



**Society of Chief Officers of
Transportation in Scotland**



Measuring customer satisfaction within roads maintenance

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Background to the survey

Consultation, approval, design and publication

Agreed by the APSE Roads & Street Lighting Advisory Group following consultation and discussion in 2018-19.

Endorsed by the SCOTS Road Asset Management group as fit for purpose.

Designed and released for all Scottish roads authorities for the 2019/20 financial year.

What the survey covers

Dedicated to roads and street lighting

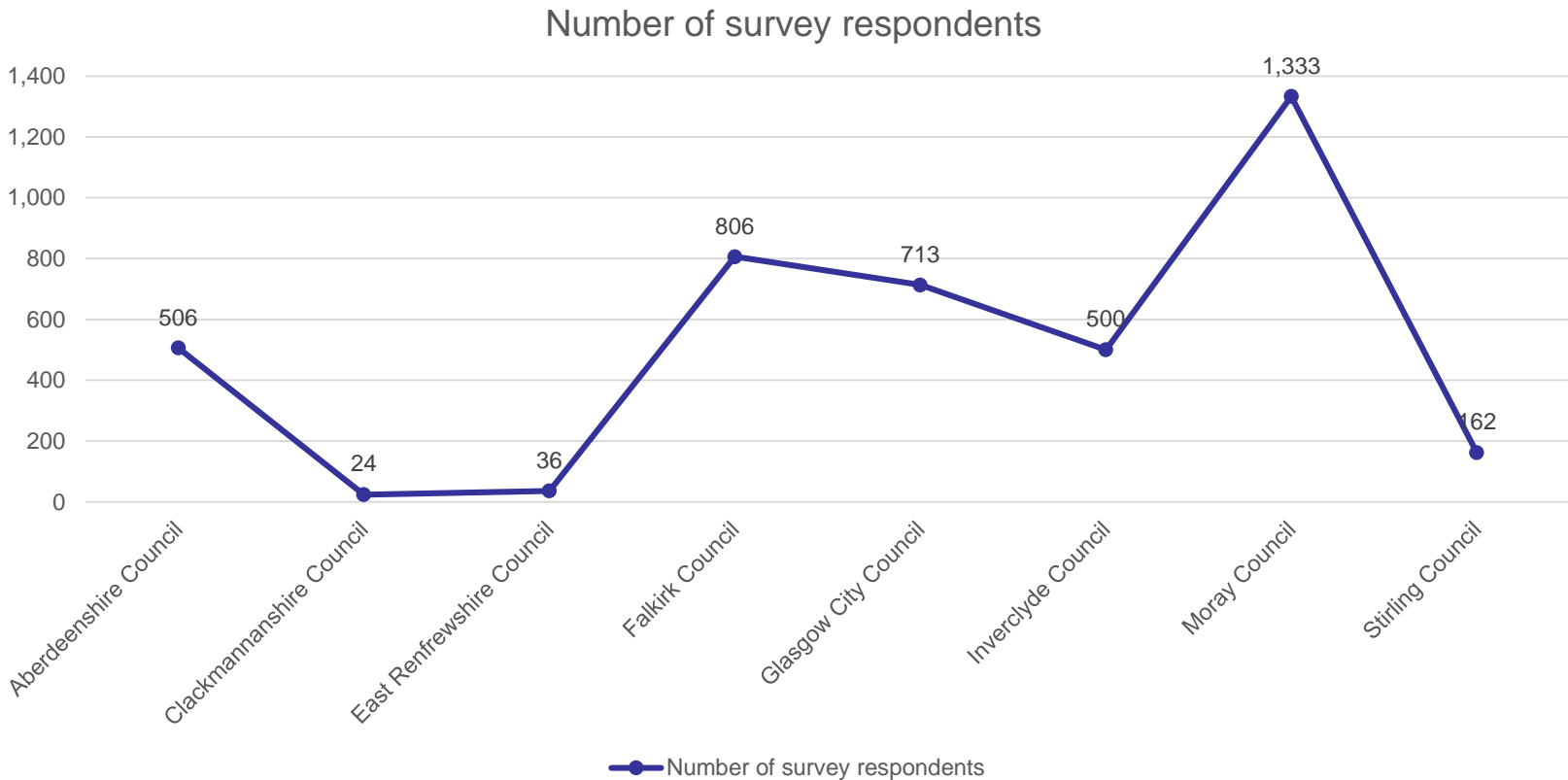
- not part of a wider general survey
- specific questions relating to carriageways, footways, cycleways, winter maintenance and street lighting.
- collects demographics data which enables cross referencing (e.g. live/work, car driver/pedestrian/cyclist, blue badge holder)
- differentiates between 'Council roadworks' and 'utility company roadworks' or Trunk Roads

