

**Transport for London**

**Rail and Underground Panel**

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

**Date: 5 July 2012**

---

**1 Purpose**

- 1.1 The purpose of this report is to describe the performance of London Rail and London Underground (LU) from period 1 to period 2 of the year 2012/13 (1 April to 26 May 2012) and provide 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**

**Passenger Numbers**

- 2.1 Underground demand continues to grow. Year to date journeys at 181.3 million are up by 2.8 per cent (or five million) compared with the target and 2.3 million more than last year.

**Customer Satisfaction**

- 2.2 The next Customer Satisfaction Survey will be published in Quarter 1 covering periods 1-3 and will be available from early July.

**Service Performance**

- 2.3 Excess journey time at 5.62 minutes met the 5.62 minute target, and bettered last year's comparable figure of 5.95 minutes. The reliability of the railway as measured by Lost Customer Hours was 4.5 million cumulatively to date, 0.3 million lower than the target. The percentage of schedule kilometres operated was 96.9 per cent in the year to date, just below target and last year's performance.
- 2.4 Notable events which impacted services in period 1 include a train roof striking a bulge in a section of tunnel between Embankment and Waterloo on the Bakerloo line, which resulted in the partial suspension of the line. The section of tunnel, which has unique steel sheeting was repaired and service restored the following day. In period 2, on 23 May, a northbound Jubilee line train stalled requiring 770 customers to be detrained and on 24 May, the District Line services were severely disrupted by a signal failure at Temple.
- 2.5 The moving annual rate of 'Major injuries per million hours on LU Infrastructure' stood at 0.25, better than the target by 0.02. There were 11 reported major injuries to customers, three LU employees and one Tube Lines employee.

- 2.6 Early indications show that over the three days of the Queen's Diamond Jubilee weekend (3–5 June), LU carried an additional 1.3 million passengers (6.5 million versus of 5.2 million passengers). Following the River Pageant, crowd control measures were put in place at stations close to the river, as traffic patterns were impacted by the weather.

### **3 Line Upgrades**

#### **Victoria line**

- 3.1 Additional customer benefit has been provided through the introduction of a new timetable on 22, April which delivers 30 trains per hour in the peak and 24 trains per hour off-peak and weekends. Based on the changes to the service patterns for the new timetable, Train Service Modelling suggests that the expected Victoria line Journey Times (inclusive of weighted crowding, platform wait and left behinds) will be reduced by a minimum of approximately 0.8 minutes per passenger during the weekday morning peak, 0.6 minutes during the weekday afternoon peak and by 0.2 minutes at all other times.
- 3.2 Planned improvements in reliability, focusing on modifications to the doors, are on target to make significant reliability improvements in time for the 2012 Games.

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

- 3.3 The number of S8 (eight car Metropolitan line) trains delivered to date totals 53 of which 49 have been made available for operating service. Delivery of the remaining six trains will be completed by 31st December 2013. Reliability improvements are being undertaken on the trains, incorporating learning from the Victoria Line Upgrade in relation to sensitive door edge technology.
- 3.4 Introduction of the S7 (seven car Sub- surface lines) trains into passenger service on the Circle, District and Hammersmith & City lines is planned to commence with a shuttle between Hammersmith and Moorgate prior to the 2012 Games.

#### **Station cooling works**

- 3.5 Following the acceleration of cooling works to enable some of the Victoria line stations to have platform cooling in readiness for the Games, platform air handling units have been successfully installed at Green Park and Oxford Circus. The project remains on plan to bring cooling into use at both stations before the Games.

### **4 Other Items**

#### **Rail Grinder incident - August 2010**

- 4.1 The Office of Rail Regulation (ORR) has informed LU that it intends to prosecute the company, along with Tube Lines and Schweerbau, over the incident in August 2010 involving an engineering rail grinding train on the Northern Line. Following the incident, a Formal Investigation Report was undertaken, along with an investigation by the independent Rail Accident Investigation Branch and LU has implemented all recommendations in both reports.

## **New lifts in service at Wembley Central**

- 4.2 Two new lifts at Wembley Central station have come into service, with construction work completed on time. These lifts were constructed as part of Network Rail's Access for All Project to provide step-free access to and from platform level, in readiness for the Games. The station is close to Wembley Stadium, which is the largest of the six stadiums staging the Games football competition.

## **Crime on the Underground and Docklands Light Railway**

- 4.3 Crime figures for last year have now been published. It shows that crime on the Tube and Docklands Light Railway (DLR) has seen a significant decrease, with a reduction of 1,357 offences, down 10 per cent from the previous 12 months. This includes reductions in 'violence against the person' offences (179 fewer offences – down 9.1 per cent) and robbery (49 fewer offences – down 30 per cent). The crime rate on the Tube and DLR is now just 9.6 crimes per million passenger journeys.

# **5 London Rail Performance**

## **London Overground**

- 5.1 London Overground passenger journeys at 17.4 million for the year to date continue to grow strongly.

## **New South London Line**

- 5.2 The programme for completing the New South London Line remains on schedule, with this expected to be finished in time for the National Rail timetable change in December 2012.

## **North London Railway (NLR) Stations Upgrade**

- 5.3 All 44 stations are signed off for systems and ambience. Both control centres are now signed off. Network Rail works are expected to continue until the end of the second quarter of 2012.

## **Docklands Light Railway**

- 5.4 Year to date journeys of 14.3 million were 0.9 million ahead of budget due to growth across the whole network, higher than expected London Marathon passengers and the conclusion of the majority of network upgrade works.
- 5.5 Overall performance declined slightly versus last period with service reliability and Ticket Vending Machine availability both seeing a reduction in their previous score. All performance measures continued to achieve target, apart from departures. Departures at 98.0 per cent for the year have been impacted by signalling and rolling stock failures and a radio system failure on 2 May 2012, which resulted in the suspension of the entire train network.

## **Emirates Air Line (Cable Car for London)**

- 5.6 Following the acceptance of the Emirates Air Line for Revenue Operations, it commenced operations on 28 June 2012.

## **Trams**

- 5.7 Trams passenger journeys at 4.5 million for the year to date are marginally above target.
- 5.8 Service performance for Trams, as measured by scheduled service kilometres, at 98.2 per cent for the year to date is 0.8 per cent above target.
- 5.9 Electro Magnetic Compatibility regulation approval has been received from Network Rail to operate the six additional trams across the whole of the network. There are now five additional trams on site and the third has now been accepted into passenger service.

## **6 Review of Developments Across National Rail**

### **DfT High Level Output Specification (HLOS)**

- 6.1 The DfT is likely to publish its second HLOS for the period 2014 to 2019 in July 2012.
- 6.2 The Commissioner wrote to the Permanent Secretary at the DfT expressing his concern about the DfT's approach to funding enhancements. Specifically, the DfT has said that where an enhancement requirement is primarily or solely triggered by one franchise and that franchise has been devolved from the DfT to another authority, the cost of the enhancement is recovered from that franchise through a specific track access charge. This currently affects TfL (LOROL), Merseytravel (Merseyrail) and the Welsh Government (Arriva Trains Wales). This would include TfL's proposals to the DfT such as Barking to Gospel Oak electrification and North London Line platform extensions.
- 6.3 The DfT is consulting on the abolition of British Railways Board (Residuary) and the transfer of its functions and TfL will respond. The main issue for TfL is the future of Old Dalby test track, which is currently being used for testing the rolling stock and signalling for the Sub Surface Upgrade.

