



## **PERFORMANCE REPORT**

### **Quarter 2 2013/14**



**CONTENTS**

<b>1. RELIABILITY .....</b>	<b>3</b>
<b>2. NETWORK DISRUPTION .....</b>	<b>7</b>
<b>3. TRAFFIC VOLUMES.....</b>	<b>11</b>
<b>4. TRAFFIC SPEEDS.....</b>	<b>13</b>
<b>5. ROAD SAFETY .....</b>	<b>14</b>
<b>6. ASSET AVAILABILITY .....</b>	<b>15</b>
<b>7. STATE OF GOOD REPAIR .....</b>	<b>16</b>
<b>8. CUSTOMER SATISFACTION - TLRN .....</b>	<b>17</b>

**Summary of Network Performance for Quarter 2 2013/14**

London wide traffic speeds (07:00 to 19:00) decreased by 0.28 mph to 19.54 mph between Quarter 2 this year and last year, while there was a 1.0 index point increase in the volume of traffic on London's major roads.

There were 423 hours of serious and severe disruption on the network London-wide in Quarter 2 2013/14. This compares to 600 hours in Quarter 2 of the previous year 2012/13, a decrease of 177 hours (29%) year-on-year.

The JTR on the TLRN in the AM peak in all directions for Quarter 2 was 90.3%; this is 0.03 percentage points lower than the same quarter in 2011/12 (2012/13 data is excluded due to the Olympics).

In Quarter 2 of 2013/14 the total number of road works on the TLRN was 8,172, an increase of 2,716 or 49.8% on the total of 5,456, reported in Quarter 2 of 2012/13. This is now down 15.2% on the numbers recorded in Quarter 1 of 2009/10.

Cycle flows on the TLRN in Quarter 2 2013/14 were 7.4% lower than the same quarter last year.

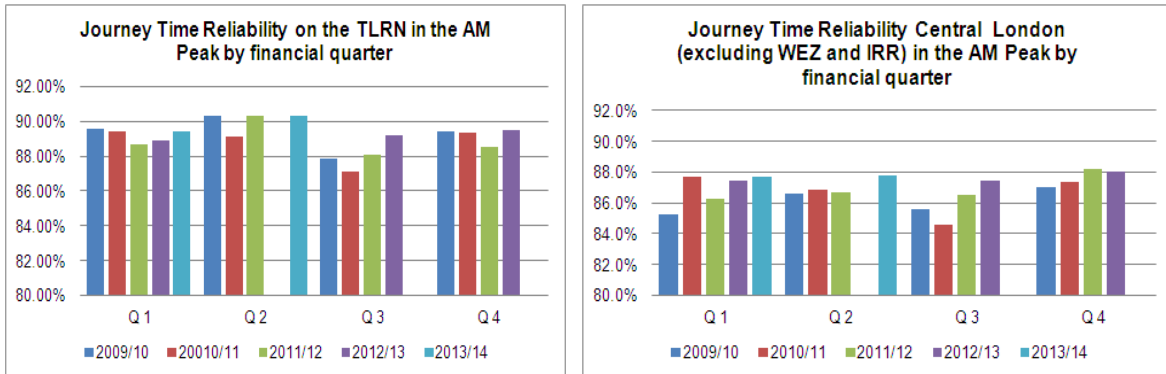
The number of killed and seriously injured casualties from road collisions on the TLRN decreased compared to the previous year, and decreased by 29.9% compared to the 2005-2009 Quarter 2 baseline.

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.



## 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 90.3%; this is 0.03 percentage points lower than the same quarter in 2011/12 (2012/13 data is excluded due to the Olympics).

The JTR for Central London (excluding WEZ and the Inner Ring Road) in the AM peak for Quarter 2 was 87.8%; this is 1.11 percentage points higher than the same quarter 2011/12 (again 2012/13 data is excluded due to the Olympics).

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.

JTR was not recorded on the TLRN using the normally reported metric during Quarter 2 of 2012/13 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.

It should be noted that this quarter’s reporting fell across the Olympics period. The JTR for general traffic was 91.1% during the Olympics and 89.5% during the Paralympics against a pre-Games target of 75%.



## 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	2012/13 Q1	2012/13 Q2	2012/13 Q3	2012/13 Q4	2013/14 Q1	2013/14 Q2	2012/13 Q1	2012/13 Q2	2012/13 Q3	2012/13 Q4	2013/14 Q1	2013/14 Q2
Radial	A4	87.7%		90.6%	90.0%	90.2%	89.5%	93.1%		94.8%	94.7%	94.3%	93.2%
Radial	A40	81.7%		78.9%	80.3%	77.8%	80.9%	91.6%		93.8%	93.3%	94.2%	95.9%
Radial	A41	84.3%		84.5%	86.8%	87.7%	89.2%	89.5%		90.6%	89.0%	89.6%	90.6%
Radial	A1	83.8%		83.1%	82.1%	82.9%	81.3%	90.8%		89.3%	90.3%	90.8%	93.5%
Radial	A10	83.8%		84.4%	85.2%	85.8%	87.1%	91.6%		88.2%	90.2%	88.7%	89.7%
Radial	A12	88.6%		87.4%	88.9%	88.8%	89.4%	95.3%		93.9%	95.6%	96.3%	96.3%
Radial	A13	84.7%		90.3%	86.0%	87.2%	87.6%	99.1%		99.1%	98.1%	97.2%	98.9%
Radial	A2	85.2%		84.1%	82.0%	87.8%	89.4%	98.1%		97.8%	95.9%	97.7%	98.0%
Radial	A20	87.9%		88.0%	87.3%	89.5%	91.6%	95.9%		97.1%	95.1%	95.7%	95.6%
Radial	A21	89.5%		87.2%	88.6%	87.2%	89.4%	92.9%		92.6%	92.7%	92.8%	93.8%
Radial	A23	90.1%		88.8%	88.0%	89.1%	89.7%	92.9%		91.2%	90.2%	91.4%	91.7%
Radial	A24	88.4%		89.6%	87.2%	88.2%	89.2%	92.8%		93.7%	91.7%	92.7%	94.3%
Radial	A3	88.3%		88.7%	90.6%	87.7%	91.3%	93.4%		92.0%	94.8%	96.5%	96.3%
Radial	A316	87.0%		88.8%	88.8%	84.0%	92.4%	96.2%		97.2%	96.6%	98.2%	96.4%

