

Transport for London  
**London Streets**



**PERFORMANCE REPORT**  
**Quarter 4 2011/12**



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**Summary of Network Performance for Quarter 4 2011/12**

London wide traffic speeds (07:00 to 19:00) decreased by 0.23 mph to 18.5 mph between Quarter 4 this year and last year, while there was a 0.4 index point increase in the volume of traffic on London’s major roads.

There were 641 hours of serious and severe disruption on the network London-wide in Quarter 4 2011/12. This compares to 493 hours in Quarter 4 of the previous year 2010/11, an increase of 148 hours (30%) year-on-year. The primary driver of the quarter-on-quarter difference was 158 hours of serious and severe disruption recorded against the emergency roadworks that were taking place on the A4 Hammersmith Flyover.

The journey time reliability (JTR) on the TLRN in the AM peak in all directions for Quarter 4 was 88.56%; this is 0.75 percentage points lower than the same quarter last year. The emergency roadworks on the A4 Hammersmith Flyover caused widespread disruption across the TLRN and this accounts for a major portion of this JTR difference.

In Quarter 4 of 2011/12, the total number of roadworks on the TLRN was 10,650, a reduction of 1,247 or 10.5% on the total of 11,897, reported in Quarter 4 of 2010/11. This is now down 34.9% on the numbers recorded in Quarter 4 of 2009/10.

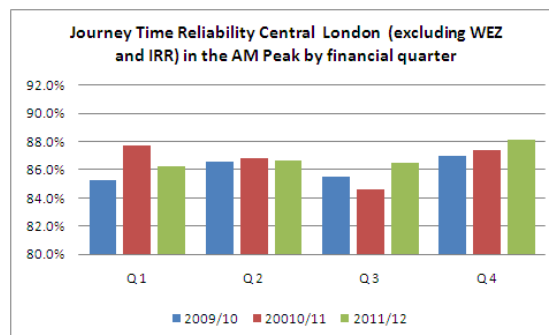
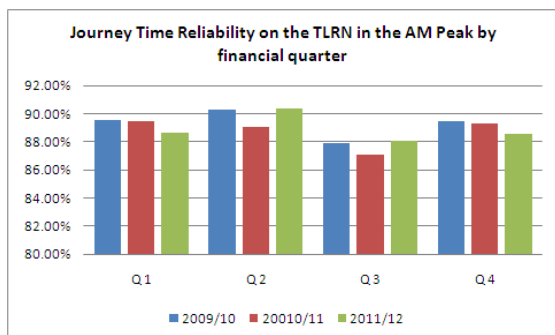
Cycle flows on the TLRN in Quarter 4 2011/12 were 6.7% higher than the same quarter last year.

The number of killed and seriously injured casualties from road collisions on the TLRN dropped by 15.9% compared to Quarter 4 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 (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 88.56%; this is 0.75 percentage points lower than the same quarter last year. All periods of Quarter 4 reported fewer consistent journeys compared to the same periods in Quarter 4 last year. They were also characterised by having fewer incidents with longer disruption that impacted reliability in the AM peak.

The primary driver of the quarter-on-quarter difference in JTR was 158 hours of serious and severe disruption (24.6% of the total) recorded against the emergency roadworks that were taking place on the A4 Hammersmith Flyover. These caused widespread disruption across the TLRN and accounted for a major portion of the observed JTR difference. The impact of these works was mitigated throughout the quarter when a single lane was opened in both directions and a width restriction was put in place to allow light vehicles but not HGVs to use it. Wider VMS and signage remained in place advising drivers to avoid the area and use other routes, and road police units were in attendance in the area between 06:00 and 22:00 daily. Without these measures the disruption impact would have been worse, in turn leading to a higher overall impact on the JTR result.

The end of year figure (2011/12) for JTR on the TLRN in the AM peak was 88.89%, a year on year improvement of 0.11 percentage points.

The JTR for Central London (excluding WEZ and the Inner Ring Road) in the AM peak for Quarter 4 was 88.17%; this is 0.77 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 Quarter 4.

The end of year (2011/12) figure for JTR for Central London in the AM peak was 88.89%, a year on year improvement of 0.11 percentage points.

A major contributor to this year-on-year improved JTR performance, that also allowed TfL to better manage the disruption of Hammersmith Flyover emergency roadworks in Quarter 4, 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% reduction in delay and a 4.3% 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 812 signal timing reviews already completed in the 2011/12 financial year have so far brought a 9.15% 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 JTR right across the TLRN. The most significant of these was the Henlys Corner junction improvement, completed in December 2011.

