

Transport for London
London Streets



PERFORMANCE REPORT
Quarter 1 2012/13



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Summary of Network Performance for Quarter 1 2011/12

London wide traffic speeds (07:00 to 19:00) were recorded as 19.33 mph. Additional coverage of high speed roads, such as the M4 mean this figure is not directly comparable with the 18.04 mph recorded in Quarter 1 last year. Accounting for this it is estimated speeds were approximately 0.2 mph higher, while there was a 1.0 index point increase in the volume of traffic on London’s major roads.

There were 569 hours of serious and severe disruption on the network London-wide in Quarter 1 2012/13. This compares to 424 hours in Quarter 1 of the previous year 2011/12, an increase of 145 hours (34%) year-on-year. The primary driver for this quarter on quarter difference was 185 hours of serious and severe disruption caused by emergency roadworks that were taking place on the A4 Hammersmith Flyover.

The journey time reliability (JTR) on the TLRN in the AM peak in all directions for Quarter 1 was 88.90%; this is 0.22 percentage points higher than the same quarter last year.

In Quarter 1 of 2012/13 the total number of road works on the TLRN was 8,235 a reduction of 40 or 0.5% on the total of 8,275, reported in Quarter 1 of 2011/12. This is now down 21.8% on the numbers recorded in Quarter 1 of 2009/10.

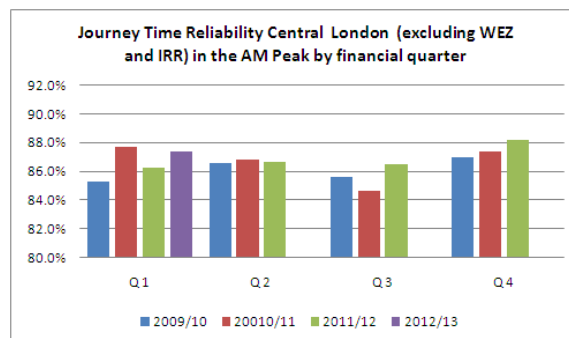
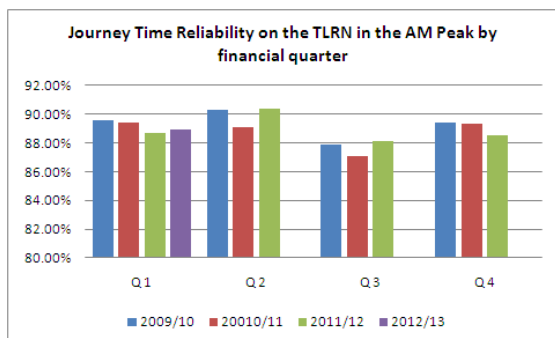
Cycle flows on the TLRN in Quarter 1 2012/13 were 9.8% lower than the same quarter last year.

The number of killed and seriously injured casualties from road collisions on the TLRN increased compared to the previous year due to much milder weather, but still decreased by 11.3% 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 75% in 2011 from 72% in 2010.

1. RELIABILITY

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



The JTR on the TLRN in the AM peak in all directions for Quarter 1 was 88.90%; this is 0.22 percentage points higher than the same quarter last year. Most of this improvement came in Period 1 with Period 2 showing no change and Period 3 a small improvement.

The improvement in JTR came about despite a 145 hour (34%) increase in serious and severe disruption across the quarter. A lot of this improvement came from corridors in the northwest (A40, A41 and A1). This is possibly linked to the completion of improvement schemes at Bounds Green and Henlys Corner. This has led to JTR improvements on this part of the A406, although the A406 as a whole only showed improvement anti-clockwise.

The JTR for Central London (excluding WEZ and the Inner Ring Road) in the AM peak for Quarter 1 was 87.41%; this is 1.18 percentage points higher 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 has 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 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%				92.3%	92.4%	90.5%	91.9%	91.3%			
Radial	A40	78.0%	79.0%	78.5%	77.9%	81.7%				95.1%	96.2%	94.6%	93.7%	95.2%			
Radial	A41	81.5%	89.6%	85.0%	83.3%	84.3%				91.0%	92.3%	90.1%	90.6%	91.5%			
Radial	A1	81.6%	81.8%	80.4%	82.2%	83.8%				87.9%	92.3%	88.2%	92.0%	90.2%			
Radial	A10	89.2%	89.2%	88.0%	86.6%	83.8%				89.8%	90.4%	89.0%	88.4%	91.5%			
Radial	A12	85.8%	86.3%	84.8%	86.3%	88.6%				95.9%	97.9%	95.5%	97.1%	95.9%			
Radial	A13	89.1%	87.0%	86.7%	85.6%	84.7%				98.0%	98.9%	98.4%	99.0%	98.8%			
Radial	A2	83.4%	87.1%	81.4%	84.6%	85.2%				96.8%	99.5%	98.7%	98.6%	98.7%			
Radial	A20	89.5%	91.6%	87.4%	87.9%	87.9%				97.3%	97.3%	97.1%	97.2%	98.2%			
Radial	A21	88.9%	91.0%	85.1%	87.5%	89.5%				95.3%	96.2%	92.1%	93.6%	95.1%			
Radial	A23	87.0%	87.6%	86.5%	87.3%	90.1%				92.4%	92.5%	90.5%	92.7%	91.4%			
Radial	A24	85.8%	89.4%	87.8%	89.5%	88.4%				92.8%	95.2%	93.5%	95.1%	92.8%			
Radial	A3	88.2%	92.5%	84.3%	87.1%	88.3%				95.0%	97.3%	92.6%	94.2%	96.0%			
Radial	A316	86.3%	86.8%	83.2%	85.8%	87.0%				97.9%	96.6%	97.3%	96.5%	96.6%			

