



Bus Passenger Survey

Autumn 2015 Report

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Any authority or operator that might like to be included in future survey waves should contact Robert Pain at robert.pain@transportfocus.org.uk



Jeff Halliwell

Foreword

Buses play a significant role in giving people access to jobs, education and linking communities to leisure, shopping and other essential services. So at a time of continued pressure on individual, public and private sector budgets it makes it even more important that services are built around the needs of passengers.

An essential part of understanding the needs of passengers is knowing what they think about their existing service. Comparing and benchmarking passenger satisfaction can help ensure resources are targeted where they are most valued by passengers.

The Bus Passenger Survey is a survey of bus users. It does not capture the views of those individuals who have taken a conscious decision to move away from using the bus based on factors such as cost or convenience. Equally it does not capture the views of those people who have lost their bus service due to changes and cuts in the provision of local services.

The Bus Passenger Survey, now in its sixth year, has successfully grown in size and coverage to make it even more useful to bus operators, transport authorities and governments. In autumn 2015 we captured the views of over 40,000 passengers across 51 areas and operations.

To demonstrate its usefulness, the Bus Passenger Survey is now funded by broadly equal contributions from Transport Focus, bus operators and transport authorities. We again thank all those transport authorities and bus operators who have supported our work by contributing financially, to gain that deeper broader picture of passenger satisfaction to seek out how to improve services in their area.

So what are passengers telling us about their service?

- Overall 86 per cent of passengers were satisfied with their service. This was 88 per cent in 2014.
- 63 per cent of fare paying passengers told us they were satisfied that their service provided value for money. This remains unchanged from 2014.
- On the punctuality of their service 75 per cent of passengers were satisfied. This was 77 per cent in 2014.
- 84 per cent of passengers were satisfied with the length of time their journey took. This was 86 per cent in 2014.

These good results confirm the importance of providing a good, consistent 'core product' – a frequent, punctual and reliable service that provides value for money.

But delving deeper into this year's results show that, in

several areas, this core product is proving more of a challenge to deliver on a consistent basis. Though satisfaction levels remain high, increasing road congestion and the impact of 'growing pains' as some town centres undergo huge redevelopment is hitting the day-to-day ability of the bus service to be reliable and punctual.

Fixing this for passengers is often complicated and needs the combined efforts of authorities, bus operators and other agencies to jointly tackle the planning and communication of works that impact on the reliability and punctuality of bus services. Something we set out in our 2014 bus punctuality report, *What's the holdup? Exploring bus service punctuality*. We used this work to deliver a series of seminars that helped operators really see where focussing effort could drive up satisfaction.

We also explored the importance of engaging with passengers to build up a relationship in our March 2016 report, *Bus passengers have their say – Trust, what to improve and using buses more*. This report echoes the need to provide a good and consistent 'core product' to passengers. In addition it highlighted the real value in organisations communicating and engaging with passengers to help build trust when things go wrong.

Depending who you ask in the bus industry the sector is either entering a new more exciting time or an even more challenging time when it comes to running successful services! The Buses Bill is imminent and the devolution agenda continues to emerge. It's vital that the industry continues to listen to what passengers experience and use that to focus on delivering the 'core product' that will drive up satisfaction levels of existing passengers and encourage more journeys, by both existing users and the passengers of the future.

Jeff Halliwell

Jeff Halliwell
Chairman
Transport Focus

Introduction to area results

The Bus Passenger Survey was conducted in 24 authority areas. The results are set out by area in the order shown below.

We recommend reading the accompaniment *How the research was carried out and making use of results* on page 138.

Former metropolitan county authority areas

- Greater Manchester (Transport for Greater Manchester/TfGM)
- Merseyside Passenger Transport Executive (Merseytravel)
- South Yorkshire Passenger Transport Executive
- Tyne and Wear Passenger Transport Executive (Nexus)
- West Midlands Passenger Transport Executive (Centro)
- West Yorkshire Combined Authority (WY Metro)

Transport authority area groups

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

Local transport authority areas

- Blackpool Council
- Devon County Council
- East Sussex County Council
- Essex County Council
- Gloucestershire County Council
- Kent County Council
- Lancashire County Council
- Luton Borough Council
- Milton Keynes Council
- Norfolk County Council
- North East Lincolnshire Council
- North Yorkshire County Council
- Nottinghamshire County Council
- Oxfordshire County Council
- Staffordshire County Council
- City of York Council



Area key findings^{*}

Overall satisfaction with the journey

The range across areas

this year **79% to 94%**; last year 83% to 93%.

The range across PTEs**

this year **82% to 89%** (averaging **86%**);
last year 85% to 90% (averaging 87%).

Satisfaction with value for money (fare payers only)

The range across areas

this year **41% to 80%**; last year 45% to 73%.

The range across PTEs

this year **61% to 71%** (averaging **65%**);
last year 62% to 73% (averaging 66%).

Satisfaction with punctuality

The range across areas

this year **64% to 84%**; last year 67% to 86%.

The range across PTEs

this year **71% to 78%** (averaging **74%**);
last year 76% to 80% (averaging 77%).

Satisfaction with on-bus journey time

The range across areas

this year **78% to 93%**; last year 80% to 92%.

The range across PTEs

this year **81% to 87%** (averaging **84%**);
last year 83% to 90% (averaging 86%).

Passengers' journey times

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

Three concern road conditions:

Congestion: ranges from 13% to 34%;

Road works: ranges from 5% to 24%;

Poor weather conditions: ranges from 1% to 10%.

Three were bus related:

Passenger boarding times: ranges from 11% to 29%;

Waiting too long at stops: ranges from 2% to 12%;

Bus driver driving too slowly: ranges from 1% to 8%.

Anti-social behaviour

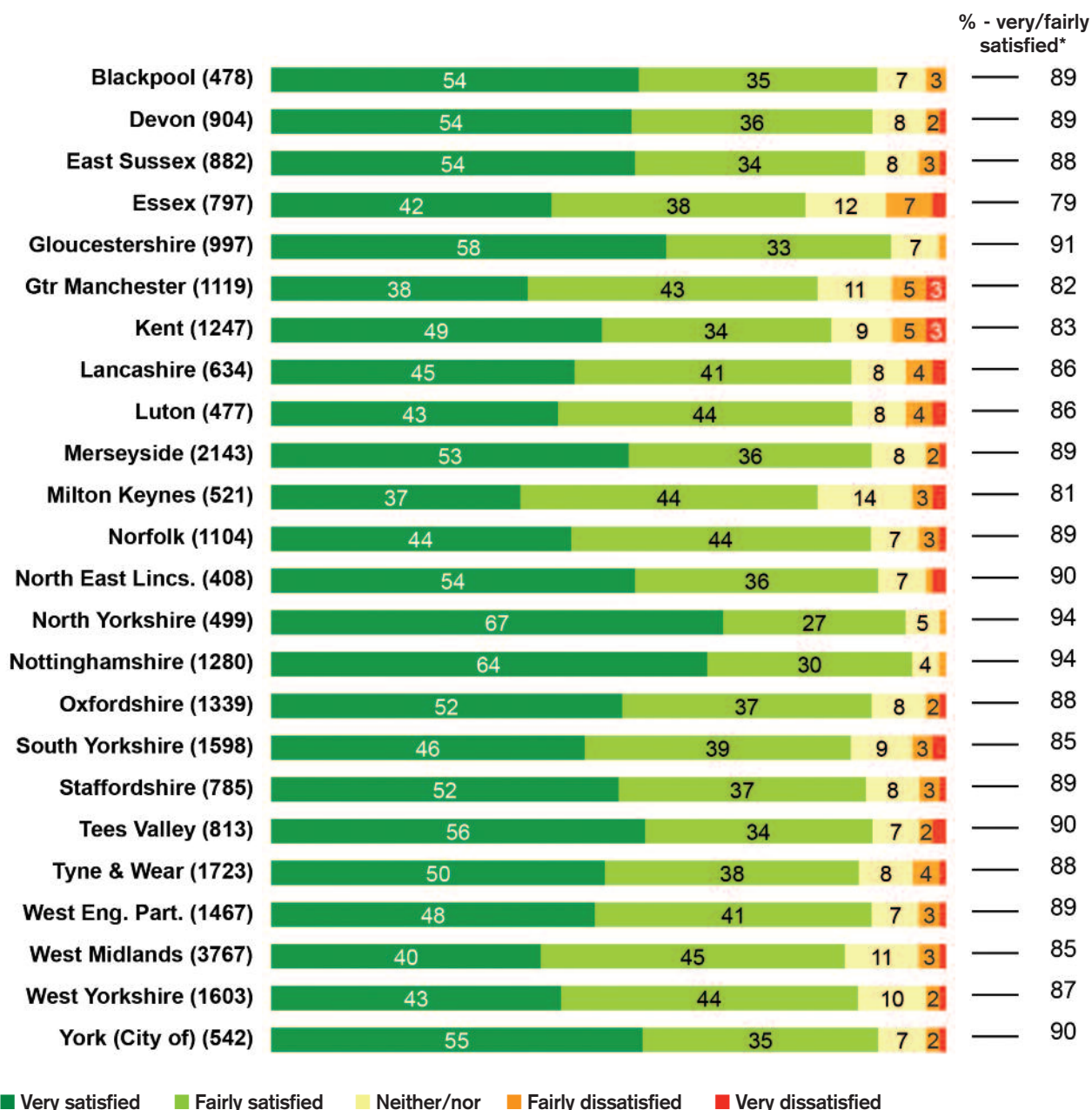
Passengers told us if they had 'cause to worry or feel uncomfortable' during their journey from the behaviour of other passengers.

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

Last year this range was 3% to 9% (averaging 6%).

^{*}The authority areas covered in the autumn 2015 survey are not exactly the same as those covered in the autumn 2014 survey, although the majority are the same (including all six PTEs). ^{**}Passenger Transport Executive areas (the six former metropolitan counties).

