



NHT Survey Report

2021 Authority Annual Report

Bedford Borough Council

Table of Contents

Overview	1
Rating Key Aspects of Service	2
Results Highlights	3
Satisfaction Results	5
Trend Results	7
Benchmarking Results	8
Results by Theme	9

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, changing travel habits and congestion charging.

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 5.2 million households since it was first launched in 2008 and over 1.1 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.

2021 was another year of very high levels of participation in the NHT Public Satisfaction Survey with 111 Authorities taking part, which was an increase of two from the numbers that took part in 2020. 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.

Bedford's Participation

Bedford has taken part in the NHT Survey 10 times. This year the survey was sent to 3,428 households across the authority area and 728 members of the public responded. This represents an overall response rate for Bedford of 21.4% compared with the national average of 23.8%.

Note:

This report provides highlights of this year's survey results. A full set of results and a comprehensive set of management reports are available on the members website at www.nhtnetwork.co.uk.

Importance, Satisfaction & Spending Priorities

The Survey asks the public to consider the following and rate **how important** and **how satisfied** they feel with each one. It also asks where they feel that the level of service provided could be **reduced by spending less** or **improved by spending more**.

- | | | |
|-----------------------|--------------------------|-----------------------------------|
| * Pavements | * Cycle Routes/Lanes | * Local Bus Services |
| * Local taxi services | * Community Transport | * Demand Responsive Transport |
| * Safety on Roads | * Traffic Congestion | * Traffic Pollution |
| * Street Lighting | * The Condition of Roads | * The Local Rights of Way Network |

Most Important
Safety on roads

Least Satisfied
Condition of Roads

Highest Priority
Condition of Roads

Importance

The Bedford public placed most importance on '**Safety on roads**' and '**Condition of Roads**' and least importance on '**Demand responsive transport**' and '**Local taxi (or minicab) services**'.

Satisfaction

In terms of satisfaction the public were most satisfied with '**Local taxi (or minicab) services**' and least satisfied with '**Condition of Roads**'.

Importance/Satisfaction Gap

The biggest difference between how important and how satisfied the public felt was for '**Condition of Roads**' and the closest alignment was for '**Local bus services**'.

Spending Priorities

'**Local taxi (or mini-cab) services**' was the most popular choice for a possible reduction in the level of service by spending less, while '**Condition of Roads**' was the most popular choice for improving the level of service and spending more.

Results Overview by Highway and Transport Theme

Bedford'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	Bedford	NHT Average	Trend	Gap
	Overall	51%	51%	-4%	0%
	Accessibility	71%	70%	2%	1%
	Communications	50%	46%	-6%	4%
	Public Transport	55%	55%	-4%	0%
	Walking/Cycling	54%	52%	-2%	2%
	Tackling Congestion	45%	43%	-2%	2%
	Road Safety	55%	52%	-1%	3%
	Highway Maintenance	46%	45%	-7%	1%

Comparisons and Trends

The gauges below show how Bedford'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 Bedford'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 **'Changing Travel Habits and the effects of Coronavirus'**.

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 Very Well Informed**

Changing Travel Habits and the effect of Coronavirus

To what extent do you agree or disagree with the following statements:

- * I could personally travel by car less than I do now - **Tended to disagree**
- * I could personally walk, cycle or use public transport more than I currently do - **Tended to agree**
- * I am currently travelling by public transport less than I was before the Coronavirus pandemic - **Doesnt apply/Dont know**
- * I am currently travelling by car more than I was before the Coronavirus pandemic - **Strongly disagreed**
- * I am currently walking/cycling more than I was before the Coronavirus pandemic - **Tended to agree**
- * Overall, I have got back to travelling as much as I used to before the Coronavirus pandemic - **Tended to disagree**

Highest and Lowest Scores

Bedford'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; Importance, Ease of Access, Provision, More or Less or Well Informed.

