

DRD ROADS SERVICE- PILOT TRAFFIC CALMING SURVEY

January 2008



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Executive Summary

- Roads Service participated in annual customer consultation research up until 2005 via NISRA Omnibus Surveys and focus groups, into public satisfaction with aspects of their work such as road drainage, grass cutting, measures to reduce traffic speed etc. In order to receive more focussed views of what the public think, it was recommended that the research should be more focussed i.e. scheme specific surveys to help Roads Service improve their service provision.
- The first work area chosen for this research was traffic calming schemes. Two Roads Service Divisions were chosen to pilot this survey - Eastern and Southern Division.
- The main aim of this survey was to produce a report to Roads Service to inform them
 - how well their customers feel Roads Service manage these schemes in terms of planning/ consultation and construction
 - whether the public see the benefits of traffic calming schemes afterwards
 - whether the public are convinced as to the value of these schemes
- The survey questionnaires were delivered, one per household, during the week commencing 22 January 2007. Further questionnaires and reminder letters were delivered during the week commencing 19 February 2007. The deadline for return of the questionnaires was 28 February 2007.
- A response rate of around 25% is usual with a postal survey, however this survey achieved a response rate of 34%.

Section A- Respondents' profiles

- Of the 1,019 respondents, 567 (56%) were from the **Eastern Roads Division (ERD)** and 452 (44%) were from the **Southern Roads Division (SRD)**.
- In both the ERD and SRD the highest proportion of respondents were aged over 50 (65% and 59% respectively) and the lowest proportion were aged under 30 (5% and 7% respectively).
- A higher proportion of respondents were male than female (54% and 45% respectively).

Section B- Planning/ Consultation

- Respondents in the ERD were more likely to say they become aware of the intention to construct traffic calming measures by a leaflet through their mailbox than their SRD counterparts.

- Over four fifths of respondents in both Divisions said they were, in general terms, in favour of traffic calming measures being implemented in their street/ area.
- Respondents in the ERD were more likely than their SRD counterparts to say they were given an opportunity to express their views on the proposed traffic calming measures before the work commenced (49% and 33% respectively).
- When rating the quality of the consultation process overall, respondents in the ERD were more likely than those in the SRD to say that it was good (32% and 24% respectively).
- In both Divisions, respondents who said they were not given the opportunity to express their views on the proposed traffic calming measures before the work commenced were over 6 times as likely to rate the overall quality of the consultation process as poor as those who said they were given an opportunity to express their views.

Section C- Construction

- Over a third of respondents in the ERD and SRD said they were told in advance when construction would begin.
- In both Divisions approximately a tenth of respondents said that the construction process caused them unacceptable disruption.
- Over two thirds of respondents from the ERD and SRD said they felt that the construction work was carried out quickly and efficiently.

Section D- Evaluation

- 57 percent of respondents in the ERD said they felt that it is safer for people walking/ cycling/crossing the road now that the work has been completed, with 29% saying there is no difference and 9% stating it is less safe.
- 56 percent of respondents in the SRD said their road was safer, 29% said there was no difference and 7% said it was less safe.
- Respondents from the ERD were more likely than those from the SRD to say that they would like to change something about the traffic calming in their street/ area (56% and 43% respectively). More respondents from the SRD said there was nothing they would change about the traffic calming.
- Respondents who said they were given an opportunity to express their views on the proposed traffic calming measures were more likely than those who said they weren't to say there was nothing they would change about the traffic calming measures in their street/ area.

- Respondents in the ERD who said they weren't given an opportunity to express their views were more likely than their SRD counterparts to say they want to change something about the traffic calming measures in their street/ area (60% and 44% respectively).
- Overall, approximately three quarters of respondents from both Divisions said they would support the provision of traffic calming measures in their street/ area now if there weren't any.
- 93 percent of respondents who said there wasn't anything they would change about the traffic calming measures in their street/ area said that if there weren't any measures in their street they would support the provision of them now. However only two thirds of respondents who said there was something they would like to change would support them now. This was the same in both Divisions.
- 83 percent of respondents in both Divisions said they would like to see the results of on-going monitoring of the effect of the scheme on vehicle speeds.
- Of the 579 respondents who said they felt that their street/ area was safer for people walking/ cycling/ crossing the road after the work had been completed, 29% said that the traffic calming scheme encouraged them or members of their household to walk/ cycle more.

Introduction

1. Roads Service commissioned research on an annual basis via the NISRA Omnibus Survey and focus groups into how satisfied their customers (the public) are with certain aspects of their work. Until now, this research has been quite general, such as public satisfaction with the effectiveness of street lighting, road drainage, cyclist provision and road works etc. In order to receive more focussed views of what the public think, it was recommended that the research should be more focussed i.e. scheme specific surveys to help Roads Service improve their service provision.
2. The first work area chosen for this research was traffic calming schemes. Two Roads Service Divisions were chosen to 'pilot' this survey - Eastern and Southern Division.
3. The main aim of this survey was to produce a feedback report to Roads Service to inform them:
 - how well their customers feel Roads Service manage these schemes in terms of planning/ consultation and construction
 - whether the public see the benefits of traffic calming schemes afterwards
 - whether the public are convinced as to the value of these schemes

Pilot Traffic Calming Scheme Survey- methodology

4. Roads Service traffic management staff were asked to forward at least 4 traffic calming schemes from each Division. This was to ensure that, assuming a 25% response rate, there would be a large enough achieved sample to provide robust and reliable results. The schemes put forward for the pilot survey were:

Eastern Division

- (i) Harberton Park, Belfast
- (ii) Loopland Park, Belfast
- (iii) Devenish Drive, Belfast
- (iv) Silverbirch Area, Bangor

TOTAL - 1,590 households

Southern Division

- (i) Lisanelly Lane, Armagh
- (ii) Brownstown West, Portadown
- (iii) Scotch Street Village, Portadown
- (iv) Brentwood Area, Newtownards
- (v) Manse Road/Harbour Road, Kilkeel
- (vi) Ashgrove Area, Newry

TOTAL – 1,392 households

This covered 2,982 households

5. The survey questionnaires were delivered, one per household, during the week commencing 22 January 2007 asking for an adult respondent. However, no instructions were given as to which adult should complete the questionnaire. Appendix 1 provides a copy of the covering letter and copy of the questionnaire. Further questionnaires and reminder letters (see Appendix 2) were delivered during the week commencing 19 February. The deadline for return of the questionnaires was 28 February 2007.
6. This survey was completely confidential as no names or addresses were asked for.
7. A response rate of around 25% is usual with a postal survey, however this survey achieved a response rate of 34%. For a breakdown of the number of questionnaires issued, number returned and response rate by scheme, see Appendix 3.
8. The information from the returned questionnaires was then input into a spreadsheet. This was then used for analysis which was carried out using SPSS- a statistical software package.

Technical notes

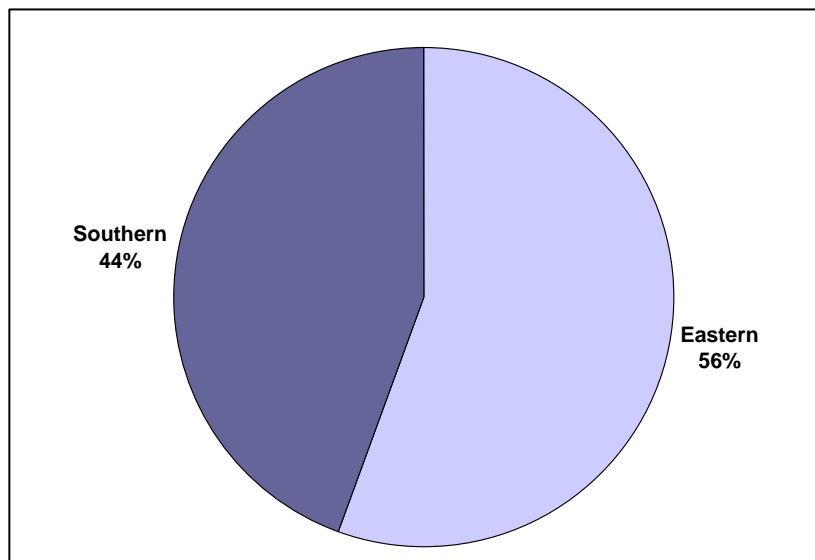
9. The following report presents the findings of a household survey, the results of which have not been weighted.
10. Any statements in this report regarding differences between groups such as males and females, ERD and SRD respondents etc. are statistically significant at the 5% significance level. This significance level is the criteria for judging whether differences between groups might have arisen by chance. The most common criteria is the 5% level i.e. the probability being one in twenty that a difference might have arisen by chance.
11. The percentages in this report are quoted to the nearest whole number. As a result, not all percentages may add to 100 due to this rounding.

Section A – Respondents’ Profiles

Table 1: Number of respondents in each division

Division	No. of respondents	% of respondents
Eastern	567	56
Southern	452	44
Eastern and Southern	1,019	100

Chart 1: Percentage of respondents in each division



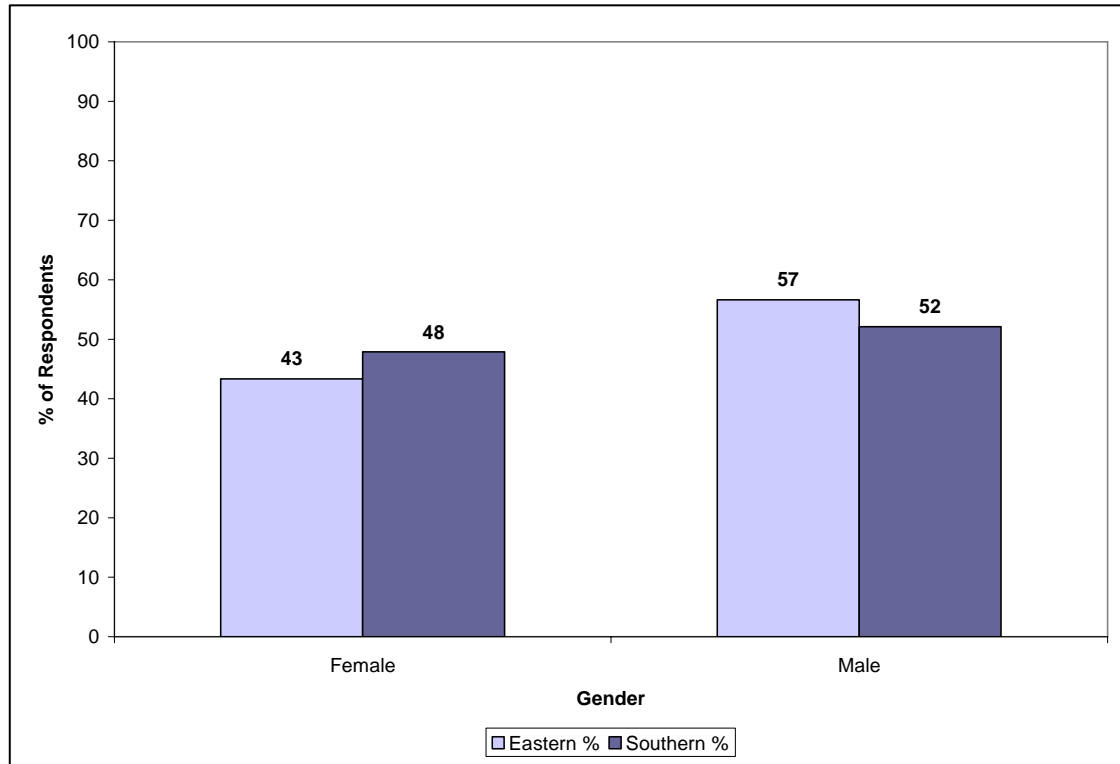
- Of the 1,019 respondents, 567 (56%) were from the Eastern Roads Division (ERD) and 452 (44%) were from the Southern Roads Division (SRD).

