



# Performance Report

Quarter 1 2015/16

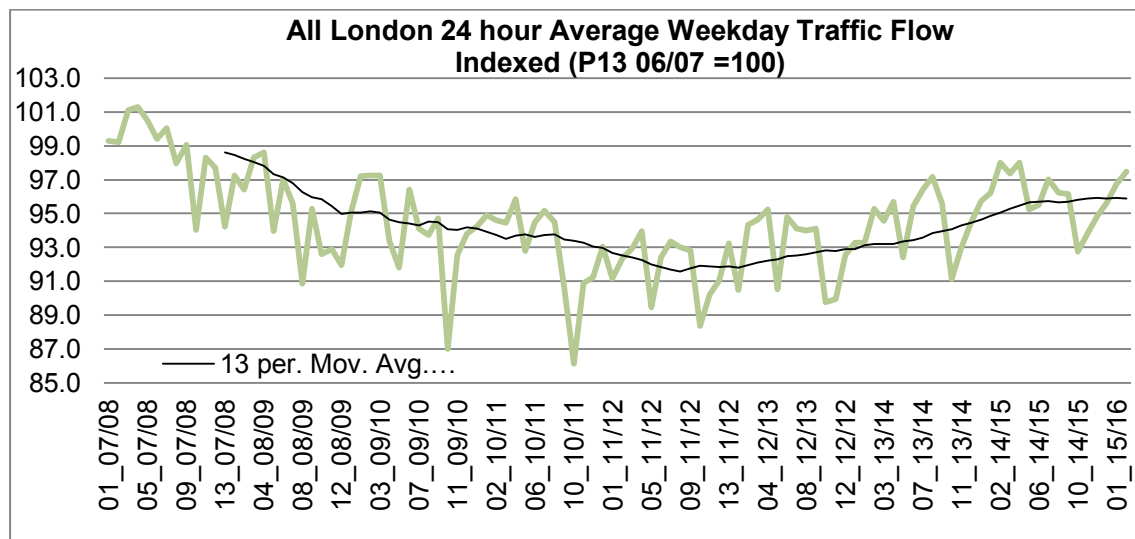
## **CONTENTS**

<b>1. RELIABILITY.....</b>	<b>5</b>
<b>2. NETWORK DISRUPTION .....</b>	<b>10</b>
<b>3. TRAFFIC VOLUMES.....</b>	<b>16</b>
<b>4. TRAFFIC SPEEDS.....</b>	<b>18</b>
<b>5. ROAD SAFETY .....</b>	<b>19</b>
<b>6. ASSET AVAILABILITY .....</b>	<b>20</b>
<b>7. STATE OF GOOD REPAIR .....</b>	<b>21</b>
<b>8. CUSTOMER SATISFACTION – TLRN .....</b>	<b>22</b>

## Summary of Network Performance for Quarter 1 2015/16

In Q1 2015/16, traffic volumes in London continued to increase off the back of strong economic and population growth. However, there has been a significant slowdown in the rate of traffic growth on London's major roads over the last year, with only a 0.1 index point (0.1%) increase in the volume of traffic in Q1 2015/16 compared to Q1 2014/15.

This is significant when compared to growth in traffic volumes from previous years, with a 2.9 index point (3.1%) increase compared to Q1 2013/14, and a 5.2 index point increase compared to Q1 2011/12 at the dip of the recent economic cycle. This is illustrated in the graph below.



These results show what we expect to see during a period of economic recovery, which is a period of steep growth as the economy returns to normal levels, followed by the rate of increase flattening out and returning to the long term forecast trend.

At the same time, there has been a huge amount of building and construction work taking place to accommodate London's phenomenal economic and population growth, with developers, boroughs and utility providers building additional homes, shops, public places and infrastructure. We also expect an extra 5 million trips a day by 2030, on top of the 30 million daily trips taking place currently.

This growth is changing the way our roads operate, and in response to this, TfL is overseeing the largest ever investment in London's roads and streets through its £4bn Road Modernisation Plan. This plan comprises of numerous projects and programmes that will transform some of the busiest roads and junctions in London making them safer and more attractive for all road users including vulnerable road users.

So while we are seeing a significant slowing down in the rate of traffic growth in London, the overall performance of the network has become increasingly affected by this rising construction activity, for example:

- Large scale redevelopment projects such as Lewisham Gateway, Victoria Station upgrade and Nine Elms redevelopments
- Cycle superhighway construction: East-West CS, CS5, CS2 and North-South CS
- Borough road scheme improvements such as Aldgate, Shepherd's Bush Town centre, Elephant and Castle Better Junction scheme and Harlesdon Town Centre

Other disruptions in Q1 that had significant impacts on the road network included: an electrical fire on Kingsway; a taxi demonstration; the State Opening of Parliament; unplanned Thames Water works leading to congestion between Clifton's Roundabout to Rochester Way Relief; and planned improvement works at the Hammersmith and Lodge Avenue flyovers.

As a result of all this construction and road work activity, often requiring significant traffic management interventions such as temporary traffic signals and lane reductions, we've seen a significant deterioration in London-wide traffic speeds during observed hours of 07:00 to 19:00. These decreased by 1.0 mph to 17.5 mph compared to Q1 last year, representing a 5.6% reduction.

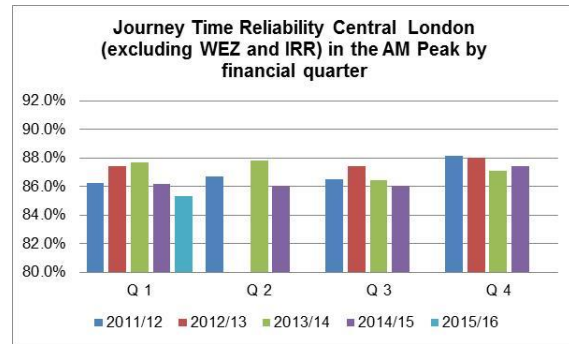
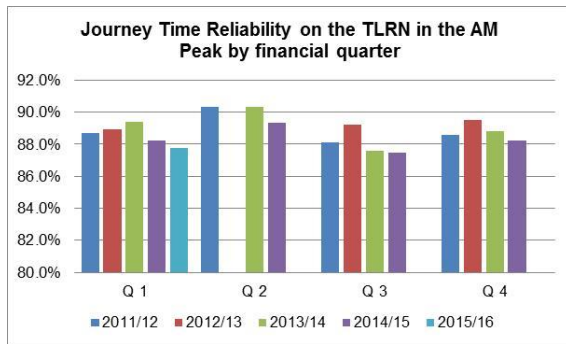
Taking all these planned and unplanned works into account, as well as anticipated increases in traffic flows and construction activity, Journey Time Reliability was forecast to be impacted. Our Q1 target of 86.9% was consequently adjusted to 1.3% lower than last year's Q1 actual performance of 88.2%. The actual Q1 2015/16 outcome of 87.7% was however 0.8 percentage points better than target, and this is attributable to the slightly lower than expected traffic growth figures reported above, and also the fact that construction impacts are being better mitigated than were previously anticipated.

#### **Other notable highlights of this report include;**

- **Growth in cycle flows** on the TLRN: In Q1 2015/16, the index level for cycling on the TLRN stood at 380.3, which is 17.93 index points (4.9%) higher than the same quarter in 2014/15.
- **Further decreases in KSIs:** The number of people killed or seriously injured in road collisions on the TLRN decreased compared to the previous year, and decreased by 38.7% compared to the 2005-2009 Q1 baseline.
- The overall satisfaction score among TLRN users in Q1 2015/16 is 74, the same score as Q3 and Q4 2014/15, and one point lower than Q1 and Q2 2014/15. Levels of satisfaction with most aspects of the TLRN experience were stable, with improvements in some areas such as the scores relating to roads being well drained and free from flooding (particularly among pedestrians). There were however lower scores in other areas, such as for estimating journey length and speed, traffic light working condition, and street lighting (particularly among bus passengers and car drivers).

## 1. RELIABILITY

The key measure set out in the Mayor's Transport Strategy for monitoring traffic flow is Journey Time Reliability (JTR), 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 TLRN.



