
Secretariat memorandum

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Agenda Item 7
TS004

London Buses performance data**1 Purpose of report**

- 1.1. To present a selection of the performance data currently available about bus performance.

2 Recommendations

- 2.1. That the Committee selects the type and format of data it wishes to gather for its future work, giving steer to the Secretariat.

3 Information

- 3.1. London Buses' Internal Network Tracking Report for 2008-9 is shown at Annexes A and B, presenting data for the final quarter and for the year respectively. The report refers to bus stops, shelters, services and stations, and was drawn from the Transport for London (TfL) website. The data is presented here as originally published, without further analysis.

- 3.2. Travel in London Report 2009

In addition to the Internal Network Tracking Reports, TfL has recently published 'Travel in London. This is a comprehensive report covering many of members' regular queries on bus usage data. It appears to be the first report of its kind, published with little fanfare, and by the look of it will be published annually. Link : <http://www.tfl.gov.uk/assets/downloads/corporate/travel-in-london-report-number-1.pdf>

4 Equalities and inclusion implications

No equalities and inclusion implications for London TravelWatch arise from this report.

5 Legal powers

Section 248 of the Greater London Authority Act 1999 places upon London TravelWatch (as the London Transport Users Committee) a duty to consider - and where it appears to the Committee to be desirable, to make recommendations with respect to - any matter affecting the functions of the Greater London Authority or Transport for London which relate to transport (other than of freight).

6 Financial implications

- 6.1. This report raises no specific financial implications for London TravelWatch.

CUSTOMER SATISFACTION SURVEY

Annual Internal Network Tracking Report

2008/2009

Survey Period:	April 2008 - March 2009
Fieldwork dates:	1/4/2008 - 28/03/2009
Number of interviews:	10091 bus service, 3312 bus station

CONTENTS

- Table 1: Network Summary Results
- Table 2: Bus Stop/Shelter Results
- Table 3: Bus Stop Results (with/without Shelter)
- Table 4: Bus Service Results
- Table 5: Bus Station Results

METHODOLOGY

- London Buses' Customer Satisfaction Survey is conducted by *GfK NOP Consumer Market Research*. The survey enables both London Buses and bus operators to monitor customers' satisfaction with the quality of services provided and identifies areas for improvement.
- Approximately 800 interviews (9,600 interviews a year) are carried out every four weeks with passengers alighting from buses between 7.30 am and 9.00 pm at a carefully selected sample of bus stops throughout Greater London. Brief interviews are conducted by a team of specially trained market research interviewers.
- Bus services and stations have been selected to ensure coverage of a representative sample across the network. The number of interviews conducted for each operator is in proportion to the annual number of passengers carried by an operator. The number of interviews conducted at each station is in proportion to passenger usage of each location.
- Using a 'state of the art', hand held pen computer, the interviewer records passengers' responses to a series of questions about a comprehensive list of service attributes concerning the journey that has just been made or the station on the day of the interview. Satisfaction is scored on an eleven point scale (where 10 is Extremely Satisfied and 0 is Extremely Dissatisfied). This is then converted to a score out of a hundred for ease of understanding.

RESULTS

- This Quarterly report provides the network results for London Buses' Customer Satisfaction Survey. In addition to satisfaction scores for each service attribute, the report provides the following:
 - overall evaluation of the bus service
 - overall average of individual service attributes including the stop/shelter where the bus was boarded
 - bus service average (excluding the stop/shelter attributes)
 - bus stop/shelter average
 - overall bus station evaluation
 - overall average of scores given for each of the station attributes.
- Disaggregate service attributes have been grouped into six key service areas (safety & security, staff, information, cleanliness, condition and service). There is also a more general assessment of customer's perception of route reliability.
- Current network scores are shown as well as scores for previous Quarters. Separate columns show changes since the last Quarter as well as changes compared with the previous year.
- For further details of the questionnaire and survey methodology please refer to the User Manual.

