



NHT Survey Report

2020 Authority Annual Report

NHT NETWORK PARTNERS

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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 and the local Rights of Way Network. It asks detailed questions about each aspect in turn and this year there are new questions canvassing opinion on climate change, changing travel habits and congestion charging.

Responses to the survey are compiled into Key Benchmark Indicators (KBIs) and Benchmark Indicators (BIs) for each Authority for comparison purposes, most of which measure satisfaction. There are also a range of Key Quality Indicators (KQIs) and Quality Indicators (QIs) which cover the non-satisfaction related questions in the survey, measuring ease of access to services, levels of provision and how well informed the public feel.

Importance, Satisfaction and Spending Priorities

The Survey asks the public to rate how important they regard key aspects of highways and transport and how satisfied they are with each one. The Bedford public placed most importance on 'Safety on roads' and 'The condition of roads' and least importance on 'Demand responsive transport' and 'Local taxi (or minicab) services'. In terms of satisfaction with the same key aspects they were most satisfied with 'Local taxi (or minicab) services' and least satisfied with 'The condition of roads'.

Looking at the difference between the levels of importance and the corresponding levels of satisfaction, the biggest differential between the two was for 'The condition of roads' and the closest alignment was for 'Local bus services'.

The survey also asks where the public feel that the level of service provided could be reduced by spending less and where the level of service should be improved by spending more. 'Local taxi (or mini-cab) services' was the most popular choice for a possible reduction in the level of service by spending less, while 'The condition of roads' was the most popular choice for improving the level of service and spending more.

Public Satisfaction Indicators

Bedford's satisfaction scores in this years survey range from a high of 75% for 'Availability of taxis or minicabs (PTBI21)', to a low of 36% for 'Speed of repair to damaged roads (HMBI30)', with the majority of results over 50%.

Taking this year's results and comparing them with last year, 42 indicators improved on last year or remained the same and 24 reduced.

The biggest single improvement in result was for 'Communication (aspects) (KQI02)' which improved by 11% while the indicator with largest recorded reduction in satisfaction was 'Cycle parking (WCBI12)' which reduced by -5%.

Comparing Bedford's results with all other authorities taking part this year, 122 indicators are on or above average and 14 indicators are below average.

The largest positive difference from the NHT Average was for 'Good park and ride schemes (TCBI13)' which was 13% above average, while the indicator with largest negative difference in satisfaction from average was 'Time taken to complete roadworks (TCBI03)' which was -4% below average with an actual score of 39%.

Ease of Access, Provision and Well Informed Indicators

Bedford's ease of access results range from a high of 83% for 'Ease of access to local shops/supermarkets (ABI03)' to a low of 62% for 'Ease of access (disabilities) (KBI04)'.

The public felt most well informed about 'Climate Change (QI18)' with a score of 62% and least well informed about 'Council Actions on Climate Change (QI20)' with a score of 29%.

The provision indicators produced no conclusive results this year with the most popular choice for each question being about the right amount.

In relation to the questions about potholes and repairs to local roads, the public felt there were 'More' potholes and damaged holes than a year ago and that the Council were doing 'About the Same' to repair local roads than a year ago.

Changing Travel Habits and Congestion Charging

There were new questions in the Survey this year canvassing opinion about changing travel habits and congestion charging.

The public 'Tended to disagree' with the statement that they could travel less by car than they currently do and 'Tended to agree' that they could walk, cycle or use public transport more than they currently do.

The most popular answer to the question about congestion charging was to 'Strongly oppose' such a scheme being introduced.

Sample Size and Response Rates

Bedford has taken part in the NHT Survey nine times and is one of the 109 authorities across the UK to take part in the survey this year. The survey was sent to 3,428 households across the authority area and 784 members of the public responded, including 115 on-line. This represents an overall response rate of 23.1% compared with the national average of 23.8%.

Notes

Changes to Survey questions and the effect on trend reporting

A number of changes are made to questionnaire each year, some new questions are introduced, some existing questions are dropped. This year some individual questions have been split and two new questions to improve the clarity of the public views. Trend results are not provided for these new questions.

The introduction of new questions affects the composition and calculation of some of the Survey's 26 Key Benchmark Indicators (KBI's) and where this is the case trend results are not provided, although all historic KPI scores are retained. There is a corresponding knock effect on the calculation of Theme Scores and where this is the case the trend scores for the Survey Themes are not provided.

Trend scores will be reintroduced wherever possible in next year's results

Highest and Lowest Scores

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	74%
PTBI05	BI	How easy buses are to get on/off	Public Transport	74%
CMQI01	QI	Ease of contact for enquiries	Communications	73%
CMQI02	QI	Professionalism of staff re enquiries	Communications	72%
PTBI09	BI	Helpfulness of drivers	Public Transport	70%
PTBI12	BI	Raised kerbs at bus stops	Public Transport	70%
PTBI02	BI	Number of bus stops	Public Transport	69%
TCBI01	BI	Advanced warning of roadworks	Tackling Congestion	69%
PTBI10	BI	Personal safety on the bus	Public Transport	69%

