



Living in Lancashire Survey

Public transport, roads and streets

November 2013

www.lancashire.gov.uk





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Contents

1.	EXECUTIVE SUMMARY	1
1.1	Key findings	1
1.1.1	<i>Public transport</i>	<i>1</i>
1.1.2	<i>Roads and streets</i>	<i>1</i>
1.2	Recommendations.....	3
1.2.1	<i>Public transport</i>	<i>3</i>
1.2.2	<i>Roads and streets</i>	<i>3</i>
2.	INTRODUCTION.....	4
3.	RESEARCH OBJECTIVES	4
4.	METHODOLOGY.....	5
4.1	Limitations	5
5.	MAIN RESEARCH FINDINGS.....	7
5.1	Public transport.....	7
5.3	Roads and streets	12
5.3.1	<i>The condition of pavements and footpaths.....</i>	<i>12</i>
5.3.2	<i>The condition of roads.....</i>	<i>15</i>
5.3.3	<i>Pothole repair.....</i>	<i>18</i>
6.	RECOMMENDATIONS.....	20
6.1	Public transport.....	20
6.2	Roads and streets	20
7.	APPENDIX 1: SOCIO-ECONOMIC-GROUP DEFINITIONS	21

1. Executive summary

This wave of the Living in Lancashire panel looked at people's views on public transport and the condition of roads and streets. The survey was sent by email or by post to all 2,610 members of the panel on 4 September and the fieldwork ended on 11 October 2013. In total 1,690 questionnaires were returned, giving an overall response rate of 65%.

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%).
- Over half of respondents who have used the bus in the last 12 months (53%) used bus services at least a few times a month in the last 12 months. In the last 12 months, just under half of respondents used bus services less often than a few times a month (47%).
- Over half of respondents (56%) who have used bus services in Lancashire in the past 12 months use them for shopping. Around two-fifths of respondents (37%) use them for getting to entertainment or leisure activities, and around a quarter of respondents (26%) use bus services for accessing healthcare services eg dentist or GP.
- Of those respondents who have used the bus services in the last 12 months, almost three-fifths of respondents find out bus service information via timetables at bus stops (57%) and around a third of respondents use the information offices at bus stations (34%).
- Of those respondents who have not used bus services in the last 12 months, nearly half of respondents (48%) say they don't use buses because journey times are too long compared to other forms of transport, and a third (34%) say the cost of the service is too high compared to alternative modes of transport.

1.1.2 *Roads and streets*

- 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 2012.
- Around three-fifths of respondents feel that the condition of pavements in Lancashire and their local area has stayed the same in the last six months

(56% and 60% respectively). A third of respondents (31%) feel that the condition of pavement surfaces in their local area has got worse over the last six months.

- Over a third of respondents (35%) say that they don't know whether in the last six months the number of potholes on footpaths has reduced for Lancashire and nearly a fifth of respondents don't know for their local area (18%). Around half of respondents (53%) disagree that the number of potholes on footpaths in their local area has reduced in the last six months.
- Almost three-fifths of respondents are dissatisfied with the condition of the road surfaces in their local area (59%), and with the condition of the road surfaces in Lancashire (57%).
- Around two-fifths of respondents feel that road surfaces in Lancashire and their local area have stayed the same over the past six months (43% and 42% respectively). Around two-fifths of respondents feel that road surfaces in their local area have got worse over the past six months (42%).
- Just under two-thirds of respondents disagree that the number of potholes on roads in their local area has reduced over the past six months (64%).
- Around half of respondents disagree that the overall quality of pothole repair has improved over the past six months (51%), while around a quarter of respondents agree (24%).

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) however there was an increase in usage of the Traveline website. 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 2012. However, opinions on the condition of roads have got slightly worse 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 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; 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 2,657 members of the panel on 4 September. A reminder was sent on 25 September, with a final closing date of 11 October 2013.

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 1,933 members and the online questionnaire was sent to 724 members.

In total 1,690 questionnaires were returned, giving an overall response rate of 65%.

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 1,169, 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.

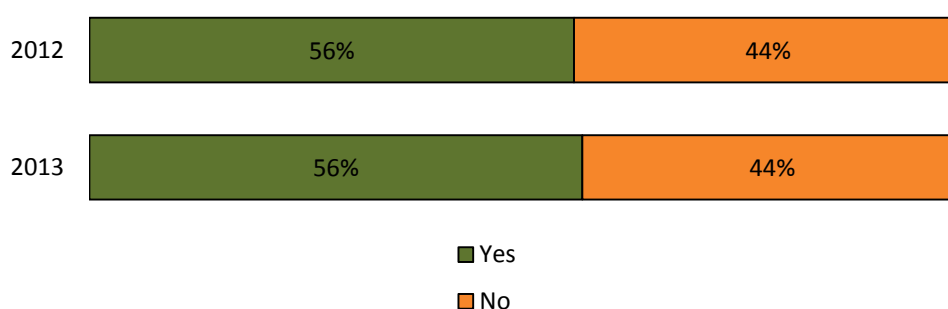
5. Main research findings

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 last 12 months (56%).

