



AGENDA

KENT TRANSPORT BOARD MEETING

Tuesday, 10th March, 2009, at 10.00 am

Ask for:

**Geoff Mills/Andy
Ballard**

**Darent Room, Sessions House, County Hall,
Maidstone**

Telephone

**(01622)
694297/694297**

Tea/Coffee will be available 15 minutes before the meeting.

1. Notes of the Meeting held on 24 October 2008 (Pages 1 - 4)
2. Integrated Transport Strategy - Presentation
3. Rail Services Update (Pages 5 - 12)
4. Kent Highway Services Tracker Survey (Pages 13 - 18)
5. Any Other Business
6. Date of Next Meeting

**Peter Sass
Head of Democratic Services and Local Leadership
Tuesday, 10th March, 2009**

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KENT TRANSPORT BOARD

MINUTES of a meeting of the Kent Transport Board held on Friday, 24 October 2008 at Sessions House, County Hall, Maidstone.

PRESENT:-

Ashford Borough Council	-	Cllr Mr M Burgess
Dover District Council	-	Cllr Mr N J Collor
Gravesham Borough Council	-	Cllr W Dyke
Kent County Council	-	Mr K A Ferrin Mr C Hibberd Mr T Birkett Mr J Muckle Mrs P Stockell Mrs E Tweed
Sevenoaks District Council	-	Cllr Mrs J Davison
Shepway District Council		Cllr Mr G Bunting
Swale Borough Council	-	Cllr Mr J Wright
Tonbridge and Malling District Council	-	Cllr Mr M Balfour
Tunbridge Wells Borough Council	-	Cllr Mr R Wedden
Kent Association of Local Councils	-	Cllr Mrs N Solway Cllr Mr N Whitburn Cllr Mr J Wilson

OFFICERS: Mr Geoff Mee, Director of Integrated Transport Strategy, Caroline Bruce, Deputy Director of Kent Highways Services, Mr M Sutch, Head of Planning and Transport Strategy and Mr G Mills, Democratic Services.

Apologies:

Cllr Mr M Patterson (Canterbury City Council), Mr A Poole (KCC), Cllr Mr Dearden (Shepway District Council) and Mr R Tolputt (KCC)

1. Minutes of the Meeting held on 29 February 2008

The notes of the meeting held on 29 February 2008 were agreed as a true record.

2. Transport Strategy

(Presentation by Mr Geoff Mee)

(1) Geoff Mee gave a presentation, a copy of which was circulated to Members of the Board, which outlined the Council's proposals to develop a high level integrated transport strategy for Kent. The strategy will support the "Future Kent" proposals and provide the blueprint for a high quality transport system which would act as a catalyst for continued economic growth and provide an improved quality of life in a sustainable and socially inclusive way. The strategy would encompass road system capacity and utilisation, public transport, airports, freight, ports, sea and river transport, sustainable transport (walking, cycling etc) and the use of technology.

(2) It would be essential as the development of the Strategy is progressed, to ensure that there is wide consultation and that would include consulting with the County Council's District and Borough Council partners, Parish Councils, community focus groups and neighbouring councils. There would also need to be engagement at Government level and through stakeholders such as public transport providers, freight transport associations, transport and road user groups, the Environment Agency and the rail, port and airport operators. Mr Mee said that the Strategy would need to align with existing planning and community frameworks and stakeholder aspirations and make the best use of existing public resources. The proposal was to have an outline of the Strategy developed by Spring 2009 with the final document being available by the Summer of 2009. Once detailed plans had been developed that would feed into Local Transport Plan 3 with implementation of the Strategy commencing from 2010/11 onwards.

(3) One of the issues that will need to be addressed through the Strategy and other transport policies is action across the County to reduce the amount of freight traffic using unsuitable rural roads. Also the Strategy would only be successful if the resources necessary to achieve its ambitious outcomes were forthcoming at both national and local level. Mr Mee said that the overall aspirations of the Strategy were dependent on general economic growth and the Government had indicated that it would be making infrastructure expenditure available as part of its policies to kick-start the economy.

(4) It was said the County Council needed to recognise the essential role played by community transport schemes in providing essential transport links to some of the remoter parts of the county. Mr Ferrin said that the County Council was conscious of this as an issue and had just commenced in the Lenham area the first of four pilot schemes. Through these pilot schemes the County Council was making a vehicle available to provide transport for people in outlying rural areas and to provide a link into local bus services. The County Council was looking at possible locations in which to run the other three pilots and was looking for potential partners and funding. Asked how the Strategy fitted into the programme of other multi-agency agreements, Mr Mee said that it would be important to work closely with District colleagues in order to produce a Plan which was complimentary to District and Local Plans.

(5) Mr Wilson commended members of the Board to read a report going to the next meeting of the County Council's Highways Advisory Board describing what actions

Leicestershire County Council had taken in order to mitigate the effect of HGV's on its roads. Mr Balfour spoke about the need for the Government to recognise that Kent continued to be badly treated in terms of finance for infrastructure provision, not only for roads but also for rail. It was also said that there was a need to improve services to London on the Tonbridge line which had suffered from a lack of investment over a number of years and that having good rail services was essential to having a fully integrated transport strategy. There was also discussion around Manston Airport possibly being developed to become London's fourth airport and also the possibility of an airport together with shopping and housing facilities being built on artificial islands within the Thames Estuary. These were matters which would need to be monitored and kept under review. The Board also discussed the need to raise revenue to offset the damage caused by the number of HGV's using Kent's roads. Mr Ferrin said that of the various options the Brit Disc had never found favour at Government level and he remained convinced that the easiest way would be to place a charge on cross channel fare tickets. Mr Sutch said that the County Council would be meeting soon with Government representatives and would raise these issues with them at that time.