Table 2: Gender of respondents by division

Gender	Eastern	Eastern %	Southern	Southern %	Eastern and Southern	Eastern and Southern %
Missing	4	1	3	1	7	1
Female	244	43	215	48	459	45
Male	319	56	234	52	553	54
Male and Female	567	100	452	100	1,019	100

Percentages may not add to 100 due to rounding

Chart 2: Gender of respondents by division



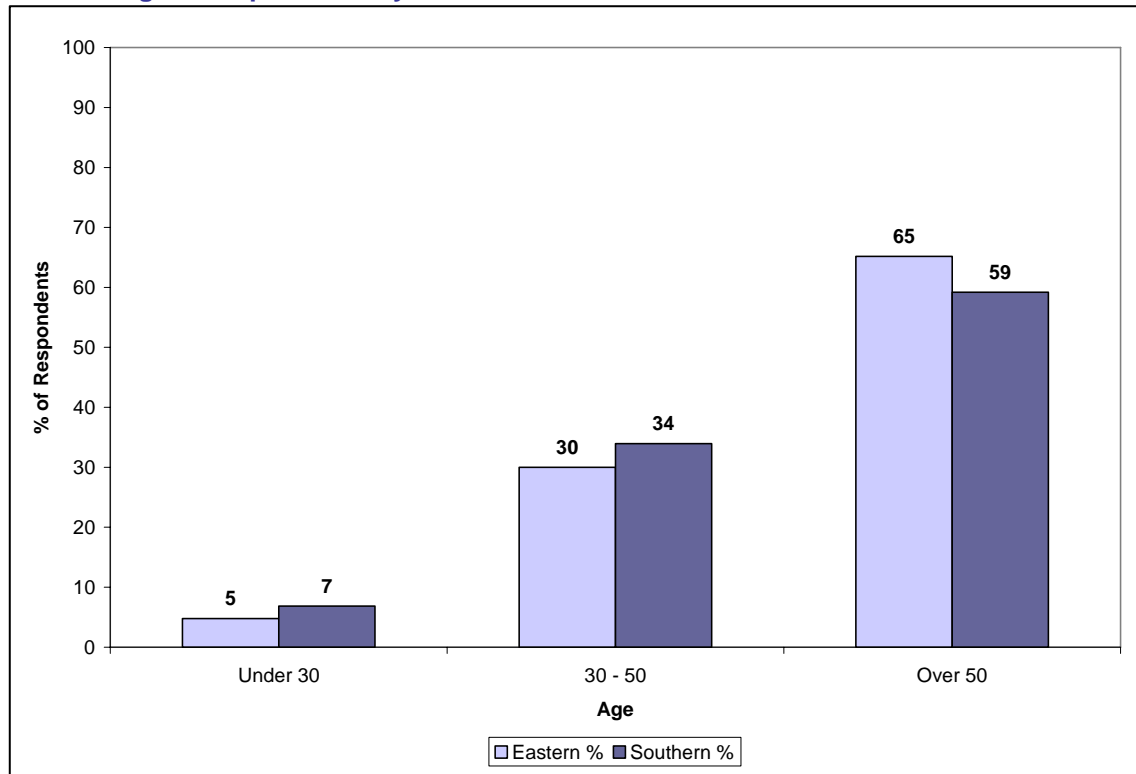
- A higher proportion of respondents were male than female (54% and 45% respectively-see Table 2).

Table 3: Age of respondents by division

Age	Eastern	Eastern %	Southern	Southern %	Eastern and Southern	Eastern and Southern %
Missing	4	1	1	0	5	0
Under 30	27	5	31	7	58	6
30 - 50	169	30	153	34	322	32
Over 50	367	65	267	59	634	62
All ages	567	100	452	100	1,019	100

Percentages may not add to 100 due to rounding

Chart 3: Age of respondents by division



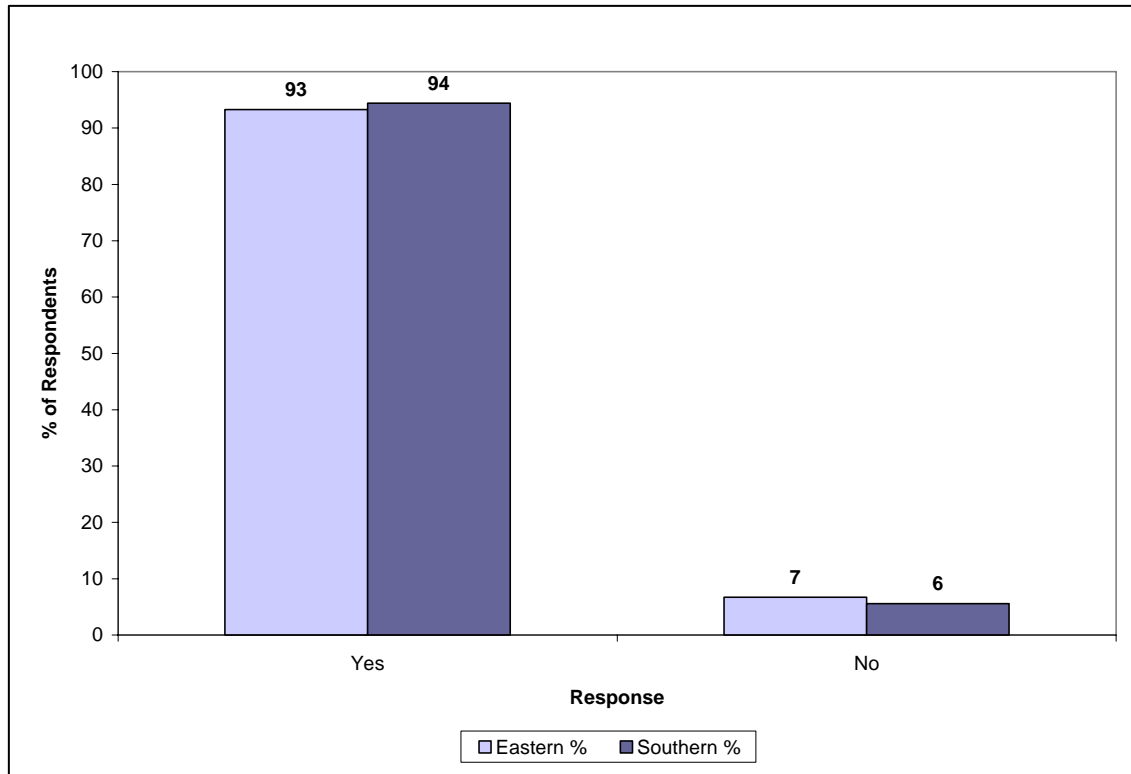
- In both the ERD and SRD the highest proportion of respondents were aged over 50 (65% and 59% respectively) and the lowest proportion were aged under 30 (5% and 7% respectively).

Table 4: Do you regularly travel this street/area by car by division

Whether travel street by car	Eastern	Eastern %	Southern	Southern %	Eastern and Southern	Eastern and Southern %
Missing	1	0	3	1	4	0
Yes	528	93	424	94	952	93
No	38	7	25	5	63	6
Travel and not travel by car	567	100	452	100	1,019	100

Percentages may not add to 100 due to rounding

Chart 4: Do you regularly travel this street/area by car by division



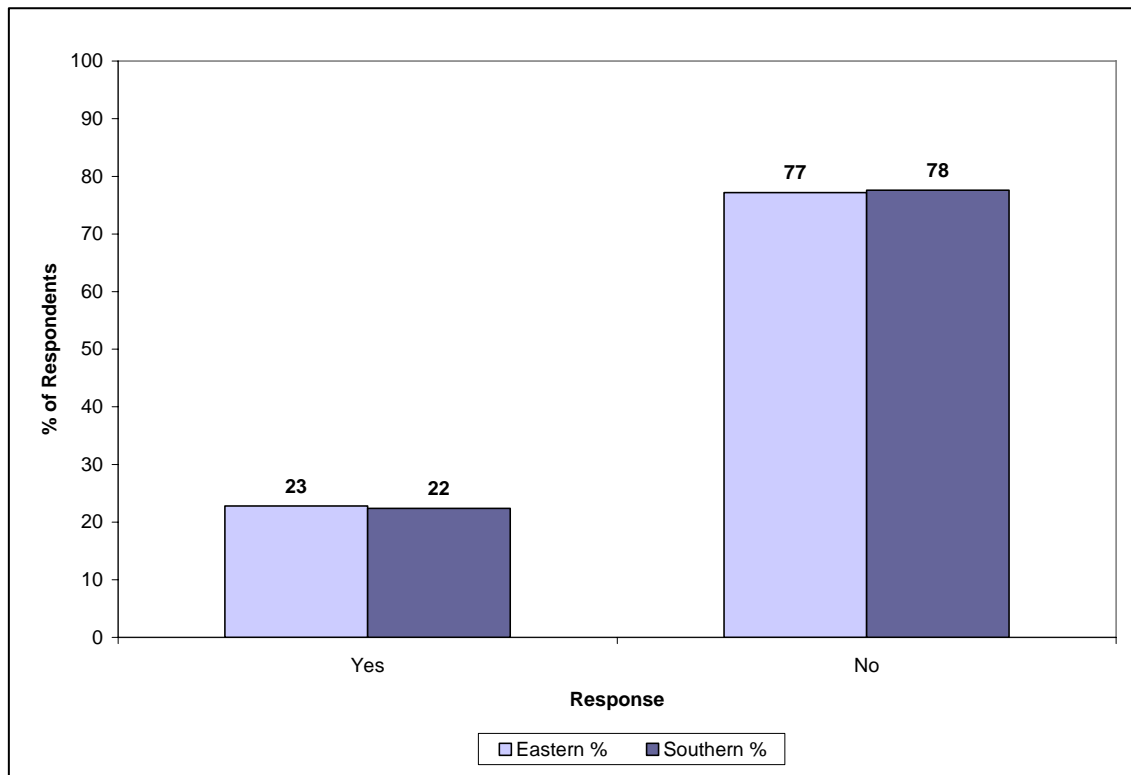
- Over 90% of respondents in both Divisions said they regularly travel the street/ area by car.

Table 5: Do you have children of school age living in your household by division

Whether have school age children in house	Eastern	Eastern %	Southern	Southern %	Eastern and Southern	Eastern and Southern %
Missing	6	1	1	0	7	1
Yes	128	23	101	22	229	22
No	433	76	350	77	783	77
With and without children of school age	567	100	452	100	1,019	100

Percentages may not add to 100 due to rounding

Chart 5: Do you have children of school age living in your household by division



- Just under a quarter of respondents from both Divisions said they have children of school age living in their household.

Section B – Planning/ Consultation

Q1. How did you first become aware of Roads Service’s intention to construct traffic calming measures where you live?

Table 6: How respondents first became aware of Roads Service's intention to construct traffic calming measures where they lived by division

Awareness method	Eastern	Eastern %	Southern	Southern %	Eastern and Southern	Eastern and Southern %
Missing	3	1	5	1	8	1
a) A leaflet through your mail box	363	64	178	39	541	53
b) Speaking with other residents in your area	36	6	62	14	98	10
c) Local press	35	6	31	7	66	6
d) Weren't aware until work began	90	16	136	30	226	22
e) Notice/Poster on street light	22	4	15	3	37	4
f) Other- please specify	18	3	25	6	43	4
All methods	567	100	452	100	1,019	100

Chart 6: How respondents from the Eastern division first became aware of Roads Service’s intention to construct traffic calming measures

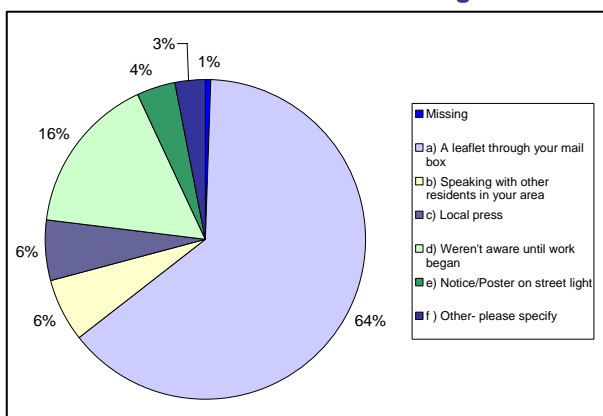
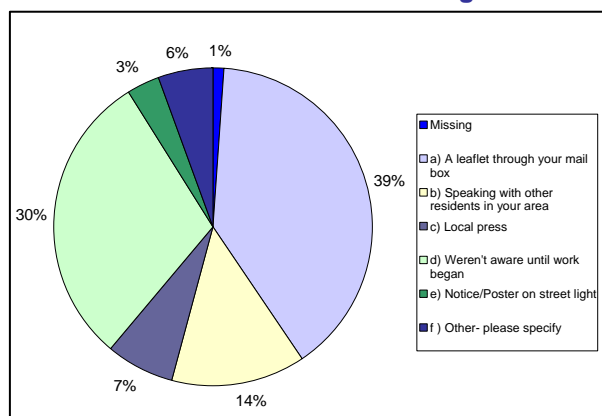


Chart 7: How respondents from the Southern division first became aware of Roads Service’s intention to construct traffic calming measures



- Just over three fifths (64%) of respondents from the ERD said that they first became aware of Roads Service’s intention to construct traffic calming measures where they lived by a leaflet through their mailbox, with 16% saying they weren’t aware until the work began.
- In the SRD 39% of respondents stated they found out via a leaflet through their door, with 30% saying they weren’t aware until the work began.
- Respondents in the ERD were more likely to say they become aware of the intention to construct traffic calming measures by a leaflet through their mailbox than their SRD counterparts.
- 42 respondents said they made aware by ‘other’ means. The top three answers were that respondents moved in after the traffic calming measures had been installed, they became aware through a councillor and they became aware through a neighbour.

Q2. How would you rate the information provided in the mail drop?

