

APSE / SCOTS roads satisfaction survey

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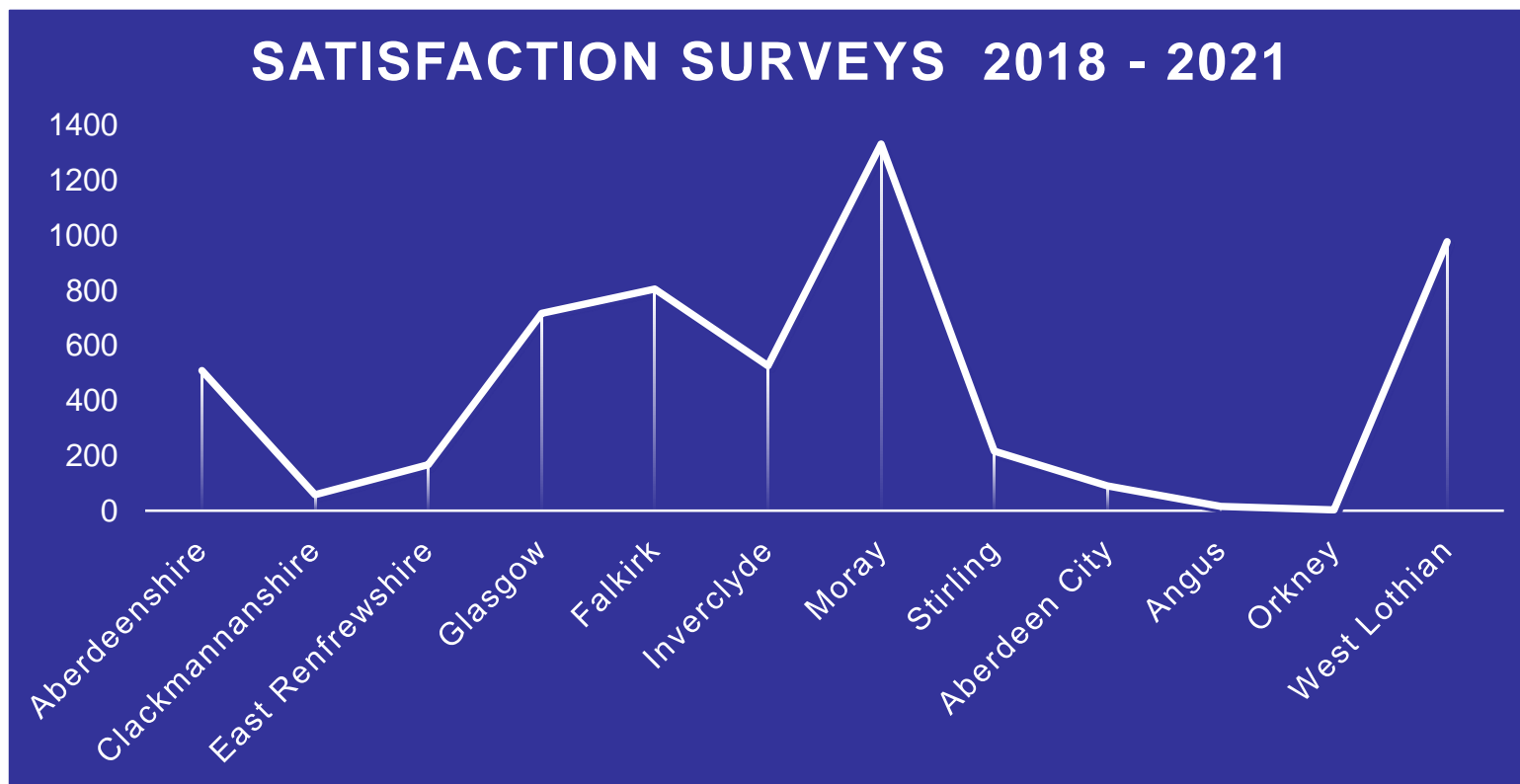
**Society of Chief Officers of
Transportation in Scotland**



APSE / SCOTS roads survey

- Pilot in 2018/19 (3 authorities)
- Rolled out in 2019/20 (8 authorities)
- End of 2020/21 - 10 authorities had collected Customer Satisfaction data
- As at November 2021 - 12 authorities have active CSS links published and are collecting results
- 5,400 responses received to date

