

ANGUS COUNCIL

ROADS COMMITTEE

24 JANUARY 2002

CUSTOMER SATISFACTION SURVEY
NEW LIGHTING 2000/01

REPORT BY THE ACTING DIRECTOR OF ROADS

ABSTRACT

This Report outlines the findings of a recently completed Customer Satisfaction Survey for new lighting projects carried out during financial year 2000/01.

1 RECOMMENDATIONS

It is recommended that the Committee agree:-

- i) to note the positive findings of the recently completed Customer Satisfaction Survey.
- ii) to note that similar surveys will be carried out each financial year.
- iii) to note the list of projects to be included in the Survey for the financial year 2001/02.

2. INTRODUCTION

Whilst carrying out the New Lighting Best Value Service Review in May 2000 (Reported to Roads Committee 8th June 2000, Report No. 658/00) it was decided that annual surveys should be carried out in order to gauge the level of Customer Satisfaction relating to the provision of new street lighting projects.

It was felt that the best way to ascertain this was to issue questionnaires to residents adjoining new works.

With regard to the number of new works projects that would be included in the survey it was decided that if the number of projects completed in a year was between 11-20 then 50% of these schemes would be included.

In fact 11 projects were completed in financial year 2000/01 at a total cost of approximately £500,000 and it was decided to include 6 projects in the survey.

The following list shows the projects chosen and the number of questionnaires returned for each project.

Location	No of Questionnaires issued	No. of questionnaires returned	% of questionnaires returned
Beechgrove/Ashgrove/Elmgrove Monifieth Phase 2	100	72	72
Faulds Road/Crescent Montrose	18	12	67
Provost Mitchell Road Montrose	57	31	54
Great Michael Road Arbroath	80	19	24
Demondale Road Arbroath	116	57	49
West Hemming Street Letham	54	28	52
TOTALS	425	219	52

It can be seen from the above list that a total of 425 questionnaires were issued and an exceptionally high 219 were returned. This equates to a 52% return which indicates that the New Lighting Provision is considered an important Service by the citizens of Angus.

The results of the survey are detailed on the attached spreadsheets on an individual project basis and they are also detailed in summary form as "totals:- all schemes".

3. **DETAILS**

The questionnaire was devised in order to determine the level of customer satisfaction with all aspects of the New Lighting Provision and the results were collated against the following categories:-

- Project Appraisal
- Client Design
- Works Supervision and
- Contractor's Performance

The following comments set out the reasons for the questions included in the survey and the results gleaned from the consultation exercise as detailed in the summary form.

Project Appraisal

- i) It was wished to ascertain if the New Works carried out in 2000/01 resulted in the removal of "inadequate" old lighting schemes and the provision of "excellent" new lighting schemes as perceived by the residents of Angus.

The results of the Survey showed that generally, this was the case:-

52% stated that their old street lighting scheme was inadequate, and 72% stated that the new street lighting scheme was excellent.

It should be noted that at the extreme limits of the survey only 2% thought that the old street lighting scheme was excellent and only 1% felt that the new street lighting scheme was inadequate.

- ii) Due to recent developments within the lighting industry and the availability of a new generation of fluorescent lamp it was wished to determine if the use of this new fluorescent lamp (white light) was preferred to the traditional low pressure sodium SOX lamp (yellow light) by the residents of Angus.

The fluorescent lamp was used extensively in new works projects in financial year 2000/01 and the results of the survey proved conclusively that the white light option should be continued in future years:-

90% preferred the white light source.

- iii) Finally under project appraisal, it was wished to determine if the finished street lighting improvement provided the residents with a greater feeling of safety in their residential area and also if, in their opinion, the new street lighting improvement enhanced their residential area. The results of the survey reflected very positively on the new street lighting installations:-

76% of the residents stated that they felt safer, and 76% of the residents stated that the new street lighting enhanced their residential area

This positive response appears to re-affirm the previous conclusion that the white light option should be continued in future years.

Client Design

- i) When complaints/comments are received from the citizens of Angus pertaining to street lighting new works projects they normally consist of " were not notified of work starting", "unhappy with position of new column" and "the new light will shine into my property".

