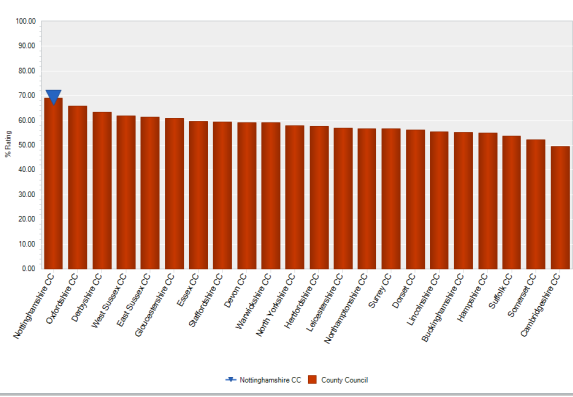
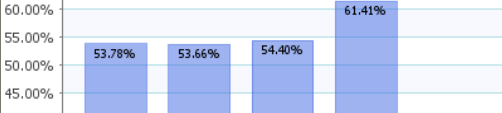


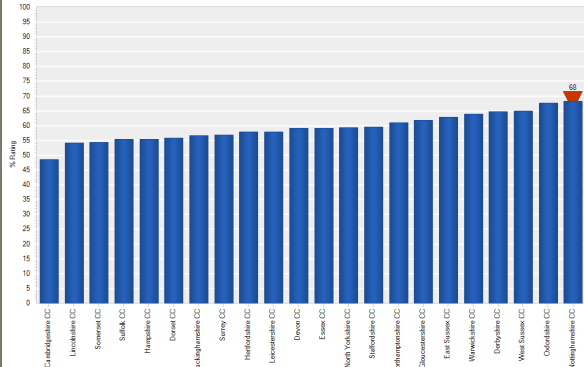
Transport and Travel Services - Satisfaction Benchmarking report 2012

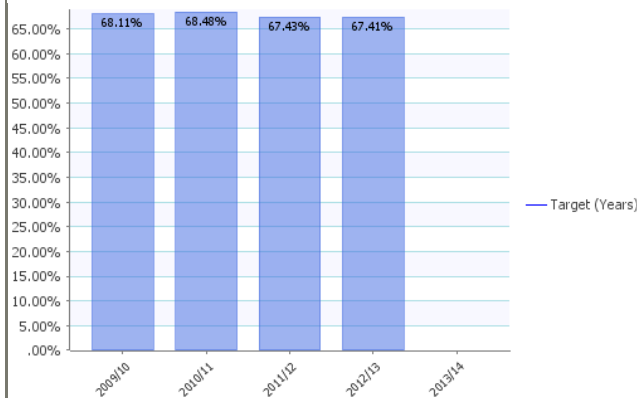
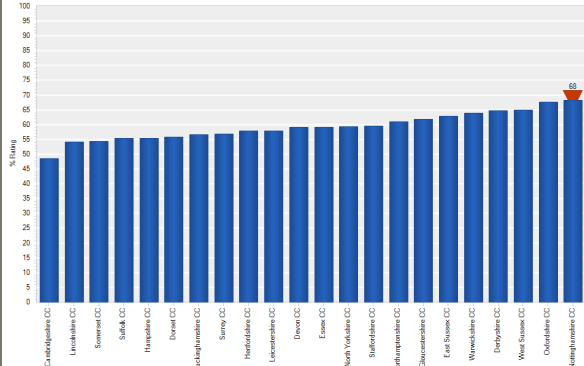
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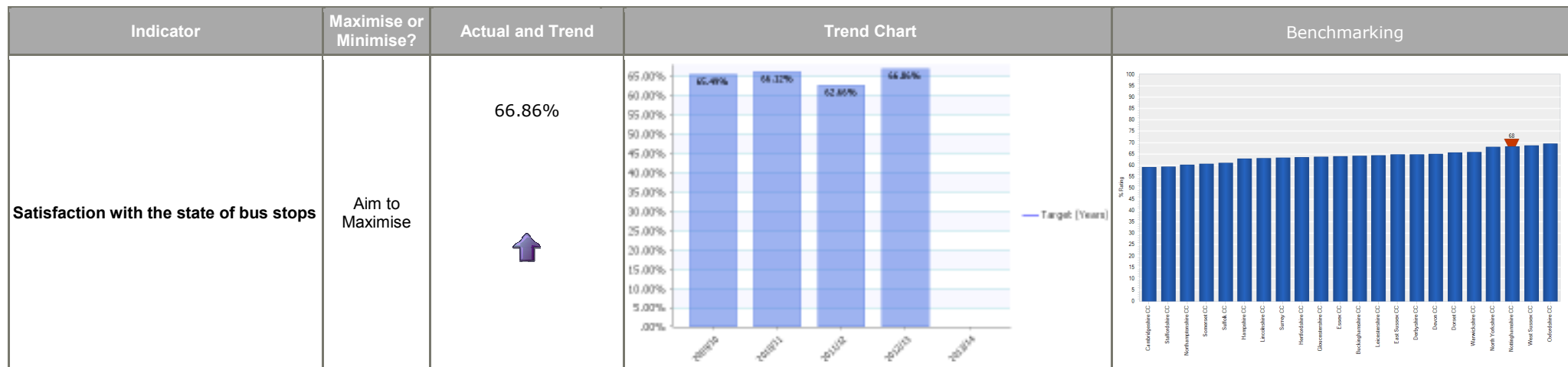
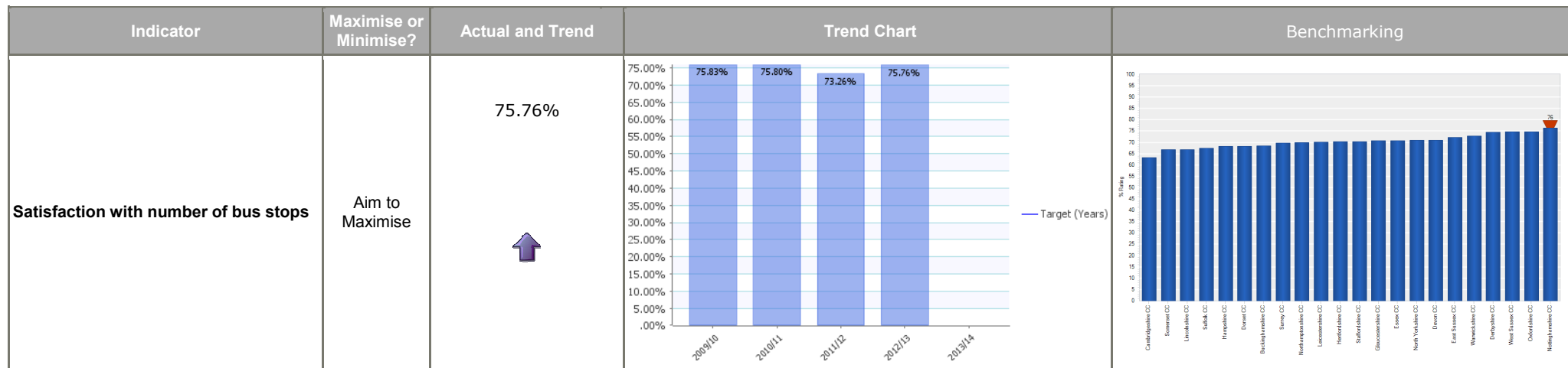


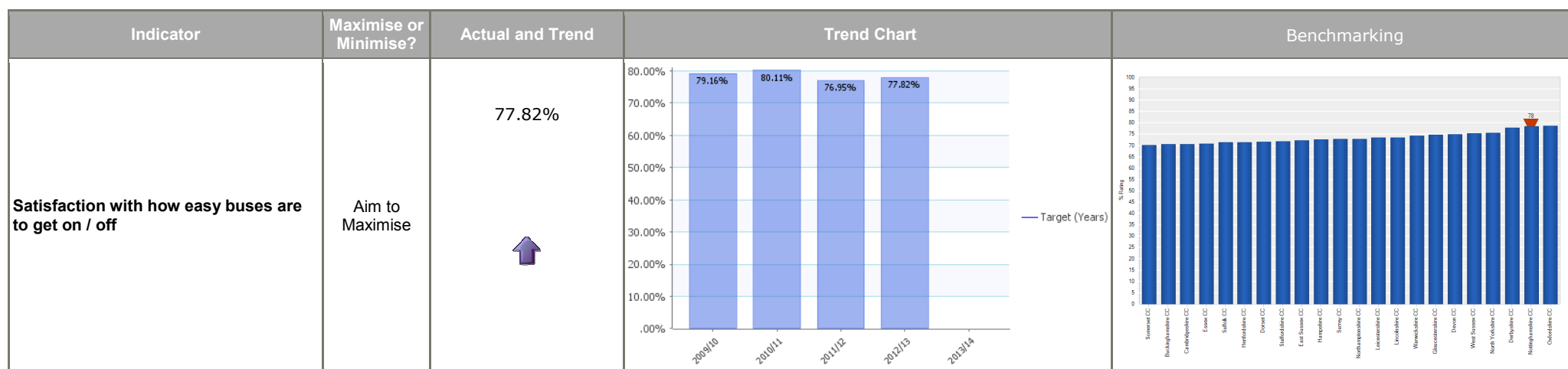
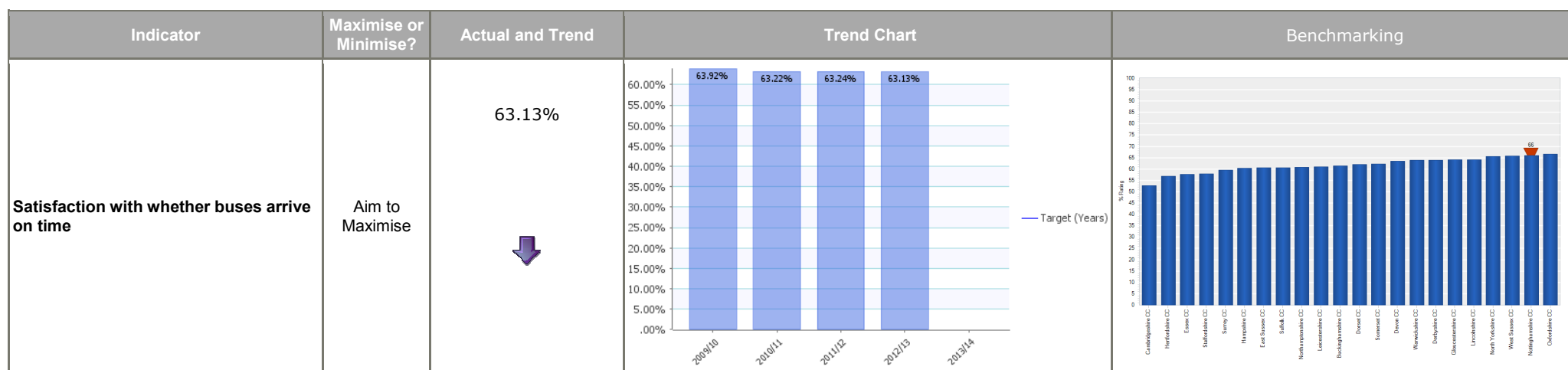
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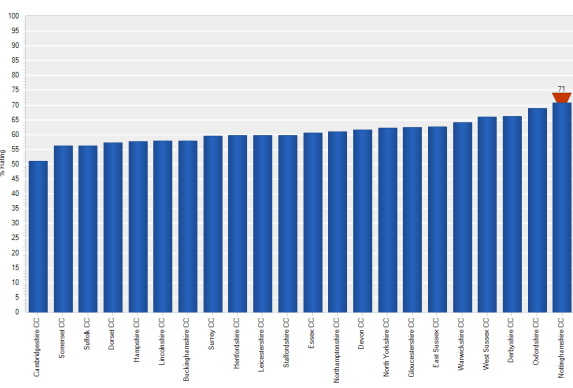
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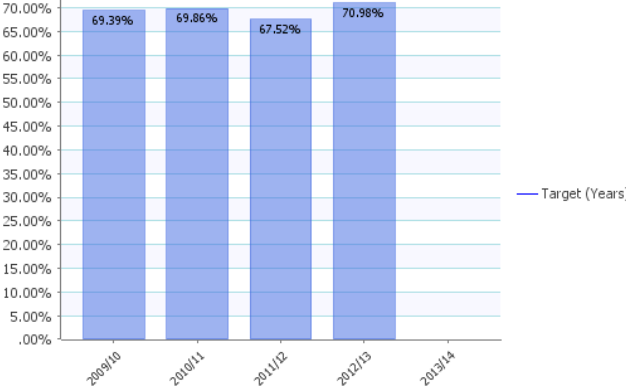
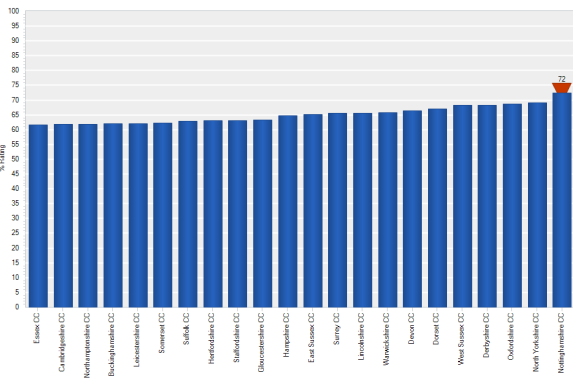
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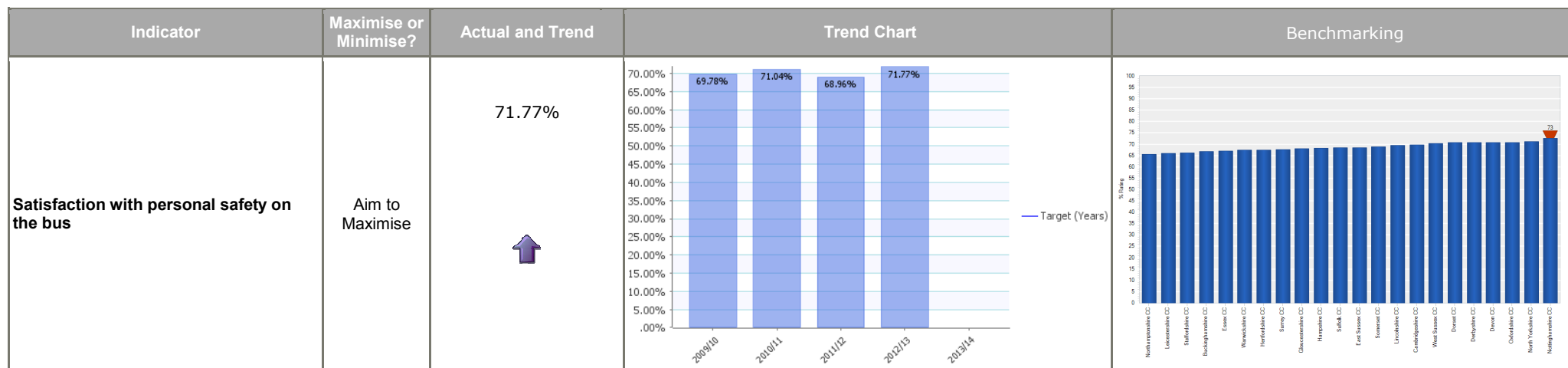
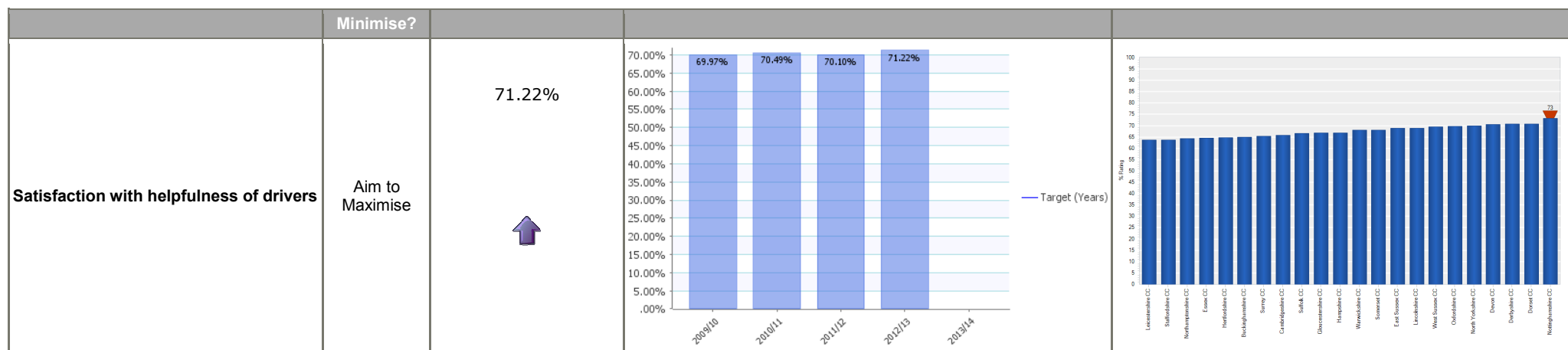




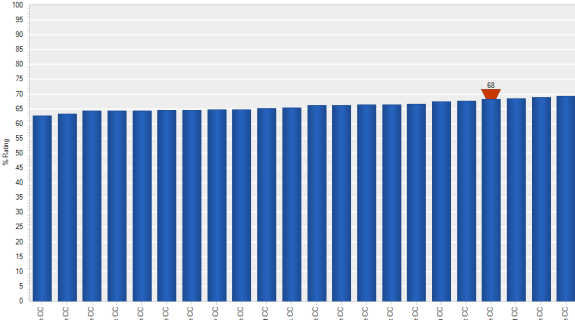
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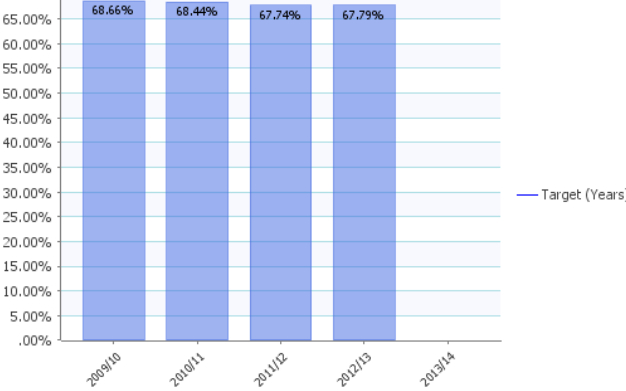
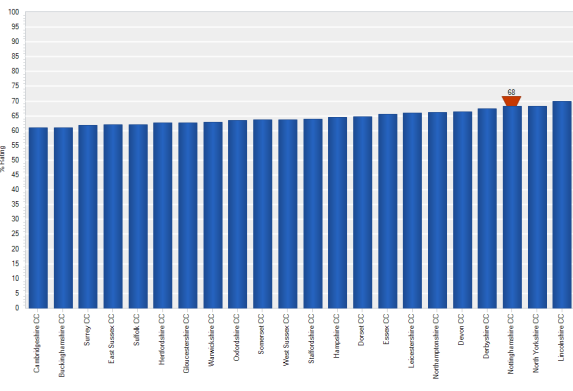
