

Mori Customer Satisfaction Survey 2009- Action Plan

Satisfaction Issue	Service Area	Current Actions	Actions Planned	What else could be done
Direction signposts for pedestrians and for cycle routes	Transport Policy	<ul style="list-style-type: none"> Legible Cities Project. Already taken place at Bedford Place. Now being rolled out across the City 	<ul style="list-style-type: none"> 300K a year to be spent, 25 signs a year, including strategic routes and cycle routes 	
Accessibility to train services	Transport Policy	<ul style="list-style-type: none"> 800K investment from SCC into Southampton Central station 2010-2012 Liaising with South West train to improve disabled access to all train stations in the city 		
Buses not arriving on time/Local bus service overall.	Transport Policy/Network Management	<ul style="list-style-type: none"> Close links have been forged with Passenger Focus allowing SCC and operators to target improvements Real time extended to other operators Close liaison with operator to improve reliability Road works on the web project has made information about road works and road closures more easily accessible for bus operators. SCC currently subsidise the bus service by 700K Free Bus Days 	<ul style="list-style-type: none"> Considering extending real time to other operators Considering text alert implementation 	
Ease of access to key services (people with disabilities)	Asset Management	<ul style="list-style-type: none"> Dropped Crossing programme QE2 mile footways have been widened and lowered kerbs placed at all strategic junctions 		
Personal safety while waiting at bus stops	Transport Policy	<ul style="list-style-type: none"> Bus stop improvement programme 	<ul style="list-style-type: none"> New bus shelter contract being negotiated Street lighting PFI will 	

Appendix 2

Satisfaction Issue	Service Area	Current Actions	Actions Planned	What else could be done
			improve the quality of lighting in the city	
Availability of Public Transport Information	Transport Policy	<ul style="list-style-type: none"> • More promotion with travel line. • Increase in local publicity 	<ul style="list-style-type: none"> • Considering text alert implementation 	
The provision of cycle routes where they are needed	Transport Policy	<ul style="list-style-type: none"> • Developing strategy and methodology to determine where core cycle routes should be 		
Satisfaction with cycle route information	Transport Policy	<ul style="list-style-type: none"> • Map information is being improved. 	<ul style="list-style-type: none"> • Map information is going to be improved. • Safety schemes planned, funded by LTP money. • Cycling England to do an audit of routes and they will then set up a cycle journey planner 	
Cycle Training at Schools	Transport Policy	<ul style="list-style-type: none"> • Contract now with Bikeability- new government scheme that will deliver better standards and coverage of cycle training 		
Efforts to reduce delays to traffic	Network Management/ Transport and Travel	<ul style="list-style-type: none"> • Improved consultation with utilities • More roadworks at night • Two weekly meetings with utilities • Road works on the web project • Congestion hot spots have been identified, light sequencing and road layout being considered • Sustainable travel campaign 	<ul style="list-style-type: none"> • Utilities summit to be held in February. • 42 Junctions with traffic signals to be investigated for alternative traffic management • Promotion of car sharing 	

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Illegal on street parking	Parking Services	<ul style="list-style-type: none"> • ANPR operating on bus lanes • Regular inspections but restricted by number of CEO's 		
Road safety education given to children/Safety of children cycling to school	Transport Policy	<ul style="list-style-type: none"> • 100% of schools have travel plans • Web pages improved 	<ul style="list-style-type: none"> • To increase marketing 	
Condition of road and footway surfaces	Public Realm	<ul style="list-style-type: none"> • Ongoing capital program is tackling previous years of under investment. • 1.25 Million brought forward into 09/10 to reduce backlog and affect of winter weather • More structural & intelligent approach to repair resolution implemented including larger patches • New operational manager in post driving private sector approach to VFM • New procedures being implemented to ensure quality standards are met • Additional resources through partner Colas secured to deliver enhanced programme 	<ul style="list-style-type: none"> • Frequency of inspections and intervention levels will change under the forthcoming highways partnership • 250K additional funds in 10/11 to deal with damage from winter weather 	