



PERFORMANCE REPORT
Quarter 1 2014/15



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Summary of Network Performance for Quarter 1 2014/15

There was a 2.8 index point (3%) increase in the volume of traffic on London’s major roads between Quarter 1 this year and last year. As a result, London wide traffic speeds (07:00 to 19:00) decreased by 0.75 mph to 18.5 mph.

There were 649 hours of serious and severe disruption on the network London-wide in Quarter 1 2014/15. This compares to 435 hours in Quarter 1 of the previous year 2013/14, an increase of 214 hours (49%) year-on-year.

The JTR on the TLRN in the AM peak in all directions for Quarter 1 was 88.2%; this is 1.2 percentage points lower than the same quarter in 2013/14. Journey time reliability in the AM peak did not meet its target in Quarter 1 because of increased traffic flows (related to economic recovery and population growth), increases in unplanned serious and severe disruption events on the road network, a tube strike and disruption related to the State opening of Parliament.

In Quarter 1 of 2014/15 the total number of road works on the TLRN was 6,094, a decrease of 1,947 or 31.9% on the total of 8,041 reported in Quarter 1 of 2013/14. The volume of road works on the network stayed below the ‘cap’ throughout the year.

Cycle flows on the TLRN in Quarter 1 2014/15 were 21.4% higher than the same quarter last year.

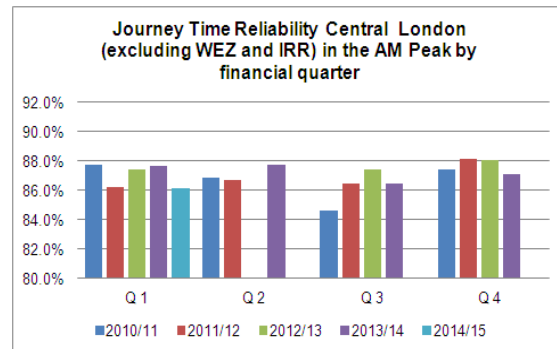
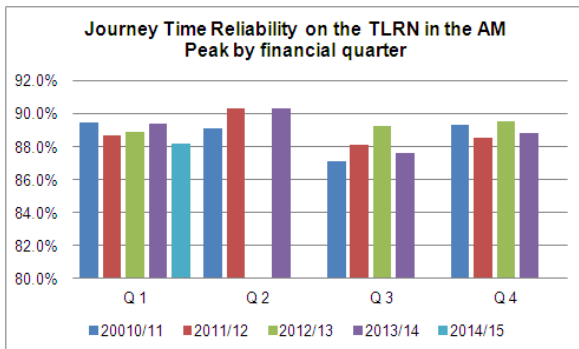
The number of killed and seriously injured casualties from road collisions on the TLRN decreased compared to the previous year, and decreased by 31.0% compared to the 2005-2009 Quarter 1 baseline.

Annual customer satisfaction scores for all aspects of the TLRN have improved since 2010. Overall satisfaction with TfL’s operation of the TLRN scored 75% in Q1 2014/15 the same as in Q3 2013 and down from 76% in Q3 2012.



1. RELIABILITY

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



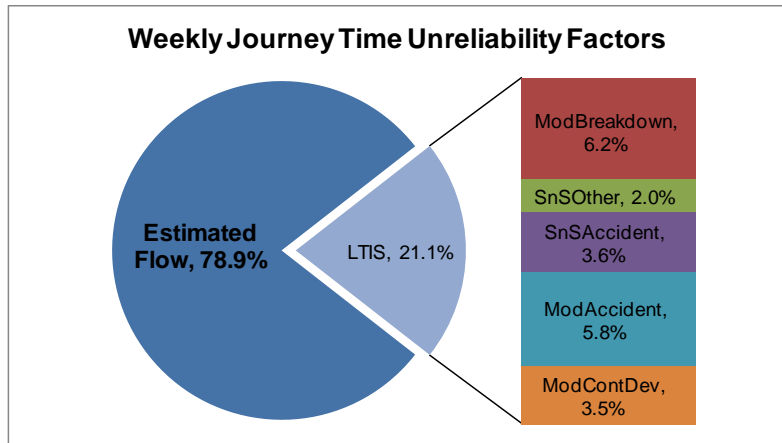
The JTR on the TLRN in the AM peak in all directions for Quarter 1 was 88.2%; this is 1.2 percentage points lower than the same quarter in 2013/14.

The JTR for Central London (excluding WEZ and the Inner Ring Road) in the AM peak for Quarter 1 was 86.1%; this is 1.5 percentage points lower than the same quarter 2013/14.

Journey time reliability (JTR) in the AM peak did not meet its target in Quarter 1 because of increases in traffic volumes that are returning to pre-recession levels as the economy recovers and London’s population grows, which also explains the increase in unplanned serious and severe disruption observed on the network (see page 8), as traffic accounts for nearly 80% of journey time unreliability.

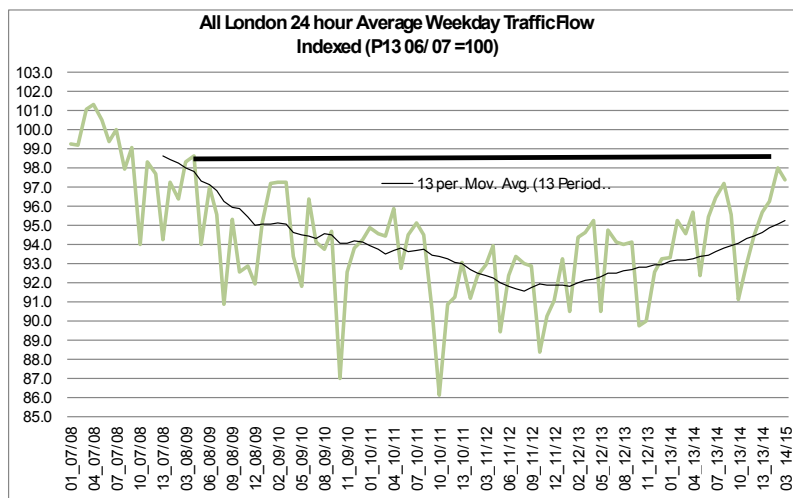
In Quarter 1 traffic volumes were up 2.8 index points or 3% more than the same quarter last year. This in part explains why we have seen a larger 1.2% drop in JTR in Q1-14/15 than the 0.7% drop that we saw in Q4-13/14 when flows were up 2.4% quarter on quarter. In Quarter 1 an increase in planned serious and severe disruption hours in the last period, a tube strike on 29 April and congestion related to the State opening of Parliament on 4 June accounted for about 0.3% of the 1.2% observed deterioration in JTR.