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%				81.1%	82.6%	81.0%	88.1%	87.5%			
Radial	A40	84.1%	84.6%	84.4%	85.2%	84.1%				85.1%	84.3%	85.2%	85.2%	84.7%			
Radial	A41	84.1%	89.6%	88.2%	89.9%	89.4%				84.7%	86.1%	83.9%	87.7%	82.5%			
Radial	A1	87.1%	86.0%	84.9%	86.3%	88.9%				79.7%	81.0%	82.7%	85.5%	83.0%			
Radial	A10	92.9%	93.3%	91.9%	90.6%	89.5%				84.6%	85.7%	83.8%	82.4%	79.6%			
Radial	A12	88.8%	87.7%	89.7%	88.0%	88.0%				86.1%	85.7%	82.6%	84.1%	82.6%			
Radial	A13	89.0%	88.7%	88.8%	89.3%	94.3%				86.3%	86.5%	87.6%	87.0%	83.8%			
Radial	A2	95.2%	95.2%	91.3%	93.7%	93.3%				88.8%	88.9%	86.0%	85.4%	87.5%			
Radial	A20	92.3%	91.8%	89.8%	93.5%	92.0%				87.7%	87.8%	88.0%	87.6%	90.7%			
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Radial	A24	90.7%	91.2%	93.8%	93.4%	93.6%				87.8%	91.2%	88.5%	89.8%	90.7%			
Radial	A3	92.2%	93.7%	91.8%	92.0%	96.0%				91.0%	91.0%	84.8%	88.3%	89.2%			
Radial	A316	94.3%	93.4%	92.1%	91.3%	91.1%				92.9%	89.7%	89.3%	93.1%	92.9%			



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%				96.8%	97.6%	97.6%	98.1%	96.9%			
Orbital	A406	87.4%	89.9%	88.2%	87.4%	87.8%				87.8%	92.1%	88.6%	87.9%	86.4%			
Orbital	A205	88.9%	88.9%	87.3%	86.6%	85.6%				86.1%	86.4%	85.3%	85.8%	84.0%			
Orbital	Inner Ring	82.5%	84.1%	82.9%	84.4%	83.1%				82.9%	82.9%	82.8%	84.1%	84.8%			
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%				83.2%	82.1%	78.1%	82.5%	80.3%			
Orbital	A406	85.3%	88.7%	88.2%	87.6%	87.1%				84.9%	86.9%	84.5%	84.7%	85.1%			
Orbital	A205	85.7%	83.8%	82.3%	84.9%	82.4%				90.3%	89.8%	86.5%	88.5%	86.6%			
Orbital	Inner Ring	78.2%	79.5%	78.1%	79.7%	78.8%				77.9%	79.2%	77.8%	80.0%	80.6%			

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

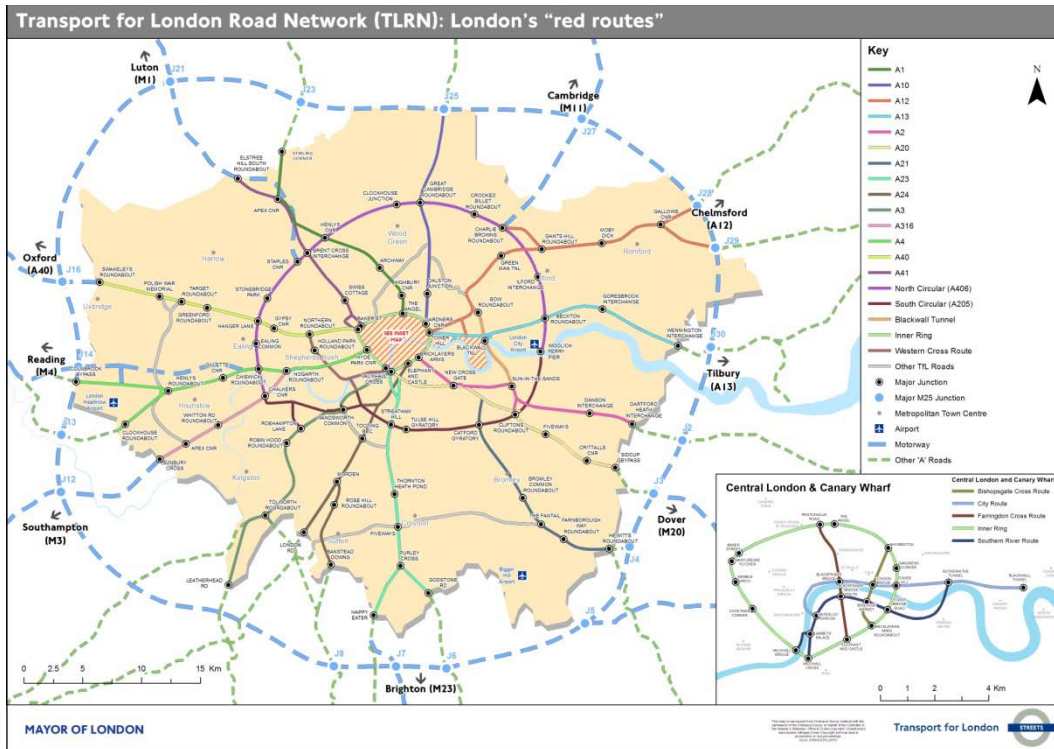
Central London	2011/12 Q1	2011/12 Q2	2011/12 Q3	2011/12 Q4	2012/13 Q1	2012/13 Q2	2012/13 Q3	2012/13 Q4
All Directions								
AM Peak	86.2%	86.7%	86.5%	88.2%	87.4%			
PM Peak	81.7%	82.6%	81.0%	85.4%	85.1%			
TLRN								
All Directions								
AM Peak	88.7%	90.3%	88.1%	88.6%	88.9%			
PM Peak	86.4%	87.1%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