10 Lowest Scores

Reference	Type	Indicator	Theme	Score
HMBI30	BI	Speed of repair to damaged roads	Highway Maintenance	36%
TCBI03	BI	Time taken to complete roadworks	Tackling Congestion	39%
KBI23	KBI	Condition of highways	Highway Maintenance	41%
KBI17	KBI	Traffic levels & congestion	Tackling Congestion	43%
HMBI01	BI	Condition of road surfaces	Highway Maintenance	43%
TCBI11	BI	Tackling illegal onstreet parking	Tackling Congestion	43%
KQI04	KQI	Traffic pollution	Tackling Congestion	43%
HMBI13	BI	Deals with potholes/damaged roads	Highway Maintenance	44%
HMBI23	BI	Speed of repair to damaged pavements	Highway Maintenance	45%
TCBI14	BI	The routes taken by HGV's	Tackling Congestion	46%

Highest Ranked and Lowest Ranked

10 Highest Ranked Scores





Name	Type	Indicator	Theme	Score	Rank
WCBI04	BI	Direction signposts for pedestrians	Walking/Cycling	64%	1
TCBI01	BI	Advanced warning of roadworks	Tackling Congestion	69%	2
HMBI28	BI	Undertakes cold weather gritting (salting)	Highway Maintenance	67%	2
WCBI05	BI	Provision of safe crossing points	Walking/Cycling	65%	2
WCBI18	BI	Bridleways for horse riding/cycling	Walking/Cycling	63%	2
WCBI19	BI	Signposting of rights of way	Walking/Cycling	62%	2
HMBI29	BI	Undertakes snow clearance	Highway Maintenance	62%	2
KQI02	KQI	Communication (aspects)	Communications	54%	2
HMBI22	BI	Deals with flooding on roads	Highway Maintenance	52%	2
CMQI01	QI	Ease of contact for enquiries	Communications	73%	3

10 Lowest Ranked Scores

Name	Type	Indicator	Theme	Score	Rank
TCBI03	BI	Time taken to complete roadworks	Tackling Congestion	39%	94
KQI04	KQI	Traffic pollution	Tackling Congestion	43%	79
RSBI01	BI	Speed limits	Road Safety	61%	78
PTBI07	BI	Bus fares	Public Transport	48%	76
KBI17	KBI	Traffic levels & congestion	Tackling Congestion	43%	71
PTBI02	BI	Number of bus stops	Public Transport	69%	60
KBI25	KBI	Street lighting	Highway Maintenance	64%	55
PTBI01	BI	Frequency of bus services	Public Transport	60%	50
PTBI04	BI	Whether buses arrive on time	Public Transport	57%	47
KBI06	KBI	Local bus services (overall)	Public Transport	61%	44

Summary of Changes

The table below summarises the change in Bedford's results compared with last year by size of the change and type of indicator.

Change	Result	Key Benchmark Indicators	Benchmark Indicators	Key Quality Indicators	Quality Indicators
	4%+ above last year	4	2	2	4
	0-3% above last year	11	25	1	4
	0-3% below last year	2	12	1	1
	4%+ below last year	2	7	0	0

Biggest Individual Changes

Indicators 4% or more up on last year

The table below lists any indicators where Bedford's score has improved by 4% or more compared with last year's Survey result.

Ref	Indicator	Indicator Type	Theme	Trend	Result
Key Benchmark Indicator					
KBI17	Traffic levels & congestion	Satisfaction	Tackling Congestion	6%	43%
KBI00	Overall Satisfaction	Satisfaction	Overall	6%	55%
KBI10	Community transport	Satisfaction	Public Transport	4%	59%
KBI20	Road safety locally	Satisfaction	Road Safety	4%	60%
Key Quality Indicator					
KQI02	Communication (aspects)	Satisfaction	Communications	11%	54%
KQI01	Enquiry handling overall	Satisfaction	Communications	4%	57%
Benchmark Indicator					
ABI07	Ease of access to leisure facilities	Ease of Access	Accessibility	4%	75%

Ref	Indicator	Indicator Type	Theme	Trend	Result
ABI06	Ease of access to school/college	Ease of Access	Accessibility	4%	79%
Quality Indicator					
CMQI01	Ease of contact for enquiries	Satisfaction	Communications	8%	73%
CMQI02	Professionalism of staff re enquiries	Satisfaction	Communications	5%	72%
CMQI03	Speed & quality of response to enquiries	Satisfaction	Communications	5%	60%
CMQI07	Informed about local air quality	Well Informed	Communications	4%	31%





Indicators 4% or more down on last year

The table below lists any indicators where Bedford's score has reduced 4% or more compared with last year's Survey result.

Ref	Indicator	Indicator Type	Theme	Trend	Result
Key Benchmark Indicator					
KBI04	Ease of access (disabilities)	Ease of Access	Accessibility	-8%	62%
KBI05	Ease of access (no car)	Ease of Access	Accessibility	-4%	69%
Benchmark Indicator					
RSBI08	Road safety training/education children	Satisfaction	Road Safety	-5%	52%
WCB12	Cycle parking	Satisfaction	Walking/Cycling	-5%	48%
HMBI09	Maintenance of verges/trees/shrub	Satisfaction	Highway Maintenance	-4%	54%
WCB103	The cleanliness of pavements	Satisfaction	Walking/Cycling	-4%	55%
HMB12	Keeping drains clear and working	Satisfaction	Highway Maintenance	-4%	54%
TCBI03	Time taken to complete roadworks	Satisfaction	Tackling Congestion	-4%	39%
TCBI02	Efforts to reduce delays to traffic	Satisfaction	Tackling Congestion	-4%	50%

Summary of Differences

The table below summarises the difference between Bedford's results and the NHT average by size of the difference and type of indicator.

