

ROADS SERVICE SEPTEMBER 2007 OMNIBUS SUMMARY REPORT

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Please note that all percentages quoted have been calculated including persons who answered 'don't know' or refused to answer. In 2005, customers were asked how satisfied they were with each service. In 2007, for clarity and to increase quality of the responses, respondents were asked if they agreed with a statement about a service or alternatively if they were satisfied with a service.

Background

The Northern Ireland Statistics and Research Agency (NISRA) Omnibus Survey asks a set of questions for Roads Service on a biennial (previously annual) basis to determine the level of customer satisfaction with Roads Service. The first Roads Service module of customer satisfaction questions appeared on the October 2000 Omnibus Survey and the most recent survey containing this module of questions was carried out in September 2007.

The objectives of the Roads Service module on the NISRA Omnibus survey are:

- To determine quantitatively the overall level of customer satisfaction with Roads Service and specifically the level of satisfaction with:
 - Maintenance
 - Winter Service-Provision Effectiveness
 - Road/Footpath Maintenance
 - Drainage
 - Grass Cuttings
 - Weed Control on Footpaths
 - Street Lighting
 - Traffic Calming
 - Accident Remedial
 - Minor Road Improvements
 - Cycling
 - Provision For Pedestrians
 - Bus Lanes
 - Major Road Improvements
 - Impacts on the environment and the local community
 - Communication with Roads Service
- To report where possible on trends in levels of satisfaction;
- To use the data gathered to identify the areas for improvement;

Please note that the wording of the questions and the type of questions asked have often changed from year to year so trend data should be treated with caution. Responses can vary according to the way the question is asked, therefore it is difficult to compare trend data as any changes noted may be due to the difference in the way the question has been asked.

General information

- 1,357 respondents took part in the September 2007 Omnibus Survey.
- There were 36 Roads Service questions asked on the September 2007 Omnibus Survey. The cost of these questions was £26,550.

Please note that all percentages quoted have been calculated including persons who answered 'don't know' or refused to answer. In 2005, customers were asked how satisfied they were with each service. In 2007, for clarity and to increase quality of the responses, respondents were asked if they agreed with a statement about a service or alternatively if they were satisfied with a service.

Key points from Roads Service September 2007 Omnibus report

1 Satisfaction with services provided by Roads Service

- The overall level of satisfaction with Roads Service is 74% in 2007 (75% in 2005).

1.1 Three most positive responses

The most positive responses are those where the highest percentage of respondents expressed satisfaction with a service or agreement with a statement about a service. For 2007, the three most positive responses are as follows:

- Major road improvements have a positive impact on travelling once completed – 91% agreed (83% in 2005).
- Street lighting – 85% satisfied (84% in 2005).
- Services provided by Roads Service have a positive impact on the community – 84% agreed (74% in 2005).

Comparing 2007 responses with the previous survey carried out in July 2005:

Table 1.1: Three most positive responses – comparison between 2005 and 2007

2005	2007
1 Street lighting – 84% satisfied	1 Major road improvements have a positive impact on travelling once completed – 91% agreed
2 Satisfaction that a major road improvement you have used has improved your journey – 83% satisfied	2 Street lighting – 85% satisfied
3 Satisfaction with Roads Service measures to minimise impact on the environment - 78% satisfied	3 Services provided by Roads Service have a positive impact on the community – 84% agreed

Source: NISRA Omnibus Survey

1.2 Three most negative responses

The most negative responses are those where the highest percentage of respondents expressed dissatisfaction with a service or disagreement with a statement about a service. For 2007, the three most negative responses are as follows:

- Road drainage – 51% dissatisfied (41% in 2005).
- Maintenance of roads – 45% dissatisfied (no comparison with 2005 available)
- Number of roads gritted in your area in winter – 41% dissatisfied (42% in 2005).

Please note that all percentages quoted have been calculated including persons who answered 'don't know' or refused to answer. In 2005, customers were asked how satisfied they were with each service. In 2007, for clarity and to increase quality of the responses, respondents were asked if they agreed with a statement about a service or alternatively if they were satisfied with a service.

