



PEDESTRIAN QUALITY NEEDS  
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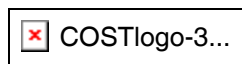


Rijkswaterstaat  
Ministerie van Verkeer en Waterstaat

# *Assessing Pedestrians' Quality Needs progress*

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Chair COST 358 PQN



COST 358 Pedestrians' Quality Needs



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# *Outline*

- Introduction
- Why system approach
- Modelling the system
- Identification of requirements
- **Assessment of current features**
- **Identification of deficits and remedies**
- **Decisions on interventions**
- The PQN Final Report
- Some preliminary conclusions



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# *Introduction*

- Limited effect of traditional approaches
- 'We can do better' → COST 358
  - 20 countries, 49 research organisations, 70+ researchers
  - started November 2006, ends 2010
- 3 perspectives: Functionality, Perception, Durability and Future prospects
- Started with Country reports
- Progress reported in WALK21's



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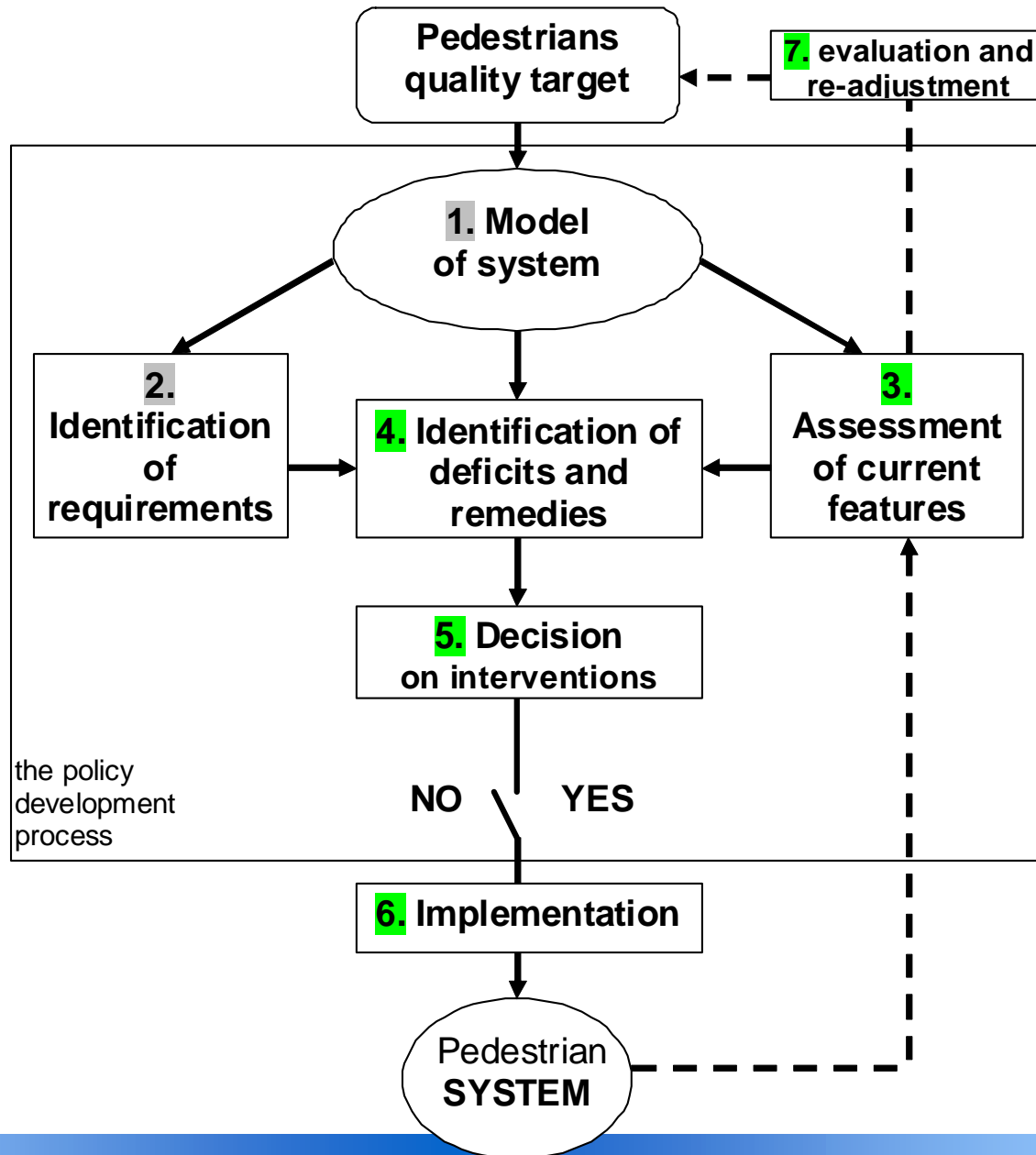
# *Why system approach*

