

Transport for London
London Streets



PERFORMANCE REPORT
Quarter 1 2011/12



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Summary of Network Performance for Quarter 1 2011/12

London wide traffic speeds (07:00 to 19:00) decreased by 0.5 mph to 18.0 mph in between Quarter 1 this year and last year while there was a 2.5 index point decrease in the volume of traffic on London’s major roads. Traffic speeds in central London (07.00 to 19.00) decreased by 0.4 mph to 8.8 mph between Quarter 1 of last year while there was a 2.2 index point decrease in the volume of traffic

The journey time reliability on the TLRN in the AM peak in all directions for Quarter 1 was 88.7%; this is 0.8 percentage points lower than the same quarter last year. Henlys Corner works have been a particular challenge to the JTR along the A406 contributing a large component to the observed fall. Changes have been now put in place in order to facilitate new traffic management arrangements and operational hours to lessen the impact of these works. Three lanes on the A406 and two lanes north and south on the A598 now remain open during the peak periods (6am-10am and 3pm-9pm).

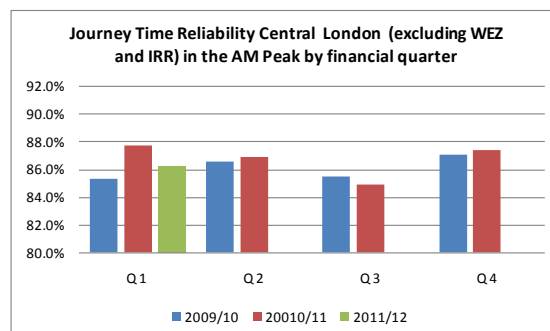
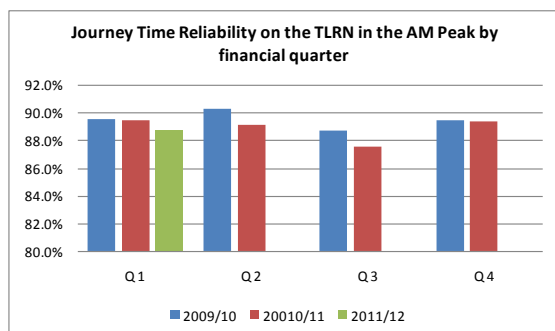
The journey time reliability (JTR) on the TLRN in Central London (excluding WEZ and the Inner Ring Road) in the AM peak for all directions for Quarter 1 was 86.2%; this is 1.5 percentage points lower than the same quarter last year. A few large scale incidents have been identified as contributing to this fall in JTR. Events in central London are monitored closely so that actions can be taken quickly to lessen their impact on journey time reliability.

In Quarter 1 there were 90 hours of serious and severe disruption from planned events spread across 21 separate incidents (an average of 4 hours 17 minutes duration per event). This compared to 77 hours spread across 27 events (an average of 2 hours 51 minutes duration per event) in Quarter 1 of the previous year.

There were 334 hours of unplanned serious and severe disruption, spread across 170 separate events (an average of 1 hour 58 minutes duration per event) on the network London-wide in Quarter 1 2011/12. This compares to 387 hours, spread across 202 events (an average of 1 hour 55 minutes duration per event) in Quarter 1 of the previous year 2010/11.

1. RELIABILITY

The key measure set out in the Mayor's Transport Strategy for monitoring smoothing traffic flow is journey time reliability. 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 metric is calculated from recorded journey time times between Automatic Number Plate Recognition (ANPR) camera pairings across the Transport for London Road Network (TLRN).



The journey time reliability on the TLRN in the AM peak in all directions for Quarter 1 was 88.7%; this is 0.8 percentage points lower than the same quarter last year.

In the first period of the quarter in the prior year exceptionally good JTR were observed in the week of Easter, making the results in period 1 this year worse by comparison, in part this related to when bank holidays fell in this first period this year. Works on the A406 at Bounds Green in combination with Henley's corner (present in periods 2 and 3 of the quarter) contributed around one third of the total observed fall in JTR. Additionally, on a number of days across the quarter, Tuesday 12th April, Tuesday 4th May, Monday 6th June and Thursday 16th June, multiple incidents across the network contributed in addition to the reduction caused by these works to produce very low JTRs on these specific days.

The journey time reliability for Central London (excluding WEZ and the Inner Ring Road) in the AM peak for Quarter 1 was 86.2%; this is 1.5 percentage points lower than the same quarter last year. In addition to the impact of the factors outlined in the section above the following specific impacts with significant serious and severe disruption of greater than 5 hours contributed to lower JTR; Monday 11th April a demonstration in Grosvenor Place, on Monday 18th April electricity works in Shaftsbury Avenue and on the 2nd of June an accident at London Bridge caused severe disruption centred on the Tower Bridge area.



Periodic variations in this indicator are being investigated, but further analysis is required to better understand the causes of these variations. However, observed reliability performance appears to correlate well with observed levels of planned and unplanned roadworks and other types of disruption across the network.

The journey time reliability values on each of the main radial routes inbound on the TLRN in the AM peak are provided in the following section of this report and these may help understand the causes of the variation in the indicator.