## 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	2010/11	2010/11	2010/11	2010/11	2011/12	2011/12	2011/12	2011/12	2010/11	2010/11	2010/11	2010/11	2011/12	2011/12	2011/12	2011/12
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Radial	A4	88.4%	88.6%	86.6%	89.7%	88.6%	89.8%	87.7%	88.8%	91.3%	90.5%	89.5%	91.6%	91.3%	92.4%	90.5%	91.9%
Radial	A40	77.4%	77.8%	77.0%	81.0%	78.0%	79.0%	78.5%	77.9%	95.2%	93.3%	89.1%	93.6%	95.2%	96.2%	94.6%	93.7%
Radial	A41	85.4%	87.8%	84.9%	87.2%	81.5%	89.6%	85.0%	83.3%	91.5%	93.1%	90.4%	91.0%	91.5%	92.3%	90.1%	90.6%
Radial	A1	80.8%	81.7%	79.9%	81.6%	81.6%	81.8%	80.4%	82.2%	90.2%	90.8%	86.8%	89.7%	90.2%	92.3%	88.2%	92.0%
Radial	A10	88.1%	87.3%	84.7%	86.6%	89.2%	89.2%	88.0%	86.6%	91.5%	90.4%	86.8%	88.4%	91.5%	90.4%	89.0%	88.4%
Radial	A12	87.7%	87.1%	84.7%	86.6%	85.8%	86.3%	84.8%	86.3%	95.9%	97.2%	95.0%	96.2%	95.9%	97.9%	95.5%	97.1%
Radial	A13	88.1%	88.1%	83.1%	87.3%	89.1%	87.0%	86.7%	85.6%	98.8%	98.1%	96.3%	97.9%	98.8%	98.9%	98.4%	99.0%
Radial	A2	87.8%	87.3%	83.0%	84.6%	83.4%	87.1%	84.6%	84.6%	98.7%	98.7%	96.4%	98.0%	98.7%	99.5%	98.7%	98.6%
Radial	A20	90.7%	88.8%	86.9%	90.5%	89.5%	91.6%	87.4%	87.9%	98.2%	97.8%	96.6%	96.9%	98.2%	97.3%	97.1%	97.2%
Radial	A21	89.9%	89.4%	88.4%	88.1%	88.9%	91.0%	85.1%	87.5%	95.1%	95.7%	94.6%	94.9%	95.1%	96.2%	92.1%	93.6%
Radial	A23	85.6%	82.1%	84.3%	85.7%	87.0%	87.6%	86.5%	87.3%	91.4%	90.6%	89.6%	90.0%	91.4%	92.5%	90.5%	92.7%
Radial	A24	88.6%	88.6%	88.7%	88.4%	85.8%	89.4%	87.8%	89.5%	92.8%	92.0%	89.1%	93.3%	92.8%	95.2%	93.5%	95.1%
Radial	A3	86.5%	87.0%	86.1%	88.1%	88.2%	92.5%	84.3%	87.1%	96.0%	95.7%	94.6%	96.0%	96.0%	97.3%	92.6%	94.2%
Radial	A316	84.4%	84.7%	84.4%	86.5%	86.3%	86.8%	83.2%	85.8%	96.6%	95.9%	96.7%	95.5%	96.6%	96.6%	97.3%	96.5%

PM Peak		Inbound								Outbound							
Route Type	Corridor	2010/11	2010/11	2010/11	2010/11	2011/12	2011/12	2011/12	2011/12	2010/11	2010/11	2010/11	2010/11	2011/12	2011/12	2011/12	2011/12
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Radial	A4	90.8%	91.0%	87.2%	91.1%	91.0%	90.3%	90.2%	88.4%	84.7%	83.5%	78.4%	81.6%	81.1%	82.6%	81.0%	88.1%
Radial	A40	83.3%	85.0%	82.4%	86.4%	84.1%	84.6%	84.4%	85.2%	85.7%	85.2%	83.9%	85.0%	85.1%	84.3%	85.2%	85.2%
Radial	A41	90.3%	90.0%	88.3%	89.3%	84.1%	89.6%	88.2%	89.9%	86.2%	85.6%	84.6%	86.5%	84.7%	86.1%	83.9%	87.7%
Radial	A1	83.9%	86.0%	83.5%	85.6%	87.1%	86.0%	84.9%	86.3%	81.0%	81.8%	83.1%	83.1%	79.7%	81.0%	82.7%	85.5%
Radial	A10	91.9%	92.1%	89.2%	91.7%	92.9%	93.3%	91.9%	90.6%	84.6%	85.1%	83.0%	83.7%	84.6%	85.7%	83.8%	82.4%
Radial	A12	87.0%	88.7%	87.8%	90.7%	88.8%	87.7%	89.7%	88.0%	84.5%	86.1%	81.4%	83.9%	86.1%	85.7%	82.6%	84.1%
Radial	A13	87.8%	89.6%	85.0%	89.0%	89.0%	88.7%	88.8%	89.3%	86.4%	84.7%	83.3%	86.4%	86.3%	86.5%	87.6%	87.0%
Radial	A2	95.4%	94.6%	91.8%	94.5%	95.2%	95.2%	91.3%	93.7%	87.0%	89.4%	84.8%	89.4%	88.8%	88.9%	86.0%	85.4%
Radial	A20	90.5%	89.0%	88.7%	92.0%	92.3%	91.8%	89.8%	93.5%	87.6%	88.2%	87.5%	87.8%	87.7%	87.8%	88.0%	87.6%
Radial	A21	97.6%	96.0%	96.1%	96.2%	93.9%	97.9%	94.2%	95.4%	91.7%	94.3%	91.5%	92.3%	90.8%	95.2%	90.9%	92.4%
Radial	A23	87.2%	86.7%	86.5%	88.1%	86.6%	88.2%	87.7%	89.2%	84.5%	85.9%	81.3%	83.7%	84.7%	85.4%	83.8%	85.3%
Radial	A24	93.9%	93.6%	94.4%	93.1%	90.7%	91.2%	93.8%	93.4%	88.3%	88.8%	86.2%	87.7%	87.8%	91.2%	88.5%	89.8%
Radial	A3	91.7%	94.4%	89.6%	91.9%	92.2%	93.7%	91.8%	92.0%	89.4%	90.3%	87.4%	88.3%	91.0%	91.0%	84.8%	88.3%
Radial	A316	87.3%	92.6%	89.0%	92.8%	94.3%	93.4%	92.1%	91.3%	90.3%	93.3%	91.5%	89.8%	92.9%	89.7%	89.3%	93.1%





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	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%	76.6%	96.3%	95.7%	94.1%	97.0%	96.8%	97.6%	97.6%	98.1%
Orbital	A406	88.8%	86.9%	85.7%	88.5%	87.4%	89.9%	88.2%	87.4%	91.1%	91.6%	88.4%	90.6%	87.8%	92.1%	88.6%	87.9%
Orbital	A205	88.7%	89.4%	87.5%	88.1%	88.9%	88.9%	87.3%	86.6%	86.3%	85.8%	86.4%	86.2%	86.1%	86.4%	85.3%	85.8%
Orbital	Inner Ring	83.5%	83.0%	81.4%	84.4%	82.5%	84.1%	82.9%	84.4%	83.9%	84.0%	84.0%	85.1%	82.9%	82.9%	87.3%	86.6%