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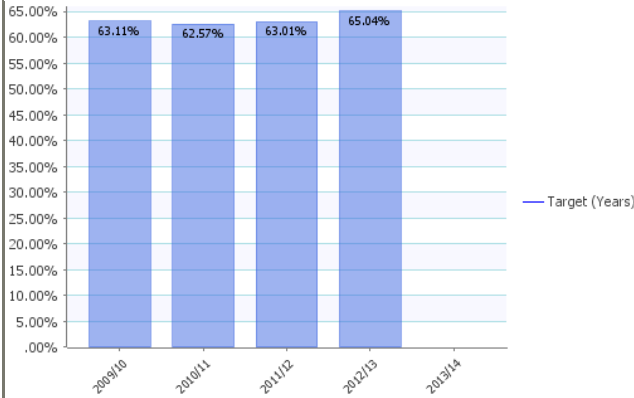
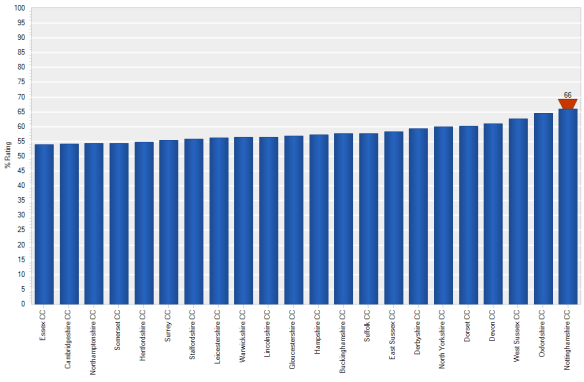
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Satisfaction with Quality and cleanliness of buses	Aim to Maximise	70.98% 	 <table border="1"><thead><tr><th>Year</th><th>Value</th></tr></thead><tbody><tr><td>2009/10</td><td>69.39%</td></tr><tr><td>2010/11</td><td>69.86%</td></tr><tr><td>2011/12</td><td>67.52%</td></tr><tr><td>2012/13</td><td>70.98%</td></tr><tr><td>2013/14</td><td>-</td></tr></tbody></table>	Year	Value	2009/10	69.39%	2010/11	69.86%	2011/12	67.52%	2012/13	70.98%	2013/14	-	 <table border="1"><thead><tr><th>Local Authority</th><th>% Rating</th></tr></thead><tbody><tr><td>Essex CC</td><td>60</td></tr><tr><td>Cardiffshire CC</td><td>60</td></tr><tr><td>Northamptonshire CC</td><td>60</td></tr><tr><td>Bedfordshire CC</td><td>60</td></tr><tr><td>Leicestershire CC</td><td>60</td></tr><tr><td>Somerset CC</td><td>60</td></tr><tr><td>Suffolk CC</td><td>60</td></tr><tr><td>North Yorkshire CC</td><td>60</td></tr><tr><td>Gloucestershire