

2008 Member Stakeholder Survey

Introduction

Buckinghamshire County Council has a requirement to consult with stakeholder organisations about a range of issues concerning important aspects of transportation.

The main objectives are to find out:

- Their satisfaction with the Transportation Service;
- Their awareness of a number of key services;
- Common methods of communication and satisfaction with these;
- Levels of satisfaction and reasons for dissatisfaction for a wide range of issues, including maintenance, safety, strategic transport, accessibility and congestion;
- Attitudes to limiting the negative impacts of transport; and
- Priorities for the Transportation Service.

The information obtained, combined with information from three Symposia events will be an important part of the evidence base that feeds into the LTP Progress Report 2008. This will be submitted to DfT and GOSE by the end of the year.

This report briefly summarises the results from the MSS survey, which it is hoped will help open up a number of key issues to be explored and investigated further using the other sources of information available.

Methodology

A telephone survey was conducted in February 2008. Those targeted included all County Councillors, all District Councillors, all parish councils and members of other interest groups. A database of 396 contacts was provided to the market research company and 198 telephone interviews were conducted, providing a conversion rate of 50%. Table 1 displays a breakdown of respondent details.

District Councillors	42%
Parish Councillors/Clerks	25%
County Councillors	13%
Voluntary Sector	7%
Local Government Officers	5%
Business People	5%

Aylesbury Vale	40%
Wycombe	23%
Chiltern	17%
South Bucks	16%

The majority of responses were from district councillors, making up 42% of the total respondents. By area, Aylesbury Vale had the highest number of respondents, with 40% of the total.

The use of a telephone survey has improved the response rate and reduced the sources of bias from previous member stakeholder surveys.

Net values have been calculated for a number of questions where a positive score indicates the respondents to be relatively satisfied whilst a negative score reflects the respondents are relatively dissatisfied.

Summary of Results

Transport Related Behaviour

Members and stakeholders were asked to state to what extent they personally practice sustainable modes of transport. Walking or cycling for short trips rather than using the car was the mode practiced most often, in all of the four districts. An average of 60% stated they practice these at least a fair amount. Using the car less, was also practiced a fair amount. Biofuels were not used by 82% of respondents and over half stated they did not regularly use public transport.

Customer Service

Levels of satisfaction varied considerably for standards of customer service. County Councillors were generally more satisfied than other groups. There was little difference by district.

The majority of respondents (90%) were aware of Highways on Call. Of those that were unaware, most were district councillors. South Bucks and Chiltern were the districts most unaware. Approximately 20% were dissatisfied with the customer service, with the main reasons due to poor or non-existent feedback and not being satisfied with the responsiveness to complaints. The percentage of those aware has fallen slightly from 2007 (92%), although satisfaction has displayed a slight increase.

Satisfaction with Highways on Call was good, with an average net satisfaction of 30%. Wycombe was the district with the highest net satisfaction of 42%, with the lowest found in Chiltern District of 10%.

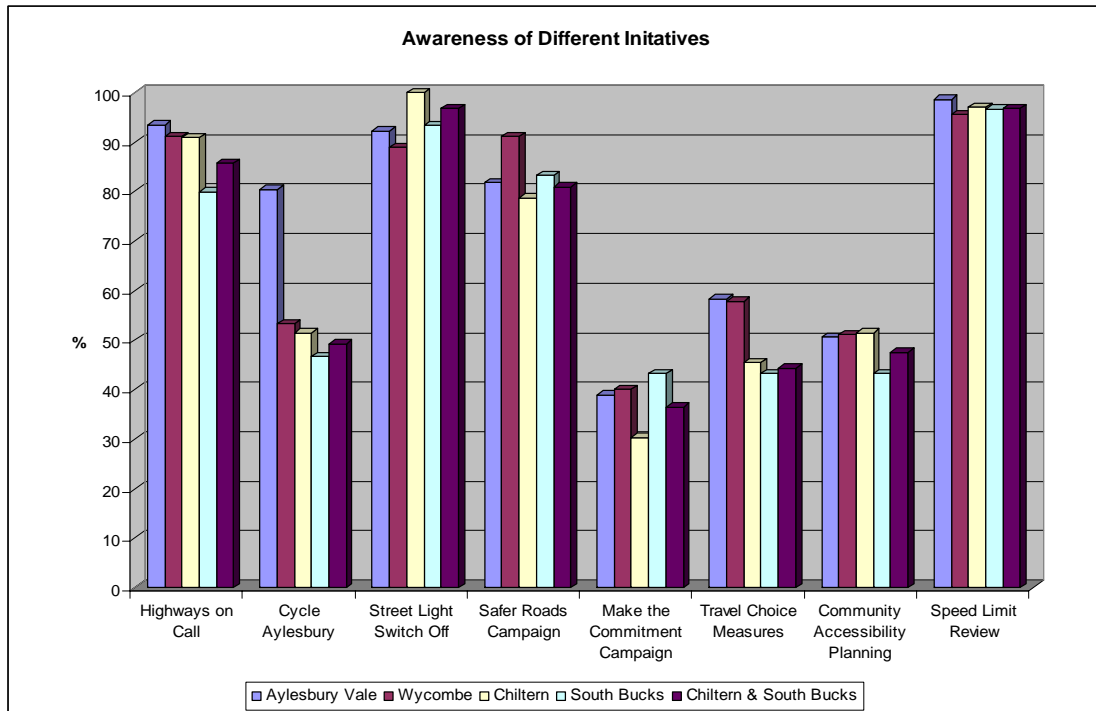
Communication

The most frequent form of communication with the Service is through Highways on Call (45% of respondents) and this is the case for all districts. The next most frequent method of communication used varies by area although on average exists through direct contact with a Local Area Technician (14%). Chiltern and South Bucks had higher numbers (16%) going 'through their Local Area Coordinator.'

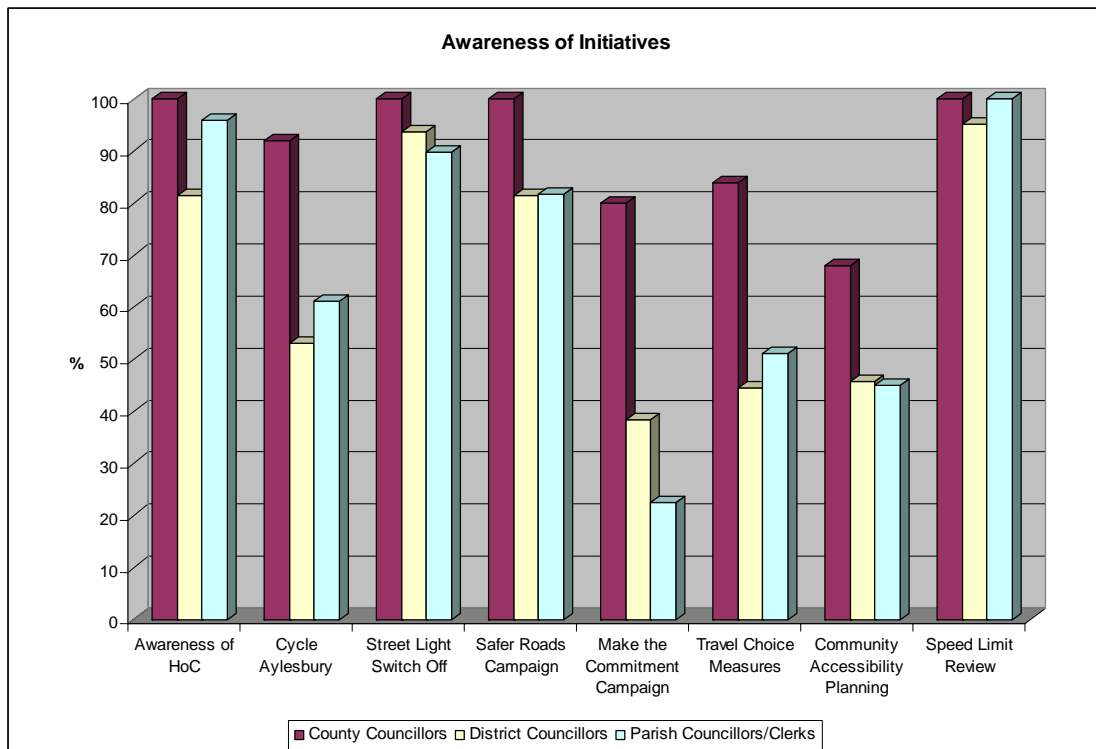
Net satisfaction of the different methods of communication is generally quite high with contact via the local area coordinator displaying a net satisfaction of 100%.

Awareness of Initiatives

A question was asked to gauge the awareness of a number of key initiatives. Certain initiatives had a high awareness, such as the street light switch off with an average of 93.4% and the speed limit review with an average of 96%. The chart below shows the awareness of the campaigns. Respondents from Aylesbury Vale were relatively aware of Cycle Aylesbury (80%), with reduced percentages outside of the district, which could be expected.



County Councillors and Local Government Officers have significantly more awareness than other groups. There was little variation overall by district but Aylesbury Vale was particularly strong for 'Cycle Aylesbury' and Chiltern & South Bucks were lower in awareness for 'Travel Choice Measures.'



