



## NHT Survey Report

# 2022 Authority Annual Report

Knowsley Council

NHT NETWORK PARTNERS

[www.nhtnetwork.org](http://www.nhtnetwork.org)



# Table of Contents

Overview	1
Key Service Results	2
Results Highlights	4
Satisfaction Results	6
Trend Results	8
Benchmarking Results	9
Results by Theme	10

## Introduction

The National Highway and Transport Public Satisfaction Survey (NHT Survey) collects the public's views on different aspects of Highway and Transport in local authority areas, it covers:

- Pavements
- Cycle Routes/Lanes
- Local Bus Services, Local Taxi (or mini cab) Services
- Community Transport
- Demand Responsive Transport
- Safety on Roads
- Traffic Congestion
- Levels of Traffic Pollution
- Street Lighting
- The Condition of Roads
- The local Rights of Way Network

It asks detailed questions about each of these aspects in turn and there are also questions canvassing opinion on climate change.

The Survey includes questions on methods and frequency of travel, and the ease of access to key services.

### Survey Coverage

The NHT Survey has become an unrivalled resource of public perception on Highways and Transport services in local authority areas going back fourteen years. It has been sent to over 5.6 million households since it was first launched in 2008 and over 1.2 million members of the public have made their views known. The public's responses can be categorised by; age group, gender, whether they have an illness, disability or infirmity limiting their daily activities or are a blue badge holder, employment status and ethnicity.

2022 was another year of very high levels of participation in the NHT Public Satisfaction Survey with 111 Authorities taking part, which equals the number that took part in 2021. A total of 145 Authorities have taken part in the survey since 2008, including 129 English Authorities, nine Scottish Authorities, six Welsh Authorities and the Isle of Man Government.

### Knowsley's Participation

Knowsley has taken part in the NHT Survey 11 times. This year the survey was sent to 3,300 households across the authority area and 489 members of the public responded. This represents an overall response rate for Knowsley of 14.8% compared with the national average of 22.8%.

#### *Note:*

This report provides highlights of Knowsley Council's results this year's survey. A full set of results and a comprehensive set of management reports are available on the members website at [www.nhtnetwork.co.uk](http://www.nhtnetwork.co.uk).

## Rating Key Aspects of Service

The Survey asks the public to consider the twelve key aspects of service listed below and rate **how important** and **how satisfied** they feel with each one. It goes on to ask whether these services have **got better or worse** in the last few years and if the council should **spend more or less** on each one in the next few years.

- \* Pavements
- \* Local taxi services
- \* Safety on Roads
- \* Street Lighting

- \* Cycle Routes/Lanes
- \* Community Transport
- \* Traffic Congestion
- \* Condition of Roads

- \* Local Bus Services
- \* Demand Responsive Transport
- \* Traffic Pollution
- \* Local Rights of Way Network

Most Important  
**Condition of roads**

Least Satisfied  
**Condition of roads**

Declined the Most  
**Condition of Roads**

Spending Priority  
**Condition of roads**

### Most Important/Least Important

The Knowsley public placed most importance on '**Condition of roads**' and '**Safe roads**' and least importance on '**Good local taxi services**' and '**Good cycle routes/lanes**'.

### Most Satisfied/Least Satisfied

In terms of satisfaction the public were most satisfied with '**Street lighting**' and least satisfied with '**Condition of roads**'.

### Improved the Most/Declined the Most

'**Cycle routes/lanes**' was the most popular choice for a service getting better and '**Condition of Roads**' was the most popular choice for a service getting worse over the past few years.

### Increase Spend the Most/Reduce Spend the Most

'**Condition of roads**' was the most popular choice for spending more over the next few years, while '**Local taxi services**' was the most popular choice for spending less.

## Key Aspect of Service Results

The table of results below is sorted to show the most important aspect of service first. The scores for each question are highlighted in colour from highest to lowest, using a blue (75 to 100), green (50 to 75), amber (25 to 50) and red (0 to 25) scale.

