

# KBI & BI ANALYSIS TORBAY BC

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PREPARED BY M2I

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## COMPARATIVE PERFORMANCE 2012 VS 2011

Comparison Group: Unitary Authority

| Question  | Average | Ranking | Scope to improve | Group Rank | Year on Year |
|---|---------|---------|------------------|------------|--------------|
| <b>01. GENERAL KBI</b>                          |         |         |                  |            |              |
| KBI 01 - Overall (local)                        | 53.73   | 60      | -8.35            | 33         | -1.62        |
| KBI 02 - Overall (national)                     | 53.81   | 60      | -8.04            | 33         | -1.56        |
| <b>02. ACCESSIBILITY KBI</b>                    |         |         |                  |            |              |
| KBI 03 - Ease of Access (all)                   | 76.11   | 72      | -5.98            | 37         | -1.23        |
| KBI 04 - Ease of Access (disabilities)          | 71.23   | 47      | -7.05            | 24         | -0.31        |
| KBI 05 - Ease of Access (no car)                | 73.31   | 39      | -8.85            | 21         | -2.76        |
| <b>03. PUBLIC TRANSPORT KBI</b>                 |         |         |                  |            |              |
| KBI 06 - Local bus services                     | 64.05   | 17      | -13.63           | 8          | -1.23        |
| KBI 07 - Local bus services (BVPI 104)          | 68.82   | 12      | -15.06           | 6          | 0.09         |
| KBI 08 - Public transport info (BVPI 103)       | 50.93   | 22      | -23.57           | 10         | -3.71        |
| KBI 09 - Taxi/mini cab services                 | 70.43   | 17      | -4.39            | 10         | -1.36        |
| KBI 10 - Community Transport                    | 58.23   | 29      | -4.98            | 15         | -2.97        |
| <b>04. WALKING/ CYCLING KBI</b>                 |         |         |                  |            |              |
| KBI 11 - Pavements & Footpaths                  | 53.10   | 54      | -11.88           | 31         | -3.45        |
| KBI 12 - Pavements & Footpaths (aspects)        | 54.50   | 53      | -6.67            | 28         | -1.07        |
| KBI 13 - Cycle routes and facilities            | 49.07   | 66      | -16.66           | 37         | -1.55        |
| KBI 14 - Cycle routes and facilities (aspects)  | 51.60   | 45      | -9.24            | 33         | 0.29         |
| KBI 15 - Rights of Way                          | 55.33   | 73      | -8.76            | 38         | -0.66        |
| KBI 16 - Satisfaction - Rights of Way (aspects) | 53.12   | 51      | -6.31            | 26         | 0.41         |
| <b>05. TACKLING CONGESTION KBI</b>              |         |         |                  |            |              |
| KBI 17 - Traffic levels & congestion            | 42.91   | 69      | -19.33           | 35         | 2.90         |
| KBI 18 - Management of roadworks                | 50.99   | 54      | -9.83            | 27         | 5.96         |
| KBI 19 - Traffic management                     | 55.36   | 46      | -8.39            | 25         | 1.43         |
| <b>06. ROAD SAFETY KBI</b>                      |         |         |                  |            |              |
| KBI 20 - Road safety locally                    | 59.77   | 46      | -6.67            | 27         | -1.28        |
| KBI 21 - Road safety environment                | 55.55   | 36      | -6.02            | 26         | -1.71        |
| KBI 22 - Road safety education                  | 50.55   | 47      | -8.82            | 27         | -0.84        |
| <b>07. HIGHWAY MAINTENANCE/ ENFORCEMENT KBI</b> |         |         |                  |            |              |
| KBI 23 - Condition of highways                  | 31.87   | 53      | -25.13           | 30         | -2.33        |
| KBI 24 - Highway maintenance                    | 47.12   | 53      | -10.54           | 31         | -2.32        |
| KBI 25 - Street lighting                        | 61.22   | 69      | -15.69           | 37         | -8.25        |
| KBI 26 - Highway enforcement/obstructions       | 48.46   | 58      | -7.73            | 32         | -0.96        |

"Scope to Improve" is the gap from the BEST national score. Smaller number is better: Zero to -5=Green, -5 to -10=Yellow, more than 10 points away from the best=Red.

### COMPARATIVE PERFORMANCE 2012 VS 2011

Comparison Group: Unitary Authority

| Question                             | Average   | Ranking | Scope to improve   | Group Rank | Year on Year |
|--------------------------------------|---|---------|--|------------|--------------|
| <b>01. ACCESSIBILITY BI</b>          |   |         |  |            |              |
| ABI 01-Where you work (if you do)    | 73.52  | 72      | -10.34  | 37         | -4.22        |
| ABI 02-Post Office/banks             | 73.96  | 74      | -10.55  | 38         | -3.77        |
| ABI 03-Local shops/supermarkets      | 82.42  | 55      | -5.16   | 29         | 0.39         |
| ABI 04-Hospital                      | 68.77  | 37      | -8.01   | 18         | -3.21        |
| ABI 05-Doctors and health facilities | 77.15  | 73      | -8.56   | 37         | -2.69        |
| ABI 06-School/college                | 78.41  | 57      | -7.71   | 29         | -0.92        |
| ABI 07-Leisure Facilities            | 77.62  | 44      | -3.68   | 23         | 2.34         |
| ABI 08-To visit friends/family       | 77.05  | 62      | -4.64   | 32         | 2.23         |

"Scope to Improve" is the gap from the BEST national score. Smaller number is better: Zero to -5=Green, -5 to -10=Yellow, more than 10 points away from the best=Red.

