

Transport for London
London Streets



PERFORMANCE REPORT
Quarter 2 2011/12

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Summary of Network Performance for Quarter 2 2011/12

London wide traffic speeds (07:00 to 19:00) decreased by 0.2 mph to 18.8 mph in between Quarter 1 this year and last year while there was a 2.4 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 0.2 mph to 9.3 mph between Quarter 1 of last year while there was a 3.4 index point decrease in the volume of traffic.

The journey time reliability (JTR) on the TLRN in the AM peak in all directions for Quarter 2 was 90.35%; this is 1.26 percentage points higher than the same quarter last year. All periods of the quarter were characterised as reporting more consistent journeys compared to the same periods last year. They were also characterised by having less incidents with disruption that impacted reliability in the AM peak. The journey time reliability for Central London (excluding WEZ and the Inner Ring Road) in the AM peak for Quarter 1 was 86.68%; this is 0.17 percentage points lower than the same quarter last year. Major building works in central London including the rebuild of the Blackfriars Rail station and construction works at the "Shard" at the junction of Bishopsgate and the Southern River Route corridors affected performance throughout the quarter.

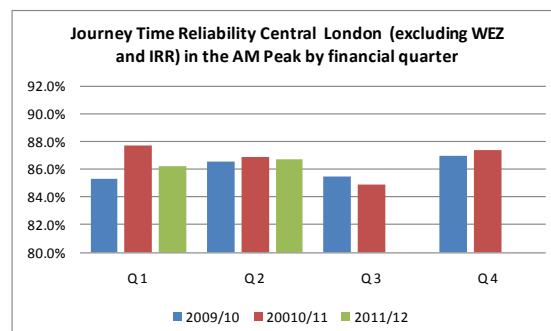
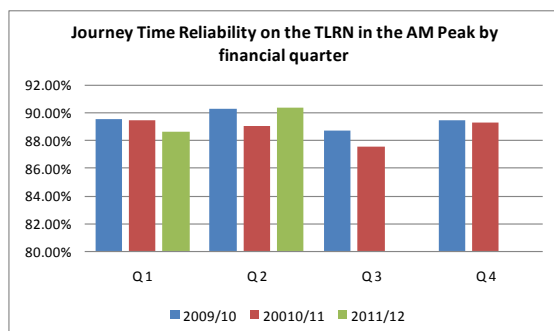
There were 328 hours of unplanned serious and severe disruption, spread across 157 separate events (an average of 2 hours 5 minutes duration per event) on the network London-wide in Quarter 2 2011/12. This compares to 338 hours, spread across 170 events (an average of 1 hour 59 minutes duration per event) in Quarter 2 of the previous year 2010/11. In Quarter 2 there were 82 hours of serious and severe disruption from planned events spread across 25 separate incidents (an average of 4 hours 16 minutes duration per event). This compared to 176 hours spread across 29 events (an average of 6 hours 5 minutes duration per event) in Quarter 2 of the previous year.

Cycle flows on the TLRN in Quarter 2 2011/12 stands at an index level of 293.7. This is 12.7 index points (4.5%) higher than the same quarter last year. Investment in cycling facilities, cycle superhighways and the cycle hire scheme alongside mode shift changes have contributed to the record of quarter-on-quarter growth in cycling on the TLRN.

The number of killed and seriously injured (KSI) casualties across all modes London wide in Quarter 2 2011 is 669. This total is 15.8% lower than the total of 795 recorded in Quarter 2 in 2010. The number of KSIs across all modes on the TLRN in Quarter 2 2011 is 220. This total is 18.2% less than the total of 269 recorded in Quarter 2 in 2010.

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 (JTR) on the TLRN in the AM peak in all directions for Quarter 2 was 90.35%; this is 1.26 percentage points higher than the same quarter last year. All periods of the quarter were characterised as reporting more consistent journeys compared to the same periods last year. They were also characterised by having less incidents with disruption that impacted reliability in the AM peak.

SCOOT is an automated, intelligent traffic signal control system which can dynamically change signal timings to best suit prevailing traffic conditions and reduce stops and delays. Sensors buried in the road detect when traffic is building up and computers then adjust signal timings on a second-by-second basis throughout the day in response. SCOOT makes more than 10 million signal timing decisions per day in London, and is effective in smoothing variations in traffic flow and responding to disruptions caused by collisions and other unplanned incidents. SCOOT makes second-by-second changes to the green time displayed by these traffic signals, as well as continually adjusting the way the traffic signals interact. SCOOT investment has been targeted to corridors on the TLRN and SCOOT optimisation has now been completed at 480 sites and the benefits captured during the main peak periods. Assessment of data sets has determined at these sites that SCOOT is delivering a 12 per cent reduction in delay and a 4.3 per cent reduction in the number of times vehicles have to stop as they travel through the network at the local region level.

Signal timing reviews are also being targeted at corridors on the TLRN and of the 561 signal timing reviews already completed in the 2011/12 financial year have so far brought a 11.6 per cent reduction in delays for traffic at these sets of signals.



Investment taking place in a number of congestion relief initiatives across all of the corridors will provide additional benefits to the SCOOT investment and signal timing reviews in improving journey time reliability right across the TLRN.

The year-on-year reductions in traffic flow reported elsewhere also contributed to the improved JTR figures observed across all time periods including the AM –peak. In the last period of the quarter in the previous year there was a tube strike, but after taking account of this there was still a positive contribution of the last period to the overall JTR result reported this quarter.

The journey time reliability for Central London (excluding WEZ and the Inner Ring Road) in the AM peak for Quarter 1 was 86.68%; this is 0.17 percentage points lower than the same quarter last year. Major building works in central London including the rebuild of the Blackfriars Rail station and construction works at the "Shard" at the junction of Bishopsgate and the Southern River Route corridors affected performance throughout the quarter.