3. Lower Thames Crossing (Oral report by Mr Mick Sutch)

(1) Mr Sutch said that the Department of Transport consultants were looking at short term measures to see if existing capacity around the existing Dartford Crossing could be increased. KCC and Essex County Council's had jointly commissioned a study for a lower Thames Crossing but care would be needed once the study had been completed to avoid any unnecessary blight. It was already apparent that if a bridge was to be constructed below Tilbury, then the road deck would have to be some 90 metres high which was 45 metres higher than the existing Dartford River Crossing Bridge. The cost of a new crossing was likely to be met through a combination of a PFI plus monies taken from the Dartford Crossing Tolls which at present made an approximate annual profit of some £50m.

(2) During the course of discussion, Mr Muckle said that increasing the capacity of the existing Dartford Crossing would not provide a long term solution and therefore it was essential to have a lower Thames Crossing constructed somewhere east of Gravesend.

(3) Councillor Weeden referred to the fact that as from this November Kent lose the annual payment £1m made by Government out of the proceeds of the Dartford Crossing. Mr Ferrin said that the County Council had taken this issue up with Government as well as the effect the soon to be introduced rise in the toll fees would have on local residents. On the latter, the Government had made some concessions for people living in the Dartford area and also in Thurrock but had not seen fit to extend the concession to those living in Gravesham. Mr Dyke said that any new crossing East of Gravesend would have to be in the rural area of Higham and that would inevitably lead to a considerable number of objections against the scheme. Members of the Board then noted there would be a further updates as appropriate.

4. KCC Select Committee on Rail Issues

(1) Mr Sutch gave an update on the work of the Select Committee which KCC had appointed to look into Kent-wide rail issues. The Select Committee comprised a group of Members from KCC together with an elected Member from Medway Council. The Select Committee was looking into a number of issues including, train timetables, the condition of

stations, the effect of Ebbsfleet since its opening on both the rail network and driving patterns together with other issues such as the possibility of a park way station being built at Maidstone and access to Kent stations. Mr Sutch said that evidence to the Select Committee had been taken from a wide range of interested parties, including the rail companies together with District council representatives and MP's. The report would be published in the near future and discussed by Kent County Council's Cabinet at its meeting on 1 December 2008.

(2) During the course of discussion, it was said that it was essential to get the rail companies fully engaged in sustaining local rail services and playing their part in having a fully developed and integrated transport system. It was also said that South-East trains should have a standard charging pattern for the use of its car parks across Kent as having different charges was encouraging car users to drive further than they need to in order to find cheaper car parking. Mr Sutch said that this was not an issue which had been specifically looked at by the Select Committee, but he did recognise it was a matter which would need to be explored with the train companies. It was also said that with the opening of the new station at St Pancras, journey times from Kent to other cities across the country had been dramatically reduced. For example, it was now possible to travel from Ashford to York in some three hours and to Edinburgh in some five hours. Mr Muckle said that the ongoing development of the rail network had to be looked upon as a long term but continuing investment which was vital to the regeneration and inward investment needs of Kent.

5. Operation Stack

(1) As a result of the substantial fire which occurred on board a France bound Eurotunnel freight train on 11 September 2008, the Channel Tunnel was still operating at reduced capacity which in turn was triggering more need for Operation Stack. As part of the way forward to finding a permanent solution, the County Council had invited expressions of interest from consultants to look at the economic case for building a permanent solution. Much would depend on funding and as part of the research the consultants would be asked to look at charges being imposed on those who use the Port of Dover.

(2) During the course of discussion, it was said that there was considerable space available within both the Port of Dover and also the land owned by Euro Tunnel and they therefore should be required to take more vehicles onto their sites. Mr Mee said that there was undoubted space at both the Tunnel and the Western Docks but that for both operational and policing reasons the use of this land had been discounted. In concluding the discussion, Mr Mee said that the County Council would use all its efforts to maintain pressure on the Government to come forward with a funding package to provide a permanent solution.

6. Date of Next Meeting

It was agreed that the date of the next meeting would be arranged for a date towards to the end of February 2009.

Kent Transport Board 10 March

Rail Services Update

Since the last meeting, Southeastern has provided more information on its website relating to future peak service levels from all stations after the High Speed Train Services are introduced from 13 December this year and has also produced revised before and after journey times for the high speed services. There has also been a lot of controversy on train fares. Taking these in turn:

Peak Service Levels

Southeastern has posted before and after peak service level information on its website

<http://www.southeastern2009.co.uk/index.php/cms/pages/view/95>

giving current and proposed numbers of trains in the peak three hour periods to all London terminals (including St. Pancras). The changes are summarised by District Council areas in the attached Annex 1.

Overall there are increases in services at 47 stations in the KCC area (including Ebbsfleet) and decreases at 14. There are net increases in services in the three hour peak periods from stations which will be served by the high speed services:

Ebbsfleet – 12
 Ashford – 8
 Canterbury West – 7
 Gravesend – 6
 Dover, Folkestone West and Central – 5
 Ramsgate, Broadstairs – 4
 Faversham, Sittingbourne – 3
 Herne Bay, Whitstable, Birchington – 1

There has been real concern that where high speed services are to be introduced, there would be significant cuts in services to the existing London stations in the peak and this was certainly the view take by the Strategic Rail Authority before it was abolished.