Journey Time Reliability on the TLRN in the AM-Peak by corridor

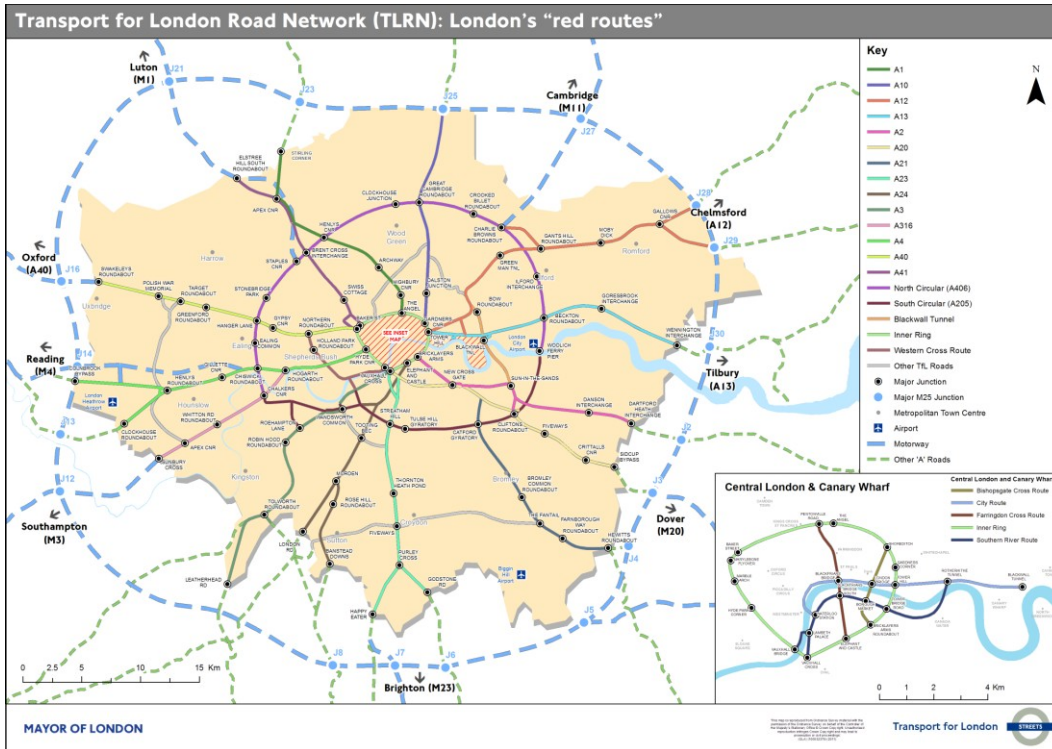
AM Peak Route Type	Corridor	Year / Period Direction	2009/10 Q1	2009/10 Q2	2009/10 Q3	2009/10 Q4	2010/11 Q1	2010/11 Q2	2010/11 Q3	2010/11 Q4	2011/12 Q1
Radial	A4	Inbound	88.9%	91.8%	89.1%	90.4%	88.4%	88.6%	86.6%	89.7%	88.6%
Radial	A40	Inbound	77.4%	79.9%	76.3%	82.5%	77.4%	77.8%	77.0%	81.0%	78.0%
Radial	A41	Inbound	88.2%	89.6%	85.0%	87.5%	85.4%	87.8%	84.9%	87.2%	81.5%
Radial	A1	Inbound	79.3%	85.3%	80.1%	82.5%	80.8%	81.7%	79.9%	81.6%	81.6%
Radial	A10	Inbound	88.9%	89.5%	87.2%	87.3%	88.1%	87.3%	84.7%	86.6%	89.2%
Radial	A12	Inbound	87.9%	88.6%	85.0%	87.4%	87.7%	87.1%	84.7%	86.6%	85.8%
Radial	A13	Inbound	88.9%	87.8%	85.7%	87.5%	88.1%	88.1%	83.1%	87.3%	89.1%
Radial	A2	Inbound	88.9%	91.5%	83.8%	84.8%	87.8%	87.3%	83.0%	84.6%	83.4%
Radial	A20	Inbound	92.3%	90.7%	86.4%	89.3%	90.7%	88.8%	86.9%	90.5%	89.5%
Radial	A21	Inbound	88.5%	91.3%	86.2%	88.7%	89.9%	89.4%	88.4%	88.1%	88.9%
Radial	A23	Inbound	86.4%	84.6%	83.9%	84.9%	85.6%	82.1%	84.3%	85.7%	87.0%
Radial	A24	Inbound	88.1%	92.8%	89.4%	89.8%	88.6%	88.6%	88.7%	88.4%	85.8%
Radial	A3	Inbound	88.9%	88.3%	82.2%	84.1%	86.5%	87.0%	86.1%	88.1%	88.2%
Radial	A316	Inbound	85.0%	83.9%	83.8%	87.5%	84.4%	84.7%	84.4%	86.5%	86.3%
Orbital	A406	Clockwise	90.5%	91.9%	87.8%	89.1%	91.1%	91.6%	88.4%	90.6%	87.8%
Orbital	A406	Anti-clockwise	87.2%	88.9%	87.9%	88.6%	88.8%	86.9%	85.7%	88.5%	87.4%
Orbital	A205	Clockwise	86.5%	85.9%	86.2%	85.2%	86.3%	85.8%	86.4%	86.2%	86.1%
Orbital	A205	Anti-clockwise	87.9%	89.5%	87.4%	88.5%	88.7%	89.4%	87.5%	88.1%	88.9%
Orbital	A102 B. Tunnel	North	79.3%	75.3%	75.1%	77.2%	75.9%	75.3%	74.4%	77.0%	73.9%
Orbital	A102 B. Tunnel	South	96.7%	95.8%	95.5%	96.8%	96.3%	95.7%	94.1%	97.0%	96.8%
Orbital	Inner Ring	Clockwise	83.1%	84.1%	84.4%	85.4%	83.9%	84.0%	84.0%	85.1%	82.9%
Orbital	Inner Ring	Anti-clockwise	82.6%	82.5%	80.9%	84.0%	83.5%	83.0%	81.4%	84.4%	82.5%
Central	Bishopsgate	North	81.5%	84.5%	83.8%	84.3%	85.2%	86.0%	85.2%	86.7%	85.1%
Central	City	West	77.8%	76.1%	78.7%	80.4%	79.0%	79.9%	76.8%	80.7%	79.6%
Central	Farringdon	South	89.1%	93.3%	93.5%	89.0%	88.3%	88.9%	87.4%	88.2%	88.9%
Central	South river	East	79.2%	83.0%	83.9%	82.5%	82.8%	82.9%	82.4%	84.1%	80.9%
Central	West	East	87.3%	88.2%	85.1%	85.0%	88.7%	88.3%	85.1%	84.6%	84.8%
Central	Central	All Directions	85.3%	86.6%	85.6%	87.0%	87.7%	86.8%	84.6%	87.4%	86.2%
TLRN	TLRN	All Directions	89.5%	90.3%	87.9%	89.4%	89.4%	89.1%	87.1%	89.3%	88.7%

