

11 February 2016

Agenda Item: 5

**REPORT OF THE SERVICE DIRECTOR FOR TRANSPORT, PROPERTY AND
ENVIRONMENT****NATIONAL HIGHWAYS AND TRANSPORT – PUBLIC SATISFACTION
SURVEY 2015****Purpose of the Report**

1. This report provides a summary of the outcomes of the NHT survey 2015 for local bus provision in Nottinghamshire, which is a customer satisfaction carried out by Mori.

Information and Advice

2. The Committee is no doubt familiar with the radical changes made by NCC to reconfigure the local bus services network in recent years to improve cost-efficiency and improve access. The success of these changes is measured in improved ranking from 2 to 1 in 2015.
3. This report highlights some excellent results for this service area. Nottinghamshire is recognised nationally as being top of the County Council league tables for the provision of public transport and bus infrastructure and information.
4. The people of Nottinghamshire are expressing higher satisfaction levels than in many other parts of the country in terms of accessing key services which consequently leads to a better quality of life and a stronger economy.
5. It is particularly pleasing to report to the Committee that NCC has continued to maintain 'top of the table' position in the league of transport authorities nationally.
6. The high ranking position achieved by NCC can be attributed to good policies, access, service delivery and partnerships with transport operators across the network.

Performance Analysis**7. National Highways and Transport Survey 2015**

- The National Highways and Transport survey is undertaken on an annual basis.
- This provides Nottinghamshire with a comparison of data across 29 participating County Councils on a range of 20 survey questions relevant to this service area.
- Nottinghamshire is ranked no 1 for 85% of the survey questions (see details in Appendix 1).
- Nottinghamshire's no 1 ranking has improved from 45% in 2014 to 85% in 2015.

- Overall Nottinghamshire was ranked number 1 across the County Councils taking part in the 2015 survey.
8. It is worthy of note that bus punctuality has improved from being ranked at 6 to 1 and frequency of services from 3 to 1 in 2015.
 9. Similar improvements are also evident in clarity of information, personal safety, accuracy of information, bus frequency and raised kerbs. Further area for improvement is community transport.

Appendix 1 shows the National Highways and Transport annual survey results; this is a satisfaction benchmarking survey carried out by MORI.

Other Options Considered

10. None – this is an information report.

Reasons for Recommendations

11. None – this is an information report

Statutory and Policy Implications

12. This report has been compiled after consideration of implications in respect of finance, equal opportunities, human resources, crime and disorder, human rights, the safeguarding of children, sustainability and the environment and those using the service and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

Financial Implications

13. The monitoring of service performance will ensure that the spend on passenger transport services and facilities will be used efficiently and effectively.

Implications for Service Users

14. The continued monitoring and management of performance will ensure that the required quality standards are maintained and appropriate transport services are provided to meet the needs of the people of Nottinghamshire.

Recommendation

- 1) That Committee notes the contents of the report.

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**For any enquiries about this report please contact:
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Background Papers

None

Electoral Divisions

All