Representations made by local authorities and others have had an effect on the current proposals and cuts in services to Cannon Street (for the City) have been restricted to a maximum of one service per hour and in some cases (Ashford, Dover and the two Folkestone Stations), there has been an increase in services to Charing Cross, enabling easy interchange to Cannon Street from London Bridge.

Away from the high speed services, there have been net increases in existing services at some stations, notably:

Sevenoaks – 9
 Tonbridge – 6
 Dartford - 3
 Marden – 3
 Pluckley – 3
 Tunbridge Wells – 2

In the larger towns, only Maidstone does not have an increase in peak services with the loss of the fast services to Charing Cross in the late morning (shoulder) peak partial compensated by an additional service to Victoria.

Stations which experience a net loss of services are:

-3 Chestfield

-2 Dumpton Park, Newington, Teynham and Westgate

-1 Chartham, Chilham, Minster, Sturry, Higham, Northfleet, Meopham, Sole Street and Stone Crossing.

Journey Time Savings on CTRL DS

Southeastern has also produced a table of revised before and after journey time information on its website and this is shown in the attached Annex 2. Some timings both before and after have changed significantly compared to both published before and this comparison is shown in Annex 3.

On the revised existing times, these are based on average peak times and some differences are significant. For example Gravesend moves from 42 to 57 minutes, correcting an error as 42 minutes will only get a passenger to London Bridge rather than Charing Cross/Cannon Street.

On the revised after 13 December times, there have been significant reductions in journey times from some stations particularly from Dover and Folkestone with Dover now predicted to be 64 minutes from St Pancras and Folkestone Central and West being 52 and 49 minutes respectively. The new timings have arisen as testing on the new trains has progressed but it has to be stressed that these times are the 'shortest' journey times and will be for the off peak. In the peak periods trains from Dover and Thanet will join together at Ashford in the morning and split in the evening peak which will add some seven to eleven minutes to these shortest times.

Fares

Existing Services

Fare increases for regulated fares (season tickets, standard return fares etc) on Southeastern were set by Government at an average RPI+3% for the new franchise starting in 2007 for five years. At an individual station the maximum allowed increase is RPI+8% and there is also a cap on the cumulative increase over time at individual stations. After 2011, increases will be an average RPI+1% as on the rest of the rail network

The general argument from Government for this approach is that rail passengers should pay a higher proportion of the costs so that the taxpayer provides a lower level of subsidy and the reason given why Southeastern's fares are higher than others is that there has been unprecedented expenditure in the franchise area – CTRL (over £5bn), new rolling stock for CTRL domestics (£600m) and £93m on power supply upgrading.

Within the Southeastern franchise, passengers in Kent and East Sussex generally are experiencing higher increases than RPI+3% and this is due to the London factor. Transport for London has moved towards zonal fares (with the Travelcard) so that fares from outer London stations to the centre over a similar distance are being made comparable. Because the other franchises carrying commuters to London (South West Trains, Southern etc) are subject to RPI+1% increases, this average also applies to fares from the London stations

within Southeastern franchise. The fare rises at select stations (as on Southeastern's website) from January 2009 are shown in Annex 4.

With the current credit crunch, it is likely that the RPI in July (when the base fare level is set) will be negative so that increases for regulated fares from January 2010 will be relatively small. The train operating companies are pressing Government to waive the rule, as in most of the country (with RPI +1%) it is likely that fares will actually be cut. It appears that Government is resisting this call, but the consequences are that unregulated fares (off-peak etc) will face greater increases

Measures which could ease the plight of the commuter would be season ticket loans, carnet tickets (ie buying a number of tickets in advance at a discount) which would suit passengers who travel regularly, but not every day (and so do not benefit from season ticket reductions) and extension of the London Oyster Card scheme into Kent. The County Council will explore the possibilities of these initiatives.

High Speed Service Premium Fares

Passengers on the high speed services from December will be subjected to additional premium fares on top of the escalating existing levels of fares. The levels of these premiums are still under discussion between DfT and Southeastern, but supplements of 10 to 30% above fares on the classic services have been mentioned.

The real concern is that these additional costs, on top of continuing underlying increases higher than anywhere else, could largely negate the significant reductions in journey times to London the high speed services will bring. This is particularly so when coupled to the current problems in the housing market which will constrain people and businesses from relocating to those areas in east and north Kent which need regeneration.

The County Council is concerned that the regenerative effects of the high speed services will be negated by high fares and has commissioned a survey of passengers to gauge their reaction to the possible premiums.

The County Council will press for lower introductory fares to ensure passengers do take advantage of these services, but in the likelihood that this will be unsuccessful, if the new services do not attract sufficient passengers, Southeastern and Government have to negotiate a reduction of the fares which would probably entail renegotiation of subsidy levels from Government to Southeastern and no prospect of the operating company paying a premium to Government by the end of the franchise period.

