



Bus Passenger Survey

Autumn 2013 Report

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Colin Foxall CBE

Foreword

Passenger Focus carries out a yearly Bus Passenger Survey (BPS) to compare and benchmark what passengers think about their bus service. This is one of several pieces of bus passenger research that we carry out throughout the year.

This is our take on the highlights of this year's Bus Passenger Survey results*. Overall satisfaction has risen to 88 per cent which stands up well against many other industries. Satisfaction with value for money among fare payers has risen to 61 per cent.

West Midlands PTE has improved noticeably, particularly on value for money, coinciding with their authority-operator partnership. Tyne and Wear stays the top PTE for overall journey satisfaction. Reading Buses is the top operator, following on from being top tier last year. First in Manchester had a large uplift in their value for money score which followed them making fare and other operational improvements for passengers. Among the four major operators sufficiently covered (excludes Go-Ahead) Stagecoach had the highest combined scores and showed very good year on year consistency across its area-operations.

The Bus Passenger Survey has been a significant development for the bus industry and has become the recognised measure of bus passenger satisfaction. Through reliable, credible and collaborative work with the bus industry, the Bus Passenger Survey has become influential and useful to the industry, other stakeholder groups and government.

Recognition of the Bus Passenger Survey has been achieved during both interesting and challenging times for bus. We have seen increased co-operative working between authorities and operators, a growing acknowledgement of the role bus plays in the social fabric and economy of a local area, alongside reductions in local transport authority funded services.

A big part of this comes from the sheer fact of it providing robust independent results, which in many areas has been the catalyst for closer working between authorities and operators on the core issues that matter most to passengers. When feeding back results we are heartened by the keenness of authorities and operators to make changes based on those results. In many Better Bus Areas and Quality Partnership schemes, the Bus Passenger Survey is being used to track passenger experience to help validate service and infrastructure investments.

The autumn 2013 wave saw 22 authorities and 15 different area-operators buy extra survey responses, including divisions from all five major operators. This helped them gain an even deeper understanding of their passengers' experiences and added real value to the survey's utility. Lothian Buses in Edinburgh and First's services in Glasgow paid to be included, further enhancing the survey's utility. Lothian Buses scored outstandingly for overall satisfaction and value for money ratings while First Glasgow also scored very well.

We hope the results are again used widely to continue improving passengers' journey experiences.

Colin Foxall CBE
Chairman
Passenger Focus

*Within England outside of London

Key findings*

Headline results

	this year's average	last year
Overall satisfaction with the journey	88%	84%
Satisfaction with value for money	61%	54%
Satisfaction with punctuality	76%	70%
Satisfaction with on-bus journey time	86%	85%

Overall satisfaction with the journey

The range across areas
this year 83% to 93%; last year 73% to 92%.

The range across PTEs**
this year 86% to 90% (averaging 88%);
last year 79% to 87% (averaging 83%).

Satisfaction with value for money (fare payers only)

The range across areas
this year 48% to 69%; last year 30% to 70%.

The range across PTEs
this year 56% to 68% (averaging 63%);
last year 50% to 59% (averaging 54%).

Satisfaction with punctuality

The range across areas
this year 65% to 84%; last year 57% to 83%.

The range across PTEs
this year 73% to 79% (averaging 76%);
last year 64% to 76% (averaging 69%).

Satisfaction with on-bus journey time

The range across areas
this year 79% to 89%; last year 78% to 94%.

The range across PTEs
this year 83% to 89% (averaging 86%);
last year 81% to 90% (averaging 84%).

Passengers' journey times

Passengers told us if their journey length was affected by any of six reasons (they could choose more than one).

Three concern road conditions: congestion 20%;
road works 10%; the weather 4%.

Three were bus related: passenger boarding times 16%;
waiting too long at stops 7%; bus driver driving too slowly 4%.

Anti-social behaviour

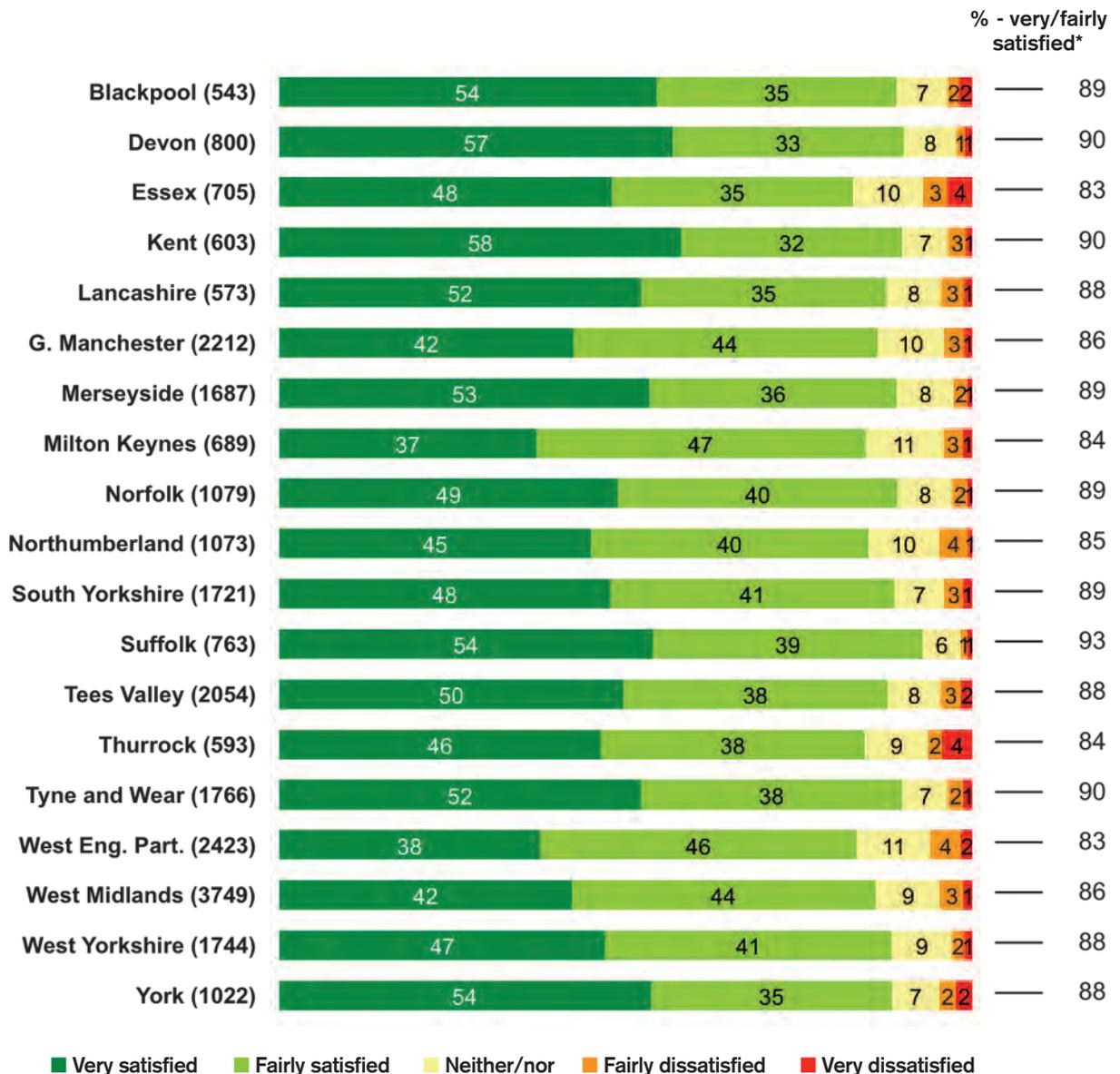
Passengers told us if they had 'cause to worry or feel uncomfortable' during their journey from the behaviour of other passengers.

This year, passengers said this occurred on 3% to 10%
of journeys within the areas surveyed (averaging 7%).

Last year this range was 4% to 17%
(averaging 10%).

*The authority areas covered in the autumn 2013 survey are not exactly the same as those covered in the autumn 2012 survey, although the majority are the same (including all six PTEs). **Passenger Transport Executive areas (the six former metropolitan counties).

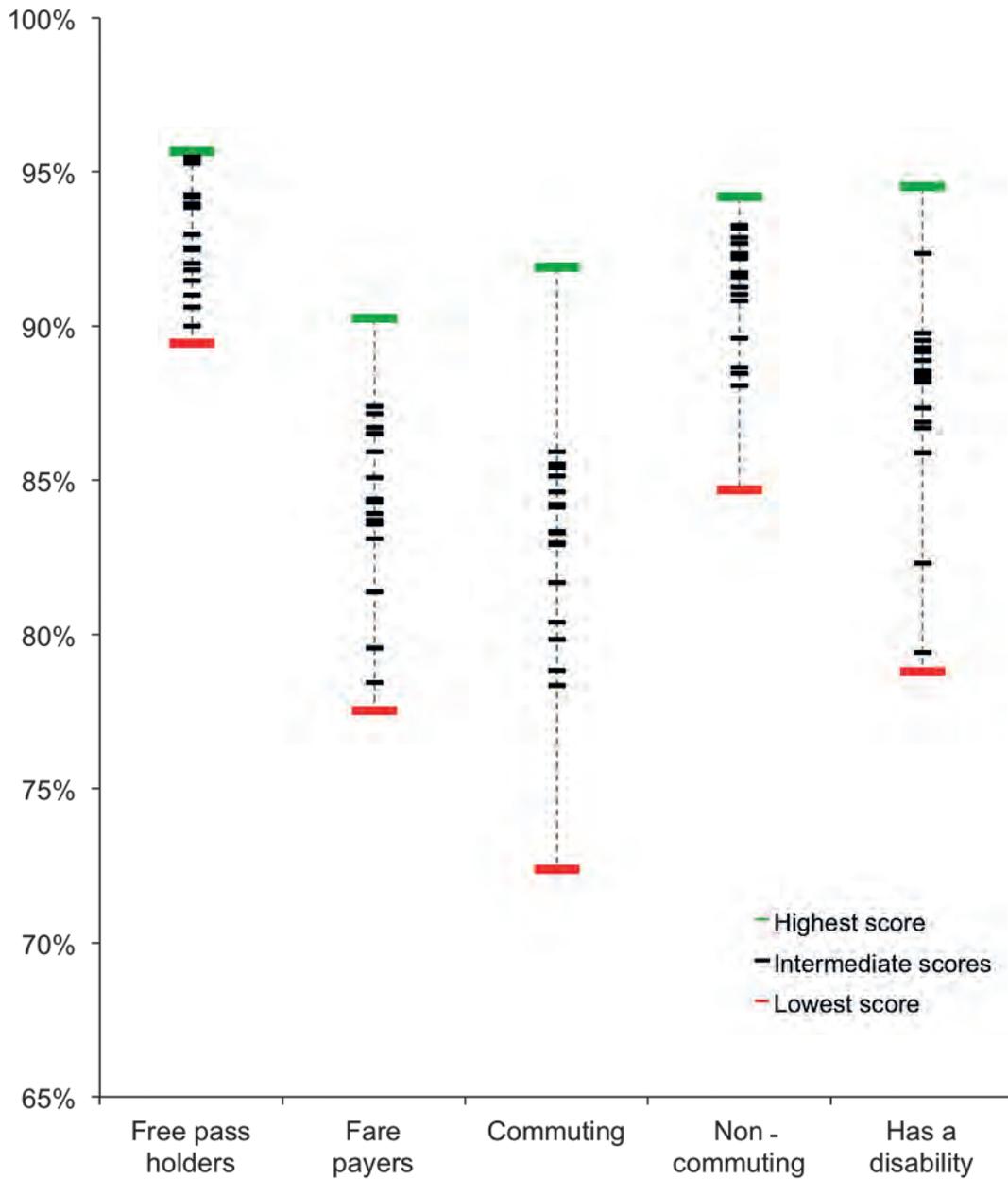
Overall satisfaction with the bus journey (%)



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

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

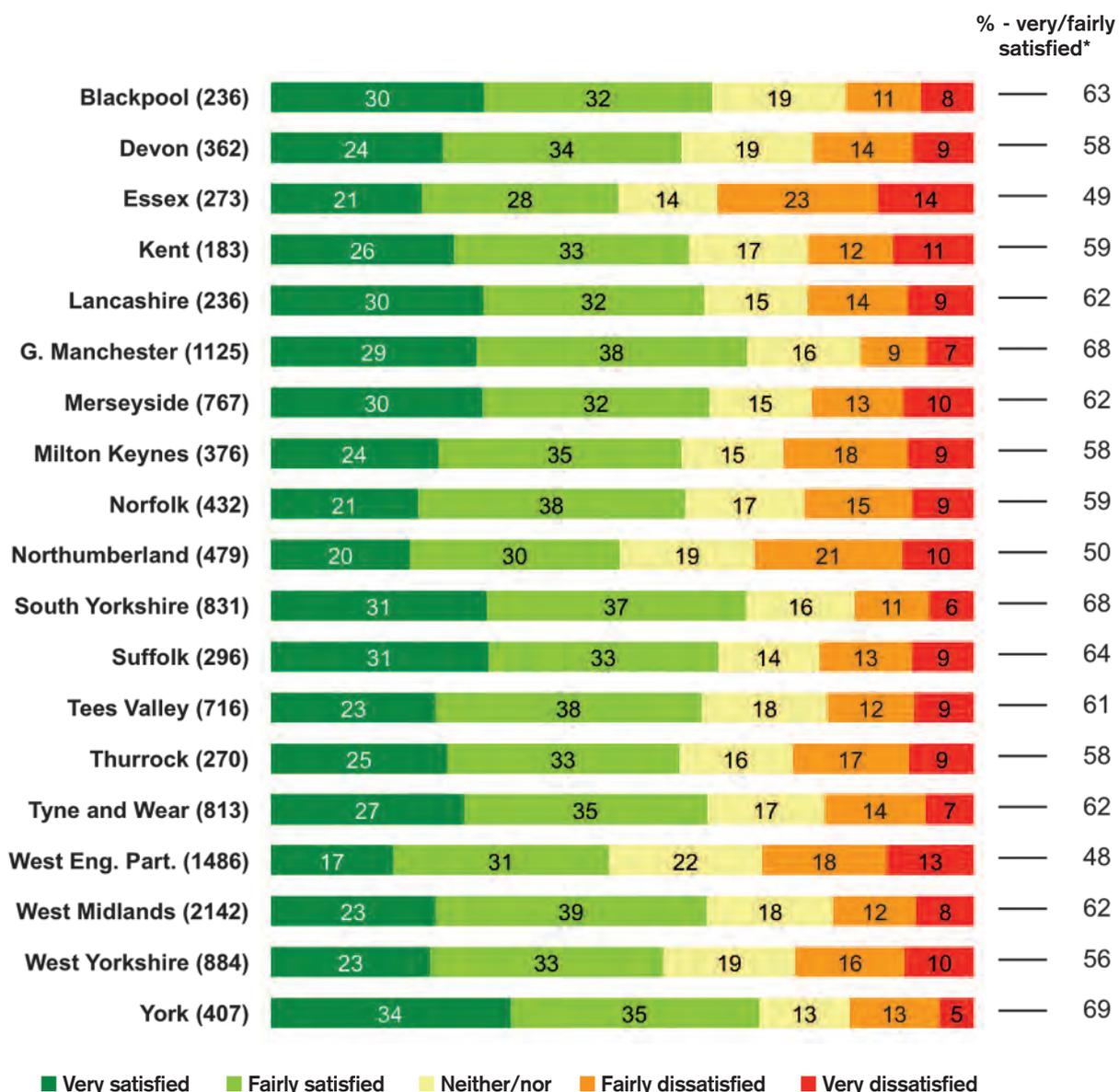
2 Range of scores for area 'overall satisfaction' for key passenger groups



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

3

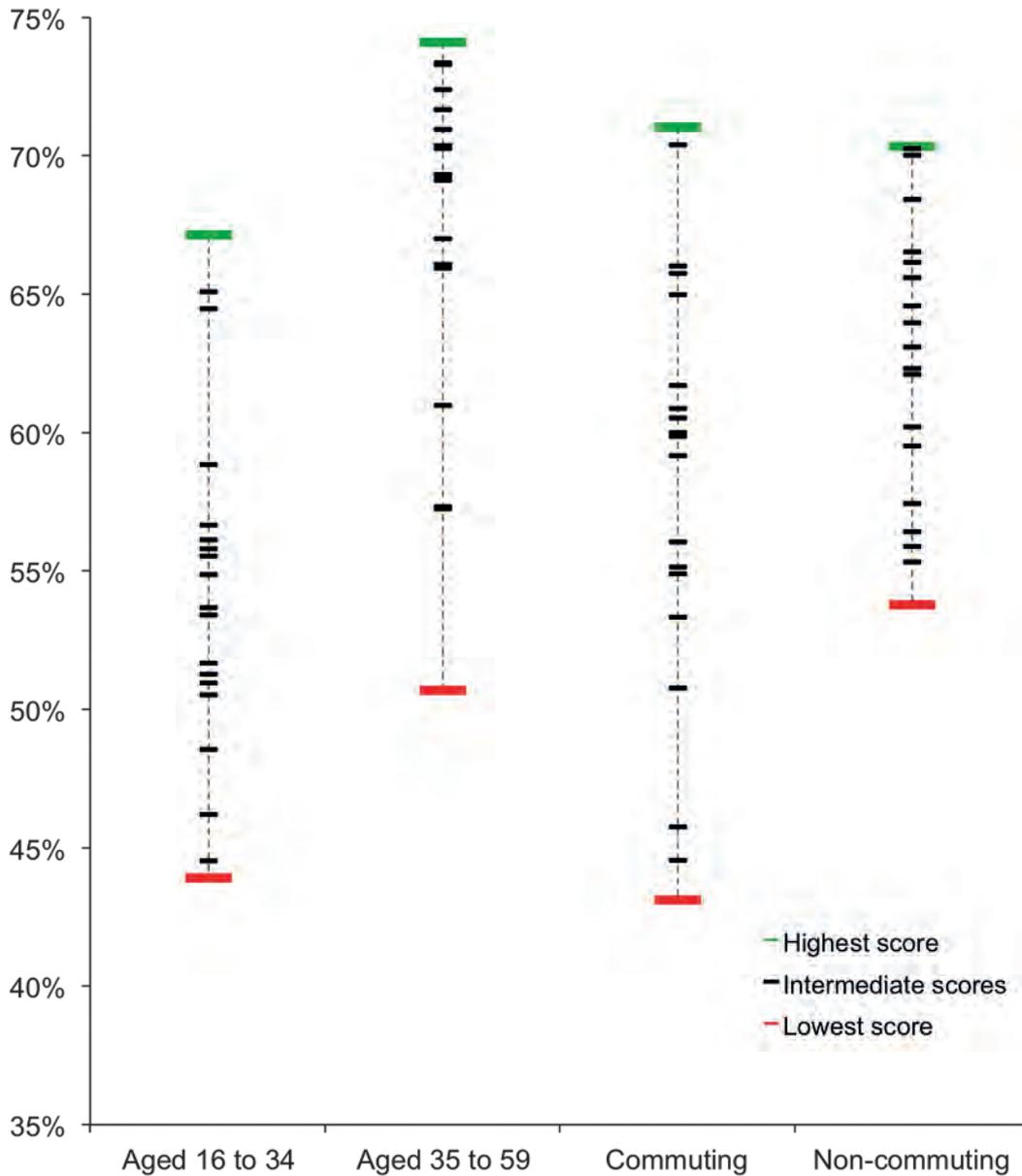
Satisfaction with value for money – fare-paying passengers (%)



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

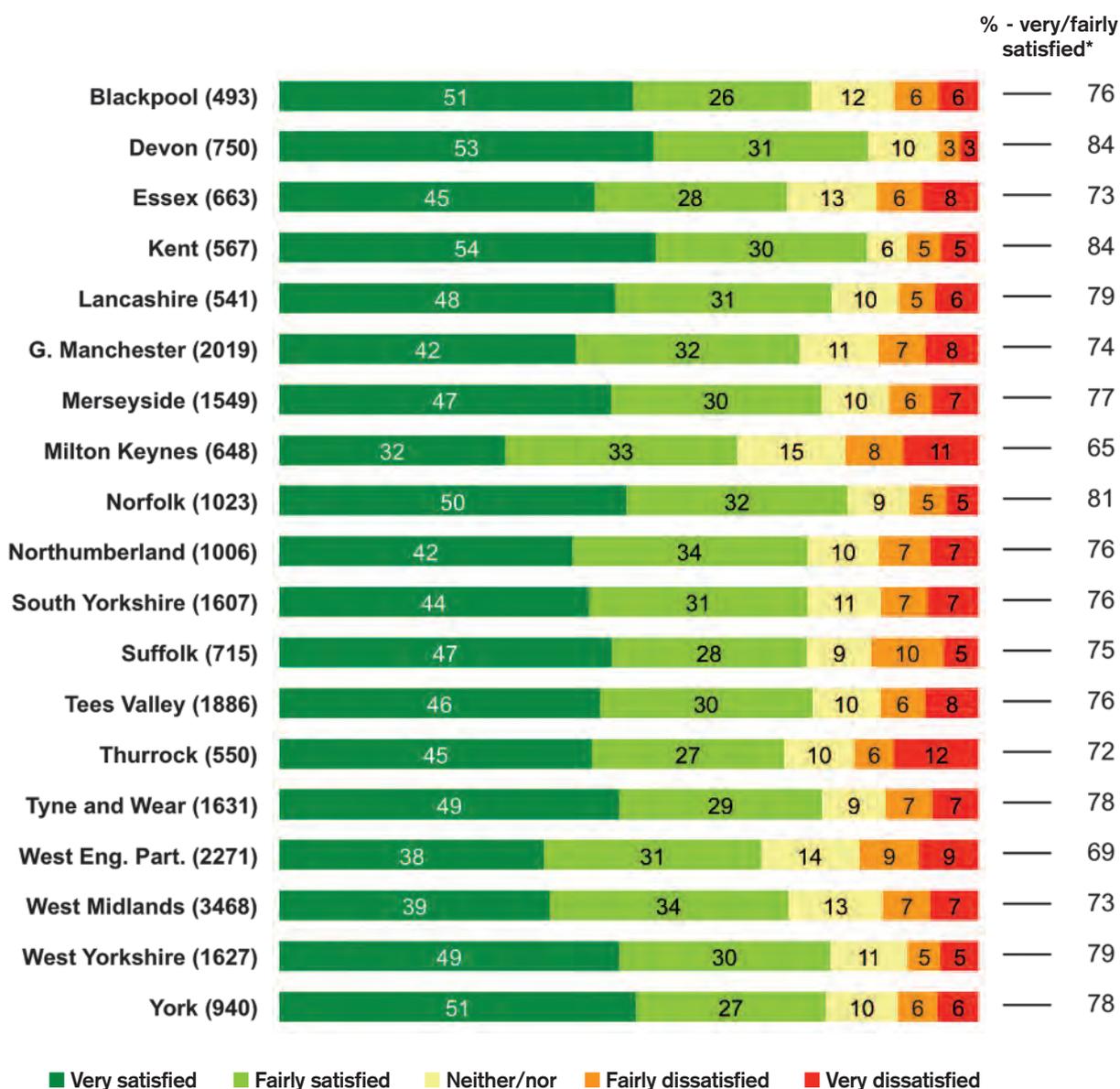
*Due to rounding the percentage very / fairly satisfied may not always be equal to the sum of the very and fairly satisfied values in the chart

4 Range of scores for area 'value for money' for key passenger groups



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

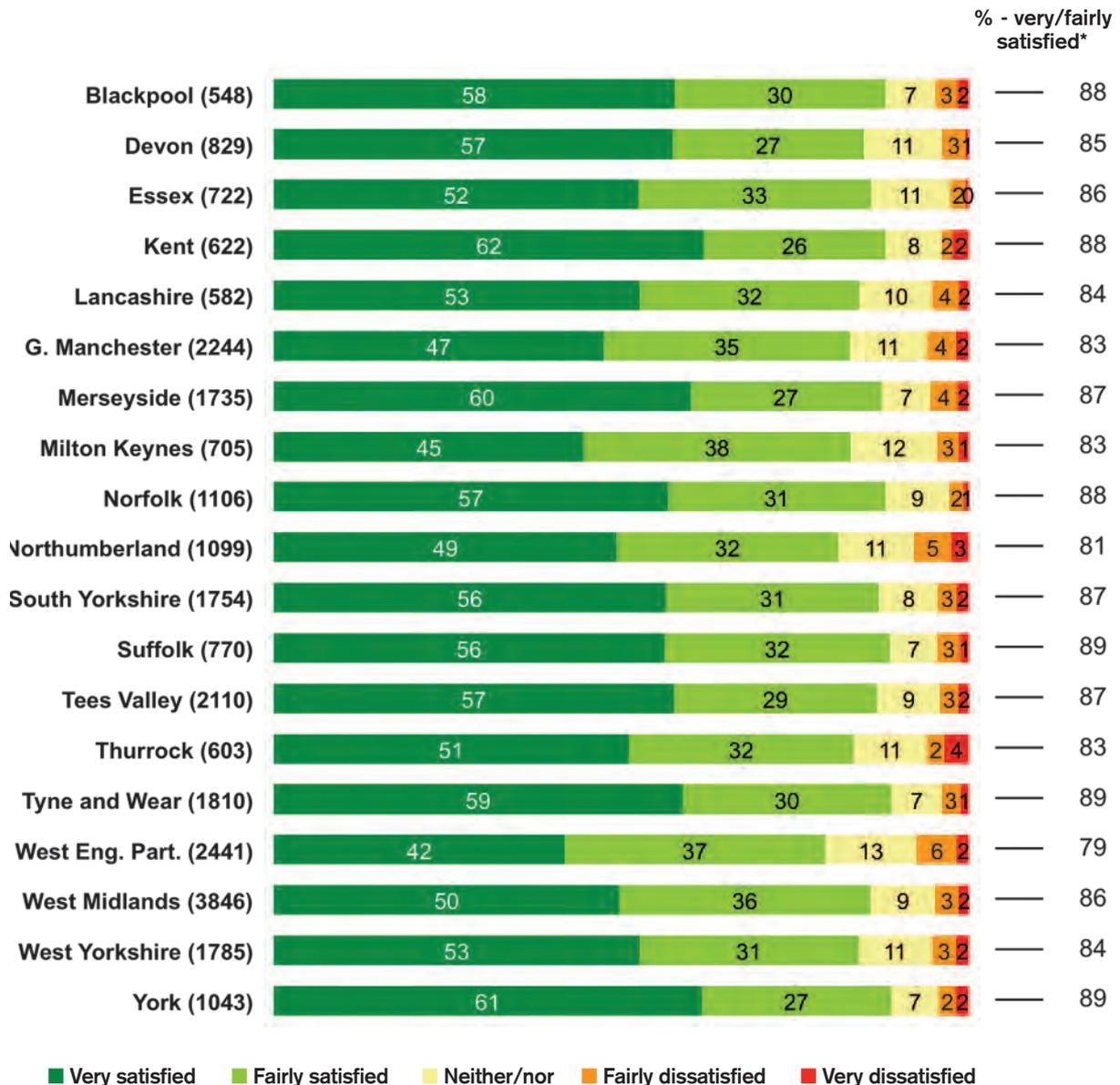
5 Satisfaction with punctuality of the bus (%)



Q How satisfied were you with each of the following: 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

6 Satisfaction with on-bus journey time (%)

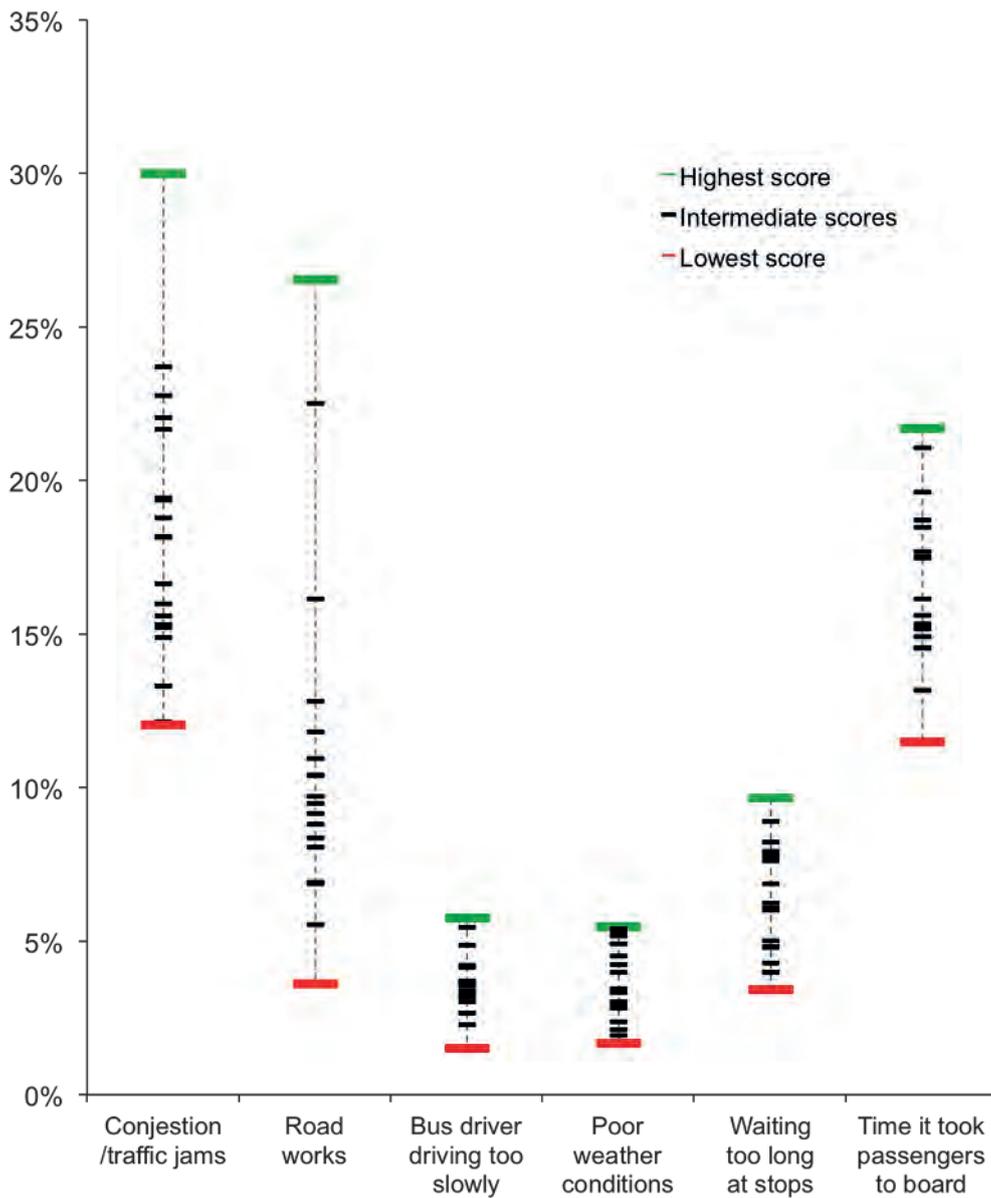


Q How satisfied were you with the length of time your journey on the bus took?

