

**TRANSPORT FOR LONDON**

**RAIL AND UNDERGROUND PANEL**

**SUBJECT: MANAGING DIRECTOR'S REPORT – LONDON UNDERGROUND**

**DATE: 10 JULY 2009**

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**1 PURPOSE**

- 1.1 The purpose of this report is to describe London Underground's performance over the first two periods of 2009/10 (1 April to 30 May) and to provide updates on the status and latest progress of London Underground's strategic workstreams, major investment projects and items of special interest.
- 1.2 Members are asked to note the report.

**2 PERFORMANCE**

- 2.1 A summary of key performance indicators and graphs showing trends over the last year is provided on pages 7 to 9.

**Train Service**

- 2.2 Performance continued to better target in the first two periods of 2009/10, with 97.3 per cent of scheduled kilometres operated. This was despite the loss of two days' service on the Victoria line as a consequence of industrial action by the RMT union on 22 April and 21 May, which reduced the network result by 0.3 per cent.
- 2.3 All other lines apart from the Waterloo & City have met their targets. This line suffered two lengthy service suspensions as Bank station was closed at police request on 1 and 2 April in reaction to the G20 protests and the line has also been suspended on several occasions due to points failures.
- 2.4 A revised Piccadilly line timetable commenced on 17 May, introducing an additional train into the peak service. There were no significant incidents in the first two weeks of operation with the line achieving over 99 per cent of its scheduled service level.
- 2.5 The additional opportunities for planned engineering work afforded by the Easter weekend and the two May Bank Holidays have resulted in a reduction in schedules of almost 0.9 million kilometres. While this was a little higher than assumed in the budget, its effect in terms of service volume has been more than compensated by the good service performance described above.

**Journey Time**

- 2.6 Excess journey time performance has continued to improve and has averaged

6.22 minutes to date, 0.56 minutes inside this year's target of 6.78 minutes. The trains' element is the principal contributor to the improvement, reflecting the high level of reliability achieved. This has been partly offset by closures excess caused by the extensive engineering work undertaken over a period that included the Easter weekend and the two May Bank Holidays. The two days of industrial action on the Victoria line added 0.12 minutes to excess journey time at the network level.

### **Passenger Journeys**

- 2.7 Passenger journeys to date have been 3.2 million (1.8 per cent) below budget. Comparison with the first two periods of 2008/09 is complicated by the differing period lengths and timing of Easter. However, comparison over the 13 weeks of March-May 2009 with the equivalent weeks in 2008 indicates a year on year reduction of some four per cent.

### **Safety and Security**

- 2.8 There have been 20 reported major injuries to customers to date giving a year to date rate of 0.12 major injuries per million passenger journeys which is within the target. Falls on stairs or escalators remain the most common cause, accounting for 15 of the 20 incidents.
- 2.9 British Transport Police statistics for 2008/09 showed that crime continued to drop on the Underground and Docklands Light Railway networks. The number of robberies fell by 29 per cent compared with the previous year, taking the total reduction since 2005/06 to 73 per cent, despite passenger numbers rising by almost 13 per cent over the same period. Pick pocketing and vandalism also went down, as did violent crimes and public disorder offences. This meant that there were 13 crimes for every million passenger journeys, a rate which has continued into the beginning of 2009/10.

### **RMT Industrial Action**

- 2.10 The 48-hour industrial action by RMT members from 18:59 on 9 June occurred in period 3 and its effects are not therefore reflected in the performance statistics presented in this report.
- 2.11 Services began to be affected from the afternoon of Tuesday 9 June but it was the following two days that were hardest hit. Disruption varied significantly by line. The Northern and Jubilee lines were both able to provide a service over their full length, albeit with fewer trains than usual. In contrast, the Circle and Waterloo & City lines remained suspended throughout 10/11 June, while all other lines offered greatly reduced services over some sections. It is estimated that in 33 per cent of the normal service volume was operated over these two days.
- 2.12 In order to assist customers affected by the strike, TfL boosted bus and river services and provided escorted commuter cycle rides and more central London cycle parking. Oyster Pay As You Go was accepted on all National Rail services within Greater London and during the morning peaks, taxi drivers operated a marshalled, fixed-fare shared taxi service for central London

destinations at six major London rail termini: Waterloo, Liverpool St, London Bridge, Marylebone, Paddington and Euston. On 10 and 11 June, TfL staff were on hand across the bus network and at Underground stations to offer travel advice and to distribute walking maps in central London.

