

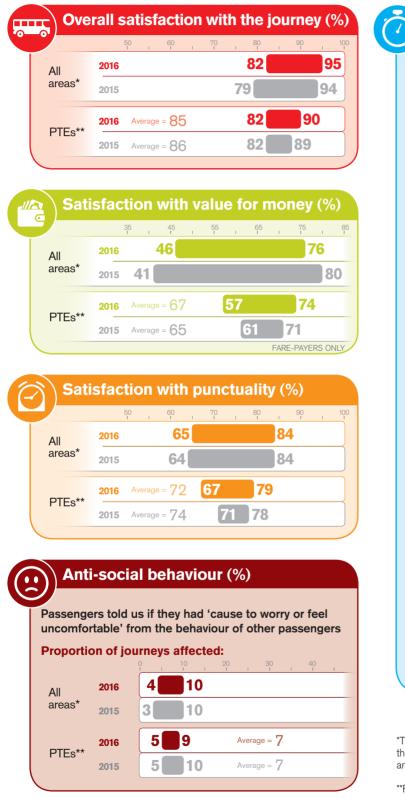
Bus Passenger Survey

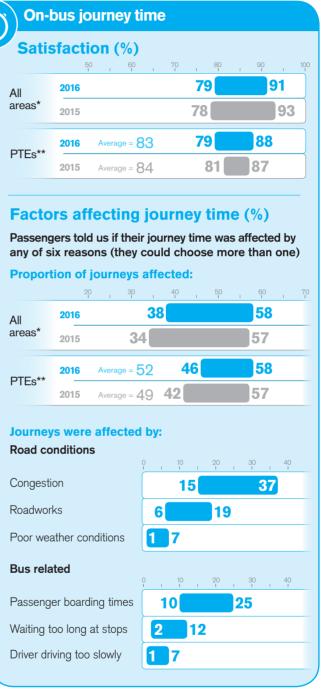
Autumn 2016 Summary of key results in England



Summary findings by English authority areas*

The charts below show the range of scores across authority areas.

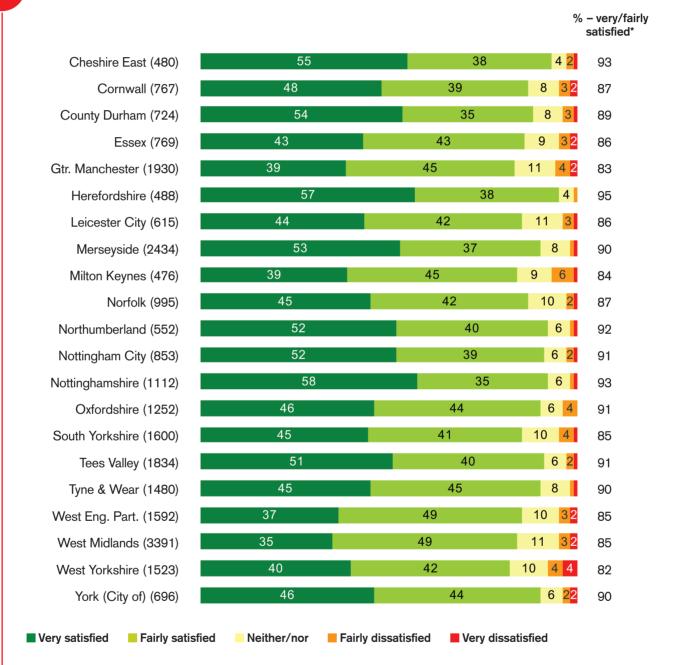




*The authority areas covered in the autumn 2016 survey are not exactly the same as those covered in the autumn 2015 survey, although the majority are the same (including all six PTEs)

**Passenger Transport Executive areas

Overall satisfaction with the bus journey (%)



Q Overall, taking everything into account from start to end of the bus journey, how satisfied were you with your bus journey?