Other advantages of the APSE / SCOTS survey

- completely free of charge to APSE PN members (all Scotland roads authorities)
- 'real time' feedback from local road users / intervention
- quick & easy to complete (maximum of 40 check-boxes / up to 3 optional, open comment boxes) : average time to complete <5 minutes
- easy extraction of data sets & graphs for internal reporting / Service Development Plans etc

Uptake in pilot year (2019/20)

8 Councils in Scotland published the survey



Accessing the survey and promoting it

People access the survey online via a link

- can be on Council website, sent out on request or in response to other communications received.
- can be circulated via “user groups” and other stakeholders including utility companies and contractors.
- can be published on emails, letterheads, information literature, notices, etc

People access the survey online via a link

Survey hyperlink provided by APSE

<https://www.surveymonkey.co.uk/r/falkirk-roads-2>

Format the hyperlink as you like, make it an image or button or just a 'click here' in your text

To complete the survey [click here](#)

Councils access the survey results online via another link

Results link for each Council provided by APSE e.g.

<https://www.surveymonkey.com/results/SM-DM7P2B5C7/>

View “running totals” for all questions

Interrogate individual responses

See ‘real time’ comments on current schemes, roadworks or other issues

Formal, annual reporting

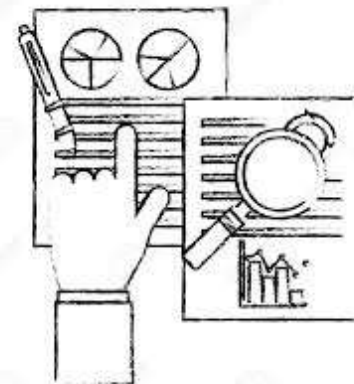
- ❖ Real time data and feedback relating to current roadworks and schemes
- ❖ Annual 'Authority CSS Report' for financial year
- ❖ Inclusion of 9 KPI's in APSE Performance Networks annual performance reports
- ❖ Inclusion of 1 headline KPI in annual Best Performer / Most Improved Performer awards for both Roads & Street Lighting
- ❖ Inclusion of 9 KPI's in annual SCOTS Road Asset Management report
- ❖ Inclusion of 9 KPI's in annual SCOTS RAMP 5 Year comparison report
- ❖ Inclusion of CSS KPI's in SCOTS Executive return



Individual, annual “Authority CSS Report”

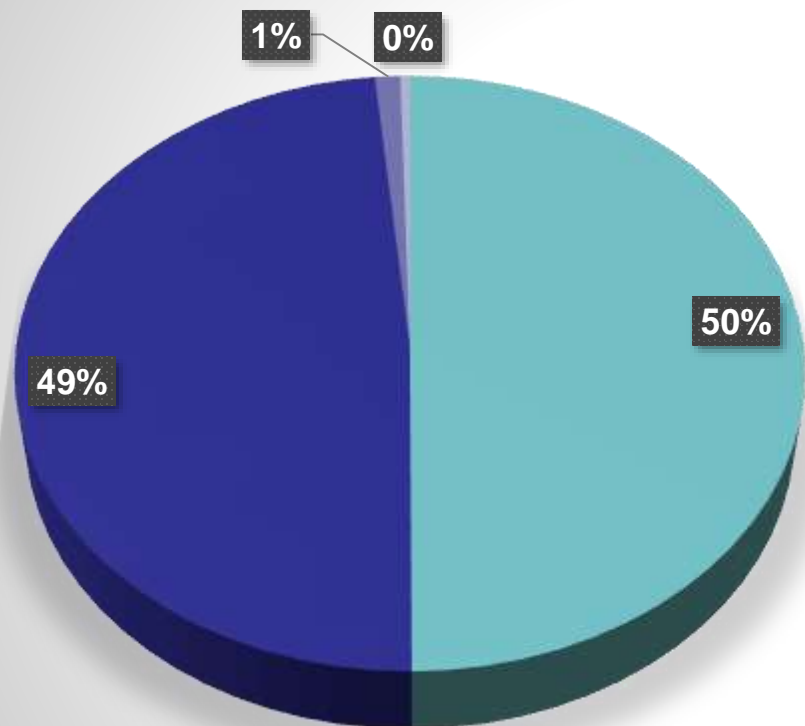
Statistical & graphical analysis of your own Council’s results for the financial year

