



TLRN Performance Report

Quarter 1 2017/18

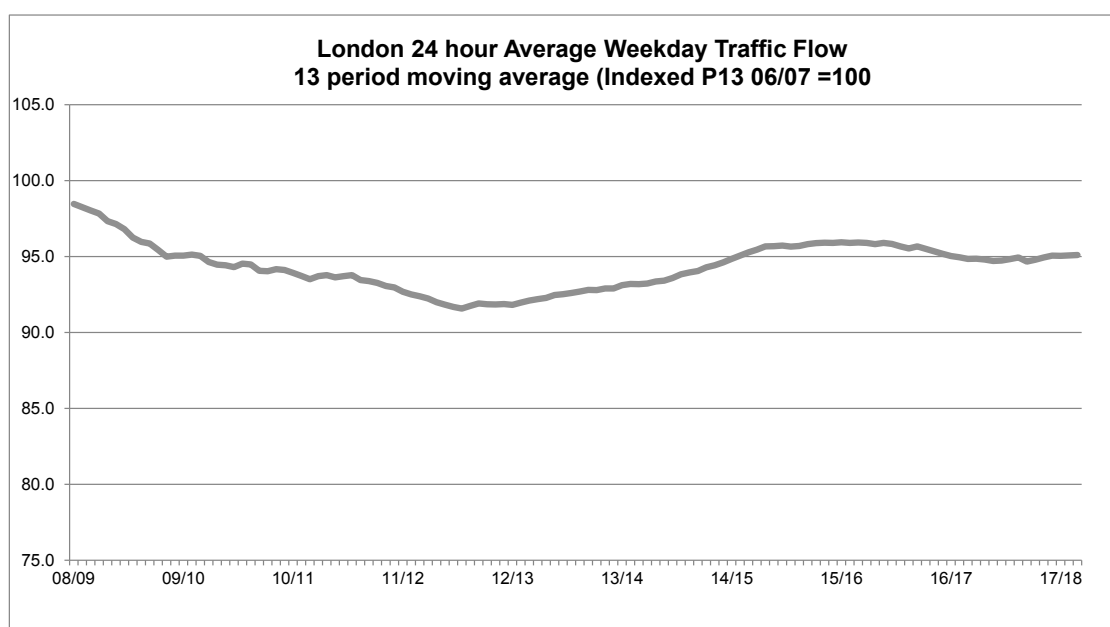
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Performance summary for Q1 2017/18

We are seeing in Q1 evidence that the network is recovering somewhat from the disruption associated with the recent major roadworks seen in previous quarters. The amount of traffic using London's major roads has increased slightly and is now 0.1 index points (0.2%) higher than in Q1 of the previous year. However, volumes remain 1.3 index points (1.3 %) lower than they were in in Q1 2015/16.

The longer term pattern of traffic volumes in London is illustrated below. Following the economic recovery late in 2012, the start of 2014 saw a period of steep traffic growth as the economy returned to normal levels. From 2014 traffic volumes were fairly static for close to two years, with a small decline between the end of 2015/16 and Q2 2016/17, before the very slight increase seen at the beginning of Q1 2017/18.



In recent years a significant amount of building and construction works have taken place to accommodate London's exceptional economic and population growth. It is expected that an extra 5 million trips per day will take place on London's roads by 2030, on top of the 30 million daily trips already taking place today. This growth is changing the way our roads are used and are operated. TfL is continuing to oversee significant investment in London's streets, with numerous projects and programmes that are transforming some of the busiest roads and junctions for all road users. In addition, developers, the London boroughs and utility providers are building additional homes, shops, public places and infrastructure.

We saw in previous reports activity associated with the most recent major works affected the performance of the network. There is some evidence that the network has recovered slightly from the disruption impact of this phase of London's transformation. We have seen a slight increase in London-wide traffic speeds between 07:00 and 19:00. Speeds in Q1 2017/18 increased by 0.1 mph to 16.8 mph, 0.3% higher than Q1 2016/17.

Taking planned (and unplanned) roadworks and incidents into account, as well as the recent changes in traffic flows, Journey Time Reliability (JTR) for the AM peak JTR on TfL's roads (the TLRN) in Q1 2017/18 has performed better than expected with 88.4% - which is 0.9% higher than Q1 2016/17, and 0.4% higher than the target of 88.0%.

However, in central London (excluding the congestion charging western extension zone and the Inner Ring Road) JTR in Q4 was 85.0%, which is 0.1 percentage points lower than a year ago. Traffic volumes in central London have continued to fall. The central London traffic flow index stands at 73.3 in Q1 2017/18, down 4.5 index points from Q1 2016/17, and 8.6 index points down from Q1 2015/16. Central London experienced two major incidents at Westminster Bridge and London Bridge, causing delays across the whole of SE quadrant of central London, which contributed to the lower both JTR and traffic volumes.

The average total cycle kilometres travelled per kilometre per day within central London in Q4 2016/17 was 1,132. This represents a 15% increase compared to the 2013/14 baseline, and a 6.3% increase compared to the same quarter in the previous year.

The TLRN customer Satisfaction Survey for Q1 2017/18 is 72 among TLRN users, the highest level for two years - up from 70 in Q3 2016/17 (there was no research conducted in Q4) and from 69 in Q1 last year. Satisfaction has improved across the whole journey experience (with the exception of road surfaces and air quality), and particularly around speed and congestion.

Overall satisfaction among car drivers, bus passengers and pedestrians have reached peak levels for the last two years, but satisfaction is stable among cyclists, P2W and commercial drivers.

- Car drivers, bus passengers and P2W riders are more positive about most aspects of their journey.
- Pedestrians report improvements in traffic congestion levels and road drainage.
- Commercial drivers give higher scores for lighting and signage.

At corridor level, A10, A316, A3, A23, A12, A406 and A205 users are more positive compared to both the last survey (Q3 2016/17) and to Q1 last year.

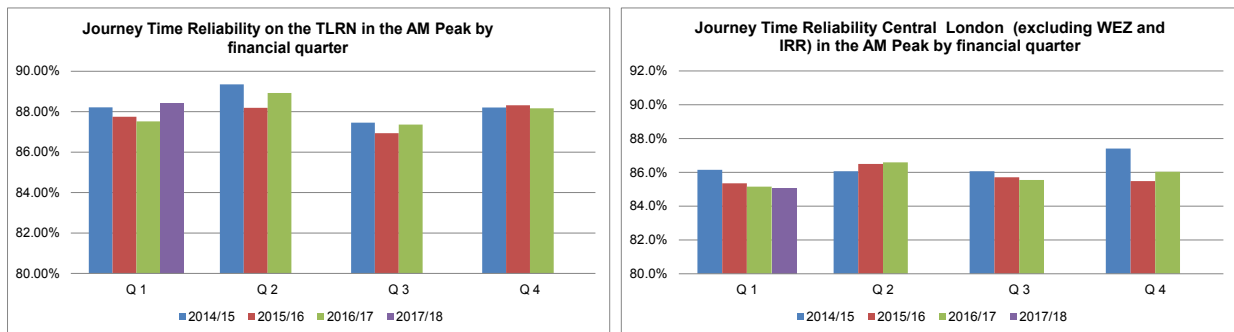
Notes:

The TLRN Customer Satisfaction Survey, which was previously reported quarterly, will be reported twice in 2017/18 (in Q1 and Q3), before reverting to being an annual measure in 2018/19.

The road safety data for both Q4 and Q1 this year are not yet available for analysis and reporting because of delays to the data caused by the introduction of a new road safety reporting system by the Metropolitan Police.

1. Reliability

The key measure set out in the Mayor’s Transport Strategy (MTS) for monitoring traffic performance 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. Journey times for this purpose are recorded using Automatic Number Plate Recognition (ANPR) camera across the Transport for London Road Network (TLRN).



In Q1 2017/18, JTR on the TLRN in the AM peak in all directions was 88.4%. This is 0.4 percentage points higher than the target (88.0%), and 0.9 percentage points higher than a year ago in Q1 2016/17.

JTR for central London in the AM peak - excluding the congestion charging western extension zone (WEZ) and the Inner Ring Road - was 85.0%. This is 0.6 percentage point lower than the target (85.6%) and 0.1 percentage points lower than a year ago in Q1 2016/17.

Average 24-hour weekday traffic flows across London increased by 0.2% compared to a year ago in Q1 2016/17. While over the longer term there has been a significant slowing in the rate of traffic growth in London, the overall performance of the network has been affected by major construction activity such as large scale redevelopment projects and numerous major road improvement schemes.

During Q1 a number of incidents impacted JTR:

Period 1

- In Period 1, overall TLRN JTR was 89.5%, 0.9 percentage points above target (meaning it was 1.4 points above the same period last year), and 2.0 points above the previous period.
- All arterials were up against target inbound, with the exception of the A40, which was still up against last year. There were positive performances in both directions on the A316, A10, A23 and A232. The worst performance was on Wednesday 19th April, with a collision at Blackwall Tunnel requiring a northbound closure and causing delays in excess of an hour.

- Speeds were up pan-London, 0.3 mph in the AM peak and 1 mph 07:00 to 19:00. Speeds were down in both central London and on central London TLRN corridors by approximately 0.4 mph in both the AM peak and 07:00 to 19:00.

Period 2

- In Period 2, overall TLRN JTR was 88.3%, 0.7 percentage points above target (meaning it was 1.2 points above the same period last year), and 1.3 points below the previous period.
- The East Area showed the greatest improvement (up 1.5 points), closely followed by the South Area (up 1.3 points). In the South the A23 and A24 performed well in both directions. The West Area was also above target (up 0.6 points), whilst North and Central were slightly down against target, but up against last year. In the Central Area, Bishopsgate had an improved period.
- Speeds were down in central London and on central London corridors in both the AM peak and 07:00 to 19:00; more so in the AM peak and more so on the central London corridors. Pan-London they were up 0.2 mph in the AM peak and unchanged 07:00 to 19:00.

Period 3

- In Period 3, overall TLRN JTR was 87.5%, 0.3 percentage points below target (meaning it was 0.1 points above the same period last year), and 0.7 points below the previous period.
- The South Area was very marginally above target (0.1 percentage points), the East Area was on target, whilst the remaining areas were modestly below target (-0.4 to -0.7 points). In the third week, the terrible fire at Grenfell Tower on Wednesday 14th June affected performance in the West Area and led to the second worst day of the period. There were on going UTC control issues throughout the period; however most of the network performance appears to have been driving by accidents and demand.
- Speeds were down 0.2 mph in both the AM peak and 07:00 to 19:00. They were down modestly in central London as whole, but more noticeably on the central London corridors.

Journey time reliability (JTR) on the TLRN

AM Peak		Inbound					Outbound				
Route Type	Corridor	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4	2017/18 Q1	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4	2017/18 Q1
Radial	A4	85.6%	87.9%	87.5%	86.0%	87.2%	91.0%	91.6%	90.9%	93.2%	90.9%
Radial	A40	80.7%	80.4%	78.6%	81.3%	82.0%	93.4%	94.3%	92.5%	94.8%	93.2%
Radial	A41	87.1%	87.7%	85.2%	88.3%	87.2%	89.6%	90.2%	87.9%	88.6%	89.9%
Radial	A1	83.8%	85.9%	84.5%	86.0%	85.4%	90.4%	91.1%	89.5%	90.6%	91.4%
Radial	A10	83.9%	87.0%	84.6%	84.0%	86.0%	88.8%	90.4%	86.5%	88.0%	89.1%
Radial	A12	85.0%	87.7%	85.8%	86.4%	88.7%	95.5%	96.2%	96.2%	96.4%	96.3%
Radial	A13	82.3%	82.1%	80.5%	83.4%	83.7%	98.1%	98.5%	97.5%	98.5%	98.5%
Radial	A2	86.5%	86.1%	85.0%	84.3%	88.0%	96.5%	96.3%	95.6%	95.8%	97.0%
Radial	A20	77.9%	83.1%	80.6%	81.7%	81.1%	91.1%	91.8%	91.7%	91.4%	91.3%
Radial	A21	86.5%	91.8%	86.5%	85.8%	88.8%	93.5%	96.7%	94.5%	93.2%	93.1%
Radial	A23	85.0%	87.8%	85.5%	86.2%	88.0%	87.1%	89.6%	88.1%	87.6%	91.3%
Radial	A24	86.0%	89.5%	85.9%	86.3%	89.2%	91.5%	93.2%	92.3%	93.2%	92.9%
Radial	A3	89.6%	91.7%	90.5%	89.4%	90.4%	90.6%	93.2%	90.3%	91.0%	90.5%
Radial	A316	84.1%	91.3%	89.7%	85.0%	87.1%	92.7%	96.6%	97.2%	95.6%	97.0%

