

Transport for London
London Streets



PERFORMANCE REPORT
Quarter 4 2012/13



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Summary of Network Performance for Quarter 4 2012/13

London wide traffic speeds (07:00 to 19:00) increased by 0.31 mph to 19.93 mph between Quarter 4 this year and last year, while there was a 0.7 index point increase in the volume of traffic on London’s major roads.

There were 665 hours of serious and severe disruption on the network London-wide in Quarter 4 2012/13. This compares to 641 hours in Quarter 4 of the previous year 2011/12, an increase of 24 hours (4%) year-on-year.

The JTR on the TLRN in the AM peak in all directions for Quarter 4 was 89.52%; this is 0.96 percentage points higher than the same quarter last year.

Cycle flows on the TLRN in Quarter 4 2012/13 were 7.8% lower than the same quarter last year.

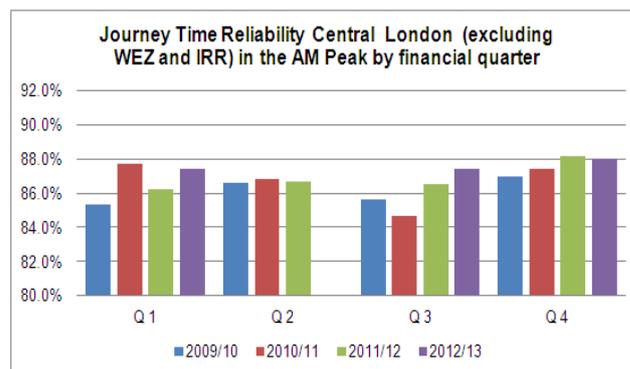
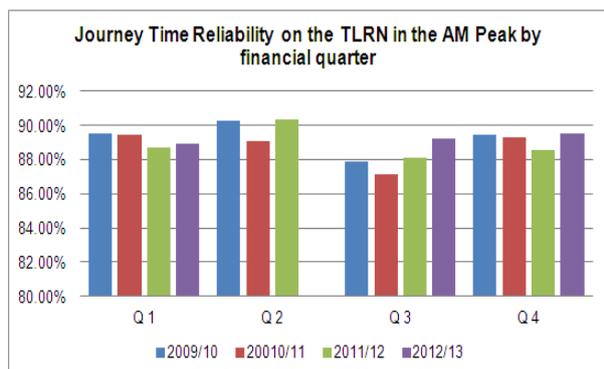
The number of killed and seriously injured casualties from road collisions on the TLRN decreased compared to the previous year, and decreased by 17.0% compared to the 2005-2009 Quarter 1 baseline.

Annual customer satisfaction scores (reported in this quarter) for all aspects of the TLRN have improved significantly. Overall satisfaction with TfL’s operation of the TLRN improved to 76% in 2012 from 72% in 2010.

Journey time reliability was recorded for Games Family Vehicles (GFVs) and non-GFVs throughout the Games. GFVs achieved a JTR of 95.6% and 97.8% during the Olympics and Paralympics against a target of 95%, whilst non-GFVs achieved a JTR of 91.1% and 89.5% during the Olympics and Paralympics against a target of 75%.

1. RELIABILITY

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



The JTR on the TLRN in the AM peak in all directions for Quarter 4 was 89.52%; this is 0.96 percentage points higher than the same quarter last year. This improvement came across periods 10, 11 and 13.

The JTR for Central London (excluding WEZ and the Inner Ring Road) in the AM peak for Quarter 4 was 88.03%; this is 0.13 percentage points lower than the same quarter last year.

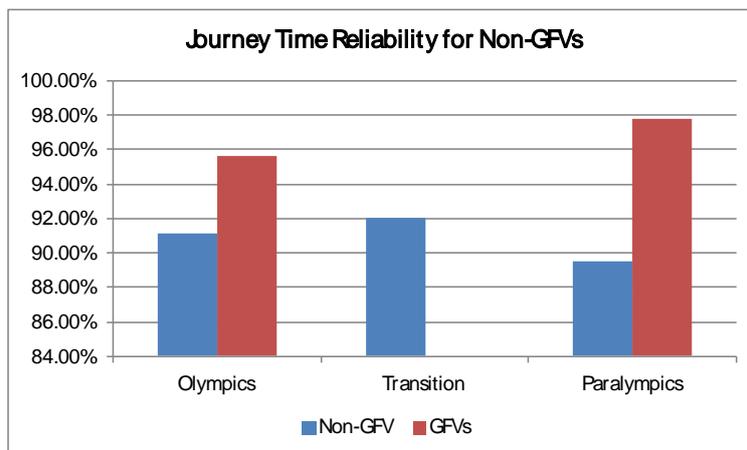
Note due to changes to the ANPR camera network, the core ANPR links that are used to generate JTR figures have also been changed, notably incorporating sections that previously had no coverage. A validation exercise has shown that these changes have had negligible effect on the overall TLRN JTR figure, but that some individual corridors have experienced slight changes to what might have been expected with the previous coverage.

Journey time reliability was not recorded on the TLRN using the normally reported metric during Quarter 2 which included the Olympics and Paralympics. Large parts of the TLRN were transformed to be either the Olympic Route Network (ORN) or Paralympic Route Network (PRN). This would have made it difficult to produce results that would have been directly comparable to results published for previous quarters.

Journey time reliability for general traffic or Non-Games family vehicles (Non -GFVs) during Games time was measured in the same way as described above for the TLRN.

JTR for Games family vehicles (GFVs) was measured using the same principles as our traditional JTR metric but these were applied to individual vehicles and their JTR was measured against their expected venue to venue scheduled journey times.

Journey Time Reliability during the Olympics and Paralympics



The JTR for general traffic was 91.1% during the Olympics and 89.5% during the Paralympics against a pre-Games target of 75%. This shows that the Games, and associated traffic management measures, had little perceptible effect on journey time reliability for general traffic.

A target to achieve 95% JTR was also agreed for Games Family Vehicles (GFV) travelling between venues. The JTR for GFVs was 95.6% for the Olympics and 97.8% for the Paralympics