Key Aspect of Service	Q1 - How Important	Q2 - How Satisfied	Q3 - Getting Better	Q4 - Spend More
Condition of roads	97	37	30	86
Safety on roads	97	56	41	77
Street lighting	94	65	52	67
Pavements	94	53	45	74
Local bus services	90	56	43	71
Traffic congestion	88	49	31	75
Levels of traffic pollution	87	47	34	74
Rights of way network	82	52	47	64
Community transport	80	54	48	64
Demand responsive transport	76	52	42	64
Cycle routes/lanes	74	45	54	58
Local taxi services	73	60	44	55

## Results Overview by Highway and Transport Theme

Knowsley's theme scores are compared with the NHT Average scores below. Also shown are the year on year change in results (Trend) and the difference from the NHT Average (Gap), which are highlighted in colour; blue and green for positive and amber and red for negative.

Theme	Description	Score	NHT Average	Trend	Gap
	Overall	51%	50%	-2%	1%
	Accessibility	68%	68%	-3%	0%
	Communications	41%	46%	-4%	-5%
	Public Transport	51%	51%	-6%	0%
	Walking/Cycling	48%	51%	-2%	-3%
	Tackling Congestion	44%	44%	-2%	0%
	Road Safety	50%	52%	-1%	-2%
	Highway Maintenance	47%	46%	1%	1%

## Comparisons and Trends

The gauges below show how Knowsley's results compare with last year and with all other authorities in the survey this year. They show the number of scores that are above and below average this year and the number that are improving or reducing compared with last year.



The gauges below show Knowsley's highest and lowest satisfaction scores in this year's survey and the largest upward and downward changes in satisfaction since last year.



## Other Highlights

Below are the public's view on **Potholes and Damaged Roads**, on how well informed they feel about **'Climate Change and Traffic Pollution'** and their views on **'Contacting the Council'**.

### Potholes and Damaged Roads

*Compared to a year ago would you say:*

- \* There are more potholes and damaged roads, there are fewer or no change in the number - **More**
- \* The Council is doing more to repair local roads, doing less, or about the same - **About the Same**

### Climate Change and Traffic Pollution

*The public were asked... 'How well informed do you feel about the following':*

- \* Climate change - sometimes called 'global warming' - **Fairly Well Informed**
- \* The level of pollution caused by traffic in the local area - **Not Very Well Informed**
- \* The actions the Council is taking to help tackle climate change - **Not Very Well Informed**
- \* The actions you can take personally to help tackle climate change - **Fairly Well Informed**
- \* The quality of air alongside local roads - **Not At All Informed**

### Contacting the Council

*The public were asked...*

- \* Which method do you use to contact the council - **By telephone (during normal office hours)**
- \* How easy is it to get in touch to report a problem - **Fairly Good**
- \* How easy is it to get in touch to find something out - **Fairly Good**
- \* The speed of response of council staff - **Fairly Good**
- \* The quality of response of council staff - **Fairly Good**

## Highest and Lowest Scores

Knowsley's 10 Highest and 10 Lowest Satisfaction Scores are shown in the tables below.

*Note: The following types of indicator are not included in these tables; Ease of Access, Provision, More or Less or Well Informed.*

### 10 Highest Scores

Reference	Type	Indicator	Theme	Score
PTBI05	BI	How easy buses are to get on/off	Public Transport	67%
KBI25	KBI	Street lighting	Highway Maintenance	65%
PTBI02	BI	Number of bus stops	Public Transport	65%
PTBI09	BI	Helpfulness of drivers	Public Transport	63%
KBI09	KBI	Taxi/mini cab services	Public Transport	60%
PTBI10	BI	Personal safety on the bus	Public Transport	60%
PTBI12	BI	Raised kerbs at bus stops	Public Transport	60%
HMBI05	BI	Provision of street Lighting	Highway Maintenance	59%
WCBI01	BI	The provision of pavements	Walking/Cycling	58%
PTBI08	BI	Quality and cleanliness of buses	Public Transport	57%

### 10 Lowest Scores

Reference	Type	Indicator	Theme	Score
TCBI11	BI	Tackling illegal onstreet parking	Tackling Congestion	32%
HMBI30	BI	Speed of repair to damaged roads	Highway Maintenance	32%
TCBI13	BI	Good park and ride schemes	Tackling Congestion	33%
WCBI07	BI	Pavements clear of obstruction	Walking/Cycling	33%
HMBI01	BI	Condition of road surfaces	Highway Maintenance	34%
TCBI12	BI	Restrictions of parking on busy roads	Tackling Congestion	34%
HMBI13	BI	Deals with potholes/damaged roads	Highway Maintenance	35%
KBI08	KBI	Public transport information	Public Transport	35%
KBI19	KBI	Traffic management	Tackling Congestion	35%
HMBI19	BI	Cuts back overgrown hedges	Highway Maintenance	36%



## Highest Ranked and Lowest Ranked

Knowsley's 10 Highest and 10 Lowest Ranked Satisfaction Scores (ranking is out of 111) are shown in the tables below.