### **Office of Rail Regulation (ORR) Matters**

- 6.4 The ORR has published a number of documents as part of the Periodic Review. It set out the framework for Network Rail incentives following responses to recent consultations. This focuses on alignment of incentives between Network Rail and train operators through alliances and other mechanisms and a more regional focus with efficiencies and access charges being calculated at route level. The ORR has followed this up with a more detailed consultation on aligning incentives to promote efficiency.
- 6.5 The ORR plans to take forward work on delay attribution at interfaces between Network Rail and other parties' infrastructure. TfL will be involved in this workstream, which affects Crossrail and London Overground.
- 6.6 The ORR has outlined proposals to place an enforcement order on Network Rail

for failure to hit targets for long distance train punctuality, which the ORR expects to result in a licence breach. The order will require Network Rail to deliver 92 per cent punctuality in the long distance sector by the end of 2013/14, in line with its target for the year. If it does not, it will be fined £1.5m for every 0.1 per cent performance below that level.

## **Rail Franchising and Rail Reform**

- 6.7 The Mayor has responded to the DfT's *Reforming our Railways* Command paper and the two associated consultations, including an "expression of interest" in taking over the franchising role from the DfT for certain specific London routes. The case for devolution also formed part of the Mayor's letter to the Secretary of State for Transport following his re-election.
- 6.8 The programme of stakeholder engagement led to expression of support for extending the Mayor's powers from relevant authorities and other interested parties.
- 6.9 TfL responded to the DfT's consultation on the Essex Thameside franchise. The response focused on the need for increased peak capacity, station decongestion measures and enhanced off peak frequency. TfL has major concerns around plans to operate services into Liverpool Street given the potential impact on Crossrail services. TfL will also respond to the ongoing Thameslink, Southern and Great Northern franchise consultation, due in August 2012.
- 6.10 TfL's involvement in the Greater Anglia franchise is progressing well, with TfL funded station deep cleans expected to be completed by the end of the summer.

## **Performance of the Passenger and Freight Network**

- 6.11 There is no new usage data published since the previous Panel report, which set out results for the third quarter.
- 6.12 In response to a proposed development at Ripple Lane freight terminal, TfL has worked with the local authority and rail industry stakeholders to secure improved access to the rail freight facility, to support the Mayor's Transport Strategy policy for greater use of HS1 for freight services.

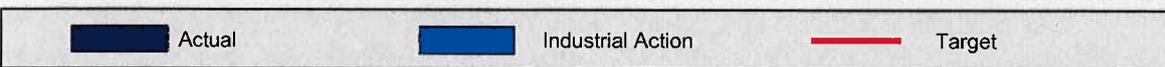
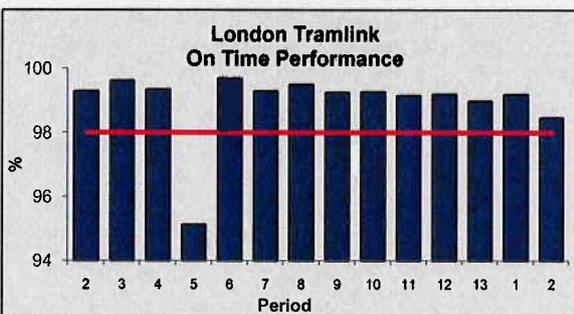
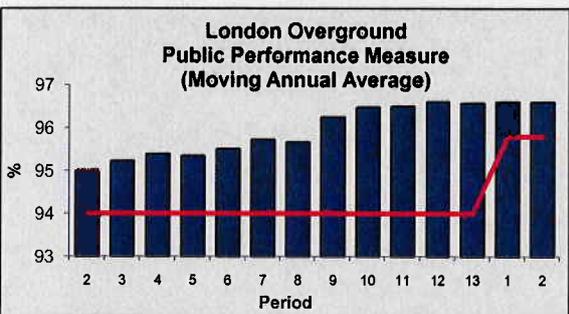
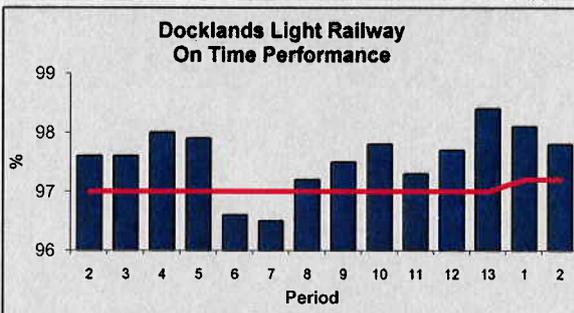
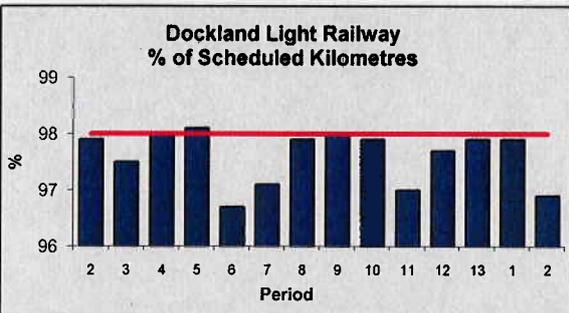
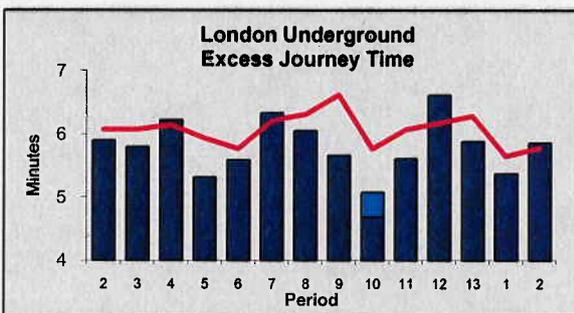
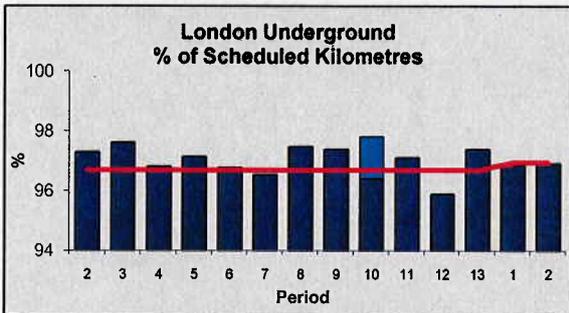
## **7 Recommendation**

- 7.1 The Panel is asked to NOTE this report.