PM Peak		Inbound						Outbound					
Route Type	Corridor	2012/13 Q1	2012/13 Q2	2012/13 Q3	2012/13 Q4	2013/14 Q1	2013/14 Q2	2012/13 Q1	2012/13 Q2	2012/13 Q3	2012/13 Q4	2013/14 Q1	2013/15 Q2
Radial	A4	88.3%		88.9%	90.7%	91.1%	91.6%	87.5%		81.3%	83.7%	81.1%	83.0%
Radial	A40	84.1%		82.8%	84.9%	86.3%	83.8%	84.7%		85.8%	80.3%	83.5%	86.3%
Radial	A41	89.4%		86.7%	90.0%	91.4%	91.2%	82.5%		83.7%	84.5%	84.7%	85.2%
Radial	A1	88.9%		82.9%	86.4%	85.6%	85.3%	83.0%		82.0%	84.8%	85.0%	84.6%
Radial	A10	89.5%		88.2%	88.5%	90.5%	90.4%	79.6%		80.8%	81.6%	82.3%	83.3%
Radial	A12	88.0%		86.7%	89.1%	87.6%	87.3%	82.6%		86.4%	84.3%	85.7%	86.1%
Radial	A13	94.3%		96.1%	94.6%	92.6%	92.1%	83.8%		84.4%	84.1%	84.1%	84.3%
Radial	A2	93.3%		93.6%	92.9%	92.5%	91.5%	87.5%		86.9%	88.0%	85.1%	86.8%
Radial	A20	92.0%		89.5%	93.1%	92.1%	93.0%	90.7%		91.5%	91.1%	89.7%	90.3%
Radial	A21	98.0%		95.2%	96.5%	97.3%	96.4%	92.8%		88.4%	90.5%	89.9%	89.9%
Radial	A23	90.8%		89.8%	89.7%	90.9%	90.7%	83.0%		81.6%	81.7%	83.3%	82.2%
Radial	A24	93.6%		91.1%	90.8%	91.9%	91.9%	90.7%		87.6%	90.2%	89.5%	91.4%
Radial	A3	96.0%		89.8%	94.9%	94.5%	94.8%	89.2%		86.7%	88.9%	90.6%	92.1%
Radial	A316	91.1%		85.2%	91.6%	93.2%	94.5%	92.9%		90.3%	92.1%	92.2%	93.2%



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	2012/13 Q1	2012/13 Q2	2012/13 Q3	2012/13 Q4	2013/14 Q1	2013/14 Q2	2012/13 Q1	2012/13 Q2	2012/13 Q3	2012/13 Q4	2013/14 Q1	2013/14 Q2
Orbital	A102 B. Tunnel	75.0%		75.5%	81.0%	79.4%	77.2%	96.9%		98.1%	97.4%	98.0%	98.7%
Orbital	A406	87.8%		86.5%	87.4%	86.1%	86.4%	86.4%		89.1%	91.6%	89.1%	90.6%
Orbital	A205	85.6%		86.6%	87.4%	86.1%	89.9%	84.0%		82.4%	83.5%	82.6%	83.5%
Orbital	Inner Ring	83.1%		85.5%	86.8%	84.2%	83.3%	84.8%		84.9%	86.3%	85.4%	85.1%
PM Peak		Anti-Clockwise						Clockwise					
Route Type	Corridor	2012/13 Q1	2012/13 Q2	2012/13 Q3	2012/13 Q4	2013/14 Q1	2013/14 Q2	2012/13 Q1	2012/13 Q2	2012/13 Q3	2012/13 Q4	2013/14 Q1	2013/14 Q2
Orbital	A102 B. Tunnel	80.1%		79.4%	86.1%	80.5%	76.5%	80.3%		82.5%	82.3%	82.2%	84.4%
Orbital	A406	87.1%		85.7%	87.1%	85.3%	85.1%	85.1%		83.5%	83.8%	83.8%	85.0%
Orbital	A205	82.4%		83.1%	85.3%	84.0%	85.1%	86.6%		84.3%	87.8%	86.3%	87.5%
Orbital	Inner Ring	78.8%		79.4%	82.7%	79.2%	78.7%	80.6%		80.0%	83.3%	81.3%	81.2%

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

Central London	2012/13 Q1	2012/13 Q2	2012/13 Q3	2012/13 Q4	2013/14 Q1	2013/14 Q2
All Directions						
AM Peak	87.4%		87.4%	88.0%	87.7%	87.8%
PM Peak	85.1%		84.3%	85.7%	84.4%	85.8%
TLRN	2012/13 Q1	2012/13 Q2	2012/13 Q3	2012/13 Q4	2013/14 Q1	2013/14 Q2
All Directions						
AM Peak	88.9%		89.5%	89.5%	89.4%	90.3%
PM Peak	86.6%		85.9%	86.8%	86.5%	86.9%

