

TLRN performance report

Quarter 3 2015/16



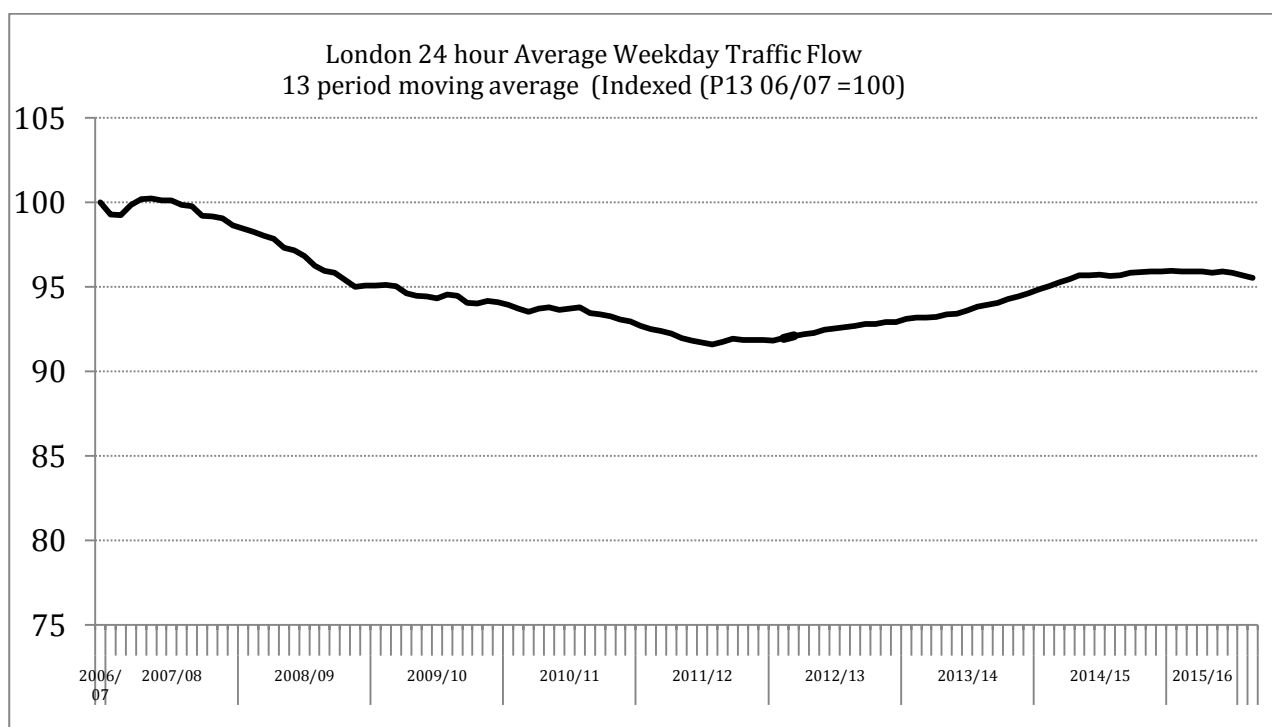
EVERY JOURNEY MATTERS

Summary of performance for Q3 2015/16

In Q3 2015/16, traffic volumes in London remained high 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 a 1.6 index point (1.7%) decrease in the volume of traffic in Q3 2015/16 compared to Q3 2014/15.

This is significant when compared to traffic volumes from previous years. Q3 2015/16 figures showed a 1.6 index point (1.7%) decrease compared to Q3 2014/15 and a 1.5 index point (1.6%) decrease compared to Q3 2013/14.

In comparison to the recent economic cycle, Q3 2015/16 figures compared to Q3 2011/12 show a 1.8 index point (1.8%) increase. This is illustrated in the graph below.



These results show what we expect to see during a period of economic recovery i.e. a period of steep growth as the economy returns to normal levels, followed by a slowing down of the rate of increase while returning to the long term forecast trends.

At the same time, a significant number of building and construction works are taking place to accommodate London's exceptional 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 are used. In response to this, TfL is continuing to oversee the largest ever investment in London's roads and streets through its £4bn Road Modernisation Plan. This plan comprises 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 in the rate of traffic growth in London, the overall performance of the network has become increasingly affected by rising construction activity, for example:

- Large scale redevelopment projects such as Lewisham Gateway and Nine Elms
- Construction of the Cycle Superhighways: East-West, North-South and CS2
- Borough road scheme improvements such as Aldgate, Shepherd's Bush Town Centre and Harlesden Town Centre
- Transformation of major junctions such as Elephant & Castle and Stockwell Cross

Major construction and roadworks often require significant traffic management and network interventions such as temporary traffic signals, re-phasing of traffic signals and lane reductions. As a consequence we have seen a significant deterioration in London-wide traffic speeds during the observed hours of 07:00 to 19:00. Latest figures show that speeds decreased by 1.2 mph to 16.3 mph when compared to Q3 last year, representing a 7.7% reduction.

Taking all these planned and unplanned works (such as emergency road works) into account, as well as anticipated increases in traffic flows and construction activity, Journey Time Reliability was forecast to be impacted. Our Q3 target of 86.2% was derived by adjusting the 2014/15 Q3 performance of 87.5% by 1.3% points. Actual AM Peak JTR on the TLRN in Q3 2015/16 was 86.9%, which is 0.7% above target.

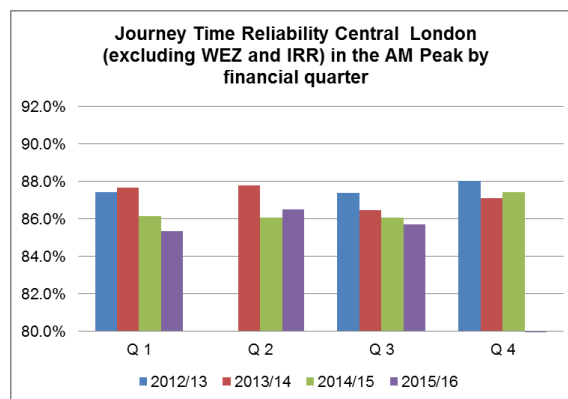
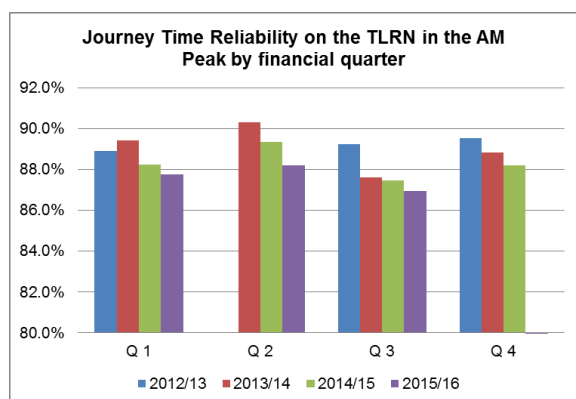
Other key highlights of this report include:

- Further improvement in KSIs: The number of people killed or seriously injured in road collisions on the TLRN decreased compared to the previous year, and has decreased by 48.1% compared to the 2005-2009 Q3 baseline.
- In Q3 2015/16, the index level for cycling flows on the TLRN stood at 317.5, which is 17.5 index points (5.2%) lower than the same quarter in 2014/15.
- Overall satisfaction in Q3 among TLRN users is 73, down from 75 in Q2, and down from 74 this time last year. Key drivers of this relate to management of roadworks, keeping traffic moving and traffic congestion on the TLRN. Bus users, car users and pedestrians are less satisfied, but commercial vehicles and motor cyclists are more positive.



Reliability

The key measure set out in the Mayor's Transport Strategy for monitoring traffic performance is Journey Time Reliability (JTR). This 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. Journey times for this purpose are recorded using Automatic Number Plate Recognition (ANPR) camera across the Transport for London Road Network (TLRN). Note Q2 for 2012/13 is excluded from the graphs below due to the London Olympics.



The JTR on the TLRN in the AM peak in all directions for Q3 2015/16 was 86.9%, this is 0.6 percentage points lower than the same quarter in 2014/15 but 0.7% above the target set (of 86.2%) for Q3 in 2015/16.

The Q3 2015/16 JTR for Central London (excluding WEZ and the Inner Ring Road) in the AM peak was 85.7%; this is 0.4 percentage points lower than the same quarter in 2014/15. In Q3, average 24-hour weekday traffic flows across London decreased 1.7% compared to the same quarter last year.

So while we are seeing a significant slowing in the rate of traffic growth in London, the overall performance of the network has become increasingly affected by rising construction activity e.g.

- Large scale redevelopment projects such as Lewisham Gateway and Nine Elms
- Construction of the Cycle Superhighways: East-West, North-South and CS2
- Borough road scheme improvements such as Aldgate, Shepherd's Bush Town Centre and Harlesden Town Centre
- Transformation of major junctions such as Elephant & Castle and Stockwell Cross

Across Q3, a number of planned works and incidents impacted JTR results compared to the previous year:

- In Period 7, overall TLRN JTR was 86.5%, 0.3 percentage points above target, with only the north area below target. Poor performance in the first week of the period had the biggest impact on performance.