*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

7

Range of scores for factors affecting journey length



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

(note: more than one response was permissible)

Areas covered

The Bus Passenger Survey was conducted in 13 areas. The results are set out by area in the order shown below. We recommend reading the accompanying text on page 105: *How the research was carried out and making use of results.*

The six former metropolitan county authority areas

- West Midlands Passenger Transport Executive (Centro)
- Greater Manchester (Transport for Greater Manchester/TfGM)
- Tyne and Wear Passenger Transport Executive (Nexus)
- South Yorkshire Passenger Transport Executive
- Merseyside Passenger Transport Executive (Merseytravel)
- West Yorkshire Passenger Transport Executive (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 Partnership (comprising the four unitary authorities of Bath & North East Somerset, Bristol City, North Somerset, and South Gloucestershire)

Local transport authority areas

- Blackpool
- Devon
- Essex
- Kent
- Lancashire
- Milton Keynes
- Norfolk
- Northumberland
- Suffolk
- Thurrock
- City of York



Greater Manchester (TfGM)

Headline results

Overall satisfaction

86%

Value for money

68%

Punctuality

74%

Journey time

83%

The top three drivers of satisfaction

Punctuality **39%**



On-bus journey time **36%**



Bus stop information **9%**



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
OVERALL JOURNEY								
All passengers	84	84	86	42	44	10	4	2212
Fare-paying passengers	82	83	84	36	48	11	5	1167
Free-pass holders	93	85	93	62	31	5	2	1013
Aged 16 to 34	79	80	82	33	48	13	5	599
Aged 35 to 59	85	86	90	43	46	7	4	645
Passengers commuting	80	81	80	35	45	13	6	814
Passengers not commuting	89	88	93	51	42	5	2	1309
Passengers saying they have a disability	87	78	90	49	41	6	4	512
VALUE FOR MONEY								
All fare-paying passengers	60	53	68	29	38	16	16	1125
Aged 16 to 34	56	47	64	27	37	18	18	531
Aged 35 to 59	65	65	73	32	41	14	13	525
Passengers commuting	59	50	66	28	38	18	16	696
Passengers not commuting	62	58	70	33	38	14	16	405
PUNCTUALITY & TIME WAITING FOR THE BUS								
Punctuality of the bus	71	70	74	42	32	11	14	2019
The length of time waited	73	73	77	43	34	11	13	2198
On-bus journey time								
Time journey on the bus took	-	82	83	47	35	11	6	2244

Detailed results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
THE BUS STOP								
Overall satisfaction with the bus stop	72	79	80	34	46	14	6	2172
Its distance from the journey start	-	81	85	48	37	10	5	2093
The convenience/accessibility of its location	-	88	87	51	36	9	4	1963
Its condition/standard of maintenance	73	69	74	34	40	17	9	1942
Its freedom from graffiti/vandalism	74	73	79	41	37	15	7	1917
Its freedom from litter	63	64	68	31	37	17	15	1986
The information provided at the stop	-	67	72	30	42	16	12	1956
Your personal safety whilst at the stop	72	71	75	34	41	18	7	1987
ON THE BUS								
Route/destination information on the outside of the bus	82	84	83	50	34	13	4	2107
The cleanliness and condition of the outside of the bus	75	76	77	36	40	15	8	2094
The ease of getting onto and off the bus	89	89	89	54	35	7	4	2167
The length of time it took to board	89	88	89	54	35	8	4	2118
The cleanliness and condition of the inside of the bus	70	71	73	28	45	14	13	2195
The information provided inside the bus	57	57	61	24	37	31	7	1963
The availability of seating or space to stand	84	83	84	45	39	9	7	2159
The comfort of the seats	74	72	75	32	43	14	10	2165
The amount of personal space you had around you	-	66	73	32	41	14	13	2132
Provision of grab rails to stand/move within the bus	82	79	82	39	43	12	6	2130
The temperature inside the bus	76	76	77	34	43	15	9	2159
Your personal security whilst on the bus	82	81	80	39	42	16	4	2149
THE BUS DRIVER								
How near to the kerb the driver stopped	91	89	91	55	36	7	2	2129
The driver's appearance	88	83	87	52	36	11	2	2026
The greeting/welcome you got from the driver	64	58	65	36	29	23	11	2056
The helpfulness and attitude of the driver	67	62	68	37	31	22	10	1981
The time the driver gave you to get to your seat	69	68	73	37	36	16	11	2049
Smoothness/freedom from jolting during the journey	71	68	73	35	38	17	10	2091
Safety of the driving (i.e. speed, driver concentrating)	84	80	86	47	38	11	3	2101

Factors affecting journey length

	2011 % occurrence	2012 % occurrence	2013 % occurrence
Conjestion/traffic jams	26	27	24
Road works	16	15	12
Bus driver driving too slowly	6	7	6
Poor weather conditions	3	6	6
Waiting too long at stops	9	8	9
Time it took passengers to board	23	25	19
Base size	3405	680	2288

Passengers could provide more than one answer

Anti-social behaviour

	2011 % 'yes'	2012 % 'yes'	2013 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	13	13	9
Base size	3405	680	2288

Merseyside (Merseytravel)

Headline results

Overall satisfaction
89%

Value for money
62%

Punctuality
77%

Journey time
87%

The top three drivers of satisfaction



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
OVERALL JOURNEY								
All passengers	86	87	89	53	36	8	3	1687
Fare-paying passengers	84	82	87	46	40	10	3	792
Free-pass holders	90	94	94	67	27	5	1	876
Aged 16 to 34	84	82	85	39	46	13	2	343
Aged 35 to 59	82	86	89	56	33	7	4	504
Passengers commuting	81	82	84	39	45	12	3	530
Passengers not commuting	90	90	92	64	29	6	2	1101
Passengers saying they have a disability	84	89	92	61	31	6	1	422
VALUE FOR MONEY								
All fare-paying passengers	56	55	62	30	32	15	23	767
Aged 16 to 34	52	49	55	23	33	16	29	314
Aged 35 to 59	61	61	69	37	32	13	17	422
Passengers commuting	55	51	60	27	33	14	26	456
Passengers not commuting	59	60	66	35	31	15	19	296
PUNCTUALITY & TIME WAITING FOR THE BUS								
Punctuality of the bus	73	73	77	47	30	10	13	1549
The length of time waited	75	75	80	51	29	8	12	1699
On-bus journey time								
Time journey on the bus took	-	90	87	60	27	7	6	1735

Detailed results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
THE BUS STOP								
Overall satisfaction with the bus stop	73	79	82	42	40	12	6	1661
Its distance from the journey start	-	86	87	56	31	9	4	1602
The convenience/accessibility of its location	-	88	91	60	31	7	2	1473
Its condition/standard of maintenance	76	76	82	44	38	11	7	1470
Its freedom from graffiti/vandalism	78	78	84	54	30	11	5	1470
Its freedom from litter	72	71	78	45	33	13	9	1510
The information provided at the stop	-	76	77	39	38	16	7	1489
Your personal safety whilst at the stop	70	75	80	46	34	14	6	1523
ON THE BUS								
Route/destination information on the outside of the bus	81	85	87	53	34	10	2	1638
The cleanliness and condition of the outside of the bus	78	79	84	45	39	12	4	1624
The ease of getting onto and off the bus	88	89	90	58	31	7	4	1671
The length of time it took to board	87	91	91	61	30	7	2	1635
The cleanliness and condition of the inside of the bus	75	77	82	42	40	11	7	1698
The information provided inside the bus	61	63	67	34	33	27	6	1478
The availability of seating or space to stand	79	84	85	52	33	8	7	1665
The comfort of the seats	74	77	80	41	40	11	9	1667
The amount of personal space you had around you	-	71	78	40	38	11	11	1643
Provision of grab rails to stand/move within the bus	82	82	84	48	37	10	6	1637
The temperature inside the bus	76	78	81	42	39	11	9	1658
Your personal security whilst on the bus	80	84	86	49	37	11	3	1661
THE BUS DRIVER								
How near to the kerb the driver stopped	91	91	93	66	27	6	2	1634
The driver's appearance	87	88	89	60	29	9	2	1541
The greeting/welcome you got from the driver	65	64	71	42	29	20	9	1552
The helpfulness and attitude of the driver	67	66	72	43	28	20	9	1513
The time the driver gave you to get to your seat	69	69	75	45	31	15	10	1566
Smoothness/freedom from jolting during the journey	72	74	77	42	35	12	11	1589
Safety of the driving (i.e. speed, driver concentrating)	83	84	89	55	34	8	3	1585

Factors affecting journey length

	2011 % occurrence	2012 % occurrence	2013 % occurrence
Conjestion/traffic jams	18	18	16
Road works	11	10	6
Bus driver driving too slowly	5	4	4
Poor weather conditions	3	7	3
Waiting too long at stops	7	6	6
Time it took passengers to board	20	17	15
Base size	1293	1254	1764

Passengers could provide more than one answer

Anti-social behaviour

	2011 % 'yes'	2012 % 'yes'	2013 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	10	8	7
Base size	1293	1254	1764

South Yorkshire (SYPTe)

Headline results

Overall satisfaction
89%

Value for money
68%

Punctuality
76%

Journey time
87%

The top three drivers of satisfaction

On-bus journey time **59%**



Punctuality **25%**



Comfort of the seats **6%**



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
OVERALL JOURNEY								
All passengers	86	83	89	48	41	7	4	1721
Fare-paying passengers	80	80	87	39	48	8	4	844
Free-pass holders	92	90	91	64	27	5	4	848
Aged 16 to 34	77	77	86	34	52	9	5	370
Aged 35 to 59	86	84	88	47	41	8	4	536
Passengers commuting	81	79	86	33	52	9	5	571
Passengers not commuting	88	86	91	58	33	6	3	1098
Passengers saying they have a disability	88	85	88	55	33	7	4	395
VALUE FOR MONEY								
All fare-paying passengers	65	59	68	31	37	16	17	831
Aged 16 to 34	65	56	65	31	34	17	18	327
Aged 35 to 59	63	62	70	30	40	14	16	444
Passengers commuting	66	60	71	29	42	13	16	491
Passengers not commuting	67	57	62	33	29	21	17	327
PUNCTUALITY & TIME WAITING FOR THE BUS								
Punctuality of the bus	75	65	76	44	31	11	14	1607
The length of time waited	74	70	77	48	30	10	13	1703
On-bus journey time								
Time journey on the bus took	-	85	87	56	31	8	5	1754

Detailed results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
THE BUS STOP								
Overall satisfaction with the bus stop	75	79	79	38	41	13	7	1701
Its distance from the journey start	-	83	84	52	32	10	6	1620
The convenience/accessibility of its location	-	87	89	56	32	7	4	1523
Its condition/standard of maintenance	77	73	76	36	41	14	9	1516
Its freedom from graffiti/vandalism	81	79	81	46	35	11	8	1517
Its freedom from litter	72	72	73	36	36	14	13	1549
The information provided at the stop	-	70	72	34	39	17	11	1526
Your personal safety whilst at the stop	73	77	79	42	36	15	6	1553
ON THE BUS								
Route/destination information on the outside of the bus	82	80	84	53	32	12	4	1668
The cleanliness and condition of the outside of the bus	73	75	78	38	40	15	7	1636
The ease of getting onto and off the bus	90	90	92	60	32	5	3	1694
The length of time it took to board	90	89	91	62	29	7	2	1663
The cleanliness and condition of the inside of the bus	73	74	77	34	44	12	11	1716
The information provided inside the bus	61	60	64	29	35	29	7	1521
The availability of seating or space to stand	85	84	87	53	34	8	4	1692
The comfort of the seats	70	68	73	34	39	15	12	1686
The amount of personal space you had around you	-	68	76	39	37	14	10	1675
Provision of grab rails to stand/move within the bus	81	81	86	45	41	11	4	1678
The temperature inside the bus	76	76	80	39	41	12	8	1685
Your personal security whilst on the bus	83	84	84	47	37	13	3	1683
THE BUS DRIVER								
How near to the kerb the driver stopped	92	89	92	64	28	6	2	1670
The driver's appearance	90	86	90	59	31	8	2	1587
The greeting/welcome you got from the driver	71	64	69	39	30	19	12	1618
The helpfulness and attitude of the driver	72	66	70	43	27	21	9	1562
The time the driver gave you to get to your seat	77	71	79	48	32	13	8	1616
Smoothness/freedom from jolting during the journey	73	74	77	40	37	14	9	1632
Safety of the driving (i.e. speed, driver concentrating)	86	85	90	56	34	8	2	1628

Factors affecting journey length

	2011 % occurrence	2012 % occurrence	2013 % occurrence
Conjestion/traffic jams	20	22	19
Road works	6	9	11
Bus driver driving too slowly	4	6	4
Poor weather conditions	3	4	4
Waiting too long at stops	6	8	7
Time it took passengers to board	18	23	15
Base size	1500	1669	1783

Passengers could provide more than one answer

Anti-social behaviour

	2011 % 'yes'	2012 % 'yes'	2013 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	7	7	7
Base size	1500	1669	1783

Tyne and Wear (Nexus)

Headline results

Overall satisfaction
90%

Value for money
62%

Punctuality
78%

Journey time
89%

The top three drivers of satisfaction



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
OVERALL JOURNEY								
All passengers	91	87	90	52	38	7	4	1766
Fare-paying passengers	88	85	87	44	43	8	4	837
Free-pass holders	95	92	94	67	27	4	2	909
Aged 16 to 34	91	84	85	37	49	10	5	347
Aged 35 to 59	85	86	91	54	37	6	4	529
Passengers commuting	87	83	85	40	45	9	6	494
Passengers not commuting	94	90	92	60	33	5	2	1207
Passengers saying they have a disability	91	87	89	55	33	6	5	491
VALUE FOR MONEY								
All fare-paying passengers	63	59	62	27	35	17	21	813
Aged 16 to 34	63	54	56	24	32	18	26	310
Aged 35 to 59	63	65	70	32	38	14	15	440
Passengers commuting	69	59	62	24	38	18	20	440
Passengers not commuting	53	59	64	33	31	15	21	360
PUNCTUALITY & TIME WAITING FOR THE BUS								
Punctuality of the bus	79	76	78	49	29	9	13	1631
The length of time waited	82	77	78	48	30	10	12	1751
On-bus journey time								
Time journey on the bus took	-	87	89	59	30	7	4	1810

Detailed results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
THE BUS STOP								
Overall satisfaction with the bus stop	77	84	82	40	43	11	7	1754
Its distance from the journey start	-	86	85	51	34	10	5	1677
The convenience/accessibility of its location	-	88	90	53	37	7	3	1521
Its condition/standard of maintenance	78	75	80	39	40	13	7	1531
Its freedom from graffiti/vandalism	79	78	83	47	36	11	6	1506
Its freedom from litter	75	71	77	37	39	13	10	1548
The information provided at the stop	-	80	81	41	40	12	7	1554
Your personal safety whilst at the stop	76	80	81	42	39	14	5	1560
ON THE BUS								
Route/destination information on the outside of the bus	85	83	86	57	30	11	3	1719
The cleanliness and condition of the outside of the bus	82	79	82	42	40	13	5	1688
The ease of getting onto and off the bus	90	89	92	60	32	6	2	1745
The length of time it took to board	92	90	91	63	29	7	2	1693
The cleanliness and condition of the inside of the bus	81	78	81	38	43	11	8	1769
The information provided inside the bus	68	67	70	31	39	24	6	1582
The availability of seating or space to stand	88	85	90	54	37	6	3	1708
The comfort of the seats	81	78	79	38	42	13	8	1714
The amount of personal space you had around you	-	74	79	40	39	13	8	1715
Provision of grab rails to stand/move within the bus	88	84	87	47	40	10	3	1712
The temperature inside the bus	80	78	80	39	41	13	7	1720
Your personal security whilst on the bus	88	85	87	49	38	11	2	1715
THE BUS DRIVER								
How near to the kerb the driver stopped	91	90	92	63	28	7	2	1709
The driver's appearance	90	89	90	62	29	8	1	1658
The greeting/welcome you got from the driver	71	70	73	43	31	19	8	1665
The helpfulness and attitude of the driver	70	72	74	44	31	19	7	1616
The time the driver gave you to get to your seat	74	75	77	45	32	15	8	1653
Smoothness/freedom from jolting during the journey	77	73	75	39	36	16	9	1677
Safety of the driving (i.e. speed, driver concentrating)	85	86	88	53	34	10	2	1670

Factors affecting journey length

	2011 % occurrence	2012 % occurrence	2013 % occurrence
Conjestion/traffic jams	13	16	13
Road works	7	9	9
Bus driver driving too slowly	2	4	4
Poor weather conditions	2	9	3
Waiting too long at stops	5	5	4
Time it took passengers to board	17	17	15
Base size	629	1589	1851

Passengers could provide more than one answer

Anti-social behaviour

	2011 % 'yes'	2012 % 'yes'	2013 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	6	7	5
Base size	629	1589	1851

West Midlands (Centro)

Headline results

Overall satisfaction
86%

Value for money
62%

Punctuality
73%

Journey time
86%

The top three drivers of satisfaction



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
OVERALL JOURNEY								
All passengers	81	79	86	42	44	9	5	3749
Fare-paying passengers	78	76	84	36	48	11	5	2184
Free-pass holders	89	89	92	59	33	5	3	1494
Aged 16 to 34	75	74	83	34	49	12	5	1079
Aged 35 to 59	82	78	84	38	46	10	7	1130
Passengers commuting	77	74	83	35	48	10	6	1484
Passengers not commuting	84	85	88	48	40	9	3	2138
Passengers saying they have a disability	80	79	87	50	38	9	4	815
VALUE FOR MONEY								
All fare-paying passengers	51	50	62	23	39	18	20	2142
Aged 16 to 34	43	46	56	21	35	18	26	1003
Aged 35 to 59	58	56	67	25	42	18	15	997
Passengers commuting	50	48	60	22	38	19	21	1333
Passengers not commuting	52	55	66	26	41	15	18	767
PUNCTUALITY & TIME WAITING FOR THE BUS								
Punctuality of the bus	64	64	73	39	34	13	14	3468
The length of time waited	66	66	74	39	35	11	15	3770
ON-BUS JOURNEY TIME								
Time journey on the bus took	-	81	86	50	36	9	5	3846

Detailed results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
THE BUS STOP								
Overall satisfaction with the bus stop	68	73	79	30	49	13	8	3733
Its distance from the journey start	-	81	83	44	39	12	6	3592
The convenience/accessibility of its location	-	84	85	47	38	10	5	3367
Its condition/standard of maintenance	68	70	76	30	46	16	9	3318
Its freedom from graffiti/vandalism	66	71	75	34	41	16	9	3262
Its freedom from litter	59	62	69	28	40	17	15	3392
The information provided at the stop	-	70	73	29	44	16	10	3377
Your personal safety whilst at the stop	61	68	74	32	42	18	8	3393
ON THE BUS								
Route/destination information on the outside of the bus	76	79	82	44	39	14	4	3631
The cleanliness and condition of the outside of the bus	64	69	75	33	43	16	9	3618
The ease of getting onto and off the bus	84	87	87	48	39	9	4	3735
The length of time it took to board	84	87	87	50	38	9	3	3627
The cleanliness and condition of the inside of the bus	59	64	72	26	45	15	13	3790
The information provided inside the bus	56	58	65	25	40	28	7	3361
The availability of seating or space to stand	76	78	82	41	41	11	7	3690
The comfort of the seats	67	69	74	29	44	16	10	3699
The amount of personal space you had around you	-	63	71	29	42	16	13	3668
Provision of grab rails to stand/move within the bus	77	77	81	36	45	13	6	3653
The temperature inside the bus	70	70	76	31	45	16	8	3693
Your personal security whilst on the bus	69	70	76	32	43	18	7	3678
THE BUS DRIVER								
How near to the kerb the driver stopped	88	88	91	53	37	7	2	3598
The driver's appearance	84	83	85	50	35	13	2	3419
The greeting/welcome you got from the driver	52	52	62	31	30	27	11	3402
The helpfulness and attitude of the driver	56	55	64	33	32	28	8	3329
The time the driver gave you to get to your seat	61	62	72	35	37	20	8	3469
Smoothness/freedom from jolting during the journey	65	66	74	32	42	18	8	3530
Safety of the driving (i.e. speed, driver concentrating)	78	79	84	44	39	13	3	3445

Factors affecting journey length

	2011 % occurrence	2012 % occurrence	2013 % occurrence
Conjestion/traffic jams	27	32	22
Road works	13	11	8
Bus driver driving too slowly	10	8	6
Poor weather conditions	4	7	5
Waiting too long at stops	10	11	6
Time it took passengers to board	22	20	13
Base size	2774	3623	3962

Passengers could provide more than one answer

Anti-social behaviour

	2011 % 'yes'	2012 % 'yes'	2013 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	18	17	10
Base size	2774	3623	3962

West Yorkshire (Metro)

Headline results

Overall satisfaction
88%

Value for money
56%

Punctuality
79%

Journey time
84%

The top three drivers of satisfaction

On-bus journey time **32%**



Punctuality **25%**



Ease of getting on/off the bus **12%**



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
OVERALL JOURNEY								
All passengers	85	85	88	47	41	9	3	1744
Fare-paying passengers	83	83	87	40	46	10	3	904
Free-pass holders	90	89	93	63	30	5	2	819
Aged 16 to 34	81	78	83	36	47	13	4	460
Aged 35 to 59	85	86	91	48	43	6	3	521
Passengers commuting	80	79	85	36	48	11	4	633
Passengers not commuting	89	89	91	56	35	7	2	1051
Passengers saying they have a disability	84	86	88	53	35	8	4	418
VALUE FOR MONEY								
All fare-paying passengers	56	55	56	23	33	19	25	884
Aged 16 to 34	51	50	52	20	32	19	30	404
Aged 35 to 59	62	60	61	26	35	20	19	432
Passengers commuting	52	54	55	21	34	20	25	560
Passengers not commuting	64	58	56	25	31	16	28	303
PUNCTUALITY & TIME WAITING FOR THE BUS								
Punctuality of the bus	77	70	79	49	30	11	10	1627
The length of time waited	78	71	80	47	33	11	9	1756
ON-BUS JOURNEY TIME								
Time journey on the bus took	-	86	84	53	31	11	5	1785

Detailed results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
THE BUS STOP								
Overall satisfaction with the bus stop	73	77	82	38	44	12	6	1725
Its distance from the journey start	-	83	85	52	32	11	4	1665
The convenience/accessibility of its location	-	86	89	54	35	8	3	1571
Its condition/standard of maintenance	72	74	76	37	39	16	8	1568
Its freedom from graffiti/vandalism	72	75	77	44	34	14	9	1548
Its freedom from litter	69	69	73	37	35	15	12	1606
The information provided at the stop	-	74	78	39	39	14	8	1590
Your personal safety whilst at the stop	71	74	78	41	37	16	6	1601
ON THE BUS								
Route/destination information on the outside of the bus	83	84	85	53	32	11	3	1701
The cleanliness and condition of the outside of the bus	77	77	79	38	41	15	6	1681
The ease of getting onto and off the bus	91	91	90	57	33	7	3	1752
The length of time it took to board	90	90	90	61	30	8	2	1714
The cleanliness and condition of the inside of the bus	72	75	77	33	44	14	10	1768
The information provided inside the bus	60	61	62	28	34	31	6	1556
The availability of seating or space to stand	83	86	86	49	37	8	5	1734
The comfort of the seats	73	73	75	35	40	15	10	1734
The amount of personal space you had around you	-	72	75	36	38	14	11	1734
Provision of grab rails to stand/move within the bus	84	83	84	42	42	12	4	1716
The temperature inside the bus	76	75	78	35	43	14	8	1733
Your personal security whilst on the bus	82	82	84	44	40	12	3	1730
THE BUS DRIVER								
How near to the kerb the driver stopped	91	91	91	60	31	7	3	1669
The driver's appearance	88	88	88	56	32	10	2	1603
The greeting/welcome you got from the driver	62	63	66	38	28	22	12	1636
The helpfulness and attitude of the driver	65	64	69	41	28	23	9	1610
The time the driver gave you to get to your seat	70	72	74	42	32	16	10	1639
Smoothness/freedom from jolting during the journey	74	73	74	37	37	17	9	1666
Safety of the driving (i.e. speed, driver concentrating)	85	84	88	51	37	10	2	1661

Factors affecting journey length

	2011 % occurrence	2012 % occurrence	2013 % occurrence
Conjestion/traffic jams	22	24	20
Road works	7	8	8
Bus driver driving too slowly	5	6	4
Poor weather conditions	4	6	3
Waiting too long at stops	7	8	8
Time it took passengers to board	22	22	18
Base size	1630	1639	1851

Passengers could provide more than one answer

Anti-social behaviour

	2011 % 'yes'	2012 % 'yes'	2013 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	10	9	7
Base size	1630	1639	1851

Tees Valley Group

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

Headline results

Overall satisfaction
88%

Value for money
61%

Punctuality
76%

Journey time
87%

The top three drivers of satisfaction

On-bus journey time **56%**



Bus drivers' helpfulness/attitude **21%**



Waiting time **12%**



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
OVERALL JOURNEY								
All passengers	85	87	88	50	38	8	5	2054
Fare-paying passengers	80	83	84	41	44	10	5	731
Free-pass holders	91	92	92	59	32	5	4	1300
Aged 16 to 34	77	79	79	33	47	13	8	328
Aged 35 to 59	85	87	88	51	38	7	5	533
Passengers commuting	79	81	80	37	43	13	8	452
Passengers not commuting	88	90	92	56	36	5	3	1514
Passengers saying they have a disability	87	86	89	53	35	7	5	619
VALUE FOR MONEY								
All fare-paying passengers	62	61	61	23	38	18	21	716
Aged 16 to 34	58	53	55	22	33	21	24	267
Aged 35 to 59	66	70	69	24	45	15	16	393
Passengers commuting	58	59	60	21	40	20	20	361
Passengers not commuting	66	64	62	26	36	16	21	333
PUNCTUALITY & TIME WAITING FOR THE BUS								
Punctuality of the bus	74	75	76	46	30	10	14	1886
The length of time waited	74	76	78	45	32	10	13	2032
ON-BUS JOURNEY TIME								
Time journey on the bus took	-	89	87	57	29	9	4	2110

Detailed results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
THE BUS STOP								
Overall satisfaction with the bus stop	68	77	76	36	40	14	9	2009
Its distance from the journey start	-	85	86	52	35	8	5	1893
The convenience/accessibility of its location	-	88	88	53	34	8	4	1732
Its condition/standard of maintenance	69	69	73	34	39	14	13	1701
Its freedom from graffiti/vandalism	68	74	76	41	35	13	12	1681
Its freedom from litter	68	72	74	38	35	13	13	1740
The information provided at the stop	-	74	73	36	37	13	14	1730
Your personal safety whilst at the stop	70	77	77	40	36	16	7	1770
ON THE BUS								
Route/destination information on the outside of the bus	81	86	85	52	33	11	4	1960
The cleanliness and condition of the outside of the bus	75	77	78	36	42	15	7	1958
The ease of getting onto and off the bus	90	90	91	56	34	7	3	2026
The length of time it took to board	90	91	91	59	33	6	3	1960
The cleanliness and condition of the inside of the bus	75	79	77	33	44	12	11	2036
The information provided inside the bus	63	68	65	28	38	27	8	1783
The availability of seating or space to stand	85	88	86	47	39	9	5	1972
The comfort of the seats	74	73	70	31	39	15	15	2012
The amount of personal space you had around you	-	75	73	34	39	15	12	1970
Provision of grab rails to stand/move within the bus	81	86	83	41	42	12	5	1961
The temperature inside the bus	77	79	77	35	42	13	10	1993
Your personal security whilst on the bus	81	86	85	44	40	12	3	1983
THE BUS DRIVER								
How near to the kerb the driver stopped	91	91	93	62	30	5	2	1992
The driver's appearance	90	88	90	59	32	8	2	1922
The greeting/welcome you got from the driver	69	70	73	41	31	17	11	1935
The helpfulness and attitude of the driver	69	71	74	43	31	17	9	1864
The time the driver gave you to get to your seat	75	79	79	46	33	13	8	1924
Smoothness/freedom from jolting during the journey	74	75	75	39	36	15	11	1923
Safety of the driving (i.e. speed, driver concentrating)	85	87	87	53	33	10	3	1927

Factors affecting journey length

	2011 % occurrence	2012 % occurrence	2013 % occurrence
Conjestion/traffic jams	13	15	15
Road works	7	15	11
Bus driver driving too slowly	3	3	4
Poor weather conditions	2	5	3
Waiting too long at stops	6	6	5
Time it took passengers to board	20	17	15
Base size	1648	1724	2159

Passengers could provide more than one answer

Anti-social behaviour

	2011 % 'yes'	2012 % 'yes'	2013 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	8	9	6
Base size	1648	1724	2159

