



NHT NETWORK PARTNERS

www.nhtnetwork.org











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.

This report focuses on Knowsley's KBI results.

This Year's Satisfaction Results

Knowsley's headline public satisfaction results in this year's survey range from a high of 70% for 'Taxi/mini cab services (KBI09)', to a low of 37% for 'Condition of highways (KBI23)', with the majority of results over 50%.

Looking at the overall change in results from last year, satisfaction improved or stayed the same for 7 KBI indicators and declined for the other 12 KBI indicators.

The best year on year change in satisfaction for an indvidual indicator was recorded for 'Community transport (KBI10)' which saw a change of 2% while the indicator with poorest change in satisfaction was 'Condition of highways (KBI23)' which recorded a change of -5%.

Sample Size and Response Rate

Knowsley 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 3,300 households across the authority area and 535 members of the public responded, including 78 on-line. This represents an overall response rate of 16.2% compared with the national average of 23.8%.



Year on Year Trends and Differences from NHT Averages

Number of KBIs up or same this year

7

Number of KBIs above average

19

Number of KBIs down this year

12

Number of KBIs below average

8

Satisfaction Highs and Lows

Highest Score

Taxi/mini cab services (KBI09) (70%) **Best Trend**

Community transport (KBI10) (2%) **Lowest Score**

Condition of highways (KBI23) (37%)

Worst Trend

Condition of highways (KBI23) (-5%)

How well informed do the public feel about...

Council Actions to maintain and improve local roads

'Not Very Well Informed' The actions you take to help tackle climate change

'Fairly Well Informed' Council Actions to help tackle climate change

'Not Very Well Informed' The quality of air alongside local roads

'Not Very Well Informed'

Compared to a year ago what do the public say about ...

Number of potholes and damaged roads in the local area

'More'

The actions the Council is taking to repair local roads

'About the Same'

Where the public stand on the following ...

I could travel less by car than I do currently

'Tended to disagree'

I could walk, cycle and use buses more than I do currently

'Tended to agree'

Introducing a scheme to charge road users to drive in certain places locally

'Strongly oppose'





Theme Results

Knowsley's theme scores are compared with the NHT Average theme scores below. Also shown are the year on year change in Knowsley's results (Trend) and the difference from the NHT Average (Gap), which are highlighted in colour; blue and green for improvements/above average scores and amber and red for reductions/below average score.

Theme	Description	Knowsley	NHT Average	Trend	Gap
3	Accessibility	69%	71%	-1%	-2%
	Public Transport	59%	57%		2%
ofo	Walking/Cycling	50%	52%		-2%
#	Tackling Congestion	48%	46%		2%
	Road Safety	56%	53%		3%
A	Highway Maintenance	51%	49%		2%

Notes

Changes to Survey questions and the effect on theme trend reporting

A number of changes are made to the questionnaire each year and this year some individual questions have been split and replaced by new questions to improve the clarity of the public views. The introduction of these new questions affects the composition and calculation of some of the Survey's KBI's and there is a knock on effect on the calculation of Theme scores. Where this is the case we have not provided trend results for these Themes this year. All historic Theme scores are retained and we intend to reintroduce these scores in next year's results.





Individual KBI Results

Knowsley's Key Benchmark Indicator results for this year are compared with the NHT Average, Highest and Lowest below. The difference from average (gap) results are highlighted in colour; blue and green for above average, amber and red for below average.

