

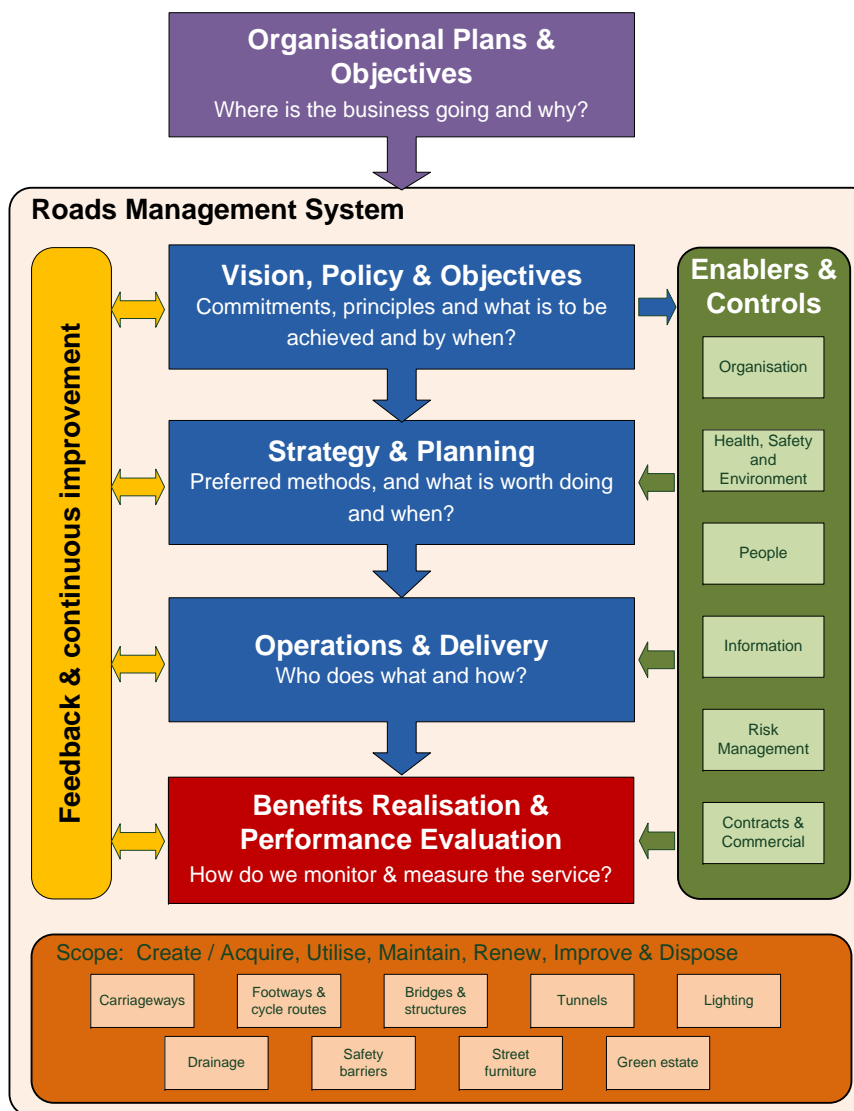
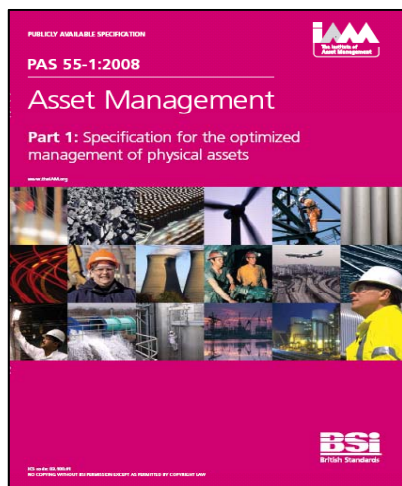
# Update on Highways

**Dana Skelley**  
**Director of Roads, Transport for London**



# Highway Management

- All highway activities are aligned to the MTS and TfL Business Plan
- The Roads Management System is aligned to best practice