West of England Partnership

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

Headline results

Overall satisfaction
83%

Value for money
48%

Punctuality
69%

Journey time
79%

The top three drivers of satisfaction

On-bus journey time **50%**



Waiting time **23%**



Value for money **10%**



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
OVERALL JOURNEY								
All passengers	84	82	83	38	46	11	6	2423
Fare-paying passengers	80	79	81	31	50	12	7	1517
Free-pass holders	93	89	90	59	31	7	3	861
Aged 16 to 34	75	75	79	27	52	13	8	1013
Aged 35 to 59	84	82	84	40	44	10	6	597
Passengers commuting	77	78	79	25	54	14	8	1111
Passengers not commuting	90	87	89	54	35	7	4	1241
Passengers saying they have a disability	78	85	79	43	36	13	8	470
VALUE FOR MONEY								
All fare-paying passengers	43	35	48	17	31	22	30	1486
Aged 16 to 34	35	31	46	16	30	23	31	916
Aged 35 to 59	52	39	51	19	32	20	29	500
Passengers commuting	42	30	46	15	31	23	32	975
Passengers not commuting	46	49	54	23	31	20	26	483
PUNCTUALITY & TIME WAITING FOR THE BUS								
Punctuality of the bus	69	69	69	38	31	14	17	2271
The length of time waited	74	73	71	39	32	14	15	2443
On-bus journey time								
Time journey on the bus took	-	83	79	42	37	13	8	2441

Detailed results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
THE BUS STOP								
Overall satisfaction with the bus stop	71	77	78	32	46	14	8	2420
Its distance from the journey start	-	83	83	48	35	11	6	2362
The convenience/accessibility of its location	-	89	88	49	39	8	4	2258
Its condition/standard of maintenance	73	72	74	33	41	18	8	2240
Its freedom from graffiti/vandalism	78	81	79	46	34	14	6	2214
Its freedom from litter	69	72	75	36	38	16	10	2284
The information provided at the stop	-	68	68	28	40	16	16	2250
Your personal safety whilst at the stop	74	76	78	39	39	16	5	2255
ON THE BUS								
Route/destination information on the outside of the bus	78	82	81	45	36	15	5	2368
The cleanliness and condition of the outside of the bus	76	76	80	35	45	15	5	2355
The ease of getting onto and off the bus	88	88	89	53	35	8	3	2428
The length of time it took to board	88	86	87	54	34	8	5	2406
The cleanliness and condition of the inside of the bus	72	73	78	32	46	13	9	2438
The information provided inside the bus	55	53	54	20	33	36	10	2179
The availability of seating or space to stand	81	81	85	47	38	9	6	2405
The comfort of the seats	72	68	74	31	43	16	10	2406
The amount of personal space you had around you	-	64	73	32	41	15	12	2389
Provision of grab rails to stand/move within the bus	80	74	80	37	43	15	5	2348
The temperature inside the bus	75	72	74	32	43	16	10	2409
Your personal security whilst on the bus	81	77	83	42	40	14	3	2379
THE BUS DRIVER								
How near to the kerb the driver stopped	92	89	90	58	32	7	2	2349
The driver's appearance	91	85	87	53	34	11	2	2273
The greeting/welcome you got from the driver	68	63	68	36	32	21	11	2316
The helpfulness and attitude of the driver	70	67	69	38	30	22	9	2266
The time the driver gave you to get to your seat	77	76	77	41	36	15	8	2301
Smoothness/freedom from jolting during the journey	75	68	72	34	38	18	10	2325
Safety of the driving (i.e. speed, driver concentrating)	87	82	85	47	38	12	3	2326

Factors affecting journey length

	2011 % occurrence	2012 % occurrence	2013 % occurrence
Conjestion/traffic jams	31	27	30
Road works	12	12	13
Bus driver driving too slowly	5	4	4
Poor weather conditions	3	8	6
Waiting too long at stops	10	13	8
Time it took passengers to board	22	22	20
Base size	828	542	2534

Passengers could provide more than one answer

Anti-social behaviour

	2011 % 'yes'	2012 % 'yes'	2013 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	9	7	6
Base size	828	542	2534

Blackpool

Headline results

Overall satisfaction

89%

Value for money

63%

Punctuality

76%

Journey time

88%

Key results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
OVERALL JOURNEY								
All passengers	-	-	89	54	35	7	4	543
Fare-paying passengers	-	-	85	42	43	10	5	240
Free-pass holders	-	-	94	71	23	4	1	301
Aged 16 to 34	-	-	80	36	44	13	7	110
Aged 35 to 59	-	-	91	53	38	6	3	138
Passengers commuting	-	-	85	42	43	10	5	124
Passengers not commuting	-	-	91	61	30	6	3	402
Passengers saying they have a disability	-	-	89	60	29	6	4	170
VALUE FOR MONEY								
All fare-paying passengers	-	-	63	30	32	19	18	236
Aged 16 to 34	-	-	53	25	29	23	24	98
Aged 35 to 59	-	-	74	36	38	15	11	118
Passengers commuting	-	-	66	29	36	15	19	112
Passengers not commuting	-	-	60	32	28	22	18	119
PUNCTUALITY & TIME WAITING FOR THE BUS								
Punctuality of the bus	-	-	76	51	26	12	12	493
The length of time waited	-	-	75	48	27	12	13	519
ON-BUS JOURNEY TIME								
Time journey on the bus took	-	-	88	58	30	7	5	548

Detailed results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
THE BUS STOP								
Overall satisfaction with the bus stop	-	-	74	35	39	16	10	530
Its distance from the journey start	-	-	83	53	30	11	5	511
The convenience/accessibility of its location	-	-	87	54	33	9	4	448
Its condition/standard of maintenance	-	-	73	33	40	17	10	442
Its freedom from graffiti/vandalism	-	-	78	46	31	13	9	445
Its freedom from litter	-	-	75	36	38	12	13	454
The information provided at the stop	-	-	68	30	38	12	20	447
Your personal safety whilst at the stop	-	-	70	37	32	23	8	460
ON THE BUS								
Route/destination information on the outside of the bus	-	-	90	62	28	8	2	513
The cleanliness and condition of the outside of the bus	-	-	81	40	40	13	6	502
The ease of getting onto and off the bus	-	-	92	62	30	5	3	521
The length of time it took to board	-	-	93	63	30	5	3	507
The cleanliness and condition of the inside of the bus	-	-	78	34	44	12	10	535
The information provided inside the bus	-	-	68	32	37	24	7	475
The availability of seating or space to stand	-	-	88	58	30	7	5	524
The comfort of the seats	-	-	77	33	43	15	8	518
The amount of personal space you had around you	-	-	81	36	46	11	8	511
Provision of grab rails to stand/move within the bus	-	-	88	47	41	9	3	519
The temperature inside the bus	-	-	82	41	41	11	7	517
Your personal security whilst on the bus	-	-	84	46	38	13	3	511
THE BUS DRIVER								
How near to the kerb the driver stopped	-	-	91	66	26	5	4	516
The driver's appearance	-	-	90	65	25	7	3	511
The greeting/welcome you got from the driver	-	-	67	44	23	20	13	503
The helpfulness and attitude of the driver	-	-	69	48	21	19	12	494
The time the driver gave you to get to your seat	-	-	73	47	26	18	9	496
Smoothness/freedom from jolting during the journey	-	-	76	44	32	14	10	505
Safety of the driving (i.e. speed, driver concentrating)	-	-	87	60	27	11	2	513

Factors affecting journey length

	2011 % occurrence	2012 % occurrence	2013 % occurrence
Conjestion/traffic jams	-	-	15
Road works	-	-	27
Bus driver driving too slowly	-	-	3
Poor weather conditions	-	-	2
Waiting too long at stops	-	-	8
Time it took passengers to board	-	-	12
Base size	-	-	562

Passengers could provide more than one answer

Anti-social behaviour

	2011 % 'yes'	2012 % 'yes'	2013 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	-	9
Base size	-	-	562

Devon

Headline results

Overall satisfaction

90%

Value for money

58%

Punctuality

84%

Journey time

85%

Key results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
OVERALL JOURNEY								
All passengers	-	90	90	57	33	8	2	800
Fare-paying passengers	-	87	86	43	43	11	4	364
Free-pass holders	-	94	96	76	20	4	1	422
Aged 16 to 34	-	82	84	39	45	13	3	173
Aged 35 to 59	-	92	88	51	37	8	4	202
Passengers commuting	-	84	86	42	44	10	4	262
Passengers not commuting	-	94	93	67	26	5	2	509
Passengers saying they have a disability	-	91	95	67	27	2	3	158
VALUE FOR MONEY								
All fare-paying passengers	-	53	58	24	34	19	23	362
Aged 16 to 34	-	44	50	20	31	23	27	155
Aged 35 to 59	-	62	66	28	37	15	20	173
Passengers commuting	-	49	56	25	31	22	22	223
Passengers not commuting	-	60	63	24	39	14	23	134
PUNCTUALITY & TIME WAITING FOR THE BUS								
Punctuality of the bus	-	78	84	53	31	10	6	750
The length of time waited	-	80	83	51	31	12	5	801
ON-BUS JOURNEY TIME								
Time journey on the bus took	-	89	85	57	27	11	4	829

Detailed results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
THE BUS STOP								
Overall satisfaction with the bus stop	-	78	82	40	42	12	6	795
Its distance from the journey start	-	87	90	54	36	7	3	762
The convenience/accessibility of its location	-	90	91	57	34	6	3	720
Its condition/standard of maintenance	-	71	75	36	39	16	9	703
Its freedom from graffiti/vandalism	-	77	84	52	32	12	5	701
Its freedom from litter	-	75	80	42	38	13	7	727
The information provided at the stop	-	66	70	31	39	18	12	677
Your personal safety whilst at the stop	-	76	81	46	34	15	5	728
ON THE BUS								
Route/destination information on the outside of the bus	-	87	88	60	27	10	2	798
The cleanliness and condition of the outside of the bus	-	78	85	43	41	11	4	787
The ease of getting onto and off the bus	-	94	93	65	28	5	1	815
The length of time it took to board	-	93	93	66	26	5	2	804
The cleanliness and condition of the inside of the bus	-	81	85	43	42	10	4	826
The information provided inside the bus	-	63	68	33	35	28	5	720
The availability of seating or space to stand	-	88	90	57	33	6	3	809
The comfort of the seats	-	78	81	41	40	12	7	814
The amount of personal space you had around you	-	75	79	41	38	14	7	806
Provision of grab rails to stand/move within the bus	-	84	87	49	38	10	3	793
The temperature inside the bus	-	78	82	41	41	14	4	805
Your personal security whilst on the bus	-	85	88	53	35	11	1	807
THE BUS DRIVER								
How near to the kerb the driver stopped	-	93	94	71	23	4	2	774
The driver's appearance	-	89	92	65	27	6	2	759
The greeting/welcome you got from the driver	-	77	83	54	29	12	5	771
The helpfulness and attitude of the driver	-	78	83	54	28	14	3	754
The time the driver gave you to get to your seat	-	86	85	60	26	11	3	767
Smoothness/freedom from jolting during the journey	-	80	81	47	34	12	7	772
Safety of the driving (i.e. speed, driver concentrating)	-	90	92	60	32	6	2	771

Factors affecting journey length

	2011 % occurrence	2012 % occurrence	2013 % occurrence
Conjestion/traffic jams	-	22	18
Road works	-	12	9
Bus driver driving too slowly	-	4	3
Poor weather conditions	-	9	3
Waiting too long at stops	-	7	4
Time it took passengers to board	-	19	16
Base size	-	1036	845

Passengers could provide more than one answer

Anti-social behaviour

	2011 % 'yes'	2012 % 'yes'	2013 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	9	3
Base size	-	1036	845

Essex

Headline results

Overall satisfaction

83%

Value for money

49%

Punctuality

73%

Journey time

86%

Key results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
OVERALL JOURNEY								
All passengers	83	79	83	48	35	10	7	705
Fare-paying passengers	73	72	78	37	40	13	10	275
Free-pass holders	93	92	91	62	29	6	3	417
Aged 16 to 34	-	72	77	31	45	14	9	141
Aged 35 to 59	78	80	79	50	29	11	10	163
Passengers commuting	66	67	72	29	44	14	13	204
Passengers not commuting	92	89	90	61	29	7	3	478
Passengers saying they have a disability	86	90	79	45	34	10	10	204
VALUE FOR MONEY								
All fare-paying passengers	50	45	49	21	28	14	37	273
Aged 16 to 34	-	-	44	20	25	13	43	126
Aged 35 to 59	54	51	57	24	33	16	26	127
Passengers commuting	50	37	43	14	29	14	43	162
Passengers not commuting	-	58	59	33	27	13	27	106
PUNCTUALITY & TIME WAITING FOR THE BUS								
Punctuality of the bus	70	59	73	45	28	13	15	663
The length of time waited	68	62	72	43	29	12	16	702
ON-BUS JOURNEY TIME								
Time journey on the bus took	-	80	86	52	33	11	3	722

Detailed results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
THE BUS STOP								
Overall satisfaction with the bus stop	67	71	73	31	42	15	12	690
Its distance from the journey start	-	79	84	51	33	11	5	662
The convenience/accessibility of its location	-	89	88	51	37	6	6	607
Its condition/standard of maintenance	66	69	69	30	39	17	14	612
Its freedom from graffiti/vandalism	69	75	74	42	32	15	11	603
Its freedom from litter	66	70	68	33	36	18	14	618
The information provided at the stop	-	57	60	29	32	16	23	597
Your personal safety whilst at the stop	69	74	72	35	37	18	10	622
ON THE BUS								
Route/destination information on the outside of the bus	79	79	83	49	33	12	6	673
The cleanliness and condition of the outside of the bus	73	72	74	33	42	16	10	673
The ease of getting onto and off the bus	85	89	88	55	33	7	5	697
The length of time it took to board	87	86	88	57	31	8	4	679
The cleanliness and condition of the inside of the bus	71	70	72	31	41	14	14	696
The information provided inside the bus	53	57	56	23	34	29	14	594
The availability of seating or space to stand	81	79	83	46	37	9	8	678
The comfort of the seats	68	69	70	31	39	16	14	681
The amount of personal space you had around you	-	67	70	34	36	15	15	682
Provision of grab rails to stand/move within the bus	79	78	80	39	40	12	8	667
The temperature inside the bus	72	69	75	34	42	15	10	685
Your personal security whilst on the bus	82	79	81	41	40	15	4	686
THE BUS DRIVER								
How near to the kerb the driver stopped	91	87	89	60	29	8	3	676
The driver's appearance	89	81	87	56	31	10	3	661
The greeting/welcome you got from the driver	70	61	70	43	27	18	12	662
The helpfulness and attitude of the driver	69	60	71	43	28	17	11	647
The time the driver gave you to get to your seat	79	71	78	49	29	13	8	663
Smoothness/freedom from jolting during the journey	76	69	75	39	36	14	11	668
Safety of the driving (i.e. speed, driver concentrating)	85	80	86	51	35	10	5	671

Factors affecting journey length

	2011 % occurrence	2012 % occurrence	2013 % occurrence
Conjestion/traffic jams	23	28	22
Road works	14	10	10
Bus driver driving too slowly	5	7	3
Poor weather conditions	1	9	3
Waiting too long at stops	8	8	4
Time it took passengers to board	21	19	15
Base size	519	667	738

Passengers could provide more than one answer

Anti-social behaviour

	2011 % 'yes'	2012 % 'yes'	2013 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	8	7	6
Base size	519	667	738

Kent

Headline results

Overall satisfaction

90%

Value for money

59%

Punctuality

84%

Journey time

88%

Key results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
OVERALL JOURNEY								
All passengers	-	84	90	58	32	7	4	603
Fare-paying passengers	-	79	87	48	38	9	5	183
Free-pass holders	-	92	93	68	25	5	3	413
Aged 16 to 34	-	73	85	45	39	9	6	101
Aged 35 to 59	-	87	89	56	33	8	4	107
Passengers commuting	-	76	83	39	44	9	8	118
Passengers not commuting	-	90	93	67	26	6	2	465
Passengers saying they have a disability	-	86	87	60	27	7	6	169
VALUE FOR MONEY								
All fare-paying passengers	-	48	59	26	33	17	24	183
Aged 16 to 34	-	37	51	27	25	22	27	84
Aged 35 to 59	-	64	72	26	45	10	19	86
Passengers commuting	-	50	55	23	32	16	29	97
Passengers not commuting	-	47	64	29	36	19	17	84
PUNCTUALITY & TIME WAITING FOR THE BUS								
Punctuality of the bus	-	72	84	54	30	6	10	567
The length of time waited	-	72	84	54	30	6	10	596
ON-BUS JOURNEY TIME								
Time journey on the bus took	-	89	88	62	26	8	4	622

Detailed results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
THE BUS STOP								
Overall satisfaction with the bus stop	-	75	81	38	42	12	8	586
Its distance from the journey start	-	84	89	57	32	7	4	557
The convenience/accessibility of its location	-	89	91	59	32	6	3	518
Its condition/standard of maintenance	-	69	78	36	42	12	10	513
Its freedom from graffiti/vandalism	-	75	83	48	35	10	8	513
Its freedom from litter	-	68	76	39	38	12	11	526
The information provided at the stop	-	64	74	37	37	13	13	502
Your personal safety whilst at the stop	-	72	78	46	31	16	6	527
ON THE BUS								
Route/destination information on the outside of the bus	-	85	90	62	28	8	2	581
The cleanliness and condition of the outside of the bus	-	76	82	42	41	13	5	578
The ease of getting onto and off the bus	-	89	94	63	31	4	2	603
The length of time it took to board	-	89	91	63	27	5	4	578
The cleanliness and condition of the inside of the bus	-	70	82	39	43	12	6	601
The information provided inside the bus	-	59	72	32	40	20	8	519
The availability of seating or space to stand	-	83	90	54	36	7	3	584
The comfort of the seats	-	69	80	40	40	9	11	587
The amount of personal space you had around you	-	70	80	43	37	9	11	579
Provision of grab rails to stand/move within the bus	-	81	87	51	36	9	4	587
The temperature inside the bus	-	73	82	42	40	9	9	593
Your personal security whilst on the bus	-	82	88	52	36	10	2	586
THE BUS DRIVER								
How near to the kerb the driver stopped	-	93	93	66	27	5	2	584
The driver's appearance	-	88	92	63	29	6	2	568
The greeting/welcome you got from the driver	-	71	79	49	30	11	10	577
The helpfulness and attitude of the driver	-	72	82	53	29	12	6	558
The time the driver gave you to get to your seat	-	79	86	54	32	9	6	573
Smoothness/freedom from jolting during the journey	-	74	81	46	34	10	9	572
Safety of the driving (i.e. speed, driver concentrating)	-	87	92	62	30	5	3	574

Factors affecting journey length

	2011 % occurrence	2012 % occurrence	2013 % occurrence
Conjestion/traffic jams	-	20	15
Road works	-	13	10
Bus driver driving too slowly	-	4	3
Poor weather conditions	-	6	4
Waiting too long at stops	-	8	4
Time it took passengers to board	-	22	21
Base size	-	1447	634

Passengers could provide more than one answer

Anti-social behaviour

	2011 % 'yes'	2012 % 'yes'	2013 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	8	7
Base size	-	1447	634

Lancashire

Headline results

Overall satisfaction

88%

Value for money

62%

Punctuality

79%

Journey time

84%

Key results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
OVERALL JOURNEY								
All passengers	87	-	88	52	35	8	5	573
Fare-paying passengers	82	-	84	42	42	10	7	245
Free-pass holders	93	-	95	73	23	4	0	324
Aged 16 to 34	82	-	79	33	46	14	7	99
Aged 35 to 59	84	-	90	54	36	5	5	140
Passengers commuting	82	-	82	42	40	12	7	169
Passengers not commuting	91	-	94	63	31	3	3	379
Passengers saying they have a disability	89	-	87	59	28	11	2	142
VALUE FOR MONEY								
All fare-paying passengers	57	-	62	30	32	15	24	236
Aged 16 to 34	52	-	57	28	29	14	30	91
Aged 35 to 59	61	-	69	31	38	15	16	113
Passengers commuting	54	-	65	32	33	11	24	142
Passengers not commuting	60	-	56	27	30	23	21	86
PUNCTUALITY & TIME WAITING FOR THE BUS								
Punctuality of the bus	74	-	79	48	31	10	11	541
The length of time waited	75	-	80	51	29	8	12	572
ON-BUS JOURNEY TIME								
Time journey on the bus took	-	-	84	53	32	10	5	582

Detailed results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
THE BUS STOP								
Overall satisfaction with the bus stop	65	-	80	37	43	13	8	560
Its distance from the journey start	-	-	85	53	31	8	7	544
The convenience/accessibility of its location	-	-	89	57	32	7	4	519
Its condition/standard of maintenance	66	-	73	37	36	15	12	498
Its freedom from graffiti/vandalism	70	-	76	48	27	13	12	495
Its freedom from litter	63	-	73	38	35	16	11	519
The information provided at the stop	-	-	72	34	38	16	11	490
Your personal safety whilst at the stop	62	-	78	43	35	14	8	516
ON THE BUS								
Route/destination information on the outside of the bus	82	-	85	60	25	12	2	554
The cleanliness and condition of the outside of the bus	77	-	80	43	37	16	4	538
The ease of getting onto and off the bus	90	-	91	61	30	8	1	559
The length of time it took to board	89	-	90	64	26	9	1	556
The cleanliness and condition of the inside of the bus	76	-	79	39	40	13	8	564
The information provided inside the bus	61	-	63	31	32	31	6	505
The availability of seating or space to stand	83	-	83	50	33	9	8	555
The comfort of the seats	79	-	79	41	38	12	9	559
The amount of personal space you had around you	-	-	71	39	32	14	16	554
Provision of grab rails to stand/move within the bus	85	-	83	47	37	10	7	555
The temperature inside the bus	79	-	77	42	35	14	8	558
Your personal security whilst on the bus	81	-	84	48	37	12	4	555
THE BUS DRIVER								
How near to the kerb the driver stopped	94	-	91	64	27	6	3	556
The driver's appearance	92	-	88	62	26	10	2	542
The greeting/welcome you got from the driver	71	-	71	45	26	19	10	543
The helpfulness and attitude of the driver	72	-	74	46	27	19	7	532
The time the driver gave you to get to your seat	76	-	79	48	30	14	7	539
Smoothness/freedom from jolting during the journey	76	-	78	45	34	12	9	546
Safety of the driving (i.e. speed, driver concentrating)	86	-	86	56	30	11	3	551

Factors affecting journey length

	2011 % occurrence	2012 % occurrence	2013 % occurrence
Conjestion/traffic jams	23	-	19
Road works	14	-	16
Bus driver driving too slowly	5	-	3
Poor weather conditions	1	-	2
Waiting too long at stops	8	-	5
Time it took passengers to board	21	-	15
Base size	562	-	596

Passengers could provide more than one answer

Anti-social behaviour

	2011 % 'yes'	2012 % 'yes'	2013 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	9	-	7
Base size	562	-	596

Milton Keynes

Headline results

Overall satisfaction

84%

Value for money

58%

Punctuality

65%

Journey time

83%

Key results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
OVERALL JOURNEY								
All passengers	-	73	84	37	47	11	4	689
Fare-paying passengers	-	69	83	31	52	13	4	378
Free-pass holders	-	88	89	51	39	8	3	294
Aged 16 to 34	-	68	81	30	51	15	4	233
Aged 35 to 59	-	73	85	34	51	10	5	183
Passengers commuting	-	69	84	28	56	12	4	295
Passengers not commuting	-	79	85	46	38	11	4	375
Passengers saying they have a disability	-	70	86	43	42	8	6	142
VALUE FOR MONEY								
All fare-paying passengers	-	48	58	24	35	15	27	376
Aged 16 to 34	-	46	54	23	31	16	30	207
Aged 35 to 59	-	50	66	26	40	13	21	153
Passengers commuting	-	46	59	22	37	13	28	244
Passengers not commuting	-	51	57	28	30	19	24	127
PUNCTUALITY & TIME WAITING FOR THE BUS								
Punctuality of the bus	-	57	65	32	33	15	19	648
The length of time waited	-	60	69	32	37	15	17	692
ON-BUS JOURNEY TIME								
Time journey on the bus took	-	79	83	45	38	12	5	705

Detailed results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
THE BUS STOP								
Overall satisfaction with the bus stop	-	61	71	26	45	19	10	678
Its distance from the journey start	-	75	82	43	39	11	7	657
The convenience/accessibility of its location	-	79	85	43	42	10	5	609
Its condition/standard of maintenance	-	53	63	24	39	19	18	592
Its freedom from graffiti/vandalism	-	61	69	33	36	18	14	585
Its freedom from litter	-	56	56	24	32	21	23	606
The information provided at the stop	-	59	68	24	44	15	17	609
Your personal safety whilst at the stop	-	62	76	32	44	15	9	616
ON THE BUS								
Route/destination information on the outside of the bus	-	79	83	42	40	14	4	673
The cleanliness and condition of the outside of the bus	-	65	74	28	45	18	8	656
The ease of getting onto and off the bus	-	85	88	49	39	7	4	689
The length of time it took to board	-	83	90	50	40	7	3	670
The cleanliness and condition of the inside of the bus	-	66	72	29	43	17	11	694
The information provided inside the bus	-	50	59	20	38	30	12	612
The availability of seating or space to stand	-	78	84	41	43	9	7	679
The comfort of the seats	-	67	70	28	42	16	13	681
The amount of personal space you had around you	-	63	70	28	42	16	15	675
Provision of grab rails to stand/move within the bus	-	74	77	33	44	17	6	664
The temperature inside the bus	-	67	76	31	45	14	10	677
Your personal security whilst on the bus	-	75	82	36	46	13	5	671
THE BUS DRIVER								
How near to the kerb the driver stopped	-	87	92	55	37	6	2	664
The driver's appearance	-	83	86	46	40	12	2	646
The greeting/welcome you got from the driver	-	63	66	34	33	22	12	662
The helpfulness and attitude of the driver	-	62	70	37	33	22	8	643
The time the driver gave you to get to your seat	-	70	75	40	35	16	9	646
Smoothness/freedom from jolting during the journey	-	64	72	30	42	16	12	641
Safety of the driving (i.e. speed, driver concentrating)	-	76	83	43	40	12	4	653

Factors affecting journey length

	2011 % occurrence	2012 % occurrence	2013 % occurrence
Conjestion/traffic jams	-	12	17
Road works	-	3	4
Bus driver driving too slowly	-	11	5
Poor weather conditions	-	11	5
Waiting too long at stops	-	12	6
Time it took passengers to board	-	31	22
Base size	-	630	724

Passengers could provide more than one answer

Anti-social behaviour

	2011 % 'yes'	2012 % 'yes'	2013 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	10	7
Base size	-	630	724

Norfolk

Headline results

Overall satisfaction

89%

Value for money

59%

Punctuality

81%

Journey time

88%

Key results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
OVERALL JOURNEY								
All passengers	87	-	89	49	40	8	3	1079
Fare-paying passengers	84	-	84	38	46	11	4	440
Free-pass holders	95	-	95	65	31	3	1	624
Aged 16 to 34	81	-	83	29	54	13	5	223
Aged 35 to 59	89	-	90	53	38	6	3	219
Passengers commuting	80	-	83	33	51	13	3	270
Passengers not commuting	93	-	92	58	34	5	3	766
Passengers saying they have a disability	86	-	89	54	35	7	4	235
VALUE FOR MONEY								
All fare-paying passengers	51	-	59	21	38	17	24	432
Aged 16 to 34	41	-	51	16	35	19	30	202
Aged 35 to 59	64	-	73	28	45	14	13	187
Passengers commuting	47	-	51	14	37	20	29	221
Passengers not commuting	55	-	70	31	39	13	17	204
PUNCTUALITY & TIME WAITING FOR THE BUS								
Punctuality of the bus	76	-	81	50	32	9	10	1023
The length of time waited	75	-	82	48	34	8	10	1071
ON-BUS JOURNEY TIME								
Time journey on the bus took	-	-	88	57	31	9	3	1106

Detailed results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
THE BUS STOP								
Overall satisfaction with the bus stop	62	-	78	35	43	13	9	1051
Its distance from the journey start	-	-	86	52	34	9	5	1006
The convenience/accessibility of its location	-	-	89	57	32	8	3	967
Its condition/standard of maintenance	65	-	75	36	39	14	10	934
Its freedom from graffiti/vandalism	72	-	79	47	31	13	8	914
Its freedom from litter	70	-	76	40	36	13	11	961
The information provided at the stop	-	-	61	28	33	15	24	907
Your personal safety whilst at the stop	64	-	78	44	34	16	6	960
ON THE BUS								
Route/destination information on the outside of the bus	79	-	86	52	34	12	2	1038
The cleanliness and condition of the outside of the bus	75	-	78	38	40	14	8	1046
The ease of getting onto and off the bus	91	-	90	58	32	7	3	1080
The length of time it took to board	88	-	89	60	29	8	3	1057
The cleanliness and condition of the inside of the bus	79	-	80	39	41	11	9	1089
The information provided inside the bus	54	-	56	26	30	34	10	948
The availability of seating or space to stand	83	-	84	48	36	10	6	1067
The comfort of the seats	67	-	69	31	38	15	16	1065
The amount of personal space you had around you	-	-	71	34	37	16	13	1060
Provision of grab rails to stand/move within the bus	79	-	80	40	39	15	5	1053
The temperature inside the bus	71	-	75	35	40	16	9	1063
Your personal security whilst on the bus	80	-	85	48	37	13	2	1057
THE BUS DRIVER								
How near to the kerb the driver stopped	94	-	93	63	30	5	2	1040
The driver's appearance	87	-	87	59	28	11	2	1029
The greeting/welcome you got from the driver	69	-	74	47	27	16	11	1040
The helpfulness and attitude of the driver	71	-	75	49	26	16	9	1020
The time the driver gave you to get to your seat	75	-	80	51	29	12	8	1022
Smoothness/freedom from jolting during the journey	74	-	77	42	35	14	9	1037
Safety of the driving (i.e. speed, driver concentrating)	86	-	88	56	31	9	3	1039

Factors affecting journey length

	2011 % occurrence	2012 % occurrence	2013 % occurrence
Conjestion/traffic jams	16	-	16
Road works	8	-	7
Bus driver driving too slowly	4	-	3
Poor weather conditions	1	-	4
Waiting too long at stops	6	-	8
Time it took passengers to board	21	-	18
Base size	480	-	1121

Passengers could provide more than one answer

Anti-social behaviour

	2011 % 'yes'	2012 % 'yes'	2013 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	7	-	5
Base size	480	-	1121

