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| Q1 | How important, if at all, do you consider each of the following…?  **PLEASE TICK  ONE BOX ONLY FOR EACH ROW** | | | | | | |
|  |  | Very important | Fairly important | Not very important | Not at all important | Don’t know | |
| Good pavements & footpaths | |  |  |  |  |  | |
| Good cycle routes/lanes & facilities | |  |  |  |  |  | |
| Good local bus services | |  |  |  |  |  | |
| Good local taxi (or mini-cab) services | |  |  |  |  |  | |
| Community Transport, e.g. Dial-a-Ride & volunteer car schemes | |  |  |  |  |  | |
| ‘Demand Responsive Transport’ i.e. flexible bus services | |  |  |  |  |  | |
| Safe roads | |  |  |  |  |  | |
| Low levels of traffic & congestion | |  |  |  |  |  | |
| Low levels of local traffic pollution | |  |  |  |  |  | |
| Good street lighting | |  |  |  |  |  | |
| Roads being in good condition | |  |  |  |  |  | |
| A good Rights of Way network *(Rights of Way are routes open to the public – such as ‘bridleways’ and footpaths – which are often in the countryside but can also be found in towns)* | |  |  |  |  |  | |
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| Q2 | Now thinking about roads and transport locally, how satisfied or dissatisfied are you with the following…?  **PLEASE TICK  ONE BOX ONLY FOR EACH ROW** | | | | | | |
|  |
|  |  | Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Doesn’t apply / Don’t know |
| Pavements & footpaths | |  |  |  |  |  |  |
| Cycle routes/lanes & facilities | |  |  |  |  |  |  |
| Local bus services | |  |  |  |  |  |  |
| Local taxi (or mini-cab) services | |  |  |  |  |  |  |
| Community Transport, e.g. Dial-a-Ride & volunteer car schemes | |  |  |  |  |  |  |
| ‘Demand Responsive Transport’ i.e. flexible bus services | |  |  |  |  |  |  |
| Safety on roads | |  |  |  |  |  |  |
| Traffic levels & congestion | |  |  |  |  |  |  |
| Levels of local traffic pollution | |  |  |  |  |  |  |
| Street lighting | |  |  |  |  |  |  |
| The condition of roads | |  |  |  |  |  |  |
| The local Rights of Way network | |  |  |  |  |  |  |
| **And taking everything into account, how satisfied or dissatisfied are you overall with transport and highways services?** | |  |  |  |  |  |  |
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The Council faces significant budget pressures over the coming years, and has to look at new and more efficient ways of doing things. To deal with the pressure on budgets, the Council has to consider where it should prioritise its efforts and spending.

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| Q3 | For which of the following service areas is it **not acceptable** to reduce the level of service? **PLEASE TICK  up to five boxes** | | |
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|  |
| Services to improve road safety | |  |
| Services to manage and reduce levels of traffic congestion | |  |
| Management and maintenance of roads | |  |
| Management and maintenance of pavements | |  |
| Management and maintenance of cycle paths and facilities | |  |
| Management and maintenance of country paths and Rights of Way | |  |
| Management and maintenance of street lighting | |  |
| Management and maintenance of grass verges, trees and weed control | |  |
| Management and maintenance of road drainage, gullies and drains | |  |
| Subsidies for local bus and Community Transport services | |  |
| Gritting of roads and pavements and clearance of snow | |  |
| Don’t know | |  |
| None of these | |  |
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| Q4 | And for which of the following service areas do you think it is **acceptable** to reduce the level of service? **PLEASE TICK  up to five boxes** | | | | | | | | | |
|  |
| Services to improve road safety | | | | |  | | |
| Services to manage and reduce levels of traffic congestion | | | | |  | | |
| Management and maintenance of roads | | | | |  | | |
| Management and maintenance of pavements | | | | |  | | |
| Management and maintenance of cycle paths and facilities | | | | |  | | |
| Management and maintenance of country paths and Rights of Way | | | | |  | | |
| Management and maintenance of street lighting | | | | |  | | |
| Management and maintenance of grass verges, trees and weed control | | | | |  | | |
| Management and maintenance of road drainage, gullies and drains | | | | |  | | |
| Subsidies for local bus and Community Transport services | | | | |  | | |
| Gritting of roads and pavements and clearance of snow | | | | |  | | |
| Don’t know | | | | |  | | |
| None of these | | | | |  | | |
|  | | | | |  | | |
|  | | | | | | | | | | | | |
| Q5 | Thinking about the local area, how satisfied or dissatisfied are you with each of these…? **PLEASE TICK  ONE BOX ONLY FOR EACH ROW** | | | | | | | | |
|  |
|  |  | Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | | Fairly dissatisfied | Very dissatisfied | | Doesn’t apply / Don’t know |
| The provision of pavements where these are needed | |  |  |  | |  |  | |  |
| The condition of pavements | |  |  |  | |  |  | |  |
| The cleanliness of pavements | |  |  |  | |  |  | |  |
| Direction signposts for pedestrians | |  |  |  | |  |  | |  |
| Provision of safe crossing points | |  |  |  | |  |  | |  |
| Drop kerb crossing points (e.g. for pushchairs or wheelchairs) | |  |  |  | |  |  | |  |
| Pavements being kept clear of obstructions (e.g. parked cars) | |  |  |  | |  |  | |  |

