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Dear Caroline

I am writing further to Isabel Dedring's letter of 9 September 2011.

I am sorry it has taken longer than hoped to come back to you with a draft of the proposed format for the new four weekly performance report that we have been developing. We have gone through several iterations in order to ensure it addresses as many of the issues you raised as possible. The proposed report is now attached.

I have also attached a spreadsheet that illustrates the data we will publish in the London Datastore to accompany the report each period.

I hope you'll agree that this represents a significant step forward, with a wider range of more relevant measures reported in a more accessible way. In particular, and as requested by your Committee, it includes a line by line breakdown of the causes of lost customer hours. It also sets out the level of service operated as a percentage of the overall timetable (before planned closures) on weekdays and weekends therefore illustrating more accurately the level of service offered to customers.

As Isabel said in her earlier letter, the aim has been to facilitate easy and full assessment of LU's and Tube Lines' performance across all of its operations and maintenance activity, and give Tube passengers meaningful information on performance that they can correlate to their own experience.

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The report will be published in the existing 'Performance' section of the Tube website, with clear links from other pages. There would also be links from this page to the Quarterly Investment Programme Reports now submitted to the TfL Board and published on the website.

I would welcome your Committee's feedback on the report and of course it may be something you and I can initially discuss briefly when we meet next week.

In order to commence provision of the information as promptly as possible, I suggest that we begin publication of the report in this format on the understanding that we will ensure that your Committee's feedback is acted on as part of the process of further development.

In that respect I would stress that I regard this as the first step in a progressive process of improvement in this area. We will continue to look at how the report can develop, and in particular whether the information can in due course also be presented in a more intuitive and dynamic way on the website, allowing the user to 'interact' more easily with the data.

Yours sincerely

*Kind regards*  


Mike Brown