

Board

Date: 20 September 2012

Item 5: Commissioner's Report



This paper will be considered in public

1 Summary

This report provides an overview of major issues and developments since the Board meeting on 27 June 2012 and updates the Board on significant projects and initiatives. The report does not cover TfL's performance specifically for the London 2012 Olympic and Paralympic Games. A paper on London 2012 Games – Performance, Cost and Legacy appears as a separate item elsewhere on the agenda

2 Recommendation

That the Board note the report.

3 Improving the Underground

3.1 London Underground Performance

London Underground (LU) continues to meet its performance and reliability targets against a background of record passenger demand. On Thursday 8 August, the Tube carried the most passengers in its history with 4.52 million journeys.

Despite the increased customer numbers, the excess journey time was 5.5 minutes in period 4, which is 0.42 minutes better than target, and 5.28 minutes in period 5. The percentage of scheduled kilometres was 97.9 per cent in both periods 4 and 5, above the target of 97.0 per cent.

In quarter 1, the Customer Satisfaction survey results showed a new record score of 82. This was the highest ever achieved since the survey started in 1990. The strongest contributory factors to this score were Train and Station Information, Customer Safety and Security, and Journey Time. Customer satisfaction also remained high during the Olympics.

Tube power network contract restructure

LU served formal notice to Powerlink that the 30 year PFI contract for the operation and maintenance of its high-voltage electrical power network will come to an end in August 2013, 15 years ahead of the contract expiry date. LU will work closely with Powerlink to ensure a smooth transition to the new arrangements. This restructure will result in significant savings by avoiding expensive financing costs that would have come with continuing the contract to its end.

3.2 Transforming the Tube

Farringdon becomes Step Free

The LU/Thameslink upgrade programme at Farringdon station includes five new platform lifts which became operational on 6 July, increasing the number of LU stations with step free access to 66, in time for the London 2012 Games.

Sub-Surface Railway Upgrade

The Metropolitan line ran a full S8 stock service of 57 trains on Friday 20 July for the first time, marking an important milestone in the upgrade.

The first new S7 stock (seven car Circle and Hammersmith & City line trains) entered passenger service from Hammersmith to Moorgate on 6 July. To date, four S7 trains have been delivered, with delivery of the remaining 49 recommencing after the Paralympics. Once complete, the SSR upgrade will have delivered a total of 191 new trains across the Metropolitan, Circle, Hammersmith & City and District lines by 2016.

Escalator contract

LU and Crossrail have jointly awarded a major contract to Otis, covering the procurement and management of 107 escalators throughout their life at both Crossrail and London Underground stations. Of these, 50 heavy duty metro-type escalators will be installed on LU over the next 10 years. The first of these escalators will be installed at Bank in 2013, with installations at Greenford, Embankment and Marylebone stations following.

Cooling the Tube

Platform cooling at Green Park and Oxford Circus stations was introduced prior to the Olympic Games. At Green Park, boreholes were drilled to bring cool water from below the park, which is then used in air cooling units to cool the platforms. At Oxford Circus air cooling units were installed on every platform and they use cool air provided by chilling units installed on top of a TfL building adjacent to the station. The cooling systems deliver air at a constant temperature of around 18 degrees and benefit customers in two ways: very noticeable cooling of the air close to the units; and also lowering tunnel air temperatures through the 'piston' effect of moving trains

Upgrade of Heathrow Terminals 1, 2, 3 station

LU successfully completed the major upgrade of Heathrow Terminals 1, 2, 3 station in time for the Olympic and Paralympic Games, with contribution from BAA. The station has two larger lifts, additional ticket gates to ease congestion, a revamped ticket office and travel information centre, improved signage and additional help points.

Paddington Station

On 24 June 2012, LU opened a new station entrance and concourse at Paddington Suburban for the Hammersmith & City line. The works include two new stairways, improved CCTV and extended platforms to accommodate longer 'S' stock trains. Work has now commenced on the next phase of the project to introduce lifts to platforms and a new gateline by 2014.

Wide Aisle Gates

An additional 32 wide aisle gates were installed in advance of the Games to help customer flows and increase access for mobility impaired customers at busy stations.

WiFi now live at 72 stations

The first phase of WiFi roll out, across 72 LU stations, was completed in partnership with Virgin Media before the Olympic Games. Over 400,000 passengers have used the Virgin Media hosted service since the first stations went live on 7 June, and one million Tweets, Facebook posts, emails and web pages were sent or accessed in the first week alone.

4 Expanding the Overground

4.1 London Overground

London Overground Performance

London Overground exceeded its customer satisfaction target by two points in the first quarter of 2012/13 with a score of 82. Passenger journeys for period 4 were 9.1 million, up 20 per cent on the same period in 2011/12, and in period 5 there were 10.5 million journeys, a 37 per cent increase compared to last year. The busiest ever day for London Overground was 16 April which set a record of nearly 472,000 passengers.

London Overground continues to stand second in the national table for Public Performance Measure, with a score of 96.4 per cent, which is 0.6 per cent above target.

New South London Line

The infrastructure for the South London line extension of the London Overground network is now complete. Driver training of new trains is taking place over the summer, with public services due to commence in December 2012.

4.2 Docklands Light Railway

Docklands Light Railway (DLR) Performance

DLR passenger journeys for period 4 totalled 7.9 million, which was 24 per cent higher than the same period in 2011/12. Period 5 had the busiest day ever for the DLR, with 3 August setting a record of 501,000 passengers, and the total for the period was 72 per cent up on last year. Service reliability beat the target of 97.2 per cent in both period 4 (98.8 per cent) and 5 (98.3 per cent). DLR exceeded its customer satisfaction target by four points in the first quarter of 2012/13 with a record score of 86.

4.3 London Tramlink

London Tramlink Performance

The customer satisfaction for the first quarter was 87 per cent, a new customer satisfaction record and 2 per cent above target. Passenger journeys were 2.5 million in period 4 and 2.3 million in period 5, both in line with expectations. Service performance for Trams, as measured by scheduled service kilometres, was 98.1 per cent in period 4 and 98.8 per cent in period 5.

Additional Trams

Six new trams have been introduced to increase services on some of the busiest sections of the Tramlink network, which has improved connectivity for Croydon town centre.

Tram Twin Tracking

The programme of 'twin tracking' works between Mitcham and Mitcham Junction is now complete. This project has made the Wimbledon to New Addington branch more reliable and enabled trams to run at their full speed of 80kph along this branch.

4.4 Emirates Air Line

Emirates Air Line opened to the public on Thursday 28 June 2012, with in excess of 60,000 passengers travelling in the first week of operation. Total passengers had increased to 236,000 by the end of period 4, with weekend numbers being particularly high, at approximately 20,000 per day.

During the Olympics period there was further growth, with high levels of high passenger numbers being seen across all days, culminating in a record number of passengers of almost 32,000 on Saturday 11 August 2012. By 4 September the Air Line had carried over one million passengers, just nine weeks after it opened.

Operational performance saw availability at 99.5 per cent during period 4, and approximately 99.0 per cent for the Olympics.

4.5 Working with the Train Operating Companies

Rail devolution

The work to ensure responsibility for contracting some inner suburban commuter services in North East and South East London is handed over to the Mayor continues, with a formal submission from the Mayor to the Department for Transport on 28 June. The stakeholder campaign continues with MPs, Borough leaders, media, pressure groups and other key stakeholders.

Train Operating Companies' (TOC) Summit

A Mayoral Olympic TOC summit took place at City Hall on Thursday 21 June, bringing together train operators, TfL, the ODA and Network Rail to affirm the preparations that have been put in place for the 2012 Games.

5 Delivering Crossrail

5.1 Works

Plumstead Portal

July saw the completion of ground engineering at the Plumstead Portal, completing six months of intensive work, made especially challenging by the 3m proximity of the North Kent line, which sees up to 16 train movements per hour.

Bond Street

In the middle of July, the North West Access Shaft to the Eastern Ticket Hall was completed and handed over to the Western Running Tunnels contractor, Bam Ferrovial Kier – approximately one month ahead of schedule.

Tottenham Court Road Station

On 4 July, Crossrail awarded the main construction contract for the Western Ticket Hall to Laing O'Rourke.

Tunnelling

In August, Crossrail's first Tunnel Boring Machine (TBM), Phyllis, successfully reached Paddington, having travelled 750 metres from Royal Oak. The second TBM, Ada, also broke ground at Royal Oak Portal and commenced tunnelling towards Paddington.

Elizabeth and Victoria, TBMs three and four, are currently being assembled at Limmo Peninsula beside Canning Town station for the eastern tunnels between

Docklands and Farringdon. Tunnelling is due to commence at Limmo Peninsula this autumn.