*Due to rounding the percentage very/fairly satisfied may not always be equal to the sum of the very and fairly satisfied values in the chart

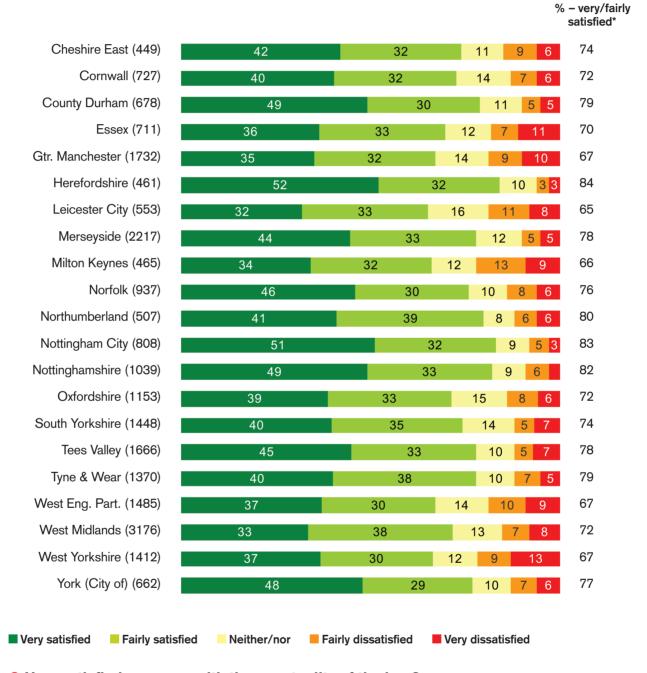
Satisfaction with value for money – fare-paying passengers (%)

					– very/fa satisfied
Cheshire East (133)	24	36	20	12 8	60
Cornwall (307)	28	33	19	15 4	61
County Durham (277)	25	33	22	12 8	58
Essex (299)	16	30 22	21	11	46
Gtr. Manchester (1051)	32	38	17	9 5	70
Herefordshire (141)	22	37	12 13	16	59
Leicester City (295)	27	35	14	15 9	62
Merseyside (1123)	37	36	14	94	73
Milton Keynes (242)	24	36	17	14 9	60
Norfolk (386)	22	38	24	10 6	60
Northumberland (183)	15	41	19	17 8	56
Nottingham City (454)	40	36	6 1	2 9 3	76
Nottinghamshire (349)	32	40	9	10 8	72
Oxfordshire (767)	22	37	19	14 7	60
South Yorkshire (774)	32	37	15	11 5	69
Tees Valley (670)	30	36	17	10 6	67
Tyne & Wear (649)	29	44	13	3 <u>10</u> 3	74
West Eng. Part. (923)	21	35	20	16 9	56
West Midlands (2184)	21	42	19	11 8	62
West Yorkshire (773)	22	35	19	15 9	57
York (City of) (264)	21	47	17	8 7	68

Q How satisfied were you with the value for money of your journey?

*Due to rounding the percentage very/fairly satisfied may not always be equal to the sum of the very and fairly satisfied values in the chart

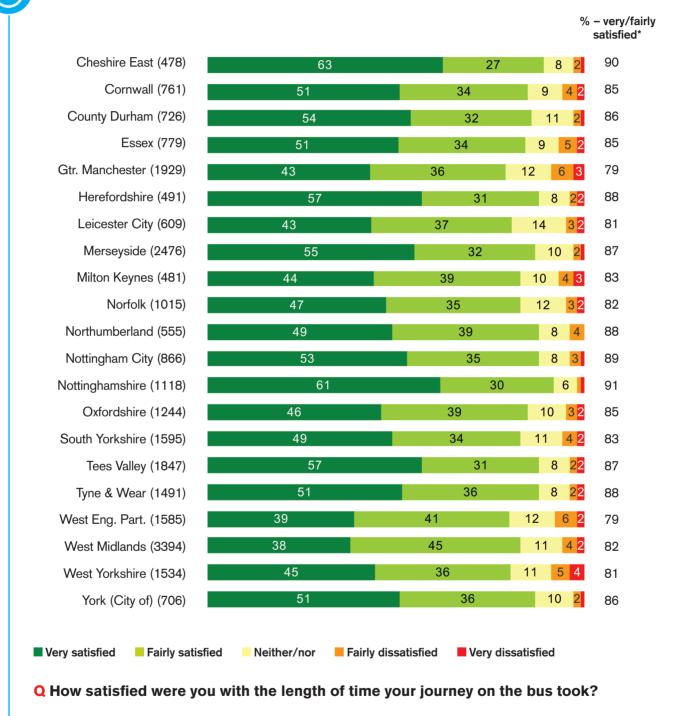
Satisfaction with punctuality of the bus (%)