CC</td><td>60</td></tr><tr><td>Staffordshire CC</td><td>60</td></tr><tr><td>Hampshire CC</td><td>60</td></tr><tr><td>East Sussex CC</td><td>60</td></tr><tr><td>Surrey CC</td><td>60</td></tr><tr><td>Leicestershire CC</td><td>60</td></tr><tr><td>Wiltshire CC</td><td>60</td></tr><tr><td>Derbyshire CC</td><td>60</td></tr><tr><td>Derbyshire CC</td><td>60</td></tr><tr><td>West Sussex CC</td><td>60</td></tr><tr><td>Derbyshire CC</td><td>60</td></tr><tr><td>Oxfordshire CC</td><td>60</td></tr><tr><td>North Yorkshire CC</td><td>60</td></tr><tr><td>Nottinghamshire CC</td><td>72</td></tr></tbody></table>	Local Authority	% Rating	Essex CC	60	Cardiffshire CC	60	Northamptonshire CC	60	Bedfordshire CC	60	Leicestershire CC	60	Somerset CC	60	Suffolk CC	60	North Yorkshire CC	60	Gloucestershire CC	60	Staffordshire CC	60	Hampshire CC	60	East Sussex CC	60	Surrey CC	60	Leicestershire CC	60	Wiltshire CC	60	Derbyshire CC	60	Derbyshire CC	60	West Sussex CC	60	Derbyshire CC	60	Oxfordshire CC	60	North Yorkshire CC	60	Nottinghamshire CC	72
