

Roads, Highways and Street Lighting customer satisfaction survey

Local authority roads and transport within XYZ Council

Please tick the most appropriate response to each applicable question within the survey. (You may choose to leave some questions blank).

Please note, the questions in this survey relate to local public, council adopted roads only but excluding trunk roads and motorways (if applicable).

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

	Don't know / Not applicable	Very important	Fairly important	Not very important	Not at all important
Good pavements / footpaths					
Good cycle facilities					
Safe roads					
Good street lighting					
Roads being in good condition					

Now thinking about roads locally, how satisfied or dissatisfied are you with these services?

	Don't know / Not applicable	Very satisfied	Fairly satisfied	Neither	Dissatisfied	Very dissatisfied
Pavements / footpaths						
Cycle facilities						
Safety on roads						
Street lighting						
The condition of roads						
And taking everything into account, how satisfied or dissatisfied are you overall with the service provided?						

How satisfied are you?

Please note, the following questions relate to local public, council adopted roads only but excluding trunk roads and motorways (if applicable).

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

	Don't know / Not applicable	Very satisfied	Fairly satisfied	Neither	Dissatisfied	Very dissatisfied
Undertakes gritting (salting) and snow clearance of road carriageways						
Undertakes gritting (salting) and snow clearance of footways / pavements						
Provides information to residents on gritting (salting) and snow clearance of road carriageways						
Provides information to residents on gritting (salting) and snow clearance of footways / pavements						



Ease of travel

Roadworks on local public, council adopted roads excluding trunk roads and motorways, are not always road maintenance schemes undertaken by the local council. Roadworks may be the responsibility of public utilities / communications companies or other bodies such as public transport organisations and property / housing developers.

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

How aware do you feel you are of the organisation that is responsible for any roadworks that you have encountered in the last 12 months?

I am always aware

I am usually aware

I am not usually aware

Please note, the following questions relate to local public, council adopted roads only but excluding trunk roads and motorways (if applicable).

How satisfied or dissatisfied are you with the following aspects of roadwork management irrespective of who is responsible for the roadwork scheme.

	Don't know / Not applicable	Very satisfied	Fairly satisfied	Neither	Dissatisfied	Very dissatisfied
Notice of roadworks before they happen						
Time taken to complete roadworks						
Signposting of road diversions						

If there were any particular roadworks schemes which you wish to comment on in relation to the above answers, please comment below.

Please note, the following questions relate to local public, council adopted roads only but excluding trunk roads and motorways (if applicable).

Thinking now about roadworks known by you to have been undertaken by the local council ONLY how often do you estimate you have encountered different roadwork schemes on your journeys in the last 12 months?

Not at all

Rarely

- Occasionally
- Often



How satisfied or dissatisfied are you with the following aspects of the Council's roadwork management?

	Don't know / Not applicable	Very satisfied	Fairly satisfied	Neither	Dissatisfied	Very dissatisfied
Notice of roadworks before they happen						
Time taken to complete roadworks						
Signposting of road diversions						

How satisfied or dissatisfied are you with the following aspects of roadwork management (on all roads including trunk roads / motorways) by public utilities / communications companies or other bodies such as public transport organisations and property / housing developers.

	Don't know / Not applicable	Very satisfied	Fairly satisfied	Neither	Dissatisfied	Very dissatisfied
Notice of roadworks before they happen						
Time taken to complete roadworks						
Signposting of road diversions						

If there were any particular roadworks schemes which you wish to comment on in relation to the above answers, please comment below.

About you

Are you a resident of the XYZ council area?

- 🗌 Yes
- No

Do you work within the XYZ council area?

- Yes
- No

When travelling within the XYZ Council area do you travel as (check all that apply):

- Driver
- Passenger in a private vehicle
- Passenger in a public vehicle
- Taxi passenger
- Motorcyclist / scooter
- Disability scooter
- ____ Cyclist
- Pedestrian



Which of these apply to you?

I have a long-term illness, disability, or infirmity which limits my daily activities

I am a Blue Badge Holder

Neither of these

Prefer not to say