



NHT Survey Report 2019

Overview

This report summaries your Authority's results in the 2019 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 show in amber and for larger declines in satisfaction, more than 4%, pictograms are shown in red.

Executive Summary - Isle of Man Government

2019 NHT Survey Results - Benchmark Comparison with NHT Average
Summary



Overall Satisfaction

57%

(NHT Average 53%)



Accessibility

74%

(NHT average
70%)

KBI's 3 ↑ 0 ↓



Public
Transport

65%

(NHT Average
61%)

KBIs: 4 ↑ 1 ↓



Walking
& Cycling

52%

(NHT Average
54%)

KBI's: 2 ↑ 4 ↓



Tackling
Congestion

57%

(NHT Average
48%)

KBI's: 2 ↑ 1 ↓



Road
Safety

60%

(NHT Average
55%)

KBI's: 3 ↑ 0 ↓



Highway
Maintenance

52%

(NHT Average
51%)

KBI's: 3 ↑ 1 ↓

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.

Executive Summary - Isle of Man Government

2019 NHT Survey Results - Benchmark Comparison with NHT Average
Summary

Best KBI results compared to NHT Average

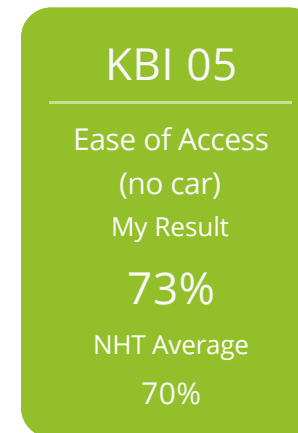
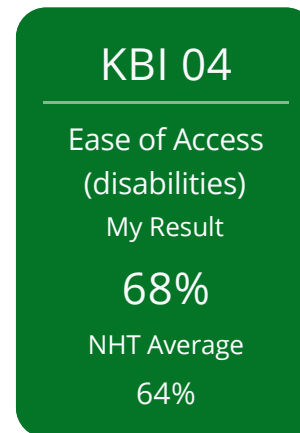
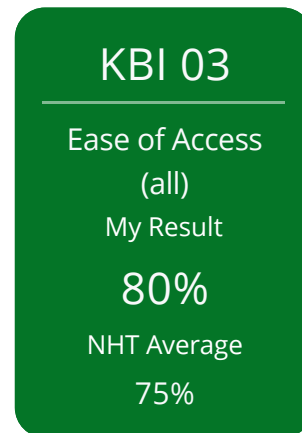
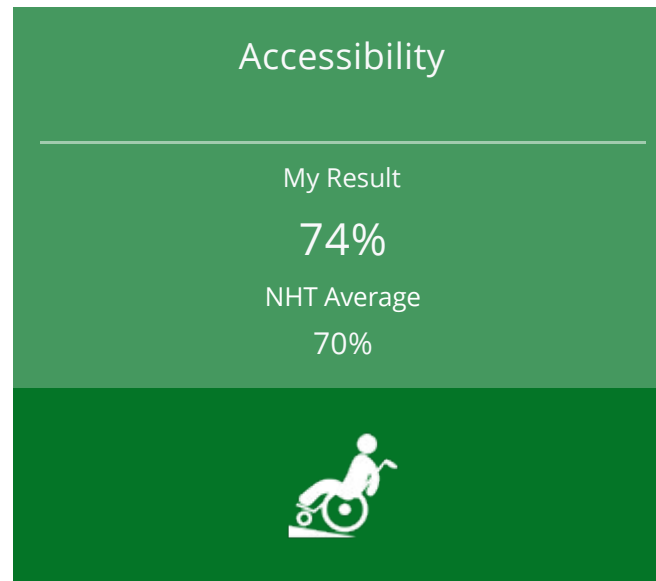
| Key Benchmark Indicator | % Above |
|---|---------|
| KBI 07 - Local bus services (BVPI 104) | 19 |
| KBI 17 - Traffic levels & congestion | 19 |
| KBI 08 - Public transport info (BVPI 103) | 17 |

