ADDRESS

We want to know how you want to see local transport and highways improved and what your priorities are. Have your say and make a difference.

The National Highways & Transport Survey (NHTS) is being carried out by Ipsos MORI for several local councils across Britain including **<COUNCIL NAME>**. The results will enable us to find out what people in **this area** think about these important services. This will provide one of several ways **<COUNCIL NAME >** can assess how it is performing and which services to prioritise, and to improve.

Peter Radford of the National Highways and Transport Network says: "Councils up and down the country report that this survey is helping them understand the public's views and needs better – all of which helps them do the best they can for the public amidst a very challenging time for funding."

This is the fifth NHTS. Since 2008 the survey has given over one million people across England and Wales the chance to have their say, and you now have an opportunity to do so too.

We very much hope you will be able to take part. As a thank you for your time, if you tick 'yes' at Q33 we will enter you into a free draw with a **£400 first prize**, £200 second prize and £100 third prize, supplied by Ipsos MORI. Please return the completed questionnaire in the pre-paid envelope as soon as possible to **arrive by 3 August 2012** (no stamp required).

All of your answers will be treated in the strictest confidence and will be used for research purposes only. Ipsos MORI is an independent research company and works in accordance with the Market Research Society Code of Conduct and the Data Protection Act. Responses may be passed on to the Council but your name, if you provide it, and your full postcode will not.

Please see our **Frequently asked questions** section on page 2. And for more information on other ways to complete the survey, or if you have any questions about this survey or want to find out how to provide additional input about transport services, please go to **www.nhtsurvey.org**, e-mail **nhtsurvey@ipsos.com** or leave a message for lpsos MORI (with your phone number) in confidence on **0808 238 5486**.

Thank you.

Ben Marghall.

Ben Marshall Project Director, Ipsos MORI

Council sign-off name Title

Frequently asked questions

- Who should take part? This questionnaire should be completed by any resident aged 16 or over living at this address. It doesn't matter if you've only just moved into the area, or if you don't pay Council Tax, it is important that we hear everybody's views so that resources can be used on what matters.
- How did you get my address? Your address has been selected at random from all of those in your local authority area. We hold no information about any individuals at your address
- Why should I take part? The survey has been designed by local councils to inform local transport planning and will inform decisions about what to prioritise and how to spend public money.
- Is the survey expensive? No. It has been designed to allow councils to find out what people think and to make comparisons with other councils, and has been set-up to do this in a low cost way. By doing the survey together rather than separately, the councils taking part have saved money and benefited from additional information.
- How do I complete the questionnaire? Please read each question carefully. In most cases you will only have to tick one box per row. If you don't know or the question does not apply, please tick the box labelled 'Don't know/Doesn't apply'.
- What should I do if I need help? Alternative formats such as a large print version of this questionnaire can be supplied if you have any difficulty reading it. We can also provide alternative language formats. For more details, please contact us. If you have lost or did not receive the pre-paid envelope, please use the address on page 12.
- When do I need to complete this by? Once you have completed your questionnaire, please return it, in the prepaid envelope supplied, to arrive by the date on the front cover.

Q1 How important, if at all, do you consider each of the following...?

PLEASE TICK ✓ ONE BOX PER 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)

Q2 Now thinking about roads and transport <u>locally</u>, how satisfied or dissatisfied are you with the following ...?

PLEASE TICK ✓ ONE BOX PER ROW	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatis- fied	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 cars						
'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 <u>overall</u> with transport and highways services?						

Q3 Looking again at the same list, which three are most important to YOU personally?

Q4 The Council has to decide what to focus on and how to use its budget to improve transport and highways in the local area. Which <u>three</u> of these do YOU think are most <u>in</u> <u>need of improvement</u> in your local area?

