

By: Director of Highways, Transportation & Waste, KCC
To: Dover Joint Transportation Board
Subject: Dover summary from the Highway Tracker Survey 2013
Classification: Unrestricted

Summary: Inform Joint Transportation Boards of the Dover summary of the 2013 Resident, County Member and Parish/Town Council Highway Tracker Survey. The full survey report is published on the KCC website.

Introduction

This is a summary of the Highway survey results specific to Dover. Details of the full survey can be found in the 'Highways and Transportation Tracker Survey 2013 - Research report' on kent.gov.uk.

Accuracy of figures:

In all, 1,205 residents in Kent were interviewed. This equates to approximately 100 interviewed per district. This means that all results at a district level are + or - 10% of that shown. For example, 32.9% of residents in Dover are satisfied with the condition of roads, however in reality due to the small sample size this figure could be anything between 22.9% and 42.9%. Figures for the whole of Kent are more accurate due to the larger sample size. These are only + or - 2.8% of that shown.

Key results for Dover residents:

Where the Dover result is within the + or – 20% variance of the overall Kent result, they are rated as **GREEN** meaning they are not significantly different from the Kent average.

Condition of Roads	53.3% Satisfied	This figure is +7.0% above the average satisfaction for Kent residents.
Condition of Pavements	68.0% Satisfied	This figure is +6.0% above the average satisfaction for Kent residents.
Street Lighting	75.0% Satisfied	This figure is +6.0% above the average satisfaction for Kent residents.
Road drains / gullies	73.0% Satisfied	This figure is +8.0% above the average satisfaction for Kent residents.

Other results from the Highway Survey that are + 20% above or -20% the Kent average for Dover residents:

- All figures for Dover residents are within +/-20% of the average for Kent.

Response levels to survey from County Members and Parish/Town Councils for Dover:



10 out of 35 (i.e. 29%) of **Parish/Town Councillors** for Dover completed the 2013 Highway survey. Note: the average response rate for Parish/Town Councillors across Kent was 48%.

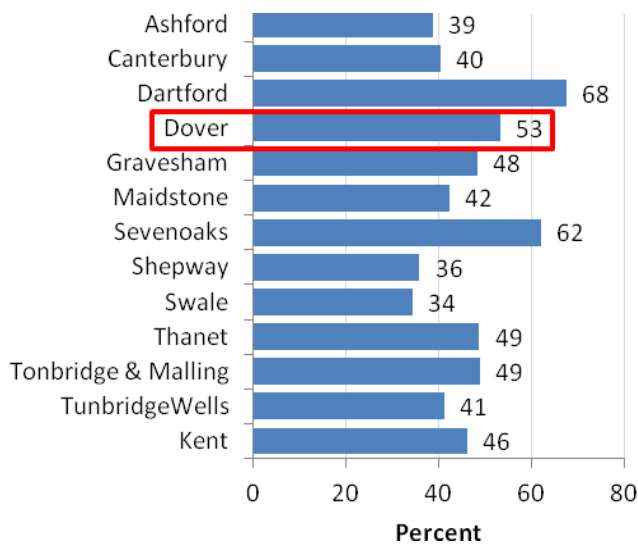


4 out of 7 (i.e. 57%) of **County Members** for Dover completed the 2013 Highway survey. Note: the average response rate for County Members across Kent was 55%.

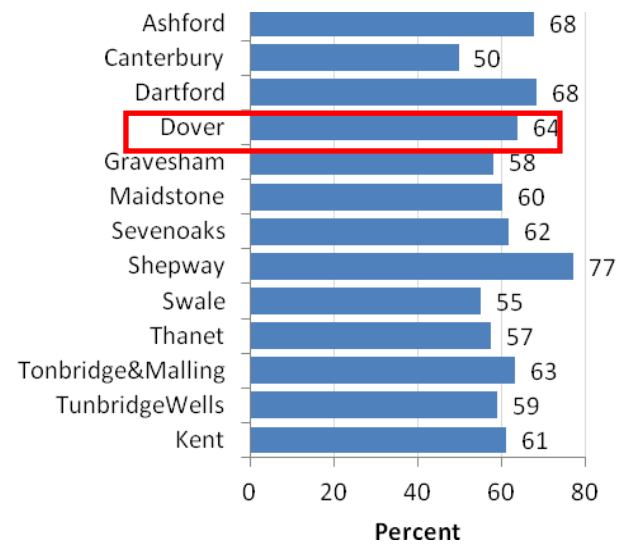
Please note: survey sample sizes for County Members and Parish/Town Councils are too small to be broken down to a district level.