### COMPARATIVE PERFORMANCE 2012 VS 2011

Comparison Group: Unitary Authority

| Question  | Average   | Ranking | Scope to improve   | Group Rank | Year on Year |
|---|---|---------|--|------------|--------------|
| <b>02. PUBLIC TRANSPORT BI</b>                    |   |         |  |            |              |
| PTBI 01-Frequency of bus services                 | 68.98    | 8       | -9.34     | 6          | 1.56         |
| PTBI 02-Number of bus stops                       | 72.72    | 23      | -10.86    | 11         | -0.95        |
| PTBI 03-The state of bus stops                    | 67.14    | 9       | -5.93     | 6          | -0.17        |
| PTBI 04-Whether buses arrive on time              | 62.99    | 13      | -8.14     | 7          | 3.81         |
| PTBI 05-How easy buses are to get on/off          | 74.65    | 24      | -8.65     | 13         | -0.52        |
| PTBI 06-The local bus service overall             | 67.93    | 9       | -9.87     | 6          | 0.42         |
| PTBI 07-Bus fares                                 | 39.38    | 52      | -10.65    | 24         | 1.08         |
| PTBI 08-Quality and cleanliness of buses          | 65.86    | 14      | -5.11     | 9          | 2.96         |
| PTBI 09-Helpfulness of drivers                    | 65.47    | 22      | -5.75     | 13         | -1.29        |
| PTBI 10-Personal safety on the bus                | 68.74    | 16      | -3.62     | 10         | 1.17         |
| PTBI 11-Personal safety while waiting at bus stop | 63.50    | 35      | -5.76     | 20         | -1.32        |
| PTBI 12-Raised kerbs at bus stops                 | 63.00   | 50      | -13.10   | 33         | -0.53        |
| PTBI 13-The amount of information                 | 62.12  | 21      | -9.72   | 10         | -2.42        |
| PTBI 14-The clarity of information                | 61.00  | 25      | -9.98   | 10         | -1.66        |
| PTBI 15-The accuracy of information               | 62.85  | 18      | -8.77   | 9          | 0.04         |
| PTBI 16-Ease of finding the right information     | 58.59  | 19      | -9.03   | 9          | 0.29         |
| PTBI 17-Information about accessible buses        | 54.80  | 20      | -7.57   | 9          | -0.72        |
| PTBI 18-Information to help people plan journeys  | 59.74  | 31      | -10.50  | 14         | -0.86        |
| PTBI 19-Reliability of Electronic Display Info    | 53.39  | 39      | -14.43  | 22         | 2.07         |
| PTBI 20-Provision of public transport information | 59.44  | 22      | -12.19  | 10         | -2.16        |
| PTBI 21-Availability of taxis or minicabs         | 80.37  | 12      | -3.69   | 7          | -0.80        |
| PTBI 22-Reliability of taxis or minicabs          | 77.95  | 5       | -2.65   | 2          | -0.59        |
| PTBI 23-Cost (fares) of taxis or minicabs         | 52.29  | 18      | -6.47   | 7          | 0.49         |
| PTBI 24-Availability of Community Transport       | 57.30  | 22      | -5.95   | 12         | 1.22         |
| PTBI 25-Community Transport fares                 | 52.93  | 21      | -3.16   | 10         | 0.95         |
| PTBI 26-Reliability of Community Transport        | 58.87  | 16      | -5.70   | 10         | 4.26         |

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## COMPARATIVE PERFORMANCE 2012 VS 2011

Comparison Group: Unitary Authority

| Question   | Average   | Ranking | Scope to improve   | Group Rank | Year on Year |
|--|---|---------|--|------------|--------------|
| <b>03. WALKING AND CYCLING BI</b>                  |   |         |  |            |              |
| WCBI 01-The provision of pavements where needed    | 62.78    | 64      | -10.22    | 32         | -2.88        |
| WCBI 02-The condition of pavements                 | 48.17    | 56      | -11.94    | 31         | -3.69        |
| WCBI 03-The cleanliness of pavements               | 45.10    | 64      | -14.61    | 32         | -2.35        |
| WCBI 04-Direction signposts for pedestrians        | 61.49    | 9       | -3.38     | 7          | 1.34         |
| WCBI 05-Provision of safe crossing points          | 59.71    | 36      | -5.89     | 20         | -1.31        |
| WCBI 06-Drop kerb crossing points                  | 61.05    | 39      | -5.94     | 21         | -1.23        |
| WCBI 07-Pavements being kept clear of obstruction  | 43.19    | 36      | -11.63    | 22         | 2.65         |
| WCBI 08-The provision of cycle routes where needed | 49.07    | 49      | -24.55    | 31         | -2.83        |
| WCBI 09-Location of cycle routes/lanes             | 30.27    | 51      | -24.72    | 30         |              |
| WCBI 10-Condition of cycle routes                  | 56.36    | 40      | -10.10    | 29         | -1.98        |
| WCBI 11-Cycle crossing facilities at junctions     | 51.38    | 55      | -10.15    | 34         | -0.94        |
| WCBI 12-Cycle parking                              | 47.81    | 37      | -7.97     | 25         | -0.80        |
| WCBI 13-Direction signing for cycle routes         | 52.70  | 46      | -11.11  | 32         | -0.54        |
| WCBI 14-Cycle route information e.g. maps          | 48.57  | 48      | -12.12  | 32         | 1.27         |
| WCBI 15-Cycle training (e.g. at schools)           | 54.53  | 29      | -7.93   | 17         | 3.17         |
| WCBI 16-Cycle facilities at place of work          | 54.73  | 16      | -6.00   | 10         | 7.35         |
| WCBI 17-Provision of footpaths for walking/running | 63.12  | 53      | -6.92   | 30         | -0.40        |
| WCBI 18-Bridleways for horse riding and/or cycling | 55.31  | 71      | -13.55  | 37         | -1.25        |
| WCBI 19-Signposting of Rights of Way               | 56.70  | 40      | -5.97   | 17         | 0.90         |
| WCBI 20-Condition of Rights of Way                 | 53.28  | 49      | -8.36   | 28         | -0.07        |
| WCBI 21-Ease of use by those with disabilities     | 44.53  | 44      | -12.05  | 26         | 1.33         |
| WCBI 22-Information about Rights of Way routes     | 45.74  | 36      | -5.32   | 18         | 1.95         |