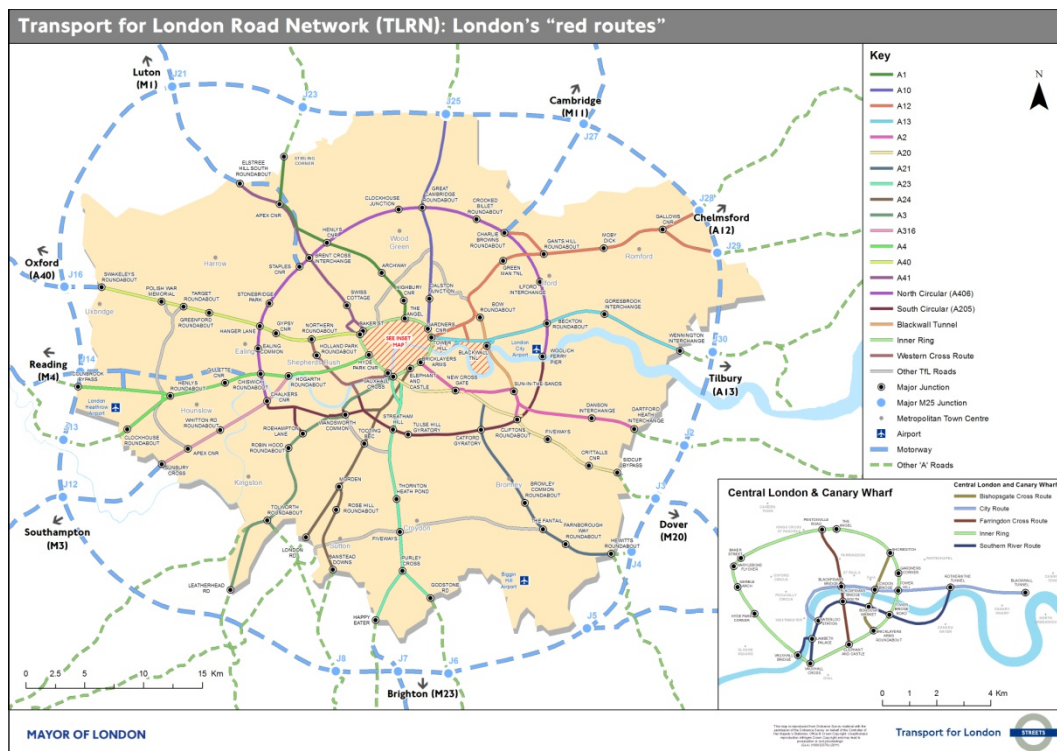
**Legend**

**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"

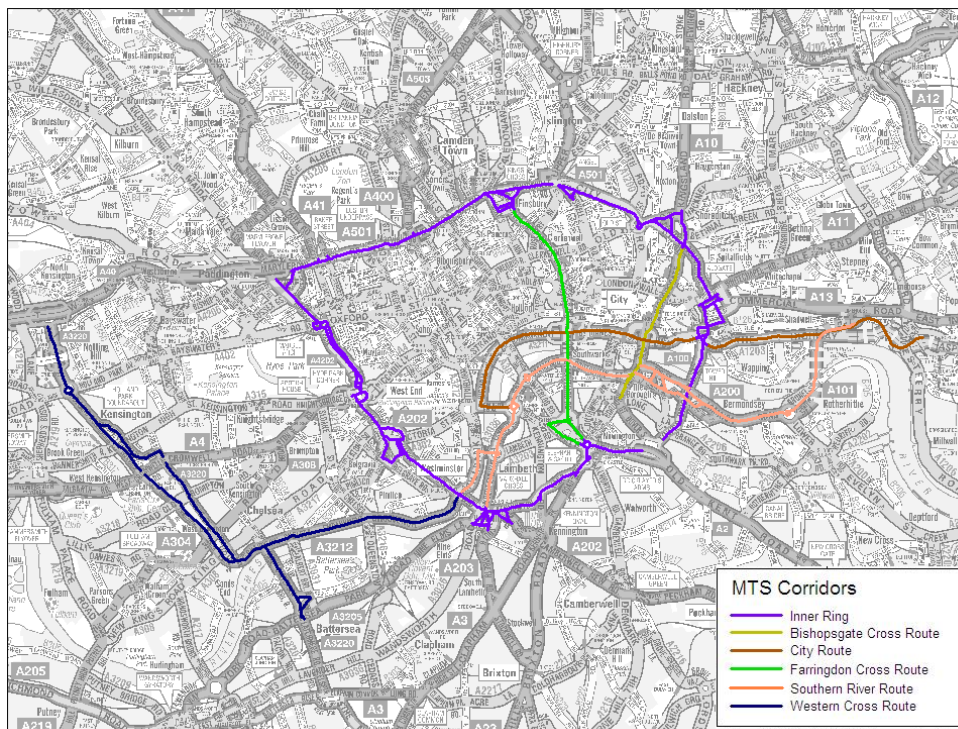


Map showing the TLRN by MTS Corridors across London



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).

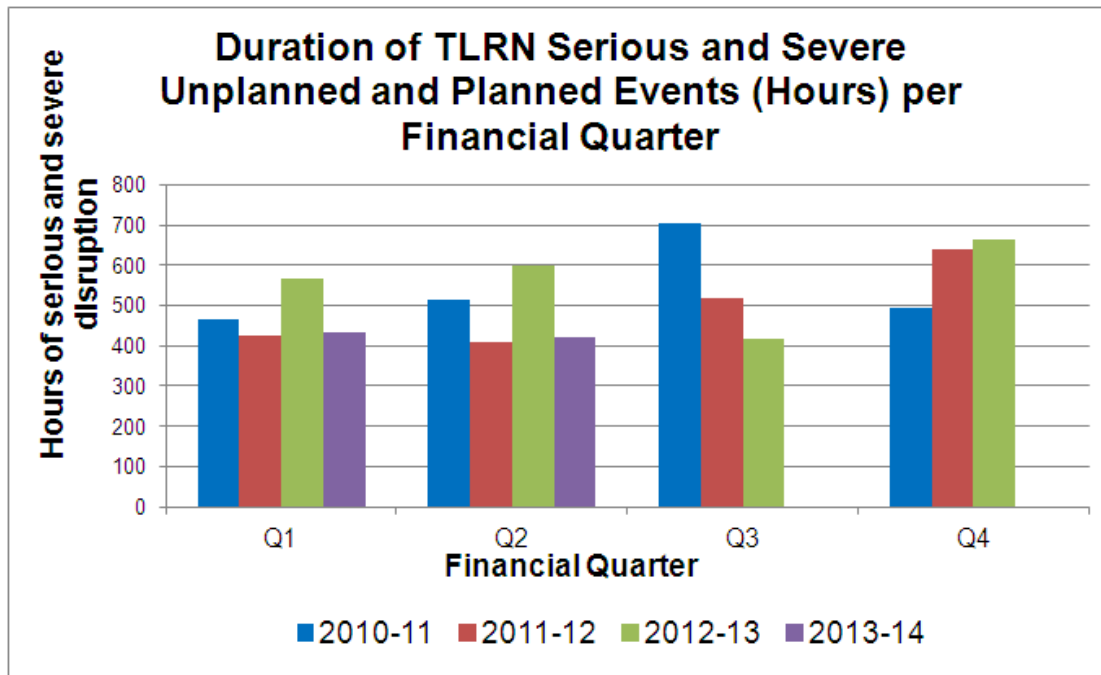
Map showing the TLRN by MTS Corridors in Central London