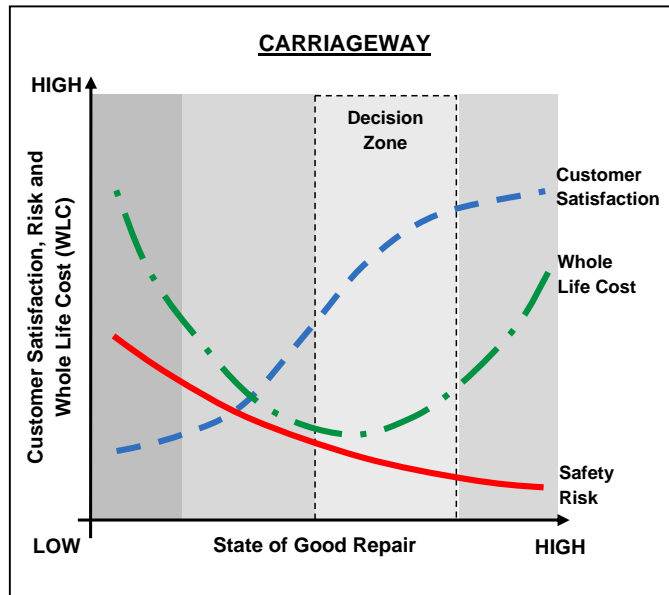


# Our Vision & Mission

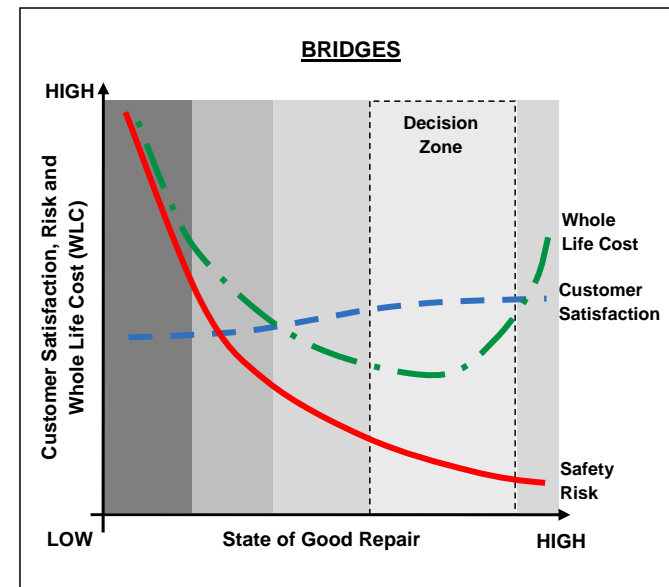
- **Vision:** safe, reliable and cared for streets
- **Mission:** to deliver a quality service to all our customers through efficient use of public resources
- **Contribution to the MTS Outcomes:**
  - Make the 2012 Games a success
  - Improve user satisfaction
  - Bring and maintain all our assets to a state of good repair
  - Enhance the streetscape and create Better Streets
  - Enable journey time reliability
  - Improve routes for cyclists, pedestrians & vulnerable users
  - Protect and improve the environment
  - Reduce the number of road traffic casualties



# Strategy for highway maintenance: Balancing Safety Risk, Cost & Satisfaction



- **Strong correlation between SOGR and Customer Satisfaction**
- **SOGR has a major impact on WLC (Capital and Revenue)**



- **SOGR of bridges and structures has a lower impact on customer satisfaction**
- **A low SOGR results in higher risk exposure**



# Customer Engagement: Defect Preference

## Stated preference technique




- Defect priority (worst first)
  - Large potholes
  - Bumps
  - Raised/sunken iron work
  - Rough, uneven surface
  - Cracks
- The results are being used to help identify and prioritise schemes