[CSS Report \(8071\)](#)



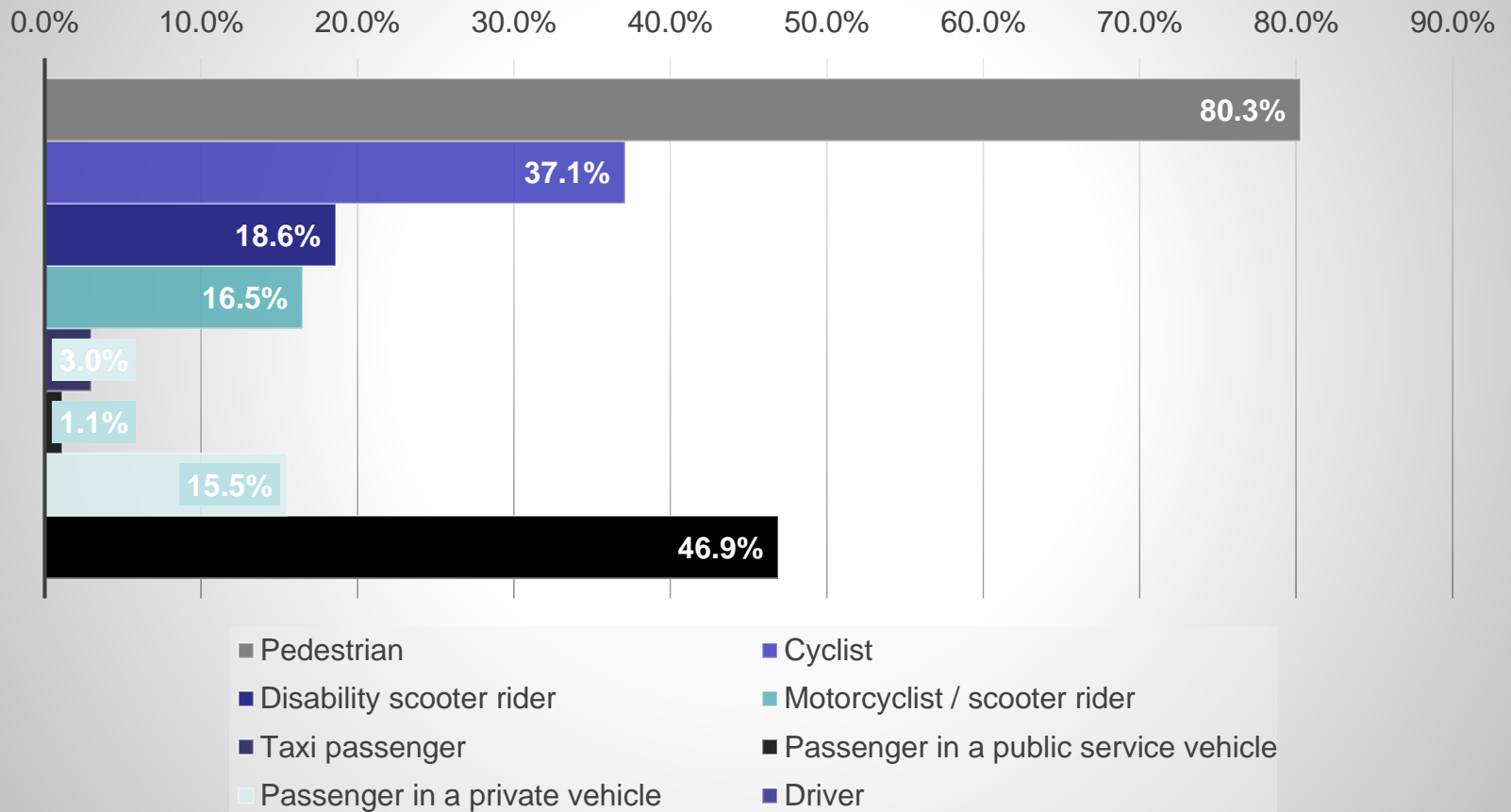
Individual, annual “Authority CSS Report”

