



Bus Passenger Survey

Autumn 2017 Report

Contents

1 Foreword 2

2 Area results in England

Introduction	5
Key findings	6
Results for former metropolitan county authorities	16
Results for transport authority groups	28
Results for local transport authorities	32

3 Bus operator results in England

Introduction	71
Key findings	72
Survey-wide results for national operators	80
Individual operator results	90

4 Survey results in Wales

Introduction	154
Regions key findings	155
Results for regions	160
Bus operator key findings	168
Results for individual operators	170
Results for national operators	178

5 Survey results in Scotland

Introduction	187
Bus operator key findings	188
Results for individual operators	190
Results for national operators	198

6 How the research was carried out 204

7 Appendix

List of authorities and operators funding extra survey responses	207
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Any authority or operator that might like to be included in future survey waves should contact Robert Pain at robert.pain@transportfocus.org.uk



Foreword

The Bus Passenger Survey (BPS) is now in its eighth year. Since 2009 we have published the experiences of around 318,000 bus passengers. Their views on local bus services have been heard by governments, transport authorities and bus operators to help focus resources and efforts on those things that make journeys better.

For the first time in autumn 2017 we had a Great Britain-wide survey with passengers in England, Wales and Scotland giving their views on local bus journeys. We thank the Welsh Government, transport authorities and bus operators across Great Britain for contributing to the biggest ever BPS with almost 48,000 taking part this time.

The detail captured about passengers' journeys by BPS is what makes it unique and powerful.

But what are the headline results and stories in England (outside of London)?

- Overall passenger satisfaction with journeys at 88 per cent.
- As in 2016, 65 per cent of passengers were satisfied that their trip provided value for money.
- 73 per cent of passengers were satisfied with the punctuality of their service.
- Once on the bus, 84 per cent of passengers were satisfied with the journey time.

Over the last few years we have seen a gradual decline in satisfaction across the survey with the punctuality and timeliness of passengers' journeys. This year we have seen that decline arrested as an overall picture in England (outside of London).

That said, the overall figure masks some significant improvements in passenger satisfaction with punctuality and timeliness of trips in cities like Manchester for example. On the flip side we have seen some significant declines in satisfaction with punctuality and timeliness of journeys in towns such as Reading, as congestion and the 'growing pains' of town centre redevelopment slow traffic down.

When asked about the factors that could be improved, the single most frequently recorded

improvement was 'punctuality'. We know a lot of work is being done in some areas to help buses move more freely around our towns and cities. The survey identifies areas where practical improvements and investment have made a positive difference for passengers.

The survey also helps us identify the key factors that help deliver that 'good' and much sought-after 'great' passenger journey.

As in recent years the helpfulness, positive attitude and driving standards of the bus driver has a significant impact on both the 'good' and 'great' journeys. It was therefore reassuring to note that passenger satisfaction with all the related measures on the bus driver have shown a slight improvement in 2017.

Is the time and investment in supporting and training drivers by the industry starting to reap some reward for passengers?

More young people use the bus than any other single group of passengers. Our 2018 research *Using the bus: what young people think* set out five clear actions for the industry to improve services for this important audience and, in turn, convince them to be the long-term, loyal passengers of the future.

This year's BPS again identifies results where improvements have been seen in ratings for value for money among young passengers on the back of recently introduced fare and ticket deals.

For the first time in seven years we also had national coverage in Wales. Overall satisfaction at 90 per cent is strong but we will now work with Welsh Government, local operators and Bus Users Cymru to crunch through what the detailed results are saying about local bus journeys across the nation to help shape the future provision of services across the nation.

We know from our work with the bus industry across Britain that the sector is approaching a crossroads. Both opportunities and challenges are becoming clearer through the Bus Services Act, greater devolution powers, closer working through partnerships and alliances and customers who rightly demand more from their operator.

BPS continues to shine a bright light on the factors that work well for passengers but also

where improvements are needed. The team at Transport Focus will take these results out to governments, transport authorities and operators to make sure they clearly understand and act on what passengers are telling us.

Jeff Halliwell

Chair, Transport Focus



Results by authority in England

The Bus Passenger Survey was conducted in 27 authority areas.
The results are set out by area in the order shown below.

**We recommend reading the accompaniment
*How the research was carried out and making
use of results on page 204.***

Former metropolitan county authority areas (PTEs)

- Greater Manchester (Transport for Greater Manchester/TfGM)
- Mersey and Halton (Merseytravel)
- South Yorkshire (SYPTe)
- Tyne and Wear (Nexus)
- West Midlands (Transport for West Midlands/TfWM)
- West Yorkshire Combined Authority (WY Metro)

Transport authority area groups

- Tees Valley Group (comprising the five unitary authorities of Darlington, Hartlepool, Middlesbrough, Redcar & Cleveland, and Stockton on Tees)
- West of England Combined Authority and North Somerset (comprising the four unitary authorities of Bath & North East Somerset, Bristol City, North Somerset, and South Gloucestershire)

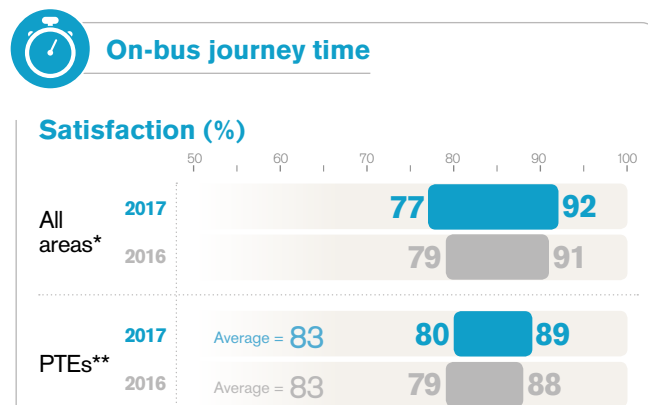
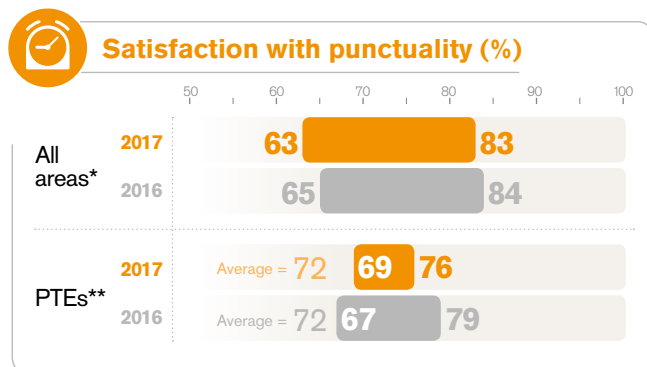
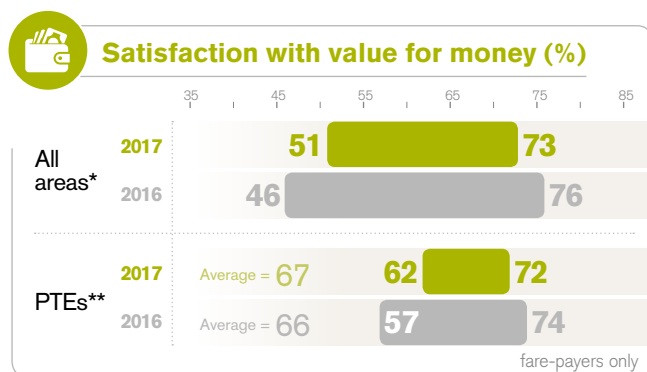
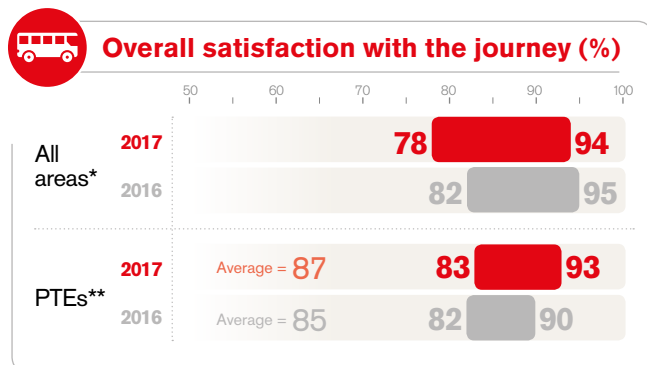
Local transport authority areas

- Bournemouth Borough Council
- Cornwall Council
- County Durham Council
- Essex County Council
- Kingston-upon-Hull City Council
- Leicester City Council
- Milton Keynes Council
- Norfolk County Council
- North East Lincolnshire Council
- Northamptonshire County Council
- Northumberland County Council
- Nottinghamshire County Council
- Oxfordshire County Council
- Borough of Poole
- Staffordshire County Council
- Swindon Borough Council
- Warwickshire County Council
- Worcestershire County Council
- City of York Council



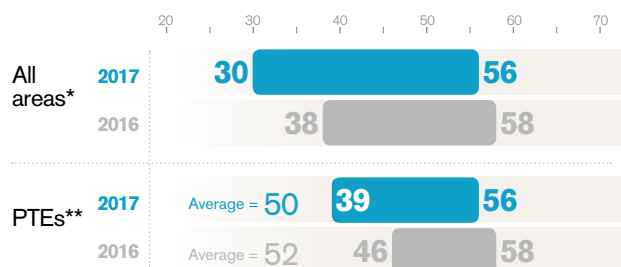
Key findings by authority areas*

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

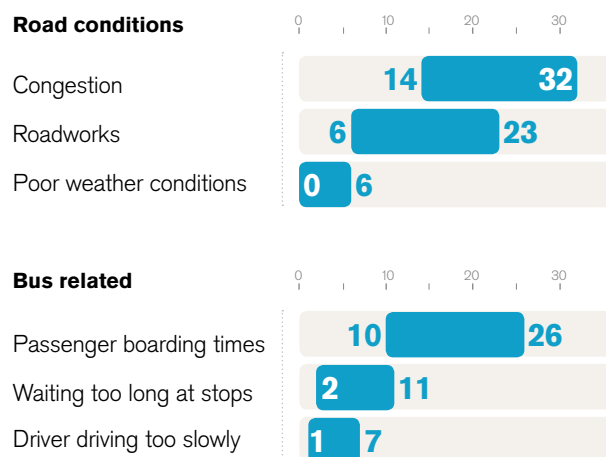


Factors affecting journey time (%)
Passengers told us if their journey time was affected by any of six reasons (they could choose more than one)

Proportion of journeys affected:



Journeys were affected by:



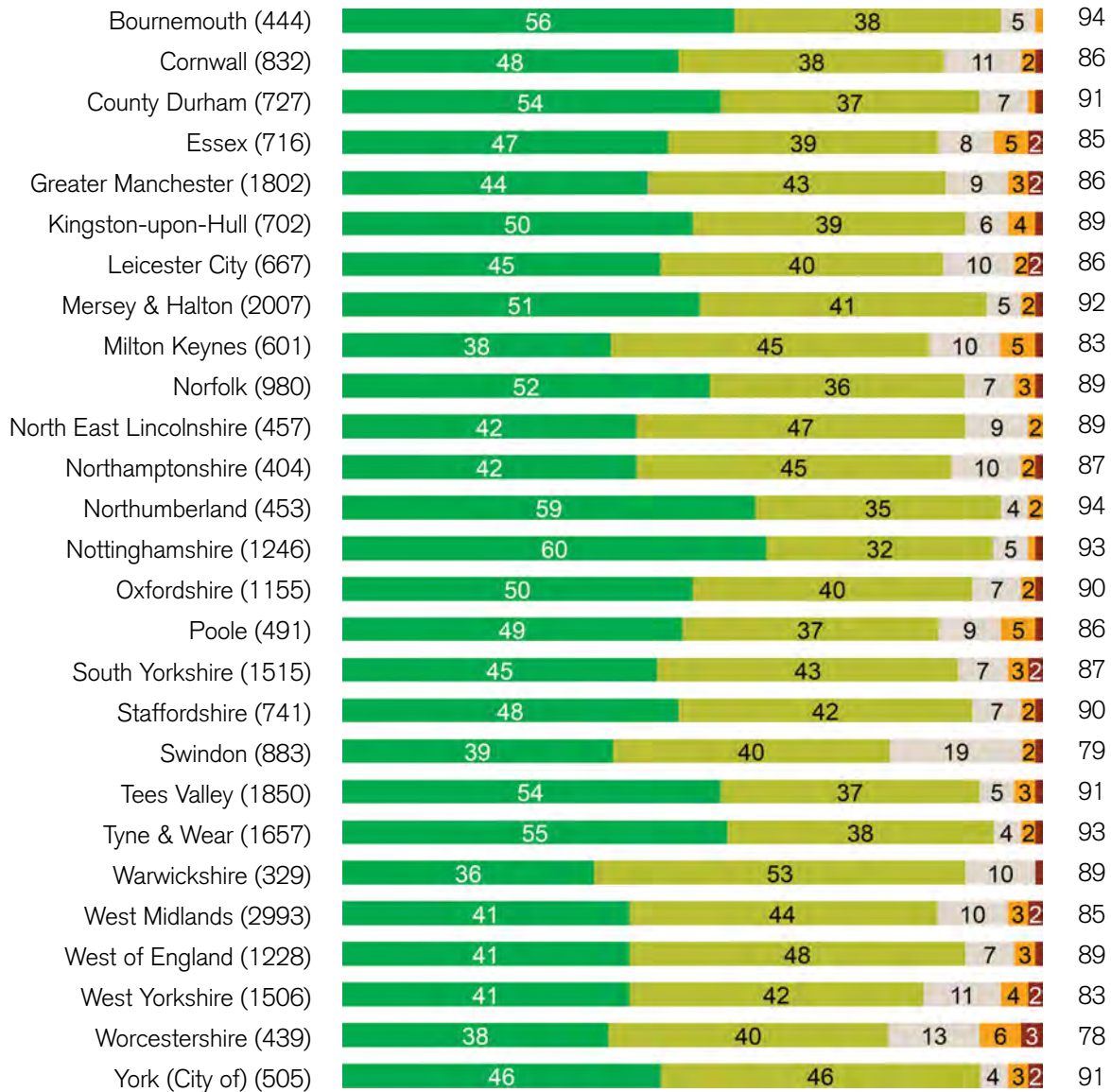
*The authority areas covered in the autumn 2017 survey are not exactly the same as those covered in the autumn 2016 survey, although the majority are the same (including all six PTEs)

**Passenger Transport Executive areas



Overall satisfaction with the bus journey (%)

% – very/fairly satisfied*



Very satisfied Fairly satisfied Neither/nor 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?

*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

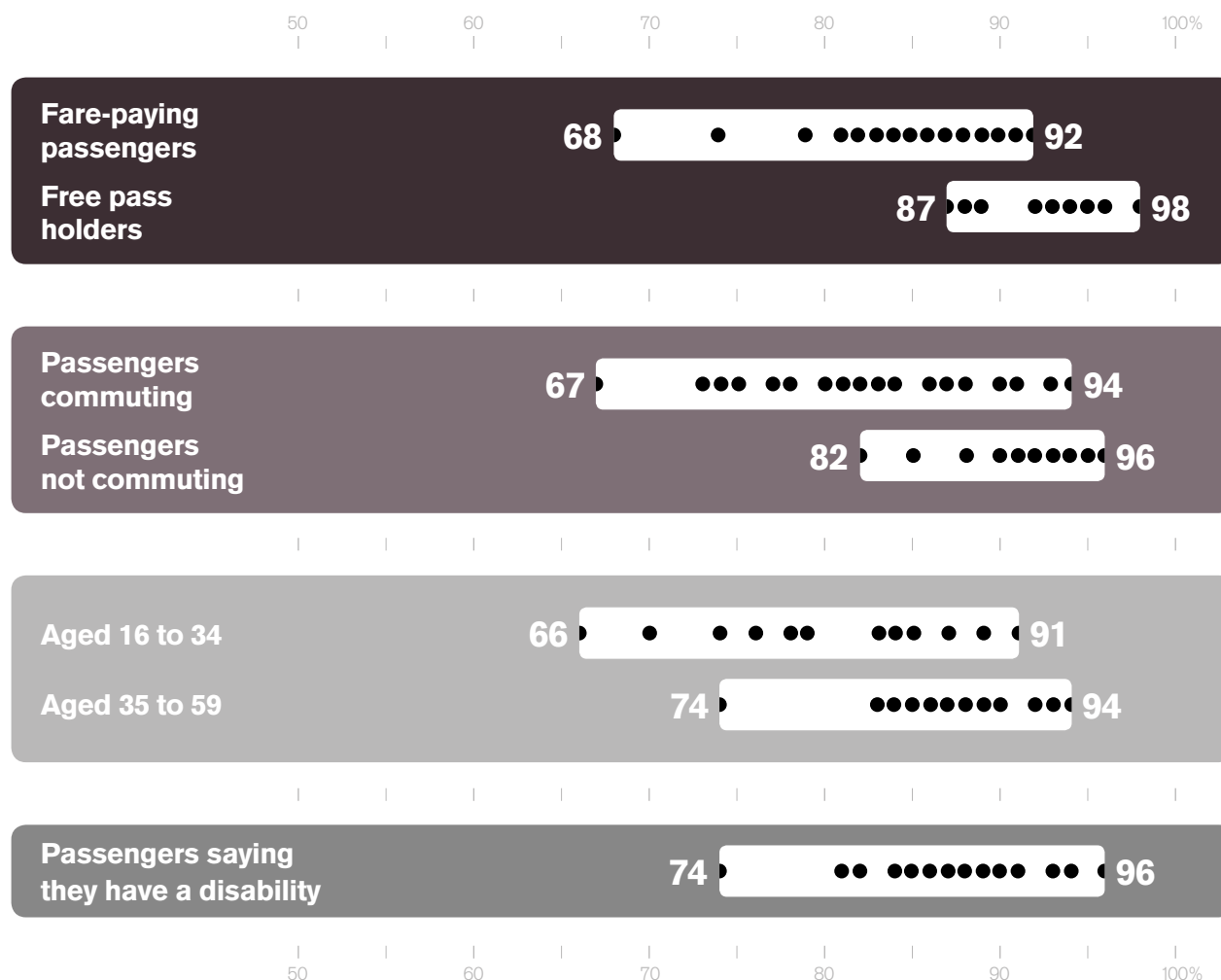


Overall satisfaction amongst key passenger groups (%) – how scores vary by area

Reading the chart

The chart below shows how different passenger groups rated their bus journey overall and how these scores varied by the 27 authority areas (listed on page 5). The white band shows the range of scores for each group and the black dots mark the individual scores for each area. The highest and lowest scores are shown at each end of the white bands.

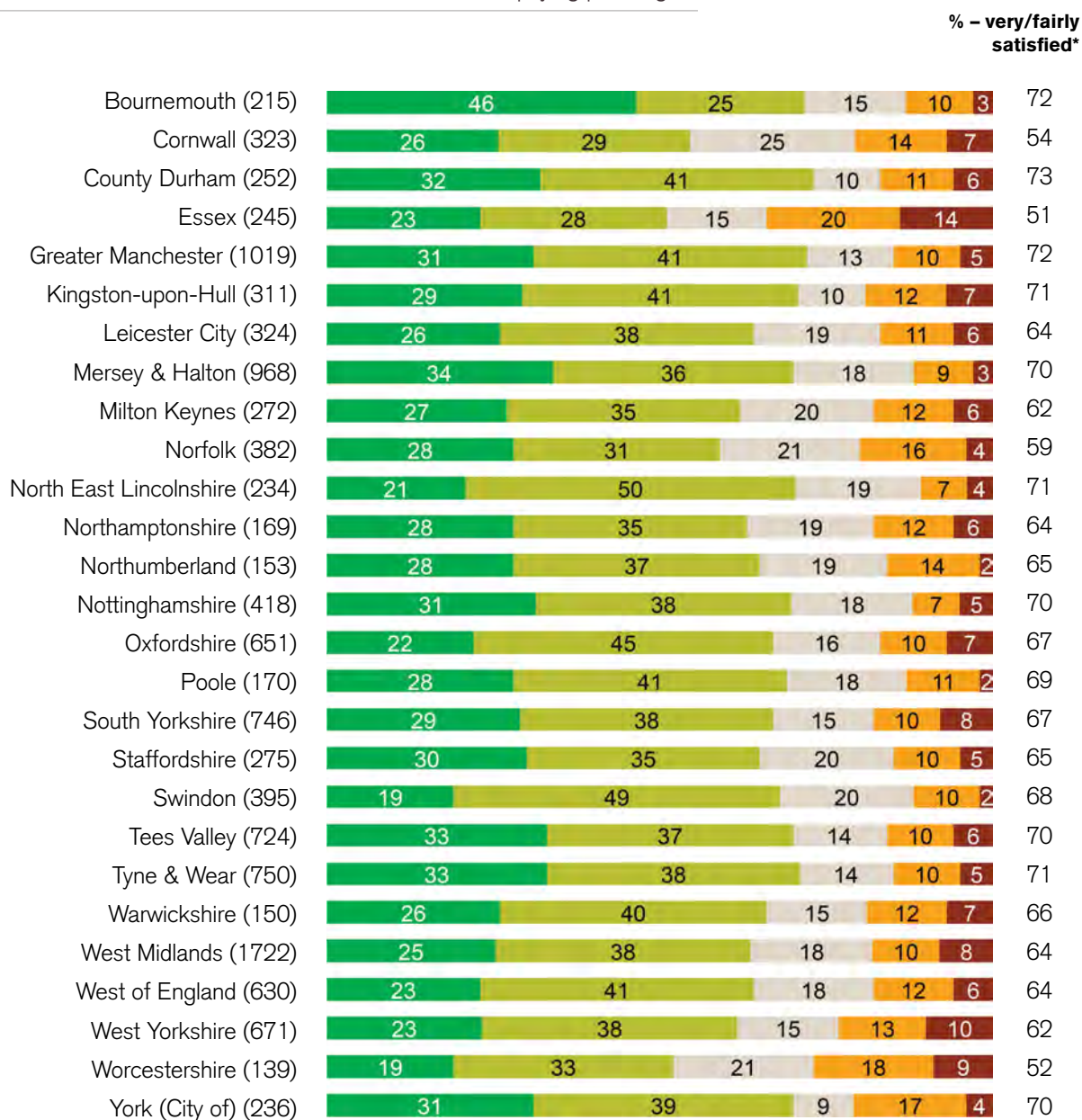
This shows, for example, that free pass holders tend to be more satisfied with their journey overall than fare-payers, as the white band is further to the right. However, there is wider variation in scores for fare-payers than there is for free pass holders.



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



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



■ Very satisfied
 ■ Fairly satisfied
 ■ Neither/nor
 ■ Fairly dissatisfied
 ■ Very dissatisfied

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

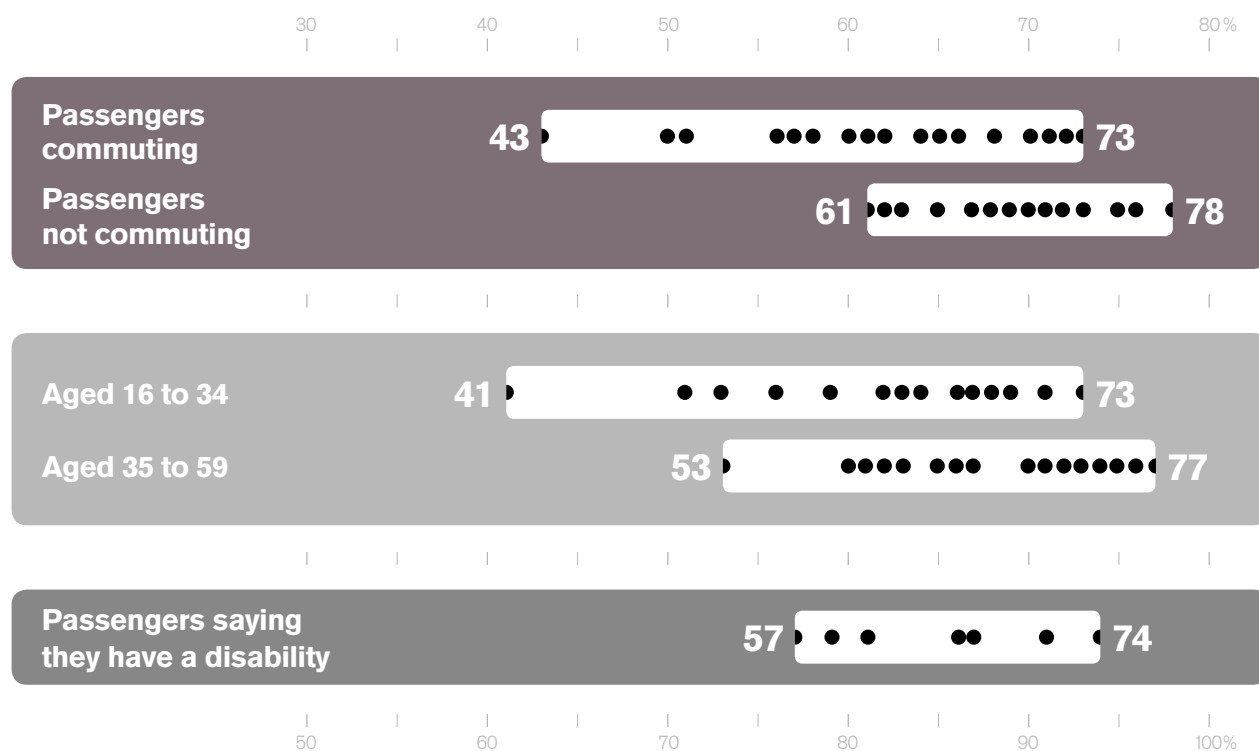


Satisfaction with value for money amongst key passenger groups (%) – how scores vary by area

Reading the chart

The chart below shows how different passenger groups rated the value for money of their journey and how these scores varied by the 27 authority areas (listed on page 5). The white band shows the range of scores for each group and the black dots mark the individual scores for each area. The highest and lowest scores are shown at each end of the white bands.

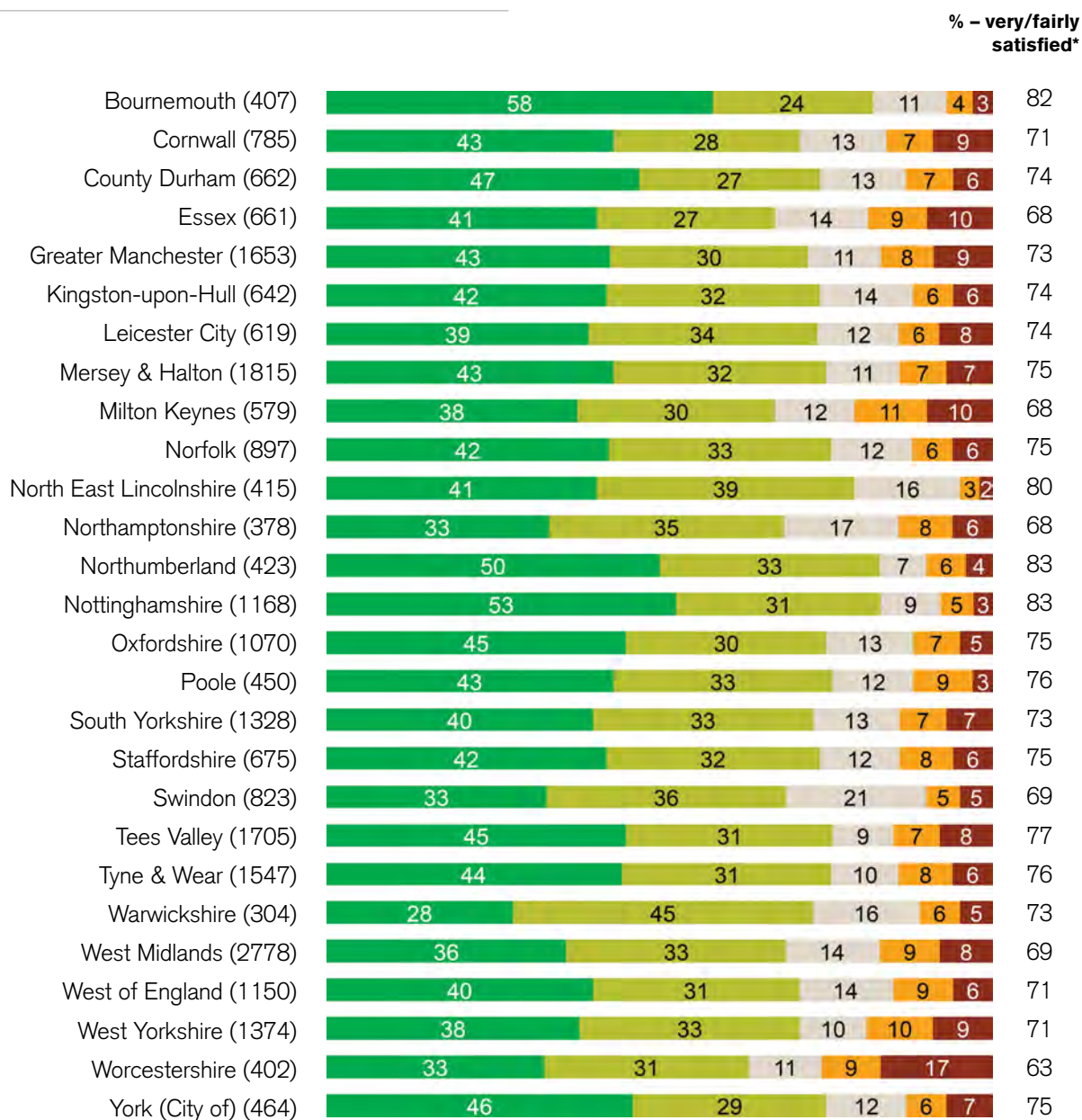
This shows, for example, that passengers aged 35 to 59 tend to be more satisfied with value for money than those passengers aged 16 to 34, as the white band is further to the right. However, there is wider variation in scores for those aged 16 to 34 than there is for those aged 35 to 59.



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



Satisfaction with punctuality of the bus (%)



■ Very satisfied
 ■ Fairly satisfied
 ■ Neither/nor
 ■ Fairly dissatisfied
 ■ Very dissatisfied

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

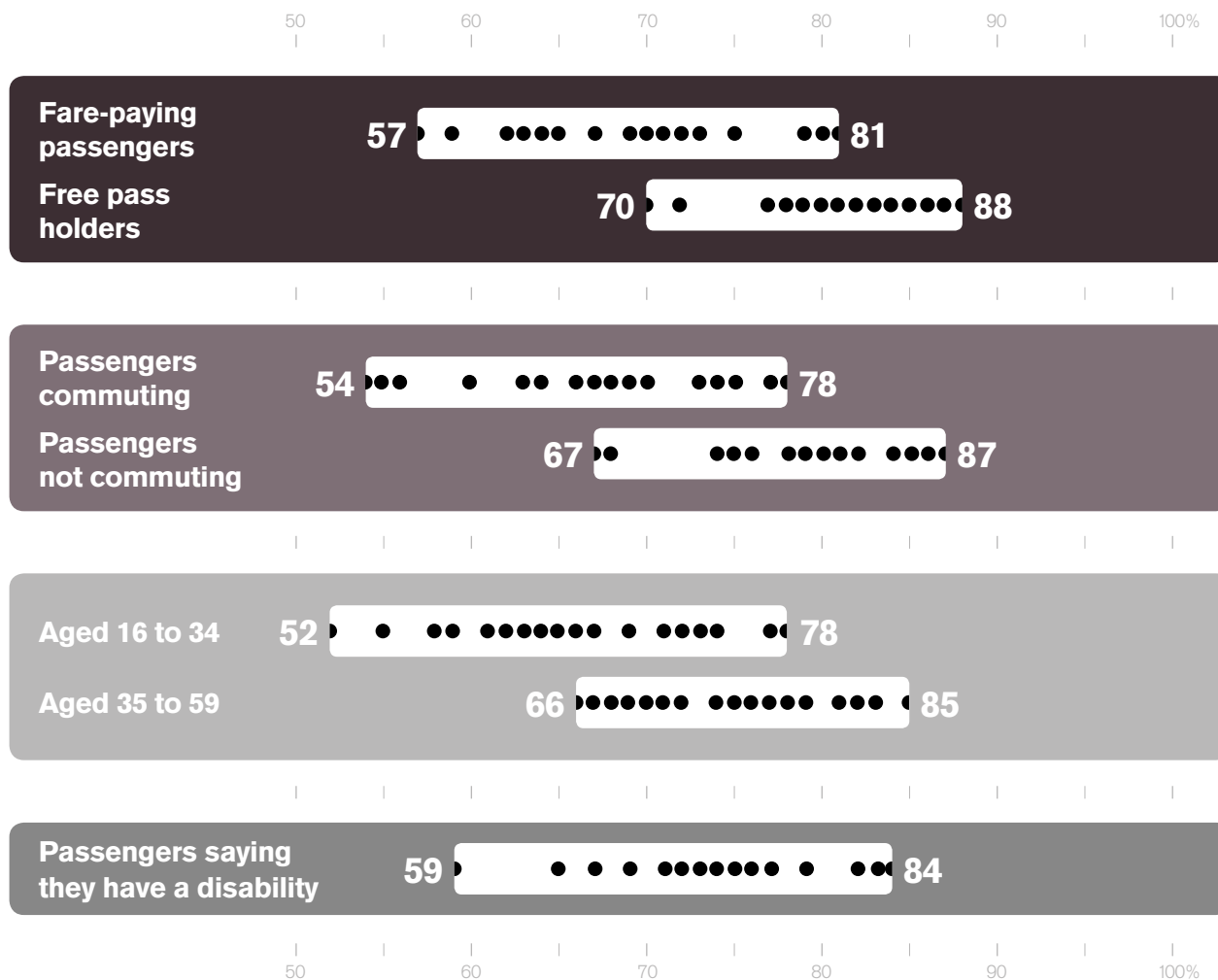


Satisfaction with punctuality amongst key passenger groups (%) – how scores vary by area

Reading the chart

The chart below shows how different passenger groups rated the punctuality of the bus and how these scores varied by the 27 authority areas (listed on page 5). The white band shows the range of scores for each group and the black dots mark the individual scores for each area. The highest and lowest scores are shown at each end of the white bands.

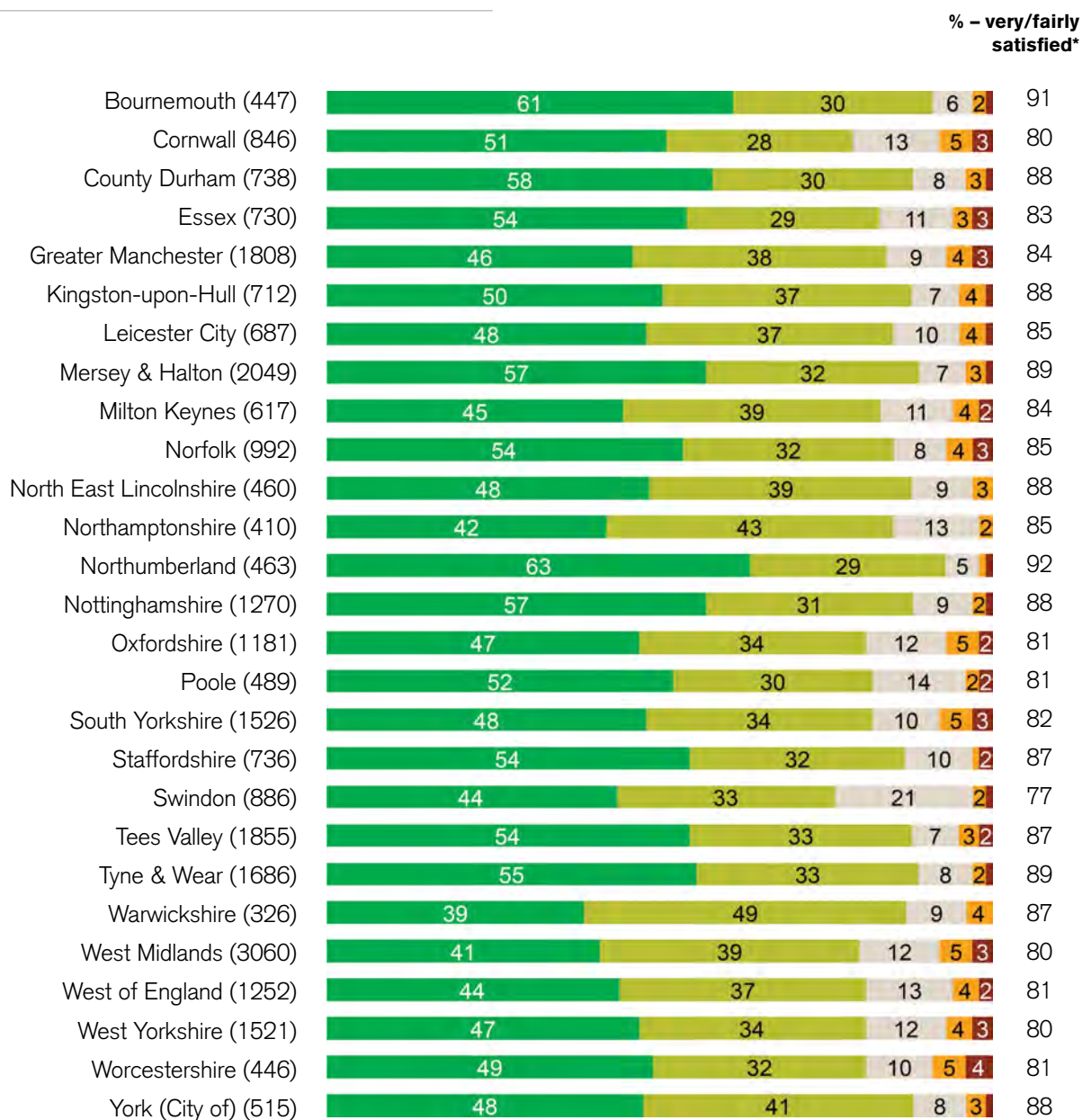
This shows, for example, that free pass holders tend to be more satisfied with punctuality than fare-payers, as the white band is further to the right. However, there is wider variation in scores for fare-payers than there is for free pass holders.



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



Satisfaction with on-bus journey time (%)



■ 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?

*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 amongst key passenger groups (%) – how scores vary by area

Reading the chart

The chart below shows how different passenger groups rated the length of time their journey on the bus took and how these scores varied by the 27 authority areas (listed on page 5). The white band shows the range of scores for each group and the black dots mark the individual scores for each area. The highest and lowest scores are shown at each end of the white bands.

This shows, for example, that non-commuting passengers tend to be more satisfied with the on-bus journey time than commuting passengers, as the white band is further to the right. However, there is wider variation in scores for commuters than there is for non-commuters.



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

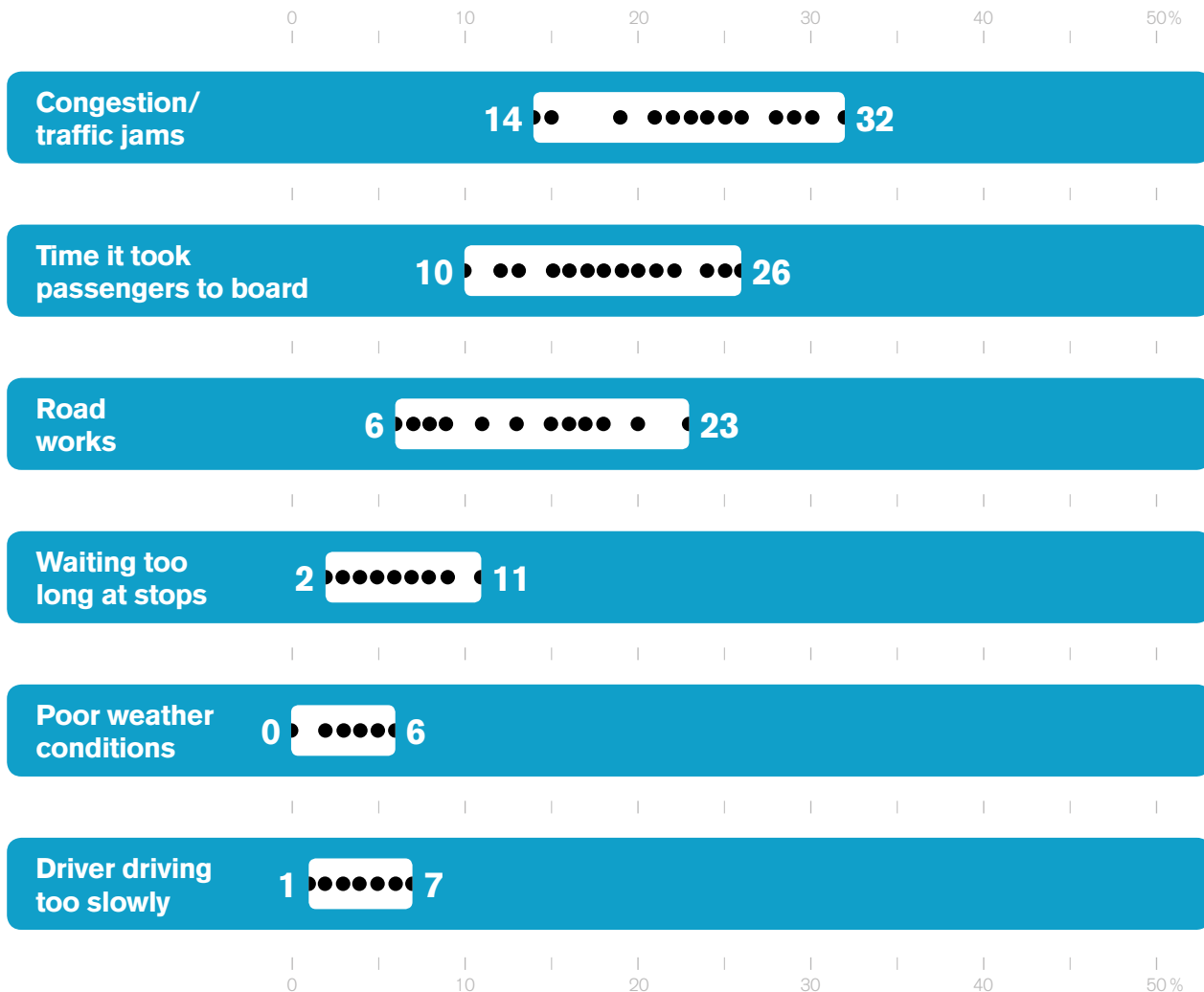


Factors affecting journey length (%) – how scores vary by area

Reading the chart

The chart below shows the different factors affecting the length of time that passengers' journeys took and how these varied by the 27 authority areas (listed on page 5). The white band shows the range of scores (the percentage of journeys affected) for each factor and the black dots mark the individual scores for each area. The highest and lowest scores are shown at each end of the white bands.

This shows, for example, that congestion/traffic jams tend to impact upon a higher percentage of journeys than roadworks, as the white band is further to the right. However, the variation in scores for congestion/traffic jams and roadworks is similar.



Q Was the length of your journey affected by any of the following?

Passengers could provide more than one answer

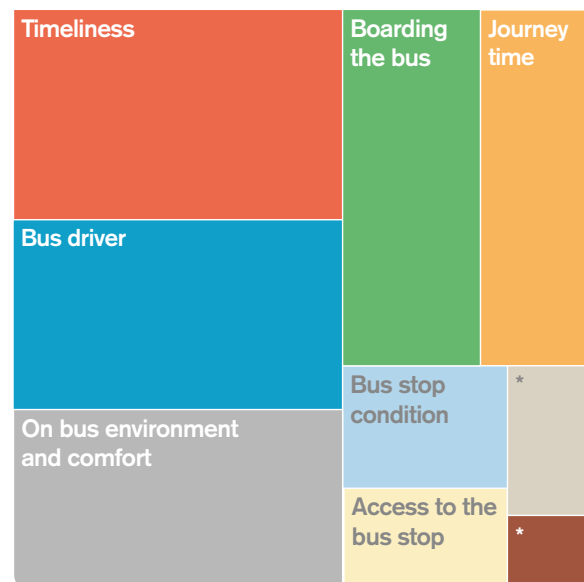
Greater Manchester (TfGM)

Headline results



Which themes are affecting overall passenger satisfaction?

See page 205 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	85	82	83	86	44	43	9	5	1802
Fare-paying passengers	84	81	80	85	40	45	9	6	1052
Free pass holders	91	88	94	93	57	36	5	1	726
Aged 16 to 34	82	77	77	84	40	43	11	6	554
Aged 35 to 59	87	84	85	86	39	47	8	6	483
Passengers commuting	82	78	77	82	36	47	11	7	748
Passengers not commuting	88	87	90	91	53	39	6	3	1000
Passengers saying they have a disability	82	76	83	86	46	40	10	5	500
Value for money									
All fare-paying passengers	73	66	70	72	31	41	13	15	1019
Aged 16 to 34	71	59	66	68	31	38	14	18	500
Aged 35 to 59	76	77	74	76	31	44	12	12	424
Passengers commuting	71	66	65	70	29	40	14	17	678
Passengers not commuting	75	67	78	75	35	40	12	12	323
Punctuality & time waiting for bus									
Punctuality of the bus	76	71	67	73	43	30	11	16	1653
The length of time waited	78	73	68	76	43	33	10	14	1797
On-bus journey time									
Time the journey on the bus took	85	81	79	84	46	38	9	7	1808

Detailed results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
The bus stop									
Overall satisfaction with the bus stop	81	76	80	82	37	46	11	6	1731
Its distance from the journey start	85	84	85	87	49	38	8	5	1699
The convenience/accessibility of its location	87	87	88	90	53	38	6	3	1627
Its condition/standard of maintenance	75	71	71	78	39	40	14	8	1625
Its freedom from graffiti/vandalism	78	75	77	82	49	33	12	6	1616
Its freedom from litter	71	66	70	75	41	34	14	11	1618
The information provided at the stop	72	67	70	75	35	40	13	11	1611
Your personal safety whilst at the stop	78	75	77	82	43	39	13	6	1651
On the bus									
Route/destination information on the outside of the bus	84	82	85	85	53	32	12	3	1735
The cleanliness and condition of the outside of the bus	81	77	77	79	38	42	16	4	1671
The ease of getting onto and off the bus	90	89	90	90	55	35	7	3	1787
The length of time it took to board	89	88	89	90	55	36	7	3	1758
The cleanliness and condition of the inside of the bus	76	71	74	79	35	44	12	9	1804
The information provided inside the bus	63	63	62	62	29	33	31	7	1613
The availability of seating or space to stand	85	84	84	88	51	36	7	5	1774
The comfort of the seats	77	73	76	82	38	44	12	6	1765
The amount of personal space you had around you	75	71	74	79	39	40	12	9	1762
Provision of grab rails to stand/move within the bus	83	82	83	86	46	40	10	4	1755
The temperature inside the bus	76	72	76	81	41	40	12	7	1774
Your personal security whilst on the bus	82	79	83	87	49	38	10	3	1760
The bus driver									
How near to the kerb the driver stopped	91	92	90	93	63	29	6	2	1786
The driver's appearance	88	88	87	87	60	27	11	1	1720
The greeting/welcome you got from the driver	70	66	65	69	42	27	22	8	1742
The helpfulness and attitude of the driver	73	67	67	73	44	28	21	7	1711
The time the driver gave you to get to your seat	75	70	72	79	49	30	14	7	1749
Smoothness/freedom from jolting during the journey	74	70	72	78	41	37	15	8	1767
Safety of the driving (i.e. speed, driver concentrating)	86	85	86	88	56	32	10	3	1771

Factors affecting journey time

Occurrence (%)	2014	2015	2016	2017
Congestion/traffic jams	26	31	31	29
Road works	20	21	19	13
Bus driver driving too slowly	5	6	6	4
Poor weather conditions	5	6	6	5
Waiting too long at stops	8	11	12	8
Passenger boarding time	18	22	23	26
Base size	2188	1188	2026	1881

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2014	2015	2016	2017
Other passengers' behaviour giving cause to worry or feel uncomfortable	7	10	7	6
Base size	2188	1140	1936	1828

Mersey and Halton (Merseytravel)

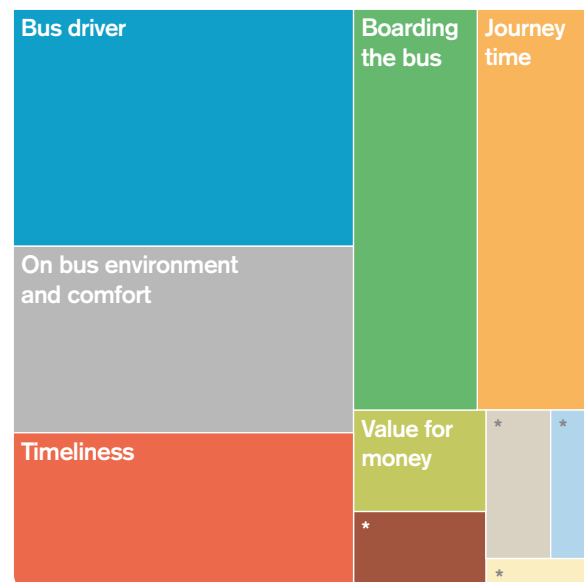
(included Halton since 2015, part of Liverpool City Region)

Headline results



Which themes are affecting overall passenger satisfaction?

See page 205 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	90	89	90	92	51	41	5	3	2007
Fare-paying passengers	87	86	88	90	42	48	7	3	987
Free pass holders	96	94	94	94	63	31	3	3	985
Aged 16 to 34	85	83	83	89	43	46	7	4	494
Aged 35 to 59	90	92	93	90	43	47	7	4	568
Passengers commuting	85	85	86	88	41	47	7	5	735
Passengers not commuting	93	94	93	94	58	36	4	2	1173
Passengers saying they have a disability	87	89	89	90	49	41	7	3	616
Value for money									
All fare-paying passengers	67	71	73	70	34	36	18	12	968
Aged 16 to 34	66	66	68	67	36	32	20	13	442
Aged 35 to 59	67	76	79	73	33	40	17	10	460
Passengers commuting	65	68	72	70	33	37	21	9	618
Passengers not commuting	70	78	76	69	33	36	14	17	321
Punctuality & time waiting for bus									
Punctuality of the bus	80	78	78	75	43	32	11	14	1815
The length of time waited	82	80	79	76	44	33	11	13	1986
On-bus journey time									
Time the journey on the bus took	88	87	87	89	57	32	7	4	2049

Detailed results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
The bus stop									
Overall satisfaction with the bus stop	82	82	81	81	38	42	12	8	1972
Its distance from the journey start	88	85	87	86	56	30	9	5	1877
The convenience/accessibility of its location	89	89	90	88	56	32	8	4	1714
Its condition/standard of maintenance	78	79	79	76	40	36	12	12	1731
Its freedom from graffiti/vandalism	82	82	79	77	46	31	11	13	1716
Its freedom from litter	75	76	75	74	40	35	14	12	1714
The information provided at the stop	76	76	73	70	35	35	15	15	1728
Your personal safety whilst at the stop	80	79	79	78	43	35	17	5	1756
On the bus									
Route/destination information on the outside of the bus	88	88	85	88	59	29	9	3	1941
The cleanliness and condition of the outside of the bus	86	84	85	87	47	39	10	4	1930
The ease of getting onto and off the bus	92	92	92	92	61	32	5	3	1985
The length of time it took to board	92	93	91	93	61	31	5	2	1946
The cleanliness and condition of the inside of the bus	84	84	85	87	44	44	8	5	2030
The information provided inside the bus	71	72	72	72	36	36	24	4	1825
The availability of seating or space to stand	89	88	89	88	53	35	7	5	1963
The comfort of the seats	80	82	84	84	44	40	10	6	1968
The amount of personal space you had around you	79	78	82	79	42	37	12	9	1957
Provision of grab rails to stand/move within the bus	87	86	88	88	48	40	8	4	1949
The temperature inside the bus	80	80	80	82	41	40	11	7	1957
Your personal security whilst on the bus	86	87	87	87	51	36	11	2	1957
The bus driver									
How near to the kerb the driver stopped	94	93	94	93	68	25	5	2	1975
The driver's appearance	90	91	91	90	64	26	9	1	1890
The greeting/welcome you got from the driver	73	73	73	74	46	28	20	7	1912
The helpfulness and attitude of the driver	74	75	76	76	49	27	19	5	1884
The time the driver gave you to get to your seat	75	75	79	77	45	32	16	7	1919
Smoothness/freedom from jolting during the journey	76	77	80	79	45	34	13	7	1944
Safety of the driving (i.e. speed, driver concentrating)	89	89	89	89	57	32	9	2	1945

Factors affecting journey time

Occurrence (%)	2014	2015	2016	2017
Congestion/traffic jams	19	21	21	21
Road works	14	13	13	11
Bus driver driving too slowly	4	4	3	2
Poor weather conditions	3	4	4	3
Waiting too long at stops	7	7	6	7
Passenger boarding time	15	17	18	17
Base size	1750	2254	2562	2135

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2014	2015	2016	2017
Other passengers' behaviour giving cause to worry or feel uncomfortable	4	5	5	5
Base size	1750	2174	2481	2056

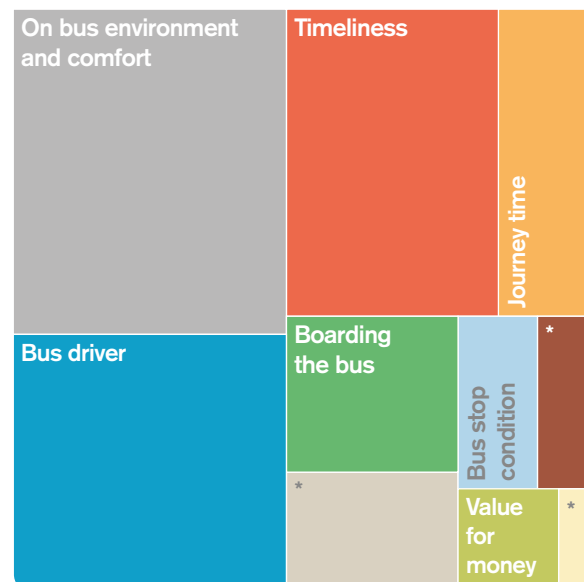
South Yorkshire (SYLTE)

Headline results



Which themes are affecting overall passenger satisfaction?

See page 205 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	87	85	85	87	45	43	7	6	1515
Fare-paying passengers	84	80	84	85	38	47	8	7	754
Free pass holders	93	93	89	92	60	33	4	4	744
Aged 16 to 34	81	77	81	84	37	47	11	5	270
Aged 35 to 59	88	87	83	87	42	45	5	8	481
Passengers commuting	84	77	81	83	38	46	10	7	538
Passengers not commuting	90	91	89	91	51	40	5	4	907
Passengers saying they have a disability	86	82	83	87	47	40	8	6	535
Value for money									
All fare-paying passengers	69	65	69	67	29	38	15	18	746
Aged 16 to 34	66	59	66	62	29	33	15	24	249
Aged 35 to 59	73	71	70	71	28	43	15	13	392
Passengers commuting	71	64	69	68	29	38	12	20	469
Passengers not commuting	66	68	70	65	29	36	20	15	254
Punctuality & time waiting for bus									
Punctuality of the bus	76	72	74	73	40	33	13	14	1328
The length of time waited	78	73	73	73	39	35	13	14	1502
On-bus journey time									
Time the journey on the bus took	86	84	83	82	48	34	10	8	1526

Detailed results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
The bus stop									
Overall satisfaction with the bus stop	83	79	75	79	36	43	13	8	1436
Its distance from the journey start	87	83	84	85	51	34	9	6	1389
The convenience/accessibility of its location	89	87	87	86	52	34	9	6	1278
Its condition/standard of maintenance	76	73	70	71	32	40	17	12	1274
Its freedom from graffiti/vandalism	80	77	73	73	39	35	15	12	1273
Its freedom from litter	76	69	66	69	34	35	14	17	1284
The information provided at the stop	73	71	71	73	33	40	14	13	1276
Your personal safety whilst at the stop	79	78	79	80	41	38	14	6	1301
On the bus									
Route/destination information on the outside of the bus	86	83	83	83	53	31	12	4	1415
The cleanliness and condition of the outside of the bus	81	76	78	78	37	41	14	7	1417
The ease of getting onto and off the bus	92	90	90	90	56	34	7	4	1479
The length of time it took to board	92	90	89	90	58	32	7	3	1444
The cleanliness and condition of the inside of the bus	79	75	79	78	33	45	12	10	1497
The information provided inside the bus	65	62	63	64	28	36	29	7	1290
The availability of seating or space to stand	89	85	86	82	46	36	9	9	1465
The comfort of the seats	77	70	74	74	34	41	16	10	1464
The amount of personal space you had around you	78	74	76	72	34	38	17	12	1456
Provision of grab rails to stand/move within the bus	87	82	84	84	43	41	10	6	1452
The temperature inside the bus	81	76	77	76	37	39	14	10	1469
Your personal security whilst on the bus	85	83	83	85	48	37	12	3	1460
The bus driver									
How near to the kerb the driver stopped	93	92	90	91	60	31	6	2	1471
The driver's appearance	89	88	88	90	59	31	8	2	1414
The greeting/welcome you got from the driver	71	71	69	72	42	30	20	9	1448
The helpfulness and attitude of the driver	73	71	70	71	43	29	21	7	1420
The time the driver gave you to get to your seat	78	73	75	77	43	35	14	9	1463
Smoothness/freedom from jolting during the journey	74	73	75	77	40	37	14	9	1461
Safety of the driving (i.e. speed, driver concentrating)	88	87	88	89	53	36	8	3	1467

Factors affecting journey time

Occurrence (%)	2014	2015	2016	2017
Congestion/traffic jams	24	24	24	22
Road works	9	14	11	9
Bus driver driving too slowly	4	4	5	4
Poor weather conditions	7	5	5	3
Waiting too long at stops	7	9	10	11
Passenger boarding time	21	19	20	22
Base size	1688	1655	1658	1585

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2014	2015	2016	2017
Other passengers' behaviour giving cause to worry or feel uncomfortable	5	6	7	7
Base size	1688	1610	1606	1524

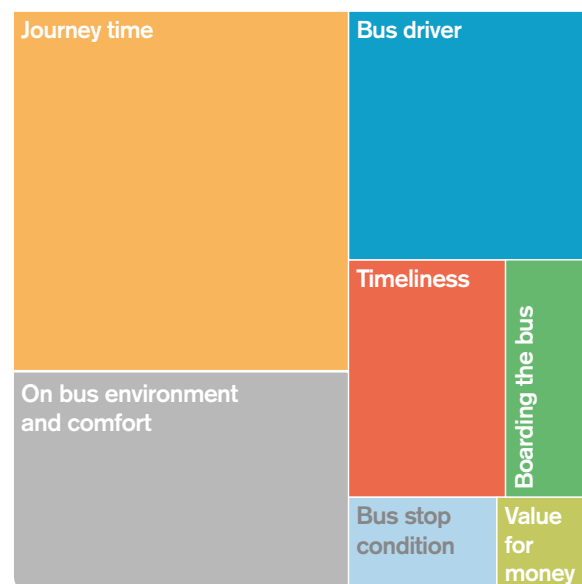
Tyne and Wear (Nexus)

Headline results



Which themes are affecting overall passenger satisfaction?

See page 205 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	90	88	90	93	55	38	4	3	1657
Fare-paying passengers	88	84	89	92	49	43	5	3	769
Free pass holders	95	94	94	95	66	29	3	2	863
Aged 16 to 34	86	80	93	91	46	46	5	3	282
Aged 35 to 59	90	88	85	93	54	39	4	3	467
Passengers commuting	83	85	88	93	46	47	4	3	466
Passengers not commuting	95	90	92	94	63	31	4	3	1125
Passengers saying they have a disability	90	84	88	93	57	36	4	3	595
Value for money									
All fare-paying passengers	63	68	74	71	33	38	14	15	750
Aged 16 to 34	58	62	74	71	36	35	13	16	245
Aged 35 to 59	69	72	70	72	31	42	14	13	385
Passengers commuting	59	66	79	72	36	36	14	13	403
Passengers not commuting	69	72	60	70	30	40	14	16	322
Punctuality & time waiting for bus									
Punctuality of the bus	77	76	79	76	44	31	10	14	1547
The length of time waited	77	79	75	76	44	33	13	10	1623
On-bus journey time									
Time the journey on the bus took	90	86	88	89	55	33	8	4	1686

Detailed results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
The bus stop									
Overall satisfaction with the bus stop	84	83	82	82	39	43	10	7	1606
Its distance from the journey start	86	84	88	87	55	32	9	4	1572
The convenience/accessibility of its location	89	89	89	90	57	33	7	3	1435
Its condition/standard of maintenance	79	78	74	78	39	38	14	8	1453
Its freedom from graffiti/vandalism	81	77	80	80	44	36	11	9	1416
Its freedom from litter	74	70	70	75	38	37	12	13	1433
The information provided at the stop	80	79	81	80	41	39	12	8	1476
Your personal safety whilst at the stop	81	79	81	80	45	35	14	5	1462
On the bus									
Route/destination information on the outside of the bus	88	86	87	88	57	31	10	2	1612
The cleanliness and condition of the outside of the bus	84	81	82	83	44	39	13	4	1605
The ease of getting onto and off the bus	94	93	91	93	63	30	6	2	1650
The length of time it took to board	94	92	90	92	62	29	6	2	1623
The cleanliness and condition of the inside of the bus	82	81	84	84	44	40	8	8	1672
The information provided inside the bus	69	67	73	76	38	38	19	5	1498
The availability of seating or space to stand	90	90	90	90	55	36	6	3	1640
The comfort of the seats	80	78	82	83	44	40	10	6	1632
The amount of personal space you had around you	81	79	81	82	42	39	11	7	1624
Provision of grab rails to stand/move within the bus	87	87	86	89	51	39	8	2	1620
The temperature inside the bus	80	79	80	84	43	41	10	6	1624
Your personal security whilst on the bus	89	87	87	89	50	39	9	2	1625
The bus driver									
How near to the kerb the driver stopped	93	92	91	94	66	28	5	1	1649
The driver's appearance	91	90	91	93	65	28	6	1	1613
The greeting/welcome you got from the driver	72	72	73	78	50	28	15	7	1614
The helpfulness and attitude of the driver	74	73	75	78	52	27	16	5	1614
The time the driver gave you to get to your seat	78	77	78	81	51	29	13	6	1644
Smoothness/freedom from jolting during the journey	75	77	78	82	47	35	11	6	1638
Safety of the driving (i.e. speed, driver concentrating)	89	86	87	91	60	31	7	2	1638

Factors affecting journey time

Occurrence (%)	2014	2015	2016	2017
Congestion/traffic jams	20	21	26	15
Road works	20	15	18	11
Bus driver driving too slowly	3	3	3	3
Poor weather conditions	4	4	3	3
Waiting too long at stops	4	4	6	5
Passenger boarding time	17	16	14	18
Base size	2163	1778	1528	1733

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2014	2015	2016	2017
Other passengers' behaviour giving cause to worry or feel uncomfortable	5	6	6	5
Base size	2163	1729	1495	1694

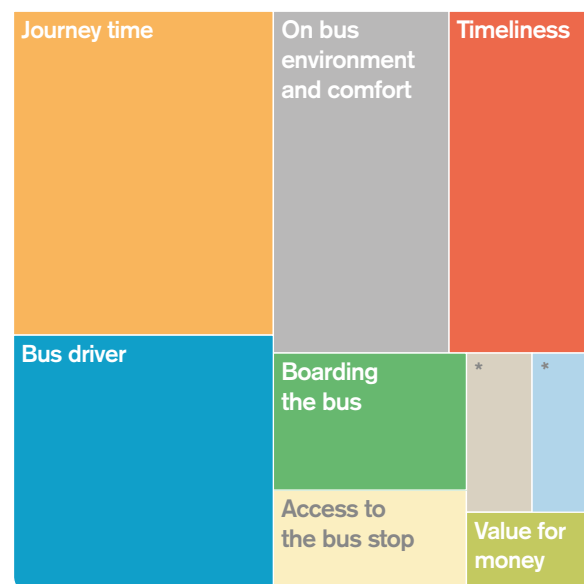
West Midlands (TfWM)

Headline results



Which themes are affecting overall passenger satisfaction?