"Scope to Improve" is the gap from the BEST national score. Smaller number is better: Zero to -5=Green, -5 to -10=Yellow, more than 10 points away from the best=Red.

## COMPARATIVE PERFORMANCE 2012 VS 2011

Comparison Group: Unitary Authority

| Question  | Average   | Ranking | Scope to improve   | Group Rank | Year on Year |
|---|---|---------|--|------------|--------------|
| <b>04. TACKLING CONGESTION BI</b>                 |   |         |  |            |              |
| TCBI 01-Advanced warning of roadworks             | 62.41    | 36      | -5.19     | 22         | 2.29         |
| TCBI 02-Efforts to reduce delays to traffic       | 48.81    | 60      | -16.67    | 30         | 6.85         |
| TCBI 03-Time taken to complete roadworks          | 42.39    | 54      | -15.34    | 29         | 9.19         |
| TCBI 04-Signposting of road diversions            | 56.47    | 42      | -8.45     | 23         | 6.19         |
| TCBI 05-Helplines to find out about roadworks     | 44.92    | 55      | -7.90     | 26         | 5.30         |
| TCBI 06-Efforts to minimise nuisance to residents | 50.95    | 39      | -7.63     | 22         | 5.93         |
| TCBI 07-Road signs                                | 72.25    | 9       | -1.57     | 8          | 1.50         |
| TCBI 08-Location of permanent traffic lights      | 70.31    | 14      | -2.44     | 9          | 1.03         |
| TCBI 09-Waiting time at permanent traffic lights  | 62.18    | 42      | -6.66     | 19         | 2.37         |
| TCBI 10-Tackling illegal on-street parking        | 45.53    | 35      | -8.60     | 23         | 2.83         |
| TCBI 11-Restrictions of parking on busy roads     | 49.33    | 64      | -7.25     | 33         | 0.94         |
| TCBI 12-Good Park and Ride Schemes                | 45.05   | 54      | -25.62   | 24         | 1.56         |
| TCBI 13-The routes taken by heavy goods vehicles  | 42.84  | 52      | -14.32  | 33         | -0.23        |

"Scope to Improve" is the gap from the BEST national score. Smaller number is better: Zero to -5=Green, -5 to -10=Yellow, more than 10 points away from the best=Red.

### COMPARATIVE PERFORMANCE 2012 VS 2011

Comparison Group: Unitary Authority

| Question   | Average                                     | Ranking | Scope to improve                            | Group Rank | Year on Year |
|--|---|---------|---|------------|--------------|
| <b>05. ROAD SAFETY BI</b>                          |   |         |   |            |              |
| RSBI 01-Speed limits                               | 65.55 <span style="color: green;">■</span>  | 29      | -4.40 <span style="color: green;">■</span>  | 17         | 1.62         |
| RSBI 02-The enforcement of speed limits            | 56.86 <span style="color: yellow;">■</span> | 23      | -7.07 <span style="color: yellow;">■</span> | 15         | -0.30        |
| RSBI 03-Speed control measures (e.g. road humps)   | 54.70 <span style="color: yellow;">■</span> | 19      | -4.12 <span style="color: green;">■</span>  | 15         | 1.96         |
| RSBI 04-Location of speed control measures         | 56.02 <span style="color: yellow;">■</span> | 15      | -2.12 <span style="color: green;">■</span>  | 13         | 0.91         |
| RSBI 05-Safety of walking                          | 62.78 <span style="color: green;">■</span>  | 50      | -6.85 <span style="color: yellow;">■</span> | 28         | -2.09        |
| RSBI 06-Safety of cycling                          | 50.32 <span style="color: yellow;">■</span> | 46      | -14.73 <span style="color: red;">■</span>   | 28         | -4.32        |
| RSBI 07-Safety of children walking to school       | 54.14 <span style="color: yellow;">■</span> | 53      | -11.69 <span style="color: red;">■</span>   | 30         | -5.01        |
| RSBI 08-Safety of children cycling to school       | 44.04 <span style="color: red;">■</span>    | 53      | -15.04 <span style="color: red;">■</span>   | 31         | -6.48        |
| RSBI 09-Road safety training/education - children  | 53.44 <span style="color: yellow;">■</span> | 41      | -11.20 <span style="color: red;">■</span>   | 22         | 0.00         |
| RSBI 10-Road safety training/education -motorcycle | 53.52 <span style="color: yellow;">■</span> | 27      | -6.82 <span style="color: yellow;">■</span> | 17         | 1.68         |
| RSBI 11-Road safety training/educ - young drivers  | 44.70 <span style="color: red;">■</span>    | 63      | -10.29 <span style="color: red;">■</span>   | 33         | -4.18        |

