



# **PERFORMANCE REPORT**

## **Quarter 3 2014/15**



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**Summary of Network Performance for Quarter 3 2014/15**

There was a 0.1 index point (0.1%) increase in the volume of traffic on London's major roads between quarter 3 this year and last year. Traffic flows across all quarters in the year-to-date are up 1.6 index points or 1.6% compared to prior year. Although traffic flows are flat in quarter 3, the underlying trend growth across London is clearly upwards and this was first observed starting April 2013. Traffic volume across London has increased in total by 4.0% since then.

In quarter 3 we saw a significant drop in speeds. London wide traffic speeds (07:00 to 19:00) decreased by 0.57mph to 17.6mph. This continues a trend first observed in April 2013. Average year-to-date speeds have fallen by 1.4 mph since then; a drop of about 8%.

Journey Time Reliability (JTR) on the Transport for London Road Network (TLRN) in the AM peak in all directions for quarter 3 was 87.5%; this is 0.1 percentage points lower than the same quarter in 2013/14. Journey time reliability (JTR) in the AM peak met its quarter 3 target due mostly to the period 8 result, which was 0.43 percentage points above target.

The year-to-date JTR as of quarter 3 is 88.3%. This is 0.6% lower than the year-to-date target at quarter 3 of 88.9%.

This is in spite of a significant increase in the hours of TLRN serious and severe disruption in quarter 3, which was recorded at 896 hours, compared with 572 hours in quarter 3 of 2013/14. This increase of 324 hours (57%) year-on-year is due to a higher number of larger-scale, disruptive planned and unplanned incidents across the network.

Traffic analysis shows that, given constant road capacity, for every 1% growth in traffic volume we would expect to see a minimum of a 0.25% reduction in JTR. Therefore given a 1.6% increase in traffic volume year-to-date, we would have expected to have seen an overall deterioration in year-to-date JTR of around 0.4% at quarter 3, based on the traffic volume increase alone. We have estimated that the disruption caused by works undertaken as part of the Road Modernisation Plan and other major development works in London, has a similar level of impact as the increased traffic volumes of around 0.4%, as a consequence of road capacity reallocation. Therefore you would expect to see an overall decline of 0.8%. The fact that the actual deterioration (of 0.6%) is slightly less than the combined impact of traffic volume increases and the impact of the roads build programme, indicates that we are still seeing slight improvements in performance of the road network due to operational management actions.

Activities which have contributed to sustaining this level of performance have included;

- A continuous assessment of each TLRN corridor to identify their ten worst performing corridor links on a rolling basis, followed by data lead investigations into what is causing the poor performance of these links is undertaken to identify any simple measures (including a review of signal timings, or fixing an underlying signal fault) which could help resolve the poor JTR performance.
- The roll-out of more SCOOT
- Ongoing benefits realised from the signal timing review programme
- JTR improvements resulting from the Corridor Improvement Programme. An example of the benefits of a scheme in this programme is the A406 at Brentfield Rd. Improvements at this location will result in up to a 3 minute journey time



saving, reduced queues and a 6% improvement in JTR on a journey time link, on London's highest flow traffic corridor.

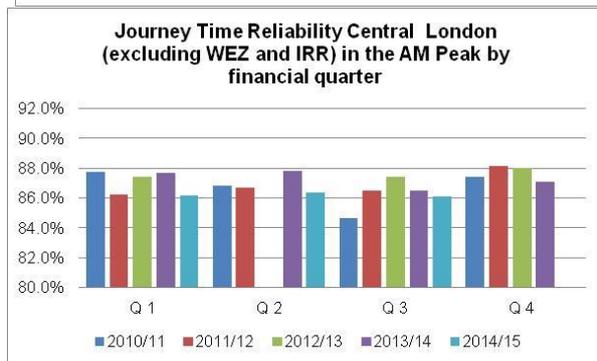
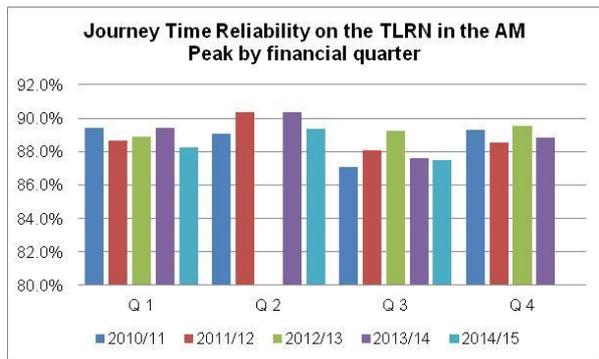
**Other notable highlights of this report include;**

- Cycle flows on the TLRN in quarter 3 2014/15 stand at an index level of 334.9. This is 31.6 index points (10.4%) 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 44.1% compared to the 2005-2009 quarter 3 baseline.
- Overall satisfaction with the Transport for London Road Network (TLRN) in quarter 3 2014 remains at 74, a similar level to the score of 75 in quarter 1 and quarter 2 2014\* (and also quarter 3 2013).



## 1. RELIABILITY

The key measure set out in the Mayor’s Transport Strategy for monitoring the smoothing of 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 3 was 87.5%; this is 0.1 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 3 was 86.1%; this is 0.4 percentage points lower than the same quarter in 2013/14.

Journey time reliability (JTR) in the AM peak met its target in quarter 3 due to period 8 results coming in 0.43 percentage points above target. In quarter 3, average 24 hour weekday traffic flows across London increased 0.1% compared to the same quarter last year.

Across Q3 numerous planned works, incidents and increases in flow impacted the JTR results:

- The JTR on the TLRN in the AM peak in all directions for period 7 was 87.5%; this is 0.1 percentage point lower than the target. The key drivers of JTR performance were: planned works (Putney Bridge reopening after the second week of the period); and continuing increases in flow (evidenced by recurrent delays at A406 clockwise at South Chingford). The average 24hour weekday



traffic flows in period 7 across London were up 0.6% compared to the same period last year.

- The JTR on the TLRN in the AM peak in all directions for period 8 was 87.6%, this is 0.4 percentage points higher than the target and a 0.1 percentage point increase on the previous period. Performance for this period was affected by heavy rain and multiple collisions. TLRN JTR improvement was consistent with TLRN flows decreasing 1.0% compared to the same period last year.
- The JTR on the TLRN in the AM peak in all directions for period 9 was 87.2%, this is 0.1 percentage point lower than the target and a 0.6 percentage point decrease on the previous period. Performance for this period was affected by particularly poor performance on Monday 17th November, where delays of 45 minutes to an hour were experienced on A312 Parkway leading onto the A40 (broken down HGV), the A24 between Morden and Clapham and non-TLRN A203 (South Lambeth). These latter ones do not appear to be associated with any serious/severe events. The effect of this single day was a 0.4 to 0.5 percentage point drop in TLRN JTR. The average 24hour weekday traffic flows in period 9 across London were up 0.6% compared to the same period last year. Fairly consistent increases were seen across central, inner and outer London.