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| Q6 | How satisfied or dissatisfied are you with each of these locally…? **PLEASE TICK  ONE BOX ONLY FOR EACH ROW** | | | | | | |
|  |
|  |  | Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Doesn’t apply / Don’t know |
| Condition of road surfaces | |  |  |  |  |  |  |
| Cleanliness of roads | |  |  |  |  |  |  |
| Condition of road markings (e.g. white lines) | |  |  |  |  |  |  |
| Condition and cleanliness of road signs | |  |  |  |  |  |  |
| The provision of street lighting where this is needed | |  |  |  |  |  |  |
| Speed of repair to street lights | |  |  |  |  |  |  |
| Speed of repair to damaged roads & pavements | |  |  |  |  |  |  |
| Quality of repair to damaged roads & pavements | |  |  |  |  |  |  |
| Maintenance of highway verges, trees & shrubs | |  |  |  |  |  |  |
| Weed killing on pavements & roads | |  |  |  |  |  |  |
| The provision of drains along the sides of roads where these are needed……………………. | |  |  |  |  |  |  |
| Keeping drains clear and working | |  |  |  |  |  |  |

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| Q6a | Still thinking about the local area, would you say that compared to a year ago there are more potholes and damaged roads, there are fewer, or there has been no change in the number? **PLEASE TICK  ONE BOX ONLY** | | | | | | | | |
|  |
| More | | No change | | Fewer | | | Don’t know / None of these | | |
|  | |  | |  | | |  | | |
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| Q7 | How satisfied or dissatisfied are you with the way the Council…? **PLEASE TICK  ONE BOX ONLY FOR EACH ROW** | | | | | | | | |
|  |
|  |  | | Very satisfied | | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Doesn’t apply / Don’t know |
| Deals with potholes and damaged roads | | |  | |  |  |  |  |  |
| Deals with obstructions on pavements | | |  | |  |  |  |  |  |
| Keeps roads clear of obstructions such as skips/scaffolding etc | | |  | |  |  |  |  |  |
| Deals with illegally parked cars | | |  | |  |  |  |  |  |
| Undertakes cold weather gritting (salting) and snow clearance | | |  | |  |  |  |  |  |
| Provides information to residents on cold weather gritting (salting) and snow clearance | | |  | |  |  |  |  |  |
| Cuts back overgrown hedges obstructing the highway or hiding road signage | | |  | |  |  |  |  |  |
| Deals with mud on the road | | |  | |  |  |  |  |  |
| Deals with abandoned cars | | |  | |  |  |  |  |  |
| Deals with flooding on roads and pavements | | |  | |  |  |  |  |  |

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| Q11a | How well informed, if at all, do you feel about the following…?  **PLEASE TICK  ONE BOX ONLY FOR EACH ROW** | | | | | |
|  |
|  |  | Very well informed | Fairly well informed | Not very well informed | Not at all informed | Don’t know / None of these |
| Local transport and highways services in general | |  |  |  |  |  |
| The actions the Council is taking to repair local roads | |  |  |  |  |  |
| Local air quality | |  |  |  |  |  |

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| Q11b | Thinking about the last 12 months or so, do you recall seeing or hearing anything about the following, or not? This might have been information from the Council or coverage in the media or somewhere else.  **PLEASE TICK  ONE BOX ONLY FOR EACH ROW** | | |
|  |
|  |  | Yes, do remember | No, do not remember |
| Local transport and highways services in general …….. | |  |  |
| Public transport (e.g. buses) | |  |  |
| The actions the Council is taking to repair local roads | |  |  |
| Local air quality | |  |  |

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| Q11c | From what you know or have heard and compared to a year ago, would you say that the Council is doing more to repair local roads, doing less, or about the same? **PLEASE TICK  ONE BOX ONLY** | | | |
|  |
| More | | About the same | Less | Don’t know |
|  | |  |  |  |

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| Q17a | Have you contacted the Council to report a highways and / or transport issue or to make a highways and / or transport enquiry over the last 12 months?  **PLEASE TICK  ONE BOX ONLY** | | | | | | | | | | | | | | |
|  |
|  |  | | Yes **(PLEASE GO TO Q17b)** | | | | |  | No | | | | | | |
| Q17b | How did you contact the Council? **PLEASE TICK  ALL THAT APPLY** | | | | | | | | | | | | | | |
| By telephone (during normal office hours) | | | | By telephone (outside normal office hours) | | Online (via the Council website) | | | By post (letter) | | By email | | | By personal visit to the Council office | | | | |
|  | | | |  | |  | | |  | |  | | |  | | | | |
| Q17c | | How satisfied or dissatisfied were you with the following aspects of how your enquiry was handled? **PLEASE TICK  ONE BOX ONLY FOR EACH ROW** | | | | | | | | | | | | | | | |
|  | |
|  | |  | | | Very satisfied | | Fairly satisfied | | | Neither satisfied nor dissatisfied | | Fairly dissatisfied | Very dissatisfied | | Don’t know / No opinion | |
| Ease of contact…………………………… | | | | |  | |  | | |  | |  |  | |  | |
| Professionalism of person contacted.................................... | | | | |  | |  | | |  | |  |  | |  | |
| Speed and quality of response…… | | | | |  | |  | | |  | |  |  | |  | |
| **Your enquiry / problem overall…** | | | | |  | |  | | |  | |  |  | |  | |

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| Q25 | | Finally, is there anything else you would like to add? **ALL OF THE INFORMATION YOU GIVE IN THE BOX BELOW WILL BE PASSED ON DIRECTLY TO THE COUNCIL.** |
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