See page 205 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	87	85	85	85	41	44	10	5	2993
Fare-paying passengers	85	83	82	83	36	47	12	6	1762
Free pass holders	92	90	92	92	57	36	5	2	1140
Aged 16 to 34	83	80	81	79	32	48	14	6	921
Aged 35 to 59	86	86	85	86	42	44	9	5	831
Passengers commuting	84	83	80	80	33	47	14	7	1197
Passengers not commuting	89	87	89	90	49	41	7	3	1644
Passengers saying they have a disability	87	84	85	85	43	42	11	4	822
Value for money									
All fare-paying passengers	62	62	62	64	25	38	18	18	1722
Aged 16 to 34	59	59	59	56	23	33	21	23	822
Aged 35 to 59	67	66	68	72	28	44	15	13	717
Passengers commuting	62	60	59	61	22	38	19	20	1042
Passengers not commuting	64	66	68	69	31	39	16	15	612
Punctuality & time waiting for bus									
Punctuality of the bus	76	76	72	69	36	33	14	17	2778
The length of time waited	79	78	72	70	34	36	15	15	2984
On-bus journey time									
Time the journey on the bus took	85	81	82	80	41	39	12	8	3060

Detailed results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
The bus stop									
Overall satisfaction with the bus stop	81	79	77	77	30	48	14	8	2928
Its distance from the journey start	86	83	83	83	46	37	12	5	2829
The convenience/accessibility of its location	86	84	82	84	47	38	11	4	2624
Its condition/standard of maintenance	76	74	71	71	29	42	17	12	2637
Its freedom from graffiti/vandalism	74	74	72	72	36	36	16	12	2621
Its freedom from litter	70	68	66	66	29	38	17	17	2650
The information provided at the stop	75	74	72	71	30	40	17	12	2671
Your personal safety whilst at the stop	76	77	75	72	34	38	20	8	2683
On the bus									
Route/destination information on the outside of the bus	84	83	83	83	45	37	14	4	2891
The cleanliness and condition of the outside of the bus	78	77	74	78	35	42	14	8	2873
The ease of getting onto and off the bus	89	88	87	89	50	39	8	4	2969
The length of time it took to board	89	88	87	87	52	35	9	4	2924
The cleanliness and condition of the inside of the bus	75	74	73	74	31	42	12	14	3015
The information provided inside the bus	68	69	68	70	30	40	24	6	2763
The availability of seating or space to stand	83	84	83	84	46	38	9	7	2962
The comfort of the seats	75	74	75	77	36	41	14	9	2962
The amount of personal space you had around you	74	74	73	74	36	38	15	11	2933
Provision of grab rails to stand/move within the bus	82	82	83	83	42	41	12	5	2914
The temperature inside the bus	77	78	76	77	35	41	15	9	2943
Your personal security whilst on the bus	78	80	79	78	39	40	16	6	2940
The bus driver									
How near to the kerb the driver stopped	91	90	89	90	55	35	7	2	2949
The driver's appearance	86	86	84	87	53	34	11	2	2807
The greeting/welcome you got from the driver	64	64	61	63	35	28	27	10	2823
The helpfulness and attitude of the driver	66	67	67	66	37	29	26	8	2748
The time the driver gave you to get to your seat	75	74	73	72	38	34	19	9	2897
Smoothness/freedom from jolting during the journey	75	76	75	75	37	38	15	10	2926
Safety of the driving (i.e. speed, driver concentrating)	85	85	85	86	48	38	11	3	2919

Factors affecting journey time

Occurrence (%)	2014	2015	2016	2017
Congestion/traffic jams	27	27	30	32
Road works	12	12	11	13
Bus driver driving too slowly	7	5	7	7
Poor weather conditions	8	6	5	4
Waiting too long at stops	8	7	8	9
Passenger boarding time	15	15	18	18
Base size	4217	3961	3546	3198

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2014	2015	2016	2017
Other passengers' behaviour giving cause to worry or feel uncomfortable	8	7	8	10
Base size	4217	3773	3404	3051

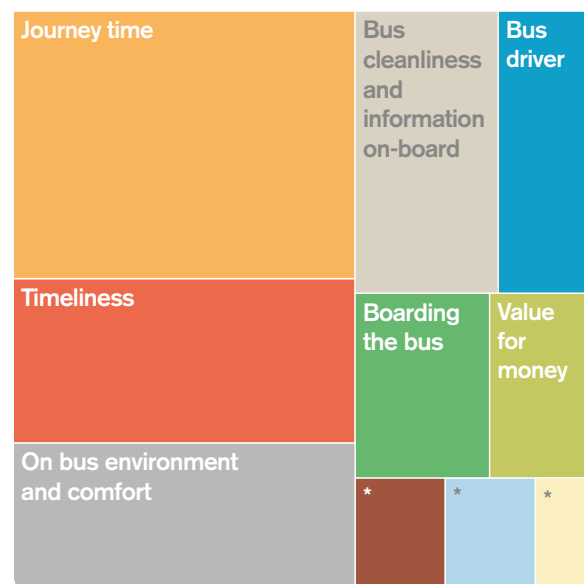
West Yorkshire (Metro)

Headline results



Which themes are affecting overall passenger satisfaction?

See page 205 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	86	87	82	83	41	42	11	6	1506
Fare-paying passengers	83	86	78	79	33	46	13	8	692
Free pass holders	93	89	93	93	62	31	5	3	785
Aged 16 to 34	80	82	75	74	31	43	18	8	259
Aged 35 to 59	88	89	82	86	39	46	7	7	424
Passengers commuting	83	84	74	75	31	45	15	10	476
Passengers not commuting	89	89	90	92	53	38	6	2	972
Passengers saying they have a disability	84	87	80	84	46	38	12	4	475
Value for money									
All fare-paying passengers	63	61	57	62	23	38	15	23	671
Aged 16 to 34	59	52	54	62	23	40	13	25	224
Aged 35 to 59	67	71	61	62	24	38	16	22	348
Passengers commuting	64	59	55	58	19	39	16	26	408
Passengers not commuting	60	64	63	70	32	38	12	18	239
Punctuality & time waiting for bus									
Punctuality of the bus	77	74	67	71	38	33	10	18	1374
The length of time waited	76	78	68	71	39	32	13	16	1474
On-bus journey time									
Time the journey on the bus took	83	86	81	80	47	34	12	7	1521

Detailed results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
The bus stop									
Overall satisfaction with the bus stop	83	79	77	81	37	44	13	5	1459
Its distance from the journey start	86	85	83	84	51	33	11	5	1381
The convenience/accessibility of its location	88	85	87	87	52	35	9	4	1283
Its condition/standard of maintenance	76	74	74	78	38	40	15	7	1298
Its freedom from graffiti/vandalism	79	75	77	80	45	35	12	8	1307
Its freedom from litter	73	72	69	74	37	36	15	11	1311
The information provided at the stop	76	74	70	75	39	36	15	10	1314
Your personal safety whilst at the stop	80	76	74	76	40	35	18	7	1314
On the bus									
Route/destination information on the outside of the bus	85	83	79	82	56	26	13	4	1441
The cleanliness and condition of the outside of the bus	81	81	76	79	41	38	15	6	1427
The ease of getting onto and off the bus	91	89	88	90	57	33	6	4	1484
The length of time it took to board	89	88	87	87	56	31	9	4	1454
The cleanliness and condition of the inside of the bus	79	78	76	75	35	40	12	13	1502
The information provided inside the bus	67	65	61	61	29	32	30	9	1309
The availability of seating or space to stand	86	84	82	86	49	37	8	7	1471
The comfort of the seats	75	75	74	73	34	39	15	12	1469
The amount of personal space you had around you	75	74	74	76	36	39	13	11	1470
Provision of grab rails to stand/move within the bus	84	85	84	83	42	40	12	5	1461
The temperature inside the bus	78	78	75	74	34	40	15	11	1476
Your personal security whilst on the bus	84	83	81	81	42	39	15	4	1470
The bus driver									
How near to the kerb the driver stopped	90	90	88	90	60	31	8	2	1455
The driver's appearance	88	89	86	88	60	28	10	2	1432
The greeting/welcome you got from the driver	67	69	65	67	41	26	21	13	1452
The helpfulness and attitude of the driver	68	71	69	71	43	28	20	8	1411
The time the driver gave you to get to your seat	73	74	70	76	45	31	15	9	1457
Smoothness/freedom from jolting during the journey	73	76	71	74	40	34	17	9	1464
Safety of the driving (i.e. speed, driver concentrating)	85	86	83	86	52	35	10	3	1469

Factors affecting journey time

Occurrence (%)	2014	2015	2016	2017
Congestion/traffic jams	24	29	29	28
Road works	11	16	16	16
Bus driver driving too slowly	6	4	6	5
Poor weather conditions	3	6	7	3
Waiting too long at stops	8	7	10	8
Passenger boarding time	21	24	25	24
Base size	1684	1663	1608	1591

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2014	2015	2016	2017
Other passengers' behaviour giving cause to worry or feel uncomfortable	7	7	9	8
Base size	1684	1614	1537	1533

Tees Valley Group

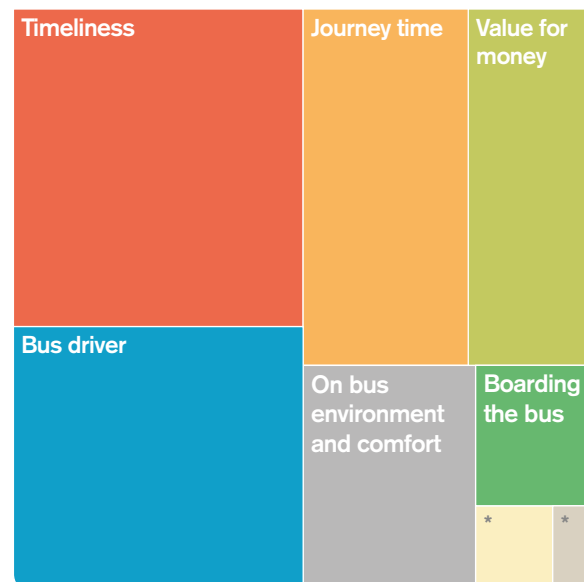
(made up of the five unitary authorities of Darlington, Hartlepool, Middlesbrough, Redcar & Cleveland, and Stockton on Tees)

Headline results



Which themes are affecting overall passenger satisfaction?

See page 205 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	88	90	91	91	54	37	5	4	1850
Fare-paying passengers	85	88	88	91	47	43	6	4	739
Free pass holders	92	92	94	93	63	30	4	3	1075
Aged 16 to 34	80	84	88	85	41	44	10	5	384
Aged 35 to 59	89	88	90	93	52	41	3	4	418
Passengers commuting	81	85	86	88	46	42	7	5	503
Passengers not commuting	93	92	94	94	59	34	3	3	1257
Passengers saying they have a disability	91	90	91	90	52	38	4	5	624
Value for money									
All fare-paying passengers	64	64	67	70	33	37	14	16	724
Aged 16 to 34	59	54	65	66	34	33	15	19	300
Aged 35 to 59	68	73	69	72	31	41	13	15	325
Passengers commuting	61	61	64	70	32	38	13	17	384
Passengers not commuting	68	68	71	69	33	36	16	15	317
Punctuality & time waiting for bus									
Punctuality of the bus	78	80	78	77	45	31	9	15	1705
The length of time waited	80	80	79	77	42	35	11	12	1801
On-bus journey time									
Time the journey on the bus took	88	88	87	87	54	33	7	5	1855

Detailed results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
The bus stop									
Overall satisfaction with the bus stop	78	78	78	80	37	42	12	8	1777
Its distance from the journey start	88	84	87	87	56	31	8	5	1707
The convenience/accessibility of its location	90	89	90	91	59	32	5	4	1544
Its condition/standard of maintenance	73	75	74	77	38	38	12	11	1556
Its freedom from graffiti/vandalism	77	80	77	79	46	33	11	11	1546
Its freedom from litter	74	77	74	77	41	36	12	10	1558
The information provided at the stop	72	74	76	78	41	37	12	11	1567
Your personal safety whilst at the stop	79	81	80	82	46	36	12	6	1586
On the bus									
Route/destination information on the outside of the bus	85	88	86	88	57	31	9	3	1757
The cleanliness and condition of the outside of the bus	82	85	82	86	44	42	10	4	1732
The ease of getting onto and off the bus	92	93	93	94	60	34	4	2	1803
The length of time it took to board	91	94	92	94	61	33	5	2	1749
The cleanliness and condition of the inside of the bus	80	85	81	86	42	45	8	6	1831
The information provided inside the bus	69	75	71	75	37	38	20	5	1645
The availability of seating or space to stand	89	89	88	91	55	36	6	4	1789
The comfort of the seats	75	81	77	82	42	40	11	7	1798
The amount of personal space you had around you	76	80	78	81	42	39	10	8	1771
Provision of grab rails to stand/move within the bus	85	87	86	87	49	38	10	3	1758
The temperature inside the bus	77	81	79	84	41	43	9	7	1783
Your personal security whilst on the bus	84	88	88	89	50	39	8	2	1775
The bus driver									
How near to the kerb the driver stopped	93	93	94	93	65	28	5	2	1800
The driver's appearance	90	91	92	93	66	27	6	1	1772
The greeting/welcome you got from the driver	75	79	77	82	52	30	13	5	1806
The helpfulness and attitude of the driver	75	79	79	83	54	29	13	4	1771
The time the driver gave you to get to your seat	79	86	84	86	57	29	9	4	1801
Smoothness/freedom from jolting during the journey	76	80	81	84	49	35	10	6	1790
Safety of the driving (i.e. speed, driver concentrating)	88	89	90	91	61	30	7	2	1796

Factors affecting journey time

Occurrence (%)	2014	2015	2016	2017
Congestion/traffic jams	19	16	15	15
Road works	21	13	8	11
Bus driver driving too slowly	4	4	3	2
Poor weather conditions	5	4	2	2
Waiting too long at stops	8	7	8	6
Passenger boarding time	15	15	17	16
Base size	1728	1890	1908	1951

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2014	2015	2016	2017
Other passengers' behaviour giving cause to worry or feel uncomfortable	5	7	5	6
Base size	1728	1829	1846	1868

West of England

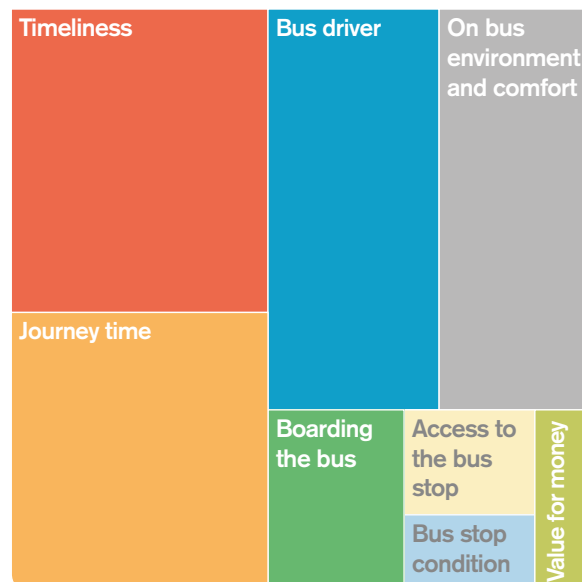
West of England Combined Authority and North Somerset (made up of the four unitary authorities of Bath & North East Somerset, Bristol City, North Somerset, and South Gloucestershire)

Headline results



Which themes are affecting overall passenger satisfaction?

See page 205 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	84	89	85	89	41	48	7	4	1228
Fare-paying passengers	80	86	83	86	31	55	9	4	641
Free pass holders	93	95	93	95	64	32	3	2	564
Aged 16 to 34	77	85	81	85	29	56	10	5	355
Aged 35 to 59	86	90	85	88	39	49	7	5	271
Passengers commuting	79	85	80	84	31	53	11	6	456
Passengers not commuting	88	92	92	94	51	43	4	2	711
Passengers saying they have a disability	85	88	86	90	49	41	7	3	351
Value for money									
All fare-paying passengers	60	67	56	64	23	41	18	18	630
Aged 16 to 34	55	63	53	62	22	40	19	20	329
Aged 35 to 59	69	72	59	67	25	42	17	16	224
Passengers commuting	60	67	54	62	21	41	18	20	394
Passengers not commuting	59	67	61	69	28	41	17	15	217
Punctuality & time waiting for bus									
Punctuality of the bus	67	75	67	71	40	31	14	14	1150
The length of time waited	69	78	68	74	40	34	14	11	1224
On-bus journey time									
Time the journey on the bus took	80	86	79	81	44	37	13	6	1252

Detailed results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
The bus stop									
Overall satisfaction with the bus stop	82	83	79	81	35	46	12	7	1208
Its distance from the journey start	82	85	83	86	53	33	10	5	1168
The convenience/accessibility of its location	88	89	87	89	55	34	8	4	1098
Its condition/standard of maintenance	76	78	73	74	36	39	16	9	1107
Its freedom from graffiti/vandalism	80	83	79	80	48	32	13	7	1099
Its freedom from litter	75	78	72	74	40	34	16	10	1104
The information provided at the stop	69	71	70	72	33	38	17	12	1120
Your personal safety whilst at the stop	78	84	79	80	46	34	15	4	1118
On the bus									
Route/destination information on the outside of the bus	83	84	81	84	50	34	13	3	1192
The cleanliness and condition of the outside of the bus	79	82	80	83	39	43	13	4	1185
The ease of getting onto and off the bus	90	92	89	92	56	37	6	2	1230
The length of time it took to board	87	92	87	91	56	35	7	3	1218
The cleanliness and condition of the inside of the bus	78	81	77	80	36	44	13	7	1236
The information provided inside the bus	59	63	59	63	27	35	29	8	1088
The availability of seating or space to stand	84	88	85	86	50	35	9	6	1229
The comfort of the seats	76	78	74	76	35	42	15	9	1213
The amount of personal space you had around you	72	77	74	76	36	39	13	12	1214
Provision of grab rails to stand/move within the bus	81	83	83	84	43	41	12	5	1199
The temperature inside the bus	72	80	77	77	35	42	14	9	1225
Your personal security whilst on the bus	84	88	84	85	46	40	13	2	1213
The bus driver									
How near to the kerb the driver stopped	91	93	89	93	61	32	6	1	1222
The driver's appearance	86	88	87	89	58	31	9	2	1186
The greeting/welcome you got from the driver	68	74	69	73	42	31	19	8	1210
The helpfulness and attitude of the driver	69	76	71	74	44	30	20	6	1196
The time the driver gave you to get to your seat	79	83	77	81	49	32	14	5	1213
Smoothness/freedom from jolting during the journey	72	78	75	76	38	38	14	10	1224
Safety of the driving (i.e. speed, driver concentrating)	86	88	87	89	51	38	8	3	1221

Factors affecting journey time

Occurrence (%)	2014	2015	2016	2017
Congestion/traffic jams	31	29	37	30
Road works	16	12	18	18
Bus driver driving too slowly	4	4	3	4
Poor weather conditions	6	4	4	4
Waiting too long at stops	7	7	8	6
Passenger boarding time	23	22	25	19
Base size	1527	1517	1652	1313

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2014	2015	2016	2017
Other passengers' behaviour giving cause to worry or feel uncomfortable	5	5	7	4
Base size	1527	1487	1611	1255

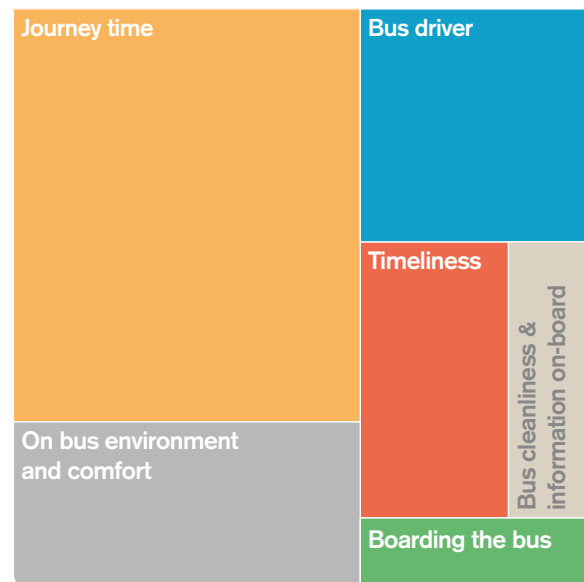
Bournemouth

Headline results



Which themes are affecting overall passenger satisfaction?

See page 205 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	-	-	-	94	56	38	5	2	444
Fare-paying passengers	-	-	-	92	51	40	6	2	217
Free pass holders	-	-	-	98	65	33	2	1	223
Aged 16 to 34	-	-	-	91	50	42	8	1	112
Aged 35 to 59	-	-	-	93	49	44	4	3	106
Passengers commuting	-	-	-	91	51	41	6	2	145
Passengers not commuting	-	-	-	95	60	35	4	1	283
Passengers saying they have a disability	-	-	-	88	51	37	8	3	123
Value for money									
All fare-paying passengers	-	-	-	72	46	25	15	13	215
Aged 16 to 34	-	-	-	69	44	26	16	15	111
Aged 35 to 59	-	-	-	75	50	25	13	12	85
Passengers commuting	-	-	-	70	44	26	17	13	134
Passengers not commuting	-	-	-	-	-	-	-	-	-
Punctuality & time waiting for bus									
Punctuality of the bus	-	-	-	82	58	24	11	7	407
The length of time waited	-	-	-	83	56	27	11	7	433
On-bus journey time									
Time the journey on the bus took	-	-	-	91	61	30	6	3	447

Detailed results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
The bus stop									
Overall satisfaction with the bus stop	-	-	-	84	47	38	12	4	435
Its distance from the journey start	-	-	-	91	60	31	6	2	437
The convenience/accessibility of its location	-	-	-	95	63	33	3	2	412
Its condition/standard of maintenance	-	-	-	80	49	31	14	6	411
Its freedom from graffiti/vandalism	-	-	-	84	56	28	10	5	411
Its freedom from litter	-	-	-	79	46	33	12	9	414
The information provided at the stop	-	-	-	82	51	31	13	5	417
Your personal safety whilst at the stop	-	-	-	84	59	25	13	4	415
On the bus									
Route/destination information on the outside of the bus	-	-	-	92	69	24	6	2	433
The cleanliness and condition of the outside of the bus	-	-	-	89	62	27	9	2	430
The ease of getting onto and off the bus	-	-	-	95	72	23	4	1	442
The length of time it took to board	-	-	-	95	70	25	5	0	436
The cleanliness and condition of the inside of the bus	-	-	-	89	51	38	6	5	445
The information provided inside the bus	-	-	-	80	51	29	17	3	419
The availability of seating or space to stand	-	-	-	90	62	28	5	5	437
The comfort of the seats	-	-	-	86	49	37	10	4	437
The amount of personal space you had around you	-	-	-	82	49	33	9	9	438
Provision of grab rails to stand/move within the bus	-	-	-	89	54	35	6	5	436
The temperature inside the bus	-	-	-	84	54	30	11	6	436
Your personal security whilst on the bus	-	-	-	92	61	30	6	2	434
The bus driver									
How near to the kerb the driver stopped	-	-	-	94	74	19	5	1	435
The driver's appearance	-	-	-	93	72	21	6	1	426
The greeting/welcome you got from the driver	-	-	-	84	65	19	11	5	440
The helpfulness and attitude of the driver	-	-	-	84	64	20	12	4	433
The time the driver gave you to get to your seat	-	-	-	89	65	25	7	4	434
Smoothness/freedom from jolting during the journey	-	-	-	80	49	32	13	6	435
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	92	68	24	6	1	437

Factors affecting journey time

Occurrence (%)	2014	2015	2016	2017
Congestion/traffic jams	-	-	-	21
Road works	-	-	-	8
Bus driver driving too slowly	-	-	-	3
Poor weather conditions	-	-	-	2
Waiting too long at stops	-	-	-	8
Passenger boarding time	-	-	-	21
Base size	-	-	-	465

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2014	2015	2016	2017
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	-	-	7
Base size	-	-	-	448

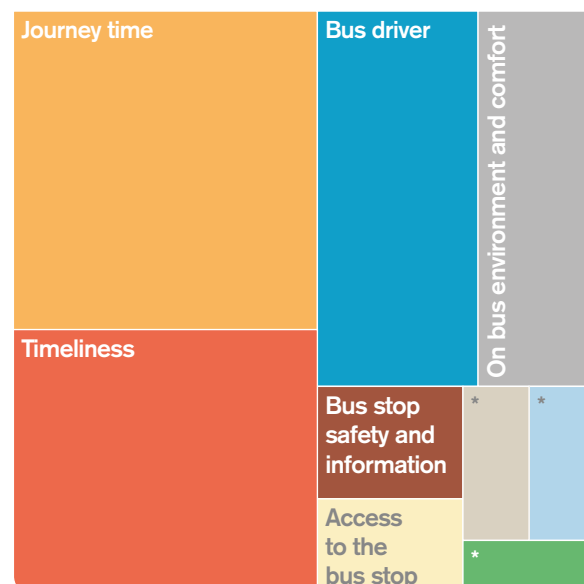
Cornwall

Headline results



Which themes are affecting overall passenger satisfaction?

See page 205 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	-	-	87	86	48	38	11	3	832
Fare-paying passengers	-	-	81	82	38	44	14	4	339
Free pass holders	-	-	95	93	63	30	5	2	479
Aged 16 to 34	-	-	76	76	27	50	20	4	207
Aged 35 to 59	-	-	91	88	52	35	8	5	150
Passengers commuting	-	-	78	77	32	45	19	4	216
Passengers not commuting	-	-	92	94	59	35	5	2	578
Passengers saying they have a disability	-	-	86	85	47	38	11	4	230
Value for money									
All fare-paying passengers	-	-	61	54	26	29	25	21	323
Aged 16 to 34	-	-	56	53	23	30	28	19	158
Aged 35 to 59	-	-	71	53	28	25	22	25	121
Passengers commuting	-	-	57	50	26	25	25	24	161
Passengers not commuting	-	-	69	61	27	35	24	14	153
Punctuality & time waiting for bus									
Punctuality of the bus	-	-	72	71	43	28	13	16	785
The length of time waited	-	-	71	72	39	33	15	12	825
On-bus journey time									
Time the journey on the bus took	-	-	85	80	51	28	13	7	846

Detailed results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
The bus stop									
Overall satisfaction with the bus stop	-	-	77	75	33	42	15	10	808
Its distance from the journey start	-	-	82	81	49	32	12	7	783
The convenience/accessibility of its location	-	-	87	87	53	34	9	4	755
Its condition/standard of maintenance	-	-	67	68	30	38	19	13	731
Its freedom from graffiti/vandalism	-	-	80	77	43	34	16	8	735
Its freedom from litter	-	-	72	71	34	38	18	11	740
The information provided at the stop	-	-	69	70	35	35	18	12	741
Your personal safety whilst at the stop	-	-	82	77	43	34	17	6	762
On the bus									
Route/destination information on the outside of the bus	-	-	83	86	53	33	11	4	804
The cleanliness and condition of the outside of the bus	-	-	77	74	35	39	16	10	822
The ease of getting onto and off the bus	-	-	91	93	59	34	5	2	835
The length of time it took to board	-	-	90	90	60	30	7	3	830
The cleanliness and condition of the inside of the bus	-	-	79	77	35	41	13	11	846
The information provided inside the bus	-	-	56	60	27	33	30	10	742
The availability of seating or space to stand	-	-	87	85	54	31	9	6	830
The comfort of the seats	-	-	72	72	35	37	16	12	828
The amount of personal space you had around you	-	-	77	79	39	40	13	8	828
Provision of grab rails to stand/move within the bus	-	-	84	85	46	39	11	4	818
The temperature inside the bus	-	-	78	81	40	41	11	7	825
Your personal security whilst on the bus	-	-	89	85	51	34	12	3	825
The bus driver									
How near to the kerb the driver stopped	-	-	91	90	64	26	7	3	821
The driver's appearance	-	-	89	90	63	28	8	2	815
The greeting/welcome you got from the driver	-	-	79	80	53	27	13	6	837
The helpfulness and attitude of the driver	-	-	79	80	57	23	15	5	828
The time the driver gave you to get to your seat	-	-	86	86	60	25	10	4	833
Smoothness/freedom from jolting during the journey	-	-	78	79	47	32	13	8	831
Safety of the driving (i.e. speed, driver concentrating)	-	-	91	90	62	27	9	1	836

Factors affecting journey time

Occurrence (%)	2014	2015	2016	2017
Congestion/traffic jams	-	-	22	21
Road works	-	-	15	20
Bus driver driving too slowly	-	-	2	4
Poor weather conditions	-	-	3	5
Waiting too long at stops	-	-	4	5
Passenger boarding time	-	-	17	17
Base size	-	-	794	881

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2014	2015	2016	2017
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	-	4	6
Base size	-	-	771	854

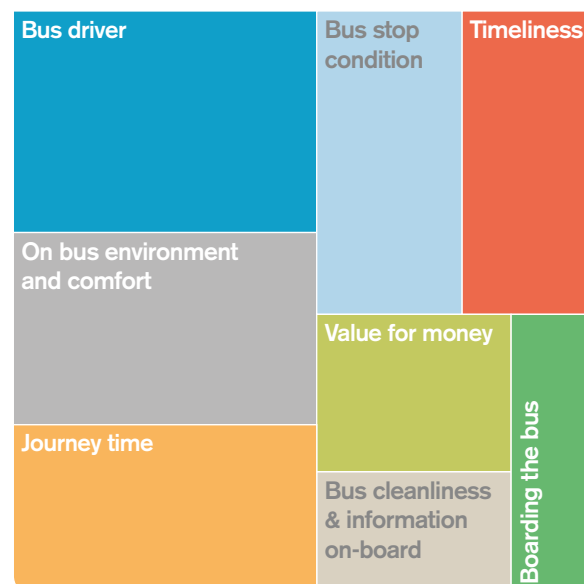
County Durham

Headline results



Which themes are affecting overall passenger satisfaction?

See page 205 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	-	-	89	91	54	37	7	2	727
Fare-paying passengers	-	-	84	89	45	44	8	3	266
Free pass holders	-	-	94	92	64	28	5	2	451
Aged 16 to 34	-	-	79	89	39	51	9	2	145
Aged 35 to 59	-	-	89	84	52	32	11	5	161
Passengers commuting	-	-	82	90	41	49	8	2	164
Passengers not commuting	-	-	93	90	60	31	7	3	525
Passengers saying they have a disability	-	-	87	86	56	30	11	4	288
Value for money									
All fare-paying passengers	-	-	58	73	32	41	10	17	252
Aged 16 to 34	-	-	50	73	32	41	7	20	111
Aged 35 to 59	-	-	68	72	33	39	14	14	112
Passengers commuting	-	-	54	73	29	44	10	17	131
Passengers not commuting	-	-	63	73	36	37	12	16	111
Punctuality & time waiting for bus									
Punctuality of the bus	-	-	79	74	47	27	13	13	662
The length of time waited	-	-	76	78	47	30	11	11	711
On-bus journey time									
Time the journey on the bus took	-	-	86	88	58	30	8	4	738

Detailed results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
The bus stop									
Overall satisfaction with the bus stop	-	-	79	80	38	42	11	9	712
Its distance from the journey start	-	-	86	89	55	33	7	4	667
The convenience/accessibility of its location	-	-	86	92	56	36	5	3	607
Its condition/standard of maintenance	-	-	70	75	39	36	13	12	623
Its freedom from graffiti/vandalism	-	-	74	74	43	32	16	10	610
Its freedom from litter	-	-	73	72	38	34	15	13	618
The information provided at the stop	-	-	79	77	41	35	12	11	626
Your personal safety whilst at the stop	-	-	79	80	45	35	13	7	626
On the bus									
Route/destination information on the outside of the bus	-	-	87	87	59	28	10	3	693
The cleanliness and condition of the outside of the bus	-	-	83	80	46	34	13	7	680
The ease of getting onto and off the bus	-	-	90	92	64	28	7	2	715
The length of time it took to board	-	-	90	91	65	26	7	2	694
The cleanliness and condition of the inside of the bus	-	-	84	82	44	38	9	9	729
The information provided inside the bus	-	-	76	76	40	36	19	5	656
The availability of seating or space to stand	-	-	86	90	56	35	6	4	700
The comfort of the seats	-	-	82	84	47	37	9	7	702
The amount of personal space you had around you	-	-	80	79	43	36	12	9	698
Provision of grab rails to stand/move within the bus	-	-	84	87	49	38	8	4	689
The temperature inside the bus	-	-	78	82	45	38	13	5	702
Your personal security whilst on the bus	-	-	86	86	53	33	10	3	698
The bus driver									
How near to the kerb the driver stopped	-	-	93	93	67	25	5	3	713
The driver's appearance	-	-	91	94	68	26	5	1	703
The greeting/welcome you got from the driver	-	-	77	80	54	27	15	5	708
The helpfulness and attitude of the driver	-	-	79	80	56	24	15	4	704
The time the driver gave you to get to your seat	-	-	84	84	57	28	10	5	712
Smoothness/freedom from jolting during the journey	-	-	78	81	47	34	11	8	708
Safety of the driving (i.e. speed, driver concentrating)	-	-	89	89	61	28	9	2	710

Factors affecting journey time

Occurrence (%)	2014	2015	2016	2017
Congestion/traffic jams	-	-	15	14
Road works	-	-	16	8
Bus driver driving too slowly	-	-	2	1
Poor weather conditions	-	-	2	2
Waiting too long at stops	-	-	3	4
Passenger boarding time	-	-	16	16
Base size	-	-	755	768

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2014	2015	2016	2017
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	-	7	8
Base size	-	-	726	732

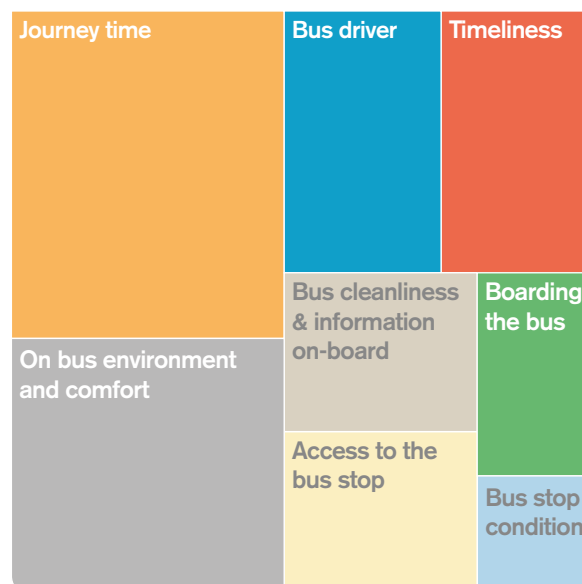
Essex

Headline results



Which themes are affecting overall passenger satisfaction?

See page 205 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	87	79	86	85	47	39	8	7	716
Fare-paying passengers	85	73	78	79	34	45	11	10	250
Free pass holders	91	89	95	95	64	30	3	2	459
Aged 16 to 34	80	67	75	70	29	41	17	13	90
Aged 35 to 59	92	79	85	87	43	44	6	7	157
Passengers commuting	81	75	76	73	28	45	16	11	162
Passengers not commuting	93	85	94	95	61	34	2	3	510
Passengers saying they have a disability	85	82	89	87	54	34	7	6	250
Value for money									
All fare-paying passengers	53	49	46	51	23	28	15	34	245
Aged 16 to 34	44	41	31	41	16	25	18	42	86
Aged 35 to 59	64	59	63	60	32	28	12	28	123
Passengers commuting	49	49	43	43	19	24	18	39	131
Passengers not commuting	60	48	52	67	33	34	11	22	105
Punctuality & time waiting for bus									
Punctuality of the bus	71	64	70	68	41	27	14	19	661
The length of time waited	72	67	70	68	38	30	13	19	703
On-bus journey time									
Time the journey on the bus took	85	82	85	83	54	29	11	7	730

Detailed results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
The bus stop									
Overall satisfaction with the bus stop	74	73	76	74	35	39	16	10	680
Its distance from the journey start	83	83	88	83	55	28	11	6	658
The convenience/accessibility of its location	86	89	89	85	56	28	12	4	591
Its condition/standard of maintenance	68	68	72	69	32	37	19	12	588
Its freedom from graffiti/vandalism	76	77	77	75	42	33	16	9	582
Its freedom from litter	68	70	74	69	36	32	16	15	593
The information provided at the stop	62	61	65	61	29	33	18	21	576
Your personal safety whilst at the stop	76	72	77	71	38	33	21	9	604
On the bus									
Route/destination information on the outside of the bus	84	83	83	83	55	28	12	5	687
The cleanliness and condition of the outside of the bus	75	72	77	76	37	40	15	9	671
The ease of getting onto and off the bus	91	88	89	89	60	30	8	2	703
The length of time it took to board	90	87	89	88	59	29	10	2	684
The cleanliness and condition of the inside of the bus	77	69	75	78	36	42	12	10	710
The information provided inside the bus	59	54	61	64	30	34	26	10	610
The availability of seating or space to stand	85	81	84	83	52	30	8	9	688
The comfort of the seats	71	65	72	74	34	40	15	11	692
The amount of personal space you had around you	73	67	72	74	38	36	13	13	688
Provision of grab rails to stand/move within the bus	82	77	81	82	46	36	10	7	681
The temperature inside the bus	77	71	74	78	38	39	15	8	688
Your personal security whilst on the bus	82	77	82	81	47	35	13	6	688
The bus driver									
How near to the kerb the driver stopped	93	89	89	91	66	25	7	2	716
The driver's appearance	89	87	86	88	61	27	11	1	696
The greeting/welcome you got from the driver	73	65	70	77	50	28	15	8	705
The helpfulness and attitude of the driver	74	67	72	76	50	27	17	6	695
The time the driver gave you to get to your seat	79	72	79	81	52	29	12	7	706
Smoothness/freedom from jolting during the journey	79	69	73	79	44	36	12	9	700
Safety of the driving (i.e. speed, driver concentrating)	88	82	85	89	60	30	8	3	710

Factors affecting journey time

Occurrence (%)	2014	2015	2016	2017
Congestion/traffic jams	24	21	25	25
Road works	12	7	12	13
Bus driver driving too slowly	4	5	6	4
Poor weather conditions	6	4	3	2
Waiting too long at stops	7	10	9	6
Passenger boarding time	20	26	24	21
Base size	855	822	793	754

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2014	2015	2016	2017
Other passengers' behaviour giving cause to worry or feel uncomfortable	5	6	7	6
Base size	855	807	772	733

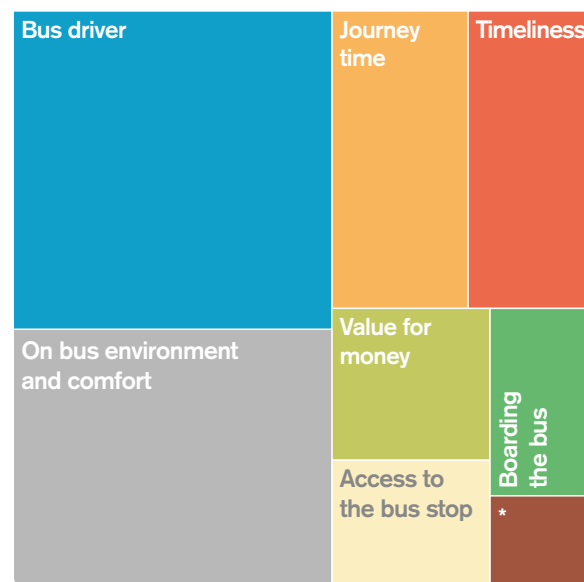
Kingston-upon-Hull

Headline results



Which themes are affecting overall passenger satisfaction?

See page 205 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	-	-	-	89	50	39	6	5	702
Fare-paying passengers	-	-	-	86	41	45	8	6	312
Free pass holders	-	-	-	95	66	29	2	3	373
Aged 16 to 34	-	-	-	84	34	50	11	5	114
Aged 35 to 59	-	-	-	89	50	38	4	7	190
Passengers commuting	-	-	-	87	42	45	6	7	194
Passengers not commuting	-	-	-	91	56	35	6	3	479
Passengers saying they have a disability	-	-	-	90	53	38	5	5	236
Value for money									
All fare-paying passengers	-	-	-	71	29	41	10	19	311
Aged 16 to 34	-	-	-	64	27	37	10	26	103
Aged 35 to 59	-	-	-	77	31	45	10	13	155
Passengers commuting	-	-	-	70	25	45	10	20	166
Passengers not commuting	-	-	-	72	37	35	10	19	137
Punctuality & time waiting for bus									
Punctuality of the bus	-	-	-	74	42	32	14	12	642
The length of time waited	-	-	-	74	43	31	13	13	683
On-bus journey time									
Time the journey on the bus took	-	-	-	88	50	37	7	5	712

Detailed results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
The bus stop									
Overall satisfaction with the bus stop	-	-	-	77	35	42	14	9	693
Its distance from the journey start	-	-	-	84	50	34	11	5	649
The convenience/accessibility of its location	-	-	-	89	51	38	8	3	595
Its condition/standard of maintenance	-	-	-	68	34	34	20	12	599
Its freedom from graffiti/vandalism	-	-	-	73	42	31	14	12	590
Its freedom from litter	-	-	-	70	35	35	12	18	600
The information provided at the stop	-	-	-	65	33	32	17	18	593
Your personal safety whilst at the stop	-	-	-	72	39	34	19	9	617
On the bus									
Route/destination information on the outside of the bus	-	-	-	81	51	30	14	5	668
The cleanliness and condition of the outside of the bus	-	-	-	76	37	39	16	8	656
The ease of getting onto and off the bus	-	-	-	91	58	33	7	2	688
The length of time it took to board	-	-	-	91	58	33	7	2	676
The cleanliness and condition of the inside of the bus	-	-	-	76	35	41	11	13	698
The information provided inside the bus	-	-	-	66	27	39	27	7	624
The availability of seating or space to stand	-	-	-	84	44	40	7	9	682
The comfort of the seats	-	-	-	77	36	41	12	12	686
The amount of personal space you had around you	-	-	-	75	36	39	12	13	688
Provision of grab rails to stand/move within the bus	-	-	-	84	42	42	10	5	677
The temperature inside the bus	-	-	-	75	34	41	15	10	685
Your personal security whilst on the bus	-	-	-	85	44	42	13	2	686
The bus driver									
How near to the kerb the driver stopped	-	-	-	93	65	28	4	2	693
The driver's appearance	-	-	-	90	64	26	8	2	675
The greeting/welcome you got from the driver	-	-	-	80	52	29	11	8	690
The helpfulness and attitude of the driver	-	-	-	80	52	28	14	6	680
The time the driver gave you to get to your seat	-	-	-	81	51	31	11	8	681
Smoothness/freedom from jolting during the journey	-	-	-	78	43	35	14	9	690
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	89	58	31	9	2	695

Factors affecting journey time

Occurrence (%)	2014	2015	2016	2017
Congestion/traffic jams	-	-	-	26
Road works	-	-	-	11
Bus driver driving too slowly	-	-	-	4
Poor weather conditions	-	-	-	6
Waiting too long at stops	-	-	-	7
Passenger boarding time	-	-	-	20
Base size	-	-	-	749

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2014	2015	2016	2017
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	-	-	8
Base size	-	-	-	705

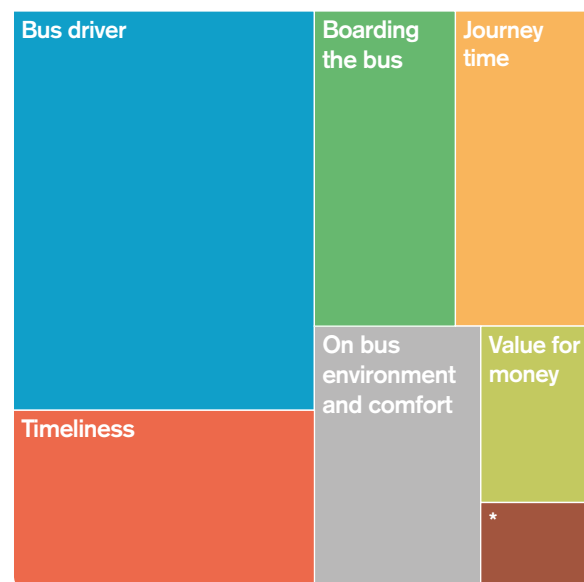
Leicester City

Headline results



Which themes are affecting overall passenger satisfaction?

See page 205 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	-	-	86	86	45	40	10	4	667
Fare-paying passengers	-	-	82	81	37	44	13	5	334
Free pass holders	-	-	92	93	58	35	5	2	314
Aged 16 to 34	-	-	79	78	29	49	16	6	164
Aged 35 to 59	-	-	86	85	46	39	11	4	173
Passengers commuting	-	-	81	81	34	47	13	6	222
Passengers not commuting	-	-	89	90	55	36	7	2	413
Passengers saying they have a disability	-	-	82	88	49	39	9	4	186
Value for money									
All fare-paying passengers	-	-	62	64	26	38	19	18	324
Aged 16 to 34	-	-	57	64	23	41	22	15	143
Aged 35 to 59	-	-	67	63	28	35	17	21	132
Passengers commuting	-	-	61	60	23	37	20	20	182
Passengers not commuting	-	-	65	70	29	41	16	14	129
Punctuality & time waiting for bus									
Punctuality of the bus	-	-	65	74	39	34	12	14	619
The length of time waited	-	-	68	75	36	39	11	13	670
On-bus journey time									
Time the journey on the bus took	-	-	81	85	48	37	10	5	687

Detailed results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
The bus stop									
Overall satisfaction with the bus stop	-	-	78	83	36	47	11	6	657
Its distance from the journey start	-	-	84	87	51	36	8	5	644
The convenience/accessibility of its location	-	-	85	89	52	37	7	4	583
Its condition/standard of maintenance	-	-	73	79	36	43	14	8	585
Its freedom from graffiti/vandalism	-	-	78	81	47	34	10	9	581
Its freedom from litter	-	-	75	74	38	37	14	12	579
The information provided at the stop	-	-	68	74	37	36	12	14	593
Your personal safety whilst at the stop	-	-	76	80	42	39	16	4	598
On the bus									
Route/destination information on the outside of the bus	-	-	82	82	50	33	14	4	658
The cleanliness and condition of the outside of the bus	-	-	81	79	37	42	15	6	644
The ease of getting onto and off the bus	-	-	92	90	55	35	6	4	670
The length of time it took to board	-	-	90	88	53	36	7	5	660
The cleanliness and condition of the inside of the bus	-	-	76	78	35	43	11	12	683
The information provided inside the bus	-	-	65	64	28	35	28	8	600
The availability of seating or space to stand	-	-	83	85	46	39	8	7	670
The comfort of the seats	-	-	77	84	37	48	10	6	663
The amount of personal space you had around you	-	-	73	77	35	43	11	12	657
Provision of grab rails to stand/move within the bus	-	-	82	84	40	44	10	5	652
The temperature inside the bus	-	-	74	79	37	42	12	10	669
Your personal security whilst on the bus	-	-	83	82	42	39	15	3	656
The bus driver									
How near to the kerb the driver stopped	-	-	90	89	59	30	9	3	672
The driver's appearance	-	-	86	88	61	27	9	3	645
The greeting/welcome you got from the driver	-	-	68	71	44	27	18	11	642
The helpfulness and attitude of the driver	-	-	71	72	46	27	18	10	630
The time the driver gave you to get to your seat	-	-	73	74	46	27	18	9	652
Smoothness/freedom from jolting during the journey	-	-	72	75	39	35	14	11	648
Safety of the driving (i.e. speed, driver concentrating)	-	-	86	84	51	34	12	3	654

Factors affecting journey time

Occurrence (%)	2014	2015	2016	2017
Congestion/traffic jams	-	-	35	30
Road works	-	-	9	9
Bus driver driving too slowly	-	-	5	6
Poor weather conditions	-	-	4	2
Waiting too long at stops	-	-	7	8
Passenger boarding time	-	-	22	25
Base size	-	-	629	724

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2014	2015	2016	2017
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	-	10	9
Base size	-	-	604	682

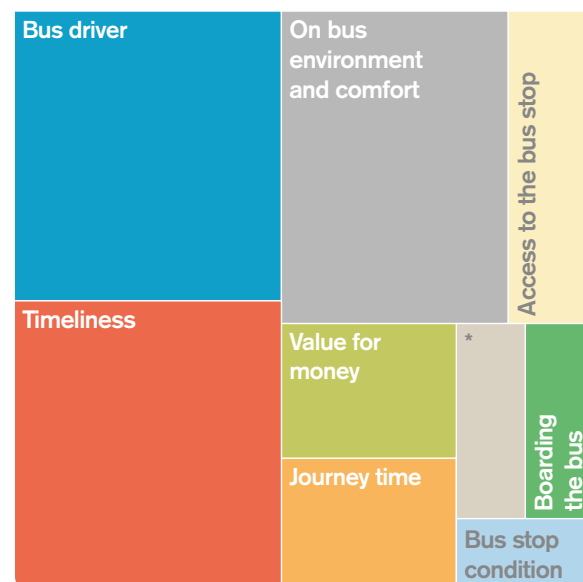
Milton Keynes

Headline results



Which themes are affecting overall passenger satisfaction?

See page 205 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	83	81	84	83	38	45	10	6	601
Fare-paying passengers	82	79	81	81	32	49	12	8	275
Free pass holders	85	87	91	89	50	39	8	3	319
Aged 16 to 34	80	73	81	76	26	50	15	9	125
Aged 35 to 59	83	87	81	84	39	45	9	7	150
Passengers commuting	83	78	82	75	27	48	15	10	198
Passengers not commuting	84	84	87	90	47	43	6	4	361
Passengers saying they have a disability	79	81	83	82	41	41	11	7	184
Value for money									
All fare-paying passengers	61	41	60	62	27	35	20	18	272
Aged 16 to 34	57	31	57	64	27	36	20	16	109
Aged 35 to 59	65	56	62	61	25	35	20	19	121
Passengers commuting	58	38	61	57	23	34	21	23	159
Passengers not commuting	67	47	58	71	33	37	19	10	95
Punctuality & time waiting for bus									
Punctuality of the bus	69	67	66	68	38	30	12	21	579
The length of time waited	71	66	65	65	33	33	16	19	598
On-bus journey time									
Time the journey on the bus took	82	78	83	84	45	39	11	6	617

Detailed results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
The bus stop									
Overall satisfaction with the bus stop	77	74	74	75	29	45	16	10	570
Its distance from the journey start	84	79	81	86	50	36	9	5	554
The convenience/accessibility of its location	87	86	84	87	49	38	10	2	522
Its condition/standard of maintenance	64	65	64	68	31	37	19	14	512
Its freedom from graffiti/vandalism	72	70	68	69	41	28	17	14	507
Its freedom from litter	64	61	61	62	31	31	18	20	510
The information provided at the stop	73	70	66	67	28	40	20	12	505
Your personal safety whilst at the stop	76	71	71	73	37	36	19	7	522
On the bus									
Route/destination information on the outside of the bus	83	78	83	82	51	31	14	5	592
The cleanliness and condition of the outside of the bus	71	76	76	77	35	42	16	7	589
The ease of getting onto and off the bus	87	87	89	87	52	35	11	2	611
The length of time it took to board	88	87	87	88	53	35	9	3	602
The cleanliness and condition of the inside of the bus	67	75	76	78	35	44	13	9	609
The information provided inside the bus	58	65	62	61	27	34	30	9	546
The availability of seating or space to stand	80	80	86	83	47	35	11	6	608
The comfort of the seats	64	68	72	73	36	36	15	12	603
The amount of personal space you had around you	69	70	67	73	40	33	16	11	603
Provision of grab rails to stand/move within the bus	73	76	79	80	43	36	16	5	591
The temperature inside the bus	69	73	78	74	37	37	16	10	608
Your personal security whilst on the bus	78	79	83	80	48	33	15	5	599
The bus driver									
How near to the kerb the driver stopped	91	86	92	89	55	35	8	2	605
The driver's appearance	85	83	87	85	53	32	11	4	585
The greeting/welcome you got from the driver	65	64	72	69	42	27	18	13	600
The helpfulness and attitude of the driver	66	66	73	71	42	29	19	10	591
The time the driver gave you to get to your seat	77	76	76	79	47	32	11	10	610
Smoothness/freedom from jolting during the journey	66	67	72	71	35	36	16	13	599
Safety of the driving (i.e. speed, driver concentrating)	79	79	83	81	49	33	13	6	602

Factors affecting journey time

Occurrence (%)	2014	2015	2016	2017
Congestion/traffic jams	12	15	23	15
Road works	6	8	8	7
Bus driver driving too slowly	6	8	6	3
Poor weather conditions	2	4	5	5
Waiting too long at stops	9	12	9	6
Passenger boarding time	21	29	22	20
Base size	504	538	500	645

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2014	2015	2016	2017
Other passengers' behaviour giving cause to worry or feel uncomfortable	7	7	7	5
Base size	504	526	490	605

Norfolk

Headline results



Which themes are affecting overall passenger satisfaction?

See page 205 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	92	89	87	89	52	36	7	5	980
Fare-paying passengers	88	86	82	84	44	40	9	7	388
Free pass holders	97	94	95	95	64	30	4	1	580
Aged 16 to 34	87	85	79	84	41	43	9	7	126
Aged 35 to 59	91	86	85	85	46	39	9	6	232
Passengers commuting	86	85	79	82	39	43	9	8	219
Passengers not commuting	95	91	93	93	60	32	5	2	726
Passengers saying they have a disability	92	88	86	88	47	40	9	3	289
Value for money									
All fare-paying passengers	61	65	60	59	28	31	21	20	382
Aged 16 to 34	52	64	55	51	20	32	26	23	117
Aged 35 to 59	77	68	63	66	35	31	17	17	198
Passengers commuting	57	65	58	56	25	31	24	20	188
Passengers not commuting	66	66	62	62	32	30	17	21	186
Punctuality & time waiting for bus									
Punctuality of the bus	83	74	76	75	42	33	12	12	897
The length of time waited	83	76	75	75	40	34	15	11	957
On-bus journey time									
Time the journey on the bus took	89	86	82	85	54	32	8	6	992

Detailed results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
The bus stop									
Overall satisfaction with the bus stop	82	77	75	78	36	42	11	11	949
Its distance from the journey start	90	86	85	87	56	31	9	4	917
The convenience/accessibility of its location	92	89	89	90	57	32	6	4	851
Its condition/standard of maintenance	77	75	72	70	34	35	19	11	841
Its freedom from graffiti/vandalism	84	83	81	79	48	31	14	7	839
Its freedom from litter	79	79	77	76	40	35	16	8	849
The information provided at the stop	66	63	60	61	30	32	16	23	828
Your personal safety whilst at the stop	82	79	75	74	43	31	20	6	860
On the bus									
Route/destination information on the outside of the bus	87	85	84	84	55	29	13	3	941
The cleanliness and condition of the outside of the bus	84	82	82	76	39	37	16	8	933
The ease of getting onto and off the bus	94	90	91	92	60	32	6	2	974
The length of time it took to board	94	91	91	92	59	32	6	3	953
The cleanliness and condition of the inside of the bus	83	79	82	78	39	39	12	10	973
The information provided inside the bus	61	61	59	59	30	29	31	10	842
The availability of seating or space to stand	90	84	87	85	53	32	10	6	954
The comfort of the seats	76	70	77	71	33	39	18	11	953
The amount of personal space you had around you	77	74	77	78	39	39	14	8	947
Provision of grab rails to stand/move within the bus	87	85	87	86	43	43	11	3	934
The temperature inside the bus	79	80	76	76	37	39	12	12	955
Your personal security whilst on the bus	89	87	84	87	48	39	11	1	957
The bus driver									
How near to the kerb the driver stopped	92	94	94	93	68	26	5	1	959
The driver's appearance	91	89	91	92	65	27	6	1	947
The greeting/welcome you got from the driver	78	74	75	77	50	27	16	7	967
The helpfulness and attitude of the driver	77	75	76	78	52	26	16	6	944
The time the driver gave you to get to your seat	82	83	83	81	53	28	12	6	961
Smoothness/freedom from jolting during the journey	80	77	75	79	43	36	14	7	969
Safety of the driving (i.e. speed, driver concentrating)	90	89	89	89	58	31	9	2	970

Factors affecting journey time

Occurrence (%)	2014	2015	2016	2017
Congestion/traffic jams	20	25	24	26
Road works	10	12	18	17
Bus driver driving too slowly	2	3	2	2
Poor weather conditions	3	5	4	4
Waiting too long at stops	6	9	9	6
Passenger boarding time	21	22	22	21
Base size	1105	1132	1032	1010

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2014	2015	2016	2017
Other passengers' behaviour giving cause to worry or feel uncomfortable	3	5	5	6
Base size	1105	1111	1018	994

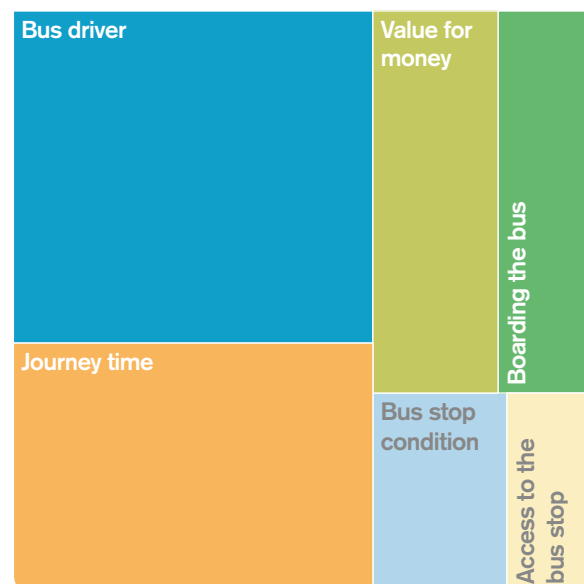
North East Lincolnshire

Headline results



Which themes are affecting overall passenger satisfaction?

See page 205 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	-	90	-	89	42	47	9	2	457
Fare-paying passengers	-	87	-	86	32	54	12	2	237
Free pass holders	-	95	-	96	63	33	2	2	215
Aged 16 to 34	-	82	-	83	23	61	13	4	117
Aged 35 to 59	-	95	-	90	41	49	10	0	121
Passengers commuting	-	86	-	86	24	61	13	1	150
Passengers not commuting	-	94	-	91	56	36	6	3	295
Passengers saying they have a disability	-	92	-	94	59	35	3	2	148
Value for money									
All fare-paying passengers	-	72	-	71	21	50	19	10	234
Aged 16 to 34	-	63	-	63	12	51	22	15	111
Aged 35 to 59	-	84	-	77	27	50	17	6	101
Passengers commuting	-	69	-	73	20	53	17	11	137
Passengers not commuting	-	76	-	69	23	46	21	10	95
Punctuality & time waiting for bus									
Punctuality of the bus	-	84	-	80	41	39	16	4	415
The length of time waited	-	87	-	82	37	45	13	5	448
On-bus journey time									
Time the journey on the bus took	-	89	-	88	48	39	9	3	460

Detailed results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
The bus stop									
Overall satisfaction with the bus stop	-	81	-	77	31	45	17	6	443
Its distance from the journey start	-	87	-	85	46	38	11	4	433
The convenience/accessibility of its location	-	89	-	83	49	34	15	2	400
Its condition/standard of maintenance	-	76	-	72	32	40	17	11	387
Its freedom from graffiti/vandalism	-	78	-	72	34	38	18	10	394
Its freedom from litter	-	76	-	73	30	42	17	10	399
The information provided at the stop	-	71	-	75	34	41	16	9	397
Your personal safety whilst at the stop	-	78	-	80	36	44	15	5	395
On the bus									
Route/destination information on the outside of the bus	-	86	-	85	43	42	14	2	436
The cleanliness and condition of the outside of the bus	-	83	-	78	34	43	19	3	430
The ease of getting onto and off the bus	-	91	-	88	52	36	11	0	443
The length of time it took to board	-	92	-	89	53	36	11	1	427
The cleanliness and condition of the inside of the bus	-	79	-	83	32	51	10	7	444
The information provided inside the bus	-	71	-	71	33	38	27	2	412
The availability of seating or space to stand	-	86	-	87	49	38	11	2	437
The comfort of the seats	-	76	-	81	37	43	14	5	438
The amount of personal space you had around you	-	77	-	75	38	37	18	7	433
Provision of grab rails to stand/move within the bus	-	87	-	82	40	42	14	3	433
The temperature inside the bus	-	79	-	78	35	44	15	6	434
Your personal security whilst on the bus	-	85	-	82	44	38	16	2	439
The bus driver									
How near to the kerb the driver stopped	-	92	-	95	64	31	4	1	447
The driver's appearance	-	88	-	92	62	30	7	1	436
The greeting/welcome you got from the driver	-	78	-	82	51	32	14	4	440
The helpfulness and attitude of the driver	-	80	-	83	51	33	13	4	432
The time the driver gave you to get to your seat	-	79	-	83	46	37	13	4	446
Smoothness/freedom from jolting during the journey	-	74	-	83	42	40	13	4	439
Safety of the driving (i.e. speed, driver concentrating)	-	89	-	88	55	34	11	0	441

Factors affecting journey time

Occurrence (%)	2014	2015	2016	2017
Congestion/traffic jams	-	13	-	15
Road works	-	9	-	6
Bus driver driving too slowly	-	3	-	1
Poor weather conditions	-	3	-	2
Waiting too long at stops	-	10	-	4
Passenger boarding time	-	16	-	12
Base size	-	418	-	479

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2014	2015	2016	2017
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	7	-	4
Base size	-	401	-	458

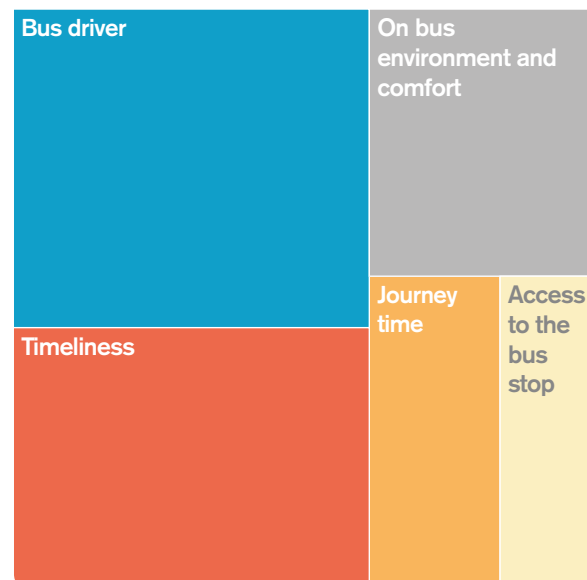
Northamptonshire

Headline results



Which themes are affecting overall passenger satisfaction?

See page 205 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	-	-	-	87	42	45	10	3	404
Fare-paying passengers	-	-	-	86	35	51	10	4	172
Free pass holders	-	-	-	88	56	32	9	2	226
Aged 16 to 34	-	-	-	85	35	50	11	4	82
Aged 35 to 59	-	-	-	84	35	49	12	3	104
Passengers commuting	-	-	-	87	34	53	9	3	96
Passengers not commuting	-	-	-	88	47	41	9	3	289
Passengers saying they have a disability	-	-	-	81	43	38	13	5	120
Value for money									
All fare-paying passengers	-	-	-	64	28	35	19	17	169
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	65	26	40	23	12	85
Passengers commuting	-	-	-	58	27	31	21	21	84
Passengers not commuting	-	-	-	72	30	42	15	12	79
Punctuality & time waiting for bus									
Punctuality of the bus	-	-	-	68	33	35	17	15	378
The length of time waited	-	-	-	69	29	40	18	13	393
On-bus journey time									
Time the journey on the bus took	-	-	-	85	42	43	13	2	410

Detailed results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
The bus stop									
Overall satisfaction with the bus stop	-	-	-	75	29	46	14	10	381
Its distance from the journey start	-	-	-	86	44	42	9	5	379
The convenience/accessibility of its location	-	-	-	88	48	39	8	4	351
Its condition/standard of maintenance	-	-	-	76	32	44	11	13	353
Its freedom from graffiti/vandalism	-	-	-	75	40	35	14	11	352
Its freedom from litter	-	-	-	66	32	34	16	19	353
The information provided at the stop	-	-	-	63	30	33	21	16	347
Your personal safety whilst at the stop	-	-	-	75	33	42	19	7	360
On the bus									
Route/destination information on the outside of the bus	-	-	-	83	48	35	14	3	381
The cleanliness and condition of the outside of the bus	-	-	-	74	33	41	16	10	391
The ease of getting onto and off the bus	-	-	-	90	52	38	9	2	406
The length of time it took to board	-	-	-	88	50	38	10	2	394
The cleanliness and condition of the inside of the bus	-	-	-	75	30	45	13	12	400
The information provided inside the bus	-	-	-	65	30	35	25	10	368
The availability of seating or space to stand	-	-	-	87	50	37	10	3	398
The comfort of the seats	-	-	-	77	38	39	15	7	394
The amount of personal space you had around you	-	-	-	75	37	37	16	10	393
Provision of grab rails to stand/move within the bus	-	-	-	85	41	44	10	4	393
The temperature inside the bus	-	-	-	80	39	42	12	7	398
Your personal security whilst on the bus	-	-	-	85	38	46	13	3	399
The bus driver									
How near to the kerb the driver stopped	-	-	-	90	51	39	7	2	393
The driver's appearance	-	-	-	90	59	31	9	1	389
The greeting/welcome you got from the driver	-	-	-	83	50	33	11	6	392
The helpfulness and attitude of the driver	-	-	-	85	50	34	10	6	387
The time the driver gave you to get to your seat	-	-	-	85	52	33	10	5	390
Smoothness/freedom from jolting during the journey	-	-	-	83	50	34	11	6	394
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	90	53	37	7	3	392

Factors affecting journey time

Occurrence (%)	2014	2015	2016	2017
Congestion/traffic jams	-	-	-	19
Road works	-	-	-	9
Bus driver driving too slowly	-	-	-	6
Poor weather conditions	-	-	-	5
Waiting too long at stops	-	-	-	9
Passenger boarding time	-	-	-	19
Base size	-	-	-	423

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2014	2015	2016	2017
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	-	-	7
Base size	-	-	-	409

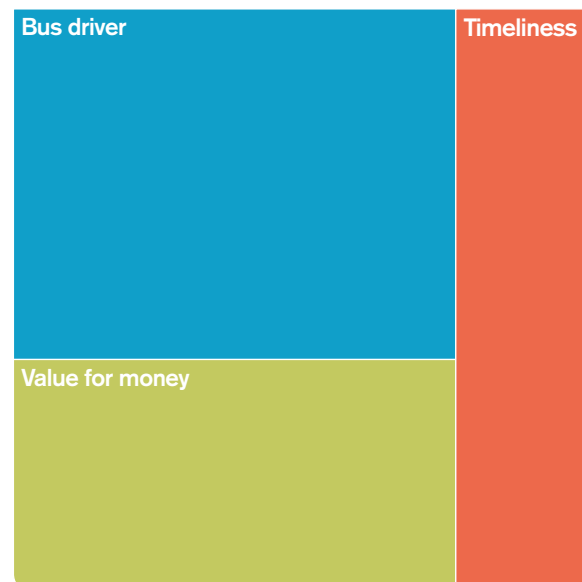
Northumberland

Headline results



Which themes are affecting overall passenger satisfaction?

