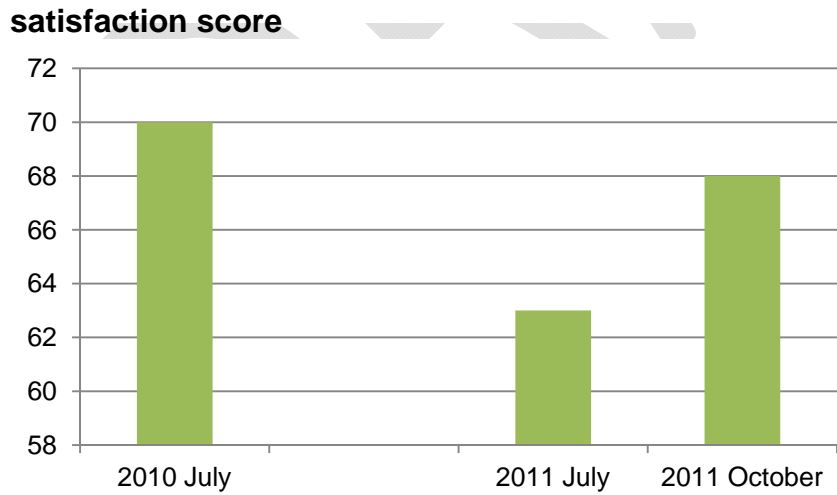
London's cycle hire scheme is a public bike-sharing scheme for shorter journeys around the capital. The bikes are available to casual users, as well as London cycle hire scheme members.

The graph below shows the usage of the cycle hire scheme throughout the year, on a month to month basis. This is an annual survey

Graph 32 – Cycle hire scheme usage

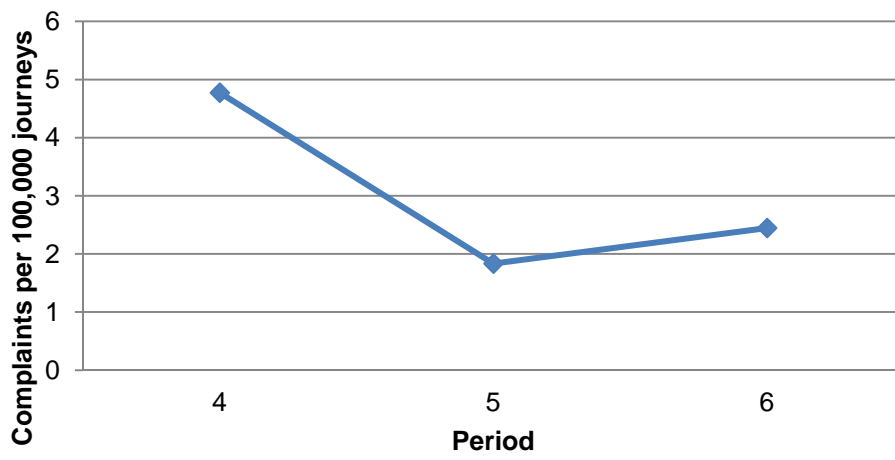


Graph 33 – July 2010, July 2011 and October 2011 cycle hire customer satisfaction score



Graph 34 – Customer complaints received by TfL for every 100,000 journeys

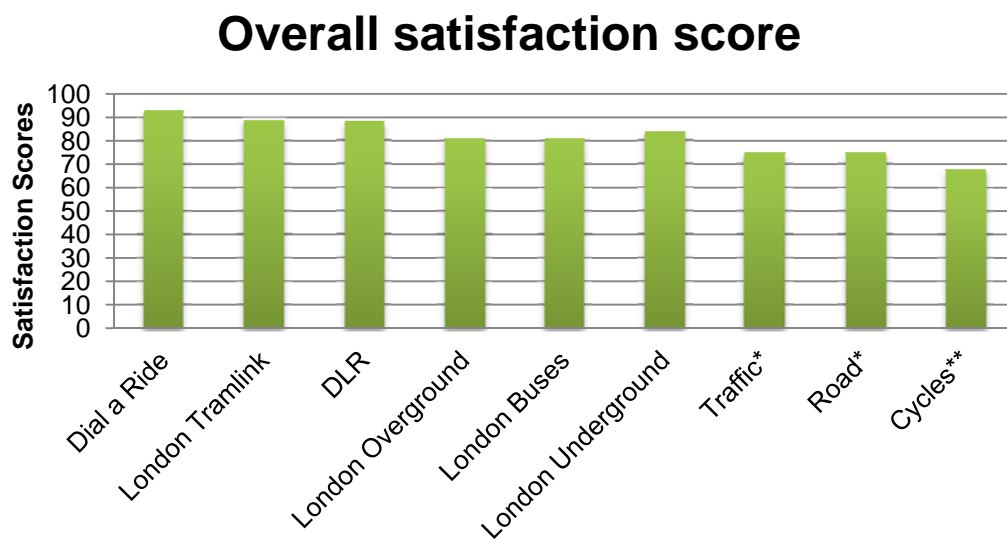
Barclays Cycle Hire



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10 Customer satisfaction scores – modes comparison

Graph 35 – Q3 2012/13 overall customer satisfaction scores – modes comparison



* New figures. Annual survey only

** Taken from TfL's cycle hire customer satisfaction and usage report, December 2011

Appendix – Glossary & References

Glossary

Term	Definition
AWT	Average Waiting Time
BCV	Bakerloo, Central & Victoria lines
DLR	Docklands Light Railway
EJT	Excess Journey Time
EWT	Excess Waiting Time
IRR	Inner Ring Road
JNP	Jubilee, Northern & Piccadilly lines
JTR	Journey Time reliability
KPI	Key Performance Indicator
LOROL	London Overground
MAA	Moving Annual Average
Q	Quarter
PPM	Public Performance Measure
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
 - [Operational and Financial Performance Report and Investment Programme Report](#) – Third Quarter, 2012/13
- Streets
 - London Streets Performance Report – no information received for this quarter
- London Buses
 - <http://www.tfl.gov.uk/tfl/businessandpartners/buses/boroughreports>
 - Customer satisfaction survey scores supplied by TfL directly
- London Underground
 - <http://www.tfl.gov.uk/corporate/modesoftransport/londonunderground/1592.aspx>
- Docklands Light Railway (Note: DLR quotes financial Q3 as calendar Q4)
 - <http://www.tfl.gov.uk/corporate/modesoftransport/dlr/1536.aspx>
 - Customer satisfaction survey scores supplied by TfL directly

- Dial-a-Ride
 - <http://www.tfl.gov.uk/corporate/modesoftransport/1526.aspx>
 - Customer satisfaction survey scores supplied by TfL directly
- London Overground
 - PPM scores supplied to London TravelWatch monthly by Network Rail.
 - <http://www.passengerfocus.org.uk/research/national-passenger-survey-introduction>
- London Tramlink
 - Customer satisfaction survey scores and Public Performance Measure supplied by TfL directly
- Cycle Hire
 - TfL commissioned cycle hire customer satisfaction and usage survey, December 2011

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