## 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	2014/15 Q3	2013/14 Q1	2013/14 Q2	2013/14 Q3	2013/14 Q4	2014/15 Q1	2014/15 Q2	2014/15 Q3
Radial	A4	90.2%	89.5%	90.7%	89.5%	87.6%	90.9%	88.9%	94.3%	93.2%	89.3%	92.5%	91.9%	93.5%	91.0%
Radial	A40	77.8%	80.9%	78.0%	79.8%	80.8%	81.3%	78.8%	94.2%	95.9%	92.5%	92.4%	91.9%	94.6%	92.0%
Radial	A41	87.7%	89.2%	85.8%	86.4%	84.1%	88.0%	83.1%	89.6%	90.6%	89.6%	90.5%	91.6%	93.0%	90.7%
Radial	A1	82.9%	81.3%	79.3%	82.4%	80.6%	80.0%	78.2%	90.8%	93.5%	88.3%	88.9%	90.1%	93.1%	87.8%
Radial	A10	85.8%	87.1%	83.8%	82.7%	86.0%	88.3%	84.5%	88.7%	89.7%	87.1%	88.5%	90.0%	90.5%	88.2%
Radial	A12	88.8%	89.4%	81.9%	86.7%	85.5%	87.6%	82.4%	96.3%	96.3%	95.5%	94.8%	95.9%	95.1%	95.5%
Radial	A13	87.2%	87.6%	78.8%	85.8%	85.4%	85.7%	81.4%	97.2%	98.9%	98.0%	97.4%	98.5%	98.3%	98.0%
Radial	A2	87.8%	89.4%	83.2%	84.5%	83.1%	85.9%	80.2%	97.7%	98.0%	96.7%	97.2%	97.6%	97.5%	97.0%
Radial	A20	89.5%	91.6%	85.8%	87.3%	86.0%	88.4%	85.4%	95.7%	95.6%	93.7%	93.1%	92.7%	95.4%	95.0%
Radial	A21	87.2%	89.4%	88.6%	87.8%	87.9%	93.1%	85.1%	92.8%	93.8%	91.4%	91.5%	92.2%	96.3%	92.5%
Radial	A23	89.1%	89.7%	87.5%	87.7%	85.7%	88.7%	86.5%	91.4%	91.7%	89.3%	90.1%	91.3%	91.7%	89.9%
Radial	A24	88.2%	89.2%	84.1%	85.9%	84.0%	89.6%	83.2%	92.7%	94.3%	90.5%	93.7%	91.4%	94.0%	92.8%
Radial	A3	87.7%	91.3%	89.2%	89.2%	86.7%	89.6%	89.2%	96.5%	96.3%	94.2%	95.3%	95.5%	95.9%	94.0%
Radial	A316	84.0%	92.4%	85.9%	88.0%	83.9%	87.1%	87.0%	98.2%	96.4%	93.2%	94.9%	95.9%	96.4%	95.9%

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	2014/15 Q3	2013/14 Q1	2013/14 Q2	2013/14 Q3	2013/14 Q4	2014/15 Q1	2014/15 Q2	2014/15 Q3
Radial	A4	91.1%	91.6%	88.3%	90.6%	89.8%	89.4%	86.5%	81.1%	83.0%	80.2%	80.1%	79.7%	81.6%	79.8%
Radial	A40	86.3%	83.8%	83.0%	86.4%	84.5%	84.6%	82.0%	83.5%	86.3%	82.1%	83.8%	85.2%	84.7%	82.5%
Radial	A41	91.4%	91.2%	90.1%	92.6%	90.5%	92.0%	90.0%	84.7%	85.2%	82.3%	83.4%	85.0%	83.3%	81.4%
Radial	A1	85.6%	85.3%	81.7%	86.6%	85.8%	84.3%	81.9%	85.0%	84.6%	80.2%	82.3%	81.9%	85.3%	81.4%
Radial	A10	90.5%	90.4%	87.1%	87.6%	89.5%	89.6%	88.9%	82.3%	83.3%	80.3%	81.0%	80.2%	81.9%	80.6%
Radial	A12	87.6%	87.3%	85.2%	87.4%	88.3%	87.5%	83.9%	85.7%	86.1%	83.8%	84.1%	84.8%	83.2%	82.8%
Radial	A13	92.6%	92.1%	90.2%	89.9%	92.7%	90.8%	90.0%	84.1%	84.3%	86.7%	86.1%	87.1%	83.4%	85.5%
Radial	A2	92.5%	91.5%	91.1%	93.2%	89.7%	91.5%	90.9%	85.1%	86.8%	84.3%	84.6%	81.7%	84.9%	83.7%
Radial	A20	92.1%	93.0%	90.2%	91.2%	90.2%	88.3%	90.9%	89.7%	90.3%	89.4%	89.4%	88.6%	88.5%	89.6%
Radial	A21	97.3%	96.4%	95.6%	94.6%	95.4%	98.1%	91.6%	89.9%	89.9%	90.0%	88.5%	89.5%	92.7%	87.3%
Radial	A23	90.9%	90.7%	89.5%	89.6%	89.5%	89.5%	89.4%	83.3%	82.2%	81.0%	82.8%	82.1%	83.8%	81.4%
Radial	A24	91.9%	91.9%	90.7%	91.5%	92.2%	92.6%	91.6%	89.5%	91.4%	87.0%	88.0%	88.4%	92.1%	87.5%
Radial	A3	94.5%	94.8%	92.8%	93.9%	93.6%	93.3%	92.8%	90.6%	92.1%	86.7%	88.4%	89.7%	92.5%	86.2%
Radial	A316	93.2%	94.5%	88.6%	90.5%	92.2%	88.4%	90.4%	92.2%	93.2%	90.3%	92.4%	91.3%	91.2%	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	2013/14 Q1	2013/14 Q2	2013/14 Q3	2013/14 Q4	2014/15 Q1	2014/15 Q2	2014/15 Q3	2014/15 Q4	2013/14 Q1	2013/14 Q2	2013/14 Q3	2013/14 Q4	2014/15 Q1	2014/15 Q2	2014/15 Q3	
Orbital	A102 B. Tunnel	79.4%	77.2%	77.1%	82.2%	80.1%	76.6%	77.5%	86.0%	96.7%	97.7%	97.9%	97.2%	97.4%	94.5%		
Orbital	A406	86.1%	86.4%	84.0%	86.6%	86.6%	85.6%	85.2%	89.1%	90.6%	88.0%	89.0%	87.8%	89.0%	86.4%		
Orbital	A205	86.1%	89.9%	87.3%	87.5%	86.4%	88.2%	85.4%	82.6%	83.5%	82.6%	83.5%	83.2%	82.0%	82.9%		
Orbital	Inner Ring	84.2%	83.3%	84.1%	85.0%	82.1%	83.9%	83.9%	85.4%	85.1%	83.6%	85.9%	83.3%	84.4%	85.5%		
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	2014/15 Q3	2014/15 Q4	2013/14 Q1	2013/14 Q2	2013/14 Q3	2013/14 Q4	2014/15 Q1	2014/15 Q2	2014/15 Q3	
Orbital	A102 B. Tunnel	80.5%	76.5%	80.6%	78.4%	74.9%	73.5%	73.6%	82.2%	84.4%	80.3%	81.8%	81.3%	81.1%	76.8%		
Orbital	A406	85.3%	85.1%	81.3%	84.7%	83.9%	86.1%	82.9%	83.8%	85.0%	81.4%	83.2%	83.4%	81.6%	81.0%		
Orbital	A205	84.0%	85.1%	82.1%	83.6%	83.2%	83.6%	81.6%	86.3%	87.5%	84.9%	86.7%	86.9%	87.2%	84.8%		
Orbital	Inner Ring	79.2%	76.7%	78.4%	80.8%	79.2%	76.4%	77.9%	81.3%	81.2%	79.6%	83.0%	80.8%	81.3%	80.4%		

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	2014/15 Q3
All Directions							
AM Peak	87.7%	87.8%	86.5%	87.1%	86.1%	86.1%	86.1%
PM Peak	84.4%	85.8%	82.4%	84.1%	83.1%	84.8%	80.5%

