

Chapter 9 – PERFORMANCE MEASURES

I. Improving road safety.

Target 1	<p>Road Safety</p> <p>Compared with the average for 1994-98 to achieve the following by 2010.</p> <ul style="list-style-type: none"> • 40% reduction in number of people killed or seriously injured in road accidents. • 50% reduction in number of children killed or seriously injured. • 10% reduction in slight casualty rate.
Definition	<p>The following will be reported</p> <ul style="list-style-type: none"> • Number of adults killed and seriously injured overall and separately for pedestrians, cyclists and motorcyclists. • Number of children killed or seriously injured. • Slight casualty rate (adults and children) NB. The target is for 10% reduction in the slight casualty rate per 100 million vehicle kilometres. Until guidance is received from DfT on how this should be measured, slight casualties will be monitored as casualty numbers rather than a casualty rate. <p>Data should be additionally disaggregated by:</p> <ul style="list-style-type: none"> • Ethnic group for pedestrian injuries. • Vehicle classification for all incidents. The following vehicle classifications: Pedal Cycles; Powered two wheeler; Car; Taxi; Bus or Coach; Goods vehicle; and Other vehicle. <p>All data measured in calendar years.</p>
Performance Indicator	Killed and Seriously Injured
Data Source	London Road Safety Unit, TfL
Current Position	<p>For detailed information on casualty figures please refer to tables below. Generally, fatal and serious injury collisions in Croydon continue to fall but not at the rate required to meet the 2010 national targets. The exception to this is the KSI figure for child casualties, which has shown a substantial drop over the past two years (2002 and 2003) and if the current trend continues then the 50% reduction target is likely to be achieved in 2005. In terms of the (additional) regional targets the picture is much the same with a downward trend but little prospect of the reduction being achieved amongst pedestrians and powered two wheelers, particularly. Pedal cycle KSI figures are already below the 40% target, however, because of the relatively low casualty numbers amongst this road user group there is likely to be significant changes in the target reduction figure year on year. Without advice or guidance on how to calculate the casualty rate for slight injuries it is difficult to know if the trend toward the 2010 target is</p>

	being achieved but if it were taken as a straight 10% reduction in casualty numbers over the 1994/98 average then the reduction in slight casualties has already been bettered.
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National and Regional 2010 Casualty Reduction Targets

Severity of injury	Road User Group	1994 – 1998 Average	2010 Reduction Target	2003 Casualty Figure
KSI	All road users	247	148	228
KSI	Children <16	42	21	24
KSI	Pedal Cyclists	13	8	6
KSI	Pedestrians	68	41	67
KSI	Powered two wheelers	31	19	46
Slight	All road users	1632	1469	1254

Pedestrian casualties by ethnic group and severity 1 January 1994 to 31 December 1998

Ethnic Group	No. of Casualties			Sum
	Fatal	Serious	Slight	
White-Skinned European	14	156	690	860
Dark-Skinned European	0	8	22	30
Afro-Caribbean	1	31	143	175
Asian	1	11	68	80
Oriental	0	1	8	9
Arab	0	0	3	3
Not Known		103	439	554
Sum	28	310	1373	1711

Pedestrian casualties by ethnic group and severity 1 January 2003 to 31 December 2003

Ethnic Group	No. of Casualties			Sum
	Fatal	Serious	Slight	
White-Skinned European	3	35	112	150
Dark-Skinned European	1	5	11	17
Afro-Caribbean	0	12	53	65
Asian	0	8	19	27

Arab	0	0	1	1
Not Known	0	3	24	27
Sum	4	63	220	287

**All casualties by mode of travel and severity
1 January 1994 to 31 December 1998**

Mode of Travel	No. of Casualties			Sum
	Fatal	Serious	Slight	
Pedal Cycle	1	64	596	661
Powered 2 Wheeler	5	151	873	1029
Car	7	581	4750	5338
Taxi	0	2	20	22
Bus Or Coach	2	51	385	438
Goods Vehicle	1	15	140	156
Other Vehicle	0	16	25	41
Sum	16	880	6789	7865