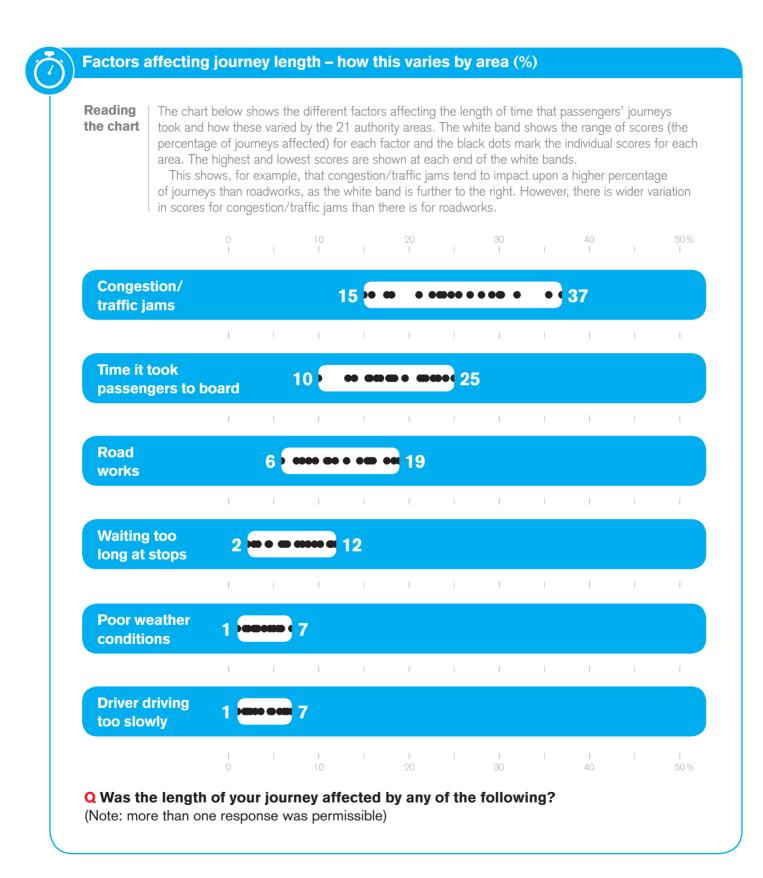
Q How satisfied were you with the punctuality of the bus?

*Due to rounding the percentage very/fairly satisfied may not always be equal to the sum of the very and fairly satisfied values in the chart

Satisfaction with on-bus journey time (%)



*Due to rounding the percentage very/fairly satisfied may not always be equal to the sum of the very and fairly satisfied values in the chart



Summary findings by bus operators*

도) Ovei	rall sat	isf	acti	ion	Wit	th th	ie jo	burn	ey (%)
	50 1	1	60 1	1	70 I	1	80 I	, 90 I I	100
All	2016					80			95
operators	2015					78			97
Operators	2016					8	1		93
within PTEs	2015					8	1		94

Overall satisfaction with the bus journey (%)