The TLRN JTR in the AM peak in all directions for Q1 was 87.7%; this is 0.8 percentage points above target and 0.5 points lower than the same quarter last year. Within the quarter, performance exceeded the target in all periods - however, performance for all periods was below the equivalent period in 2014/15.

The Q1 JTR for Central London (excluding WEZ and the Inner Ring Road) in the AM peak was 85.4%; this is 0.8 percentage points lower than the same quarter in 2014/15.

In Q1, average 24-hour weekday traffic flows across London increased 0.1% compared to the same quarter last year.

A key impact on reliability across all three periods was continued poor performance in the east area, due to the large volume of construction works in this sector and central London involving temporary traffic signals and lane reductions. A similar pattern is expected in other areas as the build programme for the Road Modernisation Plan and other major development works intensifies during the autumn and winter.

Across Q1, numerous planned works, incidents, and increases in traffic flows impacted the JTR results compared to the previous year:

- Period 1 TLRN JTR was 89.0%, 0.6 points above the period target, 0.7 points below Q1 2014/15, and 1.7 points better than the previous period. This period was affected by generally poor performance in the east area where JTR was down 1.2 percentage points against target. JTR was particularly poor on the A13 and to a lesser extent the A12 (where there were delays of 75 minutes on Tuesday 7 April due to an unplanned incident), whilst delays of over 30 minutes were regularly experienced on the A20. Overall the east area performance accounted for a year on year drop of 0.7 percentage points in TLRN JTR. Central London JTR was also down against target with speeds

dropping by just under 1mph in the AM peak and more than 1mph between 07:00 and 19:00. This decline was driven by the impact of the underground electrical fire that started only a few days into the period. Since 20 April, there have been considerable delays of over 20 minutes on multiple approaches to the Vauxhall/Oval area due to improvement works.

- Period 2 TLRN JTR was 86.8%, 1.2 points above the period target, 0.1 points below Q1 2014/15, and 2.2 points below the previous period. Period 2 was again affected by poor performance in the east area, in particular on the A13 (6.1 points below target). It should be noted that performance in Q1 2014/15 was negatively impacted by two tube strike days, so the comparison to Q1 this year is relatively favourable.

All other areas were above target, except the North area, which was just 0.1 percentage points below target. This was driven by poor performance on the North Circular clockwise direction (2.8 points below target).

In period 2 traffic speeds in central London reached their lowest recorded value since period 1 2010/11 with average speeds below 8 mph between 07:00 and 19:00. Pan-London speeds were also close to their lowest point since 2010/11. This is despite two bank holidays falling within the period and slightly lower overall traffic flows compared to period 2 2014/15.

Although there was a taxi demonstration and the State Opening of Parliament in the final week of the period, the worst performance was recorded in the first week - on 6 April - when a breakdown caused an additional hour of delay at Blackwall accompanied by delays of over 40 minutes on the A406 clockwise (approaching both the Beckton Roundabout and the A13).

- Period 3 TLRN (all directions) JTR was 87.4%, 0.7 points above the period target, down 0.6 points against the same period last year, and 0.6 points above the previous period

Again this period was affected by poor performance in the east area, which was down 0.4 percentage points against target, owing to the impacts of managing ongoing works particularly in central London. All other areas were above target. Speeds in central London were below 8 mph between 07:00 and 19:00, whilst pan-London speeds also remained close to their lowest point since period 1 2010/11

There were no exceptional incidents on the network noted this period, although average delays in central and inner London were approximately 30% higher compared to 2014/15.

## 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	2014/15 Q1	2014/15 Q2	2014/15 Q3	2014/15 Q4	2015/16 Q1	2014/15 Q1	2014/15 Q2	2014/15 Q3	2014/15 Q4	2015/16 Q1
Radial	A4	87.6%	90.9%	88.9%	90.5%	89.4%	91.9%	93.5%	91.0%	93.2%	94.0%
Radial	A40	80.8%	81.3%	76.0%	76.5%	81.7%	91.9%	94.6%	92.0%	91.7%	91.4%
Radial	A41	84.1%	88.0%	83.1%	87.4%	85.3%	91.6%	93.0%	90.7%	90.2%	91.0%
Radial	A1	80.6%	80.0%	78.2%	82.8%	80.0%	90.1%	93.1%	87.8%	88.3%	88.8%
Radial	A10	86.0%	88.3%	84.5%	84.5%	84.5%	90.0%	90.5%	88.2%	87.5%	90.0%
Radial	A12	85.5%	87.6%	82.4%	84.4%	84.6%	95.9%	95.1%	95.5%	95.1%	94.2%
Radial	A13	85.4%	85.7%	81.4%	83.8%	80.2%	98.5%	98.3%	98.0%	96.2%	98.2%
Radial	A2	83.1%	85.9%	80.2%	81.9%	81.2%	97.6%	97.5%	97.0%	96.1%	96.6%
Radial	A20	86.0%	88.4%	85.4%	84.4%	85.4%	92.7%	95.4%	95.0%	90.4%	91.0%
Radial	A21	87.9%	93.1%	85.1%	86.1%	88.0%	92.2%	96.3%	92.5%	91.6%	91.7%
Radial	A23	85.7%	88.7%	86.5%	86.2%	84.7%	91.3%	91.7%	89.9%	88.5%	89.3%
Radial	A24	84.0%	89.6%	83.2%	83.9%	83.2%	91.4%	94.0%	92.8%	93.5%	91.9%
Radial	A3	86.7%	89.6%	89.2%	89.3%	86.5%	95.5%	95.9%	94.0%	95.0%	94.5%
Radial	A316	83.9%	87.1%	87.0%	88.3%	87.6%	95.9%	96.4%	95.9%	98.3%	96.1%

PM Peak		Inbound					Outbound				
Route Type	Corridor	2014/15 Q1	2014/15 Q2	2014/15 Q3	2014/15 Q4	2015/16 Q1	2014/15 Q1	2014/15 Q2	2014/15 Q3	2014/15 Q4	2015/16 Q1
Radial	A4	89.8%	89.4%	86.5%	90.0%	87.7%	79.7%	81.6%	78.8%	81.3%	79.3%
Radial	A40	84.5%	84.6%	82.0%	85.4%	83.8%	85.2%	84.7%	82.5%	83.3%	84.0%
Radial	A41	90.5%	92.0%	90.0%	91.0%	90.7%	85.0%	83.3%	81.4%	84.0%	83.0%
Radial	A1	85.8%	84.3%	81.9%	86.1%	84.8%	81.9%	85.3%	81.4%	83.2%	83.4%
Radial	A10	89.5%	89.6%	88.9%	88.2%	87.2%	80.2%	81.9%	80.6%	78.3%	79.2%
Radial	A12	88.3%	87.5%	83.9%	87.4%	86.6%	84.8%	83.2%	82.8%	84.3%	83.6%
Radial	A13	92.7%	90.8%	90.0%	93.7%	90.2%	87.1%	83.4%	85.5%	84.1%	83.3%
Radial	A2	89.7%	91.5%	90.9%	92.7%	90.1%	81.7%	84.9%	83.7%	82.8%	81.3%
Radial	A20	90.2%	88.3%	90.9%	91.0%	90.7%	88.6%	88.5%	89.6%	89.1%	89.5%
Radial	A21	95.4%	98.1%	91.6%	95.0%	92.7%	89.5%	92.7%	87.3%	88.3%	89.5%
Radial	A23	89.5%	89.5%	89.4%	89.8%	88.3%	82.1%	83.8%	81.4%	82.7%	81.1%
Radial	A24	92.2%	92.6%	91.6%	94.5%	92.0%	88.4%	92.1%	87.5%	89.1%	90.1%
Radial	A3	93.6%	93.3%	92.8%	94.2%	93.3%	89.7%	92.5%	86.2%	88.7%	88.8%
Radial	A316	92.2%	88.4%	90.4%	88.6%	89.0%	91.3%	91.2%	93.1%	91.7%	90.7%

