

## NHT Survey Report

# 2022 Authority Annual Report

Bedford Borough Council

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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
- 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.

### Bedford's Participation

Bedford has taken part in the NHT Survey 11 times. This year the survey was sent to 3,428 households across the authority area and 683 members of the public responded. This represents an overall response rate for Bedford of 19.9% compared with the national average of 22.8%.

#### *Note:*

This report provides highlights of Bedford Borough 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  
**Safe roads**

Least Satisfied  
**Condition of roads**

Declined the Most  
**Low levels of traffic congestion**

Spending Priority  
**Condition of roads**

### Most Important/Least Important

The Bedford public placed most importance on '**Safe roads**' and '**Condition of roads**' and least importance on '**Demand responsive transport**' and '**Good local taxi services**'.

### Most Satisfied/Least Satisfied

In terms of satisfaction the public were most satisfied with '**Local taxi services**' 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 '**Low levels of traffic congestion**' 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
Safety on roads	96	58	45	75
Condition of roads	94	40	34	83
Pavements	91	57	49	69
Levels of traffic pollution	89	48	38	74
Street lighting	88	61	50	65
Traffic congestion	87	46	33	78
Local bus services	80	55	44	67
Rights of way network	78	58	50	61
Cycle routes/lanes	76	55	57	62
Community transport	71	55	52	59
Local taxi services	68	64	52	50
Demand responsive transport	64	52	50	62

## 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	Score	NHT Average	Trend	Gap
	Overall	53%	50%	2%	3%
	Accessibility	73%	68%	2%	5%
	Communications	55%	46%	5%	9%
	Public Transport	53%	51%	-2%	2%
	Walking/Cycling	55%	51%	1%	4%
	Tackling Congestion	47%	44%	2%	3%
	Road Safety	56%	52%	1%	4%
	Highway Maintenance	51%	46%	3%	5%

## 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.

Above Average



Below Average



Improving

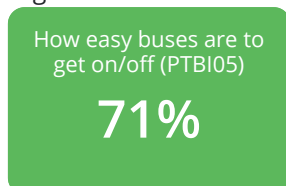


Reducing



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.

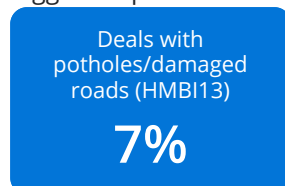
Highest Satisfaction



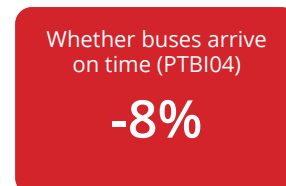
Lowest Satisfaction



Biggest Improvement



Worst Decline



## 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 Very Well 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

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; 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	71%
PTBI10	BI	Personal safety on the bus	Public Transport	68%
HMBI28	BI	Undertakes cold weather gritting (salting)	Highway Maintenance	67%
PTBI09	BI	Helpfulness of drivers	Public Transport	66%
PTBI12	BI	Raised kerbs at bus stops	Public Transport	66%
PTBI02	BI	Number of bus stops	Public Transport	65%
TCBI01	BI	Advanced warning of roadworks	Tackling Congestion	65%
KBI09	KBI	Taxi/mini cab services	Public Transport	64%
PTBI08	BI	Quality and cleanliness of buses	Public Transport	64%
PTBI11	BI	Personal safety at bus stops	Public Transport	63%

### 10 Lowest Scores

Reference	Type	Indicator	Theme	Score
HMBI30	BI	Speed of repair to damaged roads	Highway Maintenance	36%
TCBI11	BI	Tackling illegal onstreet parking	Tackling Congestion	37%
KBI08	KBI	Public transport information	Public Transport	40%
KBI23	KBI	Condition of highways	Highway Maintenance	40%
TCBI03	BI	Time taken to complete roadworks	Tackling Congestion	40%
HMBI23	BI	Speed of repair to damaged pavements	Highway Maintenance	40%
HMBI01	BI	Condition of road surfaces	Highway Maintenance	41%
HMBI13	BI	Deals with potholes/damaged roads	Highway Maintenance	42%
TCBI12	BI	Restrictions of parking on busy roads	Tackling Congestion	42%
WCBI07	BI	Pavements clear of obstruction	Walking/Cycling	43%



