



PERFORMANCE REPORT
Quarter 2 2014/15



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Summary of Network Performance for Quarter 2 2014/15

There was a 1.8 index point (1.9%) increase in the volume of traffic on London’s major roads between Quarter 2 this year and last year. As a result, London wide traffic speeds (07:00 to 19:00) decreased by 0.49 mph to 19.1 mph.

There were 796 hours of serious and severe disruption on the network London-wide in Quarter 2 2014/15. This compares to 423 hours in Quarter 2 of 2013/14, an increase of 373 hours (88%) year-on-year due to a higher number of Planned Works.

The Journey Time Reliability (JTR) on the Transport for London Road Network -(TLRN) in the AM peak in all directions for Quarter 2 was 89.4%; this is 1.0 percentage points lower than the same quarter in 2013/14. Journey time reliability (JTR) in the AM peak did not meet its target in Quarter 2 because, as reported in the previous Q4 and Q1 reports, the key driver of this poor JTR performance was an expansion of traffic flows associated with population growth and economic recovery. In Quarter 2, average 24 hour weekday traffic flows across London increased 1.9% compared to the same quarter last year.

In Quarter 2 of 2014/15 the total number of road works on the TLRN was 6,964, a decrease of 1208 or 14.8% on the total of 8,172 reported in Quarter 2 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 2 2014/15 were 16.4% higher than the same quarter last year.

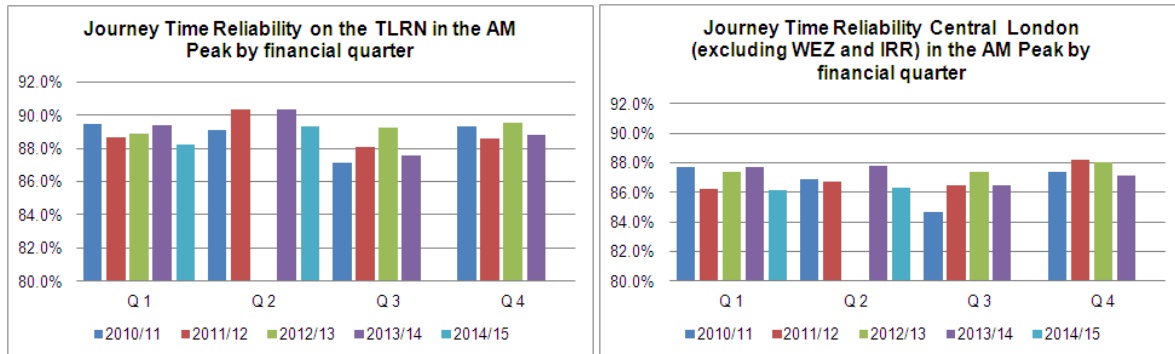
The number of killed and seriously injured casualties from road collisions on the TLRN decreased compared to the previous year, and decreased by 43.0% compared to the 2005-2009 Quarter 2 baseline.

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 Q2 2014/15 the same as in Q1 2014 and Q3 2013.



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 2 was 89.4%; this is 1.0 percentage point 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 2 was 86.3%; this is 1.5 percentage points lower than the same quarter 2013/14.

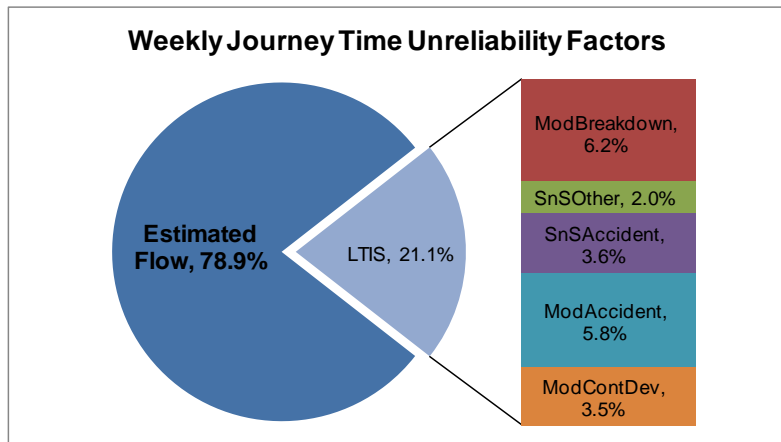
Journey time reliability (JTR) in the AM peak did not meet its target in Quarter 2 because, as reported in the previous Q4 and Q1 reports, the key driver of this poor JTR performance was an expansion of traffic flows associated with population growth and economic recovery. In Quarter 2, average 24 hour weekday traffic flows across London increased 1.9% compared to the same quarter last year.

Across most of Q2 there was a repeat pattern of disruption at locations mainly at pinch points close to key bridges (Hammersmith, Chiswick and Kew) that are known to be related to the planned closures of Hogarth flyover and Putney Bridge. There was also significant disruption on the A11, and A13 due to a combination of significant excess breakdowns and other incidents, that lead to delays of between 15 to 20 minutes on many days of periods 5 and 6. Both of these the key contributory factors that added to the general traffic volume pressure on the overall JTR result.

In Quarter 2 traffic volumes were up 1.8 index points or 1.9% more than the same quarter last year. This in part explains why we have seen a 1.0% drop in JTR in Q2-14/15, though a slight improvement than the 3% drop that we saw in Q1-14/15 when flows were up 2.8% quarter on quarter. In Quarter 2 an increase in planned serious and severe disruption hours in the last period, which was high due to the Hammersmith Flyover, A406 North Circular, A3211 Lower Thames Street, and Hogarth Flyover works from the beginning of July 2014 which spread out the JTR deterioration across the quarter on top of the increased demand.

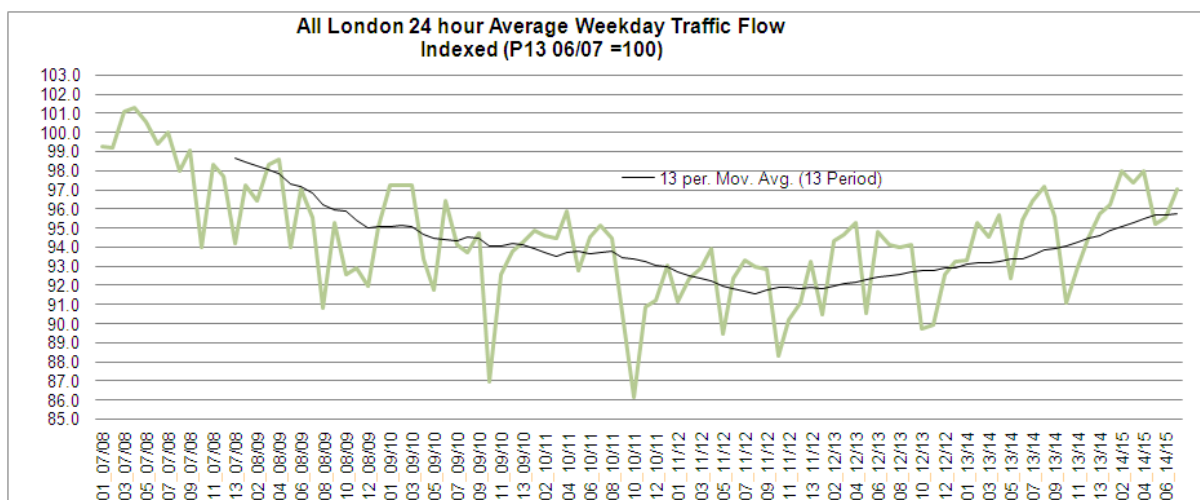


Analysis of four years worth of the factors, such as flows, and key disruptions such as accidents and breakdowns taken from a disruption monitoring system called LTIS, show that traffic flows account for nearly 80% of journey time unreliability on the London road network.