Journey Time Reliability on the TLRN

The journey time reliability values on each of the main radial routes on the TLRN in the AM and PM peaks in both directions is:

AM Peak		Inbound								Outbound							
Route Type	Corridor	2009/10 Q1	2009/10 Q2	2009/10 Q3	2009/10 Q4	2010/11 Q1	2010/11 Q2	2010/11 Q3	2010/11 Q4	2009/10 Q1	2009/10 Q2	2009/10 Q3	2009/10 Q4	2010/11 Q1	2010/11 Q2	2010/11 Q3	2010/11 Q4
Radial	A4	88.9%	91.8%	89.1%	90.4%	88.4%	88.6%	86.6%	89.7%	93.0%	92.8%	89.8%	94.1%	91.3%	90.5%	89.5%	91.6%
Radial	A40	77.4%	79.9%	76.3%	82.5%	77.4%	77.8%	77.0%	81.0%	97.9%	96.5%	93.1%	95.1%	95.2%	93.3%	89.1%	93.6%
Radial	A41	88.2%	89.6%	85.0%	87.5%	85.4%	87.8%	84.9%	87.2%	93.1%	95.2%	91.3%	89.6%	91.5%	93.1%	90.4%	91.0%
Radial	A1	79.3%	85.3%	80.1%	82.5%	80.8%	81.7%	79.9%	81.6%	90.5%	92.1%	87.8%	89.4%	90.2%	90.8%	86.8%	89.7%
Radial	A10	88.9%	89.5%	87.2%	87.3%	88.1%	87.3%	84.7%	86.6%	91.5%	88.9%	89.4%	88.6%	91.5%	90.4%	86.8%	88.4%
Radial	A12	87.9%	88.6%	85.0%	87.4%	87.7%	87.1%	84.7%	86.6%	95.8%	97.0%	95.1%	96.5%	95.9%	97.2%	95.0%	96.2%
Radial	A13	88.9%	87.8%	85.7%	87.5%	88.1%	88.1%	83.1%	87.3%	98.3%	97.9%	98.7%	98.9%	98.8%	98.1%	96.3%	97.9%
Radial	A2	88.9%	91.5%	83.8%	84.8%	87.8%	87.3%	83.0%	84.6%	98.7%	98.4%	99.1%	98.6%	98.7%	98.7%	96.4%	98.0%
Radial	A20	92.3%	90.7%	86.4%	89.3%	90.7%	88.8%	86.9%	90.5%	98.2%	97.7%	95.8%	97.0%	98.2%	97.8%	96.6%	96.9%
Radial	A21	88.5%	91.3%	86.2%	88.7%	89.9%	89.4%	88.4%	88.1%	94.2%	96.2%	92.9%	95.0%	95.1%	95.7%	94.6%	94.9%
Radial	A23	86.4%	84.6%	83.9%	84.9%	85.6%	82.1%	84.3%	85.7%	92.2%	93.1%	90.2%	89.7%	91.4%	90.6%	89.6%	90.0%
Radial	A24	88.1%	92.8%	89.4%	89.8%	88.6%	88.6%	88.7%	88.4%	93.5%	94.6%	92.6%	94.1%	92.8%	92.0%	89.1%	93.3%
Radial	A3	88.9%	88.3%	82.2%	84.1%	86.5%	87.0%	86.1%	88.1%	96.0%	97.1%	92.4%	93.3%	96.0%	95.7%	94.6%	96.0%
Radial	A316	85.0%	83.9%	83.8%	87.5%	84.4%	84.7%	84.4%	86.5%	94.1%	94.8%	93.8%	96.3%	96.6%	95.9%	96.7%	95.5%

PM Peak		Inbound								Outbound							
Route Type	Corridor	2009/10 Q1	2009/10 Q2	2009/10 Q3	2009/10 Q4	2010/11 Q1	2010/11 Q2	2010/11 Q3	2010/11 Q4	2009/10 Q1	2009/10 Q2	2009/10 Q3	2009/10 Q4	2010/11 Q1	2010/11 Q2	2010/11 Q3	2010/11 Q4
Radial	A4	91.5%	90.5%	88.1%	90.9%	90.8%	91.0%	87.2%	91.1%	83.2%	83.8%	79.5%	80.7%	84.7%	83.5%	78.4%	81.6%
Radial	A40	83.9%	83.7%	83.0%	85.3%	83.3%	85.0%	82.4%	86.4%	92.9%	90.3%	84.0%	86.0%	85.7%	85.2%	83.9%	85.0%
Radial	A41	89.2%	87.3%	88.2%	86.9%	90.3%	90.0%	88.3%	89.3%	88.0%	85.9%	85.6%	86.1%	86.2%	85.6%	84.6%	86.5%
Radial	A1	85.4%	85.1%	83.9%	85.6%	83.9%	86.0%	83.5%	85.6%	84.2%	82.1%	82.5%	83.8%	81.0%	81.8%	83.1%	83.1%
Radial	A10	92.9%	94.5%	90.5%	90.7%	91.9%	92.1%	89.2%	91.7%	83.5%	84.1%	84.0%	83.5%	84.6%	85.1%	83.0%	83.7%
Radial	A12	88.1%	85.5%	85.6%	88.1%	87.0%	88.7%	87.8%	90.7%	84.6%	83.9%	83.4%	84.7%	84.5%	86.1%	81.4%	83.9%
Radial	A13	89.7%	89.0%	87.5%	87.6%	87.8%	89.6%	85.0%	89.0%	88.5%	86.0%	91.3%	89.8%	86.4%	84.7%	83.3%	86.4%
Radial	A2	94.3%	95.5%	93.5%	94.5%	95.4%	94.6%	91.8%	94.5%	90.1%	89.9%	85.8%	88.6%	87.0%	89.4%	84.8%	89.4%
Radial	A20	92.1%	92.7%	89.6%	91.4%	90.5%	89.0%	88.7%	92.0%	92.5%	91.7%	85.0%	83.8%	87.6%	88.2%	87.5%	87.8%
Radial	A21	97.4%	96.7%	94.5%	96.7%	97.6%	96.0%	96.1%	96.2%	92.3%	93.5%	89.4%	91.4%	91.7%	94.3%	91.5%	92.3%
Radial	A23	87.8%	86.3%	85.5%	86.6%	87.2%	86.7%	86.5%	88.1%	86.1%	85.8%	83.8%	82.8%	84.5%	85.9%	81.3%	83.7%
Radial	A24	93.4%	93.1%	93.5%	94.2%	93.9%	93.6%	94.4%	93.1%	87.4%	90.3%	88.1%	87.5%	88.3%	88.8%	86.2%	87.7%
Radial	A3	95.2%	94.5%	90.2%	91.2%	91.7%	94.4%	89.6%	91.9%	94.4%	94.6%	90.5%	86.4%	89.4%	90.3%	87.4%	88.3%
Radial	A316	91.0%	87.9%	87.2%	92.6%	87.3%	92.6%	89.0%	92.8%	89.4%	91.0%	88.7%	90.7%	90.3%	93.3%	91.5%	89.8%



