

NHT Survey Results 2017

Brighton & Hove

Andrew Renaut
Head of Transport Policy & Strategy
City Transport Division

Economy, Environment & Culture Directorate

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Background

- Brighton & Hove City Council has taken part in the NHT survey for **7 years**.
- The data tell us how our customers, **the public, views transport and highways services across the city**. The city is ranked for each transport theme and we can also **compare with peer group authorities** (unitary authorities).
- **Satisfaction scores can be tracked over time** and, for some variables, **compared to how important** the public see each transport element.

Sample Size and Response Rates

	2011	2012	2013	2014	2015	2016	2017
Sample Size	6000	6000	6000	3,300	3,300	6000	6000
No. of responses	939	894	817	685	687	1483	1532
Response rate	15.6	14.9	13.6	20.8	20.8	24.7	25.5
Number of authorities taking part	68	75	70	78	100	106	112

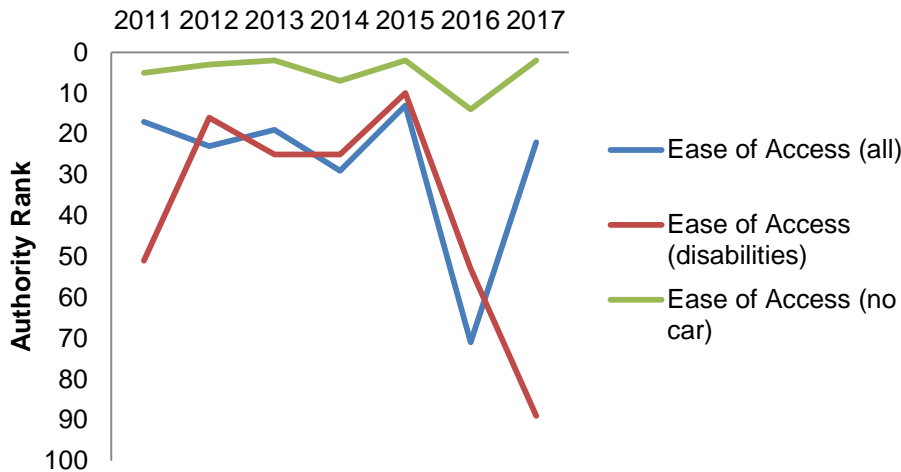
Six Key Themes

- Accessibility
- Public Transport-bus & taxi & community transport
- Walking & Cycling-routes&facilities & RoW
- Tackling Congestion-traffic & roadworks
- Road Safety-environment & education
- Highway Maintenance & Enforcement-condition & obstructions

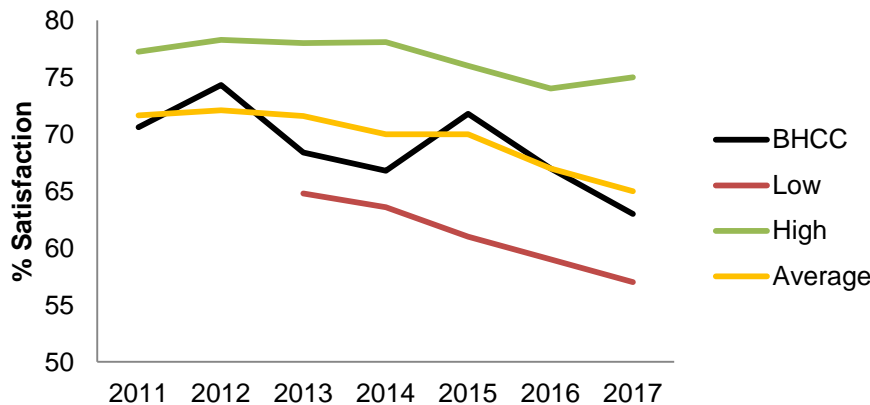


Headline Results: Accessibility KBI

Accessibility Authority Ranking



Satisfaction Over Time (Ease of access (disabilities))



- Ease of Access (all) has risen 49 places in the last year, and Ease of Access (no car) has climbed 12 places to achieve our highest ranking place of any KBI.
- Brighton & Hove have fallen 79 rank places in the last year for Ease of Access (disabilities) to rank 89 out of 112.
- Satisfaction with Ease of Access (disabilities) has been steadily falling over the last two years and is now at our lowest level since we began participating in the survey (63%).

Headline Results: Accessibility BI

01 Accessibility		2011	2012	2013	2014	2015	2016	2017	Change in last year	Change in last five years	Change since 2011
ABI 01	Where you work (if you do)	79.56	80.31	76.3	75.7	77.8	75	78	3	1.7	-1.56
ABI 02	Post office/ banks	82.32	80.45	78.6	77.8	79.4	77	78	1	-0.6	-4.32
ABI 03	Local shops/ supermarkets	86.35	86.28	83.5	82.1	84.9	84	84	0	0.5	-2.35
ABI 04	Hospital	66.97	64.16	64.8	62	65.6	62	65	3	0.2	-1.97
ABI 05	Doctors and health facilities	79.62	82.74	80.4	80	80.8	78	80	2	-0.4	0.38
ABI 06	School/ college	83.66	83	82.6	79.2	78.6	78	81	3	-1.6	-2.66
ABI 07	Leisure facilities	78.43	78.49	76.1	76.1	78.9	73	75	2	-1.1	-3.43
ABI 08	To visit friends/ family	75.76	77.27	73.9	74.3	77	71	73	2	-0.9	-2.76

- In the last year accessibility to all of the locations/facilities above has improved (or remained in satisfaction). Most are down on the satisfaction levels recorded in 2011.