PM Peak		Inbound					Outbound				
Route Type	Corridor	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4	2017/18 Q1	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4	2017/18 Q1
Radial	A4	85.4%	87.2%	84.0%	85.8%	85.6%	78.8%	80.5%	80.5%	82.5%	80.9%
Radial	A40	82.3%	82.7%	81.6%	83.0%	81.2%	80.8%	81.9%	81.2%	80.4%	79.3%
Radial	A41	90.3%	93.1%	90.8%	92.1%	91.9%	81.4%	84.5%	79.7%	83.8%	82.6%
Radial	A1	88.7%	89.9%	85.1%	89.3%	87.1%	84.2%	85.7%	85.0%	85.2%	86.0%
Radial	A10	87.5%	89.7%	85.8%	88.3%	88.1%	78.3%	80.9%	77.0%	80.4%	80.0%
Radial	A12	86.5%	86.8%	85.3%	88.8%	86.0%	83.8%	85.0%	83.4%	86.0%	84.5%
Radial	A13	85.7%	92.0%	81.7%	87.7%	89.6%	80.9%	82.0%	80.4%	81.8%	82.6%
Radial	A2	92.3%	93.7%	92.1%	91.5%	93.3%	82.4%	84.3%	81.3%	82.3%	80.8%
Radial	A20	81.9%	83.0%	82.6%	86.8%	84.8%	83.4%	83.9%	83.5%	84.5%	81.9%
Radial	A21	93.7%	96.1%	91.2%	92.1%	92.3%	89.8%	93.1%	88.9%	89.5%	91.0%
Radial	A23	89.2%	90.3%	88.9%	89.4%	90.1%	81.8%	82.3%	81.2%	82.7%	82.8%
Radial	A24	89.3%	90.4%	91.9%	92.0%	92.4%	87.4%	89.0%	88.5%	88.6%	88.8%
Radial	A3	94.3%	94.6%	94.5%	94.7%	92.6%	86.5%	89.6%	87.7%	89.8%	87.8%
Radial	A316	90.4%	92.5%	89.1%	91.0%	90.2%	92.3%	91.0%	87.5%	88.0%	93.5%

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	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4	2017/18 Q1	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4	2017/18 Q1
Orbital	A102 B. Tunnel	79.8%	76.1%	80.2%	81.0%	80.3%	97.4%	94.7%	94.1%	96.1%	97.2%
Orbital	A406	85.1%	87.9%	84.7%	86.7%	85.6%	86.0%	86.6%	84.8%	85.9%	86.2%
Orbital	A205	87.0%	89.6%	85.7%	86.5%	88.5%	85.2%	85.4%	85.8%	85.3%	84.9%
Orbital	Inner Ring	81.6%	82.8%	82.2%	83.9%	81.7%	83.6%	85.0%	85.2%	85.6%	84.6%
PM Peak		Anti-clockwise					Clockwise				
Route Type	Corridor	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4	2017/18 Q1	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4	2017/18 Q1
Orbital	A102 B. Tunnel	72.6%	71.5%	77.1%	78.2%	73.1%	80.3%	83.8%	80.0%	80.4%	82.0%
Orbital	A406	82.9%	85.1%	81.8%	83.9%	83.4%	80.9%	83.1%	80.1%	81.8%	78.5%
Orbital	A205	82.7%	85.9%	84.2%	84.5%	83.5%	85.9%	88.0%	85.5%	86.0%	85.6%
Orbital	Inner Ring	78.4%	77.8%	78.3%	80.2%	79.2%	81.1%	80.7%	81.0%	82.2%	80.7%

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

Central London All DirectionF	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4	2017/18 Q1
AM Peak	85.2%	86.6%	85.5%	86.0%	85.0%
PM Peak	82.4%	84.3%	82.0%	83.8%	83.5%

TLRN All DirectionF	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4	2017/18 Q1
AM Peak	87.5%	88.9%	87.4%	88.2%	88.4%
PM Peak	84.0%	85.6%	83.5%	85.1%	84.3%

Legend

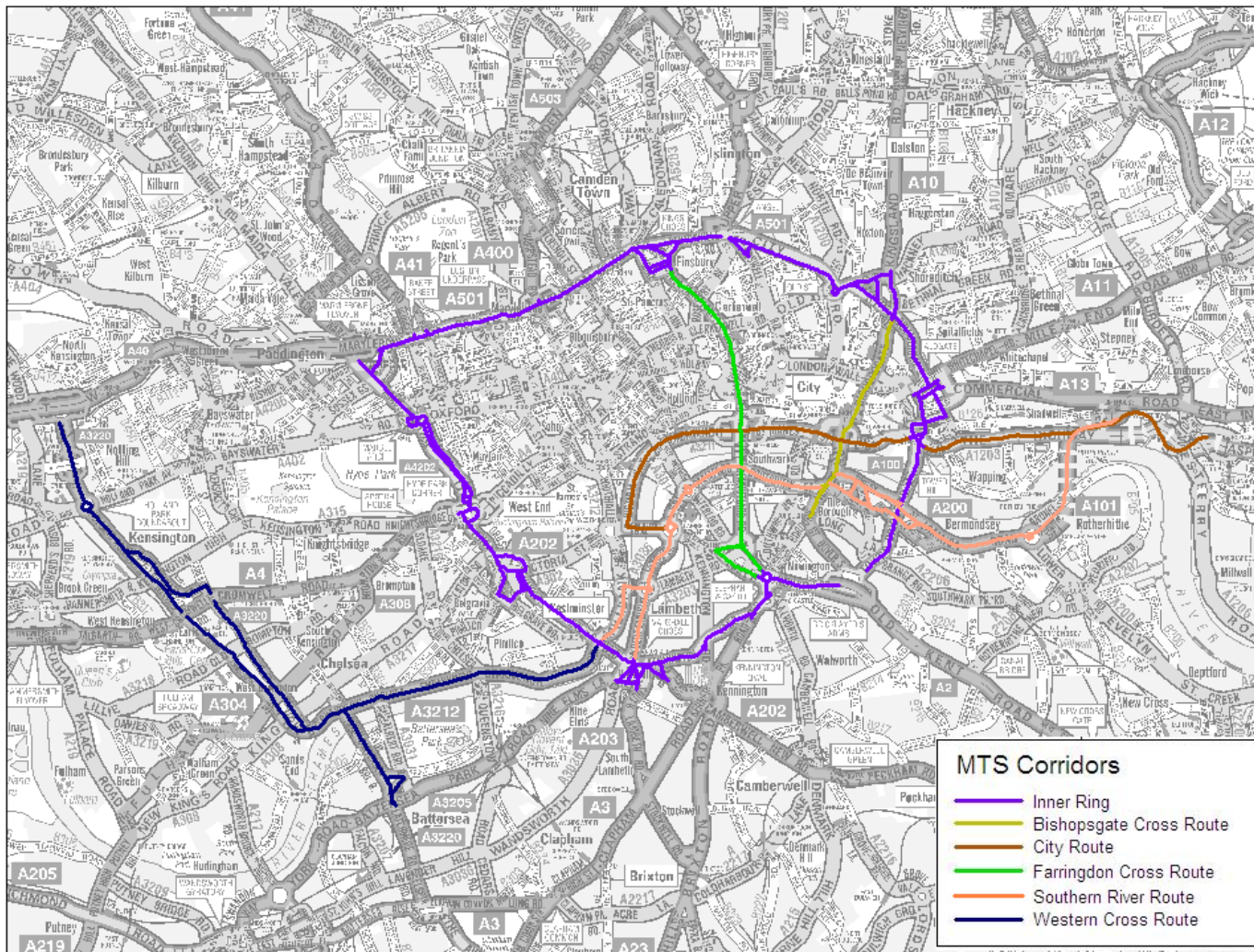
Journey Time Reliability

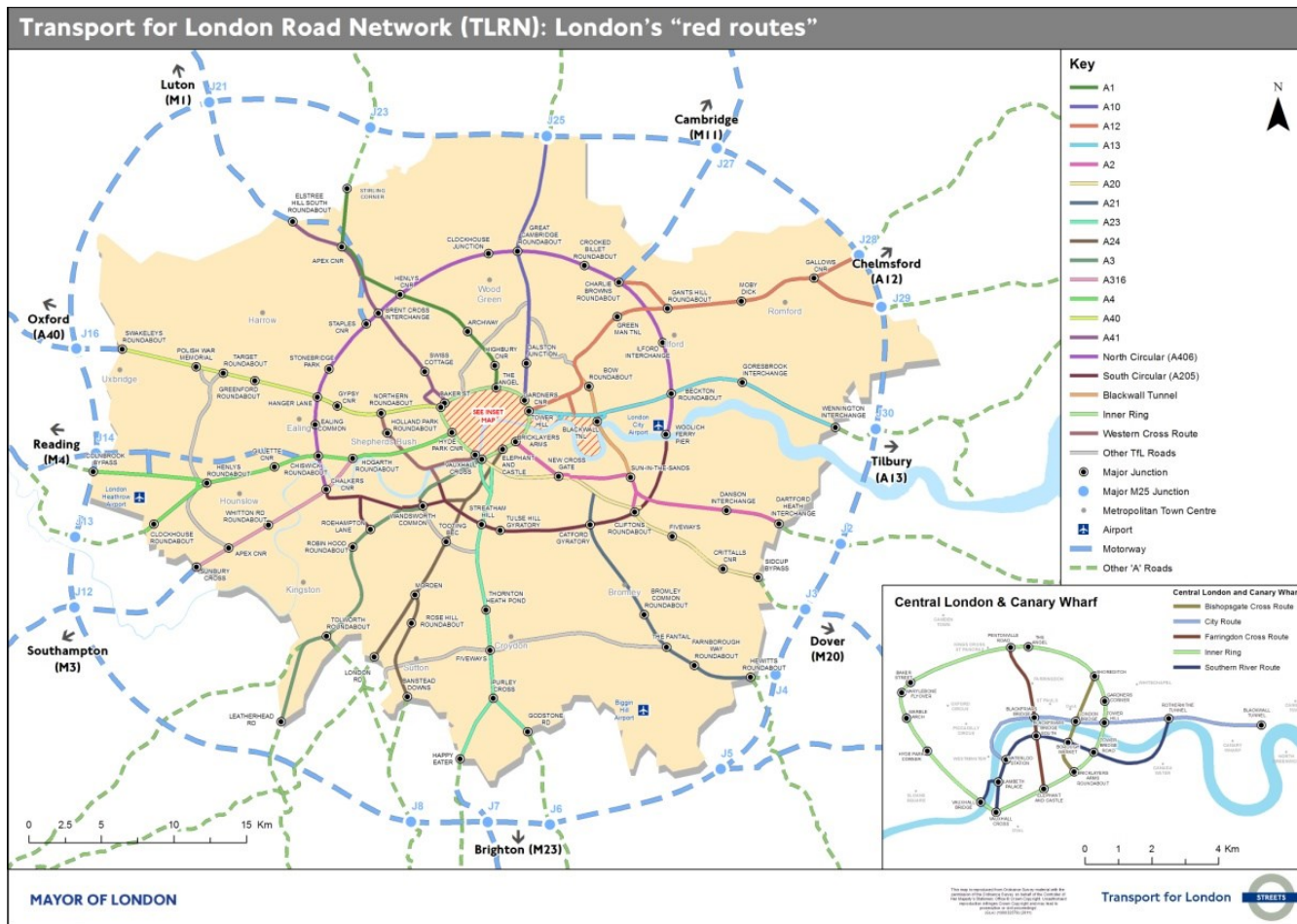
>=90% More than 9 out of 10 journeys are "on time"

80%-89.9%

<80% Less than 4 out of 5 journeys are "on time"

