RESEARCH SUMMARY

Title   Healthy Streets – RTF tracker

Objective   To assess how streets are currently performing on the key
indicators of a healthy street environment and to compare this
to pedestrians' expectations

Date   December 2015   **Agency:**   Future Thinking

Methodology On-street face to face interviews with 1,934 pedestrians (street
users) aged 16+ years.

Abstract
Average overall satisfaction across all street types is 66. This is significantly higher for
Town Squares (71), Connectors (71) and City Streets (72) and significantly lower for Core
Roads (63) and High Streets (63). Across all streets, the average score for all 9
performance averages was 53 out of 100. Perceptions of safety and ease of crossing the
street were highest performing, while places to stop and rest, finding shelter and noise
levels the lowest. Town Squares performed the best across all health measures and Core
Roads performed the worst. Generally, pedestrians' experience didn't meet expectations on
any of the indicators.

Key findings
The overall satisfaction score across all street types is 66. This is significantly higher for
Town Squares (71), Connectors (71) and City Streets (72) and significantly lower for Core
Roads (63) and High Streets (63).

Looking specifically at all the individual performance indicators across all street types, an
average of 53 out of 100 was achieved. London's streets performed particularly well on
people 'feeling safe from crime and antisocial behaviour' (67), 'ease of crossing the street'
(64) and 'not feeling intimidated by traffic' (60). On the other hand, there was a lack of 'ease
of finding somewhere to sit and rest', 'ease of finding shelter' and streets not being noisy
with scores of 43, 41 and 37 respectively.

Town Squares (63), City Streets (58) and Connectors (58) were the highest performing
street types with above-average results on many of the healthy street indicators.

High Streets, City Places and City Hubs had ratings which were generally close to the
average for all streets with scores of 54, 53 and 52 respectively.

Core Roads (48) and High Roads (50) were the lowest performing street type overall with
significantly lower ratings than the average on most healthy street indicators.

Generally, pedestrians' experience underperformed against what they thought the street
ought to be like. The biggest gap between expectation and experience was observed for
'ease of finding shelter' and 'somewhere to sit and rest' while the streets' performance on
being 'not noisy' and pedestrians 'not feeling intimidated by traffic' were closest to
expectations.

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