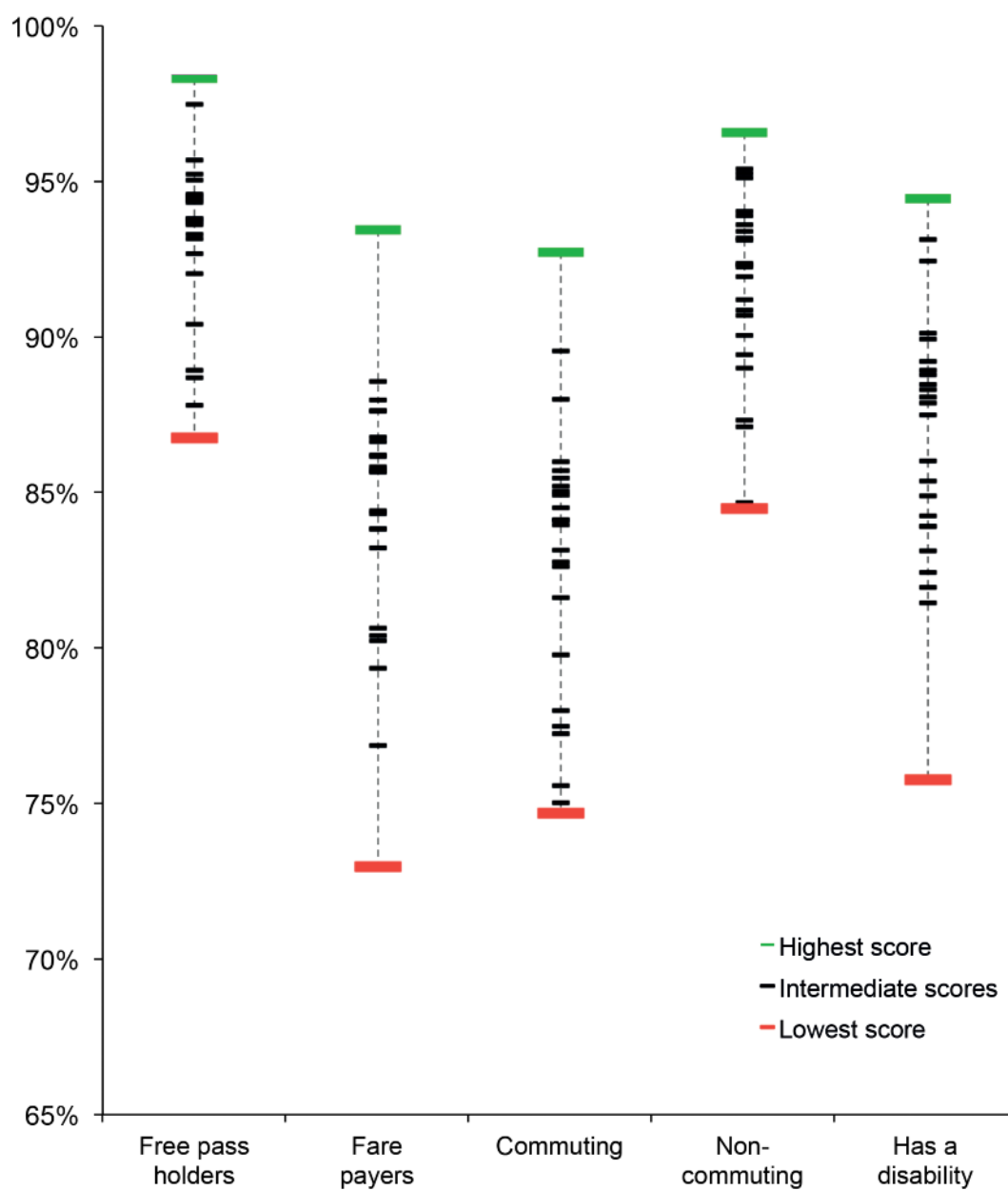
Overall satisfaction with the bus journey



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

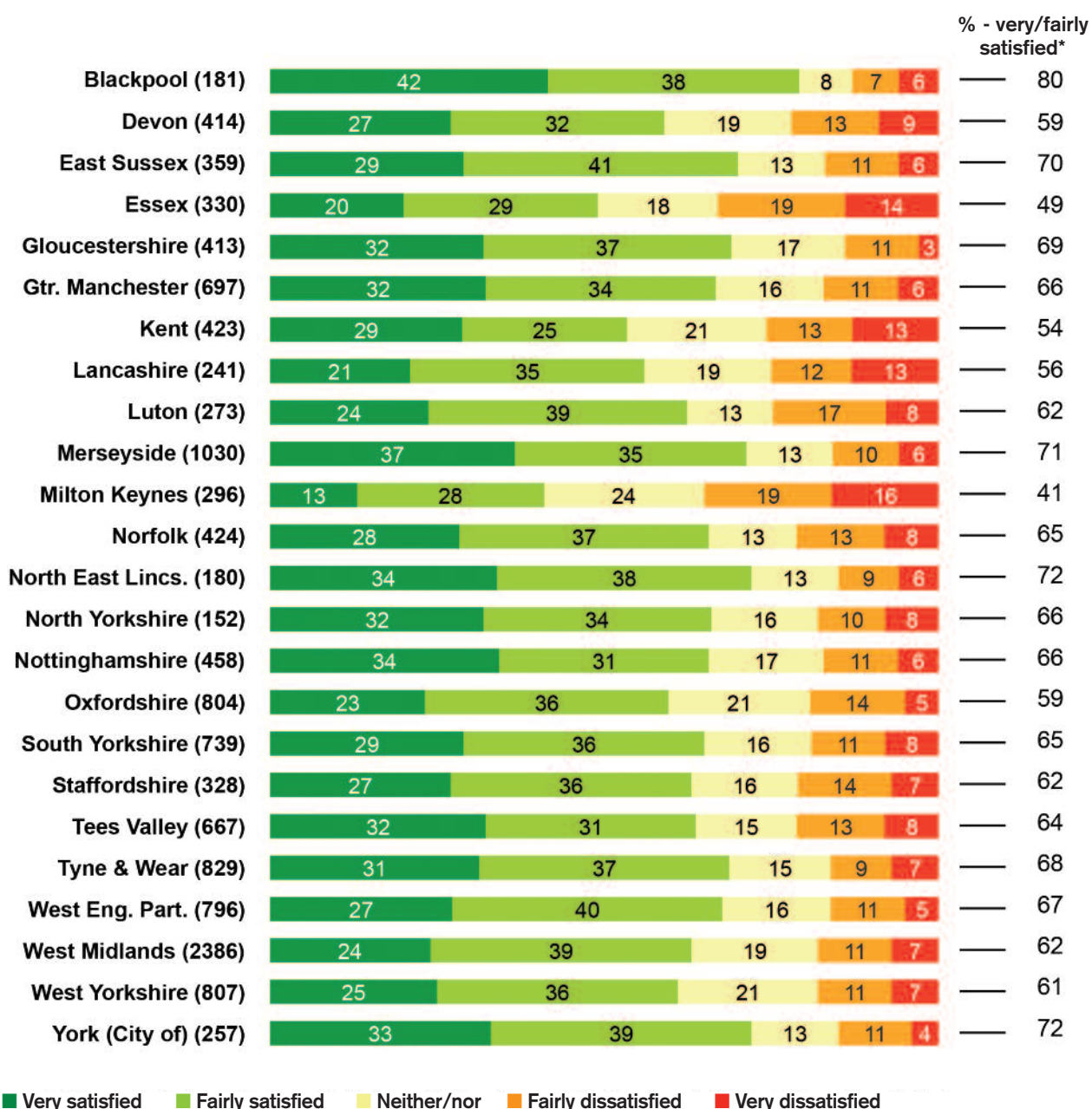
*Due to rounding the percentage very/fairly satisfied may not always be equal to the sum of the very and fairly satisfied values in the chart

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?

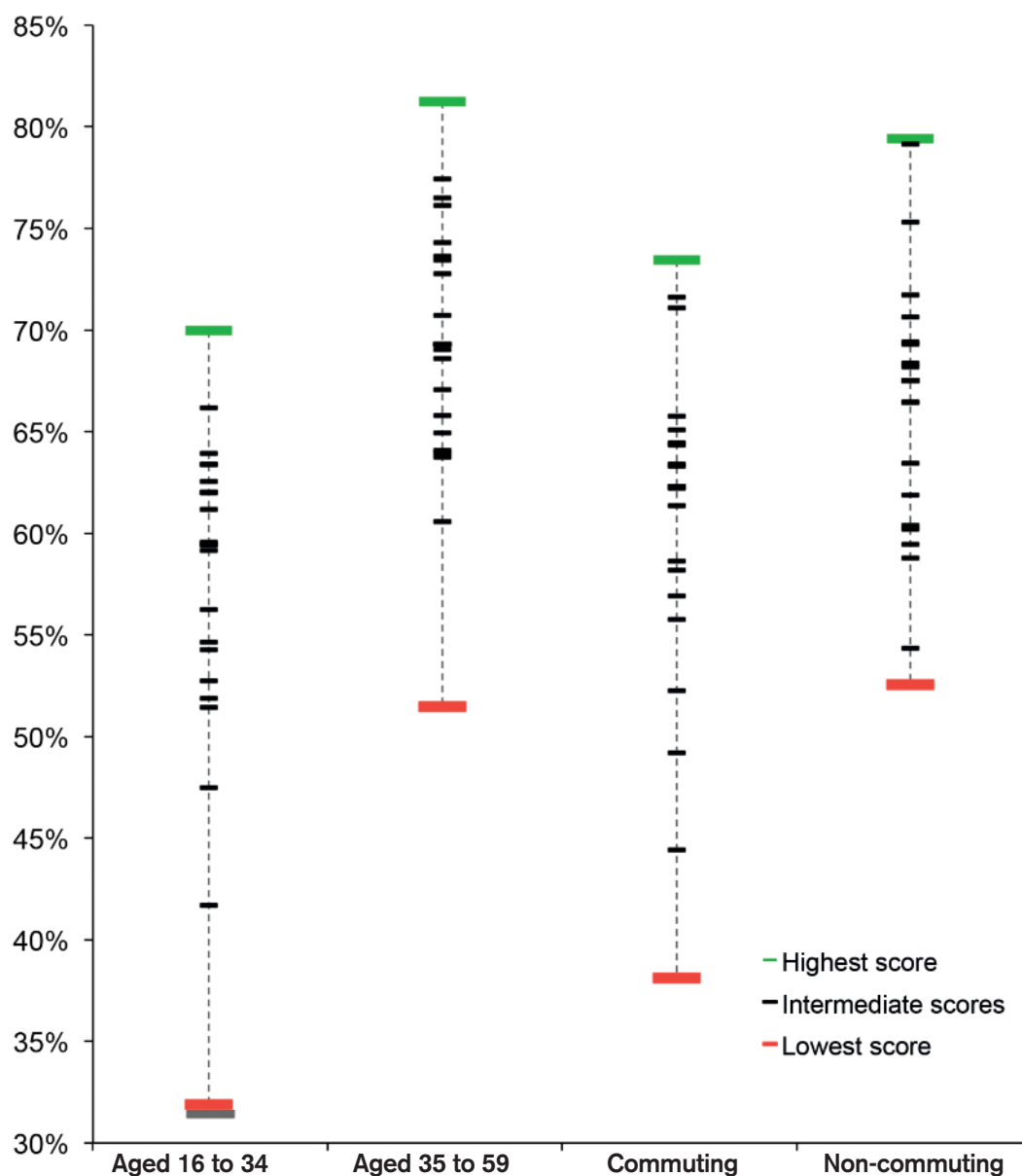
Satisfaction with value for money – fare-paying passengers (%)



