Living in Lancashire Survey

Public transport, roads and streets

October 2012

Lancashire County Council

www.lancashire.gov.uk

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November 2012

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1. Executive summary

This wave of the Living in Lancashire panel looked at people's views on public transport, car sharing and the condition of roads and streets. The survey was sent by email or by post to all 2,585 members of the panel on 12 September and the fieldwork ended on 19 October 2012. In total 1,860 questionnaires were returned, giving an overall response rate of 72%.

1.1 Key findings

1.1.1 Public transport

- Over half of respondents have used bus services in Lancashire in the past 12 months (56%). Disabled respondents and respondents aged 60 and over are more likely to have used bus services in Lancashire in the past 12 months (61% and 66% answered yes respectively).
- Around a third of respondents who have used bus services in Lancashire in the past 12 months used them at least a few times a week (30%).
- Over half of respondents who use bus services use timetables at bus stops to access bus service information (55%). Around a third of respondents use the information offices at bus stations (35%). Very few respondents use services such as the 'Next Buses' mobile phone application or Traveline SMS text message service (2% and 1% respectively).
- Nearly half of respondents who don't use bus services said they don't use them because journey times are too long compared to other forms of transport (47%). A third said the cost of the service is too high compared to alternative modes of transport (31%).
- Only a small percentage of respondents don't use bus services because they feel unsafe when travelling on their local bus services (5%) or because the condition of bus stations and bus stops discourages them from using public transport (9%).
- Around one in seven respondents are aware of the car sharing website Liftshare (14%) while around one in ten are aware of Sharedwheels (9%).

1.1.2 Roads and streets

Respondents were asked a number of questions about their perception of the condition of roads and streets in the previous six months (April to September 2012).

- Satisfaction levels regarding the condition of pavements are about the same for Lancashire and for respondents' local areas. Responses to these questions have not changed significantly since 2011.
- Around three fifths of respondents feel that the condition of pavements in Lancashire and their local area has stayed the same over the past six months (56% and 59% respectively). A third of respondents feel that the condition of pavement surfaces in their local area has got worse (32%).
- Around half of respondents disagree that the number of potholes on footpaths in their local area has reduced over the past six months (54%).
- The proportion of respondents that are satisfied with the condition of road surfaces in Lancashire has improved since last year (39% in 2011, 45% in 2012).
- Over two fifths of respondents are satisfied with the condition of road surfaces in their local area (46%), an improvement on the response in 2011 (41% satisfied).
- Around half of respondents feel that the condition of road surfaces in Lancashire have stayed the same over the past six months (47%).
- Just under two fifths of respondents feel that road surfaces in their local area have got worse over the past six months (37%) while around two fifths feel that road surfaces in their local area have stayed the same (42%).
- Around three fifths of respondents disagree that the number of potholes on roads in their local area has reduced over the past six months (59%). Responses to this question have not changed significantly since 2011.
- Around half of respondents disagree that the overall quality of pothole repair has improved over the past six months (49%), while around a quarter of respondents agree (26%).

1.2 Recommendations

1.2.1 Public transport

- Respondents are most likely to use more traditional forms of access to bus service information (eg timetables at bus stops, information offices at bus stations). Only a small proportion of respondents currently use more modern sources of information (eg text message, internet). If the service is looking to move away from traditional access channels it should monitor this to ensure that people are still able to access information when they need to.

1.2.2 Roads and streets

- Opinions on the condition of pavements and footpaths have not changed significantly since these questions were asked in 2011. However, opinions on the condition of roads have improved slightly since last year. It is recommended that future survey work continues to keep a consistent approach to asking these questions enabling trends to be monitored over time. This data can then be used in conjunction with operational data to help inform service planning decisions.
- Demographic analysis of the questions on the perception of the condition of roads and streets reveals fairly consistent levels of satisfaction across most of the districts. The one exception is that respondents in Rossendale and Wyre are more likely to be very dissatisfied with the condition of road surfaces in their local area. The service may want to investigate this further. Is there an issue with road surface problems in these districts not being reported or with the service not responding to reported issues? Is this a perceived issue or is there a difference in the standard of road condition in these districts compared to other districts?

2. Introduction

Lancashire County Council has used Living in Lancashire regularly since August 2001 (formerly known as Life in Lancashire). A panel of willing participants is recruited and is approached on a regular basis to seek their views on a range of topics and themes. Panel members are voluntary participants in the research they complete and no incentives are given for completion.

The panel has been designed to be a representative cross-section of the county's population. The results for each survey are weighted in order to reflect the demographic profile of the county's population.

The panel provides access to a sufficiently large sample of the population so that reliable results can be reported at a county wide level. It also provides data at a number of sub-area and sub-group levels.

Each wave of Living in Lancashire is themed. Firstly, it enables sufficient coverage on a particular topic to be able to provide insight into that topic. And secondly, it comes across better to the residents completing the questionnaires if there is a clear theme (or 2-3 clear themes) within each survey.

The panel is refreshed periodically. New members are recruited to the panel and some current members are retired on a random basis. This means that the panel remains fresh and is not subject to conditioning ie the views of panel members become too informed with county council services to be representative of the population as a whole.

3. Research objectives

The objective of this survey is to look at people's views on public transport, car sharing and the condition of roads and streets. Questions looked specifically at:

- whether panel members use bus services in Lancashire and, if so, how frequently;
- what are the barriers that prevent panel members using buses;
- whether panel members are aware of car sharing schemes; and
- panel members' perceptions of the condition of roads and pavements in their local area and Lancashire as a whole.

4. Methodology

This wave of Living in Lancashire research was sent to 2,585 members of the panel on 12 September. A reminder was sent on 3 October, with a final closing date of 19 October 2012.

The survey was conducted through a postal questionnaire, and an online version of the same questionnaire being emailed to members who had previously requested to take part online. The postal questionnaire was sent to 1,816 members and the online questionnaire was sent to 769 members.