"Scope to Improve" is the gap from the BEST national score. Smaller number is better: Zero to -5=Green, -5 to -10=Yellow, more than 10 points away from the best=Red.

## COMPARATIVE PERFORMANCE 2012 VS 2011

Comparison Group: Unitary Authority

| Question   | Average                                   | Ranking | Scope to improve                          | Group Rank | Year on Year |
|--|---|---------|---|------------|--------------|
| <b>06. HIGHWAYS MAINTENANCE BI</b>                 |   |         |   |            |              |
| HMBI 01-Condition of road surfaces                 | 30.35 <span style="color:red">■</span>    | 53      | -27.53 <span style="color:red">■</span>   | 30         | -2.60        |
| HMBI 02-Cleanliness of roads                       | 52.87 <span style="color:yellow">■</span> | 62      | -10.34 <span style="color:red">■</span>   | 32         | -1.75        |
| HMBI 03-Condition of road markings                 | 57.88 <span style="color:yellow">■</span> | 31      | -7.41 <span style="color:yellow">■</span> | 15         | -1.36        |
| HMBI 04-Condition and cleanliness of road signs    | 58.67 <span style="color:yellow">■</span> | 42      | -7.28 <span style="color:yellow">■</span> | 24         | -0.98        |
| HMBI 05-Speed of repair to street lights           | 60.73 <span style="color:green">■</span>  | 28      | -4.87 <span style="color:green">■</span>  | 18         | -0.04        |
| HMBI 06-Speed of repair to damaged roads/pavements | 27.08 <span style="color:red">■</span>    | 45      | -19.90 <span style="color:red">■</span>   | 28         | -0.43        |
| HMBI 07-Quality of repair to damaged roads/Pavemt  | 33.16 <span style="color:red">■</span>    | 48      | -17.80 <span style="color:red">■</span>   | 28         | 0.63         |
| HMBI 08-Maintenance of highway verges/trees/shrub  | 41.39 <span style="color:red">■</span>    | 72      | -20.38 <span style="color:red">■</span>   | 38         | -7.86        |
| HMBI 09-Weed killing on pavements and roads        | 42.95 <span style="color:red">■</span>    | 67      | -13.87 <span style="color:red">■</span>   | 36         | -8.32        |
| HMBI 10-Keeping drains clear and working           | 49.57 <span style="color:red">■</span>    | 30      | -13.35 <span style="color:red">■</span>   | 23         | -4.71        |
| HMBI 11- Deals with Potholes and damaged roads     | 49.27 <span style="color:red">■</span>    | 59      | -22.67 <span style="color:red">■</span>   | 35         |              |
| HMBI 12-Deals with obstructions on pavements       | 41.17 <span style="color:red">■</span>    | 60      | -9.87 <span style="color:yellow">■</span> | 31         | -4.74        |
| HMBI 13-Keeps roads clear of obstructions          | 55.74 <span style="color:yellow">■</span> | 56      | -7.37 <span style="color:yellow">■</span> | 30         | -2.66        |
| HMBI 14-Deals with illegally parked cars           | 42.26 <span style="color:red">■</span>    | 53      | -12.45 <span style="color:red">■</span>   | 30         | 0.86         |
| HMBI 15-Undertakes cold weather gritting           | 55.47 <span style="color:yellow">■</span> | 11      | -7.68 <span style="color:yellow">■</span> | 8          | 3.02         |
| HMBI 16-Cuts back overgrown hedges                 | 45.11 <span style="color:red">■</span>    | 60      | -12.66 <span style="color:red">■</span>   | 36         | -0.93        |
| HMBI 17-Deals with mud on the road                 | 53.58 <span style="color:yellow">■</span> | 29      | -9.55 <span style="color:yellow">■</span> | 22         | 0.68         |
| HMBI 18-Deals with abandoned cars                  | 52.89 <span style="color:yellow">■</span> | 73      | -11.15 <span style="color:red">■</span>   | 37         | 1.04         |

