

Online access code: 999999

Serial number: 1234567890

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[COUNCIL LOGO HERE]

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Barcode placement only. DO NOT PRINT.

Please help us improve local streets, roads, buses and cycling

If you have already completed the survey, thank you very much. If you have not responded yet, you still have time to tell us what you think. **Your answers are important to us.** Only if we hear from as many people as possible can we be sure that we have an accurate picture of what people living in your local area care about.

We will enter you into a prize draw (with a £500 first prize) as a thank you

Please return a completed questionnaire **by 20th August 2018**. Alternatively, you can complete the survey **online** at www.nhtsurveyonline.org using the online access code at the top of this letter. If you need the questionnaire in another language or if you have any queries, contact us on nhtsurvey@ipsos.com or **0808 202 2110**.

Your answers will be kept strictly confidential

Nobody outside Ipsos MORI will be able to know which answers you gave to our questions. Your answers will be combined with other people's and only anonymous data will be reported. Data will be used for research purposes only and in accordance with the General Data Protection Regulations. Ipsos MORI will securely remove your personal data from its systems by the end of November 2018. A full Privacy Policy, setting out your rights including accessing, amending and deleting data, is available at www.nhtsurveyonline.org or on request.

Thank you!

<insert COUNCIL SIGNATURE>



<insert COUNCIL SIGN-OFF: NAME NAME>

Ben Marshall

<insert COUNCIL SIGN-OFF: JOB TITLE>

Project Director, Ipsos MORI

To request **large print**, phone us for free on **0808 202 2110**

Q1 How important, if at all, do you consider each of the following...?

PLEASE TICK ✓ ONE BOX ONLY FOR EACH ROW

	Very important	Fairly important	Not very important	Not at all important	Doesn't apply / Don't know
Good pavements & footpaths	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Good cycle routes/lanes & facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Good local bus services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Good local taxi (or mini-cab) services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Transport, e.g. not-for-profit transport for particular groups or communities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
'Demand Responsive Transport', i.e. bus services using flexible routes/timetables	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safe roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Low levels of traffic & congestion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Low levels of local traffic pollution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Good street lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Roads being in good condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A good Rights of Way network (<i>Rights of Way are paths or bridleways in the countryside/ towns which the public are legally allowed to use as pedestrians or cyclists</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

PLEASE TICK ✓ ONE BOX ONLY FOR EACH ROW

	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. not-for-profit transport for particular groups or communities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
'Demand Responsive Transport', i.e. bus services using flexible routes/timetables	<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"/>
And taking everything into account, how satisfied or dissatisfied are you <u>overall</u> with transport and highways services?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The Council faces **significant budget pressures** over the coming years, and has to look at new and more efficient ways of doing things. To deal with the pressure on budgets, the Council has to consider where it should **prioritise its efforts and spending**.

Q3 For which of the following service areas is it NOT acceptable to reduce the level of service

PLEASE TICK ✓ UP TO FIVE BOXES

Services to improve road safety	<input type="checkbox"/>
Services to manage and reduce levels of traffic congestion	<input type="checkbox"/>
Management and maintenance of roads	<input type="checkbox"/>
Management and maintenance of pavements	<input type="checkbox"/>
Management and maintenance of cycle paths and facilities	<input type="checkbox"/>
Management and maintenance of country paths and Rights of Way	<input type="checkbox"/>
Management and maintenance of street lighting	<input type="checkbox"/>
Management and maintenance of grass verges, trees and weed control	<input type="checkbox"/>
Management and maintenance of road drainage, gullies and drains	<input type="checkbox"/>
Subsidies for local bus and Community Transport services	<input type="checkbox"/>
Gritting of roads and pavements and clearance of snow	<input type="checkbox"/>
Don't know	<input type="checkbox"/>
None of these	<input type="checkbox"/>

Q4 And for which of the following service areas do you think it IS acceptable to reduce the level of service?

PLEASE TICK ✓ UP TO FIVE BOXES

Services to improve road safety	<input type="checkbox"/>
Services to manage and reduce levels of traffic congestion	<input type="checkbox"/>
Management and maintenance of roads	<input type="checkbox"/>
Management and maintenance of pavements	<input type="checkbox"/>
Management and maintenance of cycle paths and facilities	<input type="checkbox"/>
Management and maintenance of country paths and Rights of Way	<input type="checkbox"/>
Management and maintenance of street lighting	<input type="checkbox"/>
Management and maintenance of grass verges, trees and weed control	<input type="checkbox"/>
Management and maintenance of road drainage, gullies and drains	<input type="checkbox"/>
Subsidies for local bus and Community Transport services	<input type="checkbox"/>
Gritting of roads and pavements and clearance of snow	<input type="checkbox"/>
Don't know	<input type="checkbox"/>
None of these	<input type="checkbox"/>

Q5 Thinking about the local area, how satisfied or dissatisfied are you with each of these...?

