

## Transport for London

### Rail and Underground Panel

**Subject: Managing Director's Report – Rail and Underground**

**Date: 22 March 2013**

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#### **1 Purpose**

- 1.1 This report provides the performance of Rail and Underground from period 7 to period 11 of the year 2012/13 (16 September 2012 to 2 February 2013) and presents updates on the status and progress of major investment projects and items of special interest.
- 1.2 The Panel is asked to note this report.

#### **2 London Underground Performance**

##### **Customer Satisfaction**

- 2.1 In quarter 3, the Customer Satisfaction survey results showed a score of 84. This was the highest recorded since the survey started in 1990. The strongest contributory factor to this score was journey time.

##### **Passenger Numbers**

- 2.2 Underground demand was above budget between periods 7 and 11 with 464.9 million passenger journeys versus a budget of 460.8 million, despite a slowing in the rate of demand growth. This was a rise of 2.1 per cent compared with the corresponding period last year. For the year to date, the number of passenger journeys remains ahead of target by 36.9 million.

##### **Service Performance**

- 2.3 Excess journey time averaged 5.29 minutes, bettering budget by 0.70 minutes for periods 7 to 11 and 0.46 minutes better than the same period last year. The percentage of scheduled kilometres operated was 97.7 per cent, surpassing target and last year by 0.7 per cent. Actual km run on the Tube this year is 4.8 per cent more than last. The reliability of the railway as measured by Lost Customer Hours was 8.0 million, 3.0 million better than target. LU is set to meet the Mayor's reliability target by 2015.
- 2.4 The run up to the Christmas period broke a number of passenger journey records outside the 2012 Games. Friday 7 December 2012 was the busiest day with 4.28 million passenger journeys.

- 2.5 There were 84 Accidental Major Injuries to employees – predominantly slips, trips and falls – which equates to a moving annual total rate of 0.26 Accidental Major Injuries per million hours between periods 7 and 11.
- 2.6 LU , Tube Lines and Schweerbau GMBH (the German manufacturing company) were sentenced on 28 February 2013 for safety breaches following an incident involving a detached engineering rail grinding train on the Northern line in August 2010. The potential penalty was an unlimited fine. However, taking into account the mitigating factors, each organisation was fined £100,000 and ordered to pay the Office for Rail Regulation's (ORR) costs of £14,692 each. The swift actions of LU staff meant that this incident was drawn to a safe conclusion. Following the incident, LU immediately put in place procedures to remove the engineering train and to prevent its use on the railway. Since then, LU has put in place even tighter approvals and controls for the design and use of all such equipment.
- 2.7 Notwithstanding the above very serious incident LU has an excellent and improving safety record, with more than ten times fewer serious incidents on the Tube than in 2000. This is acknowledged by the ORR even with the failings in this instance. ORR research indicates that LU is one of the safest railways in the world, if not the safest, measured in terms of customer and worker accidental fatalities and major injuries.
- 2.8 During the severe weather, which impacted London in period 11 (particularly on 14 - 19 January), LU's recently introduced winter weather preparation process ('54321') proved successful in limiting customer service disruption as a result of snow and ice.
- 2.9 Some members of the ASLEF trade union took strike action on Boxing Day, despite a long-standing agreement which covers working on Bank Holidays. The network served the West End (Bakerloo and Victoria line) and many other parts of the city. The bus service was enhanced with 230 additional vehicles on key routes. Talks continue to resolve this.
- 2.10 RMT and ASLEF train operators have also been taking action short of a strike since 15 January 2013 over detrainment procedures on the Bakerloo line. Work is underway to resolve this.

### **3 London Rail Performance**

#### **London Overground (LO)**

- 3.1 LO passenger journeys continue to grow strongly and are 17 per cent better than budget at 103.1 million for the year to date. This is 22 per cent more than last year.
- 3.2 On 10 December, the last section of the LO orbital opened between Surrey Quays and Clapham Junction. The new line provides better links for people in South London to destinations including Docklands, the East End, the City and to onward connections from Clapham Junction. The new line carried its one millionth passenger on Thursday 10 January - just one month after it opened.

- 3.3 LO exceeded its customer satisfaction target by one point in the third quarter of 2012/13 with a score of 81. Strongest factors were trains running on time, state of repair of train and personal safety both on trains and stations.
- 3.4 A new Passenger Focus survey shows LO has one of the highest passenger satisfaction of any national rail franchise or concession in the UK with an overall score of 93, eight points above the London and South East average. The Which? train satisfaction survey also placed LO at the top of the commuter rankings and second in the overall category behind Virgin.
- 3.5 LO Rail Operations Ltd (LOROL) has been granted an extension to continue to operate the LO on TfL's behalf. LOROL's two year concession extension will now continue to November 2016.
- 3.6 There were two Accidental Major Injuries to employees between periods 7 and 11.

### **Docklands Light Railway (DLR)**

- 3.7 Year to date journeys of 84.9 million in period 11 were 6.5 million ahead of target and 18.2 per cent higher than last year. The percentage of schedule operated was 0.4 ahead of target at 98.4 per cent.
- 3.8 Customer satisfaction increased by 3 points from last quarter to 88, 6 points ahead of target.
- 3.9 TfL has extended its existing contract with Serco Docklands until 2014.
- 3.10 There were two Accidental Major Injuries to employees between periods 7 and 11.

### **Emirates Air Line (EAL)**

- 3.11 EAL carried 73,000 passengers in period 11 and availability was 89.1 per cent. Passenger numbers remain in line with the forecast, which projects lower passenger numbers during the autumn and winter than during spring and summer. Weather has a significant impact on the day to day demand, similar to an observation attraction such as the London Eye or a river cruise such as Thames Clippers. High winds on seven separate occasions accounted for almost all service downtime. Excluding wind, availability would have been 99.8 per cent for the period.
- 3.12 Passenger demand is at its busiest at weekends and during school holiday periods. The February school half term week was the second busiest week since the 2012 Games with over 51,000 passengers.
- 3.13 A programme of joint marketing with local businesses continues to be developed.

### **London Tramlink**

- 3.14 Tram passenger journeys at 25.3 million for the year to date in period 11 are 0.3 million above target and 4.9 per cent higher than the same period last year. Service performance for Trams was 0.5 per cent below target, as measured by scheduled kilometres. The main causes of this gap were third party incidents

and vehicle availability. A recovery plan is now in place and the period shows an improvement in performance.

- 3.15 The Customer Satisfaction score for the third quarter was 89, 2 points higher than last quarter and 3 points above target. Strongest factors were journey time, personal safety, Tram state of repair and information.
- 3.16 There were two Accidental Major Injuries to employees between periods 7 and 11.

## **4 Capital programmes**

### **Sub Surface Railway (SSR)**

- 4.1 On 9 December 2012, the first S7 train operated in passenger service between Hammersmith and Barking. This marks the achievement, on schedule, of the milestone for S Stock in timetabled service on the Hammersmith & City line. The number of trains will be increased in the months ahead, with the first train on the Circle line scheduled for the autumn.

### **Victoria Line Upgrade**

- 4.2 The new Victoria line timetable introduced on 20 January 2013 has increased peak hour frequencies to 33 trains per hour (tph) – the highest service level ever achieved on the network. The upgrade is now complete.