Change	Result	Key Benchmark Indicators	Benchmark Indicators	Key Quality Indicators	Quality Indicators
	4%+ above average	8	58	2	9
	0-3% above average	15	34	2	11
	0-3% below average	3	7	1	3
	4%+ below average	1	2	0	0

Biggest Individual Differences

Indicators 4%+ above NHT Average

The table below lists any indicators where Bedford's score is 4% or more above the NHT Average score in this year's Survey.

Ref	Indicator	Indicator Type	Theme	Gap	Result
Key Benchmark Indicator					
KBI08	Public transport information	Satisfaction	Public Transport	8%	52%
KBI19	Traffic management	Satisfaction	Tackling Congestion	7%	49%
KBI26	Highway enforcement/obstructions	Satisfaction	Highway Maintenance	6%	51%
KBI12	Pavements & footpaths (aspects)	Satisfaction	Walking/Cycling	6%	60%
KBI16	Rights of Way (aspects)	Satisfaction	Walking/Cycling	6%	58%
KBI23	Condition of highways	Satisfaction	Highway Maintenance	5%	41%
KBI24	Highway maintenance	Satisfaction	Highway Maintenance	5%	55%
KBI14	Cycle routes and facilities (aspects)	Satisfaction	Walking/Cycling	4%	50%
Key Quality Indicator					

Ref	Indicator	Indicator Type	Theme	Gap	Result
KQI01	Enquiry handling overall	Satisfaction	Communications	6%	57%
KQI02	Communication (aspects)	Satisfaction	Communications	6%	54%
Benchmark Indicator					
TCBI13	Good park and ride schemes	Satisfaction	Tackling Congestion	13%	58%
HMBI18	Provides information on Gritting	Satisfaction	Highway Maintenance	10%	54%
HMBI13	Deals with potholes/damaged roads	Satisfaction	Highway Maintenance	9%	44%
HMBI28	Undertakes cold weather gritting (salting)	Satisfaction	Highway Maintenance	9%	67%
TCBI01	Advanced warning of roadworks	Satisfaction	Tackling Congestion	9%	69%
HMBI29	Undertakes snow clearance	Satisfaction	Highway Maintenance	9%	62%
HMBI31	Quality of repair to damaged roads	Satisfaction	Highway Maintenance	9%	47%
HMBI12	Keeping drains clear and working	Satisfaction	Highway Maintenance	8%	54%
HMBI22	Deals with flooding on roads	Satisfaction	Highway Maintenance	8%	52%
HMBI24	Quality of repair to damaged pavements	Satisfaction	Highway Maintenance	7%	54%
WCBI03	The cleanliness of pavements	Satisfaction	Walking/Cycling	7%	55%
PTBI19	Reliability of electronic display info	Satisfaction	Public Transport	7%	59%
HMBI32	Weed killing on and roads	Satisfaction	Highway Maintenance	7%	57%
TCBI05	Helplines to find out about roadworks	Satisfaction	Tackling Congestion	7%	51%
WCBI21	Ease of use by those with disabilities	Satisfaction	Walking/Cycling	7%	52%
WCBI23	Overgrown footpaths and bridleways	Satisfaction	Walking/Cycling	7%	49%
HMBI25	Weed killing on pavements	Satisfaction	Highway Maintenance	7%	52%
HMBI09	Maintenance of verges/trees/shrub	Satisfaction	Highway Maintenance	7%	54%
HMBI11	Provision of Drains	Satisfaction	Highway Maintenance	7%	57%
HMBI19	Cuts back overgrown hedges	Satisfaction	Highway Maintenance	7%	49%
HMBI23	Speed of repair to damaged pavements	Satisfaction	Highway Maintenance	6%	45%
HMBI01	Condition of road surfaces	Satisfaction	Highway Maintenance	6%	43%
WCBI13	Direction signing for cycle routes	Satisfaction	Walking/Cycling	6%	54%

Ref	Indicator	Indicator Type	Theme	Gap	Result
PTBI23	Cost (fares) of taxis or minicabs	Satisfaction	Public Transport	6%	60%
TCBI11	Tackling illegal onstreet parking	Satisfaction	Tackling Congestion	6%	43%
WCBI18	Bridleways for horse riding/cycling	Satisfaction	Walking/Cycling	6%	63%
WCBI19	Signposting of rights of way	Satisfaction	Walking/Cycling	6%	62%
RSBI07	Safety of children cycling to school	Satisfaction	Road Safety	6%	49%
TCBI12	Restrictions of parking on busy roads	Satisfaction	Tackling Congestion	5%	48%
WCBI04	Direction signposts for pedestrians	Satisfaction	Walking/Cycling	5%	64%
HMBI30	Speed of repair to damaged roads	Satisfaction	Highway Maintenance	5%	36%
HMBI20	Deals with mud on the road	Satisfaction	Highway Maintenance	5%	53%
WCBI06	Drop kerb crossing points	Satisfaction	Walking/Cycling	5%	64%
WCBI07	Pavements clear of obstruction	Satisfaction	Walking/Cycling	5%	46%
WCBI17	Footpaths for walking/running	Satisfaction	Walking/Cycling	5%	67%
RSBI05	Safety of cycling	Satisfaction	Road Safety	5%	53%
RSBI06	Safety of children walking to school	Satisfaction	Road Safety	5%	59%
WCBI05	Provision of safe crossing points	Satisfaction	Walking/Cycling	5%	65%
WCBI02	The condition of pavements	Satisfaction	Walking/Cycling	5%	57%
HMBI02	Cleanliness of roads	Satisfaction	Highway Maintenance	5%	59%
TCBI06	Minimising nuisance to residents	Satisfaction	Tackling Congestion	5%	54%
WCBI10	Condition of cycle routes	Satisfaction	Walking/Cycling	5%	57%
PTBI22	Reliability of taxis or minicabs	Satisfaction	Public Transport	4%	74%
WCBI20	Condition of rights of way	Satisfaction	Walking/Cycling	4%	60%
PTBI11	Personal safety at bus stops	Satisfaction	Public Transport	4%	67%
TCBI07	The management of roadworks overall	Satisfaction	Tackling Congestion	4%	53%
WCBI12	Cycle parking	Satisfaction	Walking/Cycling	4%	48%
PTBI12	Raised kerbs at bus stops	Satisfaction	Public Transport	4%	70%
PTBI20	Provision of public transport info	Satisfaction	Public Transport	4%	60%