## 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; Ease of Access, Provision, More or Less or Well Informed.*

### 10 Highest Ranked Scores





Name	Type	Indicator	Theme	Score	Rank
HMBI18	BI	Provides information on Gritting	Highway Maintenance	55%	1
KQI02	KQI	Communication (aspects)	Communications	55%	1
RSBI10	BI	Road safety education young drivers	Road Safety	54%	1
TCBI05	BI	Helplines to find out about roadworks	Tackling Congestion	48%	1
HMBI28	BI	Undertakes cold weather gritting (salting)	Highway Maintenance	67%	1
HMBI29	BI	Undertakes snow clearance	Highway Maintenance	62%	1
HMBI22	BI	Deals with flooding on roads	Highway Maintenance	51%	2
KBI16	KBI	Rights of Way (aspects)	Walking/Cycling	56%	2
TCBI01	BI	Advanced warning of roadworks	Tackling Congestion	65%	2
WCBI19	BI	Signposting of rights of way	Walking/Cycling	60%	2

### 10 Lowest Ranked Scores

Name	Type	Indicator	Theme	Score	Rank
KBI25	KBI	Street lighting	Highway Maintenance	61%	76
PTBI04	BI	Whether buses arrive on time	Public Transport	49%	69
KBI10	KBI	Community transport	Public Transport	55%	65
PTBI06	BI	The local bus service overall	Public Transport	54%	63
PTBI01	BI	Frequency of bus services	Public Transport	51%	62
RSBI01	BI	Speed limits	Road Safety	61%	61
KBI06	KBI	Local bus services (overall)	Public Transport	55%	55
PTBI18	BI	Info to help people plan journeys	Public Transport	53%	55
PTBI02	BI	Number of bus stops	Public Transport	65%	53
PTBI03	BI	The state of bus stops	Public Transport	56%	53

## Year on Year Changes

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

Change	Result	Key Benchmark Indicators	Key Quality Indicators	Benchmark Indicators	Quality Indicators
	4%+ above last year	4	1	13	9
	0-3% above last year	17	1	53	4
	0-3% below last year	5	2	24	3
	4%+ below last year	1	0	5	1

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




Name	Type	Indicator	Theme	Trend	Result
CMQI20	QI	Informed about council actions on climate change	Communications	9%	34%
HMBI13	BI	Deals with potholes/damaged roads	Highway Maintenance	7%	42%
KBI23	KBI	Condition of highways	Highway Maintenance	7%	40%
HMBI30	BI	Speed of repair to damaged roads	Highway Maintenance	7%	36%
HMBI18	BI	Provides information on Gritting	Highway Maintenance	6%	55%
HMQI11	QI	Number of potholes	Highway Maintenance	6%	31%
HMQI12	QI	Action to repair local roads	Highway Maintenance	6%	45%
WCQI16	QI	Provision of cycle lanes	Walking/Cycling	6%	58%
CMQI21	QI	Informed about personal actions on climate change	Communications	6%	61%
HMBI29	BI	Undertakes snow clearance	Highway Maintenance	6%	62%

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	-8%	51%
PTBI04	BI	Whether buses arrive on time	Public Transport	-8%	49%
PTBI03	BI	The state of bus stops	Public Transport	-6%	56%
PTBI06	BI	The local bus service overall	Public Transport	-6%	54%
PTQI08	QI	Provision of bus stops	Public Transport	-6%	82%
KBI06	KBI	Local bus services (overall)	Public Transport	-5%	55%
PTBI02	BI	Number of bus stops	Public Transport	-4%	65%

## Difference from Average

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

Change	Result	Key Benchmark Indicators	Benchmark Indicator	Key Quality Indicators	Quality Indicators
	4%+ above average	16	55	1	12
	0-3% above average	10	37	3	8
	0-3% below average	1	4	0	2

Indicators 4%+ above NHT Average (top 10)

Ref	Type	Indicator	Theme	Gap	Result
HMQUI12	QI	Action to repair local roads	Highway Maintenance	12%	45%
HMBI18	BI	Provides information on Gritting	Highway Maintenance	11%	55%
HMBI19	BI	Cuts back overgrown hedges	Highway Maintenance	11%	49%
WCBI23	BI	Overgrown footpaths and bridleways	Walking/Cycling	11%	49%
CMQI06	QI	Informed about action to repair local roads	Communications	11%	41%
HMBI13	BI	Deals with potholes/damaged roads	Highway Maintenance	10%	42%
TCBI13	BI	Good park and ride schemes	Tackling Congestion	10%	51%
KBI04	KBI	Ease of access (disabilities)	Accessibility	9%	72%
KBI26	KBI	Highway enforcement/obstructions	Highway Maintenance	9%	51%
KQI02	KQI	Communication (aspects)	Communications	9%	55%

Indicators 4%+ below NHT Average (bottom 10)