### **Northern Line Upgrade**

- 4.3 The Northern line upgrade programme made significant progress over Christmas during a five-day blockade on the Edgware and Bank branches of the line. This has enabled switching between the existing signalling and the new Transmission Based Train Control (TBTC) system for testing in these areas.
- 4.4 The first Northern line train fit-out for the new signalling commenced on 31 January 2013 in line with the programme. Trains are now successfully using the new signalling at the top end of the line between High Barnet and West Finchley, with the next section down as far as Highgate due to be commissioned in June.
- 4.5 Lessons learned from the upgrade of the Jubilee line mean that a new approach is being taken on the Northern line which is already resulting in significantly fewer weekend and early evening closures and much less customer disruption.

### **Northern Line Extension**

- 4.6 The Government has agreed a loan of up to £1bn to fund the extension of the Northern line. The proposal includes plans to create two new stations at Nine Elms and Battersea Power Station. Thousands more passengers will have closer access to the Tube with journey times of around 15 minutes to the West End and the City. Additionally, pressure will be reduced at Vauxhall station and existing Northern line services south of Kennington.

- 4.7 The project held an industry day on 31 January 2013 which was attended by around 150 interested parties. There have been good responses from a number of contractors which confirmed the delivery strategy approach.

## **5 Rail Planning**

### **Rail Devolution**

- 5.1 TfL provided written evidence to the House of Commons Transport Select Committee on the Brown Review of rail franchising and Mike Brown gave evidence to the Committee on 4 February 2013. TfL continues to work with DfT on detailed proposals for rail devolution.
- 5.2 A programme of stakeholder engagement has begun to build on the positive endorsement of the TfL model of management contracts contained in the recent Brown report. The Committee is due to visit London Overground in April 2013 to see first hand the kind of improvements that can be achieved in service quality. Meetings are taking place with outer boundary MPs to reassure them that devolution will not disadvantage their constituents.

## **6 Other Items**

### **Travel Ambassadors**





- 6.1 Following the success of the Travel Ambassador programme during the Games, they were deployed to key areas during the Christmas period and the January sales.
- 6.2 Travel Ambassadors are non-operational staff volunteers who provide travel information and make a valuable contribution to the ongoing plan to improve customer service.
- 6.3 The Travel Ambassador programme is one of the legacies from the 2012 Games. Plans are being developed to utilise them for other significant events.

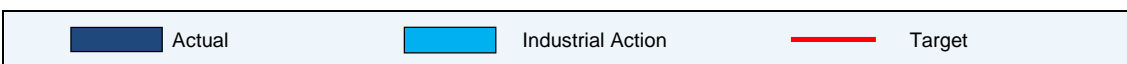
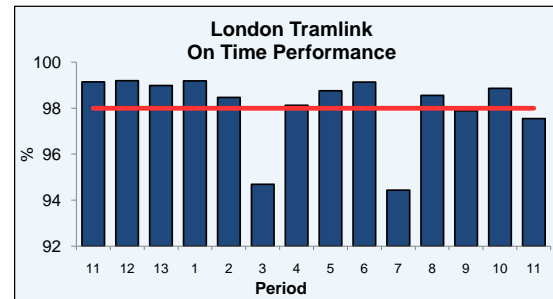
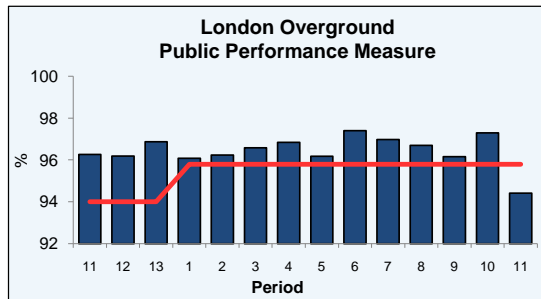
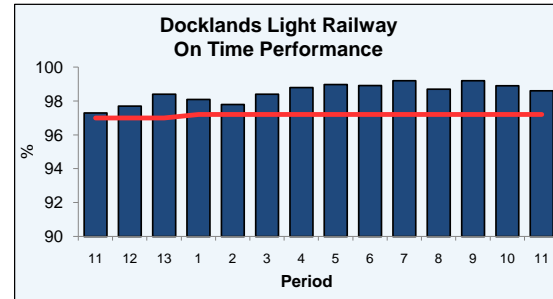
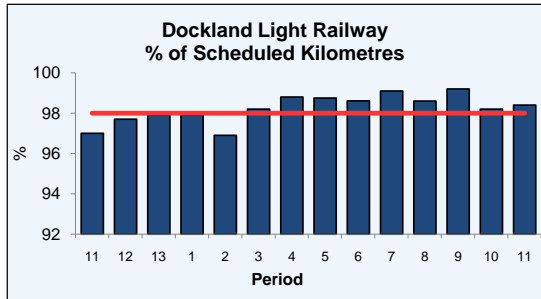
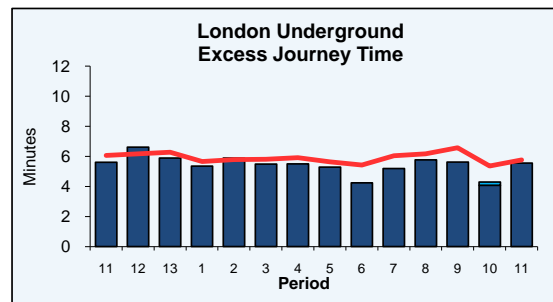
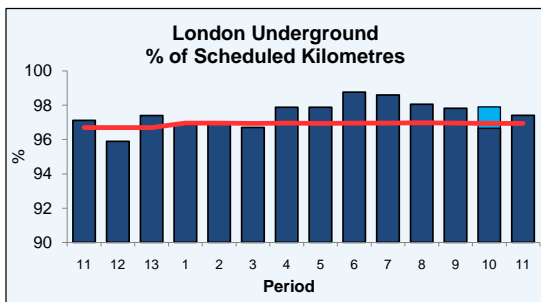
## **7 Recommendation**

- 7.1 The Panel is asked to ~~note~~ [NOTE](#) this report.

