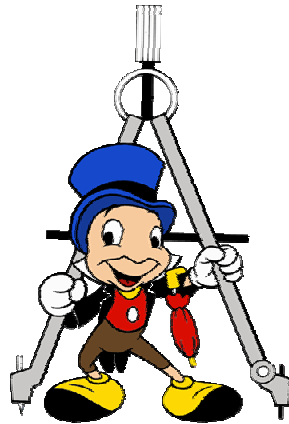


WALT DISNEY World.®



Architecture and Facilities Engineering

Robert D. Beaver P.E.
Manager, Civil/Structural Engineering



Voice of the Customer and Pavement Management

- Disney Guest Service Value
- Safety
- Courtesy
- Show
- Efficiency



Voice of the Customer and Pavement Management

- $S = (L + M) \times R \times T$
- What does this mean?
- Success depends on integration of all 4 elements
- Leadership and Management
- Relationship Building
- Technology and how to use it



Voice of the Customer and Pavement Management

History of Development of the Property

1970-1: First park, three resorts, support areas.

1980-2: Second park, expansion of resorts.

1990's: Two more parks, Sports, more than a dozen resort areas



Voice of the Customer and Pavement Management

- Transportation Systems are Multi-modal but still depend heavily on roadways.
- Monorail
- Watercraft – limited by where there's water.
- Bus fleet – over 250 buses



Voice of the Customer and Pavement Management

Development of Database for Pavement Management – Field observations and history of work

Stakeholders – Who are they? US!

Alternatives for Action:

- ❑ Conventional methods
- ❑ Unconventional methods



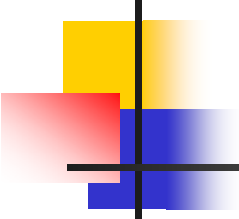
Voice of the Customer and Pavement Management

- Qualities of asphalt binders
- Toughness
- Time to Cure
- Durability/Longevity
- Robustness
- Able to withstand variations in application conditions
- Specifications

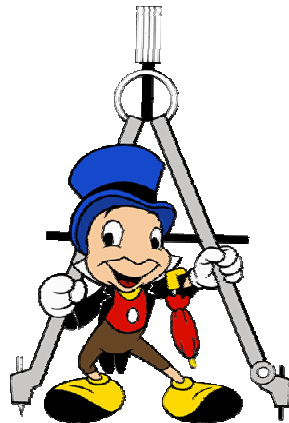


Voice of the Customer and Pavement Management

- Translation of Research to Reality
- Buy in by the Pavement Community, DOT's
- Growth and Sustainability
- Quality is Fitness for Use – Juran
- Practice your own success formula



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Thank You!