Comparing 2007 responses with the 2005 survey:

Table 1.2: Three most negative responses – comparison between 2005 and 2007

2005	2007
1 Maintenance of roads, footpaths and bridges – 51% dissatisfied	1 Road drainage – 51% dissatisfied
2 Proportion of roads included in regular gritting schedule – 42% dissatisfied	2 Maintenance of roads – 45% dissatisfied
3 Road drainage – 41% dissatisfied	3 Number of roads gritted in your area in winter – 41% dissatisfied

Source: NISRA Omnibus Survey

1.3 Services where there is a significant difference between 2005 and 2007 responses

Where comparisons could be made between 2005 and 2007, the responses have been tested to see if they are significantly different i.e. if the 2007 results are genuinely different to the previous survey in 2005 and there has been a change in customers' levels of satisfaction. Some of the differences may be partly explained by changes made to the wording and format of the questions between 2005 and 2007.

Services where a significant difference has been noted between responses given in 2005 and 2007 are detailed in the tables below:

Table 1.3: Services where there has been an increase in the proportion of positive responses between 2005 and 2007

Service	2005	2007
Measures taken by Roads Service help in the reduction of road traffic collisions	73% satisfied	81% agreed
Measures taken by Roads Service help to reduce traffic speed in urban, built-up areas	66% satisfied	82% agreed
Grass cutting on roadside verges	58% satisfied	62% satisfied
Satisfaction with provision made for pedestrians	71% satisfied	80% satisfied
Services provided by Roads Service have a positive impact on the community	74% satisfied	84% agreed
For roads that have been gritted, the gritting is effective	72% satisfied	83% agreed
Major road improvements have a positive impact on travelling once completed	83% satisfied	91% agreed

Source: NISRA Omnibus Survey

Please note that all percentages quoted have been calculated including persons who answered 'don't know' or refused to answer. In 2005, customers were asked how satisfied they were with each service. In 2007, for clarity and to increase quality of the responses, respondents were asked if they agreed with a statement about a service or alternatively if they were satisfied with a service.

Table 1.4: Services where there has been a decrease in the proportion of positive responses between 2005 and 2007

Service	2005	2007
Road drainage	57% satisfied	48% satisfied
Roads Service take measures to minimise impact on the environment while completing works	78% satisfied	56% agreed

Source: NISRA Omnibus Survey

2 Satisfaction with services - comparison between urban and rural areas

It was noted that there are some differences in opinions expressed by customers living in urban areas and customers in rural areas. The following section compares urban and rural responses.

2.1 Three most positive urban and rural responses

For 2007, the three most positive urban area responses and three most positive rural area responses are as follows:

Table 2.1: Three most positive responses 2007 – comparison between urban and rural areas

Urban	Rural
1 Major road improvements have a positive impact on travelling once completed – 90% agreed	1 Major road improvements have a positive impact on travelling once completed – 92% agreed
2 Services provided by Roads Service have a positive impact on the community – 87% agreed (81% in rural areas)	2 For roads that have been gritted, the gritting is effective – 86% agreed (81% in urban areas)
3 Street lighting – 86% satisfied (84% in rural areas)	3 Measures taken by Roads Service contribute to increased safety - 85% agreed (81% in urban areas)

Source: NISRA Omnibus Survey

2.2 Three most negative urban and rural responses

For 2007, the three most negative urban area responses and three most negative rural area responses are as follows:

Please note that all percentages quoted have been calculated including persons who answered 'don't know' or refused to answer. In 2005, customers were asked how satisfied they were with each service. In 2007, for clarity and to increase quality of the responses, respondents were asked if they agreed with a statement about a service or alternatively if they were satisfied with a service.

Table 2.2: Three most negative responses 2007 – comparison between urban and rural areas

Urban	Rural
1 Road drainage – 43% dissatisfied	1 Road drainage – 61% dissatisfied
2 Number of roads gritted in your area in winter - 36% dissatisfied (47% in rural areas)	2 Maintenance of roads – 57% dissatisfied
3 Maintenance of roads – 36% dissatisfied	3 Grass cutting on roadside verges – 49% dissatisfied (25% in urban areas)

Source: NISRA Omnibus Survey

2.3 Services where there is a significant difference between urban and rural responses

Responses have been tested to see if there are any significant differences between urban and rural areas i.e. if there is a genuine difference between responses given in urban areas and responses given in rural areas.