In particular on Tuesday 22 September adverse weather conditions appear to have exacerbated issues on the network, resulting in delays of half an hour or more on the A4, A41 (also due to utility works), A20, Inner Ring Road (also due to a breakdown on Marylebone Road) and A406 (also due to a breakdown at Staples Corner). There was also disruption on Tuesday 6 October with traffic signalling issues causing delays of an hour on the A312 The Parkway and 30 minutes on the A4 Talgarth Road.

It is clear that the ongoing development and construction work is a primary driver of pressure on the network, with multiple approaches to central London regularly experiencing 10-20 minute delays. As a result the TLRN JTR figures are similar to P7 2010/11 (when a tube strike caused a 1.0 percentage point drop). Pan-London speeds (07:00 to 19:00) also have hit a new low of 16.5 mph, 1.4 mph slower than the same period last year.

- In Period 8, overall TLRN JTR was 87.5%, 1.2 percentage points above target (meaning it was just 0.1 points below the same period last year), and 1.0 points above the previous period, with only the East area below target. JTR deteriorated most noticeably on the A20 (down 7.5 percentage points) and Farringdon (down 6.9 points), followed by the A13 (down 4.8 points) and A24 (down 3.9 points), reflecting the impact of the central London build works and associated traffic management strategies.

There was poor performance on each Wednesday of the first three weeks of the period. A serious collision on the A12 in the first week; fire (A41) and flood (A406) in the second week; a student demonstration and the DLR strike in the third week. Pan-London, despite a reasonable JTR performance, speeds (07:00 to 19:00) again hit a new low of 16.4 mph, 1.2 mph slower than the same period last year, with central London speeds at 7.8 mph, 0.7 mph slower than the same period last year; again reflecting the pressure the network is currently under.

- In Period 9, overall TLRN JTR was 86.8%, 0.9 percentage points above target (meaning it was 0.4 points below the same period last year), and 0.7 points below the previous period, with all areas above target.

In addition to delays associated with the build works and associated signalling strategies, the period was characterised by a considerable number of events causing delays in excess of 30 minutes across the network on many high flow routes. The worst day was Tuesday 8 December with two such events - a HGV breakdown on the Inner Ring Road affecting the A13, and emergency works on the A4. Others included a burst water main on the A406, Pinkham Way (Monday 23 November) and signal problems on the A12 (Thursday 26 November).

JTR was down most noticeably on the A20 (down 4.0 percentage points inbound), and Bishopsgate (down ~5 points both directions). The A13 and A20 both experienced a number of incidents such as collisions and a raised drain cover. The JTR target was comfortably achieved due to last year's figures being low and generally slower speeds causing a dampening effect. Speeds (07:00 to 19:00) again hit a new low of 16.0 mph, 1.1 mph slower than the same period last year, with central London speeds at 7.4 mph, 0.9 mph slower than the same period last year; once again reflecting the strain the network is currently under.

Journey Time Reliability (JTR) 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	2015/16 Q2	2014/15 Q1	2014/15 Q2	2014/15 Q3	2014/15 Q4	2015/16 Q1	2015/16 Q2	2015/16 Q3
Radial	A4	87.6%	90.9%	88.9%	90.5%	89.4%	88.3%	91.9%	93.5%	91.0%	93.2%	94.0%	92.2%	91.4%
Radial	A40	80.8%	81.3%	78.8%	79.5%	81.7%	79.7%	91.9%	94.6%	92.0%	91.7%	91.4%	93.9%	94.1%
Radial	A41	84.1%	88.0%	83.1%	87.4%	85.3%	84.9%	91.6%	93.0%	90.7%	90.2%	91.0%	91.6%	89.6%
Radial	A1	80.6%	80.0%	78.2%	82.8%	80.0%	82.0%	90.1%	93.1%	87.8%	88.3%	88.8%	89.0%	87.1%
Radial	A10	86.0%	88.3%	84.5%	84.5%	84.5%	85.9%	90.0%	90.5%	88.2%	87.5%	90.0%	89.8%	87.4%
Radial	A12	85.5%	87.6%	82.4%	84.4%	84.6%	88.1%	95.9%	95.1%	95.5%	95.1%	94.2%	95.6%	95.8%
Radial	A13	85.4%	85.7%	81.4%	83.8%	83.8%	80.9%	98.5%	98.3%	98.0%	96.2%	98.2%	98.2%	98.0%
Radial	A2	83.1%	85.9%	80.2%	81.9%	81.2%	84.0%	97.6%	97.5%	97.0%	96.1%	96.6%	96.2%	96.0%
Radial	A20	86.0%	88.4%	85.4%	84.4%	85.4%	83.9%	92.7%	95.4%	95.0%	90.4%	91.0%	91.2%	90.7%
Radial	A21	87.9%	93.1%	85.1%	86.1%	88.0%	92.0%	92.2%	96.3%	92.5%	91.6%	91.7%	96.4%	95.4%
Radial	A23	85.7%	88.7%	86.5%	86.2%	84.7%	88.3%	91.3%	91.7%	89.9%	88.5%	89.3%	91.1%	89.7%
Radial	A24	84.0%	89.6%	83.2%	83.9%	83.2%	86.2%	91.4%	94.0%	92.8%	93.5%	91.9%	90.4%	90.2%
Radial	A3	86.7%	89.6%	89.2%	89.3%	86.5%	91.2%	95.5%	95.9%	94.0%	95.0%	94.5%	92.3%	90.4%
Radial	A316	83.9%	87.1%	87.0%	88.3%	87.6%	92.2%	95.9%	96.4%	95.9%	98.3%	96.1%	95.1%	95.9%

PM Peak		Inbound						Outbound						
Route Type	Corridor	2014/15 Q1	2014/15 Q2	2014/15 Q3	2014/15 Q4	2015/16 Q1	2015/16 Q2	2014/15 Q1	2014/15 Q2	2014/15 Q3	2014/15 Q4	2015/16 Q1	2015/16 Q2	2015/16 Q3
Radial	A4	89.8%	89.4%	86.5%	90.0%	87.7%	89.6%	79.7%	81.6%	79.8%	81.3%	79.7%	79.5%	80.8%
Radial	A40	84.5%	84.6%	82.0%	85.4%	83.8%	84.2%	85.2%	84.7%	82.5%	83.3%	84.0%	82.2%	81.0%
Radial	A41	90.5%	92.0%	90.0%	91.0%	90.7%	91.4%	85.0%	83.3%	81.4%	84.0%	83.0%	83.3%	80.1%
Radial	A1	85.8%	84.3%	81.9%	86.1%	84.8%	85.1%	81.9%	85.3%	81.4%	83.2%	83.4%	82.7%	80.5%
Radial	A10	89.5%	89.6%	88.9%	88.2%	87.2%	89.5%	80.2%	81.9%	80.6%	78.4%	79.2%	79.5%	78.0%
Radial	A12	88.3%	87.5%	83.9%	87.4%	86.6%	87.7%	84.8%	83.2%	82.8%	84.3%	83.6%	82.9%	83.2%
Radial	A13	92.7%	90.8%	90.0%	93.7%	90.2%	90.6%	87.1%	83.4%	85.5%	84.1%	83.3%	83.4%	82.2%
Radial	A2	89.7%	91.5%	90.9%	92.7%	90.1%	90.7%	81.7%	84.9%	83.7%	82.8%	81.3%	81.0%	81.0%
Radial	A20	90.2%	88.3%	90.9%	91.0%	90.7%	85.9%	88.6%	88.5%	89.6%	89.1%	89.5%	85.9%	82.2%
Radial	A21	95.4%	98.1%	91.6%	95.0%	92.7%	94.7%	89.5%	92.7%	87.3%	88.3%	89.5%	91.3%	90.0%
Radial	A23	89.5%	89.5%	89.4%	89.8%	88.3%	89.3%	82.1%	83.8%	81.4%	82.7%	81.1%	81.4%	81.9%
Radial	A24	92.2%	92.6%	91.6%	94.5%	92.0%	90.1%	88.4%	92.1%	87.5%	89.1%	90.1%	87.7%	85.8%
Radial	A3	93.6%	93.3%	92.8%	94.2%	93.3%	94.7%	89.7%	92.5%	86.2%	88.7%	88.8%	87.0%	86.6%
Radial	A316	92.2%	88.4%	90.4%	88.6%	89.0%	92.5%	91.3%	91.2%	93.1%	91.7%	90.7%	91.1%	90.6%