TLRN	2013/14 Q1	2013/14 Q2	2013/14 Q3	2013/14 Q4	2014/15 Q1	2014/15 Q2	2014/15 Q3
All Directions							
AM Peak	89.4%	90.3%	87.6%	88.8%	86.2%	89.4%	87.5%
PM Peak	86.5%	86.9%	84.4%	86.0%	85.7%	85.9%	84.2%

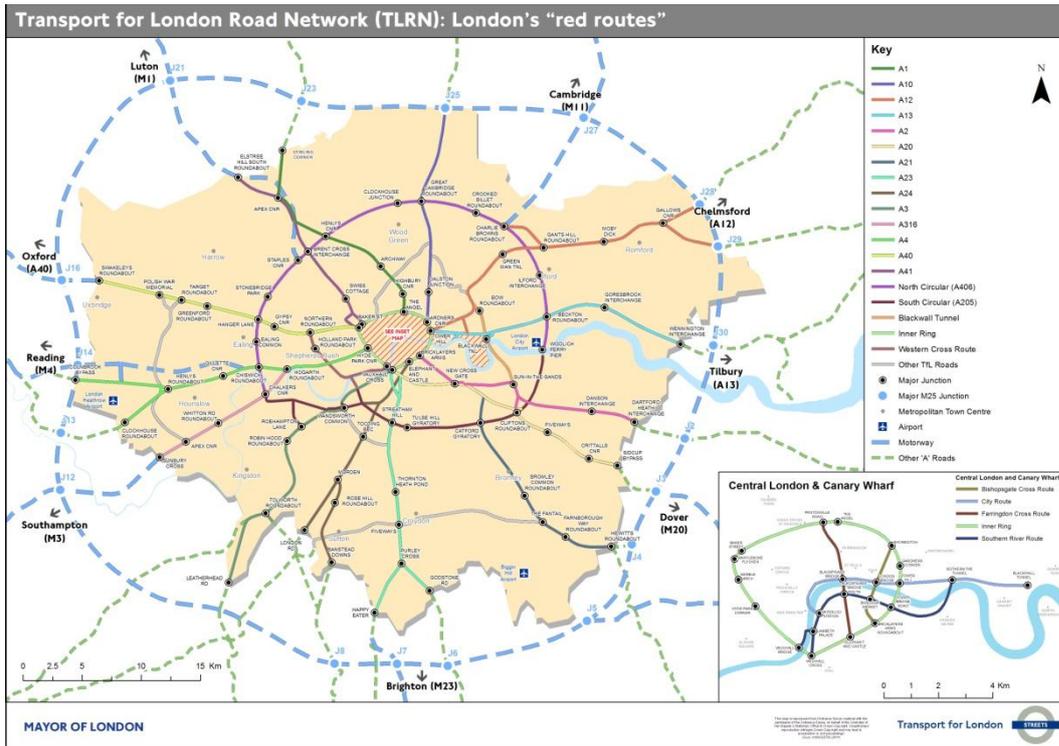
**Legend**

**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"

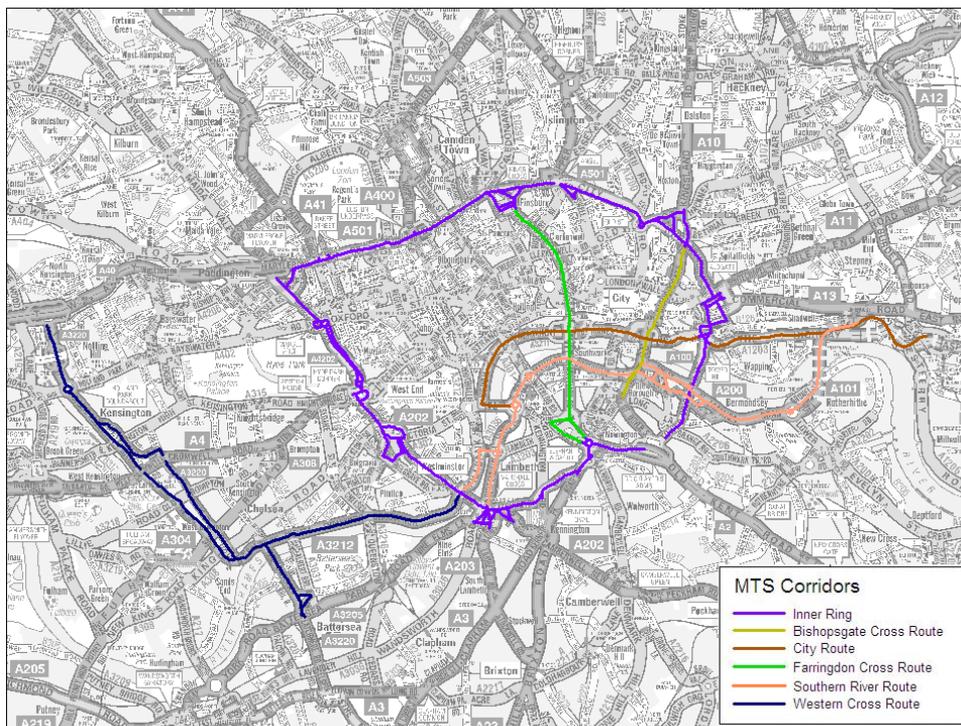
Transport for London  
**London Streets**

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).

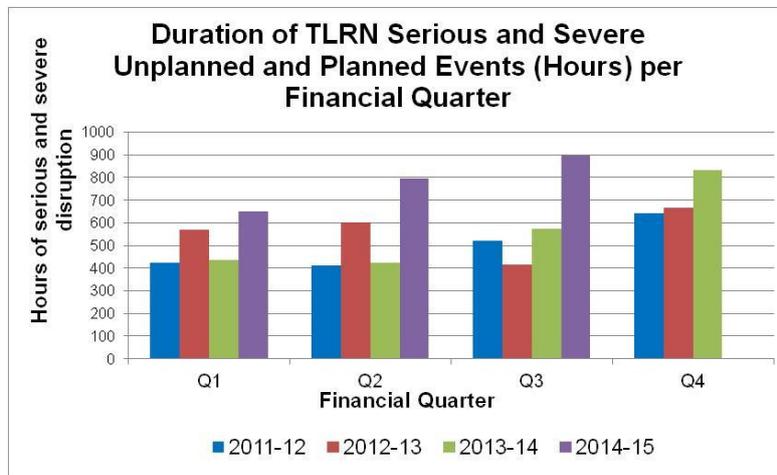
Map showing the TLRN by MTS Corridors in Central London