Overall KIBI 00 - Overall Satisfaction 53% 62% 52% 40% 1% KIBI 01 - Importance vs Satisfaction (local) 56% 60% 54% 47% 22% KIBI 02 - Importance vs Satisfaction (national) 55% 60% 54% 47% 22% KIBI 03 - Ease of Access (all) 76% 80% 77% 72% 1-1% KIBI 04 - Ease of Access (clisabilities) 66% 74% 66% 59% 04% KIBI 05 - Ease of Access (clisabilities) 66% 74% 66% 59% 04% KIBI 05 - Ease of Access (clisabilities) 66% 74% 66% 59% 04% KIBI 05 - Ease of Access (clisabilities) 66% 74% 66% 59% 04% KIBI 05 - Local bus services (coverall) 63% 79% 60% 47% 34% KIBI 07 - Local bus services (aspects) 60% 81% 57% 36% 33% KIBI 09 - Eact Intrincipal Services (aspects) 70% 73% 66% 56% 43% KIB	Key Benchmark Indicator	Knowsley	NHT High	NHT Average	NHT Low	% Difference
KBI 01 - Importance vs Satisfaction (local) 56% 60% 54% 47% 2% KBI 02 - Importance vs Satisfaction (national) 55% 60% 54% 47% 1% Accessibility KBI 03 - Ease of Access (all) 76% 80% 77% 72% 1-9% KBI 04 - Ease of Access (alls) 66% 74% 66% 59% 0% KBI 05 - Ease of Access (no car) 65% 81% 70% 54% -5% Public Transport KBI 06 - Local bus services (overall) 63% 79% 60% 47% 3% KBI 07 - Local bus services (aspects) 60% 81% 57% 36% 3% KBI 08 - Public transport information 49% 73% 44% 23% 5% KBI 09 - Taxi/mini cab services 70% 73% 66% 55% 4% KBI 10 - Pavements & Footpaths (aspects) 59% 65% 58% 53% 1% KBI 11 - Pavements & Footpaths (aspects) 53% 61% 54% 45% 45% <td>Overall</td> <td></td> <td></td> <td></td> <td></td> <td></td>	Overall					
KBI 02 - Importance vs Satisfaction (national) 55% 60% 54% 47% 19% Accessibility KBI 03 - Ease of Access (all) 76% 80% 77% 72% -1% 19% 19% 19% 19% 19% 19% 19% 19% 19% 1	KBI 00 - Overall Satisfaction	53%	62%	52%	40%	1%
Accessibility KBI 03 - Ease of Access (all) KBI 04 - Ease of Access (disabilities) 66% 74% 66% 59% 0% 68B 10 - 19% 54% 55% 58B 10 - 19% 54% 55% 58B 10 - 19% 54% 55% 58B 10 - 19% 54% 54% 55% 58B 10 - 19% 54% 54% 54% 54% 54% 58% 59% 50% 58B 10 - 19% 54% 55% 58B 10 - 19% 54% 55% 58% 53% 53% 54% 54% 58% 53% 58B 10 - 19% 54% 55% 58% 53% 53% 58B 10 - 19% 55% 54% 54% 54% 54% 54% 54% 54% 54% 54	KBI 01 - Importance vs Satisfaction (local)	56%	60%	54%	47%	2%
KBI 03 - Ease of Access (all) 76% 80% 77% 72% 1% KBI 04 - Ease of Access (disabilities) 66% 74% 66% 59% 0% KBI 05 - Ease of Access (no car) 65% 81% 70% 54% -5% Public Transport KBI 06 - Local bus services (aspects) 60% 81% 57% 36% 3% KBI 07 - Local bus services (aspects) 60% 81% 57% 36% 3% KBI 09 - Taxi/mini cab services 70% 73% 66% 56% 4% KBI 10 - Community Transport 59% 65% 58% 53 1% Walking/Cycling KBI 11 - Pavements & Footpaths (overall) 53% 67% 55% 43% 2-2% KBI 12 - Pavements & Footpaths (overall) 46% 66% 49% 40% -3% KBI 14 - Cycle routes and facilities (overall) 46% 66% 49% 40% -3% KBI 15 - Rights of way (overall) 55% 64% 57% 53% -2%	KBI 02 - Importance vs Satisfaction (national)	55%	60%	54%	47%	1%
