

Appendix 2

Caroline Pidgeon AM, Chair of the Transport Committee

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Mike Brown MVO
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6 December 2011

Dear Mike

TfL's new four-weekly Tube performance report

Thank you for your letter of 16 November 2011 and providing us with copies of the new four-weekly Tube performance report and corresponding data set.

We welcome publication of the new report and data set and agree that this represents a significant step forward. The new report reflects many of our suggestions for improvements as set out in our letter of 24 June 2011 to the Deputy Mayor for Transport. In particular, we note the provision of 'Lost Customer Hours', which was one of the main pieces of information that we wanted to see published regularly. We also welcome the provision of 'raw' data for many performance indicators such as track failures.

You refer to this as a first step in a progressive process of improvement in this area and, in this spirit, we offer a few initial observations.

- The new report and data set do not provide any details on the progress with the upgrade programme which we suggested should be published. We recognise that the upgrades are a different issue from day-to-day performance but consider there is merit in having such information reported alongside operational performance. TfL is now responsible for all the upgrade work as well as day-to-day performance and there is obviously a relationship between the two e.g. delays on the Jubilee and Victoria lines in 2010/11 happened whilst they were being upgraded.
- The new report is very detailed. We do not want TfL to stop publishing any of the performance information but suggest there might be scope for some refinement to the report. It could, for example, cover a few key performance indicators with everything else published in the data set and/or on the online performance portal.
- In relation to the online performance portal, we note that it is no longer clearly signposted on the TfL web site; it can only now be accessed via the link to 'View station exit and entrance figures.' Moreover, the portal is currently only showing performance information up until 31 March 2011. We welcome the portal being updated or, if this is now subject to change as part of the review of online performance information, receiving further details of how it might be changed.

We also remain keen to see the publication of benchmarking information on TfL's performance and expenditure on the Tube upgrades to provide for comparison between lines and with other Metros. We recognise that this might be a matter on which IIPAG is leading and we have, therefore, copied this letter to David James. We hope that IIPAG and/or TfL as appropriate will publish more benchmarking information in due course.

Overall, though, I wish to reiterate our support for the new Tube performance report and data set. We appreciate the action that has been taken to ensure these documents reflect many of our suggestions for improvements. We look forward to receiving more details about developments in this area and having the opportunity to contribute to the ongoing process of improvement.

Yours sincerely

Caroline Pidgeon AM

Chair of the Transport Committee

Cc: Isabel Dedring, Deputy Mayor for Transport
David James, Chair of IIPAG