

National Highways and Transport Public Satisfaction Survey 2009

Southampton CC

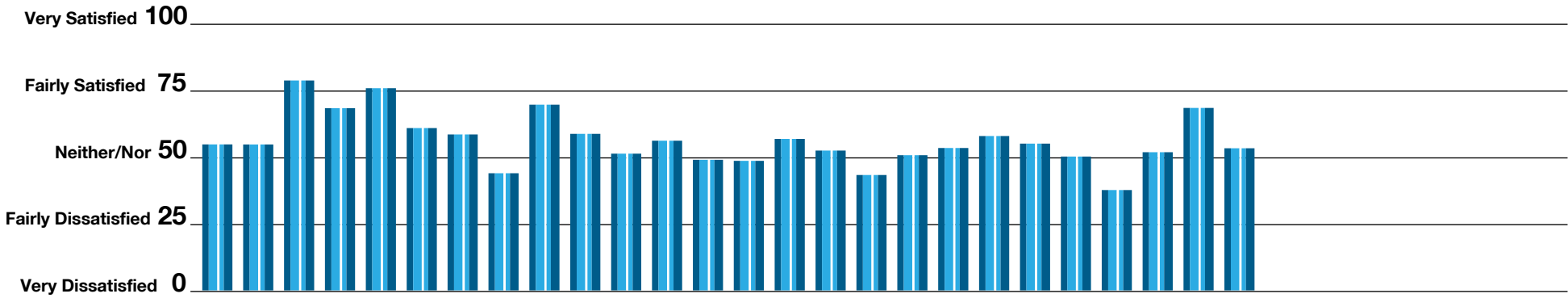


Indicator Reference	Benchmarking Indicator	Score (out of 100)	Ranking (of 76)	Scope to Improve	UA rank (of 31)	Year on Year
01. General KBI						
KBI 01	Overall Satisfaction with Highways and Transport (against local importance)	54.64 ○	55 ○	+7.20 ○	22 ○	+4.15 ○
KBI 02	Overall Satisfaction with Highways and Transport (against national importance)	54.62 ○	57 ○	+7.00 ○	23 ○	+4.07 ○
02. Accessibility KBI						
KBI 03	Ease of Access to Key Services (All People)	78.58 ●	23 ○	+4.43 ●	10 ○	+4.51 ○
KBI 04	Ease of Access to Key Services (People with disabilities)	68.21 ●	73 ●	+11.70 ●	30 ●	+1.13 ○
KBI 05	Ease of Access to Key Services (No car households)	75.68 ●	35 ○	+8.80 ○	10 ○	+2.84 ○
03. Public Transport KBI						
KBI 06	Overall Satisfaction with Local Bus Services	60.76 ●	32 ○	+13.53 ●	11 ○	+5.53 ●
KBI 07	Satisfaction with Local Bus Services (BVPI 104)	58.37 ○	41 ○	+18.30 ●	14 ○	+5.09 ●
KBI 08	Satisfaction with Local PT Information (BVPI103)	43.85 ●	47 ○	+20.26 ●	15 ○	+4.54 ○
KBI 09	Satisfaction with Local Taxi (or mini-cab) Services	69.51 ●	21 ○	+7.64 ○	13 ○	+1.94 ○
KBI 10	Overall Satisfaction with Community Transport, eg Dial-a-Ride and volunteer cars.	58.60 ○	36 ○	+5.20 ○	14 ○	+1.79 ○
04. Walking/ Cycling KBI						
KBI 11	Overall Satisfaction with Pavements and Footpaths	51.18 ○	65 ●	+18.56 ●	25 ●	+5.42 ●
KBI 12	Satisfaction with specific aspects of Pavements and Footpaths	56.03 ○	41 ○	+10.08 ●	18 ○	+6.25 ●
KBI 13	Overall Satisfaction with Cycle Routes and Facilities	48.88 ●	63 ●	+19.09 ●	28 ●	+5.49 ●
KBI 14	Satisfaction with specific aspects of Cycle Routes and Facilities	48.49 ●	39 ○	+10.32 ●	23 ○	+2.76 ○
KBI 15	Overall Satisfaction with The Local Rights of Way Network	56.70 ○	62 ●	+6.05 ○	28 ●	+1.61 ○
KBI 16	Satisfaction with specific aspects of The Local Rights of Way Network	52.34 ○	47 ○	+6.56 ○	19 ○	+3.56 ○
05. Tackling Congestion KBI						
KBI 17	Overall Satisfaction with Traffic Levels and Congestion ie. queues	43.19 ●	51 ○	+17.37 ●	16 ○	+6.47 ●
KBI 18	Satisfaction with Management of Roadworks	50.60 ○	22 ○	+4.15 ●	13 ○	+9.02 ●
KBI 19	Satisfaction with Traffic Management	53.30 ○	51 ○	+5.36 ○	18 ○	+3.99 ○
06. Road Safety KBI						
KBI 20	Overall Satisfaction with Road Safety Locally	57.78 ○	46 ○	+8.58 ○	22 ○	+1.88 ○
KBI 21	Satisfaction with Road Safety Environment	54.94 ○	26 ○	+7.36 ○	16 ○	+4.99 ○
KBI 22	Satisfaction with Road Safety Education	50.10 ○	27 ○	+7.15 ○	15 ○	+6.54 ●
07. Highway Maintenance/ Enforcement KBI						
KBI 23	Overall Satisfaction with the Condition of Highways ie. roads and pavements	37.56 ●	57 ○	+22.12 ●	23 ○	+8.32 ●
KBI 24	Satisfaction with Highway Maintenance	51.72 ○	43 ○	+9.83 ○	20 ○	+5.45 ●
KBI 25	Overall Satisfaction with Street lighting	68.30 ●	36 ○	+7.77 ○	19 ○	+3.15 ○
KBI 26	Highway Enforcement/ Obstructions	53.20 ○	13 ●	+9.63 ○	8 ●	+1.58 ○



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Southampton CC



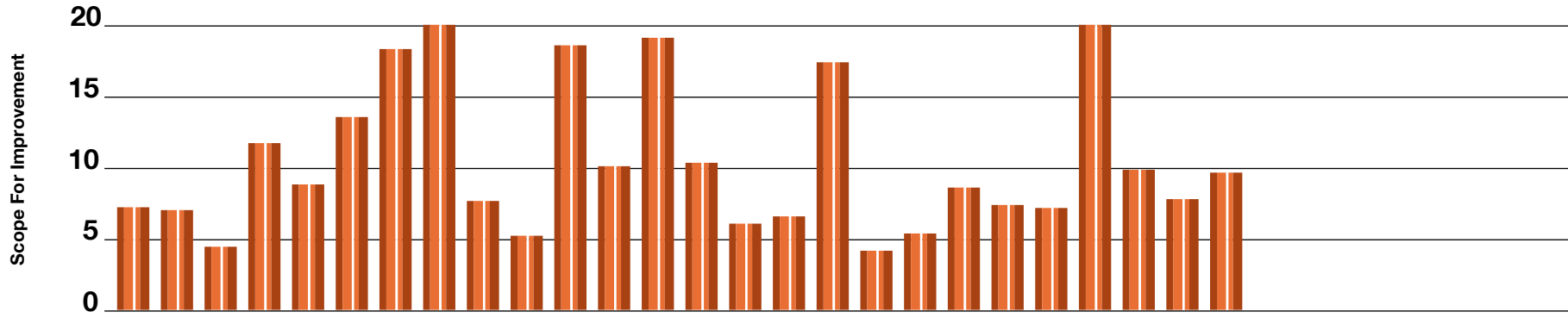
Southampton CC	54.64	54.62	78.58	68.21	75.68	60.76	58.37	43.85	69.51	58.60	51.18	56.03	48.88	48.49	56.70	52.34	43.19	50.60	53.30	57.78	54.94	50.10	37.56	51.72	68.30	53.20
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- KBI 01 - Overall (local)
- KBI 02 - Overall (national)
- KBI 03 - Ease of Access (all)
- KBI 04 - Ease of Access (Disabilities)
- KBI 05 - Ease of Access (no car)
- KBI 06 - Local bus services
- KBI 07 - Local Bus Services (BVPI 104)
- KBI 08 - Public transport info (BVPI103)
- KBI 09 - Taxi/mini cab services
- KBI 10 - Community Transport
- KBI 11 - Pavements & footpaths
- KBI 12 - Pavements & Footpaths (aspects)
- KBI 13 - Cycle routes and facilities
- KBI 14 - Cycle routes and facilities (aspects)
- KBI 15 - Rights of Way
- KBI 16 - Satisfaction - Rights of Way (aspects)
- KBI 17 - Traffic levels & congestion
- KBI 18 - Management of roadworks
- KBI 19 - Traffic management
- KBI 20 - Road safety locally
- KBI 21 - Road safety environment
- KBI 22 - Road safety education
- KBI 23 - Condition of highways
- KBI 24 - Highway maintenance
- KBI 25 - Street lighting
- KBI 26 - Highway enforcement/obstructions



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Southampton CC



Southampton CC	7.20	7.00	4.43	11.70	8.80	13.53	18.30	20.26	7.64	5.20	18.56	10.08	19.09	10.32	6.05	6.56	17.37	4.15	5.36	8.58	7.36	7.15	22.12	9.83	7.77	9.63
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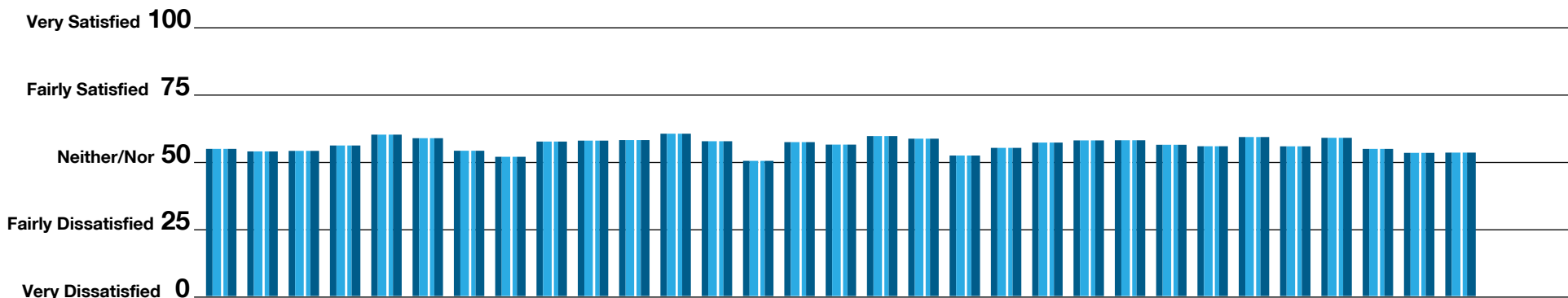
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- KBI 16 - Satisfaction - Rights of Way (aspects)
- KBI 17 - Traffic levels & congestion
- KBI 18 - Management of roadworks
- KBI 19 - Traffic management
- KBI 20 - Road safety locally
- KBI 21 - Road safety environment
- KBI 22 - Road safety education
- KBI 23 - Condition of highways
- KBI 24 - Highway maintenance
- KBI 25 - Street lighting
- KBI 26 - Highway enforcement/obstructions



