

Highways Customer Panel

March 2017 Survey Data, Results and Analysis



SURREY

Document Details

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Introduction

The Highways and Transport service at Surrey County Council aspires to gather our customer's feedback whenever possible. We ask ourselves: "what would our customers want?" before we embark on design and consultation activities and we measure ourselves and our partners using the satisfaction scores that you provide.

The current financial challenge being faced by the whole council forces us to scrutinise the activities we carry out. Alongside this we challenge ourselves to become more efficient through better processes and increased use of technology. We will continue to use quality as a measure of our success and set ourselves stretching Customer Service performance targets.

Please accept my ongoing thanks for your support in providing us with such valuable customer feedback.



A handwritten signature in black ink, appearing to read 'M Dawson'.

Michael Dawson
Customer Service &
Improvement Manager

Executive Summary

This report presents data collected from the sixth Highways Customer Panel survey released March 2017 and closed April 2017.

The survey asked questions about overall customer satisfaction and the themes that appeared in this survey were: Gritting the roads and snow, flooding in Surrey and Drains.

There is a forward plan of subjects suggested by panel members that will be included into future Customer Panel surveys at appendix A. These subjects may change or be added to.

The Customer Panel survey will always include three standard questions. Within this survey, these standard questions appeared as 3, 4 and 5. Asking the standard questions allows a comparison from the previous survey. This information can be seen on page 10, 11 and 12 within this report. Overall the survey contained 30 questions, however, logic was applied to the survey, so depending on their answers: some respondents would not have seen all 30 questions.

The survey was sent to 1483 customers by email and 915 responses were received which is a response rate of 62%. The previous Customer Panel survey from November 2016 received a response rate of 40%.

The Results

The results of the survey are mainly presented in graph format. The question asked is displayed and followed by the number of responses received to that question.

The survey included a mixture of open, closed and multiple choice questions. Some questions were compulsory and some were not, which is reflected within the number of responses.

The survey results will not immediately affect the way that Surrey County Council Highways and Transport Service deliver services to its customers. The information is used in a number of ways.

The results help design the policies that guide service delivery. There is a list of these policies and guides below:

The Highway Safety [Inspection Policy](#)

The [Customer Charter](#)

[Project Horizon](#) (current in-year programme)

Our [Highways and Transport Strategic Business Plan 2016-2021](#) and the [Highways and Transport Asset Management Strategy](#).

Other areas improved as a result of feedback received from the Customer Panel are summarised in the [Customer Panel Annual Summary from 2016](#).

Survey Questions

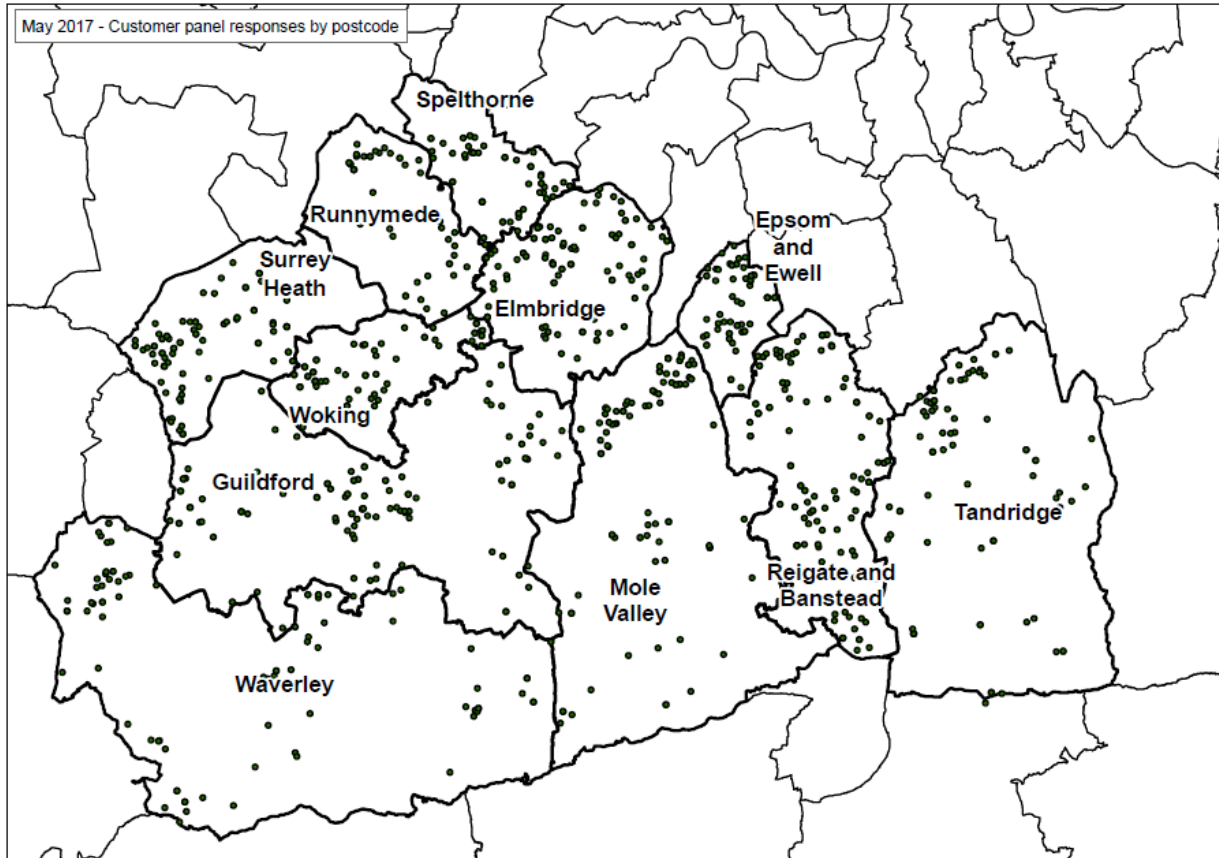
- Question 1 What is your Postcode?
- Question 2 What age group are you?
- Question 3 How satisfied are you with aspects of Surrey County Council Highways customer service?
- Question 4 Regarding Surrey County Council Highways roadworks, how satisfied are you?
- Question 5 How satisfied are you with aspects of Surrey County Council Highways works?
- Question 6 Do you access information about gritting the roads and snow on the Surrey County website?
- Question 7 Do you use any other methods to access information about gritting the roads and snow?
- Question 8 Was the information useful to you?
- Question 9 Would you benefit from being able to access highways information about gritting the roads and snow anywhere else?
- Question 10 Have you ever contacted Surrey County Council Highways to make an enquiry about gritting the roads and snow?
- Question 11 If you have contacted Surrey County Council to make an enquiry about gritting the roads and snow, how satisfied were you with the response?
- Question 12 If you have contacted Surrey County Council to make an enquiry about gritting the roads and snow, how satisfied were you with the time frame that you received the response in?
- Question 13 Overall, how satisfied are you with Winter Maintenance (gritting the roads)?
- Question 14 Do you access information about flooding on the Surrey County Council Website?
- Question 15 If you accessed information about flooding, how satisfied were you with the information you accessed?
- Question 16 If you have accessed information about flooding what further information on flooding would be useful to you?
- Question 17 If you live in Surrey, has your property been affected by flooding in the last year?

- Question 18 If you live in Surrey and your property has been affected by flooding in the last year, which area of your property was this in?
- Question 19 If you live in Surrey and your property has been affected by flooding in the last year, what was the source of the flooding, if known?
- Question 20 If you live in Surrey and your property has been affected by flooding in the last year, did you contact us about the flooding?
- Question 21 If your property has been affected by flooding in the last year and you contacted us about it, were you satisfied with the time we responded in?
- Question 22 If your property has been affected by flooding in the last year and you contacted us about it, were you satisfied with the quality of your response?
- Question 23 Have you ever accessed the information available on the Surrey County Council Website about drain cleaning?
- Question 24 If you have accessed the information available, how satisfied were you with the information you found?
- Question 25 Have you ever reported a blocked drain?
- Question 26 If you have reported a blocked drain to us, were you satisfied with the quality of the response provided?
- Question 27 If you have reported a blocked drain to us, were you satisfied with the time we responded in?
- Question 28 Overall, how satisfied are you with the provision of drains by Surrey County Council (cleaning, keeping them clear and working)?
- Question 29 To help us continue to identify new ways of receiving your feedback, please let us know if you feel there are alternative methods of contacting us, which we do not currently use. If so, please would you provide these below, so we can explore using them in the future
- Question 30 To help us continue to improve our highways services, please suggest what topics you feel could be included in our next surveys.

Survey Results

Information about the Customer Panel

Question 1 What is your Postcode?



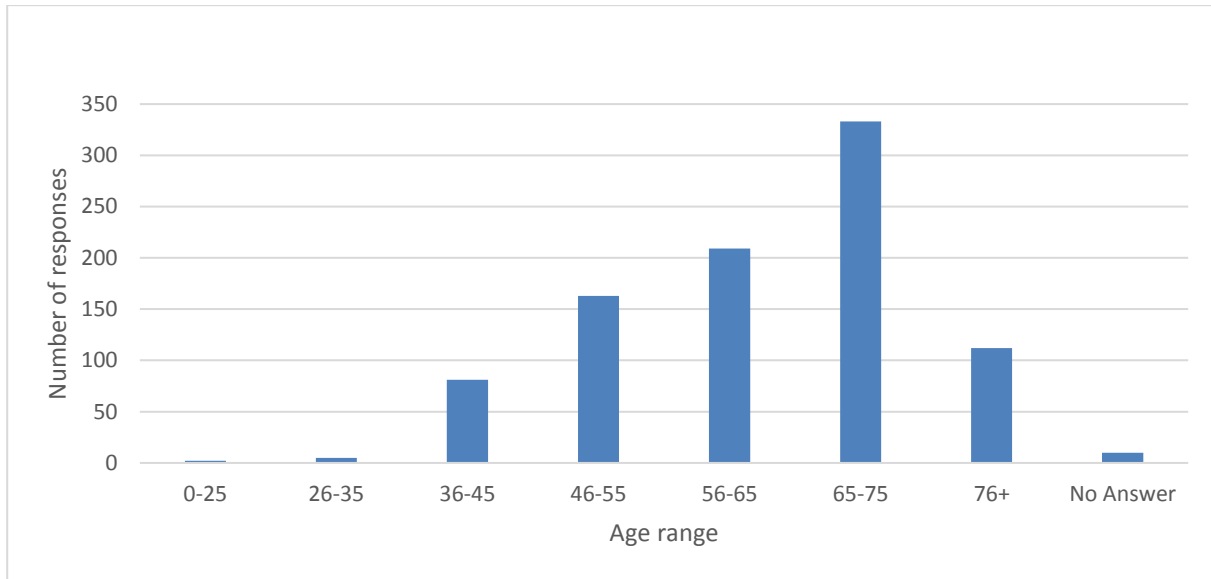
The map displays where respondents to the survey live.