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



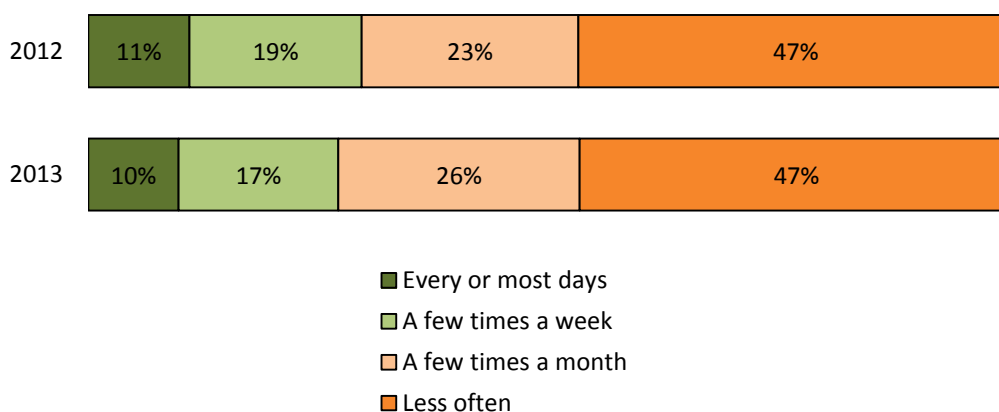
Base: All respondents 2013 (unweighted 1,693, weighted 1,165)
All respondents 2012 (unweighted 1,853, weighted 1,333)

Respondents aged 60 and over (66%) and respondents who are in full time work (52%) are more likely to have used bus services in Lancashire in the past 12 months.

Respondents that have used bus services in Lancashire in the last 12 months were then asked how frequently they use them.

Over half of these respondents (53%) used bus services at least a few times a month in the last 12 months. Just under half of respondents have used bus services less often than a few times a month in the last 12 months (47%).

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



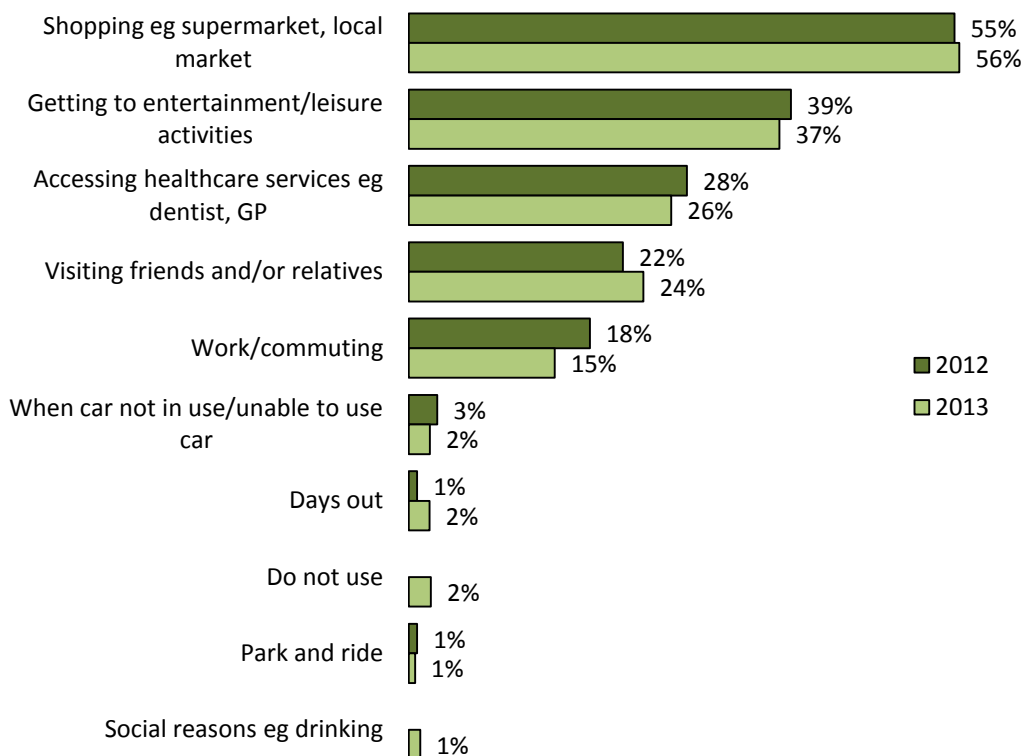
Base: Respondents that have used bus services in the last 12 months 2013 (unweighted 1,035, weighted 687)
 Respondents that have used bus services in the last 12 months 2012 (unweighted 1,136, weighted 769)

Respondents from socio-economic group AB (56%) and non-disabled respondents (55%) are more likely to have used the bus less often than a few times a month.

Respondents from socio-economic group DE (19%) and C2 (14%) are more likely to use the bus every, or most days.