**All casualties by mode of travel and severity
1 January 2003 to 31 December 2003**

Mode of Travel	No. of Casualties			Sum
	Fatal	Serious	Slight	
Pedal Cycle	0	6	62	68
Powered 2 Wheeler	2	44	159	205
Car	7	86	688	781
Taxi	0	0	2	2
Bus Or Coach	1	13	81	95
Goods Vehicle	0	0	15	15
Other Vehicle	0	2	27	29
Sum	10	151	1034	1195

Target 2	School Road Safety: Review road safety around all primary and secondary schools in London by 2008.
Definition	Number and percentage of primary and secondary schools: - Reviewed - With schemes implemented
Performance Indicator	School Road Safety
Data Source	Boroughs
Current Position	12 Schools have completed a review of travel under Croydon's SRtS scheme between 2001 and 2004.

	2003/04	2006/07	2008/09
Number of schools where review of travel has been completed	12	104	149
%	7%	70%	100%
Number of schools where TP deemed necessary and developed	0	89	149
%	0%	60%	100%
Number of schools where TP implemented	0	60	120
%	0%	40%	80%

II. Improving bus journey times and reliability.

Target 3	Bus Excess Wait Time: TfL to reduce bus EWT to 1.3 minutes per passenger journey by 2009/10.
Definition	Bus EWT (High Frequency Routes), minutes per customer.
Performance Indicator	Bus Excess Wait Time
Data Source	Monitoring & Reporting Manager, Performance, London Buses, TfL
Current Position	EWT: in 2002/03 EWT was 1.8 minutes and in 2003/04 it was 1.4

Excess Wait Time (EWT) for high frequency bus services 1992/3 to 2009/10

Waiting Time (minutes)			
Year	Actual	Excess	TfL forecast
92/3	6.3	1.7	
93/4	6.6	1.9	
94/5	6.5	1.8	
95/6	6.4	1.7	
96/7	6.4	1.8	
97/8	6.4	1.8	
98/9	6.6	2.0	
99/00	6.7	2.1	
00/01	6.8	2.2	
01/02	6.6	2.0	
02/03	6.4	1.8	
03/04	5.81	1.4	
Forecast			
04/05			1.4
05/06			1.4
09/10			1.3

Note: the forecasts assume full TfL business plan funding.

Source: TfL

Target 4	<p>Borough Bus Target:</p> <p>An additional target will be set for boroughs' contribution to improving bus journey times through the management of their road space. The Performance Indicator will be discussed with boroughs over the next 12 months and the Target set in summer 2005.</p>
Definition	<p>Borough Bus Target - Under development</p> <p>Bus Lanes - Total bus land kilometre/hours in operation per borough.</p> <p>Bus priority junctions - Number of bus priority junctions in operation per borough.</p> <p>Bus stop clearways - Number and percentage of bus stops with clearways per borough.</p> <p>Accessible bus stops - Number and percentage of accessible bus stops per borough.</p>
Performance Indicator	<p>Borough Bus Target</p> <p>Bus Lanes</p> <p>Bus priority junctions</p> <p>Bus stop clearways</p> <p>Accessible bus stops</p>
Data Source	
Current Position	Under development. Yet to be confirmed, but probably individual borough level.

III. Relieving traffic congestion and improving journey time reliability including through the use of travel demand measures.

Target 5	<p>Traffic Volumes:</p> <p>TfL and boroughs are to achieve, between 2001 and 2011, an absolute reduction in weekday traffic of 15% in central London, zero growth across the rest of inner London, and a reduction in growth in outer London by a third, from 7.5% to 5%, with the aim of achieving zero growth in outer London town centres.</p>
Definition	DfT National Road Traffic Survey provides annual data at borough level (does not provide data for town centres)
Performance Indicator	Traffic volumes in central, inner, outer London and town centres.
Data Source	Group Transport Planning & Policy, Finance & Planning, TfL
Current Position	<p>The current trend from 1993 and 2002 indicates that traffic volumes in Croydon are currently estimated to be growing at an average rate of 5.63 million vehicle kilometre movements per year. If this trend continues then by the end of 2010 the estimated traffic flow will be in the order of 1,430 million vehicle kilometres, which is below the 5% growth target set out in the Mayor's Transport Strategy. In order to keep to this target the Council must continue to promote, develop and implement measures that positively encourage walking, cycling and using public transport. The Council will also lend its support to the extension of TRAMLINK, the East London Line and Thameslink 2000 which will offer residents and visitors to Croydon far greater travel options. The Council will also continue to implement specific projects aimed at school travel and will look to work with developers on preparing and implementing travel plans.</p>