10 Highest Scores

Reference	Type	Indicator	Theme	Score
PTBI21	BI	Availability of taxis or minicabs	Public Transport	75%
PTBI22	BI	Reliability of taxis or minicabs	Public Transport	73%
PTBI05	BI	How easy buses are to get on/off	Public Transport	71%
PTBI02	BI	Number of bus stops	Public Transport	69%
PTBI10	BI	Personal safety on the bus	Public Transport	67%
PTBI12	BI	Raised kerbs at bus stops	Public Transport	66%
KBI09	KBI	Taxi/mini cab services	Public Transport	66%
CMQI02	QI	Professionalism of staff re enquiries	Communications	65%
PTBI08	BI	Quality and cleanliness of buses	Public Transport	64%
WCBI01	BI	The provision of pavements	Walking/Cycling	63%

10 Lowest Scores

Reference	Type	Indicator	Theme	Score
HMBI30	BI	Speed of repair to damaged roads	Highway Maintenance	29%
KBI23	KBI	Condition of highways	Highway Maintenance	33%
HMBI13	BI	Deals with potholes/damaged roads	Highway Maintenance	35%
HMBI01	BI	Condition of road surfaces	Highway Maintenance	36%
HMBI31	BI	Quality of repair to damaged roads	Highway Maintenance	38%
HMBI23	BI	Speed of repair to damaged pavements	Highway Maintenance	39%
KBI08	KBI	Public transport information	Public Transport	39%
TCBI11	BI	Tackling illegal onstreet parking	Tackling Congestion	39%
TCBI03	BI	Time taken to complete roadworks	Tackling Congestion	40%
KBI17	KBI	Traffic levels & congestion	Tackling Congestion	41%

Highest Ranked and Lowest Ranked

Bedford'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; Importance, Ease of Access, Provision, More or Less or Well Informed.

10 Highest Ranked Scores

Name	Type	Indicator	Theme	Score	Rank
KQI02	KQI	Communication (aspects)	Communications	52%	4
TCBI05	BI	Helplines to find out about roadworks	Tackling Congestion	47%	4
TCBI01	BI	Advanced warning of roadworks	Tackling Congestion	63%	5
WCBI18	BI	Bridleways for horse riding/cycling	Walking/Cycling	61%	5
RSBI10	BI	Road safety education young drivers	Road Safety	52%	5
HMBI18	BI	Provides information on Gritting	Highway Maintenance	49%	6
KBI22	KBI	Road safety education	Road Safety	52%	7
RSBI07	BI	Safety of children cycling to school	Road Safety	50%	7
WCBI07	BI	Pavements clear of obstruction	Walking/Cycling	44%	7
WCBI12	BI	Cycle parking	Walking/Cycling	50%	8

10 Lowest Ranked Scores

Name	Type	Indicator	Theme	Score	Rank
PTBI07	BI	Bus fares	Public Transport	44%	101
PTBI09	BI	Helpfulness of drivers	Public Transport	63%	99
HMBI06	BI	Speed of repair to street lights	Highway Maintenance	54%	84
KBI07	KBI	Local bus services (aspects)	Public Transport	52%	79
PTBI13	BI	The amount of information	Public Transport	52%	79
KBI25	KBI	Street lighting	Highway Maintenance	61%	78
PTBI15	BI	The accuracy of information	Public Transport	55%	77
PTBI24	BI	Availability of community transport	Public Transport	54%	77
PTBI14	BI	The clarity of information	Public Transport	54%	75
PTBI18	BI	Info to help people plan journeys	Public Transport	56%	68

Year on Year Changes

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

Change	Result	Key Benchmark Indicators	Benchmark Indicators	Key Quality Indicators	Quality Indicators
	4%+ above last year	1	2	0	0
	0-3% above last year	4	23	1	7
	0-3% below last year	10	24	2	7
	4%+ below last year	12	52	2	9

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

Ref	Type	Indicator	Theme	Trend	Result
KBI04	KBI	Ease of access (disabilities)	Accessibility	6%	68%
ABI01	BI	Ease of access to where you work (if you do)	Accessibility	5%	75%
WCBI14	BI	Cycle route information e.g. maps	Walking/Cycling	4%	50%