The journey time reliability values on each of the main orbital routes on the TLRN in the AM and PM peaks in both directions is:

		Anti-Clockwise								Clockwise							
AM Peak		2009/10	2009/10	2009/10	2009/10	2010/11	2010/11	2010/11	2010/11	2009/10	2009/10	2009/10	2009/10	2010/11	2010/11	2010/11	2010/11
Route Type	Corridor	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Orbital	A102 B. Tunnel	79.3%	75.3%	75.1%	77.2%	75.9%	75.3%	74.4%	77.0%	96.7%	95.8%	95.5%	96.8%	96.3%	95.7%	94.1%	97.0%
Orbital	A406	87.2%	88.9%	87.9%	88.6%	88.8%	86.9%	85.7%	88.5%	90.5%	91.9%	87.8%	89.1%	91.1%	91.6%	88.4%	90.6%
Orbital	A205	87.9%	89.5%	87.4%	88.5%	88.7%	89.4%	87.5%	88.1%	86.5%	85.9%	86.2%	85.2%	86.3%	85.8%	86.4%	86.2%
Orbital	Inner Ring	82.6%	82.5%	80.9%	84.0%	83.5%	83.0%	81.4%	84.4%	83.1%	84.1%	84.4%	85.4%	83.9%	84.0%	84.0%	85.1%
		Anti-Clockwise								Clockwise							
PM Peak		2009/10	2009/10	2009/10	2009/10	2010/11	2010/11	2010/11	2010/11	2009/10	2009/10	2009/10	2009/10	2010/11	2010/11	2010/11	2010/11
Route Type	Corridor	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Orbital	A102 B. Tunnel	85.1%	84.5%	79.4%	86.3%	84.9%	77.1%	74.9%	84.0%	85.4%	83.9%	80.4%	78.5%	80.7%	79.7%	78.1%	79.0%
Orbital	A406	86.6%	86.2%	85.1%	84.9%	88.3%	87.7%	84.9%	88.3%	85.5%	81.9%	80.2%	81.8%	85.4%	86.7%	84.7%	85.5%
Orbital	A205	84.6%	85.8%	83.6%	82.9%	84.6%	85.7%	82.5%	83.5%	89.8%	89.4%	89.1%	88.2%	90.9%	91.6%	88.1%	89.9%
Orbital	Inner Ring	78.3%	77.5%	76.4%	80.0%	78.9%	78.0%	76.5%	80.5%	80.2%	79.6%	79.7%	81.6%	79.9%	79.1%	79.1%	81.4%

Journey Time Reliability in Central London

The journey time reliability values in central London all directions combined in the AM and PM peaks in both directions is:

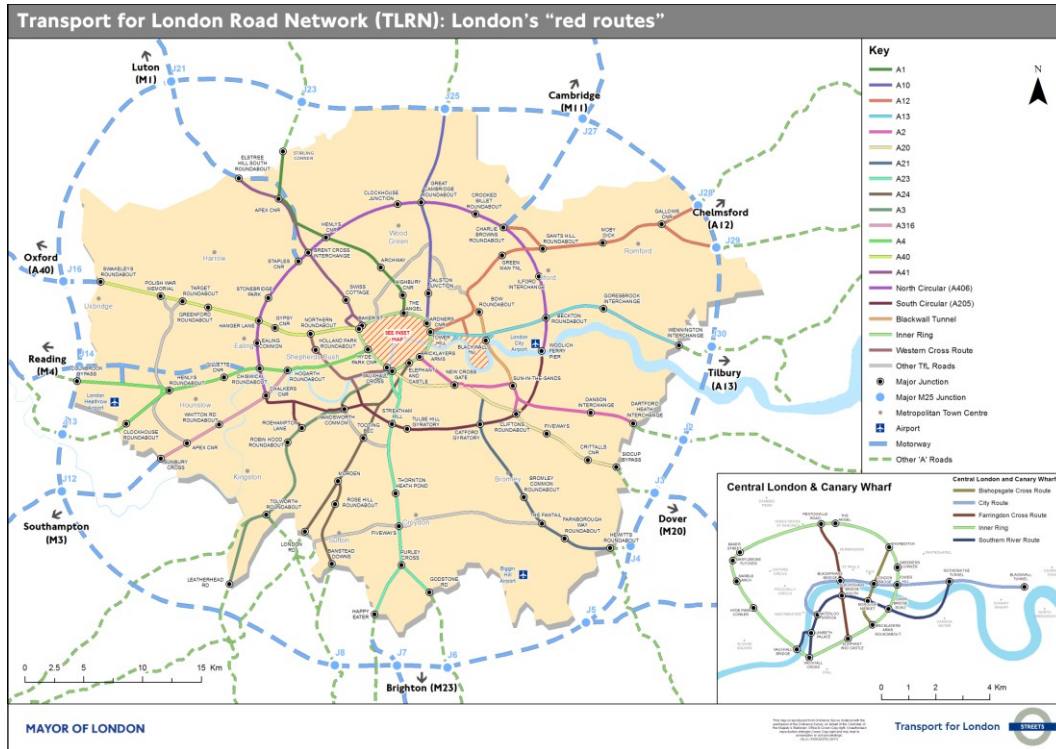
Central London	2009/10	2009/10	2009/10	2009/10	2010/11	2010/11	2010/11	2010/11
All Directions	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
AM Peak	85.3%	86.6%	85.6%	87.0%	87.7%	86.8%	84.6%	87.4%
PM Peak	82.9%	85.0%	81.7%	84.2%	83.8%	85.1%	80.4%	83.9%

