

Transport for London
London Streets



PERFORMANCE REPORT
Quarter 3 2011/12



CONTENTS

1. RELIABILITY 3

2. NETWORK DISRUPTION 8

3. TRAFFIC VOLUMES..... 12

4. TRAFFIC SPEEDS..... 14

5. ROAD SAFETY 15

6. ASSET AVAILABILITY 16

7. STATE OF GOOD REPAIR 17

8. CUSTOMER SATISFACTION..... 18

Summary of Network Performance for Quarter 3 2011/12

London wide traffic speeds (07:00 to 19:00) increased by 2.1% to 18.0 mph in between Quarter 3 this year and last year while there was a 0.3 index point decrease in the volume of traffic on London’s major roads.

The journey time reliability (JTR) on the TLRN in the AM peak in all directions for Quarter 3 was 88.10%; this is 1.0 percentage point higher than the same quarter last year.

There were 520 hours of serious and severe disruption on the network London-wide in Quarter 3 2011/12. This compares to 705 hours in Quarter 3 of the previous year 2010/11 a reduction of 26% year-on-year.

In Quarter 3 of 2011/12, the total number of roadworks on the TLRN was 8,970, a reduction of 206 or 2.2% on the total of 9,176, reported in Quarter 3 of 2010/11. This is now down 23.5% on the numbers recorded in Quarter 3 of 2009/10.

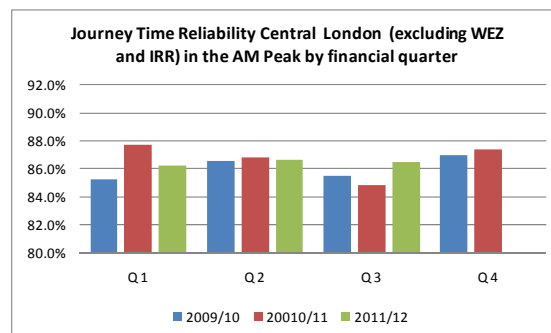
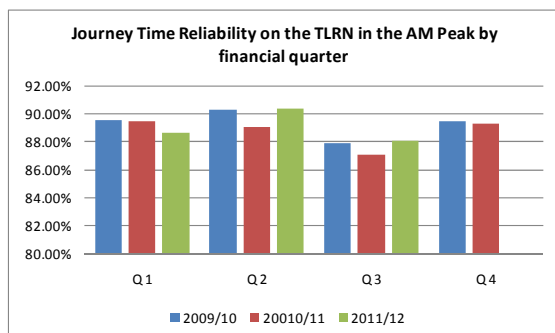
Cycle flows on the TLRN in Quarter 3 2011/12 were 4.5% higher than the same quarter last year.

The number of killed and seriously injured casualties from road collisions on the TLRN dropped by 29.25% compared to Quarter 3 in 2010/11

Annual customer satisfaction scores (reported in this quarter) for all aspects of the TLRN have improved significantly. Overall satisfaction with TfL’s operation of the TLRN improved to 75% in 2011 from 72% in 2010.

1. RELIABILITY

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



The journey time reliability (JTR) on the TLRN in the AM peak in all directions for Quarter 3 was 88.10%; this is 1.0 percentage point higher than the same quarter last year. All periods of Quarter 3 reported more consistent journeys compared to the same periods in Quarter 3 last year. They were also characterised by having less incidents with disruption that impacted reliability in the AM peak.

A major contributor to this improved performance is TfL's investment in Split Cycle Offset Optimisation Technology (SCOOT). SCOOT is an automated, intelligent traffic signal control system which can dynamically change signal timings to best suit prevailing traffic conditions and reduce stops and delays. Prior to 2008, SCOOT operated on about a third of London's ~ 6000 sets of traffic signals. TfL is committed to deliver a further 1000 sites by 2013/14. SCOOT investment has been targeted to corridors on the TLRN and SCOOT optimisation has now been completed at 480 of these sites and the benefits captured during the main peak periods. Assessment of data sets has determined that on average SCOOT is delivering a 12 per cent reduction in delay and a 4.3 per cent reduction in the number of times vehicles have to stop as they travel through the network. TfL is also committed to completing 1000 signal timing reviews a year across the network at sites with existing traffic signal technology. Signal timing reviews are also being targeted at corridors on the TLRN. The 561 signal timing reviews already completed in the 2011/12 financial year have so far brought a 11.6 per cent reduction in delays for traffic at these sets of signals.

Investment taking place in a number of congestion relief initiatives across all of the corridors will provide additional benefits to the SCOOT investment and signal timing reviews in improving journey time reliability right across the TLRN. The most significant of these was the Henley's Corner junction improvement, completed in December 2011.



The year-on-year reductions in traffic flow reported elsewhere also contributed to the improved JTR figures observed across all time periods including the AM-peak.

The journey time reliability for Central London (excluding WEZ and the Inner Ring Road) in the AM peak for Quarter 3 was 86.50%; this is 1.87 percentage points higher than the same quarter last year.

Major building works in central London including the rebuild of the Blackfriars Rail station and construction works at the "Shard" at the junction of Bishopsgate and the Southern River Route corridors affected performance throughout the quarter.

