

From: Nick Chard, Cabinet Member – Environment, Highways & Waste.
Caroline Bruce – Interim Director of Kent Highway Services

To: Environment, Highways & Waste Policy Overview & Scrutiny Committee – 25 March 2010

Subject: **Results from the Highway Tracker Survey 2009**

Classification: Unrestricted

Summary: Inform Members of the key results of the 2009 Resident, County Member, District Member and Parish/Town Council Highway Tracker Survey. The full survey report is over 200 pages long and available on the KCC website

Introduction

1. Satisfaction surveys, to gauge perception of the highway service have been carried out since 1987. The 2009 survey was carried out in November and December and included seeking views from residents, County Members, Parish/Town Councils and for the second 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 by the Director and Senior Management team to identify actions to help improve service delivery.
3. A total of 1,209 face to face interviews were carried out on a representative sample of Kent residents with approximately 100 interviews in each of the twelve Districts, reflecting the age, gender and economic status,. 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 60 County Members responded (a response rate of 71%), 178 District Members replied (a response rate of 30%) whilst for Parish/Town Councils a total of 147 completed the survey (a response rate of 48%)
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 to 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.

The 2009 survey results

7. The key headline from the survey is the continuing improvement in the public's perception of pavements and streetlights with a slight dip in roads caused primarily by dissatisfaction with the condition of country lanes and residential roads. However for the fourth successive year there are more residents satisfied than dissatisfied and the last two years results are shown in Table 1 below (see all years results in Appendix 1)

	% of residents who are . . .							
	Satisfied		Neither satisfied or dissatisfied		Dissatisfied		Net satisfaction	
	2008	2009	2008	2009	2008	2009	2008	2009
Condition of roads	54%	53%	21%	16%	25%	32%	+29%	+21%
Condition of pavements	51%	53%	21%	18%	28%	27%	+23%	+26%
Streetlights	63%	67%	19%	15%	18%	16%	+45%	+51%

Table 1

8. The other key headline is the difference in perception between residents and County Members, District Members and Parish/Town Councils. There are still more elected members dissatisfied with the condition of roads and pavements but there has been a very significant and positive improvement in County Member and Parish/Town Council satisfaction (over 20% improvement in net satisfaction) and in particular with streetlights, where for the first time, both groups are more satisfied than dissatisfied with this service. District Members appear the least satisfied with little change in last years results again with the exception of streetlights. These results are set out in Tables 2, 3 and 4 in Appendix 2.
9. There has been some very positive improvements in County Member and Parish/Town Council perception of the service provided to them by the Community Liaison teams with 8 in 10 Members registering satisfaction and 6 in 10 Parish/Town Councils.
10. Overall 79% of residents were aware of Kent Highway Services prior to the interview. Whilst 26% were aware of the single 08458 247 800 number to call KHS only 7% have contacted KHS to report a problem or seek information (down from 14% last year).

11. Of those who had contacted KHS 67% were satisfied with the response with 28% dissatisfied.
12. Residents rate road repairs and reducing congestion as the top **most important** KHS services whilst County Members, Parish/Town Councils and District Members all rate road repairs and cleaning drains/stopping flooding as the most important.
13. Residents state that the KHS services that **most need improving** are repairing roads and pavements whilst County Members Parish/Town Councils and District Members all feel it is repairing roads, pavements and cleaning drains.
14. In terms of congestion 31% of residents feel they are affected by peak time congestion on a daily basis which is slightly lower than the 2008 survey.
15. Responses to ways of alleviating congestion, as in previous surveys, centred around greater restrictions on roadworks and staggering school opening times.
16. In all 60% of residents use a car to travel to work with 48% using one on a daily basis. It was recognised by 46% of respondents that KHS encourages residents and businesses to adopt green forms of travel. Cheaper fares and more accessible public transport fares were the two strategies most likely to change people's use of the car to travel to work.
17. In all, 53% of the public have used local bus services in the past with 80% of users satisfied with the service overall. Cost, cleanliness and comfort were reasons for dissatisfaction.
18. There were 59% of residents who have used the train with 79% satisfied with the overall service provided. Cost, cleanliness, punctuality and frequency were the main reasons for dissatisfaction

Further Information

19. The tracker survey report is very large and contains much more detailed information along with an executive summary of key issues by BMG. A full copy of the report will be available on the KCC website.

Conclusion

20. The annual tracker survey provides a wide range of information to help shape and improve highway service delivery. Members are asked to:
 - Note the progress being made in public perception of the highway service.
 - Work closely with officers to continue to improve the service as seen through the eyes of Members and Parish/Town Councils

Background Documents: None

Other Useful Information: None.