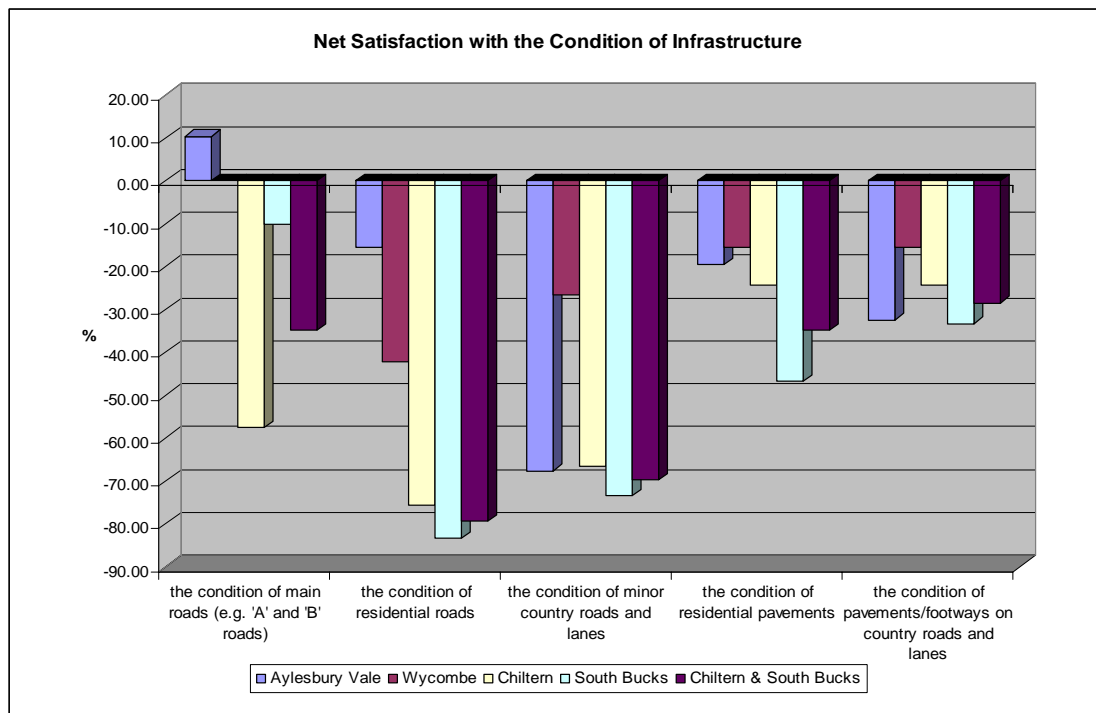
Past and Current Performance

By District

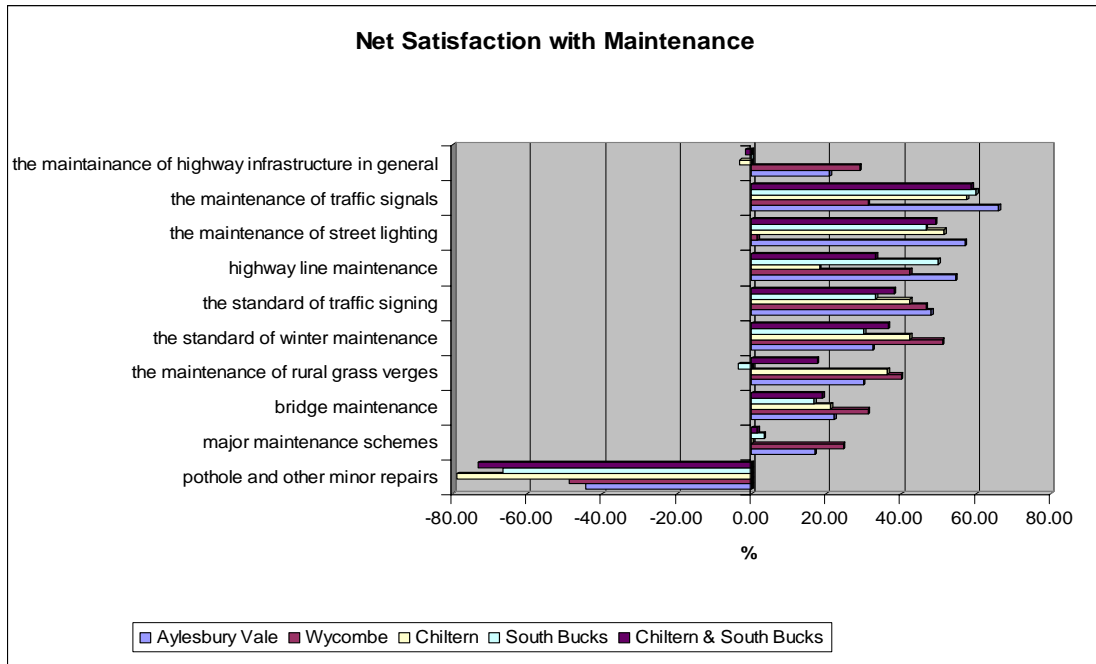
Maintenance

Stakeholders were asked for their satisfaction with the condition of roads and footways in the Buckinghamshire. They were then questioned on their satisfaction regarding the standard of maintenance and repair in the County. Following from this, reasons for dissatisfaction and possible suggestions were collected from stakeholders.

Satisfaction with the condition of the highway was poor, with lowest satisfaction on average for the condition of minor country roads and lanes. Satisfaction with the condition of residential roads in Chiltern and South Bucks was very low.



Maintenance of highway infrastructure in general is positive, with only Chiltern displaying a negative net satisfaction. Potholes and other minor repairs have low satisfaction, particularly in the Chiltern area. South Bucks has slightly low satisfaction for the maintenance of rural grass verges. Wycombe performed poorly on net satisfaction for maintenance of street lighting. Total net satisfaction, however, is high for street lighting.



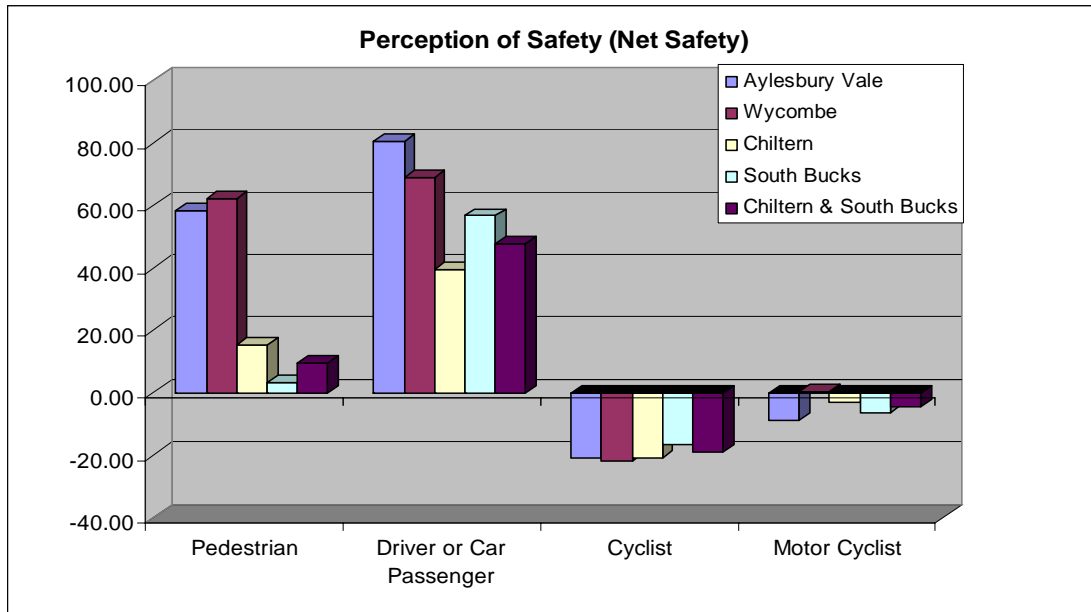
Aspects of this question can be compared to previous years to identify any improvement. Satisfaction for pothole and other minor repairs has fallen since 2005 with a very low net satisfaction in 2008. Satisfaction for major maintenance schemes and winter maintenance has increased significantly over 2007 results. The maintenance of street lighting has also seen significant improvement in satisfaction over all survey years.



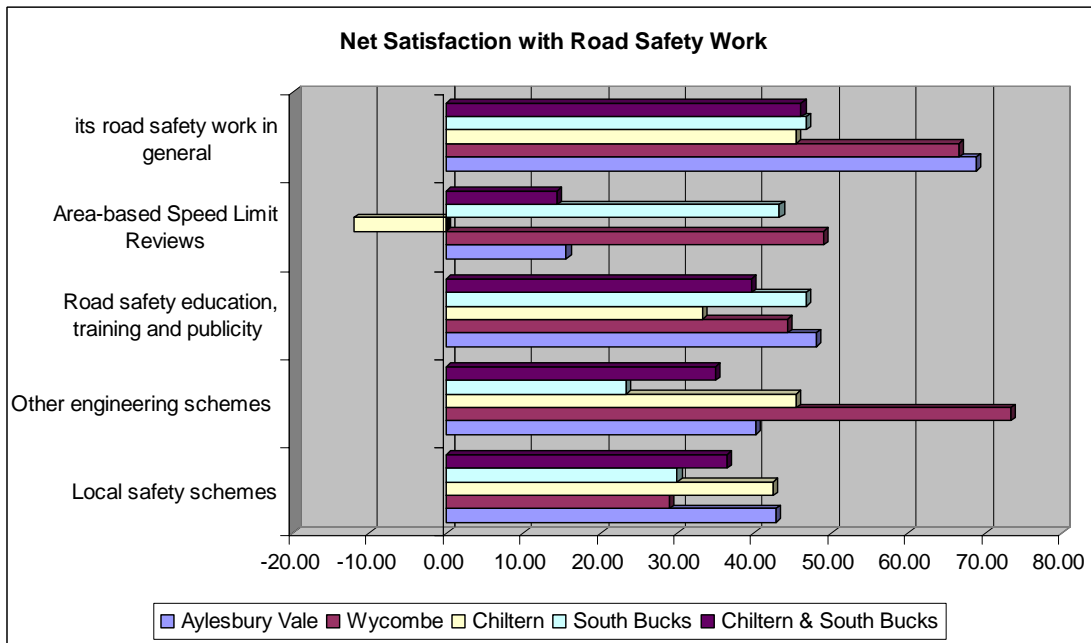
Safety

Perceptions of safety as different road users were collected. Safety as a pedestrian was generally perceived to be good, although much higher in Aylesbury Vale and Wycombe than Chiltern or South Bucks. Safety as a cyclist was much lower than

other modes and similar for each area. Motorcyclists safety was also generally low, with only Wycombe District feeling generally more safe than not.