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## 2. NETWORK DISRUPTION

### Duration of Serious and Severe Unplanned and Planned Disruption (hours) on the TLRN



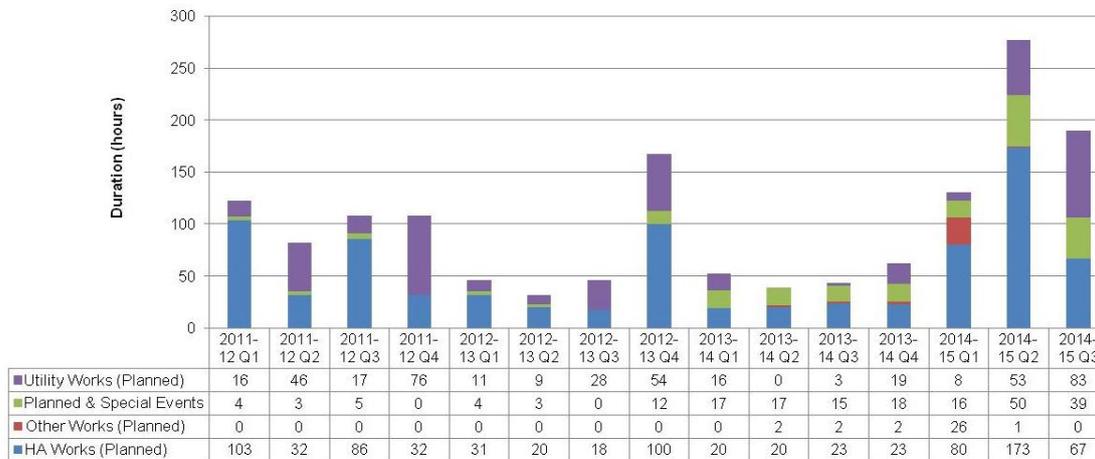
In quarter 3 there was a total of 896 hours of serious and severe disruptions resulting from unplanned and planned events spread across 399 separate incidents. This is an increase of 324 hours compared to quarter 3 in 2013/14; attributable to an increase of 148 planned S&S disruption hours and 176 unplanned S&S disruption hours. The increase in planned disruption was due to an increase in Highway Authority and Utility works, particularly the large volume of works on the Marylebone Road, Fore Street Tunnel, A406 North Circular, A201 New Kent Road and Warwick Road in quarter 3 in 2014/15. The main causes for the increase in unplanned S&S disruptions include; increases in Traffic Collisions, Breakdowns, Hazards, Infrastructure Issues and Traffic Volumes.

Quarter 3 saw a number of collisions and breakdowns contributing to the total serious and severe hours. Numerous Hazards including a number of flooding incidents also contributed to the hours across quarter 3 including a burst water main occurring on the A406 Pinkham Way, North Circular Road on the 15<sup>th</sup> October.

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## Planned Incidents and Events – TLRN

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



In quarter 3 2014/15 there were 189 hours of serious and severe disruptions from planned events spread across 42 separate incidents (an average of a 4 hour 31 minutes duration per event) which was high due to the Thames Water works on the Marylebone Road, HA maintenance on Fore Street Tunnel, planned water works on A406 Bowes Road, North Circular Road, HA works took place on the A201 New Kent Road and Thames Water repair works on Warwick Road. This compared to 41 hours spread across 19 events (an average of a 2 hour 11 minutes duration per event) in quarter 3 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 3 there were 5 planned events recording more than 10 hours of serious and severe disruption:

- Friday 21<sup>st</sup> November, 22:00 at night, planned Thames Water works took place on Marylebone Road. Marylebone Road had lane restrictions in both directions at the junction with Baker Street until 06:00 on the 24<sup>th</sup> November to facilitate urgent Thames Water works to repair a water main (linked to water ingress into London Underground). Lane three of three was restricted in both directions and there was no right turn eastbound from Marylebone Road into Baker Street. Traffic impact was serious with congestion eastbound reaching the Paddington slip and westbound to York Gate. The main was repaired by 04:30 on the morning of Sunday 30<sup>th</sup> November. This caused 33.72 serious and severe disruption hours in Q3.
- Since 19 May 2014, planned HA maintenance and refurbishment works have been taking place overnight in the Fore Street Tunnel on Monday to Friday nights between

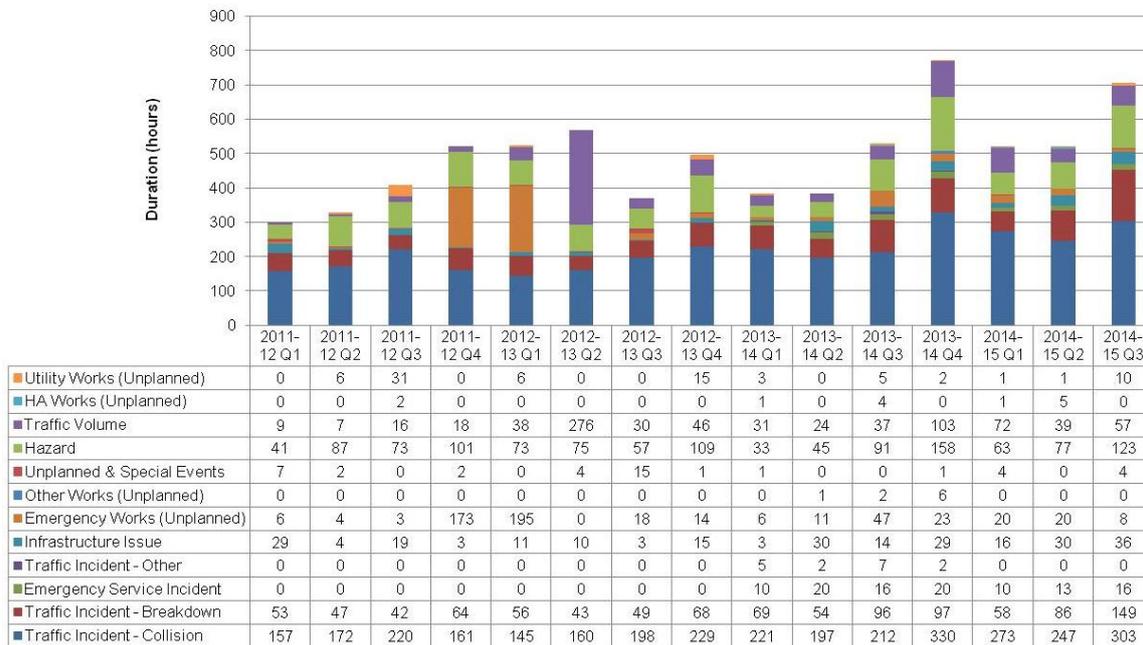
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22:00 and 05:30. These are ongoing and are due to be complete by 31<sup>st</sup> October 2015. This caused 26.24 serious and severe disruption hours in Q3.

- Saturday 25<sup>th</sup> October, 08:00 in the morning, planned water works took place on the A406 Bowes Road, North Circular Road. The traffic impact was serious, there was slow moving traffic eastbound with tailbacks to Bounds Green. Works completed by 17:30 the next evening, Sunday 26<sup>th</sup> October. This caused 13 serious and severe disruption hours in Q3.
- Saturday 25<sup>th</sup> October, 23:00 at night, planned HA works took place on the A201 New Kent Road. There was a full closure in both directions between Elephant & Castle and Bricklayers Arms Roundabouts to facilitate footbridge demolition works. This was very busy during implementation and traffic impact was serious. The impact was increased by an obstruction on Borough High Street. Works completed by 21:40 the next night, Sunday 26<sup>th</sup> October. This caused 11.09 serious and severe disruption hours in Q3.
- Thursday 13<sup>th</sup> November, 07:55 in the morning, planned urgent Thames Water repair works took place on Warwick Road at the junction with Earl's Court Square. Lane two and three (of three) northbound were blocked between Earls Court Square and Penywern Road. Notification regarding these works was not received from Thames Water. The traffic impact was serious. Works were complete by 19:40 the same evening. This caused 10.60 serious and severe disruption hours in Q3.

