

Transport for London

**Highway asset
management survey
- footways**

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MAYOR OF LONDON

Transport for London



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Research conducted by Accent

Executive Summary

Introduction

The research was designed to gather customer minimum and preferred levels of service with respect to specific footway condition defects.

The survey sample was designed to be a representative of TLRN users and comprised 339 footway users including 57 with a mobility impairment and 35 with a visual impairment.

Method

A face-to-face Computer Aided Personal Interview (CAPI) approach using a hall test method supplemented by face-to-face at home/in office interviews was used. The locations were chosen to broadly represent the TLRN by location (one each in North, West, South and East London and two in inner London).

The research asked respondents to answer the following two questions for each of eleven footway condition defects:

- a) At what level of defect would you prefer TfL to intervene?
- b) At what level do you think TfL must intervene?

For each defect respondents were shown four images showing 20%, 40%, 60% and 80% levels of condition defect.

The condition defects covered were:

- Bitumen
 - Fretting
 - Cracking
 - Subsidence
- Flags
 - Cracked
 - Depressed
 - Cracked and depressed
 - Flooding
 - Ironworks
- Blocks
 - Cracked
 - Depressed
 - Cracked and depressed.

All footway users walked on flags. 81% walked on bitumen and 63% walked on blocks. Respondents only answered questions on the footway types they had experience of.

Findings

- On balance, footway users rated the overall condition of the footways on the Red Route Network in London as good: 38% said it was good or very good and 28% said it was poor or very poor
- 91% of footway users thought the quality of the TLRN was important
 - the worse the condition of the TLRN the more important the quality
 - the more frequent the usage the more important the quality
- The condition defects which required intervention at the lowest percentage defect level were cracked and depressed flags, ironworks, depressed flags and subsidence in bitumen are the priorities.
- There was a gap of about 16% between the mean defect level at which respondents would prefer TfL to intervene and at which respondents said TfL must intervene
- The research showed that footway users were able to clearly show their preferences with respect to minimum and preferred levels of service with respect to specific footway condition defects
- In terms of priorities for improvements, the top three for flags were cracked and depressed, ironworks, and flooding. For bitumen they were subsidence, cracking and fretting and for blocks they were cracked and depressed, depressed and cracking

1. INTRODUCTION

1.1 Background

Accent recently undertook research for the Highways Asset Investment team with drivers and cyclists into the levels of service required for maintenance of TLRN assets with respect to specific carriageway condition defects. The data collected is being used in developing the planning and prioritisation method for capital works.

This report is on a similar data collection exercise conducted to obtain customer views on specific **footway** condition defects.

1.2 Objectives

As for the research with footway users, the questions that need to be answered were:

- At what level of defect would you prefer TfL to intervene?
- At what level do you think TfL must intervene?

The resulting minimum and preferred levels of service for each condition defect measured would be used to create a series of rating curves for each defect.

This would allow the TfL's Highways Asset Investment team to investigate minimum and preferred funding requirements and to set maintenance targets. In addition, it would enable the development of a planning and prioritisation method for capital works where customer requirements influence scheme selection.

2. METHODOLOGY

2.1 Introduction

The scope of the research is the Transport for London Road Network (TLRN). As the research dealt with customers' preferences for levels of service over the whole network the research considered all TLRN footways, not just specific parts of the network.

The research was designed to gather customer minimum and preferred levels of service with respect to specific footway condition defects.

There was a two part approach to Phase 2:

- The first part was to develop and test the method (see Section 2.2)
- The second part was to undertake a quantitative survey of footway users (see Section 2.3).

2.2 Phase 2 Method – Part A

This part of the research programme involved developing the methodology and was undertaken by TfL's Highways Asset Investment Team and Accent.

The key aspects of this phase included:

- Defining the condition defects to be measured and their levels
- Developing show material to describe these defects
- Developing the survey instrument
- Piloting the survey instrument
- Reviewing the research outputs and making any changes in advance of the main data collection stage.

The pilot comprised 20 interviews. A report on the pilot is included as Appendix C.

2.3 Phase 2 Method – Part B

A face-to-face CAPI approach using a hall test method supplemented by face-to-face at home interviews for some with visual or mobility impairments. This approach allowed respondents to give careful consideration to the show materials which were an important element of the study.

Hall venues were selected in suitable locations and potential respondents were approached outside the venue. A recruitment questionnaire was used to ensure respondents matched the quota targets (see Appendix B). An incentive of £5 was offered to each participant to participate in the interview.

Sample

The target sample size was 300 footway users plus boosters of about 55 respondents to ensure that there were:

- 50 with a mobility impairment
- 30 with a visual impairment.

The survey sample was designed to be a representative of TLRN users, so that the results would be a fair reflection of the needs of the users.

There were minimum age, gender and employment status quotas:

- Age:
 - 15% aged 18-24
 - 15% aged 25-34
 - 15% aged 35-59
 - 15% aged 60+
- Gender
 - 45% male
 - 45% female
- Employment status
 - 50% employed.

The target mobility/visual impairment quotas were:

- Mobility/visual impairment
 - 50 with mobility impairment
 - 30 with visual impairment.

There was also a requirement for a minimum of 200 respondents who had experience of bitumen. In practice, 276 had experience of bitumen.

Dates

Fieldwork took place between 8 and 30 March 2011.

Locations

The locations were chosen to broadly represent the TLRN by location (one each in North, West, South and East London and two in inner London).

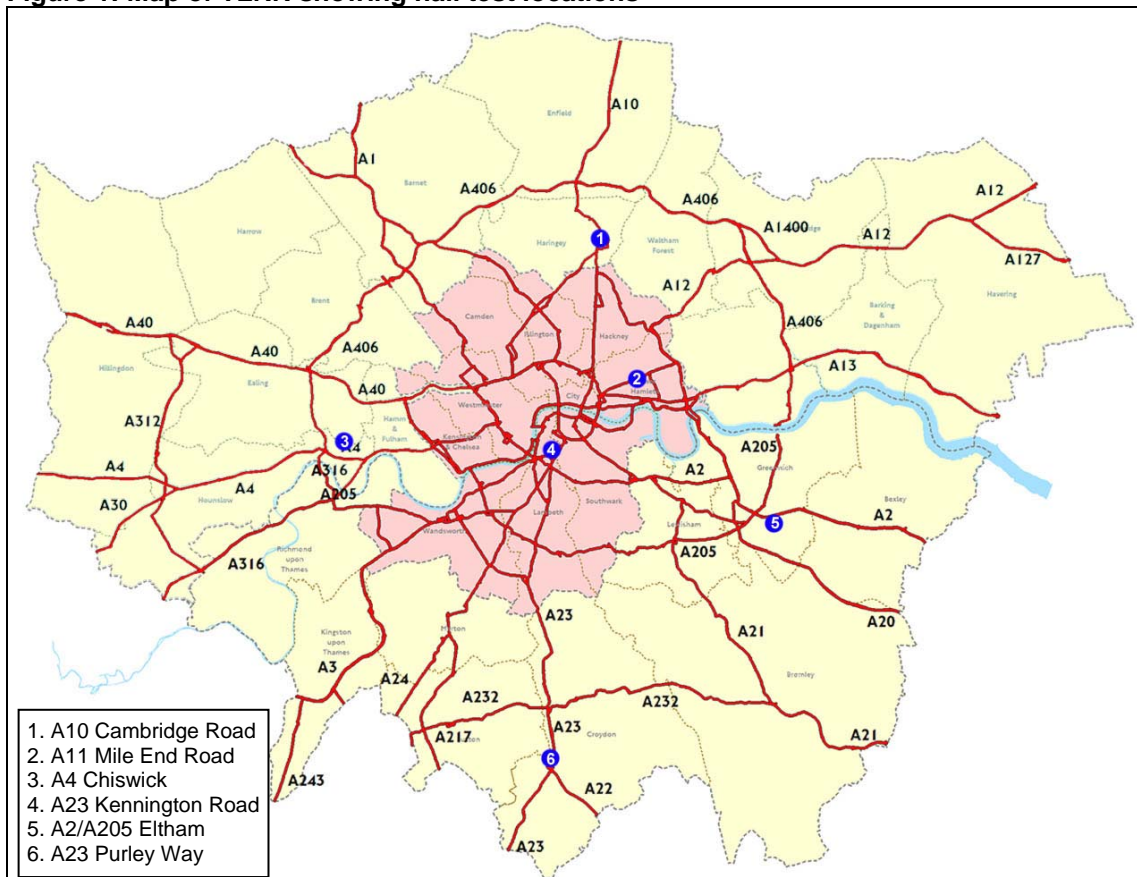
- A10 Cambridge Road
- A11 Mile End Road
- A4 Chiswick
- A23 Kennington Road
- A2/A205 Eltham
- A23 Purley Way.

The hall test venues, selected in locations which were amenable for recruiting TLRN footway users, were:

| | |
|---------------------|---|
| A10 Cambridge Road | Bernie Grant Arts Centre Town Hall Approach Road Tottenham N15 4RX |
| A11 Mile End Road | The White Hart Pub 1-3 Mile End Road E1 4TP |
| A4 Chiswick | Chiswick Town Hall Heathfield Terrace Turnham Green Chiswick W4 4JN |
| A23 Kennington Road | The Tommyfield 185 Kennington Lane SE11 4EZ |
| A2/A205 Eltham | St Mary's Community Centre 180 Eltham High Street Eltham SE9 1BJ |
| A23 Purley Way | Purley United Reformed Church 906 Brighton Road Purley CR8 2LN |

These are shown on the map below.

Figure 1: Map of TLRN showing hall test locations



Questionnaire

The questionnaire covered the following topic areas:

- Footway types
- Frequency of use of TLRN footways
- Purpose of use
- Rating of eleven footway defects:
 - Minimum acceptable level
 - Preferred level
- Diagnostic questions
- Respondent characteristics.

The main part of the questionnaire concerns the following eleven condition defects:

- Bitumen
 - Fretting (where the footway surface breaks up)
 - Cracking (cracks on the footway surface)
 - Subsidence (where part of the footway subsides to a lower level)
- Flags
 - Cracked (cracks on the footway surface)
 - Depressed footway (where part of the footway subsides to a lower level)
 - Cracked and depressed (cracks on the footway surface and part of the footway subsides to a lower level)
 - Flooding (where parts of the footway remain under water after rain)
 - Ironworks (where ironwork is raised or sunken)
- Blocks
 - Cracked (cracks on the footway surface)
 - Depressed footway (where part of the footway subsides to a lower level)
 - Cracked and depressed (cracks on the footway surface and part of the footway subsides to a lower level).

The order these were shown was randomised within each surface type.

For each condition defects there were three screens:

- an introduction screen that describes the defect and what we are asking
- a screen with four large images showing the defects at different percentages
- a question screen with the same images at a reduced size and the following two questions:
 - a) At what level of defect would you prefer TfL to intervene?
 - b) At what level do you think TfL must intervene?

To ensure that respondents understand the task there was an example set of these questions using 'cracking' as an example.

A paper copy of the CAPI questionnaire is included as Appendix A.

3. FINDINGS

3.1 Introduction

This chapter presents the findings from the main survey for footway users.

There was a target of 300 interviews with footway users boosters of about 55 respondents to ensure that there were:

- 50 with a mobility impairment
- 30 with a visual impairment.

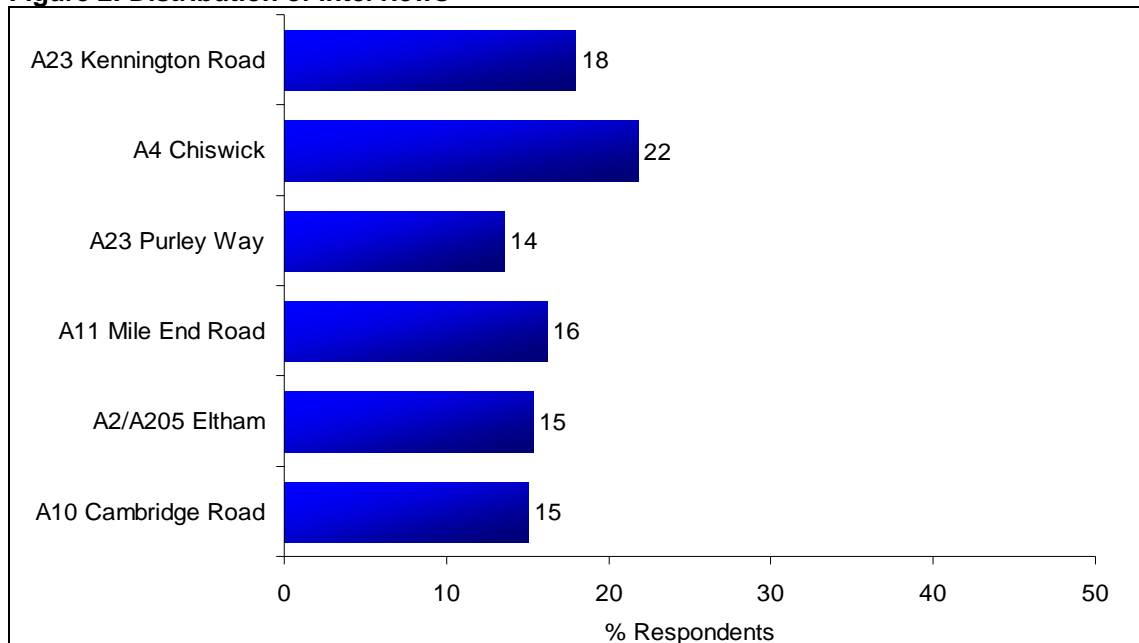
The numbers of interviews achieved was 358. Initial analysis of responses to the key questions (“at what level of defect would you prefer TfL to intervene?” and “at what level do you think TfL must intervene?”) found some respondents answering 0% on some of these. It was considered acceptable to answer 0% if the respondent actually said 1% to 4%. Otherwise it was considered that the respondent had not understood the questions.

Nineteen respondents who answered 0% for four or more of these questions were excluded. The revised number of interviews was:

| | target | achieved |
|----------------------------------|--------|------------|
| Non impaired | n/a | 247 |
| Mobility impairment ¹ | 50 | 57 |
| Visual impairment | 30 | 35 |
| Totals | | 339 |

The distribution of interviews by area is shown below.

Figure 2: Distribution of interviews



Base: 339 footway users

¹ including one wheelchair user

There were minimum age, gender and employment status quotas, all of which were met:

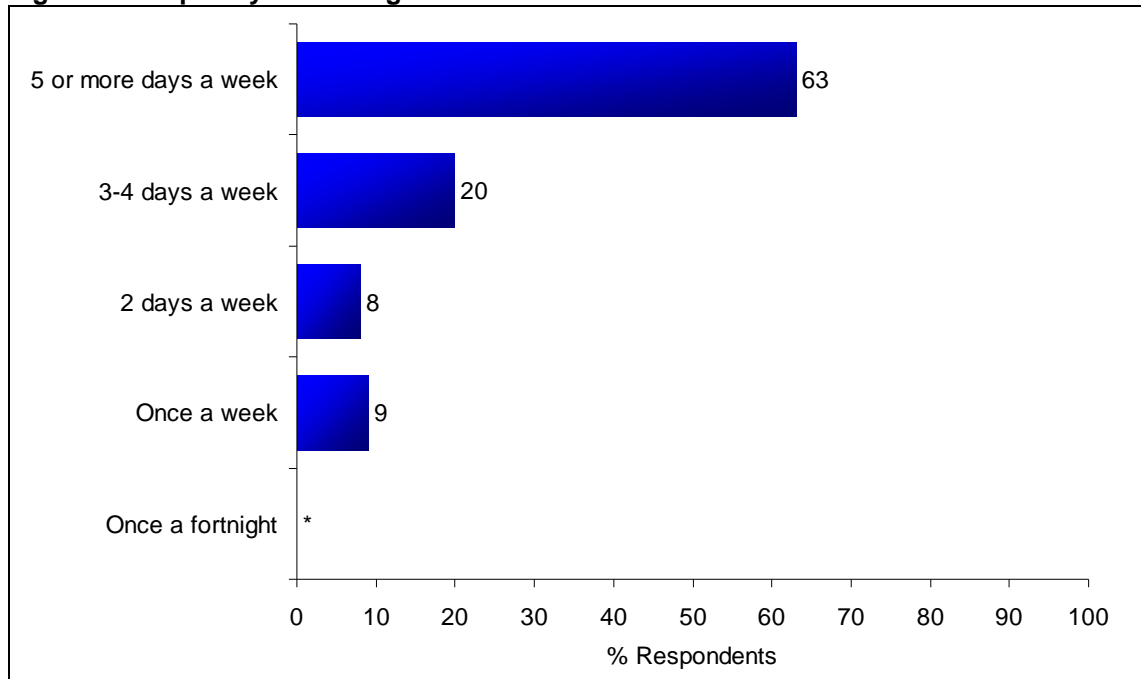
| • Age | minimum target | achieved |
|---------------------|-----------------------|-----------------|
| – 18-24 | 15% | 17% |
| – 25-34 | 15% | 20% |
| – 35-59 | 15% | 38% |
| – 60+ | 15% | 25% |
| • Gender | | |
| – Male | 45% | 49% |
| – Female | 45% | 51% |
| • Employment status | | |
| – Employed | 50% | 54% |

3.2 TLRN Use

Footway users were shown a map of the Red Route Network and asked how often they walked on the Red Route Network.

Sixty three per cent of the sample walked on the Red Route Network five days a week or more with almost all the rest doing so between one and four times a week.

Figure 3: Frequency of walking on the Red Route Network

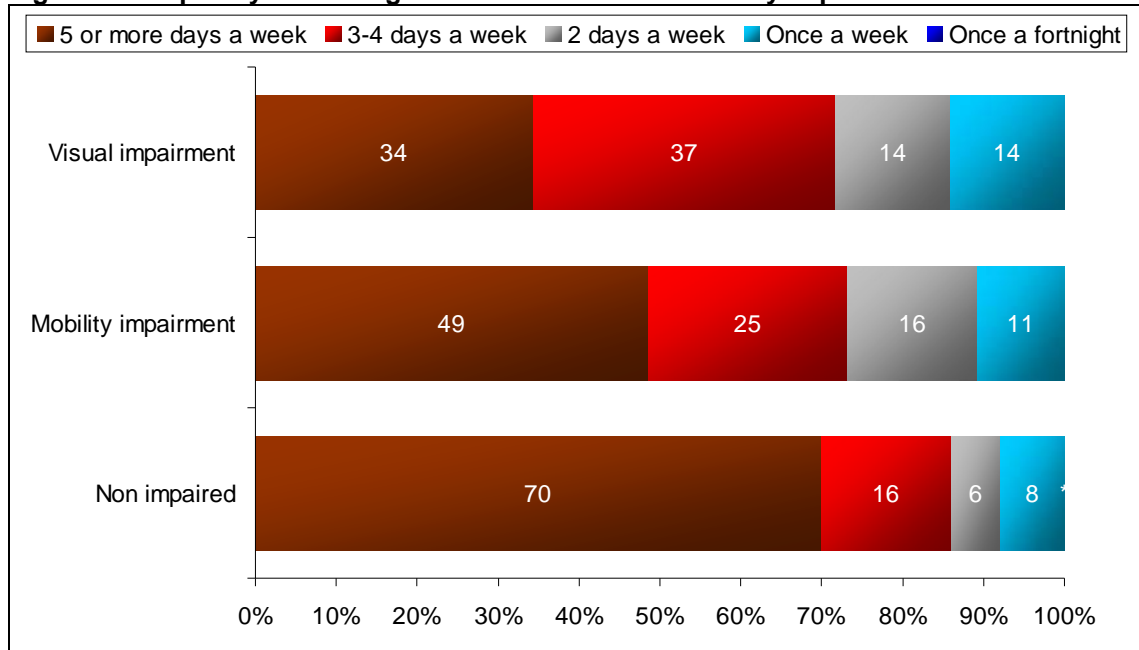


Base: 339 footway users

* = less than 0.5%

Analysis by impairment shows that those without impairment were much more frequent users of the Red Route Network than those with mobility or visual impairment.

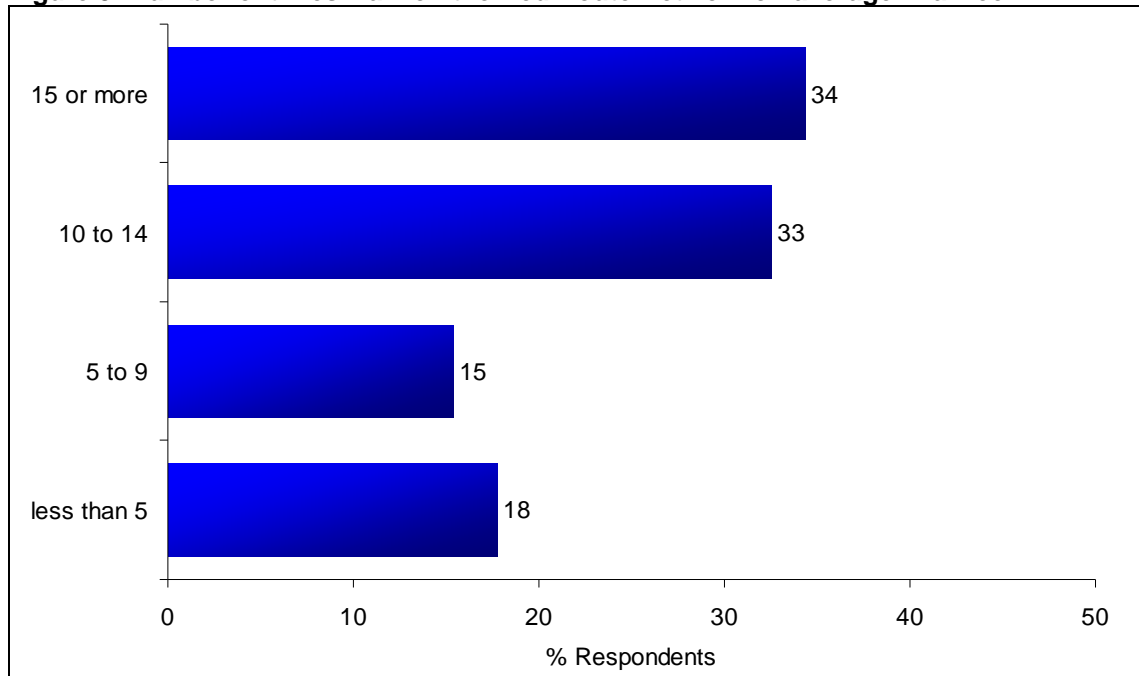
Figure 4: Frequency of walking on the Red Route Network by impairment



Base: Non impaired 247; Mobility impairment 57; Visual impairment 35

Footway users were asked how many times they walked on the Red Route Network on average in a week. There was a wide distribution with 18% walking on it less than five times a week on one end of the scale and 34% walking on it 15 times or more a week at the other end of the scale.

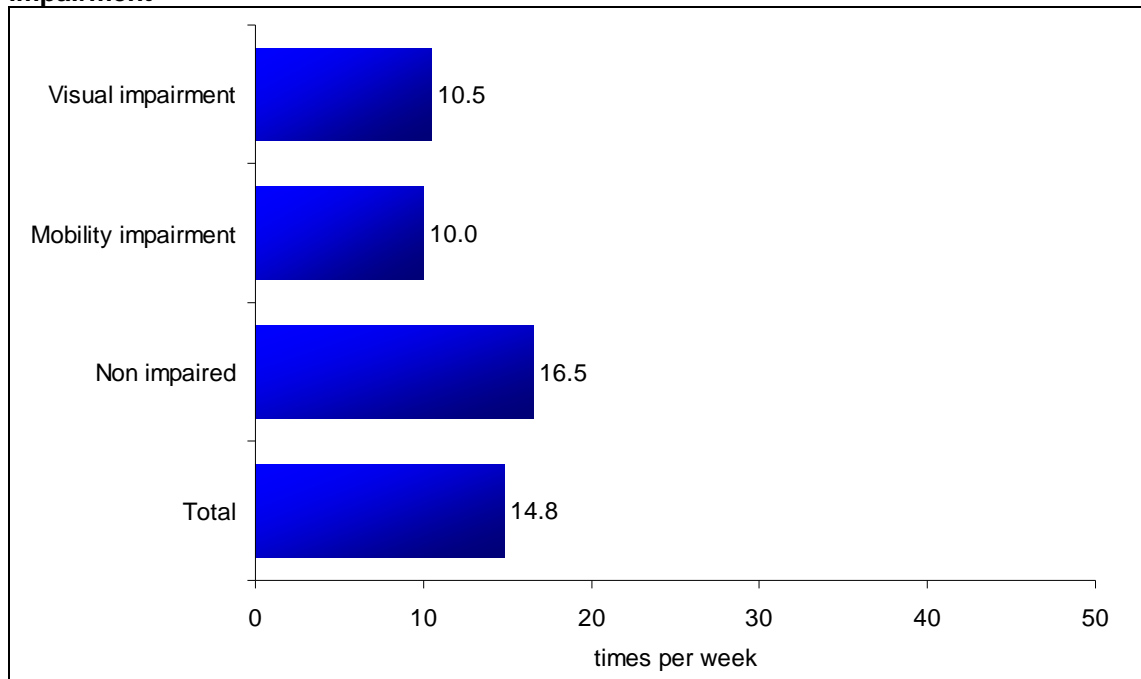
Figure 5: Number of times walk on the Red Route Network on average in a week



Base: 339 footway users

The average number of times was 14.8 per week (or a little over twice a day). The distribution of average times by impairment is shown in Figure 6.

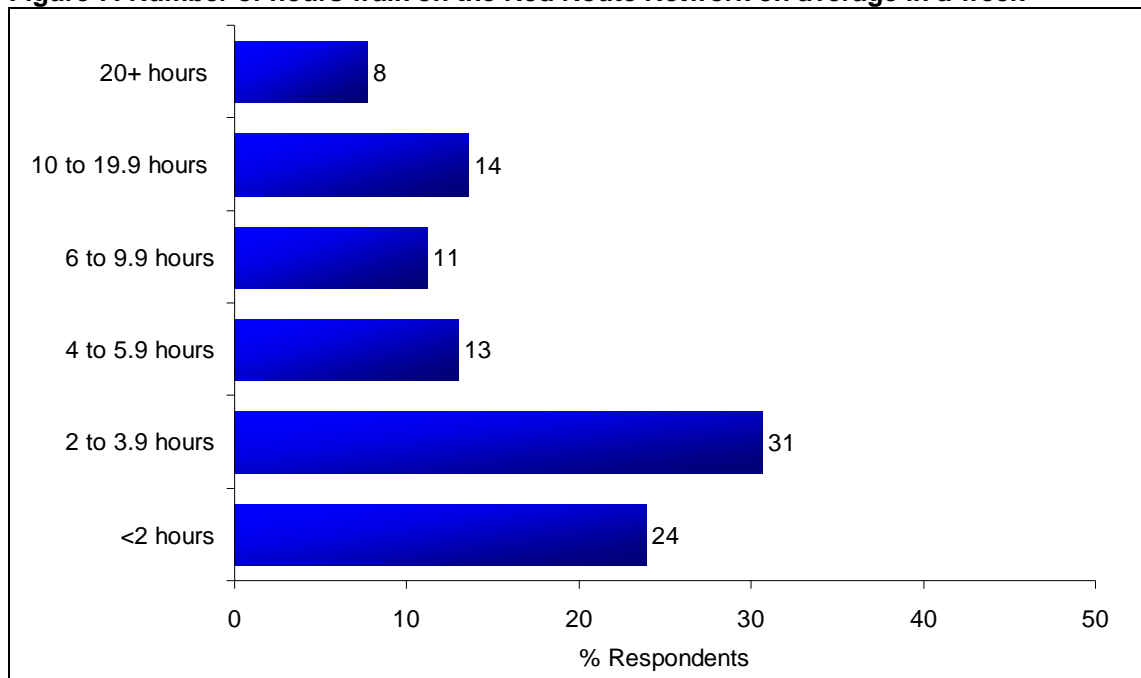
Figure 6: Mean number of times walk on the Red Route Network on average in a week by impairment



Base: Total 339 footway users; non impaired 247; mobility impairment 57; visual impairment 35

The number of hours that were walked on the Red Route Network on average in a week was probed. There was a wide distribution with 24% walking less than two hours a week on one end of the scale and 22% walking ten or more hours a week at the other end of the scale.

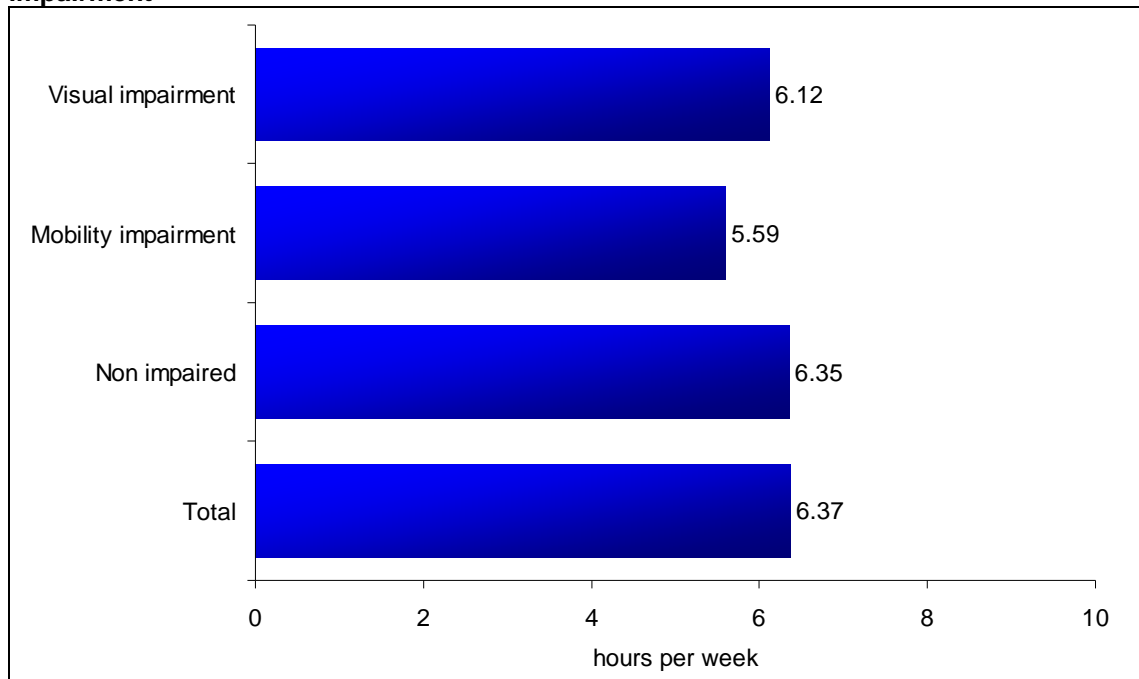
Figure 7: Number of hours walk on the Red Route Network on average in a week



Base: 339 footway users

The average number of hours walked on the Red Route Network in a week was 6 hours 37 minutes. The distribution of average time by impairment is shown in Figure 8. There is little difference between the different groupings

Figure 8: Mean number of hours walk on the Red Route Network on average in a week by impairment



Base: Total 339 footway users; non impaired 247; mobility impairment 57; visual impairment 35

Journey Purpose

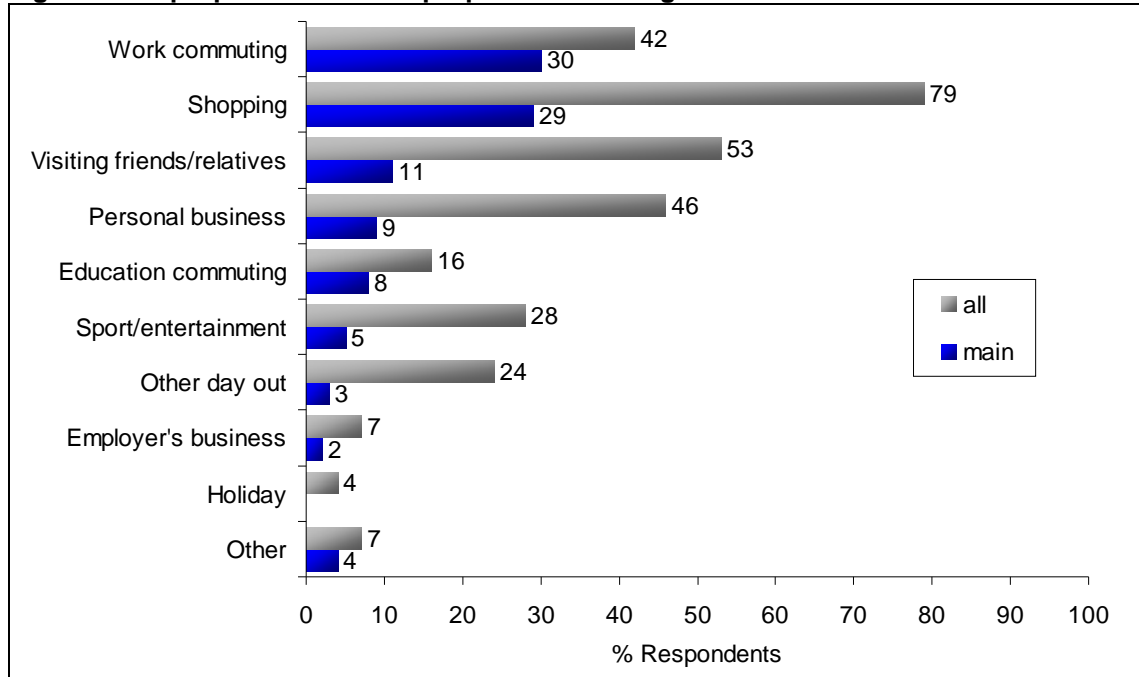
Footway users were asked for which purposes they walked on the Red Route Network. If more than one purpose was mentioned, they were asked which was the main purpose. Figure 9 shows all purposes and the main purpose for the whole sample. Overall, 3.06 purposes were mentioned by each respondent.

Shopping was the most important journey purpose: nearly four fifths (79%) mentioned this as one of the purpose for walking on the Red Route Network, and 29% said it was the main purpose

Work commuting was the also important: 42% mentioned this as one of the purpose for walking on the Red Route Network, and 30% said it was the main purpose.

Over half (53%) mentioned visiting friends/relatives and 46% personal business as purposes for walking on the Red Route Network, although a relatively small proportion said these were the main purpose: 11% and 9% respectively.