Legend

Journey Time Reliability

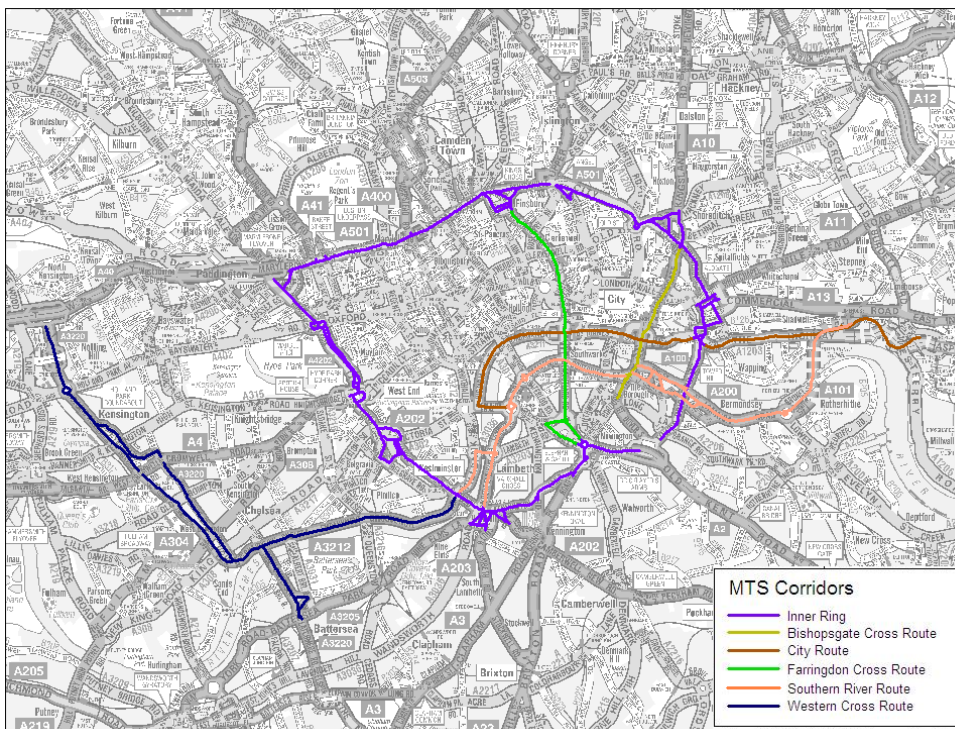
>=90%	More than 9 out of 10 journeys are "on time"
80%-89.9%	
<80%	Less than 4 out of 5 journeys are "on time"

Map showing the TLRN by MTS Corridors across London



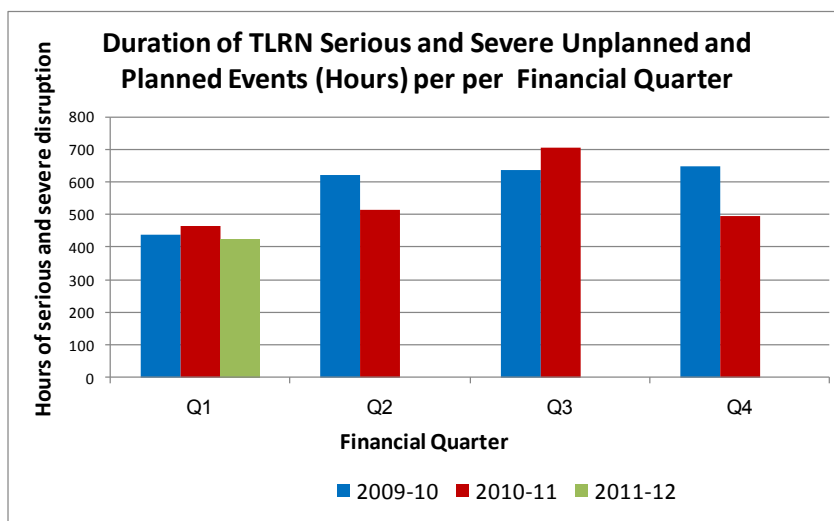
Note: The named corridors do not exactly replicate the road number in the legend, but reflect the strategic radial and orbital corridors set out in the Mayor's Transport Strategy. (E.g. the "A12 corridor" includes the A11 Mile End Road into central London).