**Unplanned Incidents and Events - TLRN**

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



On the TLRN, there were 707 hours of unplanned serious and severe disruption, spread across 357 separate events (an average of 1 hour 59 minutes duration per event) on the network London-wide in quarter 3 2014/15. This compares to 531 hours, spread across 262 events (an average of 2 hour 2 minutes duration per event) in quarter 3 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.*

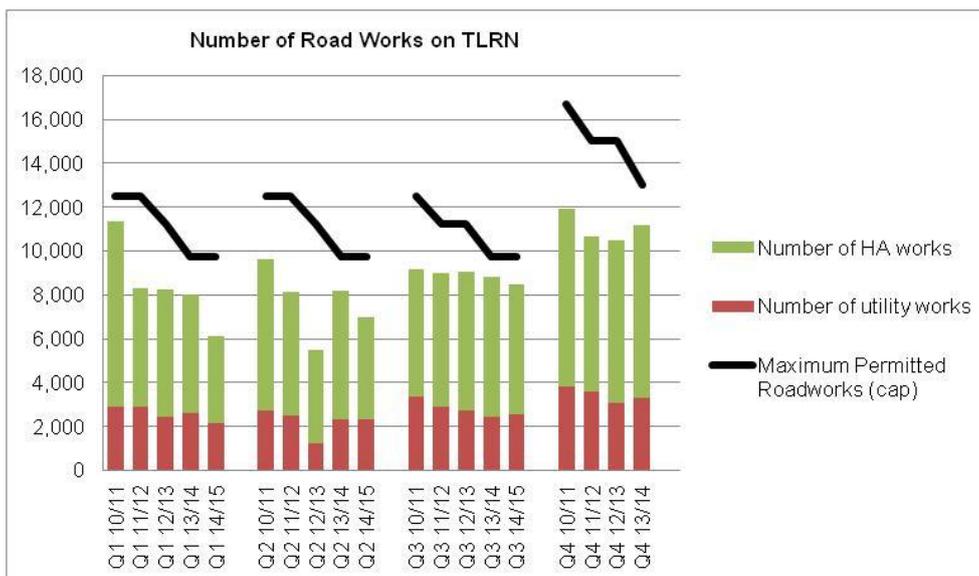
**TLRN unplanned incidents recording over 10 hours of serious and severe disruption:**

In quarter 3 there was 1 unplanned incident recording over 10 hours of serious and severe disruption:

- Wednesday 15<sup>th</sup> October, 12:05 in the afternoon, a burst water main occurred on the A406 Pinkham Way, North Circular Road. The A406 was reduced to one lane in both directions. A westbound restriction was also in place from Bounds Green Road for emergency Thames Water Works and subsequent resurfacing. Traffic impact was serious. Works complete by 01:35 on the morning of Monday 20<sup>th</sup> October. This caused 45.34 serious and severe disruption hours in Q3.

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## Number of Road Works on the TLRN



In quarter 3 of 2014/15 the total number of road works on the TLRN were 8,476, a decrease of 377 (3.8%) on the total of 8,813 reported in quarter 3 of 2013/14.

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

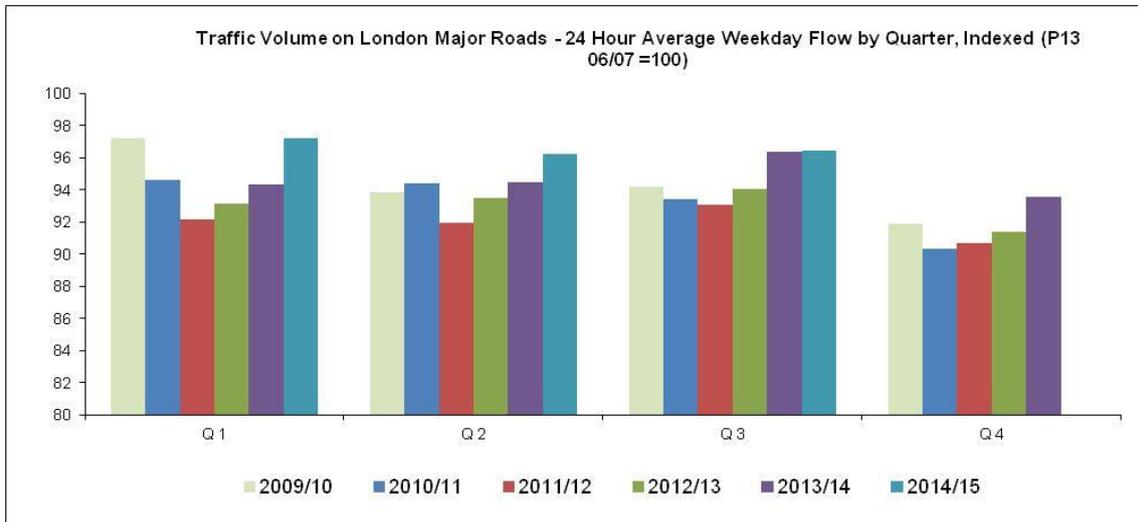
The London Permit Scheme (LoPS) for road works was introduced in February 2010. Its purpose was to improve authorities' abilities to minimise disruption from street and highway works. It requires works promoters to apply for a permit to work in the highway. Highway Authorities' own works are also included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

At the beginning of quarter 1 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).

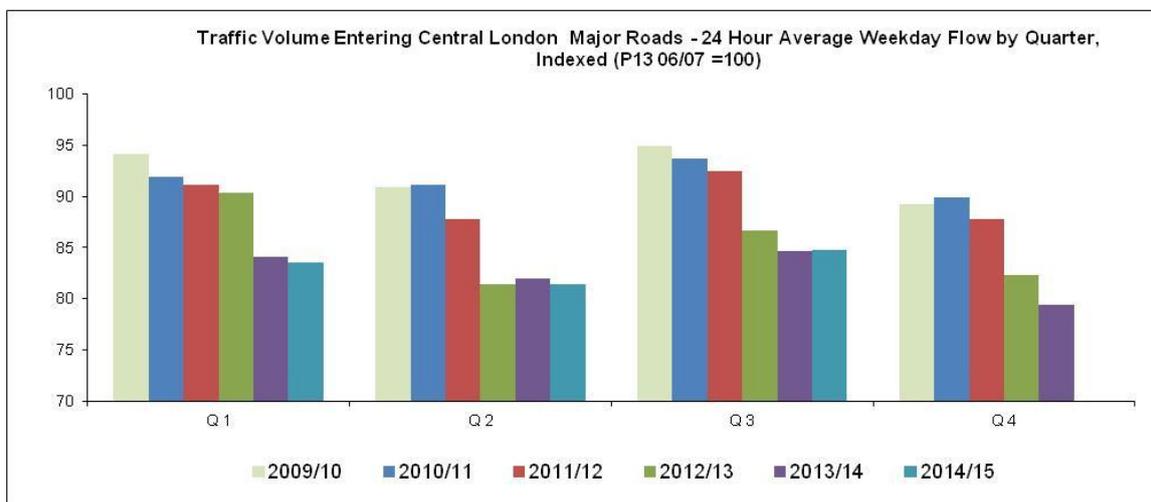
### 3. TRAFFIC VOLUMES

#### Vehicular Traffic Volumes on London Major Roads



The pan London traffic flow index stands at 96.5 in quarter 3 2014/15. This is 0.1 index points up from the same quarter last year. Traffic flows across all quarters in the year-to-date are up 1.6 index points or 1.6%. The chart shows traffic flows relative to an index of 100 in period 13 in 2006/07.