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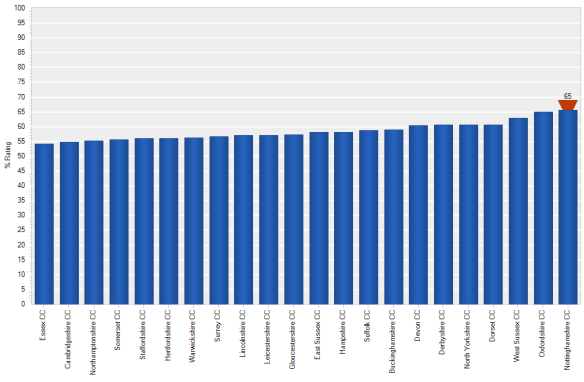


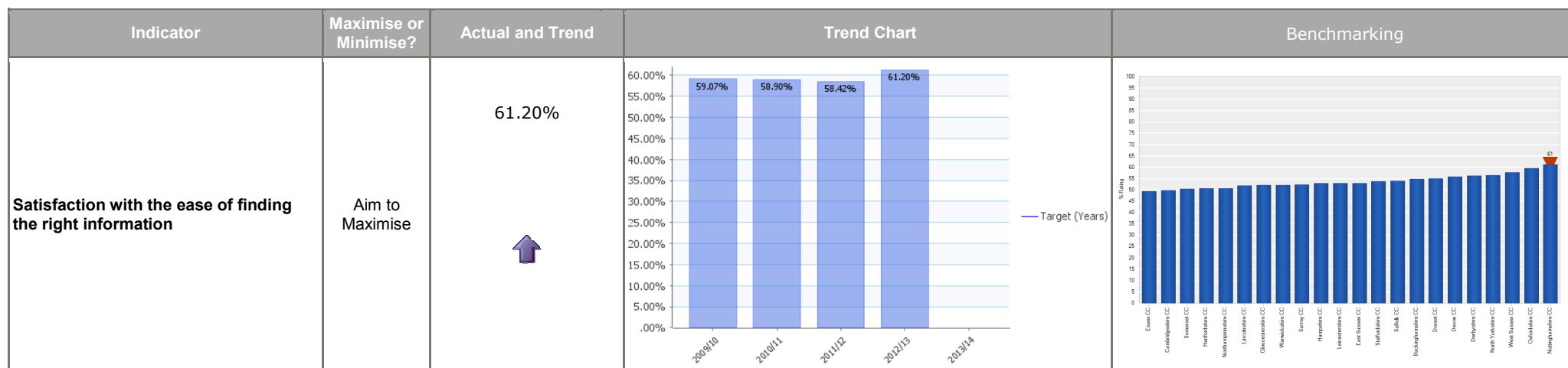
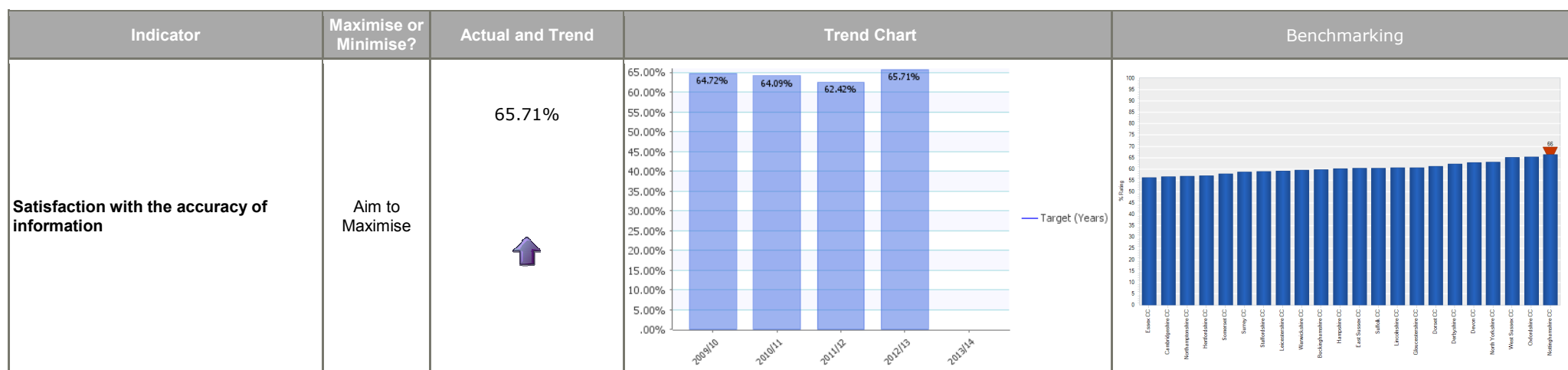
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Satisfaction with personal safety while waiting at the bus stop	Aim to Maximise	66.34% 	 <table border="1"><thead><tr><th>Year</th><th>Value</th></tr></thead><tbody><tr><td>2009/10</td><td>66.02%</td></tr><tr><td>2010/11</td><td>65.74%</td></tr><tr><td>2011/12</td><td>66.82%</td></tr><tr><td>2012/13</td><td>66.34%</td></tr><tr><td>2013/14</td><td>66.34%</td></tr></tbody></table>	Year	Value	2009/10	66.02%	2010/11	65.74%	2011/12	66.82%	2012/13	66.34%	2013/14	66.34%	 <table border="1"><thead><tr><th>Location</th><th>Value</th></tr></thead><tbody><tr><td>Suffolkham CC</td><td>60</td></tr><tr><td>Northampton CC</td><td>60</td></tr><tr><td>Warwickham CC</td><td>61</td></tr><tr><td>Essex CC</td><td>61</td></tr><tr><td>Norfolkham CC</td><td>61</td></tr><tr><td>Gloucesterham CC</td><td>61</td></tr><tr><td>Leicestersham CC</td><td>61</td></tr><tr><td>Surrey