

## Highway maintenance services

Highways services provided by the county council range from maintaining streetlights to building new roads and bridges. In this section we would like to hear your views about highway maintenance services in Lancashire.

**1**

**Thinking about your local area how satisfied or dissatisfied are you with the condition of the following parts of the highway network?**

PLEASE TICK ONE BOX FOR EACH

The condition of...	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
roads	4%	35%	12%	29%	19%	1%
bridges	11%	43%	26%	5%	2%	13%
pavements	3%	31%	16%	32%	18%	0%
pedestrian crossings	12%	50%	21%	9%	5%	3%
street lighting	17%	55%	15%	9%	3%	1%
public rights of way (eg footpaths, bridleways)	9%	42%	24%	12%	7%	7%
cycle paths	7%	26%	26%	11%	9%	21%

**2**

**And, in your local area how would you rate the maintenance of the following parts of the highways network?**

PLEASE TICK ONE BOX FOR EACH

The maintenance of...	Very good	Fairly good	Fairly poor	Very poor	Don't know
roads (eg repairing potholes)	3%	31%	38%	26%	2%
bridges	8%	49%	8%	2%	32%
pavements (eg making sure they are even)	3%	35%	36%	22%	3%
pedestrian crossings	12%	60%	10%	3%	15%
street lighting	16%	64%	11%	3%	6%
public rights of way (eg footpaths, bridleways)	7%	48%	17%	8%	21%
cycle paths	7%	36%	12%	6%	39%

**3**

**Now thinking about repairs to the highway network in your local area. How much do you agree or disagree with the following statements?**

PLEASE TICK ONE BOX FOR EACH STATEMENT

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
The roads are repaired quickly	1%	17%	20%	39%	20%	3%
The pavements are repaired quickly	1%	15%	22%	36%	20%	5%
The streetlights are repaired quickly	5%	36%	26%	14%	6%	12%

**4**

**a) How do you currently find out about when road works are happening in your local area?**

**b) And, how would you prefer to find out about when road works are happening in your local area?**

PLEASE TICK ALL THAT APPLY IN EACH COLUMN

	a) currently find out	b) prefer to find out
Local radio	22%	33%
Local newspapers	35%	53%
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Lancashire County Council website	3%	11%
Other website	1%	6%
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Word-of-mouth	33%	8%
Notice by the roadside in advance of the works	69%	61%
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Notice/diversion by the roadside during the works	68%	22%
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Other	3%	6%
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Don't know/not applicable	3%	6%

**5**

**Have you reported a highways fault to the county council in the last 12 months?** PLEASE TICK ONE BOX ONLY

Yes 13% → go to Q6

No 86% → go to Q9

Don't know/can't remember 1% → go to Q9

**6**

**Thinking about the last time you reported a highway fault. How did you report the fault?** PLEASE TICK ONE BOX ONLY

On the county council's website 6% → go to Q7

By telephone 62% → go to Q7

By an email 7% → go to Q7

Sent a letter 6% → go to Q7

Other 6% → go to Q7

Don't know/can't remember 16% → go to Q8

**7****How easy or difficult was it to report the problem?**

PLEASE TICK ONE BOX ONLY

Very easy	27%
Fairly easy	41%
Fairly difficult	12%
Very difficult	7%
Don't know/can't remember	13%

**8****How satisfied or dissatisfied were you with...?**

PLEASE TICK ONE BOX FOR EACH

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
the way your query was dealt with	20%	30%	10%	13%	17%	10%
the outcome of reporting the problem	16%	21%	9%	13%	30%	12%

The county council aims to provide a winter maintenance service which, as far as practicable, allows the safe movement of traffic on priority roads at all times and will minimise delays and accidents in which ice or snow is a contributory factor. The county council does this by salting and snow clearance, either directly or through its agents and partners.

**9****Thinking about your local area, overall, how satisfied or dissatisfied were you with the quality of winter maintenance services last winter?**

PLEASE TICK ONE BOX ONLY

Very satisfied	13%
Fairly satisfied	46%
Neither satisfied nor dissatisfied	19%
Fairly dissatisfied	12%
Very dissatisfied	6%
Don't know	4%

**10****And would you say that the amount of the road network that was salted during frosty and icy conditions in your local area was...?**

PLEASE TICK ONE BOX ONLY

Too high	1%
About right	59%
Not high enough	33%
Don't know	7%

## The highway network

**11** How satisfied or dissatisfied are you with the following things in your local area...? PLEASE TICK ONE BOX FOR EACH

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
the ease of crossing the road with a pram or wheelchair (eg the number of dropped kerbs)	6%	37%	16%	11%	7%	23%
how well street signs direct you to where you want to go whilst walking	8%	43%	26%	11%	3%	9%
how well road signs direct you to where you want to go whilst driving	10%	55%	17%	9%	3%	6%

**12** Do you think the number of cycle lanes in your local area is...? PLEASE TICK ONE BOX ONLY

About right 24%

Too much 6%

Too little 41%

Don't know/not applicable 29%

**13** In your local area, how safe do you feel when travelling ...? PLEASE TICK ONE BOX FOR EACH

	Very safe	Fairly safe	Not very safe	Not at all safe	Don't know/ not applicable
in a car	26%	65%	5%	1%	3%
on a motorcycle	1%	6%	6%	2%	85%
as a pedestrian	11%	63%	19%	4%	2%
on a bicycle	2%	18%	23%	10%	47%
as a horse rider	0%	2%	4%	3%	91%