Northumberland

Headline results

Overall satisfaction

85%

Value for money

50%

Punctuality

76%

Journey time

81%

Key results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
OVERALL JOURNEY								
All passengers	-	79	85	45	40	10	5	1073
Fare-paying passengers	-	74	80	34	45	14	7	482
Free-pass holders	-	86	92	59	33	6	2	579
Aged 16 to 34	-	69	74	27	48	20	6	268
Aged 35 to 59	-	77	86	45	40	7	8	256
Passengers commuting	-	63	78	28	51	14	8	302
Passengers not commuting	-	90	89	54	35	9	3	742
Passengers saying they have a disability	-	85	82	45	37	12	6	268
VALUE FOR MONEY								
All fare-paying passengers	-	38	50	20	30	19	31	479
Aged 16 to 34	-	29	44	18	26	18	39	244
Aged 35 to 59	-	50	57	21	36	21	22	210
Passengers commuting	-	34	44	17	27	21	34	267
Passengers not commuting	-	46	55	22	33	17	28	208
PUNCTUALITY & TIME WAITING FOR THE BUS								
Punctuality of the bus	-	65	76	42	34	10	14	1006
The length of time waited	-	66	75	40	35	11	14	1069
ON-BUS JOURNEY TIME								
Time journey on the bus took	-	79	81	49	32	11	8	1099

Detailed results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
THE BUS STOP								
Overall satisfaction with the bus stop	-	68	73	29	44	15	12	1062
Its distance from the journey start	-	79	82	49	33	11	7	1012
The convenience/accessibility of its location	-	84	86	51	35	8	5	926
Its condition/standard of maintenance	-	58	65	25	40	18	17	908
Its freedom from graffiti/vandalism	-	64	72	36	36	14	14	908
Its freedom from litter	-	62	67	30	37	17	16	936
The information provided at the stop	-	62	68	27	41	17	14	932
Your personal safety whilst at the stop	-	70	77	39	38	17	6	953
ON THE BUS								
Route/destination information on the outside of the bus	-	82	85	51	34	12	3	1036
The cleanliness and condition of the outside of the bus	-	72	78	36	41	14	8	1026
The ease of getting onto and off the bus	-	89	90	56	35	7	3	1063
The length of time it took to board	-	89	91	57	34	7	2	1028
The cleanliness and condition of the inside of the bus	-	76	76	34	41	13	11	1076
The information provided inside the bus	-	59	63	24	39	29	8	952
The availability of seating or space to stand	-	84	86	50	37	10	4	1044
The comfort of the seats	-	64	67	30	37	18	15	1048
The amount of personal space you had around you	-	69	75	35	40	14	11	1031
Provision of grab rails to stand/move within the bus	-	81	84	41	43	11	5	1028
The temperature inside the bus	-	71	76	32	44	14	9	1035
Your personal security whilst on the bus	-	83	84	45	40	14	2	1042
THE BUS DRIVER								
How near to the kerb the driver stopped	-	92	90	63	28	8	2	1017
The driver's appearance	-	88	89	59	30	9	2	1008
The greeting/welcome you got from the driver	-	67	73	42	31	18	10	1011
The helpfulness and attitude of the driver	-	68	76	45	31	16	8	987
The time the driver gave you to get to your seat	-	80	81	51	31	13	6	1009
Smoothness/freedom from jolting during the journey	-	73	75	38	37	15	10	1013
Safety of the driving (i.e. speed, driver concentrating)	-	86	86	54	32	11	3	1014

Factors affecting journey length

	2011 % occurrence	2012 % occurrence	2013 % occurrence
Conjestion/traffic jams	-	18	12
Road works	-	10	7
Bus driver driving too slowly	-	5	3
Poor weather conditions	-	3	5
Waiting too long at stops	-	8	4
Time it took passengers to board	-	20	12
Base size	-	681	1120

Passengers could provide more than one answer

Anti-social behaviour

	2011 % 'yes'	2012 % 'yes'	2013 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	10	4
Base size	-	681	1120

Suffolk

Headline results

Overall satisfaction

93%

Value for money

64%

Punctuality

75%

Journey time

89%

Key results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
OVERALL JOURNEY								
All passengers	-	86	93	54	39	6	2	763
Fare-paying passengers	-	83	90	46	44	8	2	304
Free-pass holders	-	91	96	65	31	2	2	443
Aged 16 to 34	-	79	90	42	48	8	2	128
Aged 35 to 59	-	90	92	53	39	6	2	198
Passengers commuting	-	80	92	41	51	8	0	240
Passengers not commuting	-	90	93	65	28	4	3	491
Passengers saying they have a disability	-	87	90	51	39	9	2	171
VALUE FOR MONEY								
All fare-paying passengers	-	58	64	31	33	14	22	296
Aged 16 to 34	-	51	59	29	30	16	25	113
Aged 35 to 59	-	67	71	34	37	12	17	140
Passengers commuting	-	51	61	24	36	17	22	183
Passengers not commuting	-	65	70	45	25	9	21	106
PUNCTUALITY & TIME WAITING FOR THE BUS								
Punctuality of the bus	-	77	75	47	28	9	15	715
The length of time waited	-	78	75	45	30	12	13	749
ON-BUS JOURNEY TIME								
Time journey on the bus took	-	86	89	56	32	7	5	770

Detailed results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
THE BUS STOP								
Overall satisfaction with the bus stop	-	77	78	34	44	14	8	739
Its distance from the journey start	-	90	84	50	33	11	6	711
The convenience/accessibility of its location	-	91	86	53	32	9	5	655
Its condition/standard of maintenance	-	69	74	35	39	14	12	647
Its freedom from graffiti/vandalism	-	77	83	51	32	11	5	638
Its freedom from litter	-	72	76	40	36	14	10	659
The information provided at the stop	-	68	68	29	39	17	15	636
Your personal safety whilst at the stop	-	77	75	42	33	17	8	657
ON THE BUS								
Route/destination information on the outside of the bus	-	85	86	55	31	11	3	742
The cleanliness and condition of the outside of the bus	-	74	79	40	39	14	7	734
The ease of getting onto and off the bus	-	92	93	65	28	5	2	747
The length of time it took to board	-	90	93	65	28	5	2	731
The cleanliness and condition of the inside of the bus	-	77	82	37	45	10	8	763
The information provided inside the bus	-	61	67	27	40	26	7	663
The availability of seating or space to stand	-	88	90	53	37	6	4	742
The comfort of the seats	-	72	77	34	42	12	11	742
The amount of personal space you had around you	-	76	78	39	40	11	10	744
Provision of grab rails to stand/move within the bus	-	86	88	46	42	7	5	729
The temperature inside the bus	-	83	82	38	44	10	8	743
Your personal security whilst on the bus	-	87	87	49	38	11	2	739
THE BUS DRIVER								
How near to the kerb the driver stopped	-	92	94	68	26	4	2	735
The driver's appearance	-	89	94	64	29	5	1	723
The greeting/welcome you got from the driver	-	77	82	53	29	11	7	719
The helpfulness and attitude of the driver	-	77	82	55	27	14	5	713
The time the driver gave you to get to your seat	-	84	89	57	32	8	4	722
Smoothness/freedom from jolting during the journey	-	80	83	48	34	10	7	725
Safety of the driving (i.e. speed, driver concentrating)	-	88	93	62	31	6	2	727

Factors affecting journey length

	2011 % occurrence	2012 % occurrence	2013 % occurrence
Conjestion/traffic jams	-	23	23
Road works	-	26	23
Bus driver driving too slowly	-	2	2
Poor weather conditions	-	2	5
Waiting too long at stops	-	7	5
Time it took passengers to board	-	14	16
Base size	-	661	791

Passengers could provide more than one answer

Anti-social behaviour

	2011 % 'yes'	2012 % 'yes'	2013 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	8	5
Base size	-	661	791

Thurrock

Headline results

Overall satisfaction

84%

Value for money

58%

Punctuality

72%

Journey time

83%

Key results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
OVERALL JOURNEY								
All passengers	-	87	84	46	38	9	6	593
Fare-paying passengers	-	83	78	36	43	13	9	280
Free-pass holders	-	94	94	63	31	3	3	310
Aged 16 to 34	-	78	73	28	46	14	12	175
Aged 35 to 59	-	91	86	50	36	10	4	124
Passengers commuting	-	80	72	28	45	16	11	192
Passengers not commuting	-	93	92	59	33	4	3	381
Passengers saying they have a disability	-	93	86	53	33	7	7	133
VALUE FOR MONEY								
All fare-paying passengers	-	53	58	25	33	16	26	270
Aged 16 to 34	-	-	48	22	27	18	33	152
Aged 35 to 59	-	65	72	29	43	14	14	104
Passengers commuting	-	51	53	24	29	17	29	168
Passengers not commuting	-	-	66	28	38	14	20	99
PUNCTUALITY & TIME WAITING FOR THE BUS								
Punctuality of the bus	-	71	72	45	27	10	18	550
The length of time waited	-	71	74	43	31	7	19	587
ON-BUS JOURNEY TIME								
Time journey on the bus took	-	82	83	51	32	11	6	603

Detailed results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
THE BUS STOP								
Overall satisfaction with the bus stop	-	73	77	30	47	13	10	580
Its distance from the journey start	-	82	80	47	32	13	7	552
The convenience/accessibility of its location	-	86	82	47	35	12	6	506
Its condition/standard of maintenance	-	69	72	31	41	15	13	503
Its freedom from graffiti/vandalism	-	75	73	43	31	16	11	491
Its freedom from litter	-	72	72	32	40	15	13	519
The information provided at the stop	-	71	69	32	37	19	12	513
Your personal safety whilst at the stop	-	73	72	34	38	20	8	520
ON THE BUS								
Route/destination information on the outside of the bus	-	89	85	57	28	11	5	568
The cleanliness and condition of the outside of the bus	-	74	78	36	42	14	8	569
The ease of getting onto and off the bus	-	85	89	55	33	6	5	586
The length of time it took to board	-	87	86	53	33	8	6	570
The cleanliness and condition of the inside of the bus	-	78	77	35	42	11	12	590
The information provided inside the bus	-	62	62	28	34	26	12	529
The availability of seating or space to stand	-	82	79	44	34	13	9	579
The comfort of the seats	-	67	74	33	41	15	12	579
The amount of personal space you had around you	-	67	71	33	38	14	15	575
Provision of grab rails to stand/move within the bus	-	77	78	40	39	14	7	576
The temperature inside the bus	-	74	73	33	40	15	11	577
Your personal security whilst on the bus	-	81	82	42	39	13	6	575
THE BUS DRIVER								
How near to the kerb the driver stopped	-	86	89	56	33	8	3	565
The driver's appearance	-	81	87	56	31	9	5	547
The greeting/welcome you got from the driver	-	66	69	41	28	19	12	550
The helpfulness and attitude of the driver	-	69	70	42	29	20	10	541
The time the driver gave you to get to your seat	-	68	76	44	32	13	11	559
Smoothness/freedom from jolting during the journey	-	69	70	34	36	15	14	565
Safety of the driving (i.e. speed, driver concentrating)	-	81	83	49	34	12	4	559

Factors affecting journey length

	2011 % occurrence	2012 % occurrence	2013 % occurrence
Conjestion/traffic jams	-	16	12
Road works	-	8	11
Bus driver driving too slowly	-	9	4
Poor weather conditions	-	5	5
Waiting too long at stops	-	10	8
Time it took passengers to board	-	24	19
Base size	-	396	618

Passengers could provide more than one answer

Anti-social behaviour

	2011 % 'yes'	2012 % 'yes'	2013 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	10	8
Base size	-	396	618

City of York

Headline results

Overall satisfaction

88%

Value for money

69%

Punctuality

78%

Journey time

89%

Key results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
OVERALL JOURNEY								
All passengers	-	-	88	54	35	7	5	1022
Fare-paying passengers	-	-	84	44	40	9	7	416
Free-pass holders	-	-	94	67	27	4	2	596
Aged 16 to 34	-	-	83	39	44	10	7	187
Aged 35 to 59	-	-	90	56	33	5	6	253
Passengers commuting	-	-	83	40	43	10	7	257
Passengers not commuting	-	-	92	62	30	5	3	737
Passengers saying they have a disability	-	-	89	53	36	5	6	197
VALUE FOR MONEY								
All fare-paying passengers	-	-	69	34	35	13	18	407
Aged 16 to 34	-	-	67	33	34	15	18	157
Aged 35 to 59	-	-	72	35	38	10	18	212
Passengers commuting	-	-	70	34	36	12	18	197
Passengers not commuting	-	-	68	34	34	14	17	202
PUNCTUALITY & TIME WAITING FOR THE BUS								
Punctuality of the bus	-	-	78	51	27	10	12	940
The length of time waited	-	-	77	49	28	9	14	1022
ON-BUS JOURNEY TIME								
Time journey on the bus took	-	-	89	61	27	7	4	1043

Detailed results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
THE BUS STOP								
Overall satisfaction with the bus stop	-	-	82	39	43	11	7	1006
Its distance from the journey start	-	-	86	54	33	9	4	982
The convenience/accessibility of its location	-	-	90	57	32	6	4	930
Its condition/standard of maintenance	-	-	77	36	41	14	9	911
Its freedom from graffiti/vandalism	-	-	82	49	32	13	6	899
Its freedom from litter	-	-	75	43	32	16	9	926
The information provided at the stop	-	-	66	32	34	19	15	913
Your personal safety whilst at the stop	-	-	80	47	33	16	4	928
ON THE BUS								
Route/destination information on the outside of the bus	-	-	88	60	28	9	3	1010
The cleanliness and condition of the outside of the bus	-	-	86	46	40	11	3	1011
The ease of getting onto and off the bus	-	-	92	63	29	5	2	1032
The length of time it took to board	-	-	93	63	30	5	2	1019
The cleanliness and condition of the inside of the bus	-	-	88	44	44	9	3	1033
The information provided inside the bus	-	-	74	37	37	22	4	923
The availability of seating or space to stand	-	-	89	57	32	7	4	1024
The comfort of the seats	-	-	80	40	40	13	7	1010
The amount of personal space you had around you	-	-	80	42	38	12	7	1016
Provision of grab rails to stand/move within the bus	-	-	87	49	39	10	2	1007
The temperature inside the bus	-	-	83	44	39	12	6	1023
Your personal security whilst on the bus	-	-	88	57	32	10	2	1018
THE BUS DRIVER								
How near to the kerb the driver stopped	-	-	93	68	24	6	1	990
The driver's appearance	-	-	90	63	27	8	1	963
The greeting/welcome you got from the driver	-	-	76	47	29	17	7	986
The helpfulness and attitude of the driver	-	-	78	50	28	15	7	957
The time the driver gave you to get to your seat	-	-	82	56	27	12	6	963
Smoothness/freedom from jolting during the journey	-	-	81	47	34	13	6	980
Safety of the driving (i.e. speed, driver concentrating)	-	-	88	60	28	10	2	988

Factors affecting journey length

	2011 % occurrence	2012 % occurrence	2013 % occurrence
Conjestion/traffic jams	-	-	18
Road works	-	-	7
Bus driver driving too slowly	-	-	2
Poor weather conditions	-	-	2
Waiting too long at stops	-	-	10
Time it took passengers to board	-	-	18
Base size	-	-	1064

Passengers could provide more than one answer

Anti-social behaviour

	2011 % 'yes'	2012 % 'yes'	2013 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	-	4
Base size	-	-	1064

Bus operator key findings*

Overall satisfaction

The satisfaction levels achieved by operators on their routes within the areas surveyed ranged from 79% to 94%.

Operators within the PTEs achieved scores this year ranging from 84% to 92%; last year the range across operators within PTEs was 78% to 88%.

The aggregate scores for the four major operators on their services within the areas surveyed this year are: Arriva 86%; First 86%; National Express 86%; and Stagecoach 90%. Last year these scores were 85%, 81%, 78%, and 86% respectively.

Value for money

The satisfaction levels achieved by operators on their routes within the areas surveyed ranged from 43% to 75%.

Operators within the PTEs achieved scores this year ranging from 49% to 75%; last year the range across operators within PTEs was 40% to 67%.

The aggregate scores for the four major operators on their services within the areas surveyed this year are: Arriva 56%; First 58%; National Express 61%; and Stagecoach 67%. Last year these scores were 48%; 48%; 50%; and 59% respectively.

Punctuality

The satisfaction levels achieved by operators on their routes within the areas surveyed ranged from 58% to 87%.

Operators within the PTEs achieved scores ranging this year from 67% to 83%; last year the range across operators within PTEs was 59% to 78%.

The aggregate scores for the four major operators on their services within the areas surveyed this year are: Arriva 74%; First 74%; National Express 73%; and Stagecoach 80%. Last year these scores were 71%; 63%; 62%; and 74% respectively.

On-bus journey time

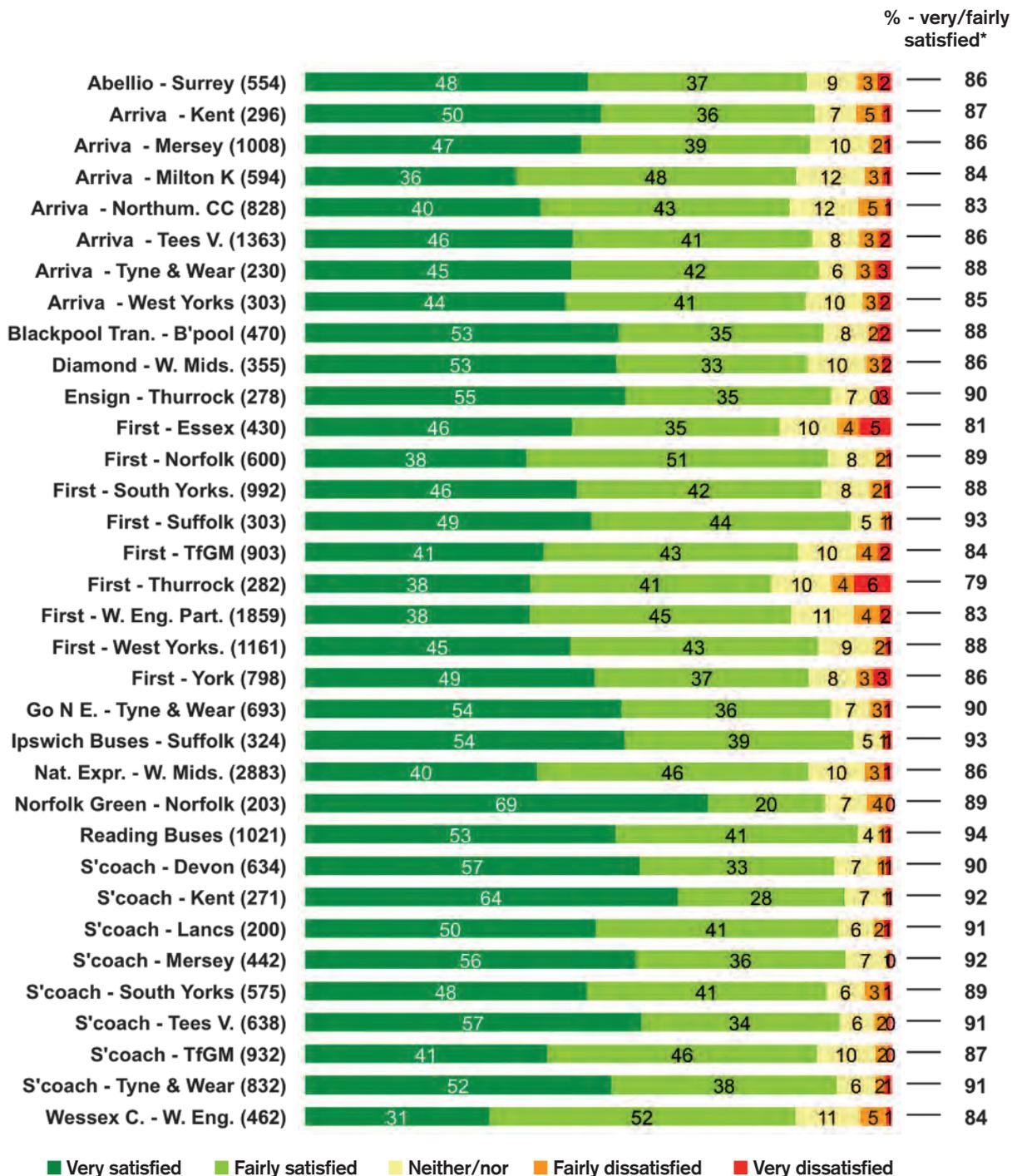
The satisfaction levels achieved by operators on their routes within the areas surveyed ranged from 76% to 91%.

Operators within the PTEs achieved scores this year ranging from 81% to 91%; last year it was 79% to 90%.

The aggregate scores for the four major operators on their services within the areas surveyed this year are: Arriva 85%; First 83%; National Express 85%; and Stagecoach 85%. Last year these scores were 86%; 83%; 80%; and 85% respectively.

*As a result of the areas selected, the proportion of each major operator's services covered by the survey will vary. Due to the coverage of areas served by Go-Ahead services being less widespread, they have been omitted from the major operator results provided

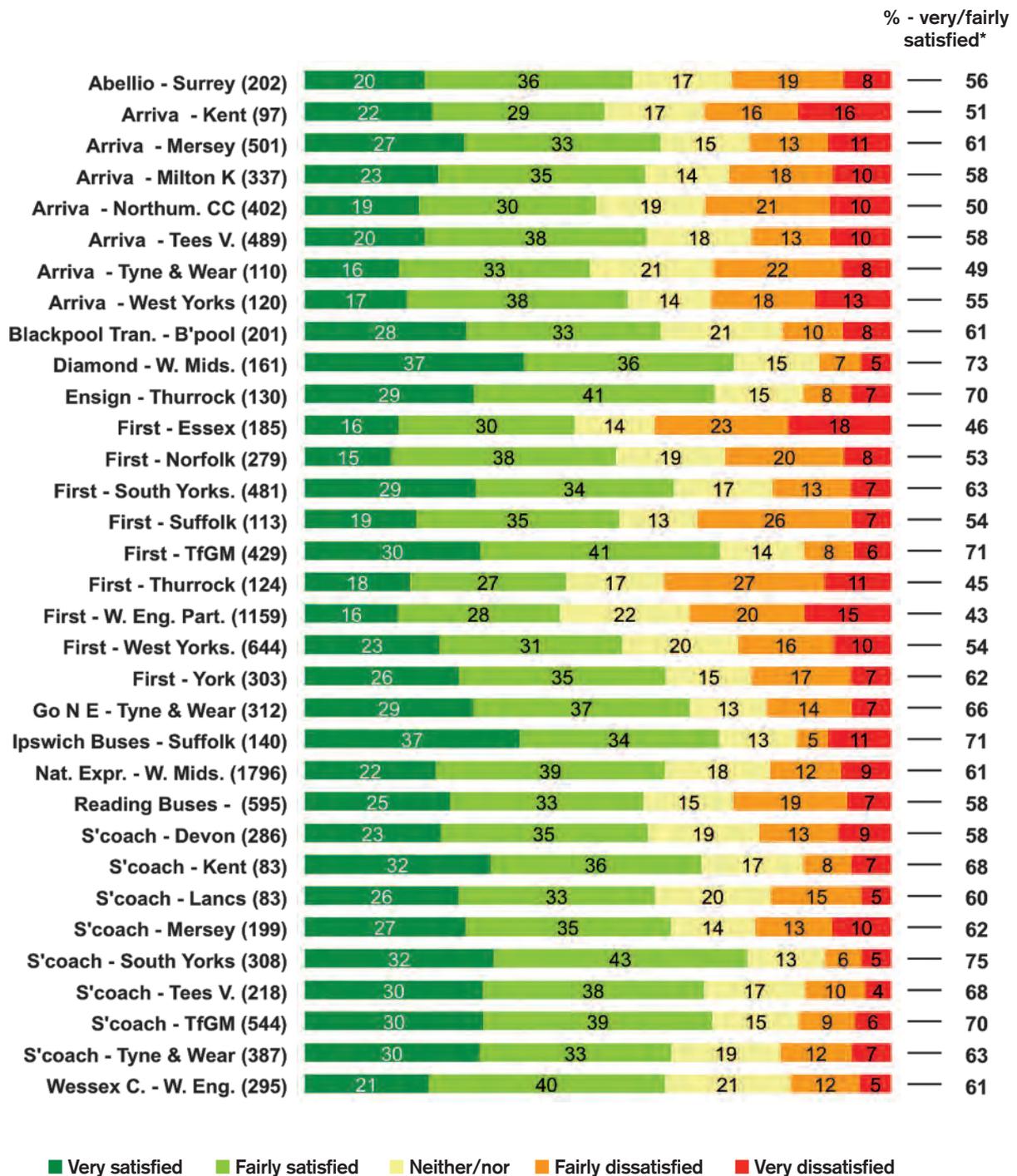
Overall satisfaction with the bus journey (%)



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

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

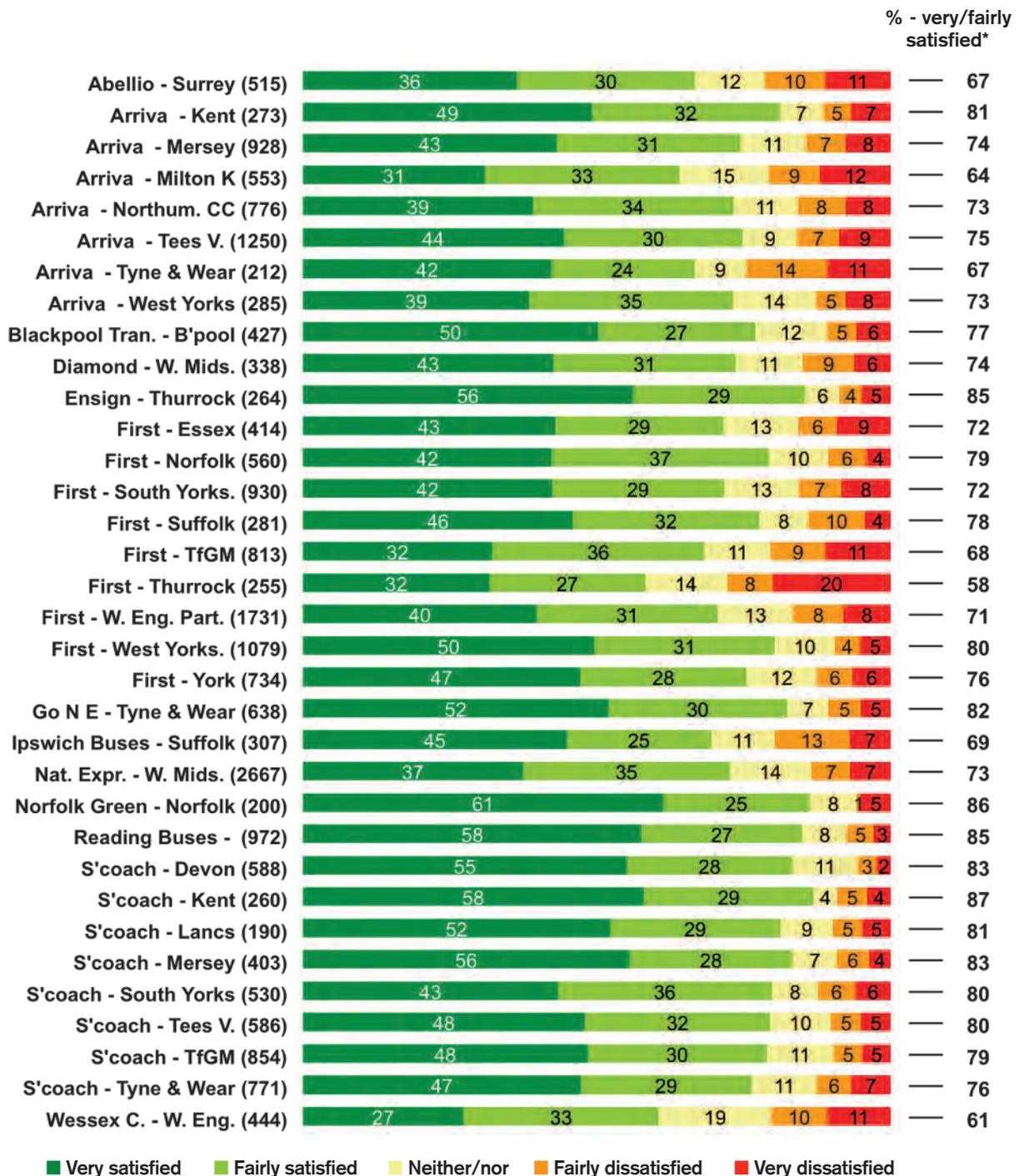
2 Satisfaction with value for money – fare-paying passengers (%)



