

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

Appendix 4

NHT Customer Satisfaction Indicators	Performance Measures									Comments
	2012	National Mean*	2013	National Mean*	2014	National Mean*	2015	National Mean*	National Highest*	
NHT - Overall Highways & Transport	58.8%	-	55.4%	54.1%	56.0%	53.6%	54.9%	53.6%	56.4%	
NHT - Highways Maintenance	47.5%	-	46.5%	47.0%	45.5%	46.0%	49.9%	49.8%	53.3%	
NHT - Walking & Cycling Facilities	55.2%	-	53.1%	53.9%	52.9%	52.6%	55.8%	55.5%	58.0%	
NHT - Tackling congestion	56.1%	-	56.0%	54.9%	54.9%	54.5%	54.1%	54.2%	56.9%	
NHT - Road Safety	55.3%	-	52.0%	53.8%	52.2%	53.0%	54.6%	54.1%	57.0%	

\* National Data for Shire Counties