

2 Area results Local transport authorities

Nottinghamshire

Headline results

Overall
satisfaction

93%

Value for
money

68%

Punctuality

86%

Journey
time

89%

The top three drivers of **satisfaction**

Bus drivers'
helpfulness/attitude

29%



On-bus journey time

25%



Punctuality

23%



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	87	-	93	61	32	5	2	786
Fare-paying passengers	-	86	-	91	53	37	6	3	348
Free-pass holders	-	89	-	96	71	24	3	2	421
Aged 16 to 34	-	-	-	87	46	41	9	4	177
Aged 35 to 59	-	86	-	94	63	31	4	2	202
Passengers commuting	-	86	-	88	48	40	8	4	225
Passengers not commuting	-	89	-	95	67	28	3	2	546
Passengers saying they have a disability	-	78	-	91	60	31	6	3	247
VALUE FOR MONEY									
All fare-paying passengers	-	65	-	68	31	37	14	18	339
Aged 16 to 34	-	-	-	62	30	32	16	22	159
Aged 35 to 59	-	68	-	73	31	42	13	14	157
Passengers commuting	-	71	-	65	26	40	13	21	191
Passengers not commuting	-	59	-	71	37	34	16	13	143
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	69	-	86	58	28	6	9	715
The length of time waited	-	72	-	84	56	28	8	8	755
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	84	-	89	63	26	8	3	780

Detailed results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
THE BUS STOP									
Overall satisfaction with the bus stop	-	81	-	90	45	44	6	5	769
Its distance from the journey start	-	87	-	89	59	31	7	4	744
The convenience/accessibility of its location	-	92	-	93	61	32	4	3	680
Its condition/standard of maintenance	-	71	-	82	44	38	12	6	697
Its freedom from graffiti/vandalism	-	75	-	83	53	29	12	5	689
Its freedom from litter	-	72	-	80	46	34	12	8	698
The information provided at the stop	-	75	-	83	46	36	10	8	697
Your personal safety whilst at the stop	-	80	-	83	50	33	13	4	707
ON THE BUS									
Route/destination information on the outside of the bus	-	83	-	92	65	27	7	1	743
The cleanliness and condition of the outside of the bus	-	80	-	90	53	38	8	2	737
The ease of getting onto and off the bus	-	89	-	96	71	24	4	1	760
The length of time it took to board	-	90	-	96	72	24	3	1	742
The cleanliness and condition of the inside of the bus	-	82	-	90	47	43	6	4	765
The information provided inside the bus	-	70	-	82	48	35	15	2	712
The availability of seating or space to stand	-	92	-	89	59	30	6	5	761
The comfort of the seats	-	79	-	84	48	36	10	6	756
The amount of personal space you had around you	-	76	-	80	44	36	11	9	750
Provision of grab rails to stand/move within the bus	-	83	-	88	52	36	8	4	752
The temperature inside the bus	-	82	-	81	44	37	11	7	752
Your personal security whilst on the bus	-	89	-	90	57	33	8	1	751
THE BUS DRIVER									
How near to the kerb the driver stopped	-	91	-	95	73	22	3	2	760
The driver's appearance	-	89	-	94	72	22	5	1	745
The greeting/welcome you got from the driver	-	79	-	88	62	26	7	5	745
The helpfulness and attitude of the driver	-	79	-	86	62	24	9	5	745
The time the driver gave you to get to your seat	-	80	-	87	61	26	7	6	745
Smoothness/freedom from jolting during the journey	-	76	-	81	46	35	10	9	746
Safety of the driving (i.e. speed, driver concentrating)	-	86	-	91	66	26	6	2	751

Factors affecting journey length

	2011 % occurrence	2012 % occurrence	2013 % occurrence	2014 % occurrence
Congestion/traffic jams	-	22	-	17
Road works	-	16	-	15
Bus driver driving too slowly	-	5	-	2
Poor weather conditions	-	1	-	2
Waiting too long at stops	-	8	-	5
Passenger boarding time	-	16	-	16

Base size - 466 - 803

Passengers could provide more than one answer

Anti-social behaviour

	2011 % 'yes'	2012 % 'yes'	2013 % 'yes'	2014 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	8	-	7
Base size	-	466	-	803

Source: Passenger Focus: Bus Passenger Survey – autumn 2014.