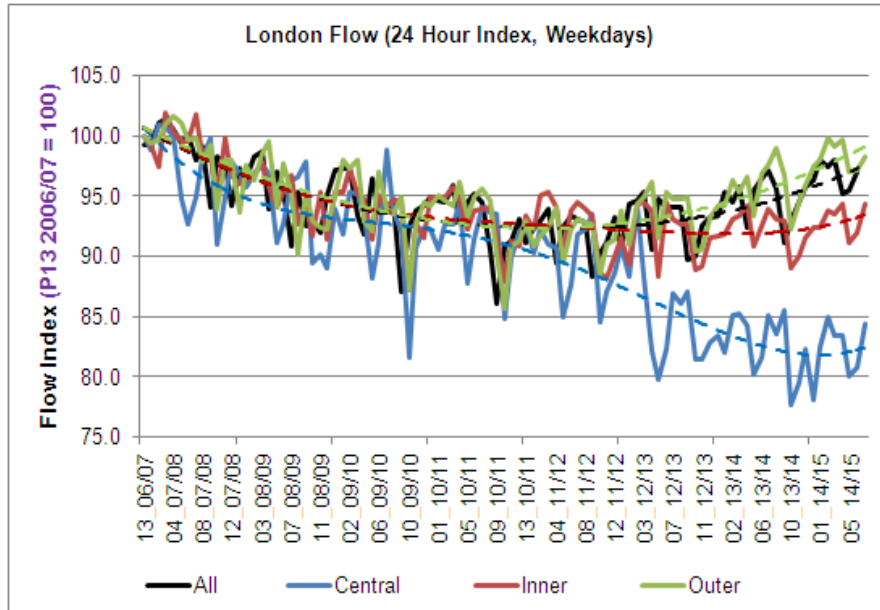


The impact of the increase of traffic flows and other factors on journey time reliability (JTR) has been modelled. The results show that for every 2% annual rise in traffic volumes we expect to see JTR to fall by about 0.5% points. The JTR target for 2014/15 has been reduced by 0.2% point from the previous 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	2014/15 Q2	2013/14 Q1	2013/14 Q2	2013/14 Q3	2013/14 Q4	2014/15 Q1	2014/15 Q2
Radial	A4	90.2%	89.5%	90.7%	89.5%	87.6%	90.9%	94.3%	93.2%	89.3%	92.5%	91.9%	93.5%
Radial	A40	77.6%	80.9%	78.0%	79.6%	80.8%	81.3%	94.2%	95.9%	92.5%	92.4%	91.9%	94.6%
Radial	A41	87.7%	89.2%	85.8%	86.4%	84.1%	88.0%	89.6%	90.6%	89.6%	90.5%	91.6%	93.0%
Radial	A1	82.9%	81.3%	79.3%	82.4%	80.6%	80.0%	90.8%	93.5%	88.3%	88.9%	90.1%	93.1%
Radial	A10	85.8%	87.1%	83.8%	82.7%	86.0%	88.3%	88.7%	89.7%	87.1%	88.5%	90.0%	90.5%
Radial	A12	88.8%	89.4%	81.9%	86.7%	85.5%	87.6%	96.3%	96.3%	95.5%	94.8%	95.9%	95.1%
Radial	A13	87.2%	87.6%	78.8%	85.8%	85.4%	85.7%	97.2%	98.9%	98.0%	97.4%	98.5%	98.3%
Radial	A2	87.8%	89.4%	83.2%	84.5%	83.1%	85.9%	97.7%	98.0%	96.7%	97.2%	97.6%	97.5%
Radial	A20	89.5%	91.6%	85.8%	87.3%	86.0%	88.4%	95.7%	95.6%	93.7%	93.1%	92.7%	95.4%
Radial	A21	87.2%	89.4%	88.6%	87.8%	87.9%	93.1%	92.8%	93.8%	91.4%	91.5%	92.2%	96.3%
Radial	A23	89.1%	89.7%	87.5%	87.7%	85.7%	88.7%	91.4%	91.7%	89.3%	90.1%	91.3%	91.7%
Radial	A24	88.2%	89.2%	84.1%	85.9%	84.0%	89.6%	92.7%	94.3%	90.5%	93.7%	91.4%	94.0%
Radial	A3	87.7%	91.3%	89.2%	89.2%	86.7%	89.6%	96.5%	96.3%	94.2%	95.3%	95.5%	95.9%
Radial	A316	84.0%	92.4%	85.9%	88.0%	83.9%	87.1%	98.2%	96.4%	93.2%	94.9%	95.9%	96.4%

PM Peak		Inbound						Outbound					
Route Type	Corridor	2013/14 Q1	2013/14 Q2	2013/14 Q3	2013/14 Q4	2014/15 Q1	2014/15 Q2	2013/14 Q1	2013/14 Q2	2013/14 Q3	2013/14 Q4	2014/15 Q1	2014/15 Q2
Radial	A4	91.1%	91.6%	88.3%	90.6%	89.8%	89.4%	81.1%	83.0%	80.2%	80.1%	79.7%	81.6%
Radial	A40	86.3%	83.8%	83.0%	86.4%	84.5%	84.6%	83.5%	86.3%	82.1%	83.8%	85.2%	84.7%
Radial	A41	91.4%	91.2%	90.1%	92.6%	90.5%	92.0%	84.7%	85.2%	82.3%	83.4%	85.0%	83.3%
Radial	A1	85.6%	85.3%	81.7%	86.6%	85.8%	84.3%	85.0%	84.6%	80.2%	82.3%	81.9%	85.3%
Radial	A10	90.5%	90.4%	87.1%	87.6%	89.5%	89.6%	82.3%	83.3%	80.3%	81.0%	80.2%	81.9%
Radial	A12	87.6%	87.3%	85.2%	87.4%	88.3%	87.5%	85.7%	86.1%	83.8%	84.1%	84.8%	83.2%
Radial	A13	92.6%	92.1%	90.2%	89.9%	92.7%	90.8%	84.1%	84.3%	86.7%	86.1%	87.1%	83.4%
Radial	A2	92.5%	91.5%	91.1%	93.2%	89.7%	91.5%	85.1%	86.8%	84.3%	84.6%	81.7%	84.9%
Radial	A20	92.1%	93.0%	90.2%	91.2%	90.2%	88.3%	89.7%	90.3%	89.4%	89.4%	88.6%	88.5%
Radial	A21	97.3%	96.4%	95.6%	94.6%	95.4%	98.1%	89.9%	89.9%	90.0%	88.5%	89.5%	92.7%
Radial	A23	90.9%	90.7%	89.5%	89.6%	89.5%	89.5%	83.3%	82.2%	81.0%	82.8%	82.1%	83.8%
Radial	A24	91.9%	91.9%	90.7%	91.5%	92.2%	92.6%	89.5%	91.4%	87.0%	88.0%	88.4%	92.1%
Radial	A3	94.5%	94.8%	92.8%	93.9%	93.6%	93.3%	90.6%	92.1%	86.7%	88.4%	89.7%	92.5%
Radial	A316	93.2%	94.5%	88.6%	90.5%	92.2%	88.4%	92.2%	93.2%	90.3%	92.4%	91.3%	91.2%