Services where a significant difference has been noted between responses given in urban areas and rural areas are detailed in the tables below:

Table 2.3: Services where there are a higher proportion of positive responses in urban areas 2007

Service	Urban	Rural
Satisfaction with road schemes – resurfacing, maintenance, traffic calming	69% satisfied	53% satisfied
Maintenance of roads	63% satisfied	43% satisfied
Road drainage	56% satisfied	37% satisfied
Grass cutting on roadside verges	71% satisfied	50% satisfied
Satisfaction with provision made for pedestrians	85% satisfied	73% satisfied
Services provide by Roads Service have a positive impact on the community	87% agreed	81% agreed
Number of roads gritted in your area in winter	60% satisfied	51% satisfied
Satisfaction with overall service from Roads Service	78% satisfied	69% satisfied

Source: NISRA Omnibus Survey

Please note that all percentages quoted have been calculated including persons who answered 'don't know' or refused to answer. In 2005, customers were asked how satisfied they were with each service. In 2007, for clarity and to increase quality of the responses, respondents were asked if they agreed with a statement about a service or alternatively if they were satisfied with a service.

Table 2.4: Services where there are a higher proportion of positive responses in rural areas 2007

Service	Urban	Rural
For roads that have been gritted, the gritting is effective	81% agreed	86% agreed

Source: NISRA Omnibus Survey

3 Other Roads Service questions

Along with the questions on satisfaction with services, a number of other questions were asked in the Roads Service module on the 2007 Omnibus Survey. The results are summarised below.

3.1 Bus and cycle lanes, Park and Ride facilities

- 36% of respondents thought that the number of cycle lanes was about right. 54% thought there were not enough and only 3% thought there were too many.
- 55% of respondents thought that the number of bus lanes was about right. 31% thought there were not enough and only 4% thought there were too many.
- 4% of respondents said that they used Park and Ride facilities and 35% said they would use them if there were more available. 25% of respondents said they wouldn't use them and a further 35% that they don't need Park and Ride facilities.

3.2 Communication with Roads Service

- 46% of respondents had been in contact with Roads Service by telephone with another 48% never having contacted Roads Service.
- Of those who had been in contact with Roads Service:
 - 64% were satisfied with the ease of contacting Road Service (13% dissatisfied).
 - 45% were satisfied with the speed of response (25% dissatisfied).
 - 64% were satisfied with the courtesy and friendliness of staff (6% dissatisfied).
- 45% of respondents were satisfied with information provided for new schemes, road works and public consultations etc. (16% dissatisfied). 36% had never used any Roads Service information services.

Please note that all percentages quoted have been calculated including persons who answered 'don't know' or refused to answer. In 2005, customers were asked how satisfied they were with each service. In 2007, for clarity and to increase quality of the responses, respondents were asked if they agreed with a statement about a service or alternatively if they were satisfied with a service.

- Excluding respondents who stated that they had never used any information services:
 - 63% were satisfied with the quality and accessibility of the information (29% dissatisfied).
 - 19% were satisfied with the information and service available on the website (6% dissatisfied) with 71% never having used the website or not having access to the Internet.
- When asked for the three most effective forms of Roads Service communication, 66% of respondents stated road traffic updates on radio, 59% road side signs and 50% road traffic updates on TV.

3.3 Travelling on Motorway or A Route, Road works

- 36% of respondents stated their most recent journey on a motorway or A route had been free from congestion, 36% that it had been congested to a small extent but with no delays, 19% that it had been congested to a considerable extent (30 minutes to 1 hour delay) and 4% that it had been congested to an unacceptable level (over 1 hour delay).
- Of those who had passed road works, 64% agreed there was adequate signage to explain why the road works were taking place.
- Of those who had passed road works with lane closures, 72% agreed that they saw work being carried out in the closed lane.

Please note that all percentages quoted have been calculated including persons who answered 'don't know' or refused to answer. In 2005, customers were asked how satisfied they were with each service. In 2007, for clarity and to increase quality of the responses, respondents were asked if they agreed with a statement about a service or alternatively if they were satisfied with a service.

4 Satisfaction with services - trends

Please note that the wording of the questions and the type of questions asked have often changed from year to year so trend data should be treated with caution. Responses can vary according to the way the question is asked, therefore it is difficult to compare trend data as any changes noted may be due to the difference in the way the question has been asked rather than a change in customer attitudes or satisfaction.

4.1 Key services trend data

For key services, survey data from 2000 to 2007 have been summarised in the table below to give the trends over time.