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%	81.1%	80.7%	79.7%	78.1%	79.0%	83.2%	82.1%	78.1%	82.5%
Orbital	A406	88.3%	87.7%	84.9%	88.3%	85.3%	88.7%	88.2%	87.6%	85.4%	86.7%	84.7%	85.5%	84.9%	86.9%	84.5%	84.7%
Orbital	A205	84.6%	85.7%	82.5%	83.5%	85.7%	83.8%	82.3%	84.9%	90.9%	91.6%	88.1%	89.9%	90.3%	89.8%	86.5%	88.5%
Orbital	Inner Ring	78.9%	78.0%	76.5%	80.5%	78.2%	79.5%	78.1%	79.7%	79.9%	79.1%	79.1%	81.4%	77.9%	79.2%	77.8%	80.0%

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

Central London	2010/11 Q1	2010/11 Q2	2010/11 Q3	2010/11 Q4	2011/12 Q1	2011/12 Q2	2011/12 Q3	2011/12 Q4
All Directions	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
AM Peak	87.7%	86.8%	84.6%	87.4%	86.2%	86.7%	86.5%	88.2%
PM Peak	83.8%	85.1%	80.4%	83.9%	81.7%	82.6%	81.0%	85.4%

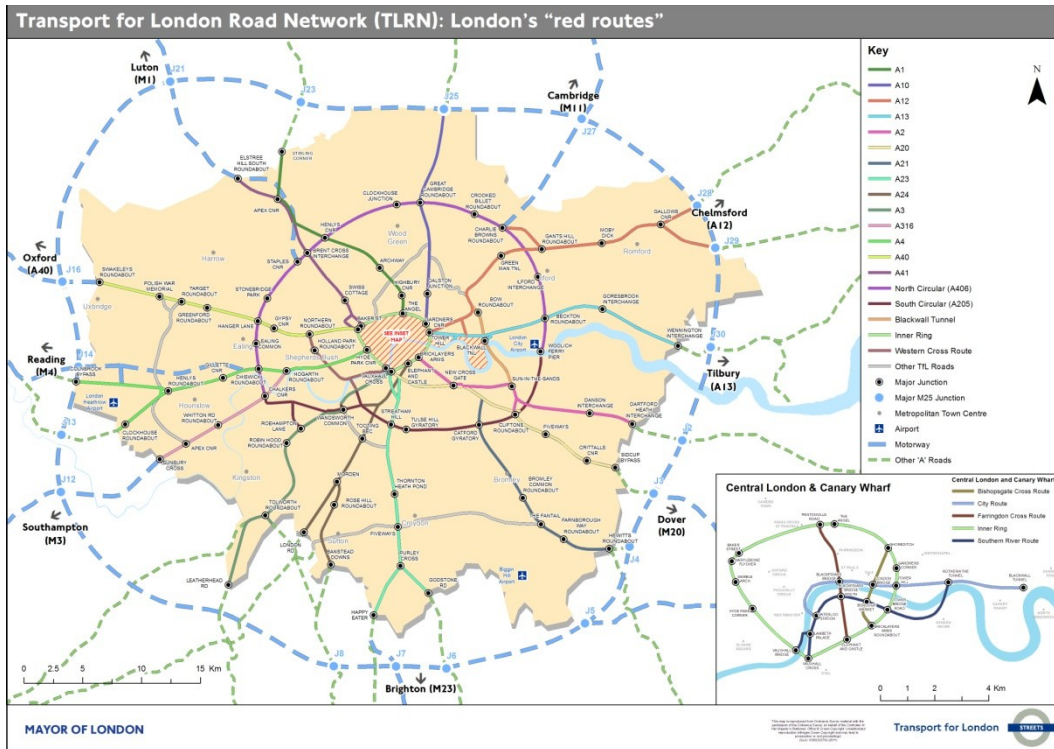
TLRN	2010/11 Q1	2010/11 Q2	2010/11 Q3	2010/11 Q4	2011/12 Q1	2011/12 Q2	2011/12 Q3	2011/12 Q4
All Directions	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
AM Peak	89.4%	89.1%	87.1%	89.3%	88.7%	90.3%	88.1%	88.6%
PM Peak	86.8%	87.3%	84.7%	87.3%	86.4%	87.1%	85.9%	87.0%