Over half of respondents (56%) who have used bus services in Lancashire in the past 12 months use them for shopping. Around two-fifths of respondents (37%) use them for getting to entertainment or leisure activities, and around a quarter of respondents (26%) use bus services for accessing healthcare services eg dentist or GP.

Chart 3 - Generally, what do you use bus services in Lancashire for?



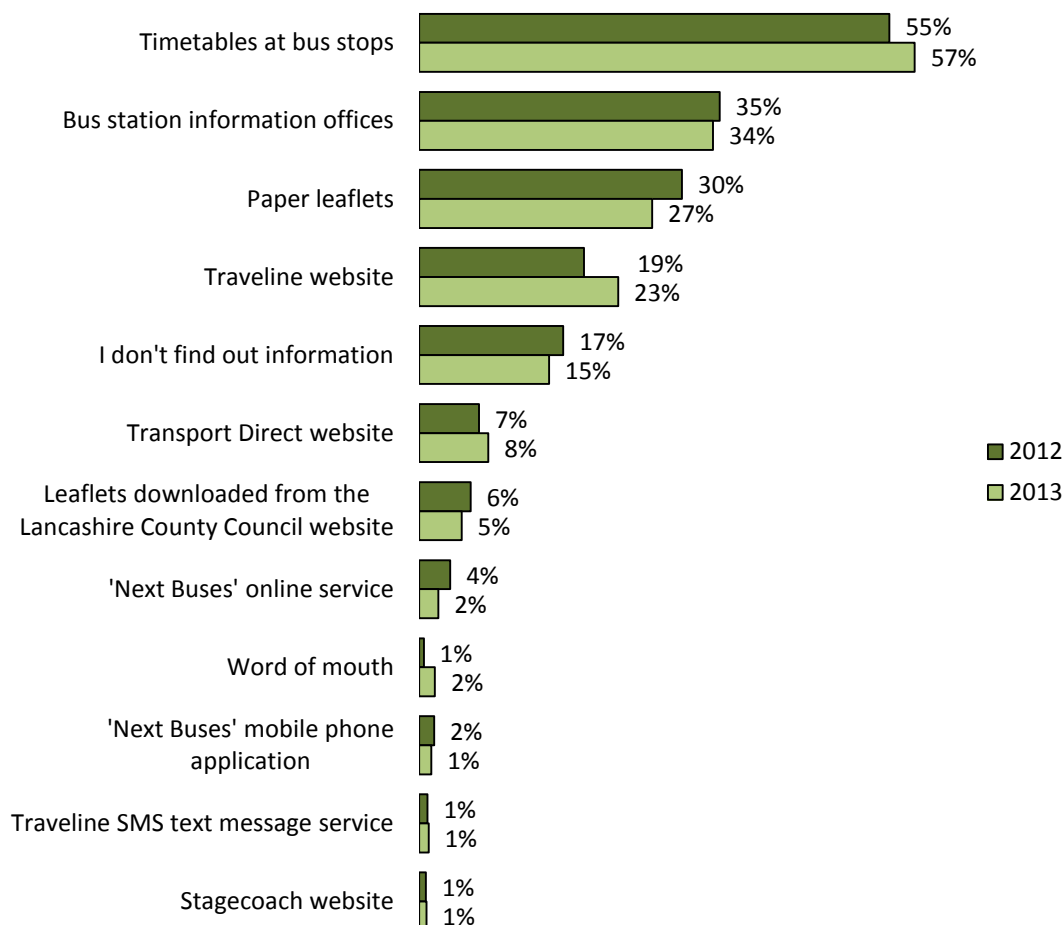
Base: Respondents that have used bus services in the last 12 months 2013 (unweighted 1,013 weighted 669)
 Respondents that have used bus services in the last 12 months 2012 (unweighted 1,102, weighted 744)

Respondents aged 60 and over and disabled respondents are more likely to use bus services for shopping (72% and 65% respectively) and for accessing healthcare services (39% and 41% respectively).

Respondents in Council or Housing Association housing are more likely to use bus services for shopping (77%), accessing healthcare services (48%) and visiting friends or relatives (41%).

Respondents who have used bus services in Lancashire in the last 12 months were asked how they find out information about bus services. Almost three-fifths of respondents use timetables at bus stops (57%) and around a third of respondents use the information offices at bus stations (34%).

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



Base: Respondents that have used bus services in the last 12 months 2013 (unweighted 1,023, weighted 677)
 Respondents that have used bus services in the last 12 months 2012 (unweighted 1,134, weighted 768)

Respondents aged 60 and over are more likely to find out information on bus services at bus station information offices and through paper leaflets (46% and 36%).

Respondents in Fylde and Wyre are less likely to use bus station information offices than those in other parts of Lancashire (17% and 15% respectively).