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	2014/15 Q1	2014/15 Q2	2014/15 Q3	2014/15 Q4	2015/16 Q1	2014/15 Q1	2014/15 Q2	2014/15 Q3	2014/15 Q4	2015/16 Q1
Orbital	A102 B. Tunnel	80.1%	78.5%	77.2%	78.0%	79.5%	97.2%	97.4%	94.5%	96.3%	96.5%
Orbital	A406	86.6%	85.6%	85.2%	85.9%	86.7%	87.8%	89.0%	86.4%	87.9%	85.6%
Orbital	A205	86.4%	88.2%	85.4%	87.0%	86.5%	83.2%	82.0%	82.9%	83.3%	82.6%
Orbital	Inner Ring	82.1%	83.9%	83.9%	84.7%	81.8%	83.3%	84.4%	85.5%	86.0%	83.4%

PM Peak		Anti-Clockwise					Clockwise				
Route Type	Corridor	2014/15 Q1	2014/15 Q2	2014/15 Q3	2014/15 Q4	2015/16 Q1	2014/15 Q1	2014/15 Q2	2014/15 Q3	2014/15 Q4	2015/16 Q1
Orbital	A102 B. Tunnel	74.9%	73.5%	73.8%	74.9%	74.5%	81.3%	81.1%	78.8%	79.7%	79.2%
Orbital	A406	83.9%	86.1%	82.9%	83.9%	83.3%	83.4%	81.6%	81.0%	84.2%	83.4%
Orbital	A205	83.2%	83.6%	81.6%	85.1%	82.4%	86.9%	87.2%	84.8%	87.0%	84.1%
Orbital	Inner Ring	78.2%	78.4%	77.9%	80.4%	79.4%	80.8%	81.3%	80.4%	81.0%	79.2%

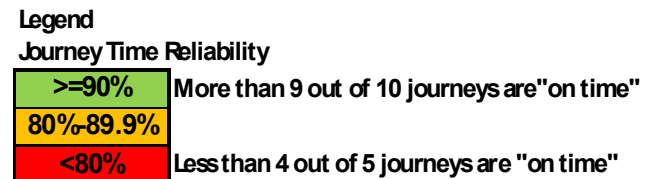
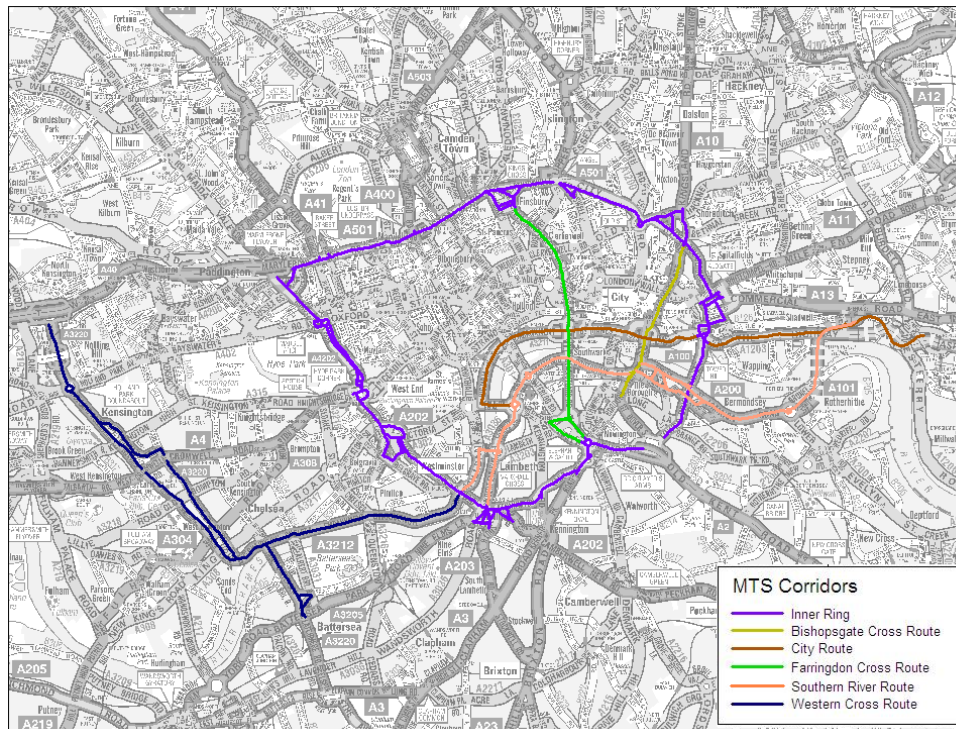
The JTR values on the TLRN and in Central London all directions combined in the AM and PM peaks are:

Central London	2014/15	2014/15	2014/15	2014/15	2015/16
All Directions	Q1	Q2	Q3	Q4	Q1
AM Peak	86.1%	86.1%	86.1%	87.4%	85.4%
PM Peak	83.1%	84.8%	80.5%	83.6%	81.5%

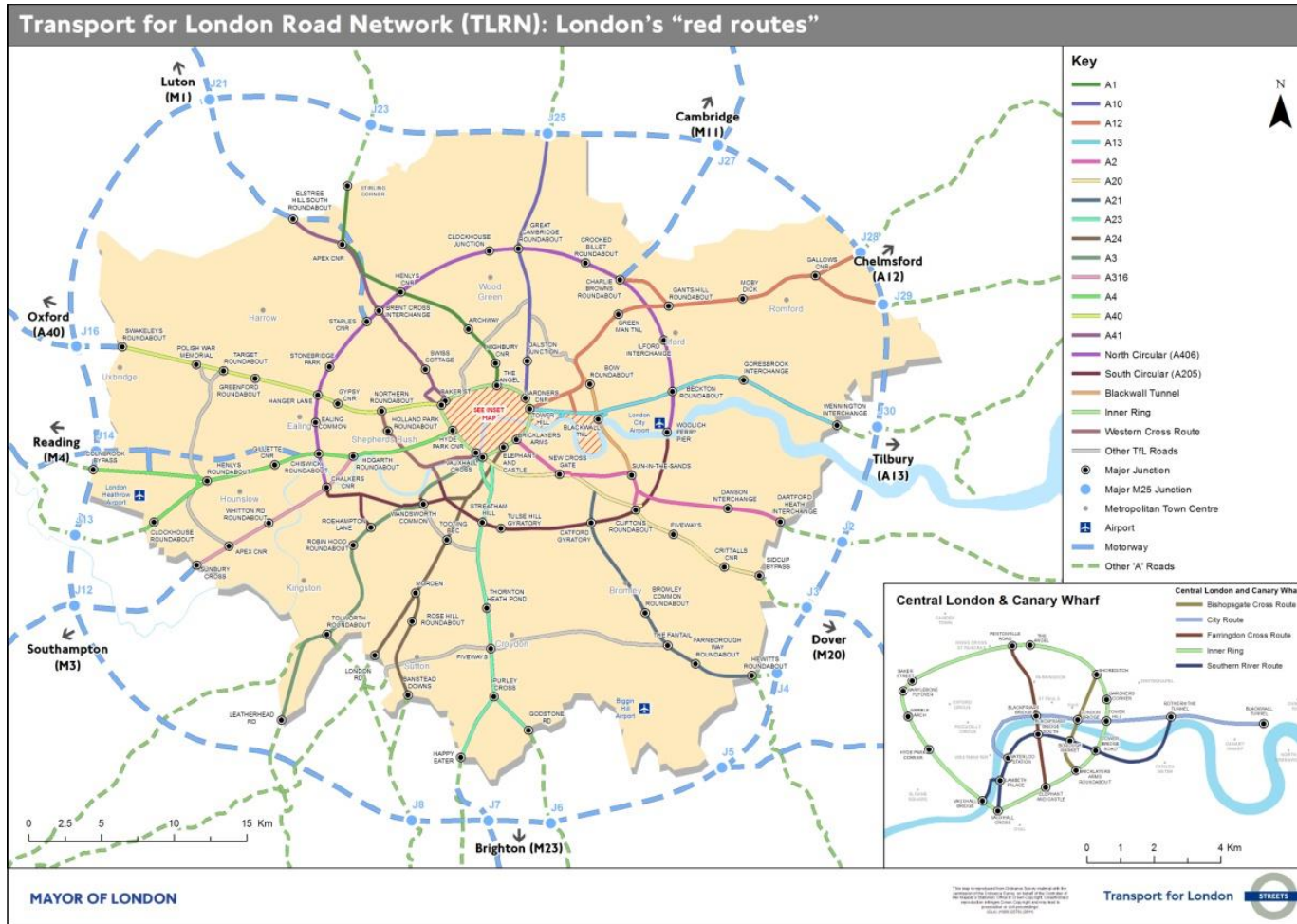
TLRN	2014/15	2014/15	2014/15	2014/15	2015/16
All Directions	Q1	Q2	Q3	Q4	Q1
AM Peak	88.2%	89.4%	87.5%	88.2%	87.7%
PM Peak	85.7%	85.9%	84.2%	85.9%	84.9%