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

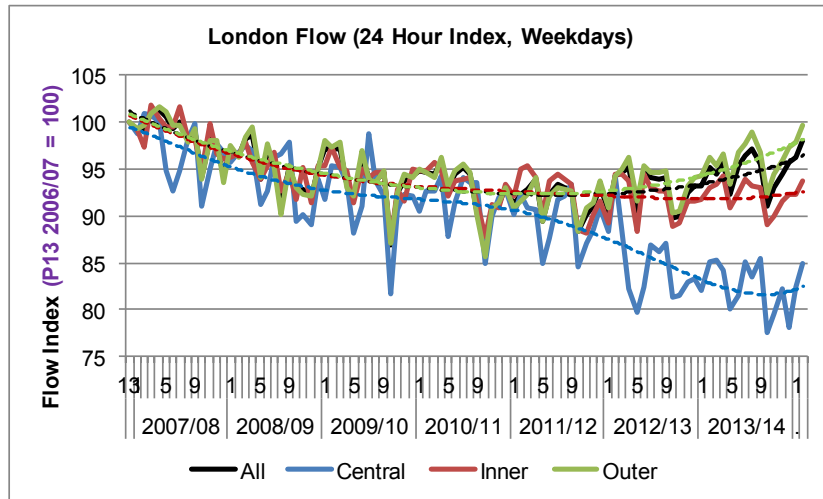


The impact of the increase of traffic flows and other factors on journey time reliability (JTR) has been modelled. The results show that for every 2% annual rise in traffic volumes we expect to see JTR to fall by about 0.5% points. The JTR target for 2014/15 has been reduced by 0.2% point from the previous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

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



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



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



Journey Time Reliability on the TLRN

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

AM Peak		Inbound					Outbound				
Route Type	Corridor	2013/14 Q1	2013/14 Q2	2013/14 Q3	2013/14 Q4	2014/15 Q1	2013/14 Q1	2013/14 Q2	2013/14 Q3	2013/14 Q4	2014/15 Q1
Radial	A4	90.2%	89.5%	90.7%	89.5%	87.6%	94.3%	93.2%	89.3%	92.5%	91.9%
Radial	A40	77.8%	80.9%	78.0%	79.6%	80.8%	94.2%	95.9%	92.5%	92.4%	91.9%
Radial	A41	87.7%	89.2%	85.8%	86.4%	84.1%	89.6%	90.6%	89.6%	90.5%	91.6%
Radial	A1	82.9%	81.3%	79.3%	82.4%	80.6%	90.8%	93.5%	88.3%	88.9%	90.1%
Radial	A10	85.8%	87.1%	83.8%	82.7%	86.0%	88.7%	89.7%	87.1%	88.5%	90.0%
Radial	A12	88.8%	89.4%	81.9%	86.7%	85.5%	96.3%	96.3%	95.5%	94.8%	95.9%
Radial	A13	87.2%	87.6%	78.8%	85.8%	85.4%	97.2%	98.9%	98.0%	97.4%	98.5%
Radial	A2	87.8%	89.4%	83.2%	84.5%	83.1%	97.7%	98.0%	96.7%	97.2%	97.6%
Radial	A20	89.5%	91.6%	85.8%	87.3%	86.0%	95.7%	95.6%	93.7%	93.1%	92.7%
Radial	A21	87.2%	89.4%	88.6%	87.8%	87.9%	92.8%	93.8%	91.4%	91.5%	92.2%
Radial	A23	89.1%	89.7%	87.5%	87.7%	85.7%	91.4%	91.7%	89.3%	90.1%	91.3%
Radial	A24	88.2%	89.2%	84.1%	85.9%	84.0%	92.7%	94.3%	90.5%	93.7%	91.4%
Radial	A3	87.7%	91.3%	89.2%	89.2%	86.7%	96.5%	96.3%	94.2%	95.3%	95.5%
Radial	A316	84.0%	92.4%	85.9%	88.0%	83.9%	98.2%	96.4%	93.2%	94.9%	95.9%

PM Peak		Inbound					Outbound				
Route Type	Corridor	2013/14 Q1	2013/14 Q2	2013/14 Q3	2013/14 Q4	2014/15 Q1	2013/14 Q1	2013/14 Q2	2013/14 Q3	2013/14 Q4	2014/15 Q1
Radial	A4	91.1%	91.6%	88.3%	90.6%	89.8%	81.1%	83.0%	80.2%	80.1%	79.7%
Radial	A40	86.3%	83.8%	83.0%	86.4%	84.5%	83.5%	86.3%	82.1%	83.8%	85.2%
Radial	A41	91.4%	91.2%	90.1%	92.6%	90.5%	84.7%	85.2%	82.3%	83.4%	85.0%
Radial	A1	85.6%	85.3%	81.7%	86.6%	85.8%	85.0%	84.6%	80.2%	82.3%	81.9%
Radial	A10	90.5%	90.4%	87.1%	87.6%	89.5%	82.3%	83.3%	80.3%	81.0%	80.2%
Radial	A12	87.6%	87.3%	85.2%	87.4%	88.3%	85.7%	86.1%	83.8%	84.1%	84.8%
Radial	A13	92.6%	92.1%	90.2%	89.9%	92.7%	84.1%	84.3%	86.7%	86.1%	87.1%
Radial	A2	92.5%	91.5%	91.1%	93.2%	89.7%	85.1%	86.8%	84.3%	84.6%	81.7%
Radial	A20	92.1%	93.0%	90.2%	91.2%	90.2%	89.7%	90.3%	89.4%	89.4%	88.6%
Radial	A21	97.3%	96.4%	95.6%	94.6%	95.4%	89.9%	89.9%	90.0%	88.5%	89.5%
Radial	A23	90.9%	90.7%	89.5%	89.6%	89.5%	83.3%	82.2%	81.0%	82.8%	82.1%
Radial	A24	91.9%	91.9%	90.7%	91.5%	92.2%	89.5%	91.4%	87.0%	88.0%	88.4%
Radial	A3	94.5%	94.8%	92.8%	93.9%	93.6%	90.6%	92.1%	86.7%	88.4%	89.7%
Radial	A316	93.2%	94.5%	88.6%	90.5%	92.2%	92.2%	93.2%	90.3%	92.4%	91.3%



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	2013/14 Q1	2013/14 Q2	2013/14 Q3	2013/14 Q4	2014/15 Q1	2013/14 Q1	2013/14 Q2	2013/14 Q3	2013/14 Q4	2014/15 Q1
Orbital	A102 B. Tunnel	79.4%	77.2%	77.1%	82.2%	80.1%	98.0%	98.7%	97.7%	97.9%	97.2%
Orbital	A406	86.1%	86.4%	84.0%	86.8%	86.6%	89.1%	90.6%	88.0%	89.0%	87.8%
Orbital	A205	86.1%	89.9%	87.3%	87.5%	86.4%	82.6%	83.5%	82.6%	83.5%	83.2%
Orbital	Inner Ring	84.2%	83.3%	84.1%	85.0%	82.1%	85.4%	85.1%	83.8%	85.9%	83.3%
PM Peak		Anti-Clockwise					Clockwise				
Route Type	Corridor	2013/14 Q1	2013/14 Q2	2013/14 Q3	2013/14 Q4	2014/15 Q1	2013/14 Q1	2013/14 Q2	2013/14 Q3	2013/14 Q4	2014/15 Q1
Orbital	A102 B. Tunnel	80.5%	76.5%	80.6%	78.4%	74.9%	82.2%	84.4%	80.3%	81.8%	81.3%
Orbital	A406	85.3%	85.1%	81.3%	84.7%	83.9%	83.8%	85.0%	81.4%	83.2%	83.4%
Orbital	A205	84.0%	85.1%	82.1%	83.6%	83.2%	86.3%	87.5%	84.9%	86.7%	86.9%
Orbital	Inner Ring	79.2%	78.7%	78.4%	80.8%	79.2%	81.3%	81.2%	79.8%	83.0%	80.8%