Crossrail's fifth TBM, Sophia, has recently completed factory testing. Early next year it will begin constructing the 2.6km Thames Tunnel between Plumstead and North Woolwich.

Wallasea Island

In early August, Crossrail took another step towards the creation of a new 1,500 acre RSPB nature reserve with the completion of a new 180 metre jetty at Wallasea Island in Essex. The jetty will receive in the order of 4.5 million tonnes of excavated material during Crossrail's tunnelling operations in London. Shipments to the Island began in August.

5.2 Procurement

On 23 July, Crossrail issued an invitation to tender for main works at Bond Street Station.

Crossrail awarded the main construction contract for C520 Custom House station to Laing O'Rourke Construction Ltd in August. The new Crossrail Custom House station, located in east London, is the only above ground station within Crossrail's central section.

5.3 Property

At the beginning of August, Crossrail submitted a planning application to Westminster City Council for a major over-site development (320,000 sq ft) at the junction of Bishop's Bridge Road and the Grand Union Canal. It will comprise 15 storeys of high-quality office space, with the retail and office entrance at canal level.

The building has been carefully designed to incorporate access to Crossrail, National Rail and Hammersmith & City line services at Paddington. The application also provides for considerable urban realm improvements at the front of the new Tube station and along to London Street, as well as providing a new public lift and staircase from the canal towpath up to Bishop's Bridge Road.

5.4 Community initiatives

Crossrail's Bison to Bedlam archaeology exhibition was a success, with over 550 people entering the doors at Grays Antiques on 7 July to view the project's archaeological finds to-date.

Costain/Skanska Joint Venture, the contractor building the new Crossrail station in Paddington, has teamed up with local regeneration experts Paddington Waterside Partnership to help a local school. Each week the Crossrail volunteers spend an hour reading with Hallfield Primary School pupils, helping them to gain a greater interest in reading and raising confidence. Costain/Skanska also provided a team of 10 volunteers over two days, plus materials, to give the school's toilets and washrooms a facelift over the school holidays.

On 22 August, Crossrail and Bentley Systems launched a dedicated Information Academy to provide hands-on training to the Crossrail supply chain on the latest technology and software being used to design and build the new railway, including Building Information Modelling (BIM). The Information Academy will capture, develop and share BIM best practices with the Crossrail supply chain. The increased use of BIM by industry is a key element of the Government Construction Strategy.

To celebrate the London 2012 Games, and to mark its 50th birthday, the United Nations World Food Programme and the Barbican have teamed up with Crossrail to launch an inspirational photography exhibition on Crossrail hoardings at Paddington, Holborn and Barbican worksites. The initiative is part of Crossrail's wider programme to improve the appearance of major worksites, reducing their impact on the environment while helping to promote local culture and heritage.

5.5 Recognition

Two contracts in the Crossrail project were awarded Gold by the Royal Society for the Prevention of Accidents in July. The Pudding Mill Lane contract (Morgan Sindall) and Paddington Station contract (Costain Skanska Joint Venture) have been given the accolade, and will be presented with their award at an event in September.

6 Getting London Moving

6.1 Smoothing Traffic Flow

TfL Traffic Information

TfL's live Twitter feed (@TfLTrafficNews) has amassed over 19,200 followers to date since its launch at the end of January. Direct contact from followers means that information can be provided out-of-hours and more information can be added to TfL's original tweets provided by people experiencing the issues on the road.

Traffic Signals Industry Day

On 14 August, TfL hosted an Industry Day at 55 Broadway for suppliers interested in the forthcoming re-let of the Traffic Control Equipment Maintenance & Related Services contracts (TCMS), which includes the maintenance of TfL's approximately 6,000 traffic signals.

The 21 companies that attended, provided positive feedback to TfL and welcomed the opportunity to provide input into the TCMS2 project, which has been set up to deliver the contract re-let (to be tendered in the first half of 2013) and associated business transformation in TfL's Traffic Directorate.

TfL will hold a follow-up Industry Day later in the year, and individual meetings with the companies that attended will be held in the coming months.

6.2 Maintaining Assets

Cycle Junction Review

Since January 2012, TfL has been working with leading cycling and road safety organisations on a junction review programme to re-examine all junctions on the current Barclays Cycle Superhighways, as well as all major and planned junction improvement schemes on the Transport for London Route Network (TLRN).

This initial review of 500 locations has now been completed, which has allowed TfL to identify and develop a top 100 priority list, based on a range of measures such as user feedback, cyclist numbers and collision data. Work to explore initial design options and ideas at these priority locations is now well underway, with TfL committed to completing the review for all 100 junctions by the end of 2013.

Improvements will also be delivered at more than 50 junctions across London during the next 18 months, with the first being delivered by the end of 2012. These will be made up of around 35 junctions from the top 100 and the rest from the remaining 400 junctions. Improvements at these locations will include widening junctions to allow more space for cyclists, creating more segregated cycle lanes and installing innovative 'early-start' traffic signals to allow cyclists to move onto the junction ahead of other traffic.

The designs for the remaining 400 junctions will be reviewed as part of TfL's internal design assurance process, which will be regularly updated to ensure that the latest lessons from the junction review process are included in future designs for junctions, including the future Barclays Cycle Superhighways. Furthermore, residents and stakeholders will also be consulted on the proposed designs before work begins on site, to ensure that the changes reflect the needs of the local community.

One of the first schemes delivered through the junction review programme was at Bow Roundabout in east London, where an innovative cycle 'early start' has been implemented. This facility provides cyclists with a dedicated approach to the roundabout and enables them to enter the roundabout ahead of other traffic. TfL has identified a further 10 junctions which will be targeted next. Improvements may be delivered incrementally at certain locations, with safety enhancements delivered in the short-term and wider urban realm improvements or innovative solutions developed and delivered over a longer-term, in collaboration with developers, London Boroughs and Government.

Mayor's Roads Task Force

The establishment of the Roads Task Force, which was one of the Mayor of London's election pledges, marks the first major strategic review of London's road network in decades. The aim of the Task Force is to advise the Mayor on the challenges facing London's road network in the short, medium and long-term and the possible investment and operational options available to meet these challenges. The Roads Task Force will look at how TfL and the boroughs could redesign gyratories and congestion blackspots, make journeys more reliable, and continue to make roads safer for all users. It will also look at how the road network could better serve

local communities, helping to transform the urban realm, cut pollution and ease congestion across the Capital.

The first meeting of the Task Force was held on 25 July and hosted by the Deputy Mayor for Transport, Isabel Dedring. A wide range of individuals and organisations with an interest in the road network attended the event. The focus of the first meeting was on the challenges facing the network and both the presentations and the subsequent discussion were well-received by all stakeholders. The second meeting of the Task Force was scheduled for 13 September, and an initial report summarising progress made by the Task Force is expected to be published in November 2012.

6.3 London Buses

Hybrid Bus Programme

London's bus fleet is on track to be one of the greenest in Europe following the introduction of the 305th diesel-electric hybrid buses in early August. A further 178 hybrid buses are on order using £5m funding from the Department for Transport. This grant was initially set to finance 70 buses, but through good negotiation and increased market confidence in hybrid buses, TfL has managed to increase this order so that, in total, over 400 of these low polluting vehicles will be in service by next year.

In addition, the Mayor of London has committed to taking delivery of 600 of the new bus for London vehicles, eight of which are already in service on Route 38. These hop-on hop-off vehicles boast the latest hybrid technology, cutting emissions by half compared to a standard diesel bus. Combined, this means at least 1,000 hybrid buses will be on the Capital's streets by 2016 joined by nearly 1,000 buses fitted with equipment to cut pollution, specifically NOx.

Hybrid technology, which combines batteries, a conventional diesel engine and an electric motor to propel the bus was first trialled by TfL in 2006. Since then the diesel-electric hybrid fleet has doubled year on year reflecting greater confidence with operating hybrid technology and impressive fuel savings and operational performance.

The diesel-electric hybrid buses deliver impressive fuel savings of 30 per cent reducing operational costs for TfL but also a 20 per cent reduction in NOx delivering environmental benefits for Londoners. The technology also helps to cut pollution and carbon emissions.

New look London Bridge bus station

On 19 July, the London Bridge bus station upgrade was completed. The new modern and spacious bus station has been dramatically redesigned and rotated 45 degrees from its original position to enable a new row of bus stops to align with the Network Rail platforms. This makes the journey between the bus and rail station easier to navigate and more direct. In addition, a new road layout will reduce congestion for buses and taxis.

Passengers will also have new, comfortable waiting facilities, more pavement space, better signage, and new CCTV cameras to ensure their safety and security. The redevelopment of London Bridge bus station was part of the planning agreement of The Shard and London Bridge Quarter development.