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	2011/12 Q1	2011/12 Q2	2011/12 Q3	2011/12 Q4	2012/13 Q1	2012/13 Q2	2012/13 Q3	2012/13 Q4	2011/12 Q1	2011/12 Q2	2011/12 Q3	2011/12 Q4	2012/13 Q1	2012/13 Q2	2012/13 Q3	2012/13 Q4
Radial	A4	88.6%	89.8%	87.7%	88.8%	87.7%		90.6%	90.0%	92.3%	92.4%	90.5%	91.9%	91.3%		89.5%	91.6%
Radial	A40	78.0%	79.0%	78.5%	77.9%	81.7%		78.9%	80.3%	95.1%	96.2%	94.6%	93.7%	95.2%		89.1%	93.6%
Radial	A41	91.5%	89.6%	85.0%	83.3%	84.3%		84.5%	86.8%	91.0%	92.3%	90.1%	90.6%	91.5%		90.4%	91.0%
Radial	A1	81.6%	81.8%	80.4%	82.2%	83.8%		83.1%	82.1%	87.9%	92.3%	88.2%	92.0%	90.2%		86.8%	89.7%
Radial	A10	89.2%	89.2%	88.0%	86.6%	83.8%		84.4%	85.2%	89.8%	90.4%	89.0%	88.4%	91.5%		86.8%	88.4%
Radial	A12	85.8%	86.3%	84.8%	86.3%	88.6%		87.4%	88.9%	95.9%	97.9%	95.5%	97.1%	95.9%		95.0%	96.2%
Radial	A13	89.1%	87.0%	86.7%	85.6%	84.7%		90.3%	86.0%	98.0%	98.9%	98.4%	99.0%	98.8%		96.3%	97.9%
Radial	A2	83.4%	87.1%	81.4%	84.6%	85.2%		84.1%	82.0%	96.8%	99.5%	98.7%	98.6%	98.7%		96.4%	98.0%
Radial	A20	89.5%	91.6%	87.4%	87.9%	87.9%		88.0%	87.3%	97.3%	97.3%	97.1%	97.2%	98.2%		96.6%	96.9%
Radial	A21	88.9%	91.0%	85.1%	87.5%	89.5%		87.2%	88.6%	95.3%	96.2%	92.1%	93.6%	95.1%		94.6%	94.9%
Radial	A23	87.0%	87.6%	86.5%	87.3%	90.1%		88.8%	88.0%	92.4%	92.5%	90.5%	92.7%	91.4%		89.6%	90.0%
Radial	A24	85.8%	89.4%	87.8%	89.5%	88.4%		89.6%	87.2%	92.8%	95.2%	93.5%	95.1%	92.8%		89.1%	93.3%
Radial	A3	88.2%	92.5%	84.3%	87.1%	88.3%		88.7%	90.6%	95.0%	97.3%	92.6%	94.2%	96.0%		94.6%	96.0%
Radial	A316	86.3%	86.8%	83.2%	85.8%	87.0%		88.8%	88.8%	97.9%	96.6%	97.3%	96.5%	96.6%		96.7%	95.5%

PM Peak		Inbound								Outbound							
Route Type	Corridor	2011/12 Q1	2011/12 Q2	2011/12 Q3	2011/12 Q4	2012/13 Q1	2012/13 Q2	2012/13 Q3	2012/13 Q4	2011/12 Q1	2011/12 Q2	2011/12 Q3	2011/12 Q4	2012/13 Q1	2012/13 Q2	2012/13 Q3	2012/13 Q4
Radial	A4	91.0%	90.3%	90.2%	88.4%	88.3%		88.9%	90.7%	81.1%	82.6%	81.0%	88.1%	87.5%		81.3%	83.7%
Radial	A40	84.1%	84.6%	84.4%	85.2%	84.1%		82.8%	84.9%	85.1%	84.3%	85.2%	85.2%	84.7%		85.8%	80.3%
Radial	A41	84.1%	89.6%	88.2%	89.9%	89.4%		86.7%	90.0%	84.7%	86.1%	83.9%	87.7%	82.5%		83.7%	84.5%
Radial	A1	87.1%	86.0%	84.9%	86.3%	88.9%		82.9%	86.4%	79.7%	81.0%	82.7%	85.5%	83.0%		82.0%	84.8%
Radial	A10	92.9%	93.3%	91.9%	90.6%	89.5%		88.2%	88.5%	84.6%	85.7%	83.8%	82.4%	79.6%		80.8%	81.6%
Radial	A12	88.8%	87.7%	89.7%	88.0%	88.0%		86.7%	89.1%	86.1%	85.7%	82.6%	84.1%	82.6%		86.4%	84.3%
Radial	A13	89.0%	88.7%	88.8%	89.3%	94.3%		96.1%	94.6%	86.3%	86.5%	87.6%	87.0%	83.8%		84.4%	84.1%
Radial	A2	95.2%	95.2%	91.3%	93.7%	93.3%		93.6%	92.9%	88.8%	88.9%	86.0%	85.4%	87.5%		86.9%	88.0%
Radial	A20	92.3%	91.8%	89.8%	93.5%	92.0%		89.5%	93.1%	87.7%	87.8%	88.0%	87.6%	90.7%		91.5%	91.1%
Radial	A21	93.9%	97.9%	94.2%	95.4%	98.0%		95.2%	96.5%	90.8%	95.2%	90.9%	92.4%	92.8%		88.4%	90.5%
Radial	A23	86.6%	88.2%	87.7%	89.2%	90.8%		89.8%	89.7%	84.7%	85.4%	83.8%	85.3%	83.0%		81.6%	81.7%
Radial	A24	90.7%	91.2%	93.8%	93.4%	93.6%		91.1%	90.8%	87.8%	91.2%	88.5%	89.8%	90.7%		87.6%	90.2%
Radial	A3	92.2%	93.7%	91.8%	92.0%	96.0%		89.8%	94.9%	91.0%	91.0%	84.8%	88.3%	89.2%		86.7%	88.9%
Radial	A316	94.3%	93.4%	92.1%	91.3%	91.1%		85.2%	91.6%	92.9%	89.7%	89.3%	93.1%	92.9%		90.3%	92.1%



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	2011/12 Q1	2011/12 Q2	2011/12 Q3	2011/12 Q4	2012/13 Q1	2012/13 Q2	2012/13 Q3	2012/13 Q4	2011/12 Q1	2011/12 Q2	2011/12 Q3	2011/12 Q4	2012/13 Q1	2012/13 Q2	2012/13 Q3	2012/13 Q4
Orbital	A102 B. Tunnel	73.9%	80.0%	73.8%	76.6%	75.0%		75.5%	81.0%	96.8%	97.6%	97.6%	98.1%	96.9%		98.1%	97.4%
Orbital	A406	87.4%	89.9%	88.2%	87.4%	87.8%		86.5%	87.4%	87.8%	92.1%	88.6%	87.9%	86.4%		89.1%	91.6%
Orbital	A205	88.9%	88.9%	87.3%	86.6%	85.6%		86.6%	87.4%	86.1%	86.4%	85.3%	85.8%	84.0%		82.4%	83.5%
Orbital	Inner Ring	82.5%	84.1%	82.9%	84.4%	83.1%		85.5%	86.8%	82.9%	82.9%	82.8%	84.1%	84.8%		84.9%	86.3%
PM Peak		Anti-Clockwise								Clockwise							
Route Type	Corridor	2011/12 Q1	2011/12 Q2	2011/12 Q3	2011/12 Q4	2012/13 Q1	2012/13 Q2	2012/13 Q3	2012/13 Q4	2011/12 Q1	2011/12 Q2	2011/12 Q3	2011/12 Q4	2012/13 Q1	2012/13 Q2	2012/13 Q3	2012/13 Q4
Orbital	A102 B. Tunnel	79.2%	83.5%	77.0%	81.1%	80.1%		79.4%	86.1%	83.2%	82.1%	78.1%	82.5%	80.3%		82.5%	82.3%
Orbital	A406	85.3%	88.7%	88.2%	87.6%	87.1%		85.7%	87.1%	84.9%	86.9%	84.5%	84.7%	85.1%		83.5%	83.8%
Orbital	A205	85.7%	83.8%	82.3%	84.9%	82.4%		83.1%	85.3%	90.3%	89.8%	86.5%	88.5%	86.6%		84.3%	87.8%
Orbital	Inner Ring	78.2%	79.5%	78.1%	79.7%	78.8%		79.4%	82.7%	77.9%	79.2%	77.8%	80.0%	80.6%		80.0%	83.3%