KEY

'-' = no data '0' = average score of zero

UNDERLINED SCORES ARE BASED ON LESS
THAN 30 INTERVIEWS AND SHOULD BE
INTERPRETED WITH CAUTION.

London Buses' contact: Robert Watkins
Auto: 64597
Tel: 020 7126 4597

Table 1 : Network Summary

Customer Satisfaction Survey

Network Summary	1998/99	1999/00	2000/01	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09	C
BUS SERVICE SURVEY												
No of interviews	29801	30265	32651	34346	33436	27089	8609	8656	10734	10885	10091	
Overall evaluation*	75	75	74	75	76	77	78	78	77	79	80	
Overall average (of 20 service and stop/shelter attributes)	76	77	77	77	78	78	79	79	78	79	80	
BUS SERVICES												
Bus service average (of 15 bus service attributes)	77	78	78	78	79	80	80	81	80	80	81	
STOPS & SHELTERS												
Bus stop/shelter average** (of 4 stop/shelter attributes)	75	75	75	74	75	76	76	77	76	78	79	
BUS STATION SURVEY												
No of interviews	15954	21878	23640	24122	22515	21108	7567	2625	2752	3106	3312	
BUS STATIONS												
Overall Bus station evaluation	66	66	65	66	66	68	70	70	71	74	72	
Bus station average	69	70	71	70	69	72	72	72	73	74	75	

*Derived from satisfaction score given to the question "Thinking about the bus journey you have just made, starting at the bus stop, how satisfied are you on a scale of 0 to 10 with the overall :

**Stops & Shelters average excludes "freedom from litter" score

Table 2 : Bus Stop/Shelter Summary

Customer Satisfaction Survey

Stops & Shelters Network Results												Cha p
	1998/99	1999/00	2000/01	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09	
No of interviews	29801	30265	32651	34346	33436	27089	8609	8656	10734	10885	10091	
Stops & Shelter average*	75	75	75	74	75	76	76	77	76	78	79	
Safety & Security at stop/shelter	77	77	77	77	77	78	80	79	79	81	81	
Information	72	72	72	71	72	72	72	74	74	75	77	
Cleanliness - average score	72	72	71	71	72	72	73	74	74	75	77	
Freedom from litter	70	71	70	70	71	71	72	73	74	74	76	
Cleanliness and freedom from graffiti	73	73	73	72	73	74	73	74	74	76	78	
Condition	78	77	77	77	77	78	77	78	77	79	80	

*Stops & Shelter average excludes "freedom from litter" score

Table 3 : Bus Stop Summary (with/without Shelter)

Customer Satisfaction Survey

Stops With Shelters Network Results												
	1998/99	1999/00	2000/01	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09	Change from previous year
No of interviews	22431	24286	26890	28197	27810	22246	6937	6796	8575	8811	8262	
Stops & Shelter average*	76	76	75	75	75	76	76	77	77	78	80	2
Safety & Security at stop/shelter	78	78	78	78	78	80	81	81	80	82	82	0
Information	73	73	73	72	73	73	73	75	75	77	78	1
Cleanliness - average score	72	72	72	71	72	73	73	74	74	75	77	2
Freedom from litter	70	71	70	70	71	71	72	74	74	75	76	1
Cleanliness and freedom from graffiti	73	73	73	72	73	74	73	74	75	76	78	2
Condition	79	78	77	78	78	78	78	79	78	79	81	2

Stops Without Shelters Network Results												
	1998/99	1999/00	2000/01	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09	Change from previous year
No of interviews	6848	5550	5241	5314	4940	3797	1327	1444	1558	1641	1373	
Stops & Shelter average*	73	72	71	71	72	72	73	75	73	75	75	0
Safety & Security at stop/shelter	74	74	72	71	72	72	75	75	74	77	76	-1
Information	69	67	67	66	67	66	67	70	68	69	70	1
Cleanliness - average score	71	72	71	72	73	73	74	74	74	76	76	0
Freedom from litter	69	70	69	69	71	70	73	72	73	74	75	1
Cleanliness and freedom from graffiti	73	74	73	74	75	75	75	77	75	77	78	1
Condition	75	73	74	74	75	76	75	76	74	76	77	1