Respondents who :

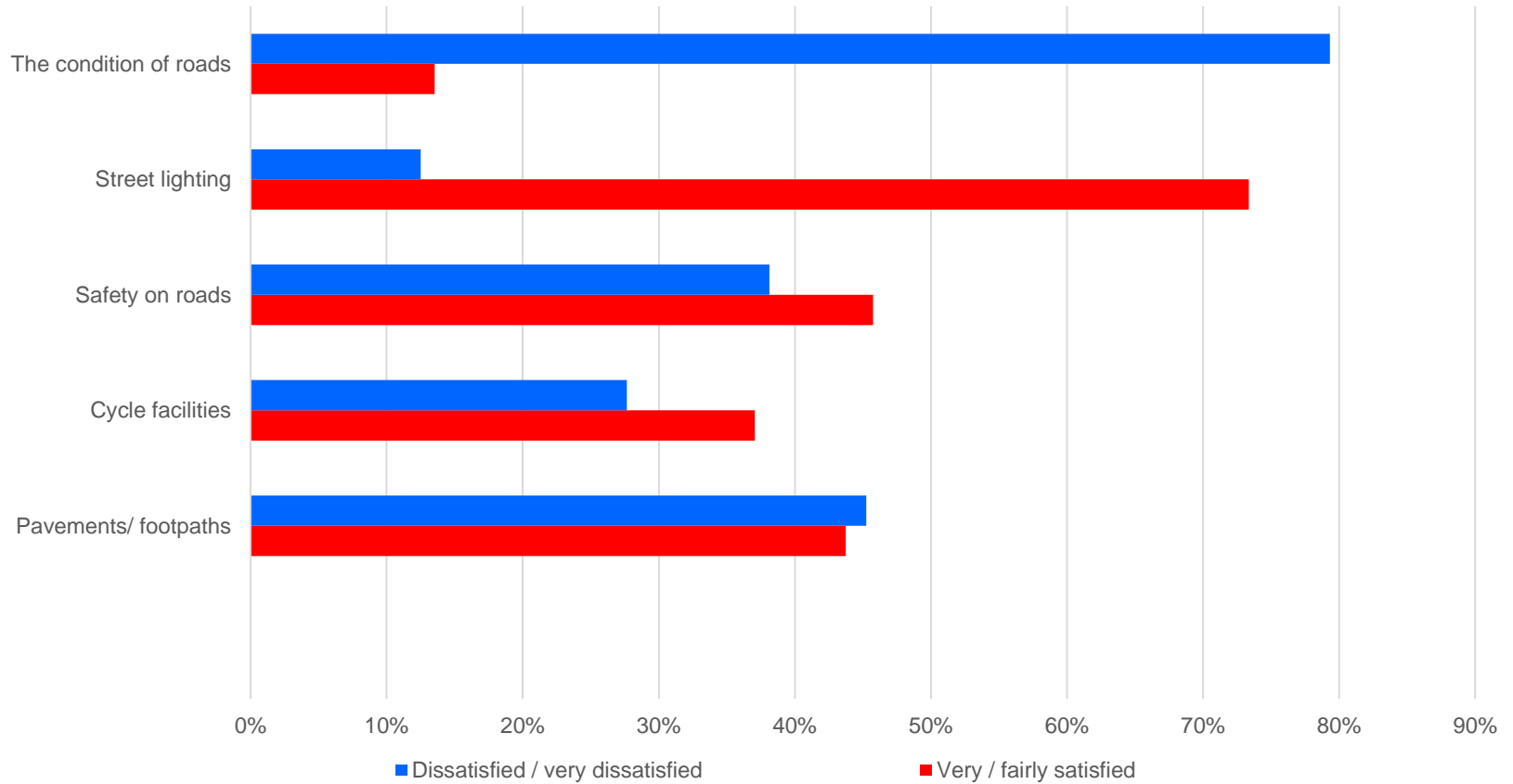


- Both live and work within the authority area
- Live within the authority area but not work
- Only work within the authority area
- Neither live nor work within the authority area

