



# **PERFORMANCE REPORT**

## **Quarter 4 2013/14**

14/01/2014



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**Summary of Network Performance for Quarter 4 2013/14**

There was a 2.2 index point increase in the volume of traffic on London’s major roads between Quarter 4 this year and last year. As a result, London wide traffic speeds (07:00 to 19:00) decreased by 0.88 mph to 19.1 mph.

There were 833 hours of serious and severe disruption on the network London-wide in Quarter 4 2013/14. This compares to 665 hours in Quarter 4 of the previous year 2012/13, an increase of 168 hours (25%) year-on-year.

The JTR on the TLRN in the AM peak in all directions for Quarter 4 was 88.8%; this is 0.7 percentage points lower than the same quarter in 2012/13. Journey time reliability in the AM peak did not meet its target in Quarter 4 because of increased traffic flows (related to economic recovery and population growth) and increases in unplanned serious and severe disruption events on the road network.

In Quarter 4 of 2013/14 the total number of road works on the TLRN was 11,168, an increase of 706 or 6.7% on the total of 10,462 reported in Quarter 4 of 2012/13. The volume of road works on the network stayed below the ‘cap’ throughout the year.

Cycle flows on the TLRN in Quarter 4 2013/14 were 29.5% higher than the same quarter last year.

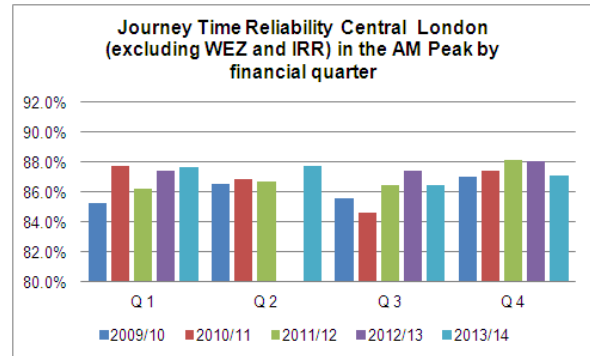
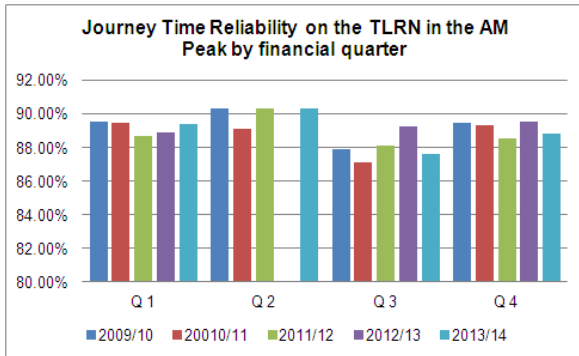
The number of killed and seriously injured casualties from road collisions on the TLRN decreased compared to the previous year, and decreased by 26.5% compared to the 2005-2009 Quarter 4 baseline.

Annual customer satisfaction scores (reported in this quarter) for all aspects of the TLRN have improved since 2010. Overall satisfaction with TfL’s operation of the TLRN scored 75% in 2013 down from 76% in 2012.



## 1. RELIABILITY

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

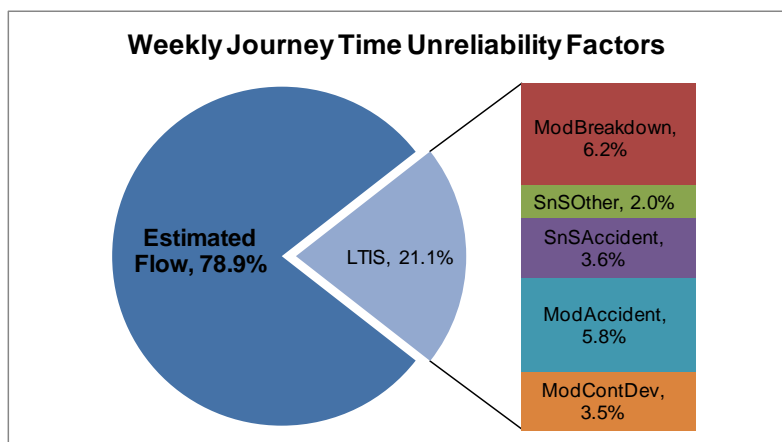


The JTR on the TLRN in the AM peak in all directions for Quarter 4 was 88.8%; this is 0.70 percentage points lower than the same quarter in 2012/13.

The JTR for Central London (excluding WEZ and the Inner Ring Road) in the AM peak for Quarter 4 was 87.1%; this is 0.94 percentage points lower than the same quarter 2012/13.

Journey time reliability (JTR) in the AM peak did not meet its target in Quarter 4 because of increases in traffic flows that are returning to pre-recession levels as the economy recovers and London’s population grows, which also explains the increase in unplanned serious and severe disruption observed on the network (see page 7), as traffic accounts for nearly 80% of journey time unreliability.

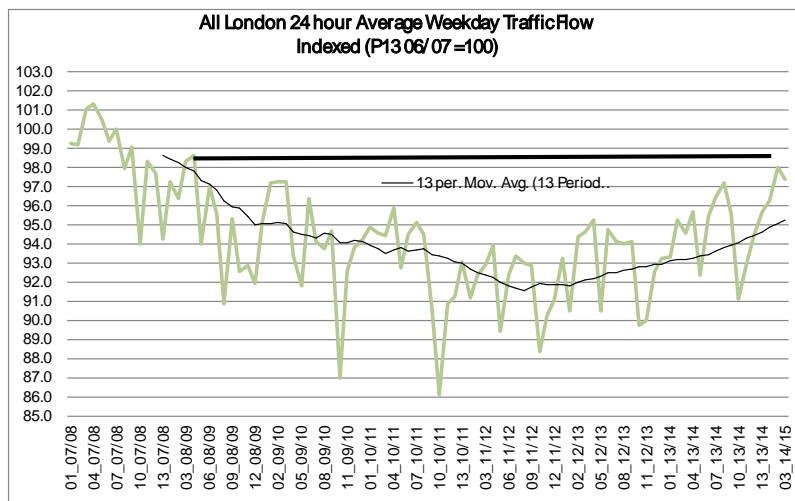
Analysis of four years worth of the factors, such as flows, and key disruptions such as accidents and breakdowns taken from a disruption monitoring system called LTIS, show that traffic flows account for nearly 80% of journey time unreliability on the London road network.



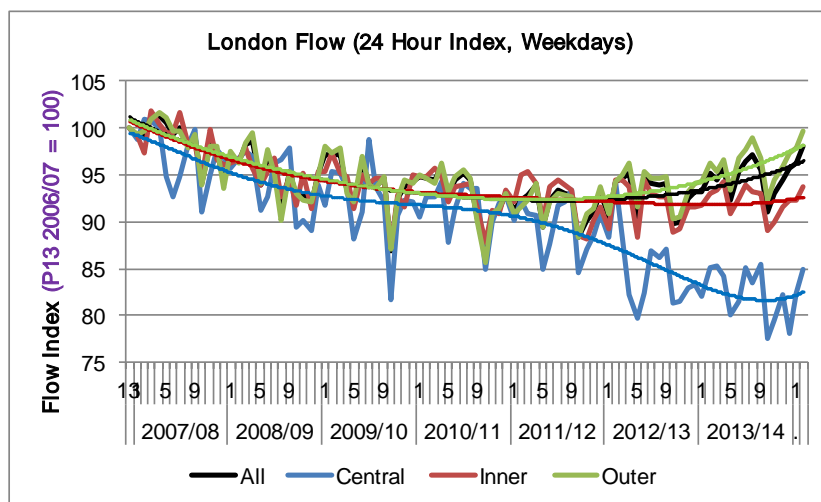


The impact of the increase of traffic flows and other factors on journey time reliability (JTR) has been modelled. The results show that for every 2% annual rise in traffic volumes we expect to see JTR to fall by about 0.5% points. The JTR target for 2014/15 has been reduced by 0.2% point from the previous year's 89.0% to 88.8%. The target has been set with the anticipation that management actions in 2014/15 to improve network performance on the TLRN will offset 0.3% of the estimated 0.5% JTR deterioration.