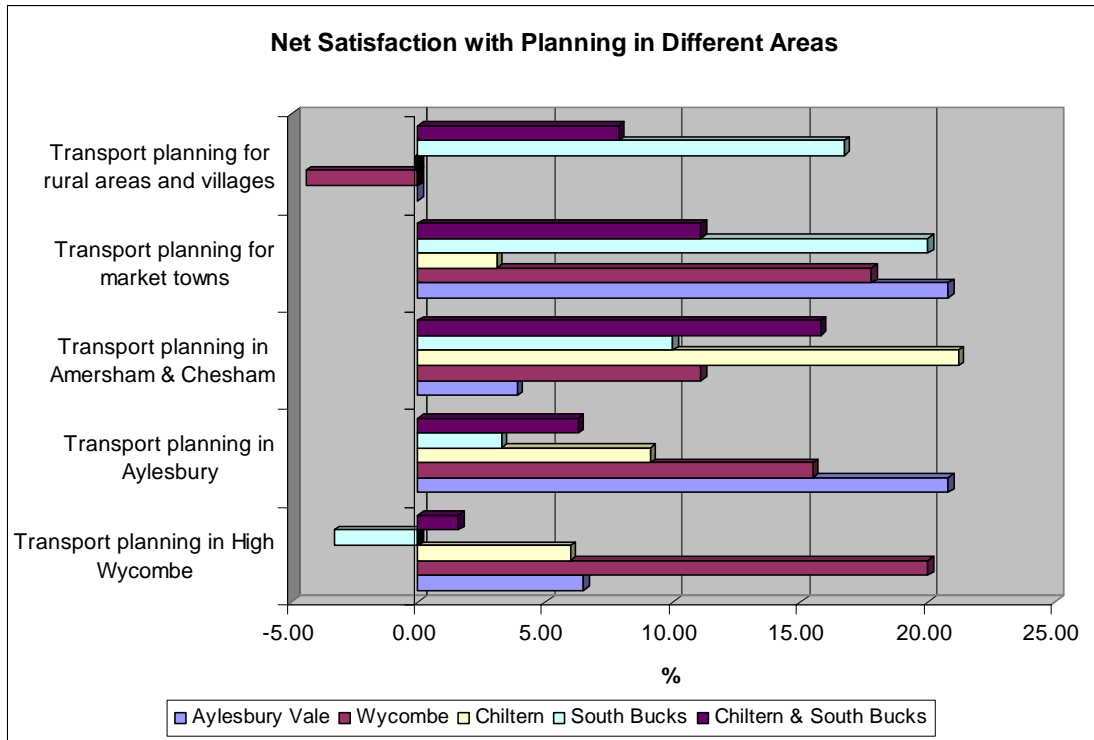
Stakeholders were also asked how satisfied they are on a range of the Council's road safety work. Overall, satisfaction was high, particularly in Aylesbury Vale and Wycombe. The speed limit reviews was the only piece of work that incurred a negative net satisfaction, which was only found in the Chiltern district. Satisfaction with other engineering schemes was particularly high in Wycombe district.



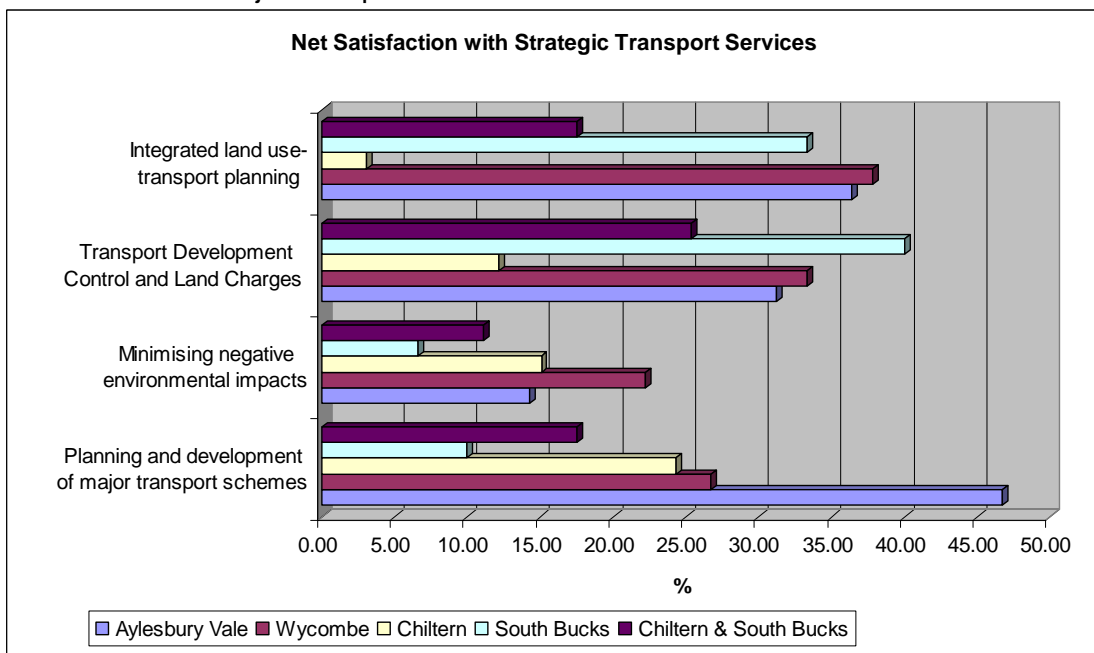
Local safety schemes have seen a significant increase in net satisfaction when compared to results from previous years. In 2007 net satisfaction was calculated at 4%, compared to 37% in 2008. Road safety education, training and publicity have seen similar net satisfaction throughout the survey years, with the highest value in 2008.

Strategic Transport Planning

Net satisfaction with strategic planning services varied between areas. Averages from all Districts were positive, although there was dissatisfaction in a few areas by district. Satisfaction with transport planning in Wycombe was high in Wycombe District, although lower elsewhere with poor satisfaction in South Bucks. Transport planning for rural areas and villages has low satisfaction in Wycombe and Chiltern Districts, although a relatively high net satisfaction in South Bucks.



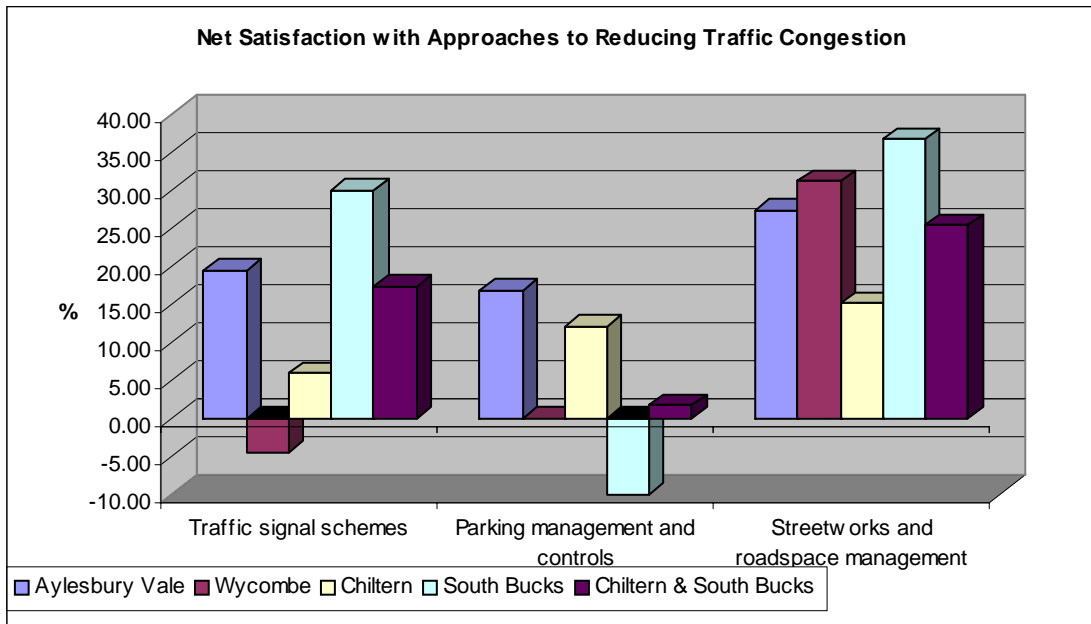
Other strategic transport planning issues have positive net satisfaction. Representatives from Chiltern District have a lower satisfaction than other districts with integrated land-use planning and transport planning. Aylesbury Vale has a high satisfaction with major transport schemes than other areas.