## **8 Contact**

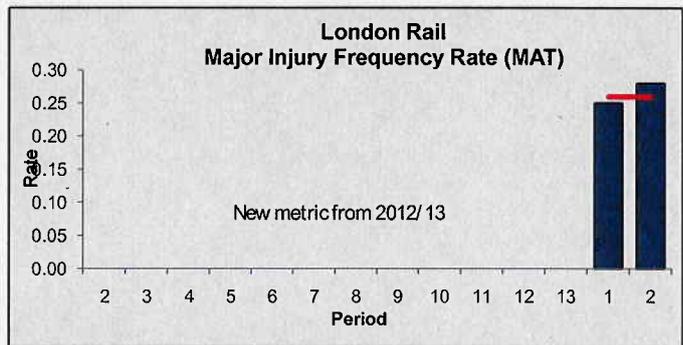
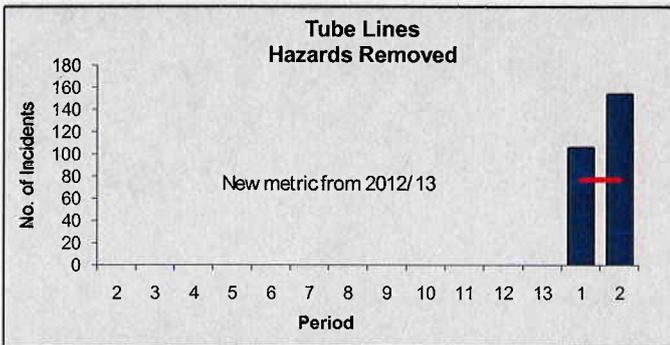
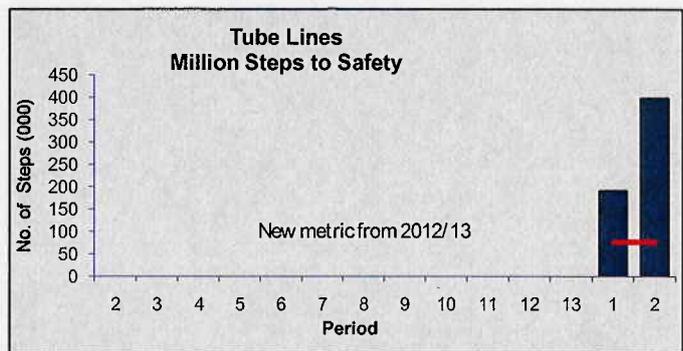
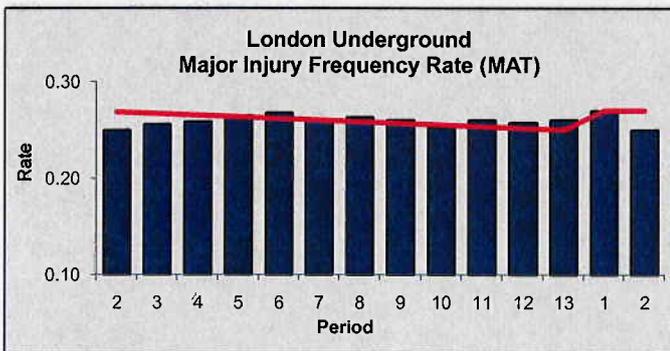
- 8.1 Contact: Mike Brown, Managing Director, Rail and Underground  
Phone: 020 7027 8499  
Email: [mikebrown@tfl.gov.uk](mailto:mikebrown@tfl.gov.uk)

London Rail and Underground Service Reliability - Period 2 2012/13					
				YTD	YTD Variance
 <b>London Underground</b>	% of Scheduled Kilometres	%	96.9	▲	(0.1)
	Excess Journey Time	Minutes	5.62	●	0.10
 <b>Docklands Light Railway</b>	% of Schedule Operated	%	97.4	▲	(0.6)
	On Time Performance	%	98.0	●	0.7
 <b>London Overground</b>	Public Performance Measure (Moving Annual Average)	%	96.6	●	0.8
 <b>London Tramlink</b>	On Time Performance	%	98.8	●	0.8



- 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 Rail and Underground						
Safety Performance - Period 2 2012/13						
			Actual	Target		Variance
 London Underground	Major Injury Frequency Rate (MAT)	Rate	0.25	0.27	●	0.02
 Tube Lines	Million Steps to Safety* (000)	No.	397	77	●	320
	Hazards Removed*	No.	154	77	●	77
London Rail	London Rail Safety Indicator	Rate	0.28	0.26	■	(0.02)



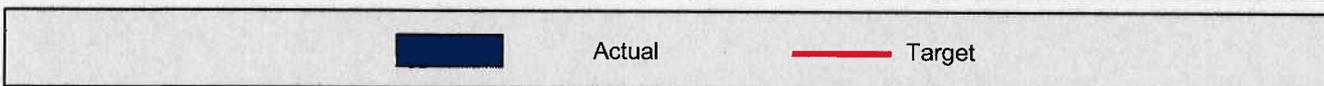
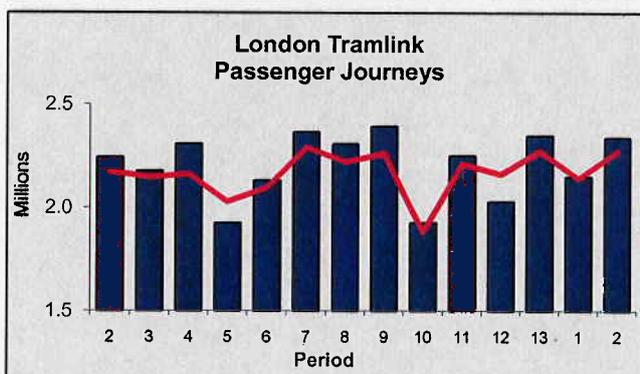
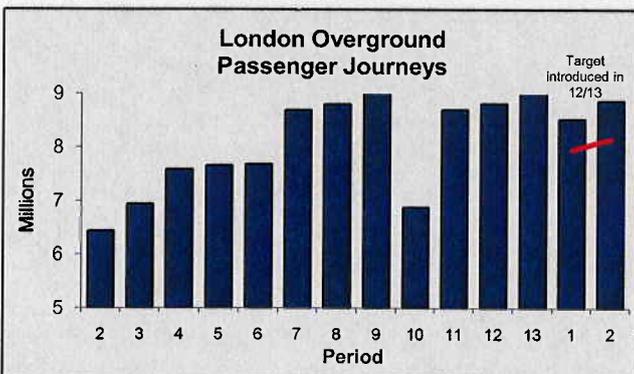
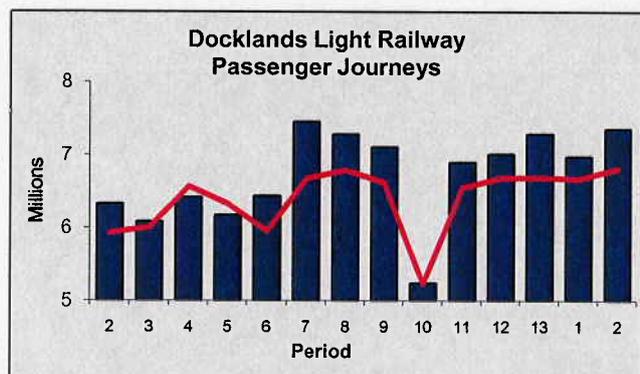
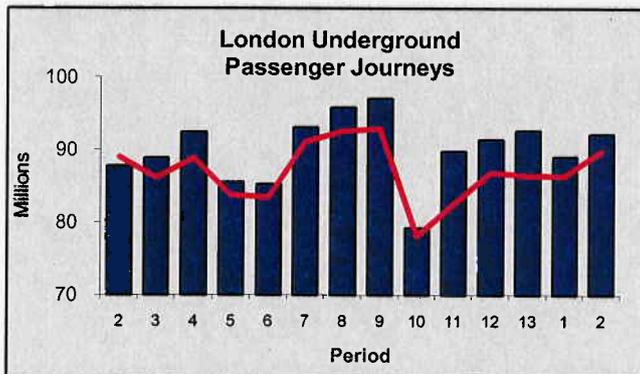
Actual
  Target

- 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. The target will be reviewed after the first three months of implementation.

### London Rail and Underground Customer Demand - Period 2 2012/13

			YTD	YTD Variance		
	<b>London Underground</b>	Passenger Journeys	Million	181.3	●	5.0
	<b>Docklands Light Railway</b>	Passenger Journeys	Million	14.3	●	0.9
	<b>London Overground</b>	Passenger Journeys	Million	17.4	●	1.3
	<b>London Tramlink</b>	Passenger Journeys	Million	4.5	●	0.1

