



# **PERFORMANCE REPORT**

## **Quarter 3 2013/14**

14/01/2014



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**Summary of Network Performance for Quarter 3 2013/14**

London wide traffic speeds (07:00 to 19:00) decreased by 1.4 mph to 18.1 mph between Quarter 3 this year and last year, while there was a 2.3 index point increase in the volume of traffic on London’s major roads.

There were 572 hours of serious and severe disruption on the network London-wide in Quarter 3 2013/14. This compares to 416 hours in Quarter 3 of the previous year 2012/13, an increase of 156 hours (38%) year-on-year.

The JTR on the TLRN in the AM peak in all directions for Quarter 3 was 87.6%; this is 1.63 percentage points lower than the same quarter in 2012/13. Journey time reliability in the AM peak did not meet its target in Quarter 3 because of increased traffic flows (related to economic recovery and population growth), increases in unplanned serious and severe disruption events on the road network, and the accumulating loss of capacity due to increased levels of infrastructure build.

In Quarter 3 of 2013/14 the total number of road works on the TLRN was 8,813, a decrease of 234 or 2.6% on the total of 9,047, reported in Quarter 3 of 2012/13. The volume of road works on the network stayed below the ‘cap’ throughout the quarter.

Cycle flows on the TLRN in Quarter 3 2013/14 were 4.4% higher than the same quarter last year.

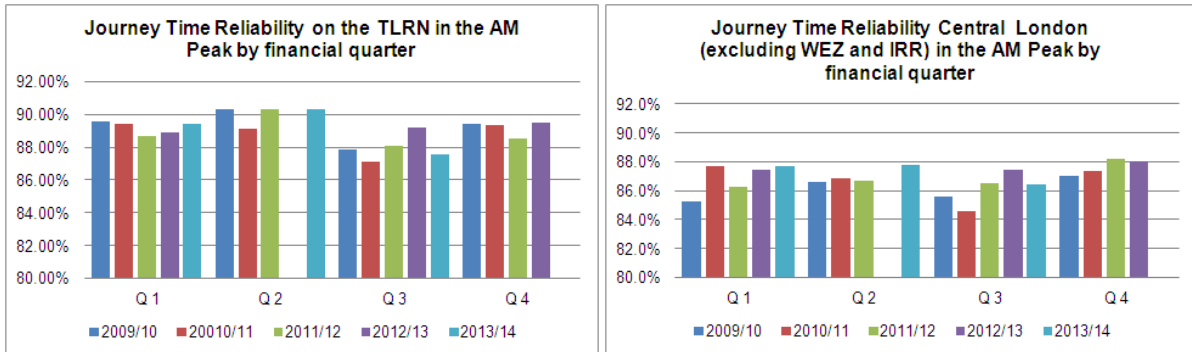
The number of killed and seriously injured casualties from road collisions on the TLRN decreased compared to the previous year, and decreased by 40.1% compared to the 2005-2009 Quarter 3 baseline.

Annual customer satisfaction scores (reported in this quarter) for all aspects of the TLRN have improved significantly. Overall satisfaction with TfL’s operation of the TLRN improved to 76% in 2012 from 72% in 2010.



## 1. RELIABILITY

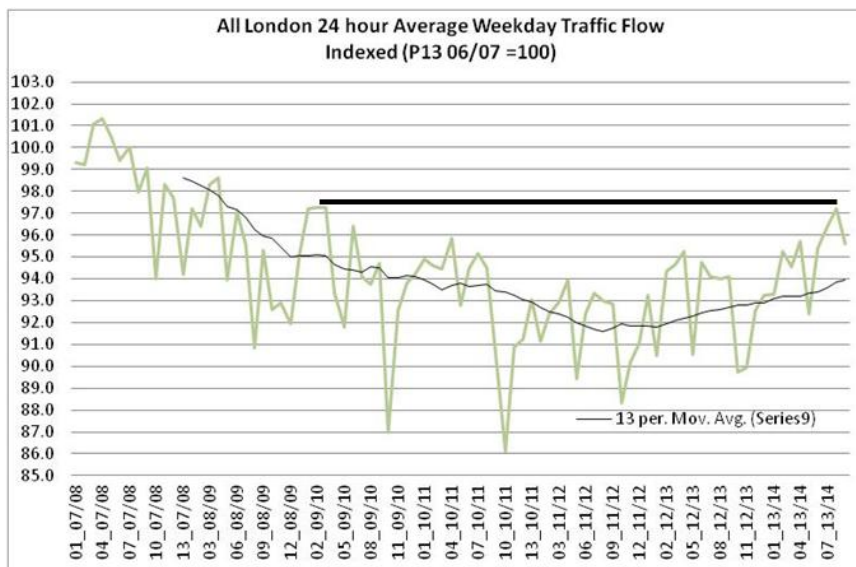
The key measure set out in the Mayor’s Transport Strategy for monitoring smoothing traffic flow is journey time reliability (JTR). It is defined as the percentage of journeys completed within an allowable excess of 5 minutes for a standard 30 minute journey during the AM peak. This is calculated from recorded journey times between Automatic Number Plate Recognition (ANPR) camera pairings across the Transport for London Road Network (TLRN).



The JTR on the TLRN in the AM peak in all directions for Quarter 3 was 87.6%; this is 1.63 percentage points lower than the same quarter in 2012/13.

The JTR for Central London (excluding WEZ and the Inner Ring Road) in the AM peak for Quarter 3 was 86.5%; this is 0.95 percentage points lower than the same quarter 2012/13.

Journey time reliability (JTR) in the AM peak did not meet its target in Quarter 3 because of increases in unplanned serious and severe disruption events on the road network, the accumulating loss of capacity due to infrastructure build and traffic flows have begun returning to pre-recession levels as the economy recovers and London’s population continues to increase. The chart below shows traffic volumes on London’s major roads as a 24 hour average weekday flow indexed back to Period 13 06/07. Traffic volumes on London’s major roads are at levels last seen 5 years ago in 2008/09.





Within this overall growth traffic flows have expanded across the day outside of peak travel times, in the pre AM peak, inter peak and evenings. Flows in the hour leading up to the AM peak (6:00 to 07:00) have expanded between 3 to 4% on average across all the TLRN corridors and this puts direct pressure on the AM peak JTR results against which we are measured.

This growth in traffic volumes is driven by population growth and economic recovery. These factors when modelled show that we expect future growth in traffic of 2% per annum. For this level of increase per annum we expect journey time reliability to fall 0.5 percentage points.

Note due to changes to the ANPR camera network, the core ANPR links that are used to generate JTR figures have also been changed, notably incorporating sections that previously had no coverage. A validation exercise has shown that these changes have had negligible effect on the overall TLRN JTR figure, but that some individual corridors have experienced slight changes to what might have been expected with the previous coverage.