KBI 04 - Ease of Access (disabilities) 66% 74% 66% 59% 0% KBI 05 - Ease of Access (no car) 65% 81% 70% 54% -5% Public Transport KBI 06 - Local bus services (overall) 63% 79% 60% 47% 3% KBI 07 - Local bus services (aspects) 60% 81% 57% 36% 3% KBI 08 - Public transport information 49% 73% 44% 23% 5% KBI 09 - Taxi/mini cab services 70% 73% 66% 56% 4% KBI 10 - Community Transport 59% 65% 58% 53% 1% Walking/Cycling KBI 11 - Pavements & Footpaths (overall) 53% 67% 55% 43% -2% KBI 12 - Pavements & Footpaths (overall) 46% 66% 49% 40% -3% KBI 13 - Cycle routes and facilities (overall) 46% 66% 49% 40% -3% KBI 14 - Cycle routes and facilities (aspects) 42% 62% 46% 33% -2%<	Accessibility					
KBI 05 - Ease of Access (no car) 65% 81% 70% 54% -5% Public Transport KBI 06 - Local bus services (overall) 63% 79% 60% 47% 3% KBI 07 - Local bus services (aspects) 60% 81% 57% 36% 3% KBI 08 - Public transport information 49% 73% 44% 23% 5% KBI 09 - Taxi/mini cab services 70% 73% 66% 56% 4% KBI 10 - Community Transport 59% 65% 58% 53% 1% Walking/Cycling KBI 11 - Pavements & Footpaths (overall) 53% 67% 55% 43% -2% KBI 12 - Pavements & Footpaths (aspects) 53% 61% 54% 48% -1% KBI 14 - Cycle routes and facilities (overall) 46% 66% 49% 40% -3% KBI 15 - Rights of way (overall) 55% 64% 57% 53% -2% KBI 17 - Traffic levels & congestion 55% 64% 57% 53% -2%	KBI 03 - Ease of Access (all)	76%	80%	77%	72%	-1%
Name	KBI 04 - Ease of Access (disabilities)	66%	74%	66%	59%	0%
KBI 06 - Local bus services (overall) 63% 79% 60% 47% 3% KBI 07 - Local bus services (aspects) 60% 81% 57% 36% 3% KBI 08 - Public transport information 49% 73% 44% 23% 5% KBI 09 - Taxi/mini cab services 70% 73% 66% 56% 4% KBI 10 - Community Transport 59% 65% 58% 53% 1% Walking/Cycling KBI 11 - Pavements & Footpaths (overall) 53% 67% 55% 43% -2% KBI 12 - Pavements & Footpaths (aspects) 53% 61% 54% 48% -1% KBI 13 - Cycle routes and facilities (overall) 46% 66% 49% 40% -3% KBI 14 - Cycle routes and facilities (aspects) 42% 62% 46% 39% -4% KBI 15 - Rights of way (overall) 55% 64% 57% 53% -2% KBI 16 - Rights of way (aspects) 49% 60% 52% 48% -3% Tackling Conges	KBI 05 - Ease of Access (no car)	65%	81%	70%	54%	-5%
KBI 07 - Local bus services (aspects) 60% 81% 57% 36% 3% KBI 08 - Public transport information 49% 73% 44% 23% 5% KBI 09 - Taxi/mini cab services 70% 73% 66% 56% 4% KBI 10 - Community Transport 59% 65% 58% 53% 1% Walking/Cycling KBI 11 - Pavements & Footpaths (overall) 53% 67% 55% 43% -2% KBI 12 - Pavements & Footpaths (aspects) 53% 61% 54% 48% -1% KBI 13 - Cycle routes and facilities (overall) 46% 66% 49% 40% -3% KBI 14 - Cycle routes and facilities (aspects) 42% 62% 46% 39% -4% KBI 15 - Rights of way (overall) 55% 64% 57% 53% -2% KBI 17 - Traffic levels & congestion 52% 62% 46% 33% 6% KBI 19 - Traffic management of roadworks 50% 58% 50% 44% 0% KBI 21 -	Public Transport					