Map showing the TLRN by MTS corridors in central London

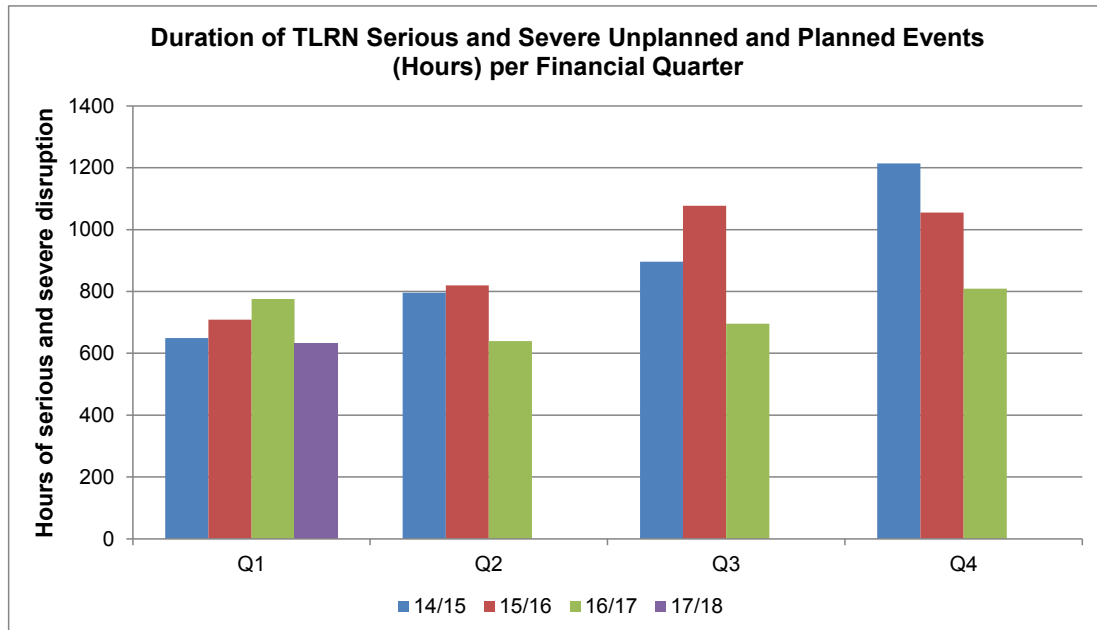




Note: The named corridors do not exactly replicate the road number in the legend, but reflect the strategic radial and orbital corridors set out in the Mayor's Transport Strategy (e.g. the "A12 corridor" includes the A11 Mile End Road into Central London)

2. Network disruption

Serious and severe unplanned and planned disruption on the TLRN

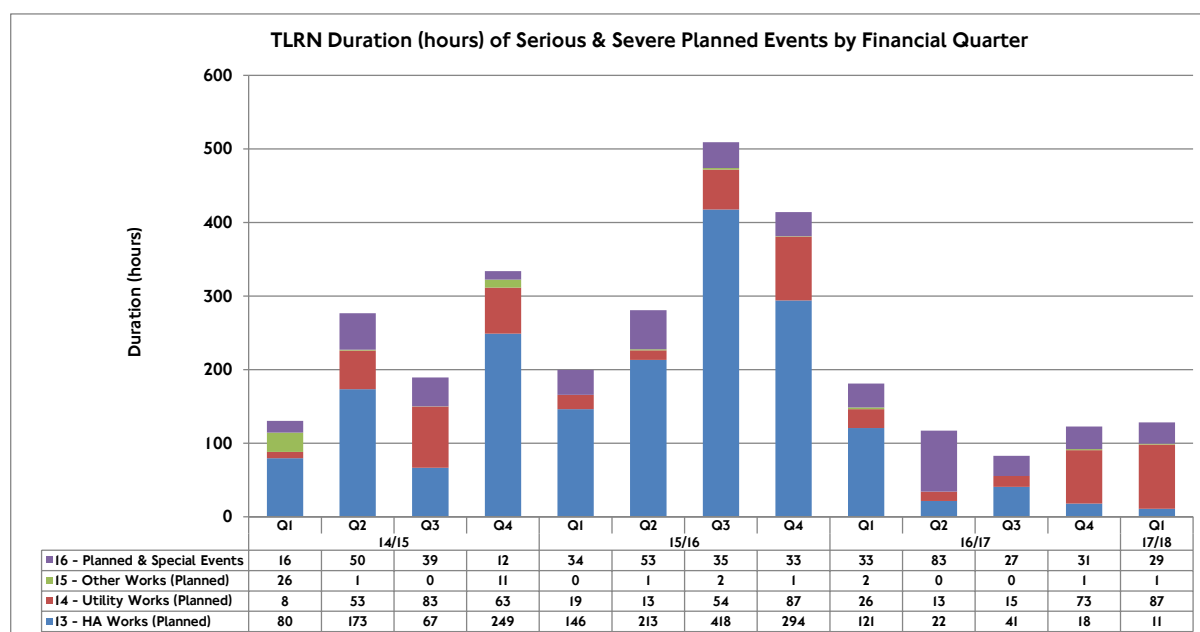


There were 632 hours of Serious and Severe (S&S) disruption in Q1 2017/18 resulting from unplanned and planned events, spread across 310 separate incidents. Planned S&S disruption totalled 128 hours and unplanned S&S disruption totalled 504 hours.

Overall this represents decrease of 143 planned and unplanned hours compared to Q1 2016/17, attributable to a decrease of 53 planned S&S disruption hours and decrease of 90 unplanned S&S disruption hours.

The amount of S&S disruption per event, a measure of the effectiveness of resolving unplanned incidents, was 1.7 hours in Q1 2017/18, compared to 1.9 in Q1 2016/17.

Planned incidents and events: TLRN I



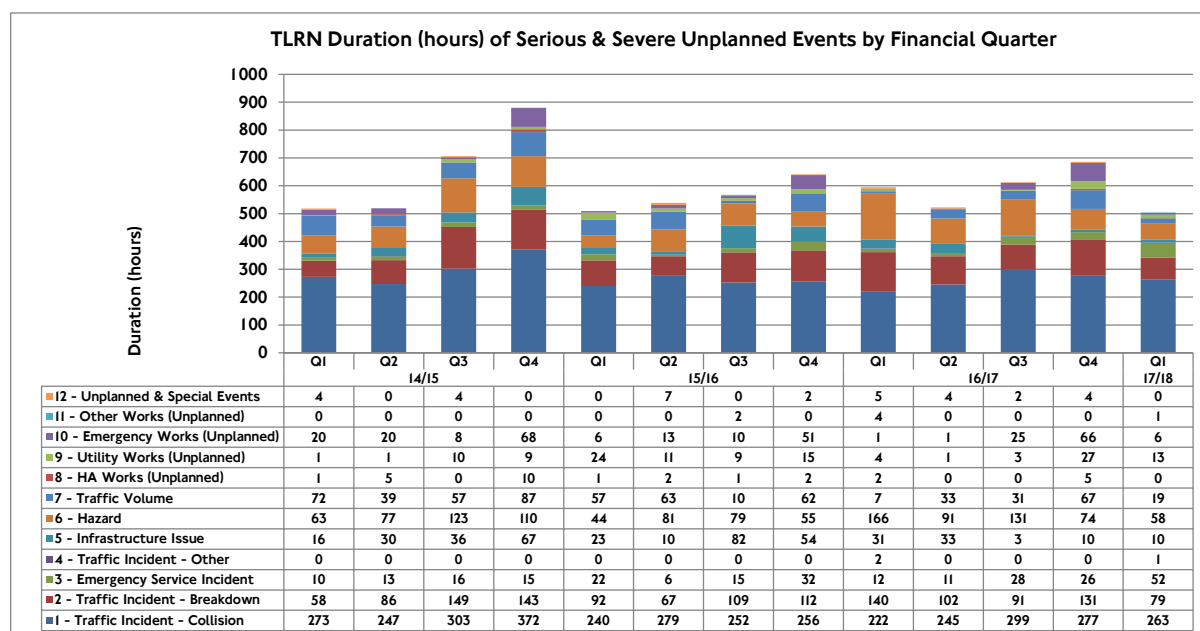
There were 128 hours of S&S disruption in Q1 from planned events, spread across 21 separate events (an average of 6 hours 6 minutes per event). This compares to 181 hours spread across 27 events (an average of 6 hours 42 minutes duration per event) in Q1 2016/17.

There were four planned events on the TLRN recording more than 10 hours of S&S disruption:

- Starting on Friday 07 April and ending on Wednesday 12 April there was disruption on Seven Sister Road due to planned utility works. There were a total of 71.5 hours of disruption in the period, 18.8 hours of which were serious and severe. 18.8 hours.
- Starting on Tuesday 18 April and ending on Friday 21 April there was disruption on West Hill due to utility works by Southern Gas Networks. There were a total of 84.9 hours of disruption in the period, 11.9 hours of which were serious and severe. 11.9 hours.
- Starting on Friday 28 April and ending on Sunday 30 April there was disruption on the Hanger Lane Gyratory System due to utility works by Thames Water. There were a total of 43.0 hours of disruption in the period, 19.7 hours of which were serious and severe. 19.7 hours.
- Starting on Tuesday 30 May and ending on Monday 05 June there was disruption on West Hill due to Southern Gas Networks works. There were a total of 141.9 hours of disruption in the period, 26.4 hours of which were serious and severe. 26.4 hours.

¹ NB: The system to record data was changed in 2013/14. The previous and current systems record incidents and events using different categorisations and are not directly comparable. In the chart, data to 13/14 has been aligned to the new categories for information only.

Unplanned incidents and events: TLRN ¹

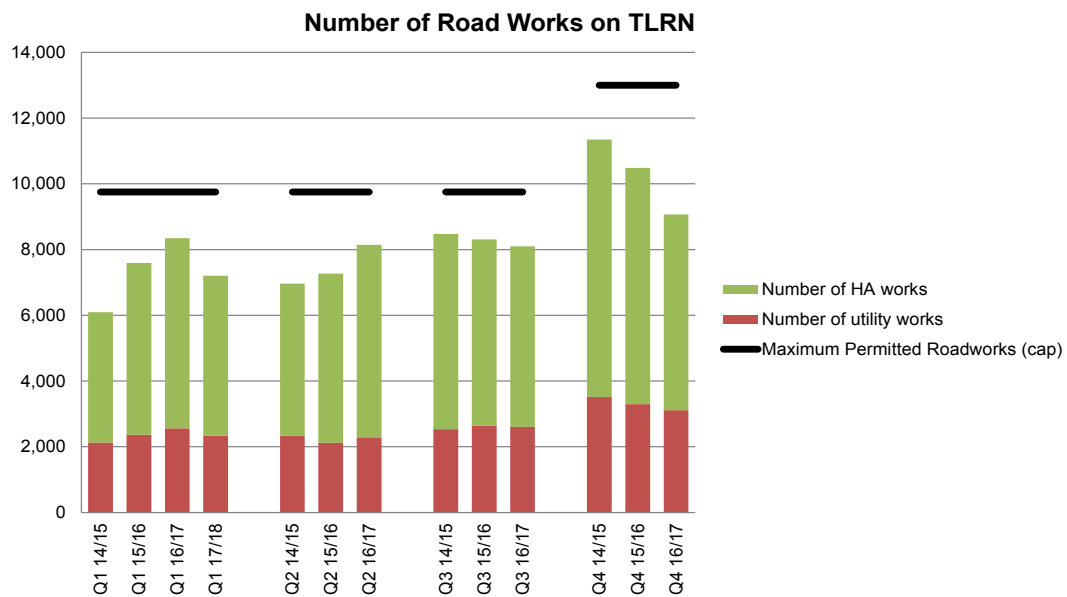


This quarter on the TLRN there were 504 hours of unplanned S&S disruption, spread across 289 separate events (an average of 1 hour 44 minutes duration per event). This compares to 594 hours, spread across 320 events (an average of 1 hour 51 minutes duration per event) in Q1 2016/17.

There were three unplanned incidents on the TLRN leading to over 10 hours of serious and severe disruption:

- Starting on Friday 7 May and ending on Saturday 8 May there was disruption on Western Avenue due to a vehicle fire. There were a total of 21.1 hours of disruption, 13.0 hours of which were serious and severe. 13.0 hours.
- Starting on Thursday 08 June and ending on Thursday 08 June there was disruption on Ilford Flyover due to a broken down vehicle. There were a total of 16.4 hours of disruption, 11.7 hours of which were serious and severe. 11.7 hours.
- Starting on Wednesday 14 June and ending on Friday 16 June there was disruption on Westway due to an emergency services incident. There were a total of 60.3 hours of disruption, 13.9 hours of which were serious and severe. 13.9 hours.

3. 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 subject to permitting.