Figure 9: All purposes and main purpose for walking on the Red Route Network

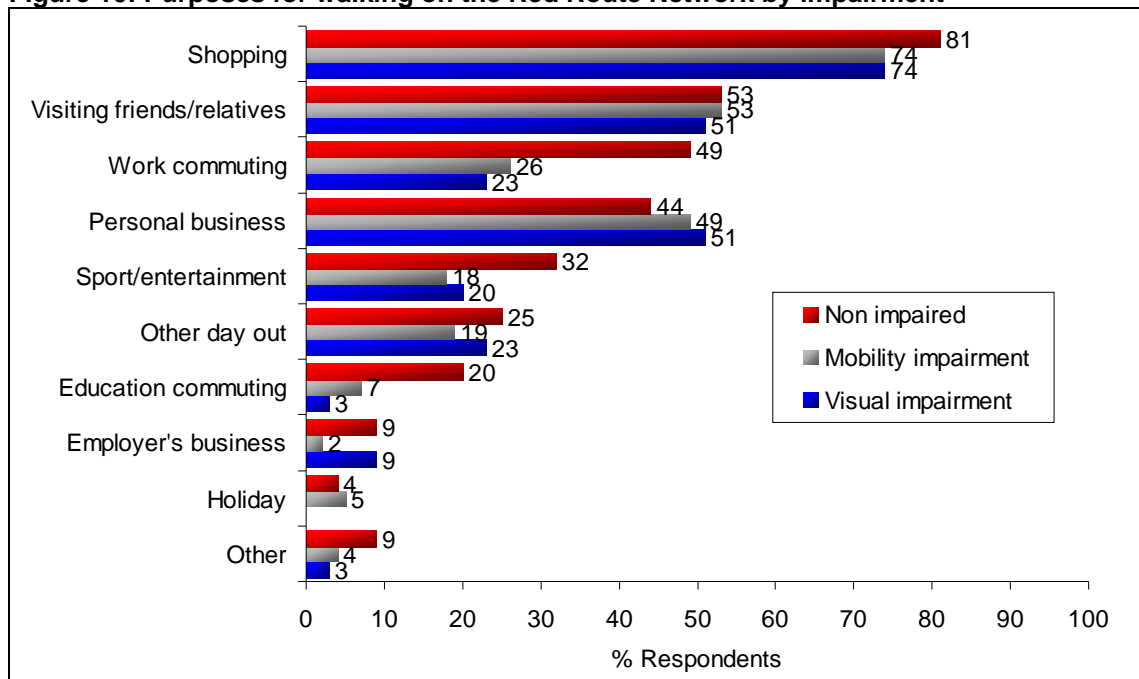


Base: 339 footway users

All purposes for walking on the Red Route Network by impairment are shown in Figure 10 and the main purpose by impairment is shown in Figure 11.

In terms of all purposes mentioned, shopping, visiting friends/relatives and personal business were the most mentioned purposes for those with mobility and visual impairments. For those without impairment shopping, visiting friends/relatives and work commuting were the most mentioned purposes.

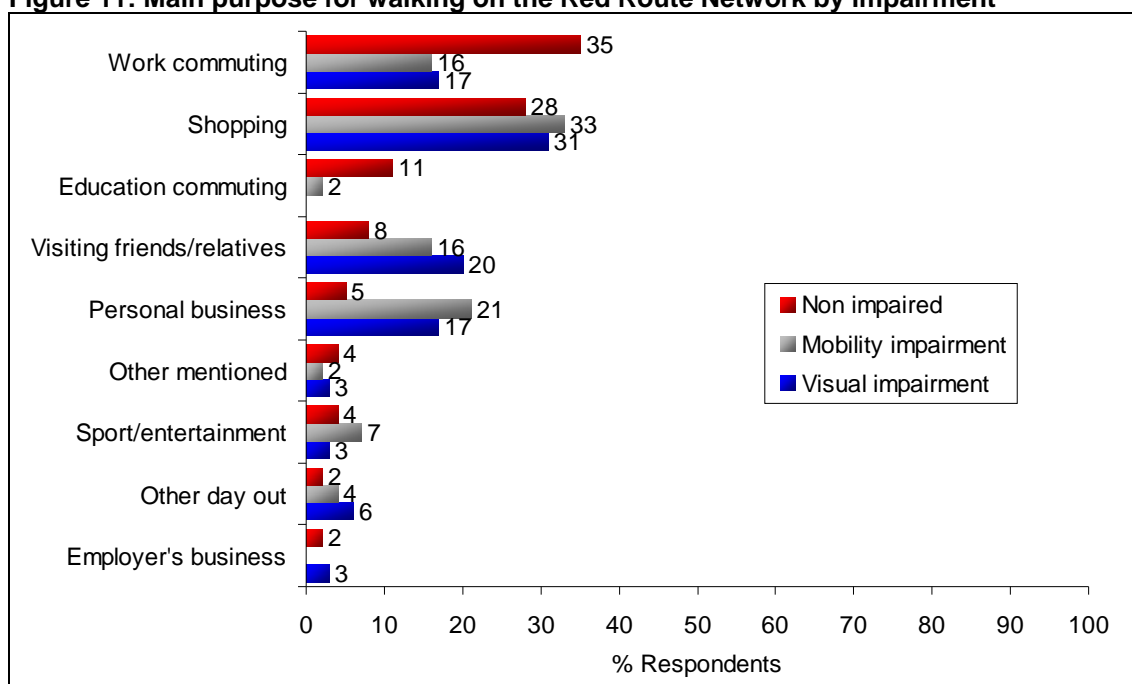
Figure 10: Purposes for walking on the Red Route Network by impairment



Base: non impaired 247; mobility impairment 57; visual impairment 35

Work commuting was the most important purpose for the non impaired. Shopping was the most important purpose for those with mobility and visual impairments.

Figure 11: Main purpose for walking on the Red Route Network by impairment

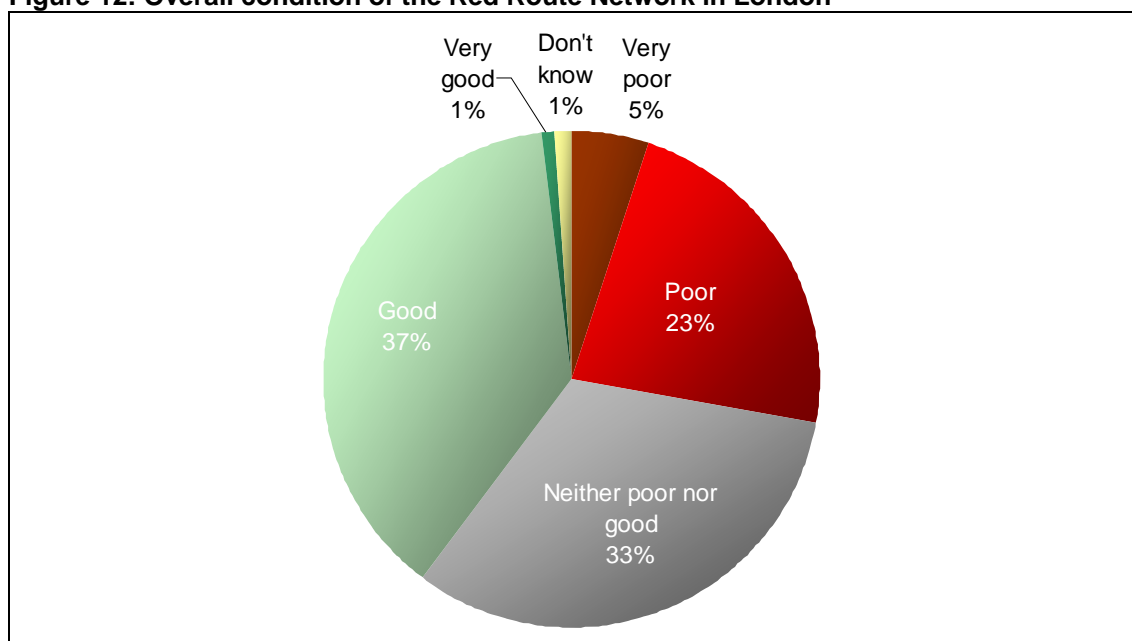


Base: non impaired 247; mobility impairment 57; visual impairment 35

3.3 Current Perceptions of Footway Condition

On balance, footway users rated the overall condition of the footways on the Red Route Network in London as good: 38% said it was good or very good and 28% said it was poor or very poor.

Figure 12: Overall condition of the Red Route Network in London

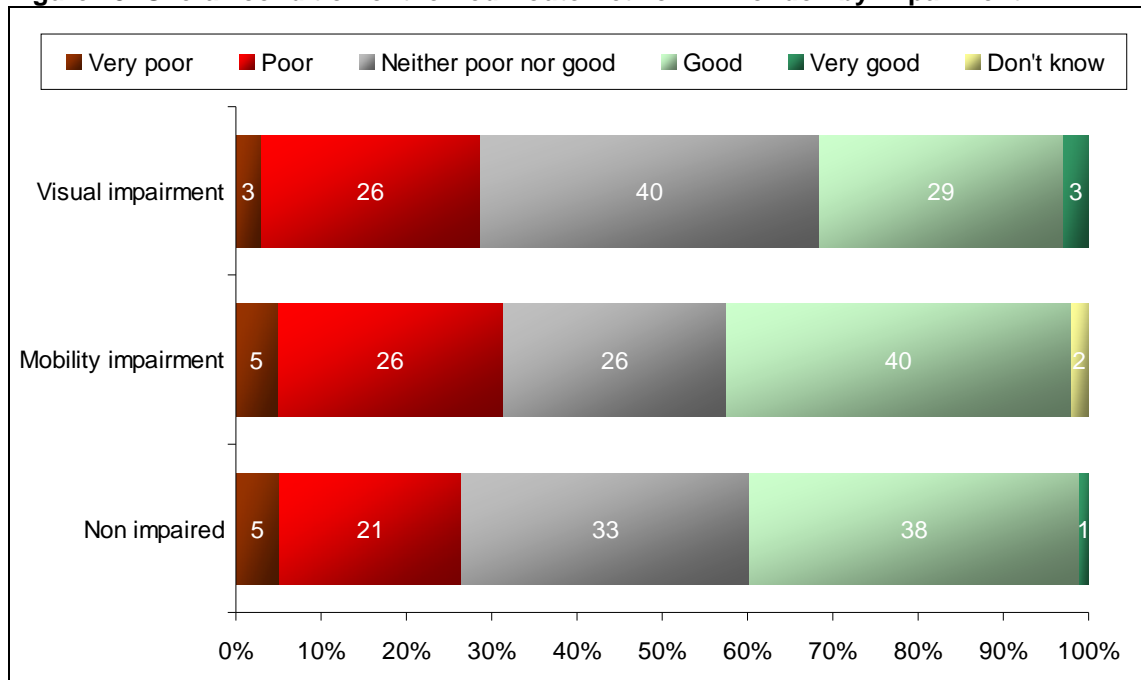


Base: 339 footway users

Analysis by impairment shows that those with a mobility impairment were slightly more likely to say the condition of the Red Route Network was poor or very poor as

well as slightly more likely to say the condition was good than those with a visual impairment or without an impairment.

Figure 13: Overall condition of the Red Route Network in London by impairment

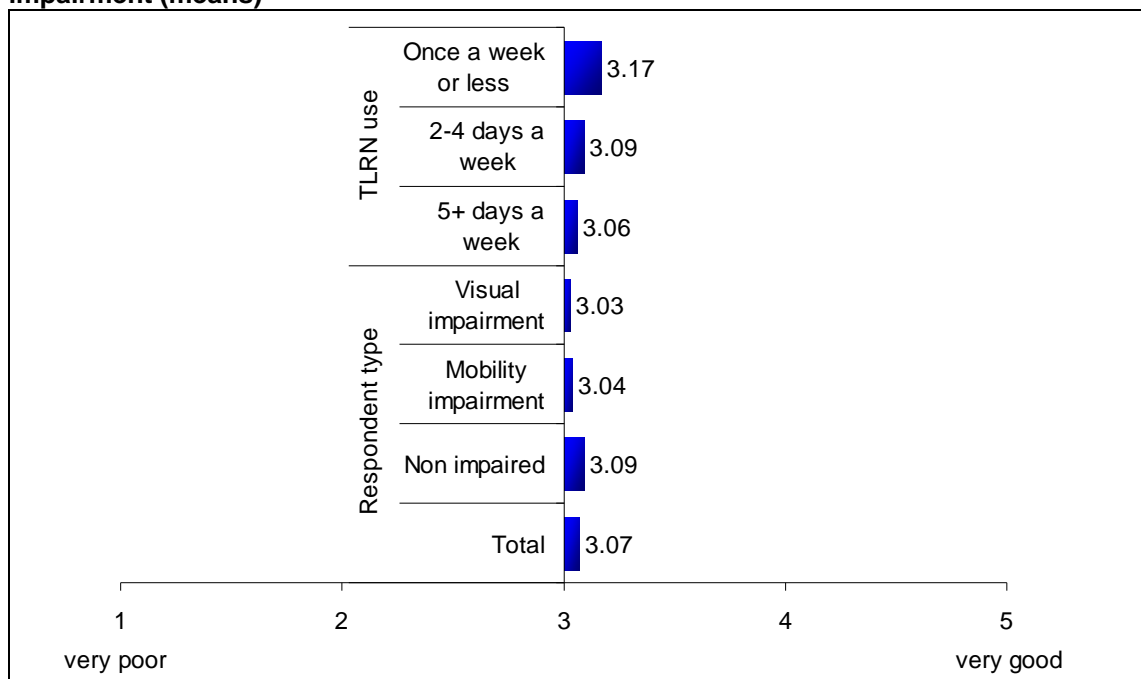


Base: non impaired 247; mobility impairment 57; visual impairment 35

Mean rating scores were calculated on the basis of 1 = very poor and 5 = very good. The mean rating was 3.08, just higher than the mid point.

Infrequent users rated the condition of the Red Route Network better than frequent users and leisure users rated the condition of the Red Route Network better than commuters and other purpose users.

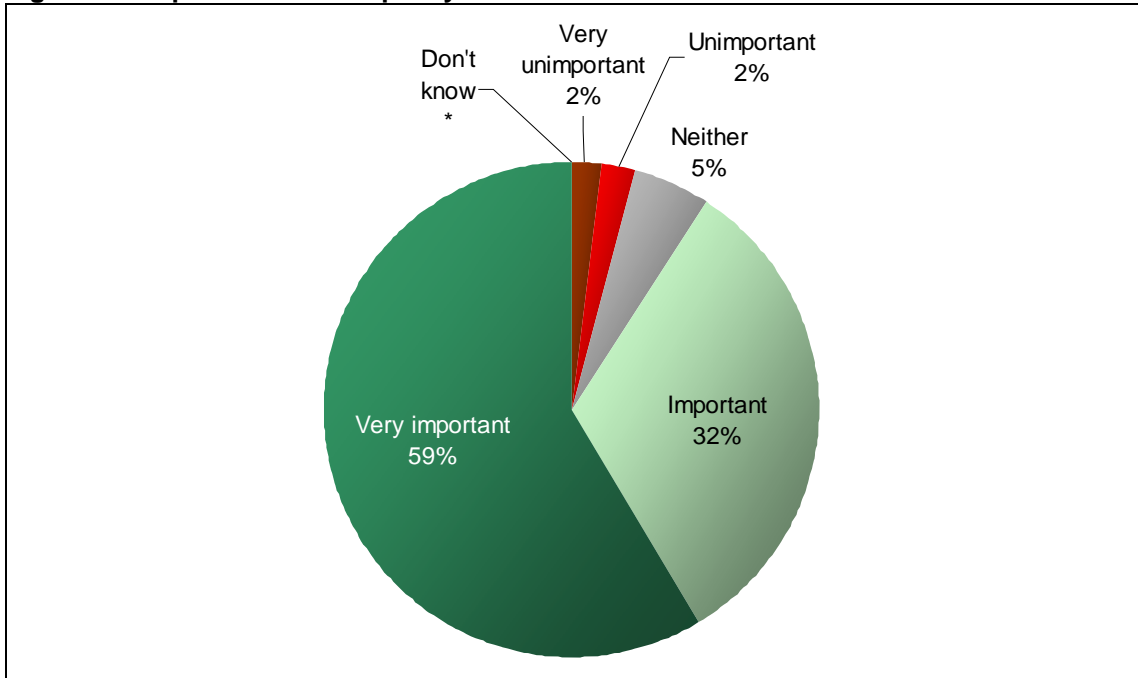
Figure 14: Overall condition of the Red Route Network in London by TLRN use and impairment (means)



Base: TLRN use: 5+ days a week 213, 2-4 days a week 95, Once a week or less 31;
 Respondent type: 339 footway users; non impaired 247; mobility impairment 57; visual impairment 35

The importance of the quality of the Red Route Network to the footway user was probed. As can be seen from Figure 15, over nine tenths of footway users thought it was important: 59% very important and 32% important.

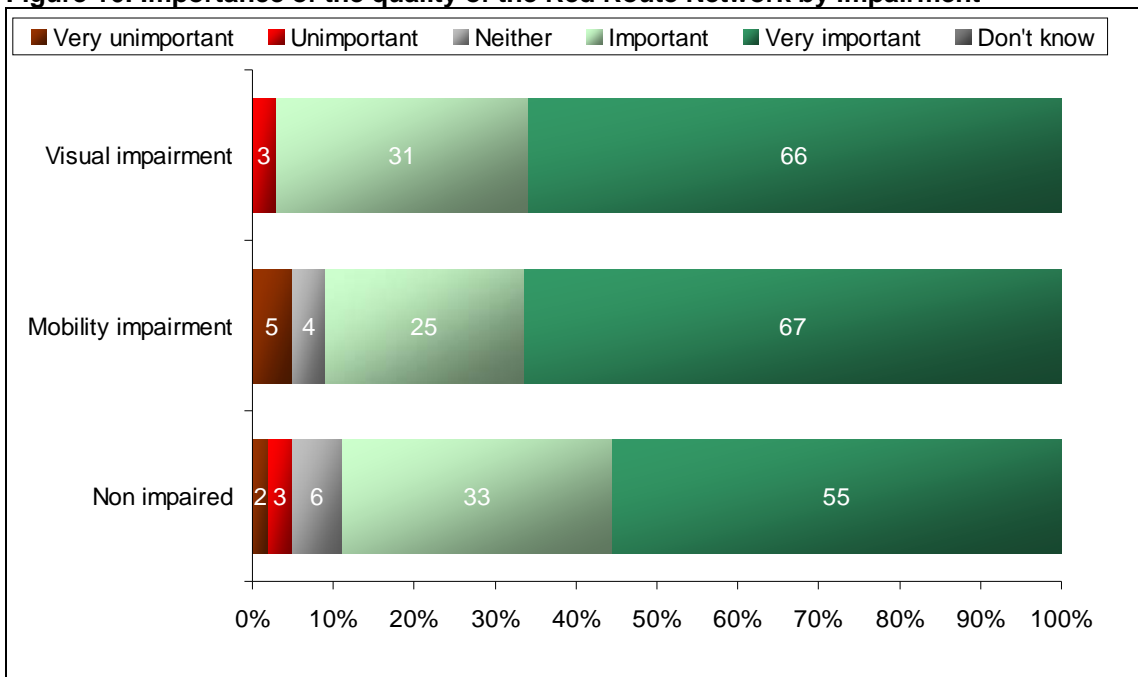
Figure 15: Importance of the quality of the Red Route Network



Base: 339 footway users

Analysis by impairment is shown in Figure 16.

Figure 16: Importance of the quality of the Red Route Network by impairment



Base: non impaired 247; mobility impairment 57; visual impairment 35

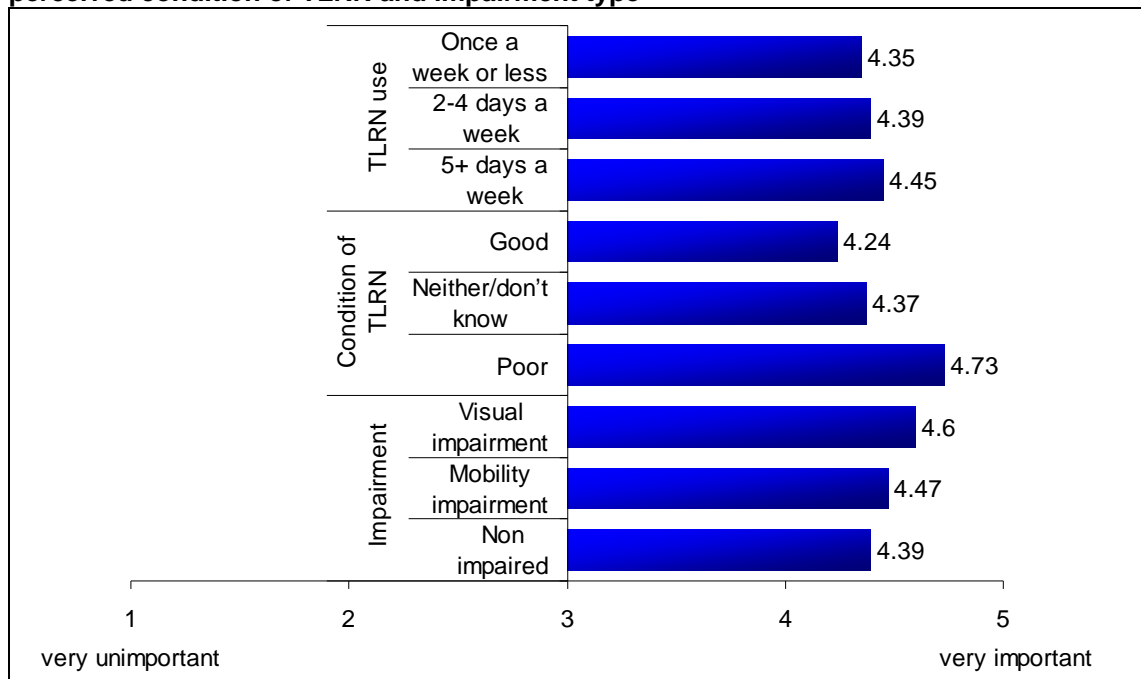
Mean rating scores were calculated on the basis of 1 = very unimportant and 5 = very important. The mean rating was 4.42.

The mean importance ratings by frequency of TLRN use, the perceived condition of the TLRN and impairment type are shown in Figure 17.

This shows that the worse the condition of the TLRN the more important the quality and the more frequent the usage the more important the quality.

It was most important for those with a visual impairment and least important for those without impairment.

Figure 17: Importance of the quality of the Red Route Network by frequency of TLRN use, perceived condition of TLRN and impairment type



Base: TLRN use: 5+ days a week 213, 2-4 days a week 95, Once a week or less 31; condition of TLRN: poor 94, neither/don't know 113, good 132; impairment: non impaired 247; mobility impairment 57; visual impairment 35

3.4 Footway Types

Respondents were shown the following three main types of footway surface on the Red Route Network:

Bitumen



Flags



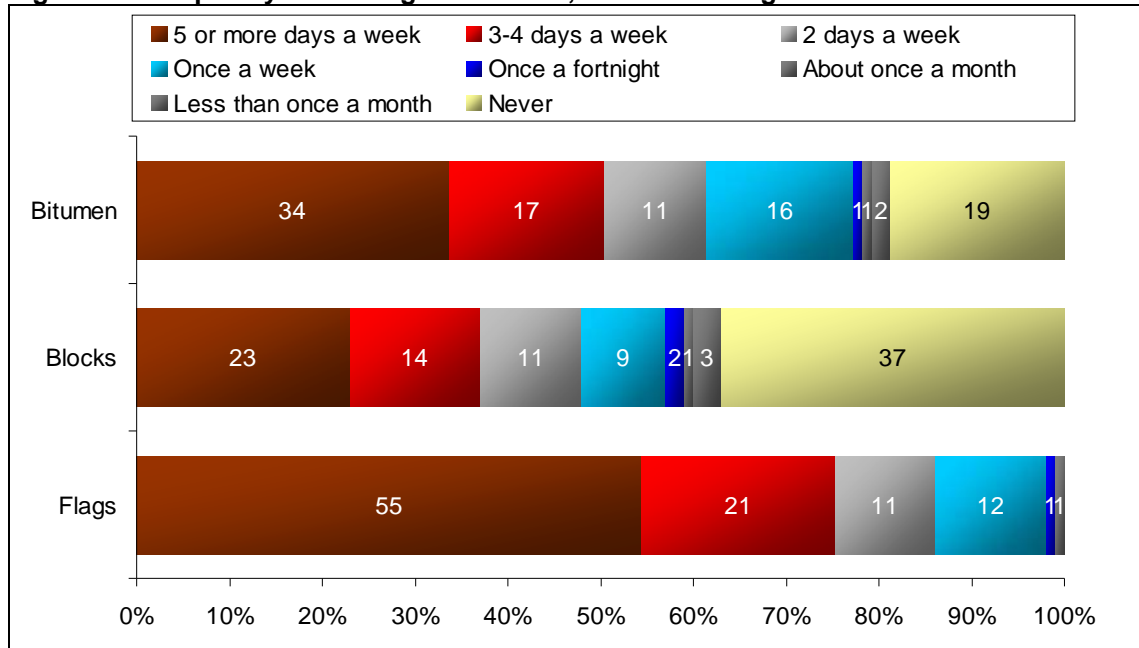
Blocks



They were then asked how often they walked on each. To be in scope for the research they had to have experience of flags.

Over three quarters of the sample (76%) walked on flags three or more days a week. Just over half of the sample (51%) walked on bitumen three or more days a week and 37% walked on blocks three or more days a week.

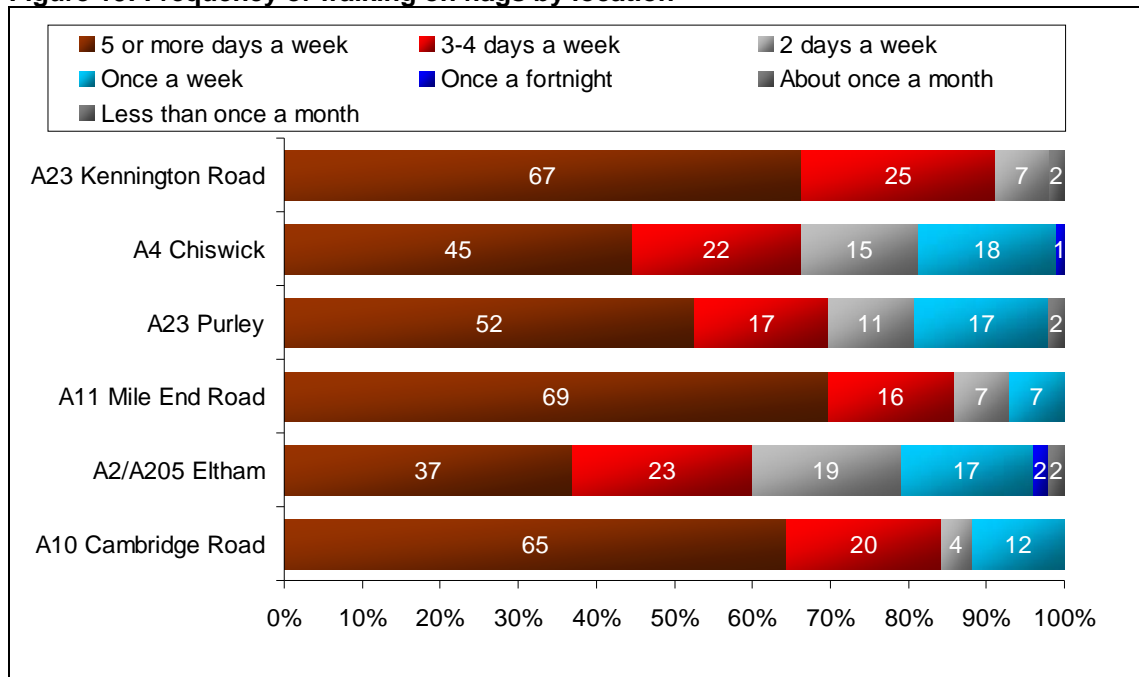
Figure 18: Frequency of walking on bitumen, blocks and flags



Base: 339 footway users

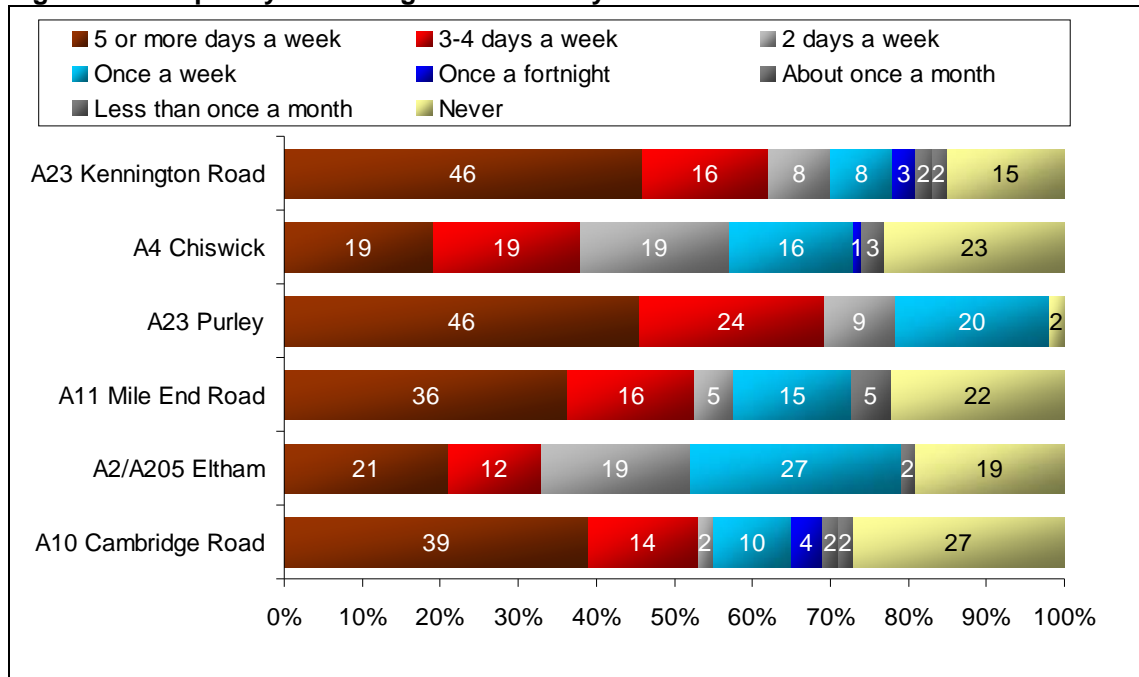
The proportions walking on each footway type by location are shown in Figure 19 to Figure 21.

Figure 19: Frequency of walking on flags by location



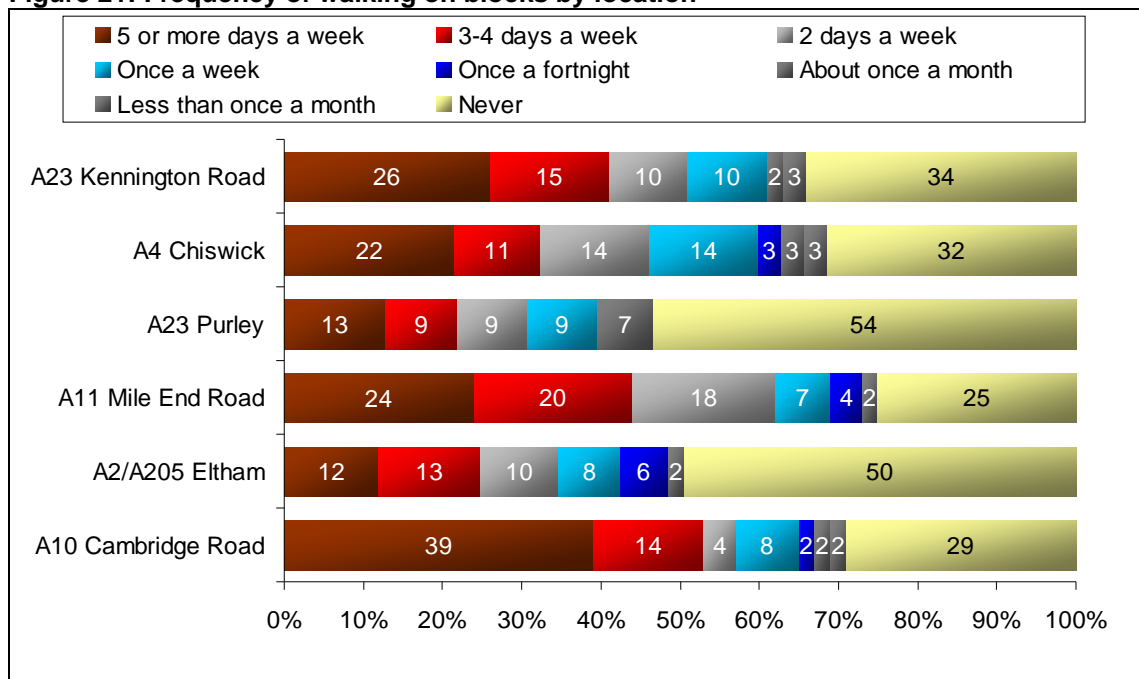
Base: A10 Cambridge Road 51, A2/A205 Eltham 52, A11 Mile End Road 55, A23 Purley Way 46, A4 Chiswick 74, A23 Kennington Road 61

Figure 20: Frequency of walking on bitumen by location



Base: A10 Cambridge Road 51, A2/A205 Eltham 52, A11 Mile End Road 55, A23 Purley Way 46, A4 Chiswick 74, A23 Kennington Road 61

Figure 21: Frequency of walking on blocks by location



Base: A10 Cambridge Road 51, A2/A205 Eltham 52, A11 Mile End Road 55, A23 Purley Way 46, A4 Chiswick 74, A23 Kennington Road 61

3.5 Rating of Footway Defects

Respondents were asked the following two questions for each of eleven footway condition defects

a) At which level of² would you **prefer** TfL to intervene?

² The relevant condition defect

b) At which level do you think TfL **must** intervene?

For each, the answer could be given on an 11 point scale:

- 0%
- 10%
- 20%
- 30%
- 40%
- 50%
- 60%
- 70%
- 80%
- 90%
- 100%

Any response not on the scale was rounded, eg 4% was entered as 0% and 15% was entered as 20%.

The order that the footway condition defects were presented within each surface type block was randomised.

To assist respondents with answering these questions, the interviewer ran through a dummy example which featured cracking for flags.

Figure 22 to Figure 32 illustrate the responses to each of the two questions for the eleven footway condition defects.

Bitumen: Fretting

Fretting for bitumen was described as follows:

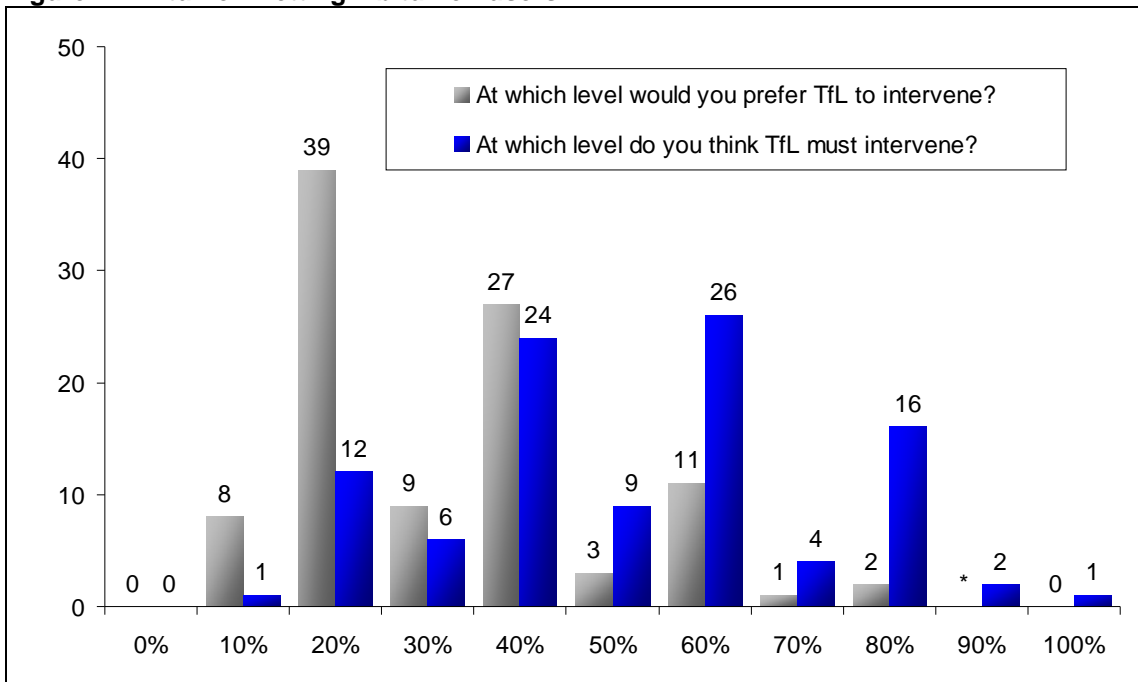
“Fretting is where the footway surface breaks up.”