See page 205 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	89	-	92	94	59	35	4	2	453
Fare-paying passengers	86	-	88	92	50	43	5	3	155
Free pass holders	92	-	95	96	69	26	3	1	297
Aged 16 to 34	81	-	86	-	-	-	-	-	-
Aged 35 to 59	91	-	91	88	50	38	8	4	96
Passengers commuting	84	-	88	94	51	43	3	3	78
Passengers not commuting	92	-	94	94	61	32	4	2	350
Passengers saying they have a disability	89	-	89	96	56	40	3	1	148
Value for money									
All fare-paying passengers	56	-	56	65	28	37	19	16	153
Aged 16 to 34	49	-	-	-	-	-	-	-	-
Aged 35 to 59	64	-	62	63	23	39	23	14	85
Passengers commuting	52	-	56	-	-	-	-	-	-
Passengers not commuting	62	-	-	68	36	32	23	9	76
Punctuality & time waiting for bus									
Punctuality of the bus	80	-	80	83	50	33	7	10	423
The length of time waited	79	-	76	82	46	36	10	8	452
On-bus journey time									
Time the journey on the bus took	87	-	88	92	63	29	5	2	463

Detailed results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
The bus stop									
Overall satisfaction with the bus stop	75	-	78	78	41	37	12	11	435
Its distance from the journey start	85	-	84	84	57	27	11	6	424
The convenience/accessibility of its location	87	-	89	89	60	29	7	4	386
Its condition/standard of maintenance	69	-	69	73	41	32	14	13	370
Its freedom from graffiti/vandalism	76	-	77	78	50	28	10	13	378
Its freedom from litter	69	-	70	75	44	31	13	12	373
The information provided at the stop	71	-	68	79	39	41	9	11	370
Your personal safety whilst at the stop	79	-	78	82	45	37	13	5	380
On the bus									
Route/destination information on the outside of the bus	87	-	87	89	64	26	10	1	438
The cleanliness and condition of the outside of the bus	85	-	81	84	44	40	11	4	433
The ease of getting onto and off the bus	91	-	95	95	65	30	3	2	453
The length of time it took to board	91	-	93	95	68	27	4	1	434
The cleanliness and condition of the inside of the bus	85	-	86	88	46	42	7	5	454
The information provided inside the bus	71	-	66	73	33	40	22	5	399
The availability of seating or space to stand	89	-	89	92	56	36	6	2	445
The comfort of the seats	79	-	85	80	45	35	14	7	444
The amount of personal space you had around you	80	-	84	82	43	38	10	9	435
Provision of grab rails to stand/move within the bus	87	-	84	88	50	38	8	5	437
The temperature inside the bus	81	-	80	84	45	38	11	5	439
Your personal security whilst on the bus	88	-	90	90	54	36	9	2	438
The bus driver									
How near to the kerb the driver stopped	92	-	92	95	69	26	4	1	441
The driver's appearance	91	-	93	96	69	27	4	0	436
The greeting/welcome you got from the driver	74	-	80	85	58	27	11	4	442
The helpfulness and attitude of the driver	73	-	82	87	61	25	11	2	435
The time the driver gave you to get to your seat	82	-	87	91	65	26	7	2	441
Smoothness/freedom from jolting during the journey	77	-	83	86	55	31	10	4	438
Safety of the driving (i.e. speed, driver concentrating)	88	-	92	94	68	26	5	1	444

Factors affecting journey time

Occurrence (%)	2014	2015	2016	2017
Congestion/traffic jams	15	-	17	14
Road works	18	-	16	15
Bus driver driving too slowly	3	-	1	1
Poor weather conditions	4	-	2	3
Waiting too long at stops	5	-	3	4
Passenger boarding time	14	-	16	10
Base size	972	-	568	483

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2014	2015	2016	2017
Other passengers' behaviour giving cause to worry or feel uncomfortable	6	-	5	5
Base size	972	-	550	462

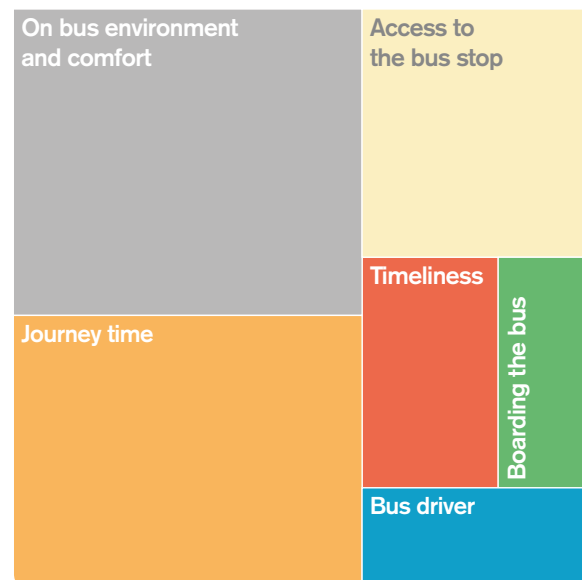
Nottinghamshire

Headline results



Which themes are affecting overall passenger satisfaction?

See page 205 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	93	94	93	93	60	32	5	2	1246
Fare-paying passengers	91	93	91	91	52	39	6	3	423
Free pass holders	96	96	94	95	72	23	4	1	788
Aged 16 to 34	87	90	88	89	39	50	9	3	171
Aged 35 to 59	94	94	95	92	67	25	5	3	255
Passengers commuting	88	93	91	90	49	41	7	3	201
Passengers not commuting	95	95	94	94	66	28	5	2	967
Passengers saying they have a disability	91	94	92	94	62	31	4	2	389
Value for money									
All fare-paying passengers	68	66	72	70	31	38	18	12	418
Aged 16 to 34	62	59	67	68	28	40	18	14	156
Aged 35 to 59	73	73	74	72	35	37	19	10	199
Passengers commuting	65	61	70	68	29	39	17	15	165
Passengers not commuting	71	74	76	72	33	40	19	8	239
Punctuality & time waiting for bus									
Punctuality of the bus	86	83	82	83	53	31	9	8	1168
The length of time waited	84	83	83	82	48	34	12	6	1225
On-bus journey time									
Time the journey on the bus took	89	93	91	88	57	31	9	3	1270

Detailed results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
The bus stop									
Overall satisfaction with the bus stop	90	83	84	84	48	36	10	6	1197
Its distance from the journey start	89	88	91	87	57	30	9	4	1158
The convenience/accessibility of its location	93	93	92	90	60	30	7	3	1066
Its condition/standard of maintenance	82	77	77	81	46	35	11	7	1070
Its freedom from graffiti/vandalism	83	81	84	82	52	30	11	7	1078
Its freedom from litter	80	80	78	79	44	35	12	8	1075
The information provided at the stop	83	78	79	79	45	34	12	8	1087
Your personal safety whilst at the stop	83	83	84	82	50	32	14	4	1086
On the bus									
Route/destination information on the outside of the bus	92	90	92	89	59	31	9	2	1207
The cleanliness and condition of the outside of the bus	90	84	88	86	52	34	11	3	1186
The ease of getting onto and off the bus	96	95	95	91	65	26	7	2	1240
The length of time it took to board	96	96	94	93	65	28	6	1	1205
The cleanliness and condition of the inside of the bus	90	83	85	88	50	39	6	6	1254
The information provided inside the bus	82	77	80	82	47	35	14	4	1141
The availability of seating or space to stand	89	93	92	89	58	32	7	4	1235
The comfort of the seats	84	82	81	80	46	34	11	9	1228
The amount of personal space you had around you	80	84	83	81	48	33	10	8	1211
Provision of grab rails to stand/move within the bus	88	89	89	89	53	35	9	2	1207
The temperature inside the bus	81	84	81	83	49	34	11	6	1225
Your personal security whilst on the bus	90	91	91	89	57	32	9	2	1224
The bus driver									
How near to the kerb the driver stopped	95	95	95	94	69	25	4	2	1247
The driver's appearance	94	94	94	93	70	23	6	1	1220
The greeting/welcome you got from the driver	88	87	89	88	65	23	9	3	1239
The helpfulness and attitude of the driver	86	88	88	88	64	24	10	3	1227
The time the driver gave you to get to your seat	87	88	89	88	64	24	8	5	1225
Smoothness/freedom from jolting during the journey	81	82	84	86	52	34	8	6	1237
Safety of the driving (i.e. speed, driver concentrating)	91	91	93	91	65	26	7	2	1234

Factors affecting journey time

Occurrence (%)	2014	2015	2016	2017
Congestion/traffic jams	17	17	18	15
Road works	15	7	10	8
Bus driver driving too slowly	2	1	2	2
Poor weather conditions	2	6	2	4
Waiting too long at stops	5	4	3	2
Passenger boarding time	16	13	16	13
Base size	803	1310	1146	1304

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2014	2015	2016	2017
Other passengers' behaviour giving cause to worry or feel uncomfortable	7	5	5	3
Base size	803	1288	1118	1277

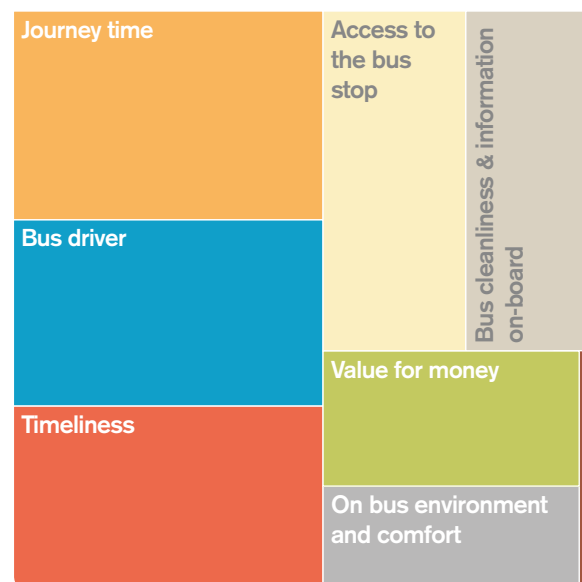
Oxfordshire

Headline results



Which themes are affecting overall passenger satisfaction?

See page 205 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	86	88	91	90	50	40	7	3	1155
Fare-paying passengers	84	87	89	88	43	45	8	3	655
Free pass holders	95	93	96	93	68	25	4	3	488
Aged 16 to 34	83	83	87	84	39	46	11	5	279
Aged 35 to 59	85	91	91	90	47	43	7	3	350
Passengers commuting	81	84	85	87	38	49	9	4	471
Passengers not commuting	92	93	96	92	60	31	6	2	648
Passengers saying they have a disability	86	83	92	91	51	39	5	4	276
Value for money									
All fare-paying passengers	59	59	60	67	22	45	16	17	651
Aged 16 to 34	53	54	52	59	17	42	17	24	253
Aged 35 to 59	66	66	68	74	26	48	14	12	320
Passengers commuting	55	56	57	64	20	44	17	20	416
Passengers not commuting	63	65	64	72	27	45	14	14	222
Punctuality & time waiting for bus									
Punctuality of the bus	72	76	72	75	45	30	13	12	1070
The length of time waited	75	77	72	75	41	33	14	11	1166
On-bus journey time									
Time the journey on the bus took	84	84	85	81	47	34	12	7	1181

Detailed results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
The bus stop									
Overall satisfaction with the bus stop	83	83	82	84	37	47	12	4	1155
Its distance from the journey start	84	85	86	85	55	30	9	5	1119
The convenience/accessibility of its location	89	88	88	89	56	32	8	3	1064
Its condition/standard of maintenance	75	73	75	75	37	38	19	6	1078
Its freedom from graffiti/vandalism	79	81	83	79	47	32	15	6	1062
Its freedom from litter	74	78	76	80	41	38	13	7	1073
The information provided at the stop	74	71	70	71	31	39	17	12	1064
Your personal safety whilst at the stop	81	80	81	82	47	35	14	3	1085
On the bus									
Route/destination information on the outside of the bus	87	87	87	88	58	30	10	2	1149
The cleanliness and condition of the outside of the bus	85	84	86	87	47	40	10	4	1136
The ease of getting onto and off the bus	93	93	93	94	64	30	5	1	1172
The length of time it took to board	92	92	92	92	61	30	6	2	1164
The cleanliness and condition of the inside of the bus	84	84	86	84	44	40	11	5	1179
The information provided inside the bus	66	67	66	70	34	35	25	5	1031
The availability of seating or space to stand	91	91	90	91	58	33	7	3	1165
The comfort of the seats	81	81	81	84	43	41	11	5	1169
The amount of personal space you had around you	78	81	77	82	43	39	12	6	1158
Provision of grab rails to stand/move within the bus	86	87	84	87	48	39	10	3	1143
The temperature inside the bus	81	81	77	80	40	41	12	7	1166
Your personal security whilst on the bus	88	89	89	88	52	37	10	2	1154
The bus driver									
How near to the kerb the driver stopped	93	93	94	94	66	28	5	1	1146
The driver's appearance	92	90	91	93	66	27	6	1	1108
The greeting/welcome you got from the driver	79	80	79	81	49	32	12	7	1150
The helpfulness and attitude of the driver	80	81	81	81	50	31	13	5	1118
The time the driver gave you to get to your seat	83	84	83	85	53	32	12	4	1124
Smoothness/freedom from jolting during the journey	77	77	75	78	43	36	14	8	1145
Safety of the driving (i.e. speed, driver concentrating)	90	90	91	92	59	32	7	1	1151

Factors affecting journey time

Occurrence (%)	2014	2015	2016	2017
Congestion/traffic jams	29	34	29	32
Road works	18	24	15	18
Bus driver driving too slowly	3	2	3	3
Poor weather conditions	3	4	3	2
Waiting too long at stops	5	5	6	6
Passenger boarding time	20	22	24	22
Base size	1400	1362	1298	1211

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2014	2015	2016	2017
Other passengers' behaviour giving cause to worry or feel uncomfortable	6	4	5	5
Base size	1400	1335	1256	1187

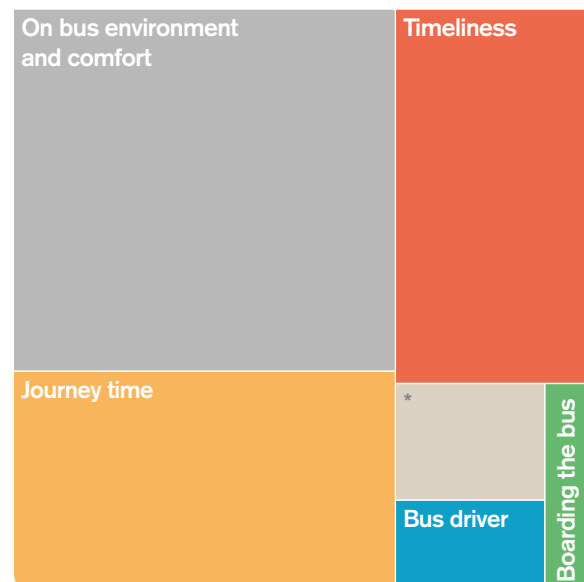
Poole

Headline results



Which themes are affecting overall passenger satisfaction?

See page 205 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	-	-	-	86	49	37	9	5	491
Fare-paying passengers	-	-	-	83	41	41	11	6	172
Free pass holders	-	-	-	92	64	29	4	4	311
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	89	48	41	8	3	98
Passengers commuting	-	-	-	74	35	40	15	11	121
Passengers not commuting	-	-	-	96	62	33	4	1	342
Passengers saying they have a disability	-	-	-	85	53	31	7	8	177
Value for money									
All fare-paying passengers	-	-	-	69	28	41	18	13	170
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	76	22	54	12	12	77
Passengers commuting	-	-	-	65	28	37	22	12	97
Passengers not commuting	-	-	-	-	-	-	-	-	-
Punctuality & time waiting for bus									
Punctuality of the bus	-	-	-	76	43	33	12	13	450
The length of time waited	-	-	-	79	43	36	12	9	480
On-bus journey time									
Time the journey on the bus took	-	-	-	81	52	30	14	4	489

Detailed results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
The bus stop									
Overall satisfaction with the bus stop	-	-	-	75	38	37	16	9	471
Its distance from the journey start	-	-	-	85	52	33	11	4	451
The convenience/accessibility of its location	-	-	-	88	56	32	9	3	398
Its condition/standard of maintenance	-	-	-	64	30	35	16	20	412
Its freedom from graffiti/vandalism	-	-	-	71	38	33	15	14	399
Its freedom from litter	-	-	-	65	32	33	14	22	417
The information provided at the stop	-	-	-	77	37	40	11	12	415
Your personal safety whilst at the stop	-	-	-	75	42	33	16	9	423
On the bus									
Route/destination information on the outside of the bus	-	-	-	88	59	29	10	2	468
The cleanliness and condition of the outside of the bus	-	-	-	86	48	38	12	2	465
The ease of getting onto and off the bus	-	-	-	94	62	31	5	1	484
The length of time it took to board	-	-	-	91	59	32	7	1	476
The cleanliness and condition of the inside of the bus	-	-	-	78	40	38	13	8	490
The information provided inside the bus	-	-	-	69	32	37	27	4	440
The availability of seating or space to stand	-	-	-	87	49	37	8	5	478
The comfort of the seats	-	-	-	81	39	41	11	8	478
The amount of personal space you had around you	-	-	-	77	40	37	9	15	472
Provision of grab rails to stand/move within the bus	-	-	-	81	47	34	13	6	470
The temperature inside the bus	-	-	-	81	40	41	13	6	476
Your personal security whilst on the bus	-	-	-	86	51	35	11	3	473
The bus driver									
How near to the kerb the driver stopped	-	-	-	94	67	27	3	3	481
The driver's appearance	-	-	-	93	68	24	7	1	478
The greeting/welcome you got from the driver	-	-	-	86	58	29	10	4	487
The helpfulness and attitude of the driver	-	-	-	84	58	27	12	4	473
The time the driver gave you to get to your seat	-	-	-	85	60	25	10	5	486
Smoothness/freedom from jolting during the journey	-	-	-	80	46	34	10	10	488
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	89	59	30	8	3	484

Factors affecting journey time

Occurrence (%)	2014	2015	2016	2017
Congestion/traffic jams	-	-	-	30
Road works	-	-	-	23
Bus driver driving too slowly	-	-	-	2
Poor weather conditions	-	-	-	3
Waiting too long at stops	-	-	-	3
Passenger boarding time	-	-	-	16
Base size	-	-	-	512

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2014	2015	2016	2017
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	-	-	9
Base size	-	-	-	497

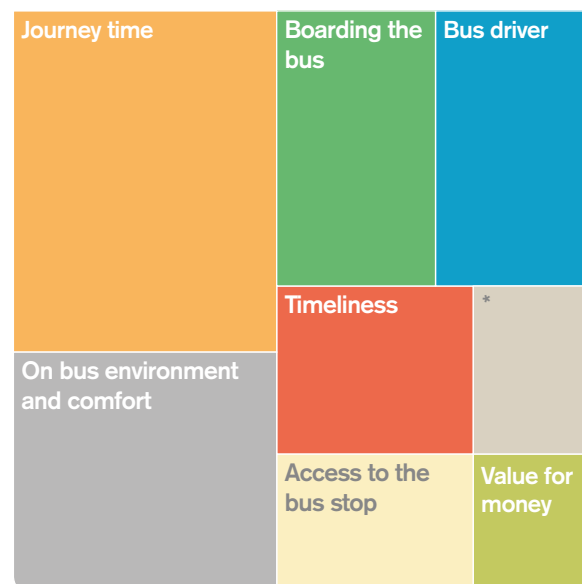
Staffordshire

Headline results



Which themes are affecting overall passenger satisfaction?

See page 205 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	87	89	-	90	48	42	7	3	741
Fare-paying passengers	84	84	-	87	38	49	9	4	276
Free pass holders	92	95	-	94	63	30	4	2	458
Aged 16 to 34	81	82	-	83	31	52	13	4	127
Aged 35 to 59	87	87	-	92	42	50	6	2	135
Passengers commuting	82	82	-	86	37	49	11	3	166
Passengers not commuting	91	93	-	93	55	38	4	3	540
Passengers saying they have a disability	86	89	-	90	49	41	6	3	263
Value for money									
All fare-paying passengers	61	62	-	65	30	35	20	15	275
Aged 16 to 34	60	61	-	62	25	36	21	17	116
Aged 35 to 59	63	63	-	67	34	33	21	12	112
Passengers commuting	63	61	-	58	29	29	28	15	145
Passengers not commuting	58	65	-	78	32	46	6	17	120
Punctuality & time waiting for bus									
Punctuality of the bus	77	77	-	75	42	32	12	14	675
The length of time waited	78	78	-	74	39	35	13	12	710
On-bus journey time									
Time the journey on the bus took	89	86	-	87	54	32	10	4	736

Detailed results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
The bus stop									
Overall satisfaction with the bus stop	76	78	-	78	32	46	15	7	710
Its distance from the journey start	85	85	-	86	50	36	8	6	686
The convenience/accessibility of its location	89	88	-	89	53	37	8	3	622
Its condition/standard of maintenance	70	71	-	68	31	37	21	11	608
Its freedom from graffiti/vandalism	75	75	-	77	39	38	13	10	608
Its freedom from litter	70	75	-	75	36	38	14	11	618
The information provided at the stop	66	66	-	67	31	36	18	14	627
Your personal safety whilst at the stop	77	80	-	77	40	37	19	4	640
On the bus									
Route/destination information on the outside of the bus	89	83	-	89	55	34	8	3	709
The cleanliness and condition of the outside of the bus	79	81	-	81	41	40	14	5	695
The ease of getting onto and off the bus	92	91	-	93	59	34	6	1	722
The length of time it took to board	90	90	-	93	64	28	6	2	707
The cleanliness and condition of the inside of the bus	79	81	-	82	38	45	11	7	726
The information provided inside the bus	67	66	-	70	29	40	26	4	638
The availability of seating or space to stand	89	89	-	89	56	33	7	4	712
The comfort of the seats	76	79	-	77	39	39	15	7	718
The amount of personal space you had around you	77	80	-	80	40	40	12	8	701
Provision of grab rails to stand/move within the bus	85	86	-	86	47	39	11	3	696
The temperature inside the bus	82	81	-	81	43	38	13	6	710
Your personal security whilst on the bus	85	86	-	85	48	37	12	2	709
The bus driver									
How near to the kerb the driver stopped	93	93	-	93	65	28	5	2	715
The driver's appearance	91	91	-	90	63	27	10	0	696
The greeting/welcome you got from the driver	77	75	-	78	49	29	15	7	710
The helpfulness and attitude of the driver	79	78	-	78	50	28	17	5	681
The time the driver gave you to get to your seat	84	82	-	84	55	29	11	5	708
Smoothness/freedom from jolting during the journey	76	80	-	83	43	40	11	6	709
Safety of the driving (i.e. speed, driver concentrating)	86	90	-	89	59	30	8	3	709

Factors affecting journey time

Occurrence (%)	2014	2015	2016	2017
Congestion/traffic jams	18	21	-	22
Road works	12	14	-	18
Bus driver driving too slowly	3	3	-	2
Poor weather conditions	5	5	-	2
Waiting too long at stops	6	6	-	4
Passenger boarding time	18	16	-	15
Base size	809	811	-	767

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2014	2015	2016	2017
Other passengers' behaviour giving cause to worry or feel uncomfortable	6	3	-	7
Base size	809	787	-	738

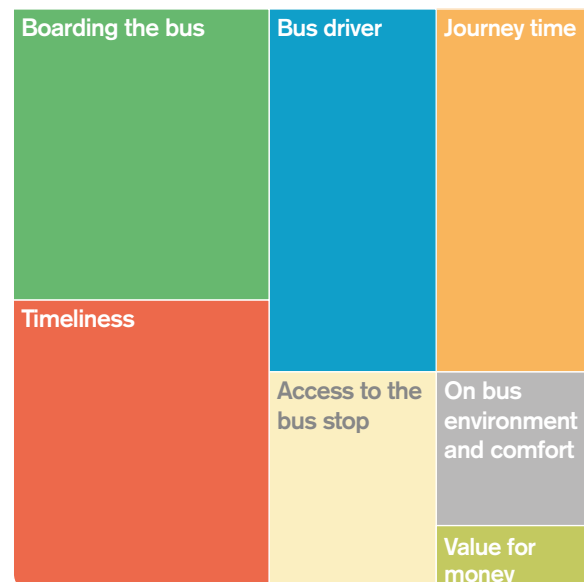
Swindon

Headline results



Which themes are affecting overall passenger satisfaction?

See page 205 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	-	-	-	79	39	40	19	3	883
Fare-paying passengers	-	-	-	74	30	44	24	3	394
Free pass holders	-	-	-	89	55	34	9	2	465
Aged 16 to 34	-	-	-	66	24	42	33	2	168
Aged 35 to 59	-	-	-	83	40	43	12	5	256
Passengers commuting	-	-	-	78	33	44	19	3	252
Passengers not commuting	-	-	-	82	44	37	16	2	567
Passengers saying they have a disability	-	-	-	89	48	41	9	2	233
Value for money									
All fare-paying passengers	-	-	-	68	19	49	20	12	395
Aged 16 to 34	-	-	-	66	16	51	21	13	147
Aged 35 to 59	-	-	-	70	21	49	20	10	197
Passengers commuting	-	-	-	71	18	53	15	14	215
Passengers not commuting	-	-	-	63	22	41	28	9	160
Punctuality & time waiting for bus									
Punctuality of the bus	-	-	-	69	33	36	21	10	823
The length of time waited	-	-	-	70	32	38	22	8	850
On-bus journey time									
Time the journey on the bus took	-	-	-	77	44	33	21	2	886

Detailed results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
The bus stop									
Overall satisfaction with the bus stop	-	-	-	72	26	46	22	5	831
Its distance from the journey start	-	-	-	78	41	37	20	2	822
The convenience/accessibility of its location	-	-	-	85	40	45	13	2	769
Its condition/standard of maintenance	-	-	-	68	25	43	25	7	778
Its freedom from graffiti/vandalism	-	-	-	70	33	38	23	6	777
Its freedom from litter	-	-	-	65	27	38	24	11	780
The information provided at the stop	-	-	-	70	25	45	22	8	783
Your personal safety whilst at the stop	-	-	-	71	30	40	25	4	784
On the bus									
Route/destination information on the outside of the bus	-	-	-	73	40	33	24	2	846
The cleanliness and condition of the outside of the bus	-	-	-	80	32	48	15	5	854
The ease of getting onto and off the bus	-	-	-	83	49	34	15	1	871
The length of time it took to board	-	-	-	82	49	33	17	1	864
The cleanliness and condition of the inside of the bus	-	-	-	75	31	44	20	4	884
The information provided inside the bus	-	-	-	73	26	47	23	5	815
The availability of seating or space to stand	-	-	-	81	42	40	15	3	865
The comfort of the seats	-	-	-	78	33	45	18	4	874
The amount of personal space you had around you	-	-	-	72	31	41	23	5	861
Provision of grab rails to stand/move within the bus	-	-	-	78	34	44	19	3	848
The temperature inside the bus	-	-	-	77	32	44	18	5	865
Your personal security whilst on the bus	-	-	-	81	37	44	19	1	860
The bus driver									
How near to the kerb the driver stopped	-	-	-	82	52	29	17	2	869
The driver's appearance	-	-	-	88	46	41	11	1	849
The greeting/welcome you got from the driver	-	-	-	76	41	35	17	6	867
The helpfulness and attitude of the driver	-	-	-	76	40	36	19	5	852
The time the driver gave you to get to your seat	-	-	-	77	43	34	18	5	858
Smoothness/freedom from jolting during the journey	-	-	-	76	33	42	18	6	868
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	80	42	38	18	2	854

Factors affecting journey time

Occurrence (%)	2014	2015	2016	2017
Congestion/traffic jams	-	-	-	24
Road works	-	-	-	6
Bus driver driving too slowly	-	-	-	3
Poor weather conditions	-	-	-	2
Waiting too long at stops	-	-	-	3
Passenger boarding time	-	-	-	15
Base size	-	-	-	936

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2014	2015	2016	2017
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	-	-	3
Base size	-	-	-	879

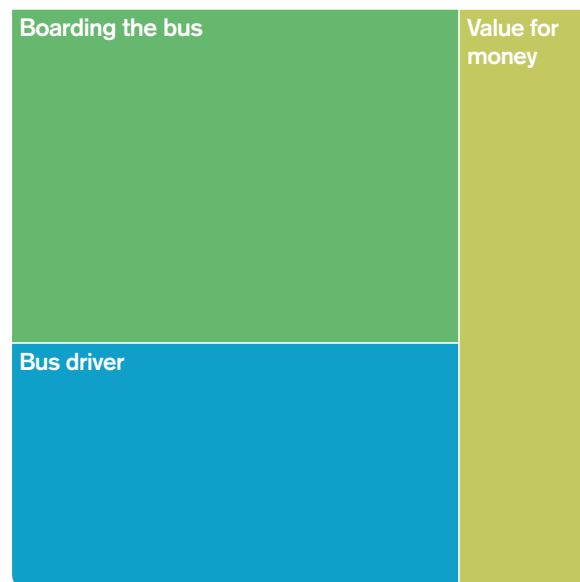
Warwickshire

Headline results



Which themes are affecting overall passenger satisfaction?

See page 205 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	-	-	-	89	36	53	10	1	329
Fare-paying passengers	-	-	-	87	24	63	11	2	154
Free pass holders	-	-	-	95	60	36	5	0	166
Aged 16 to 34	-	-	-	85	20	65	13	2	84
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	87	22	65	11	2	99
Passengers not commuting	-	-	-	91	48	42	8	1	217
Passengers saying they have a disability	-	-	-	90	49	42	10	0	83
Value for money									
All fare-paying passengers	-	-	-	66	26	40	15	19	150
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	65	25	40	14	21	84
Passengers not commuting	-	-	-	-	-	-	-	-	-
Punctuality & time waiting for bus									
Punctuality of the bus	-	-	-	73	28	45	16	12	304
The length of time waited	-	-	-	81	32	48	10	10	326
On-bus journey time									
Time the journey on the bus took	-	-	-	87	39	49	9	4	326

Detailed results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
The bus stop									
Overall satisfaction with the bus stop	-	-	-	82	28	54	13	5	318
Its distance from the journey start	-	-	-	86	39	47	12	2	322
The convenience/accessibility of its location	-	-	-	87	46	41	11	2	302
Its condition/standard of maintenance	-	-	-	79	35	43	16	5	299
Its freedom from graffiti/vandalism	-	-	-	84	46	38	12	4	296
Its freedom from litter	-	-	-	82	40	42	13	5	298
The information provided at the stop	-	-	-	77	35	42	17	6	299
Your personal safety whilst at the stop	-	-	-	79	40	39	18	3	303
On the bus									
Route/destination information on the outside of the bus	-	-	-	90	45	45	8	2	313
The cleanliness and condition of the outside of the bus	-	-	-	82	37	46	15	2	315
The ease of getting onto and off the bus	-	-	-	91	52	38	9	0	322
The length of time it took to board	-	-	-	90	53	37	7	3	314
The cleanliness and condition of the inside of the bus	-	-	-	89	34	55	9	2	326
The information provided inside the bus	-	-	-	77	31	46	20	3	296
The availability of seating or space to stand	-	-	-	90	51	39	7	3	317
The comfort of the seats	-	-	-	90	48	42	7	3	320
The amount of personal space you had around you	-	-	-	89	44	45	8	2	317
Provision of grab rails to stand/move within the bus	-	-	-	89	46	42	8	3	315
The temperature inside the bus	-	-	-	79	41	38	18	3	312
Your personal security whilst on the bus	-	-	-	91	47	44	9	0	317
The bus driver									
How near to the kerb the driver stopped	-	-	-	93	53	39	7	0	325
The driver's appearance	-	-	-	91	53	37	9	0	312
The greeting/welcome you got from the driver	-	-	-	84	46	38	12	5	324
The helpfulness and attitude of the driver	-	-	-	84	44	40	13	4	325
The time the driver gave you to get to your seat	-	-	-	86	46	40	11	4	325
Smoothness/freedom from jolting during the journey	-	-	-	86	42	44	11	3	327
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	89	46	42	9	2	324

Factors affecting journey time

Occurrence (%)	2014	2015	2016	2017
Congestion/traffic jams	-	-	-	19
Road works	-	-	-	13
Bus driver driving too slowly	-	-	-	4
Poor weather conditions	-	-	-	0
Waiting too long at stops	-	-	-	3
Passenger boarding time	-	-	-	18
Base size	-	-	-	342

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2014	2015	2016	2017
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	-	-	4
Base size	-	-	-	299

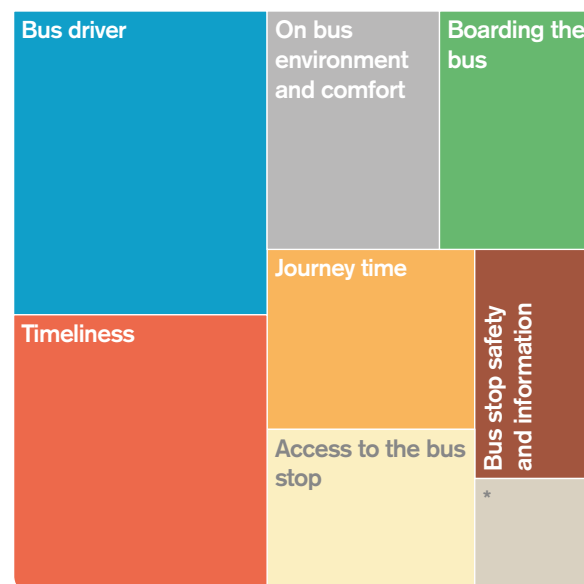
Worcestershire

Headline results



Which themes are affecting overall passenger satisfaction?

See page 205 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	-	-	-	78	38	40	13	9	439
Fare-paying passengers	-	-	-	68	28	40	20	13	140
Free pass holders	-	-	-	87	48	39	6	6	297
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	74	30	44	15	11	91
Passengers commuting	-	-	-	67	24	43	21	12	101
Passengers not commuting	-	-	-	85	46	38	8	7	320
Passengers saying they have a disability	-	-	-	74	35	38	14	13	152
Value for money									
All fare-paying passengers	-	-	-	52	19	33	21	27	139
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	51	17	34	22	27	86
Passengers not commuting	-	-	-	-	-	-	-	-	-
Punctuality & time waiting for bus									
Punctuality of the bus	-	-	-	63	33	31	11	26	402
The length of time waited	-	-	-	64	32	33	13	22	429
On-bus journey time									
Time the journey on the bus took	-	-	-	81	49	32	10	9	446

Detailed results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
The bus stop									
Overall satisfaction with the bus stop	-	-	-	71	26	45	16	13	437
Its distance from the journey start	-	-	-	84	45	39	12	4	414
The convenience/accessibility of its location	-	-	-	87	46	41	10	4	384
Its condition/standard of maintenance	-	-	-	62	22	40	19	19	377
Its freedom from graffiti/vandalism	-	-	-	73	37	36	14	13	375
Its freedom from litter	-	-	-	72	33	39	13	16	379
The information provided at the stop	-	-	-	54	22	33	17	28	375
Your personal safety whilst at the stop	-	-	-	69	33	36	23	8	381
On the bus									
Route/destination information on the outside of the bus	-	-	-	79	46	33	14	7	428
The cleanliness and condition of the outside of the bus	-	-	-	66	26	40	23	11	425
The ease of getting onto and off the bus	-	-	-	86	50	36	9	5	439
The length of time it took to board	-	-	-	87	52	35	11	2	433
The cleanliness and condition of the inside of the bus	-	-	-	71	25	46	17	12	442
The information provided inside the bus	-	-	-	52	21	31	34	14	389
The availability of seating or space to stand	-	-	-	83	43	40	11	6	427
The comfort of the seats	-	-	-	71	29	43	16	13	434
The amount of personal space you had around you	-	-	-	75	29	46	15	10	430
Provision of grab rails to stand/move within the bus	-	-	-	81	39	42	12	7	433
The temperature inside the bus	-	-	-	74	34	40	18	8	431
Your personal security whilst on the bus	-	-	-	80	41	39	16	4	425
The bus driver									
How near to the kerb the driver stopped	-	-	-	89	54	35	7	4	436
The driver's appearance	-	-	-	83	50	33	14	3	429
The greeting/welcome you got from the driver	-	-	-	65	36	29	19	16	430
The helpfulness and attitude of the driver	-	-	-	65	36	29	21	14	422
The time the driver gave you to get to your seat	-	-	-	76	42	34	11	13	432
Smoothness/freedom from jolting during the journey	-	-	-	67	31	35	14	19	431
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	79	46	33	10	11	429

Factors affecting journey time

Occurrence (%)	2014	2015	2016	2017
Congestion/traffic jams	-	-	-	23
Road works	-	-	-	18
Bus driver driving too slowly	-	-	-	6
Poor weather conditions	-	-	-	5
Waiting too long at stops	-	-	-	6
Passenger boarding time	-	-	-	15
Base size	-	-	-	463

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2014	2015	2016	2017
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	-	-	5
Base size	-	-	-	449

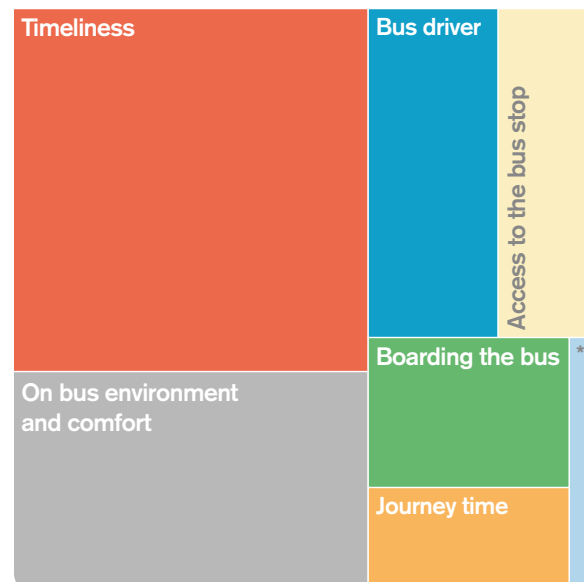
(City of) York

Headline results



Which themes are affecting overall passenger satisfaction?

See page 205 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	93	90	90	91	46	46	4	5	505
Fare-paying passengers	90	89	87	90	42	48	4	6	236
Free pass holders	97	94	94	98	56	42	2	0	259
Aged 16 to 34	87	87	87	87	27	60	6	7	94
Aged 35 to 59	94	90	87	94	53	40	2	4	130
Passengers commuting	88	88	84	87	29	58	6	7	156
Passengers not commuting	95	92	94	95	58	37	2	3	319
Passengers saying they have a disability	92	85	88	91	57	34	4	5	132
Value for money									
All fare-paying passengers	71	72	68	70	31	39	9	21	236
Aged 16 to 34	65	70	58	68	24	44	7	25	85
Aged 35 to 59	76	73	78	72	39	33	12	16	118
Passengers commuting	73	69	65	66	25	41	10	23	140
Passengers not commuting	68	78	72	76	38	38	6	17	88
Punctuality & time waiting for bus									
Punctuality of the bus	84	78	77	75	46	29	12	13	464
The length of time waited	86	79	76	76	44	32	13	11	505
On-bus journey time									
Time the journey on the bus took	92	89	86	88	48	41	8	4	515

Detailed results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
The bus stop									
Overall satisfaction with the bus stop	86	83	81	86	40	46	10	4	486
Its distance from the journey start	88	84	87	92	61	31	5	3	480
The convenience/accessibility of its location	92	88	90	93	61	32	4	3	446
Its condition/standard of maintenance	78	78	69	80	38	42	13	7	450
Its freedom from graffiti/vandalism	83	83	78	86	50	36	11	3	439
Its freedom from litter	80	80	78	85	43	42	7	8	447
The information provided at the stop	78	76	74	77	38	39	15	8	448
Your personal safety whilst at the stop	85	85	79	88	53	35	10	2	448
On the bus									
Route/destination information on the outside of the bus	90	88	87	87	55	32	12	1	487
The cleanliness and condition of the outside of the bus	88	86	80	82	43	40	11	7	488
The ease of getting onto and off the bus	95	94	92	96	65	31	3	1	512
The length of time it took to board	94	91	93	93	60	33	4	2	507
The cleanliness and condition of the inside of the bus	89	89	82	86	41	45	8	6	511
The information provided inside the bus	76	73	68	75	36	39	21	5	462
The availability of seating or space to stand	93	90	86	84	51	33	6	10	508
The comfort of the seats	82	80	73	82	36	46	12	6	502
The amount of personal space you had around you	84	81	76	79	36	43	12	9	506
Provision of grab rails to stand/move within the bus	91	87	86	85	44	41	10	5	492
The temperature inside the bus	83	78	77	77	35	42	14	9	504
Your personal security whilst on the bus	93	89	90	88	50	38	10	2	502
The bus driver									
How near to the kerb the driver stopped	96	94	92	96	67	29	4	0	508
The driver's appearance	94	92	91	94	66	28	6	0	495
The greeting/welcome you got from the driver	85	81	81	84	52	32	12	4	508
The helpfulness and attitude of the driver	85	81	78	84	51	33	11	4	498
The time the driver gave you to get to your seat	90	84	84	87	54	33	9	4	497
Smoothness/freedom from jolting during the journey	88	82	81	85	46	39	10	5	508
Safety of the driving (i.e. speed, driver concentrating)	94	90	92	94	60	34	5	0	502

Factors affecting journey time

Occurrence (%)	2014	2015	2016	2017
Congestion/traffic jams	23	30	29	28
Road works	10	10	9	9
Bus driver driving too slowly	3	1	2	1
Poor weather conditions	2	1	1	3
Waiting too long at stops	7	6	11	8
Passenger boarding time	18	18	19	21
Base size	762	557	726	535

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2014	2015	2016	2017
Other passengers' behaviour giving cause to worry or feel uncomfortable	4	5	6	3
Base size	762	542	703	520

Results by operator in England*

The Bus Passenger Survey was conducted in 27 local transport authority (LTA) areas. Here we show national bus operators' results, followed by the results for operators in areas and operator-specific areas, shown alphabetically.

We recommend reading *How the research was carried out and making use of results* on page 204. Below is the list of the results provided.

National bus operators

These results include responses across all the areas covered, including operator-specific areas.

- Arriva Bus
- First UK Bus
- Go-Ahead
- National Express
- Stagecoach Bus

Operators within LTAs and operator-specific areas

Note: in some LTAs, there are not sufficient responses for the national operators to show their results separately within this section, but these will still be included within the national bus operators figures above.

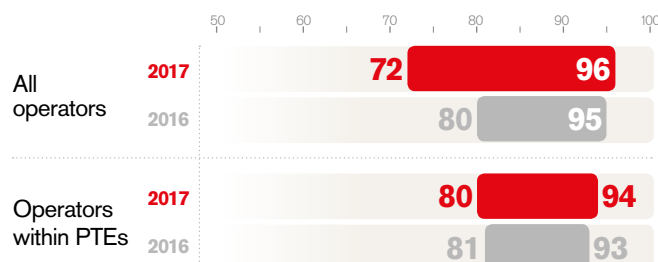
- Arriva in County Durham Council
- Arriva in Leicester City Council
- Arriva in Mersey and Halton PTE
- Arriva in Milton Keynes Council
- Arriva in Northumberland County Council
- Arriva in Staffordshire County Council
- Arriva in Tees Valley Group
- Arriva in West Yorkshire Combined Authority
- Blackpool Transport
- Bluestar
- Brighton and Hove Bus
- Diamond Bus in West Midlands PTE
- Diamond Bus in Worcestershire County Council
- East Yorkshire Motor Services in Kingston-upon-Hull City Council
- First in Cornwall Council
- First in Essex County Council
- First in Greater Manchester PTE
- First in Leicester City Council
- First in Norfolk County Council
- First Potteries
- First South Coast
- First in South Yorkshire PTE
- First in West of England Combined Authority and North Somerset
- First in West Yorkshire Combined Authority
- First in Worcestershire County Council
- First in City of York Council
- Go North East in County Durham Council
- Go North East in Tyne and Wear PTE
- Harrogate and District
- Heddingham and Chambers
- Keighley and District in West Yorkshire Combined Authority
- Konectbus and Anglian Buses
- Metrobus
- morebus in the Boroughs of Bournemouth and Poole
- National Express in West Midlands
- Nottingham City Transport in Nottinghamshire County Council
- Oxford Bus in Oxfordshire County Council
- Oxford Bus Park and Ride
- Plymouth Citybus
- Reading Buses
- Salisbury Reds
- Southern Vectis
- Stagecoach Cumbria and North Lancashire
- Stagecoach East – Cambridge Busway
- Stagecoach Gloucestershire
- Stagecoach in Greater Manchester PTE
- Stagecoach in Kingston-upon-Hull City Council
- Stagecoach in Mersey and Halton PTE
- Stagecoach in North East Lincolnshire Council
- Stagecoach in Northamptonshire County Council
- Stagecoach in Nottinghamshire County Council
- Stagecoach in Oxfordshire County Council
- Stagecoach South
- Stagecoach South East
- Stagecoach South West
- Stagecoach in South Yorkshire PTE
- Stagecoach in Swindon Borough Council
- Stagecoach in Tees Valley Group
- Stagecoach in Tyne and Wear PTE
- Stagecoach in Warwickshire County Council
- Swindon's Bus Company in Swindon Borough Council
- Thames Travel
- Trent Barton
- Yellow Buses in the Boroughs of Bournemouth and Poole

*As a result of the areas selected, the proportion of each national operator's services covered by the survey will vary

Key findings by bus operators in England*



Overall satisfaction with the journey (%)

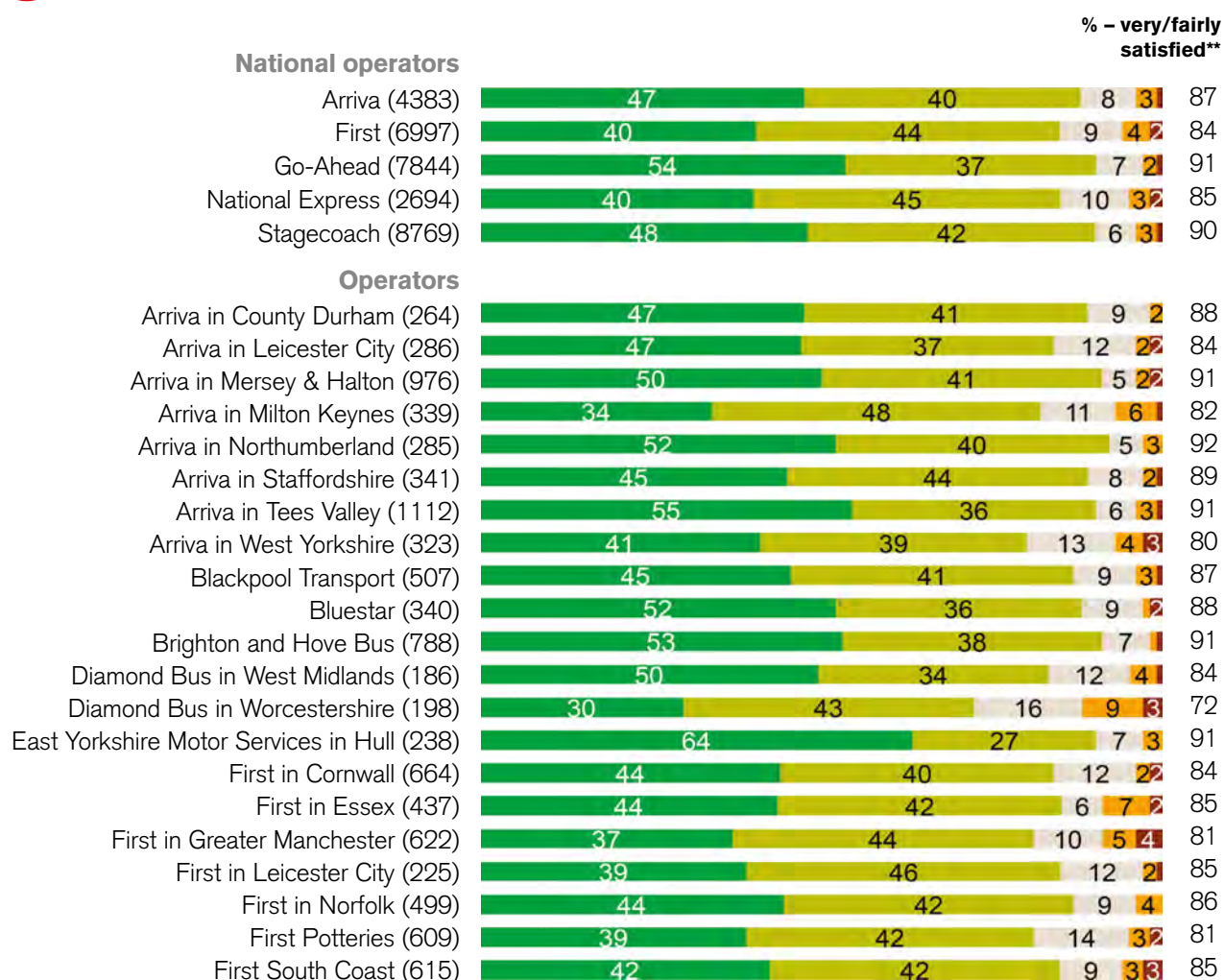


National operators – averages

2017	2016
Arriva 87%	Arriva 88%
First 84%	First 84%
Go-Ahead 91%	Go-Ahead 90%
National Express 85%	National Express 84%
Stagecoach 90%	Stagecoach 86%



Overall satisfaction with the bus journey (%)



*As a result of the areas selected, the proportion of each major operator's services covered by the survey will vary

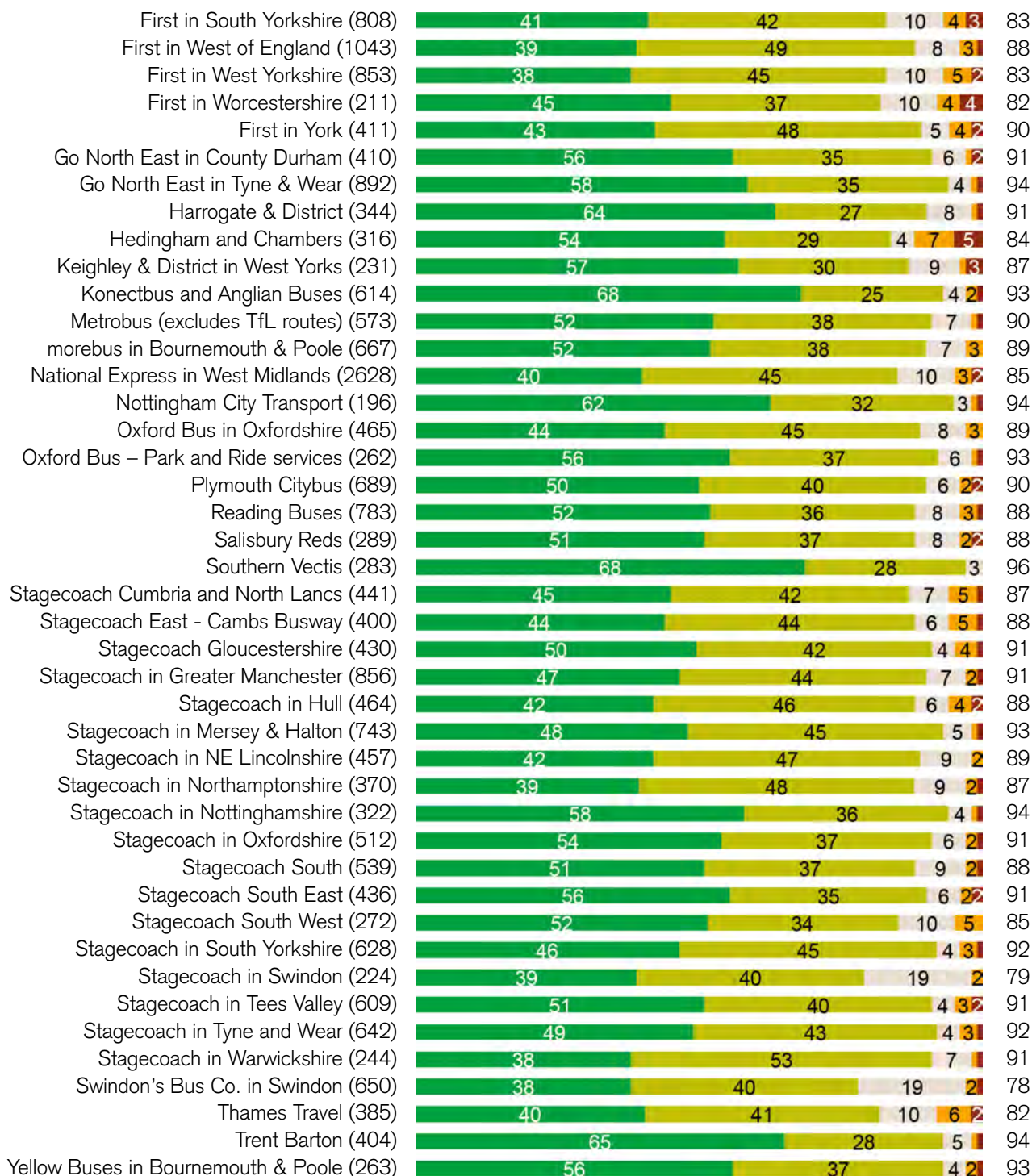
**Due to rounding the percentage very/fairly satisfied may not always be equal to the sum of the very and fairly satisfied values in the chart



Overall satisfaction with the bus journey (%)

% – very/fairly
satisfied**

Operators continued

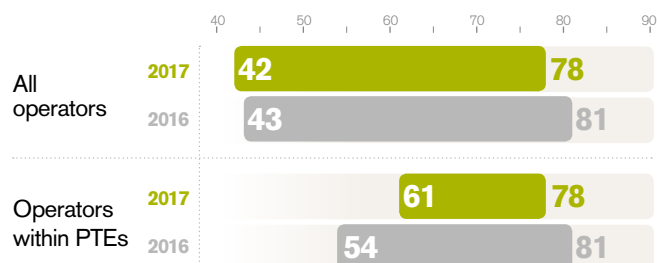


Very satisfied Fairly satisfied Neither/nor Fairly dissatisfied Very dissatisfied

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 (%) – fare-paying passengers

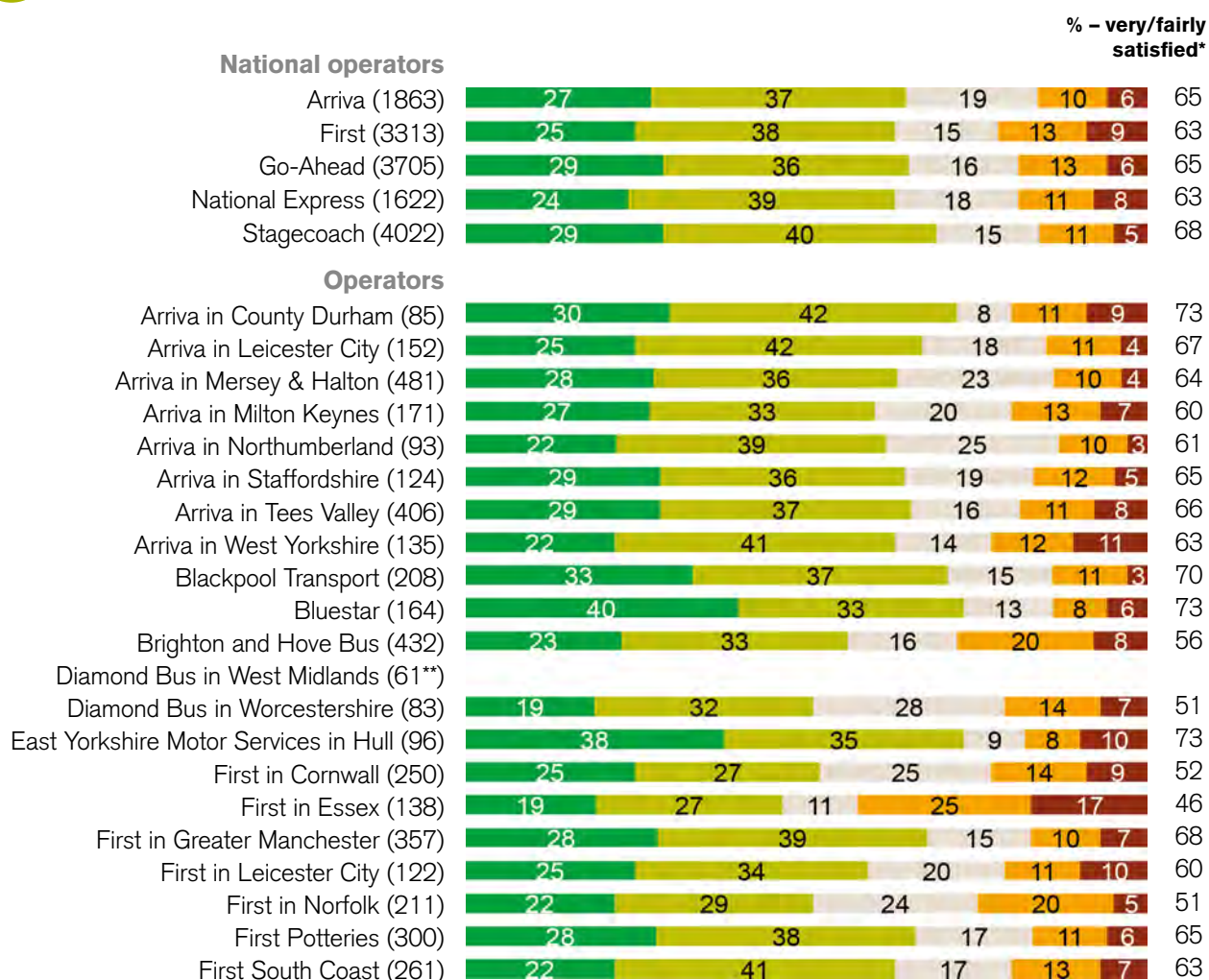


National operators – averages

2017	2016
Arriva 65%	Arriva 66%
First 63%	First 60%
Go-Ahead 65%	Go-Ahead 63%
National Express 63%	National Express 62%
Stagecoach 68%	Stagecoach 68%



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



*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

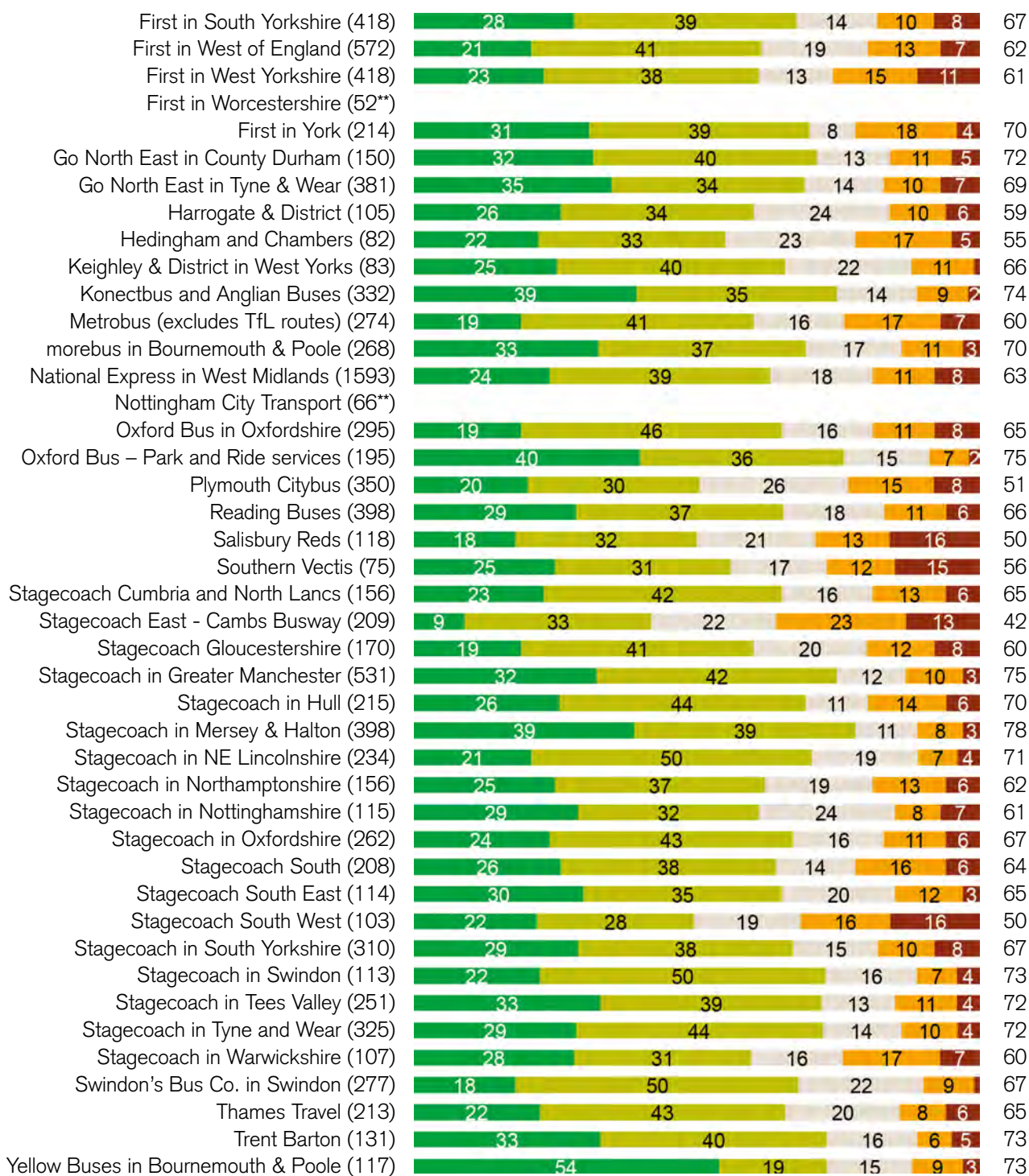
**Low base size



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

Operators continued

% – very/fairly satisfied*

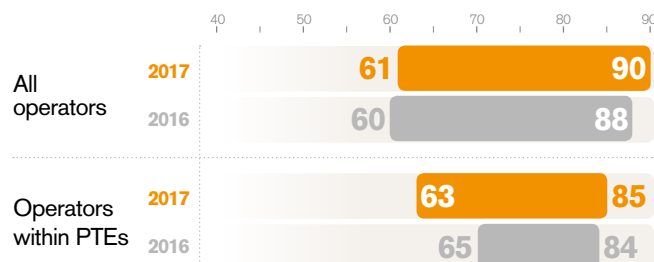


Very satisfied Fairly satisfied Neither/nor Fairly dissatisfied Very dissatisfied

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



Punctuality (%)