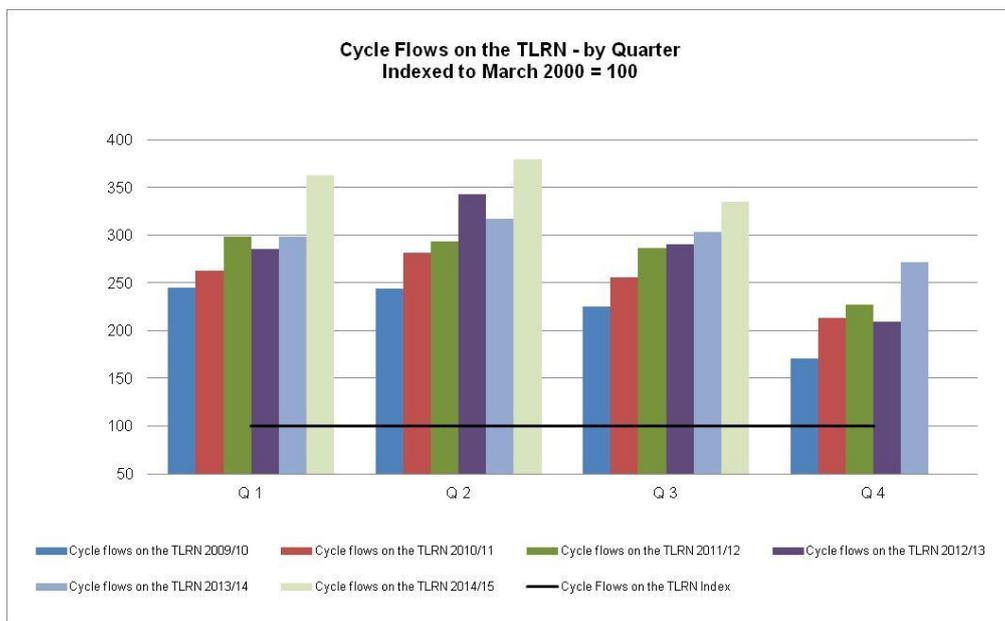
#### Vehicular Traffic Entering Central London Major Roads



The Central London traffic flow index stands at 84.7 in quarter 3 2014/15. This is 0.02 index points up from the same quarter last year and 2.0 index points down from the same quarter two years ago. In Q3 (period 9) Central London traffic has fallen by 14.2% since Q4 2008. The chart shows traffic flows relative to an index of 100 in period 13 in 2006/07.

# London Streets

## Volume of Cycling on the TLRN



Cycle flows on the TLRN in q3 2014/15 stand at an index level of 334.9. This is 31.6 index points (10.4%) higher than the same quarter last year.

Recorded temperatures were above average across the whole of quarter 3. Periods of rainfall across period 8 and 9 were recorded above average.

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.

# London Streets

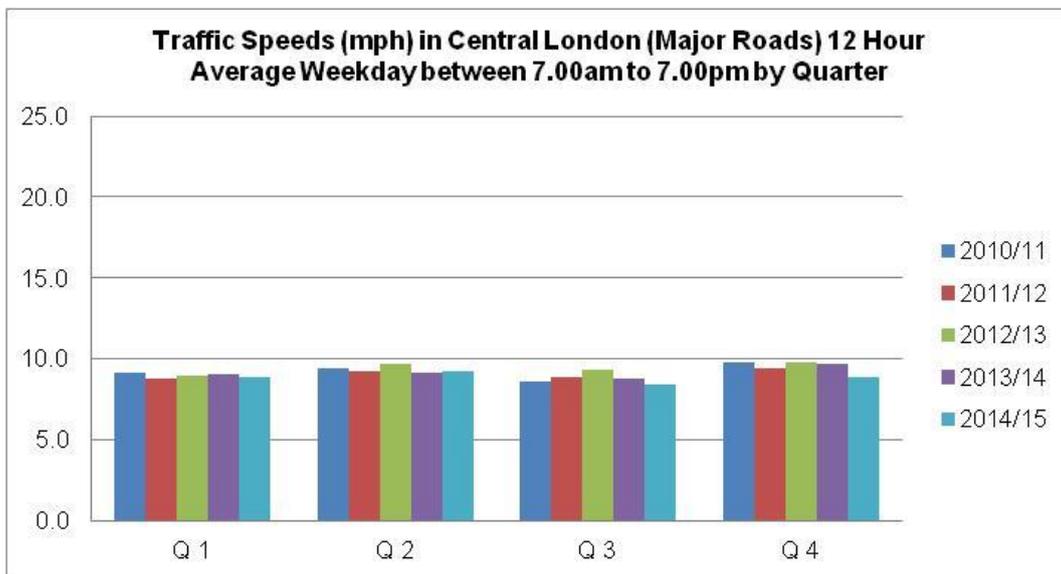
## 4. TRAFFIC SPEEDS

### Traffic Speeds in London



Average traffic speed for the 12 hours between 07:00 to 19:00 across London in quarter 3 was 17.6 mph, compared to the 18.1 mph observed in quarter 3 last year, a 3.2% decrease year-on-year.

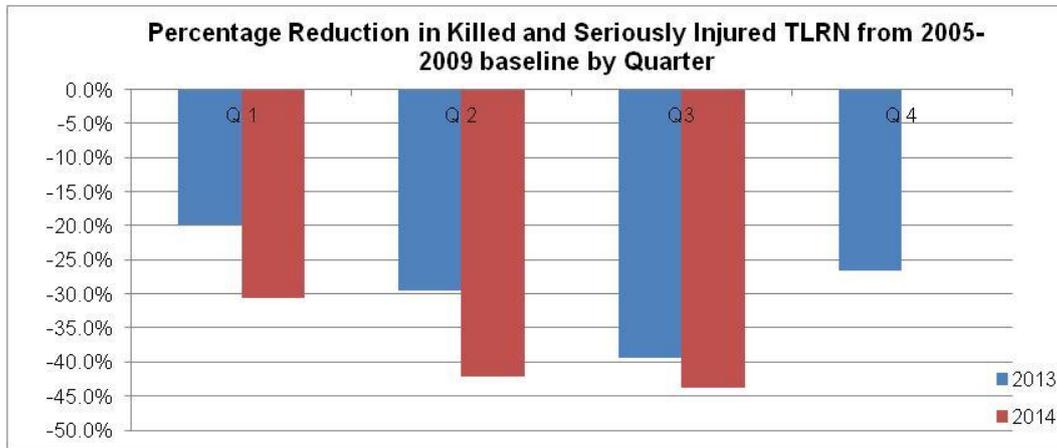
### Traffic Speeds in Central London



Average traffic speeds for the 12 hours between 07:00 to 19:00 across Central London in quarter 3 were 8.4 mph compared to the 8.8 mph observed in quarter 3 last year, a 4.6% decrease year-on-year.

**5. ROAD SAFETY**

**Killed and Seriously Injured casualties on the TLRN**

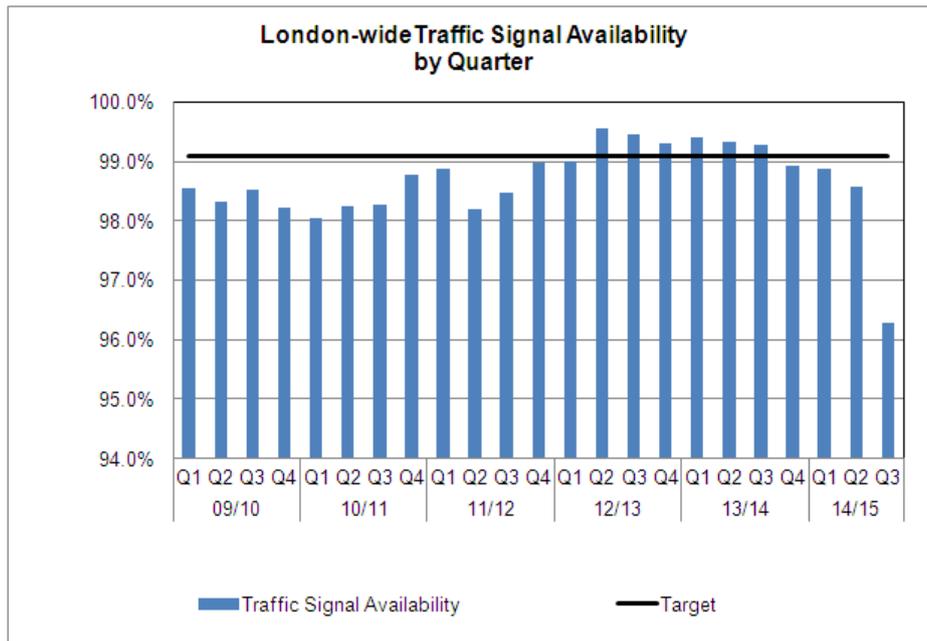


The graph above shows the percentage change in KSI casualties on the TLRN from the 2005-09 baseline by quarter for the period 2013/14 to 2014/15. Quarter 3 is defined as the three month period June to August.