PLEASE TICK ✓ UP TO THREE BOXES PER COLUMN	Q3 Most important	Q4 Need of improvement
Cycle routes/lanes & facilities		
Community Transport, e.g. Dial-a-Ride & volunteer car schemes		
'Demand Responsive Transport' i.e. flexible bus services		
Levels of local traffic pollution		
Local bus services		
Local taxi (or mini-cab services)		

Pavements & footpaths	
Rights of Way network	
Safety on roads	
Street lighting	
The condition of roads	
Traffic & congestion levels	

Your views on pavements and pedestrian facilities

Q5 Thinking about the local area, how satisfied or dissatisfied are you with each of these..?

PLEASE TICK ✓ ONE BOX PER ROW	Very satisfied	Fairly satisfied	Neither/ nor	Fairly dissatisfied	Very dissatis- fied	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)						

Your views on the condition of roads & pavements

Q6 How satisfied or dissatisfied are you with each of these locally ...?

PLEASE TICK ✓ ONE BOX PER ROW	Very satisfied	Fairly satisfied	Neither / nor	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						
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			
Keeping drains clear and working			

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 has there been no change in the number? PLEASE TICK \checkmark ONE BOX

More	Fewer	
No change	Don't know /None of these	

Q7 How satisfied or dissatisfied are you with the way the Council...?

PLEASE TICK ✓ ONE BOX PER ROW	Very satisfied	Fairly satisfied	Neither /nor	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						
Cuts back overgrown hedges obstructing the highway						
Deals with mud on the road						
Deals with abandoned cars						

Your views on cycling facilities

Q8 How satisfied or dissatisfied are you with each of these locally...?

PLEASE TICK ✓ ONE BOX PER ROW	Very satisfied	Fairly satisfied	Neither / nor	Fairly dissatisfied	Very dissatisfied	Doesn't apply/ don't know
The number of cycle routes/lanes provided						
•						
The location of the cycle routes /lanes provided						
Condition of cycle routes/lanes						
Cycle crossing facilities at road junctions and traffic signals						
Cycle parking						

Direction signing for cycle routes/lanes			
Cycle route information e.g. maps			
Cycle training (e.g. at schools)			
Cycle facilities at place of work (e.g. racks, showers etc)			

Your views on buses

Q9 How satisfied or dissatisfied are you with each of these locally...?

PLEASE TICK ✓ ONE BOX PER ROW	Very satisfied	Fairly satisfied	Neither / nor	Fairly dissatisfied	Very dissatis- fied	Doesn't apply/ Don't know
Frequency of bus services						
Number of bus stops						
The state of bus stops						
Whether buses arrive on time						
How easy buses are to get on/off						
The local bus service overall						
Bus fares						
Quality & cleanliness of buses						
Helpfulness of drivers						
Personal safety on the bus						
Personal safety while waiting at bus stops						
Raised kerbs at bus stops						

Your views on information

Q10 How satisfied or dissatisfied are you with the following aspects of local public transport information...?

PLEASE TICK ✓ ONE BOX PER ROW	Very satisfied	Fairly satisfied	Neither / nor	Fairly dissatisfied	Very dissatisfied	Doesn't apply/ Don't know
The amount of information						
The clarity of information						
The accuracy of information						
Ease of finding the right information						

Information about accessible buses (for people with disabilities)			
Availability of information to help people plan journeys in advance (e.g. internet, helplines)			
Reliability of electronic display information at bus stops			
And the provision of <u>public</u> <u>transport</u> information overall			

Q11 Overall, how well informed, if at all, do you feel about local transport and highways services? PLEASE TICK \checkmark ONE BOX

Very well informed	Not very well informed	
Fairly well informed	Not at all informed	
	Don't know /None of these	

Your views on roadworks

Q12 Still thinking about the local situation, how satisfied or dissatisfied are you with...?

PLEASE TICK ✓ ONE BOX PER ROW	Very satisfied	Fairly satisfied	Neither / nor	Fairly dissatisfied	Very dissatisfi ed	Doesn't apply/ Don't know
Notice of roadworks before they happen						
Efforts to reduce delays to traffic (e.g. carrying out works at night)						
Time taken to complete roadworks						
Signposting of road diversions						
Availability of helplines to find out about roadworks						
Efforts to minimise nuisance to residents caused by roadworks (e.g. noise and dust etc.)						