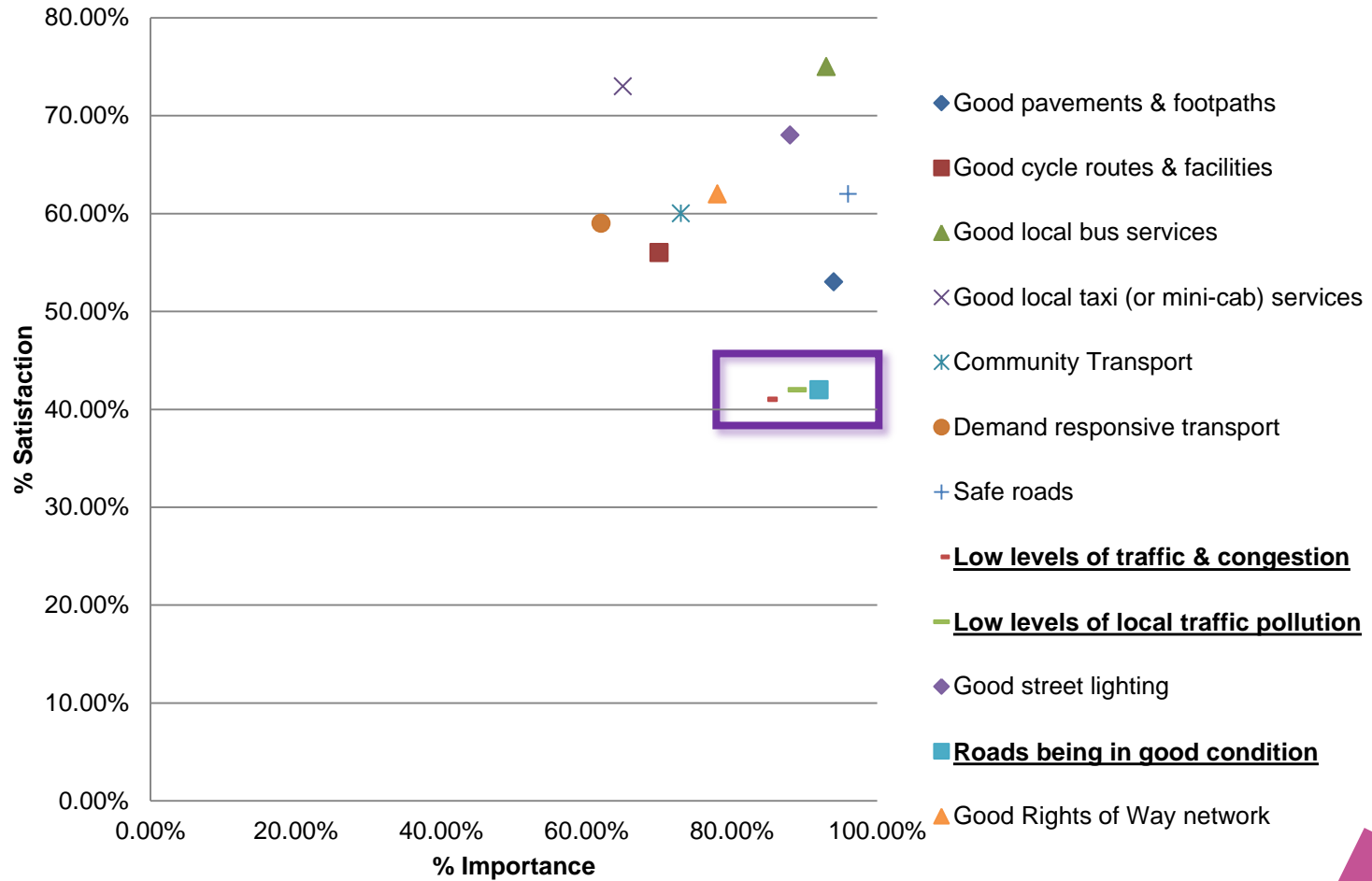
Importance vs Satisfaction

- Variables for importance v satisfaction are included for twelve transport themes.