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

London Streets



AM Peak		Anti-Clockwise						Clockwise					
Route Type	Corridor	2013/14 Q1	2013/14 Q2	2013/14 Q3	2013/14 Q4	2014/15 Q1	2014/15 Q2	2013/14 Q1	2013/14 Q2	2013/14 Q3	2013/14 Q4	2014/15 Q1	2014/15 Q2
Orbital	A102 B. Tunnel	79.4%	77.2%	77.1%	82.2%	80.1%	76.8%	98.0%	98.7%	97.7%	97.9%	97.2%	97.4%
Orbital	A406	86.1%	86.4%	84.0%	86.8%	86.6%	85.6%	89.1%	90.6%	88.0%	89.0%	87.8%	89.0%
Orbital	A205	86.1%	89.9%	87.3%	87.5%	86.4%	88.2%	82.6%	83.5%	82.6%	83.5%	83.2%	82.0%
Orbital	Inner Ring	84.2%	83.3%	84.1%	85.0%	82.1%	83.9%	85.4%	85.1%	83.8%	85.9%	83.3%	84.4%

PM Peak		Anti-Clockwise						Clockwise					
Route Type	Corridor	2013/14 Q1	2013/14 Q2	2013/14 Q3	2013/14 Q4	2014/15 Q1	2014/15 Q2	2013/14 Q1	2013/14 Q2	2013/14 Q3	2013/14 Q4	2014/15 Q1	2014/15 Q2
Orbital	A102 B. Tunnel	80.5%	76.5%	80.6%	78.4%	74.9%	73.5%	82.2%	84.4%	80.3%	81.8%	81.3%	81.1%
Orbital	A406	85.3%	85.1%	81.3%	84.7%	83.9%	86.1%	83.8%	85.0%	81.4%	83.2%	83.4%	81.6%
Orbital	A205	84.0%	85.1%	82.1%	83.6%	83.2%	83.6%	86.3%	87.5%	84.9%	86.7%	86.9%	87.2%
Orbital	Inner Ring	79.2%	78.7%	78.4%	80.8%	79.2%	79.4%	81.3%	81.2%	79.8%	83.0%	80.8%	81.3%

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	2014/15 Q2
All Directions						
AM Peak	87.7%	87.8%	86.5%	87.1%	86.1%	86.1%
PM Peak	84.4%	85.8%	82.4%	84.1%	83.1%	84.8%

TLRN	2013/14 Q1	2013/14 Q2	2013/14 Q3	2013/14 Q4	2014/15 Q1	2014/15 Q2
All Directions						
AM Peak	89.4%	90.3%	87.6%	88.8%	88.2%	89.4%
PM Peak	86.5%	86.9%	84.4%	86.0%	85.7%	85.9%

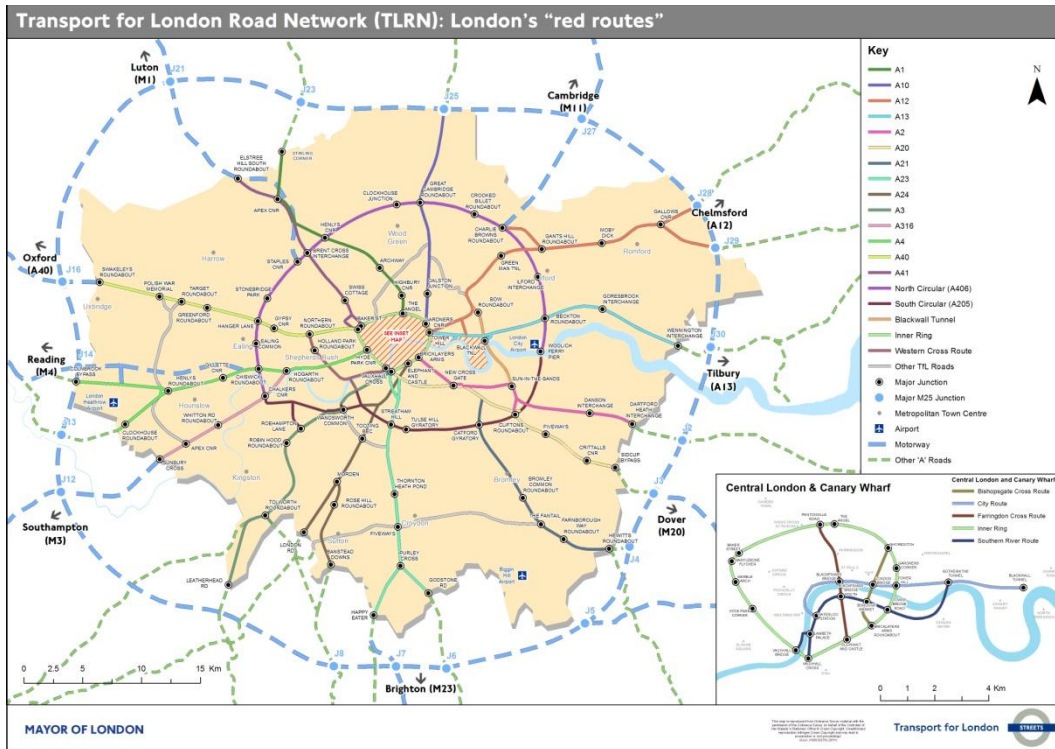
Legend

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"

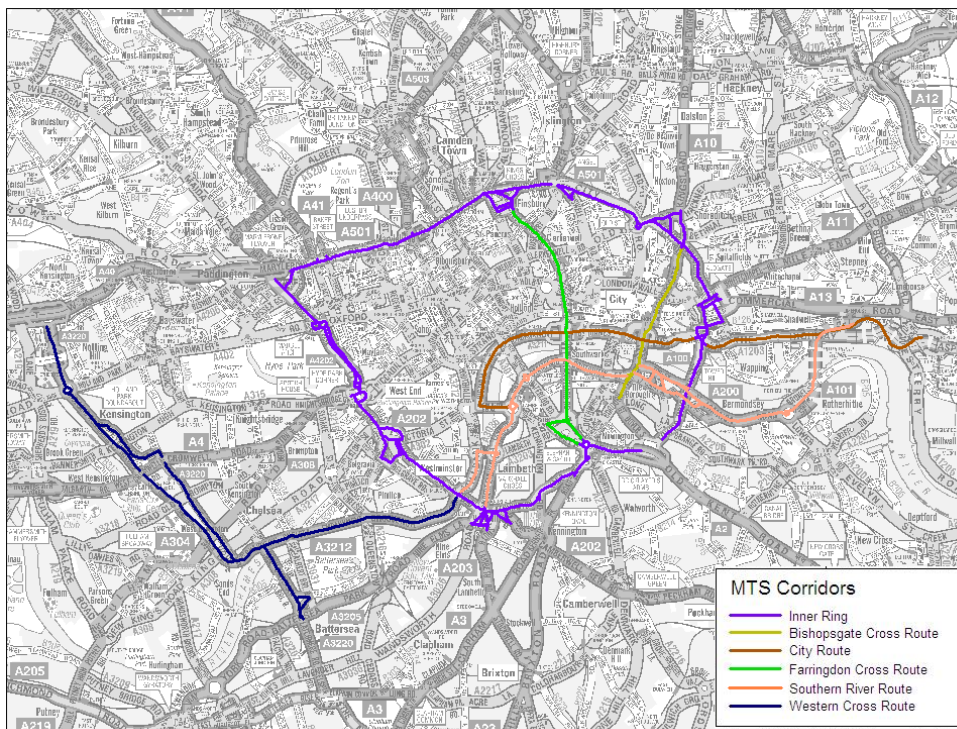


Map showing the TLRN by MTS Corridors across London



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).