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

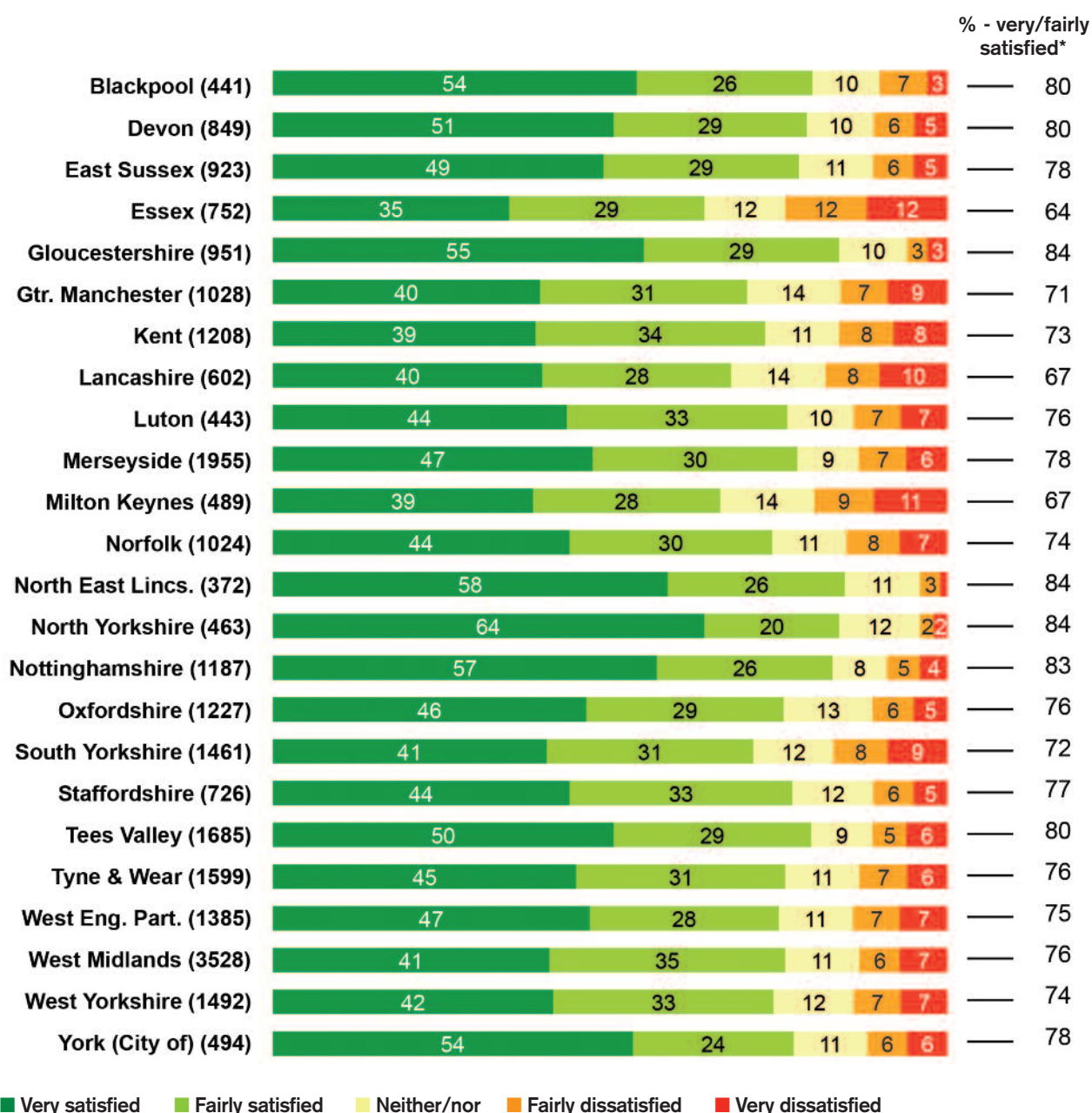
*Due to rounding the percentage very/fairly satisfied may not always be equal to the sum of the very and fairly satisfied values in the chart

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?

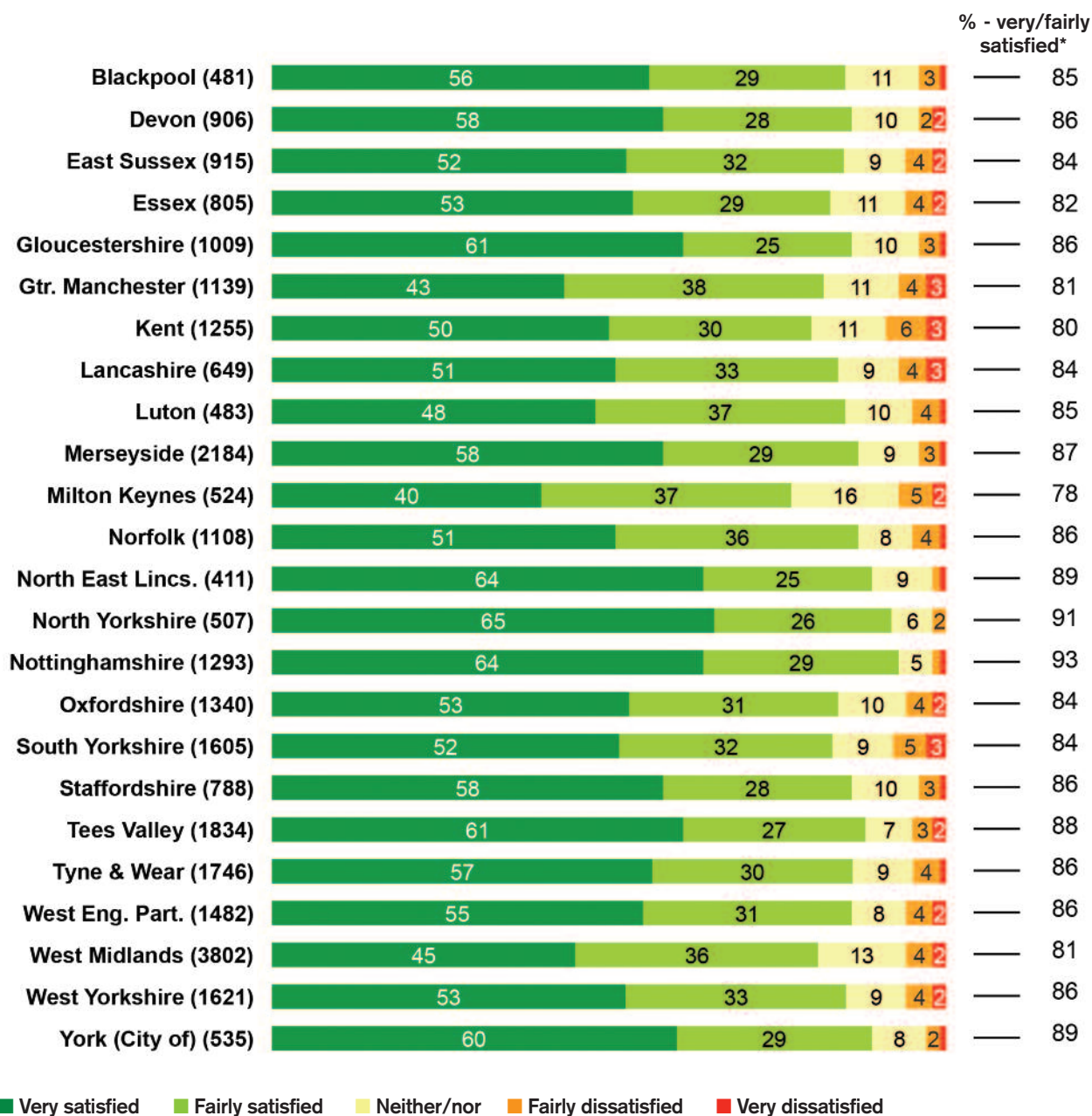
Satisfaction with punctuality of the bus (%)