Ref	Indicator	Indicator Type	Theme	Gap	Result
PTBI17	Information about accessible buses	Satisfaction	Public Transport	4%	57%
TCBI14	The routes taken by HGV's	Satisfaction	Tackling Congestion	4%	46%
HMBI03	Condition of road markings	Satisfaction	Highway Maintenance	4%	58%
WCBI27	The number of cycle lanes provided	Satisfaction	Walking/Cycling	4%	48%
RSBI04	Safety of walking	Satisfaction	Road Safety	4%	65%
WCBI22	Information on rights of way	Satisfaction	Walking/Cycling	4%	52%
WCBI11	Cycle crossing facilities at junctions	Satisfaction	Walking/Cycling	4%	52%
RSBI02	Speed controls (e.g. road humps)	Satisfaction	Road Safety	4%	57%
PTBI21	Availability of taxis or minicabs	Satisfaction	Public Transport	4%	75%
Quality Indicator					
HMQI12	Action to repair local roads	More or Less	Highway Maintenance	10%	48%
CMQI06	Informed about action to repair local roads	Well Informed	Communications	9%	42%
HMQI11	Number of potholes	More or Less	Highway Maintenance	9%	37%
CMQI17	Reporting back what had been done	Satisfaction	Communications	8%	52%
CMQI01	Ease of contact for enquiries	Satisfaction	Communications	7%	73%
CMQI03	Speed & quality of response to enquiries	Satisfaction	Communications	5%	60%
CMQI05	Informed about highways and transport	Well Informed	Communications	4%	49%
TCQI24	Walk, cycle or use public transport more	Agreement	Tackling Congestion	4%	49%
CMQI07	Informed about local air quality	Well Informed	Communications	4%	31%

Indicators 4%+ below NHT Average

The table below lists any indicators where Bedford's score is 4% or more below the NHT Average score in this year's Survey.

Ref	Indicator	Indicator Type	Theme	Gap	Result
Key Benchmark Indicator					
KBI04	Ease of access (disabilities)	Ease of Access	Accessibility	-4%	62%

Ref	Indicator	Indicator Type	Theme	Gap	Result
Benchmark Indicator					
ABI01	Ease of access to where you work (if you do)	Ease of Access	Accessibility	-5%	70%
TCBI03	Time taken to complete roadworks	Satisfaction	Tackling Congestion	-4%	39%

Accessibility

Number of Indicators Up or Down since last year

Type	Up 4%+	Up 0 to 3%	Down 0 to 3%	Down 4%+
Key Benchmark Indicator	0	1	0	2
Benchmark Indicator	2	5	1	0

Number of Indicators Above or Below Average

Type	4%+ Above	Up to 3% Above	Up to 3% Below	4%+ Below
Key Benchmark Indicator	0	0	2	1
Benchmark Indicator	0	3	4	1

Indicator Results

Ref	Indicator	Result	Trend	Average	Gap	Quartile	Rank
Key Benchmark Indicator							
KBI03	Ease of access (all)	75%	2%	77%	-2%	4	84
KBI04	Ease of access (disabilities)	62%	-8%	66%	-4%	4	94
KBI05	Ease of access (no car)	69%	-4%	70%	-1%	3	64
Benchmark Indicator							
ABI01	Ease of access to where you work (if you do)	70%	-1%	75%	-5%	4	100
ABI02	Ease of sccess to post office/banks	75%	3%	76%	-1%	3	69
ABI03	Ease of access to local shops/supermarkets	83%	3%	82%	1%	2	28
ABI04	Ease of access to hospital	69%	3%	68%	1%	2	48
ABI05	Ease of access to doctors and health facilities	77%	2%	79%	-2%	4	93
ABI06	Ease of access to school/college	79%	4%	79%	0%	3	56
ABI07	Ease of access to leisure facilities	75%	4%	76%	-1%	3	62
ABI08	Ease of access to visit friends/family	75%	3%	76%	-1%	3	76

Highway Maintenance

Number of Indicators Up or Down since last year

Type	Up 4%+	Up 0 to 3%	Down 0 to 3%	Down 4%+
Key Benchmark Indicator	0	2	0	0
Benchmark Indicator	0	6	5	2
Quality Indicator	0	1	1	0