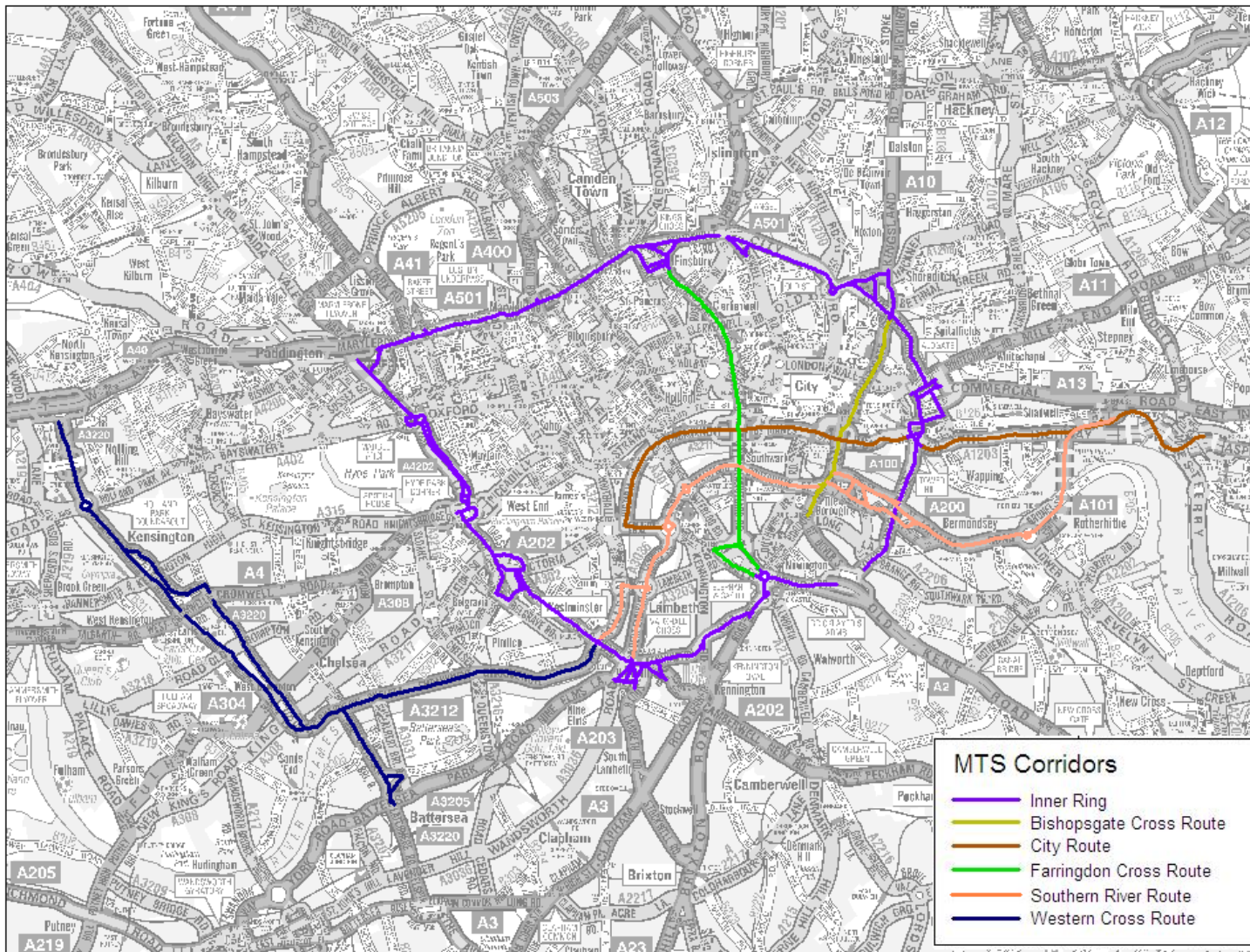
The JTR values on each of the main orbital routes on the TLRN in the AM and PM peaks in both directions are:

AM Peak		Anti-Clockwise						Clockwise						
Route Type	Corridor	2014/15 Q1	2014/15 Q2	2014/15 Q3	2014/15 Q4	2015/16 Q1	2015/16 Q2	2014/15 Q1	2014/15 Q2	2014/15 Q3	2014/15 Q4	2015/16 Q1	2015/16 Q2	2015/16 Q3
Orbital	A102 B. Tunnel	80.1%	76.8%	77.3%	78.8%	79.5%	75.6%	97.2%	97.4%	94.5%	96.3%	96.5%	95.9%	94.1%
Orbital	A406	86.6%	85.6%	85.2%	85.9%	86.7%	84.0%	87.8%	89.0%	86.4%	87.9%	85.6%	86.6%	84.0%
Orbital	A205	86.4%	88.2%	85.4%	87.0%	86.5%	88.7%	83.2%	82.0%	82.9%	83.3%	82.6%	82.8%	92.5%
Orbital	Inner Ring	82.1%	83.9%	83.9%	84.7%	81.8%	83.3%	83.3%	84.4%	85.5%	86.0%	83.4%	84.9%	79.2%
PM Peak		Anti-Clockwise						Clockwise						
Route Type	Corridor	2014/15 Q1	2014/15 Q2	2014/15 Q3	2014/15 Q4	2015/16 Q1	2015/16 Q2	2014/15 Q1	2014/15 Q2	2014/15 Q3	2014/15 Q4	2015/16 Q1	2015/16 Q2	2015/16 Q3
Orbital	A102 B. Tunnel	74.9%	73.5%	73.8%	79.9%	74.5%	71.0%	81.3%	81.1%	78.8%	79.7%	79.2%	81.2%	79.4%
Orbital	A406	83.9%	86.1%	82.9%	83.9%	83.3%	83.5%	83.4%	81.6%	81.0%	84.2%	83.4%	81.6%	81.8%
Orbital	A205	83.2%	83.6%	81.6%	85.1%	82.4%	84.4%	86.9%	87.2%	84.8%	87.0%	84.1%	86.3%	82.2%
Orbital	Inner Ring	79.2%	79.4%	77.9%	80.4%	78.4%	77.8%	80.8%	81.3%	80.4%	81.0%	79.2%	80.5%	82.8%

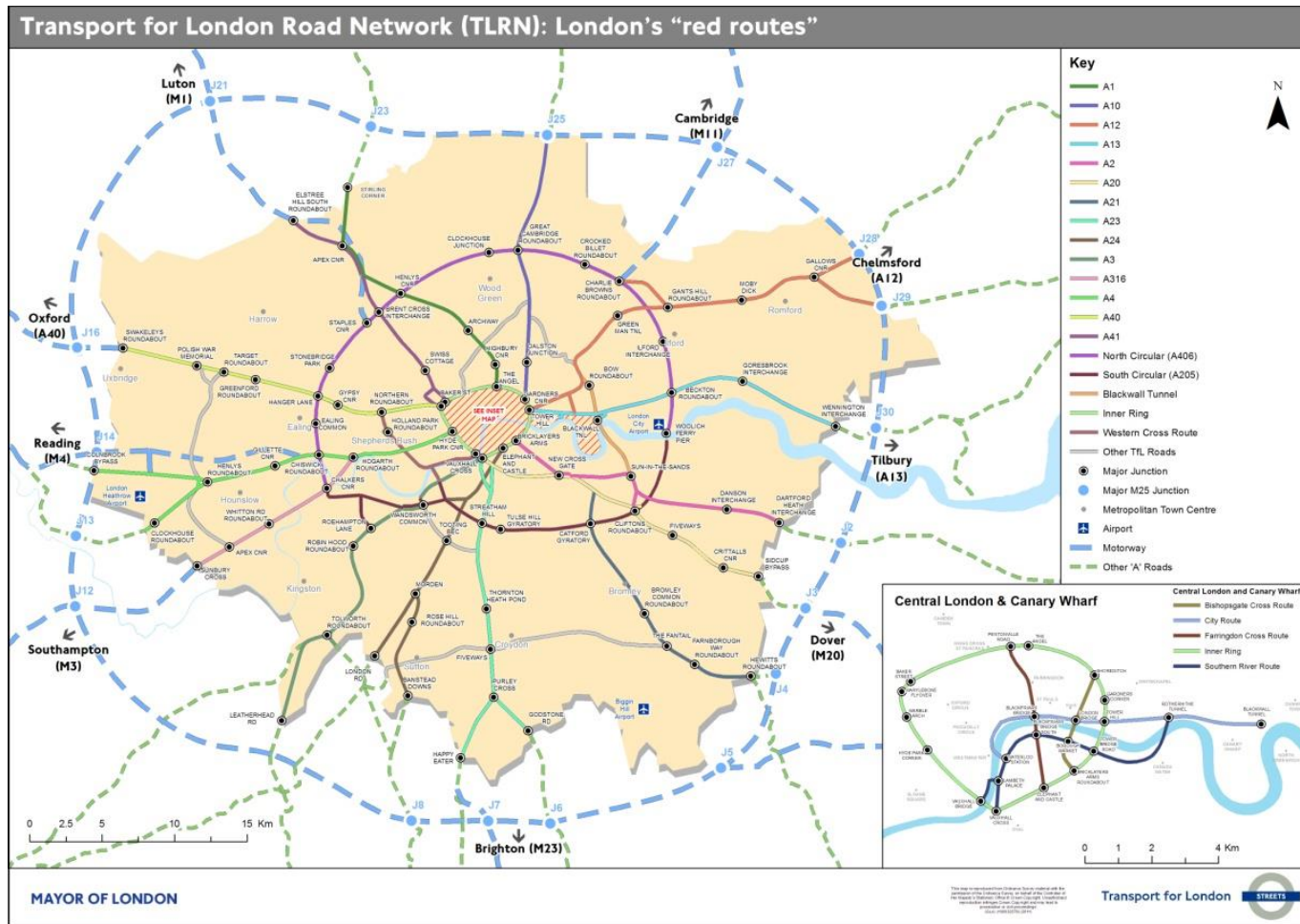
The JTR values on the TLRN and in Central London all directions combined in the AM and PM peaks are:

Central London	2014/15 Q1	2014/15 Q2	2014/15 Q3	2014/15 Q4	2015/16 Q1	2015/16 Q2	2015/16 Q3
All Directions	Q1	Q2	Q3	Q4	Q1	Q2	Q3
AM Peak	86.1%	86.1%	86.1%	87.4%	85.4%	86.5%	85.7%
PM Peak	83.1%	84.8%	80.5%	83.6%	81.5%	82.2%	80.5%
TLRN	2014/15 Q1	2014/15 Q2	2014/15 Q3	2014/15 Q4	2015/16 Q1	2015/16 Q2	2015/16 Q3
All Directions	Q1	Q2	Q3	Q4	Q1	Q2	Q3
AM Peak	88.2%	89.4%	87.5%	88.2%	87.7%	88.2%	86.9%
PM Peak	85.7%	85.9%	84.2%	85.9%	84.9%	84.9%	84.0%

Map showing the TLRN by MTS corridors in central London



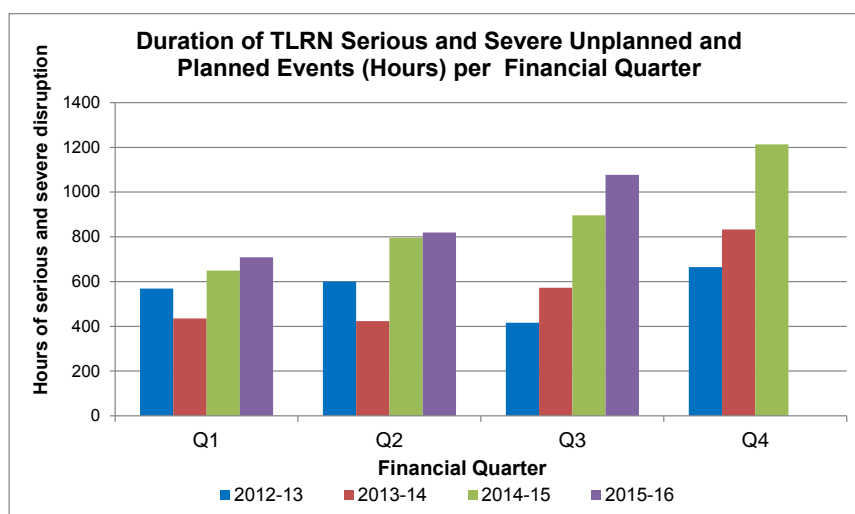
Map showing the TLRN by MTS corridors across London



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)

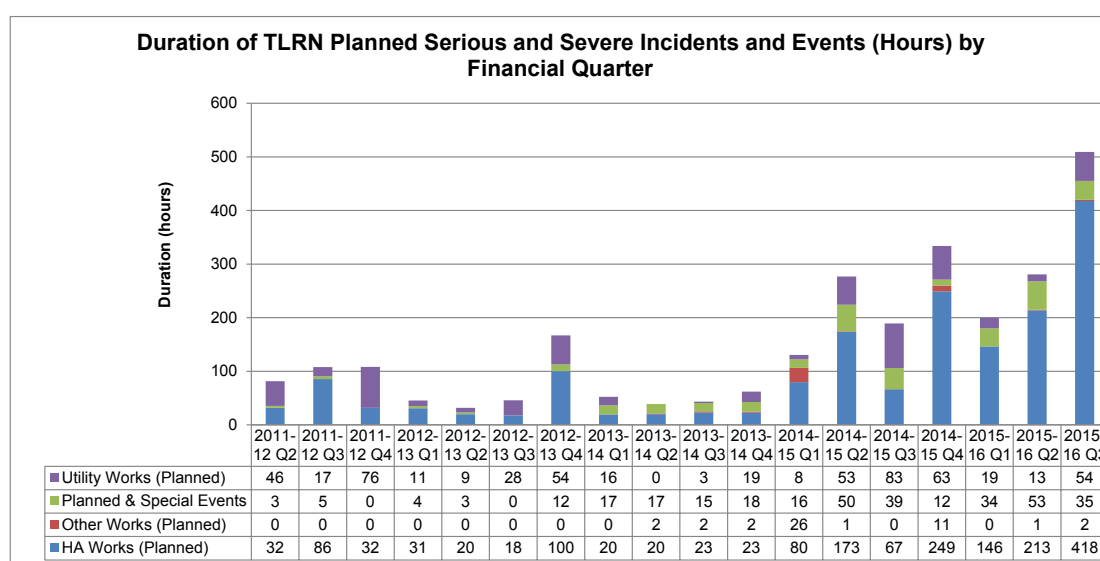
Network disruption

TLRN serious and severe (S&S) unplanned and planned disruption hours



In Q3 there were a total of 1077 hours of S&S disruption resulting from unplanned and planned events, spread across 327 separate incidents. Planned S&S disruption totalled 509 hours and unplanned S&S disruption totalled 568 hours. Overall this represents an increase of 181 planned and unplanned hours compared to Q3 2014/15, attributable to an increase of 320 planned S&S disruption hours and decrease of 139 unplanned S&S disruption hours. The amount of S&S disruption per event, a measure of effectiveness of the resolution of unplanned incidents, was at 2.0 hours, unchanged from the 2.0 hours per event in Q3 last year.

Planned incidents and events: TLRN ¹



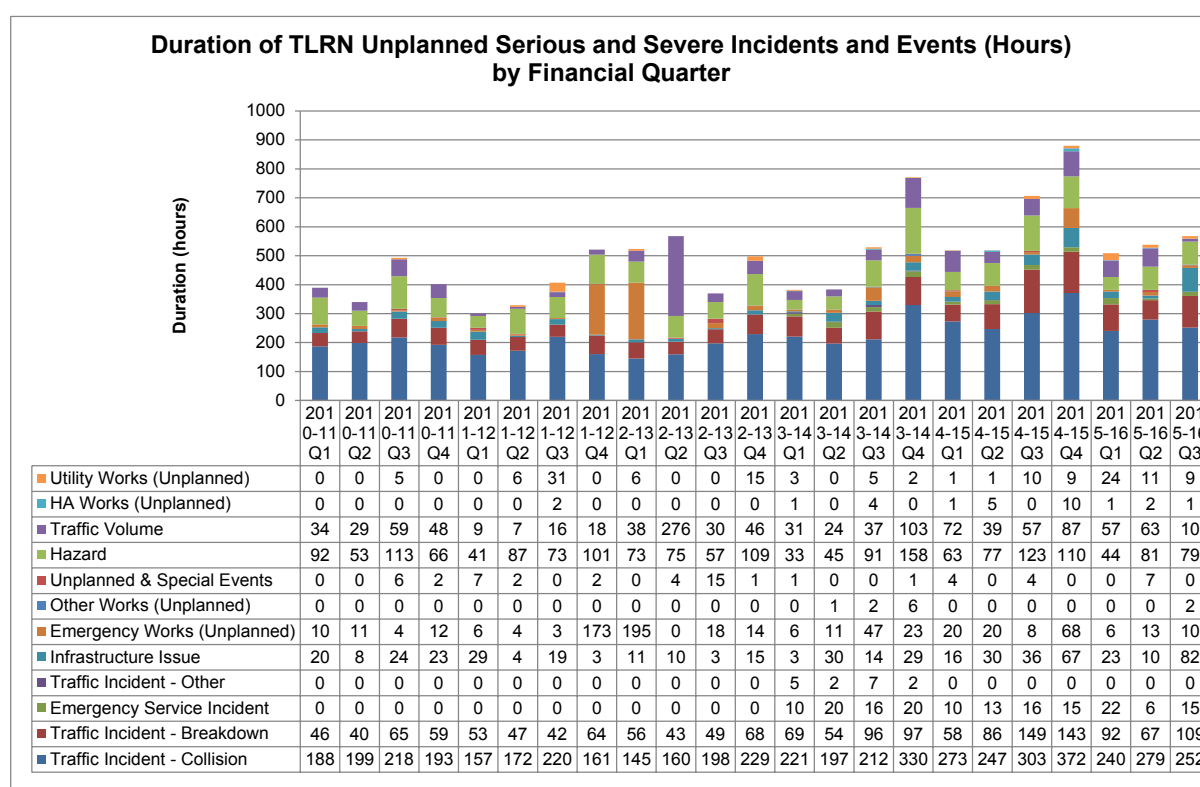
¹ NB: Data prior to 2013/14 was recorded using LTIS. This was replaced in April 2013 with TIMS. The two systems record incidents and events using different categorisations and are not directly comparable. In the chart above, the LTIS data has been aligned to the new TIMS categories for information only.