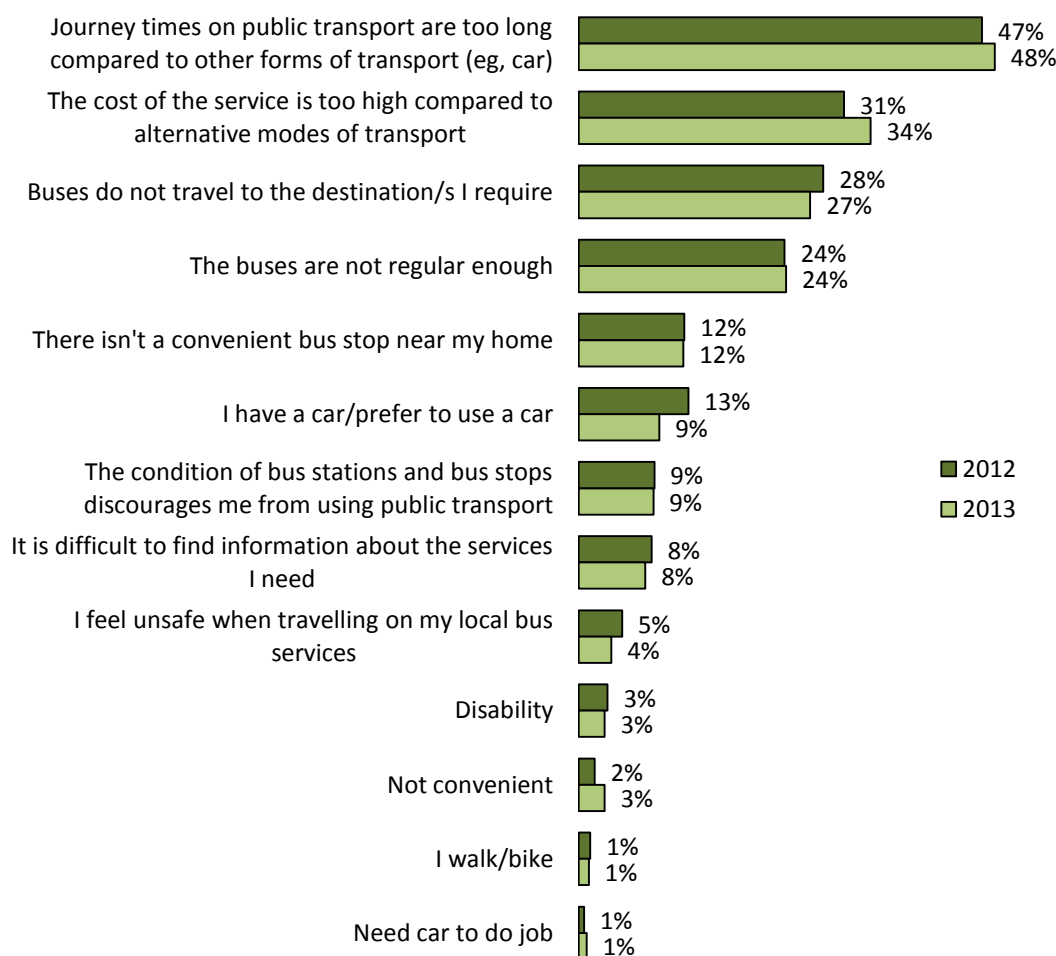
Respondents from socio-economic group AB (31%) and C1 (29%) are more likely to find out information from the Traveline website.

Respondents in socio-economic group DE (71%) are more likely to find out information from timetables at bus stops.

Respondents who have not used bus services in the last 12 months were asked what factors prevent them from travelling on the bus. Nearly half of respondents (48%) say they don't use buses because journey times are too long compared to other forms of transport, and a third (34%) say the cost of the service is too high compared to alternative modes of transport.

Fewer than one in ten (9%) don't use the bus because the condition of bus stations and bus stops discourages them from using public transport, and fewer than one in twenty respondents (4%) don't use bus services because they feel unsafe when travelling on their local bus services.

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 2013 (unweighted 1,216, weighted 885)
 Respondents that have not used bus services in the past 12 months 2012 (unweighted 1,269, weighted 949)

BME respondents (45%) and respondents from socio-economic group DE (44%) are more likely to say that the cost of bus services is too high compared to alternative modes of transport. Respondents with a disability (8%) more likely to feel unsafe when travelling on their local bus service.