## 2. NETWORK DISRUPTION

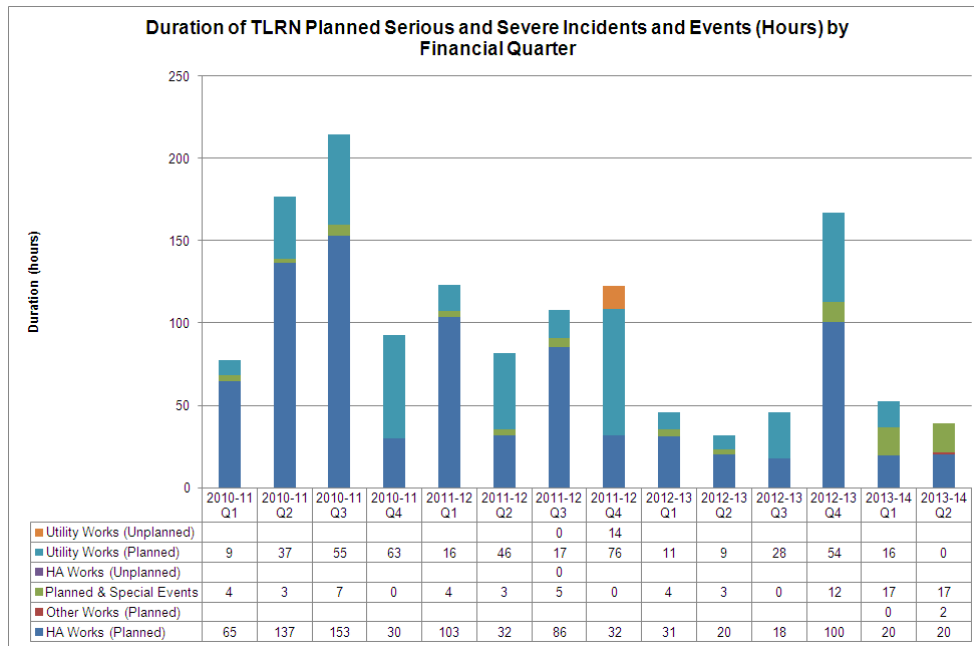
Total Serious and Severe Unplanned and Planned Disruption Hours on the TLRN



Overall in Quarter 2 there were 423 hours of serious and severe disruption from unplanned and planned events spread across 207 separate incidents. This compares to 600 hours spread across 302 incidents in Quarter 2 of the previous year. This is an increase in traffic disruption of 177 hours compared to Quarter 2 in 2012/13 – a 29% decrease year-on-year. This is broken down between planned and unplanned events as shown below.



**Planned Incidents and Events – TLRN**



In Quarter 2 2013/14 there were 39 hours of serious and severe disruption from planned events spread across 12 separate incidents (an average of 3 hours 15 minutes duration per event). This compared to 32 hours spread across 13 events (an average of 2 hours 27 minutes duration per event) in Quarter 2 of the previous year 2012/13.

*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.*

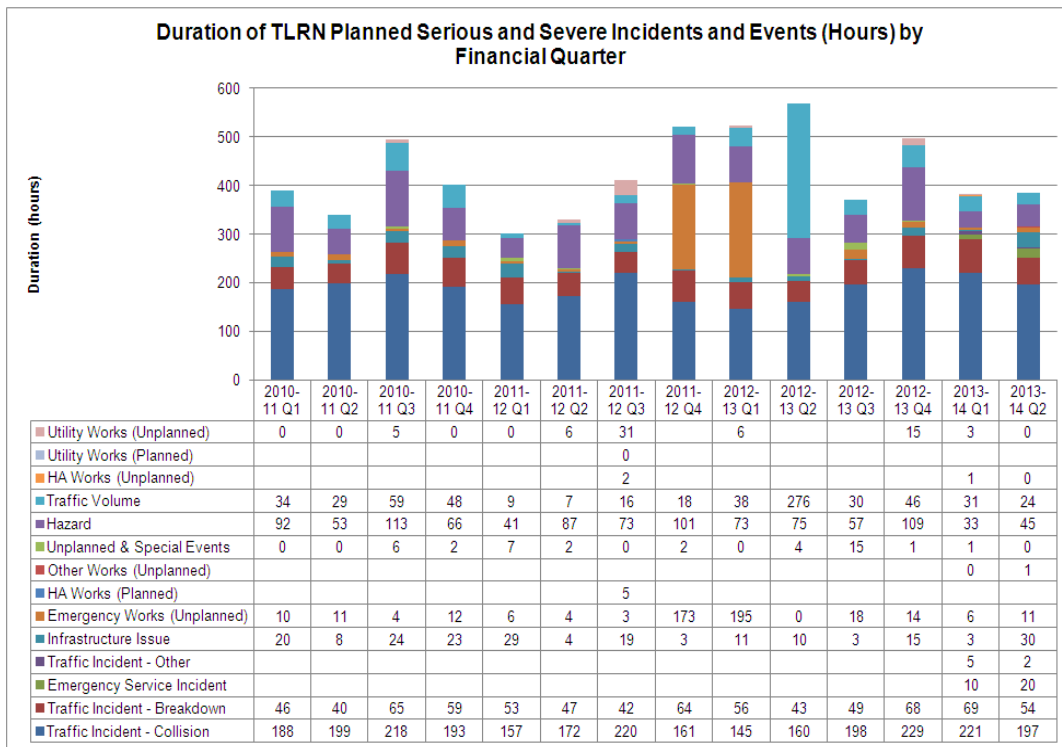
**TLRN planned events recording over 10 hours of serious and severe disruption:**

In Quarter 2 there were no planned events recording more than 10 hours of serious and severe disruption.





