

National Highway and Transport (NHT) Public Satisfaction Survey

West Sussex Results

2022



What is the National Highway and Transport Public Satisfaction (NHT) Survey?

- The survey is a random postal survey that asks the public for their perceptions on, and satisfaction with, highways and transport services within the county
- 3,300 households in West Sussex were asked to participate
 - 887 public responses (26.9% response rate, down 1.8% compared to last year, national average 22.8%)
- The results of the survey allow for comparison with the other 110 authorities taking part over the country

- The survey asks questions about:
 - Community Transport
 - Cycle Routes/Lanes
 - Demand Responsive Transport
 - Levels of Traffic
 - Pollution
 - Local Bus Services
 - The condition of roads
 - Local Taxi (or mini cab) Services
 - Pavements
 - Local rights of way network
 - Safety on Roads
 - Street Lighting
 - Traffic Congestion

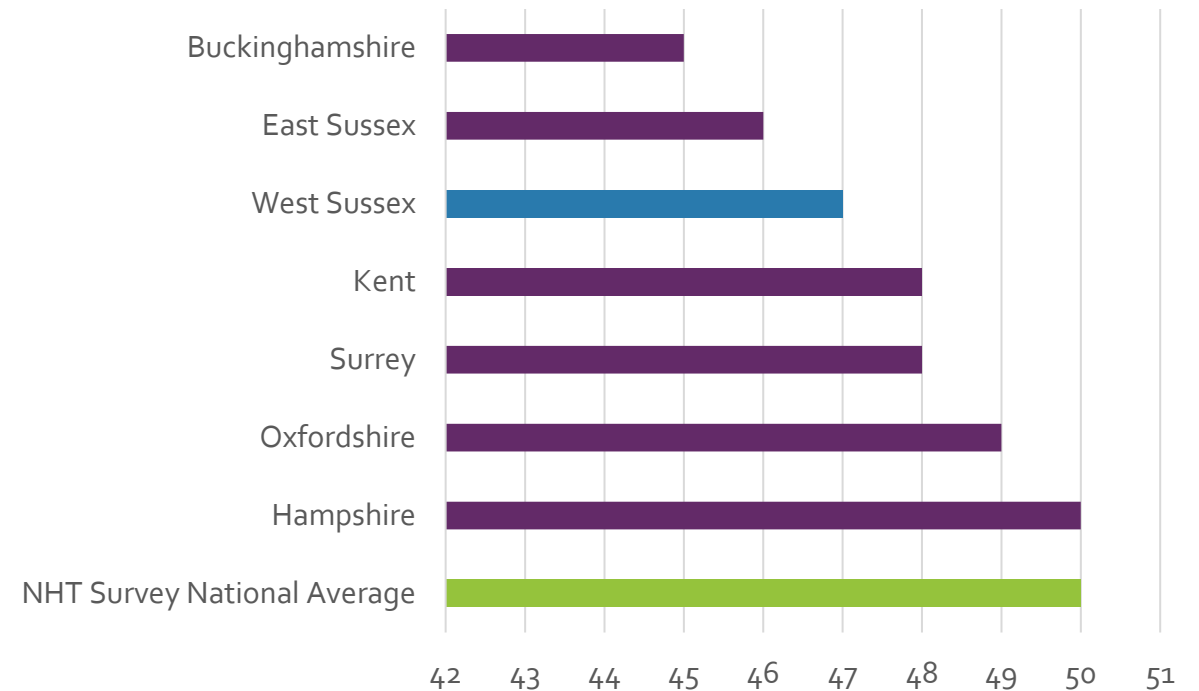
How are the results collected and interpreted?

- West Sussex had 887 households respond, comprising of 149 online responses and 738 postal responses
- The majority of questions are answered on a 5-point or 4-point scale and a score is allocated, an example is below;
 - very satisfied (100)
 - fairly satisfied (75)
 - neither/nor (50)
 - fairly dissatisfied (25)
 - very dissatisfied (0)
- The scores are then calculated by taking an average of all the responses received to each question
- This method of calculating the scores is consistent amongst all the authorities taking part in the survey
- The survey captures the insights of West Sussex residents between 13th June 2022 and 22nd August 2022.

