

NHT Survey Reporting Options 2017

All reporting options are available via the NHT Survey website at www.nhtnetwork.org/nhtsurvey

Overall Reports

Summary Report

The Summary Report provides a high level overview of the results for an individual Authority. The selected Authority's results are summarised in this seven page report, starting with an executive summary page which shows their overall satisfaction result and their aggregated results for each of the six survey themes. The remaining six pages of the report, one for each theme, include the Authority's Key Benchmark Indicator (KBI) results within each theme.

The report is made up of a set of graphical outputs which shows the Authority's results in pictorial form, each chart shows the Authority result and compares it with the High, Low and Average results of the other participants in the survey.

The Summary Report can be run on request, via the NHT Survey website, for any Authority that participated in the 2017 NHT Survey.

A similar report is available for the National Survey, which compares results from the National Survey with High, Low and Average results from the NHT Survey.

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: 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.

Question by Question Analysis

The Question by Question Analysis report provides a comprehensive analysis of the responses an authority's public have made to every question in the 2017 Survey. The report mirrors the sequence of the Survey questionnaire and provides both a comparison of the authority's results with the results of all other authorities in the survey this year and a breakdown, in percentage terms, of the answers given to each question.

The report is structured on a question by question basis and shows the results and breakdown of responses in graphical format.

The Question by Question Report can be run on request, via the NHT Survey website, for any Authority that participated in the 2017 NHT Survey.

A similar report is available for the National Survey, which compares results from the National Survey with average results from the NHT Survey and provides a breakdown of responses to the National Survey by question.

KBI & BI Analysis

KBI & BI Analysis provides an Authority's results for every KBI and BI, comparing the Authority's results with others.

The reports are arranged to show KBI and BI results separately, with the BI results sorted by theme. It shows how the Authority's results compare with the average of all authorities taking part in the survey this year. It includes their ranking and shows how the trend in their performance compared with last year.

The report can be run on request, via the NHT Survey website, for any Authority that participated in the 2017 NHT Survey.

Please note: Participants that chose the 8 page version of the survey will have no Public Transport BI results, these questions were excluded from this version of the survey ('no data matches your criteria'). Participants that chose the 12 page version of the survey will see supplementary tables of results for those questions that are in the 12 page version only. This affects KBIs, Walking & Cycling BIs and Tackling Congestion BIs.

Individual Reports

KBI Reports and BI Reports

The KBI Report and the BI Report provide single page drill analysis for any individual Key Benchmark Indicator (KBI) or any individual Benchmark Indicator (BI). Three version of these reports are available for any KBI or BI offering different comparisons as follows: All Authorities Comparison, Regional Comparison and Peer Group Comparison.

The reports, which are structured in the same way, provide an authority with a detailed analysis of their results for an individual indicator (KBI or BI) using a mixture of graphical and tabular outputs. Depending on the type of comparison chosen they shows how the authority's result compare with the high, low and average of all other authorities in their comparison group. It includes their ranking with their chosen group and shows how their results have changed over time and how they compare with changes in the high, low and average results of all others in their group.

The report also includes details of the top three performers overall, in the authority's peer group and in the authority's region.

KBI and BI versions of the report can be run on request via the NHT Survey website, for any Authority that participated in the 2017 NHT Survey.

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: 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.

Similarly, the following BIs are only available to those that selected the 12-page questionnaire:

All of the Public Transport BIs – PTBI 1 to PTBI26

Walking & Cycling BIs – WCBI17 to WCBI23

Tackling Congestion BIs – TCBI9 to TCBI14.

Theme Reports

For 2017 we are introducing a new set of theme based reports which have been developed for each of the Survey's key themes: **Accessibility, Tackling Congestion, Road Safety, Public transport, Walking & Cycling** and **Highway Maintenance & Enforcement**.

These Theme Reports will show:

- How your results compare with others in the survey
- Where your results appear in this year's distribution of results
- How your results compare with others over time (year by year)

Theme Reports can be run on request via the NHT Survey website, for any Authority that participated in the 2017 NHT Survey.

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: 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.

Similarly, data for the following BIs are only available to those that selected the 12 page questionnaire:
All of the Public Transport BIs – PTBI 1 to PTBI26
Walking & Cycling BIs – WCBI17 to WCBI23
Tackling Congestion BIs – TCBI9 to TCBI14.

Historic Reports

KBI and BI Historic Results Tables

The KBI and BI Historic Results Tables provide a comparison of results for every year an authority has taken part in the survey and is available for authorities that have taken part in any year prior to 2017.