Estimated traffic flows for all motor vehicles in Croydon 1993 – 2002 + annual targets to 2011

Million vehicle kilometres

Year	Croydon	Index (2001 = 100)	Annual target (Est.)
1993	1,325		
1994	1,343		
1995	1,335		
1996	1,343		
1997	1,346		
1998	1,356		
1999	1,377		
2000	1,362		

2001	1,375	100	1,375
2002	1,376	100.07	1,383
2003	1,384	100.65	1,390
2004			1,398
2005			1,406
2006			1,413
2007			1,421
2008			1,428
2009			1,436
2010	1,430 (figure based on current trend)		1,444

Target 6	<p>General Traffic Journey Time Reliability:</p> <p>TfL and boroughs are to ensure disruption and variability of journey times for general traffic on 'A' Roads and Busy Bus Routes is reduced, or not increased, year on year (new target).</p> <p>Until a new DfT IT IS survey is in place progress against this target will be measured for the TLRN, a.m. peak only. The process of monitoring borough roads will be discussed with boroughs once survey data is available.</p>
Definition	<p>The performance indicator provides journey time variation for a.m. peak, TLRN only. Journey time reliability is based on a series of surveys undertaken during October/November. The result is a percentage figure which indicates for the a.m. weekday peak period, the worst journey time on the TLRN in any two week period compared to the usual (average) journey time during that two week period.</p> <p>Subject to the nature and availability of IT IS data, TfL will develop a performance indicator to cover more of the day and of the road network. This will enable a more thorough monitoring of progress towards achievement of the target. Boroughs will be informed of progress in developing the performance indicator.</p>
Performance Indicator	General traffic journey time reliability.
Data Source	Surface Transport, TfL
Current Position	<p>Under development. It is expected that TfL will receive the IT IS data by 19 October, initially covering the period from January 2003 to April 2004. (Any delay in receiving this data will have a knock-on impact on the rest of the timetable set out below). Following on from this, monthly data will be supplied by the DfT to TfL when it has been processed by them.</p> <p>The first data will be used to undertake calibration and validation checks and analyses to confirm that the data will provide meaningful results (expected to take 2 to 3 months). Providing that the data proves to be satisfactory, disaggregation to borough level will follow (expected to take an additionally 2 months).</p> <p>By this time (spring 2005), there should be data for approximately 2.5 years and it may then be possible to establish trends and consider whether targets can be set (by summer 2005).</p>

Target 7	Modal Shift: TfL and boroughs are to maintain or increase the proportion of personal travel made by means other than car (new target).
Definition	The proportion of personal travel made on each mode, specifically highlighting the proportion made by means other than the car. Measured by London Transport Demand Survey (LTDS).
Performance Indicator	Modal Share
Data Source	Group Transport Planning & Policy, Finance & Planning, TfL.
Current Position	Not available

Transport Mode Share 2001

Percentage trips

Subregion of origin	Walk (all the way)	Cycle	Car etc.	Motorcycle	Bus etc.	Underground/ DLR	Rail	Taxi	Other	All modes
Central	63.1	0.9	10.9	0.4	7.6	12.3	3.8	1.1	0.1	100
East	61.9	0.6	20.8	0.2	8.1	5.3	2.3	0.7	0.7	100
West	58.6	1.0	27.2	0.3	7.4	4.4	0.5	0.5	0.1	100
South	58.8	0.8	28.7	0.3	7.2	0.6	3.2	0.4	0.1	100
North	61.6	0.5	24.5	0.2	9.1	2.8	0.9	0.4	0.0	100
All subregions	61.1	0.8	20.9	0.3	7.8	6.0	2.4	0.7	0.1	100