KBI 01

National Highways and Transport Public Satisfaction Survey 2009

Overall Satisfaction with Highways and Transport (against local importance)



Scores	54.64	53.69	53.89	55.89	59.92	58.60	53.94	51.70	57.35	57.70	57.90	60.27	57.47	50.19	57.14	56.22	59.38	58.42	52.16	55.01	56.98	57.78	57.83	56.16	55.61	59.03	55.58	58.74	54.63	53.16	53.25
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Top 5 Authorities

1	RB Kensington & Chelsea	61.84
2	South Tyneside	61.06
3	Sunderland City	60.75
4	Gateshead Council	60.75
5	Newcastle City	60.44

Top 5 County Councils

1	Nottinghamshire CC	58.67
2	Leicestershire CC	58.43
3	Devon CC	57.45
4	Derbyshire CC	57.43
5	Lancashire CC	56.87

Top 5 Unitary Authorities

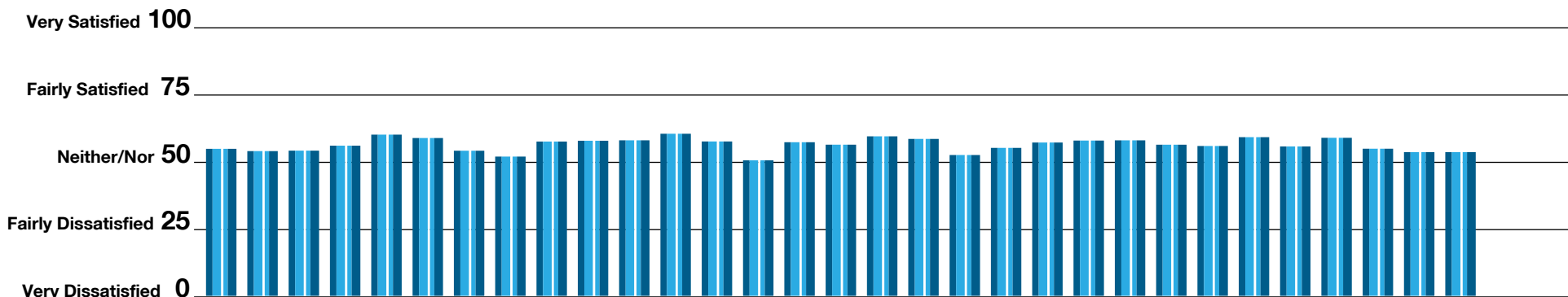
1	Halton BC	60.27
2	Borough of Poole	59.92
3	Middlesbrough	59.38
4	Stockton on Tees BC	59.03
5	Swindon BC	58.74



KBI 02

National Highways and Transport Public Satisfaction Survey 2009

Overall Satisfaction with Highways and Transport (against national importance)



Scores	54.62	53.77	53.94	55.79	59.89	58.63	53.91	51.74	57.32	57.62	57.78	60.22	57.35	50.34	57.07	56.16	59.26	58.30	52.32	54.97	56.96	57.69	57.77	56.15	55.67	58.95	55.50	58.71	54.66	53.39	53.40
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Top 5 Authorities

1	RB Kensington & Chelsea	61.62
2	South Tyneside	60.92
3	Gateshead Council	60.64
4	Sunderland City	60.60
5	Halton BC	60.22

Top 5 County Councils

1	Nottinghamshire CC	58.66
2	Leicestershire CC	58.43
3	Devon CC	57.57
4	Derbyshire CC	57.43
5	Lancashire CC	56.87

Top 5 Unitary Authorities

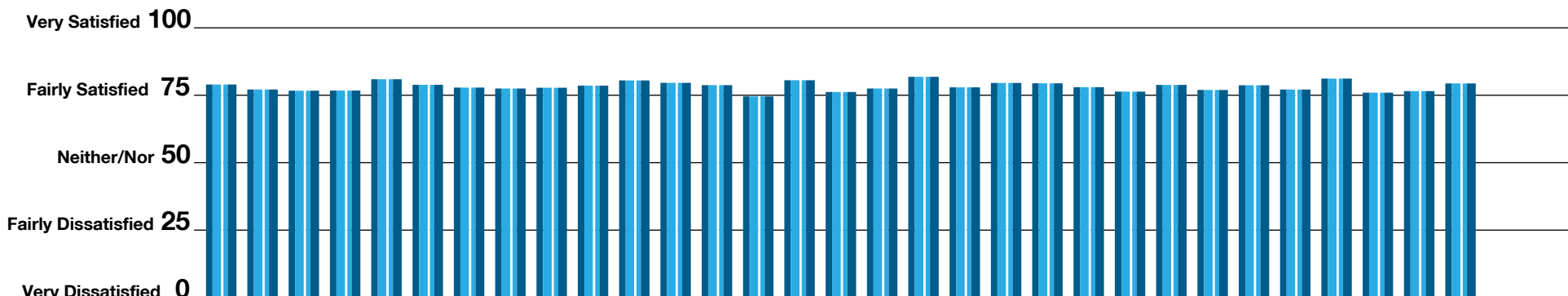
1	Halton BC	60.22
2	Borough of Poole	59.89
3	Middlesbrough	59.26
4	Stockton on Tees BC	58.95
5	Swindon BC	58.71



KBI 03

National Highways and Transport Public Satisfaction Survey 2009

Ease of Access to Key Services (All People)



Scores	78.58	76.73	76.28	76.34	80.53	78.46	77.44	77.10	77.39	78.16	80.09	79.20	78.35	74.17	80.16	75.81	77.10	81.43	77.53	79.16	79.03	77.58	75.94	78.43	76.55	78.30	76.72	80.77	75.56	76.13	78.98
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Southampton CC
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 Bedford BC
 Blackpool BC
 Borough of Poole
 Bournemouth BC
 Bristol City
 Cheshire East
 Darlington BC
 Derby City
 Durham CC
 Halton BC
 Hartlepool BC
 Herefordshire
 Kingston upon Hull
 Luton BC
 Middlesbrough
 Milton Keynes
 North Somerset
 Northumberland
 Plymouth City
 Portsmouth City
 Redcar & Cleveland BC
 Shropshire
 South Gloucestershire
 Stockton on Tees BC
 Stoke on Trent
 Swindon BC
 Torbay BC
 West Berkshire
 Wiltshire

Top 5 Authorities

1	North Tyneside	83.01
2	LB Islington	82.54
3	RB Kensington & Chelsea	81.71
4	Milton Keynes	81.43
5	South Tyneside	80.96

Top 5 County Councils

1	Nottinghamshire CC	80.04
2	Devon CC	79.16
3	Cumbria CC	78.66
4	North Yorkshire CC	78.43
5	Somerset CC	78.35

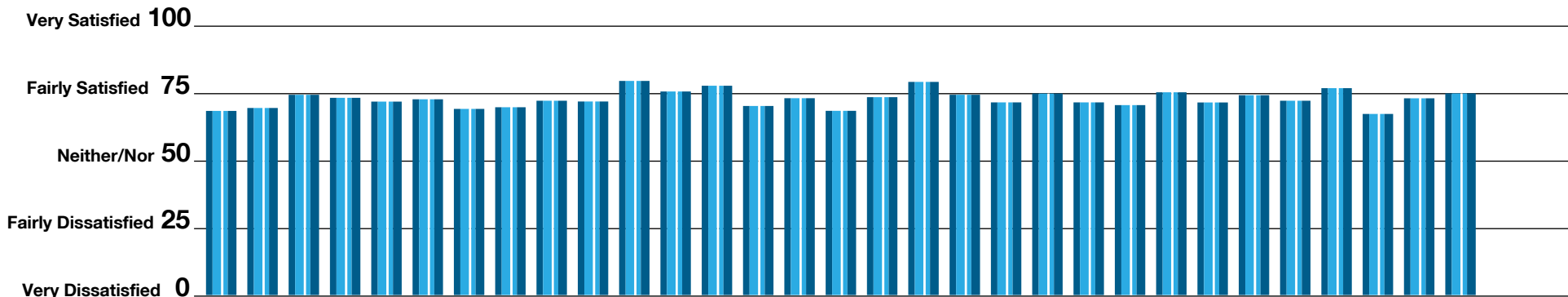
Top 5 Unitary Authorities

1	Milton Keynes	81.43
2	Swindon BC	80.77
3	Borough of Poole	80.53
4	Kingston upon Hull	80.16
5	Durham CC	80.09



KBI 04

National Highways and Transport Public Satisfaction Survey 2009 Ease of Access to Key Services (People with disabilities)



Scores	68.21	69.30	74.19	73.06	71.66	72.52	68.96	69.57	71.98	71.70	79.32	75.41	77.54	70.04	72.92	68.24	73.30	78.96	74.20	71.37	74.66	71.37	70.36	75.11	71.34	74.04	71.98	76.64	67.09	72.88	74.72
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Southampton CC
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 Herefordshire
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 Luton BC
 Middlesbrough
 Milton Keynes
 North Somerset
 Northumberland
 Plymouth City
 Portsmouth City
 Redcar & Cleveland BC
 Shropshire
 South Gloucestershire
 Stockton on Tees BC
 Stoke on Trent
 Swindon BC
 Torbay BC
 West Berkshire
 Wiltshire

Top 5 Authorities

1	LB Islington	79.92
2	Durham CC	79.32
3	Milton Keynes	78.96
4	Nottinghamshire CC	77.85
5	LB Lambeth	77.80

Top 5 County Councils

1	Nottinghamshire CC	77.85
2	Staffordshire CC	74.26
3	North Yorkshire CC	73.88
4	Cambridgeshire CC	73.75
5	Warwickshire CC	73.73

Top 5 Unitary Authorities

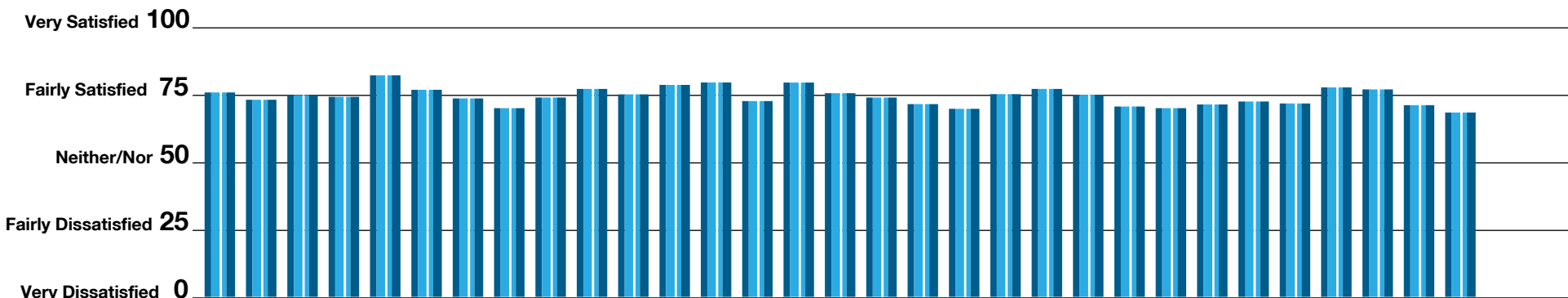
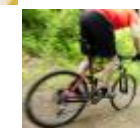
1	Durham CC	79.32
2	Milton Keynes	78.96
3	Hartlepool BC	77.54
4	Swindon BC	76.64
5	Halton BC	75.41