There are none

## Theme Results

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

For each theme there are tables summarising how Bedford's results have changed since last year and how they compare with the NHT average. There are also tables of individual results, showing Bedford'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)	54%	2%	51%	3%	1	15
KBI02	Overall (national)	54%	2%	51%	3%	1	15
KBI00	Overall Satisfaction	51%	2%	47%	4%	1	16

## Accessibility Indicators

Improving



Reducing



Above Average



Below Average



### Individual Indicator Results

Ref	Questionnaire Text	Result	Trend	Average	Gap	Quartile	Rank
<b>Key Benchmark Indicator</b>							
KBI03	Ease of access (all)	76%	0%	72%	4%	1	2
KBI04	Ease of access (disabilities)	72%	4%	63%	9%	1	1
KBI05	Ease of access (no car)	71%	3%	67%	4%	1	17
<b>Benchmark Indicator</b>							
ABI01	Ease of access to where you work (if you do)	76%	1%	73%	3%	1	15
ABI02	Ease of access to post office/banks	74%	-1%	71%	3%	1	9
ABI03	Ease of access to local shops/supermarkets	80%	-3%	79%	1%	2	33
ABI04	Ease of access to hospital	72%	0%	64%	8%	1	3
ABI05	Ease of access to doctors and health facilities	75%	-2%	74%	1%	1	28
ABI06	Ease of access to school/college	83%	4%	75%	8%	1	1
ABI07	Ease of access to leisure facilities	74%	-1%	72%	2%	1	12
ABI08	Ease of access to visit friends/family	74%	0%	72%	2%	1	17
<b>Quality Indicator</b>							
ACQ125	Provision of electric vehicle charging points	33%	1%	29%	4%	1	19

## 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)	57%	3%	52%	5%	1	12
KBI12	Pavements & footpaths (aspects)	55%	-1%	50%	5%	1	5
KBI13	Cycle routes and facilities (overall)	55%	3%	50%	5%	1	8
KBI15	Rights of Way (overall)	58%	2%	55%	3%	1	10
KBI16	Rights of Way (aspects)	56%	2%	50%	6%	1	2
KBI14	Cycle routes and facilities (aspects)	51%	0%	48%	3%	1	26
Benchmark Indicator							
WCBI01	The provision of pavements	63%	0%	59%	4%	1	7
WCBI02	The condition of pavements	53%	2%	47%	6%	1	11
WCBI03	The cleanliness of pavements	49%	-2%	43%	6%	1	13
WCBI04	Direction signposts for pedestrians	59%	-1%	55%	4%	1	5
WCBI05	Provision of safe crossing points	60%	-1%	55%	5%	1	7
WCBI06	Drop kerb crossing points	60%	0%	54%	6%	1	6
WCBI07	Pavements clear of obstruction	43%	-1%	37%	6%	1	4
WCBI10	Condition of cycle routes	54%	0%	52%	2%	2	35
WCBI11	Cycle crossing facilities at junctions	53%	1%	49%	4%	1	16
WCBI12	Cycle parking	49%	-1%	46%	3%	1	17
WCBI13	Direction signing for cycle routes	54%	0%	49%	5%	1	12
WCBI14	Cycle route information e.g. maps	51%	1%	45%	6%	1	10
WCBI17	Footpaths for walking/running	62%	0%	59%	3%	1	13
WCBI18	Bridleways for horse riding/cycling	59%	-2%	55%	4%	1	11
WCBI19	Signposting of rights of way	60%	3%	54%	6%	1	2
WCBI20	Condition of rights of way	58%	1%	53%	5%	1	6
WCBI21	Ease of use by those with disabilities	51%	3%	43%	8%	1	5
WCBI22	Information on rights of way	54%	4%	46%	8%	1	2
WCBI23	Overgrown footpaths and bridleways	49%	4%	38%	11%	1	3
WCBI27	The number of cycle lanes provided	49%	1%	47%	2%	2	35
WCBI28	The number of cycle routes provided	51%	1%	48%	3%	1	26
WCBI29	The location of the cycle lanes provided	51%	2%	47%	4%	1	19
WCBI30	The location of the cycle routes provided	51%	1%	48%	3%	1	25
WCBI31	The facilities for cyclists overall	48%		45%	3%	1	21
Quality Indicator							

Ref	Questionnaire Text	Result	Trend	Average	Gap	Quartile	Rank
WCQ15	Provision of cycle routes	60%	4%	53%	7%	1	11
WCQ16	Provision of cycle lanes	58%	6%	50%	8%	1	5
WCQ130	Pavements, footpaths and pedestrian areas	79%		77%	2%	2	32