Journey Time Reliability on the TLRN

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

AM Peak		Inbound								Outbound							
Route Type	Corridor	2010/11 Q1	2010/11 Q2	2010/11 Q3	2010/11 Q4	2011/12 Q1	2011/12 Q2	2011/12 Q3	2011/12 Q4	2010/11 Q1	2010/11 Q2	2010/11 Q3	2010/11 Q4	2011/12 Q1	2011/12 Q2	2011/12 Q3	2011/12 Q4
Radial	A4	88.4%	88.6%	86.6%	89.7%	88.6%	89.8%	87.7%		91.3%	90.5%	89.5%	91.6%	91.3%	92.4%	90.5%	
Radial	A40	77.4%	77.8%	77.0%	81.0%	78.0%	79.0%	78.5%		95.2%	93.3%	89.1%	93.6%	95.2%	96.2%	94.6%	
Radial	A41	85.4%	87.8%	84.9%	87.2%	81.5%	89.6%	85.0%		91.5%	93.1%	90.4%	91.0%	91.5%	92.3%	90.1%	
Radial	A1	80.8%	81.7%	79.9%	81.6%	81.6%	81.8%	80.4%		90.2%	90.8%	86.8%	89.7%	90.2%	92.3%	88.2%	
Radial	A10	88.1%	87.3%	84.7%	86.6%	89.2%	89.2%	88.0%		91.5%	90.4%	86.8%	88.4%	91.5%	90.4%	89.0%	
Radial	A12	87.7%	87.1%	84.7%	86.6%	85.8%	86.3%	84.8%		95.9%	97.2%	95.0%	96.2%	95.9%	97.9%	95.5%	
Radial	A13	88.1%	88.1%	83.1%	87.3%	89.1%	87.0%	86.7%		98.8%	98.1%	96.3%	97.9%	98.8%	98.9%	98.4%	
Radial	A2	87.8%	87.3%	83.0%	84.6%	83.4%	87.1%	81.4%		98.7%	98.7%	96.4%	98.0%	98.7%	99.5%	98.7%	
Radial	A20	90.7%	88.8%	86.9%	90.5%	89.5%	91.6%	87.4%		98.2%	97.8%	96.6%	96.9%	98.2%	97.3%	97.1%	
Radial	A21	89.9%	89.4%	88.4%	88.1%	88.9%	91.0%	85.1%		95.1%	95.7%	94.6%	94.9%	95.1%	96.2%	92.1%	
Radial	A23	85.6%	82.1%	84.3%	85.7%	87.0%	87.6%	86.5%		91.4%	90.6%	89.6%	90.0%	91.4%	92.5%	90.5%	
Radial	A24	88.6%	88.6%	88.7%	88.4%	85.8%	89.4%	87.8%		92.8%	92.0%	89.1%	93.3%	92.8%	95.2%	93.5%	
Radial	A3	86.5%	87.0%	86.1%	88.1%	88.2%	92.5%	84.3%		96.0%	95.7%	94.6%	96.0%	96.0%	97.3%	92.6%	
Radial	A316	84.4%	84.7%	84.4%	86.5%	86.3%	86.8%	83.2%		96.6%	95.9%	96.7%	95.5%	96.6%	96.6%	97.3%	
PM Peak		Inbound								Outbound							
Route Type	Corridor	2010/11 Q1	2010/11 Q2	2010/11 Q3	2010/11 Q4	2011/12 Q1	2011/12 Q2	2011/12 Q3	2011/12 Q4	2010/11 Q1	2010/11 Q2	2010/11 Q3	2010/11 Q4	2011/12 Q1	2011/12 Q2	2011/12 Q3	2011/12 Q4
Radial	A4	90.8%	91.0%	87.2%	91.1%	91.0%	90.3%	90.2%		84.7%	83.5%	78.4%	81.6%	81.1%	82.6%	81.0%	
Radial	A40	83.3%	85.0%	82.4%	86.4%	84.1%	84.6%	84.4%		85.7%	85.2%	83.9%	85.0%	85.1%	84.3%	85.2%	
Radial	A41	90.3%	90.0%	88.3%	89.3%	84.1%	89.6%	88.2%		86.2%	85.6%	84.6%	86.5%	84.7%	86.1%	83.9%	
Radial	A1	83.9%	86.0%	83.5%	85.6%	87.1%	86.0%	84.9%		81.0%	81.8%	83.1%	83.1%	79.7%	81.0%	82.7%	
Radial	A10	91.9%	92.1%	89.2%	91.7%	92.9%	93.3%	91.9%		84.6%	85.1%	83.0%	83.7%	84.6%	85.7%	83.8%	
Radial	A12	87.0%	88.7%	87.8%	90.7%	88.8%	87.7%	89.7%		84.5%	86.1%	81.4%	83.9%	86.1%	85.7%	82.6%	
Radial	A13	87.8%	89.6%	85.0%	89.0%	89.0%	88.7%	88.8%		86.4%	84.7%	83.3%	86.4%	86.3%	86.5%	87.6%	
Radial	A2	95.4%	94.6%	91.8%	94.5%	95.2%	95.2%	91.3%		87.0%	89.4%	84.8%	89.4%	88.8%	88.9%	86.0%	
Radial	A20	90.5%	89.0%	88.7%	92.0%	92.3%	91.8%	89.8%		87.6%	88.2%	87.5%	87.8%	87.7%	87.8%	88.0%	
Radial	A21	97.6%	96.0%	96.1%	96.2%	93.9%	97.9%	94.2%		91.7%	94.3%	91.5%	92.3%	90.8%	95.2%	90.9%	
Radial	A23	87.2%	86.7%	86.5%	88.1%	86.6%	88.2%	87.7%		84.5%	85.9%	81.3%	83.7%	84.7%	85.4%	83.8%	
Radial	A24	93.9%	93.6%	94.4%	93.1%	90.7%	91.2%	93.8%		88.3%	88.8%	86.2%	87.7%	87.8%	91.2%	88.5%	
Radial	A3	91.7%	94.4%	89.6%	91.9%	92.2%	93.7%	91.8%		89.4%	90.3%	87.4%	88.3%	91.0%	91.0%	84.8%	
Radial	A316	87.3%	92.6%	89.0%	92.8%	94.3%	93.4%	92.1%		90.3%	93.3%	91.5%	89.8%	92.9%	89.7%	89.3%	



