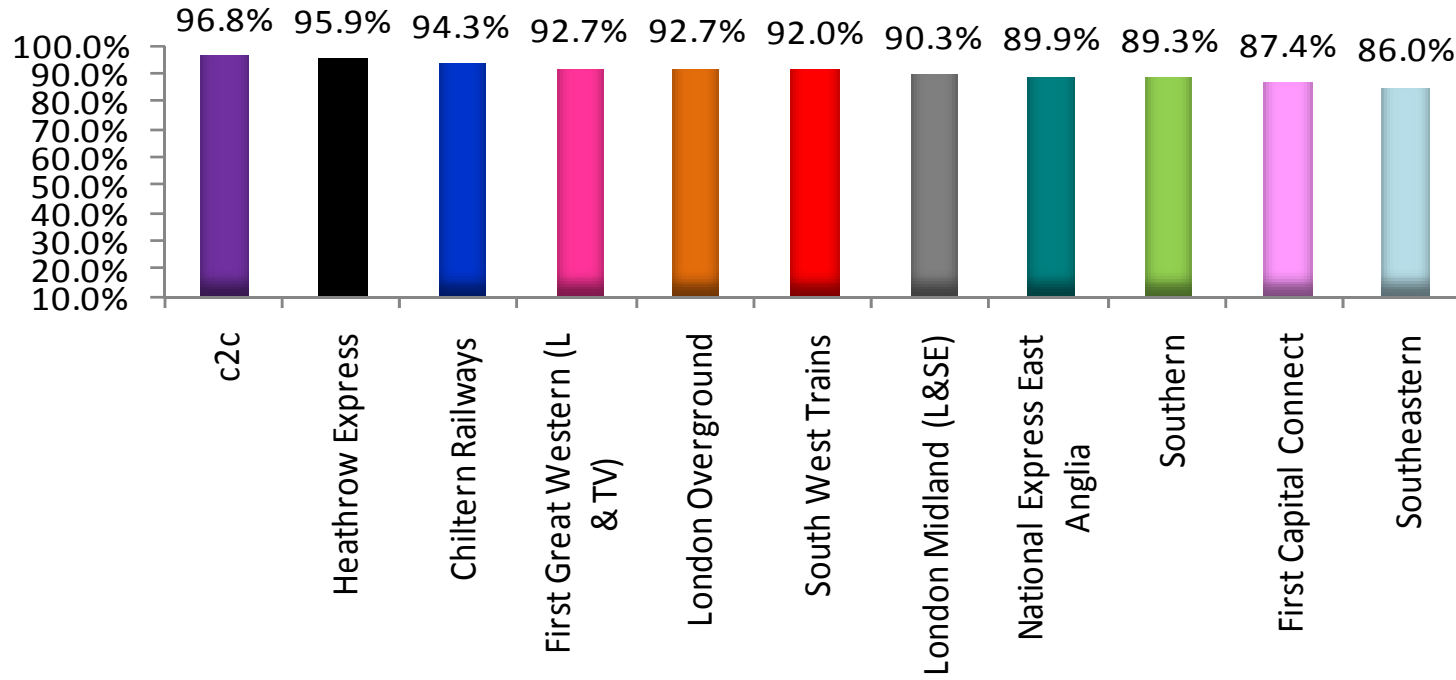


London TravelWatch

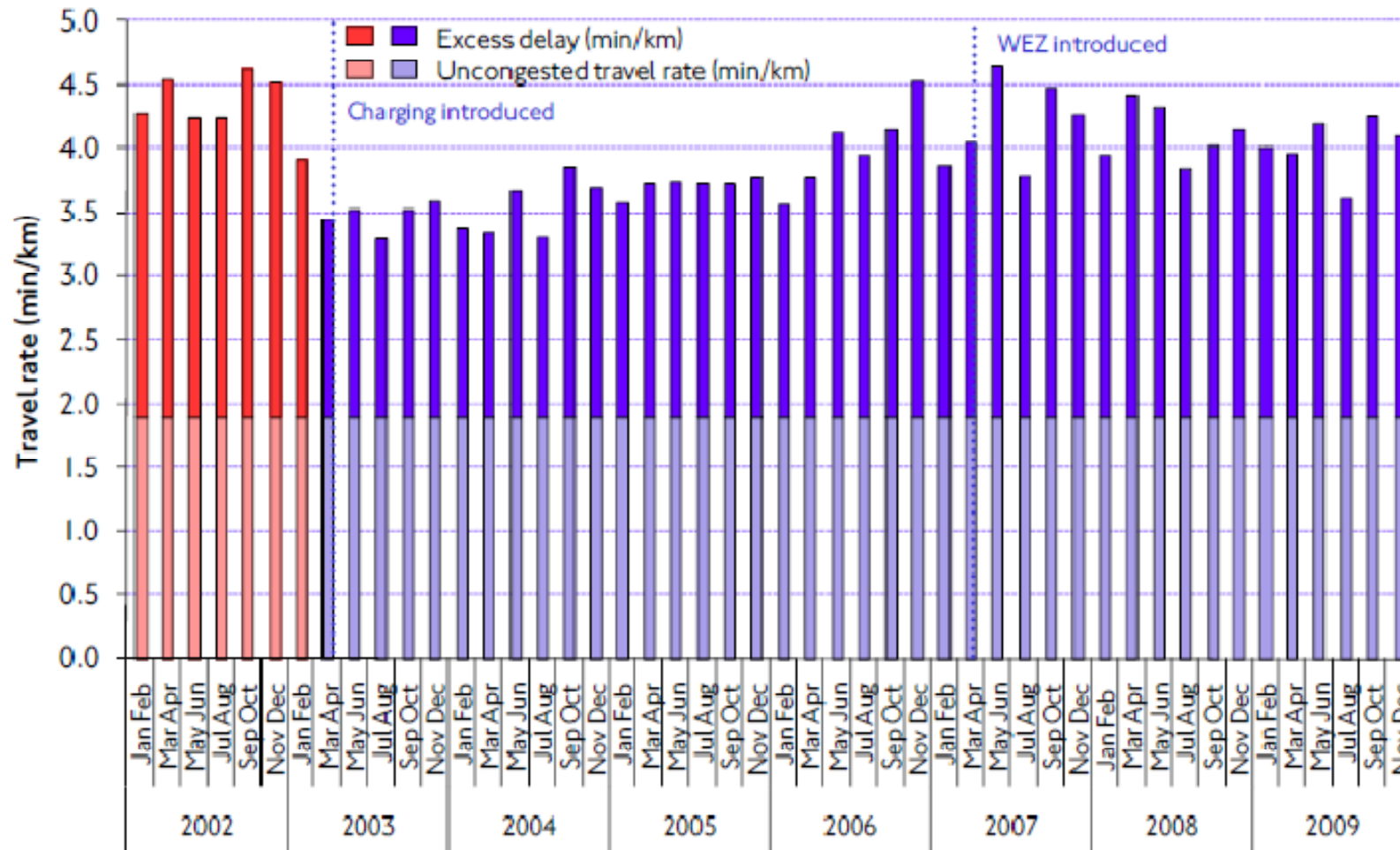
Rufus Impey –
Senior Policy Officer

Transport Performance Q4
2009/10

National Rail Performance



TfL Streets

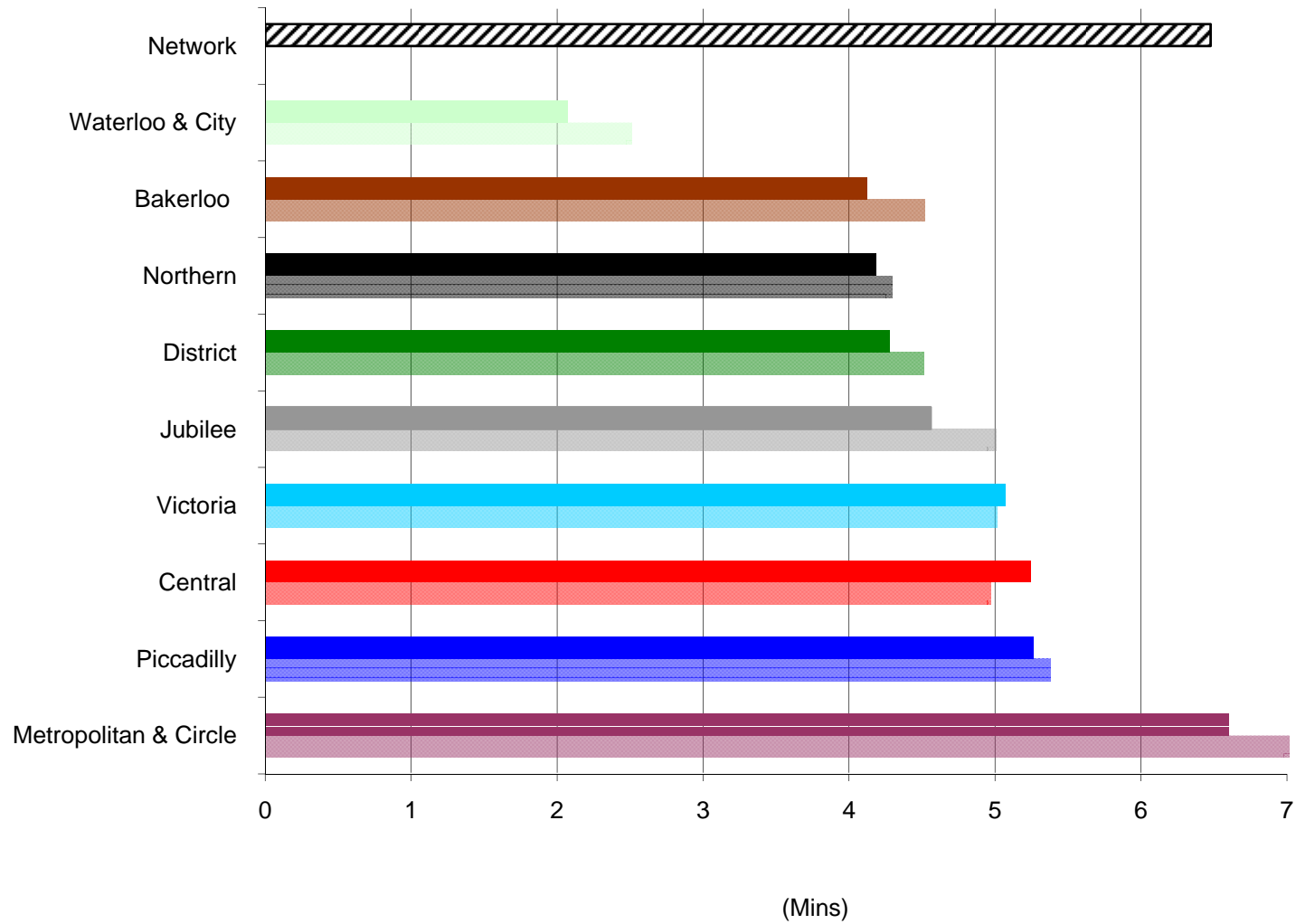


Bus Stop Accessibility

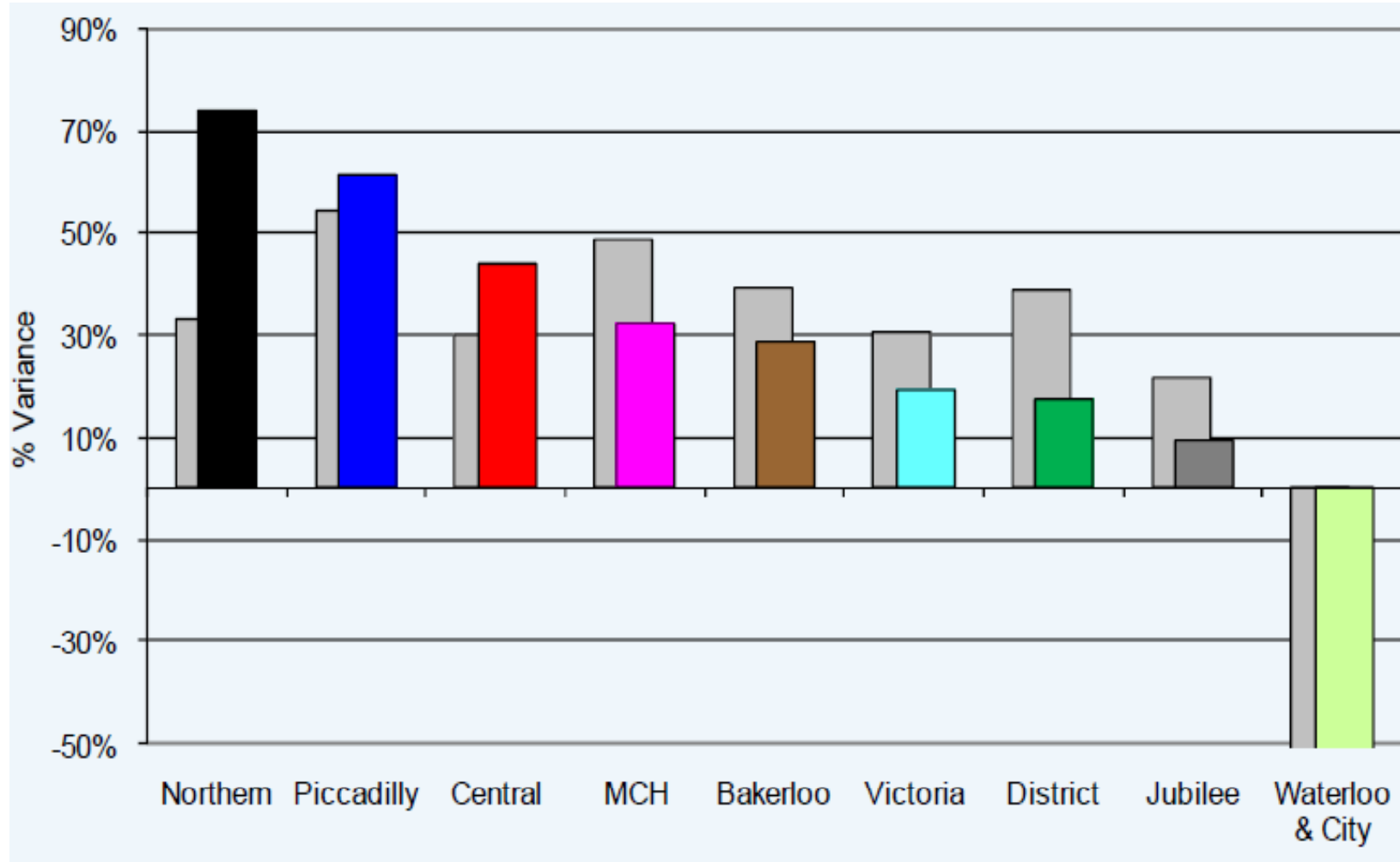


