



## NHT Survey Report 2017

### Question by Question Results for Calderdale MBC

<b>Explanatory Notes</b>	<b>3</b>
<b>Your views on Transport &amp; Highways Services (Q1 to Q4)</b>	<b>4</b>
<b>Your views on Pavements &amp; Pedestrian Facilities (Q5)</b>	<b>8</b>
<b>Your views on the Condition of Roads &amp; Pavements (Q6 to Q7)</b>	<b>9</b>
<b>Your views on Information (Q8)</b>	<b>12</b>
<b>Your views on Roadworks (Q9)</b>	<b>13</b>
<b>Your views on Cycling (Q10)</b>	<b>14</b>
<b>Your views on Road Safety (Q11)</b>	<b>15</b>
<b>Your views on Taxis, Mini Cabs and Community Transport (Q12)</b>	<b>16</b>
<b>Your Contact with the Council (Q13a &amp; 13b)</b>	<b>17</b>
<b>Your views on Buses (Q14)</b>	<b>19</b>
<b>Your views on Public Transport Information (Q15)</b>	<b>20</b>
<b>Your views on Managing Traffic (Q16)</b>	<b>21</b>
<b>Your views on Rights of Way (Q16a)</b>	<b>22</b>
<b>Your views on the Quantity of Facilities (Q16b)</b>	<b>23</b>
<b>Your Use of Transport (Q17 to Q20)</b>	<b>24</b>
<b>About You (Q21 to Q25)</b>	<b>27</b>

### About This Report

This 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. Some of the results are shown using Weighted Data and some use Unweighted Data, these are shown as 'Weighted Data' or 'Unweighted Data' at the end of the graph description line.

### About Weighting

Weighting the data changes the sample profile to improve estimates of the attitudinal characteristics of the 'universe'. One of the circumstances where weighting is required is when there are variable response rates, for example from different sub-groups of the population. Weighting can be used to compensate for different levels of non-response in different sub-groups of the population. We use this weighted data to calculate your % Satisfaction Score.

Where we use Unweighted Data this shows a spread of answers chosen in response to that specific question and is not a calculation of % Satisfaction.

Full details of the NHT Weighting can be found in the Library Section of the NHT website at [www.nhtnetwork.org](http://www.nhtnetwork.org)

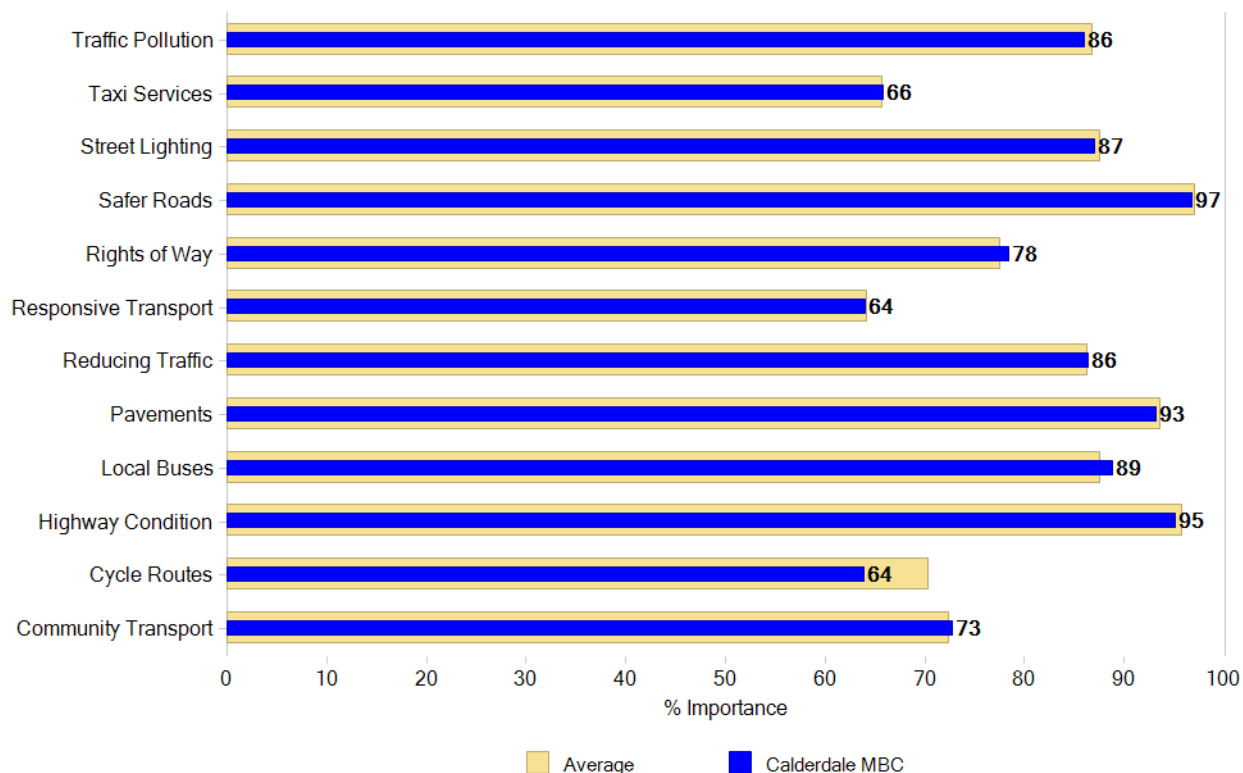
## Question by Question Results for Calderdale MBC

Your views on Transport & Highways Services (Q1 to Q4)

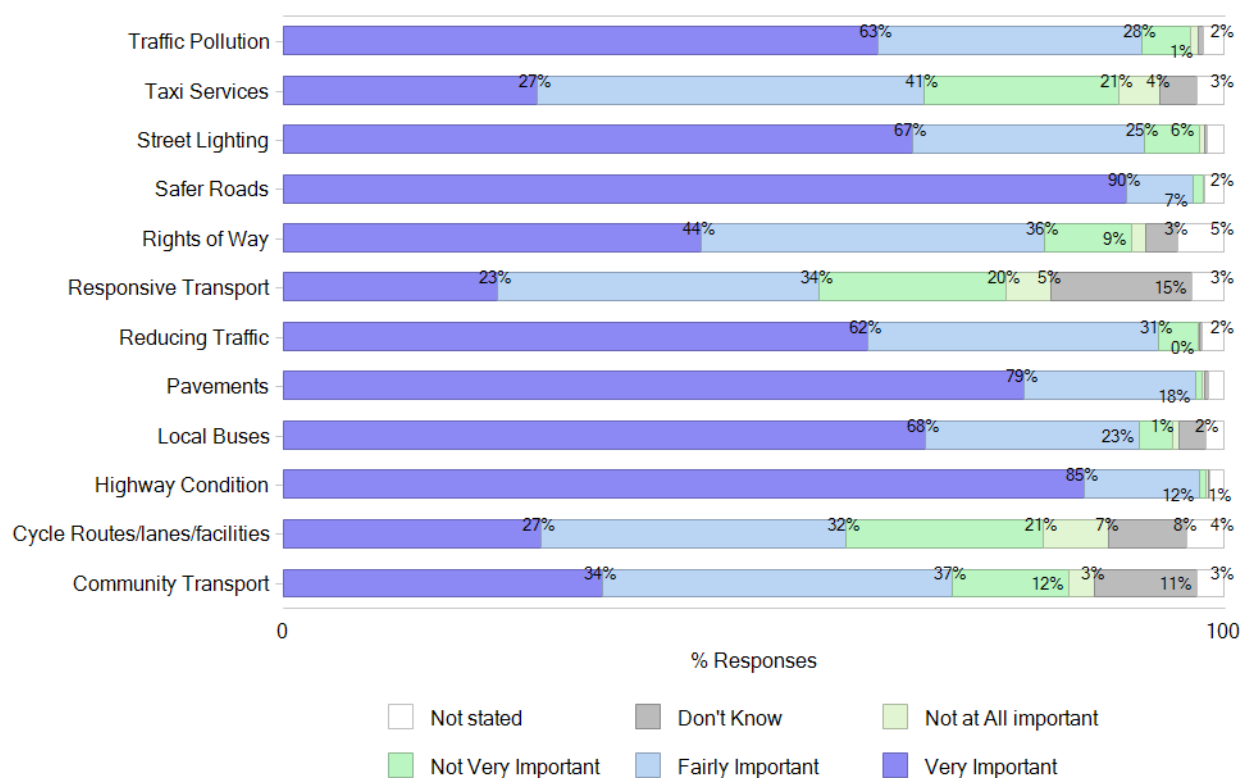


### Q1 How important, if at all, do you consider the following ...?

This graph shows your 'Importance' results for Question 1 and compares them with the average results of all other Authorities in the survey. Uses unweighted data.



This graph shows the percentage of respondents who selected each answer in Question 1. Uses unweighted data.



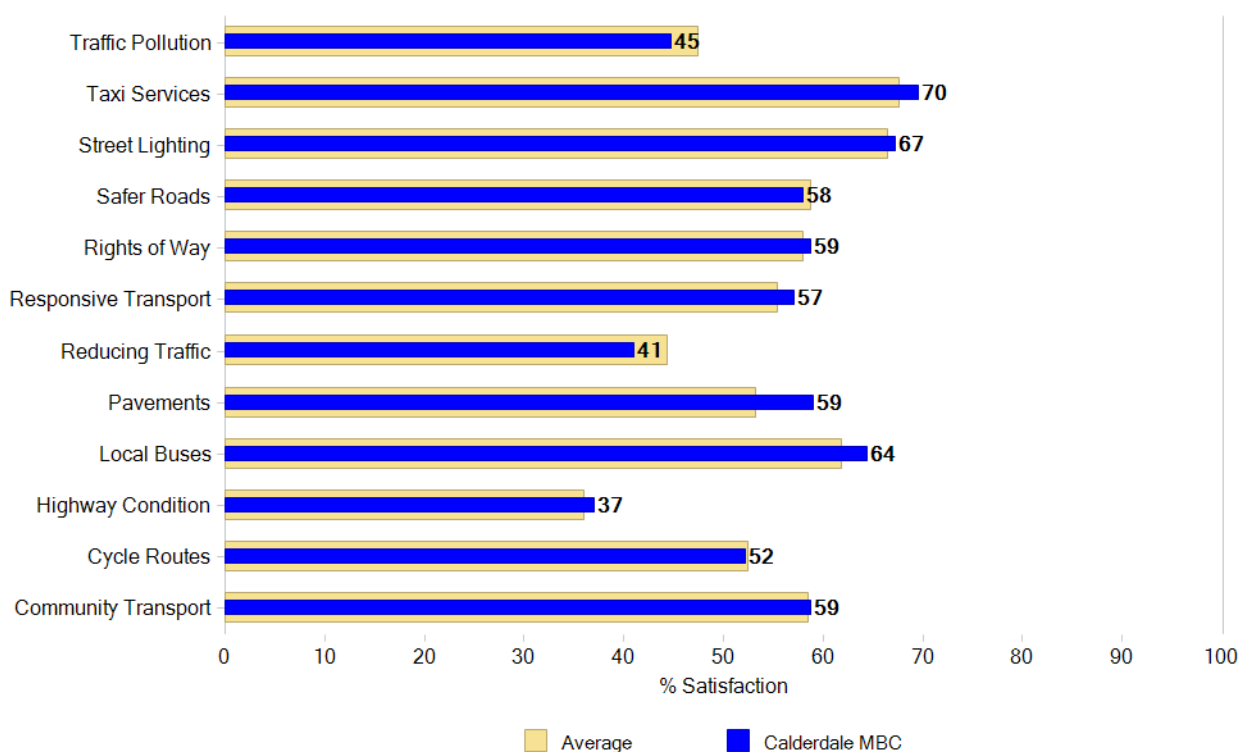
## Question by Question Results for Calderdale MBC

Your views on Transport & Highways Services (Q1 to Q4)

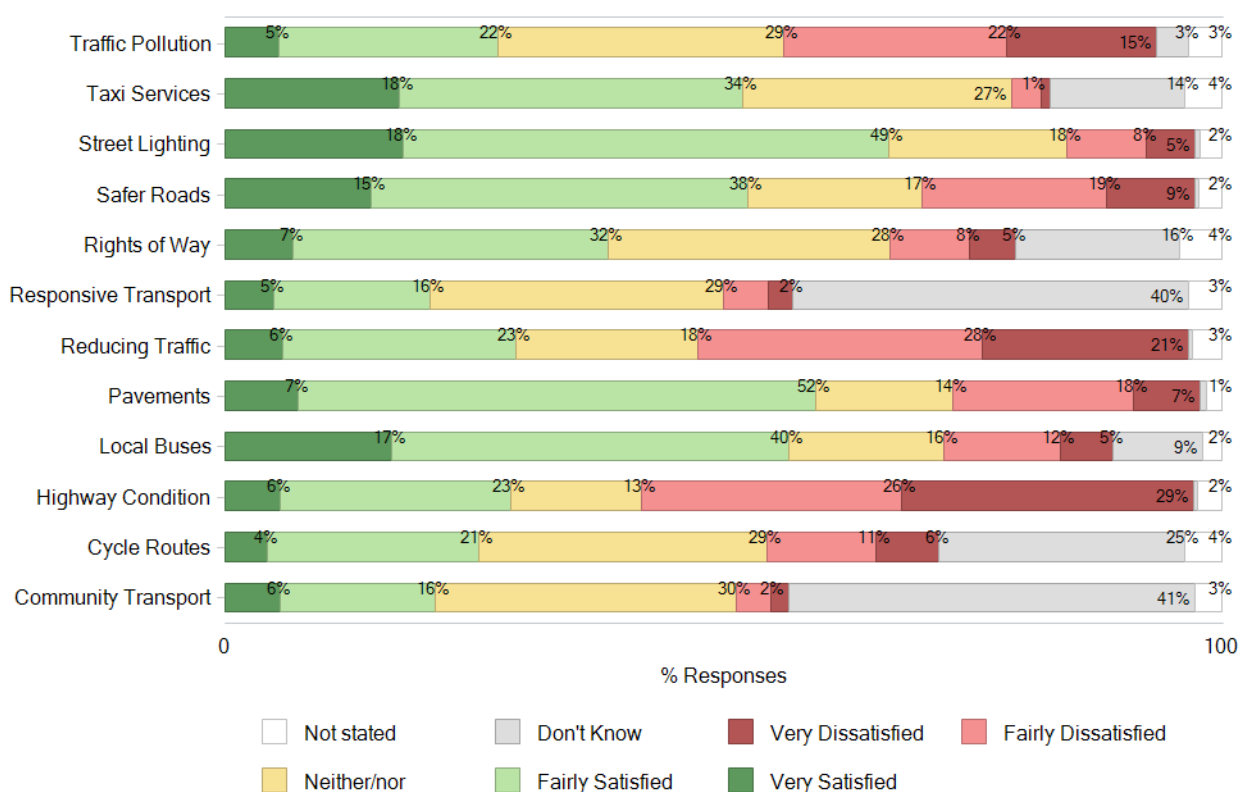


### Q2 Now thinking about roads and transport locally, how satisfied or dissatisfied are you with the following ...?

This graph shows your 'Satisfaction' results for Question 2 and compares them with the average results of all other Authorities in the survey. Uses unweighted data.



This graph shows the percentage of responses in your area to each option in Question 2. Uses unweighted data.



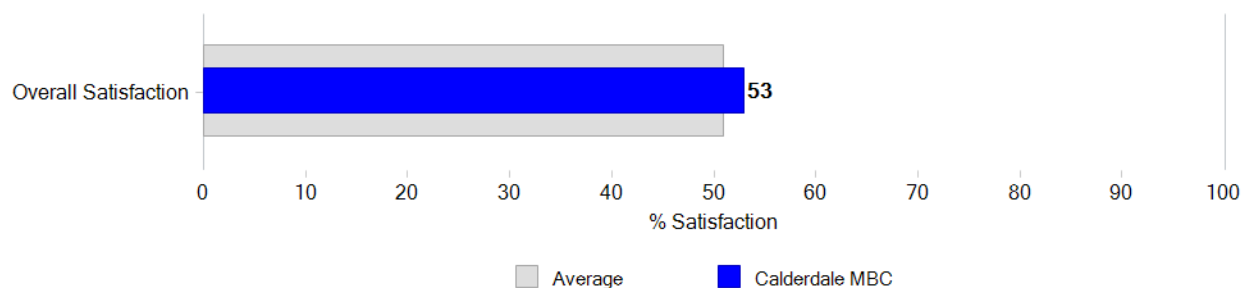
## Question by Question Results for Calderdale MBC

Your views on Transport & Highways Services (Q1 to Q4)

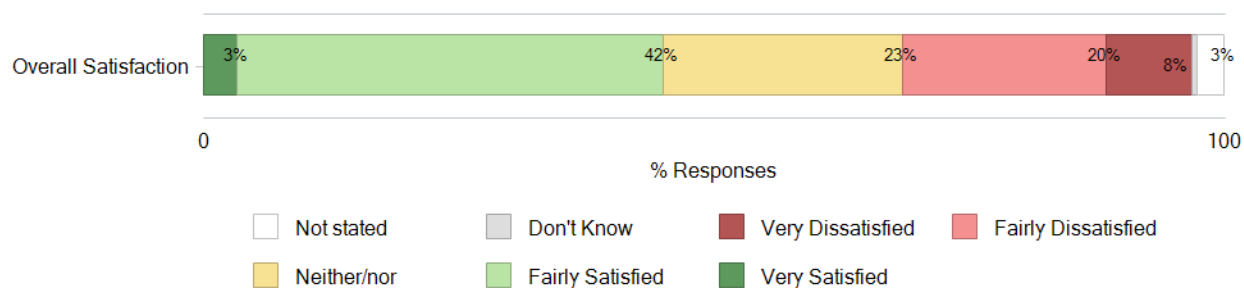


### Question 2.13 How satisfied or dissatisfied are you overall with transport and highway services?

This graph shows your 'Satisfaction' results for Question 2.13 and compares them with the average results of all other Authorities in the survey. Uses weighted data.