**Changes in Peak Rail Services to/from London from December 2009
By District Council Area**

Peak Services are defined as arrivals in London between 7 and 10am and departures from London between 4 and 7pm

Ashford

Ashford +8: 6 St Pancras, 6 to 7 Charing Cross, 5 to 4 Cannon Street and 7 to 9 Victoria

Pluckley +3: 5 to 7 Charing Cross, 3 to 4 Cannon Street

Charing +1: 7 to 8 Victoria

Wye 0: 3 to 4 Charing Cross, 1 to 0 Cannon Street

Chilham -1: 1 to 0 Cannon Street

Canterbury

Canterbury West +7: 5 St Pancras, 4 to 5 Charing Cross, 1 to 0 Cannon Street, 1 to 3 Victoria

Adisham +1: 1 to 2 Cannon Street

Bekesbourne +1: 1 to 2 Cannon Street

Herne Bay +1: 3 to St Pancras, 5 to 4 Cannon Street, 7 to 6 Victoria

Whitstable +1: 3 to St Pancras, 5 to 4 Cannon Street, 7 to 6 Victoria

Canterbury East – no change

Selling – no change

Chartham -1: 1 to 0 Cannon Street

Sturry -1: 1 to 0 Cannon Street

Chestfield -3: 3 to 2 Cannon Street, 6 to 4 Victoria

Dartford

Ebbsfleet +12: 12 St Pancras

Dartford +3: 21 to 18 Charing Cross, 11 to 15 Cannon Street, 3 to 5 Victoria

Longfield +1: 2 to Cannon Street, 7 to 6 Victoria

Swanscombe +1: 5 to 6 Charing Cross

Greenhithe 0: 9 to 10 Charing Cross, 7 to 6 Cannon Street

Stone Crossing -1: 3 to 2 Cannon Street

Dover

Dover +5: 5 St Pancras, 3 to 4 Charing Cross, 3 to 2 Cannon Street

Kearsney +1: 1 to 2 Cannon Street

Deal +1: 3 to 4 Charing Cross

Martin Mill +1: 3 to 4 Charing Cross

Walmer +1: 3 to 4 Charing Cross

Sandwich +1: 3 to 4 Charing Cross

Aylesham – no change

Shepherdswell– no change

Snowdown– no change

Gravesham

Gravesend +6: 6 St Pancras

Higham -1: 5 to 4 Cannon Street

Northfleet -1: 5 to 4 Cannon Street

Meopham -1: 7 to 6 Victoria

Sole Street -1: 6 to 5 Victoria

Maidstone

Marden +3: 4 to 6 Charing Cross, 3 to 4 CS

Barming +1: 6 to 7 Victoria

Harrietsham +1: 7 to 8 Victoria

Hollingbourne +1: 7 to 8 Victoria

Lenham +1: 7 to 8 Victoria

Headcorn +1: 6 to 8 Charing Cross, 5 to 4 Cannon Street
Staplehurst +1: 6 to 8 Charing Cross, 5 to 4 Cannon Street
Bearsted 0: 1 to 0 Charing Cross; 7 to 8 Victoria
Maidstone East 0: 1 to 0 Charing Cross; 7 to 8 Victoria

Sevenoaks

Sevenoaks: 10 to 19 Charing Cross
Dunton Green +2: 1 to 2 Charing Cross, 5 to 6 Cannon Street
Knockholt +2: 1 to 2 Charing Cross; 5 to 6 Cannon Street
Swanley +2: 8 to 10 Victoria
Kemsing +1: 4 to 5 Victoria
Otford +1: 7 to 8 Victoria
Bat & Ball – no change
Eynsford – no change
Shoreham – no change
Farningham Road – no change

Shepway

Folkestone Central +5: 5 St Pancras 3 to 4 Charing Cross, 3 to 2 Cannon Street
Folkestone West +5: 5 St Pancras 3 to 4 Charing Cross, 3 to 2 Cannon Street
Sandling 0: 3 to 4 Charing Cross, 3 to 2 Cannon Street
Westenhanger 0: 3 to 4 Charing Cross, 3 to 2 Cannon Street

Swale

Faversham +3: 6 St Pancras, 7 to 6 CS, 9 to 7 Victoria
Sittingbourne +3: 6 St Pancras, 7 to 6 CS, 9 to 7 Victoria
Newington -2: 3 to 2 Cannon Street, 5 to 4 Victoria
Teynham -2: 3 to 2 Cannon Street, 5 to 4 Victoria

Thanet

Ramsgate +4: 5 St Pancras, 7 to 6 Victoria
Broadstairs +2: 5 St Pancras, 2 to 0 Charing Cross, 5 to 4 Cannon Street, 7 to 6 Victoria
Margate +3: 6 St Pancras, 1 to 0 Charing Cross, 5 to 4 Cannon Street, 7 to 6 Victoria
Birchington +1: 3 to St Pancras, 5 to 4 Cannon Street, 7 to 6 Victoria
Minster -1: 1 to 0 Cannon Street
Dumpton Park -2: 6 to 4 Victoria
Westgate -2: 3 to 2 Cannon Street, 6 to 5 Victoria