The first chart below shows traffic volumes on London's major roads as a 24 hour average weekday flow indexed back to Period 13 06/07. Traffic volumes on London's major roads are at levels last seen 6 years ago in 2008/09.



The second chart shows that since 2012 pan-London flows have begun to rise primarily in outer London, with flows flat in inner London, and dropping in central. However, since then we can see that flows are beginning to increase in central and inner London too.



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



**Journey Time Reliability on the TLRN**

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

AM Peak		Inbound								Outbound							
Route Type	Corridor	2012/13 Q1	2012/13 Q2	2012/13 Q3	2012/13 Q4	2013/14 Q1	2013/14 Q2	2013/14 Q3	2013/14 Q4	2012/13 Q1	2012/13 Q2	2012/13 Q3	2012/13 Q4	2013/14 Q1	2013/14 Q2	2013/14 Q3	2013/14 Q4
Radial	A4	87.7%		90.6%	90.0%	90.2%	89.5%	90.7%	89.5%	93.1%		94.8%	94.7%	94.3%	93.2%	89.3%	92.5%
Radial	A40	81.7%		78.9%	80.3%	77.8%	80.9%	78.0%	79.6%	91.6%		93.8%	93.3%	94.2%	95.9%	92.5%	92.4%
Radial	A41	84.3%		84.5%	86.8%	87.7%	89.2%	85.8%	86.4%	89.5%		90.6%	89.0%	89.6%	90.6%	89.6%	90.5%
Radial	A1	83.8%		83.1%	82.1%	82.9%	81.3%	79.3%	82.4%	90.8%		89.3%	90.3%	90.8%	93.5%	88.3%	88.9%
Radial	A10	83.8%		84.4%	85.2%	85.8%	87.1%	83.8%	82.7%	91.6%		88.2%	90.2%	88.7%	89.7%	87.1%	88.5%
Radial	A12	88.6%		87.4%	88.9%	88.8%	89.4%	81.9%	86.7%	95.3%		93.9%	95.6%	96.3%	96.3%	95.5%	94.8%
Radial	A13	84.7%		90.3%	86.0%	87.2%	87.6%	78.8%	85.8%	99.1%		99.1%	98.1%	97.2%	98.9%	98.0%	97.4%
Radial	A2	85.2%		84.1%	82.0%	87.8%	89.4%	83.2%	84.5%	98.1%		97.8%	95.9%	97.7%	98.0%	96.7%	97.2%
Radial	A20	87.9%		88.0%	87.3%	89.5%	91.6%	85.8%	87.3%	95.9%		97.1%	95.1%	95.7%	95.6%	93.7%	93.1%
Radial	A21	89.5%		87.2%	88.6%	87.2%	89.4%	88.6%	87.8%	92.9%		92.6%	92.7%	92.8%	93.8%	91.4%	91.5%
Radial	A23	90.1%		88.8%	88.0%	89.1%	89.7%	87.5%	87.7%	92.9%		91.2%	90.2%	91.4%	91.7%	89.3%	90.1%
Radial	A24	88.4%		89.6%	87.2%	88.2%	89.2%	84.1%	85.9%	92.8%		93.7%	91.7%	92.7%	94.3%	90.5%	93.7%
Radial	A3	88.3%		88.7%	90.6%	87.7%	91.3%	89.2%	89.2%	93.4%		92.0%	94.8%	96.5%	96.3%	94.2%	95.3%
Radial	A316	87.0%		88.8%	88.8%	84.0%	92.4%	85.9%	88.0%	96.2%		97.2%	96.6%	98.2%	96.4%	93.2%	94.9%
PM Peak		Inbound								Outbound							
Route Type	Corridor	2012/13 Q1	2012/13 Q2	2012/13 Q3	2012/13 Q4	2013/14 Q1	2013/14 Q2	2013/14 Q3	2013/14 Q4	2012/13 Q1	2012/13 Q2	2012/13 Q3	2012/13 Q4	2013/14 Q1	2013/14 Q2	2013/14 Q3	2013/14 Q4
Radial	A4	88.3%		88.9%	90.7%	91.1%	91.6%	88.3%	90.6%	87.5%		81.3%	83.7%	81.1%	83.0%	80.2%	80.1%
Radial	A40	84.1%		82.8%	84.9%	86.3%	83.8%	83.0%	86.4%	84.7%		85.8%	80.3%	83.5%	86.3%	82.1%	83.8%
Radial	A41	89.4%		86.7%	90.0%	91.4%	91.2%	90.1%	92.6%	82.5%		83.7%	84.5%	84.7%	85.2%	82.3%	83.4%
Radial	A1	88.9%		82.9%	86.4%	85.6%	85.3%	81.7%	86.6%	83.0%		82.0%	84.8%	85.0%	84.6%	80.2%	82.3%
Radial	A10	89.5%		88.2%	88.5%	90.5%	90.4%	87.1%	87.6%	79.6%		80.8%	81.6%	82.3%	83.3%	80.3%	81.0%
Radial	A12	88.0%		86.7%	89.1%	87.6%	87.3%	85.2%	87.4%	82.6%		86.4%	84.3%	85.7%	86.1%	83.8%	84.1%
Radial	A13	94.3%		96.1%	94.6%	92.6%	92.1%	90.2%	89.9%	83.8%		84.4%	84.1%	84.1%	84.3%	86.7%	86.1%
Radial	A2	93.3%		93.6%	92.9%	92.5%	91.5%	91.1%	93.2%	87.5%		86.9%	88.0%	85.1%	86.8%	84.3%	84.6%
Radial	A20	92.0%		89.5%	93.1%	92.1%	93.0%	90.2%	91.2%	90.7%		91.5%	91.1%	89.7%	90.3%	89.4%	89.4%
Radial	A21	98.0%		95.2%	96.5%	97.3%	96.4%	95.6%	94.6%	92.8%		88.4%	90.5%	89.9%	89.9%	90.0%	88.5%
Radial	A23	90.8%		89.8%	89.7%	90.9%	90.7%	89.5%	89.6%	83.0%		81.6%	81.7%	83.3%	82.2%	81.0%	82.8%
Radial	A24	93.6%		91.1%	90.8%	91.9%	91.9%	90.7%	91.5%	90.7%		87.6%	90.2%	89.5%	91.4%	87.0%	88.0%
Radial	A3	96.0%		89.8%	94.9%	94.5%	94.8%	92.8%	93.9%	89.2%		86.7%	88.9%	90.6%	92.1%	86.7%	88.4%
Radial	A316	91.1%		85.2%	91.6%	93.2%	94.5%	88.6%	90.5%	92.9%		90.3%	92.1%	92.2%	93.2%	90.3%	92.4%