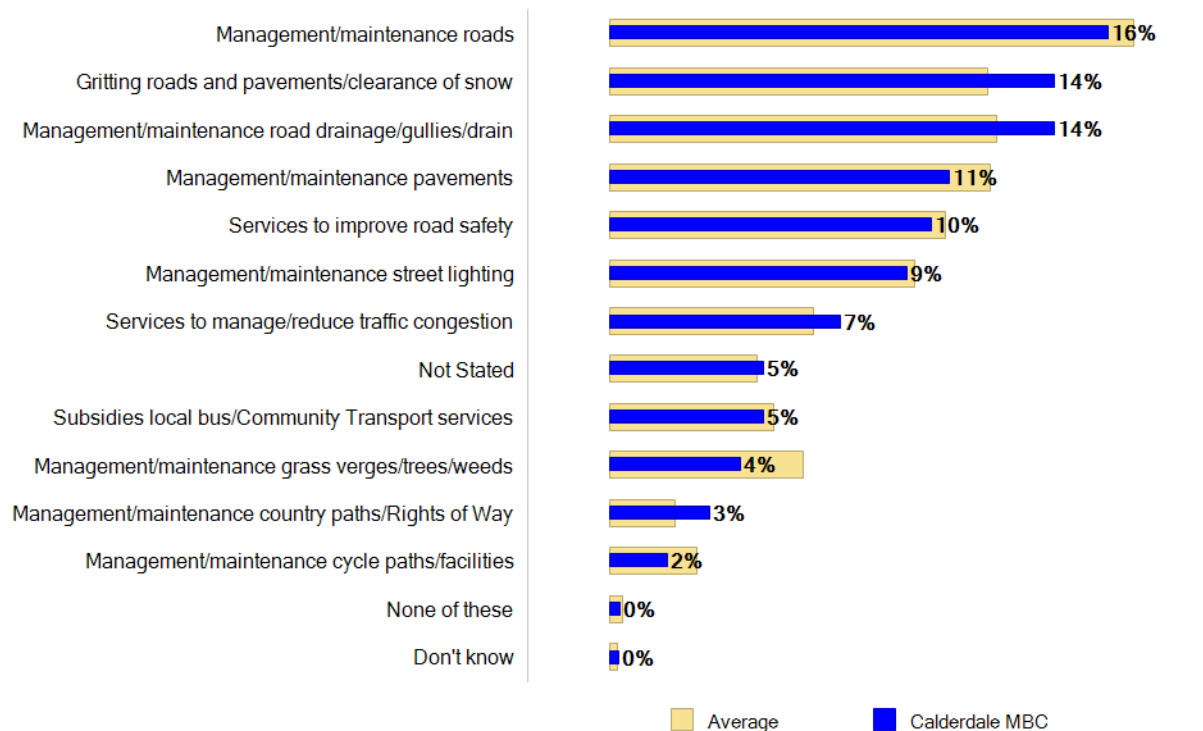


This graph shows the percentage of responses in your area to each option in Question 2.13. Uses unweighted data.



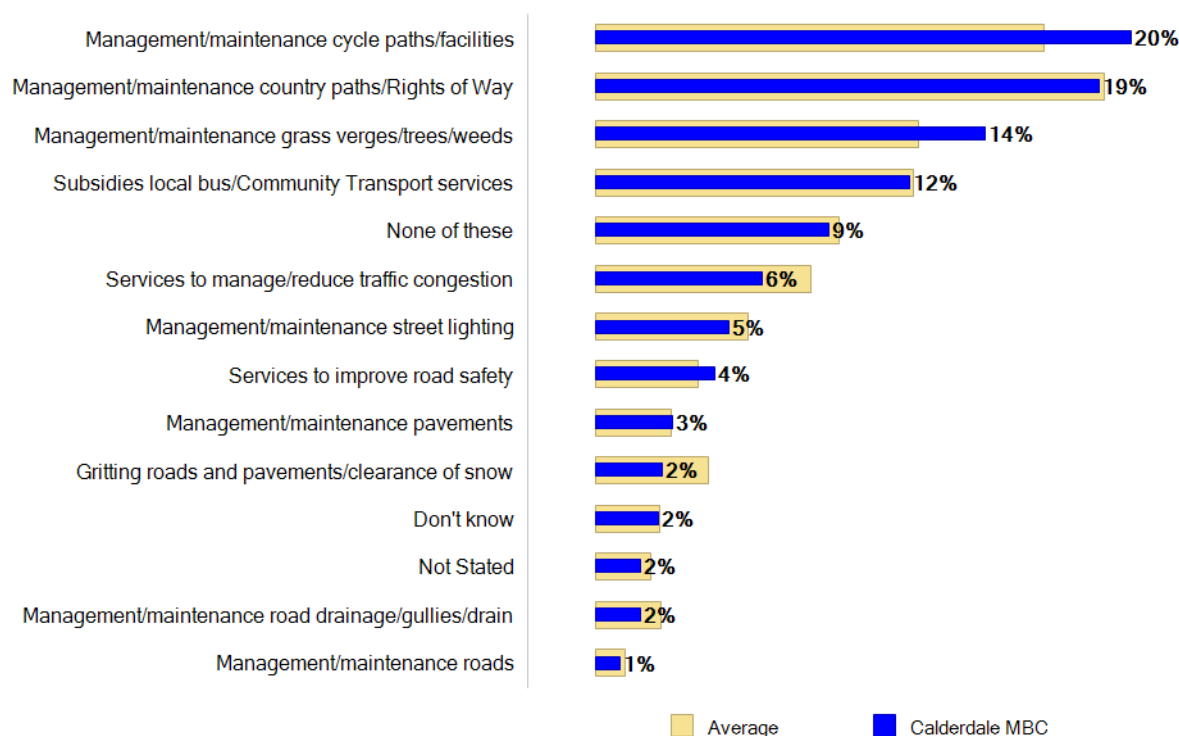
## Q3 For which of the following service areas is it not acceptable to reduce the level of service?

This graph shows the percentage of responses in your area to each option in Question 3 and compares them with the average results of all other Authorities in the survey. Uses unweighted data



## Q4 For which of the following service areas do you think it is acceptable to reduce the level of service

This graph shows the percentage of responses in your area to each option in Question 4 and compares them with the average results of all other Authorities in the survey. Uses unweighted data



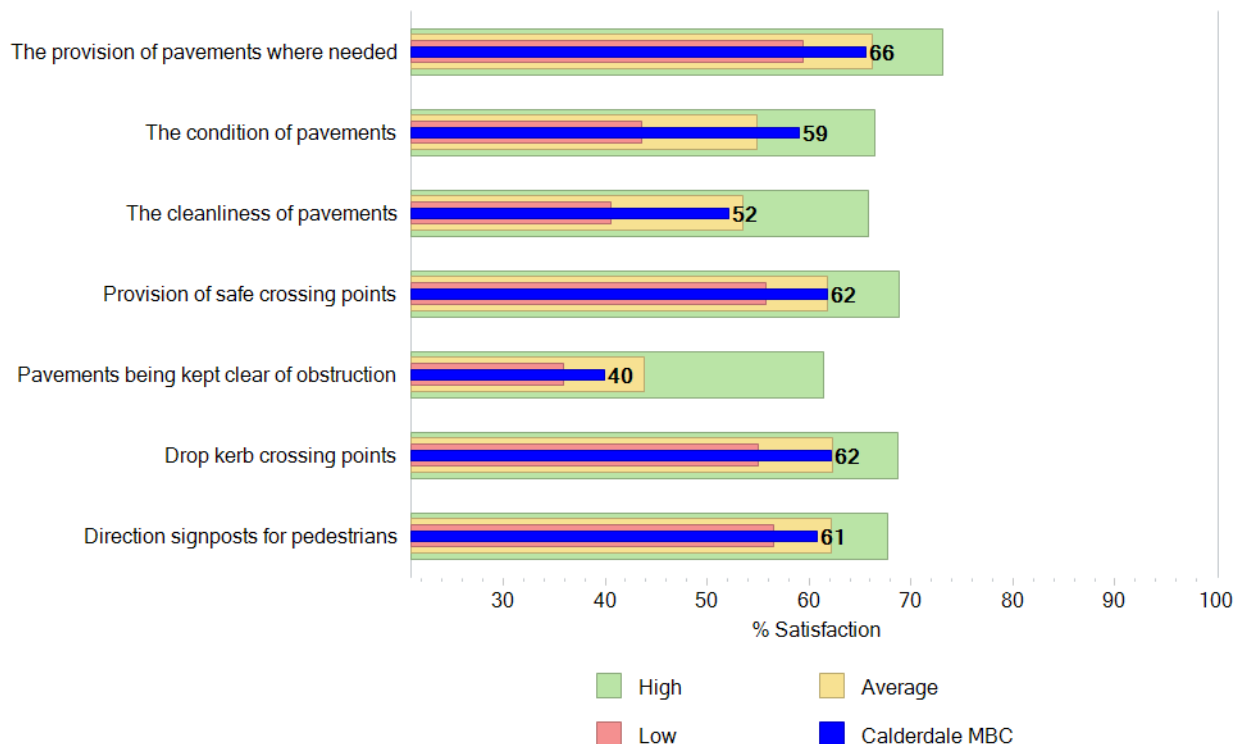
## Question by Question Results for Calderdale MBC

Your views on Pavements & Pedestrian Facilities (Q5)

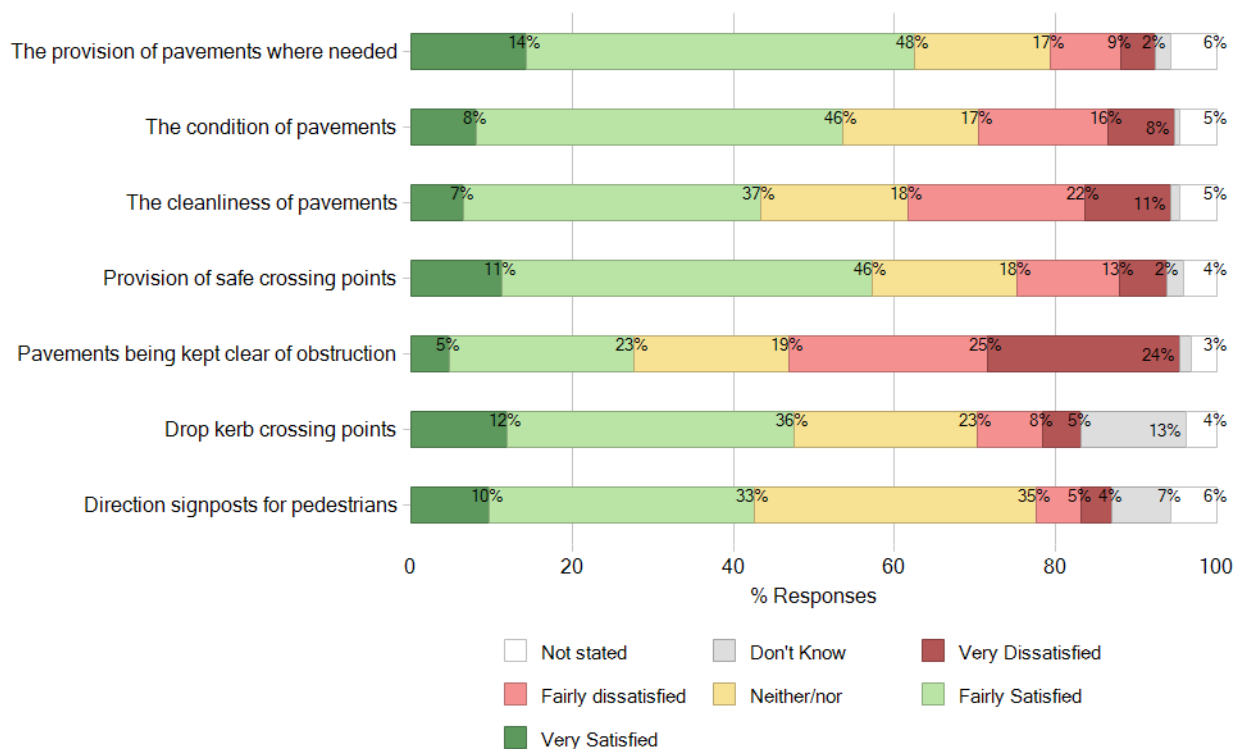


### Q5 Thinking about the local area, how satisfied or dissatisfied with each of these ...?

This graph shows your 'Satisfaction' results for Question 5 and compares them with the average results of all other Authorities in the survey. Uses weighted data.



This graph shows the percentage of responses in your area to each option in Question 5. Uses unweighted data.