**Journey Time Reliability on the TLRN**

The JTR values on each of the main radial routes on the TLRN in the AM and PM peaks in both directions are:

AM Peak		Inbound						Outbound							
Route Type	Corridor	2012/13 Q1	2012/13 Q2	2012/13 Q3	2012/13 Q4	2013/14 Q1	2013/14 Q2	2013/14 Q3	2012/13 Q1	2012/13 Q2	2012/13 Q3	2012/13 Q4	2013/14 Q1	2013/14 Q2	2013/14 Q3
Radial	A4	87.7%		90.6%	90.0%	90.2%	89.5%	90.7%	93.1%		94.8%	94.7%	94.3%	93.2%	89.3%
Radial	A40	81.7%		78.9%	80.3%	77.8%	80.9%	78.0%	91.6%		93.8%	93.3%	94.2%	95.9%	92.5%
Radial	A41	84.3%		84.5%	86.8%	87.7%	89.2%	85.8%	89.5%		90.6%	89.0%	89.6%	90.6%	89.6%
Radial	A1	83.8%		83.1%	82.1%	82.9%	81.3%	79.3%	90.8%		89.3%	90.3%	90.8%	93.5%	88.3%
Radial	A10	83.8%		84.4%	85.2%	85.8%	87.1%	83.8%	91.6%		88.2%	90.2%	88.7%	89.7%	87.1%
Radial	A12	88.6%		87.4%	88.9%	88.8%	89.4%	81.9%	95.3%		93.9%	95.6%	96.3%	96.3%	95.5%
Radial	A13	84.7%		90.3%	86.0%	87.2%	87.6%	78.6%	99.1%		99.1%	98.1%	97.2%	98.9%	98.0%
Radial	A2	85.2%		84.1%	82.0%	87.8%	89.4%	83.2%	98.1%		97.8%	95.9%	97.7%	98.0%	96.7%
Radial	A20	87.9%		88.0%	87.3%	89.5%	91.6%	85.8%	95.9%		97.1%	95.1%	95.7%	95.6%	93.7%
Radial	A21	89.5%		87.2%	88.6%	87.2%	89.4%	88.6%	92.9%		92.6%	92.7%	92.8%	93.8%	91.4%
Radial	A23	90.1%		88.8%	88.0%	89.1%	89.7%	87.5%	92.9%		91.2%	90.2%	91.4%	91.7%	89.3%
Radial	A24	88.4%		89.6%	87.2%	88.2%	89.2%	84.1%	92.8%		93.7%	91.7%	92.7%	94.3%	90.5%
Radial	A3	88.3%		88.7%	90.6%	87.7%	91.3%	89.2%	93.4%		92.0%	94.8%	96.5%	96.3%	94.2%
Radial	A316	87.0%		88.8%	88.8%	84.0%	92.4%	85.9%	96.2%		97.2%	96.6%	98.2%	96.4%	93.2%

PM Peak		Inbound						Outbound							
Route Type	Corridor	2012/13 Q1	2012/13 Q2	2012/13 Q3	2012/13 Q4	2013/14 Q1	2013/14 Q2	2013/14 Q3	2012/13 Q1	2012/13 Q2	2012/13 Q3	2012/13 Q4	2013/14 Q1	2013/14 Q2	2013/14 Q3
Radial	A4	88.3%		88.9%	90.7%	91.1%	91.6%	88.3%	87.5%		81.3%	83.7%	81.1%	83.0%	80.2%
Radial	A40	84.1%		82.8%	84.9%	86.3%	83.8%	83.0%	84.7%		85.8%	80.3%	83.5%	86.3%	82.1%
Radial	A41	89.4%		86.7%	90.0%	91.4%	91.2%	90.1%	82.5%		83.7%	84.5%	84.7%	85.2%	82.3%
Radial	A1	88.9%		82.9%	86.4%	85.6%	85.3%	81.7%	83.0%		82.0%	84.8%	85.0%	84.6%	80.2%
Radial	A10	89.5%		88.2%	88.5%	90.5%	90.4%	87.1%	79.6%		80.8%	81.6%	82.3%	83.3%	80.3%
Radial	A12	88.0%		86.7%	89.1%	87.6%	87.3%	85.2%	82.6%		86.4%	84.3%	85.7%	86.1%	83.8%
Radial	A13	94.3%		96.1%	94.6%	92.6%	92.1%	90.2%	83.8%		84.4%	84.1%	84.1%	84.3%	86.7%
Radial	A2	93.3%		93.6%	92.9%	92.5%	91.5%	91.1%	87.5%		86.9%	88.0%	85.1%	86.8%	84.3%
Radial	A20	92.0%		89.5%	93.1%	92.1%	93.0%	90.2%	90.7%		91.5%	91.1%	89.7%	90.3%	89.4%
Radial	A21	98.0%		95.2%	96.5%	97.3%	96.4%	95.6%	92.8%		88.4%	90.5%	89.9%	89.9%	90.0%
Radial	A23	90.8%		89.8%	89.7%	90.9%	90.7%	89.5%	83.0%		81.6%	81.7%	83.3%	82.2%	81.0%
Radial	A24	93.6%		91.1%	90.8%	91.9%	91.9%	90.7%	90.7%		87.6%	90.2%	89.5%	91.4%	87.0%
Radial	A3	96.0%		89.8%	94.9%	94.5%	94.8%	92.8%	89.2%		86.7%	88.9%	90.6%	92.1%	86.7%
Radial	A316	91.1%		85.2%	91.6%	93.2%	94.5%	88.6%	92.9%		90.3%	92.1%	92.2%	93.2%	90.3%



The JTR values on each of the main orbital routes on the TLRN in the AM and PM peaks in both directions are:

AM Peak		Anti-Clockwise							Clockwise						
Route Type	Corridor	2012/13 Q1	2012/13 Q2	2012/13 Q3	2012/13 Q4	2013/14 Q1	2013/14 Q2	2013/14 Q3	2012/13 Q1	2012/13 Q2	2012/13 Q3	2012/13 Q4	2013/14 Q1	2013/14 Q2	2013/14 Q3
Orbital	A102 B. Tunnel	75.0%		75.5%	81.0%	79.4%	77.2%	77.1%	96.9%		98.1%	97.4%	98.0%	98.7%	97.7%
Orbital	A406	87.8%		86.5%	87.4%	86.1%	86.4%	84.0%	86.4%		89.1%	91.6%	89.1%	90.6%	88.0%
Orbital	A205	85.6%		86.6%	87.4%	86.1%	89.9%	87.3%	84.0%		82.4%	83.5%	82.6%	83.5%	82.6%
Orbital	Inner Ring	83.1%		85.5%	86.8%	84.2%	83.3%	84.1%	84.8%		84.9%	86.3%	85.4%	85.1%	83.8%
PM Peak		Anti-Clockwise							Clockwise						
Route Type	Corridor	2012/13 Q1	2012/13 Q2	2012/13 Q3	2012/13 Q4	2013/14 Q1	2013/14 Q2	2013/14 Q3	2012/13 Q1	2012/13 Q2	2012/13 Q3	2012/13 Q4	2013/14 Q1	2013/14 Q2	2013/14 Q3
Orbital	A102 B. Tunnel	80.1%		78.4%	86.1%	80.5%	76.5%	80.6%	80.3%		82.5%	82.3%	82.2%	84.4%	80.3%
Orbital	A406	87.1%		85.7%	87.1%	85.3%	85.1%	81.3%	85.1%		83.5%	83.8%	83.8%	85.0%	81.4%
Orbital	A205	82.4%		83.1%	85.3%	84.0%	85.1%	82.1%	86.6%		84.3%	87.8%	86.3%	87.5%	84.9%
Orbital	Inner Ring	78.8%		78.4%	82.7%	79.2%	78.7%	78.4%	80.6%		80.0%	83.3%	81.3%	81.2%	79.8%