Table 4.1: Trends in Key Services

Service Area	% Satisfied 2000*	% Satisfied 2001**	% Satisfied 2002	% Satisfied 2003	% Satisfied 2004	% Satisfied 2005	% Satisfied 2007
Overall service from Roads Service	-	61	68	72	72	75	74
Proportion of roads included in the gritting schedule	-	-	-	44	50	55	56
Effectiveness of gritting of roads in the gritting schedule	-	-	-	65	69	72	83
Street lighting	80	76	78	77	81	84	85
Measures taken by Roads Service to reduce accidents	-	50	55	72	72	73	81
Measures taken to reduce traffic speed in urban areas	-	-	51	64	67	66	82
Provision made for pedestrians	-	-	63	67	68	71	80
Major Road Improvements - Improved journey in terms of Travel time, Safety and Comfort	-	63	81	80	84	83	91
Road drainage	43	53	56	57	48	57	48

Source: NISRA Omnibus Survey

Figures marked in red have been estimated.

* In 2000, questions were asked about services in the area 'within three miles of your home'

** In 2001, questions were asked about services 'in your area'.

Note that in 2000, % satisfied has been calculated by adding together percentage very satisfied and percentage fairly satisfied.

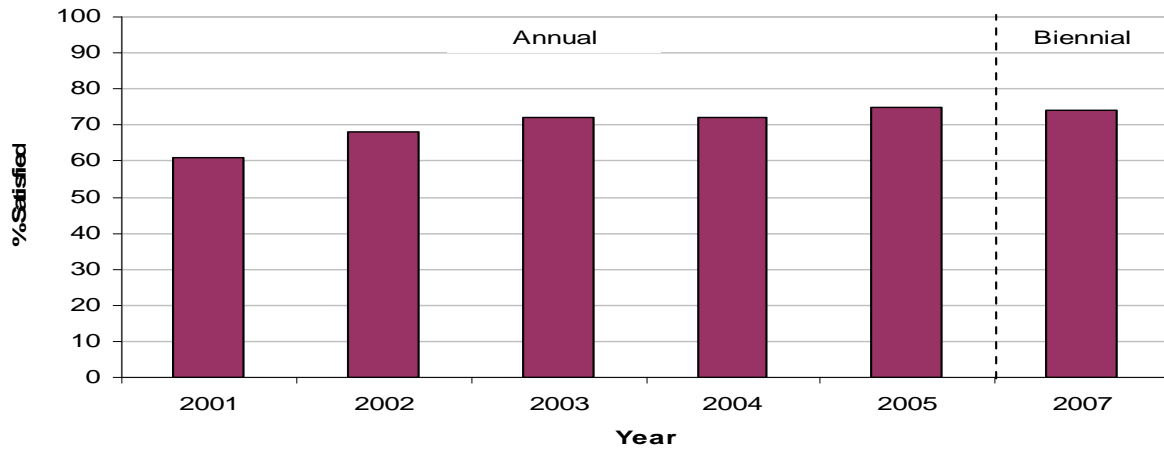
Note that from 2001 to 2005, % satisfied has been calculated by adding together percentage very satisfied and percentage satisfied.

4.2 Graphs showing trends for key services

The following section contains graphs illustrating the figures in the above table, one graph for each service.

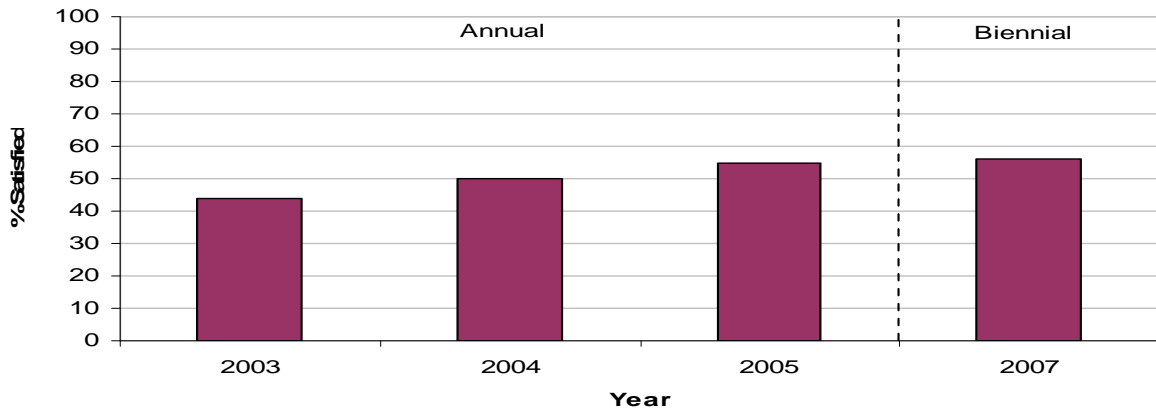
Please note that all percentages quoted have been calculated including persons who answered 'don't know' or refused to answer. In 2005, customers were asked how satisfied they were with each service. In 2007, for clarity and to increase quality of the responses, respondents were asked if they agreed with a statement about a service or alternatively if they were satisfied with a service.

