

The NHT Public Satisfaction Benchmarking Survey 2015

Nottinghamshire's position within the top 10 County Councils out of 29 County Councils compared

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

Authority	Satisfaction score	Rank 2015	Rank 2014
Nottinghamshire	66	1	1
Derbyshire	64	2	3
East Sussex	62	3	n/a

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

Authority	Satisfaction score	Rank 2015	Rank 2014
Nottinghamshire	61	1	1
Derbyshire	59	2	2
Devon	58	3	3

Table 3 Information about accessible buses (PTBI 17)

Authority	Satisfaction score	Rank 2015	Rank 2014
Nottinghamshire	59.0	1	1
West Sussex	56.0	2	6
Derbyshire	56.0	3	2

Table 4 Reliability of electronic displays (PTBI 19)

Authority	Satisfaction score	Rank 2015	Rank 2014
Nottinghamshire	65.0	1	1
West Sussex	62.0	2	2
Oxfordshire	59.0	3	5

Table 5 Provision of public transport information (PTBI 20)

Authority	Satisfaction score	Rank 2015	Rank 2014
Nottinghamshire	64.0	1	1
Derbyshire	62.0	2	4
Oxfordshire	61.0	3	3

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

Authority	Satisfaction score	Rank 2015	Rank 2014
Nottinghamshire	80.0	1	1
Oxfordshire	79.0	2	5
Gloucestershire	79.0	3	6

Table 7 Number of bus stops (PTBI 02)

Authority	Satisfaction score	Rank 2015	Rank 2014
Nottinghamshire	78.0	1	1
Derbyshire	75.0	2	2
Oxfordshire	75.0	3	3

Table 8 Quality and cleanliness of buses (PTBI 08)

Authority	Satisfaction score	Rank 2015	Rank 2014
Nottinghamshire	72.0	1	1
Derbyshire	70.0	2	4
West Sussex	70.0	3	5

Table 9 Helpfulness of drivers (PTBI 09)

Authority	Satisfaction score	Rank 2015	Rank 2014
Nottinghamshire	76.0	1	1
Devon	72.0	2	2
Derbyshire	72.0	3	5

Table 10 The Local Bus Service Overall (PTBI 06)

Authority	Satisfaction score	Rank 2015	Rank 2014
West Sussex	70.1	1	1
Nottinghamshire	69.9	1	2
Derbyshire	69.0	3	6

Table 11 The clarity of information (PTBI 14)

Authority	Satisfaction score	Rank 2015	Rank 2014
Nottinghamshire	64.0	1	2
Derbyshire	63.0	2	1
Oxfordshire	62.0	3	5

Table 12 The state of bus stops (PTBI 03)

Authority	Satisfaction score	Rank 2015	Rank 2014
Nottinghamshire	71.0	1	3
West Sussex	69.0	2	1
Surrey	69.0	3	7

Table 13 Personal safety on the bus (PTBI 10)

Authority	Satisfaction score	Rank 2015	Rank 2014
Nottinghamshire	75.0	1	3
Oxfordshire	73.0	2	1
North Yorkshire	73.0	3	5

Table 14 Frequency of bus services (PTBI 01)

Authority	Satisfaction score	Rank 2015	Rank 2014
Nottinghamshire	68.0	1	3
Oxfordshire	67.0	2	2
Derbyshire	67.0	3	4

Table 15 The accuracy of information (PTBI 15)

Authority	Satisfaction score	Rank 2015	Rank 2014
Nottinghamshire	65.0	1	3
Devon	64.0	2	2
Derbyshire	63.0	3	1

Table 16 Raised kerb at bus stops (PTBI 12)

Authority	Satisfaction score	Rank 2015	Rank 2014
Nottinghamshire	73.0	1	4
Derbyshire	70.0	2	1
Devon	70.0	2	3

Table 17 The amount of information (PTBI 13)

Authority	Satisfaction score	Rank 2015	Rank 2014
Nottinghamshire	64.0	1	4
Derbyshire	61.0	2	3
West Sussex	61.0	2	1

Table 18 The Reliability of Community Transport (PTBI 26)

Authority	Satisfaction score	Rank 2015	Rank 2014
Nottinghamshire	59	8	5

Table 19 Whether buses arrive on time (PTBI 04)

Authority	Satisfaction score	Rank 2015	Rank 2014
Nottinghamshire	67.0	1	6
Derbyshire	66.0	2	2
Gloucestershire	66.0	2	1

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

Authority	Satisfaction score	Rank 2015	Rank 2014
North Yorkshire	70.1	1	3
Nottinghamshire	69.7	2	6
Shropshire	69.0	3	n/a