



# **Department for Transport**

## **Autumn Performance Report 2005**

Presented to Parliament by the  
Secretary of State for Transport  
by Command of Her Majesty  
December 2005

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# Chapter 1

## Introduction

This is the Autumn Performance Report for the Department for Transport (DfT). It provides Parliament with a progress report on performance against the Department's Public Service Agreement (PSA) targets using data available up to November 2005.

Public Service Agreements link the allocation of public expenditure to published targets with the aim of delivering modern, responsive public services. PSA targets are set for services or outcomes which the Government sees as key national priorities. They express the outcomes sought by the Government, defining clear, long term goals to provide ambition and a sense of direction, as well as representing a contract between the public and Government.

The Department's current set of PSA targets for the period 2005-2008 was published in Spending Review 2004 and the targets took effect from 1 April 2005. The coverage of these targets is broadly the same as the previous targets set in Spending Review 2002, with the addition of one new target on climate change. The transfer of responsibility for London Underground (LUL) to the Mayor of London means that a PSA target was not retained for LUL. However, performance of LUL will continue to be monitored against the six performance indicators agreed with the Mayor, five of which become incrementally more challenging until 2010. The Efficiency target which was a PSA target prior to April 2005, will also be monitored.

PSA targets are used sparingly and do not cover the full range of the Department's responsibilities, which take in other important areas of transport. Performance in these areas is reported in the Department's Annual Report.

### What the report covers

The report sets out:

- The DfT's current PSA targets, showing how they have evolved from the 2002 set.
- Other relevant targets.
- The performance indicators used to measure progress.
- Progress against targets based on the most recently available data.
- Data quality.

This information is provided to supplement the performance reports documented in the DfT Annual Report that was published in May 2005.

### **What the report shows**

- The Department published its new PSA targets for tackling congestion on the strategic road network of motorways and principal trunk roads operated by the Highways Agency, and on urban roads. Both targets use new indicators of congestion developed over the past year.
- Rail performance is now improving at a faster rate, and in terms of distance travelled, people are using the railways more than at any other time in the last sixty years. Good progress is being made towards achieving the target.
- Our roads are becoming safer. There has been the greatest annual fall in casualties since the road safety strategy was launched and the lowest level of deaths on the road since records began. We are on course to meet the national target.
- There has been an overall increase of bus and light rail usage, with accessibility and reliability of bus services continuing to improve. We are on course to achieve the national patronage target and associated improvements to reliability and disabled access. However, the target for growth in patronage in every region remains challenging.
- Although only four of our seven Air Quality objectives are currently being met, the long term trend is of improving air quality. A review of the Air Quality Strategy is underway, and together with Defra and other departments, we are considering possible additional measures to move towards meeting the objectives.
- We are on track to meet the Kyoto target. However, latest greenhouse gas emissions estimates suggest more needs to be done to meet the national goal of 20% reduction below 1990 levels by 2010.
- The Department achieved the 2004-05 efficiency target and plans are in place to deliver the 2005-06 target.
- As a direct consequence of the terrorist attacks on the 7 and 21 July, London Underground Ltd were unable to operate the Underground service fully. It is now unlikely that all the Underground targets will be met.

### **Aim and objectives**

The Department's PSA targets are set out in the framework of aims and objectives published in Spending Review 2004.

## Aim

Transport that works for everyone

## Objectives and PSA performance targets

**Objective I:** Support the economy through the provision of efficient and reliable inter-regional transport systems by making better use of existing road network; reforming rail services and industry structures to deliver significant performance improvements for users; and investing in additional capacity to meet growing demand.

**PSA 1.** By 2007-08, make journeys more reliable on the strategic road network.

**PSA 2.** Improve punctuality and reliability of rail services to at least 85% by 2006, with further improvements by 2008.

**Objective II:** Deliver improvements to the accessibility, punctuality and reliability of local and regional transport systems through the approaches set out in Objective I and through increased use of public transport and other appropriate local solutions.

**PSA 3.** By 2010, increase the use of public transport (bus and light rail) by more than 12% in England compared with 2000 levels, with growth in every region.

**PSA 4.** By 2010-11, the ten largest urban areas will meet the congestion targets set in their Local Transport Plan relating to movement on main roads into city centres.

**Objective III:** Balance the need to travel with the need to improve quality of life by improving safety and respecting the environment.

**PSA 5.** Reduce the number of people killed or seriously injured in Great Britain in road accidents by 40% and the number of children killed or seriously injured by 50%, by 2010 compared with the average for 1994-98, tackling the significantly higher incidence in disadvantaged communities.

**PSA 6.** Improve air quality by meeting the Air Quality Strategy targets for carbon monoxide, lead, nitrogen dioxide, particles, sulphur dioxide, benzene and 1,3 butadiene. **Joint target with the Department for Environment, Food and Rural affairs.**

**PSA 7.** To reduce greenhouse gas emissions to 12.5% below 1990 levels in line with our Kyoto commitment and move towards a 20% reduction in carbon dioxide emissions below 1990 levels by 2010, through measures including energy efficiency and renewables. **Joint with the Department for Environment, Food and Rural affairs and the Department of Trade and Industry.**

**Objective IV:** Improve cost-effectiveness through sound financial management, robust cost control, and clear appraisal of transport investment choices across different modes and locations.

**There are no PSA targets under this objective.**



## Chapter 2

SR2004 PSA target	<b>By 2007-08, make journeys more reliable on the strategic road network (PSA1)</b>
SR2004 PSA target	<b>By 2010-11, the ten largest urban areas will meet the congestion targets set in their Local Transport Plan relating to movement on main roads into city centres (PSA4)</b>
SR2002 PSA target	Reduce congestion on the inter-urban trunk road network and in large urban areas in England below 2000 levels by 2010
Performance indicator	<p>In July 2005 the Department published its new PSA targets for tackling congestion on the strategic road network of motorways and principal trunk roads operated by the Highways Agency, and on urban roads. Both targets use new indicators of congestion developed over the past year in collaboration with the Highways Agency and with local transport authorities in the ten largest urban areas in England respectively.</p> <p>These new targets replace the SR2002 target, which had a number of shortcomings: for example, it was based on data from moving observer surveys carried out only once every two years and robust only at network level. The Ten Year Plan progress report, published in December 2002, made clear that the target was unlikely to be met in the light of forecasts suggesting that congestion would grow faster than previously assumed.</p> <p><b>PSA1:</b> The average vehicle delay (measured in minutes lost per 10 vehicle miles travelled), derived from the differences between observed journey times and a reference journey time, experienced on the slowest 10% of journeys on each of a set of 86 routes which together make up most of the Strategic Road Network in England, for each 15-minute departure period between 6am and 8pm for each day of the week. The baseline figure is to be published shortly. For most routes it will relate to August 2004 to July 2005.</p> <p>The target will be met if the value of the indicator for the end year is less than for the baseline year. A baseline of August 2004-July 2005 has been selected in order to obtain the best possible quality data.</p> <p><b>PSA4:</b> Three indicators have been developed for urban roads:</p> <ul style="list-style-type: none"> <li>i) <i>Average vehicle delay</i>, derived from the differences between observed journey times and a reference journey time, measured in minutes lost per vehicle mile travelled;</li> <li>ii) <i>Average person journey time</i> which is the average journey time per mile experienced by individual road users (currently excluding cyclists and pedestrians and motorised two-wheelers), taking account of the number of people in each vehicle, on each of the designated target routes, measured in minutes per person mile travelled;</li> <li>iii) <i>Person 'throughput'</i>, or the number of people using each designated target route.</li> </ul>

The ten largest urban areas will publish targets for the period 2006-07 to 2010-11 in their final LTPs in March 2006. The ten are London, the West Midlands, Greater Manchester, Merseyside, South Yorkshire, West Yorkshire, Tyne and Wear, Nottingham, Leicester and the Greater Bristol area. London is not required to produce an LTP, but Transport for London is included in the PSA target and has agreed to set targets using the specified indicator in March 2006 along with other authorities.

A total of 153 routes across the ten urban areas will be surveyed in autumn 2005 and spring 2006 for average person journey time and person throughput, to calculate the baseline for the LTP targets.

**Coverage: England**

Progress

We shall report progress against these new targets in future.