It was therefore wished to determine if the problems associated with these complaints/comments were consistent on all new works projects or if they were isolated problems associated with a small number of residents.

The survey results showed that the citizens of Angus were generally satisfied with these aspects of the new lighting provision:-

**60% satisfied with the notification of the project start/finish dates
87% satisfied with the position of the new columns and**

88% satisfied with the new lighting lanterns.

It is appreciated that there is still room for improvement in the above aspects of the new works provision, particularly the notification of project start/finish dates.

Works Supervision

- i) It was also wished to determine if the actual work on site during the installation of new lighting schemes was a cause for concern for the adjoining residents and to this end three questions were included in the questionnaire which focused on this area of the Service Provision.

It is accepted that the inclusion of only three questions could not possibly cover all the aspects of the on-site work however it did focus on the tracking element of new lighting works as this is the area that generally causes most site disturbance.

Reassuringly all three questions were answered positively:-

72% satisfied with reinstatement during works
70% satisfied with reinstatement after works completed and
81% satisfied with safety on-site.

It is accepted that although the response to the Survey was very positive there was still room for improvement and it is hoped that increased on-site supervision of new lighting projects will increase further the level of Customer Satisfaction for this area of the Service Provision.

Contractor's Performance

- i) It was also wished to determine if the aspects of the Service Provision which were primarily under the control of the contractor for the project met with the approval of the adjoining residents.

Again three questions were asked and again the adjoining residents responded very positively:-

87% satisfied with the working hours for the project
79% satisfied with the duration of the project and
82% satisfied with the attitude of the staff.

It is hoped that further dialogue with Tayside Contracts and other contractors will result in more focused "Performance Criteria" questions being included in future surveys which will facilitate Continuous Improvement in this element of the Service Provision.

Survey 2001/02

Detailed below is the list of projects to be included in the Survey for the financial year 2001/02.

Monifieth

Brook Street Phase II
Durham Street Phase I
Lorne Street/Broomhill Drive

Arbroath

Tarry Road

Montrose

Melville Gardens
Graham Street
Bents Road
Market Street
King Street

Carnoustie

Lochty Street

Forfar

Prior Road

4. FINANCIAL IMPLICATIONS

There are no financial implications arising from this Report.

5. HUMAN RIGHTS IMPLICATIONS

There are no Human Right Implications arising from this Report.

6 CONSULTATION

The Chief Executive, the Director of Law and Administration and the Director of Finance have been consulted in the preparation of this report.

7 CONCLUSION

The results of the Customer Satisfaction Survey for New Lighting Schemes carried out in 2000/01 is generally very positive with the majority of residents who returned questionnaires indicating a high level of satisfaction with the service provided.

R W McNeil
ACTING DIRECTOR OF ROADS

NOTE:

The following background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information), were relied on to any material extent in preparing this Report:-

Angus Council Roads Committee – 8 June 2000 – Report No. 658/00 – New Lighting Best Value Service Review.

JMCF/AS

9 January 2002

REPORTS/surv.new.light

**CUSTOMER SATISFACTION SURVEY
NEW LIGHTING 2000/2001**

SCHEME/STREET**PROVOST MITCHELL ROAD MONTROSE**

Questionnaires Issued 57
Questionnaires Returned 31
Percentage Returned 54

Project Appraisal

	<u>Excellent</u>	<u>Adequate</u>	<u>Inadequate</u>	<u>No Answer</u>
Old Street Lighting Scheme	1 3%	11 36%	17 55%	2 6%
New Street Lighting Scheme	19 61%	12 39%	0 0%	0 0%

What type of light source do you prefer

Old Scheme (Yellow)	1 3%
New Scheme (White)	29 94%
No Answer	1 3%

Do you feel 'safer' in your street since lighting was upgraded

<u>Yes</u>	<u>No</u>	<u>Don't Know</u>	<u>No Answer</u>
20 65%	1 3%	9 29%	1 3%

Do you feel the new lighting has enhanced your residential area

21 68%	4 13%	5 16%	1 3%
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Were you satisfied with the following aspects of the New Works Provision:-

