

NHT Customer Satisfaction Data (% of population satisfied)

Appendix 6

NHT Customer Satisfaction Indicators	Performance Measures									Comments
	2013	National Mean*	2014	National Mean*	2015	National Mean*	2016	National Mean*	National Highest*	
NHT - Overall Highways & Transport	55.4%	54.1%	56.0%	53.6%	54.9%	53.6%	57.0%	53.3%	57.0%	Overall satisfaction with Nottinghamshire Highways & Transport is the joint national highest for a Shire County, 3.7% above the national mean
NHT - Highways Maintenance	46.5%	47.0%	45.5%	46.0%	49.9%	49.8%	48.3%	48.5%	51.9%	0.2% below the national mean for Shire Counties
NHT - Walking & Cycling Facilities	53.1%	53.9%	52.9%	52.6%	55.8%	55.5%	56.8%	55.2%	58.3%	1.6% above the national mean for Shire Counties
NHT - Tackling congestion	56.0%	54.9%	54.9%	54.5%	54.1%	54.2%	55.2%	53.8%	56.4%	1.4% above the national mean for Shire Counties
NHT - Road Safety	52.0%	53.8%	52.2%	53.0%	54.6%	54.1%	55.1%	54.7%	56.9	0.4% above the national mean for Shire Counties

* National Data for Shire Counties