In the meantime, measures aimed at providing more reliable and freer-flowing journeys include:

i) On the strategic road network:

**sustained investment**, with the SR2004 settlement confirming total investment of £1.9 billion for major schemes for 2005-06 to 2007-08. During 2004-05 the HA completed seven major new schemes, with seven more due by March 2006. 15 major schemes are under construction, 10 of which have begun since April 2004, and a further 33 are scheduled to start by April 2008. £300 million has been allocated for 2005-08 for 100 smaller schemes to improve traffic flows and reduce delays.

**better management of the existing network**, with HA Traffic Officers now patrolling motorways in the West Midlands and South East and on some motorways in the South East, North East and the North West, attending and clearing incidents to get traffic moving again more quickly. This service will be rolled out across the country by the end of 2006. Coordinating the Traffic Officer service is one of the roles of the network of Regional Control Centres (RCCs) which is being established alongside the existing National Traffic Control Centre and will take over many incident management responsibilities from the police monitoring road conditions, establishing diversion alternatives and setting roadway Variable Message Signs (VMS) for real-time traffic management. RCCs will be supported by Regional Intelligence Units (RIUs), gathering and analysing congestion data to inform strategic and operational management decisions on the network.

**better use of technology**, for example with a new Active Traffic Management pilot scheme starting on the busy M42 in the West Midlands. This uses monitoring loops within the road surface and cameras to constantly monitor road conditions and provide better information via new signs and signals, and with phased introduction of variable speed limits, ramp access control, and (by early 2007) hard shoulder running under strictly controlled conditions. The HA's first pilot High Occupancy Vehicle (HOV) or carpool lane for vehicles carrying two or more people will be introduced on the M1 between Junctions 7 and 10 following its widening in 2008.

**better information to motorists**, allowing people to make better choices about when and how to travel. Examples include the Highways Agency's real-time Traffic England website and the Agency's automated voice-activated telephone service, Variable Message Signs (VMS) (for which responsibility will be passed from the police to the RCCs as they come on line), with a £490m National Roads Telecommunications Services project announced in September 2005 to upgrade existing roadside systems over ten years, and DfT's multi-modal Transport Direct journey planner website, providing estimated journey times by route and time of day. Transport Direct has now reached 2.5 million user sessions since formal launch on 31 December 2004.

ii) On urban roads:

Local authorities are producing congestion strategies as part of their Local Transport Plans which will be finalised by March 2006. These include a wide range of measures and plans reflecting local circumstances, such as park and ride schemes, bus priority measures, red routes, parking controls and improved traffic management.

The Traffic Management Act 2004 gave local traffic authorities, as network managers, new powers and a duty to do all that is reasonably practicable to keep roads clear and traffic moving, including stricter regulation and penalties for disruption caused during roadworks. We are also looking to enhance local travel through:

- freer flowing local roads;
- buses enjoying better reliability and frequency, more road space and improved bus priority measures;
- promoting the use of school travel plans, workplace travel plans and personalised journey planning to encourage people to consider alternatives to using their cars;
- promoting cycling and walking as an attractive alternative to car travel for short journeys, particularly for children; and
- more influence over transport for local and regional decision makers.

For the longer term we are looking at better and fairer ways to pay for road use through national road pricing. In July 2005 the Secretary of State announced that in advance of Transport Innovation Fund, which comes on stream from 2008/09, between 2005/6 and 2007/8 local authorities will be able to bid for development funding of £18m to support planning for local demand management schemes where pricing is a major element.

## Chapter 2

### Congestion targets for the strategic road network and the ten largest urban areas

#### Quality of data

**PSA1:** Data comes from the new HATRIS (Highways Agency Traffic Information System) database, which brings together data from four different sources: traffic counters under the road surface, satellite data from GPS units installed in vehicles, automated number plate recognition cameras and new National Traffic Control Centre cameras at junctions. Combining different sources in this way increases the quality of coverage for links and times where data from one source may be sparse or of lower quality. Following an extensive programme of cleaning, validation and quality assurance, we use the best available data for each link and time of day. The HATRIS database allows performance measures to be calculated for every junction-to-junction section of road on the strategic road network, for every 15-minute daytime departure period of every day of the year.

**PSA4:** Journey time data for all vehicles other than staged passenger bus services is provided to local authorities by the Department. This data is derived from in-vehicle GPS tracking systems; coverage varies from route to route and from section to section over individual routes and some infilling is necessary where sample sizes are low. At present, data sources only provide estimated average journey times – the Department does not have robust information on individual journey times for every vehicle traversing each route. Bus journey times are to be collected by local authorities as the Department's GPS data does not cover this vehicle category. Traffic flows and vehicle occupancy rates for all vehicles are also collected by local authorities. Guidance on data collection has been issued to local authorities to ensure consistency of methodology between authorities.

## Chapter 3

SR2004 PSA target	<p><b>Improve punctuality and reliability of rail services to at least 85 per cent by 2006, with further improvements by 2008.</b></p> <p><b>This new target gives an increased focus to the punctuality and reliability of passenger train services, reflecting the immediate priority (of both passengers and the Government) of improving performance.</b></p>
SR2002 PSA target	<p>Secure improvements in rail punctuality and reliability with a 50 per cent increase in rail use in Great Britain from 2000 levels by 2010.</p>
Performance indicators	<p><i>Punctuality and reliability:</i> The Public Performance Measure (PPM) combines figures for punctuality and reliability into a single performance measure. It measures the performance of every scheduled passenger train against the daily timetable, and is measured at the final destination.</p> <p><i>Rail use:</i> This is measured using passenger kilometre<sup>1</sup> data from the rail industry's central ticketing system. This covers over 90 per cent of all ticket sales. For those ticket sales that the system does not record correctly, notably some operator-specific tickets and multi-modal tickets, the Office of Rail Regulation, with the help of train operating companies (TOCs) and Passenger Transport Executives (PTEs), is able to produce a robust estimate of passenger kilometre levels.</p> <p><b>Coverage: Great Britain</b></p>
Progress	<p><b>Status: Good progress is being made towards achieving the target.</b></p> <p>The latest available rail data cover the period up to June 2005, published by the ORR in National Rail Trends.</p> <p>Rail performance, as measured by PPM, reached its lowest point in 2001. Since then there has been steady recovery in punctuality and reliability. The table below shows the PPM moving annual average from April 1998 to June 2005.</p> <p>Overall PPM performance, on a moving annual average (MAA) basis, was 84.3 per cent by June 2005, up from 81.2 per cent in June 2004. This compares to the PPM of 79.1 per cent in the baseline year 2000-01. The most recent <i>provisional</i> result, published by Network Rail in their new role of accounting for whole-industry performance, showed the industry achieving a PPM MAA of 85.5% in October 2005. This improvement has to be sustained through the winter period to ensure the March 2006 target is met.</p> <p>Performance in all sectors showed improvement. In the long distance sector PPM was 79.4 per cent for the year to June 2005 against 74.8 per cent at June 2004. In the regional sector, PPM increased to 83.0 per cent for the year to June 2005 from 82.7 per cent in the previous year. London and the South East 'all day' performance improved to 85.8 per cent for the year to June 2005 from 80.5 per cent in the previous year.</p> <p>Rail use continues to increase. In terms of the distance travelled, people are using the railways more than at any other time since 1946. Passenger kilometres were 11 per cent higher in the year to the end of March 2005 compared to the 2000-01 baseline year (42.4 billion km. compared to 38.2 billion km).</p> <p>Data source: ORR. Principally 'National Rail Trends'</p> <p><a href="http://www.rail-reg.gov.uk/upload/pdf/253.pdf">http://www.rail-reg.gov.uk/upload/pdf/253.pdf</a></p>

<sup>1</sup> The number of passengers multiplied by the distance each passenger travels in kilometres.