The JTR values on the TLRN and in Central London all directions combined in the AM and PM peaks are:

Central London	2012/13 Q1	2012/13 Q2	2012/13 Q3	2012/13 Q4	2013/14 Q1	2013/14 Q2	2013/14 Q3
All Directions							
AM Peak	87.4%		87.4%	88.0%	87.7%	87.8%	86.5%
PM Peak	85.1%		84.3%	85.7%	84.4%	85.8%	82.4%
TLRN	2012/13 Q1	2012/13 Q2	2012/13 Q3	2012/13 Q4	2013/14 Q1	2013/14 Q2	2013/14 Q3
All Directions							
AM Peak	88.9%		89.5%	89.5%	89.4%	90.3%	87.6%
PM Peak	86.6%		85.9%	86.8%	86.5%	86.9%	84.4%

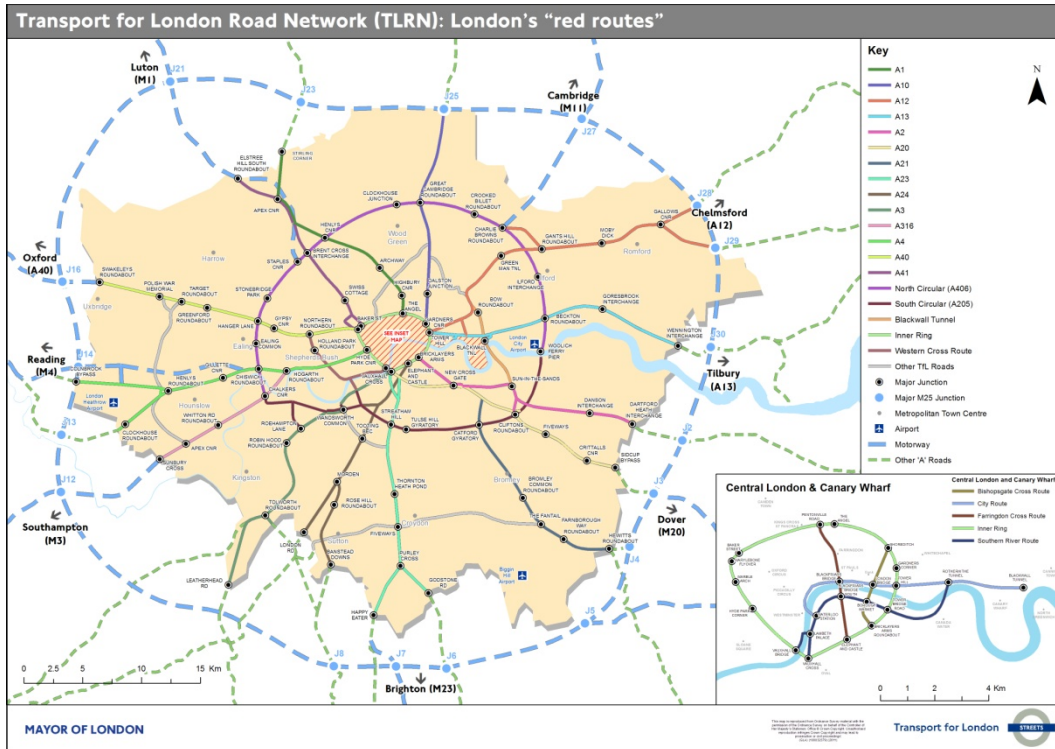
**Legend**

**Journey Time Reliability**

>=90%	More than 9 out of 10 journeys are "on time"
80%-89.9%	
<80%	Less than 4 out of 5 journeys are "on time"

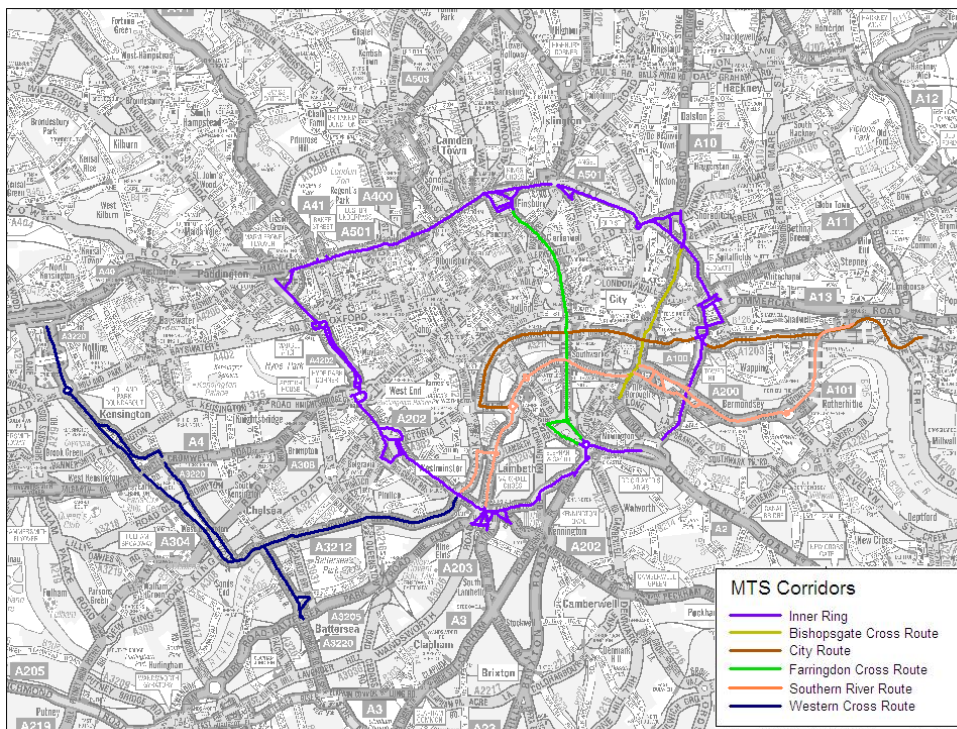


Map showing the TLRN by MTS Corridors across London



Note: The named corridors do not exactly replicate the road number in the legend, but reflect the strategic radial and orbital corridors set out in the Mayor's Transport Strategy. (E.g. the "A12 corridor" includes the A11 Mile End Road into Central London).