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

Central London	2013/14 Q1	2013/14 Q2	2013/14 Q3	2013/14 Q4	2014/15 Q1
All Directions					
AM Peak	87.7%	87.8%	86.5%	87.1%	86.1%
PM Peak	84.4%	85.8%	82.4%	84.1%	83.1%
TLRN	2013/14 Q1	2013/14 Q2	2013/14 Q3	2013/14 Q4	2014/15 Q1
All Directions					
AM Peak	89.4%	90.3%	87.6%	88.8%	88.2%
PM Peak	86.5%	86.9%	84.4%	86.0%	85.7%

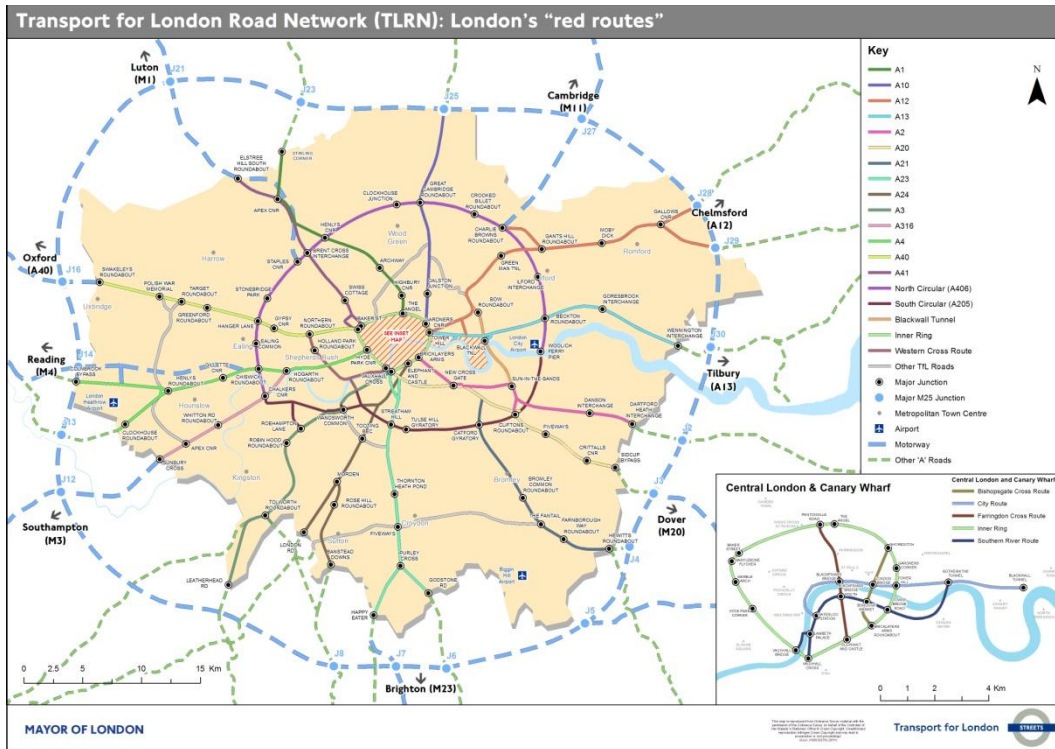
Legend

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"

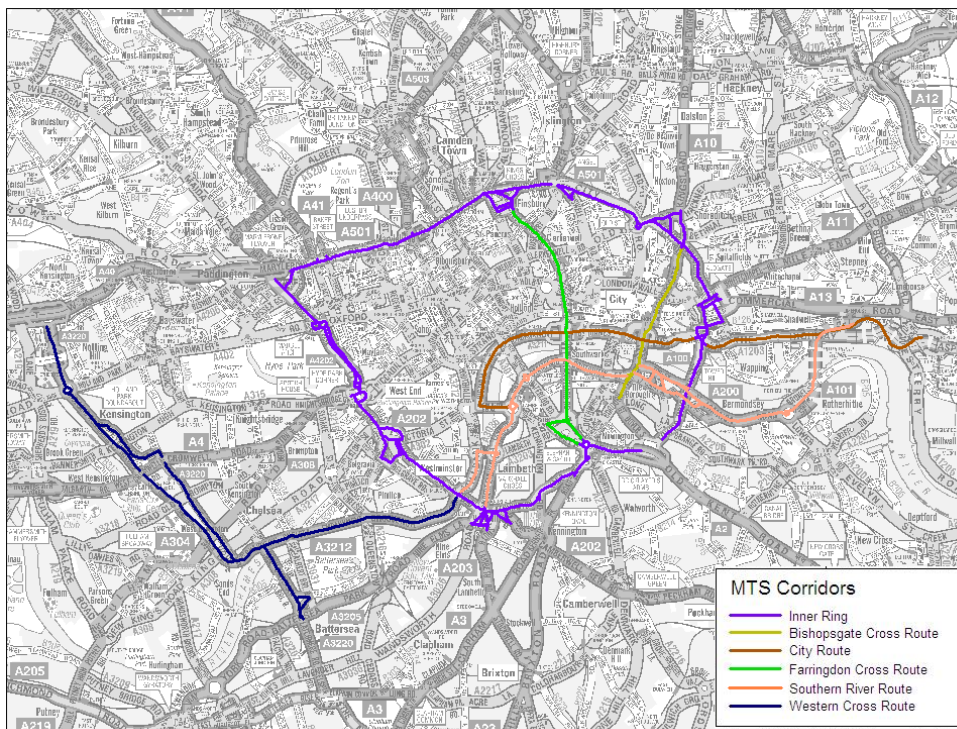


Map showing the TLRN by MTS Corridors across London



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).