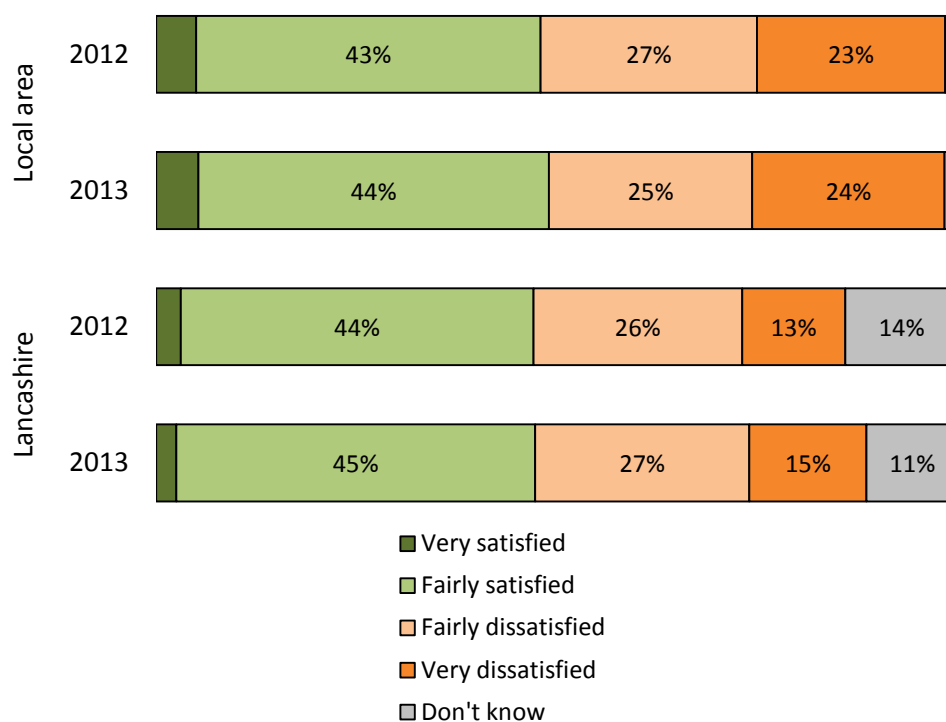
5.3 Roads and streets

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 and October 2012 (wave 38), and the responses 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 2012.

**Chart 6 - How satisfied or dissatisfied are you with each of the following?
The condition of pavement surfaces in...**



Base: 2013 All respondents (unweighted 1,635, weighted 1,137)
2012 All respondents (unweighted 1,807, weighted 1,307)

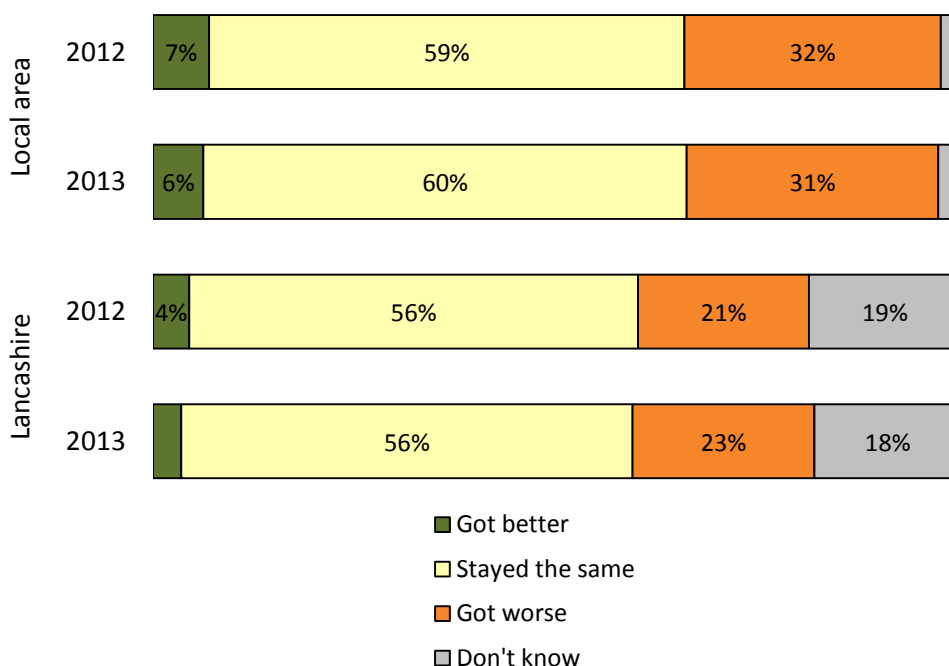
Disabled respondents are more likely to be dissatisfied with the condition of pavements in both their local area and Lancashire (56% and 48% respectively).

Respondents aged 60 and older are less likely to be satisfied with the condition of pavements in both their local area and Lancashire (43% and 41% respectively).

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 60% respectively). A third of respondents feel that the condition of pavement surfaces in their local area has got worse (31%).

Chart 7 - 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...