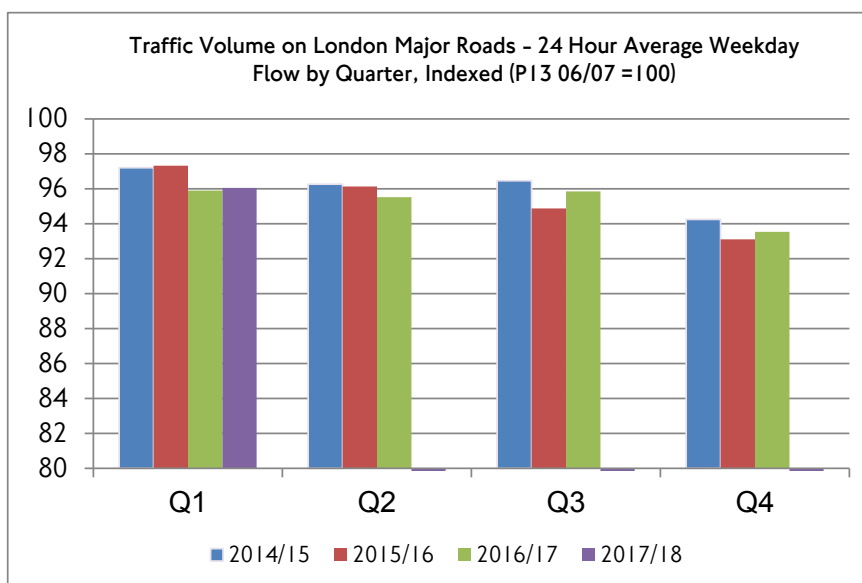
To manage the cumulative impact of roadworks on the TLRN, the total number of new road works permitted in any one period was capped at 4,170 from the start of 2010/11. This was 20% below the peak level of roadwork activities experienced in 2009/10 (5,212 in period 12 of that year). The cap was then reduced in 2011/12 to 3,753 per period, and lowered again to 3,250 per period in 2013/14.

In Q1 2017/18 the total number of roadworks on the TLRN was 7,207 - a decrease of 1,412 (14%) on the 8,349 total reported in Q1 2016/17, and 26% below the allowable cap of 9,750.

4. Traffic volumes

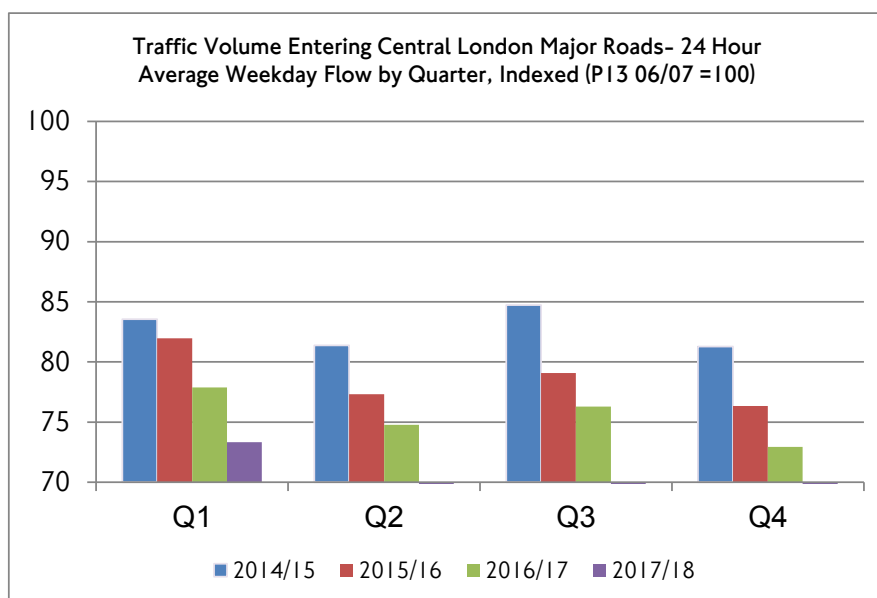
Vehicular traffic volumes on London's major roads

The pan-London traffic flow index stands at 96.04 in Q1 2017/18. This is 0.1 index points above the same quarter in 2016/17, and 1.3 index points down from the same quarter in 2015/16. The chart below shows traffic flows relative to an index of 100 in 2006/07.



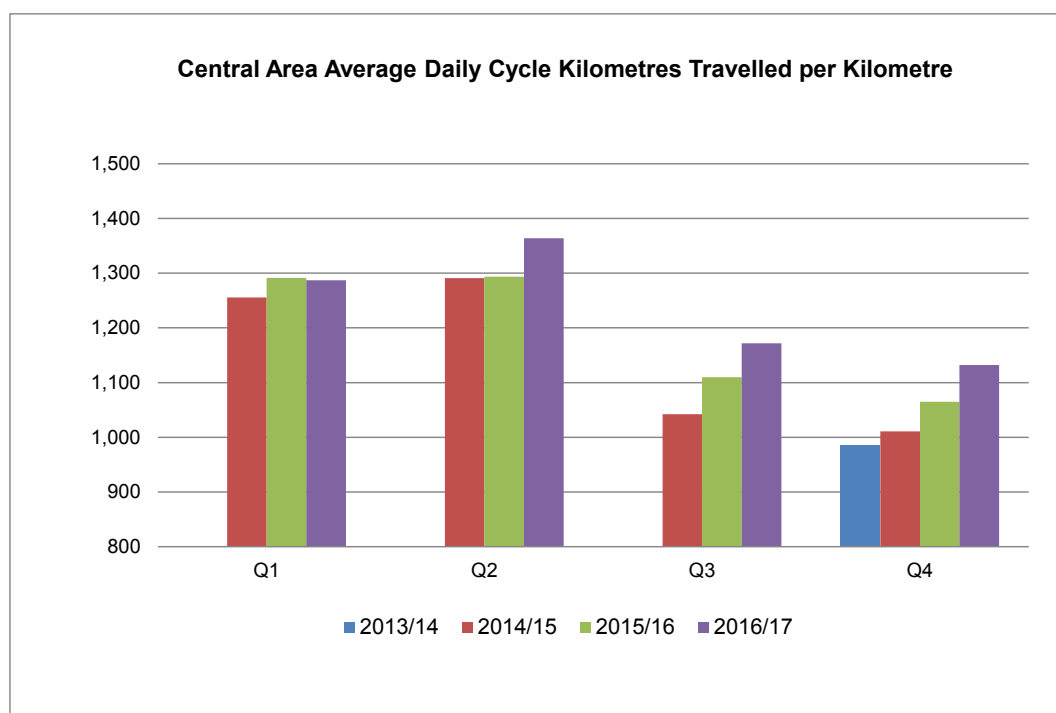
Vehicular traffic entering central London's major roads

The central London traffic flow index stands at 73.3 in Q1 2017/18. This is 4.5 index points down from the same quarter in 2016/17 and 8.6 index points down from the same quarter in 2015/16. The chart below shows traffic flows relative to an index of 100 in 2006/07.



5. Cycling levels in central London

The chart below shows cycle levels in central London relative to a baseline established in Q4 2013/14. Overall, the average total cycle kilometres travelled per kilometre per day within central London across all road networks in Q4 2016/17 was 1,132. This is a 15% increase compared to the Q4 2013/14 baseline of 986, and a 6.3% increase compared to the same quarter in the previous year. TfL a target of cycle levels in 2016/17 to be 3.1% above those in 2015/16.



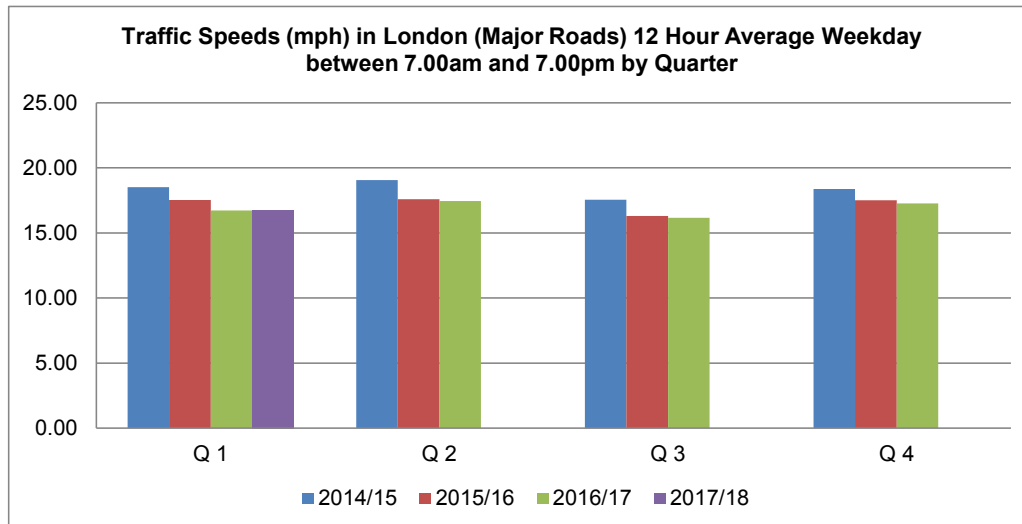
Central London cycling metric

This is a representative measure of total kilometres cycled each day in central London, as defined by the congestion charging zone (CCZ), and is reported each quarter. It has been in place since Q4 2013/14, and uses 200 stratified manual count sites and is part of a suite of cycling metrics that have been developed as part of TfL's monitoring framework for cycling in London. The previous TLRN index has been replaced because patterns of cycling have changed substantially, particularly following the provision of new facilities, and the locations of existing cycle counters do not adequately capture these changes. Note that the central London cycle metric is recorded one quarter in arrears.

6. Traffic speeds

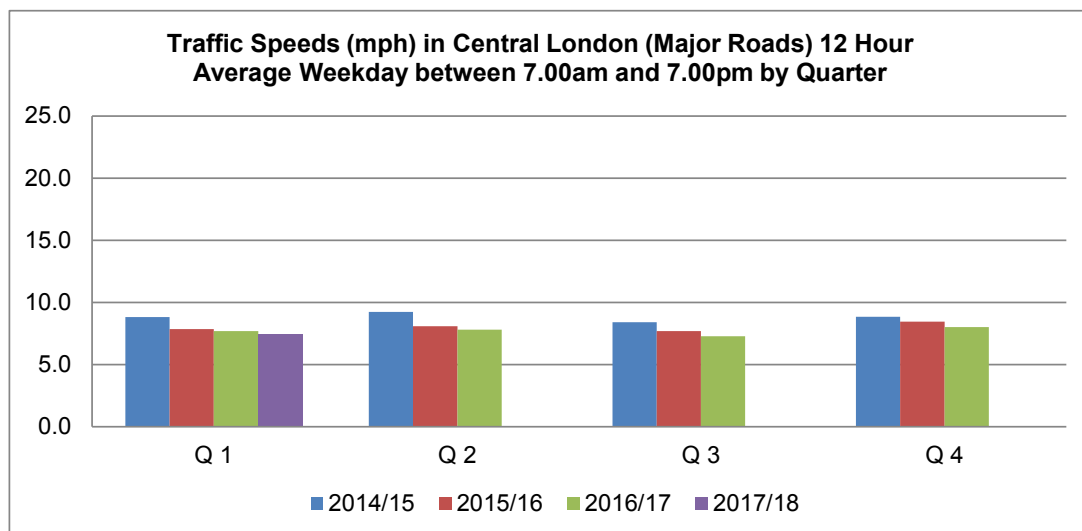
Traffic speeds in London

In Q1 2017/18 average traffic speeds for the 12 hours between 07:00 and 19:00 across London were 16.8 mph, a 0.1mph (0.3%) increase year-on-year.



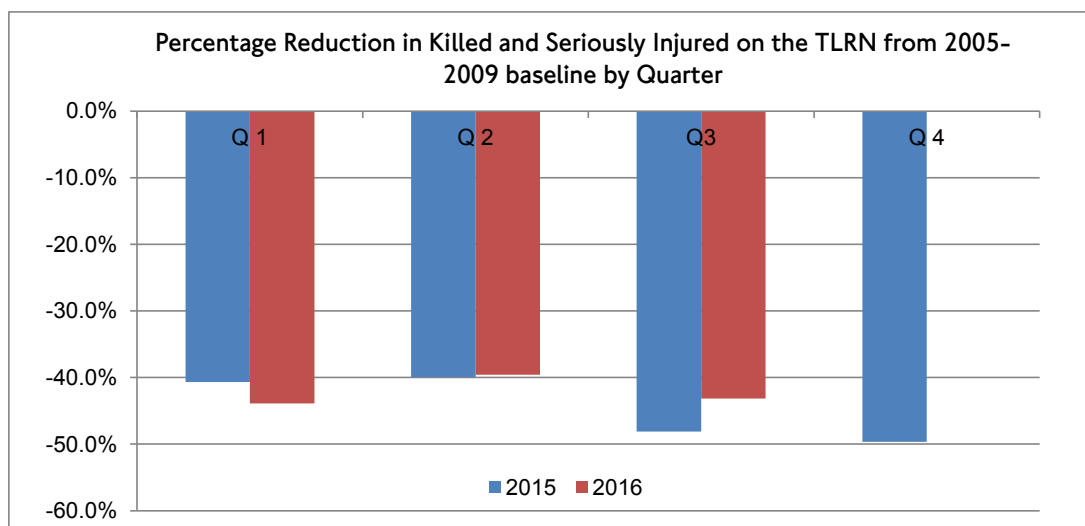
Traffic speeds in central London

In Q1 2017/18 average traffic speeds for the 12 hours between 07:00 and 19:00 across central London were 7.4 mph, a 0.2mph (3.2%) decrease year-on-year.