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

AM Peak		Anti-Clockwise								Clockwise							
Route Type	Corridor	2010/11 Q1	2010/11 Q2	2010/11 Q3	2010/11 Q4	2011/12 Q1	2011/12 Q2	2011/12 Q3	2011/12 Q4	2010/11 Q1	2010/11 Q2	2010/11 Q3	2010/11 Q4	2011/12 Q1	2011/12 Q2	2011/12 Q3	2011/12 Q4
Orbital	A102 B. Tunnel	75.9%	75.3%	74.4%	77.0%	73.9%	80.0%	73.8%		96.3%	95.7%	94.1%	97.0%	96.8%	97.6%	97.6%	
Orbital	A406	88.8%	86.9%	85.7%	88.5%	87.4%	89.9%	88.2%		91.1%	91.6%	88.4%	90.6%	87.8%	92.1%	88.6%	
Orbital	A205	88.7%	89.4%	87.5%	88.1%	88.9%	88.9%	87.3%		86.3%	85.8%	86.4%	86.2%	86.1%	86.4%	85.3%	
Orbital	Inner Ring	83.5%	83.0%	81.4%	84.4%	82.5%	84.1%	82.9%		83.9%	84.0%	84.0%	85.1%	82.9%	82.9%	87.3%	

PM Peak		Anti-Clockwise								Clockwise							
Route Type	Corridor	2010/11 Q1	2010/11 Q2	2010/11 Q3	2010/11 Q4	2011/12 Q1	2011/12 Q2	2011/12 Q3	2011/12 Q4	2010/11 Q1	2010/11 Q2	2010/11 Q3	2010/11 Q4	2011/12 Q1	2011/12 Q2	2011/12 Q3	2011/12 Q4
Orbital	A102 B. Tunnel	84.9%	77.1%	74.9%	84.0%	79.2%	83.5%	77.0%		80.7%	79.7%	78.1%	79.0%	83.2%	82.1%	78.1%	
Orbital	A406	88.3%	87.7%	84.9%	88.3%	85.3%	88.7%	88.2%		85.4%	86.7%	84.7%	85.5%	84.9%	86.9%	84.5%	
Orbital	A205	84.6%	85.7%	82.5%	83.5%	85.7%	83.8%	82.3%		90.9%	91.6%	88.1%	89.9%	90.3%	89.8%	86.5%	
Orbital	Inner Ring	78.9%	78.0%	76.5%	80.5%	78.2%	79.5%	78.1%		79.9%	79.1%	79.1%	81.4%	77.9%	79.2%	77.8%	

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

TLRN All Directions	2010/11 Q1	2010/11 Q2	2010/11 Q3	2010/11 Q4	2011/12 Q1	2011/12 Q2	2011/12 Q3	2011/12 Q4
AM Peak	89.4%	89.1%	87.1%	89.3%	88.7%	90.3%	88.1%	
PM Peak	86.8%	87.3%	84.7%	87.3%	86.4%	87.1%	85.9%	

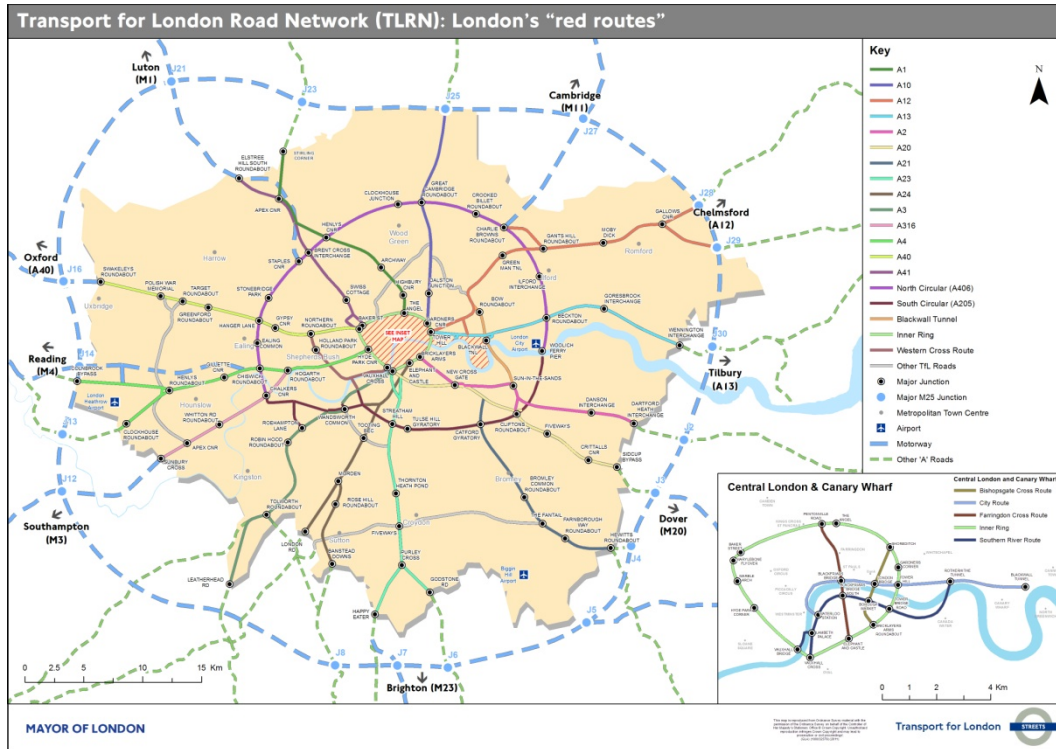
Central London All Directions	2010/11 Q1	2010/11 Q2	2010/11 Q3	2010/11 Q4	2011/12 Q1	2011/12 Q2	2011/12 Q3	2011/12 Q4
AM Peak	87.7%	86.8%	84.6%	87.4%	86.2%	86.7%	86.5%	
PM Peak	83.8%	85.1%	80.4%	83.9%	81.7%	82.6%	81.0%	