The following images illustrating 20%, 40%, 60% and 80% condition defects were shown.





Figure 22: Bitumen fretting – bitumen users



Base: 276 bitumen users

* = less than 0.5%

Bitumen: Subsidence

Subsidence for bitumen was described as follows:

“Subsidence is where part of the footway subsides to a lower level.”

The following images illustrating 20%, 40%, 60% and 80% condition defects were shown.



20mm depth



20mm depth

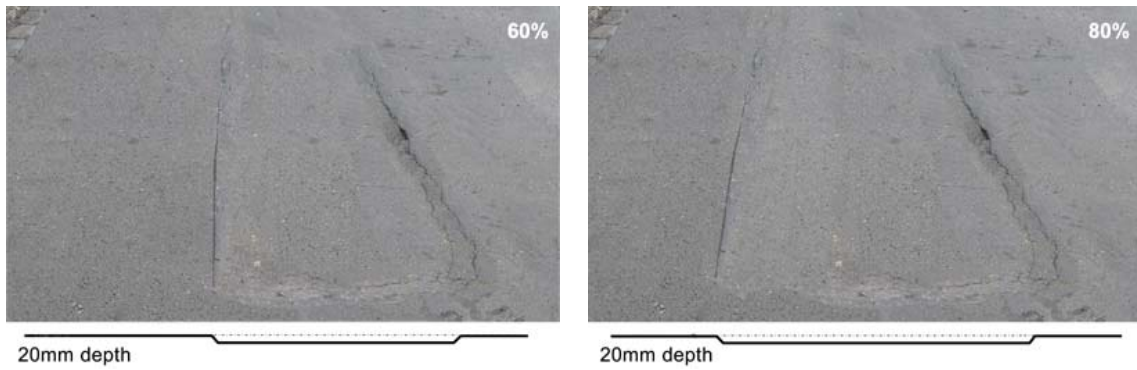
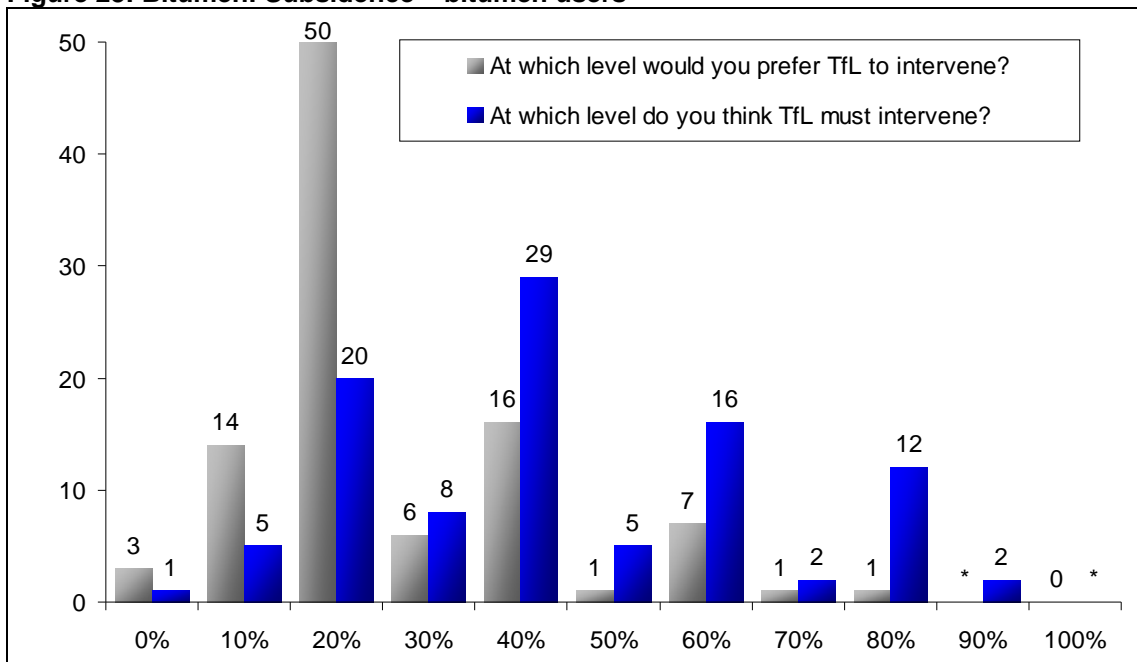


Figure 23: Bitumen: Subsidence – bitumen users



Base: 276 bitumen users

* = less than 0.5%

Bitumen: Cracking

Cracking for bitumen was described as follows:

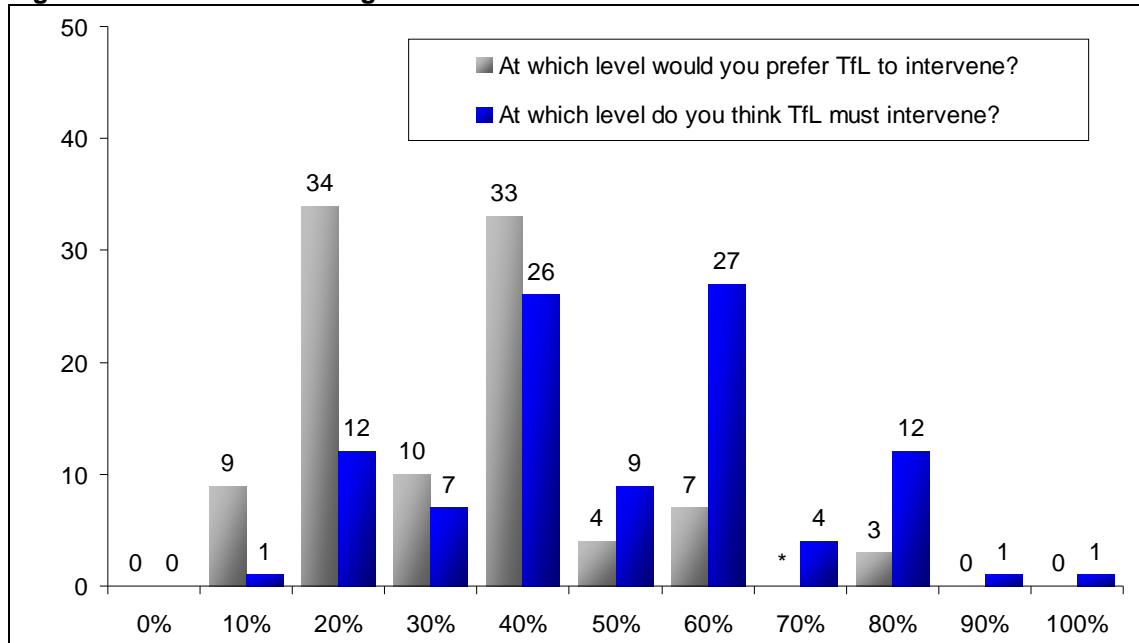
“Cracking – cracks on the footway surface.”

The following images illustrating 20%, 40%, 60% and 80% condition defects were shown.





Figure 24: Bitumen: cracking– bitumen users



Base: 276 bitumen users

* = less than 0.5%

Flags: Cracking

Cracking for flags was described as follows:

“Cracking - cracks on the footway surface.”

The following images illustrating 20%, 40%, 60% and 80% condition defects were shown.

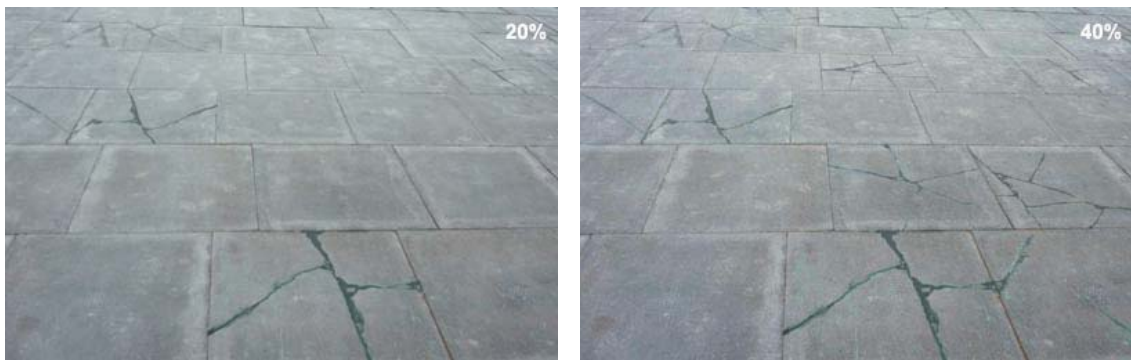
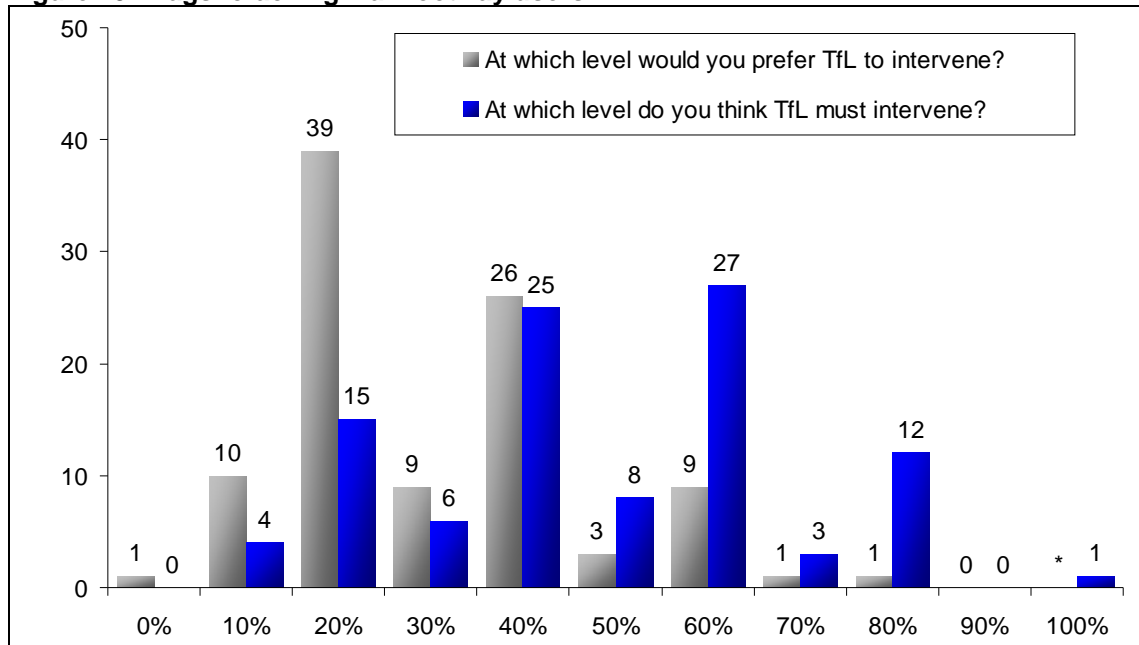




Figure 25: Flags: cracking – all footway users



Base: 339 footway users

* = less than 0.5%

Flags: Depressed

Depressed flags was described as follows:

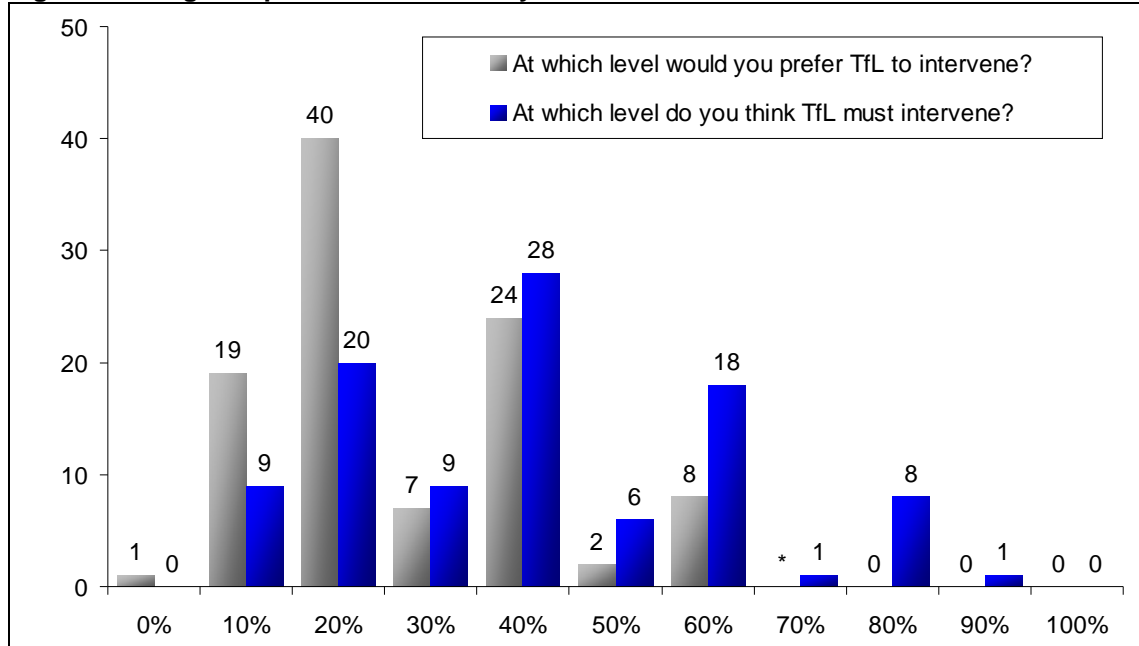
“Depressed footway is where part of the footway subsides to a lower level.”

The following images illustrating 20%, 40%, 60% and 80% condition defects were shown.





Figure 26: Flags: Depressed – all footway users



Base: 339 footway users

* = less than 0.5%

Flags: Cracked and depressed

Cracked and depressed flags was described as follows:

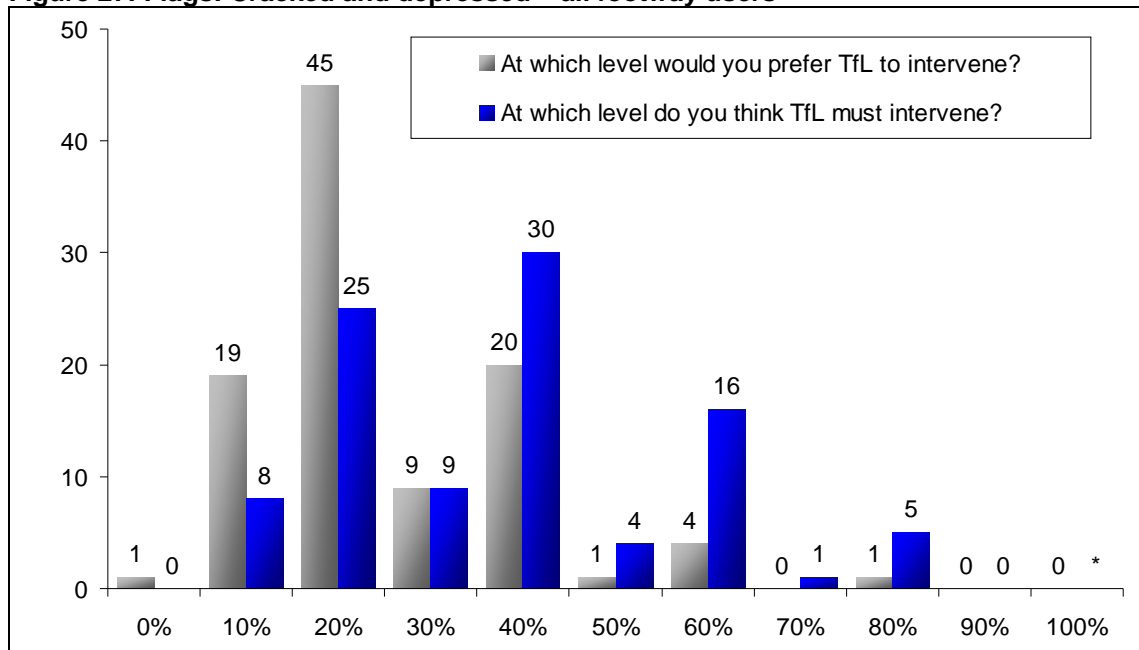
“Cracked and depressed footway is where there are cracks on the footway surface and part of the footway subsides to a lower level.”

The following images illustrating 20%, 40%, 60% and 80% condition defects were shown.





Figure 27: Flags: Cracked and depressed – all footway users



Base: 339 footway users

* = less than 0.5%

Flags: Flooding

Flooding for flags was described as follows:

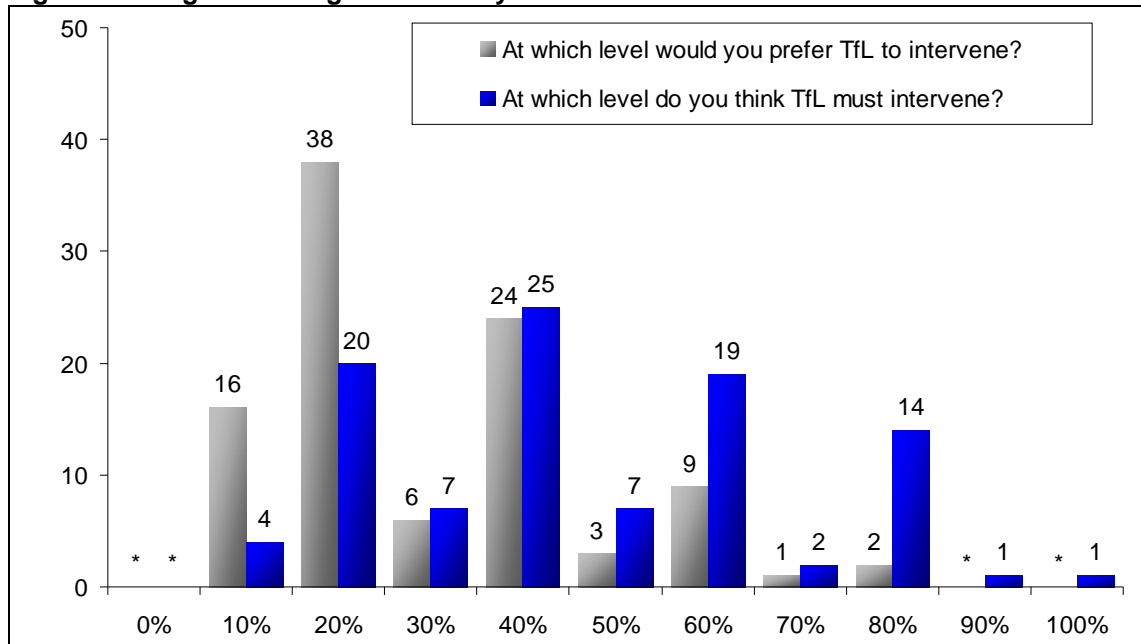
“Flooding is where parts of the footway remain under water after rain.”

The following images illustrating 20%, 40%, 60% and 80% condition defects were shown.





Figure 28: Flags: Flooding – all footway users



Base: 339 footway users

* = less than 0.5%

Flags: Ironworks

Ironworks for flags was described as follows:

“Ironworks is where ironwork is raised or sunken.”

The following images illustrating 20%, 40%, 60% and 80% condition defects were shown.



Cracks occurring on the outside of the ironwork



The ironwork is uneven by 10mm

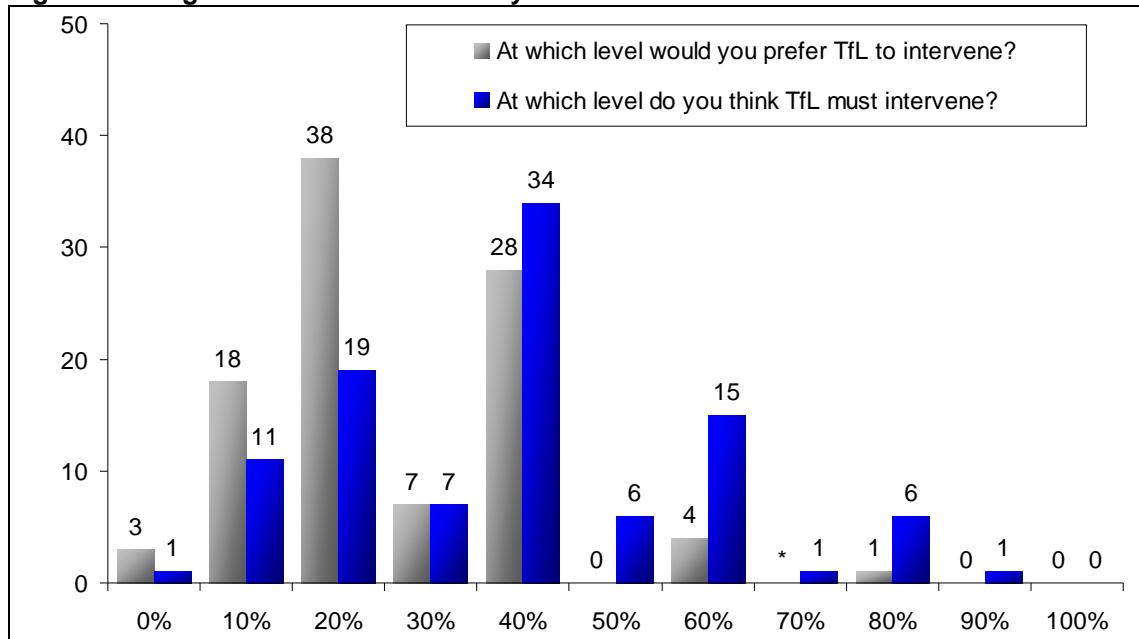


The ironwork is uneven by 20mm



The ironwork is uneven by 30mm

Figure 29: Flags: Ironworks – all footway users



Base: 339 footway users

* = less than 0.5%

Blocks: Cracking

Cracking for blocks was described as follows:

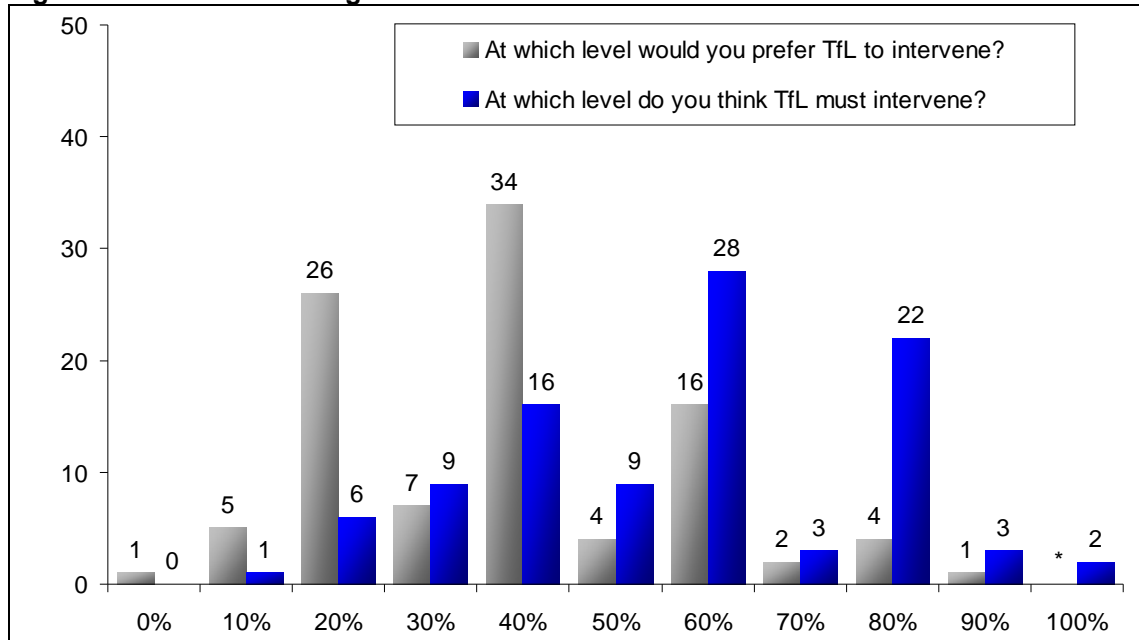
“Cracking - cracks on the footway surface.”

The following images illustrating 20%, 40%, 60% and 80% condition defects were shown.





Figure 30: Blocks: Cracking – blocks users



Base: 214 blocks users

* = less than 0.5%

Blocks: Depressed

Depressed blocks was described as follows:

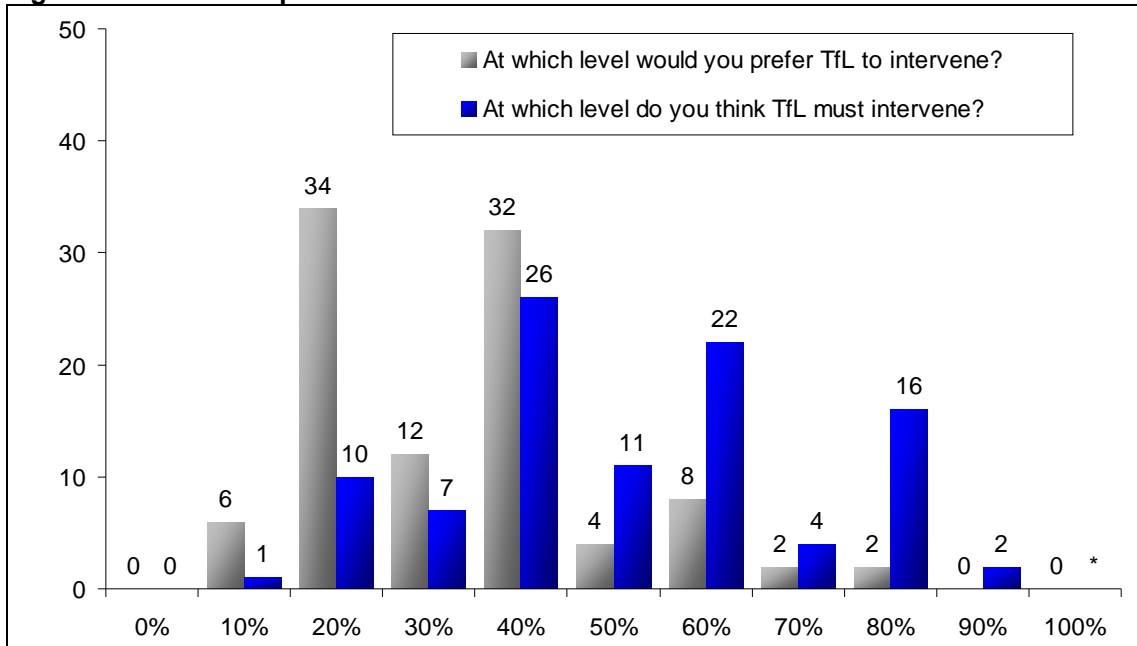
“Depressed footway is where part of the footway subsides to a lower level.”

The following images illustrating 20%, 40%, 60% and 80% condition defects were shown.





Figure 31: Blocks: Depressed – blocks users



Base: 214 blocks users

* = less than 0.5%

Blocks: Cracked and depressed

Cracked and depressed blocks was described as follows:

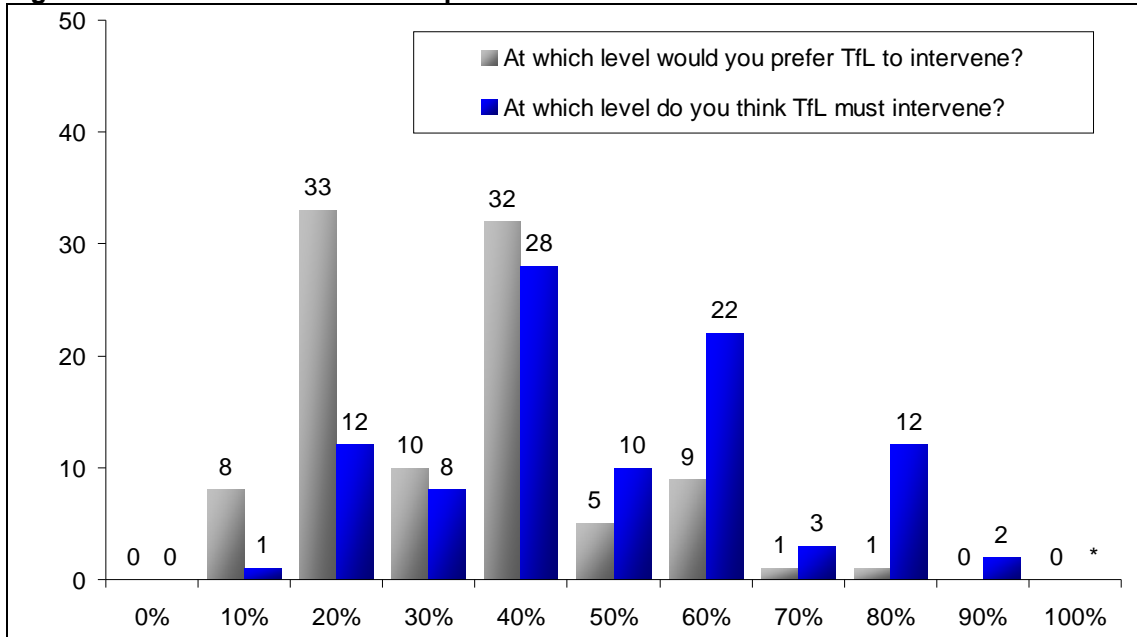
“Cracked and depressed footway is where there are cracks on the footway surface and part of the footway subsides to a lower level.”

The following images illustrating 20%, 40%, 60% and 80% condition defects were shown.





Figure 32: Blocks: Cracked and depressed – blocks users



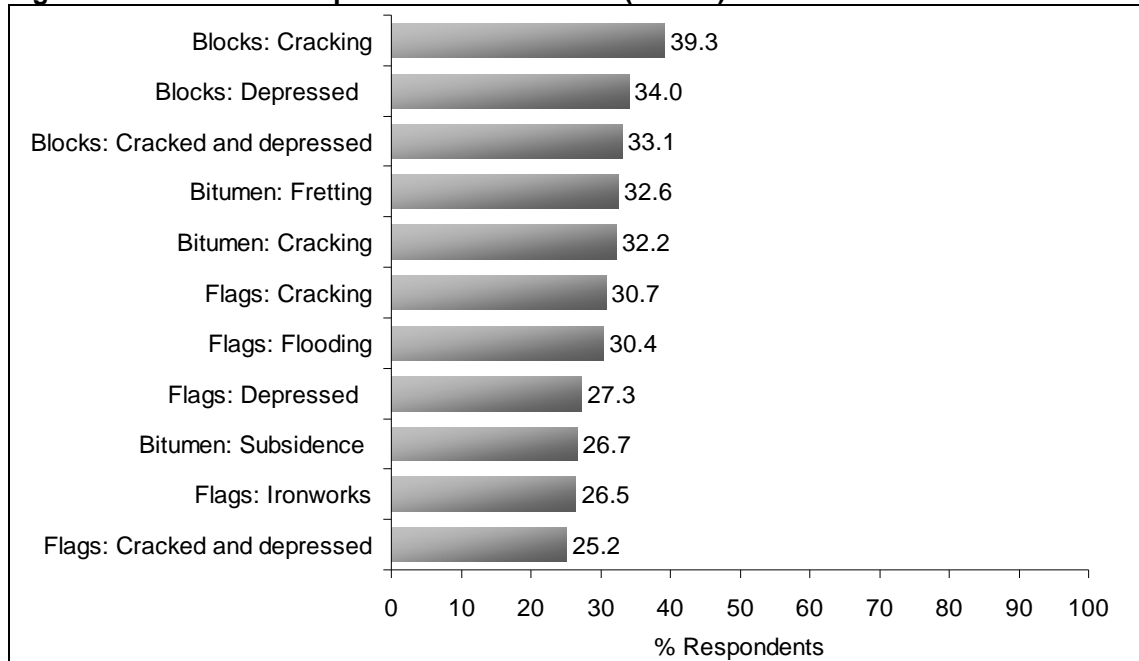
Base: 214 blocks users

* = less than 0.5%

For all eleven footway condition defects there was a tendency for there to be a higher level for 'TfL must intervene' than for 'prefer TfL to intervene' as would be expected.

The mean levels for 'prefer TfL to intervene' are shown in Figure 33. The lower the level the worse the condition defect. Cracked and depressed flags, ironworks, subsidence in bitumen and depressed flags are the priorities.

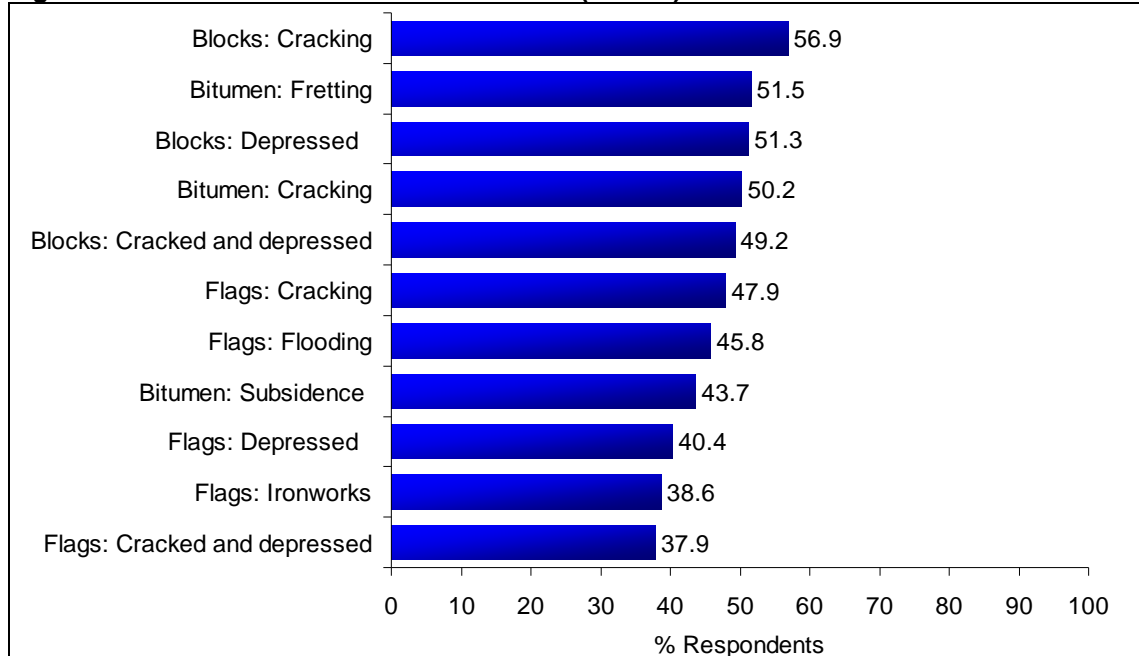
Figure 33: Level at which prefer TfL to intervene (means)



Base: 339 flags users, 276 bitumen users, 214 blocks users

The mean levels for ‘TfL must intervene’ are shown in Figure 34. The lower the level the worse the condition defect. The four priorities are the same as for preferences although depressed flags is now more important than subsidence in bitumen.