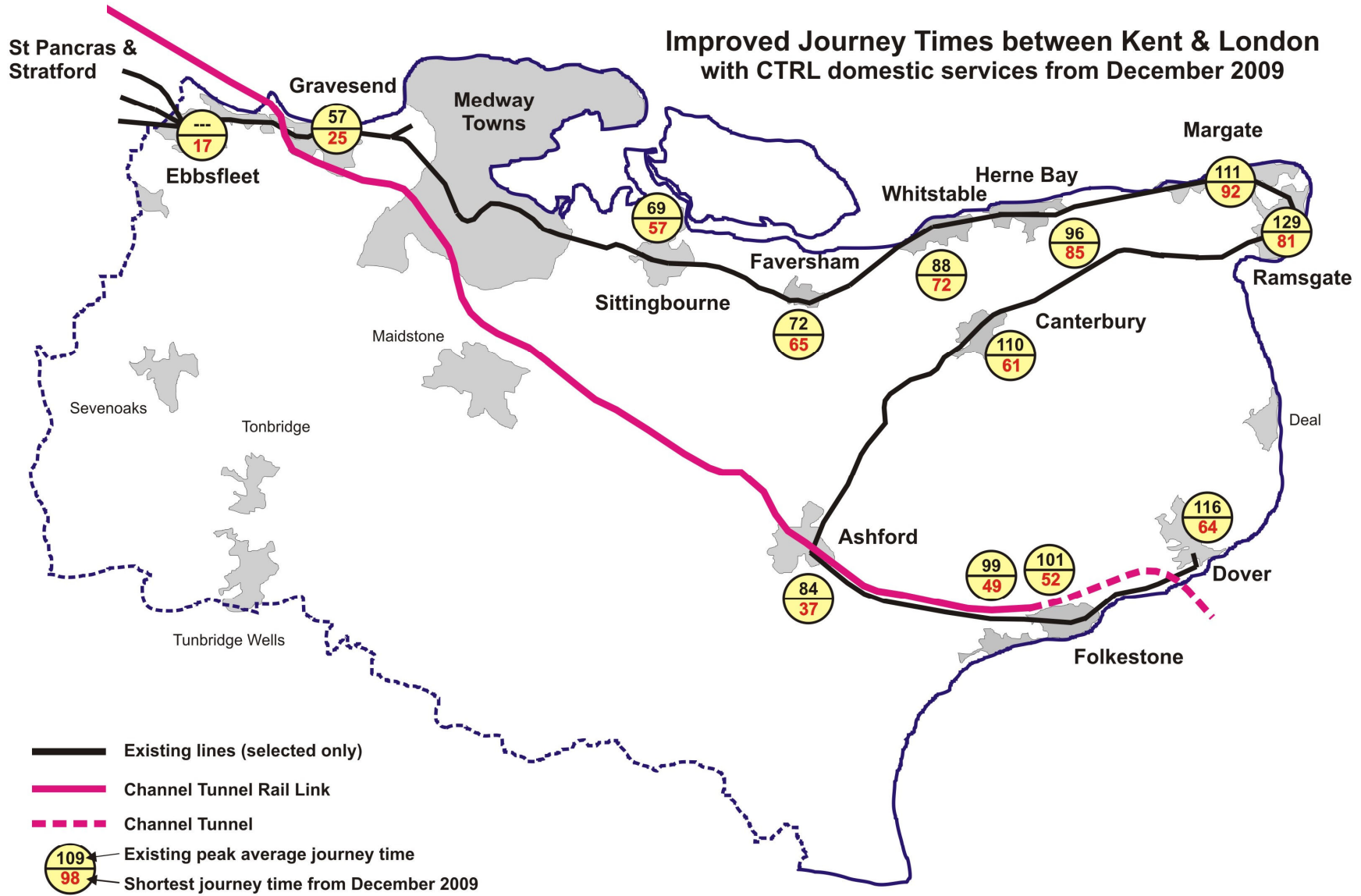
Tonbridge & Malling

Tonbridge +6: 12 to 18 Charing Cross
East Malling +2: 5 to 7 Victoria
Hildenborough +2: 7 to 8 Charing Cross, 3 to 4 Cannon Street
Borough Green +1: 7 to 8 Victoria
West Malling 0: 1 to 0 Charing Cross; 7 to 8 Victoria

Tunbridge Wells

High Brooms +2: 9 to 11 Charing Cross
Tunbridge Wells +2: 9 to 11 Charing Cross
Paddock Wood +1: 6 to 8 Charing Cross, 5 to 4 Cannon Street

Improved Journey Times between Kent & London with CTRL domestic services from December 2009



Annex 3: Revised and old Journey Time Comparisons to London on High Speed Services

From	Previous Journey Times			January 2009 Journey Times		
	Existing	Dec-09	Saving	Existing	Dec-09	Saving
Ashford	83	37	46	84	37	47
Canterbury West	102	61	41	110	61	49
Dover Priory	112	74	38	116	64	52
Faversham	76	66	10	72	65	7
Folkestone Central	101	63	38	101	52	49
Folkestone West	98	63	35	99	49	50
Gravesend	42	24	18	57	25	32
Herne Bay	90	80	10	96	85	11
Margate	109	98	11	111	92	19
Ramsgate	119	84	35	129	81	48
Sittingbourne	66	56	10	69	57	12
Whitstable	84	74	10	88	72	16