## 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)	55%	3%	46%	9%	1	1
Quality Indicator							
CMQI04	Informed about public transport	44%	0%	43%	1%	2	40
CMQI05	Informed about highways and transport	44%	-2%	42%	2%	1	22
CMQI06	Informed about action to repair local roads	41%	4%	30%	11%	1	2
CMQI07	Informed about local air quality	32%	5%	26%	6%	1	6
CMQI14	Informed about council transport and highways services	43%	0%	37%	6%	1	8
CMQI18	Informed about climate change	64%	3%	62%	2%	2	26
CMQI20	Informed about council actions on climate change	34%	9%	29%	5%	1	9
CMQI21	Informed about personal actions on climate change	61%	6%	57%	4%	1	16
CMQI31	How easy to get in touch to report a problem	57%		52%	5%	1	15
CMQI32	How easy to get in touch to find something out	52%		49%	3%	2	22
CMQI33	The speed of response from council staff	49%		45%	4%	2	25
CMQI34	The quality of response from council staff	51%		48%	3%	2	25



## Highway Maintenance Indicators

Improving



Reducing



Above Average



Below Average



### Individual Indicator Results

Ref	Questionnaire Text	Result	Trend	Average	Gap	Quartile	Rank
<b>Key Benchmark Indicator</b>							
KBI23	Condition of highways	40%	7%	34%	6%	1	19
KBI25	Street lighting	61%	0%	62%	-1%	3	76
KBI24	Highway maintenance	52%	2%	46%	6%	1	3
KBI26	Highway enforcement/obstructions	51%	4%	42%	9%	1	2
<b>Benchmark Indicator</b>							
HMBI01	Condition of road surfaces	41%	5%	32%	9%	1	12
HMBI02	Cleanliness of roads	55%	1%	49%	6%	1	7
HMBI03	Condition of road markings	53%	2%	48%	5%	1	11
HMBI05	Provision of street Lighting	59%	-1%	58%	1%	3	52
HMBI06	Speed of repair to street lights	57%	3%	54%	3%	1	17
HMBI09	Maintenance of verges/trees/shrub	51%	3%	42%	9%	1	3
HMBI11	Provision of Drains	55%	4%	48%	7%	1	5
HMBI12	Keeping drains clear and working	51%	1%	44%	7%	1	7
HMBI13	Deals with potholes/damaged roads	42%	7%	32%	10%	1	5
HMBI18	Provides information on Gritting	55%	6%	44%	11%	1	1
HMBI19	Cuts back overgrown hedges	49%	4%	38%	11%	1	3
HMBI20	Deals with mud on the road	53%	2%	46%	7%	1	3
HMBI22	Deals with flooding on roads	51%	5%	43%	8%	1	2
HMBI23	Speed of repair to damaged pavements	40%	1%	35%	5%	1	15
HMBI24	Quality of repair to damaged pavements	49%	2%	42%	7%	1	5
HMBI25	Weed killing on pavements	48%	1%	40%	8%	1	5
HMBI26	Condition of road signs	59%	0%	55%	4%	1	7
HMBI27	Cleanliness of road signs	58%	2%	52%	6%	1	7
HMBI28	Undertakes cold weather gritting (salting)	67%	5%	58%	9%	1	1
HMBI29	Undertakes snow clearance	62%	6%	53%	9%	1	1
HMBI30	Speed of repair to damaged roads	36%	7%	28%	8%	1	5
HMBI31	Quality of repair to damaged roads	43%	5%	34%	9%	1	6
HMBI32	Weed killing on roads	54%	2%	45%	9%	1	3
<b>Quality Indicator</b>							
HMQI11	Number of potholes	31%	6%	22%	9%	1	9
HMQI12	Action to repair local roads	45%	6%	33%	12%	1	3
HMQI13	Provision of street-lights	76%	-3%	78%	-2%	3	83