KBI 05

National Highways and Transport Public Satisfaction Survey 2009

Ease of Access to Key Services (No car households)



Scores	75.68	72.97	74.71	74.05	82.02	76.66	73.46	69.86	73.80	76.99	74.97	78.47	79.37	72.48	79.34	75.41	73.79	71.36	69.62	75.06	76.99	74.82	70.46	69.86	71.24	72.32	71.60	77.54	76.81	70.97	68.25
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 Luton BC
 Middlesbrough
 Milton Keynes
 North Somerset
 Northumberland
 Plymouth City
 Portsmouth City
 Redcar & Cleveland BC
 Shropshire
 South Gloucestershire
 Stockton on Tees BC
 Stoke on Trent
 Swindon BC
 Torbay BC
 West Berkshire
 Wiltshire

Top 5 Authorities

1	LB Islington	84.49
2	Borough of Poole	82.02
3	RB Kensington & Chelsea	81.88
4	North Tyneside	81.52
5	LB Haringey	80.68

Top 5 County Councils

1	East Sussex CC	79.09
2	Leicestershire CC	79.02
3	Cumbria CC	78.38
4	Cambridgeshire CC	77.79
5	Lincolnshire CC	76.89

Top 5 Unitary Authorities

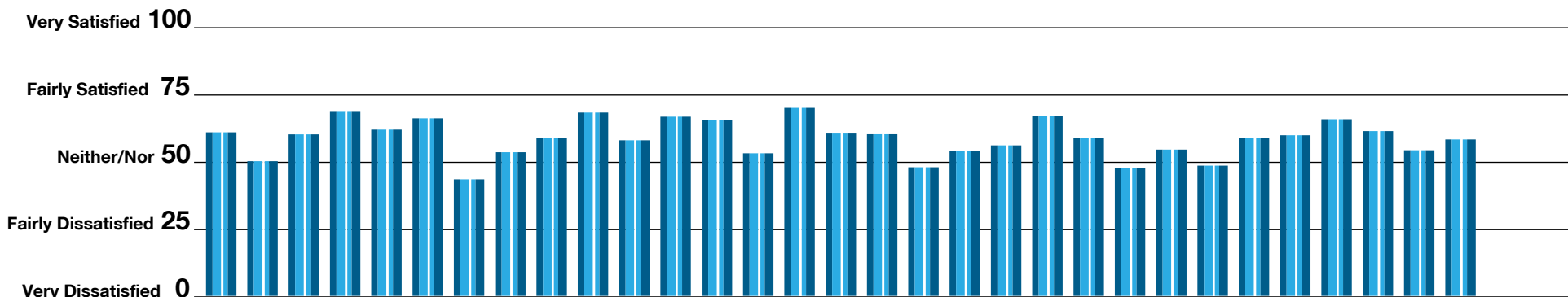
1	Borough of Poole	82.02
2	Hartlepool BC	79.37
3	Kingston upon Hull	79.34
4	Halton BC	78.47
5	Swindon BC	77.54



KBI 06

National Highways and Transport Public Satisfaction Survey 2009

Overall Satisfaction with Local Bus Services



Scores	60.76	50.01	59.99	68.36	61.75	65.96	43.27	53.36	58.66	68.10	57.80	66.57	65.33	52.96	69.84	60.31	60.04	47.77	53.89	55.90	66.79	58.66	47.45	54.34	48.37	58.61	59.67	65.62	61.21	54.09	58.11
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 Portsmouth City
 Redcar & Cleveland BC
 Shropshire
 South Gloucestershire
 Stockton on Tees BC
 Stoke on Trent
 Swindon BC
 Torbay BC
 West Berkshire
 Wiltshire

Top 5 Authorities

1	RB Kensington & Chelsea	74.29
2	LB Haringey	72.90
3	LB Hackney	72.82
4	LB Islington	70.86
5	LB Lambeth	70.63

Top 5 County Councils

1	Nottinghamshire CC	66.08
2	Lancashire CC	63.59
3	Oxfordshire CC	62.31
4	Derbyshire CC	61.08
5	Leicestershire CC	59.85

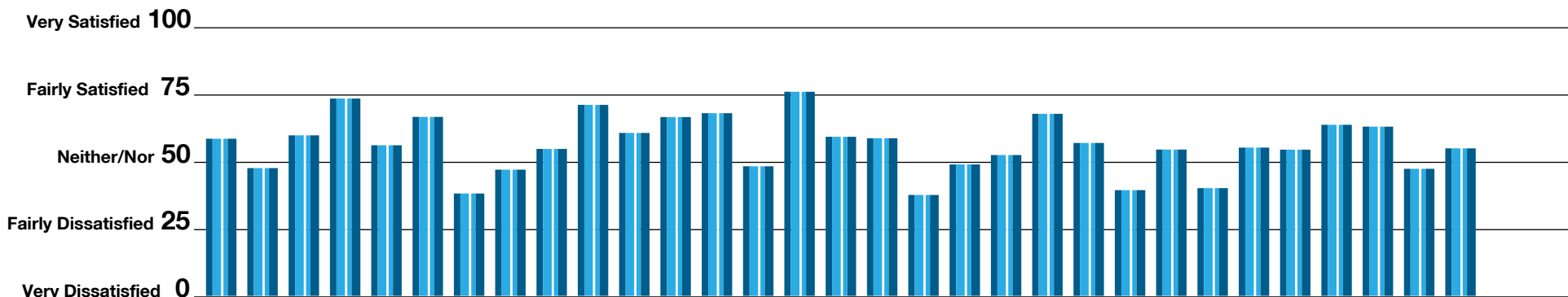
Top 5 Unitary Authorities

1	Kingston upon Hull	69.84
2	Blackpool BC	68.36
3	Derby City	68.10
4	Plymouth City	66.79
5	Halton BC	66.57



KBI 07

National Highways and Transport Public Satisfaction Survey 2009 Satisfaction with Local Bus Services (BVPI 104)



Scores	58.37	47.46	59.63	73.30	55.94	66.48	38.02	46.88	54.58	70.95	60.52	66.42	67.85	48.14	75.82	59.09	58.54	37.48	48.82	52.31	67.63	56.80	39.27	54.35	40.02	55.07	54.31	63.54	62.86	47.20	54.79
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 Shropshire
 South Gloucestershire
 Stockton on Tees BC
 Stoke on Trent
 Swindon BC
 Torbay BC
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 Wiltshire

Top 5 Authorities

1	LB Haringey	76.68
2	LB Islington	76.46
3	Kingston upon Hull	75.82
4	LB Lambeth	74.60
5	LB Hackney	74.05

Top 5 County Councils

1	Nottinghamshire CC	69.75
2	Lancashire CC	67.84
3	Oxfordshire CC	66.08
4	Derbyshire CC	62.50
5	North Yorkshire CC	59.03

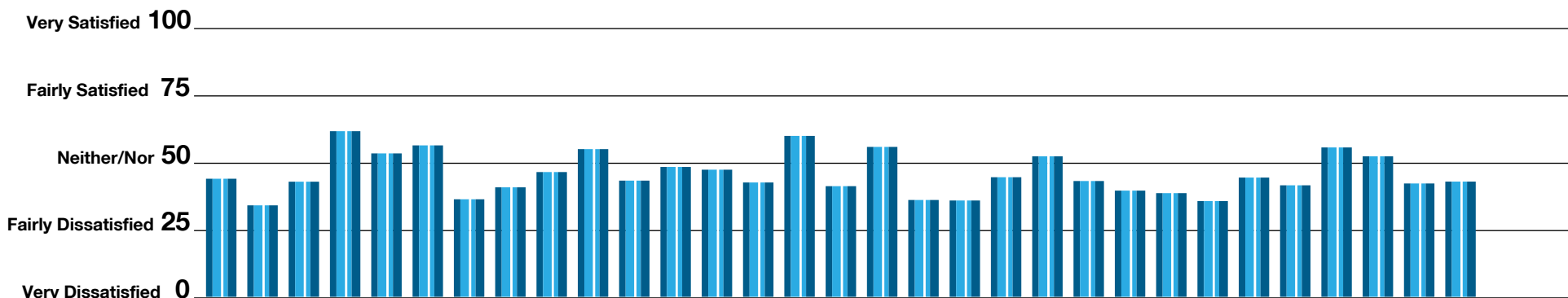
Top 5 Unitary Authorities

1	Kingston upon Hull	75.82
2	Blackpool BC	73.30
3	Derby City	70.95
4	Hartlepool BC	67.85
5	Plymouth City	67.63



KBI 08

National Highways and Transport Public Satisfaction Survey 2009 Satisfaction with Local PT Information (BVPI103)



Scores	43.85	33.97	42.75	61.50	53.25	56.23	36.22	40.66	46.33	54.84	43.15	48.23	47.21	42.46	59.75	41.09	55.67	35.96	35.77	44.41	52.17	43.00	39.44	38.50	35.55	44.28	41.41	55.47	52.17	42.09	42.79
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 Shropshire
 South Gloucestershire
 Stockton on Tees BC
 Stoke on Trent
 Swindon BC
 Torbay BC
 West Berkshire
 Wiltshire

Top 5 Authorities

1	LB Islington	64.11
2	Rotherham MBC	62.67
3	Blackpool BC	61.50
4	Gateshead Council	61.30
5	RB Kensington & Chelsea	60.97