The response to this question simply allows an analysis of where the active Customer Panel membership is greater and where there is a smaller representation. There is a good spread of responses across the County giving a good reflection of views.

No correlation can be drawn from the responses to the survey and the postcode provided, as our customers will all use varying areas of the Highway.

Question 2 What is your age group?

905/915 of the Customer Panel responded to this question.

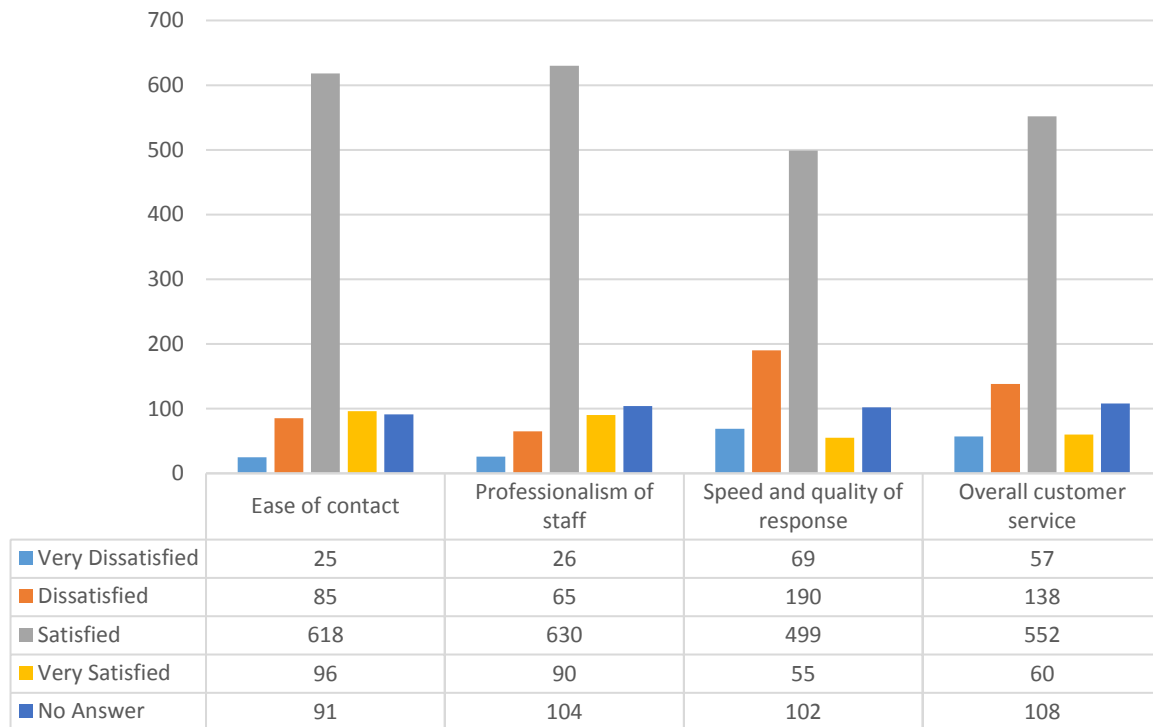


The largest group of Customer Panel responses were provided by those in the 65-75 age range. The 65-75 age range continues to be the most represented group of the Customer Panel. As with question 1, no conclusions are drawn from the age group of respondents.

Where a Postcode and an age range was provided by Customer Panel members, it was possible to create a visual representation of this data. A map of this data can be seen at appendix B.

Standard Questions

Question 3 How satisfied are you with these aspects of Surrey County Council Highways customer service?



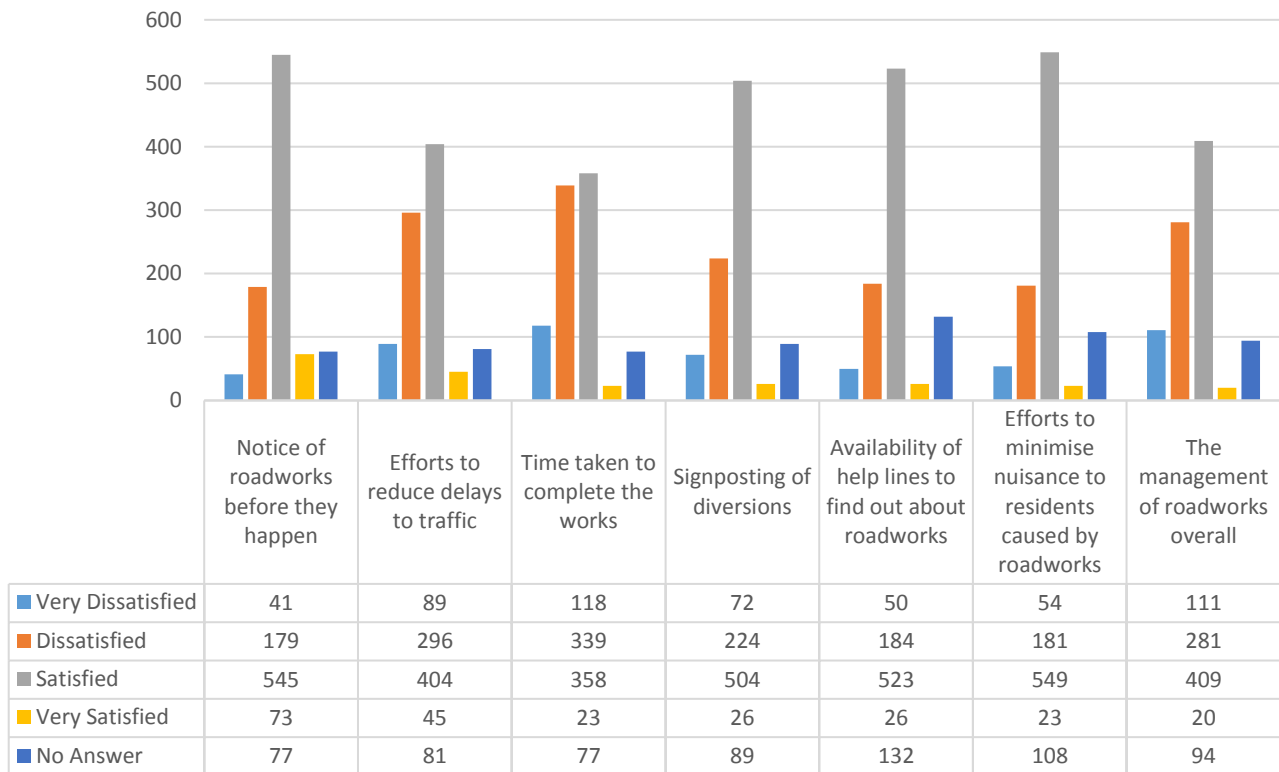
- Very satisfied and satisfied responses range from 79% down to 61%.
- Dissatisfied and very dissatisfied responses range from 10% up to 29%.

The answers to this question show no more than 3% variation from the results of the same question in November 2016.

Of the 807 responses to our question “How satisfied are you with these aspects of Surrey County Council Highways customer service: Overall customer service” 76% responded with either very satisfied or satisfied. This is an increase from 69% of very satisfied or satisfied responses in our March 2016 Customer Panel survey.

A full breakdown of how the comparisons have been made can be found at Appendix C.

Question 4 **Regarding Surrey County Council Highways roadworks, how satisfied are you with the following?**



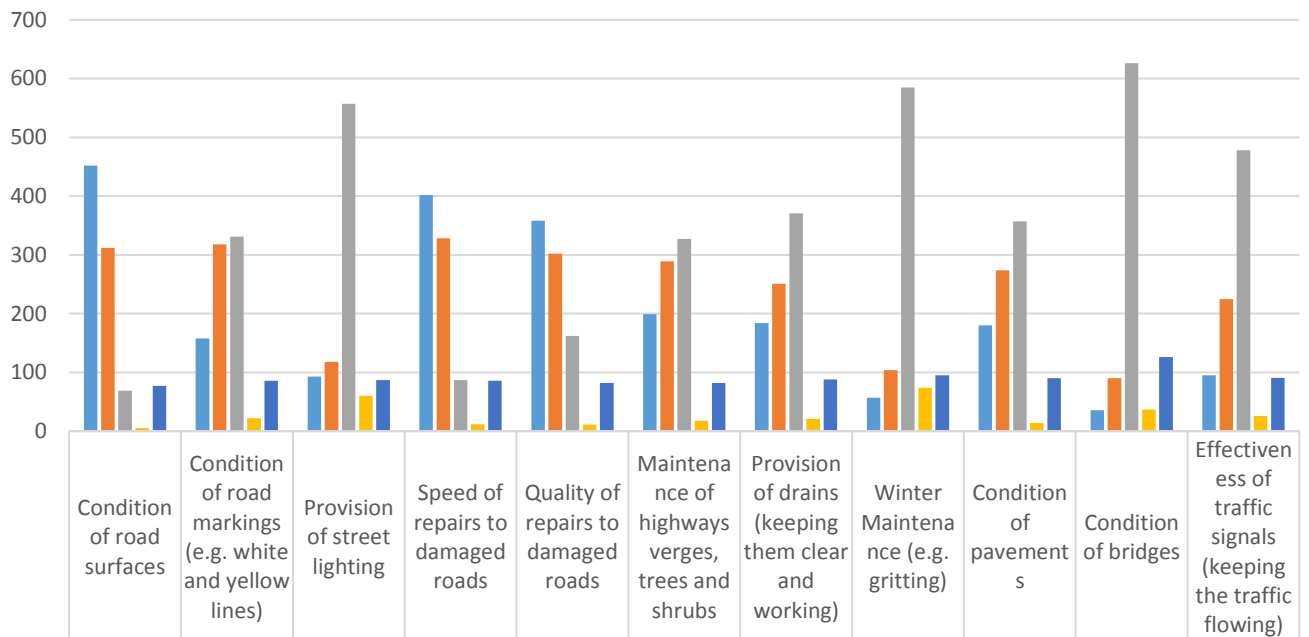
- Very satisfied and satisfied responses range from 68% down to 42%.
- Dissatisfied and very dissatisfied responses range from 24% up to 50%.

The answers to this question show no more than a 4% variation from the results of the same question in November 2016.

Of the 821 responses to our question “Regarding Surrey County Council Highways roadworks, how satisfied are you with the Management of Roadworks overall” 52% responded with either very satisfied or satisfied. This is an increase from 50% of very satisfied or satisfied responses in our March 2016 Customer Panel survey.

A full breakdown of how the comparisons have been made can be found at Appendix C.