National operators – averages 2016

• Arriva 88%

- First 84%
- Go-Ahead 90%
- National Express 84%
- Stagecoach 86%

2015 • Arriva 89%

- First 84%
 - Go-Ahead 89%
 - National Express 85%
 - Stagecoach 86%

				very/fair
NATIONAL OPERATORS			sa	tisfied**
Arriva (4718)	48	40	8 2	88
First (8236)	39	45	10 4 2	84
Go-Ahead (6681)	49	41	7 2	90
National Express (3021)	34	50	11 32	84
Stagecoach (7021)	45	41	10 3	86
OPERATORS				
Anglian Buses (331)	47	40	5 6 2	87
Arriva in Cheshire East (295)	54	40	32	94
Arriva in County Durham (295)	46	40	11 3	85
Arriva in Leicester City (275)	49	39	11	87
Arriva in Mersey (1298)	51	38	8 2	90
Arriva in Milton Keynes (372)	35	46	11 7	82
Arriva in Northumberland (362)	48	42	72	90
Arriva in Tees Valley (1027)	51	41	5	92
Arriva in Tyne & Wear (236)	43	50	7	93
Arriva in West Yorkshire (221)	47	37	7 6 3	84
Blackpool Transport (437)	47	41	7 23	88
Bluestar (390)	47	43	7 2	90
Brighton and Hove Bus (790)	44	43	9 2	87
Carousel Buses (328)	46	45	6 3	91
Cumfybus in Mersey (229)	59	33	7	92

*As a result of the areas selected, the proportion of each major operator's services covered by the survey will vary **Due to rounding the percentage very/fairly satisfied may not always be equal to the sum of the very and fairly satisfied values in the chart

	% - very/fairly satisfied**							
1	0 32	86						
	9 22	87						
10) 52	83						
10) 52	83						
	11 2	86						

43	43 10	32
44	43 9	22
38	45 10	<mark>5 2</mark>
38	45 10	<mark>5 2</mark>
37	49 11	2
40	43 10	6 <u>2</u>
47	40 7	33
41	41 12	4 2
35	50 10	32
36	45 11 4	4
44	46 6	22
53	38 5	3
47	44	7
44	37 10 5	5 3
65	30	32
49	39 8	<mark>2</mark> 2
34	50 11	32
52	40	6
42	49 7	7 2
57	36	4 3
51	39 7	2
55	38	5 📕
45	38 9 (62
57	33 7	7
52	35 11	2
37	45 12	<mark>5 2</mark>
51	39 7	2
50	38 11	2
52	38	8
48	42 6	4
41	39 14	5
51	38 8	2
49	40 7	4
50	39 7	2
44	43 9	4
53	35 9	2
60	33	5 <mark>2</mark>
59	32 5	4

OPERATORS CONTINUED First in Cornwall (617) First in Essex (574) First in Gtr. Manchester (803) First in Leicester City (255) First in Norfolk (512) First Potteries (708) First South Coast (741) First in South Yorkshire (937) First in West England Part. (1408) First in West Yorkshire (1043) First in York (580) Go NE in County Durham (305) Go NE in Tyne & Wear (659) Hedingham & Chambers (320) Konectbus (451) Metrobus (499) National Exp. in West Mids (3021) Nottingham City Transport (903) Oxford Bus in Oxfordshire (640) Oxford Bus Park & Ride (300) Plymouth Citybus (620) Reading Buses (1033) Rosso Buses (286) Southern Vectis (315) St'coach Cumbria & N. Lancs (293) St'coach in Gtr. Manchester (880) Stagecoach Lincolnshires (376) Stagecoach in Mersey (660) St'coach in Nottinghamshire (381) Stagecoach in Oxfordshire (444) Stagecoach South East (335) Stagecoach South West (464) St'coach in South Yorkshire (588) Stagecoach in Tees Valley (791) Stagecoach in Tyne & Wear (532) Stagecoach West (1042) Trent Barton (224)

Very satisfied

Fairly satisfied Neither/nor

Wilts & Dorset Buses (493)

Fairly dissatisfied

Very dissatisfied

Q Overall, taking everything into account from start to end of the bus journey, how satisfied were you with your bus journey?