Top 5 County Councils

1	Lancashire CC	56.64
2	Nottinghamshire CC	53.78
3	Devon CC	53.11
4	Derbyshire CC	50.03
5	Oxfordshire CC	49.65

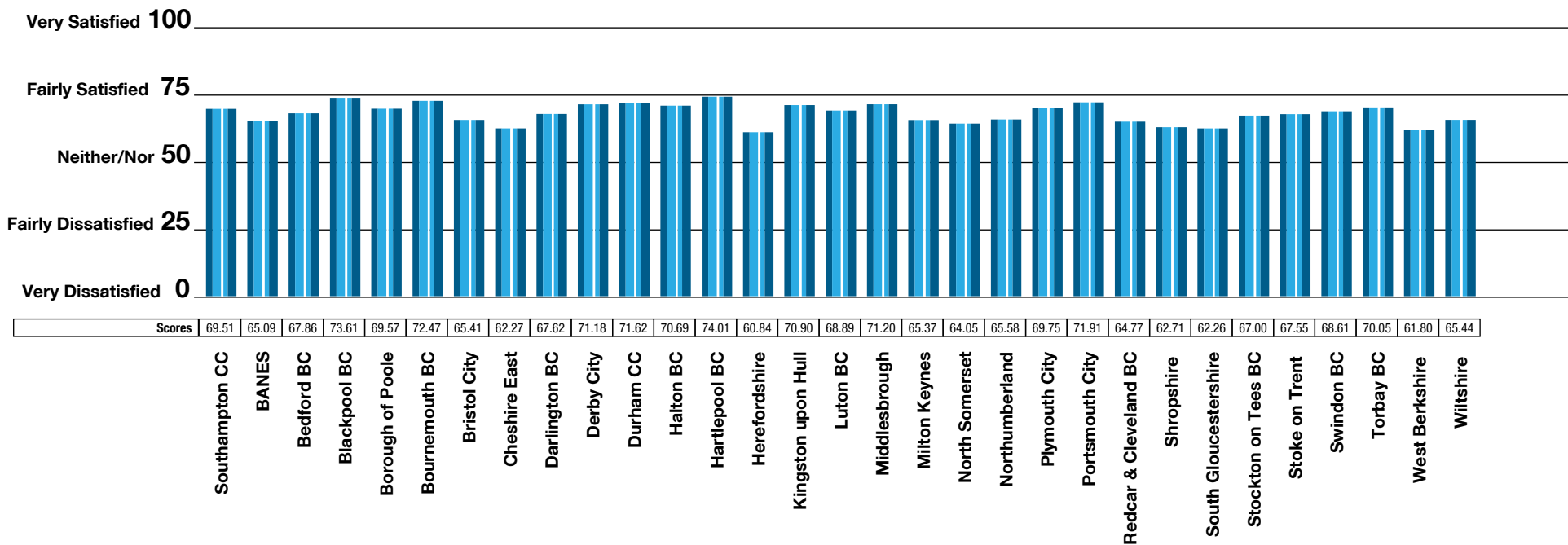
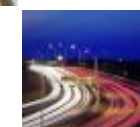
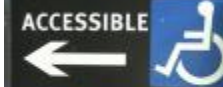
Top 5 Unitary Authorities

1	Blackpool BC	61.50
2	Kingston upon Hull	59.75
3	Bournemouth BC	56.23
4	Middlesbrough	55.67
5	Swindon BC	55.47



National Highways and Transport Public Satisfaction Survey 2009

Satisfaction with Local Tax (or mini-cab) Services



Top 5 Authorities

1	Liverpool City	77.15
2	Hartlepool BC	74.01
3	Blackpool BC	73.61
4	Newcastle City	73.54
5	Sunderland City	73.17

Top 5 County Councils

1	Lancashire CC	68.41
2	East Sussex CC	67.68
3	Derbyshire CC	66.74
4	Dorset CC	66.18
5	Nottinghamshire CC	65.96

Top 5 Unitary Authorities

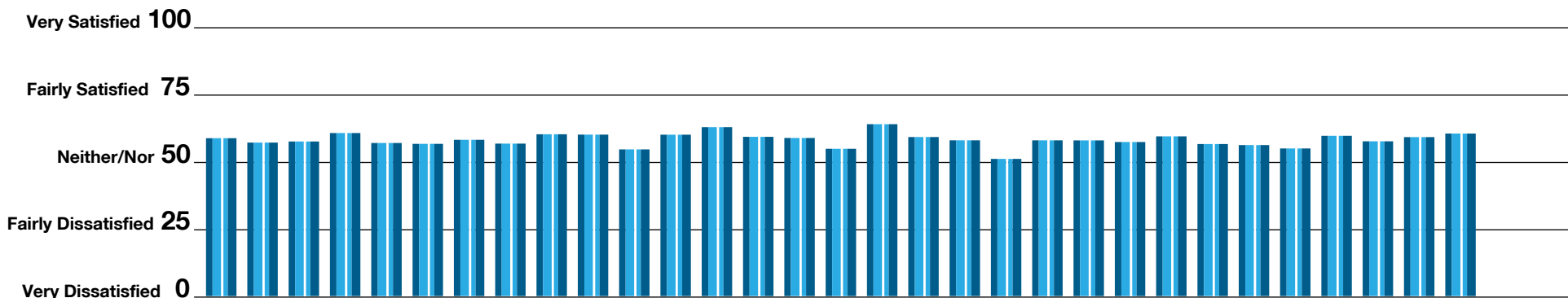
1	Hartlepool BC	74.01
2	Blackpool BC	73.61
3	Bournemouth BC	72.47
4	Portsmouth City	71.91
5	Durham CC	71.62



KBI 10

National Highways and Transport Public Satisfaction Survey 2009

Overall Satisfaction with Community Transport, eg Dial-a-Ride and volunteer cars.



Scores	58.60	56.97	57.37	60.51	56.82	56.50	58.00	56.59	60.06	59.93	54.44	59.90	62.69	59.11	58.68	54.67	63.80	59.03	57.81	50.91	57.80	57.78	57.18	59.28	56.43	56.04	54.79	59.49	57.44	59.00	60.32
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Southampton CC	BANES	Bedford BC	Blackpool BC	Borough of Poole	Bournemouth BC	Bristol City	Cheshire East	Darlington BC	Derby City	Durham CC	Halton BC	Hartlepool BC	Herefordshire	Kingston upon Hull	Luton BC	Middlesbrough	Milton Keynes	North Somerset	Northumberland	Plymouth City	Portsmouth City	Redcar & Cleveland BC	Shropshire	South Gloucestershire	Stockton on Tees BC	Stoke on Trent	Swindon BC	Torbay BC	West Berkshire	Wiltshire
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Top 5 Authorities

1	Middlesbrough	63.80
2	Liverpool City	63.29
3	LB Tower Hamlets	63.01
4	Hartlepool BC	62.69
5	Walsall MBC	62.50

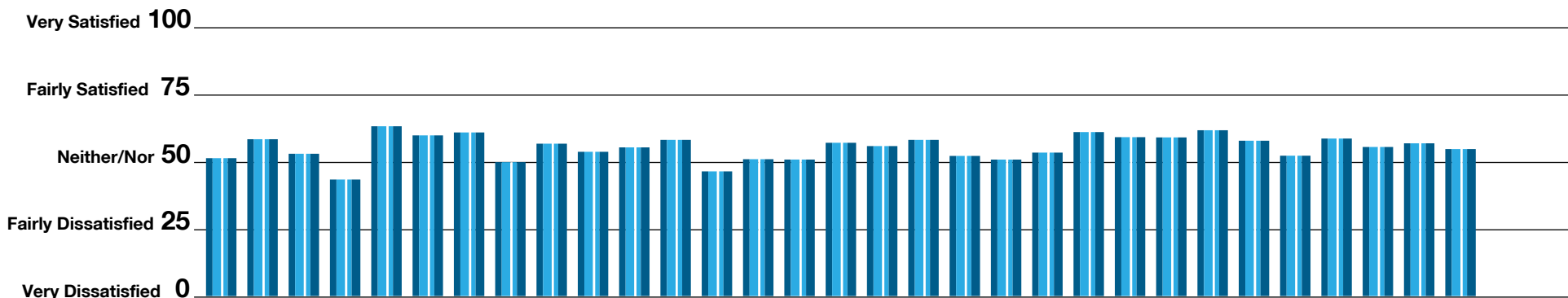
Top 5 County Councils

1	Lancashire CC	60.49
2	Derbyshire CC	60.18
3	Gloucestershire CC	60.06
4	Lincolnshire CC	59.01
5	Devon CC	58.73

Top 5 Unitary Authorities

1	Middlesbrough	63.80
2	Hartlepool BC	62.69
3	Blackpool BC	60.51
4	Wiltshire	60.32
5	Darlington BC	60.06





Top 5 Authorities

1	RB Kensington & Chelsea	69.75
2	Leicestershire CC	63.24
3	Borough of Poole	63.03
4	LB Hackney	62.50
5	South Gloucestershire	61.55

Top 5 County Councils

1	Leicestershire CC	63.24
2	Devon CC	60.13
3	Cornwall	59.13
4	North Yorkshire CC	59.08
5	Staffordshire CC	58.75

Top 5 Unitary Authorities

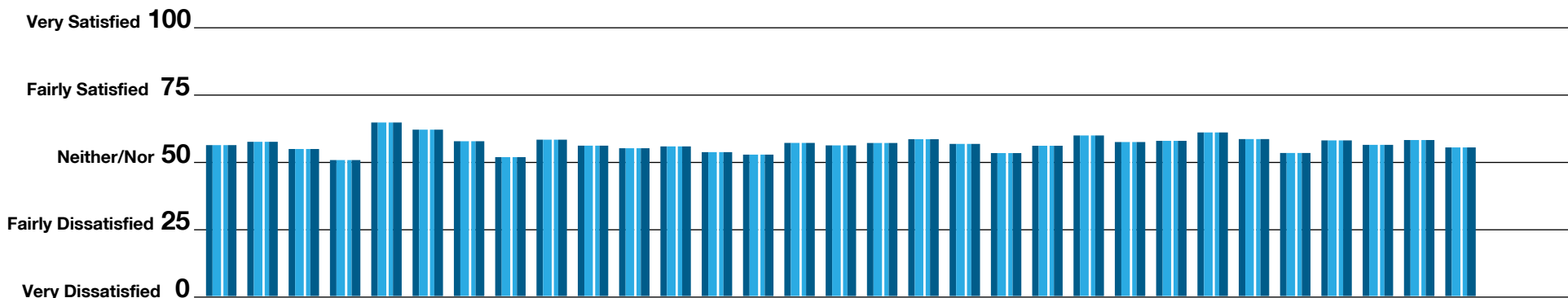
1	Borough of Poole	63.03
2	South Gloucestershire	61.55
3	Portsmouth City	60.87
4	Bristol City	60.73
5	Bournemouth BC	59.64



KBI 12

National Highways and Transport Public Satisfaction Survey 2009

Satisfaction with specific aspects of Pavements and Footpaths



Scores	56.03	57.26	54.59	50.48	64.43	61.77	57.47	51.56	58.05	55.83	54.87	55.55	53.42	52.50	56.85	55.93	56.82	58.23	56.48	53.07	55.79	59.61	57.17	57.62	60.73	58.27	53.11	57.78	56.13	57.92	55.17
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Southampton CC
 BANES
 Bedford BC
 Blackpool BC
 Borough of Poole
 Bournemouth BC
 Bristol City
 Cheshire East
 Darlington BC
 Derby City
 Durham CC
 Halton BC
 Hartlepool BC
 Herefordshire
 Kingston upon Hull
 Luton BC
 Middlesbrough
 Milton Keynes
 North Somerset
 Northumberland
 Plymouth City
 Portsmouth City
 Redcar & Cleveland BC
 Shropshire
 South Gloucestershire
 Stockton on Tees BC
 Stoke on Trent
 Swindon BC
 Torbay BC
 West Berkshire
 Wiltshire