*Stops & Shelter average excludes "freedom from litter" score

Table 4 : Bus Service Summary

Customer Satisfaction Survey

Bus Services Network Results												Change from previous year
	1998/99	1999/00	2000/01	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09	
No of interviews	29801	30265	32651	34346	33436	27089	8609	8656	10734	10885	10091	
Bus service average	77	78	78	78	79	80	80	81	80	80	81	1
On-bus safety & security	82	83	83	83	84	85	85	85	84	84	86	2
Reliability	68	67	65	64	66	68	70	70	72	72	73	1
Driver	82	83	83	83	84	85	84	85	85	85	86	1
Information - average score	77	77	77	77	79	80	79	79	78	79	81	2
Bus exterior	80	81	81	82	84	85	85	85	83	84	85	1
Bus interior	73	74	73	72	73	75	74	74	73	74	77	3
Cleanliness - average score	75	77	76	76	78	78	79	79	78	78	80	2
Bus exterior	76	78	77	78	80	81	82	81	80	81	82	1
Bus interior	75	76	74	74	75	76	76	76	75	75	77	2
Condition - average score	78	79	79	79	81	81	82	82	80	81	82	1
Bus exterior	79	80	79	80	81	82	83	83	81	82	83	1
Bus interior	77	78	78	79	80	80	80	81	79	79	81	2
Service - average score	76	77	77	78	78	79	80	80	79	80	80	0
Time waited to catch bus	72	73	72	73	74	76	77	77	76	77	78	1
Journey time	78	80	80	81	81	83	83	84	81	82	83	1
Ease of boarding/alighting	78	80	82	83	84	84	84	85	83	83	85	2
Level of crowding on bus	78	78	77	77	77	78	78	78	77	78	78	0
Comfort on bus	76	76	76	75	77	76	77	77	76	77	78	1
Smoothness and freedom from jolting	72	73	73	72	74	74	75	76	75	77	77	0
Ease of interchange	78	79	78	82	83	84	84	87	83	84	83	-1

Table 5 : Bus Station Summary

Customer Satisfaction Survey

Bus Stations Network Results									
	1998/99	1999/00	2000/01	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07
No of interviews	15954	21878	23640	24122	22515	21108	7567	2625	2700
Overall bus station evaluation	66	66	65	66	66	68	70	70	71
Bus station average	69	70	71	70	69	72	72	72	73
Safety & security at station	76	77	77	76	74	76	75	75	75
Reliability of buses	61	59	59	58	59	61	63	64	65
Staff helpfulness & attitude at Assistance Kiosk/TIC	68*	72*	71*	70*	71*	71*	74*	72*	73*
Information - average score	64	65	67	66	67	68	69	69	71
Information about bus services	66	67	69	68	69	71	71	70	71
Information about disruptions/delays	44	45	44	46	49	51	54	54	55
Condition of bus maps/timetables	70	70	72	70	71	72	72	73	74
Ease of finding right bus	75	77	78	77	77	78	77	77	78
Information provided at Assistance Kiosk/Travel Information Centre	64*	68*	67*	68*	68*	69*	72*	72*	73*
Cleanliness - average score	70	73	72	72	71	73	74	74	75
Freedom from litter	68	70	70	69	69	71	72	70	71
Cleanliness and freedom from graffiti	74	77	76	75	75	76	76	78	79
Cleanliness of toilets (if used)	40	63	54	50	49	56	71	67	68
Condition - average score	71	75	75	72	72	74	74	76	77
Condition of station	74	76	77	75	74	76	76	76	77
Condition of toilets (if used)	45	66	56	52	51	57	71	70	68
External appearance of café/take-away	65	70	69	67	67	70	69	75	68
External appearance of shops/retail facilities	65	70	69	67	68	68	66	76	68
Service - average score	71	72	73	71	70	73	73	73	75
Adequacy of shelter	73	75	76	77	77	77	77	77	78
Availability of seating	65	64	65	62	61	69	70	69	71
Level of crowding	74	74	75	72	70	73	73	75	76
Ease of getting to/from buses	76	78	79	77	76	77	77	77	78
Level of vehicle fumes	66	68	70	68	67	69	70	69	68
Service provided at café/take-away (if used)	69	72	76	78	75	79	73	<u>88</u>	<u>71</u>
Service provided at shops/retail outlets (if used)	68	72	77	76	74	76	74	<u>77</u>	<u>4</u>