Number of Indicators Above or Below Average

Type	4%+ Above	Up to 3% Above	Up to 3% Below	4%+ Below
Key Benchmark Indicator	3	1	0	0
Benchmark Indicator	19	4	0	0
Quality Indicator	2	0	1	0

Indicator Results

Ref	Indicator	Result	Trend	Average	Gap	Quartile	Rank
Key Benchmark Indicator							
KBI23	Condition of highways	41%	1%	36%	5%	1	20
KBI24	Highway maintenance	55%		50%	5%	1	4
KBI25	Street lighting	64%	0%	64%	0%	3	55
KBI26	Highway enforcement/obstructions	51%		45%	6%	1	3
Benchmark Indicator							
HMBI01	Condition of road surfaces	43%	1%	37%	6%	1	15
HMBI02	Cleanliness of roads	59%	-2%	54%	5%	1	16
HMBI03	Condition of road markings	58%	2%	54%	4%	1	16
HMBI05	Provision of street Lighting	64%	-2%	62%	2%	2	32
HMBI06	Speed of repair to street lights	61%	0%	58%	3%	1	17
HMBI09	Maintenance of verges/trees/shrub	54%	-4%	47%	7%	1	7
HMBI11	Provision of Drains	57%	-3%	50%	7%	1	8
HMBI12	Keeping drains clear and working	54%	-4%	46%	8%	1	9
HMBI13	Deals with potholes/damaged roads	44%	1%	35%	9%	1	7
HMBI18	Provides information on Gritting	54%	2%	44%	10%	1	3
HMBI19	Cuts back overgrown hedges	49%	-2%	42%	7%	1	4

Ref	Indicator	Result	Trend	Average	Gap	Quartile	Rank
HMBI20	Deals with mud on the road	53%	0%	48%	5%	1	7
HMBI22	Deals with flooding on roads	52%	-1%	44%	8%	1	2
HMBI23	Speed of repair to damaged pavements	45%		39%	6%	1	11
HMBI24	Quality of repair to damaged pavements	54%		47%	7%	1	4
HMBI25	Weed killing on pavements	52%		45%	7%	1	6
HMBI26	Condition of road signs	64%		61%	3%	1	11
HMBI27	Cleanliness of road signs	61%		58%	3%	1	15
HMBI28	Undertakes cold weather gritting (salting)	67%		58%	9%	1	2
HMBI29	Undertakes snow clearance	62%		53%	9%	1	2
HMBI30	Speed of repair to damaged roads	36%		31%	5%	1	18
HMBI31	Quality of repair to damaged roads	47%		38%	9%	1	5
HMBI32	Weed killing on and roads	57%		50%	7%	1	3
Quality Indicator							
HMQI11	Number of potholes	37%	0%	28%	9%	1	6
HMQI12	Action to repair local roads	48%	-2%	38%	10%	1	7
HMQI13	Provision of street-lights	76%		79%	-3%	4	88

Public Transport

Number of Indicators Up or Down since last year

Type	Up 4%+	Up 0 to 3%	Down 0 to 3%	Down 4%+
Key Benchmark Indicator	1	2	0	0
Key Quality Indicator	0	1	0	0
Benchmark Indicator	0	0	0	0
Quality Indicator	0	0	0	0

Number of Indicators Above or Below Average

Type	4%+ Above	Up to 3% Above	Up to 3% Below	4%+ Below
Key Benchmark Indicator	1	4	0	0
Key Quality Indicator	0	2	0	0
Benchmark Indicator	8	16	2	0
Quality Indicator	0	0	1	0

Indicator Results

Ref	Indicator	Result	Trend	Average	Gap	Quartile	Rank
Key Benchmark Indicator							
KBI06	Local bus services (overall)	61%	1%	60%	1%	2	44
KBI07	Local bus services (aspects)	60%		57%	3%	2	38
KBI08	Public transport information	52%		44%	8%	1	16
KBI09	Taxi/mini cab services	68%	1%	66%	2%	2	35
KBI10	Community transport	59%	4%	58%	1%	1	21
Key Quality Indicator							
KQI03	Responsive transport	57%	3%	55%	2%	1	27
KQI05	Public transport information (aspects)	59%		56%	3%	1	17
Benchmark Indicator							
PTBI01	Frequency of bus services	60%		60%	0%	2	50
PTBI02	Number of bus stops	69%		70%	-1%	3	60
PTBI03	The state of bus stops	62%		60%	2%	2	41
PTBI04	Whether buses arrive on time	57%		56%	1%	2	47
PTBI05	How easy buses are to get on/off	74%		73%	1%	2	37
PTBI06	The local bus service overall	63%		61%	2%	2	43