Map showing the TLRN by MTS Corridors in Central London





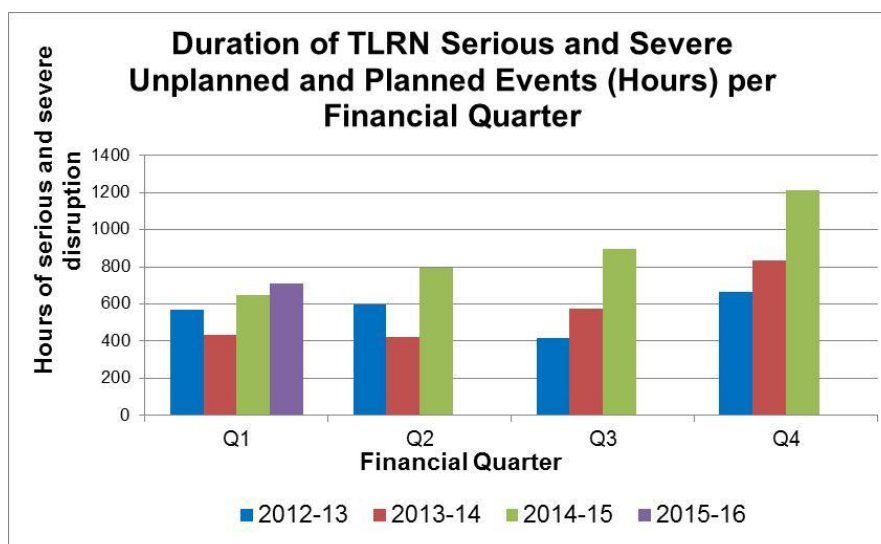
## Map showing the TLRN by MTS Corridors across London



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. (eg the "A12 corridor" includes the A11 Mile End Road into Central London).

## 2. NETWORK DISRUPTION

### Overall Serious and Severe (S&S) unplanned and planned disruption hours on the TLRN



In Q1 there was a total of 709 hours of S&S disruption resulting from unplanned and planned events, spread across 323 separate incidents. Planned S&S disruption totalled 200 hours and unplanned S&S disruption totalled 509 hours.

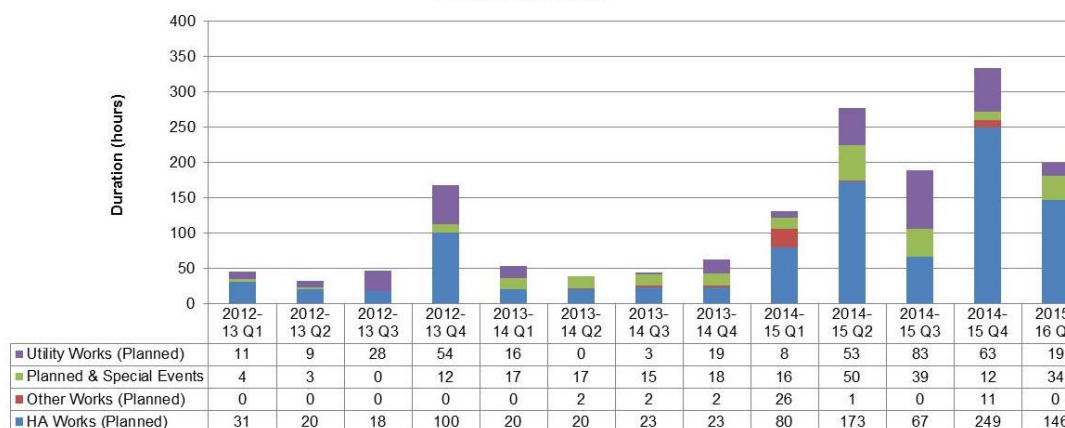
Overall this represents an increase of 59 hours compared to Q1 2014/15, attributable to an increase of 69 planned S&S disruption hours and a decrease of 10 unplanned S&S disruption hours.

The main drivers for the increase in planned S&S disruption included Hammersmith Flyover works, and junction works on the A13 Ripple Road. It should also be noted that there was a reduction in unplanned S&S disruption hours due to a reduction in Traffic Incidents.

The duration of S&S disruption per unplanned event, a measure of how effectively unplanned incidents were resolved, was 1.7 hours – a decrease from 1.9 hours per event in Q1 last year.

## Planned Incidents and Events – TLRN<sup>1</sup>

Duration of TLRN Planned Serious and Severe Incidents and Events (Hours) by Financial Quarter



In Q1 there were 200 hours of S&S disruption from planned events spread across 32 separate events (an average of 6 hours 15 minutes duration per event), which was largely due to a number of Highway Authority (HA) works across the quarter. This compared to 131 hours spread across 25 events (an average of 5 hours 13 minutes duration per event) in Q1 2014/15.

The highest impact S&S planned events in Q1 were:

- Planned maintenance works on the Hammersmith Flyover, causing a total of 50.2 hours of disruption
- Junction improvement works on the A13 Ripple Road at the Lodge Avenue Flyover, causing 19.3 hours of disruption

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

In Q1 there were four planned events recording more than 10 hours of serious and severe disruption:

- Since 25 October 2013, planned HA works have been taking place on Hammersmith Flyover. Scheduled night-time closures of the flyover took place between Friday 8 May and Sunday 10 May 2015. During these closures, traffic was unable to travel over the flyover in either direction. Traffic using the A4 Hammersmith flyover, travelling to and from central London, was diverted from Earl's Court to the A40 and then onto the A406 to join the A4/M4 at Chiswick Roundabout. This caused 50.15 serious and severe disruption hours in P1.
- On Saturday 14 March at 05:00 junction improvement works took place on the A13 Ripple Road at the Lodge Avenue Flyover. All eastbound lanes on the A13 were closed following ongoing improvement works at the Renwick Road

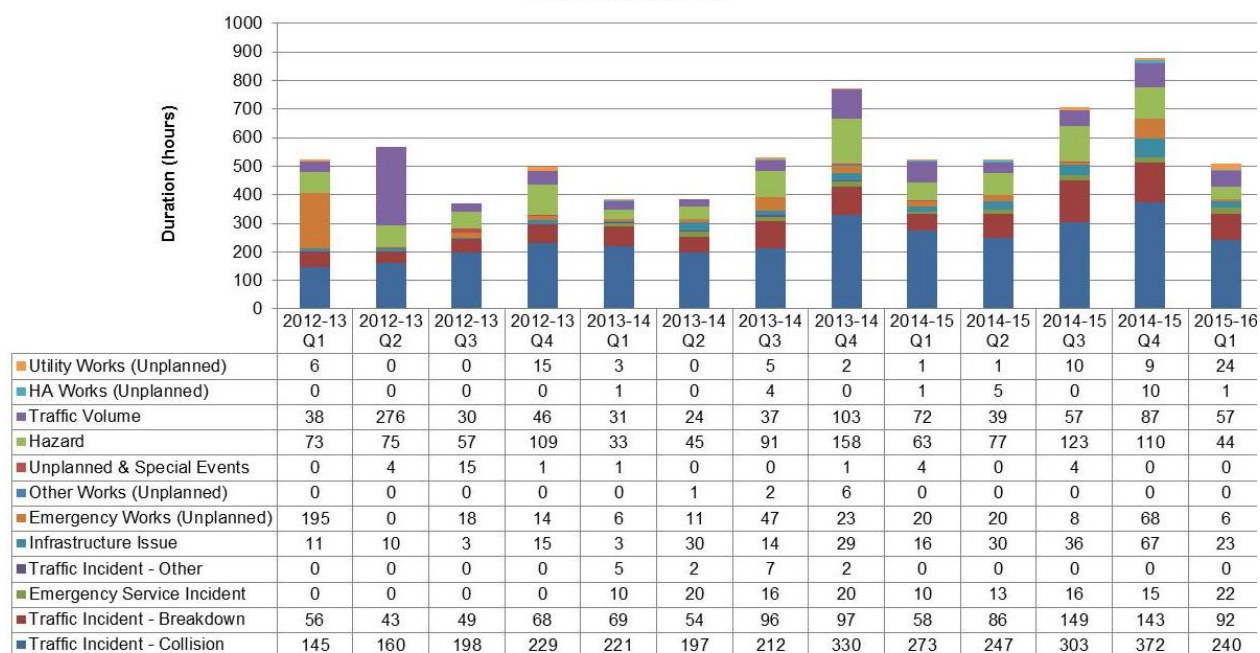
<sup>1</sup> NB: Data prior to 2013/14 was recorded using LTIS. This was replaced in April 2013 with TIMS. The two systems record incidents and events using different categorisations and are not directly comparable. In the chart above, the LTIS data has been aligned to the new TIMS categories for information only.