Chart 8: How respondents from the Eastern Division rated the information provided in the mail drop

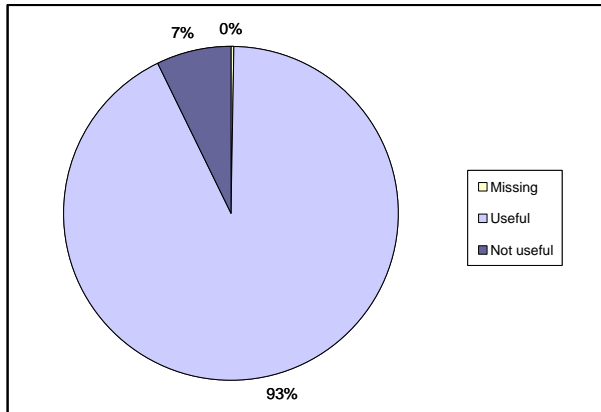
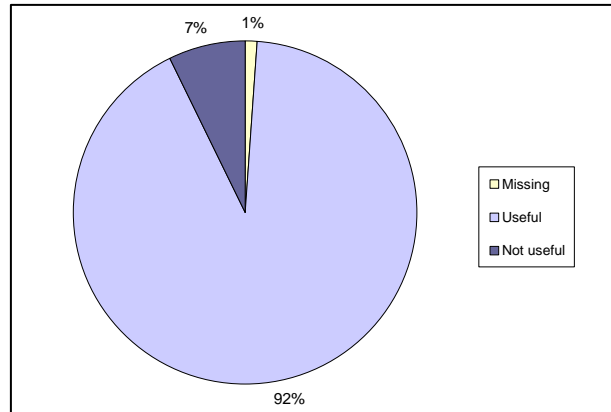


Chart 9: How respondents from the Southern Division rated the information provided in the mail drop



- Just over 90% of respondents in each Division, who said they were made aware of the intention to construct traffic calming measures by a leaflet through their mailbox, rated the information as useful.
- 38 respondents gave an explanation of why they found the information in the mail drop 'not useful'. The two main reasons were that there was no consultation time (the decision had already been made) and that the leaflet did not provide enough detail about location, type of ramp etc.

Q3. In general terms, were you in favour of traffic calming measures being implemented in your street/area?

Chart 10: Whether respondents from the Eastern division were in favour of traffic calming measures being implemented in their street/area

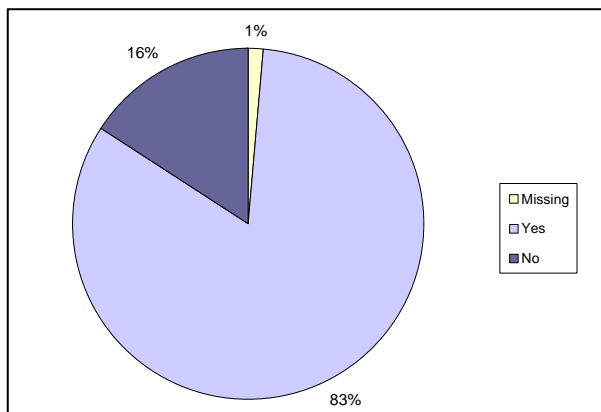
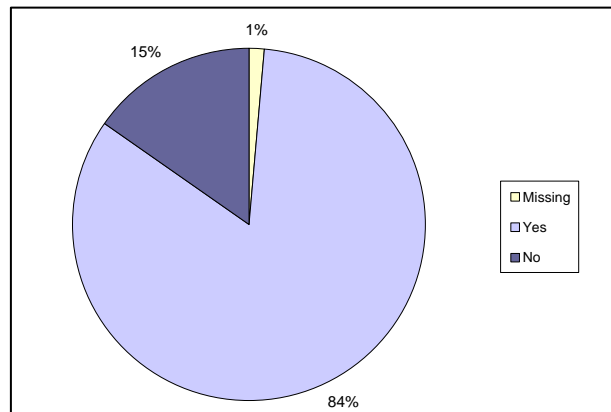


Chart 11: Whether respondents from the Southern division were in favour of traffic calming measures being implemented in their street/area



- Over four fifths of respondents in both Divisions said they were, in general terms, in favour of traffic calming measures being implemented in their street/ area. This was the same whether they were male or female, irrespective of age group, whether they travelled their street/ area regularly by car or not and whether or not they had children of school age living in their household.

Q4. Were you given an opportunity to express your views on the proposed calming measures before the work commenced?

Chart 12: Whether respondents from Eastern division were given an opportunity to express their views before work commenced

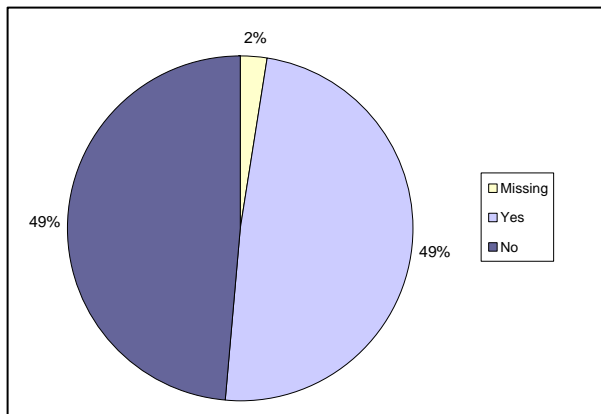
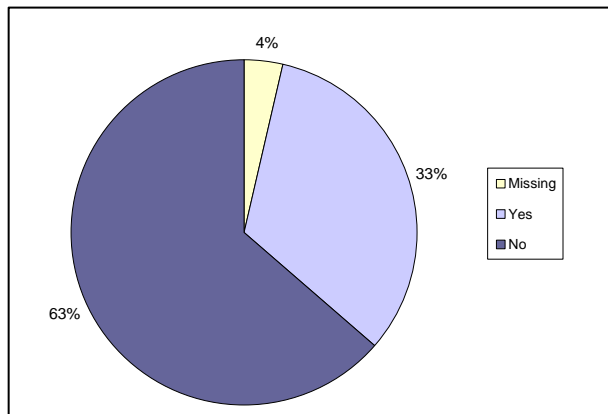


Chart 13: Whether respondents from Southern division were given an opportunity to express their views before work commenced



- Respondents in the ERD were more likely than their SRD counterparts to say they had been given an opportunity to express their views on the proposed traffic calming measures before the work commenced (49% and 33% respectively).

Q5. Would you have liked the opportunity to express your views on the proposed traffic calming?

Chart 14: Whether respondents from Eastern division would have liked the opportunity to express their views on the proposed traffic calming

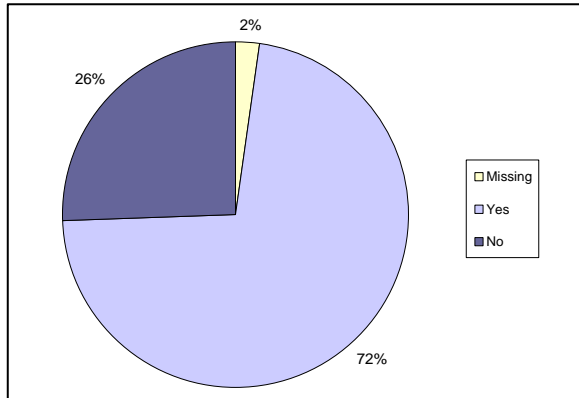
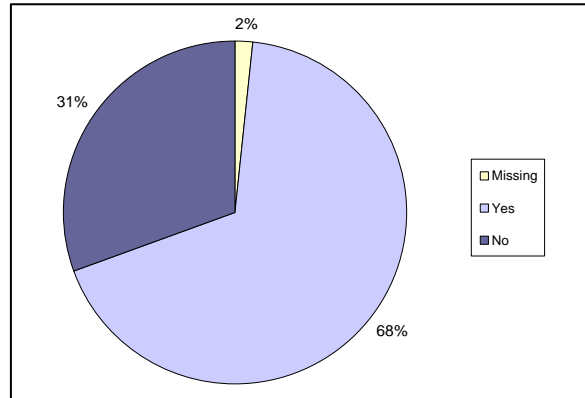


Chart 15: Whether respondents from Southern division would have liked the opportunity to express their views on the proposed traffic calming



- Of the 563 respondents who stated they weren't given the opportunity to express their views before the work commenced, over two thirds in both Divisions said they would have liked the opportunity to express their views on the proposed traffic calming measures.

Q6. Did you put your views forward before the work commenced?

Chart 16: Whether respondents from Eastern division put their views forward before the work commenced

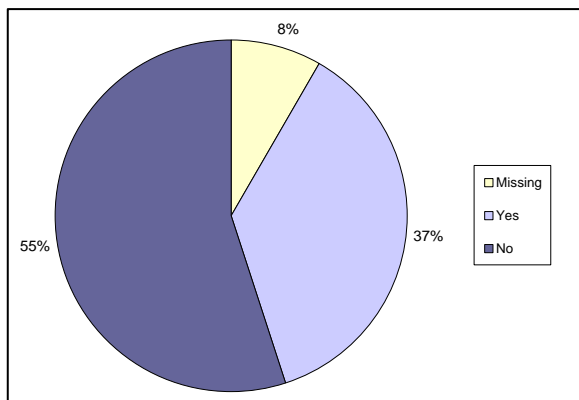
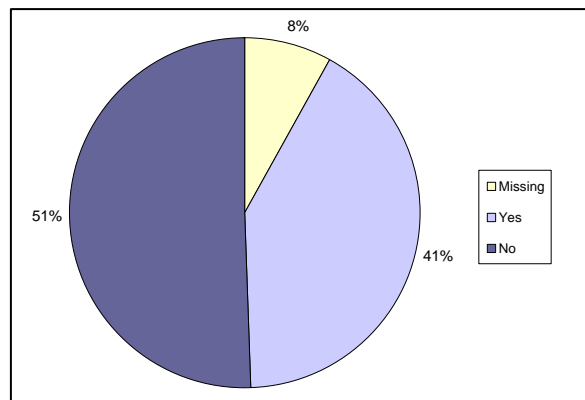


Chart 17: Whether respondents from Southern division put their views forward before the work commenced



- Of the 426 respondents who said they were given an opportunity to express their views on the proposed traffic calming measures before the work commenced, 37% from the ERD and 41% of the SRD said they actually put their views forward.
- 252 respondents provided an explanation as to why they did not put their views forward before the work commenced. The main reason respondents stated was that they were happy with what was proposed. The second most frequently

stated reason was that they had no time/ were on holiday so couldn't attend the meeting and the third most frequent reason was that respondents didn't think it would make any difference whether they put their views forward or not.

Q7. Do you feel that your opinion was taken on board?

Chart 18: Whether respondents from Eastern division felt their opinion was taken on board

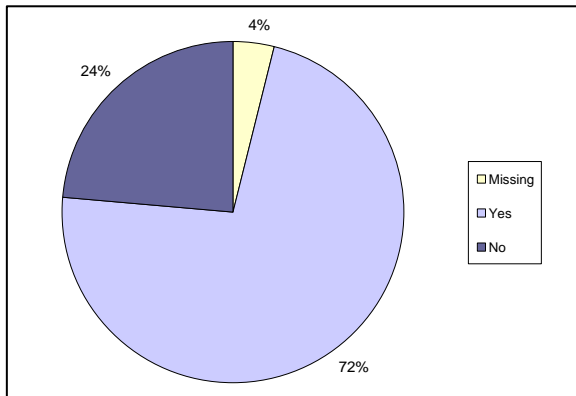
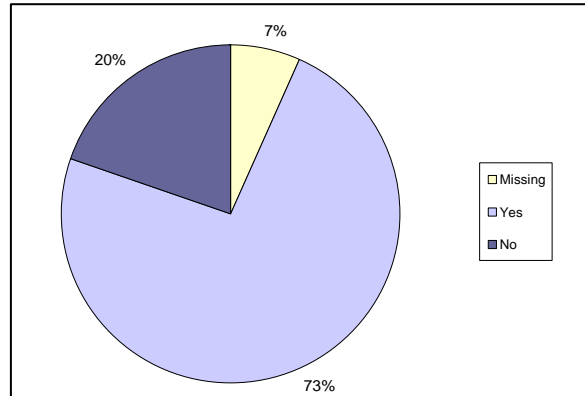


Chart 19: Whether respondents from Southern division felt their opinion was taken on board



- Of the 163 respondents who put their views forward before the work commenced, just under three quarters of respondents in each Division said they felt their opinion was taken on board.

Q8. Were you given an explanation as to why your views/ opinions were not acted upon?

- Of the 36 respondents who did not feel that their opinion was taken on board, just over three fifths said they were not given an explanation as to why their views/ opinions were not acted upon.

Q9. Overall, how would you rate the quality of the consultation process?