In total 1,860 questionnaires were returned, giving an overall response rate of 72%.

All data are weighted by age, ethnicity and district to reflect the Lancashire overall population, and figures are based on all respondents unless otherwise stated. The weighted responses have been scaled to match the effective response of 1,273, which is the equivalent size of the data if it had not been weighted and was a perfect random sample.

4.1 Limitations

The table below shows the sample tolerances that apply to the results in this survey. Sampling tolerances vary with the size of the sample as well as the percentage results.

Number of respondents	50/50 + / -	30/70 + / -	10/90 + / -
50	14%	13%	8%
100	10%	9%	6%
200	7%	6%	4%
500	4%	4%	3%
1,000	3%	3%	2%
2,000	2%	2%	1%

On a question where 50% of the people in a sample of 1,000 respond with a particular answer, the chances are 95 out of 100 that the answer would be between 47% and 53% (ie +/- 3%), versus a complete coverage of the entire Lancashire population using the same procedure.

The following table shows what the percentage differences between two samples on a statistic must be greater than, to be statistically significant.

Size of sample A	Size of sample B	50/50	70/30	90/10
100	100	14%	13%	8%
100	200	12%	11%	7%
500	1,000	5%	5%	3%
2,000	2,000	3%	3%	2%

(Confidence interval at 95% certainty for a comparison of two samples)

For example, where the size of sample A and sample B is 2,000 responses in each and the percentage result in each group you are comparing is around 50% in each category, the difference in the results needs to be more than 3% to be statistically significant. This is to say that the difference in the results of the two groups of people is not due to chance alone and is a statistically valid difference (eg of opinion, service usage).

For each question in the survey, comparisons have been made between different sub-groups of respondents (eg age, gender, disability, ethnicity, geographic area) to look for statistically significant differences in opinion. Statistically valid differences between sub-groups are described in the main body of the report.

In charts or tables where responses do not add up to 100%, this is due to multiple responses or computer rounding.

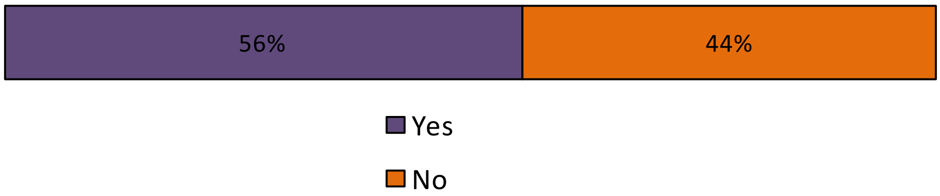
5. Main research findings

5.1 Public transport

Panel members were asked a number of questions about their use of bus services in Lancashire.

Over half of respondents have used bus services in Lancashire in the past 12 months (56%).

Chart 1 - In the last 12 months, have you used bus services in Lancashire?

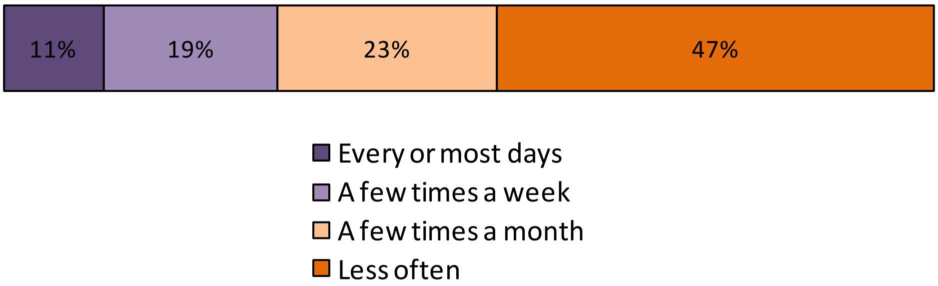


Base: All respondents (unweighted 1,853, weighted 1,333)

Disabled respondents and respondents aged 60 and over are more likely to have used bus services in Lancashire in the past 12 months (61% and 66% responded yes respectively). BME respondents and respondents with children under 18 are less likely to have used bus services (41% and 46% answered yes respectively).

Respondents that have used bus services in Lancashire in the last 12 months were then asked how frequently they use them. Around a third of these respondents used bus services at least a few times a week (30%). Just under half of respondents used bus services less than a few times a month in the last 12 months (47%).

Chart 2 - In the last 12 months, how frequently would you say that you have used bus services in Lancashire?

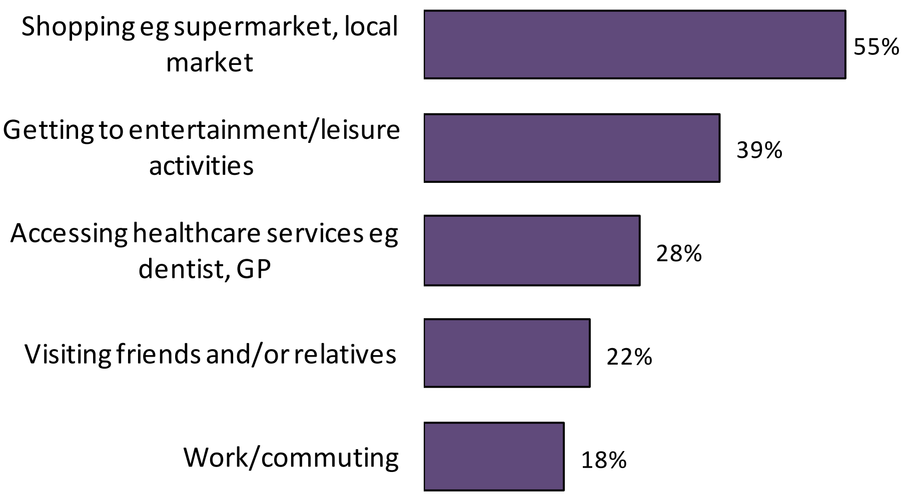


Base: Respondents that have used bus services in the past 12 months (unweighted 1,136, weighted 769)

Disabled respondents are more likely to have used bus services at least a few times a week (37%).