**Unplanned Incidents and Events - TLRN**



There were 384 hours of unplanned serious and severe disruption, spread across 195 separate events (an average of 1 hour 58 minutes duration per event) on the network London-wide in Quarter 2 2013/14. This compares to 568 hours, spread across 289 events (an average of 1 hour 58 minutes duration per event) in Quarter 2 of the previous year 2012/13.

*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:**

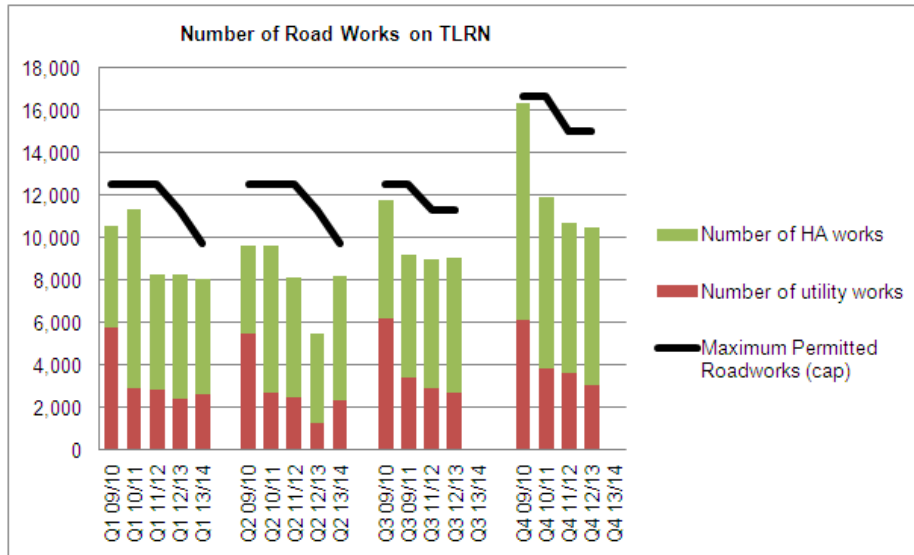
In Quarter 2 there was 1 unplanned incident recording over 10 hours of serious and severe disruption:

- On Tuesday 27<sup>th</sup> August, at 04:00 in the early morning, emergency water works took place on the A205 Kew Road. Planned Thames Water works by sub contractor H2O Metrorod led to single alternate lane traffic controlled by 3 way temporary signals at the junction of Mortlake Road. During the evening peak congestion gradually increased with southbound tailbacks impacting on Chiswick Roundabout and the A406 Gunnersbury Avenue southbound. Signal timings were amended. Temporary traffic signals were in operation on the A205 Kew Road (All directions) at the junction of A205 Mortlake Road controlling single alternate lane traffic. Southbound traffic was tailing back beyond Chiswick Roundabout to the A406 Gunnersbury Avenue / A4020 Uxbridge Road and northbound traffic on A205 Mortlake Road tailed back to



Chalkers Corner. LSTCC liaised with TW contractors and they gave a time and date of 0900hrs Sunday 1st September for works to conclude and for ATS to be removed. Works were completed by 09:45 on Sunday 1<sup>st</sup> September. This caused **11.08 disruption hours**.

## Number of Road Works on the TLRN



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

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

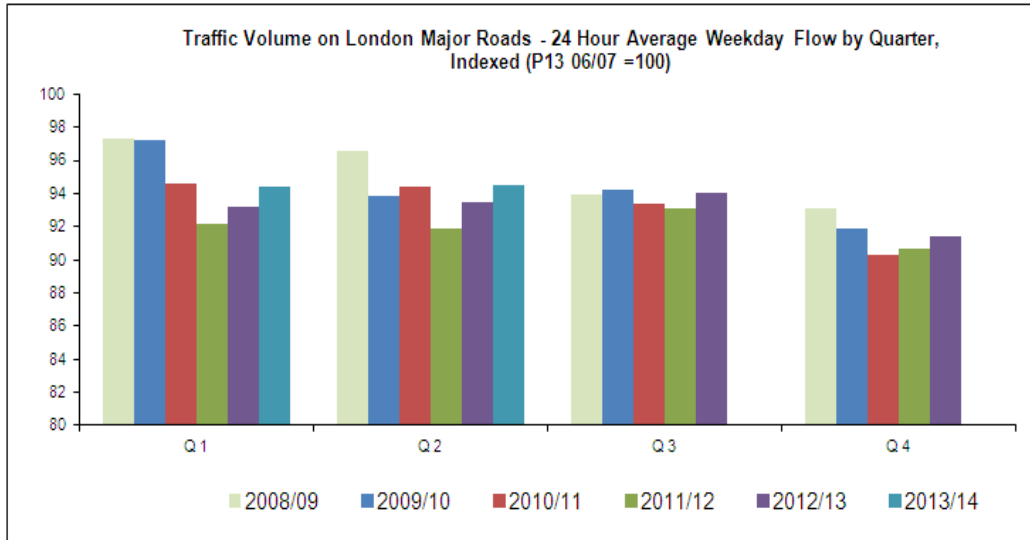
Starting Quarter 1 of 2013/14 (Period 1 2013/14), the maximum permissible total number of road works allowed on the TLRN was lowered to 3,250 per period. This was a reduction of 13.4% from the previous cap per period of 3,753 (Period 7 2011/12 to P13 2012/13).

In Quarter 2 of 2013/14 the total number of road works on the TLRN was 8,172, an increase of 2,716 or 49.8% on the total of 5,456 reported in Quarter 2 of 2012/13, however the volume of roadworks on the network stayed well below the ‘cap’ throughout the quarter. The low 2012/13 figures were due to the reduction in works during the Olympics in Quarter 2.