PLEASE TICK ✓ ONE BOX ONLY FOR EACH ROW

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Doesn't apply / Don't know
The provision of pavements where these are needed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The condition of pavements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The cleanliness of pavements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Direction signposts for pedestrians	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of safe crossing points	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drop kerb crossing points (e.g. for pushchairs or wheelchairs)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pavements being kept clear of obstructions (e.g. parked cars, advertising boards)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q6 How satisfied or dissatisfied are you with each of these locally...?

PLEASE TICK ✓ ONE BOX ONLY FOR EACH ROW

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Doesn't apply / Don't know
Condition of road surfaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness of roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condition of road markings (e.g. white lines)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condition and cleanliness of road signs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The provision of street lighting where this is needed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speed of repair to street lights	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speed of repair to damaged roads & pavements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of repair to damaged roads & pavements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintenance of highway verges, trees & shrubs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Weed killing on pavements & roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The provision of drains along the sides of roads where these are needed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Keeping drains clear and working	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q6a Still thinking about the local area, would you say that compared to a year ago there are more potholes and damaged roads, there are fewer, or there has been no change in the number?

PLEASE TICK ✓ ONE BOX ONLY

More

No change

Fewer

Don't know

Q6b From what you know or have heard and compared to a year ago, would you say that the Council is doing more to repair local roads, doing less, or about the same?

PLEASE TICK ✓ ONE BOX ONLY

More

About the same

Less

Don't know / None of these

Q7 How satisfied or dissatisfied are you with the way the Council...

PLEASE TICK ✓ ONE BOX ONLY FOR EACH ROW

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Doesn't apply / Don't know
Deals with potholes and damaged roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Deals with obstructions on pavements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Keeps roads clear of obstructions such as skips/scaffolding etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Undertakes cold weather gritting (salting) and snow clearance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provides information to residents on cold weather gritting (salting) and snow clearance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cuts back overgrown hedges obstructing the highway or hiding road signage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Deals with mud on the road	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Deals with flooding on roads and pavements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q8 How well informed, if at all, do you feel about the following...?

PLEASE TICK ✓ ONE BOX ONLY FOR EACH ROW

	Very well informed	Fairly well informed	Not very well informed	Not at all informed	Don't know / None of these
Public transport services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local transport and highways services in general	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The actions the Council is taking to repair local roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local air quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q9 Still thinking about the local situation, how satisfied or dissatisfied are you with...?

PLEASE TICK ✓ ONE BOX ONLY FOR EACH ROW

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Doesn't apply / Don't know
Notice of roadworks before they happen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Efforts to reduce delays to traffic (e.g. carrying out works at night)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Time taken to complete roadworks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Signposting of road diversions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of helplines to find out about roadworks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Efforts to minimise nuisance to residents caused by roadworks (e.g. noise and dust etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The management of roadworks overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q10 How satisfied or dissatisfied are you with each of these locally...?

PLEASE TICK ✓ ONE BOX ONLY FOR EACH ROW

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Doesn't apply / Don't know
The number of cycle routes/lanes provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The location of the cycle routes/lanes provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condition of cycle routes/lanes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cycle crossing facilities at road junctions and traffic signals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cycle parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Direction signing for cycle routes/lanes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cycle route/lane information e.g. maps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q11 How satisfied or dissatisfied are you with the following in your local area...?

PLEASE TICK ✓ ONE BOX ONLY FOR EACH ROW

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Doesn't apply / Don't know
Speed limits being right for local roads and not too high or too low	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The effectiveness of speed control measures (e.g. road humps)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The location of speed control measures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety of walking/cycling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety of children walking/cycling to school	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Road safety training/education given to children	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Road safety training/education given to motorcyclists	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Road safety training/education given to young drivers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q12 Thinking about other possible ways of getting around, how satisfied or dissatisfied are you with each of these locally...?

PLEASE TICK ✓ ONE BOX ONLY FOR EACH ROW

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Doesn't apply / Don't know
Availability of taxis or minicabs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reliability of taxis or minicabs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cost (fares) of taxis or minicabs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of Community Transport, e.g. not-for-profit transport for particular groups or communities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reliability of Community Transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Transport fares	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q13a In which of these ways, if any, have you contacted the Council to report a highways and / or transport issue or to make a highways and / or transport enquiry over the last 12 months?

PLEASE TICK ✓ ALL THAT APPLY

By telephone (during normal office hours)	By telephone (outside normal office hours)	Online (via the Council website)	By post (letter)	By email	By personal visit to the Council office	Not applicable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q13b How satisfied or dissatisfied were you with the following aspects of how your enquiry was handled?

PLEASE TICK ✓ ONE BOX ONLY FOR EACH ROW

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know	Not applicable
Ease of contact	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professionalism of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speed and quality of response	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your enquiry / problem overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q14 How satisfied or dissatisfied are you with each of these locally...?