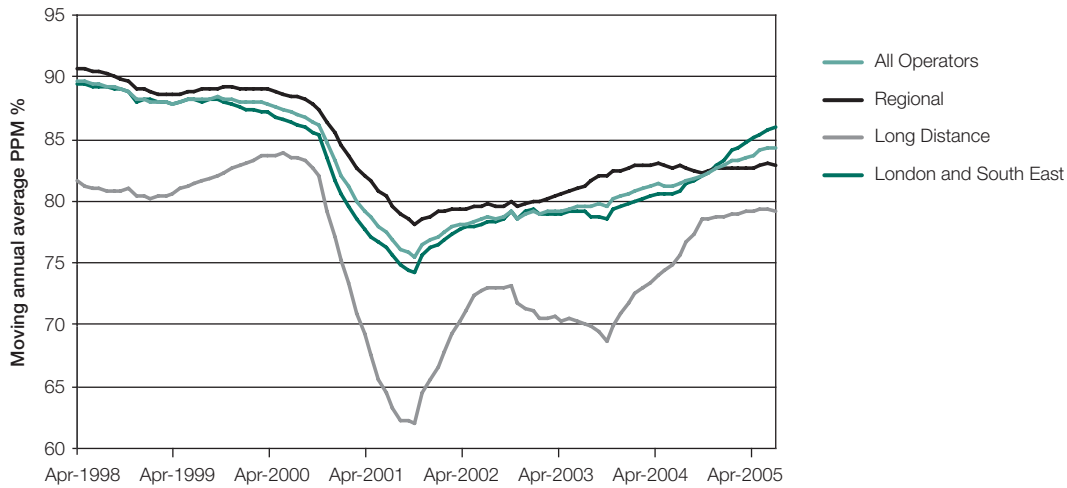
## Chapter 3

### Improve punctuality and reliability of rail services

#### Quality of data

Statistics on passenger kilometres, punctuality and reliability are collected by the ORR. Since April 2005, figures on punctuality and reliability have been collated by Network Rail. The measures used are well-established and used across the rail industry. They are currently published quarterly by ORR.

### Public Performance Measure (PPM) moving annual average percentage of trains arriving on time: April 1998 to June 2005



## Chapter 4

SR2004 PSA target	<p><b>By 2010, increase the use of public transport (bus and light rail) by more than 12 per cent in England compared with 2000 levels, with growth in every region.</b></p> <p><b>The target has been revised to include a commitment to growth in every region. Improvements to accessibility, punctuality and reliability, though no longer mentioned in the target, remain as part of an overarching objective. Set against the historic trend of declining bus patronage outside London, this will be a significant challenge. For this reason, there is no expectation that growth in all regions can be achieved during the SR2004 period (April 2005-March 2008). Instead, we would expect year on year growth in every region during the final three years of the PSA target period (April 2008-March 2011). The extent to which this is achievable will largely depend on how local authorities in every region respond to the challenge set out in <i>The Future of Transport</i>. That challenge is to implement bold projects combining traffic or parking restraint with radically enhanced bus services, in some cases supported by funding from the Transport Innovation Fund.</b></p>
SR2002 PSA target	<p>Secure improvements to the accessibility, punctuality and reliability of local public transport (bus and light rail) with an increase in the use of more than 12 per cent by 2010 compared with 2000 levels.</p>
Performance indicator	<p><i>Number of passenger journeys undertaken each year (bus and light rail).</i> Baseline year was 2000/01. 'Light rail' is a broad term referring to any public passenger-carrying railway system using rolling stock that is lighter in weight or strength than that used on mainline railways or London Underground. Use is defined as the number of passenger journeys undertaken each year, called patronage. This is measured annually using data from Department's annual surveys of bus and light rail operators.</p> <p><i>Percentage of vehicles with low floor wheelchair access.</i> Annual data are available from the Department's survey of bus and coach operators on the percentage of local buses of low floor construction. Figures show that 22 per cent of local buses were low floor vehicles in the baseline year 2000-01 (although some were not wheelchair accessible).</p> <p><i>Bus reliability (%).</i> The Confederation for Passenger Transport (CPT) has agreed with the Department a target of 99.5 per cent reliability, defined as percentage of scheduled service actually run, excluding losses outside the operator's control. Performance during the baseline period 2000-01 was 98.2 per cent. Reliability is not currently considered to be an area of concern with regard to light rail.</p> <p>Pilot work on developing National Statistics on bus punctuality was completed in 2004. Following this, a main survey of bus movements outside London was conducted in March/April 2005.</p> <p>The data from this is currently being processed and publication of the results is expected shortly.</p> <p>Work is under way on the development of more general indicators for access to services.</p> <p><b>Coverage: England</b></p>

Progress	<p><b>Status: On course to achieve national patronage target and associated improvements to reliability and disabled access: target for growth in patronage in every region remains challenging.</b></p> <p><b>Patronage</b> A 12 per cent increase in usage for bus and light rail above year 2000 levels is on course. London is largely responsible for the positive trend in bus use thus far, although we anticipate that the introduction of free concessionary fares in April 2006 will generate a significant patronage uplift.</p> <p>Patronage outside London shows a decline overall. Some local authority areas outside London are delivering an increase in patronage. Examples of these areas are Gloucestershire, Telford, Brighton, Dorset, York and Cambridge.</p> <p>4,032 million bus passenger journeys were made in 2004-05, a 1 per cent annual increase. Bus patronage is 7.2 per cent above the 2000-01 baseline of 3,761 million after four years.</p> <p>Light rail patronage increased by 8 per cent in 2004-05 to 159 million passenger journeys.</p> <p>Combined bus and light rail patronage has increased by 7.9 per cent over the first four years of the period to which the 12 per cent target relates.</p> <p>However, combined bus and light rail patronage has fallen in six English regions during 2004-05, by between 1 per cent and 4 per cent with two regions (SE and SW) showing flat growth. In London patronage increased by 5.3 per cent. In the four years since the 2000-01 baseline, patronage has risen by 30 per cent in London, but has fallen by between 1.8 per cent and 10.2 per cent in the other English regions.</p> <p>See graphs and tables.</p> <p><b>Accessibility</b> Regarding accessibility to vehicles, 46 per cent of full size buses were low floor wheelchair accessible vehicles in 2004-05. All new light rail vehicles and systems are required to be accessible to disabled people, including wheelchair users.</p> <p><b>Reliability</b> Bus reliability, has improved from the baseline of 98.2 per cent in 2000-01 to 98.6 per cent in 2004-05.</p> <p>Related information: <a href="http://www.dft.gov.uk/stellent/groups/dft_transstats/documents/downloadable/dft_transstats_040095.pdf">http://www.dft.gov.uk/stellent/groups/dft_transstats/documents/downloadable/dft_transstats_040095.pdf</a></p>
Quality of data	<p><b>Patronage</b> The data system for the bus area of the target comprises three separate measures covering bus passenger journeys, reliability and punctuality. Passenger journey and reliability data are obtained from two sources. For patronage, the Department conducts its own sample surveys of bus operators. There is a risk that the increasing proportion of non-cash fare passengers will not be fully reflected in the operators' data. In order to assess the problem, there will be research into possible under-recording. This is likely to result in a new, continuous, on-bus survey of passenger numbers, which will then be compared with the drivers' estimates. For the London area, data are based on those provided by Transport for London (TfL). The TfL data are based on ticket sale data matched with information about likely usage for each type of ticket.</p>



Increase the use of public transport (bus and light rail) with growth in every region

### **Light Rail**

For the light rail part of the target, figures are based on an annual return provided by each of the companies or PTEs operating light rail systems in England. These are required to provide information on light rail patronage including ticket sales, number of passenger journeys and sales revenue. Outturn figures are National Statistics.

### **Reliability**

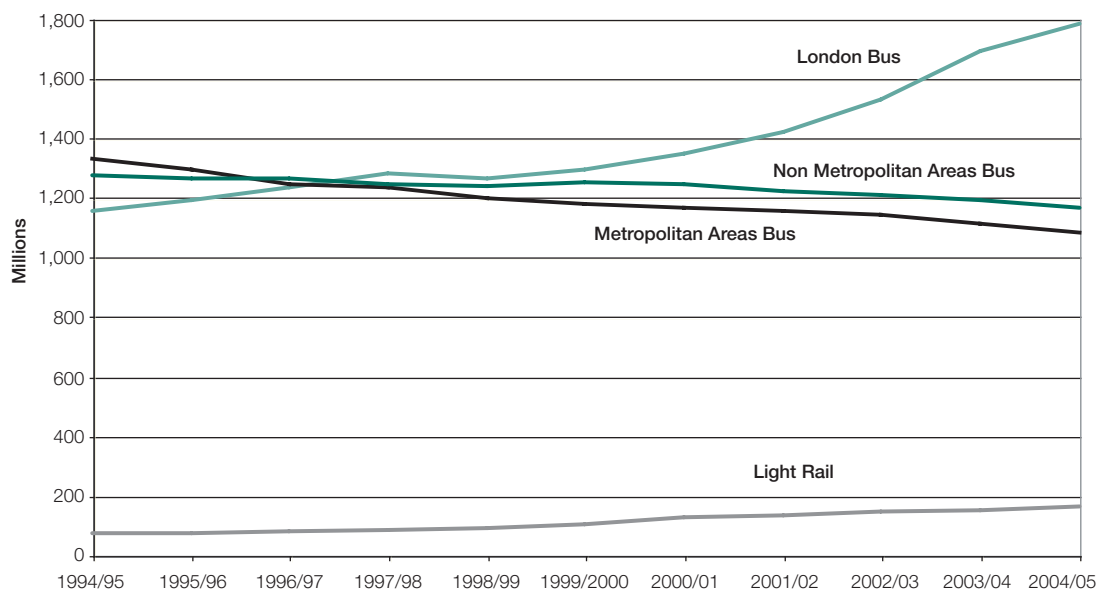
Reliability is surveyed by the Department for a panel of large operators outside London. TfL reports for its bus contractors in London. The resulting estimates of journey numbers and reliability are both National Statistics.