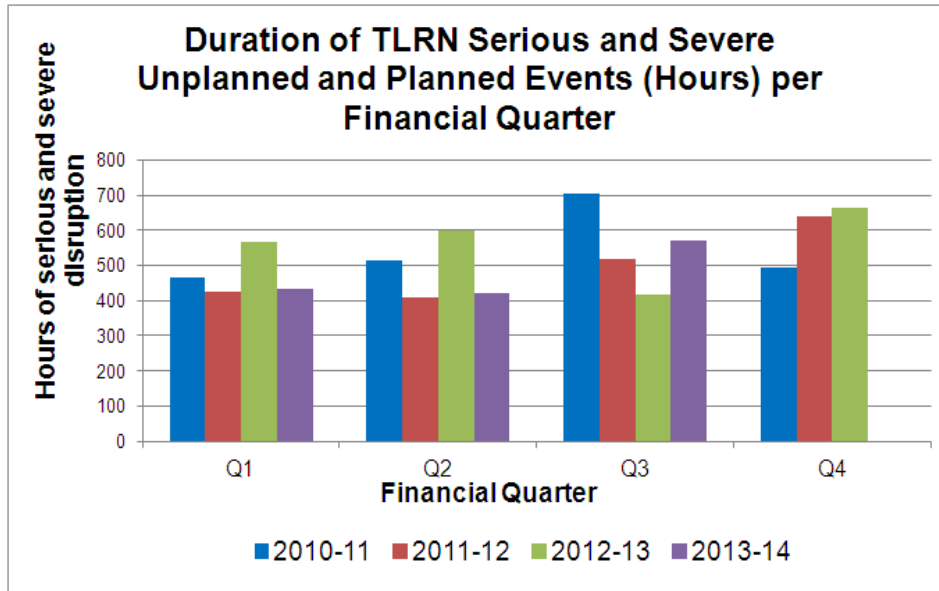
Map showing the TLRN by MTS Corridors in Central London





## 2. NETWORK DISRUPTION

### Total Serious and Severe Unplanned and Planned Disruption Hours on the TLRN



Overall in Quarter 3 there were 572 hours of serious and severe disruption from unplanned and planned events spread across 281 separate incidents. This compares to 416 hours spread across 223 incidents in Quarter 3 of the previous year. This is an increase in traffic disruption of 156 hours compared to Quarter 3 in 2012/13 – a 38% increase year-on-year.

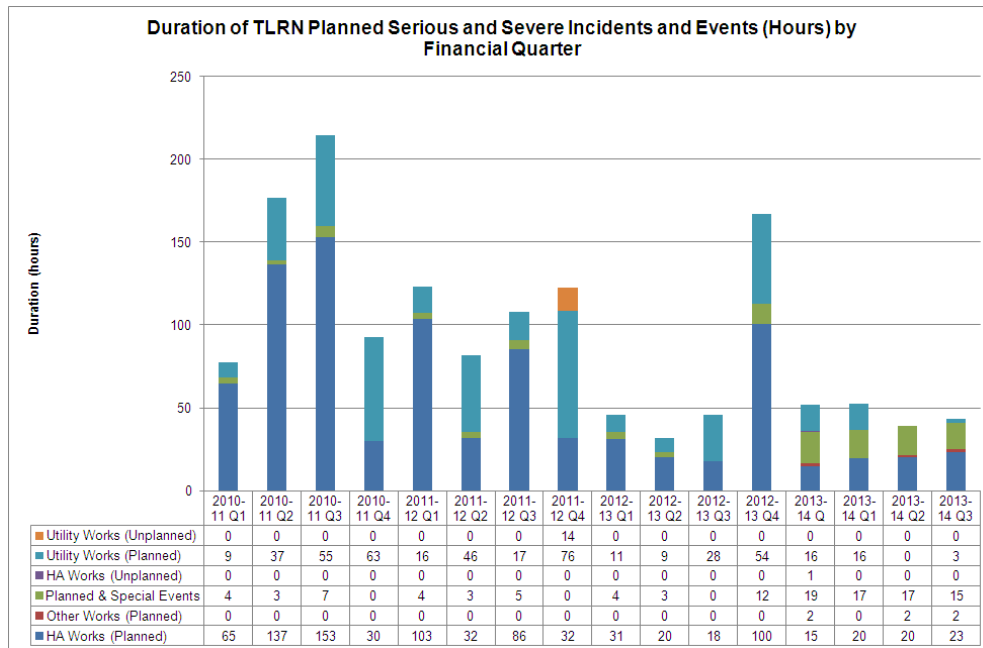
The largest portion of this came from unplanned disruption which was driven by both a combination of increase in the number of incidents (262 events in 2013/14 compared to 205 events in 2012/13), and an increase in disruption per incident (2 hour 2 minutes duration per event in 2013/14 compared to 1 hour 48 minutes duration per event in 2012/13).

Quarter 3 contained a number of incidents that were not only disruptive but had a wide area impact, and these are not likely to be repeated, for example the closure of the collapsed crane in Whitehall. The significant increase in breakdowns has been linked to less maintenance occurring over the recent recession and these should lessen during economic recovery. Action has been taken to reduce breakdowns in tunnels under TfL control, for example using VMS messaging, and this has proved successful. TfL is negotiating its truck recovery contract with the Metropolitan Police and this will improve capability to reduce the disproportionate impact of HGV breakdowns within the overall breakdown disruption figures. The disruption related to the cable tied assets Hoggarth roundabout and Hammersmith flyover are either being addressed or are planned to be addressed.





**Planned Incidents and Events – TLRN**



In Quarter 3 2013/14 there were 41 hours of serious and severe disruption from planned events spread across 19 separate incidents (an average of 2 hours 11 minutes duration per event). This compared to 46 hours spread across 18 events (an average of 2 hours 33 minutes duration per event) in Quarter 3 of the previous year 2012/13.

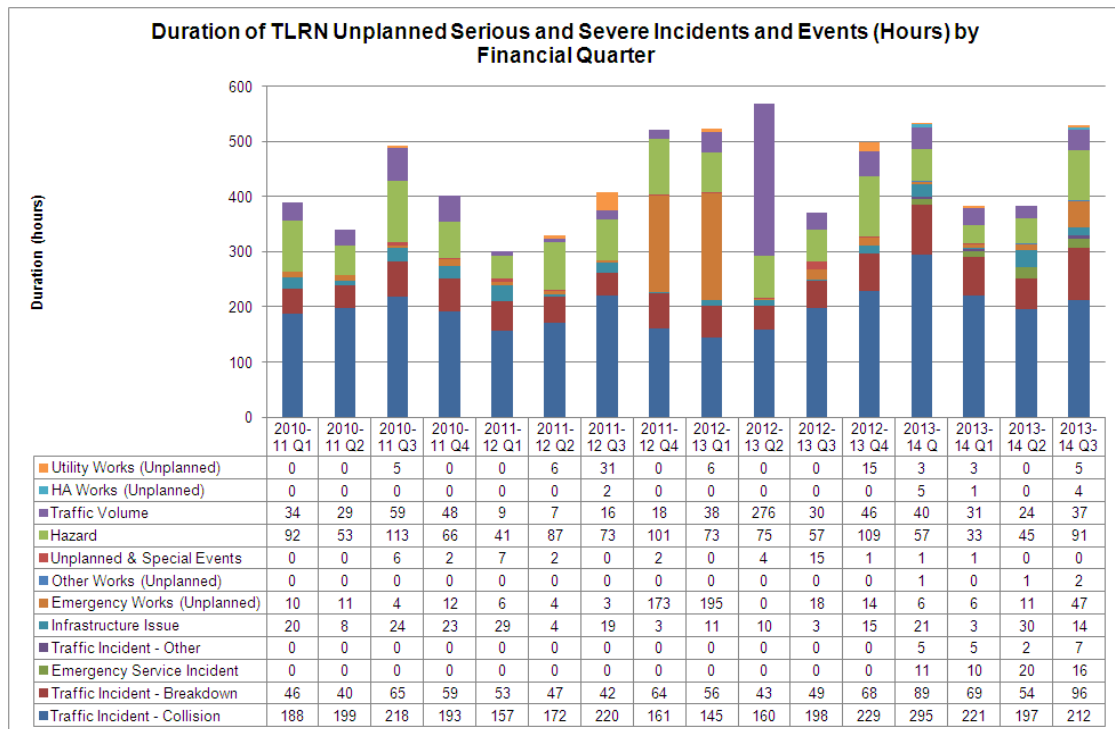
*Please note that data prior to 2013/14 was recorded using LTIS. This was replaced in April 2013 with TIMS. The two systems record incidents and events using different categorisations and are not directly comparable. In the chart above, the LTIS data has been aligned to the new TIMS categories for information only.*

**TLRN planned events recording over 10 hours of serious and severe disruption:**

In Quarter 3 there were no planned events recording more than 10 hours of serious and severe disruption.



