

### Review of the Roads Service - Public Survey Outputs

The Roads Service carried out an online survey between 13 October 2020 and 25 October 2020 to understand which Roads Service activities are important to our local communities and gain feedback on Service future improvements.

#### Respondents Demographics

A total of 574 respondents completed the survey.



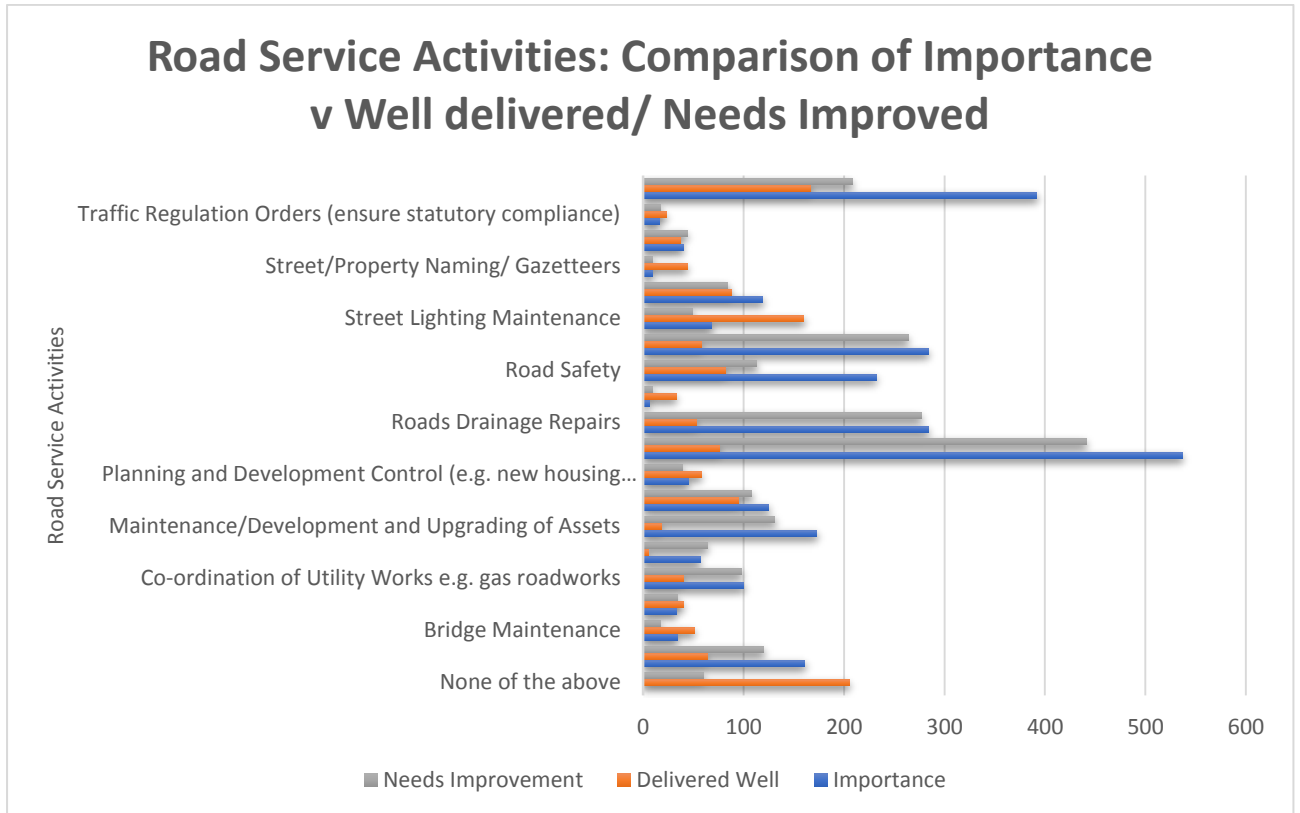
Pie Chart 1: Type of Respondent

Pie Chart 2: Area Respondent Lives

NB: Demographic questions were optional and not completed by all respondents

The survey was designed to provide stakeholders with the opportunity to feedback on the Roads Service.