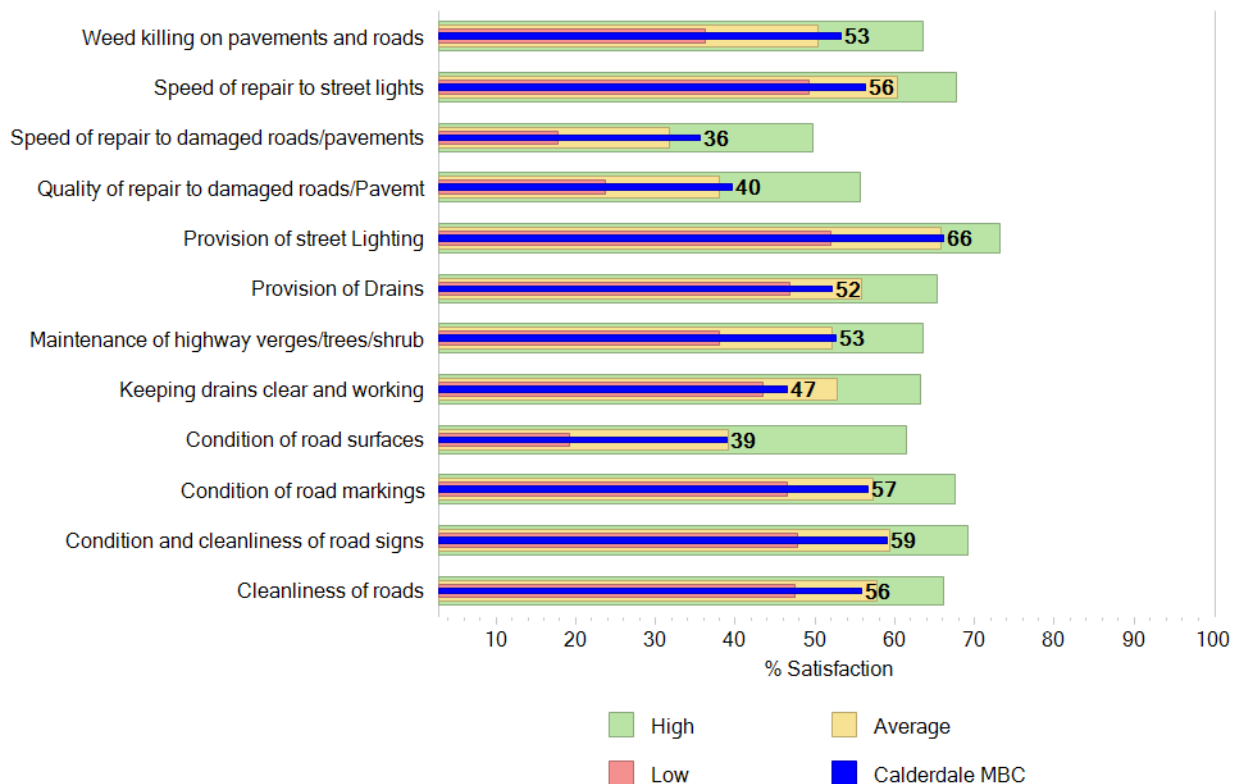


## Question by Question Results for Calderdale MBC

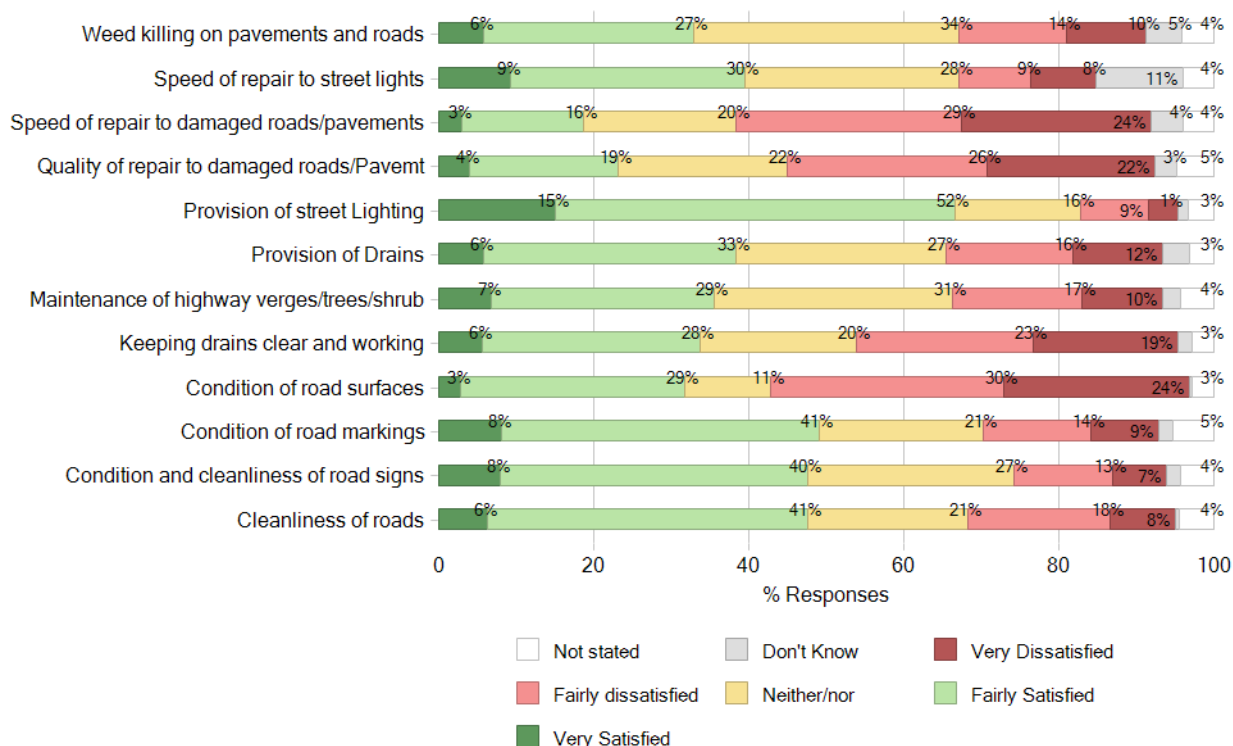
Your views on the Condition of Roads & Pavements (Q6 to Q7)

### Q6 How satisfied or dissatisfied are you with the following ...?

This graph shows your 'Satisfaction' results for Question 6 and compares them with the average results of all other Authorities in the survey. Uses weighted data.

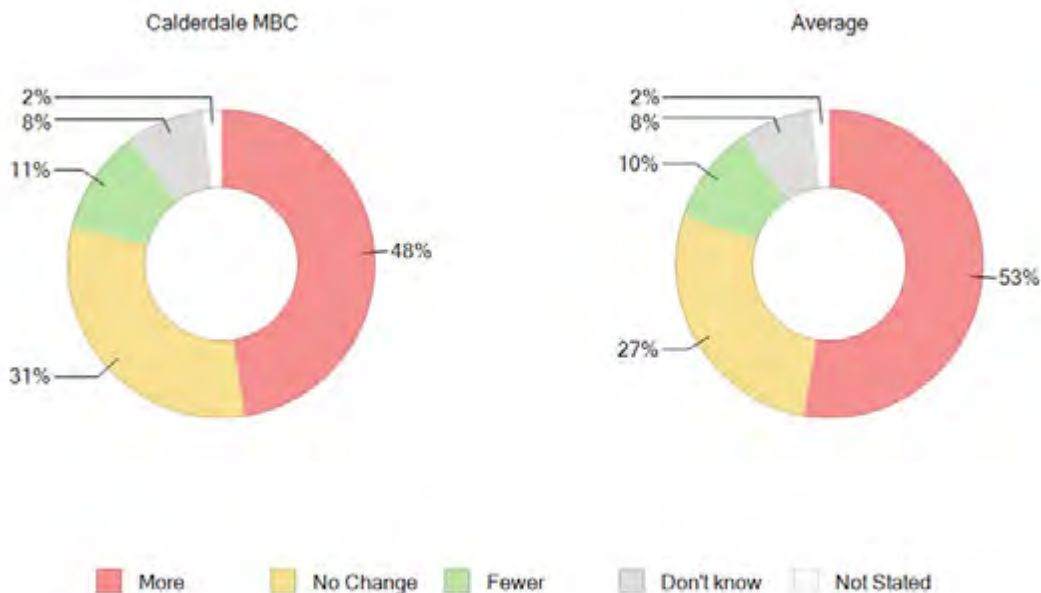


This graph shows the percentage of responses in your area to each option in Question 6. Uses unweighted data.



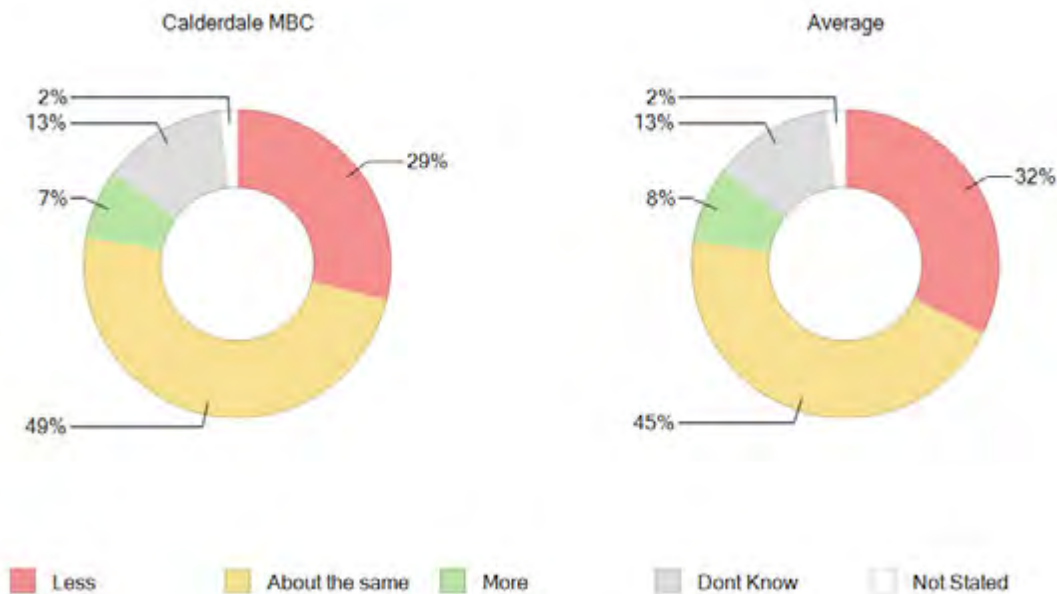
**Q6a Still thinking about the local area, would you say that compared to a year ago there are more potholes and damaged roads, there are fewer, or there has been no change in the number?**

This graph shows the percentage of responses in your area to each option in Question 6a. Uses unweighted data and compares them with the average results of all other Authorities in the survey.



**Q6b From what you know or have heard and compared to a year ago, would you say that the Council is doing more to repair local roads, doing less, or about the same?**

This graph shows the percentage of responses in your area to each option in Question 6b. Uses unweighted data and compares them with the average results of all other Authorities in the survey.

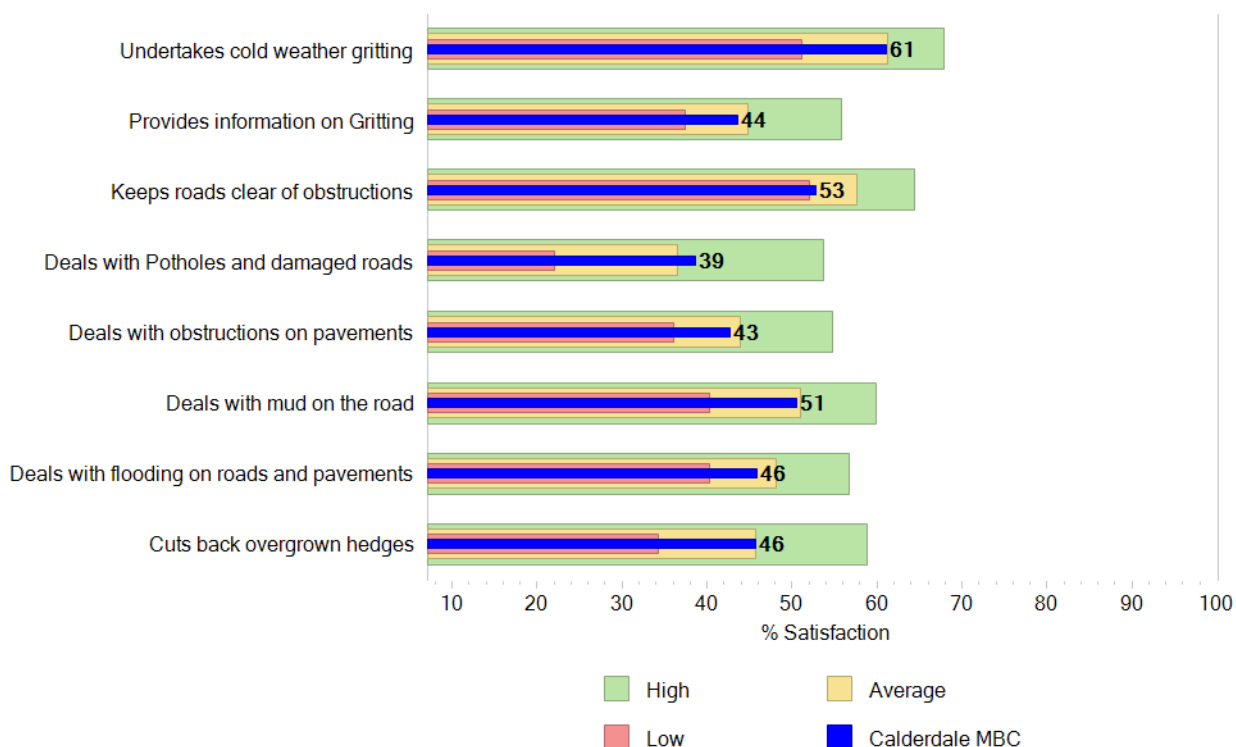


## Question by Question Results for Calderdale MBC

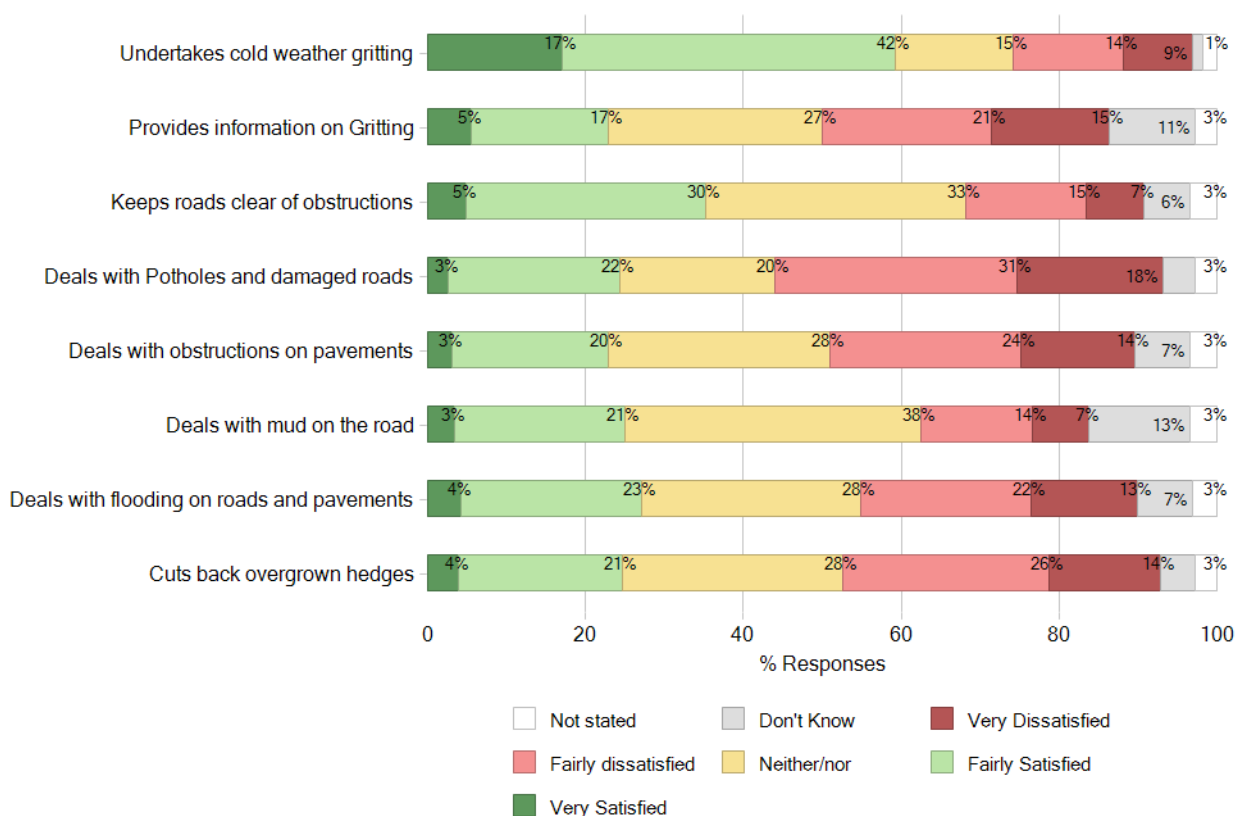
Your views on the Condition of Roads & Pavements (Q6 to Q7)

### Q7 How satisfied or dissatisfied are you with the way the council ...?

This graph shows your 'Satisfaction' results for Question 7 and compares them with the average results of all other Authorities in the survey. Uses weighted data.

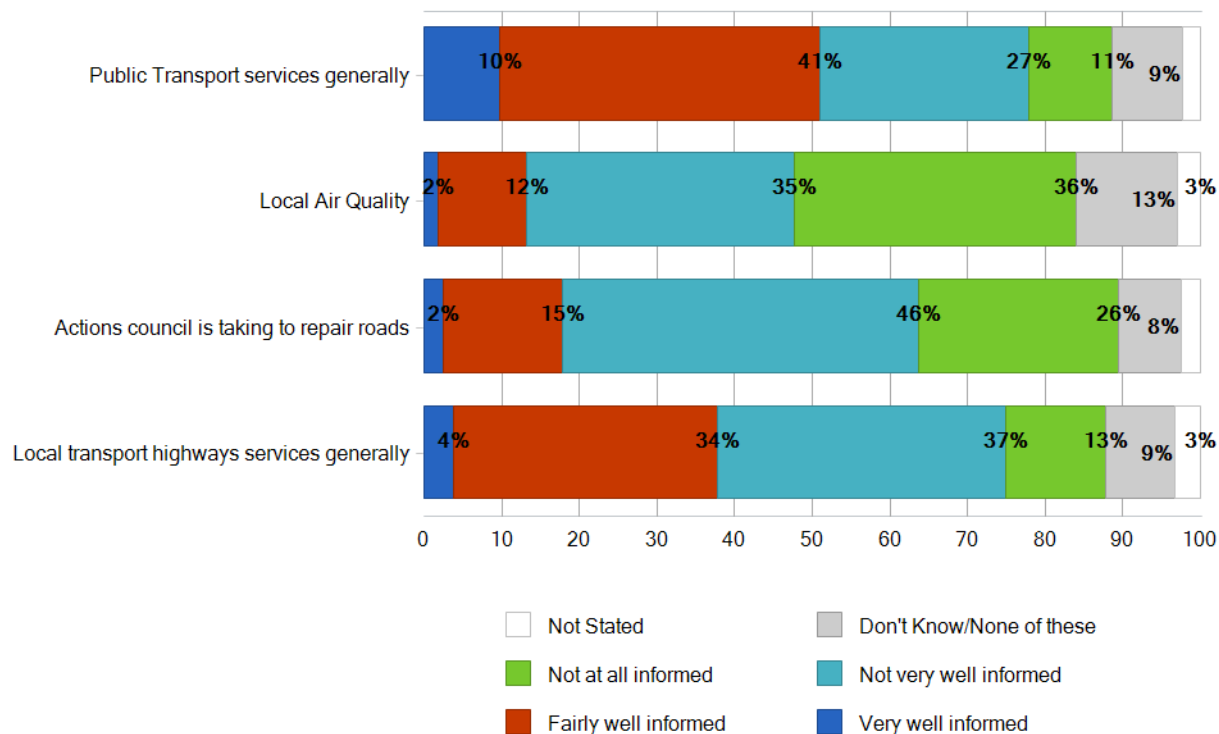


This graph shows the percentage of responses in your area to each option in Question 7. Uses unweighted data.