Worst KBI results compared to NHT Average

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

Survey Numbers

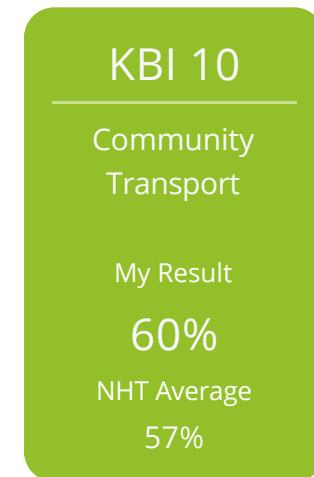
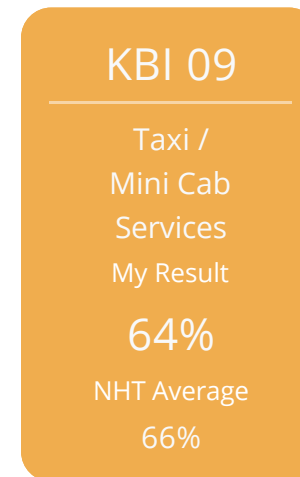
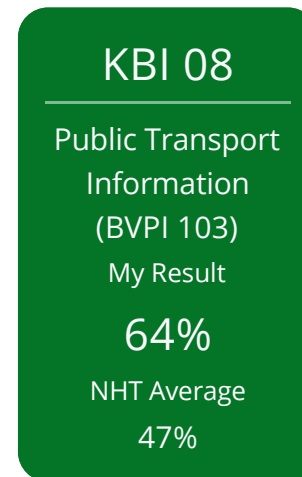
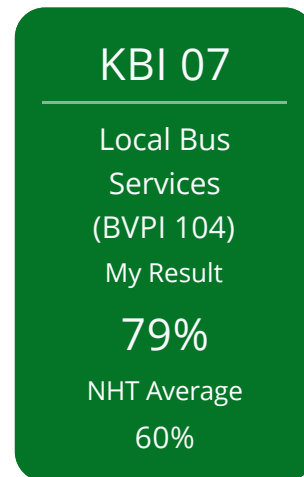
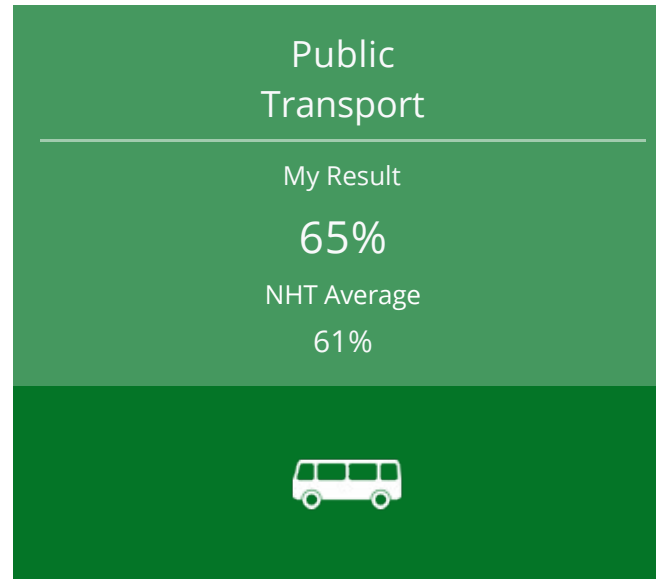
Sample Size: **3,300**
Responses: **935**
Response Rate: **28%**



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.

Executive Summary - Isle of Man Government

2019 NHT Survey Results - Benchmark Comparison with NHT Average
Public Transport Theme



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.

Executive Summary - Isle of Man Government

2019 NHT Survey Results - Benchmark Comparison with NHT Average
Walking & Cycling Theme

Walking / Cycling

My Result

52%

NHT Average

54%



KBI 11

Pavements
&
Footpaths

My Result

51%

NHT Average

55%

KBI 12

Pavements
& Footpaths
(Aspects)

My Result

60%

NHT Average

58%

KBI 13

Cycle Routes
And
Facilities

My Result

46%

NHT Average

51%

KBI 14

Cycle Routes
And Facilities
(Aspects)

