

Radyr and Morganstown Community Council: Survey of mobile phone signal strength: June to October 2019



"...in general, signal strength across Radyr and Morganstown can often be described as **poor** or **terrible**..."

Radyr and Morganstown Community Council's survey of mobile phone signal strength: June to October 2019: Survey results

Introduction

In June 2019 we launched an online survey, to find out what our residents think about the mobile phone signal strength across Radyr and Morganstown.

Attention was drawn to the survey via our website and Twitter account, local social media and the Radyr Chain (our local newsletter).

At the time of writing this report, 201 responses had been received. Although somewhat low in numbers, these responses paint a fairly consistent picture with regard to signal strength. This was also one of our first online surveys - so awareness of this new way to measure public opinion was still quite low.

The Main Results

a) General feedback

The survey shows that, in general, signal strength across Radyr and Morganstown can often be described as **poor or terrible**.

77% of respondents disagreed, or strongly disagreed with the statement: "My phone always works well wherever I am in Radyr and Morganstown".

87% of responses agreed, or strongly agreed with the statement: "The signal strength in Radyr and Morganstown needs to be improved".

[NB All of the data figures in this report have been rounded up, or down, to the nearest percentage point].

Station Road

With regard to Station Road, 68% of respondents find the phone signal to be poor or terrible at that location.

Downloading data is also poor. Again, 68% of respondents report that data is slow to download at Station Road.

BT and EE subscribers enjoy a better service here than those using other service providers:

- 33% of BT and EE users report an excellent or good phone signal.
- 22% of Vodafone and O2 users report an excellent or good phone signal.
- only 5% of Three users report an excellent or good phone signal.

The most popular phones are the iPhone and Samsung Galaxy. There seems to be little difference between them, with around 70% of the users of both phones reporting that their phone signal at Station Road is poor or terrible.

Other locations

[A breakdown of data relating to different mobile networks and different mobile 'phones is available for other areas, as for Station Road. This information is available on request].

There is almost nowhere in Radyr and Morganstown with a good service.

As far as **phone signal strength** is concerned, examples include:

- Radyr Station: 50% poor or terrible

- 'Where resident live' (with respondents covering most areas in Radyr and Morganstown): 77% poor or terrible
- the Old Church Rooms: 54% poor or terrible.

One or two areas have a slightly better phone signal. For instance:

- Radyr Comprehensive School: 47% good or excellent.

The figures are equally grim as far as **downloading data** is concerned:

- Radyr Station: 51% slow
- 'Where residents live': 70% slow
- the Old Church Rooms: 49% slow.

More results

Annex a contains a wide range of results from the survey. Even more results are available - please contact the community council if you would like to see more.

Conclusion

It seems clear that the residents of Radyr and Morganstown are poorly served as far as mobile phone signal strength is concerned.

There is clearly room for improvement.

As such, we will present these figures, and this report, to Ofcom, the regulator for communications services - with a duty to help ensure that the public gets the best from their mobile services.

We will ask them if they think our results indicate that further action is required to investigate mobile phone signal strength across Radyr and Morganstown - and what should be done to improve the situation.

We will let you know what they say.

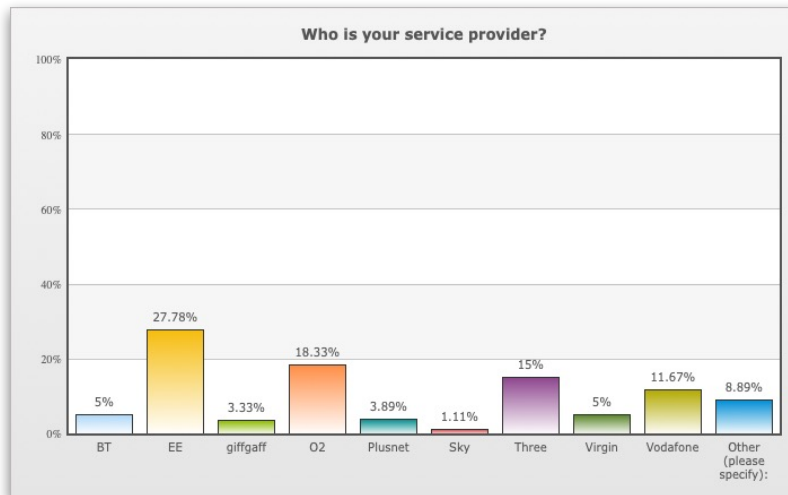
*Radyr And Morganstown Community Council
October 2019*