### **Accessibility**

The accessibility of buses is measured by annual data for the percentage of vehicles which meet PSV Accessibility Requirements (PSVAR). In practical terms this means low floor buses with wheelchair access. Data are obtained from the Department's annual sample survey of bus operators. The Department survey is designed to obtain good coverage and more detail from the larger operators, so it is considered to be a reliable source. It is not possible to obtain detailed information on vehicle design from the Driver and Vehicle Licensing Agency (DVLA) records.

All light rail vehicles and systems are built to be accessible to wheelchair users, so physical accessibility of light rail does not need to be monitored.

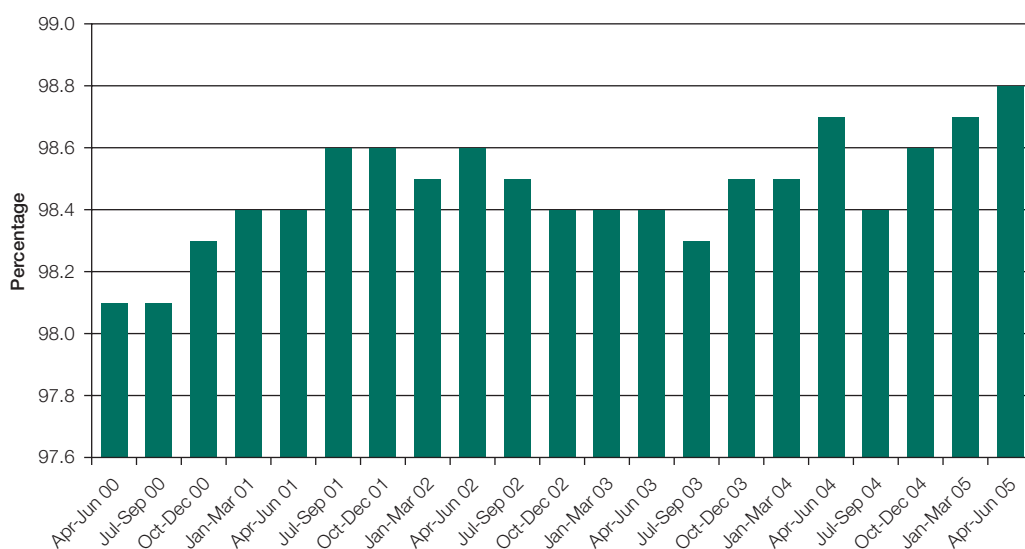
## English bus and light rail passenger journeys 1994-95 to 2004-05



**Bus and light rail patronage 1989-90 to 2004-05**

	<b>Bus (Million)</b> (see note*)	<b>Light Rail (Million)</b>	<b>Total (Million)</b>
1989-90	4304	62	4366
1990-91	4115	59	4173
1991-92	3956	54	4009
1992-93	3814	59	3873
1993-94	3722	64	3786
1994-95	3758	69	3827
1995-96	3745	73	3818
1996-97	3736	78	3814
1997-98	3755	84	3839
1998-99	3702	89	3792
1999-00	3722	98	3821
2000-01	3761	124	3885
2001-02	3798	132	3931
2002-03	3882	141	4022
2003-04	3995	147	4142
2004-05	4032	159	4190

\* Historic bus patronage figures have been amended slightly since the publication of the Annual Report 2005. These amendments do not affect the overall growth trend. For details of these amendments please see *A bulletin of public transport statistics: Great Britain: 2005 edition*

**Percentage of local bus schedule run in England:  
April-June 2000 to April – June 2005**

## Chapter 5

SR2004 PSA target	<b>Reduce the number of people killed or seriously injured in Great Britain in road accidents by 40 per cent, and the number of children killed or seriously injured by 50 per cent by 2010 compared with the average for 1994-98, tackling the significantly higher incidence in disadvantaged communities.</b>
SR2002	Same as SR2004 target.
Performance indicator	<p><b>Total number of people killed or seriously injured in road accidents.</b> Baseline: Average annual number of all killed or seriously injured in the period 1994-98 – 47,656.</p> <p><b>Total number of children killed or seriously injured in road accidents.</b> Baseline: Average annual number of children (under 16) killed or seriously injured in the period 1994-1998 – 6,860.</p> <p><b>The percentage reduction in the number of road deaths and injuries for the 88 local councils that are eligible to receive Neighbourhood Renewal Funding (NRF), compared to that for England as a whole.</b> Baseline: Average for the period 1999-2001 – 118,345</p> <p><b>Coverage:</b> The 40 per cent and 50 per cent targets apply to Great Britain, but the focus on disadvantaged communities applies to England only.</p>
Progress	<p><b>Status: On course to meet each element of the target.</b></p> <p>The road safety strategy published in March 2000 set out a comprehensive range of measures to help achieve the casualty reduction targets to be achieved by 2010. Details can be found on the Department's website at:</p> <p><a href="http://www.dft.gov.uk/stellent/groups/dft_rdsafety/documents/page/dft_rdsafety_504644.hcsp">http://www.dft.gov.uk/stellent/groups/dft_rdsafety/documents/page/dft_rdsafety_504644.hcsp</a></p> <p>The first of the three-yearly reviews promised in the strategy to check progress in delivering change and towards meeting the targets was published on 7 April 2004. The review confirms that good progress is being made and that we are on track to meet the casualty reduction targets. Details can be found at: <a href="http://www.dft.gov.uk/stellent/groups/dft_rdsafety/documents/page/dft_rdsafety_028165.hcsp">http://www.dft.gov.uk/stellent/groups/dft_rdsafety/documents/page/dft_rdsafety_028165.hcsp</a> We plan to commence a second review of the Strategy in Spring 2006</p> <p>Annual figures for performance against the road safety target in 2004 were published in June 2005.</p> <p>The number of people killed or seriously injured in 2004 was 28 per cent below the 1994-98 average. (Absolute figures: 34,351, in 2004, compared with 37,215 in 2003 and an average of 47,656 per year in the baseline period 1994-98).</p> <p>The number of children killed or seriously injured in 2004 was 43 per cent below the 1994-98 average. (Absolute figures: 3,905 in 2004, compared with 4,100 in 2003 and an average of 6,860 per year in the baseline period 1994-98).</p> <p>The numbers of both deaths and serious injuries fell by 8 per cent in 2004, compared with 2003. This is the greatest annual fall since the Strategy was launched and for deaths represents the lowest level since records began.</p>

## Chapter 5

### Reduce the number of people killed or seriously injured in Great Britain in road accidents

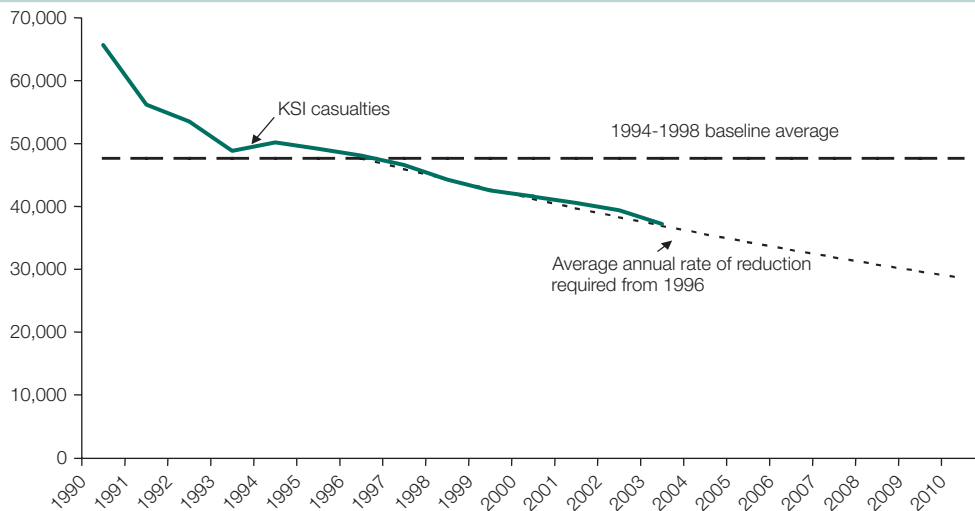
The percentage drop in total casualties in districts in the 88 NRF areas for 2004 compared to the annual average for 1999-2001 was greater than the overall percentage drop for England. In 2004, England showed a 12.3 per cent fall. The NRF 88 showed a 15.8 per cent fall.

