



Date: 22 November 2012

Item 6: TfL Scorecard for 2012/13

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**This paper will be considered in public**

**1 Summary**

1.1 The purpose of this paper is to seek the Committee's agreement to the proposed Group TfL scorecard for 2012/13.

**2 Recommendation**

2.1 **The Committee is asked to approve the proposed TfL scorecard for 2012/13 in Appendix 1.**

**3 Proposed TfL Scorecard For 2012/13**

3.1 The 2012/13 scorecard comprises five sections these are Olympic/Paraympics Performance (7.5 per cent), Customer (22.5 per cent), Delivery (50 per cent), People (5 per cent) and Value for Money (15 per cent).

**List of appendices to this report:**

Appendix 1: Proposed TfL scorecard for 2012/13

**List of Background Papers:**

None

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TfL Scorecard - 2012/13

	Indicator	Unit of Measure	2011/12 Target	2011/12 Actual	2012/13 Target	Weighting %
	<b>Olympic Performance Indicator</b>					
	Olympics / Paralympics Performance	%	-	-	100	7.5%
	<b>Customer</b>					
	London Buses - customer satisfaction	score	79	80	80	5.0%
	London Underground - customer satisfaction	score	80	79	80	5.0%
	TLRN - customer satisfaction	score	72	75	75	5.0%
	DLR - customer satisfaction	score	81	82	82	2.5%
	London Overground - customer satisfaction	score	78	80	80	2.5%
	Barclays Cycle Hire - customer satisfaction	score	74	63	67	2.5%
	<b>Delivery</b>					
	Killed & seriously injured (Londonwide)	% reduction (2005-09 baseline)	22.4	27.6	32.8	5.0%
	Recorded crime: London Buses	crimes/million passenger journeys	10.2	9.3	9.3	5.0%
	Recorded crime: London Underground/DLR	crimes/million passenger journeys	11.5	10.0	11.0	5.0%
	CO2 emissions from principal PT modes	grams/passenger-km	75.0	70.0	70.0	5.0%
	London Buses: Excess Wait Time	mins	1.1	1.0	1.1	5.0%
	London Underground: Excess Journey Time	mins	6.1	6.1	5.9	5.0%
	TLRN: Journey Time Reliability	%	89.0	88.9	89.2	5.0%
	DLR: On-time Performance	%	97.0	97.2	97.2	2.5%
	London Overground: Passenger Performance Measure	score	94.0	95.8	95.8	2.5%
	% of Budget milestones achieved	%	n/a	n/a	100.0	10.0%
	<b>People</b>					
	Staff Survey		n/a	n/a	72%	5.0%
	<b>Value for Money</b>					
	Achievement of Efficiencies Programme savings (Gross)	£'s million	837	964	1127	10.0%
	Project Horizon milestones	%	n/a	n/a	100	5.0%
<b>Total</b>						100.0%