Provisional data for quarter 3 2014/15 indicates that there were 155 KSI casualties on London’s roads, a 43.8% reduction from the 2005-09 quarter 3 baseline. Compared with quarter 3 2013/14 KSIs of 167, there was a decrease of 4.4 percentage points year-on-year.

Comparing quarter 3 2014/15 with quarter 3 2012/13 shows a decrease of 39.7% in KSI casualties on the TLRN (257 to 155 and a 25.5% increase in KSI casualties when compared with quarter 3 2011/12 (208 to 155).

**6. ASSET AVAILABILITY**

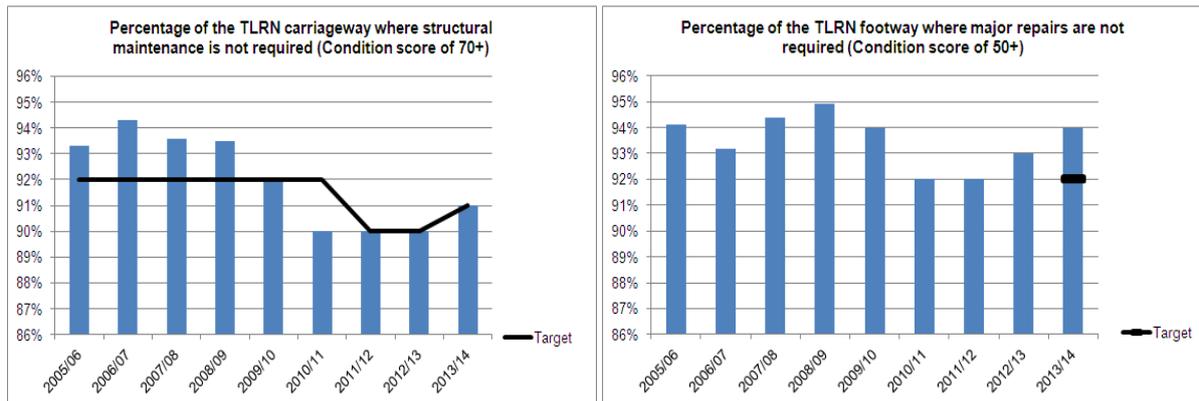


During quarter 3 in 2014/15, the availability of traffic signals London-wide was 96.28% compared to 99.28% reported for quarter 3 2013/14. There were no results for period 6 due to a change in system to TCSM2.. Performance is expected to improve but likely to remain below target for the next three periods as the new contractors increase resource and continue to train new staff.

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.

*\*Please see the explanation on page 25 detailing the change in survey results backdated to Q1 2014/15.*

In quarter 3 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 Q3 2014 a total of 3,348 TLRN users were interviewed (3,048 in London and 300 in South East England), recording details of 8,116 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 Q3 2014 remains at 74, a similar level to the score of 75 in Q1 and Q2 2014\* (and also Q3 2013).

Bus passenger satisfaction dropped from 78 (Q2) to 76 in Q3, (back to the same level as last year), with no changes for the other modes.

Satisfaction with most aspects of the experience was stable, apart from lower scores for congestion, road works management and roads free from flooding and higher scores for time allowed for pick ups (among commercial vehicle drivers).

Compared to a year ago, pedestrian satisfaction has increased and P2W user satisfaction has declined. Overall satisfaction remains at a similar level, but many aspects were scored more positively, including speed and accurately estimating journey time.

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Satisfaction with different aspects:

Scores for congestion, road works management and roads free from flooding have declined in Q3, whereas time allowed for pick ups (among commercial vehicle drivers) has improved. Compared to Q3 last year, many aspects improved, including speed and accurately estimating journey time, but no change in overall satisfaction.

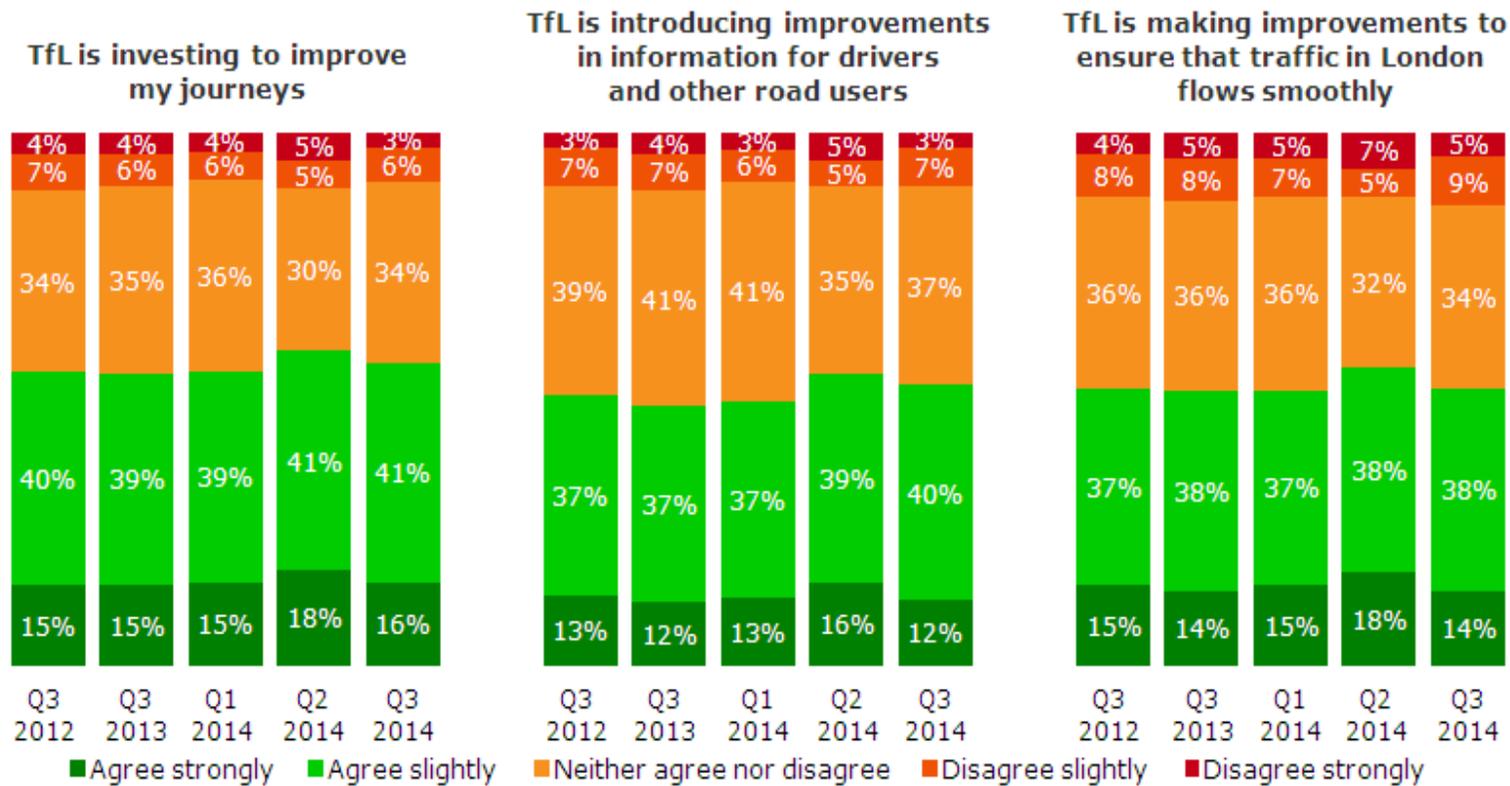
Q3 2011	Q3 2012	Q3 2013	Q1 2014	Q2 2014	QoQ	Q3 2014	YoY
77	78	77	79	79		79	↑ working condition of the traffic lights
77	77	76	78	78		77	↑ street lighting
75	76	75	77	77		76	↑ condition and clarity of road markings
75	76	75	77	77		76	↑ amount and clarity of road signs giving route directions
77	77	75	78	78	↓	76	↑ roads are well drained and free from water & flooding
75	76	75	75	75		74	<b>OVERALL SATISFACTION</b>
72	75	74	75	75		74	amount and clarity of road signs about delays and disruptions
73	74	73	75	75		74	↑ could estimate accurately how long your journey would take
72	74	73	74	74		74	↑ speed
72	73	73	73	74		73	speed of response for fixing unusual traffic problems
73	73	73	74	74		73	traffic light timings
72	74	72	74	74		73	up-to-the-minute information
70	73	71	71	72		72	condition of road surfaces
70	73	71	73	74	↓	72	management of road works
67	69	67	69	70	↓	67	traffic congestion

