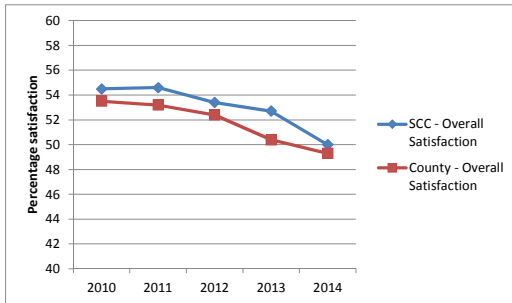


Customer Satisfaction

National Highway and Public Satisfaction Survey 2014 Annual

Overall satisfaction



Most important

(% of vote)

The condition of roads	25
Pavements & footpaths	18
Safety on roads	17
Traffic & Congestion Levels	11

Other (including bus service, stre

29

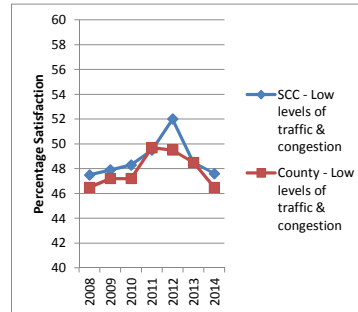
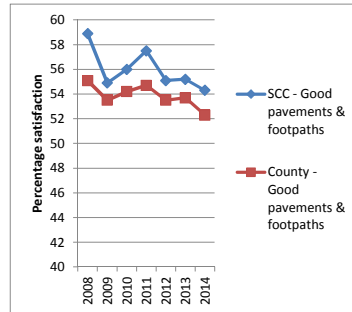
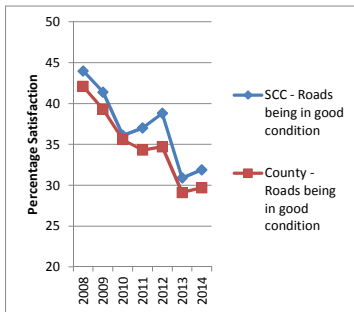
Which three most in need of improvement

The condition of roads	27
Pavements & footpaths	17
Traffic & Congestion Levels	15

Satisfaction with the condition of roads

Satisfaction with pavements & footpaths

Satisfaction with traffic & congestion levels



Staffordshire County Council - Feeling the difference survey Annual

Waves 15 - 17 Headline Results - November 2013 to November 2014

% of people who thought the most important things in making somewhere a good place to live were:	Roads & pavements	25
	The level of traffic congestion	20

The most important aspect identified by this question was Crime Level with 59%

% of people who thought the top things that most need improving in their local area were:	Top three	%
	Activities for young people	30
	Roads and pavements	29
	Traffic congestion	22

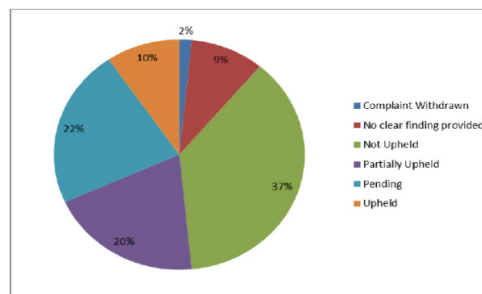
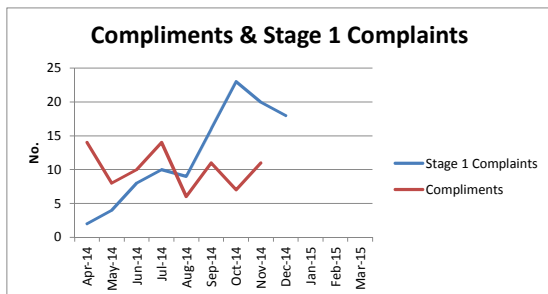
*This represents 3 combined waves of the survey; waves 15-17. face to face survey.
Wave 15 results were from Nov '13, Wave 16 results were from March '14 and Wave 17 results were from Nov '14.
Over the 3 waves there were 3,598 respondents in Staffordshire.*

Reputation Tracker now replaced by Feeling the difference survey carried out in conjunction with Staffordshire Police & City of Stoke-on-Trent Council

Staffordshire County Council Highways & Built County - Compliments & Complaints Monthly

Number of compliments and complaints

Stage 1 Complaints - Finding



Notes December data for compliments not available at 27th Jan 2015