CC</td><td>61</td></tr><tr><td>Buckinghamham CC</td><td>61</td></tr><tr><td>Somerset CC</td><td>61</td></tr><tr><td>Suffolk CC</td><td>61</td></tr><tr><td>Hampshire CC</td><td>61</td></tr><tr><td>Cambridgesham CC</td><td>61</td></tr><tr><td>Leicestersham CC</td><td>61</td></tr><tr><td>East Sussex CC</td><td>61</td></tr><tr><td>Dorsetham CC</td><td>61</td></tr><tr><td>Dorset CC</td><td>61</td></tr><tr><td>West Sussex CC</td><td>61</td></tr><tr><td>Northampton CC</td><td>66</td></tr><tr><td>Dorset CC</td><td>61</td></tr><tr><td>Oxfordham CC</td><td>61</td></tr><tr><td>North Yorkshire CC</td><td>61</td></tr></tbody></table>	Location	Value	Suffolkham CC	60	Northampton CC	60	Warwickham CC	61	Essex CC	61	Norfolkham CC	61	Gloucesterham CC	61	Leicestersham CC	61	Surrey CC	61	Buckinghamham CC	61	Somerset CC	61	Suffolk CC	61	Hampshire CC	61	Cambridgesham CC	61	Leicestersham CC	61	East Sussex CC	61	Dorsetham CC	61	Dorset CC	61	West Sussex CC	61	Northampton CC	66	Dorset CC	61	Oxfordham CC	61	North Yorkshire CC	61
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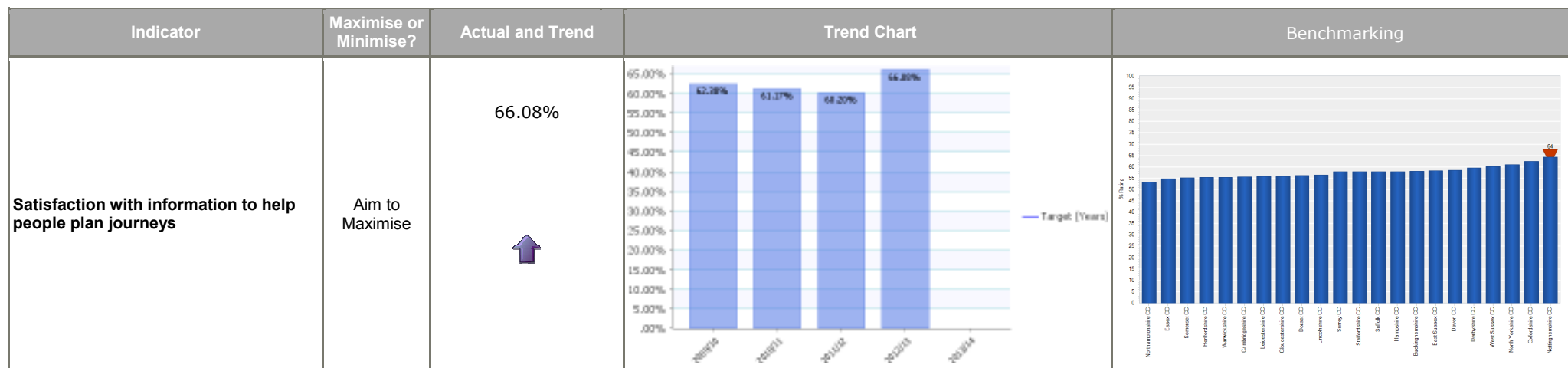