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Results by Theme

Ref	Indicator	Result	Trend	Average	Gap	Quartile	Rank
PTBI07	Bus fares	48%		50%	-2%	3	76
PTBI08	Quality and cleanliness of buses	65%		63%	2%	2	37
PTBI09	Helpfulness of drivers	70%		68%	2%	2	33
PTBI10	Personal safety on the bus	69%		68%	1%	2	41
PTBI11	Personal safety at bus stops	67%		63%	4%	1	21
PTBI12	Raised kerbs at bus stops	70%		66%	4%	1	16
PTBI13	The amount of information	58%		56%	2%	2	42
PTBI14	The clarity of information	60%		58%	2%	1	26
PTBI15	The accuracy of information	60%		58%	2%	2	31
PTBI16	Ease of finding the right information	57%		55%	2%	2	31
PTBI17	Information about accessible buses	57%		53%	4%	1	14
PTBI18	Info to help people plan journeys	61%		59%	2%	2	28
PTBI19	Reliability of electronic display info	59%		52%	7%	1	12
PTBI20	Provision of public transport info	60%		56%	4%	1	18
PTBI21	Availability of taxis or minicabs	75%		71%	4%	2	35
PTBI22	Reliability of taxis or minicabs	74%		70%	4%	1	24
PTBI23	Cost (fares) of taxis or minicabs	60%		54%	6%	1	15
PTBI24	Availability of community transport	58%		56%	2%	1	20
PTBI25	Community transport fares	57%		56%	1%	2	41
PTBI26	Reliability of community transport	61%		58%	3%	1	13
Quality Indicator							
PTQI08	Provision of bus stops	86%		87%	-1%	3	80

Road Safety

Number of Indicators Up or Down since last year

Type	Up 4%+	Up 0 to 3%	Down 0 to 3%	Down 4%+
Key Benchmark Indicator	1	0	1	0
Benchmark Indicator	0	3	2	1
Quality Indicator	0	0	0	0

Number of Indicators Above or Below Average

Type	4%+ Above	Up to 3% Above	Up to 3% Below	4%+ Below
Key Benchmark Indicator	0	3	0	0
Benchmark Indicator	5	4	1	0
Quality Indicator	0	1	0	0

Indicator Results

Ref	Indicator	Result	Trend	Average	Gap	Quartile	Rank
Key Benchmark Indicator							
KBI20	Road safety locally	60%	4%	57%	3%	1	11
KBI21	Road safety environment	57%		54%	3%	1	7
KBI22	Road safety education	51%	-2%	50%	1%	2	31
Benchmark Indicator							
RSBI01	Speed limits	61%	-2%	63%	-2%	3	78
RSBI02	Speed controls (e.g. road humps)	57%	2%	53%	4%	1	6
RSBI03	Location of speed control measures	56%	1%	54%	2%	1	15
RSBI04	Safety of walking	65%		61%	4%	1	12
RSBI05	Safety of cycling	53%		48%	5%	1	7
RSBI06	Safety of children walking to school	59%		54%	5%	1	9
RSBI07	Safety of children cycling to school	49%		43%	6%	1	8
RSBI08	Road safety training/education children	52%	-5%	51%	1%	2	42
RSBI09	Road safety education motorcycles	52%	0%	50%	2%	1	17
RSBI10	Road safety education young drivers	50%	-1%	48%	2%	1	28
Quality Indicator							
RSQI09	Provision of speed controls	65%		64%	1%	2	38

Tackling Congestion

Number of Indicators Up or Down since last year

Type	Up 4%+	Up 0 to 3%	Down 0 to 3%	Down 4%+
Key Benchmark Indicator	1	1	0	0
Key Quality Indicator	0	0	1	0
Benchmark Indicator	0	5	0	2
Quality Indicator	0	0	0	0

Number of Indicators Above or Below Average

Type	4%+ Above	Up to 3% Above	Up to 3% Below	4%+ Below
Key Benchmark Indicator	1	1	1	0
Key Quality Indicator	0	0	1	0
Benchmark Indicator	8	2	0	1
Quality Indicator	1	3	0	0

Indicator Results

Ref	Indicator	Result	Trend	Average	Gap	Quartile	Rank
Key Benchmark Indicator							
KBI17	Traffic levels & congestion	43%	6%	46%	-3%	3	71
KBI18	Management of roadworks	53%	0%	50%	3%	1	18
KBI19	Traffic management	49%		42%	7%	1	6
Key Quality Indicator							
KQI04	Traffic pollution	43%	-1%	45%	-2%	3	79
Benchmark Indicator							
TCBI01	Advanced warning of roadworks	69%	2%	60%	9%	1	2
TCBI02	Efforts to reduce delays to traffic	50%	-4%	49%	1%	2	42
TCBI03	Time taken to complete roadworks	39%	-4%	43%	-4%	4	94
TCBI04	Signposting of road diversions	57%	1%	56%	1%	2	37
TCBI05	Helplines to find out about roadworks	51%	2%	44%	7%	1	3
TCBI06	Minimising nuisance to residents	54%	1%	49%	5%	1	4
TCBI07	The management of roadworks overall	53%	2%	49%	4%	1	13
TCBI11	Tackling illegal onstreet parking	43%		37%	6%	1	7
TCBI12	Restrictions of parking on busy roads	48%		43%	5%	1	13

Ref	Indicator	Result	Trend	Average	Gap	Quartile	Rank
TCBI13	Good park and ride schemes	58%		45%	13%	1	11
TCBI14	The routes taken by HGV's	46%		42%	4%	1	20
Quality Indicator							
TCQI19	Informed about local pollution levels	37%		37%	0%	3	41
TCQI22	Support for congestion charge scheme	43%		42%	1%	2	31
TCQI23	Travel less by car	42%		40%	2%	3	32
TCQI24	Walk, cycle or use public transport more	49%		45%	4%	2	9