Question 5 How satisfied are you with these aspects of Surrey County Council Highways works?



| | Condition of road surfaces | Condition of road markings (e.g. white and yellow lines) | Provision of street lighting | Speed of repairs to damaged roads | Quality of repairs to damaged roads | Maintenance of highways verges, trees and shrubs | Provision of drains (keeping them clear and working) | Winter Maintenance (e.g. gritting) | Condition of pavements | Condition of bridges | Effectiveness of traffic signals (keeping the traffic flowing) |
|-------------------|----------------------------|--|------------------------------|-----------------------------------|-------------------------------------|--|--|------------------------------------|------------------------|----------------------|--|
| Very Dissatisfied | 452 | 158 | 93 | 402 | 358 | 199 | 184 | 57 | 180 | 36 | 95 |
| Dissatisfied | 312 | 318 | 118 | 328 | 302 | 289 | 251 | 104 | 274 | 90 | 225 |
| Satisfied | 69 | 331 | 557 | 87 | 162 | 327 | 371 | 585 | 357 | 626 | 478 |
| Very Satisfied | 5 | 22 | 60 | 12 | 11 | 18 | 21 | 74 | 14 | 37 | 26 |
| No Answer | 77 | 86 | 87 | 86 | 82 | 82 | 88 | 95 | 90 | 126 | 91 |

- Very satisfied and satisfied responses range from 72% down to 9%.
- Dissatisfied and very dissatisfied responses range from 14% up to 83%.

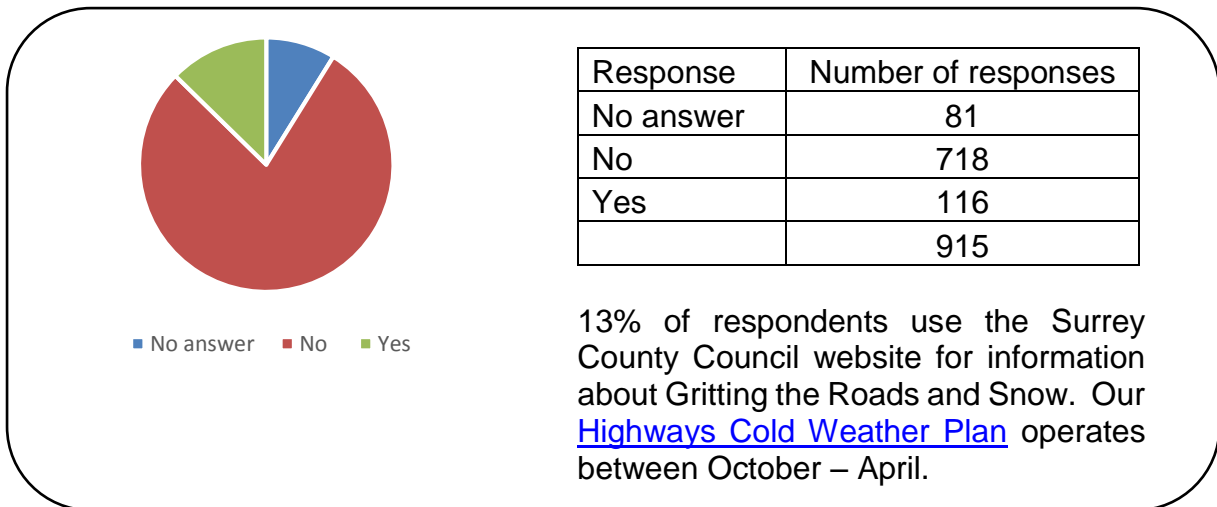
The greatest variation in the answers given for this question is an increase of: very dissatisfied responses for ‘Condition of Road Surfaces’.

The customer satisfaction scores provided by this question are used as a measure within our Business Plan and Performance Framework.

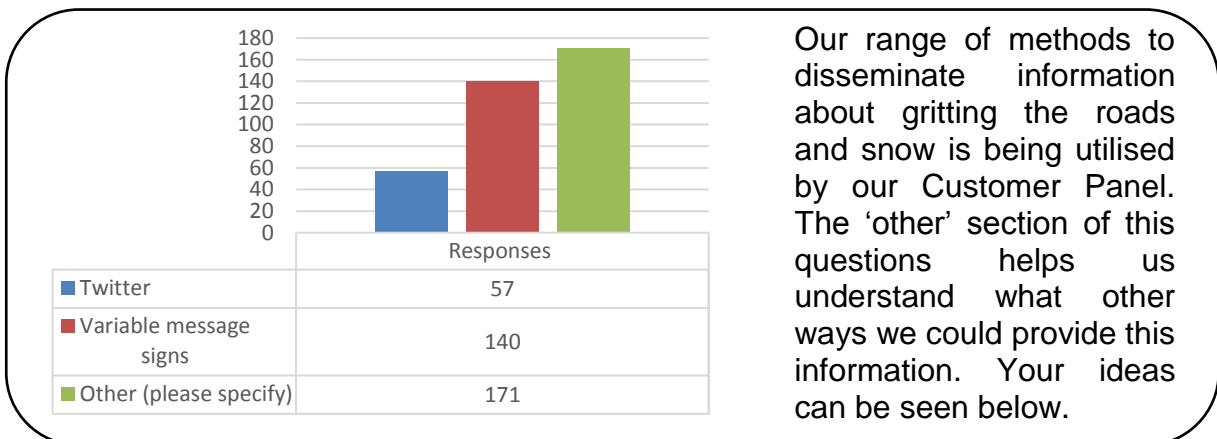
A full breakdown of how the comparisons have been made can be found at Appendix C.

Gritting the roads and snow - Access to information

Question 6 Do you access information about gritting the roads and snow on the Surrey County website?

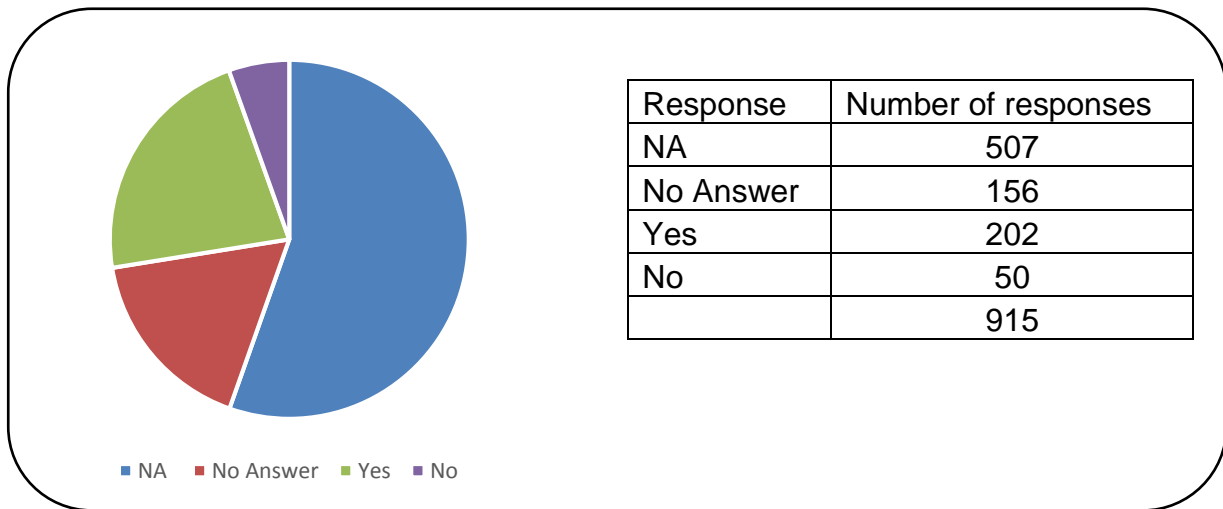


Question 7 Do you use any other methods to access information about gritting the roads and snow?

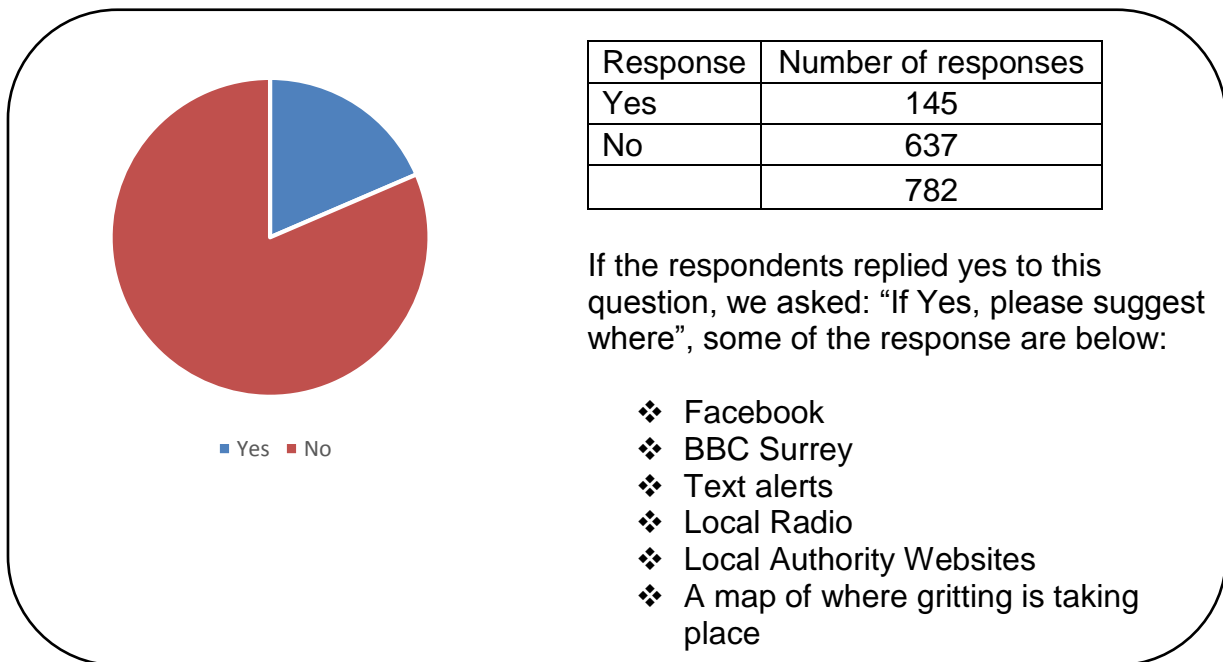


LocalRadio
 ParishCouncilNewsEmails
 ITV TVWeatherReports
 TV&LocalRadio
 Facebook Email
 BBC Radio
 iPadWeatherUpdates

Question 8 Was the information useful to you?