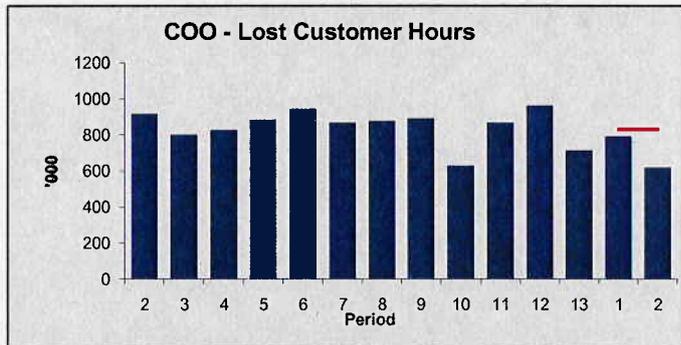
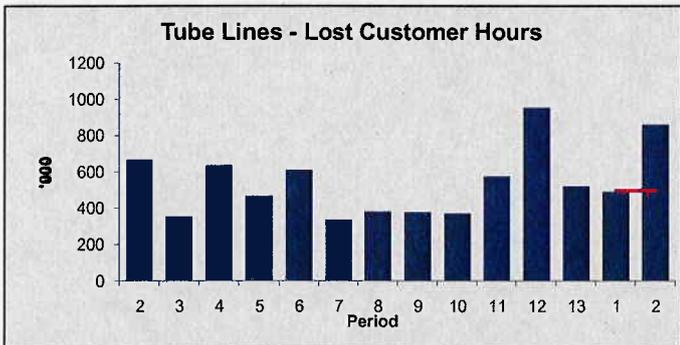
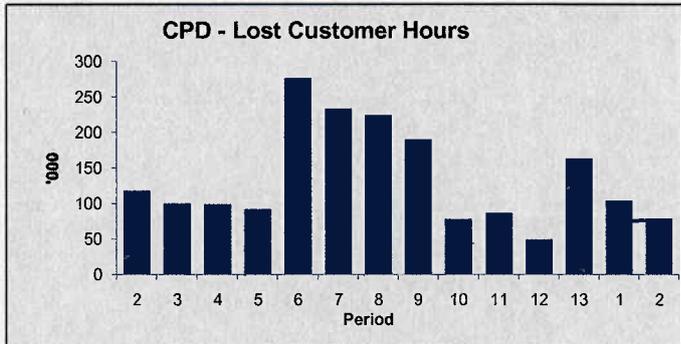
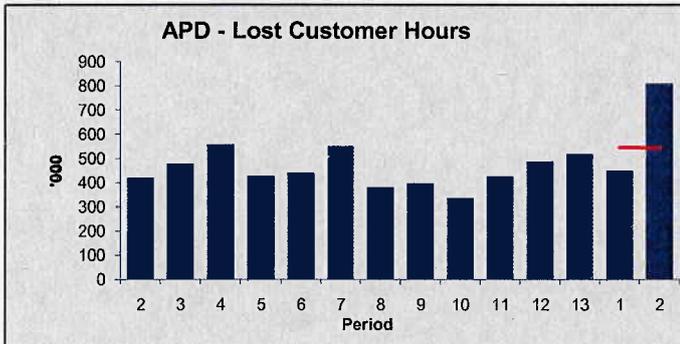


- Meeting or better than target
- ▲ Worse than target by up to 2%
- Worse than target by more than 2%

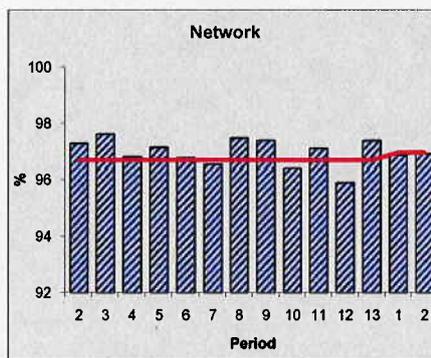
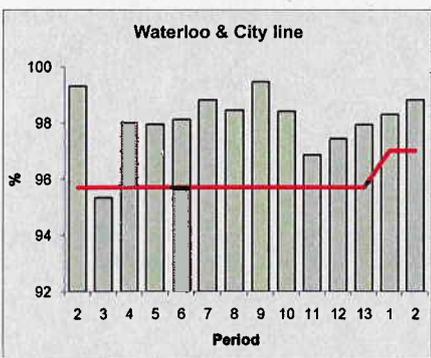
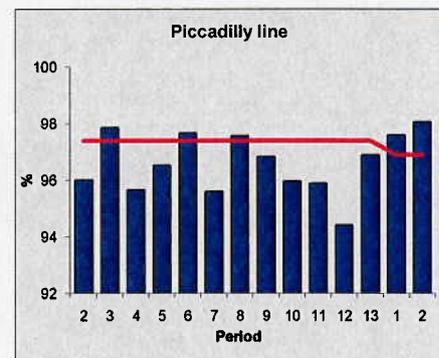
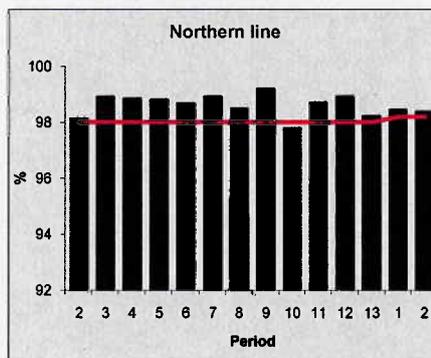
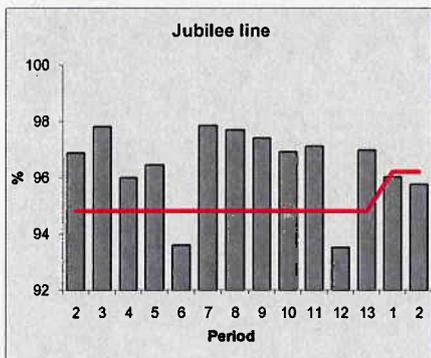
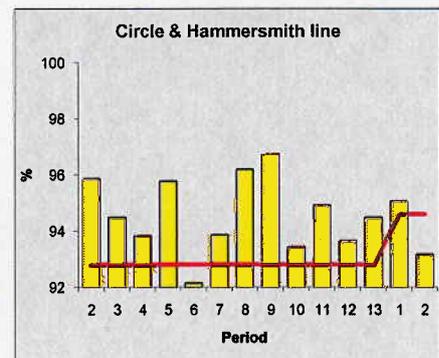
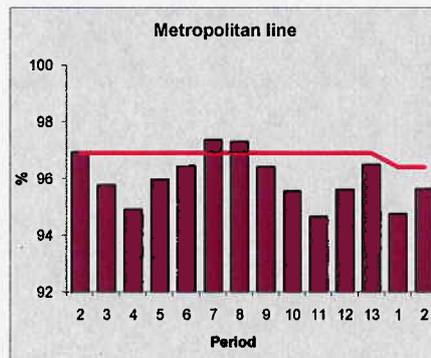
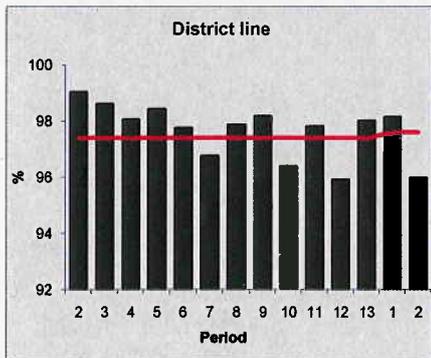
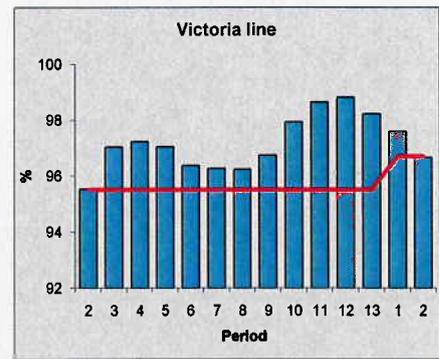
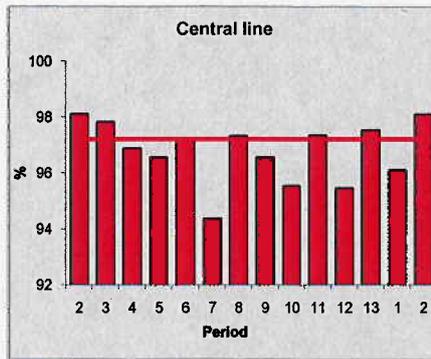
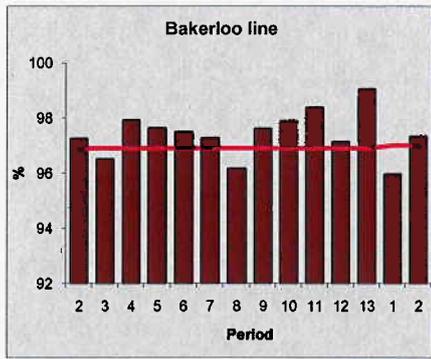
### London Underground Lost Customer Hours - Period 2 2012/13