Map showing the TLRN by MTS Corridors in Central London



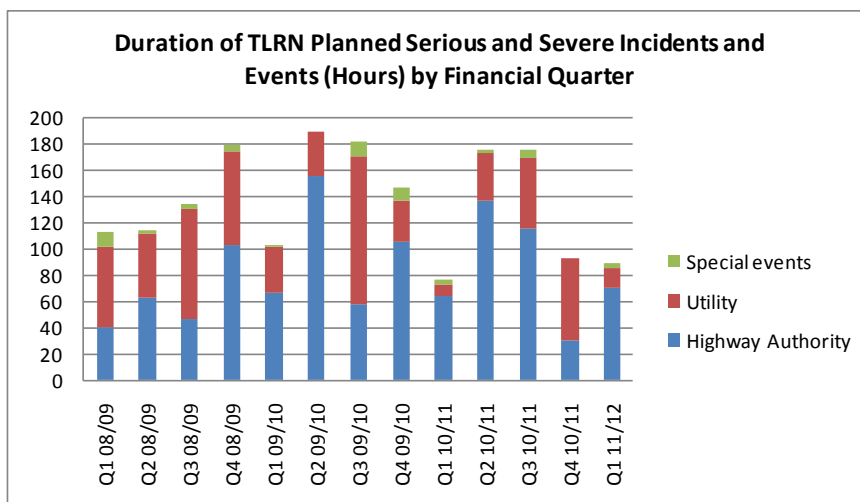
2. NETWORK DISRUPTION

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



Overall in Quarter 1 there were 424 hours of serious and severe disruption from unplanned and planned events spread across 191 separate incidents. This compared to 464 hours spread across 229 incidents in Quarter 1 of the previous year. This is broken down between planned and unplanned events as follows:

Planned Incidents and Events – TLRN



In Quarter 1 there were 90 hours of serious and severe disruption from planned events spread across 21 separate incidents (an average of 4 hours 17 minutes duration per event). This compared to 77 hours spread across 27 events (an average of 2 hours 51 minutes duration per event) in Quarter 1 of the previous year.



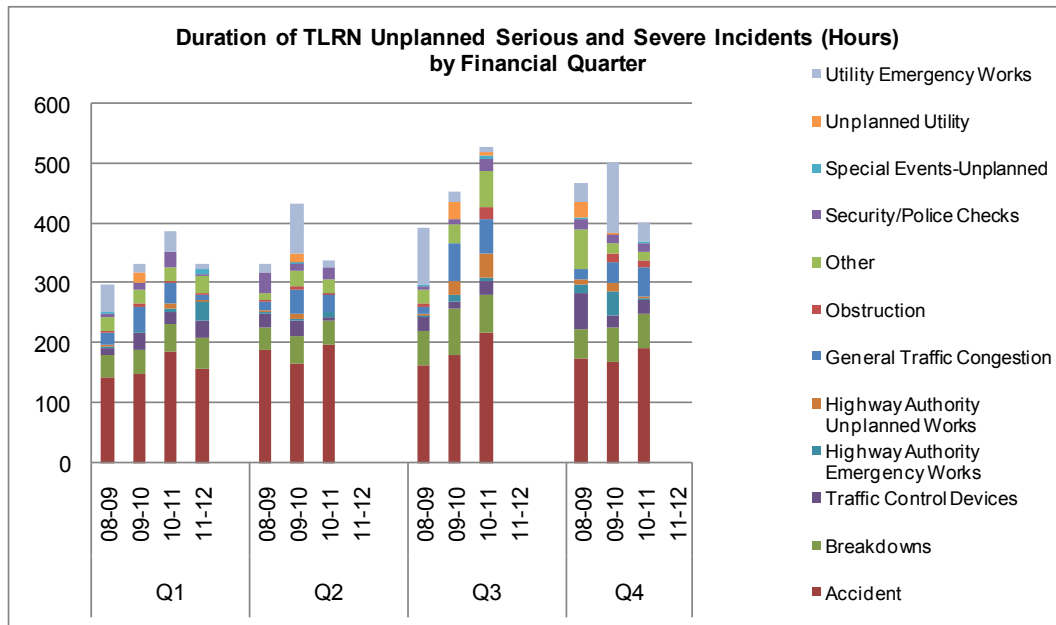
The large reduction in disruption due to utility works follows the introduction of the London Permit Scheme in January 2010, which has enabled greater oversight, control and coordination of works.

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

In quarter 1 there were 2 planned events recording more than 10 hours of serious and severe disruption. In date order these are:

- Friday 10th June, just after 21:00 in the evening, the Blackwall Tunnel was closed to southbound traffic to enable contractors working on behalf of Transport for London to carry out essential refurbishment works in the northbound bore. Northbound traffic used the southbound bore. To assist with the southbound Blackwall Tunnel closure, Rotherhithe Tunnel was closed northbound and 2 lanes were running for southbound traffic. The bus lane along the A200 corridor between Rotherhithe Tunnel and Deptford Church Street was suspended for general use by all classes of vehicle to assist with traffic flows. Works continued throughout the weekend and were completed just before 05:00 on Monday 13th June. **17.6 hours**
- Friday 10th June, just after 21:00 in the evening, the Rotherhithe Tunnel was closed northbound to assist with the Blackwall Tunnel refurbishment project. The southbound bore remained open. Works continued throughout the weekend and were completed just before 05:00 on Monday 13th June. **17.5 hours**

Unplanned Incidents and Events - TLRN



There were 334 hours of unplanned serious and severe disruption, spread across 170 separate events (an average of 1 hour 58 minutes duration per event) on the network London-wide in Quarter 1 2011/12.