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

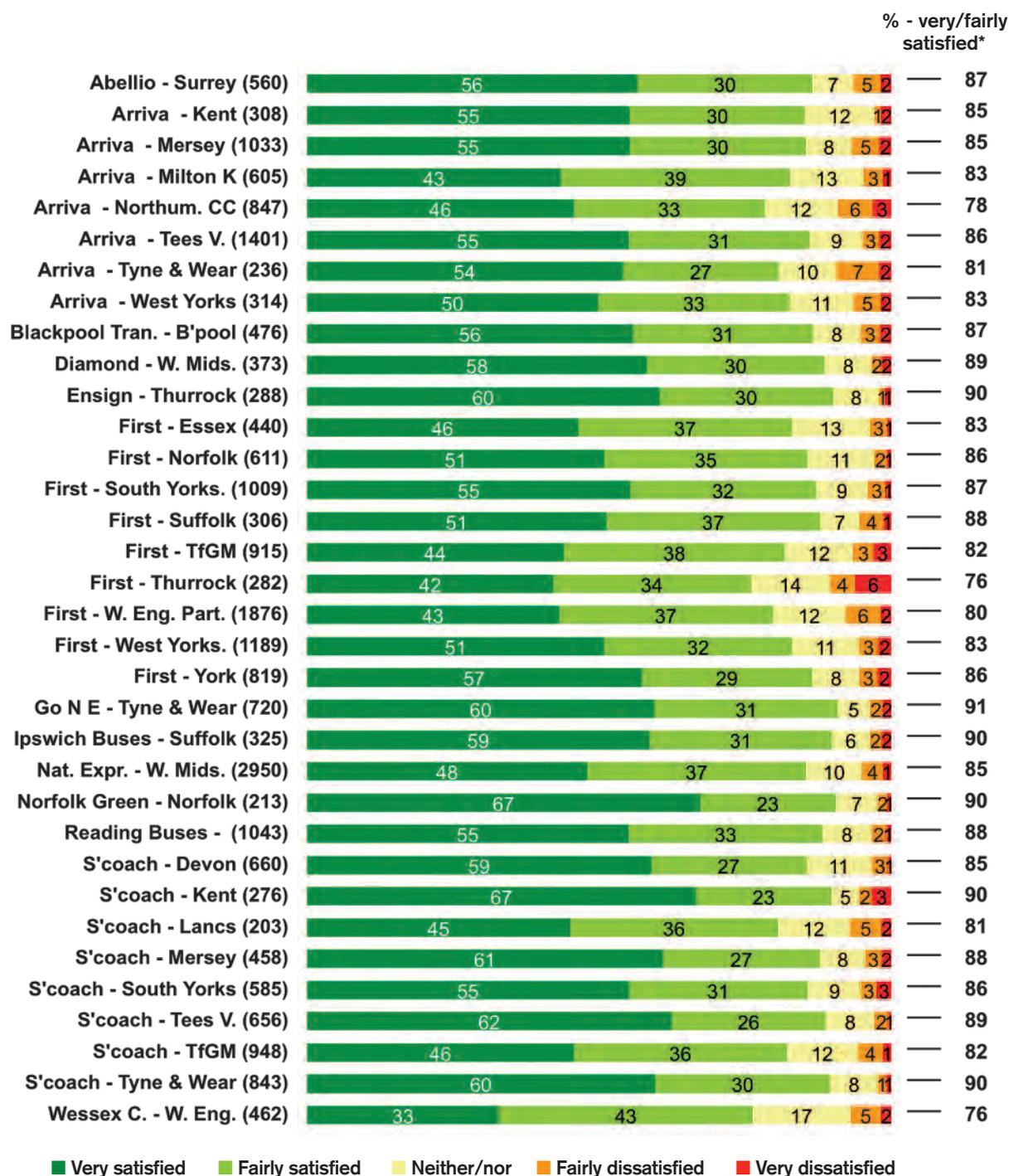
3 Satisfaction with punctuality of the bus (%)



Q How satisfied were you with each of the following: 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

4 Satisfaction with on-bus journey time (%)



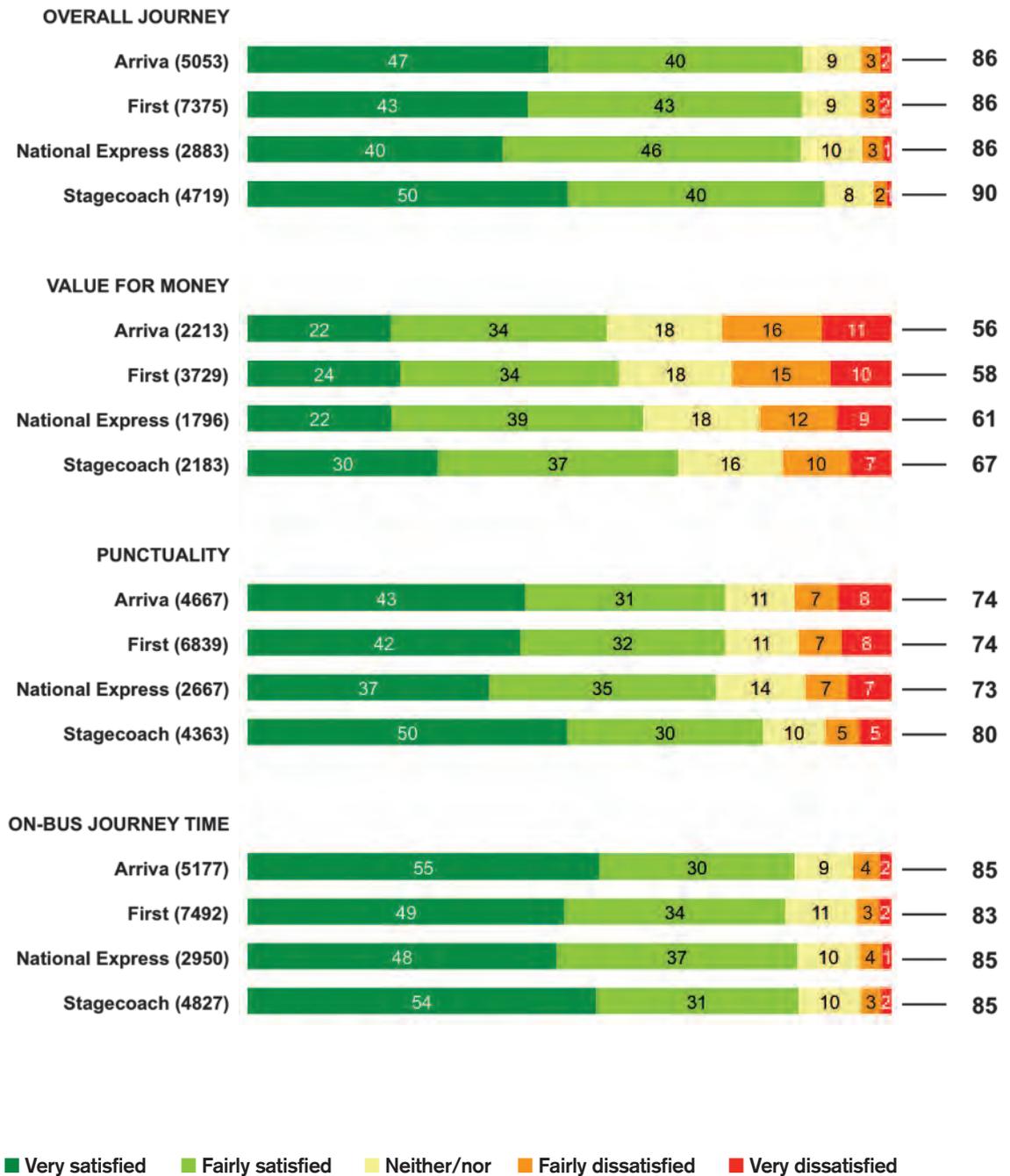
Q How satisfied were you with the length of time your journey on the bus took?

*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

Scores for key measures for major operators

(achieved from their operations across the areas surveyed*)

% - very/fairly satisfied**



*Results for Go-Ahead Group are not provided as the range of their bus companies covered was not sufficiently broad

**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

Bus operators covered

The Bus Passenger Survey was conducted in 19 local transport authority (LTA) areas. Within each LTA, results have been provided for operators where enough responses were received.

Major bus operators* results (across the areas covered) are shown first, followed by results for operators within areas listed alphabetically.

We recommend reading the accompanying text on page 105: *How the research was carried out and making use of results.*



- Arriva – across the survey areas
- First – across the survey areas
- National Express – across the survey areas
- Stagecoach – across the survey areas
- Abellio in Surrey
- Arriva in Kent
- Arriva in Merseyside PTE
- Arriva in Milton Keynes
- Arriva in Northumberland
- Arriva in Tees Valley Group
- Arriva in Tyne and Wear PTE
- Arriva in West Yorkshire PTE
- Blackpool Transport in Blackpool
- Diamond Bus in West Midlands PTE
- Ensign Bus in Thurrock
- First in Essex
- First in Greater Manchester
- First in Norfolk
- First in South Yorkshire PTE
- First in Suffolk
- First in Thurrock
- First in West of England Partnership
- First in West Yorkshire PTE
- First in City of York
- Go North East in Tyne and Wear PTE
- Ipswich Buses in Suffolk
- National Express in West Midlands PTE
- Norfolk Green in Norfolk
- Reading Buses
- Stagecoach in Devon
- Stagecoach in Kent
- Stagecoach in Lancashire
- Stagecoach in Greater Manchester
- Stagecoach in Merseyside PTE
- Stagecoach in South Yorkshire PTE
- Stagecoach in Tees Valley
- Stagecoach in Tyne and Wear PTE
- Wessex Connect in West of England Partnership

*As a result of the areas selected, the proportion of each major operator's services covered by the survey will vary. Due to the coverage of areas served by Go-Ahead services being less widespread, they have been omitted from the major operator results provided.

All Arriva in survey areas

Headline results

Overall satisfaction
86%

Value for money
56%

Punctuality
74%

Journey time
85%

The top three drivers of satisfaction

On-bus journey time **46%**



Waiting time **30%**



Smoothness/freedom from jolting **7%**



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
OVERALL JOURNEY								
All passengers	-	85	86	47	40	9	5	5053
Fare-paying passengers	-	80	83	38	45	11	6	2262
Free-pass holders	-	92	91	62	29	6	3	2722
Aged 16 to 34	-	80	80	32	49	14	6	1166
Aged 35 to 59	-	83	87	48	39	7	6	1349
Passengers commuting	-	78	80	31	49	13	7	1525
Passengers not commuting	-	89	90	57	33	7	3	3347
Passengers saying they have a disability	-	87	88	53	35	7	5	1285
VALUE FOR MONEY								
All fare-paying passengers	-	48	56	22	34	18	26	2213
Aged 16 to 34	-	41	50	18	32	21	29	1012
Aged 35 to 59	-	57	63	28	35	14	23	1081
Passengers commuting	-	46	53	20	33	17	29	1298
Passengers not commuting	-	51	60	25	35	19	21	872
PUNCTUALITY & TIME WAITING FOR THE BUS								
Punctuality of the bus	-	71	74	43	31	11	15	4667
The length of time waited	-	71	75	44	31	11	14	5048
ON-BUS JOURNEY TIME								
Time journey on the bus took	-	86	85	55	30	9	6	5177

Detailed results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
ON THE BUS								
Route/destination information on the outside of the bus	-	83	85	52	32	12	3	4892
The cleanliness and condition of the outside of the bus	-	76	80	38	42	14	6	4830
The ease of getting onto and off the bus	-	89	89	56	34	7	3	4996
The length of time it took to board	-	89	89	57	32	8	3	4868
The cleanliness and condition of the inside of the bus	-	74	78	35	43	13	9	5048
The information provided inside the bus	-	61	65	29	35	28	8	4455
The availability of seating or space to stand	-	83	84	48	36	9	7	4928
The comfort of the seats	-	72	75	35	41	13	11	4955
The amount of personal space you had around you	-	70	74	36	38	13	13	4895
Provision of grab rails to stand/move within the bus	-	81	84	44	40	11	5	4871
The temperature inside the bus	-	74	79	37	42	12	10	4928
Your personal security whilst on the bus	-	82	84	45	40	12	3	4919
THE BUS DRIVER								
How near to the kerb the driver stopped	-	90	91	61	30	7	2	4855
The driver's appearance	-	87	88	56	32	10	2	4705
The greeting/welcome you got from the driver	-	64	68	37	30	21	11	4732
The helpfulness and attitude of the driver	-	64	69	39	30	22	9	4602
The time the driver gave you to get to your seat	-	72	74	42	33	15	10	4724
Smoothness/freedom from jolting during the journey	-	71	73	37	36	15	12	4764
Safety of the driving (i.e. speed, driver concentrating)	-	84	86	51	35	11	3	4756



All First in survey areas

Headline results

Overall satisfaction
86%

Value for money
58%

Punctuality
74%

Journey time
83%

The top three drivers of satisfaction



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
OVERALL JOURNEY								
All passengers	-	81	86	43	43	9	5	7375
Fare-paying passengers	-	79	83	36	47	11	6	3788
Free-pass holders	-	87	92	60	33	5	3	3482
Aged 16 to 34	-	76	81	32	50	13	6	1971
Aged 35 to 59	-	82	87	45	43	8	5	2035
Passengers commuting	-	77	81	32	49	12	7	2584
Passengers not commuting	-	86	90	53	37	7	3	4545
Passengers saying they have a disability	-	80	86	49	37	9	5	1654
VALUE FOR MONEY								
All fare-paying passengers	-	48	58	24	34	18	25	3729
Aged 16 to 34	-	45	54	22	32	18	28	1801
Aged 35 to 59	-	51	63	26	37	17	20	1694
Passengers commuting	-	47	57	22	35	18	25	2243
Passengers not commuting	-	51	58	26	33	17	24	1415
PUNCTUALITY & TIME WAITING FOR THE BUS								
Punctuality of the bus	-	63	74	42	32	11	15	6839
The length of time waited	-	67	76	44	32	11	13	7370
ON-BUS JOURNEY TIME								
Time journey on the bus took	-	83	83	49	34	11	5	7492

Detailed Results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
ON THE BUS								
Route/destination information on the outside of the bus	-	81	83	48	36	13	3	7130
The cleanliness and condition of the outside of the bus	-	74	76	34	42	17	7	7090
The ease of getting onto and off the bus	-	87	89	54	35	7	3	7336
The length of time it took to board	-	87	89	56	33	8	3	7201
The cleanliness and condition of the inside of the bus	-	72	74	29	45	14	11	7388
The information provided inside the bus	-	57	59	24	35	32	9	6524
The availability of seating or space to stand	-	83	85	47	39	9	6	7281
The comfort of the seats	-	70	73	31	42	15	12	7259
The amount of personal space you had around you	-	68	74	33	40	15	12	7223
Provision of grab rails to stand/move within the bus	-	80	83	39	44	12	5	7162
The temperature inside the bus	-	75	76	33	43	15	9	7261
Your personal security whilst on the bus	-	80	82	41	41	15	4	7222
THE BUS DRIVER								
How near to the kerb the driver stopped	-	89	91	58	33	7	2	7119
The driver's appearance	-	84	88	55	33	10	2	6878
The greeting/welcome you got from the driver	-	60	66	36	30	22	12	6968
The helpfulness and attitude of the driver	-	63	69	38	31	22	10	6781
The time the driver gave you to get to your seat	-	70	74	41	34	16	9	6948
Smoothness/freedom from jolting during the journey	-	70	74	36	38	17	9	7035
Safety of the driving (i.e. speed, driver concentrating)	-	82	87	49	38	10	3	7037



All National Express in survey areas

Headline results

Overall satisfaction
86%

Value for money
61%

Punctuality
73%

Journey time
85%

The top three drivers of satisfaction

Waiting time **32%**



On-bus journey time **30%**



Comfort of the seats **12%**



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
OVERALL JOURNEY								
All passengers	-	78	86	40	46	10	5	2883
Fare-paying passengers	-	75	84	34	50	11	5	1831
Free-pass holders	-	88	92	56	36	6	2	993
Aged 16 to 34	-	74	83	33	50	12	5	913
Aged 35 to 59	-	77	84	36	48	10	6	938
Passengers commuting	-	74	83	34	50	11	6	1226
Passengers not commuting	-	84	88	45	43	9	3	1565
Passengers saying they have a disability	-	77	87	47	41	9	4	610
VALUE FOR MONEY								
All fare-paying passengers	-	50	61	22	39	18	21	1796
Aged 16 to 34	-	45	55	20	35	18	27	848
Aged 35 to 59	-	55	67	24	43	19	14	832
Passengers commuting	-	48	59	21	38	20	21	1104
Passengers not commuting	-	54	67	25	42	15	18	654
PUNCTUALITY & TIME WAITING FOR THE BUS								
Punctuality of the bus	-	62	73	37	35	14	13	2667
The length of time waited	-	64	74	37	36	12	15	2901
ON-BUS JOURNEY TIME								
Time journey on the bus took	-	80	85	48	37	10	5	2950

Detailed results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
ON THE BUS								
Route/destination information on the outside of the bus	-	78	82	42	40	14	4	2795
The cleanliness and condition of the outside of the bus	-	67	74	31	43	17	9	2766
The ease of getting onto and off the bus	-	86	87	46	41	9	4	2865
The length of time it took to board	-	86	87	47	39	10	3	2786
The cleanliness and condition of the inside of the bus	-	62	70	23	47	16	14	2904
The information provided inside the bus	-	57	65	24	40	28	7	2623
The availability of seating or space to stand	-	77	81	38	44	11	7	2831
The comfort of the seats	-	67	72	27	45	18	10	2840
The amount of personal space you had around you	-	61	69	27	42	17	14	2821
Provision of grab rails to stand/move within the bus	-	76	80	34	46	14	6	2801
The temperature inside the bus	-	69	74	28	46	17	9	2838
Your personal security whilst on the bus	-	69	74	30	44	19	7	2823
THE BUS DRIVER								
How near to the kerb the driver stopped	-	87	91	52	39	7	2	2759
The driver's appearance	-	82	85	49	36	13	2	2607
The greeting/welcome you got from the driver	-	50	59	29	30	29	12	2596
The helpfulness and attitude of the driver	-	53	62	30	32	30	8	2540
The time the driver gave you to get to your seat	-	60	70	33	38	21	8	2663
Smoothness/freedom from jolting during the journey	-	64	73	30	42	19	8	2714
Safety of the driving (i.e. speed, driver concentrating)	-	78	83	42	41	14	3	2632



All Stagecoach in survey areas

Headline results

Overall satisfaction
90%

Value for money
67%

Punctuality
80%

Journey time
85%

The top three drivers of satisfaction

On-bus journey time **53%**



Safety of driving **18%**



Time taken to board **10%**



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
OVERALL JOURNEY								
All passengers	-	86	90	50	40	8	3	4719
Fare-paying passengers	-	84	88	42	46	9	3	2237
Free-pass holders	-	90	93	66	27	5	2	2419
Aged 16 to 34	-	81	86	39	47	11	3	1076
Aged 35 to 59	-	88	90	49	42	7	3	1277
Passengers commuting	-	80	86	40	46	10	4	1464
Passengers not commuting	-	91	93	58	35	6	2	3116
Passengers saying they have a disability	-	87	89	53	36	8	3	1164
VALUE FOR MONEY								
All fare-paying passengers	-	59	67	30	37	16	17	2183
Aged 16 to 34	-	52	63	28	35	17	20	957
Aged 35 to 59	-	69	73	31	42	15	12	1056
Passengers commuting	-	56	66	27	39	17	16	1259
Passengers not commuting	-	64	68	33	35	15	18	891
PUNCTUALITY & TIME WAITING FOR THE BUS								
Punctuality of the bus	-	74	80	50	30	10	10	4363
The length of time waited	-	76	82	50	32	9	9	4705
ON-BUS JOURNEY TIME								
Time journey on the bus took	-	85	85	54	31	10	5	4827

Detailed results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
ON THE BUS								
Route/destination information on the outside of the bus	-	86	86	56	30	11	3	4573
The cleanliness and condition of the outside of the bus	-	76	79	40	39	15	6	4505
The ease of getting onto and off the bus	-	91	91	59	32	6	3	4673
The length of time it took to board	-	90	91	60	30	7	3	4567
The cleanliness and condition of the inside of the bus	-	72	77	34	43	13	10	4726
The information provided inside the bus	-	60	65	29	37	29	6	4172
The availability of seating or space to stand	-	86	88	51	37	7	5	4619
The comfort of the seats	-	73	77	36	41	14	9	4641
The amount of personal space you had around you	-	68	75	37	38	14	12	4588
Provision of grab rails to stand/move within the bus	-	81	84	45	39	11	5	4573
The temperature inside the bus	-	76	79	38	41	13	7	4633
Your personal security whilst on the bus	-	83	84	46	38	13	3	4611
THE BUS DRIVER								
How near to the kerb the driver stopped	-	91	92	62	31	6	2	4574
The driver's appearance	-	87	90	57	32	9	2	4362
The greeting/welcome you got from the driver	-	66	71	41	31	20	9	4430
The helpfulness and attitude of the driver	-	67	73	43	31	19	7	4303
The time the driver gave you to get to your seat	-	72	78	44	34	14	8	4414
Smoothness/freedom from jolting during the journey	-	71	77	40	37	14	9	4486
Safety of the driving (i.e. speed, driver concentrating)	-	84	89	54	35	9	2	4493



Abellio in Surrey

Results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
OVERALL JOURNEY								
All passengers	-	-	86	48	37	9	6	554
Fare-paying passengers	-	-	80	34	45	12	9	204
Free-pass holders	-	-	92	64	28	5	3	347
Aged 16 to 34	-	-	75	23	51	14	11	110
Aged 35 to 59	-	-	83	47	35	11	6	111
Passengers commuting	-	-	75	28	48	14	11	142
Passengers not commuting	-	-	92	59	32	6	3	393
Passengers saying they have a disability	-	-	84	56	28	9	7	139
VALUE FOR MONEY								
All fare-paying passengers	-	-	56	20	36	17	27	202
Aged 16 to 34	-	-	48	18	30	18	34	95
Aged 35 to 59	-	-	61	23	38	18	21	86
Passengers commuting	-	-	50	15	35	17	33	109
Passengers not commuting	-	-	64	28	36	17	19	90
PUNCTUALITY & TIME WAITING FOR THE BUS								
Punctuality of the bus	-	-	67	36	30	12	21	515
The length of time waited	-	-	68	35	33	12	20	550
ON-BUS JOURNEY TIME								
Time journey on the bus took	-	-	87	56	30	7	7	560
ON THE BUS								
Route/destination information on the outside of the bus	-	-	83	50	33	13	4	535
The cleanliness and condition of the outside of the bus	-	-	75	35	39	16	9	536
The ease of getting onto and off the bus	-	-	91	56	35	6	2	551
The length of time it took to board	-	-	90	60	31	6	3	534
The cleanliness and condition of the inside of the bus	-	-	74	32	42	14	11	554
The information provided inside the bus	-	-	59	26	33	29	12	490
The availability of seating or space to stand	-	-	91	52	39	6	3	540
The comfort of the seats	-	-	69	32	37	17	14	542
The amount of personal space you had around you	-	-	74	34	40	15	11	543
Provision of grab rails to stand/move within the bus	-	-	80	41	39	14	6	529
The temperature inside the bus	-	-	78	37	41	13	9	543
Your personal security whilst on the bus	-	-	87	46	41	10	3	541
THE BUS DRIVER								
How near to the kerb the driver stopped	-	-	94	63	31	4	1	534
The driver's appearance	-	-	90	59	31	8	2	521
The greeting/welcome you got from the driver	-	-	79	50	29	12	9	530
The helpfulness and attitude of the driver	-	-	80	51	29	12	8	521
The time the driver gave you to get to your seat	-	-	83	52	31	12	5	532
Smoothness/freedom from jolting during the journey	-	-	73	41	32	16	11	528
Safety of the driving (i.e. speed, driver concentrating)	-	-	84	54	29	12	5	530

Arriva in Kent

Results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
OVERALL JOURNEY								
All passengers	-	85	87	50	36	7	6	296
Fare-paying passengers	-	77	83	37	46	10	7	98
Free-pass holders	-	94	91	67	24	4	5	194
Aged 16 to 34	-	70	-	-	-	-	-	-
Aged 35 to 59	-	91	-	-	-	-	-	-
Passengers commuting	-	74	-	-	-	-	-	-
Passengers not commuting	-	91	92	65	27	6	3	221
Passengers saying they have a disability	-	86	-	-	-	-	-	-
VALUE FOR MONEY								
All fare-paying passengers	-	41	51	22	29	17	32	97
Aged 16 to 34	-	29	-	-	-	-	-	-
Aged 35 to 59	-	57	-	-	-	-	-	-
Passengers commuting	-	40	-	-	-	-	-	-
Passengers not commuting	-	42	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS								
Punctuality of the bus	-	72	81	49	32	7	11	273
The length of time waited	-	72	81	51	30	5	14	298
ON-BUS JOURNEY TIME								
Time journey on the bus took	-	91	85	55	30	12	3	308
ON THE BUS								
Route/destination information on the outside of the bus	-	85	88	62	27	8	3	287
The cleanliness and condition of the outside of the bus	-	78	82	40	42	11	7	288
The ease of getting onto and off the bus	-	90	93	61	31	5	2	297
The length of time it took to board	-	89	89	61	28	5	6	284
The cleanliness and condition of the inside of the bus	-	74	83	37	46	10	7	298
The information provided inside the bus	-	61	68	32	36	22	9	262
The availability of seating or space to stand	-	84	86	51	36	9	4	285
The comfort of the seats	-	71	79	40	39	10	11	290
The amount of personal space you had around you	-	73	77	39	37	10	13	288
Provision of grab rails to stand/move within the bus	-	83	88	50	37	8	4	289
The temperature inside the bus	-	76	80	41	39	9	11	290
Your personal security whilst on the bus	-	83	85	48	37	12	3	290
THE BUS DRIVER								
How near to the kerb the driver stopped	-	94	90	62	28	6	3	281
The driver's appearance	-	89	90	59	31	7	3	274
The greeting/welcome you got from the driver	-	69	71	41	30	12	17	280
The helpfulness and attitude of the driver	-	69	73	45	28	17	10	270
The time the driver gave you to get to your seat	-	80	80	49	31	10	10	278
Smoothness/freedom from jolting during the journey	-	74	73	39	33	14	13	279
Safety of the driving (i.e. speed, driver concentrating)	-	87	86	55	31	9	5	281

Arriva in Merseyside

Results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
OVERALL JOURNEY								
All passengers	85	85	86	47	39	10	4	1008
Fare-paying passengers	85	80	84	42	42	12	4	519
Free-pass holders	88	95	93	61	31	6	2	478
Aged 16 to 34	83	81	81	32	50	15	3	235
Aged 35 to 59	84	82	87	53	33	8	5	319
Passengers commuting	80	79	82	35	47	15	4	352
Passengers not commuting	91	89	90	57	33	7	3	625
Passengers saying they have a disability	81	87	91	55	36	7	2	235
VALUE FOR MONEY								
All fare-paying passengers	55	47	61	27	33	15	24	501
Aged 16 to 34	51	42	56	21	35	18	26	217
Aged 35 to 59	59	53	66	35	31	12	21	266
Passengers commuting	54	45	60	26	34	14	27	310
Passengers not commuting	57	51	63	29	34	18	19	182
PUNCTUALITY & TIME WAITING FOR THE BUS								
Punctuality of the bus	70	73	74	43	31	11	14	928
The length of time waited	75	74	77	47	30	10	13	1020
ON-BUS JOURNEY TIME								
Time journey on the bus took	-	90	85	55	30	8	7	1033
ON THE BUS								
Route/destination information on the outside of the bus	81	84	85	50	35	12	3	981
The cleanliness and condition of the outside of the bus	78	77	81	41	40	14	5	970
The ease of getting onto and off the bus	89	88	87	53	34	8	5	997
The length of time it took to board	88	91	88	57	32	9	2	980
The cleanliness and condition of the inside of the bus	74	73	78	37	41	13	9	1010
The information provided inside the bus	59	62	64	31	32	28	8	889
The availability of seating or space to stand	78	84	82	49	32	9	10	995
The comfort of the seats	73	75	78	37	41	12	10	988
The amount of personal space you had around you	-	71	74	38	37	13	13	981
Provision of grab rails to stand/move within the bus	81	82	83	45	38	11	6	979
The temperature inside the bus	74	76	78	38	40	12	10	991
Your personal security whilst on the bus	79	83	84	45	40	12	4	983
THE BUS DRIVER								
How near to the kerb the driver stopped	92	92	92	62	30	6	2	975
The driver's appearance	86	88	88	57	31	10	2	914
The greeting/welcome you got from the driver	61	60	66	36	30	23	11	925
The helpfulness and attitude of the driver	64	63	67	37	30	23	10	906
The time the driver gave you to get to your seat	67	66	72	40	32	17	11	936
Smoothness/freedom from jolting during the journey	70	72	74	38	36	13	13	945
Safety of the driving (i.e. speed, driver concentrating)	81	83	88	51	37	9	3	947

Arriva in Milton Keynes

Results

Satisfaction (%)	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
OVERALL JOURNEY								
All passengers	-	72	84	36	48	12	4	594
Fare-paying passengers	-	67	83	30	53	13	4	339
Free-pass holders	-	87	89	51	38	9	3	241
Aged 16 to 34	-	67	80	31	50	15	4	213
Aged 35 to 59	-	71	84	33	51	10	6	161
Passengers commuting	-	67	84	27	57	12	4	263
Passengers not commuting	-	78	84	46	38	12	5	316
Passengers saying they have a disability	-	68	86	43	44	8	6	114
VALUE FOR MONEY								
All fare-paying passengers	-	48	58	23	35	14	28	337
Aged 16 to 34	-	48	52	21	31	16	32	188
Aged 35 to 59	-	48	68	26	42	12	20	136
Passengers commuting	-	47	59	21	38	12	28	220
Passengers not commuting	-	50	56	25	31	19	25	112
PUNCTUALITY & TIME WAITING FOR THE BUS								
Punctuality of the bus	-	58	64	31	33	15	21	553
The length of time waited	-	61	67	31	36	15	18	595
ON-BUS JOURNEY TIME								
Time journey on the bus took	-	76	83	43	39	13	5	605
ON THE BUS								
Route/destination information on the outside of the bus	-	77	83	42	42	13	4	580
The cleanliness and condition of the outside of the bus	-	64	72	27	45	18	9	564
The ease of getting onto and off the bus	-	86	88	48	40	8	5	594
The length of time it took to board	-	82	91	49	42	7	3	577
The cleanliness and condition of the inside of the bus	-	67	71	26	44	18	12	595
The information provided inside the bus	-	52	59	20	39	30	11	533
The availability of seating or space to stand	-	76	82	38	44	10	8	583
The comfort of the seats	-	67	69	26	43	17	14	584
The amount of personal space you had around you	-	62	67	26	41	17	16	580
Provision of grab rails to stand/move within the bus	-	74	76	32	45	18	6	570
The temperature inside the bus	-	67	75	30	45	14	11	581
Your personal security whilst on the bus	-	74	81	35	46	14	5	579
THE BUS DRIVER								
How near to the kerb the driver stopped	-	86	91	54	37	7	2	571
The driver's appearance	-	82	85	46	39	12	2	558
The greeting/welcome you got from the driver	-	60	65	32	33	23	13	570
The helpfulness and attitude of the driver	-	59	68	35	34	22	9	552
The time the driver gave you to get to your seat	-	67	74	39	35	16	10	557
Smoothness/freedom from jolting during the journey	-	63	70	30	40	17	13	553
Safety of the driving (i.e. speed, driver concentrating)	-	73	83	42	41	13	4	566