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

AM Peak		Anti-Clockwise								Clockwise							
Route Type	Corridor	2012/13 Q1	2012/13 Q2	2012/13 Q3	2012/13 Q4	2013/14 Q1	2013/14 Q2	2013/14 Q3	2013/14 Q4	2012/13 Q1	2012/13 Q2	2012/13 Q3	2012/13 Q4	2013/14 Q1	2013/14 Q2	2013/14 Q3	2013/14 Q4
Orbital	A102 B. Tunnel	75.0%		75.5%	81.0%	79.4%	77.2%	77.1%	82.2%	96.9%		98.1%	97.4%	98.0%	98.7%	97.7%	97.9%
Orbital	A406	87.8%		86.5%	87.4%	86.1%	86.4%	84.0%	86.8%	86.4%		89.1%	91.6%	89.1%	90.6%	88.0%	89.0%
Orbital	A205	85.6%		86.6%	87.4%	86.1%	89.9%	87.3%	87.5%	84.0%		82.4%	83.5%	82.6%	83.5%	82.6%	83.5%
Orbital	Inner Ring	83.1%		85.5%	86.8%	84.2%	83.3%	84.1%	85.0%	84.8%		84.9%	86.3%	85.4%	85.1%	83.8%	85.9%

PM Peak		Anti-Clockwise								Clockwise							
Route Type	Corridor	2012/13 Q1	2012/13 Q2	2012/13 Q3	2012/13 Q4	2013/14 Q1	2013/14 Q2	2013/14 Q3	2013/14 Q4	2012/13 Q1	2012/13 Q2	2012/13 Q3	2012/13 Q4	2013/14 Q1	2013/14 Q2	2013/14 Q3	2013/14 Q4
Orbital	A102 B. Tunnel	80.1%		79.4%	86.1%	80.5%	76.5%	80.6%	78.4%	80.3%		82.5%	82.3%	82.2%	84.4%	80.3%	81.8%
Orbital	A406	87.1%		85.7%	87.1%	85.3%	85.1%	81.3%	84.7%	85.1%		83.5%	83.8%	83.8%	85.0%	81.4%	83.2%
Orbital	A205	82.4%		83.1%	85.3%	84.0%	85.1%	82.1%	83.6%	86.6%		84.3%	87.8%	86.3%	87.5%	84.9%	86.7%
Orbital	Inner Ring	78.8%		79.4%	82.7%	79.2%	76.7%	76.4%	80.8%	80.6%		80.0%	83.3%	81.3%	81.2%	79.8%	83.0%

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

Central London	2012/13 Q1	2012/13 Q2	2012/13 Q3	2012/13 Q4	2013/14 Q1	2013/14 Q2	2013/14 Q3	2013/14 Q4
All Directions								
AM Peak	87.4%		87.4%	88.0%	87.7%	87.8%	86.5%	87.1%
PM Peak	85.1%		84.3%	85.7%	84.4%	85.8%	82.4%	84.1%

TLRN	2012/13 Q1	2012/13 Q2	2012/13 Q3	2012/13 Q4	2013/14 Q1	2013/14 Q2	2013/14 Q3	2013/14 Q4
All Directions								
AM Peak	88.9%		89.5%	89.5%	89.4%	90.3%	87.6%	88.8%
PM Peak	86.6%		85.9%	86.8%	86.5%	86.9%	84.4%	86.0%