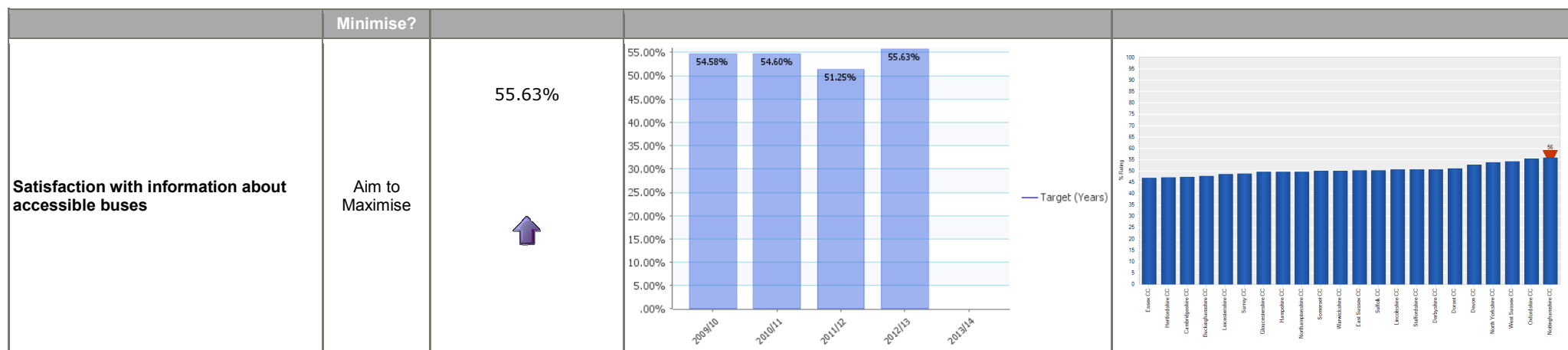
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Satisfaction with raised kerbs at bus stops	Aim to Maximise	67.79% 	 <table border="1"><thead><tr><th>Year</th><th>Satisfaction (%)</th></tr></thead><tbody><tr><td>2009/10</td><td>68.66%</td></tr><tr><td>2010/11</td><td>68.44%</td></tr><tr><td>2011/12</td><td>67.74%</td></tr><tr><td>2012/13</td><td>67.79%</td></tr><tr><td>2013/14</td><td>67.79%</td></tr></tbody></table>	Year	Satisfaction (%)	2009/10	68.66%	2010/11	68.44%	2011/12	67.74%	2012/13	67.79%	2013/14	67.79%	 <table border="1"><thead><tr><th>Location</th><th>Satisfaction (%)</th></tr></thead><tbody><tr><td>Ceredigion CC</td><td>60</td></tr><tr><td>Brecknockshire CC</td><td>60</td></tr><tr><td>Surrey CC</td><td>61</td></tr><tr><td>East Sussex CC</td><td>61</td></tr><tr><td>Suffolk CC</td><td>61</td></tr><tr><td>Hertfordshire CC</td><td>61</td></tr><tr><td>Gloucestershire CC</td><td>61</td></tr><tr><td>Warwickshire CC</td><td>61</td></tr><tr><td>Oxfordshire