

DOCKLANDS LIGHT RAILWAY: DEPARTURES AND JOURNEY TIMES LOG FILES (Fol-3466-1819)

The attached files show the performance of the Docklands Light Railway train service against two performance metrics – Departures and Journey Times – for each four-week reporting Period commencing 13th December 2015.

Departures

The Departures measure calculates the number of trains which operated, compared to the number which are scheduled to operate. This measure is calculated for each DLR route, on each day, in each daily timeband. The figures are then aggregated

The report comprises a summary sheet showing the daily data and aggregating this to a Period score, followed by individual sheets for each day's service.

An example of a daily data sheet is as follows:

Departures Unadjusted - 01/03/2019

	Total			Weekdays												
	Total			T1-START-06:30			T2-06:30-10:00			T3-10:00-16:00			T4-16:00-19:30			
	Time Table	SMC Log	Percentage	Time Table	SMC Log	Percentage	Time Table	SMC Log	Percentage	Time Table	SMC Log	Percentage	Time Table	SMC Log	Percentage	Time T
BAN - LEW	246	244	99.19	11	9	81.82	53	53	100.00	72	72	100.00	53	53	100.00	
BAN - WOA	126	125	99.21	6	6	100.00	26	26	100.00	36	36	100.00	26	26	100.00	
BEC - CAT	36	37	102.78	0	0	000.00	0	0	000.00	36	36	100.00	0	1	000.00	
BEC - TOG	128	127	99.22	10	9	90.00	25	25	100.00	37	37	100.00	26	26	100.00	
CAT - BEC	38	39	102.63	0	0	000.00	1	2	200.00	36	36	100.00	1	1	100.00	
CAW - STR	210	210	100.00	9	9	100.00	29	29	100.00	73	73	100.00	52	52	100.00	
LEW - BAN	240	239	99.58	8	8	100.00	51	50	98.04	73	73	100.00	53	53	100.00	
LEW - STR	19	18	94.74	0	0	000.00	19	18	94.74	0	0	000.00	0	0	000.00	
STI - WOA	125	125	100.00	7	7	100.00	25	25	100.00	37	37	100.00	26	26	100.00	
STR - CAW	214	214	100.00	8	8	100.00	31	31	100.00	73	73	100.00	53	53	100.00	
STR - LEW	23	21	91.30	3	3	100.00	20	18	90.00	0	0	000.00	0	0	000.00	
TOG - BEC	128	128	100.00	7	6	85.71	27	27	100.00	36	36	100.00	26	26	100.00	
WOA - BAN	124	123	99.19	7	7	100.00	25	25	100.00	37	37	100.00	26	26	100.00	
WOA - STI	125	125	100.00	8	8	100.00	26	26	100.00	36	36	100.00	26	26	100.00	
Total	1,782	1,775	99.61	84	80	95.24	358	355	99.16	582	582	100.00	368	369	100.27	

Departures Adjusted - 01/03/2019

	Weekdays															
	T1-START-06:30			T2-06:30-10:00			T3-10:00-16:00			T4-16:00-19:30			T5-19:30-21:00			
	Time Table	SMC Log	Percentage	Time Table	SMC Log	Percentage	Time Table	SMC Log	Percentage	Time Table	SMC Log	Percentage	Time Table	SMC Log	Percentage	Time T
BAN - LEW	11	9	81.82	53	53	100.00	72	72	100.00	53	53	100.00	19	19	100.00	
BAN - WOA	6	6	100.00	26	26	100.00	36	36	100.00	26	26	100.00	10	10	100.00	
BEC - CAT	0	0	000.00	0	0	000.00	36	36	100.00	1	1	100.00	0	0	000.00	
BEC - TOG	10	9	90.00	25	25	100.00	37	37	100.00	26	26	100.00	9	9	100.00	
CAT - BEC	0	0	000.00	2	2	100.00	36	36	100.00	1	1	100.00	0	0	000.00	
CAW - STR	9	9	100.00	29	29	100.00	73	73	100.00	52	52	100.00	18	18	100.00	
LEW - BAN	8	8	100.00	51	50	98.04	73	73	100.00	53	53	100.00	18	18	100.00	
LEW - STR	0	0	000.00	19	18	94.74	0	0	000.00	0	0	000.00	0	0	000.00	
STI - WOA	7	7	100.00	25	25	100.00	37	37	100.00	26	26	100.00	10	10	100.00	
STR - CAW	8	8	100.00	31	31	100.00	73	73	100.00	53	53	100.00	19	19	100.00	
STR - LEW	3	3	100.00	20	18	90.00	0	0	000.00	0	0	000.00	0	0	000.00	
TOG - BEC	7	7	100.00	27	27	100.00	36	36	100.00	26	26	100.00	10	10	100.00	
WOA - BAN	7	7	100.00	25	25	100.00	37	37	100.00	26	26	100.00	9	9	100.00	
WOA - STI	8	8	100.00	26	26	100.00	36	36	100.00	26	26	100.00	10	10	100.00	
Total	84	81	96.43	359	355	98.89	582	582	100.00	369	369	100.00	132	132	100.00	