My Result

45%

NHT Average

50%

KBI 15

Rights
Of Way

My Result

56%

NHT Average

57%

KBI 16

Rights
Of Way
Aspects

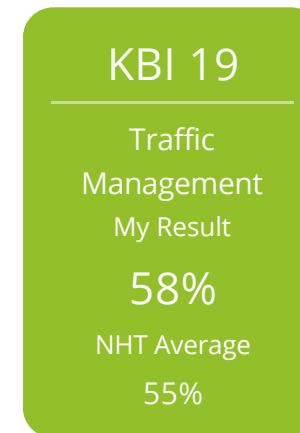
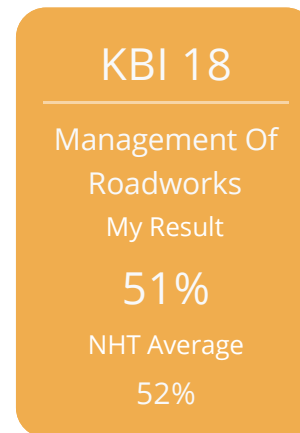
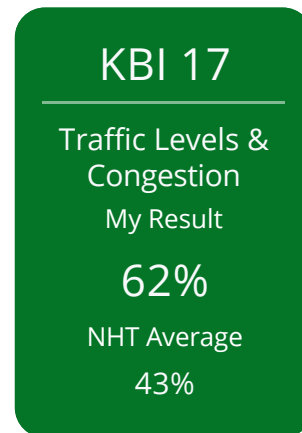
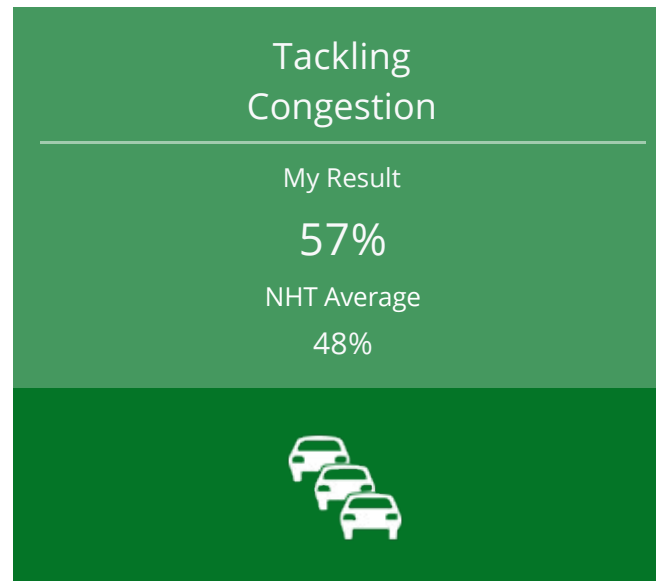
My Result

54%

NHT Average

54%

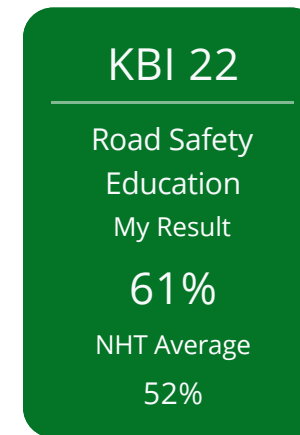
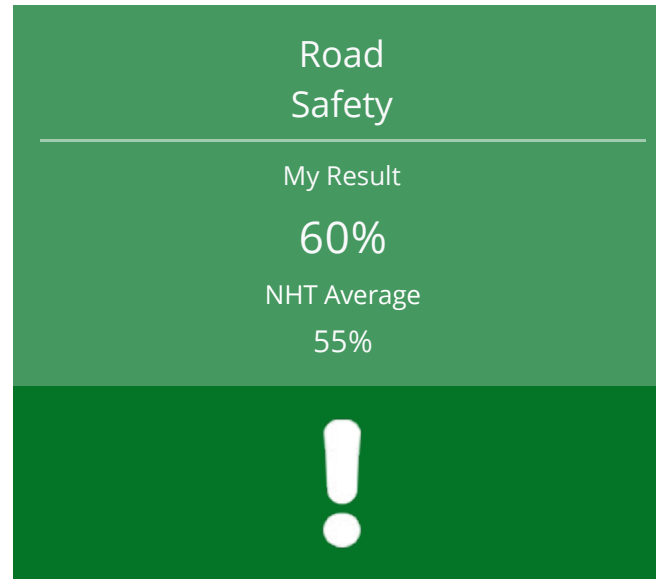
Key: Dark Green = 4% or more above average, Light Green = up to 3% above average, Amber = up to 3% below average, Red = 4% or more below average.