CC</td><td>61</td></tr><tr><td>Somerset CC</td><td>61</td></tr><tr><td>West Sussex CC</td><td>61</td></tr><tr><td>Staffordshire CC</td><td>61</td></tr><tr><td>Hampshire CC</td><td>61</td></tr><tr><td>Dorset CC</td><td>61</td></tr><tr><td>Essex CC</td><td>61</td></tr><tr><td>Leicestershire CC</td><td>61</td></tr><tr><td>Northamptonshire CC</td><td>61</td></tr><tr><td>Devon CC</td><td>61</td></tr><tr><td>Derbyshire CC</td><td>61</td></tr><tr><td>Nottinghamshire CC</td><td>61</td></tr><tr><td>North Yorkshire CC</td><td>61</td></tr><tr><td>Lincolnshire CC</td><td>61</td></tr></tbody></table>	Location	Satisfaction (%)	Ceredigion CC	60	Brecknockshire CC	60	Surrey CC	61	East Sussex CC	61	Suffolk CC	61	Hertfordshire CC	61	Gloucestershire CC	61	Warwickshire CC	61	Oxfordshire CC	61	Somerset CC	61	West Sussex CC	61	Staffordshire CC	61	Hampshire CC	61	Dorset CC	61	Essex CC	61	Leicestershire CC	61	Northamptonshire CC	61	Devon CC	61	Derbyshire CC	61	Nottinghamshire CC	61	North Yorkshire CC	61	Lincolnshire CC	61
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	Minimise?			