Routes are defined in the first column, with station names being represented by a three-letter code. The most commonly-occurring codes are:

BAN Bank
BEC Beckton
CAT Canning Town
CAW Canary Wharf
LEW Lewisham
POP Poplar
PRR Prince Regent
STI Stratford International
STR Stratford
TOG Tower Gateway
WEH West Ham
WOA Woolwich Arsenal

Each timeband is then shown in three columns. This columns are:

Time Table The number of trains scheduled on that route in that timeband on that day
SMC Log The number of trains which operated on that route in that timeband on that day
Percentage The value in SMC log divided by the value in Time Table

The evening peak hours timeband is headed T4-1600-1930.

Note that there are two sets of data – “Unadjusted” and “Adjusted”. The “Unadjusted” table shows the actual performance. However this can result in an individual route achieving a score higher than 100% in a timeband. We do not allow this in our reporting. The “adjusted” table addresses this by either removing a train from SMC Log in one timeband and adding it to another timeband on the same route which has a shortfall (e.g. where a train has run slightly late, meaning it actually operated in the timeband after the one in which it was scheduled), or by increasing the value in “Time Table” to equal the value in “SMC Log”.

In order to be counted as having operated, a train must complete its journey from its scheduled origin to its scheduled destination. Trains which only complete part of their scheduled journey are not counted. So for example a train which is scheduled to run from Beckton to Tower Gateway but is terminated at Shadwell, or is diverted to Stratford International, is not counted in the “SMC Log” column.

Journey Times

Journey Times measures all trains which completed their scheduled journey within a target time. There is a specific target time for each route. These are set out in Schedule 2 of the DLR Franchise Agreement, which is published on the TfL website, and are as follows:

7.3 Target Journey Time

- (a) Subject to paragraph 7.3(b), "**Target Journey Time**" shall mean the journey time of the Line set out below:

Line	Targets		
	(peak)	(offpeak)	(all day)
BAN-LEW	29:02	28:17	
LEW-BAN	29:31	28:46	
BAN-WOA			28:45
WOA-BAN	29:57	29:12	
TOG-BEC			29:42
BEC-TOG			29:48
STR-LEW	33:18	32:33	
STR-CAW			15:05
LEW-STR			32:20
CAW-STR			14:49
STI-WOA			24:50
WOA-STI			24:57
STI-BEC			26:39
BEC-STI			25:44
CAT-BEC			15:31
BEC-CAT			14:17

The report is structured similarly to the Departures report, but with some key differences.

The first sheet is a summary of each day's performance, aggregated to produce a Period score. The following sheets show each day's performance:

01/03/2019

	Weekdays											
	T1-START-06:30			T2-06:30-10:00			T3-10:00-16:00			T4-16:00-19:30		
	NUM ON-TIME DESPATCHES	NUMBER OF DESPATCHES	PERCENTAGE	NUM ON-TIME DESPATCHES	NUMBER OF DESPATCHES	PERCENTAGE	NUM ON-TIME DESPATCHES	NUMBER OF DESPATCHES	PERCENTAGE	NUM ON-TIME DESPATCHES	NUMBER OF DESPATCHES	PERCENTAGE
BAN - LEW	8	9	88.89	53	53	100	72	72	100	53	53	100
BAN - WOA	5	6	83.33	26	26	100	36	36	100	25	26	96.15
BEC - CAT							36	36	100	1	1	100
BEC - TOG	9	9	100	25	25	100	37	37	100	25	26	96.15
CAT - BEC				2	2	100	36	36	100	1	1	100
CAW - STR	9	9	100	29	29	100	71	73	97.26	51	52	98.08
LEW - BAN	8	8	100	50	50	100	73	73	100	53	53	100
LEW - STR				18	18	100						
STI - WOA	7	7	100	25	25	100	37	37	100	26	26	100
STR - CAW	8	8	100	29	31	93.55	73	73	100	53	53	100
STR - LEW	3	3	100	18	18	100						
TOG - BEC	6	6	100	27	27	100	36	36	100	26	26	100
WOA - BAN	7	7	100	25	25	100	37	37	100	26	26	100
WOA - STI	8	8	100	26	26	100	36	36	100	26	26	100
TOTAL	78	80	97.5	353	355	99.44	580	582	99.66	366	369	99.19

For each timeband, the number of trains achieving the target journey time is shown in the first column “Num On Time Dispatches”, with the number of trains measured shown in the second column “Number of Dispatches”. Note that this is the opposite way round to the Departures tables.

For Journey Times, there is a single table for each day, with no “adjusted” values required for this measure.