**Unplanned Incidents and Events - TLRN**



There were 531 hours of unplanned serious and severe disruption, spread across 262 separate events (an average of 2 hour 2 minutes duration per event) on the network London-wide in Quarter 3 2013/14. This compares to 370 hours, spread across 205 events (an average of 1 hour 48 minutes duration per event) in Quarter 3 of the previous year 2012/13.

The main drivers in the observed increase in disruption hours comparing this year to last year are as follows: Breakdowns 96 versus 49 hours; Infrastructure Issues (14 versus 3 hours); Unplanned emergency works 47 versus 18 hours; Hazards 91 versus 57 hours and Traffic volume 37 hours versus 30 hours). Significant incidents during the quarter included the storm on Monday 28 October, closure of Whitehall due to a collapsed crane, closure of the A316 Hogarth Flyover for repairs on 29 October, a burst water main on the North Circular road on 7 October and emergency water works on the A501 Pentonville Road on 13 November.

*Please note that data prior to 2013/14 was recorded using LTIS. This was replaced in April 2013 with TIMS. The two systems record incidents and events using different categorisations and are not directly comparable. In the chart above, the LTIS data has been aligned to the new TIMS categories for information only.*

**TLRN unplanned incidents recording over 10 hours of serious and severe disruption:**

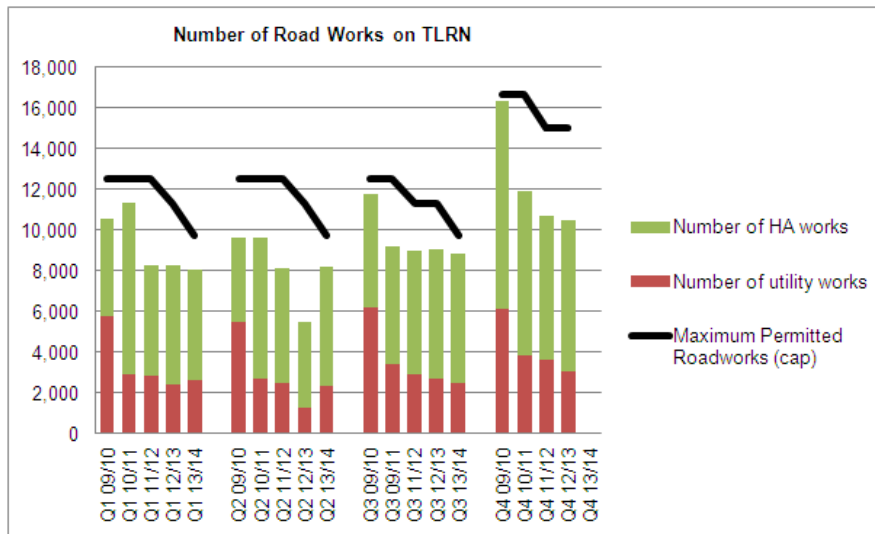
In Quarter 3 there were 3 unplanned incidents recording over 10 hours of serious and severe disruption:



- Monday 7<sup>th</sup> October, 12:55 in the afternoon, a burst water main occurred on the A406 Pinkham Way, North Circular Road. There was flooding in the westbound carriageway on Pinkham Way just west of Bounds Green Rd in the tunnel. Lane one of two was closed westbound which caused delays from beyond Fore Street Tunnel. Thames Water also attended and reduced water pressure in the main at the location. They were not able to turn the water off until midnight due to the number of local residents that would be affected. A temporary re-instatement was installed before the next morning's peak. Further works meant that the road was not fully reopened until 17:45 the next evening, Tuesday 8<sup>th</sup> October. **14.25 hours**
- Tuesday 29<sup>th</sup> October, 13:00 in the afternoon, the A316 Hogarth Flyover was closed for works. LoHAC contractors closed the Hogarth Flyover for planned routine maintenance inspection at midnight the previous night. On progressing the works they reported that they believed the structure to be dangerous. The flyover was under inspection with a lane restriction eastbound on the A316 on approach to Hogarth Roundabout. UTC plans were implemented to assist traffic on approach to Hogarth Roundabout on the A4 in both directions. RPU's attended during the AM & PM peak to prevent exit blocking on Hogarth Roundabout. The event severity reached severe with queues on the A316 reaching beyond Manor Circus. The A4 westbound was also slow moving between Hogarth Roundabout and Hammersmith Flyover. Traffic queued back to Warwick Road: Further inspections took place the same evening and involved reducing the Hogarth Roundabout to one lane. Road was repaired and declared fit to fully reopen by 11:30 the next morning, Wednesday 30<sup>th</sup> October. **14.10 hours**
- Wednesday 13<sup>th</sup> November, 14:45 in the afternoon, emergency water works took place on the A501 Pentonville Road to repair a burst water main. The A501 was reduced to one lane from two on Euston Road on approach to Pentonville Road. Contractors at scene were working on behalf of Thames Water. No notification had been provided prior to the works being found. Eastbound tailbacks were observed from A40 Westway and bus services experienced serious delays. Works were completed with all lanes fully re-opened by 20:45 the next evening, Thursday 14<sup>th</sup> November. **12.45 hours**



## Number of Road Works on the TLRN



The London Permit Scheme (LoPS) for road works was introduced in February 2010. Its purpose was to improve authorities’ abilities to minimise disruption from street and highway works. It requires works promoters to apply for a permit to work in the highway. Highway Authorities’ own works are also included in the scheme.

To manage the cumulative impact of road works on the TLRN, the total number of new road works permitted in any one period was capped to 4,170 from the start of 2010/11. This was 20% below the peak level of road works activity experienced in 2009/10 (5,212 works in Period 12 of that year). This was then reduced in Period 7 2011/12 to 3,753 per period.