- Systematic generative approaches not yet obvious to stakeholders
  - covers all options
  - offers best value for money
  - improves image
- Process model (on next slide)



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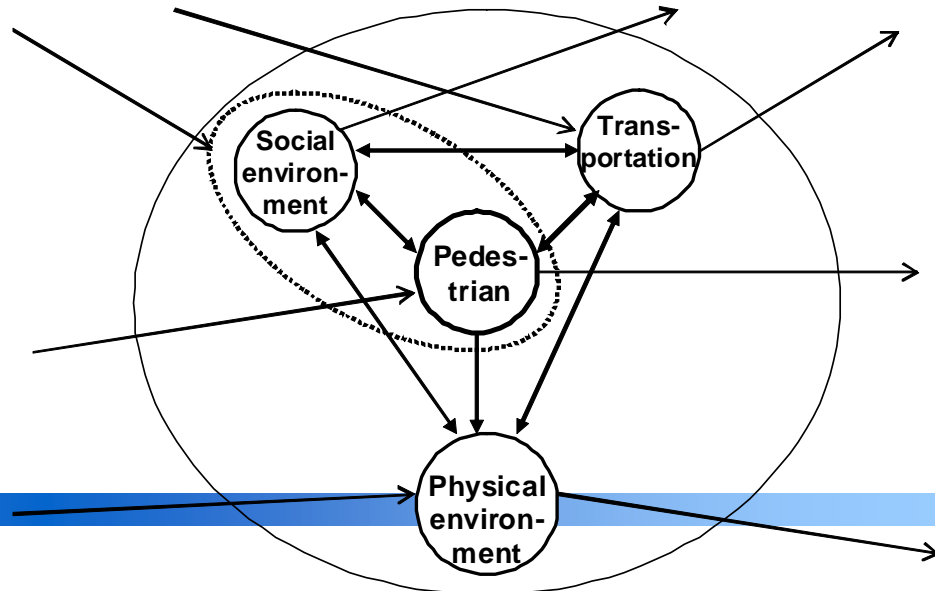


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# 1 *Modelling the system*

- Key question: what system are we talking about?
- 3 system layers:
  - input – system – output
  - 4 elements (see picture)
  - quality determinants, following NOA model (Needs, Opportunities, Abilities)





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## 2 *Identification of requirements*

1. Identification of Needs & Abilities
  - deductive vs. inductive classifications
  - solution: a composite
  - Levels of needs & abilities: lifestyle, strategic, tactical, operational
  - basic needs: **mobility, accessibility, safety, health**
  
2. Identification of quality requirements
  - requirements → opportunities
  - **pre-conditional requirements**
  - functional requirements for support of decisions re. Lifestyle, Strategic, Tactical and Operational decisions
  
3. Grouping and ranking of quality requirements
  - various typologies
  - multiple categorization to be scored by panels



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## 3 *Assessment of current features*

- What *is* there?
  - (Country) Reports and statistics
  - Tacking stock through requirements checklists
- Criteria:
  - Comprehensiveness
  - Structure
  - Quality





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## 4 *Identification of deficits and remedies*