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# TORBAY BC

## 8. HISTORIC KBI SCORES



| 01. GENERAL KBI             |          |          |          |          |          |
|-----------------------------|----------|----------|----------|----------|----------|
| Question                    | 2008 Jul | 2009 Sep | 2010 Sep | 2011 Sep | 2012 Sep |
| KBI 01 - Overall (local)    | 56.09    | 54.63    | 55.92    | 55.35    | 53.73    |
| KBI 02 - Overall (national) | 56.01    | 54.66    | 55.96    | 55.38    | 53.81    |

| 02. ACCESSIBILITY KBI                  |          |          |          |          |          |
|--|----------|----------|----------|----------|----------|
| Question                               | 2008 Jul | 2009 Sep | 2010 Sep | 2011 Sep | 2012 Sep |
| KBI 03 - Ease of Access (all)          | 73.54    | 75.56    | 76.83    | 77.35    | 76.11    |
| KBI 04 - Ease of Access (disabilities) | 69.16    | 67.09    | 72.36    | 71.54    | 71.23    |
| KBI 05 - Ease of Access (no car)       | 68.17    | 76.81    | 77.38    | 76.07    | 73.31    |

| 03. PUBLIC TRANSPORT KBI                  |          |          |          |          |          |
|---|----------|----------|----------|----------|----------|
| Question                                  | 2008 Jul | 2009 Sep | 2010 Sep | 2011 Sep | 2012 Sep |
| KBI 06 - Local bus services               | 60.90    | 61.21    | 66.00    | 65.28    | 64.05    |
| KBI 07 - Local bus services (BVPI 104)    | 59.64    | 62.86    | 71.79    | 68.73    | 68.82    |
| KBI 08 - Public transport info (BVPI 103) | 52.83    | 52.17    | 54.66    | 54.64    | 50.93    |
| KBI 09 - Taxi/mini cab services           | 73.39    | 70.05    | 69.99    | 71.79    | 70.43    |
| KBI 10 - Community Transport              | 59.43    | 57.44    | 56.86    | 61.20    | 58.23    |

| 04. WALKING/ CYCLING KBI                        |          |          |          |          |          |
|---|----------|----------|----------|----------|----------|
| Question  | 2008 Jul | 2009 Sep | 2010 Sep | 2011 Sep | 2012 Sep |
| KBI 11 - Pavements & Footpaths                  | 53.98    | 55.34    | 55.02    | 56.56    | 53.10    |
| KBI 12 - Pavements & Footpaths (aspects)        | 53.43    | 56.13    | 55.22    | 55.56    | 54.50    |
| KBI 13 - Cycle routes and facilities            | 51.20    | 48.50    | 48.46    | 50.62    | 49.07    |
| KBI 14 - Cycle routes and facilities (aspects)  | 44.37    | 43.47    | 46.03    | 51.31    | 51.60    |
| KBI 15 - Rights of Way                          | 58.21    | 57.09    | 58.57    | 55.99    | 55.33    |
| KBI 16 - Satisfaction - Rights of Way (aspects) | 50.41    | 50.64    | 52.51    | 52.71    | 53.12    |

| 05. TACKLING CONGESTION KBI          |          |          |          |          |          |
|--------------------------------------|----------|----------|----------|----------|----------|
| Question                             | 2008 Jul | 2009 Sep | 2010 Sep | 2011 Sep | 2012 Sep |
| KBI 17 - Traffic levels & congestion | 38.48    | 34.97    | 39.20    | 40.01    | 42.91    |
| KBI 18 - Management of roadworks     | 43.82    | 48.24    | 50.38    | 45.03    | 50.99    |
| KBI 19 - Traffic management          | 52.08    | 53.04    | 54.04    | 53.93    | 55.36    |

| 06. ROAD SAFETY KBI              |          |          |          |          |          |
|----------------------------------|----------|----------|----------|----------|----------|
| Question                         | 2008 Jul | 2009 Sep | 2010 Sep | 2011 Sep | 2012 Sep |
| KBI 20 - Road safety locally     | 59.08    | 58.56    | 60.46    | 61.05    | 59.77    |
| KBI 21 - Road safety environment | 51.61    | 52.91    | 54.60    | 57.26    | 55.55    |
| KBI 22 - Road safety education   | 46.23    | 46.53    | 47.61    | 51.39    | 50.55    |

| 07. HIGHWAY MAINTENANCE/ ENFORCEMENT KBI |          |          |          |          |          |
|--|----------|----------|----------|----------|----------|
| Question                                 | 2008 Jul | 2009 Sep | 2010 Sep | 2011 Sep | 2012 Sep |
| KBI 23 - Condition of highways           | 42.64    | 41.59    | 37.37    | 34.20    | 31.87    |

| 07. HIGHWAY MAINTENANCE/ ENFORCEMENT KBI  |          |          |          |          |          |
|---|----------|----------|----------|----------|----------|
| Question                                  | 2008 Jul | 2009 Sep | 2010 Sep | 2011 Sep | 2012 Sep |
| KBI 24 - Highway maintenance              | 50.25    | 52.95    | 51.00    | 49.44    | 47.12    |
| KBI 25 - Street lighting                  | 68.99    | 68.08    | 70.85    | 69.47    | 61.22    |
| KBI 26 - Highway enforcement/obstructions | 46.99    | 50.40    | 50.22    | 49.41    | 48.46    |

Questions with an x in the name have not been asked in the 2011 survey.