Almost half of all respondents were from Nithsdale area with the least number of respondents residing in Wigtownshire. This corresponds with similar findings with road defect reporting analysis which showed that the highest levels of reporting were in the Nithsdale area, followed by Annandale and Eskdale area. There may be a correlation between an increased awareness of roads defects within an area and completion of the survey.



The top 5 Roads Service activities (region-wide results) that are Most Important were:

- Roads Defect Repairs and Inspections
- Winter Roads Gritting and Severe Weather response
- Roads Drainage Repairs
- Roads Surfacing Projects
- Road Safety

The top five Roads Service activities (region-wide results) that the Roads Service Delivered Well were:

- None of the Above
- Winter Roads Gritting and Severe Weather Response
- Street Lighting Maintenance
- Parking
- Speed Limits and Traffic Calming

The top five Roads Service activities (region-wide results) that the Roads Service Need to Improve were:

- Roads Defect Repairs and Inspections
- Roads Drainage Repairs
- Roads Surfacing Projects
- Winter Roads Gritting and Severe Weather Response
- Maintenance /Development and Upgrading of Assets

### Roads Condition



Pie Chart 3: Level of satisfaction with the Condition of Roads Maintained by Dumfries and Galloway Council

77% (446) of the respondents were somewhat dissatisfied or very dissatisfied with the condition of Roads maintained by Dumfries and Galloway Council (i.e. not including Trunk Roads).

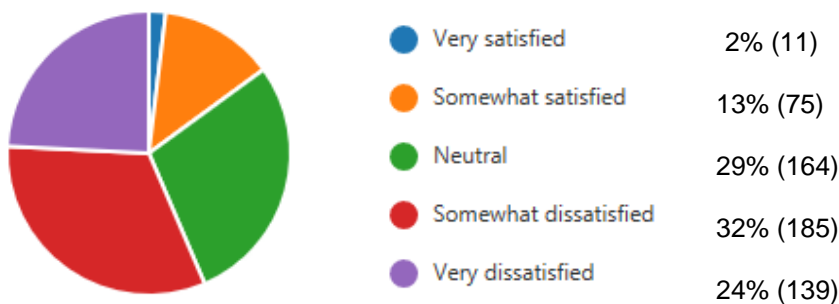
A breakdown by area shows that 49% of these respondents lived in Nithsdale, 25% lived in Annandale & Eskdale, 14% lived in Stewartry and 12% lived in Wigtownshire.

Only 10% (59) of respondents were satisfied with the current road condition across the region.

#### Analysis of Comments:

- Potholes cause the most dissatisfaction with roads
- Patching a defect is not regarded as satisfactory by respondents as it is perceived as short-lived and a waste of resources.
- Preference for the defect to be fixed right first time and ideally with a quality, environmentally friendly material for durability.

### Roads Service Communication

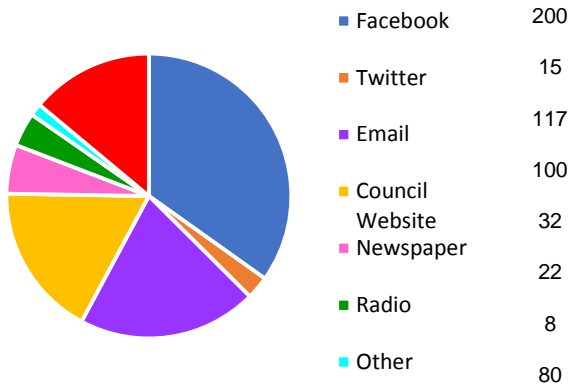


Pie Chart 4: Level of Satisfaction with Roads Service Communication of Key Issues

56% (324) of all respondents were either somewhat dissatisfied or very dissatisfied with the way Roads Service communicates key issues including planned roadworks and progress on defect repairs. 47% of these respondents live within Nithsdale area.