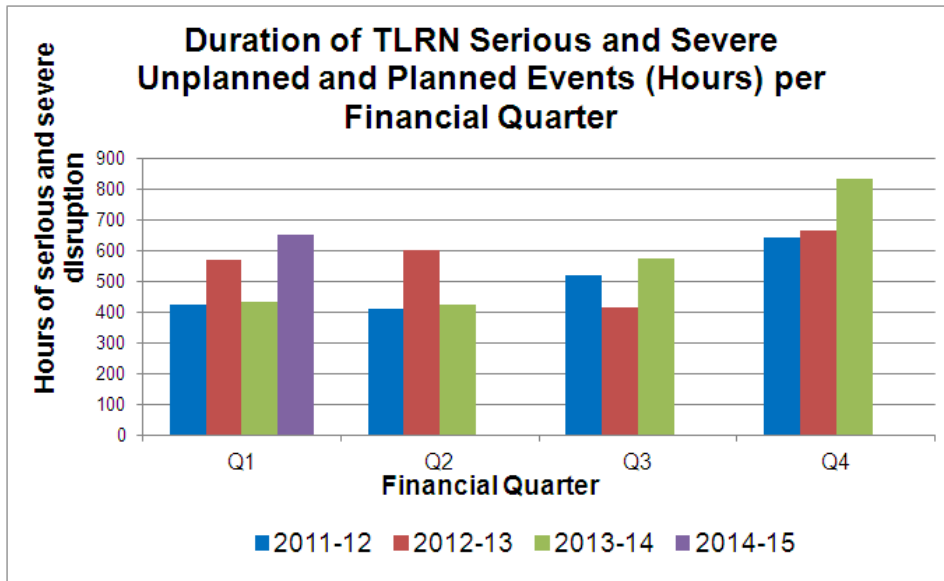
Map showing the TLRN by MTS Corridors in Central London





2. NETWORK DISRUPTION

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



Overall in Quarter 1 there were 649 hours of serious and severe disruption from unplanned and planned events spread across 298 separate incidents. This difference of 214 hours compared to Quarter 1 2013/14 is made up of an increase of 78 planned S&S disruption hours and an increase of 136 unplanned S&S disruption hours. This compares to 435 hours spread across 231 incidents in Quarter 1 of the previous year.

This is broken down between planned and unplanned events as shown in the following pages.

Planned disruption was up 78 hours compared to 2013/14 Q1 due to an increase in Highway Authority and Other works, due in part to the large volume recorded against the Hammersmith flyover and Redbridge flyover works in Quarter 1 2014/15.

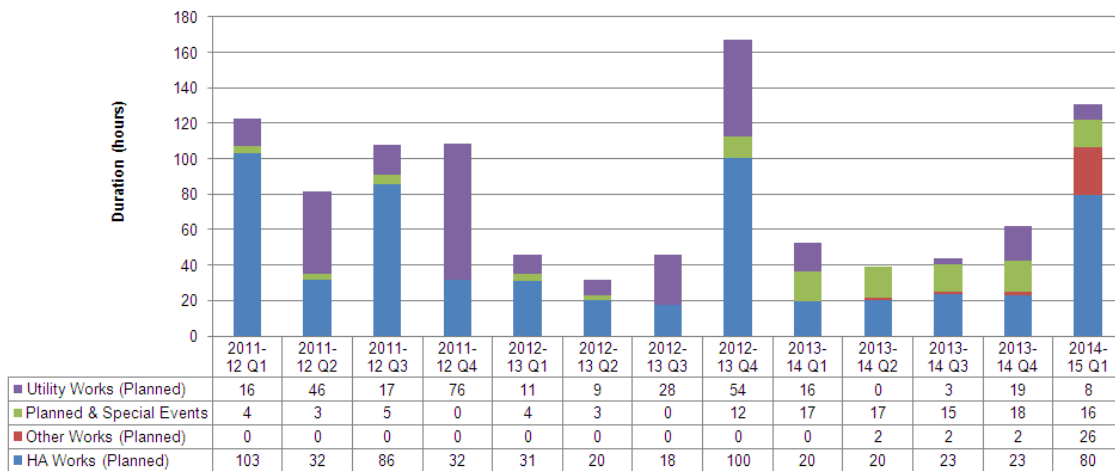
Unplanned S&S disruption on the TfL Road Network (TLRN) for Quarter 1 was 136 hours worse than the same quarter last year. The main drivers include increased Traffic Collisions, Hazards and Traffic Volumes.

Quarter 1 saw a number of collisions contributing to the total serious and severe hours including an overturned HGV on the North Circular on the 7th June and a multi vehicle collision on the Lodge Lane Flyover on the 5th June. Numerous Hazards including a number of fires contributed to the hours across Quarter 1, as did The Tube Strike on the 29th and 30th May causing severe congestion on the am and pm peaks contributing to a higher number of traffic volume incidents than Quarter 1 2013/14.



Planned Incidents and Events – TLRN

Duration of TLRN Planned Serious and Severe Incidents and Events (Hours) by Financial Quarter



In Quarter 1 2014/15 there were 131 hours of serious and severe disruption from planned events spread across 25 separate incidents (an average of 5 hours 13 minutes duration per event) which was high due to the Hammersmith flyover and Redbridge flyover works at the end of May/beginning of June 2014. This compared to 53 hours spread across 19 events (an average of 2 hours 46 minutes duration per event) in Quarter 1 of the previous year 2013/14.

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

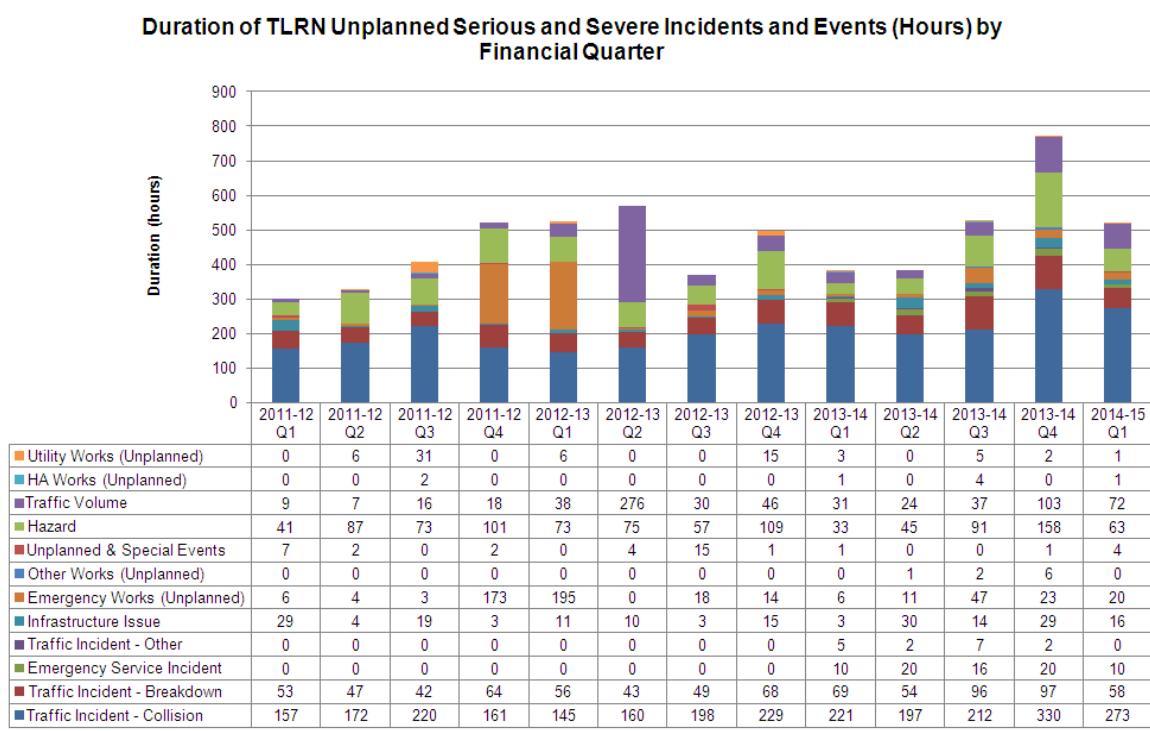
TLRN planned events recording over 10 hours of serious and severe disruption:

In Quarter 1 there were 2 planned events recording more than 10 hours of serious and severe disruption:

- Since October 2013, ongoing works have been taking place on the Hammersmith Flyover. Hammersmith Flyover (TLRN) has also been closed weekends (eastbound) from 30/05/14 to 04/08/14. On these days, there will be carriageway closures from 22:30 on Friday until 05:00 on Monday morning at the latest. The eastbound carriageway will be closed for the first five weekends, before switching to the westbound carriageway for the remaining five weekends. This work is due to be complete by April 2015. This period, there was serious congestion resulting from these works: **66.55 serious and severe disruption hours**.
- Wednesday 4th June, 21:00 in the evening, planned works took place on the A406 Redbridge Flyover. Night works were carried out for 4 nights between Redbridge and Beckton. This was for general maintenance with various lane closures. A406 Redbridge Flyover southbound was fully closed for overnight works. Traffic was diverted via slips. Works were complete by 04:50 on Sunday 8th June. **26.49 serious and severe disruption hours**



Unplanned Incidents and Events - TLRN



There were 519 hours of unplanned serious and severe disruption, spread across 273 separate events (an average of 1 hour 54 minutes duration per event) on the network London-wide in Quarter 1 2014/15. This compares to 382 hours, spread across 212 events (an average of 1 hour 48 minutes duration per event) in Quarter 1 of the previous year 2013/14.

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

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

In Quarter 1 there were 3 unplanned incidents recording over 10 hours of serious and severe disruption:

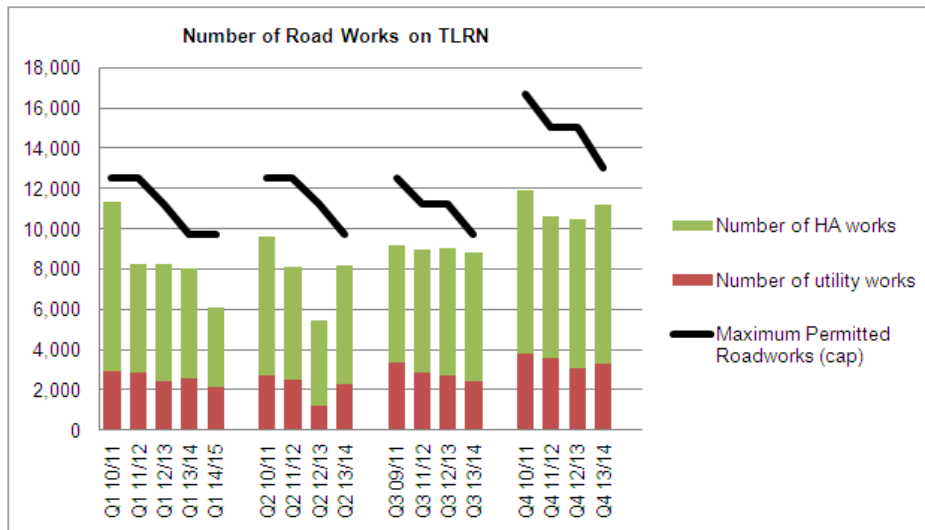
- Saturday 7th June, 05:14 in the morning, an HGV overturned on the A406 Hanger Lane (North Circular Road). Hanger Lane Gyratory was reduced to one lane from five. The traffic impact was serious and traffic signal contingency plans were implemented to assist traffic flow in the area. Buses experienced moderate delays of up to 20 minutes. Although the HGV was cleared up the same day, lane five remained closed on the gyratory for safety reasons following structural damage to the parapet wall above Hanger Lane station. This closure and repair lasted until Friday 13th June. **14.99 serious and severe disruption hours**



- Monday 26th May, 20:20 in the evening, a burst water main occurred on the A406 Pinkham Way (North Circular Road). Lane one (of two) was restricted westbound of Bounds Green Road to facilitate repairs to a burst water main. The traffic impact was serious, and then escalated to severe. Traffic signal contingency plans were implemented to assist traffic flows in the area. Works were completed by 20:10 on Thursday 29th May. **13.95 serious and severe disruption hours**
- Thursday 5th June, 09:50 in the morning, a multiple vehicle collision occurred on Lodge Lane Flyover (A13) between 10 vehicles. 7 cars, 2 vans and an HGV were involved. The flyover was blocked in both directions and vehicles were directed off the A13. Traffic impact was severe. Traffic signal contingency plans were implemented to assist traffic flow. Buses in the area experienced moderate delays of up to 20 minutes. The entire cleanup operation took all day and was cleared by 20:50 the same evening. **10.53 serious and severe disruption hours**



Number of Road Works on the TLRN



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

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

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

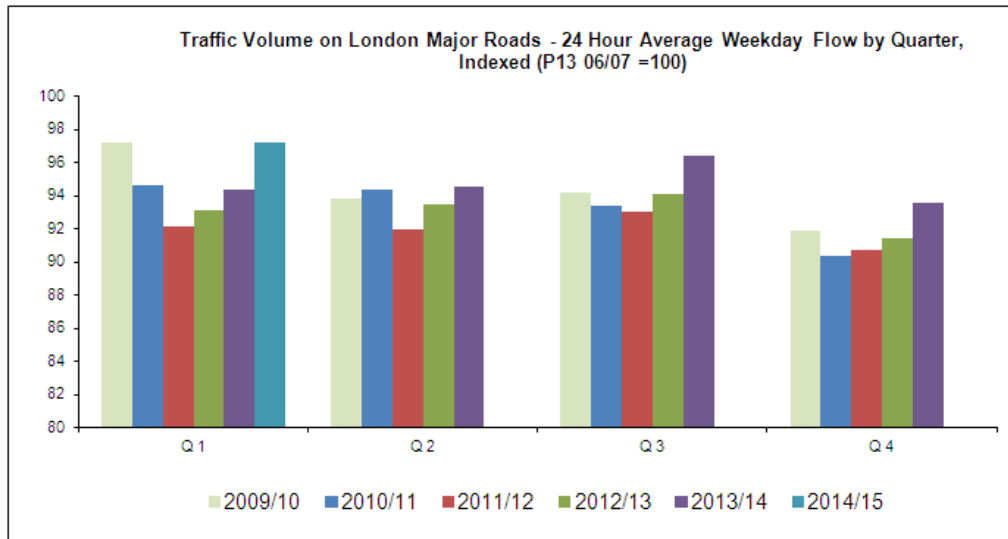
In Quarter 1 of 2014/15 the total number of road works on the TLRN was 6,094, a decrease of 1,947 or -31.9% on the total of 8,041 reported in Quarter 1 of 2013/14.