TfL has worked closely with the developers Sellar, Network Rail and Southwark Council to deliver the new look bus station with minimum closures or disruptions to passengers and local residents. Funding for the redevelopment of the bus station was provided by Sellar. The changes were led by TfL, and are integral to the Network Rail redevelopment at London Bridge rail station which includes an enhanced retail and ticketing area and a new escalator into the London Underground station to improve the passenger interchange.

7 Improving the Urban Environment

7.1 Championing Electric Vehicles

Source London

There are now 716 chargepoints in the Source London network (including 235 fast points). Installation of up to 200 Source London chargepoints has commenced via a partnership with POLAR, a private chargepoint scheme. A further 200 points are also planned to be installed with existing or new scheme partners over the next six months. TfL is also continuing to identify further opportunities with potential new partners, in order to ensure the Mayor's target of 1300 publicly accessible points is achieved by 2013. At present, there are 48 private and public sector Source London partners, including 24 London boroughs.

During the Olympic Games, the Source London chargepoints, used by LOCOG to charge the BMW Electric Vehicle (EV) fleet, were extensively utilised (circa 1800 charging events during the Olympics) with no major issues identified. These points will continue to be used by LOCOG during the Games transition period and the Paralympics. Following the end of the Paralympics, these points will be opened up to public use from the end of September 2012.

7.2 Improving the Urban Realm

New Green wall at The Mermaid

On 8 July, an innovative green wall was installed at The Mermaid in Blackfriars to help reduce harmful pollution. The 120 metre squared wall is made up of 15 plant varieties designed to reduce locally generated pollution, particularly from nearby busy roads. This is TfL's second green wall in the capital, following one installed on Marylebone Road at Edgware Road Tube station last year.

The green walls are part of a package of targeted short term measures TfL is introducing at places where PM10 levels are the highest. Other initiatives include the use of dust suppressants, tree planting and the use of cleaner buses.

This is in addition to London-wide schemes to cut pollution such as an age limit for taxis and tighter standards for the Low Emission Zone. The vibrant green wall at The Mermaid has been designed to include plants which will thrive in its underpass location. The attractive swirling planting design takes inspiration from the nearby Thames, the connection with water and The Mermaid.

The wall forms part of the underpass located on Puddle Dock, parallel to Upper Thames Street. The mixture of native and ornamental plants has been selected particularly for the highway location and wildlife value. The wall will contain plant varieties in a mixture of vibrant colours including yellows, greens and blue tones, along with some variegated plants.

Preliminary data gathered from the Edgware Road site by Imperial College London suggests these green infrastructure features are successful at capturing some airborne pollution. The team collected leaf samples from the green wall for five months since its installation in order to evaluate their ability to trap airborne particulate matter. An initial analysis shows that all 15 varieties of plants have been able to trap pollutants, although some have been more effective than others.

TfL has also provided Crossrail with funding to install green screens at five of their construction sites. These screens are part of the hoardings which surround the working sites. Four of the green screens are in place at Park Lane, St George Street, Hanover Square and Finsbury Circus, a further screen will be installed later this year on Farringdon Road.

Having invested in these trial sites, Transport for London is in discussions with other businesses where third party funding is available in order to deliver additional green walls including sites in Victoria and Chiswick.

Congestion Charging (CC) & LEZ Operations

During the Olympic Games, Congestion Charge payment volumes dropped below the normal seasonal reductions by approximately 10% and there was no increase in Penalty Charge Notice volumes.

LEZ compliance rates for Phase 3 (98.5 per cent) and Phase 4 (93.1 per cent) vehicles remain high. Enquiries and registration volumes have now reduced to a steady low volume.

Congestion Charging continues to operate well with no major issues. The take up of Congestion Charging Auto Pay has slowed down to an average of 500 new customers per week, due to the summer period. There are now some 217,000 customers registered for CC Auto Pay with 255,000 vehicles assigned to these accounts.

7.3 Encouraging more cycling

Barclays Cycle Hire (BCH)

Over 15 million journeys have now been taken by customers of the Barclays Cycle Hire Scheme, which includes over 4.2 million casual user journeys. August 2012 experienced a record number of hires, with usage volumes up 45per cent on the

same period last year. The highest number of hires on a single day was recorded on 10 August when a total of 47,102 trips were made. Furthermore, over 296,000 journeys were made during the week ending 12 August. This surge in usage coincides with an influx of Olympic related visitors and a period of good weather. This is borne out by the fact BCH recorded the first day with more than 30,000 casual users on 11 August. New memberships continue to be received at an average rate of around 700 per week, however, this rose to 1100 for the week ending 29 July due to Olympic demand.

New Barclays Cycle Hire leisure routes

On 13 July, TfL was pleased to announce the opening of four new Barclays Cycle Hire leisure routes which explore London's parks, markets and architecture. The routes have been created by cycling blogger Andreas Kambanis of London Cyclist www.londoncyclist.co.uk and are now available online at www.tfl.gov.uk/bchleisureroutes.

Each route features docking station information and vary in length and difficulty, offering turn by turn guidance through some of the capital's favourite leisure haunts including famous parks, shops, markets and architecture.

In addition, TfL has also teamed up with the UK's leading cycling retailer, Evans Cycles to offer a range of discounts to bike owners so that they can ensure their bikes are in good condition to cycle around the capital this summer.

RideLondon: world class festival of cycling

On 10 August, the Mayor of London confirmed plans for the capital to host an annual, two day world class festival of cycling. The weekend festival, which will be known as RideLondon and will feature a series of events for those new to cycling, as well as amateur, club and professional cyclists. The vision for RideLondon is to be one of the world's leading cycling events and a lasting legacy of the London 2012 Olympic and Paralympic Games.

Following a competitive tender process, managed by TfL, the Mayor confirmed RideLondon will be managed by London & Surrey Cycling Partnership, a joint venture between the organisers of the London Marathon and The Tour of Britain. The first festival will be held on 3 and 4 August 2013.

This flagship event will form part of the Mayor and TfL's cycling programme. RideLondon will provide a fantastic platform to help fulfil The Mayor and TfL's goal of encouraging more people to cycle more safely, more often. TfL anticipate tens of thousands of spectators and participants every year will take up regular cycling after each event. This will be achieved by creating massive engagement with participants, spectators and media alike. There will be no other closed road event like it that combines the fun and accessible element of a free family ride in central London with the excitement of watching the World's best professional cyclists race the following day.

RideLondon will open with a family fun ride for up to 70,000 cyclists on an eight mile loop of closed roads around London's iconic landmarks. The following day a 100 mile ride for up to 20,000 amateur and club cyclists will take place on closed roads based on much the 2012 Games cycle road race route. World class professional cyclists will follow the same route later in the day with a route extension (in Surrey) to meet professional race requirements. Women professionals, junior cyclists and hand cyclists will also take to the streets of the capital to compete in a city centre grand prix.

Detailed routes for the RideLondon events will be revealed later in the year taking into consideration lessons learned from the 2012 Games. Further information is also available at www.RideLondon.co.uk.

7.4 Taxi and Private Hire

Low Emission Taxis

TfL continues to work closely with a number of vehicle manufacturers to develop a new, lower emission and more efficient taxi for London. There are currently a number of projects in development which TfL is actively working on with the relevant manufacturer.

TfL remains confident that some, if not all of these projects will become fully tested, compliant London taxis and meet the Mayor's stated aspiration of 60 per cent more efficient taxi by 2015 and zero emission capable taxis by 2020

Addison Lee Bus Lane Access Judicial Review Outcome

On 11 July, Addison Lee's Judicial Review challenging the exclusion of Private Hire Vehicles to bus lanes was rejected by the High Court on all grounds, under both EU and domestic law.

The Court rejected Addison Lee's argument that TfL's bus lane policy infringed the rights of EU nationals to come to London and work as a PHV driver. The Court was also satisfied that the distinction between taxis and PHVs for bus lane access was not arbitrary and that it makes entire good sense for black cabs to be travelling in bus lanes. TfL's application for its legal costs was also granted.

The High Court refused permission to appeal. Addison Lee has now applied to the Court of Appeal for leave to appeal and a decision is awaited.

7.5 By the River

Woolich Ferry Incident

Following on from the tragic incident at the Woolwich Free Ferry on 3 August 2011, in which a ferry crew member was fatally injured, the Marine Accident Investigation Branch have concluded their investigation and published their final report. Serco Marine Services, fully supported by TfL, have made a great effort to implement controls aimed at preventing a recurrence of this deeply unfortunate incident,

beginning almost immediately after the incident and continuing forward to the present day and beyond. Collaboratively, TfL and Serco are seeking to learn as much as possible from this incident, in order to seek improvements not only at Woolwich Free Ferry, but with the wider London river community.