Uptake between 2018 and 2021



APSE / SCOTS roads survey

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

APSE / SCOTS roads survey

- '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

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/east-Renfrewshire-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-B3TFQLRQ7/>

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 11 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 11 KPI's in annual SCOTS Road Asset Management report
- ❖ Inclusion of 11 KPI's in annual SCOTS RAMP 5 Year comparison report
- ❖ Inclusion of CSS KPI's in SCOTS Executive return

Roads, highways and winter maintenance

2019-20, Issue 1

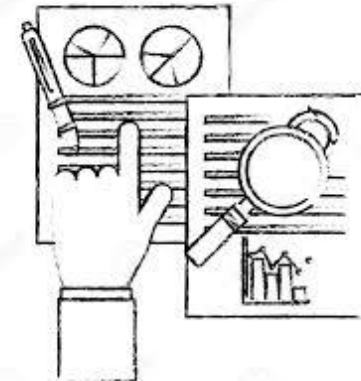
Performance indicator graphical report



Individual, annual “Authority CSS Report”

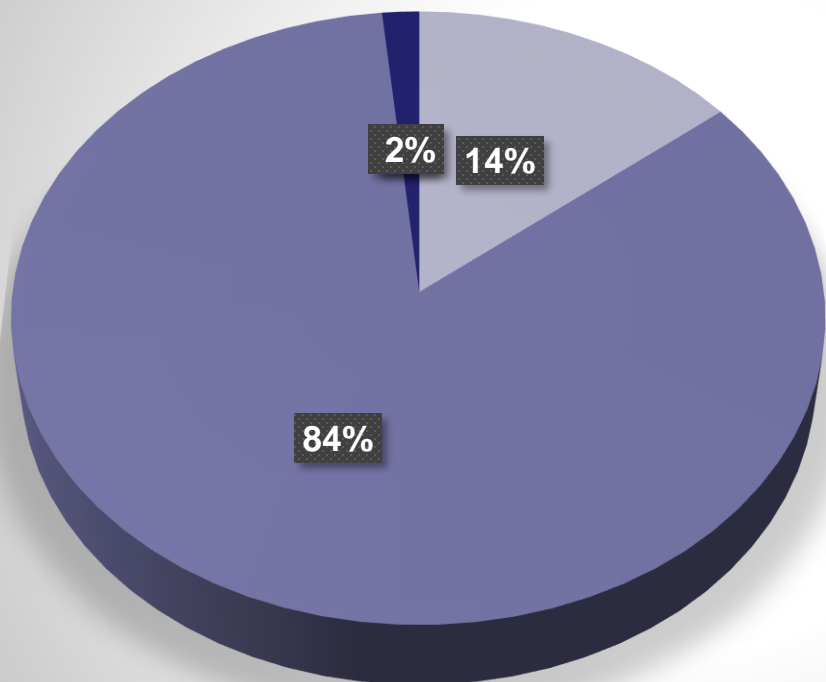
Statistical & graphical analysis of your own Council’s results for the financial year