7. Road safety

The graph below shows the percentage change in killed and seriously injured (KSI) casualties on the TLRN from the 2005-2009 baseline for the period 2014/15 to 2015/16. Note in this data set, Q3 is defined as the three month period from June 2016 to August 2016.



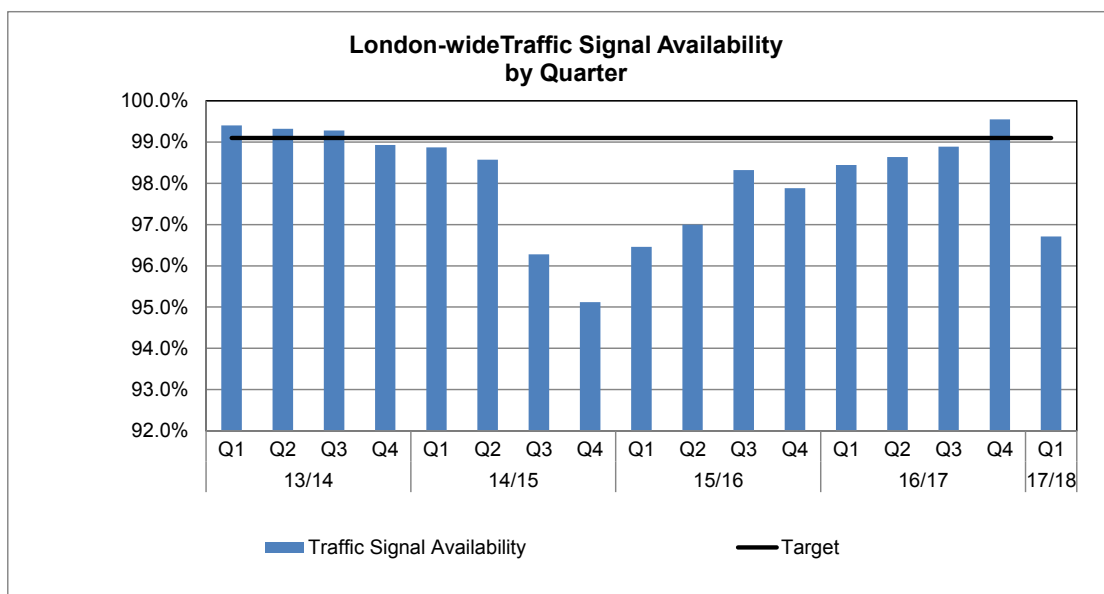
Provisional data for Q3 2016/17 indicates that there were 129 KSI casualties on London's roads, a 43.16% reduction from the 2005-2009 Q2 baseline.

The table below shows the absolute and percentage reduction in TLRN KSIs in Q3 2016/17 relative to Q3 in previous years.

Quarter 3 Results	2013	2014	2015	2016
KSIs on the TLRN	167	157	143	129
Percentage change to Q3 2016/17	-23%	-18%	-10%	

The road safety data for both Q4 and Q1 this year are not yet available for analysis and reporting because of delays to the data caused by the introduction of a new road safety reporting system by the Metropolitan Police. Updates for both quarters will be made when the data becomes available.

8. Asset availability



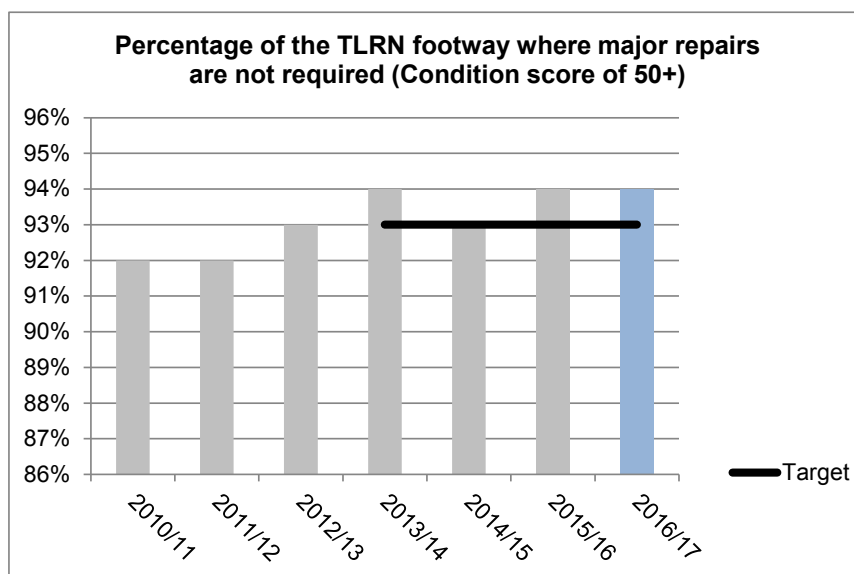
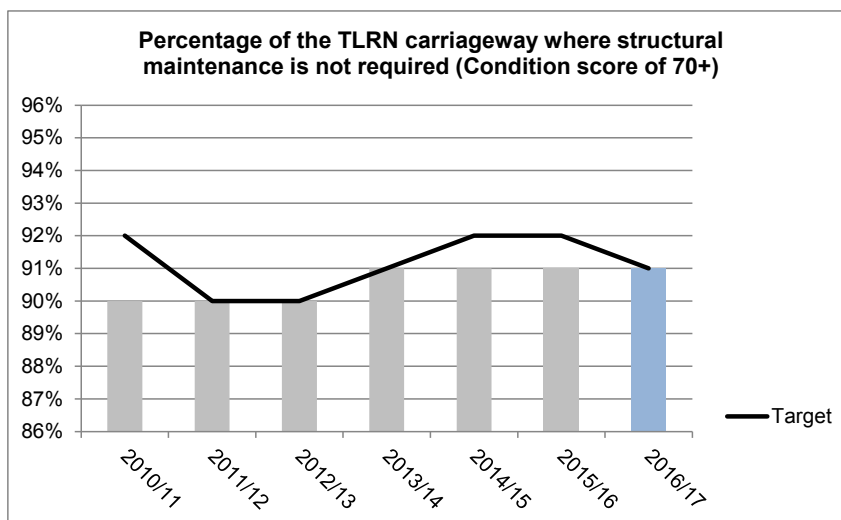
During Q1 2017/18, the availability of traffic signals London-wide was 96.71%, compared to 98.4 % in Q1 2016/17. Performance is expected to improve further in the future as new contractors increase resources and continue to train staff.

The target for this indicator is set at 99.1%, representing the availability of all functions of traffic signal equipment. 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. The reason for not meeting this performance target is primarily due to poor performance in the east and south areas.

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

9. State of good repair

State of Good Repair (SOGR) metrics for 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 carriageway where structural maintenance is not required has remained at 91% for the past few years, from 2013/14 to 2016/17.

The percentage of the TLRN footway where structural maintenance is not required was 94% in 2013/14, 93% in 2014/15 and back to 94% in 2015/16 & 2016/17 – the fluctuation is caused by the timing of annual condition inspections in relation to major footway schemes.

10. Customer Satisfaction

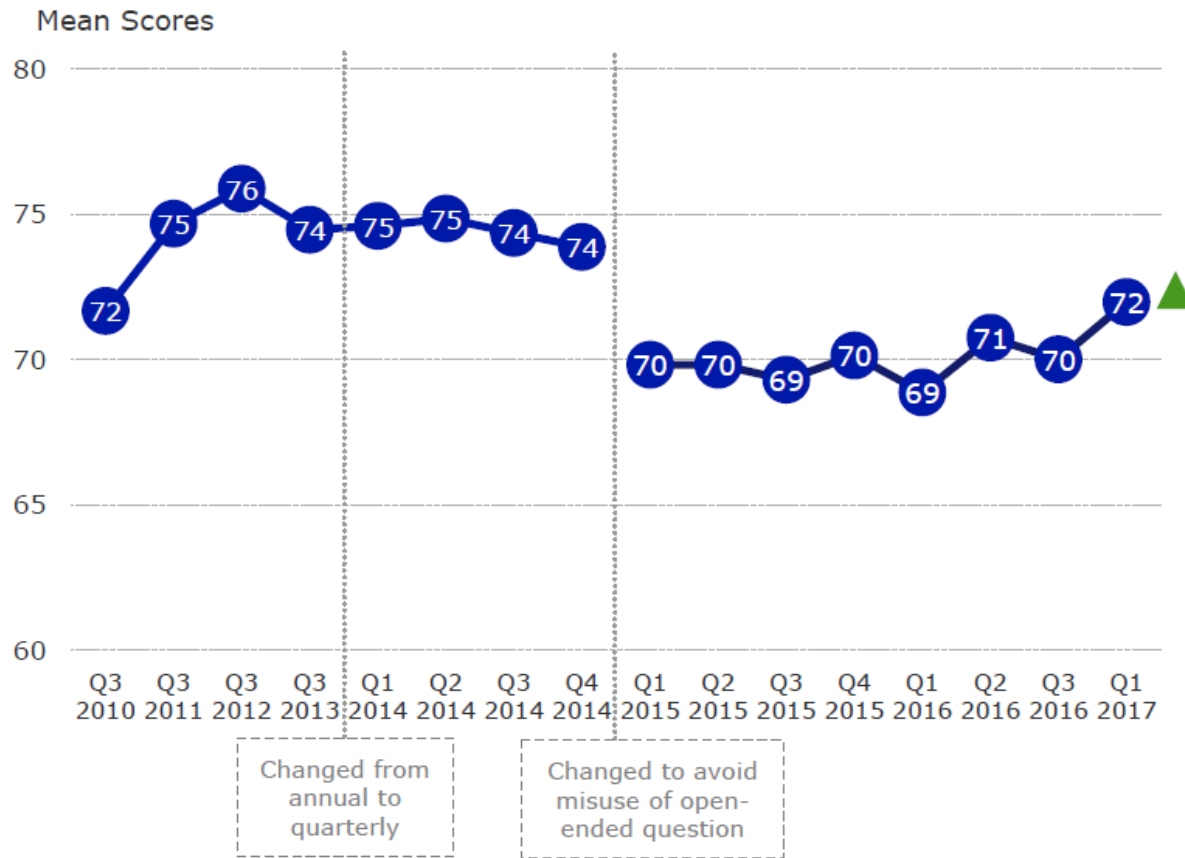
The survey was conducted annually from 2010 – 2013 (fieldwork conducted during mid-Oct to mid-Nov). Since 2014, the survey has been carried out quarterly. This enables the road network to be assessed during different seasons to build up a more representative picture over the year.

The survey is conducted using the TNS online respondent panel among panel members based in London and the South East. To be eligible for interview, respondents needed to have 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 Q1 2017/18 interviews were carried out between 24th April - 26th May. 3,000 TLRN users were interviewed (3000 in London and 300 in South East England). Details of 7,967 trips were recorded i.e. collecting multiple trips from some respondents. The main results are as follows:

- Among TLRN users, overall satisfaction continues to increase following the reduction in roadworks. At 72, it is now at its highest level for the last 2 years, increasing by 2 points from last quarter, and by 3 points from the same quarter last year.
- TLRN users are more satisfied across all aspects of the journey compared to the previous quarter. The biggest increases relate to the improved speed and flow of traffic
- Satisfaction among all network users increased from the previous quarter and from Q1 last year. Car drivers remain the least satisfied, along with pedestrians.
- The increase in satisfaction is driven by an increase in satisfaction for journey times, speed and congestion – the highest key drivers of satisfaction for bus and car users
- Experiencing roadworks lowers the overall satisfaction score by 8 points. The greatest impact is on satisfaction with estimating journey time, speed and moving in traffic, along with pedestrians being able to move around easily and avoiding water/flooding.
- TLRN users are more satisfied with safety this quarter, especially P2W riders and car drivers.
- Overall satisfaction among cyclists remains at a record high level, a year after the opening of the new cycle superhighways. New cyclists (cycling less than 2 years) remain more satisfied than cyclists who have been cycling in London for longer. Experienced cyclists are more satisfied than last year.
- Overall satisfaction among pedestrians is higher than the same quarter last year.
- Pedestrians are more satisfied with most aspects of their journey compared to the same quarter last year.
- The biggest satisfaction increase for car drivers and bus users is for estimating the journey length.