Arriva in Northumberland

Results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
OVERALL JOURNEY								
All passengers	-	75	83	40	43	12	6	828
Fare-paying passengers	-	71	78	32	46	15	7	406
Free-pass holders	-	82	90	53	37	7	3	411
Aged 16 to 34	-	65	74	26	47	21	6	237
Aged 35 to 59	-	73	82	40	42	8	10	205
Passengers commuting	-	55	77	26	51	14	9	255
Passengers not commuting	-	89	86	48	38	11	3	553
Passengers saying they have a disability	-	81	78	39	39	14	8	197
VALUE FOR MONEY								
All fare-paying passengers	-	33	50	19	30	19	32	402
Aged 16 to 34	-	-	43	18	25	18	39	215
Aged 35 to 59	-	47	59	20	38	20	21	171
Passengers commuting	-	29	44	16	28	22	34	226
Passengers not commuting	-	41	56	22	33	15	29	173
PUNCTUALITY & TIME WAITING FOR THE BUS								
Punctuality of the bus	-	59	73	39	34	11	16	776
The length of time waited	-	60	73	38	36	12	15	831
ON-BUS JOURNEY TIME								
Time journey on the bus took	-	75	78	46	33	12	9	847
ON THE BUS								
Route/destination information on the outside of the bus	-	78	84	48	36	13	3	802
The cleanliness and condition of the outside of the bus	-	66	74	32	43	16	10	788
The ease of getting onto and off the bus	-	87	89	53	36	8	3	817
The length of time it took to board	-	87	89	54	35	9	2	796
The cleanliness and condition of the inside of the bus	-	70	72	30	43	15	13	829
The information provided inside the bus	-	51	60	20	40	31	9	732
The availability of seating or space to stand	-	81	84	46	38	11	5	805
The comfort of the seats	-	58	63	25	38	19	18	807
The amount of personal space you had around you	-	63	72	31	41	15	13	794
Provision of grab rails to stand/move within the bus	-	76	82	38	45	12	5	796
The temperature inside the bus	-	64	73	29	45	16	11	797
Your personal security whilst on the bus	-	79	82	41	41	16	2	802
THE BUS DRIVER								
How near to the kerb the driver stopped	-	90	89	59	30	9	2	778
The driver's appearance	-	86	87	56	32	11	2	777
The greeting/welcome you got from the driver	-	62	69	37	31	20	11	783
The helpfulness and attitude of the driver	-	63	73	40	33	17	10	759
The time the driver gave you to get to your seat	-	77	80	47	33	13	7	774
Smoothness/freedom from jolting during the journey	-	69	73	34	38	17	11	785
Safety of the driving (i.e. speed, driver concentrating)	-	83	85	50	34	12	3	780

Arriva in Tees Valley

Results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
OVERALL JOURNEY								
All passengers	84	85	86	46	41	8	6	1363
Fare-paying passengers	79	81	83	38	45	11	6	498
Free-pass holders	90	91	90	54	37	5	5	846
Aged 16 to 34	79	79	77	30	47	14	9	217
Aged 35 to 59	80	85	88	46	41	7	5	377
Passengers commuting	77	80	79	34	45	12	8	312
Passengers not commuting	86	89	90	51	39	6	4	983
Passengers saying they have a disability	85	85	86	49	37	8	6	407
VALUE FOR MONEY								
All fare-paying passengers	57	59	58	20	38	18	24	489
Aged 16 to 34	56	52	52	18	34	21	27	173
Aged 35 to 59	58	67	65	21	43	15	20	277
Passengers commuting	51	57	57	18	39	19	24	248
Passengers not commuting	63	62	61	24	37	16	23	226
PUNCTUALITY & TIME WAITING FOR THE BUS								
Punctuality of the bus	70	73	75	44	30	9	16	1250
The length of time waited	71	75	76	44	32	10	14	1351
ON-BUS JOURNEY TIME								
Time journey on the bus took	-	88	86	55	31	9	5	1401
ON THE BUS								
Route/destination information on the outside of the bus	78	85	84	48	36	12	4	1302
The cleanliness and condition of the outside of the bus	72	75	76	34	43	15	8	1302
The ease of getting onto and off the bus	87	90	91	54	37	7	3	1346
The length of time it took to board	88	90	91	57	34	6	3	1306
The cleanliness and condition of the inside of the bus	70	77	74	30	44	13	13	1351
The information provided inside the bus	59	64	63	25	38	27	10	1183
The availability of seating or space to stand	85	87	86	47	40	8	6	1314
The comfort of the seats	71	70	68	29	39	15	17	1340
The amount of personal space you had around you	-	73	73	34	39	15	12	1315
Provision of grab rails to stand/move within the bus	80	86	82	40	42	12	6	1308
The temperature inside the bus	76	79	77	34	43	12	11	1330
Your personal security whilst on the bus	79	85	84	43	41	12	4	1323
THE BUS DRIVER								
How near to the kerb the driver stopped	89	91	92	60	32	5	3	1325
The driver's appearance	88	87	90	54	36	8	2	1279
The greeting/welcome you got from the driver	67	68	70	38	32	18	12	1285
The helpfulness and attitude of the driver	69	69	73	40	33	17	11	1239
The time the driver gave you to get to your seat	77	79	78	45	33	14	7	1283
Smoothness/freedom from jolting during the journey	73	75	73	37	36	16	12	1288
Safety of the driving (i.e. speed, driver concentrating)	84	86	85	51	34	12	3	1275

Arriva in Tyne and Wear

Results

Satisfaction (%)	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
OVERALL JOURNEY								
All passengers	-	-	88	45	42	6	6	230
Fare-paying passengers	-	-	86	38	48	7	7	114
Free-pass holders	-	-	91	63	28	5	4	113
Aged 16 to 34	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-
Passengers commuting	-	-	81	35	46	8	11	78
Passengers not commuting	-	-	92	53	38	5	3	145
Passengers saying they have a disability	-	-	-	-	-	-	-	-
VALUE FOR MONEY								
All fare-paying passengers	-	-	49	16	33	21	30	110
Aged 16 to 34	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS								
Punctuality of the bus	-	-	67	42	24	9	25	212
The length of time waited	-	-	65	39	26	13	22	222
ON-BUS JOURNEY TIME								
Time journey on the bus took	-	-	81	54	27	10	9	236
ON THE BUS								
Route/destination information on the outside of the bus	-	-	80	54	26	16	4	232
The cleanliness and condition of the outside of the bus	-	-	81	39	42	15	4	226
The ease of getting onto and off the bus	-	-	90	60	30	8	2	228
The length of time it took to board	-	-	87	63	24	10	3	226
The cleanliness and condition of the inside of the bus	-	-	79	39	40	13	7	230
The information provided inside the bus	-	-	64	28	36	31	5	207
The availability of seating or space to stand	-	-	89	55	33	8	4	227
The comfort of the seats	-	-	76	33	42	12	12	227
The amount of personal space you had around you	-	-	78	39	38	12	11	227
Provision of grab rails to stand/move within the bus	-	-	87	47	40	10	3	226
The temperature inside the bus	-	-	79	36	43	12	9	226
Your personal security whilst on the bus	-	-	86	47	40	12	1	224
THE BUS DRIVER								
How near to the kerb the driver stopped	-	-	90	62	28	8	2	223
The driver's appearance	-	-	85	56	29	12	2	223
The greeting/welcome you got from the driver	-	-	72	41	31	21	7	216
The helpfulness and attitude of the driver	-	-	69	40	29	26	5	214
The time the driver gave you to get to your seat	-	-	75	42	34	19	6	217
Smoothness/freedom from jolting during the journey	-	-	72	33	39	20	9	223
Safety of the driving (i.e. speed, driver concentrating)	-	-	86	52	33	14	1	217

Arriva in West Yorkshire

Results

Satisfaction (%)	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
OVERALL JOURNEY								
All passengers	86	88	85	44	41	10	5	303
Fare-paying passengers	82	87	84	32	53	10	5	125
Free-pass holders	92	90	87	63	24	9	4	175
Aged 16 to 34	-	-	80	36	44	15	5	81
Aged 35 to 59	86	81	-	-	-	-	-	-
Passengers commuting	-	-	79	26	53	13	7	96
Passengers not commuting	92	91	90	57	32	7	3	195
Passengers saying they have a disability	-	91	84	50	34	10	6	86
VALUE FOR MONEY								
All fare-paying passengers	59	51	55	17	38	14	31	120
Aged 16 to 34	-	-	-	-	-	-	-	-
Aged 35 to 59	-	59	-	-	-	-	-	-
Passengers commuting	-	-	57	18	39	13	30	86
Passengers not commuting	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS								
Punctuality of the bus	83	74	73	39	35	14	13	285
The length of time waited	82	71	72	37	36	16	12	309
ON-BUS JOURNEY TIME								
Time journey on the bus took	-	84	83	50	33	11	6	314
ON THE BUS								
Route/destination information on the outside of the bus	84	87	84	52	32	11	5	302
The cleanliness and condition of the outside of the bus	79	79	81	35	46	14	5	295
The ease of getting onto and off the bus	92	92	88	55	33	10	3	304
The length of time it took to board	94	89	89	54	35	9	2	296
The cleanliness and condition of the inside of the bus	78	78	78	35	43	17	5	308
The information provided inside the bus	68	69	65	30	35	30	5	275
The availability of seating or space to stand	87	87	81	45	36	10	9	304
The comfort of the seats	73	76	72	32	40	16	12	308
The amount of personal space you had around you	-	72	70	34	36	16	15	303
Provision of grab rails to stand/move within the bus	87	82	80	39	40	14	6	297
The temperature inside the bus	78	74	76	32	44	12	12	304
Your personal security whilst on the bus	90	83	82	44	39	14	4	307
THE BUS DRIVER								
How near to the kerb the driver stopped	94	90	87	58	29	8	5	290
The driver's appearance	91	89	88	56	33	9	3	282
The greeting/welcome you got from the driver	71	66	64	37	27	23	13	276
The helpfulness and attitude of the driver	74	63	68	41	28	22	10	279
The time the driver gave you to get to your seat	71	72	69	36	32	18	14	285
Smoothness/freedom from jolting during the journey	74	70	69	35	34	18	12	285
Safety of the driving (i.e. speed, driver concentrating)	87	85	84	49	35	14	2	284

Blackpool Transport in Blackpool

Results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
OVERALL JOURNEY								
All passengers	-	-	88	53	35	8	4	470
Fare-paying passengers	-	-	84	41	43	10	6	205
Free-pass holders	-	-	94	70	24	5	1	263
Aged 16 to 34	-	-	79	35	44	13	8	98
Aged 35 to 59	-	-	91	54	37	6	3	118
Passengers commuting	-	-	86	43	42	9	6	108
Passengers not commuting	-	-	90	59	30	7	3	345
Passengers saying they have a disability	-	-	88	59	29	7	5	145
VALUE FOR MONEY								
All fare-paying passengers	-	-	61	28	33	21	19	201
Aged 16 to 34	-	-	52	23	29	25	23	86
Aged 35 to 59	-	-	72	33	38	16	12	100
Passengers commuting	-	-	64	28	36	16	20	97
Passengers not commuting	-	-	57	28	29	25	18	99
PUNCTUALITY & TIME WAITING FOR THE BUS								
Punctuality of the bus	-	-	77	50	27	12	11	427
The length of time waited	-	-	76	47	28	13	12	449
ON-BUS JOURNEY TIME								
Time journey on the bus took	-	-	87	56	31	8	5	476
ON THE BUS								
Route/destination information on the outside of the bus	-	-	89	60	29	9	2	447
The cleanliness and condition of the outside of the bus	-	-	79	39	40	14	7	436
The ease of getting onto and off the bus	-	-	92	61	31	5	3	454
The length of time it took to board	-	-	92	63	30	5	3	441
The cleanliness and condition of the inside of the bus	-	-	76	31	45	13	11	465
The information provided inside the bus	-	-	67	30	37	25	8	417
The availability of seating or space to stand	-	-	87	56	31	8	5	456
The comfort of the seats	-	-	76	32	44	16	8	453
The amount of personal space you had around you	-	-	81	35	46	11	8	447
Provision of grab rails to stand/move within the bus	-	-	87	45	42	9	4	455
The temperature inside the bus	-	-	81	39	42	12	7	450
Your personal security whilst on the bus	-	-	84	45	39	13	3	446
THE BUS DRIVER								
How near to the kerb the driver stopped	-	-	90	63	27	6	4	448
The driver's appearance	-	-	90	63	27	7	3	445
The greeting/welcome you got from the driver	-	-	65	42	23	20	15	438
The helpfulness and attitude of the driver	-	-	68	46	22	19	13	426
The time the driver gave you to get to your seat	-	-	73	45	28	18	9	430
Smoothness/freedom from jolting during the journey	-	-	74	42	33	16	10	438
Safety of the driving (i.e. speed, driver concentrating)	-	-	86	58	28	12	2	445

Diamond Buses in West Midlands

Results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
OVERALL JOURNEY								
All passengers	-	-	86	53	33	10	4	355
Fare-paying passengers	-	-	82	43	39	12	6	164
Free-pass holders	-	-	93	66	27	5	3	183
Aged 16 to 34	-	-	73	35	39	24	2	85
Aged 35 to 59	-	-	84	50	34	7	9	81
Passengers commuting	-	-	82	47	35	12	6	112
Passengers not commuting	-	-	88	57	31	9	3	233
Passengers saying they have a disability	-	-	90	63	27	7	4	76
VALUE FOR MONEY								
All fare-paying passengers	-	-	73	37	36	15	12	161
Aged 16 to 34	-	-	73	31	42	12	15	81
Aged 35 to 59	-	-	-	-	-	-	-	-
Passengers commuting	-	-	77	37	41	12	11	100
Passengers not commuting	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS								
Punctuality of the bus	-	-	74	43	31	11	15	338
The length of time waited	-	-	73	43	30	12	15	358
ON-BUS JOURNEY TIME								
Time journey on the bus took	-	-	89	58	30	8	3	373
ON THE BUS								
Route/destination information on the outside of the bus	-	-	85	46	40	12	3	346
The cleanliness and condition of the outside of the bus	-	-	85	46	39	9	6	353
The ease of getting onto and off the bus	-	-	88	57	31	7	5	361
The length of time it took to board	-	-	87	57	30	9	4	348
The cleanliness and condition of the inside of the bus	-	-	85	45	40	10	5	363
The information provided inside the bus	-	-	71	29	42	24	6	299
The availability of seating or space to stand	-	-	84	52	32	10	6	359
The comfort of the seats	-	-	81	43	38	13	6	357
The amount of personal space you had around you	-	-	81	41	40	11	9	351
Provision of grab rails to stand/move within the bus	-	-	84	45	38	12	4	356
The temperature inside the bus	-	-	82	44	39	13	5	353
Your personal security whilst on the bus	-	-	84	46	38	13	2	354
THE BUS DRIVER								
How near to the kerb the driver stopped	-	-	90	60	30	7	3	348
The driver's appearance	-	-	89	60	29	9	2	327
The greeting/welcome you got from the driver	-	-	80	48	31	12	8	325
The helpfulness and attitude of the driver	-	-	80	48	32	13	7	316
The time the driver gave you to get to your seat	-	-	82	46	36	11	6	334
Smoothness/freedom from jolting during the journey	-	-	82	41	41	9	9	336
Safety of the driving (i.e. speed, driver concentrating)	-	-	86	52	34	11	3	331

Ensign Bus in Thurrock

Results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
OVERALL JOURNEY								
All passengers	-	87	90	55	35	7	3	278
Fare-paying passengers	-	85	85	47	37	11	4	133
Free-pass holders	-	95	97	65	32	1	2	144
Aged 16 to 34	-	-	-	-	-	-	-	-
Aged 35 to 59	-	88	-	-	-	-	-	-
Passengers commuting	-	85	81	40	41	15	4	83
Passengers not commuting	-	89	94	61	33	3	3	187
Passengers saying they have a disability	-	-	94	61	33	4	2	77
VALUE FOR MONEY								
All fare-paying passengers	-	52	70	29	41	15	15	130
Aged 16 to 34	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-
Passengers commuting	-	-	65	27	39	17	17	75
Passengers not commuting	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS								
Punctuality of the bus	-	71	85	56	29	6	9	264
The length of time waited	-	69	86	52	34	6	9	276
ON-BUS JOURNEY TIME								
Time journey on the bus took	-	80	90	60	30	8	2	288
ON THE BUS								
Route/destination information on the outside of the bus	-	89	92	65	27	6	2	266
The cleanliness and condition of the outside of the bus	-	77	85	43	42	11	4	262
The ease of getting onto and off the bus	-	83	92	59	32	4	4	273
The length of time it took to board	-	86	92	57	35	5	3	265
The cleanliness and condition of the inside of the bus	-	81	84	40	44	7	9	279
The information provided inside the bus	-	63	74	36	38	20	6	243
The availability of seating or space to stand	-	81	88	52	36	8	4	272
The comfort of the seats	-	70	82	38	44	12	6	270
The amount of personal space you had around you	-	70	81	40	41	12	7	267
Provision of grab rails to stand/move within the bus	-	79	86	47	39	11	3	269
The temperature inside the bus	-	76	83	41	42	12	5	269
Your personal security whilst on the bus	-	84	89	50	39	9	2	267
THE BUS DRIVER								
How near to the kerb the driver stopped	-	86	91	63	28	6	3	270
The driver's appearance	-	79	92	63	29	3	4	259
The greeting/welcome you got from the driver	-	62	79	49	30	12	8	255
The helpfulness and attitude of the driver	-	65	79	51	28	15	6	249
The time the driver gave you to get to your seat	-	62	82	53	29	9	9	256
Smoothness/freedom from jolting during the journey	-	64	81	44	37	11	9	262
Safety of the driving (i.e. speed, driver concentrating)	-	79	86	55	32	9	5	256

First in Essex

Results

Satisfaction (%)	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
OVERALL JOURNEY								
All passengers	83	77	81	46	35	10	9	430
Fare-paying passengers	76	70	76	37	39	11	12	185
Free-pass holders	93	92	89	59	30	7	4	241
Aged 16 to 34	-	-	73	29	44	14	13	94
Aged 35 to 59	-	79	80	49	30	9	11	102
Passengers commuting	68	65	71	29	43	13	16	135
Passengers not commuting	90	90	88	58	30	8	4	280
Passengers saying they have a disability	-	86	77	43	34	11	13	117
VALUE FOR MONEY								
All fare-paying passengers	47	45	46	16	30	14	40	185
Aged 16 to 34	-	-	41	12	28	12	47	88
Aged 35 to 59	-	48	54	21	33	17	28	83
Passengers commuting	-	34	40	11	29	16	44	114
Passengers not commuting	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS								
Punctuality of the bus	69	54	72	43	29	13	16	414
The length of time waited	68	61	71	42	30	12	17	430
ON-BUS JOURNEY TIME								
Time journey on the bus took	-	80	83	46	37	13	4	440
ON THE BUS								
Route/destination information on the outside of the bus	81	81	81	44	37	13	6	415
The cleanliness and condition of the outside of the bus	73	68	72	28	44	18	9	417
The ease of getting onto and off the bus	85	87	87	52	34	7	6	432
The length of time it took to board	88	84	86	52	34	8	6	421
The cleanliness and condition of the inside of the bus	68	67	69	28	41	16	16	425
The information provided inside the bus	47	52	51	19	32	32	17	367
The availability of seating or space to stand	79	80	80	42	38	11	9	416
The comfort of the seats	66	66	65	25	40	19	16	419
The amount of personal space you had around you	-	65	66	27	39	17	16	418
Provision of grab rails to stand/move within the bus	76	75	77	35	42	14	9	408
The temperature inside the bus	67	67	72	29	43	17	11	420
Your personal security whilst on the bus	81	79	79	35	43	17	5	419
THE BUS DRIVER								
How near to the kerb the driver stopped	92	87	89	57	32	9	2	417
The driver's appearance	90	80	87	57	30	10	3	410
The greeting/welcome you got from the driver	67	58	70	40	30	18	12	411
The helpfulness and attitude of the driver	66	58	71	41	30	16	12	404
The time the driver gave you to get to your seat	79	71	76	44	31	16	8	413
Smoothness/freedom from jolting during the journey	77	67	76	37	39	14	10	411
Safety of the driving (i.e. speed, driver concentrating)	87	79	87	49	38	9	4	415

First in Greater Manchester

Results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
OVERALL JOURNEY								
All passengers	80	79	84	41	43	10	6	903
Fare-paying passengers	77	79	80	34	46	12	7	442
Free-pass holders	89	78	93	59	34	4	3	453
Aged 16 to 34	74	-	77	29	48	14	9	196
Aged 35 to 59	81	-	89	43	46	7	4	282
Passengers commuting	75	79	76	34	43	15	9	308
Passengers not commuting	85	82	92	47	45	5	3	549
Passengers saying they have a disability	83	-	88	50	37	8	5	230
VALUE FOR MONEY								
All fare-paying passengers	51	40	71	30	41	14	15	429
Aged 16 to 34	46	-	68	27	41	16	16	172
Aged 35 to 59	56	-	75	34	41	12	13	232
Passengers commuting	48	40	72	31	40	13	15	265
Passengers not commuting	55	-	70	26	43	15	16	152
PUNCTUALITY & TIME WAITING FOR THE BUS								
Punctuality of the bus	64	59	68	32	36	11	20	813
The length of time waited	65	59	72	36	36	11	17	897
ON-BUS JOURNEY TIME								
Time journey on the bus took	-	79	82	44	38	12	7	915
ON THE BUS								
Route/destination information on the outside of the bus	80	78	82	43	39	15	3	856
The cleanliness and condition of the outside of the bus	70	76	75	35	40	17	8	847
The ease of getting onto and off the bus	86	83	88	51	37	8	4	882
The length of time it took to board	86	85	88	50	37	9	3	857
The cleanliness and condition of the inside of the bus	64	74	74	28	46	15	11	893
The information provided inside the bus	56	56	63	24	39	29	8	796
The availability of seating or space to stand	80	80	85	43	42	9	6	884
The comfort of the seats	70	77	78	32	46	11	11	882
The amount of personal space you had around you	-	70	76	32	45	13	11	867
Provision of grab rails to stand/move within the bus	78	83	85	39	46	11	5	869
The temperature inside the bus	73	78	77	32	45	14	9	877
Your personal security whilst on the bus	78	81	80	36	44	16	5	872
THE BUS DRIVER								
How near to the kerb the driver stopped	89	87	90	52	38	8	3	870
The driver's appearance	86	78	88	53	36	10	2	833
The greeting/welcome you got from the driver	59	54	68	36	32	21	11	835
The helpfulness and attitude of the driver	61	60	70	36	35	20	10	795
The time the driver gave you to get to your seat	63	65	72	35	37	17	12	835
Smoothness/freedom from jolting during the journey	68	66	72	34	38	18	10	850
Safety of the driving (i.e. speed, driver concentrating)	80	78	86	44	42	11	3	850

First in Norfolk

Results

Satisfaction (%)	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
OVERALL JOURNEY								
All passengers	87	-	89	38	51	8	3	600
Fare-paying passengers	84	-	86	31	55	10	4	285
Free-pass holders	93	-	94	52	42	4	1	304
Aged 16 to 34	-	-	87	24	63	10	3	164
Aged 35 to 59	86	-	88	45	43	8	5	138
Passengers commuting	82	-	87	25	62	11	2	191
Passengers not commuting	91	-	91	47	44	6	3	390
Passengers saying they have a disability	-	-	87	44	43	9	4	138
VALUE FOR MONEY								
All fare-paying passengers	46	-	53	15	38	19	28	279
Aged 16 to 34	-	-	48	13	35	19	33	146
Aged 35 to 59	-	-	64	19	45	18	18	116
Passengers commuting	42	-	48	11	37	20	32	156
Passengers not commuting	-	-	62	21	40	17	21	121
PUNCTUALITY & TIME WAITING FOR THE BUS								
Punctuality of the bus	72	-	79	42	37	10	11	560
The length of time waited	73	-	82	43	39	10	9	592
ON-BUS JOURNEY TIME								
Time journey on the bus took	-	-	86	51	35	11	3	611
ON THE BUS								
Route/destination information on the outside of the bus	78	-	82	42	40	15	3	572
The cleanliness and condition of the outside of the bus	70	-	74	27	47	17	8	575
The ease of getting onto and off the bus	89	-	88	48	40	9	3	594
The length of time it took to board	88	-	86	50	36	11	4	581
The cleanliness and condition of the inside of the bus	74	-	75	28	46	14	11	603
The information provided inside the bus	50	-	48	17	31	39	13	525
The availability of seating or space to stand	84	-	82	40	41	12	6	595
The comfort of the seats	64	-	63	20	43	18	19	586
The amount of personal space you had around you	-	-	66	24	42	20	14	586
Provision of grab rails to stand/move within the bus	79	-	75	31	45	18	7	586
The temperature inside the bus	69	-	72	27	45	18	10	586
Your personal security whilst on the bus	79	-	82	39	43	16	2	584
THE BUS DRIVER								
How near to the kerb the driver stopped	92	-	92	56	36	5	3	578
The driver's appearance	90	-	86	52	33	12	2	564
The greeting/welcome you got from the driver	65	-	68	36	32	20	12	570
The helpfulness and attitude of the driver	67	-	69	39	30	22	10	556
The time the driver gave you to get to your seat	73	-	74	39	35	17	9	555
Smoothness/freedom from jolting during the journey	71	-	74	32	41	17	9	572
Safety of the driving (i.e. speed, driver concentrating)	84	-	86	48	38	11	3	569

First in South Yorkshire

Results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
OVERALL JOURNEY								
All passengers	83	81	88	46	42	8	4	992
Fare-paying passengers	76	78	87	38	49	9	4	485
Free-pass holders	90	88	90	62	28	6	4	490
Aged 16 to 34	74	74	87	36	51	10	3	213
Aged 35 to 59	82	83	86	43	43	9	5	313
Passengers commuting	78	77	86	32	54	10	4	338
Passengers not commuting	86	85	90	58	32	7	3	626
Passengers saying they have a disability	85	81	89	54	36	7	4	227
VALUE FOR MONEY								
All fare-paying passengers	53	56	63	29	34	17	20	481
Aged 16 to 34	53	55	60	30	31	19	20	191
Aged 35 to 59	51	56	66	27	39	14	20	262
Passengers commuting	52	57	67	28	39	14	19	295
Passengers not commuting	58	53	56	31	25	22	22	179
PUNCTUALITY & TIME WAITING FOR THE BUS								
Punctuality of the bus	70	62	72	42	29	13	16	930
The length of time waited	70	68	75	48	27	10	15	986
ON-BUS JOURNEY TIME								
Time journey on the bus took	-	83	87	55	32	9	4	1009
ON THE BUS								
Route/destination information on the outside of the bus	80	79	85	50	35	12	3	965
The cleanliness and condition of the outside of the bus	69	72	77	35	42	16	7	945
The ease of getting onto and off the bus	89	89	91	58	33	7	2	976
The length of time it took to board	89	88	89	60	29	9	2	962
The cleanliness and condition of the inside of the bus	67	71	73	30	43	14	13	988
The information provided inside the bus	56	55	59	26	33	32	8	874
The availability of seating or space to stand	85	83	86	51	35	10	4	979
The comfort of the seats	65	64	70	32	38	16	13	976
The amount of personal space you had around you	-	66	75	39	36	13	11	968
Provision of grab rails to stand/move within the bus	80	79	85	42	43	11	4	970
The temperature inside the bus	75	76	78	36	42	14	8	971
Your personal security whilst on the bus	82	83	83	44	39	14	3	975
THE BUS DRIVER								
How near to the kerb the driver stopped	90	88	93	63	30	6	2	961
The driver's appearance	89	85	89	59	31	9	2	928
The greeting/welcome you got from the driver	68	62	65	34	31	22	13	932
The helpfulness and attitude of the driver	69	64	67	38	29	23	10	899
The time the driver gave you to get to your seat	75	70	76	44	32	16	7	930
Smoothness/freedom from jolting during the journey	70	73	76	37	38	16	9	941
Safety of the driving (i.e. speed, driver concentrating)	85	86	89	55	35	9	2	935

First in Suffolk

Results

Satisfaction (%)	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
OVERALL JOURNEY								
All passengers	-	-	93	49	44	5	2	303
Fare-paying passengers	-	-	91	36	55	7	1	115
Free-pass holders	-	-	96	66	30	2	2	184
Aged 16 to 34	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-
Passengers commuting	-	-	93	34	59	7	1	89
Passengers not commuting	-	-	93	61	33	4	3	205
Passengers saying they have a disability	-	-	-	-	-	-	-	-
VALUE FOR MONEY								
All fare-paying passengers	-	-	54	19	35	13	33	113
Aged 16 to 34	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-
Passengers commuting	-	-	49	13	36	17	34	77
Passengers not commuting	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS								
Punctuality of the bus	-	-	78	46	32	8	14	281
The length of time waited	-	-	72	42	30	14	13	298
ON-BUS JOURNEY TIME								
Time journey on the bus took	-	-	88	51	37	7	5	306
ON THE BUS								
Route/destination information on the outside of the bus	-	-	86	53	33	12	2	289
The cleanliness and condition of the outside of the bus	-	-	72	35	37	18	10	287
The ease of getting onto and off the bus	-	-	91	63	29	7	2	294
The length of time it took to board	-	-	94	65	29	4	2	286
The cleanliness and condition of the inside of the bus	-	-	79	35	43	12	9	303
The information provided inside the bus	-	-	61	20	41	31	8	254
The availability of seating or space to stand	-	-	92	52	40	4	5	295
The comfort of the seats	-	-	71	30	41	15	14	295
The amount of personal space you had around you	-	-	81	38	42	10	10	293
Provision of grab rails to stand/move within the bus	-	-	90	44	46	6	4	287
The temperature inside the bus	-	-	83	35	48	10	7	291
Your personal security whilst on the bus	-	-	89	47	42	10	2	292
THE BUS DRIVER								
How near to the kerb the driver stopped	-	-	93	63	29	5	2	297
The driver's appearance	-	-	93	60	33	6	1	290
The greeting/welcome you got from the driver	-	-	80	49	32	10	9	288
The helpfulness and attitude of the driver	-	-	82	54	28	14	4	281
The time the driver gave you to get to your seat	-	-	84	51	33	10	5	291
Smoothness/freedom from jolting during the journey	-	-	81	43	39	10	8	291
Safety of the driving (i.e. speed, driver concentrating)	-	-	93	60	33	6	1	291

