**Subject:** **Road Congestion and LAS responses**

**To:** Garrett Emmerson, Chief Executive, London Ambulance Service

Dear Garrett, can you please tell me if there is a programme of work underway regarding the slowing down of emergency responses due to congested roads, and the impact of additional bike lanes?  Is data available on the impact of LAS responses in relation to congestion of roads?

Malcolm Alexander

Chair

Patients' Forum for the LAS

07817505193

From: Jill McGregor <jill.McGregor@lond-amb.nhs.uk>  
Date: Tuesday, 28 November, 2017  
Subject: FW: Road Congestion and LAS responses

Dear Malcolm, In relation to your email concerning road congestion our Chief Executive has requested that I reply on his behalf. Please find our response as follows:

Road Congestion

In terms of real-time operations, we utilise a routing engine – which sits behind our vehicle dispatch software – to help us predict distance and time between available crews and patients in need, and inform dispatch decisions within the control room.  There has been substantial work internally over the years to make these journey time predictions more accurate.  Actual versus predicted travel times between locations across London were analysed from historic data, and as expected, it was discovered that day time travel times were indeed significantly slower than at night.  As such, our routing engine was adjusted to make more accurate predictions based on the likelihood of congestion during daytime hours, helping dispatchers better select the most appropriate vehicle to respond.

For operational and tactical planning, when we become aware of significant changes to the transport network (e.g. longer-term road/bridge closures), we include this intelligence in our planning, and adjust forecasts accordingly.

Additionally, we are currently working with academic partners in understanding the impact of road speeds, and traffic and congestion on dispatching decisions and performance; we are also part of a project which aims to scope out existing data sources across various industries which could potentially be used in future to support the LAS in forecasting with more granular network intelligence.

Finally, although it is not currently possible for the LAS to explicitly look at the historic relationship between performance and congestion experienced for individual patient level responses (largely since congestion and travel time data is not readily available in the public domain due to commercial value), we do recognise the impact of such transport and infrastructure effects.  We aspire to include this information in our future modelling and analytics endeavours, and are already linking with partner organisations across London to build up such strategic awareness.

**Jill McGregor** | Director of Performance| London Ambulance Service NHS Trust | 220 Waterloo Road, London, SE1 8SD