KBI 08 - Public transport information 49% 73% 44% 23% 5% KBI 09 - Taxi/mini cab services 70% 73% 66% 56% 4% KBI 10 - Community Transport 59% 65% 58% 53% 1% Walking/Cycling KBI 11 - Pavements & Footpaths (overall) 53% 67% 55% 43% -2% KBI 12 - Pavements & Footpaths (aspects) 53% 61% 54% 48% -1% KBI 13 - Cycle routes and facilities (overall) 46% 66% 49% 40% -3% KBI 14 - Cycle routes and facilities (aspects) 42% 62% 46% 39% -4% KBI 15 - Rights of way (overall) 55% 64% 57% 53% -2% KBI 16 - Rights of way (aspects) 49% 60% 52% 48% -3% Tackling Congestion 52% 62% 46% 33% 6% KBI 17 - Traffic levels & congestion 52% 58% 50% 44% 0% KBI 20 - Road safety locally	KBI 06 - Local bus services (overall)	63%	79%	60%	47%	3%
KBI 09 - Taxi/mini cab services 70% 73% 66% 56% KBI 10 - Community Transport 59% 65% 58% 53% 1% Walking/Cycling KBI 11 - Pavements & Footpaths (overall) 53% 67% 55% 43% -2% KBI 12 - Pavements & Footpaths (aspects) 53% 61% 54% 48% -1% KBI 13 - Cycle routes and facilities (overall) 46% 66% 49% 40% -3% KBI 14 - Cycle routes and facilities (aspects) 42% 62% 46% 39% -4% KBI 15 - Rights of way (overall) 55% 64% 57% 53% -2% KBI 16 - Rights of way (aspects) 49% 60% 52% 48% -3% Tackling Congestion 52% 62% 46% 33% 6% KBI 17 - Traffic levels & congestion 52% 62% 46% 33% 6% KBI 19 - Traffic management 42% 57% 42% 34% 0% Road Safety 50 58% 50% 44% 4% KBI 21 - Road safety locally 61% </td <td>KBI 07 - Local bus services (aspects)</td> <td>60%</td> <td>81%</td> <td>57%</td> <td>36%</td> <td>3%</td>	KBI 07 - Local bus services (aspects)	60%	81%	57%	36%	3%
KBI 10 - Community Transport 59% 65% 58% 53% 1% Walking/Cycling KBI 11 - Pavements & Footpaths (overall) 53% 67% 55% 43% -2% KBI 12 - Pavements & Footpaths (aspects) 53% 61% 54% 48% -1% KBI 13 - Cycle routes and facilities (overall) 46% 66% 49% 40% -3% KBI 14 - Cycle routes and facilities (aspects) 42% 62% 46% 39% -4% KBI 15 - Rights of way (overall) 55% 64% 57% 53% -2% KBI 16 - Rights of way (aspects) 49% 60% 52% 48% -3% Tackling Congestion 52% 62% 46% 33% 6% KBI 17 - Traffic levels & congestion 52% 62% 46% 33% 6% KBI 19 - Traffic management 42% 57% 42% 34% 0% Road Safety KBI 20 - Road safety locally 61% 64% 57% 49% 4% KBI 21 - Road safety education 55% 63% 54% 48% 1% <t< td=""><td>KBI 08 - Public transport information</td><td>49%</td><td>73%</td><td>44%</td><td>23%</td><td>5%</td></t<>	KBI 08 - Public transport information	49%	73%	44%	23%	5%
Walking/Cycling KBI 11 - Pavements & Footpaths (overall) 53% 67% 55% 43% -2% KBI 12 - Pavements & Footpaths (aspects) 53% 61% 54% 48% -1% KBI 13 - Cycle routes and facilities (overall) 46% 66% 49% 40% -3% KBI 14 - Cycle routes and facilities (aspects) 42% 62% 46% 39% -4% KBI 15 - Rights of way (overall) 55% 64% 57% 53% -2% KBI 16 - Rights of way (aspects) 49% 60% 52% 48% -3% Tackling Congestion 52% 62% 46% 33% 6% KBI 17 - Traffic levels & congestion 52% 62% 46% 33% 6% KBI 19 - Traffic management of roadworks 50% 58% 50% 44% 0% RBI 20 - Road safety locally 61% 64% 57% 49% 4% KBI 21 - Road safety environment 55% 63% 54% 48% 1% KBI 22 - Road safety education 52% 58% 50% 44% 2% Highway M	KBI 09 - Taxi/mini cab services	70%	73%	66%	56%	4%