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

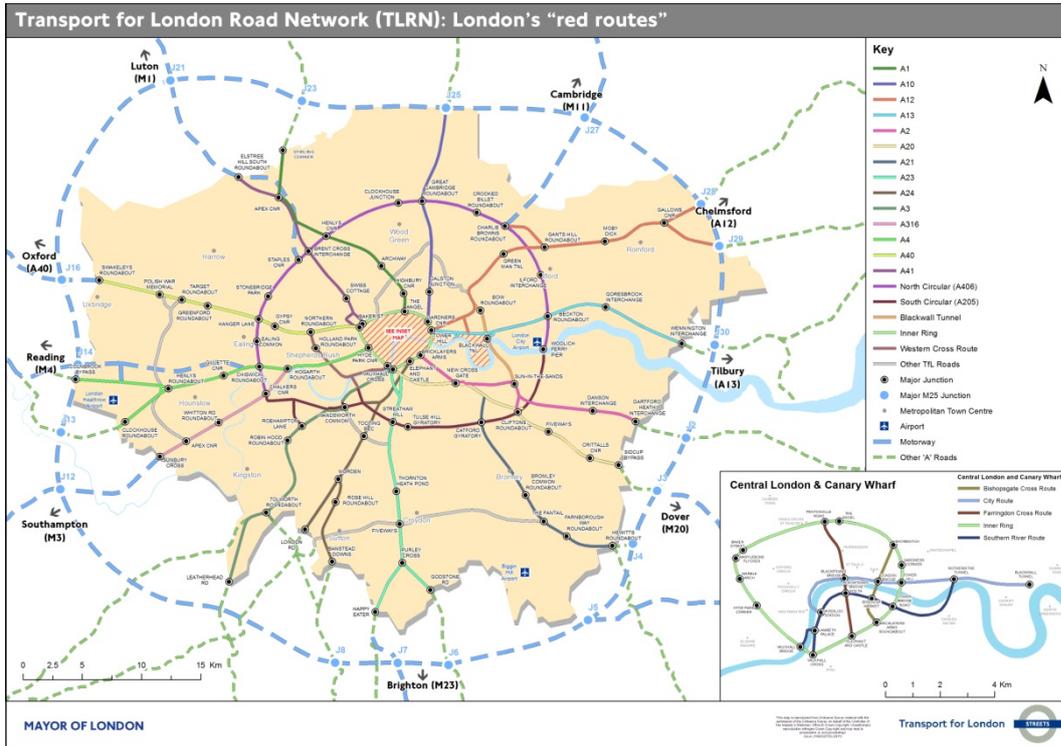
Central London	2011/12 Q1	2011/12 Q2	2011/12 Q3	2011/12 Q4	2012/13 Q1	2012/13 Q2	2012/13 Q3	2012/13 Q4
All Directions								
AM Peak	86.2%	86.7%	86.5%	88.2%	87.4%		87.4%	88.0%
PM Peak	81.7%	82.6%	81.0%	85.4%	85.1%		84.3%	85.7%
TLRN								
All Directions								
AM Peak	88.7%	90.3%	88.1%	88.6%	88.9%		89.5%	89.5%
PM Peak	86.4%	87.1%	85.9%	87.0%	86.6%		85.9%	86.8%

Legend

Journey Time Reliability

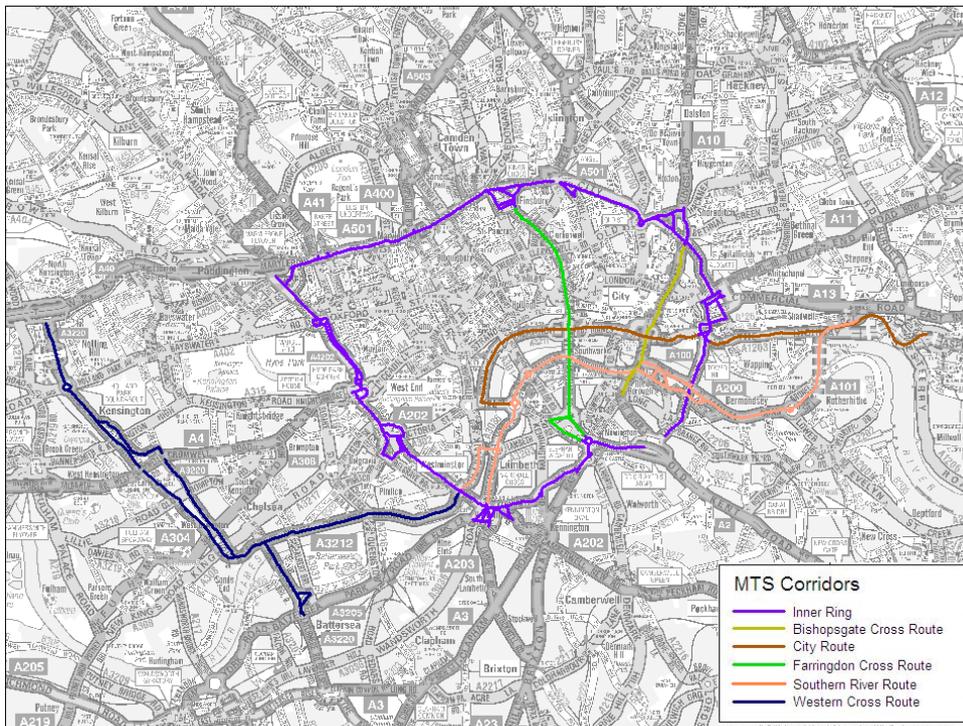
>=90%	More than 9 out of 10 journeys are "on time"
80%-89.9%	
<80%	Less than 4 out of 5 journeys are "on time"