Satisfaction with overall service from Roads Service



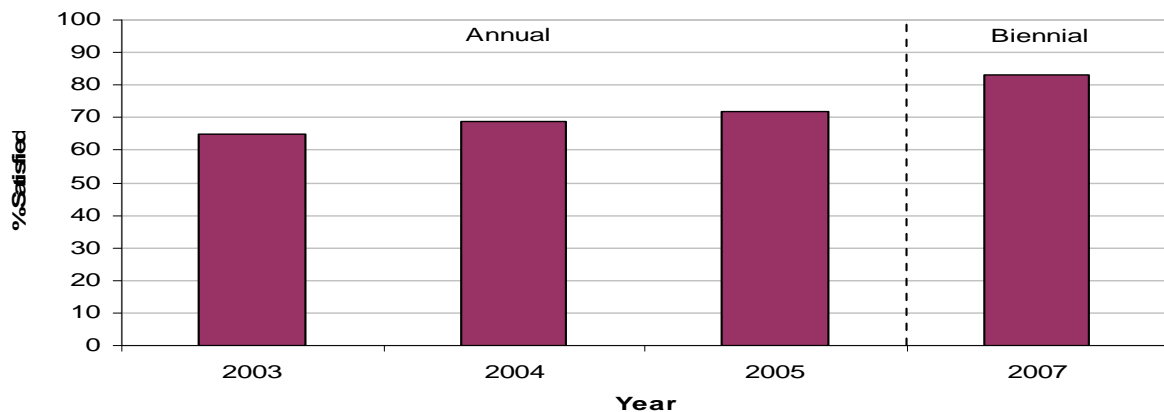
Source: NISRA Omnibus Survey

Satisfaction with proportion of roads included in the gritting schedule



Source: NISRA Omnibus Survey

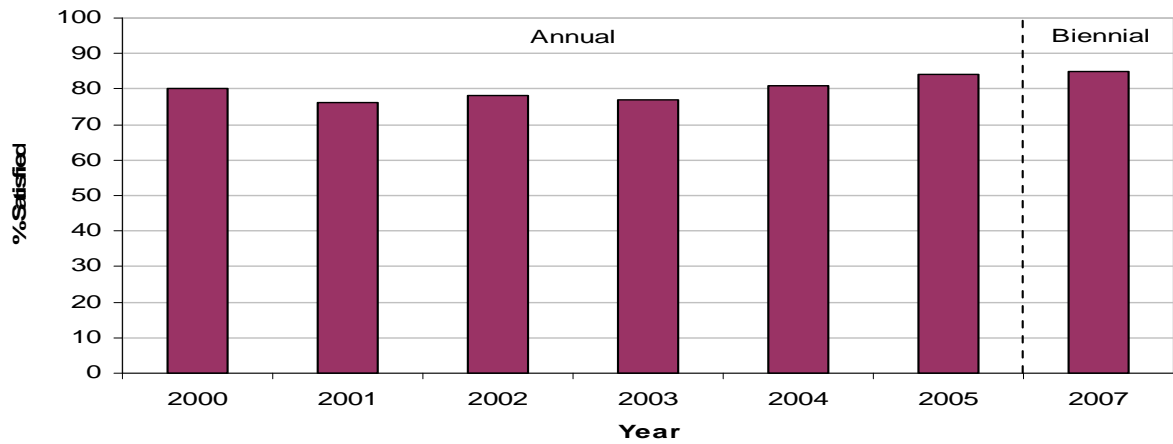
Satisfaction with effectiveness of gritting of the roads in the gritting schedule