Legend

Journey Time Reliability

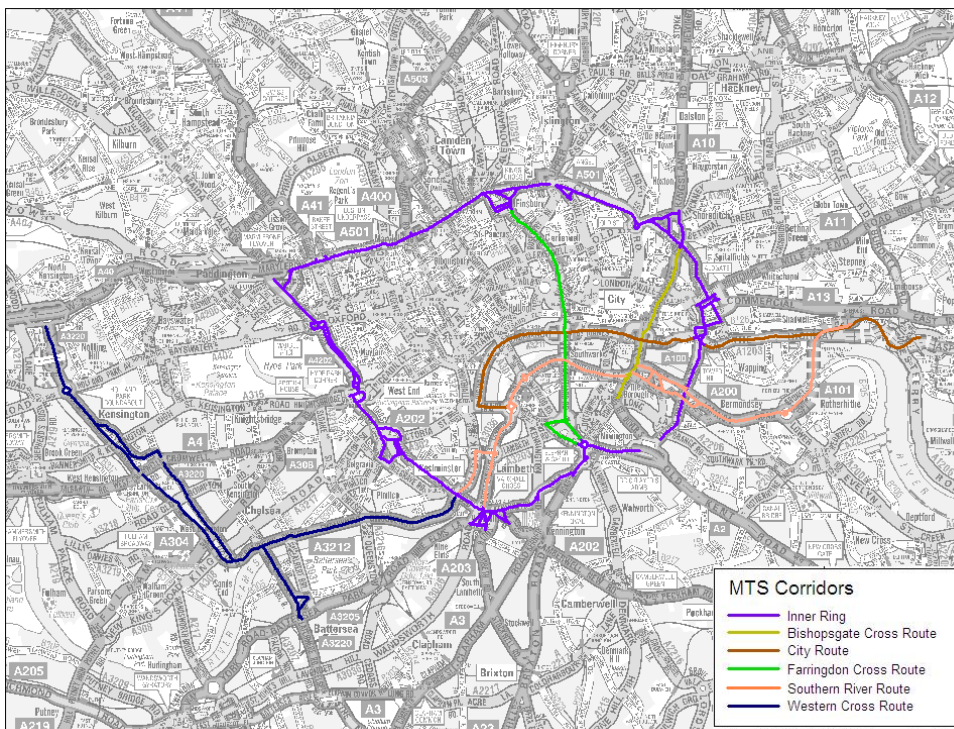
>=90%	More than 9 out of 10 journeys are "on time"
80%-89.9%	
<80%	Less than 4 out of 5 journeys are "on time"

Map showing the TLRN by MTS Corridors across London



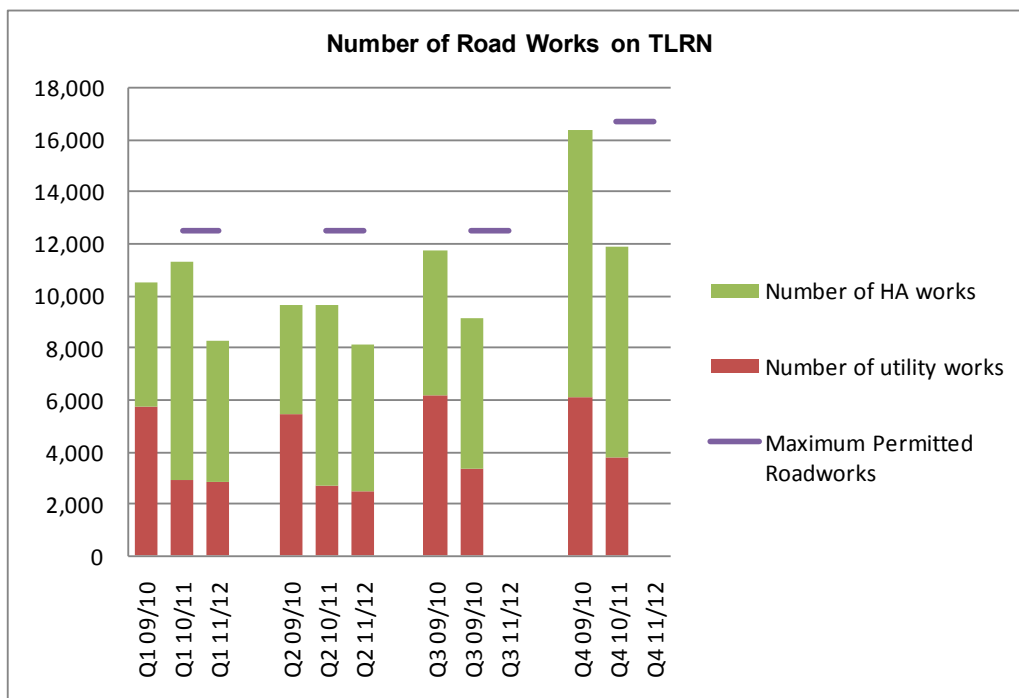
Note: The named corridors do not exactly replicate the road number in the legend, but reflect the strategic radial and orbital corridors set out in the Mayor's Transport Strategy. (E.g. the "A12 corridor" includes the A11 Mile End Road into central London).