How West Sussex are doing compared to neighbouring authorities?

- Compared amongst the 7 South East County Councils, West Sussex are rated 47 for Overall theme score, which is towards the lower scoring of the local councils
- Each of the authorities are scoring marginally below the nationwide survey average, with the exception of Hampshire
- The West Sussex score is also slightly below the average score for County Council authorities nationwide which is 49

2022 NHT Survey Overall Theme Score



How West Sussex are doing by survey topic

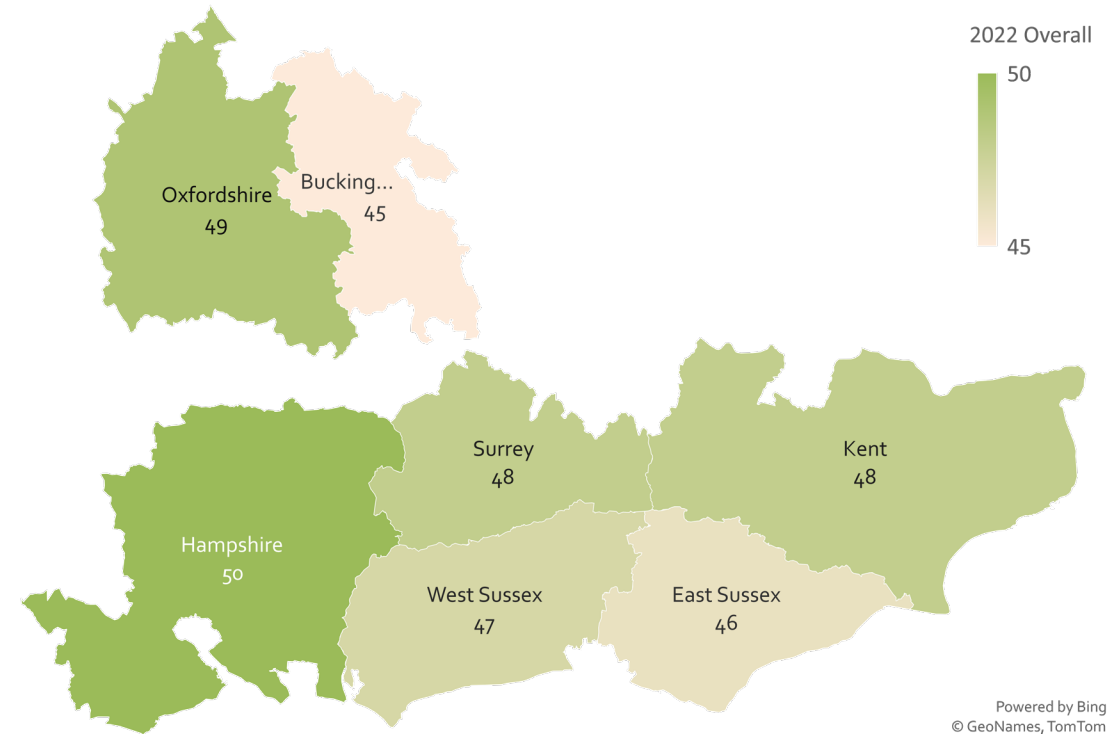
Topic	West Sussex	NHT Average	Trend	Gap
Overall	47%	50%	-1%	-3%
Accessibility	64%	68%	-8%	-4%
Communications	44%	46%	-1%	-2%
Public Transport	51%	51%	-6%	0%
Walking/Cycling	49%	51%	-2%	-2%
Tackling Congestion	38%	44%	-3%	-6%
Road Safety	50%	52%	-3%	-2%
Highway Maintenance	42%	46%	1%	-4%

West Sussex's historical overall theme score compared with other authorities in the South East

Authorities Overall Score by Year



2022 Overall NHT Score



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What do the public perceive as our best and worst performing areas?