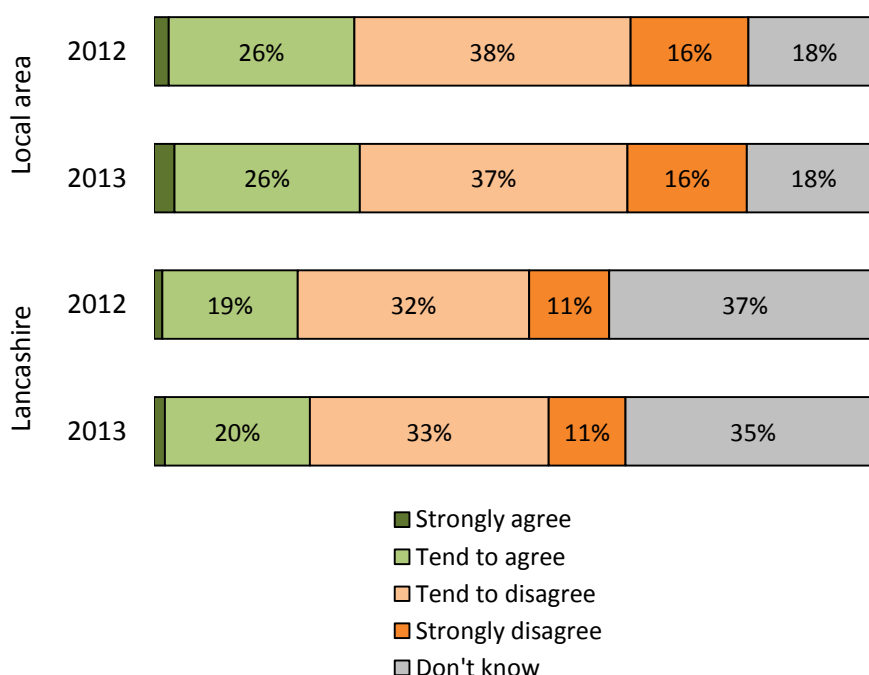
Base: 2013 All respondents (unweighted 1,633, weighted 1,133)
 2012 All respondents (unweighted 1,816, weighted 1,311)

Disabled respondents and respondents over 60 are more likely to feel that pavement surfaces in their local area have got worse (34% and 34% respectively).

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. Over a third of respondents (35%) say that they don't know whether the number of potholes on footpaths has reduced for Lancashire and nearly a fifth of respondents don't know for their local area (18%). Around half of respondents disagree that the number of potholes on footpaths in their local area has reduced (53%).

Responses to these questions have not changed significantly since 2012.

Chart 8 - 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: 2013 All respondents (unweighted 1,637, weighted 1,135)
 2012 All respondents (unweighted 1,808, weighted 1,306)

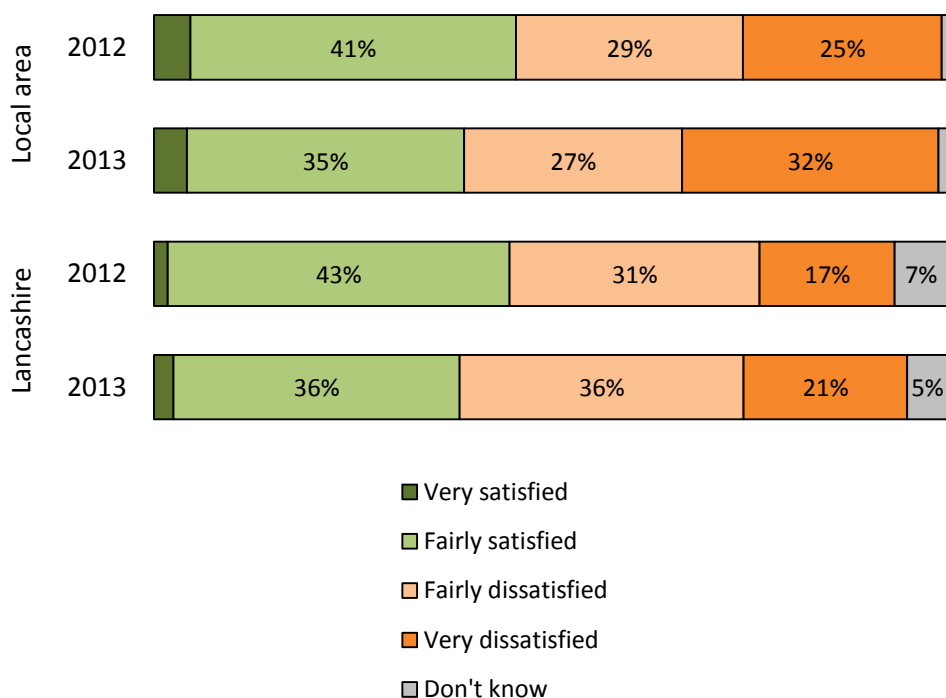
Disabled respondents (58%) are more likely to disagree that the number of potholes on footpaths in their local area has reduced over the past six months.

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.

Almost three-fifths of respondents are dissatisfied with the condition of the road surfaces in their local area (59%), and with the condition of the road surfaces in Lancashire (57%).