# Customer Engagement: Levels of Service

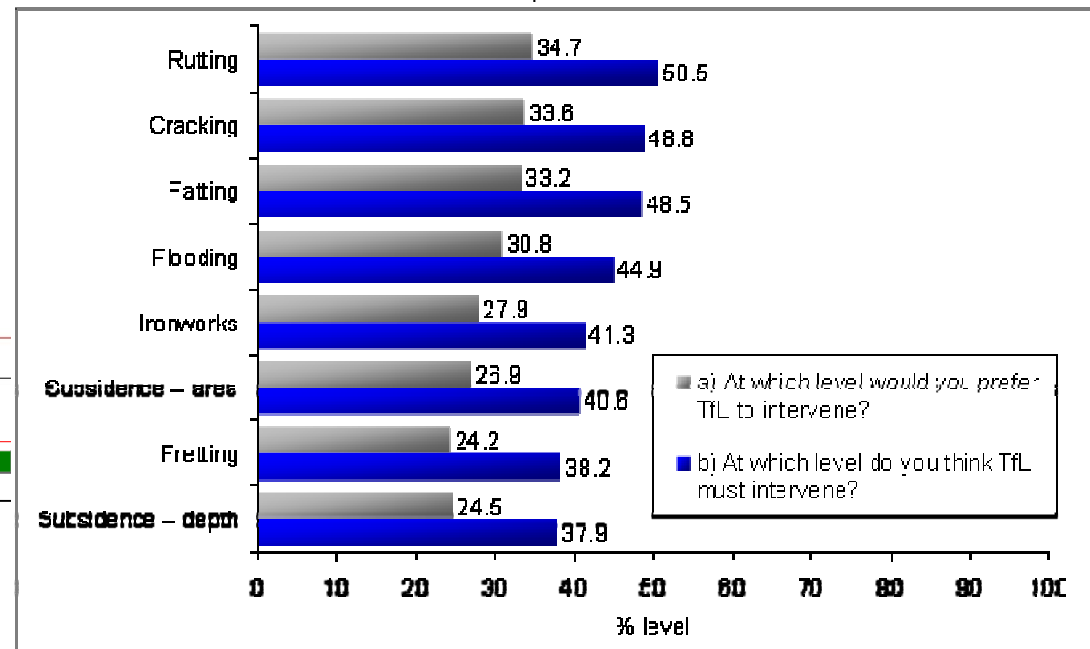
- Road users, in face-to-face surveys, to identify:
  - Their **preferred** intervention level
  - Their **minimum acceptable** intervention level

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



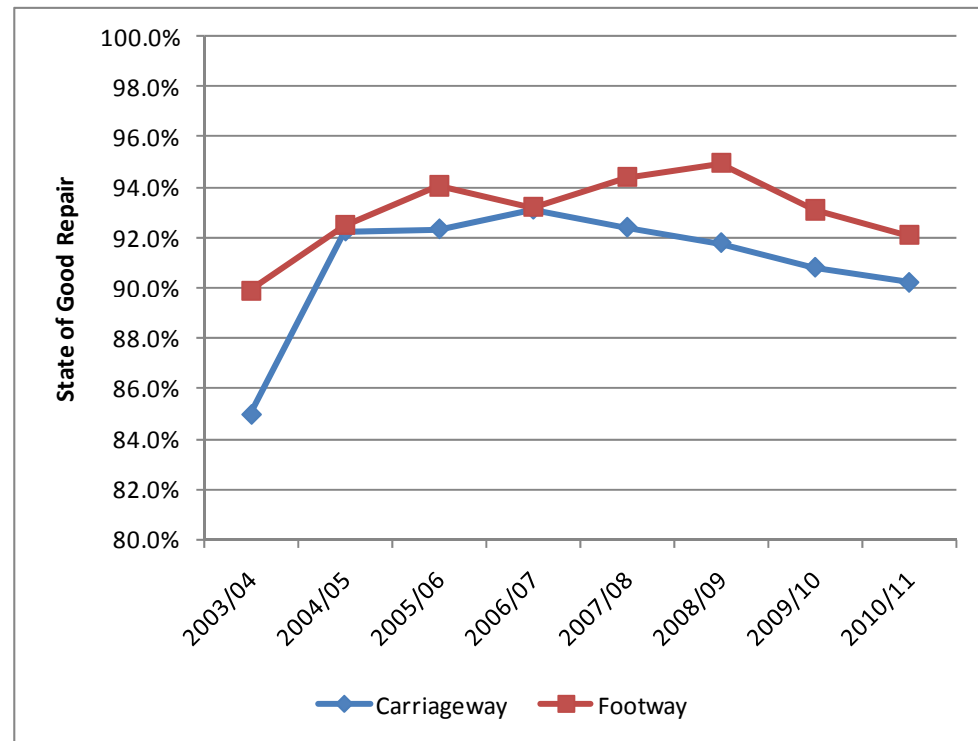
	0%	10%	20%	30%	40%
a) prefer TfL to intervene:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
b) TfL <b>must</b> intervene:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Previous Next Question