*Note: The following types of indicator are not included in these tables; Ease of Access, Provision, More or Less or Well Informed.*

### 10 Highest Ranked Scores





Name	Type	Indicator	Theme	Score	Rank
HMBI09	BI	Maintenance of verges/trees/shrub	Highway Maintenance	46%	17
KBI25	KBI	Street lighting	Highway Maintenance	65%	18
KBI17	KBI	Traffic levels & congestion	Tackling Congestion	49%	19
HMBI27	BI	Cleanliness of road signs	Highway Maintenance	55%	20
HMBI03	BI	Condition of road markings	Highway Maintenance	50%	29
HMBI25	BI	Weed killing on pavements	Highway Maintenance	42%	29
HMBI30	BI	Speed of repair to damaged roads	Highway Maintenance	32%	29
KBI07	KBI	Local bus services (aspects)	Public Transport	53%	30
HMBI26	BI	Condition of road signs	Highway Maintenance	56%	31
HMBI31	BI	Quality of repair to damaged roads	Highway Maintenance	37%	31

### 10 Lowest Ranked Scores

Name	Type	Indicator	Theme	Score	Rank
WCBI18	BI	Bridleways for horse riding/cycling	Walking/Cycling	46%	111
RSBI02	BI	Speed controls (e.g. road humps)	Road Safety	45%	110
TCBI12	BI	Restrictions of parking on busy roads	Tackling Congestion	34%	110
WCBI13	BI	Direction signing for cycle routes	Walking/Cycling	42%	110
WCBI14	BI	Cycle route information e.g. maps	Walking/Cycling	38%	110
WCBI17	BI	Footpaths for walking/running	Walking/Cycling	52%	110
KQI02	KQI	Communication (aspects)	Communications	41%	109
WCBI28	BI	The number of cycle routes provided	Walking/Cycling	40%	109
KBI14	KBI	Cycle routes and facilities (aspects)	Walking/Cycling	42%	109
KBI16	KBI	Rights of Way (aspects)	Walking/Cycling	45%	108

## Year on Year Changes

The table below summarises the change in Knowsley's results compared with last year.

Change	Result	Key Benchmark Indicators	Key Quality Indicators	Benchmark Indicators	Quality Indicators
	4%+ above last year	2	0	3	4
	0-3% above last year	6	0	18	5
	0-3% below last year	9	2	29	4
	4%+ below last year	10	2	45	4

Indicators 4% or more up on last year (10 largest increases)





Name	Type	Indicator	Theme	Trend	Result
HMBI25	BI	Weed killing on pavements	Highway Maintenance	6%	42%
CMQI18	QI	Informed about climate change	Communications	5%	57%
KBI11	KBI	Pavements & footpaths (overall)	Walking/Cycling	4%	53%
KBI23	KBI	Condition of highways	Highway Maintenance	4%	37%
HMQI12	QI	Action to repair local roads	Highway Maintenance	4%	36%
WCBI03	BI	The cleanliness of pavements	Walking/Cycling	4%	41%
CMQI21	QI	Informed about personal actions on climate change	Communications	4%	52%
HMBI24	BI	Quality of repair to damaged pavements	Highway Maintenance	4%	43%
ACQI25	QI	Provision of electric vehicle charging points	Accessibility	4%	30%

Indicators 4% or more down on last year (10 largest reductions)

Ref	Type	Indicator	Theme	Trend	Result
PTBI01	BI	Frequency of bus services	Public Transport	-13%	52%
PTBI07	BI	Bus fares	Public Transport	-12%	41%
WCBI18	BI	Bridleways for horse riding/cycling	Walking/Cycling	-11%	46%
KBI07	KBI	Local bus services (aspects)	Public Transport	-10%	53%
PTBI04	BI	Whether buses arrive on time	Public Transport	-10%	48%
PTBI06	BI	The local bus service overall	Public Transport	-9%	55%
KBI06	KBI	Local bus services (overall)	Public Transport	-8%	56%
ABI04	BI	Ease of access to hospital	Accessibility	-8%	66%
PTBI05	BI	How easy buses are to get on/off	Public Transport	-8%	67%
WCBI22	BI	Information on rights of way	Walking/Cycling	-8%	42%

## Difference from Average

The table below summarises the difference between Knowsley's results and the NHT average.

