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NHT Survey Report 2018









2018 NHT Survey Results - Benchmark Comparison with NHT Average Report Description



Overview

This report summaries your Authority's results in the 2018 National Highway & Transport (NHT) Public Satisfaction Survey and compares your results this year with NHT Average results, the average satisfaction of all Authorities taking part in the survey this year.

The main purpose of this report is to show your satisfaction scores from the survey this year compared with NHT Averages and highlight those areas where your satisfaction results vary most significantly from the average. The report comprises a page of summary results, followed by a series of individual pages which show high level results for each of the main themes of the survey.

Summary Page

The summary page shows your overall satisfaction result and satisfaction results for each of the surveys' themes as a series of pictograms. Each pictogram shows your percentage satisfaction result for this year, the larger of the two numbers, and compares that to this years NHT Average satisfaction result. The pictograms use traffic light colouring to show how you are performing in relation to the average, see notes below.

The summary page includes tables that highlight which of your KBI results compare most favourably and least favourably with the NHT average results, up to three results are shown in each table in descending order. Details of your sample size and response rate in this years' survey are also shown in a table.

The theme pictograms show the number of your Key Benchmark Indicator (KBI) results within each theme that have performed better than the NHT Average, next to an upward arrow, and worse than the NHT Average, next to a downward arrow.

Theme Pages

The theme result pages show your theme satisfaction result and satisfaction results for each of the KBI's within the theme as a series of pictograms. Each pictogram shows your percentage satisfaction result for this year and compares that to the NHT Average satisfaction result for this year. The pictograms use traffic light colouring to show how you are performing in relation to the average, see notes below.

Notes

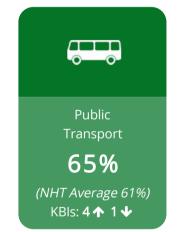
The pictograms in this report use traffic light colouring to signify the change in results from last year. For any improvement in satisfaction pictograms are shown in green; dark green for improvement of 3% or more and light green for improvements of up to 3%. For any small declines in satisfaction, up to 3%, pictograms are shown in amber and for larger declines in satisfaction, more than 4%, pictograms are shown in red.

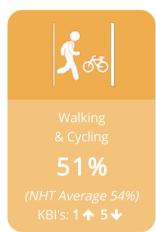
2018 NHT Survey Results - Benchmark Comparison with NHT Average Summary $\,$

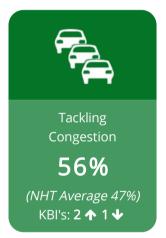
















Key: Dark Green = 4% or more above average, Light Green = up to 3% above average, Amber = up to 3% below average, Red = 4% or more below average.

Best KBI results compared to NHT Average

Key Benchmark Indicator	% Above
KBI 07 - Local bus services (BVPI 104)	20
KBI 17 - Traffic levels & congestion	19
KBI 08 - Public transport info (BVPI 103)	16

Worst KBI results compared to NHT Average

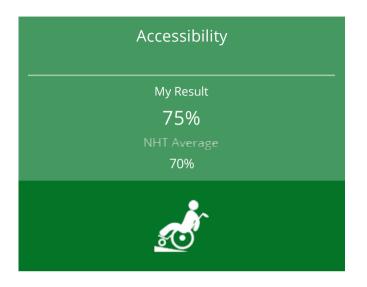
Key Benchmark Indicator	% Below
KBI 14 - Cycle routes and facilities (aspects)	-6
KBI 13 - Cycle routes and facilities	-5
KBI 11 - Pavements & Footpaths	-4

Survey Numbers

Sample Size: 3,300 Responses: 982 Response Rate: 30%

2018 NHT Survey Results - Benchmark Comparison with NHT Average Accessibility Theme





KBI 03

Ease of Access
(all)
My Result
81%

NHT Average
75%

Ease of Access
(disabilities)
My Result
73%
NHT Average
66%

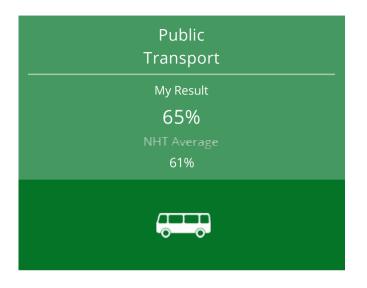
KBI 05

Ease of Access
(no car)
My Result
71%

NHT Average
70%

2018 NHT Survey Results - Benchmark Comparison with NHT Average Public Transport Theme





KBI 06

Local Bus
Services

My Result

73%

NHT Average
60%

Local Bus
Services
(BVPI 104)
My Result
81%
NHT Average
61%

KBI 08

Public Transport
Information
(BVPI 103)
My Result
63%
NHT Average
47%

Taxi /
Mini Cab
Services
My Result
64%
NHT Average
66%

Community
Transport

My Result

57%

NHT Average

57%

Key: Dark Green = 4% or more above average, Light Green = up to 3% above average, Amber = up to 3% below average, Red = 4% or more below average. Grey: only available on 12 page questionnaire.

2018 NHT Survey Results - Benchmark Comparison with NHT Average Walking & Cycling Theme





KBI 11

Pavements & Footpaths My Result 50% NHT Average 54% **KBI 12**

& Footpaths
(Aspects)
My Result
58%
NHT Average

KBI 13

Cycle Routes
And
Facilities
My Result
47%
NHT Average
52%

KBI 14

Cycle Routes
And Facilities
(Aspects)
My Result
47%
NHT Average
52%

KBI 15

Rights Of Way

56%

HT Average 57% KBI 16

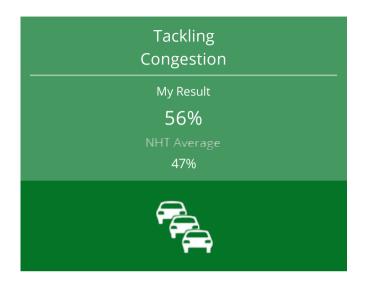
Rights Of Way Aspects

53%

NHT Average

2018 NHT Survey Results - Benchmark Comparison with NHT Average Tackling Congestion Theme











2018 NHT Survey Results - Benchmark Comparison with NHT Average Road Safety Theme





KBI 20

Road Safety
Locally
My Result
59%

NHT Average
56%

Road Safety
Environment
My Result
59%
NHT Average
56%

Road Safety
Education
My Result
59%
NHT Average
53%

2018 NHT Survey Results - Benchmark Comparison with NHT Average Highway Maintenance Theme





Condition Of
Highways
My Result
29%
NHT Average
31%

Highway
Maintenance
My Result
52%
NHT Average
51%

Street
Lighting
My Result
67%
NHT Average
65%

Highway Enforcement /Obstructions My Result 51% NHT Average 49%