Map showing the TLRN by MTS Corridors in Central London



2. NETWORK DISRUPTION

Number of Road Works on the TLRN

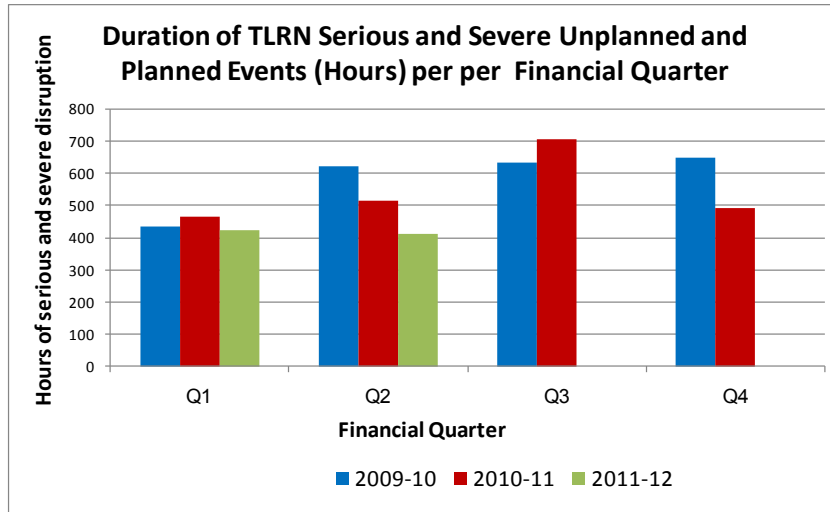


The London Permit Scheme (LoPS) for Road Works was introduced in February 2010. Its purpose was to improve authorities' abilities to minimise disruption from street and highway works. It requires works promoters to apply for a permit to work in the highway. Highway Authority's own works are also included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

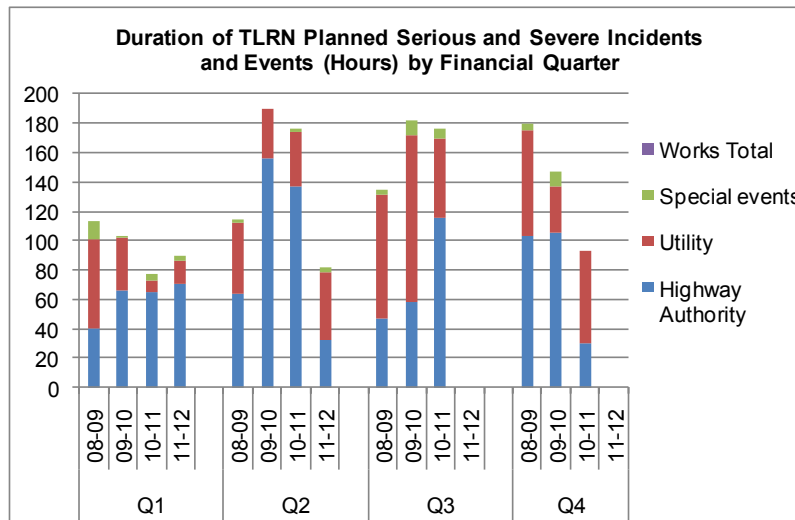
In quarter 2 of 2011/12 the total number of Road Works on the TLRN was 8,126 a reduction of 1,509 or 15.7% on the total of 9,635, reported in quarter 2 of 2010/11.

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



Overall in Quarter 2 there were 410 hours of serious and severe disruption from unplanned and planned events spread across 182 separate incidents. This compared to 514 hours spread across 199 incidents in Quarter 2 of the previous year. This is broken down between planned and unplanned events as follows:

Planned Incidents and Events – TLRN



In Quarter 2 there were 82 hours of serious and severe disruption from planned events spread across 25 separate incidents (an average of 4 hours 16 minutes duration per event). This compared to 176 hours spread across 29 events (an average of 6 hours 5 minutes duration per event) in Quarter 2 of the previous year.



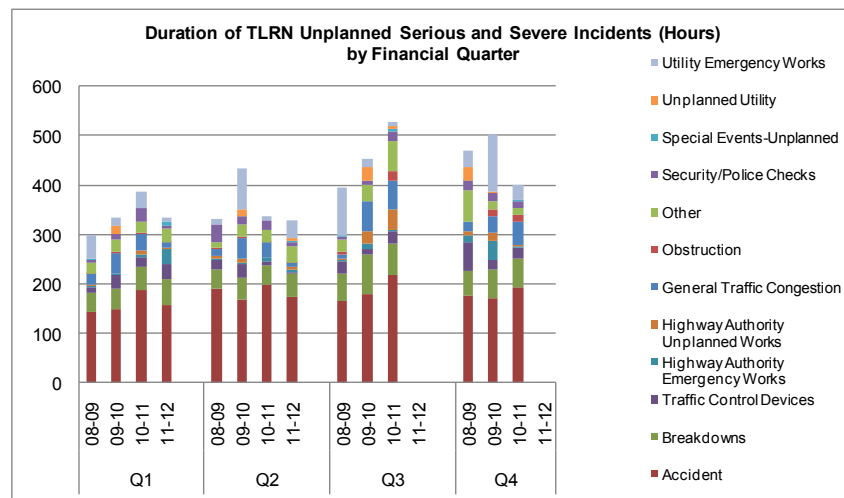
The large reduction in disruption due to utility works follows the introduction of the London Permit Scheme in January 2010, which has enabled greater oversight, control and coordination of works.

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

In quarter 2 there were 3 planned events recording more than 10 hours of serious and severe disruption. In date order these are:

- From Monday 16th May, ongoing gas works are taking place on the A205 Upper Richmond Road between A3 West Hill and Keswick Road. The A205 remains closed westbound due to the works. In addition there has been a single alternate lane implemented due to the commissioning of ATS at the location. This has caused eastbound tailbacks to Tibbets Corner and westbound tailbacks from East Hill. Disruption ongoing, duration of disruption this period: **12.3 hours**
- From Monday 7th March 2011, various restrictions are in place on the A406 at Henlys Corner, due to the major junction improvement scheme. The A406 North Circular Road is reduced to two lanes in both directions at Henlys Corner. Traffic levels are moderate in the area. On Saturday 2nd July overnight into Sunday 3rd July, the traffic management layout changed. Works scheduled to be complete by Sunday 16th October 2011. Duration of disruption this period: **10.75 hours**
- From Monday 1st August, ongoing water works are taking place on the A202 Queens Road East of Asylum Road between Woods Road and Lugard Road. There are temporary traffic lights in place operating single alternate lane traffic. This has caused westbound tailbacks to reach through New Cross to the A2 Sun-in-the-Sands Interchange. Disruption ongoing, works scheduled to be complete by Tuesday 31st January 2012. Duration of disruption this period: **13.0 hours**

Unplanned Incidents and Events - TLRN



There were 328 hours of unplanned serious and severe disruption, spread across 157 separate events (an average of 2 hours 5 minutes duration per event) on the network London-wide in Quarter 2 2011/12. This compares to 338 hours, spread across 170 events (an average of 1 hour 59 minutes duration per event) in Quarter 2 of the previous year 2010/11.