Client Design

	<u>Yes</u>	<u>No</u>	<u>No Answer</u>
The notification of the project start/finish dates	11 36%	18 58%	2 6%
The position of the new columns	28 90%	3 10%	0 0%
Effectiveness of the new lighting lanterns e.g. non intrusive light source	30 97%	1 3%	0 0%

Works Supervision

Footway/road surface reinstatement during works	14 45%	15 49%	2 6%
Footway/road surface reinstatement after works completed	17 55%	14 45%	0 0%
Traffic signing/barriers e.g. safety on site	23 74%	8 26%	0 0%

Tayside Contracts Performance

Working hours for project	24 77%	7 23%	0 0%
Duration of project	20 65%	10 32%	1 3%
Attitude of Staff	23 74%	5 16%	3 10%

CUSTOMER SATISFACTION SURVEY**NEW LIGHTING 2000/2001****SCHEME/STREET****FAULDS ROAD/CRESCENT MONTROSE**

Questionnaires Issued 18
 Questionnaires Returned 12
 Percentage Returned 67

Project Appraisal

	<u>Excellent</u>	<u>Adequate</u>	<u>Inadequate</u>	<u>No Answer</u>
Old Street Lighting Scheme	1 8%	5 42%	3 25%	3 25%
New Street Lighting Scheme	8 66%	4 34%	0 0%	0 0%

What type of light source do you prefer

Old Scheme (Yellow)	0 0%
New Scheme (White)	11 92%
No Answer	1 8%

	<u>Yes</u>	<u>No</u>	<u>Don't Know</u>	<u>No Answer</u>
Do you feel 'safer' in your street since lighting was upgraded	8 66%	2 17%	2 17%	0 0%

Do you feel the new lighting has enhanced your residential area	8 67%	1 8%	2 17%	1 8%
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Were you satisfied with the following aspects of the New Works Provision:-

Client Design

	<u>Yes</u>	<u>No</u>	<u>No Answer</u>
The notification of the project start/finish dates	7 58%	3 25%	2 17%
The position of the new columns	9 75%	2 17%	1 8%
Effectiveness of the new lighting lanterns e.g. non intrusive light source	9 75%	1 8%	2 17%

Works Supervision

Footway/road surface reinstatement during works	9 75%	2 17%	1 8%
Footway/road surface reinstatement after works completed	7 58%	4 34%	1 8%
Traffic signing/barriers e.g. site safety on site	8 66%	2 17%	2 17%

Tayside Contracts Performance

Working hours for project	8 67%	1 8%	3 25%
Duration of project	8 66%	2 17%	2 17%
Attitude of Staff	8 67%	1 8%	3 25%

CUSTOMER SATISFACTION SURVEY

NEW LIGHTING 2000/2001

SCHEME/STREET DEMONDALE ROAD ARBROATH

Questionnaires Issued 116
 Questionnaires Returned 57
 Percentage Returned 49

Project Appraisal	<u>Excellent</u>	<u>Adequate</u>	<u>Inadequate</u>	<u>No Answer</u>
Old Street Lighting Scheme	1 2%	30 53%	22 38%	4 7%
New Street Lighting Scheme	40 70%	17 30%	0 0%	0 0%
What type of light source do you prefer	<u>Old Scheme (Yellow)</u>		3 5%	
	<u>New Scheme (White)</u>		53 93%	
	<u>No Answer</u>		1 2%	
	<u>Yes</u>	<u>No</u>	<u>Don't Know</u>	<u>No Answer</u>
Do you feel 'safer' in your street since lighting was upgraded	45 79%	5 9%	6 10%	1 2%
Do you feel the new lighting has enhanced your residential area	45 80%	6 10%	6 10%	0 0%
Were you satisfied with the following aspects of the New Works Provision:-				
Client Design		<u>Yes</u>	<u>No</u>	<u>No Answer</u>
The notification of the project start/finish dates		41 72%	11 19%	5 9%
The position of the new columns		52 91%	5 9%	0 0%
Effectiveness of the new lighting lanterns e.g. non intrusive light source		54 95%	3 5%	0 0%
Works Supervision				
Footway/road surface reinstatement during works		50 88%	7 12%	0 0%
Footway/road surface reinstatement after works completed		50 88%	7 12%	0 0%
Traffic signing/barriers e.g. safety on site		48 84%	7 12%	2 4%
Tayside Contracts Performance				
Working hours for project		53 92%	2 4%	2 4%
Duration of project		48 84%	7 12%	2 4%
Attitude of Staff		53 93%	1 2%	3 5%

