# A level of service for walking?

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Levels of service for motor vehicles are well established and widely used, however levels of service for walking are less defined and seldom used to inform decision making. This presentation will summarise research for Waka Kotahi NZ Transport Agency to develop a walking level of service framework. The framework seeks to support better decision making around providing for pedestrians by focussing on the barriers and motivators to walking.

The framework and accompanying online tool for assessing streets was informed by customer insights research and developed with transport practitioners input. The framework applies to street families within a movement and place functional street classification and consists of 19 metrics that contribute to 5 pedestrian level of service outcomes. The framework includes both safety and amenity factors that are identified as necessary or desirable for people to walk and should be considered at all stages of planning, design and operation of the transport network.

The proposed assessment tool, once validated, will support smarter decision making around street environments to encourage walking. The tool can be used to identify network gaps, compare design options and identify priority issues in local areas.

The framework and tool provide a more consistent approach to measuring and evaluating levels of service for pedestrians in urban areas of New Zealand. Use of the framework should lead to better decision making which will contribute to more liveable and vibrant communities. This presentation will be of interest to people involved in planning and implementing transport changes in urban areas.