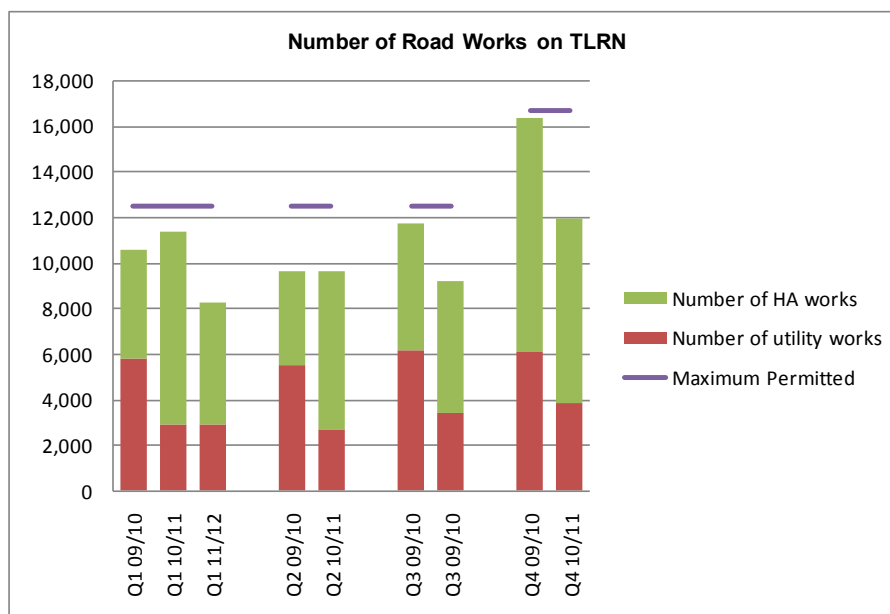
This compares to 387 hours, spread across 202 events (an average of 1 hour 55 minutes duration per event) in Quarter 1 of the previous year 2010/11.

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

In Quarter 1 there was only 1 unplanned incident recording over ten hours of disruption.

- Saturday 30th April, 00:01 after midnight, emergency roadworks took place on the A406 Redbridge Flyover (IG4). Planned expansion joint works resulted in a full closure of the northbound flyover with a contra flow operating in the southbound carriageway. Traffic was reduced from two lanes to one lane in both directions causing peak hour tailbacks to Beckton and Edmonton. Works continued throughout the month, closing on Monday 30th May at 08:00. **32.9 hours**

Number of Road Works on the TLRN



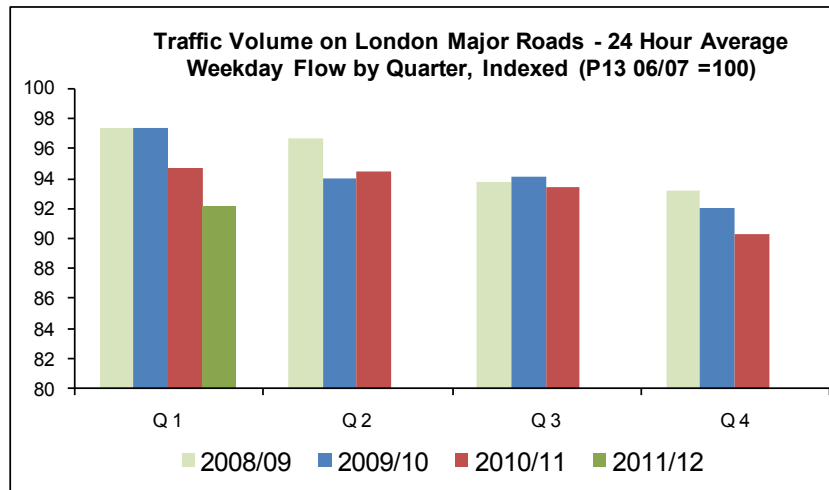
The London Permit Scheme (LoPS) for Road Works was introduced in February 2010. Its purpose was to improve authorities’ abilities to minimise disruption from street and highway works. It requires works promoters to apply for a permit to work in the highway. Highway Authority’s own works are also included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

To manage the cumulative impact of road works on the TLRN, TfL is seeking to limit the total number new roadworks permitted in any one period to 4,170. This is 20% below the peak level of roadworks activity experienced in 2009/10 (5,212 works in Period 12 of that year).

In quarter 1 of 2011/12 the total number of Road Works on the TLRN was 8,275 a reduction of 3,056 or 27% on the total of 11,331, reported in quarter 1 of 2010/11.

TRAFFIC VOLUMES

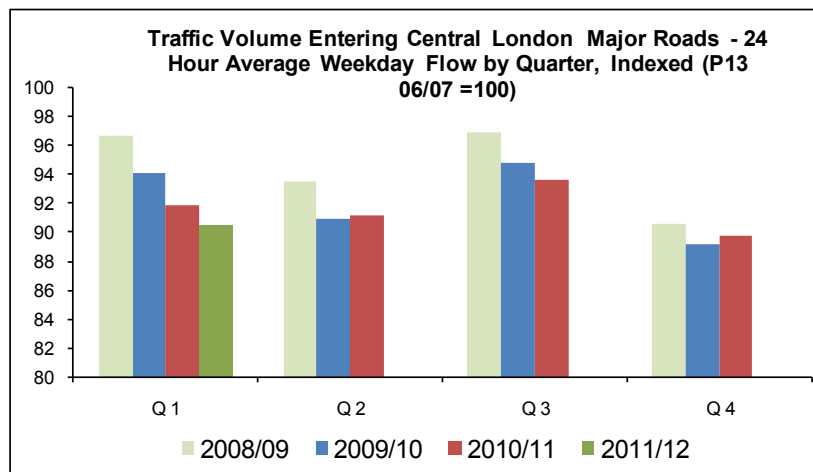
Vehicular Traffic Volumes on London Major Roads



The pan London traffic flow index stands at 92.2 in Quarter 1 2011/12. This is 2.5 index points down from the same quarter last year, and 2.6 index points down from the same quarter two years ago. Traffic volumes continue to fall across London this is a continuation of a reported long term trend. Traffic in London has fallen by over 4 per cent since 2000.