8 Improving the Journey Experience

8.1 Safety and Security

Road Safety Action Plan

The consultation on the draft Road Safety Action Plan commenced on 23 July, and runs for a period of 10 weeks (ending on 28 September). During the consultation period, TfL will run a number of stakeholder meetings to provide stakeholders an opportunity to discuss their thoughts on the Plan.

The latest crime statistics

The crime on bus network shows an excellent 9.8 per cent reduction compared to the previous year (April - July). The majority of the boroughs are showing good reductions in bus related crime. This builds on seven successive years of reductions in transport crime.

Robbery is down by over 25 per cent and 'Violence Against the Person' has reduced by over 8 per cent. There is a slight increase in Sexual Offences (5.4 per cent, 9 offences), which is this year's priority project for the London Transport Community Safety Partnership ensuring a joint, long term approach is in place to tackle this issue across the transport network.

First quarter figures for LU and DLR for 2012/13 (April to June) also show a 4.1 per cent reduction in crime.

Pedicabs Enforcement

TfL and the Safer Transport Command (STC) continue to work with Westminster Safer Neighbourhood Team to undertake regular enforcement operations of pedicabs, with weekly operations taking place. The operations, which started in October 2011, have seen 297 arrests/ seizures and 716 warnings issued (data from October 2011 to 18 August 2012).

Operation Kansas

Operation Kansas, a high profile joint initiative between TfL, the Vehicle and Operators Services Agency and the TfL funded Safer Transport Command from the Metropolitan Police Service (MPS) and City Police, launched at the beginning of March to step up enforcement against illegal luxury or novelty cars that have increasingly become part of the capital's nightlife. The operation continued in the run up to London 2012 Games, with the last operation taking place on the 30 June. In total, 233 vehicles have been stopped and examined and 24 impounded. Furthermore 122 prohibitions and 64 Fixed Penalty Notices and other reports for

traffic offences were issued. The operation will be reviewed with VOSA after the Paralympics and further enforcement options discussed.

Project Spiderweb

Operation Spiderweb has achieved its objective of a 10% reduction in theft across London's transport network. The joint operation between TfL, the MPS and the British Transport Police has focused on reducing theft in London using innovative approaches to the problem. June figures highlighted that there had been a 10.5 per cent reduction in theft across transport networks in London, which translates to 2,100 fewer theft victims over a 12 month period.

8.2 Customer Service

Publication of complaints data and mitigation actions

From September 2012, TfL will publish its complaints data on a quarterly basis, in a similar format to that produced by Train Operating Companies for the Office of Rail Regulation. This demonstrates TfL's commitment to becoming a more open and transparent organisation and to putting customers at the heart of everything it does.

The majority of TfL's transport services have better complaints per 100,000 journeys ratios than the best performing operators in the rail industry. London Underground and London Buses average around two complaints per 100,000 passenger journeys, and London Overground around three.

Following consultation with the watchdog London TravelWatch, complaints data will be published quarterly via the Operational and Financial Performance Report. TfL would like to thank the watchdog for its role in helping shape the final report. The report for the last financial year is attached as Appendix 1.

9 Efficient and Effective Delivery

9.1 Safeguarding TfL finances

Bond Issue

In July 2012, TfL successfully issued two £500m bonds as part of its ongoing funding programme:

- On 12 July, TfL issued a £500m 30-year bond at an annual coupon of 3.875 per cent (3.896 per cent semi-annual yield) and a spread over the benchmark UK Gilt of 98bps. The comparable rate for borrowing from the Public Works Loan Board (PWLB) at the time was 4.06 per cent (semi-annual), resulting in a saving of 16bps, or just over £800,000 per annum. These savings will total nearly £25m (undiscounted) over the life of the debt.

- Strong investor demand led TfL to issue a £500m 10-year bond on 31 July, shortly after the 30-year bond issuance. The bond was issued at an annual coupon of 2.25 per cent (2.338 per cent semi-annual yield) and a spread over the benchmark UK Gilt of 88bps. The comparable rate for PWLB borrowing at the time was 2.70 per cent, resulting in a saving of 36bps, or £1.8m per annum. The total saving over the life of this debt will be £18m (undiscounted).

The bond issuances represent the successful delivery of a key element of the borrowing strategy agreed with the TfL Board; that TfL should diversify its sources of finance, while accessing the most cost effective source of finance available. The bond issuance resulted in complimentary coverage in the press, including the cartoon below by Olly Coplestone, which appeared in Euroweek, a capital markets trade newspaper.



Transport for London's 10yr issue is just the ticket!

Serco Cycle Hire Fraud

In December 2010, TfL's Fraud Team was advised by Serco that it had identified a Serco employee who had refunded cash totalling £46,700 to various Cycle Hire customer accounts. The individual amounts refunded ranged from £400 to £20,000 between October 2010 and December 2010.

A joint TfL/police investigation resulted in the arrest of 11 people, including three (now former) Serco employees. Subsequently, nine people (including the three ex Serco employees) were charged, seven with conspiracy to commit fraud by false representation and two with conspiracy to steal. They all appeared at Southwark Crown Court and in June 2012 the two main protagonists received custodial sentences of nine months and six months. The other seven received a range of punishments including suspended sentences, community orders, community service (650 hours in total) and curfews.

There was no financial loss to TfL arising out of this fraud. TfL has worked with Serco management to address the control issues that allowed the fraud to take place.

10 Planning and Strategy

London 2020 Vision

The GLA is leading an exercise to develop a vision for how London should develop, by 2020, in response to a number of major challenges. These include the need to maintain its World City status and equipping it to meet the needs of an ever growing and changing population, as well as a number of other important social and environmental issues. Work to define the transport elements of these challenges is being led by TfL Planning, with the specialist help of each of the businesses. The vision provides us with an excellent opportunity to reinforce a key message to the Government, namely that its investment in London's transport infrastructure is essential as a central component of its national economic strategy.

10.1 Project Updates

Northern Line Extension (NLE)

TfL Planning is continuing to progress the proposed NLE to Battersea to a point where a Transport & Works Act Order (TWAO) could be submitted by April 2013. The NLE is integral to delivering the Mayors vision for the Vauxhall Nine Elms Battersea Opportunity Area, which will deliver 25,000 new jobs and 16,000 new homes. A design freeze is anticipated by October 2013 in readiness for a large public consultation event to be held in November 2013. The key work areas over the next month are to finalise the NLE operational strategy and power requirements with the aim of removing of the proposed intermediate shaft, ongoing discussion with SP Setia, the new owners of the Battersea Power Station site with regards to integration with their development and worksite requirements, conclusion of an Early Contractor Involvement (ECI) exercise to generate innovative design solutions and reduce construction risk and ongoing work on the Business Case, Environmental Statement and Funding & Financing strategy.

HS2

TfL has been working with HS2 Ltd to improve the design for HS2 to meet the Mayor's concerns. Consequently, analysis is on-going to assess the impact from the significant increase in demand at Euston, as well as developing a proper strategic interchange at Old Oak Common to support economic development, ensuring the HS2 / HS1 link does not adversely impact on London's rail services and pressing HS2 to mitigate the environmental impacts of the route through London.

Crossrail 2

TfL, on the Mayor's behalf is reviewing the route for Crossrail 2, also known as the Chelsea Hackney Line, following a request from the Secretary of State for Transport who asked the Mayor to review the route in 2009. A safeguarded alignment for Crossrail 2 already exists, but TfL is considering if this alignment remains fit for purpose, given the scale of London's growth, as well as changes to the transport network that have taken place since it was first proposed in 1989.

The TfL review has considered a long-list of potential alignments, as well as a package of alternatives, in order to confirm if such a new line is needed. This initial review concluded that Crossrail 2 is definitely necessary to underpin London's future growth and continued economic success. TfL is now focussed on a shortlist of potential alignments, which are being reviewed in some detail and which will be reported to the Mayor towards the end of this year. This will allow a preferred option to be confirmed, ahead of updating the safeguarding in 2013 / 14, prior to the scheme being further developed ahead of anticipated delivery in the 2020s.

Silvertown Tunnel

TfL is developing proposals for the proposed Silvertown tunnel and a new ferry at Gallions Reach for public consultation in late October/early November this year. An earlier consultation in February was very supportive of the proposals but some stakeholders wanted a fixed link (bridge) at Gallions Reach. This will be addressed in the forthcoming consultation. Further engineering, traffic modelling, environmental assessment is continuing. The current plan is to operate a new ferry by 2017 and a new tunnel at Silvertown by 2021. A paper on river crossings appears as a separate item elsewhere on the agenda.