Rank	Borough	TLRN Bus Stop % Compliant	Borough Roads Bus Stop % Compliant
	All London	61.38%	48.43%
1	Kingston	66.67%	85.06%
2	Sutton	69.77%	78.88%
3	City of London	70.00%	73.00%
4	Southwark	56.97%	72.06%
5	Wandsworth	72.07%	69.35%
6	Tower Hamlets	54.90%	63.91%
7	Harrow	n/a	63.32%
8	Islington	60.24%	63.30%
9	Hackney	54.63%	63.14%
10	Barking & Dagenham	47.83%	57.59%
11	Merton	63.64%	55.70%
12	Lewisham	76.43%	54.42%
13	H&F	66.67%	53.26%
14	Haringey	59.38%	53.03%
15	Waltham Forest	66.67%	51.92%
16	Bexley	n/a	51.38%
17	Ealing	62.71%	50.16%
18	Lambeth	56.48%	48.60%
19	Newham	78.57%	48.23%
20	Hillingdon	56.52%	47.56%
21	Camden	54.55%	46.93%
22	Greenwich	78.33%	44.29%
23	Brent	80.65%	41.41%
24	K&C	54.05%	40.89%
25	Westminster	40.86%	39.49%
26	Enfield	76.36%	38.72%
27	Bromley	54.41%	38.58%
28	Hounslow	57.30%	37.15%
29	Redbridge	73.91%	35.37%
30	Croydon	42.48%	34.98%
31	Richmond	40.63%	33.11%
32	Havering	84.21%	31.72%
33	Barnet	56.16%	31.36%