Satisfaction with the amount of information	Aim to Maximise	65.04% 	 Target (Years)	

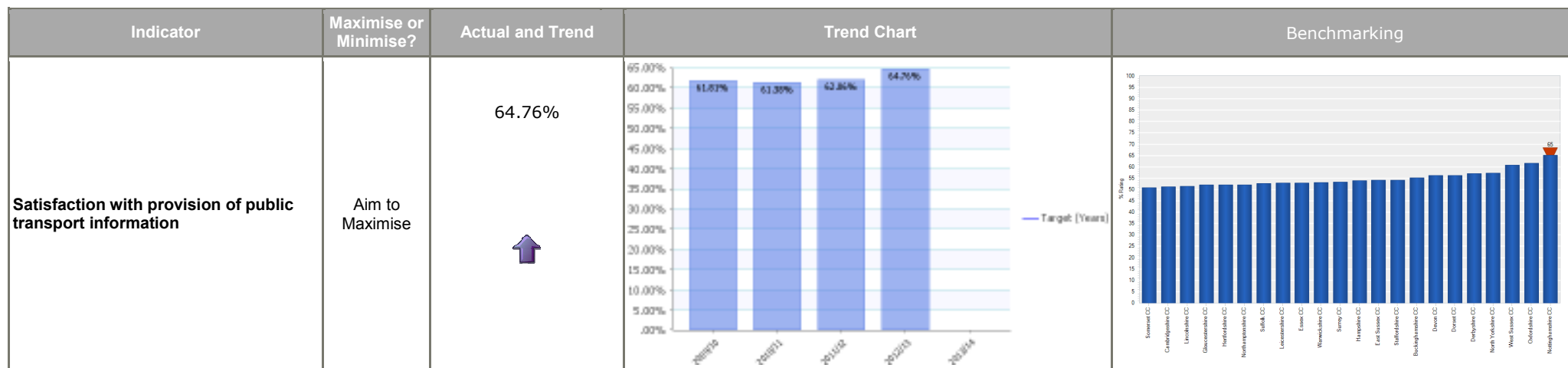
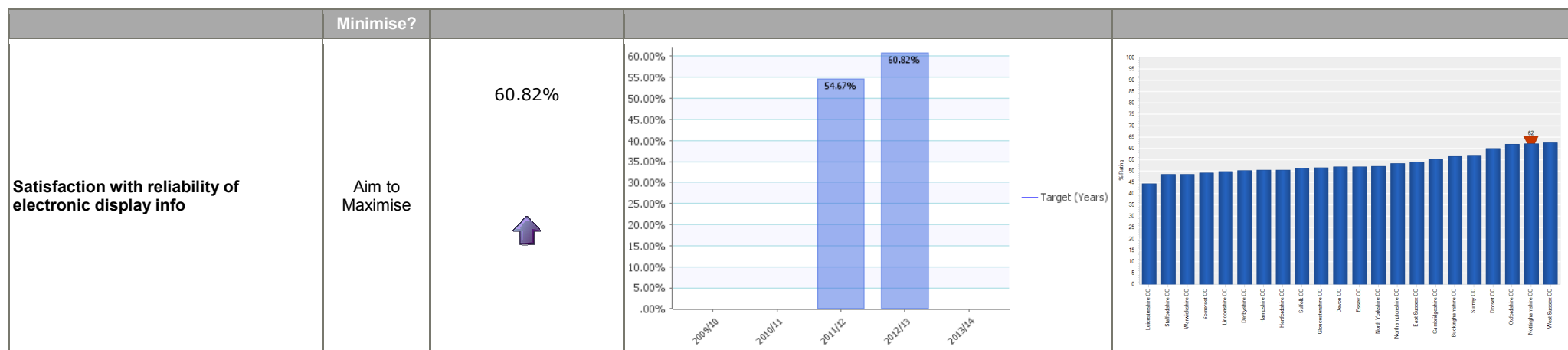
Indicator	Maximise or Minimise?	Actual and Trend	Trend Chart	Benchmarking
Satisfaction with the clarity of information	Aim to Maximise	64.60% 	 Target (Years)	



Indicator	Maximise or	Actual and Trend	Trend Chart	Benchmarking
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Indicator	Maximise or	Actual and Trend	Trend Chart	Benchmarking
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