Change	Result	Key Benchmark Indicators	Benchmark Indicator	Key Quality Indicators	Quality Indicators
	4%+ above average	2	2	0	1
	0-3% above average	12	25	2	4
	0-3% below average	9	36	1	6
	4%+ below average	4	33	1	11

Indicators 4%+ above NHT Average (top 10)

Ref	Type	Indicator	Theme	Gap	Result
KBI07	KBI	Local bus services (aspects)	Public Transport	5%	53%
KBI17	KBI	Traffic levels & congestion	Tackling Congestion	5%	49%
HMBI09	BI	Maintenance of verges/trees/shrub	Highway Maintenance	4%	46%
HMBI30	BI	Speed of repair to damaged roads	Highway Maintenance	4%	32%
HMQI11	QI	Number of potholes	Highway Maintenance	4%	26%

Indicators 4%+ below NHT Average (bottom 10)

Ref	Type	Indicator	Theme	Gap	Result
CMQI31	QI	How easy to get in touch to report a problem	Communications	-10%	42%
WCBI18	BI	Bridleways for horse riding/cycling	Walking/Cycling	-9%	46%
RSQI09	QI	Provision of speed controls	Road Safety	-9%	55%
TCBI13	BI	Good park and ride schemes	Tackling Congestion	-8%	33%
WCBI28	BI	The number of cycle routes provided	Walking/Cycling	-8%	40%
HMBI18	BI	Provides information on Gritting	Highway Maintenance	-7%	37%
PTBI19	BI	Reliability of electronic display info	Public Transport	-7%	42%
RSBI02	BI	Speed controls (e.g. road humps)	Road Safety	-7%	45%
TCBI12	BI	Restrictions of parking on busy roads	Tackling Congestion	-7%	34%
WCBI13	BI	Direction signing for cycle routes	Walking/Cycling	-7%	42%

## Theme Results

Knowsley's results are shown by Highways and Transport Theme on the following pages.

For each theme there are tables summarising how Knowsley's results have changed since last year and how they compare with the NHT average. There are also tables of individual results, showing Knowsley's scores, how they have changed from last year (trend), how they compare with others (Gap), the quartile they are in and their ranking (out of 111).

## Overall Indicators

Improving



Reducing



Above Average



Below Average



### Individual Indicator Results

Ref	Questionnaire Text	Result	Trend	Average	Gap	Quartile	Rank
Key Benchmark Indicator							
KBI01	Overall (local)	52%	-2%	51%	1%	2	49
KBI02	Overall (national)	52%	-2%	51%	1%	2	51
KBI00	Overall Satisfaction	49%	-2%	47%	2%	2	36

## Accessibility Indicators

Improving



Reducing



Above Average



Below Average



### Individual Indicator Results

Ref	Questionnaire Text	Result	Trend	Average	Gap	Quartile	Rank
Key Benchmark Indicator							
KBI03	Ease of access (all)	71%	-5%	72%	-1%	4	88
KBI04	Ease of access (disabilities)	63%	-6%	63%	0%	3	62
KBI05	Ease of access (no car)	70%	1%	67%	3%	1	25
Benchmark Indicator							
ABI01	Ease of access to where you work (if you do)	68%	-6%	73%	-5%	4	102
ABI02	Ease of access to post office/banks	68%	-3%	71%	-3%	4	94
ABI03	Ease of access to local shops/supermarkets	77%	-4%	79%	-2%	4	87
ABI04	Ease of access to hospital	66%	-8%	64%	2%	2	37
ABI05	Ease of access to doctors and health facilities	75%	-4%	74%	1%	2	37
ABI06	Ease of access to school/college	72%	-7%	75%	-3%	4	95
ABI07	Ease of access to leisure facilities	71%	-6%	72%	-1%	3	77
ABI08	Ease of access to visit friends/family	72%	-3%	72%	0%	3	60
Quality Indicator							
ACQ125	Provision of electric vehicle charging points	30%	4%	29%	1%	2	44