junction. Works were paused and resumed on 2 March. Traffic tailed back to Beckton Roundabout with southbound tailbacks on the A406 North Circular Road to Ilford Flyover. Works were due to be completed by Monday 30 March but continued until 20:40 on Monday 4 May. This caused 19.34 serious and severe disruption hours in P1.

- On Saturday 11 April at 08:00 works started at Hyde Park Corner to deliver the East-West Cycle Superhighway. The works initially took place at weekends only on the eastbound slip road from Knightsbridge to Hyde Park Corner which was reduced to one lane. Restrictions were in place where the road is now permanently reduced to two lanes from three. Additional restrictions were in place on lane three in the morning period. Traffic signals at the junction of Grosvenor Place and Duke of Wellington Place failed and were on local control. The traffic signals at Hyde Park Corner also dropped to local control due to a BT fault, which increased the impact of the works on traffic and buses. This caused 14.07 serious and severe disruption hours in P1.
- Since 22 December 2014, HA works have been taking place at Aldgate High Street at the junction of Mansell Street and Whitechapel High Street as part of a significant improvement scheme at Aldgate gyratory, led by the City of London. Aldgate High Street was reduced to two lanes and Whitechapel High Street was reduced to one lane westbound. Queues on Mansell Street extended back to Prescott Street heading north. This caused 12.90 serious and severe disruption hours in P2.

## Unplanned Incidents and Events - TLRN<sup>2</sup>

Duration of TLRN Unplanned Serious and Severe Incidents and Events (Hours) by Financial Quarter



In Q1 2015/16, on the London-wide TLRN, there were 509 hours of unplanned S&S disruption, spread across 291 separate events (an average of 1 hour 45 minutes duration per event). This compares to 519 hours, spread across 273 events (an average of 1 hour 54 minutes duration per event) in Q1 2014/15.

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

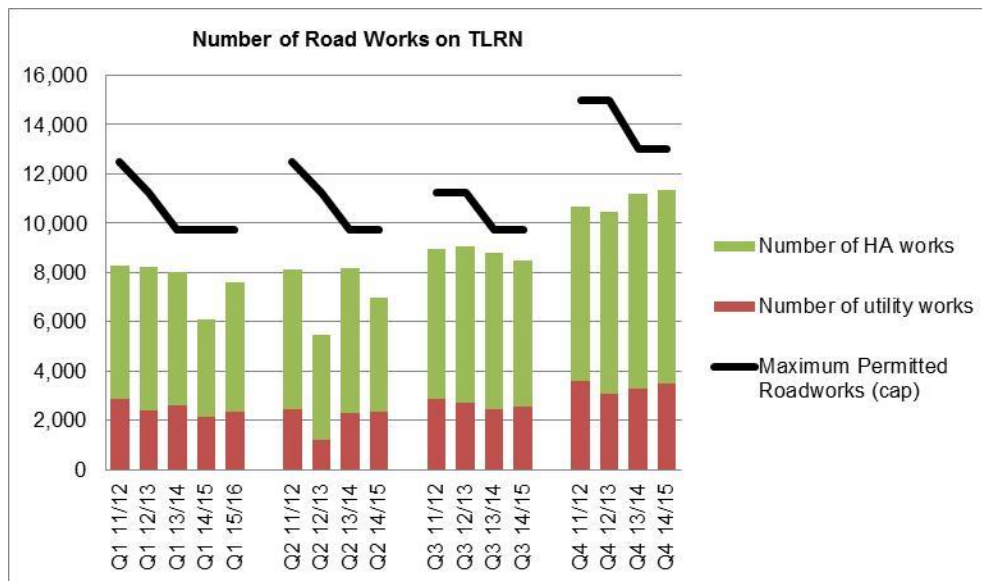
In Q1 there was one unplanned incident leading to over 10 hours of serious and severe disruption:

- Wednesday 1 April, 13:30 in the afternoon, Kingsway was closed due to an underground electrical fire at the junction with Kemble Street. Kingsway, Southampton Row and Vernon Place were closed. Kemble Street and the Strand Underpass were also closed, all streets in the immediate vicinity were also closed and the manholes were inspected for signs of the fire spreading. Traffic impact was serious. Northbound traffic was slow moving over Waterloo Bridge and on the Strand eastbound with traffic backing up to Trafalgar Square. 10 bus routes were diverted and experienced severe delays in the immediate area which caused serious delays across a wider area of central London. Holborn and Temple stations were closed due to the interruption of the power supply. Works to repair the damages are ongoing. This caused 39.41 serious and severe disruption hours in P1.

<sup>2</sup> NB: 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.

- On Wednesday 8 April at 17:20 in the evening peak, unplanned Thames Water works took place on St Mildred's Road at the junction with Verdant Lane. St Mildred's Road had one lane closed westbound and Verdant Lane was closed southbound. The repair to the water main was completed and works to reinstate the carriageway took place. Traffic impacts were severe with westbound congestion through Clifton's Roundabout to Rochester Way Relief Road and Mottingham Lane. The works were completed by 13:10 on Friday 10 April. This caused 11.80 of S&S disruption hours in P1.

## 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 Highway Authority's abilities to minimise disruption from planned highway works, requiring 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, 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.

At the beginning of Q1 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 period 13 2012/13).

The volume of road works on the network stayed below the 'cap' throughout 2014/15.

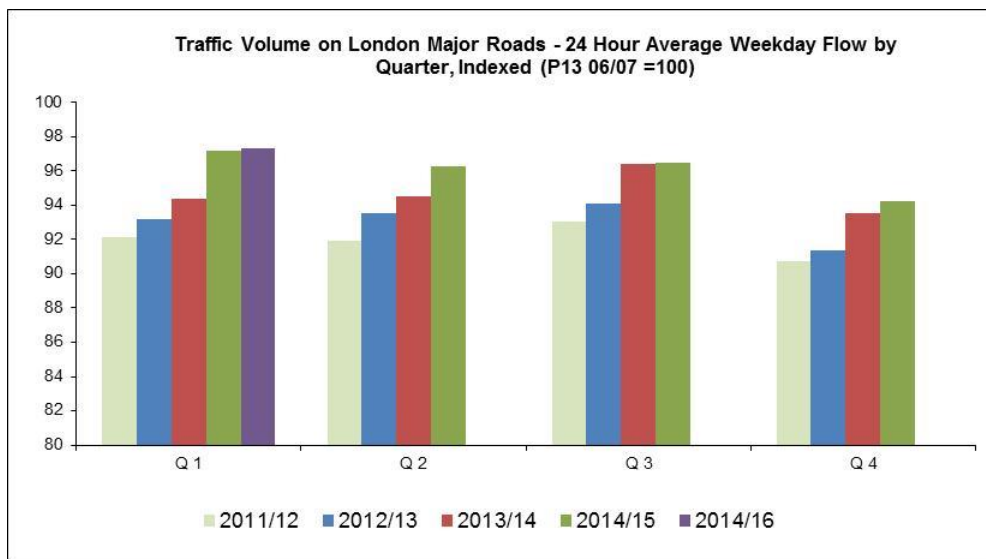
In Q1 the total number of road works on the TLRN was 7,593 - an increase of 1,499 (19.7%) on the 6,094 total reported in Q1 of 2014/15.