First in Thurrock

Results

Satisfaction (%)	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
OVERALL JOURNEY								
All passengers	-	-	79	38	41	10	10	282
Fare-paying passengers	-	-	72	24	48	14	14	130
Free-pass holders	-	-	91	60	31	4	4	150
Aged 16 to 34	-	-	68	21	47	15	16	99
Aged 35 to 59	-	-	-	-	-	-	-	-
Passengers commuting	-	-	64	18	46	18	18	98
Passengers not commuting	-	-	92	56	36	4	4	174
Passengers saying they have a disability	-	-	-	-	-	-	-	-
VALUE FOR MONEY								
All fare-paying passengers	-	-	45	18	27	17	39	124
Aged 16 to 34	-	-	42	18	24	15	43	88
Aged 35 to 59	-	-	-	-	-	-	-	-
Passengers commuting	-	-	40	16	24	19	42	83
Passengers not commuting	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS								
Punctuality of the bus	-	-	58	32	27	14	28	255
The length of time waited	-	-	62	34	28	8	29	278
ON-BUS JOURNEY TIME								
Time journey on the bus took	-	-	76	42	34	14	10	282
ON THE BUS								
Route/destination information on the outside of the bus	-	-	79	49	29	15	7	270
The cleanliness and condition of the outside of the bus	-	-	72	30	42	18	10	275
The ease of getting onto and off the bus	-	-	87	51	36	8	5	281
The length of time it took to board	-	-	81	49	33	9	9	273
The cleanliness and condition of the inside of the bus	-	-	73	31	42	14	13	278
The information provided inside the bus	-	-	49	19	30	31	19	255
The availability of seating or space to stand	-	-	71	37	34	16	13	274
The comfort of the seats	-	-	66	29	37	18	16	276
The amount of personal space you had around you	-	-	62	26	36	18	21	275
Provision of grab rails to stand/move within the bus	-	-	71	33	39	18	11	274
The temperature inside the bus	-	-	64	27	37	19	17	276
Your personal security whilst on the bus	-	-	75	36	39	16	9	275
THE BUS DRIVER								
How near to the kerb the driver stopped	-	-	87	49	37	10	4	263
The driver's appearance	-	-	82	48	34	13	4	256
The greeting/welcome you got from the driver	-	-	61	31	29	24	15	263
The helpfulness and attitude of the driver	-	-	63	31	32	23	14	260
The time the driver gave you to get to your seat	-	-	73	35	37	16	11	271
Smoothness/freedom from jolting during the journey	-	-	62	24	38	20	18	270
Safety of the driving (i.e. speed, driver concentrating)	-	-	81	42	39	15	4	271

First in West of England Partnership

Results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
OVERALL JOURNEY								
All passengers	84	80	83	38	45	11	6	1859
Fare-paying passengers	79	77	81	32	49	12	7	1168
Free-pass holders	93	88	90	59	31	7	3	653
Aged 16 to 34	75	74	79	29	50	13	8	721
Aged 35 to 59	83	80	83	38	45	11	6	511
Passengers commuting	76	77	78	25	53	14	8	796
Passengers not commuting	90	85	88	52	36	7	4	1003
Passengers saying they have a disability	77	83	78	44	35	13	9	383
VALUE FOR MONEY								
All fare-paying passengers	40	33	43	16	28	22	34	1159
Aged 16 to 34	33	31	41	15	26	23	36	672
Aged 35 to 59	48	34	46	16	30	21	32	428
Passengers commuting	38	31	39	12	27	23	37	711
Passengers not commuting	46	41	51	22	29	20	29	424
PUNCTUALITY & TIME WAITING FOR THE BUS								
Punctuality of the bus	69	69	71	40	31	13	17	1731
The length of time waited	74	73	71	40	31	14	15	1872
ON-BUS JOURNEY TIME								
Time journey on the bus took	-	82	80	43	37	12	8	1876
ON THE BUS								
Route/destination information on the outside of the bus	78	81	81	46	36	14	5	1808
The cleanliness and condition of the outside of the bus	74	75	78	34	44	16	6	1799
The ease of getting onto and off the bus	88	87	88	53	35	9	3	1857
The length of time it took to board	87	85	87	54	33	8	4	1838
The cleanliness and condition of the inside of the bus	70	71	75	30	46	14	11	1869
The information provided inside the bus	53	54	53	19	34	36	11	1660
The availability of seating or space to stand	80	81	85	46	39	9	6	1843
The comfort of the seats	71	66	73	31	42	16	11	1847
The amount of personal space you had around you	-	63	71	31	40	16	13	1827
Provision of grab rails to stand/move within the bus	79	74	80	37	43	14	5	1792
The temperature inside the bus	75	70	75	31	43	15	10	1843
Your personal security whilst on the bus	81	76	82	42	40	15	3	1816
THE BUS DRIVER								
How near to the kerb the driver stopped	91	88	90	58	32	7	3	1801
The driver's appearance	90	84	86	52	34	12	2	1740
The greeting/welcome you got from the driver	67	61	66	35	31	22	12	1765
The helpfulness and attitude of the driver	70	65	67	38	29	23	10	1726
The time the driver gave you to get to your seat	77	75	76	40	36	15	9	1766
Smoothness/freedom from jolting during the journey	75	67	72	34	38	17	11	1782
Safety of the driving (i.e. speed, driver concentrating)	87	81	85	48	38	11	3	1780

First in West Yorkshire

Results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
OVERALL JOURNEY								
All passengers	83	84	88	45	43	9	3	1161
Fare-paying passengers	82	82	86	40	45	11	3	654
Free-pass holders	88	90	94	59	35	4	2	492
Aged 16 to 34	81	78	83	35	48	14	4	315
Aged 35 to 59	83	86	90	47	43	8	3	380
Passengers commuting	80	79	84	37	48	11	4	446
Passengers not commuting	88	89	90	52	38	8	2	682
Passengers saying they have a disability	82	84	88	50	38	9	4	266
VALUE FOR MONEY								
All fare-paying passengers	56	55	54	23	31	20	26	644
Aged 16 to 34	51	51	50	22	28	20	30	288
Aged 35 to 59	61	58	60	24	36	21	20	320
Passengers commuting	52	55	53	21	32	22	25	394
Passengers not commuting	63	56	55	25	30	17	29	236
PUNCTUALITY & TIME WAITING FOR THE BUS								
Punctuality of the bus	73	66	80	50	31	10	9	1079
The length of time waited	75	70	81	49	33	10	8	1170
ON-BUS JOURNEY TIME								
Time journey on the bus took	-	86	83	51	32	11	6	1189
ON THE BUS								
Route/destination information on the outside of the bus	81	83	84	51	33	13	3	1123
The cleanliness and condition of the outside of the bus	74	75	77	35	42	17	6	1116
The ease of getting onto and off the bus	89	90	90	56	34	7	3	1170
The length of time it took to board	89	89	90	60	30	8	2	1144
The cleanliness and condition of the inside of the bus	67	73	75	29	45	14	11	1178
The information provided inside the bus	55	60	61	26	35	32	7	1037
The availability of seating or space to stand	81	86	87	49	38	8	5	1154
The comfort of the seats	70	71	75	34	41	16	9	1151
The amount of personal space you had around you	-	72	74	35	39	14	12	1155
Provision of grab rails to stand/move within the bus	82	83	85	40	45	12	4	1146
The temperature inside the bus	73	75	77	34	43	15	8	1154
Your personal security whilst on the bus	79	80	83	42	41	13	4	1150
THE BUS DRIVER								
How near to the kerb the driver stopped	90	92	90	59	31	7	3	1113
The driver's appearance	86	87	87	54	33	11	2	1066
The greeting/welcome you got from the driver	57	61	64	35	28	24	13	1097
The helpfulness and attitude of the driver	59	63	67	37	29	24	9	1070
The time the driver gave you to get to your seat	67	71	73	40	33	17	10	1091
Smoothness/freedom from jolting during the journey	72	73	74	36	38	18	9	1113
Safety of the driving (i.e. speed, driver concentrating)	83	84	87	49	38	10	2	1110

First in City of York

Results

Satisfaction (%)	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
OVERALL JOURNEY								
All passengers	-	-	86	49	37	8	6	798
Fare-paying passengers	-	-	80	37	43	11	9	312
Free-pass holders	-	-	94	68	27	4	2	480
Aged 16 to 34	-	-	76	26	50	14	10	113
Aged 35 to 59	-	-	87	52	36	6	6	197
Passengers commuting	-	-	77	31	46	13	10	175
Passengers not commuting	-	-	90	58	32	6	4	601
Passengers saying they have a disability	-	-	87	48	39	6	7	162
VALUE FOR MONEY								
All fare-paying passengers	-	-	62	26	35	15	24	303
Aged 16 to 34	-	-	55	24	31	19	26	104
Aged 35 to 59	-	-	68	28	40	10	22	166
Passengers commuting	-	-	62	25	38	14	24	141
Passengers not commuting	-	-	61	28	33	16	23	157
PUNCTUALITY & TIME WAITING FOR THE BUS								
Punctuality of the bus	-	-	76	47	28	12	13	734
The length of time waited	-	-	74	46	27	11	16	803
ON-BUS JOURNEY TIME								
Time journey on the bus took	-	-	86	57	29	8	5	819
ON THE BUS								
Route/destination information on the outside of the bus	-	-	86	58	28	10	3	792
The cleanliness and condition of the outside of the bus	-	-	82	40	42	14	4	790
The ease of getting onto and off the bus	-	-	90	59	31	6	3	807
The length of time it took to board	-	-	91	60	31	6	3	798
The cleanliness and condition of the inside of the bus	-	-	85	38	47	10	5	809
The information provided inside the bus	-	-	70	32	38	25	5	721
The availability of seating or space to stand	-	-	87	53	34	8	5	799
The comfort of the seats	-	-	76	34	42	15	9	787
The amount of personal space you had around you	-	-	78	39	39	13	9	793
Provision of grab rails to stand/move within the bus	-	-	86	45	41	11	3	788
The temperature inside the bus	-	-	81	40	41	12	7	802
Your personal security whilst on the bus	-	-	86	50	36	12	2	797
THE BUS DRIVER								
How near to the kerb the driver stopped	-	-	91	64	27	7	2	776
The driver's appearance	-	-	88	59	29	10	1	750
The greeting/welcome you got from the driver	-	-	69	38	31	21	10	764
The helpfulness and attitude of the driver	-	-	72	41	31	19	9	745
The time the driver gave you to get to your seat	-	-	78	50	28	15	7	751
Smoothness/freedom from jolting during the journey	-	-	77	43	35	15	8	763
Safety of the driving (i.e. speed, driver concentrating)	-	-	85	54	30	13	3	772

Go North East in Tyne and Wear

Results

Satisfaction (%)	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
OVERALL JOURNEY								
All passengers	92	86	90	54	36	7	4	693
Fare-paying passengers	91	83	86	44	42	9	5	323
Free-pass holders	93	92	95	70	26	3	2	364
Aged 16 to 34	-	80	84	34	50	10	6	137
Aged 35 to 59	92	87	89	59	30	8	3	206
Passengers commuting	88	83	84	39	45	10	5	191
Passengers not commuting	97	88	93	65	28	4	3	467
Passengers saying they have a disability	-	87	87	60	27	5	8	194
VALUE FOR MONEY								
All fare-paying passengers	64	56	66	29	37	13	21	312
Aged 16 to 34	-	52	59	23	36	14	26	125
Aged 35 to 59	-	62	74	35	39	12	14	164
Passengers commuting	69	60	63	23	40	12	25	172
Passengers not commuting	-	51	73	39	34	14	13	130
PUNCTUALITY & TIME WAITING FOR THE BUS								
Punctuality of the bus	84	77	82	52	30	7	11	638
The length of time waited	84	77	82	52	30	9	10	690
ON-BUS JOURNEY TIME								
Time journey on the bus took	-	86	91	60	31	5	4	720
ON THE BUS								
Route/destination information on the outside of the bus	84	85	90	61	29	8	2	677
The cleanliness and condition of the outside of the bus	88	82	87	47	40	8	4	671
The ease of getting onto and off the bus	95	91	94	64	31	5	1	690
The length of time it took to board	95	91	93	65	28	6	1	667
The cleanliness and condition of the inside of the bus	86	81	85	41	43	10	5	702
The information provided inside the bus	74	73	75	35	40	20	5	635
The availability of seating or space to stand	90	84	91	54	37	6	4	668
The comfort of the seats	85	77	81	42	39	12	7	676
The amount of personal space you had around you	-	75	80	43	37	14	6	672
Provision of grab rails to stand/move within the bus	89	83	87	48	38	10	3	673
The temperature inside the bus	79	79	82	41	40	10	8	675
Your personal security whilst on the bus	90	85	88	51	37	9	3	680
THE BUS DRIVER								
How near to the kerb the driver stopped	90	89	92	67	25	6	2	661
The driver's appearance	88	89	92	67	25	7	1	644
The greeting/welcome you got from the driver	72	73	74	47	27	19	7	652
The helpfulness and attitude of the driver	71	77	76	49	27	17	6	626
The time the driver gave you to get to your seat	76	81	81	51	31	11	7	648
Smoothness/freedom from jolting during the journey	79	75	76	43	33	14	10	643
Safety of the driving (i.e. speed, driver concentrating)	84	86	88	55	33	10	2	649

Ipswich Buses in Suffolk

Results

Satisfaction (%)	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
OVERALL JOURNEY								
All passengers	-	85	93	54	39	5	2	324
Fare-paying passengers	-	83	92	51	41	7	1	145
Free-pass holders	-	91	96	62	34	2	2	167
Aged 16 to 34	-	-	-	-	-	-	-	-
Aged 35 to 59	-	87	91	55	36	8	1	108
Passengers commuting	-	76	95	43	51	5	0	116
Passengers not commuting	-	91	92	65	27	5	3	193
Passengers saying they have a disability	-	89	93	56	37	4	3	80
VALUE FOR MONEY								
All fare-paying passengers	-	62	71	37	34	13	16	140
Aged 16 to 34	-	-	-	-	-	-	-	-
Aged 35 to 59	-	61	-	-	-	-	-	-
Passengers commuting	-	-	72	34	39	14	14	82
Passengers not commuting	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS								
Punctuality of the bus	-	77	69	45	25	11	20	307
The length of time waited	-	80	74	43	30	10	16	315
ON-BUS JOURNEY TIME								
Time journey on the bus took	-	87	90	59	31	6	4	325
ON THE BUS								
Route/destination information on the outside of the bus	-	83	88	55	32	9	3	315
The cleanliness and condition of the outside of the bus	-	73	80	39	41	13	7	314
The ease of getting onto and off the bus	-	92	94	66	27	4	2	320
The length of time it took to board	-	90	92	64	28	6	2	314
The cleanliness and condition of the inside of the bus	-	74	82	33	49	9	9	322
The information provided inside the bus	-	58	69	26	43	25	6	293
The availability of seating or space to stand	-	87	87	52	35	8	4	314
The comfort of the seats	-	78	81	36	45	10	9	314
The amount of personal space you had around you	-	73	77	39	38	14	10	317
Provision of grab rails to stand/move within the bus	-	84	87	46	41	8	6	309
The temperature inside the bus	-	81	80	40	40	11	9	317
Your personal security whilst on the bus	-	86	86	47	39	11	3	312
THE BUS DRIVER								
How near to the kerb the driver stopped	-	94	95	72	22	4	2	310
The driver's appearance	-	89	95	65	30	4	2	305
The greeting/welcome you got from the driver	-	73	79	51	28	15	6	305
The helpfulness and attitude of the driver	-	72	78	52	26	17	5	306
The time the driver gave you to get to your seat	-	84	90	57	33	7	3	306
Smoothness/freedom from jolting during the journey	-	82	84	52	31	9	7	305
Safety of the driving (i.e. speed, driver concentrating)	-	88	92	62	30	5	3	308

National Express in West Midlands

Results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
OVERALL JOURNEY								
All passengers	80	78	86	40	46	10	5	2883
Fare-paying passengers	78	75	84	34	50	11	5	1831
Free-pass holders	88	88	92	56	36	6	2	993
Aged 16 to 34	75	74	83	33	50	12	5	913
Aged 35 to 59	81	77	84	36	48	10	6	938
Passengers commuting	76	74	83	34	50	11	6	1226
Passengers not commuting	83	84	88	45	43	9	3	1565
Passengers saying they have a disability	78	77	87	47	41	9	4	610
VALUE FOR MONEY								
All fare-paying passengers	49	50	61	22	39	18	21	1796
Aged 16 to 34	43	45	55	20	35	18	27	848
Aged 35 to 59	56	55	67	24	43	19	14	832
Passengers commuting	49	48	59	21	38	20	21	1104
Passengers not commuting	50	54	67	25	42	15	18	654
PUNCTUALITY & TIME WAITING FOR THE BUS								
Punctuality of the bus	63	62	73	37	35	14	13	2667
The length of time waited	65	64	74	37	36	12	15	2901
ON-BUS JOURNEY TIME								
Time journey on the bus took	-	80	85	48	37	10	5	2950
ON THE BUS								
Route/destination information on the outside of the bus	75	78	82	42	40	14	4	2795
The cleanliness and condition of the outside of the bus	63	67	74	31	43	17	9	2766
The ease of getting onto and off the bus	83	86	87	46	41	9	4	2865
The length of time it took to board	82	86	87	47	39	10	3	2786
The cleanliness and condition of the inside of the bus	57	62	70	23	47	16	14	2904
The information provided inside the bus	55	57	65	24	40	28	7	2623
The availability of seating or space to stand	75	77	81	38	44	11	7	2831
The comfort of the seats	66	67	72	27	45	18	10	2840
The amount of personal space you had around you	-	61	69	27	42	17	14	2821
Provision of grab rails to stand/move within the bus	76	76	80	34	46	14	6	2801
The temperature inside the bus	68	69	74	28	46	17	9	2838
Your personal security whilst on the bus	67	69	74	30	44	19	7	2823
THE BUS DRIVER								
How near to the kerb the driver stopped	88	87	91	52	39	7	2	2759
The driver's appearance	83	82	85	49	36	13	2	2607
The greeting/welcome you got from the driver	49	50	59	29	30	29	12	2596
The helpfulness and attitude of the driver	54	53	62	30	32	30	8	2540
The time the driver gave you to get to your seat	59	60	70	33	38	21	8	2663
Smoothness/freedom from jolting during the journey	63	64	73	30	42	19	8	2714
Safety of the driving (i.e. speed, driver concentrating)	77	78	83	42	41	14	3	2632

Norfolk Green in Norfolk

Results

Satisfaction (%)	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
OVERALL JOURNEY								
All passengers	-	-	89	69	20	7	4	203
Fare-paying passengers	-	-	-	-	-	-	-	-
Free-pass holders	-	-	98	80	18	1	2	132
Aged 16 to 34	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	93	74	18	4	4	164
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	-	-	86	61	25	8	6	200
The length of time waited	-	-	82	57	25	6	12	206
ON-BUS JOURNEY TIME								
Time journey on the bus took	-	-	90	67	23	7	2	213
ON THE BUS								
Route/destination information on the outside of the bus	-	-	90	66	24	8	2	204
The cleanliness and condition of the outside of the bus	-	-	88	58	30	4	8	201
The ease of getting onto and off the bus	-	-	91	75	16	8	1	207
The length of time it took to board	-	-	94	78	16	5	1	207
The cleanliness and condition of the inside of the bus	-	-	89	58	31	4	7	209
The information provided inside the bus	-	-	73	38	35	21	6	180
The availability of seating or space to stand	-	-	84	58	26	7	9	208
The comfort of the seats	-	-	84	51	33	9	7	208
The amount of personal space you had around you	-	-	81	50	32	6	13	207
Provision of grab rails to stand/move within the bus	-	-	87	57	30	9	4	200
The temperature inside the bus	-	-	78	49	29	10	12	207
Your personal security whilst on the bus	-	-	88	61	27	9	3	207
THE BUS DRIVER								
How near to the kerb the driver stopped	-	-	92	72	20	7	1	201
The driver's appearance	-	-	87	72	15	10	3	202
The greeting/welcome you got from the driver	-	-	85	69	16	5	10	203
The helpfulness and attitude of the driver	-	-	83	66	17	8	9	200
The time the driver gave you to get to your seat	-	-	90	74	16	6	3	200
Smoothness/freedom from jolting during the journey	-	-	81	58	23	11	8	202
Safety of the driving (i.e. speed, driver concentrating)	-	-	86	71	15	9	6	203

Reading Buses

Results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
OVERALL JOURNEY								
All passengers	-	90	94	53	41	4	2	1021
Fare-paying passengers	-	88	93	47	46	5	2	592
Free-pass holders	-	94	97	70	27	1	2	409
Aged 16 to 34	-	84	94	41	53	4	2	271
Aged 35 to 59	-	92	92	54	39	5	3	339
Passengers commuting	-	88	93	43	49	5	2	413
Passengers not commuting	-	91	96	62	34	2	2	571
Passengers saying they have a disability	-	91	96	54	42	1	3	160
VALUE FOR MONEY								
All fare-paying passengers	-	57	58	25	33	15	27	595
Aged 16 to 34	-	48	52	21	31	16	33	250
Aged 35 to 59	-	65	64	28	35	15	21	303
Passengers commuting	-	56	57	25	31	19	24	368
Passengers not commuting	-	54	59	25	35	9	32	213
PUNCTUALITY & TIME WAITING FOR THE BUS								
Punctuality of the bus	-	78	85	58	27	8	7	972
The length of time waited	-	77	84	54	31	9	7	1012
ON-BUS JOURNEY TIME								
Time journey on the bus took	-	86	88	55	33	8	3	1043
ON THE BUS								
Route/destination information on the outside of the bus	-	88	91	62	29	8	2	1008
The cleanliness and condition of the outside of the bus	-	86	86	48	39	10	4	999
The ease of getting onto and off the bus	-	92	94	66	28	4	2	1032
The length of time it took to board	-	91	94	64	30	5	2	1015
The cleanliness and condition of the inside of the bus	-	85	86	43	43	8	7	1029
The information provided inside the bus	-	82	84	48	36	14	2	988
The availability of seating or space to stand	-	88	92	62	30	5	3	1028
The comfort of the seats	-	81	82	43	39	12	6	1021
The amount of personal space you had around you	-	74	80	41	39	12	8	1023
Provision of grab rails to stand/move within the bus	-	85	88	51	38	8	4	1013
The temperature inside the bus	-	76	84	43	41	10	6	1022
Your personal security whilst on the bus	-	85	89	51	38	10	2	1019
THE BUS DRIVER								
How near to the kerb the driver stopped	-	93	96	69	27	4	0	990
The driver's appearance	-	91	93	65	28	6	1	950
The greeting/welcome you got from the driver	-	73	79	50	29	16	5	965
The helpfulness and attitude of the driver	-	74	80	49	30	16	4	924
The time the driver gave you to get to your seat	-	77	82	49	33	14	5	960
Smoothness/freedom from jolting during the journey	-	79	82	42	40	12	6	984
Safety of the driving (i.e. speed, driver concentrating)	-	88	91	58	33	7	2	979

Stagecoach in Devon

Results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
OVERALL JOURNEY								
All passengers	-	90	90	57	33	7	2	634
Fare-paying passengers	-	86	86	42	44	10	4	286
Free-pass holders	-	95	95	76	19	4	1	338
Aged 16 to 34	-	81	85	41	44	12	3	140
Aged 35 to 59	-	91	87	49	38	9	4	152
Passengers commuting	-	83	87	43	44	10	4	188
Passengers not commuting	-	94	92	65	27	6	2	425
Passengers saying they have a disability	-	91	94	67	27	3	3	121
VALUE FOR MONEY								
All fare-paying passengers	-	47	58	23	35	19	22	286
Aged 16 to 34	-	35	53	21	32	23	24	130
Aged 35 to 59	-	58	64	25	39	16	21	131
Passengers commuting	-	43	54	22	32	23	23	163
Passengers not commuting	-	54	64	24	40	14	22	119
PUNCTUALITY & TIME WAITING FOR THE BUS								
Punctuality of the bus	-	75	83	55	28	11	6	588
The length of time waited	-	79	83	53	30	12	6	632
ON-BUS JOURNEY TIME								
Time journey on the bus took	-	89	85	59	27	11	3	660
ON THE BUS								
Route/destination information on the outside of the bus	-	87	88	62	27	9	2	637
The cleanliness and condition of the outside of the bus	-	78	86	44	41	11	3	624
The ease of getting onto and off the bus	-	93	94	66	28	4	2	646
The length of time it took to board	-	92	93	67	26	5	2	637
The cleanliness and condition of the inside of the bus	-	81	86	43	42	10	4	655
The information provided inside the bus	-	61	69	34	35	27	4	574
The availability of seating or space to stand	-	87	92	60	32	5	2	640
The comfort of the seats	-	79	84	43	40	11	5	647
The amount of personal space you had around you	-	74	82	44	38	11	6	636
Provision of grab rails to stand/move within the bus	-	84	87	52	36	9	3	632
The temperature inside the bus	-	77	84	43	41	13	3	638
Your personal security whilst on the bus	-	84	88	53	34	11	1	638
THE BUS DRIVER								
How near to the kerb the driver stopped	-	92	94	70	24	4	2	609
The driver's appearance	-	88	92	64	28	7	2	597
The greeting/welcome you got from the driver	-	75	81	51	31	13	6	606
The helpfulness and attitude of the driver	-	75	81	52	29	16	3	590
The time the driver gave you to get to your seat	-	83	85	57	28	11	3	606
Smoothness/freedom from jolting during the journey	-	78	82	46	36	12	6	610
Safety of the driving (i.e. speed, driver concentrating)	-	89	91	58	33	6	2	608

Stagecoach in Kent

Results

Satisfaction (%)	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
OVERALL JOURNEY								
All passengers	-	84	92	64	28	7	1	271
Fare-paying passengers	-	81	91	60	31	8	2	82
Free-pass holders	-	89	93	66	27	6	1	186
Aged 16 to 34	-	77	-	-	-	-	-	-
Aged 35 to 59	-	85	-	-	-	-	-	-
Passengers commuting	-	78	-	-	-	-	-	-
Passengers not commuting	-	89	93	67	26	6	1	211
Passengers saying they have a disability	-	86	87	60	27	12	1	84
VALUE FOR MONEY								
All fare-paying passengers	-	51	68	32	36	17	15	83
Aged 16 to 34	-	42	-	-	-	-	-	-
Aged 35 to 59	-	68	-	-	-	-	-	-
Passengers commuting	-	55	-	-	-	-	-	-
Passengers not commuting	-	50	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS								
Punctuality of the bus	-	71	87	58	29	4	9	260
The length of time waited	-	72	88	57	30	7	6	267
ON-BUS JOURNEY TIME								
Time journey on the bus took	-	87	90	67	23	5	6	276
ON THE BUS								
Route/destination information on the outside of the bus	-	84	91	61	29	8	1	263
The cleanliness and condition of the outside of the bus	-	74	82	41	41	15	3	258
The ease of getting onto and off the bus	-	90	95	64	31	3	1	271
The length of time it took to board	-	91	92	64	28	5	2	263
The cleanliness and condition of the inside of the bus	-	62	80	38	43	16	4	269
The information provided inside the bus	-	58	75	31	44	19	6	234
The availability of seating or space to stand	-	84	94	56	37	4	2	264
The comfort of the seats	-	66	80	39	41	8	12	263
The amount of personal space you had around you	-	66	81	45	36	9	10	258
Provision of grab rails to stand/move within the bus	-	79	87	50	37	10	4	264
The temperature inside the bus	-	70	82	41	41	11	7	268
Your personal security whilst on the bus	-	79	90	54	36	8	2	262
THE BUS DRIVER								
How near to the kerb the driver stopped	-	92	95	68	27	3	2	270
The driver's appearance	-	86	93	64	30	6	1	261
The greeting/welcome you got from the driver	-	71	85	53	32	12	3	263
The helpfulness and attitude of the driver	-	74	89	57	32	9	2	254
The time the driver gave you to get to your seat	-	77	91	55	35	8	2	262
Smoothness/freedom from jolting during the journey	-	76	88	52	36	6	6	260
Safety of the driving (i.e. speed, driver concentrating)	-	86	97	66	30	2	1	260

Stagecoach in Lancashire

Results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
OVERALL JOURNEY								
All passengers	84	-	91	50	41	6	3	200
Fare-paying passengers	-	-	89	39	50	7	4	87
Free-pass holders	93	-	95	72	22	5	0	111
Aged 16 to 34	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-
Passengers not commuting	91	-	96	65	31	4	0	127
Passengers saying they have a disability	-	-	-	-	-	-	-	-
VALUE FOR MONEY								
All fare-paying passengers	-	-	60	26	33	20	20	83
Aged 16 to 34	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS								
Punctuality of the bus	73	-	81	52	29	9	10	190
The length of time waited	75	-	81	57	24	7	12	202
ON-BUS JOURNEY TIME								
Time journey on the bus took	-	-	81	45	36	12	7	203
ON THE BUS								
Route/destination information on the outside of the bus	83	-	82	61	21	14	3	196
The cleanliness and condition of the outside of the bus	74	-	79	47	32	18	2	186
The ease of getting onto and off the bus	89	-	87	64	23	13	0	195
The length of time it took to board	92	-	89	63	26	11	0	196
The cleanliness and condition of the inside of the bus	71	-	77	42	34	15	8	201
The information provided inside the bus	61	-	58	30	28	37	5	173
The availability of seating or space to stand	85	-	81	51	30	10	9	198
The comfort of the seats	72	-	80	45	35	12	8	197
The amount of personal space you had around you	-	-	69	42	26	15	16	199
Provision of grab rails to stand/move within the bus	88	-	85	52	33	6	9	196
The temperature inside the bus	79	-	79	41	38	14	8	198
Your personal security whilst on the bus	77	-	87	50	37	11	2	194
THE BUS DRIVER								
How near to the kerb the driver stopped	96	-	91	68	23	8	1	196
The driver's appearance	95	-	90	67	23	9	1	191
The greeting/welcome you got from the driver	67	-	76	42	34	19	5	194
The helpfulness and attitude of the driver	73	-	74	44	30	23	3	191
The time the driver gave you to get to your seat	78	-	86	53	33	10	4	187
Smoothness/freedom from jolting during the journey	75	-	80	44	36	11	8	193
Safety of the driving (i.e. speed, driver concentrating)	89	-	89	57	33	10	1	195