ANNEX 4 : Increases in Season Ticket Prices to London between 2008 and 2009

Origin	Area	2008	2009	% Increase
Strood	Kent	64.0	71.5	11.72
Greenhithe	Kent	42.0	46.5	10.71
Chatham	Kent	68.5	75.5	10.22
Gillingham	Kent	68.5	75.5	10.22
Tunbridge Wells	Kent	75.0	82.5	10.00
Faversham	Kent	82.0	90.0	9.76
Herne Bay	Kent	82.0	90.0	9.76
Whitstable	Kent	82.0	90.0	9.76
Sittingbourne	Kent	73.0	80.0	9.59
Rochester	Kent	68.5	75.0	9.49
Tonbridge	Kent	68.5	75.0	9.49
Ashford	Kent	86.5	94.5	9.25
Folkestone stations	Kent	87.0	95.0	9.20
Maidstone stations	Kent	72.5	79.0	8.97
Gravesend	Kent	56.0	61.0	8.93
Canterbury stations	Kent	87.0	94.5	8.62
Headcorn	Kent	82.5	89.5	8.48
Dartford	Kent	42.0	45.5	8.33
Sevenoaks	Kent	57.5	62.0	7.83
Margate	Kent	88.6	95.5	7.79
Ramsgate	Kent	88.6	95.5	7.79
Swanley	Kent	45.0	48.5	7.78
Bexleyheath	London	28.5	31.8	11.58
Bromley South	London	28.5	31.8	11.58
Hayes	London	28.5	31.8	11.58
Abbey Wood	London	23.2	25.0	7.76
Beckenham Junction	London	23.2	25.0	7.76
Woolwich Arsenal	London	23.2	25.0	7.76
Greenwich	London	13.5	14.5	7.41
Lewisham	London	13.5	14.5	7.41
Blackheath	London	17.8	19.0	6.74
Catford Bridge	London	17.8	19.0	6.74
Lee	London	17.8	19.0	6.74
Orpington	London	34.5	36.2	4.93
Battle	Sussex	82.5	91.0	10.30
Wadhurst	Sussex	79.5	87.5	10.06
Hastings	Sussex	90.5	96.0	6.08

By: Interim Director, Kent Highway Services.
To: Kent Transport Board.
Subject: Results from the Highway Tracker Survey 2008
Classification: Unrestricted

Summary: Inform Members of the results of the 2008 Resident, County Member, District Member and Parish/Town Council Highway Tracker Survey.

Introduction

1. (1) Satisfaction surveys, to gauge perception of the highway service have been carried out since 1987. The 2008 survey was carried out in November and December and included seeking views from residents, County Members, Parish/Town Councils and for the first time, District Members.
- (2) The survey is conducted by an independent market research company called BMG and a summary of the results are presented in this report. This information will be used to help improve service delivery.
- (3) A total of 1,237 face to face interviews were carried out on a representative sample of Kent residents with approximately 100 interviews, reflecting the age, gender and economic status, in each of the twelve Districts. This sample size gives a +/- 2.78% accuracy for results at a County level and +/- 10% accuracy at a District level.
- (4) In addition to residents views the same survey questions were asked of all County and District Members and Parish/Town Councils. A total of 63 County Members responded (a response rate of 75%), 193 District Members replied (a response rate of 33%) whilst for Parish/Town Councils a total of 154 completed the survey (a response rate of 50%)
- (5) The questionnaire comprised over 40 questions, ranging from satisfaction with the condition of roads, pavements, streetlights and local bus and train service, the most important and most in need of improvement of the services KHS provides, through to views on congestion, accessibility to local services and vulnerability when using the highway
- (6) Results are reported by 'Net-Satisfaction'. This is a figure calculated by taking the % of people who are dis-satisfied with the service from the % who are satisfied. This gives a true reflection of the service and a balance between those happy, those un-happy and those who are not sure.

Survey results

2. (1) The key headline from the survey is the continuing improvement in the public's perception of roads, pavements and streetlights. For the third successive year there are more residents satisfied than dissatisfied and the last two years results are shown in Table 1 below (see more detail in Appendix 1)
- (2) The other key headline is the significant difference in perception between residents and County Members, District Members and Parish/Town Councils. This continues the trend over the last three years where there are significantly more members dissatisfied than satisfied with roads, pavements and streetlights, although there has been an improvement this year from the 2007 results. These results are set out in Appendix 2.

	% of residents who are . . .							
	Satisfied		Neither satisfied or dissatisfied		Dissatisfied		Net satisfaction	
	2007	2008	2007	2008	2007	2008	2007	2008
Condition of roads	51%	54%	16%	21%	32%	25%	+19%	+29%
Condition of pavements	48%	51%	17%	21%	32%	28%	+16%	+23%
Streetlights	64%	63%	15%	19%	20%	18%	+44%	+45%

Table 1

- (3) Overall 73% of residents were aware of Kent Highway Services prior to the interview. Whilst 28% were aware of the single 08458 247 800 number to call KHS only 14% have contacted KHS to report a problem or seek information.
- (4) Of those who had contacted KHS 62% were satisfied with the response with 28% dissatisfied. This is a considerable improvement from the 2007 survey
- (5) Residents rate road repairs and cleaning drains/stopping flooding as the top **most important** KHS services whilst County Members rate cleaning road drains/stopping flooding, pavement repairs and road repairs as the most important with Parish/Town Councils rating road repairs and cleaning road drains/stopping flooding. District Members stated road repairs, cleaning drains and preventing flooding and pavement repairs
- (6) Residents state that the KHS services that **most need improving** are repairing roads and pavements and cleaning drains whilst County Members feel it is repairing roads, pavements and cleaning drains with Parish/Town Councils stating road repairs and cleaning road drains. District Members also identified road repairs and cleaning road drains. So there is strong consensus as to where improvement should be directed.

- (7) In terms of congestion 33% of residents feel they are affected by peak time congestion on a daily basis which is lower than the 2007 survey. Interesting to note is that in Maidstone, where the Traffic Management Centre is now in operation, there has been a reduction from 44% to 31% of residents who feel their journey is affected by congestion on a daily basis.
- (8) Responses to ways of alleviating congestion, as in previous surveys, centred around greater restrictions on roadworks and staggering school opening times.
- (9) In all 60% of residents use a car to travel to work with 49% using one on a daily basis. It was recognised by 49% of respondents that KHS encourages residents and businesses to adopt green forms of travel. Car share schemes and discounts for train/bus tickets and cheaper fares were the three strategies most likely to change people's use of the car to travel to work.
- (10) In all, 54% of the public have used local bus services in the past with 71% of users satisfied with the service overall. Cost, cleanliness and comfort were reasons for dissatisfaction.
- (11) There were 50% of residents who have used the train with 64% satisfied with the overall service provided. Cost, cleanliness, punctuality and frequency were the main reasons for dissatisfaction

Further Information

3. (1) The tracker survey report is very large and contains much more detailed information along with an executive summary at the beginning. A full copy of the report will be available on the KCC website.

