

Why service matters

Delivering service to the customer
25 January 2007

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Department for Transport

Are we winning?

Department for
Transport

“In the fight
between you and
the world, back
the world.”

Franz Kafka

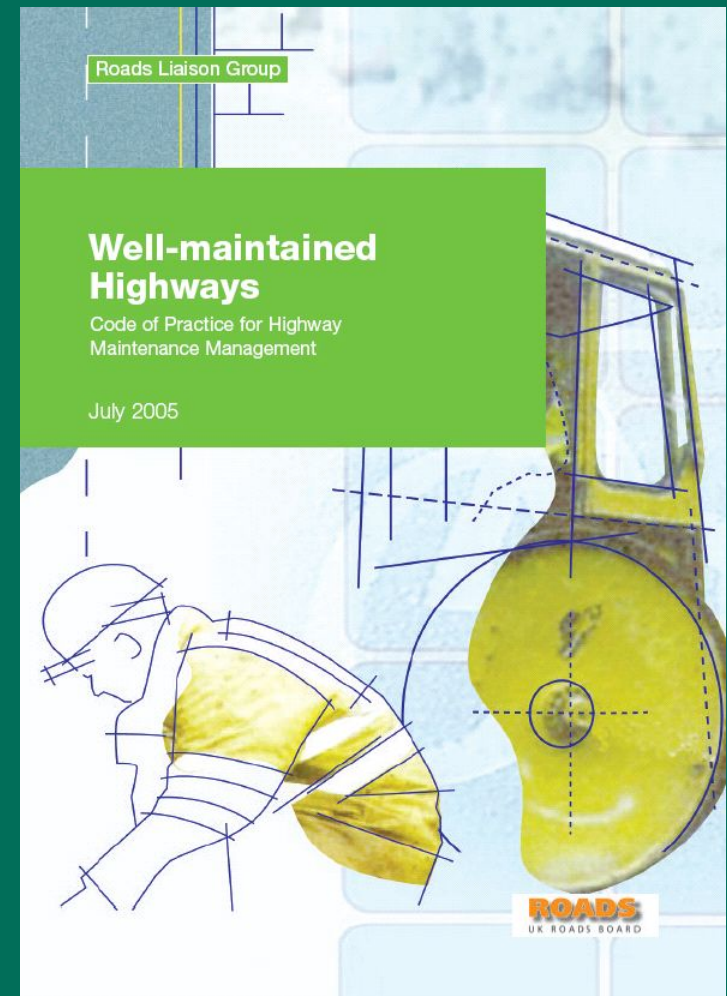


Who is it there for?

Well-maintained Highways has as an objective:

“... to encourage a focus on the needs of users and the community, and their active involvement in the development and review of policies, priorities and programmes.”

Well-maintained Highways, §3.1.3



What do people want?

A smooth, well-maintained, well-lit, inexpensive, uncluttered, uncongested superhighway which does not distract my attention from listening to my Fairport Convention CD/the news/the fascinating ideas my passenger has on time travel.

“Asset management is a strategic approach that identifies the optimal allocation of resources for the management, operation, preservation and enhancement of the highway infrastructure to meet the needs of current and future customers.”

Framework for Highway Asset Management, §1.1.1

Transport Asset Management Plans

W S Atkins' review is looking at:

- Where local authorities have got to at December 2006;
- A sample of TAMPs that exhibit good practice;
- A smaller sample of authorities where the TAMP has been embedded into the way they work.

Transport Asset Management Plans

- Three local authorities admit they haven't started.
- 47 are behind schedule, compared with their LTP intentions
- Most expect to have a TAMP ready by the end of 2007

Levels of Service

- “Levels of service describe the quality of services provided by the asset for the benefit of customers. They are composite indicators that reflect the social, economic and environmental goals of the community.”

Framework for Highway Asset Management, §2.2.1

Levels of Service

TRL and IPSOS MORI commissioned to:

- Explore public opinion ... in terms that the public use;
- Relate the public's description of the highway to engineering conditions.

Levels of Service

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Are we winning?

“Our problems are mostly behind us - what we have to do now is fight the solutions.”

Stults's Situation Report as quoted in the Chicago Tribune, July 11, 1975



Thank You

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