## **8 Contact**



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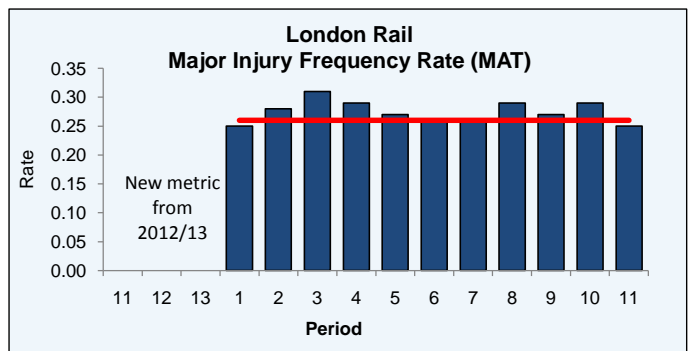
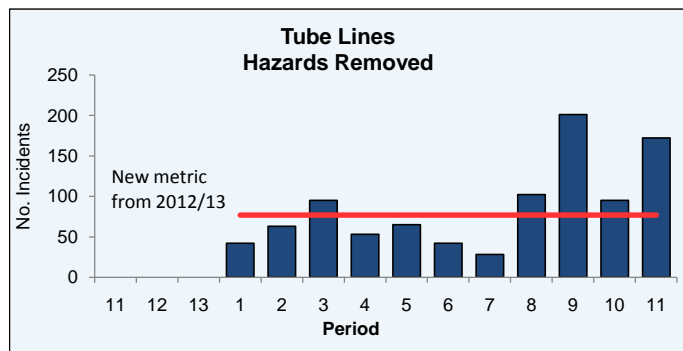
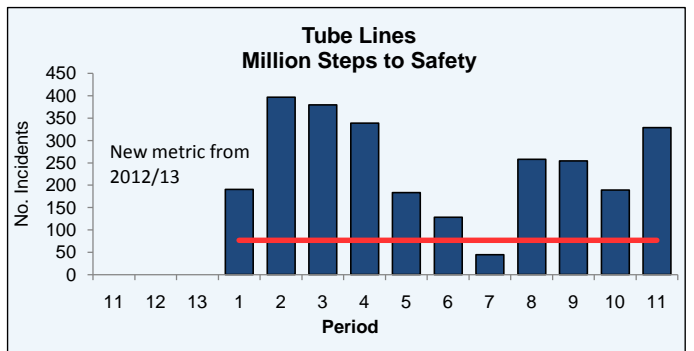
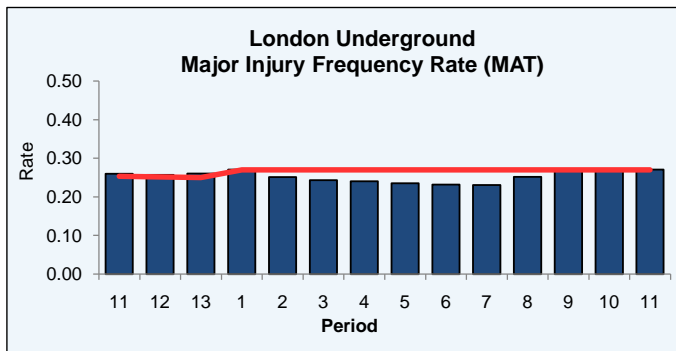
London Rail and Underground Service Reliability - Period 11 2012/13					
			YTD		YTD Variance
 <b>London Underground</b>	% of Scheduled Kilometres	%	97.6	●	0.6
	Excess Journey Time	Minutes	5.29	●	0.54
 <b>Docklands Light Railway</b>	% of Schedule Operated	%	98.4	●	0.4
	On Time Performance	%	98.7	●	1.5
 <b>London Overground</b>	Public Performance Measure	%	96.4	●	0.6
 <b>London Tramlink</b>	On Time Performance	%	97.8	▲	-0.2



- Meeting or better than target
- ▲ Worse than target but within defined tolerance: 2% for Excess Journey Time, 1 percentage point for all others
- Worse than target and outside defined tolerance






London Tramlink's amber status for on time performance is mainly due to poor fleet availability throughout the period which is linked to the introduction of the 6 new trams. A plan to recover is in place and already showing some improvement.

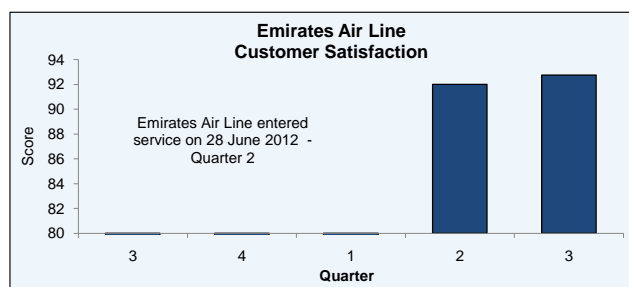
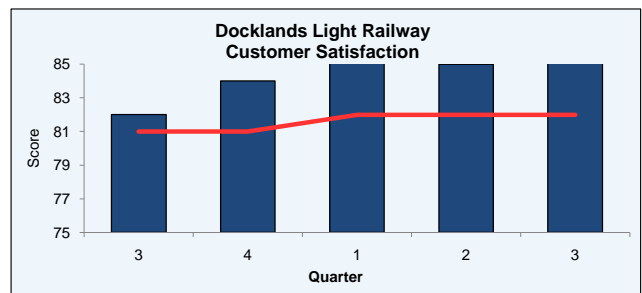
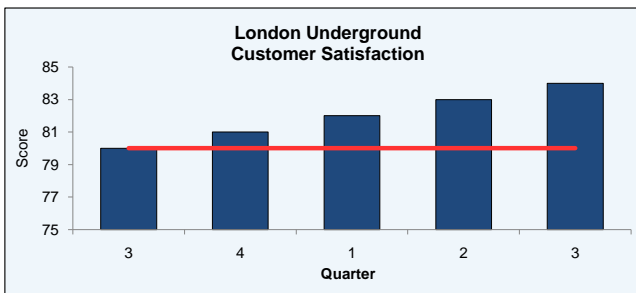
London Rail and Underground						
Safety Performance - Period 11 2012/13						
			Actual	Target		Variance
 London Underground	Major Injury Frequency Rate (MAT)	Rate	0.27	0.27	<span style="color: green;">●</span>	(0.00)
 Tube Lines	Million Steps to Safety* (000)	No.	329	77	<span style="color: green;">●</span>	252
	Hazards Removed*	No.	172	77	<span style="color: green;">●</span>	95
London Rail	London Rail Safety Indicator	Rate	0.25	0.26	<span style="color: green;">●</span>	0.01



- Meeting or better than target
- ▲ Worse than target but within defined tolerance: 5% for Major Injury Frequency Rate (MAT)
- Worse than target and outside defined tolerance

\* The "Million Steps to Safety" campaign seeks to optimise active hazard removal in Tube Lines by tracking senior manager site visits and capturing the hazards and good practices they raise. The initial headline target is to achieve a million steps on site during the year and for 1000 hazards to be removed.