Just over half of respondents who have used bus services in Lancashire in the past 12 months generally use them for shopping at, for example, the supermarket or local market (55%). Around two fifths of respondents use them for getting to entertainment or leisure activities (39%). Only around a fifth of respondents use bus services for work or commuting (18%).

Chart 3 - What do you generally use bus services in Lancashire for?

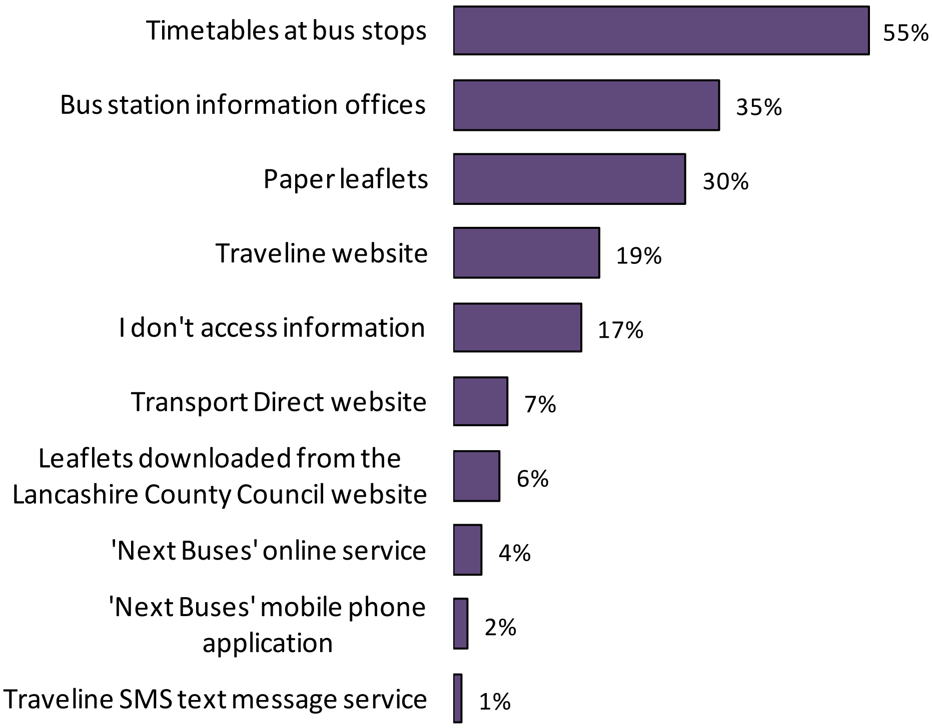


Base: Respondents that have used bus services in the past 12 months (unweighted 1,102, weighted 744)

Respondents aged 60 and over and disabled respondents are more likely to use bus services for shopping (75% and 66% respectively) and for accessing healthcare services (37% and 41% respectively).

Respondents who have used bus services in Lancashire in the past 12 months were asked how they access information about bus services. Over half of respondents use timetables at bus stops (55%). Around a third of respondents use the information offices at bus stations (35%). Very few respondents use services such as the 'Next Buses' mobile phone application or Traveline SMS text message service (2% and 1% respectively).

Chart 4 - How do you access information on bus services in Lancashire?



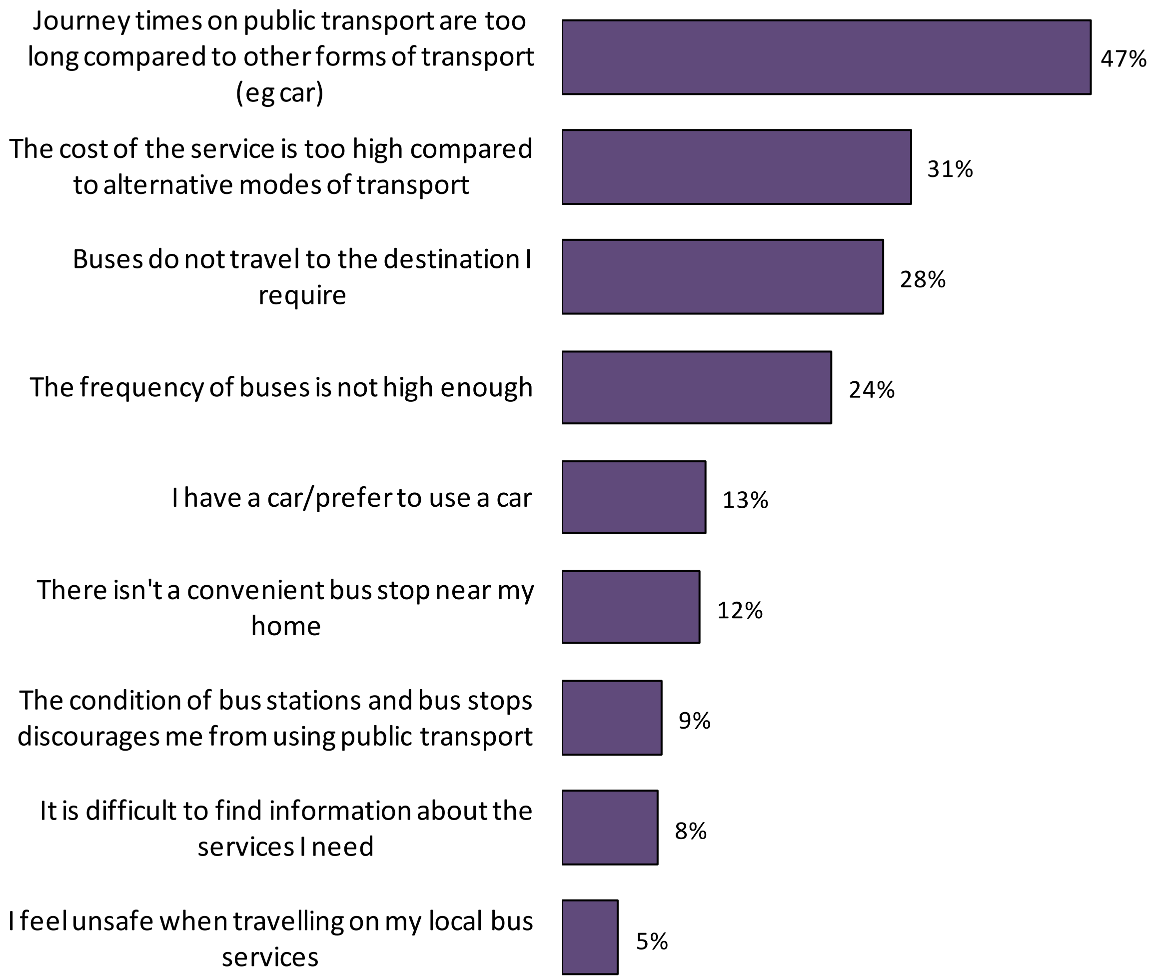
Base: Respondents that have used bus services in the past 12 months (unweighted 1,134, weighted 768)

