



National Highways and Transport Survey

Comparison with South West Counties based on 2017 Results

The National Highways and Transport Public Satisfaction Survey is carried out by Ipsos MORI for the National Highways and Transport Network of local authorities across England. The results are used to understand what people in the area think about these important services.

The satisfaction with some key service areas in Wiltshire has been compared to other counties in the south west. Results were compared with the 2017 results for Gloucestershire, Somerset, Dorset, Devon, Hampshire and Cornwall.

Satisfaction in Wiltshire was close (within 3%) to average for the south west counties for:

- Condition of pavements.
- Provision of safe crossing points.
- Dropped kerb crossing points.
- Helplines to find out more about roadworks.
- Speed of street lighting repairs.
- Weed killing on pavements and roads.
- Keeping drains clear and working.
- Undertakes cold weather gritting.

Satisfaction in Wiltshire was below the south west average for:

- Condition of road markings.
- Speed of repair to damaged roads and pavements.
- Quality of repair to damaged roads and pavements.
- Deals with potholes and damaged roads.
- Conditions of highways

NHT Public Satisfaction Survey Question: WCBI 02-The condition of pavements

Latest Survey Results for Wiltshire

The purpose of this question is to gauge the level of public satisfaction of the condition of pavements.

The measure is the percentage satisfaction of the condition of pavements on an annual basis.

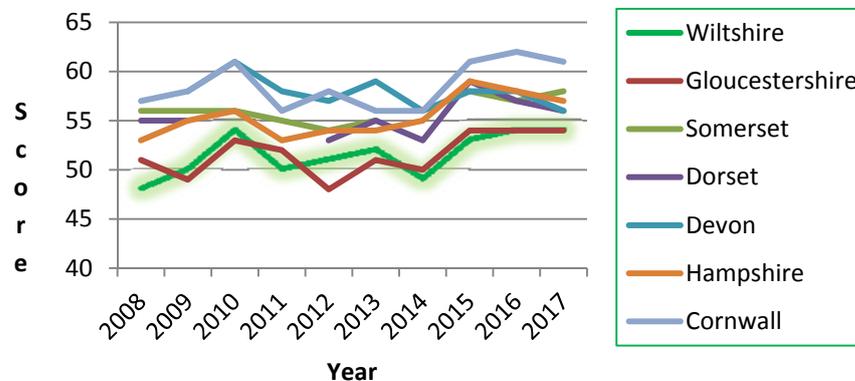
WCBI 02 Condition of Pavements	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Wiltshire	48	50	54	50	51	52	49	53	54	54



Measure Details

Wiltshire's score for 2017	54%
National average for 2017	55%
Southwest Counties average for 2017	57%
Increase in satisfaction since 2008	6%
Increase in satisfaction for the last year	0%

Trends



NHT Public Satisfaction Survey Question: WCBI 05-Provision of safe crossing points

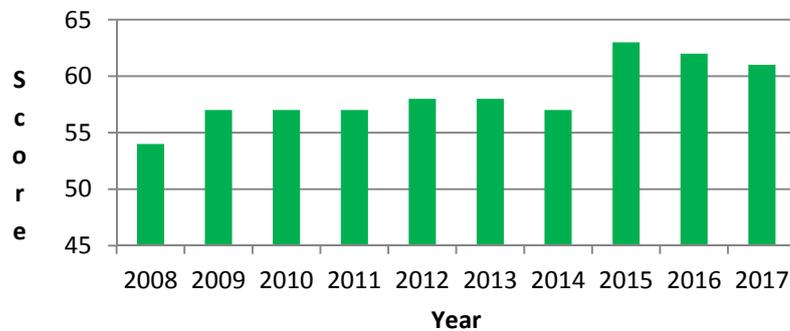
Latest Survey Results for Wiltshire

The purpose of this question is to gauge the level of public satisfaction of the provision of safe crossing points.

The measure is the percentage satisfaction of the provision of safe crossing points on an annual basis.

WCBI 05 Provision of safe crossing points	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Wiltshire	54	57	57	57	58	58	57	63	62	61