Our Top 10 Indicator Scores

Theme	Indicator	Score
Public Transport	How easy buses are to get on/off	71%
Public Transport	Helpfulness of drivers	66%
Public Transport	Personal safety on the bus	66%
Public Transport	Number of bus stops	64%
Public Transport	Quality and cleanliness of buses	63%
Road Safety	Speed limits	62%
Public Transport	Taxi/mini cab services	61%
Public Transport	Personal safety at bus stops	61%
Public Transport	Raised kerbs at bus stops	61%
Highway Maintenance	Street lighting	60%

Our Bottom 10 Indicator Scores

Theme	Indicator	Score
Highway Maintenance	Speed of repair to damaged roads	21%
Highway Maintenance	Deals with potholes/damaged roads	24%
Highway Maintenance	Condition of road surfaces	25%
Highway Maintenance	Quality of repair of damaged roads	26%
Highway Maintenance	Condition of highways	27%
Tackling Congestion	Time taken to complete roadworks	31%
Highway Maintenance	Cuts back overgrown hedges	32%
Highway Maintenance	Speed of repair to damaged pavements	32%
Tackling Congestion	Good park and ride schemes	33%
Highway Maintenance	Maintenance of verges/trees/shrub	34%

How do we compare nationally with the other 110 authorities?

Our Top 10 Indicator Scores

Theme	Indicator	Rank	WSCC Score	Highest Score	Lowest Score
Walking/Cycling	Signposting of rights of way	8	57%	61%	44%
Public Transport	Reliability of electronic display info	11	57%	67%	35%
Road Safety	Speed controls (e.g. road humps)	26	54%	59%	45%
Walking/Cycling	Bridleways for horse riding/cycling	26	57%	63%	46%
Walking/Cycling	The cleanliness of pavements	27	46%	52%	30%
Road Safety	Location of speed control measures	31	54%	58%	45%
Walking/Cycling	Condition of rights of way	32	54%	61%	43%
Road Safety	Speed limits	33	62%	69%	55%
Walking/Cycling	Cycle parking	35	47%	55%	38%
Public Transport	How easy buses are to get on/off	36	71%	81%	62%

Our Bottom 10 Indicator Scores

Theme	Indicator	Rank	WSCC Score	Highest Score	Lowest Score
Highway Maintenance	Maintenance of verges/trees/shrub	109	34%	58%	33%
Tackling Congestion	Minimising nuisance to residents	109	39%	53%	35%
Highway Maintenance	Cuts back overgrown hedges	107	32%	50%	31%
Highway Maintenance	Deals with flooding on roads	107	37%	53%	34%
Tackling Congestion	The routes taken by HGV's	105	34%	53%	31%
Tackling Congestion	Management of roadworks	104	40%	54%	35%
Tackling Congestion	Traffic pollution	104	39%	59%	33%
Tackling Congestion	Signposting of road diversions	104	47%	60%	45%
Highway Maintenance	Condition of road markings	103	42%	58%	36%
Tackling Congestion	Time taken to complete roadworks	103	31%	50%	22%

Largest changes since last year's survey

Indicators 4% or more up on last year

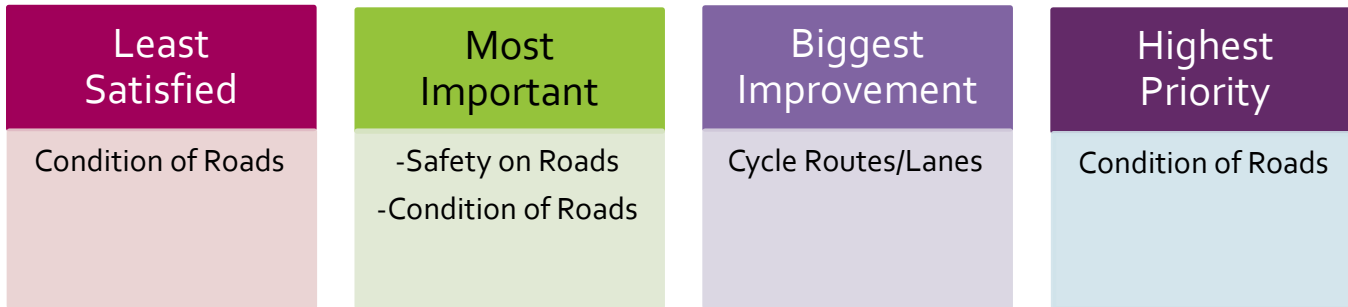
Theme	Indicator	Trend	Score
Accessibility	Provision of electric vehicle charging points	8%	28%
Highway Maintenance	Condition of highways	5%	27%
Highway Maintenance	Action to repair local roads	4%	30%
Communications	Informed about personal actions on climate change	4%	60%