In Q3 there were 509 hours of S&S disruption from planned events spread across 48 separate events (an average of 10 hours 37 minutes duration per event), which was largely due to a number of Highway Authority (HA) works across the quarter. This compared to 189 hours spread across 42 events (an average of 4 hours 31 minutes duration per event) in Q3 2014/15.

In Q3 there were four planned events on the TLRN recording more than 10 hours of serious and severe disruption:

- Monday 5 October. Planned maintenance on the A406 North Circular Road between Harrow Road and Aboyne Road associated with major structural repair and maintenance of the Neasden bridges and carriageway. Various lane restrictions in place. Total disruption: 197.9 hours.
- Since 22 December 2014. Works have been taking place at Aldgate High Street at the junction of Mansell Street and Whitechapel High Street as part of a major scheme by the City of London. Aldgate High Street was reduced to two lanes. Whitechapel High Street was reduced to one lane westbound. Queues on Mansell Street were back to Prescott Street heading north. Total disruption: 12.0 hours.
- Friday 13 November. From 22:00 planned utility works took place on Marylebone Road. Thames Water carried out works to repair a leaking water main. Two lanes were closed eastbound on Marylebone Road at the junction of Baker Street, the right turn into Baker Street was banned and two lanes were also closed on Baker Street. Works finished at 15:07 on Sunday 15 November. Total disruption: 12.9 hours.
- Until April 2016 major works continue on the A11 (both directions) between Bow Roundabout and Aldgate to upgrade Cycle Superhighway 2. Lane restrictions and at times temporary traffic signals will be in place in a phased construction plan. A11 Mile End Road is reduced to one lane intermittently in both directions between Grove Road and Cambridge Heath Road. A11 Whitechapel Road is also reduced to one lane each way at the junction of New Road with temporary lights in operation. A11 Bow Road reduced to one lane eastbound between Alfred Street and the A12. Total disruption: 30.4 hours.

Unplanned incidents and events: TLRN ²



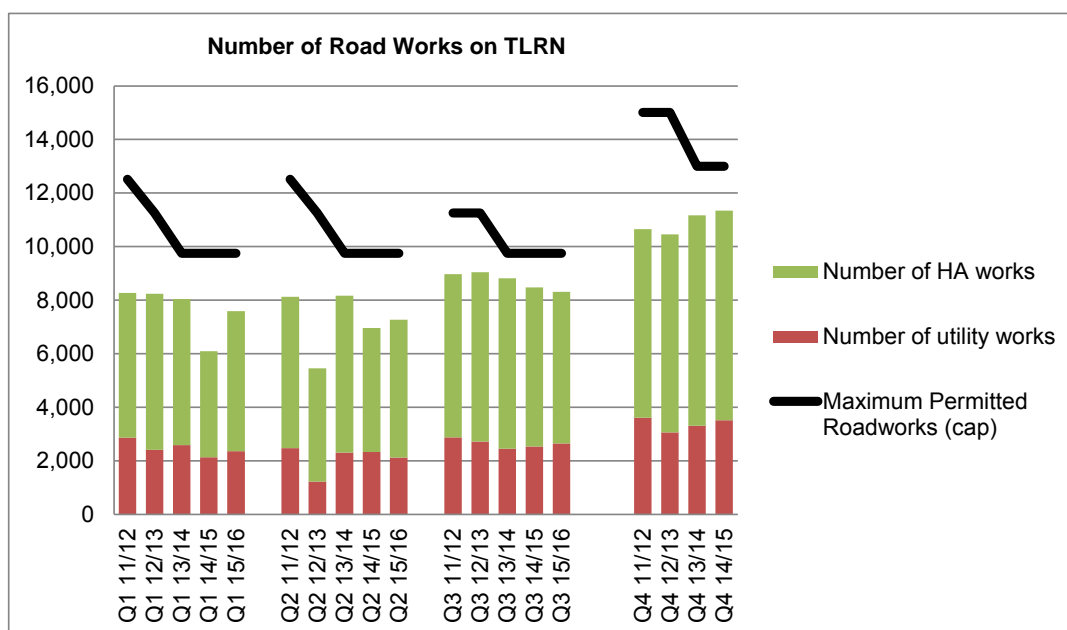
In Q3 on the TLRN as a whole there were 568 hours of unplanned S&S disruption, spread across 279 separate events (an average of 2 hours 2 minute duration per event). This compares to 707 hours, spread across 357 events (an average of 1 hour 59 minutes duration per event) in Q3 2014/15. In Q3 there were three unplanned incidents on the TLRN leading to over 10 hours of serious and severe disruption:

- On the afternoon of Sunday 11 October a burst water main on Ladywell Road required Thames Water to undertake emergency repair works with temporary traffic signals in place. Traffic impacts were serious, with slow moving traffic westbound on Ladywell Road to Lewisham High Street, southbound on Molesworth Street from Lewisham Roundabout, southbound on Lewisham Road beyond Morden Hill, and queues on Lee High Road beyond Burnt Ash Road and Blackheath Hill. Buses experienced serious delays. Repairs were completed by the following afternoon. Total disruption: 10.3 hours.
- At midday on Sunday 22 November a burst water main on the A406 westbound just after Bounds Green Road required Thames Water to undertake emergency repairs works with lane one of two closed. Traffic impacts became severe in the morning peak, with westbound traffic queuing back to Charlie Brown's Roundabout and the M11 southbound. Queues receded following the peak. The lane closure was removed early on 24 November. Total disruption: 10.0 hours.

² 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.

- In the early morning of Monday 26 October, Finchley Road was closed owing to a building fire. Traffic impacts were severe, with southbound traffic queuing back to Hendon Way, and northbound delays beyond Swiss Cottage. Traffic signal contingency plans were implemented to assist traffic flow and 5 bus routes were diverted. The building was declared structurally unsafe and the road excavated to isolate utilities. The road reopened southbound on 27 October and a contraflow was implemented on 28 October with traffic reduced to one lane. All lanes reopened on 7 November. Total disruption: 32.2 hours.

Number of roadworks on the TLRN



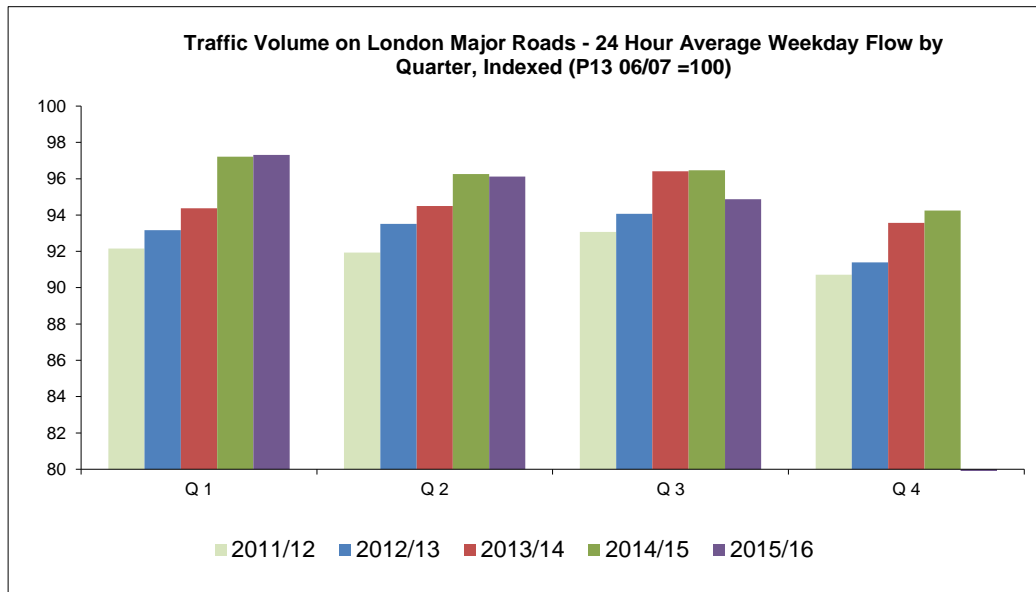
The London Permit Scheme (LoPS) for roadworks was introduced in February 2010. Its purpose is to improve the ability of Highway Authorities to minimise disruption from planned highway works - by requiring works promoters to apply for a permit to work in the highway. A Highway Authority's own works are also included in the scheme. To manage the cumulative impact of roadworks on the TLRN, the total number of new road works permitted in any one period was capped at 4,170 from the start of 2010/11. This was 20% below the peak level of roadwork activities experienced in 2009/10 (5,212 in period 12 of that year). The cap was then reduced in period 7 of 2011/12 to 3,753 per period.

