



Date: 19 July 2012

**Item 5: London 2012 Games Measurement of Transport Network Performance for the Deferred Incentive Plan**

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**This paper will be considered in public**

**1 Summary**

- 1.2 To provide the Committee with a recommendation for measuring the performance of the transport network during the London 2012 Olympic Games for the purposes of the Deferred Incentive Plan (DIP).

**2 Recommendation**

- 2.2 The Committee is asked to approve the approach proposed to the measurement of London 2012 Olympic Games performance set out in this paper.

**3 Background**

- 3.1 The London 2012 Games Transport objectives are listed in Appendix 1. This note recommends a means of measuring the Games Performance for the purposes of the DIP that is consistent with previous statements on the DIP.

**4 Proposed Method of Measurement**

- 4.1 During the 2012 Games TfL will be measuring a range of indicators aimed at identifying performance in delivering the overall London 2012 Games Transport Objectives including those set out in Appendix 2.
- 4.2 The measures adopted will relate to the Games periods (27 July – 12 August for the Olympics and 29 August – 9 September for the Paralympics<sup>1</sup>).
- 4.3 The proposed method of measurement will also be used for the Games element of the DIP for Directors.
- 4.4 For the Chief Officer DIP, it is suggested that the Committee forms a view of the general success of the Games taking into account the performance of the transport network during the Games based on available measures including those set out in Appendix 2. This will enable the Committee to form a view on Games performance bearing in mind that in the case of the Chief Officers DIP the performance

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<sup>1</sup> Olympic Delivery Authority, *Transport Plan for the London 2012 Olympic and Paralympic Games* (2<sup>nd</sup> edition, June 2011), p.4

adjustment in relation to the Games is being applied to the whole of the performance which has already been delivered for the two previous performance years.

- 4.5 The performance adjustment will be based on the same general measures for sections 4.3 and 4.4 above and will be an overall measurement rather than set pass/fail target.

**List of appendices to this report:**

Appendix 1 - London 2012 Games Transport Objectives

Appendix 2 – London 2012 Games Performance Indicators

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## **London 2012 Games Transport Objectives**

The Games Transport Plan sets out the following objectives<sup>2</sup>:

1. Provide safe, secure, inclusive, fast and reliable transport for the Games Family client groups;
2. Provide frequent, reliable, friendly, inclusive, accessible, environmentally friendly and simple transport for spectators and visitors from all around the UK and overseas;
3. Leave a positive legacy and to facilitate the regeneration of east London;
4. Keep London and the rest of the UK moving during the Games and thus make it a positive experience to host the Games; and
5. Achieve maximum value for money for every pound spent on transport.

<sup>2</sup> Olympic Delivery Authority, *Transport Plan for the London 2012 Olympic and Paralympic Games* (2<sup>nd</sup> edition, June 2011), p.16

## London 2012 Games Performance Indicators (not exhaustive)

Olympic and Paralympic Road Networks	Completion of the Olympic Road Network and to be fully operable
	Journey Time Reliability on the Olympic and Paralympic Road Networks during the 2012 Games
Transport for London Road Network	TLRN Journey Time Reliability (AM Peak) during the 2012 Games
Bus Network	Mileage lost (within bus operators/TfL control) during the 2012 Games
London Underground	LU Olympics Customer Satisfaction: average of 'train service', 'staff helpfulness & availability' and 'information' scores
	LU Olympics Lost Customer Hours threshold
Travel Demand Management at hotspot Underground Stations	Achieve a reduction in background demand at specified 'hot spot' locations from a comparator of an average summer period
London Rail (Overground, DLR and Trams)	% timetabled km run