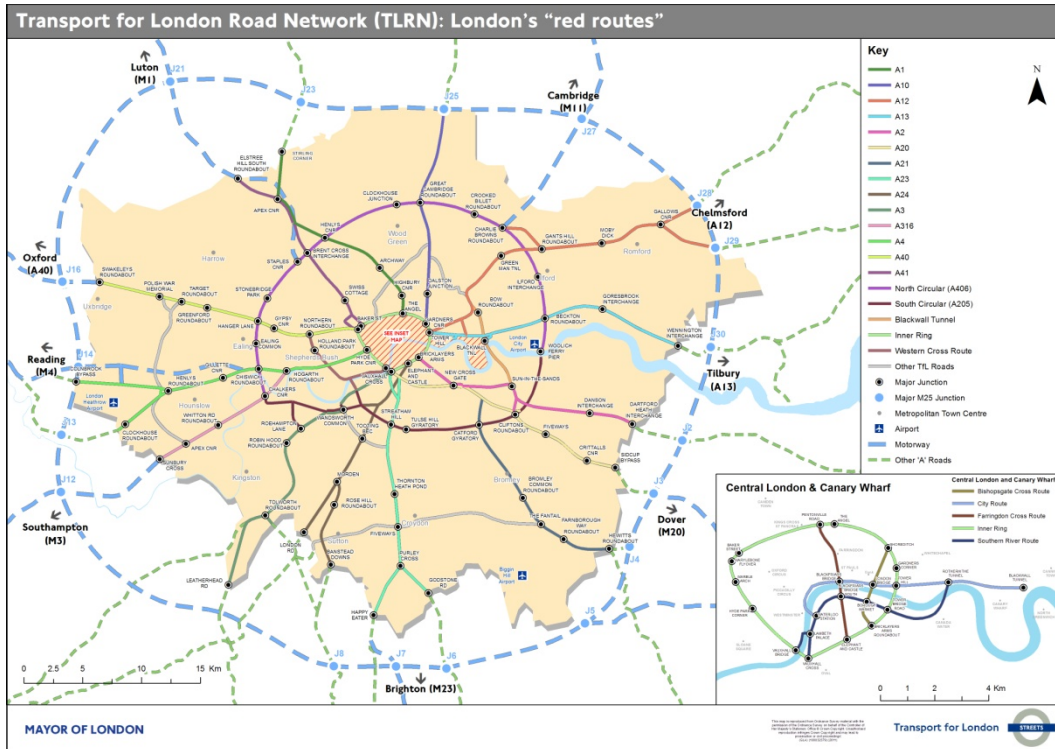
**Legend**

**Journey Time Reliability**

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

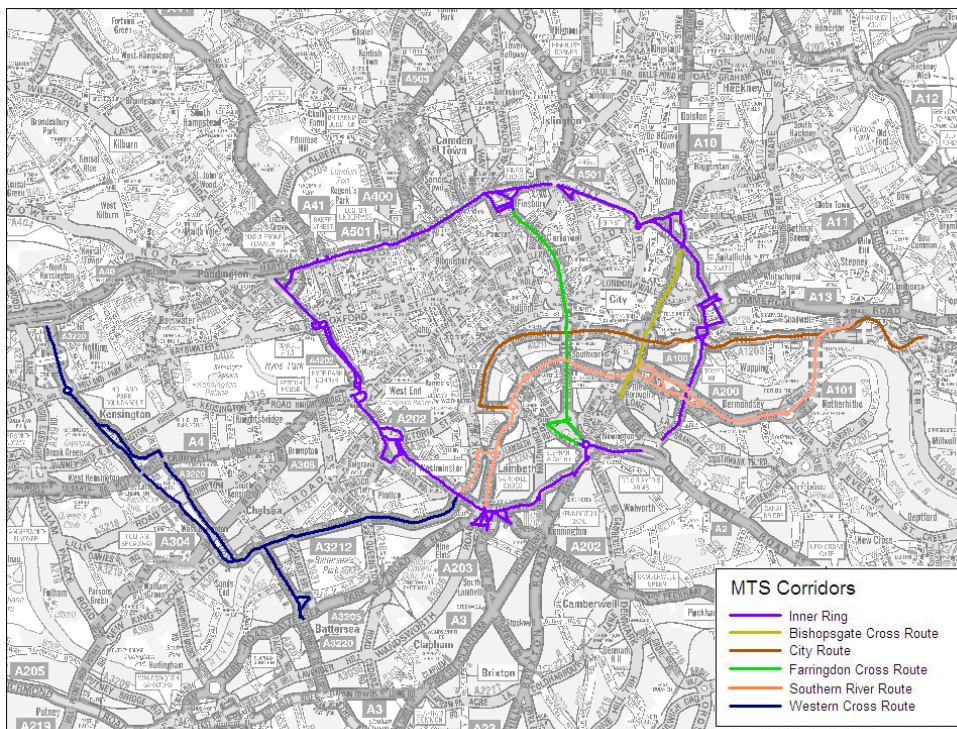


Map showing the TLRN by MTS Corridors across London



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

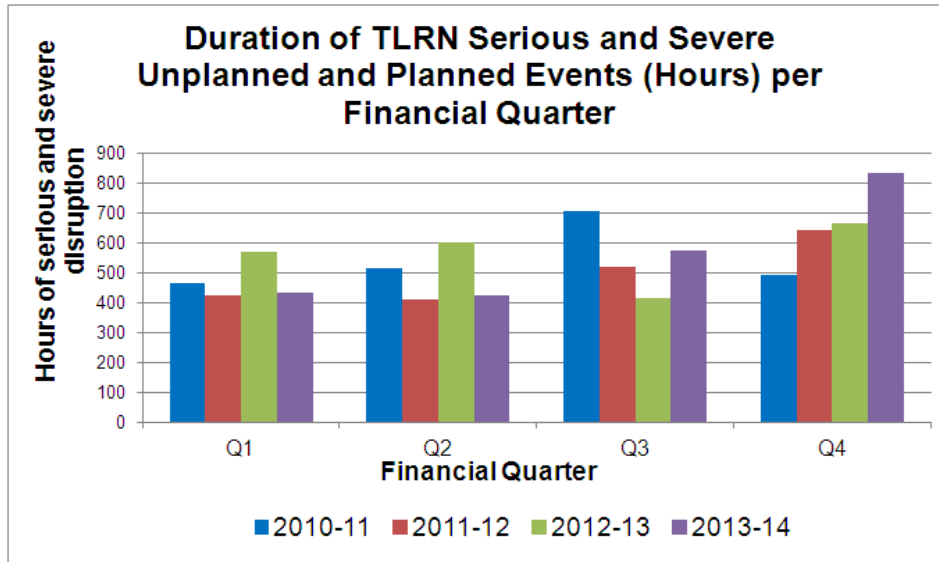
Map showing the TLRN by MTS Corridors in Central London





## 2. NETWORK DISRUPTION

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



Overall in Quarter 4 there were 833 hours of serious and severe disruption from unplanned and planned events spread across 393 separate incidents. This difference of 168 hours is made up of decrease of 105 planned S&S disruption hours and an increase of 273 unplanned S&S disruption hours. This compares to 665 hours spread across 281 incidents in Quarter 4 of the previous year.

This is broken down between planned and unplanned events as shown.

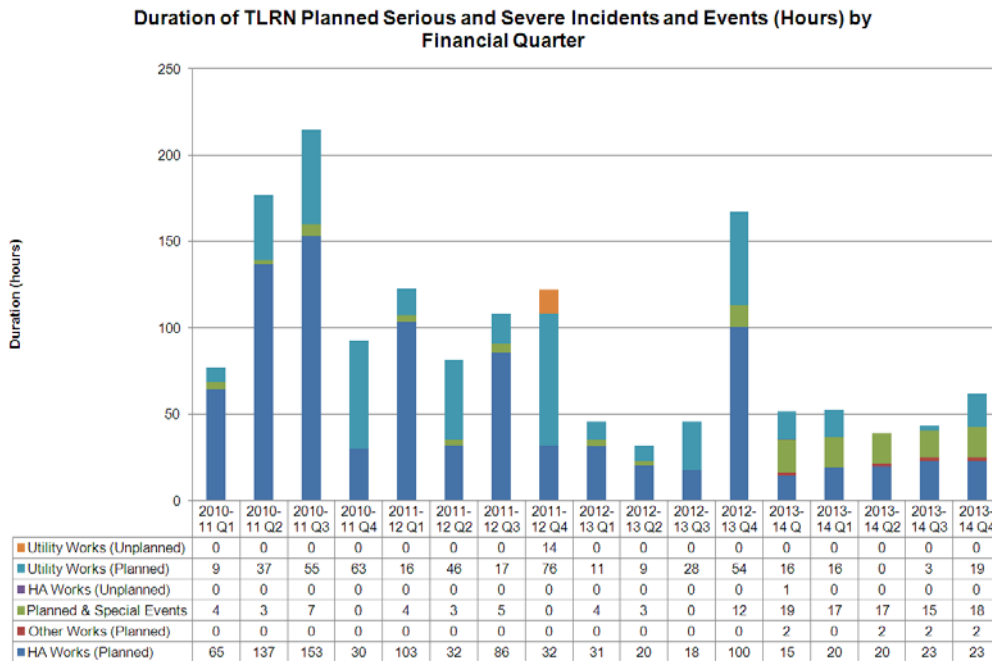
Planned disruption was down 105 hours compared to 2012/13 Q4 due to lower Highway Authority and Utility works, due in part to the large volume recorded against the Hammersmith flyover closure in Quarter 4 2012.

Unplanned S&S disruption on the TfL Road Network (TLRN) for Quarter 4 was 273 hours worse than the same quarter last year. The main drivers include increased traffic volumes, and traffic incident – collisions, unplanned emergency works and hazards. Quarter 4 saw a number of incidents that had a wide impact, including the closure of the Blackwall Tunnel on 17th December, due to a burst water main and subsiding carriageway, causing over 58 hours of serious and severe disruption. Other significant events included emergency works due to a burst water main on Warwick Road on the 15th January, and the A316 Chertsey Road being closed due to works being left in a dangerous state on the 19th February. Numerous collisions also contributed to the disruption hours across Quarter 4, as did the Tube Strike on the 5th and 6th February causing severe congestion on the am and pm peaks.





**Planned Incidents and Events – TLRN**



In Quarter 4 2013/14 there were 62 hours of serious and severe disruption from planned events spread across 26 separate incidents (an average of 2 hours 23 minutes duration per event). This compared to 167 hours spread across 20 events (an average of 8 hours 21 minutes duration per event) in Quarter 4 of the previous year 2012/13 which was high due to the Hammersmith flyover closure at Christmas 2012.

