

### Annex 3 - Surrey Residents Survey (SRS) Results from Quarter 1 2013/14 to Quarter 2 in 2015/16

Resident satisfaction with service provision.

	Qtr 1 2013/14	Qtr 2 2013/14	Qtr 3 2013/14	Qtr 4 2013/14	Qtr 1 2014/15	Qtr 2 2014/15	Qtr 3 2014/15	Qtr 4 2014/15	Qtr 1 2015/16	Qtr 2 2015/16
Road Maintenance	23%	32%	30%	21%	24%	30%	36%	31%	29%	35%
Pavement Maintenance	47%	49%	48%	47%	48%	50%	50%	47%	47%	57%

The SRS is a telephone survey of 1650 residents across Surrey every quarter. The sample design ensures survey results are broadly representative of the views of all Surrey residents in terms of age, gender and ethnicity

There are two satisfaction questions included for Highways & Transport concerning road and pavement maintenance. The data shows that residents are consistently happier with the maintenance of pavements than roads.

There has been a comparative year on year increase with satisfaction since 2013/14, for roads this could reflect the volume of works that have taken place in the last two years including Operation Horizon.

The quarterly variations follow a seasonal trend with quarters 3 and 4 reflecting the winter months where there is a greater likelihood of drainage, flooding and pothole issues.

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