Value for money (%)

	3	5 I	45 1	1	55 1	1	65 1	1	75 1	1	85 1
All	2016	43							8	1	
operators	2015	41							8	1	
Operators	2016				54				81		
within PTEs	2015					58			8	81	
								FARE			JEV

National operators – averages

2016 • Arriva 66%

- First 60%
- Go-Ahead 63%
- National Express 62%
- Stagecoach 68%
- 2015 • Arriva 63%
- First 59%
- Go-Ahead 62%
- National Express 61%
- Stagecoach 67%

Satisfaction with value for money – fare-paying passengers (%)

				% – very/fairly satisfied*
NATIONAL OPERATORS				sausiled
Arriva (1986)	28	38	15 12	7 66
First (4087)	24	36	18 14	8 60
Go-Ahead (3058)	26	37	18 13	6 63
National Express (2020)	20	42	19 11	8 62
Stagecoach (3301)	31	37	16 1(0 5 68
2				
OPERATORS				
Anglian Buses (92)	16	33 12	19 20	49
Arriva in Cheshire East (93)	24	32	25 12	8 56
Arriva in County Durham (139)	23	32	20 14	11 54
Arriva in Leicester City (138)	23	28 1	7 21	11 51
Arriva in Mersey (624)	35	36	14 1(0 5 71
Arriva in Milton Keynes (210)	23	36	16 15	10 59
Arriva in Northumberland (124)	11	42	19 17	10 54
Arriva in Tees Valley (337)	25	37	18 10	10 62
Arriva in Tyne & Wear (90)	25	56	5 🧉	<mark>12 2</mark> 81
Arriva in West Yorkshire (90)	24	46	12 12	6 70
Blackpool Transport (212)	39	36	10 1	<mark>2 3</mark> 75
Bluestar (205)	38	27	16 15	<mark>3</mark> 66
Brighton and Hove Bus (474)	17	34	22 18	8 51
Carousel Buses (123)	17	36	17 17	12 53
Cumfybus in Mersey (84)	36	31	20	9 3 67

*Due to rounding the percentage very/fairly satisfied may not always be equal to the sum of the very and fairly satisfied values in the chart

10

c

% - very/fairly satisfied*

			satisfied*
25	30	22 18 5	55
15	32 1	9 23 12	46
32	37	17 9 5	69
26	41	14 11 8	67
17	41	24 11 7	58
27	41	19 7 6	68
27	35	16 15 9	61
30	40	14 10 6	70
19	35	21 16 9	54
21	32	19 18 9	54
19	47	18 8 8	66
22	34	26 12 6	56
31	40	14 13	2 71
17	38	20 12 13	56
31	40		
25	34	19 11 11	60
20	42	19 11 8	62
40			3 77
20	43	21 13 4	
32	34		66
20	41	18 13 8	-
25	38		-
29	27	17 10 16	56
23	20 17	16 24	43
30 32	31		60 71
	39		
36 39		14 10 4 37 15 7	
27	42	8 13 10	68
24	34		
21	34	20 15 10	
25	• •		
34			
35	36		
29	45	18 5	
29	37		
35	38	13 8 7	
33	38		

OPERATORS CONTINUED First in Cornwall (251) First in Essex (216) First in Gtr. Manchester (449) First in Leicester City (116) First in Norfolk (237) First Potteries (337) First South Coast (336) First in South Yorkshire (471) First in West England Part. (823) First in West Yorkshire (595) First in York (235) Go NE in County Durham (110) Go NE in Tyne & Wear (299) Hedingham & Chambers (96) Konectbus (176) Metrobus (198) National Exp. in West Mids (2020) Nottingham City Transport (490) Oxford Bus in Oxfordshire (424) Oxford Bus Park & Ride (221) Plymouth Citybus (291) Reading Buses (610) Rosso Buses (115) Southern Vectis (99) St'coach Cumbria & N. Lancs (129) St'coach in Gtr. Manchester (510) Stagecoach Lincolnshires (141) Stagecoach in Mersey (343) St'coach in Nottinghamshire (137) Stagecoach in Oxfordshire (263) Stagecoach South East (139) Stagecoach South West (231) St'coach in South Yorkshire (284) Stagecoach in Tees Valley (328) Stagecoach in Tyne & Wear (254)

> Stagecoach West (441) Trent Barton (81)

> > Fairly satisfied

Wilts & Dorset Buses (158)

Very satisfied

Neither/nor

Fairly dissatisfied Very dissatisfied

Q How satisfied were you with the value for money of your journey?