Source: LATS 2001 Household Survey

Mode Share of Home to Work 2001

Main Mode	Home to Work		Home to Education	
	1991	2001	1991	2001
National rail	19	25	4	6
Underground / DLR	1	1	1	0
Bus/Tram	14	11	17	23
Taxi	0	0	0	1
Other	0	0	0	0
Car driver	41	39	4	3
Car passenger	8	6	35	27
Van/Lorry	3	1	0	0
Motorcycle	2	1	0	1
Cycle	2	1	1	1
Walk	10	14	39	38
All modes	100	100	100	100
Number of trips	95,661	94,249	38,780	40,124

Source: LATS 1991 and 2001 Household Survey

Target 8	<p>School Travel Plans:</p> <p>Boroughs are to work with schools and groups of schools to review travel to all schools by March 2008, with significant progress having been made by March 2006 (new target, with regard to national DfT/DfES 'Travelling to School: and action plan' target)</p>
Definition	<p>Number and percentage of schools:</p> <ul style="list-style-type: none"> - Where review of travel has been completed. - Where travel plan deemed necessary and developed - Where travel plan implemented <p>School trips by modes other than car, proportion of mechanised and non-mechanised trips as defined in LTDS.</p>
Performance Indicator	<p>School Travel Plans</p> <p>School travel – modal share, non-car modes</p> <p>Work trips by modes other than car, proportion of mechanised and non-mechanised trips as defined in LTDS.</p> <p>Work travel – modal share, non-car modes</p>
Data Source	Boroughs.
Current Position	12 Schools have completed a review of travel under Croydon's SRtS scheme between 2001 and 2004.

	2003/04	2006/07	2008/09
Number of schools where review of travel has been completed	12	104	149
%	7%	70%	100%
Number of schools where TP deemed necessary and developed	0	89	149
%	0%	60%	100%
Number of schools where TP implemented	0	60	120
%	0%	40%	80%

IV. Improving the working of parking and loading arrangements to provide fair, reasonable and effective enforcement or regulations, recognising the needs of business for servicing and delivery as well as other road users, thus contributing to easing congestion and improving access to town centres and regeneration areas.

Target 9	<p>Parking Compliance:</p> <p>Boroughs are to achieve improvements in compliance with parking and loading regulations from a baseline to be agreed between boroughs and TfL by December 2004.</p>
Definition	<p>Compliance factors will be reported for a number of non-moving contraventions and will be analysed for different times of the day and different days of the week.</p> <p>Compliance factors for moving offences will be reported for a single day's data at each static camera location on a monthly basis.</p> <p>Survey will comprise:</p> <ul style="list-style-type: none"> • 18 hours of detailed static survey on 16 sites (eight TLRN and eight borough) every three months • 12 hours of borough static surveys on 33 boroughs, three sites per borough, every six months. <p>Surveys will be conducted quarterly; the first report due summer 2004.</p> <p>Business satisfaction with fairness of enforcement of parking and loading regulations. New survey to be developed, or to be linked to existing survey if suitable.</p>
Performance Indicator	<p>Compliance Factor</p> <p>Business Satisfaction</p> <p>Public provision of long stay parking supply both on and off street</p>
Data Source	<p>Traffic Enforcement, Surface Transport, Transport Policing & Enforcement, TfL.</p> <p>TfL and business organisations.</p> <p>Boroughs.</p>
Current Position	<p>Under development. To be agreed with the boroughs. TfL currently monitor compliance along 75% of bus routes on the TLRN. An additional parking compliance survey of Red Routes and borough roads is currently being set up. This will monitor three sites per borough and is being progressed through the Enforcement Task Force, where the Association of London Government represents the boroughs.</p>

Non-compliance results to date:

	Quarters 1 - 4 2004	Quarter 1 2005
Low Retail	1.22%	1.27%
High Retail	4.25%	4.20%
Bus Lane	2.60%	No figures so far this year.