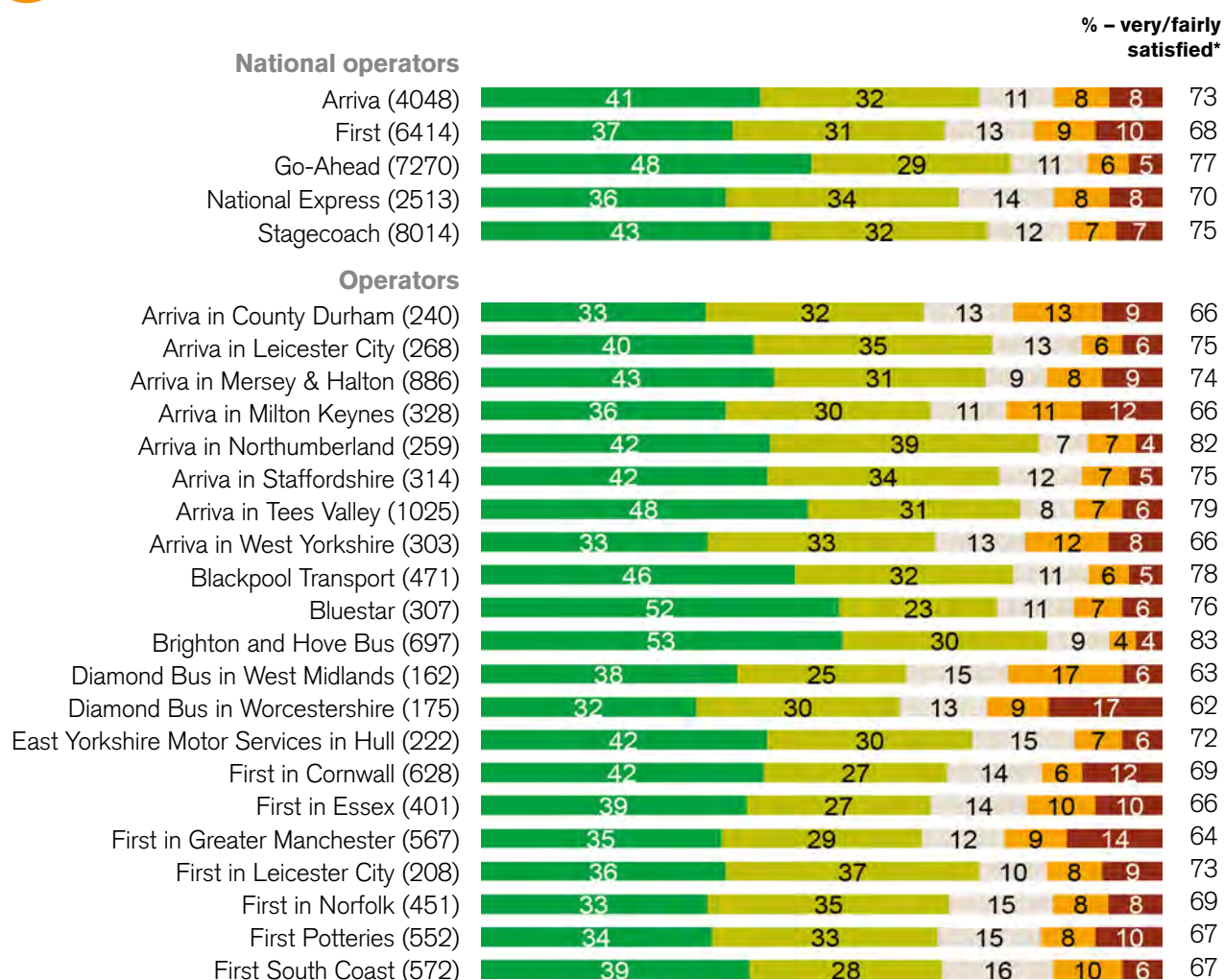


National operators – averages

2017	2016
Arriva 73%	Arriva 74%
First 68%	First 67%
Go-Ahead 77%	Go-Ahead 79%
National Express 70%	National Express 70%
Stagecoach 75%	Stagecoach 72%



Satisfaction with punctuality of the bus (%)



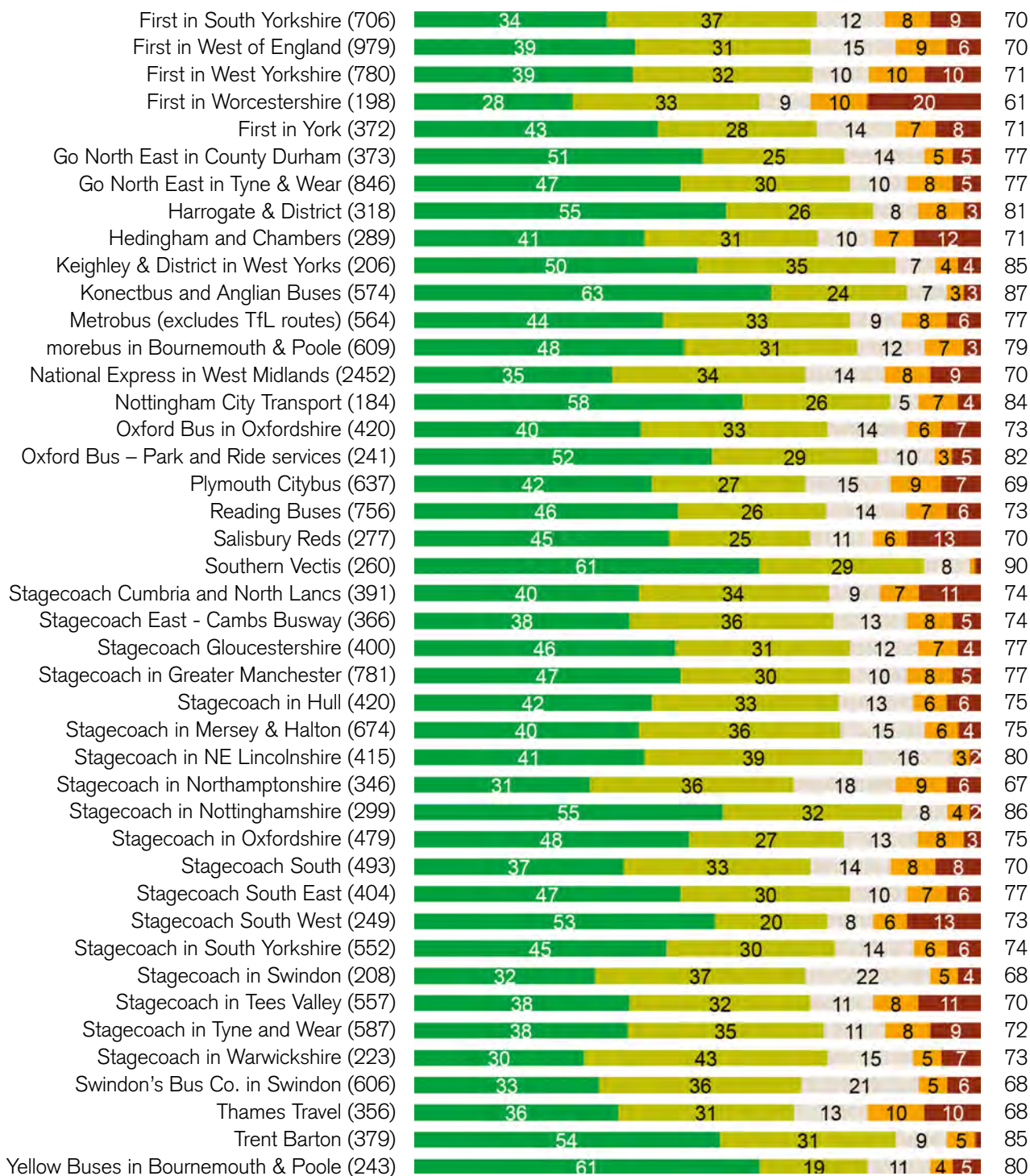
*Due to rounding the percentage very/fairly satisfied may not always be equal to the sum of the very and fairly satisfied values in the chart



Satisfaction with punctuality of the bus (%)

% – very/fairly
satisfied*

Operators continued

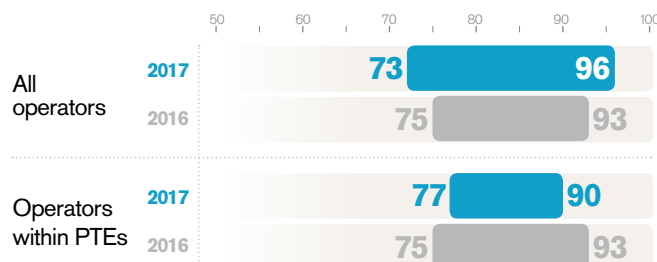


Very satisfied Fairly satisfied Neither/nor Fairly dissatisfied Very dissatisfied

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



On-bus journey time (%)

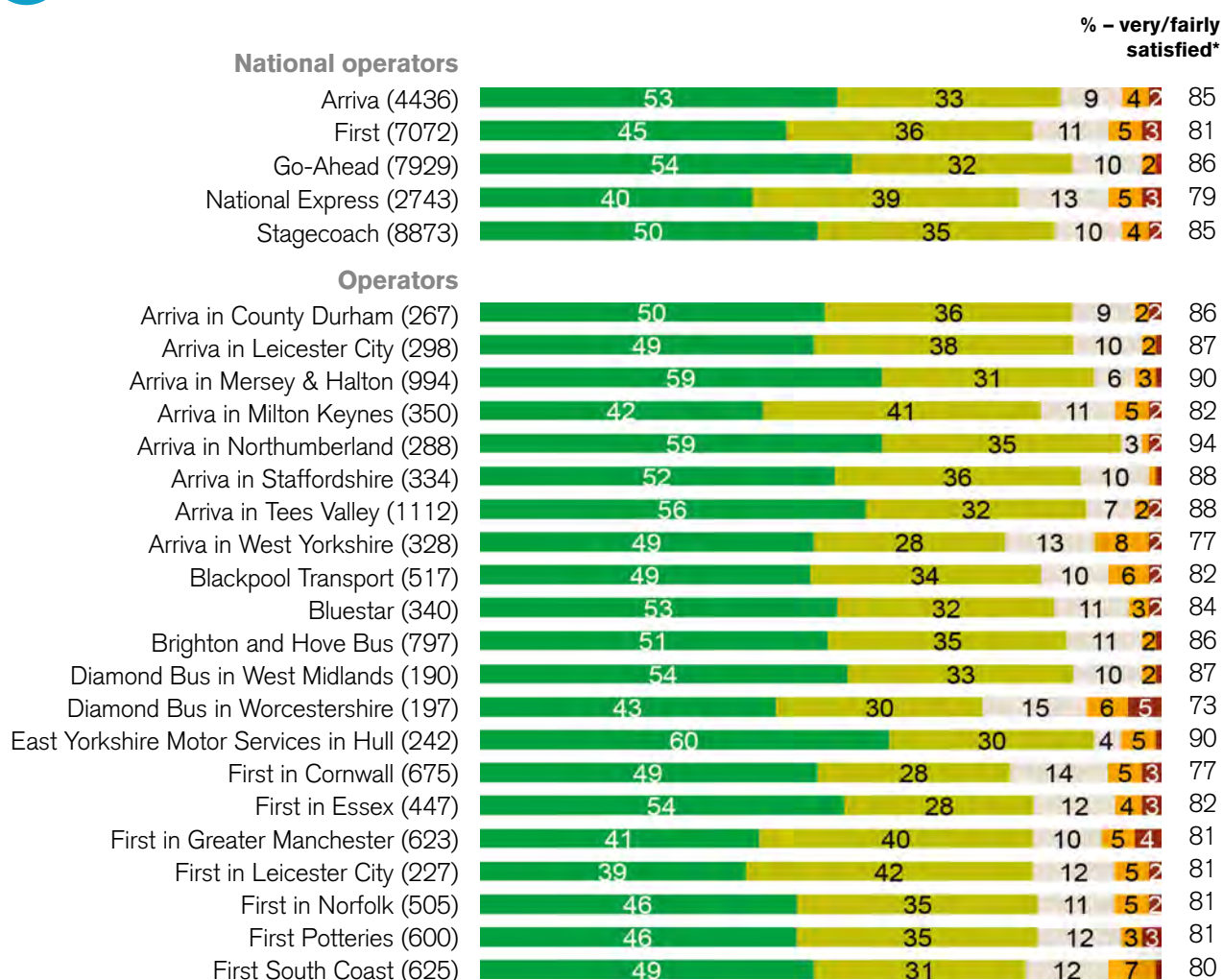


National operators – averages

2017	2016
Arriva 85%	Arriva 84%
First 81%	First 81%
Go-Ahead 86%	Go-Ahead 87%
National Express 79%	National Express 82%
Stagecoach 85%	Stagecoach 82%



Satisfaction with on-bus journey time (%)



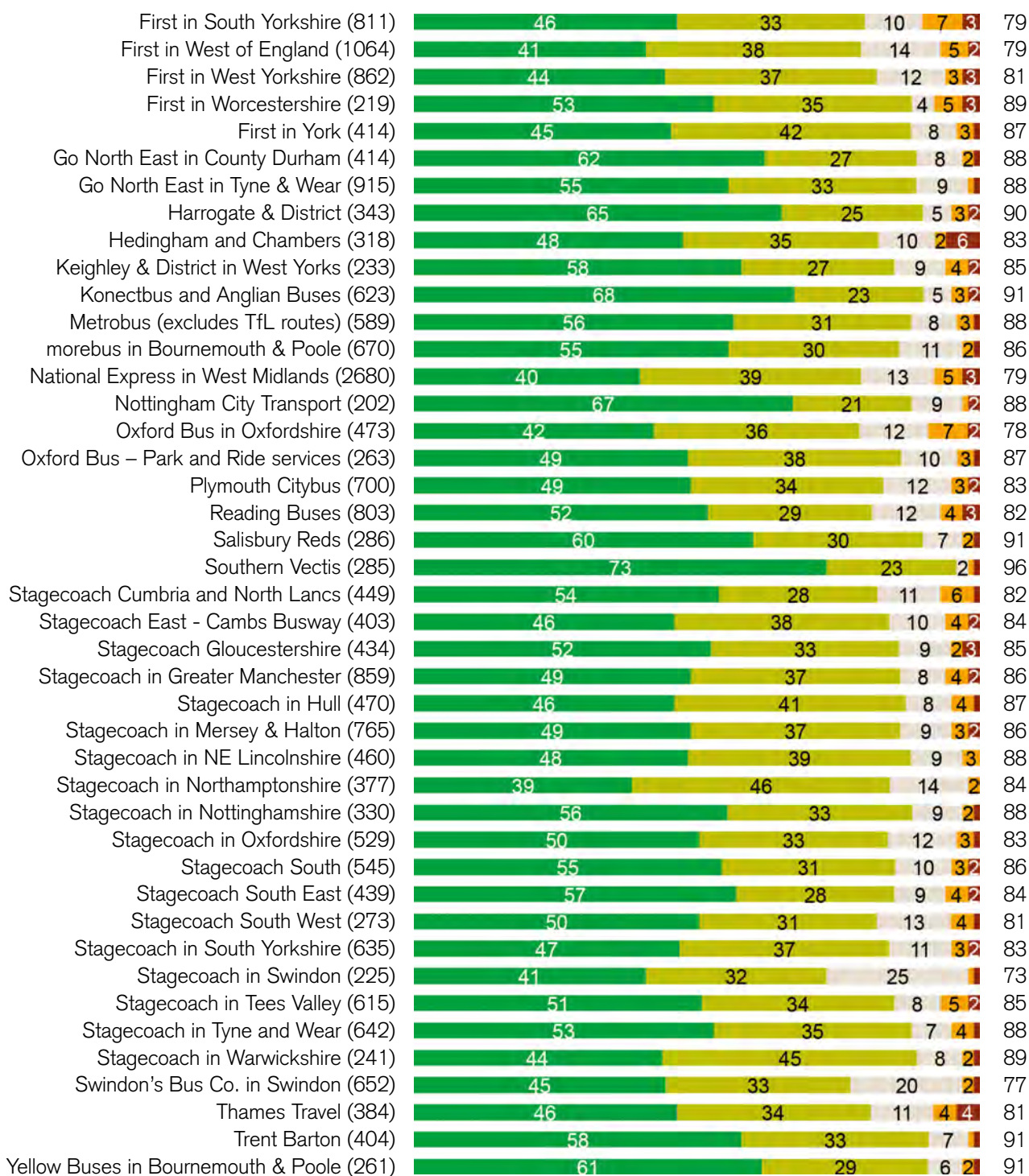
*Due to rounding the percentage very/fairly satisfied may not always be equal to the sum of the very and fairly satisfied values in the chart



Satisfaction with on-bus journey time (%)

% – very/fairly
satisfied*

Operators continued



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?

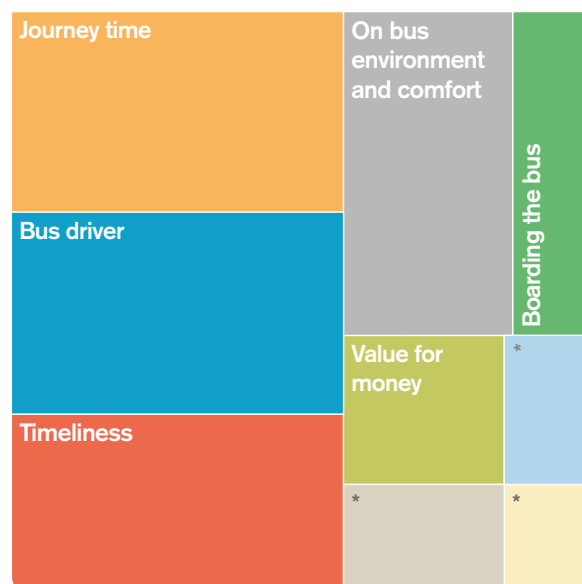
All Arriva

Headline results



Which themes are affecting overall passenger satisfaction?

See page 205 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	88	89	88	87	47	40	8	4	4383
Fare-paying passengers	85	85	85	84	38	46	11	5	1909
Free pass holders	93	93	94	93	62	31	4	3	2405
Aged 16 to 34	82	83	81	81	34	47	15	5	914
Aged 35 to 59	90	88	89	87	45	42	7	5	1092
Passengers commuting	84	83	84	81	36	45	12	6	1323
Passengers not commuting	91	93	92	93	57	36	5	2	2863
Passengers saying they have a disability	87	89	88	86	48	38	10	4	1387
Value for money									
All fare-paying passengers	56	63	66	65	27	37	19	17	1863
Aged 16 to 34	52	58	59	62	26	36	18	19	768
Aged 35 to 59	62	68	74	66	28	38	19	15	876
Passengers commuting	54	59	64	62	25	37	21	18	1084
Passengers not commuting	60	70	71	69	32	37	15	15	707
Punctuality & time waiting for bus									
Punctuality of the bus	77	77	74	73	41	32	11	16	4048
The length of time waited	78	78	73	73	39	34	13	14	4306
On-bus journey time									
Time the journey on the bus took	86	86	84	85	53	33	9	5	4436

Detailed results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
On the bus									
Route/destination information on the outside of the bus	87	86	84	86	58	29	11	3	4233
The cleanliness and condition of the outside of the bus	83	83	81	84	44	40	12	4	4189
The ease of getting onto and off the bus	92	91	91	91	60	31	6	3	4338
The length of time it took to board	92	91	90	90	60	31	6	3	4223
The cleanliness and condition of the inside of the bus	82	82	83	83	41	42	10	7	4394
The information provided inside the bus	69	69	70	70	33	37	24	6	3938
The availability of seating or space to stand	88	86	87	88	53	35	7	5	4294
The comfort of the seats	77	79	81	82	40	42	11	7	4307
The amount of personal space you had around you	78	77	79	80	40	39	10	10	4268
Provision of grab rails to stand/move within the bus	85	85	86	87	47	40	9	4	4224
The temperature inside the bus	80	78	80	79	40	39	13	9	4279
Your personal security whilst on the bus	86	86	85	85	48	37	13	2	4264
The bus driver									
How near to the kerb the driver stopped	92	91	92	91	63	28	7	2	4290
The driver's appearance	89	89	89	89	62	27	10	1	4183
The greeting/welcome you got from the driver	72	72	71	73	46	27	19	8	4255
The helpfulness and attitude of the driver	73	74	73	74	47	28	20	6	4172
The time the driver gave you to get to your seat	78	78	78	79	49	29	15	7	4265
Smoothness/freedom from jolting during the journey	75	77	78	78	43	34	15	8	4259
Safety of the driving (i.e. speed, driver concentrating)	87	87	87	88	55	33	10	2	4289



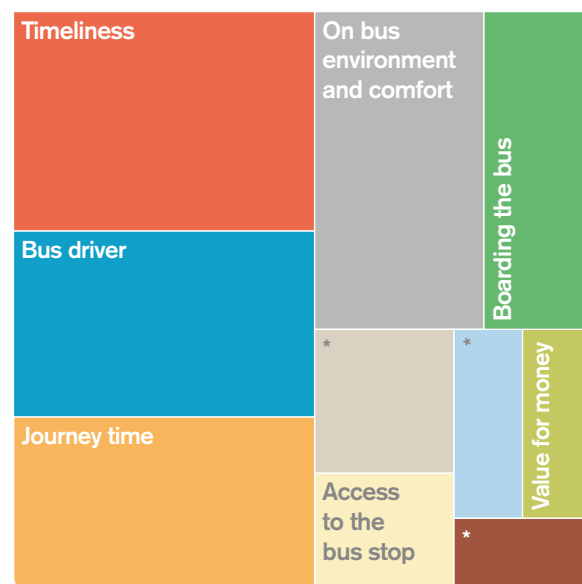
All First

Headline results



Which themes are affecting overall passenger satisfaction?

See page 205 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	86	84	84	84	40	44	9	7	6997
Fare-paying passengers	84	81	81	81	32	48	11	8	3389
Free pass holders	91	90	91	92	56	36	5	3	3494
Aged 16 to 34	81	78	78	78	31	47	14	8	1593
Aged 35 to 59	87	85	83	85	37	48	8	7	1771
Passengers commuting	82	79	77	78	30	48	13	9	2385
Passengers not commuting	89	89	90	90	49	41	6	4	4267
Passengers saying they have a disability	85	83	81	86	44	42	9	5	2165
Value for money									
All fare-paying passengers	65	59	60	63	25	38	15	22	3313
Aged 16 to 34	62	52	57	60	23	37	16	24	1415
Aged 35 to 59	69	68	64	65	26	39	15	20	1472
Passengers commuting	65	58	58	60	23	38	16	24	2045
Passengers not commuting	65	61	66	67	28	39	15	19	1170
Punctuality & time waiting for bus									
Punctuality of the bus	73	70	67	68	37	31	13	19	6414
The length of time waited	74	72	68	70	37	33	14	16	6912
On-bus journey time									
Time the journey on the bus took	84	84	81	81	45	36	11	8	7072

Detailed results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
On the bus									
Route/destination information on the outside of the bus	84	82	82	82	50	32	14	4	6720
The cleanliness and condition of the outside of the bus	79	77	77	76	35	41	16	8	6659
The ease of getting onto and off the bus	91	89	89	90	53	37	7	3	6952
The length of time it took to board	89	88	88	89	54	35	8	4	6861
The cleanliness and condition of the inside of the bus	77	74	75	75	31	44	13	12	7000
The information provided inside the bus	62	61	60	59	26	34	32	9	6167
The availability of seating or space to stand	86	84	83	83	46	37	9	8	6892
The comfort of the seats	74	71	73	73	32	41	16	11	6858
The amount of personal space you had around you	74	72	73	73	34	39	15	12	6839
Provision of grab rails to stand/move within the bus	84	81	83	83	41	42	12	5	6799
The temperature inside the bus	76	75	74	75	34	41	15	10	6871
Your personal security whilst on the bus	83	81	82	82	42	40	14	4	6835
The bus driver									
How near to the kerb the driver stopped	91	91	90	91	59	32	7	2	6886
The driver's appearance	88	87	87	88	56	31	10	2	6686
The greeting/welcome you got from the driver	67	68	67	68	39	30	21	11	6800
The helpfulness and attitude of the driver	69	69	69	70	41	29	21	9	6683
The time the driver gave you to get to your seat	76	74	73	76	43	33	15	8	6837
Smoothness/freedom from jolting during the journey	74	73	73	74	37	37	16	10	6880
Safety of the driving (i.e. speed, driver concentrating)	86	85	86	87	51	36	10	3	6872



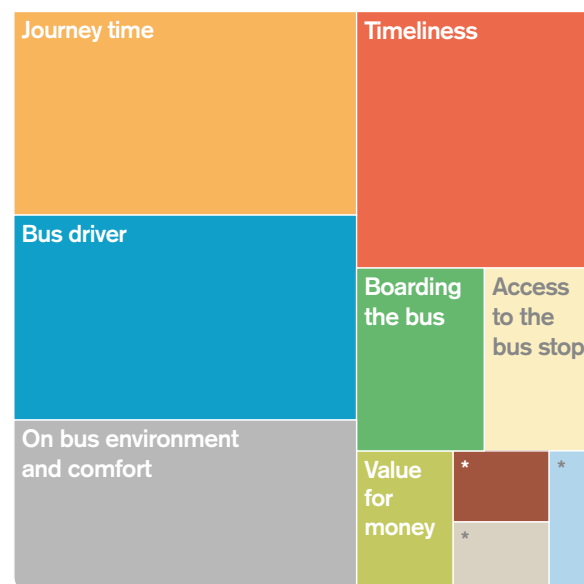
All Go-Ahead

Headline results



Which themes are affecting overall passenger satisfaction?

See page 205 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	90	89	90	91	54	37	7	3	7844
Fare-paying passengers	88	86	88	88	47	41	9	3	3735
Free pass holders	95	95	94	95	67	28	3	2	3958
Aged 16 to 34	86	84	87	85	40	45	11	4	1543
Aged 35 to 59	90	90	89	91	53	38	6	3	2067
Passengers commuting	85	86	86	88	43	45	8	4	2387
Passengers not commuting	94	92	93	93	62	31	5	2	5063
Passengers saying they have a disability	90	87	88	91	55	36	6	3	2242
Value for money									
All fare-paying passengers	59	62	63	65	29	36	16	19	3705
Aged 16 to 34	54	55	57	62	28	34	17	21	1387
Aged 35 to 59	65	70	66	67	28	39	15	18	1730
Passengers commuting	57	61	63	63	28	36	16	20	2048
Passengers not commuting	61	65	63	67	31	36	16	17	1533
Punctuality & time waiting for bus									
Punctuality of the bus	78	77	79	77	48	29	11	12	7270
The length of time waited	78	78	77	78	46	33	12	9	7716
On-bus journey time									
Time the journey on the bus took	86	85	87	86	54	32	10	4	7929

Detailed results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
On the bus									
Route/destination information on the outside of the bus	89	86	88	88	59	28	10	2	7622
The cleanliness and condition of the outside of the bus	86	84	85	85	47	38	12	4	7558
The ease of getting onto and off the bus	93	92	92	93	64	29	6	2	7801
The length of time it took to board	92	91	91	91	63	28	7	2	7695
The cleanliness and condition of the inside of the bus	83	82	83	84	42	42	10	6	7919
The information provided inside the bus	70	69	71	74	38	36	21	5	7142
The availability of seating or space to stand	89	87	89	89	55	34	7	4	7752
The comfort of the seats	79	77	80	82	42	40	12	6	7765
The amount of personal space you had around you	78	78	80	80	42	38	12	8	7710
Provision of grab rails to stand/move within the bus	85	85	86	87	49	38	10	4	7621
The temperature inside the bus	79	79	81	82	42	40	12	6	7732
Your personal security whilst on the bus	87	87	88	88	52	36	10	2	7679
The bus driver									
How near to the kerb the driver stopped	92	92	92	93	67	26	5	2	7748
The driver's appearance	91	90	92	92	66	26	7	1	7610
The greeting/welcome you got from the driver	77	78	79	82	55	27	13	5	7742
The helpfulness and attitude of the driver	77	77	79	82	55	27	14	4	7626
The time the driver gave you to get to your seat	81	81	83	84	55	29	11	5	7720
Smoothness/freedom from jolting during the journey	77	77	78	81	47	33	12	7	7730
Safety of the driving (i.e. speed, driver concentrating)	89	88	90	90	61	29	8	2	7730



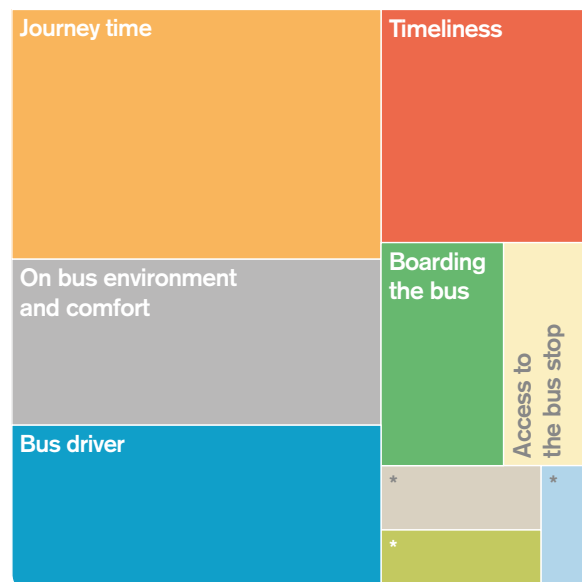
All National Express

Headline results



Which themes are affecting overall passenger satisfaction?

See page 205 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	85	85	84	85	40	45	10	5	2694
Fare-paying passengers	84	83	82	83	35	47	12	5	1660
Free pass holders	89	90	92	93	57	36	5	2	948
Aged 16 to 34	82	80	81	79	31	48	15	6	871
Aged 35 to 59	84	86	84	86	41	45	10	4	775
Passengers commuting	83	82	80	80	32	47	14	7	1114
Passengers not commuting	87	87	89	90	48	42	7	3	1435
Passengers saying they have a disability	84	83	84	85	41	43	11	4	720
Value for money									
All fare-paying passengers	61	61	62	63	24	39	18	19	1622
Aged 16 to 34	57	58	59	55	21	34	21	23	778
Aged 35 to 59	65	65	66	72	27	45	15	13	672
Passengers commuting	60	60	59	60	21	40	19	20	970
Passengers not commuting	62	64	67	68	29	39	16	16	584
Punctuality & time waiting for bus									
Punctuality of the bus	74	75	70	70	36	34	14	16	2513
The length of time waited	78	77	71	71	34	37	15	14	2687
On-bus journey time									
Time the journey on the bus took	83	80	82	79	40	39	13	8	2743

Detailed results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
On the bus									
Route/destination information on the outside of the bus	83	83	82	82	45	37	14	4	2605
The cleanliness and condition of the outside of the bus	76	76	74	77	34	43	15	8	2584
The ease of getting onto and off the bus	87	88	87	89	49	39	8	4	2661
The length of time it took to board	87	88	87	87	51	36	9	4	2627
The cleanliness and condition of the inside of the bus	72	73	71	72	30	42	13	15	2710
The information provided inside the bus	66	69	69	70	30	40	24	6	2485
The availability of seating or space to stand	82	84	82	84	45	38	10	7	2659
The comfort of the seats	72	74	74	76	36	40	15	9	2658
The amount of personal space you had around you	71	73	73	73	36	38	15	11	2634
Provision of grab rails to stand/move within the bus	80	81	82	82	41	41	12	6	2615
The temperature inside the bus	74	78	75	76	35	41	15	9	2641
Your personal security whilst on the bus	75	79	78	78	37	40	17	6	2641
The bus driver									
How near to the kerb the driver stopped	90	91	88	90	55	36	8	2	2644
The driver's appearance	85	86	83	86	52	35	12	2	2510
The greeting/welcome you got from the driver	60	61	60	62	33	29	28	11	2517
The helpfulness and attitude of the driver	62	65	66	65	36	29	27	9	2449
The time the driver gave you to get to your seat	71	73	72	71	36	35	19	10	2598
Smoothness/freedom from jolting during the journey	72	76	74	74	36	38	16	10	2622
Safety of the driving (i.e. speed, driver concentrating)	83	85	84	86	47	39	11	3	2618



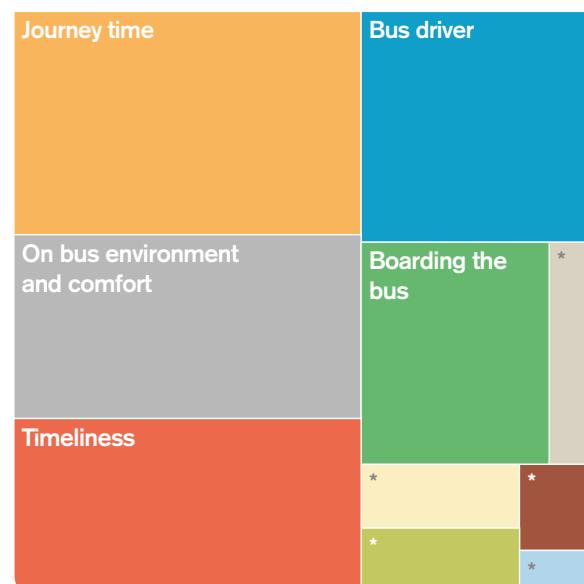
All Stagecoach

Headline results



Which themes are affecting overall passenger satisfaction?

See page 205 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	88	86	86	90	48	42	6	4	8769
Fare-paying passengers	85	83	83	88	41	47	8	4	4088
Free pass holders	95	93	92	94	63	31	3	2	4506
Aged 16 to 34	82	78	80	86	38	47	10	5	1814
Aged 35 to 59	89	89	86	90	44	46	6	4	2266
Passengers commuting	82	81	81	87	39	49	8	5	2724
Passengers not commuting	93	91	91	93	56	36	5	2	5694
Passengers saying they have a disability	87	83	85	89	50	39	8	4	2707
Value for money									
All fare-paying passengers	68	67	68	68	29	40	15	17	4022
Aged 16 to 34	64	60	63	63	27	36	15	22	1592
Aged 35 to 59	73	75	72	73	30	44	15	12	1896
Passengers commuting	67	65	67	67	27	39	15	18	2325
Passengers not commuting	71	70	70	70	32	39	15	15	1597
Punctuality & time waiting for bus									
Punctuality of the bus	78	74	72	75	43	32	12	13	8014
The length of time waited	81	76	73	76	42	34	13	11	8644
On-bus journey time									
Time the journey on the bus took	87	84	82	85	50	35	10	5	8873

Detailed results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
On the bus									
Route/destination information on the outside of the bus	86	84	85	86	55	31	11	3	8434
The cleanliness and condition of the outside of the bus	81	78	79	81	40	41	14	5	8324
The ease of getting onto and off the bus	91	90	90	91	59	33	6	3	8701
The length of time it took to board	91	89	89	91	59	33	6	2	8493
The cleanliness and condition of the inside of the bus	79	76	78	82	38	44	11	7	8746
The information provided inside the bus	66	64	67	68	31	37	26	6	7800
The availability of seating or space to stand	88	86	87	87	51	36	7	5	8592
The comfort of the seats	78	75	78	81	39	42	12	7	8586
The amount of personal space you had around you	77	74	75	78	38	40	13	9	8532
Provision of grab rails to stand/move within the bus	85	83	84	86	45	41	10	4	8484
The temperature inside the bus	78	76	77	80	39	41	13	7	8557
Your personal security whilst on the bus	84	83	85	87	49	38	10	2	8527
The bus driver									
How near to the kerb the driver stopped	94	92	91	93	64	29	5	2	8662
The driver's appearance	90	89	89	91	63	28	8	1	8423
The greeting/welcome you got from the driver	74	73	72	77	48	29	17	7	8548
The helpfulness and attitude of the driver	76	74	74	78	49	29	16	5	8413
The time the driver gave you to get to your seat	78	76	77	82	51	31	12	7	8547
Smoothness/freedom from jolting during the journey	76	75	75	80	44	35	13	7	8585
Safety of the driving (i.e. speed, driver concentrating)	88	88	87	90	58	32	8	2	8606



Arriva in County Durham

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	-	-	85	88	47	41	9	3	264
Fare-paying passengers	-	-	79	85	37	47	11	4	93
Free pass holders	-	-	94	92	57	34	7	1	168
Aged 16 to 34	-	-	74	-	-	-	-	-	-
Aged 35 to 59	-	-	91	-	-	-	-	-	-
Passengers commuting	-	-	80	-	-	-	-	-	-
Passengers not commuting	-	-	89	87	54	33	10	3	182
Passengers saying they have a disability	-	-	83	85	51	35	14	1	100
Value for money									
All fare-paying passengers	-	-	54	73	30	42	8	20	85
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	52	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
Punctuality & time waiting for the bus									
Punctuality of the bus	-	-	70	66	33	32	13	22	240
The length of time waited	-	-	67	71	38	33	11	18	259
On-bus journey time									
Time journey on the bus took	-	-	81	86	50	36	9	5	267
On the bus									
Route/destination information on the outside of the bus	-	-	84	87	55	31	10	3	249
The cleanliness and condition of the outside of the bus	-	-	77	75	40	35	14	10	249
The ease of getting onto and off the bus	-	-	86	90	62	28	8	2	259
The length of time it took to board	-	-	85	88	62	26	10	3	251
The cleanliness and condition of the inside of the bus	-	-	79	79	38	40	11	11	267
The information provided inside the bus	-	-	72	72	36	36	23	6	238
The availability of seating or space to stand	-	-	81	89	52	37	8	3	258
The comfort of the seats	-	-	79	82	46	36	10	8	263
The amount of personal space you had around you	-	-	77	78	41	37	14	8	261
Provision of grab rails to stand/move within the bus	-	-	82	85	46	40	10	4	253
The temperature inside the bus	-	-	77	82	45	37	13	5	259
Your personal security whilst on the bus	-	-	83	85	50	35	13	2	258
The bus driver									
How near to the kerb the driver stopped	-	-	91	94	65	29	5	2	255
The driver's appearance	-	-	88	94	64	31	5	1	254
The greeting/welcome you got from the driver	-	-	70	75	45	30	18	7	255
The helpfulness and attitude of the driver	-	-	74	76	48	28	18	6	258
The time the driver gave you to get to your seat	-	-	80	81	52	29	12	7	259
Smoothness/freedom from jolting during the journey	-	-	75	77	39	38	15	8	258
Safety of the driving (i.e. speed, driver concentrating)	-	-	89	88	52	36	10	2	259

Arriva in Leicester City

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	-	-	87	84	47	37	12	4	286
Fare-paying passengers	-	-	85	80	41	39	15	5	154
Free pass holders	-	-	91	91	56	35	6	3	128
Aged 16 to 34	-	-	-	73	34	39	19	8	80
Aged 35 to 59	-	-	-	87	52	36	11	2	76
Passengers commuting	-	-	87	77	39	38	14	8	109
Passengers not commuting	-	-	87	92	57	36	6	1	164
Passengers saying they have a disability	-	-	-	89	54	35	6	5	78
Value for money									
All fare-paying passengers	-	-	51	67	25	42	18	15	152
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	52	63	18	45	20	16	94
Passengers not commuting	-	-	-	-	-	-	-	-	-
Punctuality & time waiting for the bus									
Punctuality of the bus	-	-	70	75	40	35	13	12	268
The length of time waited	-	-	70	75	33	42	11	14	286
On-bus journey time									
Time journey on the bus took	-	-	81	87	49	38	10	3	298
On the bus									
Route/destination information on the outside of the bus	-	-	85	83	50	33	14	3	288
The cleanliness and condition of the outside of the bus	-	-	80	81	35	46	15	4	280
The ease of getting onto and off the bus	-	-	92	88	54	33	8	4	291
The length of time it took to board	-	-	89	86	53	33	9	5	286
The cleanliness and condition of the inside of the bus	-	-	75	81	34	47	10	9	291
The information provided inside the bus	-	-	62	62	26	36	33	5	266
The availability of seating or space to stand	-	-	81	83	42	41	9	8	290
The comfort of the seats	-	-	77	84	36	48	12	4	284
The amount of personal space you had around you	-	-	75	80	35	45	9	11	284
Provision of grab rails to stand/move within the bus	-	-	80	85	41	45	10	5	286
The temperature inside the bus	-	-	77	81	39	42	11	8	288
Your personal security whilst on the bus	-	-	80	82	43	39	16	2	285
The bus driver									
How near to the kerb the driver stopped	-	-	92	86	60	27	11	3	286
The driver's appearance	-	-	83	83	58	26	13	3	277
The greeting/welcome you got from the driver	-	-	64	66	41	25	22	12	278
The helpfulness and attitude of the driver	-	-	68	68	44	25	21	11	266
The time the driver gave you to get to your seat	-	-	71	72	46	25	20	9	281
Smoothness/freedom from jolting during the journey	-	-	71	75	40	35	14	11	281
Safety of the driving (i.e. speed, driver concentrating)	-	-	86	85	52	34	13	2	287

Arriva in Mersey and Halton

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	90	89	90	91	50	41	5	4	976
Fare-paying passengers	87	85	88	90	40	49	7	3	493
Free pass holders	95	95	93	93	63	30	3	4	466
Aged 16 to 34	85	82	82	89	40	48	7	4	246
Aged 35 to 59	91	90	94	89	45	44	7	4	288
Passengers commuting	85	83	86	88	41	47	7	5	372
Passengers not commuting	93	94	93	93	56	37	4	3	557
Passengers saying they have a disability	87	89	87	87	46	41	9	4	301
Value for money									
All fare-paying passengers	61	67	71	64	28	36	23	13	481
Aged 16 to 34	62	63	65	60	29	31	25	14	218
Aged 35 to 59	61	71	79	67	27	39	22	12	225
Passengers commuting	58	63	69	63	27	37	27	9	312
Passengers not commuting	67	74	78	63	29	34	16	21	153
Punctuality & time waiting for the bus									
Punctuality of the bus	79	76	78	74	43	31	9	16	886
The length of time waited	81	78	77	73	43	31	11	15	975
On-bus journey time									
Time journey on the bus took	88	86	86	90	59	31	6	4	994
On the bus									
Route/destination information on the outside of the bus	88	88	85	88	60	28	10	2	953
The cleanliness and condition of the outside of the bus	86	83	85	87	48	39	10	4	945
The ease of getting onto and off the bus	92	92	92	92	61	31	5	3	966
The length of time it took to board	92	92	91	93	61	31	5	3	952
The cleanliness and condition of the inside of the bus	83	84	86	86	44	42	9	5	989
The information provided inside the bus	69	70	71	72	36	36	23	5	894
The availability of seating or space to stand	90	87	87	88	54	34	8	4	962
The comfort of the seats	79	82	83	86	44	42	9	5	966
The amount of personal space you had around you	80	77	80	80	42	37	12	8	956
Provision of grab rails to stand/move within the bus	88	85	87	89	49	39	7	5	947
The temperature inside the bus	80	80	80	80	43	38	12	8	955
Your personal security whilst on the bus	87	87	85	87	51	36	11	1	957
The bus driver									
How near to the kerb the driver stopped	94	93	94	92	67	25	6	2	966
The driver's appearance	90	91	91	89	64	25	10	1	916
The greeting/welcome you got from the driver	70	70	71	72	44	28	21	7	927
The helpfulness and attitude of the driver	72	72	74	74	46	27	21	5	908
The time the driver gave you to get to your seat	72	72	78	74	44	30	18	8	927
Smoothness/freedom from jolting during the journey	74	76	80	77	45	33	16	7	939
Safety of the driving (i.e. speed, driver concentrating)	88	88	89	88	57	30	11	1	940

Arriva in Milton Keynes

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	81	81	82	82	34	48	11	7	339
Fare-paying passengers	80	79	79	81	31	50	11	8	171
Free pass holders	81	86	89	87	42	46	9	4	162
Aged 16 to 34	78	72	78	76	25	51	15	9	82
Aged 35 to 59	79	88	80	83	37	45	10	7	95
Passengers commuting	80	78	80	72	24	48	17	12	133
Passengers not commuting	81	84	85	94	45	49	3	3	189
Passengers saying they have a disability	72	81	80	80	33	48	12	7	94
Value for money									
All fare-paying passengers	57	41	59	60	27	33	20	20	171
Aged 16 to 34	51	32	56	-	-	-	-	-	-
Aged 35 to 59	63	56	61	56	24	33	22	22	79
Passengers commuting	54	38	61	55	24	31	19	27	108
Passengers not commuting	64	47	-	-	-	-	-	-	-
Punctuality & time waiting for the bus									
Punctuality of the bus	65	66	63	66	36	30	11	23	328
The length of time waited	67	66	61	64	30	33	15	21	338
On-bus journey time									
Time journey on the bus took	80	78	81	82	42	41	11	7	350
On the bus									
Route/destination information on the outside of the bus	83	78	82	82	49	32	14	4	335
The cleanliness and condition of the outside of the bus	71	76	75	78	35	43	17	5	332
The ease of getting onto and off the bus	86	87	88	86	48	38	12	1	345
The length of time it took to board	87	87	86	86	50	36	11	3	339
The cleanliness and condition of the inside of the bus	65	75	74	78	33	45	13	9	347
The information provided inside the bus	58	65	61	63	25	38	29	8	314
The availability of seating or space to stand	77	80	85	81	44	37	11	7	345
The comfort of the seats	64	68	71	72	35	37	17	11	343
The amount of personal space you had around you	64	69	64	71	36	35	17	12	341
Provision of grab rails to stand/move within the bus	70	76	77	80	40	40	15	5	338
The temperature inside the bus	67	73	76	74	35	39	15	10	345
Your personal security whilst on the bus	76	79	82	79	44	34	16	5	338
The bus driver									
How near to the kerb the driver stopped	90	86	92	89	52	37	9	2	343
The driver's appearance	85	83	86	85	52	33	12	3	331
The greeting/welcome you got from the driver	62	63	70	67	37	30	20	13	338
The helpfulness and attitude of the driver	64	65	71	69	38	30	21	10	336
The time the driver gave you to get to your seat	76	76	74	79	45	34	10	11	347
Smoothness/freedom from jolting during the journey	64	67	70	71	34	37	16	13	341
Safety of the driving (i.e. speed, driver concentrating)	77	79	82	83	47	35	12	5	341

Arriva in Northumberland

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	87	-	90	92	52	40	5	3	285
Fare-paying passengers	86	-	85	88	36	51	7	5	93
Free pass holders	89	-	94	97	66	31	2	1	191
Aged 16 to 34	80	-	-	-	-	-	-	-	-
Aged 35 to 59	89	-	89	-	-	-	-	-	-
Passengers commuting	84	-	-	-	-	-	-	-	-
Passengers not commuting	90	-	94	94	57	37	4	2	230
Passengers saying they have a disability	88	-	86	97	51	46	2	1	97
Value for money									
All fare-paying passengers	54	-	54	61	22	39	25	14	93
Aged 16 to 34	47	-	-	-	-	-	-	-	-
Aged 35 to 59	61	-	-	-	-	-	-	-	-
Passengers commuting	51	-	-	-	-	-	-	-	-
Passengers not commuting	58	-	-	-	-	-	-	-	-
Punctuality & time waiting for the bus									
Punctuality of the bus	79	-	78	82	42	39	7	11	259
The length of time waited	78	-	75	79	40	38	11	10	275
On-bus journey time									
Time journey on the bus took	87	-	86	94	59	35	3	3	288
On the bus									
Route/destination information on the outside of the bus	88	-	85	89	59	29	11	1	273
The cleanliness and condition of the outside of the bus	83	-	79	81	37	44	14	4	268
The ease of getting onto and off the bus	90	-	94	94	61	33	5	1	284
The length of time it took to board	90	-	93	94	64	31	4	1	269
The cleanliness and condition of the inside of the bus	84	-	84	83	38	46	9	7	282
The information provided inside the bus	70	-	67	69	27	42	26	6	250
The availability of seating or space to stand	89	-	87	91	48	43	7	2	275
The comfort of the seats	78	-	83	75	37	38	18	7	273
The amount of personal space you had around you	79	-	83	79	38	41	12	9	270
Provision of grab rails to stand/move within the bus	85	-	83	89	45	43	7	4	269
The temperature inside the bus	79	-	80	81	39	42	13	6	271
Your personal security whilst on the bus	87	-	89	88	48	41	11	1	271
The bus driver									
How near to the kerb the driver stopped	91	-	91	95	66	29	4	1	275
The driver's appearance	89	-	93	96	65	31	4	0	274
The greeting/welcome you got from the driver	72	-	80	84	53	31	12	4	273
The helpfulness and attitude of the driver	71	-	82	85	55	30	13	2	266
The time the driver gave you to get to your seat	82	-	88	90	62	28	7	3	275
Smoothness/freedom from jolting during the journey	77	-	82	86	51	35	12	3	273
Safety of the driving (i.e. speed, driver concentrating)	88	-	91	95	64	31	5	0	276

Arriva in Staffordshire

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	92	90	-	89	45	44	8	3	341
Fare-paying passengers	92	87	-	87	35	52	10	3	127
Free pass holders	94	95	-	93	64	29	4	2	208
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	90	90	-	-	-	-	-	-	-
Passengers commuting	-	84	-	-	-	-	-	-	-
Passengers not commuting	92	94	-	93	52	41	5	2	252
Passengers saying they have a disability	93	93	-	91	45	46	6	3	128
Value for money									
All fare-paying passengers	59	62	-	65	29	36	19	17	124
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	59	-	-	-	-	-	-	-
Passengers commuting	-	62	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
Punctuality & time waiting for the bus									
Punctuality of the bus	83	80	-	75	42	34	12	12	314
The length of time waited	85	79	-	75	38	37	14	11	327
On-bus journey time									
Time journey on the bus took	93	86	-	88	52	36	10	2	334
On the bus									
Route/destination information on the outside of the bus	91	83	-	88	52	36	8	3	328
The cleanliness and condition of the outside of the bus	83	81	-	78	38	41	16	6	320
The ease of getting onto and off the bus	92	92	-	93	57	36	6	1	335
The length of time it took to board	94	91	-	91	63	28	7	2	325
The cleanliness and condition of the inside of the bus	79	83	-	81	36	44	11	8	332
The information provided inside the bus	76	66	-	72	30	43	24	3	293
The availability of seating or space to stand	90	91	-	89	56	34	7	4	326
The comfort of the seats	82	79	-	77	37	40	15	8	333
The amount of personal space you had around you	82	81	-	79	41	39	12	9	326
Provision of grab rails to stand/move within the bus	89	84	-	83	46	37	13	4	323
The temperature inside the bus	88	81	-	79	39	40	15	7	328
Your personal security whilst on the bus	89	86	-	84	45	39	13	3	328
The bus driver									
How near to the kerb the driver stopped	94	94	-	94	64	29	5	2	331
The driver's appearance	95	91	-	89	62	27	10	0	323
The greeting/welcome you got from the driver	83	79	-	78	49	29	15	7	327
The helpfulness and attitude of the driver	84	81	-	78	48	31	17	4	319
The time the driver gave you to get to your seat	88	83	-	83	54	29	11	6	329
Smoothness/freedom from jolting during the journey	84	83	-	84	45	39	10	7	328
Safety of the driving (i.e. speed, driver concentrating)	92	90	-	87	58	29	10	3	327

Arriva in Tees Valley

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	89	89	92	91	55	36	6	3	1112
Fare-paying passengers	85	87	89	89	47	42	7	4	414
Free pass holders	92	92	95	93	64	29	4	3	678
Aged 16 to 34	80	84	88	81	39	42	13	6	222
Aged 35 to 59	91	87	92	95	54	41	2	3	237
Passengers commuting	85	85	88	84	45	40	9	6	265
Passengers not commuting	91	92	95	95	61	34	3	2	791
Passengers saying they have a disability	90	91	91	90	52	37	5	5	350
Value for money									
All fare-paying passengers	62	60	62	66	29	37	16	18	406
Aged 16 to 34	53	51	59	58	26	32	19	23	173
Aged 35 to 59	67	68	65	71	29	42	15	15	184
Passengers commuting	57	57	60	61	23	37	15	25	192
Passengers not commuting	68	66	67	69	34	35	19	12	198
Punctuality & time waiting for the bus									
Punctuality of the bus	76	79	82	79	48	31	8	13	1025
The length of time waited	77	80	83	78	44	34	11	11	1075
On-bus journey time									
Time journey on the bus took	89	87	88	88	56	32	7	5	1112
On the bus									
Route/destination information on the outside of the bus	84	88	86	89	58	31	8	3	1048
The cleanliness and condition of the outside of the bus	80	85	83	85	43	42	10	5	1037
The ease of getting onto and off the bus	91	93	93	94	61	34	4	1	1081
The length of time it took to board	91	93	92	93	61	32	5	2	1040
The cleanliness and condition of the inside of the bus	79	85	81	86	41	45	8	6	1102
The information provided inside the bus	67	75	70	76	36	40	19	5	986
The availability of seating or space to stand	89	88	89	90	56	34	6	4	1072
The comfort of the seats	75	80	76	82	43	40	11	7	1076
The amount of personal space you had around you	77	79	79	82	43	39	10	8	1061
Provision of grab rails to stand/move within the bus	84	86	87	87	49	38	10	3	1050
The temperature inside the bus	76	79	79	84	41	43	9	7	1061
Your personal security whilst on the bus	86	88	89	90	50	40	8	2	1060
The bus driver									
How near to the kerb the driver stopped	93	93	93	93	66	27	5	2	1079
The driver's appearance	90	90	92	93	66	27	6	1	1061
The greeting/welcome you got from the driver	74	79	77	82	52	30	13	5	1086
The helpfulness and attitude of the driver	75	78	78	83	53	30	13	4	1070
The time the driver gave you to get to your seat	81	85	83	87	59	28	9	4	1078
Smoothness/freedom from jolting during the journey	76	80	81	83	50	33	11	6	1074
Safety of the driving (i.e. speed, driver concentrating)	88	88	88	90	61	28	8	2	1083

Arriva in West Yorkshire

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	84	94	84	80	41	39	13	7	323
Fare-paying passengers	80	94	78	74	31	43	17	9	140
Free pass holders	93	92	97	92	63	29	5	3	177
Aged 16 to 34	76	-	-	-	-	-	-	-	-
Aged 35 to 59	89	-	-	81	46	35	8	11	98
Passengers commuting	82	-	78	67	23	44	20	13	94
Passengers not commuting	86	94	91	92	59	34	7	1	219
Passengers saying they have a disability	79	-	-	79	47	32	18	3	97
Value for money									
All fare-paying passengers	57	73	70	63	22	41	14	23	135
Aged 16 to 34	52	-	-	-	-	-	-	-	-
Aged 35 to 59	64	-	-	58	26	32	18	25	75
Passengers commuting	60	-	-	57	16	41	15	28	80
Passengers not commuting	-	-	-	-	-	-	-	-	-
Punctuality & time waiting for the bus									
Punctuality of the bus	81	81	68	66	33	33	13	21	303
The length of time waited	76	85	68	70	35	35	14	16	318
On-bus journey time									
Time journey on the bus took	82	93	78	77	49	28	13	10	328
On the bus									
Route/destination information on the outside of the bus	85	89	87	85	60	25	10	4	311
The cleanliness and condition of the outside of the bus	79	86	80	83	44	40	13	4	315
The ease of getting onto and off the bus	90	93	87	91	61	30	5	5	323
The length of time it took to board	89	94	89	88	58	30	7	6	316
The cleanliness and condition of the inside of the bus	78	84	81	74	35	38	15	12	327
The information provided inside the bus	69	77	72	66	27	38	26	8	284
The availability of seating or space to stand	86	89	84	86	52	34	5	9	319
The comfort of the seats	75	85	81	77	32	44	12	11	321
The amount of personal space you had around you	75	85	74	79	37	42	7	14	320
Provision of grab rails to stand/move within the bus	84	89	88	83	43	40	12	5	312
The temperature inside the bus	77	85	76	70	35	35	15	15	320
Your personal security whilst on the bus	84	90	83	76	43	33	20	4	316
The bus driver									
How near to the kerb the driver stopped	90	91	88	86	58	28	9	5	307
The driver's appearance	90	91	87	84	59	25	14	2	308
The greeting/welcome you got from the driver	73	79	73	66	43	23	21	13	320
The helpfulness and attitude of the driver	72	83	71	68	43	25	24	8	308
The time the driver gave you to get to your seat	77	84	77	76	46	30	15	9	314
Smoothness/freedom from jolting during the journey	71	84	76	71	35	36	18	11	314
Safety of the driving (i.e. speed, driver concentrating)	84	91	80	86	45	41	11	3	321

Blackpool Transport

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	87	88	88	87	45	41	9	5	507
Fare-paying passengers	84	84	87	83	34	48	12	5	216
Free pass holders	94	94	90	93	63	30	3	4	280
Aged 16 to 34	79	-	87	79	24	54	16	6	89
Aged 35 to 59	91	90	84	92	50	42	4	4	121
Passengers commuting	80	84	87	86	32	55	9	5	136
Passengers not commuting	93	93	90	87	53	33	9	4	344
Passengers saying they have a disability	94	89	87	83	48	35	11	7	190
Value for money									
All fare-paying passengers	68	75	75	70	33	37	15	14	208
Aged 16 to 34	57	-	75	67	29	37	16	17	76
Aged 35 to 59	80	80	76	75	37	38	14	11	96
Passengers commuting	61	74	74	62	31	31	19	19	114
Passengers not commuting	78	-	76	82	37	44	10	8	92
Punctuality & time waiting for the bus									
Punctuality of the bus	75	79	75	78	46	32	11	12	471
The length of time waited	78	82	75	77	44	33	14	9	503
On-bus journey time									
Time journey on the bus took	88	83	83	82	49	34	10	8	517
On the bus									
Route/destination information on the outside of the bus	83	83	84	85	55	30	11	3	486
The cleanliness and condition of the outside of the bus	79	81	80	84	45	39	12	4	486
The ease of getting onto and off the bus	92	91	89	90	60	30	8	2	507
The length of time it took to board	92	91	89	89	59	31	7	4	494
The cleanliness and condition of the inside of the bus	78	77	75	80	36	44	10	10	507
The information provided inside the bus	72	73	68	66	30	36	25	8	454
The availability of seating or space to stand	86	85	84	83	48	36	9	7	499
The comfort of the seats	73	76	71	73	39	35	17	10	496
The amount of personal space you had around you	74	76	78	74	39	35	14	12	489
Provision of grab rails to stand/move within the bus	84	85	82	82	45	37	11	7	492
The temperature inside the bus	79	78	77	78	40	38	15	7	493
Your personal security whilst on the bus	85	82	84	84	48	36	12	4	488
The bus driver									
How near to the kerb the driver stopped	93	93	91	90	60	30	9	2	506
The driver's appearance	90	91	89	88	60	28	10	2	494
The greeting/welcome you got from the driver	70	73	71	67	42	25	20	13	498
The helpfulness and attitude of the driver	72	75	73	70	44	25	20	10	497
The time the driver gave you to get to your seat	76	77	73	73	43	30	15	12	496
Smoothness/freedom from jolting during the journey	73	74	76	74	38	36	14	12	499
Safety of the driving (i.e. speed, driver concentrating)	86	88	87	83	53	30	13	3	498

Bluestar

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	90	91	90	88	52	36	9	3	340
Fare-paying passengers	89	89	90	82	44	39	13	4	166
Free pass holders	91	95	89	99	69	30	0	1	169
Aged 16 to 34	89	87	87	78	37	41	17	5	83
Aged 35 to 59	-	-	96	95	57	37	4	1	83
Passengers commuting	89	89	88	84	41	43	11	5	122
Passengers not commuting	91	93	94	94	65	29	4	2	194
Passengers saying they have a disability	88	90	92	88	62	26	9	3	103
Value for money									
All fare-paying passengers	69	70	66	73	40	33	13	14	164
Aged 16 to 34	70	66	64	71	33	38	13	16	75
Aged 35 to 59	-	-	66	-	-	-	-	-	-
Passengers commuting	70	71	69	76	39	37	14	10	101
Passengers not commuting	-	-	-	-	-	-	-	-	-
Punctuality & time waiting for the bus									
Punctuality of the bus	78	75	77	76	52	23	11	13	307
The length of time waited	78	76	78	76	47	30	12	12	334
On-bus journey time									
Time journey on the bus took	87	90	83	84	53	32	11	4	340
On the bus									
Route/destination information on the outside of the bus	86	88	86	86	55	31	11	3	324
The cleanliness and condition of the outside of the bus	90	90	85	85	52	33	11	4	323
The ease of getting onto and off the bus	92	93	91	92	64	28	5	2	336
The length of time it took to board	91	90	88	89	60	28	7	4	333
The cleanliness and condition of the inside of the bus	88	85	84	86	45	41	8	6	337
The information provided inside the bus	71	66	76	67	34	33	26	7	312
The availability of seating or space to stand	88	90	83	84	51	33	10	6	336
The comfort of the seats	80	85	83	82	44	38	11	7	334
The amount of personal space you had around you	79	83	76	80	44	36	12	8	332
Provision of grab rails to stand/move within the bus	83	84	87	86	48	38	9	4	332
The temperature inside the bus	75	80	82	81	45	36	14	5	335
Your personal security whilst on the bus	85	91	92	86	49	37	11	3	333
The bus driver									
How near to the kerb the driver stopped	93	96	93	92	66	26	4	4	339
The driver's appearance	94	94	92	90	65	25	7	3	329
The greeting/welcome you got from the driver	79	83	85	81	56	25	11	8	335
The helpfulness and attitude of the driver	80	83	82	81	57	25	11	8	330
The time the driver gave you to get to your seat	81	83	82	83	56	27	10	7	338
Smoothness/freedom from jolting during the journey	78	79	81	79	51	29	13	8	330
Safety of the driving (i.e. speed, driver concentrating)	88	90	91	85	58	27	11	4	330

Brighton and Hove Bus

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	90	90	87	91	53	38	7	2	788
Fare-paying passengers	88	89	85	90	49	41	8	2	433
Free pass holders	95	94	91	93	62	31	4	2	326
Aged 16 to 34	88	88	85	88	44	44	10	1	165
Aged 35 to 59	89	91	85	92	53	39	4	4	251
Passengers commuting	85	88	85	92	49	43	6	2	243
Passengers not commuting	95	93	90	91	56	35	6	2	486
Passengers saying they have a disability	90	86	85	91	50	41	7	2	211
Value for money									
All fare-paying passengers	52	58	51	56	23	33	16	28	432
Aged 16 to 34	50	53	49	55	22	33	16	29	155
Aged 35 to 59	55	64	51	54	20	33	16	30	213
Passengers commuting	51	59	50	52	23	28	15	34	200
Passengers not commuting	52	57	54	61	24	37	16	23	207
Punctuality & time waiting for the bus									
Punctuality of the bus	74	78	75	83	53	30	9	8	697
The length of time waited	78	81	76	83	49	34	10	7	795
On-bus journey time									
Time journey on the bus took	81	83	82	86	51	35	11	3	797
On the bus									
Route/destination information on the outside of the bus	89	86	88	89	62	27	8	3	766
The cleanliness and condition of the outside of the bus	83	84	84	82	46	37	12	5	750
The ease of getting onto and off the bus	89	89	89	92	63	29	5	3	787
The length of time it took to board	87	89	89	92	64	28	6	3	776
The cleanliness and condition of the inside of the bus	75	80	76	82	35	47	10	8	802
The information provided inside the bus	68	74	72	76	37	39	21	3	721
The availability of seating or space to stand	86	87	88	88	53	34	7	5	785
The comfort of the seats	76	76	78	77	37	40	16	6	789
The amount of personal space you had around you	73	77	76	78	41	37	12	10	779
Provision of grab rails to stand/move within the bus	83	84	85	85	44	42	9	6	767
The temperature inside the bus	79	79	80	82	42	40	13	5	777
Your personal security whilst on the bus	84	87	87	88	54	34	10	3	764
The bus driver									
How near to the kerb the driver stopped	90	90	92	94	70	24	4	2	780
The driver's appearance	86	90	88	92	69	23	7	1	758
The greeting/welcome you got from the driver	70	77	75	81	55	26	15	4	772
The helpfulness and attitude of the driver	71	77	76	83	57	26	14	3	758
The time the driver gave you to get to your seat	71	75	79	82	52	29	12	6	763
Smoothness/freedom from jolting during the journey	72	75	76	79	47	32	15	6	778
Safety of the driving (i.e. speed, driver concentrating)	87	88	88	91	64	27	7	2	773