| 01. ACCESSIBILITY BI                   |          |          |          |          |          |
|--|----------|----------|----------|----------|----------|
| Question                               | 2008 Jul | 2009 Sep | 2010 Sep | 2011 Sep | 2012 Sep |
| ABI 01-Where you work (if you do)      | 73.99    | 74.99    | 75.34    | 77.74    | 73.52    |
| ABI 02-Post Office/banks               | 74.12    | 75.12    | 77.97    | 77.74    | 73.96    |
| ABI 03-Local shops/supermarkets        | 78.42    | 80.06    | 81.69    | 82.03    | 82.42    |
| ABI 04-Hospital                        | 66.96    | 70.35    | 69.47    | 71.98    | 68.77    |
| ABI 05-Doctors and health facilities   | 78.65    | 79.36    | 80.35    | 79.85    | 77.15    |
| ABI 06-School/college                  | 69.88    | 74.76    | 79.49    | 79.33    | 78.41    |
| ABI 07-Leisure Facilities              | 73.40    | 74.88    | 75.35    | 75.28    | 77.62    |
| ABI 08-To visit friends/family         | 72.86    | 74.94    | 74.97    | 74.82    | 77.05    |
| ABI 09x-Walking                        | 56.35    | 57.17    | 57.08    |          |          |
| ABI 10x-Cycle                          | 42.43    | 43.53    | 45.49    |          |          |
| ABI 11x-Bus                            | 50.59    | 54.12    | 54.16    |          |          |
| ABI 12x-Car (or Van)                   | 84.94    | 85.76    | 84.89    |          |          |
| ABI 13x-Passenger in a car             | 79.52    | 79.23    | 80.47    |          |          |
| ABI 14x-Motorcycle or moped            | 68.85    | 68.27    | 67.92    |          |          |
| ABI 15x-Taxi or mini-cab               | 72.79    | 72.55    | 74.07    |          |          |
| ABI 16x-Train                          | 38.77    | 44.46    | 41.64    |          |          |
| ABI 17x-Wheelchair or mobility scooter | 33.10    | 34.71    | 37.17    |          |          |
| ABI 18x-Community Transport            | 41.42    | 42.02    | 41.78    |          |          |
| ABI 19x-Demand Responsive Transport    | 41.15    | 44.32    | 42.20    |          |          |

| 02. PUBLIC TRANSPORT BI                           |          |          |          |          |          |
|---|----------|----------|----------|----------|----------|
| Question  | 2008 Jul | 2009 Sep | 2010 Sep | 2011 Sep | 2012 Sep |
| PTBI 01-Frequency of bus services                 | 62.99    | 66.29    | 69.24    | 67.42    | 68.98    |
| PTBI 02-Number of bus stops                       | 69.23    | 71.28    | 73.18    | 73.67    | 72.72    |
| PTBI 03-The state of bus stops                    | 61.11    | 65.07    | 67.77    | 67.31    | 67.14    |
| PTBI 04-Whether buses arrive on time              | 50.88    | 57.10    | 57.98    | 59.19    | 62.99    |
| PTBI 05-How easy buses are to get on/off          | 71.11    | 72.52    | 73.82    | 75.16    | 74.65    |
| PTBI 06-The local bus service overall             | 60.65    | 63.49    | 68.14    | 67.51    | 67.93    |
| PTBI 07-Bus fares                                 | 35.70    | 34.47    | 39.88    | 38.30    | 39.38    |
| PTBI 08-Quality and cleanliness of buses          | 58.96    | 58.44    | 62.04    | 62.91    | 65.86    |
| PTBI 09-Helpfulness of drivers                    | 61.57    | 61.84    | 64.40    | 66.76    | 65.47    |
| PTBI 10-Personal safety on the bus                | 63.49    | 62.84    | 65.99    | 67.57    | 68.74    |
| PTBI 11-Personal safety while waiting at bus stop | 59.67    | 60.85    | 63.54    | 64.82    | 63.50    |
| PTBI 12-Raised kerbs at bus stops                 | 59.11    | 61.32    | 61.36    | 63.53    | 63.00    |
| PTBI 13-The amount of information                 | 58.11    | 59.73    | 62.06    | 64.54    | 62.12    |
| PTBI 14-The clarity of information                | 55.16    | 57.71    | 61.08    | 62.66    | 61.00    |
| PTBI 15-The accuracy of information               | 57.69    | 59.74    | 61.72    | 62.81    | 62.85    |
| PTBI 16-Ease of finding the right information     | 52.91    | 55.44    | 57.80    | 58.31    | 58.59    |
| PTBI 17-Information about accessible buses        | 46.82    | 48.65    | 55.88    | 55.52    | 54.80    |