Punctuality (%)

Ì			50 1	1	60 I	I.	70 I	1	80 I	1	90 I	1	100
	All	2016		6	0						88		
	operators	2015			62					8	5		
	Operators within	2016				6	5			8	4		
	PTEs	2015				(67		8	81			

Satisfaction with punctuality of the bus (%)

National operators – averages

Arriva 74%

- First 67%
- Go-Ahead 79%
- National Express 70%
- Stagecoach 72%
- Arriva 77%
- First 70%
- Go-Ahead 77%
- National Express 75%

Stagecoach 74%

% - very/fairly satisfied* NATIONAL OPERATORS Arriva (4384) First (7614) Go-Ahead (6230) Δ National Express (2829) Q Stagecoach (6407) **OPERATORS** Anglian Buses (314) Arriva in Cheshire East (278) Arriva in County Durham (274) Arriva in Leicester City (250) Arriva in Mersey (1205) Arriva in Milton Keynes (366) Arriva in Northumberland (332) Arriva in Tees Valley (942) Arriva in Tyne & Wear (221) Arriva in West Yorkshire (205) Blackpool Transport (391) Bluestar (362) Brighton and Hove Bus (727) Carousel Buses (313) Cumfybus in Mersey (205) 12 3

*Due to rounding the percentage very/fairly satisfied may not always be equal to the sum of the very and fairly satisfied values in the chart

Satisfaction with punctuality of the bus (%)

	% – very/1 satisfie	
39	30 16 8 7 69	
36	35 13 7 9 71	
31	34 13 10 12 65	
30	30 18 10 12 60	
43	30 9 10 7 74	
34	35 14 8 9 70	
37	33 12 9 8 71	
35	34 15 7 10 69	
35	31 15 10 9 66	
35	29 12 9 14 65	
47	31 9 6 6 79	
45	36 10 <mark>6 3</mark> 8 2	
42	42 8 7 84	
41	29 9 8 14 70	
61	27 7 22 88	
49	24 16 6 5 73	
32	39 13 8 9 70	
50	34 8 <mark>4 3</mark> 84	
35	32 18 9 7 67	
62	22 9 2 5 84	
41	34 11 8 7 75	
47	32 10 6 4 79	
44	32 10 6 9 76	
52	29 11 5 3 82	
48	30 13 5 4 78	
36	30 14 10 10 66	
43	34 9 8 6 77	
42	36 12 5 4 78	
45	33 11 8 4 78	
38	33 15 7 6 71	
33	29 20 10 9 61	
44	31 15 7 4 74	
46	37 12 38 83	
39	33 12 6 9 72 28 11 5 0 75	
37 48	38 11 5 9 75 31 11 7 4 78	
48 51	31 11 7 4 78 29 9 10 2 79	
50	29 9 10 2 79 25 11 9 6 75	
	20 11 0 10	

OPERATORS CONTINUED First in Cornwall (583) First in Essex (532) First in Gtr. Manchester (724) First in Leicester City (220) First in Norfolk (481) First Potteries (656) First South Coast (686) First in South Yorkshire (843) First in West England Part. (1317) First in West Yorkshire (968) First in York (548) Go NE in County Durham (283) Go NE in Tyne & Wear (621) Hedingham & Chambers (291) Konectbus (426) Metrobus (469) National Exp. in West Mids (2829) Nottingham City Transport (851) Oxford Bus in Oxfordshire (592) Oxford Bus Park & Ride (273) Plymouth Citybus (575) Reading Buses (986) Rosso Buses (269) Southern Vectis (304) St'coach Cumbria & N. Lancs (265) St'coach in Gtr. Manchester (777) Stagecoach Lincolnshires (350) Stagecoach in Mersey (584) St'coach in Nottinghamshire (352) Stagecoach in Oxfordshire (407) Stagecoach South East (315) Stagecoach South West (413) St'coach in South Yorkshire (533) Stagecoach in Tees Valley (710) Stagecoach in Tyne & Wear (484) Stagecoach West (994)