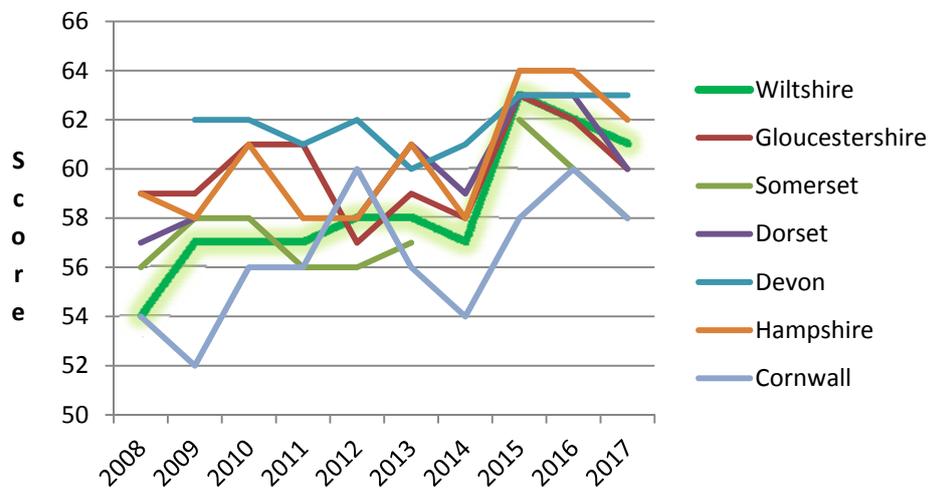
Wiltshire



Measure Details

Wiltshire's score for 2017	61%
National average for 2017	62%
Southwest Counties average for 2017	60%
Increase in satisfaction since 2008	7%
Decrease in satisfaction for the last year	-1%

Trends



NHT Public Satisfaction Survey Question: WCBI 06-Drop kerb crossing points

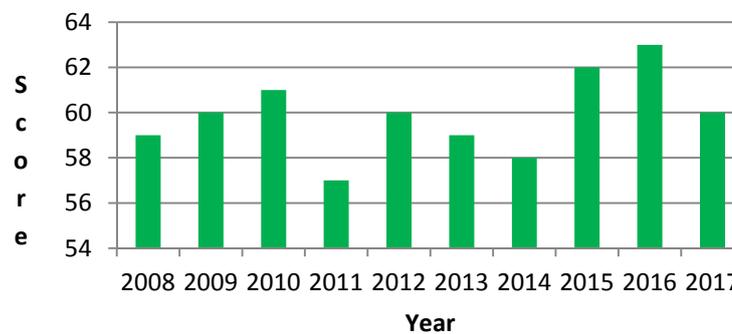
Latest Survey Results for Wiltshire

The purpose of this question is to gauge the level of public satisfaction of the dropped kerb crossing points.

The measure is the percentage satisfaction of the dropped kerb crossing points on an annual basis.

WCBI 06-Drop kerb crossing points	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Wiltshire	59	60	61	57	60	59	58	62	63	60

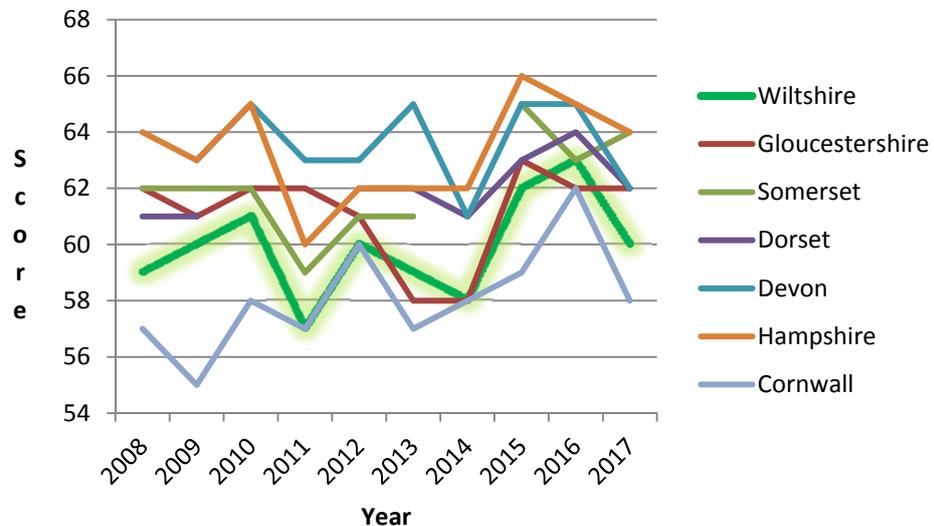
Wiltshire



Measure Details

Wiltshire's score for 2017	60%
National average for 2017	62%
Southwest Counties average for 2017	62%
Increase in satisfaction since 2008	1%
Decrease in satisfaction for the last year	-3%

Trends



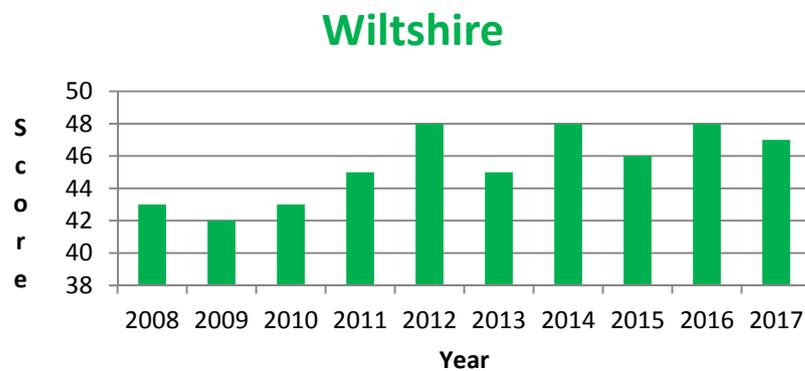
NHT Public Satisfaction Survey Question: TCBI 05-Helplines to find out about roadwork's

Latest Survey Results for Wiltshire

The purpose of this question is to gauge the level of public satisfaction of the helpfulness to find out about roadwork's.