## Active Travel Indicators

Improving



Reducing



Above Average



Below Average



## Individual Indicator Results

Ref	Questionnaire Text	Result	Trend	Average	Gap	Quartile	Rank
Key Benchmark Indicator							
KBI11	Pavements & footpaths (overall)	53%	4%	52%	1%	2	45
KBI12	Pavements & footpaths (aspects)	48%	0%	50%	-2%	3	80
KBI13	Cycle routes and facilities (overall)	45%	-6%	50%	-5%	4	105
KBI15	Rights of Way (overall)	52%	-2%	55%	-3%	4	103
KBI16	Rights of Way (aspects)	45%	-6%	50%	-5%	4	108
KBI14	Cycle routes and facilities (aspects)	42%	-5%	48%	-6%	4	109
Benchmark Indicator							
WCBI01	The provision of pavements	58%	2%	59%	-1%	3	62
WCBI02	The condition of pavements	48%	2%	47%	1%	2	48
WCBI03	The cleanliness of pavements	41%	4%	43%	-2%	3	67
WCBI04	Direction signposts for pedestrians	51%	-5%	55%	-4%	4	104
WCBI05	Provision of safe crossing points	55%	-1%	55%	0%	2	54
WCBI06	Drop kerb crossing points	51%	-3%	54%	-3%	4	94
WCBI07	Pavements clear of obstruction	33%	-1%	37%	-4%	4	94
WCBI10	Condition of cycle routes	46%	-7%	52%	-6%	4	108
WCBI11	Cycle crossing facilities at junctions	45%	-3%	49%	-4%	4	98
WCBI12	Cycle parking	42%	-3%	46%	-4%	4	99
WCBI13	Direction signing for cycle routes	42%	-3%	49%	-7%	4	110
WCBI14	Cycle route information e.g. maps	38%	-5%	45%	-7%	4	110
WCBI17	Footpaths for walking/running	52%	-6%	59%	-7%	4	110
WCBI18	Bridleways for horse riding/cycling	46%	-11%	55%	-9%	4	111
WCBI19	Signposting of rights of way	48%	-5%	54%	-6%	4	108
WCBI20	Condition of rights of way	49%	-7%	53%	-4%	4	104
WCBI21	Ease of use by those with disabilities	42%	-2%	43%	-1%	3	69
WCBI22	Information on rights of way	42%	-8%	46%	-4%	4	107
WCBI23	Overgrown footpaths and bridleways	38%	0%	38%	0%	2	50
WCBI27	The number of cycle lanes provided	41%	-8%	47%	-6%	4	103
WCBI28	The number of cycle routes provided	40%	-8%	48%	-8%	4	109
WCBI29	The location of the cycle lanes provided	42%	-6%	47%	-5%	4	107
WCBI30	The location of the cycle routes provided	43%	-5%	48%	-5%	4	107
WCBI31	The facilities for cyclists overall	38%		45%	-7%	4	106
Quality Indicator							

Ref	Questionnaire Text	Result	Trend	Average	Gap	Quartile	Rank
WCQ15	Provision of cycle routes	46%	-8%	53%	-7%	4	111
WCQ16	Provision of cycle lanes	45%	-7%	50%	-5%	4	102
WCQ130	Pavements, footpaths and pedestrian areas	77%		77%	0%	3	53

## Communications Indicators

Improving



Reducing



Above Average



Below Average



### Individual Indicator Results

Ref	Questionnaire Text	Result	Trend	Average	Gap	Quartile	Rank
Key Quality Indicator							
KQI02	Communication (aspects)	41%	-3%	46%	-5%	4	109
Quality Indicator							
CMQI04	Informed about public transport	40%	-4%	43%	-3%	4	89
CMQI05	Informed about highways and transport	39%	-3%	42%	-3%	4	91
CMQI06	Informed about action to repair local roads	29%	0%	30%	-1%	3	69
CMQI07	Informed about local air quality	25%	1%	26%	-1%	2	55
CMQI14	Informed about council transport and highways services	32%	-4%	37%	-5%	4	109
CMQI18	Informed about climate change	57%	5%	62%	-5%	4	100
CMQI20	Informed about council actions on climate change	25%	-1%	29%	-4%	4	108
CMQI21	Informed about personal actions on climate change	52%	4%	57%	-5%	4	101
CMQI31	How easy to get in touch to report a problem	42%		52%	-10%	4	109
CMQI32	How easy to get in touch to find something out	42%		49%	-7%	4	104
CMQI33	The speed of response from council staff	39%		45%	-6%	4	101
CMQI34	The quality of response from council staff	42%		48%	-6%	4	103