London Underground			YTD		YTD Variance
APD	Lost Customer Hours	Thousand	1,260	■	(169)
CPD	Lost Customer Hours	Thousand	183	■	(31)
Tube Lines	Lost Customer Hours	Thousand	1,351	■	(356)
COO	Lost Customer Hours	Thousand	1,412	●	250
3rd Party and Other	Lost Customer Hours	Thousand	337	■	(19)
<b>Total</b>	<b>Lost Customer Hours</b>	<b>Thousand</b>	<b>4,543</b>	<b>■</b>	<b>(325)</b>

- Meeting or better than target
- ▲ Worse than target by up to 5%
- Worse than target by more than 5%



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



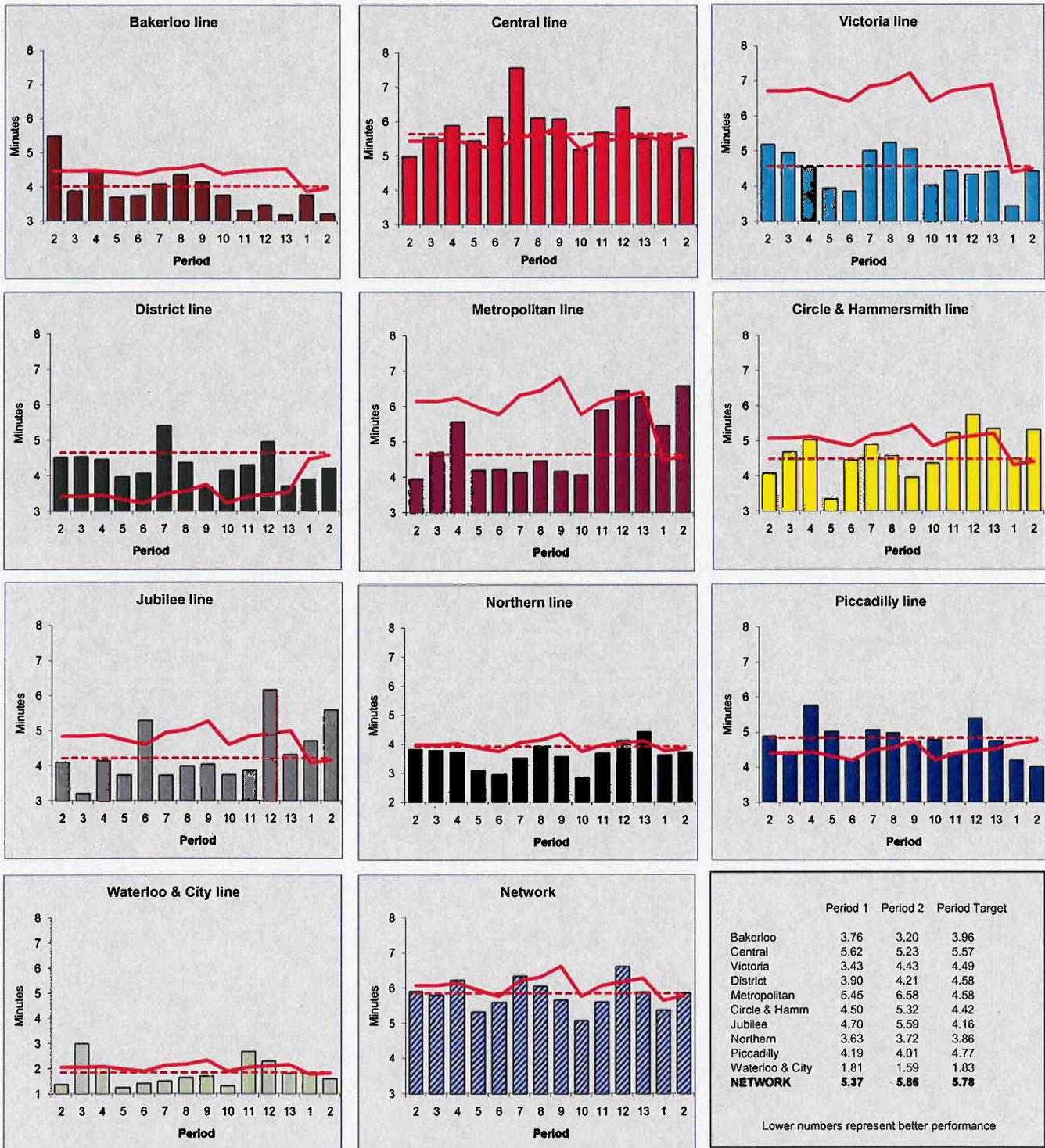
	Period 1	Period 2	Target
Bakerloo	96.0	97.4	97.0
Central	96.1	98.1	97.2
Victoria	97.6	96.7	96.7
District	98.2	96.0	97.6
Metropolitan	94.8	95.6	96.4
Circle & Hamm	95.1	93.2	94.6
Jubilee	96.0	95.8	96.2
Northern	98.5	98.4	98.2
Piccadilly	97.6	98.1	96.9
Waterloo & City	98.3	98.8	97.0
<b>NETWORK</b>	<b>96.9</b>	<b>96.9</b>	<b>97.0</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.