### 3. TRAFFIC VOLUMES

#### Vehicular Traffic Volumes on London Major Roads

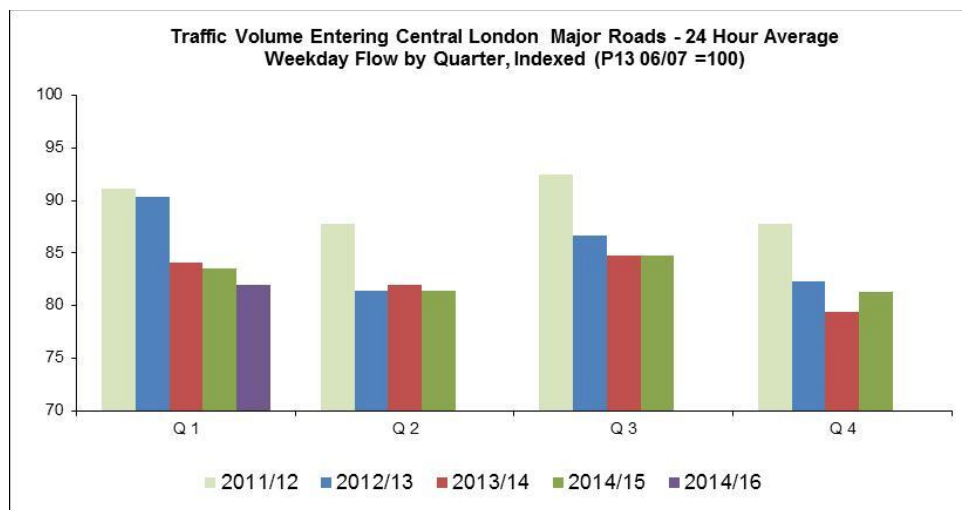
The pan-London traffic flow index stands at 97.3 in Q1 2015/16. This is 0.1 index points up from the same quarter in 2014/15, and 2.9 index points up from the same quarter in 2013/14.

At year end 2014/15 traffic in London showed a net decrease of 2.8% since Q4 2008. The chart below shows traffic flows relative to an index of 100 in period 13 in 2006/07.



#### Vehicular Traffic Entering Central London Major Roads

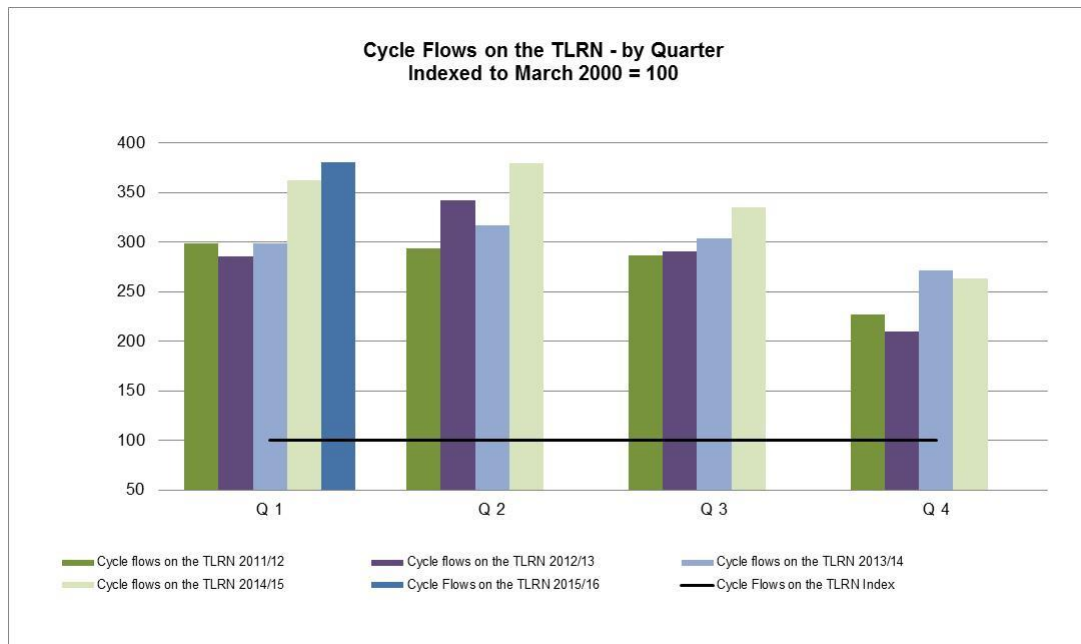
The Central London traffic flow index stands at 82.0 in Q1 2015/16. This is 1.6 index points down from the same quarter in 2014/15 and 2.2 index points down from the same quarter twin 2013/14. At year end 2014/15 Central London traffic has fallen by 14.8% since Q4 2008. The chart below shows traffic flows relative to an index of 100 in period 13 2006/07.





## Volume of Cycling on the TLRN

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



Cycle flows on the TLRN in Q1 2015/16 stand at an index level of 380.3. This is 17.93 index points (4.9%) higher than the same quarter in 2014/15.

Recorded temperatures were average across the whole of Q1. Rainfall across Q1 was below average.

Between March 2000 and the end of 2014/15 cycle flows on the TLRN increased by 230%. Compared to 2013/14, average cycling levels on the TLRN at the end of 2014/15 were 11.5% higher.

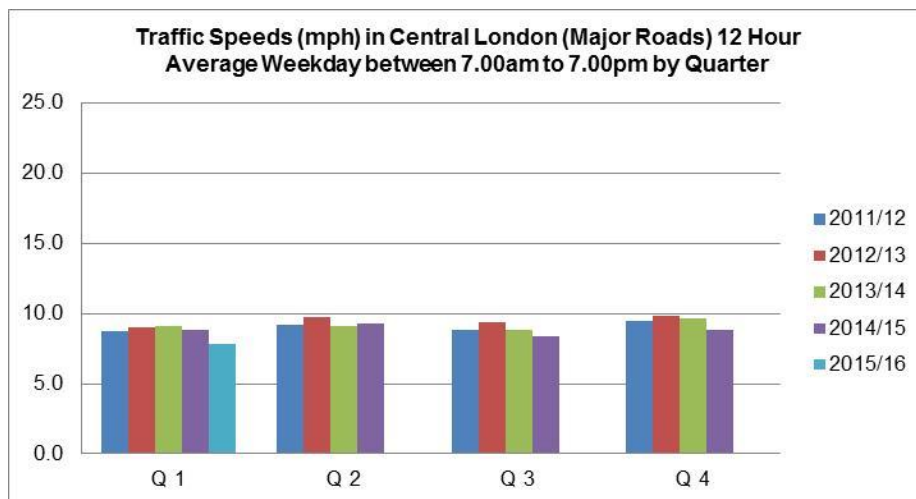
## 4. TRAFFIC SPEEDS

### Traffic Speeds in London



Q1 average traffic speeds for the 12 hours between 07:00 and 19:00 across London were 17.5mph, compared to the 18.5mph observed in Q1 2014/15, a 5.3% decrease year-on-year.