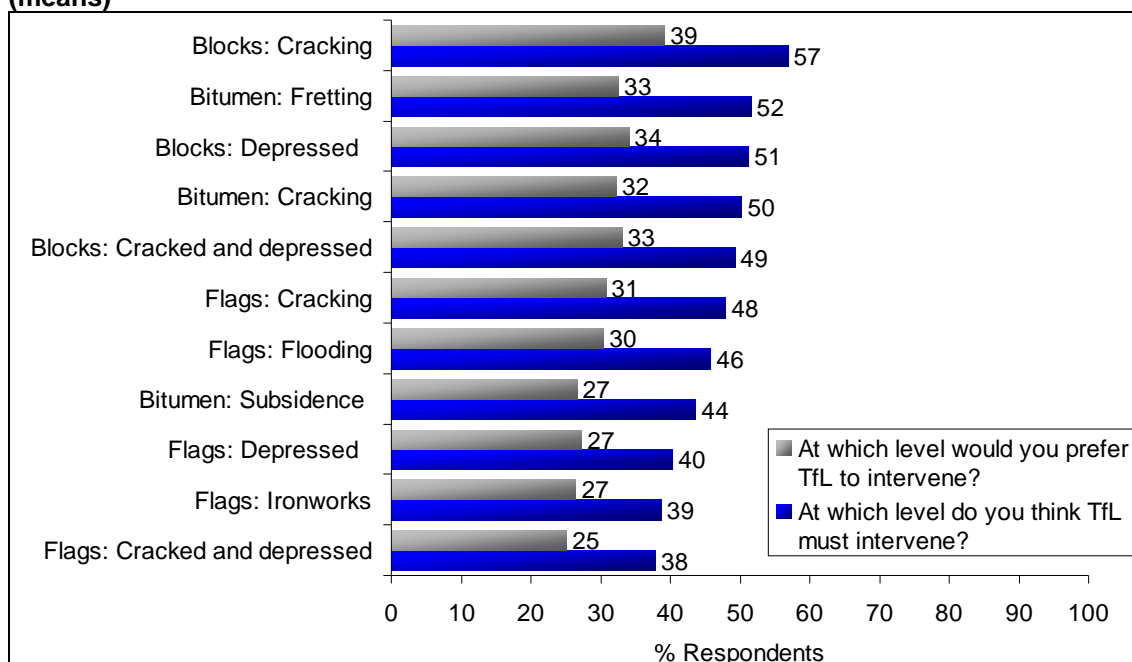
Figure 34: Level at which TfL must intervene (means)



Base: 339 flags users, 276 bitumen users, 214 blocks users

These are combined in Figure 35 (ranked in order of ‘TfL must intervene’). The gap between the preferring TfL to intervene and TfL must intervene ranges from 12.1% to 18.9% with an average of 15.9%.

Figure 35: Levels at which prefer TfL to intervene and at which TfL must intervene (means)



Base: 339 flags users, 276 bitumen users, 214 blocks users

Table 1 shows the means and standard deviations (SD) for the levels at which respondents would prefer TfL to intervene and at which they think TfL must intervene by impairment.

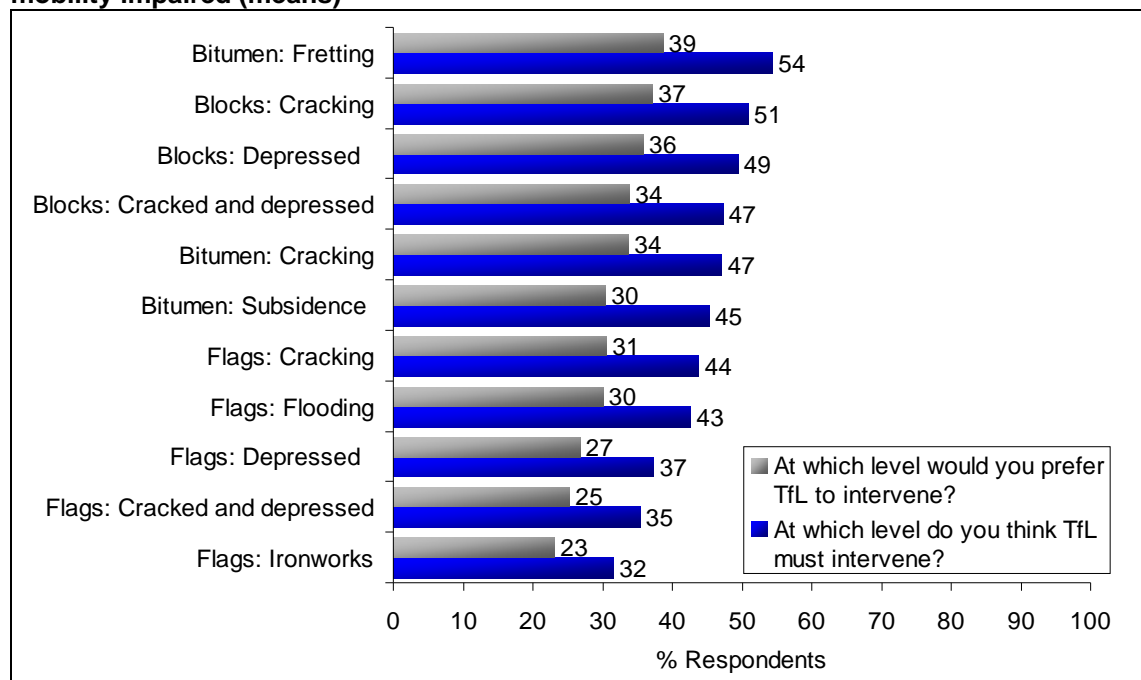
Table 1: Levels at which prefer TfL to intervene and at which TfL must intervene by impairment (means and standard deviations (SD))

| | | Total | Non impaired | Mobility impairment | Visual impairment |
|--|------|-------|--------------|---------------------|-------------------|
| Bitumen: Fretting | | | | | |
| At what level of defect would you prefer TfL to intervene? | mean | 32.64 | 32.21 | 38.64 | 26.43 |
| | SD | 16.82 | 16.36 | 20.18 | 10.96 |
| At what level do you think TfL must intervene? | mean | 51.52 | 51.86 | 54.32 | 44.64 |
| | SD | 19.98 | 19.84 | 23.07 | 14.01 |
| Bitumen: Subsidence | | | | | |
| At what level of defect would you prefer TfL to intervene? | mean | 26.67 | 25.98 | 30.45 | 25.71 |
| | SD | 16.46 | 15.39 | 21.45 | 14.76 |
| At what level do you think TfL must intervene? | mean | 43.66 | 44.17 | 45.23 | 37.5 |
| | SD | 21.66 | 20.6 | 25.56 | 22.38 |
| Bitumen: Cracking | | | | | |
| At what level of defect would you prefer TfL to intervene? | mean | 32.17 | 31.96 | 33.64 | 31.43 |
| | SD | 15.71 | 15.12 | 20.24 | 11.77 |
| At what level do you think TfL must intervene? | mean | 50.18 | 50.93 | 47.05 | 49.64 |
| | SD | 19.29 | 18.32 | 23.29 | 19.53 |
| Flags: Cracking | | | | | |
| At what level of defect would you prefer TfL to intervene? | mean | 30.74 | 31.3 | 30.53 | 27.14 |
| | SD | 15.92 | 15.95 | 18.07 | 11.26 |
| At what level do you think TfL must intervene? | mean | 47.94 | 49.19 | 43.86 | 45.71 |
| | SD | 20.35 | 19.9 | 22.58 | 19.14 |
| Flags: Depressed | | | | | |
| At what level of defect would you prefer TfL to intervene? | mean | 27.32 | 26.92 | 26.84 | 30.86 |
| | SD | 14.76 | 13.89 | 17.94 | 15.02 |
| At what level do you think TfL must intervene? | mean | 40.41 | 40.45 | 37.37 | 45.14 |
| | SD | 20.03 | 19.15 | 23.49 | 19.61 |
| Flags: Cracked and depressed | | | | | |
| At what level of defect would you prefer TfL to intervene? | mean | 25.16 | 25.1 | 25.26 | 25.43 |
| | SD | 13.44 | 13.03 | 15.48 | 13.14 |

| | | | | | |
|--|------|--------------|--------------|--------------|--------------|
| At what level do you think TfL must intervene? | mean | 37.91 | 38.26 | 35.44 | 39.43 |
| | SD | 18.89 | 18.19 | 21.39 | 19.7 |
| Flags: Flooding | | | | | |
| At what level of defect would you prefer TfL to intervene? | mean | 30.44 | 30.24 | 30 | 32.57 |
| | SD | 17.76 | 17.11 | 20.96 | 17.04 |
| At what level do you think TfL must intervene? | mean | 45.75 | 46.52 | 42.63 | 45.43 |
| | SD | 21.69 | 21.07 | 24.53 | 21.33 |
| Flags: Ironworks | | | | | |
| At what level of defect would you prefer TfL to intervene? | mean | 26.52 | 26.96 | 23.16 | 28.86 |
| | SD | 14.75 | 13.71 | 17.13 | 17.11 |
| At what level do you think TfL must intervene? | mean | 38.61 | 40.16 | 31.58 | 39.14 |
| | SD | 19.66 | 18.83 | 20.68 | 21.74 |
| Blocks: Cracking | | | | | |
| At what level of defect would you prefer TfL to intervene? | mean | 39.25 | 40.32 | 37.22 | 34.76 |
| | SD | 18.67 | 17.88 | 23.62 | 14.36 |
| At what level do you think TfL must intervene? | mean | 56.92 | 59.55 | 50.83 | 47.62 |
| | SD | 20.67 | 19.33 | 24.19 | 19.98 |
| Blocks: Depressed | | | | | |
| At what level of defect would you prefer TfL to intervene? | mean | 34.02 | 34.59 | 35.83 | 26.67 |
| | SD | 15.94 | 15.71 | 18.88 | 9.66 |
| At what level do you think TfL must intervene? | mean | 51.31 | 53.25 | 49.44 | 40 |
| | SD | 19.53 | 19.09 | 22.42 | 13.04 |
| Blocks: Cracked and depressed | | | | | |
| At what level of defect would you prefer TfL to intervene? | mean | 33.08 | 33.38 | 33.89 | 29.52 |
| | SD | 15.65 | 14.57 | 19.61 | 16.27 |
| At what level do you think TfL must intervene? | mean | 49.21 | 50.32 | 47.22 | 44.29 |
| | SD | 19.59 | 18.55 | 23.62 | 19.64 |
| Base: flags | | 339 | 247 | 57 | 35 |
| Base: bitumen | | 276 | 204 | 44 | 28 |
| Base: blocks | | 214 | 157 | 36 | 21 |

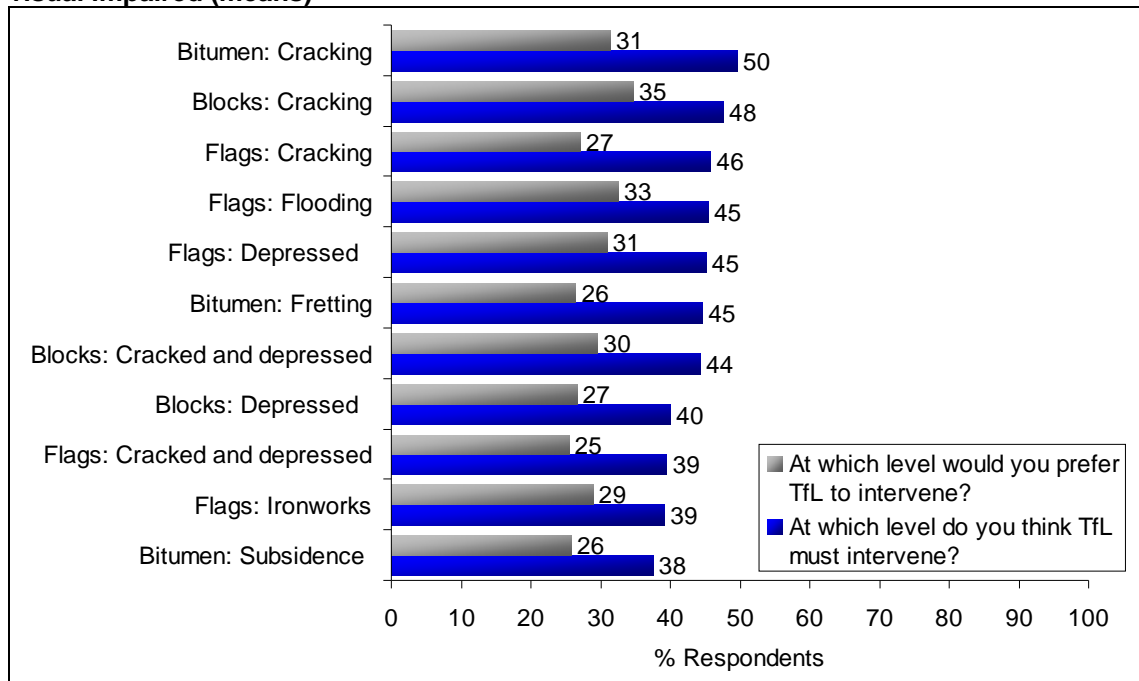
Figure 36, Figure 37 and Figure 38 show the levels at which respondents would prefer TfL to intervene and at which they think TfL must intervene for the mobility impaired, the visual impaired and the non impaired respectively.

Figure 36: Levels at which prefer TfL to intervene and at which TfL must intervene – mobility impaired (means)



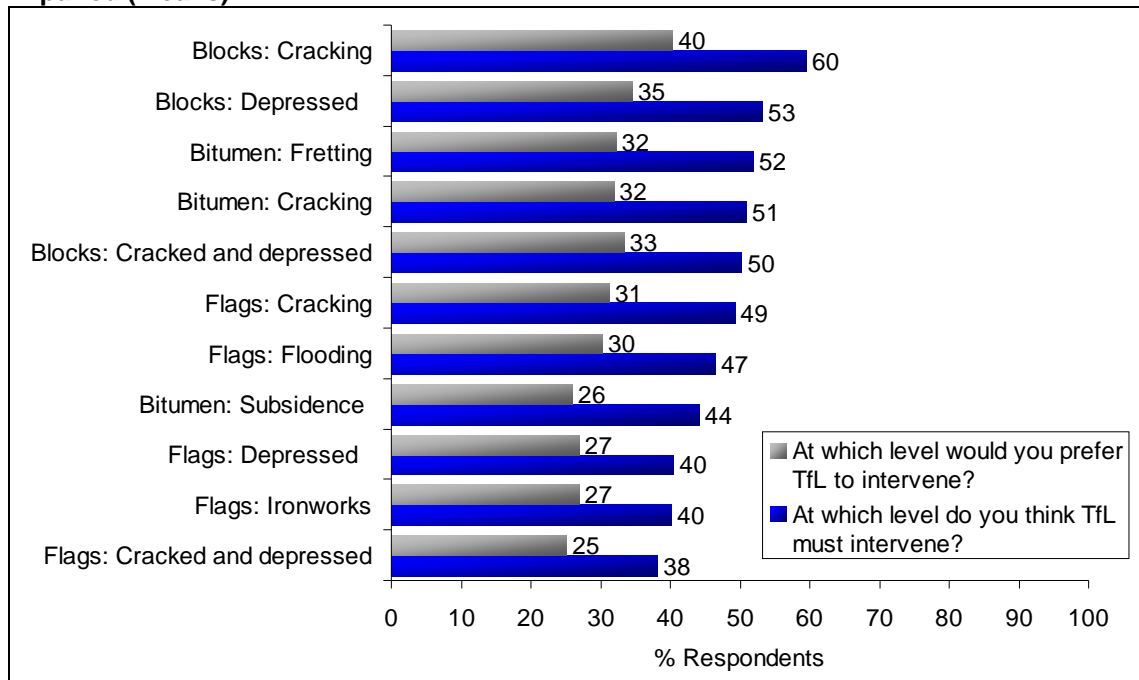
Base: mobility impaired: 57 flags users, 44 bitumen users, 36 blocks users

Figure 37: Levels at which prefer TfL to intervene and at which TfL must intervene – visual impaired (means)



Base: visual impaired: 35 flags users, 28 bitumen users, 21 blocks users

Figure 38: Levels at which prefer TfL to intervene and at which TfL must intervene – non impaired (means)



Base: visual impaired: 247 flags users, 204 bitumen users, 157 blocks users

3.6 Diagnostics

A series of questions were asked to check whether respondents found the photos to be clear and understood the key questions on intervention.

Ninety nine per cent said the photos were clear to them. The one per cent (four respondents) who found one or more photos unclear were asked which photos they

found unclear. One respondent said all eleven sets of photos were unclear. Two respondents said that the three photos for blocks were unclear and one respondent said that the photos of flooding were unclear.

Respondents were asked whether it was clear what they were being asked when they were asked “at what defect % would you **prefer** TfL to intervene” and “at what defect % do you think TfL **must** intervene.”

In both cases, all respondents said it was clear.

Overall, the images and key questions worked well.

3.7 Priorities

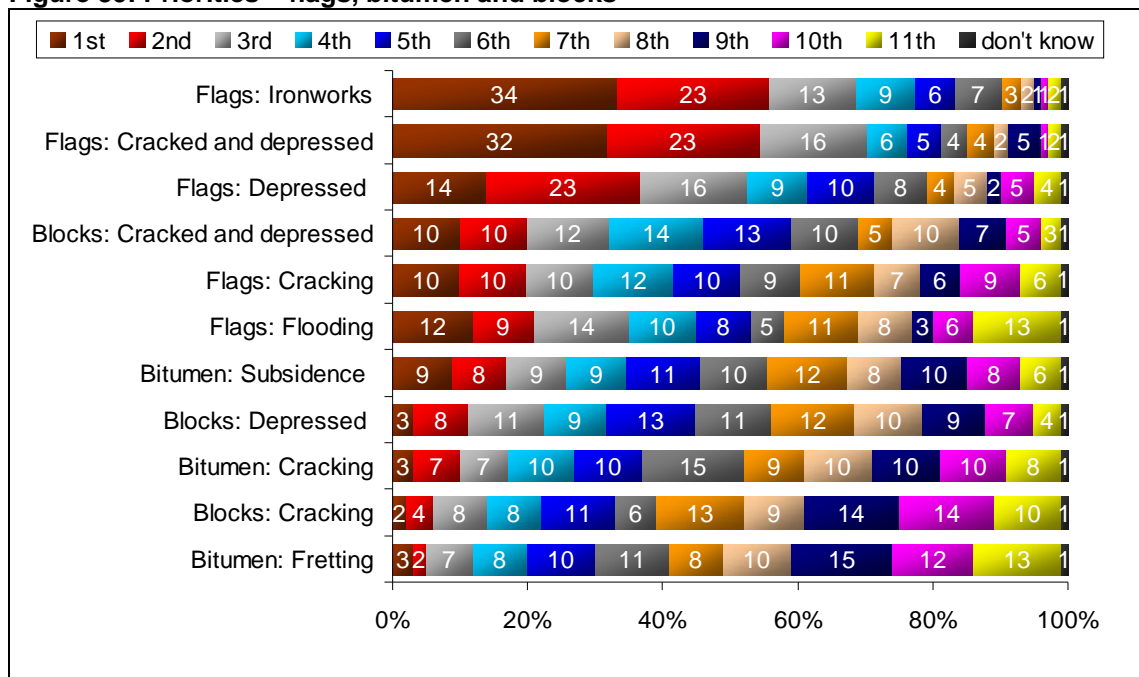
Respondents were asked to rank the condition defects in terms of priority for improvements.

The list of condition defects varied based on which surfaces they had experience of.

Fifty seven per cent of the sample (194 respondents), who answered questions on flags, bitumen and blocks were asked to rank eleven condition defects in order of priority for improvements.

Figure 39 below shows the scores and Figure 40 shows the mean priorities (where 11 = highest priority and 1 = lowest priority). The ranking for both figures is based on the means.

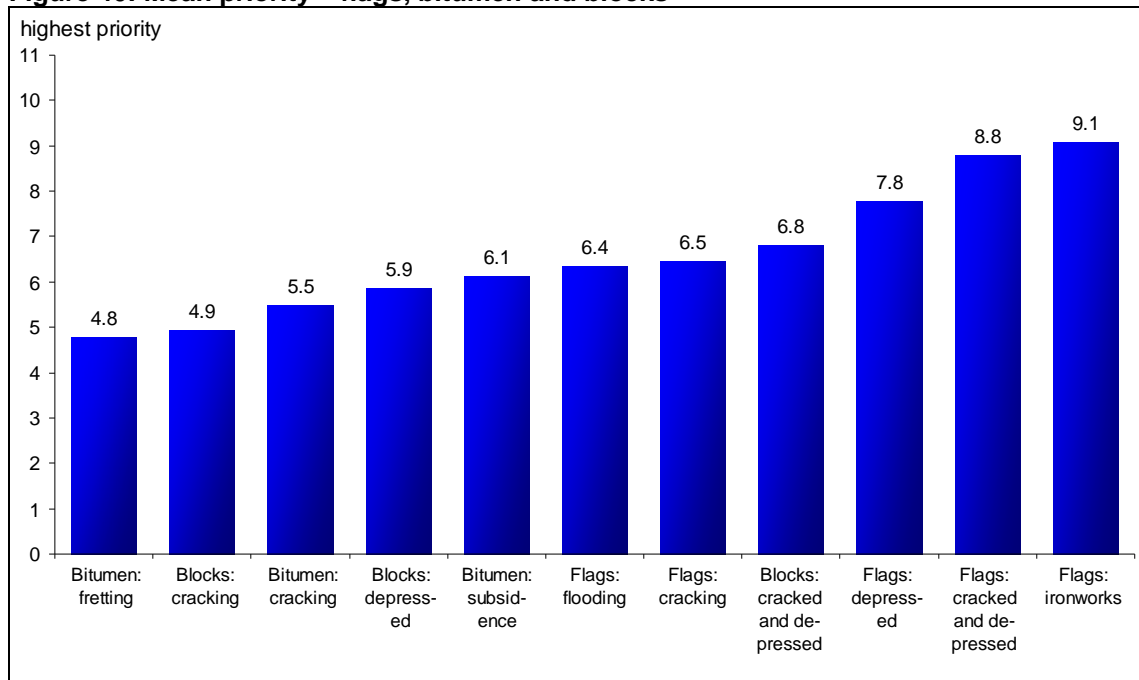
Figure 39: Priorities – flags, bitumen and blocks



Base: 194 who used flags, bitumen and blocks

The top priority is ironworks followed by cracked and depressed flags. These are the same top two priorities as in the questions on TfL intervening (although with the ordering transposed).

Figure 40: Mean priority – flags, bitumen and blocks

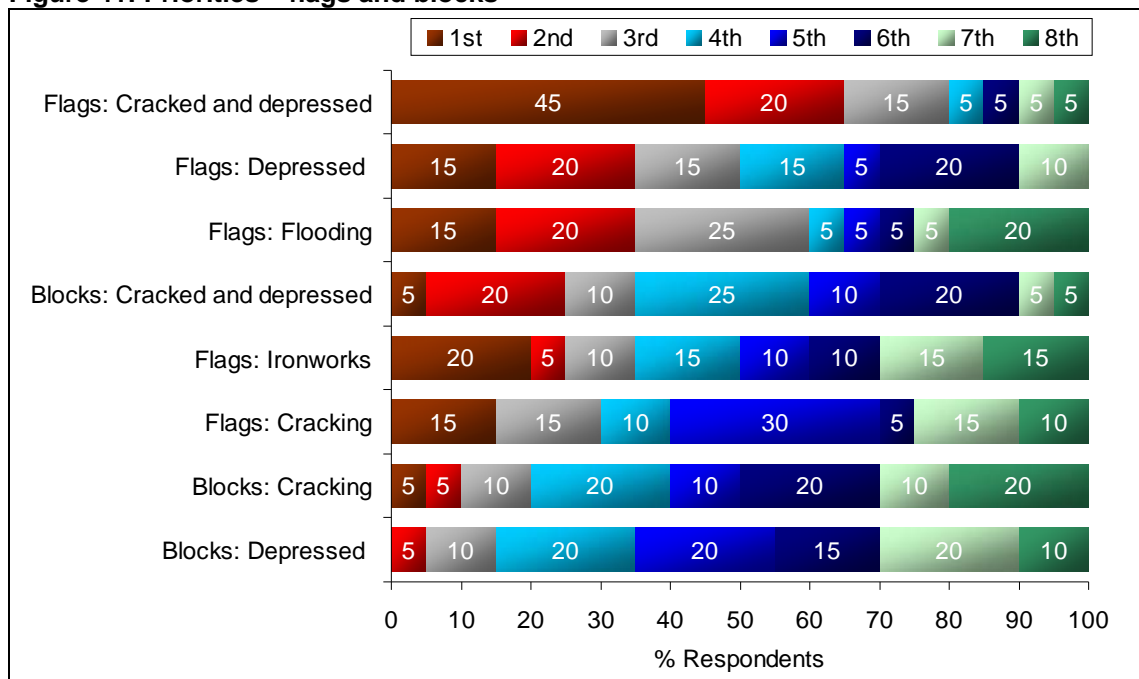


Base: 194 who used flags, bitumen and blocks

Twenty respondents who answered questions on flags and blocks were asked to rank eight condition defects in order of priority for improvements.

Figure 41 below shows the scores and Figure 42 shows the mean priorities.

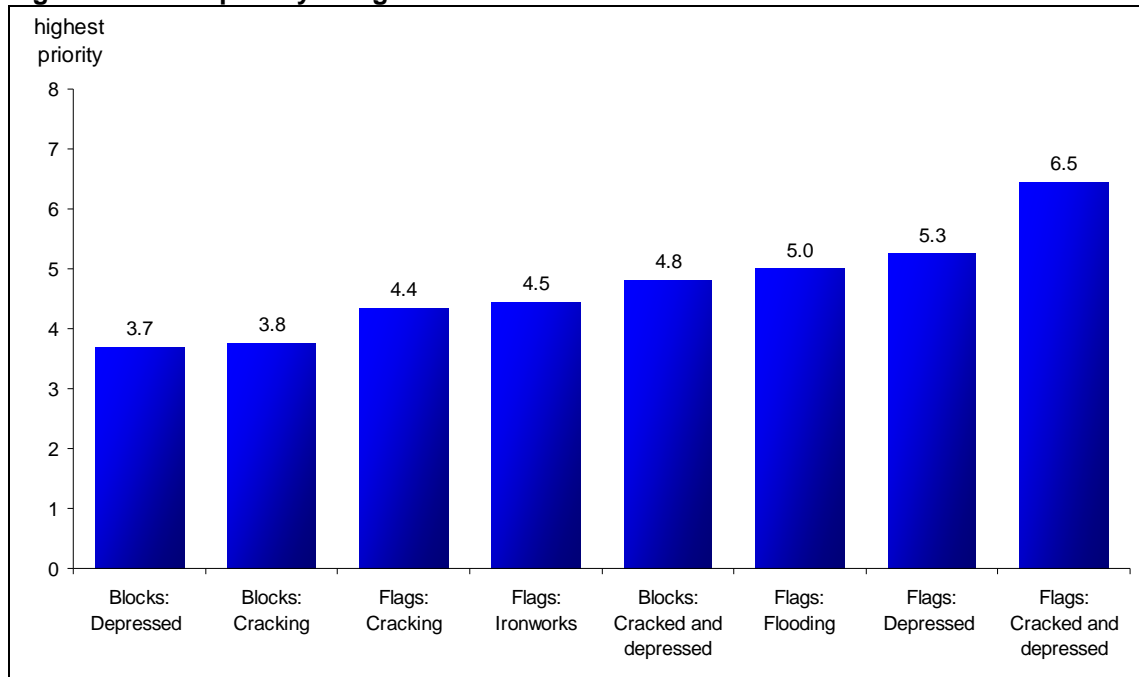
Figure 41: Priorities – flags and blocks



Base: 20 who used flags and blocks

The top priority is cracked and depressed flags followed by depressed flags and flooding.

Figure 42: Mean priority – flags and blocks

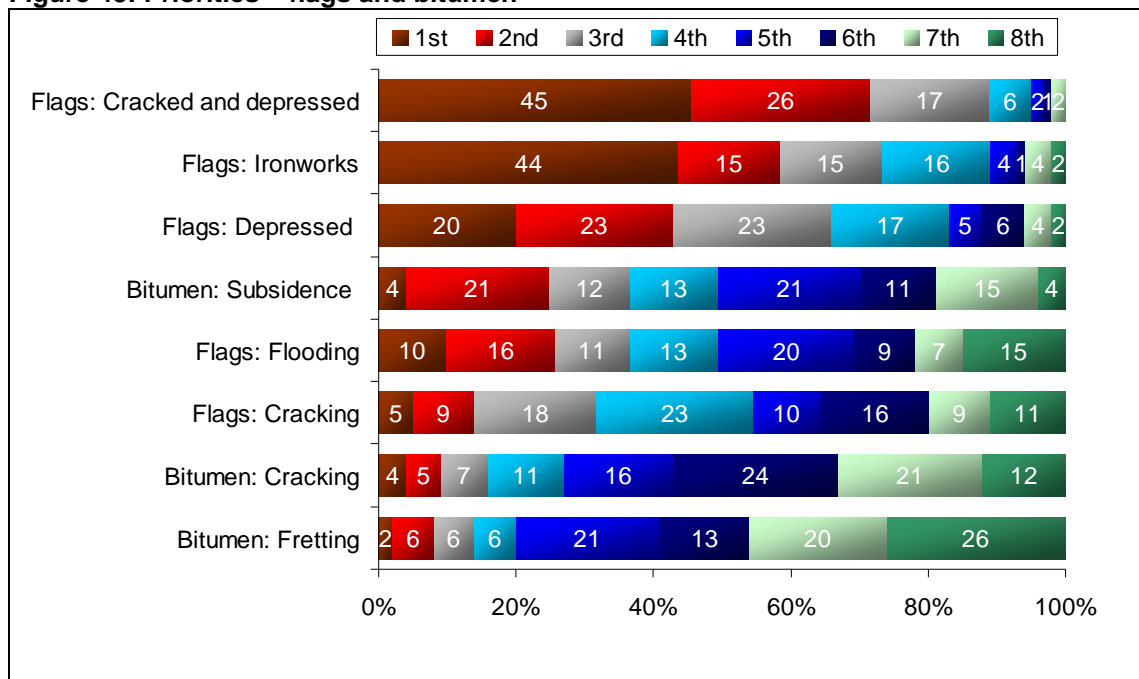


Base: 20 who used flags and blocks

Twenty four per cent of the sample (82 respondents) who answered questions on flags and bitumen were asked to rank eight condition defects in order of priority for improvements.

Figure 43 below shows the scores and Figure 44 shows the mean priorities.

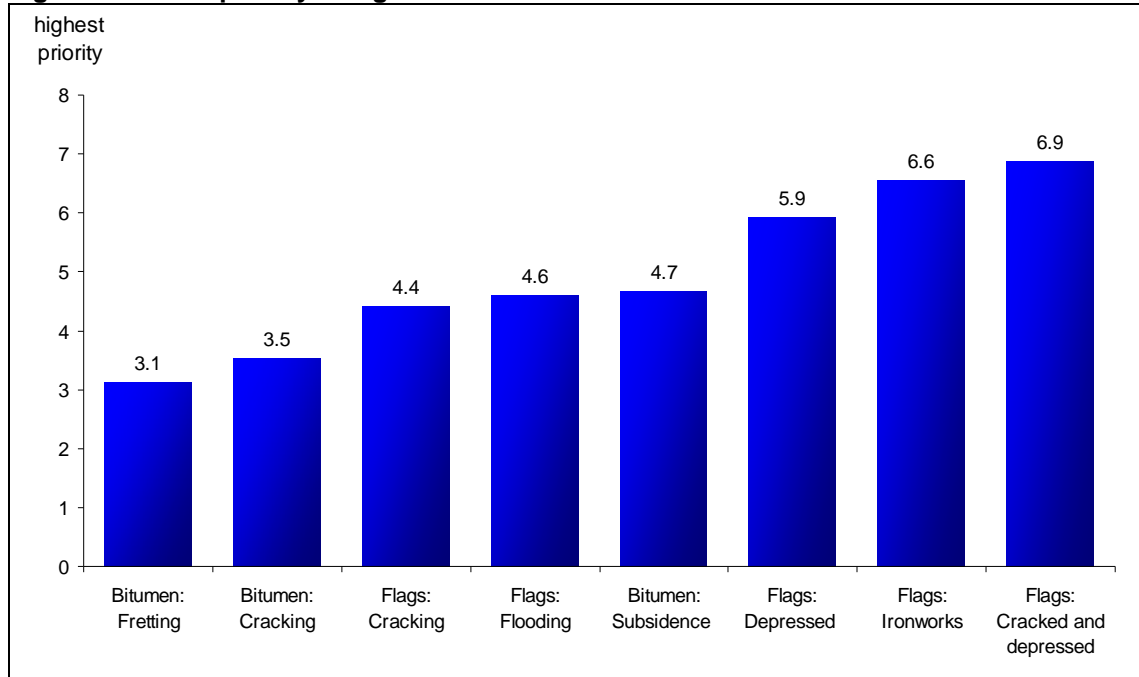
Figure 43: Priorities – flags and bitumen



Base: 82 who used flags and bitumen

The top priority was cracked and depressed flags followed by ironworks.

Figure 44: Mean priority – flags and bitumen

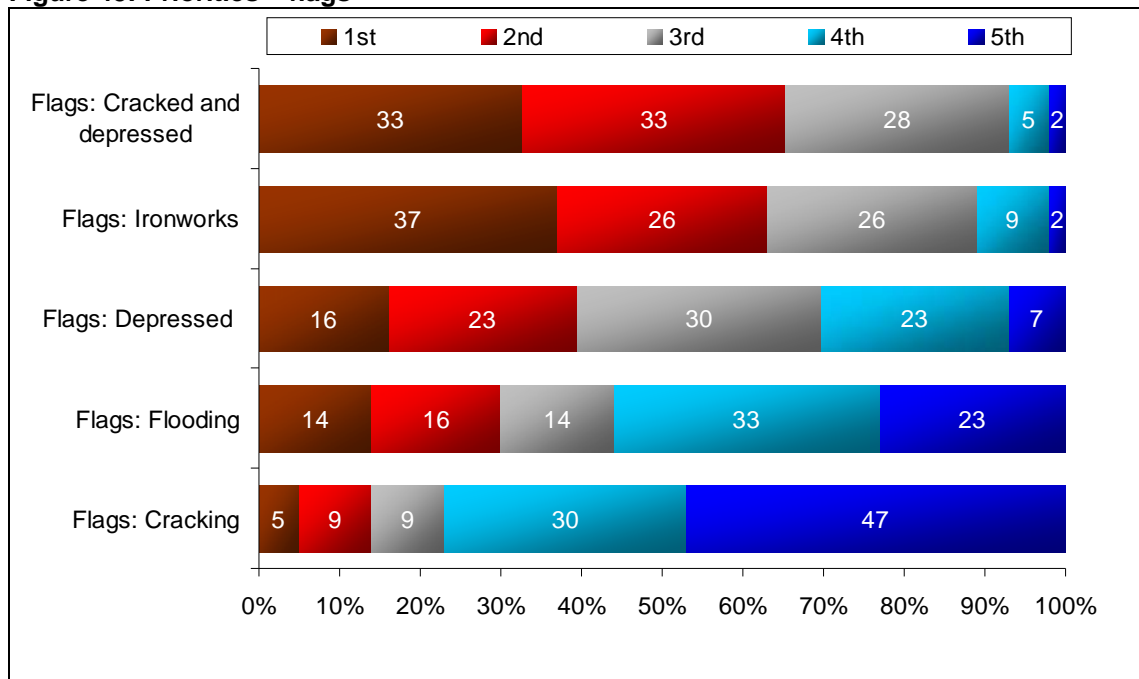


Base: 82 who used flags and bitumen

Twenty four per cent of the sample (43 respondents) who answered questions on flags only were asked to rank five condition defects in order of priority for improvements.