**Legend**

**Journey Time Reliability**

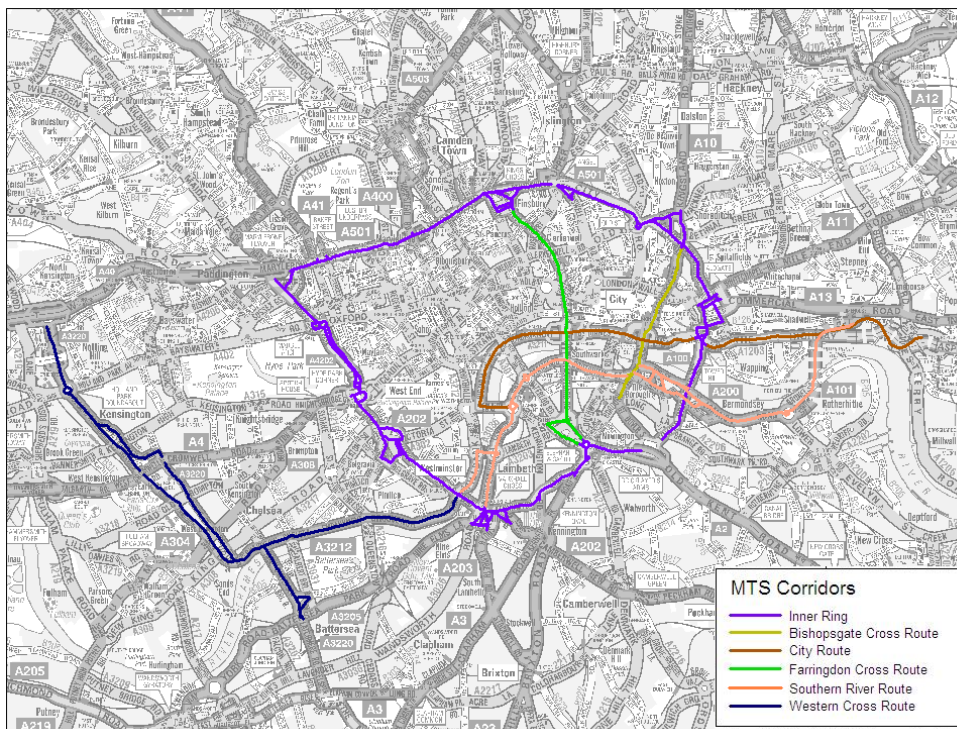
>=90%	More than 9 out of 10 journeys are "on time"
80%-89.9%	
<80%	Less than 4 out of 5 journeys are "on time"

**Map showing the TLRN by MTS Corridors across London**



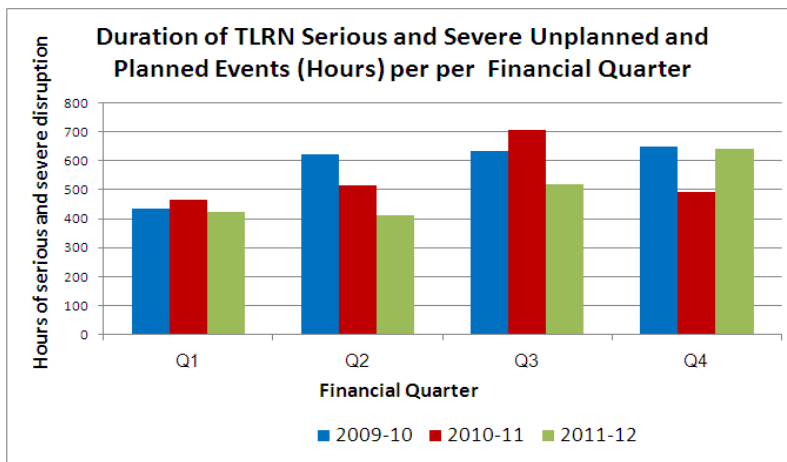
Note: The named corridors do not exactly replicate the road number in the legend, but reflect the strategic radial and orbital corridors set out in the Mayor’s Transport Strategy. (E.g. the “A12 corridor” includes the A11 Mile End Road into central London).

**Map showing the TLRN by MTS Corridors in Central London**



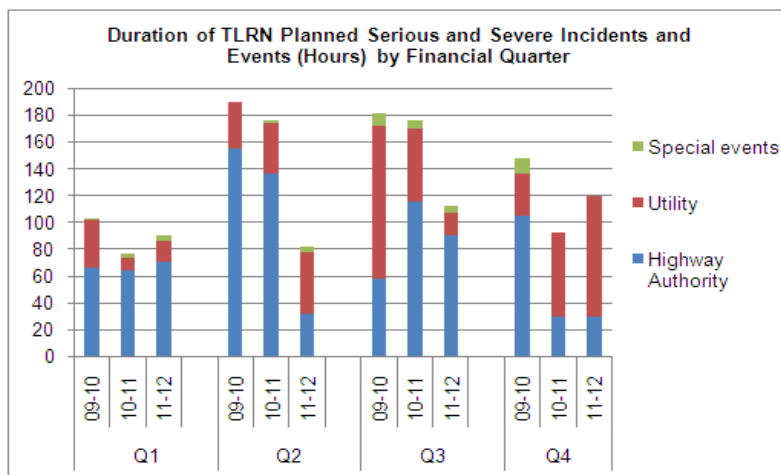
## 2. NETWORK DISRUPTION

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



Overall in Quarter 4 there were 641 hours of serious and severe disruption from unplanned and planned events spread across 213 separate incidents. This compared to 493 hours spread across 239 incidents in Quarter 4 of the previous year. This is an increase in traffic disruption of 148 hours compared to Quarter 4 in 2010/11 – a 30% increase year-on-year. This is broken down between planned and unplanned events as shown below.

### Planned Incidents and Events – TLRN



In Quarter 4 2011/12 there were 120 hours of serious and severe disruption from planned events spread across 23 separate incidents (an average of 4 hours 12 minutes duration per event). This compared to 93 hours spread across 22 events (an average of 4 hours 13 minutes duration per event) in Quarter 4 of the previous year.

The end of year (2011/12) figure for the total duration of serious and severe planned disruption is 646 hours, a year-on-year improvement of 209 hours. Reductions in