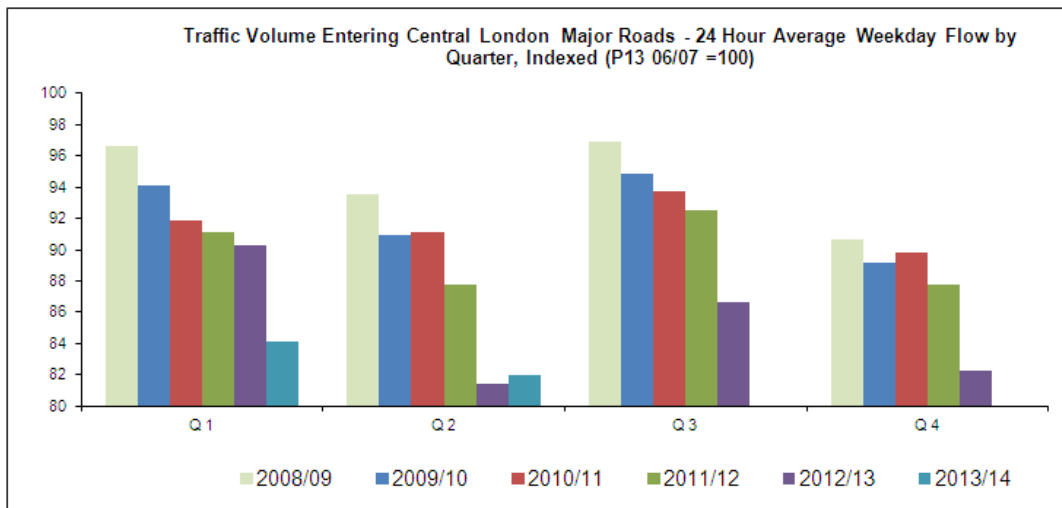
### 3. TRAFFIC VOLUMES

#### Vehicular Traffic Volumes on London Major Roads



The pan London traffic flow index stands at 94.5 in Quarter 2 2013/14. This is 1.0 index points up from the same quarter last year, and 2.6 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 4% since 2008. The chart shows traffic flows relative to an index of 100 in period 13 in 2006/07.

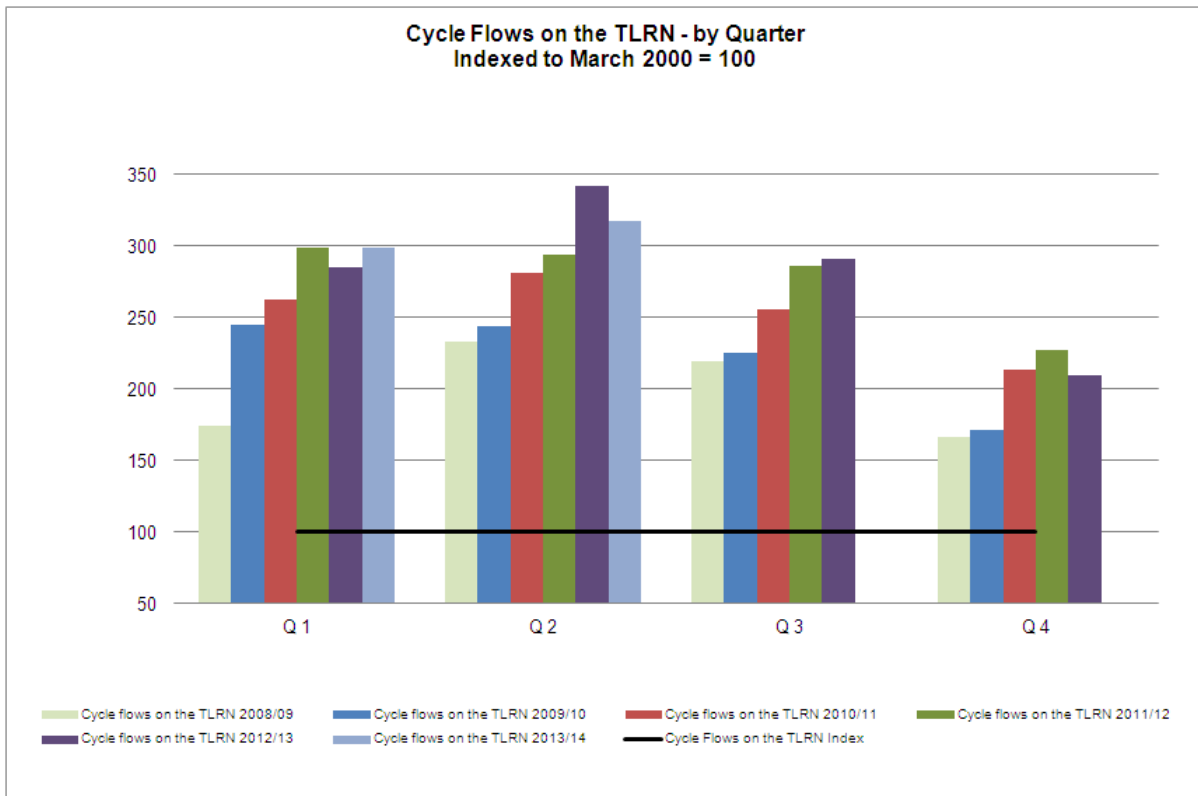
#### Vehicular Traffic Entering Central London Major Roads



The Central London traffic flow index stands at 82.0 in Quarter 2 2013/14. This is 0.6 index points up from the same quarter last year and 5.8 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 14% 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 2 2013/14 stand at an index level of 317.1. This is 25.23 index points (7.4%) lower than the same quarter last year. Please note that the Olympics fell in Q2 2011/12 when cycling levels were particularly high.

Warm temperatures were recorded across Quarter 2, with a heat wave in period 4 and continuing warm weather through period 5 and 6. Rainfall at the start of the quarter was very low then increased higher than average in periods 5 and 6.