* As from Q1 07/08, "Staff helpfulness & attitude at Assistance Kiosk" and "Information provided at Assistance Kiosk" are only asked of those who needed to and spoke to a member of staff

Annex B TS 004 : London Buses Quarterly Internal Network Report

CUSTOMER SATISFACTION SURVEY

Quarterly Internal Network Tracking Report

2008/2009

Survey Period:	Quarter 4
Fieldwork dates:	4/1/2009 to 28/3/2009
Number of interviews:	2541 bus service, 877 bus station

CONTENTS

Table 1: Network Summary Results

Table 2: Bus Stop/Shelter Results

Table 3: Bus Stop Results (with/without Shelter)

Table 4: Bus Service Results

Table 5: Bus Station Results

METHODOLOGY

- London Buses' Customer Satisfaction Survey is conducted by *GfK NOP Consumer Market Research*. The survey enables both London Buses and bus operators to monitor customers' satisfaction with the quality of services provided and identifies areas for improvement.
- Approximately 800 interviews (9,600 interviews a year) are carried out every four weeks with passengers alighting from buses between 7.30 am and 9.00 pm at a carefully selected sample of bus stops throughout Greater London. Brief interviews are conducted by a team of specially trained market research interviewers.
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- Using a 'state of the art', hand held pen computer, the interviewer records passengers' responses to a series of questions about a comprehensive list of service attributes concerning the journey that has just been made or the station on the day of the interview. Satisfaction is scored on an eleven point scale (where 10 is Extremely Satisfied and 0 is Extremely Dissatisfied). This is then converted to a score out of a hundred for ease of understanding.

RESULTS

- This Quarterly report provides the network results for London Buses' Customer Satisfaction Survey. In addition to satisfaction scores for each service attribute, the report provides the following:
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 - overall average of individual service attributes including the stop/shelter where the bus was boarded
 - bus service average (excluding the stop/shelter attributes)
 - bus stop/shelter average
 - overall bus station evaluation
 - overall average of scores given for each of the station attributes.
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- Current network scores are shown as well as scores for previous Quarters. Separate columns show changes since the last Quarter as well as changes compared with the previous year.
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KEY

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London Buses' contact: Robert Watkins

Auto: 64597

Tel: 020 7126 4597

Table 1 : Network Summary

Customer Satisfaction Survey

Network Summary	2006/2007			2007/2008				2008/2009				C
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
BUS SERVICE SURVEY												
No of interviews	2748	2581	2731	2758	2754	2715	2654	2425	2616	2509	2541	
Overall evaluation*	77	76	79	79	80	79	79	79	81	80	79	
Overall average (of 20 service and stop/shelter attributes)	78	78	79	80	80	79	79	79	81	81	81	
BUS SERVICES												
Bus service average (of 15 bus service attributes)	79	79	80	81	80	80	80	80	81	81	82	
STOPS & SHELTERS												
Bus stop/shelter average** (of 4 stop/shelter attributes)	76	76	77	78	78	77	78	78	80	79	80	
BUS STATION SURVEY												
No of interviews	652	700	714	770	763	766	807	797	835	803	877	
BUS STATIONS												
Overall Bus station evaluation	68	70	74	75	75	73	74	74	72	72	70	
Bus station average	72	72	74	74	75	74	74	76	75	76	73	

*Derived from satisfaction score given to the question "Thinking about the bus journey you have just made, starting at the bus stop, how satisfied are you on a scale of 0 to 10 with the overall :