Map showing the TLRN by MTS Corridors across London



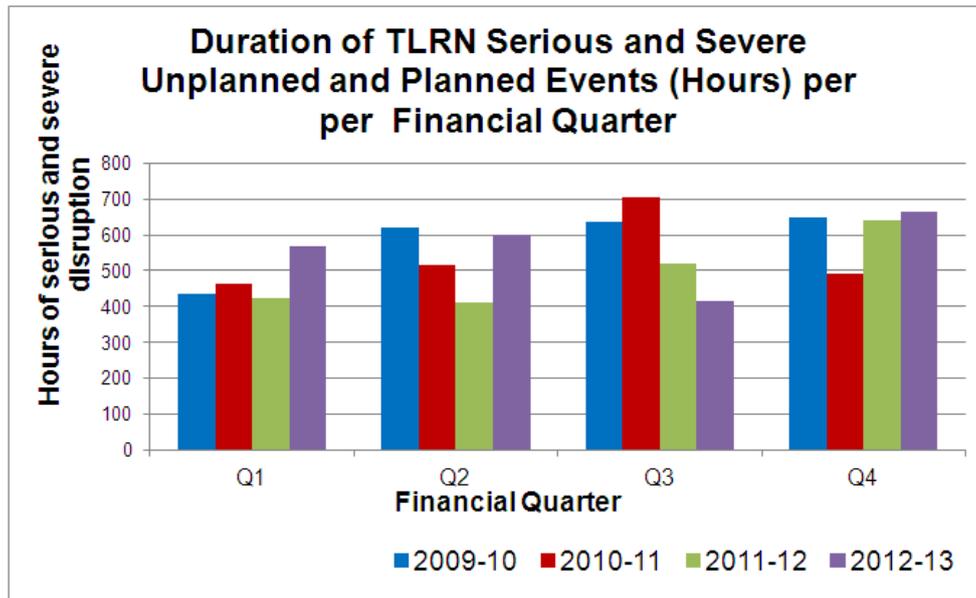
Note: The named corridors do not exactly replicate the road number in the legend, but reflect the strategic radial and orbital corridors set out in the Mayor's Transport Strategy. (E.g. the "A12 corridor" includes the A11 Mile End Road into central London).

Map showing the TLRN by MTS Corridors in Central London



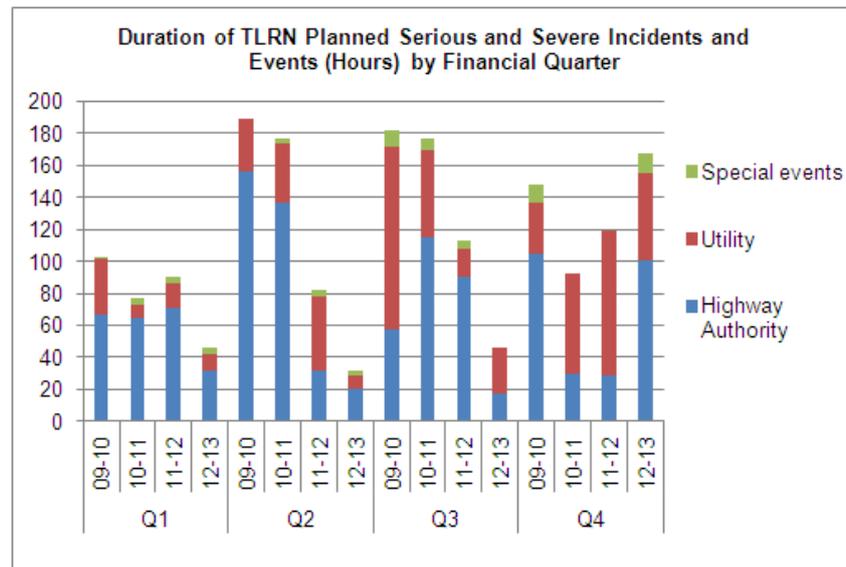
2. NETWORK DISRUPTION

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



Overall in Quarter 4 there were 665 hours of serious and severe disruption from unplanned and planned events spread across 281 separate incidents. This compares to 641 hours spread across 213 incidents in Quarter 4 of the previous year. This is an increase in traffic disruption of 24 hours compared to Quarter 4 in 2011/12, a 4% increase year-on-year. This is broken down between planned and unplanned events as shown below.

Planned Incidents and Events – TLRN



In Quarter 4 2012/13 there were 167 hours of serious and severe disruption from planned events spread across 20 separate incidents (an average of 8 hours 21 minutes duration per event). The reason for the high number of hours was due to the Greenford Flyover being closed for joint and expansion repairs in Period 10, on Christmas Eve 2012 as detailed below. This compared to 120 hours spread across 23 events (an average of 5 hours 12 minutes duration per event) in Quarter 4 of the previous year.

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

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

Monday 24th December, 22:00 on the evening of Christmas Eve the A40 Greenford Flyover was closed for expansion joint repairs. Traffic was heavy and slow moving in both directions with peak A40 eastbound queues extending towards Hillingdon Circus and westbound queues towards Hanger Lane Tunnel. Eastbound queues on the A40 were extending towards Polish War Memorial with eastbound traffic queuing from Argyle Road. The works were completed and the flyover reopened to traffic on Wednesday 2nd January at 03:40am, before the start of the first day of the morning peak. **72.89 hours**

Monday 14th January, 10:00 at the end of the morning peak, gas works took place on the A402 Shepherd's Bush Green. Phase 2 of the gas works began with a full westbound closure of Shepherds Bush Green Southside from the Holland Park Roundabout. VMS signs were set and UTC plans assisted diverted traffic. Works were completed by 18:00 on the evening of Tuesday 22nd January. **14.75 hours**

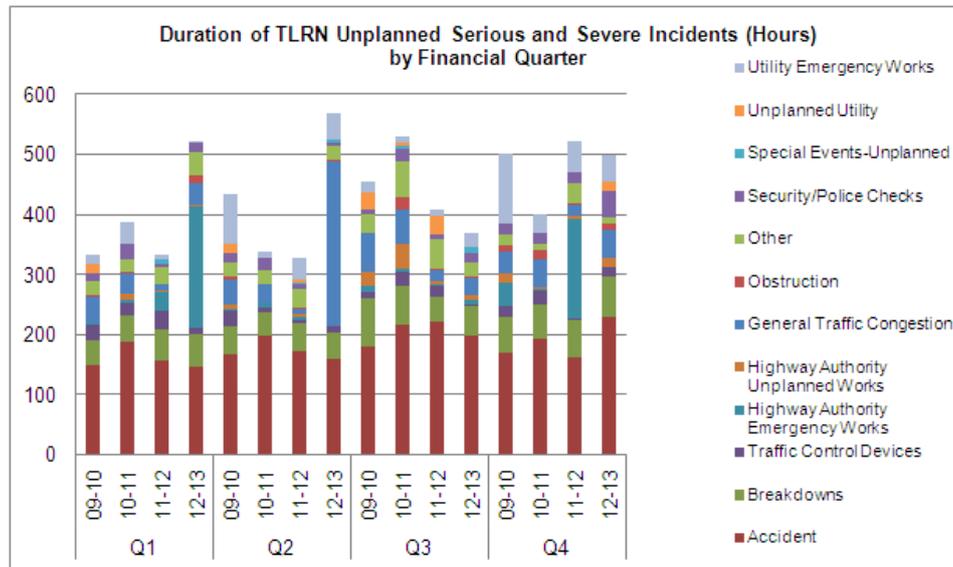
Friday 15th February, 22:00 at night, water works took place on Western Avenue. The A40 westbound was reduced to two lanes from Alperton Lane to after the Greenford Flyover. Also the A40 westbound on slip was closed from the Greenford Roundabout. Access to the A40 westbound from Greenford Road was closed and traffic was diverted via the eastbound A40 to return to the westbound via Argyle Road. The A40 westbound was slow moving from the Northern Roundabout. Greenford Road was slowing



northbound from Greenford Broadway. The A406 northbound was slow moving from Chiswick Roundabout. The A406 southbound was also slow moving from Harrow Road. Works were completed by Thursday 21st February during the evening peak at 17:55. **30.89 hours**

