

EAST AYRSHIRE COUNCIL

DEVELOPMENT SERVICES COMMITTEE – 14 DECEMBER 2004

GENERAL ROADS QUESTIONNAIRE

Report by Executive Director of Development and Property Services

1. PURPOSE OF REPORT

- 1.1 To advise the Committee of the results of the General Roads Questionnaire, analysis and proposed action plan.

2. BACKGROUND

- 2.1 Roads and Transportation undertake regular public consultation exercises, some statutory, across a number of activities.

These include:

- Flood Investigation Schemes
- Traffic Calming Schemes
- Structural Maintenance Programme
- Town Centre Parking
- Quality Bus Corridors
- School Travel Plans
- Traffic Regulation Orders
- Pedestrian Access Measures

- 2.2 In addition, Roads Operations, as a result of the Performance Management and Planning (PMP) Audit, introduced consultative exercises to the following functions:

- Winter Maintenance
- Contractors Performance on Structural Maintenance Schemes
- Response to Planning Applications
- Issue of Permits
- Response to Ex-Adverso Enquires
-

- 2.3 During early 2003, it was decided to compile a General Roads Questionnaire, which invited public response to a range of activities across Roads and Transportation. A copy of the Questionnaire is included as Appendix A.

3. METHODOLOGY

- 3.1 It was decided to adopt the same system as previously used successfully for the winter maintenance questionnaire.

3.2 Two thousand households were targeted throughout East Ayrshire by selecting addresses from Planning's Property Register. While addresses were selected randomly, care was taken to ensure that numbers chosen were representative of centres of population.

3.3 Questionnaires returned within the prescribed timescale were entered into a prize draw, the winner of which was duly selected.

4. RESULTS

4.1 A total of 326 completed questionnaires were returned, representing 16.6 % of the total. This was considered to be a satisfactory response.

4.2 The analysis was done by Conduit and Development and Property Services staff.

4.3 The results of the questionnaire and Action Plan are included as Appendix 'B'

5. LEGAL IMPLICATIONS

5.1 The questionnaire addresses the requirement to consult stakeholders as set out by the Local Government (Scotland) Act 2003 with respect to Best Value.

6. FINANCIAL IMPLICATIONS

6.1 Any increase in the level of service will have budgetary implications.

7. RECOMMENDATIONS

7.1 The Committee is asked to:

- i) note the content of the report; and
- ii) be advised of the intention to publish the results on the Council Internet Site.

Jim Lavery
Executive Director of Development & Property Services
29 November 2004
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LIST OF BACKGROUND PAPERS

Nil

For further information contact Alastair Wyper 01563 576310

Implementation

Officer:

Alastair

Wyper



**Department of Development Services
Roads and Transportation**

The **Roads & Transportation Division** have a policy of continuous improvement of our services and would welcome your comments to help shape future policies. Other than recording your postcode you are not required to provide any personal details unless you enter the prize draw.

Please note that the survey is intended to cover public roads and footways within East Ayrshire but not including the A76 and A77 Trunk Roads, which are not maintained by the Council.

**Enter Rating 1,2,3,4,5 where 1 = Poor; 2 = Fair;
3 = Satisfactory; 4 = Good; 5 = Excellent**

or tick (3) the appropriate box if you do not wish to comment.

**Please return this questionnaire in the enclosed prepaid envelope by Friday 10 October 2003.
Thank you for your participation.**

1 = Poor; 2 = Fair; 3 = Satisfactory; 4 = Good; 5 = Excellent

1. If you drive how would you rate the condition of public roads used regularly :

- (a) Town Centre Roads
- (b) Residential/Scheme Roads
- (c) Rural Main Roads
- (d) Rural Side Roads
- (e) No comment

	1	2	3	4	5
(a)					
(b)					
(c)					
(d)					

2. How would you rate the condition of existing pavements next to roads :

- (a) In Town Centres
- (b) In Residential Areas
- (c) No comment

	1	2	3	4	5
(a)					
(b)					

3. How satisfied are you with the quality of street lighting :

- (a) On Main Roads
- (b) In Town Centres
- (c) In Residential Areas
- (d) No comment

	1	2	3	4	5
(a)					
(b)					
(c)					

4. How would you rate the time taken to carry out Street Lighting repairs :

	1	2	3	4	5

No comment

Can you think of any locations where additional street lighting is required :

.....

.....

.....

.....

Would you like to win a £50 voucher to be spent in a store of your choice ? If so please include your name, address and daytime telephone number in the space below to be included in the prize draw.

Name

Address

.....

.....

.....

Postcode

Telephone

The draw will take place on Monday 1ST December and the winner should be willing to participate in publicity photographs if requested to do so. Vouchers will be subject to availability from the chosen retailer. No cash alternative will be offered.