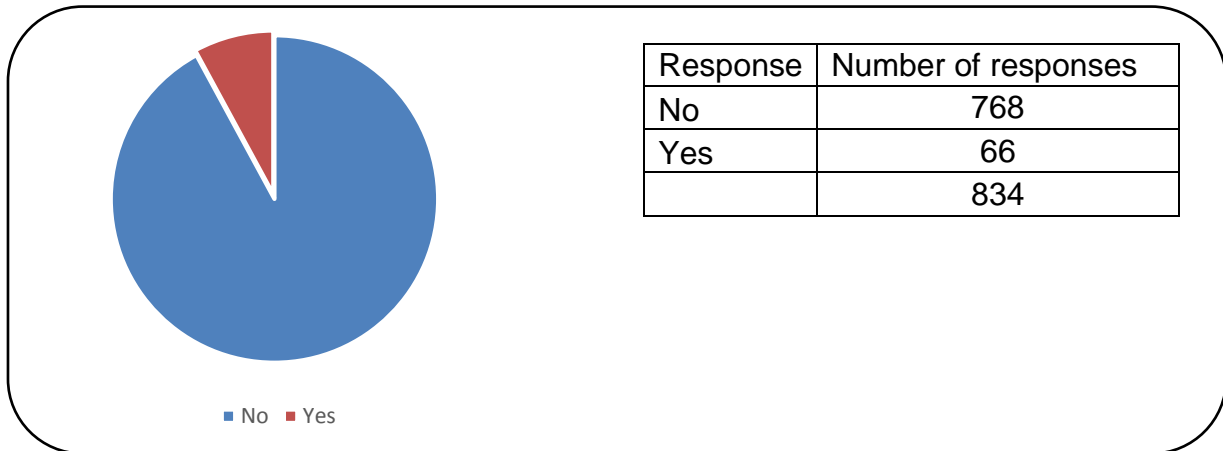


Question 9 Would you benefit from being able to access highways information about gritting the roads and snow anywhere else?

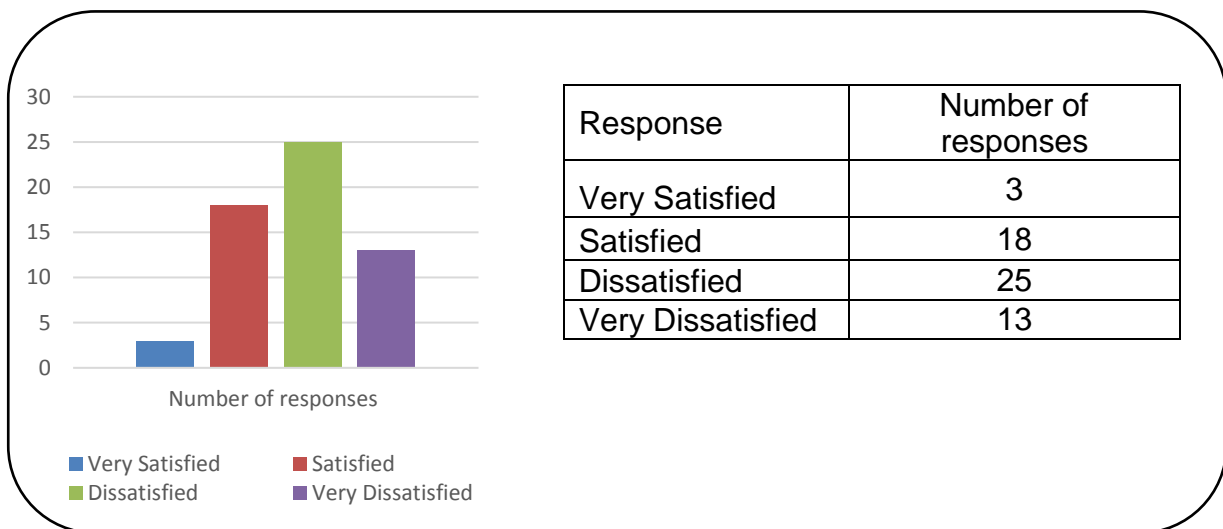


Gritting the roads and snow - Making an enquiry

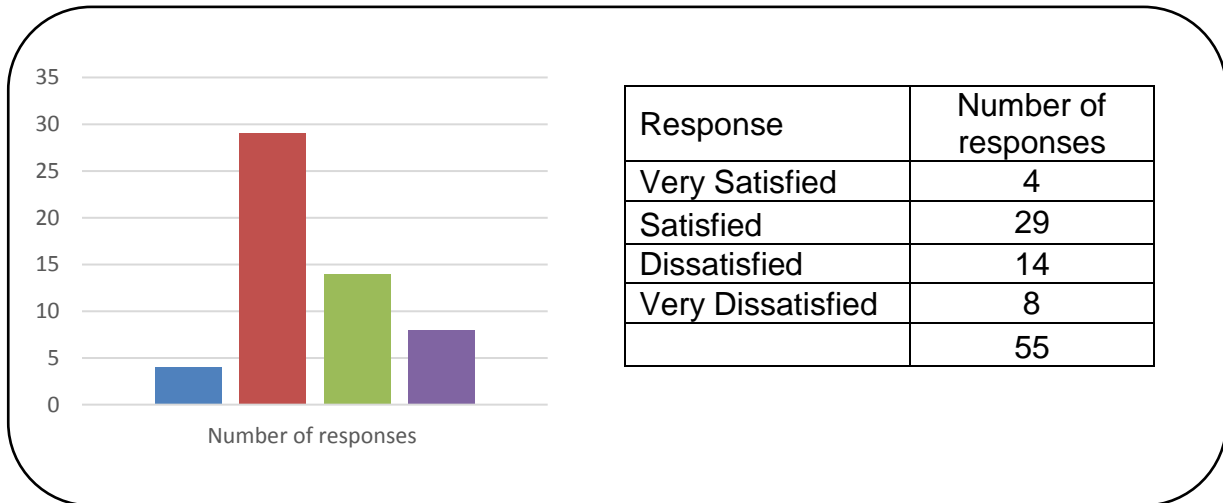
Question 10 Have you ever contacted Surrey County Council Highways to make an enquiry about gritting the roads and snow?



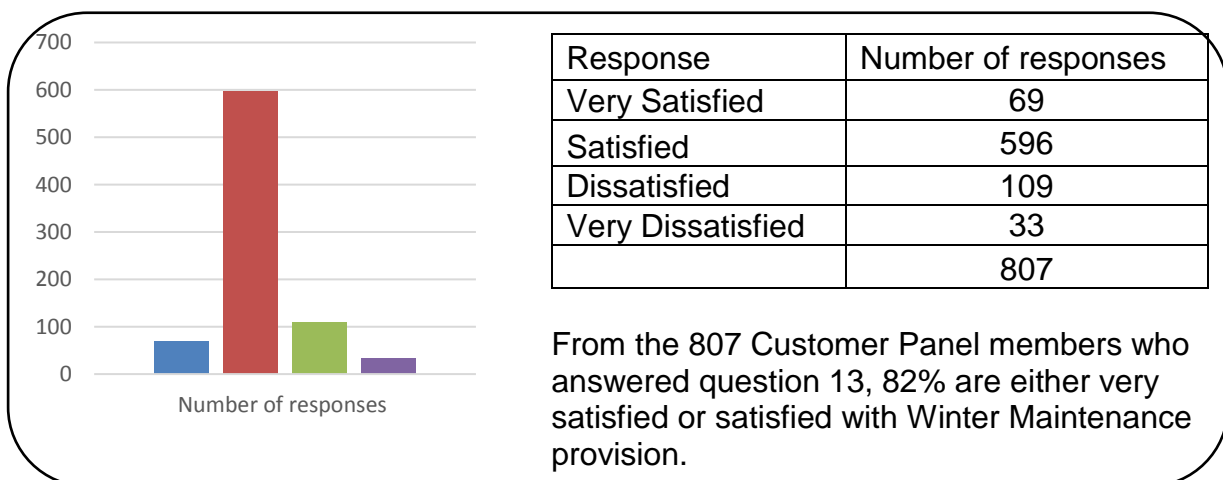
Question 11 If you have contacted Surrey County Council to make an enquiry about gritting the roads and snow, how satisfied were you with the response?



Question 12 If you have contacted Surrey County Council to make an enquiry about gritting the roads and snow, how satisfied were you with the time frame that you received the response in?

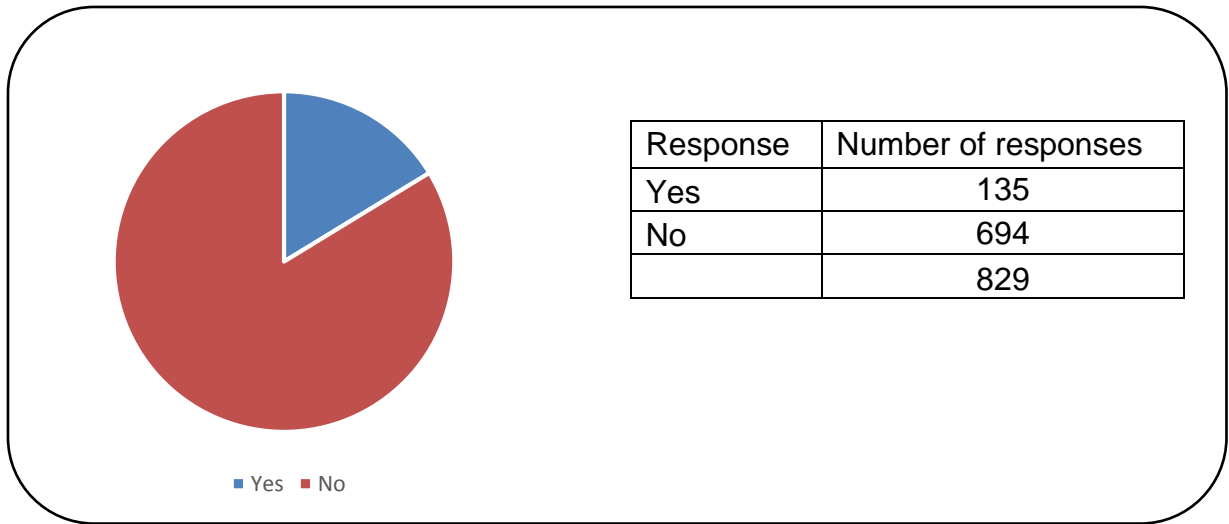


Question 13 Overall, how satisfied are you with Winter Maintenance (gritting the roads)?