Diamond Bus in West Midlands

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	-	87	-	84	50	34	12	4	186
Fare-paying passengers	-	86	-	-	-	-	-	-	-
Free pass holders	-	89	-	90	59	31	9	2	119
Aged 16 to 34	-	79	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	83	-	-	-	-	-	-	-
Passengers not commuting	-	89	-	91	58	33	8	1	138
Passengers saying they have a disability	-	-	-	-	-	-	-	-	-
Value for money									
All fare-paying passengers	-	69	-	-	-	-	-	-	-
Aged 16 to 34	-	65	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	64	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
Punctuality & time waiting for the bus									
Punctuality of the bus	-	81	-	63	38	25	15	23	162
The length of time waited	-	81	-	71	37	33	16	14	181
On-bus journey time									
Time journey on the bus took	-	84	-	87	54	33	10	3	190
On the bus									
Route/destination information on the outside of the bus	-	83	-	81	49	32	17	1	176
The cleanliness and condition of the outside of the bus	-	83	-	73	36	37	18	8	181
The ease of getting onto and off the bus	-	89	-	84	48	36	9	6	187
The length of time it took to board	-	90	-	84	54	30	14	3	185
The cleanliness and condition of the inside of the bus	-	78	-	81	33	47	15	5	190
The information provided inside the bus	-	68	-	64	29	34	31	6	168
The availability of seating or space to stand	-	88	-	85	43	42	9	6	187
The comfort of the seats	-	76	-	80	33	46	15	6	186
The amount of personal space you had around you	-	79	-	75	37	38	18	6	182
Provision of grab rails to stand/move within the bus	-	86	-	82	43	39	14	4	182
The temperature inside the bus	-	78	-	76	36	40	18	7	185
Your personal security whilst on the bus	-	82	-	81	45	36	16	3	181
The bus driver									
How near to the kerb the driver stopped	-	87	-	88	58	30	7	5	185
The driver's appearance	-	87	-	87	57	30	6	7	181
The greeting/welcome you got from the driver	-	76	-	73	40	33	18	9	185
The helpfulness and attitude of the driver	-	77	-	68	41	27	22	10	184
The time the driver gave you to get to your seat	-	78	-	75	45	30	17	7	181
Smoothness/freedom from jolting during the journey	-	78	-	76	38	38	12	12	186
Safety of the driving (i.e. speed, driver concentrating)	-	86	-	82	52	30	13	5	183

Diamond Bus in Worcestershire

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	-	-	-	72	30	43	16	12	198
Fare-paying passengers	-	-	-	66	27	39	19	15	84
Free pass holders	-	-	-	83	34	48	10	7	113
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	82	35	47	11	7	131
Passengers saying they have a disability	-	-	-	-	-	-	-	-	-
Value for money									
All fare-paying passengers	-	-	-	51	19	32	28	21	83
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
Punctuality & time waiting for the bus									
Punctuality of the bus	-	-	-	62	32	30	13	25	175
The length of time waited	-	-	-	64	31	33	18	18	191
On-bus journey time									
Time journey on the bus took	-	-	-	73	43	30	15	12	197
On the bus									
Route/destination information on the outside of the bus	-	-	-	72	37	36	18	10	189
The cleanliness and condition of the outside of the bus	-	-	-	55	16	40	29	16	189
The ease of getting onto and off the bus	-	-	-	79	41	38	14	8	192
The length of time it took to board	-	-	-	82	46	36	15	2	189
The cleanliness and condition of the inside of the bus	-	-	-	59	16	43	24	17	196
The information provided inside the bus	-	-	-	41	15	26	42	17	166
The availability of seating or space to stand	-	-	-	79	37	42	16	5	185
The comfort of the seats	-	-	-	66	23	43	21	13	190
The amount of personal space you had around you	-	-	-	76	23	53	15	9	186
Provision of grab rails to stand/move within the bus	-	-	-	78	34	44	13	9	191
The temperature inside the bus	-	-	-	67	25	42	22	11	187
Your personal security whilst on the bus	-	-	-	71	28	43	25	4	186
The bus driver									
How near to the kerb the driver stopped	-	-	-	84	47	37	11	4	189
The driver's appearance	-	-	-	76	40	36	19	4	190
The greeting/welcome you got from the driver	-	-	-	55	29	27	24	20	190
The helpfulness and attitude of the driver	-	-	-	54	26	28	28	18	183
The time the driver gave you to get to your seat	-	-	-	67	32	36	15	18	189
Smoothness/freedom from jolting during the journey	-	-	-	56	22	33	18	26	188
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	70	33	36	14	17	187

East Yorkshire Motor Services in Hull

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	-	-	-	91	64	27	7	3	238
Fare-paying passengers	-	-	-	86	55	31	11	3	97
Free pass holders	-	-	-	98	78	20	0	2	136
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	92	75	17	6	2	166
Passengers saying they have a disability	-	-	-	94	67	27	3	4	84
Value for money									
All fare-paying passengers	-	-	-	73	38	35	9	18	96
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
Punctuality & time waiting for the bus									
Punctuality of the bus	-	-	-	72	42	30	15	13	222
The length of time waited	-	-	-	73	46	27	13	14	235
On-bus journey time									
Time journey on the bus took	-	-	-	90	60	30	4	6	242
On the bus									
Route/destination information on the outside of the bus	-	-	-	83	59	24	12	6	231
The cleanliness and condition of the outside of the bus	-	-	-	78	44	34	14	8	227
The ease of getting onto and off the bus	-	-	-	92	67	25	8	0	235
The length of time it took to board	-	-	-	93	66	26	7	0	230
The cleanliness and condition of the inside of the bus	-	-	-	80	43	37	10	10	241
The information provided inside the bus	-	-	-	62	36	26	29	9	214
The availability of seating or space to stand	-	-	-	86	53	33	3	11	231
The comfort of the seats	-	-	-	77	42	35	10	13	236
The amount of personal space you had around you	-	-	-	75	45	30	10	15	234
Provision of grab rails to stand/move within the bus	-	-	-	86	52	35	8	5	231
The temperature inside the bus	-	-	-	81	41	40	11	8	233
Your personal security whilst on the bus	-	-	-	86	53	33	13	1	233
The bus driver									
How near to the kerb the driver stopped	-	-	-	96	75	22	3	1	232
The driver's appearance	-	-	-	96	75	20	4	0	234
The greeting/welcome you got from the driver	-	-	-	90	69	21	7	3	235
The helpfulness and attitude of the driver	-	-	-	87	64	23	11	2	232
The time the driver gave you to get to your seat	-	-	-	91	65	26	6	3	231
Smoothness/freedom from jolting during the journey	-	-	-	85	55	29	11	4	235
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	93	72	21	6	2	237

First in Cornwall

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	-	-	86	84	44	40	12	4	664
Fare-paying passengers	-	-	80	79	34	45	16	4	263
Free pass holders	-	-	93	91	58	33	7	2	390
Aged 16 to 34	-	-	76	74	25	49	22	5	167
Aged 35 to 59	-	-	91	85	47	38	9	6	120
Passengers commuting	-	-	78	74	28	46	21	5	181
Passengers not commuting	-	-	91	93	57	36	5	2	455
Passengers saying they have a disability	-	-	83	84	45	39	11	5	188
Value for money									
All fare-paying passengers	-	-	55	52	25	27	25	22	250
Aged 16 to 34	-	-	52	51	25	26	28	21	123
Aged 35 to 59	-	-	63	48	24	24	23	29	94
Passengers commuting	-	-	50	48	24	24	27	25	129
Passengers not commuting	-	-	64	59	28	31	24	17	117
Punctuality & time waiting for the bus									
Punctuality of the bus	-	-	69	69	42	27	14	18	628
The length of time waited	-	-	69	69	38	31	17	14	660
On-bus journey time									
Time journey on the bus took	-	-	84	77	49	28	14	9	675
On the bus									
Route/destination information on the outside of the bus	-	-	84	84	51	34	11	4	637
The cleanliness and condition of the outside of the bus	-	-	73	73	33	40	16	11	653
The ease of getting onto and off the bus	-	-	91	92	58	34	6	2	667
The length of time it took to board	-	-	89	90	59	31	7	3	662
The cleanliness and condition of the inside of the bus	-	-	76	74	33	41	14	13	674
The information provided inside the bus	-	-	54	60	24	35	30	10	596
The availability of seating or space to stand	-	-	85	83	53	31	10	7	659
The comfort of the seats	-	-	68	71	33	38	16	14	660
The amount of personal space you had around you	-	-	75	77	37	40	14	9	660
Provision of grab rails to stand/move within the bus	-	-	83	85	45	40	11	4	651
The temperature inside the bus	-	-	75	81	39	42	11	8	658
Your personal security whilst on the bus	-	-	88	85	51	34	12	3	659
The bus driver									
How near to the kerb the driver stopped	-	-	91	89	61	28	7	3	654
The driver's appearance	-	-	87	90	61	29	8	2	644
The greeting/welcome you got from the driver	-	-	75	78	49	28	15	8	663
The helpfulness and attitude of the driver	-	-	76	77	52	26	17	5	656
The time the driver gave you to get to your seat	-	-	83	83	56	27	11	6	664
Smoothness/freedom from jolting during the journey	-	-	76	77	44	33	15	8	662
Safety of the driving (i.e. speed, driver concentrating)	-	-	89	89	60	29	9	2	667

First in Essex

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	86	78	87	85	44	42	6	8	437
Fare-paying passengers	84	71	80	79	29	50	8	13	140
Free pass holders	91	89	95	94	62	32	4	2	292
Aged 16 to 34	78	64	77	-	-	-	-	-	-
Aged 35 to 59	93	80	85	89	42	47	4	8	89
Passengers commuting	79	73	77	74	23	51	13	13	93
Passengers not commuting	93	85	93	94	58	36	2	4	310
Passengers saying they have a disability	86	80	90	86	49	37	8	6	142
Value for money									
All fare-paying passengers	51	44	46	46	19	27	11	43	138
Aged 16 to 34	46	36	34	-	-	-	-	-	-
Aged 35 to 59	60	57	62	-	-	-	-	-	-
Passengers commuting	48	44	43	-	-	-	-	-	-
Passengers not commuting	58	44	53	-	-	-	-	-	-
Punctuality & time waiting for the bus									
Punctuality of the bus	69	62	71	66	39	27	14	20	401
The length of time waited	69	65	72	66	36	29	15	20	426
On-bus journey time									
Time journey on the bus took	83	81	85	82	54	28	12	6	447
On the bus									
Route/destination information on the outside of the bus	83	82	86	84	52	32	12	4	421
The cleanliness and condition of the outside of the bus	74	71	78	77	36	41	14	9	414
The ease of getting onto and off the bus	91	88	91	92	61	31	6	2	430
The length of time it took to board	88	86	92	90	60	30	8	2	423
The cleanliness and condition of the inside of the bus	75	67	75	76	34	42	13	11	435
The information provided inside the bus	58	52	61	64	28	35	28	8	375
The availability of seating or space to stand	86	78	85	81	50	31	8	10	421
The comfort of the seats	70	62	72	72	33	39	16	12	421
The amount of personal space you had around you	73	65	71	75	36	39	14	11	420
Provision of grab rails to stand/move within the bus	81	76	82	83	46	37	9	8	420
The temperature inside the bus	77	70	72	77	37	40	16	8	422
Your personal security whilst on the bus	82	76	84	80	45	35	15	5	422
The bus driver									
How near to the kerb the driver stopped	93	89	90	92	65	27	7	2	442
The driver's appearance	89	86	88	87	60	27	11	2	428
The greeting/welcome you got from the driver	71	62	70	77	48	30	13	9	432
The helpfulness and attitude of the driver	72	64	74	76	49	27	17	7	423
The time the driver gave you to get to your seat	79	70	80	82	53	29	11	7	434
Smoothness/freedom from jolting during the journey	78	66	74	81	43	38	10	8	433
Safety of the driving (i.e. speed, driver concentrating)	89	81	86	91	58	33	7	2	438

First in Greater Manchester

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	84	81	83	81	37	44	10	9	622
Fare-paying passengers	83	81	80	78	33	45	12	11	372
Free pass holders	88	85	93	92	50	42	6	2	242
Aged 16 to 34	81	80	78	76	33	43	13	11	180
Aged 35 to 59	85	79	84	81	33	48	9	10	185
Passengers commuting	83	76	76	77	30	46	13	10	278
Passengers not commuting	85	87	90	86	43	42	7	7	326
Passengers saying they have a disability	82	76	82	81	38	43	10	9	169
Value for money									
All fare-paying passengers	73	63	69	68	28	39	15	18	357
Aged 16 to 34	71	54	68	70	28	42	14	16	161
Aged 35 to 59	75	75	70	65	28	37	15	20	160
Passengers commuting	72	61	65	68	29	39	14	18	249
Passengers not commuting	74	-	75	65	23	42	17	18	101
Punctuality & time waiting for the bus									
Punctuality of the bus	75	67	65	64	35	29	12	24	567
The length of time waited	75	67	66	70	38	32	10	20	622
On-bus journey time									
Time journey on the bus took	86	84	81	81	41	40	10	10	623
On the bus									
Route/destination information on the outside of the bus	84	80	83	80	48	33	15	4	600
The cleanliness and condition of the outside of the bus	79	76	75	74	34	40	20	7	580
The ease of getting onto and off the bus	91	91	89	88	50	39	9	3	618
The length of time it took to board	89	88	89	88	50	38	8	3	611
The cleanliness and condition of the inside of the bus	74	70	74	74	30	44	13	13	625
The information provided inside the bus	63	61	61	57	24	33	32	10	556
The availability of seating or space to stand	84	83	82	84	46	39	9	7	612
The comfort of the seats	76	72	73	76	33	43	15	9	610
The amount of personal space you had around you	75	72	75	74	35	39	12	13	609
Provision of grab rails to stand/move within the bus	83	80	83	83	41	42	11	5	603
The temperature inside the bus	74	70	73	77	37	41	13	9	610
Your personal security whilst on the bus	79	77	82	82	42	40	13	5	602
The bus driver									
How near to the kerb the driver stopped	90	92	90	90	57	33	7	3	619
The driver's appearance	87	84	85	86	53	33	12	3	596
The greeting/welcome you got from the driver	65	65	63	62	33	29	24	13	604
The helpfulness and attitude of the driver	68	66	65	64	36	28	25	11	590
The time the driver gave you to get to your seat	73	69	71	71	38	33	19	10	602
Smoothness/freedom from jolting during the journey	70	69	71	70	32	37	17	13	608
Safety of the driving (i.e. speed, driver concentrating)	85	81	85	85	49	36	12	3	609

First in Leicester City

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	-	-	83	85	39	46	12	3	225
Fare-paying passengers	-	-	80	82	32	49	16	3	128
Free pass holders	-	-	90	94	56	39	5	1	89
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	74	84	31	53	14	3	88
Passengers not commuting	-	-	90	86	46	40	11	3	123
Passengers saying they have a disability	-	-	81	-	-	-	-	-	-
Value for money									
All fare-paying passengers	-	-	67	60	25	34	20	20	122
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	57	27	30	20	23	76
Passengers not commuting	-	-	-	-	-	-	-	-	-
Punctuality & time waiting for the bus									
Punctuality of the bus	-	-	60	73	36	37	10	17	208
The length of time waited	-	-	67	75	36	39	11	15	229
On-bus journey time									
Time journey on the bus took	-	-	79	81	39	42	12	7	227
On the bus									
Route/destination information on the outside of the bus	-	-	80	81	45	36	14	5	222
The cleanliness and condition of the outside of the bus	-	-	79	76	34	42	15	9	213
The ease of getting onto and off the bus	-	-	90	90	51	39	5	5	225
The length of time it took to board	-	-	89	88	50	38	6	6	221
The cleanliness and condition of the inside of the bus	-	-	73	68	30	37	13	20	232
The information provided inside the bus	-	-	68	65	27	38	23	12	204
The availability of seating or space to stand	-	-	81	84	46	38	9	7	224
The comfort of the seats	-	-	75	82	37	45	9	9	223
The amount of personal space you had around you	-	-	68	75	31	45	14	11	218
Provision of grab rails to stand/move within the bus	-	-	80	82	36	46	11	8	215
The temperature inside the bus	-	-	69	74	32	42	14	12	226
Your personal security whilst on the bus	-	-	84	76	35	41	19	5	218
The bus driver									
How near to the kerb the driver stopped	-	-	88	87	51	36	10	3	227
The driver's appearance	-	-	86	89	56	33	7	4	217
The greeting/welcome you got from the driver	-	-	66	74	44	29	15	12	208
The helpfulness and attitude of the driver	-	-	68	73	44	28	18	10	214
The time the driver gave you to get to your seat	-	-	71	70	41	29	21	9	220
Smoothness/freedom from jolting during the journey	-	-	72	74	36	38	17	9	214
Safety of the driving (i.e. speed, driver concentrating)	-	-	84	83	45	38	14	4	215

First in Norfolk

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	89	88	86	86	44	42	9	5	499
Fare-paying passengers	87	85	82	83	38	44	11	7	216
Free pass holders	95	93	96	94	59	36	5	1	275
Aged 16 to 34	86	85	79	84	41	43	9	7	93
Aged 35 to 59	89	84	85	83	33	50	12	5	118
Passengers commuting	85	85	80	81	34	46	12	8	152
Passengers not commuting	92	90	91	92	54	37	7	2	325
Passengers saying they have a disability	93	88	86	85	42	43	12	3	166
Value for money									
All fare-paying passengers	54	63	58	51	22	29	24	25	211
Aged 16 to 34	47	62	53	46	18	28	28	26	86
Aged 35 to 59	70	64	61	57	26	31	19	24	98
Passengers commuting	50	63	59	51	22	29	26	23	130
Passengers not commuting	58	63	56	47	19	28	22	31	75
Punctuality & time waiting for the bus									
Punctuality of the bus	77	72	74	69	33	35	15	16	451
The length of time waited	78	74	72	70	34	36	16	14	482
On-bus journey time									
Time journey on the bus took	85	87	82	81	46	35	11	8	505
On the bus									
Route/destination information on the outside of the bus	82	85	82	82	50	32	15	3	476
The cleanliness and condition of the outside of the bus	79	81	82	71	31	40	21	8	468
The ease of getting onto and off the bus	91	89	90	91	54	37	7	2	497
The length of time it took to board	92	91	89	91	55	36	6	4	485
The cleanliness and condition of the inside of the bus	76	77	80	74	29	44	16	10	495
The information provided inside the bus	54	59	54	53	23	29	37	10	421
The availability of seating or space to stand	86	85	87	80	46	34	13	7	483
The comfort of the seats	68	67	75	66	25	41	20	14	485
The amount of personal space you had around you	67	74	77	75	34	41	16	9	478
Provision of grab rails to stand/move within the bus	83	85	84	84	37	47	14	2	481
The temperature inside the bus	76	79	76	72	32	41	14	14	482
Your personal security whilst on the bus	85	87	83	85	42	44	14	1	486
The bus driver									
How near to the kerb the driver stopped	89	94	94	93	62	31	6	1	485
The driver's appearance	88	88	89	91	58	33	8	1	472
The greeting/welcome you got from the driver	70	71	70	72	40	32	20	8	488
The helpfulness and attitude of the driver	70	72	71	72	41	31	21	7	475
The time the driver gave you to get to your seat	76	81	77	76	43	33	17	7	491
Smoothness/freedom from jolting during the journey	74	75	70	76	34	42	17	8	491
Safety of the driving (i.e. speed, driver concentrating)	87	89	87	86	49	37	13	1	494

First Potteries

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	86	79	83	81	39	42	14	5	609
Fare-paying passengers	83	75	79	78	35	43	18	4	307
Free pass holders	91	85	89	87	47	41	6	7	295
Aged 16 to 34	80	72	72	73	26	47	23	4	165
Aged 35 to 59	88	78	86	84	45	39	10	6	146
Passengers commuting	79	72	74	73	29	44	23	5	197
Passengers not commuting	91	86	89	87	46	42	7	5	396
Passengers saying they have a disability	85	76	79	79	41	37	13	8	199
Value for money									
All fare-paying passengers	64	64	68	65	28	38	17	17	300
Aged 16 to 34	62	59	66	57	23	35	22	21	150
Aged 35 to 59	69	73	70	78	36	42	9	13	121
Passengers commuting	63	62	67	58	25	33	23	19	174
Passengers not commuting	67	67	72	77	32	45	7	16	123
Punctuality & time waiting for the bus									
Punctuality of the bus	70	65	70	67	34	33	15	18	552
The length of time waited	71	67	69	65	31	35	19	16	592
On-bus journey time									
Time journey on the bus took	83	84	83	81	46	35	12	7	600
On the bus									
Route/destination information on the outside of the bus	84	81	86	84	52	33	12	4	581
The cleanliness and condition of the outside of the bus	76	72	79	71	35	37	19	10	573
The ease of getting onto and off the bus	91	88	91	88	52	36	9	3	593
The length of time it took to board	91	88	89	87	55	32	9	4	583
The cleanliness and condition of the inside of the bus	75	72	75	72	31	41	17	12	605
The information provided inside the bus	57	56	58	53	23	31	36	11	538
The availability of seating or space to stand	86	84	79	84	41	43	9	6	593
The comfort of the seats	73	68	74	71	30	41	16	13	583
The amount of personal space you had around you	72	71	69	69	28	40	18	13	585
Provision of grab rails to stand/move within the bus	82	83	81	79	38	41	16	5	589
The temperature inside the bus	77	76	73	74	34	40	19	7	584
Your personal security whilst on the bus	82	80	81	80	39	41	17	4	588
The bus driver									
How near to the kerb the driver stopped	94	91	92	89	56	33	8	2	594
The driver's appearance	91	90	90	87	58	29	12	1	581
The greeting/welcome you got from the driver	69	71	71	69	40	29	21	10	590
The helpfulness and attitude of the driver	72	71	72	71	41	30	21	8	577
The time the driver gave you to get to your seat	81	80	79	75	43	32	17	8	588
Smoothness/freedom from jolting during the journey	71	71	77	71	36	35	19	10	593
Safety of the driving (i.e. speed, driver concentrating)	88	88	91	84	49	34	14	3	591

First South Coast

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	86	85	87	85	42	42	9	6	615
Fare-paying passengers	82	80	85	79	31	49	11	10	269
Free pass holders	94	93	94	95	62	33	5	1	338
Aged 16 to 34	80	79	85	76	28	48	13	11	114
Aged 35 to 59	84	83	85	83	37	47	9	8	147
Passengers commuting	80	77	83	75	23	52	13	12	185
Passengers not commuting	90	92	91	93	58	35	5	2	391
Passengers saying they have a disability	87	86	87	87	51	36	7	6	209
Value for money									
All fare-paying passengers	56	49	61	63	22	41	17	20	261
Aged 16 to 34	54	39	57	57	16	41	20	23	102
Aged 35 to 59	59	59	65	69	28	41	14	17	118
Passengers commuting	57	43	59	57	18	39	19	24	158
Passengers not commuting	57	62	65	71	29	41	16	14	95
Punctuality & time waiting for the bus									
Punctuality of the bus	73	74	71	67	39	28	16	17	572
The length of time waited	76	74	72	69	38	32	16	14	613
On-bus journey time									
Time journey on the bus took	89	85	85	80	49	31	12	8	625
On the bus									
Route/destination information on the outside of the bus	83	82	86	82	48	34	15	3	593
The cleanliness and condition of the outside of the bus	79	82	83	78	38	40	15	6	591
The ease of getting onto and off the bus	90	92	92	89	55	34	6	5	616
The length of time it took to board	91	91	91	89	56	33	7	4	609
The cleanliness and condition of the inside of the bus	81	78	82	80	37	43	12	8	614
The information provided inside the bus	63	69	72	66	30	36	26	9	564
The availability of seating or space to stand	86	85	82	82	47	35	10	8	609
The comfort of the seats	79	76	80	79	37	42	13	8	614
The amount of personal space you had around you	76	73	75	74	36	38	15	11	600
Provision of grab rails to stand/move within the bus	85	84	82	81	44	37	14	5	601
The temperature inside the bus	77	71	75	76	34	42	15	8	610
Your personal security whilst on the bus	84	82	85	81	44	37	17	2	600
The bus driver									
How near to the kerb the driver stopped	91	93	94	91	58	33	7	3	600
The driver's appearance	89	87	93	86	54	32	10	4	586
The greeting/welcome you got from the driver	70	72	82	75	44	32	15	10	601
The helpfulness and attitude of the driver	69	72	82	78	44	33	14	9	588
The time the driver gave you to get to your seat	81	82	83	84	48	36	10	6	606
Smoothness/freedom from jolting during the journey	74	74	82	75	39	36	14	11	604
Safety of the driving (i.e. speed, driver concentrating)	87	88	90	88	51	37	9	4	607

First in South Yorkshire

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	87	83	82	83	41	42	10	7	808
Fare-paying passengers	86	77	82	80	34	46	11	9	422
Free pass holders	91	92	84	88	56	32	7	4	373
Aged 16 to 34	83	73	79	78	31	47	16	6	151
Aged 35 to 59	87	85	80	84	41	43	7	10	265
Passengers commuting	84	72	78	78	32	46	14	9	317
Passengers not commuting	89	90	86	89	51	38	5	6	448
Passengers saying they have a disability	86	82	77	84	41	43	11	6	283
Value for money									
All fare-paying passengers	67	60	70	67	28	39	14	18	418
Aged 16 to 34	65	53	71	61	29	32	14	24	140
Aged 35 to 59	69	66	67	71	26	45	15	13	216
Passengers commuting	69	59	68	66	29	37	14	20	277
Passengers not commuting	65	62	74	70	27	43	17	13	127
Punctuality & time waiting for the bus									
Punctuality of the bus	69	67	69	70	34	37	12	17	706
The length of time waited	73	69	69	70	34	36	14	16	790
On-bus journey time									
Time journey on the bus took	85	82	82	79	46	33	10	10	811
On the bus									
Route/destination information on the outside of the bus	85	81	84	81	49	32	13	6	752
The cleanliness and condition of the outside of the bus	80	72	76	76	35	41	14	10	749
The ease of getting onto and off the bus	92	88	89	89	53	36	7	4	784
The length of time it took to board	90	88	89	88	54	33	7	5	772
The cleanliness and condition of the inside of the bus	76	71	77	73	29	44	14	13	795
The information provided inside the bus	63	57	59	59	27	32	32	9	683
The availability of seating or space to stand	88	82	84	78	43	36	10	12	781
The comfort of the seats	75	66	72	70	33	38	17	12	779
The amount of personal space you had around you	76	74	76	69	35	34	18	13	774
Provision of grab rails to stand/move within the bus	88	79	82	83	43	40	10	7	774
The temperature inside the bus	81	75	76	73	37	36	16	11	779
Your personal security whilst on the bus	87	81	82	82	46	35	14	4	776
The bus driver									
How near to the kerb the driver stopped	91	91	90	90	60	30	7	2	774
The driver's appearance	90	90	87	88	56	32	9	3	747
The greeting/welcome you got from the driver	68	68	67	68	40	28	21	11	761
The helpfulness and attitude of the driver	70	68	68	69	41	27	22	9	743
The time the driver gave you to get to your seat	76	70	73	76	42	34	14	10	770
Smoothness/freedom from jolting during the journey	74	71	73	75	38	37	15	10	780
Safety of the driving (i.e. speed, driver concentrating)	88	85	87	86	50	35	10	4	775

First in West of England

(West of England Combined Authority and North Somerset)

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	85	88	85	88	39	49	8	4	1043
Fare-paying passengers	82	85	82	85	30	55	10	5	581
Free pass holders	93	94	93	94	59	35	3	3	442
Aged 16 to 34	79	84	81	84	28	56	11	5	329
Aged 35 to 59	85	89	84	86	37	49	8	6	235
Passengers commuting	81	84	79	82	30	52	12	6	419
Passengers not commuting	88	92	92	93	47	46	5	2	571
Passengers saying they have a disability	84	88	85	89	44	45	8	3	284
Value for money									
All fare-paying passengers	61	66	54	62	21	41	19	19	572
Aged 16 to 34	55	61	52	60	20	40	20	21	304
Aged 35 to 59	69	71	57	63	21	42	19	18	199
Passengers commuting	61	66	51	59	19	40	20	21	363
Passengers not commuting	59	65	60	67	25	43	17	16	192
Punctuality & time waiting for the bus									
Punctuality of the bus	69	74	66	70	39	31	15	15	979
The length of time waited	70	76	67	73	39	34	15	12	1043
On-bus journey time									
Time journey on the bus took	81	85	78	79	41	38	14	7	1064
On the bus									
Route/destination information on the outside of the bus	84	83	80	83	48	35	14	3	1017
The cleanliness and condition of the outside of the bus	79	81	79	82	38	44	14	5	1012
The ease of getting onto and off the bus	90	91	89	92	54	38	7	2	1049
The length of time it took to board	87	91	86	90	54	36	7	3	1039
The cleanliness and condition of the inside of the bus	77	81	75	79	34	45	13	8	1049
The information provided inside the bus	59	64	59	62	26	36	29	9	933
The availability of seating or space to stand	84	88	84	84	47	37	9	6	1048
The comfort of the seats	77	77	73	76	33	43	16	9	1031
The amount of personal space you had around you	73	76	72	74	34	41	13	13	1036
Provision of grab rails to stand/move within the bus	82	82	82	83	40	42	13	5	1023
The temperature inside the bus	72	80	76	76	33	42	15	9	1043
Your personal security whilst on the bus	83	88	83	84	43	41	14	2	1032
The bus driver									
How near to the kerb the driver stopped	91	93	89	92	59	33	7	1	1037
The driver's appearance	86	88	87	88	56	32	10	2	1003
The greeting/welcome you got from the driver	68	74	68	71	39	32	20	9	1025
The helpfulness and attitude of the driver	69	76	70	73	42	31	21	7	1013
The time the driver gave you to get to your seat	80	82	76	79	46	34	15	6	1025
Smoothness/freedom from jolting during the journey	74	78	74	75	36	39	15	10	1042
Safety of the driving (i.e. speed, driver concentrating)	87	88	86	88	48	40	9	3	1034

First in West Yorkshire

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	85	85	81	83	38	45	10	7	853
Fare-paying passengers	83	84	78	80	31	49	11	8	428
Free pass holders	91	87	90	92	56	36	5	2	409
Aged 16 to 34	81	79	76	76	33	43	14	9	166
Aged 35 to 59	85	88	81	87	33	54	7	5	252
Passengers commuting	81	83	73	78	30	48	12	10	300
Passengers not commuting	89	88	88	91	48	43	7	2	515
Passengers saying they have a disability	86	87	77	89	45	44	8	3	275
Value for money									
All fare-paying passengers	66	58	54	61	23	38	13	26	418
Aged 16 to 34	65	48	50	60	23	37	11	28	146
Aged 35 to 59	67	68	57	62	21	40	15	23	216
Passengers commuting	67	58	51	59	18	41	14	27	262
Passengers not commuting	64	58	60	65	34	32	11	24	141
Punctuality & time waiting for the bus									
Punctuality of the bus	74	72	65	71	39	32	10	20	780
The length of time waited	75	76	66	70	39	31	13	17	833
On-bus journey time									
Time journey on the bus took	82	84	80	81	44	37	12	7	862
On the bus									
Route/destination information on the outside of the bus	84	81	77	80	52	28	15	5	822
The cleanliness and condition of the outside of the bus	79	79	74	76	34	42	17	8	808
The ease of getting onto and off the bus	90	88	87	90	51	39	7	3	845
The length of time it took to board	88	87	85	87	52	35	9	4	832
The cleanliness and condition of the inside of the bus	76	75	73	72	27	44	13	15	850
The information provided inside the bus	64	62	57	54	23	32	37	9	734
The availability of seating or space to stand	85	83	80	85	44	41	8	6	839
The comfort of the seats	72	72	71	69	30	39	18	14	833
The amount of personal space you had around you	73	71	72	72	32	40	17	12	836
Provision of grab rails to stand/move within the bus	84	83	82	82	39	43	13	5	833
The temperature inside the bus	77	76	73	73	30	43	16	11	838
Your personal security whilst on the bus	83	81	79	80	37	43	15	5	839
The bus driver									
How near to the kerb the driver stopped	90	90	87	91	57	34	7	2	829
The driver's appearance	86	88	85	88	57	31	10	2	808
The greeting/welcome you got from the driver	61	66	61	61	33	28	24	15	811
The helpfulness and attitude of the driver	63	68	65	67	37	30	22	11	791
The time the driver gave you to get to your seat	68	71	66	73	40	33	17	10	827
Smoothness/freedom from jolting during the journey	73	74	69	72	38	35	19	9	833
Safety of the driving (i.e. speed, driver concentrating)	84	85	83	86	49	36	11	4	828

First in Worcestershire

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	-	-	-	82	45	37	10	8	211
Fare-paying passengers	-	-	-	-	-	-	-	-	-
Free pass holders	-	-	-	88	54	34	5	7	159
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	85	51	35	6	8	165
Passengers saying they have a disability	-	-	-	76	39	37	13	11	77
Value for money									
All fare-paying passengers	-	-	-	-	-	-	-	-	-
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
Punctuality & time waiting for the bus									
Punctuality of the bus	-	-	-	61	28	33	9	30	198
The length of time waited	-	-	-	60	28	32	9	30	211
On-bus journey time									
Time journey on the bus took	-	-	-	89	53	35	4	8	219
On the bus									
Route/destination information on the outside of the bus	-	-	-	86	55	31	10	4	210
The cleanliness and condition of the outside of the bus	-	-	-	79	36	43	16	5	207
The ease of getting onto and off the bus	-	-	-	92	57	35	4	3	216
The length of time it took to board	-	-	-	90	55	35	7	2	216
The cleanliness and condition of the inside of the bus	-	-	-	82	31	51	10	8	215
The information provided inside the bus	-	-	-	61	23	38	27	12	194
The availability of seating or space to stand	-	-	-	85	47	38	7	7	214
The comfort of the seats	-	-	-	75	33	42	12	13	215
The amount of personal space you had around you	-	-	-	71	32	39	17	12	215
Provision of grab rails to stand/move within the bus	-	-	-	84	43	41	11	5	214
The temperature inside the bus	-	-	-	80	41	39	16	4	215
Your personal security whilst on the bus	-	-	-	88	51	37	8	4	210
The bus driver									
How near to the kerb the driver stopped	-	-	-	93	60	33	4	4	216
The driver's appearance	-	-	-	89	58	31	10	2	209
The greeting/welcome you got from the driver	-	-	-	73	42	31	15	12	210
The helpfulness and attitude of the driver	-	-	-	75	46	29	14	11	210
The time the driver gave you to get to your seat	-	-	-	83	51	33	9	8	212
Smoothness/freedom from jolting during the journey	-	-	-	75	39	37	11	13	213
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	88	59	28	7	6	213

First in City of York

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	92	91	90	90	43	48	5	5	411
Fare-paying passengers	88	90	88	89	40	49	5	6	212
Free pass holders	97	93	93	98	51	48	2	0	190
Aged 16 to 34	83	89	-	85	26	59	7	8	86
Aged 35 to 59	94	89	87	92	50	42	3	5	112
Passengers commuting	85	88	85	86	29	57	7	7	142
Passengers not commuting	94	92	93	94	54	40	3	3	242
Passengers saying they have a disability	92	82	86	90	52	38	4	6	107
Value for money									
All fare-paying passengers	67	71	66	70	31	39	8	22	214
Aged 16 to 34	58	67	-	66	24	42	7	27	79
Aged 35 to 59	75	74	77	73	38	35	9	18	103
Passengers commuting	69	70	63	65	24	41	9	25	128
Passengers not commuting	65	74	70	78	38	39	4	18	78
Punctuality & time waiting for the bus									
Punctuality of the bus	82	78	79	71	43	28	14	15	372
The length of time waited	85	79	76	74	40	33	14	12	411
On-bus journey time									
Time journey on the bus took	91	88	86	87	45	42	8	4	414
On the bus									
Route/destination information on the outside of the bus	89	88	87	86	53	33	13	1	389
The cleanliness and condition of the outside of the bus	87	85	80	80	39	41	12	8	391
The ease of getting onto and off the bus	95	92	92	95	63	32	3	1	412
The length of time it took to board	94	91	92	92	57	36	5	3	408
The cleanliness and condition of the inside of the bus	88	89	81	84	37	47	8	7	411
The information provided inside the bus	76	73	66	73	34	39	22	5	369
The availability of seating or space to stand	92	88	83	82	47	35	6	12	409
The comfort of the seats	81	78	71	80	34	47	12	7	404
The amount of personal space you had around you	83	79	73	77	34	43	13	10	408
Provision of grab rails to stand/move within the bus	90	86	84	83	42	42	11	5	395
The temperature inside the bus	82	78	76	76	34	42	14	10	404
Your personal security whilst on the bus	92	88	89	88	49	39	10	2	403
The bus driver									
How near to the kerb the driver stopped	96	93	92	95	65	30	4	0	409
The driver's appearance	94	92	90	93	63	30	7	0	395
The greeting/welcome you got from the driver	83	80	79	83	49	34	13	4	407
The helpfulness and attitude of the driver	84	80	76	83	49	34	13	4	403
The time the driver gave you to get to your seat	91	85	82	85	52	33	11	4	398
Smoothness/freedom from jolting during the journey	87	82	80	84	44	39	11	6	407
Safety of the driving (i.e. speed, driver concentrating)	93	89	91	93	59	35	6	0	401

Go North East in County Durham

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	-	-	91	91	56	35	6	3	410
Fare-paying passengers	-	-	90	91	47	43	7	2	156
Free pass holders	-	-	92	92	66	26	4	3	247
Aged 16 to 34	-	-	-	91	42	49	9	1	83
Aged 35 to 59	-	-	88	84	52	32	10	6	94
Passengers commuting	-	-	-	91	44	47	8	2	90
Passengers not commuting	-	-	94	91	62	30	6	3	299
Passengers saying they have a disability	-	-	87	85	56	29	10	6	159
Value for money									
All fare-paying passengers	-	-	56	72	32	40	13	15	150
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
Punctuality & time waiting for the bus									
Punctuality of the bus	-	-	82	77	51	25	14	9	373
The length of time waited	-	-	80	80	50	30	13	8	401
On-bus journey time									
Time journey on the bus took	-	-	87	88	62	27	8	3	414
On the bus									
Route/destination information on the outside of the bus	-	-	87	86	60	26	11	3	395
The cleanliness and condition of the outside of the bus	-	-	86	83	48	35	12	5	382
The ease of getting onto and off the bus	-	-	90	92	64	28	6	2	402
The length of time it took to board	-	-	92	91	65	26	6	2	393
The cleanliness and condition of the inside of the bus	-	-	85	83	45	37	8	9	408
The information provided inside the bus	-	-	77	78	41	36	16	6	369
The availability of seating or space to stand	-	-	88	90	57	33	6	4	392
The comfort of the seats	-	-	79	85	48	37	9	6	389
The amount of personal space you had around you	-	-	79	78	43	35	12	10	387
Provision of grab rails to stand/move within the bus	-	-	83	88	50	38	8	4	386
The temperature inside the bus	-	-	74	82	43	39	13	5	393
Your personal security whilst on the bus	-	-	85	86	54	32	10	4	389
The bus driver									
How near to the kerb the driver stopped	-	-	92	92	68	24	5	3	404
The driver's appearance	-	-	92	93	70	23	6	1	398
The greeting/welcome you got from the driver	-	-	80	82	57	25	13	5	399
The helpfulness and attitude of the driver	-	-	80	81	58	23	15	4	394
The time the driver gave you to get to your seat	-	-	83	85	57	28	10	4	401
Smoothness/freedom from jolting during the journey	-	-	76	82	50	32	10	8	397
Safety of the driving (i.e. speed, driver concentrating)	-	-	86	89	65	25	9	2	399

Go North East in Tyne and Wear

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	90	89	91	94	58	35	4	2	892
Fare-paying passengers	87	86	90	92	53	40	5	2	387
Free pass holders	95	94	96	95	66	29	2	2	489
Aged 16 to 34	84	85	93	91	48	42	6	3	163
Aged 35 to 59	91	89	87	93	58	35	4	3	236
Passengers commuting	84	89	89	94	50	44	4	2	248
Passengers not commuting	94	89	93	93	64	29	4	3	608
Passengers saying they have a disability	90	-	90	94	59	35	3	3	326
Value for money									
All fare-paying passengers	62	67	71	69	35	34	14	16	381
Aged 16 to 34	58	59	71	72	41	31	13	15	137
Aged 35 to 59	67	74	68	67	28	39	15	18	193
Passengers commuting	59	66	76	71	38	33	14	16	219
Passengers not commuting	67	72	58	68	32	36	15	17	154
Punctuality & time waiting for the bus									
Punctuality of the bus	78	79	84	77	47	30	10	13	846
The length of time waited	78	82	79	78	46	33	13	9	872
On-bus journey time									
Time journey on the bus took	89	84	89	88	55	33	9	3	915
On the bus									
Route/destination information on the outside of the bus	90	87	88	87	60	28	11	2	870
The cleanliness and condition of the outside of the bus	86	84	85	86	48	38	11	3	867
The ease of getting onto and off the bus	95	93	93	93	65	28	6	1	887
The length of time it took to board	95	93	92	91	65	26	7	2	871
The cleanliness and condition of the inside of the bus	83	82	84	86	47	39	9	6	906
The information provided inside the bus	72	71	71	78	41	37	16	6	815
The availability of seating or space to stand	88	89	91	91	57	33	7	3	883
The comfort of the seats	79	78	82	84	45	40	10	6	877
The amount of personal space you had around you	79	80	85	84	45	39	10	6	874
Provision of grab rails to stand/move within the bus	85	88	87	89	54	36	8	3	869
The temperature inside the bus	77	78	82	84	44	40	11	6	873
Your personal security whilst on the bus	88	88	88	90	52	38	8	2	878
The bus driver									
How near to the kerb the driver stopped	93	92	91	93	67	27	6	1	889
The driver's appearance	91	90	93	92	67	25	7	0	871
The greeting/welcome you got from the driver	74	75	78	82	55	28	13	5	872
The helpfulness and attitude of the driver	75	72	77	82	56	26	14	4	872
The time the driver gave you to get to your seat	80	80	83	84	55	29	11	5	891
Smoothness/freedom from jolting during the journey	77	77	80	83	50	33	10	7	884
Safety of the driving (i.e. speed, driver concentrating)	89	86	91	90	62	29	8	1	883

Harrogate and District

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	-	-	-	91	64	27	8	1	344
Fare-paying passengers	-	-	-	87	52	35	11	2	107
Free pass holders	-	-	-	95	77	17	5	1	237
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	91	68	23	9	0	252
Passengers saying they have a disability	-	-	-	88	63	26	11	1	95
Value for money									
All fare-paying passengers	-	-	-	59	26	34	24	17	105
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
Punctuality & time waiting for the bus									
Punctuality of the bus	-	-	-	81	55	26	8	11	318
The length of time waited	-	-	-	78	51	28	12	10	337
On-bus journey time									
Time journey on the bus took	-	-	-	90	65	25	5	5	343
On the bus									
Route/destination information on the outside of the bus	-	-	-	91	74	17	6	3	341
The cleanliness and condition of the outside of the bus	-	-	-	93	71	22	4	2	327
The ease of getting onto and off the bus	-	-	-	97	76	22	2	1	340
The length of time it took to board	-	-	-	92	75	17	5	3	335
The cleanliness and condition of the inside of the bus	-	-	-	93	68	25	4	3	342
The information provided inside the bus	-	-	-	86	64	23	11	2	324
The availability of seating or space to stand	-	-	-	91	76	15	4	4	333
The comfort of the seats	-	-	-	95	77	18	2	3	335
The amount of personal space you had around you	-	-	-	91	68	23	3	5	335
Provision of grab rails to stand/move within the bus	-	-	-	92	69	24	6	2	329
The temperature inside the bus	-	-	-	88	58	30	7	5	335
Your personal security whilst on the bus	-	-	-	93	73	20	5	2	329
The bus driver									
How near to the kerb the driver stopped	-	-	-	95	76	19	2	3	337
The driver's appearance	-	-	-	96	77	19	3	1	337
The greeting/welcome you got from the driver	-	-	-	90	64	26	7	3	341
The helpfulness and attitude of the driver	-	-	-	92	65	27	6	3	334
The time the driver gave you to get to your seat	-	-	-	90	68	22	9	1	331
Smoothness/freedom from jolting during the journey	-	-	-	86	58	29	6	8	337
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	94	71	23	5	1	336

Hedingham and Chambers

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	93	86	82	84	54	29	4	12	316
Fare-paying passengers	89	76	75	70	39	31	7	23	85
Free pass holders	96	97	88	97	69	28	2	1	230
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	98	94	93	95	66	29	2	3	248
Passengers saying they have a disability	96	96	85	92	63	29	7	1	98
Value for money									
All fare-paying passengers	64	54	56	55	22	33	23	22	82
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
Punctuality & time waiting for the bus									
Punctuality of the bus	83	78	70	71	41	31	10	19	289
The length of time waited	81	73	66	68	37	32	17	14	301
On-bus journey time									
Time journey on the bus took	88	86	80	83	48	35	10	7	318
On the bus									
Route/destination information on the outside of the bus	89	88	86	89	62	27	7	4	297
The cleanliness and condition of the outside of the bus	83	77	75	75	34	41	18	7	299
The ease of getting onto and off the bus	97	90	91	90	54	36	6	4	308
The length of time it took to board	95	90	90	88	61	28	6	6	303
The cleanliness and condition of the inside of the bus	87	77	73	80	35	45	13	7	310
The information provided inside the bus	65	49	51	59	25	34	33	8	267
The availability of seating or space to stand	93	85	79	86	55	31	7	8	306
The comfort of the seats	79	76	69	76	32	43	11	13	310
The amount of personal space you had around you	85	83	74	72	38	34	14	15	306
Provision of grab rails to stand/move within the bus	89	85	81	88	48	39	8	5	303
The temperature inside the bus	81	80	73	80	40	40	10	10	306
Your personal security whilst on the bus	88	85	87	87	47	40	11	1	306
The bus driver									
How near to the kerb the driver stopped	94	94	88	95	65	30	4	1	311
The driver's appearance	93	90	81	86	60	26	7	6	303
The greeting/welcome you got from the driver	84	76	70	79	58	21	10	11	309
The helpfulness and attitude of the driver	84	80	73	80	58	22	8	12	301
The time the driver gave you to get to your seat	90	77	79	82	61	22	11	7	308
Smoothness/freedom from jolting during the journey	84	67	66	79	47	32	10	11	306
Safety of the driving (i.e. speed, driver concentrating)	94	88	79	88	64	24	6	6	309

Keighley and District in West Yorkshire

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	-	-	-	87	57	30	9	4	231
Fare-paying passengers	-	-	-	84	43	40	12	5	86
Free pass holders	-	-	-	95	80	15	2	2	139
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	94	66	28	4	2	171
Passengers saying they have a disability	-	-	-	79	55	23	17	5	75
Value for money									
All fare-paying passengers	-	-	-	66	25	40	22	12	83
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
Punctuality & time waiting for the bus									
Punctuality of the bus	-	-	-	85	50	35	7	9	206
The length of time waited	-	-	-	84	49	35	7	9	230
On-bus journey time									
Time journey on the bus took	-	-	-	85	58	27	9	6	233
On the bus									
Route/destination information on the outside of the bus	-	-	-	88	72	16	10	2	220
The cleanliness and condition of the outside of the bus	-	-	-	84	64	20	12	5	213
The ease of getting onto and off the bus	-	-	-	91	74	17	6	3	224
The length of time it took to board	-	-	-	88	73	15	10	2	217
The cleanliness and condition of the inside of the bus	-	-	-	90	61	28	5	5	228
The information provided inside the bus	-	-	-	83	58	24	12	5	207
The availability of seating or space to stand	-	-	-	88	62	26	7	4	220
The comfort of the seats	-	-	-	84	55	30	7	9	223
The amount of personal space you had around you	-	-	-	87	54	33	6	7	222
Provision of grab rails to stand/move within the bus	-	-	-	86	55	30	8	6	221
The temperature inside the bus	-	-	-	88	50	37	8	4	224
Your personal security whilst on the bus	-	-	-	92	65	28	5	3	223
The bus driver									
How near to the kerb the driver stopped	-	-	-	93	72	21	6	1	224
The driver's appearance	-	-	-	96	76	19	3	1	223
The greeting/welcome you got from the driver	-	-	-	91	65	26	6	3	225
The helpfulness and attitude of the driver	-	-	-	91	66	26	7	2	221
The time the driver gave you to get to your seat	-	-	-	89	65	24	9	1	221
Smoothness/freedom from jolting during the journey	-	-	-	89	59	30	8	3	225
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	93	73	20	5	2	225

Konectbus and Anglian Buses

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	95	90	93	93	68	25	4	3	614
Fare-paying passengers	92	86	90	90	64	27	5	4	332
Free pass holders	98	96	97	98	78	21	1	0	268
Aged 16 to 34	85	79	83	-	-	-	-	-	-
Aged 35 to 59	95	92	93	95	71	24	3	1	192
Passengers commuting	91	87	88	86	51	35	6	8	127
Passengers not commuting	96	93	96	98	79	19	2	0	470
Passengers saying they have a disability	93	88	89	96	58	38	4	1	111
Value for money									
All fare-paying passengers	67	71	66	74	39	35	14	11	332
Aged 16 to 34	-	70	-	-	-	-	-	-	-
Aged 35 to 59	76	70	70	84	41	43	10	6	176
Passengers commuting	58	77	61	67	27	40	18	15	114
Passengers not commuting	80	-	74	85	54	31	8	8	208
Punctuality & time waiting for the bus									
Punctuality of the bus	88	79	84	87	63	24	7	6	574
The length of time waited	88	79	81	86	59	27	9	5	595
On-bus journey time									
Time journey on the bus took	93	88	89	91	68	23	5	5	623
On the bus									
Route/destination information on the outside of the bus	94	88	92	89	68	22	7	4	592
The cleanliness and condition of the outside of the bus	95	89	90	91	58	33	4	5	592
The ease of getting onto and off the bus	97	94	95	97	77	20	1	2	613
The length of time it took to board	97	93	93	97	71	25	1	3	606
The cleanliness and condition of the inside of the bus	95	92	91	93	59	33	4	3	616
The information provided inside the bus	74	69	70	73	44	29	20	7	559
The availability of seating or space to stand	94	90	93	94	68	26	3	3	610
The comfort of the seats	87	83	84	84	50	34	11	5	610
The amount of personal space you had around you	87	80	85	87	54	33	9	4	607
Provision of grab rails to stand/move within the bus	93	88	90	90	60	30	7	3	595
The temperature inside the bus	88	85	83	85	48	37	9	6	607
Your personal security whilst on the bus	95	90	90	92	64	27	7	1	599
The bus driver									
How near to the kerb the driver stopped	96	95	95	98	80	18	1	1	603
The driver's appearance	96	92	94	95	75	20	4	2	597
The greeting/welcome you got from the driver	88	84	85	88	66	22	7	4	609
The helpfulness and attitude of the driver	88	85	84	90	67	22	6	5	599
The time the driver gave you to get to your seat	91	86	88	94	70	24	3	2	607
Smoothness/freedom from jolting during the journey	85	83	84	85	58	27	9	5	613
Safety of the driving (i.e. speed, driver concentrating)	94	88	92	93	73	20	5	2	611

Metrobus

(excludes TfL routes)

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	90	89	88	90	52	38	7	3	573
Fare-paying passengers	88	88	84	86	43	42	11	4	271
Free pass holders	96	95	95	97	69	28	1	1	291
Aged 16 to 34	85	82	77	82	39	44	13	4	134
Aged 35 to 59	90	94	92	89	47	42	7	4	139
Passengers commuting	85	86	83	84	36	47	12	4	214
Passengers not commuting	95	93	92	96	67	29	3	0	327
Passengers saying they have a disability	90	84	81	91	59	31	6	4	159
Value for money									
All fare-paying passengers	65	66	60	60	19	41	16	24	274
Aged 16 to 34	63	57	41	52	18	34	16	32	126
Aged 35 to 59	68	77	80	68	18	50	15	17	114
Passengers commuting	69	67	54	60	19	41	17	24	188
Passengers not commuting	-	-	68	62	20	42	12	26	81
Punctuality & time waiting for the bus									
Punctuality of the bus	77	77	73	77	44	33	9	14	564
The length of time waited	76	76	74	78	44	34	12	10	575
On-bus journey time									
Time journey on the bus took	87	89	86	88	56	31	8	4	589
On the bus									
Route/destination information on the outside of the bus	90	88	86	88	57	31	8	4	581
The cleanliness and condition of the outside of the bus	86	83	82	83	40	43	13	4	567
The ease of getting onto and off the bus	94	92	90	94	59	34	5	1	578
The length of time it took to board	93	92	92	93	60	32	5	2	569
The cleanliness and condition of the inside of the bus	83	80	79	82	37	44	11	7	587
The information provided inside the bus	80	77	76	83	42	41	14	3	555
The availability of seating or space to stand	90	87	90	85	50	35	9	6	568
The comfort of the seats	78	74	78	78	38	40	13	9	570
The amount of personal space you had around you	79	74	78	77	38	39	14	9	564
Provision of grab rails to stand/move within the bus	85	82	87	86	48	38	8	6	562
The temperature inside the bus	83	77	80	82	38	44	12	6	574
Your personal security whilst on the bus	89	83	87	88	51	38	9	2	570
The bus driver									
How near to the kerb the driver stopped	93	90	92	91	62	29	6	3	580
The driver's appearance	92	88	90	94	62	32	5	1	557
The greeting/welcome you got from the driver	77	70	74	78	49	29	14	8	578
The helpfulness and attitude of the driver	79	70	74	78	51	28	15	7	563
The time the driver gave you to get to your seat	84	75	84	82	51	31	10	7	576
Smoothness/freedom from jolting during the journey	80	71	73	78	42	36	12	10	573
Safety of the driving (i.e. speed, driver concentrating)	88	88	88	89	56	34	8	3	574

morebus in Bournemouth and Poole

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	-	-	-	89	52	38	7	3	667
Fare-paying passengers	-	-	-	87	45	42	10	3	271
Free pass holders	-	-	-	95	65	30	3	3	385
Aged 16 to 34	-	-	-	81	39	42	13	6	119
Aged 35 to 59	-	-	-	92	47	45	6	2	148
Passengers commuting	-	-	-	82	39	43	12	5	191
Passengers not commuting	-	-	-	96	63	33	3	1	447
Passengers saying they have a disability	-	-	-	87	51	36	8	5	210
Value for money									
All fare-paying passengers	-	-	-	70	33	37	17	14	268
Aged 16 to 34	-	-	-	65	32	33	20	14	111
Aged 35 to 59	-	-	-	74	31	43	12	13	120
Passengers commuting	-	-	-	69	33	36	19	12	159
Passengers not commuting	-	-	-	69	29	39	13	19	102
Punctuality & time waiting for the bus									
Punctuality of the bus	-	-	-	79	48	31	12	9	609
The length of time waited	-	-	-	82	47	35	12	6	654
On-bus journey time									
Time journey on the bus took	-	-	-	86	55	30	11	3	670
On the bus									
Route/destination information on the outside of the bus	-	-	-	90	62	28	8	2	647
The cleanliness and condition of the outside of the bus	-	-	-	85	52	33	13	2	637
The ease of getting onto and off the bus	-	-	-	94	65	29	5	1	661
The length of time it took to board	-	-	-	92	60	32	7	1	652
The cleanliness and condition of the inside of the bus	-	-	-	82	41	42	11	7	668
The information provided inside the bus	-	-	-	72	38	34	23	4	613
The availability of seating or space to stand	-	-	-	86	51	35	9	5	657
The comfort of the seats	-	-	-	81	39	42	12	7	654
The amount of personal space you had around you	-	-	-	79	42	37	9	13	653
Provision of grab rails to stand/move within the bus	-	-	-	83	45	38	11	6	650
The temperature inside the bus	-	-	-	79	40	39	14	7	651
Your personal security whilst on the bus	-	-	-	87	52	35	10	3	647
The bus driver									
How near to the kerb the driver stopped	-	-	-	93	68	25	5	2	654
The driver's appearance	-	-	-	91	67	24	8	1	640
The greeting/welcome you got from the driver	-	-	-	83	58	25	11	6	659
The helpfulness and attitude of the driver	-	-	-	83	57	25	13	4	646
The time the driver gave you to get to your seat	-	-	-	86	58	28	9	5	659
Smoothness/freedom from jolting during the journey	-	-	-	79	43	35	14	8	659
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	89	60	29	9	2	656

National Express in West Midlands

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	85	85	84	85	40	45	10	5	2628
Fare-paying passengers	84	83	82	82	35	47	12	5	1631
Free pass holders	89	90	92	93	57	36	5	2	911
Aged 16 to 34	82	80	81	79	31	48	15	6	861
Aged 35 to 59	84	86	84	86	41	45	10	4	759
Passengers commuting	83	82	80	80	33	47	14	7	1098
Passengers not commuting	87	87	89	90	48	42	7	3	1389
Passengers saying they have a disability	84	83	84	85	41	43	11	4	698
Value for money									
All fare-paying passengers	61	61	62	63	24	39	18	19	1593
Aged 16 to 34	57	58	59	55	21	34	21	24	768
Aged 35 to 59	65	65	66	71	27	45	15	13	656
Passengers commuting	60	60	59	60	21	39	20	21	955
Passengers not commuting	62	64	67	68	29	38	17	16	571
Punctuality & time waiting for the bus									
Punctuality of the bus	74	75	70	70	35	34	14	16	2452
The length of time waited	78	77	71	70	34	37	16	14	2627
On-bus journey time									
Time journey on the bus took	83	80	82	79	40	39	13	8	2680
On the bus									
Route/destination information on the outside of the bus	83	83	82	82	45	37	14	4	2544
The cleanliness and condition of the outside of the bus	76	76	74	77	34	43	15	8	2526
The ease of getting onto and off the bus	87	88	87	89	49	39	8	4	2600
The length of time it took to board	87	88	87	87	51	36	9	4	2565
The cleanliness and condition of the inside of the bus	72	73	71	72	30	42	13	15	2648
The information provided inside the bus	66	69	69	70	30	40	24	6	2430
The availability of seating or space to stand	82	84	82	83	45	38	10	7	2600
The comfort of the seats	72	74	74	76	35	40	15	9	2598
The amount of personal space you had around you	71	73	73	73	35	38	15	11	2577
Provision of grab rails to stand/move within the bus	80	81	82	82	41	41	12	6	2556
The temperature inside the bus	75	78	75	76	35	41	15	9	2581
Your personal security whilst on the bus	75	79	78	78	37	40	17	6	2583
The bus driver									
How near to the kerb the driver stopped	90	90	88	90	55	36	8	2	2583
The driver's appearance	85	86	83	86	52	34	12	2	2450
The greeting/welcome you got from the driver	60	61	60	61	33	28	28	11	2458
The helpfulness and attitude of the driver	62	65	66	65	36	29	27	9	2393
The time the driver gave you to get to your seat	71	73	72	71	36	35	19	10	2537
Smoothness/freedom from jolting during the journey	72	76	74	74	36	38	16	10	2561
Safety of the driving (i.e. speed, driver concentrating)	83	85	84	86	47	39	11	3	2559

Nottingham City Transport

(all results are for services in Nottinghamshire, except for 2016 results, which also include Nottingham City)

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	92	97	92	94	62	32	3	2	196
Fare-paying passengers	92	97	91	-	-	-	-	-	-
Free pass holders	93	98	94	96	74	22	1	3	125
Aged 16 to 34	-	-	92	-	-	-	-	-	-
Aged 35 to 59	90	-	90	-	-	-	-	-	-
Passengers commuting	90	-	90	-	-	-	-	-	-
Passengers not commuting	93	100	94	96	71	25	3	1	149
Passengers saying they have a disability	-	-	88	-	-	-	-	-	-
Value for money									
All fare-paying passengers	72	74	77	-	-	-	-	-	-
Aged 16 to 34	-	-	74	-	-	-	-	-	-
Aged 35 to 59	-	-	79	-	-	-	-	-	-
Passengers commuting	-	-	76	-	-	-	-	-	-
Passengers not commuting	-	-	77	-	-	-	-	-	-
Punctuality & time waiting for the bus									
Punctuality of the bus	86	85	84	84	58	26	5	11	184
The length of time waited	86	85	84	83	58	25	8	9	192
On-bus journey time									
Time journey on the bus took	87	92	89	88	67	21	9	3	202
On the bus									
Route/destination information on the outside of the bus	92	94	91	94	70	24	6	1	195
The cleanliness and condition of the outside of the bus	91	91	88	89	63	25	10	1	186
The ease of getting onto and off the bus	96	98	94	96	75	21	3	2	195
The length of time it took to board	96	96	92	94	74	20	6	0	194
The cleanliness and condition of the inside of the bus	89	93	84	89	58	31	5	6	198
The information provided inside the bus	84	86	85	87	60	27	12	1	184
The availability of seating or space to stand	91	95	86	91	65	26	3	6	198
The comfort of the seats	84	85	80	80	49	31	12	8	196
The amount of personal space you had around you	79	87	75	82	53	29	12	6	194
Provision of grab rails to stand/move within the bus	89	91	86	92	61	31	4	3	194
The temperature inside the bus	83	88	80	84	54	30	11	4	194
Your personal security whilst on the bus	93	92	87	91	64	27	9	1	197
The bus driver									
How near to the kerb the driver stopped	94	94	94	95	75	19	3	2	195
The driver's appearance	92	93	92	93	71	22	7	0	184
The greeting/welcome you got from the driver	83	85	80	83	54	30	12	5	195
The helpfulness and attitude of the driver	81	84	81	83	50	33	11	6	191
The time the driver gave you to get to your seat	82	82	80	79	56	23	11	10	193
Smoothness/freedom from jolting during the journey	79	85	81	82	49	33	8	10	195
Safety of the driving (i.e. speed, driver concentrating)	91	94	91	86	59	27	10	4	197

Oxford Bus in Oxfordshire

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	86	91	91	89	44	45	8	3	465
Fare-paying passengers	85	89	91	88	38	50	9	3	297
Free pass holders	96	96	92	92	66	26	5	3	163
Aged 16 to 34	84	-	89	85	34	50	11	4	138
Aged 35 to 59	85	-	91	90	42	49	8	2	151
Passengers commuting	82	89	87	85	36	49	12	4	224
Passengers not commuting	92	92	95	93	55	38	4	2	227
Passengers saying they have a disability	-	-	90	93	37	57	4	3	94
Value for money									
All fare-paying passengers	59	64	62	65	19	46	16	20	295
Aged 16 to 34	54	-	57	58	14	44	16	26	120
Aged 35 to 59	66	-	69	72	23	49	14	14	145
Passengers commuting	59	-	58	58	18	40	18	24	201
Passengers not commuting	59	-	69	79	23	57	9	12	86
Punctuality & time waiting for the bus									
Punctuality of the bus	68	75	67	73	40	33	14	14	420
The length of time waited	71	77	70	73	37	36	14	13	470
On-bus journey time									
Time journey on the bus took	83	83	85	78	42	36	12	10	473
On the bus									
Route/destination information on the outside of the bus	85	87	87	90	58	31	8	2	463
The cleanliness and condition of the outside of the bus	88	90	84	87	45	42	10	3	460
The ease of getting onto and off the bus	94	94	92	95	63	31	5	1	470
The length of time it took to board	94	91	90	88	58	30	9	3	468
The cleanliness and condition of the inside of the bus	86	87	82	83	39	43	13	4	477
The information provided inside the bus	66	77	66	68	34	34	28	4	428
The availability of seating or space to stand	90	94	88	91	54	37	6	3	469
The comfort of the seats	81	84	80	82	36	46	14	4	467
The amount of personal space you had around you	78	83	76	80	38	42	14	6	470
Provision of grab rails to stand/move within the bus	86	87	84	87	44	43	9	4	463
The temperature inside the bus	79	85	79	79	37	42	13	7	471
Your personal security whilst on the bus	88	92	89	89	48	41	11	1	468
The bus driver									
How near to the kerb the driver stopped	93	92	92	94	66	28	5	1	457
The driver's appearance	92	91	89	91	63	29	8	1	440
The greeting/welcome you got from the driver	77	86	77	75	45	30	16	9	455
The helpfulness and attitude of the driver	78	85	75	75	45	31	17	7	447
The time the driver gave you to get to your seat	82	85	78	81	47	34	13	5	448
Smoothness/freedom from jolting during the journey	74	81	76	76	39	38	15	8	454
Safety of the driving (i.e. speed, driver concentrating)	90	92	89	91	53	38	8	2	461