CUSTOMER SATISFACTION SURVEY

NEW LIGHTING 2000/2001

SCHEME/STREET GREAT MICHAEL ROAD ARBROATH

Questionnaires Issued 80
 Questionnaires Returned 19
 Percentage Returned 24

Project Appraisal	<u>Excellent</u>	<u>Adequate</u>	Inadequate	<u>No Answer</u>
Old Street Lighting Scheme	1 5%	6 32%	11 58%	1 5%
New Street Lighting Scheme	12 63%	5 27%	1 5%	1 5%

What type of light source do you prefer	Old Scheme (Yellow)	0 0%
	New Scheme (White)	18 95%
	No Answer	1 5%

	<u>Yes</u>	<u>No</u>	<u>Don't Know</u>	<u>No Answer</u>
Do you feel 'safer' in your street since lighting was upgraded	13 68%	3 16%	3 16%	0 0%

Do you feel the new lighting has enhanced your residential area	14 74%	2 10%	3 16%	0 0%
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Were you satisfied with the following aspects of the New Works Provision:-

Client Design

	<u>Yes</u>	<u>No</u>	<u>No Answer</u>
The notification of the project start/finish dates	10 53%	8 42%	1 5%
The position of the new columns	17 90%	1 5%	1 5%
Effectiveness of the new lighting lanterns e.g. non intrusive light source	17 90%	2 10%	0 0%

Works Supervision

Footway/road surface reinstatement during works	13 68%	6 32%	0 0%
Footway/road surface reinstatement after works completed	13 68%	6 32%	0 0%
Traffic signing/barriers e.g. site safety on site	15 79%	3 16%	1 5%

Tayside Contracts Performance

Working hours for project	16 85%	2 10%	1 5%
Duration of project	15 80%	2 10%	2 10%
Attitude of Staff	17 90%	0 0%	2 10%

CUSTOMER SATISFACTION SURVEY

NEW LIGHTING 2000/2001

SCHEME/STREET WEST HEMMING STREET LETHAM

Questionnaires Issued 54
 Questionnaires Returned 28
 Percentage Returned 52

Project Appraisal	<u>Excellent</u>	<u>Adequate</u>	<u>Inadequate</u>	<u>No Answer</u>
Old Street Lighting Scheme	0 0%	10 36%	14 50%	4 14%
New Street Lighting Scheme	13 47%	11 39%	2 7%	2 7%

What type of light source do you prefer	Old Scheme (Yellow)	3 11%
	New Scheme (White)	22 78%
	No Answer	3 11%

	<u>Yes</u>	<u>No</u>	<u>Don't Know</u>	<u>No Answer</u>
Do you feel 'safer' in your street since lighting was upgraded	16 57%	6 21%	3 11%	3 11%

Do you feel the new lighting has enhanced your residential area	17 61%	6 21%	3 11%	2 7%
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Were you satisfied with the following aspects of the New Works Provision:-

Client Design

	<u>Yes</u>	<u>No</u>	<u>No Answer</u>
The notification of the project start/finish dates	15 53%	8 29%	5 18%
The position of the new columns	18 64%	7 25%	3 11%
Effectiveness of the new lighting lanterns e.g. non intrusive light source	19 68%	6 21%	3 11%

Works Supervision

Footway/road surface reinstatement during works	21 75%	3 11%	4 14%
Footway/road surface reinstatement after works completed	21 75%	3 11%	4 14%
Traffic signing/barriers e.g. site safety on site	23 82%	1 4%	4 14%