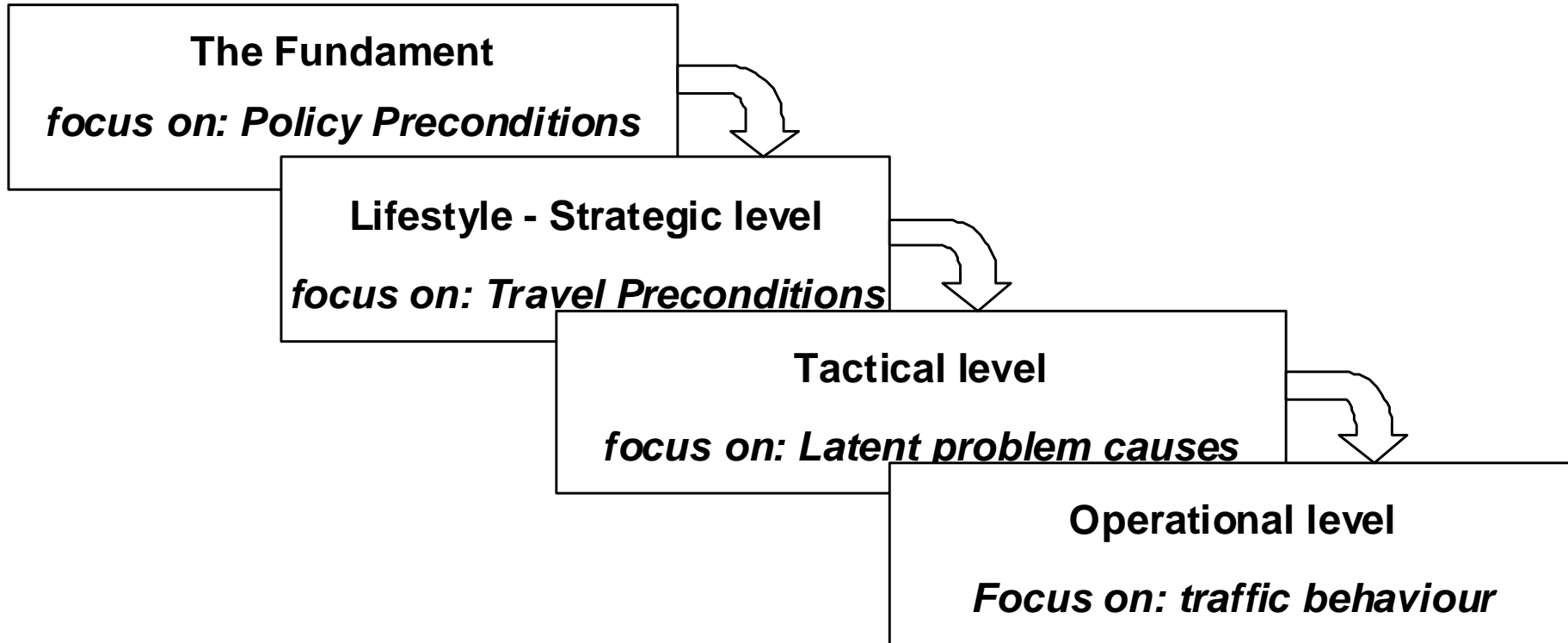
1. Identification of problems
  - pedestrian performance, compliance & satisfaction
2. Identification of causal factors and mechanisms
  - chain of events: reasons behind the problem
  - sacrifice and reward mechanism
3. Identification of promising interventions
  - Cascade principle (see next slide)
  - Selection of most suitable interventions
4. Identification of Gaps in Knowledge and Good Practises



# *Cascade principle*

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## 5 *Decisions on interventions*

1. Assessment of benefits, rewards and sacrifices
2. Formulation of recommendations
3. Formulation of action plan



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# *The PQN Final report*

Part 1 – Conceptual Framework

Part 2 – Research findings

- Introduction
- Country Reports
- Working Group reports
- Measuring Walking
- Steps in policy process development

Part 3 – Policy Process Guidance

- Management Summary
- Glossary



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## *Some preliminary conclusions*

- Data availability is a problem
- Insight is generally somewhat biased
- Synergy with international projects is improving
- Success = academic work + creative ideas
- For more: see [www.walkeurope.org](http://www.walkeurope.org)



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# Colofon



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