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

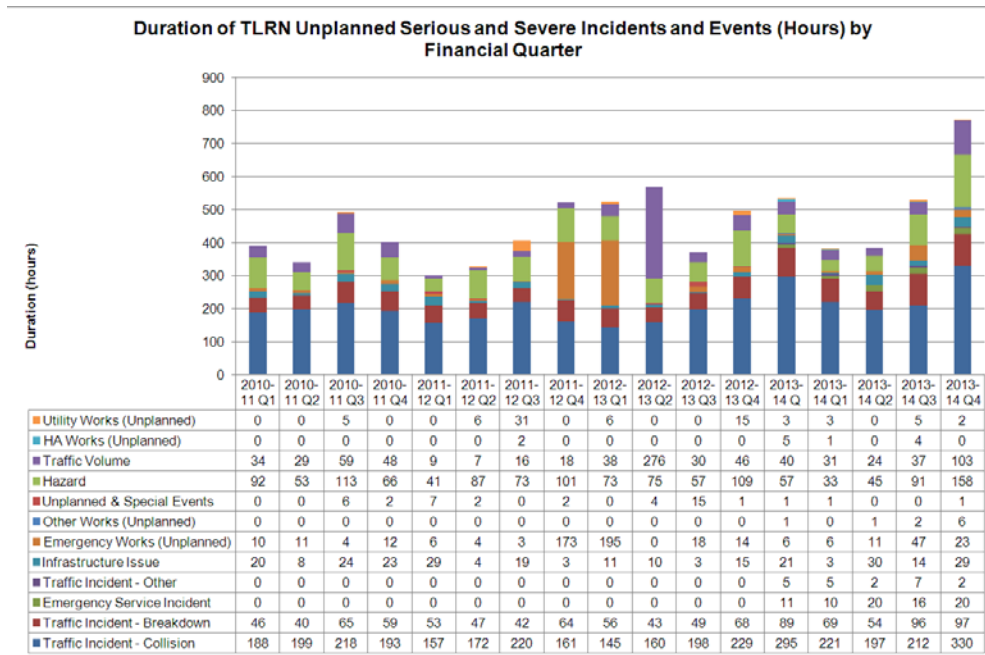
**TLRN planned events recording over 10 hours of serious and severe disruption:**

In Quarter 4 there was 1 planned event recording more than 10 hours of serious and severe disruption:

- Saturday 7<sup>th</sup> December, 21:00 in the evening, planned gas works took place at the A3 West Hill. Overnight the westbound carriageway was closed by the junction of Santos Road with two-way temporary traffic signals put in place. Minor queues were initially observed on approach. A single alternate contraflow was in place on West Hill for the works; however traffic became heavily congested with serious delays with westbound tailbacks to Wandsworth Common and eastbound tailbacks to Tibetts Corner Underpass. New signal timings were implemented. Works were complete by 01:45 on the morning of Monday 9<sup>th</sup> December. **10.89 hours**



**Unplanned Incidents and Events - TLRN**



There were 771 hours of unplanned serious and severe disruption, spread across 367 separate events (an average of 2 hour 6 minutes duration per event) on the network London-wide in Quarter 4 2013/14. This compares to 498 hours, spread across 205 events (an average of 1 hour 54 minutes duration per event) in Quarter 4 of the previous year 2012/13.

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

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

In Quarter 4 there were 3 unplanned incidents recording over 10 hours of serious and severe disruption:

- On Tuesday 17<sup>th</sup> December, 16:50 in the evening peak, a burst water main occurred on the Blackwall Tunnel Northern Approach. One lane was initially closed southbound on the A12 just before Abbot Road following a hole approx 8 metres deep appearing in the carriageway. The footway was also closed at the location due to the subsidence under the footway. Upon further investigation, a large void was found under the footway and lanes one and two of the southbound carriageway due to a collapsed 16 inch water main. Initially lanes one and two were closed. Upon further investigation by LoHAC and Thames Water it was decided to close lane 3 also for safety reasons as the erosion of the carriageway was extending towards lane 3. The carriageway remained closed for several days whilst the investigations and repairs were ongoing. Traffic flows were at severe and tailbacks were to the Lea

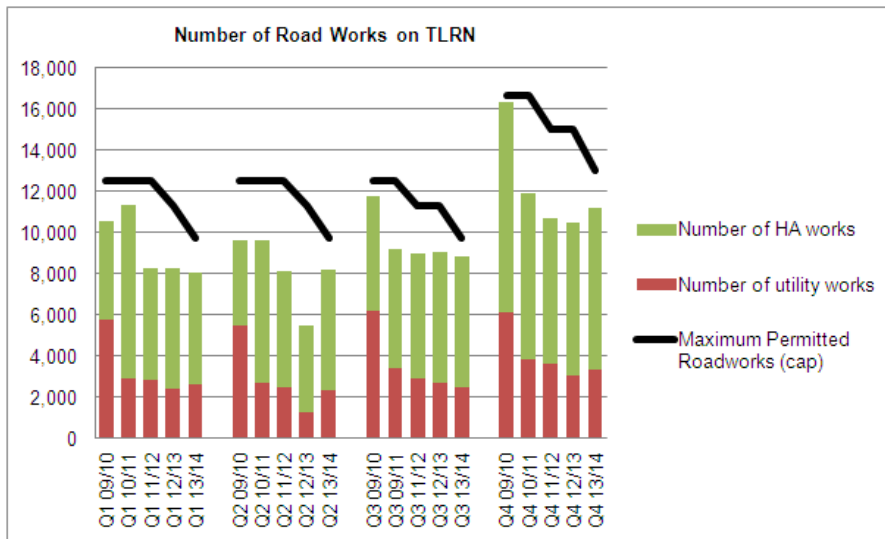


Bridge Area. Works were finally complete by 17:15 on Christmas Eve, Tuesday 24<sup>th</sup> December. **58.47 hours**

- Wednesday 15<sup>th</sup> January, 12:06 after midday, emergency works took place on the A3220 Warwick Road. Warwick Road was reduced to one lane (of 3) outside the entrance to Earl's Court Station due to emergency works for a burst water main. Traffic was slow moving on approach, with tailbacks from Chelsea Embankment to Albert Bridge. Traffic signal contingency plans were implemented to assist traffic movements northbound on approach to the works. Works were complete by 17:00 the next evening, Thursday 16<sup>th</sup> January. **10.63 hours**
- Wednesday 19<sup>th</sup> February, 7am in the morning, the A316 Chertsey Road was closed eastbound from Hospital Bridge Roundabout and had two (of three) lanes closed westbound on approach to the roundabout. This was because overnight Virgin Media works were not finished properly and they left the road in a dangerous state. A trench was made across both carriageways and covered with metal plates which were not secured to the carriageway. As a result Police closed the eastbound and lane closures were implemented westbound. A temporary reinstatement was made. Permanent reinstatement took place overnight. Traffic was heavy and slow moving eastbound on the A316 with queues extending to M3 junction 1. Westbound traffic was slow moving on the A316 from Whitton Road Roundabout. Traffic was slow moving on all approaches to Hospital Bridge Roundabout and in the surrounding area. Temporary works were complete by 18:45 the same evening. **10.39 hours**



## Number of Road Works on the TLRN



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

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

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

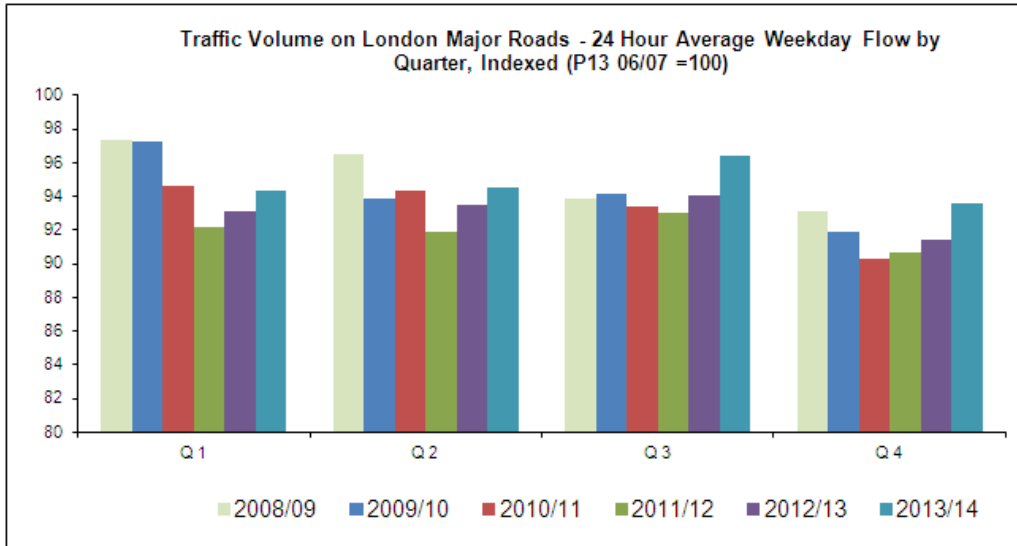
In Quarter 4 of 2013/14 the total number of road works on the TLRN was 11,168, an increase of 706 or 6.7% on the total of 10,462 reported in Quarter 4 of 2012/13. This increase is most likely due to the changeover in TfL contract arrangements at the beginning of 2013/14 which resulted in slight decrease in works been undertaken in Q4 2012/13 as the previous contractual arrangements wound down.