The volume of roadworks on the network stayed below the ‘cap’ throughout 2013/14.



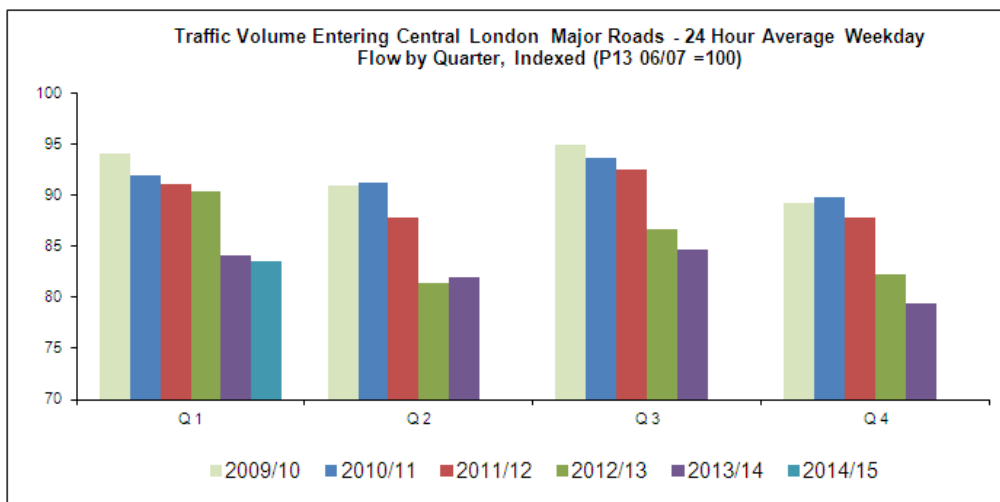
3. TRAFFIC VOLUMES

Vehicular Traffic Volumes on London Major Roads



The pan London traffic flow index stands at 97.2 in Quarter 1 2014/15. This is 2.8 index points up from the same quarter last year, and 4.0 index points up from the same quarter two years ago. In Q1 Traffic in London has fallen by 1.4% since Q4 Period 13 2008. The chart shows traffic flows relative to an index of 100 in period 13 in 2006/07.

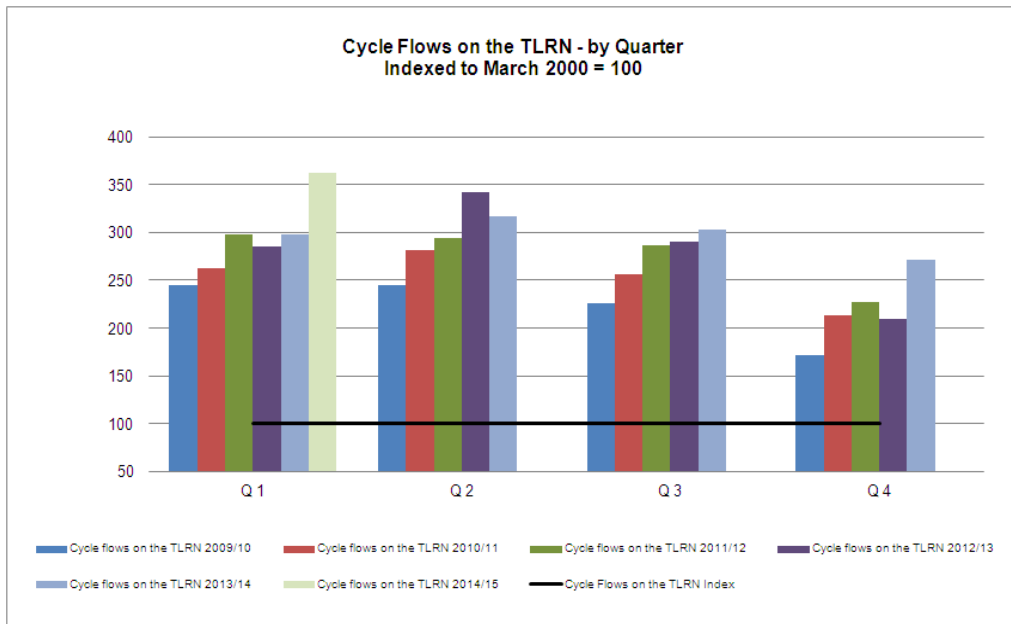
Vehicular Traffic Entering Central London Major Roads



The Central London traffic flow index stands at 83.6 in Quarter 1 2014/15. This is 0.6 index points down from the same quarter last year and 6.7 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. In Q1 Central London traffic has fallen by 14% since Q4 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 1 2014/15 stand at an index level of 362.4. This is 64.0 index points (21.4%) higher than the same quarter last year.

Recorded temperatures were close to average across the whole of Quarter 1, though a somewhat warm in April and June compared to average. High rainfall was recorded in May though April and June saw close to average levels.

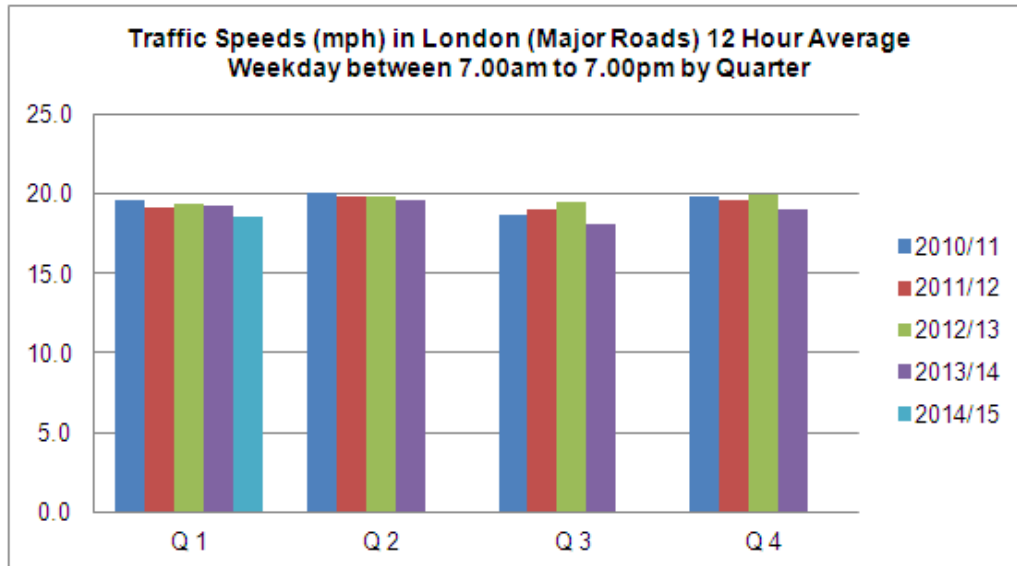
Between March 2000 and the end of 2013/14 cycle flows on the TLRN increased by 195.6%. Compared to the 2012/13 financial year end, average cycling levels on the TLRN at the end of 2013/14 were 6.5% higher.