Overall Satisfaction among TLRN users is 72

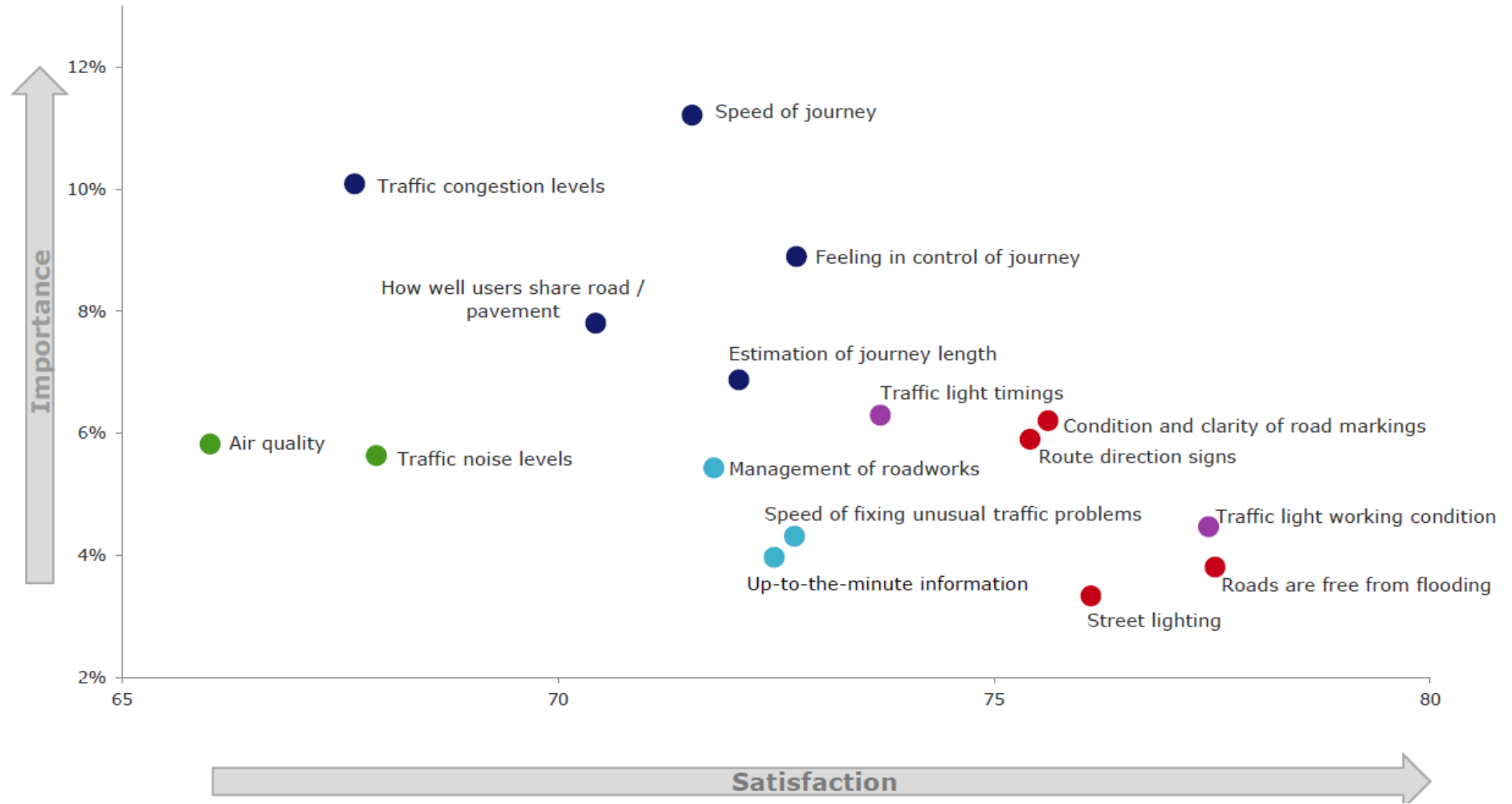


72

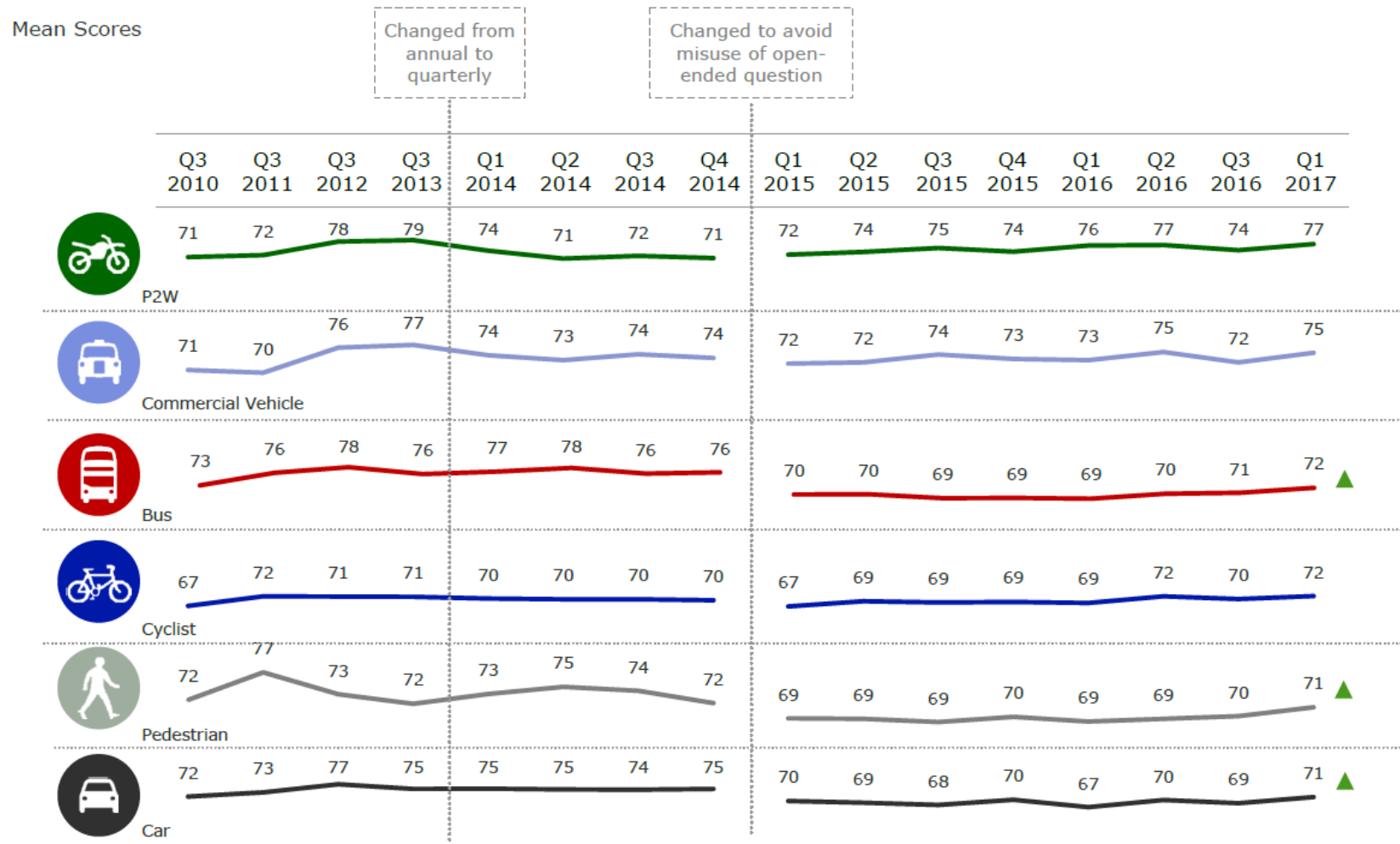


Overall satisfaction
with TLRN
Q1 2017

Importance vs Satisfaction: All TLRN users



Satisfaction among all network users increased from the previous quarter and from Q1 last year. Car drivers remain the least satisfied, along with pedestrians.









Bases Q1 2017: Bus (1932); Car (2752); Commercial vehicle (422); P2W (320); Pedestrian (1912); Cyclist (629)
 Green/Red arrow: significantly higher/lower than previous quarter

No survey in Q4 2016/17

The increase in satisfaction is driven by an increase in satisfaction for journey times, speed and congestion – the highest key drivers of satisfaction for bus and car users.

Movements for main drivers of satisfaction by modes

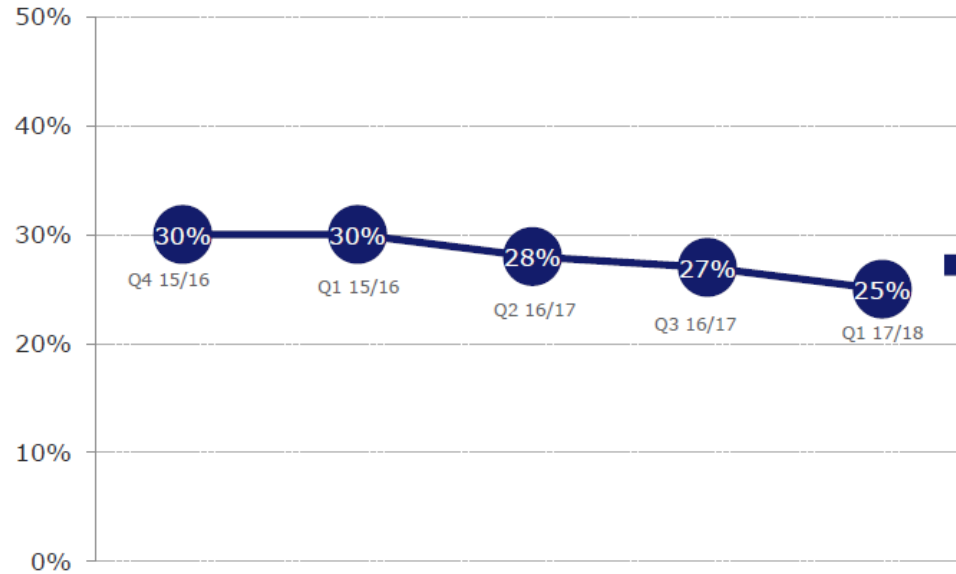
Mean Scores

	 Bus	 Car	 Pedestrians	 Cyclist	 Commercial	 P2W
Overall satisfaction	72 ▲ ¹	71 ▲ ³	71 ▲ ¹	72	75	77
Estimation of journey time	66 ▲ ³	66 ▲ ⁴	76	73	71	75
Speed of journey	65 ▲ ²	65 ▲ ³	74	72	70	74 ▲ ⁴
Traffic congestion	59 ▲ ²	61 ▲ ³	61 ▲ ²	65	68	72

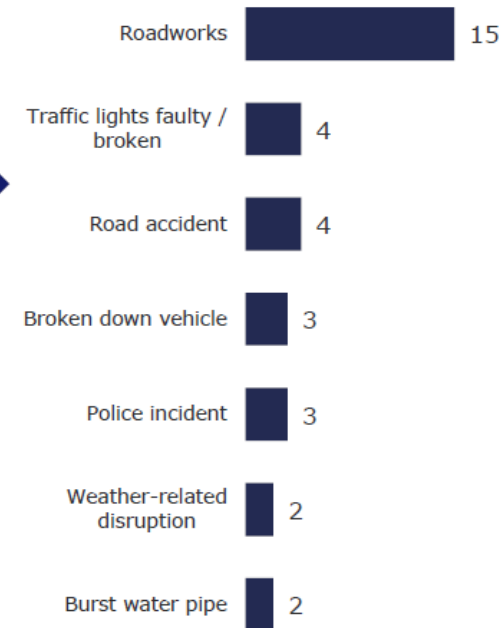
The number of road users who experienced an unusual event is now the lowest for the last 18 months. Roadworks remain the most common unusual event.