The measure is the percentage satisfaction of the helpfulness to find out about roadwork's on an annual basis.

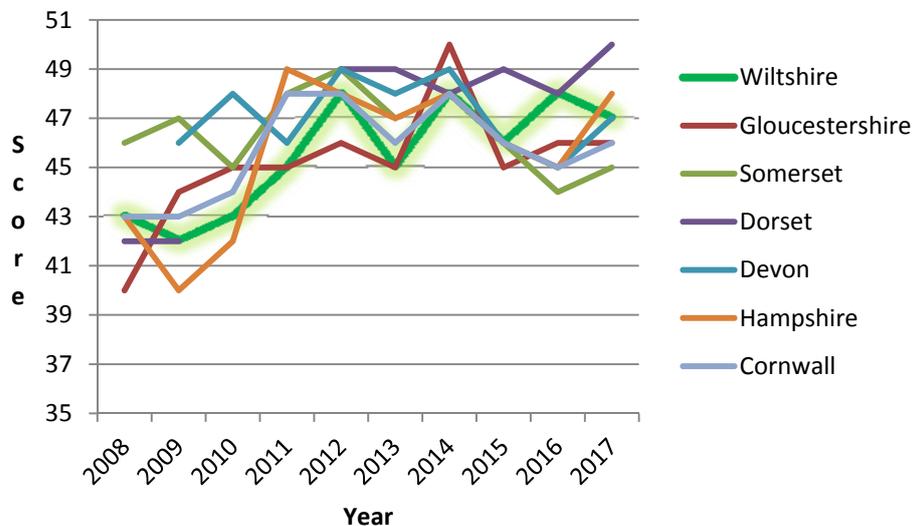
TCBI 05-Helplines to find out about roadwork's	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Wiltshire	43	42	43	45	48	45	48	46	48	47



Measure Details

Wiltshire's score for 2017	47%
National average for 2017	46%
Southwest Counties average for 2017	47%
Increase in satisfaction since 2008	4%
Decrease in satisfaction for the last year	-1%

Trends



NHT Public Satisfaction Survey Question: HMBI 03-Condition of road markings

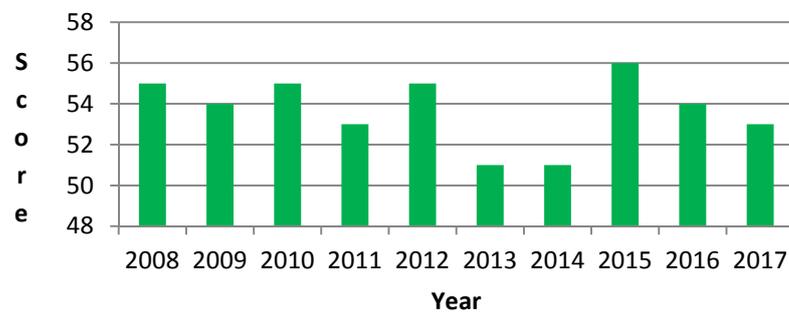
Latest Survey Results for Wiltshire

The purpose of this question is to gauge the level of public satisfaction of the condition of road markings.

The measure is the percentage satisfaction of the condition of road markings on an annual basis.

HMBI 03 Condition of road markings	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Wiltshire	55	54	55	53	55	51	51	56	54	53

