

Performance Data and Public Satisfaction **estimated* ** 2019/20 onwards only Northern Rail data is reported

Performance Measures	2012/13	2013/14	2014/15	2015/16		2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Peak period traffic count (average) (data from traffic counters on inner cordon on the approach roads to the Inner Ring Road)	19,528	19,514	20,287	20,419		19,417	19,090	19,524	19,023	14,753	18,466*
24 Hour traffic count (average) (data from traffic counters on inner cordon on the approach roads to the Inner Ring Road)	127,306	125,642	123,847	124,764		126,801	125,519	127,938	125,017	94,007	118,412*
Bus Punctuality % on time	64%	64%	63%	87%		89%	86%	86%	Unavailable	93%	Available Autumn 2022
Bus Patronage (all operators)	6,605,517	6,604,117	6,505,849	6,422,947		6,240,594	5,972,163	5,741,507	5,457,204	1,826,616	1,991,239*
Concessionary fares patronage	2,750,929	2,744,792	2,673,485	2,627,062		2,607,611	2,450,526	2,347,694	2,167,240	628,055	1,046,752*
Rail Patronage (all 4 Darlington stations)**	2,241,390	2,279,159	2,322,927	2,337,809		2,368,780	2,417,328	2,498,158	1,256,241	236,013	703,495*
Number of cycling trips (automated cycle counters)	1224.50	1,450	1,556.50	1,315.75		1,618	1,585	1,650	1,614	1,637	1500*
No. of walking trips in the town centre	119,163	121,876	133,983	126,687		124,608	120,359	104,825	111,042	48,958	76,864*

Roads and Footway Conditions											
	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
% of principal roads where maintenance should be considered ('A' class)	6%	5%	3.3%	4%	3.4%	1.6%	1.1%	2.2%	3%	1.9%	1.0%
% of non-principal roads where maintenance should be considered ('B' & 'C')	11%	12%	14%	11%	9%	6%	6%	7%	6%	6%	5%
% of unclassified roads where maintenance should be considered	7%	9%	10%	10%	12%	15%	22%	16%	8%	13%	15.8%
% of footways which are structurally unsound			10%	9%	9%	9%	9%	9%	11%	17%	19.2%
Cost to restore the highway network and assets to original condition (Accumulated depreciation – Whole of Government Accounts)		£59.3 million	£74.2 million	£81.7 million	£92.2 million	£84.0 million	£90.3 million	£88.1 million	£78.3 million	Not available	Not available
Street Lighting											
% of street lighting columns over 40 years		29%	26%	20%	24%	3.8%	Not available	0	0	0	0
% of street lighting columns 20-40 years old		56%	51%	45%	44%	14%	Not available	15%	17%	17.5%	17.5%

	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Bridges											
Bridge Condition Index (average across all bridges; work programme developed from individual inspection reports)				85%	85%	Not available	71%	75%	81%	82%	Not available
Bridge Condition Index (Critical Elements i.e. relating to structural integrity) (average across all bridges; work programme developed from individual inspection reports)				74.6%	74%	Not available	71%	72%	69%	71%	Not available
Inspections											
Number of potholes requiring repair			9,490	8,004	6,611	6,246	6,582	6,631	5,075	5,942	4490 by 31/12/21
Public Rights of Way											
% of rights of way open and available for use – urban fringe leisure routes	63%	75%	67%	84%	79%	86%	75%	85%	85%	82%	84%

Road Safety and Sustainable Transport
(figures in brackets are the three year rolling average)

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Number of people killed or seriously injured in road traffic accidents	36 (37)	35 (35)	41 (37)	41(37)	32 (31)	39 (31)	45 (39)	52 (45)	52 (50)	26 (43)	38 (39)
Number of people slightly injured in road traffic accidents	296 (321)	309 (303)	285 (297)	285 (297)	242 (270)	256 (260)	230 (243)	208 (231)	161 (200)	106 (158)	104 (124)
Number of children killed or seriously injured in road traffic accidents	4 (2.6)	3 (3)	7 (4.6)	7 (4.6)	2 (4)	4 (3)	5 (3)	5 (5)	6 (5)	2 (4)	4 (4)
Number of children slightly injured in road traffic accidents	32 (36)	45 (37)	34 (37)	34(37)	32 (43)	27 (41)	24 (28)	28 (26)	13 (22)	12 (18)	7 (11)
% of children taking part in pedestrian training from participating schools	80	85	91	91	86	90	87	86	86	78	Not yet available
% of children taking part in cycle training (Year 5) from participating schools	45	54	56	56	50	52	66	63	63	95	Not yet available

NHT Satisfaction Survey Results

Public Satisfaction – National Highways and Transportation Survey (NHT)										
	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Overall public satisfaction	55.7	54.9	55.1	56	56	54	54	55	55	53
Public transport overall	54	-	-	59	59	60	62	64	58	55
Local bus services	54	58	60	60	62	60	62	63	63	58
Local bus services (BVPI 104)	47	53	55	60	61	64	66	62	59	56
Public Transport Info (BVPI 103)	39	41	48	48	51	47	51	51	41	39
Taxi/Mini cab services	67	68	70	69	67	66	68	69	69	64
Community Transport	57	57	58	56	55	55	55	59	62	59
Walking & Cycling overall	58	57	55	57	58	56	56	56	53	53
Pavements and footpaths	56	55	55	55	55	54	53	54	53	51
Pavements and footpaths (aspects)	57	58	57	61	61	58	58	60	56	55
Cycle routes and facilities	59	55	53	54	55	55	54	53	50	51
Cycle routes and facilities (aspects)	60	57	55	58	58	55	59	55	49	52
Rights of Way	57	60	58	58	60	57	58	59	58	56

Rights of way (aspects)	56	55	52	58	56	56	56	56	54	53
Tackling congestion overall	52	54	53	53	51	48	49	50	49	48
Traffic levels and congestion	49	49	44	47	46	44	46	45	49	49
Management of Road works	54	53	51	56	50	51	53	55	54	53
Traffic management	55	54	54	56	56	55	57	56	42	40
Overall road safety	59	57	57	62	58	57	60	59	56	55
Road safety locally	62	59	61	63	60	57	58	59	58	55
Road safety environment	58	56	57	61	57	57	59	59	57	56
Road safety education	58	57	56	61	58	58	61	59	54	54
Overall highways maintenance	50	46	47	52	53	50	49	51	49	46
Condition of highways	34	28	31	34	38	34	30	35	35	31
Highways maintenance	48	48	48	54	53	51	51	53	51	43
Street lighting	69	69	71	70	69	66	65	65	65	65
Highway enforcement/obstructions	49	49	48	51	50	48	49	52	46	45