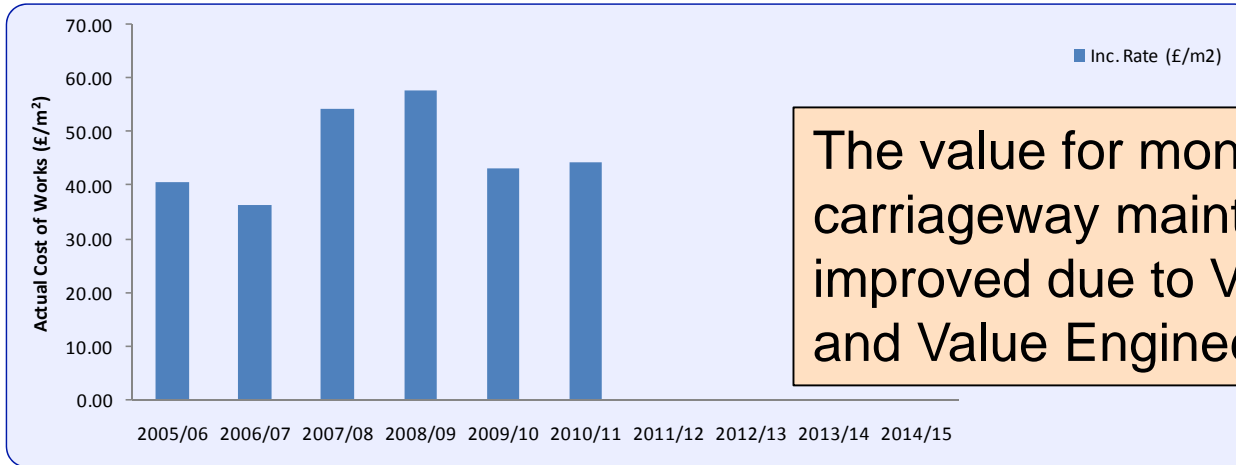


# State of Good Repair

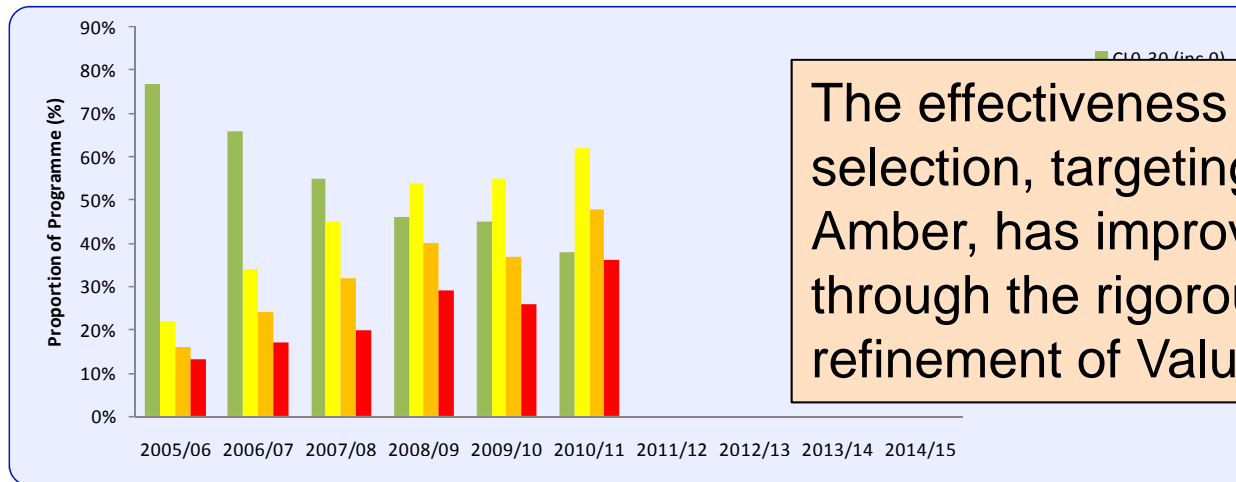
- Customer satisfaction, risk and cost has been used to define an **'acceptable and affordable'** range of 90 to 94% for SOGR
- The severe winters in 2009/10 and 2010/11 had a significant impact on SOGR
- The forward budget will maintain SOGR between 90 and 94%