Respondents aged 60 and over are more likely to access information on bus services at bus station information offices and through paper leaflets (46% and 38%).

Respondents that have not used bus services in the past 12 months were asked what factors prevent them from travelling on the bus. Nearly half of respondents said they don't use buses because journey times are too long compared to other forms of transport (47%). A third said the cost of the service is too high compared to alternative modes of transport (31%).

Encouragingly, only a small percentage of respondents don't use bus services because they feel unsafe when travelling on their local bus services (5%) or because the condition of bus stations and bus stops discourages them from using public transport (9%).

Chart 5 - What are the factors that most prevent you from travelling on the bus?



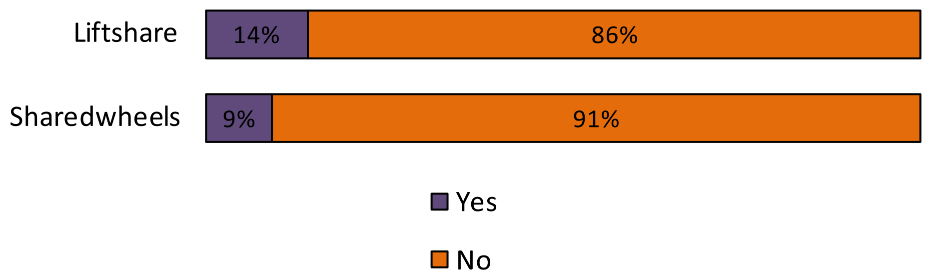
Base: Respondents that have not used bus services in the past 12 months (unweighted 1,269, weighted 949)

BME respondents and respondents with children under 18 are more likely to say that the cost of bus services is too high compared to alternative modes of transport (54% and 40% respectively). Respondents who live in villages are more likely to say that the frequency of buses is not high enough (49%).

5.2 Car sharing

Panel members were asked if they were aware of two online car sharing schemes, 'Liftshare' and 'Sharedwheels'. Around one in seven respondents are aware of Liftshare (14%) while around one in ten are aware of Sharedwheels (9%).

Chart 6 - Are you aware of current online car sharing schemes 'Liftshare' and 'Sharedwheels'?



Base: All respondents (unweighted 1,712, weighted 1,240)

Respondents that were aware of the schemes were asked if they had used them. Nineteen respondents have used Liftshare while six have used Sharedwheels.

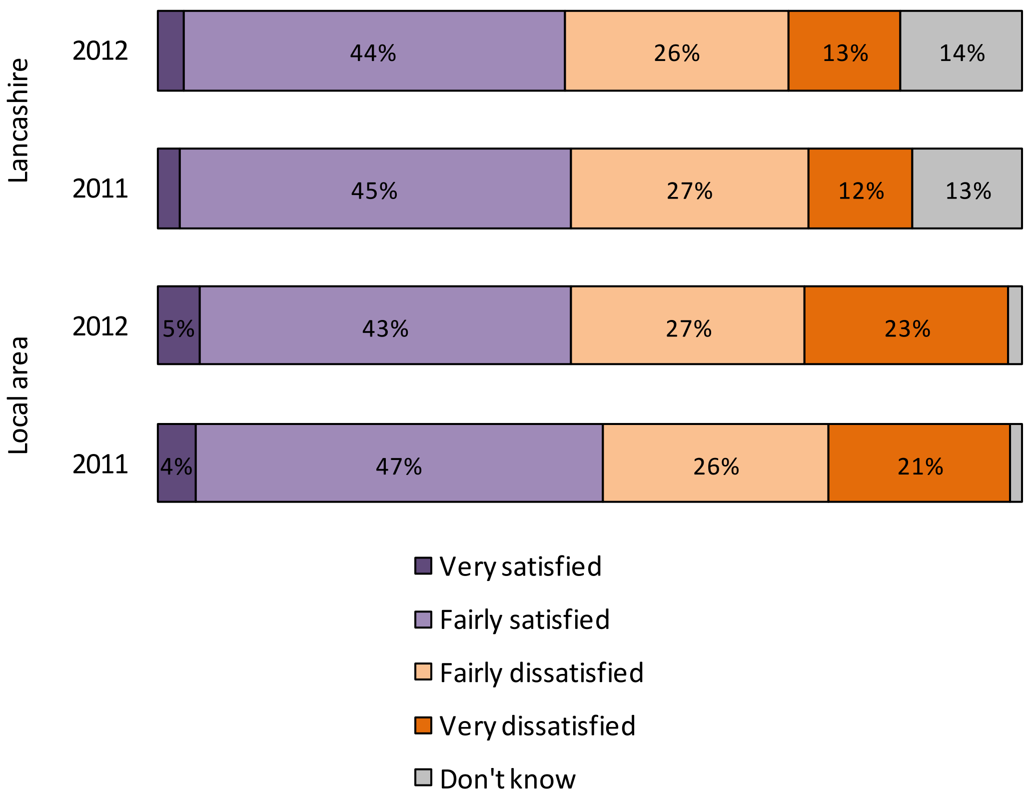
5.3 Roads and streets

All panel members were then asked questions about their perception of the condition of roads and pavements in Lancashire. Some of these questions were also asked in October 2011 (wave 34). Responses from 2011 are given on the charts for comparison.