CSS Annual Report



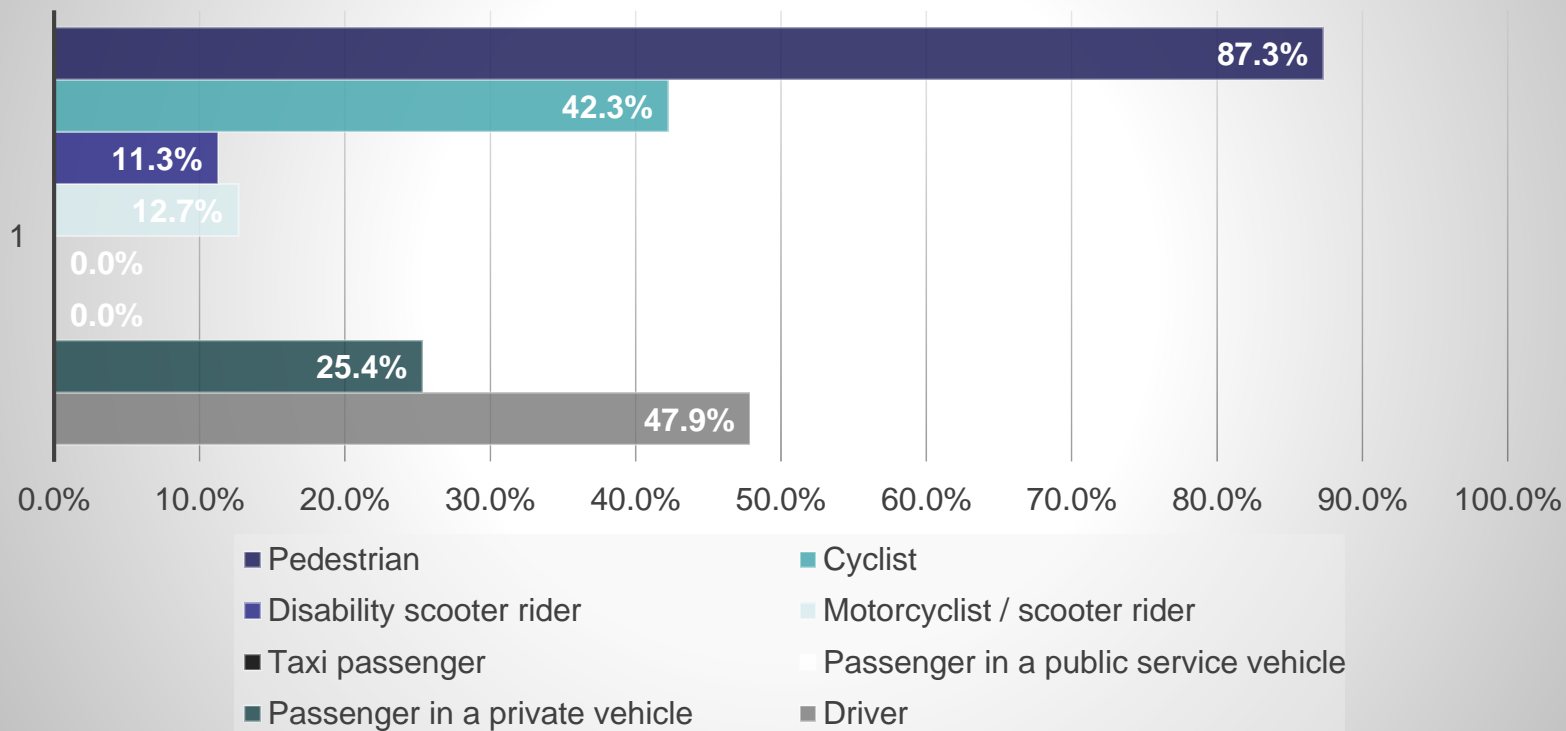
Individual, annual “Authority CSS Report”

Respondents who :