Top 5 Authorities

1	RB Kensington & Chelsea	66.11
2	Borough of Poole	64.43
3	Bournemouth BC	61.77
4	South Gloucestershire	60.73
5	Leicestershire CC	60.05

Top 5 County Councils

1	Leicestershire CC	60.05
2	Devon CC	59.79
3	North Yorkshire CC	59.60
4	Nottinghamshire CC	59.18
5	Lincolnshire CC	58.20

Top 5 Unitary Authorities

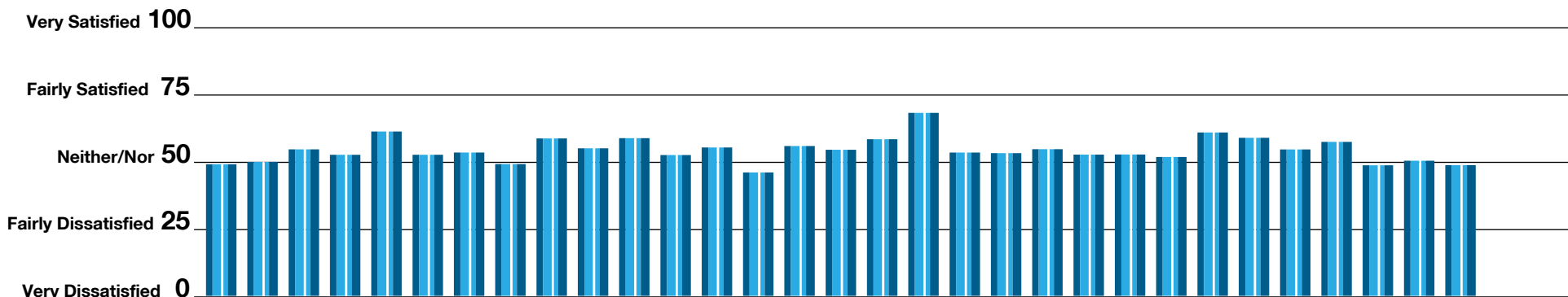
1	Borough of Poole	64.43
2	Bournemouth BC	61.77
3	South Gloucestershire	60.73
4	Portsmouth City	59.61
5	Stockton on Tees BC	58.27



KBI 13

National Highways and Transport Public Satisfaction Survey 2009

Overall Satisfaction with Cycle Routes and Facilities



Scores	48.88	49.77	54.42	52.40	61.05	52.41	53.24	48.95	58.48	54.81	58.58	52.31	55.12	45.84	55.66	54.27	58.18	67.97	53.23	53.01	54.48	52.47	52.51	51.59	60.69	58.71	54.39	57.20	48.50	50.20	48.54
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Southampton CC	BANES	Bedford BC	Blackpool BC	Borough of Poole	Bournemouth BC	Bristol City	Cheshire East	Darlington BC	Derby City	Durham CC	Halton BC	Hartlepool BC	Herefordshire	Kingston upon Hull	Luton BC	Middlesbrough	Milton Keynes	North Somerset	Northumberland	Plymouth City	Portsmouth City	Redcar & Cleveland BC	Shropshire	South Gloucestershire	Stockton on Tees BC	Stoke on Trent	Swindon BC	Torbay BC	West Berkshire	Wiltshire
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Top 5 Authorities

1	Milton Keynes	67.97
2	Borough of Poole	61.05
3	South Gloucestershire	60.69
4	Stockton on Tees BC	58.71
5	South Tyneside	58.59

Top 5 County Councils

1	Nottinghamshire CC	57.86
2	Devon CC	55.76
3	Lancashire CC	53.62
4	Cumbria CC	53.52
5	Hampshire CC	53.33

Top 5 Unitary Authorities

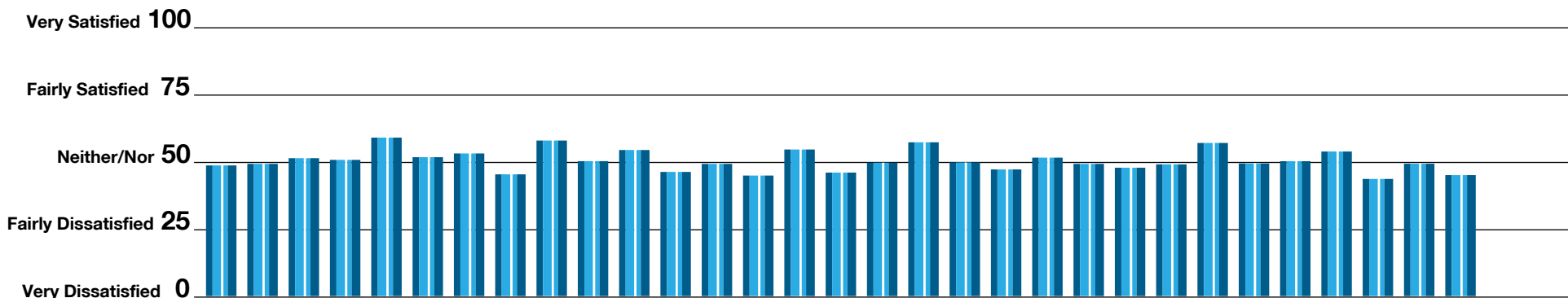
1	Milton Keynes	67.97
2	Borough of Poole	61.05
3	South Gloucestershire	60.69
4	Stockton on Tees BC	58.71
5	Durham CC	58.58



KBI 14

National Highways and Transport Public Satisfaction Survey 2009

Satisfaction with specific aspects of Cycle Routes and Facilities



Scores	48.49	49.07	51.18	50.55	58.81	51.55	52.93	45.18	57.73	50.08	54.21	46.08	49.06	44.73	54.40	45.83	49.53	57.08	49.62	47.00	51.38	49.07	47.64	48.88	56.83	49.21	50.06	53.65	43.47	49.12	44.90
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- Southampton CC
- BANES
- Bedford BC
- Blackpool BC
- Borough of Poole
- Bournemouth BC
- Bristol City
- Cheshire East
- Darlington BC
- Derby City
- Durham CC
- Halton BC
- Hartlepool BC
- Herefordshire
- Kingston upon Hull
- Luton BC
- Middlesbrough
- Milton Keynes
- North Somerset
- Northumberland
- Plymouth City
- Portsmouth City
- Redcar & Cleveland BC
- Shropshire
- South Gloucestershire
- Stockton on Tees BC
- Stoke on Trent
- Swindon BC
- Torbay BC
- West Berkshire
- Wiltshire

Top 5 Authorities

1	Borough of Poole	58.81
2	Darlington BC	57.73
3	Milton Keynes	57.08
4	South Gloucestershire	56.83
5	Kingston upon Hull	54.40

Top 5 County Councils

1	Devon CC	52.09
2	Nottinghamshire CC	52.08
3	Cumbria CC	50.77
4	Oxfordshire CC	50.54
5	Lancashire CC	50.28

Top 5 Unitary Authorities

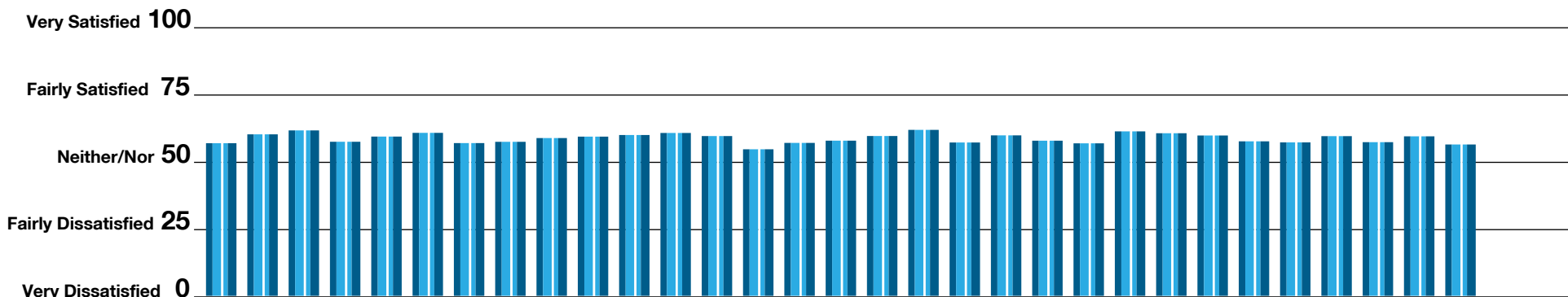
1	Borough of Poole	58.81
2	Darlington BC	57.73
3	Milton Keynes	57.08
4	South Gloucestershire	56.83
5	Kingston upon Hull	54.40



KBI 15

National Highways and Transport Public Satisfaction Survey 2009

Overall Satisfaction with The Local Rights of Way Network



Scores	56.70	60.00	61.46	57.24	59.17	60.55	56.75	57.22	58.62	59.15	59.75	60.51	59.36	54.45	56.82	57.65	59.38	61.66	56.97	59.62	57.64	56.66	61.10	60.41	59.57	57.40	57.01	59.33	57.09	59.26	56.23
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Southampton CC
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 Borough of Poole
 Bournemouth BC
 Bristol City
 Cheshire East
 Darlington BC
 Derby City
 Durham CC
 Halton BC
 Hartlepool BC
 Herefordshire
 Kingston upon Hull
 Luton BC
 Middlesbrough
 Milton Keynes
 North Somerset
 Northumberland
 Plymouth City
 Portsmouth City
 Redcar & Cleveland BC
 Shropshire
 South Gloucestershire
 Stockton on Tees BC
 Stoke on Trent
 Swindon BC
 Torbay BC
 West Berkshire
 Wiltshire

Top 5 Authorities

1	South Tyneside	62.76
2	Nottinghamshire CC	62.01
3	Milton Keynes	61.66
4	Bedford BC	61.46
5	Derbyshire CC	61.27

Top 5 County Councils

1	Nottinghamshire CC	62.01
2	Derbyshire CC	61.27
3	Staffordshire CC	60.64
4	East Sussex CC	60.56
5	Leicestershire CC	60.53

Top 5 Unitary Authorities

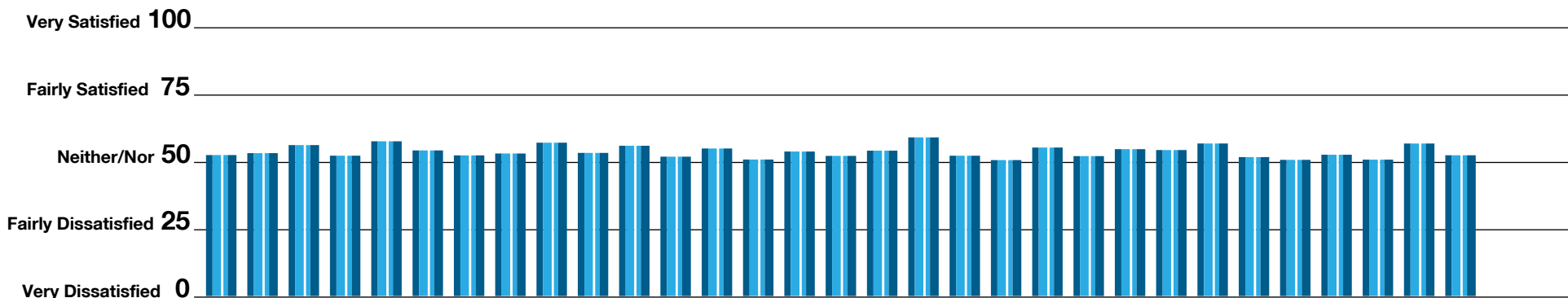
1	Milton Keynes	61.66
2	Bedford BC	61.46
3	Redcar & Cleveland BC	61.10
4	Bournemouth BC	60.55
5	Halton BC	60.51