Annex A

A selection of results from Radyr and Morganstown Community Council's survey of mobile phone signal strength: August to October 2019

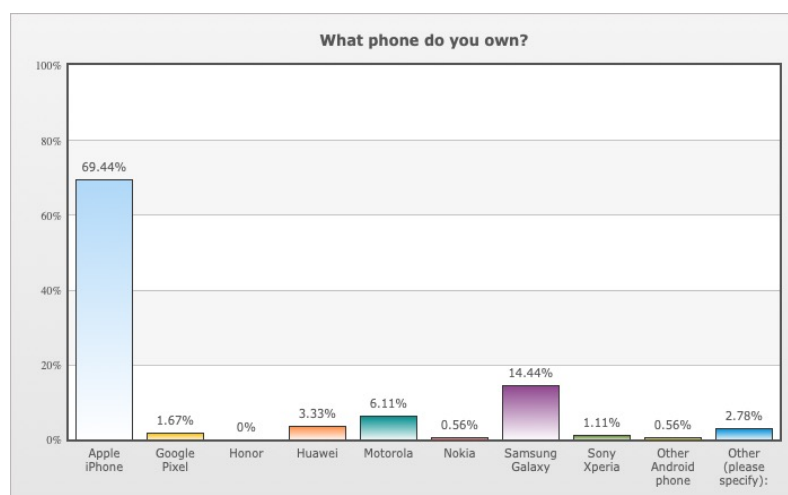
a) Service providers:

- 28% EE
- 18% O2
- 15% Three
- 11% Vodafone



b) Mobile phones:

- 70% iPhone
- 14% Samsung Galaxy
- 6% Motorola



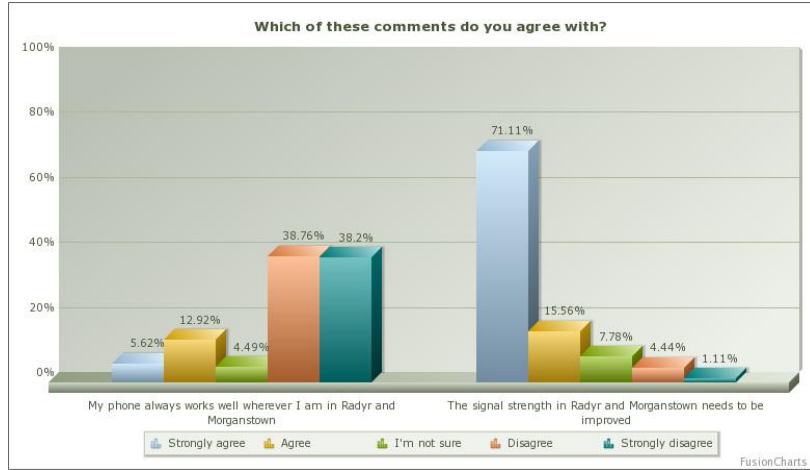
c) 'My phone always works well wherever I am in Radyr and Morganstown:

- 38% strongly disagree
- 39% disagree
- 13% agree

- 6% strongly agree

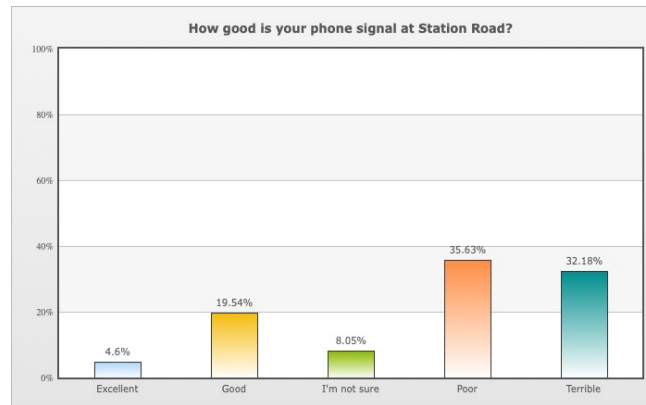
d) The signal strength in Radyr and Morganstown needs to be improved:

- 71% strongly agree
- 16% agree



e) How good is your phone signal at Station Road:

- terrible 32%
- poor 36%
- good 20%
- excellent 5%



f) Station Road service provider data:

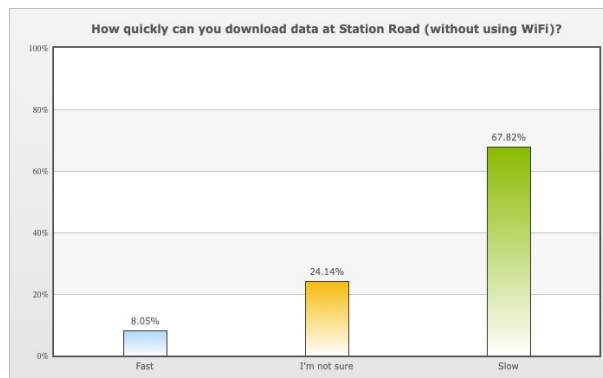
- BT: 33% excellent or good - 67% poor or terrible
- Vodafone: 21% excellent or good - 54% poor or terrible
- EE: 33% excellent or good - 57% poor or terrible
- O2: 22% excellent or good - 61% poor or terrible
- Three: 5% excellent or good - 95% poor or terrible

g) Mobile phone performance data:

- iPhone: 23% excellent or good - 44% poor or terrible
- Samsung Galaxy: 20% excellent or good - 70% poor or terrible
- Motorola: 33% excellent or good - 67% poor or terrible

h) How quickly can you download data at Station Road (without using wifi):

- slow 68%
- fast 8%



i) How good is your phone signal at Radyr Station:

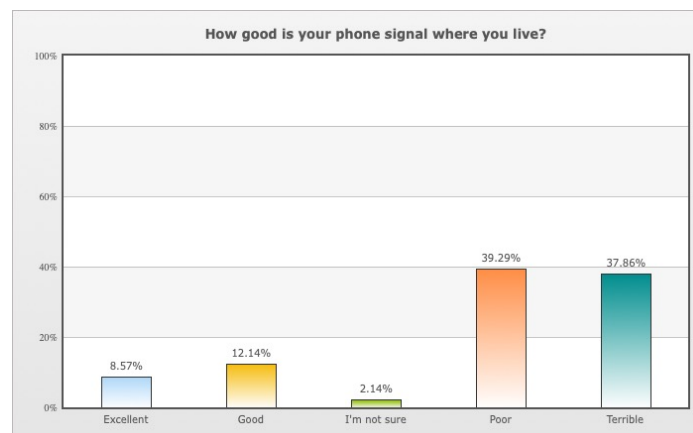
- terrible 15%
- poor 35%
- good 32%
- excellent 7%

j) How quickly can you download data at Radyr Station (without using wifi):

- slow 51%
- fast 16%

k) How good is your phone signal where you live¹:

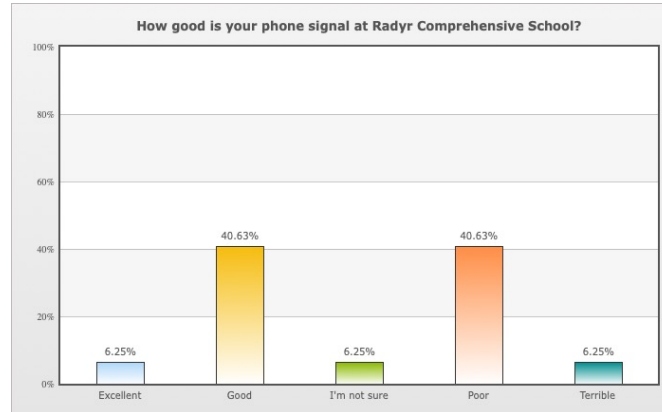
- terrible 38%
- poor 39%
- good 12%
- excellent 9%



