



## NHT Survey Report 2019

## Introduction

This report summaries your Authority's results in the 2019 National Highway & Transport (NHT) Public Satisfaction Survey and compares your results this year with your results in the 2018 NHT Survey.

The main purpose of this report is to show your satisfaction scores from the survey this year and highlight those areas where they have changed most significantly from last year. The report comprises a page of summary results, followed by a series of individual pages which show high level results for each of the main themes of the survey.

## Summary Page

The summary page shows your overall satisfaction result and satisfaction results for each of the surveys themes as a series of pictograms. Each pictogram shows your percentage satisfaction result for this year, the larger of the two numbers, and compares that to your satisfaction result for last year. The pictograms use traffic light colouring to show the degree of change, see notes below.

The summary page includes tables that highlight which of your KBI results have improved the most since last year and which have declined the most since last year, up to three results are shown in each table in descending order. Details of your sample size and response rate in this years survey are also shown in a table.

The theme pictograms show the number of Key Benchmark Indicator (KBI) results within each theme that have increased this year, next to an upward arrow, and the number to have reduced this year, next to a downward arrow.

## Theme Pages

The theme result pages show your theme satisfaction result and satisfaction results for each of the KBI's within the theme as a series of pictograms. Each pictogram shows your percentage satisfaction result for this year, the larger of the two numbers, and compares that to your satisfaction result for last year. The pictograms use traffic light colouring to show the degree of change, see notes below.

## Notes

The pictograms in this report use traffic light colouring to signify the change in results from last year. For any improvement in satisfaction pictograms are shown in green; dark green for improvement of 3% or more and light green for improvements of up to 3%. For any small declines in satisfaction, up to 3%, pictograms are show in amber and for larger declines in satisfaction, more than 4%, pictograms are shown in red.

# Executive Summary - Knowsley Council

2019 NHT Survey Results - Year on Year Comparison  
Summary



Overall Satisfaction

**57%**

(last year 57%)



Accessibility

**70%**

(last year 71%)

KBI's 1 ↑ 2 ↓



Public  
Transport

**63%**

(last year 66%)

KBI's: 0 ↑ 3 ↓



Walking  
& Cycling

**54%**

(last year 55%)

KBI's: 4 ↑ 1 ↓



Tackling  
Congestion

**52%**

(last year 54%)

KBI's: 0 ↑ 2 ↓



Road  
Safety

**58%**

(last year 57%)

KBI's: 3 ↑ 0 ↓



Highway  
Maintenance

**55%**

(last year 52%)

KBI's: 3 ↑ 1 ↓

# Executive Summary - Knowsley Council

2019 NHT Survey Results - Year on Year Comparison  
Summary



Key: Dark Green = an improvement of 4% or more, Light Green = an improvement of up to 3%, Amber = a decline of 1% to 3%, Red = a decline of 4% or more. Blue = no data for last year

## Top KBI increases

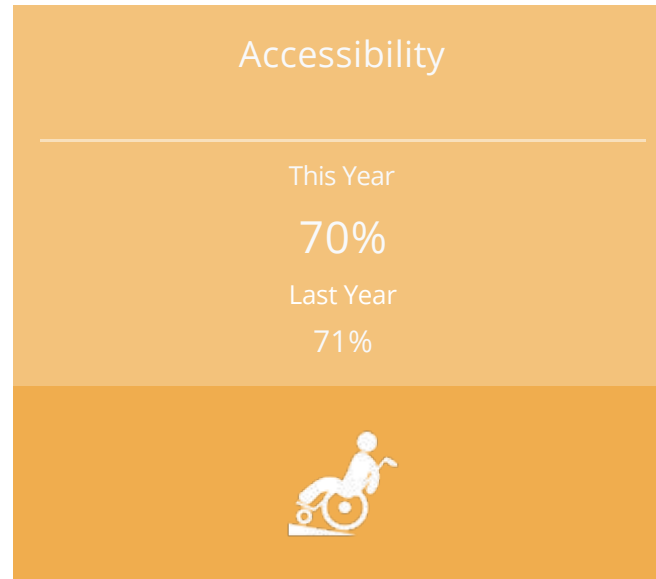
Key Benchmark Indicator	% Change
KBI 23 - Condition of highways	8
KBI 20 - Road safety locally	3
KBI 24 - Highway maintenance	2

## Top KBI falls

Key Benchmark Indicator	% Change
KBI 06 - Local bus services	-4
KBI 17 - Traffic levels & congestion	-3
KBI 04 - Ease of Access (disabilities)	-2