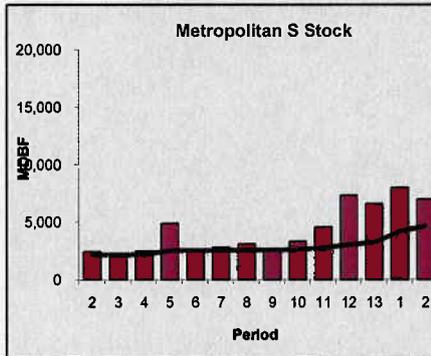
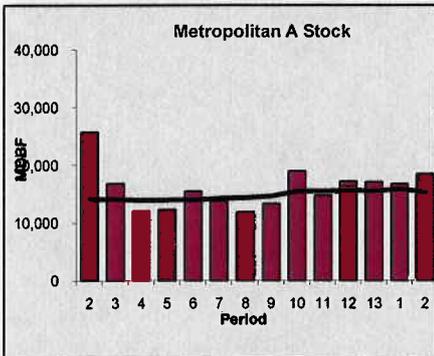
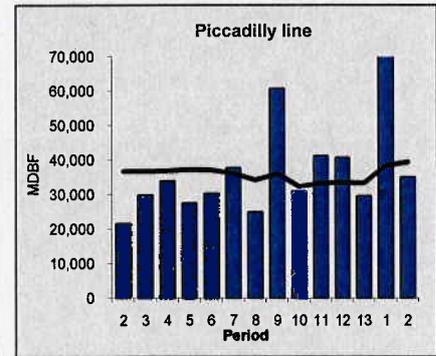
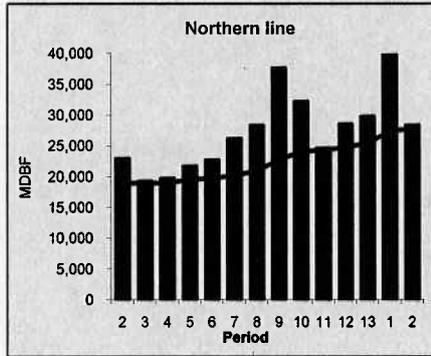
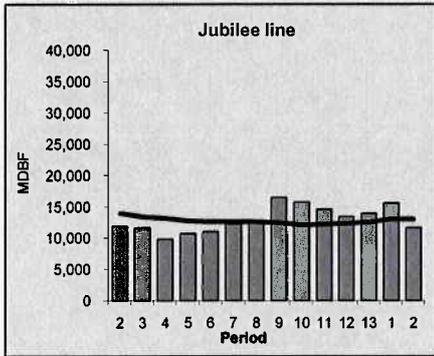
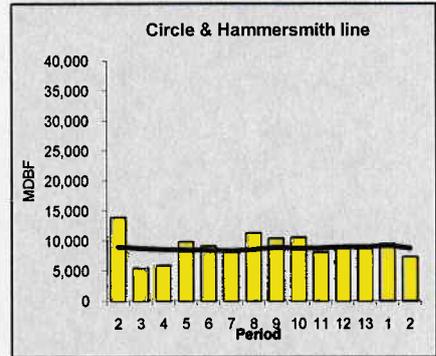
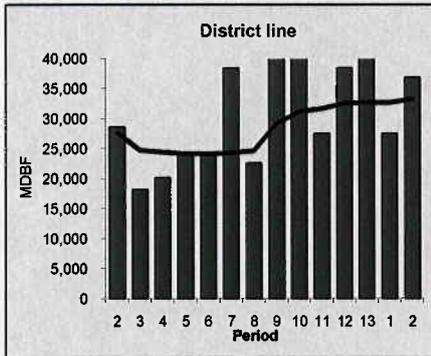
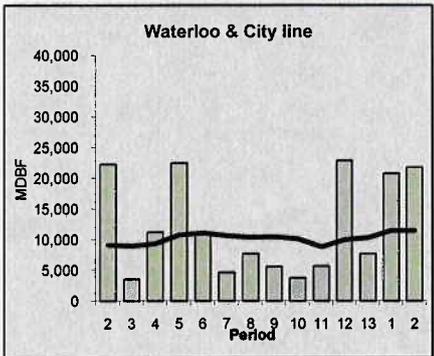
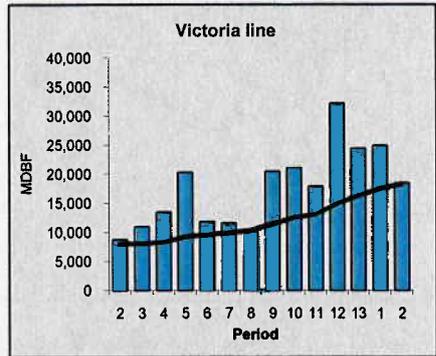
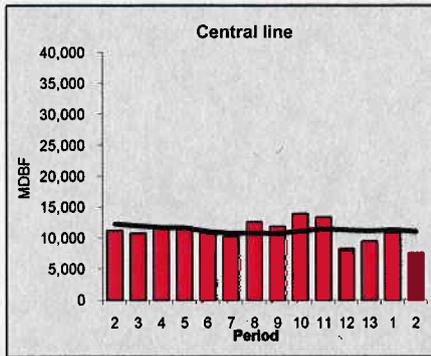
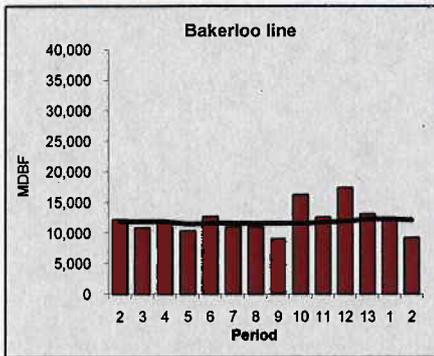
### London Underground Line Performance Trends Excess Journey Time



Actual (line colour)
  Period Target
  12/13 Year End 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.

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



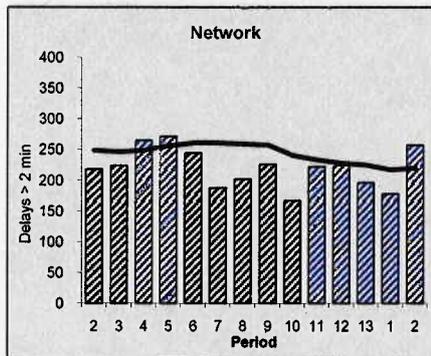
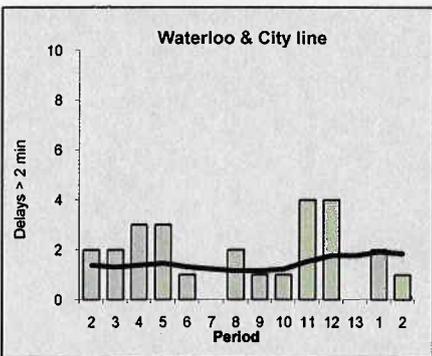
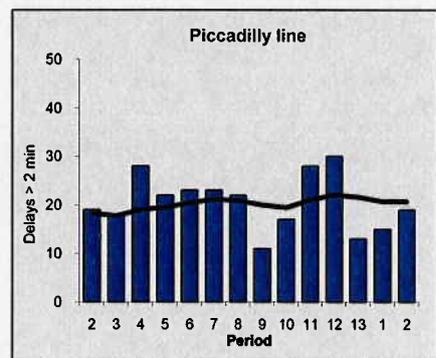
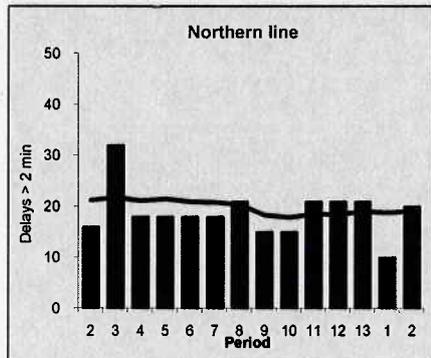
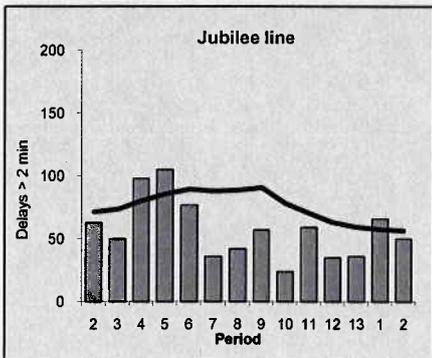
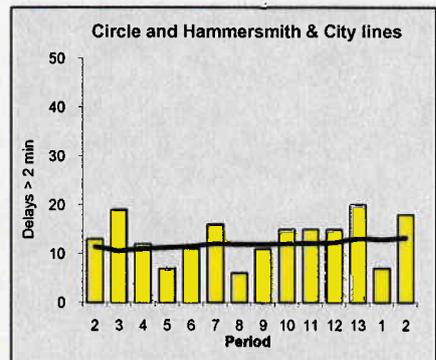
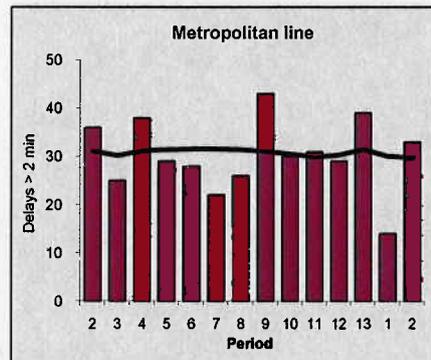
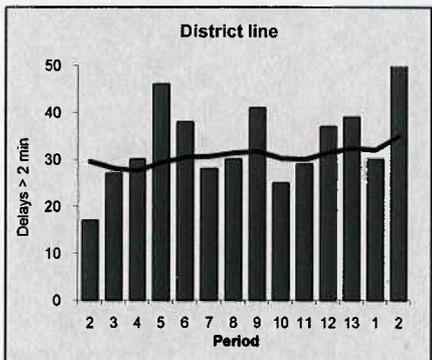
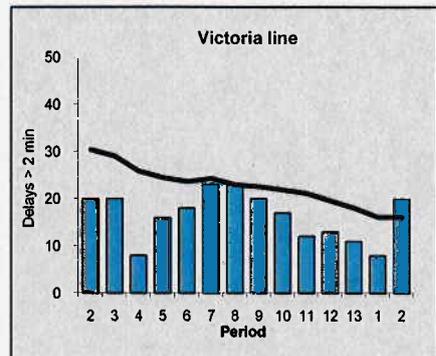
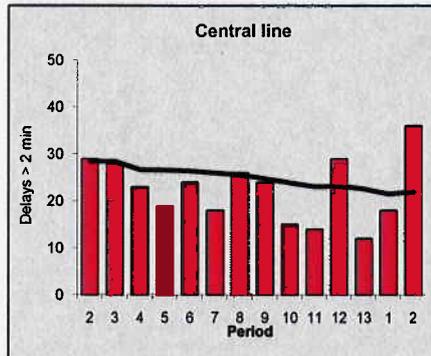
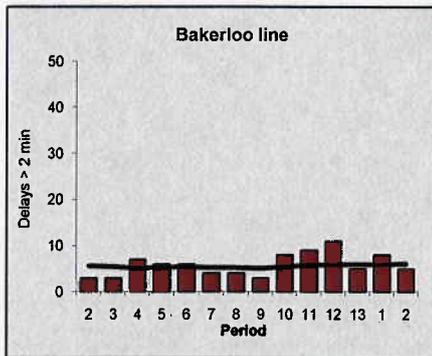
	Period 1	Period 2	MAA
Bakerloo	12,050	9,278	12,107
Central	10,938	7,629	11,079
Victoria	24,919	18,476	18,298
District	27,536	36,867	33,303
Metropolitan	9,554	8,657	8,687
Circle & Hamm	9,504	7,347	8,757
Jubilee	15,626	11,602	13,020
Northern	40,825	28,449	27,797
Piccadilly	90,080	35,129	39,461
Waterloo & City	20,729	21,760	11,436
<b>NETWORK</b>	<b>17,960</b>	<b>13,790</b>	<b>15,292</b>