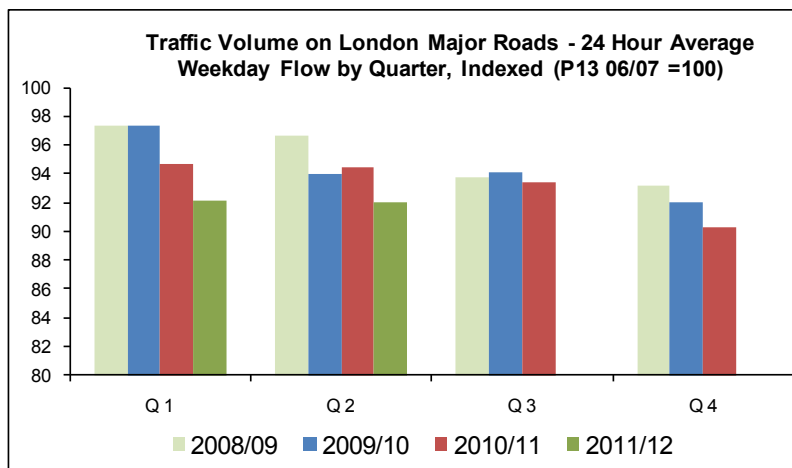
TLRN unplanned incidents recording over 10 hours of serious and severe disruption:

In Quarter 2 there was 1 unplanned incident recording over ten hours of disruption.

- Sunday 26th June, at 06:40 in the morning, an emergency burst water main occurred on the A501 Marylebone Road at the junction with A41 Baker Street. Marylebone Road had two lanes (of three) closed eastbound and Baker Street had one lane closed southbound. This caused heavy congestion in the area and tailbacks on the A501 & A40 were beyond the Paddington Slip. The incident continued throughout the next day and was cleared by 10:00 on Tuesday 28th June. **26.7 hours**

TRAFFIC VOLUMES

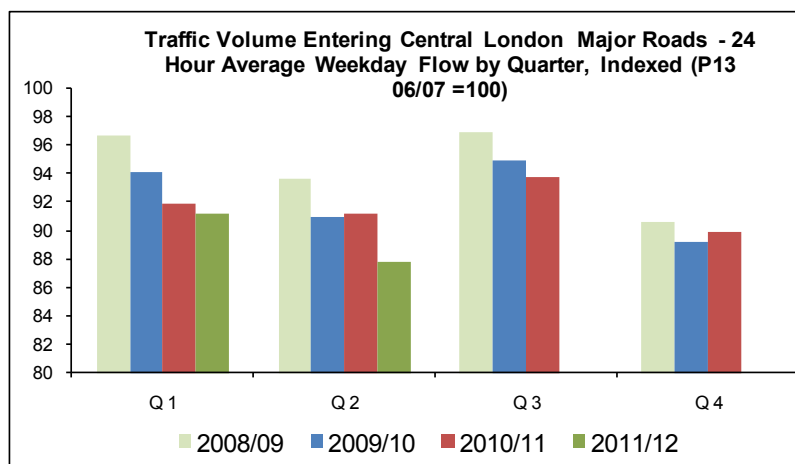
Vehicular Traffic Volumes on London Major Roads



The pan London traffic flow index stands at 92.1 in Quarter 2 2011/12. This is 2.4 index points down from the same quarter last year, and 1.9 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.

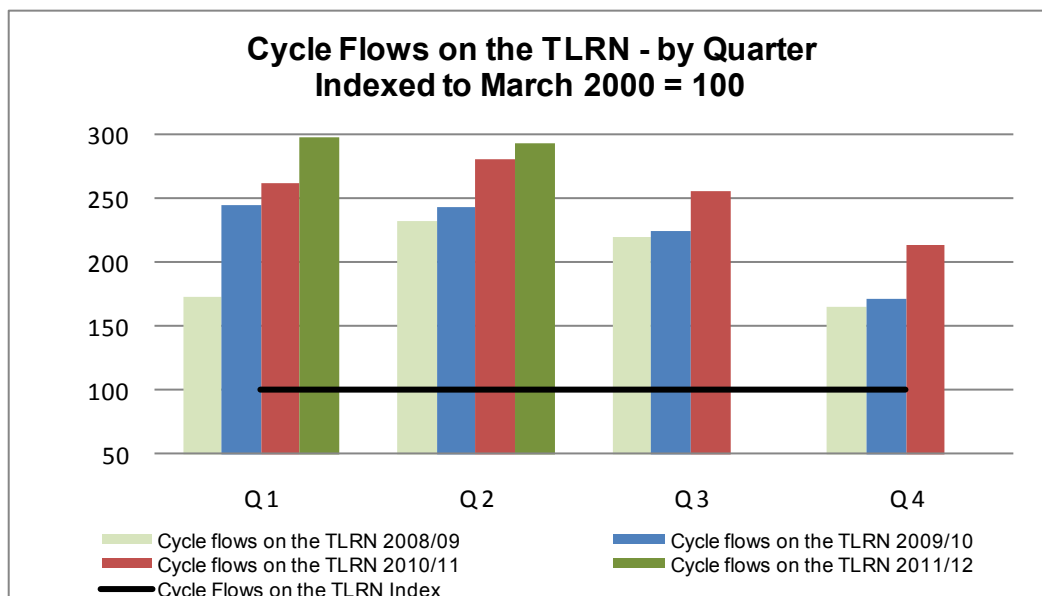
Vehicular Traffic Entering Central London Major Roads