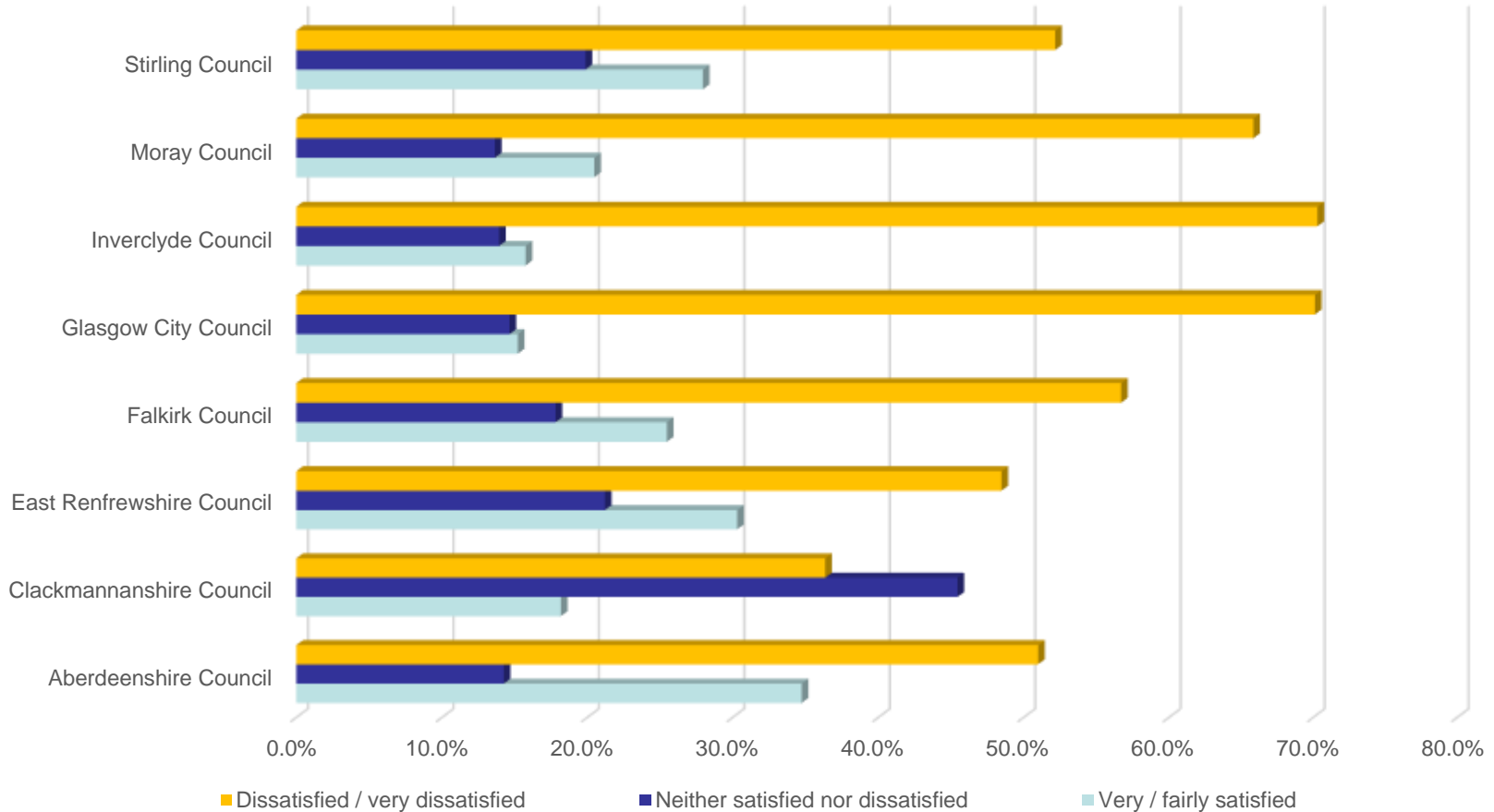
When travelling within the local authority area, respondents who travel as



Regarding roads locally, how satisfied or dissatisfied are respondents with these services



Taking everything into account, how satisfied or dissatisfied are respondents overall with the service provided





SCOTS Road Asset Management Project - Task 4 Carriageways Performance Indicator Results 2019-20

[Go to 'Carriageways' Summary](#)