*Further information available from:* [http://www.dft.gov.uk/stellent/groups/dft\\_transstats/documents/downloadable/dft\\_transstats\\_041304.pdf](http://www.dft.gov.uk/stellent/groups/dft_transstats/documents/downloadable/dft_transstats_041304.pdf)

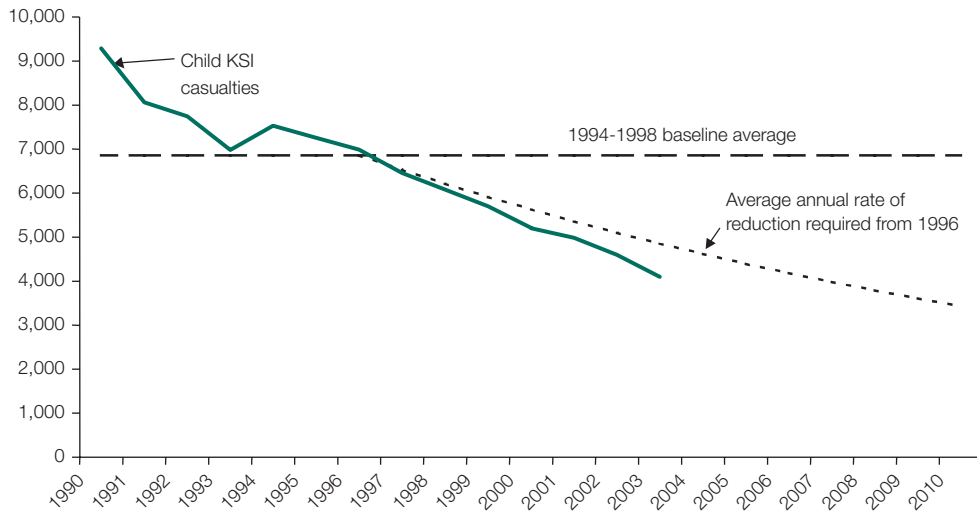
#### Quality of data

Performance is measured using the police data on all reported road accidents that involve human injury. Responsibilities and quality assurance procedures are well established. The Department applies considerable effort to ensure that returns are submitted by all police forces. It also clearly specifies the information required from the police forces and mitigates the risk of errors arising in data collation/aggregation by operating a series of monitoring and validation checks with clearly defined error tolerance levels and procedures for follow up. However, not all road accidents are reported to the police. Moreover, while the definitions of severity of injury used in the survey are broad and are designed to enable police officers to make a judgement, evidence suggests that there is a tendency to under-estimate rather than over-estimate severity of injury. If the proportion of accidents reported were to change over time this would affect the measures. The Department is conducting further work both to establish levels of under-reporting of casualties and to improve the accuracy of police recording.

### Killed and seriously injured: trajectory for constant annual percentage change from baseline mid-point (1996)



**Children killed and seriously injured: trajectory for constant annual percentage change from baseline mid-point (1996)**



## Chapter 6

SR2004 PSA target	<p><b>Improve air quality by meeting the Air Quality Strategy targets for carbon monoxide, lead, nitrogen dioxide (NO<sub>2</sub>), particles (PM<sub>10</sub>), sulphur dioxide (SO<sub>2</sub>), benzene and 1,3-butadiene. (Joint target with the Department for the Environment, Food and Rural Affairs (Defra))</b></p>
SR2004 PSA target	Same as SR2004 target
Performance indicator	<p><b>Desired concentrations of individual pollutants in air to be achieved by a fixed date.</b></p> <p>The Government's Air Quality Strategy sets out different dates for achieving objectives for each of the air pollutants between 2003 and 2010. The policy objectives are similar to, but, in some cases, tighter than the corresponding mandatory EU limit values. Details of the objectives are set out in the Strategy at: <a href="http://www.defra.gov.uk/environment/airquality/strategy/index.htm">http://www.defra.gov.uk/environment/airquality/strategy/index.htm</a> (Chapter 4).</p> <p>Performance is assessed annually by means of data from the national air quality monitoring network: <a href="http://www.airquality.co.uk/archive/index.php">http://www.airquality.co.uk/archive/index.php</a></p> <p>A general assessment of progress in improving air quality is also published each year against the air quality headline indicator for sustainable development. Details can be found at: <a href="http://www.sustainable-development.gov.uk/indicators/headline/h10.htm">http://www.sustainable-development.gov.uk/indicators/headline/h10.htm</a></p> <p>This PSA target does not include Carbon Dioxide (CO<sub>2</sub>), which is covered in Chapter 7.</p> <p><b>Coverage: England</b></p>
Progress	<p><b>Status: four out of seven objectives are currently being met.</b></p> <p>The table on page 24 presents information from our national air quality monitoring network. This shows that we continue to meet the 2003 objectives for benzene, 1,3-butadiene and carbon monoxide, and we have also achieved the 2004 objective for lead. While the 2004 sulphur dioxide objective has been achieved at all national monitoring sites, it has been missed at a small number of local sites not included in the national network. The 2004 PM<sub>10</sub> objectives have also been missed at some national and local sites. Consequently, a number of Air Quality Management Areas have been declared, and the relevant local authorities are developing plans to tackle the problems identified.</p> <p>Evidence shows that, even with current policies and technologies, it is likely that there will still be some sites in urban areas and beside busy roads where the NO<sub>2</sub> and PM<sub>10</sub> objectives will not be met by the relevant dates (2005 and 2010 respectively).</p> <p>Nonetheless, the long term trend is of improving air quality.</p> <p>A review of the Air Quality Strategy is underway, and, together with Defra and other departments, we are considering possible additional measures, including transport measures, to move towards meeting the objectives. The review will also take account of the EC's Thematic Strategy and draft proposals, published in September 2005, for an Air Quality Directive. Consultation on the review is scheduled for early 2006, with a final report expected in autumn 2006. The Department is also implementing the Government's strategy for transport contained in the <i>Future of Transport</i> White Paper, published in July 2004.</p>

We are continuing work with our European partners to develop even tighter standards for new vehicles and fuels.

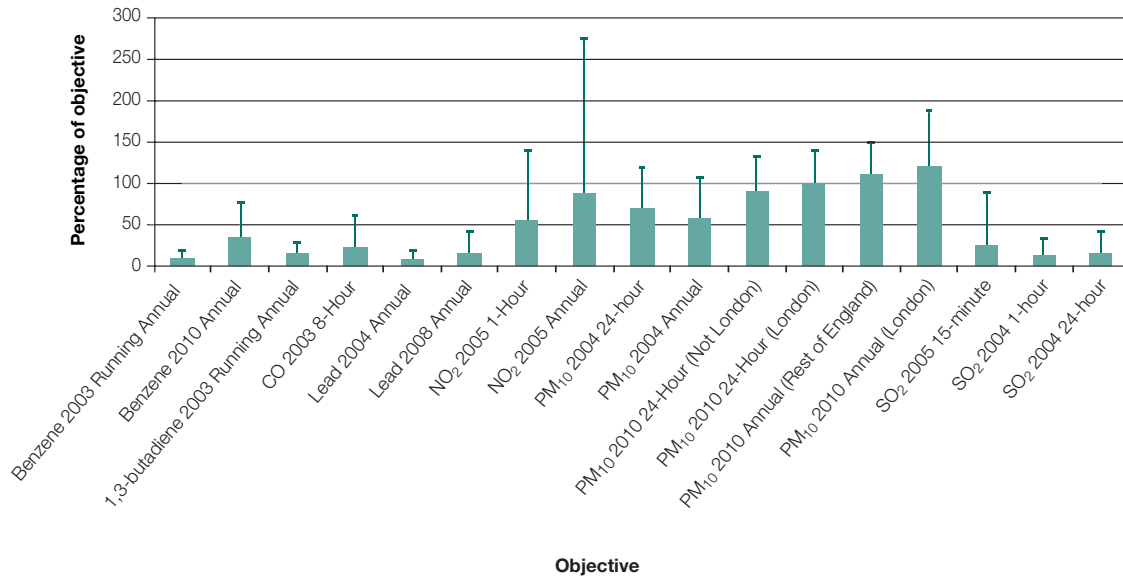
We are working directly with key local authorities to identify effective measures to improve air quality, including the development of local PSA targets. The second round of Local Transport Plan (LTP) guidance, published in December 2004, asks for Air Quality Action Plans to be incorporated into local authorities' Local Transport Plans. Together with Defra and the ODPM, we are discussing with Greater London Authority/TfL the development and implementation of the Mayor of London's proposals for a London Low Emission Zone in which only cleaner vehicles would be allowed.