Legend

Journey Time Reliability

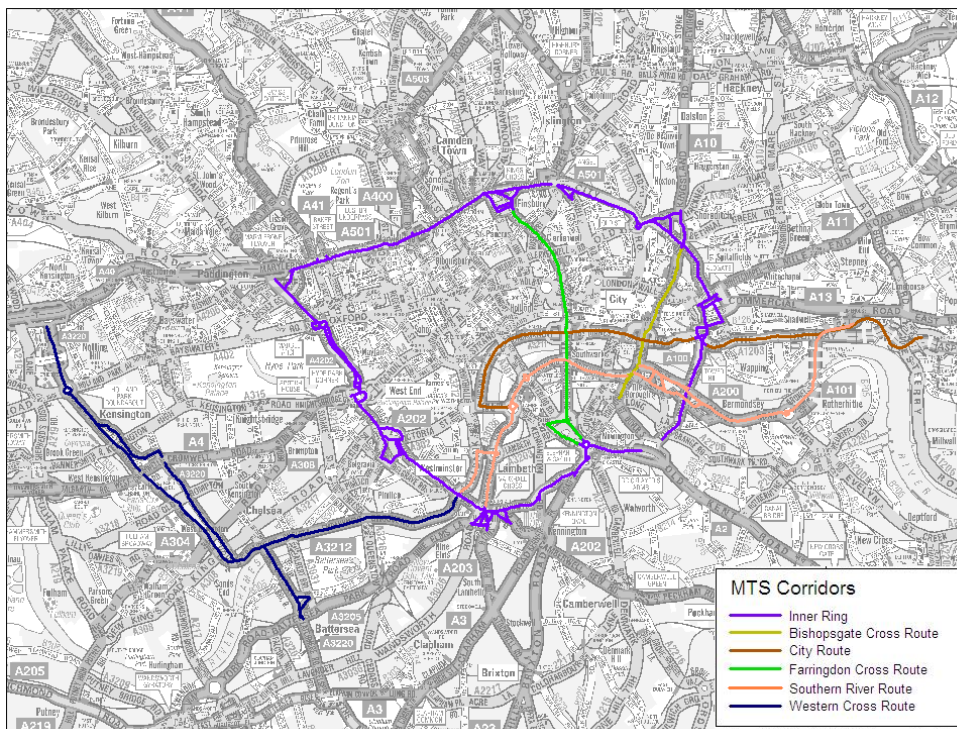
>=90%	More than 9 out of 10 journeys are "on time"
80%-89.9%	
<80%	Less than 4 out of 5 journeys are "on time"

Map showing the TLRN by MTS Corridors across London



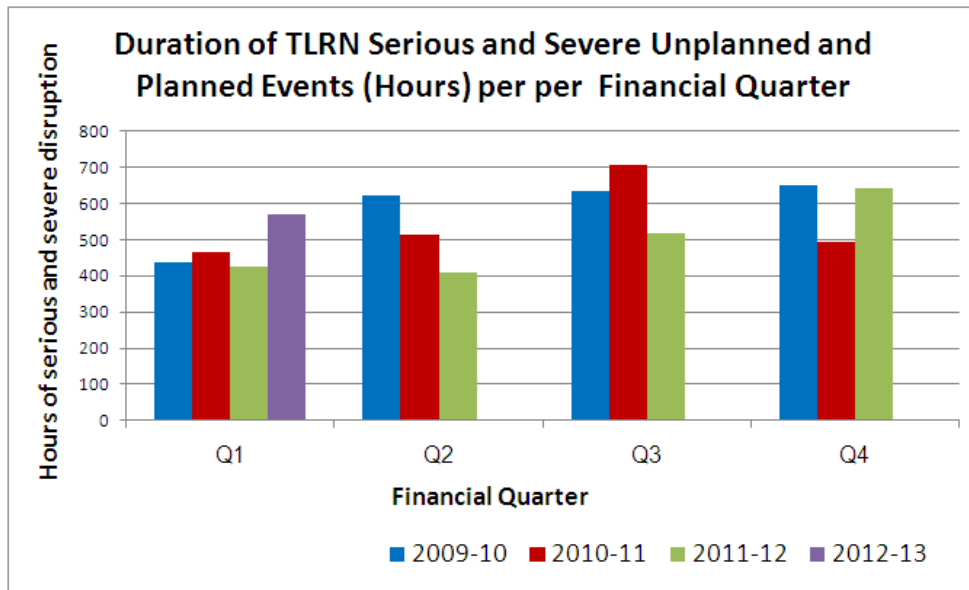
Note: The named corridors do not exactly replicate the road number in the legend, but reflect the strategic radial and orbital corridors set out in the Mayor's Transport Strategy. (E.g. the "A12 corridor" includes the A11 Mile End Road into central London).