At the beginning of Q1 2013/14, the maximum permissible total number of roadworks allowed on the TLRN was lowered again to 3,250 per period. This was a reduction of 13.4% from the previous cap. The volume of roadworks on the network stayed below the cap throughout 2014/15. In Q3 2015/16 the total number of roadworks on the TLRN was 8,308 – a decrease of 168 (2.0%) on the 8,476 total reported in Q3 of 2014/15, and 14.8% below the allowable cap of 9,750.

Traffic volumes

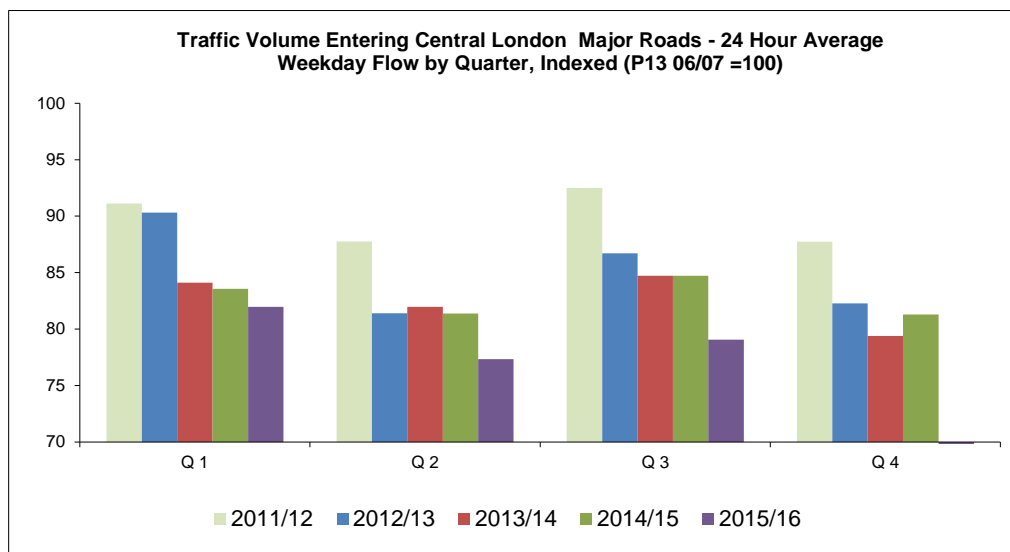
Vehicular traffic volumes on London's major roads

The pan-London traffic flow index stands at 94.9 in Q3 2015/16. This is 1.6 index points down from the same quarter in 2014/15, and 1.5 index points down from the same quarter in 2013/14. The chart below shows traffic flows relative to an index of 100 in P13 2006/07.



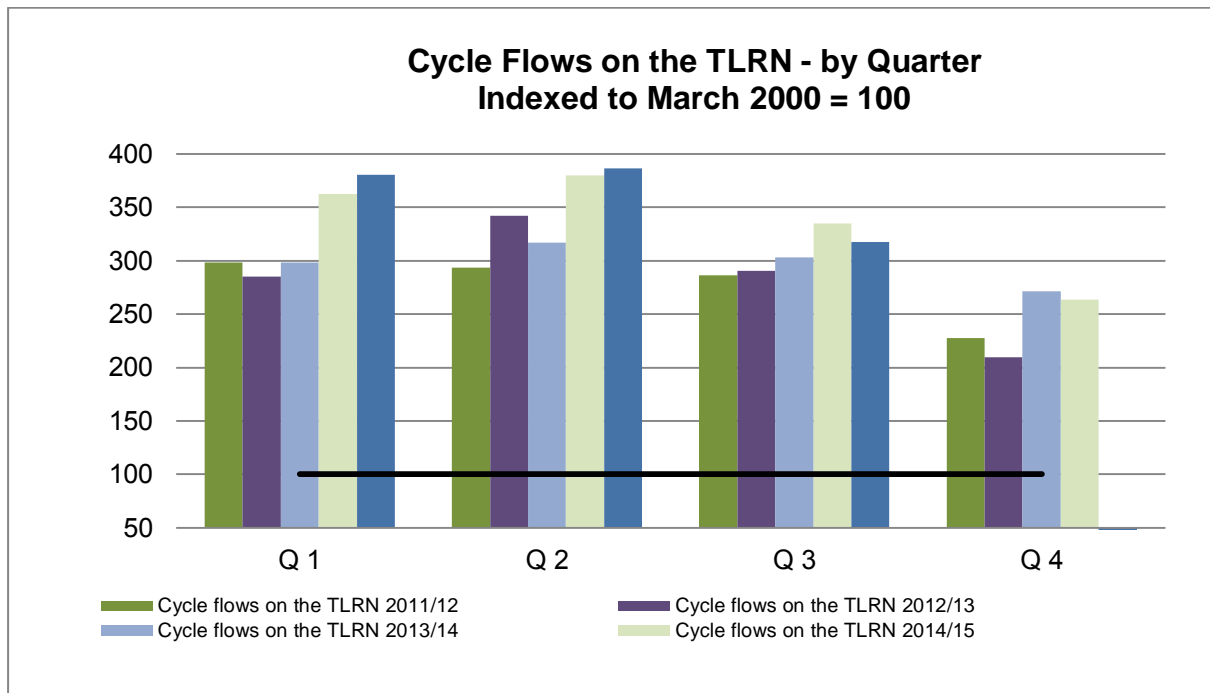
Vehicular traffic entering central London's major roads

The Central London traffic flow index stands at 79.1 in Q3 2015/16. This is 5.7 index points down from the same quarter in 2014/15 and 5.6 index points down from the same quarter in 2013/14. The chart below shows traffic flows relative to an index of 100 in P13 2006/07.



Volume of cycling on the TLRN

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



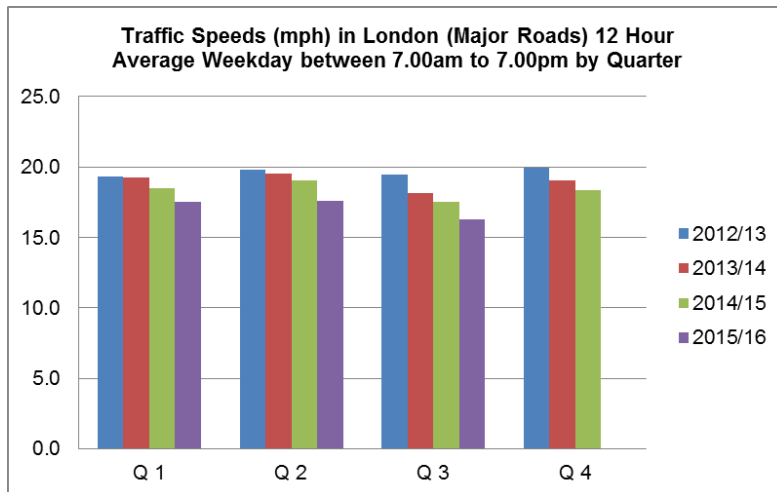
Cycle flows on the TLRN in Q3 2015/16 stand at an index level of 317.5. This is 17.46 index points (5.2 %) lower than the same quarter in 2014/15.

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.

Traffic speeds

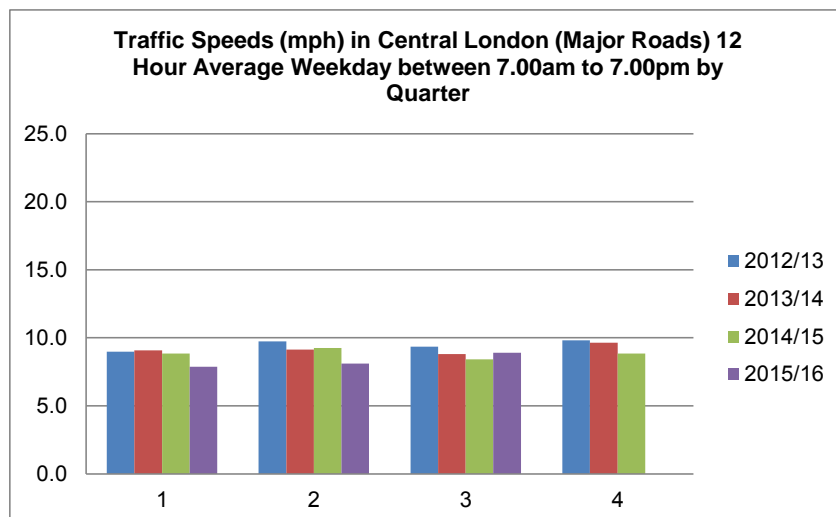
Traffic speeds in London

Q3 average traffic speeds for the 12 hours between 07:00 and 19:00 across London were 16.3mph, compared to the 17.5mph observed in Q3 2014/15, a 7.07 % decrease year-on-year.