#### Quality of data

There are 100 monitoring sites in the automatic urban and rural network in England. Not all of these sites provide data for each pollutant in the PSA target. The sites collect information continuously and publish it hourly at [www.airquality.co.uk](http://www.airquality.co.uk). This network is supplemented by 1,065 non-automatic monitoring sites. Data from these sites are collected and published over longer periods of weeks and months, depending on the pollutant.

Monitoring sites have to meet mandatory requirements specified in European Air Quality Directives, which have been transposed into UK regulation. The Directives allow for uncertainties of 15-25 per cent for individual data, depending on the pollutant. The most recent calculations for monitoring sites in the UK gave uncertainty of 8-11 per cent. Data uncertainties will be recalculated following publication of guidance from the European Standards Institute.

## Measured concentrations of pollutants in England in 2004



The columns in the above table represent average concentrations of pollutants at monitoring sites across England. The vertical blue lines represent the range of concentrations at these sites. Where the tops of the ranges are below 100, the objective is being met.



## Chapter 7

<p>SR2004 PSA target</p>	<p><b>To reduce greenhouse gas emissions to 12.5 per cent below 1990 levels in line with our Kyoto commitment and move towards a 20 per cent reduction in carbon dioxide emissions below 1990 levels by 2010, through measures including energy efficiency and renewables. (Joint target with the Department for the Environment, Food and Rural Affairs (Defra) and the Department of Trade and Industry)</b></p>
<p>Performance indicator</p>	<p>Carbon dioxide and other greenhouse gas emissions Carbon dioxide (CO<sub>2</sub>) and other greenhouse gas (GHG) emission estimates have most recently been published in the Climate Change Programme Review consultation document<sup>1</sup>. A Defra news release dated 31 March 2005 contained provisional 2004 estimates for its climate change sustainable development indicator<sup>2</sup>. An updated set of estimates will be published within the revised Climate Change Programme.</p> <p><i>Supporting indicators</i></p> <p><b>Fuel efficiency of vehicles</b> Statistics on average new car fuel efficiency are published every year, using DVLA and SMMT data. As part of the Voluntary Agreement between the European Commission and the automotive industry, there is an EU-wide average new car fuel efficiency target of 140g/km to be met by 2008/2009.</p> <p>The UK Powering Future Vehicles Strategy sets a target that by 2012, at least 10% of new cars sold in the UK will have a fuel efficiency of 100 g/km CO<sub>2</sub> or better. It also sets a target that by 2012, 600 or more buses coming into service each year should be 'low carbon buses'.</p> <p><b>Carbon content of fuel</b> The carbon content of petrol and diesel has remained largely unchanged over time, and will continue to do so. Thus, in order to reduce the carbon content of road fuels there needs to be increased uptake of low carbon fuels such as biofuels and a move towards renewably produced hydrogen.</p> <p><b>Coverage: United Kingdom</b></p>
<p>Progress</p>	<p><b>Status: We are on course to do more than meet our Kyoto target of keeping annual greenhouse gas emissions between 2008-2012 at 12.5% below 1990 levels.</b></p> <p>We have voluntarily set ourselves significantly a harder domestic target, of a 20% reduction in carbon dioxide emissions below 1990 levels by 2010.</p> <p>The Kyoto target is not directly comparable to the domestic target because the former covers a basket of greenhouse gases which includes methane, nitrous oxide, hydrofluorocarbons, perfluorocarbons and sulphur hexafluoride as well as carbon dioxide, while the second covers only carbon dioxide.</p> <p>Forecasts published in December 2004 indicated that we would deliver a 20.8% cut in all greenhouse gas emissions, but a 14% cut in carbon dioxide emissions by 2010.</p> <p>We remain committed to our domestic targets and, as planned, are reviewing the Climate Change Programme to identify increased savings. The revised programme will be published next year.</p>

<sup>1</sup> <http://www.defra.gov.uk/corporate/consult/ukccp-review/ccpreview-consult.pdf>

<sup>2</sup> <http://www.defra.gov.uk/news/2005/050331a.htm>

Most transport emissions count towards targets under the Kyoto Protocol, including emissions from domestic aviation. Emissions from international aviation and international shipping, however, do not count and there is no agreement on how, or whether, to allocate emissions from these sources to individual countries.

We believe that the best way of making aviation contribute towards climate stabilisation is through a well-designed emissions trading regime and this has been a key focus of the UK Presidency of the European Union. This is why we are backing the inclusion of aviation in the EU Emissions Trading Scheme and are also continuing to press for the development and implementation, through International Civil Aviation Organization, of an international emissions trading scheme.

#### *Fuel efficiency of vehicles*

Data produced by DfT (using DVLA data) on new car fuel efficiency shows that new cars have continued to become more fuel efficient. New cars sold in the UK in 2004 were on average some 11% more fuel-efficient than in 1995 – and they were 20 times cleaner and made a third less noise than cars brought in the 1980's. The rate of progress has slowed in recent years, however, and new cars sold in 2004 were only 0.8% more fuel efficient on average than new cars sold in 2003.

The colour-coded fuel efficiency labels currently available in most UK showrooms will enable consumers to make informed choices about fuel efficiency when buying a new car. As well as highlighting the fuel efficiency of every new car on sale, the labels also contain information on how much motorists can expect to pay in fuel bills in a typical year for a particular car, and whether the car qualifies for a reduction in Vehicle Excise Duty.

The sustainable distribution programme encourages efficient operating practices in the haulage/logistics industry. We have been able to give practical advice on how to cut down on lorry mileage, on fuel consumed and on accidents. We expect this programme to deliver continuing carbon savings over time as transport operators integrate this best practice fully into their everyday activities.

#### *Carbon content of fuel*

Sales of biofuels are increasing – in September 2005 they made up some 0.25% of total fuel sales and we expect to meet or exceed our 2005 target of 0.3% of total fuel sales, as set under the EU.

At the international conference on Environmentally Friendly Vehicles held in Birmingham on 10 and 11 November the Secretary of State announced a Renewable Transport Fuel Obligation under which 5% of all transport fuel sold in the UK will have to come from renewable sources by 2010.

In the short term, these fuels are likely to be biofuels, which are available today and can easily be blended in into today's petrol and diesel and used in any vehicle. Longer term, they could be biogas or renewably produced hydrogen.

We estimate that this will net a one million tonne reduction in carbon emissions every year, equivalent to taking one million cars off the road.

The mass-production of fuel cell cars using renewably produced hydrogen is still some decades off, but there are already three hydrogen fuel cell buses in service in London, in a two-year, Green Fuels Challenge – and New Vehicle Technology Fund – supported trial. This is part of a wider EU initiative: Clean Urban Transport for Europe.

Several innovative vehicles were launched for demonstration in 2004-05, including a hybrid London black cab, an electric shuttle bus in Lincoln and a range of electric delivery vehicles in Sheffield, while an Infrastructure Grant Programme, which provides grants to service station owners for refuelling points for alternative fuels, was launched on 16 August.

#### *Sustainable Travel strategies*

We are currently spending around £20m each year on grants for rail freight, which take about 800,000 lorry movements off the road each year. This cuts congestion and carbon emission and the amount of freight moved by rail has grown by 45% since 1997.