Figure 45 below shows the scores and Figure 46 shows the mean priorities.

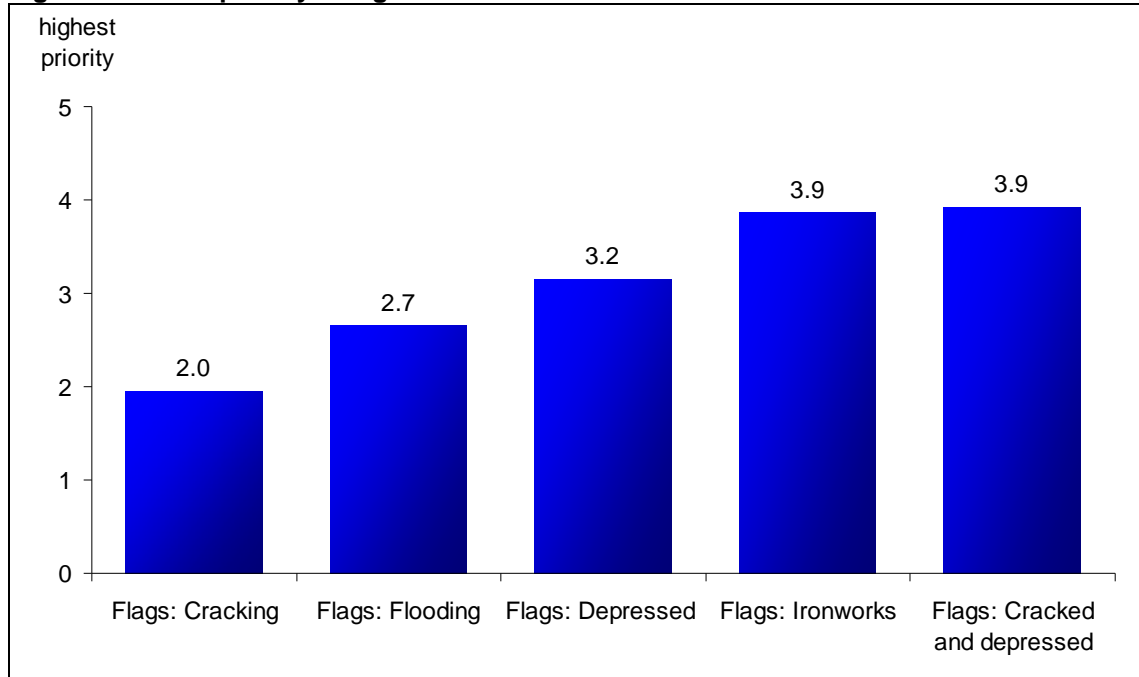
Figure 45: Priorities – flags



Base: 43 who used flags

The top priority was cracked and depressed flags followed by ironworks.

Figure 46: Mean priority – flags



Base: 43 who used flags

Summary

After grouping the results for the four different sub groups above which looked at flags the order of priorities for flags is:

- 1 Cracked and depressed
- 2 Ironworks
- 3 Depressed
- 4 Flooding
- 5 Cracking.

After grouping the results for the two different sub groups above which looked at bitumen the order of priorities for bitumen is:

- 1 Subsidence
- 2 Cracking
- 3 Fretting.

After grouping the results for the two different sub groups above which looked at blocks the order of priorities for blocks is:

- 1 Cracked and depressed
- 2 Depressed
- 3 Cracking.

3.8 Comments

Following the questions on priorities respondents were asked:

“Do you have any other comments you would like to make on the condition of the Transport for London road network?”

Over half (54%) made comments. These are included in Appendix D.

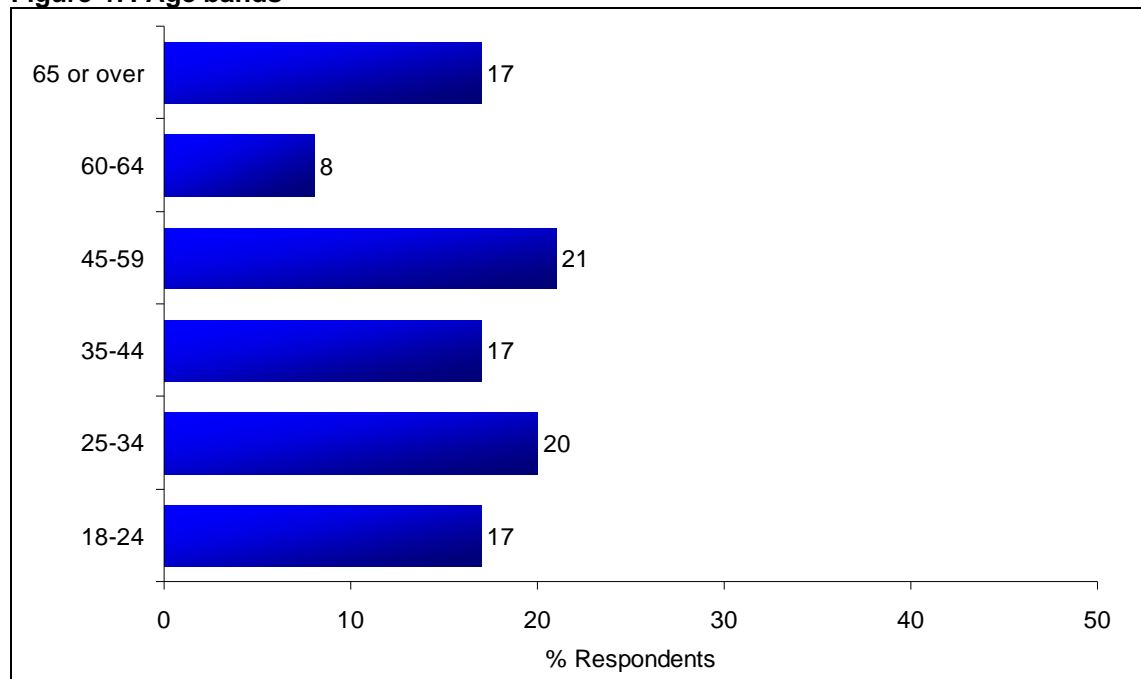
3.9 Respondent Characteristics

Age

There were age, gender and employment status quotas.

The age distribution is shown in Figure 47. A quarter of footway users were aged over 60 years old. Similar proportions were in the four younger age bands.

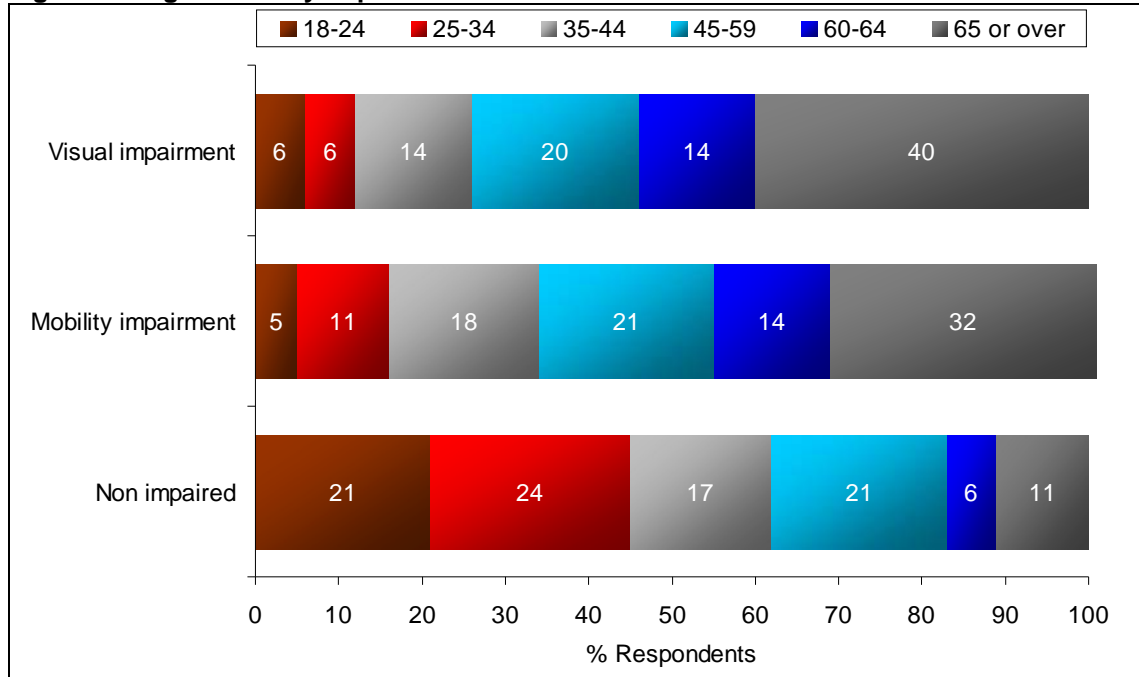
Figure 47: Age bands



Base: 339 footway users

The visual and mobility impaired had a much older age profile than the non impaired: 54% of the visually impaired and 46% of the mobility impaired were aged over 60 compared to 17% for the non impaired.

Figure 48: Age bands by impairment

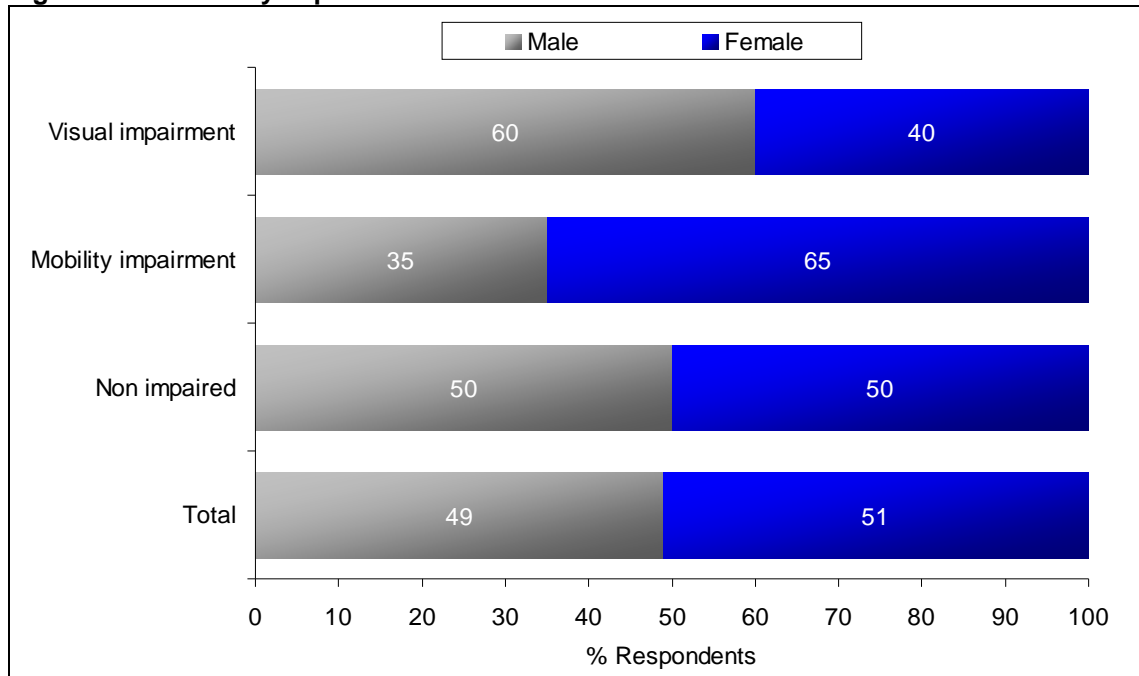


Base: Non impaired 247; Mobility impairment 57; Visual impairment 35

Gender

Almost two thirds of the mobility impaired (65%) were female and 60% of the visual impaired were male. The non impaired were evenly split between male and female.

Figure 49: Gender by impairment

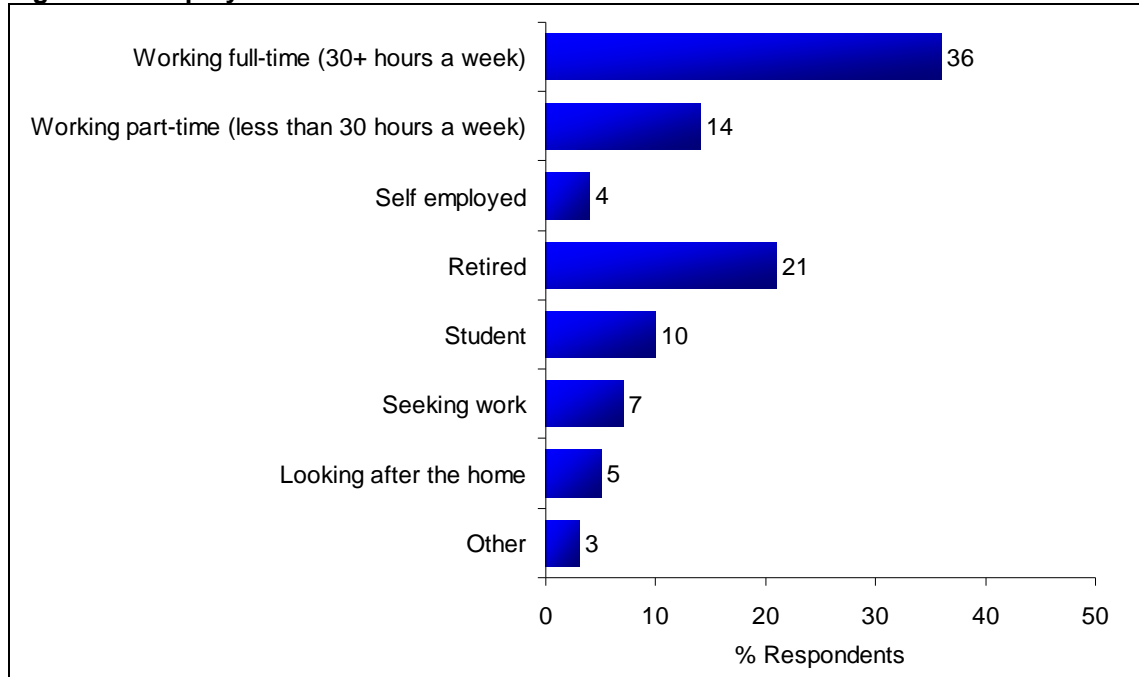


Base: Total: footway users 339; non impaired 247; mobility impairment 57; visual impairment 35

Employment status

Over half (54%) of the sample were employed: 36% full time and 14% part time and 4% self-employed. Twenty one per cent were retired and 10% were students. See Figure 50.

Figure 50: Employment status

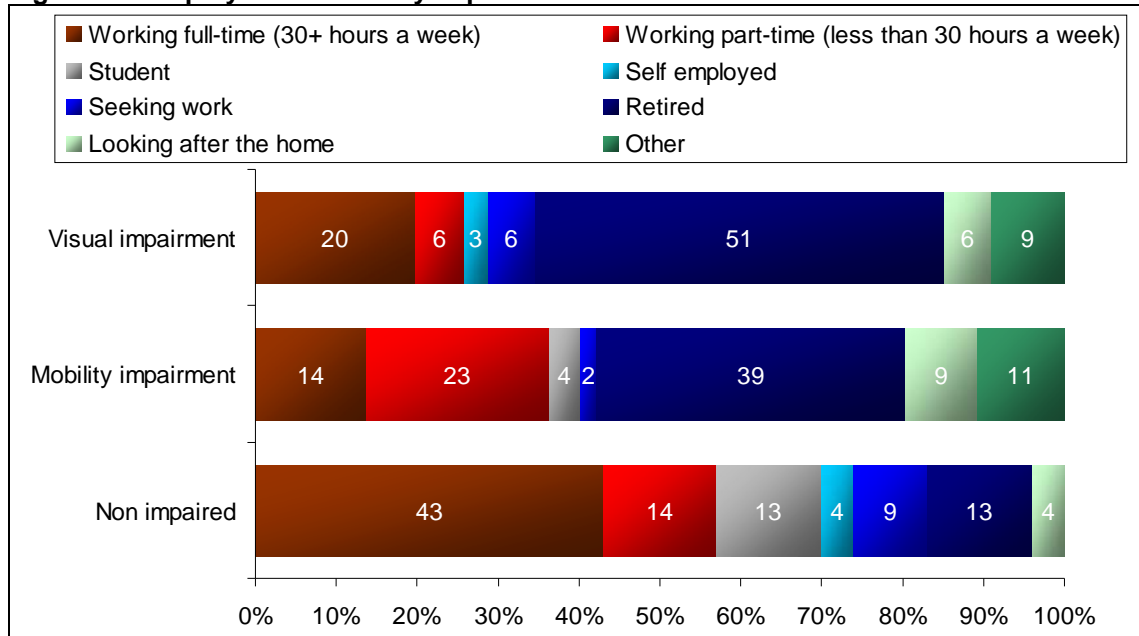


Base: 339 footway users

The visually and mobility impaired were much less likely to be employed and much more likely to be retired than the non impaired:

- 51% of the visually impaired and 39% of the mobility impaired were retired compared to 13% for the non impaired.
- 29% of the visually impaired and 37% of the mobility impaired were employed compared to 61% for the non impaired.

Figure 51: Employment status by impairment

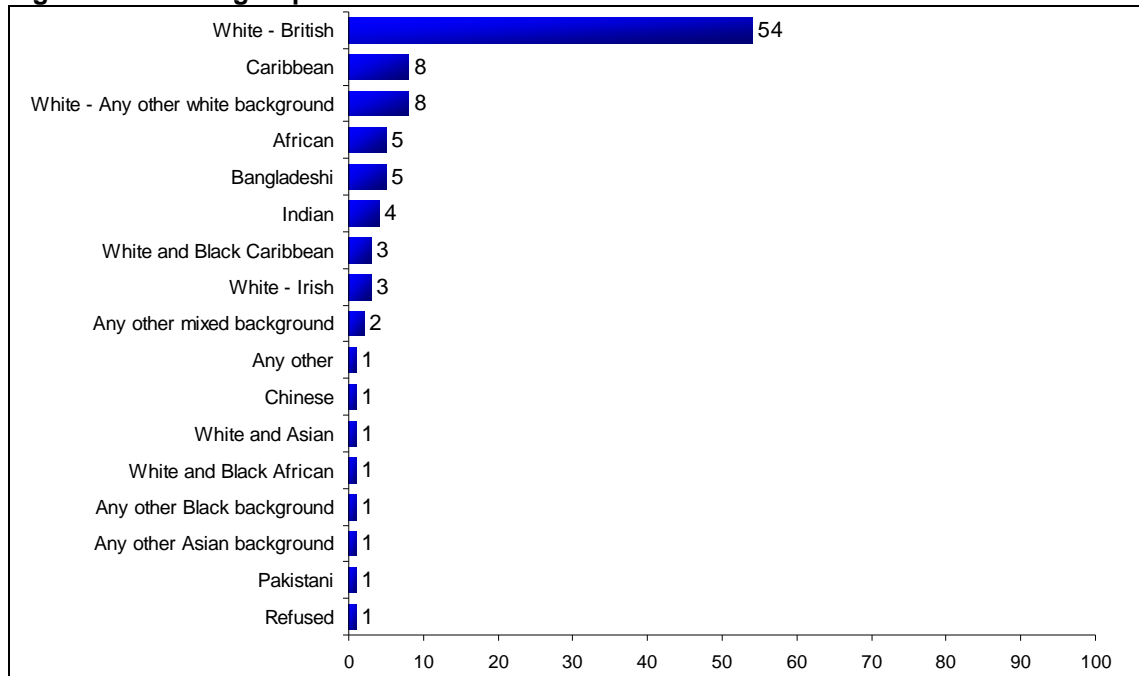


Base: Non impaired 247; Mobility impairment 57; Visual impairment 35

Ethnic Group

White British was the largest ethnic group with just over half (54%) of the sample in this group.

Figure 52: Ethnic group

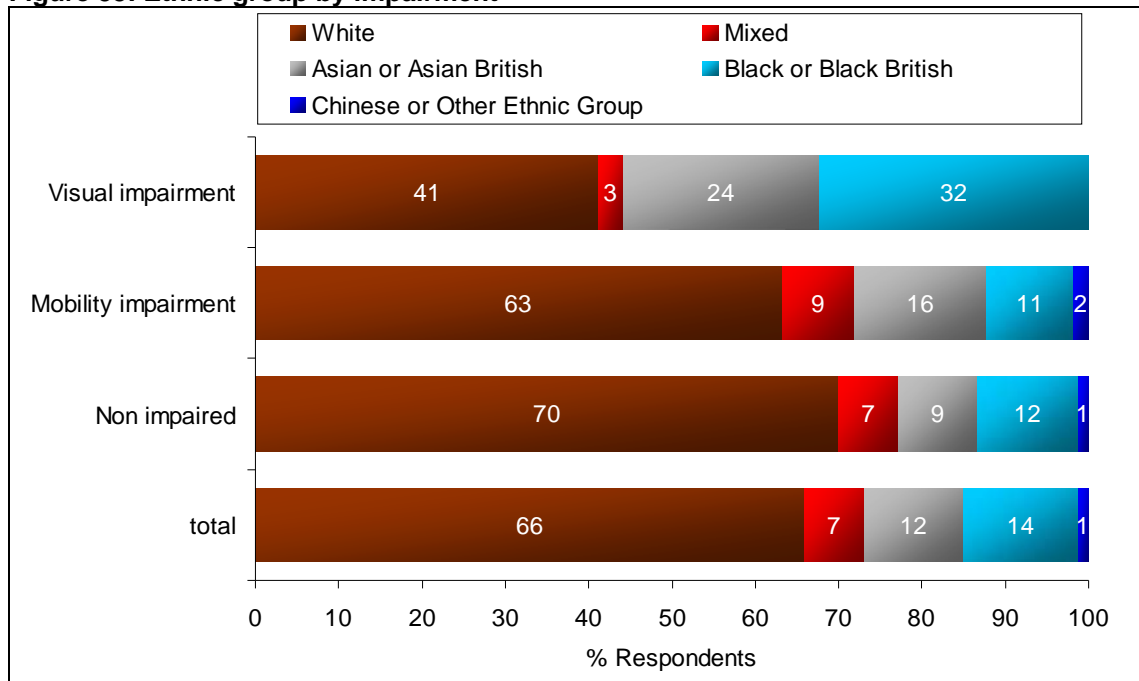


Base: 339 footway users

Figure 53 shows the main ethnic groupings by impairment. Over two thirds of the non impaired (70%) are White. According to the 2001 Census, 71% of the London population is white.

The visually impaired were much more likely to be from the Asian or Black ethnic groups than the mobility impaired and non impaired.

Figure 53: Ethnic group by impairment



Base: Total: footway users 337; non impaired 246; mobility impairment 57; visual impairment 34

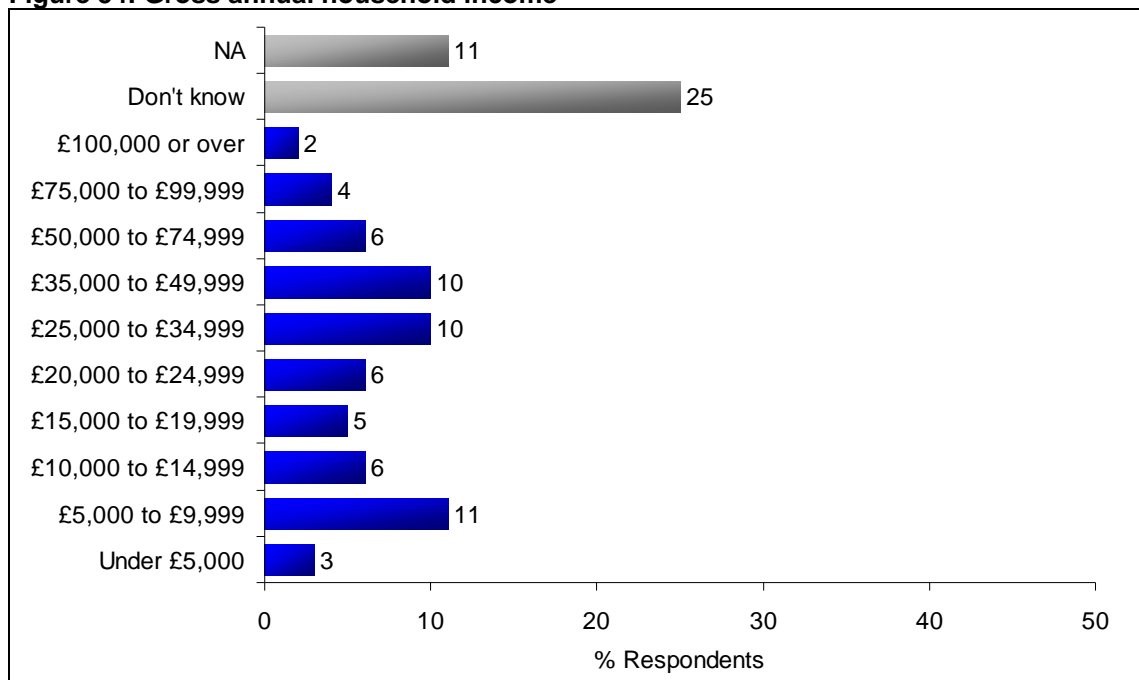
Annual Household Income

Annual household income was probed. Over a third (36%) either refused to answer or said they did not know.

The median income band was £5,000-£9,999 with 11%.

Figure 54 shows the overall distribution of incomes and Figure 55 shows the distribution of incomes banded into three groups after excluding don't knows and refusals.

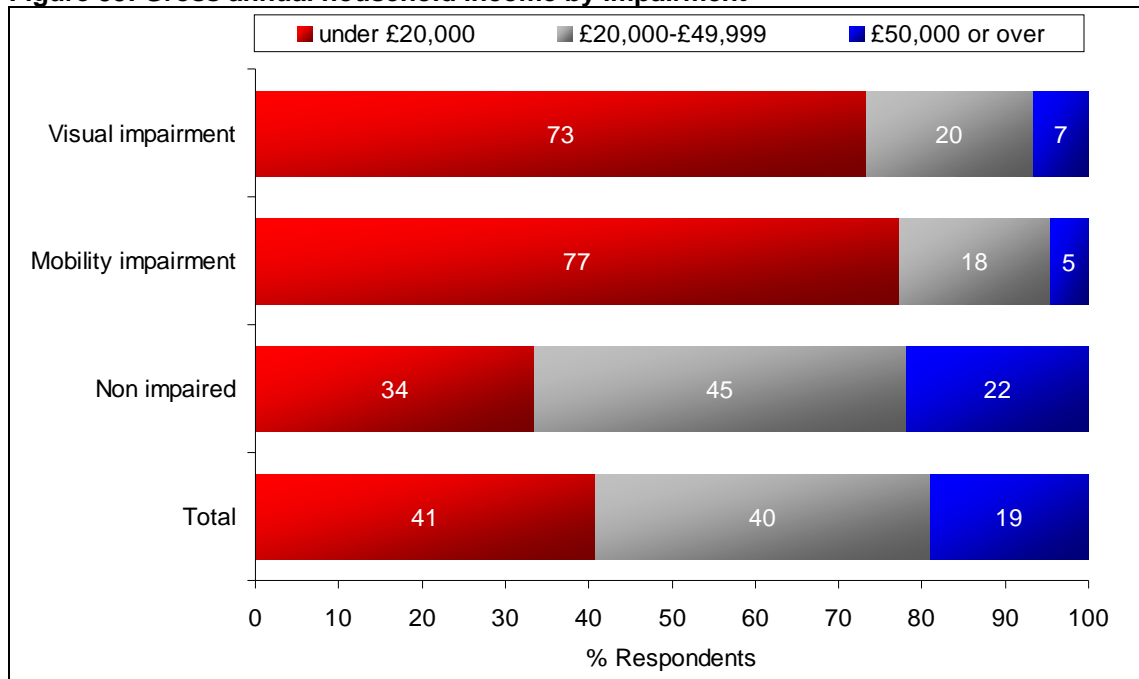
Figure 54: Gross annual household income



Base: 339 footway users

The mobility and visually impaired were much more likely than the non impaired to be from low income households (77% and 73% respectively with annual household incomes under £20,000 compared to 34% for the non impaired).

Figure 55: Gross annual household income by impairment

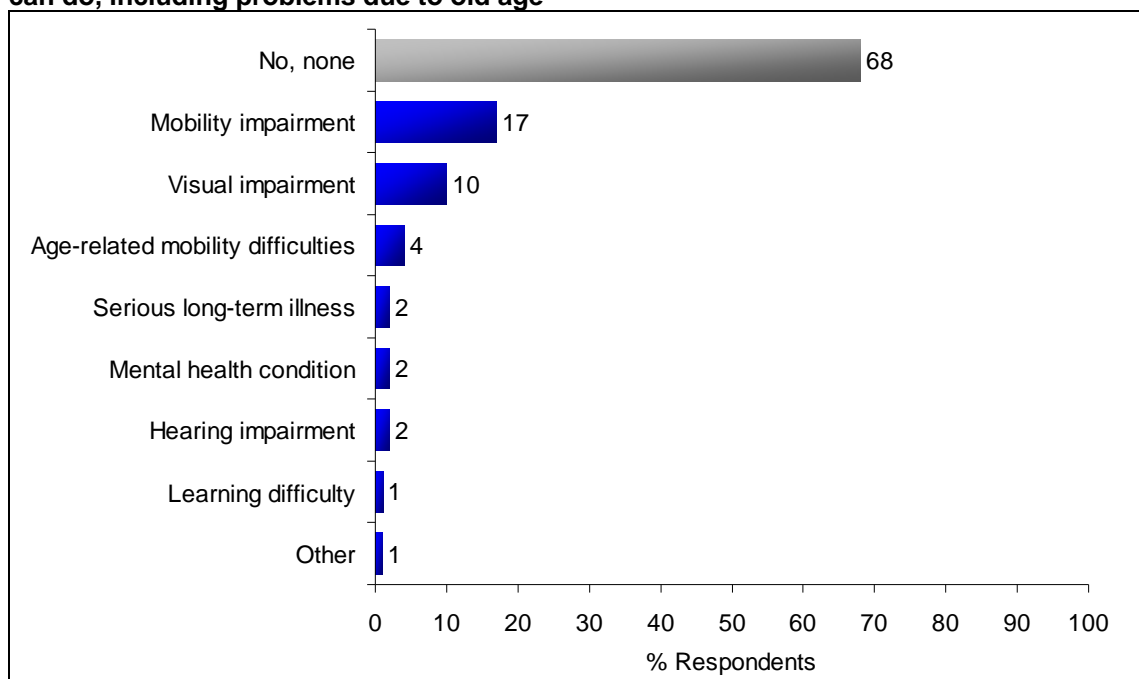


Base: Total: footway users 216; non impaired 179; mobility impairment 22; visual impairment 15

Physical and Mental Impairments

Just over a third (34%) of the sample had a long-term physical or mental disability which limits daily activities or work they could do.

Figure 56: Long-term physical or mental disability which limit daily activities or work one can do, including problems due to old age



Base: 339 footway users

APPENDIX A

Paper Version of CAPI Questionnaire

Interviewer no:

Time interview started:

LOCATION:

1. A10 Cambridge Road
2. A2/A205 Eltham
3. A11 Mile End Road
4. A23 Purley
5. A4 Chiswick
6. A23 Kennington Road

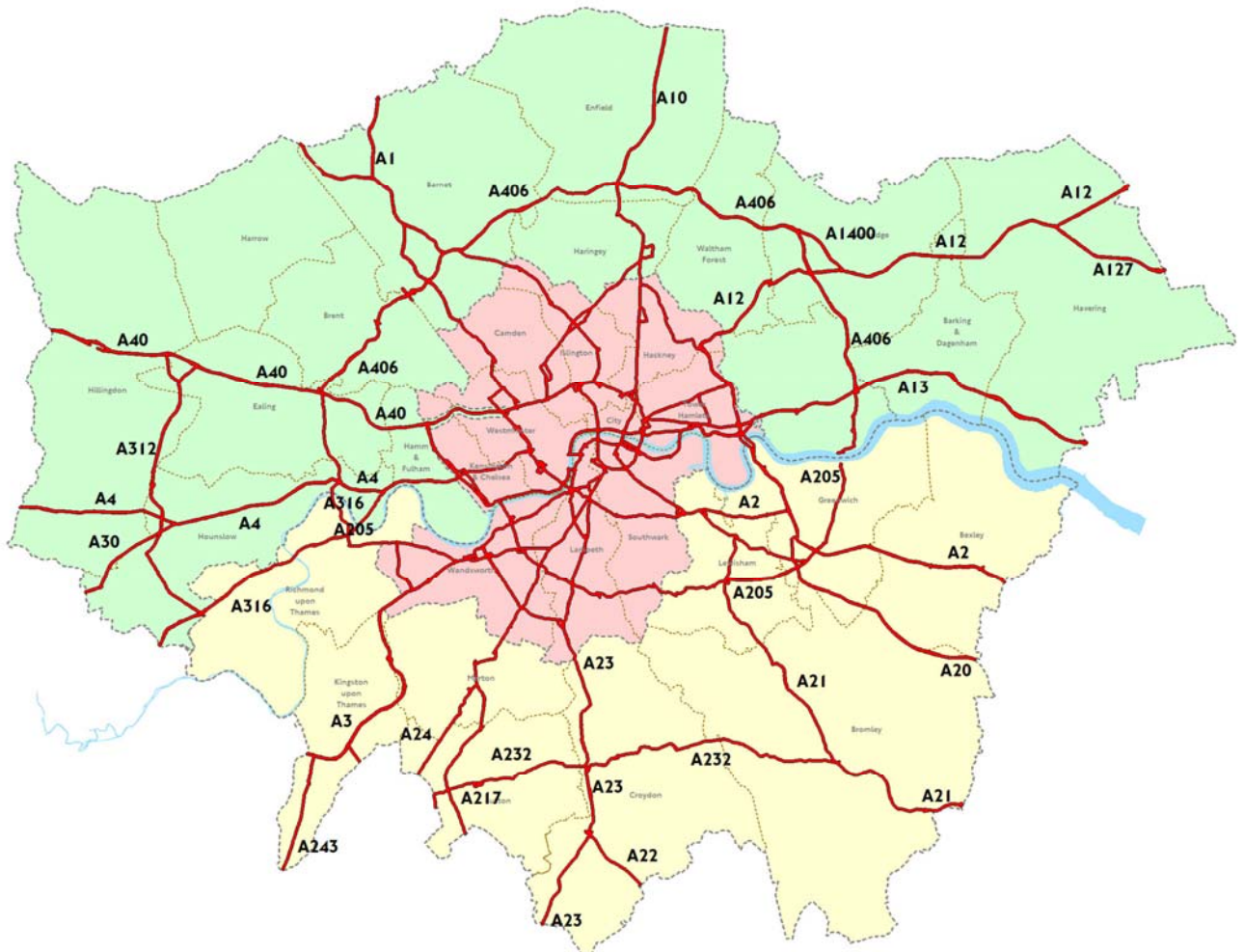
RESPONDENT TYPE

- 1 Non impaired (target 275)
- 2 Mobility impairment (target = 50 overall)
- 3 Wheelchair user
- 4 Visual impairment (target = 30 overall)

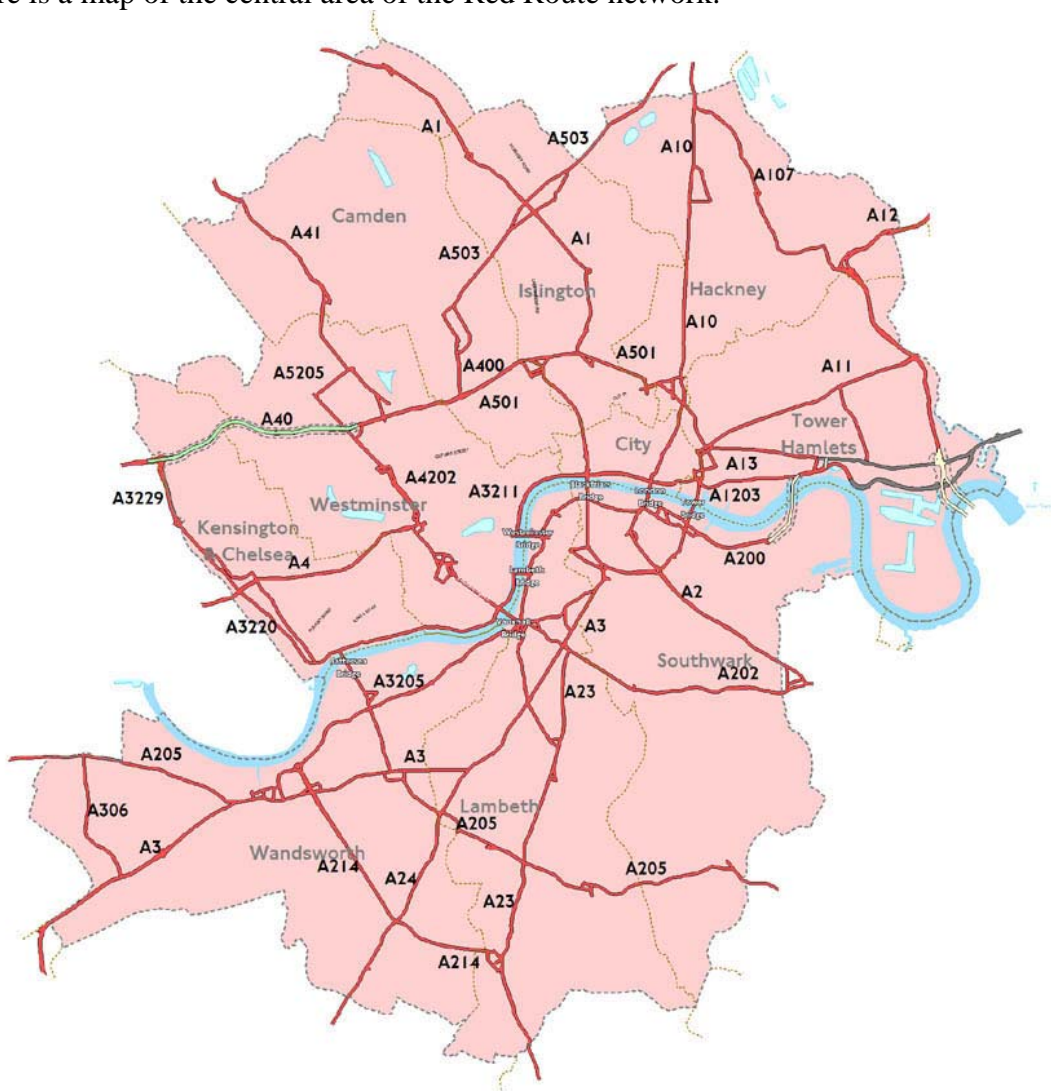
Recruitment

Thankyou for agreeing to undertake this interview for Transport for London with regards to footways in London. Any answers you give will be treated in confidence in accordance with the Code of Conduct of the Market Research Society. The questionnaire will take about 15 minutes. You do not have to answer questions you do not wish to and you can terminate the interview at any point

Q1. Transport for London is responsible for the maintenance of the Red Route network. Here is a map of the Red Route network.



