

## 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 - City of Bradford MDC

2019 NHT Survey Results - Year on Year Comparison

Summary



Overall Satisfaction

**54%**

(last year 52%)



Accessibility

**70%**

(last year 70%)

KBI's 2 ↑ 1 ↓



Public  
Transport

**66%**

(last year 65%)

KBI's: 2 ↑ 1 ↓



Walking  
& Cycling

**56%**

(last year 55%)

KBI's: 4 ↑ 1 ↓



Tackling  
Congestion

**47%**

(last year 42%)

KBI's: 2 ↑ 0 ↓



Road  
Safety

**52%**

(last year 49%)

KBI's: 3 ↑ 0 ↓



Highway  
Maintenance

**51%**

(last year 48%)

KBI's: 4 ↑ 0 ↓

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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

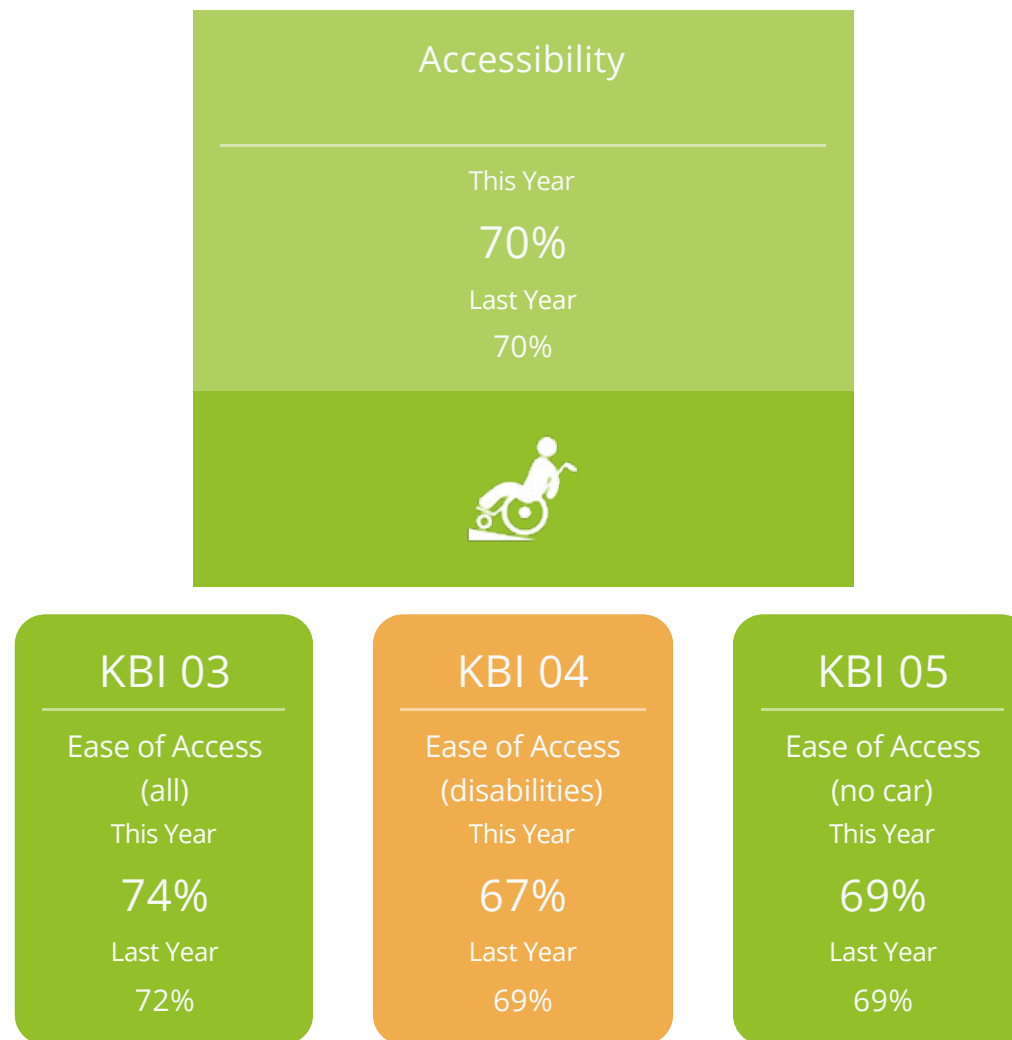
Key Benchmark Indicator	% Change
KBI 23 - Condition of highways	6
KBI 18 - Management of roadworks	5
KBI 22 - Road safety education	4

## Top KBI falls

Key Benchmark Indicator	% Change
KBI 04 - Ease of Access (disabilities)	-2
KBI 06 - Local bus services	-1
KBI 15 - Rights of Way	-1

