

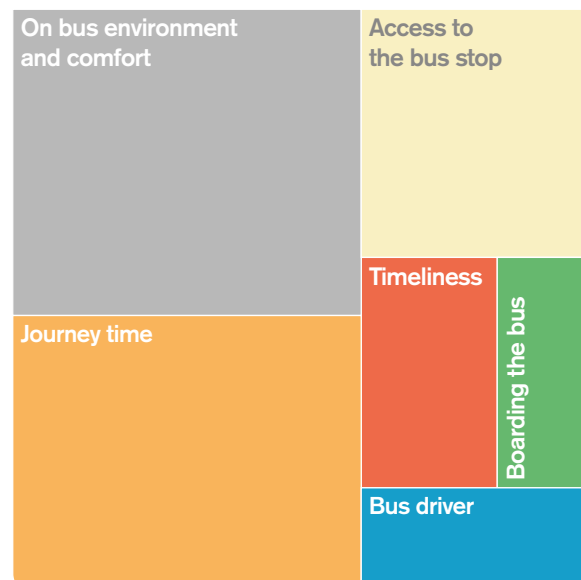
Nottinghamshire

Headline results



Which themes are affecting overall passenger satisfaction?

See page 205 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	93	94	93	93	60	32	5	2	1246
Fare-paying passengers	91	93	91	91	52	39	6	3	423
Free pass holders	96	96	94	95	72	23	4	1	788
Aged 16 to 34	87	90	88	89	39	50	9	3	171
Aged 35 to 59	94	94	95	92	67	25	5	3	255
Passengers commuting	88	93	91	90	49	41	7	3	201
Passengers not commuting	95	95	94	94	66	28	5	2	967
Passengers saying they have a disability	91	94	92	94	62	31	4	2	389
Value for money									
All fare-paying passengers	68	66	72	70	31	38	18	12	418
Aged 16 to 34	62	59	67	68	28	40	18	14	156
Aged 35 to 59	73	73	74	72	35	37	19	10	199
Passengers commuting	65	61	70	68	29	39	17	15	165
Passengers not commuting	71	74	76	72	33	40	19	8	239
Punctuality & time waiting for bus									
Punctuality of the bus	86	83	82	83	53	31	9	8	1168
The length of time waited	84	83	83	82	48	34	12	6	1225
On-bus journey time									
Time the journey on the bus took	89	93	91	88	57	31	9	3	1270

Detailed results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
The bus stop									
Overall satisfaction with the bus stop	90	83	84	84	48	36	10	6	1197
Its distance from the journey start	89	88	91	87	57	30	9	4	1158
The convenience/accessibility of its location	93	93	92	90	60	30	7	3	1066
Its condition/standard of maintenance	82	77	77	81	46	35	11	7	1070
Its freedom from graffiti/vandalism	83	81	84	82	52	30	11	7	1078
Its freedom from litter	80	80	78	79	44	35	12	8	1075
The information provided at the stop	83	78	79	79	45	34	12	8	1087
Your personal safety whilst at the stop	83	83	84	82	50	32	14	4	1086
On the bus									
Route/destination information on the outside of the bus	92	90	92	89	59	31	9	2	1207
The cleanliness and condition of the outside of the bus	90	84	88	86	52	34	11	3	1186
The ease of getting onto and off the bus	96	95	95	91	65	26	7	2	1240
The length of time it took to board	96	96	94	93	65	28	6	1	1205
The cleanliness and condition of the inside of the bus	90	83	85	88	50	39	6	6	1254
The information provided inside the bus	82	77	80	82	47	35	14	4	1141
The availability of seating or space to stand	89	93	92	89	58	32	7	4	1235
The comfort of the seats	84	82	81	80	46	34	11	9	1228
The amount of personal space you had around you	80	84	83	81	48	33	10	8	1211
Provision of grab rails to stand/move within the bus	88	89	89	89	53	35	9	2	1207
The temperature inside the bus	81	84	81	83	49	34	11	6	1225
Your personal security whilst on the bus	90	91	91	89	57	32	9	2	1224
The bus driver									
How near to the kerb the driver stopped	95	95	95	94	69	25	4	2	1247
The driver's appearance	94	94	94	93	70	23	6	1	1220
The greeting/welcome you got from the driver	88	87	89	88	65	23	9	3	1239
The helpfulness and attitude of the driver	86	88	88	88	64	24	10	3	1227
The time the driver gave you to get to your seat	87	88	89	88	64	24	8	5	1225
Smoothness/freedom from jolting during the journey	81	82	84	86	52	34	8	6	1237
Safety of the driving (i.e. speed, driver concentrating)	91	91	93	91	65	26	7	2	1234

Factors affecting journey time

Occurrence (%)	2014	2015	2016	2017
Congestion/traffic jams	17	17	18	15
Road works	15	7	10	8
Bus driver driving too slowly	2	1	2	2
Poor weather conditions	2	6	2	4
Waiting too long at stops	5	4	3	2
Passenger boarding time	16	13	16	13
Base size	803	1310	1146	1304

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2014	2015	2016	2017
Other passengers' behaviour giving cause to worry or feel uncomfortable	7	5	5	3
Base size	803	1288	1118	1277