Indicators 4% or more down on last year (top 10)

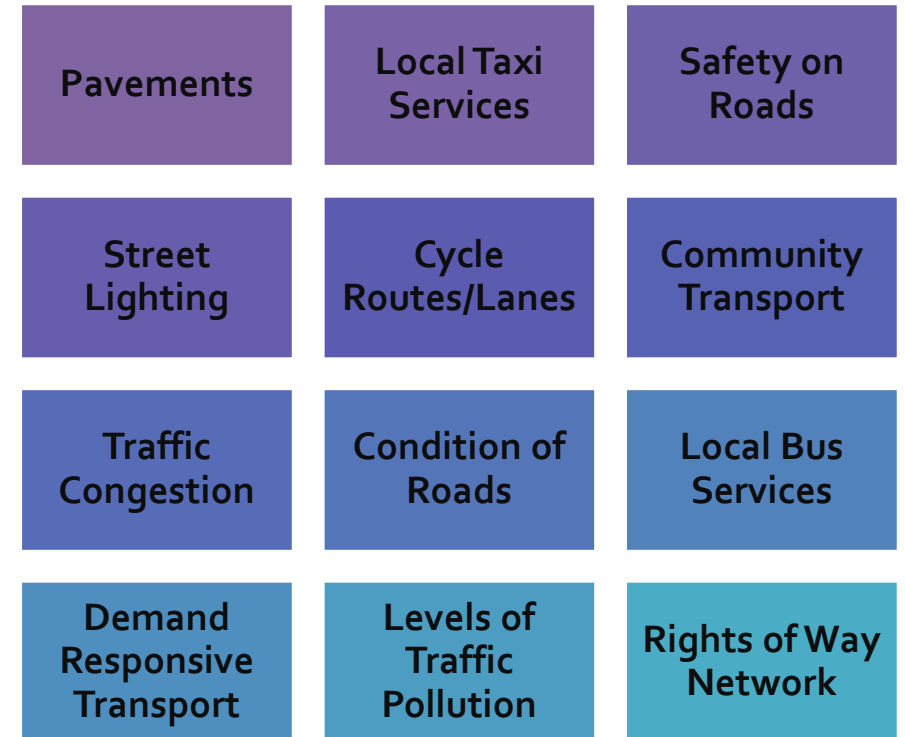
Theme	Indicator	Trend	Score
Accessibility	Ease of access (no car)	-12%	61%
Public Transport	Info to help people plan journeys	-10%	49%
Public Transport	Information about accessible buses	-9%	44%
Public Transport	Local bus services (aspects)	-8%	50%
Public Transport	Public transport information	-8%	34%
Accessibility	Ease of access to school/college	-8%	73%
Public Transport	Whether buses arrive on time	-8%	53%
Public Transport	The local bus service overall	-8%	56%
Accessibility	Ease of access (disabilities)	-7%	61%
Public Transport	Frequency of bus services	-7%	54%

Importance, satisfaction & spending priorities

- Residents were asked how they rate the importance, satisfaction with and spending priority of the 12 items shown on the right.
- In this year's survey they rated the following:

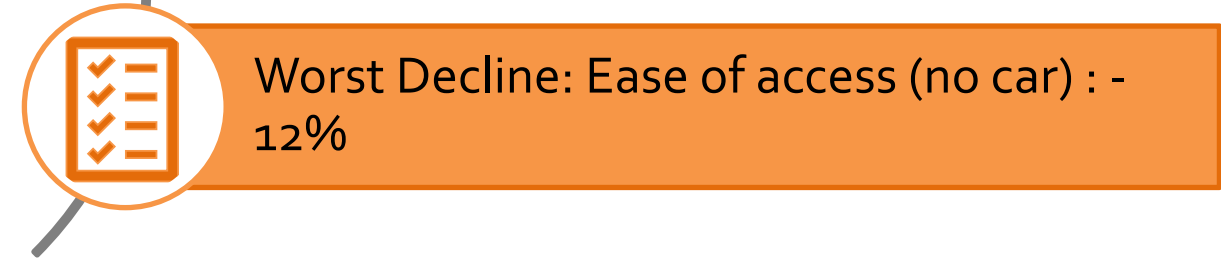
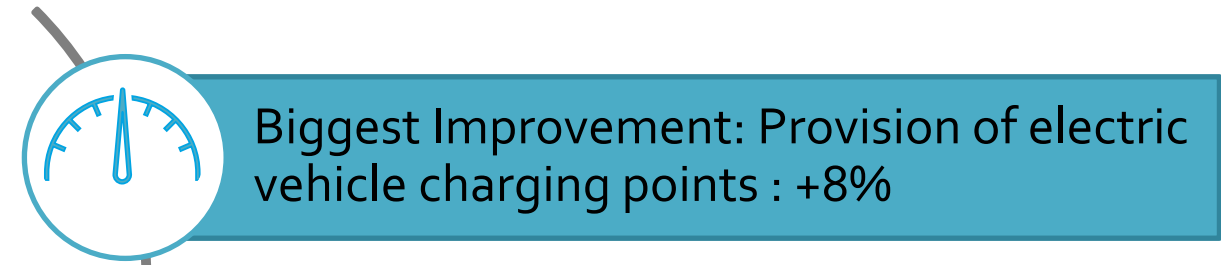
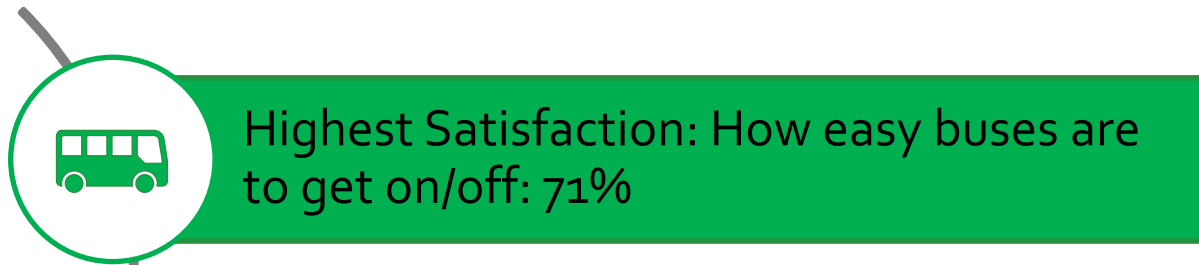
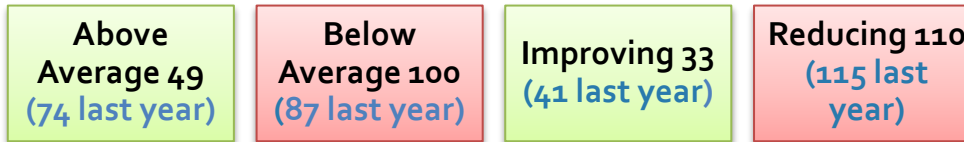


The 12 items



Comparisons and trends – looking at the small details

The gauges below show how West Sussex's results compare with last year and with all other authorities in the survey this year. They show the number of scores that are above and below average this year and the number that are improving or reducing compared with last year.



Public opinion on key issues in 2022

Potholes and Damaged Roads

Compared to a year ago would you say:

- There are more potholes and damaged roads, there are fewer or no change in the number
 - **More**
- The Council is doing more to repair local roads, doing less, or about the same
 - **Less**

Climate Change and Traffic Pollution

The public were asked... 'How well informed do you feel about the following':

Fairly Well Informed

- Climate change - sometimes called 'global warming'

Not Very Well Informed

- The level of pollution caused by traffic in the local area
- The actions the Council is taking to help tackle climate change
- The actions you can take personally to help climate change

Not At All Informed

- The quality of air alongside local roads

Contacting the Council

The public were asked the following in relation to council contact:

Which method do you use to contact the council?