Q2. And here is a map of the central area of the Red Route network.



Please note that this does not cover works carried out by utilities such as water, gas, electricity and telecoms companies.

This questionnaire concerns the condition of the footway on the Red Route network.

TLRN use

Q3. How often do you walk³ on footways on the Red Route Network?

5 or more days a week

3-4 days a week

2 days a week

Once a week

Once a fortnight **GO TO Q5**

About once a month **GO TO Q5**

Less than once a month **GO TO Q5**

Q4. How many times do you walk¹ on footways on the Red Route Network on average in a week? You may walk¹ on the footways more than once in a day.

³ 'travel by wheelchair' If wheelchair user

Q5. How many hours would you say you walk⁴ on footways on the Red Route Network on average in a week?
IF RESPONDENT WALKS ON THE FOOTWAY LESS THAN ONCE A WEEK MAKE ESTIMATE, FOR EXAMPLE IF ONCE A MONTH, DIVIDE BY FOUR⁵

Q6. For what purposes do you walk² on the footways on the Red Route Network? **PROBE, CODE ALL MENTIONED**
Work commuting
Education commuting
Employer's business
Shopping
Visiting friends/relatives
Sport/entertainment
Holiday
Other day out
Personal business (eg going to doctor, lawyer)
Other **SPECIFY**

Q7. What is the **MAIN** purpose that you walk² on the footways on the Red Route Network?
Work commuting
Education commuting
Employer's business
Shopping
Visiting friends/relatives
Sport/entertainment
Holiday
Other day out
Personal business (eg going to doctor, lawyer)
Other

Current perceptions of footway condition

Q8. This questionnaire is about the condition of the footway (or pavement). We are particularly interested in your views with respect to the nature of any defects (for example, subsidence, cracks etc) which may or may not affect how you walk on the footway.

How would you describe the overall condition of the footways on the Red Route Network in London?

- Very poor
 - Poor
 - Neither poor nor good
 - Good
 - Very good
 - Don't know
-

Q9. How important is the quality of the footways on the Red Route Network to you?
Very unimportant
Unimportant
Neither
Important
Very important
Don't know

Footway types

Q10. These are the three main types of footway surface on the Red Route Network:

⁴ 'travel by wheelchair' If wheelchair user

⁵ This will allow us to examine values in relation to time

Bitumen



Flags



Blocks



How often would you say you walk⁶ on each of these?

a) Bitumen

- 5 or more days a week
- 3-4 days a week
- 2 days a week
- Once a week
- Once a fortnight
- About once a month
- Less than once a month
- Never

b) Flags

- 5 or more days a week
- 3-4 days a week
- 2 days a week
- Once a week
- Once a fortnight

⁶ 'travel by wheelchair' If wheelchair user

About once a month
Less than once a month

c) Blocks
5 or more days a week
3-4 days a week
2 days a week
Once a week
Once a fortnight
About once a month
Less than once a month
Never

Rating of footway defects

Q11. We are now going to focus on a series of footway defects, that is aspects of the footway where wear and tear has meant that the footway surface is no longer smooth and flat.

We will be looking at the following footway defects:

Bitumen⁷

- Fretting (where the footway surface breaks up)
- Cracking (cracks on the footway surface)
- Subsidence (where part of the footway subsides to a lower level)

Flags

- Cracked (cracks on the footway surface)
- Depressed footway (where part of the footway subsides to a lower level)
- Cracked and depressed (cracks on the footway surface and part of the footway subsides to a lower level)
- Flooding (where parts of the footway remain under water after rain)
- Ironworks (where ironwork is raised or sunken)

Blocks⁸

- Cracked (cracks on the footway surface)
- Depressed footway (where part of the footway subsides to a lower level)
- Cracked and depressed (cracks on the footway surface and part of the footway subsides to a lower level)

Each of these defects may occur to different degrees and over varying parts of the Red Route Network. They may also occur separately or together.

For this research we will deal with each of them separately.

Condition defect levels

Q12. I am now going to show you photos of these footway defects.

There are four photos of each defect type. The level of defects can vary from 0% (which is no defect), through to 100% (which is the whole width of the footway affected by the defect). Each set of four photos shows how a part of the footway looks for an increasing percentage of defect, for

⁷ Don't show if Q10a = never

⁸ Don't show if Q10c = never

example, 20% defect, 40% defect, 60% defect and 80% defect. The percentages are shown on the top right of each photo.

Q13. This research is seeking to capture **your opinions** on these defects; **your opinions** will be used to inform TfLs maintenance plans.

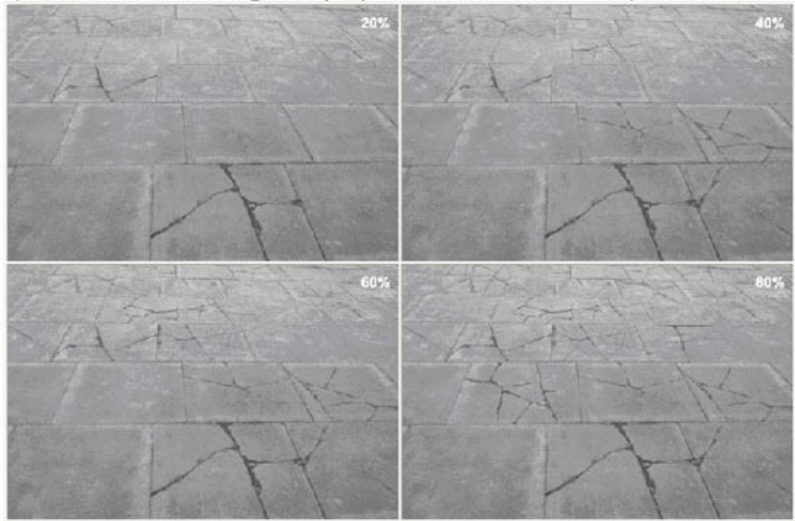
It is, of course, not feasible or necessary to maintain the whole Red Route Network in perfect condition. Therefore TfL would like you to consider each defect type, with regard to walking on the footway on the Red Route Network, and say:

1. At which defect % would you **prefer** TfL to intervene?; and
2. At which defect % do you think TfL **must** intervene? That is, when the defect % is **above** this level it is **no longer acceptable** to you.

The answer to both of these could be the same %. There are no right or wrong answers

On the next screen we show an example with cracks:

a) At which level of **cracking** would you **prefer** TfL to intervene? and b) At which level do you think TfL **must** intervene?



| | 0% | 10% | 20% | 30% | 40% | 50% | 60% | 70% | 80% | 90% | 100% |
|------------------------------------|-----------------------|-----------------------|----------------------------------|-----------------------|----------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| a) prefer TfL to intervene: | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| b) TfL must intervene: | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

In this example a pedestrian said that they would **prefer** TfL to intervene if cracks was at about 30% and that they thought TfL **must** intervene when cracks was at the 50% level.

Now I will ask you to give your views on what defect levels you would prefer TfL to intervene and think TfL must intervene.

RANDOMISE ORDER WITHIN BLOCKS

Q14A Bitumen: Fretting

Fretting is where the footway surface breaks up.

Please look at the following four images and say:

- a) At which level of **fretting** would you **prefer** TfL to intervene? and
- b) At which level do you think TfL **must** intervene?

Q14B/Q14C



| | | | | | | | | | | | |
|------------------------------------|----|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|
| a) Prefer TfL to intervene: | 0% | 10% | 20% | 30% | 40% | 50% | 60% | 70% | 80% | 90% | 100% |
| b) TfL must intervene: | 0% | 10% | 20% | 30% | 40% | 50% | 60% | 70% | 80% | 90% | 100% |

Q15A Bitumen: Subsidence

Subsidence is where part of the footway subsides to a lower level.

Please look at the following four images which concern the area that is subsided and say:

a) At which level of **subsidence** would you **prefer** TfL to intervene? and

b) At which level do you think TfL **must** intervene?

Q15B/Q15C



20mm depth

20mm depth

| | | | | | | | | | | | |
|------------------------------------|----|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|
| a) Prefer TfL to intervene: | 0% | 10% | 20% | 30% | 40% | 50% | 60% | 70% | 80% | 90% | 100% |
| b) TfL must intervene: | 0% | 10% | 20% | 30% | 40% | 50% | 60% | 70% | 80% | 90% | 100% |

Q16A **Bitumen: Cracking**

Cracking – cracks on the footway surface.

Please look at the following four images and say:

a) At which level of **cracking** would you **prefer** TfL to intervene? and

b) At which level do you think TfL **must** intervene?

Q16B/Q16C



| | | | | | | | | | | | |
|------------------------------------|----|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|
| a) Prefer TfL to intervene: | 0% | 10% | 20% | 30% | 40% | 50% | 60% | 70% | 80% | 90% | 100% |
| b) TfL must intervene: | 0% | 10% | 20% | 30% | 40% | 50% | 60% | 70% | 80% | 90% | 100% |

Q17A **Flags: Cracking**

Cracking - cracks on the footway surface.

Please look at the following four images and say:

a) At which level of **cracking** would you **prefer** TfL to intervene? and

b) At which level do you think TfL **must** intervene?

Q17B/Q17C



| | | | | | | | | | | | |
|------------------------------------|----|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|
| a) Prefer TfL to intervene: | 0% | 10% | 20% | 30% | 40% | 50% | 60% | 70% | 80% | 90% | 100% |
| b) TfL must intervene: | 0% | 10% | 20% | 30% | 40% | 50% | 60% | 70% | 80% | 90% | 100% |

Q18A **Flags: Depressed footway**

Depressed footway is where part of the footway subsides to a lower level.

Please look at the following four images and say:

a) At which level of **depressed footway** would you **prefer** TfL to intervene? and

b) At which level do you think TfL **must** intervene?

Q18B/Q18C



a) **Prefer** TfL to intervene: 0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

b) TfL **must** intervene: 0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Q19A Flags: Cracked and depressed

Cracked and depressed footway is where there are cracks on the footway surface and part of the footway subsides to a lower level.

Please look at the following four images which concern the depth that is subsided and say:

- a) At which level of **cracked and depressed footway** would you **prefer** TfL to intervene? and
- b) At which level do you think TfL **must** intervene?

Q19B/Q19C



| | | | | | | | | | | | |
|------------------------------------|----|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|
| a) Prefer TfL to intervene: | 0% | 10% | 20% | 30% | 40% | 50% | 60% | 70% | 80% | 90% | 100% |
| b) TfL must intervene: | 0% | 10% | 20% | 30% | 40% | 50% | 60% | 70% | 80% | 90% | 100% |

Q20A **Flags: Flooding**

Flooding is where parts of the footway remain under water after rain.

Please look at the following four images and say:

a) At which level of **flooding** would you **prefer** TfL to intervene? and

b) At which level do you think TfL **must** intervene?

Q20B/Q20C



| | | | | | | | | | | | |
|------------------------------------|----|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|
| a) Prefer TfL to intervene: | 0% | 10% | 20% | 30% | 40% | 50% | 60% | 70% | 80% | 90% | 100% |
| b) TfL must intervene: | 0% | 10% | 20% | 30% | 40% | 50% | 60% | 70% | 80% | 90% | 100% |

Q21A Flags: Ironworks

Ironworks is where ironwork is raised or sunken.

Please look at the following four images and say:

a) At which level of **ironworks** would you **prefer** TfL to intervene? and

b) At which level do you think TfL **must** intervene?

Q21B/Q21C



Cracks occurring on the outside of the ironwork



The ironwork is uneven by 10mm



The ironwork is uneven by 20mm



The ironwork is uneven by 30mm

| | | | | | | | | | | | |
|------------------------------------|----|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|
| a) Prefer TfL to intervene: | 0% | 10% | 20% | 30% | 40% | 50% | 60% | 70% | 80% | 90% | 100% |
| b) TfL must intervene: | 0% | 10% | 20% | 30% | 40% | 50% | 60% | 70% | 80% | 90% | 100% |

Q22A **Blocks: Cracking**

Cracking - cracks on the footway surface.

Please look at the following four images and say:

a) At which level of **cracking** would you **prefer** TfL to intervene? and

b) At which level do you think TfL **must** intervene?

Q22B/Q22C



| | | | | | | | | | | | |
|------------------------------------|----|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|
| a) Prefer TfL to intervene: | 0% | 10% | 20% | 30% | 40% | 50% | 60% | 70% | 80% | 90% | 100% |
| b) TfL must intervene: | 0% | 10% | 20% | 30% | 40% | 50% | 60% | 70% | 80% | 90% | 100% |

Q23A **Blocks: Depressed footway**

Depressed footway is where part of the footway subsides to a lower level.

Please look at the following four images and say:

a) At which level of **depressed footway** would you **prefer** TfL to intervene? and

b) At which level do you think TfL **must** intervene?

Q23B/Q23C



| | | | | | | | | | | | |
|------------------------------------|----|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|
| a) Prefer TfL to intervene: | 0% | 10% | 20% | 30% | 40% | 50% | 60% | 70% | 80% | 90% | 100% |
| b) TfL must intervene: | 0% | 10% | 20% | 30% | 40% | 50% | 60% | 70% | 80% | 90% | 100% |

Q24A Blocks: Cracked and depressed

Cracked and depressed footway is where there are cracks on the footway surface and part of the footway subsides to a lower level.

Please look at the following four images which concern the depth that is subsided and say:

- a) At which level of **cracked and depressed footway** would you **prefer** TfL to intervene? and
- b) At which level do you think TfL **must** intervene?

Q24B/Q24C



| | | | | | | | | | | | |
|------------------------------------|----|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|
| a) Prefer TfL to intervene: | 0% | 10% | 20% | 30% | 40% | 50% | 60% | 70% | 80% | 90% | 100% |
| b) TfL must intervene: | 0% | 10% | 20% | 30% | 40% | 50% | 60% | 70% | 80% | 90% | 100% |

Diagnosics

Q26. I would now like to ask a few questions about the questions I have just asked you.

Were the photos clear to you?

Yes **GO TO Q28**

No

Q27. Which photos were not clear? **MULTICODE POSSIBLE**

Bitumen

- Fretting
- Cracking
- Subsidence

Flags

- Cracked
- Depressed footway
- Cracked and depressed
- Flooding
- Ironworks

Blocks

- Cracked
- Depressed footway
- Cracked and depressed

SHOW RELEVANT PHOTOS, INDICATE WHICH ARE NOT CLEAR AND WHY

Q28. Was it clear what we were asking about when we asked “at which defect % would you **prefer** TfL to intervene”?

Yes **GO TO Q30**

No

Q29. In what way was it not clear? **PROBE**

Q30. Was it clear what we were asking about when we asked “at which defect % do you think TfL **must** intervene”?

Yes **GO TO Q32**

No

Q31. In what way was it not clear? **PROBE**

Priorities

Q32. We have looked at a number of different types of defects to the footway. How would you rank them in terms of priority for improvements? **ROTATE. SHOW IMAGES AGAIN**

IF FLAGS ONLY

| | 1 st | 2nd | 3rd | 4th | 5th | don't know |
|------------------------------|-----------------|-----|-----|-----|-----|------------|
| Flags: Cracked | | | | | | |
| Flags: Depressed footway | | | | | | |
| Flags: Cracked and depressed | | | | | | |
| Flags: Flooding | | | | | | |
| Flags: Ironworks | | | | | | |

IF FLAGS AND BITUMEN

| | 1 st | 2nd | 3rd | 4th | 5th | 6th | 7th | 8th | don't know |
|------------------------------|-----------------|-----|-----|-----|-----|-----|-----|-----|------------|
| Flags: Cracked | | | | | | | | | |
| Flags: Depressed footway | | | | | | | | | |
| Flags: Cracked and depressed | | | | | | | | | |
| Flags: Flooding | | | | | | | | | |
| Flags: Ironworks | | | | | | | | | |
| Bitumen: Fretting | | | | | | | | | |
| Bitumen: Cracking | | | | | | | | | |
| Bitumen: Subsidence | | | | | | | | | |

IF FLAGS AND BLOCKS

| | 1 st | 2nd | 3rd | 4th | 5th | 6th | 7th | 8th | don't know |
|-------------------------------|-----------------|-----|-----|-----|-----|-----|-----|-----|------------|
| Flags: Cracked | | | | | | | | | |
| Flags: Depressed footway | | | | | | | | | |
| Flags: Cracked and depressed | | | | | | | | | |
| Flags: Flooding | | | | | | | | | |
| Flags: Ironworks | | | | | | | | | |
| Blocks: Cracked | | | | | | | | | |
| Blocks: Depressed footway | | | | | | | | | |
| Blocks: Cracked and depressed | | | | | | | | | |

IF FLAGS, BITUMEN AND BLOCKS

| | 1 st | 2nd | 3rd | 4th | 5th | 6th | 7th | 8th | don't know |
|-------------------------------|-----------------|-----|-----|-----|-----|-----|-----|-----|------------|
| Flags: Cracked | | | | | | | | | |
| Flags: Depressed footway | | | | | | | | | |
| Flags: Cracked and depressed | | | | | | | | | |
| Flags: Flooding | | | | | | | | | |
| Flags: Ironworks | | | | | | | | | |
| Blocks: Cracked | | | | | | | | | |
| Blocks: Depressed footway | | | | | | | | | |
| Blocks: Cracked and depressed | | | | | | | | | |
| Bitumen: Fretting | | | | | | | | | |
| Bitumen: Cracking | | | | | | | | | |
| Bitumen: Subsidence | | | | | | | | | |

Q33. Do you have any other comments you would like to make on the condition of the footways on the Red Route Network?

Respondent characteristics

Q34. Finally, I would like to ask you some questions about yourself. This is for classification purposes only. The personal information you provide during this survey will be kept confidential by Accent and will not be disclosed to third parties. It will be used by Accent only for this study, which is being undertaken for TfL.

Which of the following age groups do you fall into? **SHOW SCREEN**

- 18-24
- 25-34
- 35-44
- 45-59
- 60-64
- 65 or over

Q35. **RECORD GENDER**

- Male
- Female

Q36. What is your employment status? **IF EMPLOYED PROBE WHETHER FULL OR PART TIME**

- Working full-time (30+ hours a week)
- Working part-time (less than 30 hours a week)
- Student
- Self employed
- Seeking work
- Retired
- Looking after the home
- Other

Q37. Which of the following groups do you classify yourself as and are happy for me to record? **READ OUT**

- White - British
- White - Irish
- White - Any other white background
- Indian
- Pakistani
- Bangladeshi
- Any other Asian background
- Caribbean
- African
- Any other Black background
- White and Black Caribbean
- White and Black African
- White and Asian
- Any other mixed background
- Chinese
- Any other
- Refused

Q38. Do you have a long-term physical or mental impairment which limits your daily activities or the work you can do, including problems due to old age? **PROBE, CODE ALL THAT APPLY**

- No, none
- Mobility impairment
- Age-related mobility difficulties
- Visual impairment
- Hearing impairment
- Learning difficulty
- Mental health condition
- Serious long-term illness
- Other

Q39. What is your total gross annual household income? This is income from work and any other sources such as benefits and pensions, before deductions e.g. income tax, National Insurance. **READ OUT**

- Under £5,000
- £5,000 to £9,999
- £10,000 to £14,999
- £15,000 to £19,999
- £20,000 to £24,999
- £25,000 to £34,999
- £35,000 to £49,999
- £50,000 to £74,999
- £75,000 to £99,999
- £100,000 or over
- Don't know
- NA

Thank you for your help in this research

This research was conducted under the terms of the MRS code of conduct and is completely confidential. If you would like to confirm my credentials or those of Accent please call the MRS free on 0500 396999.

HAND OVER THE THANK YOU SLIP.

Please can I take a note of your name and where we can contact you for quality control purposes?

I confirm that this interview was conducted under the terms of the MRS code of conduct and is completely confidential

Time Interview completed:

APPENDIX B

Recruitment Questionnaire

Interviewer no: Interviewer name:

Date: / Time interview started: :

Last 4 numbers of URN: Computer number:

Area:

- | | | |
|--------------------------|-----------------------|------------------------|
| <input type="checkbox"/> | 1. A10 Cambridge Road | 4. A23 Purley |
| <input type="checkbox"/> | 2. A2/A205 Eltham | 5. A4 Chiswick |
| <input type="checkbox"/> | 3. A11 Mile End Road | 6. A23 Kennington Road |

Recruitment

Good morning/afternoon/evening. My name is from Accent and I am carrying out research for Transport for London into footways in London. Any answer you give will be treated in confidence in accordance with the Code of Conduct of the Market Research Society. Can I ask you a few questions to see if you are in scope for this survey?

- Q1. How often do you walk along footways on the Red Route network? **SHOW MAP**
- 1 At least once a week
 - 2 Less than once a week **THANK & CLOSE**

- Q2. These are the three main types of footway surface on the Red Route Network. **SHOWCARD A**. Which of these have you walked on the Red Route network?
- 1 Bitumen
 - 2 Flags (**IF NOT MENTIONED, THEN THANK & CLOSE**)
 - 3 Blocks

CHECK QUOTAS FOR BITUMEN: MINIMUM 27 AT LOCATIONS 1, 3, 5 AND 6; MINIMUM 50 AT LOCATIONS 2 AND 4

- Q3. Which of the following age groups do you fall into? **READ OUT**
- 1 17 or under **THANK & CLOSE**
 - 2 18-24 years
 - 3 25-34 years
 - 4 35-59 years
 - 5 60+ years

CHECK QUOTAS: MINIMUM 15% AGED 18-24, 15% 25-34, 15% 35-59, 15% 60+

- Q4. **RECORD GENDER:**
1. Male
 2. Female

CHECK QUOTAS: MINIMUM 45% MALE/FEMALE

- Q5. What is your employment status?
- 1 Working (including self employed)
 - 2 Student
 - 3 Seeking work/Looking after the home
 - 4 Retired

CHECK QUOTAS: MINIMUM 50% EMPLOYED

- Q6. Do you have a long-term physical or mental impairment which limits your daily activities or the work you can do, including problems due to old age? **PROBE, CODE ALL THAT APPLY**
1. No, none
 2. Mobility impairment
 3. Age-related mobility difficulties
 4. Visual impairment
 5. Hearing impairment
 - 6 Learning difficulty
 - 7 Mental health condition
 - 8 Serious long-term illness
 - 9 Other

CHECK QUOTAS: TARGET: 8-9 WITH MOBILITY IMPAIRMENT, 5 WITH VISUAL IMPAIRMENT

Recruitment

Thank you for answering those questions. Would you be able to take part in our survey? You will be given a £5 voucher to thank you for your time. **PERSUADE AND REASSURE.**

Thank you for your help in this research

This research was conducted under the terms of the MRS code of conduct and is completely confidential. If you would like to confirm my credentials or those of Accent please call the MRS free on 0500 396999. **HAND OVER THE THANK YOU SLIP.**

Please can I take a note of your name and where we can contact you for quality control purposes?

Respondent name:

Telephone: home:..... work:

Thank you

I confirm that this interview was conducted under the terms of the MRS code of conduct and is completely confidential

Interviewer's signature:

Time Interview completed:

| | |
|--|--|
| | |
|--|--|

 :

| | |
|--|--|
| | |
|--|--|

APPENDIX C

Pilot Report

Highways Asset Management Footway Customer Levels of Service – Pilot Report

Introduction

This is a note on the pilot of the questionnaire.

The research was designed to gather customer minimum and preferred levels of service with respect to specific footway condition defects.

The method was a face-to-face CAPI approach using a hall test method.

Potential respondents were approached outside the hall venue. A recruitment questionnaire and a map of the Red Route network was used. An incentive of £5 was offered to each participant to participate in the interview.

The hall test pilot took place on Friday 11 February at The Tommyfield, 185 Kennington Lane, SE11 4EZ. The target of 20 interviews was achieved.

Feedback on Pilot

The interview length ranged from 12 to 29 minutes with an average length of 21 minutes.

Overall, the pilot questionnaire worked well and we recommend proceeding to the main stage.

TOP LINE RESULTS

We show the top line results below. All the data is shown as whole numbers (not per cents).

There were age, gender, employment status and mobility/visual impairment targets for the 20 interviews. These were met, as shown below. These were all met.

| | minimum target | achieved |
|-----------------------------|----------------|----------|
| • Age | | |
| – 18-24 | 3 | 4 |
| – 25-34 | 3 | 3 |
| – 35-59 | 3 | 9 |
| – 60+ | 3 | 4 |
| • Gender | | |
| – female | 9 | 11 |
| – male | 9 | 9 |
| • Employment status | | |
| – employed | 10 | 11 |
| • Mbility/visual impairment | | |
| – mobility | 2 | 2 |
| – visual | 2 | 2 |

TLRN use

- Q3 How often do you walk on footways on the Red Route Network?

| | |
|--------------------------|----|
| - 5 or more days a week | 17 |
| - 3-4 days a week | 2 |
| - 2 days a week | 1 |
| - Once a week | 0 |
| - Once a fortnight | 0 |
| - About once a month | 0 |
| - Less than once a month | 0 |

Base: 20

- Q4 How many times do you walk on footways on the Red Route Network on average in a week?

| | |
|------|---|
| - 4 | 2 |
| - 6 | 1 |
| - 8 | 2 |
| - 10 | 2 |
| - 12 | 1 |
| - 14 | 2 |
| - 18 | 1 |
| - 20 | 1 |
| - 21 | 2 |
| - 28 | 1 |
| - 30 | 2 |
| - 42 | 1 |
| - 50 | 1 |
| - 52 | 1 |

Base: 20

The average was 20.1 (or about three times a day).

- Q5 How many hours would you say you walk on footways on the Red Route Network on average in a week?

| | |
|-------|---|
| - 2 | 2 |
| - 2.5 | 2 |
| - 3 | 5 |
| - 4 | 1 |
| - 6 | 1 |
| - 7 | 5 |
| - 9 | 1 |
| - 10 | 2 |
| - 21 | 1 |

Base: 20

The average was 6 hours.

- Q6 For what purposes do you walk on the footways on the Red Route Network?

| | |
|------------------------------|----|
| - Work commuting | 11 |
| - Education commuting | 4 |
| - Employer's business | 1 |
| - Shopping | 18 |
| - Visiting friends/relatives | 7 |
| - Sport/entertainment | 5 |
| - Holiday | 1 |
| - Other day out | 4 |
| - Personal business | 8 |
| - Other | 0 |

Base: 20

On average 2.95 purposes were mentioned by each respondent.

Those who mentioned more than one purpose (17 of the 20) were asked what the main purpose was:

- Q7 What is the **main** purpose that walk on the footways on the Red Route Network?
 - Work commuting 5
 - Education commuting 2
 - Employer's business 1
 - Shopping 5
 - Visiting friends/relatives 0
 - Sport/entertainment 1
 - Holiday 0
 - Other day out 1
 - Personal business 2
 - Other 0

Base: 17

Current perceptions of footway condition

- Q8 How would you describe the overall condition of the footways on the Red Route Network in London?
 - Very poor 3
 - Poor 13
 - Neither poor nor good 7
 - Good 7
 - Very good 0
 - Don't know 0

Base: 20

- Q9 How important is the quality of the footways on the Red Route Network to you?
 - Very unimportant 0
 - Unimportant 1
 - Neither 0
 - Important 19
 - Very important 10
 - Don't know 0

Base: 20

Footway types

Q10 How often would you say you walk on each of these?

- a) Bitumen
 - 5 or more days a week 6
 - 3-4 days a week 1
 - 2 days a week 0
 - Once a week 3
 - Once a fortnight 0
 - About once a month 0
 - Less than once a month 1
 - Never 9

- b) Flags
 - 5 or more days a week 12
 - 3-4 days a week 5
 - 2 days a week 2
 - Once a week 0
 - Once a fortnight 0
 - About once a month 0
 - Less than once a month 1

- c) Blocks
 - 5 or more days a week 2
 - 3-4 days a week 2
 - 2 days a week 2
 - Once a week 2
 - Once a fortnight 2
 - About once a month 1
 - Less than once a month 4
 - Never 5

Those who never walked on bitumen or on blocks were not asked about these in the following questions. There was no ‘never’ option for flags. All respondents had to have experience of flags to be able to take part in the survey.

Rating of carriageway defects

Respondents were asked the following questions for each of the footway condition defects (three for bitumen, five for flags and three for blocks):

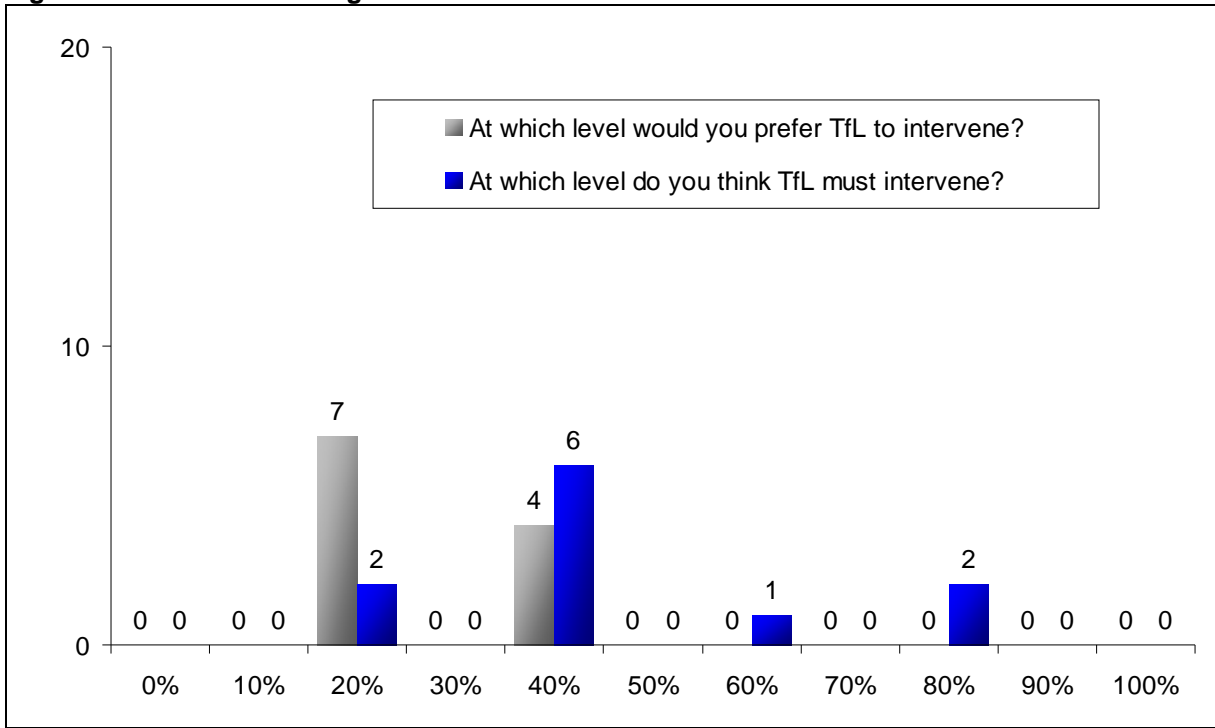
- a) At which level of[**condition defect**] would you **prefer** TfL to intervene?
- b) At which level do you think TfL **must** intervene?

The order that the footway condition defects were presented was randomised within surface type.

To assist respondents, the interviewer ran through a dummy example which featured flags: cracking.