We have set ourselves a target of increased bus use and in most areas partnerships between bus operators and local authorities will achieve our objectives.

The Transport Act 2000 brought in a package of measures to improve bus travel, including a key provision that local authorities must prepare a local transport plan (LTP) and a bus strategy. Further measures were announced in July 2004 in The Future of Transport White Paper, to develop the potential of Quality Contracts, which give local authorities greater powers to determine the bus network, where radical options are required.

The Government has greatly increased funding for local authority capital expenditure on infrastructure schemes such as bus lanes, and has funded many new services through the rural bus grants and urban bus challenge.

We have launched a five year, £10 million sustainable travel town initiative to introduce comprehensive and strategic packages of soft and hard measures in Peterborough, Darlington and Worcester to promote safe and pleasant walking, cycling and bus use on a town-wide basis.

#### Quality of data

##### *Carbon dioxide and other greenhouse gas emissions*

To assess progress of the EU15 countries towards the Kyoto target, all Member States must provide the Commission with data on their own performance. There are uncertainties associated with estimates in a given year; however trends over time are likely to be much more reliable. For more information on these uncertainties see the Defra website at [www.defra.gov.uk/environment/statistics/airqual/aqemissions.htm](http://www.defra.gov.uk/environment/statistics/airqual/aqemissions.htm).

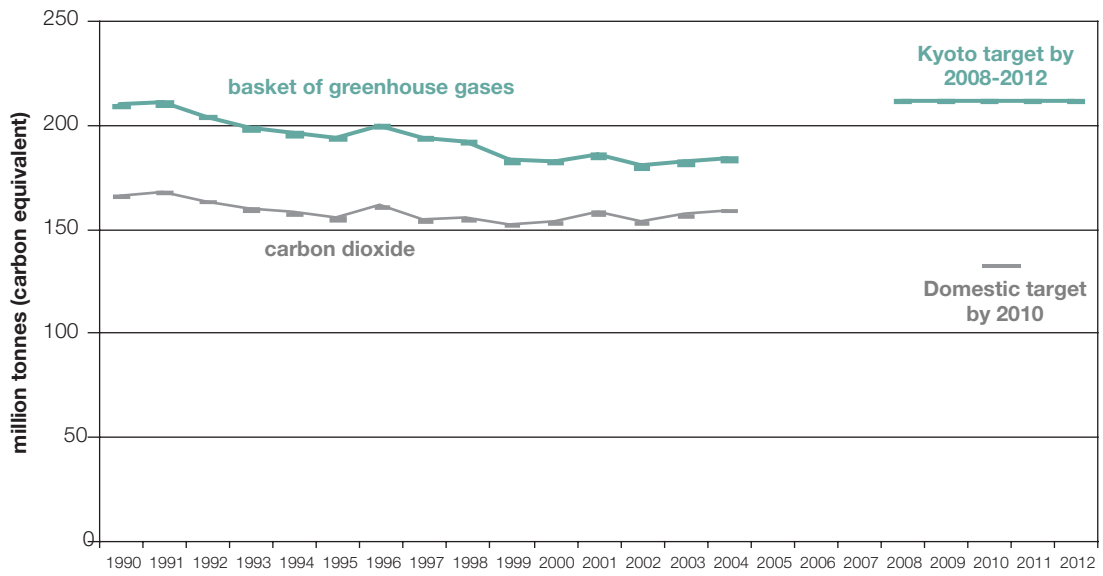
##### *Fuel efficiency of vehicles*

DVLA and SMMT records are of a very high quality and provide a very accurate statistical record.

##### *Carbon content of fuel*

The carbon content of petrol and diesel (which is known) is an inherent property of the fuel and remains largely static over time. The potential life-cycle carbon savings from switching petrol and diesel for biofuels has been the subject of much study to increase its accuracy.

## Emissions of greenhouse gases: 1990-2012



Source: netcen

## Chapter 8

<b>No longer a PSA target</b>	<b>Achieve annual efficiency improvements of 2.5 per cent, measured against the Department's Administration Cost Limit.</b>
SR2002 PSA target	Achieve annual efficiency improvements of 2.5 per cent, measured against the Department's Administration Cost Limit.
Performance indicator	<p>The SR2002 PSA Efficiency Target is based on achieving efficiencies and savings relating to the Administration Cost Limit (ACL). The ACL for 2005-06 is £242 million, which results in a PSA target of £6.1 million of efficiency gains for the current year.</p> <p><b>Efficiencies and savings are defined as:</b></p> <ul style="list-style-type: none"> <li>• increased outputs/outcomes for the same inputs;</li> <li>• constant outputs/outcomes for reduced inputs; and</li> <li>• reduced inputs from sun-setting unnecessary activities.</li> </ul>
Progress	<p><b>Status: Formal Review confirmed target to be met in 2004-05; plans are in place to deliver target in 2005-06.</b></p> <p>The Department's target for 2004-05 was £5.4 m. A formal review completed in August 2005 verified that the department had achieved savings of £6.9m, thereby confirming that the target had been met.</p> <p>From 2005-06 onwards, the Department has a new target of 2.5 per cent year on year efficiency gains against the Departmental Expenditure Limit (covering both programme and administration expenditure). Projects and programmes to deliver the required efficiency gains have been identified, and implementation plans have been put in place. An Efficiency Programme Board has been created to monitor and challenge progress.</p> <p>Progress towards the achievement of the PSA Efficiency Target in 2005-06 (the final year of the SR2002 target) is being monitored as part of the wider Efficiency Programme. The Developing the Department workstream within this programme is expected to be the principal contributor towards achievement of the PSA Efficiency Target. Administration cost efficiency gains will result from reduced numbers of staff and relocations, flexible deployment and improved financial management processes. The HA will also contribute to the target by continuing to deliver efficiency gains of at least 2.5 per cent against its administration budget.</p> <p>The Department has published an Efficiency Technical Note (ETN) on its website setting out how the wider efficiency programme will be taken forward across the SR04 period and how efficiency gains will be measured. A revised ETN was published in December 2005, providing updated information on the measurement methodologies and validation methods that will be used to assess progress.</p> <p>The DfT's Efficiency Programme will deliver the efficiency proposals developed by the Department as its contribution to Sir Peter Gershon's Review of Government Efficiency and as announced in SR2004. The Department's target is to realise total annual efficiency gains of at least £785 million by 2007-08, of which at least half will be cashable, releasing resources, wherever possible, to front-line activities.</p> <p>The Department's target was arrived at by calculating 2.5% year on year efficiency gains measured against the appropriate parts of the Departmental Expenditure Limit (i.e. programme and administration expenditure) over the SR04 period. In 2004-05 the Department achieved efficiency gains of £288m.</p>

The Department's Efficiency Programme comprises a number of workstreams that are contributing to the delivery of the overall target.

- The Driver, Vehicle and Operator (DVO) Group is generating efficiencies by increasing collection of Vehicle Excise Duty through continuous registration and the development of transactional services, particularly by encouraging the uptake of e-transactions.
- The Highways Agency is generating savings by improving performance on renewed maintenance contracts and its existing roads procurement and maintenance contracts using Key Performance Indicators and Area Performance Indicators.
- The Highways Agency is leading a project to improve roads procurement practices in Local Authorities.
- The Department is working with local authorities to develop efficiencies in Revenue Support Grant, particularly by developing Best Practice Guidance for Local Authorities and controlling DfT's bus contribution for concessionary fares.
- Transport for London is generating efficiency gains by working to integrate to better effect TfL and London Underground, implementing a business improvement programme and a procurement efficiencies programme and improving marketing and market research effectiveness. TfL is also measuring service improvements on the London Underground PPP contracts.
- The central department is planning to deliver efficiencies by standardising, simplifying and sharing much of the Support Service functions across the Central Department and Executive Agencies.
- The Department is achieving savings by improving efficiency in Minor Programmes i.e. those programmes not covered by other efficiency delivery programmes.

During 2005-06 the Department will continue to deliver efficiencies through the initiatives set out above and by exploring further ways to develop the programme. Current indications are that the Department is on trajectory to deliver expected efficiency gains for 2005-06 and to meet its overall target by 2007-08.

Quality of data

In 2004-05 efficiency data was collected directly from Directors within the Department and its Executive Agencies. Formal Reviews were conducted throughout the year in order to assess progress towards the targets and to quality assure the data provided. In 2005-06 the collection of data, monitoring of progress and quality assurance will be carried out through the Department's Efficiency Programme Board in accordance with the reporting requirements of the Office of Government Commerce and the appropriate audit and assurance mechanisms.