Oxford Bus – Park and Ride services

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	96	92	93	93	56	37	6	1	262
Fare-paying passengers	95	91	93	92	54	39	6	2	196
Free pass holders	99	97	97	-	-	-	-	-	-
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	94	91	92	88	51	37	9	3	125
Passengers commuting	95	88	91	92	41	51	5	3	124
Passengers not commuting	96	97	96	94	68	26	6	0	133
Passengers saying they have a disability	-	-	-	-	-	-	-	-	-
Value for money									
All fare-paying passengers	74	67	66	75	40	36	15	9	195
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	77	71	72	75	35	40	16	9	122
Passengers commuting	73	60	65	64	27	37	23	13	108
Passengers not commuting	77	80	70	86	52	34	8	6	86
Punctuality & time waiting for the bus									
Punctuality of the bus	90	76	84	82	52	29	10	8	241
The length of time waited	89	77	83	79	43	35	13	8	262
On-bus journey time									
Time journey on the bus took	91	87	88	87	49	38	10	3	263
On the bus									
Route/destination information on the outside of the bus	92	84	92	90	64	26	8	2	259
The cleanliness and condition of the outside of the bus	94	91	90	94	66	28	5	1	262
The ease of getting onto and off the bus	98	96	97	97	71	25	3	0	269
The length of time it took to board	95	93	95	93	66	26	3	4	268
The cleanliness and condition of the inside of the bus	94	94	93	97	61	36	2	1	271
The information provided inside the bus	76	67	74	87	54	33	11	2	248
The availability of seating or space to stand	98	92	97	93	67	26	5	2	269
The comfort of the seats	90	86	91	92	57	35	6	2	271
The amount of personal space you had around you	86	82	88	84	51	34	10	6	270
Provision of grab rails to stand/move within the bus	91	90	94	86	53	33	10	4	261
The temperature inside the bus	89	83	85	87	55	32	12	2	270
Your personal security whilst on the bus	94	92	94	91	65	26	8	0	267
The bus driver									
How near to the kerb the driver stopped	95	94	97	95	77	18	5	0	249
The driver's appearance	91	91	94	94	70	24	5	1	257
The greeting/welcome you got from the driver	78	82	86	78	59	19	18	4	257
The helpfulness and attitude of the driver	77	84	85	78	60	18	17	5	260
The time the driver gave you to get to your seat	86	84	91	86	65	21	11	3	256
Smoothness/freedom from jolting during the journey	81	81	86	78	48	31	12	9	261
Safety of the driving (i.e. speed, driver concentrating)	92	92	95	91	61	30	8	2	262

Plymouth Citybus

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	93	84	90	90	50	40	6	3	689
Fare-paying passengers	92	81	87	87	40	47	9	4	352
Free pass holders	95	90	94	96	69	27	2	2	326
Aged 16 to 34	89	78	82	83	31	52	13	4	189
Aged 35 to 59	95	84	90	90	49	41	5	5	152
Passengers commuting	91	78	85	86	37	49	9	4	228
Passengers not commuting	94	90	93	93	58	35	4	3	430
Passengers saying they have a disability	95	85	89	87	51	36	8	5	225
Value for money									
All fare-paying passengers	62	56	61	51	20	30	26	23	350
Aged 16 to 34	53	50	57	40	16	24	33	27	170
Aged 35 to 59	73	61	61	62	22	40	19	19	124
Passengers commuting	57	55	58	50	20	30	23	27	191
Passengers not commuting	66	61	65	52	21	31	30	18	148
Punctuality & time waiting for the bus									
Punctuality of the bus	85	65	75	69	42	27	15	16	637
The length of time waited	83	68	72	70	39	31	17	13	676
On-bus journey time									
Time journey on the bus took	90	81	85	83	49	34	12	5	700
On the bus									
Route/destination information on the outside of the bus	89	80	82	87	54	32	11	2	674
The cleanliness and condition of the outside of the bus	84	79	81	84	43	40	13	3	664
The ease of getting onto and off the bus	93	90	91	92	60	32	6	2	689
The length of time it took to board	94	89	91	91	60	31	8	1	677
The cleanliness and condition of the inside of the bus	86	80	85	86	41	45	9	5	701
The information provided inside the bus	68	62	65	63	31	32	31	6	615
The availability of seating or space to stand	90	81	89	87	52	35	8	5	684
The comfort of the seats	80	71	77	81	41	40	11	8	686
The amount of personal space you had around you	81	69	78	77	38	40	13	9	679
Provision of grab rails to stand/move within the bus	87	80	86	84	44	40	13	3	676
The temperature inside the bus	79	75	77	79	38	41	14	7	676
Your personal security whilst on the bus	85	84	83	83	47	36	15	2	676
The bus driver									
How near to the kerb the driver stopped	92	90	92	93	63	30	6	1	691
The driver's appearance	91	87	91	91	62	29	8	1	689
The greeting/welcome you got from the driver	85	80	83	88	58	30	9	3	692
The helpfulness and attitude of the driver	84	80	81	86	58	29	11	2	685
The time the driver gave you to get to your seat	88	86	87	90	61	29	8	2	686
Smoothness/freedom from jolting during the journey	81	79	80	84	50	35	10	6	688
Safety of the driving (i.e. speed, driver concentrating)	92	90	89	93	60	33	6	1	689

Reading Buses

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	89	93	93	88	52	36	8	4	783
Fare-paying passengers	87	91	92	86	45	41	10	4	396
Free pass holders	96	96	96	93	67	26	4	3	379
Aged 16 to 34	85	90	91	86	42	45	12	2	145
Aged 35 to 59	89	91	94	85	50	36	8	6	242
Passengers commuting	85	91	94	84	40	44	11	5	296
Passengers not commuting	93	94	93	92	63	29	6	2	448
Passengers saying they have a disability	90	93	94	90	53	37	6	4	215
Value for money									
All fare-paying passengers	62	69	63	66	29	37	18	16	398
Aged 16 to 34	56	61	58	63	29	34	20	17	136
Aged 35 to 59	67	76	68	67	28	39	16	16	217
Passengers commuting	60	69	64	64	26	38	21	15	268
Passengers not commuting	65	67	60	69	35	33	13	18	119
Punctuality & time waiting for the bus									
Punctuality of the bus	74	81	79	73	46	26	14	13	756
The length of time waited	75	81	80	74	41	33	13	13	799
On-bus journey time									
Time journey on the bus took	85	86	87	82	52	29	12	6	803
On the bus									
Route/destination information on the outside of the bus	87	91	90	85	58	28	13	2	782
The cleanliness and condition of the outside of the bus	87	89	88	86	54	33	10	4	773
The ease of getting onto and off the bus	93	94	94	93	66	27	3	4	786
The length of time it took to board	91	92	93	90	61	29	6	4	786
The cleanliness and condition of the inside of the bus	82	89	84	84	45	39	8	8	802
The information provided inside the bus	85	86	85	81	45	36	15	4	772
The availability of seating or space to stand	89	90	92	84	55	29	8	7	794
The comfort of the seats	81	85	84	83	43	39	10	8	793
The amount of personal space you had around you	77	80	84	76	40	36	15	9	791
Provision of grab rails to stand/move within the bus	87	88	89	83	45	38	11	7	779
The temperature inside the bus	79	83	85	79	41	39	11	9	791
Your personal security whilst on the bus	88	88	89	88	51	36	10	3	787
The bus driver									
How near to the kerb the driver stopped	94	96	94	95	72	23	4	2	788
The driver's appearance	91	93	92	94	72	22	5	1	759
The greeting/welcome you got from the driver	82	86	84	86	62	24	10	5	794
The helpfulness and attitude of the driver	81	85	84	85	63	22	10	5	764
The time the driver gave you to get to your seat	84	85	85	86	58	27	9	5	782
Smoothness/freedom from jolting during the journey	82	83	84	80	51	30	13	6	784
Safety of the driving (i.e. speed, driver concentrating)	90	92	92	92	62	30	6	2	784

Salisbury Reds

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	-	-	-	88	51	37	8	4	289
Fare-paying passengers	-	-	-	81	38	44	14	5	120
Free pass holders	-	-	-	97	71	26	1	2	164
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	91	65	26	5	3	208
Passengers saying they have a disability	-	-	-	88	45	43	11	1	93
Value for money									
All fare-paying passengers	-	-	-	50	18	32	21	30	118
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
Punctuality & time waiting for the bus									
Punctuality of the bus	-	-	-	70	45	25	11	19	277
The length of time waited	-	-	-	73	46	27	10	16	282
On-bus journey time									
Time journey on the bus took	-	-	-	91	60	30	7	2	286
On the bus									
Route/destination information on the outside of the bus	-	-	-	84	61	23	14	2	280
The cleanliness and condition of the outside of the bus	-	-	-	82	43	39	15	4	282
The ease of getting onto and off the bus	-	-	-	91	61	29	6	3	287
The length of time it took to board	-	-	-	89	59	30	7	4	281
The cleanliness and condition of the inside of the bus	-	-	-	82	43	39	12	6	290
The information provided inside the bus	-	-	-	64	33	31	31	6	257
The availability of seating or space to stand	-	-	-	90	56	34	7	3	286
The comfort of the seats	-	-	-	83	39	44	11	7	285
The amount of personal space you had around you	-	-	-	83	41	42	12	5	284
Provision of grab rails to stand/move within the bus	-	-	-	84	49	35	14	2	279
The temperature inside the bus	-	-	-	79	40	39	13	8	286
Your personal security whilst on the bus	-	-	-	87	49	37	10	3	285
The bus driver									
How near to the kerb the driver stopped	-	-	-	94	66	28	5	1	284
The driver's appearance	-	-	-	93	67	27	5	2	285
The greeting/welcome you got from the driver	-	-	-	84	53	31	9	7	289
The helpfulness and attitude of the driver	-	-	-	84	53	31	10	5	285
The time the driver gave you to get to your seat	-	-	-	87	54	34	9	4	286
Smoothness/freedom from jolting during the journey	-	-	-	84	44	40	7	9	286
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	85	54	31	11	4	284

Southern Vectis

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	89	89	91	96	68	28	3	0	283
Fare-paying passengers	87	82	82	97	65	32	3	0	76
Free pass holders	91	97	97	97	73	24	2	1	202
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	91	91	95	97	72	25	2	1	229
Passengers saying they have a disability	81	88	82	97	67	30	2	1	93
Value for money									
All fare-paying passengers	37	46	43	56	25	31	17	26	75
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
Punctuality & time waiting for the bus									
Punctuality of the bus	86	84	82	90	61	29	8	2	260
The length of time waited	81	84	83	91	61	30	8	1	270
On-bus journey time									
Time journey on the bus took	90	87	88	96	73	23	2	2	285
On the bus									
Route/destination information on the outside of the bus	90	86	95	92	71	22	6	2	266
The cleanliness and condition of the outside of the bus	82	85	90	87	53	34	11	2	258
The ease of getting onto and off the bus	90	89	93	96	74	22	4	0	276
The length of time it took to board	89	91	94	94	67	27	4	1	269
The cleanliness and condition of the inside of the bus	85	81	87	89	49	40	6	5	283
The information provided inside the bus	66	59	68	75	40	35	20	5	247
The availability of seating or space to stand	90	86	87	92	58	35	4	3	270
The comfort of the seats	81	75	82	87	45	41	8	5	272
The amount of personal space you had around you	77	80	79	82	42	39	11	7	273
Provision of grab rails to stand/move within the bus	83	87	82	88	55	32	9	4	269
The temperature inside the bus	78	83	78	87	49	39	8	5	271
Your personal security whilst on the bus	87	87	87	91	60	32	8	1	270
The bus driver									
How near to the kerb the driver stopped	92	93	95	98	80	18	1	0	276
The driver's appearance	92	92	95	97	78	19	3	0	275
The greeting/welcome you got from the driver	79	82	87	90	62	28	9	1	280
The helpfulness and attitude of the driver	76	82	88	87	63	24	12	0	276
The time the driver gave you to get to your seat	82	85	91	91	66	25	5	4	277
Smoothness/freedom from jolting during the journey	70	79	83	86	56	30	7	7	277
Safety of the driving (i.e. speed, driver concentrating)	85	89	91	93	70	23	6	1	276

Stagecoach Cumbria and North Lancashire

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	-	-	87	87	45	42	7	6	441
Fare-paying passengers	-	-	82	83	33	51	9	8	161
Free pass holders	-	-	94	94	63	31	3	3	272
Aged 16 to 34	-	-	77	-	-	-	-	-	-
Aged 35 to 59	-	-	-	84	44	40	10	7	87
Passengers commuting	-	-	82	86	31	55	9	6	117
Passengers not commuting	-	-	89	91	57	34	5	3	297
Passengers saying they have a disability	-	-	85	84	43	41	8	8	157
Value for money									
All fare-paying passengers	-	-	60	65	23	42	16	19	156
Aged 16 to 34	-	-	55	-	-	-	-	-	-
Aged 35 to 59	-	-	-	71	28	43	16	13	76
Passengers commuting	-	-	58	63	24	39	14	23	95
Passengers not commuting	-	-	-	-	-	-	-	-	-
Punctuality & time waiting for the bus									
Punctuality of the bus	-	-	78	74	40	34	9	18	391
The length of time waited	-	-	79	75	40	34	11	14	422
On-bus journey time									
Time journey on the bus took	-	-	86	82	54	28	11	7	449
On the bus									
Route/destination information on the outside of the bus	-	-	89	87	54	33	10	3	413
The cleanliness and condition of the outside of the bus	-	-	86	83	41	42	9	8	413
The ease of getting onto and off the bus	-	-	96	95	64	30	4	2	435
The length of time it took to board	-	-	94	94	63	31	4	2	418
The cleanliness and condition of the inside of the bus	-	-	87	76	39	38	11	12	436
The information provided inside the bus	-	-	73	62	29	34	28	10	377
The availability of seating or space to stand	-	-	89	87	51	36	7	6	425
The comfort of the seats	-	-	81	84	44	40	11	6	425
The amount of personal space you had around you	-	-	77	78	42	36	13	9	422
Provision of grab rails to stand/move within the bus	-	-	90	84	50	34	12	4	411
The temperature inside the bus	-	-	84	78	43	34	12	10	419
Your personal security whilst on the bus	-	-	90	89	53	36	10	1	420
The bus driver									
How near to the kerb the driver stopped	-	-	93	93	64	29	6	1	436
The driver's appearance	-	-	88	92	66	26	8	1	431
The greeting/welcome you got from the driver	-	-	77	75	48	27	18	8	429
The helpfulness and attitude of the driver	-	-	80	73	48	25	21	6	424
The time the driver gave you to get to your seat	-	-	85	81	49	31	11	8	430
Smoothness/freedom from jolting during the journey	-	-	83	78	46	32	12	9	421
Safety of the driving (i.e. speed, driver concentrating)	-	-	89	87	60	27	10	4	429

Stagecoach East – Cambridge Busway

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	-	-	-	88	44	44	6	6	400
Fare-paying passengers	-	-	-	84	35	49	8	8	211
Free pass holders	-	-	-	98	72	26	2	0	186
Aged 16 to 34	-	-	-	83	28	55	8	8	95
Aged 35 to 59	-	-	-	86	45	41	7	7	99
Passengers commuting	-	-	-	80	31	49	10	10	148
Passengers not commuting	-	-	-	98	61	37	1	1	233
Passengers saying they have a disability	-	-	-	83	45	38	10	7	102
Value for money									
All fare-paying passengers	-	-	-	42	9	33	22	36	209
Aged 16 to 34	-	-	-	34	5	30	21	45	87
Aged 35 to 59	-	-	-	53	13	40	23	24	95
Passengers commuting	-	-	-	32	5	28	24	44	136
Passengers not commuting	-	-	-	-	-	-	-	-	-
Punctuality & time waiting for the bus									
Punctuality of the bus	-	-	-	74	38	36	13	14	366
The length of time waited	-	-	-	75	35	40	15	9	396
On-bus journey time									
Time journey on the bus took	-	-	-	84	46	38	10	6	403
On the bus									
Route/destination information on the outside of the bus	-	-	-	86	53	34	10	3	387
The cleanliness and condition of the outside of the bus	-	-	-	91	48	43	7	2	385
The ease of getting onto and off the bus	-	-	-	91	64	27	6	3	398
The length of time it took to board	-	-	-	91	57	34	7	2	393
The cleanliness and condition of the inside of the bus	-	-	-	90	46	45	6	4	396
The information provided inside the bus	-	-	-	73	35	38	21	6	371
The availability of seating or space to stand	-	-	-	79	49	30	5	16	394
The comfort of the seats	-	-	-	87	46	42	9	4	389
The amount of personal space you had around you	-	-	-	76	39	37	8	16	392
Provision of grab rails to stand/move within the bus	-	-	-	77	42	35	13	9	388
The temperature inside the bus	-	-	-	74	36	39	16	10	390
Your personal security whilst on the bus	-	-	-	86	55	32	11	3	387
The bus driver									
How near to the kerb the driver stopped	-	-	-	95	65	29	4	1	393
The driver's appearance	-	-	-	91	61	31	8	1	384
The greeting/welcome you got from the driver	-	-	-	73	39	34	19	9	391
The helpfulness and attitude of the driver	-	-	-	73	43	30	20	7	386
The time the driver gave you to get to your seat	-	-	-	78	44	34	13	9	385
Smoothness/freedom from jolting during the journey	-	-	-	72	35	37	16	12	392
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	91	51	40	7	2	392

Stagecoach Gloucestershire

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	-	-	-	91	50	42	4	5	430
Fare-paying passengers	-	-	-	89	41	48	5	6	171
Free pass holders	-	-	-	96	67	29	2	2	254
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	88	51	37	6	5	86
Passengers commuting	-	-	-	85	37	48	6	9	106
Passengers not commuting	-	-	-	96	60	36	2	1	296
Passengers saying they have a disability	-	-	-	91	62	29	4	5	135
Value for money									
All fare-paying passengers	-	-	-	60	19	41	20	19	170
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	55	17	38	25	21	91
Passengers not commuting	-	-	-	-	-	-	-	-	-
Punctuality & time waiting for the bus									
Punctuality of the bus	-	-	-	77	46	31	12	10	400
The length of time waited	-	-	-	79	47	32	13	8	414
On-bus journey time									
Time journey on the bus took	-	-	-	85	52	33	9	5	434
On the bus									
Route/destination information on the outside of the bus	-	-	-	84	54	31	13	3	415
The cleanliness and condition of the outside of the bus	-	-	-	80	37	43	12	8	403
The ease of getting onto and off the bus	-	-	-	95	60	35	3	2	429
The length of time it took to board	-	-	-	93	60	33	5	2	418
The cleanliness and condition of the inside of the bus	-	-	-	81	36	45	10	9	431
The information provided inside the bus	-	-	-	68	31	36	24	8	373
The availability of seating or space to stand	-	-	-	90	53	37	6	4	414
The comfort of the seats	-	-	-	82	42	40	11	7	419
The amount of personal space you had around you	-	-	-	80	41	40	13	7	418
Provision of grab rails to stand/move within the bus	-	-	-	85	47	38	12	3	409
The temperature inside the bus	-	-	-	76	36	40	16	8	419
Your personal security whilst on the bus	-	-	-	85	49	36	12	3	415
The bus driver									
How near to the kerb the driver stopped	-	-	-	92	65	27	6	2	428
The driver's appearance	-	-	-	93	64	29	5	1	425
The greeting/welcome you got from the driver	-	-	-	80	52	27	12	8	428
The helpfulness and attitude of the driver	-	-	-	82	53	29	12	7	425
The time the driver gave you to get to your seat	-	-	-	83	55	29	9	8	425
Smoothness/freedom from jolting during the journey	-	-	-	78	42	36	13	9	421
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	90	57	33	8	2	422

Stagecoach in Greater Manchester

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	86	81	82	91	47	44	7	3	856
Fare-paying passengers	85	80	79	90	44	45	7	3	543
Free pass holders	92	88	94	94	58	36	5	0	300
Aged 16 to 34	82	75	76	89	46	43	8	3	301
Aged 35 to 59	88	87	84	91	42	49	6	3	236
Passengers commuting	81	78	76	87	39	49	8	4	359
Passengers not commuting	90	86	89	94	55	39	5	1	477
Passengers saying they have a disability	79	74	80	89	46	43	9	2	216
Value for money									
All fare-paying passengers	74	69	71	75	32	42	12	13	531
Aged 16 to 34	73	62	66	68	33	35	13	19	275
Aged 35 to 59	76	81	76	83	32	51	9	7	210
Passengers commuting	73	69	66	71	28	43	13	16	331
Passengers not commuting	76	68	80	80	40	40	10	10	193
Punctuality & time waiting for the bus									
Punctuality of the bus	75	71	66	77	47	30	10	13	781
The length of time waited	80	75	68	79	47	32	10	11	862
On-bus journey time									
Time journey on the bus took	82	79	75	86	49	37	8	6	859
On the bus									
Route/destination information on the outside of the bus	83	83	85	88	57	31	9	3	831
The cleanliness and condition of the outside of the bus	81	76	76	82	39	43	15	3	788
The ease of getting onto and off the bus	89	87	90	92	58	34	6	3	853
The length of time it took to board	89	87	88	92	57	35	6	2	839
The cleanliness and condition of the inside of the bus	74	70	71	81	35	46	12	7	857
The information provided inside the bus	59	62	61	63	30	33	31	6	769
The availability of seating or space to stand	86	84	84	90	54	36	5	5	849
The comfort of the seats	76	73	78	84	39	45	11	5	841
The amount of personal space you had around you	74	70	72	81	39	41	12	7	844
Provision of grab rails to stand/move within the bus	82	83	81	87	49	39	10	3	844
The temperature inside the bus	75	73	77	83	43	40	11	6	852
Your personal security whilst on the bus	82	80	81	89	52	37	8	2	847
The bus driver									
How near to the kerb the driver stopped	92	91	89	94	67	27	5	1	852
The driver's appearance	89	90	87	88	64	24	12	0	817
The greeting/welcome you got from the driver	70	66	64	72	46	27	22	6	826
The helpfulness and attitude of the driver	73	67	65	77	48	29	19	4	810
The time the driver gave you to get to your seat	75	70	70	82	54	28	12	6	834
Smoothness/freedom from jolting during the journey	75	70	71	82	44	37	13	5	844
Safety of the driving (i.e. speed, driver concentrating)	86	86	87	90	60	30	8	2	850

Stagecoach in Hull

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	-	-	-	88	42	46	6	6	464
Fare-paying passengers	-	-	-	85	34	52	7	8	215
Free pass holders	-	-	-	93	59	35	4	3	237
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	89	45	44	4	7	140
Passengers commuting	-	-	-	86	38	48	5	8	133
Passengers not commuting	-	-	-	91	47	44	6	3	313
Passengers saying they have a disability	-	-	-	89	46	43	6	6	152
Value for money									
All fare-paying passengers	-	-	-	70	26	44	11	20	215
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	77	24	53	8	14	113
Passengers commuting	-	-	-	69	24	45	11	20	113
Passengers not commuting	-	-	-	69	28	41	10	21	95
Punctuality & time waiting for the bus									
Punctuality of the bus	-	-	-	75	42	33	13	12	420
The length of time waited	-	-	-	74	41	33	14	12	448
On-bus journey time									
Time journey on the bus took	-	-	-	87	46	41	8	5	470
On the bus									
Route/destination information on the outside of the bus	-	-	-	80	47	33	15	5	437
The cleanliness and condition of the outside of the bus	-	-	-	75	34	41	18	8	429
The ease of getting onto and off the bus	-	-	-	90	54	36	7	3	453
The length of time it took to board	-	-	-	91	54	37	7	3	446
The cleanliness and condition of the inside of the bus	-	-	-	74	31	43	12	14	457
The information provided inside the bus	-	-	-	68	23	46	26	6	410
The availability of seating or space to stand	-	-	-	83	39	44	9	8	451
The comfort of the seats	-	-	-	77	32	44	12	11	450
The amount of personal space you had around you	-	-	-	75	31	44	13	12	454
Provision of grab rails to stand/move within the bus	-	-	-	83	38	46	11	5	446
The temperature inside the bus	-	-	-	71	30	42	17	11	452
Your personal security whilst on the bus	-	-	-	85	39	46	13	2	453
The bus driver									
How near to the kerb the driver stopped	-	-	-	92	60	31	5	3	461
The driver's appearance	-	-	-	88	59	29	10	2	441
The greeting/welcome you got from the driver	-	-	-	76	43	33	14	11	455
The helpfulness and attitude of the driver	-	-	-	76	45	31	16	8	448
The time the driver gave you to get to your seat	-	-	-	76	43	33	14	10	450
Smoothness/freedom from jolting during the journey	-	-	-	74	36	38	15	11	455
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	87	51	36	11	2	458

Stagecoach in Mersey and Halton

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	89	90	87	93	48	45	5	2	743
Fare-paying passengers	87	89	86	91	42	50	6	2	401
Free pass holders	94	93	93	97	59	38	2	1	326
Aged 16 to 34	84	85	80	89	46	43	7	3	216
Aged 35 to 59	92	94	91	94	36	58	4	2	215
Passengers commuting	85	86	84	91	41	49	6	3	306
Passengers not commuting	91	94	92	95	55	40	3	2	406
Passengers saying they have a disability	82	86	90	95	53	43	4	1	209
Value for money									
All fare-paying passengers	75	81	76	78	39	39	11	11	398
Aged 16 to 34	72	73	72	77	41	36	10	13	193
Aged 35 to 59	82	89	81	81	39	42	11	8	186
Passengers commuting	75	78	77	79	41	38	11	10	261
Passengers not commuting	77	89	76	76	35	41	12	12	127
Punctuality & time waiting for the bus									
Punctuality of the bus	76	81	78	75	40	36	15	10	674
The length of time waited	79	83	83	81	42	39	11	7	738
On-bus journey time									
Time journey on the bus took	85	88	86	86	49	37	9	5	765
On the bus									
Route/destination information on the outside of the bus	85	88	85	89	57	32	8	2	719
The cleanliness and condition of the outside of the bus	83	87	84	87	49	39	9	3	716
The ease of getting onto and off the bus	90	93	91	93	59	34	5	2	740
The length of time it took to board	88	94	90	92	59	32	6	3	724
The cleanliness and condition of the inside of the bus	82	83	83	88	42	47	8	4	755
The information provided inside the bus	71	74	72	75	35	39	23	2	684
The availability of seating or space to stand	86	89	91	88	49	39	8	4	731
The comfort of the seats	79	82	85	82	44	38	11	7	730
The amount of personal space you had around you	74	77	83	78	40	38	13	9	727
Provision of grab rails to stand/move within the bus	81	87	89	88	45	43	10	2	729
The temperature inside the bus	74	79	81	85	37	48	10	5	724
Your personal security whilst on the bus	82	85	89	87	48	39	11	2	722
The bus driver									
How near to the kerb the driver stopped	94	92	94	92	66	27	5	3	729
The driver's appearance	90	91	91	92	63	28	7	1	695
The greeting/welcome you got from the driver	71	77	74	74	46	29	20	6	701
The helpfulness and attitude of the driver	73	79	78	76	48	28	18	6	698
The time the driver gave you to get to your seat	74	80	81	79	42	37	14	6	710
Smoothness/freedom from jolting during the journey	76	79	80	80	43	37	13	7	725
Safety of the driving (i.e. speed, driver concentrating)	89	90	89	92	53	39	6	2	727

Stagecoach in North East Lincolnshire

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	-	90	-	89	42	47	9	2	457
Fare-paying passengers	-	87	-	86	32	54	12	2	237
Free pass holders	-	95	-	96	63	33	2	2	215
Aged 16 to 34	-	82	-	83	23	61	13	4	117
Aged 35 to 59	-	95	-	90	41	49	10	0	121
Passengers commuting	-	86	-	86	24	61	13	1	150
Passengers not commuting	-	94	-	91	56	36	6	3	295
Passengers saying they have a disability	-	92	-	94	59	35	3	2	148
Value for money									
All fare-paying passengers	-	72	-	71	21	50	19	10	234
Aged 16 to 34	-	63	-	63	12	51	22	15	111
Aged 35 to 59	-	84	-	77	27	50	17	6	101
Passengers commuting	-	69	-	73	20	53	17	11	137
Passengers not commuting	-	76	-	69	23	46	21	10	95
Punctuality & time waiting for the bus									
Punctuality of the bus	-	84	-	80	41	39	16	4	415
The length of time waited	-	87	-	82	37	45	13	5	448
On-bus journey time									
Time journey on the bus took	-	89	-	88	48	39	9	3	460
On the bus									
Route/destination information on the outside of the bus	-	86	-	85	43	42	14	2	436
The cleanliness and condition of the outside of the bus	-	83	-	78	34	43	19	3	430
The ease of getting onto and off the bus	-	91	-	88	52	36	11	0	443
The length of time it took to board	-	92	-	89	53	36	11	1	427
The cleanliness and condition of the inside of the bus	-	79	-	83	32	51	10	7	444
The information provided inside the bus	-	71	-	71	33	38	27	2	412
The availability of seating or space to stand	-	86	-	87	49	38	11	2	437
The comfort of the seats	-	76	-	81	37	43	14	5	438
The amount of personal space you had around you	-	77	-	75	38	37	18	7	433
Provision of grab rails to stand/move within the bus	-	87	-	82	40	42	14	3	433
The temperature inside the bus	-	79	-	78	35	44	15	6	434
Your personal security whilst on the bus	-	85	-	82	44	38	16	2	439
The bus driver									
How near to the kerb the driver stopped	-	92	-	95	64	31	4	1	447
The driver's appearance	-	88	-	92	62	30	7	1	436
The greeting/welcome you got from the driver	-	78	-	82	51	32	14	4	440
The helpfulness and attitude of the driver	-	80	-	83	51	33	13	4	432
The time the driver gave you to get to your seat	-	79	-	83	46	37	13	4	446
Smoothness/freedom from jolting during the journey	-	74	-	83	42	40	13	4	439
Safety of the driving (i.e. speed, driver concentrating)	-	89	-	88	55	34	11	0	441

Stagecoach in Northamptonshire

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	-	-	-	87	39	48	9	3	370
Fare-paying passengers	-	-	-	87	33	54	9	4	159
Free pass holders	-	-	-	87	53	34	10	3	206
Aged 16 to 34	-	-	-	84	32	52	11	5	78
Aged 35 to 59	-	-	-	87	34	52	10	4	97
Passengers commuting	-	-	-	86	29	57	10	4	89
Passengers not commuting	-	-	-	89	45	43	8	3	266
Passengers saying they have a disability	-	-	-	81	41	40	13	6	111
Value for money									
All fare-paying passengers	-	-	-	62	25	37	19	19	156
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	64	21	42	24	13	78
Passengers commuting	-	-	-	55	22	33	23	23	78
Passengers not commuting	-	-	-	-	-	-	-	-	-
Punctuality & time waiting for the bus									
Punctuality of the bus	-	-	-	67	31	36	18	15	346
The length of time waited	-	-	-	68	26	41	18	14	360
On-bus journey time									
Time journey on the bus took	-	-	-	84	39	46	14	2	377
On the bus									
Route/destination information on the outside of the bus	-	-	-	83	45	38	14	3	353
The cleanliness and condition of the outside of the bus	-	-	-	73	30	43	16	11	359
The ease of getting onto and off the bus	-	-	-	89	51	38	9	2	372
The length of time it took to board	-	-	-	87	47	40	10	2	362
The cleanliness and condition of the inside of the bus	-	-	-	73	26	47	13	14	367
The information provided inside the bus	-	-	-	63	26	37	25	11	338
The availability of seating or space to stand	-	-	-	86	47	39	10	4	364
The comfort of the seats	-	-	-	76	36	40	16	8	361
The amount of personal space you had around you	-	-	-	74	34	39	16	10	361
Provision of grab rails to stand/move within the bus	-	-	-	85	38	46	11	5	360
The temperature inside the bus	-	-	-	79	35	43	14	8	365
Your personal security whilst on the bus	-	-	-	84	35	49	13	3	367
The bus driver									
How near to the kerb the driver stopped	-	-	-	92	50	42	8	1	360
The driver's appearance	-	-	-	89	57	33	10	1	357
The greeting/welcome you got from the driver	-	-	-	82	48	34	12	6	360
The helpfulness and attitude of the driver	-	-	-	84	48	36	10	6	356
The time the driver gave you to get to your seat	-	-	-	85	49	35	10	5	357
Smoothness/freedom from jolting during the journey	-	-	-	82	48	35	11	6	362
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	90	51	39	7	3	359

Stagecoach in Nottinghamshire

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	94	92	90	94	58	36	4	1	322
Fare-paying passengers	88	91	89	93	49	45	5	2	118
Free pass holders	98	93	92	96	75	20	3	1	200
Aged 16 to 34	-	85	-	-	-	-	-	-	-
Aged 35 to 59	-	94	94	-	-	-	-	-	-
Passengers commuting	-	91	89	-	-	-	-	-	-
Passengers not commuting	95	92	91	97	69	27	2	1	233
Passengers saying they have a disability	94	93	91	97	49	48	1	2	111
Value for money									
All fare-paying passengers	62	62	68	61	29	32	24	15	115
Aged 16 to 34	-	57	-	-	-	-	-	-	-
Aged 35 to 59	-	69	66	-	-	-	-	-	-
Passengers commuting	-	60	-	-	-	-	-	-	-
Passengers not commuting	-	68	-	-	-	-	-	-	-
Punctuality & time waiting for the bus									
Punctuality of the bus	85	78	78	86	55	32	8	5	299
The length of time waited	83	80	81	83	50	32	13	5	314
On-bus journey time									
Time journey on the bus took	91	92	91	88	56	33	9	3	330
On the bus									
Route/destination information on the outside of the bus	89	88	92	87	59	28	11	2	307
The cleanliness and condition of the outside of the bus	86	79	82	80	46	34	15	5	303
The ease of getting onto and off the bus	94	93	94	90	63	27	7	3	320
The length of time it took to board	95	94	92	93	64	29	5	1	305
The cleanliness and condition of the inside of the bus	84	77	76	83	44	39	8	9	316
The information provided inside the bus	74	69	75	75	41	34	19	7	280
The availability of seating or space to stand	89	90	88	89	58	31	7	3	316
The comfort of the seats	78	76	73	77	40	36	12	11	312
The amount of personal space you had around you	77	79	82	77	43	34	13	11	306
Provision of grab rails to stand/move within the bus	88	86	88	85	47	38	14	1	302
The temperature inside the bus	78	80	75	80	46	34	11	9	309
Your personal security whilst on the bus	88	89	88	87	54	33	11	2	307
The bus driver									
How near to the kerb the driver stopped	96	94	93	93	72	21	5	2	317
The driver's appearance	95	94	92	90	68	22	9	1	315
The greeting/welcome you got from the driver	84	82	81	84	61	23	13	3	315
The helpfulness and attitude of the driver	85	84	82	83	61	22	14	3	313
The time the driver gave you to get to your seat	88	84	85	86	64	22	10	4	311
Smoothness/freedom from jolting during the journey	81	78	80	86	50	35	11	3	315
Safety of the driving (i.e. speed, driver concentrating)	91	88	89	91	68	23	8	1	320

Stagecoach in Oxfordshire

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	87	88	89	91	54	37	6	3	512
Fare-paying passengers	85	86	87	89	48	40	7	4	264
Free pass holders	94	92	96	94	68	26	3	3	242
Aged 16 to 34	85	82	86	85	46	39	9	5	92
Aged 35 to 59	83	90	89	89	49	40	7	4	156
Passengers commuting	81	83	84	91	41	50	5	4	171
Passengers not commuting	93	93	94	90	62	28	7	3	321
Passengers saying they have a disability	89	81	91	87	59	28	7	6	137
Value for money									
All fare-paying passengers	58	57	58	67	24	43	16	17	262
Aged 16 to 34	53	51	52	58	18	40	18	24	86
Aged 35 to 59	62	64	67	73	26	47	15	12	137
Passengers commuting	54	53	55	68	21	47	15	16	145
Passengers not commuting	62	63	63	66	27	39	17	17	112
Punctuality & time waiting for the bus									
Punctuality of the bus	74	75	71	75	48	27	13	11	479
The length of time waited	78	76	71	75	43	31	16	9	518
On-bus journey time									
Time journey on the bus took	84	83	83	83	50	33	12	5	529
On the bus									
Route/destination information on the outside of the bus	88	87	85	87	57	30	11	2	510
The cleanliness and condition of the outside of the bus	81	83	86	86	48	39	9	5	501
The ease of getting onto and off the bus	93	92	93	94	64	30	5	1	522
The length of time it took to board	90	92	93	94	62	32	5	1	518
The cleanliness and condition of the inside of the bus	81	83	86	84	45	38	10	6	523
The information provided inside the bus	65	64	66	70	34	36	23	6	444
The availability of seating or space to stand	91	90	91	91	59	32	7	2	518
The comfort of the seats	82	81	81	84	47	37	10	5	521
The amount of personal space you had around you	78	79	78	82	44	38	11	7	511
Provision of grab rails to stand/move within the bus	84	86	82	87	50	37	10	3	502
The temperature inside the bus	81	80	74	81	41	40	12	8	516
Your personal security whilst on the bus	86	88	87	87	55	32	11	2	509
The bus driver									
How near to the kerb the driver stopped	94	94	94	94	65	29	5	1	511
The driver's appearance	92	90	91	93	67	26	6	1	492
The greeting/welcome you got from the driver	80	79	79	86	51	35	9	5	514
The helpfulness and attitude of the driver	81	80	85	87	53	34	9	4	493
The time the driver gave you to get to your seat	82	82	82	87	56	30	11	3	500
Smoothness/freedom from jolting during the journey	79	76	76	78	44	35	13	9	511
Safety of the driving (i.e. speed, driver concentrating)	91	89	92	92	64	28	6	1	513

Stagecoach South

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	-	-	-	88	51	37	9	3	539
Fare-paying passengers	-	-	-	85	39	46	12	3	211
Free pass holders	-	-	-	93	68	25	6	2	322
Aged 16 to 34	-	-	-	78	35	43	18	4	100
Aged 35 to 59	-	-	-	92	47	45	8	1	110
Passengers commuting	-	-	-	84	40	45	13	3	173
Passengers not commuting	-	-	-	92	62	30	6	2	343
Passengers saying they have a disability	-	-	-	86	53	33	12	2	172
Value for money									
All fare-paying passengers	-	-	-	64	26	38	14	21	208
Aged 16 to 34	-	-	-	62	26	36	6	31	86
Aged 35 to 59	-	-	-	65	23	42	25	10	87
Passengers commuting	-	-	-	63	27	37	13	24	141
Passengers not commuting	-	-	-	-	-	-	-	-	-
Punctuality & time waiting for the bus									
Punctuality of the bus	-	-	-	70	37	33	14	16	493
The length of time waited	-	-	-	70	36	34	20	10	538
On-bus journey time									
Time journey on the bus took	-	-	-	86	55	31	10	5	545
On the bus									
Route/destination information on the outside of the bus	-	-	-	83	55	27	14	3	522
The cleanliness and condition of the outside of the bus	-	-	-	82	42	40	13	5	511
The ease of getting onto and off the bus	-	-	-	93	56	36	5	2	538
The length of time it took to board	-	-	-	91	61	30	7	2	530
The cleanliness and condition of the inside of the bus	-	-	-	84	42	42	12	4	544
The information provided inside the bus	-	-	-	70	34	36	24	6	488
The availability of seating or space to stand	-	-	-	86	52	34	9	5	529
The comfort of the seats	-	-	-	78	37	41	14	8	526
The amount of personal space you had around you	-	-	-	77	37	41	13	10	521
Provision of grab rails to stand/move within the bus	-	-	-	84	44	39	10	6	523
The temperature inside the bus	-	-	-	78	38	40	16	6	517
Your personal security whilst on the bus	-	-	-	83	47	35	14	4	517
The bus driver									
How near to the kerb the driver stopped	-	-	-	93	64	29	6	1	542
The driver's appearance	-	-	-	89	60	28	9	2	524
The greeting/welcome you got from the driver	-	-	-	79	53	27	13	8	538
The helpfulness and attitude of the driver	-	-	-	80	53	28	13	7	521
The time the driver gave you to get to your seat	-	-	-	82	56	26	10	8	535
Smoothness/freedom from jolting during the journey	-	-	-	79	47	32	12	10	531
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	90	61	29	8	2	533

Stagecoach South East

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	-	-	80	91	56	35	6	4	436
Fare-paying passengers	-	-	77	87	47	41	7	5	119
Free pass holders	-	-	86	95	65	31	2	3	261
Aged 16 to 34	-	-	74	82	41	41	7	11	83
Aged 35 to 59	-	-	77	-	-	-	-	-	-
Passengers commuting	-	-	72	85	45	40	9	6	93
Passengers not commuting	-	-	87	94	61	33	3	3	329
Passengers saying they have a disability	-	-	76	85	52	33	14	2	130
Value for money									
All fare-paying passengers	-	-	55	65	30	35	20	15	114
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	53	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
Punctuality & time waiting for the bus									
Punctuality of the bus	-	-	61	77	47	30	10	13	404
The length of time waited	-	-	65	78	45	33	11	11	429
On-bus journey time									
Time journey on the bus took	-	-	80	84	57	28	9	6	439
On the bus									
Route/destination information on the outside of the bus	-	-	84	88	61	27	9	3	426
The cleanliness and condition of the outside of the bus	-	-	74	78	44	34	13	9	419
The ease of getting onto and off the bus	-	-	81	88	63	25	7	5	435
The length of time it took to board	-	-	79	90	62	28	7	3	414
The cleanliness and condition of the inside of the bus	-	-	76	80	37	43	11	8	441
The information provided inside the bus	-	-	64	73	34	39	21	6	392
The availability of seating or space to stand	-	-	82	81	48	33	8	11	434
The comfort of the seats	-	-	68	74	34	40	13	13	433
The amount of personal space you had around you	-	-	67	71	31	40	11	19	427
Provision of grab rails to stand/move within the bus	-	-	77	81	40	41	12	7	426
The temperature inside the bus	-	-	71	81	41	39	14	5	428
Your personal security whilst on the bus	-	-	79	87	53	34	11	2	425
The bus driver									
How near to the kerb the driver stopped	-	-	86	94	70	24	3	3	433
The driver's appearance	-	-	82	94	70	24	4	1	421
The greeting/welcome you got from the driver	-	-	66	82	53	29	13	5	422
The helpfulness and attitude of the driver	-	-	67	81	55	27	15	3	413
The time the driver gave you to get to your seat	-	-	67	87	58	29	8	5	429
Smoothness/freedom from jolting during the journey	-	-	67	79	50	29	13	7	430
Safety of the driving (i.e. speed, driver concentrating)	-	-	78	93	65	29	5	2	432

Stagecoach South West

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	-	-	89	85	52	34	10	5	272
Fare-paying passengers	-	-	83	77	39	39	17	6	108
Free pass holders	-	-	95	95	67	28	1	4	160
Aged 16 to 34	-	-	83	-	-	-	-	-	-
Aged 35 to 59	-	-	83	-	-	-	-	-	-
Passengers commuting	-	-	80	-	-	-	-	-	-
Passengers not commuting	-	-	94	89	59	31	8	3	203
Passengers saying they have a disability	-	-	90	87	51	37	6	7	75
Value for money									
All fare-paying passengers	-	-	62	50	22	28	19	31	103
Aged 16 to 34	-	-	57	-	-	-	-	-	-
Aged 35 to 59	-	-	66	-	-	-	-	-	-
Passengers commuting	-	-	59	-	-	-	-	-	-
Passengers not commuting	-	-	66	-	-	-	-	-	-
Punctuality & time waiting for the bus									
Punctuality of the bus	-	-	74	73	53	20	8	19	249
The length of time waited	-	-	74	73	42	31	13	14	263
On-bus journey time									
Time journey on the bus took	-	-	85	81	50	31	13	5	273
On the bus									
Route/destination information on the outside of the bus	-	-	89	86	60	26	10	4	268
The cleanliness and condition of the outside of the bus	-	-	86	80	40	40	12	8	263
The ease of getting onto and off the bus	-	-	95	94	64	30	5	1	274
The length of time it took to board	-	-	93	92	64	28	6	2	269
The cleanliness and condition of the inside of the bus	-	-	83	83	45	38	14	3	273
The information provided inside the bus	-	-	61	59	26	33	37	4	227
The availability of seating or space to stand	-	-	89	90	63	27	6	4	267
The comfort of the seats	-	-	80	87	48	39	9	4	274
The amount of personal space you had around you	-	-	79	83	45	38	11	6	271
Provision of grab rails to stand/move within the bus	-	-	89	91	51	40	8	2	266
The temperature inside the bus	-	-	81	84	39	45	9	7	271
Your personal security whilst on the bus	-	-	90	92	55	37	7	1	267
The bus driver									
How near to the kerb the driver stopped	-	-	94	96	68	28	4	0	270
The driver's appearance	-	-	90	91	60	32	8	1	268
The greeting/welcome you got from the driver	-	-	79	81	53	28	14	5	273
The helpfulness and attitude of the driver	-	-	80	85	55	30	7	9	268
The time the driver gave you to get to your seat	-	-	86	85	55	30	10	5	266
Smoothness/freedom from jolting during the journey	-	-	80	79	49	30	13	9	275
Safety of the driving (i.e. speed, driver concentrating)	-	-	91	91	59	32	8	1	272

Stagecoach in South Yorkshire

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	88	88	89	92	46	45	4	4	628
Fare-paying passengers	84	86	87	89	40	49	6	5	312
Free pass holders	95	94	94	96	60	36	1	3	312
Aged 16 to 34	78	83	84	91	43	48	7	3	114
Aged 35 to 59	90	89	89	90	40	50	4	6	200
Passengers commuting	82	84	85	91	45	46	4	4	217
Passengers not commuting	92	94	92	92	48	44	4	3	390
Passengers saying they have a disability	88	-	90	89	49	40	5	6	213
Value for money									
All fare-paying passengers	71	71	68	67	29	38	15	18	310
Aged 16 to 34	67	65	59	61	27	34	16	23	104
Aged 35 to 59	77	76	75	71	29	42	15	14	167
Passengers commuting	73	69	69	70	29	41	10	20	188
Passengers not commuting	68	75	67	61	30	31	23	17	113
Punctuality & time waiting for the bus									
Punctuality of the bus	85	79	83	74	45	30	14	12	552
The length of time waited	86	79	79	77	42	34	12	11	633
On-bus journey time									
Time journey on the bus took	89	86	84	83	47	37	11	5	635
On the bus									
Route/destination information on the outside of the bus	89	86	82	87	55	31	12	2	587
The cleanliness and condition of the outside of the bus	82	80	80	80	38	42	16	4	596
The ease of getting onto and off the bus	93	93	91	90	57	33	6	4	621
The length of time it took to board	93	92	90	91	60	31	7	2	601
The cleanliness and condition of the inside of the bus	81	80	79	84	36	48	10	6	626
The information provided inside the bus	68	67	69	69	28	41	25	6	545
The availability of seating or space to stand	92	89	88	86	48	38	8	6	609
The comfort of the seats	80	75	76	78	34	44	15	7	611
The amount of personal space you had around you	79	74	75	74	32	41	16	10	608
Provision of grab rails to stand/move within the bus	87	86	86	85	43	43	10	5	608
The temperature inside the bus	82	79	79	78	34	43	13	10	618
Your personal security whilst on the bus	83	85	84	87	48	39	10	3	611
The bus driver									
How near to the kerb the driver stopped	95	92	89	92	58	33	6	2	619
The driver's appearance	90	86	89	91	59	33	8	1	593
The greeting/welcome you got from the driver	74	74	71	74	41	33	20	7	610
The helpfulness and attitude of the driver	74	75	73	73	41	31	22	5	601
The time the driver gave you to get to your seat	79	76	78	77	41	36	15	8	616
Smoothness/freedom from jolting during the journey	77	76	78	78	40	38	14	8	604
Safety of the driving (i.e. speed, driver concentrating)	88	89	89	91	54	38	7	2	615

Stagecoach in Swindon

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	-	-	-	79	39	40	19	2	224
Fare-paying passengers	-	-	-	73	29	44	25	2	111
Free pass holders	-	-	-	94	58	36	5	1	111
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	86	45	40	13	1	143
Passengers saying they have a disability	-	-	-	-	-	-	-	-	-
Value for money									
All fare-paying passengers	-	-	-	73	22	50	16	11	113
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
Punctuality & time waiting for the bus									
Punctuality of the bus	-	-	-	68	32	37	22	9	208
The length of time waited	-	-	-	65	33	32	27	8	215
On-bus journey time									
Time journey on the bus took	-	-	-	73	41	32	25	2	225
On the bus									
Route/destination information on the outside of the bus	-	-	-	70	39	31	26	4	212
The cleanliness and condition of the outside of the bus	-	-	-	63	24	39	25	12	216
The ease of getting onto and off the bus	-	-	-	79	49	30	20	1	218
The length of time it took to board	-	-	-	76	47	29	22	2	215
The cleanliness and condition of the inside of the bus	-	-	-	69	24	44	22	9	219
The information provided inside the bus	-	-	-	65	20	45	30	5	205
The availability of seating or space to stand	-	-	-	77	41	36	18	5	219
The comfort of the seats	-	-	-	67	27	40	24	9	216
The amount of personal space you had around you	-	-	-	66	24	42	25	9	214
Provision of grab rails to stand/move within the bus	-	-	-	72	35	37	22	6	213
The temperature inside the bus	-	-	-	69	29	40	23	8	214
Your personal security whilst on the bus	-	-	-	77	36	41	22	2	220
The bus driver									
How near to the kerb the driver stopped	-	-	-	82	53	29	16	2	213
The driver's appearance	-	-	-	85	45	40	14	1	211
The greeting/welcome you got from the driver	-	-	-	77	42	35	20	4	215
The helpfulness and attitude of the driver	-	-	-	74	41	32	23	3	214
The time the driver gave you to get to your seat	-	-	-	75	42	33	19	6	214
Smoothness/freedom from jolting during the journey	-	-	-	73	33	41	20	6	218
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	77	41	37	21	2	212

Stagecoach in Tees Valley

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	88	90	89	91	51	40	4	5	609
Fare-paying passengers	83	88	86	92	48	44	5	3	258
Free pass holders	92	93	93	91	57	34	4	5	339
Aged 16 to 34	80	-	88	89	41	48	6	5	107
Aged 35 to 59	87	91	88	91	47	44	4	5	163
Passengers commuting	74	87	85	89	44	45	7	4	178
Passengers not commuting	94	91	93	92	55	37	3	5	401
Passengers saying they have a disability	92	87	92	91	50	40	3	6	240
Value for money									
All fare-paying passengers	66	77	71	72	33	39	13	15	251
Aged 16 to 34	63	-	73	70	35	35	12	18	76
Aged 35 to 59	71	89	71	73	31	42	12	15	129
Passengers commuting	65	79	70	76	35	40	12	12	137
Passengers not commuting	68	-	74	67	30	37	12	21	108
Punctuality & time waiting for the bus									
Punctuality of the bus	79	81	72	70	38	32	11	20	557
The length of time waited	83	81	74	72	36	36	12	15	598
On-bus journey time									
Time journey on the bus took	87	91	87	85	51	34	8	7	615
On the bus									
Route/destination information on the outside of the bus	86	89	85	85	52	32	12	3	585
The cleanliness and condition of the outside of the bus	83	84	82	86	43	42	10	4	568
The ease of getting onto and off the bus	93	94	93	93	57	36	4	2	594
The length of time it took to board	91	95	91	94	59	35	4	2	582
The cleanliness and condition of the inside of the bus	80	85	81	85	40	45	9	6	598
The information provided inside the bus	71	75	72	72	35	36	22	6	537
The availability of seating or space to stand	89	93	88	91	52	40	5	4	587
The comfort of the seats	74	83	79	82	38	44	11	7	592
The amount of personal space you had around you	73	80	77	80	38	42	10	9	582
Provision of grab rails to stand/move within the bus	85	88	86	88	46	42	9	3	586
The temperature inside the bus	76	84	80	82	38	44	11	8	592
Your personal security whilst on the bus	82	89	88	87	47	40	10	3	584
The bus driver									
How near to the kerb the driver stopped	92	92	94	94	64	30	4	3	596
The driver's appearance	90	93	92	94	65	29	6	1	588
The greeting/welcome you got from the driver	75	81	78	81	51	30	13	7	596
The helpfulness and attitude of the driver	73	81	79	82	52	29	13	5	580
The time the driver gave you to get to your seat	75	86	84	85	51	33	10	5	597
Smoothness/freedom from jolting during the journey	76	80	81	83	45	38	9	8	591
Safety of the driving (i.e. speed, driver concentrating)	87	90	91	91	59	32	7	2	585

Stagecoach in Tyne and Wear

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	89	85	87	92	49	43	4	3	642
Fare-paying passengers	87	81	85	91	43	48	5	4	333
Free pass holders	95	94	92	93	62	31	4	3	302
Aged 16 to 34	86	73	91	92	38	54	4	4	109
Aged 35 to 59	86	89	80	91	47	44	5	4	198
Passengers commuting	81	80	86	91	38	53	3	5	191
Passengers not commuting	95	89	88	93	58	35	5	2	427
Passengers saying they have a disability	90	81	84	91	51	40	7	3	228
Value for money									
All fare-paying passengers	67	68	74	72	29	44	14	14	325
Aged 16 to 34	62	63	81	70	29	41	12	18	101
Aged 35 to 59	72	72	65	75	28	47	16	10	164
Passengers commuting	63	65	83	73	33	40	16	11	166
Passengers not commuting	73	73	56	72	26	46	11	17	144
Punctuality & time waiting for the bus									
Punctuality of the bus	75	70	75	72	38	35	11	17	587
The length of time waited	77	73	72	73	38	35	14	14	629
On-bus journey time									
Time journey on the bus took	93	87	86	88	53	35	7	5	642
On the bus									
Route/destination information on the outside of the bus	85	84	86	86	50	37	11	3	621
The cleanliness and condition of the outside of the bus	79	77	77	78	36	42	17	5	616
The ease of getting onto and off the bus	93	92	88	91	56	35	6	3	638
The length of time it took to board	93	91	88	92	56	36	5	2	627
The cleanliness and condition of the inside of the bus	77	76	81	80	36	44	9	11	640
The information provided inside the bus	66	63	75	73	31	41	22	5	576
The availability of seating or space to stand	90	91	86	89	49	41	7	4	635
The comfort of the seats	80	77	81	81	41	40	12	7	634
The amount of personal space you had around you	82	77	76	78	38	40	13	9	630
Provision of grab rails to stand/move within the bus	87	86	84	88	45	44	9	2	633
The temperature inside the bus	81	80	75	83	41	43	10	6	628
Your personal security whilst on the bus	89	85	85	87	46	41	11	2	625
The bus driver									
How near to the kerb the driver stopped	92	92	88	94	62	32	4	2	633
The driver's appearance	89	89	91	93	61	32	6	2	618
The greeting/welcome you got from the driver	67	67	71	71	41	29	20	10	616
The helpfulness and attitude of the driver	70	71	74	71	43	28	21	8	617
The time the driver gave you to get to your seat	73	73	69	74	42	31	17	10	626
Smoothness/freedom from jolting during the journey	72	75	74	78	41	38	14	7	628
Safety of the driving (i.e. speed, driver concentrating)	87	85	80	91	55	36	7	2	627

Stagecoach in Warwickshire

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	-	-	-	91	38	53	7	2	244
Fare-paying passengers	-	-	-	88	23	65	9	3	110
Free pass holders	-	-	-	96	63	33	4	0	127
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	91	52	39	7	2	166
Passengers saying they have a disability	-	-	-	-	-	-	-	-	-
Value for money									
All fare-paying passengers	-	-	-	60	28	31	16	24	107
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
Punctuality & time waiting for the bus									
Punctuality of the bus	-	-	-	73	30	43	15	12	223
The length of time waited	-	-	-	79	35	44	10	11	241
On-bus journey time									
Time journey on the bus took	-	-	-	89	44	45	8	3	241
On the bus									
Route/destination information on the outside of the bus	-	-	-	90	47	43	8	2	229
The cleanliness and condition of the outside of the bus	-	-	-	81	36	45	16	3	232
The ease of getting onto and off the bus	-	-	-	90	52	37	10	1	237
The length of time it took to board	-	-	-	87	54	33	9	4	230
The cleanliness and condition of the inside of the bus	-	-	-	86	32	54	13	1	243
The information provided inside the bus	-	-	-	74	31	43	24	2	216
The availability of seating or space to stand	-	-	-	88	48	40	9	3	235
The comfort of the seats	-	-	-	90	44	46	7	3	236
The amount of personal space you had around you	-	-	-	89	41	48	8	3	234
Provision of grab rails to stand/move within the bus	-	-	-	86	43	42	10	4	234
The temperature inside the bus	-	-	-	73	35	39	22	4	230
Your personal security whilst on the bus	-	-	-	90	47	44	10	0	236
The bus driver									
How near to the kerb the driver stopped	-	-	-	91	57	33	9	0	243
The driver's appearance	-	-	-	88	55	33	12	0	230
The greeting/welcome you got from the driver	-	-	-	83	46	37	12	6	240
The helpfulness and attitude of the driver	-	-	-	82	44	38	14	4	239
The time the driver gave you to get to your seat	-	-	-	84	48	36	12	4	242
Smoothness/freedom from jolting during the journey	-	-	-	83	42	41	13	4	242
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	85	48	37	12	3	240

Swindon's Bus Company in Swindon (formerly Thamesdown)

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	-	-	-	78	38	40	19	3	650
Fare-paying passengers	-	-	-	73	29	44	24	3	278
Free pass holders	-	-	-	87	55	33	10	2	350
Aged 16 to 34	-	-	-	63	20	42	35	2	119
Aged 35 to 59	-	-	-	84	42	43	11	5	190
Passengers commuting	-	-	-	79	33	46	18	3	174
Passengers not commuting	-	-	-	80	44	36	17	3	421
Passengers saying they have a disability	-	-	-	88	49	39	9	3	181
Value for money									
All fare-paying passengers	-	-	-	67	18	50	22	10	277
Aged 16 to 34	-	-	-	64	12	53	24	11	102
Aged 35 to 59	-	-	-	71	22	48	21	9	140
Passengers commuting	-	-	-	70	16	54	17	13	146
Passengers not commuting	-	-	-	61	21	40	32	7	114
Punctuality & time waiting for the bus									
Punctuality of the bus	-	-	-	68	33	36	21	11	606
The length of time waited	-	-	-	72	32	40	20	8	628
On-bus journey time									
Time journey on the bus took	-	-	-	77	45	33	20	2	652
On the bus									
Route/destination information on the outside of the bus	-	-	-	75	41	34	23	2	625
The cleanliness and condition of the outside of the bus	-	-	-	86	35	51	12	2	629
The ease of getting onto and off the bus	-	-	-	85	49	36	14	1	644
The length of time it took to board	-	-	-	83	48	35	16	1	640
The cleanliness and condition of the inside of the bus	-	-	-	78	34	44	19	3	656
The information provided inside the bus	-	-	-	76	28	48	20	4	602
The availability of seating or space to stand	-	-	-	84	43	41	15	1	637
The comfort of the seats	-	-	-	81	36	46	16	2	649
The amount of personal space you had around you	-	-	-	75	34	41	22	3	639
Provision of grab rails to stand/move within the bus	-	-	-	81	35	46	18	1	628
The temperature inside the bus	-	-	-	79	34	45	17	4	642
Your personal security whilst on the bus	-	-	-	82	37	45	18	1	633
The bus driver									
How near to the kerb the driver stopped	-	-	-	81	52	29	17	2	647
The driver's appearance	-	-	-	88	46	43	11	1	629
The greeting/welcome you got from the driver	-	-	-	76	40	36	17	7	643
The helpfulness and attitude of the driver	-	-	-	76	38	38	19	6	629
The time the driver gave you to get to your seat	-	-	-	77	42	34	18	5	635
Smoothness/freedom from jolting during the journey	-	-	-	77	34	43	18	6	641
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	81	43	38	18	2	633

Thames Travel

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	81	89	-	82	40	41	10	8	385
Fare-paying passengers	77	87	-	77	31	46	13	10	215
Free pass holders	95	94	-	93	64	29	4	3	167
Aged 16 to 34	75	84	-	69	22	47	15	16	99
Aged 35 to 59	74	90	-	85	42	43	11	4	106
Passengers commuting	75	85	-	71	22	49	16	13	169
Passengers not commuting	91	94	-	95	63	32	3	2	205
Passengers saying they have a disability	-	93	-	83	46	38	5	11	86
Value for money									
All fare-paying passengers	51	66	-	65	22	43	20	15	213
Aged 16 to 34	46	60	-	55	17	37	23	22	88
Aged 35 to 59	-	-	-	76	26	51	19	5	97
Passengers commuting	49	65	-	62	15	47	20	18	155
Passengers not commuting	-	-	-	-	-	-	-	-	-
Punctuality & time waiting for the bus									
Punctuality of the bus	65	73	-	68	36	31	13	19	356
The length of time waited	63	73	-	66	34	32	17	17	378
On-bus journey time									
Time journey on the bus took	76	81	-	81	46	34	11	8	384
On the bus									
Route/destination information on the outside of the bus	84	87	-	85	55	30	11	4	370
The cleanliness and condition of the outside of the bus	83	83	-	74	34	40	17	9	371
The ease of getting onto and off the bus	90	95	-	93	59	34	5	2	378
The length of time it took to board	87	91	-	88	55	33	7	4	373
The cleanliness and condition of the inside of the bus	85	81	-	73	31	42	13	15	384
The information provided inside the bus	53	60	-	51	20	31	40	9	334
The availability of seating or space to stand	81	92	-	87	51	36	9	4	379
The comfort of the seats	68	75	-	76	30	46	14	10	381
The amount of personal space you had around you	70	81	-	78	38	40	10	11	378
Provision of grab rails to stand/move within the bus	78	88	-	85	44	41	12	3	368
The temperature inside the bus	68	83	-	79	37	41	12	10	380
Your personal security whilst on the bus	86	92	-	91	52	39	7	2	376
The bus driver									
How near to the kerb the driver stopped	92	90	-	95	62	33	3	1	373
The driver's appearance	89	89	-	92	58	35	7	1	374
The greeting/welcome you got from the driver	76	80	-	83	50	34	10	6	380
The helpfulness and attitude of the driver	75	81	-	84	52	32	11	5	371
The time the driver gave you to get to your seat	81	87	-	88	57	31	8	4	378
Smoothness/freedom from jolting during the journey	71	80	-	78	43	35	14	8	374
Safety of the driving (i.e. speed, driver concentrating)	82	88	-	90	56	34	7	2	374

Trent Barton

(all results are for services in Nottinghamshire, except for 2016 results, which also include Nottingham City)

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	92	96	93	94	65	28	5	2	404
Fare-paying passengers	90	94	91	93	61	32	4	3	130
Free pass holders	95	98	94	96	72	24	4	0	259
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	96	80	15	3	1	76
Passengers commuting	87	-	-	-	-	-	-	-	-
Passengers not commuting	95	97	96	93	66	28	5	2	304
Passengers saying they have a disability	-	-	-	95	72	23	5	0	138
Value for money									
All fare-paying passengers	68	58	73	73	33	40	16	11	131
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	59	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
Punctuality & time waiting for the bus									
Punctuality of the bus	85	82	79	85	54	31	9	6	379
The length of time waited	83	82	81	83	45	38	13	3	397
On-bus journey time									
Time journey on the bus took	88	94	86	91	58	33	7	3	404
On the bus									
Route/destination information on the outside of the bus	94	91	89	91	60	31	8	1	387
The cleanliness and condition of the outside of the bus	94	89	95	92	57	36	6	2	380
The ease of getting onto and off the bus	96	94	93	93	67	26	6	1	395
The length of time it took to board	96	99	96	95	67	28	5	0	389
The cleanliness and condition of the inside of the bus	95	90	95	93	53	40	5	2	403
The information provided inside the bus	88	86	86	88	51	38	10	1	375
The availability of seating or space to stand	86	96	90	90	59	31	6	4	397
The comfort of the seats	89	84	92	82	53	29	9	9	393
The amount of personal space you had around you	82	86	81	86	53	33	7	7	391
Provision of grab rails to stand/move within the bus	87	93	85	92	58	34	6	2	389
The temperature inside the bus	81	87	85	85	54	31	10	5	395
Your personal security whilst on the bus	89	92	92	92	60	32	6	2	393
The bus driver									
How near to the kerb the driver stopped	95	96	96	97	70	27	2	1	401
The driver's appearance	95	96	94	96	75	21	3	1	394
The greeting/welcome you got from the driver	95	93	92	94	76	18	4	2	402
The helpfulness and attitude of the driver	91	92	92	94	76	19	5	1	399
The time the driver gave you to get to your seat	90	90	88	93	70	23	3	4	394
Smoothness/freedom from jolting during the journey	82	90	86	88	58	30	4	7	398
Safety of the driving (i.e. speed, driver concentrating)	92	93	93	94	70	24	4	3	391

Yellow Buses in Bournemouth and Poole

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	-	-	-	93	56	37	4	3	263
Fare-paying passengers	-	-	-	91	54	38	5	3	118
Free pass holders	-	-	-	96	63	34	3	1	144
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	91	56	35	4	5	75
Passengers not commuting	-	-	-	95	56	38	5	0	173
Passengers saying they have a disability	-	-	-	87	55	32	8	5	88
Value for money									
All fare-paying passengers	-	-	-	73	54	19	15	13	117
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
Punctuality & time waiting for the bus									
Punctuality of the bus	-	-	-	80	61	19	11	9	243
The length of time waited	-	-	-	81	59	22	10	9	256
On-bus journey time									
Time journey on the bus took	-	-	-	91	61	29	6	3	261
On the bus									
Route/destination information on the outside of the bus	-	-	-	92	72	20	5	2	249
The cleanliness and condition of the outside of the bus	-	-	-	92	65	27	5	3	253
The ease of getting onto and off the bus	-	-	-	97	75	21	2	1	260
The length of time it took to board	-	-	-	95	77	18	4	1	255
The cleanliness and condition of the inside of the bus	-	-	-	91	59	32	5	5	262
The information provided inside the bus	-	-	-	83	55	28	15	2	241
The availability of seating or space to stand	-	-	-	93	69	24	2	5	253
The comfort of the seats	-	-	-	88	56	32	9	3	256
The amount of personal space you had around you	-	-	-	82	53	29	11	7	252
Provision of grab rails to stand/move within the bus	-	-	-	92	64	28	5	3	251
The temperature inside the bus	-	-	-	90	65	25	6	4	256
Your personal security whilst on the bus	-	-	-	94	68	27	5	1	255
The bus driver									
How near to the kerb the driver stopped	-	-	-	96	79	17	4	0	257
The driver's appearance	-	-	-	96	76	19	3	1	259
The greeting/welcome you got from the driver	-	-	-	88	71	17	10	2	263
The helpfulness and attitude of the driver	-	-	-	87	71	16	11	2	255
The time the driver gave you to get to your seat	-	-	-	91	73	18	5	3	256
Smoothness/freedom from jolting during the journey	-	-	-	83	56	27	10	8	259
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	94	74	20	4	1	260

Bus Passenger Survey in Wales

We are delighted that bus services in Wales have been part of the 2017 survey, for the first time since 2010.