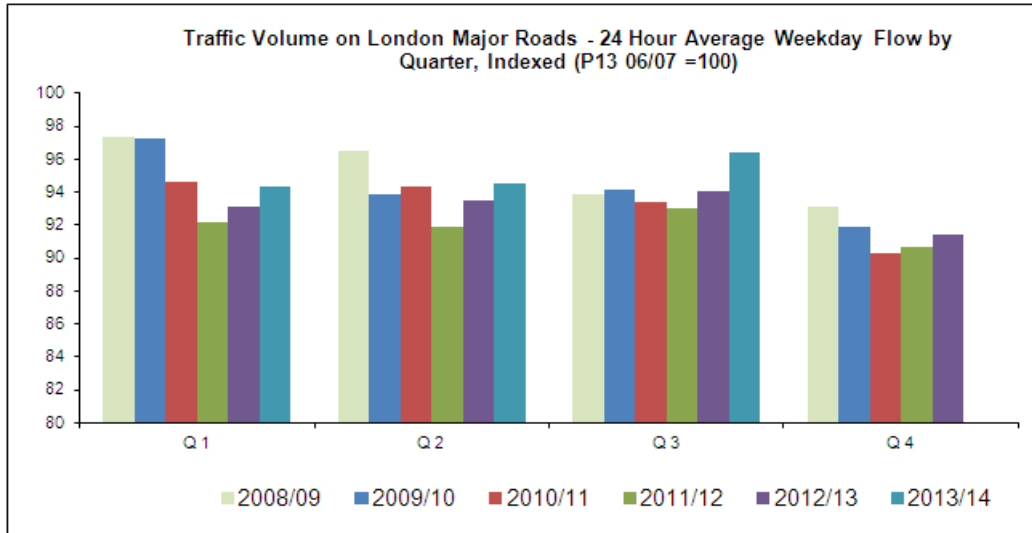
Starting Quarter 1 of 2013/14 (Period 1 2013/14), the maximum permissible total number of road works allowed on the TLRN was lowered to 3,250 per period. This was a reduction of 13.4% from the previous cap per period of 3,753 (Period 7 2011/12 to P13 2012/13).

In Quarter 3 of 2013/14 the total number of road works on the TLRN was 8,813, a decrease of 234 or 2.6% on the total of 9,047 reported in Quarter 3 of 2012/13. The volume of roadworks on the network stayed below the ‘cap’ throughout the quarter.



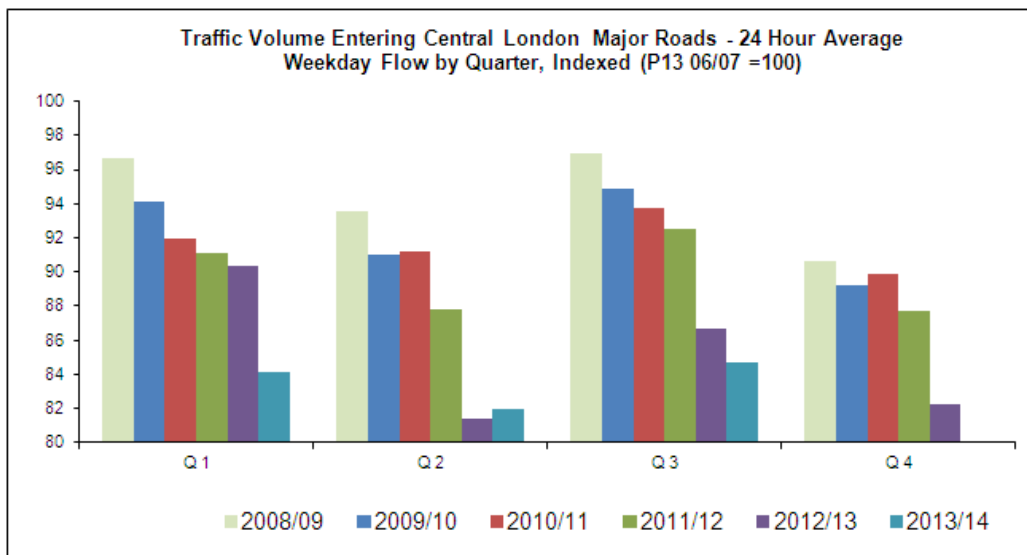
### 3. TRAFFIC VOLUMES

#### Vehicular Traffic Volumes on London Major Roads



The pan London traffic flow index stands at 96.4 in Quarter 3 2013/14. This is 2.3 index points up from the same quarter last year, and 3.3 index points up from the same quarter two years ago. Traffic volumes overall have fallen across Central London, in a continuation of a reported long term trend. Traffic in London has fallen by 4% since 2008. The chart shows traffic flows relative to an index of 100 in period 13 in 2006/07.

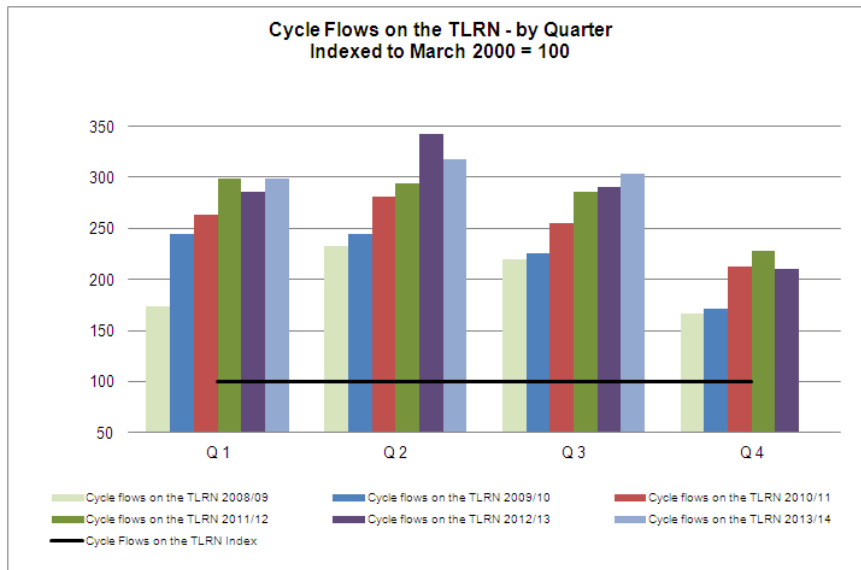
#### Vehicular Traffic Entering Central London Major Roads



The Central London traffic flow index stands at 84.7 in Quarter 3 2013/14. This is 2.0 index points down from the same quarter last year and 7.8 index points down from the same quarter two years ago. Traffic volumes continue to fall across Central London, in a continuation of a reported long term trend. Central London traffic has fallen by 14% since 2008. The chart shows traffic flows relative to an index of 100 in period 13 in 2006/07.



**Volume of Cycling on the TLRN**



Cycle flows on the TLRN in Quarter 3 2013/14 stand at an index level of 303.3. This is 12.9 index points (4.4%) higher than the same quarter last year.

Recorded temperatures were close to average across the whole of Quarter 3, though somewhat warm at the beginning of the quarter. Rainfall at the start of the quarter was high with the wettest September in 7 years. Above average rainfall was recorded through October and dropped to average levels in November.