Conclusion

4. (1) The annual tracker survey provides a wide range of information to help shape and improve highway service delivery. Members are asked to:
 - Note the good progress being made in public perception of the highway service.
 - Work closely with officers to understand the concerns of Members and Parish/Town Councils demonstrated through the survey

Background Documents: None

Other Useful Information: None.

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Results from the Highway Tracker Survey 2008

Table 1 -Residents - Satisfaction with the condition of roads in Kent – year-on-year comparison

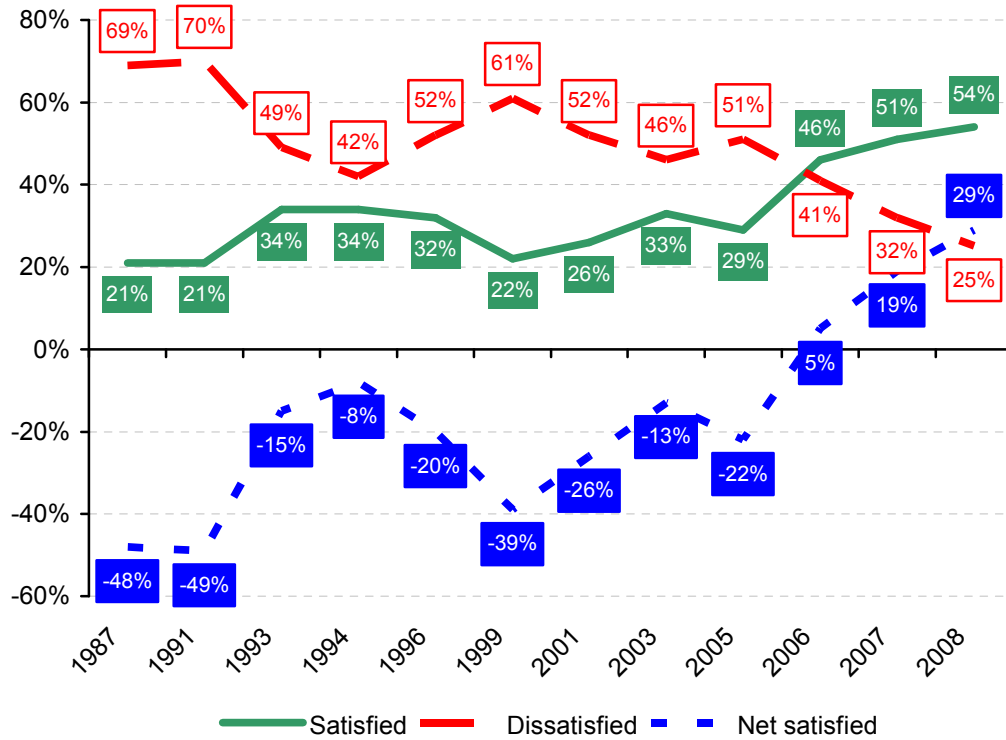


Table 2 - Residents - Satisfaction with the condition of pavements in Kent – year-on-year comparison