KBI 16

National Highways and Transport Public Satisfaction Survey 2009

Satisfaction with specific aspects of The Local Rights of Way Network



Scores	52.34	53.05	56.04	52.10	57.45	54.06	52.22	52.92	56.93	53.14	55.79	51.74	54.78	50.68	53.65	52.03	53.97	58.90	52.09	50.47	55.13	51.95	54.53	54.20	56.63	51.58	50.56	52.46	50.64	56.62	52.26
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Southampton CC	BANES	Bedford BC	Blackpool BC	Borough of Poole	Bournemouth BC	Bristol City	Cheshire East	Darlington BC	Derby City	Durham CC	Halton BC	Hartlepool BC	Herefordshire	Kingston upon Hull	Luton BC	Middlesbrough	Milton Keynes	North Somerset	Northumberland	Plymouth City	Portsmouth City	Redcar & Cleveland BC	Shropshire	South Gloucestershire	Stockton on Tees BC	Stoke on Trent	Swindon BC	Torbay BC	West Berkshire	Wiltshire
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Top 5 Authorities

1	Milton Keynes	58.90
2	Borough of Poole	57.45
3	Darlington BC	56.93
4	Gateshead Council	56.92
5	South Tyneside	56.70

Top 5 County Councils

1	Devon CC	56.30
2	Derbyshire CC	55.93
3	Cumbria CC	55.38
4	Nottinghamshire CC	55.14
5	Leicestershire CC	55.00

Top 5 Unitary Authorities

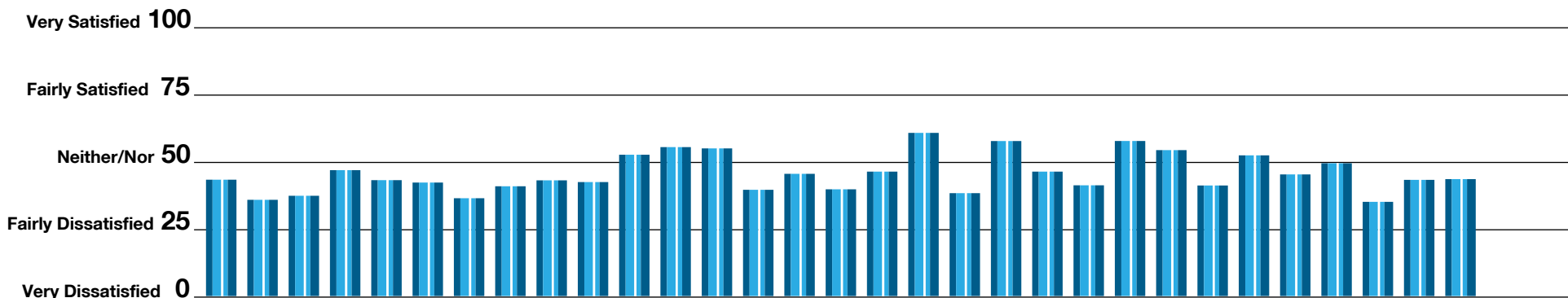
1	Milton Keynes	58.90
2	Borough of Poole	57.45
3	Darlington BC	56.93
4	South Gloucestershire	56.63
5	West Berkshire	56.62



KBI 17

National Highways and Transport Public Satisfaction Survey 2009

Overall Satisfaction with Traffic Levels and Congestion ie. queues



Scores	43.19	35.72	37.22	46.73	43.02	42.13	36.31	40.75	42.95	42.31	52.46	55.29	54.81	39.44	45.37	39.62	46.19	60.57	38.19	57.54	46.19	41.11	57.56	54.17	41.04	52.23	45.15	49.30	34.97	43.13	43.40
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Southampton CC
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 Blackpool BC
 Borough of Poole
 Bournemouth BC
 Bristol City
 Cheshire East
 Darlington BC
 Derby City
 Durham CC
 Halton BC
 Hartlepool BC
 Herefordshire
 Kingston upon Hull
 Luton BC
 Middlesbrough
 Milton Keynes
 North Somerset
 Northumberland
 Plymouth City
 Portsmouth City
 Redcar & Cleveland BC
 Shropshire
 South Gloucestershire
 Stockton on Tees BC
 Stoke on Trent
 Swindon BC
 Torbay BC
 West Berkshire
 Wiltshire

Top 5 Authorities

1	Milton Keynes	60.57
2	Redcar & Cleveland BC	57.56
3	Northumberland	57.54
4	Halton BC	55.29
5	Hartlepool BC	54.81

Top 5 County Councils

1	Cumbria CC	51.54
2	Cornwall	51.19
3	Nottinghamshire CC	50.11
4	Staffordshire CC	49.87
5	Somerset CC	49.71

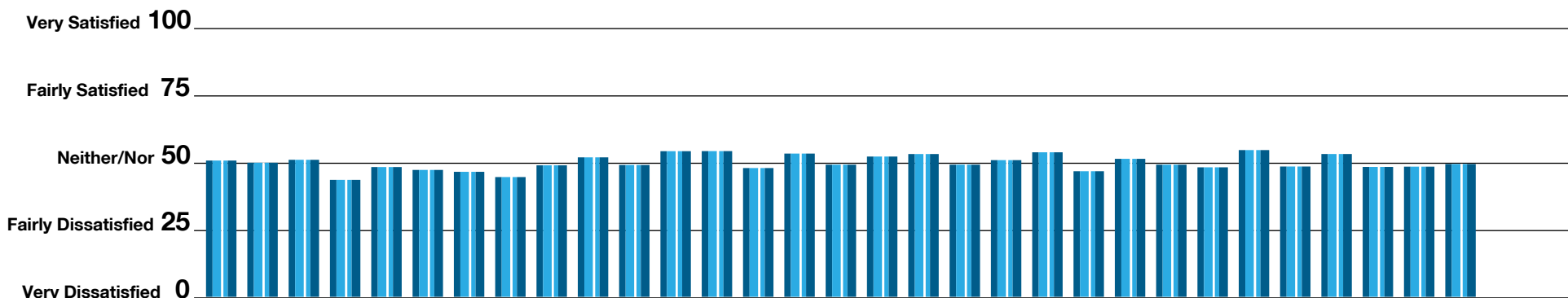
Top 5 Unitary Authorities

1	Milton Keynes	60.57
2	Redcar & Cleveland BC	57.56
3	Northumberland	57.54
4	Halton BC	55.29
5	Hartlepool BC	54.81



KBI 18

National Highways and Transport Public Satisfaction Survey 2009 Satisfaction with Management of Roadworks



Scores	50.60	49.80	50.88	43.44	48.19	47.12	46.42	44.47	48.83	51.79	48.96	54.08	54.11	47.82	53.19	49.07	52.09	53.02	49.08	50.76	53.67	46.64	51.24	49.07	48.09	54.49	48.39	53.03	48.24	48.34	49.31
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Southampton CC
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 Bedford BC
 Blackpool BC
 Borough of Poole
 Bournemouth BC
 Bristol City
 Cheshire East
 Darlington BC
 Derby City
 Durham CC
 Halton BC
 Hartlepool BC
 Herefordshire
 Kingston upon Hull
 Luton BC
 Middlesbrough
 Milton Keynes
 North Somerset
 Northumberland
 Plymouth City
 Portsmouth City
 Redcar & Cleveland BC
 Shropshire
 South Gloucestershire
 Stockton on Tees BC
 Stoke on Trent
 Swindon BC
 Torbay BC
 West Berkshire
 Wiltshire

Top 5 Authorities

1	Devon CC	54.75
2	Stockton on Tees BC	54.49
3	Hartlepool BC	54.11
4	Halton BC	54.08
5	South Tyneside	53.75

Top 5 County Councils

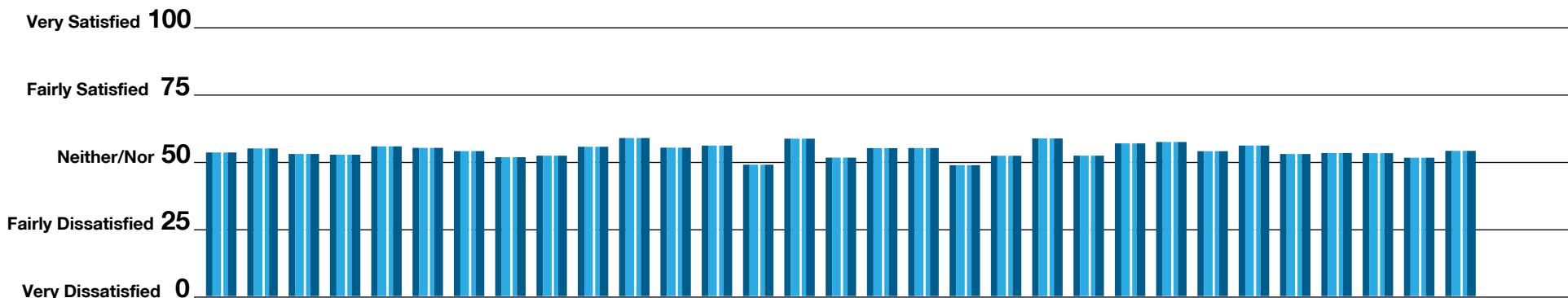
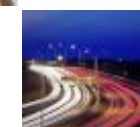
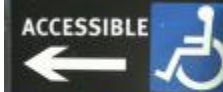
1	Devon CC	54.75
2	Somerset CC	53.34
3	Suffolk CC	53.02
4	Cornwall	51.90
5	Cambridgeshire CC	51.67

Top 5 Unitary Authorities

1	Stockton on Tees BC	54.49
2	Hartlepool BC	54.11
3	Halton BC	54.08
4	Plymouth City	53.67
5	Kingston upon Hull	53.19



National Highways and Transport Public Satisfaction Survey 2009 Satisfaction with Traffic Management



Scores	53.30	54.80	52.75	52.47	55.57	55.01	53.80	51.54	52.11	55.42	58.66	55.09	55.85	48.76	58.42	51.39	54.92	54.95	48.58	52.08	58.50	52.12	56.67	57.19	53.78	55.87	52.73	53.10	53.04	51.36	53.90
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Southampton CC	BANES	Bedford BC	Blackpool BC	Borough of Poole	Bournemouth BC	Bristol City	Cheshire East	Darlington BC	Derby City	Durham CC	Halton BC	Hartlepool BC	Herefordshire	Kingston upon Hull	Luton BC	Middlesbrough	Milton Keynes	North Somerset	Northumberland	Plymouth City	Portsmouth City	Redcar & Cleveland BC	Shropshire	South Gloucestershire	Stockton on Tees BC	Stoke on Trent	Swindon BC	Torbay BC	West Berkshire	Wiltshire
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Top 5 Authorities