Map showing the TLRN by MTS Corridors in Central London



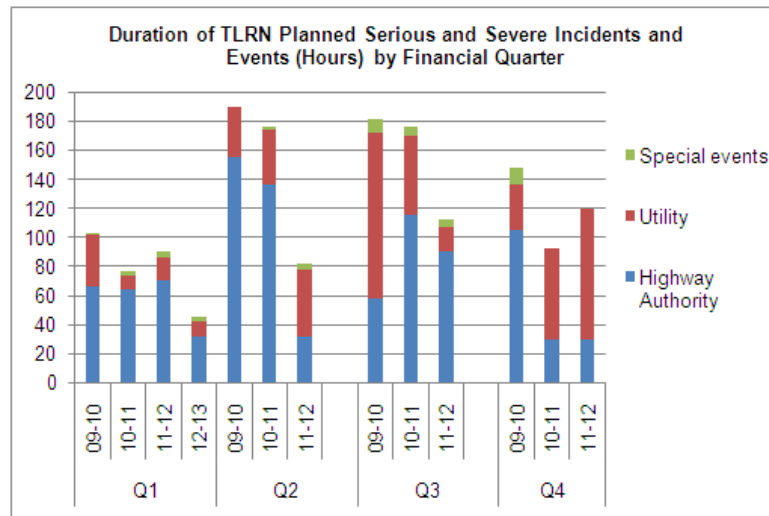
2. NETWORK DISRUPTION

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



Overall in Quarter 1 there were 569 hours of serious and severe disruption from unplanned and planned events spread across 200 separate incidents. This compares to 424 hours spread across 191 incidents in Quarter 1 of the previous year. This is an increase in traffic disruption of 145 hours compared to Quarter 1 in 2011/12 – a 34% increase year-on-year. This is broken down between planned and unplanned events as shown below.

Planned Incidents and Events – TLRN

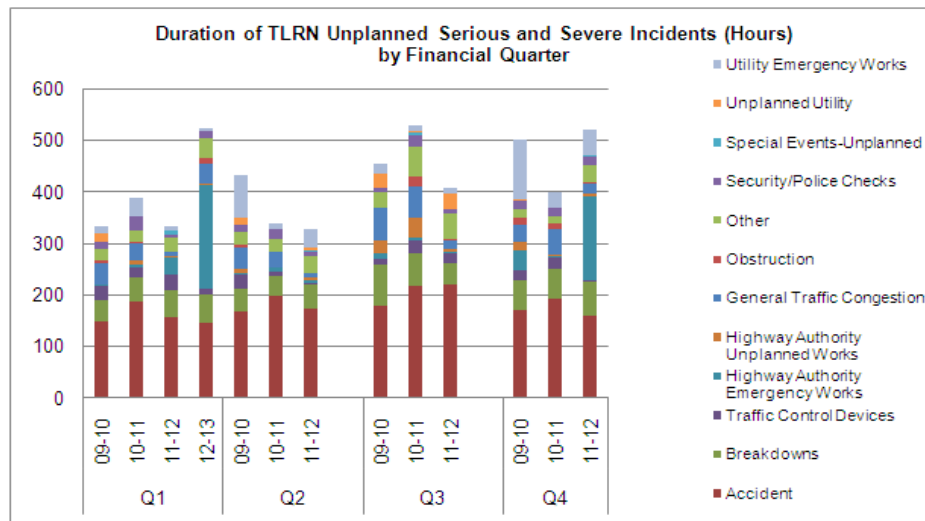


In Quarter 1 2012/13 there were 46 hours of serious and severe disruption from planned events spread across 19 separate incidents (an average of 2 hours 25 minutes duration per event). This compared to 90 hours spread across 21 events (an average of 4 hours 17 minutes duration per event) in Quarter 1 of the previous year.

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

In Quarter 1 there were no planned events recording more than 10 hours of serious and severe disruption.

Unplanned Incidents and Events - TLRN



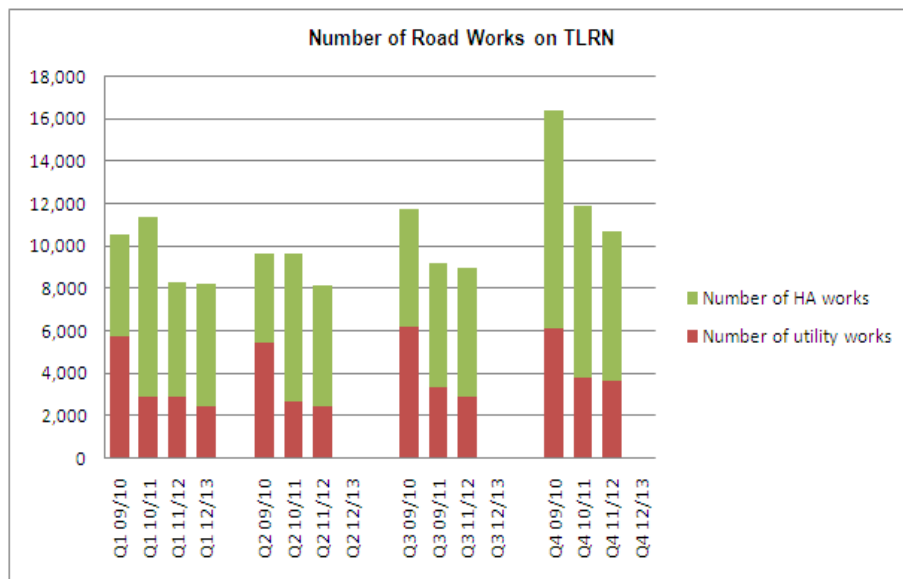
There were 523 hours of unplanned serious and severe disruption, spread across 181 separate events (an average of 2 hour 55 minutes duration per event) on the network London-wide in Quarter 1 2012/13. This compares to 334 hours, spread across 170 events (an average of 1 hour 57 minutes duration per event) in Quarter 1 of the previous year 2011/12. The primary driver for quarter on quarter difference was 185 hours of serious and severe disruption recorded against the emergency roadworks that were taking place on the A4 Hammersmith Flyover.