Experience of unusual events and impact on satisfaction

% who experienced an unusual event on journey

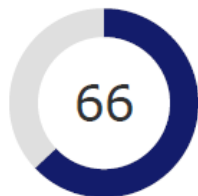


% type of unusual event experienced

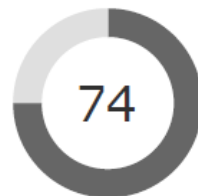


Overall satisfaction

(Mean score)

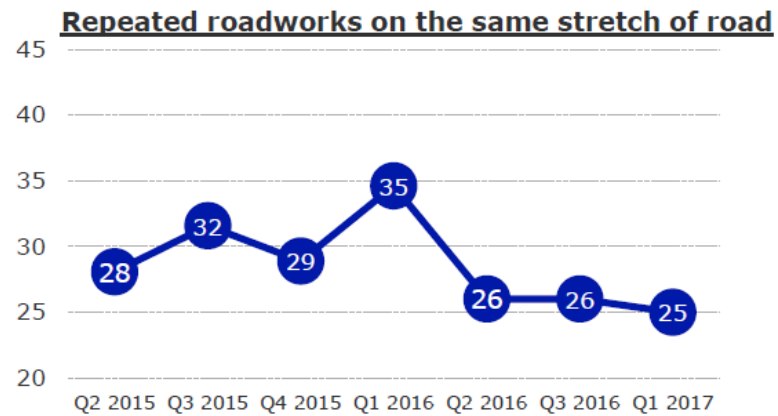
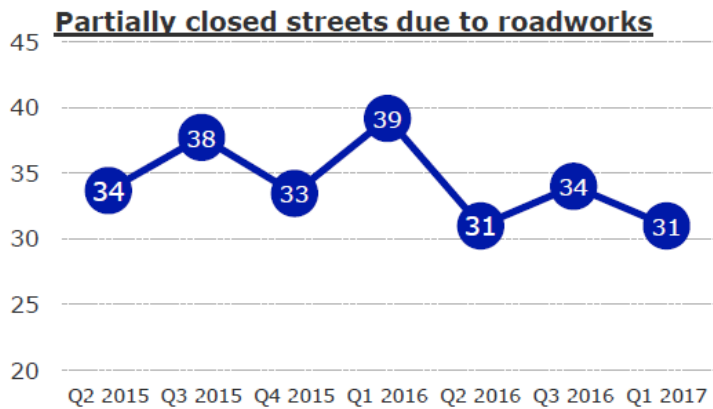
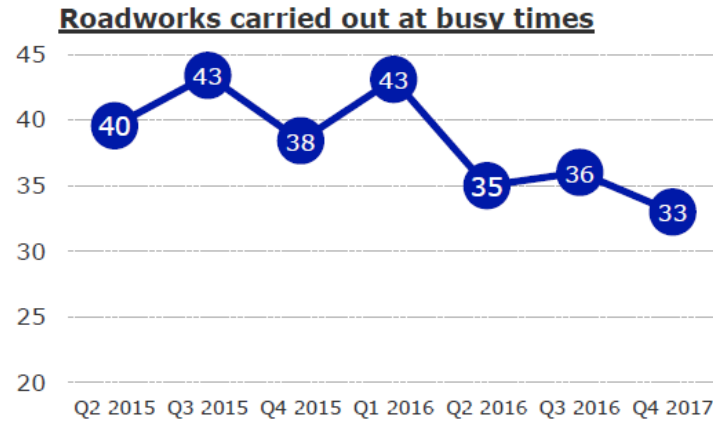
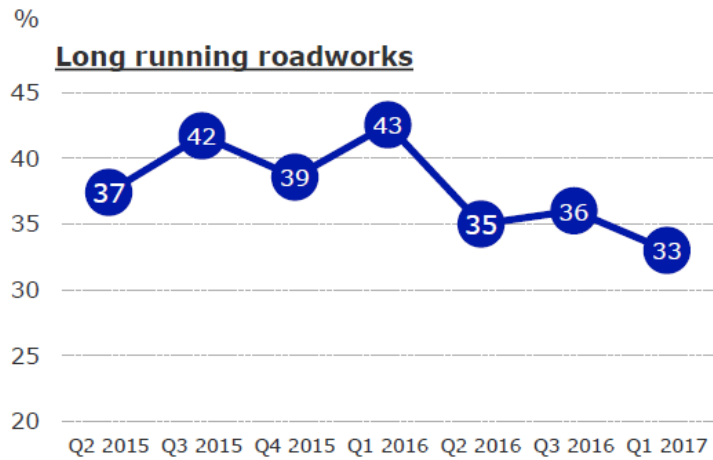


If experienced unusual event

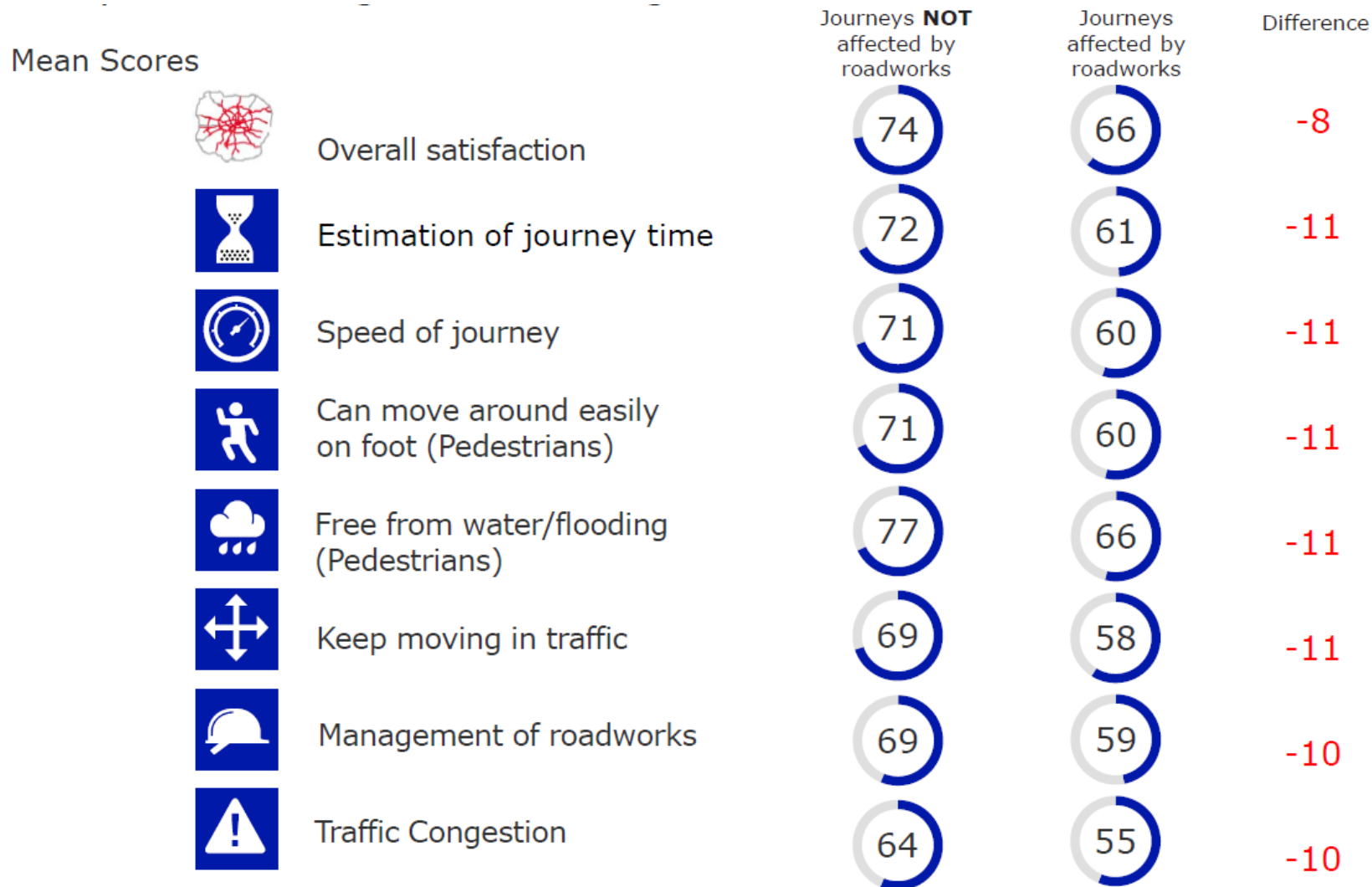


If did not experience unusual event

Experiences of any type of roadworks have been decreasing.



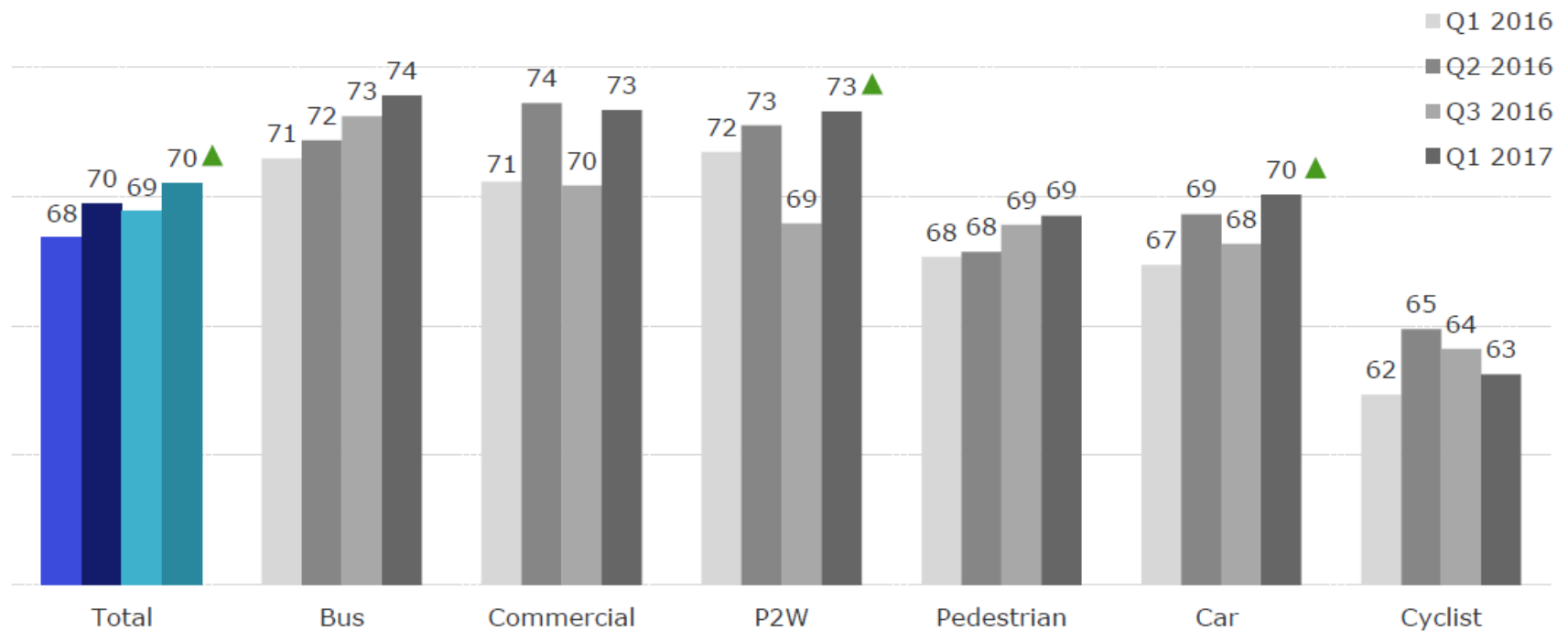
Experiencing roadworks lowers the overall satisfaction score by 8 points. The greatest impact is on satisfaction with estimating journey time, speed and moving in traffic, along with pedestrians being able to move around easily and avoiding water/flooding.



TLRN users are more satisfied with safety this quarter, especially P2W riders and car drivers.

