

The NHT Public Satisfaction Benchmarking Survey 2014

Nottinghamshire's position within the top 10 County Councils out of 25 County Councils compared

Table 1 Information to help public plan journeys (PTBI 18)

Authority	Satisfaction score	Rank 2014	Rank 2013
Nottinghamshire	63.9	1	1
Oxfordshire	61.2	2	6
Derbyshire	61.1	3	2
Hampshire	59.5	4	13
Surrey	59.2	5	5
Devon	59.1	6	8
West Sussex	58.5	7	4
Dorset	58.4	8	9
Suffolk	58.3	9	17
Northumberland	57.9	10	7

Table 2 Ease of finding the right information (PTBI 16)

Authority	Satisfaction score	Rank 2014	Rank 2013
Nottinghamshire	59.1	1	1
Derbyshire	58.1	2	4
Devon	57.0	3	7
West Sussex	56.2	4	3
Oxfordshire	55.8	5	2
Hampshire	55.3	6	14
Dorset	55.3	7	6
Gloucestershire	53.7	8	22
Buckinghamshire	53.5	9	15
Suffolk	53.3	10	13

Table 3 Information about accessible buses (PTBI 17)

Authority	Satisfaction score	Rank 2014	Rank 2013
Nottinghamshire	55.0	1	6
Derbyshire	54.9	2	2
Oxfordshire	53.8	3	4
Devon	53.7	4	5
Gloucestershire	53.0	5	25
West Sussex	52.5	6	1
Dorset	52.5	7	12
Hampshire	51.5	8	15
Norfolk	51.2	9	13
Lincolnshire	51.1	10	24

Table 4 Reliability of electronic displays (PTBI 19)

Authority	Satisfaction score	Rank 2014	Rank 2013
Nottinghamshire	62.7	1	1
West Sussex	58.7	2	2
Dorset	58.6	3	4
Cambridgeshire	58.6	4	5
Oxfordshire	58.2	5	3
Buckinghamshire	55.8	6	7
Derbyshire	53.2	7	16
Hampshire	53.0	8	15
Norfolk	52.7	9	11
Surrey	52.7	10	6

Table 5 Provision of public transport information (PTBI 20)

Authority	Satisfaction score	Rank 2014	Rank 2013
Nottinghamshire	62.9	1	1
West Sussex	60.0	2	3
Oxfordshire	59.9	3	2
Derbyshire	59.2	4	5
Devon	58.2	5	4
Dorset	57.5	6	7
Gloucestershire	56.0	7	15
East Sussex	55.6	8	
Hampshire	54.9	9	14
Surrey	54.9	10	11

Table 6 How easy buses are to get on/off (PTBI 05)

Authority	Satisfaction score	Rank 2014	Rank 2013
Nottinghamshire	78.1	1	2
West Sussex	77.0	2	3
Derbyshire	76.8	3	4
Devon	76.3	4	6
Oxfordshire	76.1	5	1
Gloucestershire	73.9	6	15
East Sussex	73.3	7	
Surrey	73.2	8	23
Norfolk	72.9	9	2
Dorset	72.5	10	11

Table 7 Number of bus stops (PTBI 02)

Authority	Satisfaction score	Rank 2014	Rank 2013
Nottinghamshire	74.6	1	2
Derbyshire	74.1	2	3
Oxfordshire	73.9	3	1
Devon	72.5	4	5
West Sussex	72.3	5	4
East Sussex	71.9	6	
Norfolk	70.5	7	12
Gloucestershire	70.5	8	7
Dorset	69.8	9	13
Leicestershire	69.8	10	9

Table 8 Quality and cleanliness of buses (PTBI 08)

Authority	Satisfaction score	Rank 2014	Rank 2013
Nottinghamshire	70.8	1	3
Oxfordshire	69.4	2	1
Devon	68.1	3	6
Derbyshire	68.3	4	2
West Sussex	67.5	5	4
North Yorkshire	66.6	6	5
Dorset	66.6	7	13
Hertfordshire	66.3	8	12
Hampshire	65.7	9	8
East Sussex	65.5	10	

Table 9 Helpfulness of drivers (PTBI 09)

Authority	Satisfaction score	Rank 2014	Rank 2013
Nottinghamshire	73.6	1	1
Devon	71.5	2	3
Oxfordshire	71.5	3	5
West Sussex	70.3	4	5
Derbyshire	69.2	5	2
Hertfordshire	68.8	6	12
Dorset	68.2	7	8
East Sussex	68.2	8	
Lincolnshire	68.1	9	7
North Lincolnshire	67.9	10	4

Table 10 The Local Bus Service Overall (PTBI 06)

Authority	Satisfaction score	Rank 2014	Rank 2013
West Sussex	67.8	1	3
Nottinghamshire	67.2	2	1
Oxfordshire	66.7	3	2
Devon	65.1	4	4
East Sussex	63.9	5	
Derbyshire	63.5	6	6
Gloucestershire	61.8	7	7
Norfolk	61.3	8	8
Hertfordshire	59.3	9	10
Surrey	59.3	10	11

