

## NHT Customer Satisfaction Data (% of population satisfied)

Appendix 4

NHT Customer Satisfaction Indicators	Performance Measures						Comments
	2012	2013	2014	National Highest*	National Mean*	2015	
NHT - Overall Highways & Transport	58.8%	55.4%	56.0%	56.4%	53.6%	-	2015 Data delayed
NHT - Highways Maintenance	47.5%	46.5%	45.5%	49.7%	46.0%	-	2015 Data delayed
NHT - Walking & Cycling Facilities	55.2%	53.1%	52.9%	57.0%	52.6%	-	2015 Data delayed
NHT - Tackling congestion	56.1%	56.0%	54.9%	58.4%	54.5%	-	2015 Data delayed
NHT - Road Safety	55.3%	52.0%	52.2%	55.4%	53.0%	-	2015 Data delayed

\* National Data for Shire Counties