## 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)	55%	-5%	55%	0%	2	55
KBI07	Local bus services (aspects)	50%	-2%	48%	2%	2	41
KBI08	Public transport information	40%	1%	34%	6%	1	23
KBI09	Taxi/mini cab services	64%	-2%	61%	3%	1	26
KBI10	Community transport	55%	-3%	55%	0%	3	65
<b>Key Quality Indicator</b>							
KQI03	Responsive transport	52%	-2%	52%	0%	2	52
KQI05	Public transport information (aspects)	53%	-1%	50%	3%	1	21
<b>Benchmark Indicator</b>							
PTBI01	Frequency of bus services	51%	-8%	52%	-1%	3	62
PTBI02	Number of bus stops	65%	-4%	65%	0%	2	53
PTBI03	The state of bus stops	56%	-6%	55%	1%	2	53
PTBI04	Whether buses arrive on time	49%	-8%	51%	-2%	3	69
PTBI05	How easy buses are to get on/off	71%	0%	70%	1%	2	33
PTBI06	The local bus service overall	54%	-6%	55%	-1%	3	63
PTBI07	Bus fares	47%	3%	46%	1%	2	47
PTBI08	Quality and cleanliness of buses	64%	0%	61%	3%	2	30
PTBI09	Helpfulness of drivers	66%	3%	66%	0%	2	46
PTBI10	Personal safety on the bus	68%	1%	65%	3%	1	27
PTBI11	Personal safety at bus stops	63%	0%	60%	3%	1	28
PTBI12	Raised kerbs at bus stops	66%	0%	63%	3%	1	20
PTBI13	The amount of information	51%	-1%	51%	0%	2	45
PTBI14	The clarity of information	52%	-2%	52%	0%	2	46
PTBI15	The accuracy of information	53%	-2%	52%	1%	2	36
PTBI16	Ease of finding the right information	50%	-3%	49%	1%	2	40
PTBI17	Information about accessible buses	53%	1%	47%	6%	1	9
PTBI18	Info to help people plan journeys	53%	-3%	54%	-1%	2	55
PTBI19	Reliability of electronic display info	56%	0%	49%	7%	1	12
PTBI20	Provision of public transport info	52%	-3%	50%	2%	1	27
<b>Quality Indicator</b>							
PTQI08	Provision of bus stops	82%	-6%	85%	-3%	4	95

## 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	58%	2%	55%	3%	1	14
KBI22	Road safety education	54%	2%	48%	6%	1	5
KBI21	Road safety environment	56%	0%	52%	4%	1	10
Benchmark Indicator							
RSBI01	Speed limits	61%	-2%	61%	0%	3	61
RSBI02	Speed controls (e.g. road humps)	55%	0%	52%	3%	1	14
RSBI03	Location of speed control measures	56%	0%	52%	4%	1	11
RSBI08	Road safety training/education children	53%	0%	49%	4%	1	18
RSBI09	Road safety education motorcycles	54%	2%	48%	6%	1	6
RSBI10	Road safety education young drivers	54%	2%	47%	7%	1	1
RSBI04	Safety of walking	61%	0%	58%	3%	1	14
RSBI05	Safety of cycling	53%	1%	49%	4%	1	13
RSBI06	Safety of children walking to school	56%	0%	51%	5%	1	10
RSBI07	Safety of children cycling to school	48%	-2%	43%	5%	1	11
Quality Indicator							
RSQI09	Provision of speed controls	64%	-3%	64%	0%	3	70

## Tackling Congestion Indicators

Improving



Reducing



Above Average



Below Average



### Individual Indicator Results

Ref	Questionnaire Text	Result	Trend	Average	Gap	Quartile	Rank
<b>Key Benchmark Indicator</b>							
KBI17	Traffic levels & congestion	46%	5%	44%	2%	2	34
KBI18	Management of roadworks	50%	0%	45%	5%	1	10
KBI19	Traffic management	44%	-1%	40%	4%	1	12
<b>Key Quality Indicator</b>							
KQI04	Traffic pollution	48%	4%	45%	3%	1	23
<b>Benchmark Indicator</b>							
TCBI01	Advanced warning of roadworks	65%	2%	57%	8%	1	2
TCBI02	Efforts to reduce delays to traffic	47%	0%	43%	4%	1	20
TCBI03	Time taken to complete roadworks	40%	0%	38%	2%	2	37
TCBI04	Signposting of road diversions	54%	0%	52%	2%	2	28
TCBI05	Helplines to find out about roadworks	48%	1%	40%	8%	1	1
TCBI06	Minimising nuisance to residents	49%	-1%	45%	4%	1	11
TCBI07	The management of roadworks overall	46%	-2%	44%	2%	2	34
TCBI11	Tackling illegal onstreet parking	37%	-2%	35%	2%	2	34
TCBI12	Restrictions of parking on busy roads	42%	-2%	41%	1%	2	45
TCBI13	Good park and ride schemes	51%	-3%	41%	10%	1	14
TCBI14	The routes taken by HGV's	45%	3%	40%	5%	1	16
<b>Quality Indicator</b>							
TCQI19	Informed about local pollution levels	39%	4%	37%	2%	1	22