The volume of roadworks on the network stayed below the ‘cap’ throughout the year.



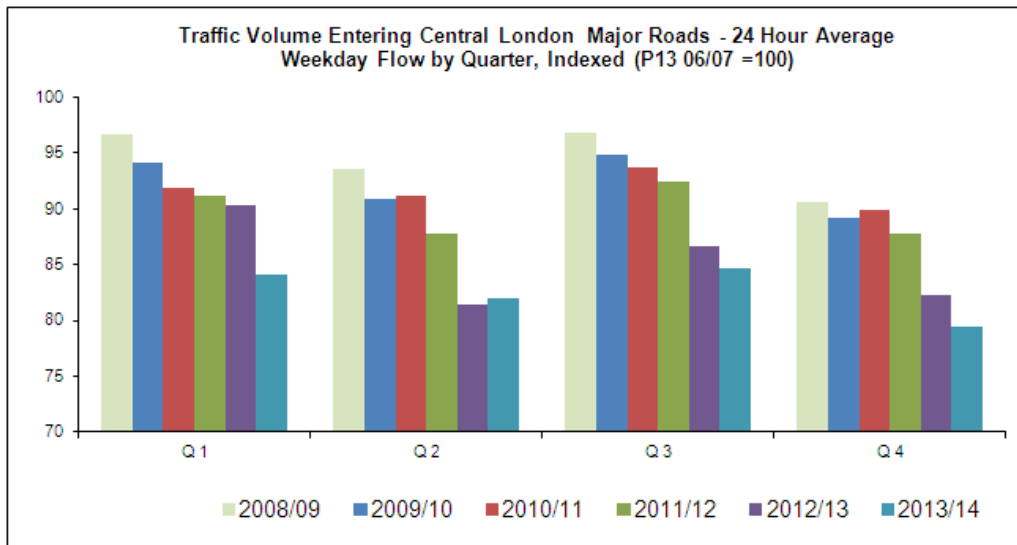
### 3. TRAFFIC VOLUMES

#### Vehicular Traffic Volumes on London Major Roads



The pan London traffic flow index stands at 93.6 in Quarter 4 2013/14. This is 2.2 index points up from the same quarter last year, and 2.9 index points up from the same quarter two years ago. Traffic volumes overall have fallen across Central London, in a continuation of a reported long term trend. Traffic in London has fallen by 4% since 2008. The chart shows traffic flows relative to an index of 100 in period 13 in 2006/07.

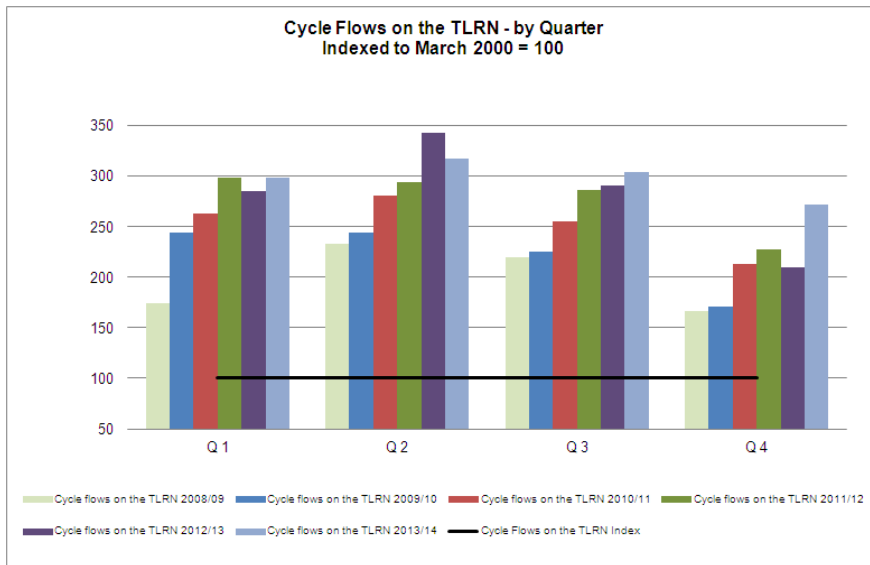
#### Vehicular Traffic Entering Central London Major Roads



The Central London traffic flow index stands at 79.4 in Quarter 4 2013/14. This is 2.9 index points down from the same quarter last year and 8.4 index points down from the same quarter two years ago. Traffic volumes continue to fall across Central London, in a continuation of a reported long term trend. Central London traffic has fallen by 15% since 2008. The chart shows traffic flows relative to an index of 100 in period 13 in 2006/07.



**Volume of Cycling on the TLRN**



Cycle flows on the TLRN in Quarter 4 2013/14 stand at an index level of 271.6. This is 61.9 index points (29.5%) higher than the same quarter last year.

Recorded temperatures were close to average across the whole of Quarter 4, though a somewhat warm in January and February compared to average. Above average rainfall was recorded from December to February with a drier than average March, although no snowfall was recorded in quarter 4.

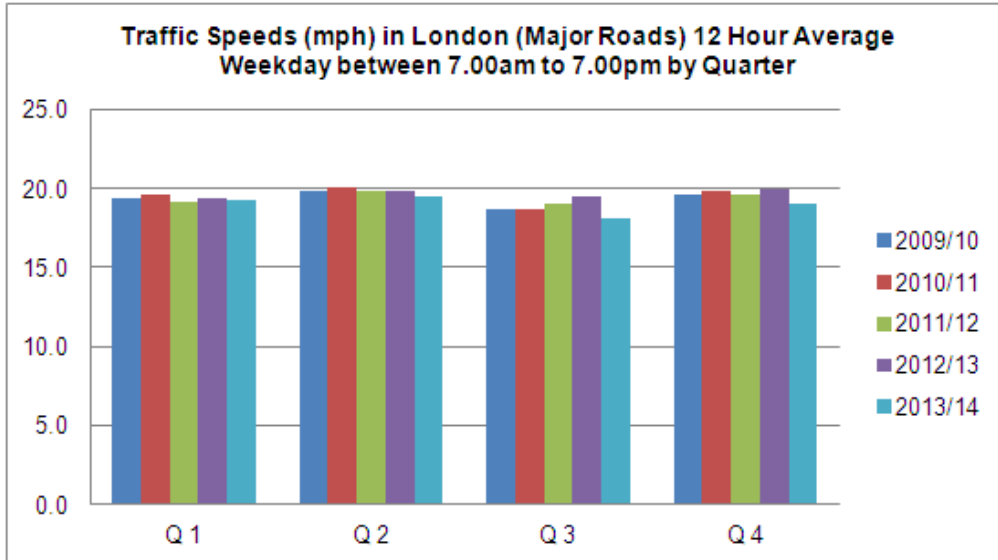
Between March 2000 and the end of 2013/14 cycle flows on the TLRN increased by 195.6%. Compared to the 2012/13 financial year end, average cycling levels on the TLRN at the end of 2013/14 were 6.5% higher.