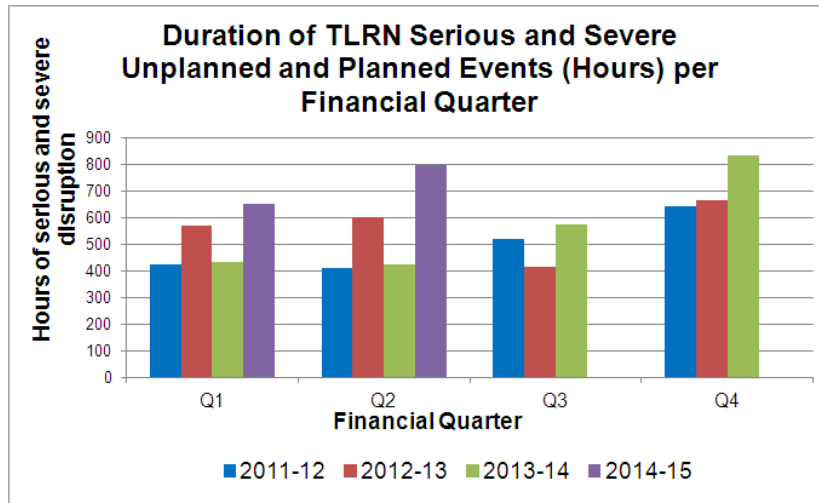
Map showing the TLRN by MTS Corridors in Central London





2. NETWORK DISRUPTION

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

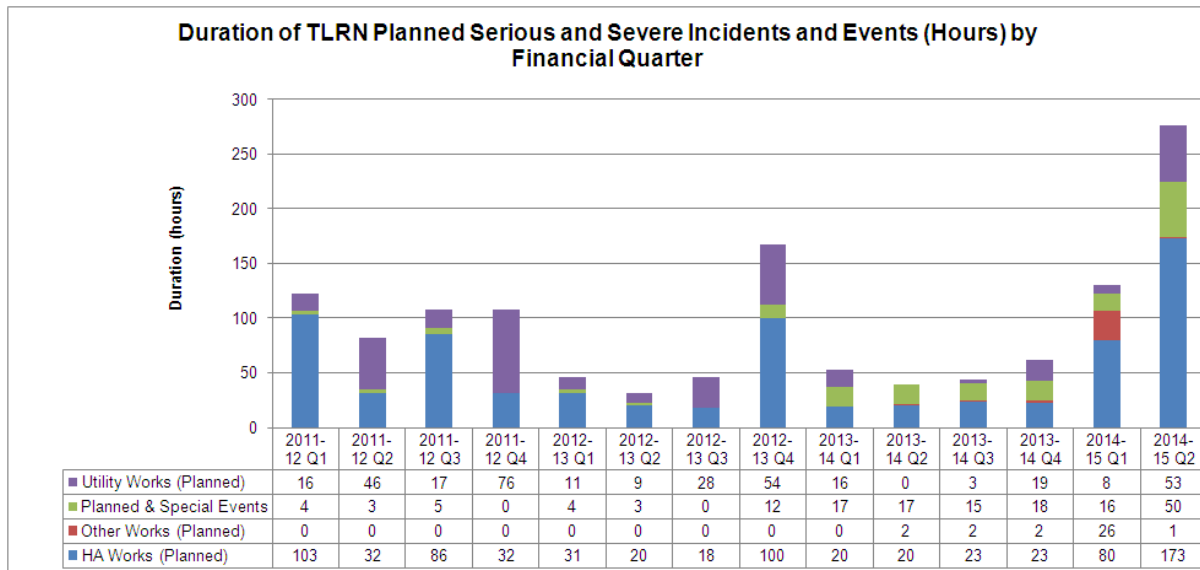


In Quarter 2 there was a total of 796 hours of serious and severe disruption resulting from unplanned and planned events spread across 322 separate incidents. This is an increase of 373 hours compared to Quarter 2 2013/14; attributable to an increase of 238 planned S&S disruption hours 135 unplanned S&S disruption hours. The increase in planned disruption was due to an increase in Highway Authority and Other works, particularly the large volume of works on the Hammersmith flyover, A406 North Circular, A3211 Lower Thames Street, and Hogarth Flyover in Quarter 2 2014/15. The main drivers for the 135 hours increase in Unplanned S&S disruption include increased Traffic Collisions, Breakdowns, Hazards and Traffic Volumes.

Quarter 2 saw a number of collisions and breakdowns contributing to the total serious and severe hours including an overturned HGV on the A406 Lea Valley viaduct at Hall Lane on the 9th September and a collision between and HGV and two cars on the A406 North Circular Road on the 28th August. Numerous Hazards including a number of flooding incidents also contributed to the hours across Quarter 2.



Planned Incidents and Events – TLRN



In Quarter 2 2014/15 there were 277 hours of serious and severe disruption from planned events spread across 42 separate incidents (an average of 6 hours 35 minutes duration per event) which was high due to the Hammersmith Flyover, A406 North Circular, A3211 Lower Thames Street, and Hogarth Flyover works from the beginning of July 2014. This compared to 39 hours spread across 12 events (an average of 3 hours 15 minutes duration per event) in Quarter 2 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 2 there were 6 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 which was closed on weekends (eastbound) from 30/05/14 to 04/08/14. For weekend closures there were carriageway closures from 22:30 on Friday until 05:00 on Monday morning at the latest. The eastbound carriageway was 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: **76.10 hours**.
- Friday 25th July at 22:00, planned works took place on the A406. The A406 North Circular Road was closed eastbound between Waterworks Roundabout and Charlie Browns Interchange due to TfL resurfacing works. The traffic impact was serious with tailbacks to Crooked Billet Underpass. Traffic signal contingency plans were in place to assist diverted traffic. Works were ongoing until 12th October. The eastbound