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

Ref	Type	Indicator	Theme	Trend	Result
KBI08	KBI	Public transport information	Public Transport	-13%	39%
HMQI11	QI	Number of potholes	Highway Maintenance	-12%	25%
KBI24	KBI	Highway maintenance	Highway Maintenance	-11%	44%
CMQI01	QI	Ease of contact for enquiries	Communications	-11%	62%
KQI01	KQI	Enquiry handling overall	Communications	-9%	48%
HMBI13	BI	Deals with potholes/damaged roads	Highway Maintenance	-9%	35%
HMBI31	BI	Quality of repair to damaged roads	Highway Maintenance	-9%	38%
CMQI03	QI	Speed & quality of response to enquiries	Communications	-9%	51%
HMQI12	QI	Action to repair local roads	Highway Maintenance	-9%	39%
KBI07	KBI	Local bus services (aspects)	Public Transport	-8%	52%

Difference from Average

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

Change	Result	Key Benchmark Indicators	Benchmark Indicators	Key Quality Indicators	Quality Indicators
	4%+ above average	4	33	1	8
	0-3% above average	18	60	3	16
	0-3% below average	5	6	1	3
	4%+ below average	0	2	0	1

Indicators 4%+ above NHT Average (top 10)

Ref	Type	Indicator	Theme	Gap	Result
TCBI13	BI	Good park and ride schemes	Tackling Congestion	11%	54%
HMBI18	BI	Provides information on Gritting	Highway Maintenance	7%	49%
PTBI21	BI	Availability of taxis or minicabs	Public Transport	7%	75%
HMBI28	BI	Undertakes cold weather gritting (salting)	Highway Maintenance	7%	62%
CMQI06	QI	Informed about action to repair local roads	Communications	7%	37%
HMQI12	QI	Action to repair local roads	Highway Maintenance	7%	39%
KQI02	KQI	Communication (aspects)	Communications	6%	52%
TCBI01	BI	Advanced warning of roadworks	Tackling Congestion	6%	63%
TCBI05	BI	Helplines to find out about roadworks	Tackling Congestion	6%	47%
RSBI07	BI	Safety of children cycling to school	Road Safety	6%	50%

Indicators 4%+ below NHT Average (bottom 10)

Ref	Type	Indicator	Theme	Gap	Result
PTBI07	BI	Bus fares	Public Transport	-5%	44%
PTBI09	BI	Helpfulness of drivers	Public Transport	-4%	63%
ACQI29	QI	Travel as much as I used to	Accessibility	-4%	41%

Theme Results

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

For each theme there are tables summarising how their results have changed since last year and how they compare with the NHT average. There are also tables of individual results, showing their 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

Number of Indicators Up or Down since last year

Type	Up 4%+	Up 0 to 3%	Down 0 to 3%	Down 4%+
KBI	0	0	2	1

Number of Indicators Above or Below Average

Type	4%+ Above	0 to 3% Above	0 to 3% Below	4%+ Below
KBI	0	3	0	0

Individual Indicator Results

Ref	Indicator	Result	Trend	Average	Gap	Quartile	Rank
Key Benchmark Indicator							
KBI00	Overall Satisfaction	49%	-6%	48%	1%	3	51
KBI01	Overall (local)	52%	-3%	52%	0%	3	56
KBI02	Overall (national)	52%	-3%	52%	0%	2	55

Accessibility Indicators

Number of Indicators Up or Down since last year

Type	Up 4%+	Up 0 to 3%	Down 0 to 3%	Down 4%+
KBI	1	1	1	0
BI	1	6	1	0
QI	0	0	0	0

Number of Indicators Above or Below Average

Type	4%+ Above	0 to 3% Above	0 to 3% Below	4%+ Below
KBI	0	2	1	0
BI	1	6	1	0
QI	1	3	0	1

Individual Indicator Results

Ref	Indicator	Result	Trend	Average	Gap	Quartile	Rank
Key Benchmark Indicator							
KBI03	Ease of access (all)	76%	1%	75%	1%	2	30
KBI04	Ease of access (disabilities)	68%	6%	65%	3%	1	24
KBI05	Ease of access (no car)	68%	-1%	69%	-1%	3	69
Benchmark Indicator							
ABI01	Ease of access to where you work (if you do)	75%	5%	75%	0%	2	52
ABI02	Ease of access to post office/banks	75%	0%	74%	1%	1	27
ABI03	Ease of access to local shops/supermarkets	83%	0%	81%	2%	1	18
ABI04	Ease of access to hospital	72%	3%	68%	4%	1	14
ABI05	Ease of access to doctors and health facilities	77%	0%	78%	-1%	3	69
ABI06	Ease of access to school/college	79%	0%	79%	0%	3	60
ABI07	Ease of access to leisure facilities	75%	0%	74%	1%	2	33
ABI08	Ease of access to visit friends/family	74%	-1%	74%	0%	2	49
Quality Indicator							
ACQI25	Provision of electric vehicle charging points	32%		26%	6%	4	7
ACQI26	Travel less by public transport	60%		60%	0%	1	48
ACQI27	Travel more by car	38%		38%	0%	3	43
ACQI28	Walking/cycling more	59%		56%	3%	1	10
ACQI29	Travel as much as I used to	41%		45%	-4%	3	96