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



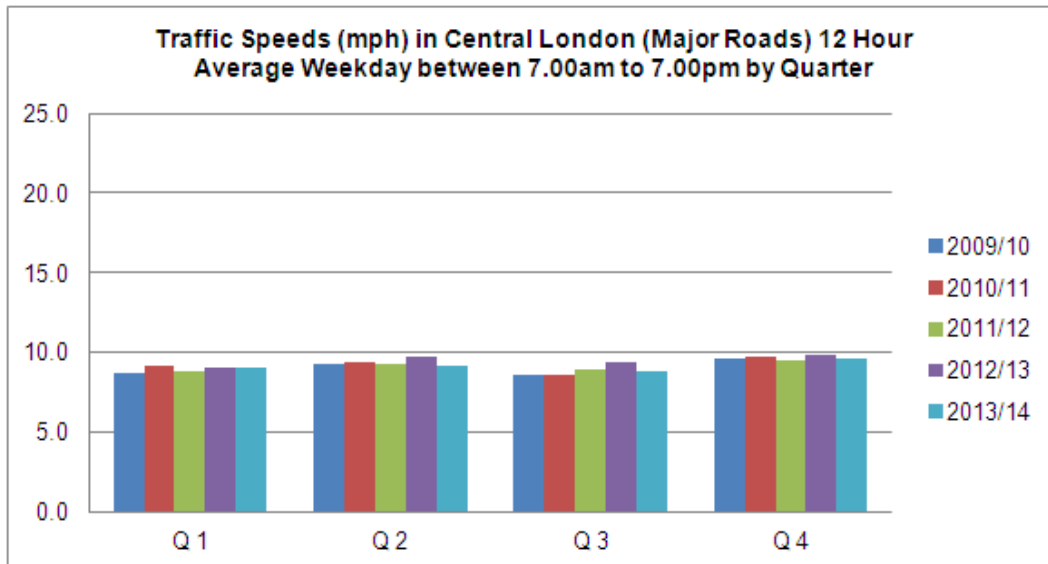
#### 4. TRAFFIC SPEEDS

##### Traffic Speeds in London



Average traffic speed for the 12 hours between 07:00 to 19:00 across London in Quarter 4 was 19.1 mph, compared to the 19.9 mph observed in Quarter 4 last year, a 4.4% decrease year-on-year.

##### Traffic Speeds in Central London

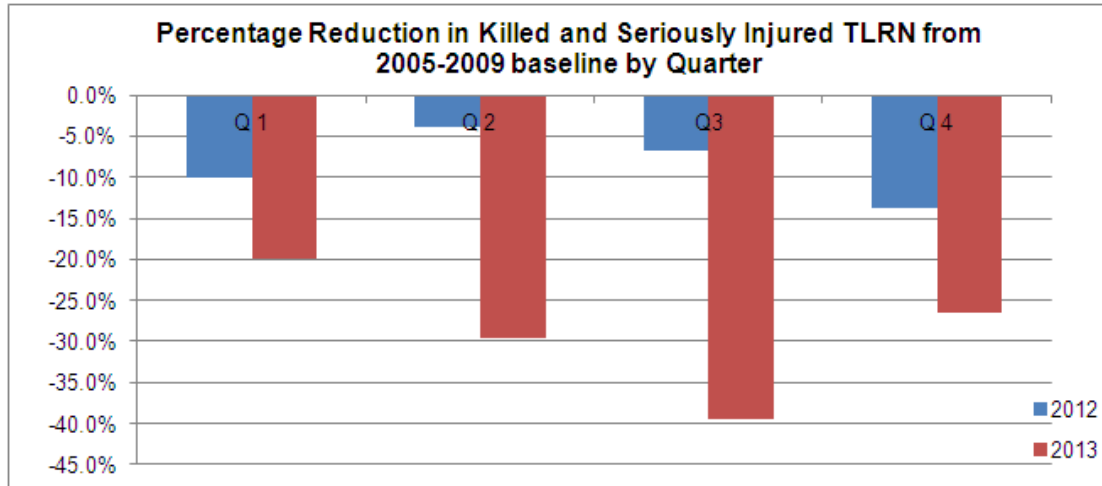


Average traffic speeds for the 12 hours between 07:00 to 19:00 across Central London in Quarter 4 was 9.6 mph compared to the 9.8 mph observed in Quarter 4 last year, a 1.6% decrease year-on-year.



**5. ROAD SAFETY**

**Killed and Seriously Injured casualties on the TLRN**



The graph above shows the percentage change in KSI casualties on the TLRN from the 2005-09 baseline by quarter for the period 2012/13 to 2013/14. Quarter 4 is defined as the three month period September to November.

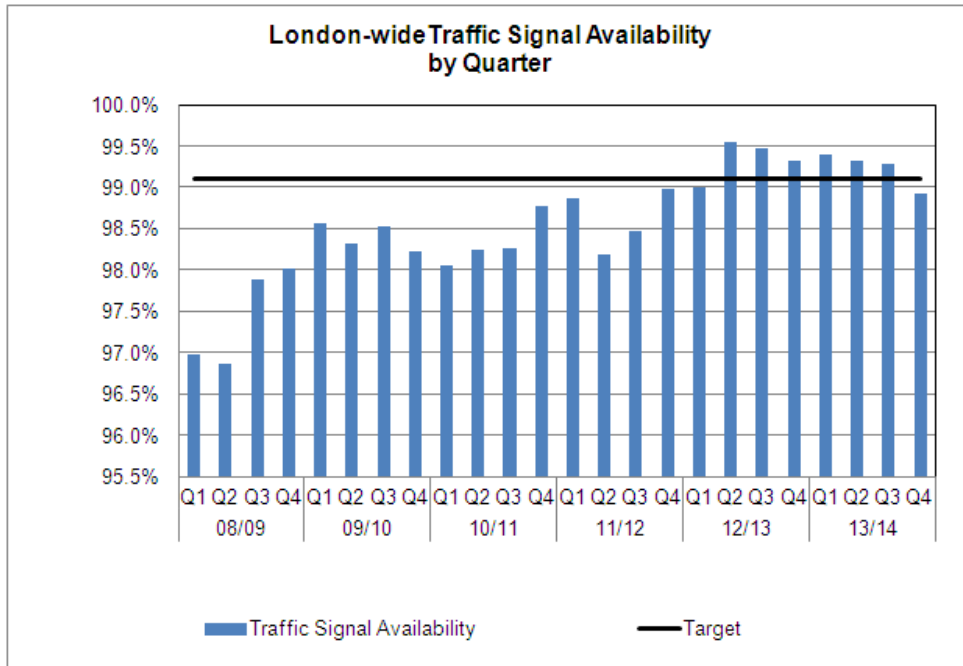
Provisional data for Quarter 4 2013/14 indicates that there were 200 KSI casualties on London’s roads, a 26.5% reduction from the 2005-09 Quarter 4 baseline. Compared with Quarter 4 2012/13 KSIs of 235, there was a decrease of 12.9 percentage points year-on-year.