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

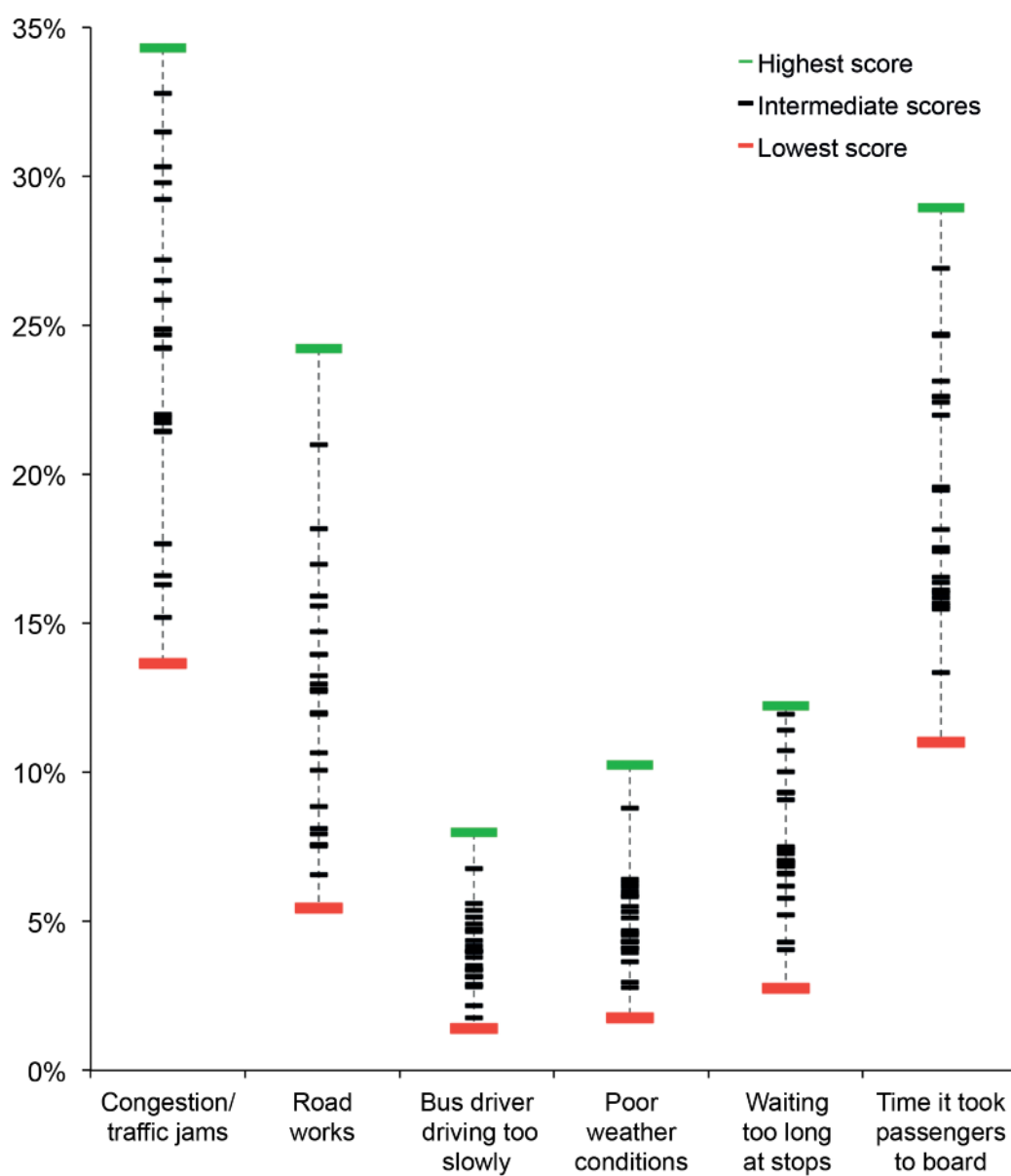
Satisfaction with on-bus journey time (%)



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

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)

Greater Manchester (TfGM)

Headline results

Overall
satisfaction

82%

Value for
money

66%

Punctuality

71%

Journey
time

81%

The top three drivers of **satisfaction**

On-bus journey time **36%**



Punctuality **27%**



Availability of seating
or space to stand **11%**



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	84	86	85	82	38	43	11	7	1119
Fare-paying passengers	83	84	84	81	34	47	11	8	709
Free-pass holders	85	93	91	88	57	31	9	3	384
Aged 16 to 34	80	82	82	77	32	46	13	10	381
Aged 35 to 59	86	90	87	84	40	44	10	5	326
Passengers commuting	81	80	82	78	32	45	12	10	511
Passengers not commuting	88	93	88	87	47	41	9	3	565
Passengers saying they have a disability	78	90	82	76	38	38	14	10	275
VALUE FOR MONEY									
All fare-paying passengers	53	68	73	66	32	34	16	18	697
Aged 16 to 34	47	64	71	59	27	32	21	20	351
Aged 35 to 59	65	73	76	77	39	38	9	13	294
Passengers commuting	50	66	71	66	28	38	17	17	468
Passengers not commuting	58	70	75	67	40	28	15	18	212
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	70	74	76	71	40	31	14	16	1028
The length of time waited	73	77	78	73	39	34	12	15	1125
ON-BUS JOURNEY TIME									
Time journey on the bus took	82	83	85	81	43	38	11	7	1139

Detailed results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
THE BUS STOP									
Overall satisfaction with the bus stop	79	80	81	76	30	46	16	8	1108
Its distance from the journey start	81	85	85	84	47	37	10	6	1068
The convenience/accessibility of its location	88	87	87	87	51	36	8	5	1018
Its condition/standard of maintenance	69	74	75	71	32	39	19	10	1025
Its freedom from graffiti/vandalism	73	79	78	75	40	35	15	10	1011
Its freedom from litter	64	68	71	66	31	35	17	17	1019
The information provided at the stop	67	72	72	67	30	37	20	13	1017
Your personal safety whilst at the stop	71	75	78	75	37	39	17	8	1040
ON THE BUS									
Route/destination information on the outside of the bus	84	83	84	82	51	31	14	4	1070
The cleanliness and condition of the outside of the bus	76	77	81	77	37	40	17	6	1060
The ease of getting onto and off the bus	89	89	90	89	53	36	7	4	1105
The length of time it took to board	88	89	89	88	53	35	8	5	1092
The cleanliness and condition of the inside of the bus	71	73	76	71	29	42	16	13	1122
The information provided inside the bus	57	61	63	63	25	38	28	9	1012
The availability of seating or space to stand	83	84	85	84	46	38	8	8	1107
The comfort of the seats	72	75	77	73	31	42	16	11	1110
The amount of personal space you had around you	66	73	75	71	34	38	16	13	1097
Provision of grab rails to stand/move within the bus	79	82	83	82	39	43	12	6	1096
The temperature inside the bus	76	77	76	72	30	43	16	12	1097
Your personal security whilst on the bus	81	80	82	79	36	43	15	6	1095
THE BUS DRIVER									
How near to the kerb the driver stopped	89	91	91	92	56	35	6	2	1068
The driver's appearance	83	87	88	88	54	34	10	2	1037
The greeting/welcome you got from the driver	58	65	70	66	34	32	22	12	1051
The helpfulness and attitude of the driver	62	68	73	67	37	30	23	9	1033
The time the driver gave you to get to your seat	68	73	75	70	38	32	17	13	1052
Smoothness/freedom from jolting during the journey	68	73	74	70	33	37	17	13	1062
Safety of the driving (i.e. speed, driver concentrating)	80	86	86	85	48	36	12	4	1069

Factors affecting journey length

	2012 % occurrence	2013 % occurrence	2014 % occurrence	2015 % occurrence
Congestion/traffic jams	27	24	26	31
Road works	15	12	20	21
Bus driver driving too slowly	7	6	5	6
Poor weather conditions	6	6	5	6
Waiting too long at stops	8	9	8	11
Passenger boarding time	25	19	18	22
Base unweighted	680	2288	2188	1188

Passengers could provide more than one answer

Anti-social behaviour

	2012 % 'yes'	2013 % 'yes'	2014 % 'yes'	2015 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	13	9	7	10
Base unweighted	680	2288	2188	1140

Merseyside (Merseytravel)

(includes Halton in 2015, now part of Liverpool City Region)

Headline results

Overall
satisfaction

89%

Value for
money

71%

Punctuality

78%

Journey
time

87%

The top three drivers of **satisfaction**

On-bus journey time **34%**



Punctuality **26%**



Value for money **14%**



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	87	89	90	89	53	36	8	3	2143
Fare-paying passengers	82	87	87	86	45	41	10	4	1056
Free-pass holders	94	94	96	94	67	27	4	2	1046
Aged 16 to 34	82	85	85	83	41	41	13	5	536
Aged 35 to 59	86	89	90	92	53	39	6	3	606
Passengers commuting	82	84	85	85	43	42	11	4	796
Passengers not commuting	90	92	93	94	63	31	4	2	1254
Passengers saying they have a disability	89	92	87	89	56	33	7	4	638
VALUE FOR MONEY									
All fare-paying passengers	55	62	67	71	37	35	13	16	1030
Aged 16 to 34	49	55	66	66	37	29	15	19	478
Aged 35 to 59	61	69	67	76	36	41	11	13	486
Passengers commuting	51	60	65	68	34	34	15	17	668
Passengers not commuting	60	66	70	78	43	36	8	14	338
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	73	77	80	78	47	30	9	13	1955
The length of time waited	75	80	82	80	50	30	9	11	2146
ON-BUS JOURNEY TIME									
Time journey on the bus took	90	87	88	87	58	29	9	4	2184