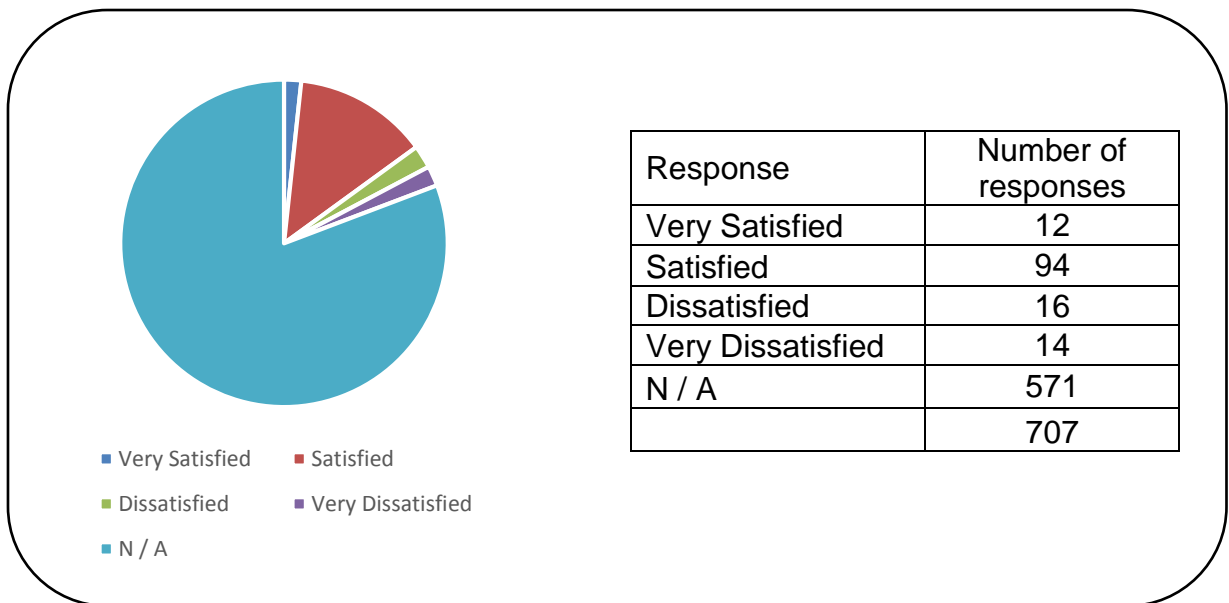


Flooding

Question 14 Do you access information about flooding on the Surrey County Council Website?



Question 15 If you accessed information about flooding, how satisfied were you with the information you accessed?



Question 16 If you have accessed information about flooding what further information on flooding would be useful to you?

83 of the Customer Panel responded to this question. Some of the responses received are below:

- Clear information about flood areas to help with Home Insurance*

- Lock level readings and predictions. Emergency procedures*

- Make it accurate and up to date e.g. stating roads are closed when they are not.*

- Where flooding might occur, the ramifications and delays which might occur due to flooding with road names etc.*

- Current information hourly updates as to water levels going up or down better maps of likely hood if certain roads being flooded sand bag delivery programmes as lots of empty promises !!!*

- When roads are going to be cleared*

- A more proactive highway surface water management approach and maintenance programme*

- Current and anticipated flooding in order to plan journeys*

- whether traffic was moving in the flooded areas*

- I use the environment agency information on flooding when I need to. I do not see the need for Surrey to provide similar.*

- There seems to be confusion about the responsibility for the maintenance of certain ditches and culverts. The responsibility information would help me greatly.*

- I look at the EA website*

- Surface water flooding and mapping*

- Detailed flood maps*

- high quality mapping showing current areas flooded and under threat*

- Any kind of genuine and factual response.*

- Social media*

- More detailed information about problems when they arise and about what is being done to prevent a repetition.*

- Previous problematic areas to also watch out for*

- Accurate and up to date information*

- forecast road closures and likely areas to become affected*

- location on google maps*

- details of areas likely to flood or have flooded .*

- When open again*

- To insure that drains are cleaned as specified.*

- Alternative routes avoiding flooded area.*

- Up to date information on what Surrey county councils actual action plan is when it floods.*

- to be let know in advance of areas affected*

- not a lot, it worked well*

- When and how long it would take to remedy*

- I'd like to know why it constantly happens in the same places and the problem is never rectified*

- More flood signs to indicate possible flash flood points in so-called B roads*

- Not sure. Much flooding seems to me unpredictable and attempts to manage it have been made*

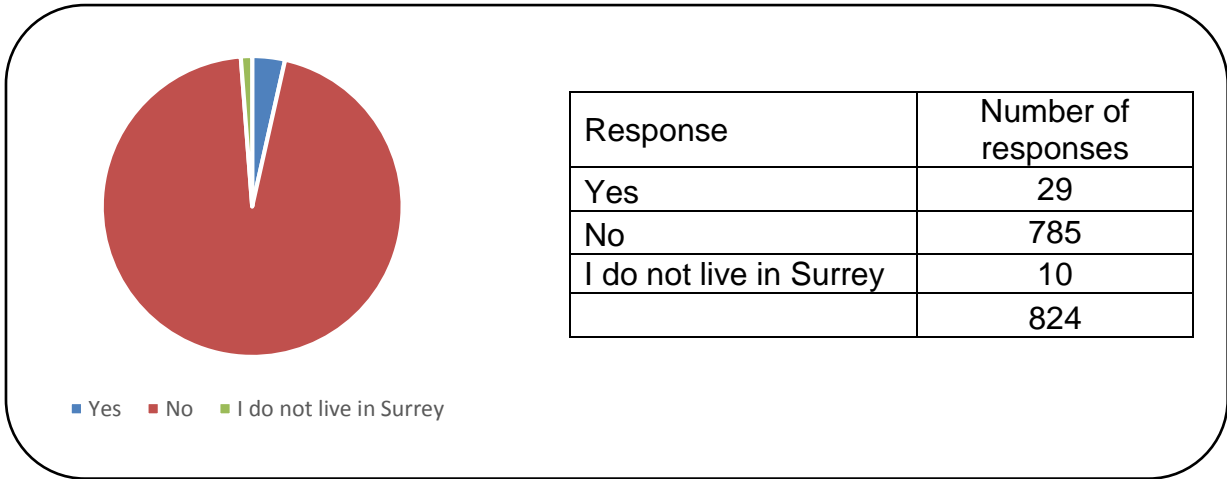
- Carriageway/ footpath on B roads and unclassified roads.*

- Who to contact regarding the flooding.*

- Update on the cause.*

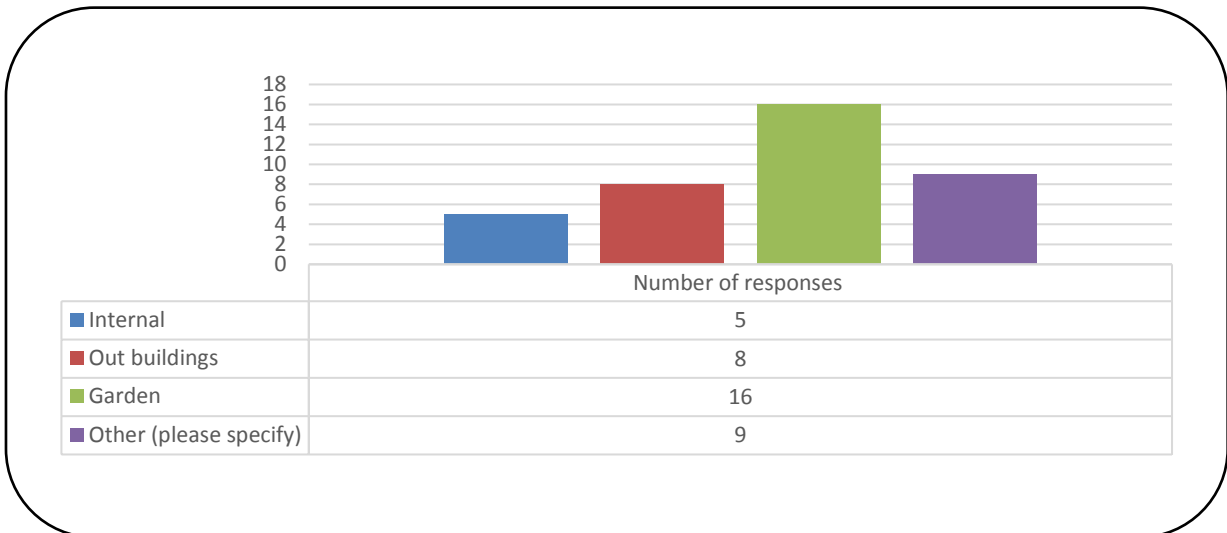
Question 17

If you live in Surrey, has your property been affected by flooding in the last year?



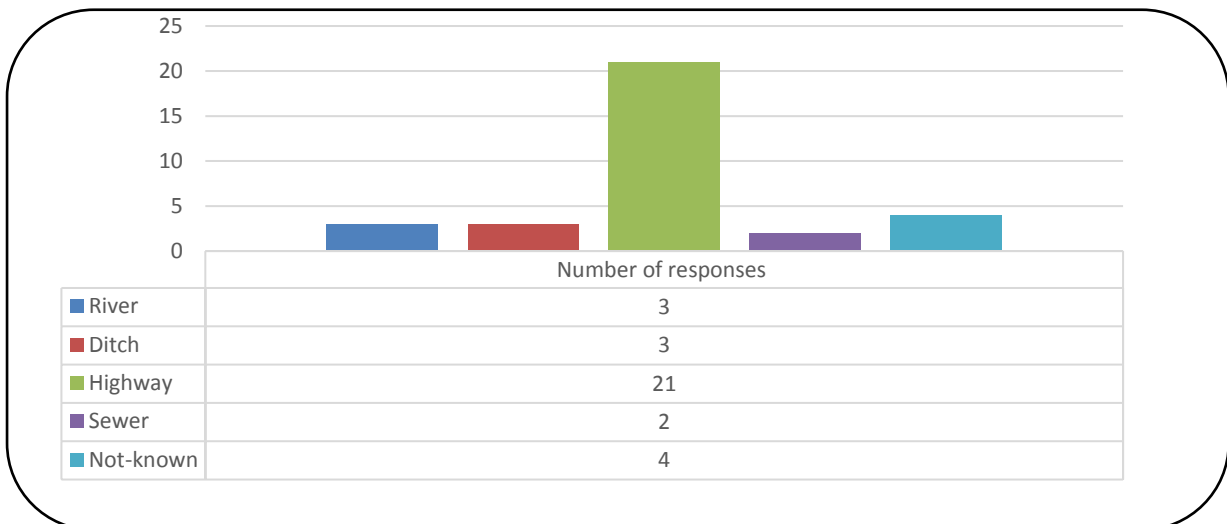
Question 18

If you live in Surrey and your property has been affected by flooding in the last year, which area of your property was this in?