Congestion

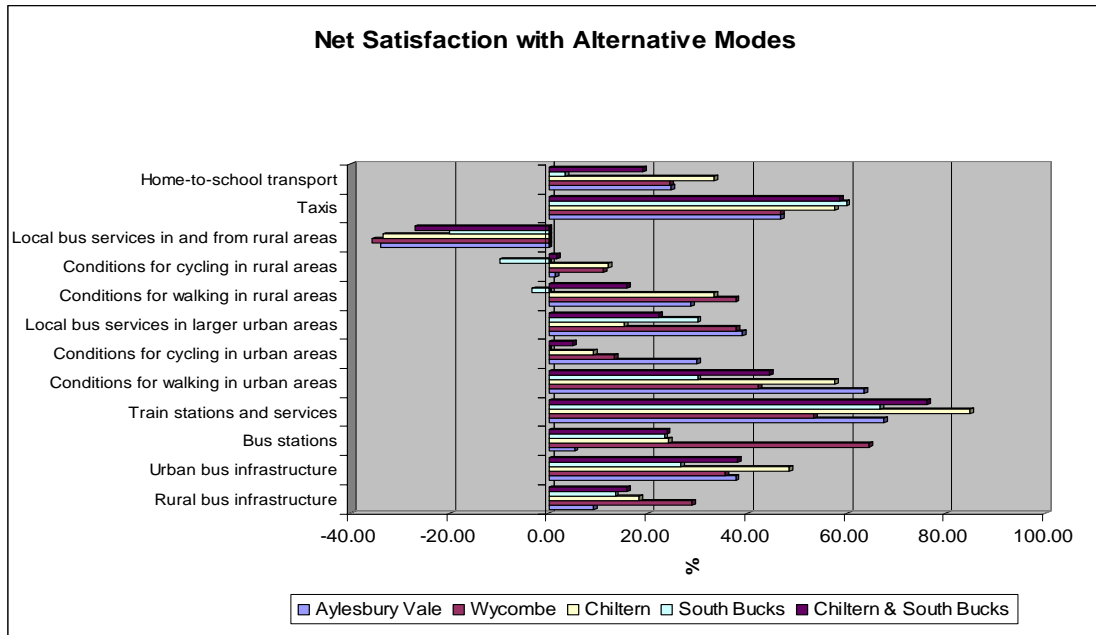
Stakeholders were asked to comment on whether they considered congestion to have improved in Buckinghamshire over the last twelve months. All areas did not consider the situation to have improved, with net agreement lowest in Wycombe.

Satisfaction with aspects of the Council's approach to reducing traffic congestion varied across areas. Wycombe had the lowest satisfaction with traffic signal schemes, with a negative net satisfaction. Parking management and controls in South Bucks were considered unsatisfactory, whereas Aylesbury Vale and Chiltern were satisfied. All areas were satisfied with street works and road space management.

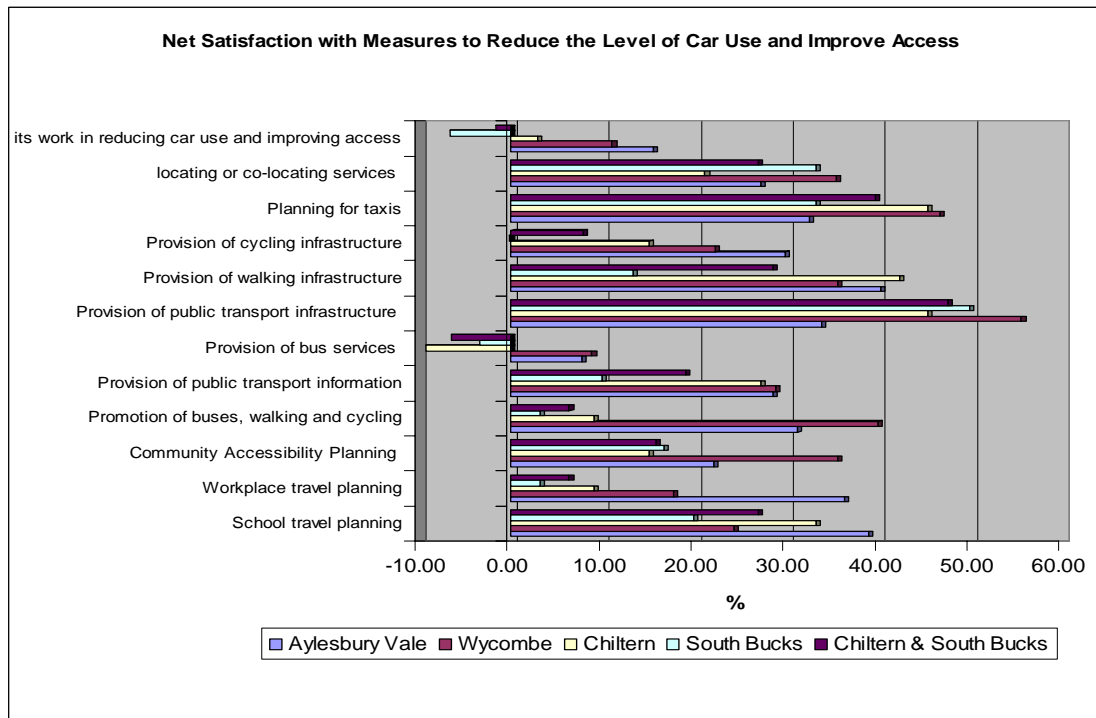


Accessibility

Satisfactions on a range of sustainable transport mode provision and conditions were established. All standards were thought to be relatively satisfactory with the exception of local bus services in and from rural areas. Conditions for walking and cycling in South Bucks were also considered to be relatively unsatisfactory. High satisfaction was given to train stations and services in the Chiltern area.



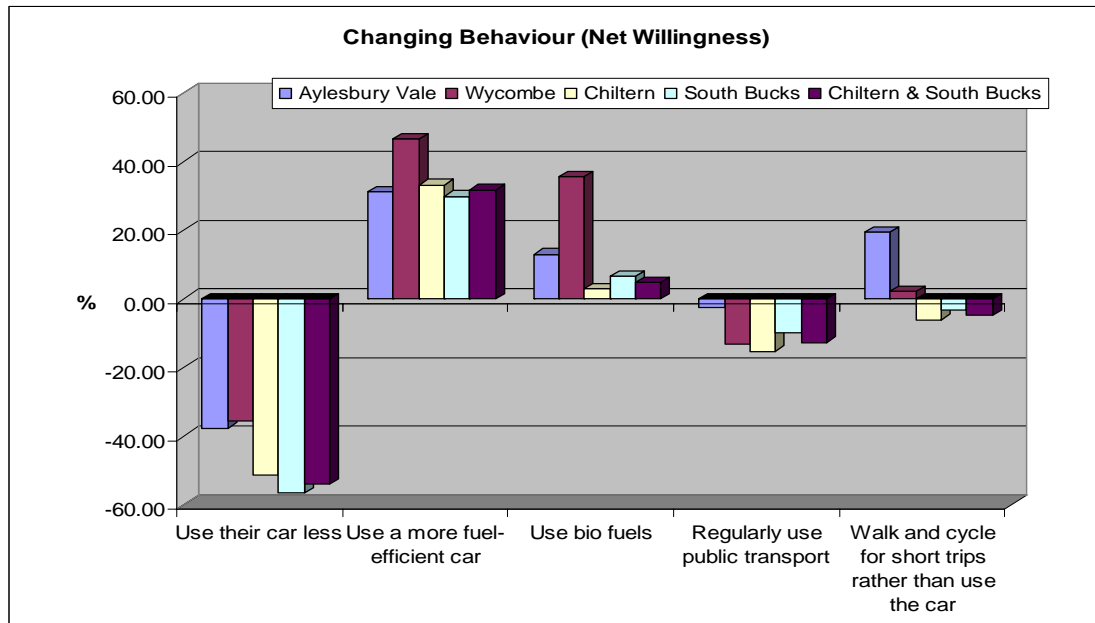
The Council's work to reduce car use and improve access is thought as relatively satisfactory across all areas, with the exception of South Bucks. Aylesbury Vale and Wycombe districts were relatively satisfied with all aspects. Dissatisfaction was calculated for provision of bus services in Chiltern and South Bucks and the provision of cycling infrastructure in South Bucks.



Environmental

All districts except South Bucks considered that the Council is doing enough to tackle the negative environmental impacts of transportation, with all agreeing that the Council should increase the amount of resources it uses. The willingness to change behaviour was explored. It was thought unlikely that people would be willing to use

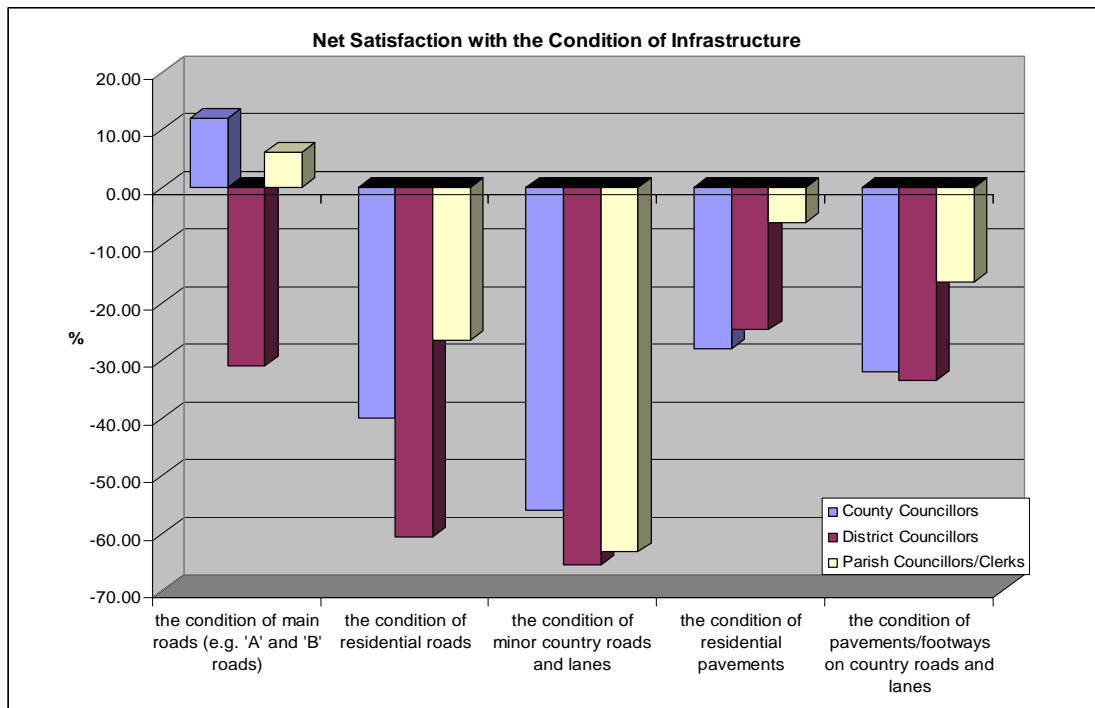
their car less and to regularly use public transport. Willingness to use a more fuel-efficient car was thought to be the most likely change of behaviour.