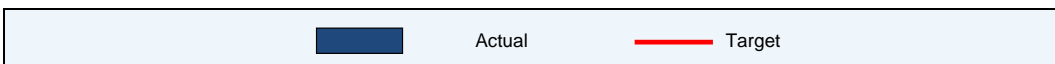
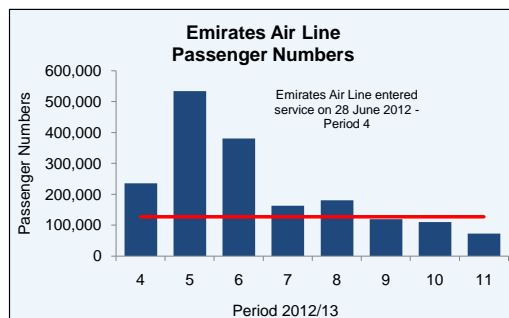
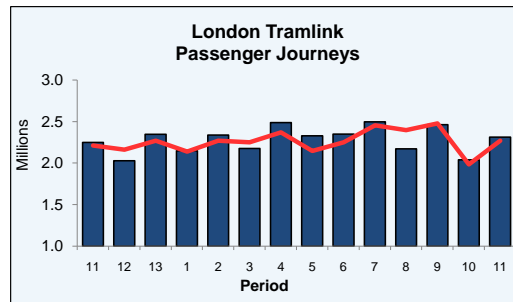
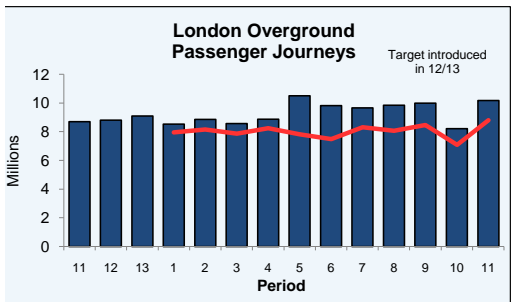
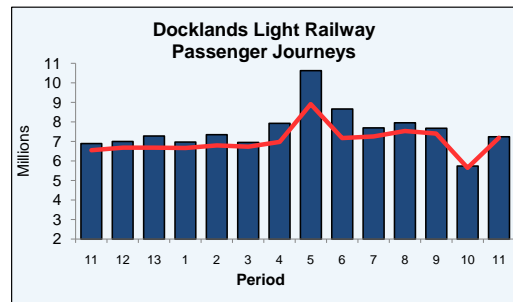
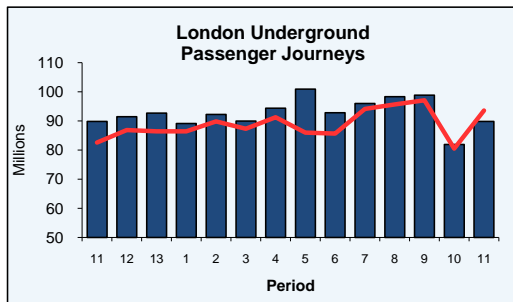
London Rail and Underground Customer Performance - Period 11 2012/13								
			Most recent survey Quarter		2012/13 Target	YTD		YTD Variance
 London Underground	Customer Satisfaction	Score	84	<span style="color: green;">●</span>	80	83	<span style="color: green;">●</span>	3
 Docklands Light Railway	Customer Satisfaction	Score	88	<span style="color: green;">●</span>	82	86	<span style="color: green;">●</span>	4
 London Overground	Customer Satisfaction	Score	81	<span style="color: green;">●</span>	80	82	<span style="color: green;">●</span>	2
 London Tramlink	Customer Satisfaction	Score	89	<span style="color: green;">●</span>	86	89	<span style="color: green;">●</span>	3
 Emirates Air Line	Customer Satisfaction	Score	93		N/A	92		N/A



- Meeting or better than target
- ▲ Worse than target by up to 2 points
- Worse than target by more than 2 points



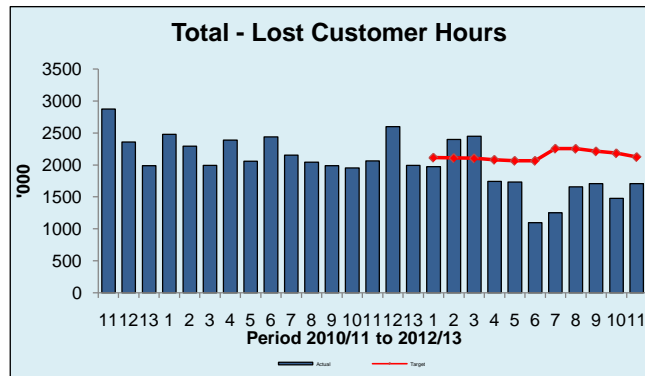
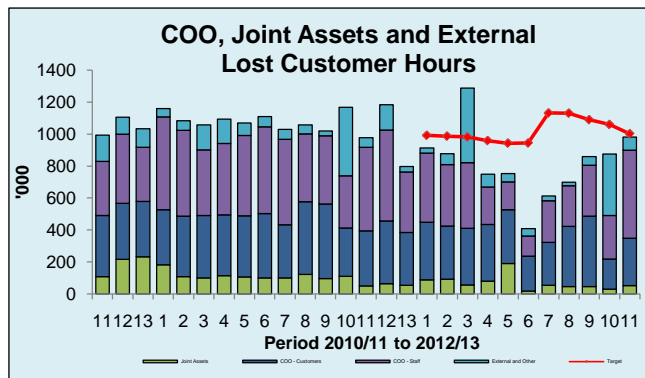
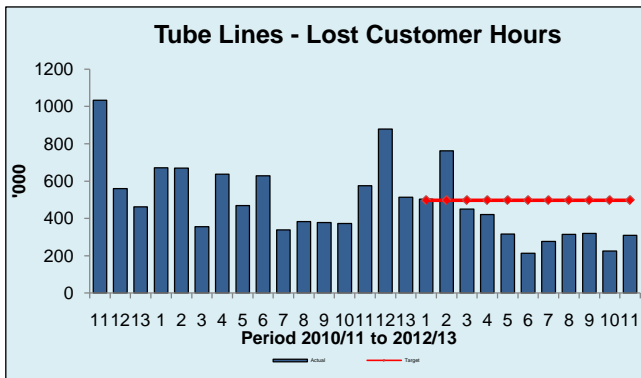
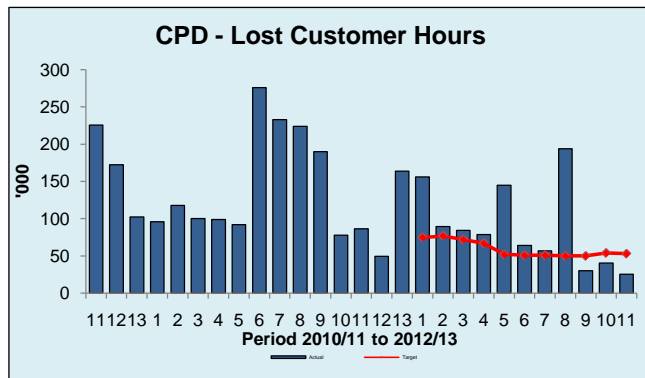
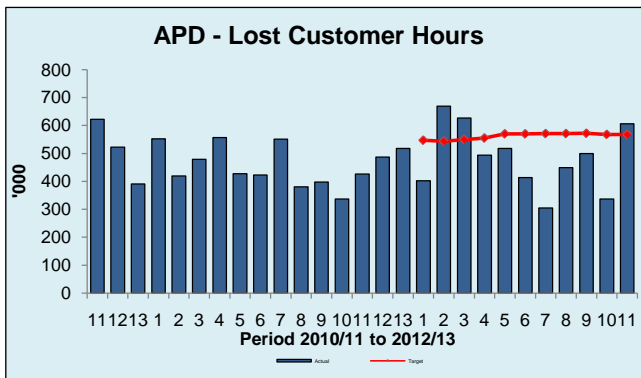
London Rail and Underground Customer Demand - Period 11 2012/13					
			YTD		YTD Variance
 London Underground	Passenger Journeys	Million	1024.3	<span style="color: green;">●</span>	36.9
 Docklands Light Railway	Passenger Journeys	Million	84.9	<span style="color: green;">●</span>	6.5
 London Overground	Passenger Journeys	Million	103.1	<span style="color: green;">●</span>	14.8
 London Tramlink	Passenger Journeys	Million	25.3	<span style="color: green;">●</span>	0.3
 Emirates Airline	Passenger Numbers	Thousand	1798.8	<span style="color: green;">●</span>	780.6