Road Space Management  
Asset Management



Between 50% and 60% of TLRN users agree that *TfL is investing to improve journeys, improve information and improve traffic flow*, with little change over time.

**Attitudes towards Transport for London**



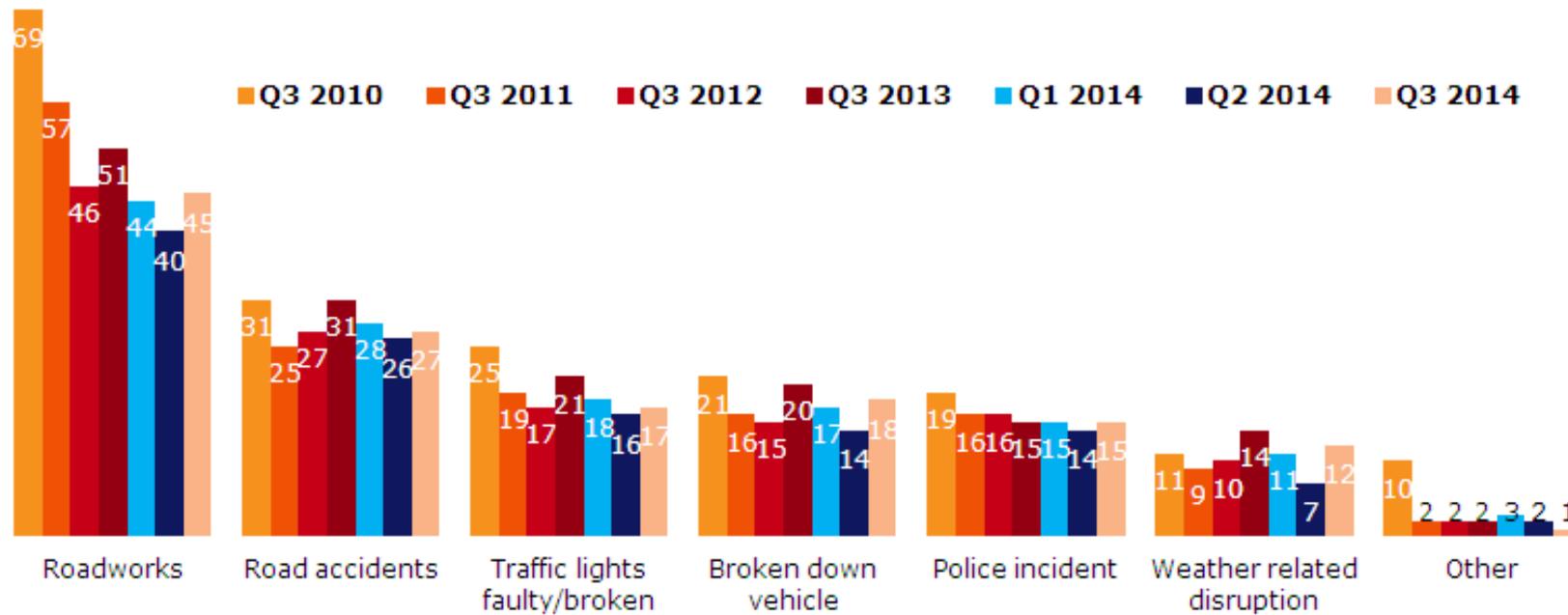
Base Q3 2014: All residents (3,348)



Experience of disruption is slightly higher in Q3 2014 compared to Q1 and Q2, but similar to Q3 last year. Results for South East residents are very similar, except that they are slightly less likely than Londoners to have experienced disrupted journeys in the last 3 months.

### Type of disruption on TLRN experienced in last 3 months

**TLRN survey – London Residents**  
 (% experienced disruption in last 3 months)



Base in Q3 2014: All London residents (3,048)

**9. APPENDIX 1**

This report shows reweighted results for Q1, 2 and 3 2014. These results replace the results issued earlier in 2014 for Q1 and Q2. The reasons for the reissued results are described below:

In 2014, the TLRN survey switched from an annual (Q3) survey to quarterly. Pedestrian satisfaction scores were very high in Q1 2014 (spring) and Q2 2014 (summer). It was assumed that these high scores were due to much better weather/longer daylight hours (as year on year comparisons were not available). When checked for logic against historical data, all other Q1 and Q2 results were extremely consistent, not only for satisfaction among the other modes, but also for other topics in the survey. The way the satisfaction question was being asked and the data processing of the satisfaction scores themselves was also checked and no anomalies were found.

However, at the analysis stage for Q3 2014 (before the report was issued), it was observed that pedestrian satisfaction scores were still at the same high level, despite the change in the weather/shorter daylight hours. These scores were out of line with pedestrian satisfaction scores reported in Q3 2013 and in previous years (at the same time of year). The investigation revealed that, for respondents who used more than one mode on the TLRN, the order in which they were asked about each mode changed in Q1 2014 and this had an impact on the satisfaction results from that point onwards. The order is determined by the survey software. A change in software at TNS meant that the survey had to be re-written into the new software. Unfortunately, during the re-write, the prescribed order (prioritisation) of collecting satisfaction scores for each mode was only partially replicated. It was found that the order of being asked about each mode affected the satisfaction scores, but because the order had remained unchanged during 2011-2013, the survey results had previously been very consistent. Each respondent is asked to give satisfaction scores for up to 3 trips on TLRN in the last month. The investigation revealed a trend in the way respondents scored their trips, giving trip 1 the most negative scores and trip 3 the most positive scores, regardless of the mix of modes. Before 2014, the prescribed order in the survey software was designed to prioritise the modes with the lowest incidence so that sample sizes for each mode were maximised. (For example, without the prioritisation, most of the trip satisfaction scores would have related to car, as this is the most common mode used on the TLRN). The partially adopted prioritisation in 2014 led to a different mix of modes in trips 1,2,3, with the associated different mix of scores and a subsequent change in results.

Therefore, the Q1, 2 and 3 survey data has now been reweighted to reflect the trip order which existed in the previous annual surveys (a weight was calculated based on data from 2011-2013). In addition to this, the survey software has now been updated to restore this historical order (prioritisation) from Q4 2014 onwards.