Legend

Journey Time Reliability

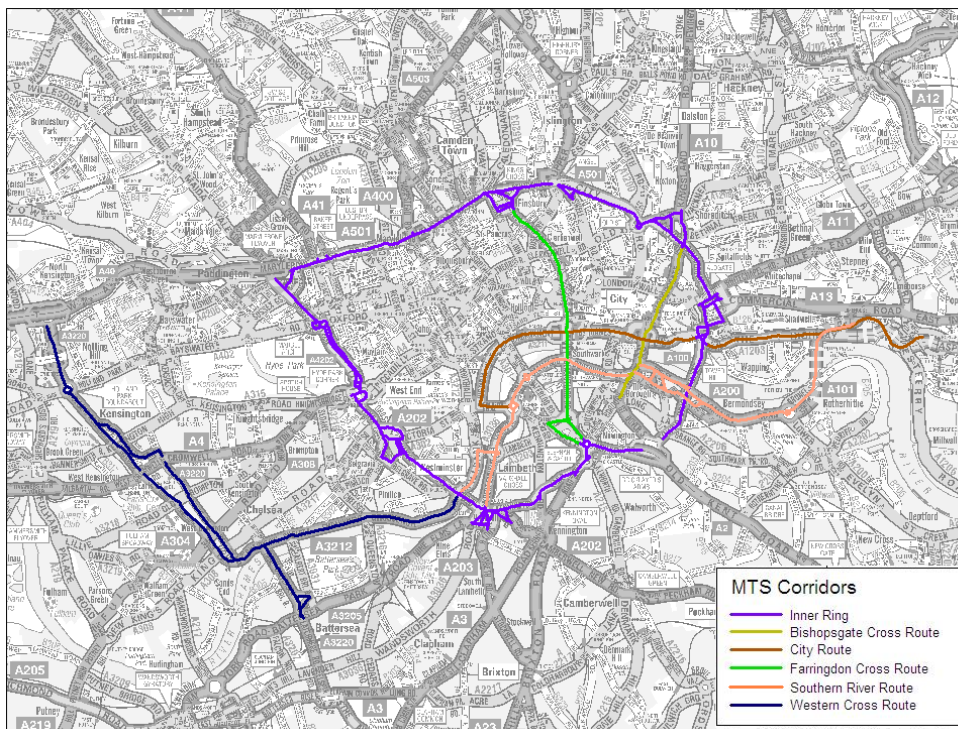
>=90%	More than 9 out of 10 journeys are "on time"
80%-89.9%	
<80%	Less than 4 out of 5 journeys are "on time"

Map showing the TLRN by MTS Corridors across London



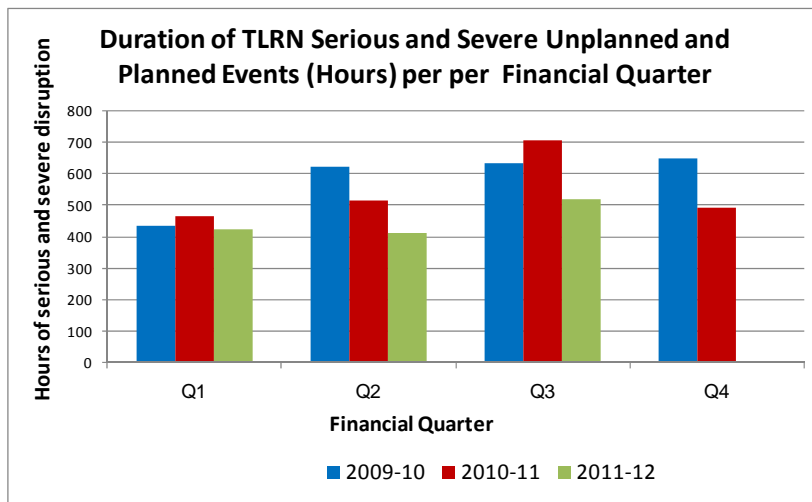
Note: The named corridors do not exactly replicate the road number in the legend, but reflect the strategic radial and orbital corridors set out in the Mayor's Transport Strategy. (E.g. the "A12 corridor" includes the A11 Mile End Road into central London).

Map showing the TLRN by MTS Corridors in Central London



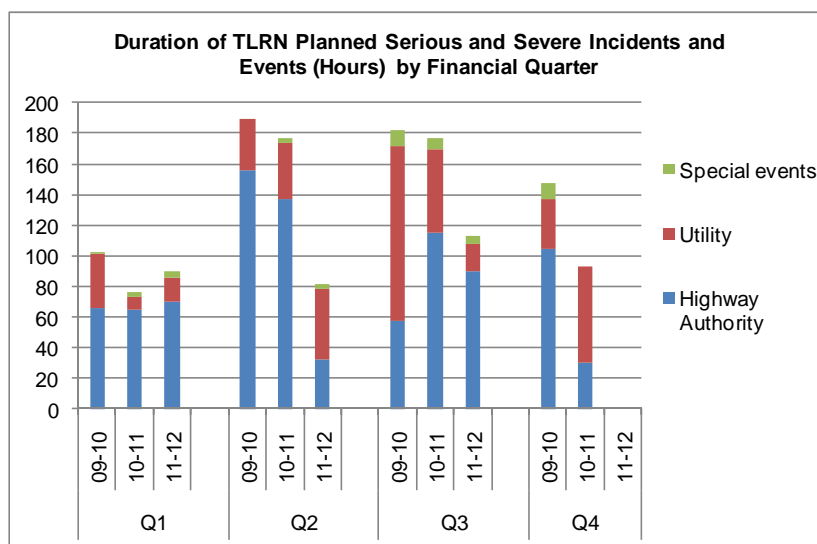
2. NETWORK DISRUPTION

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



Overall in Quarter 3 there were 520 hours of serious and severe disruption from unplanned and planned events spread across 245 separate incidents. This compared to 705 hours spread across 276 incidents in Quarter 3 of the previous year. This is a reduction in traffic disruption of 185 hours compared to Quarter 3 in 2010/11 – a 26% reduction year on year. This is broken down between planned and unplanned events as follows:

Planned Incidents and Events – TLRN



In Quarter 3 there were 113 hours of serious and severe disruption from planned events spread across 37 separate incidents (an average of 4 hours 3 minutes duration per event). This compared to 176 hours spread across 30 events (an average of 5 hours 53 minutes duration per event) in Quarter 3 of the previous year.