5.3.1 The condition of pavements and footpaths

Satisfaction levels regarding the condition of pavements are about the same for Lancashire and for respondents' local areas, although more respondents answer 'don't know' when asked about Lancashire as a whole. Responses have not changed significantly since 2011.

Chart 7 - How satisfied or dissatisfied are you with each of the following? The condition of pavement surfaces in...



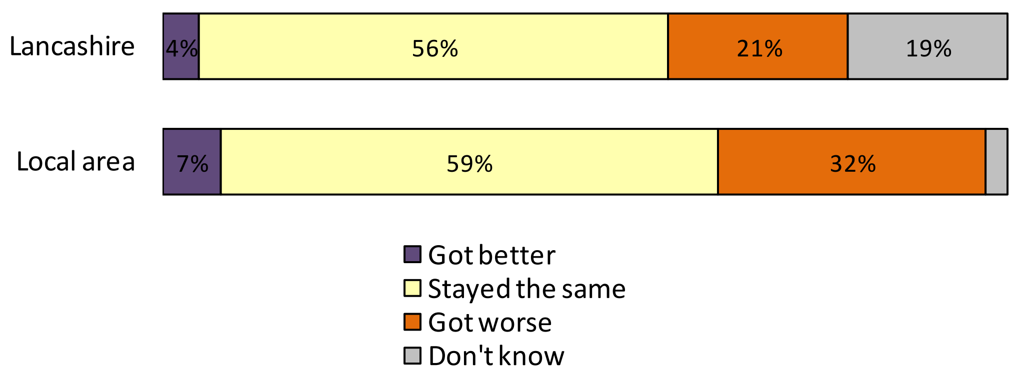
Base: 2012 All respondents (unweighted 1,807, weighted 1,307)
2011 All respondents (unweighted 2,134, weighted 1,582)

Disabled respondents are more likely to be dissatisfied with pavements in their local area (61%).

Panel members were then asked if they feel that, over the past six months, the condition of pavements in their local area and in Lancashire has got better, stayed the same or got worse.

Around three fifths of respondents feel that the condition of pavements in Lancashire and their local area has stayed the same (56% and 59% respectively). A third of respondents feel that the condition of pavement surfaces in their local area has got worse (32%).

Chart 8 - Over the past six months do you feel the following have got better, stayed the same or got worse? The condition of pavement surfaces in...



Base: All respondents (unweighted 1,816, weighted 1,311)

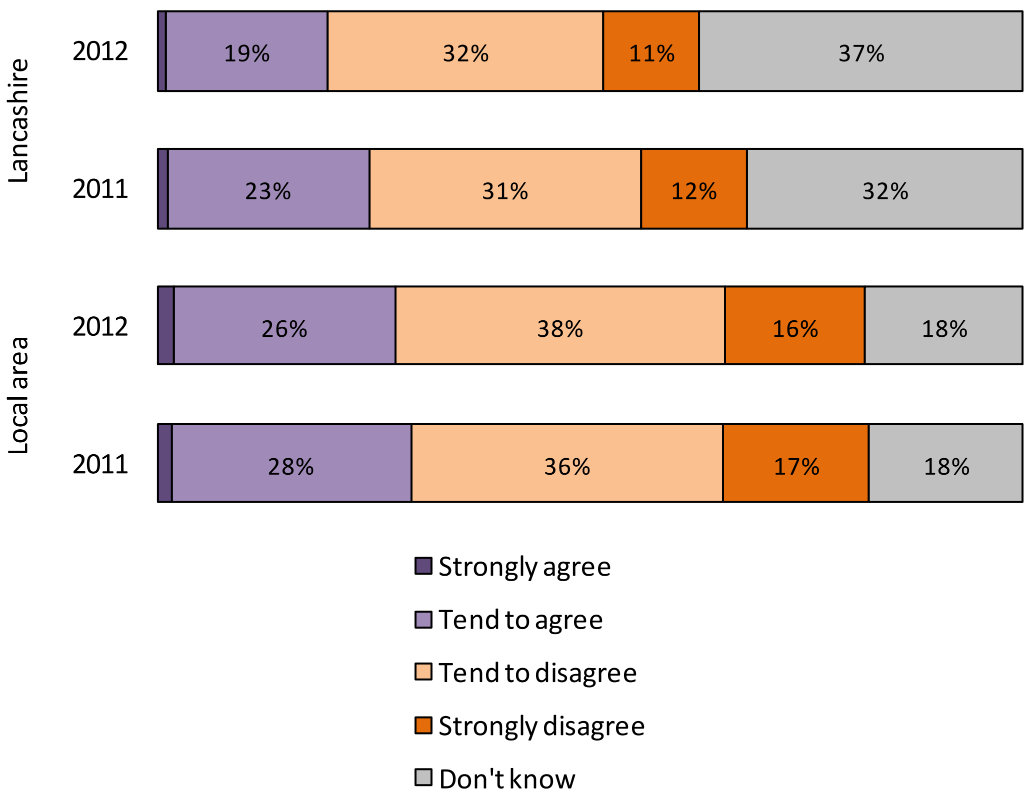
Disabled respondents are more likely to feel that pavement surfaces in their local area have got worse (38%) and that pavement surfaces in Lancashire have got worse (27%).