## Chapter 9

<b>No longer a PSA target</b>	<b>Cut journey times on London Underground services by increasing capacity and reducing delays.</b>
SR2002 PSA target	Cut journey times on London Underground services by increasing capacity and reducing delays
Performance indicator	<p>Responsibility for London Underground (LUL) was transferred to Transport for London (TfL) in July 2003. Six key indicators measuring the performance of LUL's services were agreed with the Mayor at the time of transfer. The six indicators have annual milestones up to the end of 2010-11 and five are increased incrementally.</p> <p>With the transfer of LUL, the PSA target was not retained in SR2004. However, the six indicators listed below will continue to be monitored against the agreed targets.</p> <p><b>Reliability</b></p> <ul style="list-style-type: none"> <li>• Excess journey time.</li> <li>• Excess train journey time.</li> </ul> <p>Excess journey time is a measure of the amount of wasted time per customer journey. It adds time wasted in stations (eg due to congestion and queuing for tickets) to delays to services (excess train journey time).</p> <p><b>Capacity</b></p> <ul style="list-style-type: none"> <li>• Operated train kilometres.</li> <li>• Percentage of schedule operated.</li> </ul> <p><b>Other measures</b></p> <ul style="list-style-type: none"> <li>• Overall customer satisfaction.</li> <li>• Percentage of peak trains cancelled due to driver non-availability.</li> </ul>
Progress	<p><b>Status: To date 3 targets are being met or exceeded, 1 target is currently being missed but it is hoped that it will be achieved by the end of the year, and 2 targets are being missed and are unlikely to be achieved by the end of 2005-06.</b></p> <p>Up to 25 June (the end of LUL's third performance period) five out of six targets were being met or exceeded, with LUL forecasting that they may narrowly miss the number of train kilometres operated.</p> <p>As a direct consequence of the terrorist attacks on the Underground of 7 and 21 July, with the subsequent network and line closures, it is estimated that LUL were unable to operate 1.1 million train kilometres (just over 1½ per cent of the Government's target). It is now unlikely that LUL will meet two targets; percentage of schedule operated and train kilometres operated.</p> <p>The longer-term performance impact of the July incidents has been on several fronts. LUL have been without a number of trains involved in the incidents, and the increased number of security and passenger alerts has impacted LUL's performance. Trains must also now have a working radio to remain in service and this has had an operational impact.</p> <p><b>Reliability</b></p> <ul style="list-style-type: none"> <li>• Excess journey time is 3.42 minutes, outside the target of 3.25 minutes.</li> <li>• Excess train journey time is 1.67 minutes, inside the target of 1.93.</li> </ul>

## Chapter 9

### Cut journey times on London Underground services by increasing capacity and reducing delays

#### **Capacity**

- Operated train kilometres is failing to meet the target, with the estimated total for the year at 69.6 million, below the target of 70.5 million.
- Percentage of schedule operated is at 92.7 per cent, below the target of 94.3 per cent.

#### **Customer satisfaction and train cancellations**

- With an average score of 78 (out of 100), overall customer satisfaction is better than the Government target of 77.
- Percentage of peak trains cancelled due to driver non-availability is 0.1 per cent, inside the Government target of 0.6 per cent.

#### **The Public Private Partnership**

- The public private partnership (PPP) contracts will deliver a modern and reliable system. TfL are responsible for overseeing the PPP contracts and ensuring that the PPP companies deliver the performance and improvements specified in the contracts. TfL are responsible for addressing any shortfall in the performance of the PPP companies.
- In their annual report on the PPP for 2005-06, TfL acknowledged that the overall performance of the Underground had improved. But they noted that the level of improvement by the PPP companies was short of what was required or had been expected from the bidding process.

#### **Improvements this year**

- Refurbished District line trains have begun returning to service, with the entire fleet of 75 trains due to be completed by 2009.
- By January 2006 a seventh car will be added to all Jubilee line trains, and an additional four trains added to the fleet, providing a 17% increase in capacity.

#### **Long term improvements**

- The PPP will deliver an overall increase in the capacity of the system of 12 per cent by 2012 and 15 per cent by 2015.
- 80 per cent of the track will be replaced or refurbished during the 30-year contracts.
- 249 stations will be improved, modernised or refurbished by 2018, with minimum standards required by 2010.
- 324 new trains will be delivered by 2015, and 2020 will see new or refurbished trains on all lines.

#### Quality of data

LUL provides the figures used by the Department. They operate 13 four-week periods each financial year, collecting a wide variety of performance information.

LUL's surveys use established methods for obtaining customer opinion and are conducted by an independent market research company. Excess Journey Time is partly derived from operational systems and partly uses survey data. Data for operated train kilometres and the percentages of schedule operated and peak trains cancelled are totals rather than samples. Collection of some operational data involves manual processing where automation is currently not available.



London Underground Performance Targets: Outturn to 15 October 2005						
Government target	2003-04 target	2003-04 actual	2004-05 target	2004-05 actual	2005-6 target	2005-06 performance to date
<b>Reliability</b>						
Excess journey time (minutes)	3.36	3.36	3.27	3.23	3.25	3.42
Excess train journey time (minutes)	2.05	2.03	1.97	1.80	1.93	1.67
<b>Capacity</b>						
Operated train kilometres (millions)	67.7	67.7 <sup>1</sup>	68.9	69.4	70.5	69.6 <sup>2</sup>
% schedule operated	93.8	93.1	94	95.3	94.3	92.7
<b>Other measures</b>						
Overall customer satisfaction	75	76	76	78	77	78
% peak trains cancelled due to driver non-availability	0.6	0.3	0.6	0.1	0.6	0.1

<sup>1</sup> Reduced from 68.2 to reflect the cancellation of a new timetable on the Central Line due to the Chancery Lane derailment.

<sup>2</sup> LUL's forecast for the year end figure.

## Appendix

### Other related documents

The documents listed in this section set out the Department's commitments to delivering results and achieving best value for money. They are a complement to this report.

#### **The DfT Annual Report 2005 (Cm 6527)**

The DfT Annual Report tells Parliament how the Department has spent its money and what it plans to do in the future. It describes our policies and programmes and outlines what we propose to fund in 2005-06. The Report includes information about the progress and performance against our PSA targets for the period 2004-05.

#### **DfT's 2004-05 Resource Accounts**

The Autumn Performance Report complements the operating and financial review (OFR) section of the DfT's 2004-05 Resource Accounts which were published on 11 October 2005.

The OFR sets out:

- Summary of progress against all DfT objectives.
- The funding of the DfT.
- An explanation of variations between estimates and outturn.
- Provisions and investments generally.

#### **The Spending Review 2004**

The Government's Spending Review 2004 *New Public Spending Plans 2005-2008* (Cm 6237) was published in July 2004. It takes forward the Government's objective of a strong economy and a fair society with stability, security and opportunity for all. It sets out spending plans for the next three years and the further improvements in public services that are planned.

As part of the comprehensive spending review in 1998, each department entered into a Public Service Agreement (PSA). This identified its aims and objectives and the targets it was committed to achieve with the resources available to it during the three financial years from April 1999. Revised PSAs were agreed in subsequent Spending Reviews in 2000, 2002 and 2004. The

Department for Transport's PSA for 2004-05 was set in Spending Review 2002. A new PSA for the period 2005-08 arising from the Spending Review 2004 came into effect from April 2005.

### **The Future of Transport: a network for 2030**

This White Paper (Cm 6234), published in July 2004, looks at the factors that will shape travel and our transport networks over the next 30 years. It sets out how the Government will respond to those pressures, safeguarding our economic and social well-being and our environment. The White Paper builds on the progress that has already been made since the implementation of the 10 Year Plan for transport.

### **The Departmental Investment Strategy**

This is a summary of the Department's Investment Strategy published in May 2005. It sets out investment plans for the period covered by the Spending Review 2004 (2005 to 2008).

### **10 Year Plan**

The Department published the 10 Year Plan, *Transport 2010: The 10 Year Plan*, in 2000. In December 2002 the Department published a report on progress towards delivery of the plan, *Delivering Better Transport: Progress Report*. This set out what was achieved in the first 18 months from April 2001 when the Plan came into effect and identified the key improvements expected over the next few years.