Chart 20: How respondents from Eastern division would rate the quality of the consultation process overall

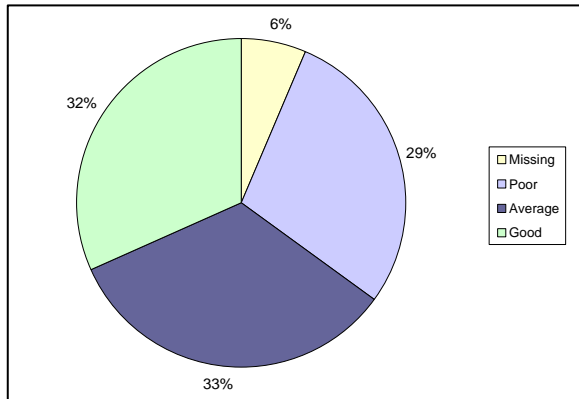
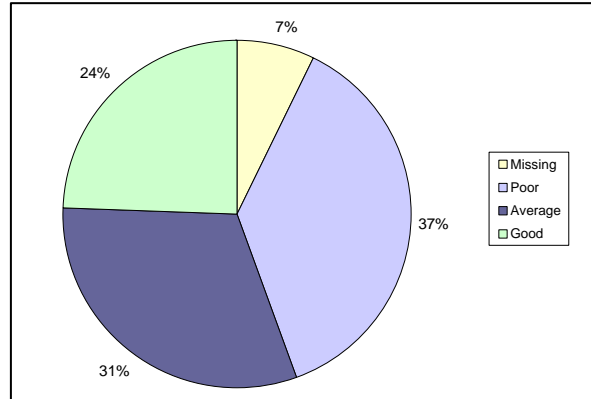
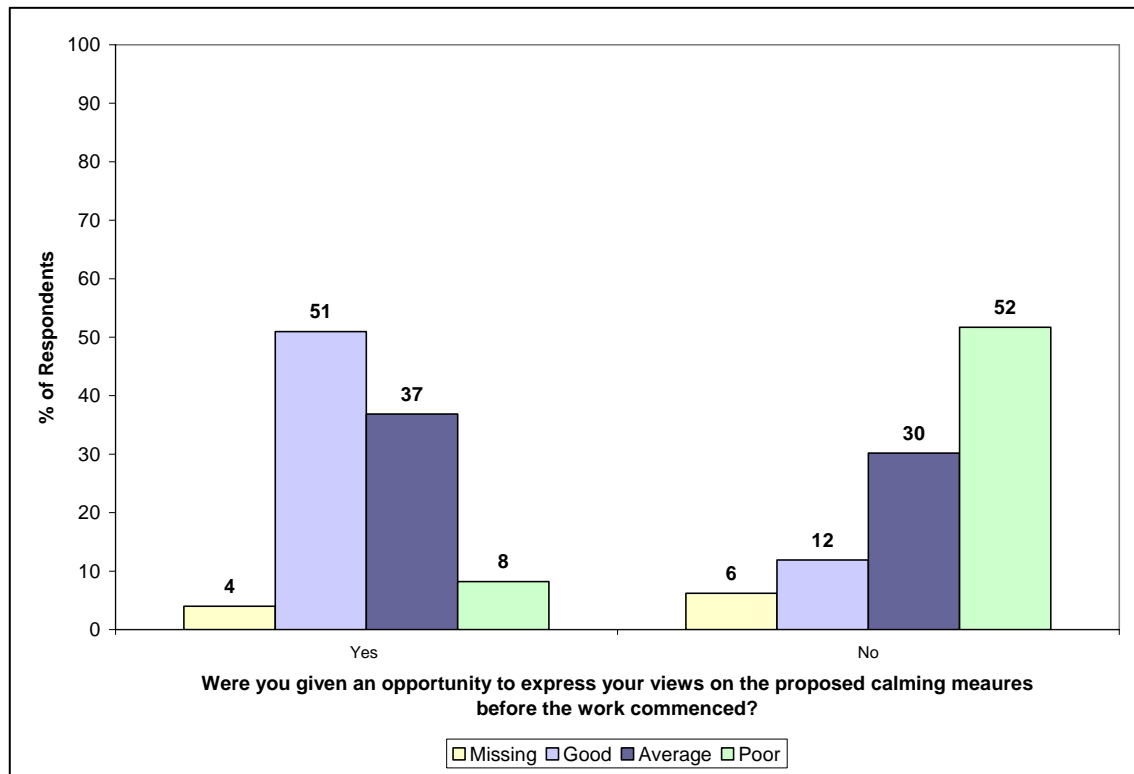


Chart 21: How respondents from Southern division would rate the quality of the consultation process overall



- When rating the quality of the consultation process overall, respondents in the ERD were more likely than those in the SRD to say that it was good (32% and 24% respectively).

Chart 22: The quality of the consultation process according to whether respondents were given an opportunity to express their views before the work commenced.

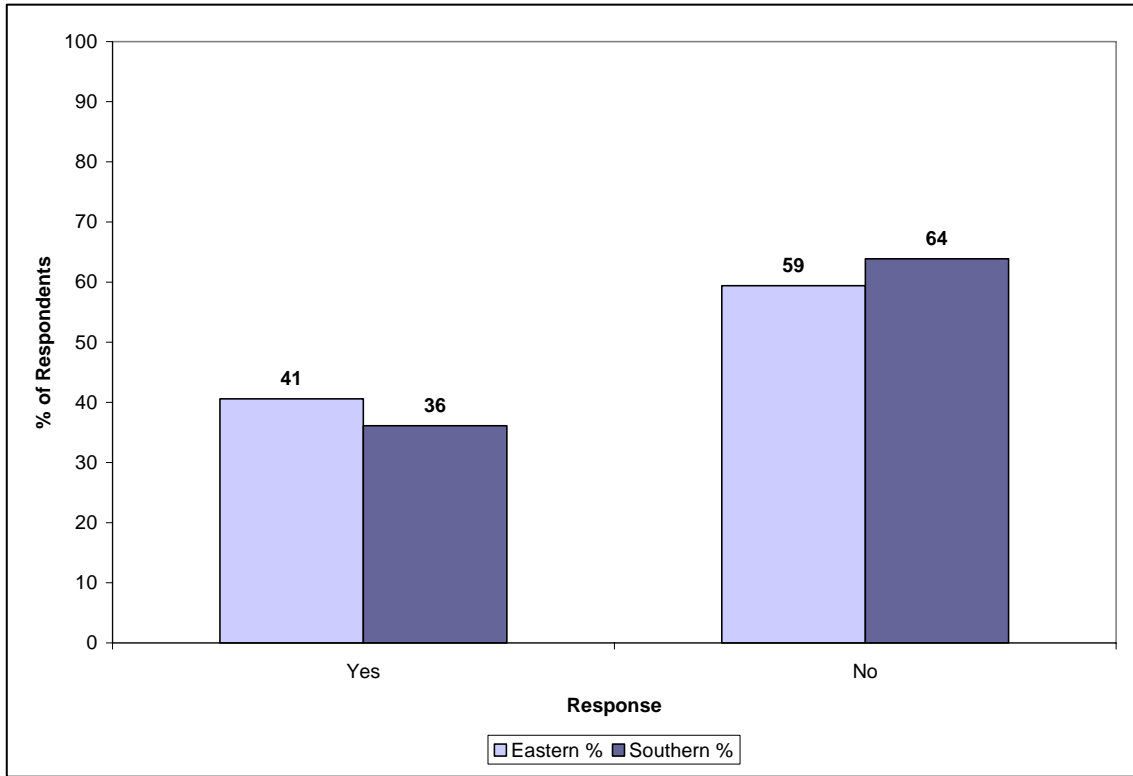


- Of the 426 people who said they were given an opportunity to express their views on the proposed traffic calming measures before the work commenced, 51% rated the quality of the consultation process as good overall.
- However, of the 563 people who said they were not given the opportunity to express their views on the proposed traffic calming measures before the work commenced, only 12% rated the quality of the consultation process as good overall.
- In both Divisions, respondents who said they were given the opportunity to express their views on the proposed traffic calming measures before the work commenced were over 4 times as likely to rate the quality of the consultation process as good overall as those who said they weren't given the opportunity to express their views.
- In both Divisions, respondents who said they were not given the opportunity to express their views on the proposed traffic calming measures before the work commenced were over 6 times as likely to rate the overall quality of the consultation process as poor as those who said they were given the opportunity to express their views.

Section C – Construction

Q10. Were you told in advance when construction would begin?

Chart 23: Were respondents told in advance when construction would begin



- Approximately two fifths of respondents in the ERD and SRD said they were told in advance when construction would begin.

Q11. Did the construction process cause unacceptable disruption to you?

Chart 24: Whether respondents from Eastern division felt the construction process caused them unacceptable disruption

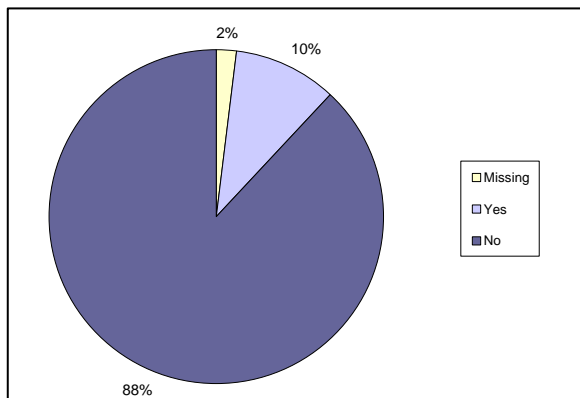
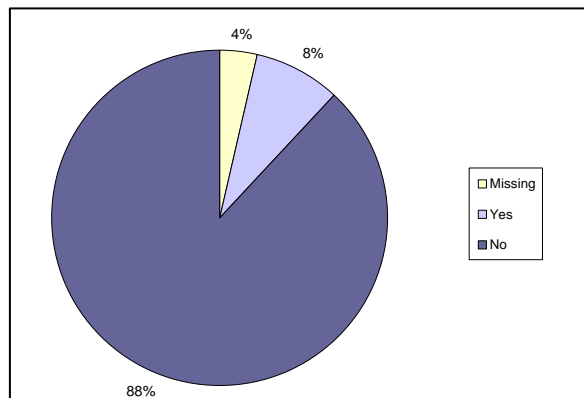


Chart 25: Whether respondents from Southern division felt the construction process caused unacceptable disruption



- In both Divisions approximately a tenth of respondents said that the construction process caused them unacceptable disruption.
- 77 respondents gave reasons as to how the construction process caused them unacceptable disruption. The main reasons cited were traffic disruption/ congestion, respondents couldn't get in/ out of their driveway, the fact that the work had to be redone as measures were not right the first time and that there was an element of danger- no signage to show new ramps, work vehicles obstructing footpaths and junctions etc.

Q12. How do you feel the construction work was carried out?

Chart 26: How respondents from Eastern division feel the construction work was carried out

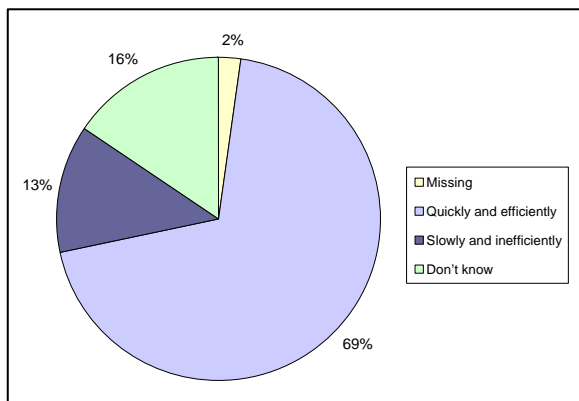
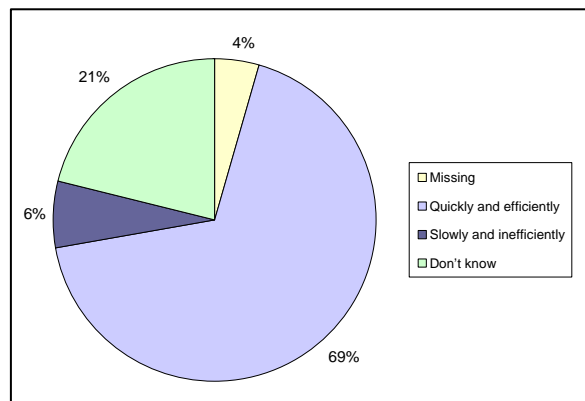


Chart 27: How respondents from Southern division feel the construction work was carried out



- Over two thirds of respondents from the ERD and SRD said they felt that the construction work was carried out quickly and efficiently.
- However respondents from the ERD (13%) were twice as likely as their SRD counterparts to say that the work was carried out slowly and inefficiently (6%).
- 94 respondents gave a reason why they thought the construction work was carried out slowly and inefficiently. The top three reasons were that the traffic calming measures had to be re-done, the length of time it took to complete (as sometimes work was started and then left) and poorly/ unmarked ramps which were perceived to be a hazard.

Section D – Evaluation

Q13. Now that the work has been completed, do you feel it is safer for people walking/cycling/crossing the road?