#### Analysis of Comments:

- Updates on reported defects particularly following inspection and planned timescale for repair as the key issue.
- Request from respondents to keep public informed more regularly.

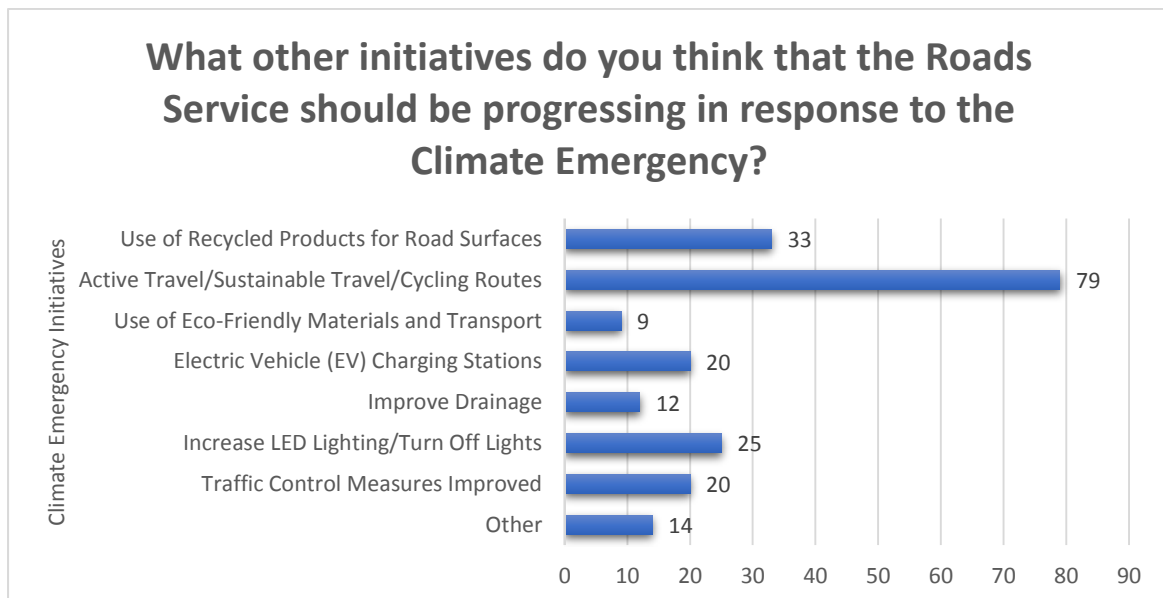


Pie Chart 5: Respondents Preferred Method of Communication

Findings show that respondents prefer to receive information from the Roads Service through Facebook 35% (200), email 20% (117) and Council website 17% (100).

### Roads Service Response to the Climate Emergency

211 respondents provided suggestions to the question on how the Roads Service should be progressing in response to the Climate Emergency.



Graph 2: Respondents Suggested Initiatives for Roads Service Response to Climate Emergency grouped by Common Themes

37% (79) of respondents supported increasing cycle pathways linking to key destinations e.g. schools, hospital etc. both in towns and rural areas, increased regular public transport routes and the promotion and encouragement of active travel opportunities e.g. walking and cycling. Exploration of recycling plastics into road surfacing materials was also a common theme with 16% of respondents highlighting this initiative.

Analysis of Comments: Examples of suggestions provided:

- Switching off streetlights for periods of time during the night.
- Upgrade and make safe walking and cycle paths removing overhanging trees and verges to encourage use throughout the year.
- Increasing the availability of EV charging points across the region.
- Investigate the use of recycled plastic materials to repair road defects.
- Train and support to local communities to fix minor potholes within their location.
- Increase 20mph limits in towns and villages across the region.

### Survey Headlines

- The majority of respondents were members of public.
- The majority of comments were around road defects in particular potholes.
- The activities that respondents consider to be Most Important were also considered to Need Improvement.
- The Roads Condition satisfaction level was considered low by respondents.
- There is strong support for digital communication (social media, email, and website).

The full survey responses can be found [here](#)

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