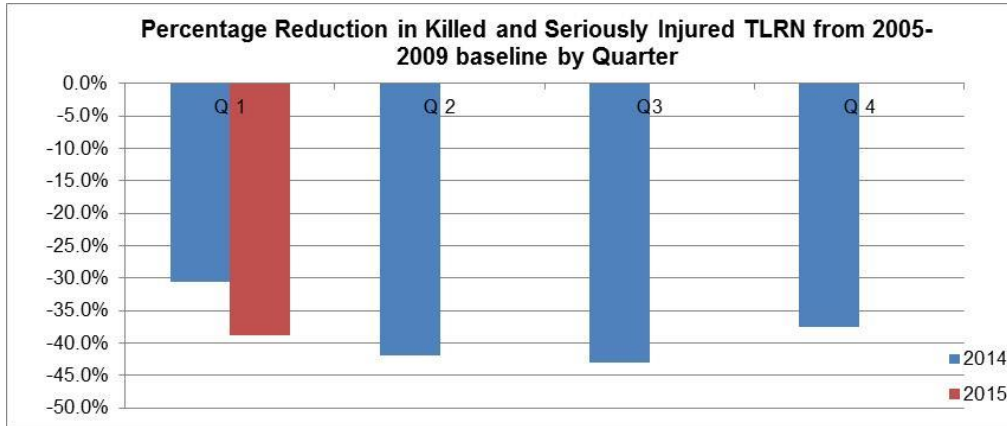
### Traffic Speeds in Central London



Q1 average traffic speeds for the 12 hours between 07:00 and 19:00 across Central London were 7.9mph compared to the 8.8mph observed in Q1 2014/15, an 11.0% decrease year-on-year.

## 5. ROAD SAFETY

### Killed and Seriously Injured casualties on the TLRN



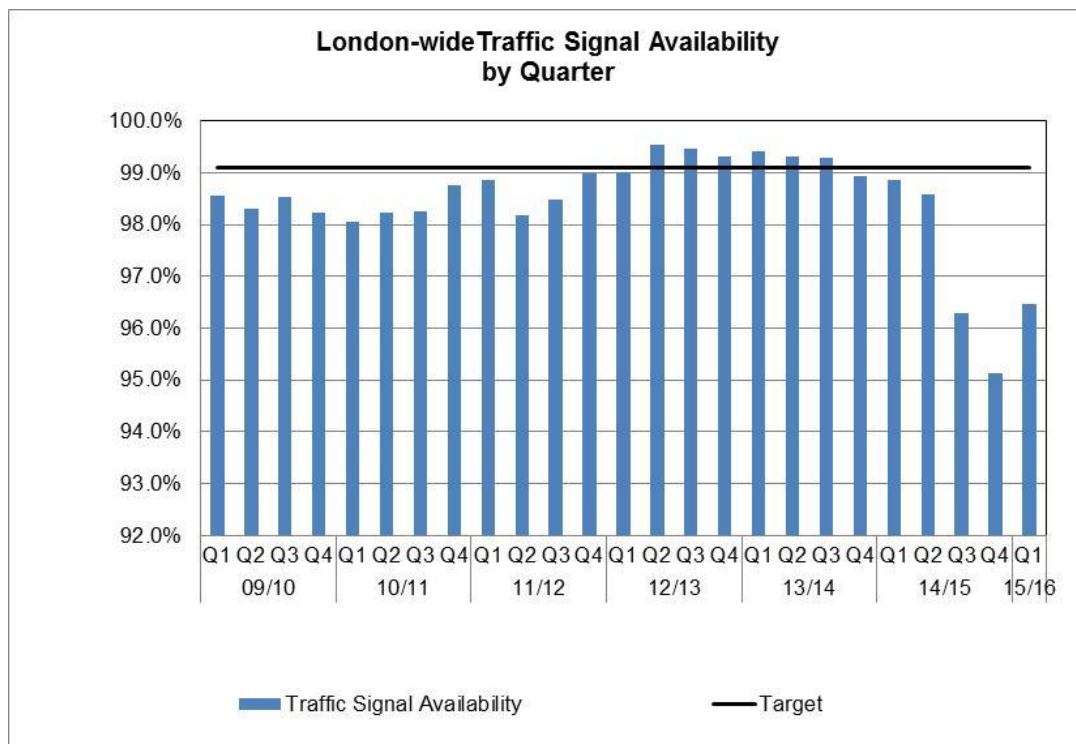
The graph above shows the percentage change in KSI casualties on the TLRN from the 2005-09 baseline for the period 2014/15 to 2015/16. Note that in this data set, Q1 is defined as the three month period from December to February.

Provisional data for Q1 2015/16 indicates that there were 143 KSI casualties on London's roads, a 38.7% reduction from the 2005-09 Q1 baseline. Compared with the 162 KSIs in Q1 2014/15, there was a decrease of 8.1 percentage points year-on-year.

The table below shows the absolute and percentage reduction in Q1 TLRN KSIs relative to Q1 2015/16.

Quarter 1 Results	2011/12	2012/13	2013/14	2015/16
KSI on the TLRN	210	187	162	143
Percentage reduction relative to 2015/16	-31.9%	-23.5%	-11.7%	

## 6. ASSET AVAILABILITY



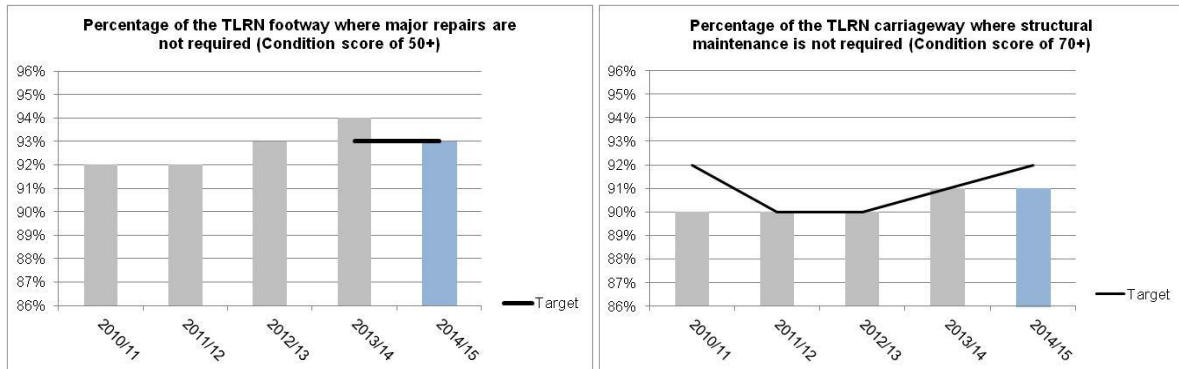
During Q1 2015/16, the availability of traffic signals London-wide was 96.5% compared to 98.9% reported in Q1 2014/15. Performance is expected to improve in the long-term as the new contractors increase resources and continue to train new staff.

The target for this indicator is set at 99.1%, representing the availability of all functions of traffic signal equipment. The reason for not meeting this performance target is primarily due to poor performance from one of the contractors covering the east and south areas. Where full availability is not maintained, abatements are applied to contract payments. This is a demanding target for the three contractors responsible for maintaining London’s Traffic Signal equipment - and overall, traffic signal assets are in good condition.

TfL’s current focus remains on carrying out preventative maintenance. This is having an impact on availability scores in the short-term as more faults are raised – however, this strategy will lead to improved availability longer term.

## 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).



The percentage of the TLRN in structurally normal condition was 90% in 2011/12 and 2012/13, and 91% in 2013/14 and 2014/15.

The percentage of the TLRN footway network where the structural condition was normal was 92% in 2011/12, 93% in 2012/13, 94% in 2013/14 and 93% in 2014/15.

## 8. CUSTOMER SATISFACTION – TLRN

The customer satisfaction survey has been conducted annually between 2010 and 2013 (with fieldwork conducted from mid-Oct to mid-Nov). Since 2014, the survey has been carried out quarterly to enable the road network to be assessed during different seasons, building up a more representative picture over the year.

In Q1 2014/15 an online customer satisfaction survey was conducted among people who had used the TLRN in the last month using any of the following modes: car, pedestrian, bus, motorcycle/scooter/moped, taxi/commercial delivery/emergency vehicle, cycle. Interviews were carried out between 21 April and 18 May 2015.

- 3,315 TLRN users were interviewed (3,015 in London and 300 in South East England)
- Details of 7,887 different trips were recorded i.e. multiple trips were collected from some respondents.

Overall satisfaction among TLRN users in Q1 2015/16 is at 74, the same score as Q4 and Q3, and one point lower than Q1 and Q2 2014/15.

Levels of satisfaction with most aspects of the TLRN experience were stable, apart from lower scores for estimating journey length and speed, traffic light working condition and street lighting (particularly among bus passengers and car drivers). There was an improvement in scores relating to roads being well drained and free from flooding (particularly among pedestrians).