Respondents were then asked if they agree or disagree that the number of potholes on footpaths in Lancashire and in their local area has reduced over the past six months. A significant proportion of respondents said that they don't know if the number of potholes has reduced – over a third of respondents for Lancashire (37%) and nearly one in five respondents for their local area (18%).

Around half of respondents disagree that the number of potholes on footpaths in their local area has reduced (54%).

Responses to these questions have not changed significantly since 2011.

Chart 9 - How strongly do you agree or disagree with the following statements? The number of potholes on footpaths has reduced over the past six months in...



Base: 2012 All respondents (unweighted 1,808, weighted 1,306)
2011 All respondents (unweighted 2,119, weighted 1,581)

Disabled respondents are more likely to disagree that the number of potholes on footpaths in Lancashire has reduced over the past six months (47%).

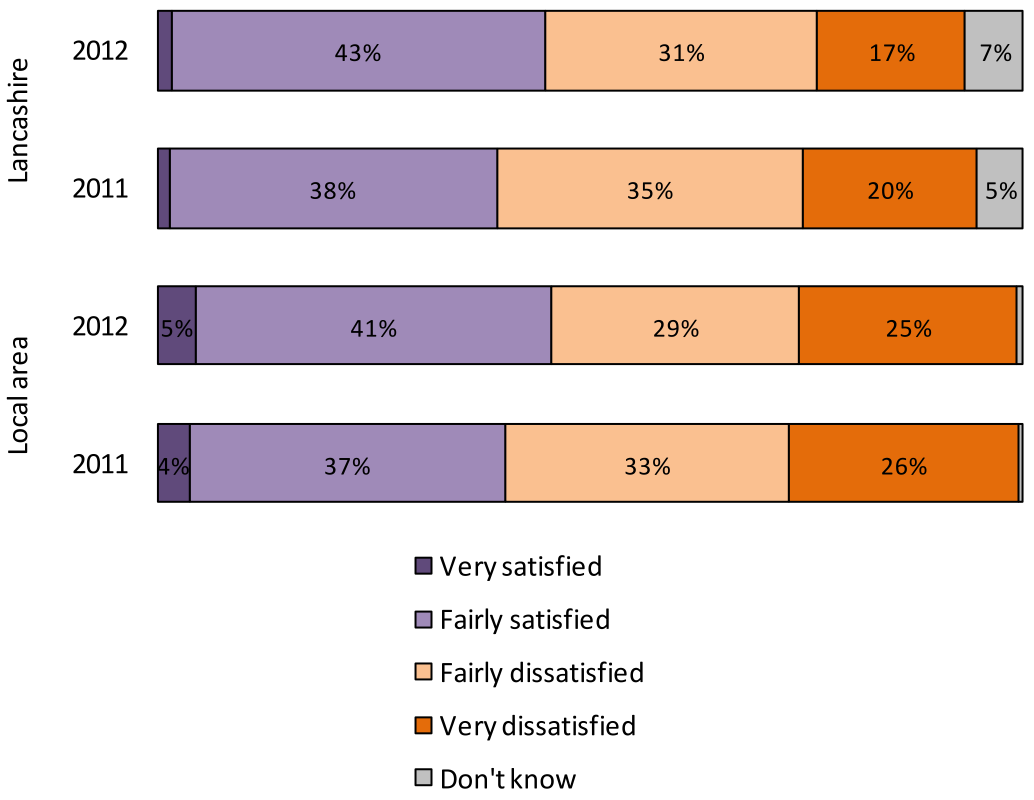
5.3.2 The condition of roads

Respondents were asked how satisfied or dissatisfied they are with the condition of road surfaces in Lancashire and their local area.

The proportion of respondents that are satisfied with the condition of road surfaces in Lancashire has improved (39% in 2011, 45% in 2012).

Over two fifths of respondents are satisfied with the condition of road surfaces in their local area (46%), an improvement on the response in 2011 (41% satisfied).

Chart 10 - How satisfied or dissatisfied are you with each of the following? The condition of road surfaces in...



Base: 2012 All respondents (unweighted 1,815, weighted 1,311)
2011 All respondents (unweighted 2,116, weighted 1,577)

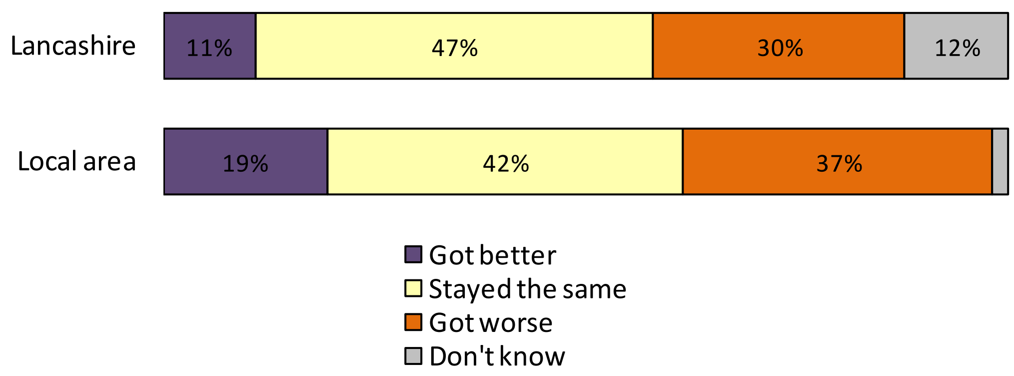
Respondents in Rossendale and Wyre are more likely to be very dissatisfied with the condition of road surfaces in their local area than respondents in other districts (43% and 37% very dissatisfied respectively).