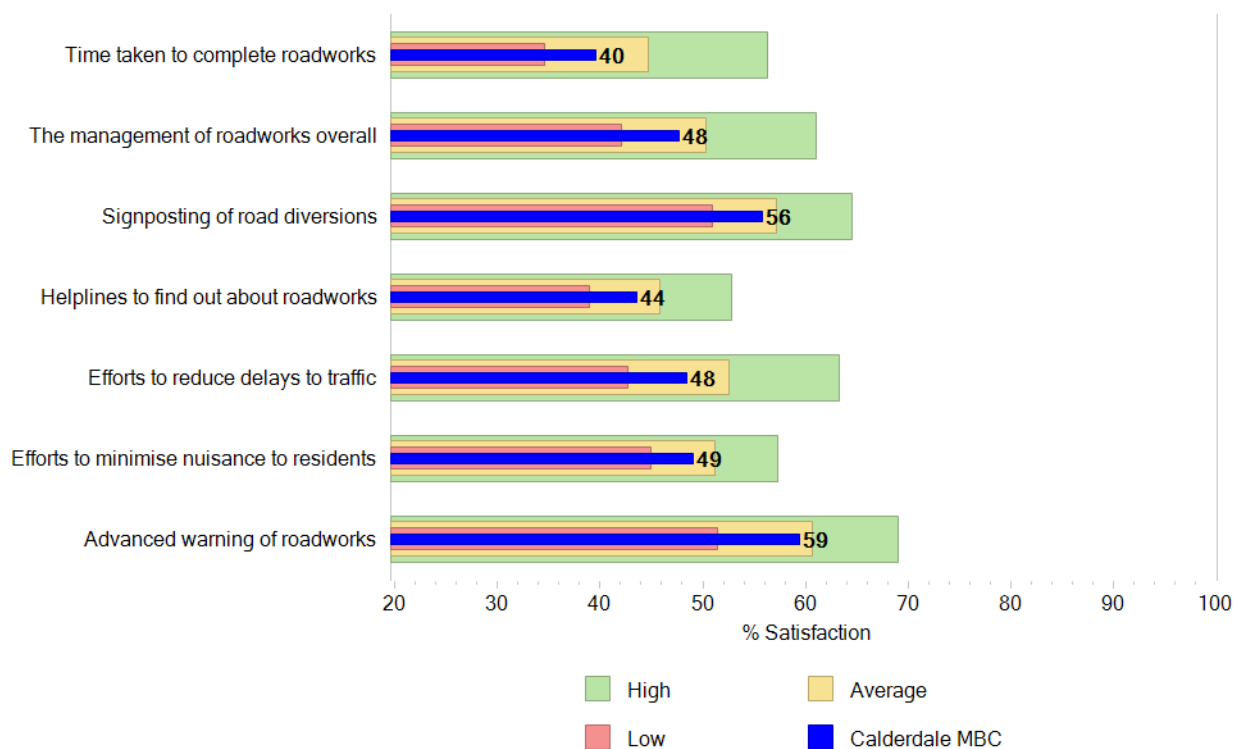
## Q8 How well informed, if at all, do you feel about the following...?

This graph shows the percentage of responses in your area to each option in Question 8. Uses unweighted data.

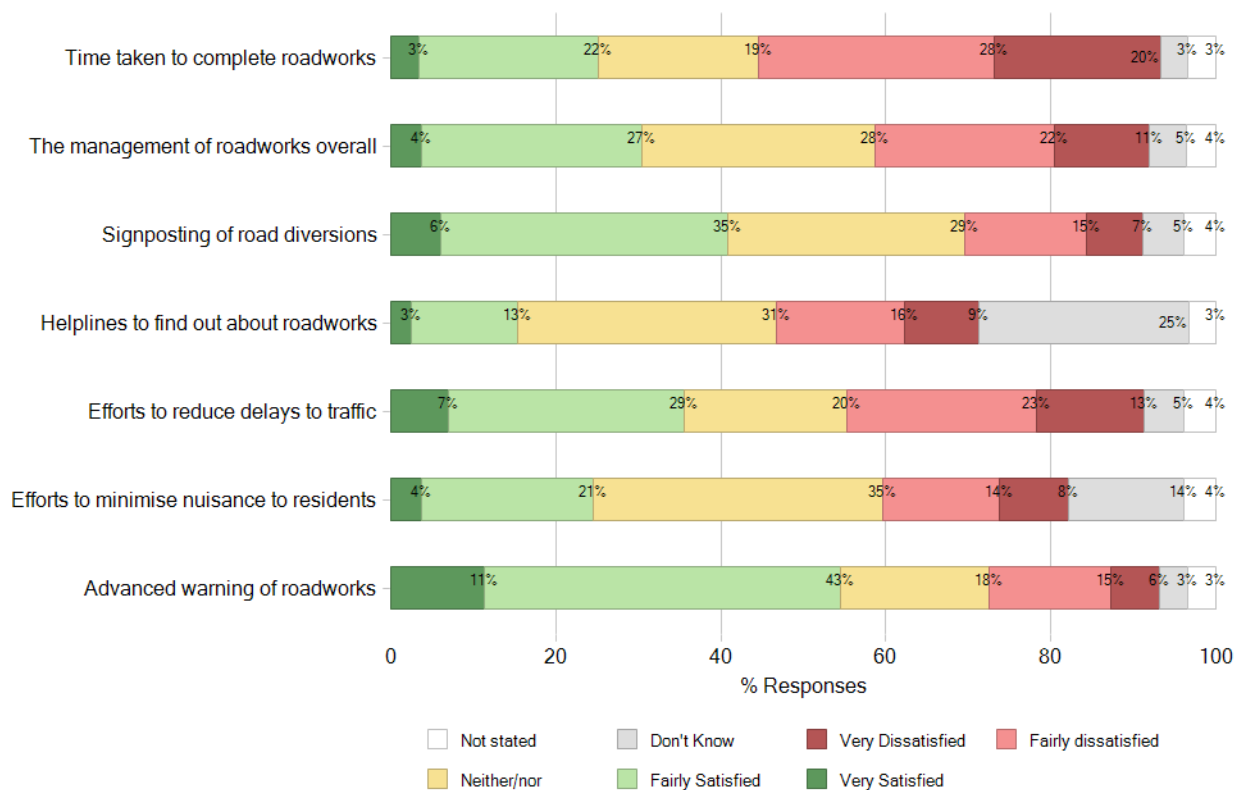


## Q9 Still thinking about the local situation, how satisfied or dissatisfied are you with ..?

This graph shows your 'Satisfaction' results for Question 9 and compares them with the average results of all other Authorities in the survey. Uses weighted data.

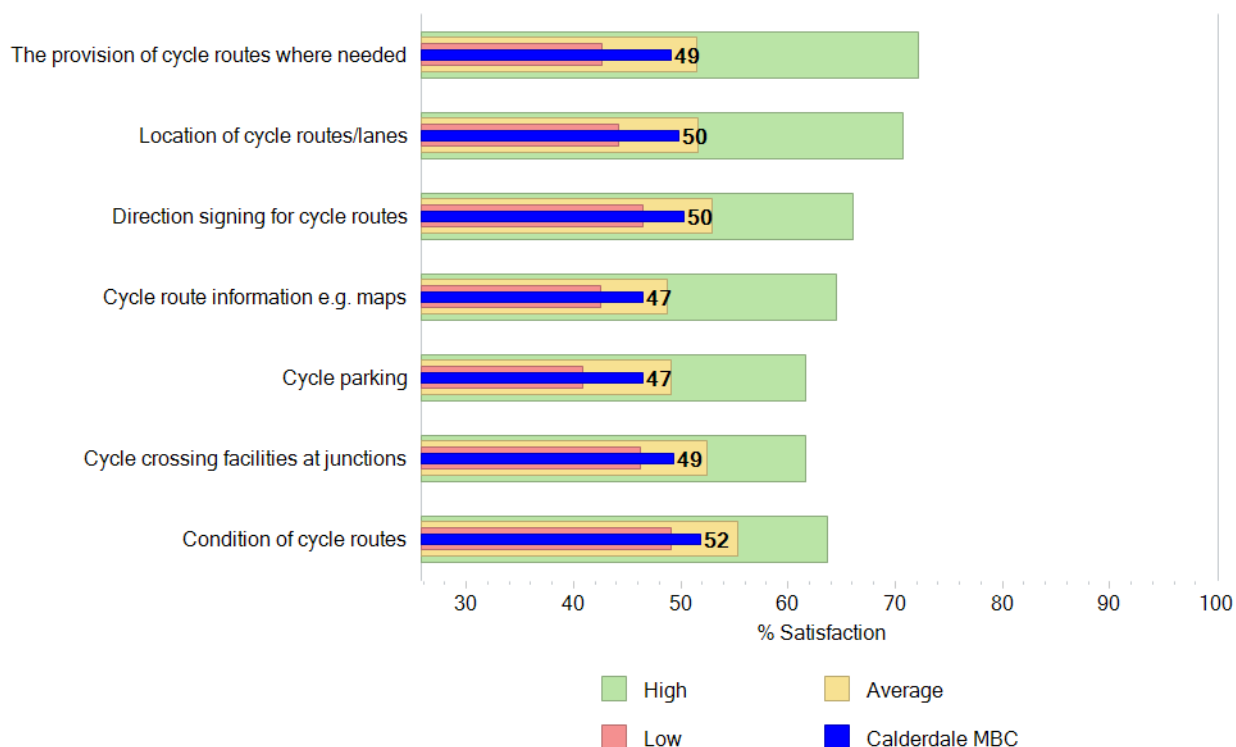


This graph shows the percentage of responses in your area to each option in Question 9. Uses unweighted data.

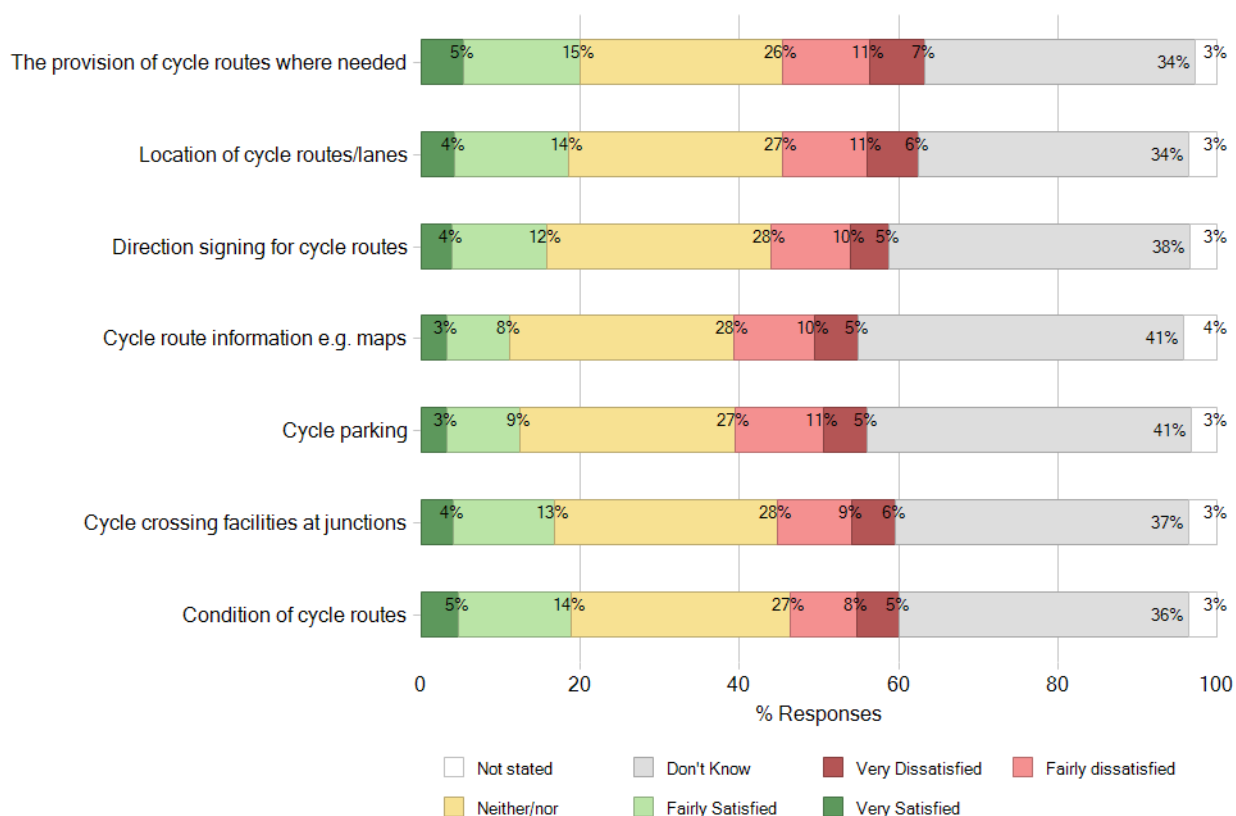


## Q10 How satisfied or dissatisfied are you with each of these locally?

This graph shows your 'Satisfaction' results for Question 10 and compares them with the average results of all other Authorities in the survey. Uses weighted data.

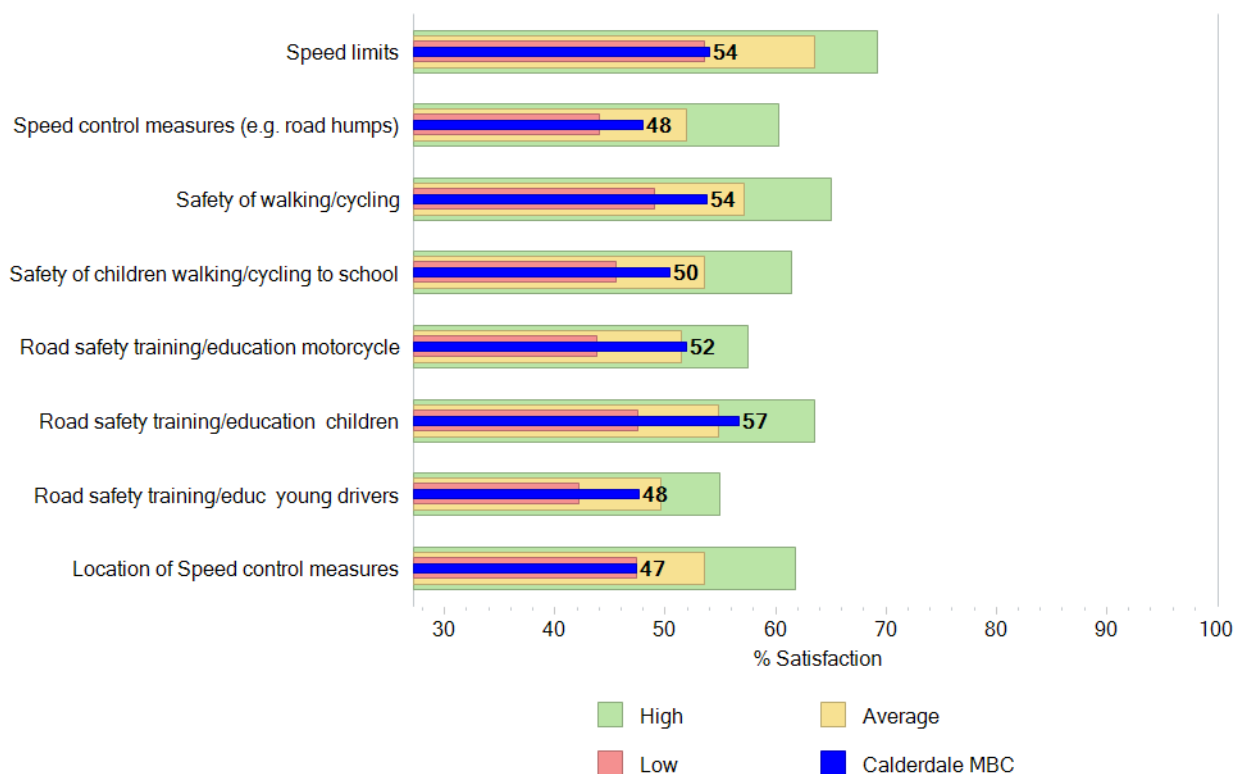


This graph shows the percentage of responses in your area to each option in Question 10. Uses unweighted data.