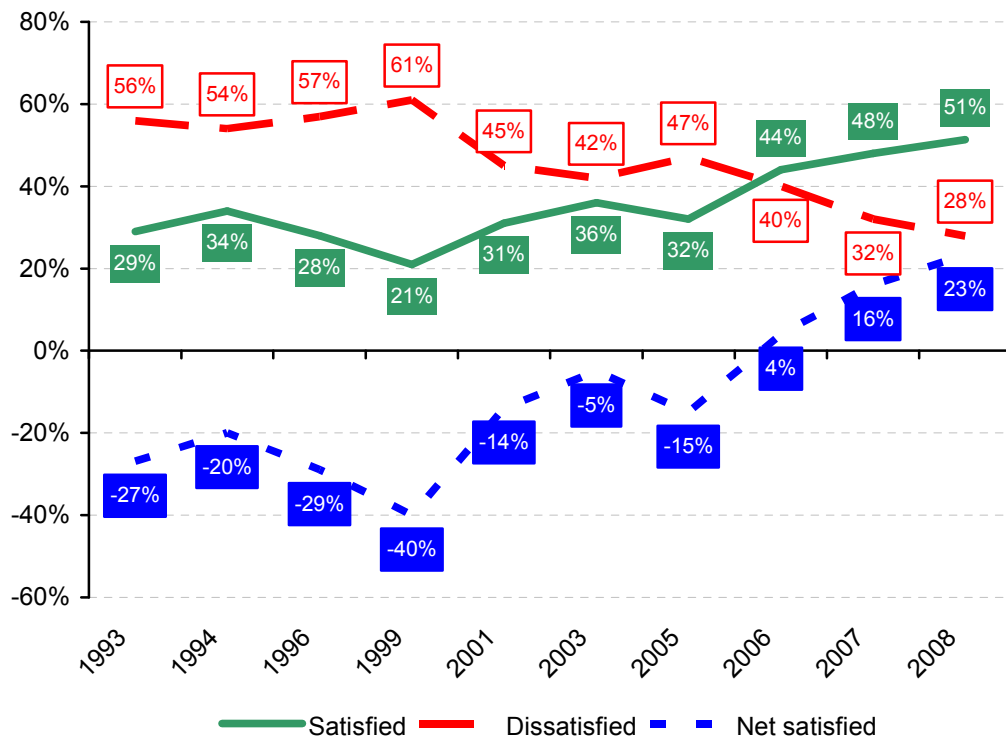
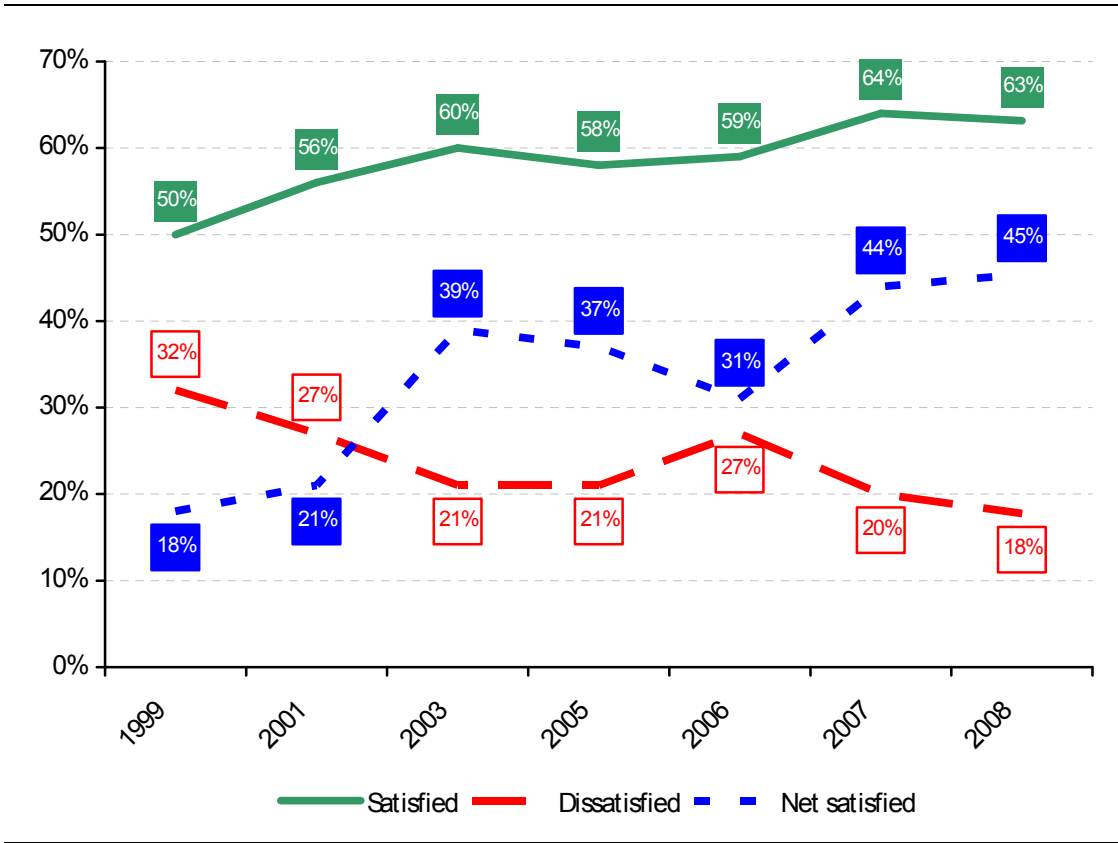


Table 3 - Residents - overall satisfaction with the condition of street lighting in Kent – year-on-year comparison



Results from the Highway Tracker Survey 2008

County Member satisfaction with roads, pavement and streetlights

	% of County Members who are . . .							
	Satisfied		Neither satisfied or dissatisfied		Dissatisfied		Net satisfaction	
	2007	2008	2007	2008	2007	2008	2007	2008
Condition of roads	5%	17%	11%	18%	84%	65%	-79%	-48%
Condition of pavements	5%	16%	21%	21%	74%	63%	-69%	-47%
Streetlights	32%	33%	26%	29%	42%	38%	-10%	-5%

Table 2

Parish/Town Councils satisfaction with roads, pavement and streetlights

	% of Parish/Town Councils who are . . .							
	Satisfied		Neither satisfied or dissatisfied		Dissatisfied		Net satisfaction	
	2007	2008	2007	2008	2007	2008	2007	2008
Condition of roads	7%	8%	9%	12%	84%	80%	-77%	-72%
Condition of pavements	15%	11%	28%	37%	57%	52%	-42%	-41%
Streetlights	28%	27%	51%	55%	21%	18%	+7%	+9%

Table 3

District Members satisfaction with roads, pavement and streetlights

	% of District Council Members who are . . .							
	Satisfied		Neither satisfied or dissatisfied		Dissatisfied		Net satisfaction	
	2007	2008	2007	2008	2007	2008	2007	2008
Condition of roads	n/a	11%	n/a	16%	n/a	73%	n/a	-62%
Condition of pavements	n/a	8%	n/a	19%	n/a	73%	n/a	-65%
Streetlights	n/a	27%	n/a	34%	n/a	39%	n/a	-12%

Table 4

Note: 2008 was the first time a survey has been undertaken with District Members