Table 11 The clarity of information (PTBI 14)

Authority	Satisfaction score	Rank 2014	Rank 2013
Derbyshire	62.1	1	5
Nottinghamshire	63.0	2	1
Dorset	60.6	3	7
Devon	60.3	4	3
Oxfordshire	60.2	5	2
West Sussex	59.3	6	4
Gloucestershire	58.8	7	20
Hampshire	58.2	8	13
Surrey	57.6	9	9
North Yorkshire	57.3	10	6

Table 12 The state of bus stops (PTBI 03)

Authority	Satisfaction score	Rank 2014	Rank 2013
West Sussex	68.7	1	4
Oxfordshire	68.2	2	1
Nottinghamshire	67.5	3	3
Devon	66.4	4	8
Derbyshire	65.3	5	9
Dorset	65.0	6	5
Surrey	64.0	7	12
Norfolk	64.0	8	7
Lincolnshire	63.6	9	14
Hampshire	63.6	10	11

Table 13 Personal safety on the bus (PTBI 10)

Authority	Satisfaction score	Rank 2014	Rank 2013
Oxfordshire	72.8	1	1
Devon	72.2	2	2
Nottinghamshire	71.8	3	3
Derbyshire	71.1	4	5
North Yorkshire	71.0	5	4
Dorset	70.8	6	8
West Sussex	70.2	7	6
Cambridgeshire	69.5	8	7
Gloucestershire	69.4	9	13
Norfolk	69.4	10	14

Table 14 Frequency of bus services (PTBI 01)

Authority	Satisfaction score	Rank 2014	Rank 2013
West Sussex	66.1	1	4
Oxfordshire	65.7	2	2
Nottinghamshire	64.3	3	1
Derbyshire	62.1	4	5
Devon	61.3	5	3
Norfolk	61.2	6	7
Gloucestershire	61.1	7	6
East Sussex	61.1	8	
Staffordshire	58.3	9	9
Leicestershire	58.1	10	10

Table 15 The accuracy of information (PTBI 15)

Authority	Satisfaction score	Rank 2014	Rank 2013
Derbyshire	63.1	1	7
Devon	62.6	2	2
Nottinghamshire	62.0	3	1
Gloucestershire	61.8	4	12
West Sussex	61.5	5	6
Oxfordshire	61.1	6	3
Dorset	61.0	7	5
Hampshire	59.9	8	14
Buckinghamshire	59.3	9	17
Lincolnshire	59.3	10	20

Table 16 Raised kerb at bus stops (PTBI 12)

Authority	Satisfaction score	Rank 2014	Rank 2013
Derbyshire	69.8	1	2
Lincolnshire	68.9	2	1
Devon	68.3	3	5
Nottinghamshire	67.8	4	4
Hampshire	66.2	5	10
Oxfordshire	65.7	6	6
North Yorkshire	65.5	7	3
West Sussex	65.2	8	11
Essex	65.2	9	12
Leicestershire	65.2	10	8

Table 17 The amount of information (PTBI 13)

Authority	Satisfaction score	Rank 2014	Rank 2013
West Sussex	61.2	1	4
Devon	61.1	2	3
Derbyshire	60.8	3	5
Nottinghamshire	60.5	4	1
Oxfordshire	60.2	5	2
Dorset	58.9	6	7
Gloucestershire	57.5	7	23
Hampshire	57.1	8	13
Buckinghamshire	56.8	9	15
North Yorkshire	56.8	10	6

Table 18 The Reliability of Community Transport (PTBI 26)

Authority	Satisfaction score	Rank 2014	Rank 2013
Devon	60.8	1	5
Derbyshire	60.4	2	3
East Sussex	58.9	3	
Cambridgeshire	58.9	4	19
Nottinghamshire	58.6	5	10
Gloucestershire	58.6	6	18
Suffolk	58.3	7	12
West Sussex	57.9	8	6
Dorset	57.7	9	23
Essex	57.5	10	24

Table 19 Whether buses arrive on time (PTBI 04)

Authority	Satisfaction score	Rank 2014	Rank 2013
Gloucestershire	65.1	1	5
Derbyshire	64.1	2	16
Hertfordshire	63.2	3	8
West Sussex	63.1	4	1
Devon	62.7	5	6
Nottinghamshire	62.5	6	3
Lincolnshire	62.0	7	7
Norfolk	60.8	8	9
North Yorkshire	60.2	9	2
Dorset	60.1	10	12

Table 20 Personal safety while waiting at the bus stop (PTBI 11)

Authority	Satisfaction score	Rank 2014	Rank 2013
Devon	71.4	1	3
Oxfordshire	69.5	2	2
North Yorkshire	68.9	3	1
Derbyshire	68.5	4	6
Dorset	68.4	5	4
Nottinghamshire	68.0	6	5
Wiltshire	66.9	7	10
Cambridgeshire	66.4	8	11
West Sussex	66.4	9	7
Hertfordshire	66.4	10	14