Communications Indicators

Number of Indicators Up or Down since last year

Type	Up 4%+	Up 0 to 3%	Down 0 to 3%	Down 4%+
KQI	0	0	1	1
QI	0	2	3	7

Number of Indicators Above or Below Average

Type	4%+ Above	0 to 3% Above	0 to 3% Below	4%+ Below
KQI	1	1	0	0
QI	3	7	2	0

Individual Indicator Results

Ref	Indicator	Result	Trend	Average	Gap	Quartile	Rank
Key Quality Indicator							
KQI01	Enquiry handling overall	48%	-9%	46%	2%	2	38
KQI02	Communication (aspects)	52%	-2%	46%	6%	1	4
Quality Indicator							
CMQI01	Ease of contact for enquiries	62%	-11%	61%	1%	2	51
CMQI02	Professionalism of staff re enquiries	65%	-7%	64%	1%	1	56
CMQI03	Speed & quality of response to enquiries	51%	-9%	49%	2%	2	42
CMQI04	Informed about public transport	44%	-3%	45%	-1%	3	68
CMQI05	Informed about highways and transport	46%	-3%	43%	3%	1	16
CMQI06	Informed about action to repair local roads	37%	-5%	30%	7%	1	4
CMQI07	Informed about local air quality	27%	-4%	26%	1%	2	36
CMQI14	Informed about council transport and highways services	43%	1%	38%	5%	2	4
CMQI17	Reporting back what had been done	44%	-8%	39%	5%	3	18
CMQI18	Informed about climate change	61%	-1%	61%	0%	1	51
CMQI20	Informed about council actions on climate change	25%	-4%	27%	-2%	4	91
CMQI21	Informed about personal actions on climate change	55%	0%	55%	0%	1	50

Highway Maintenance Indicators

Number of Indicators Up or Down since last year

Type	Up 4%+	Up 0 to 3%	Down 0 to 3%	Down 4%+
KBI	0	0	1	3
BI	0	0	1	22
QI	0	1	0	2

Number of Indicators Above or Below Average

Type	4%+ Above	0 to 3% Above	0 to 3% Below	4%+ Below
KBI	1	2	1	0
BI	13	9	1	0
QI	1	2	0	0

Individual Indicator Results

Ref	Indicator	Result	Trend	Average	Gap	Quartile	Rank
Key Benchmark Indicator							
KBI23	Condition of highways	33%	-8%	32%	1%	2	52
KBI24	Highway maintenance	44%	-11%	42%	2%	2	30
KBI25	Street lighting	61%	-3%	62%	-1%	2	78
KBI26	Highway enforcement/obstructions	47%	-4%	43%	4%	1	14
Benchmark Indicator							
HMBI01	Condition of road surfaces	36%	-7%	32%	4%	2	35
HMBI02	Cleanliness of roads	54%	-5%	51%	3%	2	32
HMBI03	Condition of road markings	51%	-7%	51%	0%	3	61
HMBI05	Provision of street Lighting	60%	-4%	60%	0%	3	64
HMBI06	Speed of repair to street lights	54%	-7%	56%	-2%	3	84
HMBI09	Maintenance of verges/trees/shrub	48%	-6%	44%	4%	1	23
HMBI11	Provision of Drains	51%	-6%	48%	3%	2	36
HMBI12	Keeping drains clear and working	50%	-4%	44%	6%	1	18
HMBI13	Deals with potholes/damaged roads	35%	-9%	31%	4%	2	30
HMBI18	Provides information on Gritting	49%	-5%	42%	7%	1	6
HMBI19	Cuts back overgrown hedges	45%	-4%	40%	5%	1	12
HMBI20	Deals with mud on the road	51%	-2%	47%	4%	1	9
HMBI22	Deals with flooding on roads	46%	-6%	42%	4%	1	20
HMBI23	Speed of repair to damaged pavements	39%	-6%	37%	2%	2	34
HMBI24	Quality of repair to damaged pavements	47%	-7%	44%	3%	2	29
HMBI25	Weed killing on pavements	47%	-5%	43%	4%	1	23
HMBI26	Condition of road signs	59%	-5%	58%	1%	2	48
HMBI27	Cleanliness of road signs	56%	-5%	55%	1%	2	53
HMBI28	Undertakes cold weather gritting (salting)	62%	-5%	55%	7%	1	9
HMBI29	Undertakes snow clearance	56%	-6%	51%	5%	1	20
HMBI30	Speed of repair to damaged roads	29%	-7%	27%	2%	2	53
HMBI31	Quality of repair to damaged roads	38%	-9%	34%	4%	2	31
HMBI32	Weed killing on roads	52%	-5%	48%	4%	1	22