Chart 928: Whether respondents from Eastern division feel it is safer for people walking/cycling/crossing the road, now that the work is completed

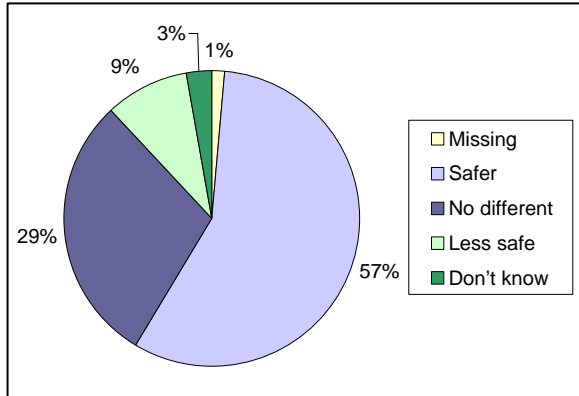
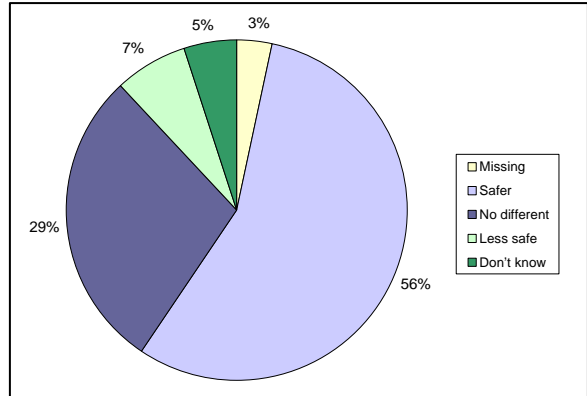
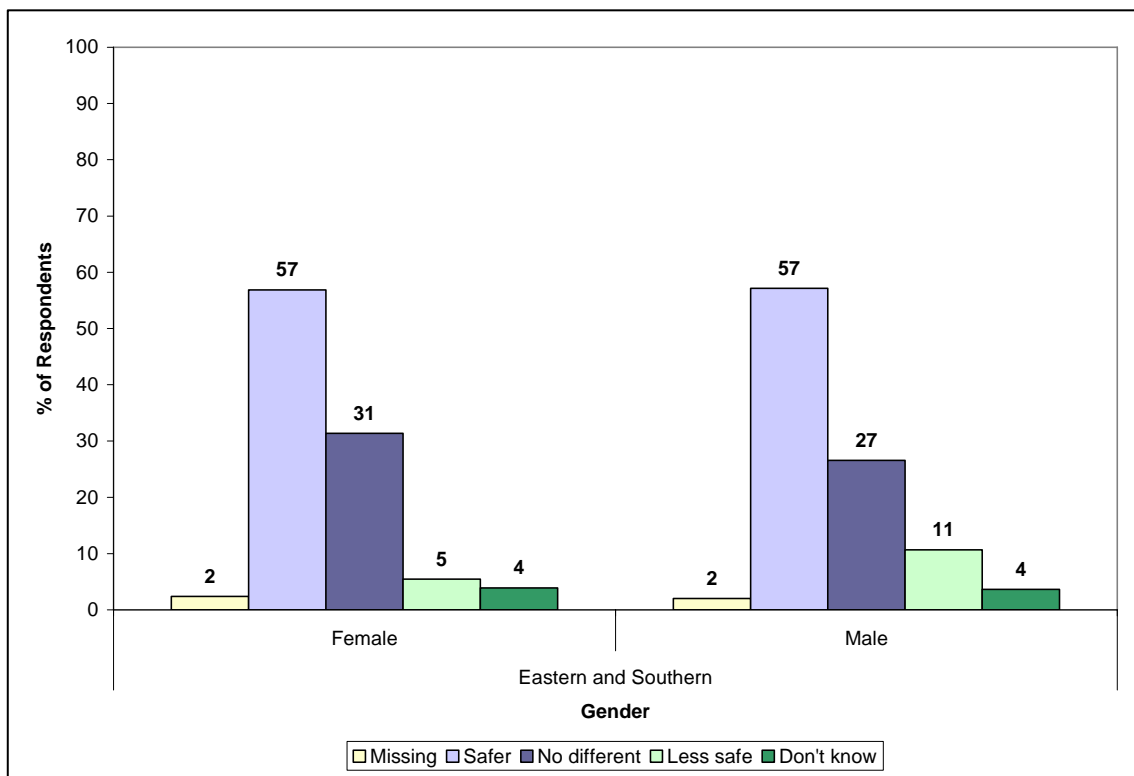


Chart 29: Whether respondents from Southern division feel it is safer for people walking/cycling/crossing the road, now that the work is completed



- 57% of respondents in the ERD said they felt that it is safer for people walking/cycling/crossing the road now that the work has been completed, with 29% saying there is no difference and 9% stating it is less safe.
- 56% of respondents in the SRD said their road was safer, 29% said there was no difference and 7% said it was less safe.

Chart 30: Whether respondents feel it is safer for people walking/cycling/ crossing the road, now that the work is completed by gender



- Overall, approximately three fifths of respondents said that they thought their road was safer for people walking/ cycling/ crossing now that the work is completed. This was the same whether they were male or female, irrespective of age group, whether they travelled their street/ area regularly by car or not and whether or not they had children of school age living in their household.
- However, male respondents were twice as likely as female respondents to say that the road was less safe after the completion of the work (11% and 5% respectively).

Q14. Is there anything you would change about the traffic calming in your street/area?

Chart 31: Whether respondents from Eastern Division would change anything about the Traffic calming in their street/ area

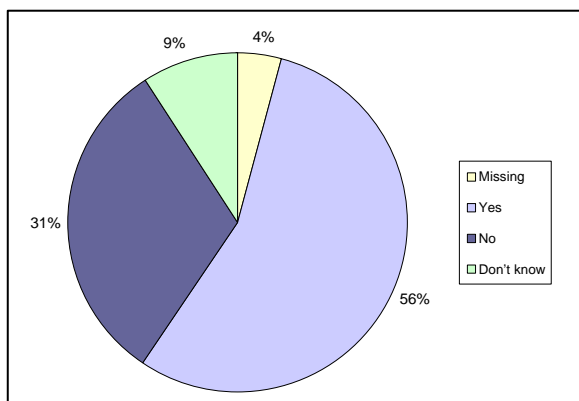
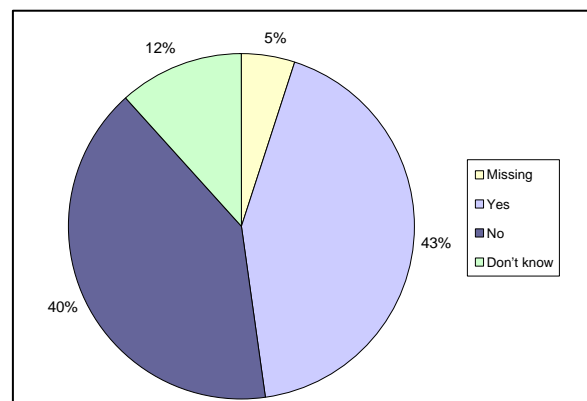
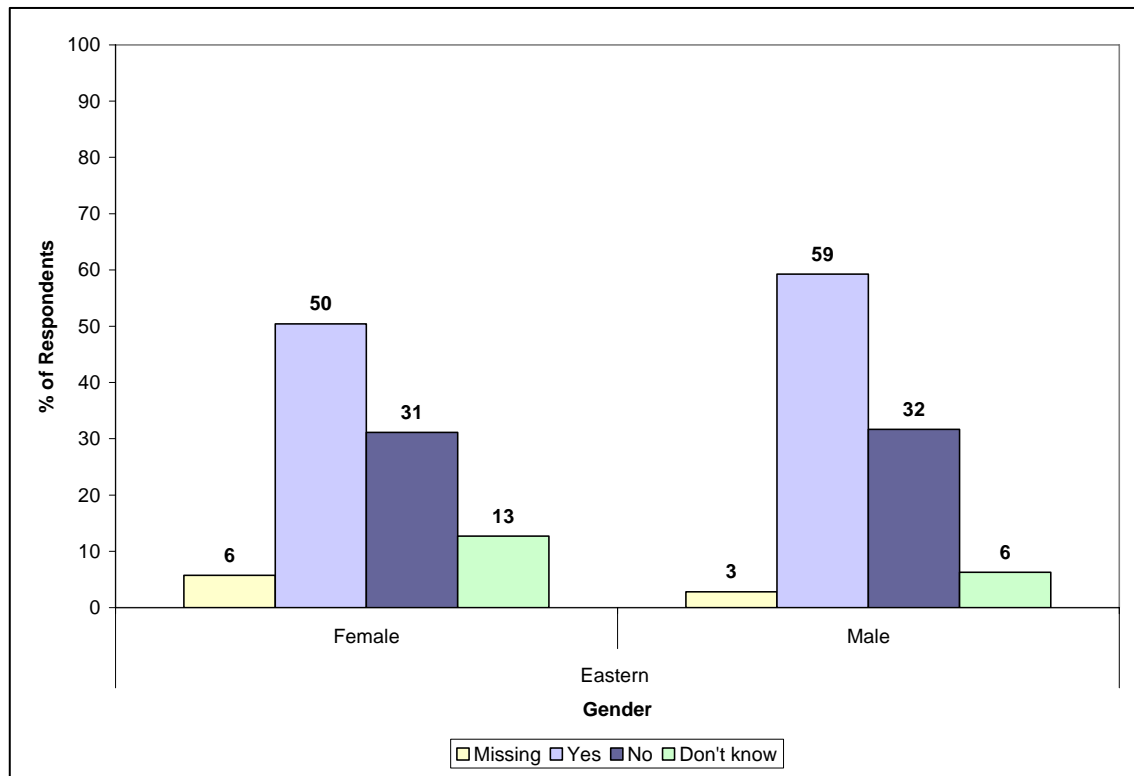


Chart 32: Whether respondents from Southern Division would change anything about the Traffic calming in their street/ area



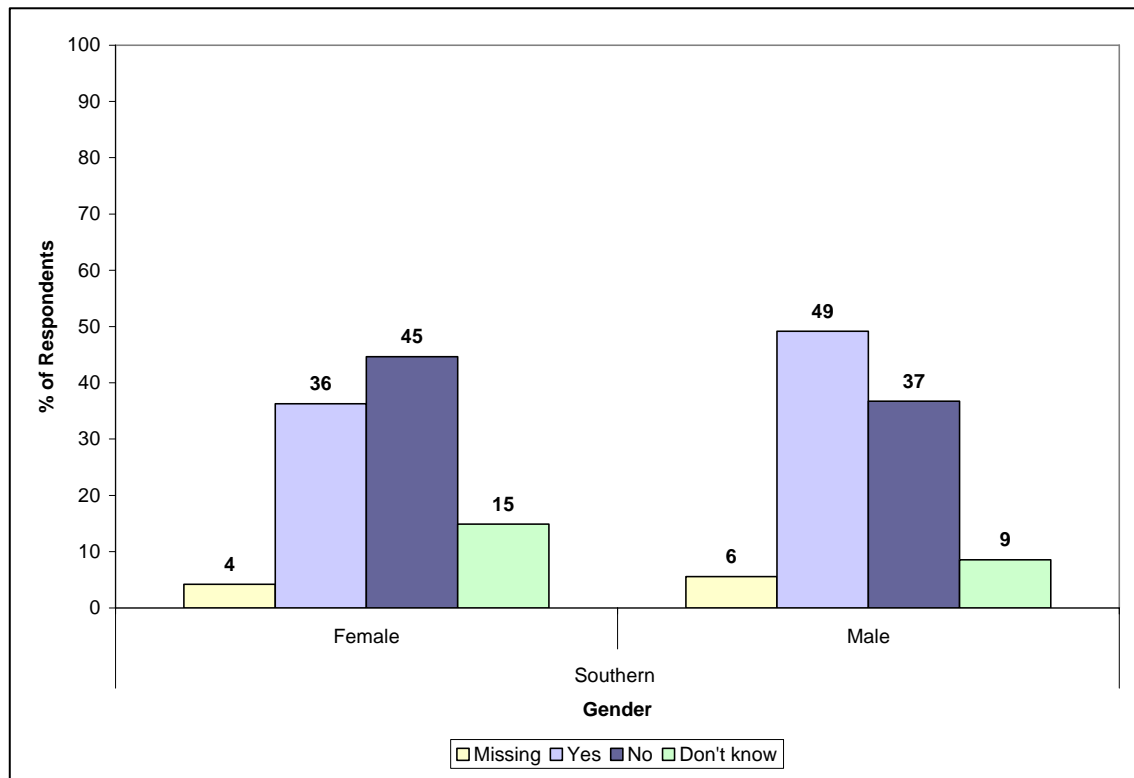
- Respondents from the ERD were more likely than those from the SRD to say that they would like to change something about the traffic calming in their street/ area (56% and 43% respectively). More respondents from the SRD said there was nothing they would change about the traffic calming.

Chart 33: Whether respondents from Eastern division would change anything about traffic calming in their street/ area by gender



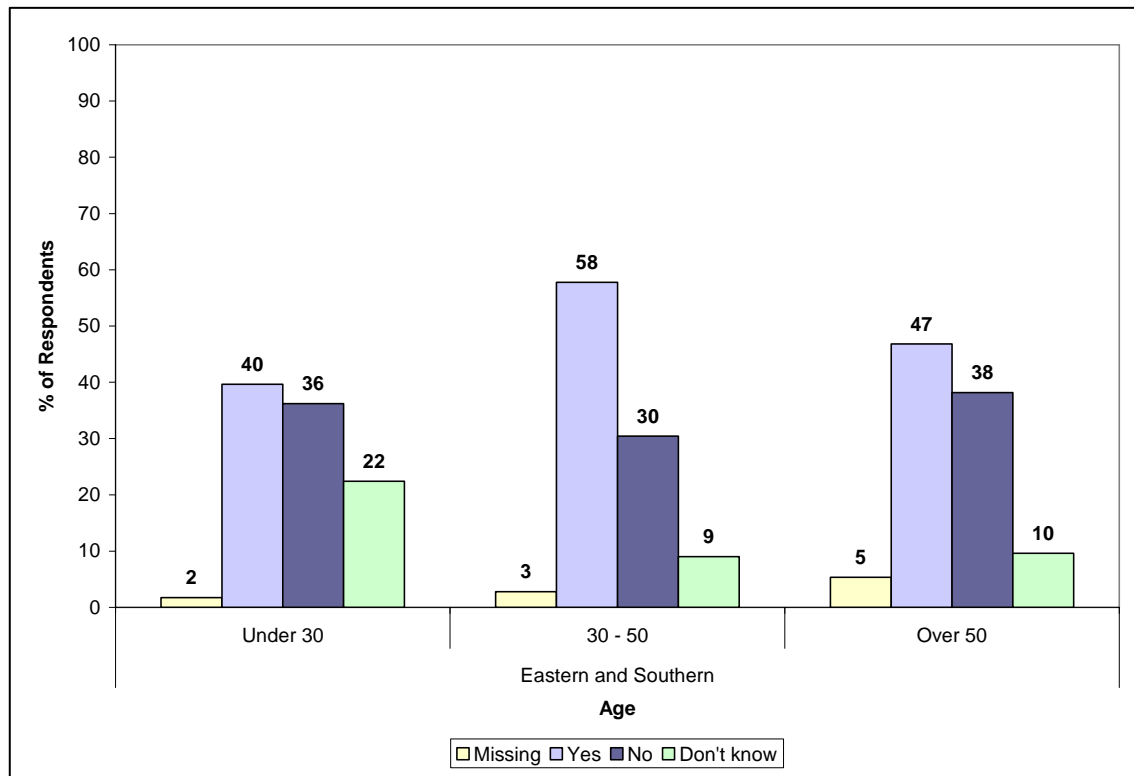
- In the ERD, females were less likely than males to say they want to change something about the traffic calming in their street/ area (50% and 59% respectively).