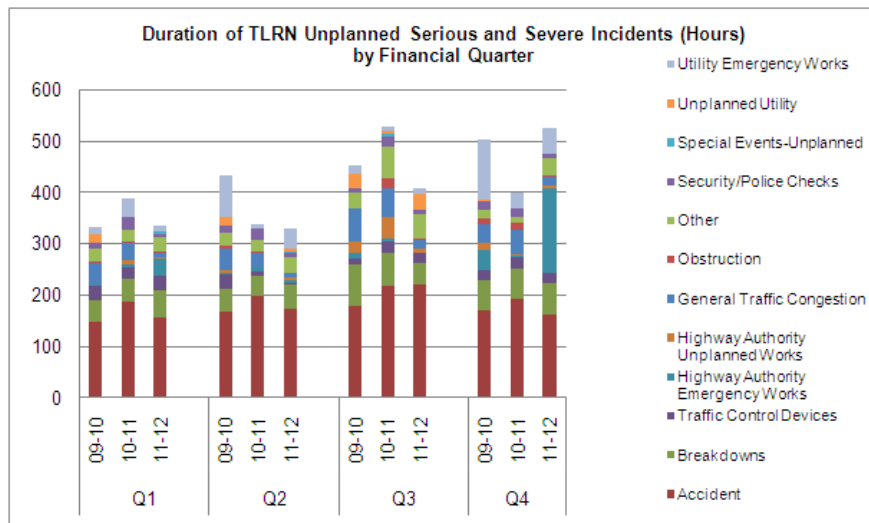
highway authority planned road works and utility planned road works make an almost equal contribution to this year-on-year improvement.

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

In Quarter 4 there were four planned events recording more than 10 hours of serious and severe disruption:

- Tuesday 27<sup>th</sup> December, 07:42 in the morning, waterworks took place on A501 Marylebone Road at the junction with A41 Baker Street. Marylebone Road was reduced to one lane westbound due to works by Thames Water to repair the leak at Baker Street underground station. There was also a bus lane closure in Baker Street. This resulted in serious congestion in the area. Works were completed by 17:40 on Friday 30<sup>th</sup> December, three days later. **32.39 hours**
- Tuesday 15<sup>th</sup> November, 16:25 in the afternoon peak, gas works started on the A2 East Rochester Way. The A2 East Rochester Way had one lane closed on the east side of Black Prince Interchange. Tailbacks were approaching Kidbrooke. Works completed on Tuesday 10<sup>th</sup> January just before midnight. **12.70 hours**
- Tuesday 10<sup>th</sup> January, 06:00 in the morning, ongoing gas works started on the A3 Wandsworth High Street. Wandsworth High Street was reduced to three lanes from four westbound, and Ram Street was closed in both directions and Garratt Lane reduced to one lane due to works at the junction of Garratt Lane for planned SGN gas works. These works caused serious disruption. Westbound queues on the A3/A205 extended back to Wandsworth Common. A3 westbound queues reached East Hill. Eastbound queues extended beyond Tibbett's Corner. **20.74 hours**
- Sunday 22<sup>nd</sup> May 2011, at midnight, long term gas works commenced on the A41 Finchley Road by Fortune Green Road. This has resulted in serious congestion. Temporary lights have been removed and permanent lights have been reinstated, however, serious northbound queues on the A41 extended back to Swiss Cottage. **14.63 hours**

## Unplanned Incidents and Events - TLRN



There were 521 hours of unplanned serious and severe disruption, spread across 190 separate events (an average of 1 hour 45 minutes duration per event) on the network London-wide in Quarter 4 2011/12. This compares to 401 hours, spread across 217 events (an average of 1 hour 51 minutes duration per event) in Quarter 4 of the previous year 2010/11. There was a large increase in the number of Highway Authority Emergency works due to the extensive works at the Hammersmith Flyover which contributed a total of 158 hours of serious and severe disruption (30%) to the 521 hours.

The end of year (2011/12) figure for the total duration of serious and severe unplanned disruption is 2,120 hours, a year-on-year improvement of 259 hours. A reduction in unplanned utility road works and utility emergency works makes the majority contribution to this year-on-year improvement.

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

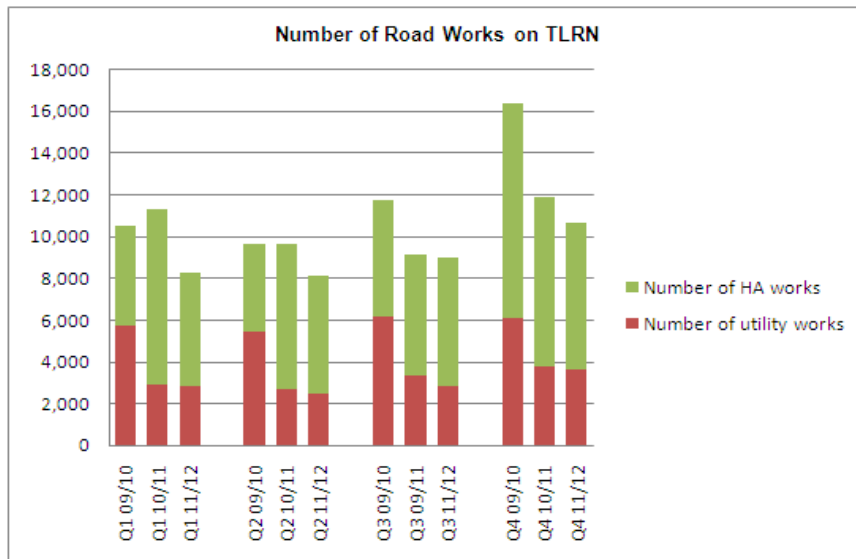
In Quarter 4 there were two unplanned incidents recording over ten hours of disruption. In date order these are:

- December-Wednesday 28<sup>th</sup> March, 17:51 in the PM peak, emergency roadworks took place on the A4 Hammersmith Flyover from 22<sup>nd</sup> December. In Quarter 4, Hammersmith Flyover remained open with one lane open in both directions and a width restriction in place to allow light vehicles but prevent HGVs from using it. Wider VMS and signage was in place to advise drivers to avoid the area and use other routes, with RPUs in attendance in the area between 06:00 and 22:00 daily. **Hammersmith Flyover Total Hours for Q4 = 158.35** (P10 = 38.22 hours, P11 = 27.70 hours, P12 = 79.40 hours, P13 = 13.03 hours)
- Friday 3<sup>rd</sup> February, 14:30 in the afternoon, a burst water main occurred on the A3 Wandsworth High Street. In the vicinity of the SGN Gasworks on Wandsworth High Street at Ram Street, the workmen hit a water main, resulting in a burst at the



location. Wandsworth High St was closed westbound with all traffic diverted via Garratt Lane. A sign posted diversion route was set via Garratt Lane – Wimbledon Rd – Plough Lane – Durnsford Rd – Buckhold Road – Wandsworth High St. RPU's have also been deployed in the area. Fairfield Street traffic was diverted onto East Hill. Westbound A3 traffic diverted onto East Hill at Huguenot Place. Westbound tailbacks were to Clapham Common North Side and southbound through the Wandsworth Bridge Roundabout and onto York Road. The incident continued throughout the day and was completely cleared by 09:46 on the morning of Monday 6<sup>th</sup> February. **Hours = 16.89 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).