Ref	Indicator	Result	Trend	Average	Gap	Quartile	Rank
Quality Indicator							
HMQ11	Number of potholes	25%	-12%	22%	3%	2	33
HMQ12	Action to repair local roads	39%	-9%	32%	7%	1	9
HMQ13	Provision of street-lights	79%	3%	78%	1%	2	46

Public Transport Indicators

Number of Indicators Up or Down since last year

Type	Up 4%+	Up 0 to 3%	Down 0 to 3%	Down 4%+
KBI	0	0	3	2
KQI	0	0	1	1
BI	0	4	10	12
QI	0	1	0	0

Number of Indicators Above or Below Average

Type	4%+ Above	0 to 3% Above	0 to 3% Below	4%+ Below
KBI	0	3	2	0
KQI	0	1	1	0
BI	4	16	4	2
QI	0	1	0	0

Individual Indicator Results

Ref	Indicator	Result	Trend	Average	Gap	Quartile	Rank
Benchmark Indicator							
PTBI01	Frequency of bus services	59%	-1%	59%	0%	3	56
PTBI02	Number of bus stops	69%	0%	68%	1%	2	48
PTBI03	The state of bus stops	62%	0%	59%	3%	1	20
PTBI04	Whether buses arrive on time	57%	0%	57%	0%	2	54
PTBI05	How easy buses are to get on/off	71%	-3%	71%	0%	3	59
PTBI06	The local bus service overall	60%	-3%	60%	0%	3	59
PTBI07	Bus fares	44%	-4%	49%	-5%	4	101
PTBI08	Quality and cleanliness of buses	64%	-1%	63%	1%	2	42
PTBI09	Helpfulness of drivers	63%	-7%	67%	-4%	4	99
PTBI10	Personal safety on the bus	67%	-2%	66%	1%	2	51
PTBI11	Personal safety at bus stops	63%	-4%	61%	2%	2	49
PTBI12	Raised kerbs at bus stops	66%	-4%	65%	1%	2	39
PTBI13	The amount of information	52%	-6%	54%	-2%	3	79
PTBI14	The clarity of information	54%	-6%	56%	-2%	3	75
PTBI15	The accuracy of information	55%	-5%	56%	-1%	3	77
PTBI16	Ease of finding the right information	53%	-4%	53%	0%	2	50
PTBI17	Information about accessible buses	52%	-5%	51%	1%	2	45
PTBI18	Info to help people plan journeys	56%	-5%	57%	-1%	3	68
PTBI19	Reliability of electronic display info	56%	-3%	52%	4%	2	31
PTBI20	Provision of public transport info	55%	-5%	54%	1%	2	51
PTBI21	Availability of taxis or minicabs	75%	0%	68%	7%	1	9
PTBI22	Reliability of taxis or minicabs	73%	-1%	68%	5%	1	12
PTBI23	Cost (fares) of taxis or minicabs	58%	-2%	53%	5%	1	15
PTBI24	Availability of community transport	54%	-4%	54%	0%	3	77
PTBI25	Community transport fares	55%	-2%	55%	0%	3	55
PTBI26	Reliability of community transport	58%	-3%	57%	1%	2	35