- 2.13 The revenue of LU was impacted by the redistribution of travelcard income and payment to the Train Operating Companies for acceptance of Oyster Pay As You Go.

### **3 LINE UPGRADES**

#### **Jubilee Line**

- 3.1 LU has agreed to provide additional closures in order to enable Tube Lines to complete the upgrade of the Jubilee line by the end of December 2009. Weekend closures on the line were already scheduled for the remainder of the year, and the timing of some of these has changed to accommodate the additional closures, several of which will also affect the Metropolitan line south of Harrow-on-the-Hill.
- 3.2 A series of replacement bus services will cover sections of the line during the closures. For the O<sub>2</sub> at North Greenwich, there is a replacement bus service from Stratford calling at intermediate stations and a frequent boat shuttle service from the DLR at East India before and after events which commenced in mid-June.
- 3.3 The extra closures are needed to enable Tube Lines to complete the installation and testing of the new signalling system in the Neasden area, which is the most technically complex area on the entire line. They will also provide opportunities to carry out advanced train testing across the line which cannot be undertaken satisfactorily during the four engineering hours that are available at night.
- 3.4 Tube Lines commenced multi-train testing during the weekend closure of 16/17 May with two trains operating between North Greenwich and London Bridge. Further multi-train testing took place in the same area with four trains during the closure of 25 May. Testing must advance significantly to achieve the mid August completion date for the southern section of the railway.

#### **Sub Surface Railway**

- 3.5 The first of the new air conditioned S-Stock trains continues to undergo testing at the Old Dalby test track in the Midlands.
- 3.6 Signalling immunisation at the north end of the Metropolitan line has progressed with works at Harrow and Rickmansworth commissioned during April and May. Installation of Extra Low Loss Composite Conductor Rail has also continued with the six kilometre phase 1 installation at Watford to Croxley completed in June.

### **Victoria Line**

- 3.7 The first new train in traffic with passengers remains scheduled for 21 July. Activities on the critical path to facilitate operation in traffic hours are train modifications and signal testing. A successful six-train squadron test (two 2009 stock and four 1967 stock running in varying sequences) took place over the weekend of 13/14 June during a full line closure. The first production train (T3) delivery to London is now expected in early October.

### **Northern Line**

- 3.8 Tube Lines has confirmed that it is its intention to introduce the first section of Transmission Based Train Control (TBTC) on the High Barnet to Highgate section of the line. It will then revert to a south to north sequence once this first section is complete. Tube Lines has agreed a revised programme with its contractor that reflects this revised build sequence and shows the first section will be delivered in January 2011 with line completion by 31 December 2011. This is a very condensed programme compared to their original plan and will require the swift realisation of lessons learned from the Jubilee line upgrade.

### **Piccadilly Line**

- 3.9 The submission date for returned tenders for the new rolling stock fleet is 3 August and selection of a preferred supplier is expected to take place by December.

## **4 PROJECTS**

### **Tottenham Court Road Station**

- 4.1 The tower crane is now operational and materials are being lifted through the Astoria roof. The station entrance closure procedure was successfully implemented for the first time on 26 May allowing the crane to operate over the entrance during off-peak hours. Work continues with key stakeholders including Surface Transport on a proposed traffic management scheme for the Oxford Street utility works.

### **Thameslink**

- 4.2 There continues to be a minimal level of activity by Network Rail (NR) at any of the three key sites – Blackfriars, Farringdon and Borough Viaduct – while they are resolving commercial and contractual issues with works contractors and pending further agreement being reached with LU to continue works.
- 4.3 The track protection shield at Blackfriars was completed during the long Easter weekend possession and the station is now segregated from the operational railway. Demolition of 167-179 Queen Victoria Street has progressed to second floor level and the soft strip of the station is well advanced.

- 4.4 NR had three weekend possessions at Farringdon during June. The possession on 6/7 June was used to undertake remedial and completion works on the new footbridges while the other two possessions were being used for installation of the temporary Permanent Way accommodation on Vine Street Bridge and erection of the crash deck for the demolition of the Cowcross Street premises, although there are still some planning issues to be resolved with the London Borough of Islington before demolition can take place.
- 4.5 Implementation of Borough Viaduct works is unlikely before early 2010. The DfT has requested NR to look at options for reducing the cost of the London Bridge Masterplan/Key Output 2 works. Any of the options will have significant implications for LU and discussions are taking place with NR on the projected passenger demand forecasts.