Detailed results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
THE BUS STOP									
Overall satisfaction with the bus stop	79	82	82	82	41	41	12	6	2117
Its distance from the journey start	86	87	88	85	53	32	10	5	2029
The convenience/accessibility of its location	88	91	89	89	56	33	8	3	1887
Its condition/standard of maintenance	76	82	78	79	42	37	13	9	1943
Its freedom from graffiti/vandalism	78	84	82	82	48	33	10	8	1915
Its freedom from litter	71	78	75	76	41	35	13	11	1897
The information provided at the stop	76	77	76	76	40	37	14	10	1925
Your personal safety whilst at the stop	75	80	80	79	44	35	16	5	1934
ON THE BUS									
Route/destination information on the outside of the bus	85	87	88	88	56	32	10	2	2080
The cleanliness and condition of the outside of the bus	79	84	86	84	46	38	12	4	2052
The ease of getting onto and off the bus	89	90	92	92	60	32	6	2	2118
The length of time it took to board	91	91	92	93	61	32	5	2	2081
The cleanliness and condition of the inside of the bus	77	82	84	84	42	42	10	6	2156
The information provided inside the bus	63	67	71	72	33	38	24	4	1915
The availability of seating or space to stand	84	85	89	88	53	35	7	5	2111
The comfort of the seats	77	80	80	82	43	39	12	6	2107
The amount of personal space you had around you	71	78	79	78	39	39	12	10	2096
Provision of grab rails to stand/move within the bus	82	84	87	86	48	39	10	4	2084
The temperature inside the bus	78	81	80	80	41	39	13	7	2104
Your personal security whilst on the bus	84	86	86	87	50	37	11	2	2078
THE BUS DRIVER									
How near to the kerb the driver stopped	91	93	94	93	66	27	5	2	2061
The driver's appearance	88	89	90	91	62	29	8	1	1939
The greeting/welcome you got from the driver	64	71	73	73	43	30	20	7	1950
The helpfulness and attitude of the driver	66	72	74	75	46	29	20	5	1923
The time the driver gave you to get to your seat	69	75	75	75	44	31	17	8	1975
Smoothness/freedom from jolting during the journey	74	77	76	77	42	35	15	8	2020
Safety of the driving (i.e. speed, driver concentrating)	84	89	89	89	56	33	10	1	2019

Factors affecting journey length

	2012 % occurrence	2013 % occurrence	2014 % occurrence	2015 % occurrence
Congestion/traffic jams	18	16	19	21
Road works	10	6	14	13
Bus driver driving too slowly	4	4	4	4
Poor weather conditions	7	3	3	4
Waiting too long at stops	6	6	7	7
Passenger boarding time	17	15	15	17
Base unweighted	1254	1764	1750	2254

Passengers could provide more than one answer

Anti-social behaviour

	2012 % 'yes'	2013 % 'yes'	2014 % 'yes'	2015 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	8	7	4	5
Base unweighted	1254	1764	1750	2174

South Yorkshire

Headline results

Overall
satisfaction

85%

Value for
money

65%

Punctuality

72%

Journey
time

84%

The top three drivers of **satisfaction**

On-bus journey time **39%**



Punctuality **28%**



Safety of the driving **15%**



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	83	89	87	85	46	39	9	6	1598
Fare-paying passengers	80	87	84	80	37	43	12	8	751
Free-pass holders	90	91	93	93	60	33	5	2	824
Aged 16 to 34	77	86	81	77	31	45	14	9	336
Aged 35 to 59	84	88	88	87	47	40	8	5	445
Passengers commuting	79	86	84	77	32	45	15	8	499
Passengers not commuting	86	91	90	91	56	35	5	4	1045
Passengers saying they have a disability	85	88	86	82	40	42	10	8	302
VALUE FOR MONEY									
All fare-paying passengers	59	68	69	65	29	36	16	19	739
Aged 16 to 34	56	65	66	59	24	35	17	23	305
Aged 35 to 59	62	70	73	71	35	36	15	14	355
Passengers commuting	60	71	71	64	25	38	16	20	434
Passengers not commuting	57	62	66	68	35	33	15	17	288
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	65	76	76	72	41	31	12	16	1461
The length of time waited	70	77	78	73	41	33	12	14	1578
ON-BUS JOURNEY TIME									
Time journey on the bus took	85	87	86	84	52	32	9	7	1605

Detailed results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
THE BUS STOP									
Overall satisfaction with the bus stop	79	79	83	79	37	42	13	8	1578
Its distance from the journey start	83	84	87	83	51	32	10	7	1492
The convenience/accessibility of its location	87	89	89	87	54	33	9	5	1393
Its condition/standard of maintenance	73	76	76	73	35	38	14	13	1414
Its freedom from graffiti/vandalism	79	81	80	77	43	34	13	10	1383
Its freedom from litter	72	73	76	69	35	34	14	17	1398
The information provided at the stop	70	72	73	71	33	38	15	14	1404
Your personal safety whilst at the stop	77	79	79	78	41	37	15	7	1430
ON THE BUS									
Route/destination information on the outside of the bus	80	84	86	83	51	32	12	5	1522
The cleanliness and condition of the outside of the bus	75	78	81	76	34	41	15	9	1490
The ease of getting onto and off the bus	90	92	92	90	59	31	7	3	1578
The length of time it took to board	89	91	92	90	59	30	8	2	1538
The cleanliness and condition of the inside of the bus	74	77	79	75	30	45	13	12	1587
The information provided inside the bus	60	64	65	62	24	37	30	8	1376
The availability of seating or space to stand	84	87	89	85	48	38	9	6	1557
The comfort of the seats	68	73	77	70	30	40	15	15	1555
The amount of personal space you had around you	68	76	78	74	34	40	13	12	1558
Provision of grab rails to stand/move within the bus	81	86	87	82	42	40	12	6	1556
The temperature inside the bus	76	80	81	76	35	42	14	9	1556
Your personal security whilst on the bus	84	84	85	83	43	40	14	3	1543
THE BUS DRIVER									
How near to the kerb the driver stopped	89	92	93	92	63	29	6	2	1548
The driver's appearance	86	90	89	88	58	30	10	2	1469
The greeting/welcome you got from the driver	64	69	71	71	39	32	20	10	1500
The helpfulness and attitude of the driver	66	70	73	71	40	31	21	7	1464
The time the driver gave you to get to your seat	71	79	78	73	43	30	17	10	1505
Smoothness/freedom from jolting during the journey	74	77	74	73	36	37	15	12	1508
Safety of the driving (i.e. speed, driver concentrating)	85	90	88	87	54	33	10	3	1512

Factors affecting journey length

	2012 % occurrence	2013 % occurrence	2014 % occurrence	2015 % occurrence
Congestion/traffic jams	22	19	24	24
Road works	9	11	9	14
Bus driver driving too slowly	6	4	4	4
Poor weather conditions	4	4	7	5
Waiting too long at stops	8	7	7	9
Passenger boarding time	23	15	21	19
Base unweighted	1669	1783	1688	1655

Passengers could provide more than one answer

Anti-social behaviour

	2012 % 'yes'	2013 % 'yes'	2014 % 'yes'	2015 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	7	7	5	6
Base unweighted	1669	1783	1688	1610

Tyne and Wear (Nexus)

Headline results

Overall
satisfaction

88%

Value for
money

68%

Punctuality

76%

Journey
time

86%

The top three drivers of **satisfaction**

Punctuality **40%**



Safety of the driving **31%**



On-bus journey time **21%**



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	87	90	90	88	50	38	8	5	1723
Fare-paying passengers	85	87	88	84	44	41	10	6	851
Free-pass holders	92	94	95	94	62	32	4	2	844
Aged 16 to 34	84	85	86	80	33	47	12	8	291
Aged 35 to 59	86	91	90	88	53	35	6	5	547
Passengers commuting	83	85	83	85	40	45	9	6	533
Passengers not commuting	90	92	95	90	58	32	6	3	1128
Passengers saying they have a disability	87	89	90	84	50	34	10	6	385
VALUE FOR MONEY									
All fare-paying passengers	59	62	63	68	31	37	15	17	829
Aged 16 to 34	54	56	58	62	26	36	18	21	268
Aged 35 to 59	65	70	69	72	35	37	13	15	452
Passengers commuting	59	62	59	66	31	35	17	17	460
Passengers not commuting	59	64	69	72	33	39	12	17	351
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	76	78	77	76	45	31	11	14	1599
The length of time waited	77	78	77	79	47	31	10	12	1702
ON-BUS JOURNEY TIME									
Time journey on the bus took	87	89	90	86	57	30	9	5	1746

Detailed results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
THE BUS STOP									
Overall satisfaction with the bus stop	84	82	84	83	38	44	11	6	1697
Its distance from the journey start	86	85	86	84	54	31	10	6	1615
The convenience/accessibility of its location	88	90	89	89	57	32	7	3	1534
Its condition/standard of maintenance	75	80	79	78	36	42	14	8	1553
Its freedom from graffiti/vandalism	78	83	81	77	45	32	13	10	1516
Its freedom from litter	71	77	74	70	36	34	16	14	1526
The information provided at the stop	80	81	80	79	39	40	16	5	1550
Your personal safety whilst at the stop	80	81	81	79	43	36	13	7	1556
ON THE BUS									
Route/destination information on the outside of the bus	83	86	88	86	57	29	11	3	1646
The cleanliness and condition of the outside of the bus	79	82	84	81	44	38	13	6	1612
The ease of getting onto and off the bus	89	92	94	93	61	32	6	2	1694
The length of time it took to board	90	91	94	92	64	28	6	1	1657
The cleanliness and condition of the inside of the bus	78	81	82	81	37	44	11	9	1711
The information provided inside the bus	67	70	69	67	32	35	26	7	1542
The availability of seating or space to stand	85	90	90	90	53	37	6	3	1693
The comfort of the seats	78	79	80	78	39	39	13	9	1700
The amount of personal space you had around you	74	79	81	79	41	38	12	9	1689
Provision of grab rails to stand/move within the bus	84	87	87	87	49	38	10	3	1677
The temperature inside the bus	78	80	80	79	41	39	12	8	1684
Your personal security whilst on the bus	85	87	89	87	49	38	11	2	1684
THE BUS DRIVER									
How near to the kerb the driver stopped	90	92	93	92	65	27	6	2	1659
The driver's appearance	89	90	91	90	62	27	9	2	1598
The greeting/welcome you got from the driver	70	73	72	72	44	28	20	8	1617
The helpfulness and attitude of the driver	72	74	74	73	46	27	20	7	1581
The time the driver gave you to get to your seat	75	77	78	77	46	31	15	8	1635
Smoothness/freedom from jolting during the journey	73	75	75	77	40	36	15	8	1655
Safety of the driving (i.e. speed, driver concentrating)	86	88	89	86	55	31	11	3	1656

Factors affecting journey length

	2012 % occurrence	2013 % occurrence	2014 % occurrence	2015 % occurrence
Congestion/traffic jams	16	13	20	21
Road works	9	9	20	15
Bus driver driving too slowly	4	4	3	3
Poor weather conditions	9	3	4	4
Waiting too long at stops	5	4	4	4
Passenger boarding time	17	15	17	16
Base unweighted	1589	1851	2163	1778