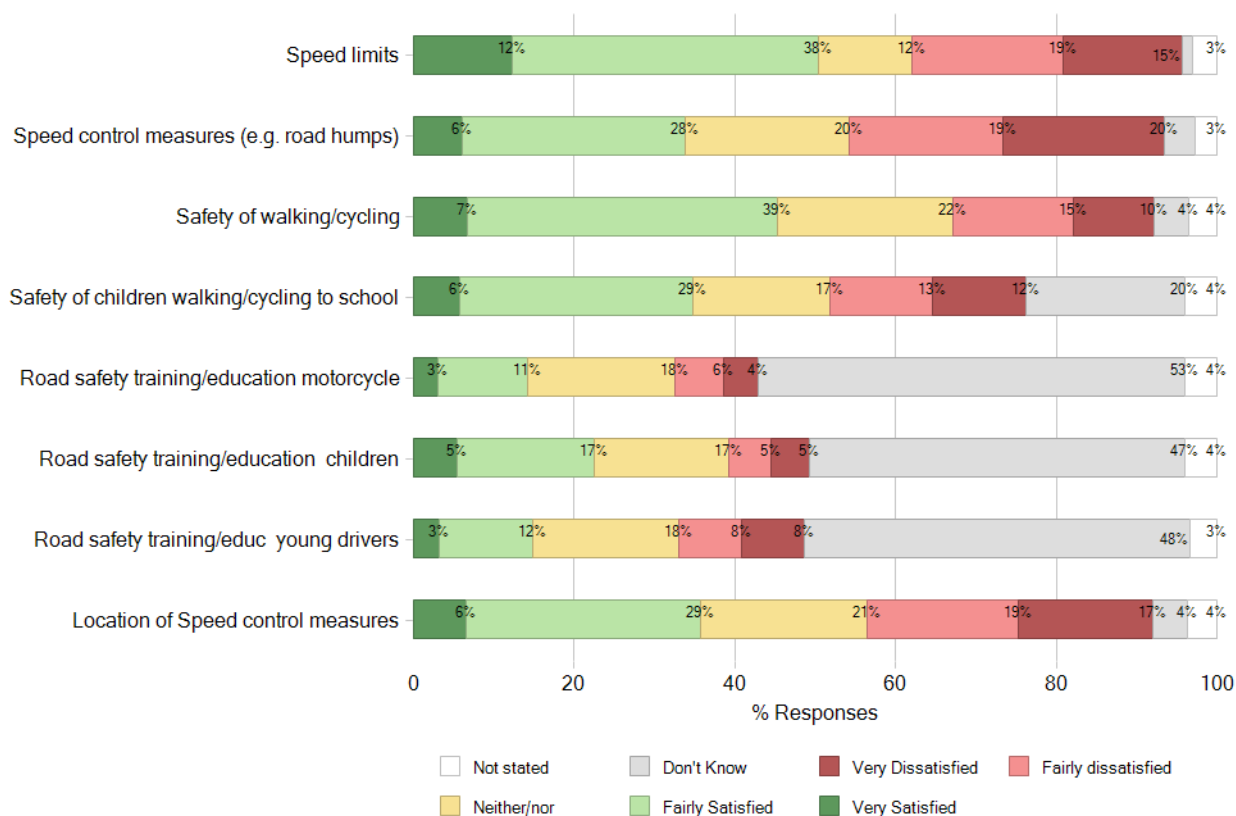


## Q11 How satisfied or dissatisfied are you with the following in your local area?

This graph shows your 'Satisfaction' results for Question 11 and compares them with the average results of all other Authorities in the survey. Uses weighted data.



This graph shows the percentage of responses in your area to each option in Question 11. Uses unweighted data.

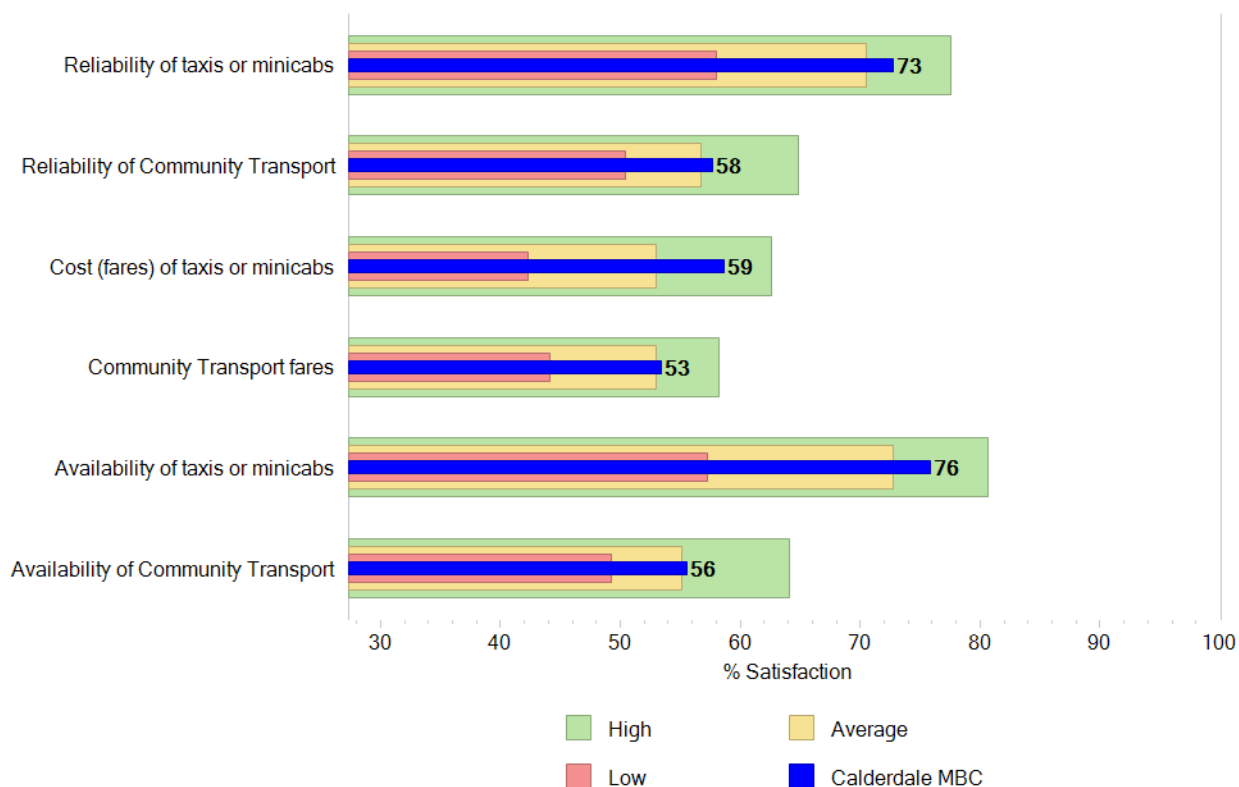


## Question by Question Results for Calderdale MBC

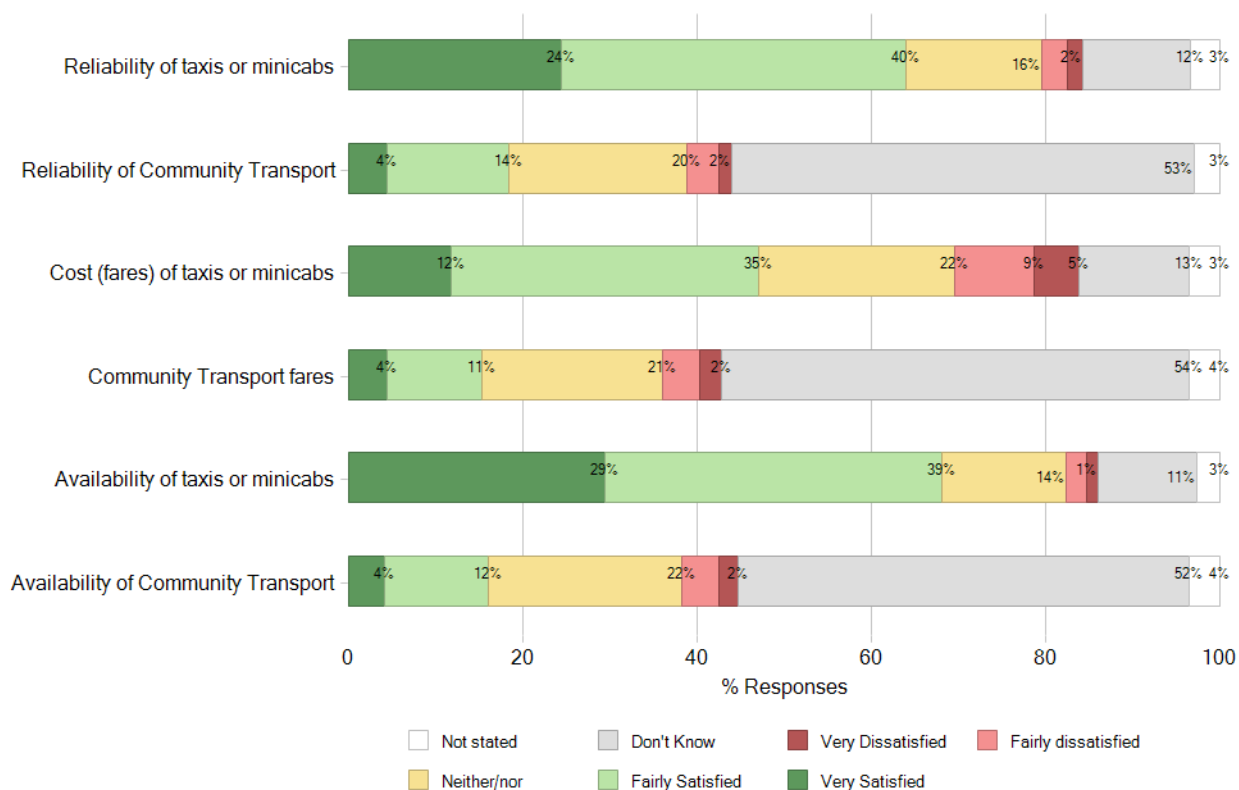
Your views on Taxis, Mini Cabs and Community Transport (Q12)

### Q12 Thinking about other possible ways of getting around, how satisfied or dissatisfied are you with each of these locally?

This graph shows your 'Satisfaction' results for Question 12 and compares them with the average results of all other Authorities in the survey. Uses weighted data.



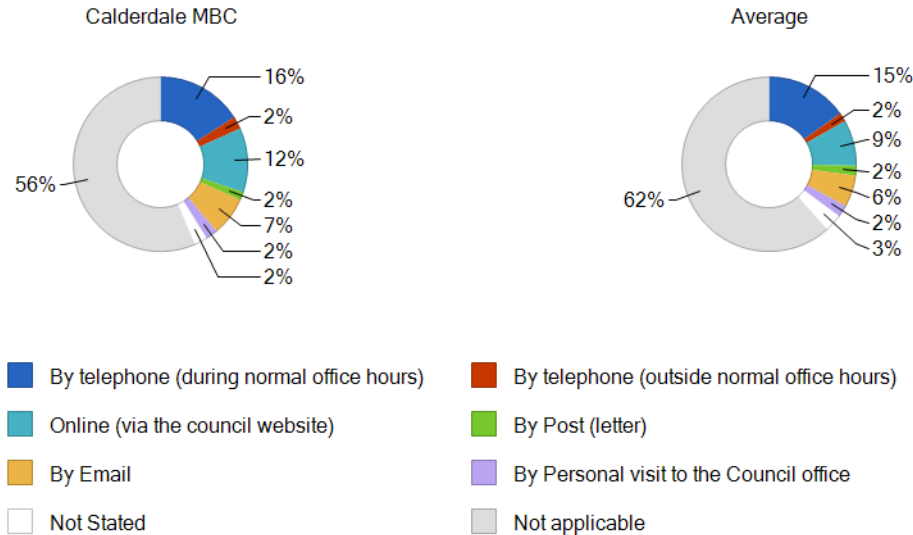
This graph shows the percentage of responses in your area to each option in Question 12. Uses unweighted data





**Q13a In which of these ways, if any, have you contacted the Council to report a highways and/or transport issue or to make a highways and/or transport enquiry over the last 12 months?**

This graph shows the percentage of responses in your area to each option in Question 13a and compares them with the average results of all other Authorities in the survey. Uses unweighted data.



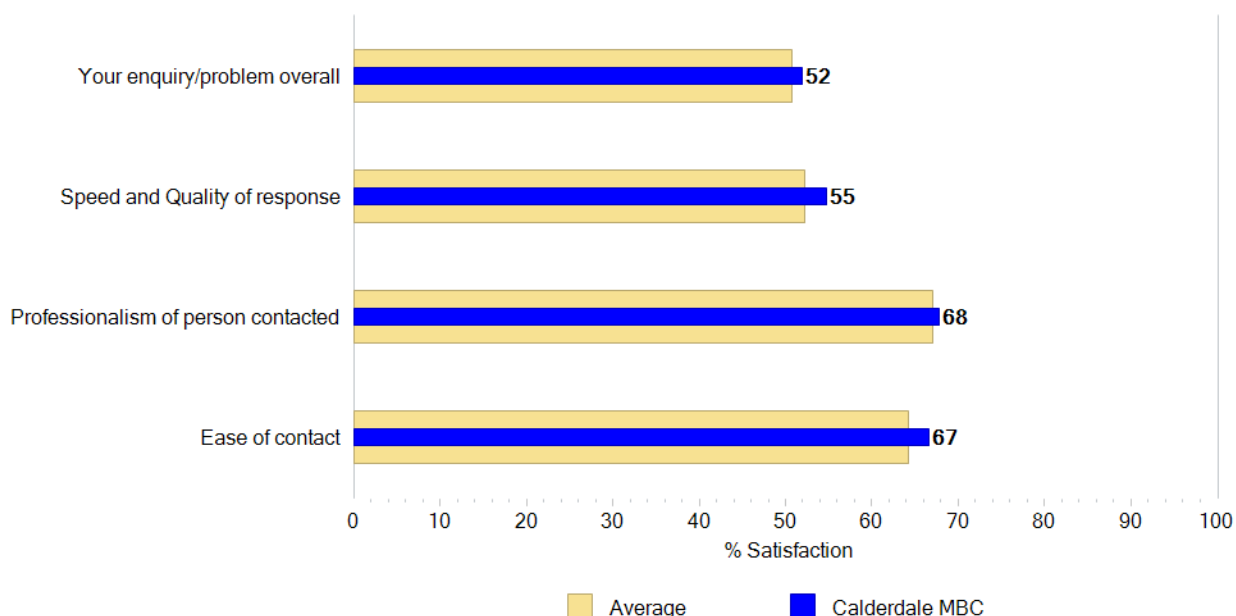
## Question by Question Results for Calderdale MBC

Your Contact with the Council (Q13a & 13b)

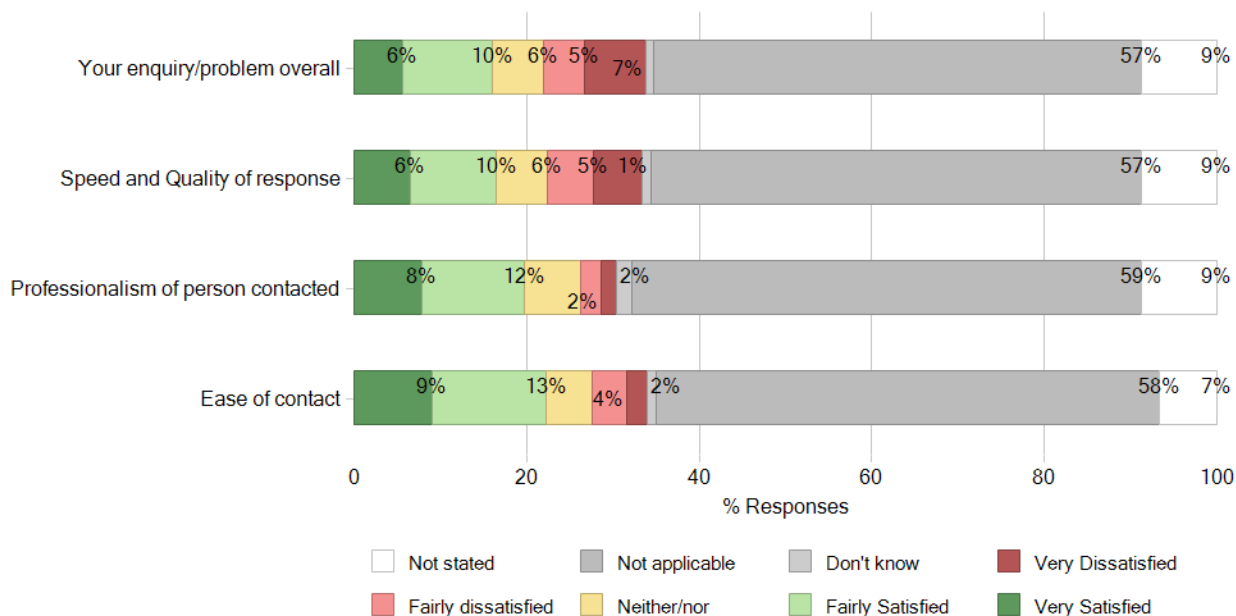


### Q13b How satisfied or dissatisfied are you with the following aspects of how your enquiry was handled?

This graph shows your 'Satisfaction' results for Question 13b and compares them with the average results of all other Authorities in the survey.