Fairly satisfied

Trent Barton (213)

Wilts & Dorset Buses (457)

Very satisfied

Neither/nor Fairly dissatisfied Very dissatisfied

Q How satisfied were you with the punctuality of the bus?

On-bus journey time (%)

	50 I	1	60 I	I.	70 I	1	80 I	I.	90 I	I.	100
All	2016				7	5				93	
operators	2015					78				94	ŀ
Operators within	2016				7	5				93	

Satisfaction with on-bus journey time (%)

National operators – averages 2016 2015

• Arriva 84%

- First 81%
- Go-Ahead 87%
- National Express 82%
- Stagecoach 82%
- Arriva 86%
 First 84%
- Go-Ahead 85%
- National Express 80%
- Stagecoach 84%

NATIONAL OPERATORS				very/fairly tisfied*
Arriva (4765)	52	32	10 4 2	84
First (8278)	44	38	11 <mark>5</mark> 3	81
Go-Ahead (6697)	53	34	9 <mark>2</mark> 2	87
National Express (3028)	36	46	12 4 2	82
Stagecoach (7015)	49	33	12 4 2	82
OPERATORS				
	F0	0.4	7 0 0	04
Anglian Buses (336)	50	34	7 6 3	84
Arriva in Cheshire East (295)	63	26	8 3	89
Arriva in County Durham (299)	49	32	15 <mark>32</mark>	81
Arriva in Leicester City (272)	41	40	14 4	81
Arriva in Mersey (1323)	56	30	11 2	86
Arriva in Milton Keynes (375)	41	40	11 4 3	81
Arriva in Northumberland (361)	45	41	8 6	86
Arriva in Tees Valley (1041)	59	29	8 <mark>2</mark> 2	88
Arriva in Tyne & Wear (238)	50	35	8 6 2	84
Arriva in West Yorkshire (217)	47	32 12	2 5 5	78
Blackpool Transport (436)	49	34	12 32	83
Bluestar (386)	47	36	14 2	83
Brighton and Hove Bus (795)	50	31	12 5	82
Carousel Buses (329)	49	35	10 32	84
Cumfybus in Mersey (233)	55	38	5	93

*Due to rounding the percentage very/fairly satisfied may not always be equal to the sum of the very and fairly satisfied values in the chart

Satisfaction with on-bus journey time (%)