**Chart 9 - How satisfied or dissatisfied are you with each of the following?
The condition of road surfaces in...**



Base: 2013 All respondents (unweighted 1,644, weighted 1,139)
2012 All respondents (unweighted 1,815, weighted 1,311)

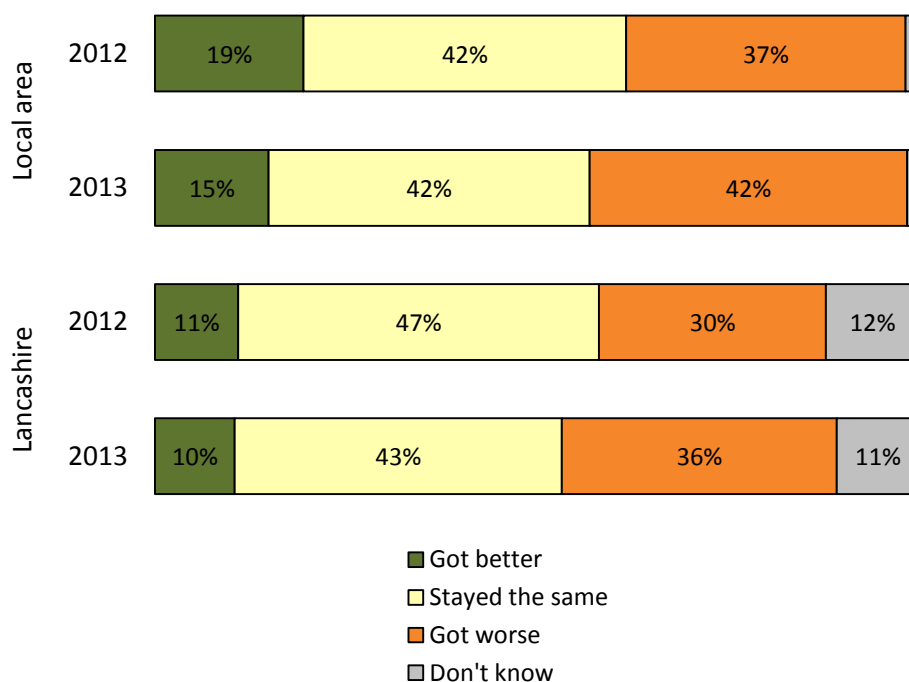
BME respondents are more likely to be satisfied with the condition of road surfaces in both their local area and Lancashire (49% and 61% respectively).

Respondents in Preston are more likely to be satisfied with the condition of road surfaces in their local area (51%).

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 two-fifths of respondents feel that road surfaces in Lancashire and their local area have stayed the same over the past six months (43% and 42% respectively). Around two-fifths of respondents feel that road surfaces in their local area have got worse over the past six months (42%).

Chart 10 - 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: 2013 All respondents (unweighted 1,633, weighted 1,131)
2012 All respondents (unweighted 1,815, weighted 1,310)

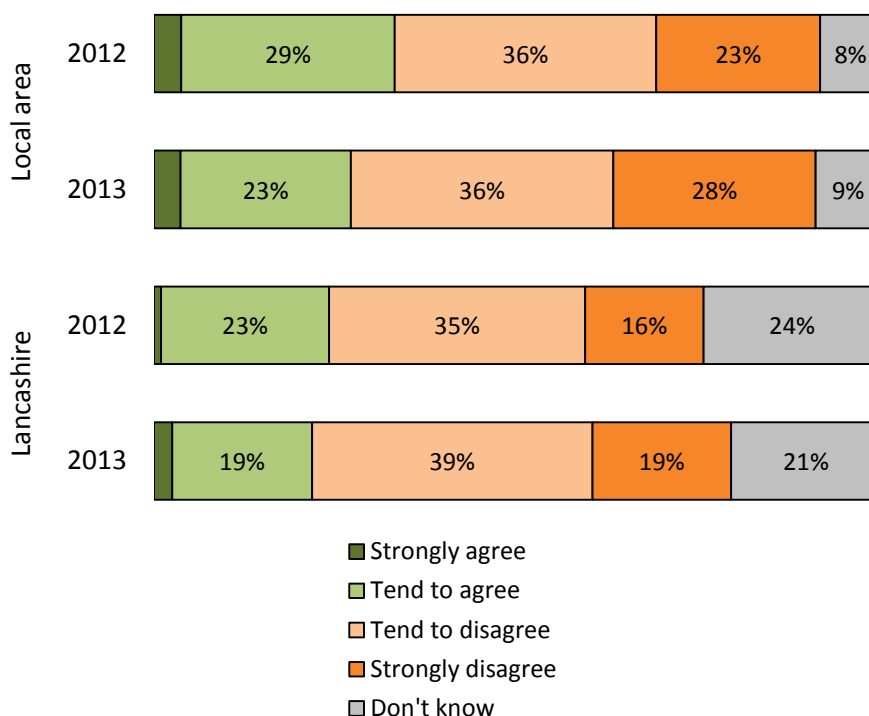
Respondents in Rossendale are more likely to feel that the road surfaces in both their local area and Lancashire have got worse over the past six months (57% and 51%).

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 fifth of respondents say they don't know if the number of potholes on roads has reduced in Lancashire over the past six months (21%), and one in every ten respondents say they don't know for their local area (9%).

Just under two-thirds of respondents disagree that the number of potholes on roads in their local area has reduced over the past six months (64%). Responses to these questions have not changed significantly since 2012.

Chart 11 - 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...