KBI 11 - Pavements & Footpaths (overall) 53% 67% 55% 43% -2% KBI 12 - Pavements & Footpaths (aspects) 53% 61% 54% 48% -1% KBI 13 - Cycle routes and facilities (overall) 46% 66% 49% 40% -3% KBI 14 - Cycle routes and facilities (aspects) 42% 62% 46% 39% -4% KBI 15 - Rights of way (overall) 55% 64% 57% 53% -2% KBI 16 - Rights of way (aspects) 49% 60% 52% 48% -3% Tackling Congestion 52% 62% 46% 33% 6% KBI 17 - Traffic levels & congestion 52% 62% 46% 33% 6% KBI 19 - Traffic management of roadworks 50% 58% 50% 44% 0% Road Safety 8 50% 42% 34% 0% KBI 20 - Road safety locally 61% 64% 57% 49% 4% KBI 21 - Road safety environment 55% 63% 54% 48% 1% KBI 22 - Road safety education 52%	KBI 10 - Community Transport	59%	65%	58%	53%	1%
KBI 12 - Pavements & Footpaths (aspects) 53% 61% 54% 48% -1% KBI 13 - Cycle routes and facilities (overall) 46% 66% 49% 40% -3% KBI 14 - Cycle routes and facilities (aspects) 42% 62% 46% 39% -4% KBI 15 - Rights of way (overall) 55% 64% 57% 53% -2% KBI 16 - Rights of way (aspects) 49% 60% 52% 48% -3% Tackling Congestion KBI 17 - Traffic levels & congestion 52% 62% 46% 33% 6% KBI 19 - Traffic management of roadworks 50% 58% 50% 44% 0% KBI 20 - Road safety locally 61% 64% 57% 49% 4% KBI 21 - Road safety environment 55% 63% 54% 48% 1% KBI 22 - Road safety education 52% 58% 50% 44% 2% Highway Maintenance KBI 23 - Condition of highways 37% 55% 36% 21% 1% KBI 25 - Street lighting 68% 73% 64% 5	Walking/Cycling					
KBI 13 - Cycle routes and facilities (overall) 46% 66% 49% 40% -3% KBI 14 - Cycle routes and facilities (aspects) 42% 62% 46% 39% -4% KBI 15 - Rights of way (overall) 55% 64% 57% 53% -2% KBI 16 - Rights of way (aspects) 49% 60% 52% 48% -3% Tackling Congestion 52% 62% 46% 33% 6% KBI 17 - Traffic levels & congestion 52% 62% 46% 33% 6% KBI 19 - Traffic management of roadworks 50% 58% 50% 44% 0% Road Safety 42% 57% 42% 34% 0% ROAD - Road Safety locally 61% 64% 57% 49% 4% KBI 20 - Road safety environment 55% 63% 54% 48% 1% KBI 22 - Road safety education 52% 58% 50% 44% 2% Highway Maintenance KBI 23 - Condition of highways 37% 55% 36% 21% 1% KBI 25 - Street lighting 68%	KBI 11 - Pavements & Footpaths (overall)	53%	67%	55%	43%	-2%
KBI 14 - Cycle routes and facilities (aspects) 42% 62% 46% 39% -4% KBI 15 - Rights of way (overall) 55% 64% 57% 53% -2% KBI 16 - Rights of way (aspects) 49% 60% 52% 48% -3% Tackling Congestion 52% 62% 46% 33% 6% KBI 17 - Traffic levels & congestion 52% 62% 46% 33% 6% KBI 19 - Traffic management of roadworks 50% 58% 50% 44% 0% Road Safety 8 50% 42% 34% 0% Road Safety 8 50% 44% 4% 0% KBI 20 - Road safety locally 61% 64% 57% 49% 4% KBI 22 - Road safety environment 55% 63% 54% 48% 1% KBI 22 - Road safety education 52% 58% 50% 44% 2% Highway Maintenance 8 55% 36% 21% 1% KBI 23 - Condition of highways 37% 55% 36% 21% 0% <	KBI 12 - Pavements & Footpaths (aspects)	53%	61%	54%	48%	-1%