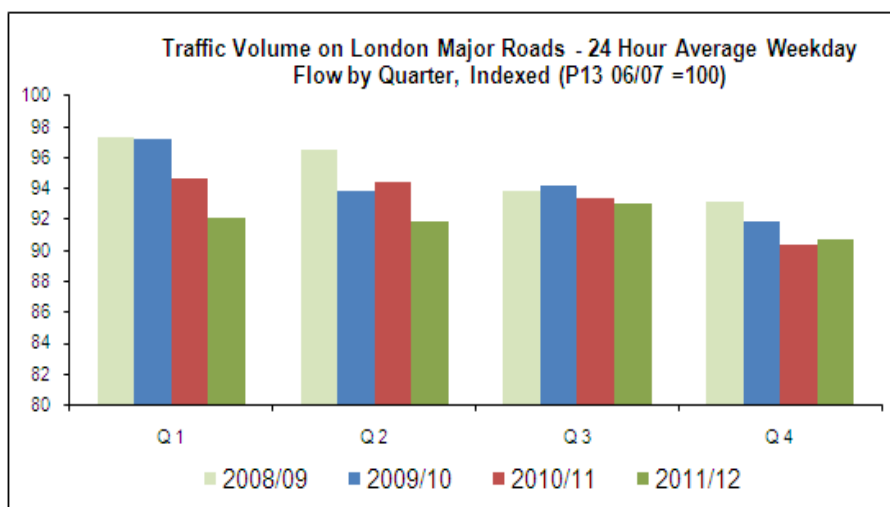
Starting Quarter 3 of 2011/12 the maximum permissible total number of road works allowed on the TLRN was lowered to be 3,753 per period. This was a reduction of 10% from the initial cap per period of 4,170.

In Quarter 4 of 2011/12 the total number of road works on the TLRN was 10,650 a reduction of 1,247 or 10.5% on the total of 11,897, reported in Quarter 4 of 2010/11.



## TRAFFIC VOLUMES

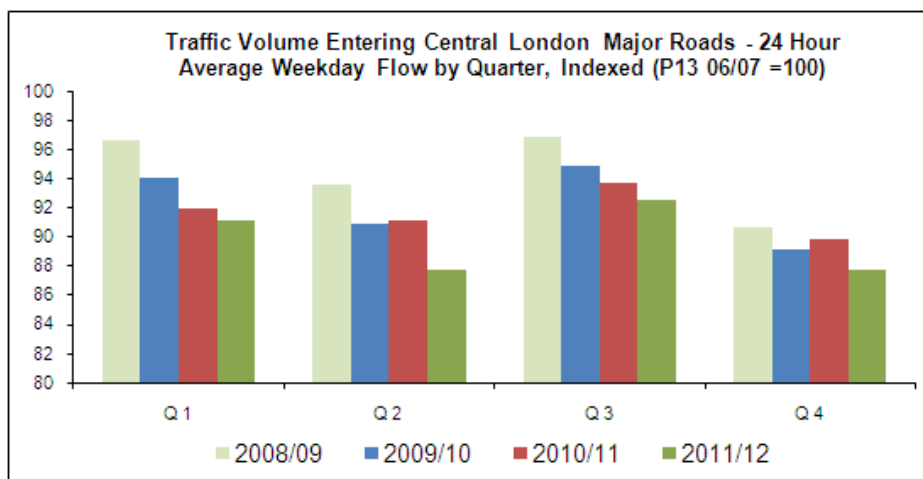
### Vehicular Traffic Volumes on London Major Roads



The pan London traffic flow index stands at 90.7 in Quarter 4 2011/12. This is 0.4 index points up from the same quarter last year, and 1.2 index points down from the same quarter two years ago. Traffic volumes continue to fall across London, in a continuation of a reported long term trend. Traffic in London has fallen by almost 6.5% since 2000 and almost 4% since 2008.

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

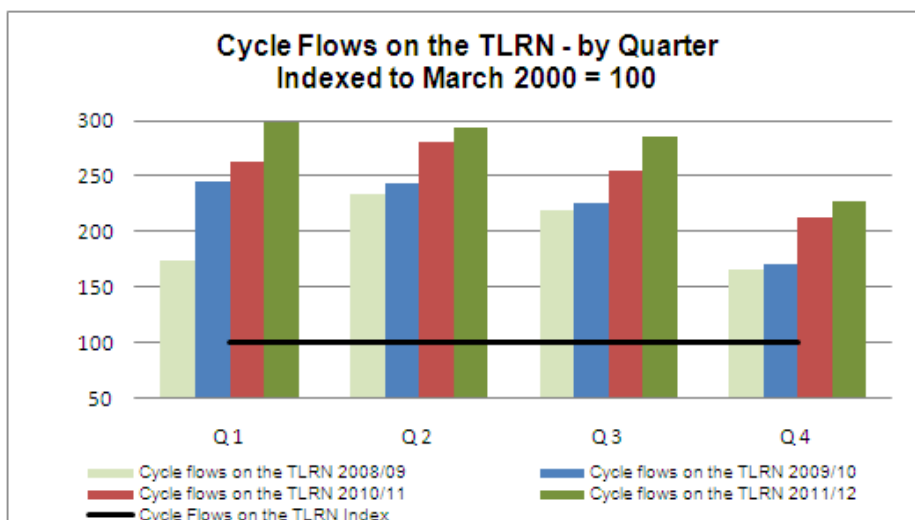
### Vehicular Traffic Entering Central London Major Roads