Higher numbers represent better performance

Actual Train Kilometres between Failures
  Moving Annual Average (MAA) [as no target set]

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.

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



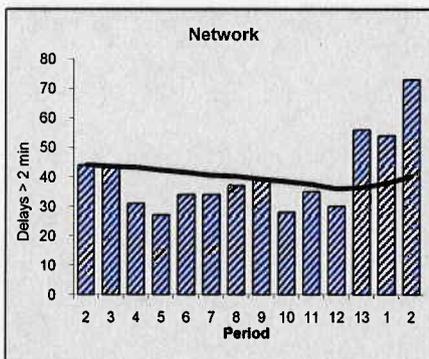
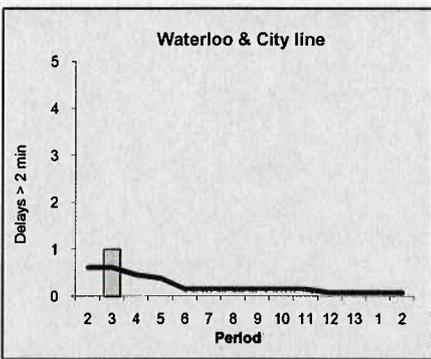
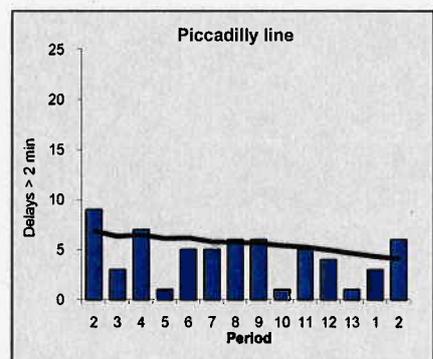
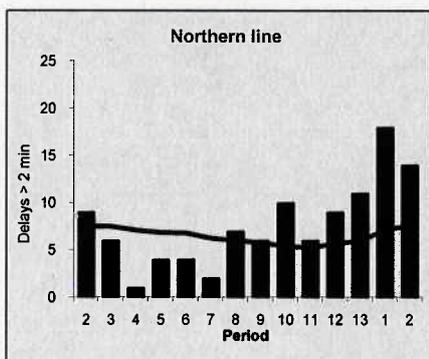
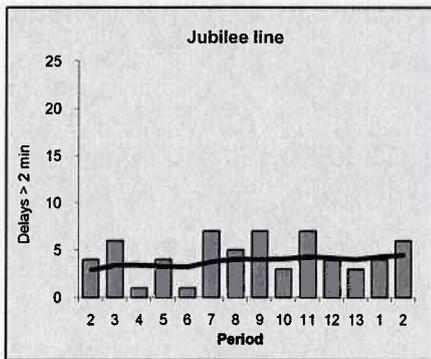
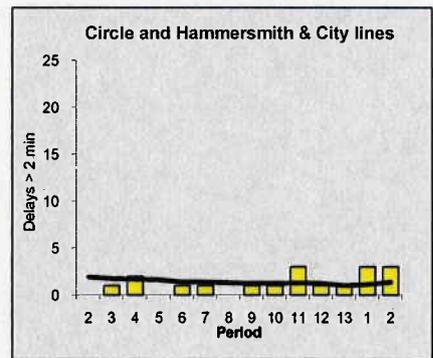
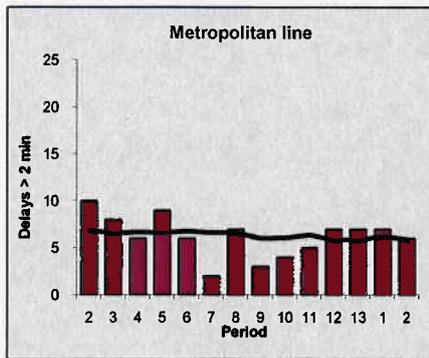
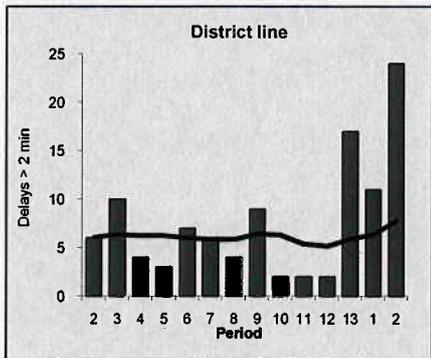
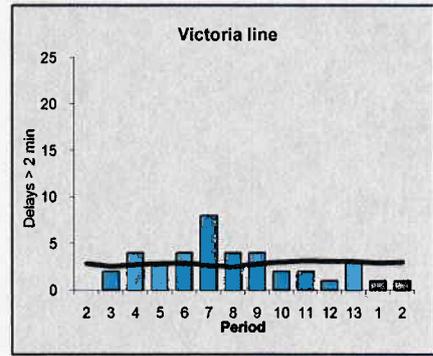
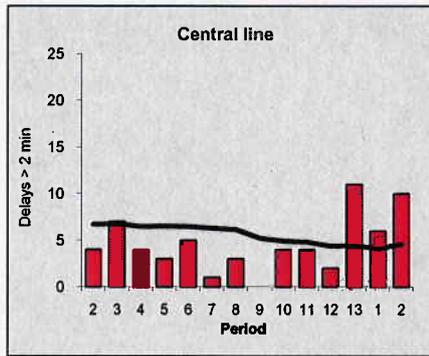
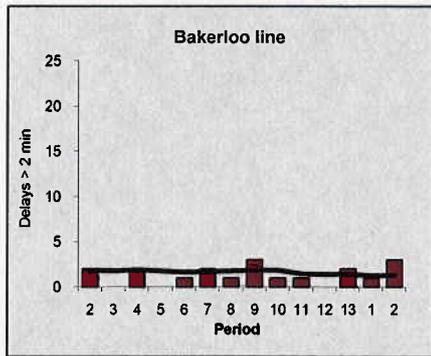
	Period 1	Period 2	MAA
Bakerloo	8	5	6
Central	18	36	22
Victoria	8	20	16
District	30	55	35
Metropolitan	14	33	30
Circle & Hamm	7	18	13
Jubilee	66	50	57
Northern	10	20	19
Piccadilly	15	19	21
Waterloo & City	2	1	2
<b>NETWORK</b>	<b>178</b>	<b>257</b>	<b>220</b>

Lower numbers represent better performance

Actual — Moving Annual Average (MAA) [as no target set]

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.