The chart shows traffic flows relative to an index of 100 in period 13 in 2006/07.

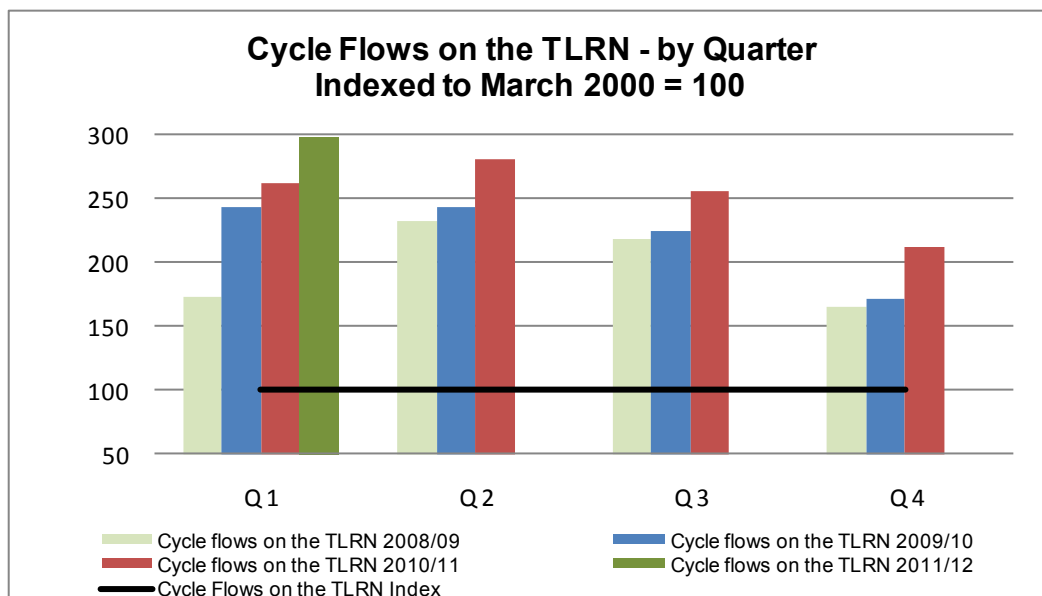
Vehicular Traffic Entering Central London Major Roads



The Central London traffic flow index stands at 90.5 in Quarter 1 2011/12. This is 1.4 index points down from the same quarter last year and 2.2 index points down from the same quarter two years ago. Traffic volumes continue to fall across central London. This is a continuation of a reported long term trend. Central London traffic has fallen over 16 per cent since 2000.

The chart shows traffic flows relative to an index of 100 in period 13 in 2006/07.

Volume of Cycling on the TLRN



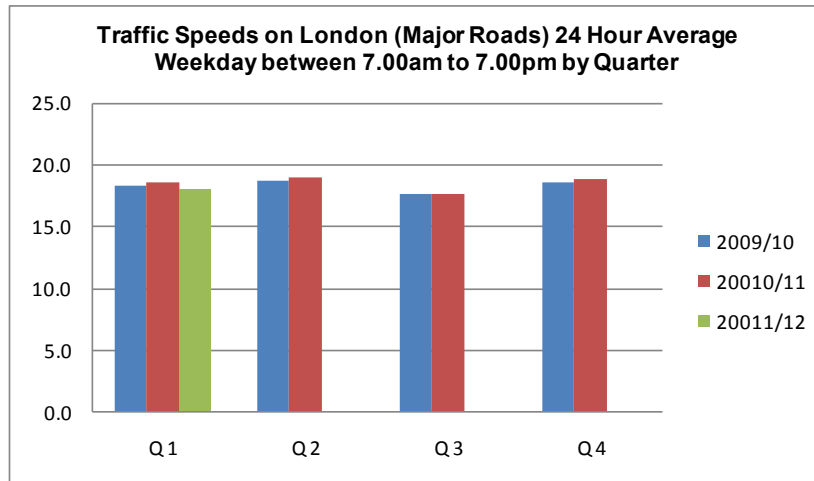
Cycle flows on the TLRN in Quarter 1 2011/12 stands at an index level of 298.3. This is 35.5 index points (13.5%) higher than the same quarter last year.

Between March 2000 and the end of 2010/11 cycle flows on the TLRN have increased by 150.1%.

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

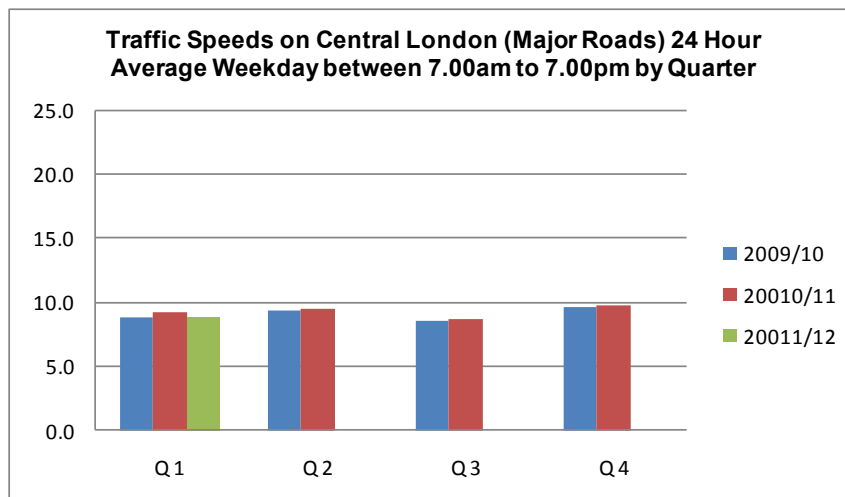
3. TRAFFIC SPEEDS

Traffic Speeds in London



Average traffic speeds for the 12 hours between 7.00 am to 7.00 pm across London in Quarter 1 was 18.0 mph, this is 0.5 mph slower than the average traffic speed of 18.5 mph observed in Quarter 1 last year.