Ref	Indicator	Result	Trend	Average	Gap	Quartile	Rank
Key Benchmark Indicator							
KBI06	Local bus services (overall)	60%	-1%	60%	0%	2	53
KBI07	Local bus services (aspects)	52%	-8%	55%	-3%	3	79
KBI08	Public transport information	39%	-13%	40%	-1%	2	56
KBI09	Taxi/mini cab services	66%	-2%	64%	2%	2	41
KBI10	Community transport	58%	-1%	57%	1%	2	33
Key Quality Indicator							
KQI03	Responsive transport	54%	-3%	55%	-1%	3	67
KQI05	Public transport information (aspects)	54%	-5%	54%	0%	3	65
Quality Indicator							
PTQI08	Provision of bus stops	88%	2%	87%	1%	2	32

Road Safety Indicators

Number of Indicators Up or Down since last year

Type	Up 4%+	Up 0 to 3%	Down 0 to 3%	Down 4%+
KBI	0	1	1	1
BI	0	6	3	1
QI	0	1	0	0

Number of Indicators Above or Below Average

Type	4%+ Above	0 to 3% Above	0 to 3% Below	4%+ Below
KBI	1	2	0	0
BI	3	7	0	0
QI	1	0	0	0

Individual Indicator Results

Ref	Indicator	Result	Trend	Average	Gap	Quartile	Rank
Key Benchmark Indicator							
KBI20	Road safety locally	56%	-4%	54%	2%	2	38
KBI21	Road safety environment	56%	-1%	53%	3%	1	15
KBI22	Road safety education	52%	1%	48%	4%	1	7
Benchmark Indicator							
RSBI01	Speed limits	63%	2%	61%	2%	1	26
RSBI02	Speed controls (e.g. road humps)	55%	-2%	52%	3%	1	17
RSBI03	Location of speed control measures	56%	0%	53%	3%	1	13
RSBI04	Safety of walking	61%	-4%	60%	1%	2	44
RSBI05	Safety of cycling	52%	-1%	49%	3%	1	23
RSBI06	Safety of children walking to school	56%	-3%	53%	3%	1	24
RSBI07	Safety of children cycling to school	50%	1%	44%	6%	1	7
RSBI08	Road safety training/education children	53%	1%	49%	4%	1	14
RSBI09	Road safety education motorcycles	52%	0%	49%	3%	1	15
RSBI10	Road safety education young drivers	52%	2%	48%	4%	1	5
Quality Indicator							
RSQI09	Provision of speed controls	67%	2%	63%	4%	1	13

Tackling Congestion Indicators

Number of Indicators Up or Down since last year

Type	Up 4%+	Up 0 to 3%	Down 0 to 3%	Down 4%+
KBI	0	0	2	1
KQI	0	1	0	0
BI	0	1	2	8
QI	0	0	4	0

Number of Indicators Above or Below Average

Type	4%+ Above	0 to 3% Above	0 to 3% Below	4%+ Below
KBI	1	1	1	0
KQI	0	1	0	0
BI	4	7	0	0
QI	1	2	1	0

Individual Indicator Results

Ref	Indicator	Result	Trend	Average	Gap	Quartile	Rank
Key Benchmark Indicator							
KBI17	Traffic levels & congestion	41%	-2%	42%	-1%	3	59
KBI18	Management of roadworks	50%	-3%	47%	3%	1	22
KBI19	Traffic management	45%	-4%	40%	5%	1	12
Key Quality Indicator							
KQI04	Traffic pollution	44%	1%	44%	0%	2	49
Benchmark Indicator							
TCBI01	Advanced warning of roadworks	63%	-6%	57%	6%	1	5
TCBI02	Efforts to reduce delays to traffic	47%	-3%	44%	3%	2	30
TCBI03	Time taken to complete roadworks	40%	1%	40%	0%	3	57
TCBI04	Signposting of road diversions	54%	-3%	53%	1%	2	47
TCBI05	Helplines to find out about roadworks	47%	-4%	41%	6%	1	4
TCBI06	Minimising nuisance to residents	50%	-4%	46%	4%	1	10
TCBI07	The management of roadworks overall	48%	-5%	45%	3%	2	31
TCBI11	Tackling illegal onstreet parking	39%	-4%	36%	3%	1	18
TCBI12	Restrictions of parking on busy roads	44%	-4%	41%	3%	1	20
TCBI13	Good park and ride schemes	54%	-4%	43%	11%	1	12
TCBI14	The routes taken by HGV's	42%	-4%	40%	2%	2	41
Quality Indicator							
TCQI19	Informed about local pollution levels	35%	-2%	36%	-1%	4	71
TCQI22	Support for congestion charge scheme	40%	-3%	39%	1%	3	42
TCQI23	Travel less by car	39%	-3%	39%	0%	3	54
TCQI24	Walk, cycle or use public transport more	47%	-2%	43%	4%	2	19

