

# RESEARCH SUMMARY

<b>Title</b>	<b>Highway Asset Management Survey - Carriageways</b>
<b>Objective</b>	To gather customer minimum and preferred levels of service with respect to specific carriageway condition defects. This would allow 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
<b>Date</b>	September 2010
<b>Methodology</b>	50 face to face pilot interviews conducted with different types of carriageway user to develop the questionnaire and the methodology 610 face-to-face interviews with a representative sample of TLRN users, comprising 407 drivers (of cars, LGVs, HGVs, P2Ws and buses) and 203 cyclists

## Key findings

- On balance, drivers rated the overall condition of the Red Route Network in London as good with 43% saying it was good or very good and 32% saying it was poor or very poor. Cyclists however rated the overall condition as poor with 39% saying it was poor or very poor and 27% saying it was good or very good
- Respondents were shown images of eight carriageway 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. As a result, the condition defects which required intervention sooner for drivers were fretting and subsidence (both area and depth) whereas for cyclists it was fretting and subsidence depth
- There was a gap of about 15% between the mean defect level at which respondents would prefer TfL to intervene and at which respondents said TfL must intervene
- In terms of priorities for improvements, the top three for drivers were ironworks, subsidence depth and fretting. For cyclists the top three were subsidence depth, ironworks and subsidence area

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