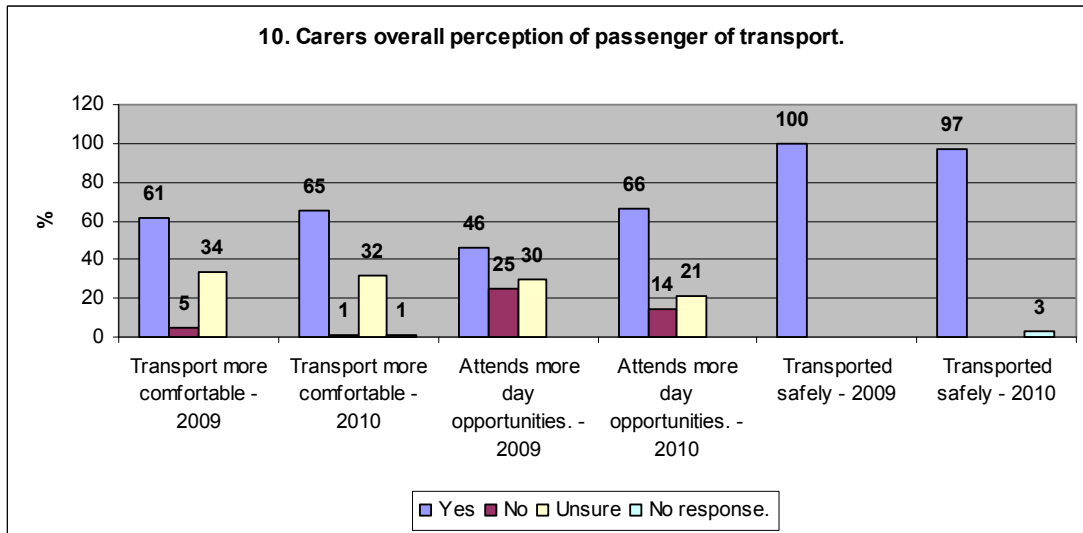
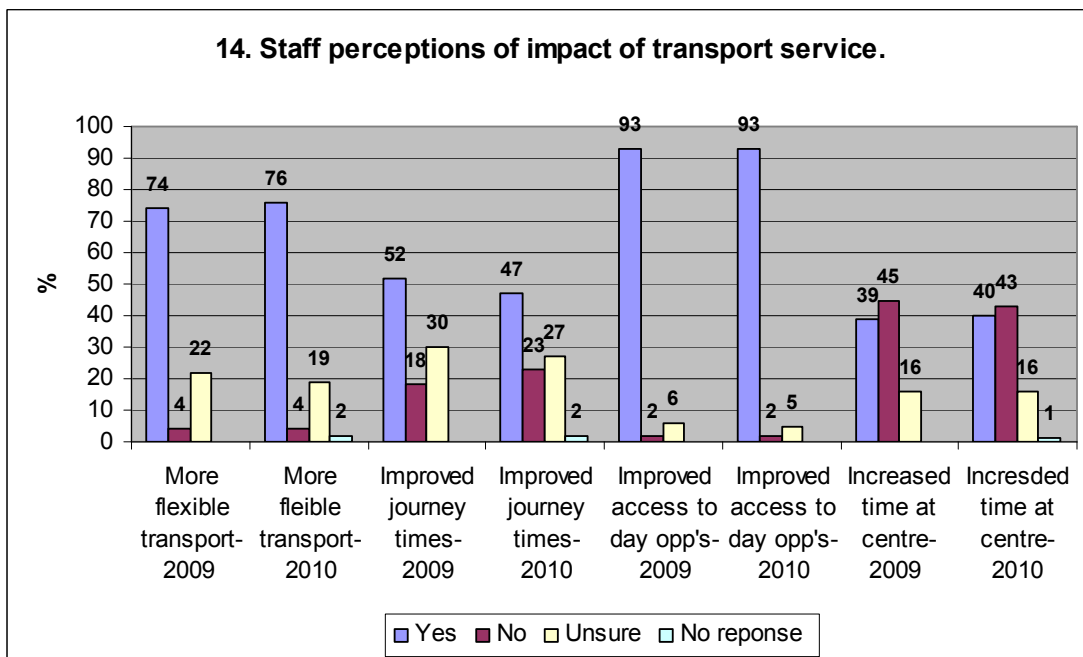