**Stops & Shelters average excludes "freedom from litter" score

Table 2 : Bus Stop/Shelter Summary

Customer Satisfaction Survey

Stops & Shelters Network Results	2006/2007			2007/2008				2008/2009				Change P C
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
No of interviews	2748	2581	2731	2758	2754	2715	2654	2425	2616	2509	2541	
Stops & Shelter average*	76	76	77	78	78	77	78	78	80	79	80	
Safety & Security at stop/shelter	80	79	79	81	82	81	80	81	82	81	81	
Information	74	73	74	76	76	74	75	76	79	77	77	
Cleanliness - average score	73	73	76	75	76	75	76	76	77	77	77	
Freedom from litter	73	73	76	75	75	73	75	75	76	76	76	
Cleanliness and freedom from graffiti	73	74	77	76	76	76	77	77	78	78	78	
Condition	77	78	78	79	79	78	78	79	80	80	81	

*Stops & Shelter average excludes "freedom from litter" score

Table 3 : Bus Stop Summary (with/without Shelter)

Customer Satisfaction Survey

Stops With Shelters Network Results	2006/2007			2007/2008				2008/2009				Change from previous Quarter	Change previ yea
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4		
No of interviews	2166	2099	2221	2280	2288	2146	2093	2022	2162	2041	2037		
Stops & Shelter average*	77	77	78	78	79	78	78	79	81	80	80	0	2
Safety & Security at stop/shelter	80	80	80	81	83	82	81	81	83	82	82	0	1
Information	76	74	75	77	77	76	77	77	80	78	79	1	2
Cleanliness - average score	74	73	76	75	76	74	76	76	78	78	77	-1	1
Freedom from litter	73	73	76	74	76	73	75	75	77	77	77	0	2
Cleanliness and freedom from graffiti	74	74	77	76	76	76	77	77	79	79	78	-1	1
Condition	78	78	79	79	79	79	79	79	81	81	82	1	3

Stops Without Shelters Network Results	2006/2007			2007/2008				2008/2009				Change from previous Quarter	Change previ yea
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4		
No of interviews	407	350	392	374	350	463	454	315	334	331	393		
Stops & Shelter average*	71	72	74	77	75	75	74	75	74	76	76	0	2
Safety & Security at stop/shelter	76	74	75	80	79	77	74	76	77	76	74	-2	0
Information	65	68	70	71	66	69	69	69	68	71	72	1	3
Cleanliness - average score	72	74	75	77	76	76	75	76	75	76	77	1	2
Freedom from litter	71	74	74	75	75	74	74	74	74	75	75	0	1
Cleanliness and freedom from graffiti	73	74	77	78	77	77	76	79	76	77	79	2	3
Condition	72	74	75	78	75	77	76	75	73	78	80	2	4

*Stops & Shelter average excludes "freedom from litter" score

Table 4 : Bus Service Summary

Customer Satisfaction Survey

Bus Services Network Results	2006/2007			2007/2008				2008/2009				Change from previous Quarter	Change from previous year
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4		
No of interviews	2748	2581	2731	2758	2754	2715	2654	2425	2616	2509	2541		
Bus service average	79	79	80	81	80	80	80	80	81	81	82	1	2
On-bus safety & security	84	84	83	85	84	84	84	85	86	86	87	1	3
Reliability	74	70	72	73	73	71	71	73	75	72	73	1	2
Driver	85	85	84	85	85	84	84	84	86	86	87	1	3
Information - average score	78	78	78	80	79	79	78	79	81	82	82	0	4
Bus exterior	83	83	83	85	84	84	83	84	85	85	85	0	2
Bus interior	72	73	73	74	75	74	73	74	77	78	78	0	5
Cleanliness - average score	77	78	78	79	79	78	78	78	80	80	80	0	2
Bus exterior	80	80	81	81	81	81	81	81	82	83	83	0	2
Bus interior	74	75	76	76	76	75	75	75	77	78	78	0	3
Condition - average score	80	80	81	81	81	81	80	81	82	82	83	1	3
Bus exterior	81	81	81	83	82	82	82	82	83	83	84	1	2
Bus interior	79	79	80	80	80	79	79	79	81	82	81	-1	2
Service - average score	79	79	79	80	80	79	80	79	81	80	81	1	1
Time waited to catch bus	77	75	76	78	77	76	76	77	79	78	77	-1	1
Journey time	81	80	82	83	82	82	81	82	83	83	84	1	3
Ease of boarding/alighting	84	83	83	84	84	82	83	83	85	85	85	0	2
Level of crowding on bus	78	76	78	78	79	77	77	77	79	78	79	1	2
Comfort on bus	75	76	77	77	77	77	77	77	78	78	79	1	2
Smoothness and freedom from jolting	75	76	77	77	77	77	76	76	76	77	79	2	3
Ease of interchange	80	85	81	83	82	83	86	84	85	80	82	2	-4