Aviation

Aviation brings great benefits to London and Londoners, but at a significant cost. London's airports are the most capacity constrained in the world, and demand continues to grow. The Government has yet to put forward a clear strategy for what it will do in the future. Therefore, TfL is currently preparing two publications. The first is the Mayor's response to the Government's draft aviation policy framework which will be published in advance of the October 31st deadline. The second is the next report in the Mayor's new airport for London series. This report – part 3 – is to be published later this year, and will explore a number of location options for a new hub airport, and possible delivery models.

Other

Mayoral Decisions relating to TfL

TfL Sponsorship of the Greenwich University Technical College (Mayoral Decision 1015)

The Mayor has delegated his statutory power to sponsor academy schools to TfL to allow TfL to become a sponsoring member of Greenwich University Technical

College (UTC). Greenwich UTC is the fifth Mayoral Academy under the Mayor's Academies Programme.

The Principal Sponsor of the UTC is Lewisham College and the other co-sponsors are London Borough of Greenwich, the University of Greenwich, Wates Construction and TfL.

The UTC, which is expected to open in September 2013, will serve 300 students aged 14-16 and 300 post 16 places. In addition to basic GCSE subjects, the UTC will specialise in engineering and construction, with underpinning themes of transport and new green technologies. TfL was invited to become a co-sponsor of the UTC in light of the school's specialism and TfL's expertise in these areas. TfL will primarily support the school by assisting in the development and review of the engineering curriculum, and by providing Science, Technology, Engineering and Mathematics Ambassadors, being TfL employees who will lecture and provide support on an ad hoc basis of approximately four full days each per year.

TfL will not provide any finance assistance to the company in its role as sponsor, other than providing in-kind support such as technical expertise and staff time.

Free Travel for London Media Centre accredited media during the Olympic and Paralympic Games Period (Mayoral Decision 1036)

The Mayor made a formal fares direction to enable TfL to provide a limited amount of free travel by means of £90 preloaded Pay as You Go Oyster cards to media accredited with the London Media Centre (LMC) but not accredited with LOCOG. The cards were valid during the Games period to enable the media to cover the Games. Ten thousand cards were provided to the LMC and up to a further one thousand were available if required. 6000 Oyster cards were collected by media from a total of more than 8500 media who registered for the LMC

All unused Oyster cards were returned to TfL and all of the cards issued became non-operational at the end of the Games. TfL has set aside £1,004,000 but the actual cost is expected to be less than £600,000.

Further details on both Mayoral Decisions can be found at <http://www.london.gov.uk/who-runs-london/mayor/mayoral-decisions>

New Board Members

TfL would like to welcome the appointment of Sir John Armitt, Richard Barnes, Roger Burnley and Michael Liebreich to the TfL Board, and looks forward to working with them to capitalise on the great achievements of the Games and to further improve our services to customers, keeping London moving, working and growing and making life in London better.

List of appendices to this report:

Appendix 1: TfL Complaints Report 2011/12

List of Background Papers:

None

Peter Hendy

Commissioner

Transport for London

September 2012

TfL Complaints Report

2011/12



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Introduction

We are committed to publishing our complaints data every quarter in a similar format to that required of train operating companies (TOCs) under their franchise agreements. This report provides data for the full financial year 2011/12.

We view complaints as an opportunity to learn from our customers and improve the services we deliver. Complaints data is used proactively by the management teams of all of our services and we look for emerging key themes.

Current themes

London Underground carries more than 1.1 billion passengers a year. It has record customer satisfaction scores and runs more trains more reliably than at any time in its history. It also has a low level of complaints – 2.27 complaints per 100,000 journeys – when set against other transport operators. Delayed journeys make up the highest proportion.

More than six million journeys a day are made on London's buses. The service continues to beat targets for reliability and scores highly for customer satisfaction. Passenger experience has also been greatly enhanced with real-time information available from all 19,000 stops via the web and SMS. There are 2.22 complaints per 100,000 passenger journeys.

On London Overground passenger satisfaction has risen dramatically since TfL took responsibility for it four years ago. It has the lowest ratio of complaints per 100,000 passenger journeys of any of the TOCs. Details of the last year's industry-wide figures are included in Appendix A.

The Docklands Light Railway (DLR) continues to register a consistently low-level of complaints. The majority were about ticket vending machines.

London Tramlink also has very high customer satisfaction scores. The absolute number of complaints has risen above 50 in only one period of the last financial year.

The Auto Pay system for the Congestion Charge is aimed at reducing disputes over payment. As more people sign up, it is anticipated there will be an impact on the rate of complaints.

Barclays Cycle Hire experienced higher complaint volumes initially when the scheme was bedding in. A software upgrade saw the number of complaints falling away significantly by the last quarter.

Customer satisfaction among those using Dial-a-Ride remains high in the face of unprecedented demand after service withdrawals by other door-to-door service providers, outside of TfL's control. A knock-on effect of this reduced overall provision is that complaints relating to booking refusals make up the largest proportion of the type of complaints received.

TfL's complaints rate across the vast majority of its services compares favourably with other transport operators. We aim to maintain this standing and harness the data to address areas for improvement.

Overview of complaints per 100,000 journeys

Complaints per 100,000 journeys	Q1	Q2	Q3	Q4	Average
	Period 1-3	Period 4-6	Period 7-9	Period 10-13	
Barclays Cycle Hire	179.51	166.14	112.51	29.71	121.97
Congestion Charge	8.24	8.42	9.65	9.53	8.96
Dial-a-Ride	148.93	155.79	173.67	136.79	153.79
Docklands Light Railway	2.06	2.19	3.12	2.69	2.51
London Buses	1.94	2.21	2.46	2.27	2.22
London Overground	4.00	3.00	3.00	3.00	3.25
London Underground	3.07	1.95	2.01	2.05	2.27
Oyster	1.33	1.31	1.32	0.57	1.13
River	0.17	0.08	0.36	6.88	1.87
Tramlink	1.88	2.14	1.87	2.23	2.03

Barclays Cycle Hire

Barclays Cycle Hire continues to go from strength to strength, with the number of hires significantly up when compared with the previous year. The final period saw the scheme extended eastwards and a near doubling of hires.

The reduction in complaints from period 8 onwards is in line with a range of software enhancements applied in September 2011. This mainly involved the on-street terminals and corrected a number of issues related to incorrect billing. Real-time data relaying the availability of bikes and docking points also dramatically improved. Further enhancements include a continued focus on bike redistribution and improvements to the contact centre.

In October 2011 TfL held online meet the manager sessions. We were able to take away suggestions and reassure customers that their ideas for improvements were being acted upon.

Barclays Cycle Hire

Barclays Cycle Hire journeys and complaints by period													
Period	1	2	3	4	5	6	7	8	9	10	11	12	13
Journeys	673,639	664,267	569,476	639,776	632,967	577,517	683,916	577,704	520,508	327,806	471,230	486,910	753,468
Complaints	848	1,345	1,231	749	1,390	1,146	1,142	665	401	149	126	269	265

Top complaint reasons by period (%)													
Period	1	2	3	4	5	6	7	8	9	10	11	12	13
Disputed charge	13.3	11.2	21.9	32.4	25.6	38.0	48.4	33.8	20.9	28.2	11.9	7.4	8.7
Docking station	25.1	20.6	21.6	20.8	23.3	15.4	13.0	14.1	9.7	10.1	11.9	7.4	15.1
Access key related	10.4	5.9	9.9	8.5	7.8	3.2	7.4	15.0	8.2	4.7	7.1	2.6	4.5
Cycle	10.3	10.6	7.9	6.4	5.2	4.3	3.9	3.3	4.2	4.0	7.1	4.5	2.3
Docking point	5.3	6.2	2.8	5.1	3.3	4.1	5.6	3.2	6.0	4.0	9.5	4.8	3.4
Refund	8.5	2.3	6.3	2.1	5.0	4.6	3.6	3.5	3.0	6.0	4.0	0.7	2.3
Financial/other	3.7	2.8	3.2	4.0	2.3	3.8	2.7	2.3	2.2	4.0	11.1	3.7	4.2
Contact centre	3.8	3.5	5.3	4.4	2.4	1.6	1.4	3.3	3.2	1.3	6.3	1.9	3.4
Refund delayed	0.5	1.9	4.7	3.7	1.4	2.2	1.1	2.9	5.5	4.0	0.0	3.7	1.9
Other	19.2	35.0	16.4	12.4	23.7	22.9	13.0	18.6	36.9	33.6	31.0	63.2	54.3

Congestion Charge

Results from the 2011 Congestion Charging customer satisfaction survey show an improvement when compared with previous evaluations. Overall satisfaction was 82 (up five points from when the survey last took place in May 2011). Satisfaction with the quality of the Congestion Charge Auto Pay service remained high with an average score of 87. Congestion Charging Auto Pay registrations are continuing at a steady rate, averaging 1,100 a week, with total registrations hitting 200,000 in April 2012. The Auto Pay facility makes it easier for customers to pay the Charge and reduces the likelihood of payment disputes.