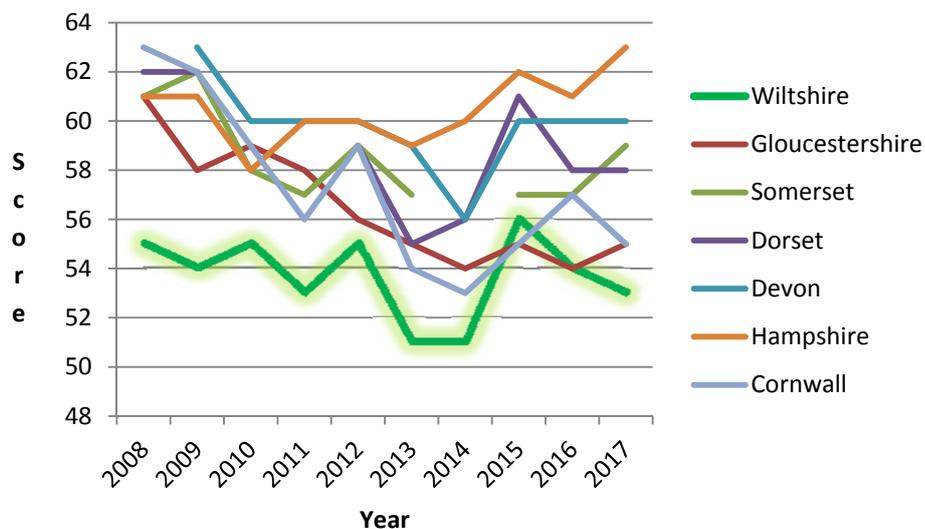
Wiltshire



Measure Details

Wiltshire's score for 2017	53%
National average for 2017	57%
Southwest Counties average for 2017	58%
Decrease in satisfaction since 2008	-2%
Decrease in satisfaction for the last year	-1%

Trends



NHT Public Satisfaction Survey Question: HMBI 06-Speed of repair to street lights

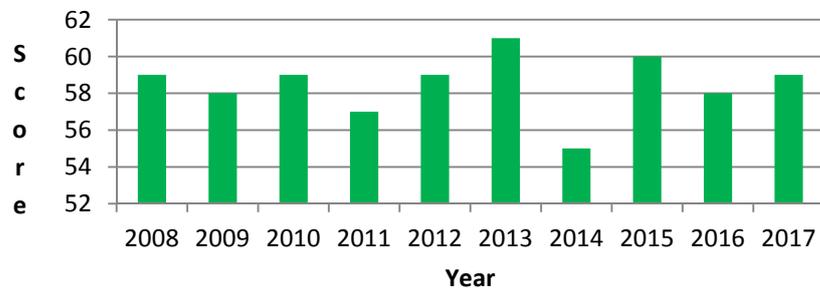
Latest Survey Results for Wiltshire

The purpose of this question is to gauge the level of public satisfaction of the speed of repair to street lights.

The measure is the percentage satisfaction of the speed of repair to street lights on an annual basis.

HMBI 06 Speed of repair to street lights	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Wiltshire	59	58	59	57	59	61	55	60	58	59

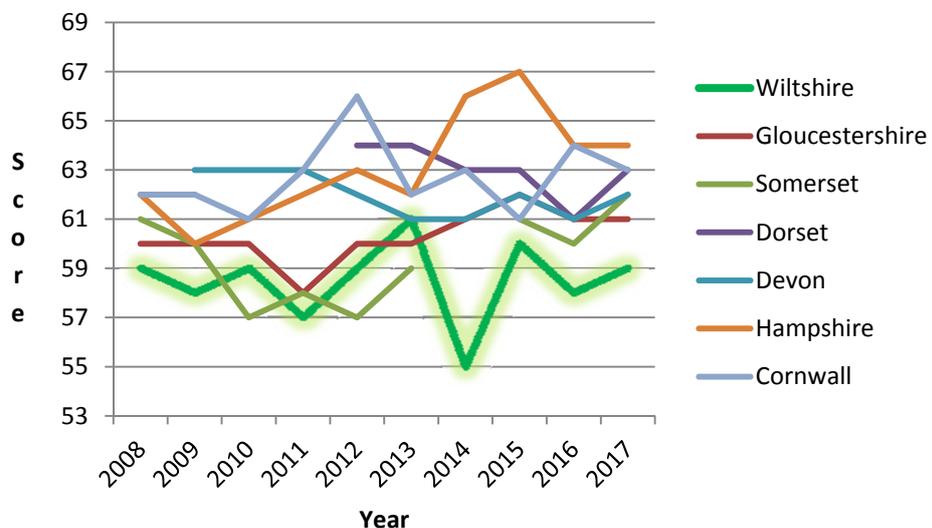
Wiltshire



Measure Details

Wiltshire's score for 2017	59%
National average for 2017	60%
Southwest Counties average for 2017	62%
Increase in satisfaction since 2008	0%
Increase in satisfaction for the last year	1%

Trends



NHT Public Satisfaction Survey Question: HMBI 07-Speed of repair to damaged roads/pavements

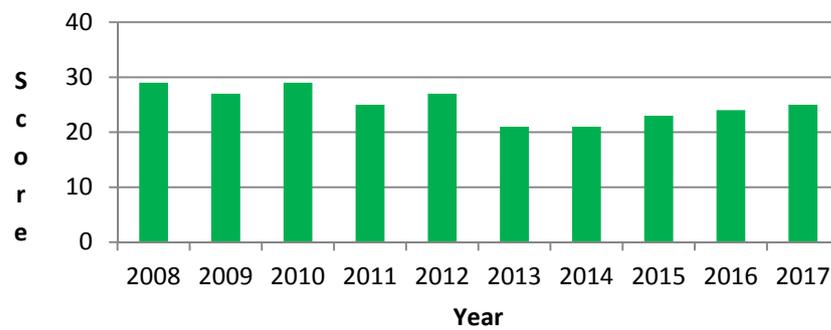
Latest Survey Results for Wiltshire

The purpose of this question is to gauge the level of public satisfaction of the speed of repair to damaged roads and pavements.