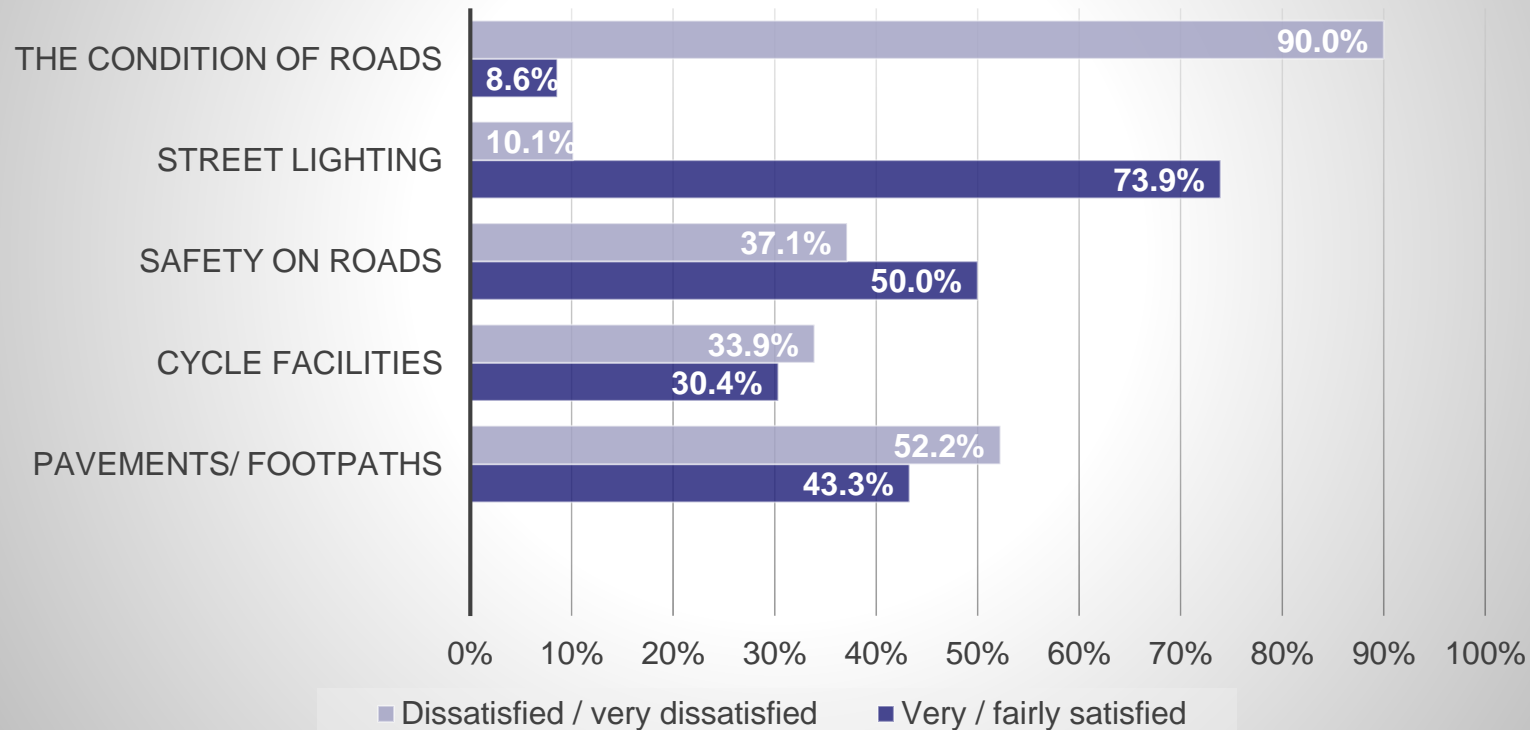


- Both live and work within the authority area
- Live within the authority area but not work
- Only work within the authority area
- Neither live nor work within the authority area

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



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



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

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

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

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

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

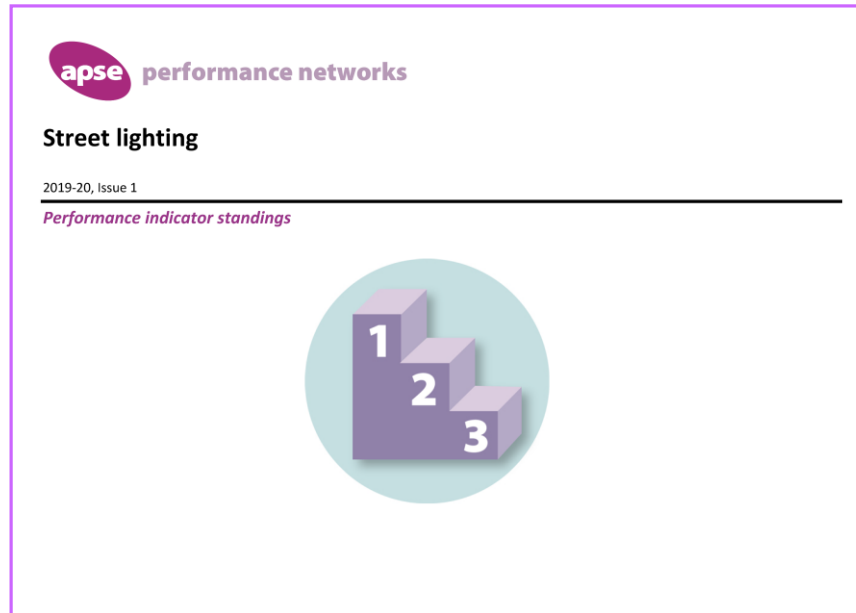
% of respondents satisfied with the way the Council undertakes gritting (salting) and snow clearance of road carriageways

% 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 2020/21

- ❖ 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 2021/22 onwards ...

Ongoing consultation, from 2022/23 corresponding NHT Survey results will be referenced and added to template.

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

Contact details

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