Just under a quarter of the Congestion charging customer complaints during 2011/2012 related to enforcement operations with the majority of those concerning the decision to issue a penalty charge notice. The next highest category covered complaints about the Blue Badge/Disabled discount. We try to make it as easy as possible for disabled customers to carry out transactions and access discounts they are entitled to. Blue Badge holders from the whole of the UK are exempt from the Congestion Charge once registered and enjoy the flexibility of being able to nominate two vehicles, which can be changed on the day of travel. In addition, people with hearing loss have the option of paying the Charge using a text phone service.

Congestion Charge

Congestion Charge journeys and complaints by period													
Period	1	2	3	4	5	6	7	8	9	10	11	12	13
Journeys	1,390,690	1,480,934	1,463,294	1,535,747	1,426,266	1,407,443	1,509,936	1,497,389	1,531,955	1,025,125	1,447,393	1,449,238	1,448,009
Complaints	123	139	95	118	130	120	150	148	140	127	108	103	174

Top complaint reasons by period (%)													
Period	1	2	3	4	5	6	7	8	9	10	11	12	13
Blue Badge / Disabled Discount	17.1	13.7	26.3	20.3	17.7	16.7	17.3	18.2	28.6	15.7	18.5	13.6	9.2
Congestion Charge Auto Pay	0.0	0.0	1.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	16.1
Complaint - Stage 2	2.4	0.7	0.0	0.0	0.0	2.5	1.3	0.0	0.7	0.0	0.9	1.9	0.0
Contact Centre Operation/staff	6.5	11.5	14.7	13.6	16.2	12.5	16.0	19.6	9.3	12.6	15.7	14.6	8.0
Data Protection/information	1.6	1.4	3.2	5.9	3.8	0.8	3.3	1.4	0.7	0.0	0.9	0.0	0.6
Enforcement Operations	26.0	24.5	25.3	16.1	27.7	28.3	15.3	20.3	24.3	21.3	31.5	29.1	27.0
Low Emission Zone scheme	2.4	1.4	1.1	5.1	3.1	5.8	5.3	1.4	0.0	8.7	7.4	2.9	2.9
Other discounts	9.8	9.4	8.4	10.2	7.7	8.3	14.0	19.6	12.1	9.4	7.4	13.6	13.2
Residents discount	17.9	15.1	5.3	6.8	13.8	7.5	9.3	8.1	10.7	12.6	13.9	17.5	18.4
Other	16.3	22.3	14.7	22.0	10.0	17.5	18.0	11.5	13.6	19.7	3.7	6.8	4.6

Dial-a-Ride

In the last financial year 1.4 million trips were made using the free Dial-a-Ride service, 2.3 per cent higher than the previous year. This was achieved through a further increase in driver shift productivity of 3.5 per cent over the full year. Improvement has been driven from improved scheduling and better coordination of journeys. The full year customer satisfaction score was 91.

Customer satisfaction was adversely affected by the continued increase in service demand, largely a result of changes to Taxicard and reductions in, and withdrawal from, non-statutory door-to-door transport services by other organisations.

Dial-a-Ride is constantly looking to drive further efficiencies in scheduling to make the best use of existing finite resources. To tackle the structural challenge of ever increasing demand, a travel mentoring scheme exists to give customers the confidence to use public transport as a feasible way of getting from A to B.

Dial-a-Ride

Dial-a-Ride journeys and complaints by period													
Period	1	2	3	4	5	6	7	8	9	10	11	12	13
Journeys	104,143	109,740	107,749	111,442	103,357	102,287	109,354	110,289	110,874	80,674	108,414	104,485	112,891
Complaints	245	328	309	349	288	262	298	319	340	163	287	272	250

Top complaint reasons by period (%)													
Period	1	2	3	4	5	6	7	8	9	10	11	12	13
Refusals	15.1	14.0	14.2	11.2	18.4	15.3	19.8	24.5	26.8	17.2	22.3	18.4	22.0
Driver conduct	9.0	9.1	6.1	7.7	10.4	9.9	9.4	10.0	10.0	9.2	10.1	12.1	10.0
Vehicle non-arrival	5.3	3.7	6.5	6.3	4.5	6.1	8.7	7.8	8.2	13.5	6.6	9.6	11.2
Vehicle early/late arrival	3.7	4.3	7.4	3.7	3.1	1.9	4.7	5.6	6.5	8.0	7.7	9.9	8.4
Regular booking issues	4.9	5.8	7.8	6.6	4.5	3.4	7.0	4.4	0.3	0.6	0.3	0.0	0.8
Miscellaneous booking issues	5.3	4.0	5.5	8.3	4.5	4.6	5.4	5.3	1.5	1.8	4.5	2.6	2.0
Contractor journey issues	3.3	5.2	3.2	4.3	4.2	5.7	0.7	2.8	2.1	3.7	2.8	2.6	2.0
Miscellaneous journey issues	2.4	6.1	3.6	5.2	4.9	3.1	4.0	2.2	2.4	1.2	0.3	2.6	1.2
Miscellaneous/policy issues	2.9	2.1	1.6	3.2	2.4	0.8	0.0	0.0	0.0	0.6	0.0	1.1	1.6
Other	48.2	45.7	44.0	43.6	43.1	49.2	40.3	37.3	42.4	44.2	45.3	41.2	40.8

Docklands Light Railway

The DLR full year customer satisfaction score was 83.

Complaint volumes are low at around two per 100,000 passenger journeys, and apart from ticket vending machine (TVM) issues, no other category saw over 60 complaints in a single period.

The complaints relating to TVMs centred around two particular areas – change giving and Oyster top up.

When customers are unable to access change they receive a voucher which we honour in return for cash. To reduce instances of this nature, we are managing our contractors to ensure they focus on making sure change is available from machines. A task force has been set up to deal with this.

The main issues with Oyster top up were caused by problems with the IT network which are being addressed by the TVM manufacturer. We have also changed the on-screen displays to give better instructions to passengers on how to top up their Oyster cards, particularly the way the reader is touched to validate the top-up.

Docklands Light Railway

Docklands Light Railway journeys and complaints by period													
Period	1	2	3	4	5	6	7	8	9	10	11	12	13
Journeys	6,416,068	6,325,182	6,085,968	6,413,035	6,173,274	6,469,513	7,480,866	7,287,185	7,105,512	5,238,675	6,898,260	7,000,412	7,286,124
Complaints	111	144	149	122	92	234	242	219	244	184	161	216	220

Top complaint reasons by period (%)													
Period	1	2	3	4	5	6	7	8	9	10	11	12	13
Ticket vending machines	61.3	61.8	58.4	63.1	52.2	53.0	54.1	79.0	65.2	84.2	67.7	49.5	73.2
Penalty fares issued	0.0	2.8	7.4	5.7	30.4	2.1	2.1	1.4	1.6	1.6	0.6	0.9	0.5
Unplanned disruption	2.7	1.4	1.3	0.8	2.2	2.6	2.5	2.3	2.9	1.1	9.3	6.5	5.5
Announcements	0.0	0.0	4.0	0.0	0.0	0.0	0.4	0.9	0.8	1.1	0.0	1.4	0.0
Replacement buses	0.9	2.8	0.7	3.3	0.0	0.0	0.0	0.5	1.6	1.1	0.0	1.4	0.5
Schedule changes	2.7	0.7	0.7	0.8	2.2	23.5	6.6	3.2	3.3	0.0	0.6	0.9	0.0
Passenger information displays	0.0	0.7	1.3	0.0	0.0	0.4	0.4	0.5	0.4	0.0	0.0	0.5	0.0
Passenger accidents*	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.5	1.2	0.5	1.2	2.3	0.5
Other	31.4	27.9	23.2	22.2	8.0	12.4	26.9	3.9	14.0	0.3	9.5	24.6	7.0

*Data unavailable for collation

London Buses

The overall level of complaints is very low, with around two complaints per 100,000 passenger journeys.

The highest proportion of complaints relate to bus driver behaviour, followed by comments on delays or disruption to services. TfL is working with the bus operators to improve customer service standards. The Big Red Book, issued to all drivers, sets out the standards expected. The Book has recently been revised to provide updated guidance, following feedback from passengers and stakeholders.

All drivers must also complete a BTEC course in their first year of service, demonstrating the core behaviours we expect from all staff. The BTEC is in addition to the basic driver training and the requirement to gain a Certificate of Professional Competence, which involves ongoing training.