Results for Dover residents compared to other districts (Remember results can be +/- 10% of that shown):

Summated satisfaction with roads - All resident responses (%)

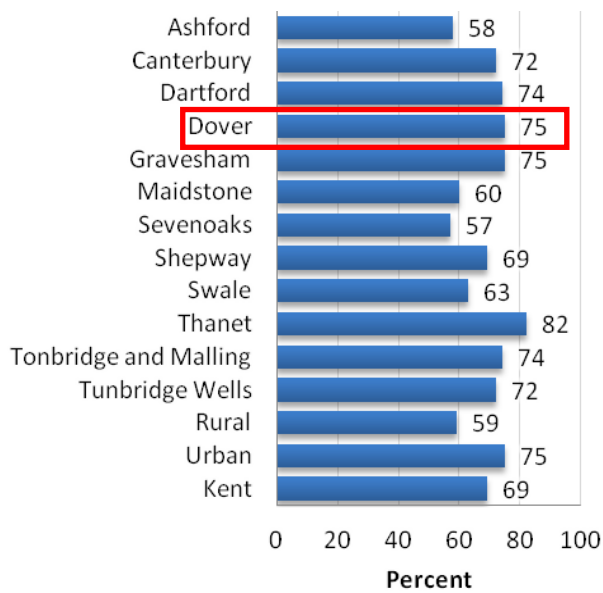


Summated satisfaction with pavements - All resident responses

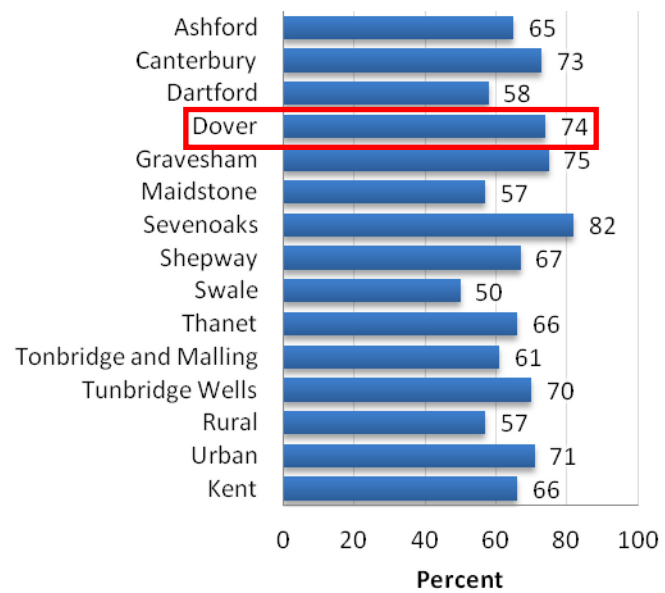


(%)

**Satisfaction with the street lighting, by geography
- All residents (%)**



**Satisfaction with the road drains/gullies, by geography
(All residents %)**



How those 100 residents in Dover were chosen:

The 100 residents’ interviews for Dover were split into ten sampling clusters (each cluster representing a census output area), with ten interviews conducted per cluster. From a list of all Kent census output areas, an geographic profile was first developed, so that the target number of interviews was representative of the county in terms of deprivation level (10% of interviews conducted in each deprivation decile), and that each individual district covered as wide a range of deprivation levels as possible. The number of interviews in each individual district is also representative of the population breakdown between urban, town fringe and rural areas. Individual census output areas that fit the geographic profile design were then randomly selected (using random number tables).

Recommendations

Members are asked to note this report .

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