Chart 34: Whether respondents from Southern division would change anything about traffic calming in their street/ area by gender



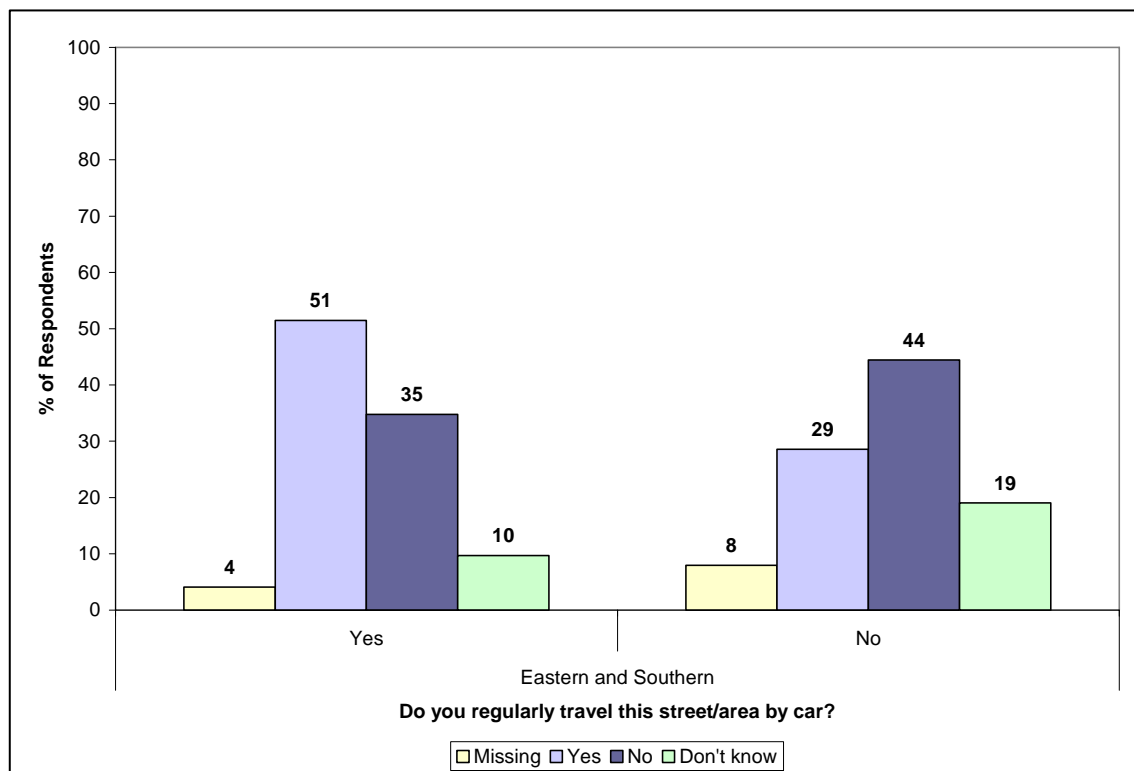
- In the SRD also, females were less likely than males to say they want to change something (36% and 49%).

Chart 35: Whether respondents would change anything about traffic calming in their street/ area by age



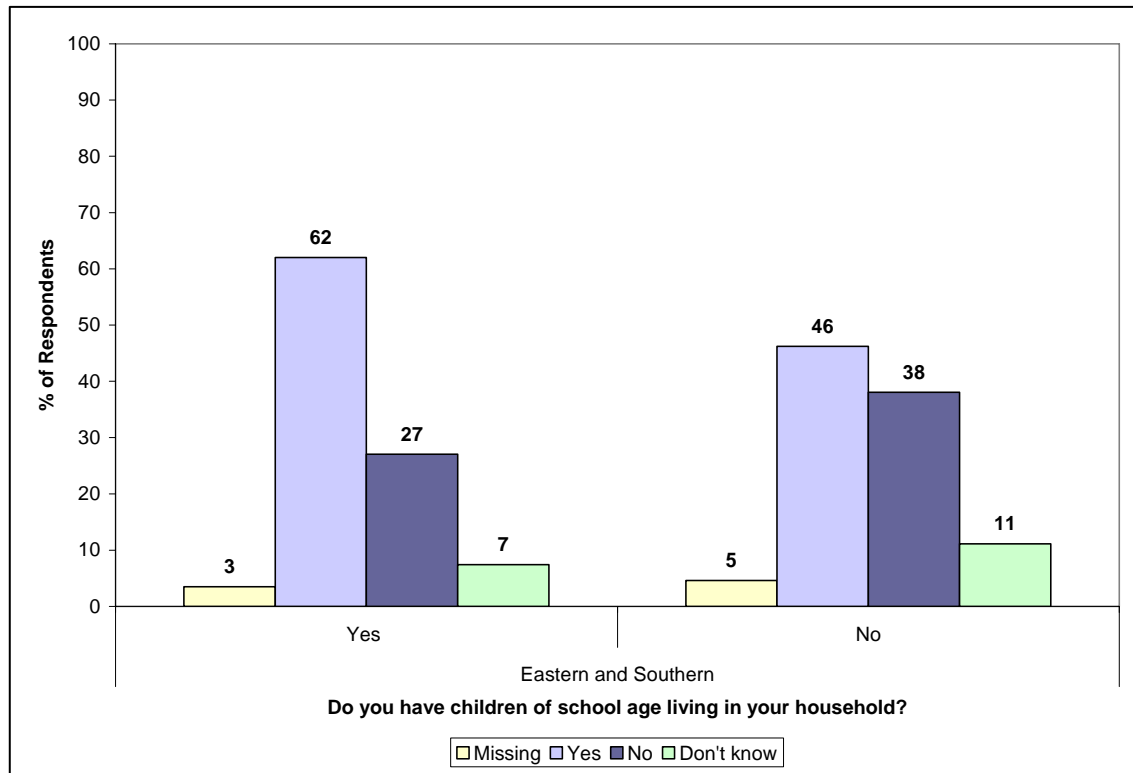
- Approximately a third of respondents in each age group said that there was nothing they want to change about the traffic calming in their street/ area.

Chart 36: Whether respondents would change anything about traffic calming in their street/ area by whether they travel this street/ area regularly by car



- Respondents who travel the street/ area regularly by car were more likely to say that they want to change something about the traffic calming than those who do not travel the street/ area regularly by car.

Chart 37: Whether respondents would change anything about traffic calming in their street/ area by whether they have children of school age living in their household



- Respondents who had children of school age living in their household were more likely to say that there was something they would change about the traffic calming in their street/ area.
- 516 respondents gave an answer to what they would change about the traffic calming in their street/ area. The main themes were better markings and signage, ramps should extend across the road (kerb to kerb) and reduced in number, and introduce 20mph limit, speed camera, chicanes and mini-roundabouts where feasible.

Changes to the traffic calming scheme and whether respondents were given an opportunity to express their views before the work commenced.

- Irrespective of whether respondents said they were given an opportunity to express their views before the work commenced, around half said there was something they would like to change.
- Respondents in the ERD who said they weren't given an opportunity to express their views were more likely than their SRD counterparts to want to change something about the traffic calming measures in their street/ area (60% and 44% respectively).

Q15. What do you see as the advantages of traffic calming?

- 864 respondents gave an answer to this question. The main advantages mentioned were that traffic calming measures reduced speed which helped to reduce accidents, they provide a safer environment for everyone, particularly older people and children and they slow the traffic and enforce a sensible attitude by most drivers.

Q16. What do you see as the disadvantages of traffic calming?

- 678 respondents provided an answer to this question. The main disadvantages mentioned were wear and tear on vehicles, cars tend to speed between ramps which increase risk of accidents and noise/ pollution levels and that they do not deter everyone, particularly young drivers- it was suggested that ramps need to be higher to be more effective. A large number of respondents (approx. 160) said that there were no disadvantages to traffic calming.

Q17. If there were no traffic calming measures in your street/area, would you support the provision of them now where you live?

Chart 38: Whether respondents from Eastern Division would support the provision of traffic calming in their street/ area now if there weren't any

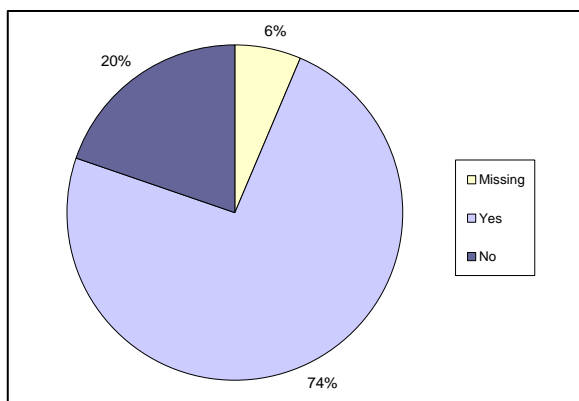
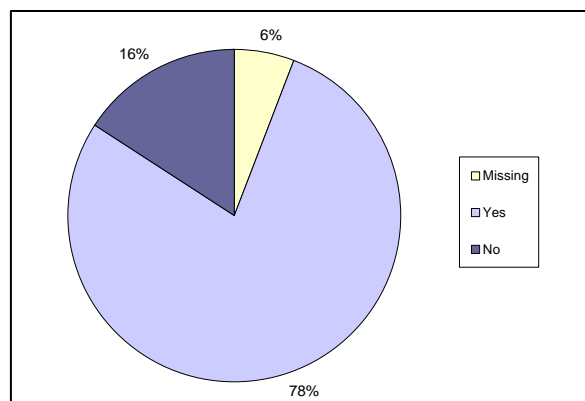


Chart 39: Whether respondents from Southern Division would support the provision of traffic calming in their street/ area now if there weren't any



- Overall, approximately three quarters of respondents said that they would support the provision of traffic calming measures in their street/ area now if there weren't any. This was the same irrespective of Division, whether they were male or female, irrespective of age group or whether or not they travelled the street/ area regularly by car.

Chart 40: Whether respondents from the Eastern Division would support the provision of traffic calming measures in their street/ area now if there weren't any by gender

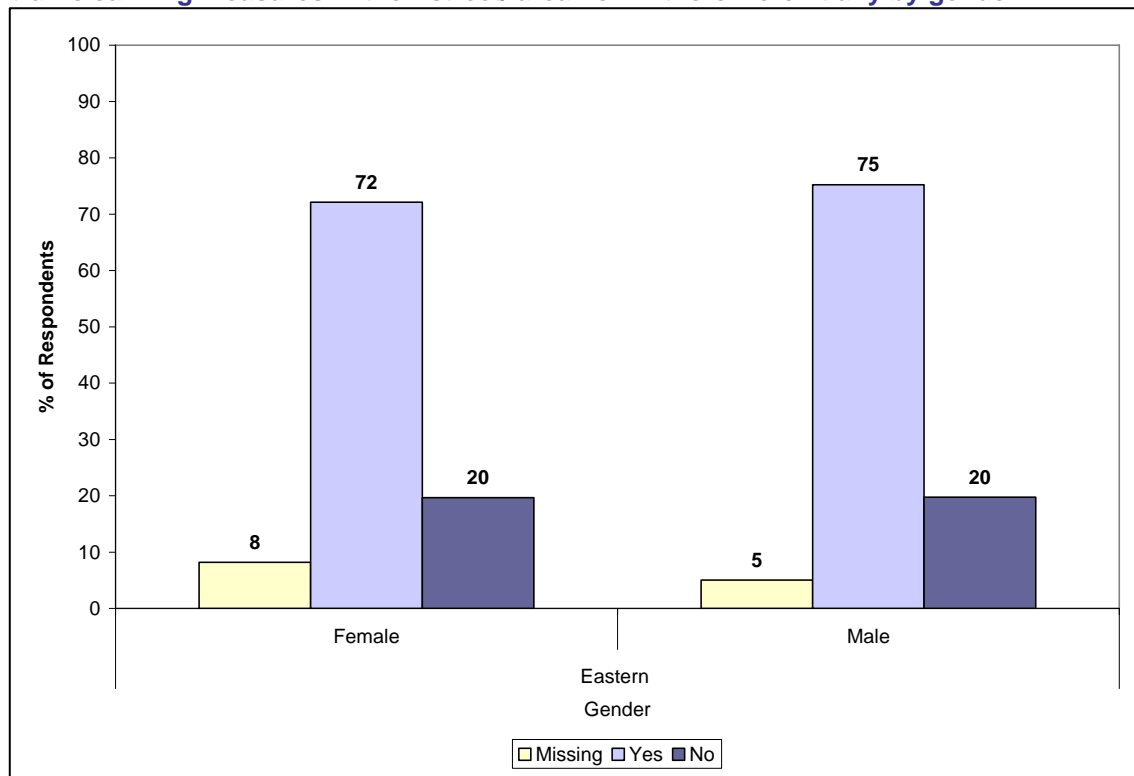


Chart 41: Whether respondents from the Southern Division would support the provision of traffic calming measures in their street/ area now if there weren't any by gender

