



2018 National Highways and Transport Network Public Satisfaction Survey - West Sussex Key Benchmarking Indicator Results and Survey Background Summary - February 2019

1. Introduction

This report sets out the background and methodology to the National Highways and Transport Network Public Satisfaction (NHT) Survey undertaken in West Sussex since 2010.

It also presents the West Sussex key benchmarking indicator (KBI) trends for 2010 to 2018.

2. Survey background

- The survey is a random postal survey sent to households across West Sussex. The survey is administered by m2i and Ipsos Mori on behalf of the NHT Network. This summary has been prepared by WSCC to summarise the KBI results from the survey from 2010 to 2018 and to explain the methodology behind the survey. Further information about the national survey results is available at <http://www.nhtnetwork.org/nht-public-satisfaction-survey/findings/>.
- The NHT survey includes questions on perceptions and satisfaction with highways and transport services and also collects some data on the use of different transport modes and access to services.
- The survey was first undertaken in West Sussex in 2010 and has now been undertaken for nine years. In 2018, there were 113 participating Local Transport Authorities across England and Scotland.
- Two different length survey options were introduced by m2i in 2018. This included the standard 12-page version that has been used since 2010, but also a shorter 8-page version which was introduced in 2017 as an attempt to increase participation rates amongst survey respondents. 28 comparison peer group county highway authorities took part in the survey, 11 of these utilising the new 8-page survey while 17 authorities, including WSCC, continued to use the standard 12-page survey.

3. Key Benchmarking Indicator headline results 2018

A series of 26 key benchmarking indicators (KBIs) are collected through the survey, and the table below presents the West Sussex results from 2010 to 2018. Scores are presented out of 100 and further information about how the scores are calculated is provided in Section 4.

- West Sussex ranked 11th (52) and 4th (53) place respectively, out of 28 county comparison peer group authorities, for the Key Benchmarking Indicator (KBI) 01 and KBI 02 measures related to **'Overall highways and**

transport satisfaction'. These scores relate overall satisfaction scores against local and national importance indicators respectively.

KBI measure		2010	2011	2012	2013	2014	2015	2016	2017	2018	2018 group rank (of 28)	Difference from peer group average	2018 peer group highest - lowest range
01 General KBI													
KBI 01	Overall (local)	54	55	54	54	53	54	54	53	52	11	1	7
KBI 02	Overall (national)	54	55	54	54	53	55	54	53	53	4	2	7
02 Accessibility KBI													
KBI 03	Ease of Access (all)	76	79	77	80	76	76	74	76	74	12	0	4
KBI 04	Ease of Access (disabilities)	70	72	71	74	73	71	64	63	65	10	0	10
KBI 05	Ease of Access (no car)	75	77	78	76	71	77	71	71	68	15	0	14
03 Public Transport KBI													
KBI 06	Local bus services	63	64	62	64	64	66	63	62	65	2	9	21
KBI 09	Taxi/mini cab services	68	68	68	68	66	66	66	64	65	3	2	7
KBI 10	Community Transport	55	58	57	58	59	59	57	58	59	1	3	6
04 Walking / Cycling KBI													
KBI 11	Pavements and Footpaths	55	56	53	57	55	56	56	52	53	13	0	15
KBI 12	Pavem's & Footp' (aspects)	57	56	54	58	56	60	60	58	58	10	1	7
KBI 13	Cycle routes and facilities	47	53	50	50	46	48	50	47	50	12	0	10
KBI 14	Cycle routes & facili's (aspects)	47	50	53	51	48	52	55	48	52	7	2	9
KBI 15	Rights of Way (RoW)	57	58	61	60	57	59	60	60	58	4	2	8
05 Tackling Congestion KBI													
KBI 17	Traffic levels and congestion	43	47	47	43	41	41	41	40	40	20	-2	16
KBI 18	Management of roadworks	47	49	51	51	54	55	54	53	51	14	0	7
06 Road Safety KBI													
KBI 20	Road safety locally	58	59	61	60	57	59	58	57	55	14	0	9
KBI 21	Road safety environment	51	55	54	56	52	54	56	55	56	10	0	6
KBI 22	Road safety education	51	55	55	53	51	56	55	51	54	1	2	6
07 Highway Maint / Enforcement KBI													
KBI 23	Condition of highways	35	32	31	24	31	35	37	34	26	15	-1	19
KBI 24	Highway maintenance	47	48	47	49	48	53	53	52	50	11	1	10
KBI 25	Street lighting	65	66	66	69	67	70	67	66	65	8	4	20
KBI 26	Highway enforcement/obstruc's	48	51	49	50	47	50	50	48	48	10	1	7
KBI measure – 12 page only											rank of 17		
03 Public Transport KBI													
KBI 07	Local bus services (BVPI 104)*	60	54	62	62	69	68	61	67	67	2	11	35
KBI 08	Public trans info (BVPI 103)*	44	45	51	48	50	52	52	46	50	3	7	36
04 Walking / Cycling KBI													
KBI 16	Satisfaction - RoW (aspects)	54	56	56	56	52	56	56	54	56	2	2	9
06 Road Safety KBI													
KBI 19	Traffic management	53	54	56	56	55	56	56	53	55	7	0	8

KBI scores colour coding - green > 60, amber >50 <60, red < 50

** Two of the Public Transport questions are based upon former BVPI indicators calculated in different ways as explained in the Appendix A, section 5.*