This shows deterioration in low retail by 5pt or 4%, but an improvement in high retail by 5pt or 1.18%.

Data on Business Satisfaction survey (as part of the Customer Survey), can be found on Appendix M of the Parking and Enforcement Plan.

The available data on the provision of parking can be found in Appendix B,D,E, and I of the Parking and Enforcement Plan.

Croydon Council with the aid of TfL have also embarked on commissioning surveys to ascertain parking compliance in borough roads in similar way to those carried out by TfL to collect the data shown above. For this 11 locations have been selected within the borough, most of them on bus routes. The data is still in development and will be included at a later date as an appendix to the Parking and Enforcement Plan.

The networked Pay & Display machines, done via a wireless network allows regular access to any activity in real time, such as the ability to obtain the daily number of tickets issued, their individual cost, time of issue, etc.

The installation of networking software and hardware for Pay & Display machines in the Central Croydon Controlled Parking Zone gives many advantages to the Council mainly monitoring of events, better management information, more efficient maintenance and security. The same wireless technology can be used for the "Alert" system, which immediately notifies the operator if a machine goes out of service and the reason.

Levels of tickets issued:

	Parking	Moving	Bus Lane	Total
2000/1	101600	-	38915	140515
2001/2	113739	-	60899	174638
2002/3	113424	-	27924	141348
2003/4	96323	-	24907	121230
2004/5	69712	4052	27686	101450
2005/6*	79570	24407	3771	107748

* projected

Appeals with the Independent Adjudicator:

October 2004 to March 05	Received	Stat decs	Allowed	Refused	Total Seal'd	% Allowed
Croydon	297	62	154	312	466	33%

V. Improving accessibility and social inclusion on the transport network. Plans should have regard to safety and security for women and vulnerable users.

Target 10	<p>Access:</p> <p>TfL and boroughs are to achieve year on year improvements in the proportion of trips made by equality and inclusion target groups under-represented in the public transport travel market, particularly disabled people, older people and women travelling at night (new target).</p>
Definition	<p>Number and rate of trips made on each mode of transport as defined in and measured by LTDS for:</p> <ul style="list-style-type: none"> • Disabled people (all disabilities aggregated, all day) • Older people (all aged over 65, all day) • Women travelling between 19.00-07.00 hrs <p>As per BV measure; this indicator only includes zebra, pelican, puffin and toucan crossings, and traffic lights with a pedestrian phase. All crossings at a set of traffic lights or at a roundabout should be counted as one crossing. All crossings at one large roundabouts with a series of mini-roundabouts should likewise be counted as one crossing.</p>
Performance Indicator	<p>The number and rate of trips made by E&I target groups.</p> <p>The percentage of pedestrian crossings with facilities for disabled people. (BV165)</p>
Data Source	Group Transport Planning & Policy, Finance & Planning, TfL.
Current Position	The figure is down from 89% in 2001/02 o 2002/03. The negative change in the percentage figure is due to the removal of Zebra crossings from the calculations. This year's figures are therefore not directly comparable to last year's. Improvements after next year will in part depend on TTS's signal modernisation programme.

Trip rates for people with no disability, and with a disability

Trips per person per day	No disability	All with disabilities	All people
Public Transport	1.0	0.6	0.9
Walk and cycle	0.9	0.7	0.9
Car, motorcycle	1.3	0.8	1.3
Taxi	0.0	0.1	0.0
Other	0.0	0.0	0.0
All modes of transport	3.2	2.2	3.1

Source: LATS 2001 Household Survey

Share of travel by time of day for men and women

Male percentage share of total travel

Percentages

Mode	4am – 7am	7am- 10am	10am – 4pm	4pm – 7pm	7pm – 10pm	10pm – 4am	All time periods
Walk	71.4	46.2	41.8	49.1	53.5	58.6	47.0
Cycle	94.1	71.6	69.8	73.5	73.2	82.5	73.1
Car etc	78.4	47.7	43.3	50.5	51.7	55.9	48.6
Motorcycle	95.0	90.1	88.9	91.0	88.5	87.8	90.2
Bus etc	62.7	41.8	37.8	44.5	50.9	62.9	42.5
Underground/ DLR	72.2	53.5	52.8	54.1	61.1	64.5	55.5
Rail	71.5	52.9	50.3	55.7	58.4	59.9	55.1
Taxi	73.7	56.4	48.1	47.0	47.4	56.0	51.4
Other	43.1	58.7	53.1	54.3	48.1	69.8	53.8
All modes	72.6	47.3	42.5	50.0	53.5	58.6	48.0

