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Caroline Pidgeon AM
Chair of the Transport Committee
London Assembly
City Hall
The Queen's Walk
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Our ref:

Date: 9 September 2011

Dear Caroline

I am writing in response to your letter of 24 June 2011, which set out details of the information on Tube performance and the upgrade programme that the Transport Committee would like to see published regularly. This followed the discussion at the Committee's meeting on 14 June, and as you know we have subsequently met at some length to talk through these issues in detail.

At the outset, I would stress that I absolutely share the Committee's desire for transparency in these areas, and for the publication of information that enables performance and progress to be properly assessed and analysed by the public and others. Having had extensive discussions on the subject with TfL too, I also believe that this is an aspiration it shares. Indeed, as was clear during our recent meeting, there is a significant volume of information published. However, it is clear that it is not currently always published as coherently or as helpfully as might be the case, or necessarily in the best format, with the information contained in a number of different reports and databases.

Accordingly, TfL has been reviewing the performance information it publishes with a view to producing a single easily accessible report - now being developed - containing all the key measures, published every four weeks. The criteria for this report are that it should 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. In the latter respect, I also asked TfL to set in train some work to examine the development of possible new measures that complement the existing metrics, to enhance the feedback to passengers on overall performance that ties more closely to what passengers experience and care about. That work is progressing in parallel with the work to develop the new report.

I note the Committee's desire for 'raw' performance data. I think it is important that the new report is as helpful as possible to all those who may use it, which means that it does

need to clearly track performance trends and to compare current and past performance. The use of graphs and charts to illustrate this is therefore crucial. However, TfL is happy to also publish the base data in the London Datastore.

The first report in the new format is now being prepared. As agreed, I would aim to share the proposed format with your Committee in mid September; we would then aim to move to the new framework for Period 6 data (four weeks ending 17 September, published in October).

In conjunction with the new format the report will be published in an easily accessible and logical area of the Tube website, with clear links from other pages. TfL will always aim for it to be published within six weeks of the end of the period in question – hopefully sooner in most instances.

With reference to the specific performance data requested by the Committee, I envisage these would all be included in the way suggested, with these exceptions:

- It is not possible, using the current reporting and analysis systems, to report Lost Customer Hours (LCH) data broken down by peak and off peak on a regular basis; this would require an additional calculation being applied, allocating LCH incidents to the peak or off peak depending on start time, which is currently very difficult and labour intensive. TfL is looking therefore at how we might meet this aspiration;
- TfL's core measure of demand is Passenger Journeys, rather than Passenger Kilometres, and it would propose to use that in the new report. Additionally, disaggregating passenger journeys both by line and by peak and off peak requires additional analysis of Oyster data and of separate research into passengers' origins and destinations (the latter completed only annually in some cases). Again, therefore, TfL will be looking at how we might address this going forward.

Turning to the reporting of information on the upgrade programme, as we discussed at the meeting the investment programme reports now submitted to the Finance and Policy Committee and the TfL Board on a Quarterly Basis do contain a significant volume of information on the stages of delivery and progress against these, and on the capability and capacity increases to be delivered, that I think will meet your aspirations on these points. Please let me know if this is not the case. In addition, I have asked TfL to review its core website content on the Tube upgrade plan (www.tfl.gov.uk/tubeupgradeplan) so that passengers have more easily digestible information on the key stages of delivery and what they mean for their journeys.

Information on risks for each line upgrade, and the mitigation of them, would not as you say change on a regular basis. I propose that TfL produce an annual report of the key risks in the form sent to you prior to the 14 June meeting, which would then be reviewed quarterly and updated if necessary.

Similarly I suggest that TfL sends the Committee an annual summary of signalling upgrade unit rates in the form sent to you before the 14 June meeting. It is important to note, however, that some of this information is likely to remain commercially confidential

which may limit the extent to which specific costs for individual contracts can be provided.

Finally, as discussed at our recent meeting, the publication of information enabling international comparisons with other metros is slightly more problematic, due to the fact that such information is shared within the CoMET group on a strictly confidential basis. Of course most metros publish information in the same way as TfL does so a degree of comparison is possible. I am keen, however, to see if a more structured comparison can be achieved, possibly as part of LU's initiatives on benchmarking, the core thrust of which will look at the comparative costs and performance within LU and Tube Lines. We will keep looking at the potential for international comparisons and will report back again in due course.

I hope this is helpful. As mentioned above TfL will send the Committee its proposed new report format in mid-September. Please do not hesitate to contact me if you need further information or clarification before then.

Clearly this can and should be an ongoing area of joint work and I look forward to continuing to work with you and the rest of the Assembly to continue delivering improvements in this area.

Yours sincerely

Isabel Dedring
Deputy Mayor for Transport