- The **highest scoring** West Sussex indicator was KBI 03 relating to **'Ease of access to services'** (74) which was ranked 12th out of 28 peer group authorities.
- The **highest ranking** West Sussex KBI scores were for KBI 10 'Community transport' (59) (1st out of 28 peer group), KBI 22 'Road safety education' (54) (1st out of 28), KBI 06 **'Local bus services'** (65) (2nd out of 28 peer group), KBI 07 **'Local bus services (BVPI 104)'** (67) (2nd out of 17), and KBI 16 **'Satisfaction - Rights of way (aspects)'** (56) (2nd out of 17).
- KBI 23 **'Condition of Highways'** was the **lowest scoring** KBI at 26. This score has reduced from a peak of 37 in 2016, and 34 in 2017, and has reduced to near its lowest recorded level of 24 in 2013. This has mirrored a national reduction in perception of highway condition with the average peer group score reducing from 34 in 2017 to 27 in 2018.
- KBI 17 **'Traffic levels & congestion'** was the **second lowest scoring** KBI (40) (20th out of 28).

4. Survey methodology and analysis information

This section presents additional information about the survey methodology and analysis.

Response rates – West Sussex response rates for each year of participation in the survey are shown in the table below. From 2010 to 2013 the survey was a 1-wave sample of 4500 households, whereas in 2014 the survey was changed to a 2-wave survey to 3300 households to address falling response rates to the survey across all local authorities participating in the survey. Please note that not every respondent answers every question, so individual response rates by question are lower.

Year	Sample size	Number of responses	Response rate (%)
2010	4500	919	20.0%
2011	4500	953	21.2%
2012	4500	987	21.9%
2013	4500	891	19.8%
2014	3300	932	28.2%
2015	3300	847	25.7%
2016	3300	966	29.3%
2017	3300	947	28.7%
2018	3300	1,017	30.8%

Margins of error - There is understood to be an approximate +/-3 point margin of error associated with the results for the whole sample at the county wide level. This error increases as sample sizes reduce (for example, as data at smaller geographical areas are considered), and for comparisons of sub populations within the main sample (for example, comparisons between male and female respondents). Analysis of sub-populations of the data should be treated with caution as they provide an indicative picture only.

Weighting - In order to adjust responses to reflect the local population, a weighting is applied, but only when all responses are considered across the entire authority sample. Weighting is applied based on census and Office for National Statistics population estimates for age, gender, ethnicity and work status.

Symbol colouring for scores -

Green – 60 or above; **Amber** – 50 and above to under 60; **Red** - under 50

Rankings - Rankings given for indicators either refer to comparison peer group county highway authorities taking part in the survey. 2 sets of rankings are shown for those KBIs applicable to both the 8 and 12-page versions of the survey, and for the KBIs applicable to the 12-page survey only.

How the survey is scored

Overall average satisfaction scores - Each of the satisfaction questions are scored out of 100 based on an overall average satisfaction level. Satisfaction responses to each 'satisfaction' survey question are scored as follows:

- very satisfied (100)
- fairly satisfied (75)
- neither/nor (50)
- fairly dissatisfied (25)
- very dissatisfied (0)

An overall average satisfaction score for each question is then calculated by taking the spread of responses to each level of satisfaction divided by the total number of responses to that question (excluding respondents ticking don't know or doesn't apply).

For an example of 700 responses answering: *very satisfied (50 responses), fairly satisfied (250 responses), neither/nor (250 responses), fairly dissatisfied (100 responses), very dissatisfied (50 responses)* the calculation would be: =
 $((50*100) + (250*75) + (250*50) + (100*25) + (50*0)) / 700 = 55.4$

Ease of access - Responses to 'ease of access' questions are scored as follows:

- very easy (100)
- fairly easy (75)
- neither/nor (50)
- fairly difficult (25)
- very difficult (0)

Average scores are calculated in the same way as for the satisfaction scores.

Overall average importance scores - The importance question is scored out of 100 based on an overall average level. Responses to the 'importance' question are scored as follows:

- very important (100)
- fairly important (66.66)
- not very important (33.33)
- not at all important (0)

An overall average satisfaction score for each question is then calculated by taking the spread of responses to each level of satisfaction divided by the total number of responses to that question (excluding respondents ticking don't know or doesn't apply).

For an example of 700 responses answering: *very important* (200 responses), *fairly important* (300 responses), *not very important* (150 responses), *not at all important* (50 responses)
the calculation would be: $= ((200*100) + (300*66.66) + (150*33.33) + (50*0)) / 700 = 64.3$

Service level questions - Respondents are asked to choose up to 5 issues. Results are presented as the percentage of respondents highlighting that item.

Benchmarking Indicators (BIs)

Each of the BIs relate to consecutive questions in the NHT Survey and are calculated using the methodology for calculating overall average satisfaction or ease of access/ease of use described above.

Key Benchmarking Indicators (KBIs)

The KBIs are calculated in various ways. They are generally either an average satisfaction score based on responses to the overall satisfaction questions or a combination of average overall satisfaction scores for series of questions under a particular theme from sections of the survey. They are all scored out of 100.

Best Value Performance Indicators (BVPIs)

Two of the Public Transport questions (KBI 07 – Local Bus Services (BVPI 104) and KBI 08 Public transport information (BVPI 103)) are based upon former BVPI indicators. These are expressed as a percentage and are based upon the number of people satisfied (Very Satisfied & Fairly Satisfied) divided by the total number of people responding, multiplied by 100.