### **Connect**

- 4.6 Radio Phase 2 go-live on the Sub Surface and Piccadilly lines has been brought forward to late July. For the Network Rail managed sections at Richmond and Wimbledon, the target remains at December 2009.
- 4.7 Introduction of new video facilities is ahead of target with 50 out of the original 100 SSR and BCV stations cut over early to the new fibre optic system. JNP stations have also been implemented earlier than expected with installation and commissioning of the first 20 completed six weeks ahead of the project milestone date.

## **5 OTHER ITEMS**

### **Accessibility and Inclusion**

- 5.1 Platform humps have been installed on the southbound Victoria line platform at King's Cross, taking advantage of a weekend closure of the line to carry out the work. This follows a similar installation on the northbound platform in March.

### **Oyster and Ticketing**

- 5.2 The mandatory £3 Oyster deposit went live from 17 May, resulting in a 35 per cent drop in new issued Oyster cards. There were 2,657 refunds on the £3 deposit in the second week, but this should be seen against a reduction of 15,467 transactions in weekly tickets resulting from fewer new issues and top ups at ticket offices.

## **Olympics**

- 5.3 Train service model runs for the 2012 Olympic and Paralympic Games have now been completed for each day of competition. The next phase of analysis will identify opportunities to strengthen the service in some areas to increase capacity to meet projected demand. In addition, a number of 'hot spot' line links have been identified, and where maximum capacity is breached, a suite of travel demand management measures are being developed in collaboration with other TfL modes. The next service delivery planning report to the Olympic Delivery Authority will define a 'baseline' Games-time service specification in terms of capacity. A further round of train service modelling will follow to identify reliability vulnerabilities and will feed into the train service change process.

## **6 RECOMMENDATION**

- 6.1 The Panel is asked to NOTE the report.

## **7 CONTACT**

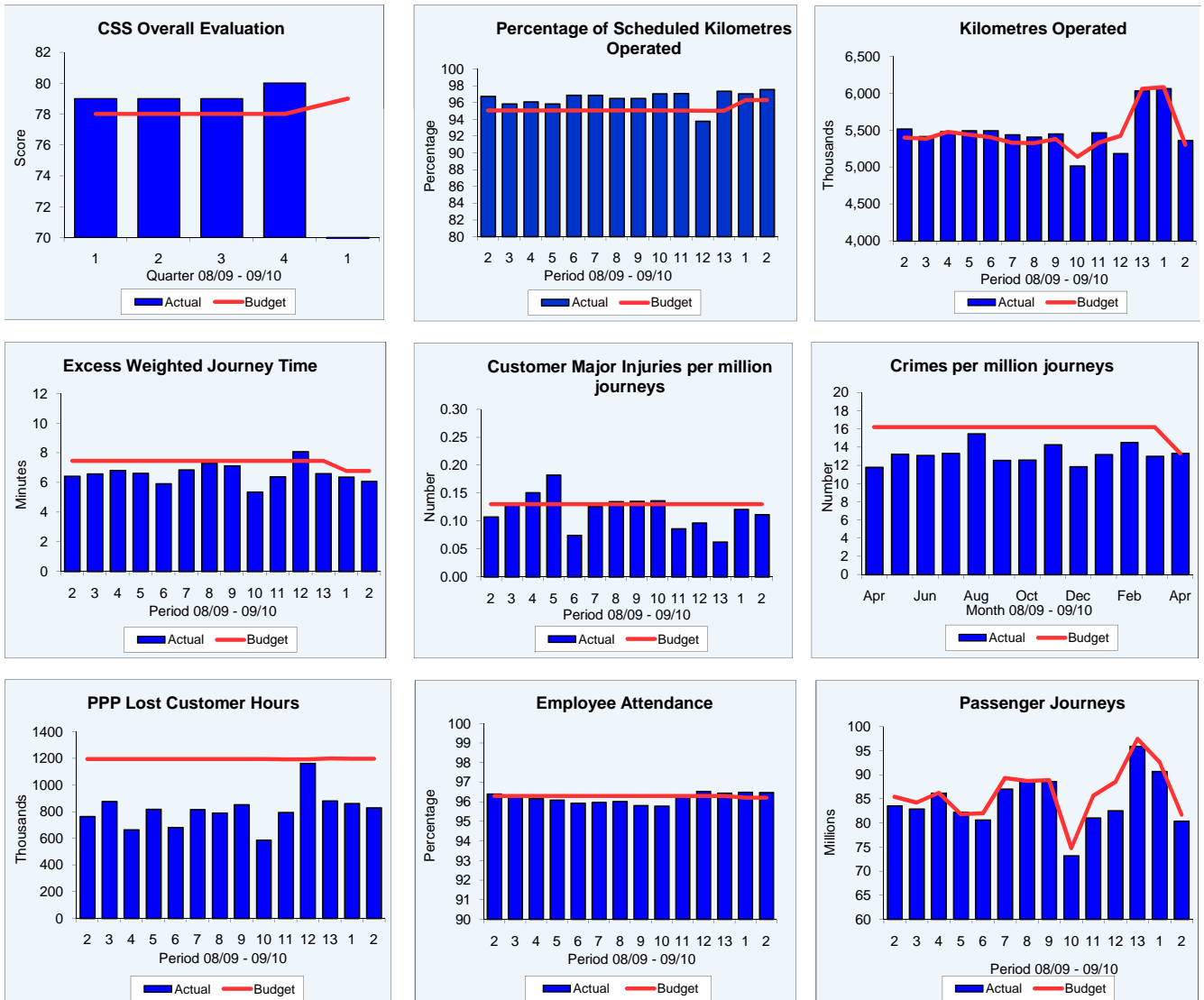
- 7.1 Contact: Richard Parry, Interim Managing Director, London Underground  
Phone: 0207 027 8499