Panel members were asked if they feel the condition of road surfaces in Lancashire and their local area has got better, stayed the same, or got worse over the past six months.

Around half of respondents feel that road surfaces in Lancashire have stayed the same over the past six months (47%) while around two fifths feel that road surfaces in their local area have stayed the same (42%).

Just under two fifths of respondents feel that road surfaces in their local area have got worse over the past six months (37%).

Chart 11 - Over the past six months do you feel the following have got better, stayed the same or got worse? The condition of road surfaces in...



Base: All respondents (unweighted 1,815, weighted 1,310)

Male respondents are more likely to feel that the condition of road surfaces in their local area has got worse (41%) and also that the condition of road surfaces in Lancashire has got worse (33%).

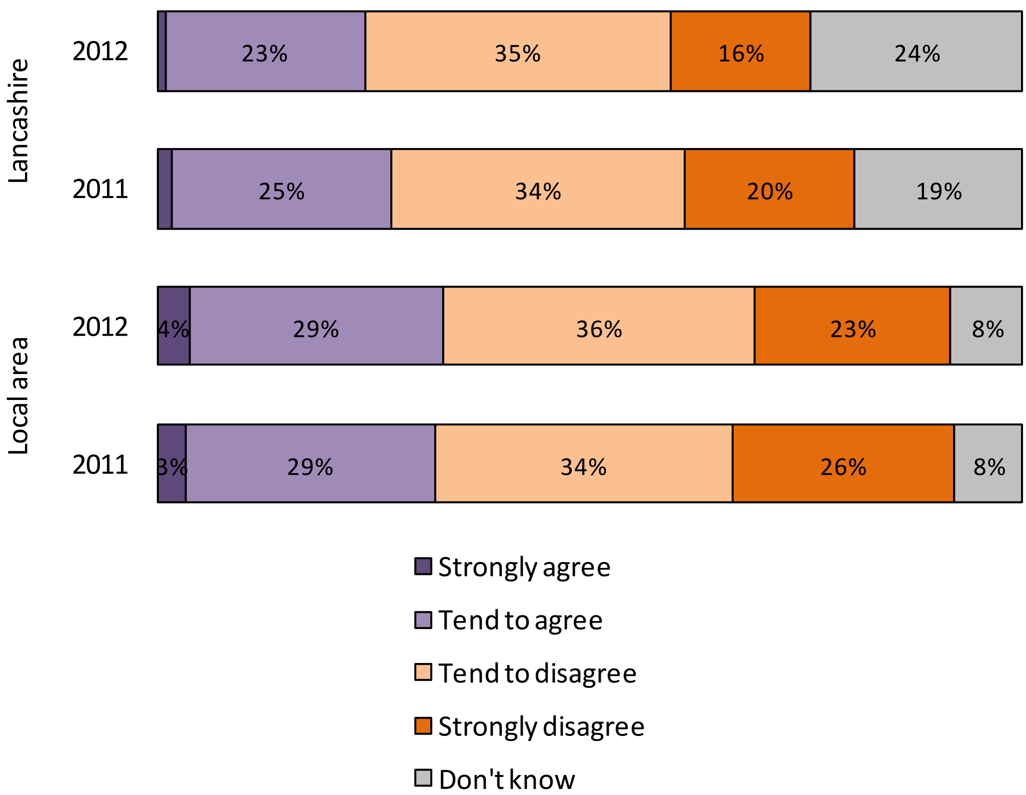
Panel members were then asked if they agree or disagree that the number of potholes on roads in Lancashire and their local area has reduced over the past six months.

A significant proportion of respondents said that they don't know if the number of potholes on roads has reduced – around a quarter of respondents for Lancashire (24%) and around one in twelve respondents for their local area (8%).

Around three fifths of respondents disagree that the number of potholes on roads in their local area has reduced over the past six months (59%).

Responses to these questions have not changed significantly since 2011.

Chart 12 - How strongly do you agree or disagree with the following statements? The number of potholes on roads has reduced over the past six months in...



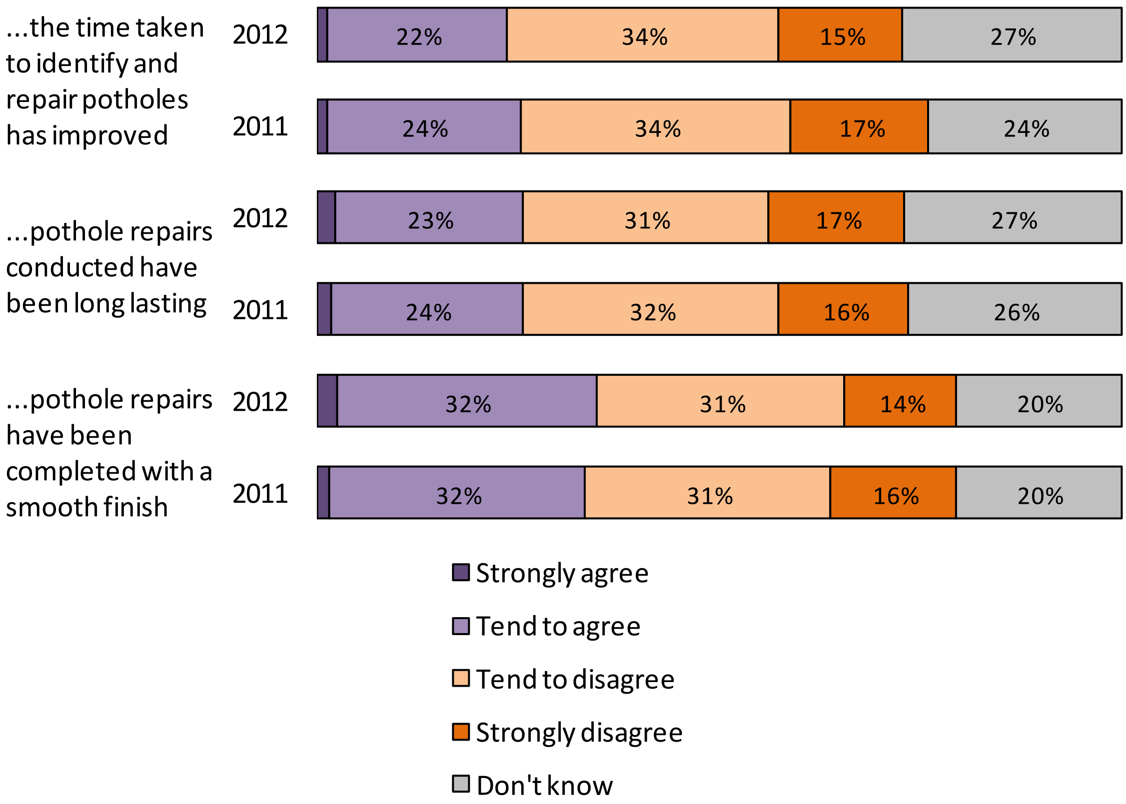
Base: 2012 All respondents (unweighted 1,823, weighted 1,315)
2011 All respondents (unweighted 2,131, weighted 1,587)