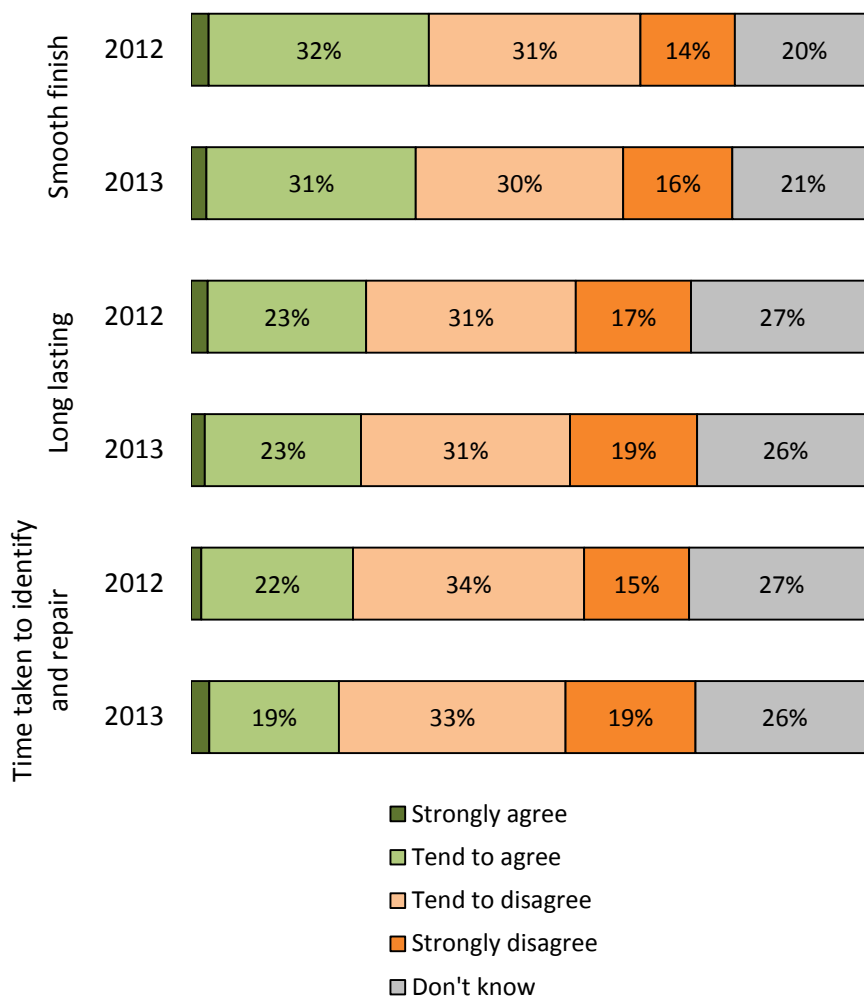
Base: 2013 All respondents (unweighted 1,652, weighted 1,248)
 2012 All respondents (unweighted 1,823, weighted 1,315)

Respondents in Rossendale are more likely to disagree that the number of potholes on roads has reduced over the last six months in their local area (78%).

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 2012.

Chart 12 - How strongly do you agree or disagree with the following statements?..

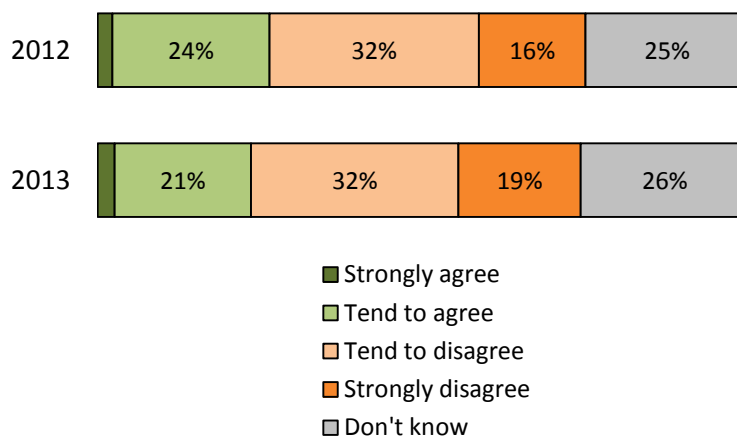


Base: 2013 All respondents (unweighted 1,654, weighted 1,146)
 2012 All respondents (unweighted 1,805, weighted 1,309)

BME respondents are more likely to agree that the time taken to identify and repair potholes has improved (32%) and that the repairs have been long lasting (33%).

Around half of respondents disagree that the overall quality of pothole repair has improved over the past six months (51%), while around a quarter of respondents agree (24%).

Chart 13 - 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: 2013 All respondents (unweighted 1,641, weighted 1,133)
 2012 All respondents (unweighted 1,804, weighted 1,303)

Respondents in Wyre are more likely to disagree that the overall quality of pothole repair has improved over the past six months (60%).

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) however there was an increase in usage of the Traveline website. 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 2012. However, opinions on the condition of roads have got slightly worse 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