Stagecoach in Greater Manchester

Results

Satisfaction (%)	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
OVERALL JOURNEY								
All passengers	83	84	87	41	46	10	3	932
Fare-paying passengers	82	84	86	37	49	11	3	566
Free-pass holders	92	83	91	60	32	7	2	346
Aged 16 to 34	81	79	85	36	49	12	3	319
Aged 35 to 59	84	-	89	41	48	8	4	278
Passengers commuting	82	77	84	36	48	12	4	396
Passengers not commuting	88	90	92	48	44	6	2	507
Passengers saying they have a disability	82	-	88	42	46	7	4	194
VALUE FOR MONEY								
All fare-paying passengers	64	60	70	30	39	15	16	544
Aged 16 to 34	62	52	67	30	37	15	18	283
Aged 35 to 59	66	-	75	31	44	14	11	228
Passengers commuting	64	53	68	28	41	17	15	343
Passengers not commuting	65	-	72	37	35	11	17	193
PUNCTUALITY & TIME WAITING FOR THE BUS								
Punctuality of the bus	70	78	79	48	30	11	10	854
The length of time waited	75	81	82	47	34	9	9	930
ON-BUS JOURNEY TIME								
Time journey on the bus took	-	82	82	46	36	12	6	948
ON THE BUS								
Route/destination information on the outside of the bus	81	90	84	54	31	12	4	899
The cleanliness and condition of the outside of the bus	73	73	76	35	40	15	10	896
The ease of getting onto and off the bus	89	93	89	54	35	7	4	922
The length of time it took to board	88	89	87	54	33	8	5	906
The cleanliness and condition of the inside of the bus	64	63	69	25	44	16	16	931
The information provided inside the bus	53	53	58	22	36	34	7	844
The availability of seating or space to stand	83	84	82	43	39	10	7	919
The comfort of the seats	72	67	72	31	41	17	11	923
The amount of personal space you had around you	-	58	68	30	38	17	16	910
Provision of grab rails to stand/move within the bus	81	75	79	37	42	14	7	907
The temperature inside the bus	73	71	76	33	43	15	9	924
Your personal security whilst on the bus	79	78	80	38	41	16	4	920
THE BUS DRIVER								
How near to the kerb the driver stopped	89	92	92	56	36	6	2	898
The driver's appearance	86	87	86	48	38	12	2	840
The greeting/welcome you got from the driver	60	56	61	33	27	26	13	866
The helpfulness and attitude of the driver	62	59	65	35	30	25	11	844
The time the driver gave you to get to your seat	64	68	72	36	36	17	11	866
Smoothness/freedom from jolting during the journey	68	64	72	34	38	18	10	885
Safety of the driving (i.e. speed, driver concentrating)	84	81	85	47	38	11	4	894

Stagecoach in Merseyside

Results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
OVERALL JOURNEY								
All passengers	84	88	92	56	36	7	1	442
Fare-paying passengers	81	85	93	53	40	7	1	204
Free-pass holders	95	95	91	61	30	7	2	233
Aged 16 to 34	-	-	92	58	34	8	0	91
Aged 35 to 59	-	90	91	52	39	8	1	123
Passengers commuting	-	84	92	51	41	7	1	143
Passengers not commuting	85	92	92	61	31	7	1	284
Passengers saying they have a disability	87	91	88	52	35	11	1	113
VALUE FOR MONEY								
All fare-paying passengers	58	62	62	27	35	14	23	199
Aged 16 to 34	-	-	49	24	25	13	38	81
Aged 35 to 59	-	64	74	29	44	16	10	108
Passengers commuting	-	-	56	23	33	15	29	117
Passengers not commuting	-	-	71	31	40	13	15	78
PUNCTUALITY & TIME WAITING FOR THE BUS								
Punctuality of the bus	76	66	83	56	28	7	9	403
The length of time waited	78	71	86	58	28	6	8	450
ON-BUS JOURNEY TIME								
Time journey on the bus took	-	86	88	61	27	8	5	458
ON THE BUS								
Route/destination information on the outside of the bus	78	90	89	56	34	9	2	429
The cleanliness and condition of the outside of the bus	74	79	84	49	35	13	3	427
The ease of getting onto and off the bus	80	89	93	63	30	5	2	441
The length of time it took to board	80	89	96	64	32	3	1	428
The cleanliness and condition of the inside of the bus	75	80	87	44	43	7	6	447
The information provided inside the bus	63	63	71	38	33	26	4	388
The availability of seating or space to stand	74	77	91	53	38	5	4	438
The comfort of the seats	68	78	83	43	40	10	7	443
The amount of personal space you had around you	-	64	83	41	41	8	9	429
Provision of grab rails to stand/move within the bus	83	82	85	52	33	10	5	427
The temperature inside the bus	75	78	84	46	38	9	7	437
Your personal security whilst on the bus	76	82	85	51	33	12	4	443
THE BUS DRIVER								
How near to the kerb the driver stopped	86	86	92	65	27	6	1	428
The driver's appearance	85	82	90	60	30	7	3	400
The greeting/welcome you got from the driver	63	65	74	40	34	20	6	397
The helpfulness and attitude of the driver	67	65	76	44	32	17	7	386
The time the driver gave you to get to your seat	67	69	79	45	33	15	7	404
Smoothness/freedom from jolting during the journey	66	71	78	41	37	13	9	421
Safety of the driving (i.e. speed, driver concentrating)	87	80	89	51	39	9	2	416

Stagecoach in South Yorkshire

Results

Satisfaction (%)	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
OVERALL JOURNEY								
All passengers	87	87	89	48	41	6	5	575
Fare-paying passengers	82	83	88	39	49	7	5	316
Free-pass holders	96	93	91	69	22	4	5	252
Aged 16 to 34	77	82	83	29	54	10	7	133
Aged 35 to 59	89	89	92	51	41	6	3	196
Passengers commuting	82	86	84	32	52	9	7	201
Passengers not commuting	90	88	92	60	32	5	3	356
Passengers saying they have a disability	90	92	85	57	28	8	7	132
VALUE FOR MONEY								
All fare-paying passengers	78	67	75	32	43	13	11	308
Aged 16 to 34	75	57	74	30	44	13	13	119
Aged 35 to 59	79	79	76	35	42	14	10	161
Passengers commuting	79	69	77	30	47	10	13	177
Passengers not commuting	77	62	73	36	37	19	9	125
PUNCTUALITY & TIME WAITING FOR THE BUS								
Punctuality of the bus	78	71	80	43	36	8	12	530
The length of time waited	78	74	79	45	34	9	11	572
ON-BUS JOURNEY TIME								
Time journey on the bus took	-	88	86	55	31	9	5	585
ON THE BUS								
Route/destination information on the outside of the bus	82	82	83	55	28	13	4	553
The cleanliness and condition of the outside of the bus	77	80	82	42	39	14	5	542
The ease of getting onto and off the bus	91	93	94	62	32	4	2	565
The length of time it took to board	91	92	93	66	27	5	2	554
The cleanliness and condition of the inside of the bus	79	81	83	38	45	10	7	571
The information provided inside the bus	66	69	71	34	37	25	4	508
The availability of seating or space to stand	84	86	91	58	33	5	4	561
The comfort of the seats	75	74	78	38	40	15	7	559
The amount of personal space you had around you	-	74	77	40	37	14	9	558
Provision of grab rails to stand/move within the bus	80	86	87	49	38	10	3	556
The temperature inside the bus	77	79	82	43	40	10	7	562
Your personal security whilst on the bus	83	86	84	51	33	14	2	558
THE BUS DRIVER								
How near to the kerb the driver stopped	94	90	92	65	28	6	2	557
The driver's appearance	89	89	92	61	31	6	2	519
The greeting/welcome you got from the driver	72	69	74	44	30	16	10	541
The helpfulness and attitude of the driver	73	72	75	49	26	18	7	520
The time the driver gave you to get to your seat	76	75	83	52	31	9	8	543
Smoothness/freedom from jolting during the journey	75	76	79	43	36	13	8	550
Safety of the driving (i.e. speed, driver concentrating)	85	85	92	59	33	7	2	546

Stagecoach in Tees Valley

Results

Satisfaction (%)	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
OVERALL JOURNEY								
All passengers	86	88	91	57	34	6	3	638
Fare-paying passengers	81	86	88	47	41	8	4	223
Free-pass holders	94	92	94	70	25	4	2	411
Aged 16 to 34	74	-	86	38	48	10	4	107
Aged 35 to 59	90	88	90	60	29	7	4	147
Passengers commuting	79	84	84	44	39	10	6	133
Passengers not commuting	89	92	95	63	31	4	1	487
Passengers saying they have a disability	89	85	94	59	34	5	2	191
VALUE FOR MONEY								
All fare-paying passengers	66	64	68	30	38	17	15	218
Aged 16 to 34	59	-	61	29	32	19	19	91
Aged 35 to 59	72	72	80	32	48	14	6	111
Passengers commuting	64	64	68	28	40	19	13	108
Passengers not commuting	67	65	66	32	34	17	18	104
PUNCTUALITY & TIME WAITING FOR THE BUS								
Punctuality of the bus	79	76	80	48	32	10	10	586
The length of time waited	78	76	83	48	34	8	9	629
ON-BUS JOURNEY TIME								
Time journey on the bus took	-	90	89	62	26	8	3	656
ON THE BUS								
Route/destination information on the outside of the bus	85	87	87	58	29	10	3	607
The cleanliness and condition of the outside of the bus	80	80	80	40	40	15	5	603
The ease of getting onto and off the bus	93	91	91	61	30	6	3	627
The length of time it took to board	92	92	92	62	30	7	1	604
The cleanliness and condition of the inside of the bus	82	81	83	39	44	10	7	631
The information provided inside the bus	70	71	71	35	36	25	4	555
The availability of seating or space to stand	87	89	86	48	37	10	5	607
The comfort of the seats	77	78	74	35	39	15	11	620
The amount of personal space you had around you	-	77	73	35	37	15	12	606
Provision of grab rails to stand/move within the bus	83	83	84	42	42	12	4	603
The temperature inside the bus	78	78	77	38	39	16	7	611
Your personal security whilst on the bus	85	86	86	46	40	11	3	609
THE BUS DRIVER								
How near to the kerb the driver stopped	92	91	95	68	27	4	1	615
The driver's appearance	92	89	91	67	24	7	1	592
The greeting/welcome you got from the driver	70	72	78	48	30	14	8	597
The helpfulness and attitude of the driver	69	72	77	49	28	17	6	575
The time the driver gave you to get to your seat	72	77	81	46	35	11	8	587
Smoothness/freedom from jolting during the journey	74	75	79	43	37	13	8	586
Safety of the driving (i.e. speed, driver concentrating)	87	89	91	58	33	7	3	601

Stagecoach in Tyne and Wear

Results

Satisfaction (%)

	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
OVERALL JOURNEY								
All passengers	89	87	91	52	38	6	3	832
Fare-paying passengers	84	86	89	45	44	8	3	396
Free-pass holders	97	92	94	66	29	4	2	425
Aged 16 to 34	-	87	87	41	46	9	4	163
Aged 35 to 59	-	85	93	52	41	5	3	246
Passengers commuting	-	81	88	43	45	8	4	225
Passengers not commuting	91	92	92	57	35	6	2	585
Passengers saying they have a disability	-	86	90	52	37	7	3	239
VALUE FOR MONEY								
All fare-paying passengers	61	60	63	30	33	19	19	387
Aged 16 to 34	-	56	60	29	31	18	22	144
Aged 35 to 59	-	67	66	32	35	18	15	210
Passengers commuting	-	58	65	27	38	21	14	198
Passengers not commuting	-	65	60	32	27	16	24	188
PUNCTUALITY & TIME WAITING FOR THE BUS								
Punctuality of the bus	73	75	76	47	29	11	13	771
The length of time waited	79	78	79	48	31	11	11	828
ON-BUS JOURNEY TIME								
Time journey on the bus took	-	88	90	60	30	8	2	843
ON THE BUS								
Route/destination information on the outside of the bus	86	83	86	55	31	12	2	800
The cleanliness and condition of the outside of the bus	76	77	79	40	39	16	5	781
The ease of getting onto and off the bus	85	88	92	58	34	5	3	817
The length of time it took to board	88	90	91	60	31	6	2	791
The cleanliness and condition of the inside of the bus	75	74	77	35	42	12	11	826
The information provided inside the bus	63	64	68	29	39	26	6	732
The availability of seating or space to stand	87	87	91	53	38	6	3	803
The comfort of the seats	78	79	79	35	44	14	7	801
The amount of personal space you had around you	-	74	78	37	41	12	10	807
Provision of grab rails to stand/move within the bus	87	85	86	46	41	11	3	804
The temperature inside the bus	79	80	78	37	41	16	6	809
Your personal security whilst on the bus	85	85	86	47	39	11	3	801
THE BUS DRIVER								
How near to the kerb the driver stopped	91	89	92	61	31	7	1	814
The driver's appearance	93	89	91	59	32	8	1	780
The greeting/welcome you got from the driver	72	67	73	39	33	19	8	786
The helpfulness and attitude of the driver	70	67	74	40	34	18	7	766
The time the driver gave you to get to your seat	71	70	74	41	33	16	9	779
Smoothness/freedom from jolting during the journey	75	71	76	37	39	15	9	801
Safety of the driving (i.e. speed, driver concentrating)	87	86	88	53	35	10	2	794

Wessex Connect in West of England Partnership

Results

Satisfaction (%)	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
OVERALL JOURNEY								
All passengers	-	-	84	31	52	11	5	462
Fare-paying passengers	-	-	83	27	56	12	6	318
Free-pass holders	-	-	86	49	38	9	4	139
Aged 16 to 34	-	-	80	24	56	13	7	278
Aged 35 to 59	-	-	-	-	-	-	-	-
Passengers commuting	-	-	82	21	60	13	6	282
Passengers not commuting	-	-	89	57	33	6	5	171
Passengers saying they have a disability	-	-	-	-	-	-	-	-
VALUE FOR MONEY								
All fare-paying passengers	-	-	61	21	40	21	17	295
Aged 16 to 34	-	-	59	20	39	22	19	230
Aged 35 to 59	-	-	-	-	-	-	-	-
Passengers commuting	-	-	60	19	41	21	19	238
Passengers not commuting	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS								
Punctuality of the bus	-	-	61	27	33	19	20	444
The length of time waited	-	-	67	32	35	15	18	471
ON-BUS JOURNEY TIME								
Time journey on the bus took	-	-	76	33	43	17	7	462
ON THE BUS								
Route/destination information on the outside of the bus	-	-	77	39	39	18	4	461
The cleanliness and condition of the outside of the bus	-	-	87	38	49	10	3	456
The ease of getting onto and off the bus	-	-	91	51	39	7	2	470
The length of time it took to board	-	-	85	49	36	8	6	468
The cleanliness and condition of the inside of the bus	-	-	86	40	46	9	4	467
The information provided inside the bus	-	-	56	23	33	36	8	426
The availability of seating or space to stand	-	-	83	46	37	10	7	462
The comfort of the seats	-	-	76	30	46	16	8	461
The amount of personal space you had around you	-	-	76	31	45	12	12	463
Provision of grab rails to stand/move within the bus	-	-	80	35	45	17	4	458
The temperature inside the bus	-	-	72	30	43	17	10	467
Your personal security whilst on the bus	-	-	85	44	41	14	2	463
THE BUS DRIVER								
How near to the kerb the driver stopped	-	-	90	55	35	8	2	448
The driver's appearance	-	-	88	51	36	11	1	436
The greeting/welcome you got from the driver	-	-	70	35	36	20	10	449
The helpfulness and attitude of the driver	-	-	71	36	35	22	7	443
The time the driver gave you to get to your seat	-	-	80	40	41	15	5	437
Smoothness/freedom from jolting during the journey	-	-	71	31	40	22	7	445
Safety of the driving (i.e. speed, driver concentrating)	-	-	86	45	41	11	3	447

Other Operators

We also surveyed services run by First in Glasgow and Lothian Buses in Edinburgh, at their request. The surveys were fully funded by these operators.

As their services run outside our remit area (England outside London) their results are NOT included within the main results.



First in Glasgow

Results

Satisfaction (%)	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
OVERALL JOURNEY								
All passengers	-	-	91	44	47	7	2	3013
Fare-paying passengers	-	-	90	37	53	8	2	2041
Free-pass holders	-	-	93	56	36	4	3	910
Aged 16 to 34	-	-	88	36	52	9	3	1108
Aged 35 to 59	-	-	91	42	49	6	3	1128
Passengers commuting	-	-	88	36	52	9	3	1354
Passengers not commuting	-	-	93	49	44	5	2	1559
Passengers saying they have a disability	-	-	91	50	40	6	3	511
VALUE FOR MONEY								
All fare-paying passengers	-	-	71	28	42	15	15	2034
Aged 16 to 34	-	-	66	27	39	16	17	1027
Aged 35 to 59	-	-	76	30	47	12	12	957
Passengers commuting	-	-	69	27	42	15	15	1213
Passengers not commuting	-	-	73	29	43	13	14	774
PUNCTUALITY & TIME WAITING FOR THE BUS								
Punctuality of the bus	-	-	84	46	38	8	8	2767
The length of time waited	-	-	84	47	37	8	8	3053
ON-BUS JOURNEY TIME								
Time journey on the bus took	-	-	89	48	40	8	3	3016
ON THE BUS								
Route/destination information on the outside of the bus	-	-	89	49	40	8	3	2988
The cleanliness and condition of the outside of the bus	-	-	80	34	46	14	6	2910
The ease of getting onto and off the bus	-	-	91	51	40	7	2	2967
The length of time it took to board	-	-	92	52	40	6	2	2905
The cleanliness and condition of the inside of the bus	-	-	77	31	46	12	11	3059
The information provided inside the bus	-	-	69	25	43	23	8	2801
The availability of seating or space to stand	-	-	88	45	42	8	5	2969
The comfort of the seats	-	-	78	34	44	13	9	2968
The amount of personal space you had around you	-	-	80	34	46	13	8	2970
Provision of grab rails to stand/move within the bus	-	-	86	40	46	11	4	2945
The temperature inside the bus	-	-	78	33	45	13	10	2972
Your personal security whilst on the bus	-	-	85	40	44	12	3	2925
THE BUS DRIVER								
How near to the kerb the driver stopped	-	-	93	57	36	5	2	2914
The driver's appearance	-	-	88	53	35	10	1	2789
The greeting/welcome you got from the driver	-	-	71	34	37	22	7	2799
The helpfulness and attitude of the driver	-	-	73	36	37	22	5	2741
The time the driver gave you to get to your seat	-	-	78	38	40	15	7	2813
Smoothness/freedom from jolting during the journey	-	-	76	34	42	15	9	2844
Safety of the driving (i.e. speed, driver concentrating)	-	-	89	47	42	9	2	2817

Lothian Buses (Edinburgh)

Results

Satisfaction (%)	2011 % all satisfied	2012 % all satisfied	2013 % all satisfied	2013 % very satisfied	2013 % fairly satisfied	2013 % neither /nor	2013 % all dissatisfied	2013 base size
OVERALL JOURNEY								
All passengers	-	-	96	58	38	4	1	2046
Fare-paying passengers	-	-	95	52	43	4	1	1424
Free-pass holders	-	-	98	73	25	2	0	598
Aged 16 to 34	-	-	93	46	46	6	1	839
Aged 35 to 59	-	-	97	58	39	2	0	661
Passengers commuting	-	-	94	49	45	5	1	931
Passengers not commuting	-	-	97	65	32	3	0	1039
Passengers saying they have a disability	-	-	95	64	32	3	1	285
VALUE FOR MONEY								
All fare-paying passengers	-	-	79	40	39	12	9	1416
Aged 16 to 34	-	-	73	33	41	14	12	792
Aged 35 to 59	-	-	85	49	36	10	5	598
Passengers commuting	-	-	78	35	43	13	9	834
Passengers not commuting	-	-	80	47	33	11	9	537
PUNCTUALITY & TIME WAITING FOR THE BUS								
Punctuality of the bus	-	-	91	62	29	6	3	1957
The length of time waited	-	-	90	60	30	6	4	2095
ON-BUS JOURNEY TIME								
Time journey on the bus took	-	-	89	56	33	8	3	2042
ON THE BUS								
Route/destination information on the outside of the bus	-	-	90	63	27	8	1	2058
The cleanliness and condition of the outside of the bus	-	-	90	55	35	9	1	2019
The ease of getting onto and off the bus	-	-	96	68	28	4	1	2075
The length of time it took to board	-	-	95	70	25	4	1	2053
The cleanliness and condition of the inside of the bus	-	-	88	47	42	8	4	2107
The information provided inside the bus	-	-	76	41	35	21	2	1939
The availability of seating or space to stand	-	-	93	61	32	5	2	2067
The comfort of the seats	-	-	87	48	39	10	3	2073
The amount of personal space you had around you	-	-	86	47	39	10	4	2059
Provision of grab rails to stand/move within the bus	-	-	89	52	37	8	3	2037
The temperature inside the bus	-	-	85	44	40	10	5	2064
Your personal security whilst on the bus	-	-	91	56	36	8	1	2052
THE BUS DRIVER								
How near to the kerb the driver stopped	-	-	94	67	27	5	1	1988
The driver's appearance	-	-	91	64	27	8	1	1894
The greeting/welcome you got from the driver	-	-	75	44	32	20	5	1943
The helpfulness and attitude of the driver	-	-	76	46	31	20	3	1896
The time the driver gave you to get to your seat	-	-	80	47	34	15	5	1949
Smoothness/freedom from jolting during the journey	-	-	80	43	36	14	6	1975
Safety of the driving (i.e. speed, driver concentrating)	-	-	91	60	31	8	1	1961

How the research was carried out and making use of results

Overview of methodology

The survey has been designed to provide results that are representative of bus passenger journeys made within each 'area' at the local transport authority (LTA) level.

The sampling method is 'systematic' derived from a list of an area's bus services and the times that they run (sourced from ITO World Ltd who makes available the data used by Traveline). The bus service routes and their journey start times are selected from the sampling process. These then formed the start points for three hour shifts during which field workers made as many feasible return trips on those selected services. They discussed the survey with the boarders of those bus services giving them the chance to participate; those wishing to do so were given a self-completion questionnaire to complete after their journey, together with a reply paid envelope.

The questionnaire asks passengers to rate that journey's experience. It covers their time at the bus stop, the punctuality of the bus, their time whilst on the bus, the standards of the bus driver, together with an overall journey satisfaction rating and a value for money rating.

Fieldwork was conducted between 8 September and 1 December 2013 (excluding the October school half-term holiday period 20 October to 2 November). Services available for selection were those running between 6am to 10pm, seven days of the week; only school bus services were systematically excluded. The survey was conducted among passengers aged 16 or over.

The response data was weighted in two stages. The first stage was to weight to the age and gender profile of bus passengers within each area. As there is no available data on this at area level this was established by observing the age and gender of passengers during each fieldwork shift. The second stage of weighting was at LTA level to ensure that in the final data, each participating LTA (within the survey) is represented in proportion to its total annual journey numbers.

Passenger Focus was supported by BDRC Continental Ltd in conducting the autumn 2013 survey. This year a total of 33,985 valid responses were received.



Presentation of results

Throughout the report, satisfaction scores are only based on those respondents that gave an opinion (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 based on 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 sum of 'very satisfied' and 'fairly satisfied' and 'all dissatisfied' is the sum of 'fairly dissatisfied' and 'very dissatisfied' rounded to whole numbers. Sometimes the 'all' value can appear to be one percent different to the sum of the individual 'very' and 'fairly' stated values.

Key drivers of satisfaction charts

Key driver analysis determines which of the 30 individual satisfaction measures has the greatest effect on passengers' rating for overall journey satisfaction. The key drivers graphic shows the three individual satisfaction measures which have the highest influence on overall journey satisfaction and their relative impact. The analysis was conducted on fare-paying passengers only so satisfaction with value for money could be included.

Interpreting results

The autumn 2013 wave of BPS was carried out across 19 areas which account for around three fifths of journeys made within our remit area (England outside of London). All six former metropolitan counties were selected, and the remaining 13 authorities were a broad mix of unitary and two-tier.

The autumn 2012 and 2011 waves of BPS were conducted in areas which accounted for a similar proportion of journeys made within our remit area. In both 2012 and 2011, all six former metropolitan counties were covered but of the remaining areas covered in those years, some were the same as those in 2013 and some were different. Whole survey averages for each year are thus calculated not on exactly the same set of areas, albeit the majority (by journey numbers) are the same. It should be recognised that as all six PTE areas are included and a proportion of unitary and two-tier authorities, overall averages are more influenced by the results from the PTE bloc.

Further detail

There is an accompanying methodology document that provides more detail on the survey process, available at www.passengerfocus.org.uk.

Waiver

Passenger 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 Passenger Focus does not accept any liability for error or omission.

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

Appendix

List of authorities and operators funding extra survey responses

Greater Manchester

First Manchester
Stagecoach Manchester

Merseyside

Merseyside PTE (Merseytravel)
Arriva North West

South Yorkshire

South Yorkshire PTE
First Yorkshire

Tyne and Wear

Go North East
Stagecoach North East

West Midlands

West Midlands PTE (Centro)
National Express West Midlands
Coventry Voluntary Multilateral Agreement
area (Centro, De Courcey, National Express
Coventry, and Stagecoach)

West Yorkshire

West Yorkshire PTE (Metro)
Arriva Yorkshire
First Yorkshire

Tees Valley Bus Network Improvement Board

Darlington, Hartlepool, Middlesbrough,
Redcar & Cleveland and Stockton on
Tees Councils

West of England Partnership area

Bristol City, Bath and North East Somerset, North
Somerset, and South Gloucestershire Councils
First (South West division)

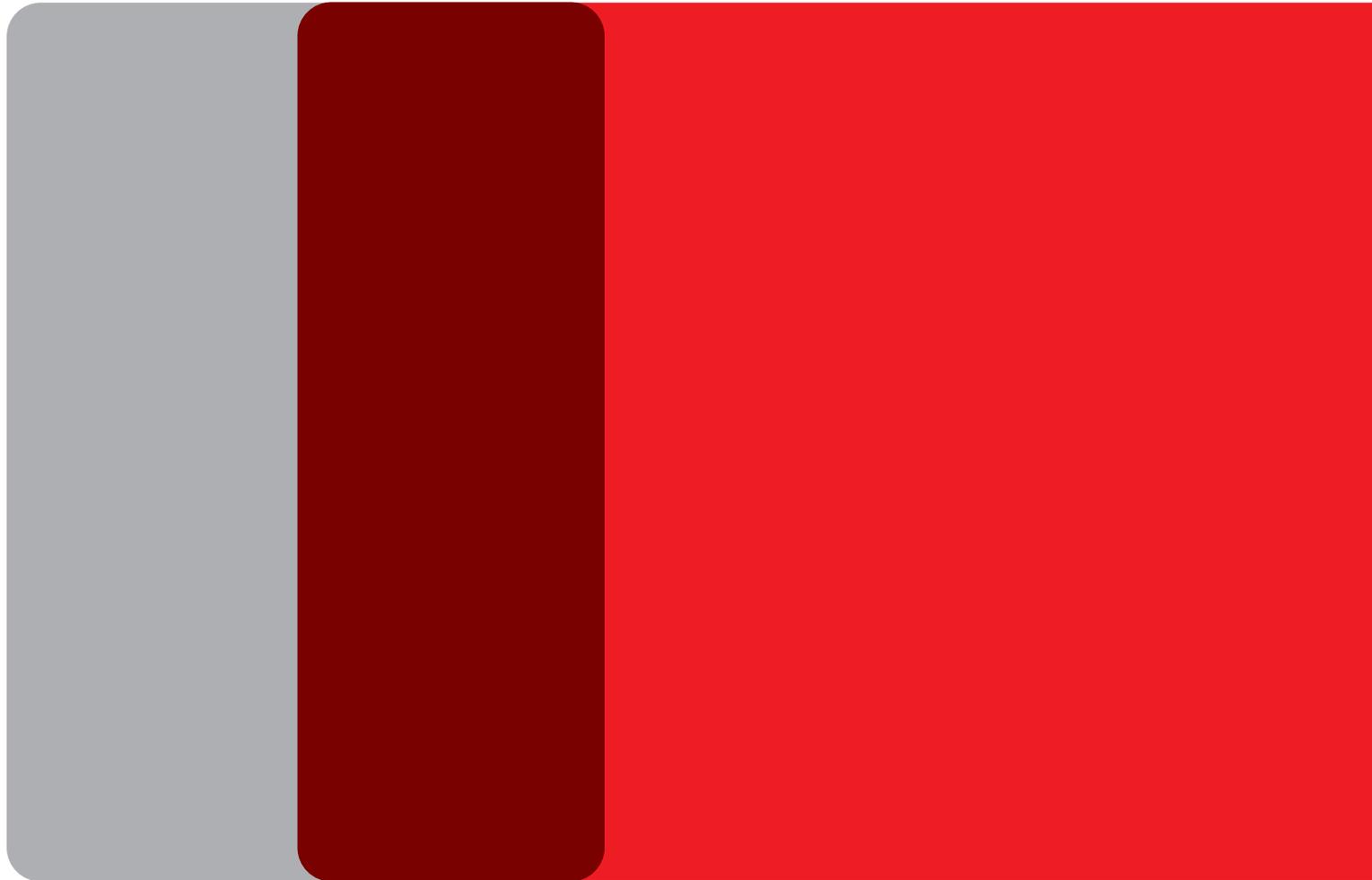
Other local transport authorities

Devon
Essex
Milton Keynes
Norfolk
Northumberland
Suffolk
Thurrock
City of York

Other operators

Abellio (services within Surrey)
First Glasgow
Lothian Buses
Reading Buses

Any authority or operator who might like
to be included in future survey waves,
should contact Murray Leader at
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