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.

Executive Summary - Isle of Man Government

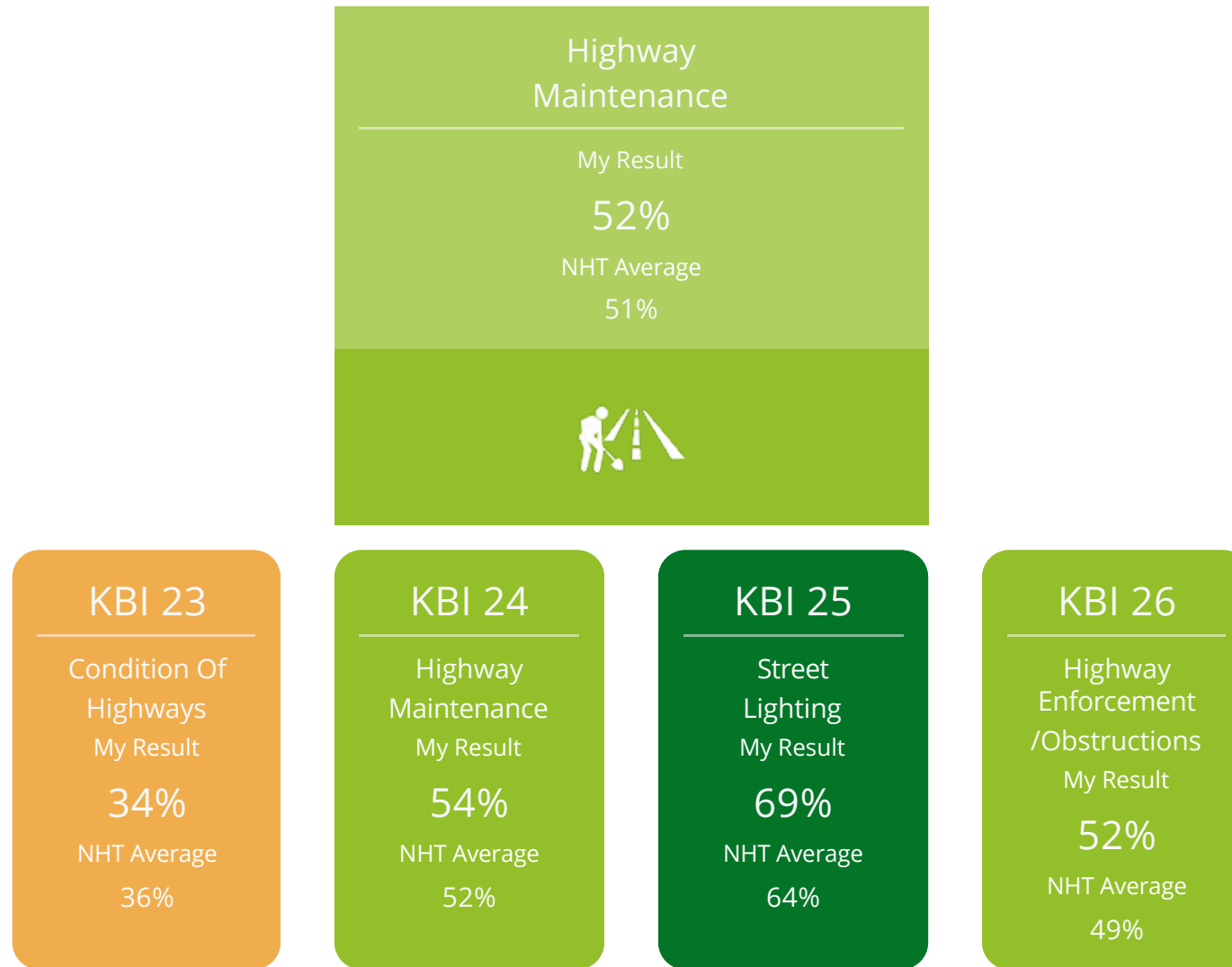
2019 NHT Survey Results - Benchmark Comparison with NHT Average
Road Safety Theme



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.

Executive Summary - Isle of Man Government

2019 NHT Survey Results - Benchmark Comparison with NHT Average
Highway Maintenance Theme



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.