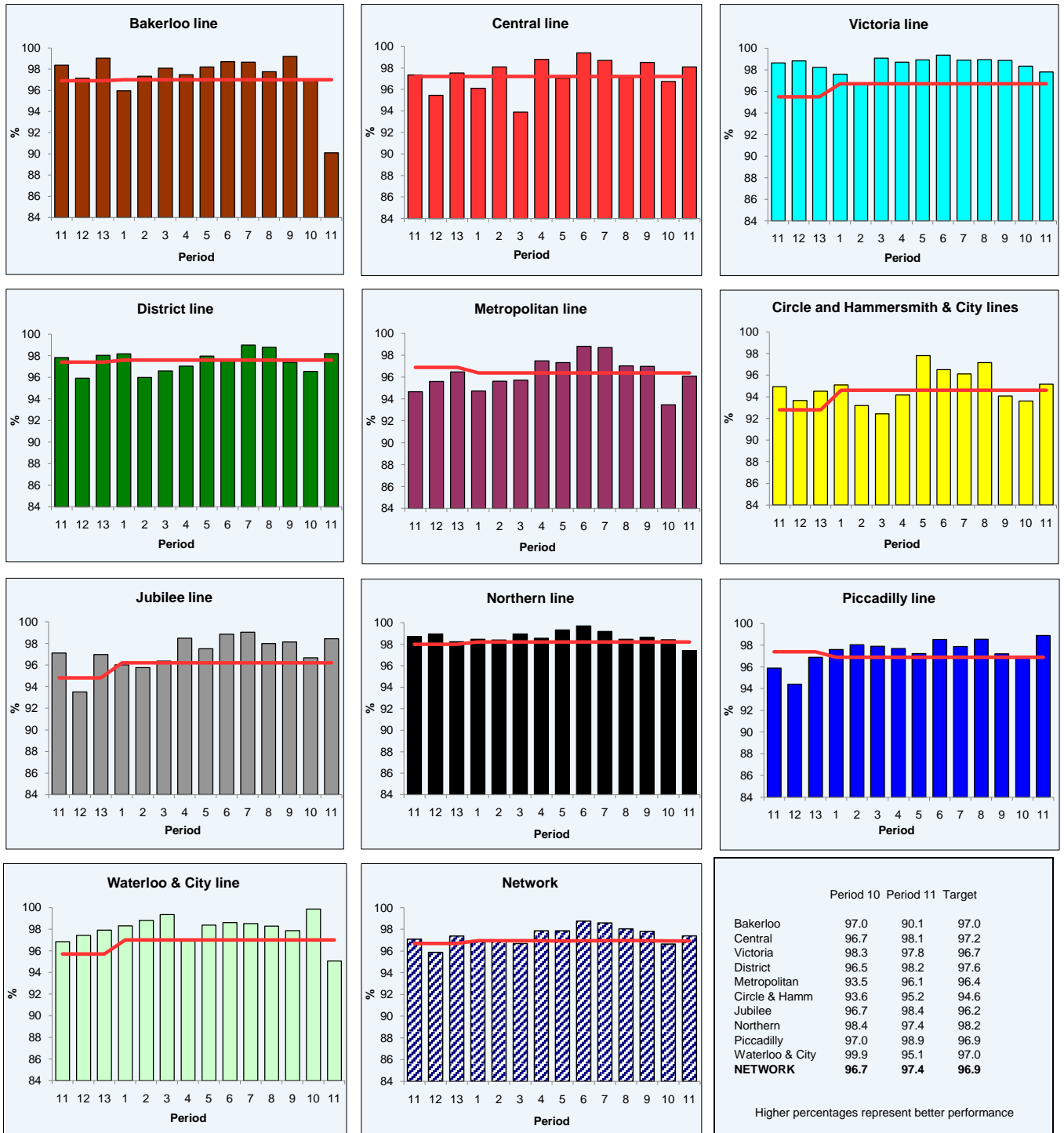
- Meeting or better than target
- ▲ Worse than target by up to 2%
- Worse than target by more than 2%

### 3.3 Lost Customer Hours

London Underground Lost Customer Hours - Period 11 2012/13						
	Period '000		Period Target '000	YTD Actual '000		YTD Variance '000
APD	607	●	568	5,322	●	864
CPD	25	●	53	963	■	(311)
Tube Lines	309	●	497	4,107	●	1,364
COO - Staff	550			3,422		
COO - Customer	295			3,527		
Joint Assets	53			753		
External and Other	84			1,312		
Total COO, Joint Assets and External	982	●	1,003	9,014	●	2,215
Total	1,923	●	2,121	19,406	●	4,132



### London Underground Line Performance Trends Percentage of Scheduled Kilometres Operated



	Period 10	Period 11	Target
Bakerloo	97.0	90.1	97.0
Central	96.7	98.1	97.2
Victoria	98.3	97.8	96.7
District	96.5	98.2	97.6
Metropolitan	93.5	96.1	96.4
Circle & Hamm	93.6	95.2	94.6
Jubilee	96.7	98.4	96.2
Northern	98.4	97.4	98.2
Piccadilly	97.0	98.9	96.9
Waterloo & City	99.9	95.1	97.0
<b>NETWORK</b>	<b>96.7</b>	<b>97.4</b>	<b>96.9</b>

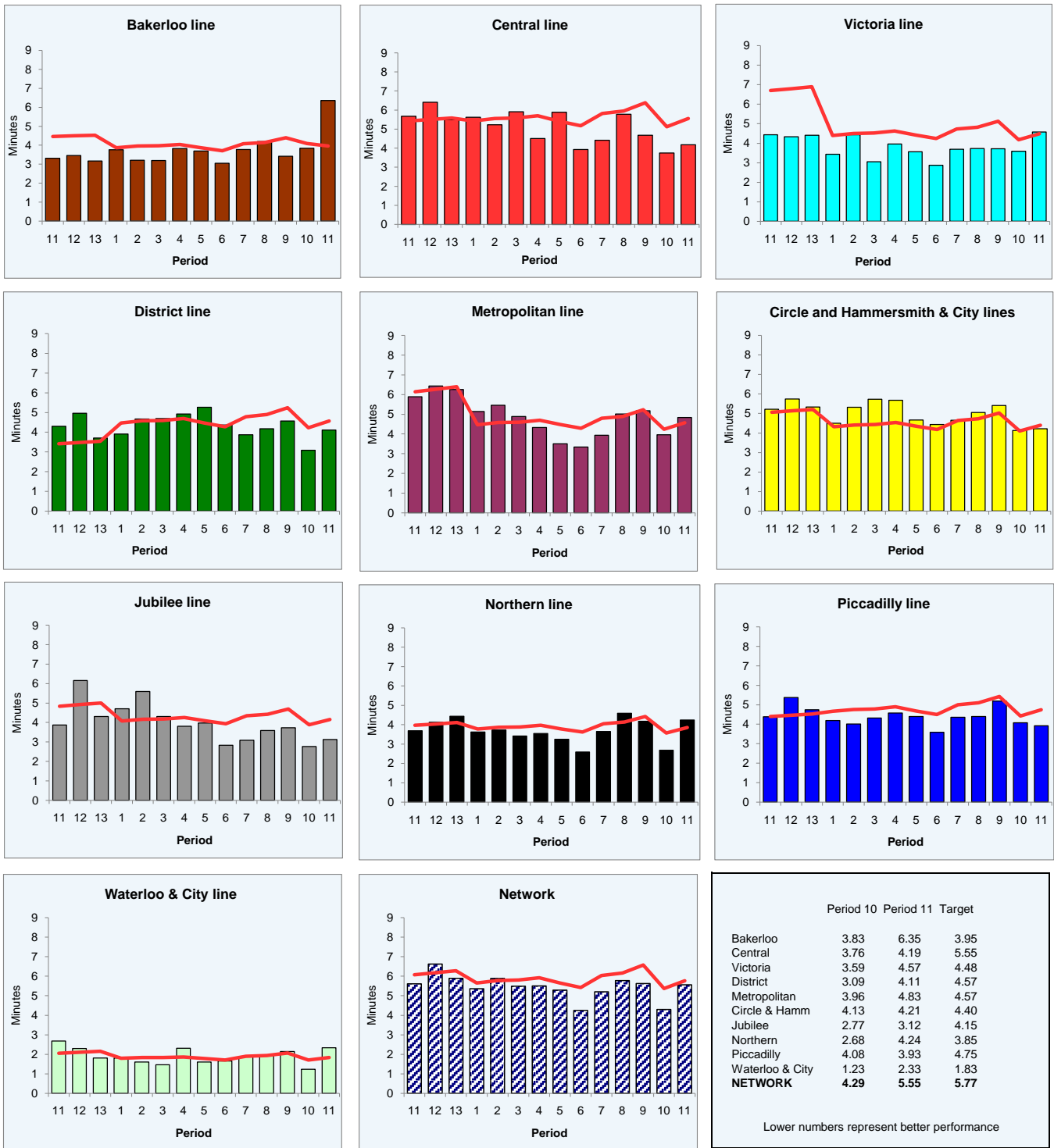
Higher percentages represent better performance