# Performance of maintenance



The value for money, £ per m<sup>2</sup>, of carriageway maintenance has improved due to Value Management and Value Engineering



The effectiveness of scheme selection, targeting more Red and Amber, has improved year-on-year through the rigorous application and refinement of Value Management





# Investment and the Games

- The total budget for highway maintenance has **not** been amended due to the Games
  - However, the budget profile has been amended
- Circa £10m, across all highway maintenance, was brought forward from 2012/13 to 2011/12:
  - To minimise disruption during the Games
  - Due to constraints on network access during 2012
  - To enhance the SOGR ahead of the Games, especially of carriageway and footways on event routes and the ORN
  - Deferring work to 13/14 would lead to a decline in SOGR
  - Bring work forward has improved short and long-term SOGR and reduced Whole Life Costs



# Trips, slips & claims on footways

- **Robust regime of safety inspections for footways, cycle routes and carriageways**
  - Frequency differs by hierarchy – weekly, monthly
  - Defects categorised on a risk basis and an appropriate response time set, e.g. 2hrs, 1 day, 7 days or 28 days
  - The TfL safety inspection regime is above the standards set in national guidance

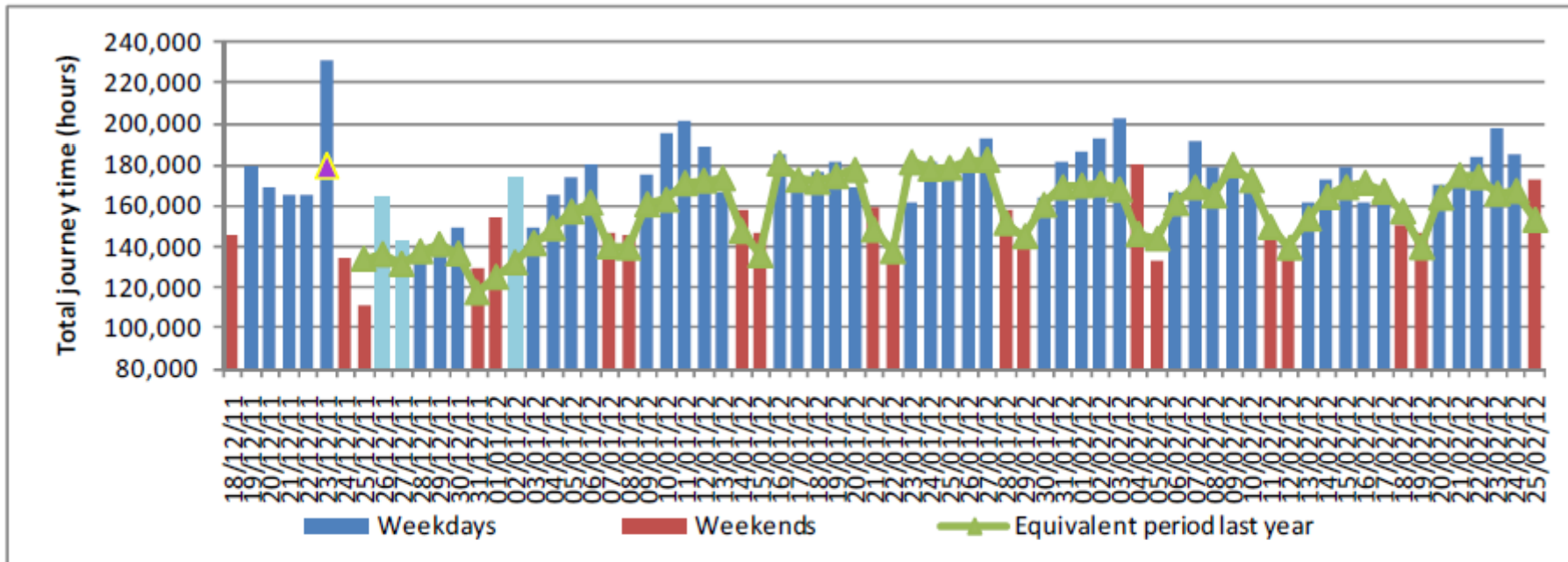
- **Claims**

- Generally claims are presented by solicitors with a formal letter
- Claims are assessed against the defect risk matrix