Tayside Contracts Performance

Working hours for project	24 85%	1 4%	3 11%
Duration of project	25 89%	0 0%	3 11%
Attitude of Staff	20 71%	8 29%	0 0%

CUSTOMER SATISFACTION SURVEY**NEW LIGHTING 2000/2001**

SCHEME/STREET BEECHGROVE/ASHGROVE/ELMGROVE PH 2 MONIFIETH

Questionnaires Issued 100
 Questionnaires Returned 72
 Percentage Returned 72

Project Appraisal	<u>Excellent</u>	<u>Adequate</u>	<u>Inadequate</u>	<u>No Answer</u>
Old Street Lighting Scheme	0 0%	20 28%	46 64%	6 8%
New Street Lighting Scheme	64 89%	6 8%	0 0%	2 3%

What type of light source do you prefer	Old Scheme (Yellow)	3 4%
	New Scheme (White)	66 92%
	No Answer	3 4%

	<u>Yes</u>	<u>No</u>	<u>Don't Know</u>	<u>No Answer</u>
Do you feel 'safer' in your street since lighting was upgraded	63 87%	1 1%	4 6%	4 6%

Do you feel the new lighting has enhanced your residential area	63 87%	3 4%	4 6%	2 3%
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Were you satisfied with the following aspects of the New Works Provision:-

Client Design

	<u>Yes</u>	<u>No</u>	<u>No Answer</u>
The notification of the project start/finish dates	47 65%	14 20%	11 15%
The position of the new columns	67 93%	4 6%	1 1%
Effectiveness of the new lighting lanterns e.g. non intrusive light source	63 87%	5 7%	4 6%

Works Supervision

Footway/road surface reinstatement during works	50 69%	15 21%	7 10%
Footway/road surface reinstatement after works completed	46 64%	20 28%	6 8%
Traffic signing/barriers e.g. site safety on site	61 84%	7 10%	4 6%

Tayside Contracts Performance

Working hours for project	65 90%	2 3%	5 7%
Duration of project	57 79%	7 10%	8 11%
Attitude of Staff	59 82%	6 8%	7 10%

CUSTOMER SATISFACTION SURVEY

NEW LIGHTING 2001/2001

TOTALS - ALL SCHEMES

Questionnaires Issued	425
Questionnaires Returned	219
Percentage Returned	52

Project Appraisal	<u>Excellent</u>	<u>Adequate</u>	<u>Inadequate</u>	<u>No Answer</u>
Old Street Lighting Scheme	4 2%	82 37%	113 52%	20 9%
New Street Lighting Scheme	156 72%	55 25%	3 1%	5 2%

What type of light source do you prefer	Old Scheme (Yellow)	10 5%
	New Scheme (White)	199 90%
	No Answer	10 5%

	<u>Yes</u>	<u>No</u>	<u>Don't Know</u>	<u>No Answer</u>
Do you feel 'safer' in your street since lighting was upgraded	165 76%	18 8%	27 12%	9 4%
Do you feel the new lighting has enhanced your residential area	168 76%	22 10%	23 11%	6 3%

Were you satisfied with the following aspects of the New Works Provision:-

Client Design

	<u>Yes</u>	<u>No</u>	<u>No Answer</u>
The notification of the project start/finish dates	131 60%	62 28%	26 12%
The position of the new columns	191 87%	22 10%	6 3%
Effectiveness of the new lighting lanterns e.g. non intrusive light source	192 88%	18 8%	9 4%

Works Supervision

Footway/road surface reinstatement during works	157 72%	48 22%	14 6%
Footway/road surface reinstatement after works completed	154 70%	54 25%	11 5%
Traffic signing/barriers e.g. safety on site	178 81%	28 13%	13 6%

Tayside Contracts Performance

Working hours for project	190 87%	15 7%	14 6%
Duration of project	173 79%	28 13%	18 8%
Attitude of Staff	180 82%	21 10%	18 8%