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Dear Isabel

TfL information on Tube performance and the upgrade programme

Further to my letter of 15 June, I am writing with details of the information that we want TfL to publish in relation to Tube performance and the upgrade programme.

At the outset, I thought it might be helpful to outline our objectives for seeking this information. We want to see the publication of data that enables detailed analysis of long-term trends in day-to-day performance of the Tube. We also want TfL to publish information that provides for the performance of the Tube to be compared to the performance of Metros elsewhere, allows for monitoring of TfL's delivery of the Tube upgrade programme against its own detailed plans, and shows what TfL is spending on the upgrade programme so it is possible to see whether or not it is delivering value for money.

As part of our investigation, we asked TfL for specific data on Tube performance and information about the upgrade programme which would help to realise these objectives. We drew up this request based on existing published information which suggested that the data was regularly collected. The request, therefore, provides a good starting point for further data and information that TfL should now publish on an ongoing basis.

In summary, we asked that TfL provide us with the following data relating to Tube performance:

- Lost Customer Hours for each of the 11 lines broken down by causative factor and split by peak/off peak for each four week reporting period from 2003/4 onwards;
- Total journey time for each of the 11 lines for each four week reporting period from 2003/4 onwards;
- Passenger kilometres split by peak/off peak for each of the 11 lines for each year from 2003/4; and
- Operated train kilometres (including targets) split by peak/off peak for each of the 11 lines for each year from 2003/4.

To facilitate ongoing scrutiny of tube performance, we propose that this information is published for each future reporting period.

On the upgrade programme, we requested:

- The outline programme for each line upgrade including details of the key stages underpinning the delivery timetable in TfL's Business Plan 2014/15;
- The high level risks for each line upgrade and proposed steps to mitigate these risks;

- The total capability and capacity increases planned over the course of each line upgrade, including how this links to the projections of operated train kilometres; and
- Its expenditure per kilometre of signalling for each line upgrade on a basis that is comparable with the figures used by the PPP Arbiter in his 2010 Tube Lines Cost Directions.

We would not expect this information to change on a regular basis but where it is updated to reflect changing circumstances we would expect TfL to make this available.

In response to our request, TfL provided almost all the information we sought but noted in the reply that much of it was already publicly available. This is not the case. As we discussed at our recent meeting, TfL does publish a large amount of information on the Tube but this is not always reported on a line by line basis, is often only presented graphically, is published in a range of different places and is not always very timely. TfL should, as a matter of course, publish all data on the Tube in a format that permits analysis i.e. it should be publishing 'raw' performance data in Excel spreadsheets. This data and information needs to be easily accessible e.g. from a single location on its web site and/or on the London Datastore. TfL should also ensure the publication of data and information at the earliest opportunity e.g. all Tube performance data should be available within six weeks of its collection or finalisation.

The implementation of these initial suggestions will be helpful but they may not be the only improvements that can be made. We are continuing to review the information produced on Tube performance and the upgrade programme as part of our ongoing investigation. We are now seeking a meeting with David James to discuss IIPAG's role in providing independent assessment of TfL's work on the Tube including the benchmarking information that it will be publishing. We will also consider any benchmarking information reported to the next TfL Board meeting, as mentioned by Mike Brown at our recent meeting.

We would welcome the opportunity to meet you to discuss this further. Laura Warren in the Scrutiny Team has been in touch with your office to identify your availability for a meeting in July. She will be in touch again to firm up a date and time for this meeting.

Yours sincerely



Caroline Pidgeon AM
Chair of the Transport Committee