PIN	Name of Authority	Safety										Conditioned Performance										Financial								
		% of Cat 1 vehicles made safe with respect to lane	% of safety inspections completed on time	Total number of Cat 1 defects	Total number of 2 nd duty claims	Total number of 3 rd duty claims per mile of carriageway	% of carriageway network subjected to pre-accident safety rating treatment	% carriageway network deemed top priority (over 1000m)	% of roadwork scheduled with the aim of the Carriageway Rating & more evidence of carriageway	% of carriageway length to be considered for maintenance treatment	% of carriageway length voided	% of carriageway area - surface dressed	% of carriageway area - bitcrete to surface (up to 25mm)	% of carriageway area - thin overlay (>25mm and 1000mm)	% of carriageway area - microchip overlay (100mm - 100mm)	% of carriageway area - structural overlay (>100mm)	% of carriageway area - thin overlay (100mm)	% of carriageway area - microchip overlay (100mm - 100mm)	% of carriageway area - structural overlay (>100mm)	% of carriageway area - fully reconstructed	% of 'A' Carriageway to be considered for maintenance treatment	% of 'B' Carriageway to be considered for maintenance treatment	% of 'C' Carriageway to be considered for maintenance treatment	Cost per mile of carriageway length to be considered for maintenance treatment	Cost per mile of carriageway length to be considered for maintenance treatment					
PI	PI	Stat	Stat	Stat	Stat	Stat	Stat	PI	PI	Stat	Stat	Stat	Stat	Stat	Stat	Stat	Stat	Stat	Stat	Stat	Stat	Stat	Stat	Stat	PI	PI	PI	PI		
Family Group 1 (Rural)																														
0106	Aberebrothach Council	No data	93.3%	14	302	0.05	31.49%	12.43%	61.61%	26.20%	5.77%	3.02%	0.00%	-0.02%	0.10%	0.01%	0.02%	0.03%	0.01%	27.00%	23.58%	20.60%	30.10%	21.69%	73.00%	84.00%	612.00	63.55%		
0160	Angus Council	No data	100.00%	50	50	0.03	23.30%	23.10%	80.00%	32.70%	2.18%	2.18%	0.00%	-0.15%	0.00%	0.17%	0.17%	0.00%	0.11%	0.02%	26.20%	22.27%	20.44%	32.31%	80.00%	80.00%	621.00	63.18%		
0172	Angus & Bunkie District	94.29%	80.78%	37	35	0.03	52.70%	8.00%	80.00%	54.13%	0.31%	1.61%	0.00%	-1.27%	0.00%	0.04%	0.53%	0.18%	0.00%	0.08%	41.59%	61.73%	37.75%	54.70%	80.00%	80.00%	655.00	611.00	65.10%	
0143	Ards in Burdon Council	No data	No data	0	314	0.11	38.75%	38.75%	80.00%	45.20%	2.80%	2.12%	0.00%	-0.32%	0.16%	0.00%	0.00%	0.13%	0.00%	0.00%	37.21%	42.83%	39.45%	53.90%	80.00%	80.00%	651.73	610.00	62.94%	
0151	Barnham & Galloway Council	No data	90.71%	2	288	0.09	25.95%	48.10%	80.00%	47.88%	No data	1.10%	1.00%	0.00%	0.00%	1.73%	0.00%	0.00%	0.00%	31.88%	35.17%	45.07%	40.00%	80.00%	80.00%	631.00	No data	65.70%		
0109	Barnstaple Council	No data	89.04%	0	149.000	No data	No data	52.70%	80.00%	37.61%	0.01%	No data	No data	No data	No data	No data	No data	No data	No data	30.00%	16.00%	10.00%	43.20%	40.00%	80.00%	62.00%	No data	63.67%		
0140	Barnstaple Council	99.01%	100.00%	132	46	0.03	38.37%	38.37%	29.67%	30.60%	4.81%	2.51%	0.00%	0.04%	0.00%	0.01%	0.16%	0.00%	0.00%	0.23%	28.16%	25.90%	25.20%	35.90%	14.46%	78.50%	62.084	633.00	62.94%	
0138	Barnstaple Council	100.00%	90.18%	72	207	0.09	37.47%	37.47%	80.00%	37.00%	7.11%	4.64%	0.11%	0.07%	0.27%	0.00%	0.07%	0.82%	0.20%	0.01%	38.31%	28.48%	38.89%	37.97%	80.00%	80.00%	65.99%	656.00	65.94%	
	Family Group Average	87.89%	86.77%	38	180	0.06	36.25%	34.66%	85.14%	35.14%	4.38%	3.28%	0.02%	0.28%	0.14%	0.00%	0.14%	0.47%	0.06%	0.14%	33.26%	36.76%	36.27%	42.38%	10.80%	74.32%	63.77%	646.50	63.68%	
	Family Group - High	100.00%	100.00%	432	360	0.11	52.70%	80.16%	60.61%	54.17%	7.14%	4.64%	0.11%	1.37%	0.36%	0.13%	0.06%	0.25%	0.42%	0.00%	41.58%	41.75%	57.25%	58.40%	21.80%	78.50%	65.99%	656.00	65.94%	
