



NHT Survey Report 2017

Summary Report for Wiltshire

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Explanatory Notes

This Report compares your Key Benchmark Indicator (KBI) results with those of all other Authorities taking part in the NHT Survey this year.

It summarises your performance on a single page executive overview and provides a drill down analysis on separate pages for the six themes of the survey; Accessibility, Public Transport, Walking & Cycling, Tackling Congestion, Road Safety and Highway Maintenance & Enforcement. It is designed to give a quick visual impression of your strengths and weaknesses, where you are and how you are doing in relation to others.

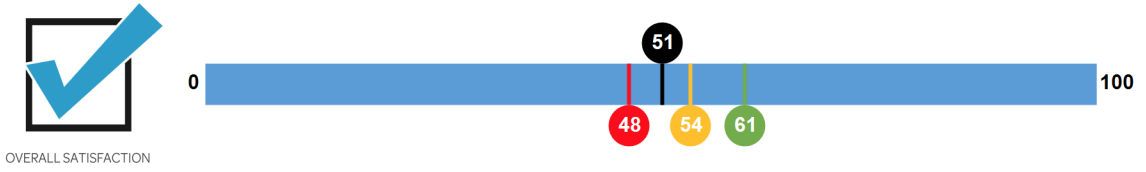
Each page of the report uses a series of bullet charts to compare your results with those of the other Authorities taking part in the survey this year. The first page, the Executive Overview, shows overall satisfaction and summary results for each theme and the subsequent theme pages show individual KBI results within each theme.

Each chart uses a blue bar to show percentage public satisfaction from 0 to 100%, your result is shown using the black pin above the bar, and the high, low and average results of all other authorities are shown using the green, red and amber pins respectively below the bar.

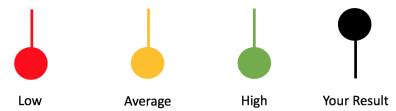
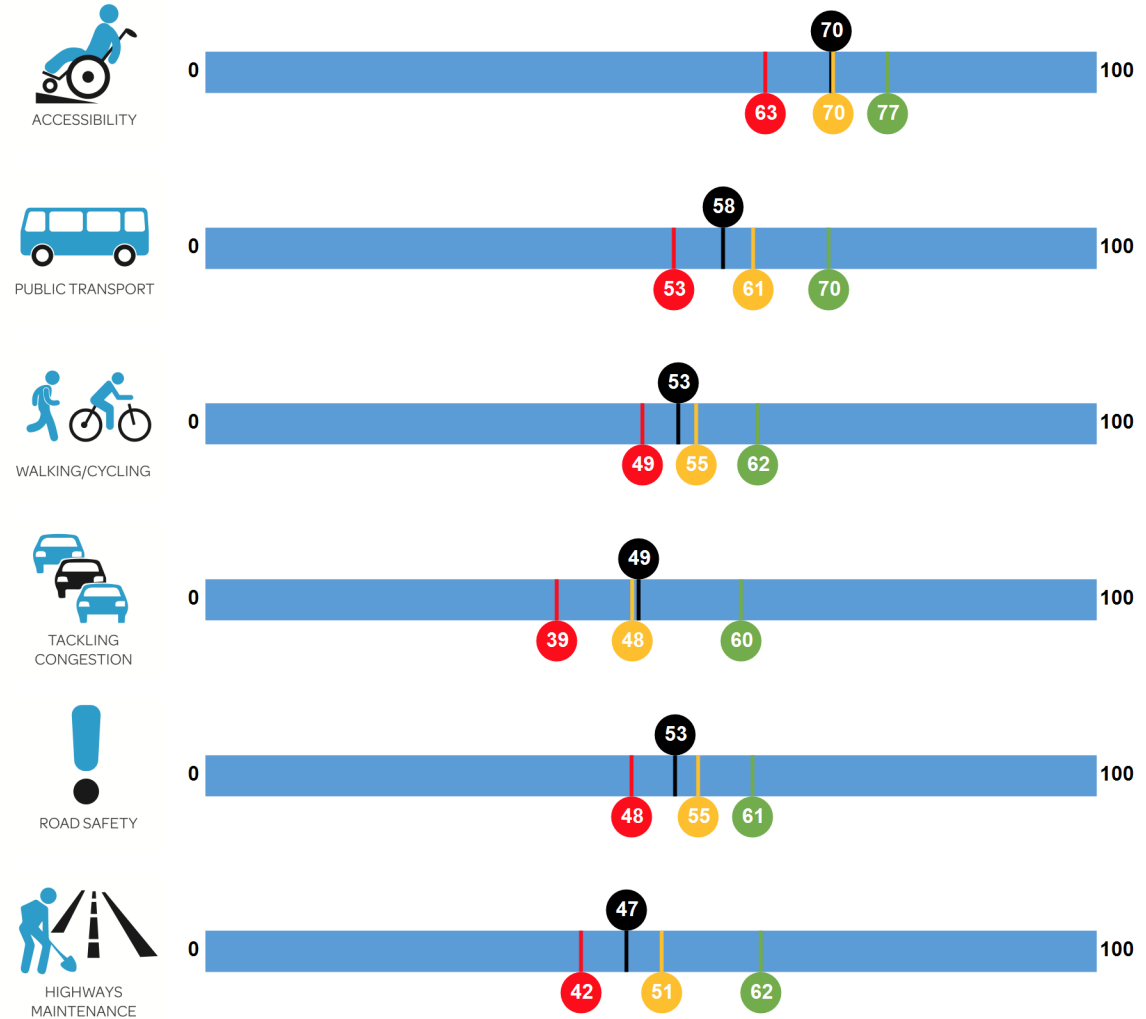
Please note:

Authorities that opted to use the 8 page version of the survey, available for the first time this year, do not have KBI results for the following charts: KBI07 Local Bus Services, KBI08 Public Transport Information, KBI16 Satisfaction with Right of Way (Aspects) and KBI19 Traffic Management and therefore no black pin is shown. Questions to support these KBIs were only available in the 12 page questionnaire.

Satisfaction Overall



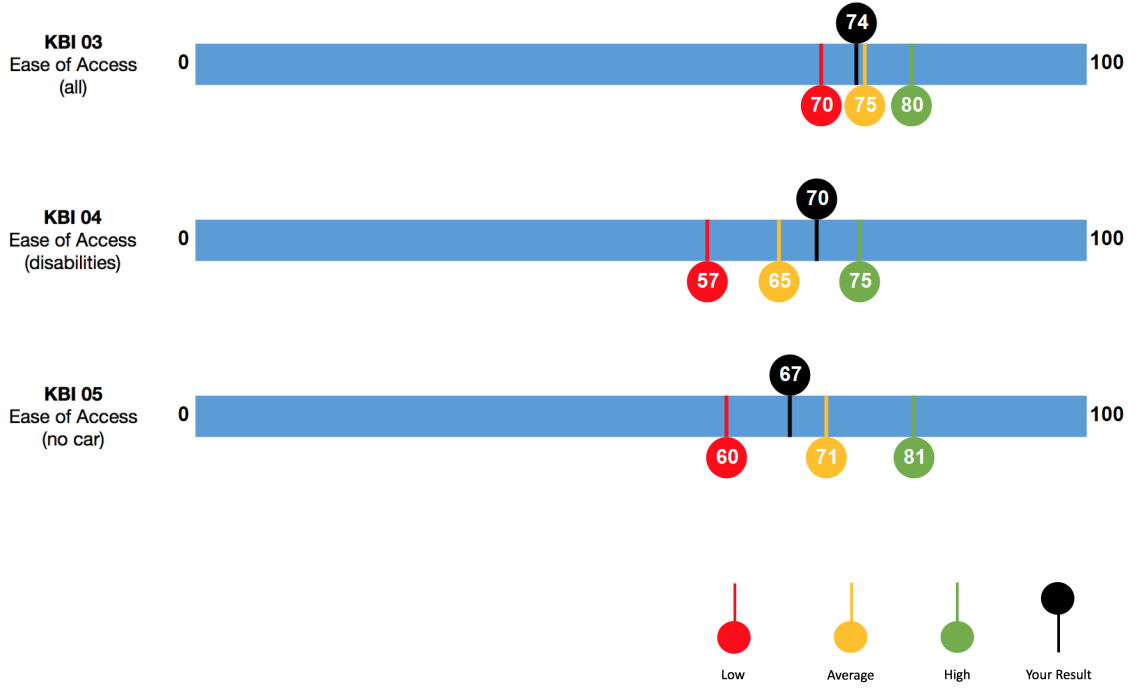
Satisfaction by Theme