PLEASE TICK ✓ ONE BOX ONLY FOR EACH ROW

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Doesn't apply / Don't know
Frequency of bus services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Number of bus stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The state of bus stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Whether buses arrive on time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How easy buses are to get on/off	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The local bus service overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bus fares	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality & cleanliness of buses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helpfulness of drivers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal safety on the bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal safety while waiting at bus stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Raised kerbs at bus stop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q15 How satisfied or dissatisfied are you with the following aspects of local public transport information...?

PLEASE TICK ✓ ONE BOX ONLY FOR EACH ROW

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Doesn't apply / Don't know
The amount of information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The clarity of information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The accuracy of information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of finding the right information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information about accessible buses (for people with disabilities)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of information to help people plan journeys in advance (e.g. internet, helplines)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reliability of electronic display information at bus stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
And the provision of public transport information overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q16 How satisfied or dissatisfied are you with each of these locally...?

PLEASE TICK ✓ ONE BOX ONLY FOR EACH ROW

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Doesn't apply / Don't know
Clarity of road signs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Location of permanent traffic lights	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The waiting time at permanent traffic lights	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Measures to tackle illegal on-street parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Restrictions of parking on busy roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of good Park & Ride schemes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The routes taken by heavy goods vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q16a How satisfied or dissatisfied are you with each of these locally...?

As a reminder, Rights of Way are paths or bridleways in the countryside/ towns which the public are legally allowed to use as pedestrians or cyclists

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	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of bridleways for horse riding and/or recreational cycling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Signposting of Rights of Way	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condition of Rights of Way	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of use by those with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information about Rights of Way routes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How the Council deals with overgrown footpaths and bridleways	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q16b Thinking about the following, to what extent do you think there are too many, too few, or do you think there are about the right amount in your local area?

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	Far too many	A little too many	About the right amount	A little too few	Far too few	Doesn't apply / Don't know
Cycle routes/lanes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bus stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speed control measures (e.g. road humps)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street lights	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q17 Does anyone in this household own a car?

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Yes No

Q18 Do you make use of the national free bus pass?

PLEASE TICK ✓ ONE BOX ONLY

Yes No

Q19 Approximately, how often, if at all, do you do/use each of the following to get about?

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	Daily	2-3 times a week	Weekly	Monthly	Less often / never	Not applicable
Walking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cycle (commuting to from work/school)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cycle (recreationally on or off road)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Car (or van) as driver	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Car (or van) as passenger	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Motorcycle or moped	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taxi or mini-cab	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Train (excluding underground or metro services)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Transport, e.g. not-for-profit transport for particular groups or communities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
'Demand Responsive Transport', i.e. bus services using flexible routes/timetables	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tram	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Park & Ride (IN ADDITION TO ANY TICKED ABOVE)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
And can we check, do you use a wheelchair or mobility scooter?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q20 How easy or difficult do you find travelling to the following places (by any form of transport)?

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	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"/>

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. **YOUR ANSWERS WILL BE CONFIDENTIAL.**

Q21 Which of these age groups are you in?

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

Q22 Are you...?

PLEASE TICK ✓ ONE BOX ONLY

- Male Female
 Think of yourself in another way
 Prefer not to say

Q23 Which of these apply to you?

PLEASE TICK ✓ ALL THAT APPLY

- I have a long term illness, disability, or infirmity which limits my daily activities
 I am a Blue Badge Holder Neither of these

Q24 Which of the following best describes what you are doing at the moment?

PLEASE TICK ✓ ONE BOX ONLY

- Employee in full-time job (30 hours plus per week) Employee in part-time job (under 30 hours per week) Self-employed full or part-time
 Permanently sick/disabled Wholly retired from work Full-time education at school, college or university Something else

Q25 To which of these groups do you belong?

PLEASE TICK ✓ ONE BOX ONLY

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

Prize Draw Entry

If you would like to be entered into the prize draw please write your full name in the space provided below. Your name is needed so Ipsos MORI can send you the prize should you win. It will not be used for any purposes other than the prize draw. **Your responses to the survey remain confidential.** Entry is by providing your name and returning the questionnaire by the date on the front of the questionnaire. No payment or purchase required. 3 winners selected randomly by the end of November 2018 and will each receive a cheque for: 1st prize £500, second prize £150, third prize £50. Only one entry per individual participant permitted. Ipsos MORI will securely remove your personal data from its systems by the end of November 2018. A copy of the full prize draw terms and conditions can be obtained on request by sending an email to nhtsurvey@ipsos.com or calling **0808 202 2110**. A full Privacy Policy, setting out your rights including accessing, amending and deleting data, is available at www.nhtsurveyonline.org or on request.

Name:

Thank you very much for taking part.

Please return your questionnaire in the pre-paid envelope provided.

If you cannot find, or did not receive, the pre-paid envelope, please contact us and we will send you one or send your completed questionnaire to: **Data Capture, Freepost Plus RTSA-ZLHT-XGLE, National Highways and Transport Survey, Ipsos MORI, Kings House, Kymberley Road, Harrow, HA1 1PT**

If you want to make any further comments and suggestions or provide extra detail in support of your answers, we suggest contacting the Council directly.

Thank you.