

Living Streets Aotearoa



New Zealand Walking Conference 2006 *Getting There on Foot in NZ Cities and Towns – Taking the Next Steps*

3 – 4 November 2006

ABSTRACT

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Phone number	03 960 9300	Fax Number	03 960 9400
Presentation topic			
Presentation title	Consumer Satisfaction Surveys		
Presentation Style	Presentation <input checked="" type="checkbox"/>	Interactive Workshop <input type="checkbox"/>	
Time Required	0-10 mins <input type="checkbox"/>	10-20 mins <input type="checkbox"/>	20-30 mins <input checked="" type="checkbox"/>

Presentation Remit (500 word maximum)

In late 2005 Steve Abley Chartered Transportation Engineering with Living Streets Aotearoa were commissioned by the Health Sponsorship Council to develop a revolutionary project that enables transportation practitioners to 'review' walking environments. Principally this meant developing a robust consumer satisfaction survey for different street environments under different environmental conditions and for different walking users. This was no easy task and is vitally important for raising the issues contributing to poor walking environments.

This project was developed against a background of limited knowledge about how walking environments met or failed the needs of walking or vulnerable users other than they were 'poor'. There was also a need to provide practitioners with a tool they could use to best prioritise prospective walking projects in a similar manner to the other tools they use to prioritise road construction. The project is a collaboration between engineering research and walking advocacy where the resulting tool is a blend of the highly successful UK 'Community Street Audit' and level of service rating methodologies.

We have collected a large amount of data to enable a shortlist of characteristics that define exactly what constitutes a 'vulnerable user' and how much scaling exists between able and less able walking users. We have also identified the environmental factors that are important to consider for improvement of street environments so the maximum increase in users walkability can be gained against limited financial resources. This project is not simply developing a rating system; rather it is developing a system that quantifies via a level of service that also identifies further environmental opportunities for improvement.

The research project is currently under development and at conference the research tool will be fully developed and the results will be available for release. Steve's presentation will show why this tool is important, what issues were found to be critical for resolution and the success and application of the product in real world situations. In addition Steve will introduce new research commissioned by Land Transport New Zealand to develop a national database for the collection of operational and physical characteristics of walking environments and their correlation with Community Street Review data.