

Transport and Travel Services - Satisfaction Benchmarking report 2012

National Highways and Transport Survey - Mori



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Satisfaction with how easy buses are to get on / off	Aim to Maximise	77.82% ↑	<table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>79.16%</td> </tr> <tr> <td>2010/11</td> <td>80.11%</td> </tr> <tr> <td>2011/12</td> <td>76.95%</td> </tr> <tr> <td>2012/13</td> <td>77.82%</td> </tr> </tbody> </table>	Year	Percentage	2009/10	79.16%	2010/11	80.11%	2011/12	76.95%	2012/13	77.82%	<table border="1"> <caption>Benchmarking Data (Approximate)</caption> <thead> <tr> <th>Council Area</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Surrey CC</td><td>70</td></tr> <tr><td>Bedfordshire CC</td><td>70</td></tr> <tr><td>Cardiffshire CC</td><td>70</td></tr> <tr><td>Essex CC</td><td>70</td></tr> <tr><td>Suffolk CC</td><td>70</td></tr> <tr><td>Derbet CC</td><td>70</td></tr> <tr><td>Staffordshire CC</td><td>70</td></tr> <tr><td>East Sussex CC</td><td>70</td></tr> <tr><td>Herefordshire CC</td><td>70</td></tr> <tr><td>Northamptonshire CC</td><td>70</td></tr> <tr><td>Leicestershire CC</td><td>70</td></tr> <tr><td>Leicestershire CC</td><td>70</td></tr> <tr><td>Worcestershire CC</td><td>70</td></tr> <tr><td>Derbet CC</td><td>70</td></tr> <tr><td>West Sussex CC</td><td>70</td></tr> <tr><td>North Yorkshire CC</td><td>70</td></tr> <tr><td>Derbyshire CC</td><td>70</td></tr> <tr><td>Northamptonshire CC</td><td>70</td></tr> <tr><td>Herefordshire CC</td><td>70</td></tr> <tr><td>Cardiffshire CC</td><td>70</td></tr> </tbody> </table>	Council Area	Percentage	Surrey CC	70	Bedfordshire CC	70	Cardiffshire CC	70	Essex CC	70	Suffolk CC	70	Derbet CC	70	Staffordshire CC	70	East Sussex CC	70	Herefordshire CC	70	Northamptonshire CC	70	Leicestershire CC	70	Leicestershire CC	70	Worcestershire CC	70	Derbet CC	70	West Sussex CC	70	North Yorkshire CC	70	Derbyshire CC	70	Northamptonshire CC	70	Herefordshire CC	70	Cardiffshire CC	70
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		Minimise?			
Satisfaction with the local bus service overall	Aim to Maximise	69.98%	↑		

Indicator	Maximise or Minimise?	Actual and Trend	Trend Chart	Benchmarking
Satisfaction with Quality and cleanliness of buses	Aim to Maximise	70.98%		