## Highway Maintenance Indicators

Improving



Reducing



Above Average



Below Average



### Individual Indicator Results

Ref	Questionnaire Text	Result	Trend	Average	Gap	Quartile	Rank
Key Benchmark Indicator							
KBI23	Condition of highways	37%	4%	34%	3%	2	32
KBI25	Street lighting	65%	3%	62%	3%	1	18
KBI24	Highway maintenance	46%	0%	46%	0%	2	42
KBI26	Highway enforcement/obstructions	41%	-1%	42%	-1%	3	70
Benchmark Indicator							
HMBI01	Condition of road surfaces	34%	-1%	32%	2%	2	50
HMBI02	Cleanliness of roads	47%	-1%	49%	-2%	3	73
HMBI03	Condition of road markings	50%	-1%	48%	2%	2	29
HMBI05	Provision of street Lighting	59%	-1%	58%	1%	2	52
HMBI06	Speed of repair to street lights	53%	-2%	54%	-1%	3	75
HMBI09	Maintenance of verges/trees/shrub	46%	-1%	42%	4%	1	17
HMBI11	Provision of Drains	48%	-3%	48%	0%	3	59
HMBI12	Keeping drains clear and working	46%	-2%	44%	2%	2	43
HMBI13	Deals with potholes/damaged roads	35%	3%	32%	3%	2	32
HMBI18	Provides information on Gritting	37%	2%	44%	-7%	4	107
HMBI19	Cuts back overgrown hedges	36%	-1%	38%	-2%	3	75
HMBI20	Deals with mud on the road	46%	1%	46%	0%	2	47
HMBI22	Deals with flooding on roads	42%	-1%	43%	-1%	3	61
HMBI23	Speed of repair to damaged pavements	36%	1%	35%	1%	2	46
HMBI24	Quality of repair to damaged pavements	43%	4%	42%	1%	2	38
HMBI25	Weed killing on pavements	42%	6%	40%	2%	2	29
HMBI26	Condition of road signs	56%	-2%	55%	1%	2	31
HMBI27	Cleanliness of road signs	55%	-1%	52%	3%	1	20
HMBI28	Undertakes cold weather gritting (salting)	55%	2%	58%	-3%	4	86
HMBI29	Undertakes snow clearance	50%	3%	53%	-3%	4	87
HMBI30	Speed of repair to damaged roads	32%	0%	28%	4%	2	29
HMBI31	Quality of repair to damaged roads	37%	0%	34%	3%	2	31
HMBI32	Weed killing on roads	47%	1%	45%	2%	2	34
Quality Indicator							
HMQI11	Number of potholes	26%	0%	22%	4%	1	21
HMQI12	Action to repair local roads	36%	4%	33%	3%	1	26
HMQI13	Provision of street-lights	78%	2%	78%	0%	3	58

## Public Transport Indicators

Improving



Reducing



Above Average



Below Average



### Individual Indicator Results

Ref	Questionnaire Text	Result	Trend	Average	Gap	Quartile	Rank
<b>Key Benchmark Indicator</b>							
KBI06	Local bus services (overall)	56%	-8%	55%	1%	2	47
KBI07	Local bus services (aspects)	53%	-10%	48%	5%	2	30
KBI08	Public transport information	35%	-2%	34%	1%	2	43
KBI09	Taxi/mini cab services	60%	-5%	61%	-1%	3	67
KBI10	Community transport	54%	-4%	55%	-1%	4	88
<b>Key Quality Indicator</b>							
KQI03	Responsive transport	52%	-7%	52%	0%	3	60
KQI05	Public transport information (aspects)	48%	-5%	50%	-2%	3	82
<b>Benchmark Indicator</b>							
PTBI01	Frequency of bus services	52%	-13%	52%	0%	3	58
PTBI02	Number of bus stops	65%	-7%	65%	0%	2	56
PTBI03	The state of bus stops	49%	-4%	55%	-6%	4	101
PTBI04	Whether buses arrive on time	48%	-10%	51%	-3%	3	77
PTBI05	How easy buses are to get on/off	67%	-8%	70%	-3%	4	94
PTBI06	The local bus service overall	55%	-9%	55%	0%	3	58
PTBI07	Bus fares	41%	-12%	46%	-5%	4	97
PTBI08	Quality and cleanliness of buses	57%	-6%	61%	-4%	4	95
PTBI09	Helpfulness of drivers	63%	-6%	66%	-3%	4	93
PTBI10	Personal safety on the bus	60%	-6%	65%	-5%	4	104
PTBI11	Personal safety at bus stops	57%	-1%	60%	-3%	3	84
PTBI12	Raised kerbs at bus stops	60%	-7%	63%	-3%	4	94
PTBI13	The amount of information	49%	-5%	51%	-2%	3	78
PTBI14	The clarity of information	49%	-7%	52%	-3%	4	87
PTBI15	The accuracy of information	49%	-6%	52%	-3%	3	83
PTBI16	Ease of finding the right information	49%	-5%	49%	0%	2	52
PTBI17	Information about accessible buses	45%	-4%	47%	-2%	3	80
PTBI18	Info to help people plan journeys	53%	-4%	54%	-1%	3	58
PTBI19	Reliability of electronic display info	42%	-3%	49%	-7%	4	95
PTBI20	Provision of public transport info	47%	-7%	50%	-3%	3	80
<b>Quality Indicator</b>							
PTQI08	Provision of bus stops	82%	-1%	85%	-3%	4	90