Actual (line colour) Target

The graphs show the percentage of scheduled kilometres operated by trains in passenger service on each line. Scheduled kilometres are the distances timetabled to be run, adjusted for planned engineering works and special events

**Network Percentage of Schedule** improved by 0.7% to 97.4% this period and bettered the target of 96.9%. The Piccadilly line at 98.9% achieved its highest period percentage of schedule this year with performance in weeks 1 and 3 over 99.0%. Several lines failed to better their respective target in period 11. The Bakerloo line was affected by industrial action short of a strike in weeks 2 to 4 leading to its lowest percentage of schedule for over 2 years. The Metropolitan line was impacted by signal failures at Swiss Cottage and Great Portland Street on 18 January whilst on the same day, adverse weather affected the Northern line causing non-attendance

### London Underground Line Performance Trends Excess Journey Time

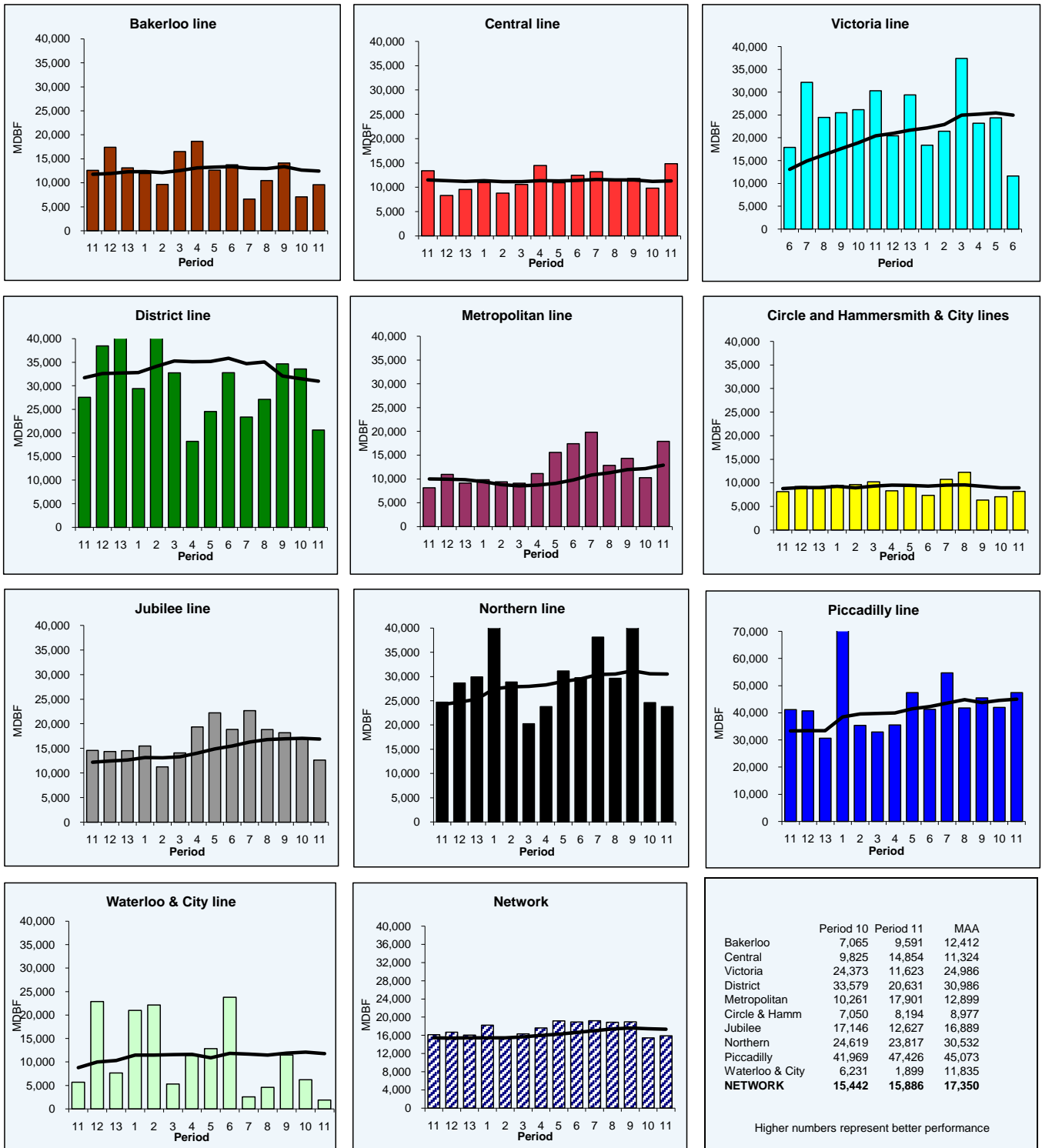


Actual (line colour)
  Target

The time in minutes to complete an average journey on the network over and above the expected time, weighted by customer time values. The calculation includes the impact of planned closures.

**Excess journey time** increased by 1.26 minutes to 5.55 minutes in period 11. Whilst still better than target, the rise from last period is due to an increase in station congestion and on-train crowding associated with a post-Christmas rise in demand levels. The Bakerloo line was impacted by ongoing industrial action leading to its below target result. The Victoria, Waterloo & City, Metropolitan and Northern lines were also off target in Period 11 due to a rise in asset related disruption and adverse weather. The railway coped very well with the typical seasonal issues of snow and freezing temperatures, with no significant delays or incidents attributable to these factors.

### London Underground Line Performance Trends Rolling Stock Mean Distance Between Failures (MDBF)



Actual Train Kilometres between Failures
  Moving Annual Average

The number of train kilometres operated in customer service divided by the number of rolling stock asset-related service disruptions of 2 minutes or more, including items that are attributed but still in abeyance to be agreed. Subsequent agreement of attribution could therefore give rise to retrospective changes.