| 02. PUBLIC TRANSPORT BI                            |          |          |          |          |          |
|--|----------|----------|----------|----------|----------|
| Question   | 2008 Jul | 2009 Sep | 2010 Sep | 2011 Sep | 2012 Sep |
| PTBI 18-Information to help people plan journeys   | 55.54    | 58.53    | 60.21    | 60.60    | 59.74    |
| PTBI 19-Reliability of Electronic Display Info     |          |          |          | 51.33    | 53.39    |
| PTBI 20-Provision of public transport information  | 56.46    | 58.13    | 60.69    | 61.60    | 59.44    |
| PTBI 21-Availability of taxis or minicabs          | 82.75    | 82.30    | 80.28    | 81.18    | 80.37    |
| PTBI 22-Reliability of taxis or minicabs           | 78.90    | 78.94    | 78.53    | 78.54    | 77.95    |
| PTBI 23-Cost (fares) of taxis or minicabs          | 47.12    | 50.30    | 50.99    | 51.80    | 52.29    |
| PTBI 24-Availability of Community Transport        | 51.49    | 57.01    | 58.12    | 56.08    | 57.30    |
| PTBI 25-Community Transport fares                  | 47.76    | 49.12    | 51.67    | 51.99    | 52.93    |
| PTBI 26-Reliability of Community Transport         | 53.39    | 57.04    | 58.97    | 54.61    | 58.87    |
| PTBI 25x-Helpfulness of taxi/mini cab drivers      | 70.07    | 72.09    | 70.95    |          |          |
| PTBI 23x-Suitability of taxis/mini cabs (Disabled) | 57.87    | 60.91    | 64.44    |          |          |
| PTBI 28x-Community Transport (Disabled)            | 51.74    | 54.38    | 59.37    |          |          |
| PTBI 29x-Helpfulness of Community Transport driver | 62.19    | 60.66    | 63.16    |          |          |
| xPTBI 21-Information about local air quality       |          |          |          | 45.71    |          |

| 03. WALKING AND CYCLING BI                         |          |          |          |          |          |
|--|----------|----------|----------|----------|----------|
| Question   | 2008 Jul | 2009 Sep | 2010 Sep | 2011 Sep | 2012 Sep |
| WCBI 01-The provision of pavements where needed    | 62.90    | 66.67    | 66.07    | 65.65    | 62.78    |
| WCBI 02-The condition of pavements                 | 48.77    | 52.64    | 51.26    | 51.86    | 48.17    |
| WCBI 03-The cleanliness of pavements               | 43.22    | 46.62    | 47.19    | 47.45    | 45.10    |
| WCBI 04-Direction signposts for pedestrians        | 60.61    | 62.33    | 59.95    | 60.15    | 61.49    |
| WCBI 05-Provision of safe crossing points          | 58.73    | 60.28    | 59.43    | 61.03    | 59.71    |
| WCBI 06-Drop kerb crossing points                  | 60.62    | 61.53    | 62.52    | 62.27    | 61.05    |
| WCBI 07-Pavements being kept clear of obstruction  | 39.17    | 42.83    | 40.10    | 40.54    | 43.19    |
| WCBI 08-The provision of cycle routes where needed | 47.35    | 44.11    | 46.46    | 51.90    | 49.07    |
| WCBI 09-Location of cycle routes/lanes             |          |          |          |          | 30.27    |
| WCBI 10-Condition of cycle routes                  | 53.54    | 50.79    | 52.75    | 58.35    | 56.36    |
| WCBI 11-Cycle crossing facilities at junctions     | 44.71    | 44.14    | 46.78    | 52.31    | 51.38    |
| WCBI 12-Cycle parking                              | 39.88    | 40.73    | 42.74    | 48.61    | 47.81    |
| WCBI 13-Direction signing for cycle routes         | 43.72    | 43.94    | 47.15    | 53.23    | 52.70    |
| WCBI 14-Cycle route information e.g. maps          | 39.47    | 37.22    | 39.46    | 47.30    | 48.57    |
| WCBI 15-Cycle training (e.g. at schools)           | 45.27    | 43.35    | 45.85    | 51.37    | 54.53    |
| WCBI 16-Cycle facilities at place of work          | 41.03    | 43.44    | 47.06    | 47.39    | 54.73    |
| WCBI 17-Provision of footpaths for walking/running | 62.62    | 62.53    | 63.94    | 63.52    | 63.12    |
| WCBI 18-Bridleways for horse riding and/or cycling | 54.22    | 49.84    | 55.08    | 56.56    | 55.31    |
| WCBI 19-Signposting of Rights of Way               | 53.97    | 54.27    | 55.89    | 55.80    | 56.70    |
| WCBI 20-Condition of Rights of Way                 | 51.70    | 53.76    | 53.62    | 53.35    | 53.28    |
| WCBI 21-Ease of use by those with disabilities     | 39.56    | 41.99    | 46.31    | 43.20    | 44.53    |
| WCBI 22-Information about Rights of Way routes     | 40.34    | 41.45    | 40.22    | 43.79    | 45.74    |

| 04. TACKLING CONGESTION BI                        |          |          |          |          |          |
|---|----------|----------|----------|----------|----------|
| Question  | 2008 Jul | 2009 Sep | 2010 Sep | 2011 Sep | 2012 Sep |
| TCBI 01-Advanced warning of roadworks             | 57.92    | 61.79    | 63.20    | 60.12    | 62.41    |
| TCBI 02-Efforts to reduce delays to traffic       | 42.43    | 46.93    | 51.23    | 41.96    | 48.81    |
| TCBI 03-Time taken to complete roadworks          | 33.99    | 39.49    | 43.60    | 33.21    | 42.39    |
| TCBI 04-Signposting of road diversions            | 46.90    | 52.54    | 53.81    | 50.28    | 56.47    |
| TCBI 05-Helplines to find out about roadworks     | 38.79    | 42.69    | 43.20    | 39.61    | 44.92    |
| TCBI 06-Efforts to minimise nuisance to residents | 42.91    | 46.01    | 47.23    | 45.01    | 50.95    |
| TCBI 07-Road signs                                | 69.30    | 69.75    | 68.94    | 70.75    | 72.25    |
| TCBI 08-Location of permanent traffic lights      | 69.25    | 69.80    | 69.15    | 69.28    | 70.31    |
| TCBI 09-Waiting time at permanent traffic lights  | 59.19    | 59.32    | 61.89    | 59.80    | 62.18    |
| TCBI 10-Tackling illegal on-street parking        | 40.33    | 40.69    | 41.27    | 42.70    | 45.53    |
| TCBI 11-Restrictions of parking on busy roads     | 46.46    | 46.10    | 47.53    | 48.39    | 49.33    |
| TCBI 12-Good Park and Ride Schemes                | 42.13    | 43.14    | 45.86    | 43.49    | 45.05    |
| TCBI 13-The routes taken by heavy goods vehicles  | 37.90    | 42.49    | 43.65    | 43.08    | 42.84    |