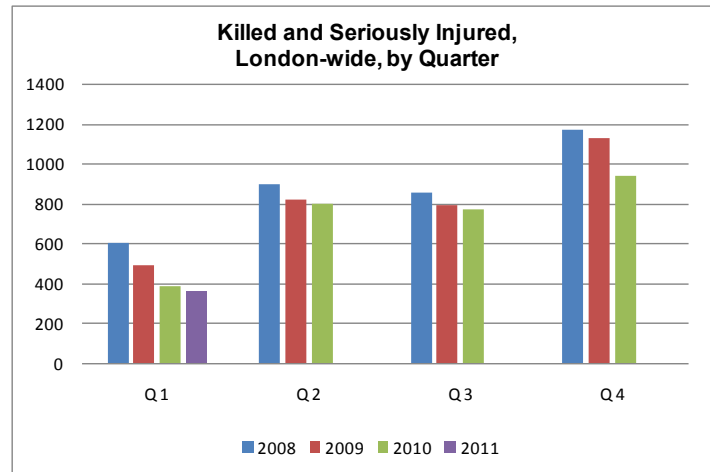
Traffic Speeds in Central London



Average traffic speeds for the 12 hours between 7.00 am to 7.00 pm across central London in Quarter 1 was 8.8 mph, this is on average 0.4 mph slower than the average traffic speed of 9.2 mph observed in Quarter 1 last year.

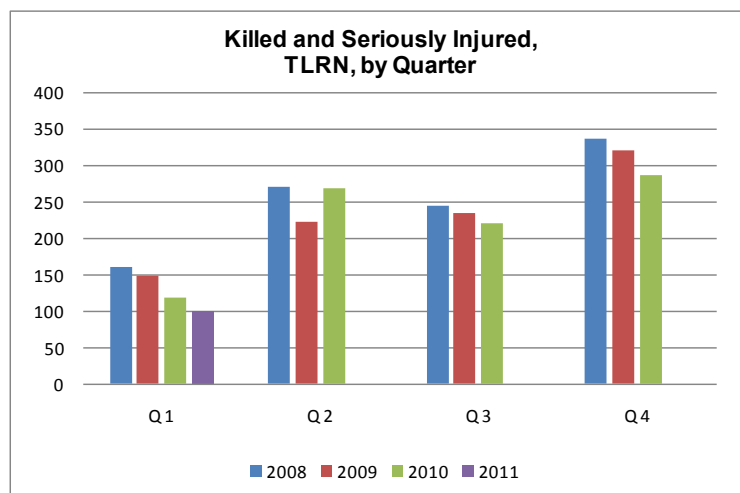
4. ROAD SAFETY

Killed and Seriously Injured London wide



The number of killed and seriously injured (KSI) casualties across all modes London wide in Quarter 1 2011 is 355. This total is 7.8% lower than the total of 385 recorded in Quarter 1 in 2010. The 2,886 KSIs recorded for 2010 represents a total reduction of 56.8% from the baseline of the average KSIs recorded on London roads between 1994 and 1998.

Killed and Seriously Injured on the TLRN



The number of killed and seriously injured casualties across all modes on the TLRN in Quarter 1 2011 is 100. This total is 16% less than the total of 119 recorded in Quarter 1 in 2010. The 895 KSIs recorded for 2010 represents a total reduction of 49.3% from the baseline of the average KSIs recorded on the TLRN between 1994 and 1998.

Data collected by month is highly variable and the numbers collected in the current year will likely to be adjusted upwards in following months as data with respect to casualties continues to be collected. N.B. Data maps from months to quarters as follows JF (Quarter 1); MAM (Quarter 2); JJA (Quarter 3) and SOND (Quarter 4).

Pedestrian Casualties

The number of killed and serious injured pedestrians London wide in Quarter 1 2011 was 125 (16% less) compared to 149 in the same quarter in 2010.

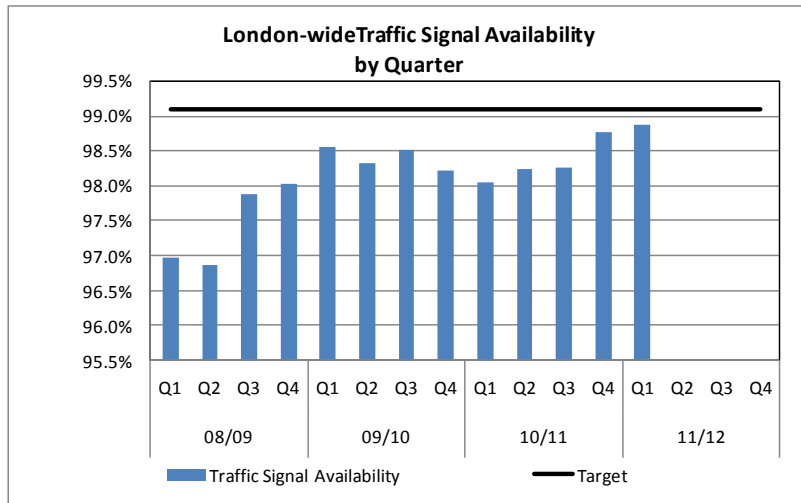
The number of killed and serious injured pedestrians on the TLRN in Quarter 1 2011 was 21 (49% less) compared to 41 in the same quarter in 2010.