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Satisfaction with helpfulness of drivers	Aim to Maximise	71.22% ↑	<table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>69.97%</td> </tr> <tr> <td>2010/11</td> <td>70.49%</td> </tr> <tr> <td>2011/12</td> <td>70.10%</td> </tr> <tr> <td>2012/13</td> <td>71.22%</td> </tr> </tbody> </table>	Year	Percentage	2009/10	69.97%	2010/11	70.49%	2011/12	70.10%	2012/13	71.22%	<table border="1"> <caption>Benchmarking Data</caption> <thead> <tr> <th>Council</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Leicestershire CC</td><td>65</td></tr> <tr><td>Staffordshire CC</td><td>65</td></tr> <tr><td>Northamptonshire CC</td><td>65</td></tr> <tr><td>Essex CC</td><td>65</td></tr> <tr><td>Herefordshire CC</td><td>65</td></tr> <tr><td>Bedfordshire CC</td><td>65</td></tr> <tr><td>Stratford CC</td><td>65</td></tr> <tr><td>Cheshire CC</td><td>65</td></tr> <tr><td>Stafford CC</td><td>65</td></tr> <tr><td>Gloucestershire CC</td><td>65</td></tr> <tr><td>Herefordshire CC</td><td>65</td></tr> <tr><td>Warwickshire CC</td><td>65</td></tr> <tr><td>Somerset CC</td><td>65</td></tr> <tr><td>East Sussex CC</td><td>65</td></tr> <tr><td>Leicestershire CC</td><td>65</td></tr> <tr><td>West Sussex CC</td><td>65</td></tr> <tr><td>Derbyshire CC</td><td>65</td></tr> <tr><td>North Yorkshire CC</td><td>72</td></tr> <tr><td>Derbyshire CC</td><td>65</td></tr> <tr><td>Donner CC</td><td>65</td></tr> <tr><td>North Yorkshire CC</td><td>72</td></tr> </tbody> </table>	Council	Percentage	Leicestershire CC	65	Staffordshire CC	65	Northamptonshire CC	65	Essex CC	65	Herefordshire CC	65	Bedfordshire CC	65	Stratford CC	65	Cheshire CC	65	Stafford CC	65	Gloucestershire CC	65	Herefordshire CC	65	Warwickshire CC	65	Somerset CC	65	East Sussex CC	65	Leicestershire CC	65	West Sussex CC	65	Derbyshire CC	65	North Yorkshire CC	72	Derbyshire CC	65	Donner CC	65	North Yorkshire CC	72
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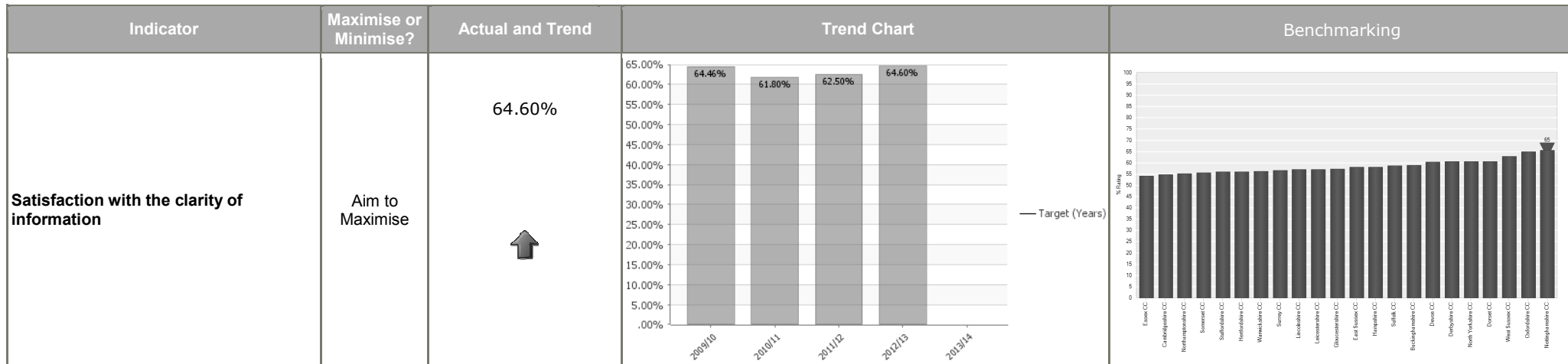
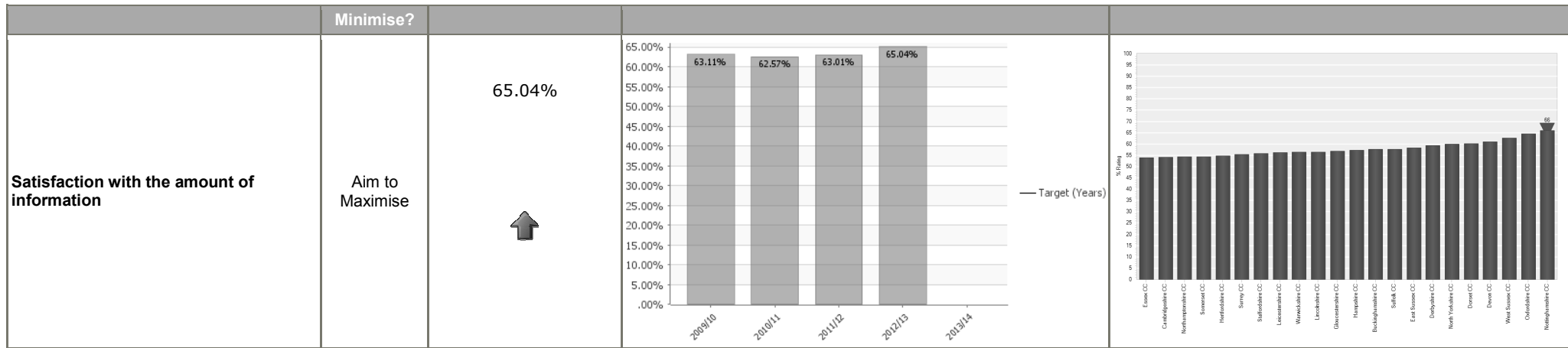
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Indicator	Maximise or Minimise?	Actual and Trend	Trend Chart	Benchmarking
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	Minimise?			
Satisfaction with information about accessible buses	Aim to Maximise	55.63%		

Indicator	Maximise or Minimise?	Actual and Trend	Trend Chart	Benchmarking
Satisfaction with information to help people plan journeys	Aim to Maximise	66.08%		

Indicator	Maximise or	Actual and Trend	Trend Chart	Benchmarking
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	Minimise?			
Satisfaction with reliability of electronic display info	Aim to Maximise	60.82%		

Indicator	Maximise or Minimise?	Actual and Trend	Trend Chart	Benchmarking
Satisfaction with provision of public transport information	Aim to Maximise	64.76%		

Indicator	Maximise or	Actual and Trend	Trend Chart	Benchmarking
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	Minimise?			
Satisfaction with availability of community transport	Aim to Maximise	55.55%		

Indicator	Maximise or Minimise?	Actual and Trend	Trend Chart	Benchmarking
Satisfaction with the reliability of community transport	Aim to Maximise	58.30%		