By Members

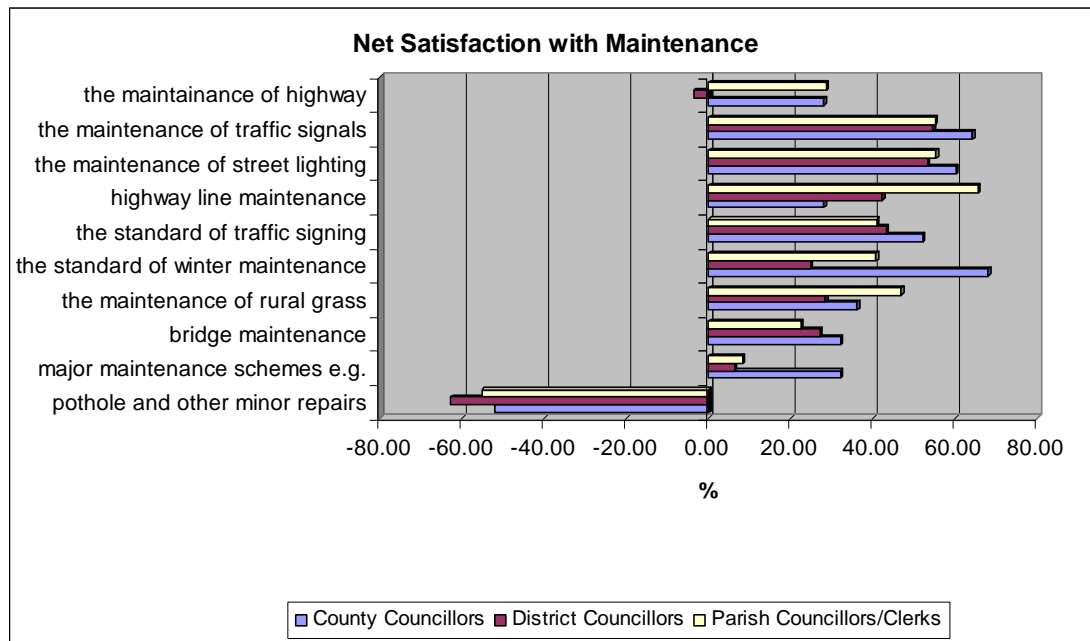
Maintenance

Net satisfaction on the condition of roads and footways in the County is generally poor. The condition of major roads performs the most favourably, with only district councillors poorly satisfied. Parish Councillors are the most satisfied with the condition of residential pavements.



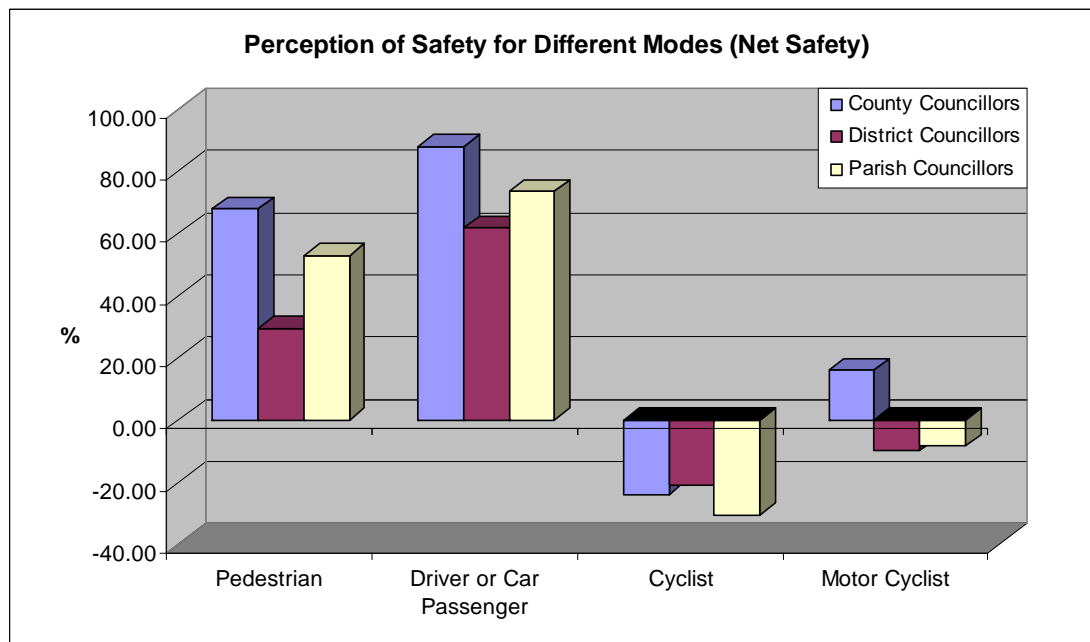
District councillors are the only group to be dissatisfied with the maintenance of highway infrastructure in general. Net satisfaction for potholes and minor repairs

remains low across all groups. There is also less satisfaction with major maintenance schemes across district and parish councillors.



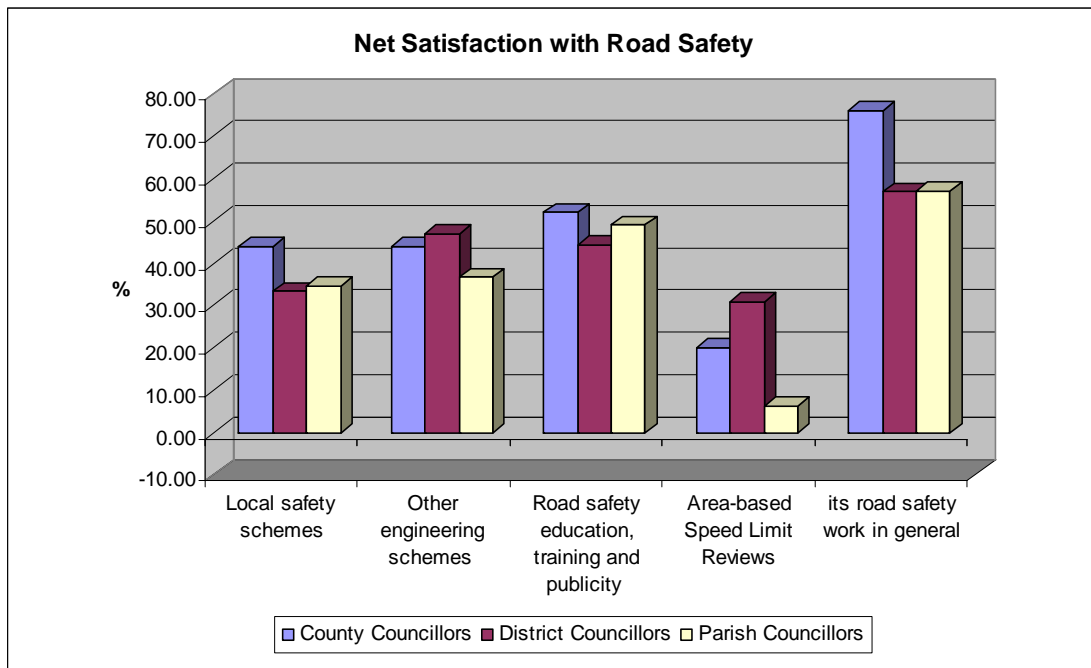
Safety

The perception of safety when using different modes was also established. Travel by foot or in a vehicle had a positive net safety value across all groups. Safety as a pedestrian had a lower value by district councillors; however this was still relatively high. Safety as a cyclist or motorcyclist was considered to be very poor. Cyclist safety was perceived to be similar amongst all groups. Motorcyclist safety was also low, apart from the county councillor's view.



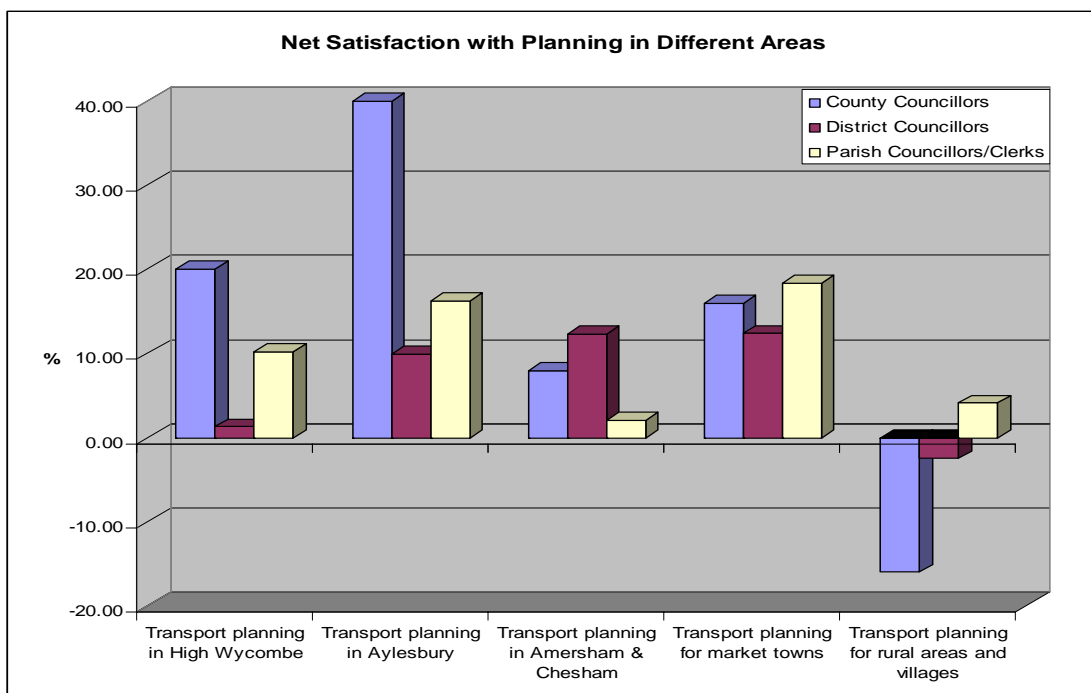
Road safety work in general had a high satisfaction amongst all groups. Net satisfactions for local safety schemes and other engineering schemes are also high.