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Results from the Highway Tracker Survey 2009

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

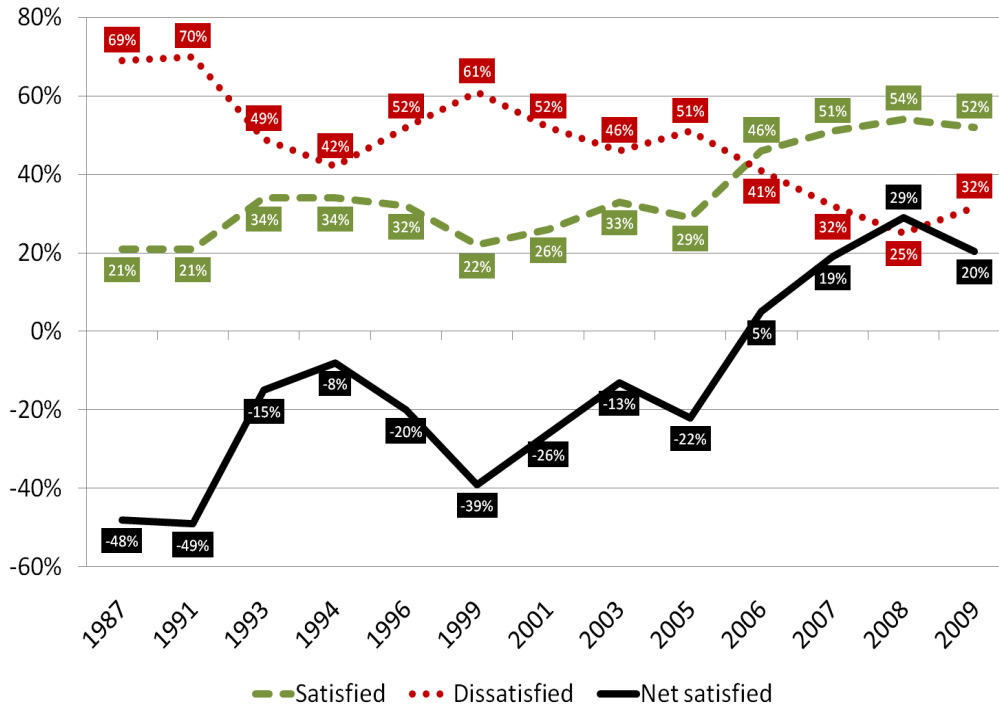


Table 2 - Residents - Satisfaction with the condition of pavements in Kent – year-on-year comparison