Accessibility Satisfaction Overall



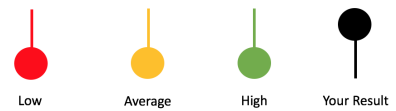
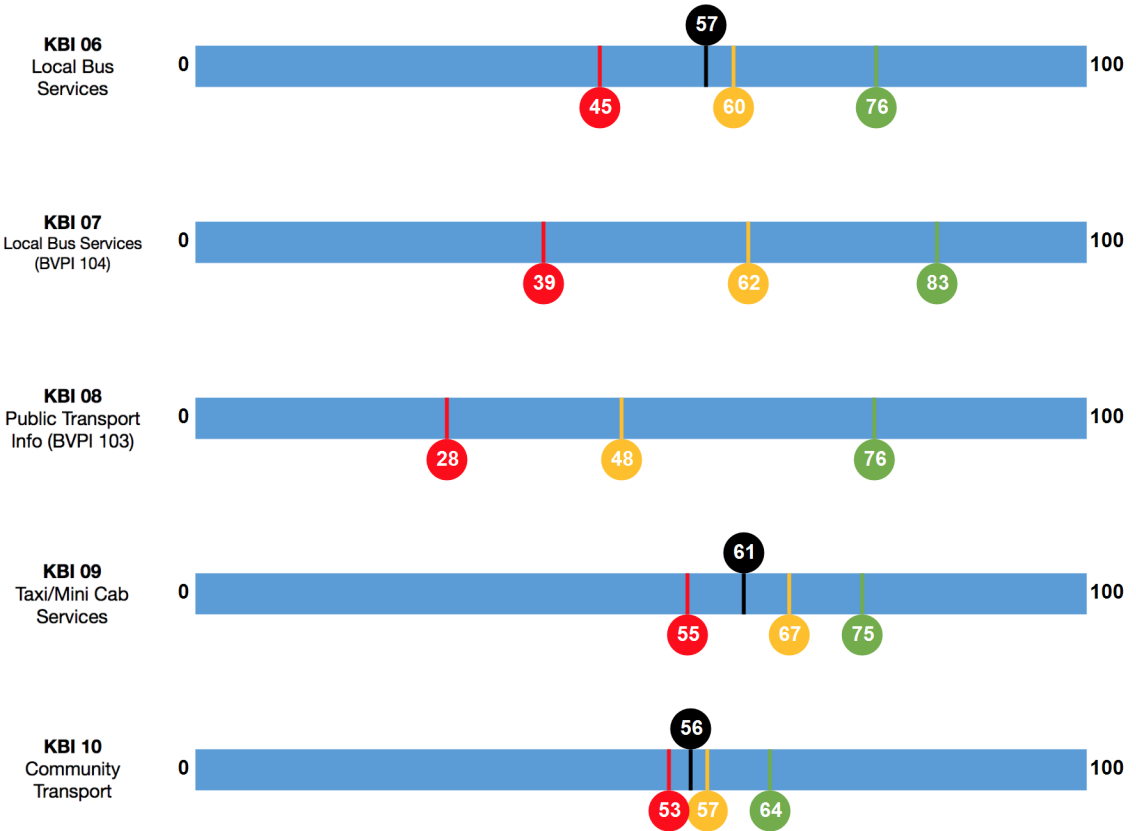
Accessibility Key Benchmark Indicator Results



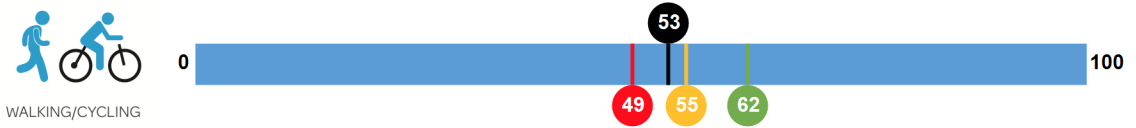
Public Transport Theme



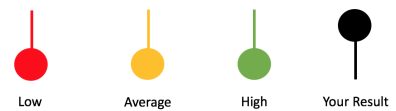
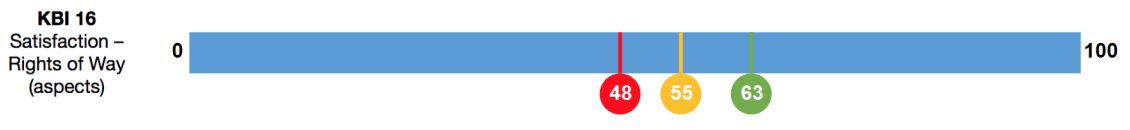
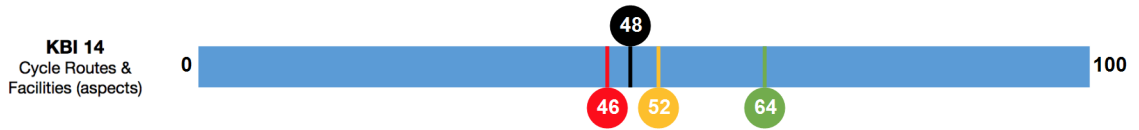
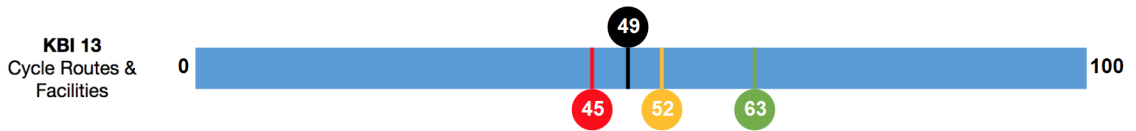
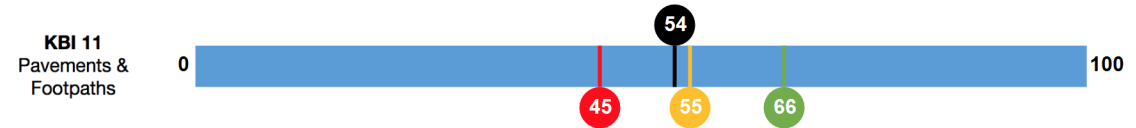
Public Transport Key Benchmark Indicator Results