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

In Quarter 1 there was one unplanned incident recording over ten hours of serious and severe disruption:

- Emergency roadworks took place on the A4 Hammersmith Flyover between 22nd December 2011 and 28th May 2012. Initially fully closed, the flyover was opened to traffic, one lane in each direction from 13th January 2012, with a width restriction in place to allow light vehicles but prevent HGVs from using it. Wider VMS and signage was put in place advising drivers to avoid the area and use other routes. Road police units were in attendance in the area between 0600 and 2200hrs daily. Traffic was slowing westbound from Warwick Road. Eastbound traffic was also slow on the immediate approach with tailbacks towards Chiswick Lane during the evening rush hour. Works during this quarter accounted for **184.9 disruption hours**.

Number of Road Works on the TLRN



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

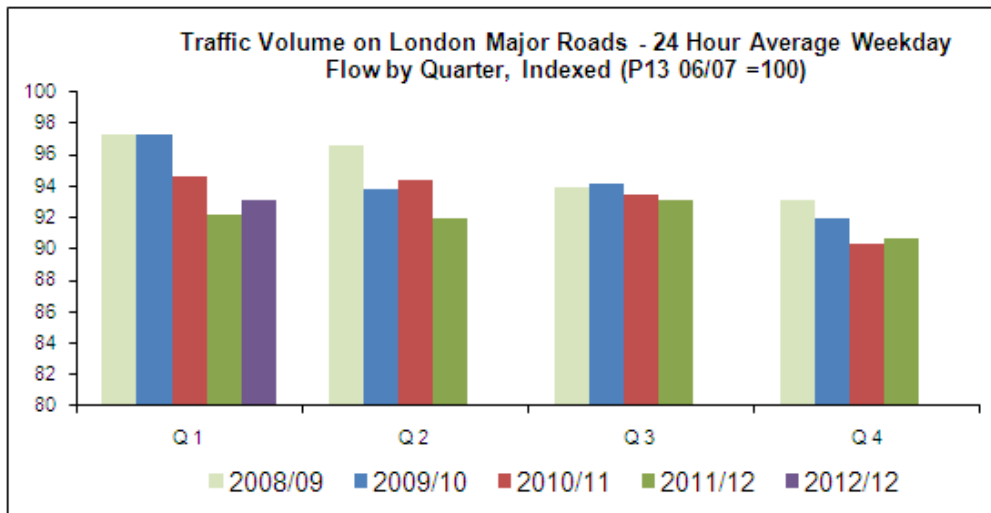
To manage the cumulative impact of road works on the TLRN, the total number of new road works permitted in any one period was capped to 4,170 from the start of 2010/11. This was 20% below the peak level of road works activity experienced in 2009/10 (5,212 works in Period 12 of that year).

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 1 of 2012/13 the total number of road works on the TLRN was 8,235 a reduction of 40 or 0.5% on the total of 8,275, reported in Quarter 1 of 2011/12.

TRAFFIC VOLUMES

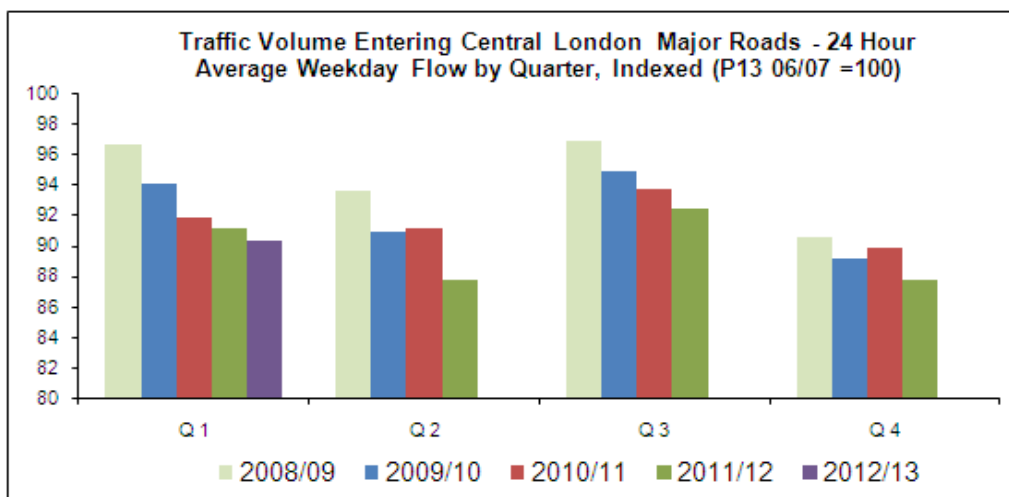
Vehicular Traffic Volumes on London Major Roads



The pan London traffic flow index stands at 93.2 in Quarter 1 2012/13. This is 1.0 index points up from the same quarter last year, and 1.5 index points down from the same quarter two years ago. Despite the more recent increases, the long term trend is of falling traffic volumes. Traffic in London has fallen by over 4% since 2008.