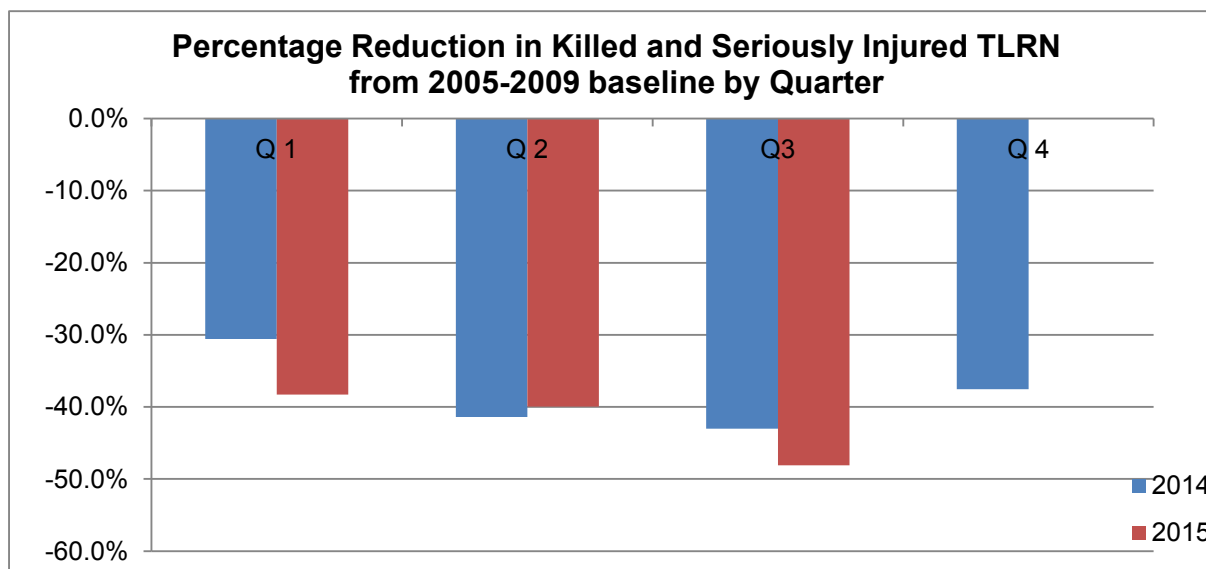
Traffic speeds in central London

Q3 average traffic speeds for the 12 hours between 07:00 and 19:00 across central London were 8.9mph compared to the 8.4 mph observed in Q3 2014/15, a 5.9% increase year-on-year.



Road safety

Fatal 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 from 2014/15 to 2015/16. Note in this data set, Q3 is defined as the three month period from June to August 2015.

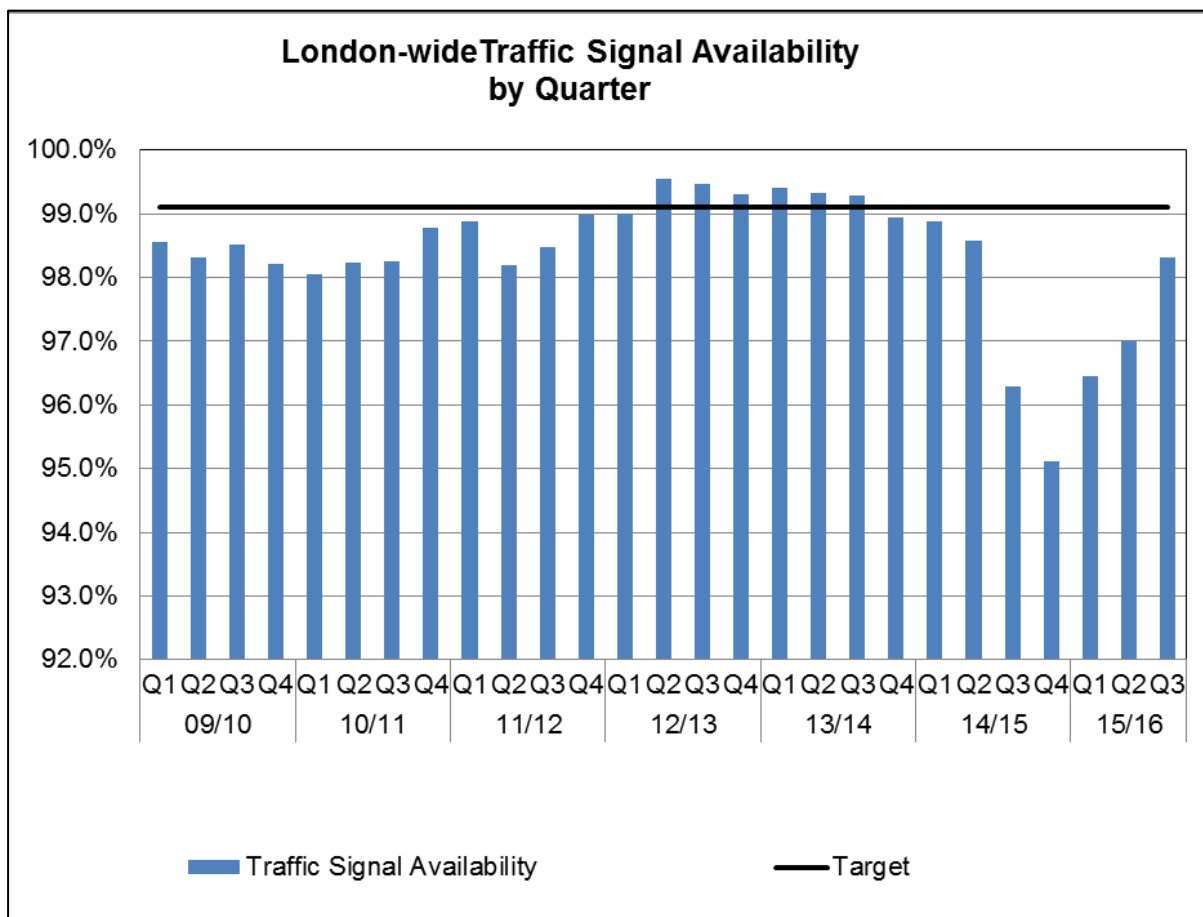
Provisional data for Q3 2015/16 indicates that there were 143 KSI casualties on London's roads, a 48.1% reduction from the 2005-09 Q3 baseline.

The table below shows the absolute and percentage reduction in Q3 2015/16 TLRN KSIs relative to Q3 in previous years.

Quarter 3 Results	2011/12	2012/13	2013/14	2015/16
KSI on the TLRN	257	167	157	143
Percentage reduction Q3 2015/16 relative to Q3 in previous years	-44%	-14%	-8.9%	

Asset availability

During Q3 2015/16, the availability of traffic signals London-wide was 98.3% - compared to 96.2 % reported in Q3 2014/15. Performance is expected to improve further in the future as new contractors increase resources and continue to train 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 contractor 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.

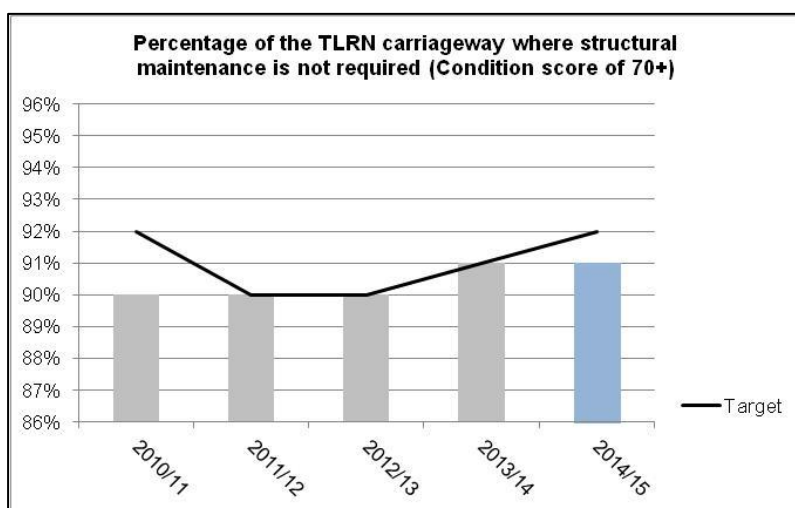
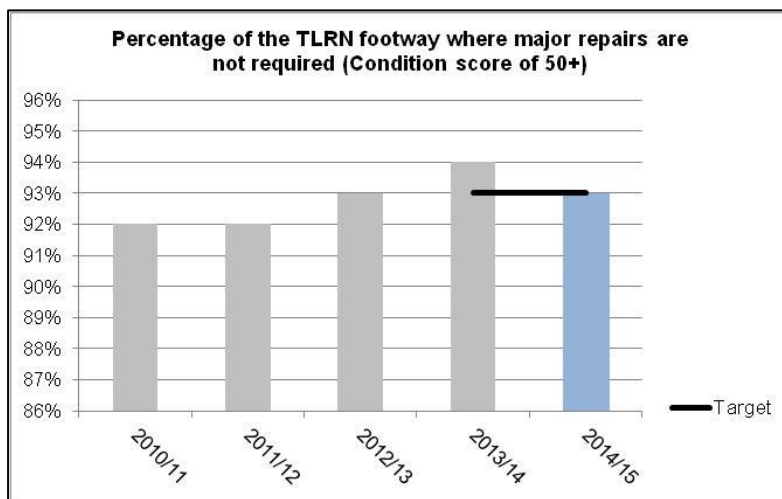
TfL’s current focus remains on carrying out preventative maintenance. This is having an impact on availability scores in the short-term as more faults are raised – however, this strategy will lead to improved availability longer term.