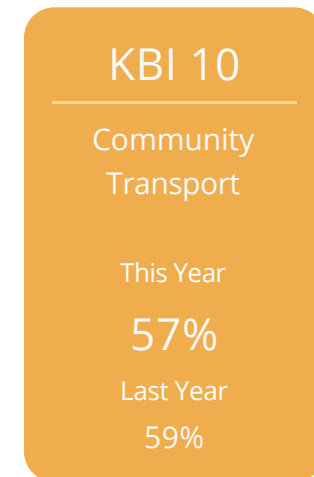
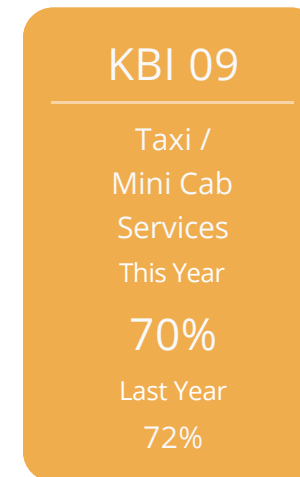
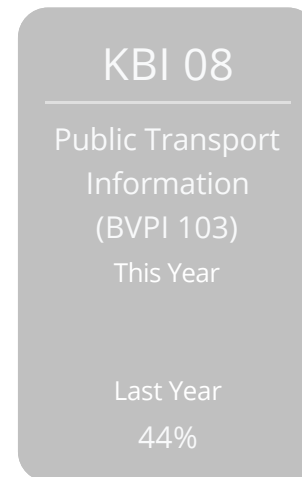
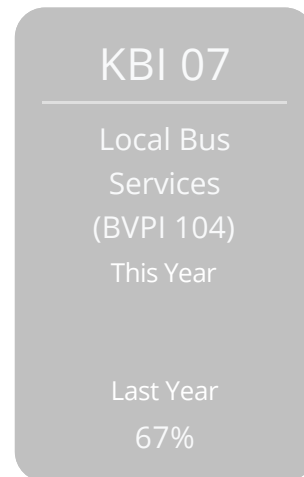
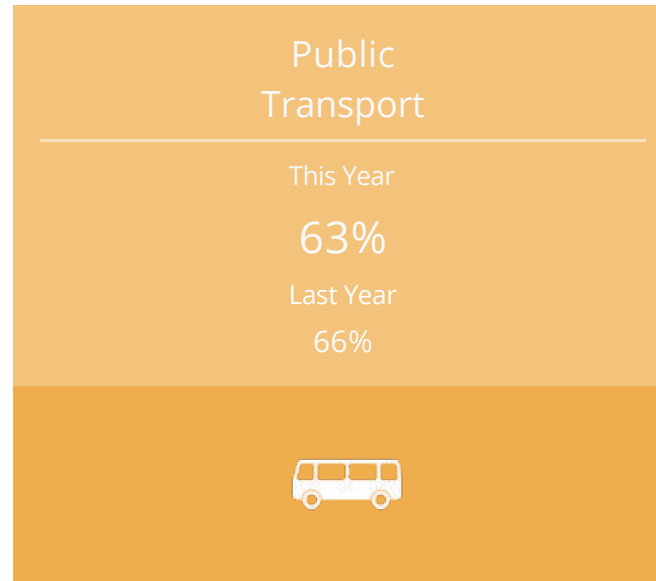
## Survey Numbers