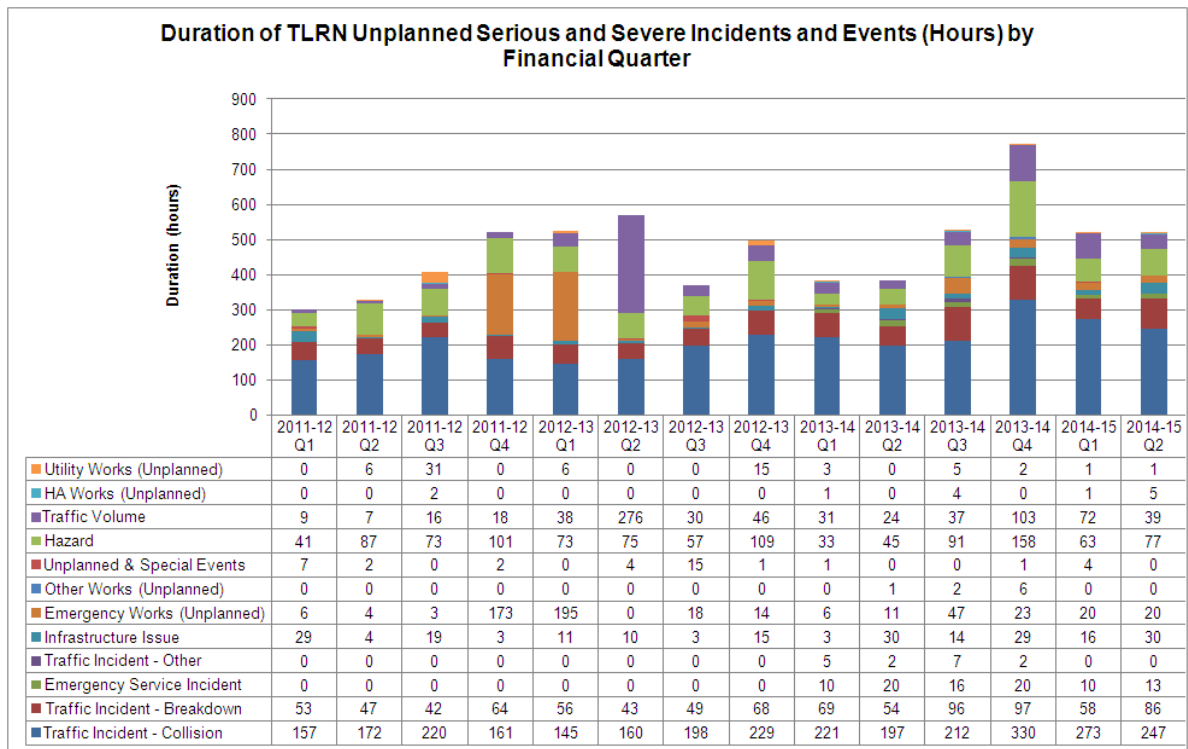


closure was removed at 08:00 and the traffic management changed to westbound lane restrictions. Serious and Severe Disruption this period: **36.21 hours**

- Saturday 12th July, 08:00, planned gas works took place on the A3211 Lower Thames Street. A lane closure was in place between Monument Street and St Dunstan's Hill to enable works. Traffic management was in place off peak. Outside of these hours, National Grid plated over the footway excavation and removed all traffic management. Works were ongoing until 24th July. Serious and Severe Disruption this period: **20.17 hours**
- Monday 14th July, 22:00, planned maintenance works took place on Hogarth Flyover. Hogarth Flyover WAS closed for essential maintenance works (bridge deck replacement works), from Saturday 19th July until 31st August. Various lane restrictions were implemented on the Hogarth roundabout and on the A316 approaching the flyover closure. The majority of works took place overnight although the flyover remained closed throughout. Serious and Severe Disruption this period: **12.70 hours**
- From Friday 25th July, 22:00, planned works have been taking place on the A406. The A406 North Circular Road was closed eastbound between Waterworks Roundabout and Charlie Browns Interchange due to TfL resurfacing works. The traffic impact was serious with tailbacks to Crooked Billet Underpass. Traffic signal contingency plans were in place to assist diverted traffic. Works will be ongoing until 12th October. The eastbound closure was removed at 08:00 and the traffic management changed to westbound lane restrictions. Serious and Severe Disruption this period: **12.22 hours**



Unplanned Incidents and Events - TLRN



On the TLRN, there were 519 hours of unplanned serious and severe disruption, spread across 280 separate events (an average of 1 hour 51 minutes duration per event) on the network London-wide in Quarter 2 2014/15. This compares to 384 hours, spread across 195 events (an average of 1 hour 58 minutes duration per event) in Quarter 2 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 2 there were 3 unplanned incidents recording over 10 hours of serious and severe disruption:

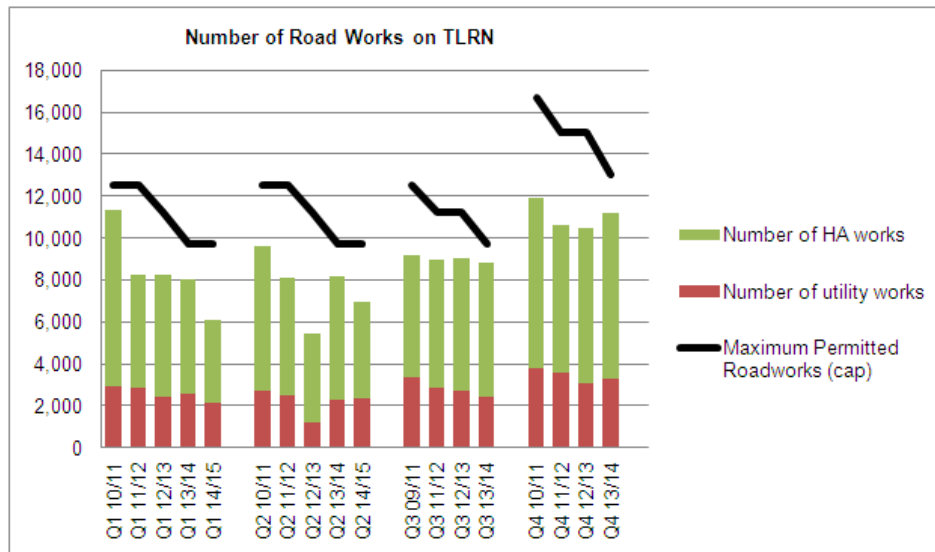
- Saturday 2nd August, 09:35, a burst water main occurred on the A205 St Mildred's Road at Baring Road. The A205 was closed in both directions between the Catford one way system and Burnt Ash Hill/Baring Road. Traffic was slow moving westbound on the A205 with queues through Clifton's Roundabout and northbound on the A20 Sidcup Road. Traffic was also heavy in both directions on the A2212 Baring Road between the A205 and Grove Park area, with Grove Park Road remaining heavily congested. Buses were subject to diversions and reported severe delays. Repairs to mains were completed by 13:30 on Sunday 10th August. Serious and Severe Disruption this period: **19.02 hours**



- Tuesday 9th September, 08:45, a HGV overturned on the A406 Lea Valley viaduct at Hall Lane, leading to fatalities. No other vehicles were involved. The A406 was closed eastbound from Kenninghall Interchange and Hall Lane was closed in both directions. A HGV. Two bus routes were diverted and bus services in the area experienced serious delays of up to 40 minutes. Traffic impact was severe with congestion in both directions on the A406. Incident cleared and road reopened by 05:45 the next day. Serious and Severe Disruption this period: **13.73 hours**
- Monday 28th July, 07:45, flooding occurred on the A40 Western Avenue at Hillingdon Circus due to heavy rain. The A40 was closed in both directions between Swakeleys Roundabout and Hillingdon Circus. The A40 was also closed eastbound from Long Lane due to further flooding. Lane restrictions were in place westbound. Police and TfL contractors cleared standing water from the carriageway and unblocked affected drains.. Priority was given to clear the eastbound carriageway in order to reopen the road as quickly as possible. Traffic impact was serious and escalated to severe with westbound congestion back to the Greenford Flyover and eastbound congestion back to the M40. Buses experienced severe delays of up to 60 minutes. Flooding cleared by 09:15 the next morning. Serious and Severe Disruption this period: **12.55 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).