¹ Residents were offered a list of locations, such as Clos Parc Radur, Dan y Bryn, Radyr Gardens and the Sidings - and were also able to enter a more precise location, if they wished to do so.

l) How good is your phone signal at Radyr Comprehensive School:

- terrible 6%
- poor 41%
- good 41%
- excellent 6%

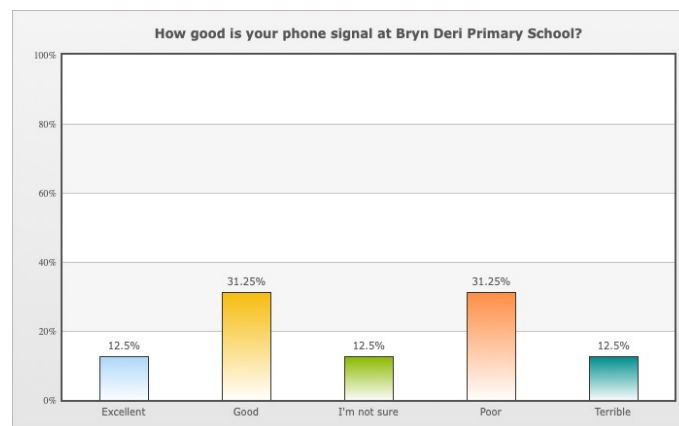


m) How quickly can you download data at Radyr Comprehensive School (without using wifi):

- slow 47%
- fast 22%

n) How good is your phone signal at Bryn Deri Primary School:

- terrible 13%
- poor 31%
- good 31%
- excellent 13%



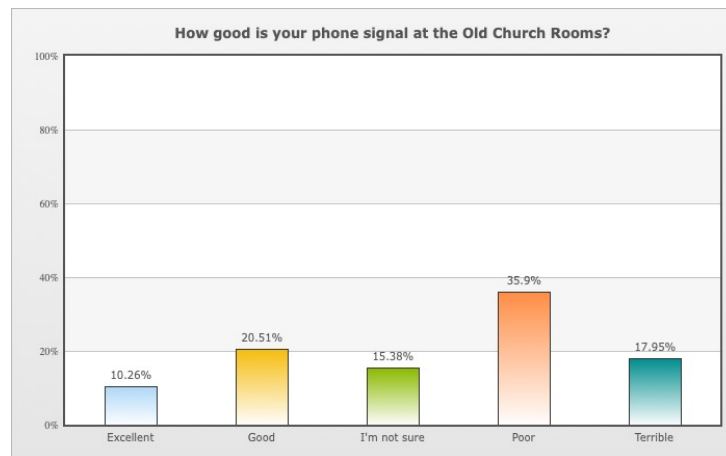
o) How quickly can you download data at Bryn Deri Primary school (without using wifi):

- slow 44%
- fast 25%

p) How good is your phone signal at the Old Church Rooms:

- terrible 18%

- poor 36%
- good 22%
- excellent 10%



q) How quickly can you download data at the Old Church Rooms (without using wifi):

- slow 49%
- fast 13%

r) How good is your phone signal at Pugh's Garden Centre:

- terrible 5%
- poor 39%
- good 33%
- excellent 0%

s) How quickly can you download data at Pugh's Garden Centre (without using wifi):

- slow 33%
- fast 7%

We also have data about:

- where respondents live
- how long respondents have owned their phones
- the signal strength at
 - Radyr Golf Club (at the clubhouse and on the course)
 - Radyr Tennis Club
 - Radyr Cricket Club
 - Radyr primary School
- respondents' ages
- gender

Please contact us should you wish to see any of that data.