The Central London traffic flow index stands at 87.7 in Quarter 4 2011/12. This is 2.2 index points down from the same quarter last year and 1.5 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 19% since 2000 and almost 3% 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**



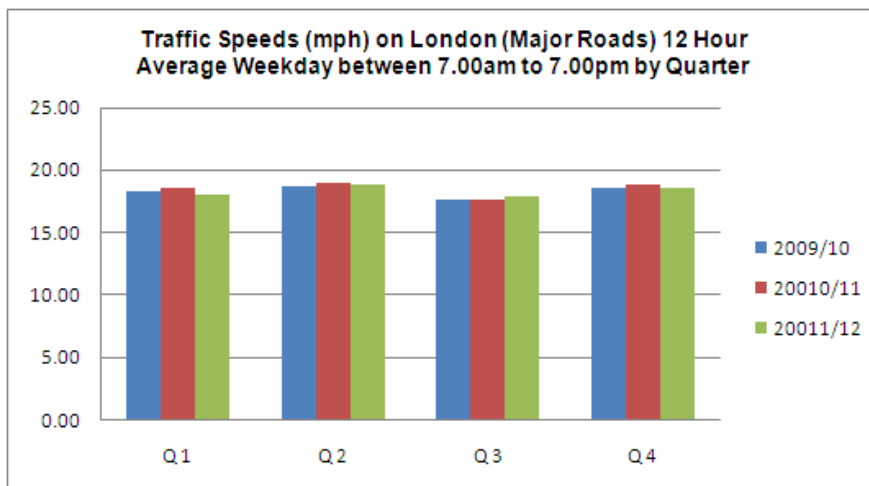
Cycle flows on the TLRN in Quarter 4 2011/12 stand at an index level of 227.4. This is 14.3 index points (6.7%) higher than the same quarter last year.

Between March 2000 and the end of 2011/12 cycle flows on the TLRN have increased by 172.6% and 9% higher average cycling levels on the TLRN than the 2010/11 financial year end.

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

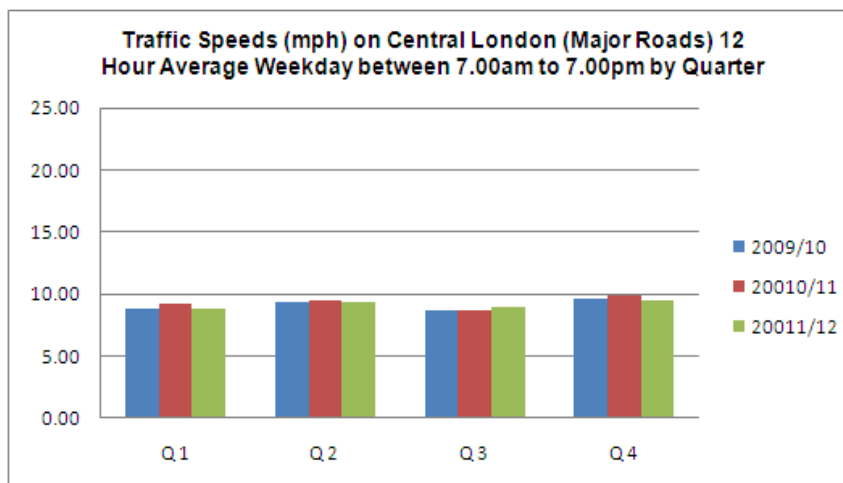
### 3. TRAFFIC SPEEDS

#### Traffic Speeds in London



Average traffic speeds for the 12 hours between 07:00 to 19:00 across London in Quarter 4 was 18.54 mph, compared to the 18.77 mph observed in Quarter 4 last year, a 1.2% decrease year-on-year.

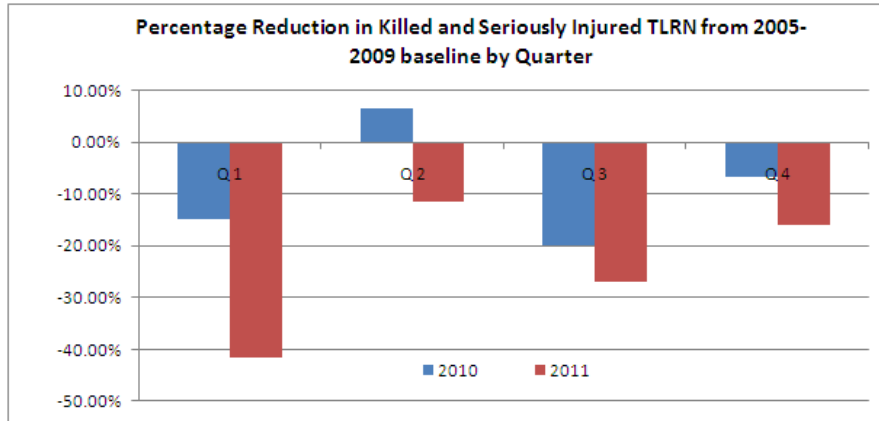
#### Traffic Speeds in Central London



Average traffic speeds for the 12 hours between 07:00 to 19:00 across Central London in Quarter 4 was 9.49 mph compared to the 9.81 mph observed in Quarter 4 last year, a 3.3% decrease year-on-year.