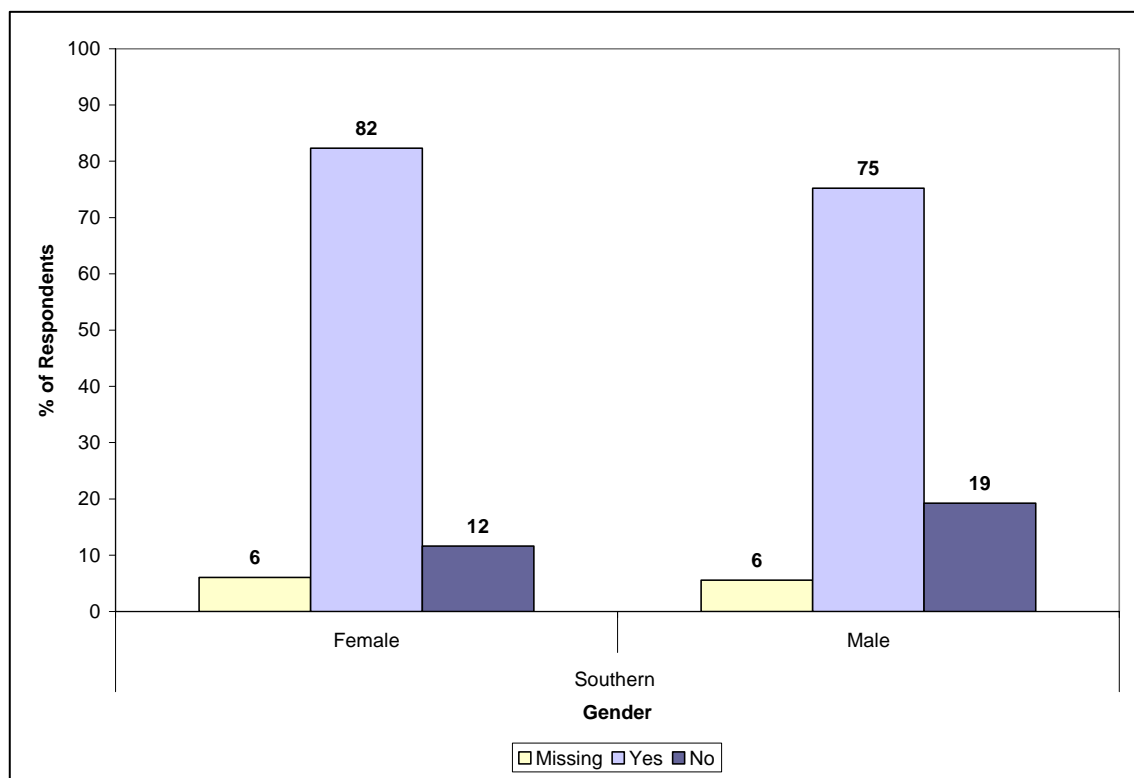
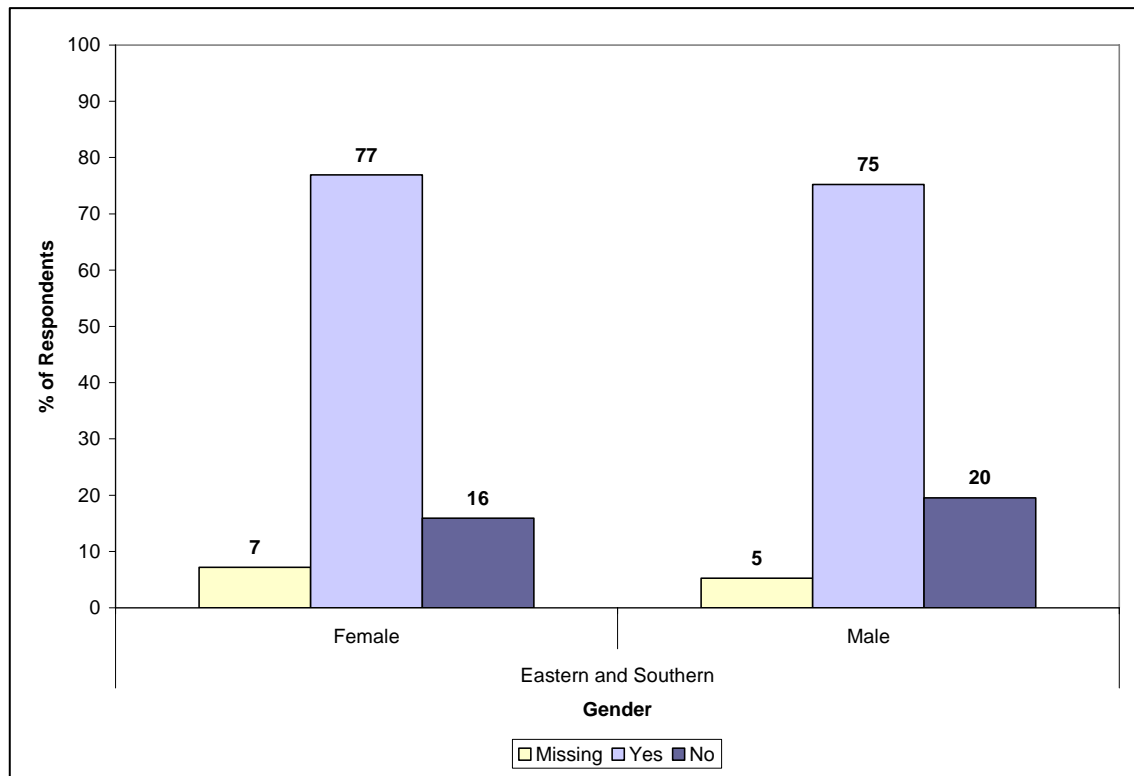
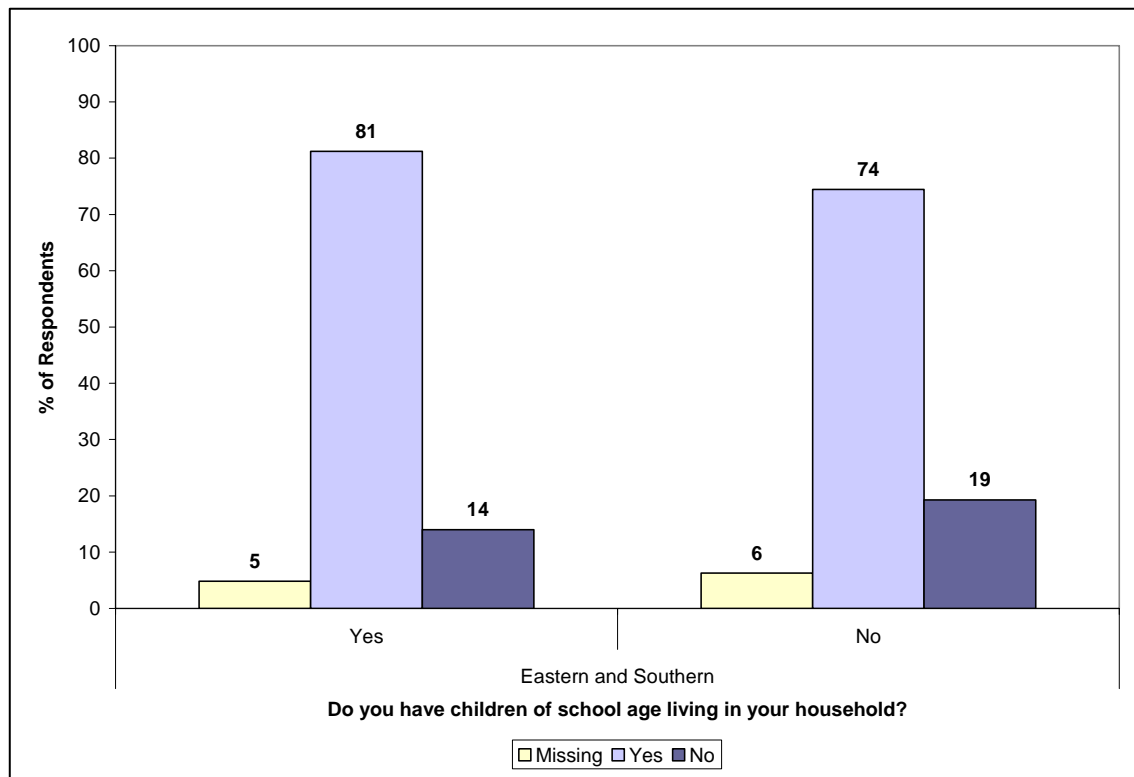


Chart 42: Whether respondents from the Eastern and Southern Divisions would support the provision of traffic calming measures in their street/ area now if there weren't any by gender



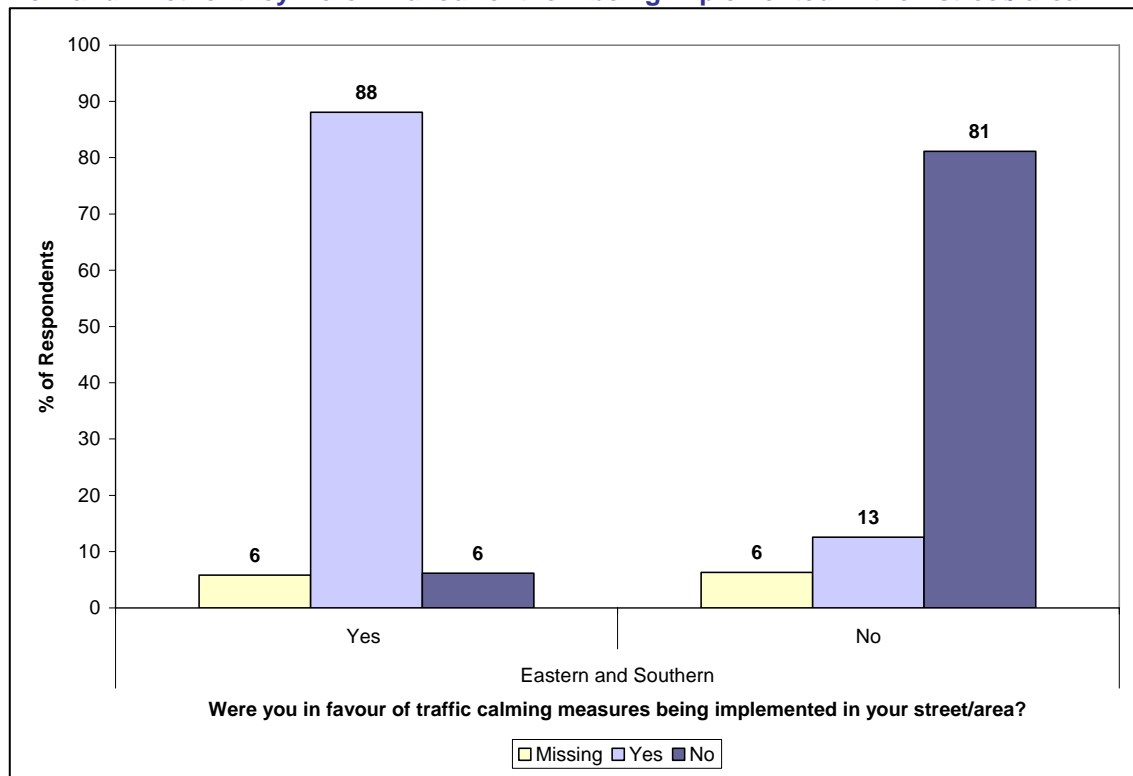
- In both Divisions three quarters of male respondents said they would support the provision of traffic calming measures now if there weren't any. However, SRD females were more likely to say they support them now than their ERD counterparts (82% and 72% respectively).

Chart 43: Whether respondents would support the provision of traffic calming measures in their street/ area now if there weren't any by whether they have children of school age living in their household



- However, respondents with children of school age living in their household were more likely to say that they would support the provision of traffic calming measures now if there weren't any than respondents without school age children living in their household.

Chart 44: Whether respondents would support the provision of traffic calming measures now and whether they were in favour of them being implemented in their street/ area



- Of the 159 respondents who said they were not in favour, in general terms, of traffic calming measures being implemented in their street/ area, 13% stated that they would support the provision of them now where they live if there weren't any.
- Of the 846 respondents who were in favour of traffic calming measures being implemented in their street/ area, 6% said they would not support the provision of them now where they lived if there weren't any.

Whether respondents would like to change something about the traffic calming measures in their street/ area and their support of the provision of them now if there weren't any

- 93% of respondents who said there wasn't anything they would change about the traffic calming measures in their street/ area said that if there weren't any measures in their street they would support the provision of them now. However only two thirds of respondents who said there was something they would like to change would support them now. This was the same in both Divisions.

Q18. Would you like to see results of on-going monitoring of the effect of the scheme on vehicle speeds?