5.3.3 *Pothole repair*

When asked how strongly they agree or disagree with a number of statements concerning pothole repair, respondents gave fairly consistent responses to each statement. Around half disagree with each statement while between a quarter and a third agree.

Responses to these questions have not changed significantly since 2011.

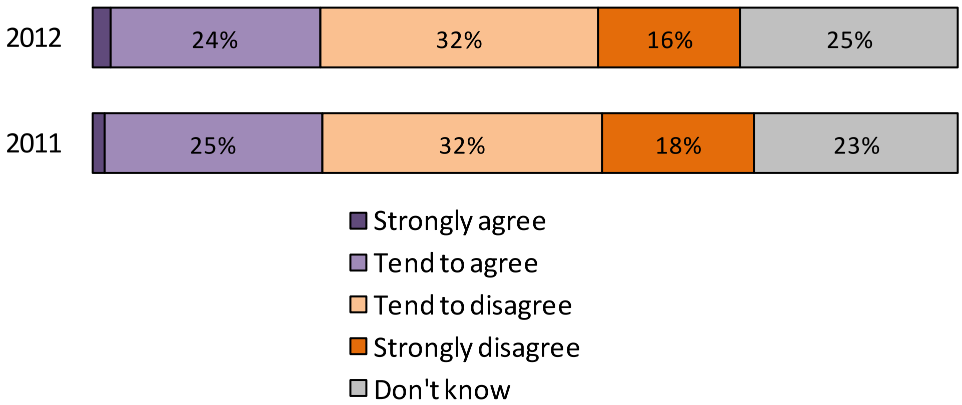
Chart 13 - How strongly do you agree or disagree with the following statements? Over the past six months...



Base: 2012 All respondents (unweighted 1,805, weighted 1,309)
2011 All respondents (unweighted 2,132, weighted 1,586)

Around half of respondents disagree that the overall quality of pothole repair has improved over the past six months (49%), while around a quarter of respondents agree (26%).

Chart 14 - How strongly do you agree or disagree with the following statements? The overall quality of pothole repair has improved over the past six months.



Base: 2012 All respondents (unweighted 1,804, weighted 1,303)
2011 All respondents (unweighted 2,132, weighted 1,576)

6. Recommendations

6.1 Public transport

- Respondents are most likely to use more traditional forms of access to bus service information (eg timetables at bus stops, information offices at bus stations). Only a small proportion of respondents currently use more modern sources of information (eg text message, internet). If the service is looking to move away from traditional access channels it should monitor this to ensure that people are still able to access information when they need to.

6.2 Roads and streets

- Opinions on the condition of pavements and footpaths have not changed significantly since these questions were asked in 2011. However, opinions on the condition of roads have improved slightly since last year. It is recommended that future survey work continues to keep a consistent approach to asking these questions enabling trends to be monitored over time. This data can then be used in conjunction with operational data to help inform service planning decisions.
- Demographic analysis of the questions on the perception of the condition of roads and streets reveals fairly consistent levels of satisfaction across most of the districts. The one exception is that respondents in Rossendale and Wyre are more likely to be very dissatisfied with the condition of road surfaces in their local area. The service may want to investigate this further. Is there an issue with road surface problems in these districts not being reported or with the service not responding to reported issues? Is this a perceived issue or is there a difference in the standard of road condition in these districts compared to other districts?

7. Appendix 1: Socio-Economic-Group Definitions

These groups are based on Market Research Society definitions and on the respondent. They are graded as A, B, C1, C2, D and E.

Group A
- Professional people, very senior managers in business or commerce or top-level civil servants
- Retired people, previously grade A, and their widows

Group B
- Middle management executives in large organisations, with appropriate qualifications
- Principle officers in local government and civil service
- Top management or owners of small business concerns, educational and service establishments
- Retired people, previously grade B, and their widows

Group C1
- Junior management, owners of small establishments, and all others in non-manual positions
- Jobs in this group have very varied responsibilities and educational requirements
- Retired people, previously grade C1, and their widows

Group C2
- All skilled manual workers, and those manual workers with responsibility for other people
- Retired people, previously grade C2, with pensions from their job
- Widows, if receiving pensions from their late partner's job

Group D
- All semi skilled and unskilled manual workers, and apprentices and trainees to skilled workers
- Retired people, previously grade D, with pensions from their late job
- Widows, if receiving pensions from their late partner's job

Group E
- All those entirely dependent on the state long term, through sickness, unemployment, old age or other reasons
- Those unemployed for a period exceeding six months (otherwise classified on previous occupation)
- Casual workers and those without a regular income