KBI 15 - Rights of way (overall) 55% 64% 57% 53% -2% KBI 16 - Rights of way (aspects) 49% 60% 52% 48% -3% Tackling Congestion KBI 17 - Traffic levels & congestion 52% 62% 46% 33% 6% KBI 18 - Management of roadworks 50% 58% 50% 44% 0% KBI 19 - Traffic management 42% 57% 42% 34% 0% Road Safety 8 50% 54% 48% 0% KBI 20 - Road safety locally 61% 64% 57% 49% 4% KBI 21 - Road safety environment 55% 63% 54% 48% 1% KBI 22 - Road safety education 52% 58% 50% 44% 2% Highway Maintenance KBI 23 - Condition of highways 37% 55% 36% 21% 1% KBI 24 - Highway maintenance 50% 61% 50% 42% 0% KBI 25 - Street lighting 68% 73% 64% 51% 4%	KBI 13 - Cycle routes and facilities (overall)	46%	66%	49%	40%	-3%
KBI 16 - Rights of way (aspects) 49% 60% 52% 48% -3% Tackling Congestion 52% 62% 46% 33% 6% KBI 17 - Traffic levels & congestion 52% 62% 46% 33% 6% KBI 18 - Management of roadworks 50% 58% 50% 44% 0% KBI 19 - Traffic management 42% 57% 42% 34% 0% Road Safety 8 57% 42% 34% 0% KBI 20 - Road safety locally 61% 64% 57% 49% 4% KBI 21 - Road safety environment 55% 63% 54% 48% 1% KBI 22 - Road safety education 52% 58% 50% 44% 2% Highway Maintenance 40% 55% 36% 21% 1% KBI 23 - Condition of highways 37% 55% 36% 21% 1% KBI 24 - Highway maintenance 50% 61% 50% 42% 0% KBI 25 - Street lighting 68% 73% 64% 51% 4%	KBI 14 - Cycle routes and facilities (aspects)	42%	62%	46%	39%	-4%
Tackling Congestion KBI 17 - Traffic levels & congestion 52% 62% 46% 33% 6% KBI 18 - Management of roadworks 50% 58% 50% 44% 0% KBI 19 - Traffic management 42% 57% 42% 34% 0% Road Safety KBI 20 - Road safety locally 61% 64% 57% 49% 4% KBI 21 - Road safety environment 55% 63% 54% 48% 1% KBI 22 - Road safety education 52% 58% 50% 44% 2% Highway Maintenance KBI 23 - Condition of highways 37% 55% 36% 21% 1% KBI 24 - Highway maintenance 50% 61% 50% 42% 0% KBI 25 - Street lighting 68% 73% 64% 51% 4%	KBI 15 - Rights of way (overall)	55%	64%	57%	53%	-2%
KBI 17 - Traffic levels & congestion 52% 62% 46% 33% 6% KBI 18 - Management of roadworks 50% 58% 50% 44% 0% KBI 19 - Traffic management 42% 57% 42% 34% 0% Road Safety KBI 20 - Road safety locally 61% 64% 57% 49% 4% KBI 21 - Road safety environment 55% 63% 54% 48% 1% KBI 22 - Road safety education 52% 58% 50% 44% 2% Highway Maintenance KBI 23 - Condition of highways 37% 55% 36% 21% 1% KBI 24 - Highway maintenance 50% 61% 50% 42% 0% KBI 25 - Street lighting 68% 73% 64% 51% 4%	KBI 16 - Rights of way (aspects)	49%	60%	52%	48%	-3%