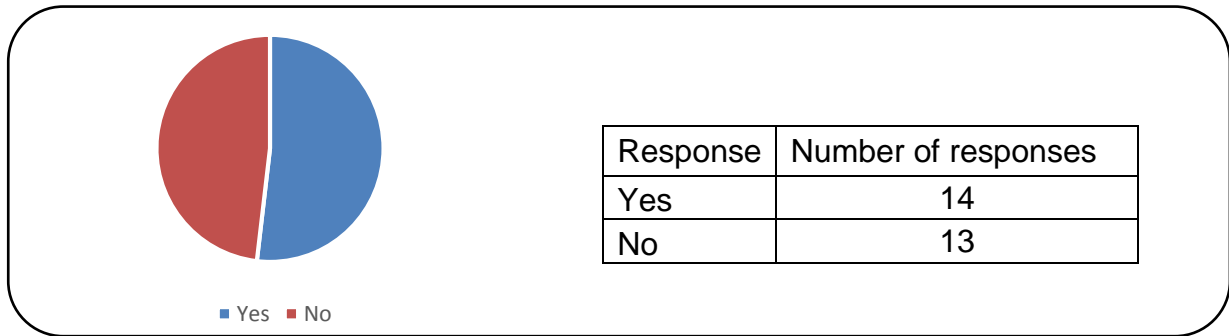
Question 19

If you live in Surrey and your property has been affected by flooding in the last year, what was the source of the flooding, if known?



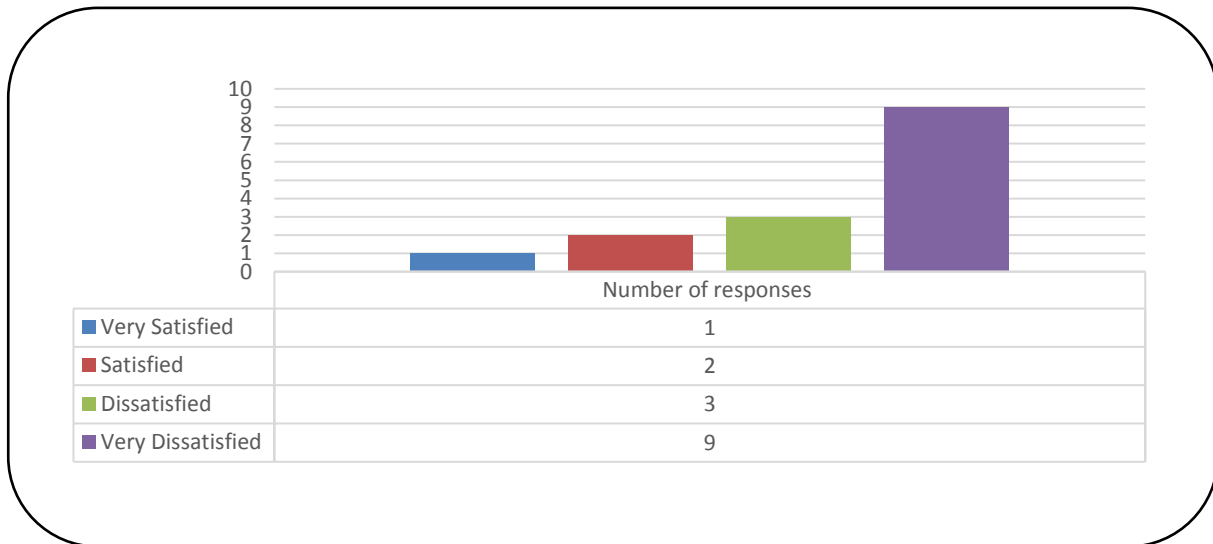
Question 20

If you live in Surrey and your property has been affected by flooding in the last year, did you contact us about the flooding?



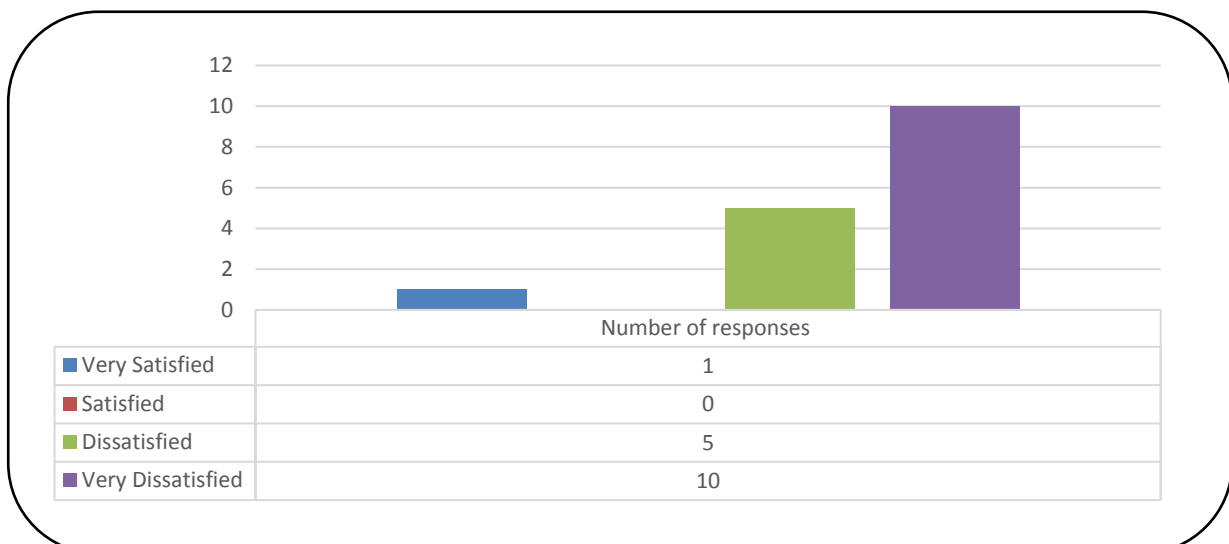
Question 21

If your property has been affected by flooding in the last year and you contacted us about it, were you satisfied with the time we responded in?



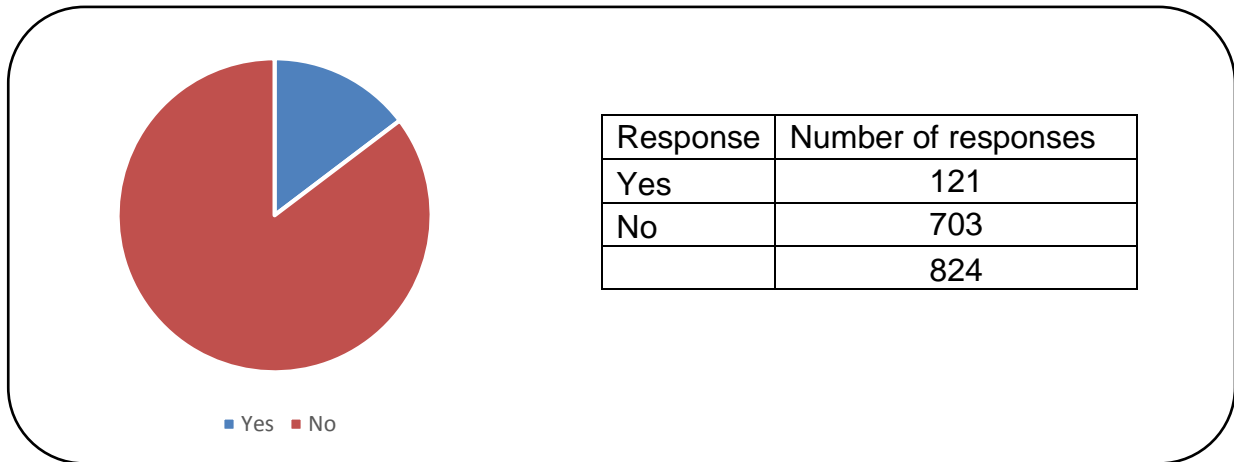
Question 22

If your property has been affected by flooding in the last year and you contacted us about it, were you satisfied with the quality of your response?

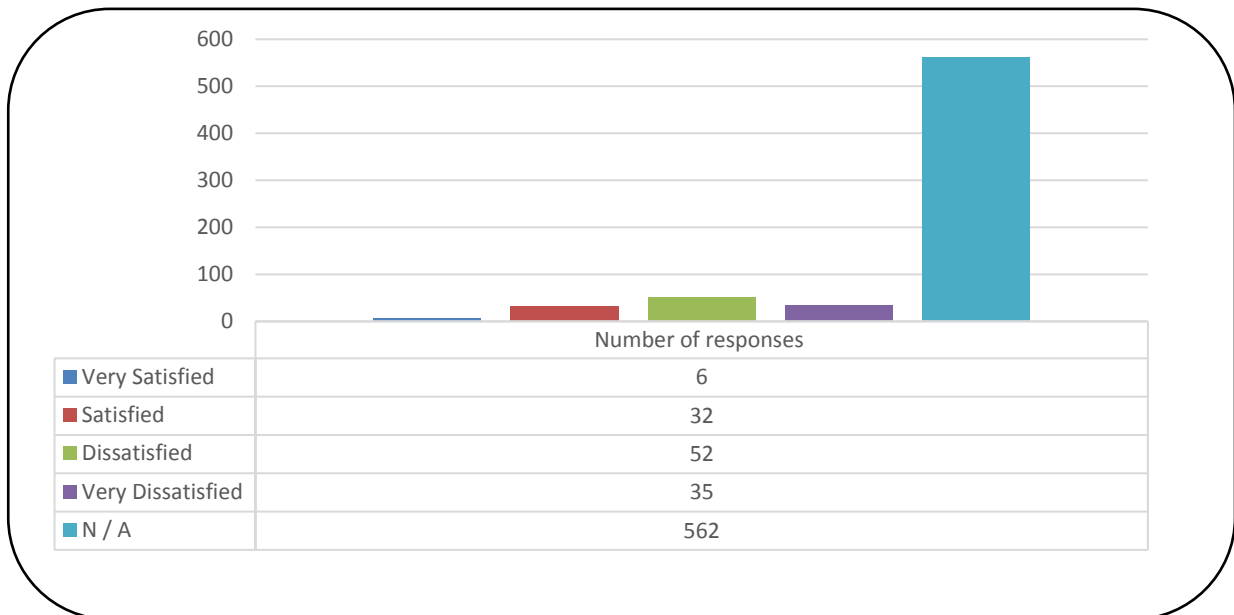


Drains

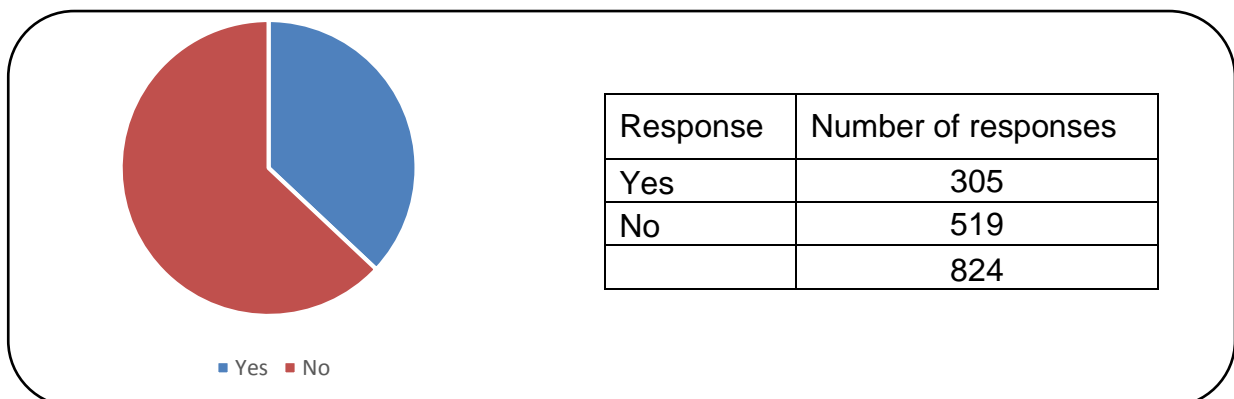
Question 23 Have you ever accessed the information available on the Surrey County Council Website about drain cleaning?