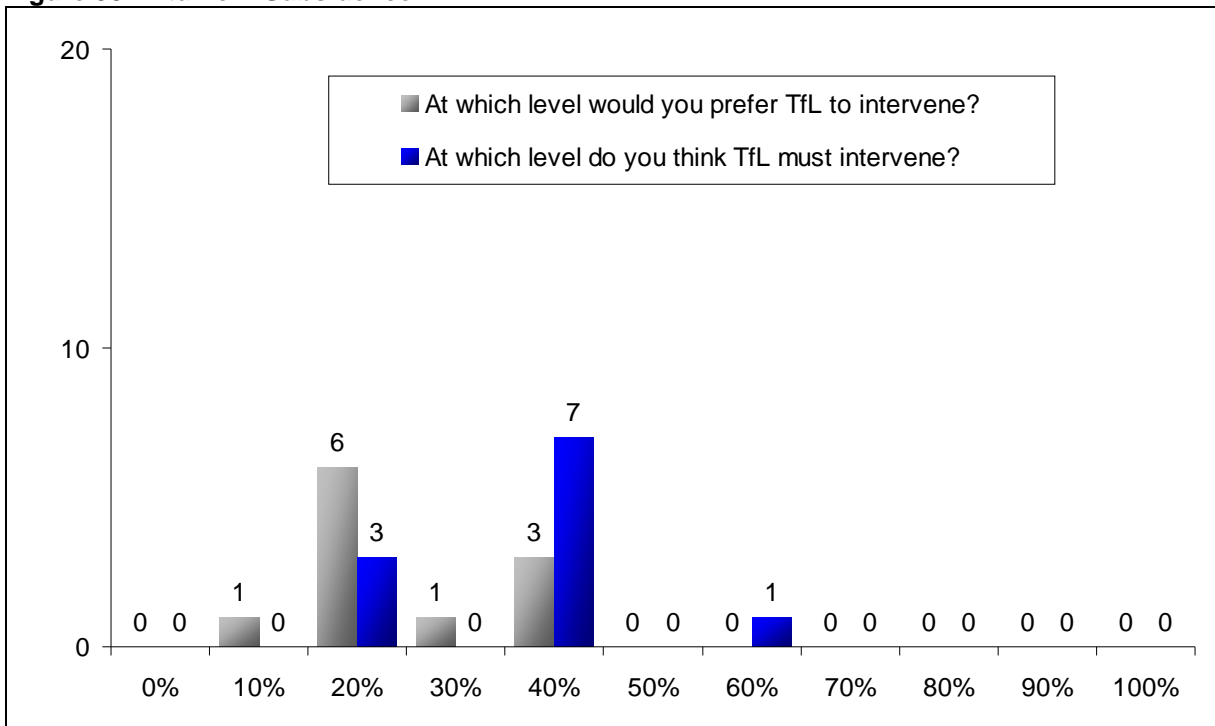
Figure 57 to Figure 67 illustrate the responses to each of the two questions for the eleven footway condition defects.

Figure 57: Bitumen: Fretting



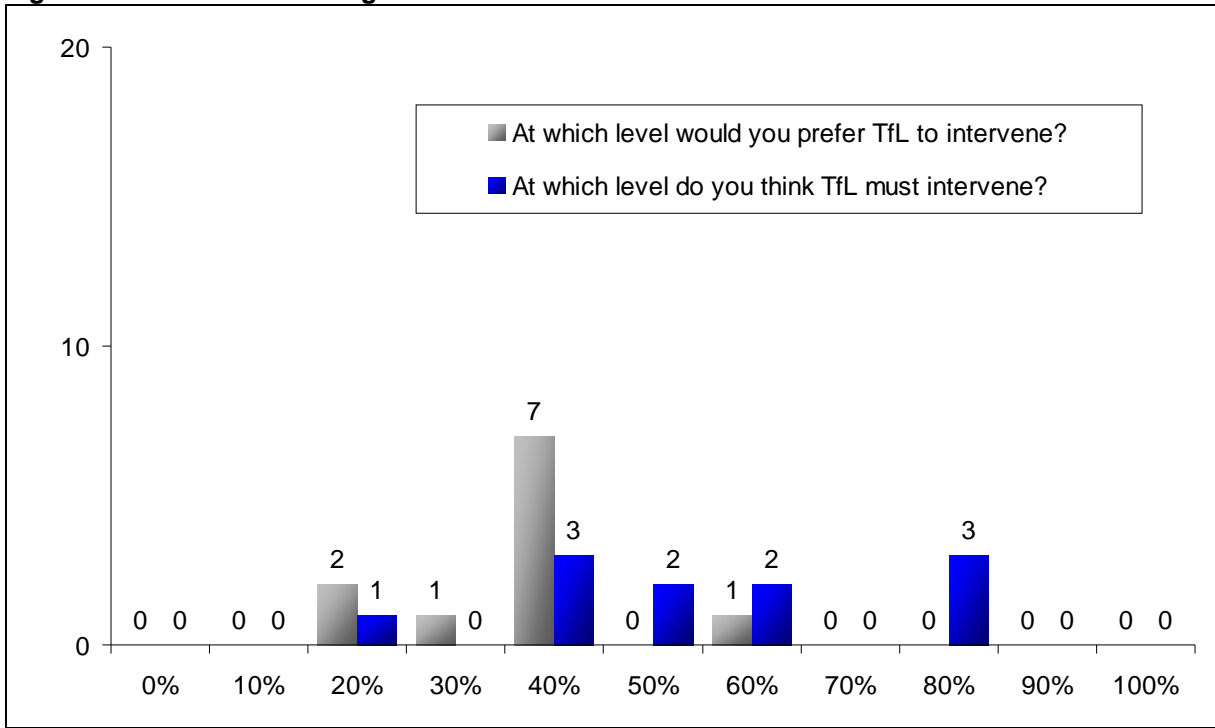
Base: 11

Figure 58: Bitumen: Subsidence



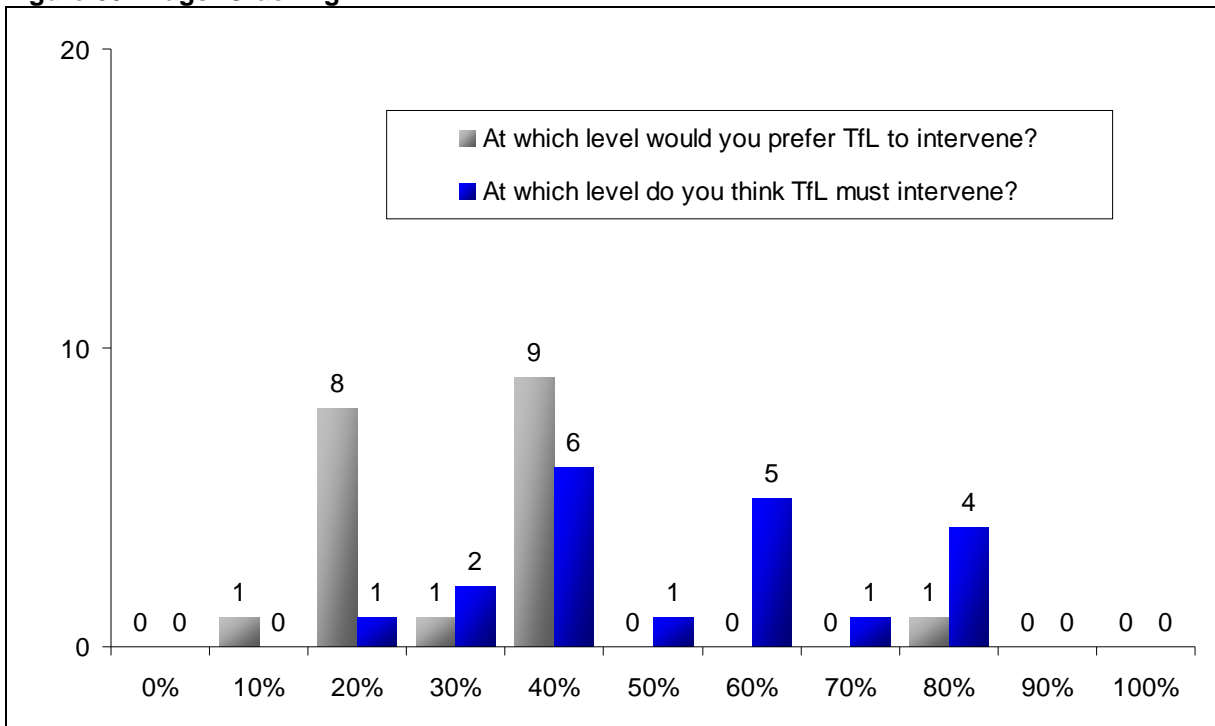
Base: 11

Figure 59: Bitumen: Cracking



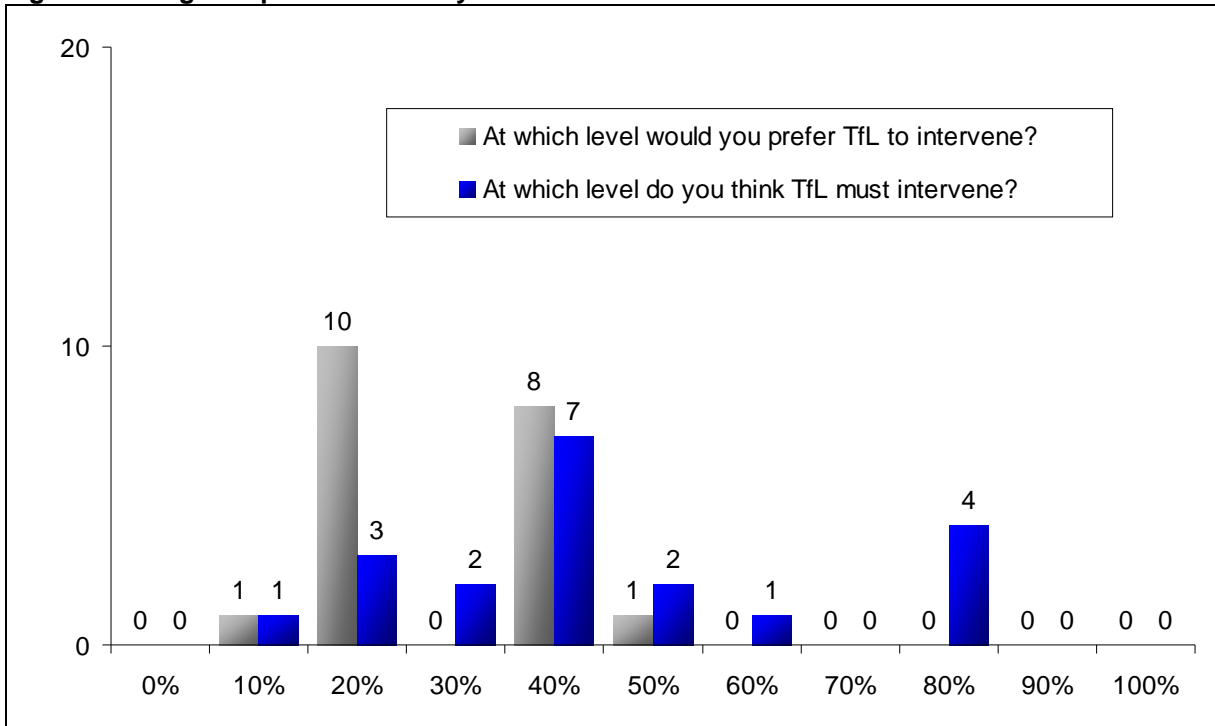
Base: 11

Figure 60: Flags: Cracking



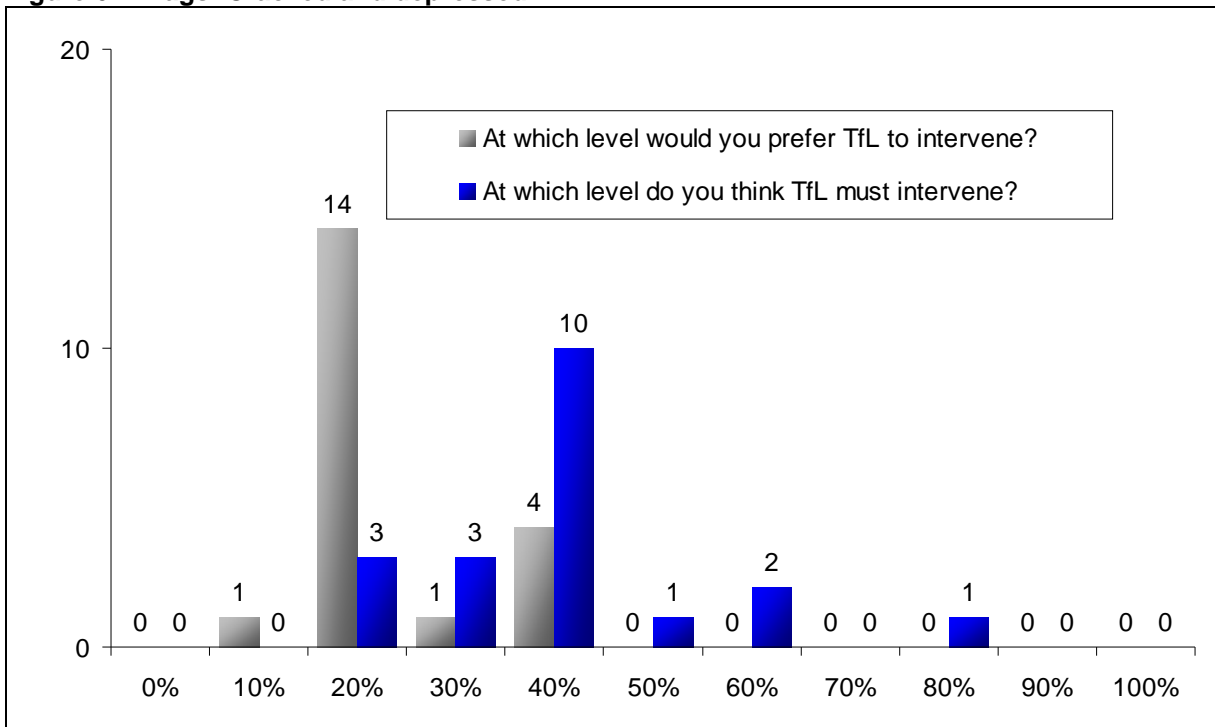
Base: 20

Figure 61: Flags: Depressed footway



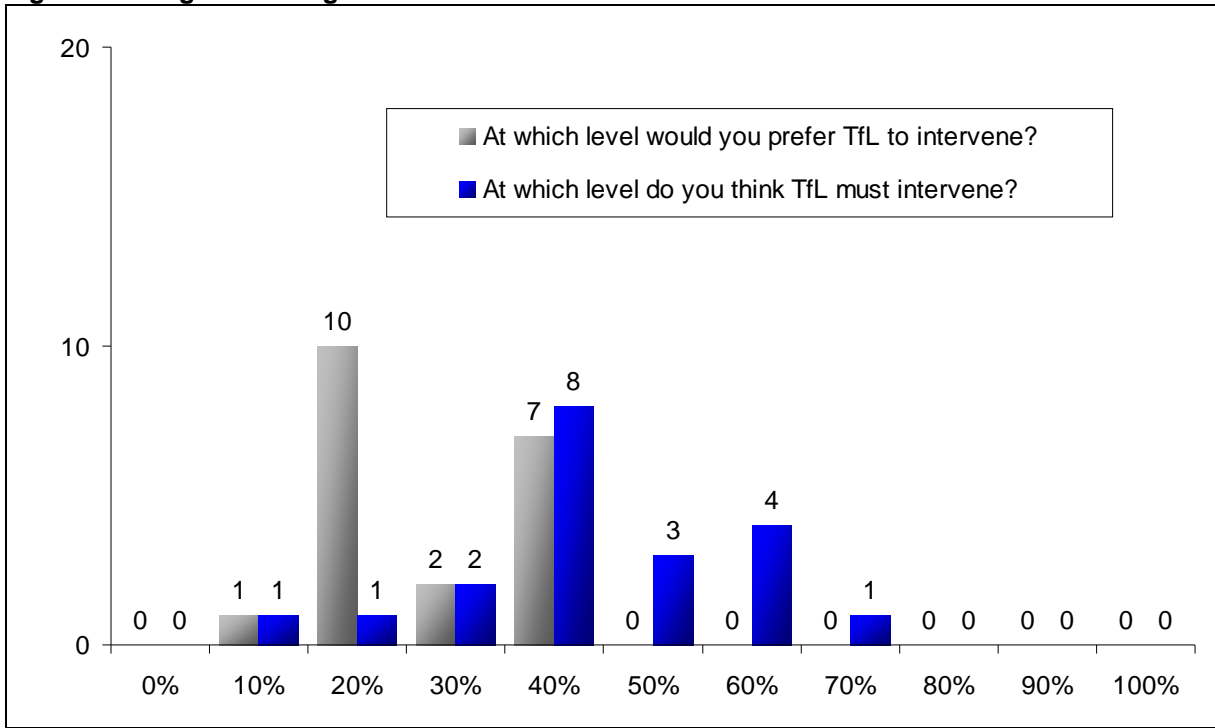
Base: 20

Figure 62: Flags: Cracked and depressed



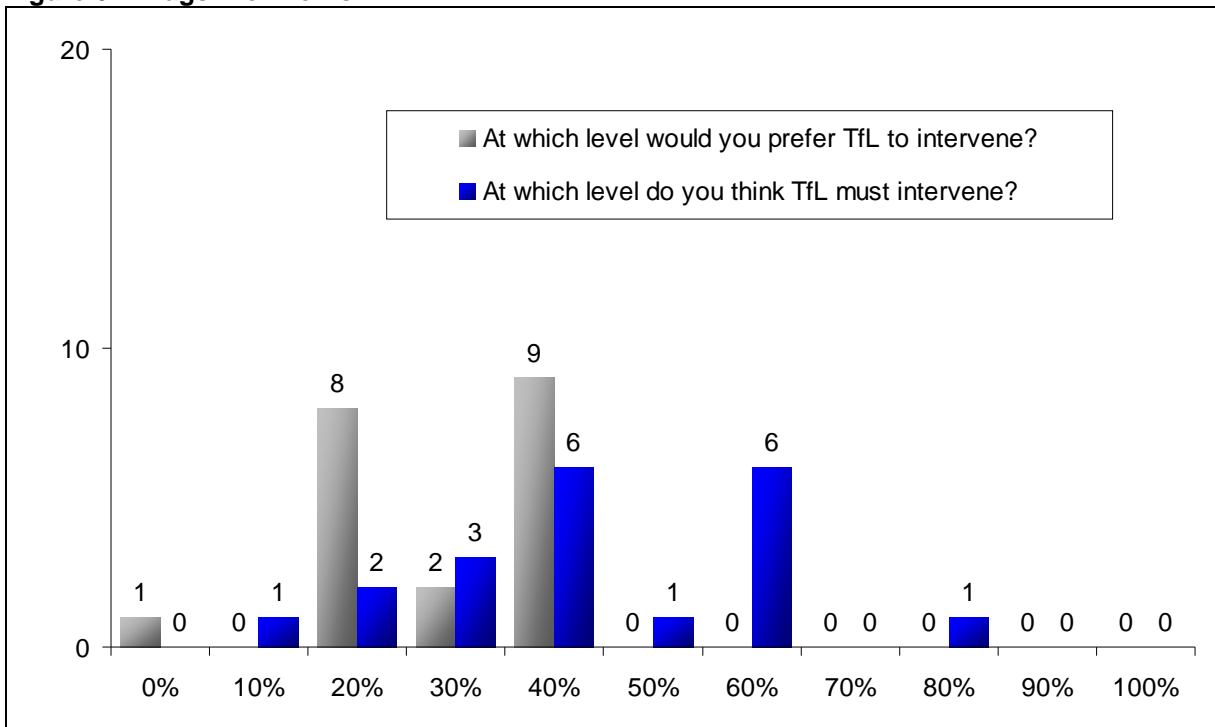
Base: 20

Figure 63: Flags: Flooding



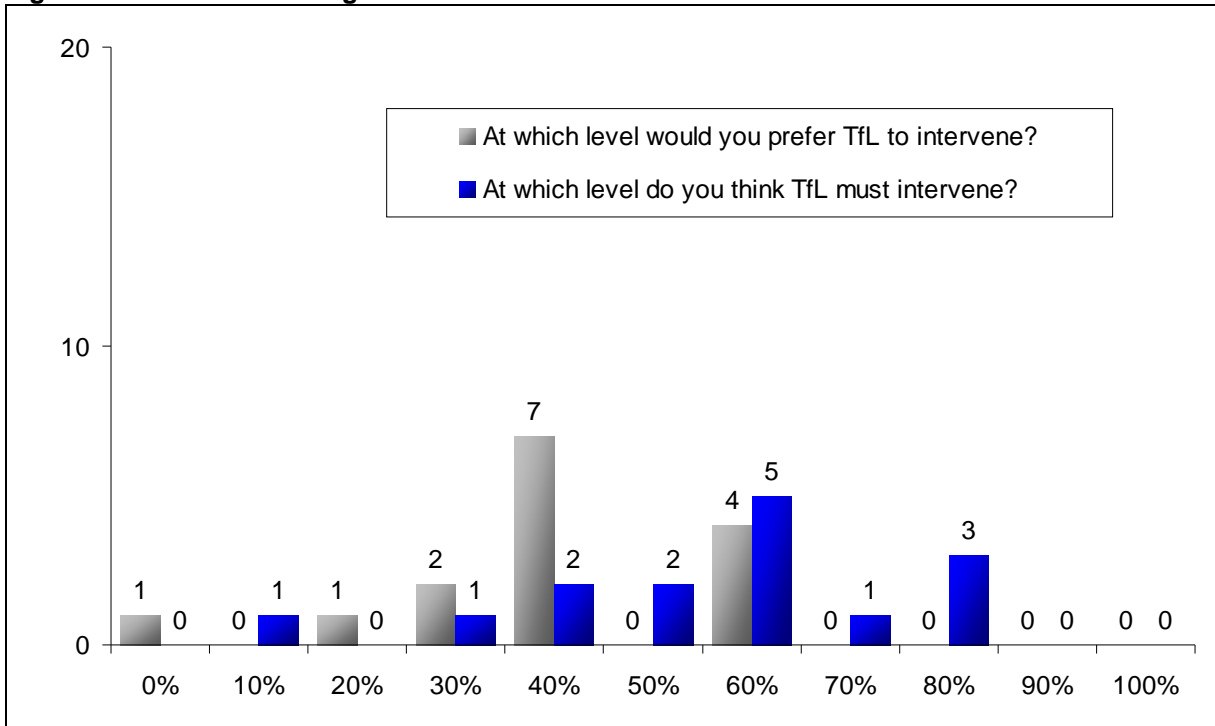
Base: 20

Figure 64: Flags: Ironworks



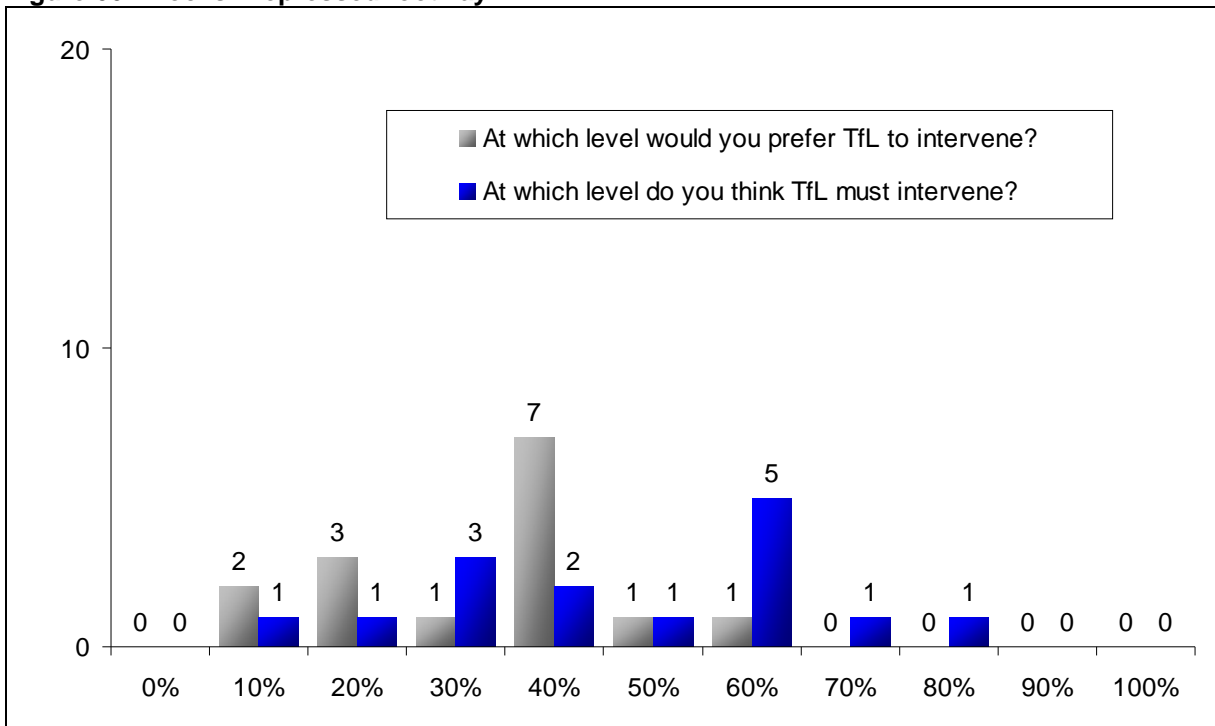
Base: 20

Figure 65: Blocks: Cracking



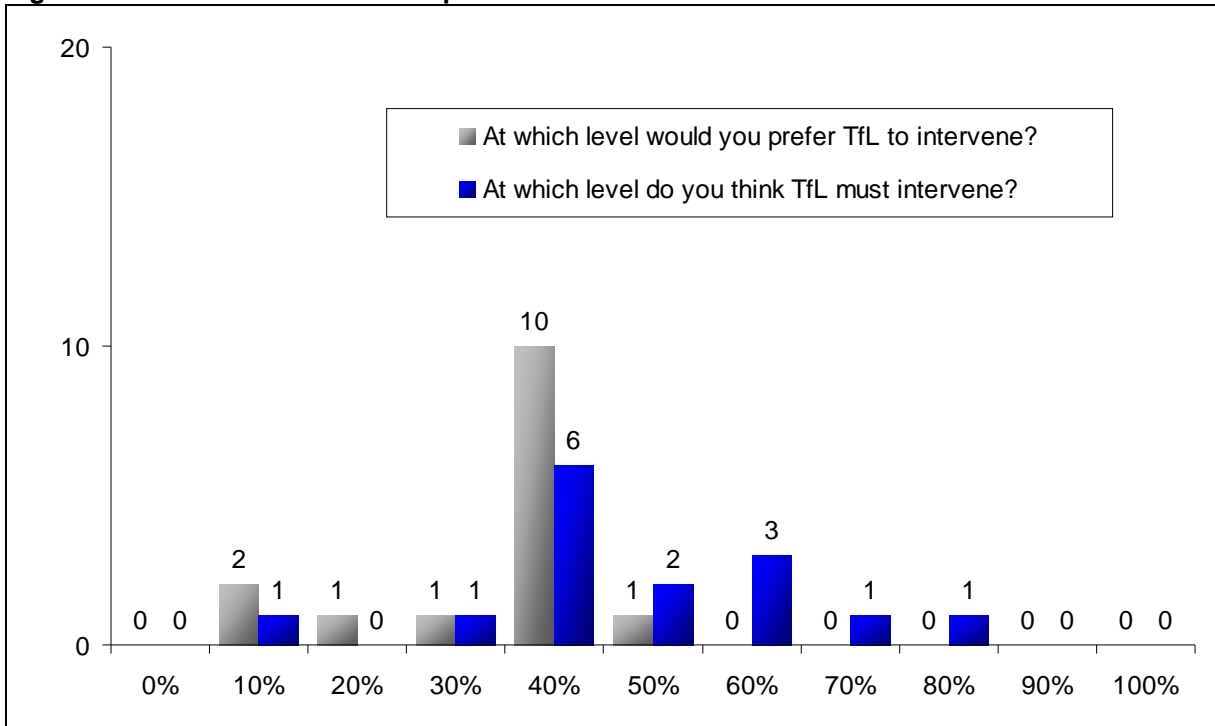
Base: 15

Figure 66: Blocks: Depressed footway



Base: 15

Figure 67: Blocks: Cracked and depressed

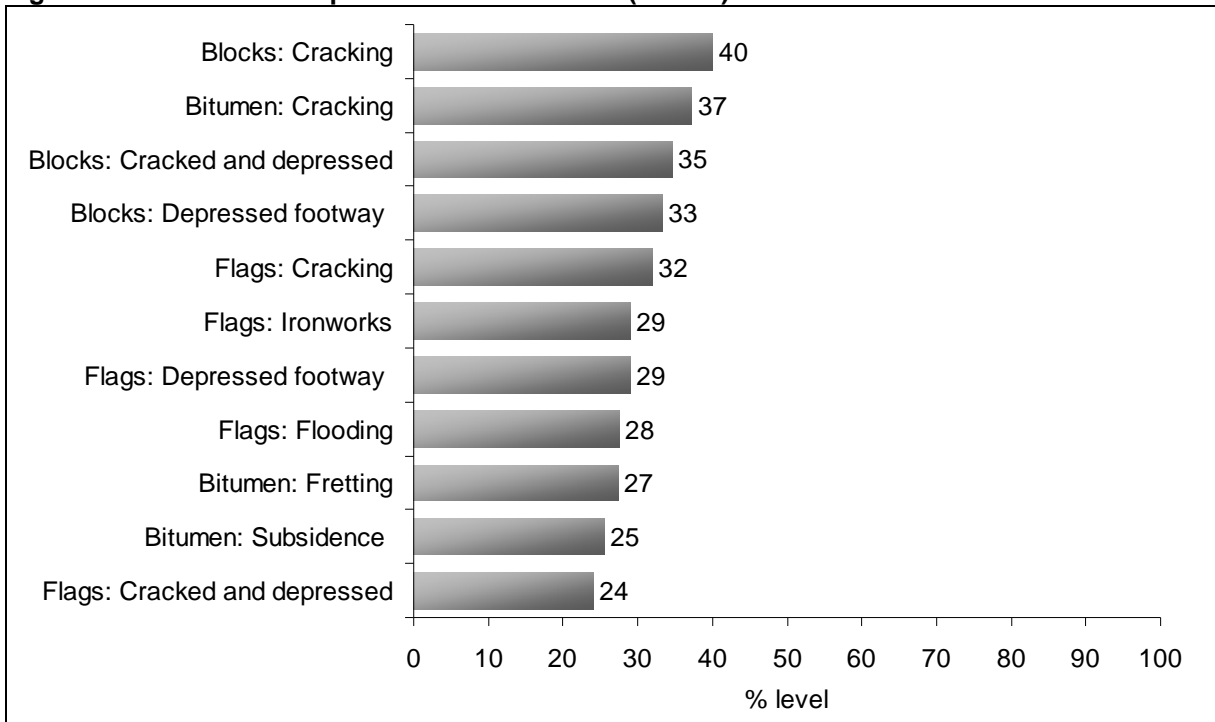


Base: 15

For all eleven footway condition defects there was a tendency for there to be a higher level for 'TfL must intervene' than for 'prefer TfL to intervene' as would be expected.

The mean levels for 'prefer TfL to intervene' are shown in Figure 68. The lower the level the worse the condition defect. Cracked and depressed flags, bitumen subsidence, bitumen fretting and flooding are the four priorities for pedestrians.

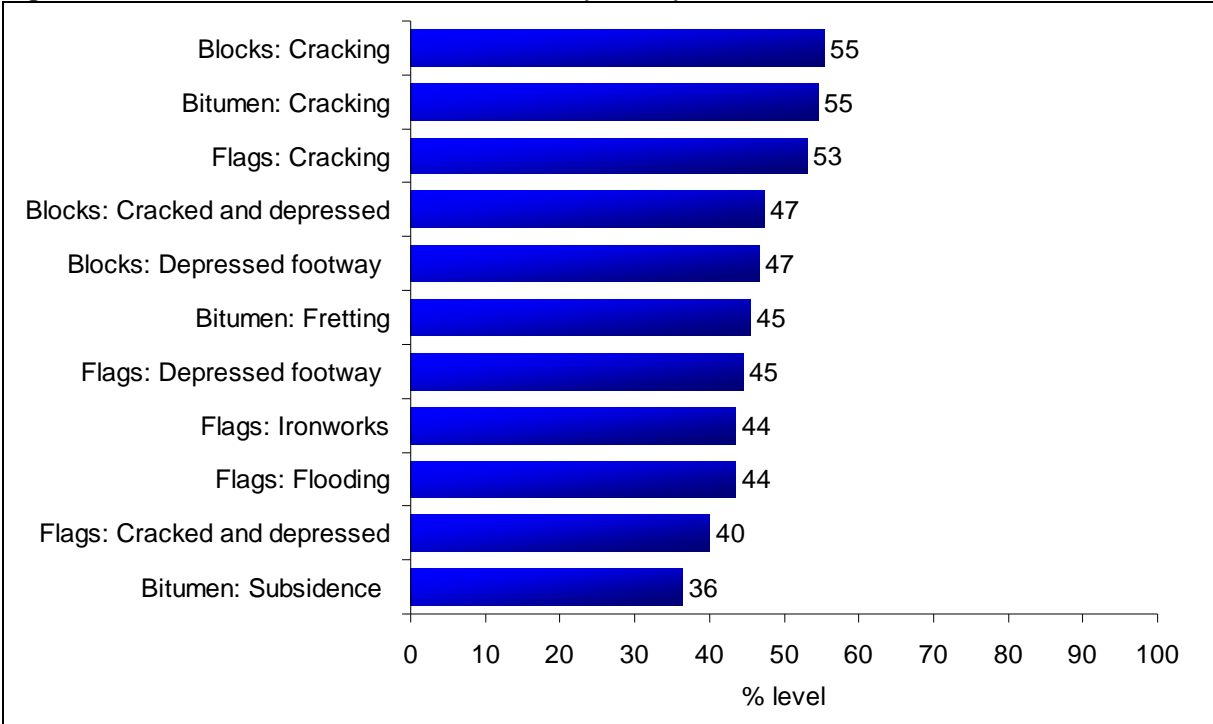
Figure 68: Level at which prefer TfL to intervene' (means)



Base: 20 for flags, 15 for blocks and 11 for bitumen

The mean levels for 'TfL must intervene' are shown in Figure 69. The lower the level the worse the condition defect. Bitumen subsidence and cracked and depressed flags are the two main priorities for pedestrians.

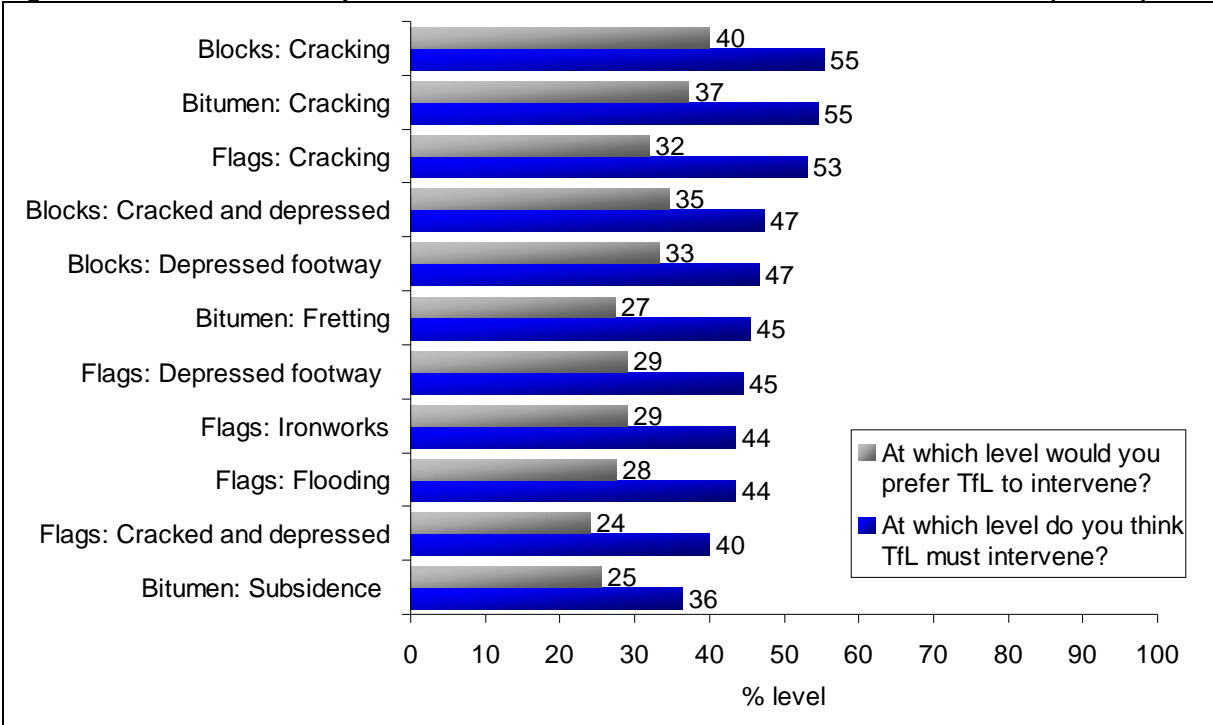
Figure 69: Level at which TfL must intervene' (means)



Base: 20 for flags, 15 for blocks and 11 for bitumen

These are combined in Figure 70 (ranked in order of 'TfL must intervene'). The gap between the preferring TfL to intervene and TfL must intervene ranges from 11% to 21% with an average of 15.5%.