Source: NISRA Omnibus Survey

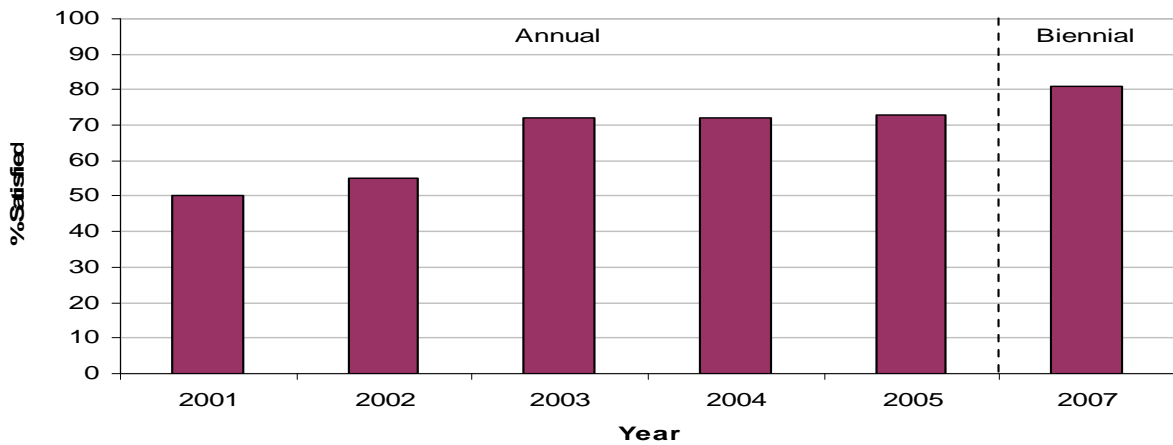
Please note that all percentages quoted have been calculated including persons who answered 'don't know' or refused to answer. In 2005, customers were asked how satisfied they were with each service. In 2007, for clarity and to increase quality of the responses, respondents were asked if they agreed with a statement about a service or alternatively if they were satisfied with a service.