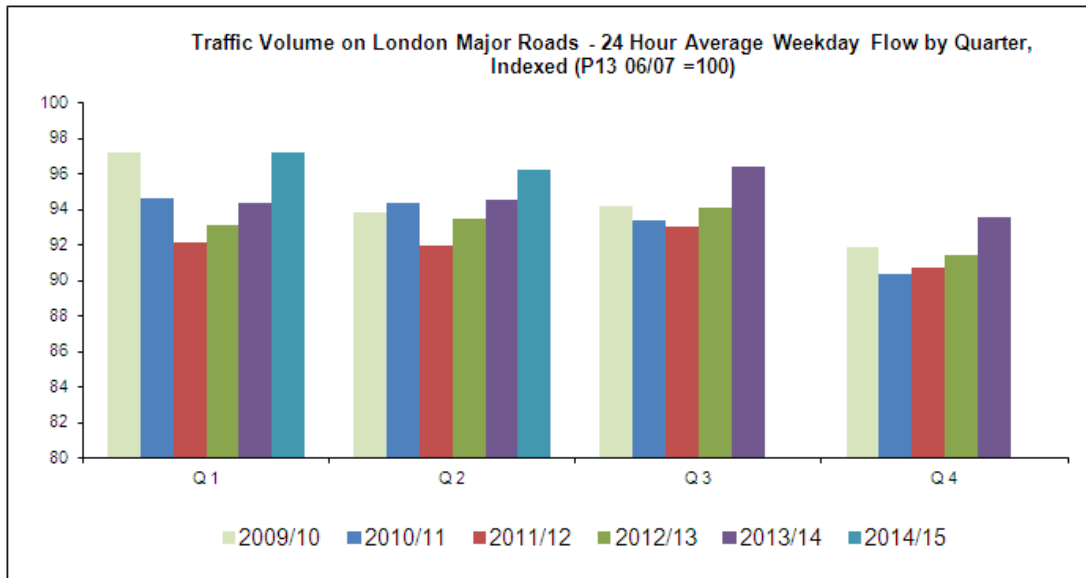
In Quarter 2 of 2014/15 the total number of road works on the TLRN was 6,964, a decrease of 1,208 (14.8%) on the total of 8,172 reported in Quarter 2 of 2013/14.

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



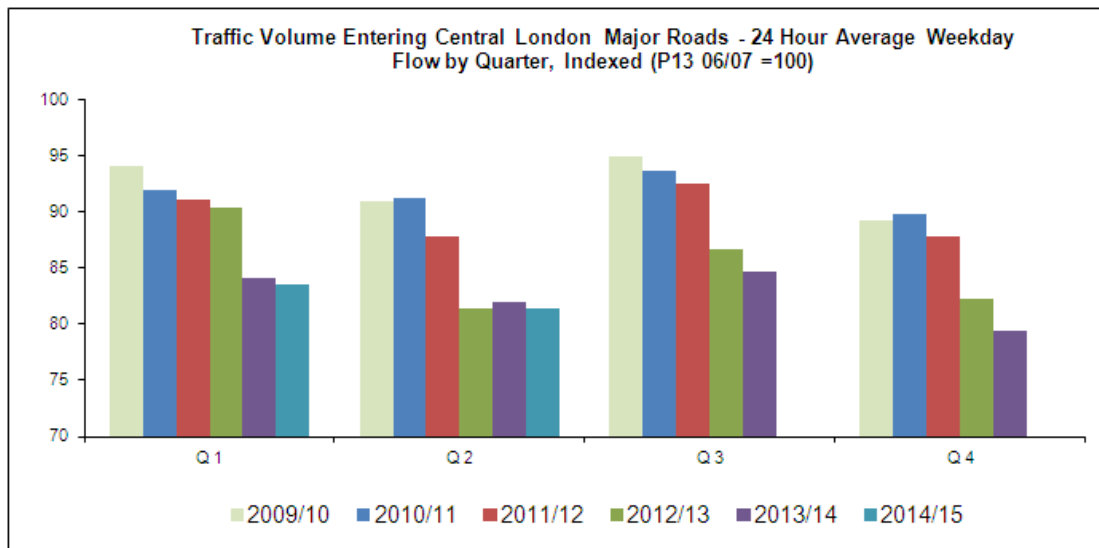
3. TRAFFIC VOLUMES

Vehicular Traffic Volumes on London Major Roads



The pan London traffic flow index stands at 96.3 in Quarter 2 2014/15. This is 1.8 index points up from the same quarter last year, and 2.7 index points up from the same quarter two years ago. In Q2 (Period 6) traffic in London has fallen by 1.9% since Q4 Period 13 2008. The chart shows traffic flows relative to an index of 100 in period 13 in 2006/07.

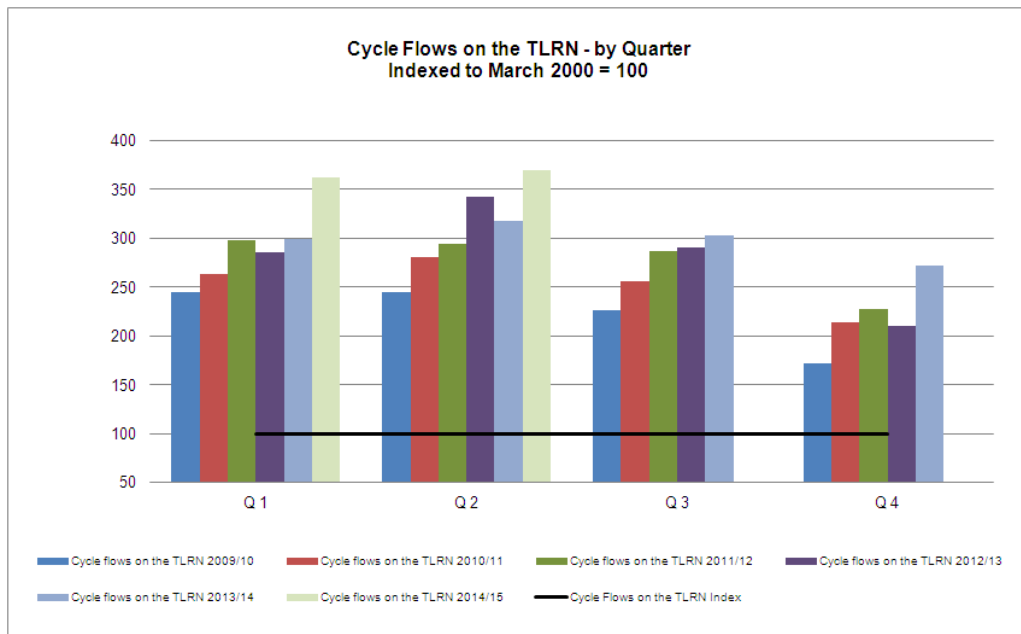
Vehicular Traffic Entering Central London Major Roads



The Central London traffic flow index stands at 81.4 in Quarter 2 2014/15. This is 0.6 index points down from the same quarter last year and 0.04 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 Q2 (Period 6) Central London traffic has fallen by 15% 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 2 2014/15 stand at an index level of 369.0. This is 52.0 index points (16.4%) higher than the same quarter last year.

Recorded temperatures were close to average across the whole of Quarter 2. Periods of high rainfall were scattered throughout July with storms continuing into August. High rainfall was therefore recorded in August; however, in September conditions were dry.