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



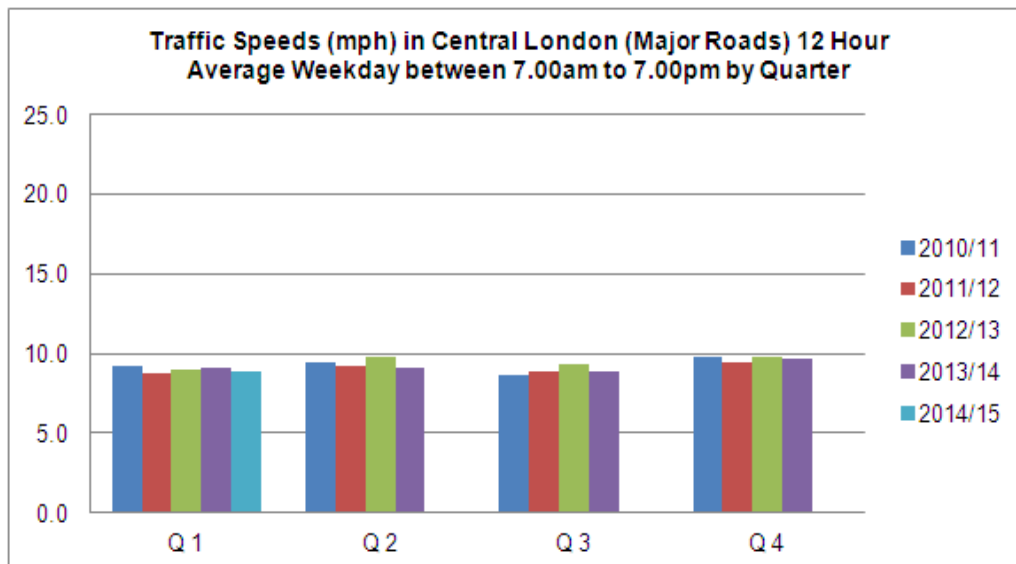
4. TRAFFIC SPEEDS

Traffic Speeds in London



Average traffic speed for the 12 hours between 07:00 to 19:00 across London in Quarter 1 was 18.5 mph, compared to the 19.3 mph observed in Quarter 1 last year, a 3.9% decrease year-on-year.

Traffic Speeds in Central London

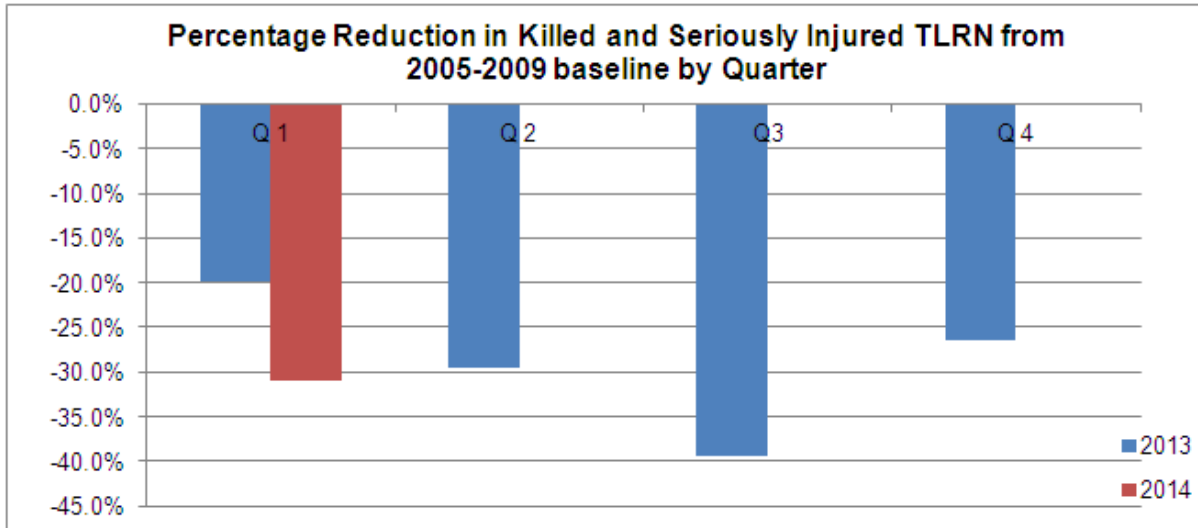


Average traffic speeds for the 12 hours between 07:00 to 19:00 across Central London in Quarter 1 was 8.8 mph compared to the 9.1 mph observed in Quarter 1 last year, a 2.6% decrease year-on-year.



5. ROAD SAFETY

Killed and Seriously Injured casualties on the TLRN



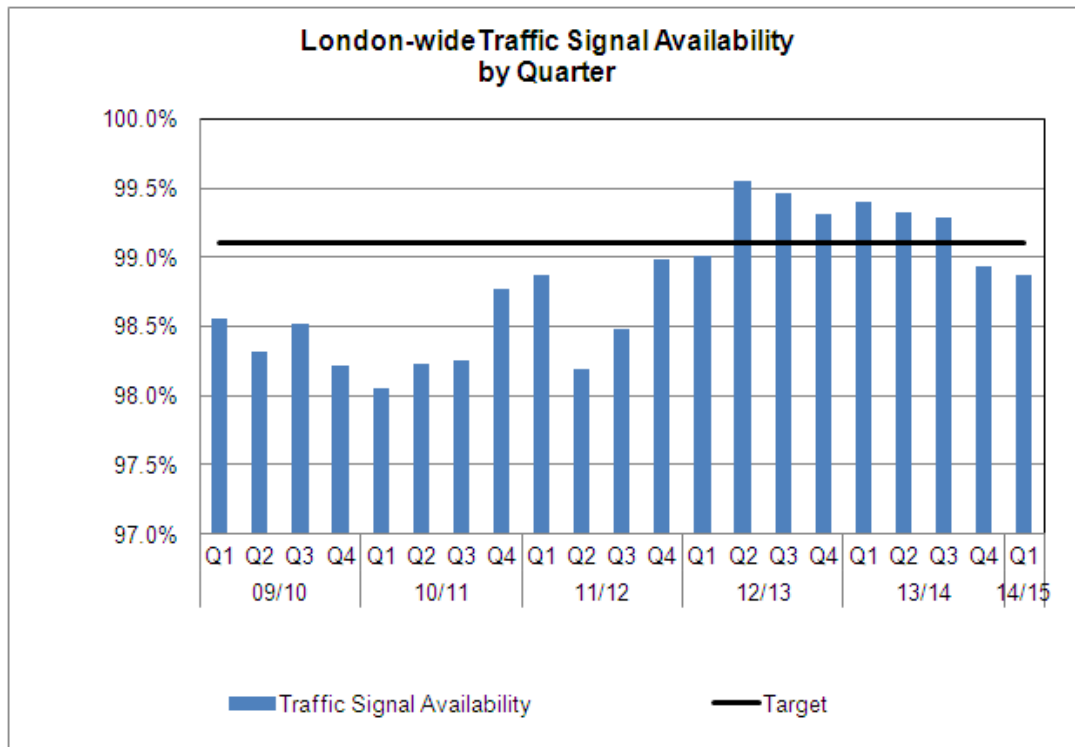
The graph above shows the percentage change in KSI casualties on the TLRN from the 2005-09 baseline by quarter for the period 2013/14 to 2014/15. Quarter 1 is defined as the three month period December to February.