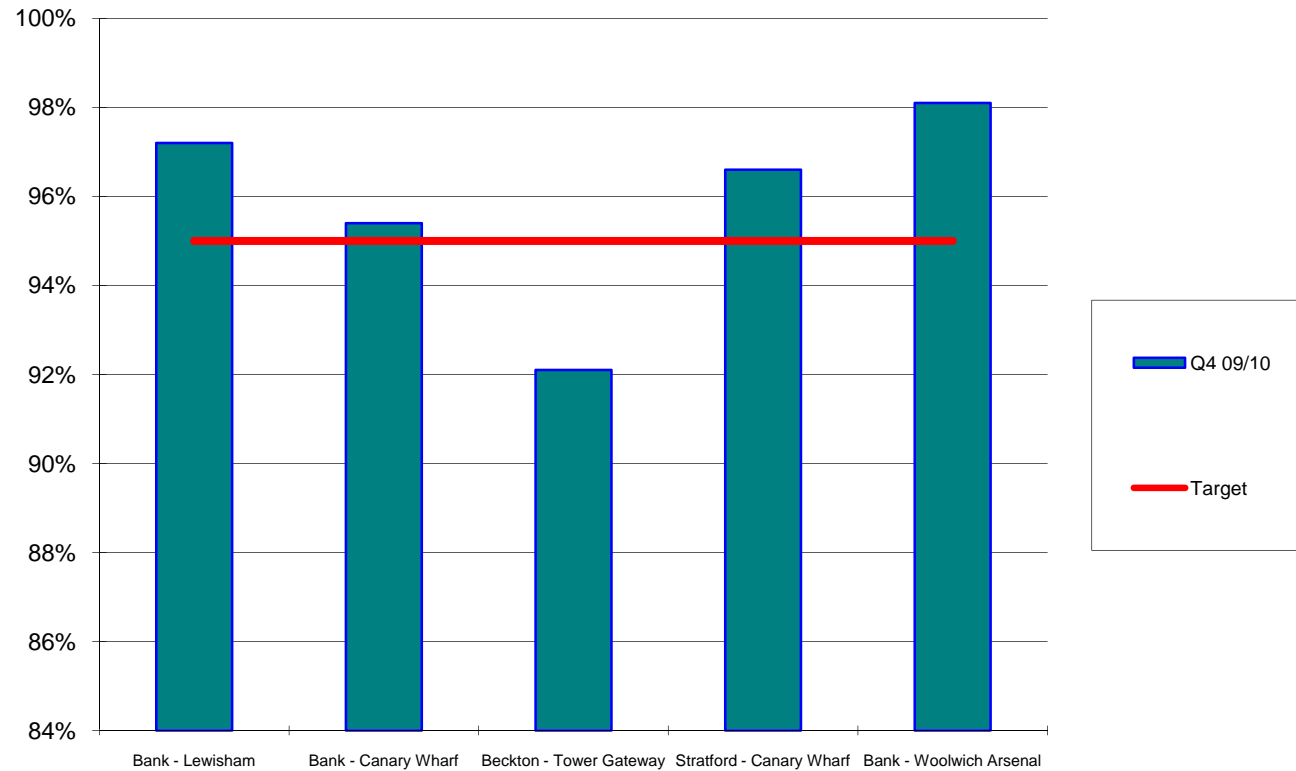
Underground - EJT



Underground - % Availability



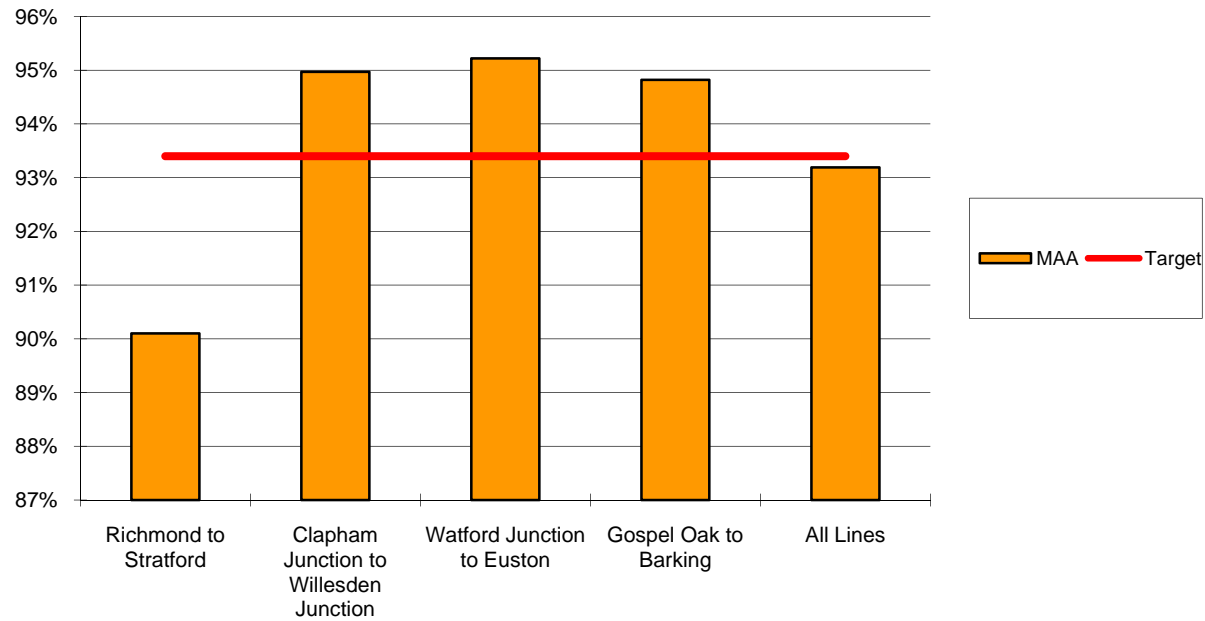
DLR



Tramlink



London Overground



Dial-a-ride



KPI	Target 2009-10	Current Performance Level
Overall Customer Satisfaction	93%	92%
Annual Passenger Journey Numbers	416,500	366,452