KBI 18 - Management of roadworks 50% 58% 50% 44% 0% KBI 19 - Traffic management 42% 57% 42% 34% 0% Road Safety KBI 20 - Road safety locally 61% 64% 57% 49% 4% KBI 21 - Road safety environment 55% 63% 54% 48% 1% KBI 22 - Road safety education 52% 58% 50% 44% 2% Highway Maintenance KBI 23 - Condition of highways 37% 55% 36% 21% 1% KBI 24 - Highway maintenance 50% 61% 50% 42% 0% KBI 25 - Street lighting 68% 73% 64% 51% 4%	Tackling Congestion					
KBI 19 - Traffic management 42% 57% 42% 34% 0% Road Safety KBI 20 - Road safety locally 61% 64% 57% 49% 4% KBI 21 - Road safety environment 55% 63% 54% 48% 1% KBI 22 - Road safety education 52% 58% 50% 44% 2% Highway Maintenance KBI 23 - Condition of highways 37% 55% 36% 21% 1% KBI 24 - Highway maintenance 50% 61% 50% 42% 0% KBI 25 - Street lighting 68% 73% 64% 51% 4%	KBI 17 - Traffic levels & congestion	52%	62%	46%	33%	6%
Road Safety KBI 20 - Road safety locally 61% 64% 57% 49% 4% KBI 21 - Road safety environment 55% 63% 54% 48% 1% KBI 22 - Road safety education 52% 58% 50% 44% 2% Highway Maintenance Whighway Maintenance 37% 55% 36% 21% 1% KBI 24 - Highway maintenance 50% 61% 50% 42% 0% KBI 25 - Street lighting 68% 73% 64% 51% 4%	KBI 18 - Management of roadworks	50%	58%	50%	44%	0%
KBI 20 - Road safety locally 61% 64% 57% 49% 4% KBI 21 - Road safety environment 55% 63% 54% 48% 1% KBI 22 - Road safety education 52% 58% 50% 44% 2% Highway Maintenance 87% 55% 36% 21% 1% KBI 23 - Condition of highways 37% 55% 36% 21% 1% KBI 24 - Highway maintenance 50% 61% 50% 42% 0% KBI 25 - Street lighting 68% 73% 64% 51% 4%	KBI 19 - Traffic management	42%	57%	42%	34%	0%
KBI 21 - Road safety environment 55% 63% 54% 48% 1% KBI 22 - Road safety education 52% 58% 50% 44% 2% Highway Maintenance 8 37% 55% 36% 21% 1% KBI 23 - Condition of highways 37% 55% 36% 21% 1% KBI 24 - Highway maintenance 50% 61% 50% 42% 0% KBI 25 - Street lighting 68% 73% 64% 51% 4%	Road Safety					
KBI 22 - Road safety education 52% 58% 50% 44% 2% Highway Maintenance KBI 23 - Condition of highways 37% 55% 36% 21% 1% KBI 24 - Highway maintenance 50% 61% 50% 42% 0% KBI 25 - Street lighting 68% 73% 64% 51% 4%	KBI 20 - Road safety locally	61%	64%	57%	49%	4%
Highway Maintenance KBI 23 - Condition of highways 37% 55% 36% 21% 1% KBI 24 - Highway maintenance 50% 61% 50% 42% 0% KBI 25 - Street lighting 68% 73% 64% 51% 4%	KBI 21 - Road safety environment	55%	63%	54%	48%	1%
KBI 23 - Condition of highways 37% 55% 36% 21% 1% KBI 24 - Highway maintenance 50% 61% 50% 42% 0% KBI 25 - Street lighting 68% 73% 64% 51% 4%	KBI 22 - Road safety education	52%	58%	50%	44%	2%
KBI 24 - Highway maintenance 50% 61% 50% 42% 0% KBI 25 - Street lighting 68% 73% 64% 51% 4%	Highway Maintenance					
KBI 25 - Street lighting 68% 73% 64% 51% 4%	KBI 23 - Condition of highways	37%	55%	36%	21%	1%
	KBI 24 - Highway maintenance	50%	61%	50%	42%	0%
KBI 26 - Highway enforcement/obstructions 47% 56% 45% 38%	KBI 25 - Street lighting	68%	73%	64%	51%	4%
	KBI 26 - Highway enforcement/obstructions	47%	56%	45%	38%	2%





