



Headline findings of a survey of the public conducted on behalf of NJUG

January 2009



METHODOLOGY NOTE:

ComRes interviewed 1000 GB adults by telephone between 16th and 18th January 2009. Data were weighted to be representative demographically of all GB adults. ComRes is a member of the British Polling Council and abides by its rules.

Guidelines for the public use of survey results

ComRes is a member of the British Polling Council and abides by its rules (www.britishpollingcouncil.org). This commits us to the highest standards of transparency.

The BPC's rules state that all data and research findings made on the basis of surveys conducted by member organisations that enter the public domain, must include reference to the following:

- The company conducting the research (ComRes)
- The client commissioning the survey
- Dates of interviewing
- Method of obtaining the interviews (e.g. in-person, post, telephone, internet)
- The universe effectively represented (all adults, voters etc)
- The percentages upon which conclusions are based
- Size of the sample and geographic coverage.

Published references (such as a press release) should also show a web address where full data tables may be viewed, and they should also show the complete wording of questions upon which any data that has entered the public domain are based.

All press releases or other publications must be checked with ComRes before use. ComRes requires 48 hours to check a press release unless otherwise agreed.



HEADLINE FINDINGS

- Making sure that electricity, water and gas supplies are maintained is viewed as extremely important (by 99% of people).
- 85% of people agree that making sure electricity and water supplies are maintained is more important than reducing congestion on the roads, 13% disagree.
- 45% of people would rate utility companies communication as "poor" in explaining the steps they are taking to maintain their networks.

Disruption

- On average people say that their journey has been disrupted 32 times in the last 12 months by Highway Authorities, water, electricity or gas companies conducting maintenance work. 11% of people say their road journey has not been disrupted in the past 12 months.
- 94% of people say they are willing to accept the inconvenience of road works that help maintain energy and water supplies.
- 67% of people do not think utility companies do enough to avoid traffic disruption when they are conducting maintenance work. 71% of people in the South East think utility companies do not do enough to avoid traffic disruption when conducting maintenance work compared to 60% in Scotland.
- Almost a third of people (31%) surveyed do not believe it is more acceptable to conduct road works in quiet areas than on busy roads.
- 89% of people agree that it is better to warn motorists about upcoming road works than to try and prevent the road works from taking place.

Responsibility and Recollection

- 47% of people view Local Government as the most responsible for any disruption caused by road works, 32% view Utility Companies as most responsible, and 9% view Central Government as the most responsible.
- More than half of all people (at least 51%) recall each of the companies and bodies tested (Water companies, Local Authorities, Gas companies, Telecommunications company, Contractors, Highways Agency, Electrical company), conducting street or road works in their local area.



- People are most likely to recall Water companies and Local Authorities conducting road works in their local area (both with 67%). Electricity companies are the least often recalled with 51% of people recalling road works by electricity companies.
- 56% of people do not believe that if utility companies are made to buy permits to dig up the roads to conduct maintenance work, the costs will be passed on to consumers.
- 89% of people would expect to hear about upcoming road works that might disrupt their journey by roadside signs.

Priorities

People think that ensuring utility supply is of greater importance than avoiding traffic disruption. The table below shows how important people think each issue around utilities and road works is.

| | View as important |
|---|-------------------|
| Making sure electricity, water and gas supplies maintained | 99% |
| Cost of utility bills | 96% |
| Making sure water, electricity, and gas supplied in an environmentally friendly way | 95% |
| Avoiding traffic disruption by preventing road works | 83% |

People think that utility supply and improvements are more acceptable than traffic management tools. The results are summarised below.

| | View as an acceptable cause of road works |
|--|---|
| Making water and energy supplies more environmentally friendly | 95% |
| Updating sewerage and utility infrastructure | 93% |
| Meeting local business needs | 88% |
| Servicing new housing developments | 84% |
| Meeting increased demand for internet and TV services | 83% |
| Putting in traffic management tools | 58% |

- 95% of 18-24 year olds think that meeting increased demand for internet and TV services is an acceptable cause of road works compared with 74% of those 65+ year olds.
- 53% of men and 64% of women think putting in traffic management tools are an acceptable cause of road works.



Congestion

People were asked what impact the following would have on congestion and disruption on the roads.

| | No impact |
|--|-----------|
| Different dedicated highway uses such as bus lanes | 39% |
| Repairing, painting or redesigning the roads | 33% |
| Traffic accidents | 30% |
| Road works for utilities | 29% |
| Too many cars | 21% |

- People think that dedicated highways are most likely to have no impact and too many cars on the road are least likely to have no impact.

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