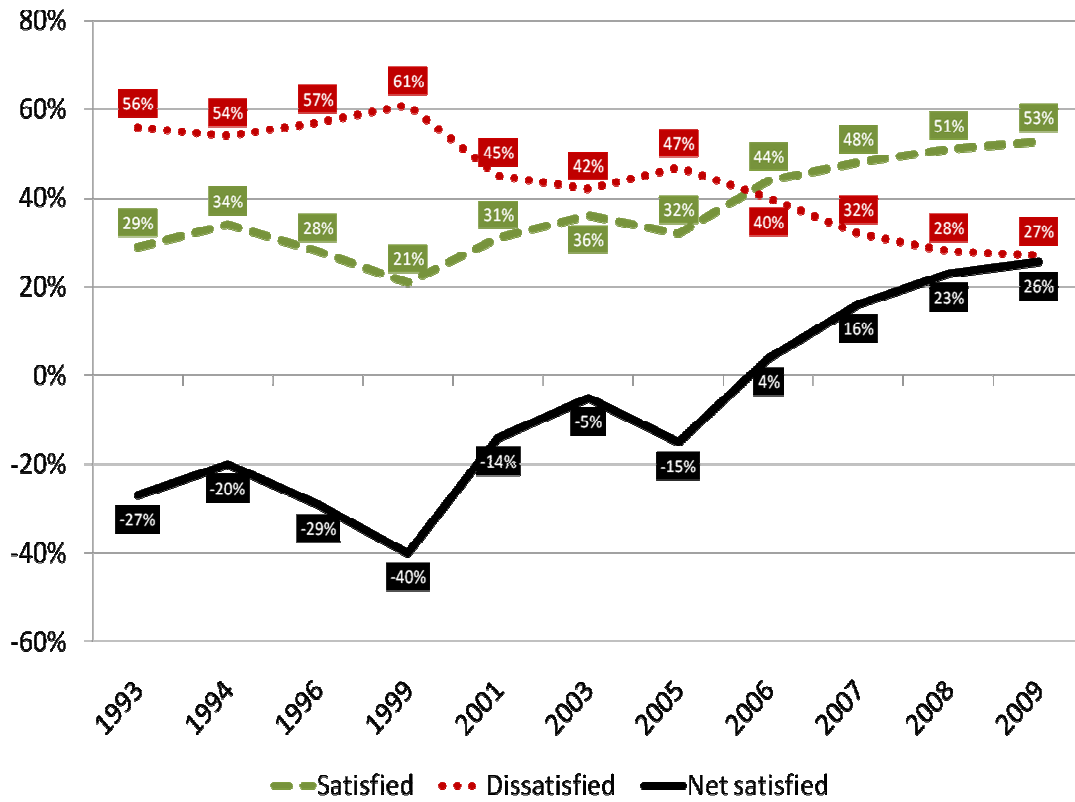
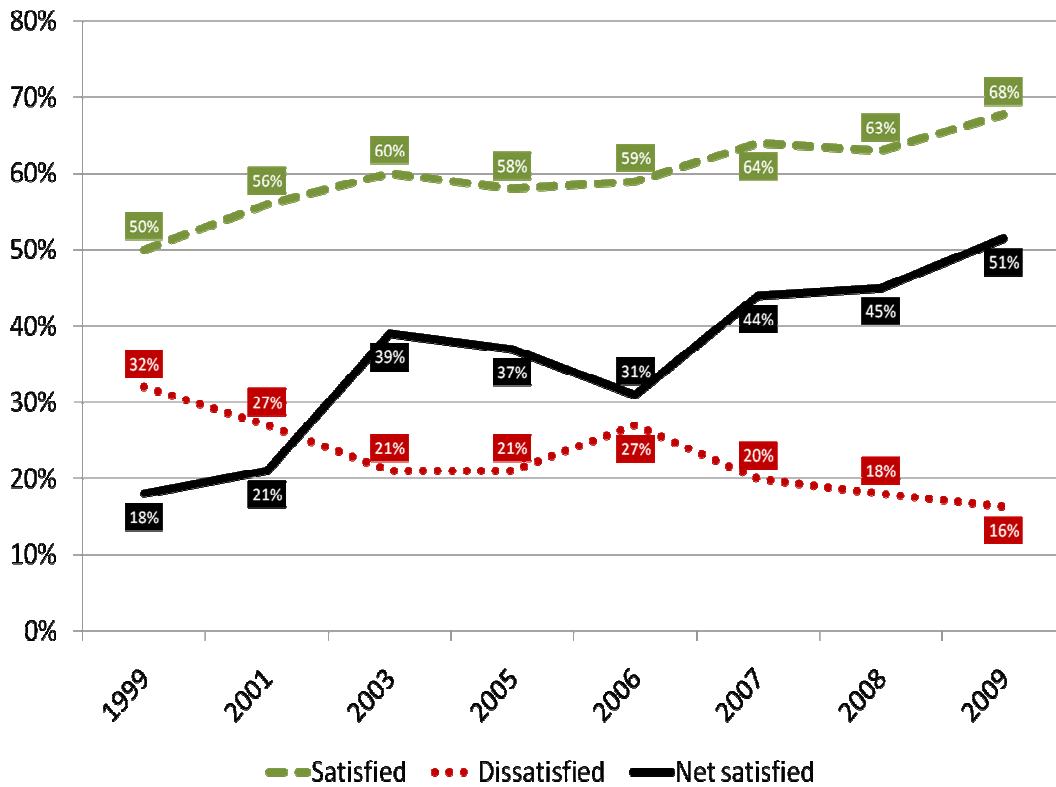


Table 3 - Residents - overall satisfaction with the condition of street lighting in Kent – year-on-year comparison



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	
	2008	2009	2008	2009	2008	2009	2008	2009
Condition of roads	13%	22%	19%	23%	68%	55%	-55%	-33%
Condition of pavements	16%	28%	21%	24%	63%	48%	-47%	-29%
Streetlights	33%	73%	29%	12%	38%	15%	-5%	+58%

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	
	2008	2009	2008	2009	2008	2009	2008	2009
Condition of roads	8%	28%	12%	1%	80%	71%	-72%	-43%
Condition of pavements	11%	20%	37%	38%	52%	42%	-41%	-22%
Streetlights	27%	46%	55%	42%	18%	12%	+9%	+34%

Table 3

District Members satisfaction with roads, pavement and streetlights

% of District Council Members who are . . .								
	Satisfied		Neither satisfied or dissatisfied		Dissatisfied		Net satisfaction	
	2008	2009	2008	2009	2008	2009	2008	2009
Condition of roads	11%	12%	16%	18%	73%	70%	-62%	-58%
Condition of pavements	8%	8%	19%	23%	73%	69%	-65%	-61%
Streetlights	27%	36%	34%	40%	39%	24%	-12%	+12%

Table 4