	Family Group - Low	94.29%	48.78%	0	46	0.03	31.49%	8.00%	29.67%	26.20%	0.02%	2.12%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	26.33%	23.58%	20.88%	31.10%	14.46%	70.00%	62.084	636.00	61.67%		
Family Group 2 (Small Urban)																														
0182	East Ayrshire Council	86.27%	95.94%	51	94	0.09	46.62%	46.62%	No data	37.60%	4.94%	0.00%	0.00%	3.41%	0.00%	0.00%	1.99%	0.01%	0.00%	0.00%	23.00%	22.58%	38.60%	42.10%	No data	No data	67.17%	69.00	69.04%	
0164	East Lothian Council	No data	100.00%	0	No data	No data	38.00%	38.00%	No data	22.20%	3.87%	No data	No data	No data	No data	No data	No data	No data	No data	No data	28.10%	21.48%	25.76%	36.97%	No data	No data	65.40%	607.00	64.67%	
0134	East Lothian Council	No data	No data	292	372	0.15	58.35%	84.75%	No data	23.29%	1.89%	0.02%	0.00%	-0.17%	0.37%	0.02%	0.49%	0.00%	0.00%	0.00%	22.51%	22.58%	22.58%	25.96%	No data	No data	65.70%	623.00	65.22%	
0137	East Lothian Council	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data
0154	East Lothian Council	98.07%	98.94%	363	180	0.15	45.70%	45.70%	No data	37.50%	5.48%	2.71%	0.00%	1.60%	0.00%	0.21%	1.87%	0.00%	0.05%	0.00%	18.76%	38.33%	46.95%	23.98%	No data	No data	65.10%	65.00	64.94%	
0142	East Lothian Council	88.24%	94.50%	17	41	0.03	42.88%	42.88%	No data	40.60%	2.00%	0.00%	0.00%	0.65%	0.00%	1.53%	0.00%	0.16%	0.00%	0.00%	14.14%	36.33%	42.20%	42.25%	No data	No data	64.34%	67.00	65.49%	
0128	East Lothian Council	94.00%	98.94%	409	237	0.10	49.02%	49.02%	No data	30.50%	3.06%	0.81%	0.25%	0.32%	0.04%	0.00%	1.27%	0.00%	0.49%	0.00%	33.20%	25.18%	37.70%	30.30%	No data	No data	67.96%	616.00	67.96%	
0140	East Lothian Council	29.41%	90.10%	340	164	0.16	43.75%	43.75%	68.75%	41.20%	4.11%	1.84%	0.00%	0.00%	1.16%	0.00%	0.21%	0.34%	0.00%	0.00%	31.95%	40.11%	40.40%	46.94%	21.60%	67.50%	No data	No data	No data	
0138	East Lothian Council	No data	99.44%	255	119	0.11	49.25%	49.25%	No data	27.20%	2.11%	0.89%	0.00%	0.06%	0.00%	0.20%	0.10%	0.00%	0.84%	0.00%	20.20%	29.50%	39.50%	26.98%	No data	No data	67.00%	621.00	65.11%	
	Family Group Average	79.20%	93.84%	205	170	0.11	46.71%	50.00%	68.75%	35.00%	3.42%	0.89%	0.04%	0.99%	0.28%	0.00%	0.20%	0.59%	0.02%	0.67%	28.00%	32.00%	38.10%	36.05%	21.80%	67.50%	60.25%	624.00	65.42%	
	Family Group - High	98.89%	100.00%	262	372	0.16	58.25%	84.75%	68.75%	41.20%	5.48%	0.89%	0.25%	3.44%	1.18%	0.00%	1.53%	1.67%	0.67%	0.00%	38.78%	40.11%	46.95%	46.80%	21.80%	67.50%	67.96%	689.00	67.89%	
	Family Group - Low	29.41%	69.44%	0	41	0.03	38.00%	38.00%	68.75%	27.20%	1.88%	0.00%	0.00%	0.00%	0.00%	0.00%	0.21%	0.00%	0.00%	20.20%	23.58%	25.76%	26.50%	21.80%	67.50%	64.34%	65.00	63.66%		
Family Group 4 (Urban)																														
0187	East Lothian Council	100.00%	100.00%	9	No data	No data	57.91%	57.91%	71.43%	25.70%	2.22%	1.48%	0.00%	0.00%	0.00%	0.49%	1.16%	0.11%	0.84%	0.00%	26.00%	18.48%	17.59%	42.98%	17.28%	71.91%	63.40%	No data	67.65%	
0134	East Lothian Council	100.00%	59.23%	3	160	0.31	82.16%	82.16%	No data	33.21%	No data	0.00%	0.00%	0.00%	0.21%	0.00%	0.90%	1.14%	0.00%	0.02%	0.00%	28.21%	28.21%	29.10%	34.96%	No data	No data	65.73%	65.73%	
0137	East Lothian Council	61.02%	79.23%	59	73	0.15	55.80%	55.80%	66.67%	25.50%	2.85%	0.00%	0.00%	1.00%	0.00%	0.94%	0.38%	2.29%	0.05%	0.00%	15.00%	26.39%	33.00%	30.90%	20.00%	80.00%	612.00%	614.00	66.30%	
0171	East Lothian Council	100.00%	100.00%	5	119	0.12	32.84%	14.16%	46.29%	38.58%	3.32%	1.51%	0.01%	0.00%	0.00%	0.45%	0.33%	0.04%	0.00%	0.00%	28.70%	31.79%	34.23%	39.15%	13.53%	79.32%	64.83%	619.00	65.28%	
0168	East Lothian Council	100.00%	97.39%	43	30	0.03	51.91%	22.95%	51.19%	37.30%	0.81%	3.47%	0.00%	1.51%	0.00%	0.00%	3.44%	2.43%	0.00%	1.92%	0.01%	26.00%	30.78%	43.94%	37.91%	0.00%	88.31%	611.67%	614.00	68.00%