Table 5 : Bus Station Summary

Customer Satisfaction Survey

Bus Stations Network Results	2006/2007			2007/2008					
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
No of interviews	652	700	714	770	763	766	807	797	833
Overall bus station evaluation	68	70	74	75	75	73	74	74	77
Bus station average	72	72	74	74	75	74	74	76	77
Safety & security at station	73	75	79	77	76	77	76	81	77
Reliability of buses	66	64	65	68	69	70	70	70	71
Staff helpfulness & attitude at Assistance Kiosk/TIC	73	67	78	86	76	84	93	93	88
Information - average score	70	69	68	72	72	70	73	70	71
Information about bus services	70	70	70	73	73	69	74	72	71
Information about disruptions/delays	53	54	56	59	59	60	64	60	61
Condition of bus maps/timetables	73	74	70	76	76	74	75	72	71
Ease of finding right bus	79	77	76	81	78	77	77	74	71
Information provided at Assistance Kiosk/Travel Information Centre	75	64	72	<u>81</u>	<u>80</u>	<u>77</u>	<u>85</u>	<u>76</u>	<u>88</u>
Cleanliness - average score	74	75	78	77	78	77	74	78	71
Freedom from litter	71	73	76	76	77	76	73	77	71
Cleanliness and freedom from graffiti	78	78	80	79	80	78	75	80	71
Cleanliness of toilets (if used)	<u>66</u>	<u>58</u>	<u>62</u>	<u>83</u>	<u>71</u>	82	<u>66</u>	<u>67</u>	<u>41</u>
Condition - average score	74	75	76	78	76	77	73	76	71
Condition of station	74	76	80	78	78	77	75	79	71
Condition of toilets (if used)	<u>70</u>	<u>58</u>	<u>61</u>	<u>83</u>	<u>77</u>	82	<u>63</u>	<u>71</u>	<u>51</u>
External appearance of café/take-away	76	71	61	76	69	75	65	64	61
External appearance of shops/retail facilities	69	69	64	74	68	76	69	72	61
Service - average score	72	73	74	74	75	75	74	78	71
Adequacy of shelter	76	75	76	78	79	76	74	81	71
Availability of seating	67	70	71	68	71	71	71	76	71
Level of crowding	73	73	72	75	74	75	72	77	71
Ease of getting to/from buses	77	77	80	77	81	77	77	79	71
Level of vehicle fumes	66	71	73	71	72	74	73	75	71
Service provided at café/take-away (if used)	<u>77</u>	<u>80</u>	<u>72</u>	<u>68</u>	<u>76</u>	<u>63</u>	<u>71</u>	<u>71</u>	<u>91</u>
Service provided at shops/retail outlets (if used)	<u>71</u>	<u>70</u>	<u>35</u>	<u>85</u>	<u>75</u>	<u>77</u>	<u>62</u>	<u>75</u>	-

* As from Q1 07/08 "Staff helpfulness & attitude at Assistance Kiosk" and "Information provided at Assistance Kiosk" are only asked of those who needed to and spoke to a member of staff