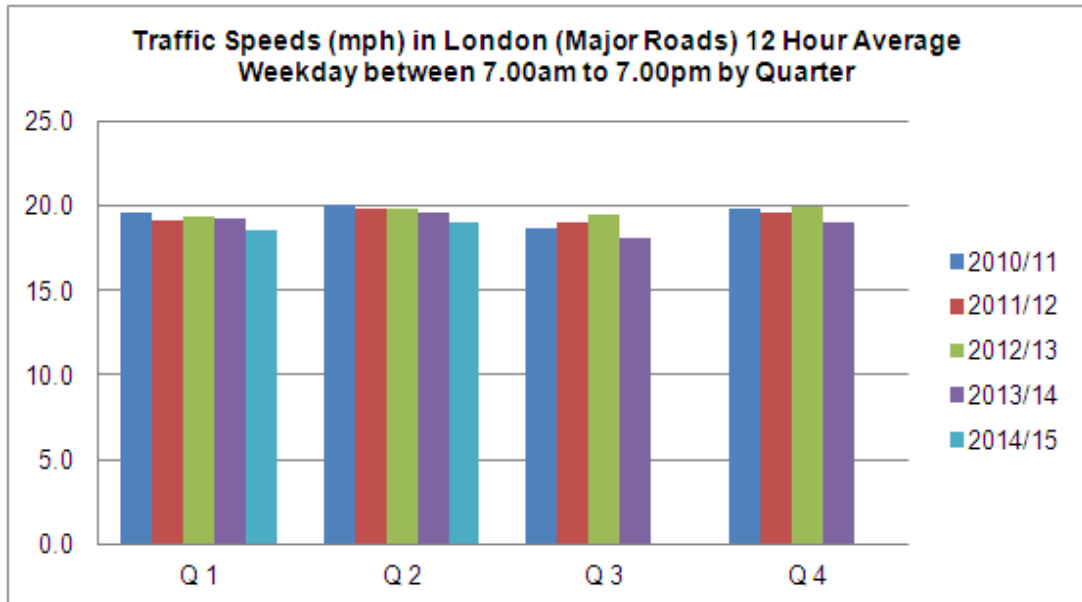
Between March 2000 and the end of 2013/14 cycle flows on the TLRN increased by 195.6%. Compared to the 2012/13 financial year end, average cycling levels on the TLRN at the end of 2013/14 were 6.5% higher.

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



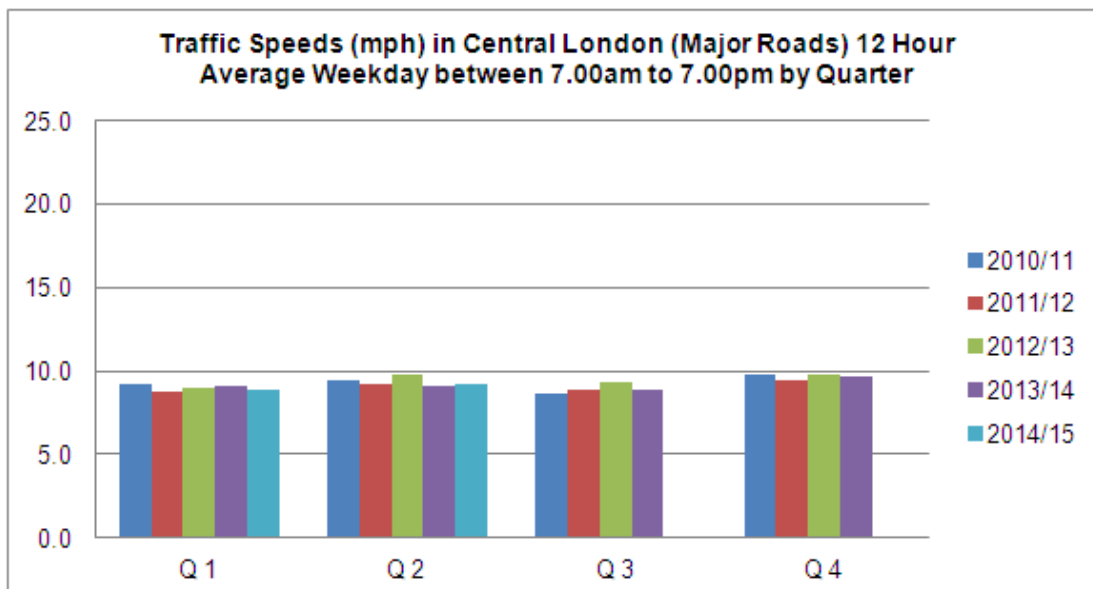
4. TRAFFIC SPEEDS

Traffic Speeds in London



Average traffic speed for the 12 hours between 07:00 to 19:00 across London in Quarter 2 was 19.1 mph, compared to the 19.5 mph observed in Quarter 2 last year, a 2.5% decrease year-on-year.

Traffic Speeds in Central London

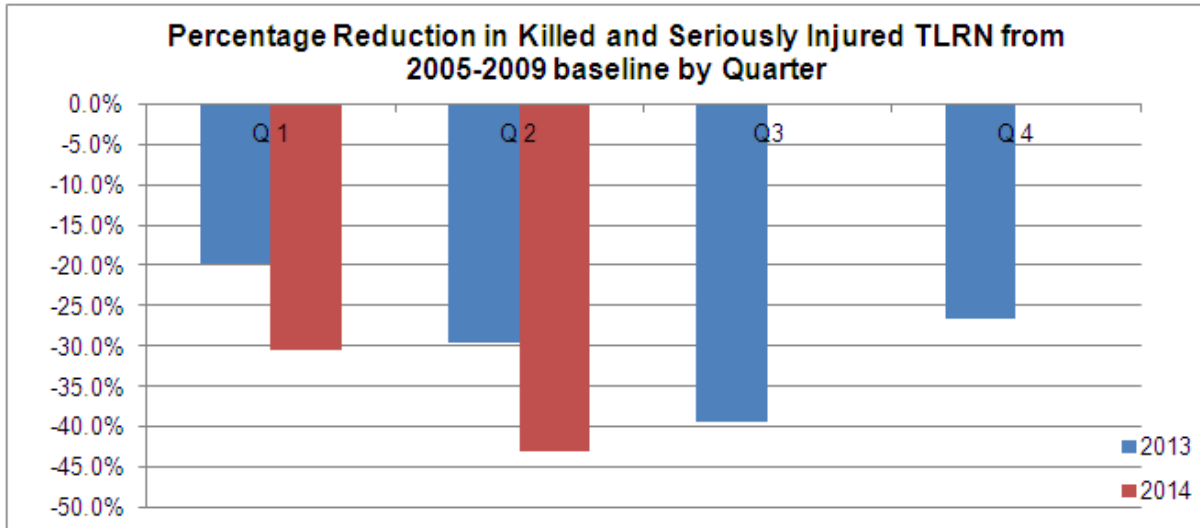


Average traffic speeds for the 12 hours between 07:00 to 19:00 across Central London in Quarter 2 was 9.2 mph compared to the 9.1 mph observed in Quarter 2 last year, a 1.4% increase year-on-year.



