

Performance Data

**estimated ** 2019/20 onwards only Northern Rail data is reported*

During the year monitoring information is collected and used to measure performance as to how the transport system is operating and being used by the public. This data informs the asset management programme and plans for speed and traffic management, as well as informing discussions with stakeholders including bus and rail operators and the Police. The data is shown in the table with key points summarized below.

- (a) Walking trips into the town centre fell by 50% during 2020/21 compared to the pre-pandemic levels but are currently on track to recover to approximately 90%.
- (b) The cycling data is mixed. The automatic counters across the town show a possible decline on previous years as of December 2022 but the latest quarterly count of cycling into and out of the town centre show that cycling levels have recovered to pre-pandemic levels (5% increase).
- (c) Bus patronage has reduced due to Covid infections reducing driver availability (and thus reductions in service frequency); people having less reasons to travel due to people working from home, home delivery, vulnerable people continuing to limit contact with others. The number of trips fell from 5.5million pre-Covid in 2019/20 to less than 2million in 2020/21. In 2022/23 there remains an estimated reduction in trips of 35%. Trips by people using a concessionary bus pass have also remained lower than normal (down by 44%). Bus reliability continues to be an issue due to driver availability.
- (d) Vehicle traffic levels reduced significantly during the lockdown in early 2021 to 30% of normal levels. Traffic levels have recovered and are forecast to be at near normal levels by the end of the financial year.
- (e) The road safety statistics show a continuing reduction in casualties on a three year rolling average, with a notable reduction in the number of people slightly injured falling from 104 in 2021 to 59 in 2022 (43%). The number of seriously injured has reduced compared to 2021, at 33 (38 in 2021) of which four were children.
- (f) The road condition data shows that the structural maintenance programme continues to keep the % of principal and non-principal roads requiring interventions at low levels.

Performance Measures	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
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	18,460	Available April 2023

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	117,811	Available April 2023
Bus Punctuality % on time	64%	64%	63%	87%	89%	86%	86%	Not available	93%	88.9%	Available Autumn 2023
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	3,286,557	3,534,843*
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	1,094,852	1,224,715*
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	799,506	2,249,142*
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	1,581	Available April 2023
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	83,124	97,803*

Roads and Footway Conditions											
	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
% of principal roads where maintenance should be considered ('A' class)	5%	3.3%	4%	3.4%	1.6%	1.1%	2.2%	3%	1.9%	1.0%	1.29%
% of non-principal roads where maintenance should be considered ('B' & 'C')	12%	14%	11%	9%	6%	6%	7%	6%	6%	5%	5.4%
% of unclassified roads where maintenance should be considered	9%	10%	10%	12%	15%	22%	16%	8%	13%	15.8%	Not available
% of footways which are structurally unsound		10%	9%	9%	9%	9%	9%	11%	17%	19.2%	22%
Cost to restore the highway network and assets to original condition (Accumulated depreciation – Whole of Government Accounts)		£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	Not available
Street Lighting											
% of street lighting columns over 40 years		26%	20%	24%	3.8%	Not available	0	0	0	0	0
% of street lighting columns 20-40 years old		51%	45%	44%	14%	Not available	15%	17%	17.5%	17.5%	18.7%

	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
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	79%
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	69%
Inspections											
Number of potholes requiring repair		9,490	8,004	6,611	6,246	6,582	6,631	5,075	5,942	6,544	3,054 to end Oct
Public Rights of Way											
% of rights of way open and available for use – urban fringe leisure routes	75%	67%	84%	79%	86%	75%	85%	85%	82%	84%	84%

Road Safety and Sustainable Transport (figures in brackets are the three year rolling average)											
	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Number of people killed or seriously injured in road traffic accidents	35 (35)	41 (37)	41 (37)	32 (31)	39 (31)	45 (39)	52 (45)	52 (50)	26 (43)	38 (39)	33 (32)
Number of people slightly injured in road traffic accidents	309 (303)	285 (297)	285 (297)	242 (270)	256 (260)	230 (243)	208 (231)	161 (200)	106 (158)	104 (124)	59 (90)
Number of children killed or seriously injured in road traffic accidents	3 (3)	7 (4.6)	7 (4.6)	2 (4)	4 (3)	5 (3)	2 (5)	6 (5)	2 (4)	4 (4)	4 (3)
Number of children slightly injured in road traffic accidents	45 (37)	34 (37)	34 (37)	32 (43)	27 (41)	24 (28)	28 (26)	13 (22)	12 (18)	7 (11)	16 (12)
% of children taking part in pedestrian training from participating schools	85	91	91	86	90	87	86	86	78	92	Not yet available
% of children taking part in cycle training (Year 5) from participating schools	54	56	56	50	52	66	63	63	95	60	Not yet available

Public Satisfaction - NHT Satisfaction Survey Results

Each year Darlington takes part in the National Highways and Transport Network Public Satisfaction Survey. In 2022/23 overall satisfaction was down from 53% to 50%. Whilst the reduction in satisfaction is disappointing it reflects the national trend.

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	2022/23
Overall public satisfaction	55.7	54.9	55.1	56	56	54	54	55	55	53	50
Public transport overall	54	-	-	59	59	60	62	64	58	55	48
Local bus services	54	58	60	60	62	60	62	63	63	58	52
Local bus services (BVPI 104)	47	53	55	60	61	64	66	62	59	56	44
Public Transport (BVPI 103)	39	41	48	48	51	47	51	51	41	39	31
Taxi/Mini cab services	67	68	70	69	67	66	68	69	69	64	52
Community Transport	57	57	58	56	55	55	55	59	62	59	55
Walking & Cycling overall	58	57	55	57	58	56	56	56	53	53	52
Pavements and footpaths	56	55	55	55	55	54	53	54	53	51	52
Pavements and Aspects (footpaths)	57	58	57	61	61	58	58	60	56	55	51
Cycle routes and facilities	59	55	53	54	55	55	54	53	50	51	50
Cycle routes and facilities (aspects)	60	57	55	58	58	55	59	55	49	52	52

Rights of Way	57	60	58	58	60	57	58	59	58	56	53
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Rights of way (aspects)	56	55	52	58	56	56	56	56	54	53	51
Tackling congestion overall	52	54	53	53	51	48	49	50	49	48	45
Traffic levels and congestion	49	49	44	47	46	44	46	45	49	49	44
Management of Road works	54	53	51	56	50	51	53	55	54	53	47
Traffic management	55	54	54	56	56	55	57	56	42	40	39
Overall road safety	59	57	57	62	58	57	60	59	56	55	56
Road safety locally	62	59	61	63	60	57	58	59	58	55	56
Road safety environment	58	56	57	61	57	57	59	59	57	56	56
Road safety education	58	57	56	61	58	58	61	59	54	54	55
Overall highways maintenance	50	46	47	52	53	50	49	51	49	46	47
Condition of highways	34	28	31	34	38	34	30	35	35	31	33
Highways maintenance	48	48	48	54	53	51	51	53	51	43	48
Street lighting	69	69	71	70	69	66	65	65	65	65	62
Highway enforcement & obstructions	49	49	48	51	50	48	49	52	46	45	43

The chart below compares Darlington's results with the North East Average.