The survey covered all four regions within Wales and was made possible by the support from the Welsh Government, Bus Users Cymru, the Confederation of Passenger Transport (CPT) and the bus operating companies.

The Wales survey was paid for by the Welsh Government, Arriva, Cardiff Bus, First UK Bus, Newport Bus and Stagecoach.

As services in Wales run outside our remit area (England outside of London) their results are NOT included within any figures earlier in this report.

We have shown results for each of the four regions covered by the survey in Wales:

- Mid Wales
- North Wales
- South East Wales
- South West Wales

These are followed by results for operators within each region where sufficient response numbers were achieved. These are:

- Arriva in North Wales
- Cardiff Bus in South East Wales
- First Cymru in South West Wales (excludes TrawsCymru services)
- New Adventure Travel in South East Wales (excludes TrawsCymru services)
- Newport Bus in South East Wales
- Stagecoach in South East Wales (excludes TrawsCymru services)
- TrawsCymru in Mid Wales

Finally, we end with the aggregated results for Arriva, First, Stagecoach and TrawsCymru across the four regions covered.

We recommend reading *How the research was carried out and making use of the results* on page 204.

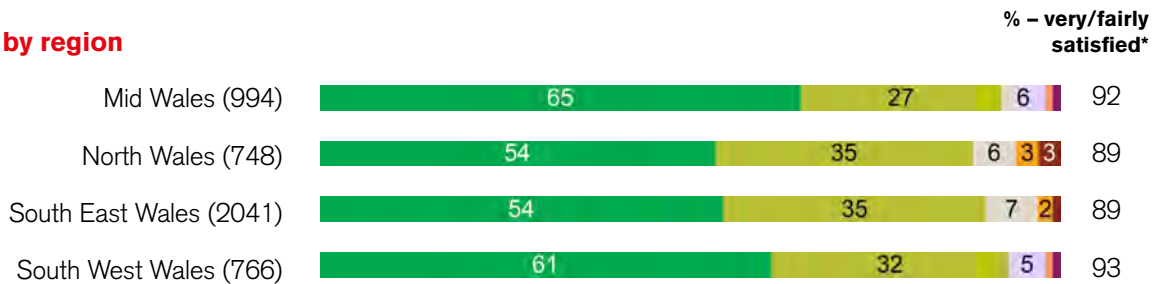


Key findings by region



Overall satisfaction with the journey (%)

Results by region



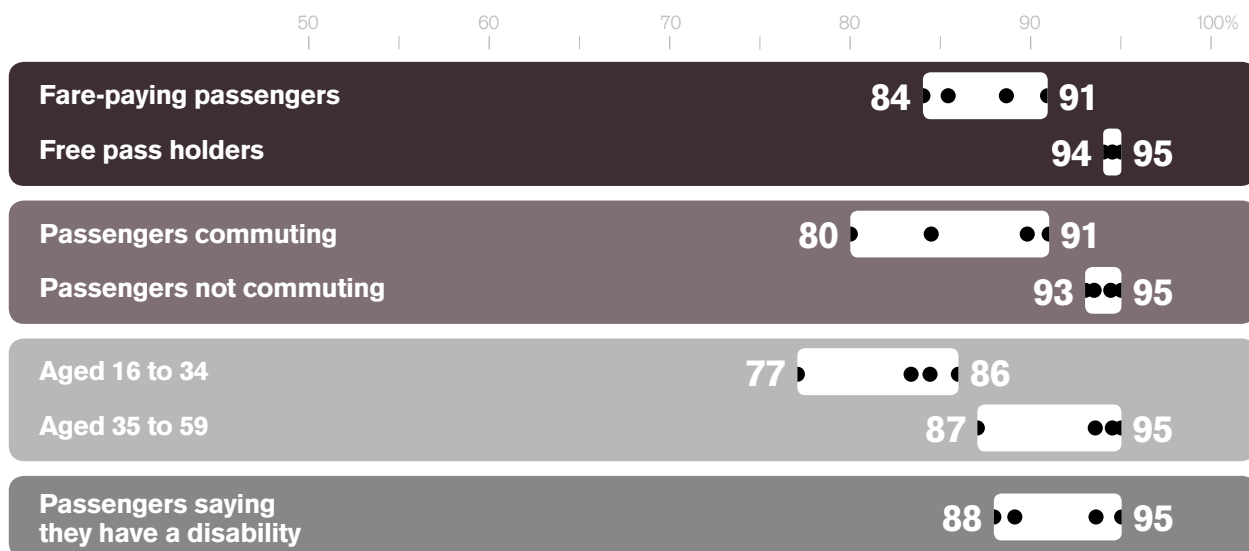
■ Very satisfied
 ■ Fairly satisfied
 ■ Neither/nor
 ■ Fairly dissatisfied
 ■ Very dissatisfied

Results for key passenger groups (%) – how scores vary by region

Reading the chart

The chart below shows how different passenger groups rated their bus journey overall and how these scores varied by the four regions (listed on page 154). The white band shows the range of scores for each group and the black dots mark the individual scores for each region. The highest and lowest scores are shown at each end of the white bands.

This shows that free pass holders tend to be more satisfied with their journey overall than fare-payers, as the white band is further to the right. However, there is wider variation in scores for fare-payers than there is for free pass holders.



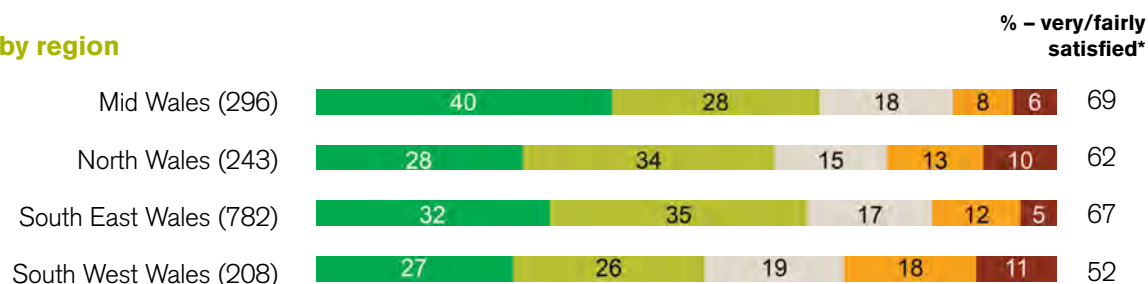
Q Overall, taking everything into account from start to end of the bus journey, how satisfied were you with your bus journey?

*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

Results by region



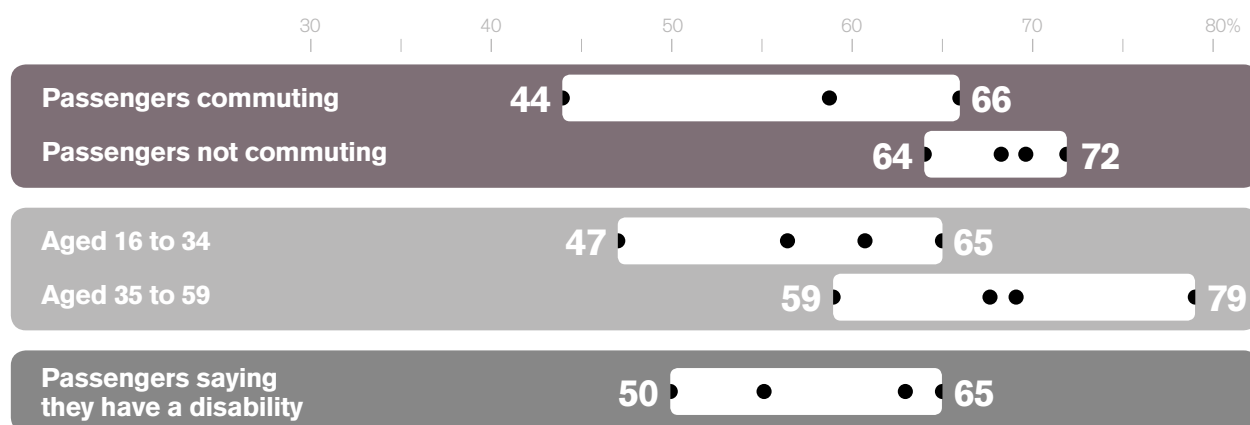
■ Very satisfied
 ■ Fairly satisfied
 ■ Neither/nor
 ■ Fairly dissatisfied
 ■ Very dissatisfied

Results for key passenger groups (%) – how scores vary by region

Reading the chart

The chart below shows how different passenger groups rated the value for money of their journey and how these scores varied by the four regions (listed on page 154). The white band shows the range of scores for each group and the black dots mark the individual scores for each region. The highest and lowest scores are shown at each end of the white bands.

This shows that non-commuters tend to be more satisfied with value for money than commuters, as the white band is further to the right. However, there is wider variation in scores for commuters than there is for non-commuters.



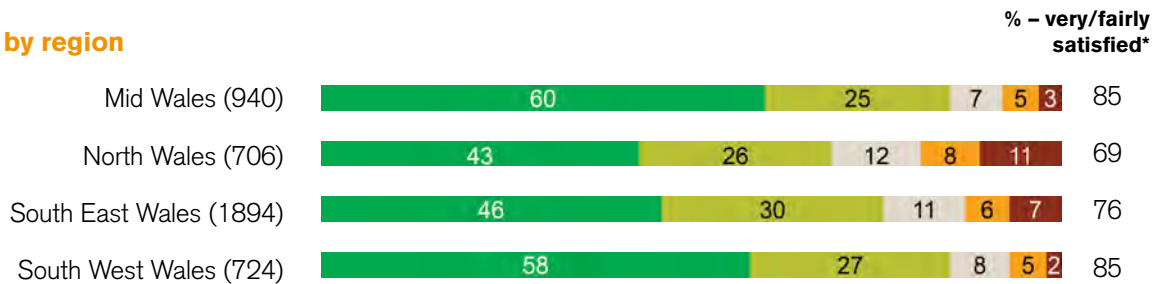
Q How satisfied were you with the value for money of your journey?

*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 (%)

Results by region



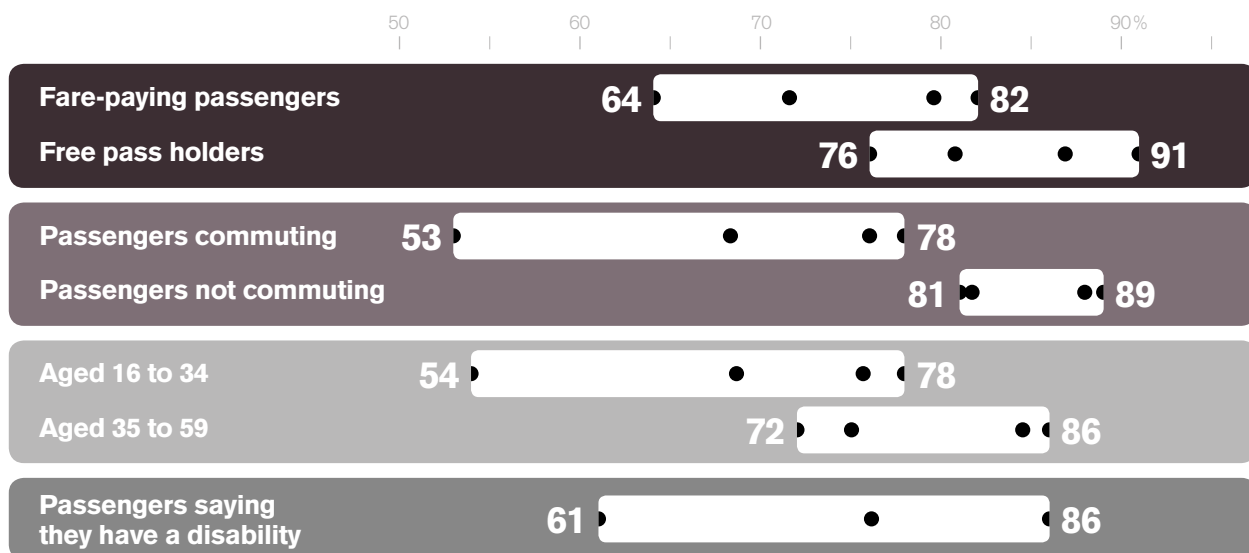
■ Very satisfied
 ■ Fairly satisfied
 ■ Neither/nor
 ■ Fairly dissatisfied
 ■ Very dissatisfied

Results for key passenger groups (%) – how scores vary by region

Reading the chart

The chart below shows how different passenger groups rated the punctuality of the bus and how these scores varied by the four regions (listed on page 154). The white band shows the range of scores for each group and the black dots mark the individual scores for each region. The highest and lowest scores are shown at each end of the white bands.

This shows that non-commuters tend to be more satisfied with punctuality than commuters, as the white band is further to the right. However, there is wider variation in scores for commuters than there is for non-commuters.



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

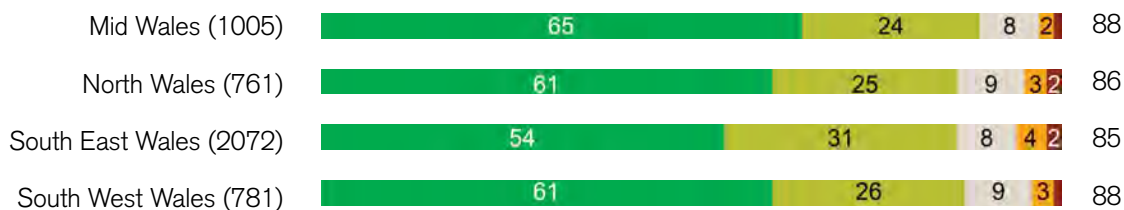
*Due to rounding the percentage very/fairly satisfied may not always be equal to the sum of the very and fairly satisfied values in the chart



Satisfaction with on-bus journey time (%)

Results by region

% – very/fairly satisfied*



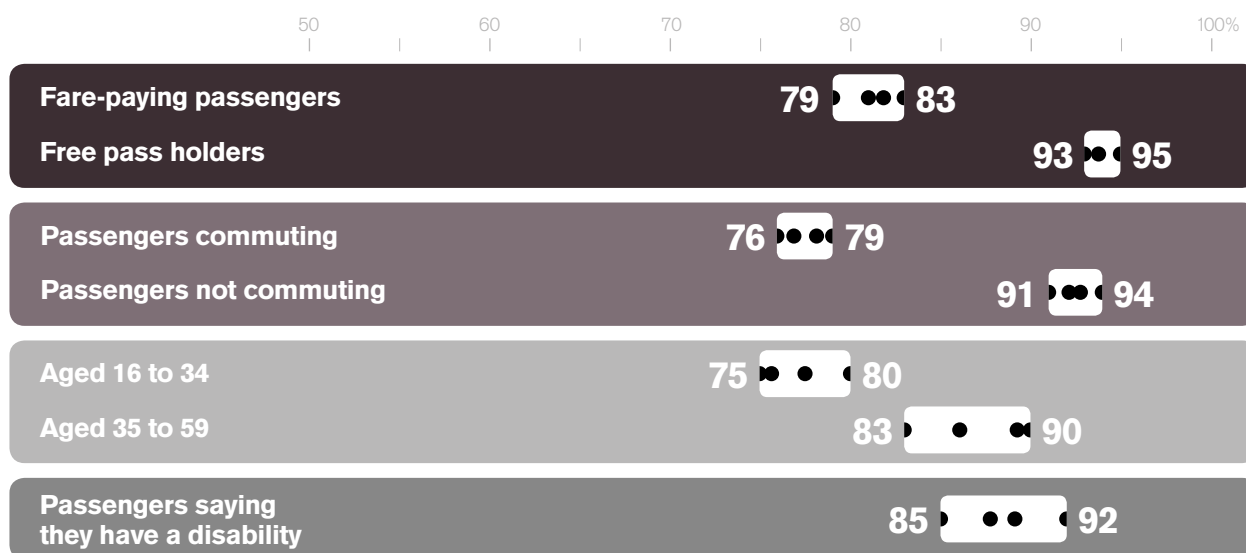
Very satisfied Fairly satisfied Neither/nor Fairly dissatisfied Very dissatisfied

Results for key passenger groups (%) – how scores vary by region

Reading the chart

The chart below shows how different passenger groups rated the length of time their journey on the bus took and how these scores varied by the four regions (listed on page 154). The white band shows the range of scores for each group and the black dots mark the individual scores for each region. The highest and lowest scores are shown at each end of the white bands.

This shows that passengers aged 35 to 59 tend to be more satisfied with the on-bus journey time than those aged 16 to 34, as the white band is further to the right. There is also a slightly wider variation in scores for passengers aged 35 to 59 than for those aged 16 to 34.



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

*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

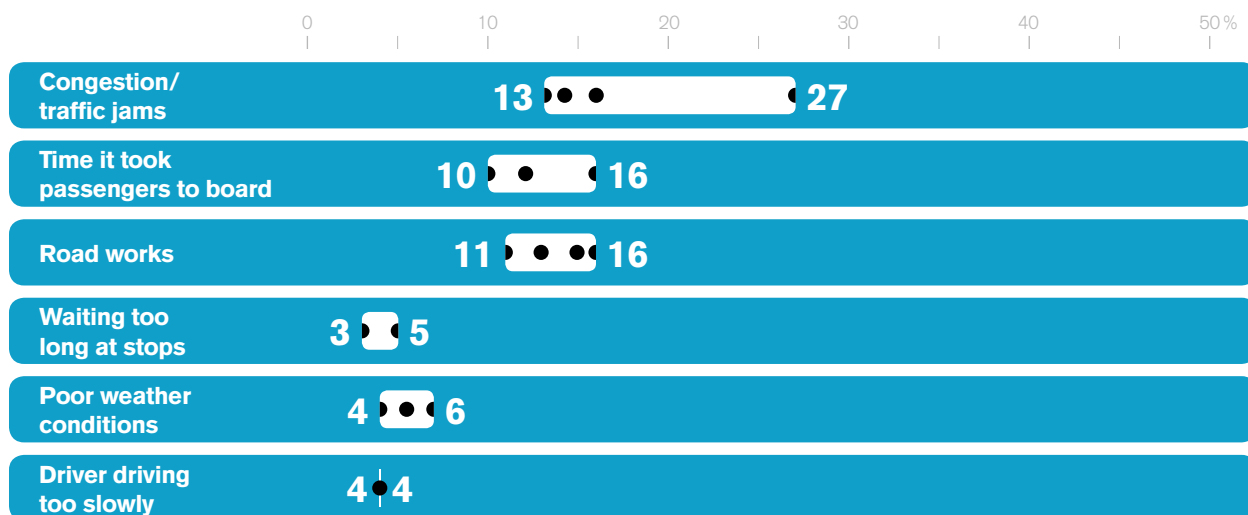


Factors affecting journey length (%) – how this varies by region

Reading the chart

The chart below shows the different factors affecting the length of time that passengers' journeys took and how these varied by the four regions (listed on page 154). The white band shows the range of scores (the percentage of journeys affected) for each factor and the black dots mark the individual scores for each region. The highest and lowest scores are shown at each end of the white bands.

This shows, for example, that congestion/traffic jams tend to impact upon a higher percentage of journeys than roadworks, as the white band is further to the right. However, there is wider variation in scores for congestion/traffic jams than there is for roadworks.



Q Was the length of your journey affected by any of the following?

Passengers could provide more than one answer

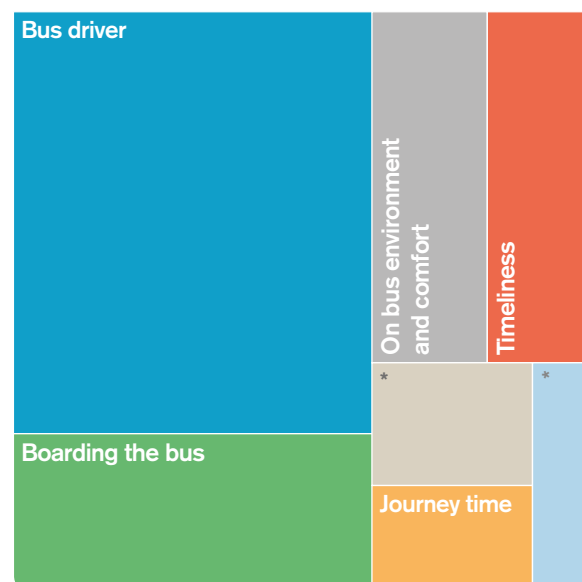
Mid Wales

Headline results



Which themes are affecting overall passenger satisfaction?

See page 205 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction						
All passengers	92	65	27	6	3	994
Fare-paying passengers	88	55	34	8	4	304
Free pass holders	95	74	21	3	2	666
Aged 16 to 34	83	46	37	12	4	228
Aged 35 to 59	95	65	30	2	3	198
Passengers commuting	90	59	31	6	5	189
Passengers not commuting	93	67	26	6	2	752
Passengers saying they have a disability	94	62	32	2	3	363
Value for money						
All fare-paying passengers	69	40	28	18	14	296
Aged 16 to 34	61	33	27	24	16	154
Aged 35 to 59	79	48	31	9	12	119
Passengers commuting	66	31	34	20	14	124
Passengers not commuting	72	49	22	16	12	164
Punctuality & time waiting for bus						
Punctuality of the bus	85	60	25	7	8	940
The length of time waited	84	60	24	10	6	973
On-bus journey time						
Time the journey on the bus took	88	65	24	8	3	1005

Detailed results

Satisfaction (%)	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
The bus stop						
Overall satisfaction with the bus stop	77	38	39	13	10	925
Its distance from the journey start	85	58	27	9	6	913
The convenience/accessibility of its location	85	59	27	8	7	848
Its condition/standard of maintenance	72	38	34	14	14	813
Its freedom from graffiti/vandalism	78	47	32	10	12	809
Its freedom from litter	74	43	32	11	15	824
The information provided at the stop	64	33	31	15	20	809
Your personal safety whilst at the stop	82	54	29	11	7	832
On the bus						
Route/destination information on the outside of the bus	88	65	23	9	4	945
The cleanliness and condition of the outside of the bus	80	48	32	13	7	952
The ease of getting onto and off the bus	94	70	24	4	2	973
The length of time it took to board	91	69	22	7	2	953
The cleanliness and condition of the inside of the bus	88	56	31	7	5	1008
The information provided inside the bus	71	39	32	21	8	905
The availability of seating or space to stand	92	66	26	5	3	967
The comfort of the seats	84	52	32	9	7	974
The amount of personal space you had around you	85	54	31	8	7	968
Provision of grab rails to stand/move within the bus	87	60	27	10	4	960
The temperature inside the bus	84	53	30	10	6	974
Your personal security whilst on the bus	89	64	25	8	3	964
The bus driver						
How near to the kerb the driver stopped	94	74	20	5	1	981
The driver's appearance	92	71	21	8	1	979
The greeting/welcome you got from the driver	85	64	20	10	5	981
The helpfulness and attitude of the driver	84	64	20	12	4	975
The time the driver gave you to get to your seat	87	69	19	8	4	976
Smoothness/freedom from jolting during the journey	86	59	26	8	6	975
Safety of the driving (i.e. speed, driver concentrating)	91	68	22	6	3	973

Factors affecting journey time

Occurrence (%)	2017
Congestion/traffic jams	13
Road works	16
Bus driver driving too slowly	4
Poor weather conditions	5
Waiting too long at stops	5
Passenger boarding time	10
Base size	1055

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2017
Other passengers' behaviour giving cause to worry or feel uncomfortable	5
Base size	1008

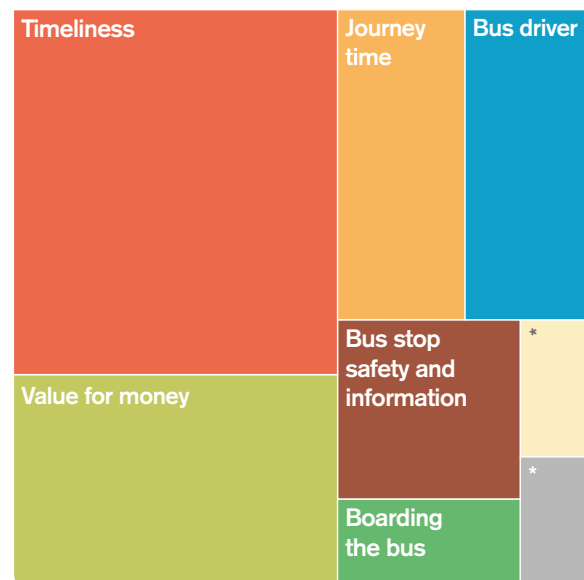
North Wales

Headline results



Which themes are affecting overall passenger satisfaction?

See page 205 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction						
All passengers	89	54	35	6	5	748
Fare-paying passengers	84	42	41	9	7	250
Free pass holders	95	69	26	1	3	488
Aged 16 to 34	76	36	40	13	11	164
Aged 35 to 59	95	48	47	3	3	147
Passengers commuting	80	38	42	10	10	162
Passengers not commuting	95	65	30	3	2	547
Passengers saying they have a disability	88	52	36	6	6	238
Value for money						
All fare-paying passengers	62	28	34	15	23	243
Aged 16 to 34	56	21	36	15	29	123
Aged 35 to 59	69	37	33	17	14	107
Passengers commuting	59	21	37	15	26	131
Passengers not commuting	69	40	29	14	17	107
Punctuality & time waiting for bus						
Punctuality of the bus	69	43	26	12	19	706
The length of time waited	70	41	30	13	16	740
On-bus journey time						
Time the journey on the bus took	86	61	25	9	5	761

Detailed results

Satisfaction (%)	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
The bus stop						
Overall satisfaction with the bus stop	72	33	39	18	10	709
Its distance from the journey start	85	56	28	9	6	703
The convenience/accessibility of its location	90	59	31	6	3	649
Its condition/standard of maintenance	68	34	34	15	18	644
Its freedom from graffiti/vandalism	73	44	30	14	12	632
Its freedom from litter	73	42	31	12	15	646
The information provided at the stop	60	26	33	15	26	632
Your personal safety whilst at the stop	75	43	32	16	9	658
On the bus						
Route/destination information on the outside of the bus	85	58	28	10	4	719
The cleanliness and condition of the outside of the bus	83	48	36	12	5	721
The ease of getting onto and off the bus	91	63	28	6	3	752
The length of time it took to board	93	67	26	5	1	731
The cleanliness and condition of the inside of the bus	84	47	38	8	7	762
The information provided inside the bus	68	35	33	22	10	666
The availability of seating or space to stand	91	62	29	6	3	742
The comfort of the seats	82	48	34	9	9	749
The amount of personal space you had around you	81	52	29	9	10	742
Provision of grab rails to stand/move within the bus	87	56	31	9	4	721
The temperature inside the bus	82	49	33	11	7	744
Your personal security whilst on the bus	84	56	28	12	3	738
The bus driver						
How near to the kerb the driver stopped	95	72	23	3	2	746
The driver's appearance	91	73	18	7	2	734
The greeting/welcome you got from the driver	77	58	19	14	9	746
The helpfulness and attitude of the driver	78	58	19	15	7	735
The time the driver gave you to get to your seat	84	62	21	10	6	735
Smoothness/freedom from jolting during the journey	82	55	26	9	10	739
Safety of the driving (i.e. speed, driver concentrating)	90	65	26	4	6	728

Factors affecting journey time

Occurrence (%)	2017
Congestion/traffic jams	14
Road works	15
Bus driver driving too slowly	4
Poor weather conditions	4
Waiting too long at stops	3
Passenger boarding time	12
Base size	800

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2017
Other passengers' behaviour giving cause to worry or feel uncomfortable	4
Base size	767

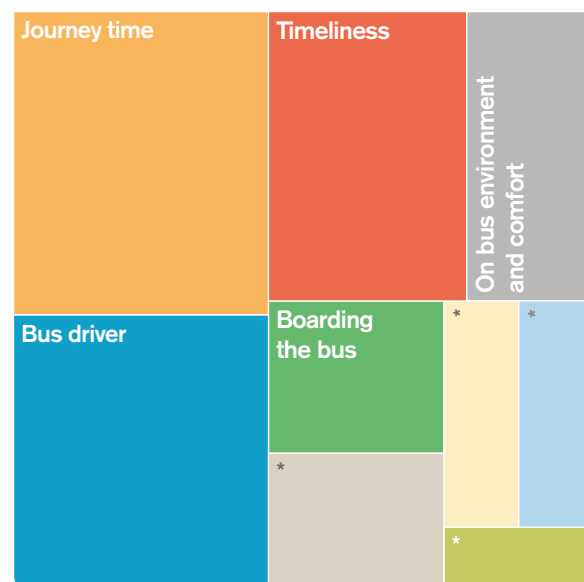
South East Wales

Headline results



Which themes are affecting overall passenger satisfaction?

See page 205 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction						
All passengers	89	54	35	7	4	2041
Fare-paying passengers	85	44	41	10	5	776
Free pass holders	95	66	28	4	2	1236
Aged 16 to 34	84	39	45	10	6	412
Aged 35 to 59	87	51	36	9	4	510
Passengers commuting	84	41	43	11	5	625
Passengers not commuting	93	63	30	4	3	1323
Passengers saying they have a disability	89	55	34	7	4	702
Value for money						
All fare-paying passengers	67	32	35	17	17	782
Aged 16 to 34	65	30	35	18	17	356
Aged 35 to 59	68	33	35	16	16	403
Passengers commuting	66	32	34	20	14	481
Passengers not commuting	68	32	36	12	20	274
Punctuality & time waiting for bus						
Punctuality of the bus	76	46	30	11	13	1894
The length of time waited	76	46	30	12	12	2018
On-bus journey time						
Time the journey on the bus took	85	54	31	8	6	2072

Detailed results

Satisfaction (%)	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
The bus stop						
Overall satisfaction with the bus stop	77	37	40	12	11	1962
Its distance from the journey start	87	55	33	8	5	1942
The convenience/accessibility of its location	88	55	33	8	5	1719
Its condition/standard of maintenance	71	36	35	15	13	1727
Its freedom from graffiti/vandalism	76	44	32	12	12	1706
Its freedom from litter	71	38	32	14	15	1726
The information provided at the stop	67	35	33	12	20	1707
Your personal safety whilst at the stop	78	46	33	14	7	1767
On the bus						
Route/destination information on the outside of the bus	88	62	26	9	3	1976
The cleanliness and condition of the outside of the bus	83	47	36	11	5	1931
The ease of getting onto and off the bus	92	63	29	6	2	2003
The length of time it took to board	91	65	26	6	3	1941
The cleanliness and condition of the inside of the bus	82	44	38	9	8	2060
The information provided inside the bus	72	38	33	23	5	1810
The availability of seating or space to stand	87	55	32	8	6	1982
The comfort of the seats	79	42	37	13	8	1972
The amount of personal space you had around you	79	43	37	11	10	1959
Provision of grab rails to stand/move within the bus	84	49	35	11	5	1952
The temperature inside the bus	79	43	36	12	9	1969
Your personal security whilst on the bus	87	53	34	11	3	1978
The bus driver						
How near to the kerb the driver stopped	91	67	24	6	3	2029
The driver's appearance	92	67	25	7	2	1964
The greeting/welcome you got from the driver	82	55	26	12	6	1985
The helpfulness and attitude of the driver	81	55	26	14	5	1971
The time the driver gave you to get to your seat	83	56	28	10	7	1976
Smoothness/freedom from jolting during the journey	81	47	33	12	7	1965
Safety of the driving (i.e. speed, driver concentrating)	89	62	27	8	4	1991

Factors affecting journey time

Occurrence (%)	2017
Congestion/traffic jams	27
Road works	13
Bus driver driving too slowly	4
Poor weather conditions	6
Waiting too long at stops	5
Passenger boarding time	16
Base size	2179

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2017
Other passengers' behaviour giving cause to worry or feel uncomfortable	7
Base size	2086

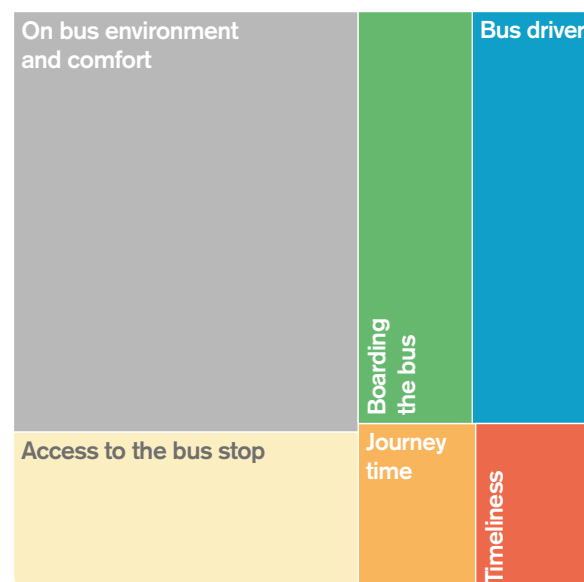
South West Wales

Headline results



Which themes are affecting overall passenger satisfaction?

See page 205 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction						
All passengers	93	61	32	5	2	766
Fare-paying passengers	91	52	39	7	2	213
Free pass holders	94	70	25	4	1	532
Aged 16 to 34	86	46	40	12	2	162
Aged 35 to 59	94	57	37	4	2	131
Passengers commuting	91	51	40	8	1	153
Passengers not commuting	94	67	27	4	2	571
Passengers saying they have a disability	93	66	27	3	4	280
Value for money						
All fare-paying passengers	52	27	26	19	28	208
Aged 16 to 34	47	23	24	21	32	119
Aged 35 to 59	59	30	29	16	25	80
Passengers commuting	44	20	24	24	32	105
Passengers not commuting	64	36	27	13	23	96
Punctuality & time waiting for bus						
Punctuality of the bus	85	58	27	8	7	724
The length of time waited	81	47	34	13	6	749
On-bus journey time						
Time the journey on the bus took	88	61	26	9	4	781

Detailed results

Satisfaction (%)	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
The bus stop						
Overall satisfaction with the bus stop	75	35	40	13	12	741
Its distance from the journey start	86	55	31	8	6	722
The convenience/accessibility of its location	89	55	34	7	4	638
Its condition/standard of maintenance	72	33	39	14	14	634
Its freedom from graffiti/vandalism	76	45	31	11	14	626
Its freedom from litter	74	40	33	13	13	641
The information provided at the stop	69	35	34	14	17	607
Your personal safety whilst at the stop	81	47	34	13	6	642
On the bus						
Route/destination information on the outside of the bus	87	59	28	10	3	725
The cleanliness and condition of the outside of the bus	85	51	33	12	3	721
The ease of getting onto and off the bus	93	68	25	5	2	754
The length of time it took to board	92	67	25	6	2	736
The cleanliness and condition of the inside of the bus	87	51	36	7	6	768
The information provided inside the bus	71	36	35	22	8	672
The availability of seating or space to stand	87	61	26	8	5	744
The comfort of the seats	83	49	34	11	6	750
The amount of personal space you had around you	79	47	32	11	9	739
Provision of grab rails to stand/move within the bus	85	54	31	11	4	727
The temperature inside the bus	83	46	37	9	8	739
Your personal security whilst on the bus	88	60	28	8	4	746
The bus driver						
How near to the kerb the driver stopped	95	74	21	4	2	761
The driver's appearance	95	72	23	4	1	748
The greeting/welcome you got from the driver	85	59	25	10	5	759
The helpfulness and attitude of the driver	85	61	23	11	4	746
The time the driver gave you to get to your seat	90	66	25	6	4	749
Smoothness/freedom from jolting during the journey	86	57	29	9	5	751
Safety of the driving (i.e. speed, driver concentrating)	94	71	23	5	1	745

Factors affecting journey time

Occurrence (%)	2017
Congestion/traffic jams	16
Road works	11
Bus driver driving too slowly	4
Poor weather conditions	4
Waiting too long at stops	5
Passenger boarding time	12
Base size	831

Passengers could provide more than one answer

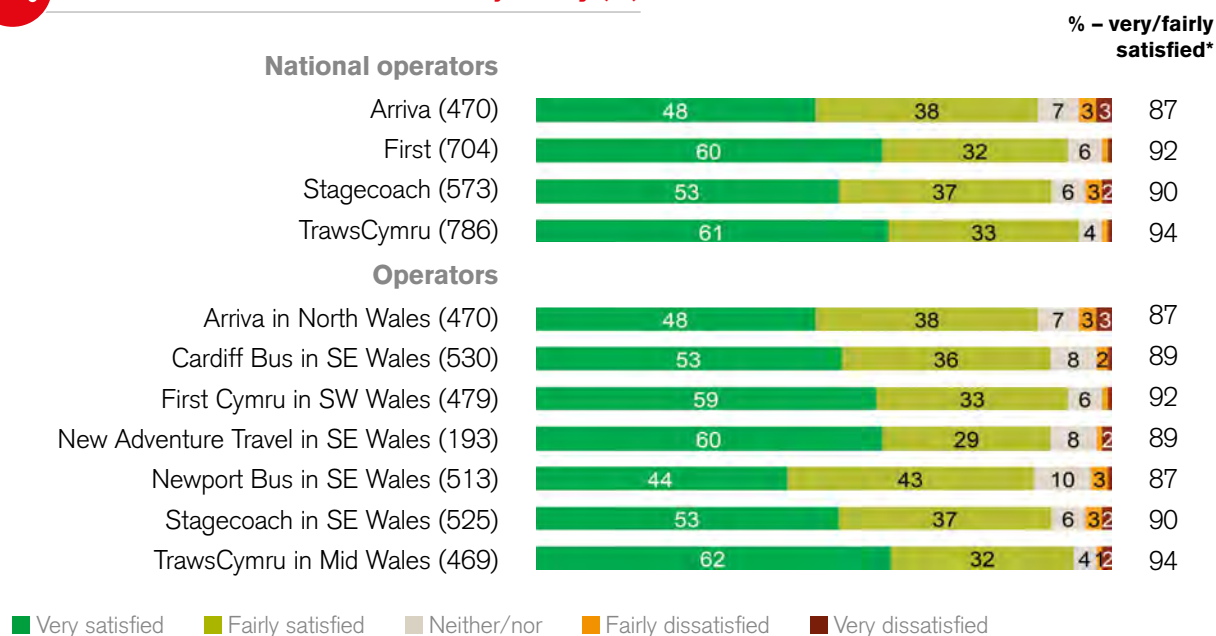
Anti-social behaviour

'Yes' (%)	2017
Other passengers' behaviour giving cause to worry or feel uncomfortable	7
Base size	784

Key findings by bus operators



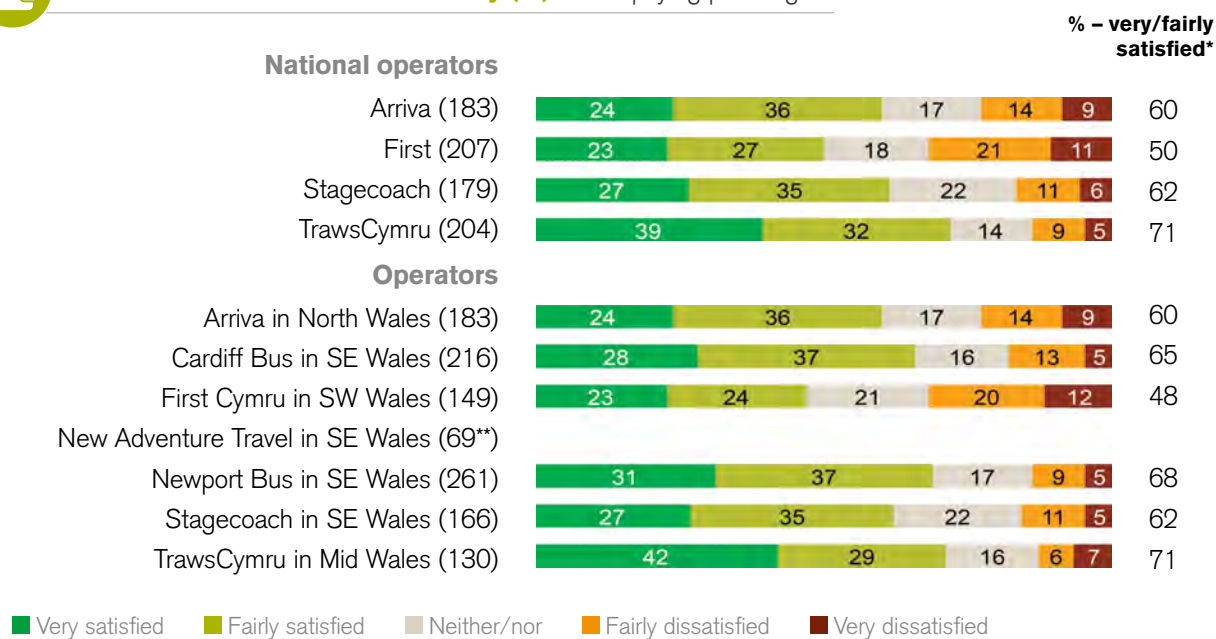
Overall satisfaction with the bus journey (%)



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



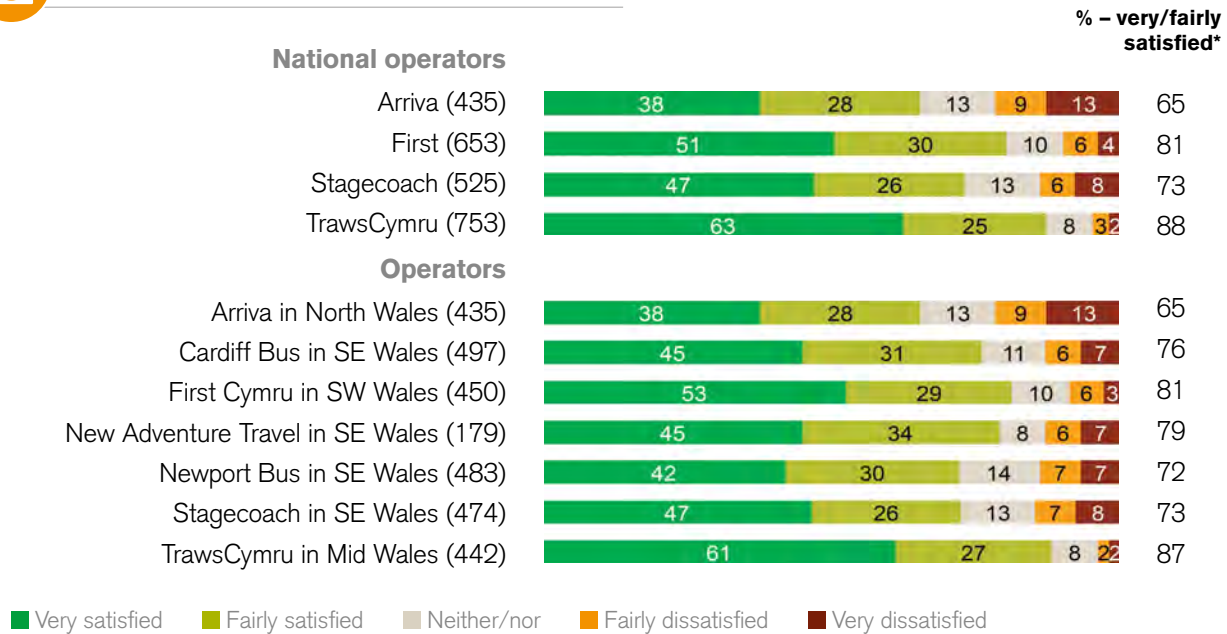
Satisfaction with value for money (%) – fare-paying passengers



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



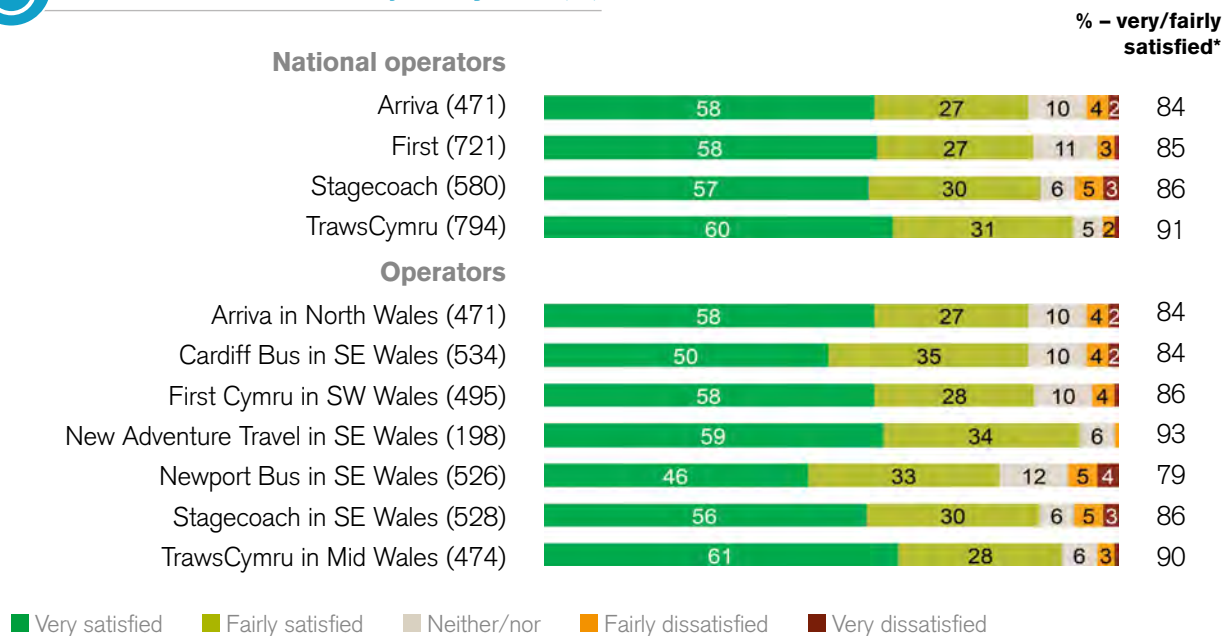
Satisfaction with punctuality of the bus (%)



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



Satisfaction with on-bus journey time (%)



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

*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

**Low base size

Arriva in North Wales

Key results

Satisfaction (%)	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction						
All passengers	87	48	38	7	6	470
Fare-paying passengers	82	38	44	11	7	188
Free pass holders	94	65	30	1	5	275
Aged 16 to 34	75	32	43	14	10	110
Aged 35 to 59	93	44	49	3	3	98
Passengers commuting	80	35	45	11	9	133
Passengers not commuting	94	61	33	4	3	311
Passengers saying they have a disability	85	40	45	7	8	138
Value for money						
All fare-paying passengers	60	24	36	17	23	183
Aged 16 to 34	55	20	35	15	30	98
Aged 35 to 59	66	30	36	20	14	77
Passengers commuting	59	21	38	16	24	111
Passengers not commuting	-	-	-	-	-	-
Punctuality & time waiting for the bus						
Punctuality of the bus	65	38	28	13	22	435
The length of time waited	66	36	30	15	19	461
On-bus journey time						
Time journey on the bus took	84	58	27	10	6	471
On the bus						
Route/destination information on the outside of the bus	84	55	29	12	5	447
The cleanliness and condition of the outside of the bus	83	45	38	13	4	448
The ease of getting onto and off the bus	91	60	30	7	2	464
The length of time it took to board	93	63	30	6	1	456
The cleanliness and condition of the inside of the bus	84	44	40	9	6	474
The information provided inside the bus	66	33	33	24	10	426
The availability of seating or space to stand	90	58	32	7	3	464
The comfort of the seats	81	45	36	10	9	468
The amount of personal space you had around you	79	48	30	10	12	464
Provision of grab rails to stand/move within the bus	85	53	32	10	4	455
The temperature inside the bus	81	45	36	11	9	467
Your personal security whilst on the bus	84	53	31	13	3	460
The bus driver						
How near to the kerb the driver stopped	94	68	26	3	3	464
The driver's appearance	91	70	21	8	1	451
The greeting/welcome you got from the driver	72	51	21	18	10	461
The helpfulness and attitude of the driver	74	52	22	19	8	452
The time the driver gave you to get to your seat	81	57	24	12	7	456
Smoothness/freedom from jolting during the journey	79	50	29	10	11	460
Safety of the driving (i.e. speed, driver concentrating)	89	60	29	4	6	459

Cardiff Bus in SE Wales

Key results

Satisfaction (%)	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction						
All passengers	89	53	36	8	3	530
Fare-paying passengers	86	43	43	10	4	211
Free pass holders	95	67	28	4	1	312
Aged 16 to 34	84	41	42	10	6	97
Aged 35 to 59	89	49	40	9	2	150
Passengers commuting	87	41	46	11	2	172
Passengers not commuting	92	63	29	5	3	338
Passengers saying they have a disability	90	55	35	8	2	170
Value for money						
All fare-paying passengers	65	28	37	16	18	216
Aged 16 to 34	64	27	36	17	19	92
Aged 35 to 59	67	28	38	16	17	119
Passengers commuting	67	29	38	19	14	138
Passengers not commuting	-	-	-	-	-	-
Punctuality & time waiting for the bus						
Punctuality of the bus	76	45	31	11	13	497
The length of time waited	75	49	27	12	13	528
On-bus journey time						
Time journey on the bus took	84	50	35	10	5	534
On the bus						
Route/destination information on the outside of the bus	88	60	28	10	2	523
The cleanliness and condition of the outside of the bus	84	49	35	12	4	517
The ease of getting onto and off the bus	91	61	30	7	2	530
The length of time it took to board	91	64	27	6	3	519
The cleanliness and condition of the inside of the bus	82	44	38	9	9	534
The information provided inside the bus	75	40	35	21	3	495
The availability of seating or space to stand	88	54	33	7	5	524
The comfort of the seats	80	41	39	13	7	518
The amount of personal space you had around you	79	42	37	11	10	525
Provision of grab rails to stand/move within the bus	85	47	37	10	5	516
The temperature inside the bus	80	45	35	13	7	519
Your personal security whilst on the bus	86	51	35	12	2	521
The bus driver						
How near to the kerb the driver stopped	91	68	23	6	3	528
The driver's appearance	92	68	24	7	1	505
The greeting/welcome you got from the driver	84	54	30	11	5	523
The helpfulness and attitude of the driver	81	53	27	16	4	517
The time the driver gave you to get to your seat	82	52	30	12	5	521
Smoothness/freedom from jolting during the journey	81	45	36	12	7	522
Safety of the driving (i.e. speed, driver concentrating)	91	61	30	6	3	524

First Cymru in SW Wales (excludes TrawsCymru services)

Key results

Satisfaction (%)	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction						
All passengers	92	59	33	6	2	479
Fare-paying passengers	90	51	39	8	3	152
Free pass holders	94	67	27	5	1	310
Aged 16 to 34	84	46	38	13	2	104
Aged 35 to 59	94	54	39	3	3	86
Passengers commuting	91	48	42	9	1	124
Passengers not commuting	93	65	28	4	3	328
Passengers saying they have a disability	93	61	32	3	5	172
Value for money						
All fare-paying passengers	48	23	24	21	32	149
Aged 16 to 34	45	20	26	21	34	83
Aged 35 to 59	-	-	-	-	-	-
Passengers commuting	42	15	26	25	33	86
Passengers not commuting	-	-	-	-	-	-
Punctuality & time waiting for the bus						
Punctuality of the bus	81	53	29	10	9	450
The length of time waited	78	43	35	16	6	473
On-bus journey time						
Time journey on the bus took	86	58	28	10	4	495
On the bus						
Route/destination information on the outside of the bus	86	56	29	11	3	456
The cleanliness and condition of the outside of the bus	86	50	36	13	2	455
The ease of getting onto and off the bus	93	66	27	5	2	478
The length of time it took to board	92	64	27	6	2	470
The cleanliness and condition of the inside of the bus	87	49	38	7	6	482
The information provided inside the bus	70	33	37	23	7	417
The availability of seating or space to stand	86	58	28	9	5	470
The comfort of the seats	81	47	34	13	6	476
The amount of personal space you had around you	76	43	33	13	11	470
Provision of grab rails to stand/move within the bus	83	52	31	13	4	461
The temperature inside the bus	81	42	39	11	8	468
Your personal security whilst on the bus	87	58	29	10	4	473
The bus driver						
How near to the kerb the driver stopped	94	72	22	4	2	481
The driver's appearance	94	71	24	5	1	474
The greeting/welcome you got from the driver	82	56	26	12	6	481
The helpfulness and attitude of the driver	82	58	25	13	4	470
The time the driver gave you to get to your seat	89	63	26	6	4	472
Smoothness/freedom from jolting during the journey	85	56	29	9	6	473
Safety of the driving (i.e. speed, driver concentrating)	94	70	23	6	1	473

New Adventure Travel in SE Wales (excludes TrawsCymru services)

Key results

Satisfaction (%)	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction						
All passengers	89	60	29	8	2	193
Fare-paying passengers	-	-	-	-	-	-
Free pass holders	95	72	23	2	3	121
Aged 16 to 34	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-
Passengers not commuting	90	62	28	7	2	140
Passengers saying they have a disability	-	-	-	-	-	-
Value for money						
All fare-paying passengers	-	-	-	-	-	-
Aged 16 to 34	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-
Punctuality & time waiting for the bus						
Punctuality of the bus	79	45	34	8	13	179
The length of time waited	78	43	35	11	11	190
On-bus journey time						
Time journey on the bus took	93	59	34	6	1	198
On the bus						
Route/destination information on the outside of the bus	90	60	30	9	1	186
The cleanliness and condition of the outside of the bus	91	58	33	7	3	184
The ease of getting onto and off the bus	94	68	26	5	2	186
The length of time it took to board	93	71	22	4	3	179
The cleanliness and condition of the inside of the bus	89	60	29	7	4	201
The information provided inside the bus	80	51	30	18	2	175
The availability of seating or space to stand	92	62	30	5	3	190
The comfort of the seats	90	59	31	5	5	191
The amount of personal space you had around you	81	55	26	14	5	187
Provision of grab rails to stand/move within the bus	85	55	30	12	3	183
The temperature inside the bus	86	51	35	6	8	186
Your personal security whilst on the bus	91	60	31	7	2	187
The bus driver						
How near to the kerb the driver stopped	93	70	23	5	2	190
The driver's appearance	94	67	27	4	2	187
The greeting/welcome you got from the driver	84	62	22	12	4	191
The helpfulness and attitude of the driver	86	61	25	7	7	190
The time the driver gave you to get to your seat	83	58	25	8	9	188
Smoothness/freedom from jolting during the journey	82	48	35	9	8	184
Safety of the driving (i.e. speed, driver concentrating)	85	62	23	9	6	191

Newport Bus in SE Wales

Key results

Satisfaction (%)	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction						
All passengers	87	44	43	10	3	513
Fare-paying passengers	82	32	50	13	5	261
Free pass holders	94	61	33	5	2	245
Aged 16 to 34	80	28	52	14	6	151
Aged 35 to 59	85	41	44	12	3	140
Passengers commuting	84	34	50	12	5	231
Passengers not commuting	89	53	36	8	3	255
Passengers saying they have a disability	89	51	38	8	2	157
Value for money						
All fare-paying passengers	68	31	37	17	15	261
Aged 16 to 34	62	27	35	18	20	130
Aged 35 to 59	73	34	40	17	10	125
Passengers commuting	68	33	36	18	14	187
Passengers not commuting	-	-	-	-	-	-
Punctuality & time waiting for the bus						
Punctuality of the bus	72	42	30	14	15	483
The length of time waited	71	41	30	15	13	520
On-bus journey time						
Time journey on the bus took	79	46	33	12	9	526
On the bus						
Route/destination information on the outside of the bus	89	53	35	8	3	501
The cleanliness and condition of the outside of the bus	80	32	48	14	6	488
The ease of getting onto and off the bus	91	54	37	6	3	508
The length of time it took to board	91	55	36	7	2	493
The cleanliness and condition of the inside of the bus	79	29	49	15	6	524
The information provided inside the bus	62	19	42	31	7	451
The availability of seating or space to stand	82	45	37	11	8	512
The comfort of the seats	74	30	43	19	7	504
The amount of personal space you had around you	70	31	39	19	11	503
Provision of grab rails to stand/move within the bus	82	41	41	12	5	504
The temperature inside the bus	76	32	44	15	9	508
Your personal security whilst on the bus	84	42	42	13	3	508
The bus driver						
How near to the kerb the driver stopped	91	56	35	7	2	513
The driver's appearance	91	59	32	8	1	491
The greeting/welcome you got from the driver	76	47	29	17	7	499
The helpfulness and attitude of the driver	75	46	29	20	5	491
The time the driver gave you to get to your seat	81	51	30	13	6	491
Smoothness/freedom from jolting during the journey	80	39	41	13	7	488
Safety of the driving (i.e. speed, driver concentrating)	87	52	35	10	2	495

Stagecoach in SE Wales (excludes TrawsCymru services)

Key results

Satisfaction (%)	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction						
All passengers	90	53	37	6	5	525
Fare-paying passengers	86	44	42	7	7	164
Free pass holders	94	62	32	4	2	355
Aged 16 to 34	84	34	50	8	8	80
Aged 35 to 59	87	47	39	8	6	127
Passengers commuting	81	37	44	11	7	123
Passengers not commuting	95	62	32	3	3	370
Passengers saying they have a disability	89	48	41	5	7	213
Value for money						
All fare-paying passengers	62	27	35	22	16	166
Aged 16 to 34	-	-	-	-	-	-
Aged 35 to 59	65	30	35	18	17	95
Passengers commuting	59	25	35	26	15	89
Passengers not commuting	-	-	-	-	-	-
Punctuality & time waiting for the bus						
Punctuality of the bus	73	47	26	13	14	474
The length of time waited	74	43	31	14	12	508
On-bus journey time						
Time journey on the bus took	86	56	30	6	8	528
On the bus						
Route/destination information on the outside of the bus	87	63	24	8	5	502
The cleanliness and condition of the outside of the bus	80	44	36	12	8	482
The ease of getting onto and off the bus	90	62	28	7	3	503
The length of time it took to board	90	65	25	6	4	491
The cleanliness and condition of the inside of the bus	80	40	40	10	10	523
The information provided inside the bus	69	35	34	23	8	448
The availability of seating or space to stand	86	53	33	8	6	492
The comfort of the seats	75	41	34	14	11	494
The amount of personal space you had around you	79	41	38	9	12	485
Provision of grab rails to stand/move within the bus	83	49	34	13	4	485
The temperature inside the bus	76	42	34	13	11	490
Your personal security whilst on the bus	85	53	32	12	4	499
The bus driver						
How near to the kerb the driver stopped	89	65	24	7	3	520
The driver's appearance	90	65	25	8	2	506
The greeting/welcome you got from the driver	78	54	24	13	9	502
The helpfulness and attitude of the driver	79	54	25	14	6	504
The time the driver gave you to get to your seat	81	54	27	9	10	502
Smoothness/freedom from jolting during the journey	80	48	32	12	8	502
Safety of the driving (i.e. speed, driver concentrating)	87	62	26	8	4	507

TrawsCymru in Mid Wales

Key results

Satisfaction (%)	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction						
All passengers	94	62	32	4	2	469
Fare-paying passengers	95	51	44	3	3	129
Free pass holders	94	70	24	3	2	325
Aged 16 to 34	90	40	50	8	2	123
Aged 35 to 59	93	59	34	2	5	103
Passengers commuting	90	52	38	5	5	88
Passengers not commuting	95	65	29	4	1	353
Passengers saying they have a disability	96	55	40	2	2	158
Value for money						
All fare-paying passengers	71	42	29	16	13	130
Aged 16 to 34	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-
Punctuality & time waiting for the bus						
Punctuality of the bus	87	61	27	8	5	442
The length of time waited	84	57	27	10	5	468
On-bus journey time						
Time journey on the bus took	90	61	28	6	4	474
On the bus						
Route/destination information on the outside of the bus	88	62	26	9	3	449
The cleanliness and condition of the outside of the bus	81	45	36	14	5	457
The ease of getting onto and off the bus	95	69	27	4	1	464
The length of time it took to board	92	65	27	5	3	455
The cleanliness and condition of the inside of the bus	87	51	36	6	7	477
The information provided inside the bus	70	38	32	23	7	440
The availability of seating or space to stand	90	66	25	7	3	460
The comfort of the seats	86	49	36	11	3	464
The amount of personal space you had around you	83	48	35	13	4	461
Provision of grab rails to stand/move within the bus	86	54	32	12	3	457
The temperature inside the bus	80	42	38	11	9	463
Your personal security whilst on the bus	88	58	30	12	0	458
The bus driver						
How near to the kerb the driver stopped	96	74	22	3	1	462
The driver's appearance	92	75	17	8	0	465
The greeting/welcome you got from the driver	89	68	21	7	4	463
The helpfulness and attitude of the driver	88	70	18	9	3	465
The time the driver gave you to get to your seat	92	73	19	5	3	461
Smoothness/freedom from jolting during the journey	86	59	27	9	5	464
Safety of the driving (i.e. speed, driver concentrating)	92	68	24	6	2	461

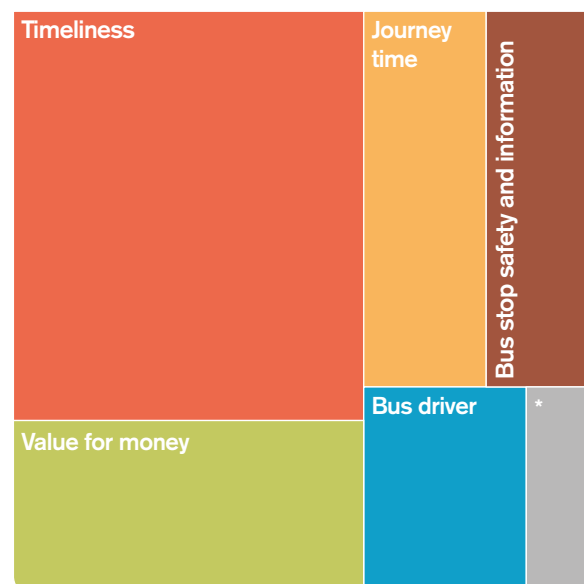
All Arriva

Headline results



Which themes are affecting overall passenger satisfaction?

See page 205 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction						
All passengers	87	48	38	7	6	470
Fare-paying passengers	82	38	44	11	7	188
Free pass holders	94	65	30	1	5	275
Aged 16 to 34	75	32	43	14	10	110
Aged 35 to 59	93	44	49	3	3	98
Passengers commuting	80	35	45	11	9	133
Passengers not commuting	94	61	33	4	3	311
Passengers saying they have a disability	85	40	45	7	8	138
Value for money						
All fare-paying passengers	60	24	36	17	23	183
Aged 16 to 34	55	20	35	15	30	98
Aged 35 to 59	66	30	36	20	14	77
Passengers commuting	59	21	38	16	24	111
Passengers not commuting	-	-	-	-	-	-
Punctuality & time waiting for bus						
Punctuality of the bus	65	38	28	13	22	435
The length of time waited	66	36	30	15	19	461
On-bus journey time						
Time the journey on the bus took	84	58	27	10	6	471

Detailed results

Satisfaction (%)	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
On the bus						
Route/destination information on the outside of the bus	84	55	29	12	5	447
The cleanliness and condition of the outside of the bus	83	45	38	13	4	448
The ease of getting onto and off the bus	91	60	30	7	2	464
The length of time it took to board	93	63	30	6	1	456
The cleanliness and condition of the inside of the bus	84	44	40	9	6	474
The information provided inside the bus	66	33	33	24	10	426
The availability of seating or space to stand	90	58	32	7	3	464
The comfort of the seats	81	45	36	10	9	468
The amount of personal space you had around you	79	48	30	10	12	464
Provision of grab rails to stand/move within the bus	85	53	32	10	4	455
The temperature inside the bus	81	45	36	11	9	467
Your personal security whilst on the bus	84	53	31	13	3	460
The bus driver						
How near to the kerb the driver stopped	94	68	26	3	3	464
The driver's appearance	91	70	21	8	1	451
The greeting/welcome you got from the driver	72	51	21	18	10	461
The helpfulness and attitude of the driver	74	52	22	19	8	452
The time the driver gave you to get to your seat	81	57	24	12	7	456
Smoothness/freedom from jolting during the journey	79	50	29	10	11	460
Safety of the driving (i.e. speed, driver concentrating)	89	60	29	4	6	459



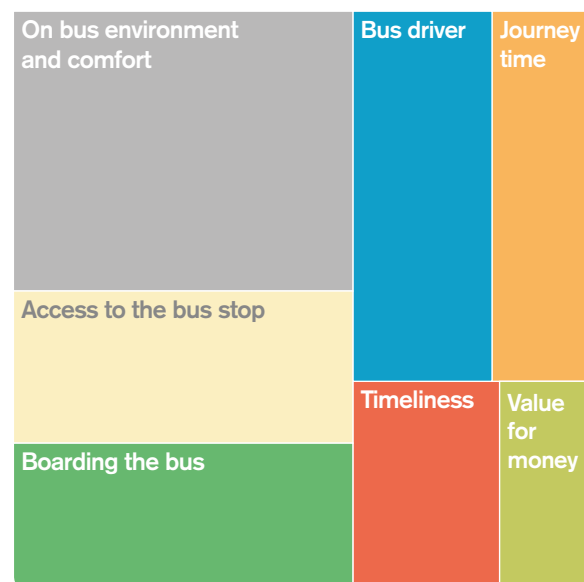
All First

Headline results



Which themes are affecting overall passenger satisfaction?