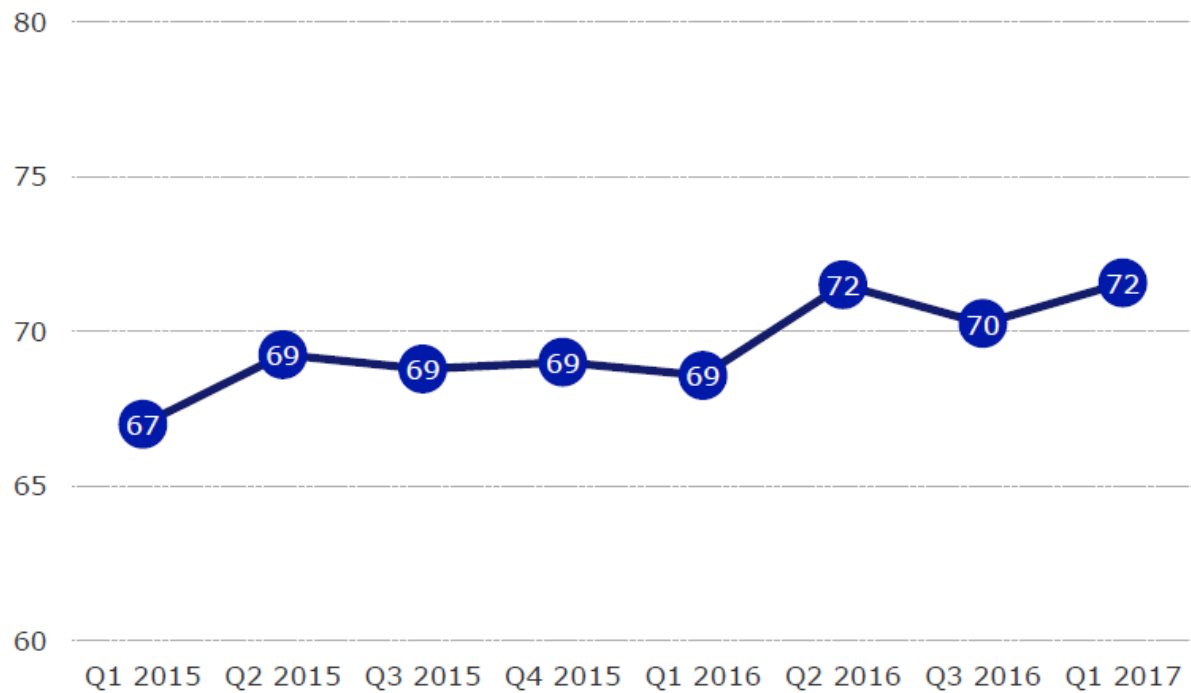
Satisfaction with the **safety** from having an accident

Mean score



Overall satisfaction among cyclists remains at a record high level, a year after the opening of the new cycle superhighways.

Mean Scores



72

Cyclists overall satisfaction
with TLRN
Q1 2017

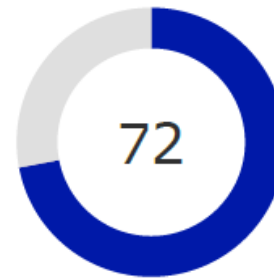
New cyclists (cycling less than 2 years) remain more satisfied than cyclists who have been cycling in London for longer. Experienced cyclists are more satisfied than last year.

Cyclists: overall satisfaction



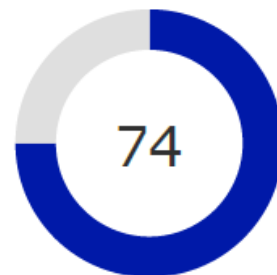
Cyclist

All cyclists



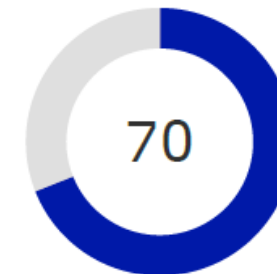
Q3 2016/17
70

New cyclists Less than 2 years



Q3 2016/17
75
Q1 2016/17
76









Experienced cyclists More than 2 years



Q3 2016/17
70
Q1 2016/17
67

New cyclists are more satisfied with all aspects of their journey and particularly with air quality and traffic noise level.

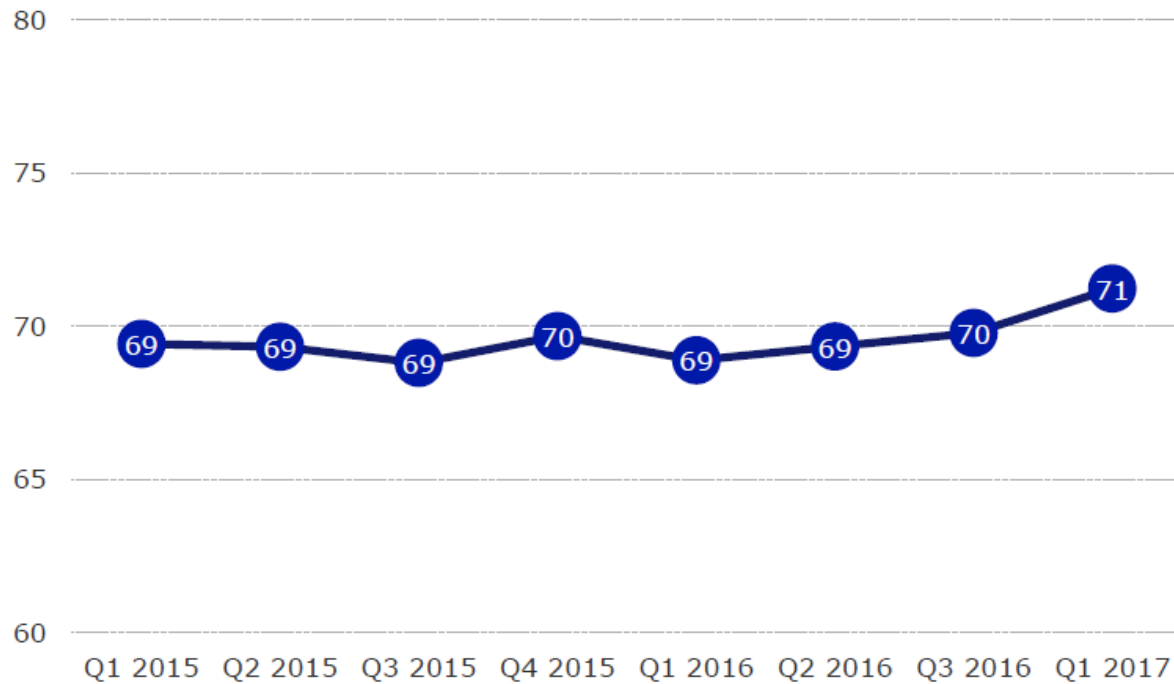
Mean Scores

	New cyclists	Experienced cyclists	Difference
 Air quality	64	52	-12
 Traffic noise levels	66	56	-10
 Condition of road surfaces	68	60	-8
 Share the road	68	60	-7
 Traffic Congestion	69	61	-7
 Availability of cycle lanes	69	62	-7
 Safety from accident	67	60	-7
 Condition of cycle lanes	68	61	-7

Overall satisfaction among pedestrians is higher than the same quarter last year.

Pedestrians are more satisfied with traffic and road drainage systems compared to the previous survey quarter, Q3 2016/17.

Mean Scores






71

Pedestrians overall
satisfaction
with TLRN
Q1 2017

The biggest satisfaction increase for car drivers and bus users is for estimating the journey length.

Key movements by modes

Mean Scores

	 Pedestrians	 Car	 Bus
Overall satisfaction	71 ▲1	71 ▲3	72 ▲1
Estimation of journey length	76	66 ▲4	66 ▲3
Speed of journey	74	65 ▲3	65 ▲2
Traffic congestion levels	61 ▲2	61 ▲3	59 ▲2
Keeping traffic moving	-	64 ▲3	63 ▲2
Management of road works	65	64 ▲3	65 ▲2
Speed of response for fixing unusual traffic problems	66	65 ▲3	67 ▲2
Roads are well drained and free from water flooding	75 ▲2	76 ▲3	75 ▲2
Up-to-the-minute information	67	67 ▲4	68 ▲2

Car drivers and bus users are more satisfied with most aspects of their journey.

Key movements by modes

Mean Scores




















Pedestrians



Car
























Bus

	71 	71 	72 
Overall satisfaction			
Traffic noise levels	55	65 	61 
Street lighting	71	73 	72 
Traffic light timings	67	70 	69 
Working condition of the traffic lights	74	76 	75 
Safe from accident	69	70 	74
Amount and clarity of road signs giving route directions	72	73 	73 
Amount and clarity of road signs about delays/disruptions	-	69 	69 
Condition and clarity of road markings	72	72 	72

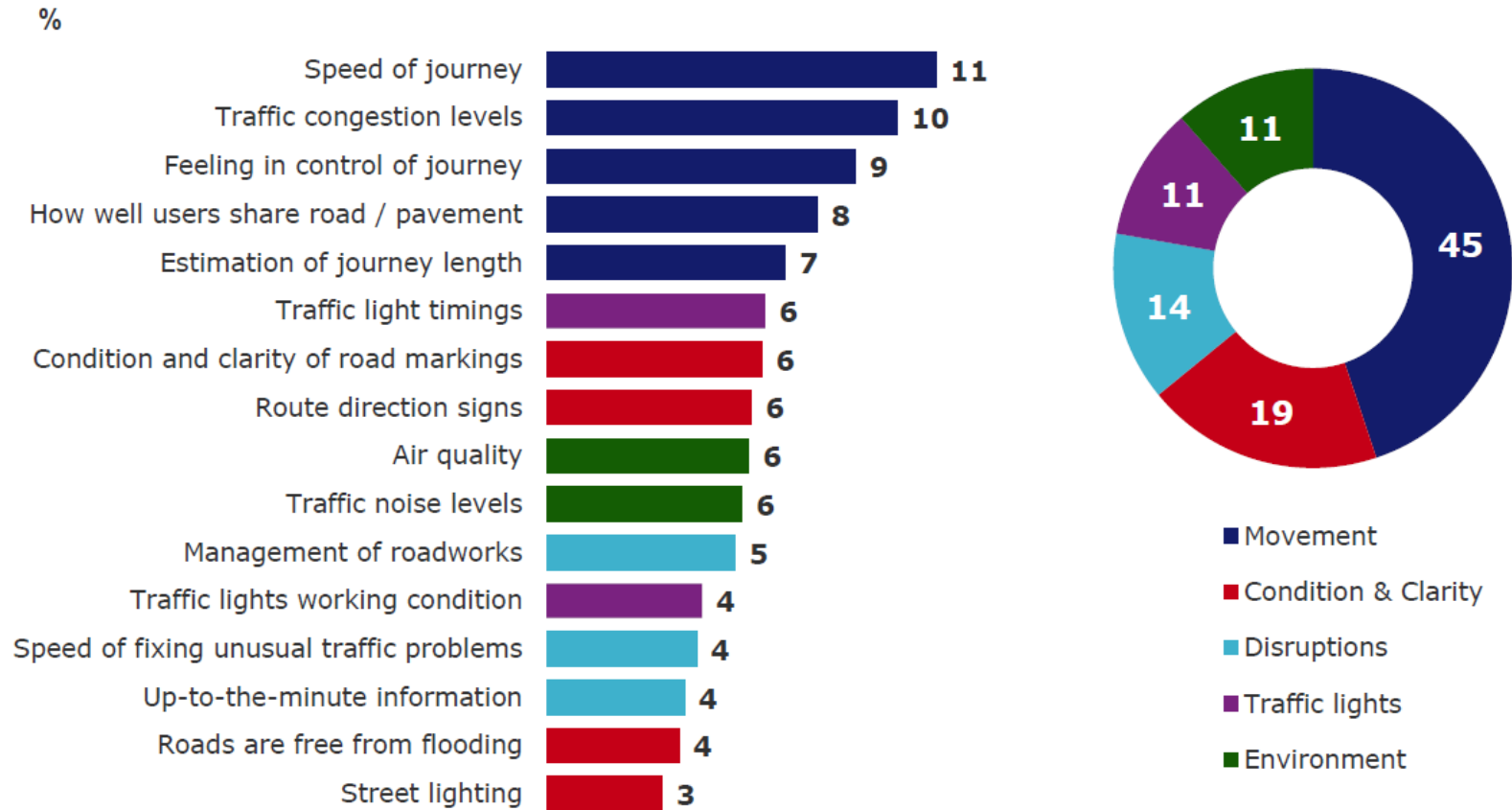
Commercial drivers and P2W are more satisfied with most aspects of their journey

Key movements by modes

Mean Scores

	 Cyclist 72	 Commercial 75	 P2W 77
Overall satisfaction	72	75	77
Speed of journey	72	70	74 
Management of road works	68	71 	74 
Speed of response for fixing unusual traffic problems	70	72	74 
Up-to-the-minute information	69	73 	74 
Traffic light timings	70	72 	75
Working condition of the traffic lights	74	75 	77
Keeping moving in traffic	69	71	75 
Roads are well drained and free from water and flooding	72	75 	77
Air quality	58	69	72 
Traffic noise levels	61	71	73 
Street lighting	72	75 	77
Safe from accident	63	73	73 
Amount and clarity of road signs giving route directions	71	74 	76 
Condition and clarity of road markings	71	75 	75 

Drivers of satisfaction: All TLRN users



Q1/Q2 2015/16 Excluding the following satisfaction measures:
 keep moving in traffic, condition of road surfaces & clarity of road signs about disruptions