1	Durham CC	58.66
2	Plymouth City	58.50
3	RB Kensington & Chelsea	58.48
4	Kingston upon Hull	58.42
5	Nottinghamshire CC	58.28

Top 5 County Councils

1	Nottinghamshire CC	58.28
2	Cambridgeshire CC	56.32
3	Devon CC	56.31
4	Oxfordshire CC	55.91
5	Gloucestershire CC	55.59

Top 5 Unitary Authorities

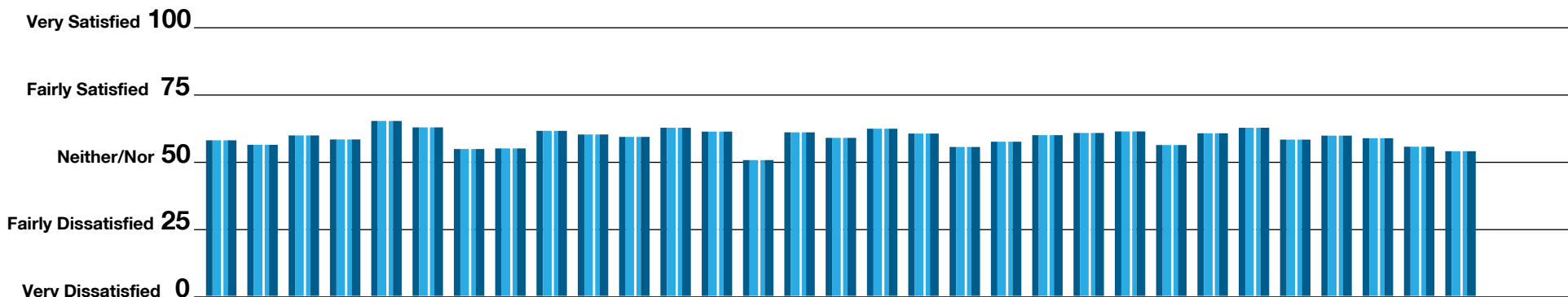
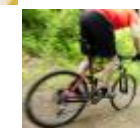
1	Durham CC	58.66
2	Plymouth City	58.50
3	Kingston upon Hull	58.42
4	Shropshire	57.19
5	Redcar & Cleveland BC	56.67



KBI 20

National Highways and Transport Public Satisfaction Survey 2009

Overall Satisfaction with Road Safety Locally



Scores	57.78	56.11	59.59	58.10	64.97	62.58	54.55	54.77	61.30	59.95	59.05	62.46	61.01	50.43	60.74	58.69	62.09	60.29	55.31	57.26	59.69	60.51	61.08	56.03	60.39	62.45	58.04	59.52	58.56	55.41	53.73
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Top 5 Authorities

1	South Tyneside	66.36
2	Borough of Poole	64.97
3	Bournemouth BC	62.58
4	Halton BC	62.46
5	Stockton on Tees BC	62.45

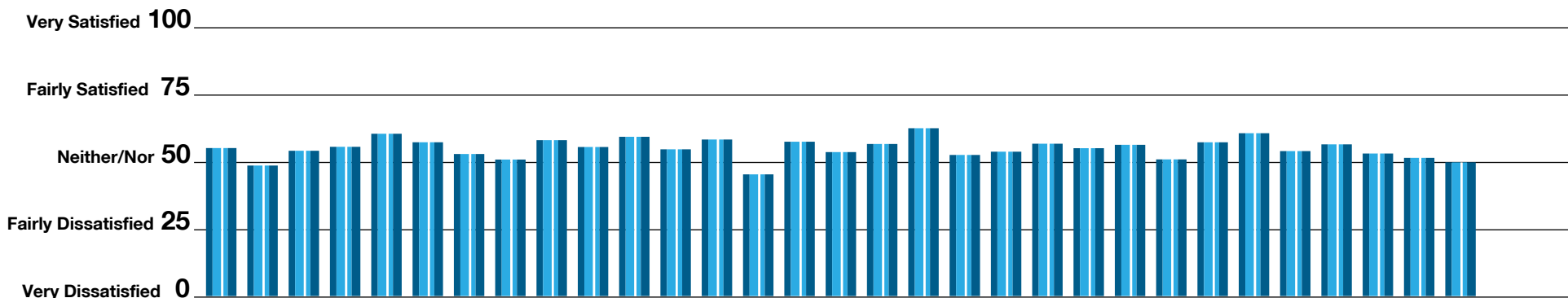
Top 5 County Councils

1	Derbyshire CC	60.21
2	Staffordshire CC	60.04
3	Nottinghamshire CC	60.01
4	Devon CC	59.55
5	Leicestershire CC	59.43

Top 5 Unitary Authorities

1	Borough of Poole	64.97
2	Bournemouth BC	62.58
3	Halton BC	62.46
4	Stockton on Tees BC	62.45
5	Middlesbrough	62.09





Scores	54.94	48.45	53.93	55.40	60.25	57.09	52.73	50.67	57.87	55.33	59.12	54.47	58.11	45.17	57.29	53.44	56.45	62.30	52.38	53.59	56.55	54.89	56.14	50.73	57.08	60.45	53.81	56.31	52.91	51.31	49.65
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Southampton CC
 BANES
 Bedford BC
 Blackpool BC
 Borough of Poole
 Bournemouth BC
 Bristol City
 Cheshire East
 Darlington BC
 Derby City
 Durham CC
 Halton BC
 Hartlepool BC
 Herefordshire
 Kingston upon Hull
 Luton BC
 Middlesbrough
 Milton Keynes
 North Somerset
 Northumberland
 Plymouth City
 Portsmouth City
 Redcar & Cleveland BC
 Shropshire
 South Gloucestershire
 Stockton on Tees BC
 Stoke on Trent
 Swindon BC
 Torbay BC
 West Berkshire
 Wiltshire

Top 5 Authorities

1	Milton Keynes	62.30
2	Stockton on Tees BC	60.45
3	Borough of Poole	60.25
4	Durham CC	59.12
5	South Tyneside	58.94

Top 5 County Councils

1	Lancashire CC	56.33
2	Nottinghamshire CC	56.10
3	Staffordshire CC	55.54
4	Derbyshire CC	54.25
5	Cumbria CC	54.10

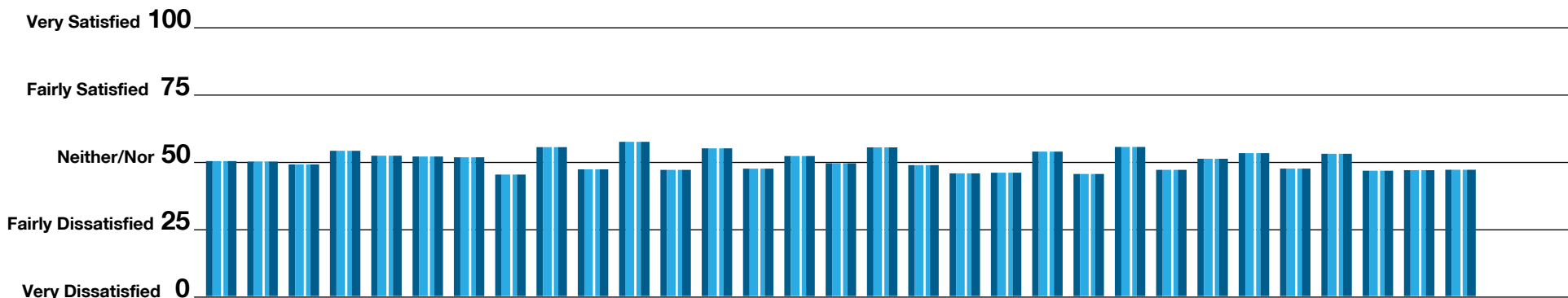
Top 5 Unitary Authorities

1	Milton Keynes	62.30
2	Stockton on Tees BC	60.45
3	Borough of Poole	60.25
4	Durham CC	59.12
5	Hartlepool BC	58.11



National Highways and Transport Public Satisfaction Survey 2009

Satisfaction with Road Safety Education



Scores	50.10	49.92	48.86	53.92	52.09	51.80	51.51	45.10	55.28	47.04	57.25	46.84	54.83	47.29	51.98	49.27	55.19	48.60	45.54	45.79	53.62	45.32	55.35	46.85	50.97	53.05	47.31	52.82	46.53	46.72	46.88
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Southampton CC
 BANES
 Bedford BC
 Blackpool BC
 Borough of Poole
 Bournemouth BC
 Bristol City
 Cheshire East
 Darlington BC
 Derby City
 Durham CC
 Halton BC
 Hartlepool BC
 Herefordshire
 Kingston upon Hull
 Luton BC
 Middlesbrough
 Milton Keynes
 North Somerset
 Northumberland
 Plymouth City
 Portsmouth City
 Redcar & Cleveland BC
 Shropshire
 South Gloucestershire
 Stockton on Tees BC
 Stoke on Trent
 Swindon BC
 Torbay BC
 West Berkshire
 Wiltshire

Top 5 Authorities

1	Durham CC	57.25
2	Sunderland City	57.01
3	South Tyneside	56.50
4	Redcar & Cleveland BC	55.35
5	Darlington BC	55.28

Top 5 County Councils

1	Cumbria CC	54.99
2	Lancashire CC	53.66
3	Cambridgeshire CC	52.72
4	Gloucestershire CC	52.35
5	Staffordshire CC	52.15

Top 5 Unitary Authorities

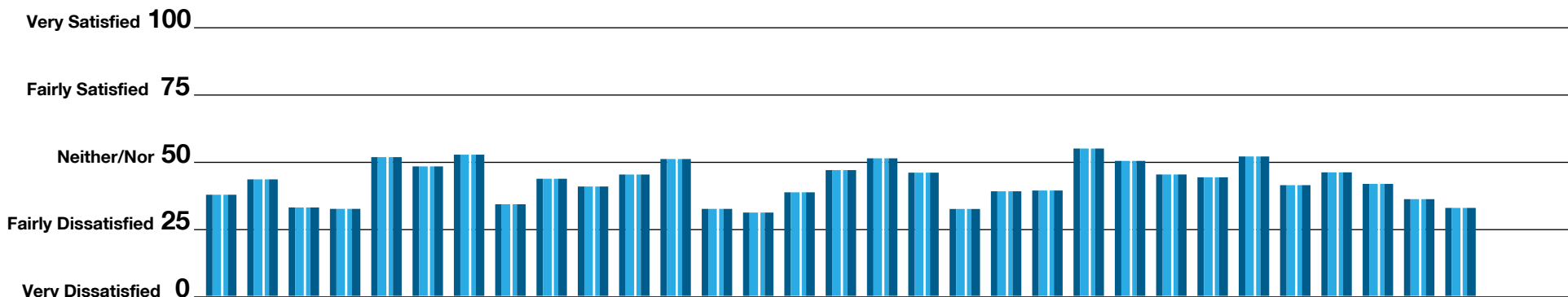
1	Durham CC	57.25
2	Redcar & Cleveland BC	55.35
3	Darlington BC	55.28
4	Middlesbrough	55.19
5	Hartlepool BC	54.83