Walking & Cycling

Number of Indicators Up or Down since last year

Type	Up 4%+	Up 0 to 3%	Down 0 to 3%	Down 4%+
Key Benchmark Indicator	0	3	1	0
Benchmark Indicator	0	6	4	2
Quality Indicator	0	0	0	0

Number of Indicators Above or Below Average

Type	4%+ Above	Up to 3% Above	Up to 3% Below	4%+ Below
Key Benchmark Indicator	3	3	0	0
Benchmark Indicator	18	5	0	0
Quality Indicator	0	2	0	0

Indicator Results

Ref	Indicator	Result	Trend	Average	Gap	Quartile	Rank
Key Benchmark Indicator							
KBI11	Pavements & footpaths (overall)	58%	0%	55%	3%	1	25
KBI12	Pavements & footpaths (aspects)	60%	0%	54%	6%	1	3
KBI13	Cycle routes and facilities (overall)	52%	-2%	49%	3%	1	19
KBI14	Cycle routes and facilities (aspects)	50%		46%	4%	1	15
KBI15	Rights of Way (overall)	60%	3%	57%	3%	1	11
KBI16	Rights of Way (aspects)	58%		52%	6%	1	3
Benchmark Indicator							
WCBI01	The provision of pavements	66%	-2%	63%	3%	1	18
WCBI02	The condition of pavements	57%	-1%	52%	5%	1	15
WCBI03	The cleanliness of pavements	55%	-4%	48%	7%	1	4
WCBI04	Direction signposts for pedestrians	64%	0%	59%	5%	1	1
WCBI05	Provision of safe crossing points	65%	2%	60%	5%	1	2
WCBI06	Drop kerb crossing points	64%	1%	59%	5%	1	4
WCBI07	Pavements clear of obstruction	46%	0%	41%	5%	1	7
WCBI10	Condition of cycle routes	57%	0%	52%	5%	1	12
WCBI11	Cycle crossing facilities at junctions	52%	-1%	48%	4%	1	16

Ref	Indicator	Result	Trend	Average	Gap	Quartile	Rank
WCBI12	Cycle parking	48%	-5%	44%	4%	1	13
WCBI13	Direction signing for cycle routes	54%	1%	48%	6%	1	7
WCBI14	Cycle route information e.g. maps	46%	-3%	43%	3%	1	25
WCBI17	Footpaths for walking/running	67%		62%	5%	1	3
WCBI18	Bridleways for horse riding/cycling	63%		57%	6%	1	2
WCBI19	Signposting of rights of way	62%		56%	6%	1	2
WCBI20	Condition of rights of way	60%		56%	4%	1	8
WCBI21	Ease of use by those with disabilities	52%		45%	7%	1	8
WCBI22	Information on rights of way	52%		48%	4%	1	6
WCBI23	Overgrown footpaths and bridleways	49%		42%	7%	1	6
WCBI27	The number of cycle lanes provided	48%		44%	4%	1	17
WCBI28	The number of cycle routes provided	48%		45%	3%	1	22
WCBI29	The location of the cycle lanes provided	49%		46%	3%	1	20
WCBI30	The location of the cycle routes provided	51%		48%	3%	1	16
Quality Indicator							
WCQI15	Provision of cycle routes	54%		51%	3%	1	21
WCQI16	Provision of cycle lanes	50%		47%	3%	2	24

Comparisons with other Groups

The table below shows how Bedford's results for each Key Benchmark Indicator in this year's Survey compare with the highest, lowest and average results reported in each of their nominated comparison Groups.

Group Name	Group Type	High	Average	Low	Bedford	Gap
KBI 00 - Overall Satisfaction						
Eastern	Region	62	52	47	55	3
Unitary Authority	Peer Group	62	53	40	55	2
FHRG	Alliance	60	50	40	55	5
MHA +	Alliance	62	51	40	55	4
KBI 01 - Importance vs Satisfaction (local)						
Eastern	Region	60	53	50	55	2
Unitary Authority	Peer Group	60	54	47	55	1
FHRG	Alliance	59	52	47	55	3
MHA +	Alliance	60	54	47	55	1
KBI 02 - Importance vs Satisfaction (national)						
Eastern	Region	60	53	50	55	2
Unitary Authority	Peer Group	60	54	47	55	1
FHRG	Alliance	59	52	47	55	3
MHA +	Alliance	60	54	47	55	1
KBI 03 - Ease of Access (all)						
Eastern	Region	79	76	72	75	-1
Unitary Authority	Peer Group	80	77	72	75	-2
FHRG	Alliance	80	77	74	75	-2
MHA +	Alliance	80	77	74	75	-2
KBI 04 - Ease of Access (disabilities)						
Eastern	Region	72	65	61	62	-3

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Group Comparisons

Group Name	Group Type	High	Average	Low	Bedford	Gap
Unitary Authority	Peer Group	74	66	60	62	-4
FHRG	Alliance	70	66	61	62	-4
MHA +	Alliance	72	66	59	62	-4
KBI 05 - Ease of Access (no car)						
Eastern	Region	75	70	61	69	-1
Unitary Authority	Peer Group	80	69	54	69	0
FHRG	Alliance	75	69	56	69	0
MHA +	Alliance	79	69	56	69	0
KBI 06 - Local bus services (overall)						
Eastern	Region	63	58	51	61	3
Unitary Authority	Peer Group	79	61	48	61	0
FHRG	Alliance	63	56	47	61	5
MHA +	Alliance	79	60	48	61	1
KBI 07 - Local bus services (aspects)						
Eastern	Region	60	54	47	60	6
Unitary Authority	Peer Group	81	59	39	60	1
FHRG	Alliance	67	53	39	60	7
MHA +	Alliance	81	55	36	60	5
KBI 08 - Public transport information						
Eastern	Region	52	40	32	52	12
Unitary Authority	Peer Group	73	45	24	52	7
FHRG	Alliance	52	38	23	52	14
MHA +	Alliance	73	42	24	52	10
KBI 09 - Taxi/mini cab services						
Eastern	Region	72	66	57	68	2
Unitary Authority	Peer Group	73	66	57	68	2