Tuesday 19th March, at midnight, a width enforcement exercise took place on Rotherhithe Tunnel. Enforcement of width restrictions took place on both approaches to the Rotherhithe Tunnel. Mobile VMS were placed on both approaches to the tunnel. Police were assigned for the AM and PM peak to attend on both approaches to divert over sized vehicles. Bus services experienced serious delays during the AM peak. Traffic was heavy and slow moving on approach to both entrances. Enforcement action ended on Monday 25th March at 11:20 and traffic levels returned to normal. **12.46 hours**

Unplanned Incidents and Events - TLRN



There were 498 hours of unplanned serious and severe disruption, spread across 261 separate events (an average of 1 hour 54 minutes duration per event) on the network London-wide in Quarter 4 2012/13. This compares to 521 hours, spread across 190 events (an average of 2 hour 45 minutes duration per event) in Quarter 4 of the previous year 2011/12.

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

In Quarter 4 there were four unplanned incidents recording over ten hours of serious and severe disruption:

Thursday 3rd January, 03:52 in the early hours of the morning, a burst water main occurred on Purley Way at the junction with Miller Road. The A23 was closed southbound at the Lombard Roundabout. Thames Water were notified and attended the site. Traffic was slow moving northbound on Purley Way and westbound on A236 Mitcham Road. The water main was repaired and the road fully reopened by 17:30 the next evening, Friday 4th January. **10.38 hours**

Wednesday 16th January, 08:06 in the morning peak, a helicopter accident occurred at Vauxhall Cross. Following the helicopter accident a number of road closures remained in place around the Vauxhall Cross area for several days. The following roads were closed; Harleyford Street westbound at the junction with Kennington Park Road, South Lambeth Road northbound at the junctions with Fentiman Road and Lansdowne Way, southbound at Harleyford Road, Battersea Park Road eastbound at the junction with Queenstown Road and at Prince of Wales Drive, Kennington Lane westbound at the junction with Kennington Road. Buses were on diversion, with severe delays being reported. LSTCC set numerous VMS in the London area. A signed congestion charge diversion was put in place overnight. The event was serious with slow moving heavy traffic along the A3 at Stockwell and Clapham. The incident was cleared up the same

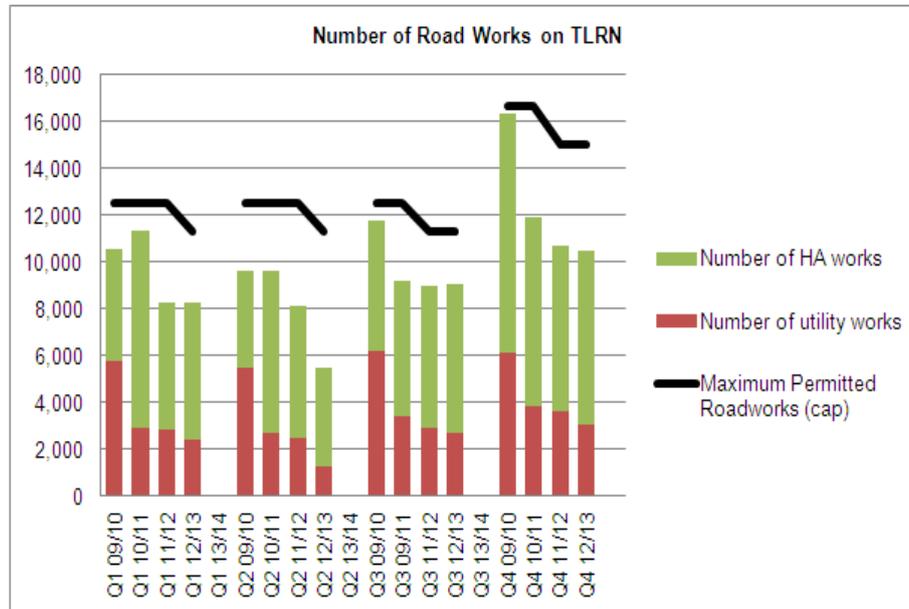


day but roads were closed for several days whilst an intensive investigation took place. All roads were fully reopened by 08:25 on Monday 4th February 2013. **21.60 hours**

Thursday 14th February, 11:30 mid-morning, a gas leak occurred on the A11 Whitechapel High Street. National Grid Gas reported a gas leak outside the entrance to Aldgate East prior to the junction with Commercial Street. The leak was under scaffolding at 1 Commercial St. The scaffolding company braced the scaffolding for safety and National Grid excavated. This required the implementation of an eastbound lane 1 closure. Access to the station was maintained. Traffic was slow on eastbound approaches from St Botolph's Gyratory, and on northbound Mansell Street with tailbacks to Tower. The works continued for a week until 15:40 on the afternoon of Friday 22nd February. **12.94 hours**

Tuesday 12th February, 14:50 in the afternoon, unplanned water works took place on the A3218 Old Brompton Rd at the junction with A3220 Warwick Road. Three way temporary traffic signals were in place for the permanent repair of an earlier burst water main. Traffic was slow moving northbound with queues on Chelsea Embankment and Battersea Bridge. CentreComm reported moderate delays to bus services. Works were complete and the road fully reopened by Friday 1st March at 16:45 during the PM peak. **12.75 hours**

Number of Road Works on the TLRN



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

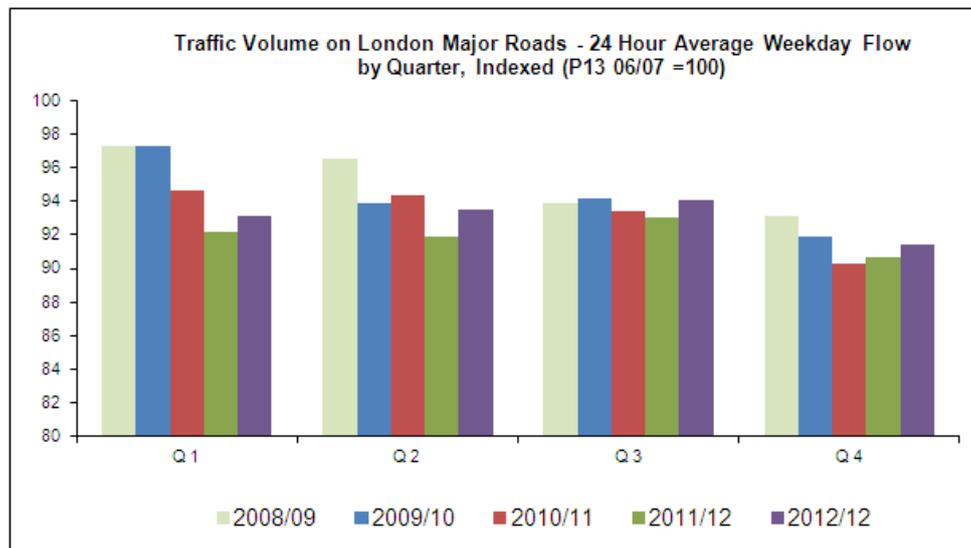
To manage the cumulative impact of road works on the TLRN, the total number of new road works permitted in any one period was capped to 4,170 from the start of 2010/11. This was 20% below the peak level of road works activity experienced in 2009/10 (5,212 works in Period 12 of that year).