Complaints about service reliability and delays totalled 12 per cent of those received over the course of the year. Excess Wait Time, the measure used to assess reliability on the bus network, was consistently better than target on high frequency routes (a positive indicator), registering some of the best figures since records began over 30 years ago. The introduction of iBus technology, which allows operators to know the exact location of every bus in the Capital at a given time, has played a major part in maintaining the high levels of reliability currently being achieved.

London Buses

London Buses journeys and complaints by period													
Period	1	2	3	4	5	6	7	8	9	10	11	12	13
Journeys	183,789,069	186,143,120	181,650,213	186,668,990	161,065,080	173,899,762	193,408,663	185,158,596	189,442,541	151,192,029	181,379,252	179,495,713	191,180,345
Complaints	3,293	3,631	3,787	4,265	3,352	3,893	4,862	4,572	4,565	2,825	4,398	4,303	4,419

Top complaint reasons by period (%)															
Period			1	2	3	4	5	6	7	8	9	10	11	12	13
Bus	Driver/operator	Driver - Attitude/rude behaved	21.5	24.3	23.3	20.1	22.1	19.5	20.8	19.3	20.4	20.4	18.4	16.7	18.5
Bus	Driver/operator	Driver - Failure to stop/not picking up	15.4	14.4	16.4	15.8	17.8	16.5	17.7	17.4	17.0	17.9	17.6	18.3	18.4
Bus	Driver/operator	Driver - Poor/dangerous driving	10.0	9.7	9.3	9.4	9.2	10.2	8.1	8.4	8.7	7.8	7.9	9.5	9.2
Bus	Service	Timetable - Frequency/gaps in service	5.1	7.2	5.7	6.6	4.1	6.9	8.5	9.6	10.0	8.1	7.6	4.9	4.7
Bus	Delayed journey	Delays - Reliability of service	2.8	3.3	2.9	4.2	2.6	4.0	5.6	4.8	5.1	4.1	7.8	9.0	6.6
Bus	Delayed journey	Delays - Curtailment	3.0	4.1	3.9	4.1	1.9	2.9	3.6	4.4	4.2	3.2	3.8	3.4	4.0
Bus	Driver/operator	Driver - Fares issue	3.5	3.2	2.9	4.2	4.0	4.0	3.8	3.0	2.7	3.9	3.3	4.4	4.3
Bus	Policy	Policy - Operational set up	2.6	1.7	2.3	2.3	2.3	2.4	1.8	2.4	3.0	2.4	2.3	2.0	2.1
Bus	Accident	Accident - Injury on bus claim	2.5	2.8	1.7	2.6	2.3	2.0	2.1	2.1	1.2	1.4	1.7	1.6	1.5
Bus	Accident	Accident - Damage to vehicle claim	2.8	2.6	2.4	2.3	2.0	2.1	1.6	1.9	1.2	2.1	1.1	1.7	1.9
Bus	Other	Other	31.0	26.5	29.2	28.4	31.6	29.5	26.4	26.8	26.5	28.7	28.4	28.5	28.9

London Overground

The latest results from the National Passenger Survey, covering the period from 28 January to 30 March 2012 confirmed London Overground's position as one of the best performing railways in the UK with a 90 per cent approval rating, compared to an 82 per cent average across operators in London and the South East.

When TfL took over the service four years ago it was used by 600,000 passengers a week. This has now grown to around two million. This has been driven by a range of improvements and investment, delivering frequent and reliable services, new and more spacious trains, safer and well-staffed stations and a better-integrated ticketing system.

The full year average of three complaints per 100,000 passenger journeys is the best performance of any train operating company, with the closest competitor scoring 10 complaints per 100,000 passenger journeys in the Office of Rail Regulation (ORR) rankings.

London Overground

London Overground journeys and complaints by period													
Period	1	2	3	4	5	6	7	8	9	10	11	12	13
Journeys	5,082,155	5,189,138	5,537,421	5,814,417	5,547,558	5,635,969	6,454,907	6,762,197	7,458,065	5,766,607	6,647,063	6,606,239	6,675,421
Complaints	230	275	228	305	284	209	402	236	251	200	316	247	236

Top complaint reasons by period (%)													
Period	1	2	3	4	5	6	7	8	9	10	11	12	13
Safety and security	5.2	5.1	7.9	1.6	6.3	6.7	3.2	3.8	2.8	2.8	4.0	5.8	5.5
Accessibility issues	0.9	0.4	0.4	0.0	0.0	0.0	0.0	1.3	0.0	1.4	0.3	0.8	0.8
Train service performance	33.5	32.0	28.9	62.0	36.3	28.2	58.0	32.2	43.1	27.0	43.2	31.1	18.0
Staff conduct and availability	6.1	10.2	6.6	5.6	4.6	8.6	6.5	13.6	8.3	12.3	8.7	5.4	7.4
Quality on train	3.5	2.9	2.2	2.3	5.6	1.4	2.0	6.8	4.7	1.4	3.4	5.8	6.3
Station quality	10.0	15.6	7.9	4.3	7.0	13.4	9.2	9.3	4.0	2.4	2.2	4.7	10.2
Fares, retailing	22.6	22.9	28.1	15.4	27.1	33.0	13.7	25.0	27.3	38.4	29.5	33.5	27.7
Information at stations and on train	15.2	8.0	11.0	5.2	9.9	6.7	4.7	6.4	4.7	5.2	5.0	7.4	12.9
Timetabling and connection issues	0.9	1.8	5.7	2.0	0.4	1.4	1.2	0.4	2.0	1.4	0.9	1.2	2.7
Other	2.2	1.1	1.3	1.6	2.8	0.5	1.5	1.3	3.2	7.6	2.8	4.3	8.6

London Underground

In its customer satisfaction survey, London Underground scored 80 for the financial year 2011/12, the highest since records began and in quarter 4 the figure was 81. The number of complaints was 2.27 per 100,000 journeys for the full year.

The largest proportion of complaints on the Tube relate to delayed journeys. A programme has been established to focus efforts on improving reliability across the network. Service performance for the 2011/12 year was the best in the history of the Underground. The year saw new records set for the number of passengers carried, the distance covered by our rolling stock and for the number of trains that ran to the scheduled timetable.

London Underground is carrying out an upgrade of passenger operated ticket machines, including making changes to the design of the touchscreens to make it easier and quicker for customers to get the ticket they need. This is intended to reduce the number of complaints relating to fares and ticketing issues.

London Underground

London Underground journeys and complaints by period													
Period	1	2	3	4	5	6	7	8	9	10	11	12	13
Journeys	75,910,927	84,341,056	87,193,110	93,250,644	85,775,166	81,845,674	93,180,930	95,689,208	97,132,669	72,155,432	89,342,913	90,827,153	92,296,831
Complaints	1,853	3,096	2,656	1,967	1,563	1,557	2,149	1,798	1,799	1,379	2,002	2,314	1,375

Top complaint reasons by period															
Period			1	2	3	4	5	6	7	8	9	10	11	12	13
LUL	Delayed journey	Delayed journey	29.4	16.1	10.3	22.3	15.4	24.5	25.7	25.5	23.0	16.8	25.5	36.4	17.4
LUL	Claims	Credit/debit card - double charge	7.7	5.6	5.6	7.5	10.9	9.2	9.5	9.0	10.8	8.1	6.7	5.5	7.6
LUL	Staff - station	Station staff	7.1	3.6	5.1	7.1	8.3	8.2	6.0	7.1	8.0	7.6	6.6	4.9	8.4
LUL	Claims	Ticket machine - no ticket issued	5.3	3.4	3.7	6.2	7.9	7.8	5.8	9.7	7.5	10.2	5.9	4.3	5.4
LUL	Fares and ticketing	Fares and ticketing	6.8	2.9	3.2	4.8	6.0	5.3	4.4	6.1	6.3	8.6	5.7	4.8	4.8
LUL	Staff - station	Ticket Office staff	5.2	3.5	3.4	5.0	7.9	5.7	4.3	4.6	5.4	7.0	5.5	4.2	4.1
LUL	Industrial action	Industrial action	0.0	5.9	34.9	0.3	0.0	0.1	0.1	0.1	0.2	1.1	0.3	0.2	0.1
LUL	Engineering works/closures	Engineering works/closures	4.7	2.6	2.9	3.9	2.7	3.5	4.9	3.9	4.3	2.0	0.9	3.7	1.9
LUL	Ticket machine/reader/gate	Ticket machine	4.1	1.9	1.2	4.0	3.5	2.3	1.2	2.6	1.4	3.8	4.8	5.0	5.3
LUL	Accident	Accident - Injury to person	3.2	2.6	1.4	2.1	4.9	2.4	2.3	2.2	2.1	1.7	2.0	1.6	2.1
LUL	Other	Other	26.5	52.0	28.3	36.9	32.6	31.0	35.9	29.3	31.0	33.2	35.9	29.3	42.9

Oyster

TfL continues to improve the transparency of journey histories and fares paid.