Source: LATS 2001

Female percentage share of total travel

Percentages

Mode	4am – 7am	7am-10am	10am – 4pm	4pm – 7pm	7pm – 10pm	10pm – 4am	All time periods
Walk	28.6	53.8	58.2	50.9	46.5	41.4	53.0
Cycle	5.9	28.4	30.2	26.5	26.8	17.5	26.9
Car etc	21.6	52.3	56.7	49.5	48.3	44.1	51.4
Motorcycle	5.0	9.9	11.1	9.0	11.5	12.2	9.8
Bus etc	37.3	58.2	62.2	55.5	49.1	37.1	57.5
Underground/ DLR	27.8	46.5	47.2	45.9	38.9	35.5	44.5
Rail	28.5	47.1	49.7	44.3	41.6	40.1	44.9
Taxi	26.3	43.6	51.9	53.0	52.6	44.0	48.6
Other	56.9	41.3	46.9	45.7	51.9	30.2	46.2
All modes	27.4	52.7	57.5	50.0	46.5	41.4	52.0

Source: LATS 2001

Target 11	Taxicard: Boroughs to ensure that their Taxicard scheme conforms to an agreed all-London standard in terms of service quality, eligibility assessment and entitlement by 2006 (new target).
Definition	Milestone: achievement of compliance with London-wide standard.
Performance Indicator	Taxicard
Data Source	Boroughs
Current Position	Not available.

VI. Encouraging walking by improving the street environment, conditions for pedestrians and through the use of travel demand measures.

Target 12	Walking: TfL and boroughs are to achieve an increase of at least 10% in journeys made on foot per person in London between 2001 and 2015 (new target).
Definition	Number and rate per person of walking trips per annum, as measured by LTDS. Walking trips are those where the person walks all the way. This excludes walks that are one leg of a journey involving other modes of transport. Proportion of footway in categories 1, 1a and 2 as per BV performance indicator 187a. TfL Road Network Operations annual statistics, based on the UK PMS system.
Performance Indicator	Volume and rate of walking trips. Condition of footway.
Data Source	Group Transport Planning & Policy, Finance & Planning, TfL. Engineering North Central, Surface Transport, TfL.
Current Position	The performance indicator 187a for the last 3 years is as below; 2002/3 27.08% 2003/4 17.91% 2004/5 12.27%

VII. Encourage cycling by improving conditions for cyclists and through the use of travel demand measures.

Target 13	Cycling: TfL and boroughs are to achieve an increase of at least 80% in cycling in London between 2001 and 2011 (new target).
Definition	Number and rate per person of cycling trips per annum, as measured by LTDS. Cycling trips are those where the person cycles all the way. This excludes cycling as one leg of a journey involving other modes of transport.
Performance Indicator	Volumes and rate of cycling trips.
Data Source	Group Transport Planning & Policy, Finance & Planning, TfL.
Current Position	Not available

VIII. Bringing transport infrastructure to a state of good repair.

Target 14	Roads: TfL and boroughs are to bring all 'A' Roads and Busy Bus Routes up to serviceable standard – that is, a UK PMS score of 70 or below – by 2010 (existing target)
Definition	Road condition, share of TLRN and BPRN carriageway lower than score of 70 from UKPMS.
Performance Indicator	Conditions of 'A' Roads and Busy Bus Routes
Data Source	Boroughs and TfL
Current Position	Performance indicator 96 is for 'A' roads only not busy bus routes and the previous results are as below; 2001/2 10.72% 2002/3 8.05% 2003/4 8.93%