Passengers could provide more than one answer

Anti-social behaviour

	2012 % 'yes'	2013 % 'yes'	2014 % 'yes'	2015 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	7	5	5	6
Base unweighted	1589	1851	2163	1729

West Midlands (Centro)

Headline results

Overall
satisfaction

85%

Value for
money

62%

Punctuality

76%

Journey
time

81%

The top three drivers of **satisfaction**On bus journey time **32%**Punctuality **27%**Value for money **16%**

FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	79	86	87	85	40	45	11	4	3767
Fare-paying passengers	76	84	85	83	33	50	13	4	2442
Free-pass holders	89	92	92	90	58	32	6	3	1217
Aged 16 to 34	74	83	83	80	32	49	15	5	1387
Aged 35 to 59	78	84	86	86	38	48	10	4	1139
Passengers commuting	74	83	84	83	31	51	12	5	1676
Passengers not commuting	85	88	89	87	48	39	10	3	1967
Passengers saying they have a disability	79	87	87	84	44	40	12	4	870
VALUE FOR MONEY									
All fare-paying passengers	50	62	62	62	24	39	19	18	2386
Aged 16 to 34	46	56	59	59	22	37	20	22	1231
Aged 35 to 59	56	67	67	66	25	41	20	14	996
Passengers commuting	48	60	62	60	20	40	20	19	1494
Passengers not commuting	55	66	64	66	29	37	17	17	835
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	64	73	76	76	41	35	11	13	3528
The length of time waited	66	74	79	78	41	37	10	12	3786
ON-BUS JOURNEY TIME									
Time journey on the bus took	81	86	85	81	45	36	13	5	3802

Detailed results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
THE BUS STOP									
Overall satisfaction with the bus stop	73	79	81	79	30	48	15	6	3762
Its distance from the journey start	81	83	86	83	43	40	11	5	3614
The convenience/accessibility of its location	84	85	86	84	47	37	12	4	3390
Its condition/standard of maintenance	70	76	76	74	29	45	17	10	3493
Its freedom from graffiti/vandalism	71	75	74	74	35	39	16	10	3398
Its freedom from litter	62	69	70	68	28	40	17	15	3407
The information provided at the stop	70	73	75	74	29	45	16	10	3449
Your personal safety whilst at the stop	68	74	76	77	33	44	16	7	3472
ON THE BUS									
Route/destination information on the outside of the bus	79	82	84	83	44	39	14	3	3607
The cleanliness and condition of the outside of the bus	69	75	78	77	33	44	17	6	3578
The ease of getting onto and off the bus	87	87	89	88	47	41	8	4	3713
The length of time it took to board	87	87	89	88	49	39	8	3	3635
The cleanliness and condition of the inside of the bus	64	72	75	74	28	46	15	12	3790
The information provided inside the bus	58	65	68	69	27	42	25	6	3439
The availability of seating or space to stand	78	82	83	84	42	42	9	6	3696
The comfort of the seats	69	74	75	74	30	44	15	10	3692
The amount of personal space you had around you	63	71	74	74	30	43	16	11	3688
Provision of grab rails to stand/move within the bus	77	81	82	82	37	45	13	5	3644
The temperature inside the bus	70	76	77	78	31	47	14	8	3698
Your personal security whilst on the bus	70	76	78	80	35	45	15	5	3662
THE BUS DRIVER									
How near to the kerb the driver stopped	88	91	91	90	55	36	8	2	3602
The driver's appearance	83	85	86	86	51	35	12	2	3379
The greeting/welcome you got from the driver	52	62	64	64	31	33	26	10	3430
The helpfulness and attitude of the driver	55	64	66	67	33	34	25	8	3348
The time the driver gave you to get to your seat	62	72	75	74	36	38	19	7	3522
Smoothness/freedom from jolting during the journey	66	74	75	76	33	43	15	9	3564
Safety of the driving (i.e. speed, driver concentrating)	79	84	85	85	44	41	12	3	3469

Factors affecting journey length

	2012 % occurrence	2013 % occurrence	2014 % occurrence	2015 % occurrence
Congestion/traffic jams	32	22	27	27
Road works	11	8	12	12
Bus driver driving too slowly	8	6	7	5
Poor weather conditions	7	5	8	6
Waiting too long at stops	11	6	8	7
Passenger boarding time	20	13	15	15
Base unweighted	3623	3962	4217	3961

Passengers could provide more than one answer

Anti-social behaviour

	2012 % 'yes'	2013 % 'yes'	2014 % 'yes'	2015 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	17	10	8	7
Base unweighted	3623	3962	4217	3773

West Yorkshire (Metro)

Headline results

Overall
satisfaction

87%

Value for
money

61%

Punctuality

74%

Journey
time

86%

The top three drivers of **satisfaction**On-bus journey time **48%**Waiting time **28%**Bus driver's
helpfulness/attitude **9%**

FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	85	88	86	87	43	44	10	4	1603
Fare-paying passengers	83	87	83	86	36	50	11	4	828
Free-pass holders	89	93	93	89	58	31	8	4	745
Aged 16 to 34	78	83	80	82	33	49	14	4	358
Aged 35 to 59	86	91	88	89	41	47	6	5	489
Passengers commuting	79	85	83	84	32	52	11	5	557
Passengers not commuting	89	91	89	89	53	37	8	3	995
Passengers saying they have a disability	86	88	84	87	49	38	8	4	466
VALUE FOR MONEY									
All fare-paying passengers	55	56	63	61	25	36	21	18	807
Aged 16 to 34	50	52	59	52	24	28	25	22	323
Aged 35 to 59	60	61	67	71	26	45	16	13	404
Passengers commuting	54	55	64	59	23	37	24	17	479
Passengers not commuting	58	56	60	64	27	37	16	20	310
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	70	79	77	74	42	33	12	14	1492
The length of time waited	71	80	76	78	43	35	12	11	1581
ON-BUS JOURNEY TIME									
Time journey on the bus took	86	84	83	86	53	33	9	5	1621

Detailed results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
THE BUS STOP									
Overall satisfaction with the bus stop	77	82	83	79	35	44	13	8	1577
Its distance from the journey start	83	85	86	85	50	35	10	5	1506
The convenience/accessibility of its location	86	89	88	85	52	33	11	5	1420
Its condition/standard of maintenance	74	76	76	74	33	40	18	9	1439
Its freedom from graffiti/vandalism	75	77	79	75	40	35	16	9	1422
Its freedom from litter	69	73	73	72	34	38	15	13	1433
The information provided at the stop	74	78	76	74	34	40	14	12	1432
Your personal safety whilst at the stop	74	78	80	76	39	37	18	6	1457
ON THE BUS									
Route/destination information on the outside of the bus	84	85	85	83	50	33	14	3	1549
The cleanliness and condition of the outside of the bus	77	79	81	81	38	43	13	6	1519
The ease of getting onto and off the bus	91	90	91	89	54	35	7	4	1589
The length of time it took to board	90	90	89	88	56	33	8	3	1554
The cleanliness and condition of the inside of the bus	75	77	79	78	33	44	12	11	1602
The information provided inside the bus	61	62	67	65	26	39	28	7	1404
The availability of seating or space to stand	86	86	86	84	45	39	9	7	1578
The comfort of the seats	73	75	75	75	32	42	14	11	1583
The amount of personal space you had around you	72	75	75	74	32	42	13	13	1572
Provision of grab rails to stand/move within the bus	83	84	84	85	39	46	10	5	1558
The temperature inside the bus	75	78	78	78	33	45	14	9	1580
Your personal security whilst on the bus	82	84	84	83	43	40	14	3	1577
THE BUS DRIVER									
How near to the kerb the driver stopped	91	91	90	90	57	33	7	2	1522
The driver's appearance	88	88	88	89	56	33	10	1	1446
The greeting/welcome you got from the driver	63	66	67	69	37	32	21	9	1484
The helpfulness and attitude of the driver	64	69	68	71	38	33	21	8	1444
The time the driver gave you to get to your seat	72	74	73	74	37	36	16	11	1483
Smoothness/freedom from jolting during the journey	73	74	73	76	33	43	14	10	1526
Safety of the driving (i.e. speed, driver concentrating)	84	88	85	86	47	39	11	2	1529

Factors affecting journey length

	2012 % occurrence	2013 % occurrence	2014 % occurrence	2015 % occurrence
Congestion/traffic jams	24	20	24	29
Road works	8	8	11	16
Bus driver driving too slowly	6	4	6	4
Poor weather conditions	6	3	3	6
Waiting too long at stops	8	8	8	7
Passenger boarding time	22	18	21	24
Base unweighted	1639	1851	1684	1663

Passengers could provide more than one answer

Anti-social behaviour

	2012 % 'yes'	2013 % 'yes'	2014 % 'yes'	2015 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	9	7	7	7
Base unweighted	1639	1851	1684	1614

Tees Valley Group

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

Headline results

Overall
satisfaction

90%

Value for
money

64%

Punctuality

80%

Journey
time

88%

The top three drivers of **satisfaction**

Waiting time **23%**



Time taken to board **20%**



Smoothness/freedom
from jolting **20%**



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	87	88	88	90	56	34	7	4	1813
Fare-paying passengers	83	84	85	88	48	40	8	4	676
Free-pass holders	92	92	92	92	66	26	5	3	1101
Aged 16 to 34	79	79	80	84	40	44	10	5	338
Aged 35 to 59	87	88	89	88	55	33	7	5	452
Passengers commuting	81	80	81	85	42	44	9	6	492
Passengers not commuting	90	92	93	92	65	28	6	2	1243
Passengers saying they have a disability	86	89	91	90	57	33	7	3	632
VALUE FOR MONEY									
All fare-paying passengers	61	61	64	64	32	31	15	21	667
Aged 16 to 34	53	55	59	54	30	24	17	29	268
Aged 35 to 59	70	69	68	73	34	39	13	14	340
Passengers commuting	59	60	61	61	29	32	17	22	379
Passengers not commuting	64	62	68	68	37	31	12	19	272
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	75	76	78	80	50	29	9	11	1685
The length of time waited	76	78	80	80	51	30	9	11	1784
ON-BUS JOURNEY TIME									
Time journey on the bus took	89	87	88	88	61	27	7	5	1834