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

In Quarter 4 of 2012/13 the total number of road works on the TLRN was 10,462 a decrease of 188 or 1.8% on the total of 10,650, reported in Quarter 4 of 2011/12, however the volume of roadworks on the network stayed well below the ‘cap’ throughout the Quarter.

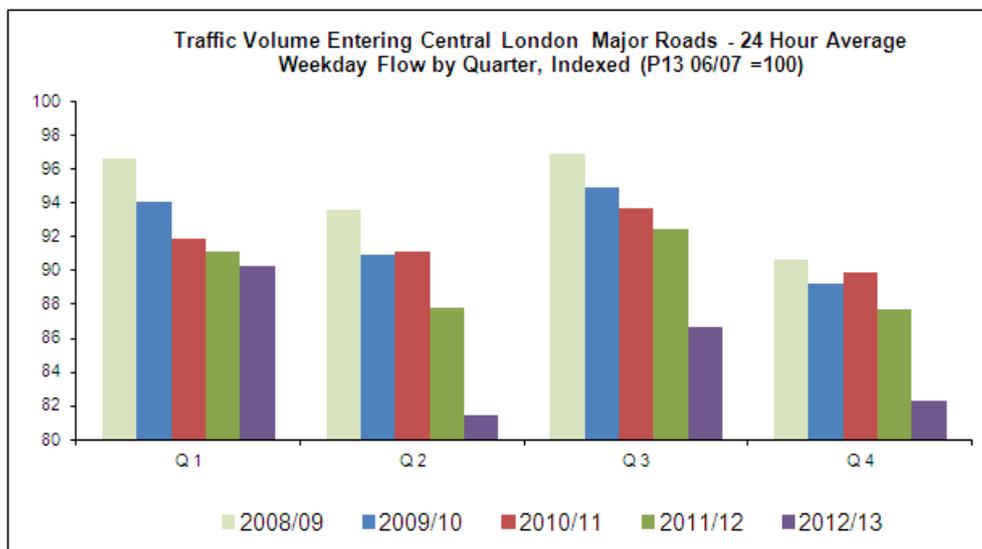
TRAFFIC VOLUMES

Vehicular Traffic Volumes on London Major Roads



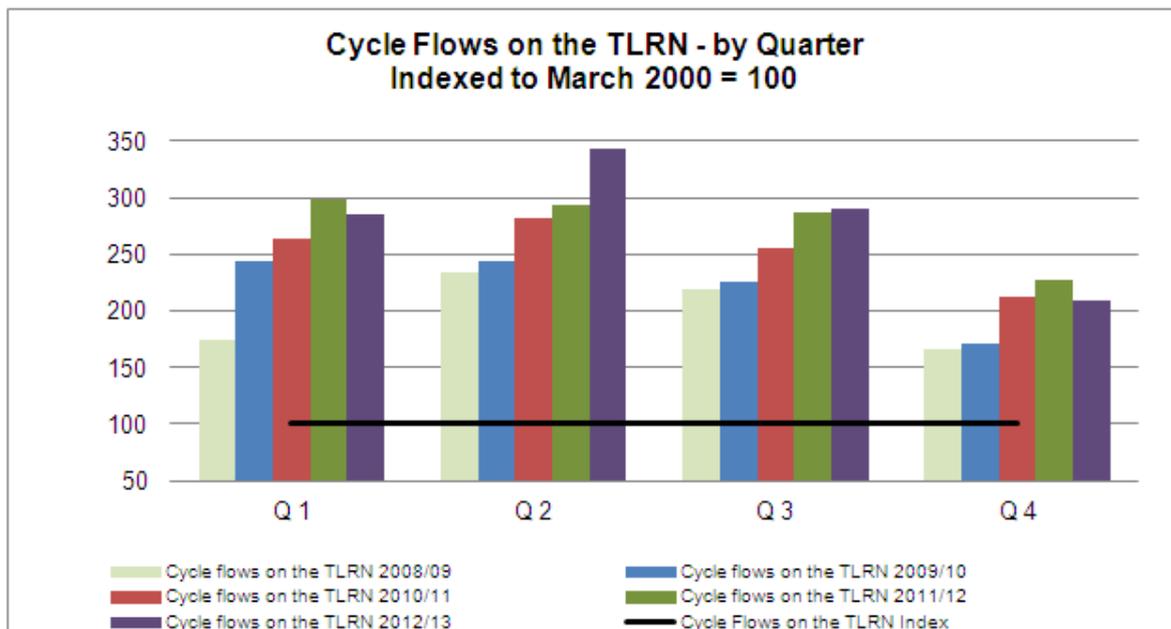
The pan London traffic flow index stands at 91.4 in Quarter 4 2012/13. This is 0.7 index points up from the same quarter last year, and 1.1 index points up from the same quarter two years ago. Traffic volumes overall have fallen across Central London, in a continuation of a reported long term trend. Traffic in London has fallen by almost 6% since 2008. The chart shows traffic flows relative to an index of 100 in period 13 in 2006/07.

Vehicular Traffic Entering Central London Major Roads



The Central London traffic flow index stands at 82.3 in Quarter 4 2012/13. This is 5.5 index points down from the same quarter last year and 7.6 index points down from the same quarter two years ago. Traffic volumes continue to fall across Central London, in a continuation of a reported long term trend. Central London traffic has fallen by 12% since 2008. The chart shows traffic flows relative to an index of 100 in period 13 in 2006/07.

Volume of Cycling on the TLRN



Cycle flows on the TLRN in Quarter 4 2012/13 stand at an index level of 209.7. This is 17.69 index points (7.8%) lower than the same quarter last year.

Temperature and rainfall across all four periods in Quarter 4 saw worse than average conditions.

