

Annex 4 – National Highways and Transport (NHT) Survey Results 2009-2013 (Highway Maintenance Theme)

Percentage of residents satisfied with service provision over the last 5 years

	2009	2010	2011	2012	2013	2013 Hertfordshire CC	2013 County Council Average	SCC 2013 ranking (of 25 counties) ¹
Top level subjects:								
Condition of highways	29%	25%	26%	26%	24%	30%	30%	22 nd
Highway Maintenance	44%	45%	45%	45%	47%	48%	49%	21 st
Street lighting	59%	63%	66%	68%	67%	55%	65%	12 th
Highway Enforcement	47%	49%	51%	49%	49%	52%	49%	13 th
Component service aspects:								
Condition of road surfaces	31%	25%	23%	25%	21%	28%	28%	23 rd
Cleanliness of roads	53%	53%	56%	57%	55%	59%	57%	18 th
Condition of road markings	53%	52%	52%	55%	54%	53%	55%	16 th
Condition and cleanliness of road signs	55%	54%	54%	55%	55%	56%	57%	20 th
Speed of repair to streetlights	51%	54%	60%	59%	60%	53%	59%	11 th
Speed of repair to damaged roads/pavements	23%	22%	19%	21%	17%	23%	23%	21 st
Quality of repair to damaged roads/pavements	-	-	27%	29%	26%	26%	30%	20 th
Maintenance of highway verges/ trees/shrubs	41%	44%	46%	44%	44%	50%	46%	22 nd
Weed killing on pavements and roads	43%	47%	50%	47%	47%	51%	48%	19 th
Keeping drains clear and working	43%	43%	47%	43%	46%	52%	49%	21 st
Deals with potholes and damaged roads	-	-	-	26%	22%	26%	28%	22 nd
Deals with obstructions on pavements	46%	47%	49%	42%	42%	43%	43%	19 th
Keeps roads clear of obstructions	53%	57%	58%	55%	57%	58%	58%	22 nd
Deals with illegally parked cars	42%	44%	49%	45%	46%	46%	44%	7 th
Undertakes cold weather gritting	44%	36%	35%	46%	52%	50%	56%	20 th
Cuts back overgrown hedges	41%	42%	44%	43%	42%	44%	43%	18 th
Deals with mud on the roads	48%	50%	53%	53%	51%	52%	49%	7 th
Deals with abandoned cars	50%	51%	53%	57%	56%	57%	56%	20 th
Provision of street lighting	-	-	-	-	64%	54%	-	-
Provision of drains	-	-	-	-	51%	53%	-	-
Provides information on gritting	-	-	-	-	41%	37%	-	-

¹ Higher ranking is better.

Annex 5 - Surrey Residents Survey (SRS) Results from Quarter 2 2011/12 to Quarter 2 in 2013/14

Resident satisfaction with service provision.

	Qtr 2 2011/12	Qtr 3 2011/12	Qtr 4 2011/12	Qtr 1 2012/13	Qtr 2 2012/13	Qtr 3 2012/13	Qtr 4 2012/13	Qtr 1 2013/14	Qtr 2 2013/14
Pavement Maintenance	49%	53%	52%	51%	52%	51%	48%	47%	49%
Road Maintenance	28%	31%	31%	31%	35%	33%	26%	23%	32%