Cycle Casualties

The number of killed and serious injured cyclists London wide in Quarter 1 2011 was 51 (18.6% more) compared to 43 in the same quarter in 2010.

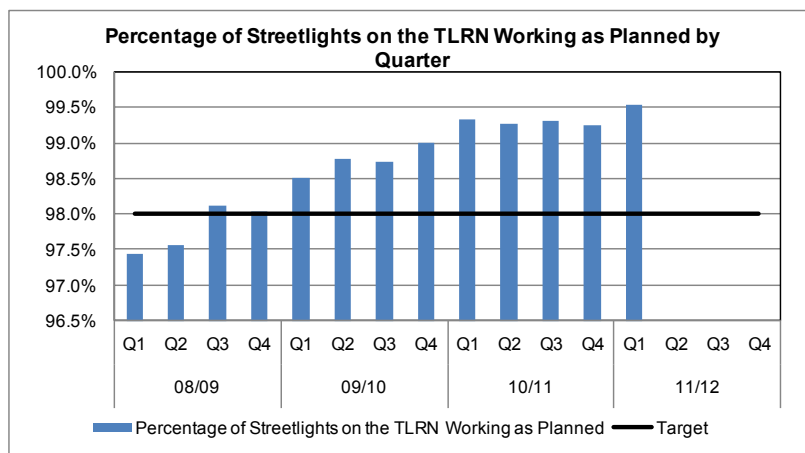
The number of killed and serious injured cyclists on the TLRN in Quarter 1 2011 was 22 (37.5% more) compared to 16 in the same quarter in 2010.

5. ASSET AVAILABILITY



Over Quarter 1 2011/12, the availability of traffic signals London-wide was 98.87% compared to 98.05% reported for Quarter 1 2010/11. The target for this indicator is set at 99.1% and it represents the availability of all functions of traffic signal equipment.

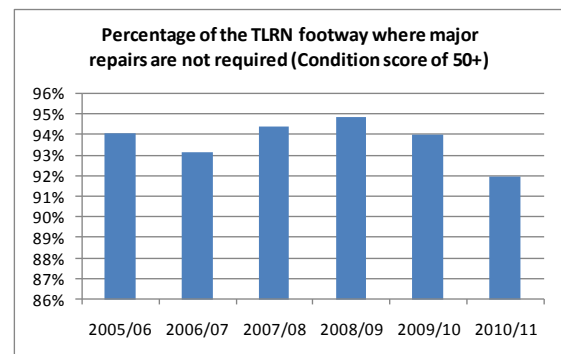
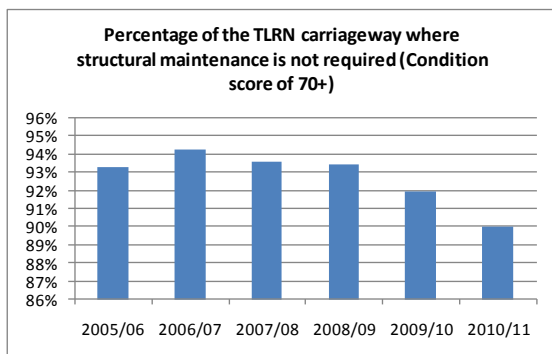
This is a demanding target for the contractors responsible for maintaining London’s Traffic Signal equipment and overall our traffic signal assets are in good condition. TfL has three traffic signals maintenance contractors. Where full availability is not maintained abatements are applied to contract payments. The failure to meet this performance target is primarily due to the poor performance of one of them. An action plan is now in place for improving availability and the results for quarter 1 this year show resulting significant improvement.



In Quarter 1 2011/12, 99.5% of street lights on the TLRN were reported to be working as planned compared with 99.3% reported in Quarter 1 2010/11. The target for this indicator is set at 98%.

6. 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).



The percentage of the TLRN in structurally normal condition was 92% in 2009/10 and 90% in 2010/11. The percentage of the TLRN footway network where the structural condition was normal was 94% in 2009/10 and 92% in 2010/11. The decrease in good condition is partly explained by the severe weather conditions experienced in the winter of 2010/11.

CUSTOMER SATISFACTION

In 2010 a new 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)

3,175 TLRN users were interviewed (2,754 in London and 421 in South East England), recording details of 7,480 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 10 to provide a score out of 100 (e.g. 74).

Customer Satisfaction – Traffic Directorate

CSS Key Satisfaction Indicators - Traffic Directorate	Score
Working condition of traffic lights	75
Overall satisfaction	72
Traffic light timings	70
Could accurately estimate how long journey would take	70
Speed	69
Speed of response for fixing unusual traffic problems	69
Amount and clarity of road signs about delays and disruption	69
Up to the minute information about delays and disruption	68
Management of road works	67
Traffic congestion	63

Customer Satisfaction – Roads Directorate

CSS Key Satisfaction Indicators - Roads	Score
Street lighting	75
Roads are well drained and free from flooding	74
Condition and clarity of road markings	73
Amount and clarity of road signs giving route directions	73
Overall satisfaction	72
Condition of road surfaces	68