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**Secretariat memorandum**

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Agenda Item 7  
TS018  
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**London Buses' Quarterly Internal Network Report**

**1 Purpose of report**

- 1.1. To present and summarise the key elements of London Buses' performance in the second quarter of 2009.

**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. This report summarises the findings of the second quarter of 2009 London Buses' Quarterly Internal Network Tracking Report for 2009-10, the key figures of which are shown in Annexes A. The report refers to bus stops, shelters, services and stations, and was provided in spreadsheet form by Transport for London (TfL).

- 3.2. Further information on London Buses' Network performance can be found at the following link :  
<http://www.tfl.gov.uk/corporate/modesoftransport/londonbuses/performance/1552.aspx>

- 3.3. Overall customer satisfaction has remained largely unaltered from the previous quarter of 2009 but has declined slightly since 2008. In each category surveyed the results were as follows:
- Bus shelters & stops –a general slight decline since 2008 in customer satisfaction, with particular falls in the area of safety and security.
  - Bus stops with or without shelters – for stops with shelters there was a slight fall on 2008 in all categories. However, for stops without shelters there was a marked improvement in all areas since 2008.
  - Bus services – overall customer satisfaction with bus services remained stable when compared with 2008 and the first quarter of 2009.
  - Bus stations – this category has seen substantial variations, both positive and negative, in customer satisfaction. However, it should be noted that the smaller sample size is likely to influence the significance of these results. Overall satisfaction declined by one point in comparison to 2008.

## **4 Equalities and inclusion implications**

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

## **5 Legal powers**

- 5.1. 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.

## Annex A TS018 : London Buses Quarterly Internal Network Report

### 1. Summary of Customer Satisfaction on the Bus Network Overall

Network Summary	2009/2010		Change from previous Quarter	Change from previous year
	Q1	Q2		
Overall evaluation	79	79	0	-2
Bus service average	81	81	0	0
Bus stop/shelter average	79	78	-1	-2
Bus station average	75	75	0	0

### 2. Summary of Customer Satisfaction With Stops & Shelters Overall

Stops & Shelters Network Results	2009/2010		Change from previous Quarter	Change from previous year
	Q1	Q2		
No of interviews	3202	3409		
Stops & Shelter average	79	78	-1	-2
Safety & Security at stop/shelter	80	79	-1	-3
Information	77	78	1	-1
Cleanliness - average score	77	76	-1	-1
Freedom from litter	75	75	0	-1
Cleanliness and freedom from graffiti	78	77	-1	-1
Condition	80	79	-1	-1

### 3. Summary of Customer Satisfaction for Stops With or Without Shelters

<b>Stops With Shelters</b>	<b>2009/2010</b>			
<b>Network Results</b>			<b>Change from previous Quarter</b>	<b>Change from previous year</b>
	<b>Q1</b>	<b>Q2</b>		
No of interviews	2519	2640		
Stops & Shelter average	79	79	0	-2
Safety & Security at stop/shelter	81	80	-1	-3
Information	78	78	0	-2
Cleanliness - average score	77	76	-1	-2
Freedom from litter	75	75	0	-2
Cleanliness and freedom from graffiti	78	77	-1	-2
Condition	80	80	0	-1
<b>Stops Without Shelters</b>				
	<b>2009/2010</b>			
<b>Network Results</b>			<b>Change from previous Quarter</b>	<b>Change from previous year</b>
	<b>Q1</b>	<b>Q2</b>		
No of interviews	558	629		
Stops & Shelter average	77	77	0	3
Safety & Security at stop/shelter	76	77	1	0
Information	75	75	0	7
Cleanliness - average score	78	77	-1	2
Freedom from litter	76	76	0	2
Cleanliness and freedom from graffiti	80	79	-1	3
Condition	78	77	-1	4

#### 4. Summary of Customer Satisfaction With Bus Services

Bus Services Network Results	2009/2010		Change from previous Quarter	Change from previous year
	Q1	Q2		
No of interviews	3202	3409		
Bus service average	81	81	0	0
On-bus safety & security	86	86	0	0
Driver	85	86	1	0
Information - average score	80	80	0	-1
Bus exterior	83	82	-1	-3
Bus interior	78	78	0	1
Cleanliness - average score	79	79	0	-1
Bus exterior	82	82	0	0
Bus interior	76	77	1	0
Condition - average score	81	81	0	-1
Bus exterior	83	83	0	0
Bus interior	80	80	0	-1
Service - average score	80	80	0	-1
Time waited to catch bus	76	78	2	-1
Journey time	83	82	-1	-1
Ease of boarding/alighting	84	85	1	0
Level of crowding on bus	78	78	0	-1
Comfort on bus	77	77	0	-1
Smoothness and freedom from jolting	77	77	0	1
Ease of interchange	83	84	1	-1

### 5. Summary of Customer Satisfaction With Bus Stations

Bus Stations Network Results	2009/2010		Change from previous period	Change from previous year
	Q1	Q2		
No of interviews	894	964		
Overall bus station evaluation	71	71	0	-1
Bus station average	75	75	0	0
Safety & security at station	77	78	1	2
Reliability of buses	65	68	3	-2
Staff helpfulness & attitude at Assistance Kiosk/TIC	<u>82</u>	<u>87</u>	5	1
Information - average score	72	73	1	1
Information about bus services	74	74	0	0
Information about disruptions/delays	59	64	5	3
Condition of bus maps/timetables	77	75	-2	0
Ease of finding right bus	80	78	-2	-1
Information provided at Assistance Kiosk/Travel Information Centre	<u>78</u>	<u>84</u>	6	-1
Cleanliness - average score	76	76	0	-1
Freedom from litter	75	75	0	0
Cleanliness and freedom from graffiti	78	77	-1	-2
Cleanliness of toilets (if used)	64	<u>70</u>	6	21
Condition - average score	75	76	1	0
Condition of station	77	77	0	-2
Condition of toilets (if used)	69	<u>69</u>	0	19
External appearance of café/take-away	69	71	2	2
External appearance of shops/retail facilities	71	76	5	9
Service - average score	76	75	-1	-2
Adequacy of shelter	82	78	-4	-1
Availability of seating	73	72	-1	-4
Level of crowding	76	71	-5	-7
Ease of getting to/from buses	78	80	2	2
Level of vehicle fumes	73	71	-2	-4
Service provided at café/take-away (if used)	<u>58</u>	<u>88</u>	30	-2
Service provided at shops/retail outlets (if used)	<u>61</u>	<u>89</u>	28	-