Your views on managing traffic

Q13 How satisfied or dissatisfied are you with each of these locally...?

PLEASE TICK ✓ ONE BOX PER ROW	Very satisfied	Fairly satisfied	Neither /nor	Fairly dissat- isfied	Very dissat- isfied	Doesn't apply/ Don't know
Road signs						
Location of permanent traffic lights						
The waiting time at permanent traffic lights						
Measures to tackle illegal on-street parking)					
Restrictions of parking on busy roads						

Availability of good Park & Ride schemes			
The routes taken by heavy goods vehicles			

Your views on air quality information

Q13a How well informed, if at all, do you feel about local air quality? PLEASE TICK ✓ ONE BOX

Very well informed	Not very well informed	
Fairly well informed	Not at all informed	
	Don't know /None of these	

Your views on road safety

Q14 How satisfied or dissatisfied are you with the following in your local area...?

PLEASE TICK ✓ ONE BOX PER ROW	Very satisfied	Fairly satisfied	Neither /nor	Fairly dissatisfied	Very dissatisfied	Doesn't apply/ Don't know
Speed limits being right for local roads and not too high or too low						
The enforcement of speed limits						
The number of speed control measures (e.g. road humps)						
The location of speed control measures						
Safety of walking						
Safety of cycling						
Safety of children walking to school						
Safety of children cycling to school						
Road safety training/education given to children						
Road safety training/education given to motorcyclists						
Road safety training/education given to young drivers						

Your views on Rights of Way

As a reminder, 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.

Q15 How satisfied or dissatisfied are you with each of these locally...?

PLEASE TICK ✓ ONE BOX PER ROW	Very satisfied	Fairly satisfied	Neither / nor	Fairly dissatisfied	Very dissatis- fied	Doesn't apply/ Don't know
Provision of Rights of Way footpaths e.g. for walking or running						
Provision of bridleways for horse riding and/or cycling						
Signposting of Rights of Way						
Condition of Rights of Way						
Ease of use by those with disabilities						
Information about Rights of Way routes						

Your view on taxis, mini cabs and Community Transport

Q16 Thinking about other possible ways of getting around, how satisfied or dissatisfied are you with each of these locally...?

PLEASE TICK ✓ ONE BOX PER ROW	Very satisfied	Fairly satisfied	Neither /nor	Fairly dissatisfied	Very dissatis- fied	Doesn't apply/ Don't know
Availability of taxis or minicabs						
Reliability of taxis or minicabs						
Cost (fares) of taxis or minicabs						
Availability of Community Transport						
Reliability of Community Transport						
Community Transport fares						

Your use of transport		
Q17 Does anyone in this household own a car?	Yes 🛛	No 🗆
Q18 Do you personally drive a car more than once a month?	Yes 🛛	No 🗆
Q19 Do you ever car share with someone other than a family member?	Yes 🛛	No 🗆
Q20 Do you make use of the national free bus pass? Yes	No	

Q21 Approximately, how often, if at all, do you use each of the following to get about...?

PLEASE TICK ✓ ONE BOX PER ROW	Daily	2–3 times a week	Weekly	Monthly	Less frequent /never
Walking					
Cycle					
Bus					
Car (or van)					
Motorcycle or moped					
Taxi or mini-cab					
Train (excluding underground or metro services)					
Community Transport, e.g. Dial-a- Ride, volunteer car scheme					
'Demand Responsive Transport' i.e. flexible bus services					
Park & Ride (<u>IN ADDITION</u> TO ANY TICKED ABOVE)					
And can we check, do you use a wheelchair or mobility scooter?					

Q22 How do you <u>normally</u> travel to the following places...?