## Road Safety Indicators

Improving



Reducing



Above Average



Below Average



### Individual Indicator Results

Ref	Questionnaire Text	Result	Trend	Average	Gap	Quartile	Rank
Key Benchmark Indicator							
KBI20	Road safety locally	56%	0%	55%	1%	2	40
KBI22	Road safety education	45%	0%	48%	-3%	4	94
KBI21	Road safety environment	49%	-2%	52%	-3%	4	101
Benchmark Indicator							
RSBI01	Speed limits	57%	-5%	61%	-4%	4	106
RSBI02	Speed controls (e.g. road humps)	45%	0%	52%	-7%	4	110
RSBI03	Location of speed control measures	50%	0%	52%	-2%	4	88
RSBI08	Road safety training/education children	47%	0%	49%	-2%	3	79
RSBI09	Road safety education motorcycles	44%	-1%	48%	-4%	4	100
RSBI10	Road safety education young drivers	45%	2%	47%	-2%	3	79
RSBI04	Safety of walking	57%	0%	58%	-1%	3	67
RSBI05	Safety of cycling	43%	-8%	49%	-6%	4	106
RSBI06	Safety of children walking to school	50%	0%	51%	-1%	3	68
RSBI07	Safety of children cycling to school	39%	-6%	43%	-4%	4	93
Quality Indicator							
RSQI09	Provision of speed controls	55%	0%	64%	-9%	4	108

## Tackling Congestion Indicators

Improving



Reducing



Above Average



Below Average



### Individual Indicator Results

Ref	Questionnaire Text	Result	Trend	Average	Gap	Quartile	Rank
Key Benchmark Indicator							
KBI17	Traffic levels & congestion	49%	-1%	44%	5%	1	19
KBI18	Management of roadworks	43%	-4%	45%	-2%	4	89
KBI19	Traffic management	35%	-3%	40%	-5%	4	105
Key Quality Indicator							
KQI04	Traffic pollution	47%	-2%	45%	2%	2	43
Benchmark Indicator							
TCBI01	Advanced warning of roadworks	52%	-2%	57%	-5%	4	99
TCBI02	Efforts to reduce delays to traffic	40%	-7%	43%	-3%	4	86
TCBI03	Time taken to complete roadworks	40%	-2%	38%	2%	2	40
TCBI04	Signposting of road diversions	51%	-4%	52%	-1%	3	72
TCBI05	Helplines to find out about roadworks	37%	-2%	40%	-3%	4	93
TCBI06	Minimising nuisance to residents	41%	-6%	45%	-4%	4	100
TCBI07	The management of roadworks overall	41%	-7%	44%	-3%	4	90
TCBI11	Tackling illegal onstreet parking	32%	-2%	35%	-3%	4	94
TCBI12	Restrictions of parking on busy roads	34%	-3%	41%	-7%	4	110
TCBI13	Good park and ride schemes	33%	-6%	41%	-8%	4	94
TCBI14	The routes taken by HGV's	39%	-4%	40%	-1%	3	72
Quality Indicator							
TCQI19	Informed about local pollution levels	34%	-1%	37%	-3%	4	100