The Central London traffic flow index stands at 87.8 in Quarter 2 2011/12. This is 3.4 index points down from the same quarter last year and 3.2 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



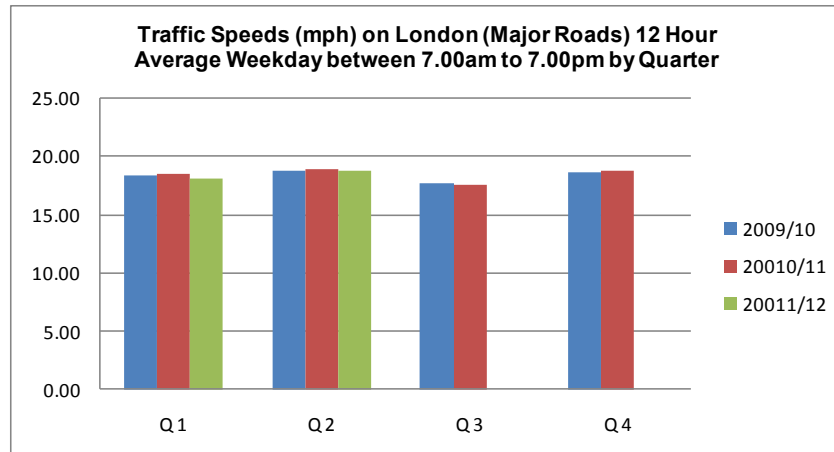
Cycle flows on the TLRN in Quarter 2 2011/12 stands at an index level of 293.7. This is 12.7 index points (4.5%) higher than the same quarter last year.

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.

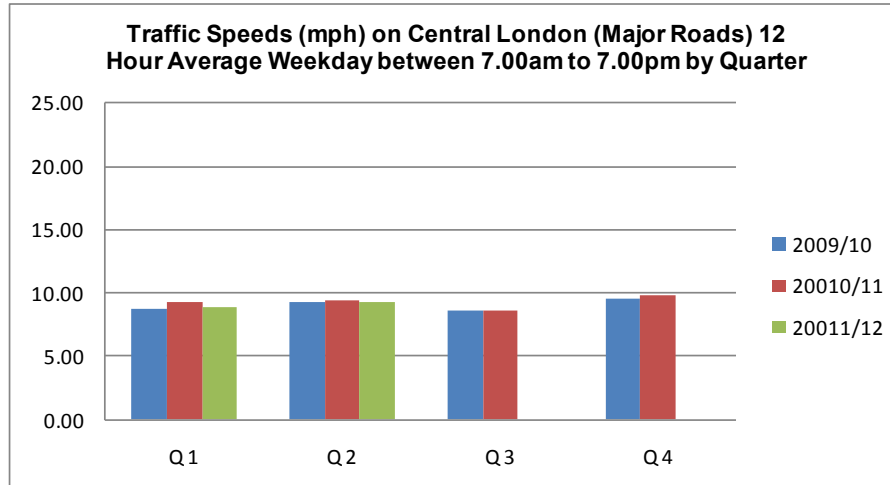
3. TRAFFIC SPEEDS

Traffic Speeds in London



Average traffic speeds for the 12 hours between 7.00 am to 7.00 pm across London in Quarter 2 was 18.8 mph, this is 0.1 mph slower than the average traffic speed of 18.9 mph observed in Quarter 2 last year.

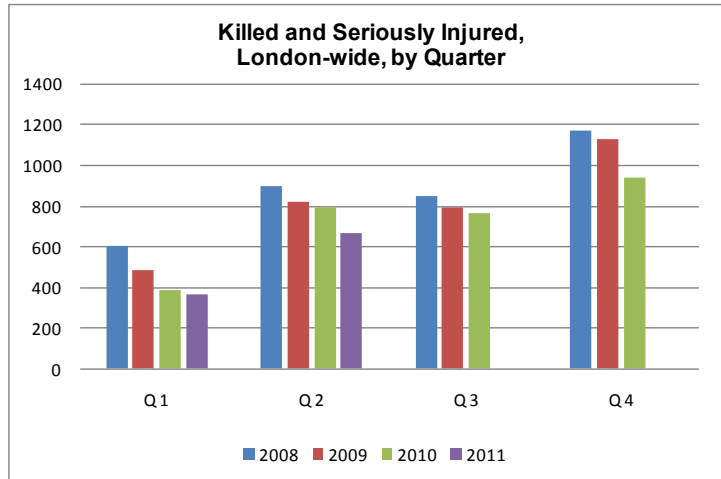
Traffic Speeds in Central London



Average traffic speeds for the 12 hours between 7.00 am to 7.00 pm across central London in Quarter 2 was 9.3 mph, this is on average 0.2 mph slower than the average traffic speed of 9.5 mph observed in Quarter 2 last year.

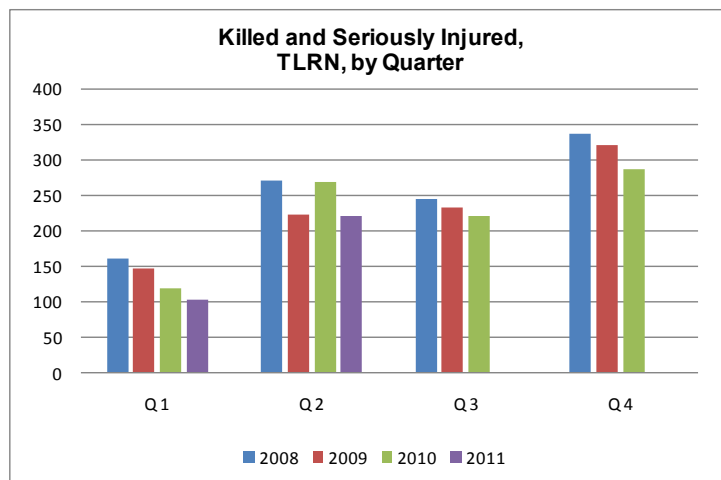
4. ROAD SAFETY

Killed and Seriously Injured London wide



The number of killed and seriously injured (KSI) casualties across all modes London wide in Quarter 2 2011 is 669. This total is 15.8% lower than the total of 795 recorded in Quarter 2 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 2 2011 is 220. This total is 18.2% less than the total of 269 recorded in Quarter 2 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 2 2011 was 2116 (15% less) compared to 253 in the same quarter in 2010.

