
Secretariat memorandum

Author : Rufus Impey

Agenda item 10

TS043

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Performance Reports

1 Purpose of report

1.1 The Transport for London (TfL) Performance Report has now been produced for a full 12 months as has the National Rail Performance Report in its current format. The purpose of this report is therefore to make recommendations to members for the strategic focus of these two performance reports in 2011. Members are asked to note the information contained in both the TfL Performance Report and National Rail Performance Report for Quarter 2 2010-11.

2 Recommendations

2.1 Objectives of the TfL Performance Report 2011

- 2.1.1 London Underground – in the 2010-11 business plan, London Underground's targets include progressive improvement for passengers over the period 2010-2018.
- Currently planned that there will be a 6% improvement in Customer Satisfaction 2009-10 to 2017-18.
 - Currently planned that there will be a 21% decrease in Excess Waiting Time 2009-10 to 2017-18.
 - Currently planned that there will be a 13% decrease in Passenger Lost Infrastructure Hours 2009-10 to 2017-18.
- 2.1.2 However, given the impact on passenger it is recommended that officers seek to influence TfL's 2011-12 business plan to aim for greater reductions in both planned and unplanned disruption to passengers. More generally this discussion could consider the scope for TfL to set tougher standards for any mode of transport where performance has been in excess of the KPI targets in the current business plan.
- 2.1.3 London Bus – Officers wish to bring to the attention of members once again that key performance indicators for London Buses get worse for passengers by 2017-18 :
- Currently planned that there will be a 2% decrease in annual bus kilometres 2009-10 to 2017-18.
 - Currently planned that there will be a 3% decrease in customer satisfaction 2009-10 to 2017-18.
 - Currently planned that there will be a 9% Increase excess waiting time 2009-10 to 2017-18.

- 2.1.4 It is therefore recommended that the current monitoring of bus service quality is continued.
- 2.1.5 Accessible Bus Stops – the rate at which bus stops have been made accessible has slowed very substantially in 2010. So while the target is almost being met currently at this rate of increase the percentage of accessible bus stops will not be met by 2017-18. This is particularly pertinent as there has been devolution of funding, action and delivery of accessible bus stops to Local Authorities and away from TfL. London TravelWatch should therefore continue to focus attention on this area.
- 2.1.6 Dial a Ride's 93% Customer Satisfaction target is static to 2017/18, as is the forecast number of journeys until 2017/18. Given London's potential aging population in the timescale is this a tenable plan to maintain only current levels of service provision? It should also be noted that London Councils is actively trying to promote a different approach to 'door-to-door demand responsive services. Five organisations (TfL, Health, Education, Adult Social Services and Community Transport Organisations) per borough are doing similar things and they are suggesting a more joined up approach.
- 2.1.7 TfL Complaints Statistics – London TravelWatch is currently in discussion with TfL about the provision and publication of complaints information relating to TfL modes of transport. This information once it becomes available could potentially form part of this performance report and could also be compared to the levels of appeals that London TravelWatch receives.

2.2 Objectives of the National Rail Performance Report 2011

- 2.2.1 Disaggregation of performance data – London TravelWatch to continue to work with the Office of Rail Regulation to improve the information available to passengers about the performance of the railway network. The main area where improvement is sought is to provide greater detail on performance of individual routes on the railway network so that passengers can see the performance of 'their' train service rather than an average across a whole train operator. The main measure of interest is the passenger performance measure as well as measures of crowding.

3 Information

3.1 TfL Performance Report Q2 2010-11

3.1.1 TfL Performance Report Highlights :

- London Buses – exceptional excess waiting time performance of only 0.92 on high frequency routes (low current traffic volumes may have contributed).
- London Overground exceeded performance targets for customer satisfaction and performance.
- London Underground – lost customer hours as a result of service disruption greater than 2 minutes have increased in the quarter, indicating passengers are suffering greater levels of unplanned disruption.

3.2 National Rail Performance Report Q2 2010-11

3.2.1 National Rail Performance Report Summary :

- First Capital Connect had the lowest passenger performance measure (PPM) and the highest percentage of trains which were cancelled or significant lateness (CaSL). Heathrow Express had the best performance for PPM and CaSL.
- Chiltern Railways had the highest percentage of right time arrivals and Southern had the lowest.

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). Section 252A of the same Act (as amended by Schedule 6 of the Railways Act 2005) places a similar duty upon the Committee to keep under review matters affecting the interests of the public in relation to railway passenger and station services provided wholly or partly within the London railway area, and to make representations about them to such persons as it thinks appropriate.

6 Financial implications

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