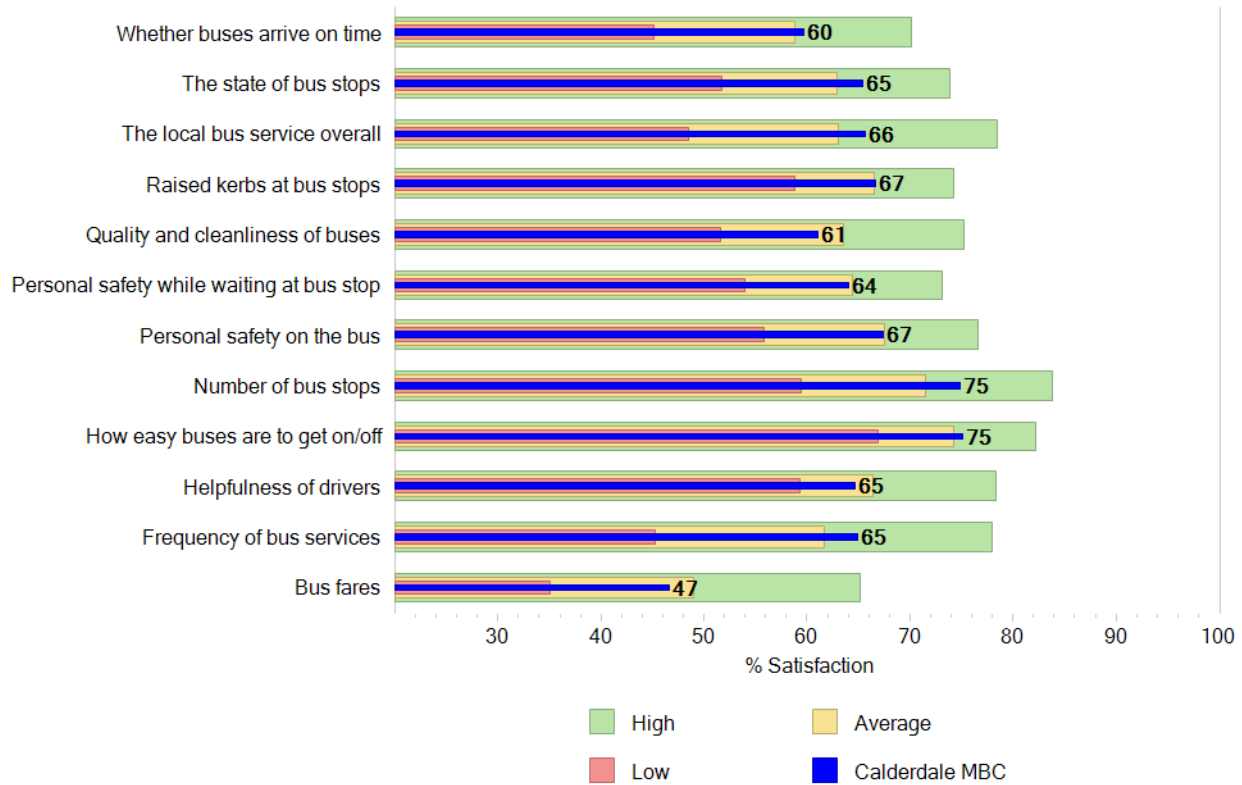


This graph shows the percentage of responses in your area to each option in Question 13b. Uses unweighted data.

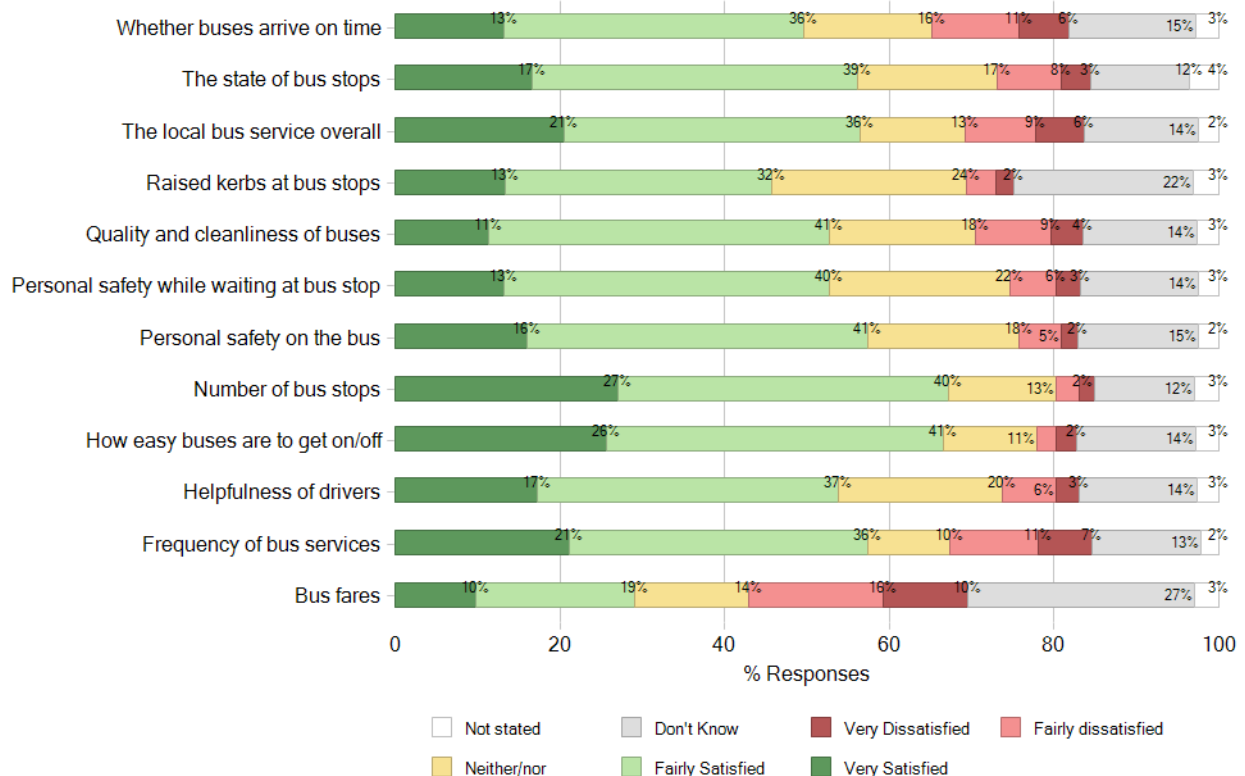


## Q14 How satisfied or dissatisfied are you with each of these locally?

This graph shows your 'Satisfaction' results for Question 14 and compares them with the average results of all other Authorities in the survey. Uses weighted data.



This graph shows the percentage of responses in your area to each option in Question 14. Uses unweighted data.



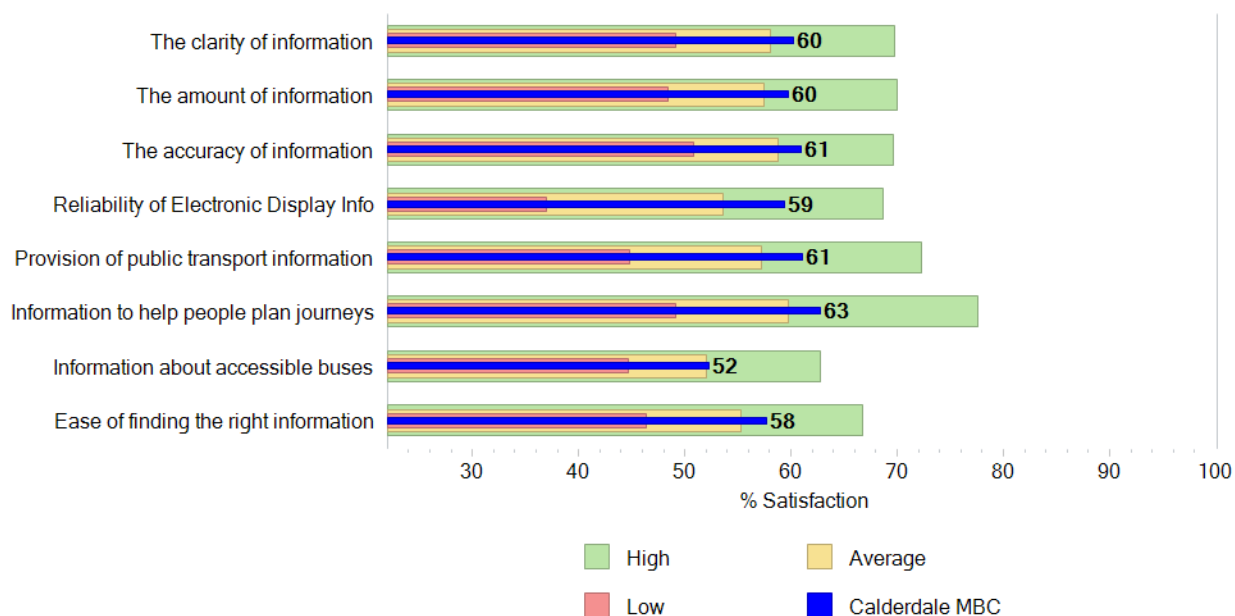
## Question by Question Results for Calderdale MBC

Your views on Public Transport Information (Q15)

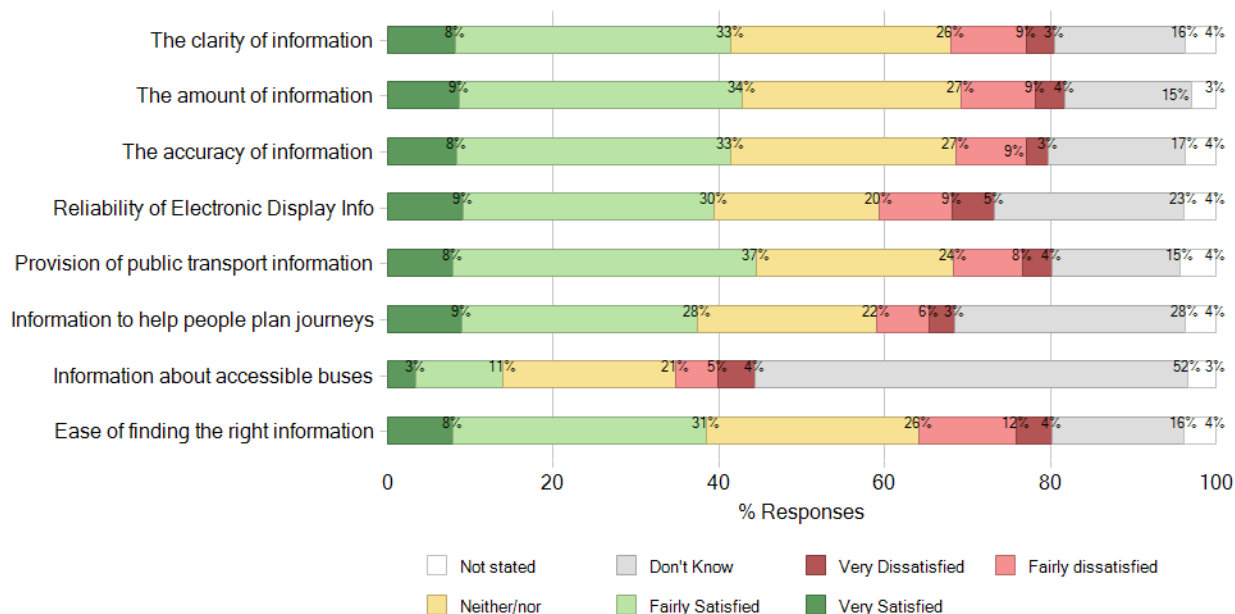


### Q15 How satisfied or dissatisfied are you with the following aspects of local public transport information...?

This graph shows your 'Satisfaction' results for Question 15 and compares them with the average results of all other Authorities in the survey. Uses weighted data.

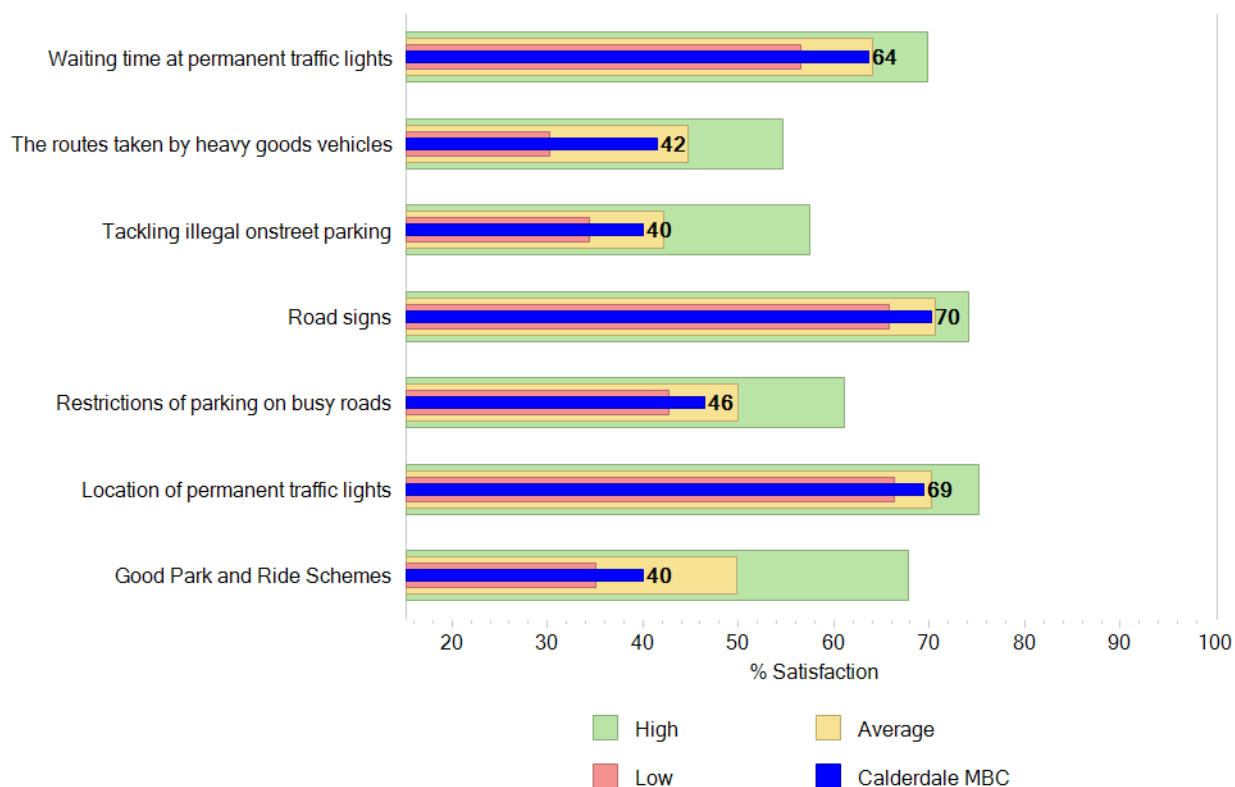


This graph shows the percentage of responses in your area to each option in Question 15. Uses unweighted data.