% - very/fairly satisfied*

OPERATORS CONTINUED		S	atisfied*
First in Cornwall (611)	49	36 10 <mark>3</mark> 3	84
First in Essex (581)	50	35 9 4 2	85
First in Gtr. Manchester (807)	43	38 11 5 3	81
First in Leicester City (252)	43	37 15 42	79
First in Norfolk (526)	45	36 12 3 3	82
First Potteries (715)	48	35 11 4 2	83
First South Coast (750)	50	35 7 4 4	85
First in South Yorkshire (931)	44	38 10 52	82
st in West England Part. (1401)	37	42 13 6 2	78
First in West Yorkshire (1054)	42	38 11 5 4	80
First in York (590)	49	37 10 22	86
Go NE in County Durham (302)	53	34 9 2	87
Go NE in Tyne & Wear (665)	52	37 7 3	89
Hedingham & Chambers (320)	53	27 12 4 4	80
Konectbus (448)	65	26 6 3	91
Metrobus (501)	55	31 10 22	86
tional Exp. in West Mids (3028)	36	46 12 42	82
lottingham City Transport (915)	54	35 7 2	89
Oxford Bus in Oxfordshire (636)	42	43 9 4	85
Oxford Bus Park & Ride (303)	60	28 8 4	88
Plymouth Citybus (608)	51	35 9 4	85
Reading Buses (1037)	54	32 9 22	87
Rosso Buses (296)	53	30 13 22	83
Southern Vectis (319)	61	27 10 2	88
oach Cumbria & N. Lancs (296)	58	29 9 32	86
coach in Gtr. Manchester (867)	41	34 14 7 4	75
Stagecoach Lincolnshires (368)	50	33 8 7 2	82
Stagecoach in Mersey (667)	51	34 10 <mark>22</mark>	86
coach in Nottinghamshire (379)	61	31 7	91
tagecoach in Oxfordshire (441)	46	37 10 33	83
Stagecoach South East (323)	50	30 17 2	80
Stagecoach South West (459)	54	31 11 3	85
coach in South Yorkshire (590)	54	30 12 22	84
Stagecoach in Tees Valley (791)	54	33 8 <mark>32</mark>	87
agecoach in Tyne & Wear (539)	51	35 11 2	86
Stagecoach West (1058)	53	33 8 4 2	86
Trent Barton (224)	53	33 10 3	86
Wilts & Dorset Buses (506)	64	29 4 <mark>2</mark> 2	92

First in Norfolk (First Potteries (First South Coast (First in South Yorkshire (First in West England Part. (1 First in West Yorkshire (1 First in York (Go NE in County Durham (Go NE in Tyne & Wear (Hedingham & Chambers (Konectbus (Metrobus (National Exp. in West Mids (3) Nottingham City Transport (Oxford Bus in Oxfordshire (Oxford Bus Park & Ride (Plymouth Citybus (Reading Buses (1 Rosso Buses (2 Southern Vectis (St'coach Cumbria & N. Lancs (St'coach in Gtr. Manchester (8 Stagecoach Lincolnshires (Stagecoach in Mersey (St'coach in Nottinghamshire (# Stagecoach in Oxfordshire (4 Stagecoach South East (

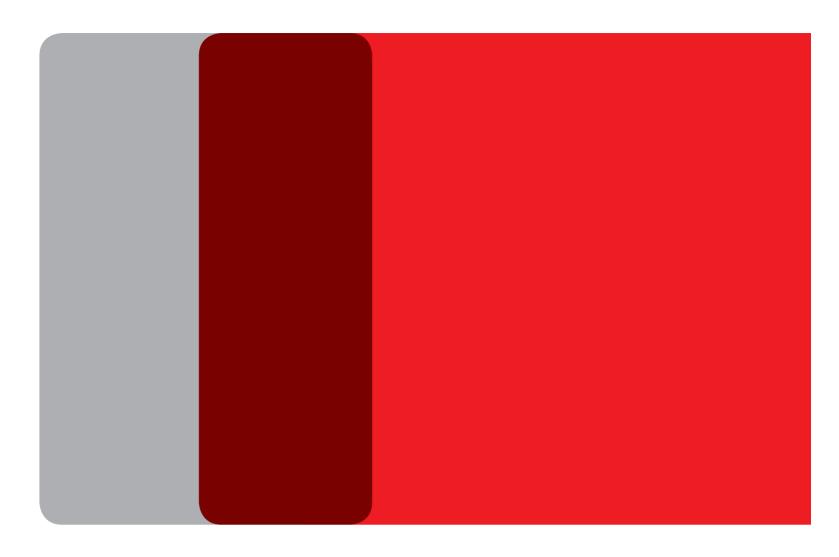
Stagecoach South West (St'coach in South Yorkshire (Stagecoach in Tees Valley (Stagecoach in Tyne & Wear (Stagecoach West (1 Trent Barton (2

Very satisfied

Fairly satisfied

Neither/nor Fairly dissatisfied Very dissatisfied

Q How satisfied were you with the length of time your journey on the bus took?



This is a summary of the full survey report, which is available here: www.transportfocus.org.uk/research-publications/research/bus-passenger-survey

Contact Transport Focus

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