9 Key Performance Indicators used in SCOTS Report and APSE PI Standings Reports

Only regarding roads locally, % of respondents satisfied with pavements / footpaths

Only regarding roads locally, % of respondents dissatisfied with pavements / footpaths

Only regarding roads locally, % of respondents satisfied with the condition of roads

Only regarding roads locally, % of respondents dissatisfied with the condition of roads

Taking everything into account, % of respondents satisfied overall with the service provided

Taking everything into account, % of respondents dissatisfied overall with the service provided

% of respondents satisfied with the way the Council undertakes gritting (salting) and snow clearance of road carriageways

% of respondents satisfied with the Council's time taken to complete roadworks (respondents "Always" or "Usually" aware of responsible organisation only)

Only regarding roads locally, % of respondents satisfied with the street lighting



Performance Networks awards



Inclusion of 2 KPI's in Performance Awards analysis with effect from 2021/22

- ❖ PI 44 - Only regarding roads locally, % of respondents satisfied with the street lighting
- ❖ PI 208a - Taking everything into account, % of respondents satisfied overall with the service provided

Performance Networks 2020/21 onwards ...

Joint SCOTS / APSE working group to review 2020/21 data collection and reporting on Monday 22 March

Corresponding NHT Survey results (the NHT results will be referenced) to be added to template / or corresponding self created authority surveys

SCOTS will promote participation in the structured APSE Survey for 2021/22

APSE will roll-out of the survey to England and Wales from April 2021

... discussion points for working group

Integration of comparable NHT results for SCOTS / APSE reports

Any suggested amendments to the existing questions / format / structure for the working group to discuss

Multiple responses within one year from same IP address

Individual Council 'tailoring' of the survey

APSE / SCOTS assistance with publicising the survey nationally and locally

Final thoughts

People only complete “Satisfaction Surveys” to complain?

People don’t want to compliment a service?

People don’t seem to be aware of the improvements that we have achieved?

People aren’t aware of the changes that we have made?

People don’t appreciate how long it takes to implement change – or how much it involves internally sometimes?

Well – do you tell them that you have listened and what you are doing and what you have done?

Contact details

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