Position on chart	Satisfaction/ impact
Bottom right hand side	Low satisfaction/ high impact
Top right hand side	High satisfaction/ high impact
Bottom left hand side	Low satisfaction/ low impact
Top left hand side	High satisfaction/ low impact

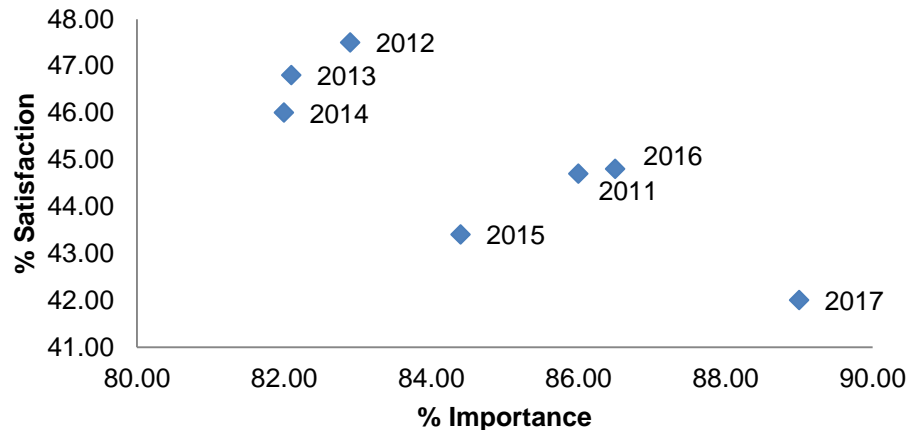
Importance vs Satisfaction

2017 Importance vs Satisfaction



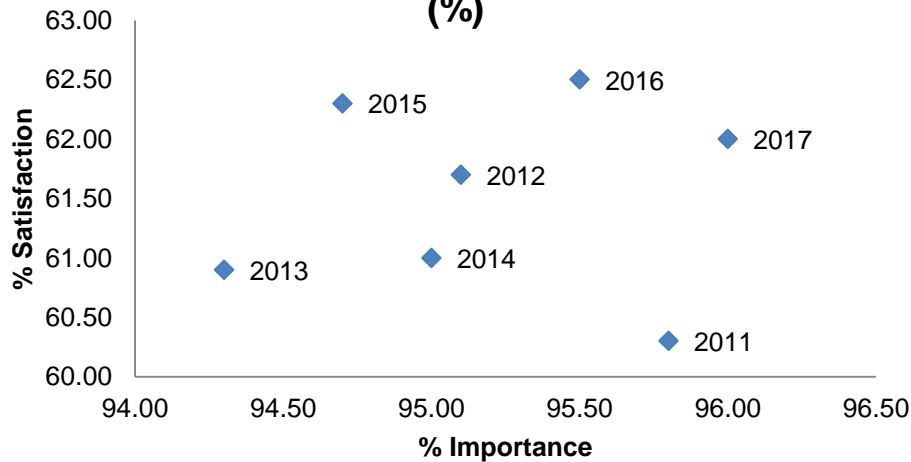
Importance vs Satisfaction

Low levels of local traffic pollution:
Importance vs Satisfaction (%)



- Traffic pollution is at a record **high level of importance for respondents (89%)** yet this variable has also fallen to its **lowest recorded satisfaction (42%)**.
- Safe roads have consistently been the **most important transport variable for respondents (96% in 2017)**.

Safe roads: Importance vs Satisfaction
(%)



Brighton & Hove NHT Results 2017 (October)

Background

Record number of authorities took part this year - **112**

7th year Brighton & Hove has participated

Postal surveys sent to a random sample of **6,000** addresses



25.5% response rate— our highest yet!

Focused around **6 key themes**:

Accessibility



Public Transport



Walking & Cycling



Tackling Congestion



Road Safety



Highway Maintenance/ Enforcement



Results

Brighton & Hove has a **56% overall satisfaction score**. Above the local and **national average of 54%**.

Half of the 26 Key Benchmark Indicators **have improved** on their 2016 Satisfaction scores. Other half have **fallen but all by less than 5%**.

Road Condition, Traffic Pollution and Traffic Congestion have consistently over the years had **satisfaction scores below 50%** but **importance levels of above 80%**.



Safe Roads remain the **most important** transport topic for residents.

3% Improved Satisfaction with **local bus services** from last year—now ranked **4th nationally**.



Satisfaction with **speed limits** has been steadily increasing since a drop in 2013 - Now **15% higher** than then.



Satisfaction with **condition of roads** has **fallen** over the last two years.



All **walking** related benchmark indicators have **improved satisfaction scores** from 2013.



Levels of **traffic pollution** has **falling satisfaction** but **record levels of importance** with respondents.



Road Safety Benchmark Indicators all have **higher satisfaction in 2017** than in 2013.



All **Tackling Congestion** Benchmark Indicators are **improved from 2013**.



Satisfaction for **Ease of Access (Disabilities)** has **fallen 4%** from last year.



Last year all **Accessibility** Benchmark Indicators fell, this year they have **all improved**. (Access to hospitals, schools etc.)



3% fall in satisfaction with **cycle routes and facilities** this year. All **benchmark indicators** relating to cycling have **fallen**.



Our highest ranking is **2nd** - for **Ease of Access (No car)**.