PLEASE TICK ✓ THE BOX (OR BOXES) THAT APPLY IN <u>EACH COLUMN</u>	Work	Schools / Colleges	Shopping	Doctors	Hospitals	Leisure Facilities	Visiting friends/ family
By walking							
By bicycle							
By bus							
By car or van							
As a passenger in a car							
By motorcycle or moped							
By taxi or mini-cab							
By train (not underground/ metro services)							
Using Community Transport, e.g. Dial-a-Ride, volunteer car scheme							
Using 'Demand Responsive Transport' i.e. flexible bus service							
Park & Ride (<u>IN ADDITION</u> TO ANY TICKED ABOVE)							
By wheelchair or mobility scooter							
Not applicable							

Q23 How easy or difficult do you find travelling to the following places (by any form of transport)? PLEASE TICK ✓ ONE Very Fairly Neither Fairly Very Doesn't **BOX PER ROW** difficult difficult easy easy easy apply/ Don't nor difficult know Where you work (if you do) Post Office/banks \square \square \square \square Local shops/supermarkets \square \square Hospital Doctors & health facilities School/college

Your final comments

Leisure facilities

To visit friends/family

Q24 Finally, is there anything else you would like to add? PLEASE NOTE – ALL OF THE INFORMATION YOU GIVE HERE WILL BE PASSED ON DIRECTLY TO THE COUNCIL

About you

Just to finish off, please complete the following questions which will help us to see if there are differences between the views of different groups of people. ALL OF THE INFORMATION YOU GIVE WILL BE KEPT COMPLETELY CONFIDENTIAL

Q25 Which of these age groups are you in?					PLEAS	PLEASE TICK 🗸 ONE BOX				
16-24	25-34	35-44	45-54	55-59	60-64	65-74	75+			
Q26 Are you	I N	1ale	Female							
Q27 Which of the following best describes what you are doing at the moment? PLEASE TICK \checkmark ONE BOX										
Employee in full-time job (30 hours plus per week)					Unemployed and available for wo					
Employee in	part-time job	(under 30 ho	urs per week)		Permai	nently sick/dis	abled \Box			
Self employed full or part-time					Wholly retired from work					
			ining scheme for Work etc.)		Loo	king after the	home 🗌			
Full-time e	ducation at s	chool, college	e or university		Do	ing something	g else			

Q28 Do you have a long standing illness, disability or infirmity?					No				
PLEASE ANSWER Q29 IF YOU TICKED 'YES' AT Q28. OTHERS GO TO Q30									
Q29 Does your long standing illness, disability or infirmity limit Yes your activities?					No				
Q30 Are you a Blue Badge holde	Yes		No						
Q31 Do you provide long-term care for a relative/friend with Yes D mobility problems?					No				
Q32 To which of these groups do you belong? PLEASE TICK \checkmark ONE BOX									
White British		Mixed Wh	ite and	Asian					
White Irish		Any other mixed	l backg	round					
Other White background		Asian or Asian	British	Indian					
Black or Black British Caribbean		ish Pa	kistani						
Black or Black British African	Asian or Asian British Bangladeshi								
Any other Black background		Any other Asian Background							
Mixed White and Black Caribbean		Chinese							
Mixed White and Black African		Other ethnic group)				
Q33 Would you like to be entered in	Yes		No						
Q34 Ipsos MORI may be conducting further research on this subject. Yes Would you be willing to be contacted again in the next 6 to 18 months?					No				
Q35 The Council may wish to conduct further research in this area some Yes time in the next 6 to 18 months. Would you be willing to allow your name and contact details to be passed to the Council for this further research? Your responses to this survey will be kept strictly confidential.					No				

IF YOU TICKED 'YES' AT ANY OF Q33-Q35 PLEASE COMPLETE THE FOLLOWING

Name: Mr/Mrs/Miss/Ms (*delete as appropriate):

Signature:

Daytime Telephone Number:

Thank you very much for taking part in this survey. Please return your questionnaire in the pre-paid envelope provided <u>to arrive</u> by the date on the front of the questionnaire.

If you cannot find, or did not receive, the pre-paid envelope, please send your completed questionnaire to: Data Capture, **Freepost** Plus RSIT, Ipsos MORI, Research Services House, Elmgrove Road, Harrow, HA1 2QG.