Overall Network MDBF improved slightly to 15,886 kilometres but compared adversely versus the Moving Annual Average.

The Victoria line was impacted by 39 rolling stock defects in period 11 with a high number of ATP/ATO faults resulting in its worst MDBF this year. The District line was affected by combination of door defects and traction faults leading to its drop in performance. The Central line recorded its best MDBF result this year whilst the Metropolitan and Piccadilly lines reported notable improvements compared with period 10.

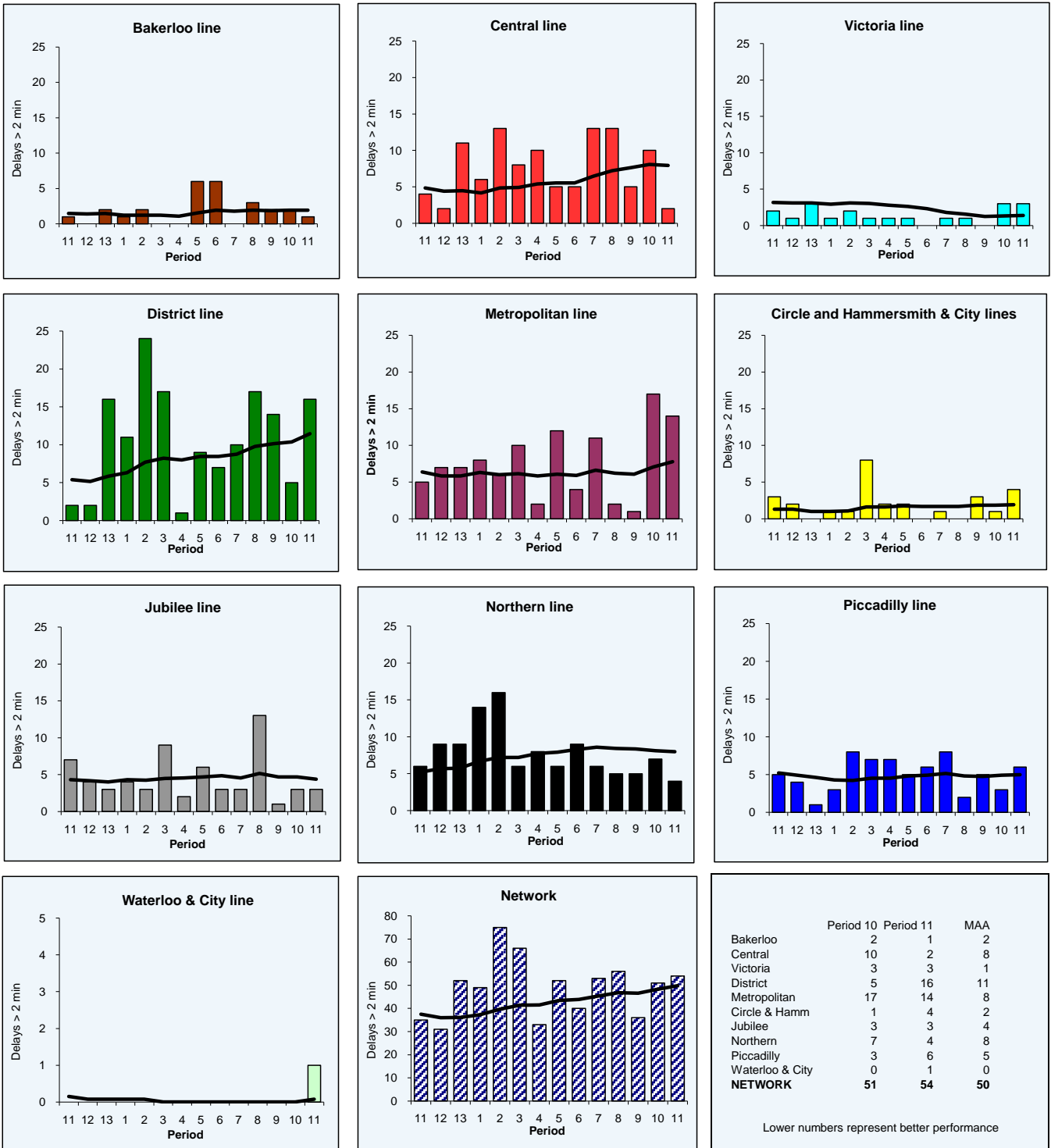
### London Underground Line Performance Trends Signal and Point Related Delays >2 minutes



The number of train control asset-related service disruptions of 2 minutes or more including items that are attributed but still in abeyance to be agreed. Subsequent agreement of attribution could therefore give rise to retrospective changes.

The number of signalling related delays rose to 185 in period 11. The Central line reported its highest number of delays this year with a high number of train detection faults. The District line was also impacted by train detection faults as well as train describer defects.

### London Underground Line Performance Trends Track Related Delays >2 minutes



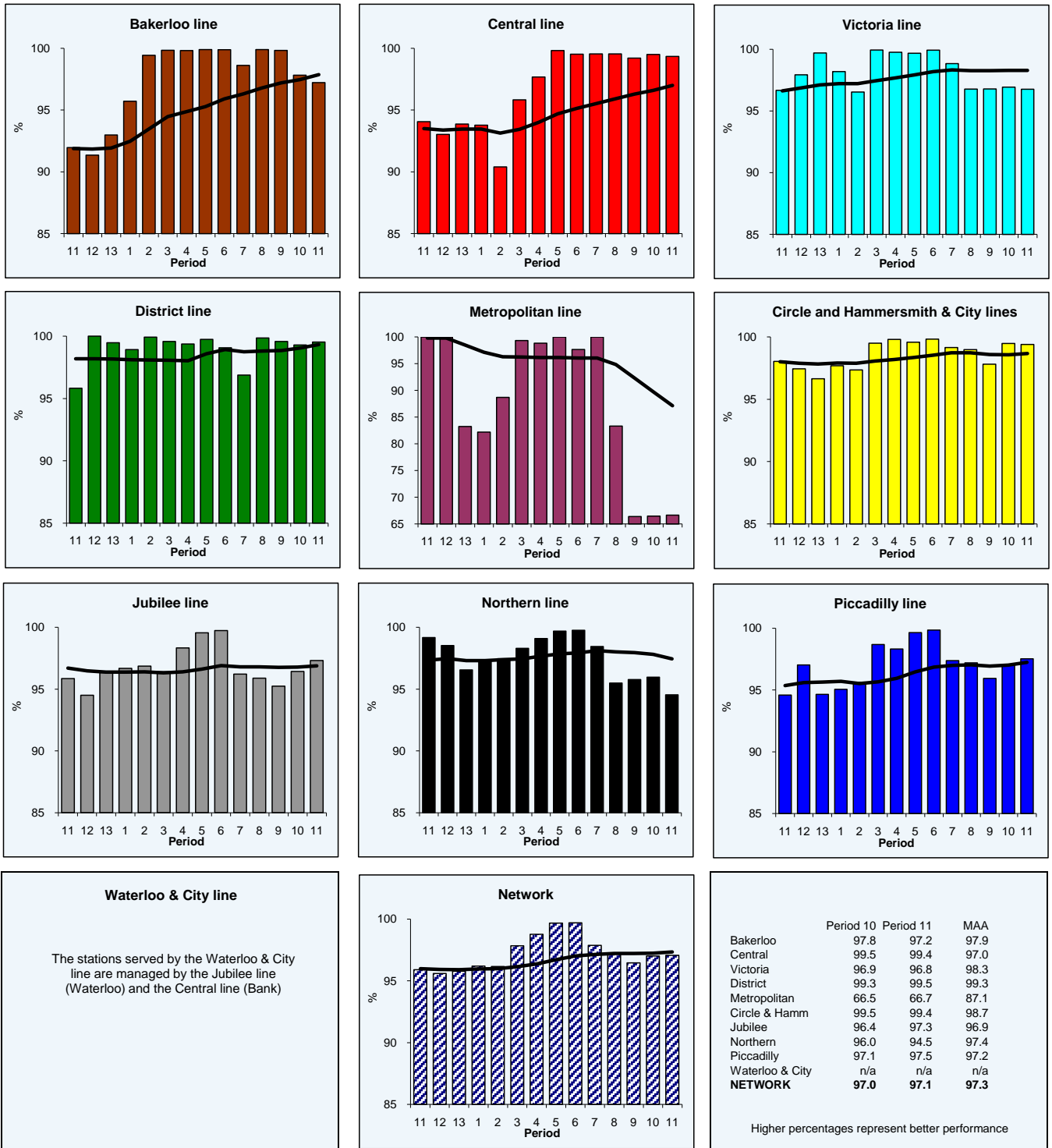
Actual
  Moving Annual Average (MAA)