Detailed results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
THE BUS STOP									
Overall satisfaction with the bus stop	77	76	78	78	38	40	12	10	1788
Its distance from the journey start	85	86	88	84	53	31	10	6	1678
The convenience/accessibility of its location	88	88	90	89	55	34	7	4	1562
Its condition/standard of maintenance	69	73	73	75	39	36	14	11	1573
Its freedom from graffiti/vandalism	74	76	77	80	49	30	11	10	1567
Its freedom from litter	72	74	74	77	42	35	13	11	1571
The information provided at the stop	74	73	72	74	38	36	13	14	1563
Your personal safety whilst at the stop	77	77	79	81	47	33	14	5	1594
ON THE BUS									
Route/destination information on the outside of the bus	86	85	85	88	58	30	8	3	1742
The cleanliness and condition of the outside of the bus	77	78	82	85	48	37	10	5	1725
The ease of getting onto and off the bus	90	91	92	93	64	30	5	2	1792
The length of time it took to board	91	91	91	94	65	29	5	1	1736
The cleanliness and condition of the inside of the bus	79	77	80	85	43	42	8	7	1818
The information provided inside the bus	68	65	69	75	38	37	20	5	1617
The availability of seating or space to stand	88	86	89	89	56	33	7	4	1767
The comfort of the seats	73	70	75	81	43	38	11	8	1780
The amount of personal space you had around you	75	73	76	80	42	38	12	8	1761
Provision of grab rails to stand/move within the bus	86	83	85	87	52	35	9	4	1752
The temperature inside the bus	79	77	77	81	44	36	12	8	1763
Your personal security whilst on the bus	86	85	84	88	53	35	9	3	1747
THE BUS DRIVER									
How near to the kerb the driver stopped	91	93	93	93	67	26	5	2	1758
The driver's appearance	88	90	90	91	66	25	6	3	1713
The greeting/welcome you got from the driver	70	73	75	79	51	29	13	8	1719
The helpfulness and attitude of the driver	71	74	75	79	51	28	15	7	1700
The time the driver gave you to get to your seat	79	79	79	86	56	30	9	6	1740
Smoothness/freedom from jolting during the journey	75	75	76	80	44	36	11	9	1740
Safety of the driving (i.e. speed, driver concentrating)	87	87	88	89	60	29	8	4	1740

Factors affecting journey length

	2012 % occurrence	2013 % occurrence	2014 % occurrence	2015 % occurrence
Congestion/traffic jams	15	15	19	16
Road works	15	11	21	13
Bus driver driving too slowly	3	4	4	4
Poor weather conditions	5	3	5	4
Waiting too long at stops	6	5	8	7
Passenger boarding time	17	15	15	15
Base unweighted	1724	2159	1728	1890

Passengers could provide more than one answer

Anti-social behaviour

	2012 % 'yes'	2013 % 'yes'	2014 % 'yes'	2015 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	9	6	5	7
Base unweighted	1724	2159	1728	1829

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

89%

Value for
money

67%

Punctuality

75%

Journey
time

86%

The top three drivers of **satisfaction**

On-bus journey time **47%**



Waiting time **16%**



Bus driver's helpfulness/attitude **12%**



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	82	83	84	89	48	41	7	4	1467
Fare-paying passengers	79	81	80	86	42	44	9	5	814
Free-pass holders	89	90	93	95	62	32	3	2	639
Aged 16 to 34	75	79	77	85	34	51	10	5	357
Aged 35 to 59	82	84	86	90	51	39	6	5	436
Passengers commuting	78	79	79	85	41	44	10	5	562
Passengers not commuting	87	89	88	92	54	38	4	3	870
Passengers saying they have a disability	85	79	85	88	48	40	8	4	344
VALUE FOR MONEY									
All fare-paying passengers	35	48	60	67	27	40	16	17	796
Aged 16 to 34	31	46	55	63	23	40	18	19	326
Aged 35 to 59	39	51	69	72	29	42	14	15	387
Passengers commuting	30	46	60	67	25	43	16	16	493
Passengers not commuting	49	54	59	67	31	35	16	18	291
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	69	69	67	75	47	28	11	14	1385
The length of time waited	73	71	69	78	48	30	10	12	1454
ON-BUS JOURNEY TIME									
Time journey on the bus took	83	79	80	86	55	31	8	6	1482

Detailed results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
THE BUS STOP									
Overall satisfaction with the bus stop	77	78	82	83	42	41	11	6	1459
Its distance from the journey start	83	83	82	85	54	31	10	5	1413
The convenience/accessibility of its location	89	88	88	89	55	35	7	3	1361
Its condition/standard of maintenance	72	74	76	78	42	36	13	9	1369
Its freedom from graffiti/vandalism	81	79	80	83	54	28	11	6	1348
Its freedom from litter	72	75	75	78	44	34	13	9	1362
The information provided at the stop	68	68	69	71	34	37	16	13	1360
Your personal safety whilst at the stop	76	78	78	84	50	34	12	5	1384
ON THE BUS									
Route/destination information on the outside of the bus	82	81	83	84	53	31	13	3	1385
The cleanliness and condition of the outside of the bus	76	80	79	82	42	40	14	4	1391
The ease of getting onto and off the bus	88	89	90	92	62	30	6	2	1461
The length of time it took to board	86	87	87	92	58	33	6	3	1433
The cleanliness and condition of the inside of the bus	73	78	78	81	39	42	11	8	1457
The information provided inside the bus	53	54	59	63	30	33	29	8	1287
The availability of seating or space to stand	81	85	84	88	53	36	7	5	1453
The comfort of the seats	68	74	76	78	37	41	13	9	1453
The amount of personal space you had around you	64	73	72	77	37	40	13	10	1447
Provision of grab rails to stand/move within the bus	74	80	81	83	44	39	13	4	1414
The temperature inside the bus	72	74	72	80	38	42	14	7	1449
Your personal security whilst on the bus	77	83	84	88	49	39	9	2	1435
THE BUS DRIVER									
How near to the kerb the driver stopped	89	90	91	93	66	27	5	1	1414
The driver's appearance	85	87	86	88	60	28	10	1	1362
The greeting/welcome you got from the driver	63	68	68	74	44	30	17	9	1403
The helpfulness and attitude of the driver	67	69	69	76	45	30	17	7	1377
The time the driver gave you to get to your seat	76	77	79	83	53	29	12	5	1407
Smoothness/freedom from jolting during the journey	68	72	72	78	43	36	14	8	1404
Safety of the driving (i.e. speed, driver concentrating)	82	85	86	88	54	34	9	3	1424

Factors affecting journey length

	2012 % occurrence	2013 % occurrence	2014 % occurrence	2015 % occurrence
Congestion/traffic jams	27	30	31	29
Road works	12	13	16	12
Bus driver driving too slowly	4	4	4	4
Poor weather conditions	8	6	6	4
Waiting too long at stops	13	8	7	7
Passenger boarding time	22	20	23	22
Base unweighted	542	2534	1527	1517

Passengers could provide more than one answer

Anti-social behaviour

	2012 % 'yes'	2013 % 'yes'	2014 % 'yes'	2015 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	7	6	5	5
Base unweighted	542	2534	1527	1487

Blackpool

Headline results

Overall
satisfaction

89%

Value for
money

80%

Punctuality

80%

Journey
time

85%

The top three drivers of **satisfaction**Value for money **27%**On-bus journey time **22%**Interior cleanliness
/condition **19%**

FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	-	89	88	89	54	35	7	4	478
Fare-paying passengers	-	85	85	86	39	47	10	4	191
Free-pass holders	-	94	95	94	69	25	4	3	280
Aged 16 to 34	-	80	79	86	40	46	11	3	80
Aged 35 to 59	-	91	92	91	53	38	4	5	123
Passengers commuting	-	85	80	86	43	42	11	3	120
Passengers not commuting	-	91	94	92	61	31	4	3	342
Passengers saying they have a disability	-	89	94	89	55	34	7	5	162
VALUE FOR MONEY									
All fare-paying passengers	-	63	68	80	42	38	8	12	181
Aged 16 to 34	-	53	57	-	-	-	-	-	-
Aged 35 to 59	-	74	81	85	42	44	9	6	91
Passengers commuting	-	66	62	79	44	35	9	12	95
Passengers not commuting	-	60	79	81	40	41	7	12	84
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	76	76	80	54	26	10	10	441
The length of time waited	-	75	79	83	55	28	7	10	463
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	88	88	85	56	29	11	4	481

Detailed results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
THE BUS STOP									
Overall satisfaction with the bus stop	-	74	74	75	35	40	18	7	466
Its distance from the journey start	-	83	87	84	55	29	12	4	444
The convenience/accessibility of its location	-	87	88	88	60	27	9	3	410
Its condition/standard of maintenance	-	73	69	70	32	38	16	14	420
Its freedom from graffiti/vandalism	-	78	75	74	41	33	14	12	416
Its freedom from litter	-	75	71	66	32	35	18	16	415
The information provided at the stop	-	68	62	70	32	37	19	11	417
Your personal safety whilst at the stop	-	70	76	76	42	34	18	6	416
ON THE BUS									
Route/destination information on the outside of the bus	-	90	84	83	55	27	13	4	439
The cleanliness and condition of the outside of the bus	-	81	79	82	43	39	13	5	445
The ease of getting onto and off the bus	-	92	92	91	57	33	7	2	462
The length of time it took to board	-	93	93	91	66	25	7	2	441
The cleanliness and condition of the inside of the bus	-	78	79	79	40	39	14	8	459
The information provided inside the bus	-	68	72	73	35	38	23	4	422
The availability of seating or space to stand	-	88	87	86	54	32	8	6	454
The comfort of the seats	-	77	74	75	38	37	16	9	455
The amount of personal space you had around you	-	81	76	76	41	36	12	11	452
Provision of grab rails to stand/move within the bus	-	88	84	84	46	39	11	5	455
The temperature inside the bus	-	82	79	79	43	35	13	8	450
Your personal security whilst on the bus	-	84	86	84	51	33	13	3	448
THE BUS DRIVER									
How near to the kerb the driver stopped	-	91	94	92	67	25	7	1	465
The driver's appearance	-	90	91	90	65	25	10	1	441
The greeting/welcome you got from the driver	-	67	71	75	51	25	17	8	447
The helpfulness and attitude of the driver	-	69	74	79	52	26	15	7	444
The time the driver gave you to get to your seat	-	73	77	79	52	26	12	10	453
Smoothness/freedom from jolting during the journey	-	76	74	76	43	32	15	9	448
Safety of the driving (i.e. speed, driver concentrating)	-	87	87	89	59	29	10	1	450