## Survey Numbers

Sample Size: **4,000**  
Responses: **865**  
Response Rate: **22%**



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## Public Transport

This Year

66%

Last Year

65%



### KBI 06

Local Bus Services

This Year

64%

Last Year

65%

### KBI 07

Local Bus Services  
(BVPI 104)

This Year

Last Year

### KBI 08

Public Transport Information  
(BVPI 103)

This Year

Last Year

### KBI 09

Taxi / Mini Cab Services

This Year

73%

Last Year

70%

### KBI 10

Community Transport

This Year

60%

Last Year

58%

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# Executive Summary - City of Bradford MDC

2019 NHT Survey Results - Year on Year Comparison

Walking & Cycling Theme

## Walking / Cycling

This Year

56%

Last Year

55%



### KBI 11

Pavements  
&  
Footpaths

This Year

58%

Last Year

56%

### KBI 12

Pavements  
& Footpaths  
(Aspects)

This Year

56%

Last Year

55%

### KBI 13

Cycle Routes  
And  
Facilities

This Year

54%

Last Year

52%

### KBI 14

Cycle Routes  
And Facilities  
(Aspects)

This Year

55%

Last Year

54%

### KBI 15

Rights  
of Way

This Year

56%

Last Year

57%

### KBI 16

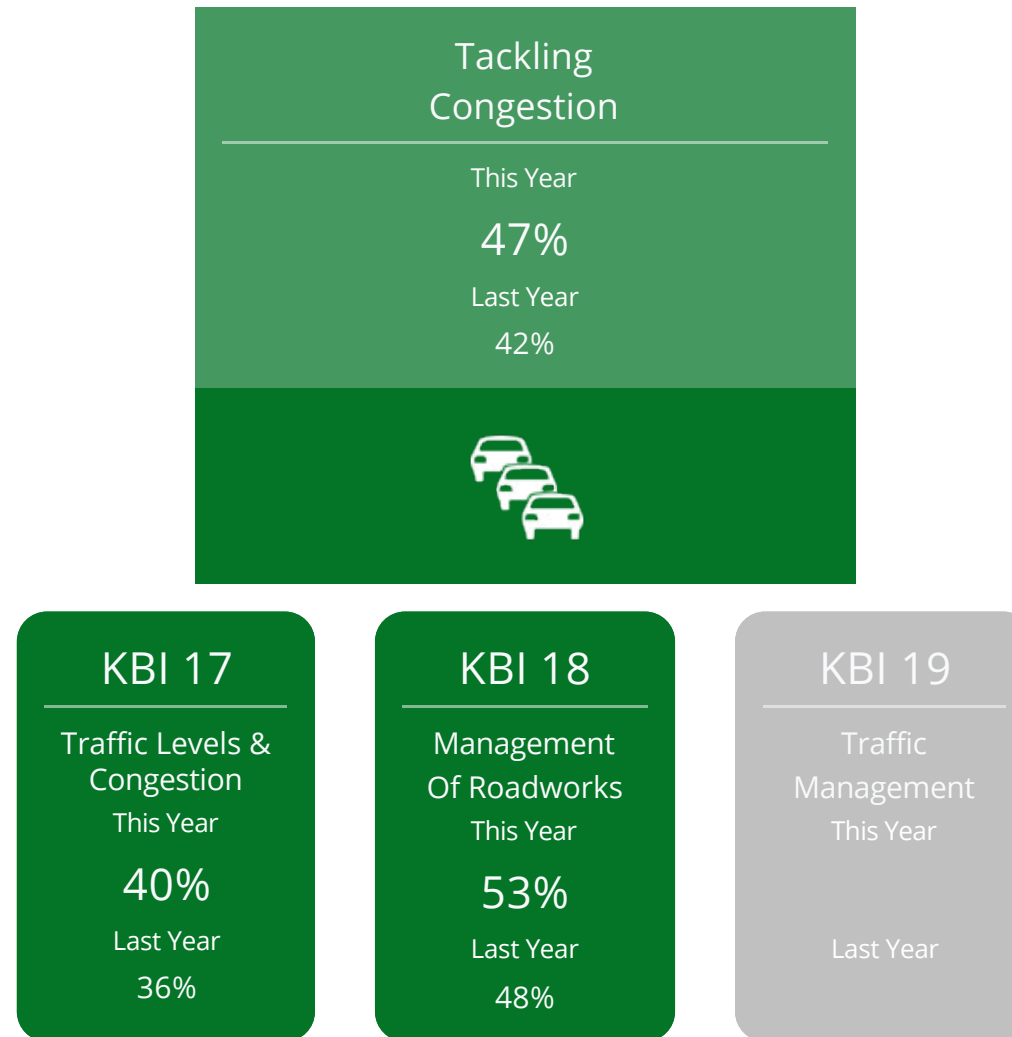
Rights  
Of Way  
Aspects

This Year

Last Year

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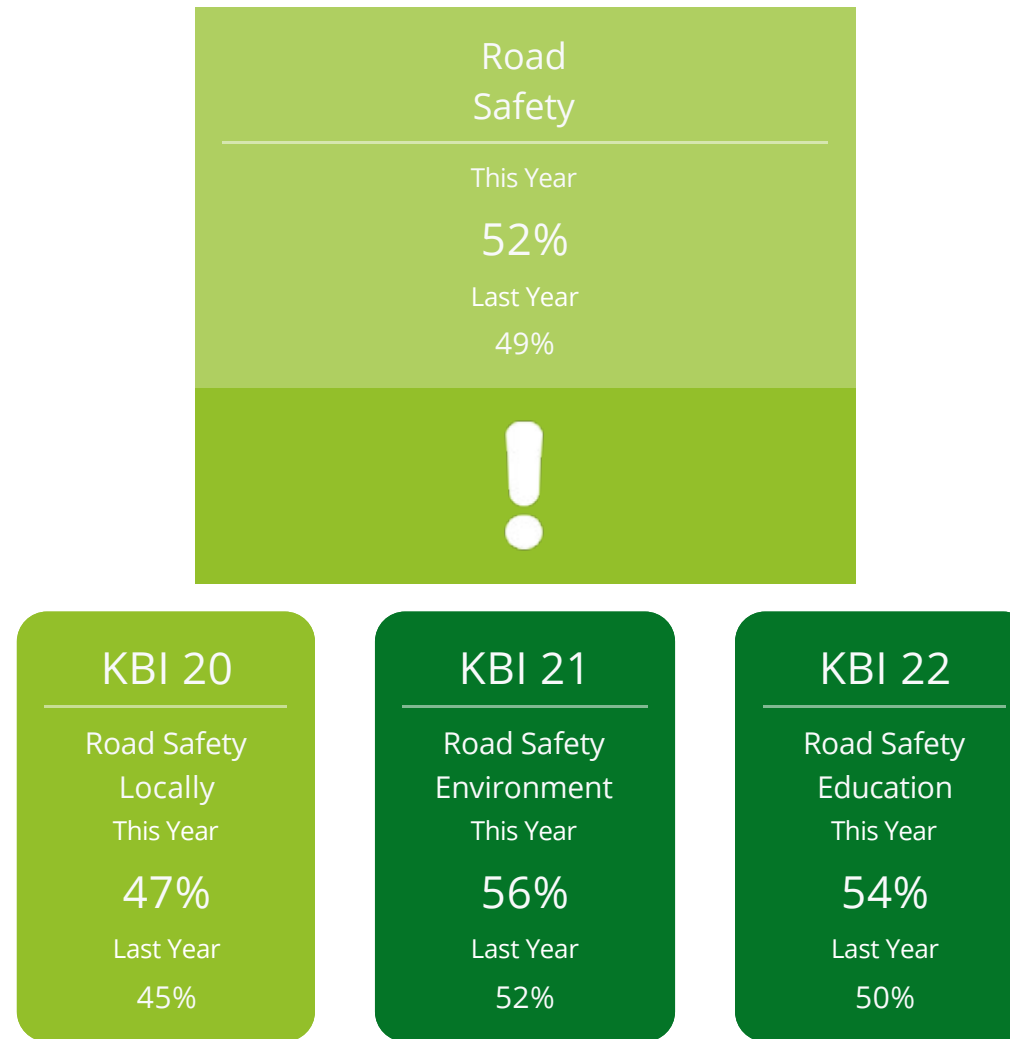
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# Executive Summary - City of Bradford MDC

2019 NHT Survey Results - Year on Year Comparison

Road Safety Theme



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# Executive Summary - City of Bradford MDC

2019 NHT Survey Results - Year on Year Comparison

Highway Maintenance Theme

## Highway Maintenance

This Year

51%

Last Year

48%



### KBI 23

Condition Of  
Highways

This Year

40%

Last Year

34%

### KBI 24

Highway  
Maintenance

This Year

52%

Last Year

49%

### KBI 25

Street  
Lighting

This Year

63%

Last Year

62%

### KBI 26

Highway  
Enforcement  
/Obstructions

This Year

48%

Last Year

48%

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