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



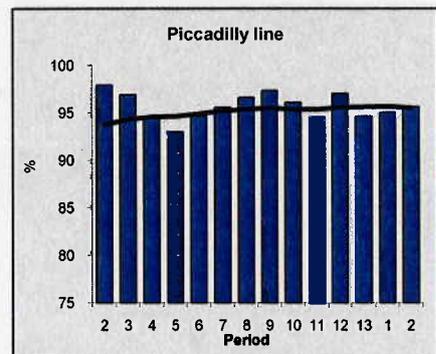
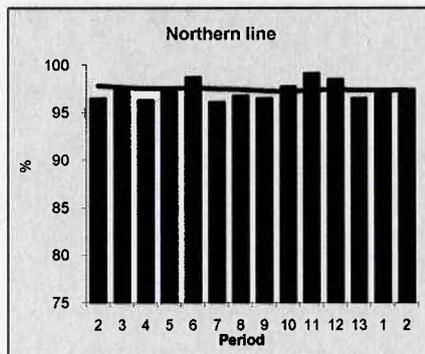
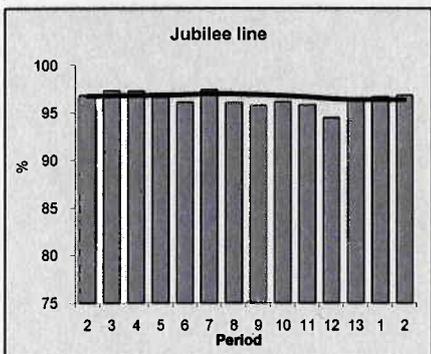
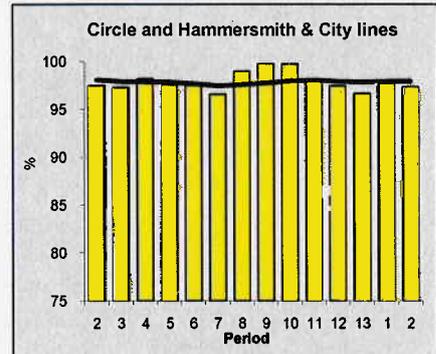
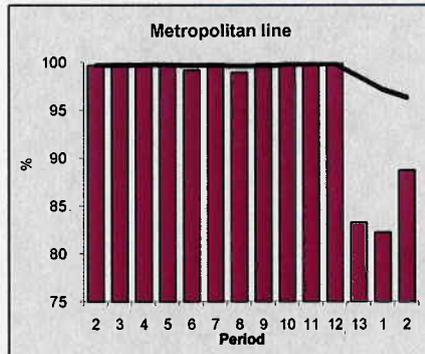
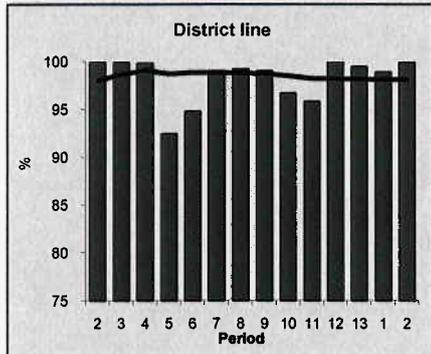
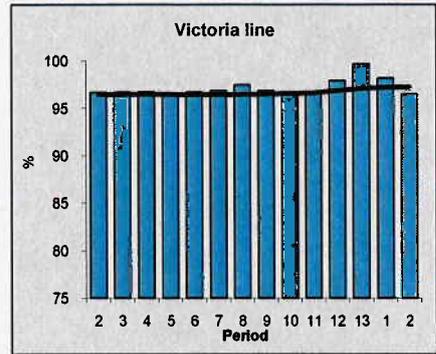
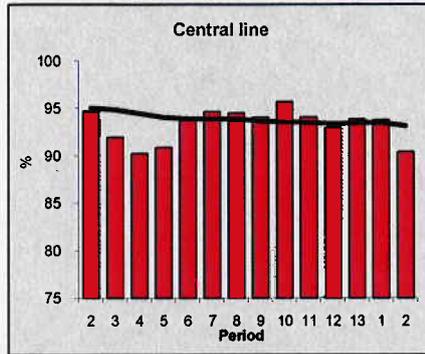
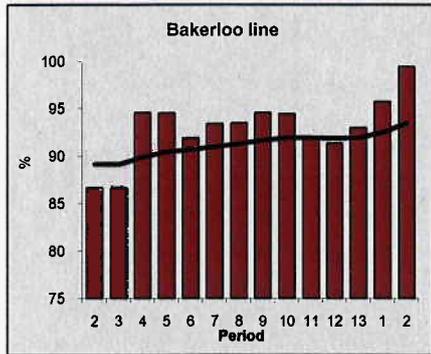
	Period 1	Period 2	MAA
Bakerloo	1	3	1
Central	6	10	5
Victoria	1	1	3
District	11	24	8
Metropolitan	7	6	6
Circle & Hamm	3	3	1
Jubilee	4	6	4
Northern	18	14	8
Piccadilly	3	6	4
Waterloo & City	0	0	0
<b>NETWORK</b>	<b>54</b>	<b>73</b>	<b>40</b>

Lower numbers represent better performance

Actual
  Moving Annual Average (MAA) [as no target set]

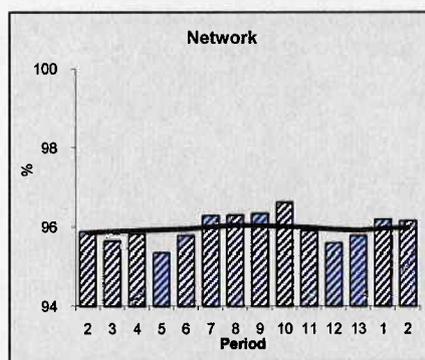
The number of trackasset-related service disruptions of 2 minutes or more including items that are attributed but still in abeyance to be agreed. Subsequent agreement of attribution could therefore give rise to retrospective changes.

### London Underground Line Performance Trends Escalator Availability



**Waterloo & City line**

The stations served by the Waterloo & City line are managed by the Jubilee line (Waterloo) and the Central line (Bank)



	Period 1	Period 2	MAA
Bakerloo	95.7	99.4	93.5
Central	93.8	90.4	93.1
Victoria	98.2	96.5	97.2
District	98.9	99.9	98.1
Metropolitan	82.2	88.7	96.3
Circle & Hamm	97.7	97.4	97.9
Jubilee	96.7	96.9	96.4
Northern	97.2	97.5	97.4
Piccadilly	95.1	95.6	95.5
Waterloo & City	n/a	n/a	n/a
<b>NETWORK</b>	<b>96.2</b>	<b>96.2</b>	<b>96.0</b>

Higher percentages represent better performance

Actual  Moving Annual Average (MAA) [as no target set]

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.