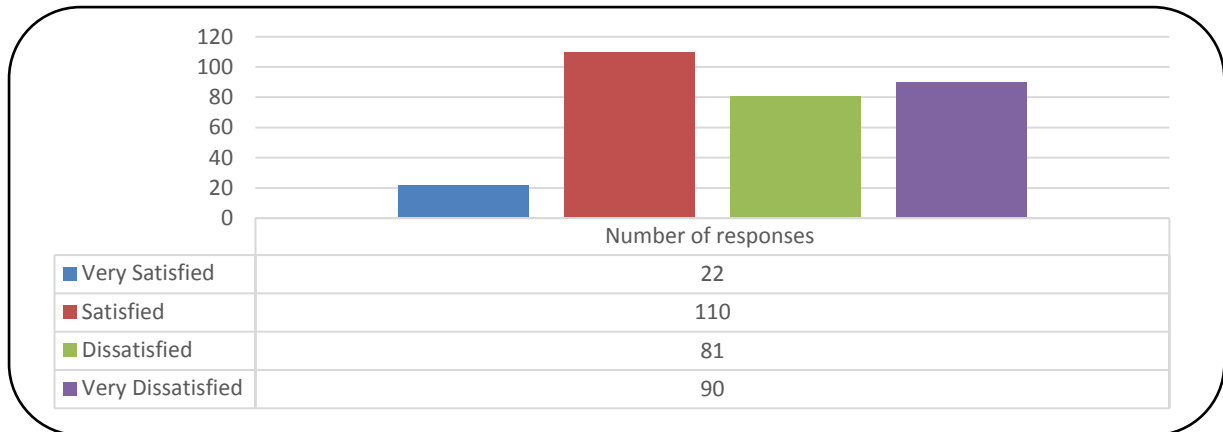
Question 24 If you have accessed the information available, how satisfied were you with the information you found?



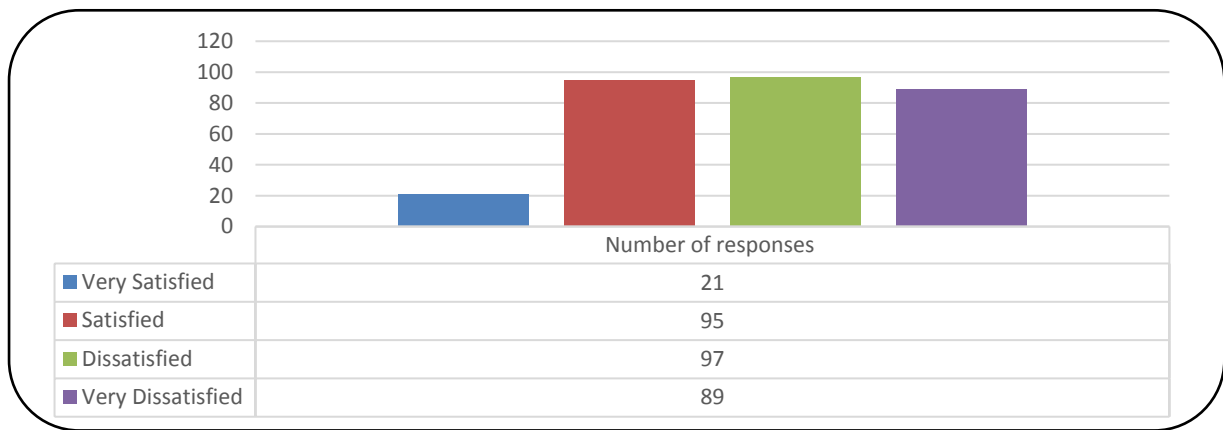
Question 25 Have you ever reported a blocked drain?



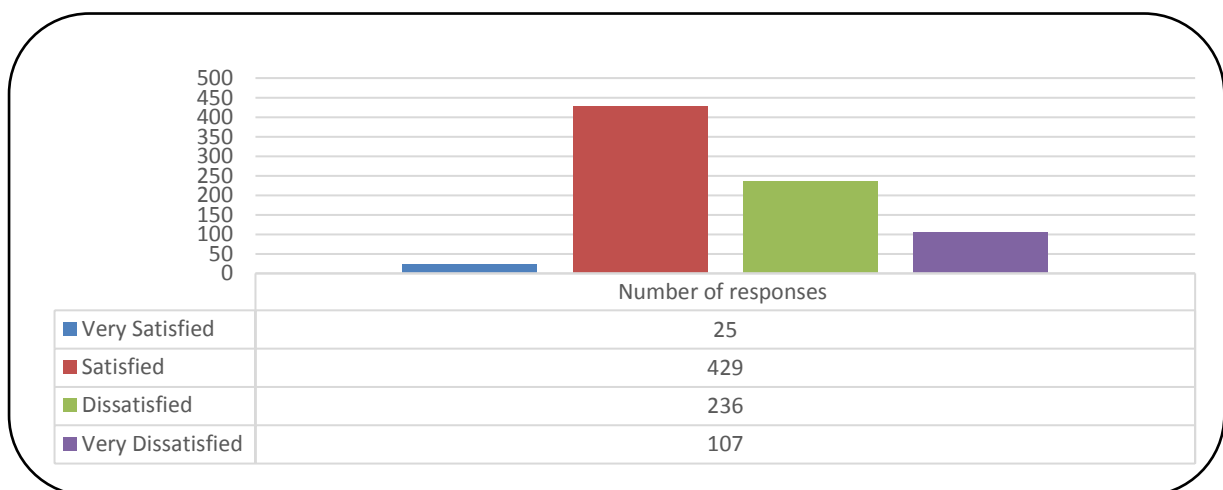
Question 26 If you have reported a blocked drain to us, were you satisfied with the quality of the response provided?



Question 27 If you have reported a blocked drain to us, were you satisfied with the time we responded in?



Question 28 Overall, how satisfied are you with the provision of drains by Surrey County Council (cleaning, keeping them clear and working)?



General Questions

Question 29 To help us continue to identify new ways of receiving your feedback, please let us know if you feel there are alternative methods of contacting us, which we do not currently use. If so, please would you provide these below, so we can explore using them in the future



Question 30 To help us continue to improve our highways services, please suggest what topics you feel could be included in our next surveys.

| | |
|--|--|
| Anti-littering strategy | New cycle paths |
| Bus lanes | One way systems - do they work? |
| Car parking | Parking |
| Disabled access to roads | Pot holes |
| Explanation of why some roads are closed for a long length of time | Quality road surface management |
| Fly tipping | Removal of old out-of-date roadworks signs |
| Grass verges | Safe road crossings |
| Highway inspections and management of road surface defects | Speed bumps and pinch points |
| Illuminated and non-illuminated bollards | Street lighting |
| Junction operation, traffic light sequencing | Traffic management |
| Keeping the roads properly swept and clean | Urban highways |
| Lighting | Village parking |
| Maintenance of sight lines | Wearing course skid resistance of road surfaces |
| | You could improve your highways services by fixing reported problems |

Summary and Conclusions

We ask our Customer Panel for their views to feed into longer term results.

We will take the Customer Panel's views into account when optimising the information we provide about Winter Maintenance, Flooding and Drains.

Setting targets

Our recent Customer Service Excellence assessment was a success and the Surrey County Council Highways and Transport Service has received the award for the next three years. All areas where we had to make improvements were checked and signed off during the external independent assessment. Throughout this report we have started to identify some trends in the responses received from this March 2017 survey in comparison to previous surveys. We are identifying these trends for two reasons: so we can measure our performance and so we can set the Service targets on customer service satisfaction.

Gritting the roads and snow

82% of responses to our question "Overall, how satisfied are you with winter Maintenance" were either very satisfied or satisfied. This is compared to the response to our March 2016 survey where 86% were either very satisfied or satisfied.

We use a number of methods to communicate our winter activities. We already use Twitter to share our plans to grit the roads in Surrey, sometimes these tweets are shared by our partners and peers, like BBC Surrey.

Visit: [@SurreyTravel](#) for more information.

As well as our yearly [Highways Cold Weather Plan](#), which sets out our policy on winter maintenance, we also publish maps of our gritting routes on our website.

Flooding

Over 75% of customers who visited our webpages for information on flooding were satisfied or very satisfied by the information they found. We are working to develop the flooding webpages further and will use the answers to question 16 to expand and clarify the information we provide, where possible.

Only 3.5 % of respondents had been affected by flooding in the last year and the majority of these (63%) were affected from flooding from the highway. We are currently improving our links with our local area teams and those that deal with off-highway flooding to improve the integration of our responses.

This is the first time we have asked questions about flooding and the responses have provided a baseline, so we can start building a picture of customer satisfaction scores in this area. Resolving flood problems can be more complex and time consuming than other regularly reported highways problems and, due to limited resources, we prioritise works where properties are flooded internally. The level of satisfaction within

questions 21 and 22 may be a reflection of how and what we can allocate our resources to.

We will seek to improve on these scores but also to clearly set out our responses and likely timescales to effectively manage expectations for these kinds of customer contact.

Drains

Over 57% of our responses to question “Overall, how satisfied are you with the provision of drains by Surrey County Council (cleaning, keeping them clear and working)?” provided a very satisfied or satisfied response. This is a slight increase from March 2016, when 55% of the Customer Panel were either very satisfied or satisfied.

There have been a number of improvements to our work on drains on the Surrey Highway, since April 2017. We are working with a new contractor and have access to better information and performance data. This means that we can target drains more effectively.

We will continue to seek, collate and analyse satisfaction data and report this back.

We recognise that we have to continually review our customer service provision and the Customer Panel and our Customer Service Excellence standards help us to measure how well we are performing.

Please send any questions you may have regarding this report or anything panel related to highways.customerpanel@surreycc.gov.uk.

If you feel anybody you know would be interested in joining the panel and giving us their feedback, please ask them to visit the [Customer Panel](#) sections of our website.

If for any reason you feel you no longer want to be a part of the Highways Customer Panel you can [cancel your membership](#) using our website.