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; apart from results for Quarter 1 2012/13 which 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)

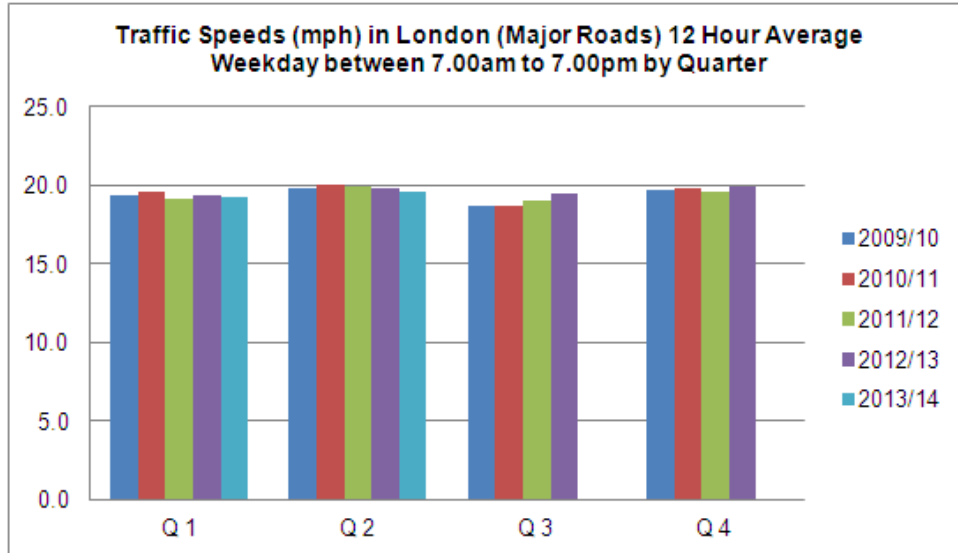
Between March 2000 and the end of 2012/13 cycle flows on the TLRN increased by 176.4%. Compared to the 2011/12 financial year end, average cycling levels on the TLRN at the end of 2012/13 were 1.4% higher.

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



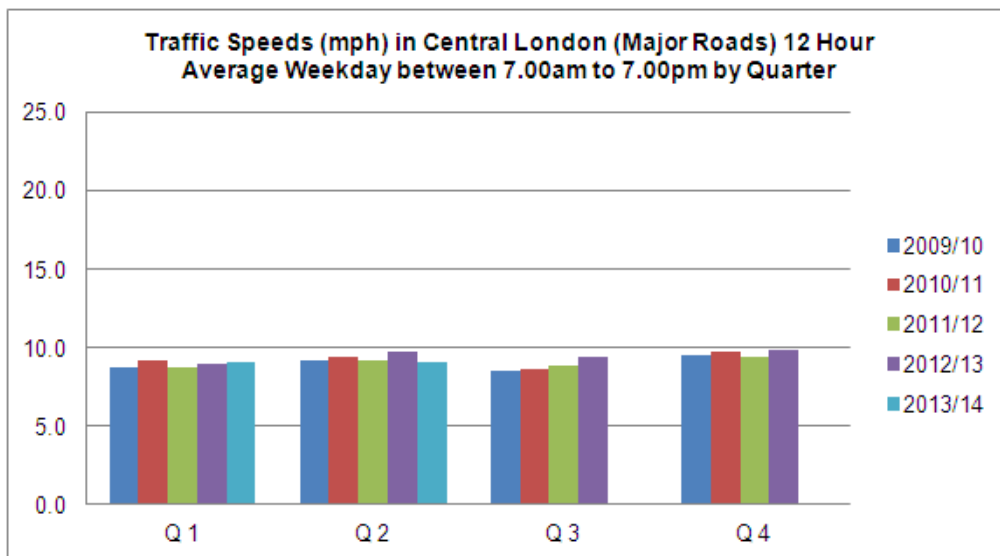
#### 4. TRAFFIC SPEEDS

##### Traffic Speeds in London



Average traffic speeds for the 12 hours between 07:00 to 19:00 across London in Quarter 2 was 19.54 mph, compared to the 19.83 mph observed in Quarter 2 last year, a 1.4% decrease year-on-year. Please note Q2 2012/13 was the Olympic period.

##### Traffic Speeds in Central London

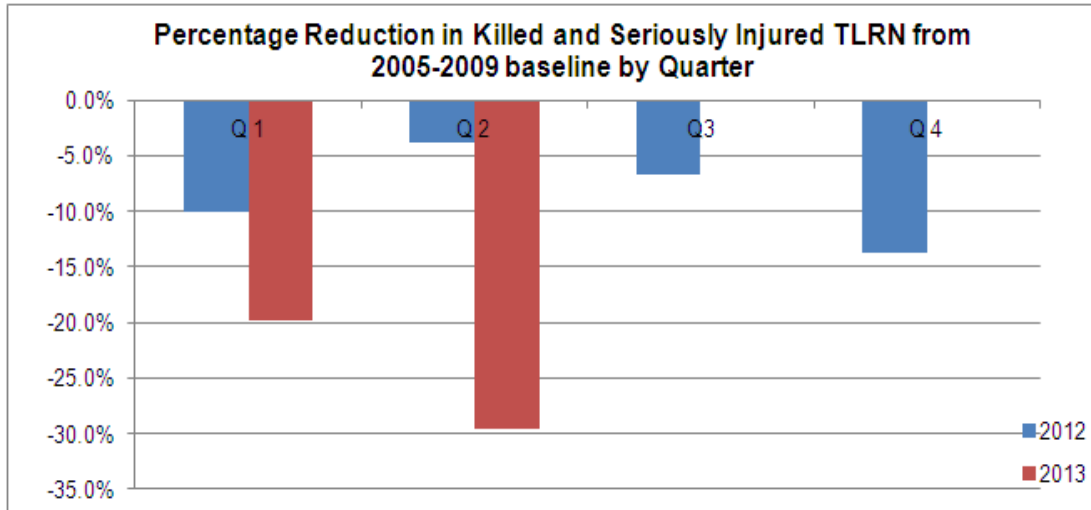


Average traffic speeds for the 12 hours between 07:00 to 19:00 across Central London in Quarter 2 was 9.12 mph compared to the 9.73 mph observed in Quarter 2 last year, a 6.2% decrease year-on-year. Please note Q2 2012/13 was the Olympic period.