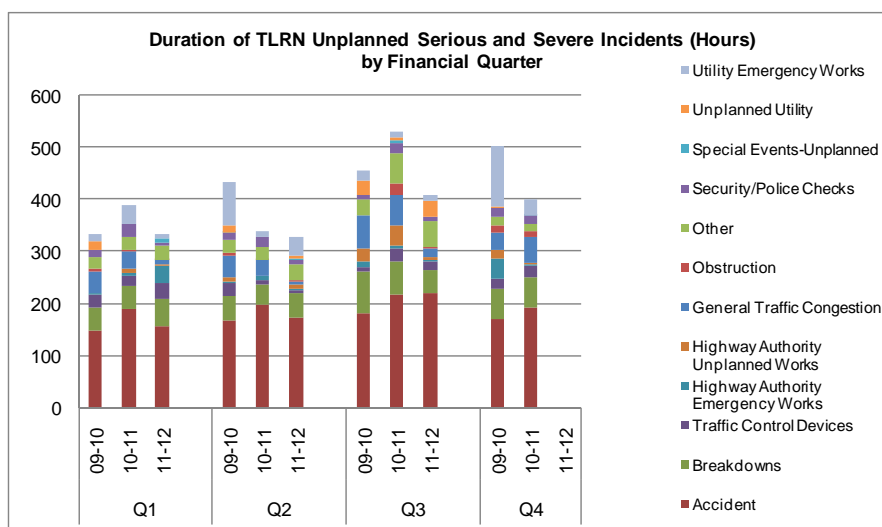
Although there were slightly more recorded serious and severe events than in Quarter 3 2010/11 the near 30% reduction in the average duration of each event more than off-set this, enabling a 36% reduction in delays from planned works. This is largely attributable to the better control of roadworks arising from the implementation of the London Roadworks Permitting Scheme and other initiatives.

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

In quarter 3 there was 1 planned event recording more than 10 hours of serious and severe disruption.

- Friday 7th October, 20:00 in the evening, roadworks took place at Clockhouse Junction (A406 North Circular Road at the junction with A105 Green Lanes). The A406 was reduced to one lane in each direction at the junction with Green Lanes for resurfacing works in connection with the Bounds Green Major Improvement Scheme. The north/south central reservation crossover was also closed stopping any right turns at the junction. Works continued throughout the weekend and completed on Monday 10th October at 05:10. **25.13 hours.**

Unplanned Incidents and Events - TLRN



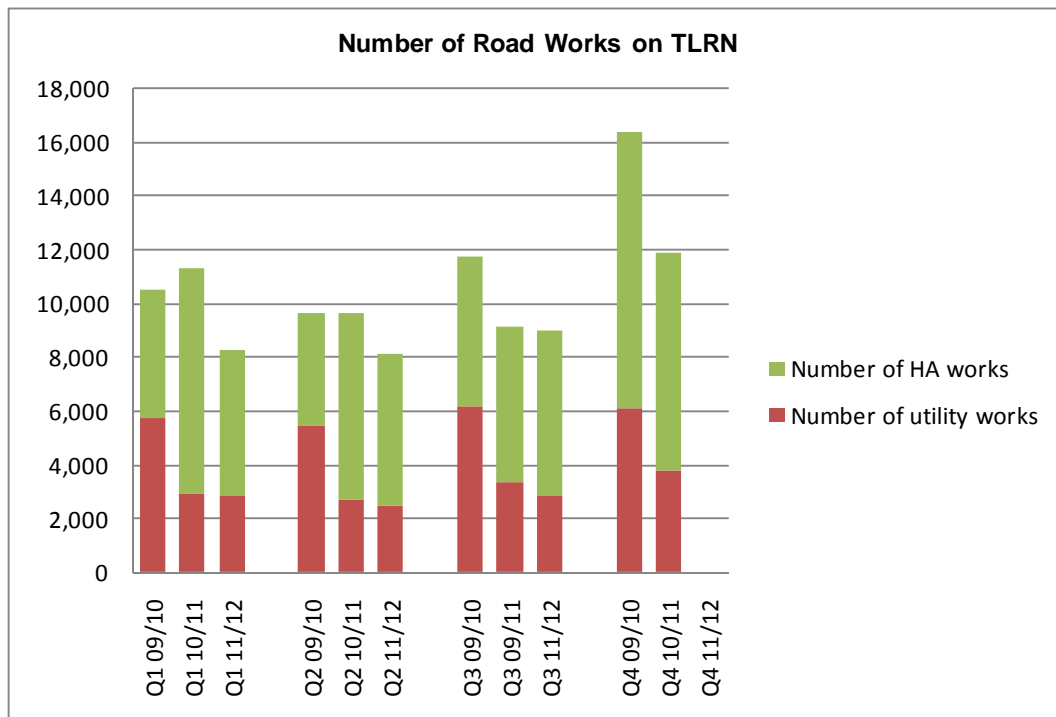
There were 407 hours of unplanned serious and severe disruption, spread across 208 separate events (an average of 1 hour 57 minutes duration per event) on the network London-wide in Quarter 3 2011/12. This compares to 529 hours, spread across 246 events (an average of 2 hours 9 minutes duration per event) in Quarter 3 of the previous year 2010/11. Although there was only a relatively small drop in the average duration of unplanned incidents, a 15% reduction in the number of actual incidents recorded enabled a 23% reduction to be achieved in the overall number of hours of serious and severe disruption from unplanned events on the network.

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

In Quarter 3 there were 4 unplanned incidents recording over ten hours of disruption. In date order these are:

- Thursday 6th October, 12:22 in the afternoon, a serious fire occurred in a building on the A2 Deptford Bridge / A206 Greenwich High Road. Deptford Bridge was closed in both directions between Deptford Church Street and Lewisham Road. There was a further closure to general traffic westbound at Hyde Vale. A diversion was in operation. The incident resulted in severe congestion in the area. The road was closed for four days and reopened at 00:25 on Monday 10th October. **13.69 hours**.
- Thursday 10th November, 06:27 in the morning peak, an accident occurred on the A40 Westway / A219 Wood Lane. The A40 was closed at the Northern Roundabout. This resulted in severe congestion in the area. The road remained closed throughout the day and was eventually reopened the next morning, Friday 11th November at 05:20 in the morning. **16.7 hours**
- Tuesday 15th November, 16:25 in the afternoon, unplanned gas works took place on the A2 East Rochester Way. A restriction on lane one was in place eastbound at Black Prince Interchange due to the emergency gas works, causing slow moving traffic on approach. The works continued throughout the month, finally coming to a close on Sunday 11th December at 22:40 at night. **31.08 hours**
- Tuesday 22nd November, 08:45 in the morning peak, due to a faulty underground cable the UTC traffic signals were under local control on the A501 Marylebone Road at the junction with A4201 Park Crescent. Because, the traffic signals were not under UTC control, traffic was slow moving in both directions on the A501. Eastbound tailbacks queued along the A40, back to the Northern Roundabout. The fault was rectified by 16:35 on Wednesday 7th December. **10.54 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 Authority's own works are also included in the scheme.