5. ROAD SAFETY

Killed and Seriously Injured casualties on the TLRN



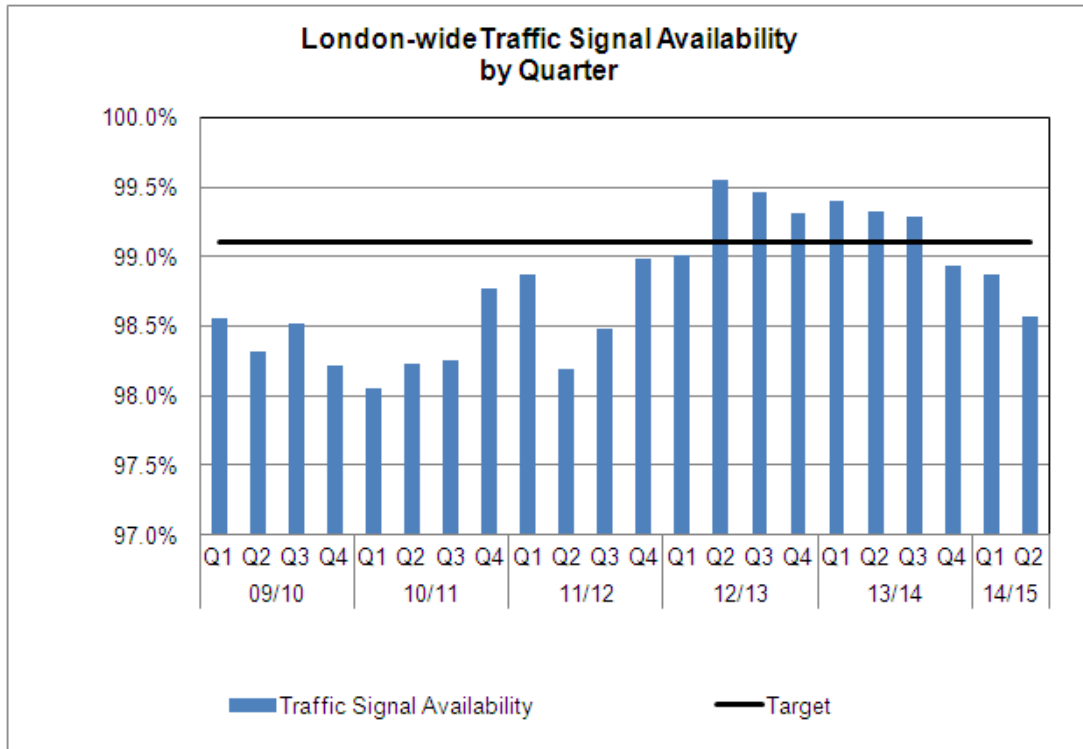
The graph above shows the percentage change in KSI casualties on the TLRN from the 2005-09 baseline by quarter for the period 2013/14 to 2014/15. Quarter 2 is defined as the three month period March to May.

Provisional data for Quarter 2 2014/15 indicates that there were 144 KSI casualties on London’s roads, a 43.0% reduction from the 2005-09 Quarter 2 baseline. Compared with Quarter 2 2013/14 KSIs of 178, there was a decrease of 13.5 percentage points year-on-year.

Comparing Quarter 2 2014/15 with Quarter 2 2012/13 shows a decrease of 40.7% in KSI casualties on the TLRN (243 to 144) and a 37.4% increase in KSI casualties when compared with Quarter 2 2011/12 (230 to 144).



6. ASSET AVAILABILITY

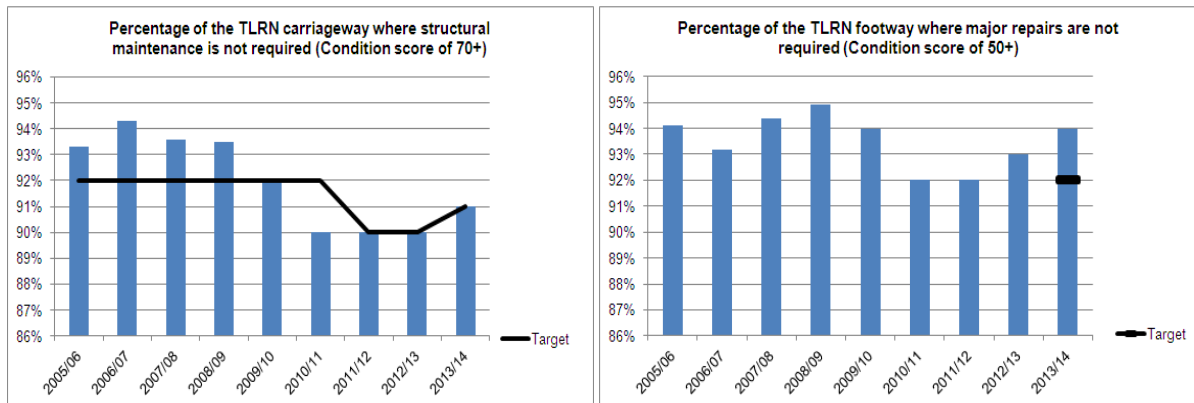


During Quarter 2 in 2014/15, the availability of traffic signals London-wide was 98.57% compared to 99.33% reported for Quarter 2 2013/14. The target for this indicator is set at 99.1% and it represents the availability of all functions of traffic signal equipment. This is a demanding target for the 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 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 been conducted annually between 2010-2013 (fieldwork conducted mid-Oct to mid-Nov). From 2014, the survey will 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 2 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). In Q2 2014 a total of 3,302 TLRN users were interviewed (3,002 in London and 300 in South East England), recording details of 7,911 trips in total which includes multiple trips from some respondents. 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).

Overall satisfaction with the Transport for London Road Network (TLRN) in Q2 2014 remains at 75, the same level as in 2013 (when the study was conducted in Q3).

Comparing Q2 with Q1, despite some changes in scores (outlined below), there were no (statistical) differences in overall satisfaction by mode:

- For car drivers, overall satisfaction was unchanged at 74
- For P2W riders, overall satisfaction dropped by 1 point to 74
- For taxi/commercial emergency vehicle drivers, overall satisfaction also dropped by 1 point to 73
- Satisfaction among cyclists had been declining since Q3 but in Q2 2014 remained static with the previous quarter (at 69)
- Bus Passenger satisfaction improved by 1 point to 74 (following two successive decreases in Q3 2013 and Q1 2014.)
- Satisfaction among pedestrians remained at a high level, with the overall score increasing from 80 to 81, a record high level; the time of year (warmer weather, longer daylight hours) is likely to have contributed to the more positive pedestrian scores when compared to previous years

Despite the stable overall satisfaction score, there was increased satisfaction with traffic congestion, road drainage, condition and clarity of road marking, management of road works, and condition of road surfaces.



Customer Satisfaction – Road Space Management Directorate

CSS Key Satisfaction Indicators - RSM Directorate	Q3 2010	Q3 2011	Q3 2012	Q3 2013	Q1 2014	Q2 2014
Overall satisfaction	72	75	76	75	75	75
Could accurately estimate how long journey would take	70	73	74	73	74	74
Speed	69	72	74	73	74	74
Speed of response for fixing unusual traffic problems	69	72	73	73	73	74
Amount and clarity of road signs about delays and disruption	69	72	75	74	73	73
Up to the minute information about delays and disruption	68	72	74	72	73	73
Traffic light timings	70	73	73	73	73	74
Management of road works	67	70	73	71	72	73
Traffic congestion	63	67	69	67	68	69

Customer Satisfaction – Asset Management Directorate

CSS Key Satisfaction Indicators - Asset Management	Q3 2010	Q3 2011	Q3 2012	Q3 2013	Q1 2014	Q2 2014
Street lighting	75	77	77	76	78	78
Working condition of traffic lights	75	77	78	77	79	79
Roads are well drained and free from flooding	74	77	77	75	78	79
Condition and clarity of road markings	73	75	76	75	76	77
Amount and clarity of road signs giving route directions	73	75	76	75	76	76
Overall satisfaction	72	75	76	75	75	75
Condition of road surfaces	68	70	73	71	69	70