Satisfaction with street lighting



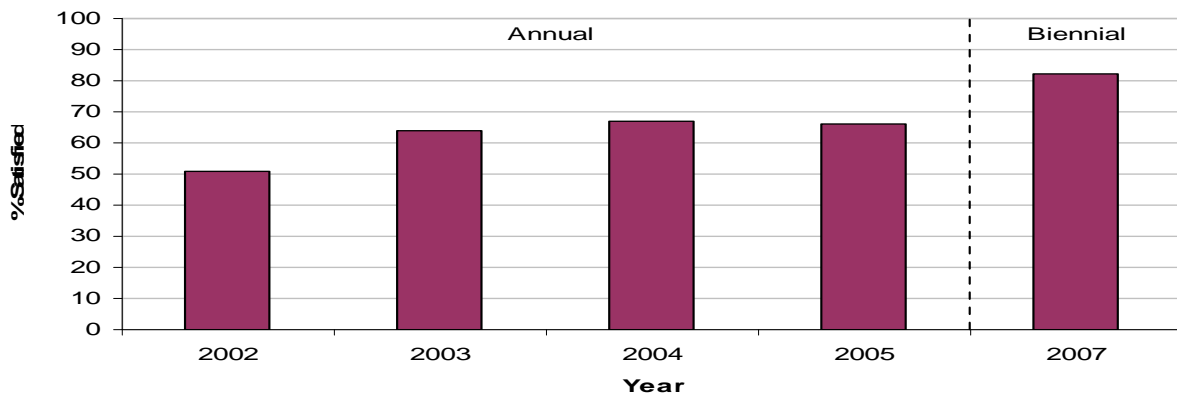
Source: NISRA Omnibus Survey

Satisfaction with measures taken by Roads Service to reduce accidents



Source: NISRA Omnibus Survey

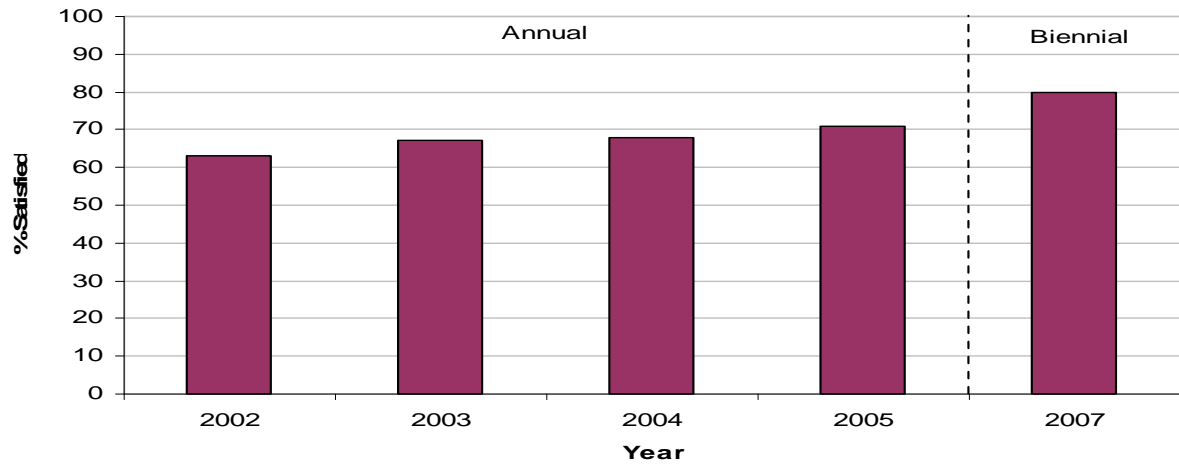
Satisfaction with measures taken to reduce traffic speed in urban areas



Source: NISRA Omnibus Survey

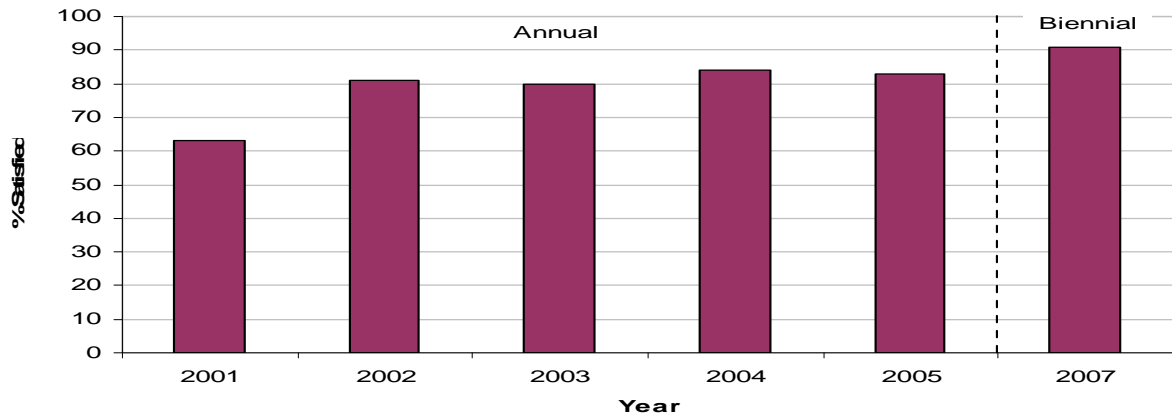
Please note that all percentages quoted have been calculated including persons who answered 'don't know' or refused to answer. In 2005, customers were asked how satisfied they were with each service. In 2007, for clarity and to increase quality of the responses, respondents were asked if they agreed with a statement about a service or alternatively if they were satisfied with a service.

Satisfaction with provision made for pedestrians



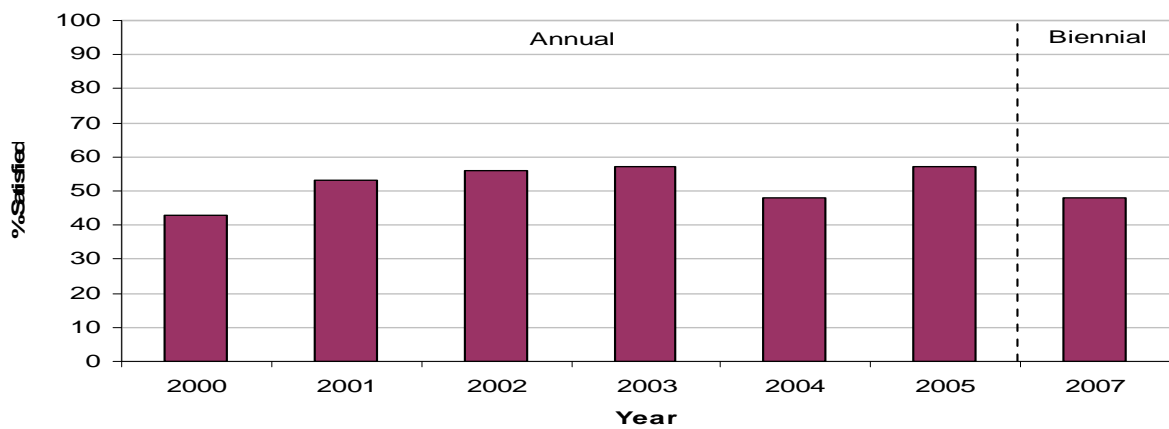
Source: NISRA Omnibus Survey

Satisfaction with major road improvements - improved journey in terms of travel time, safety and comfort