## Managing Director's Report - London Underground Performance Indicators - Period 2 2009/10

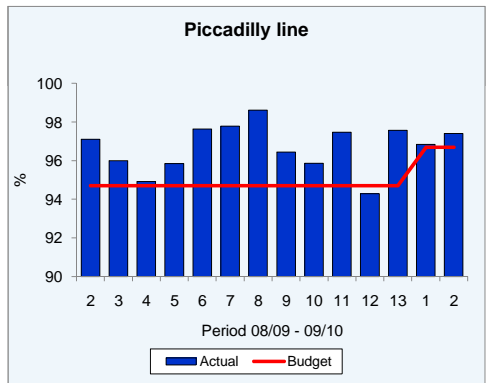
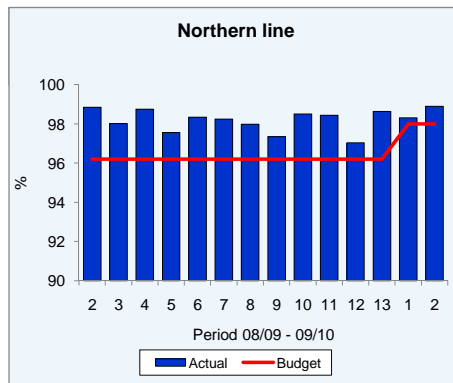
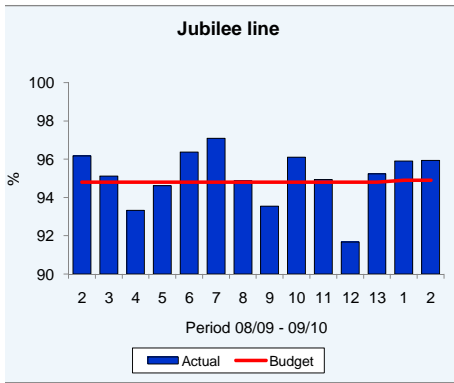
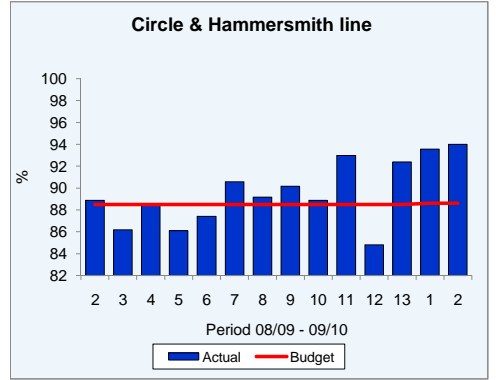
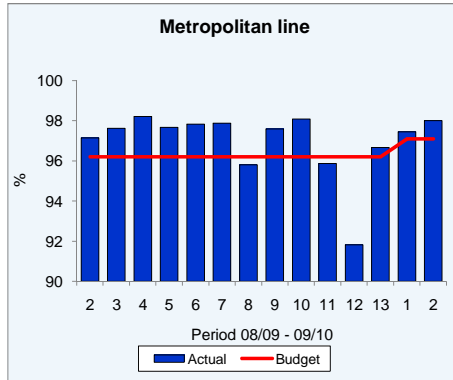
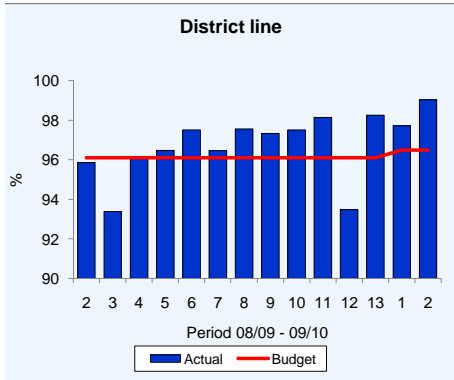
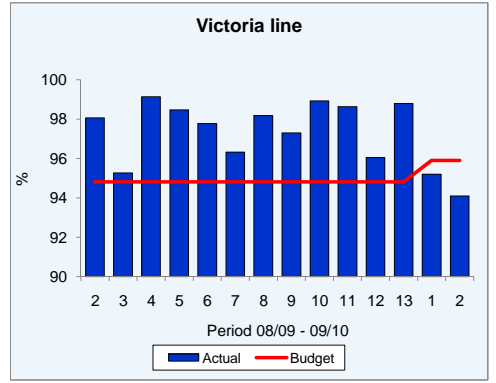
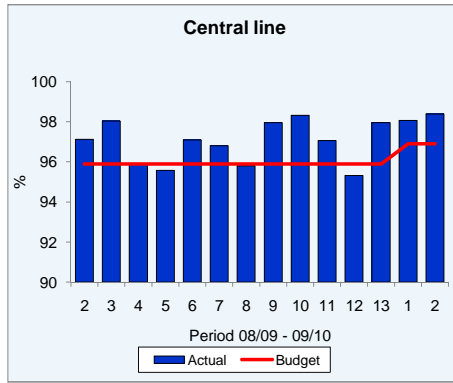
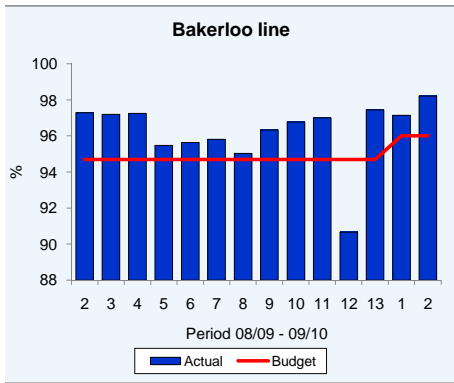
2008/09 Actual	Measures	Reporting Frequency	Unit	Year to Date			Annual Target
				Actual	Budget	Variance	
<b>Customer Service</b>							
79	CSS Overall Evaluation	Quarterly	Score				79
96.4	% of Schedule Operated	Period	%	97.3	96.3	1.0	96.3
70,624	Kilometres Operated	Period	000's	11,429	11,386	43	69,589
6.64	Excess Journey Time (Weighted)	Period	Minutes	6.22	6.78	0.56	6.78
<b>Safety &amp; Security</b>							
0.12	Customer Major Injuries per million journeys	Period	No.	0.12	0.13	0.01	0.13
13.2	'L' Area Notifiable Crimes per million journeys**	Period	No.	13.3	13.3		13.3
<b>Infrastructure</b>							
10.53	PPP Lost Customer Hours	Period	Million	1.69	2.36	0.67	15.33
<b>People</b>							
96.1	Employee Attendance	Period	%	96.5	96.2	0.3	96.2
<b>Commercial</b>							
1,089.5	Passenger Journeys	Period	Million	171.1	174.3	(3.2)	1,094.0

\*\* Measured on a Calendar Month basis. A provisional April figure was the latest available for inclusion in this report.

### Performance Trends



## Line based Performance Trends Percentage of Schedule Kilometres Operated





**Rail and Underground Panel**  
**Managing Director's Report - London Underground**  
**Performance Trends**  
**Journey Time**

