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NHT Survey Report 2019









2019 NHT Survey Results - Year on Year Comparison Report Description



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 shown in amber and for larger declines in satisfaction, more than 4%, pictograms are shown in red.

2019 NHT Survey Results - Year on Year Comparison Summary







Accessibility

70%

(last year 71%)



Public ransport

63%

(last year 66%)



Walking & Cycling

54%

(last year 55%)



Tackling Congestion

52%

(last year 54%)



Roac Safet

58%

(*last year 57%*)
KBI's: **3** ↑ **0** ↓



Highway

55%

(last year 52%)

Executive Summary - Knowsley Council 2019 NHT Survey Results - Year on Year Comparison

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%**

2019 NHT Survey Results - Year on Year Comparison Accessibility Theme





Ease of Access
(all)
This Year
76%
Last Year
76%

KBI 04

Ease of Access
(disabilities)
This Year
66%
Last Year
68%

KBI 05

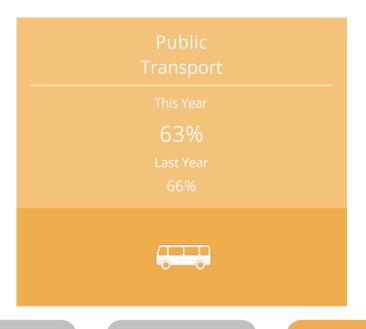
Ease of Access
(no car)
This Year
68%

Last Year
69%

Key

2019 NHT Survey Results - Year on Year Comparison Public Transport Theme





KBI 06

Local Bus Services

This Year

62%

Last Year 66%

KBI 07

ocal Bus. Services

BVPI 104)

This Year

Last Year

KBI 08

Public Transport Information (BVPI 103)

Γhis Year

Last Year

KBI 09

Mini Cab

This Year

70%

Last Year

KBI 10

Community Transport

This Year

57%

Last Year

59%

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 and Grey: only available on 12 page questionnaire.

2019 NHT Survey Results - Year on Year Comparison Walking & Cycling Theme





This Year

54%

Last Year

55%



KBI 11

Pavements

&

Footpaths

This Year

55%

Last Year 55%

KBI 12

Pavements & Footpaths

(Aspects)

This Year

58%

Last Year

58%

KBI 13

Cycle Routes

And ------

This Was a

510%

3170

53%

KBI 14

Cycle Routes And Facilities

(Aspects)

This Year

50%

Last Year

50%

KBI 15

Rights of Way

This Year

58%

Last Year

58%

KBI 16

Rights

Of Way

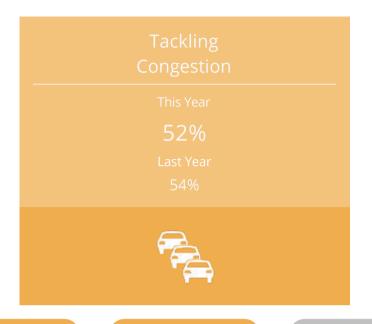
This Year

Last Year

Key

2019 NHT Survey Results - Year on Year Comparison Tackling Congestion Theme





Traffic Levels & Congestion
This Year
51%
Last Year
54%

Management
Of Roadworks
This Year
52%
Last Year
53%

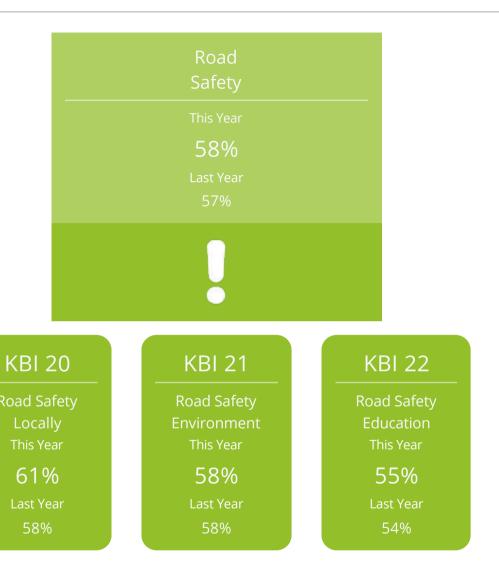
Traffic
Management
This Year

Last Year
59%

Key

Executive Summary - Knowsley Council 2019 NHT Survey Results - Year on Year Comparison Road Safety Theme





Key

2019 NHT Survey Results - Year on Year Comparison Highway Maintenance Theme





KBI 23

Condition Of
Highways
This Year
42%
Last Year
34%

KBI 24

Highway
Maintenance
This Year
56%
Last Year
54%

KBI 25

Lighting
This Year
69%
Last Year

KBI 26

Highway Enforcement /Obstructions This Year

53%

Last Year 52%

Key