Improved self-service options for Oyster customers with online accounts started from 1 March 2012. All eight million Oyster customers are now able to view their journey history in an improved format. Until recently, only approximately half-a-million customers were able to access their data online. The new formats bring enhanced transparency to fares and capping, with daily totals displayed. For the first time, Travelcard journeys are also displayed with customers able to print out a statement for expenses or download the data for further analysis.

The increasing use of automatically refunding maximum fares when customers occasionally forget to touch in or out is also reducing complaint levels.

Period 7 saw the highest volume of complaints for the year. This peak related to the additional demand caused by Zip card reissues when recipients return to school. New processes and systems have been put in place to improve the efficiency of this year's round of applications.

Oyster

Oyster journeys and complaints by period													
Period	1	2	3	4	5	6	7	8	9	10	11	12	13
Journeys	79,865,028	81,350,358	82,132,313	86,244,432	79,517,059	79,452,136	89,754,501	91,215,777	93,596,579	71,020,588	88,678,603	88,633,293	90,603,929
Complaints	3,324	2,974	3,123	3,649	2,142	3,260	4,855	3,017	2,122	1,116	1,391	1,300	1,598

Top complaint reasons by period (%)													
Period	1	2	3	4	5	6	7	8	9	10	11	12	13
Entry Exit	40.8	44.3	37.0	45.0	35.2	39.1	33.5	41.0	41.6	37.5	31.6	26.0	39.4
Statement request	25.5	18.1	27.1	23.0	27.3	22.5	12.1	14.9	14.1	8.8	19.7	23.5	4.3
General ticketing info	9.4	9.7	10.5	9.2	11.5	13.5	26.9	17.3	14.8	21.1	16.2	17.8	17.0
Refunds (excluding entry exit)	11.8	13.4	11.2	9.9	13.4	11.5	13.5	14.3	15.4	18.8	17.0	17.1	20.0
Website (technical)	6.8	7.3	7.8	6.7	6.3	8.3	9.2	7.0	7.6	5.7	6.9	7.1	9.6
Auto top-up	2.6	3.5	3.4	3.2	2.5	2.5	1.8	2.1	2.5	2.5	2.9	2.4	2.8
Lost and stolen	1.4	0.9	0.6	1.0	1.1	1.0	1.1	0.9	1.1	2.1	1.5	1.6	1.6
Staff issue	0.7	1.0	0.9	0.6	1.1	0.7	0.8	1.1	1.2	2.0	3.2	2.2	1.9
Failed card	0.8	0.6	0.7	1.2	1.0	0.9	0.9	1.2	1.5	1.5	0.6	1.8	2.4
Website (non-technical)	0.2	1.3	0.7	0.1	0.7	0.1	0.2	0.2	0.0	0.0	0.4	0.6	1.0
School party	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.1	0.0	0.0	0.1	0.0	0.0
Other	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

River Services

Given the extremely low volume of complaints received over the year, a top 10 breakdown of complaints is not appropriate.

The main driver of the spike in complaints in period 10 was the operator of the Blackfriars to Putney commuter service publicly announcing their decision to withdraw the service at the end of December 2011. On 24 May, TfL announced the appointment of KPMG Thames Clippers to be the new operator of the Putney to Blackfriars route. Thames Clippers will significantly enhance the existing River Bus service by two-thirds on weekdays on modern, fully accessible catamarans. In addition, the Thames Clipper River Bus will now stop at more piers, including St George's Wharf in Vauxhall, and provide easy interchange to River Bus services operating in the east to Woolwich Arsenal. Passengers will also benefit from the introduction of Oyster to the route, as Thames Clippers accept pay as you go and offer a reduced fare to passengers with Travelcards.

In Period 12 the cause of a number of complaints was when Southwark Council announced the possible closure of Greenland Pier (which it then owned) on the Thames Clippers commuter route, unless a buyer could be found. A private buyer was subsequently found and the pier remains open.

River Services

River Services journeys and complaints by period													
Period	1	2	3	4	5	6	7	8	9	10	11	12	13
Journeys	453,100	336,500	382,300	460,700	500,400	363,800	331,600	288,800	205,400	164,500	157,400	213,400	278,400
Complaints	0	0	2	1	0	0	1	1	1	29	0	25	2

Tramlink

The full year customer satisfaction score for Tramlink was 86. There was a fall in Q3 to 83 but after an action plan was implemented the final quarter of the year saw a score of 87. New trams were introduced in March 2012 on the Wimbledon to New Addington branch, which it is hoped will further enhance customers' perception of Tramlink.

In the full year, 99 per cent of scheduled services operated, one per cent over target, but reduced by 0.2 per cent from that achieved last year, mainly because of the civil disturbances in August 2011.

The main theme for Tramlink complaints relates to ticketing issues, but this has to be viewed in context with the relatively low volumes.

Tramlink

Tramlink journeys and complaints by period													
Period	1	2	3	4	5	6	7	8	9	10	11	12	13
Journeys	2,100,000	2,200,000	2,200,000	2,300,000	1,900,000	2,100,000	2,400,000	2,300,000	2,400,000	1,900,000	2,200,000	2,000,000	2,300,000
Complaints	48	34	40	43	42	50	44	44	45	36	39	68	44

Top complaint reasons by period (%)													
Period	1	2	3	4	5	6	7	8	9	10	11	12	13
General	8.3	2.9	22.5	23.3	7.1	12.0	27.3	11.4	22.2	2.8	5.1	10.3	6.8
Ticketing	8.3	20.6	10.0	11.6	11.9	6.0	6.8	20.5	8.9	13.9	12.8	5.9	9.1
Staff complaints	6.3	14.7	5.0	4.7	9.5	12.0	9.1	9.1	11.1	16.7	2.6	8.8	13.6
Infrastructure	4.2	0.0	7.5	7.0	4.8	4.0	11.4	4.5	8.9	13.9	12.8	8.8	2.3
Service quality	8.3	0.0	2.5	14.0	4.8	12.0	4.5	6.8	0.0	5.6	5.1	5.9	15.9
Accident	4.2	5.9	2.5	9.3	2.4	6.0	4.5	4.5	13.3	5.6	5.1	0.0	4.5
Crime and vandalism	6.3	0.0	2.5	2.3	2.4	2.0	0.0	2.3	2.2	2.8	10.3	2.9	2.3
Cleaning	4.2	0.0	2.5	0.0	4.8	0.0	0.0	4.5	0.0	0.0	0.0	2.9	9.1
Timetable	8.3	2.9	22.5	23.3	7.1	12.0	27.3	11.4	22.2	2.8	5.1	10.3	6.8
Other	50.0	55.9	45.0	27.9	52.4	46.0	36.4	36.4	33.3	38.9	46.2	54.4	36.4

Train operating company data

Complaints per 100,000 passenger journeys, Great Britain				
Train operating company	2011-12 Quarter 1 (P)	2011-12 Quarter 2 (P)	2011-12 Quarter 3 (P)	2011-12 Quarter 4 (P)
Arriva Trains Wales	37	34	29	35
c2c	6	9	13	13
Chiltern Railways	38	51	58	50
Cross Country	86	80	85	59
East Coast	221	372	335	378
East Midlands Trains	70	71	86	75
First Capital Connect (R)	24	25	28	27
First Great Western	71	83	82	73
First Scotrail	41	38	41	42
First TransPennine Express	60	68	80	71
London Midland	97	66	85	74
London Overground (R)	4	3	3	3
Merseyrail	8	10	13	16
National Express East Anglia	18	30	42	35
Northern	24	25	28	24
Southeastern	13	13	13	13
Southern (R)	95	21	9	5
South West Trains	14	9	10	10
Virgin Trains (R)	240	267	255	269

Complaints by category				
Percentage of complaints made to TOCs - Great Britain	2011-12 Quarter 1 (P)	2011-12 Quarter 2 (P)	2011-12 Quarter 3 (P)	2011-12 Quarter 4 (P)
Accessibility issues	1	1	1	1
Complaints handling	6	7	7	9
Fares, retailing and refunds	20	17	16	15
Information at stations and on trains	5	5	6	5
National Rail Enquiry Service	0	0	0	0
Praise comments	1	2	2	2
Quality on train	3	4	3	3
Safety and security	12	14	15	14
Staff conduct and availability	2	1	1	1
Station quality	6	8	7	6
Timetable and connection issues	3	3	3	3
Train service performance	1	1	1	1

Data supplied by the Office of Rail Regulation. '(P)' Data is provisional for the latest year, as complaints data can be revised by train operating companies.