

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](http://www.nhtsurvey.org)**, e-mail **[nhtsurvey@ipsos.com](mailto:nhtsurvey@ipsos.com)** or leave a message for Ipsos MORI (with your phone number) in confidence on **0808 238 5486**.

Thank you.



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 pre-paid 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 .....	<input type="checkbox"/>				
Good cycle routes/lanes & facilities .....	<input type="checkbox"/>				
Good local bus services .....	<input type="checkbox"/>				
Good local taxi (or mini-cab) services .....	<input type="checkbox"/>				
Community Transport, e.g. Dial-a-Ride & volunteer car schemes.....	<input type="checkbox"/>				
'Demand Responsive Transport' i.e. flexible bus services .....	<input type="checkbox"/>				
Safe roads .....	<input type="checkbox"/>				
Low levels of traffic & congestion.....	<input type="checkbox"/>				
Low levels of local traffic pollution.....	<input type="checkbox"/>				
Good street lighting .....	<input type="checkbox"/>				
Roads being in good condition .....	<input type="checkbox"/>				
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) .....	<input type="checkbox"/>				

## Your views on transport and highways services

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

<b>PLEASE TICK ✓ ONE BOX PER ROW</b>	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Doesn't apply/ Don't know
Pavements & footpaths.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cycle routes/lanes & facilities.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local bus services .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local taxi (or mini-cab) services ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Transport, e.g. Dial-a-Ride & volunteer cars	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
'Demand Responsive Transport' i.e. flexible bus services.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety on roads.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Traffic levels & congestion .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Levels of local traffic pollution.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street lighting .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The condition of roads.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The local Rights of Way network...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>And taking everything into account, how satisfied or dissatisfied are you <u>overall</u> with transport and highways services?</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**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 three of these do YOU think are most in need of improvement in your local area?**

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











## 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...?**

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

## 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...?**

<b>PLEASE TICK ✓ ONE BOX PER ROW</b>	Very satisfied	Fairly satisfied	Neither /nor	Fairly dissatisfied	Very dissatisfied	Doesn't apply/ Don't know
Availability of taxis or minicabs	<input type="checkbox"/>					
Reliability of taxis or minicabs ...	<input type="checkbox"/>					
Cost (fares) of taxis or minicabs	<input type="checkbox"/>					
Availability of Community Transport	<input type="checkbox"/>					
Reliability of Community Transport	<input type="checkbox"/>					
Community Transport fares	<input type="checkbox"/>					

## 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



**Q23 How easy or difficult do you find travelling to the following places (by any form of transport)?**

**PLEASE TICK ✓ ONE BOX PER ROW**

	Very easy	Fairly easy	Neither easy nor difficult	Fairly difficult	Very difficult	Doesn't apply/ Don't know
Where you work (if you do) .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Post Office/banks .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local shops/supermarkets .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hospital .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Doctors & health facilities .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
School/college .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Leisure facilities .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To visit friends/family .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Your final comments**

**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?**

**PLEASE TICK ✓ ONE BOX**

16-24	25-34	35-44	45-54	55-59	60-64	65-74	75+
<input type="checkbox"/>							

**Q26 Are you... Male  Female**

**Q27 Which of the following best describes what you are doing at the moment?**

**PLEASE TICK ✓ ONE BOX**

Employee in full-time job (30 hours plus per week)	<input type="checkbox"/>	Unemployed and available for work	<input type="checkbox"/>
Employee in part-time job (under 30 hours per week)	<input type="checkbox"/>	Permanently sick/disabled	<input type="checkbox"/>
Self employed full or part-time	<input type="checkbox"/>	Wholly retired from work	<input type="checkbox"/>
On a Government supported training scheme (e.g. Modern Apprenticeship, Training for Work etc.)	<input type="checkbox"/>	Looking after the home	<input type="checkbox"/>
Full-time education at school, college or university	<input type="checkbox"/>	Doing something else	<input type="checkbox"/>

**Q28 Do you have a long standing illness, disability or infirmity?** Yes  No

**PLEASE ANSWER Q29 IF YOU TICKED 'YES' AT Q28. OTHERS GO TO Q30**

**Q29 Does your long standing illness, disability or infirmity limit your activities?** Yes  No

**Q30 Are you a Blue Badge holder or not?** Yes  No

**Q31 Do you provide long-term care for a relative/friend with mobility problems?** Yes  No

**Q32 To which of these groups do you belong? PLEASE TICK ✓ ONE BOX**

- |                                  |                          |                                    |                          |
|----------------------------------|--------------------------|------------------------------------|--------------------------|
| White British                    | <input type="checkbox"/> | Mixed White and Asian              | <input type="checkbox"/> |
| White Irish                      | <input type="checkbox"/> | Any other mixed background         | <input type="checkbox"/> |
| Other White background           | <input type="checkbox"/> | Asian or Asian British Indian      | <input type="checkbox"/> |
| Black or Black British Caribbean | <input type="checkbox"/> | Asian or Asian British Pakistani   | <input type="checkbox"/> |
| Black or Black British African   | <input type="checkbox"/> | Asian or Asian British Bangladeshi | <input type="checkbox"/> |
| Any other Black background       | <input type="checkbox"/> | Any other Asian Background         | <input type="checkbox"/> |
| Mixed White and Black Caribbean  | <input type="checkbox"/> | Chinese                            | <input type="checkbox"/> |
| Mixed White and Black African    | <input type="checkbox"/> | Other ethnic group                 | <input type="checkbox"/> |

**Q33 Would you like to be entered into the free prize draw?** Yes  No

**Q34 Ipsos MORI may be conducting further research on this subject. Would you be willing to be contacted again in the next 6 to 18 months?** Yes  No

**Q35 The Council may wish to conduct further research in this area some 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.** Yes  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 to arrive 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.