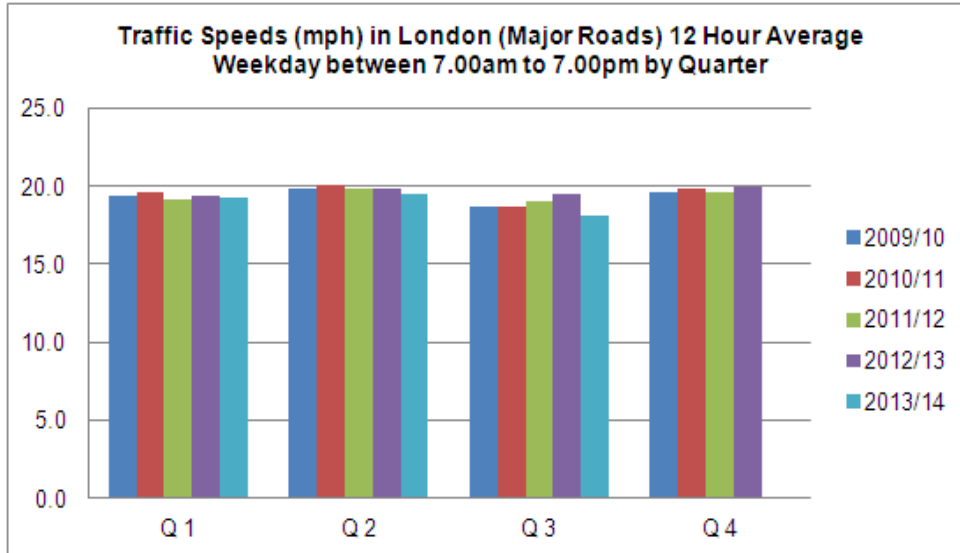
Between March 2000 and the end of 2012/13 cycle flows on the TLRN increased by 176.4%. Compared to the 2011/12 financial year end, average cycling levels on the TLRN at the end of 2012/13 were 1.4% higher.

The chart shows cycle levels on the TLRN relative to an index of 100 in March 2000.



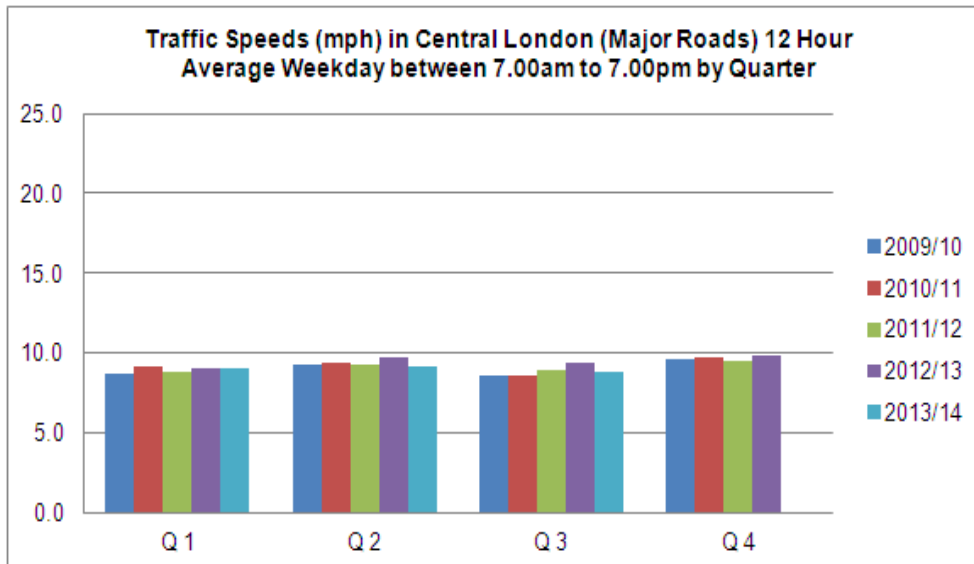
#### 4. TRAFFIC SPEEDS

##### Traffic Speeds in London



Average traffic speed for the 12 hours between 07:00 to 19:00 across London in Quarter 3 was 18.1 mph, compared to the 19.5 mph observed in Quarter 3 last year, a 6.9% decrease year-on-year.

##### Traffic Speeds in Central London

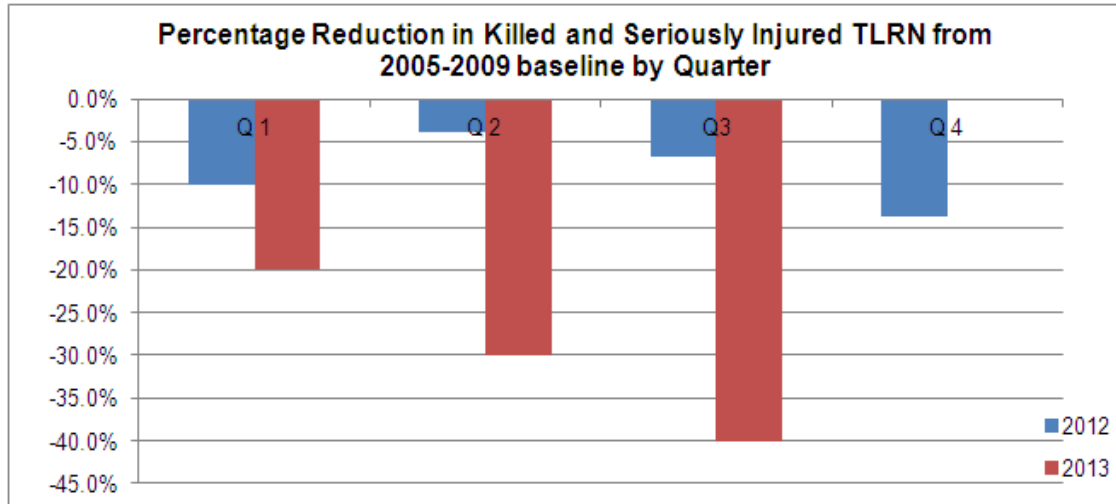


Average traffic speeds for the 12 hours between 07:00 to 19:00 across Central London in Quarter 3 was 8.8 mph compared to the 9.4 mph observed in Quarter 3 last year, a 5.8% decrease year-on-year.



## 5. ROAD SAFETY

### Killed and Seriously Injured casualties on the TLRN



The graph above shows the percentage change in KSI casualties on the TLRN from the 2005-09 baseline by quarter for the period 2012/13 to 2013/14. Quarter 3 is defined as the three month period June to August.

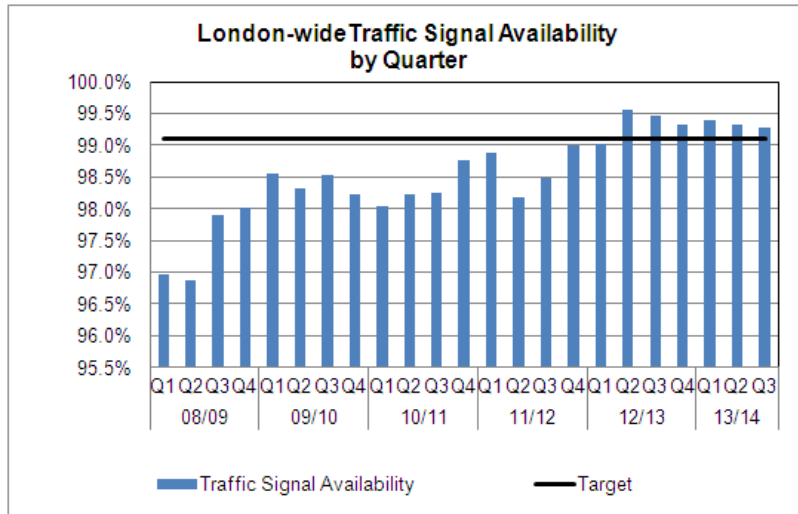
Provisional data for Quarter 3 2013/14 indicates that there were 165 KSI casualties on London’s roads, a 40.1% reduction from the 2005-09 Quarter 3 baseline. Compared with Quarter 3 2012/13 KSIs of 257, there was a decrease of 34.1 percentage points year-on-year.