#### 4. ROAD SAFETY

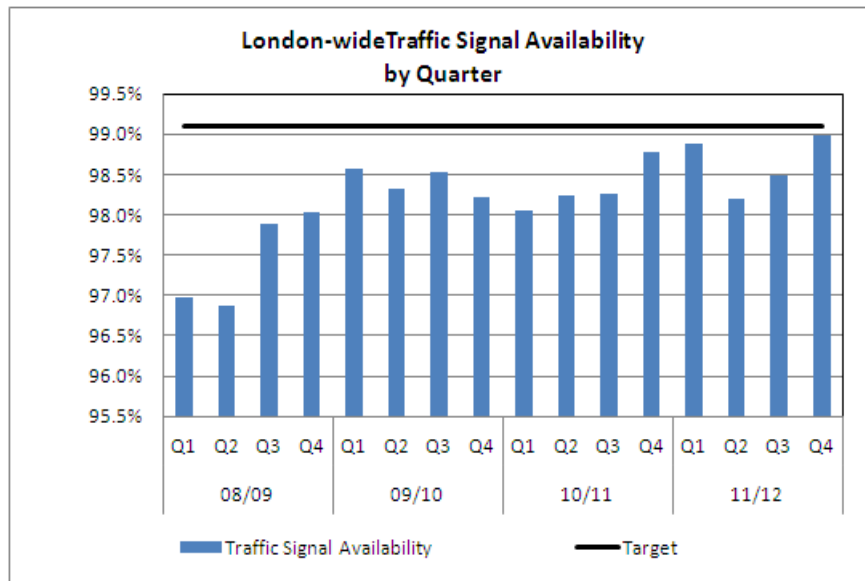
##### Killed and Seriously Injured on the TLRN



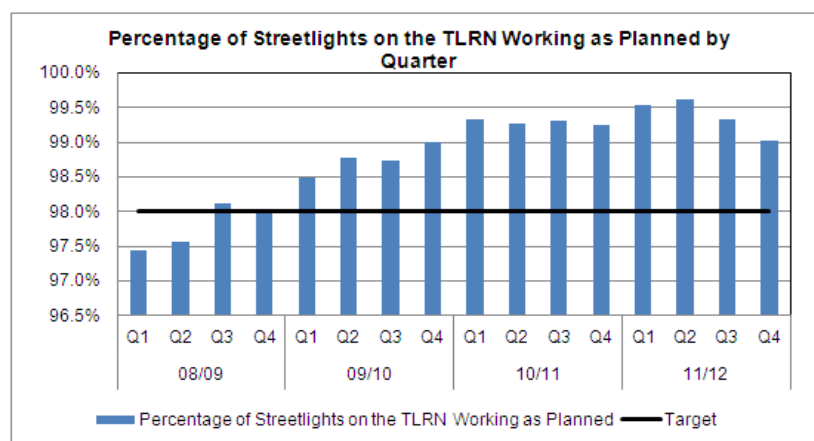
The number of killed and seriously injured casualties across all modes on the TLRN in Quarter 4 2011 (redefined as encompassing September, October, November 2011 for road safety data) is 229. This total is 9.8% less than the total of 254 recorded in Quarter 4 in 2010. The percentage reduction in casualties across all modes on the TLRN in Quarter 4 compared to the 2005-09 Quarter 4 baseline was 15.9% compared to 6.7% in the same quarter last year.



## 5. ASSET AVAILABILITY



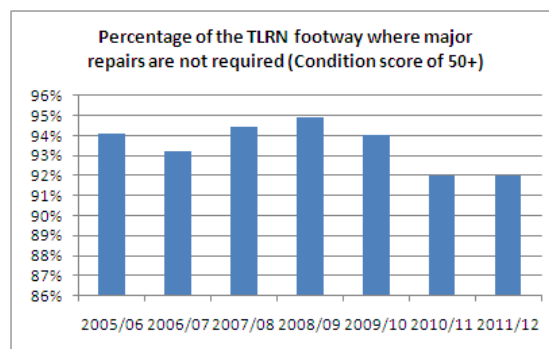
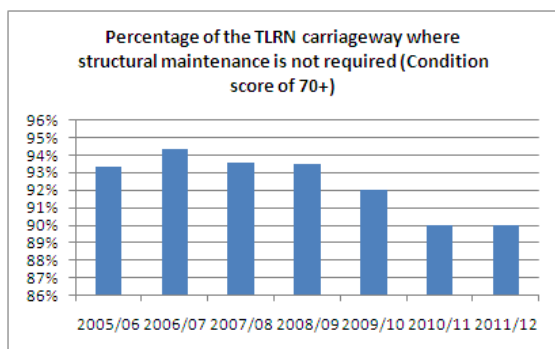
During Quarter 4 2011/12, the availability of traffic signals London-wide was 98.99% compared to 98.77% reported for Quarter 4 2010/11. The target for this indicator is set at 99.1% and it represents the availability of all functions of traffic signal equipment. This is a demanding target for the contractors responsible for maintaining London’s Traffic Signal equipment and overall, 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 2011/12, 99.02% of street lights on the TLRN were reported to be working as planned compared with 99.25% reported in Quarter 4 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, 90% in 2010/11 and 90% in 2011/12. The percentage of the TLRN footway network where the structural condition was normal was 94% in 2009/10, 92% in 2010/11 and 92% in 2011/12.

## 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 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

<b>CSS Key Satisfaction Indicators - Traffic Directorate</b>	<b>2010</b>	<b>2011</b>
Working condition of traffic lights	75	77
<b>Overall satisfaction</b>	<b>72</b>	<b>75</b>
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

<b>CSS Key Satisfaction Indicators - Roads</b>	<b>2010</b>	<b>2011</b>
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
<b>Overall satisfaction</b>	<b>72</b>	<b>75</b>
Condition of road surfaces	68	70