Figure 70: Levels at which prefer TfL to intervene and at which TfL must intervene (means)



Base: 20 for flags, 15 for blocks and 11 for bitumen

Diagnostics

A series of questions were asked to check whether respondents found the photos to be clear and understood the key questions on intervention.

- Q26 Were the photos clear to you?
 - Yes 19
 - No 1

Base: 20

Almost all found the photos to be clear. One respondent said that ‘blocks: cracked and depressed’ was not clear.

The questions on the level that they would prefer TfL to intervene and the level that TfL must intervene were clear to all.

- Q28 Was it clear what we were asking about when we asked “at what defect % would you **prefer** TfL to intervene”?
 - Yes 20
 - No 0

Base: 20

- Q29 Was it clear what we were asking about when we asked “at what defect % do you think TfL **must** intervene”?
 - Yes 20
 - No 0

Base: 20

Overall, the images and key questions have worked well.

Priorities

Respondents were asked to rank the condition defects them in terms of priority for improvements.

The list of condition defects varied based on which surfaces they had experience of.

Nine respondents, who answered questions on flags, bitumen and blocks were asked to rank eleven condition defects in order of priority for improvements.

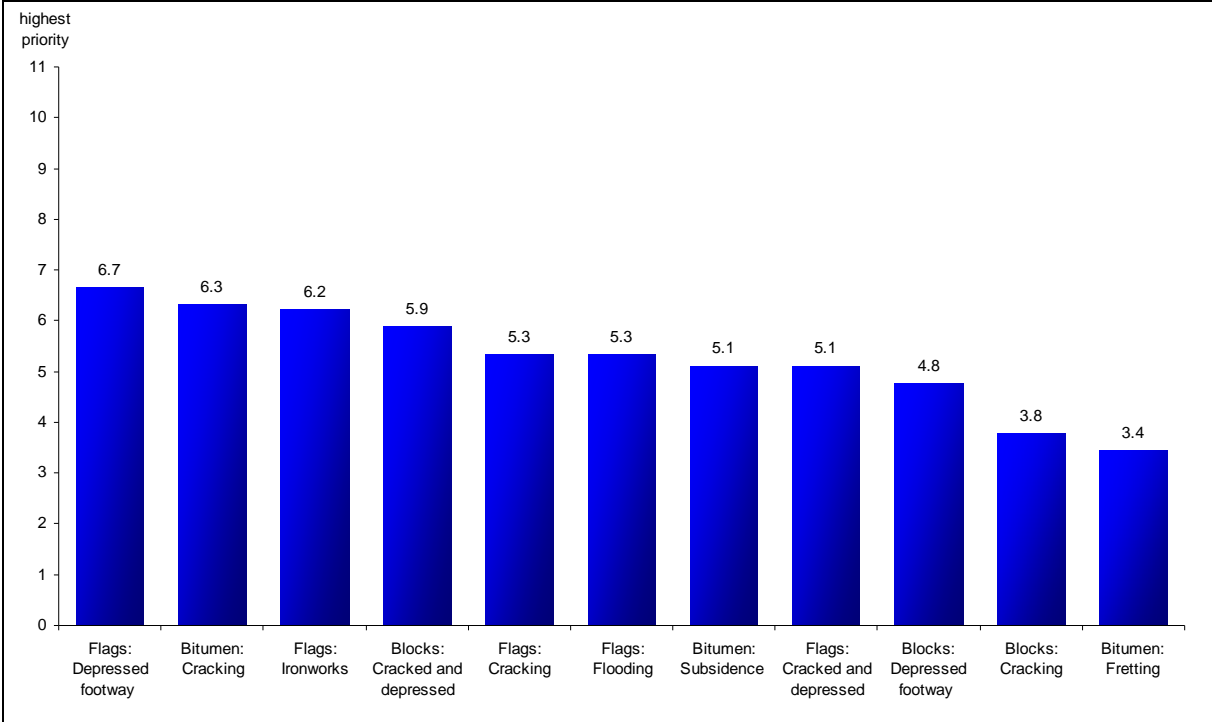
Figure 71 below shows the scores and Figure 72 shows the mean priorities.

Figure 71: Priorities – flags, bitumen and blocks

| | 1st | 2nd | 3rd | 4th | 5th | 6th | 7th | 8th | 9th | 10th | 11th | don't know |
|-------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|------|------------|
| Bitumen: Fretting | | | | 2 | 1 | 1 | | 1 | 1 | 1 | 2 | |
| Bitumen: Subsidence | 1 | 1 | | 1 | | 1 | 2 | 1 | 2 | | | |
| Bitumen: Cracking | 1 | | 1 | 2 | 1 | | 1 | 1 | | 1 | | 1 |
| Flags: Cracking | 1 | 1 | | 2 | | 1 | 2 | | 1 | | 1 | |
| Flags: Depressed footway | | 2 | 1 | 2 | 1 | 2 | 1 | | | | | |
| Flags: Cracked and depressed | 2 | 1 | 1 | | 1 | | | 1 | | | 3 | |
| Flags: Flooding | | 1 | 3 | | 1 | | 1 | 1 | | 2 | | |
| Flags: Ironworks | 2 | 1 | 1 | 1 | | 1 | 1 | 1 | | | 1 | |
| Blocks: Cracking | 1 | | | 1 | | 2 | | | 3 | 1 | 1 | |
| Blocks: Depressed footway | | 1 | 2 | | 1 | | 1 | 2 | 1 | | 1 | |
| Blocks: Cracked and depressed | 2 | 1 | 1 | | 1 | 1 | | 1 | | 2 | | |

The top priority is depressed flags followed by bitumen cracking and ironworks.

Figure 72: Mean priority – flags, bitumen and blocks



Base: 9

Six respondents, who answered questions on flags and blocks were asked to rank eight condition defects in order of priority for improvements.

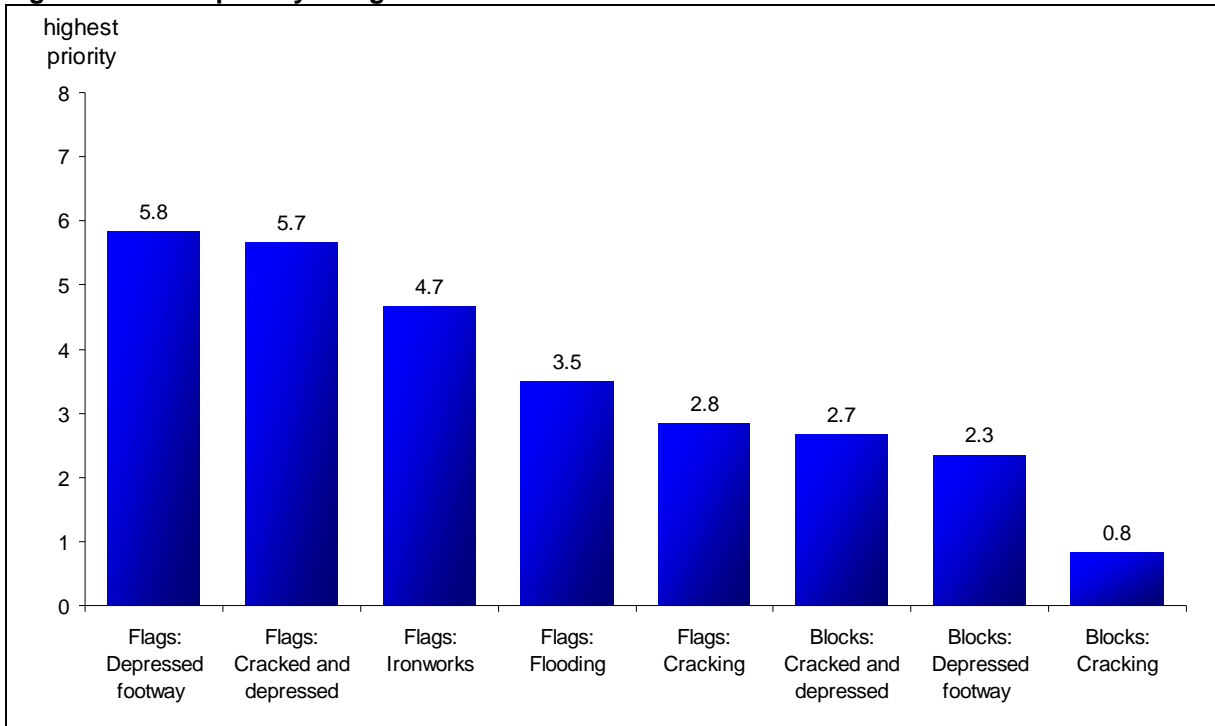
Figure 73 below shows the scores and Figure 74 shows the mean priorities.

Figure 73: Priorities – flags and blocks

| | 1st | 2nd | 3rd | 4th | 5th | 6th | 7th | 8th | don't know |
|-------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|------------|
| Flags: Cracking | | 1 | 1 | 1 | | 1 | | 2 | |
| Flags: Depressed footway | 3 | 1 | | 2 | | | | | |
| Flags: Cracked and depressed | 2 | 1 | 2 | 1 | | | | | |
| Flags: Flooding | | | 1 | 2 | 2 | 1 | | | |
| Flags: Ironworks | 1 | 2 | 1 | 1 | | | | 1 | |
| Blocks: Cracking | | | | | | 1 | 3 | 2 | |
| Blocks: Depressed footway | | | 1 | | 2 | 1 | 1 | 1 | |
| Blocks: Cracked and depressed | 1 | | | | 1 | 2 | 2 | | |

The top priority is depressed flags followed by cracked and depressed flags and ironworks.

Figure 74: Mean priority – flags and blocks



Base: 6

Two respondents, who answered questions on flags and bitumen were asked to rank eight condition defects in order of priority for improvements.

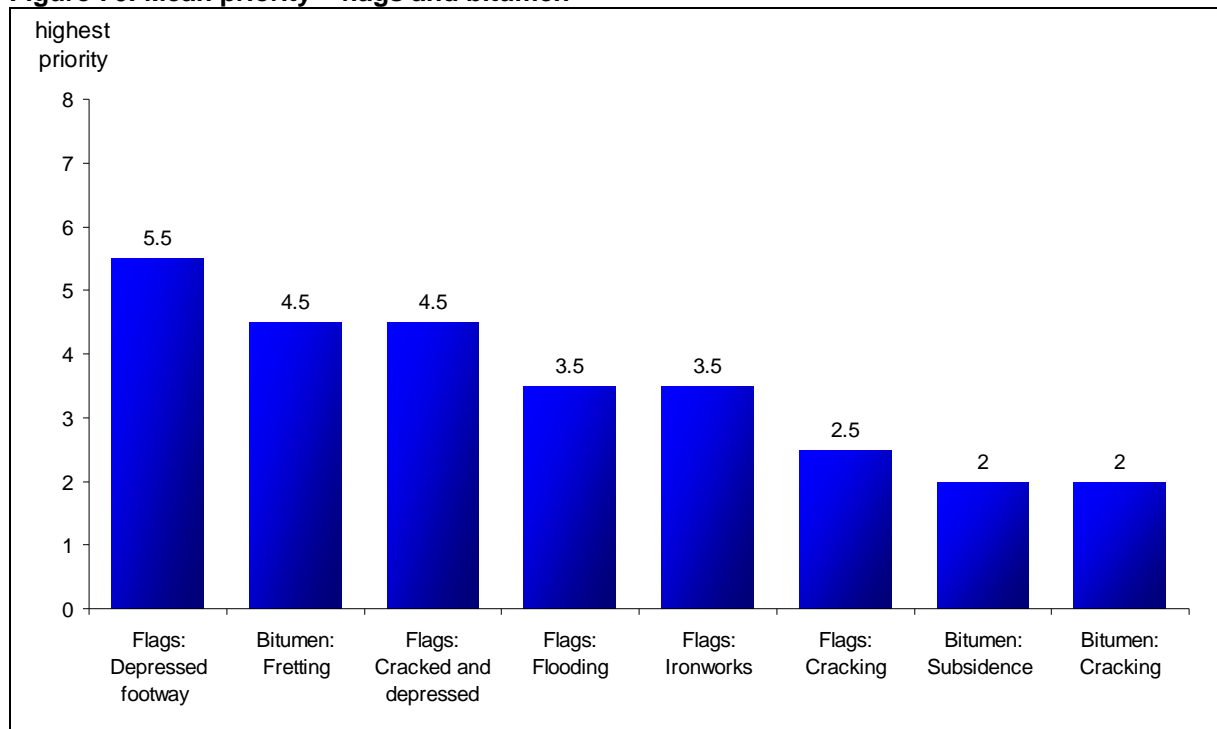
Figure 75 below shows the scores and Figure 76 shows the mean priorities.

Figure 75: Priorities – flags and bitumen

| | 1st | 2nd | 3rd | 4th | 5th | 6th | 7th | 8th | don't know |
|------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|------------|
| Flags: Cracking | | | | | 1 | 1 | | | |
| Flags: Depressed footway | | 1 | 1 | | | | | | |
| Flags: Cracked and depressed | | | 1 | 1 | | | | | |
| Flags: Flooding | 1 | | | | | | | 1 | |
| Flags: Ironworks | | 1 | | | | | 1 | | |

The top priority is depressed flags followed by bitumen fretting and cracked and depressed flags.

Figure 76: Mean priority – flags and bitumen



Base: 2

Three respondents, who answered questions on flags only were asked to rank eight condition defects in order of priority for improvements.

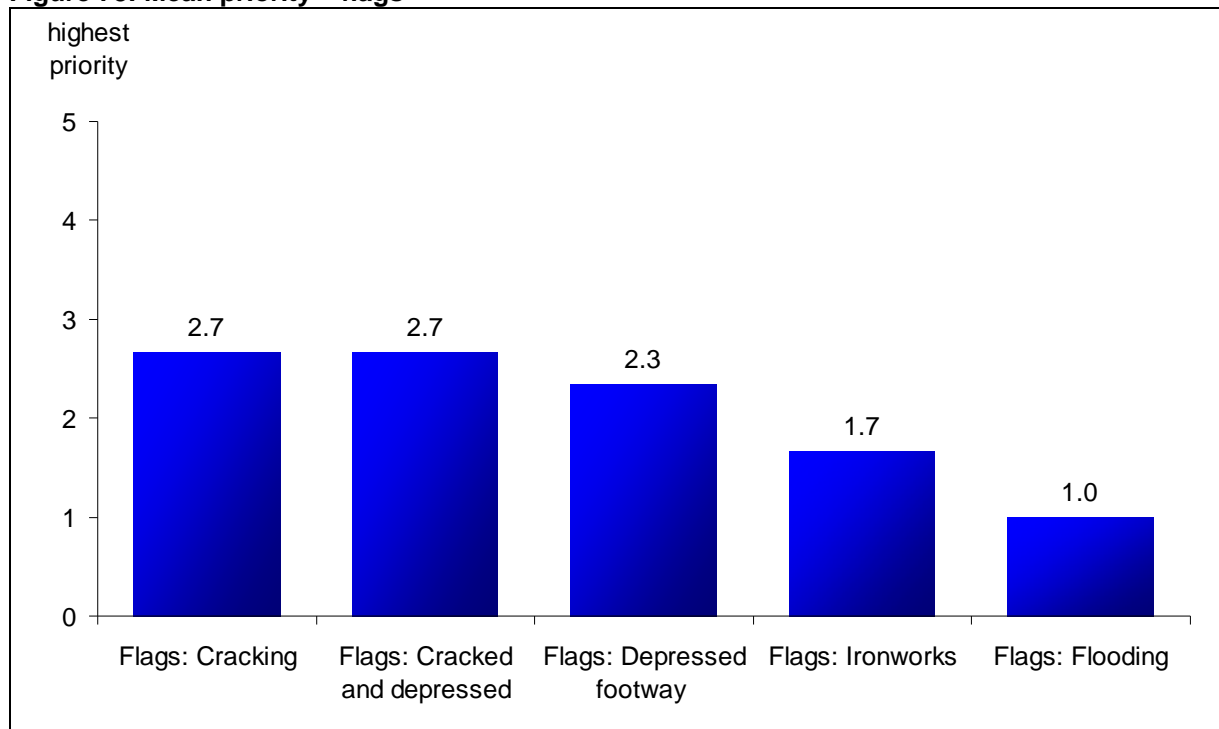
Figure 77 below shows the scores and Figure 78 shows the mean priorities.

Figure 77: Priorities – flags

| | 1st | 2nd | 3rd | 4th | 5th | don't know |
|------------------------------|-----|-----|-----|-----|-----|------------|
| Flags: Cracking | | 2 | 1 | | | |
| Flags: Depressed footway | 1 | | 1 | 1 | | |
| Flags: Cracked and depressed | 2 | | | | 1 | |
| Flags: Flooding | | | 1 | 1 | 1 | |
| Flags: Ironworks | 1 | | | 1 | 1 | |

The top priorities are cracked flags and cracked and depressed flags.

Figure 78: Mean priority – flags



Base: 3

Comments

Following the questions on priorities respondents were asked:

“Do you have any other comments you would like to make on the condition of the footways on the Red Route Network?”

Ten of the twenty respondents made comments.

- Around the trees there’s lots of tree roots – maybe the bitumen is more stretchy and so less dangerous: the flagstone are more raised.
- Generally not impressed.
- If they did groundwork properly on the levelling stage the cracks and unevenness and ironwork would not sink and cause problems ...so more care needed at that stage
- I’d do work before it’s to bad. I broke my wrist falling down
- The pavement should be straight, better service for me to use and for others. They should start the repairs early because it gets worse. My partner uses a wheelchair, he can’t use it much because of the condition of the footways.
- There should be priorities to the ironworks because they are a massive problem. Depressed bitumen can’t be seen until you have fallen over.
- They are pretty good. I don’t normally see that many cracks when I’m walking. The flags tend to get quite slippery when it’s raining.
- They are very uneven, the paving around here.
- They seem to go from reasonable wear to very bad quite quickly.

- When it's raining and I am dressed smartly to go to work the amount of times I have stepped on raised ironworks or uneven flags and have ended up with wet shoes and socks and wet and dirty trousers. I feel this should be a priority for improvement as it not only affects me but elderly might trip or fall.

Respondent characteristics

The nature of the sample is shown below.

- Q34 Which of the following age groups do you fall into?

| | |
|--------------|---|
| - 18-24 | 4 |
| - 25-34 | 3 |
| - 35-44 | 2 |
| - 45-59 | 7 |
| - 60-64 | 0 |
| - 65 or over | 4 |

Base: 20

- Q35 Gender

| | |
|----------|----|
| - Male | 9 |
| - Female | 11 |

Base: 20

- Q36 What is your employment status?

| | |
|--|---|
| - Working full-time (30+ hours a week) | 8 |
| - Working part-time (<30 hours a week) | 3 |
| - Student | 2 |
| - Self employed | 1 |
| - Seeking work | 1 |
| - Retired | 4 |
| - Looking after the home | 0 |
| - Other | 1 |

Base: 20

- Q37 Which of the following groups do you classify yourself as and are happy for me to record?

| | |
|--------------------------------------|---|
| - White – British | 7 |
| - White – Irish | 2 |
| - White - Any other white background | 6 |
| - Indian | 1 |
| - Pakistani | 0 |
| - Bangladeshi | 1 |
| - Any other Asian background | 0 |
| - Caribbean | 2 |
| - African | 0 |
| - Any other Black background | 0 |
| - White and Black Caribbean | 0 |
| - White and Black African | 1 |
| - White and Asian | 0 |
| - Any other mixed background | 0 |
| - Chinese | 0 |
| - Any other | 0 |
| - Refused | 0 |

Base: 20

- Q38 Do you have a long-term physical or mental impairment which limits your daily activities or the work you can do, including problems due to old age?

| | |
|-------------------------------------|----|
| - No, none | 15 |
| - Mobility impairment | 2 |
| - Age-related mobility difficulties | 2 |

| | |
|-----------------------------|---|
| - Visual impairment | 1 |
| - Hearing impairment | 1 |
| - Learning difficulty | 1 |
| - Mental health condition | 1 |
| - Serious long-term illness | 1 |
| - Other | 0 |

- Q39 What is your total gross annual household income? This is income from work and any other sources such as benefits and pensions, before deductions e.g. income tax, National Insurance

| | |
|----------------------|---|
| - Under £5,000 | 2 |
| - £5,000 to £9,999 | 0 |
| - £10,000 to £14,999 | 2 |
| - £15,000 to £19,999 | 2 |
| - £20,000 to £24,999 | 1 |
| - £25,000 to £34,999 | 1 |
| - £35,000 to £49,999 | 1 |
| - £50,000 to £74,999 | 3 |
| - £75,000 to £99,999 | 1 |
| - £100,000 or over | 2 |
| - Don't know | 4 |
| - NA | 1 |

Appendix D

Comments

Non impaired respondents' comments (137 out of 247)

- I think the walkways are pretty poor
- As a runner things need attention straight away because any flaw in the pavement can be felt
- As an elderly person when we have bad weather I am afraid to go out with the condition of the pathways
- As soon as they notice any uneven or cracking they should correct it straight away.....
- At this time of the year they are all ok at the moment.
- Dangerous for women with prams, and we live in a wet country. There should be somewhere for the water to drain away.
- Difficult to push wheelchair on the pavements when cracked wheels get in the groove
- Do it all before its gets too a dangerous level sooner the better
- Early intervention is preferable.....that will hopefully reduce costs further along the line.....
- Ensure the footpaths are maintained on a regular basis.
- Fix them sooner
- Footways should be repaired on regular basis maintenance should be more frequent before it gets to 40 per cent
- Footways need to be wider
- Generally fairly good condition
- Generally good condition apart from iron works
- Generally ok but please ensure the pathways are even, it's hell on my ankles
- Generally the pavements are acceptable
- Generally the roads are not too bad, however too many works at one time causes lots of interruptions
- Get them fixed
- I'd like to see greener and clean roads (i.e. grass)
- I consider that the period in which damaged footpaths remain unrepaired is too long. This is an important issue for people using the footpaths who are not sure footed.

- I don't find many faults. It's the roads that are worst.
- I don't think they are too bad
- I feel that the condition is quite good
- I feel that there should be an even standard of conditions throughout all the Red Route, because I feel that some areas are in a better condition than others, whereas it would be better if there was consistency.
- I had a nasty fall last week and hurt myself, the pavements were a much higher standard in the sixty and seventies
- I have a problem with the footway when I take my daughter in her wheelchair, the footway zig zags rather than going straight.
- I have not noticed a lot of problems
- I have noticed near the sorting office in this area and others, it seems where the pavements perhaps get hot, bubbles appear to have formed.....it has been repaired, but seems not to have been sorted completely, and there are others within a few feet of the area
- I have noticed people falling badly on damaged flagstones and raised drains
- I have noticed that the knobbly bits on the floor for the blind people at pedestrian crossings have worn down flat and need to be replaced.
- I have some difficulties with a pushchair
- I live on the Red Route network and what most affects my experience of the footway is interventions by gas, telecom and electricity companies. I am not quite clear how you can exclude the latter because it makes a huge difference to my experience of the footway.
- I noticed it takes a while for them to do repairs but it is still a dangerous place for walkers
- I prefer blocks
- I recognise the need for tactiles but dislike walking on them - uncomfortable to walk on
- I saw a lady fall over a depressed paving stone that moved and she hurt herself
- I think most of it is in good condition currently
- I think my real comment is that the contractors don't do a good enough job in making good after they have done their job. They're ok but they sink and are not done good enough
- I think TfL is above average.

- I think that they should concentrate on the angles of the roads and footways for future major problems when the under soil is damaged by the underneath rather than what's on top
- I think the general condition is pretty good
- I think there should be something for disabled people
- I think there should do flags first when they are cracked and always should check the paths a lot more than they do
- I think they are generally well maintained.
- I think tree routes are sometimes an issue because they prevent the pavement from being flat. Better signage required.
- I tripped on the footway on Mile End Road. It's not even. They need to improve it.
- I would like TfL to take more notice of the damaged footway
- I would love to see more bitumen and less flags generally and blocks in the more tourist affected parts of the town.
- I would prefer in general a bit more spent on maintenance of the footway. It could be better
- I would suggest that they do not plant trees and then put flagstones around them
- If it shows danger were someone could trip and fall it should be a priority rather than how it looks
- If somebody checks the workmanship, they left it in a terrible state. It wouldn't be as bad because the frost get in. When pushing a wheelchair it is extremely difficult.
- If TfL receives a complaint regarding footpath or someone makes TfL aware that footpaths need fixing, then first priority should be given to these complaints/reports.
- Improve the Red Route footway by attending to depressed flags as a top priority.
- In general they are pretty good. There are none that you can't walk on.
- In the Kennington area the pathways are in urgent need of repair.
- Instead of prioritising certain areas, TfL should prioritise the most needed defects first regardless of the area.
- It looks like it seems to be in hand as it is currently
- It needs to be improved.
- It wasn't clear to me with the flooding if it was a drain problem or a levelling problem with the slabs. If drain is that Transport for London or water works?

- It would be good to have this area marked as a non-cycle zone as it is dangerous to pedestrians using the footway when cyclists use it.
- It's not bad in Purley
- It's pretty poor, on this road (Mile End Road), near the Whitechapel Tube Station the level is so uneven its very dangerous.
- It's the transition between bitumen and flags where lots of problems seem to occur they should make that smoother make the joins less hazardous
- Its when flags are loose and move and you tread on them and the whole flag moves and goes down sometimes it may be half way sometimes it might be right down and you can't see them so they are dangerous. You don't know they are there - they are not visible
- Just get it done, because it's quite dangerous as it is now.
- Keep a good maintenance on the pavements
- Keep the litter at bay on the pavements, it is just as much a hazard....when you know that we are going to get harsher weather conditions, take some preventative measures.....
- keep the pathways level
- Keep them maintained for safety
- Leave things to get worse
- Make the pathways safe for all the community especially the elderly
- Many improvements need to be done especially because I walk with young children.
- More consistency needed regarding repairs and maintenance in all areas.
- Mostly Kensington is good condition...
- My mother and my mother in law have both tripped and hurt themselves and nothing was done about it. These things are dangerous for young and old and need to corrected at once
- Need to do the work ASAP
- Never have noticed them that bad....
- I think with all areas you get the utility companies doing their thing and not putting them back properly and tree roots damage the pavements but you don't want them to get rid of the trees
- None not that bad here
- Noticed certain trees are causing disruptions because of the roots

- Particularly in the area of Hogarth Roundabout, there is inadequate provision for pedestrians on the surface i.e. other than subways.
- Paths should be repaired for older people
- Pretty good - not noticed any problem
- Repair them ASAP
- Seems to take a long time to get fixed.
- Some of it needs to be addressed urgently
- Some of the footpaths are quite dark and uneven paths are worse. This will be bad for children and the elderly
- Some roads are not good enough - they are in poor condition especially in Kennington
- Sometimes they need to repair every three months. I have tripped on them so many times. It should be repaired as soon as there is any damage
- Street furniture where they cut it away but don't dig the rest of it out and its sticking up - its dangerous.
- Sunken drains are sometimes covered with a metal cover which is raised and a hazard in itself
- TfL and the water board should work together more as burst pipes need to be repaired rather than patched up
- TfL need to think about pavements in outer London not central London
- TfL should check on utilities work to ensure standard of finished work of pavements
- That they could keep a better eye on what the servicing companies are doing, as it is their pavements that are being dug up.....
- The condition of the footways on the Red Route are terrible, TfL are very slow at repairing them. Poor quality of bitumen and flags are poor but a lot of workmen standing around doing nothing.
- The conditions of the edge where the kerb comes...either because it has been trodden on by heavy vehicles and it has sunk and depressed, or for some reason it is a bit higher than it should be, it can so easily catch the foot and cause a fall.....when repairs are done, especially with bitumen, should not be done in the rain.....
- The footpaths are disgusting and need to be attended to at once
- The footways are marvellous.
- The footways in my area (Leytonstone) are very uneven and dipped and need to be repaired.

- The footways in some areas are on a tilt so you are sloping towards the end of the footways. Exposed iron grills. Near my house the walkway is made of different tiles mixed with bitumen. My heels get stuck in the cracks. The slopes leading to the road are cracked.
- The majority of footpaths are dangerous at the moment due to the adverse winter weather conditions and this is proving to be dangerous for those who use them.
- The most importance is the flatness of the pavements, cleanliness next which includes especially dog mess! I feel I need to look down to avoid tripping or stepping into dog mess! As I have a trolley with me for shopping that is all very important to me!
- The pathways are bad and in need of repair
- The problem is that too long is taken before repairs are carried out and it takes an incident before anything is done
- The Red Route is important for pedestrians. Therefore it should be smooth and without hazards. The material used should be very durable and well maintained. It needs to be constantly monitored to avoid accidents.
- The UK is a great country but we should maintain the streets for the sake of our reputation to tourists
- There does not seem to be a consistence design on the pathways - they seem to be *ad hoc*
- There's too much furniture on the pavements, like signs. They are generally very dirty. A sudden change to the surface from blocks to bitumen is not cosmetically attractive.
- There is a lot of work to be done on the paths and the paths are in a bad state in areas and really need repairing
- There is a row of shops on West Thorne Avenue which includes the Co-Op where there will be a bad accident one day, because children can not distinguish the difference between the road and the pavement. Drivers park on the pavement forcing pedestrians on to the part that is the road but does not look like it. Children run out of the school round the corner to the shops and because it all looks the same are unaware of the danger
- They are at present generally acceptable
- They are fine
- They are repaired quite quickly, roads are worse than the pavements.
- They can be very dangerous when cracked
- They need regular maintenance
- They need to be repaired early before they become a hazard

- They need to do the work properly in first place then the problems would not arise or the work would last longer
- They need to keep on top of the state of pathways, especially looking at wheelchair, elderly and children
- They need to repair this area as very bad
- They need to survey the pathways and roads to see how much maintenance needs doing often
- They should be improved as soon as possible. Focus on the red route walkways. Wandsworth needs special attention since the roadside pavement is really poor.
- They should improve so we can walk on them safely
- To do a proper job
- Too many advertising signs on main footpaths.
- Tottenham High Road walking north has lots of defects which have been there for a long time and need to be attended to (mainly on the left hand side).
- Tree roots which are becoming exposed are very hazardous to older people.
- Under the current financial circumstances I think it is acceptable but would like to see improvement if possible
- When it starts to subside can trip easily so those sorts of repairs should take priority
- When one walks on the pavement doesn't realise how bad the condition of the pavement could be.
- Where I live it's very good, they've invested quite a bit of money on the pavement/road
- Where I walk to work it's not too bad, so not too much of a problem, between Canon St and Moorgate
- Where there are trees, the roots eventually lift the paving and cause the cracks.....the serrated bumps near the junctions do sometimes get flooded, and that does not help the blind.....
- Why do they take so long in repairing they start a job and don't finish it quickly
- Would like to see them repaired quicker and to return to see if it's still in good

Mobility impaired respondents' comments (29 out of 57)

- All these patches needed to be done on time without complaint
- Do their very best at tackling the repairs.

- Fell on the pavement near Sainsbury
- I have fallen down many times, they have to improve the footpaths.
- I have slipped on slope on pavement off Mile End Road. People should be prevented from cycling on the pavement.
- I think that if the footpaths were repaired before they get too bad it would be less costly.
- I think that TfL should make the public aware of the fact that they are responsible for the foot paths on the Red Route in London, people may be more inclined to report any damage.
- If the company lays down the tiles properly the first time, they won't get damaged soon.
- It can dangerous to walk on pavements that need fixing, so the condition of footways should be looked after
- It's getting much better in this area and Hackney but Westminster where ordinary people live is terrible
- It would be a good idea to get the local businesses and people to report on any defects and to have a free method of reporting this to TfL
- Just that the repairs should be carried out sooner
- Make the pavements wider. There are so many other things like posts on the pavement.
- Most of the footways are uneven and cracked. I think they should be repaired quickly.
- Only that the footways should be kept cleaner.
- Pavement that have been worn down and gaps not filled. I have tripped and hurt my toe since my operation in September 2010.
- Pavements everywhere are difficult for old people. Mile End Road requires a great deal of attention
- Since the snow there's been a lot more cracked pavement and subsidence too (i.e. Well Hall Road)... and nothing has been done
- Something that is very necessary that need to be looked at for everybody sakes
- Something urgent must be done
- It needs to be made better

- The footpath should be repaired as they are dangerous for disabled people such as myself. This will avoid any compensation claim which I am sure is a waste of money.
- The most dangerous is the flags where you do not see that it is loose, you step on it and it lifts...you maybe just stop yourself from tripping...my suggestion is....we should be given a number to report it. Overall I am happy, but there are a few hotspots that need looking at....or we should be allowed to mark it in someway, and not get into trouble for doing so...so an inspector can check on it later.....notices on public information boards...like a hot line number.....
- The pathways should be done straight away and not left half finished and more should be done
- The pavement along Whitechapel Road is worse than Mile End Road. By the bus stop outside the post office; the tree roots have raised up the pavement and I have seen people fall over it.
- These kind of repairs should be carried out as soon as possible
- They need to monitor the pavements better, and not leave them so long before they are mended
- We pay our taxes for these to be fixed immediately
- When it is bad the pavement you should have somewhere to report it and repaired quickly and they are the most dangerous and repaired first

Visual impaired respondents' comments (16 out of 35)

- Beginning of Mile End Road, the garden is taken away, only a small pavement and it all mud.
- I have fallen a few times due to the broken slabs.
- I have had a fall because of an uneven flagstone on a Red Route, which I hadn't noticed, on a fine summer's day, so am very aware of how dangerous they can be. It has also happened to my mother.
- I would say it's good
- In some areas the footways are fine but in some they are horrible. It needs to be the same everywhere.
- More lighting on pathways /bus stops /crossings
- My main concern is any depression that becomes a trip hazard, or becomes flooded, and that is just because I won't be able to see particularly in the dark.....
- Should do something about the pavement because I have fell on it more than once

- Sometimes they have signs saying work is being done on the footways but it's still dangerous. But once they do the work it's quite good.
- The condition of the footway is not too good
- The pavement is very bad – it's up to the council to do it. It is terrible
- They are in a need of repair of about 20% they need to be done some parts of the Red Routes are ok but majority need doing very urgently on a 40% scale
- They shouldn't leave the pavement too long for the damage to escalate. They should start at 20% damage. Most of the damage is due to wrong parking, putting the white line on the pavement.
- Tree roots major hazard for tripping over
- When people come along to maintenance the paths they never repair them to the quality they should be look like a patch work quilt
- When people complain do it quickly and properly