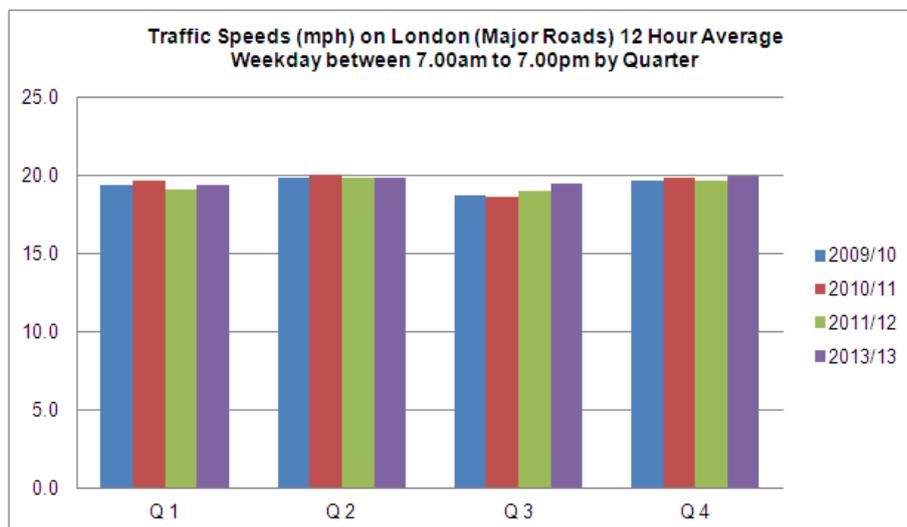
Minor corrections have been made to the TLRN cycling index methodology to ensure it accurately reflects recent cycle flows. This does not change the previous years' numbers; results for Quarter 1 2012/13 show slight changes and have been updated accordingly. As such, revised cycle index flows on the TLRN in Quarter 1 2012/13 were 285.4 (replacing published figure of 269.2)

Between March 2000 and the end of 2012/13 cycle flows on the TLRN increased by 176.4%. Compared to the 2011/12 financial year end, average cycling levels on the TLRN at the end of 2012/13 were 1.4% higher.

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

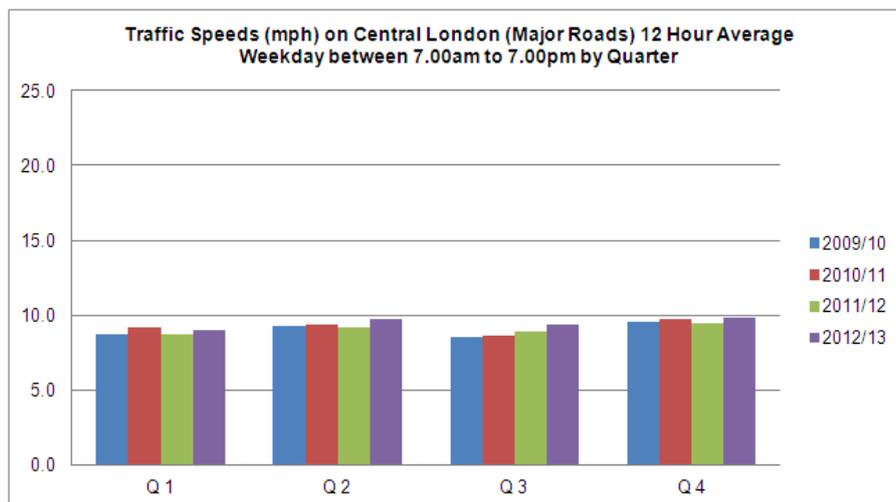
3. TRAFFIC SPEEDS

Traffic Speeds in London



Average traffic speeds for the 12 hours between 07:00 to 19:00 across London in Quarter 4 was 19.93 mph, compared to the 19.62 mph observed in Quarter 4 last year, a 1.6% increase year-on-year.

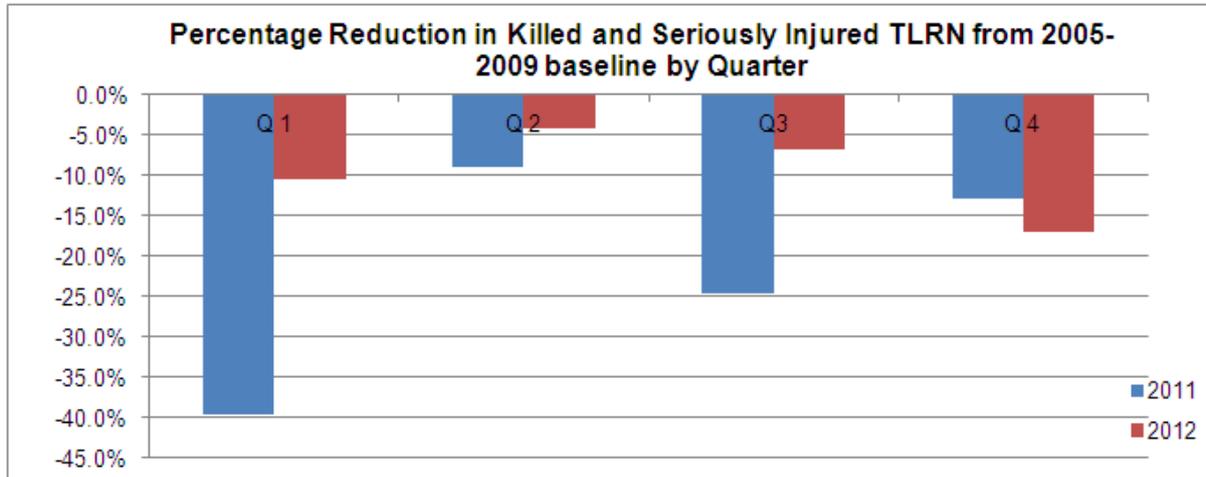
Traffic Speeds in Central London



Average traffic speeds for the 12 hours between 07:00 to 19:00 across Central London in Quarter 4 was 9.80 mph compared to the 9.43 mph observed in Quarter 4 last year, a 4.0% increase year-on-year.

4. 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 2008/09 to 2012/13. Quarter 4 is defined as the three month period September to November 2012.

Provisional data for Quarter 4 2012/13 indicates that there were 226 killed or seriously injured (KSI) casualties on London’s roads, a 17.0% reduction from the 2005-09 Quarter 4 baseline. Compared with Quarter 4 2011/12 KSIs of 237, there was a decrease of 4.6% year on year.

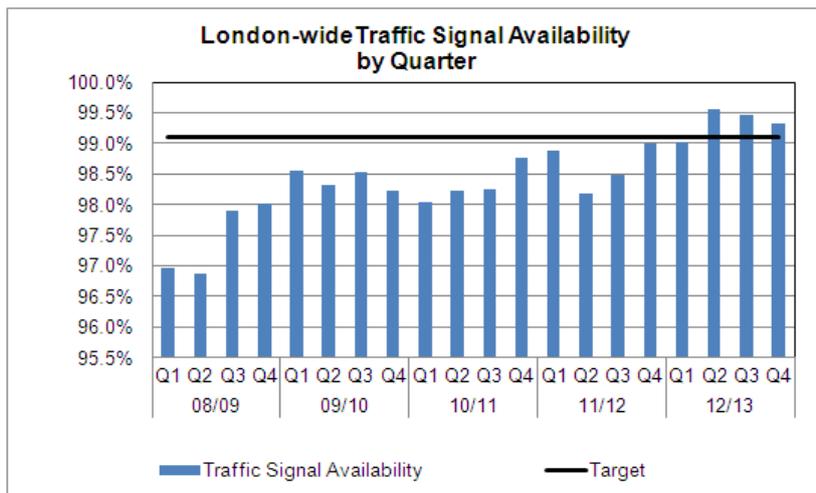
Comparing Quarter 4 2012/13 with Quarter 4 2010/11 shows a decrease of 11.0% in KSI casualties on the TLRN (254 to 226) and a 6.2% decrease in KSI casualties when compared with Quarter 4 2009/10 (241 to 226).