Appendices

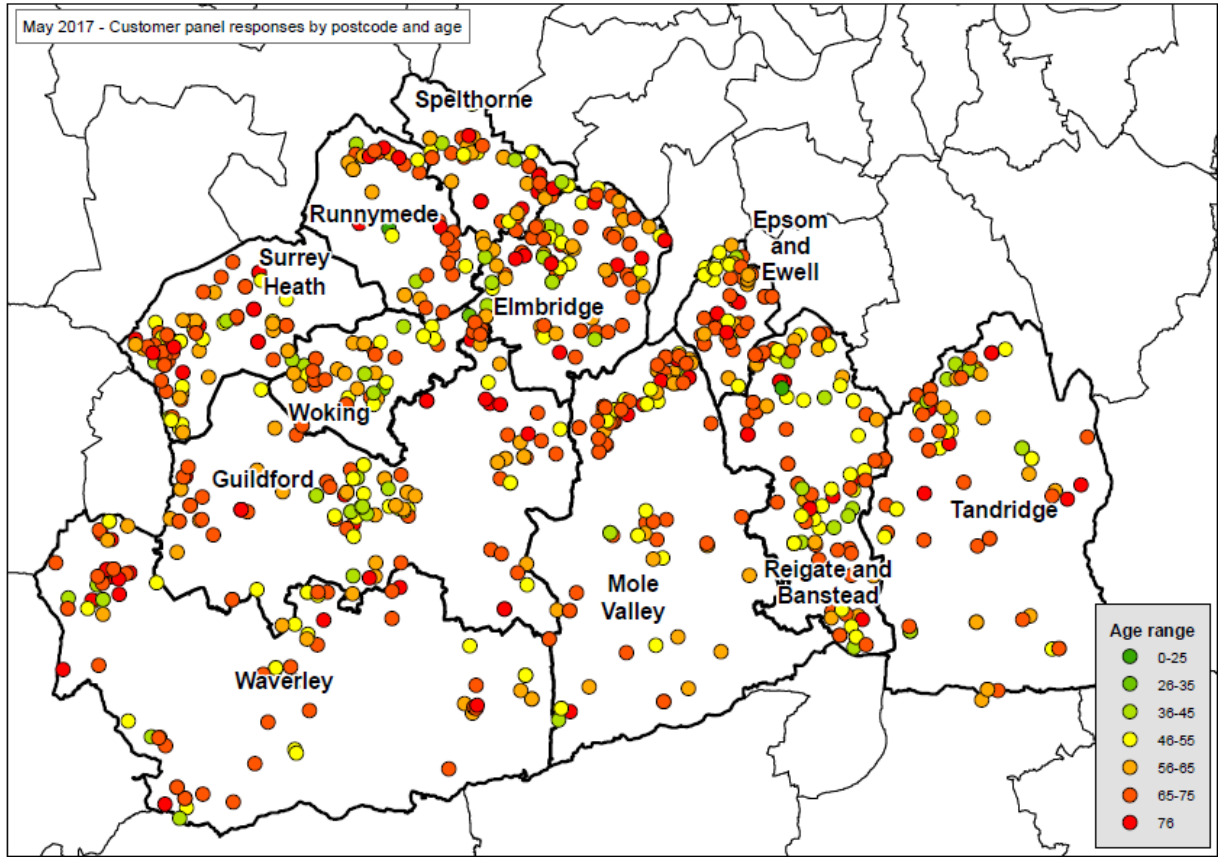
Appendix A

| 2017 | Receive results and produce report | On website | Topics |
|----------|------------------------------------|------------|---|
| March | March | May | Drains, Flooding, Gritting & snow |
| July | August | September | Website, Standards, Pavements & street lighting |
| November | November | January | Vegetation, Cycling & Roadworks |

| 2018 | Receive results and produce report | On website | Topics |
|----------|------------------------------------|------------|---|
| March | March | May | Drains, Flooding, Gritting & snow |
| July | August | September | Website, Standards, Pavements & street lighting |
| November | November | January | Vegetation, Cycling & Roadworks |

Appendix B

Customer Panel results by postcode



Appendix C

Analysis of Standard Questions

Question 3 How satisfied are you with these aspects of Surrey County Council Highways customer service?

| | Ease of contact (Score) | % | % Change (between Nov 16 and March 17) | Professionalism of staff (Score) | % | % Change (between Nov 16 and March 17) | Speed and quality of response (Score) | % | % Change (between Nov 16 and March 17) | Overall customer service (Score) | % | % Change (between Nov 16 and March 17) |
|-------------------|-------------------------|----|--|----------------------------------|----|--|---------------------------------------|----|--|----------------------------------|----|--|
| Mar-17 | | | | | | | | | | | | |
| Very satisfied | 96 | 10 | 0 | 90 | 10 | +1 | 55 | 6 | 0 | 60 | 7 | +1 |
| Satisfied | 618 | 68 | 0 | 630 | 69 | -3 | 499 | 55 | 0 | 552 | 60 | -3 |
| Dissatisfied | 85 | 9 | -2 | 65 | 7 | -2 | 190 | 21 | -2 | 138 | 15 | -3 |
| Very dissatisfied | 25 | 3 | 0 | 26 | 3 | +1 | 69 | 8 | 0 | 57 | 6 | +1 |
| No Answer | 91 | 10 | +3 | 104 | 11 | +3 | 102 | 11 | +3 | 108 | 12 | +4 |

Question 4 Regarding Surrey County Council Highways roadworks, how satisfied are you with the following?

| | Notice of roadworks before they happen (e.g. signs and letters) | % | % Change (between Nov 16 and March 17) | Efforts to reduce delays to traffic (e.g. carrying out works at night) | % | % Change (between Nov 16 and March 17) | Time taken to complete the works | % | % Change (between Nov 16 and March 17) | Signposting of diversions | % | % Change (between Nov 16 and March 17) |
|-------------------|---|----|--|--|----|--|----------------------------------|----|--|---------------------------|----|--|
| Mar-17 | | | | | | | | | | | | |
| Very Satisfied | 73 | 8 | 0 | 45 | 5 | -1 | 23 | 3 | +1 | 26 | 3 | -1 |
| Satisfied | 545 | 60 | +4 | 404 | 44 | -1 | 358 | 39 | -1 | 504 | 55 | 0 |
| Dissatisfied | 179 | 20 | -3 | 296 | 32 | +4 | 339 | 37 | +1 | 224 | 24 | -1 |
| Very Dissatisfied | 41 | 4 | +1 | 89 | 10 | 0 | 118 | 13 | +1 | 72 | 8 | +1 |
| No answer | 77 | 8 | | 81 | 9 | | 77 | 8 | | 89 | 10 | |

| | Availability of help lines to find out about roadworks | % | % Change (between Nov 16 and March 17) | Efforts to minimise nuisance to residents caused by roadworks (e.g. noise and dust etc.) | % | % Change (between Nov 16 and March 17) | The management of roadworks overall | % | % Change (between Nov 16 and March 17) |
|-------------------|--|----|--|--|----|--|-------------------------------------|----|--|
| Very Satisfied | 26 | 3 | 0 | 23 | 3 | 0 | 20 | 2 | 0 |
| Satisfied | 523 | 57 | -2 | 549 | 60 | 0 | 409 | 45 | -1 |
| Dissatisfied | 184 | 20 | -4 | 181 | 20 | -3 | 281 | 31 | -1 |
| Very Dissatisfied | 50 | 5 | +1 | 54 | 6 | +2 | 111 | 12 | +3 |
| No answer | 132 | 14 | | 108 | 12 | | 94 | 10 | |

Question 5

How satisfied are you with these aspects of Surrey County Council Highways works?

| | Mar-17 | Condition of road surfaces | % | % Change (between Nov 16 and March 17) | Condition of road markings (e.g. white and yellow lines) | % | % Change (between Nov 16 and March 17) | Provision of street lighting | % | % Change (between Nov 16 and March 17) | Speed of repairs to damaged roads | % | % Change (between Nov 16 and March 17) |
|-------------------|--------|----------------------------|-----|--|--|----|--|------------------------------|----|--|-----------------------------------|-----|--|
| Very Satisfied | 5 | 1 | 0 | 22 | 2 | 0 | 60 | 7 | -2 | 12 | 1 | 0 | |
| Satisfied | 69 | 8 | -5 | 331 | 36 | -7 | 557 | 61 | -5 | 87 | 10 | -6 | |
| Dissatisfied | 312 | 34 | -11 | 318 | 35 | +3 | 118 | 13 | +3 | 328 | 36 | -3 | |
| Very Dissatisfied | 452 | 49 | +20 | 158 | 17 | +5 | 93 | 10 | +6 | 402 | 44 | +11 | |
| No Answer | 77 | 8 | | 86 | 9 | | 87 | 10 | | 86 | 9 | | |

| | Quality of repairs to damaged roads | % | % Change (between Nov 16 and March 17) | Maintenance of highways verges, trees and shrubs | % | % Change (between Nov 16 and March 17) | Provision of drains (keeping them clear and working) | % | % Change (between Nov 16 and March 17) | Winter Maintenance (e.g. gritting) | % | % Change (between Nov 16 and March 17) |
|-------------------|-------------------------------------|----|--|--|----|--|--|----|--|------------------------------------|----|--|
| Very Satisfied | 11 | 1 | 0 | 18 | 2 | 0 | 21 | 2 | 0 | 74 | 8 | -3 |
| Satisfied | 162 | 18 | -5 | 327 | 36 | +4 | 371 | 41 | +13 | 585 | 64 | 0 |
| Dissatisfied | 302 | 33 | -3 | 289 | 32 | 0 | 251 | 27 | -6 | 104 | 11 | +4 |
| Very Dissatisfied | 358 | 39 | +11 | 199 | 22 | -1 | 184 | 20 | -5 | 57 | 6 | +2 |
| No Answer | 82 | 9 | | 82 | 9 | | 88 | 10 | | 95 | 10 | |

| | Condition of pavements | % | % Change (between Nov 16 and March 17) | Condition of bridges | % | % Change (between Nov 16 and March 17) | Effectiveness of traffic signals (keeping the traffic flowing) | % | % Change (between Nov 16 and March 17) |
|-------------------|------------------------|----|--|----------------------|----|--|--|----|--|
| Very Satisfied | 14 | 2 | 0 | 37 | 4 | 0 | 26 | 3 | 0 |
| Satisfied | 357 | 39 | 0 | 626 | 68 | -2 | 478 | 52 | 0 |
| Dissatisfied | 274 | 30 | -2 | 90 | 10 | -1 | 225 | 25 | +2 |
| Very Dissatisfied | 180 | 20 | +5 | 36 | 4 | +1 | 95 | 10 | -1 |
| No Answer | 90 | 10 | | 126 | 14 | | 91 | 10 | |