

2 Area results Local transport authorities

Nottinghamshire

Headline results

Overall satisfaction
94%

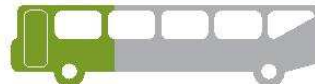
Value for money
66%

Punctuality
83%

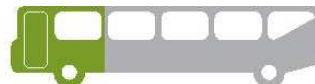
Journey time
93%

The top three drivers of satisfaction

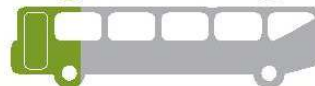
Bus driver's helpfulness/attitude **32%**



On-bus journey time **30%**



Punctuality **22%**



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	87	-	93	94	64	30	4	2	1280
Fare-paying passengers	86	-	91	93	57	36	5	1	462
Free-pass holders	89	-	96	96	75	21	2	2	773
Aged 16 to 34	-	-	87	90	48	42	8	2	203
Aged 35 to 59	86	-	94	94	63	31	3	3	288
Passengers commuting	86	-	88	93	52	41	5	2	277
Passengers not commuting	89	-	95	95	71	24	3	2	969
Passengers saying they have a disability	78	-	91	94	67	28	3	3	426
VALUE FOR MONEY									
All fare-paying passengers	65	-	68	66	34	31	17	17	458
Aged 16 to 34	-	-	62	59	33	26	18	23	181
Aged 35 to 59	68	-	73	73	35	38	15	12	224
Passengers commuting	71	-	65	61	32	29	20	19	238
Passengers not commuting	59	-	71	74	38	36	12	14	213
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	69	-	86	83	57	26	8	9	1187
The length of time waited	72	-	84	83	55	28	11	7	1243
ON-BUS JOURNEY TIME									
Time journey on the bus took	84	-	89	93	64	29	5	2	1293

Detailed results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
THE BUS STOP									
Overall satisfaction with the bus stop	81	-	90	83	48	35	9	8	1247
Its distance from the journey start	87	-	89	88	60	28	7	5	1178
The convenience/accessibility of its location	92	-	93	93	63	30	5	3	1113
Its condition/standard of maintenance	71	-	82	77	45	33	13	10	1112
Its freedom from graffiti/vandalism	75	-	83	81	54	27	11	8	1094
Its freedom from litter	72	-	80	80	49	31	11	9	1097
The information provided at the stop	75	-	83	78	45	33	11	10	1102
Your personal safety whilst at the stop	80	-	83	83	52	31	12	5	1107
ON THE BUS									
Route/destination information on the outside of the bus	83	-	92	90	64	26	9	1	1204
The cleanliness and condition of the outside of the bus	80	-	90	84	49	35	11	4	1214
The ease of getting onto and off the bus	89	-	96	95	68	27	3	2	1252
The length of time it took to board	90	-	96	96	70	26	3	1	1219
The cleanliness and condition of the inside of the bus	82	-	90	83	45	38	9	8	1264
The information provided inside the bus	70	-	82	77	40	37	18	5	1115
The availability of seating or space to stand	92	-	89	93	60	34	4	2	1238
The comfort of the seats	79	-	84	82	42	40	10	8	1247
The amount of personal space you had around you	76	-	80	84	45	39	10	7	1230
Provision of grab rails to stand/move within the bus	83	-	88	89	53	37	8	3	1227
The temperature inside the bus	82	-	81	84	46	38	8	7	1239
Your personal security whilst on the bus	89	-	90	91	56	35	8	1	1230
THE BUS DRIVER									
How near to the kerb the driver stopped	91	-	95	95	73	22	4	1	1233
The driver's appearance	89	-	94	94	73	22	5	1	1208
The greeting/welcome you got from the driver	79	-	88	87	63	24	8	5	1226
The helpfulness and attitude of the driver	79	-	86	88	65	24	8	4	1191
The time the driver gave you to get to your seat	80	-	87	88	63	24	7	5	1218
Smoothness/freedom from jolting during the journey	76	-	81	82	49	33	11	7	1214
Safety of the driving (i.e. speed, driver concentrating)	86	-	91	91	67	24	7	2	1216

Factors affecting journey length

	2012 % occurrence	2013 % occurrence	2014 % occurrence	2015 % occurrence
Congestion/traffic jams	22	-	17	17
Road works	16	-	15	7
Bus driver driving too slowly	5	-	2	1
Poor weather conditions	1	-	2	6
Waiting too long at stops	8	-	5	4
Passenger boarding time	16	-	16	13
Base unweighted	466	-	803	1310

Passengers could provide more than one answer

Anti-social behaviour

	2012 % 'yes'	2013 % 'yes'	2014 % 'yes'	2015 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	8	-	7	5
Base unweighted	466	-	803	1288