Source: NISRA Omnibus Survey

Satisfaction with road drainage



Source: NISRA Omnibus Survey

Please note that all percentages quoted have been calculated including persons who answered 'don't know' or refused to answer. In 2005, customers were asked how satisfied they were with each service. In 2007, for clarity and to increase quality of the responses, respondents were asked if they agreed with a statement about a service or alternatively if they were satisfied with a service.

Please note that all percentages quoted have been calculated including persons who answered 'don't know' or refused to answer. In 2005, customers were asked how satisfied they were with each service. In 2007, for clarity and to increase quality of the responses, respondents were asked if they agreed with a statement about a service or alternatively if they were satisfied with a service.

Technical Notes

1. The wording of the questions and the type of questions asked have often changed from year to year so trend data should be treated with caution. Responses can vary according to the way the question is asked, therefore it is difficult to compare trend data as any changes noted may be due to the difference in the way the question has been asked rather than a change in customer attitudes or satisfaction.

For example, in 2001 the major road improvements question was worded 'Please tell me how satisfied you are with major road improvement schemes in your area.' - 63% satisfied. In 2002, this question was worded 'Thinking of a major road improvement you have used, like a town bypass or a new dual carriageway. How satisfied are you that it has improved your journey in terms of speed, safety and comfort?' - 81% satisfied.

2. The most positive responses are those where the highest percentage of respondents expressed satisfaction with a service or agreement with a statement about a service.
3. The most negative responses are those where the highest percentage of respondents expressed dissatisfaction with a service or disagreement with a statement about a service.
4. For 2005 data, to calculate the percentage satisfied the percentages for very satisfied and satisfied responses were added. Similarly to calculate the percentage dissatisfied, very dissatisfied and dissatisfied percentages were added.
5. Urban area most negative responses: for number of roads gritted there were 36% dissatisfied (60% satisfied). For maintenance of roads there were again 36% dissatisfied but a higher percentage stated that they were satisfied - 63%. Therefore gritting was listed as second and maintenance as third in the list.
6. Where comparisons could be made between 2005 and 2007, the responses were tested to see if they were significantly different i.e. if the 2007 results were genuinely different to the previous survey in 2005 and there had been a change in customers' levels of satisfaction.

Significance tests were carried out at 5% significance level. This means that there is at least a 95% probability that there is a genuine difference between responses given in 2005 and 2007 and the difference between the two years is not simply explained by random chance or sample error. Sample error is produced when the figures are derived from a sample of the population rather than from the entire population. The NISRA Omnibus survey provides a representative sample of the population of Northern Ireland. People living in institutions (though not in private households in such institutions) are excluded from the survey.

Some of the differences may be partly explained by changes made to the wording and format of the questions between 2005 and 2007.

7. Similarly, tests at the 5% significance level (see description above) were also carried out to test for differences between urban and rural responses.

Please note that all percentages quoted have been calculated including persons who answered 'don't know' or refused to answer. In 2005, customers were asked how satisfied they were with each service. In 2007, for clarity and to increase quality of the responses, respondents were asked if they agreed with a statement about a service or alternatively if they were satisfied with a service.

8. Some data have been estimated in Table 4.1, Trends in Key Services. These are questions where a 'not applicable' option was given and these respondents needed to be removed from the data in order to make it comparable with other years. As the number of respondents in each category are not available in the Omnibus report (only percentages), an exact figure could not be calculated. Therefore, two estimated figures appear in the table which have been marked in red.

Please note that all percentages quoted have been calculated including persons who answered 'don't know' or refused to answer. In 2005, customers were asked how satisfied they were with each service. In 2007, for clarity and to increase quality of the responses, respondents were asked if they agreed with a statement about a service or alternatively if they were satisfied with a service.