The measure is the percentage satisfaction of the speed or repair to damaged roads and pavements on an annual basis.

HMBI 07 Speed of repair to damaged roads/pavements	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Wiltshire	29	27	29	25	27	21	21	23	24	25

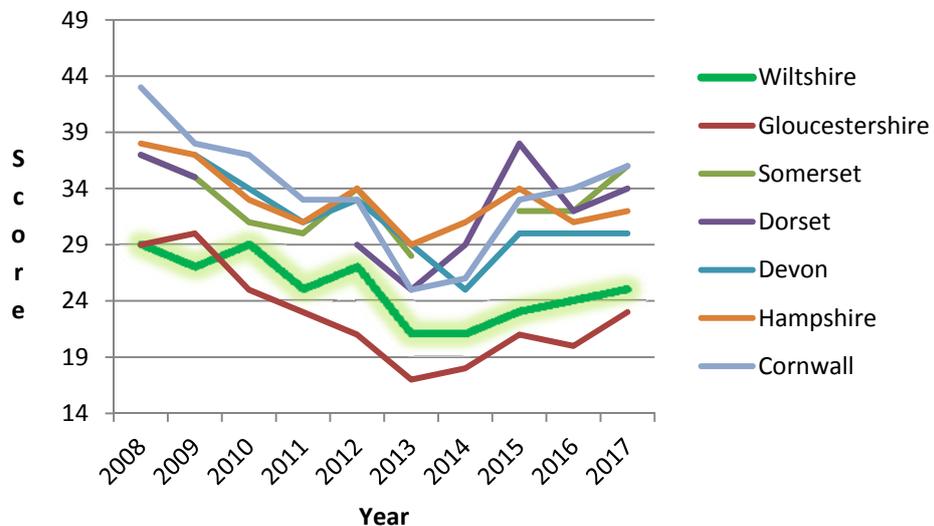
Wiltshire



Measure Details

Wiltshire's score for 2017	25%
National average for 2017	32%
Southwest Counties average for 2017	31%
Decrease in satisfaction since 2008	-4%
Increase in satisfaction for the last year	1%

Trends



NHT Public Satisfaction Survey Question: HMBI 08-Quality of repair to damaged roads/Pavement

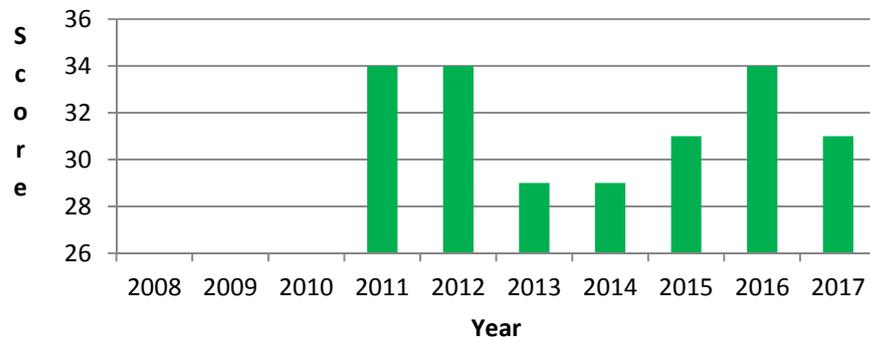
Latest Survey Results for Wiltshire

The purpose of this question is to gauge the level of public satisfaction of the quality of repair to damaged roads and pavements.

The measure is the percentage satisfaction of the quality of repair to damaged roads and pavements on an annual basis.