Walking & Cycling Indicators

Number of Indicators Up or Down since last year

Type	Up 4%+	Up 0 to 3%	Down 0 to 3%	Down 4%+
KBI	0	2	0	4
BI	1	6	7	9
QI	0	2	0	0

Number of Indicators Above or Below Average

Type	4%+ Above	0 to 3% Above	0 to 3% Below	4%+ Below
KBI	1	5	0	0
BI	8	15	0	0
QI	1	1	0	0

Individual Indicator Results

Ref	Indicator	Result	Trend	Average	Gap	Quartile	Rank
Key Benchmark Indicator							
KBI11	Pavements & footpaths (overall)	54%	-4%	52%	2%	2	40
KBI12	Pavements & footpaths (aspects)	56%	-4%	52%	4%	1	17
KBI13	Cycle routes and facilities (overall)	52%	0%	50%	2%	2	30
KBI14	Cycle routes and facilities (aspects)	51%	1%	48%	3%	1	25
KBI15	Rights of Way (overall)	56%	-4%	56%	0%	3	63
KBI16	Rights of Way (aspects)	54%	-4%	51%	3%	1	14
Benchmark Indicator							
WCBI01	The provision of pavements	63%	-3%	61%	2%	2	33
WCBI02	The condition of pavements	51%	-6%	50%	1%	2	45
WCBI03	The cleanliness of pavements	51%	-4%	46%	5%	1	23
WCBI04	Direction signposts for pedestrians	60%	-4%	58%	2%	1	15
WCBI05	Provision of safe crossing points	61%	-4%	58%	3%	1	16
WCBI06	Drop kerb crossing points	60%	-4%	57%	3%	1	17
WCBI07	Pavements clear of obstruction	44%	-2%	39%	5%	1	7
WCBI10	Condition of cycle routes	54%	-3%	53%	1%	2	40
WCBI11	Cycle crossing facilities at junctions	52%	0%	49%	3%	1	26
WCBI12	Cycle parking	50%	2%	46%	4%	1	8
WCBI13	Direction signing for cycle routes	54%	0%	50%	4%	1	15
WCBI14	Cycle route information e.g. maps	50%	4%	45%	5%	1	9
WCBI17	Footpaths for walking/running	62%	-5%	60%	2%	2	34
WCBI18	Bridleways for horse riding/cycling	61%	-2%	56%	5%	1	5
WCBI19	Signposting of rights of way	57%	-5%	56%	1%	2	40
WCBI20	Condition of rights of way	57%	-3%	54%	3%	1	20
WCBI21	Ease of use by those with disabilities	48%	-4%	44%	4%	1	20
WCBI22	Information on rights of way	50%	-2%	47%	3%	1	16
WCBI23	Overgrown footpaths and bridleways	45%	-4%	40%	5%	1	10
WCBI27	The number of cycle lanes provided	48%	0%	47%	1%	2	42
WCBI28	The number of cycle routes provided	50%	2%	48%	2%	2	31
WCBI29	The location of the cycle lanes provided	49%	0%	47%	2%	2	36
WCBI30	The location of the cycle routes provided	50%	-1%	49%	1%	2	39

Ref	Indicator	Result	Trend	Average	Gap	Quartile	Rank
Quality Indicator							
WCQ15	Provision of cycle routes	56%	2%	52%	4%	1	23
WCQ16	Provision of cycle lanes	52%	2%	49%	3%	2	22