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

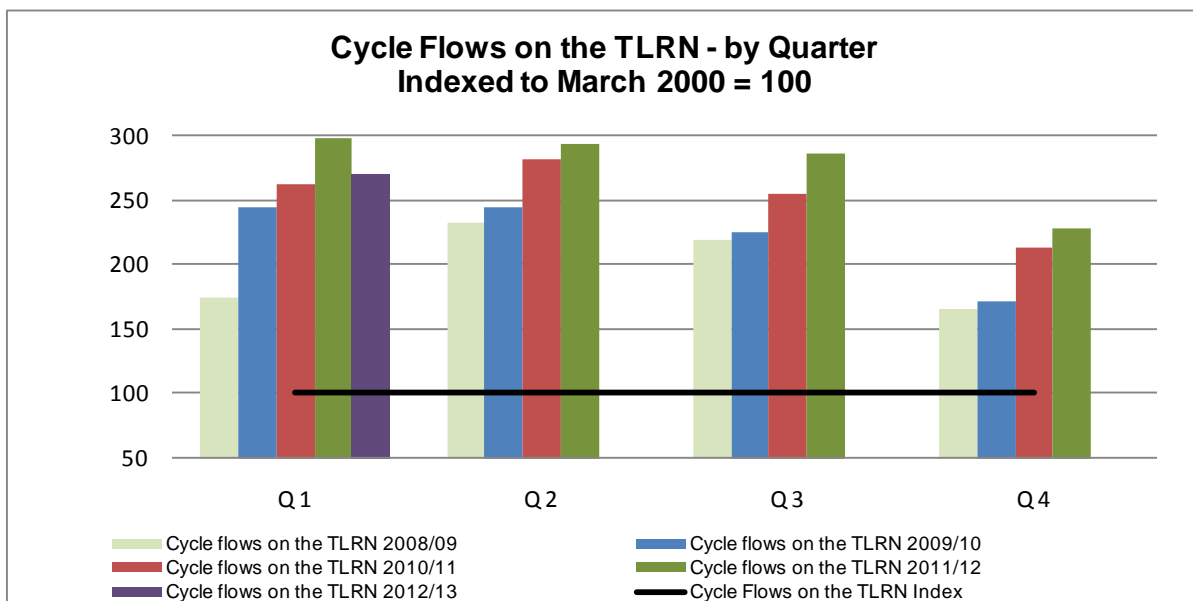
Vehicular Traffic Entering Central London Major Roads



The Central London traffic flow index stands at 90.3 in Quarter 1 2012/13. This is 0.8 index points down from the same quarter last year and 1.5 index points down from the same quarter two years ago. The long term trend of falling traffic volumes has continued, with traffic down over 6% 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



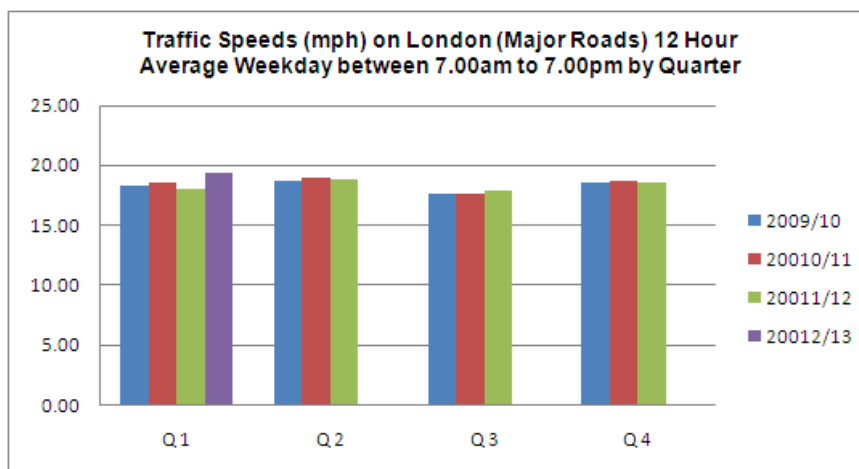
Cycle flows on the TLRN in Quarter 1 2012/13 stand at an index level of 269.2. This is 29.2 index points (-9.8%) lower than the same quarter last year.

Quarter 1 saw some of the wettest months on record, likely deterring some of those cyclists who stop during the winter months from returning to the saddle.