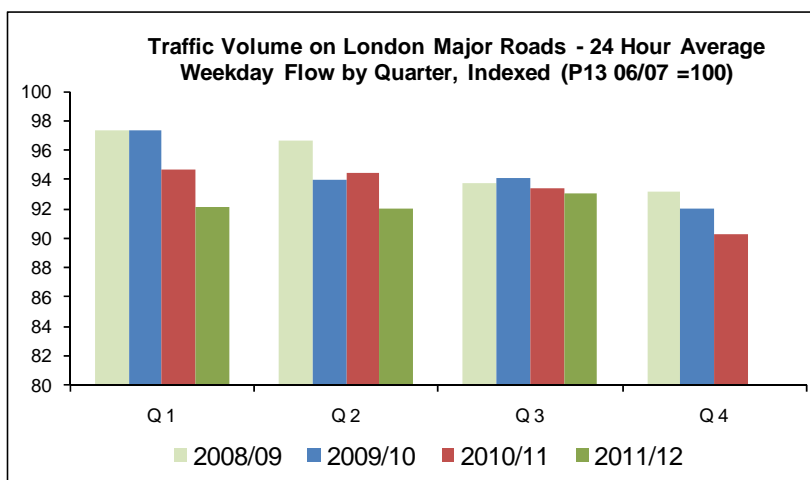
To manage the cumulative impact of road works on the TLRN the total number new roadworks permitted in any one period was capped to 4,170 from the start of 2010/11. This was 20% below the peak level of roadworks activity experienced in 2009/10 (5,212 works in Period 12 of that year).

Starting Quarter 3 of 2011/12 the maximum permissible total number of road works allowed on the TLRN was lowered to be 3,753 per period. This was a reduction of 10% from the initial cap per period of 4,170.

In Quarter 3 of 2011/12 the total number of Road Works on the TLRN was 8,970 a reduction of 206 or 2.2% on the total of 9,176, reported in Quarter 3 of 2010/11.

TRAFFIC VOLUMES

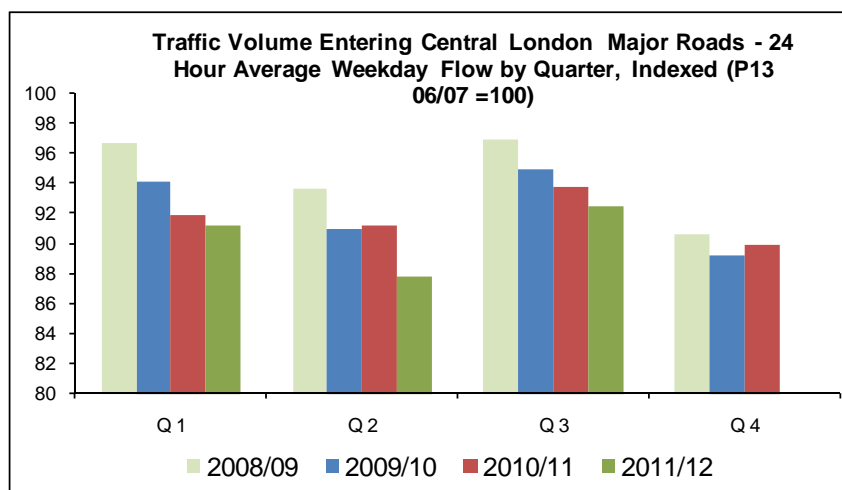
Vehicular Traffic Volumes on London Major Roads



The pan London traffic flow index stands at 93.1 in Quarter 3 2011/12. This is 0.3 index points down from the same quarter last year, and 1.1 index points down from the same quarter two years ago. Traffic volumes continue to fall across London this is a continuation of a reported long term trend. Traffic in London has fallen by almost 6.5 per cent since 2000 and almost 4 per cent since 2008.

The chart shows traffic flows relative to an index of 100 in period 13 in 2006/07.

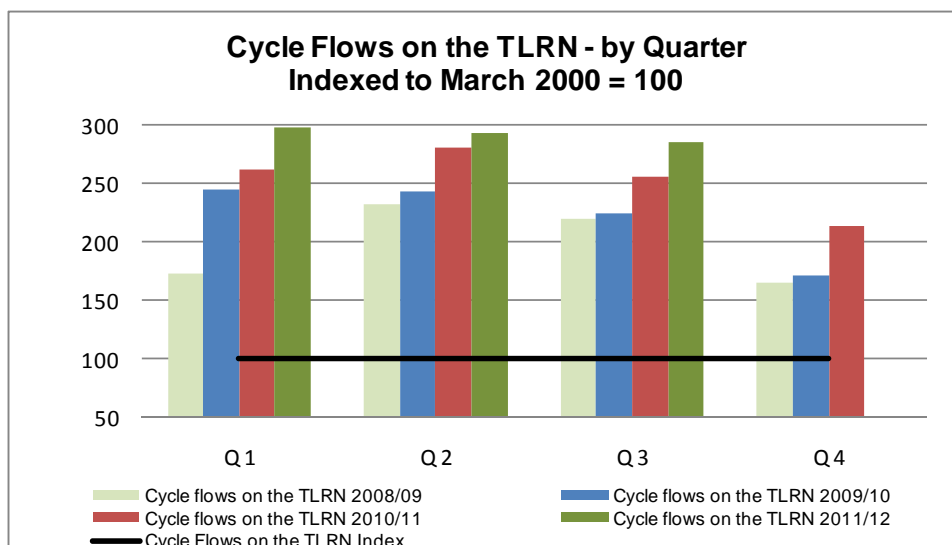
Vehicular Traffic Entering Central London Major Roads