Sample Size: **3,300**  
Responses: **622**  
Response Rate: **19%**



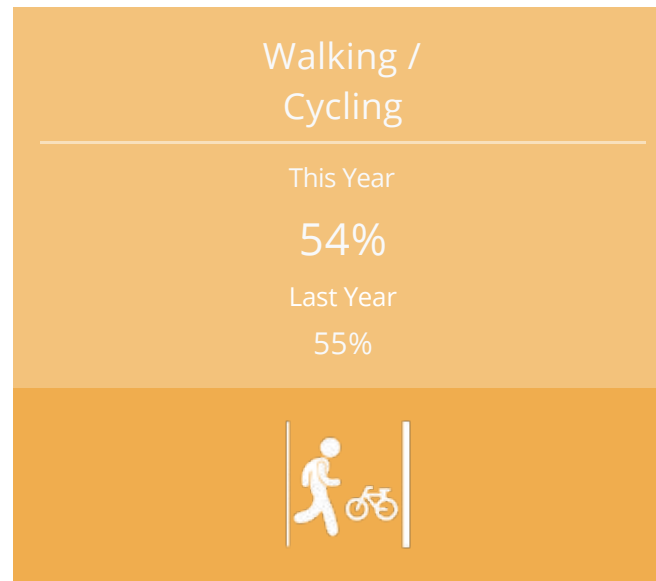
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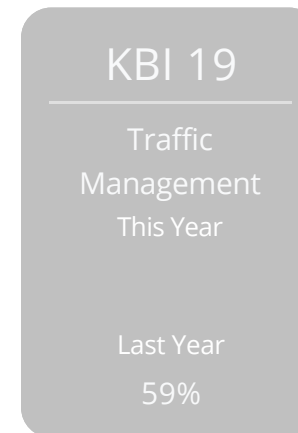
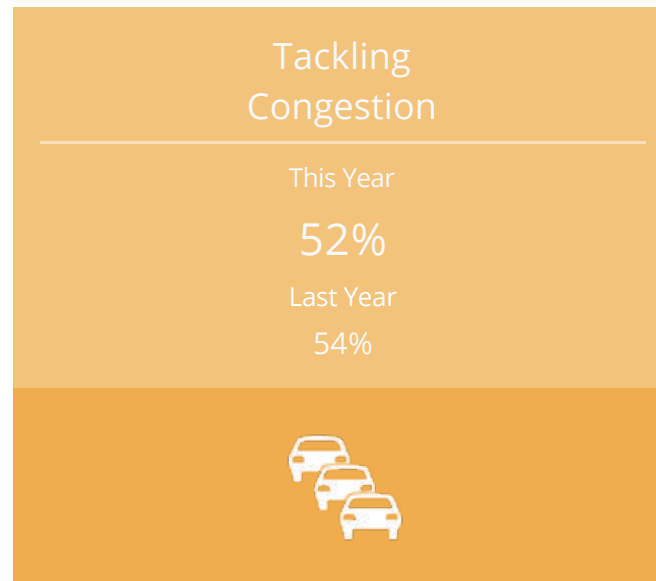
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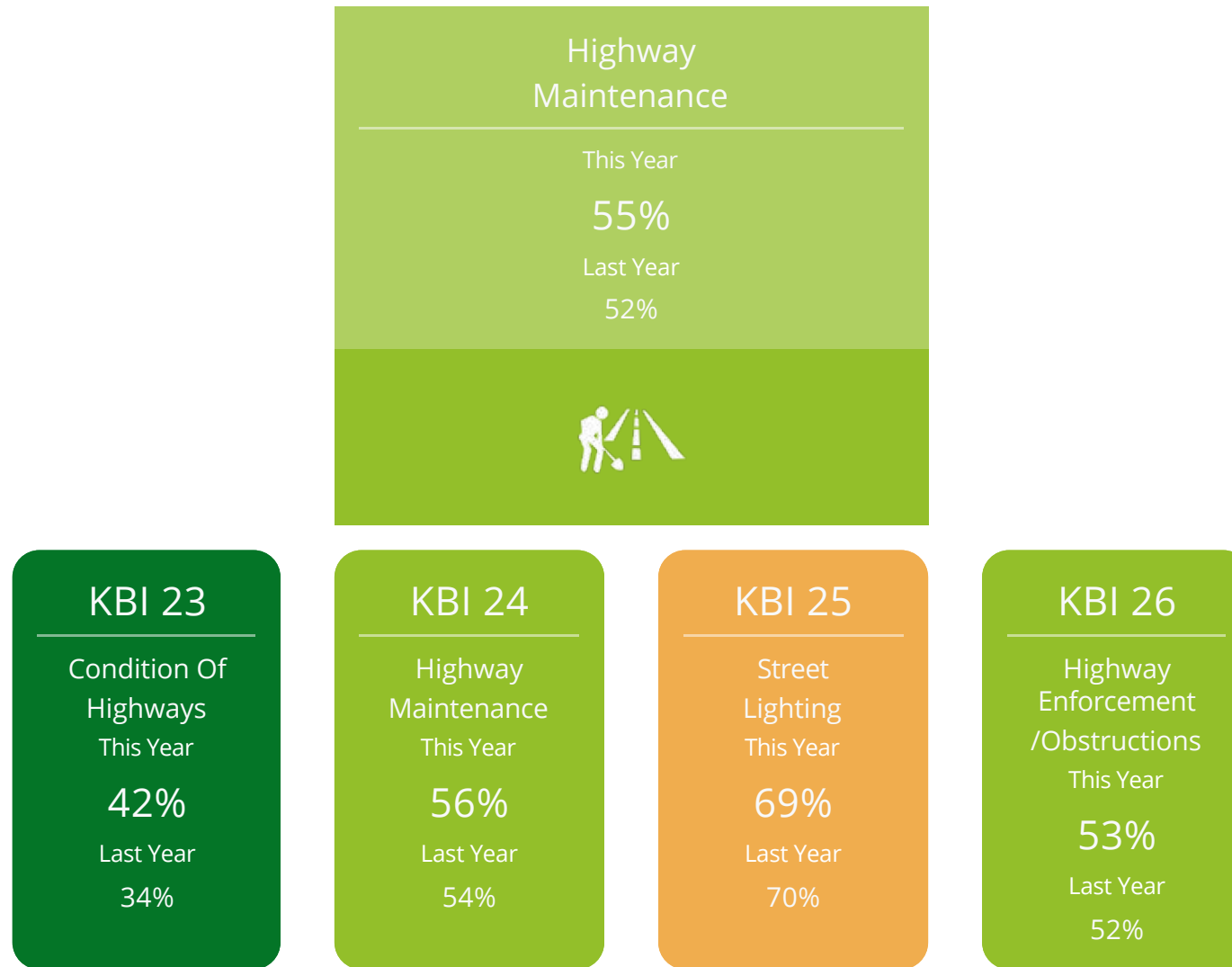
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