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

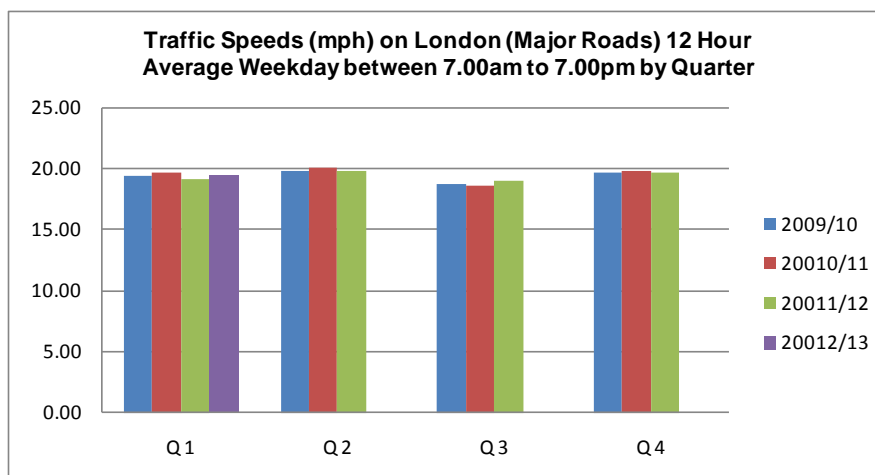
3. TRAFFIC SPEEDS

Traffic Speeds in London

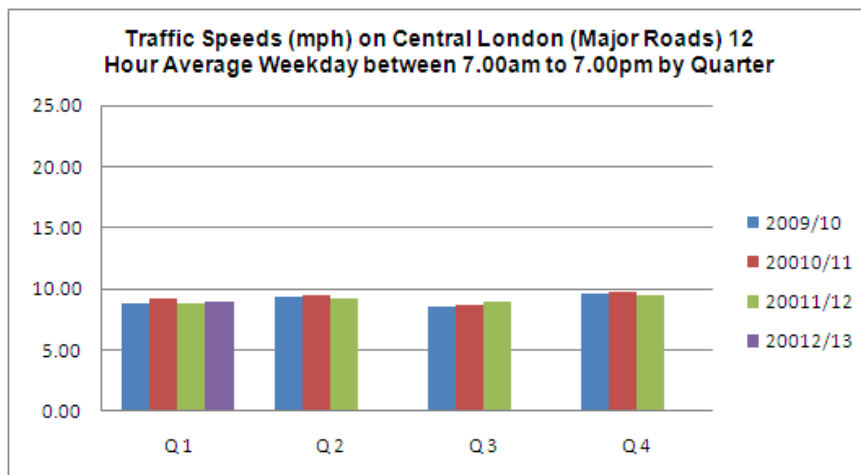


Average traffic speeds for the 12 hours between 07:00 to 19:00 across London in Quarter 1 was 19.33 mph, compared to the 18.04 mph observed in Quarter 1 last year, a 7.2% increase year-on-year.

Note, whilst there has been real improvement in speeds, most of the increase (6.0 percentage points) is attributable to the aforementioned change in the core ANPR links used to measure speeds, most notably additional links in outer London on the M4. In the chart below, the previous years have been adjusted upwards by this amount.



Traffic Speeds in Central London

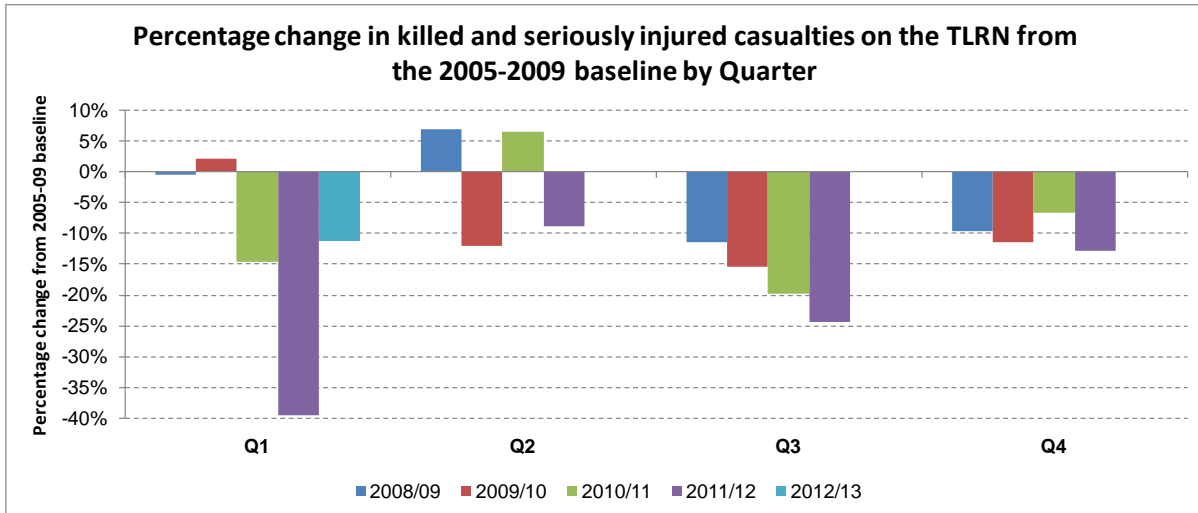


Average traffic speeds for the 12 hours between 07:00 to 19:00 across Central London in Quarter 1 was 8.98 mph compared to the 8.82 mph observed in Quarter 1 last year, a 1.8% increase year-on-year.

Note the change in ANPR links has had minimal impact on the central London speeds.

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 1 is defined as the three month period December to February.