HMBI 08 Quality of repair to damaged roads/Pavement	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Wiltshire				34	34	29	29	31	34	31

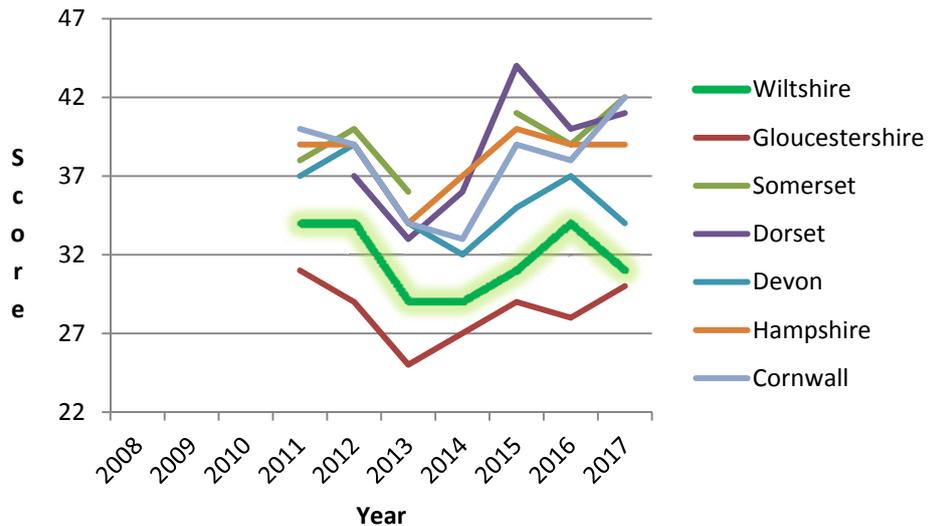
Wiltshire



Measure Details

Wiltshire's score for 2017	31%
National average for 2017	38%
Southwest Counties average for 2017	37%
Decrease in satisfaction since 2008	-3%
Decrease in satisfaction for the last year	-3%

Trends



NHT Public Satisfaction Survey Question: HMBI 10-Weed killing on pavements and roads

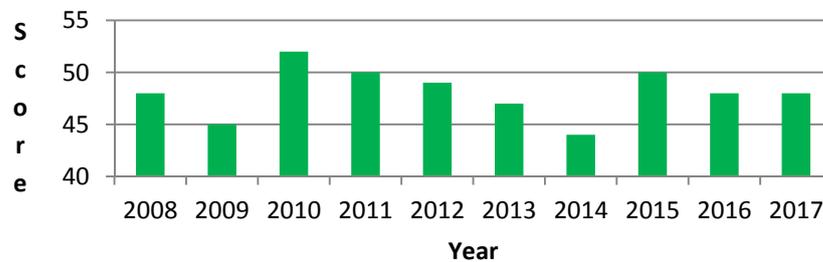
Latest Survey Results for Wiltshire

The purpose of this question is to gauge the level of public satisfaction of weed killing on pavements and roads.

The measure is the percentage satisfaction weed killing on pavements and roads on an annual basis.

HMBI 10 Weed killing on pavements and roads	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Wiltshire	48	45	52	50	49	47	44	50	48	48

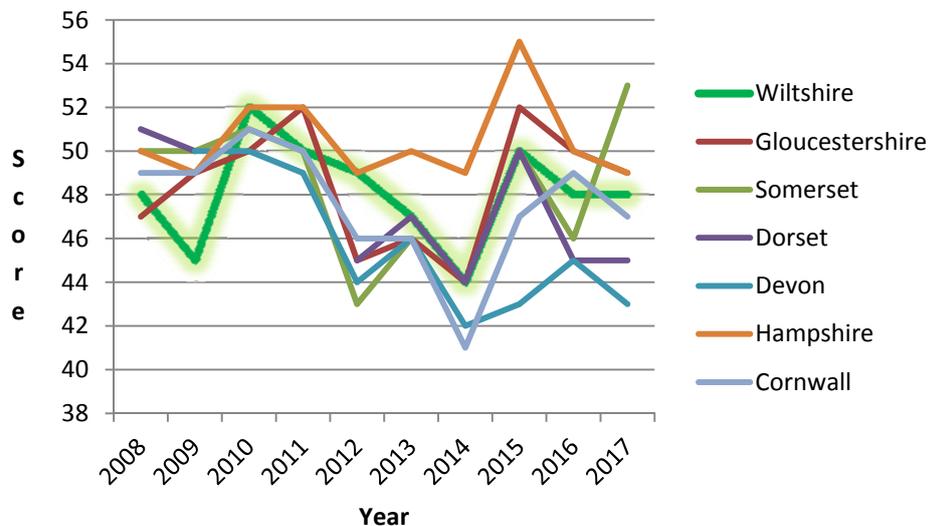
Wiltshire



Measure Details

Wiltshire's score for 2017	48%
National average for 2017	50%
Southwest Counties average for 2017	48%
Increase in satisfaction since 2008	0%
Increase in satisfaction for the last year	0%

Trends



NHT Public Satisfaction Survey Question: HMBI 12-Keeping drains clear and working

Latest Survey Results for Wiltshire

The purpose of this question is to gauge the level of public satisfaction of keeping drains clear and working.

The measure is the percentage satisfaction of keeping drains clear and working on an annual basis.