The Central London traffic flow index stands at 92.5 in Quarter 3 2011/12. This is 1.2 index points down from the same quarter last year and 2.4 index points down from the same quarter two years ago. Traffic volumes continue to fall across central London. This is a continuation of a reported long term trend. Central London traffic has fallen by 19 per cent since 2000 and just over 3 per cent 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



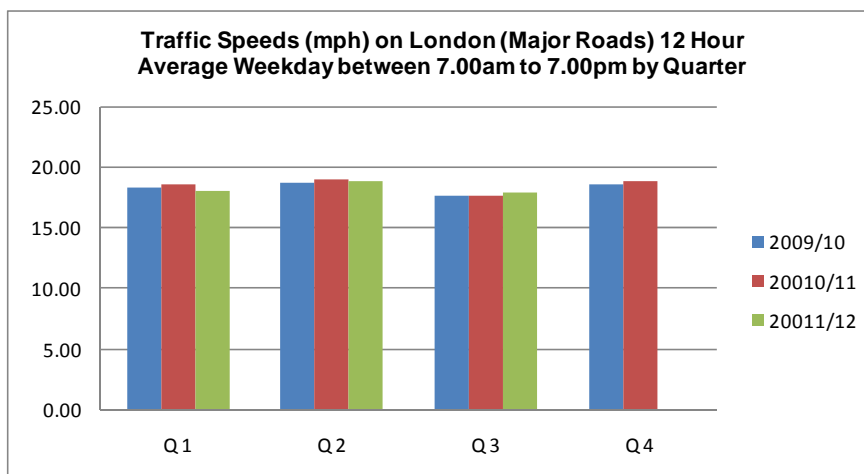
Cycle flows on the TLRN in Quarter 3 2011/12 stands at an index level of 286.1. This is 30.5 index points (11.9%) higher than the same quarter last year.

Between March 2000 and the end of 2010/11 cycle flows on the TLRN have increased by 150.1% and 32.6% between P10 2008/09 and Period 10 2011/12.

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

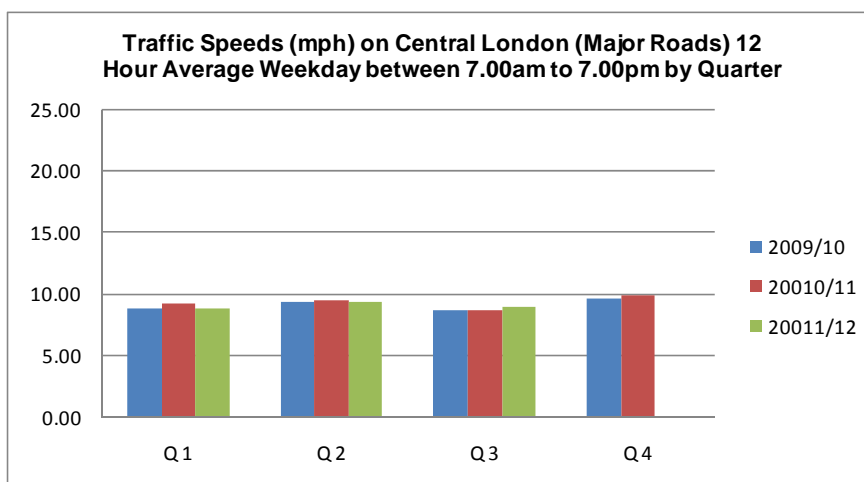
3. TRAFFIC SPEEDS

Traffic Speeds in London



Average traffic speeds for the 12 hours between 7.00 am to 7.00 pm across London in Quarter 3 was 17.94 mph, compared to the 17.57 mph observed in Quarter 3 last year, a 2.1% increase year on year.

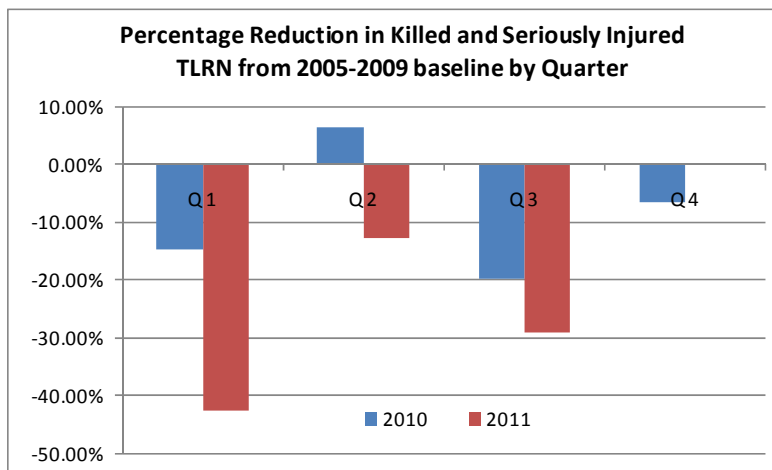
Traffic Speeds in Central London



Average traffic speeds for the 12 hours between 7.00 am to 7.00 pm across central London in Quarter 3 was 8.92 mph compared to the 8.67 mph observed in Quarter 3 last year, a 2.9% increase year on year.