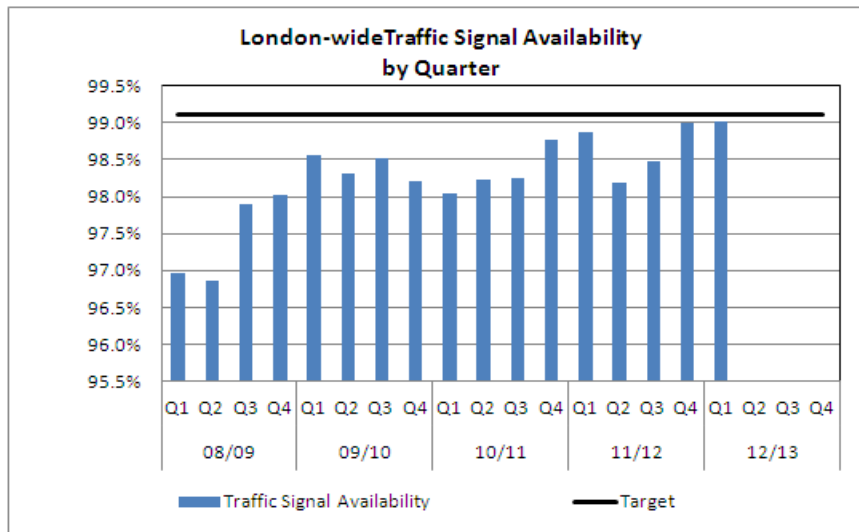
Provisional data for Quarter 1 2012/13 indicates that there were 207 killed or seriously injured (KSI) casualties on London’s roads, an 11.3% reduction from the 2005-09 Quarter 1 baseline. This was an increase of 46.8% compared to 141 KSIs during Quarter 1 2011/12, the lowest number since 1986 (the earliest year of Police reported casualty data for Greater London).

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.

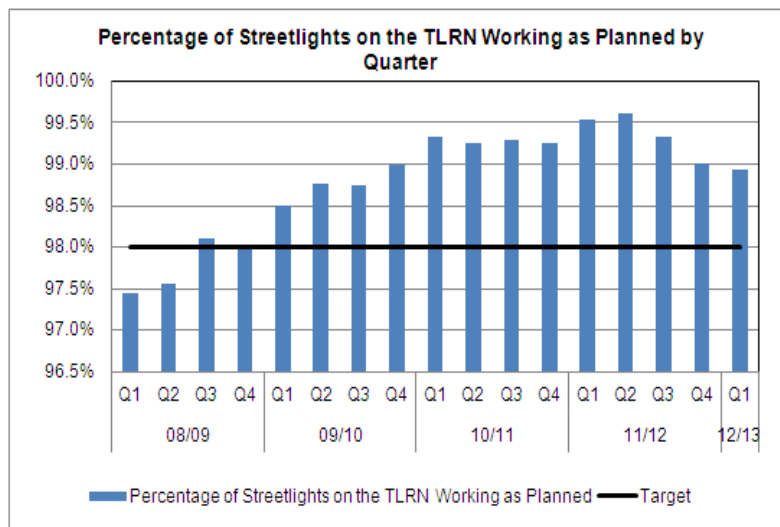
Comparing Quarter 1 2012/13 with Quarter 1 2010/11 shows an increase of 4% in KSI casualties on the TLRN (199 to 207) and a 13% reduction in KSI casualties when compared with Quarter 1 2009/10 (238 to 207).

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

5. ASSET AVAILABILITY



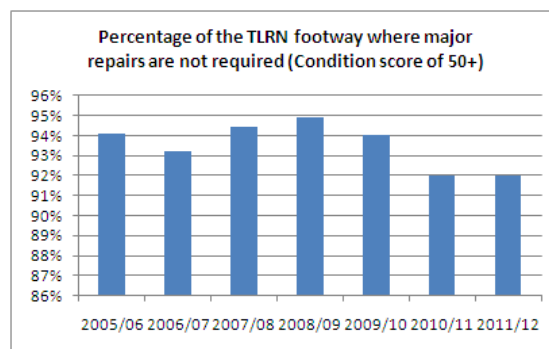
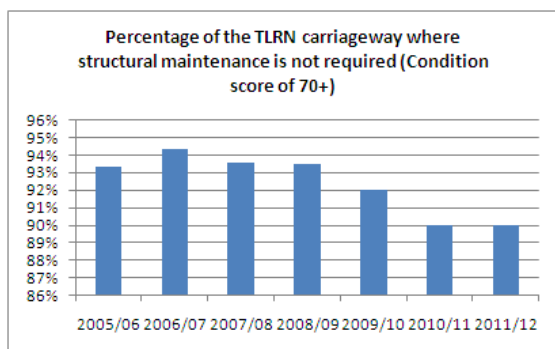
During Quarter 1 2012/13, the availability of traffic signals London-wide was 99.01% compared to 98.87% reported for Quarter 1 2011/12. The target for this indicator is set at 99.1% and it represents the availability of all functions of traffic signal equipment. This is a demanding target for the contractors 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 1 2012/13, 98.93% of street lights on the TLRN were reported to be working as planned compared with 99.53% reported in Quarter 1 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).



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

CUSTOMER SATISFACTION - TLRN

In 2011 a second online customer satisfaction survey was conducted among people who had used the TLRN in the last month by any of the following modes: (Car, Pedestrian, Bus, Motorcycle/scooter/moped, Taxi/commercial delivery/emergency vehicle, Cycle). In 2011 a total of 3,549 TLRN users were interviewed (3,246 in London and 303 in South East England), recording details of 8,491 trips in total. Satisfaction questions are scored on a scale of 0-10, where 10 is extremely satisfied and 0 is extremely dissatisfied. Mean scores (e.g. 7.4) are then multiplied by 10 to provide a score out of 100 (e.g. 74).

- **Satisfaction with the TLRN scores quite well** at 75 out of 100. This is a significant increase of 3 points compared to 2010
- **All individual aspects of the TLRN have improved significantly**
- **As in 2010, traffic congestion is the main issue:** it is a key driver of satisfaction, but with the lowest satisfaction scores

Customer Satisfaction – Traffic Directorate

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

Customer Satisfaction – Roads Directorate

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