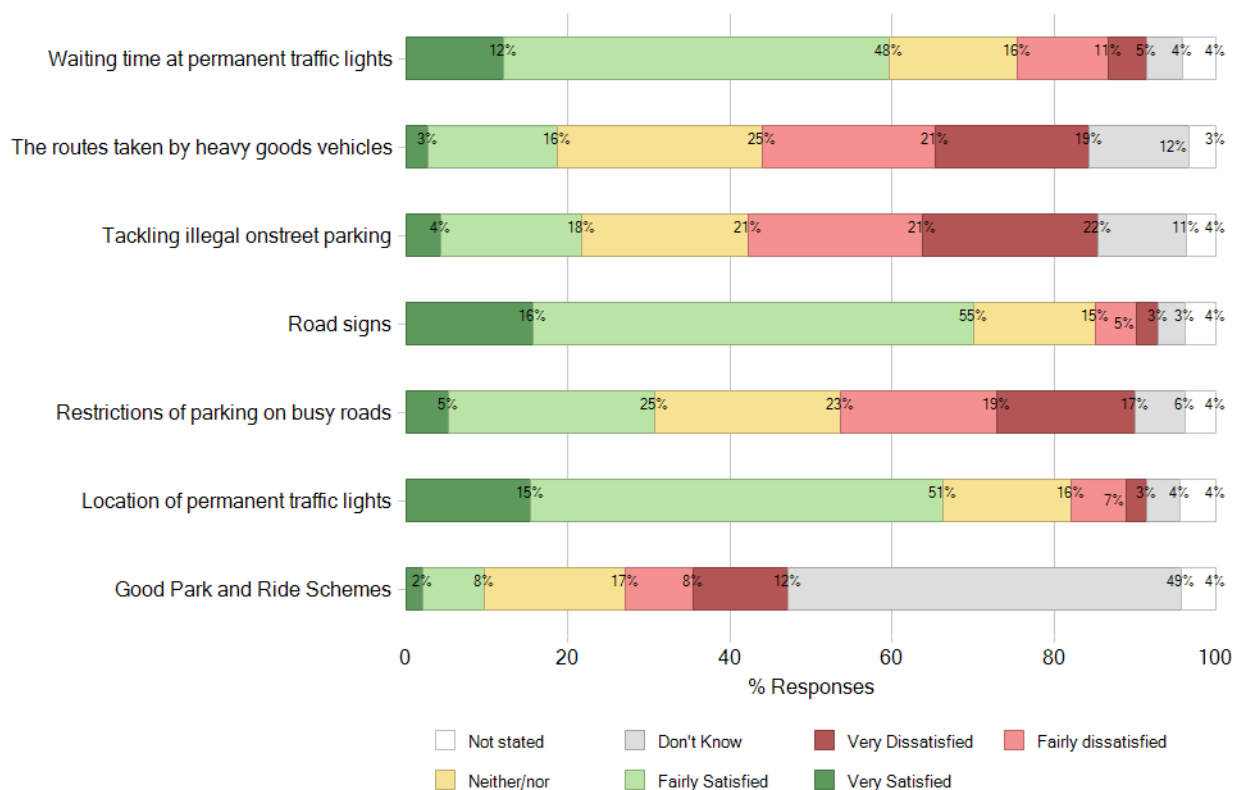


## Q16 How satisfied or dissatisfied are you with each of these locally?

This graph shows your 'Satisfaction' results for Question 16 and compares them with the average results of all other Authorities in the survey. Uses weighted data.



This graph shows the percentage of responses in your area to each option in Question 13. Uses unweighted data.

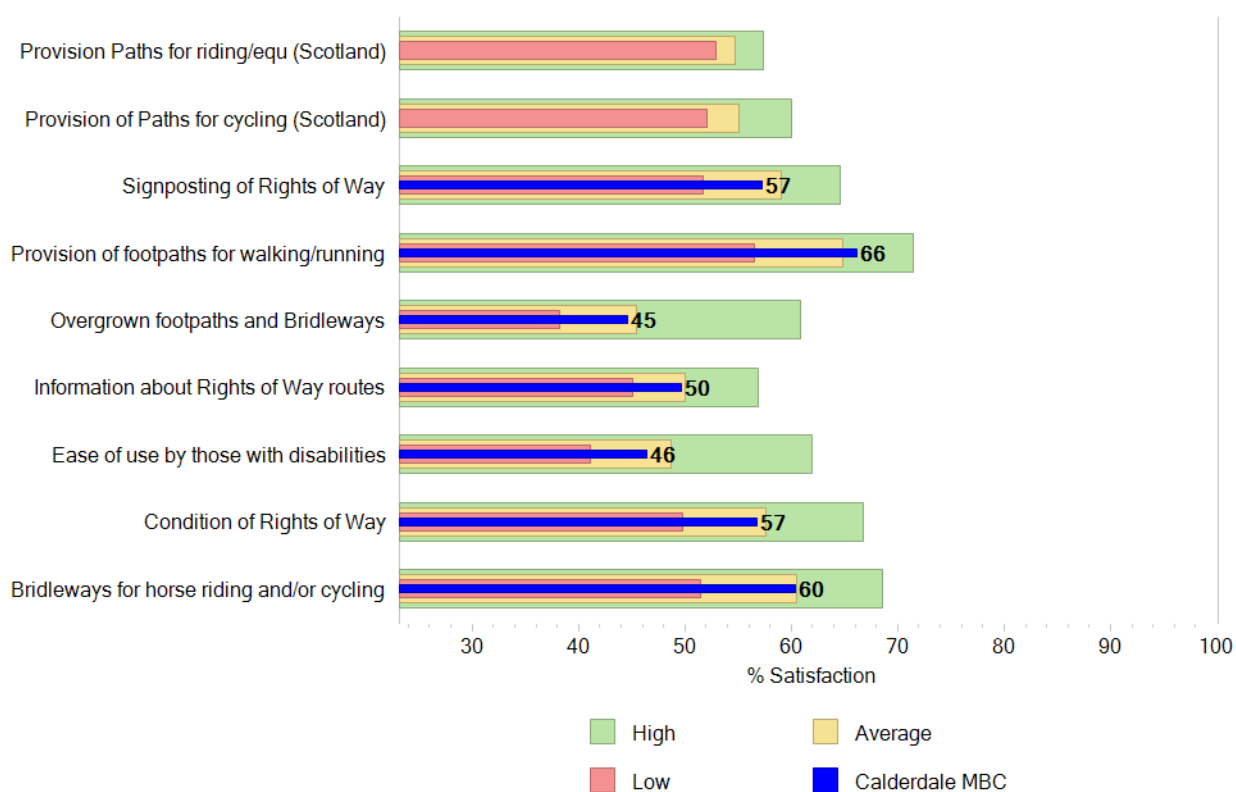


## Question by Question Results for Calderdale MBC

Your views on Rights of Way (Q16a)

### Q16a How Satisfied or dissatisfied are you with each of these locally ...?

This graph shows your 'Satisfaction' results for Question 16 and compares them with the average results of all other Authorities in the survey. Uses weighted data.



This graph shows the percentage of responses in your area to each option in Question 16a. Uses unweighted data.



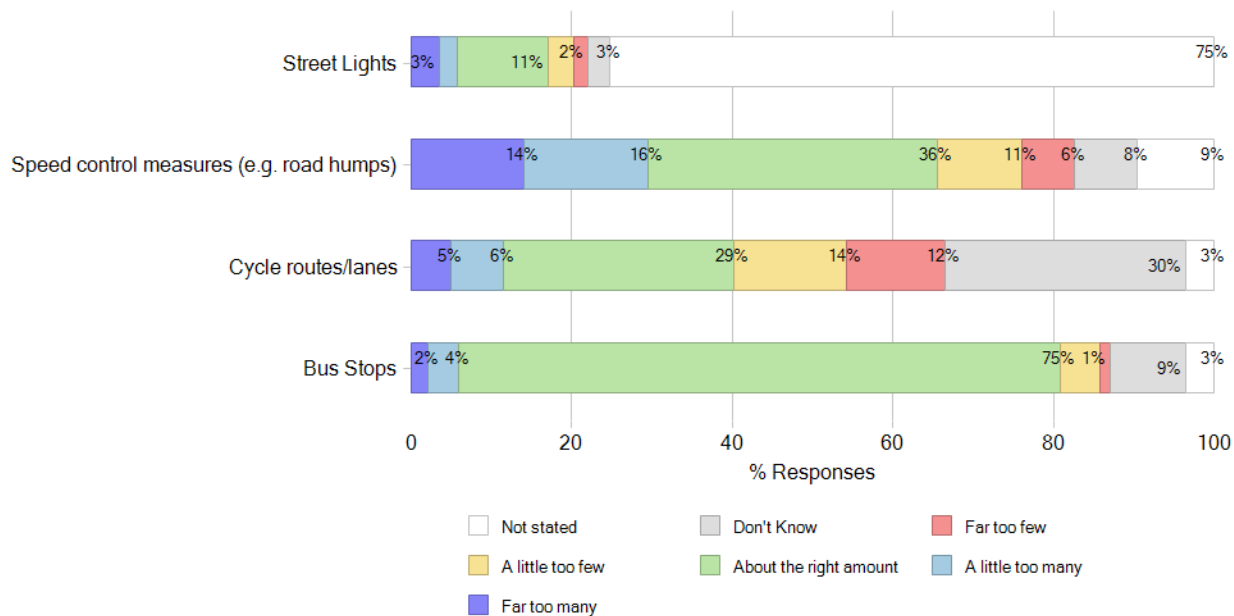
## Question by Question Results for Calderdale MBC

Your views on the Quantity of Facilities (Q16b)



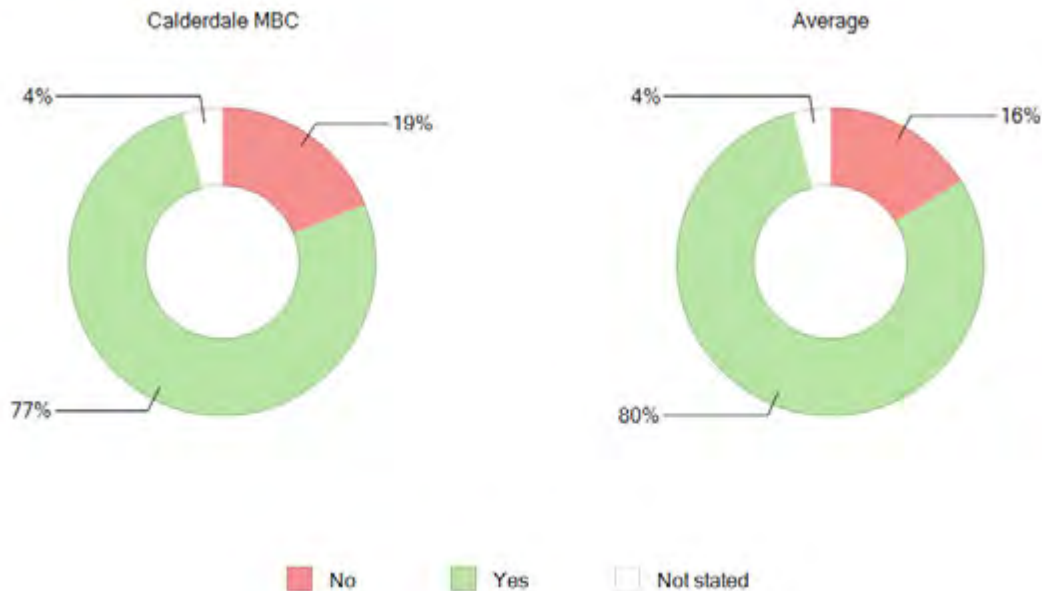
### Q16b Thinking about the following, to what extent do you think there are too many, too few, or do you think there are about the right amount in your local area ...?

This graph shows the percentage of responses in your area to each option in Question 16b. Uses unweighted data.



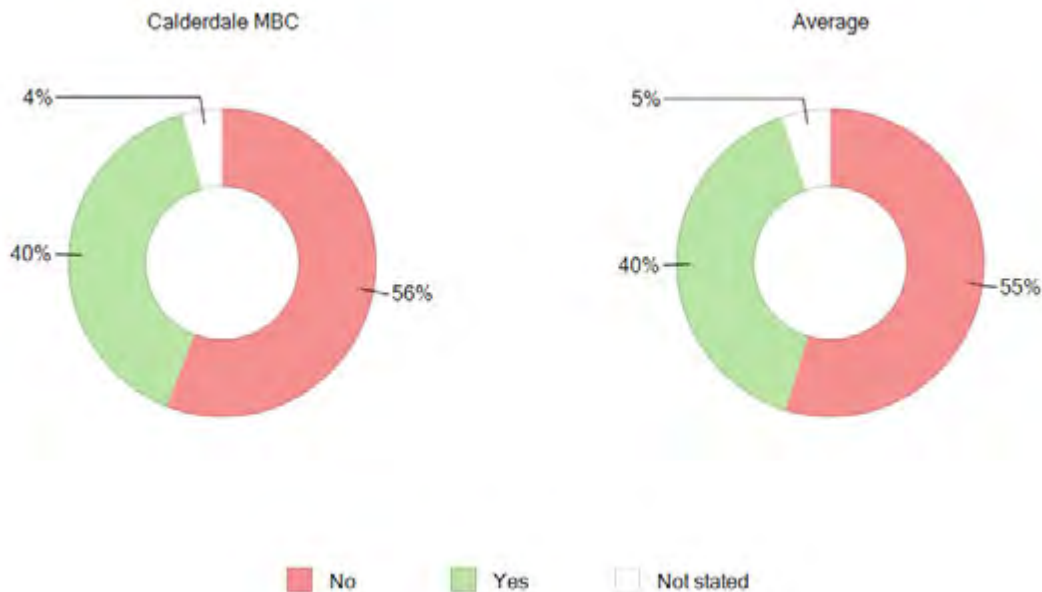
**Q17 Does anyone in your household own a car?**

This graph shows the percentage of responses in your area to each option in Question 17 and compares them with the average results of all other Authorities in the survey. Uses unweighted data.



**Q18 Do you make use of the national free bus pass?**

This graph shows the percentage of responses in your area to each option in Question 18 and compares them with the average results of all other Authorities in the survey. Uses unweighted data.



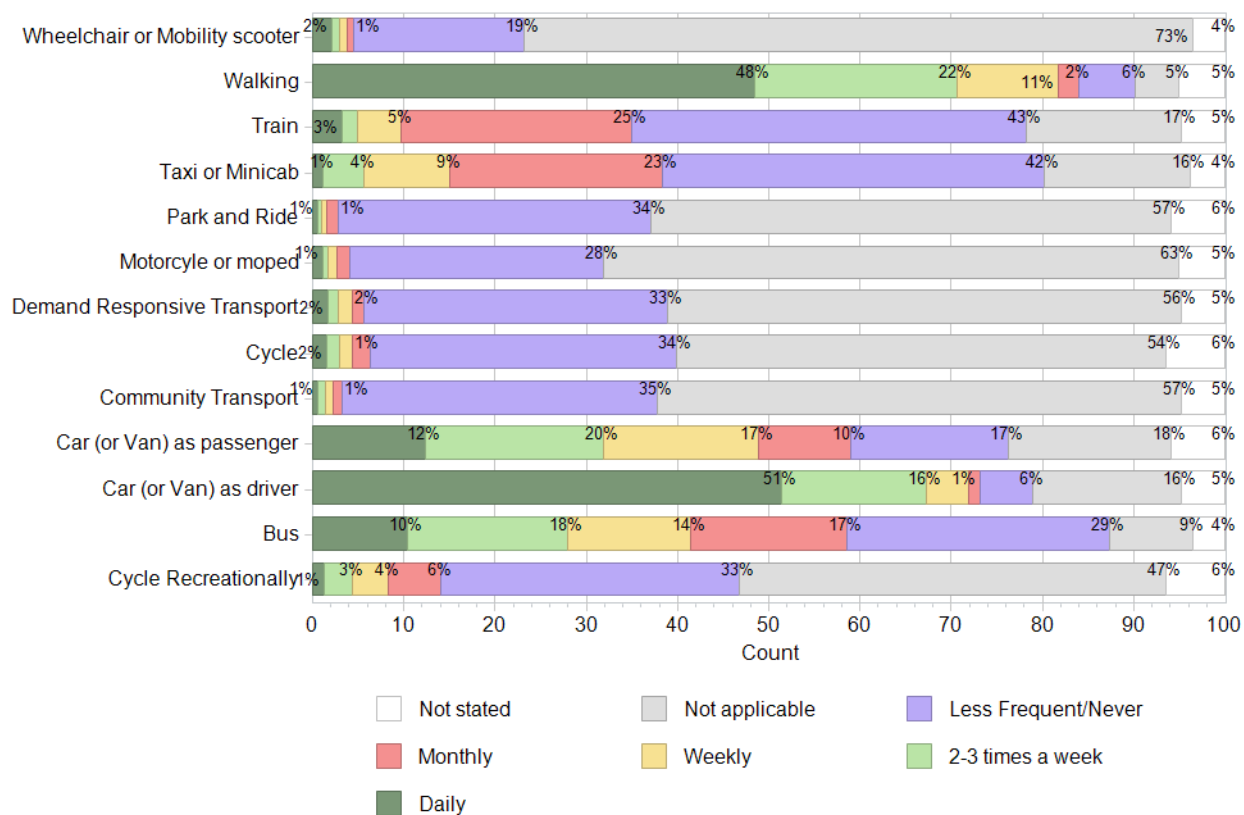


## Question by Question Results for Calderdale MBC

Your Use of Transport (Q17 to Q20)

### Q19 Approximately, how often, if at all do you use each of the following to get about?

This graph shows the percentage of responses in your area to each option in Question Q19. Uses unweighted data.

