

RESEARCH SUMMARY

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| Title | Highway Asset Management Survey - Footways | |
| Objective | Establish customer minimum and preferred levels of service with respect to specific footway condition defects | |
| Date | April 2011 | Agency: Accent |
| Methodology | 20 face to face pilot interviews 339 face-to-face interviews with footway users which included 57 mobility impairment and 35 visual impairment users | |

Abstract

Research was conducted with customers to gather their views on footway condition defects on the Red Route Network. This showed that the condition defects which required TfL to intervene sooner were cracked and depressed flags, ironworks and subsidence in bitumen. This customer feedback allows TfL's Highways Asset Investment team to investigate minimum and preferred funding requirements and to set maintenance targets. In addition, it enables the development of a planning and prioritisation method for capital works where customer requirements influence scheme selection.

Key findings

- On balance, footway users rated the overall condition of the footways on the Red Route Network in London as good with 38% saying it was good or very good and 28% saying it was poor or very poor.
- Respondents were shown images of eleven footway condition defects illustrating 20%, 40%, 60% and 80% condition defects. They were then asked at which level they would prefer TfL to intervene and at which level TfL must intervene. This showed that the condition defects which required TfL to intervene sooner were cracked and depressed flags, ironworks and subsidence in bitumen.
- 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 top priority for improvement was ironworks followed by cracked and depressed flags.

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