## 5. ROAD SAFETY

### Killed and Seriously Injured casualties on the TLRN



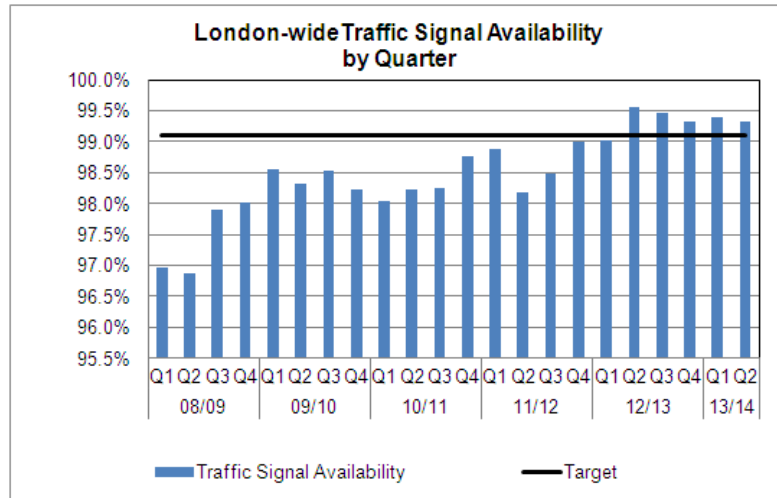
The graph above shows the percentage change in KSI casualties on the TLRN from the 2005-09 baseline by quarter for the period 2012/13 to 2013/14. Quarter 2 is defined as the three month period March to May.

Provisional data for Quarter 2 2013/14 indicates that there were 178 killed or seriously injured (KSI) casualties on London’s roads, a 29.5% reduction from the 2005-09 Quarter 2 baseline. Compared with Quarter 2 2012/13 KSIs of 210, there was a decrease of 25.7% year on year.

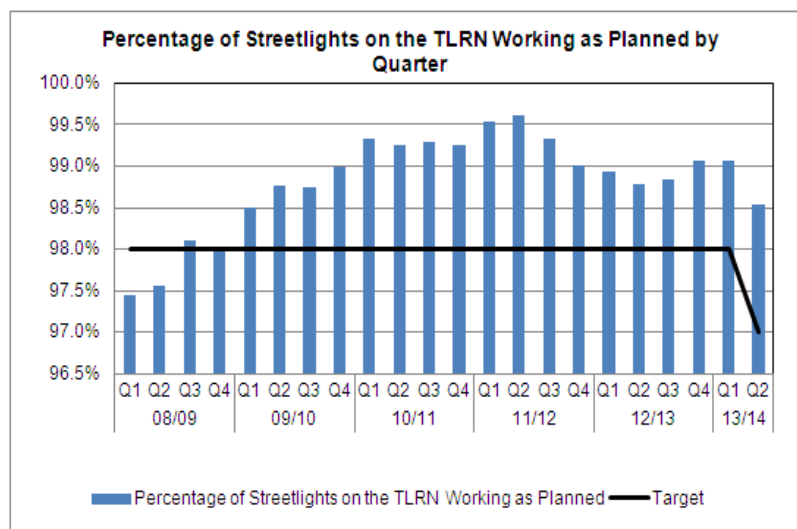
Comparing Quarter 2 2013/14 with Quarter 2 2011/12 shows an decrease of 22.6% in KSI casualties on the TLRN (230 to 178) and a 33.8% decrease in KSI casualties when compared with Quarter 2 2010/11 (269 to 178).



**6. ASSET AVAILABILITY**



During Quarter 2 2013/14, the availability of traffic signals London-wide was 99.33% compared to 99.55% reported for Quarter 2 2012/13. 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.

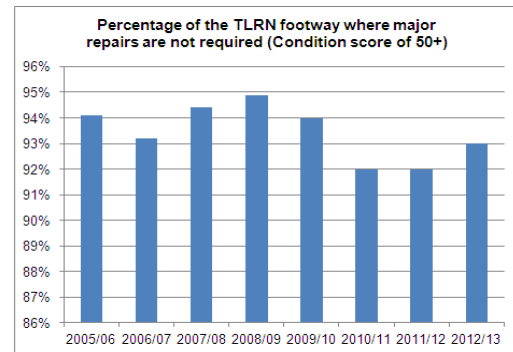
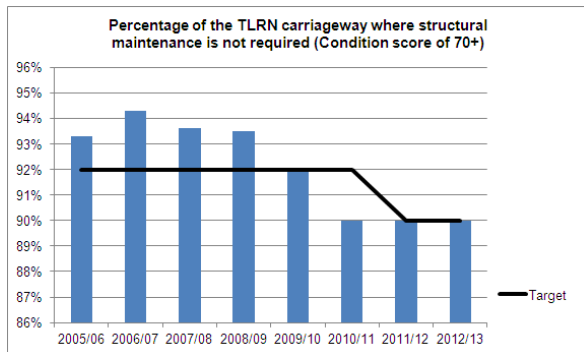


In Quarter 2 2013/14, 98.54% of streetlights on the TLRN were reported to be working as planned compared with 98.78% reported in Quarter 2 2012/13. The target for this indicator is set at 97% since July 2013. As of Q1 2013/14 Streetlights are now reported monthly – Quarter 2 includes July, August and September 2013.



## 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).



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.





**8. 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**

<b>CSS Key Satisfaction Indicators - Traffic Directorate</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>
Working condition of traffic lights	75	77	78
<b>Overall satisfaction</b>	<b>72</b>	<b>75</b>	<b>76</b>
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**

<b>CSS Key Satisfaction Indicators - Roads</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>
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
<b>Overall satisfaction</b>	<b>72</b>	<b>75</b>	<b>76</b>
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>