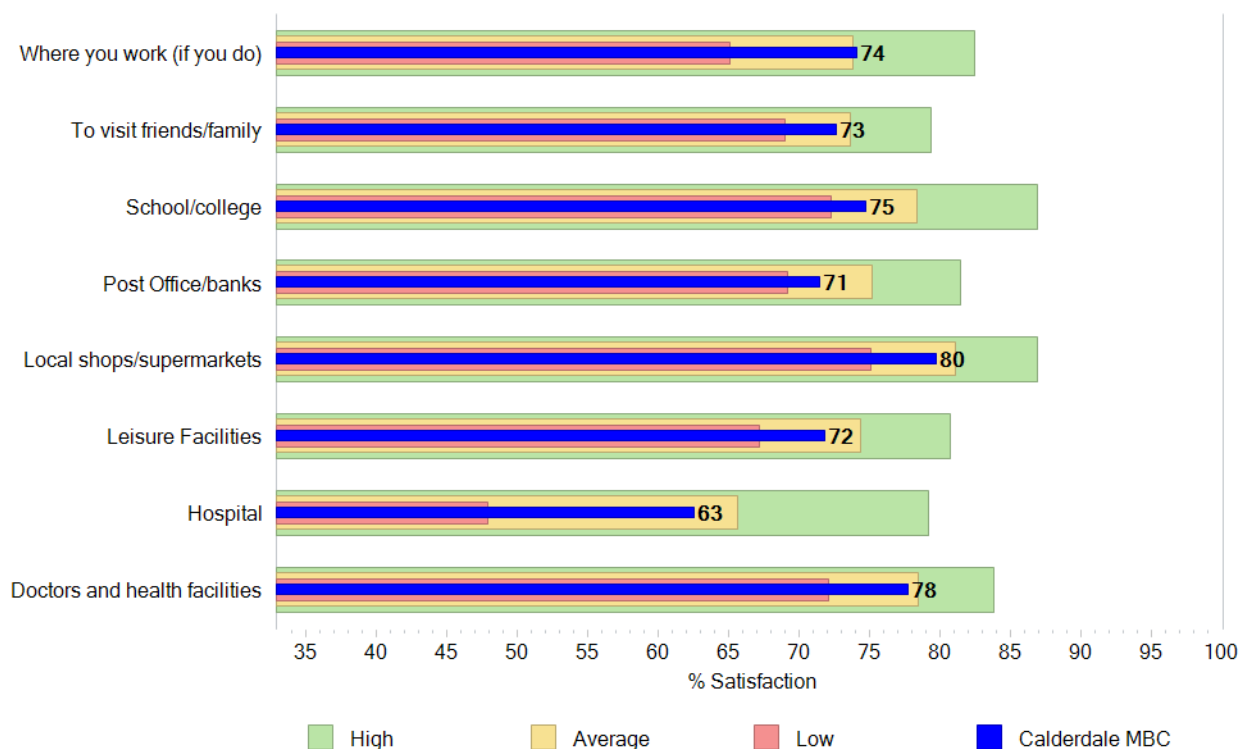


## Question by Question Results for Calderdale MBC

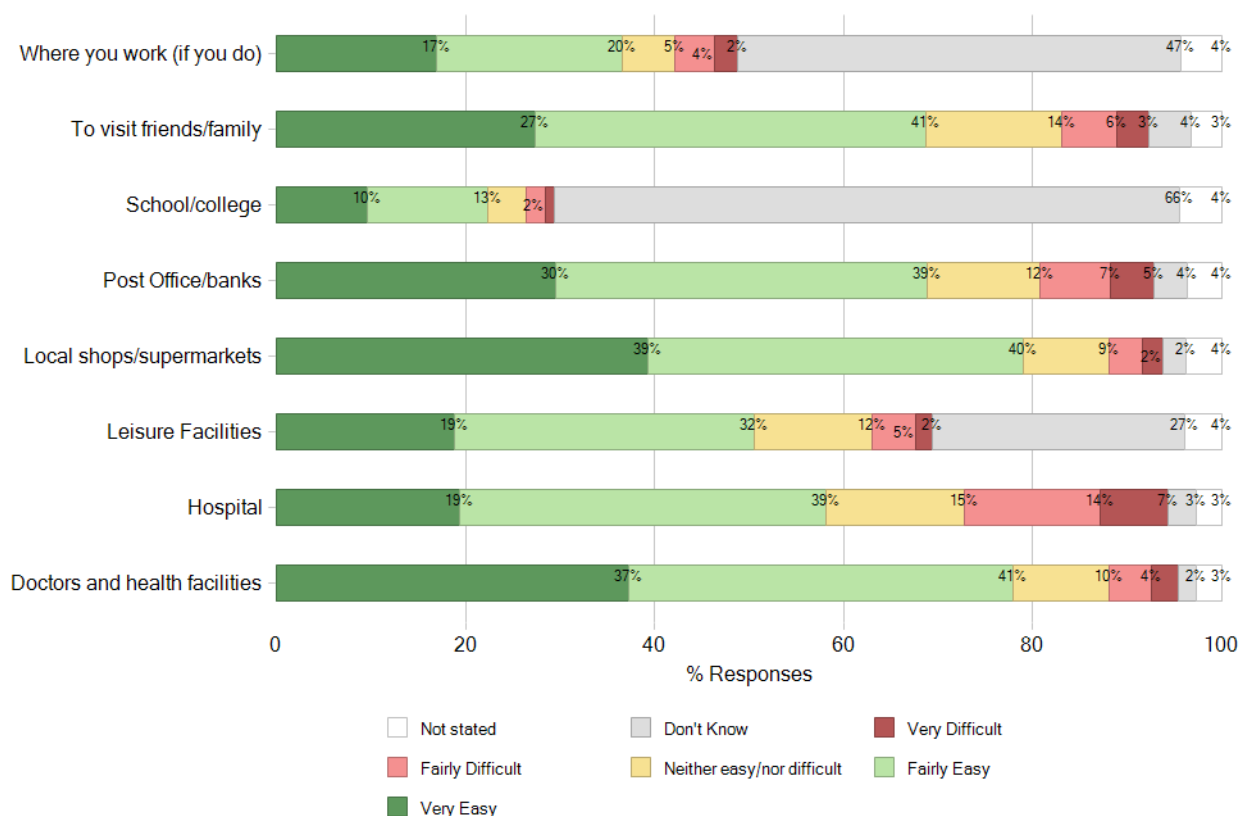
Your Use of Transport (Q17 to Q20)

### Q20 How easy or difficult do you find travelling to the following places (by any form of transport)?

This graph shows your 'Ease of travel' results for Question Q20 and compares them with the average results of all other Authorities in the survey. Uses weighted data.

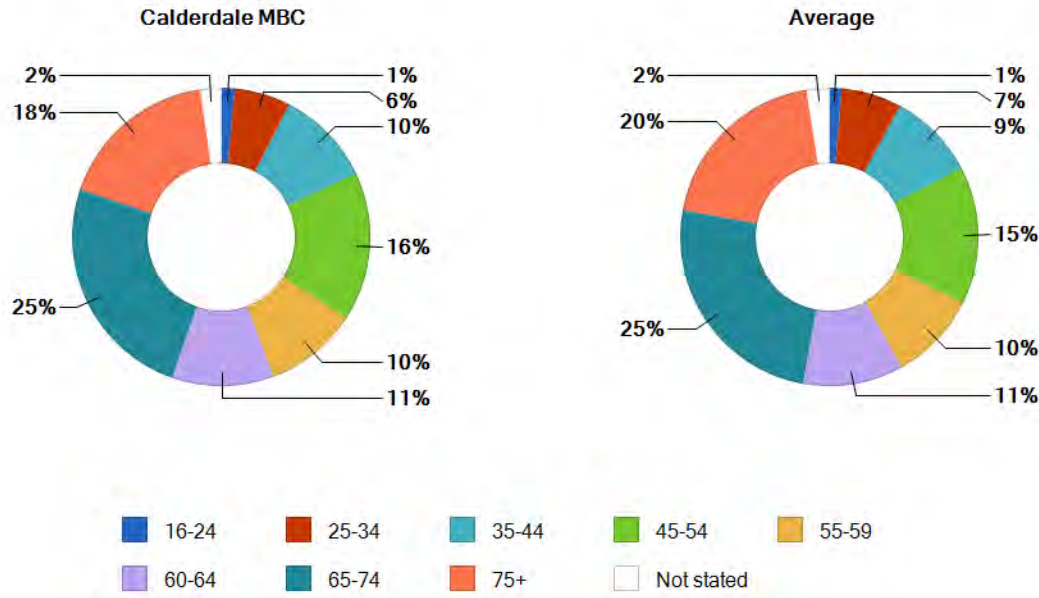


This graph shows the percentage of responses in your area to each option in Question 20. Uses unweighted data.



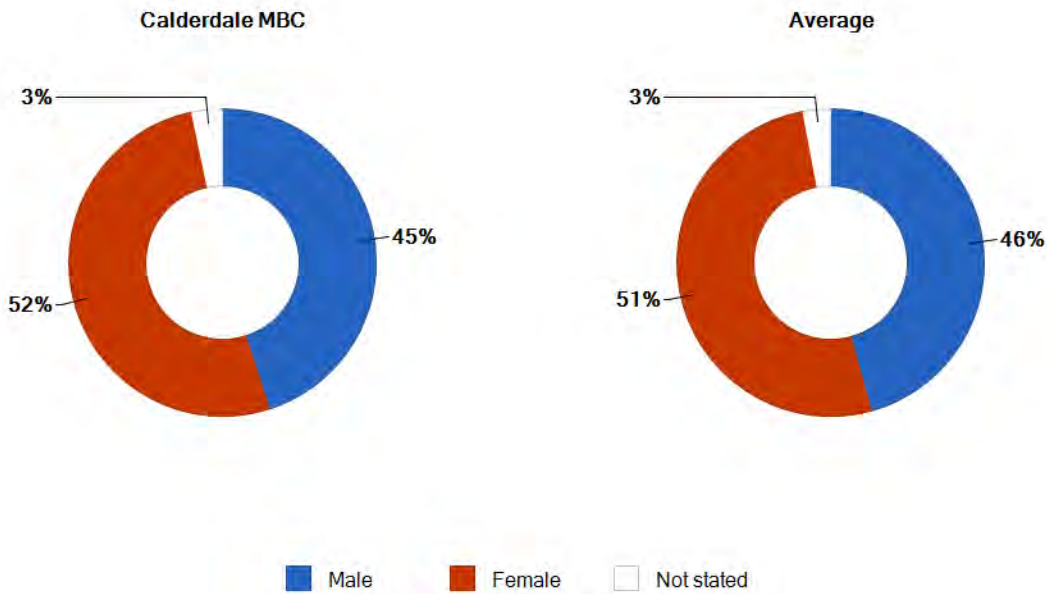
### Q21 Which of these age groups are you in?

This graph shows a breakdown of your respondents by age group, Q21 and compares them with the average results of all other Authorities in the survey. Uses unweighted data.



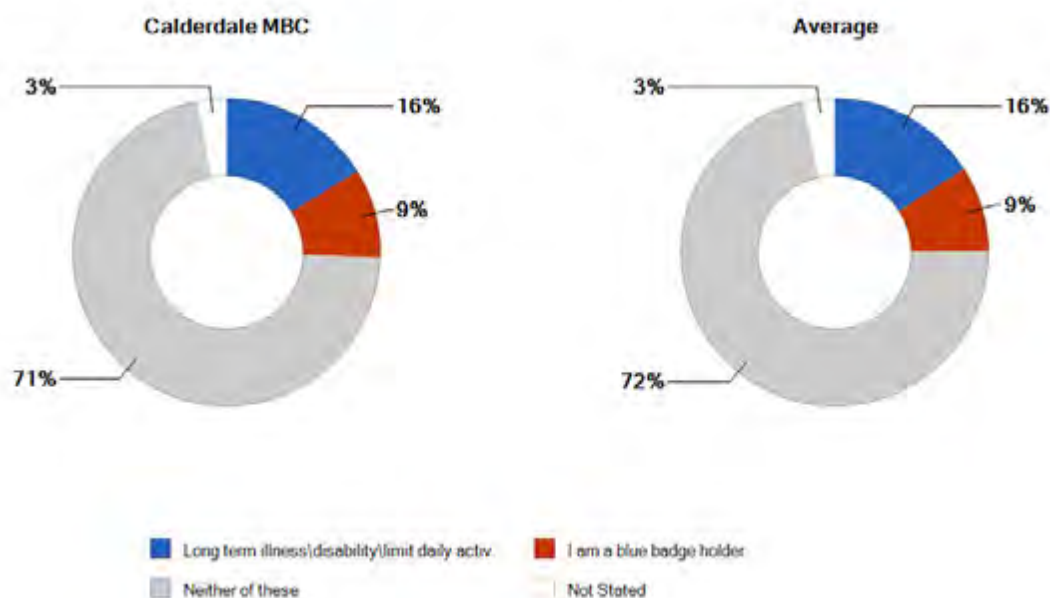
### Q22 Are you?

This graph shows a breakdown of your respondents by gender, Q22 and compares them with the average results of all other Authorities in the survey. Uses unweighted data.



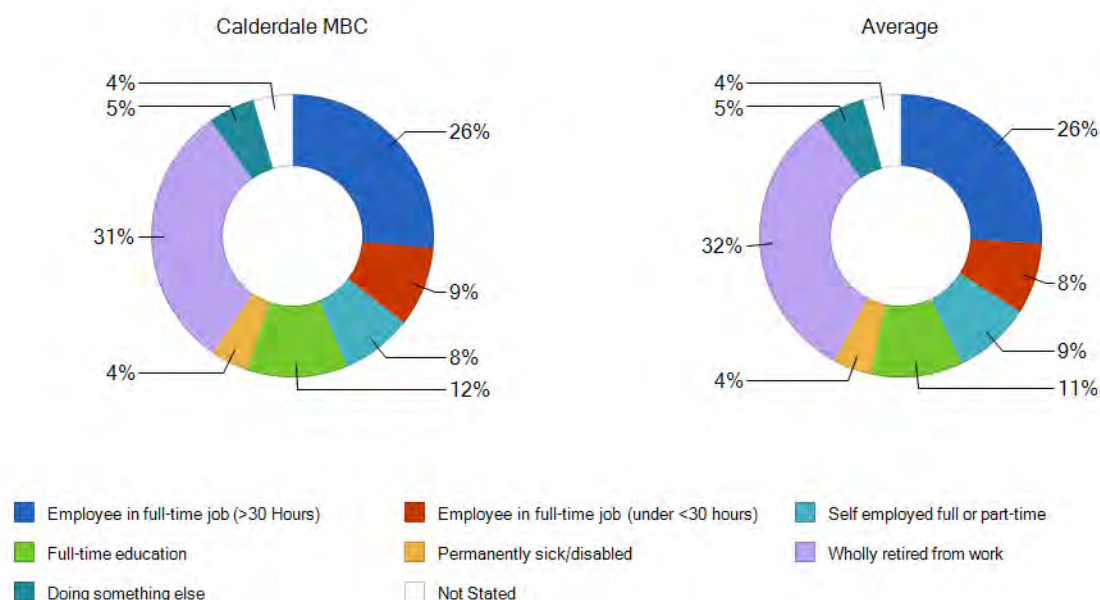
## Q23 Which of these apply to you?

This graph shows a breakdown of your respondents with a long standing illness, disability or infirmity, or a Blue Badge holder Q23 and compares them with the average results of all other Authorities in the survey. Uses unweighted data.



## Q24 Which of the following best describes what you are doing at the moment?

This graph shows a breakdown of your respondents by employment status, Q24 and compares them with the average results of all other Authorities in the survey. Uses unweighted data.



### Q25 To which of these groups do you belong?

This graph shows a breakdown of your respondents by ethnicity (survey question 25) and compares them with the average results of all other Authorities in the survey. Uses unweighted data.