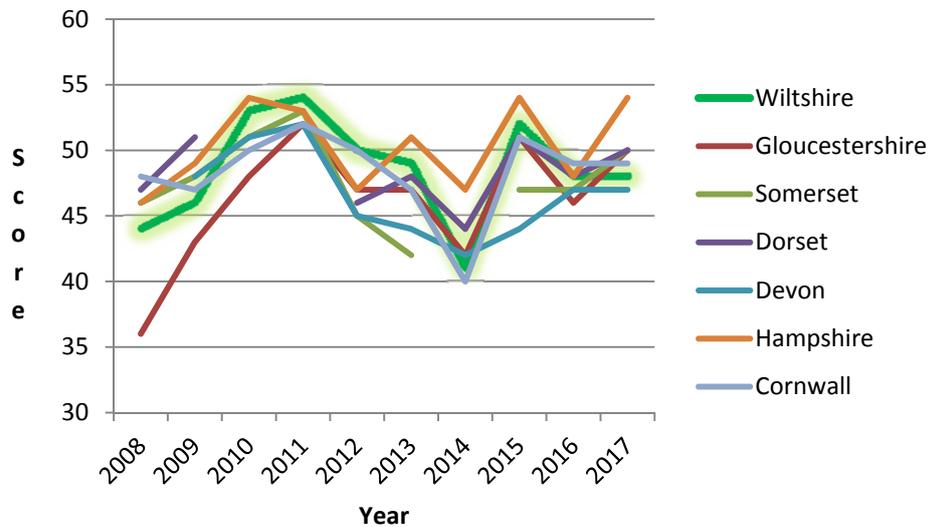
HMBI 12 Keeping drains clear and working	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Wiltshire	44	46	53	54	50	49	41	52	48	48



Measure Details

Wiltshire's score for 2017	48%
National average for 2017	53%
Southwest Counties average for 2017	50%
Increase in satisfaction since 2008	4%
Increase in satisfaction for the last year	0%

Trends



NHT Public Satisfaction Survey Question: HMBI 13- Deals with Potholes and damaged roads

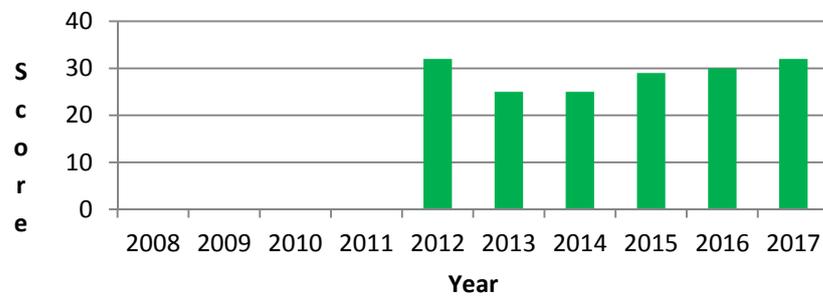
Latest Survey Results for Wiltshire

The purpose of this question is to gauge the level of public satisfaction of dealing with potholes and damaged roads.

The measure is the percentage satisfaction of dealing with potholes and damaged roads on an annual basis.

HMBI 13 Deals with Potholes and damaged roads	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Wiltshire					32	25	25	29	30	32

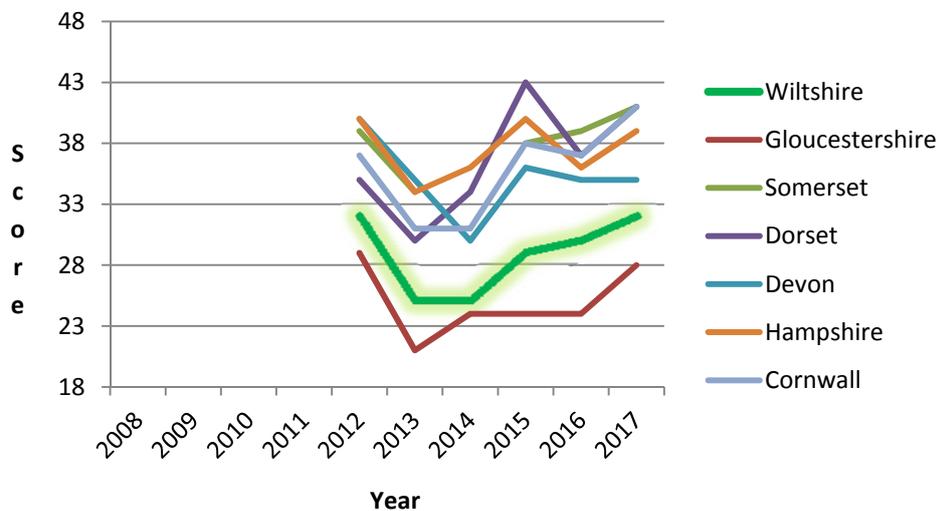
Wiltshire



Measure Details

Wiltshire's score for 2017	32%
National average for 2017	37%
Southwest Counties average for 2017	37%
Increase in satisfaction since 2008	0%
Increase in satisfaction for the last year	2%