Satisfaction for the area based speed reviews were high, although comparatively low with Parish Councillors compared to county and district councillors.

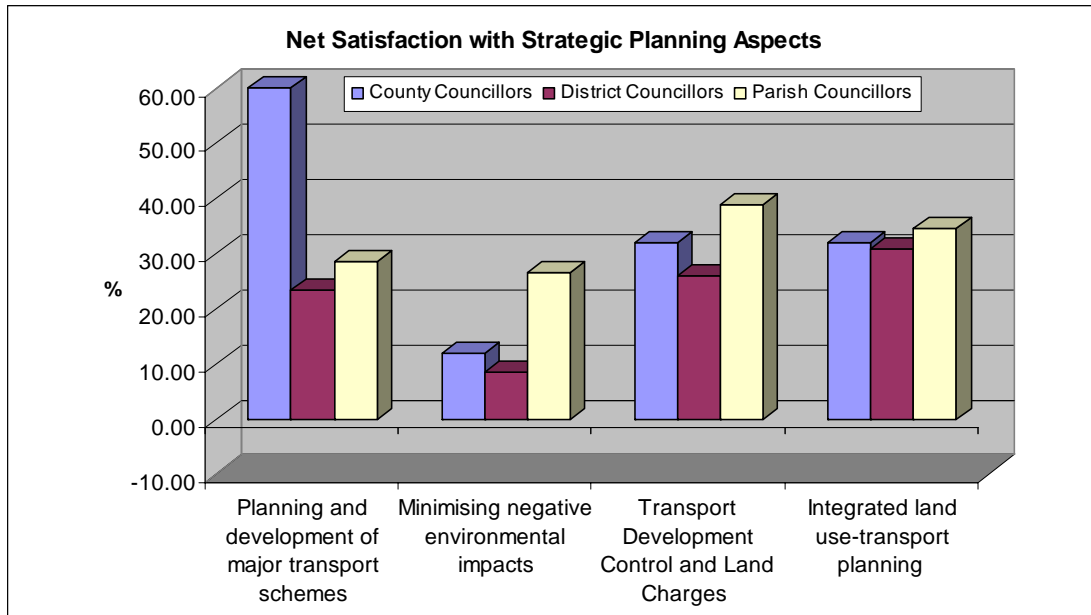


Strategic Transport Planning

Councillors were relatively satisfied with transport planning in different areas. District councillors were least satisfied with transport planning in High Wycombe. Transport planning for rural areas and villages is considered to be unsatisfactory by County and District councillors, with parish councillors relatively satisfied.



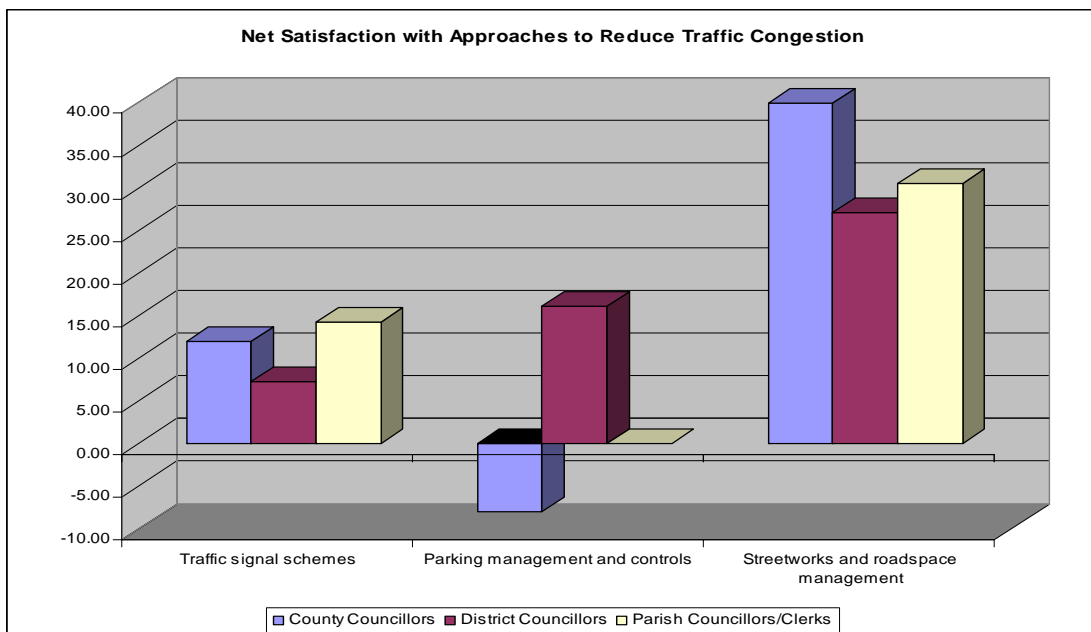
All groups are satisfied with other aspects of strategic transport planning. County Councillors have higher satisfaction with the planning and development of major transport schemes than district or parish councillors.



Congestion

All groups disagreed with the statement that congestion had improved in the last twelve months, with net agreement lowest amongst district councillors.

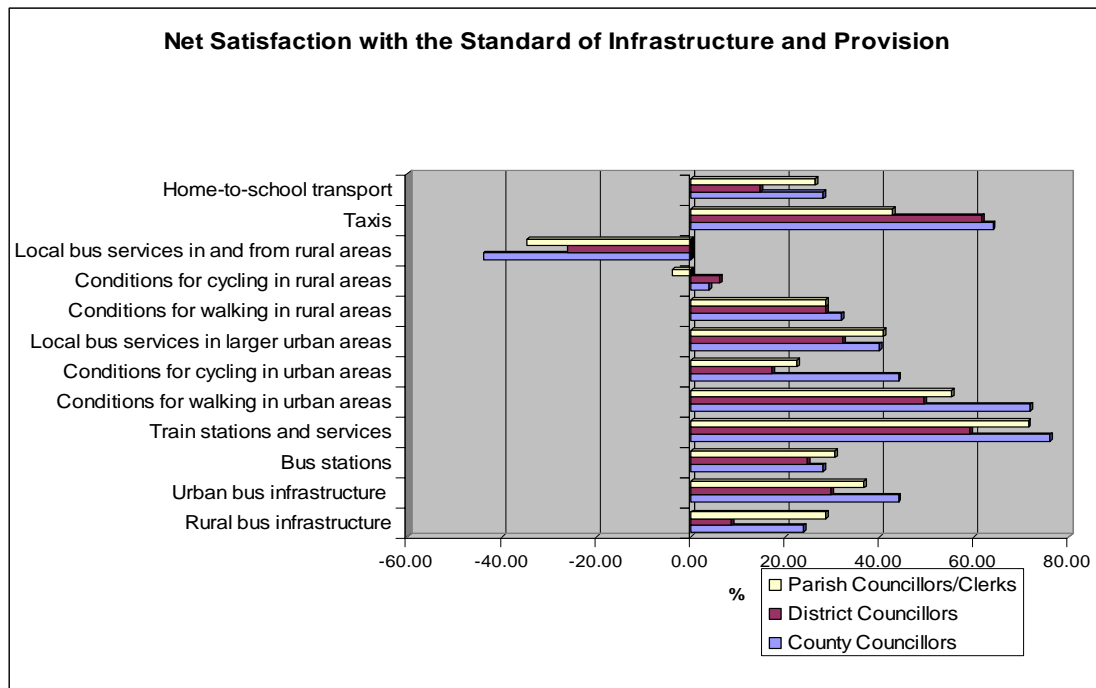
All groups were satisfied with traffic signal schemes and streetworks and roadspace management with relation to reducing traffic congestion. County Councillors were dissatisfied with the aspect of parking management and controls, whilst district councillors were relatively satisfied.



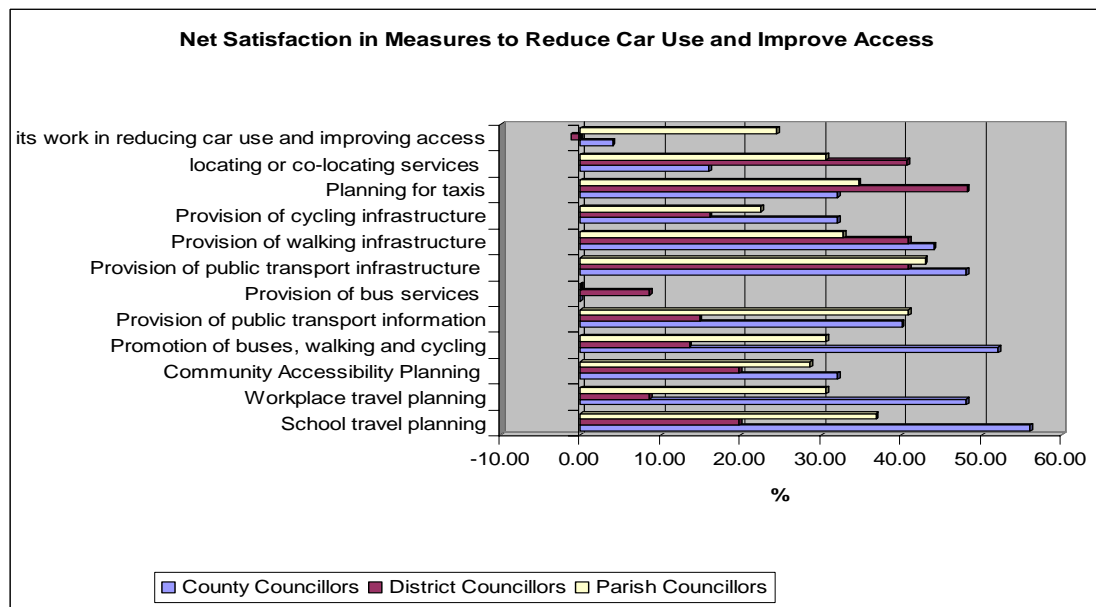
Accessibility

All groups were satisfied with the standard of most infrastructures and the condition or provision of alternative modes to the private car. Satisfaction with conditions for cycling in rural areas was poor amongst parish councillors. All groups were also

dissatisfied with local bus services in and from rural areas. In general, District councils had a lower satisfaction than county or parish councillors.