Individual KBI Results

Knowsley's Key Benchmark Indicator results for this year and last year are shown below. The trend results are highlighted in colour; blue and green for improvements, amber and red for reductions and grey where no trend data is available (see notes below).

Key Benchmark Indicator	2020 Result	2019 Result	% Change
Overall			
KBI 00 - Overall Satisfaction	53%	56%	-3%
KBI 01 - Importance vs Satisfaction (local)	56%	57%	-1%
KBI 02 - Importance vs Satisfaction (national)	55%	57%	-2%
Accessibility			
KBI 03 - Ease of Access (all)	76%	76%	0%
KBI 04 - Ease of Access (disabilities)	66%	66%	0%
KBI 05 - Ease of Access (no car)	65%	68%	-3%
Public Transport			
KBI 06 - Local bus services (overall)	63%	62%	1%
KBI 07 - Local bus services (aspects)	60%		
KBI 08 - Public transport information	49%		
KBI 09 - Taxi/mini cab services	70%	70%	0%
KBI 10 - Community Transport	59%	57%	2%
Walking/Cycling			
KBI 11 - Pavements & Footpaths (overall)	53%	55%	-2%
KBI 12 - Pavements & Footpaths (aspects)	53%	58%	-5%
KBI 13 - Cycle routes and facilities (overall)	46%	51%	-5%
KBI 14 - Cycle routes and facilities (aspects)	42%		
KBI 15 - Rights of way (overall)	55%	58%	-3%
KBI 16 - Rights of way (aspects)	49%		
Tackling Congestion			
KBI 17 - Traffic levels & congestion	52%	51%	1%
KBI 18 - Management of roadworks	50%	52%	-2%
KBI 19 - Traffic management	42%		
Road Safety			
KBI 20 - Road safety locally	61%	61%	0%
KBI 21 - Road safety environment	55%		
KBI 22 - Road safety education	52%	55%	-3%
Highway Maintenance			
KBI 23 - Condition of highways	37%	42%	-5%
KBI 24 - Highway maintenance	50%		
KBI 25 - Street lighting	68%	69%	-1%
KBI 26 - Highway enforcement/obstructions	47%		

Individual KBI Trend



Notes

Changes to Survey questions and the effect on KBI trend reporting

A number of changes are made to the questionnaire each year and this year some individual questions have been split and replaced by new questions to improve the clarity of the public views. The introduction of these new questions affects the composition and calculation of five of the Survey's KBI's (KBI14, KBI19, KBI21, KBI24 and KBI26). We have therefore not provided trend results for these KBIs this year. All historic KPI scores are retained and we intend to reintroduce trend scores for these KBI's in next year's results.

The tables below show your results for the KBI's affected for last year and for this year so you can make your own comparisons.

Indicator	2019
KBI 14 - Cycle routes and facilities (aspects) (Old)	50%
KBI 19 - Traffic management (Old)	
KBI 21 - Road safety environment (Old)	58%
KBI 24 - Highway maintenance (Old)	56%
KBI 26 - Highway enforcement/obstructions (Old)	53%

Indicator	2020
KBI 14 - Cycle routes and facilities (aspects)	42%
KBI 19 - Traffic management	42%
KBI 21 - Road safety environment	55%
KBI 24 - Highway maintenance	50%
KBI 26 - Highway enforcement/obstructions	47%