Trends



NHT Public Satisfaction Survey Question: HMBI 17-Undertakes cold weather gritting

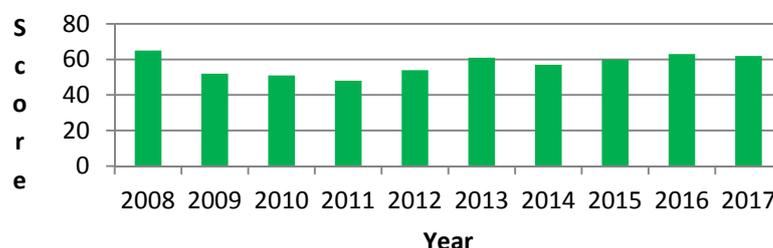
Latest Survey Results for Wiltshire

The purpose of this question is to gauge the level of public satisfaction of undertaking cold weather gritting.

The measure is the percentage satisfaction undertaking of cold weather gritting on an annual basis.

HMBI 17 Undertakes cold weather gritting	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Wiltshire	65	52	51	48	54	61	57	60	63	62

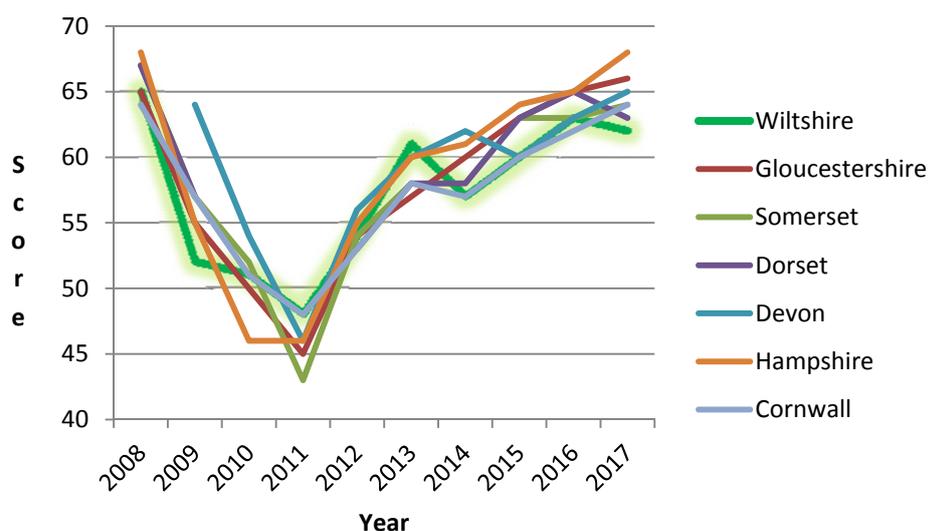
Wiltshire



Measure Details

Wiltshire's score for 2017	62%
National average for 2017	61%
Southwest Counties average for 2017	65%
Decrease in satisfaction since 2008	-3%
Decrease in satisfaction for the last year	-1%

Trends



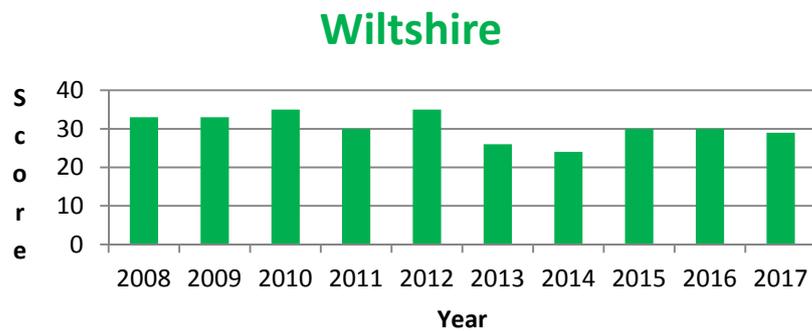
NHT Public Satisfaction Survey Question: KBI 23 - Condition of highways

Latest Survey Results for Wiltshire

The purpose of this question is to gauge the level of public satisfaction of the condition of highways.

The measure is the percentage satisfaction of the condition of highways on an annual basis.

KBI 23 Condition of highways	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Wiltshire	33	33	35	30	35	26	24	30	30	29



Measure Details

Wiltshire's score for 2017	29%
National average for 2017	37%
Southwest Counties average for 2017	36%
Decrease in satisfaction since 2008	-4%
Decrease in satisfaction for the last year	-1%

Trends