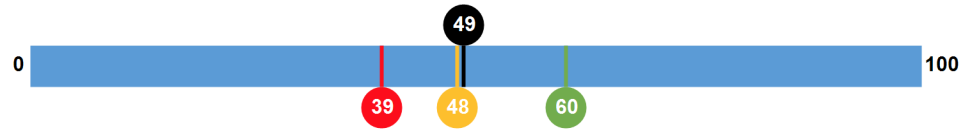
Walking & Cycling Theme



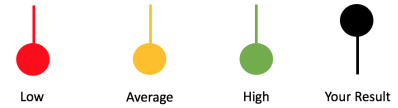
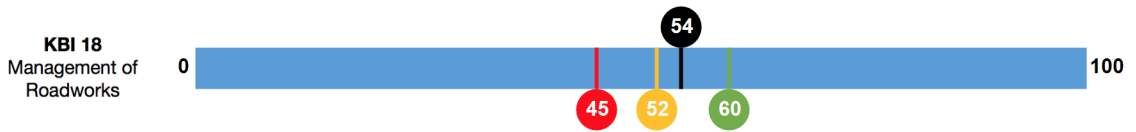
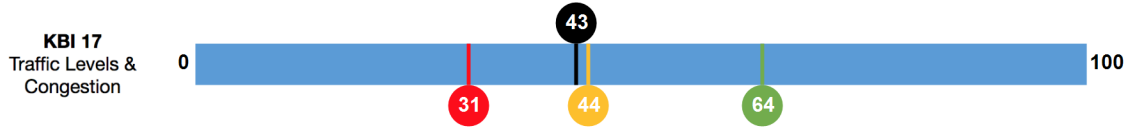
Walking & Cycling Key Benchmark Indicator Results



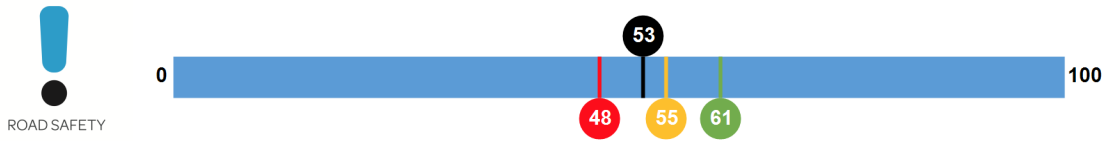
Tackling Congestion Theme



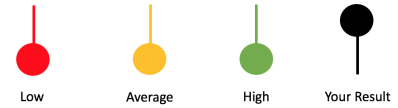
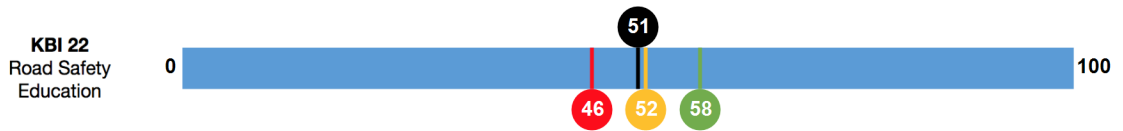
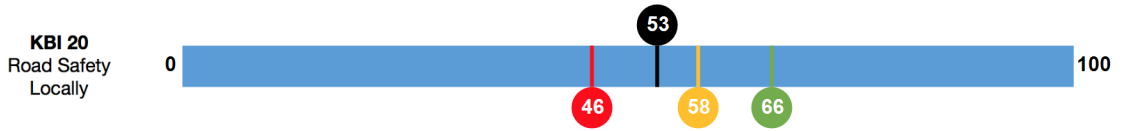
Tackling Congestion Key Benchmark Indicator Results



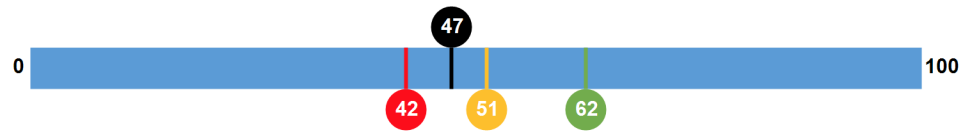
Road Safety Theme



Road Safety Key Benchmark Indicator Results



Highways Maintenance/Enforcement Theme



Highways Maintenance/Enforcement Key Benchmark Indicator Results