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National Highways and Transport Public Satisfaction Survey 2009

Overall Satisfaction with the Condition of Highways ie. roads and pavements



Scores	37.56	43.27	32.83	32.32	51.53	48.09	52.45	34.02	43.50	40.62	45.07	50.83	32.31	30.94	38.46	46.71	51.09	45.76	32.28	38.84	39.13	54.73	50.14	45.09	44.04	51.78	41.12	45.88	41.59	35.92	32.67
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Southampton CC
 BANES
 Bedford BC
 Blackpool BC
 Borough of Poole
 Bournemouth BC
 Bristol City
 Cheshire East
 Darlington BC
 Derby City
 Durham CC
 Halton BC
 Hartlepool BC
 Herefordshire
 Kingston upon Hull
 Luton BC
 Middlesbrough
 Milton Keynes
 North Somerset
 Northumberland
 Plymouth City
 Portsmouth City
 Redcar & Cleveland BC
 Shropshire
 South Gloucestershire
 Stockton on Tees BC
 Stoke on Trent
 Swindon BC
 Torbay BC
 West Berkshire
 Wiltshire

Top 5 Authorities

1	RB Kensington & Chelsea	59.68
2	Gateshead Council	57.80
3	Portsmouth City	54.73
4	Leicestershire CC	53.86
5	Newcastle City	52.55

Top 5 County Councils

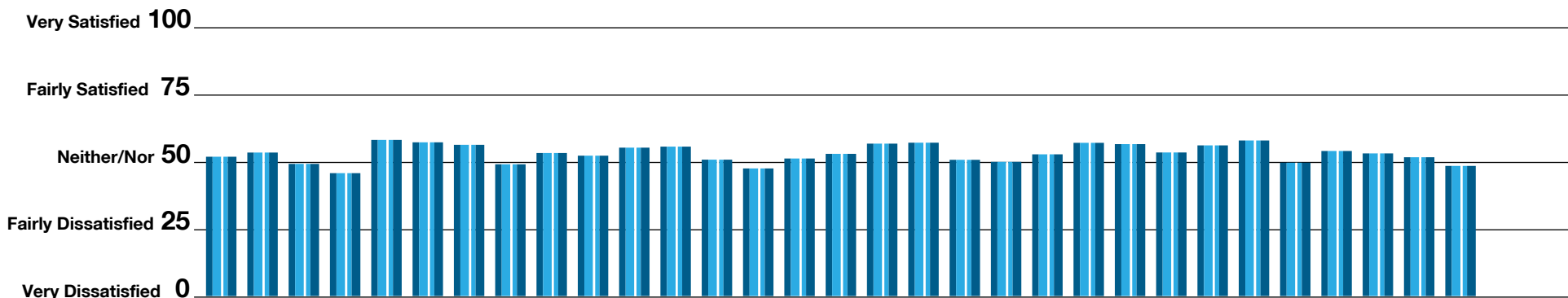
1	Leicestershire CC	53.86
2	Cornwall	49.66
3	Nottinghamshire CC	46.98
4	North Yorkshire CC	46.44
5	Suffolk CC	45.53

Top 5 Unitary Authorities

1	Portsmouth City	54.73
2	Bristol City	52.45
3	Stockton on Tees BC	51.78
4	Borough of Poole	51.53
5	Middlesbrough	51.09



National Highways and Transport Public Satisfaction Survey 2009 Satisfaction with Highway Maintenance



Scores	51.72	53.27	49.06	45.62	57.96	57.07	56.14	48.91	53.10	52.11	55.09	55.47	50.63	47.37	51.06	52.79	56.58	56.93	50.57	49.82	52.61	56.88	56.40	53.30	55.93	57.75	49.52	53.85	52.95	51.53	48.31
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Southampton CC	BANES	Bedford BC	Blackpool BC	Borough of Poole	Bournemouth BC	Bristol City	Cheshire East	Darlington BC	Derby City	Durham CC	Halton BC	Hartlepool BC	Herefordshire	Kingston upon Hull	Luton BC	Middlesbrough	Milton Keynes	North Somerset	Northumberland	Plymouth City	Portsmouth City	Redcar & Cleveland BC	Shropshire	South Gloucestershire	Stockton on Tees BC	Stoke on Trent	Swindon BC	Torbay BC	West Berkshire	Wiltshire
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Top 5 Authorities

1	RB Kensington & Chelsea	61.55
2	Gateshead Council	59.07
3	Borough of Poole	57.96
4	Stockton on Tees BC	57.75
5	Newcastle City	57.24

Top 5 County Councils

1	Leicestershire CC	56.85
2	Devon CC	55.42
3	Nottinghamshire CC	53.92
4	North Yorkshire CC	53.89
5	Lincolnshire CC	53.83

Top 5 Unitary Authorities

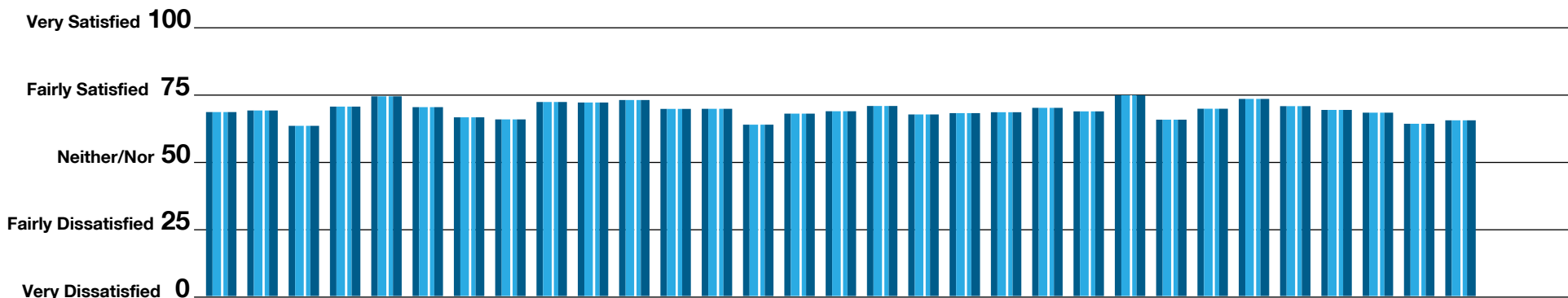
1	Borough of Poole	57.96
2	Stockton on Tees BC	57.75
3	Bournemouth BC	57.07
4	Milton Keynes	56.93
5	Portsmouth City	56.88



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National Highways and Transport Public Satisfaction Survey 2009

Overall Satisfaction with Street lighting



Scores	68.30	68.89	63.19	70.33	74.15	70.13	66.35	65.58	72.04	71.85	72.77	69.48	69.51	63.62	67.72	68.61	70.56	67.42	67.91	68.24	69.87	68.56	74.57	65.48	69.54	73.19	70.50	69.10	68.08	63.96	65.24
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Top 5 Authorities

1	North Tyneside	76.07
2	South Tyneside	75.88
3	Sunderland City	75.55
4	Newcastle City	74.95
5	Redcar & Cleveland BC	74.57

Top 5 County Councils

1	Derbyshire CC	70.80
2	Nottinghamshire CC	70.39
3	Devon CC	69.81
4	Leicestershire CC	69.71
5	Staffordshire CC	69.12

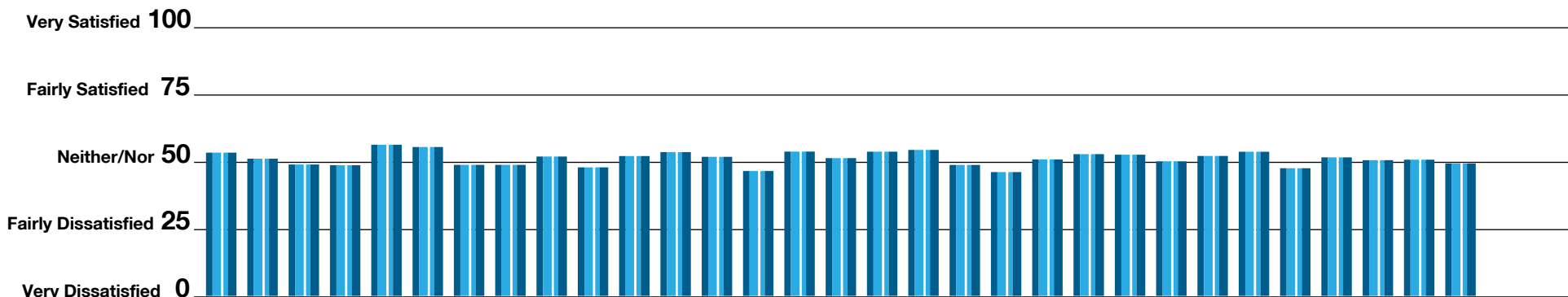
Top 5 Unitary Authorities

1	Redcar & Cleveland BC	74.57
2	Borough of Poole	74.15
3	Stockton on Tees BC	73.19
4	Durham CC	72.77
5	Darlington BC	72.04



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National Highways and Transport Public Satisfaction Survey 2009 Highway Enforcement/ Obstructions



Scores	53.20	50.95	48.79	48.53	56.14	55.29	48.66	48.66	51.76	47.73	51.93	53.40	51.65	46.38	53.59	51.17	53.56	54.21	48.63	45.98	50.68	52.64	52.44	49.96	51.97	53.53	47.41	51.45	50.40	50.58	49.18
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Southampton CC	BANES	Bedford BC	Blackpool BC	Borough of Poole	Bournemouth BC	Bristol City	Cheshire East	Darlington BC	Derby City	Durham CC	Halton BC	Hartlepool BC	Herefordshire	Kingston upon Hull	Luton BC	Middlesbrough	Milton Keynes	North Somerset	Northumberland	Plymouth City	Portsmouth City	Redcar & Cleveland BC	Shropshire	South Gloucestershire	Stockton on Tees BC	Stoke on Trent	Swindon BC	Torbay BC	West Berkshire	Wiltshire
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Top 5 Authorities

1	RB Kensington & Chelsea	62.83
2	Borough of Poole	56.14
3	LB Islington	55.34
4	Bournemouth BC	55.29
5	South Tyneside	54.21

Top 5 County Councils

1	Nottinghamshire CC	52.98
2	Dorset CC	52.52
3	Devon CC	52.20
4	Derbyshire CC	51.53
5	Hampshire CC	51.22

Top 5 Unitary Authorities

1	Borough of Poole	56.14
2	Bournemouth BC	55.29
3	Milton Keynes	54.21
4	Kingston upon Hull	53.59
5	Middlesbrough	53.56