See page 205 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction						
All passengers	92	60	32	6	2	704
Fare-paying passengers	90	51	39	8	2	211
Free pass holders	94	69	25	4	2	472
Aged 16 to 34	85	46	39	13	2	148
Aged 35 to 59	93	57	37	4	3	119
Passengers commuting	90	51	40	9	1	163
Passengers not commuting	94	66	28	4	2	502
Passengers saying they have a disability	93	65	29	4	3	257
Value for money						
All fare-paying passengers	50	23	27	18	32	207
Aged 16 to 34	49	21	28	18	34	118
Aged 35 to 59	52	26	26	17	31	81
Passengers commuting	44	16	28	23	33	107
Passengers not commuting	58	34	25	11	31	93
Punctuality & time waiting for bus						
Punctuality of the bus	81	51	30	10	9	653
The length of time waited	80	45	34	14	7	687
On-bus journey time						
Time the journey on the bus took	85	58	27	11	4	721

Detailed results

Satisfaction (%)	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
On the bus						
Route/destination information on the outside of the bus	86	58	28	11	3	664
The cleanliness and condition of the outside of the bus	84	48	36	13	3	661
The ease of getting onto and off the bus	94	66	27	5	2	693
The length of time it took to board	91	65	26	7	2	677
The cleanliness and condition of the inside of the bus	85	48	37	8	7	701
The information provided inside the bus	69	34	35	23	8	607
The availability of seating or space to stand	85	58	27	9	6	678
The comfort of the seats	80	46	34	14	6	686
The amount of personal space you had around you	78	43	36	13	9	675
Provision of grab rails to stand/move within the bus	84	52	32	12	4	671
The temperature inside the bus	80	41	39	11	9	678
Your personal security whilst on the bus	87	57	30	9	4	681
The bus driver						
How near to the kerb the driver stopped	94	71	23	4	2	703
The driver's appearance	94	70	24	6	1	691
The greeting/welcome you got from the driver	82	56	27	12	5	692
The helpfulness and attitude of the driver	83	57	25	14	4	678
The time the driver gave you to get to your seat	89	63	26	7	4	691
Smoothness/freedom from jolting during the journey	84	56	27	11	5	685
Safety of the driving (i.e. speed, driver concentrating)	92	70	22	6	2	689



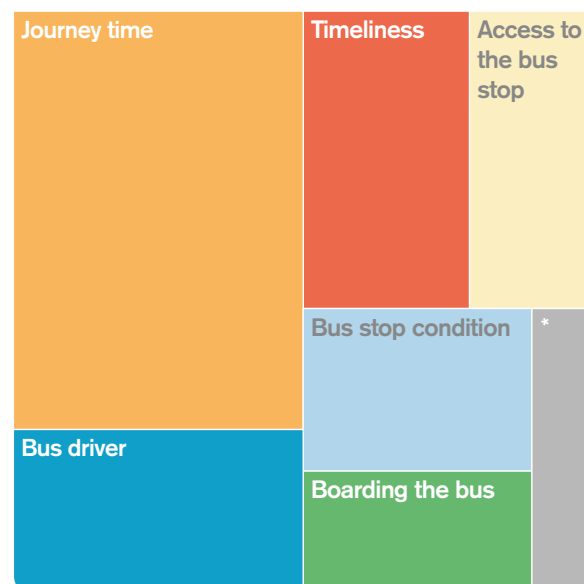
All Stagecoach

Headline results



Which themes are affecting overall passenger satisfaction?

See page 205 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction						
All passengers	90	53	37	6	5	573
Fare-paying passengers	86	45	42	7	7	177
Free pass holders	94	62	32	4	2	390
Aged 16 to 34	84	34	50	8	8	90
Aged 35 to 59	87	48	39	7	6	134
Passengers commuting	81	37	44	11	8	130
Passengers not commuting	95	62	33	3	3	407
Passengers saying they have a disability	89	49	40	5	7	242
Value for money						
All fare-paying passengers	62	27	35	22	17	179
Aged 16 to 34	-	-	-	-	-	-
Aged 35 to 59	65	30	35	18	16	99
Passengers commuting	59	25	35	26	15	95
Passengers not commuting	63	27	36	17	20	75
Punctuality & time waiting for bus						
Punctuality of the bus	73	47	26	13	14	525
The length of time waited	74	43	31	14	12	558
On-bus journey time						
Time the journey on the bus took	86	57	30	6	8	580

Detailed results

Satisfaction (%)	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
On the bus						
Route/destination information on the outside of the bus	87	63	24	9	5	552
The cleanliness and condition of the outside of the bus	80	43	36	12	8	532
The ease of getting onto and off the bus	90	62	28	7	3	556
The length of time it took to board	90	64	26	6	4	543
The cleanliness and condition of the inside of the bus	80	40	40	10	11	575
The information provided inside the bus	69	35	34	23	8	496
The availability of seating or space to stand	86	53	33	8	6	542
The comfort of the seats	75	41	34	14	10	546
The amount of personal space you had around you	79	41	38	9	12	537
Provision of grab rails to stand/move within the bus	83	49	34	13	4	537
The temperature inside the bus	77	42	35	13	10	542
Your personal security whilst on the bus	85	53	32	12	3	551
The bus driver						
How near to the kerb the driver stopped	90	66	24	7	3	571
The driver's appearance	90	65	25	8	2	557
The greeting/welcome you got from the driver	78	54	24	13	9	553
The helpfulness and attitude of the driver	79	54	26	14	7	555
The time the driver gave you to get to your seat	81	54	28	9	10	553
Smoothness/freedom from jolting during the journey	80	47	33	11	8	553
Safety of the driving (i.e. speed, driver concentrating)	88	62	26	8	4	556



All TrawsCymru

Headline results



Overall satisfaction

94%



Value for money

71%



Punctuality

88%



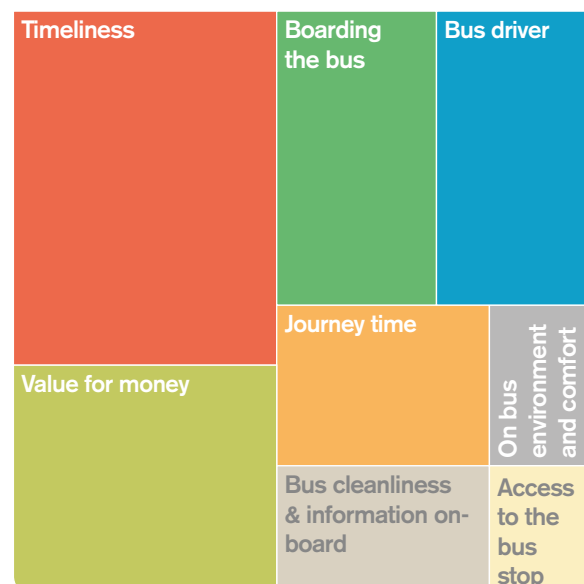
Journey time

91%



Which themes are affecting overall passenger satisfaction?

See page 205 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction						
All passengers	94	61	33	4	2	786
Fare-paying passengers	93	51	42	4	3	204
Free pass holders	95	69	26	3	1	558
Aged 16 to 34	90	41	49	7	3	214
Aged 35 to 59	92	64	28	4	3	169
Passengers commuting	91	45	45	5	5	131
Passengers not commuting	95	67	28	4	1	616
Passengers saying they have a disability	96	59	37	3	2	251
Value for money						
All fare-paying passengers	71	39	32	14	15	204
Aged 16 to 34	66	32	34	15	19	114
Aged 35 to 59	78	46	32	13	10	79
Passengers commuting	67	31	36	10	23	87
Passengers not commuting	77	48	28	18	5	111
Punctuality & time waiting for bus						
Punctuality of the bus	88	63	25	8	4	753
The length of time waited	86	59	27	10	5	779
On-bus journey time						
Time the journey on the bus took	91	60	31	5	4	794

Detailed results

Satisfaction (%)	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
On the bus						
Route/destination information on the outside of the bus	87	62	25	10	2	760
The cleanliness and condition of the outside of the bus	84	51	33	12	4	766
The ease of getting onto and off the bus	95	68	27	4	1	783
The length of time it took to board	93	66	27	4	3	763
The cleanliness and condition of the inside of the bus	87	55	33	7	6	801
The information provided inside the bus	72	40	32	22	7	738
The availability of seating or space to stand	90	62	28	7	4	775
The comfort of the seats	85	51	34	10	5	777
The amount of personal space you had around you	82	47	34	12	6	772
Provision of grab rails to stand/move within the bus	86	54	32	11	2	766
The temperature inside the bus	79	47	33	12	9	778
Your personal security whilst on the bus	87	58	29	12	1	769
The bus driver						
How near to the kerb the driver stopped	95	74	22	4	1	774
The driver's appearance	92	74	18	7	1	780
The greeting/welcome you got from the driver	87	67	20	7	5	775
The helpfulness and attitude of the driver	87	67	19	8	5	775
The time the driver gave you to get to your seat	92	73	19	5	3	770
Smoothness/freedom from jolting during the journey	84	56	27	10	6	773
Safety of the driving (i.e. speed, driver concentrating)	93	68	25	6	2	767



Bus Passenger Survey in Scotland

In 2014, the survey included large parts of Scotland for the first time. In 2015, First Buses businesses in Glasgow, Aberdeen and Scotland East were the only participants. In 2016, the survey was expanded to cover all six of the major transport areas, which account for the vast majority of bus journeys made in Scotland. While the intention in 2018 is to repeat this nationwide survey, in 2017, the survey reverted to one based upon bus operators' businesses, but with extended coverage. The participants were First Buses businesses in Glasgow, Aberdeen and Scotland East, Stagecoach businesses in East Scotland, the Highlands and North Scotland and West Scotland, and the National Express business of Xplore Dundee.

In addition, the nestrans (the north east regional transport partnership) wanted to ensure that there were sufficient responses to look at results for both Aberdeen City and Aberdeenshire, which required an extra sample for the Aberdeenshire area (virtually all of which related to Stagecoach services). Given that these were the only area-based responses, for simplicity of reporting, we have included them as part of the Stagecoach Highlands and Bluebird / North Scotland results.

In this report, we compare 2017 data with 2015, where available, for consistency.

The Scotland survey was paid for by First UK Bus, National Express, nestrans and Stagecoach.

As services in Scotland run outside our remit area (England outside of London) their results are NOT included within any figures earlier in this report.

We have shown the results for each operator business. These are:

- First Aberdeen
- First Glasgow
- First Scotland East
- Stagecoach East Scotland
- Stagecoach Highlands and Bluebird / North Scotland
- Stagecoach West Scotland
- Xplore Dundee (National Express)

Finally, we end with the aggregated results for First, National Express and Stagecoach across the businesses covered.

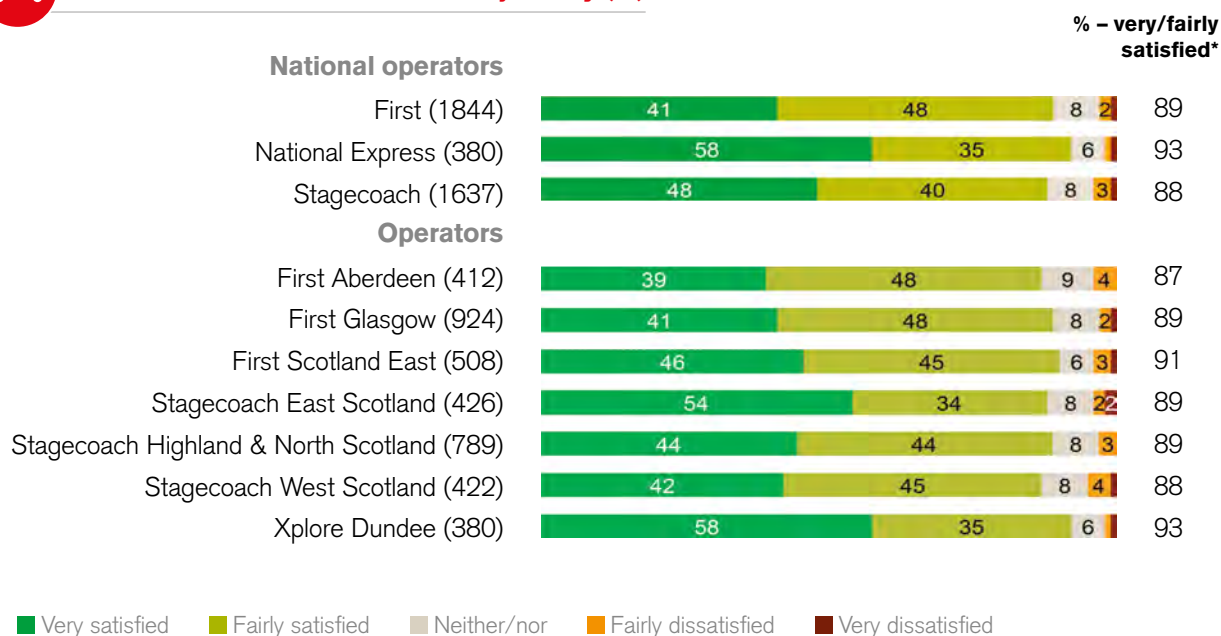
We recommend reading *How the research was carried out and making use of results* on page 204.



Key findings by bus operators



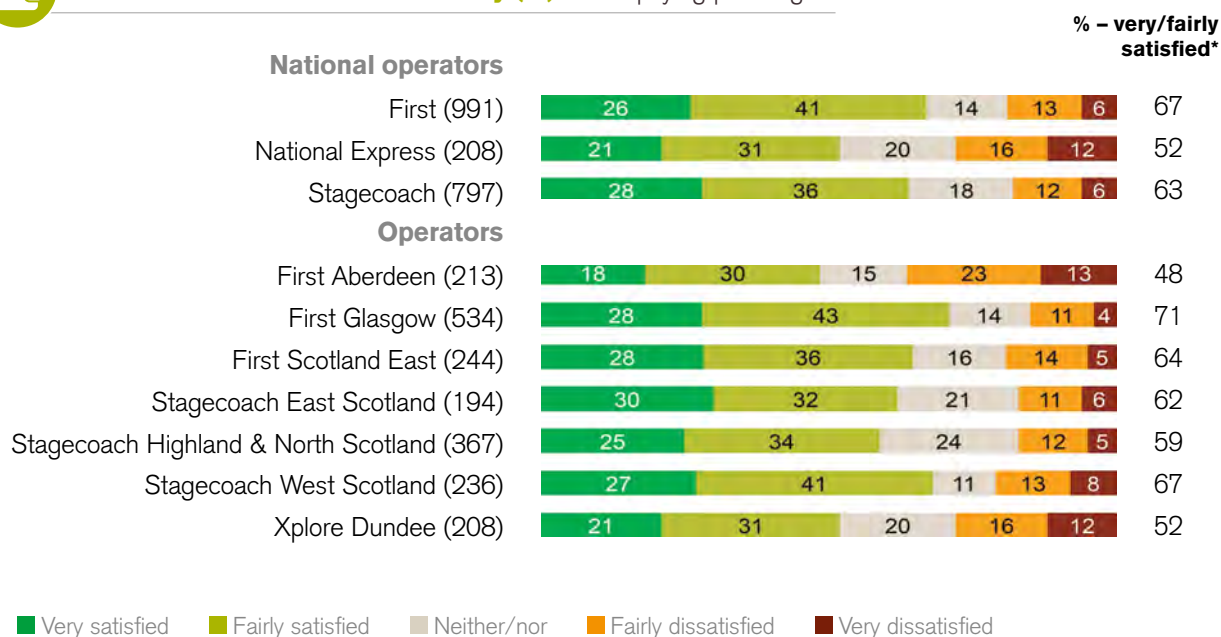
Overall satisfaction with the bus journey (%)



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



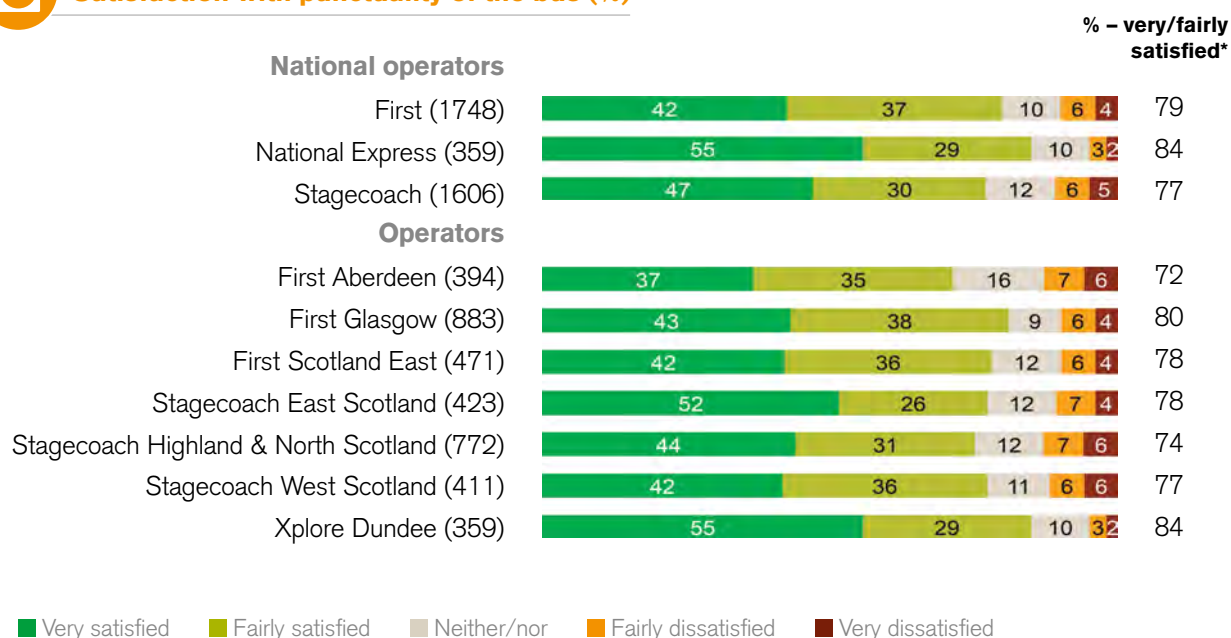
Satisfaction with value for money (%) – fare-paying passengers



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



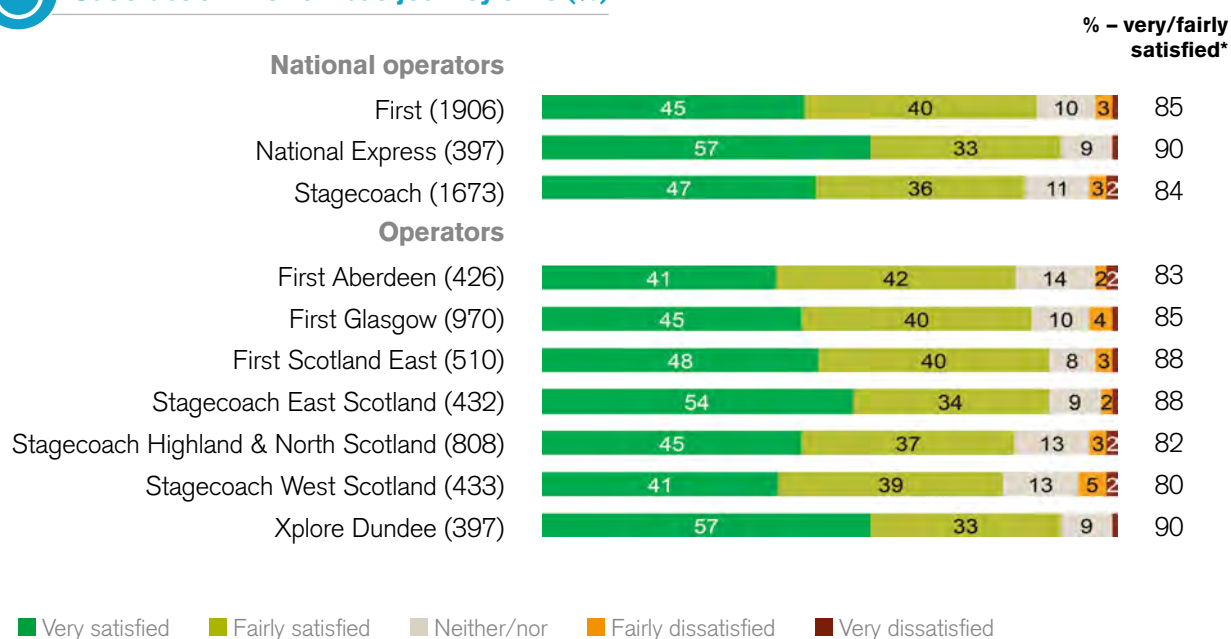
Satisfaction with punctuality of the bus (%)



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



Satisfaction with on-bus journey time (%)



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

*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

First Aberdeen

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	-	85	-	87	39	48	9	4	412
Fare-paying passengers	-	82	-	85	36	50	10	5	216
Free pass holders	-	89	-	89	46	43	8	3	178
Aged 16 to 34	-	83	-	85	32	53	10	5	116
Aged 35 to 59	-	84	-	82	38	44	11	7	124
Passengers commuting	-	79	-	87	33	54	9	5	189
Passengers not commuting	-	91	-	86	45	41	10	4	206
Passengers saying they have a disability	-	81	-	84	34	50	12	4	93
Value for money									
All fare-paying passengers	-	49	-	48	18	30	15	37	213
Aged 16 to 34	-	46	-	43	17	26	17	40	103
Aged 35 to 59	-	56	-	55	19	36	13	33	102
Passengers commuting	-	46	-	51	15	35	13	37	151
Passengers not commuting	-	56	-	-	-	-	-	-	-
Punctuality & time waiting for the bus									
Punctuality of the bus	-	75	-	72	37	35	16	13	394
The length of time waited	-	76	-	73	33	40	18	9	419
On-bus journey time									
Time journey on the bus took	-	84	-	83	41	42	14	4	426
On the bus									
Route/destination information on the outside of the bus	-	82	-	79	44	34	17	4	416
The cleanliness and condition of the outside of the bus	-	78	-	78	34	43	18	4	403
The ease of getting onto and off the bus	-	91	-	90	53	37	9	1	415
The length of time it took to board	-	91	-	87	55	33	11	2	411
The cleanliness and condition of the inside of the bus	-	76	-	76	32	44	16	8	425
The information provided inside the bus	-	67	-	63	25	38	30	6	387
The availability of seating or space to stand	-	89	-	85	46	39	12	3	408
The comfort of the seats	-	77	-	73	32	41	19	9	408
The amount of personal space you had around you	-	79	-	77	35	42	17	6	405
Provision of grab rails to stand/move within the bus	-	82	-	80	38	42	15	5	405
The temperature inside the bus	-	81	-	76	30	46	14	10	407
Your personal security whilst on the bus	-	86	-	81	39	42	17	2	410
The bus driver									
How near to the kerb the driver stopped	-	92	-	87	54	33	10	3	412
The driver's appearance	-	89	-	88	53	35	12	1	405
The greeting/welcome you got from the driver	-	71	-	66	38	28	25	9	408
The helpfulness and attitude of the driver	-	71	-	69	39	30	25	6	402
The time the driver gave you to get to your seat	-	74	-	72	38	34	20	8	409
Smoothness/freedom from jolting during the journey	-	73	-	69	33	36	19	12	406
Safety of the driving (i.e. speed, driver concentrating)	-	84	-	83	47	36	15	2	410

First Glasgow

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	-	87	-	89	41	48	8	3	924
Fare-paying passengers	-	85	-	87	36	51	10	3	542
Free pass holders	-	91	-	92	48	44	5	3	344
Aged 16 to 34	-	83	-	90	38	51	8	2	283
Aged 35 to 59	-	89	-	85	37	49	10	4	325
Passengers commuting	-	84	-	86	33	53	10	4	403
Passengers not commuting	-	91	-	93	47	46	5	2	469
Passengers saying they have a disability	-	85	-	89	41	48	9	2	251
Value for money									
All fare-paying passengers	-	68	-	71	28	43	14	15	534
Aged 16 to 34	-	65	-	71	31	39	13	16	251
Aged 35 to 59	-	72	-	70	22	48	16	15	258
Passengers commuting	-	66	-	69	27	42	13	17	327
Passengers not commuting	-	72	-	76	29	47	15	9	181
Punctuality & time waiting for the bus									
Punctuality of the bus	-	81	-	80	43	38	9	10	883
The length of time waited	-	81	-	81	42	38	10	10	966
On-bus journey time									
Time journey on the bus took	-	84	-	85	45	40	10	5	970
On the bus									
Route/destination information on the outside of the bus	-	85	-	87	49	37	10	3	929
The cleanliness and condition of the outside of the bus	-	77	-	77	34	43	14	8	912
The ease of getting onto and off the bus	-	89	-	90	50	40	7	3	936
The length of time it took to board	-	90	-	90	52	38	7	3	918
The cleanliness and condition of the inside of the bus	-	73	-	72	32	40	15	13	971
The information provided inside the bus	-	66	-	65	29	37	28	7	892
The availability of seating or space to stand	-	85	-	84	45	39	10	5	938
The comfort of the seats	-	76	-	74	34	40	17	9	934
The amount of personal space you had around you	-	75	-	77	36	41	14	9	928
Provision of grab rails to stand/move within the bus	-	83	-	83	40	43	12	5	931
The temperature inside the bus	-	75	-	76	34	42	15	8	932
Your personal security whilst on the bus	-	83	-	82	42	41	14	4	927
The bus driver									
How near to the kerb the driver stopped	-	91	-	92	57	36	6	2	934
The driver's appearance	-	89	-	91	58	33	8	1	894
The greeting/welcome you got from the driver	-	70	-	75	42	33	19	6	903
The helpfulness and attitude of the driver	-	71	-	76	45	32	18	5	885
The time the driver gave you to get to your seat	-	77	-	81	43	38	14	5	906
Smoothness/freedom from jolting during the journey	-	74	-	78	40	37	16	7	907
Safety of the driving (i.e. speed, driver concentrating)	-	86	-	87	53	34	10	2	911

First Scotland East

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	-	86	-	91	46	45	6	3	508
Fare-paying passengers	-	82	-	91	39	52	7	2	247
Free pass holders	-	90	-	92	54	38	4	5	233
Aged 16 to 34	-	78	-	91	37	53	7	2	131
Aged 35 to 59	-	89	-	92	47	45	6	2	160
Passengers commuting	-	81	-	90	37	53	7	3	167
Passengers not commuting	-	90	-	91	51	41	5	4	315
Passengers saying they have a disability	-	84	-	90	44	46	7	3	172
Value for money									
All fare-paying passengers	-	49	-	64	28	36	16	19	244
Aged 16 to 34	-	42	-	62	30	32	17	22	116
Aged 35 to 59	-	58	-	67	27	40	16	17	121
Passengers commuting	-	50	-	63	28	36	17	20	142
Passengers not commuting	-	47	-	67	28	39	18	15	92
Punctuality & time waiting for the bus									
Punctuality of the bus	-	80	-	78	42	36	12	10	471
The length of time waited	-	78	-	76	39	37	14	10	513
On-bus journey time									
Time journey on the bus took	-	85	-	88	48	40	8	4	510
On the bus									
Route/destination information on the outside of the bus	-	83	-	87	55	32	10	3	504
The cleanliness and condition of the outside of the bus	-	76	-	85	43	42	11	5	497
The ease of getting onto and off the bus	-	89	-	92	58	34	5	3	502
The length of time it took to board	-	90	-	93	61	32	6	1	491
The cleanliness and condition of the inside of the bus	-	73	-	84	44	40	8	7	514
The information provided inside the bus	-	59	-	69	32	37	24	7	465
The availability of seating or space to stand	-	86	-	90	57	33	7	3	500
The comfort of the seats	-	65	-	79	42	38	15	6	501
The amount of personal space you had around you	-	78	-	86	48	39	10	4	493
Provision of grab rails to stand/move within the bus	-	84	-	88	50	37	10	3	495
The temperature inside the bus	-	72	-	79	40	40	13	8	498
Your personal security whilst on the bus	-	83	-	88	52	36	10	2	498
The bus driver									
How near to the kerb the driver stopped	-	92	-	95	64	31	4	1	509
The driver's appearance	-	90	-	92	63	30	7	1	496
The greeting/welcome you got from the driver	-	80	-	80	49	31	16	5	500
The helpfulness and attitude of the driver	-	80	-	81	51	30	16	4	490
The time the driver gave you to get to your seat	-	81	-	87	54	33	10	3	495
Smoothness/freedom from jolting during the journey	-	74	-	79	46	33	13	8	504
Safety of the driving (i.e. speed, driver concentrating)	-	88	-	91	59	32	7	2	491

Stagecoach East Scotland

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	-	-	-	89	54	34	8	3	426
Fare-paying passengers	-	-	-	86	45	41	11	3	199
Free pass holders	-	-	-	93	65	28	4	3	215
Aged 16 to 34	-	-	-	82	42	40	13	5	117
Aged 35 to 59	-	-	-	88	44	44	9	3	105
Passengers commuting	-	-	-	83	43	40	12	5	140
Passengers not commuting	-	-	-	93	61	32	4	3	267
Passengers saying they have a disability	-	-	-	88	43	45	7	5	105
Value for money									
All fare-paying passengers	-	-	-	62	30	32	21	17	194
Aged 16 to 34	-	-	-	59	27	32	24	17	103
Aged 35 to 59	-	-	-	65	32	33	18	17	82
Passengers commuting	-	-	-	59	25	34	20	20	112
Passengers not commuting	-	-	-	66	37	29	23	11	75
Punctuality & time waiting for the bus									
Punctuality of the bus	-	-	-	78	52	26	12	10	423
The length of time waited	-	-	-	80	46	33	11	9	432
On-bus journey time									
Time journey on the bus took	-	-	-	88	54	34	9	3	432
On the bus									
Route/destination information on the outside of the bus	-	-	-	86	56	30	13	2	424
The cleanliness and condition of the outside of the bus	-	-	-	81	44	38	14	5	419
The ease of getting onto and off the bus	-	-	-	91	61	30	7	2	431
The length of time it took to board	-	-	-	93	60	33	6	1	417
The cleanliness and condition of the inside of the bus	-	-	-	84	43	41	9	6	442
The information provided inside the bus	-	-	-	70	36	34	25	5	399
The availability of seating or space to stand	-	-	-	90	56	34	7	3	429
The comfort of the seats	-	-	-	83	44	39	12	5	433
The amount of personal space you had around you	-	-	-	80	45	35	16	4	421
Provision of grab rails to stand/move within the bus	-	-	-	82	48	33	13	5	423
The temperature inside the bus	-	-	-	83	44	39	11	6	429
Your personal security whilst on the bus	-	-	-	86	51	34	12	2	427
The bus driver									
How near to the kerb the driver stopped	-	-	-	92	64	28	5	3	426
The driver's appearance	-	-	-	93	65	28	6	1	420
The greeting/welcome you got from the driver	-	-	-	82	56	26	11	7	433
The helpfulness and attitude of the driver	-	-	-	82	55	27	12	6	424
The time the driver gave you to get to your seat	-	-	-	85	57	27	10	5	425
Smoothness/freedom from jolting during the journey	-	-	-	82	48	34	13	5	425
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	90	63	27	9	1	428

Stagecoach Highland and North Scotland

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	-	-	-	89	44	44	8	3	789
Fare-paying passengers	-	-	-	85	34	51	12	3	366
Free pass holders	-	-	-	93	56	37	3	4	403
Aged 16 to 34	-	-	-	84	35	48	14	3	213
Aged 35 to 59	-	-	-	87	35	52	10	3	209
Passengers commuting	-	-	-	82	33	49	14	5	264
Passengers not commuting	-	-	-	93	52	41	5	2	487
Passengers saying they have a disability	-	-	-	89	41	48	8	3	203
Value for money									
All fare-paying passengers	-	-	-	59	25	34	24	17	367
Aged 16 to 34	-	-	-	56	22	34	25	19	185
Aged 35 to 59	-	-	-	62	27	35	23	15	172
Passengers commuting	-	-	-	57	23	34	26	18	212
Passengers not commuting	-	-	-	63	28	35	21	16	138
Punctuality & time waiting for the bus									
Punctuality of the bus	-	-	-	74	44	31	12	13	772
The length of time waited	-	-	-	74	40	34	13	12	806
On-bus journey time									
Time journey on the bus took	-	-	-	82	45	37	13	5	808
On the bus									
Route/destination information on the outside of the bus	-	-	-	90	57	33	8	2	793
The cleanliness and condition of the outside of the bus	-	-	-	82	44	39	13	5	789
The ease of getting onto and off the bus	-	-	-	87	50	37	8	5	810
The length of time it took to board	-	-	-	92	56	36	6	2	797
The cleanliness and condition of the inside of the bus	-	-	-	88	45	43	8	4	817
The information provided inside the bus	-	-	-	69	32	37	28	4	743
The availability of seating or space to stand	-	-	-	91	55	36	7	2	798
The comfort of the seats	-	-	-	85	45	40	11	5	807
The amount of personal space you had around you	-	-	-	83	42	41	10	6	797
Provision of grab rails to stand/move within the bus	-	-	-	81	43	37	14	6	790
The temperature inside the bus	-	-	-	79	39	40	12	9	802
Your personal security whilst on the bus	-	-	-	88	53	34	11	1	799
The bus driver									
How near to the kerb the driver stopped	-	-	-	94	66	27	6	0	797
The driver's appearance	-	-	-	93	64	29	6	0	792
The greeting/welcome you got from the driver	-	-	-	83	53	30	13	4	793
The helpfulness and attitude of the driver	-	-	-	83	55	28	13	4	793
The time the driver gave you to get to your seat	-	-	-	86	56	29	10	4	792
Smoothness/freedom from jolting during the journey	-	-	-	82	46	37	13	5	791
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	92	60	33	7	1	791

Stagecoach West Scotland

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	-	-	-	88	42	45	8	5	422
Fare-paying passengers	-	-	-	84	35	48	10	6	238
Free pass holders	-	-	-	94	54	40	4	2	164
Aged 16 to 34	-	-	-	85	36	50	12	2	133
Aged 35 to 59	-	-	-	83	39	45	7	10	134
Passengers commuting	-	-	-	84	33	51	9	7	177
Passengers not commuting	-	-	-	92	52	39	6	2	225
Passengers saying they have a disability	-	-	-	88	43	45	9	3	123
Value for money									
All fare-paying passengers	-	-	-	67	27	41	11	21	236
Aged 16 to 34	-	-	-	66	23	43	12	22	117
Aged 35 to 59	-	-	-	67	29	38	11	22	106
Passengers commuting	-	-	-	70	27	44	10	20	149
Passengers not commuting	-	-	-	63	29	34	14	24	80
Punctuality & time waiting for the bus									
Punctuality of the bus	-	-	-	77	42	36	11	12	411
The length of time waited	-	-	-	75	39	36	14	10	432
On-bus journey time									
Time journey on the bus took	-	-	-	80	41	39	13	7	433
On the bus									
Route/destination information on the outside of the bus	-	-	-	87	54	33	11	2	433
The cleanliness and condition of the outside of the bus	-	-	-	77	35	42	15	8	417
The ease of getting onto and off the bus	-	-	-	88	55	33	10	2	428
The length of time it took to board	-	-	-	90	55	35	8	1	426
The cleanliness and condition of the inside of the bus	-	-	-	78	32	47	12	9	442
The information provided inside the bus	-	-	-	70	26	44	25	5	405
The availability of seating or space to stand	-	-	-	86	46	41	9	4	437
The comfort of the seats	-	-	-	79	35	45	13	8	425
The amount of personal space you had around you	-	-	-	78	34	44	15	7	429
Provision of grab rails to stand/move within the bus	-	-	-	83	40	43	14	3	426
The temperature inside the bus	-	-	-	77	32	44	16	8	428
Your personal security whilst on the bus	-	-	-	85	44	41	14	1	426
The bus driver									
How near to the kerb the driver stopped	-	-	-	92	57	35	7	1	434
The driver's appearance	-	-	-	93	56	37	7	0	427
The greeting/welcome you got from the driver	-	-	-	78	45	33	16	6	424
The helpfulness and attitude of the driver	-	-	-	78	47	31	18	4	423
The time the driver gave you to get to your seat	-	-	-	81	45	35	13	7	428
Smoothness/freedom from jolting during the journey	-	-	-	76	39	37	14	10	427
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	87	50	37	11	2	424

Xplore Dundee

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	-	-	-	93	58	35	6	1	380
Fare-paying passengers	-	-	-	88	44	44	10	2	212
Free pass holders	-	-	-	97	71	26	2	1	149
Aged 16 to 34	-	-	-	89	48	41	8	3	146
Aged 35 to 59	-	-	-	88	47	42	11	1	114
Passengers commuting	-	-	-	88	50	38	9	3	179
Passengers not commuting	-	-	-	96	63	33	3	0	182
Passengers saying they have a disability	-	-	-	94	57	37	5	1	106
Value for money									
All fare-paying passengers	-	-	-	52	21	31	20	28	208
Aged 16 to 34	-	-	-	45	16	29	22	33	108
Aged 35 to 59	-	-	-	64	29	35	13	23	88
Passengers commuting	-	-	-	51	19	31	21	29	140
Passengers not commuting	-	-	-	-	-	-	-	-	-
Punctuality & time waiting for the bus									
Punctuality of the bus	-	-	-	84	55	29	10	6	359
The length of time waited	-	-	-	84	52	32	11	5	399
On-bus journey time									
Time journey on the bus took	-	-	-	90	57	33	9	1	397
On the bus									
Route/destination information on the outside of the bus	-	-	-	89	60	29	9	2	391
The cleanliness and condition of the outside of the bus	-	-	-	83	47	36	12	4	383
The ease of getting onto and off the bus	-	-	-	94	61	32	5	2	389
The length of time it took to board	-	-	-	93	62	31	6	1	384
The cleanliness and condition of the inside of the bus	-	-	-	83	41	42	10	7	399
The information provided inside the bus	-	-	-	80	36	44	17	2	371
The availability of seating or space to stand	-	-	-	92	58	33	6	3	384
The comfort of the seats	-	-	-	83	41	42	11	6	385
The amount of personal space you had around you	-	-	-	85	46	39	10	5	385
Provision of grab rails to stand/move within the bus	-	-	-	89	51	38	7	4	380
The temperature inside the bus	-	-	-	84	44	40	9	7	385
Your personal security whilst on the bus	-	-	-	91	51	39	8	2	381
The bus driver									
How near to the kerb the driver stopped	-	-	-	94	68	26	5	1	374
The driver's appearance	-	-	-	94	67	27	5	1	364
The greeting/welcome you got from the driver	-	-	-	77	49	28	19	5	371
The helpfulness and attitude of the driver	-	-	-	78	51	26	20	3	365
The time the driver gave you to get to your seat	-	-	-	84	54	30	12	4	371
Smoothness/freedom from jolting during the journey	-	-	-	84	49	35	13	3	361
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	92	61	31	7	2	365

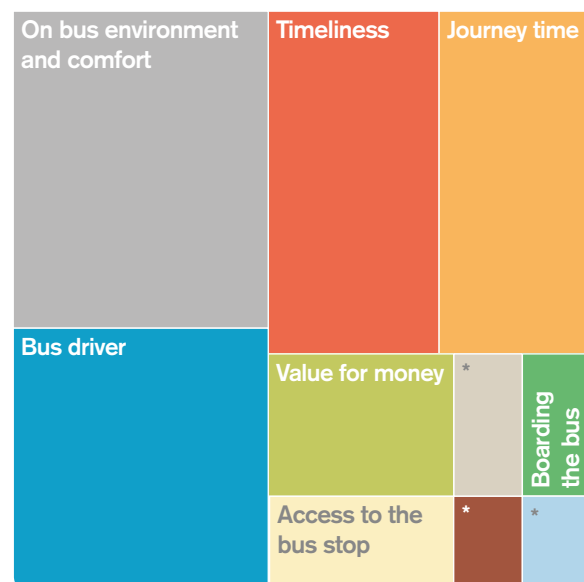
All First

Headline results



Which themes are affecting overall passenger satisfaction?

See page 205 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	-	87	-	89	41	48	8	3	1844
Fare-paying passengers	-	85	-	88	36	51	10	3	1005
Free pass holders	-	91	-	91	49	43	5	4	755
Aged 16 to 34	-	82	-	89	37	52	8	3	530
Aged 35 to 59	-	89	-	86	38	48	10	4	609
Passengers commuting	-	83	-	87	33	53	10	4	759
Passengers not commuting	-	91	-	92	47	44	6	2	990
Passengers saying they have a disability	-	84	-	89	41	48	9	3	516
Value for money									
All fare-paying passengers	-	63	-	67	26	41	14	19	991
Aged 16 to 34	-	59	-	66	29	37	14	20	470
Aged 35 to 59	-	69	-	67	22	45	15	17	481
Passengers commuting	-	62	-	66	25	40	14	21	620
Passengers not commuting	-	67	-	71	28	43	15	14	330
Punctuality & time waiting for bus									
Punctuality of the bus	-	80	-	79	42	37	10	11	1748
The length of time waited	-	80	-	79	41	38	11	10	1898
On-bus journey time									
Time the journey on the bus took	-	84	-	85	45	40	10	5	1906

Detailed results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
On the bus									
Route/destination information on the outside of the bus	-	85	-	86	49	36	11	3	1849
The cleanliness and condition of the outside of the bus	-	77	-	78	36	43	14	7	1812
The ease of getting onto and off the bus	-	89	-	90	51	39	7	3	1853
The length of time it took to board	-	90	-	90	54	36	7	3	1820
The cleanliness and condition of the inside of the bus	-	73	-	74	34	41	14	11	1910
The information provided inside the bus	-	65	-	66	29	37	28	7	1744
The availability of seating or space to stand	-	86	-	85	47	38	10	5	1846
The comfort of the seats	-	74	-	75	35	40	17	9	1843
The amount of personal space you had around you	-	76	-	78	37	41	14	8	1826
Provision of grab rails to stand/move within the bus	-	83	-	83	41	42	12	5	1831
The temperature inside the bus	-	75	-	77	34	42	15	9	1837
Your personal security whilst on the bus	-	83	-	83	43	40	13	4	1835
The bus driver									
How near to the kerb the driver stopped	-	92	-	92	57	35	6	2	1855
The driver's appearance	-	89	-	91	58	33	8	1	1795
The greeting/welcome you got from the driver	-	71	-	74	42	32	19	6	1811
The helpfulness and attitude of the driver	-	72	-	76	45	31	19	5	1777
The time the driver gave you to get to your seat	-	77	-	80	44	37	15	5	1810
Smoothness/freedom from jolting during the journey	-	74	-	77	40	37	16	8	1817
Safety of the driving (i.e. speed, driver concentrating)	-	86	-	87	53	34	10	2	1812



All National Express

Headline results



Overall satisfaction

93%



Value for money

52%



Punctuality

84%



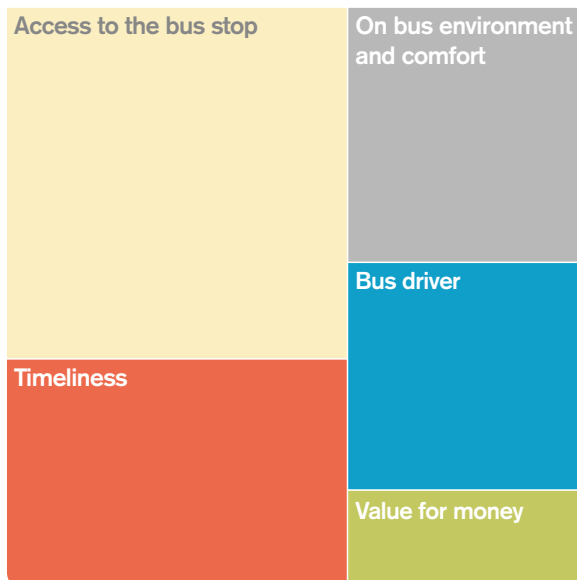
Journey time

90%



Which themes are affecting overall passenger satisfaction?

See page 205 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	-	-	-	93	58	35	6	1	380
Fare-paying passengers	-	-	-	88	44	44	10	2	212
Free pass holders	-	-	-	97	71	26	2	1	149
Aged 16 to 34	-	-	-	89	48	41	8	3	146
Aged 35 to 59	-	-	-	88	47	42	11	1	114
Passengers commuting	-	-	-	88	50	38	9	3	179
Passengers not commuting	-	-	-	96	63	33	3	0	182
Passengers saying they have a disability	-	-	-	94	57	37	5	1	106
Value for money									
All fare-paying passengers	-	-	-	52	21	31	20	28	208
Aged 16 to 34	-	-	-	45	16	29	22	33	108
Aged 35 to 59	-	-	-	64	29	35	13	23	88
Passengers commuting	-	-	-	51	19	31	21	29	140
Passengers not commuting	-	-	-	-	-	-	-	-	-
Punctuality & time waiting for bus									
Punctuality of the bus	-	-	-	84	55	29	10	6	359
The length of time waited	-	-	-	84	52	32	11	5	399
On-bus journey time									
Time the journey on the bus took	-	-	-	90	57	33	9	1	397

Detailed results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
On the bus									
Route/destination information on the outside of the bus	-	-	-	89	60	29	9	2	391
The cleanliness and condition of the outside of the bus	-	-	-	83	47	36	12	4	383
The ease of getting onto and off the bus	-	-	-	94	61	32	5	2	389
The length of time it took to board	-	-	-	93	62	31	6	1	384
The cleanliness and condition of the inside of the bus	-	-	-	83	41	42	10	7	399
The information provided inside the bus	-	-	-	80	36	44	17	2	371
The availability of seating or space to stand	-	-	-	92	58	33	6	3	384
The comfort of the seats	-	-	-	83	41	42	11	6	385
The amount of personal space you had around you	-	-	-	85	46	39	10	5	385
Provision of grab rails to stand/move within the bus	-	-	-	89	51	38	7	4	380
The temperature inside the bus	-	-	-	84	44	40	9	7	385
Your personal security whilst on the bus	-	-	-	91	51	39	8	2	381
The bus driver									
How near to the kerb the driver stopped	-	-	-	94	68	26	5	1	374
The driver's appearance	-	-	-	94	67	27	5	1	364
The greeting/welcome you got from the driver	-	-	-	77	49	28	19	5	371
The helpfulness and attitude of the driver	-	-	-	78	51	26	20	3	365
The time the driver gave you to get to your seat	-	-	-	84	54	30	12	4	371
Smoothness/freedom from jolting during the journey	-	-	-	84	49	35	13	3	361
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	92	61	31	7	2	365



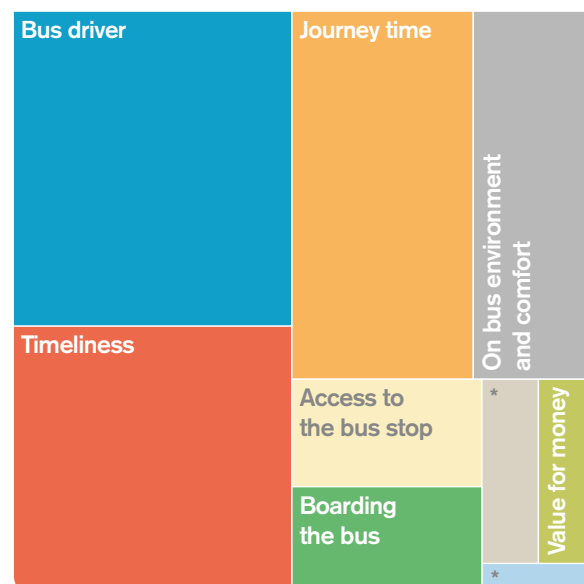
All Stagecoach

Headline results



Which themes are affecting overall passenger satisfaction?

See page 205 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
Overall journey satisfaction									
All passengers	-	-	-	88	48	40	8	4	1637
Fare-paying passengers	-	-	-	85	39	46	11	4	803
Free pass holders	-	-	-	93	60	33	4	3	782
Aged 16 to 34	-	-	-	83	38	45	13	4	463
Aged 35 to 59	-	-	-	86	39	46	8	6	448
Passengers commuting	-	-	-	83	37	46	11	6	581
Passengers not commuting	-	-	-	93	56	37	5	2	979
Passengers saying they have a disability	-	-	-	88	43	46	8	4	431
Value for money									
All fare-paying passengers	-	-	-	63	28	36	18	19	797
Aged 16 to 34	-	-	-	61	25	36	20	19	405
Aged 35 to 59	-	-	-	65	29	36	16	18	360
Passengers commuting	-	-	-	63	25	38	17	20	473
Passengers not commuting	-	-	-	64	32	32	19	17	293
Punctuality & time waiting for bus									
Punctuality of the bus	-	-	-	77	47	30	12	11	1606
The length of time waited	-	-	-	77	42	35	13	10	1670
On-bus journey time									
Time the journey on the bus took	-	-	-	84	47	36	11	5	1673

Detailed results

Satisfaction (%)	2014 all satisfied	2015 all satisfied	2016 all satisfied	2017 all satisfied	2017 very satisfied	2017 fairly satisfied	2017 neither /nor	2017 all dissatisfied	2017 base size
On the bus									
Route/destination information on the outside of the bus	-	-	-	87	56	32	11	2	1650
The cleanliness and condition of the outside of the bus	-	-	-	80	41	39	14	6	1625
The ease of getting onto and off the bus	-	-	-	89	56	33	8	2	1669
The length of time it took to board	-	-	-	92	57	34	7	1	1640
The cleanliness and condition of the inside of the bus	-	-	-	83	40	44	10	7	1701
The information provided inside the bus	-	-	-	70	32	38	26	5	1547
The availability of seating or space to stand	-	-	-	89	52	37	8	3	1664
The comfort of the seats	-	-	-	82	41	41	12	6	1665
The amount of personal space you had around you	-	-	-	80	41	39	14	6	1647
Provision of grab rails to stand/move within the bus	-	-	-	82	44	38	14	5	1639
The temperature inside the bus	-	-	-	80	39	41	13	7	1659
Your personal security whilst on the bus	-	-	-	86	49	37	12	2	1652
The bus driver									
How near to the kerb the driver stopped	-	-	-	92	62	30	6	1	1657
The driver's appearance	-	-	-	93	62	31	6	1	1639
The greeting/welcome you got from the driver	-	-	-	81	51	30	13	6	1650
The helpfulness and attitude of the driver	-	-	-	81	52	29	14	5	1640
The time the driver gave you to get to your seat	-	-	-	84	53	31	11	5	1645
Smoothness/freedom from jolting during the journey	-	-	-	80	44	36	13	7	1643
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	90	58	32	9	1	1643



How the research was carried out and making use of results

Overview of methodology

We designed the survey to provide results that are representative of bus passenger journeys within each 'sampling area'. Sampling areas are either local transport authorities (LTAs), or bus operators' divisions (for example Brighton and Hove Bus, or Reading Buses).

The sampling method is 'systematic;' derived from a list of a sampling area's bus services and the times that they run (sourced from ITO World Ltd, which makes available the data used by Traveline). Routes and journey start times are selected and these then form the mid-points for three-hour shifts during which fieldworkers make as many return trips as possible on those selected services.

Fieldworkers discuss the survey with passengers on these services, giving them the chance to participate. Those wishing to do so are offered a choice of completing a paper questionnaire after their journey, together with a reply-paid envelope, or else completing an online survey, by providing an email address for this to be sent to.

The survey asks passengers to rate their experience of that journey. It covers their time at the bus stop, the punctuality of the bus, their time on the bus, the bus driver, and an overall journey satisfaction and value for money rating.

Fieldwork was conducted between 11 September and 17 December 2017, excluding the October school half-term holiday period as it was in each sampling area (mostly 14 to 29 October).

The data was weighted to help provide a representative picture of passenger journeys in each sampling area. Within each sampling area, weights were applied for age and gender and for the 'day-part' in which passenger journeys were made. The demographic weights were determined by recording observable age and gender of passengers on board buses during each fieldwork shift, as there is no available data on this at sampling area level. 'Day-parts' are: morning peak, off-peak, evening peak and weekend. The weights for each day-part were determined from passenger counts on a sample of all surveyed bus journeys, across the different times of day and days of the week.

The final stage of weighting was to ensure that in the final data, each participating sampling area (within the survey) is represented in proportion to its annual passenger journey numbers. These weights were derived from bus journey statistics published by the Department for Transport.

Transport Focus was supported by BDRC Continental Ltd in conducting the autumn 2017 survey. This year we received a total of 47,862 valid responses.

Presentation of results

Throughout the report, satisfaction scores are based only on those respondents that gave an opinion (that is, excluding those who did not answer or said 'no opinion'). For questions not about satisfaction, the results are based on all survey respondents. All results are calculated using weighted values. In the report where numbers are shown in brackets after the question/category text, these are the actual numbers of passengers who answered the question.

BPS results are rounded to whole numbers. 'All satisfied' is the rounded whole-number sum of 'very satisfied' and 'fairly satisfied' and 'all dissatisfied' is the rounded whole-number sum of 'fairly dissatisfied' and 'very dissatisfied'. Sometimes, due to the decimal places not being shown on the 'very' and 'fairly' values, the 'all' value can appear to be one percent different to the sum of the individual values.

Themes that are affecting overall passenger satisfaction charts

The approach we used for identifying the key drivers of overall journey satisfaction amongst bus passengers, comprised of two stages. At the first stage, we took all 30 individual satisfaction measures from the survey (apart from the overall journey satisfaction) and formed them into themes using a statistical technique known as factor analysis, which groups together those satisfaction measures that are responded to similarly within the data. For instance, where high or low scores are given for measure 'x', there tends to be a similar rating for measures 'y' and 'z', so the 'factor' or theme becomes 'A'. Through this process we identified ten themes, which are shown below, alongside the measures that formed each theme:

For the second stage, these themes were then used to identify how much effect each one has on passengers' rating for overall journey satisfaction, by means of a key driver analysis.

The square diagrams show the proportionate influence that each theme has on satisfaction for that area/operator. They should be read like a pie chart where the slices or portions are relative to each other and together add up to 100%. So in the example below, the theme of 'timeliness' which is shaded red, has the greatest influence on satisfaction, followed by 'bus driver', while themes such as 'access to the bus stop' and 'bus stop condition' have relatively little influence here. This analysis was conducted on fare-paying passengers only, so that

Theme (factor)

1 Bus driver
2 On bus environment and comfort
3 Bus stop condition
4 Boarding the bus
5 Timeliness
6 Bus cleanliness and information on-board
7 Access to the bus stop
8 Bus stop safety and information
9 Journey time
10 Value for money

Questions

<ul style="list-style-type: none"> • Satisfaction with bus driver: Nearness to kerb • Satisfaction with bus driver: Appearance • Satisfaction with bus driver: The greeting/welcome you got • Satisfaction with bus driver: Helpfulness/attitude • Satisfaction with bus driver: Time to get to seat • Satisfaction with bus driver: Smoothness/freedom from jolting • Satisfaction with bus driver: Safety of the driving
<ul style="list-style-type: none"> • Availability of seating or space to stand • Comfort of the seats • Amount of personal space • Provision of grab rails to stand/move within the bus • Temperature inside the bus • Personal security
<ul style="list-style-type: none"> • General condition/standard of maintenance • Freedom from graffiti/vandalism • Freedom from litter
<ul style="list-style-type: none"> • Satisfaction with route/destination information • Ease of getting onto/off the bus • Satisfaction with time taken to board
<ul style="list-style-type: none"> • Satisfaction with waiting time • Satisfaction with punctuality
<ul style="list-style-type: none"> • Satisfaction with exterior cleanliness/condition • Satisfaction with interior cleanliness/condition • Info provided inside bus
<ul style="list-style-type: none"> • Distance from journey start • Convenience/accessibility
<ul style="list-style-type: none"> • Information provided at the stop • Personal safety at stop
<ul style="list-style-type: none"> • Satisfaction with on-bus journey time
<ul style="list-style-type: none"> • Satisfaction with VFM (fare-payers only)

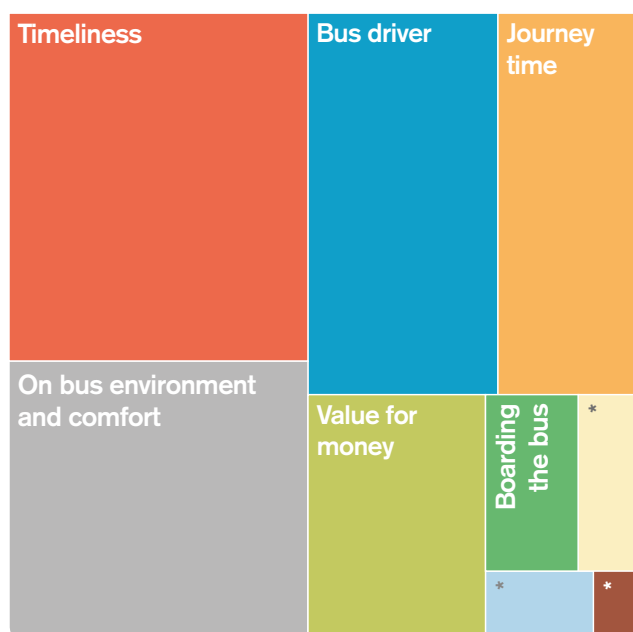
the influence of value for money could be included. There are noticeable and interesting differences in the impact of different themes between operators and areas.

The methodology document explains the process in more detail.

Interpreting results

The autumn 2017 wave of BPS was carried out across 48 sampling areas in England. All six former metropolitan counties were selected, and the remaining 42 sampling areas were a broad mix of 13 unitary LTAs, eight two-tier LTAs, and 21 standalone bus operators' operating divisions (mainly Go-Ahead group bus companies).

The areas covered by BPS each year account for around two thirds of passenger journeys made within our remit area (England outside of London). Every year we have surveyed all the PTE areas but only a proportion of services running in unitary and two-tier authorities. Thus a 'whole-survey' statistic is more influenced by the results from the PTE bloc.





Furthermore, of the unitary and two-tier areas covered each year, some were the same as in previous years, and some were different (more so since autumn 2014 with the inclusion of many standalone bus operator divisions). Thus 'whole-survey' statistics for each year are calculated on survey areas which are not exactly the same. However, the weight of the PTE bloc and number of areas repeated much reduces the level of dissimilarity.

In addition, the autumn 2017 wave was carried out across Wales, for the first time since 2010. Given the length of time between the two surveys in Wales, no comparisons between the two are made in this report. The sampling areas in Wales were the four regions, supplemented by three bus operating operations (a Newport Bus boost, to add to those responses gathered within the South East Wales region, a TrawsCymru services boost and a TrawsCymru weekend services boost, to add to those responses gathered from the main regions). In total, these accounted for the majority of passenger journeys made within Wales.

Finally, following a nearly national survey in Scotland in autumn 2016 (mostly based upon the six transport partnership areas), the autumn 2017 wave was on a smaller scale, yet still covered seven bus operator areas within Scotland, supplemented by an

Aberdeenshire area sample boost. Given the different approaches used for the survey in Scotland over recent years, direct comparability between the survey waves is more limited. In this report we have shown results for previous waves where a direct comparison exists for a bus operating area (this includes the overall First Bus results from 2015).

Further detail

There is an accompanying methodology document that provides more detail on the survey process, available at www.transportfocus.org.uk/research/buspassenger-survey.

Waiver

Transport Focus has taken care to ensure that the information contained in the BPS is correct. However, no warranty, express or implied, is given as to its accuracy and Transport Focus does not accept any liability for error or omission.

Transport Focus is not responsible for how the information is used, how it is interpreted or what reliance is placed upon it. Transport Focus does not guarantee that the information contained in BPS is fit for any particular purpose.

Appendix

Listed below are the authorities and operators that funded extra survey responses

England

Local transport authority areas

- Bournemouth and Poole: Bournemouth Borough Council, Borough of Poole Council, morebus (Go-Ahead) and Yellow Buses
- Cornwall Council
- County Durham: County Durham Council, Arriva and Go North East
- Essex: Essex County Council and First
- Greater Manchester: Transport for Greater Manchester (TfGM), First and Stagecoach
- Kingston-upon-Hull: Hull City Council, East Yorkshire Motor Services and Stagecoach
- Leicester City Council
- Mersey and Halton: Merseytravel, Arriva and Stagecoach
- Milton Keynes Council
- Norfolk County Council
- Northamptonshire: Northamptonshire County Council and Stagecoach
- North East Lincolnshire: North East Lincolnshire Council and Stagecoach
- Northumberland County Council
- Nottinghamshire: Nottinghamshire County Council, Nottingham City Transport, Stagecoach and Trent Barton
- Oxfordshire: Oxford Bus Company and Stagecoach
- South Yorkshire: South Yorkshire PTE, First and Stagecoach
- Staffordshire County Council
- Swindon: Swindon Borough Council, Stagecoach and Swindon's Bus Company (Go-Ahead)
- Tees Valley Group: Tees Valley Bus Network Improvement Board (Darlington, Hartlepool, Middlesbrough, Redcar and Cleveland and Stockton on Tees Councils)
- Tyne and Wear: Go North East and Stagecoach
- Warwickshire: Warwickshire County Council and Stagecoach
- West Midlands: Transport for West Midlands (TfWM), National Express, West Midlands and Coventry Voluntary Multilateral Agreement partners
- West Yorkshire: West Yorkshire Combined Authority and First
- West of England Combined Authority and North Somerset: Bristol City, Bath and North East Somerset, North Somerset, and South Gloucestershire Councils, and First
- Worcestershire County Council
- York (City of) Council

Operator-specific areas

- Blackpool Transport Services
- First South Coast
- First Potteries

- Go-Ahead Group to cover these bus companies:
 - Bluestar
 - Brighton and Hove Bus
 - Heddingham and Chambers
 - Konectbus and Anglian Buses
 - Metrobus
 - Oxford Park and Ride
 - Plymouth Citybus
 - Salisbury Reds
 - Southern Vectis
 - Thames Travel
- Harrogate and District (Transdev Blazefield)
- Reading Buses
- Stagecoach Group to cover these parts of their business:
 - Stagecoach in Cumbria and North Lancashire
 - Stagecoach East – Cambridge Busway
 - Stagecoach Gloucestershire routes
 - Stagecoach South
 - Stagecoach South East
 - Stagecoach South West

Wales

Welsh regions

- Mid Wales: Welsh Government
- North Wales: Welsh Government and Arriva
- South East Wales: Welsh Government, Cardiff Bus and Stagecoach
- South West Wales: Welsh Government and First

Operator-specific areas

- Newport Bus boost: Newport Bus
- TrawsCymru boost: Welsh Government
- TrawsCymru (weekends) boost: Welsh Government

Scotland

Local transport authority areas

- North East (Aberdeenshire boost): nestrans

Operator-specific areas

- First UK Bus to cover these parts of their business:
 - First Aberdeen
 - First Glasgow
 - First Scotland East
- Stagecoach Group to cover these parts of their business:
 - Stagecoach East Scotland
 - Stagecoach Highlands and Bluebird / North Scotland
 - Stagecoach West Scotland
- Xplore Dundee (National Express)

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Transport Focus is the operating name of the Passengers' Council

Transport Focus is the independent consumer organisation representing the interests of:

- all users of England's motorways and major 'A' roads (the Strategic Road Network)
- rail passengers in Great Britain
- bus, coach and tram users across England outside London.

We work to make a difference for all transport users