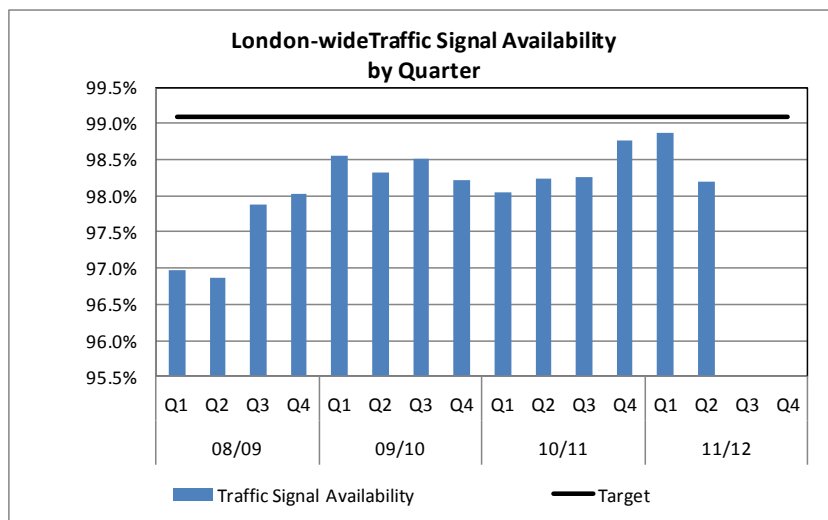
The number of killed and serious injured pedestrians on the TLRN in Quarter 2 2011 was 60 (7.7% less) compared to 65 in the same quarter in 2010.

Cycle Casualties

The number of killed and serious injured cyclists London wide in Quarter 2 2011 was 133 (7.3% more) compared to 124 in the same quarter in 2010.

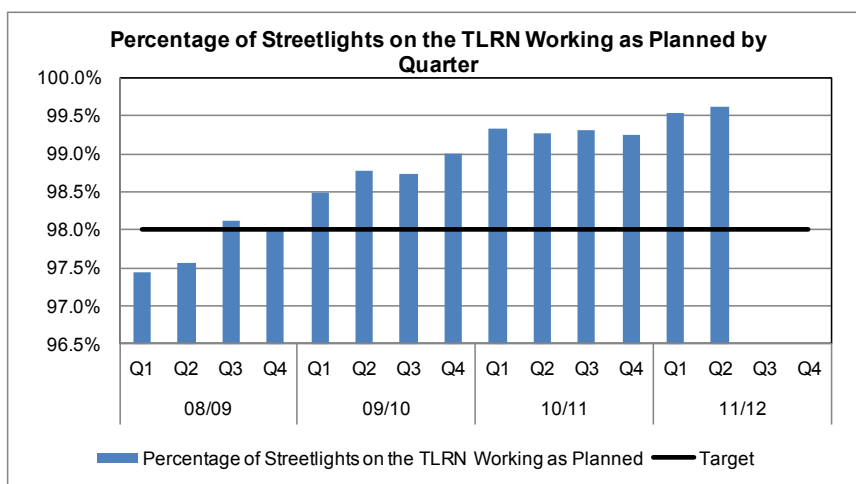
The number of killed and serious injured cyclists on the TLRN in Quarter 2 2011 was 43 (8.5% less) compared to 47 in the same quarter in 2010.

5. ASSET AVAILABILITY



Over Quarter 2 2011/12, the availability of traffic signals London-wide was 98.19% compared to 98.24% reported for Quarter 2 2010/11. The target for this indicator is set at 99.1% and it represents the availability of all functions of traffic signal equipment.

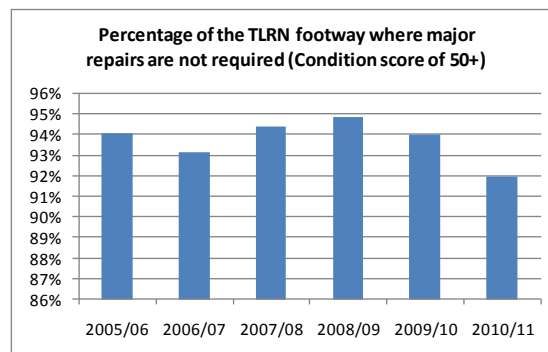
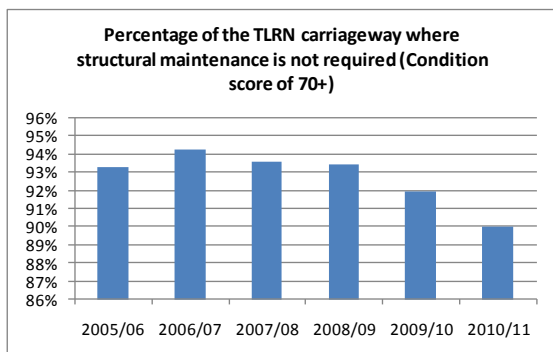
This is a demanding target for the contractors responsible for maintaining London’s Traffic Signal equipment and overall our traffic signal assets are in good condition. TfL has three traffic signals maintenance contractors. Where full availability is not maintained abatements are applied to contract payments. The failure to meet this performance target is primarily due to the poor performance of one of them. Our current focus remains on carrying out preventative maintenance, this is having a detrimental effect on availability in the short term as we’re raising more faults but this strategy will lead eventually to improved availability longer term.



In Quarter 2 2011/12, 99.6% of street lights on the TLRN were reported to be working as planned compared with 99.3% reported in Quarter 2 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