1 = Poor; 2 = Fair; 3 = Satisfactory; 4 = Good; 5 = Excellent

10. To reduce delays at roadworks in sensitive areas (such as town centres or near schools) work is sometimes carried out on Sunday, which increases the cost. To enable the Council to provide a more economical service would you be willing to endure additional delays during weekdays ?:

yes

no

No comment

11. Do you feel that more money should be spent on maintaining roads and footpaths, bearing in mind that less would then be spent on other Council services :

yes

no

No comment

12. Are you aware of the RALF (Roads and Street Lighting Faults) freephone complaint system ? :

yes

no

13. If you used the RALF system how would you rate the following :

	1	2	3	4	5
(a) How efficiently was your enquiry/complaint dealt with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Time taken to rectify the fault	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) No comment	<input type="checkbox"/>				

14. If you, or a dependant, are disabled how would you rate the following :

	1	2	3	4	5
(a) Availability of disabled parking bays for general use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Access off/onto pavements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Access off/onto public transport buses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(d) No comment	<input type="checkbox"/>				

would you rate the following :

- (a) Cleanliness
- (b) Accessibility
- (c) Layout
- (d) Location
- (e) Standard of maintenance
- (f) Parking costs (if applicable)
- (g) Number of spaces
- (h) Security/lighting/safety
- (i) No comment

	1	2	3	4	5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Which car park(s) do you regularly use :

.....

.....

.....

16. If you use local bus services how would you rate the bus stations for the following :

- (a) Cleanliness
- (b) Adequacy of seating
- (c) General layout
- (d) Standard of maintenance
- (e) Provision of timetables
- (f) Security/lighting/safety
- (g) No comment

	1	2	3	4	5
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<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17. If you use local bus services how would you rate bus shelters in your area for the following :

- (a) Number of shelters
- (b) Location of shelters
- (c) Design of shelters
- (d) Cleanliness
- (e) Standard of maintenance
- (f) Provision of timetables
- (g) No comment

	1	2	3	4	5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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15. If you regularly use a public car park(s) when shopping how

Appendix “B”

East Ayrshire Council **DRAFT**

Development and Property Department - Roads General Market Research Survey

Statements and Possible Actions by Survey Question

Quest No	Theme of Survey Question	Summary Statements	Analyser’s Possible Actions (in order of most unsatisfactory responses i.e. 1,2,3 etc)	Roads Comments	Proposed Action
1	Road condition	<ul style="list-style-type: none"> ▪ High satisfaction with town centre roads ▪ Low satisfaction with rural main / residential roads ▪ Very low satisfaction with rural side roads 	Move budget / examine processes to improve: <ol style="list-style-type: none"> 1. rural side roads 2. rural main and residential roads 	<i>This is certainly borne out by condition, particularly rural side roads. Road condition survey confirms.</i>	<i>Due to limited funding over a number of years, maintenance has been concentrated on the higher priority routes, resulting in a greater backlog of work on more minor roads. The Scottish Ministers have been and will continue to be lobbied by East Ayrshire and through SCOTS to address the backlog.</i>

2	Pavements	<ul style="list-style-type: none"> ▪ High satisfaction in town centres ▪ Low satisfaction in residential areas 	Move budget / examine processes to improve: 1. Residential areas	<i>May be perception, eg Kilmarnock town centre special surfaces require high maintenance</i>	<i>Again, additional funding is required to Address the deteriorating footway network</i>
3	Street lights	<ul style="list-style-type: none"> ▪ Overall satisfactory scores ▪ Very high satisfaction in town centres ▪ Satisfaction with main roads and in residential areas 	No action necessary	<i>Reflects reasonable level of capital expenditure since 1996</i>	<i>Funding may require to be increased further to address excessive age of installations, which is not reflected in the public's perception.</i>
4	Street lights - repairs	<ul style="list-style-type: none"> ▪ Responses split approximately 50 / 50 - satisfied / dissatisfied 	1. examine ways to improve repair response times	<i>Performance indicators show that our response times are very good.</i>	<i>None proposed</i>
5	Ice Clearing	<ul style="list-style-type: none"> ▪ High satisfaction with ice clearing on main roads ▪ Low satisfaction in town and village centres ▪ Very low satisfaction on rural side roads, in residential areas and on other pavements 	Move budget / examine processes to improve: 1. rural side roads, residential areas, and other pavements 2. town and village centres	<i>Reflects current strategy. Considerably more funds would be required to address an enhanced level of service on lower priority roads/ footways.</i>	<i>Continue to review response within current strategy and budgetary constraints. Additional footway gritters have been purchased. This will improve the the response in accordance with the set policy and procedures.</i>