### Appendix 3 :

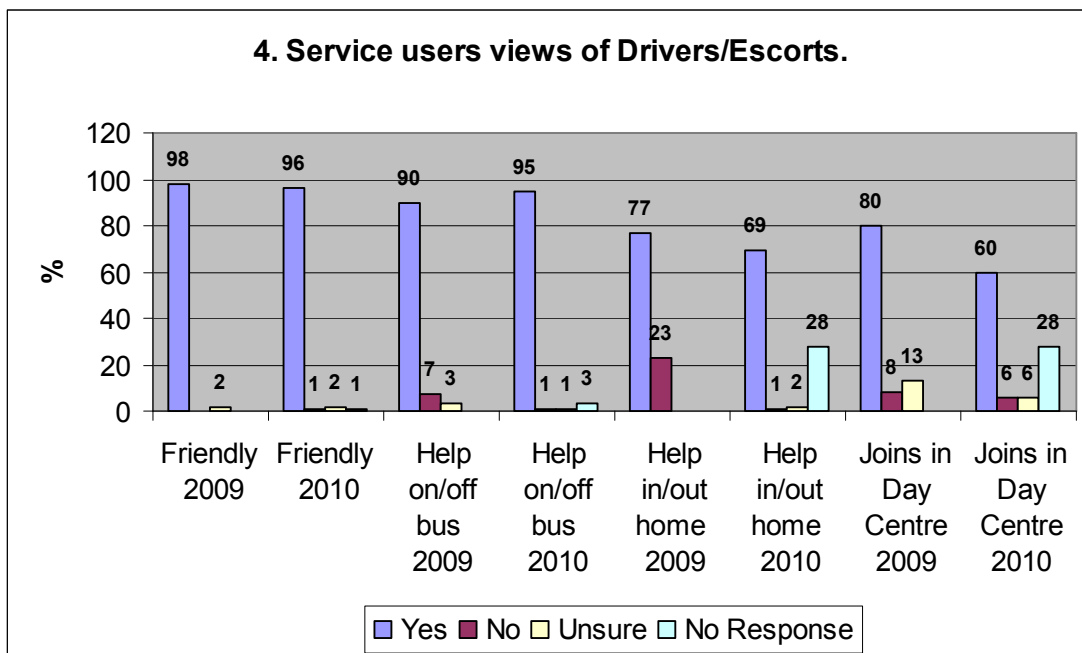
Sample data illustrating stakeholder perception of devolved passenger transport service.



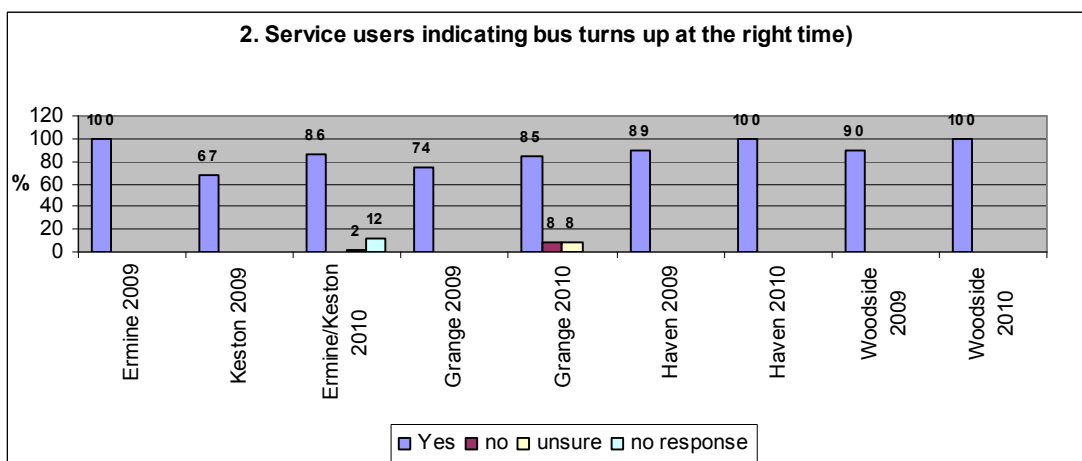
In comparison to 2009 there is an overall improvement in relation to carers perception of transport with 66% indicating that they attend more day opportunities



Overall, staff have indicated improvement in 2010 compared to 2009 in more flexible transport. The data shows a slight decrease in the level of improved journey times but this could be based on the number of road works.



Overall comparison with 2009 data shows a improvement with 95% of users indicating they are helped off the bus compared to 77% in 2009



Overall the surveys in 2010 shows a improvement in the buses turning up at the right time.

**In summary the data reflects that since passenger transport was devolved in 2008 there continues to be positive improvement overall in stakeholder satisfaction with the service provided.**