County and Parish councillors were satisfied with the Council's work in reducing car use and improving access in Buckinghamshire, whilst the district councillors were dissatisfied. Satisfaction for most aspects to reduce the level of car use is quite high. Lower levels of satisfaction were determined from the district councillors. The provision of bus services was recorded with the lowest net satisfaction levels, although these were still positive.

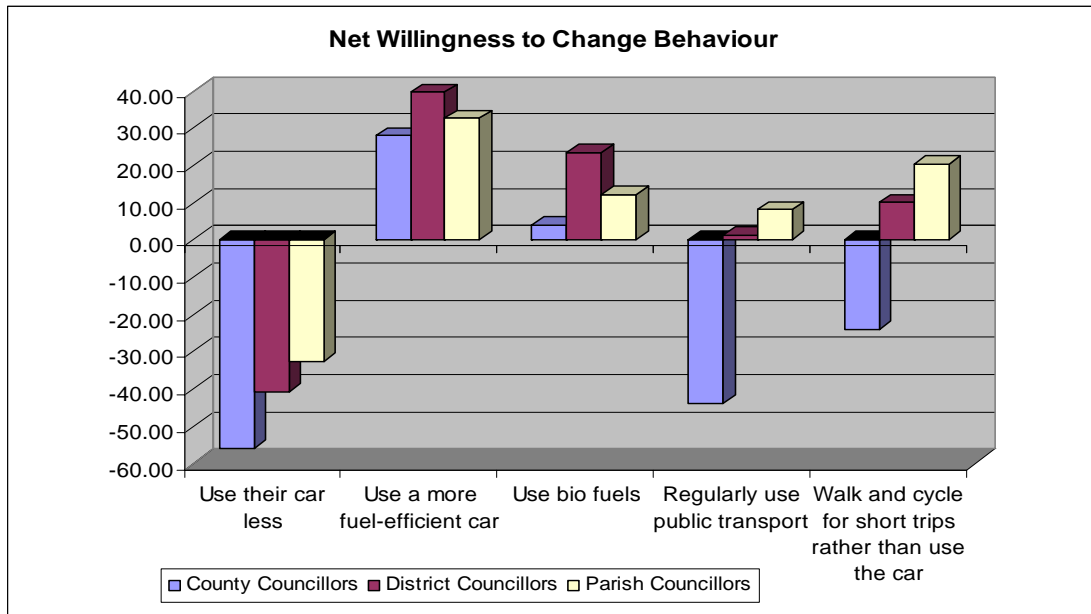


Environmental

Both county councillors and parish councillors consider the Council to be doing enough to tackle the negative environmental impacts of traffic. District councillors

disagree with this view. All groups were in agreement that the Council should increase the amount of resources it uses to reduce the impacts.

County Councillors considered people to be least willing to use their car less, to regularly use public transport and to walk and cycle for short trips. District and Parish councillors only considered people to be unwilling to use their car less.



Reasons for Dissatisfaction

The MSS also collected information on reasons for member and stakeholder dissatisfaction. The main reasons have been collated and are listed below under the relevant theme. Additional potentially interesting comments have also been recorded (shown in blue). The numbers of responses for each reason are also stated. Only those areas with a negative net satisfaction have been included in this section.

Maintenance

The condition of main roads

- Too many potholes/potholes not repaired (28)
- Poorly maintained (25)
- Uneven surfaces (13)
- Too many temporary repairs (10)
- No regular inspections (1)
- Problems with drainage (1)

The condition of residential roads

- Poorly maintained (53)
- Too many potholes/potholes not repaired quickly enough (49)
- Poorly scheduled (1)
- Full of rubbish (1)

The condition of minor country roads and lanes

- Poorly maintained (57)
- Too many potholes/potholes not repaired quickly enough (48)
- No regular inspections (7)
- Not being cleaned out regularly (1)
- Lines are painted over, or faded away (1)

The condition of residential pavements

- Uneven surfaces (25)
- Poorly maintained (25)
- Too many potholes/potholes not repaired quickly enough (14)
- No regular inspections (9)
- Roots are protruding through (3)
- More pavements needed (1)

The condition of pavements/footways on country roads and lanes

- Poorly maintained (31)
- Too many potholes/potholes not repaired quickly enough (16)
- More pavements needed (6)
- No regular inspections (5)
- Poorly scheduled (2)

Pothole and other minor repairs

- Repairs are not carried out quickly enough (48)
- Too many temporary repairs (36)
- Poor quality repairs (36)
- No regular inspections (2)
- Poorly scheduled (2)

The maintenance of rural grass verges

- Not cut frequently enough (12)
- Poorly maintained (8)
- [Poorly scheduled \(5\)](#)
- [No regular inspections \(2\)](#)

Road Safety

Area-based Speed Limit Reviews

- Takes too long to implement schemes (13)
- Too far behind schedule (12)
- Situated in the wrong places (8)
- Not enough consultation with the public (7)
- Nothing seems to get done (7)
- [No regular inspections \(1\)](#)
- [Full of rubbish \(1\)](#)

Strategic Transport Planning

Transport planning in High Wycombe

- Not enough emphasis on public transport (3)
- Lack of co-ordination (2)
- Do not deliver what is promised (2)
- [Parking system is terrible \(1\)](#)
- [It's a mess because of too many developments \(1\)](#)

Transport planning for rural areas and villages

- Appears to be no strategic plans in place (14)
- Not enough emphasis on public transport (11)
- People's opinions are not listened to (10)
- More emphasis should be placed on re-routing HGVs (9)
- [Lack of co-ordination \(1\)](#)

Congestion

Traffic signal schemes

- Too much money spent on making congestion, not solving it, causes more problems than it solves (20)
- It seems to be poorly managed/planned (9)
- [Too many traffic signals \(2\)](#)
- [Not situated in the right places \(2\)](#)

Parking management and controls

- Not well co-ordinated (14)
- Poorly managed/planned (11)
- Poorly enforced (11)
- Not enough parking provision (9)
- [Charges are too high \(4\)](#)

Accessibility

Conditions for walking in rural areas

- Unsafe (11)
- Poorly maintained (8)
- Not enough footpaths (7)
- [Lack of lighting \(4\)](#)
- [Footpaths need widening \(2\)](#)

Conditions for cycling in rural areas

- Unsafe (14)
- Not enough cycle lanes (10)
- Poorly maintained (9)
- Poor quality road surface (8)
- [Footpaths need widening \(3\)](#)
- [Lack of lighting \(2\)](#)

Local bus services in and from rural areas

- Infrequent (42)
- Too few of them (31)
- [Stop running too early \(7\)](#)
- [Times/routes keep changing \(2\)](#)

Provision of bus services

- Not enough of them (19)
- The needs of rural areas are ignored (13)
- Infrequent Service (7)
- Not enough publicity (2)
- [Difficult to access the information \(1\)](#)
- [Information is inconsistent \(1\)](#)

Provision of cycling infrastructure

- Not enough cycle lanes (13)
- Not safe to use (6)
- [Infrastructure needs reviewing \(3\)](#)
- [Infrastructure is in disrepair \(3\)](#)

Its work in reducing car use and improving access

- Does not seem to be having any effect (13)
- No evidence of the Council's work (8)
- Issues with public transport should be addressed first (7)
- [Needs reviewing](#)
- [Catchment areas need reviewing \(2\)](#)

Environment

Council is doing enough for environment

- No evidence of the Council's efforts (12)
- Lack of promotion for public transport (7)
- [Better public transport is needed \(4\)](#)

The Transportation Service

The Service is good value for money

- Money isn't spent in the right areas (13)
- Haven't seen any evidence that the Service is good value for money (12)
- There isn't enough funding/resources (9)
- [Information comes through when it is too late to act \(1\)](#)

Future Directions and Satisfaction with the Service

Policies

Suggested national or local policies connected to monetary increases, such as tax on petrol, charging to travel within towns and parking charges were not supported by Stakeholders. Support was established for initiatives such as improving bus and rail services, cycle infrastructure and encouraging car sharing.