Chart 45: Whether respondents from the Eastern Division would like to see the results of on-going monitoring of the effect of the scheme on vehicle speeds

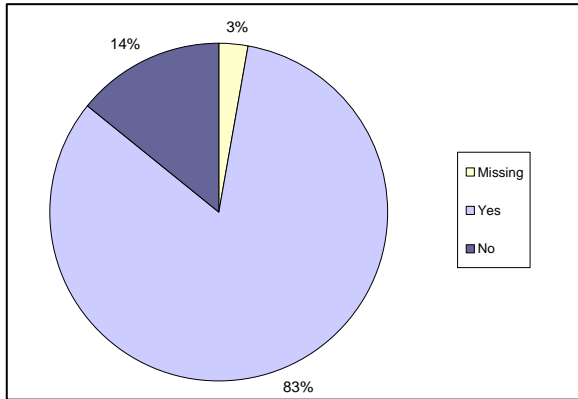
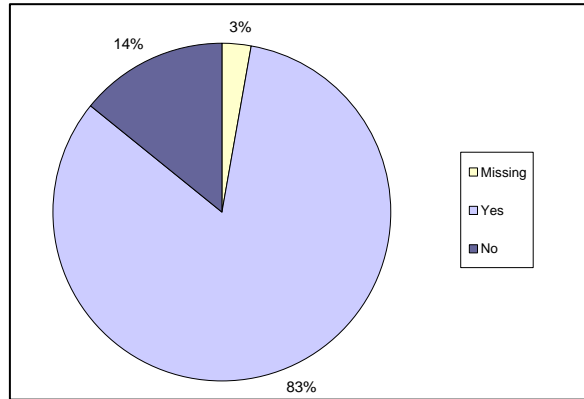
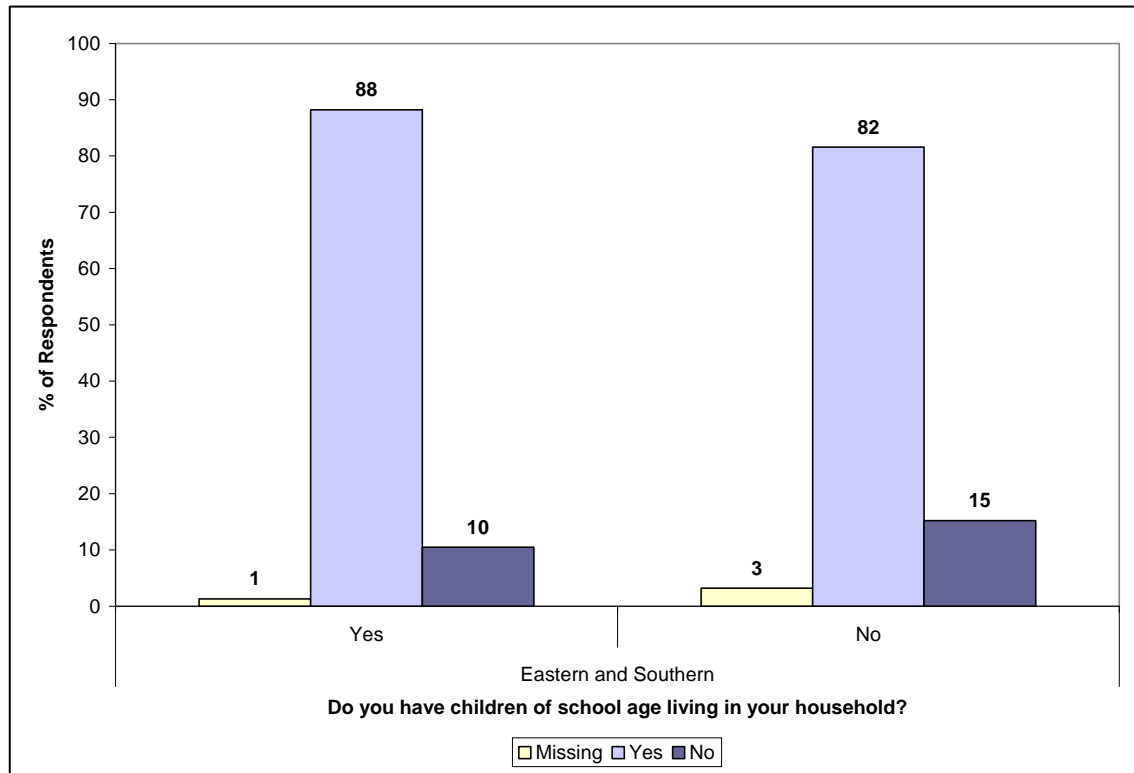


Chart 46: Whether respondents from the Southern Division would like to see the results of on-going monitoring of the effect of the scheme on vehicle speeds



- Approximately four fifths of respondents said they would like to see the results of on-going monitoring of the effect of the scheme on vehicle speeds. This was the same, irrespective of Division, whether they were male or female, irrespective of age group and whether or not they travel the street/ area regularly by car.

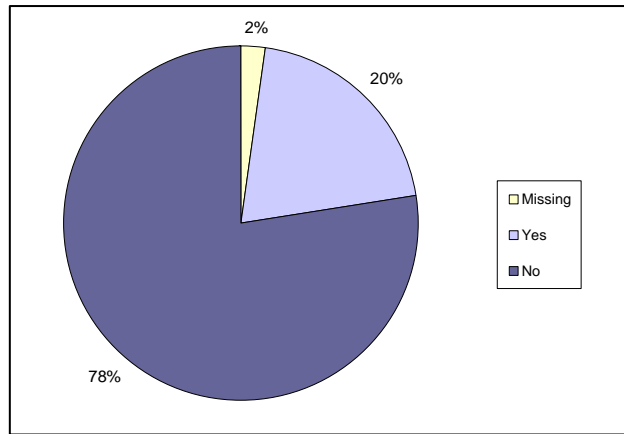
Chart 47: Whether respondents would like to see the results of on-going monitoring of the effect of the scheme on vehicle speeds by whether they have children of school age living in their household



- However, respondents with children of school age living in their household were more likely to say that they want to see results of on-going of speed monitoring than those who do not have children of school age living in their household.

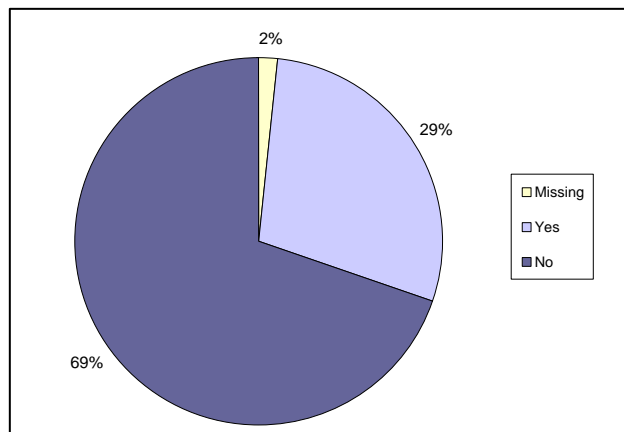
Q19. Has the traffic calming scheme encouraged you or members of your household to walk/cycle more?

Chart 48: Whether the traffic calming scheme has encouraged respondents or members of their household to walk/ cycle more



- Overall a fifth of respondents said that the traffic calming scheme encouraged them or members of their household to walk/ cycle more. This was the same whether they were male or female, irrespective of age group and whether or not they had children of school age living in their household.

Chart 49: For those respondents who felt their road is safer now that the work has been completed, has the traffic calming scheme encouraged them or members of their household to walk/ cycle more



- Of the 579 respondents who said they felt that their street/ area was safer for people walking/ cycling/ crossing the road after the work had been completed, 29% said that the traffic calming scheme encouraged them or members of their household to walk/ cycle more.

Dear Resident

Traffic Calming Survey

I am writing to ask for your help in completing a short questionnaire.

Roads Service is an Agency within the Department for Regional Development (DRD) with responsibility for implementing traffic calming schemes. It has been decided to carry out a survey of some of our schemes to evaluate the measures put in place. Your address has been chosen to take part in the survey as traffic calming measures have been implemented in your area.

I would be very grateful if you could take a couple of minutes to complete the enclosed questionnaire which is seeking feedback on issues such as planning, consultation, construction and benefits of traffic calming measures. By completing this questionnaire you will help Roads Service to evaluate how people feel about the different stages of the process as well as the completed scheme.

This is an anonymous survey – your address is not recorded on the enclosed questionnaire. The information that you provide will be treated in the strictest confidence and will not be released to any other Government Departments.

I would be grateful if you could complete the questionnaire and return it in the envelope provided by **28 February 2007. No stamp is required.**

I hope you find the survey interesting and I would like to thank you in advance for your co-operation. If you have any queries, please feel free to contact Frank McNally, DRD Roads Service, Communications Unit, tel no 028 90 540402.

Yours sincerely

Pip Crook
Head of Communications Unit
Roads Service Headquarters

Traffic Calming questionnaire

ABOUT YOU – Please ‘X’ the appropriate box:

Gender:

Male

Female

Age:

Under 30

30 – 50

Over 50

Do you regularly travel this street/area by car?

Yes

No

Do you have children of school age living in your household?

Yes

No

PLANNING/ CONSULTATION

1. How did you first become aware of Roads Service’s intention to construct traffic calming measures where you live?

a) A leaflet through your mail box

→ Go to Q2

b) Speaking with other residents in your area

→ Go to Q3

c) Local press

→ Go to Q3

d) Weren’t aware until work began

→ Go to Q3

e) Notice/Poster on street light

→ Go to Q3

f) Other- please specify _____ Go to Q3

2. How would you rate the information provided in the mail drop? Please ‘X’ the response that best reflects your view.

Useful → Go to Q3

Not useful → Go to Q2a

2a. If you answered 'Not useful', please tell us why you felt this.

3. In general terms, were you in favour of traffic calming measures being implemented in your street/area?

Yes

No

4. Were you given an opportunity to express your views on the proposed calming measures before the work commenced?

Yes → Go to Q6

No → Go to Q5

5. Would you have liked the opportunity to express your views on the proposed traffic calming?

Yes → Go to Q9

No → Go to Q9

6. Did you put your views forward before the work commenced?

Yes → Go to Q7

No → Go to Q6a

6a. If you answered 'No', why not? Then go to Q9

7. Do you feel that your opinion was taken on board?

Yes → Go to Q9

No → Go to Q8

8. Were you given an explanation as to why your views/ opinions were not acted upon?

Yes

No

9. Overall, how would you rate the quality of the consultation process?

- Good
- Average
- Poor

CONSTRUCTION

10. Were you told in advance when construction would begin?

- Yes
- No

11. Did the construction process cause unacceptable disruption to you?

- Yes → Go to Q11a
- No → Go to Q12

11a. Please tell us briefly how the construction process caused you unacceptable disruption?

12. Do you feel the construction work was carried out:

- Quickly and efficiently → Go to Q13
- Slowly and inefficiently → Go to Q12a
- Don't know → Go to Q13

12a. Please tell us why you felt the construction work was carried out slowly and inefficiently.

EVALUATION OF THE COMPLETED SCHEME

13. Now that the work has been completed, do you feel it is safer for people walking/cycling/crossing the road? Please 'X' the response that best reflects your view.

Safer → How is it safer? _____
No different _____
Less Safe → How is it less safe? _____
Don't know _____

14. Is there anything you would change about the traffic calming in your street/area?

Yes → Please specify _____
No _____
Don't know _____

15. What do you see as the advantages of traffic calming?

16. What do you see as the disadvantages of traffic calming?

17. If there were no traffic calming measures in your street/area, would you support the provision of them now where you live?

Yes
No

18. Would you like to see results of on-going monitoring of the effect of the scheme on vehicle speeds?

Yes
No

19. Has the traffic calming scheme encouraged you or members of your household to walk/cycle more?

Yes
No

Dear Resident

Traffic Calming Survey

You may recall my recent letter dated 22 January 2007 about this survey.

For results of the survey to be reliable, it is essential that as many residents as possible complete the questionnaire. **This is your opportunity to tell Roads Service how you feel about traffic calming measures in your area.**

I have enclosed another copy of the questionnaire for your convenience. If you have not already completed the questionnaire I would be grateful if you could do so and return it in the envelope provided by **28 February 2007**.

If you have already completed and returned the questionnaire, please accept my thanks and disregard this letter and enclosed questionnaire.

Should you have any queries about the survey please contact Frank McNally, DRD Roads Service, Communications Unit, tel no 028 90 540402.

Yours sincerely

Pip Crook
Head of Communications Unit
Roads Service Headquarters

Appendix 3

Division	Scheme	Number of questionnaires issued	Number of questionnaires received	% response rate
Southern	Manse Road/Harbour Road, Kilkeel	252	97	38.49
	Ashgrove Area, Newry	190	68	35.79
	Scotch Village, Portadown	120	25	20.83
	Brownstown West, Portadown	380	99	26.05
	Lisnanelly Lane, Armagh	240	79	32.92
	Brentwood Area, Newtownards	210	84	40.00
Eastern	Harberton Park, Belfast	500	209	41.80
	Silverbirch Area, Bangor	600	223	37.17
	Devenish Drive, Newtownabbey	290	54	18.62
	Loopland Park, Belfast	200	81	40.50
Eastern and Southern		2,982	1,019	34.17