The number of track asset-related service disruptions of 2 minutes or more including items that are attributed but still in abeyance to be agreed. Subsequent agreement of attribution could therefore give rise to retrospective changes.

The number of track related delays increased to 54 in Period 11. The District line recorded 16 delays, the majority due to temporary speed restrictions with 7 impacting on the west of London, namely at Ealing Common, Ealing Broadway and Acton Town.

The Central and Northern lines reported their lowest number of track related delays this year.

### London Underground Line Performance Trends Escalator Availability



Actual — Moving Annual Average (MAA)

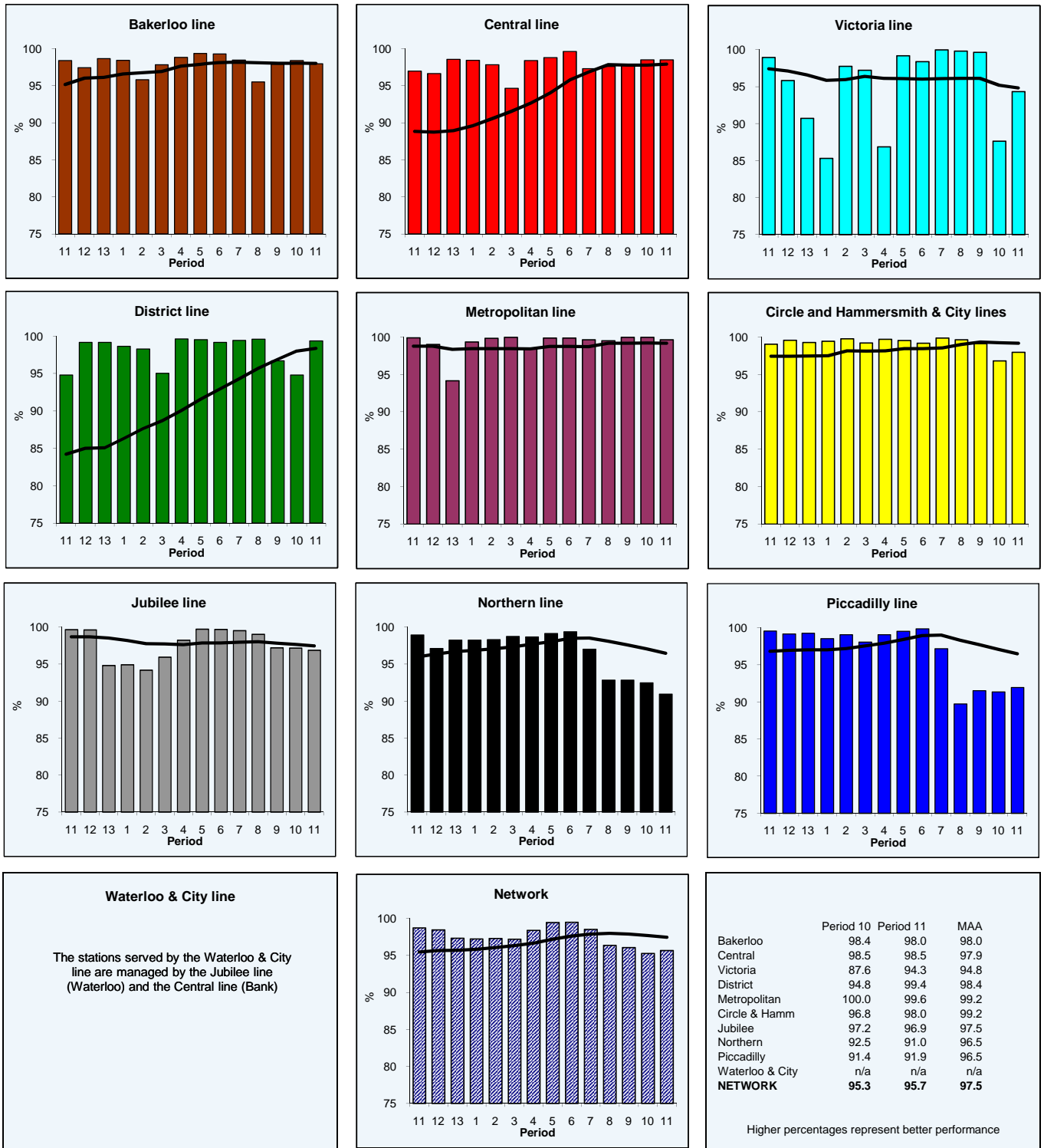
The total hours escalators were working, or available to work if required, as a percentage of total scheduled service hours. Results include the impact of planned works.

Network escalator availability improved by 0.1% to 97.1% in Period 11 (99.2% excluding planned work). Planned refurbishment work commenced on the Metropolitan line mid-way through Period 8 on escalator numbers 1 and 2 at Baker Street (the line has 6 escalators, all at Baker Street) and is expected to affect availability until late February (Period 12). Planned works are also being carried out on escalators on the Victoria, Jubilee, Northern and Piccadilly lines.

The drop in Period 13 2011/12 on the Metropolitan line is due to escalator number 3 at Baker Street being taken out of service in order to convert its electricity supply from direct current to alternating current. This escalator returned to service part way through Period 2 2012/13.



### London Underground Line Performance Trends Lift Availability



Actual — Moving Annual Average (MAA)

The total hours lifts were working, or available to work if required, as a percentage of total scheduled service hours. Results include the impact of planned works.

Network lift availability improved by 0.4% to 95.7% (98.5% excluding planned works). Planned work is being carried out on lifts on the Jubilee, Northern and Piccadilly lines.

Planned works at two lifts at Earl's Court (District line) was completed in mid-January 2012 (Period 11 2011/12), ahead of schedule. On the Victoria line, Brixton lifts were out of service during Periods 13 2011/12 and 1 2012/13 whilst in Period 4 2012/13, availability was affected by a failure at Walthamstow Central.