Comparing Quarter 4 2013/14 with Quarter 4 2011/12 shows a decrease of 15.6% in KSI casualties on the TLRN (237 to 200) and a 21.3% decrease in KSI casualties when compared with Quarter 2 2010/11 (254 to 200).

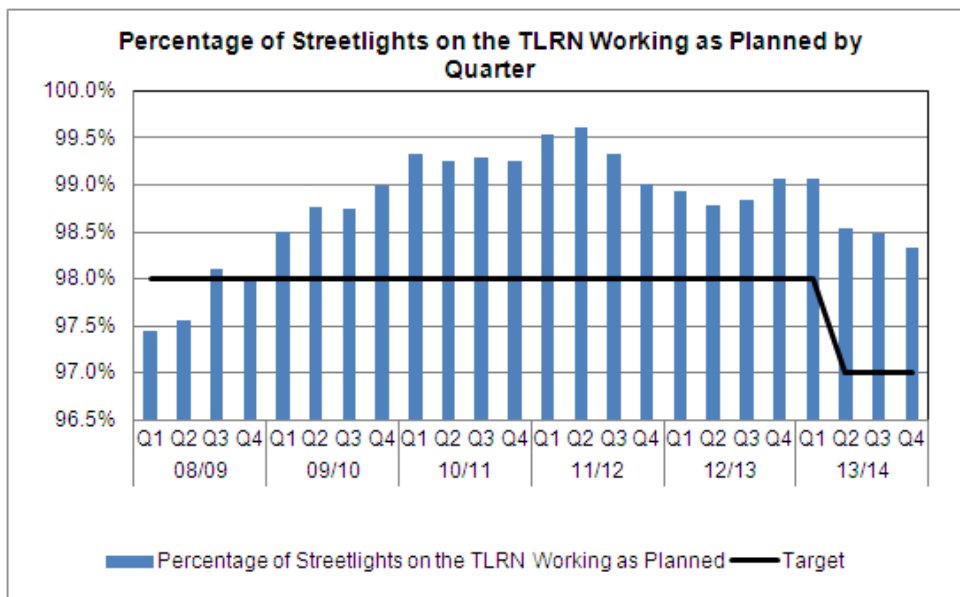




**6. ASSET AVAILABILITY**



During Quarter 4 2013/14, the availability of traffic signals London-wide was 98.93% compared to 99.31% reported for Quarter 4 2012/13. The target for this indicator is set at 99.1% and it represents the availability of all functions of traffic signal equipment. This is a demanding target for the contractors responsible for maintaining London’s Traffic Signal equipment and overall, traffic signal assets are in good condition. TfL has three traffic signals maintenance contractors. Where full availability is not maintained, abatements are applied to contract payments. The failure to meet this performance target is primarily due to poor performance from one of the contractors. TfL’s current focus remains on carrying out preventative maintenance. This is having a detrimental effect on availability in the short term as more faults are raised but this strategy will lead eventually to improved availability longer term.

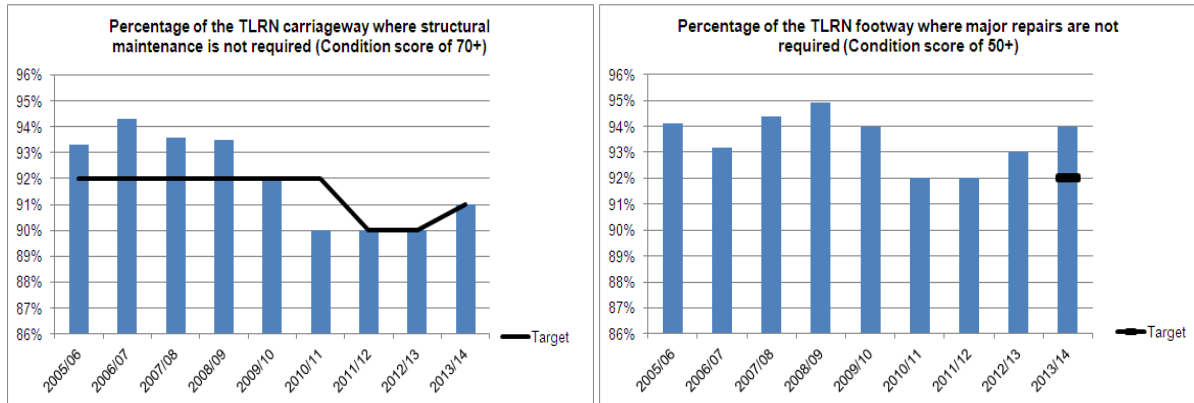


In Quarter 4 2013/14, 98.33% of streetlights on the TLRN were reported to be working as planned compared with 99.07% reported in Quarter 4 2012/13. The target for this indicator is set at 97% since July 2013. As of Q1 2013/14 Streetlights are now reported monthly – Quarter 4 includes January, February and March 2014.



## 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, 90% in 2012/13 and 91% in 2013/14.

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



**8. CUSTOMER SATISFACTION - TLRN**

In 2013 a fourth online customer satisfaction survey was conducted among people who had used the TLRN in the last month by any of the following modes: (Car, Pedestrian, Bus, Motorcycle/scooter/moped, Taxi/commercial delivery/emergency vehicle, Cycle). In 2013 a total of 3,309 TLRN users were interviewed (3,009 in London and 300 in South East England), recording details of 7,905 trips in total. Satisfaction questions are scored on a scale of 0-10, where 10 is extremely satisfied and 0 is extremely dissatisfied. Mean scores (e.g. 7.4) are then multiplied by ten to provide a score out of 100 (e.g. 74).

After the high scores in 2012, overall satisfaction has dropped significantly among car drivers, bus passengers and pedestrians. It remains unchanged for cyclists and has slightly (but not significantly) improved for taxi/commercial vehicle drivers and P2W riders.

- **Satisfaction with the TLRN scores** at 75 out of 100 (against a target of 76). This is an increase of 3 points compared to 2010
- **As in 2010, traffic congestion is the main issue:** it is a key driver of satisfaction along with speed, but with the lowest satisfaction scores.

**Customer Satisfaction – Road Space Management (Traffic) Directorate**

CSS Key Satisfaction Indicators - Traffic Directorate	2010	2011	2012	2013
Working condition of traffic lights	75	77	78	77
<b>Overall satisfaction</b>	<b>72</b>	<b>75</b>	<b>76</b>	<b>75</b>
Could accurately estimate how long journey would take	70	73	75	73
Speed	70	72	74	73
Speed of response for fixing unusual traffic problems	69	72	74	73
Amount and clarity of road signs about delays and disruption	69	72	73	74
Up to the minute information about delays and disruption	68	72	74	72
Traffic light timings	70	73	74	73
Management of road works	67	70	73	71
Traffic congestion	63	67	69	67

**Customer Satisfaction – Asset Management (Roads) Directorate**

CSS Key Satisfaction Indicators - Roads	2010	2011	2012	2013
Street lighting	75	77	77	76
Roads are well drained and free from flooding	74	77	77	75
Condition and clarity of road markings	73	75	76	75
Amount and clarity of road signs giving route directions	73	75	76	75
<b>Overall satisfaction</b>	<b>72</b>	<b>75</b>	<b>76</b>	<b>75</b>
Condition of road surfaces	68	70	73	71

A full report on customer satisfaction with the TLRN can be found at

<http://www.tfl.gov.uk/assets/downloads/tlrn-css-2013.pdf>