| 05. ROAD SAFETY BI                                 |          |          |          |          |          |
|--|----------|----------|----------|----------|----------|
| Question   | 2008 Jul | 2009 Sep | 2010 Sep | 2011 Sep | 2012 Sep |
| RSBI 01-Speed limits                               | 64.12    | 64.04    | 62.80    | 63.93    | 65.55    |
| RSBI 02-The enforcement of speed limits            | 53.12    | 53.87    | 53.83    | 57.16    | 56.86    |
| RSBI 03-Speed control measures (e.g. road humps)   | 48.55    | 49.48    | 51.58    | 52.74    | 54.70    |
| RSBI 04-Location of speed control measures         |          |          |          | 55.11    | 56.02    |
| RSBI 05-Safety of walking                          | 62.26    | 65.19    | 63.96    | 64.87    | 62.78    |
| RSBI 06-Safety of cycling                          | 47.47    | 46.48    | 50.78    | 54.64    | 50.32    |
| RSBI 07-Safety of children walking to school       | 47.99    | 51.36    | 55.34    | 59.15    | 54.14    |
| RSBI 08-Safety of children cycling to school       | 37.73    | 39.95    | 43.89    | 50.52    | 44.04    |
| RSBI 09-Road safety training/education - children  | 46.04    | 51.58    | 49.26    | 53.44    | 53.44    |
| RSBI 10-Road safety training/education -motorcycle | 49.54    | 49.61    | 49.67    | 51.84    | 53.52    |
| RSBI 11-Road safety training/educ - young drivers  | 43.11    | 38.38    | 43.90    | 48.88    | 44.70    |

| 06. HIGHWAYS MAINTENANCE BI                        |          |          |          |          |          |
|--|----------|----------|----------|----------|----------|
| Question   | 2008 Jul | 2009 Sep | 2010 Sep | 2011 Sep | 2012 Sep |
| HMBI 01-Condition of road surfaces                 | 44.80    | 45.24    | 37.25    | 32.95    | 30.35    |
| HMBI 02-Cleanliness of roads                       | 50.66    | 55.95    | 55.16    | 54.62    | 52.87    |
| HMBI 03-Condition of road markings                 | 59.74    | 63.29    | 59.82    | 59.24    | 57.88    |
| HMBI 04-Condition and cleanliness of road signs    | 61.20    | 61.46    | 60.11    | 59.65    | 58.67    |
| HMBI 05-Speed of repair to street lights           | 60.30    | 62.20    | 62.55    | 60.77    | 60.73    |
| HMBI 06-Speed of repair to damaged roads/pavements | 33.53    | 37.77    | 30.97    | 27.51    | 27.08    |
| HMBI 07-Quality of repair to damaged roads/Pavemt  |          |          |          | 32.53    | 33.16    |
| HMBI 08-Maintenance of highway verges/trees/shrub  | 43.23    | 50.44    | 50.62    | 49.25    | 41.39    |
| HMBI 09-Weed killing on pavements and roads        | 44.11    | 50.95    | 51.41    | 51.27    | 42.95    |
| HMBI 10-Keeping drains clear and working           | 46.16    | 50.37    | 53.36    | 54.28    | 49.57    |
| HMBI 11- Deals with Potholes and damaged roads     |          |          |          |          | 49.27    |

| o6. HIGHWAYS MAINTENANCE BI                  |          |          |          |          |          |
|--|----------|----------|----------|----------|----------|
| Question                                     | 2008 Jul | 2009 Sep | 2010 Sep | 2011 Sep | 2012 Sep |
| HMBI 12-Deals with obstructions on pavements | 44.07    | 49.72    | 48.15    | 45.91    | 41.17    |
| HMBI 13-Keeps roads clear of obstructions    | 55.68    | 59.28    | 57.04    | 58.40    | 55.74    |
| HMBI 14-Deals with illegally parked cars     | 40.09    | 43.70    | 43.14    | 41.40    | 42.26    |
| HMBI 15-Undertakes cold weather gritting     | 64.02    | 60.65    | 50.53    | 52.45    | 55.47    |
| HMBI 16-Cuts back overgrown hedges           | 44.77    | 49.70    | 51.27    | 46.04    | 45.11    |
| HMBI 17-Deals with mud on the road           | 50.68    | 52.27    | 52.65    | 52.90    | 53.58    |
| HMBI 18-Deals with abandoned cars            | 46.64    | 47.75    | 49.05    | 51.84    | 52.89    |

### HISTORIC PERFORMANCE BY THEME