It should be noted that that considerable KSI casualty reductions have been achieved during Quarters 3 and 4 of previous years.

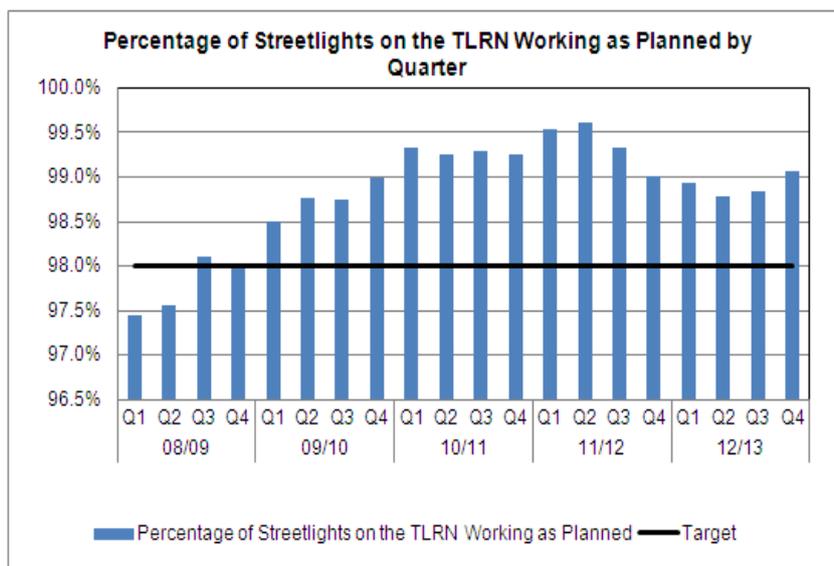
Footnote:

The extremely cold weather conditions during Quarter 1 2011/12 contributed to fewer people making trips, resulting in fewer casualties during that period. Quarter 1 2011/12 was the coldest since records began in 1910. In contrast, Quarter 1 2012/13 was exceptionally mild. December 2011 was 5 °C warmer than December 2010 and January 2012 experienced less than 75% of expected rainfall, resulting in increases in travel and an increase in casualties.

5. ASSET AVAILABILITY



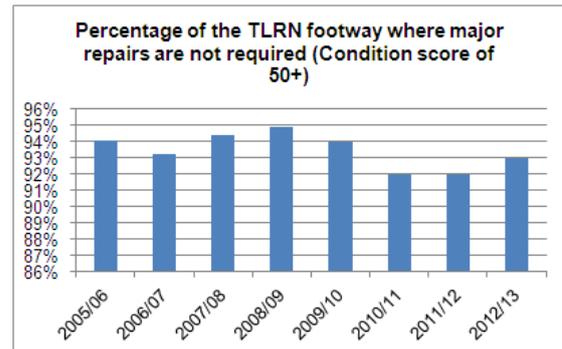
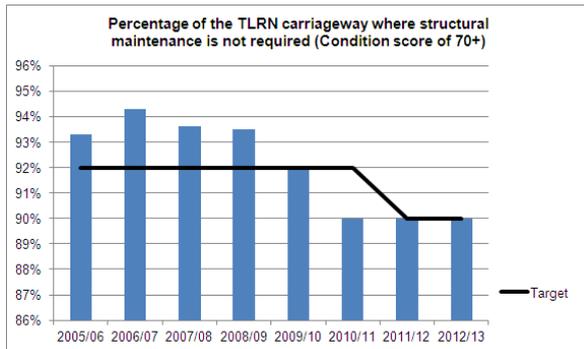
During Quarter 4 2012/13, the availability of traffic signals London-wide was 99.31% compared to 98.99% reported for Quarter 4 2011/12. The target for this indicator is set at 99.1% and it represents the availability of all functions of traffic signal equipment. This is a demanding target for the contractors responsible for maintaining London’s Traffic Signal equipment and overall, traffic signal assets are in good condition. TfL has three traffic signals maintenance contractors. Where full availability is not maintained, abatements are applied to contract payments. The failure to meet this performance target is primarily due to poor performance from one of the contractors. TfL’s current focus remains on carrying out preventative maintenance. This is having a detrimental effect on availability in the short term as more faults are raised but this strategy will lead eventually to improved availability longer term.



In Quarter 4 2012/13, 99.07% of street lights on the TLRN were reported to be working as planned compared with 99.02% reported in Quarter 4 2011/12. The target for this indicator is set at 98%.

6. STATE OF GOOD REPAIR

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



NB: Targets have not been set for footways.

The percentage of the TLRN in structurally normal condition was 92% in 2009/10, 90% in 2010/11 and 2011/12, and 90% in 2012/13. The percentage of the TLRN footway network where the structural condition was normal was 94% in 2009/10, 92% in 2010/11, 92% in 2011/12 and 93% in 2012/13.

CUSTOMER SATISFACTION - TLRN

In 2012 a third 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 2012 a total of 3,538 TLRN users were interviewed (3,222 in London and 316 in South East England), recording details of 8,270 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).

- **Satisfaction with the TLRN scores quite well** at 76 out of 100 (against a target of 75). This is a significant increase of 4 points compared to 2010
- **All individual aspects of the TLRN have improved significantly**
- **As in 2010, traffic congestion is the main issue:** it is a key driver of satisfaction, but with the lowest satisfaction scores.

Customer Satisfaction – Traffic Directorate

CSS Key Satisfaction Indicators - Traffic Directorate	2010	2011	2012
Working condition of traffic lights	75	77	78
Overall satisfaction	72	75	76
Could accurately estimate how long journey would take	70	73	75
Speed	70	72	74
Speed of response for fixing unusual traffic problems	69	72	74
Amount and clarity of road signs about delays and disruption	69	72	73
Up to the minute information about delays and disruption	69	72	73
Traffic light timings	70	73	74
Management of road works	67	70	73
Traffic congestion	63	67	69

Customer Satisfaction – Roads Directorate

CSS Key Satisfaction Indicators - Roads	2010	2011	2012
Street lighting	75	77	77
Roads are well drained and free from flooding	74	77	77
Condition and clarity of road markings	73	75	76
Amount and clarity of road signs giving route directions	73	75	76
Overall satisfaction	72	75	76
Condition of road surfaces	68	70	73

A full report on customer satisfaction with the TLRN can be found at <http://www.tfl.gov.uk/assets/downloads/tlrn-css-2012.pdf>