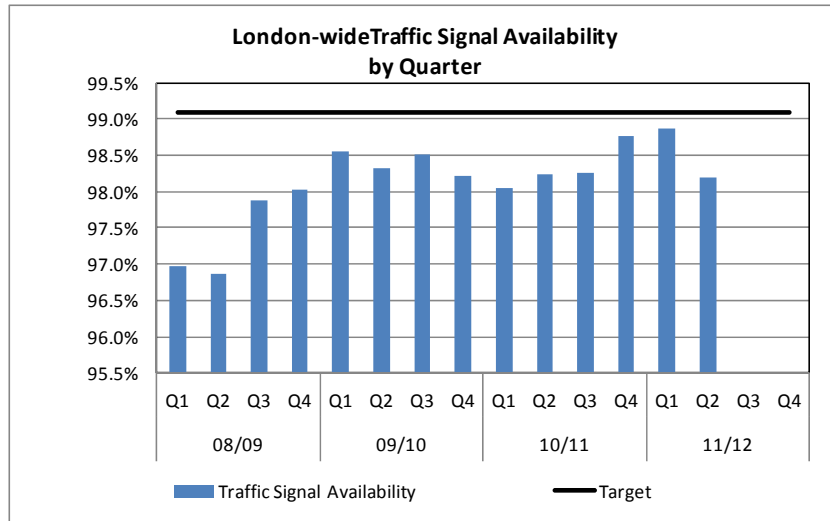
4. ROAD SAFETY

Killed and Seriously Injured on the TLRN



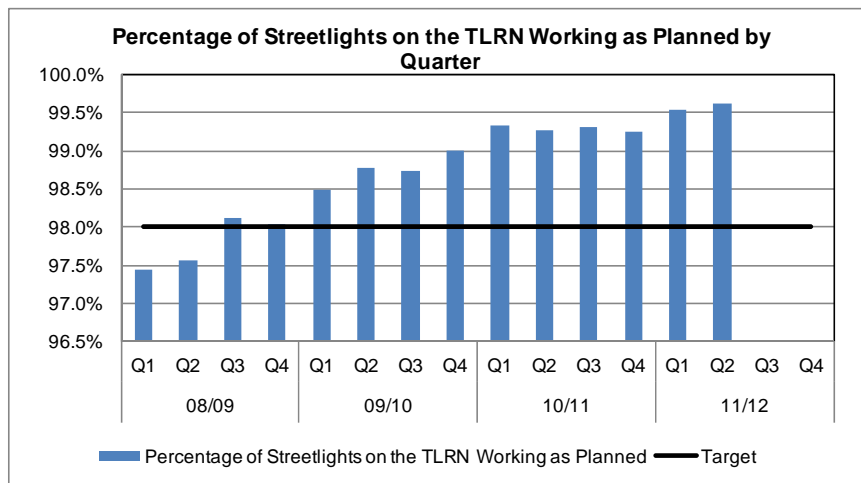
The number of killed and seriously injured casualties across all modes on the TLRN in Quarter 3 (redefined as encompassing June, July, August 2011 for road safety data) 2011 is 195. This total is 11.8% less than the total of 221 recorded in Quarter 3 in 2010. The percentage reduction in casualties across all modes on the TLRN in Q3 compared to the 2005-09 Q3 baseline was 29.25% compared to 19.81% in the same quarter last year.

5. ASSET AVAILABILITY



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

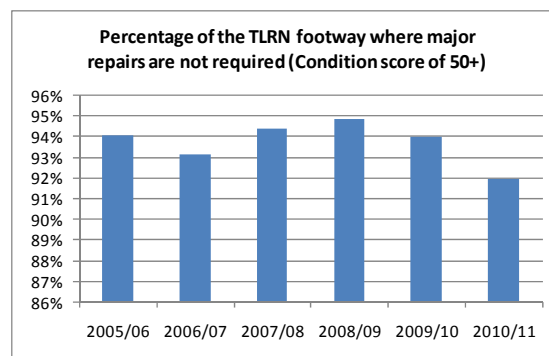
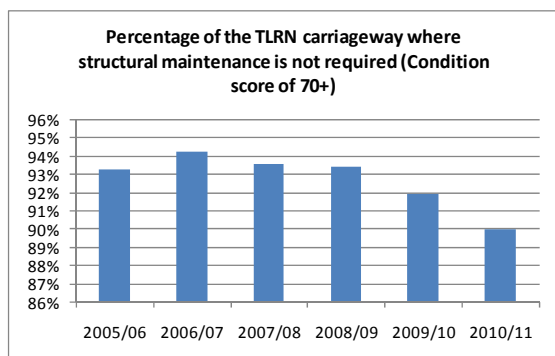
This is a demanding target for the contractors responsible for maintaining London’s Traffic Signal equipment and overall our traffic signal assets are in good condition. TfL has three traffic signals maintenance contractors. Where full availability is not maintained abatements are applied to contract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



In Quarter 2 2011/12, 99.6% of street lights on the TLRN were reported to be working as planned compared with 99.3% reported in Quarter 2 2010/11. The target for this indicator is set at 98%.

6. STATE OF GOOD REPAIR

The State of Good Repair (SOGR) metrics for the TLRN carriageways and footways are reported annually at the end of each financial year. SOGR represents the percentage of the TLRN where structural maintenance/major repairs are not required; it is based on asset condition scores from structural surveys analysed using the national Rules and Parameters from the UK Pavement Management System (UKPMS).



The percentage of the TLRN in structurally normal condition was 92% in 2009/10 and 90% in 2010/11. The percentage of the TLRN footway network where the structural condition was normal was 94% in 2009/10 and 92% in 2010/11. The decrease in good condition is partly explained by the severe weather conditions experienced in the winter of 2010/11.

CUSTOMER SATISFACTION - TLRN

In 2011 a second 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 2011 a total of 3,549 TLRN users were interviewed (3,246 in London and 303 in South East England), recording details of 8,491 trips in total. Satisfaction questions are scored on a scale of 0-10, where 10 is extremely satisfied and 0 is extremely dissatisfied. Mean scores (e.g. 7.4) are then multiplied by 10 to provide a score out of 100 (e.g. 74).

- **Satisfaction with the TLRN scores quite well** at 75 out of 100. This is a significant increase of 3 percentage points compared to 2010
- **All individual aspects of the TLRN have improved significantly**
- **As in 2010, traffic congestion is the main issue:** it is a key driver of satisfaction, but with the lowest satisfaction scores

Customer Satisfaction – Traffic Directorate

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

Customer Satisfaction – Roads Directorate

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