Comparing Quarter 3 2013/14 with Quarter 3 2011/12 shows a decrease of 20.7% in KSI casualties on the TLRN (208 to 165) and a 25.3% decrease in KSI casualties when compared with Quarter 2 2010/11 (221 to 165).

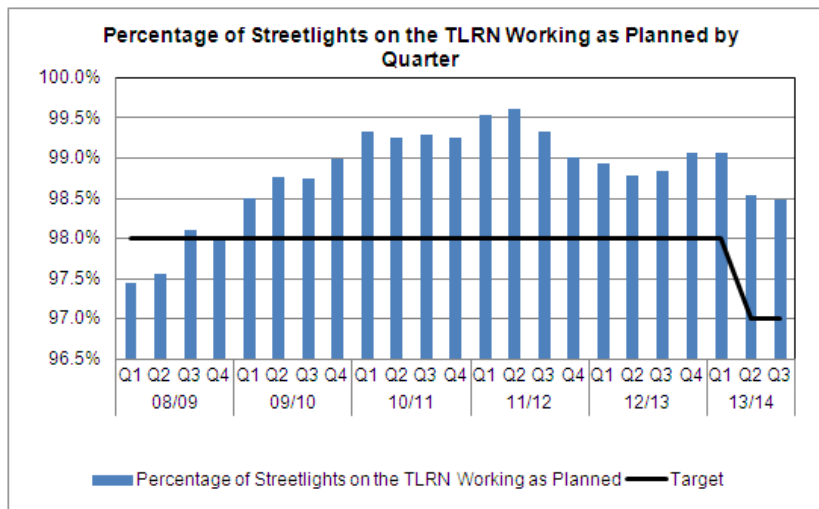




**6. ASSET AVAILABILITY**



During Quarter 3 2013/14, the availability of traffic signals London-wide was 99.28% compared to 99.47% reported for Quarter 3 2012/13. The target for this indicator is set at 99.1% and it represents the availability of all functions of traffic signal equipment. This is a demanding target for the contractors responsible for maintaining London’s Traffic Signal equipment and overall, traffic signal assets are in good condition. TfL has three traffic signals maintenance contractors. Where full availability is not maintained, abatements are applied to contract payments. The failure to meet this performance target is primarily due to poor performance from one of the contractors. TfL’s current focus remains on carrying out preventative maintenance. This is having a detrimental effect on availability in the short term as more faults are raised but this strategy will lead eventually to improved availability longer term.

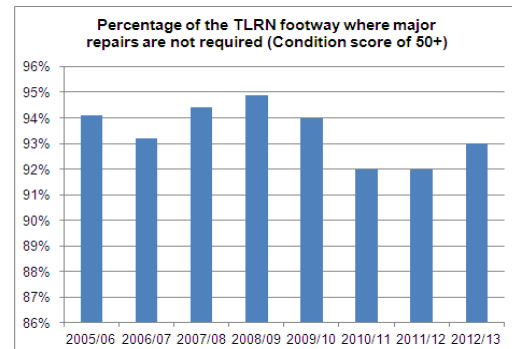
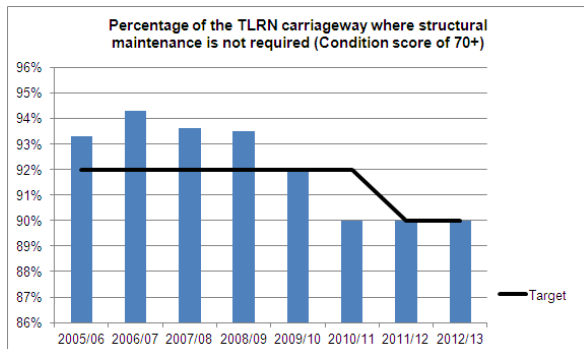


In Quarter 3 2013/14, 98.48% of streetlights on the TLRN were reported to be working as planned compared with 98.85% reported in Quarter 3 2012/13. The target for this indicator is set at 97% since July 2013. As of Q1 2013/14 Streetlights are now reported monthly – Quarter 3 includes October, November and December 2013.



## 7. STATE OF GOOD REPAIR

The State of Good Repair (SOGR) metrics for the TLRN carriageways and footways are reported annually at the end of each financial year. SOGR represents the percentage of the TLRN where structural maintenance/major repairs are not required; it is based on asset condition scores from structural surveys analysed using the national Rules and Parameters from the UK Pavement Management System (UKPMS).



NB: Targets have not been set for footways.

The percentage of the TLRN in structurally normal condition was 92% in 2009/10, 90% in 2010/11 and 2011/12, and 90% in 2012/13. The percentage of the TLRN footway network where the structural condition was normal was 94% in 2009/10, 92% in 2010/11, 92% in 2011/12 and 93% in 2012/13.



## 8. CUSTOMER SATISFACTION - TLRN

In 2012 a third online customer satisfaction survey was conducted among people who had used the TLRN in the last month by any of the following modes: (Car, Pedestrian, Bus, Motorcycle/scooter/moped, Taxi/commercial delivery/emergency vehicle, Cycle). In 2012 a total of 3,538 TLRN users were interviewed (3,222 in London and 316 in South East England), recording details of 8,270 trips in total. Satisfaction questions are scored on a scale of 0-10, where 10 is extremely satisfied and 0 is extremely dissatisfied. Mean scores (e.g. 7.4) are then multiplied by ten to provide a score out of 100 (e.g. 74).

- **Satisfaction with the TLRN scores quite well** at 76 out of 100 (against a target of 75). This is a significant increase of 4 points compared to 2010
- **All individual aspects of the TLRN have improved significantly**
- **As in 2010, traffic congestion is the main issue:** it is a key driver of satisfaction, but with the lowest satisfaction scores.

### Customer Satisfaction – Traffic Directorate

<b>CSS Key Satisfaction Indicators - Traffic Directorate</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>
Working condition of traffic lights	75	77	78
<b>Overall satisfaction</b>	<b>72</b>	<b>75</b>	<b>76</b>
Could accurately estimate how long journey would take	70	73	75
Speed	70	72	74
Speed of response for fixing unusual traffic problems	69	72	74
Amount and clarity of road signs about delays and disruption	69	72	73
Up to the minute information about delays and disruption	69	72	73
Traffic light timings	70	73	74
Management of road works	67	70	73
Traffic congestion	63	67	69

### Customer Satisfaction – Roads Directorate

<b>CSS Key Satisfaction Indicators - Roads</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>
Street lighting	75	77	77
Roads are well drained and free from flooding	74	77	77
Condition and clarity of road markings	73	75	76
Amount and clarity of road signs giving route directions	73	75	76
<b>Overall satisfaction</b>	<b>72</b>	<b>75</b>	<b>76</b>
Condition of road surfaces	68	70	73

A full report on customer satisfaction with the TLRN can be found at <http://www.tfl.gov.uk/assets/downloads/tlrn-css-2012.pdf>