Provisional data for Quarter 1 2014/15 indicates that there were 161 KSI casualties on London’s roads, a 31.0% reduction from the 2005-09 Quarter 1 baseline. Compared with Quarter 1 2013/14 KSIs of 187, there was a decrease of 11.1 percentage points year-on-year.

Comparing Quarter 1 2014/15 with Quarter 1 2012/13 shows a decrease of 23.3% in KSI casualties on the TLRN (210 to 161) and a 14.2% increase in KSI casualties when compared with Quarter 2 2011/12 (141 to 161).



6. ASSET AVAILABILITY

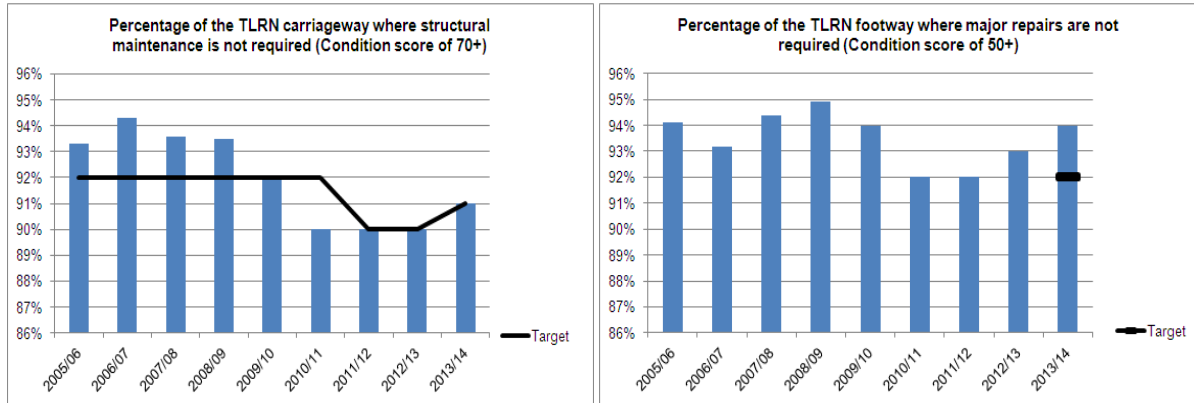


During Quarter 1 2014/15, the availability of traffic signals London-wide was 98.87% compared to 99.41% reported for Quarter 4 2013/14. The target for this indicator is set at 99.1% and it represents the availability of all functions of traffic signal equipment. This is a demanding target for the contractors 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. Below target performance is attributed to one supplier, Imtech, covering east and south east area.



7. STATE OF GOOD REPAIR

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



The percentage of the TLRN in structurally normal condition was 90% in 2011/12, 90% in 2012/13 and 91% in 2013/14.

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



8. CUSTOMER SATISFACTION - TLRN

The customer satisfaction survey has historically been conducted annually 2010-2013 with the fieldwork conducted mid-Oct to mid-Nov classed as Quarter 3. From Quarter 1 in 2014, the survey is to be carried out quarterly. This will enable the road network to be assessed during different seasons to build up a more representative picture over the year.

In Quarter 1 2014 an 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). A total of 3,301 TLRN users were interviewed (3,001 in London and 300 in South East England), recording details of 8,117 trips in total. Satisfaction questions are scored on a scale of 0-10, where 10 is extremely satisfied and 0 is extremely dissatisfied. Mean scores (e.g. 7.4) are then multiplied by ten to provide a score out of 100 (e.g. 74).

Overall satisfaction with the Transport for London Road Network (TLRN) in Q1 2014 remains at 75, the same level as in 2014 (when the study was conducted in Q3). However, there has been a major improvement in satisfaction among pedestrians, with the overall score increasing from 72 to 80, a record high. The difference in time of year Q1 2014 vs Q3 2013 (warmer weather, longer daylight hours) is likely to have contributed to the more positive pedestrian scores. By contrast, overall satisfaction has dropped among all other TLRN users.

- For car drivers, there was a one point drop to 74. This compares to a peak score in Q3 2012 (77) and a record low in Q3 2010 (72)
- For P2W riders, overall satisfaction has dropped by 4 points to 75 and is now lower than in the last 2 years (but still higher than Q3 2010-11).
- For taxi/commercial/emergency vehicle drivers, overall satisfaction has dropped by 3 points to 74 and is now lower than in the last 2 years (but still higher than Q3 2010-11).
- Satisfaction among cyclists has been declining since Q3 2011 and is now 69 (from 71 last year).
- Bus passenger satisfaction has decreased by three points to 73, now at the same level as Q3 2010 (the lowest recorded level).

Despite the stable overall score, there is increased satisfaction with most of the different aspects of the TLRN network, with around half reaching record high levels. Among the other measures, there are particular improvements in roads that are well drained and free from water/flooding, street lighting and working condition of traffic lights.

By contrast, only four measures declined – condition of road surfaces by two points, returning to the lowest level in four years, and disruption information, time of day allowed to stop in loading bays (amongst commercial vehicle drivers) and condition of cycle lanes (amongst cyclists) both declined by one point.



Customer Satisfaction – Road Space Management Directorate

CSS Key Satisfaction Indicators - RSM Directorate	Q3 2010	Q3 2011	Q3 2012	Q3 2013	Q1 2014
Overall satisfaction	72	75	76	75	75
Could accurately estimate how long journey would take	70	73	74	73	74
Speed	69	72	74	73	74
Speed of response for fixing unusual traffic problems	69	72	73	73	73
Amount and clarity of road signs about delays and disruption	69	72	75	74	73
Up to the minute information about delays and disruption	68	72	74	72	73
Traffic light timings	70	73	73	73	73
Management of road works	67	70	73	71	72
Traffic congestion	63	67	69	67	68

Customer Satisfaction – Asset Management Directorate

CSS Key Satisfaction Indicators - Asset Management	Q3 2010	Q3 2011	Q3 2012	Q3 2013	Q1 2014
Street lighting	75	77	77	76	78
Working condition of traffic lights	75	77	78	77	79
Roads are well drained and free from flooding	74	77	77	75	78
Condition and clarity of road markings	73	75	76	75	76
Amount and clarity of road signs giving route directions	73	75	76	75	76
Overall satisfaction	72	75	76	75	75
Condition of road surfaces	68	70	73	71	69