- By telephone (during normal office hours)

Fairly Good

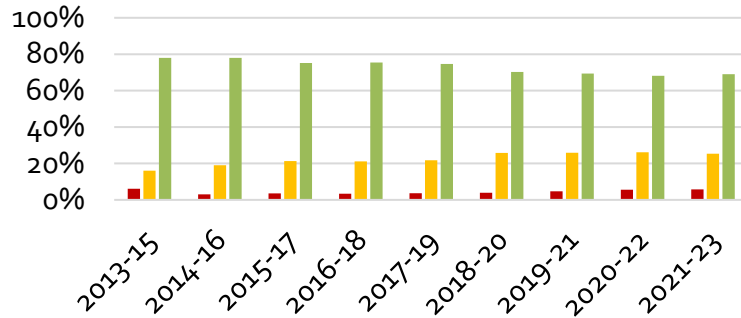
- How easy is it to get in touch to report a problem?
- How easy is it to get in touch to find something out?
- The speed of response of council staff
- The quality of response of council staff

Road Condition Information

A Roads

- Percentage of 'Green' rated A roads is 69%, 0.8% up on last year, the first rise 6 years
- Percentage of 'Red' rated A roads has remained broadly the same as the previous year

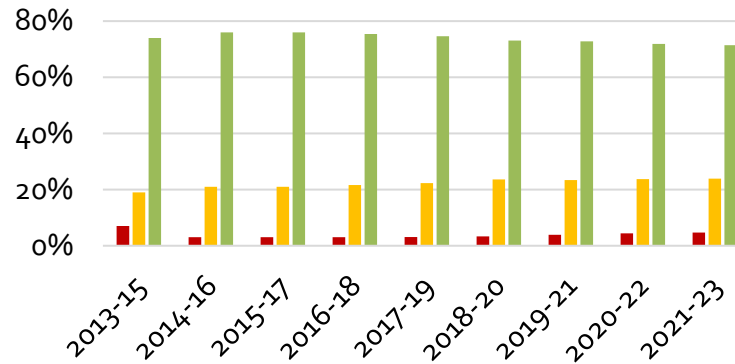
A Road Data



B Roads

- Percentage of 'Green' rated B roads is 71.5%, down 0.4% on last year
- Percentage of 'Red' rated B roads has risen 0.3% to 4.7%

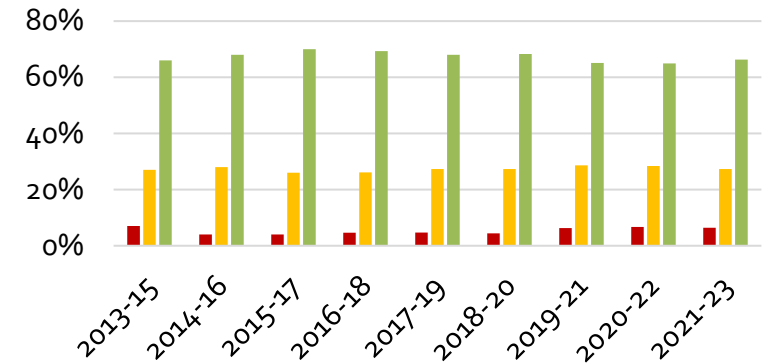
B Road Data



C Roads

- Percentage of 'Green' rated C roads is 66.3%, up 1.4% on last year
- Percentage of 'Red' rated C roads has decreased by 0.3% to 6.4%

C Road Data



Summary

- Public Transport is perceived as a positive aspect by the public and is in line with the national average, despite scores decreasing from last year
 - Highway Maintenance has improved since last year and the condition and safety of roads remains a priority for members of the public
- Overall the majority of scores have decreased since last year and West Sussex are one of the lower scoring local county councils
 - Scores for local councils across the country have been decreasing over the last few years
 - The number of above average scores for WS has decreased and the number of below average scores has increased since last year across the survey