Priorities

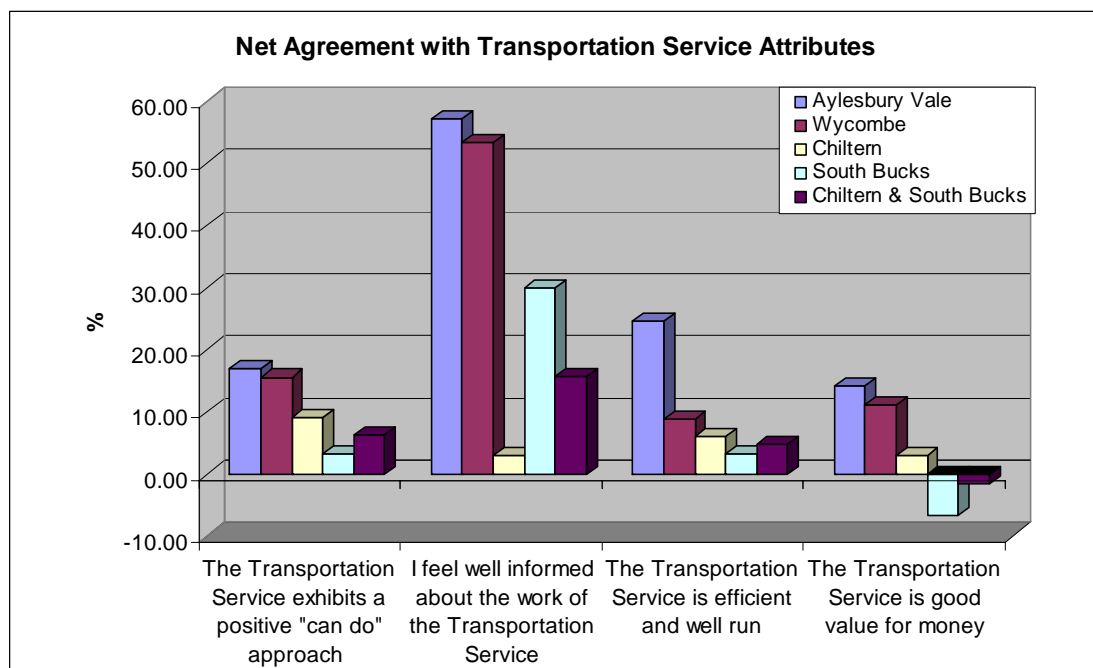
Priorities were assigned to the objectives in the Second Local Transport Plan for Buckinghamshire. Top priority was clearly considered to be the maintenance of roads and pavements and this pattern was mirrored in all areas. Overall, second priority was assigned to road safety, however Chiltern and South Bucks consider tackling congestion to be the second priority.

All groups also considered maintenance to be the top priority. There was less agreement with the second priority, with county councillors stating accessibility, district councillors stating tackling congestion and parish councillors favouring road safety.

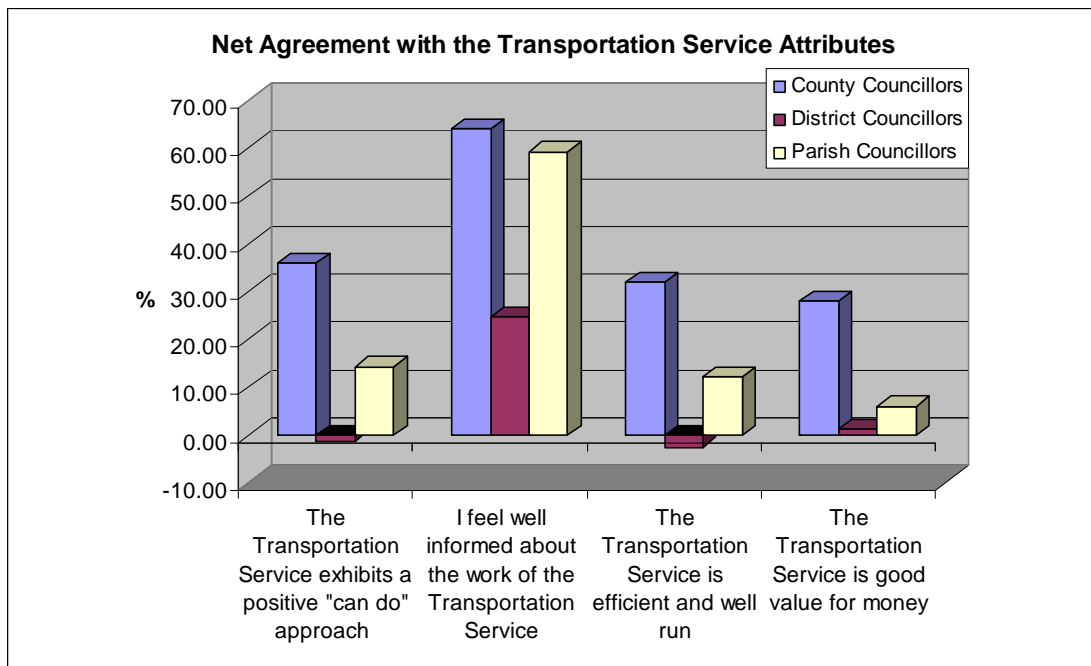
Transportation Service

There appears to be satisfaction with the Transportation service as a whole, with agreement of a positive “can do” approach, good communication of the work and an efficient and well run Service. Chiltern district felt less informed than other districts about the work of the Service. South Bucks did not agree that the Service was good value for money.

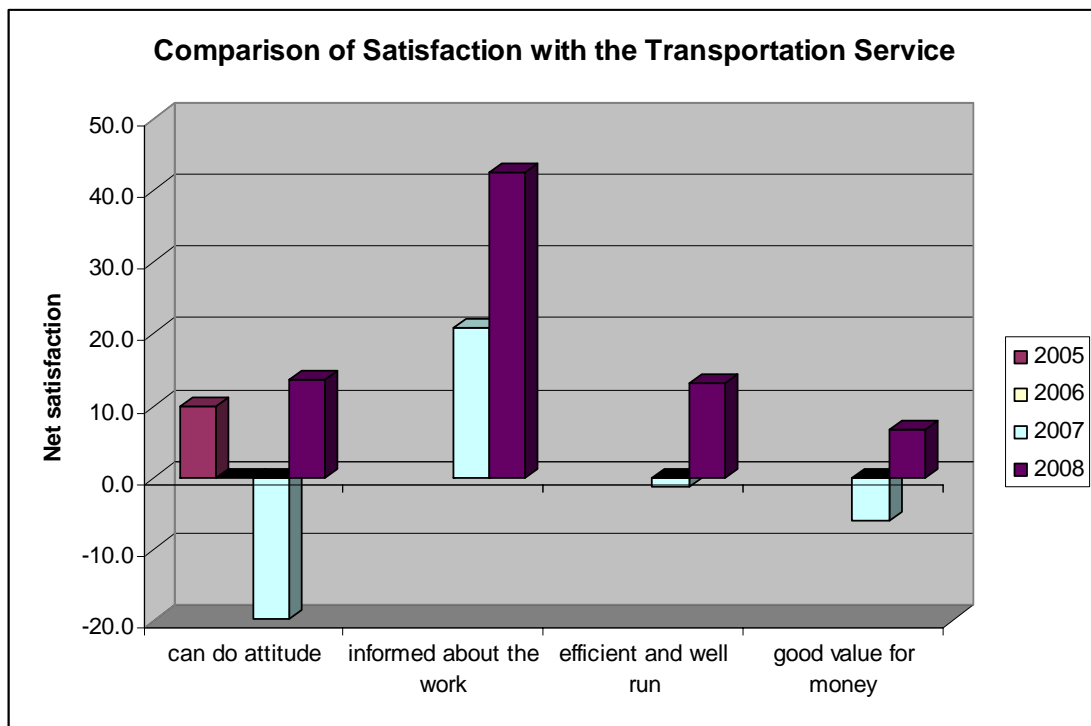
With the exception of Chiltern district, areas were relatively satisfied with the promptness of scheme delivery. There was satisfaction with the quality of work carried out by the Service in each area. These net satisfactions remain similar to the results from 2007, with a slight increase in satisfaction with the promptness of scheme delivery.



County Councillors and Parish Councillors were satisfied with aspects of the Transportation Service. Whilst district councillors do feel well informed about the work of the Transportation Service, there is disagreement that the Service exhibits a “can-do” attitude or that the Service is efficient and well run.



Net satisfaction can be compared to previous member stakeholder surveys and the results are displayed in the graph below. It is possible to see that the satisfaction with attributes of the Transportation Service have increased, particularly from 2007.



Suggestions

The survey enabled a number of suggestions to be collected to improve certain aspects of the Transportation Service's work. The most common comments have been included below, with some additional comments of interest (in blue).

Highway Maintenance

- Increased funding/resources (72)
- Improve the standards of highway maintenance (26)
- More frequent inspections (24)
- Better scheduling of roadworks (7)
- Avoid contracting out resurfacing (5)
- Install proper drainage (1)

Road Safety

- Listen to the public (14)
- Lower Speed Limits (8)
- Educate drivers and the public more (7)
- Delegate to the District Council (6)
- Introduce more VAS (2)
- Put up more speed cameras (1)

Strategic Transport Planning

- Better consultation with local communities (20)
- Increase funding/resources (10)
- Better management (9)
- Improve/review infrastructure (7)
- More frequent buses to rural areas (7)
- Revise bus scheduling (3)

Reducing Congestion – Traffic Signal Schemes

- Reduce the number of them (7)
- Consider alternative options (7)
- Look at issues in practice, not theory (4)
- Review the way they are implemented (4)

Reducing Congestion – Parking Management and Controls

- Better enforcement (11)
- More parking (9)
- Cheaper parking (5)
- Look at issues in practice, not theory (5)

Reducing congestion – Street works and Road Space Management

- Make more resources available (5)
- Make the process quicker (5)
- More consultation with the public (4)
- Better planning (4)

Rural bus infrastructure

- Provide more shelters (11)
- More frequent maintenance (5)
- Provide more bus stops (3)
- Provide more lighting (1)

- Introduce smaller buses (1)

Cycling in the urban area

- More frequent maintenance (9)
- Create more cycle lanes (9)
- Provide more lighting (2)
- Clean them up (1)

Walking in Rural Areas

- More frequent maintenance (11)
- Provide more footpaths (7)
- Provide more lighting (4)
- Clean them up (2)

Cycling in Rural areas

- More frequent maintenance (17)
- Provide more cycle lanes (10)
- Greater enforcement of speed limits (7)
- Ensure cycle lanes are for cyclists only (4)
- Provide more lighting (3)

Local bus services in rural areas

- Run more frequent bus services (46)
- Better timetabling of buses (13)
- More community focus (5)
- Introduce smaller buses (4)
- Make them cheaper (4)

Reducing car use and improving access

- Improve public transport (27)
- More buses / increase frequency (12)
- More promotion and awareness of bus services (12)
- Work more closely with the bus companies (7)
- Promote car sharing (4)
- Introduce more school buses (4)