6	Snow clearing	<ul style="list-style-type: none"> ▪ High satisfaction with main roads ▪ Very low satisfaction with rural side roads, residential areas, town and village centres and other pavements 	<p>Move budget / examine processes to improve:</p> <ol style="list-style-type: none"> 1. rural side roads, residential areas, town and village centres and other pavements 	<p><i>Reflects current strategy. Considerably more funds would be required to address an enhanced level of service on lower priority roads/ footways.</i></p>	<p><i>Continue to review response within current strategy and budgetary constraints. Additional footway gritters have been purchased. This will improve the the response in accordance with the set policy and procedures.</i></p>
7	Grit bins	<ul style="list-style-type: none"> ▪ Very low satisfaction with provision of grit bins 	<p>Move budget / examine processes to improve provision of grit bins</p>	<p><i>More new grit bins are being provided each year, on public demand.</i></p>	<p><i>Continue to provide additional bins within budgetary constraints</i></p>
8	Road signs	<ul style="list-style-type: none"> ▪ High satisfaction with road signs 	<p>No action required</p>	<p><i>There have been some complaints about trees blocking visibility and cleanliness</i></p>	<p><i>No action required.</i></p>
9	Road markings	<ul style="list-style-type: none"> ▪ High satisfaction with road markings 	<p>No action required</p>	<p><i>Additional funding over the last few years has improved condition.</i></p>	<p><i>Well maintained road markings have a positive impact on road safety and it is anticipated that a high standard of maintenance will be maintained, subject to funding being available.</i></p>

10	Weekday repairs	<ul style="list-style-type: none"> 2/3 happy to accept more weekday working and delay 	Consider redesigning work plans	Consultees possibly don't realise the implication of weekday working at traffic sensitive locations.	A review of route categorisation will be considered. Any change would require the agreement of the Public Utilities.
11	Increase budget	<ul style="list-style-type: none"> 2/3 yes to spending more money on roads and footpaths 	Evidence for Director / Head of Service in budget negotiations	Reflects general condition of roads.	Encourage Scottish Ministers and Council to provide more funding.
12	Know of RALF	<ul style="list-style-type: none"> 50 : 50 know / don't know of RALF 	Examine ways to publicise RALF	Advert arranged for Community Services calendar which is being delivered to every household.	Consider further ways of advertising RALF, once review has been done.
13	RALF service	<ul style="list-style-type: none"> 60% happy with using RALF 	Examine RALF's processes / resources	There is currently no feedback regarding the public's perception of RALF	Consider requesting RALF to undertake customer surveys.

14	Disabled	<ul style="list-style-type: none"> ▪ 50% satisfied with availability of parking bays, accessibility of pavements and access to buses 	Need to review disability policy (particularly in light of DDA)	Further work requires more budget	Disabled parking bays considered to be adequate. Accessibility of pavements is improving year on year due to lowering of kerbs during resurfacing operations and some additional funding being available from various sources. Access to buses is being improved during implementation of quality bus corridors.
15	Car parks	<ul style="list-style-type: none"> ▪ Over 2/3 happy with car park cleanliness, accessibility, layout, location and maintenance ▪ 50 : 50 happy / unhappy with car park costs, number of spaces, and security, lighting and safety 	Review of car parking policy desirable to include: <ol style="list-style-type: none"> 1. costs, number of spaces, and security lighting and safety 2. cleanliness, accessibility, layout, location and maintenance 	Security has been much improved, but there is a perception problem. Charges are not considered to be high in relation to other towns of similar size.	Car Park policy is subject to continuous review!

16	Bus stations	<ul style="list-style-type: none"> ▪ Satisfaction with general layout and standards of maintenance ▪ 50 : 50 with timetables, and security, lighting and safety ▪ Low satisfaction with cleanliness and cleaning 	<p>Move budget / examine processes to improve:</p> <ol style="list-style-type: none"> 1. cleanliness and cleaning 2. timetables, and security, lighting and safety 3. general layout and standards of maintenance 	<p><i>Improved cleanliness will require a full time presence by cleaning Staff. Timetabling is an issue nation wide and is currently being addressed by SPT</i></p>	<p><i>The cleaning regime is being continually monitored. A new contract has been awarded for cleaning services, within existing budgets.</i></p>
17	Bus shelters	<ul style="list-style-type: none"> ▪ 50 : 50 with location and design ▪ Low satisfaction with standard of maintenance, cleanliness and number of shelters available ▪ Very low satisfaction with provision of timetables 	<ol style="list-style-type: none"> 1. Consider overcoming problems with supply of timetables <p>Move budget / examine processes to improve:</p> <ol style="list-style-type: none"> 2. maintenance, cleanliness and number of shelters available 3. location and design 	<p><i>Shelters are being increased in number and quality as a result of investment in quality bus corridors. Vandalism is a problem.</i></p>	<p><i>The maintenance regime on new shelters has been improved, with additional funding. Provision of timetables is also being improved.</i></p>
18	Roads Division	<ul style="list-style-type: none"> ▪ High satisfaction with courtesy of staff ▪ Satisfaction with locating telephone number / address of Roads ▪ Low satisfaction with dealing with complaints 	<ol style="list-style-type: none"> 1. Consider training / resources for handling of complaints 2. Consider further dissemination of Roads' contact details 	<p><i>It may be response to defects they are unhappy with, rather than complaints.</i></p>	<p><i>The complaints procedure is being reviewed in line with the QA system.</i></p>
19	Know of EA Helpline.	<ul style="list-style-type: none"> ▪ Over 2/3 do not know of East Ayshire's Helpline 	<p>Inform Corporate Resources (PR) of this result</p>	<p><i>More publicity may be required.</i></p>	<p><i>Consider ways of increasing awareness. (Neighbourhood Services).</i></p>