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.



TLRN customer satisfaction

The customer satisfaction survey was conducted annually between 2010 and 2013 (with fieldwork conducted from mid October to mid November). 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.

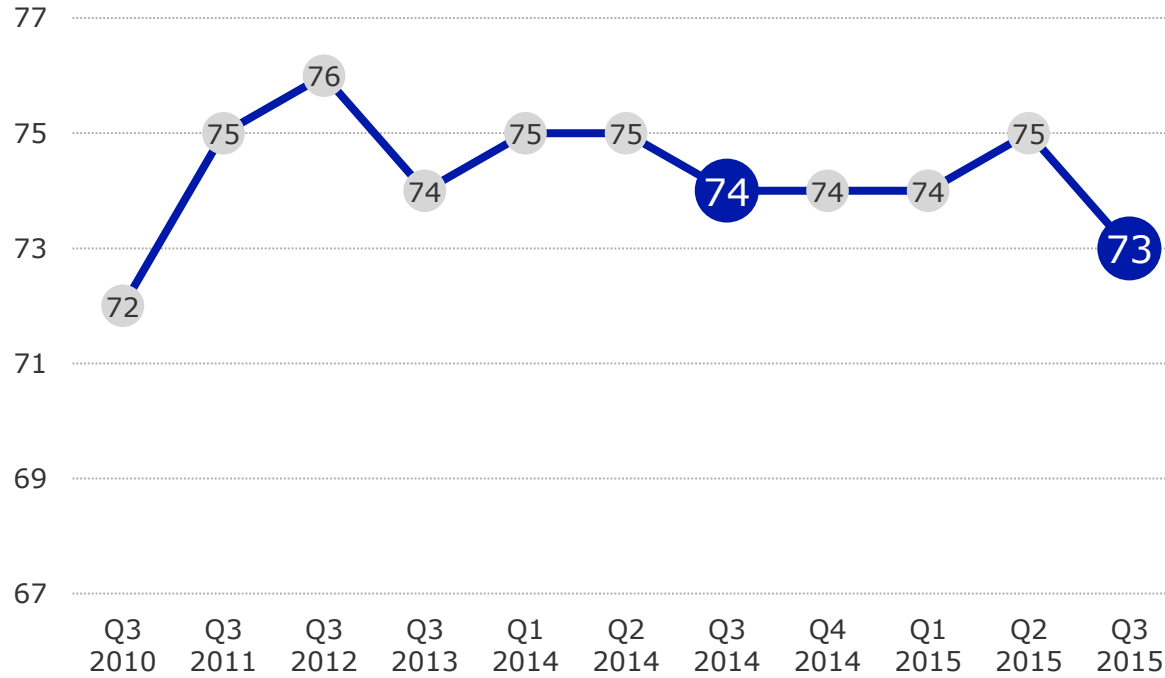
In Q3 2015/16 an online customer satisfaction survey was conducted among people who had used the TLRN in the last month and using any of the following modes: car, pedestrian, bus, motorcycle / scooter / moped, taxi / commercial delivery / emergency vehicle, cycle.

Interviews were carried out between 14 October and 10 November 2015.

- 3,301 TLRN users were interviewed (3,001 in London and 300 in South East England)
- Details of 7,911 trips were recorded i.e. collecting multiple trips from some respondents.

Overall satisfaction in Q3 among TLRN users is 73, down from 75 in Q2 and down from 74 this time last year.

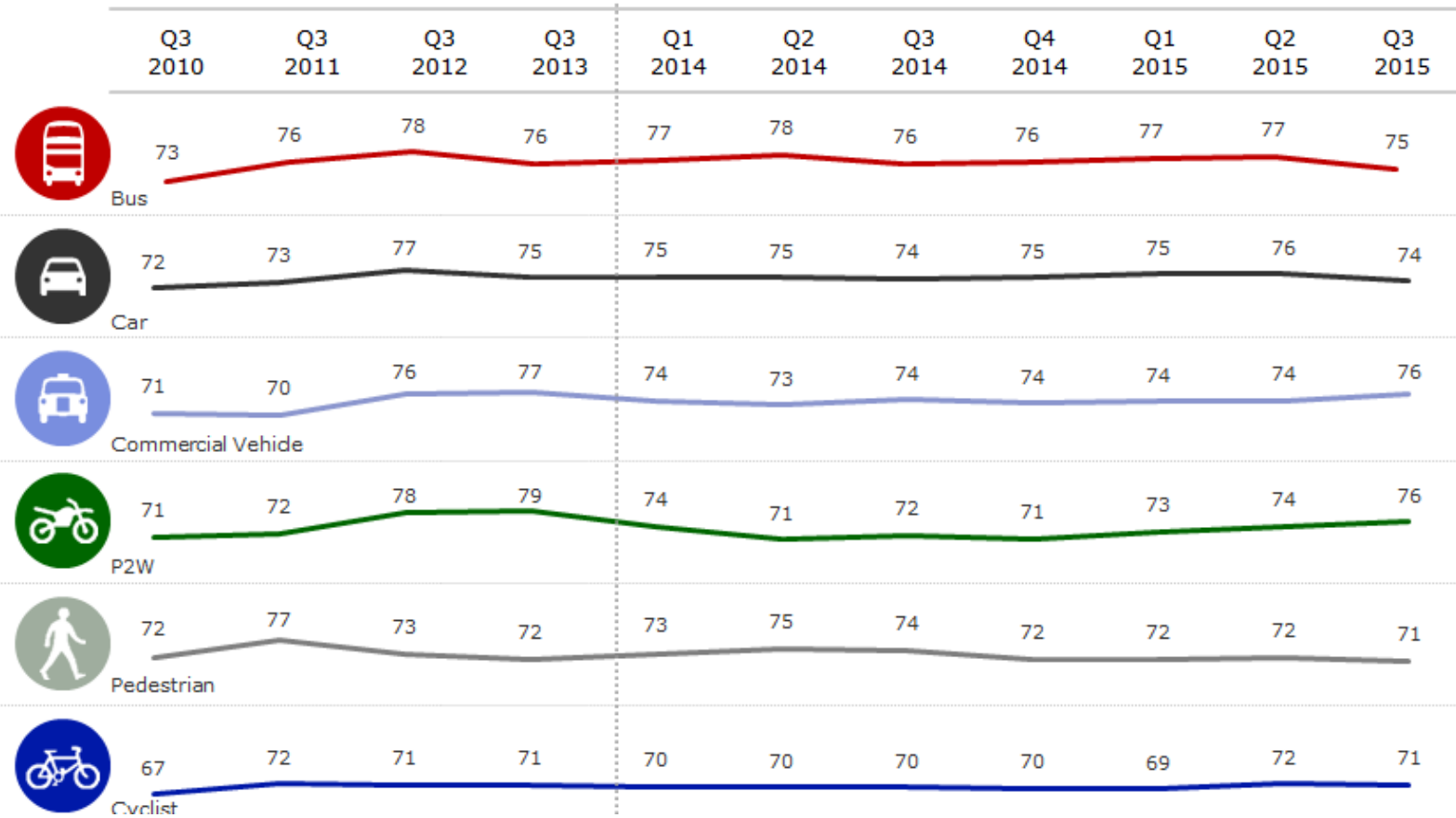
Overall satisfaction in Q3 among TLRN users is 73, down from 75 in Q2 and down from 74 this time last year.



73

Overall satisfaction
with TLRN
Q3 2015/16

Compared to Q2 2015/16 bus and car users, and pedestrians are less satisfied, but commercial vehicle and P2W drivers are more positive.



Key movements this quarter

Key drivers of the reduced satisfaction relate to management of roadworks, keeping traffic moving, and traffic congestion on the TLRN.



Management of
roadworks

3



Keep moving in
traffic

3









Traffic congestion

3









Key movements this quarter







P2W

-  Condition/clarity of road markings 
-  Road surface condition 
-  Street lighting 





Commercial Vehicle

-  Traffic noise levels 
-  Up-to-the-minute information 
-  Users sharing road/pavement 

Pedestrians

-  Road drainage 
-  Pavement drainage 
-  Management of roadworks 
-  Pavement condition 

Cyclist

-  Traffic noise levels 
-  Road drainage 

Roadworks were the most commonly-experienced unusual event (encountered by 20% on their last trip).