Reported Year	Claims received	Claims accepted	Claims denied
2007	816	58	169
2008	869	230	568
2009	987	146	583
2010	970	229	540
2011	653	242	802
<b>Total</b>	<b>4295</b>	<b>905</b>	<b>2662</b>



# Hammersmith Flyover



- **Comparison of vehicle hours on the network around Hammersmith Flyover**

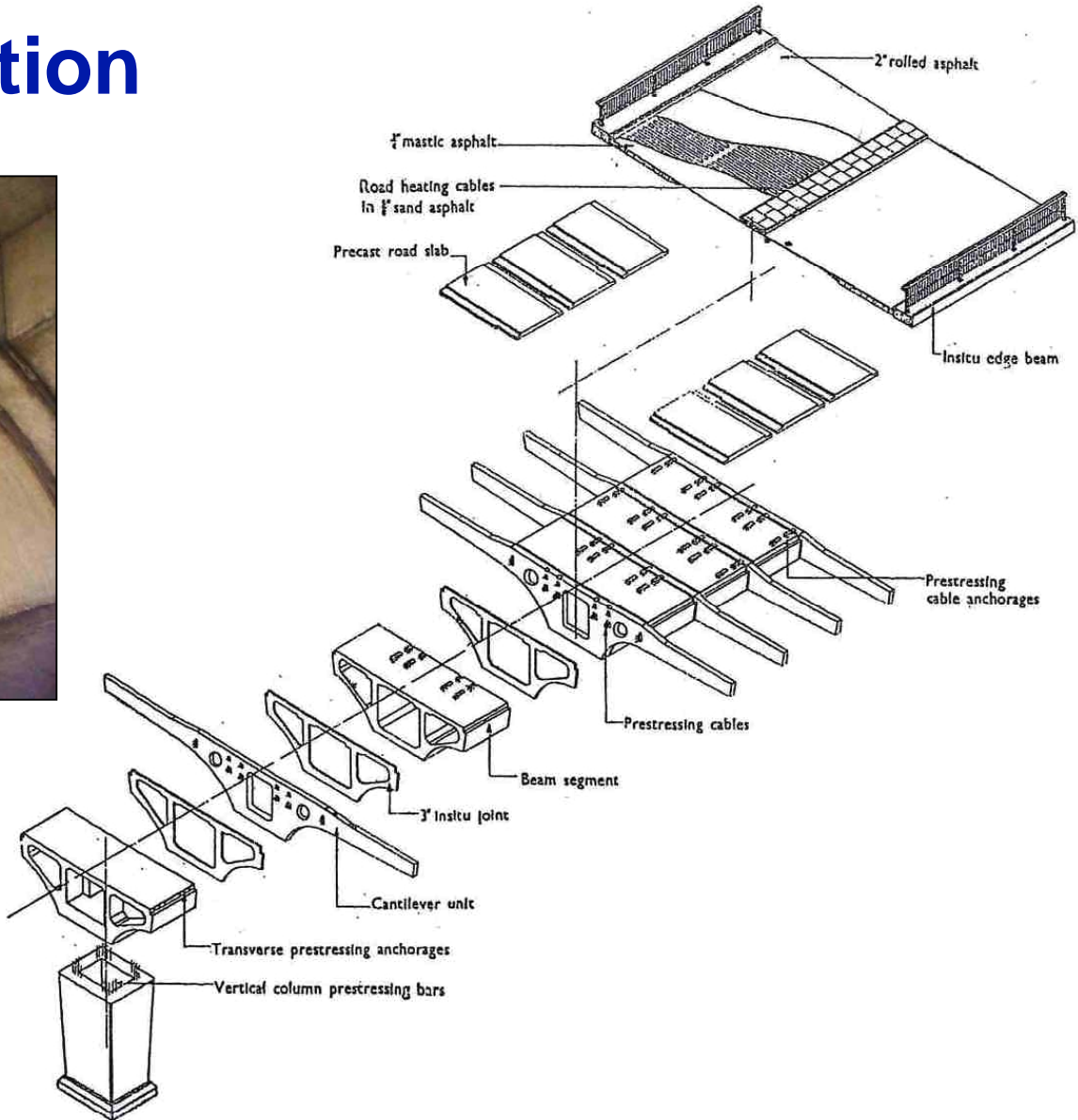


# Construction: Erection of Box Sections





# Form of construction



# Hammersmith Flyover Typical Defects



# Solution