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Group Comparisons

Group Name	Group Type	High	Average	Low	Bedford	Gap
FHRG	Alliance	69	63	56	68	5
MHA +	Alliance	73	65	56	68	3
KBI 10 - Community Transport						
Eastern	Region	60	57	55	59	2
Unitary Authority	Peer Group	63	58	53	59	1
FHRG	Alliance	59	57	53	59	2
MHA +	Alliance	65	58	53	59	1
KBI 11 - Pavements & Footpaths (overall)						
Eastern	Region	60	53	43	58	5
Unitary Authority	Peer Group	65	54	43	58	4
FHRG	Alliance	62	54	46	58	4
MHA +	Alliance	62	55	48	58	3
KBI 12 - Pavements & Footpaths (aspects)						
Eastern	Region	60	55	51	60	5
Unitary Authority	Peer Group	61	55	49	60	5
FHRG	Alliance	60	55	51	60	5
MHA +	Alliance	60	55	51	60	5
KBI 13 - Cycle routes and facilities (overall)						
Eastern	Region	59	50	45	52	2
Unitary Authority	Peer Group	66	50	40	52	2
FHRG	Alliance	66	47	40	52	5
MHA +	Alliance	66	48	40	52	4
KBI 14 - Cycle routes and facilities (aspects)						
Eastern	Region	53	47	43	50	3
Unitary Authority	Peer Group	62	48	41	50	2
FHRG	Alliance	62	45	39	50	5

Group Name	Group Type	High	Average	Low	Bedford	Gap
MHA +	Alliance	62	46	39	50	4
KBI 15 - Rights of way (overall)						
Eastern	Region	63	57	54	60	3
Unitary Authority	Peer Group	64	58	53	60	2
FHRG	Alliance	64	58	53	60	2
MHA +	Alliance	64	58	53	60	2
KBI 16 - Rights of way (aspects)						
Eastern	Region	58	53	50	58	5
Unitary Authority	Peer Group	60	53	48	58	5
FHRG	Alliance	59	52	48	58	6
MHA +	Alliance	60	52	48	58	6
KBI 17 - Traffic levels & congestion						
Eastern	Region	55	46	41	43	-3
Unitary Authority	Peer Group	59	46	33	43	-3
FHRG	Alliance	59	46	40	43	-3
MHA +	Alliance	59	47	40	43	-4
KBI 18 - Management of roadworks						
Eastern	Region	55	50	45	53	3
Unitary Authority	Peer Group	58	51	45	53	2
FHRG	Alliance	55	50	44	53	3
MHA +	Alliance	56	51	46	53	2
KBI 19 - Traffic management						
Eastern	Region	49	42	38	49	7
Unitary Authority	Peer Group	57	43	34	49	6
FHRG	Alliance	49	41	34	49	8
MHA +	Alliance	57	42	34	49	7

Group Name	Group Type	High	Average	Low	Bedford	Gap
KBI 20 - Road safety locally						
Eastern	Region	61	57	53	60	3
Unitary Authority	Peer Group	64	58	50	60	2
FHRG	Alliance	63	57	49	60	3
MHA +	Alliance	64	57	51	60	3
KBI 21 - Road safety environment						
Eastern	Region	59	55	51	57	2
Unitary Authority	Peer Group	63	55	48	57	2
FHRG	Alliance	63	53	48	57	4
MHA +	Alliance	63	54	48	57	3
KBI 22 - Road safety education						
Eastern	Region	57	51	46	51	0
Unitary Authority	Peer Group	57	50	44	51	1
FHRG	Alliance	57	49	45	51	2
MHA +	Alliance	57	49	45	51	2
KBI 23 - Condition of highways						
Eastern	Region	52	38	29	41	3
Unitary Authority	Peer Group	55	37	21	41	4
FHRG	Alliance	47	32	21	41	9
MHA +	Alliance	52	35	21	41	6
KBI 24 - Highway maintenance						
Eastern	Region	55	50	47	55	5
Unitary Authority	Peer Group	61	51	43	55	4
FHRG	Alliance	55	49	43	55	6
MHA +	Alliance	55	49	43	55	6
KBI 25 - Street lighting						

Group Name	Group Type	High	Average	Low	Bedford	Gap
Eastern	Region	65	60	55	64	4
Unitary Authority	Peer Group	70	64	55	64	0
FHRG	Alliance	68	62	51	64	2
MHA +	Alliance	71	64	51	64	0
KBI 26 - Highway enforcement/obstructions						
Eastern	Region	51	46	40	51	5
Unitary Authority	Peer Group	56	46	38	51	5
FHRG	Alliance	51	44	38	51	7
MHA +	Alliance	51	44	38	51	7