Cyclists were less satisfied with journey length estimates, traffic congestion, road surface condition and cycle lane condition/availability; pedestrians also gave lower scores for some aspects such as moving around easily on foot and sharing the road.

Overall satisfaction among the different TLRN users remains unchanged across all modes.

## Satisfaction with different aspects:

TLRN users are more satisfied with road drainage, but less satisfied with working condition of traffic lights, street lighting, estimating journey length and speed. Compared to Q1 last year, some scores fell; however, there was no change in overall satisfaction. New questions were introduced covering: air quality, how well different users share the road/pavement, traffic noise levels, and feeling in control of your journey.

Q3 2011	Q3 2012	Q3 2013	Q1 2014	Q2 2014	Q3 2014	Q4 2014	QoQ	Q1 2015	
77	77	75	78	78	76	76	↑	77	roads are well drained and free from water & flooding
77	78	77	79	79	79	78	↓	77	working condition of the traffic lights
77	77	76	78	78	77	77	↓	76	street lighting
75	76	75	77	77	76	76		76	condition and clarity of road markings
75	76	75	77	77	76	76		75	amount and clarity of road signs giving route directions
72	75	74	75	75	74	74		75	amount and clarity of road signs about delays and disruptions
<b>75</b>	<b>76</b>	<b>75</b>	<b>75</b>	<b>75</b>	<b>74</b>	<b>74</b>		<b>74</b>	<b>OVERALL SATISFACTION</b>
73	73	73	74	74	73	73		73	<i>traffic light timings</i>
-	-	-	-	-	-	-		73	<i>feeling in control of journey</i>
72	73	73	73	74	73	73		72	<i>speed of response for fixing unusual traffic problems</i>
72	74	72	74	74	73	73		72	<i>up-to-the-minute information</i>
70	73	71	71	72	72	72		72	condition of road surfaces
73	74	73	75	75	74	74	↓	72	<i>could estimate accurately how long your journey would take</i>
-	-	-	-	-	-	-		72	<i>keeping moving in traffic</i>
70	73	71	73	74	72	72		72	<i>management of road works</i>
72	74	73	74	74	74	73	↓	71	<i>speed</i>
-	-	-	-	-	-	-		70	<i>how well different users share the road/pavement</i>
-	-	-	-	-	-	-		68	<i>traffic noise levels</i>
67	69	67	69	70	67	68		68	<i>traffic congestion</i>
-	-	-	-	-	-	-		66	<i>air quality</i>

**KEY** *Road Space Management*      Asset Management

## Frustrations with Road Works Q1 2015/16

TLRN users are frustrated with road works as they believe they are carried out at busy times, they take too long, and cause street closures despite no-one visible on site. Frustration with repeated road works on the same stretch of road within the same year continues to reduce.

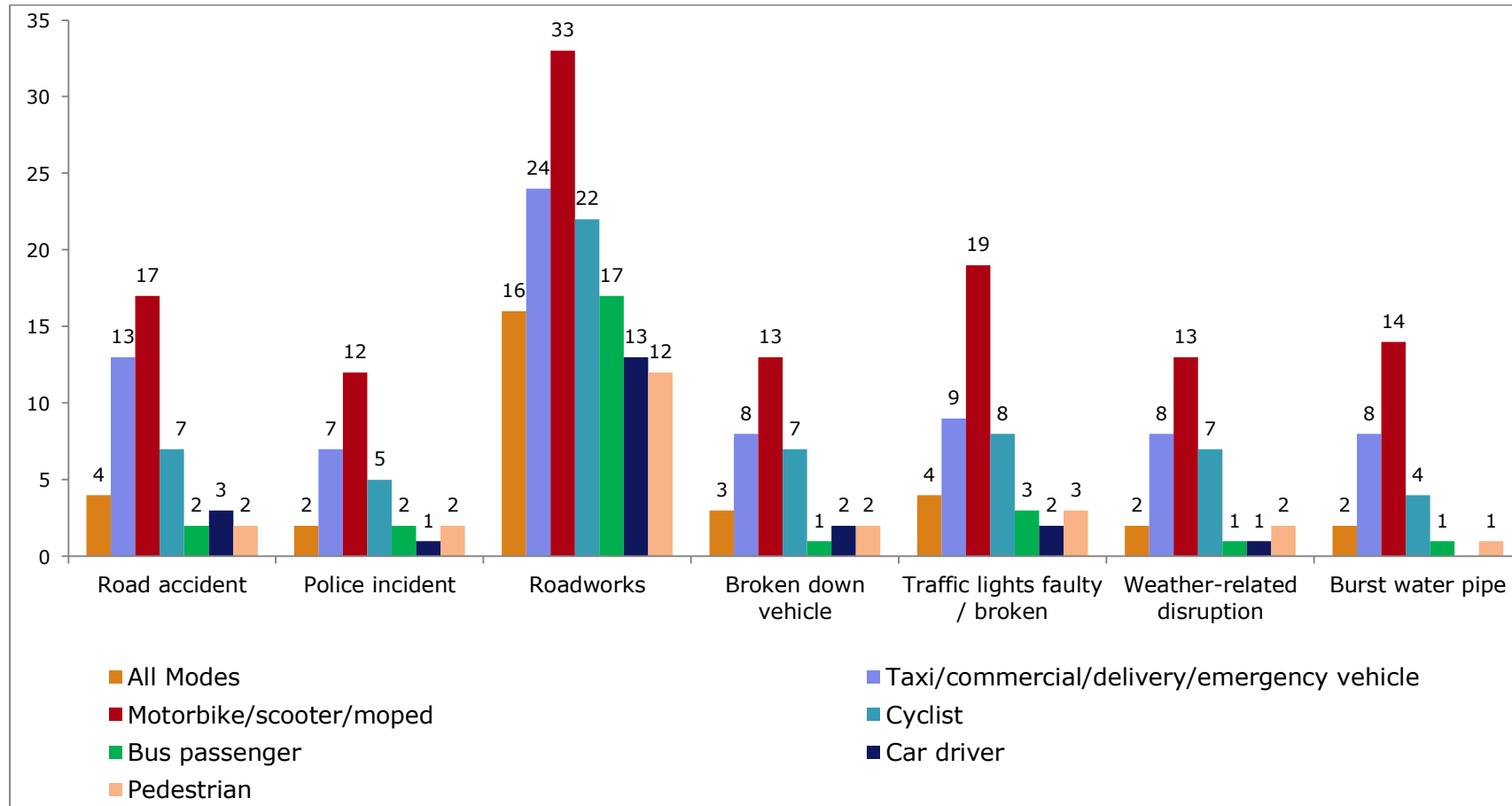
### Do you find any of the following particularly frustrating about Road Works on London's major roads? (%)

	Q3 2011	Q3 2012	Q3 2013	Q1 2014	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q1 2015 Top priority for improvement
Roadwork carried out at busy times	55	47	51	44	43	46	45	43	19%
Takes too long to carry out the work	55	45	48	44	41	42	42	41	17%
Seeing street partially closed, but no-one working there	56	49	54	45	44	45	44	40	14%
Unexpected delays to your journeys by bus, cycle, driving or walking	49	39	43	36	33	35	33	34	6%
Repeated roadwork on the same stretch of road within the same year	54	46	49	40	40	43	39	33	14%
Unreliable journeys generally - not being able to predict accurately how long journeys will take	47	35	42	32	30	32	32	32	7%
Major delays to your journeys by bus, cycle, driving or walking	45	32	36	31	30	30	29	30	11%
Lack of information about the length of the disruption	43	37	39	32	29	30	31	29	4%
Lack of explanation about why road works are being carried out	42	38	40	32	29	31	30	27	3%
Lack of advance warning about upcoming road works	33	27	30	23	20	24	21	21	4%
None of the above	10	15	13	15	16	13	15	18	-
Other - specify	1	1	2	1	2	2	1	1	-



## Type of disruption on TLRN experienced on journey

Road works are the disruption TLRN users are most likely to experience on their journey:



Base in Q1 2015/16: All trips – (7887), car drivers (2885), taxi/commercial vehicles (364), motorbikes/mopeds/scooters (214), bus passengers (2068), pedestrians (1845), cyclists (511)