Factors affecting journey length

	2012 % occurrence	2013 % occurrence	2014 % occurrence	2015 % occurrence
Congestion/traffic jams	-	15	14	16
Road works	-	27	7	6
Bus driver driving too slowly	-	3	5	4
Poor weather conditions	-	2	6	6
Waiting too long at stops	-	8	12	12
Passenger boarding time	-	12	20	23
Base unweighted	-	562	567	487

Passengers could provide more than one answer

Anti-social behaviour

	2012 % 'yes'	2013 % 'yes'	2014 % 'yes'	2015 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	9	8	7
Base unweighted	-	562	567	477

Devon

Headline results

Overall
satisfaction

89%

Value for
money

59%

Punctuality

80%

Journey
time

86%

The top three drivers of **satisfaction**

On-bus journey time **39%**



Safety of the driving **32%**



Punctuality **23%**



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	90	90	90	89	54	36	8	3	904
Fare-paying passengers	87	86	86	86	42	43	11	3	426
Free-pass holders	94	96	96	95	71	24	4	2	459
Aged 16 to 34	82	84	80	80	35	45	16	4	223
Aged 35 to 59	92	88	89	89	48	42	7	4	200
Passengers commuting	84	86	84	83	37	46	13	4	286
Passengers not commuting	94	93	93	93	65	29	5	2	584
Passengers saying they have a disability	91	95	88	88	55	33	9	2	240
VALUE FOR MONEY									
All fare-paying passengers	53	58	63	59	27	32	19	22	414
Aged 16 to 34	44	50	57	52	23	29	24	24	195
Aged 35 to 59	62	66	67	66	30	36	13	21	172
Passengers commuting	49	56	58	55	24	31	25	20	237
Passengers not commuting	60	63	69	65	33	32	9	25	168
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	78	84	79	80	51	29	10	11	849
The length of time waited	80	83	80	80	47	32	11	9	896
ON-BUS JOURNEY TIME									
Time journey on the bus took	89	85	85	86	58	28	10	4	906

Detailed results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
THE BUS STOP									
Overall satisfaction with the bus stop	78	82	78	80	40	41	13	7	886
Its distance from the journey start	87	90	88	87	59	28	10	3	862
The convenience/accessibility of its location	90	91	88	91	63	28	6	3	812
Its condition/standard of maintenance	71	75	73	75	37	38	16	9	820
Its freedom from graffiti/vandalism	77	84	80	84	52	32	12	4	809
Its freedom from litter	75	80	77	77	43	34	15	8	822
The information provided at the stop	66	70	66	66	32	34	19	15	793
Your personal safety whilst at the stop	76	81	78	81	49	32	15	4	821
ON THE BUS									
Route/destination information on the outside of the bus	87	88	89	87	61	26	11	2	873
The cleanliness and condition of the outside of the bus	78	85	83	81	42	39	14	4	871
The ease of getting onto and off the bus	94	93	94	94	65	30	4	1	904
The length of time it took to board	93	93	93	93	66	28	5	2	889
The cleanliness and condition of the inside of the bus	81	85	84	86	40	45	8	6	900
The information provided inside the bus	63	68	68	62	29	33	32	6	779
The availability of seating or space to stand	88	90	89	90	55	35	7	3	890
The comfort of the seats	78	81	82	81	40	41	11	8	895
The amount of personal space you had around you	75	79	80	78	39	39	11	10	894
Provision of grab rails to stand/move within the bus	84	87	86	87	47	40	11	3	879
The temperature inside the bus	78	82	82	78	38	40	14	8	892
Your personal security whilst on the bus	85	88	86	88	52	36	10	2	880
THE BUS DRIVER									
How near to the kerb the driver stopped	93	94	93	93	66	27	6	1	878
The driver's appearance	89	92	92	90	62	28	9	1	856
The greeting/welcome you got from the driver	77	83	82	81	54	28	13	6	873
The helpfulness and attitude of the driver	78	83	83	81	53	28	14	5	856
The time the driver gave you to get to your seat	85	86	85	85	56	29	10	5	871
Smoothness/freedom from jolting during the journey	80	81	78	78	46	33	14	8	872
Safety of the driving (i.e. speed, driver concentrating)	90	92	88	91	62	29	8	1	867

Factors affecting journey length

	2012 % occurrence	2013 % occurrence	2014 % occurrence	2015 % occurrence
Congestion/traffic jams	22	18	25	24
Road works	12	9	14	17
Bus driver driving too slowly	4	3	3	3
Poor weather conditions	9	3	9	3
Waiting too long at stops	6	4	7	6
Passenger boarding time	19	16	17	16
Base unweighted	1036	845	832	937

Passengers could provide more than one answer

Anti-social behaviour

	2012 % 'yes'	2013 % 'yes'	2014 % 'yes'	2015 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	9	3	7	4
Base unweighted	1036	845	832	915

East Sussex

Headline results

Overall
satisfaction

88%

Value for
money

70%

Punctuality

78%

Journey
time

84%

The top three drivers of **satisfaction**

Time to
get to seat

40%



Value for money

36%



Stop distance from
journey start

17%



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	-	-	-	88	54	34	8	4	882
Fare-paying passengers	-	-	-	84	43	41	11	5	367
Free-pass holders	-	-	-	94	71	23	4	1	495
Aged 16 to 34	-	-	-	77	32	45	15	8	156
Aged 35 to 59	-	-	-	89	53	37	8	3	223
Passengers commuting	-	-	-	83	44	39	10	7	228
Passengers not commuting	-	-	-	91	60	31	7	2	628
Passengers saying they have a disability	-	-	-	90	57	33	4	6	261
VALUE FOR MONEY									
All fare-paying passengers	-	-	-	70	29	41	13	17	359
Aged 16 to 34	-	-	-	62	25	37	13	26	137
Aged 35 to 59	-	-	-	78	31	47	14	8	166
Passengers commuting	-	-	-	68	29	39	13	19	181
Passengers not commuting	-	-	-	72	29	43	14	14	171
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	78	49	29	11	11	923
The length of time waited	-	-	-	80	50	29	12	8	977
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	84	52	32	9	6	915

Detailed results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
THE BUS STOP									
Overall satisfaction with the bus stop	-	-	-	78	38	39	15	8	909
Its distance from the journey start	-	-	-	82	52	30	12	7	942
The convenience/accessibility of its location	-	-	-	83	54	29	9	7	911
Its condition/standard of maintenance	-	-	-	68	34	33	19	13	908
Its freedom from graffiti/vandalism	-	-	-	76	46	30	15	9	912
Its freedom from litter	-	-	-	72	40	32	17	12	906
The information provided at the stop	-	-	-	66	32	33	17	18	900
Your personal safety whilst at the stop	-	-	-	76	43	33	16	8	917
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	83	55	28	11	6	955
The cleanliness and condition of the outside of the bus	-	-	-	79	41	38	13	8	949
The ease of getting onto and off the bus	-	-	-	84	59	26	9	7	976
The length of time it took to board	-	-	-	87	60	27	7	6	952
The cleanliness and condition of the inside of the bus	-	-	-	74	34	40	16	11	973
The information provided inside the bus	-	-	-	67	31	36	22	10	883
The availability of seating or space to stand	-	-	-	82	49	33	9	10	960
The comfort of the seats	-	-	-	72	33	40	15	12	958
The amount of personal space you had around you	-	-	-	73	35	37	14	14	964
Provision of grab rails to stand/move within the bus	-	-	-	82	45	37	10	8	951
The temperature inside the bus	-	-	-	76	37	38	14	10	959
Your personal security whilst on the bus	-	-	-	82	50	32	11	7	953
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	91	65	26	5	4	876
The driver's appearance	-	-	-	88	62	25	10	2	850
The greeting/welcome you got from the driver	-	-	-	76	49	27	16	8	864
The helpfulness and attitude of the driver	-	-	-	76	49	27	17	8	844
The time the driver gave you to get to your seat	-	-	-	77	50	26	13	10	873
Smoothness/freedom from jolting during the journey	-	-	-	81	41	40	9	10	876
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	88	58	30	7	5	875

Factors affecting journey length

	2012 % occurrence	2013 % occurrence	2014 % occurrence	2015 % occurrence
Congestion/traffic jams	-	-	-	24
Road works	-	-	-	10
Bus driver driving too slowly	-	-	-	3
Poor weather conditions	-	-	-	10
Waiting too long at stops	-	-	-	5
Passenger boarding time	-	-	-	15
Base unweighted	-	-	-	1043

Passengers could provide more than one answer

Anti-social behaviour

	2012 % 'yes'	2013 % 'yes'	2014 % 'yes'	2015 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	-	-	6
Base unweighted	-	-	-	945

Essex

Headline results

Overall
satisfaction

79%

Value for
money

49%

Punctuality

64%

Journey
time

82%

The top three drivers of **satisfaction**

Punctuality 49%



Time to get to seat 16%



On-bus journey time 13%



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	79	83	87	79	42	38	12	9	797
Fare-paying passengers	72	78	85	73	30	43	15	12	336
Free-pass holders	92	91	91	89	57	32	7	4	453
Aged 16 to 34	72	77	80	67	25	42	19	15	160
Aged 35 to 59	80	79	92	79	41	38	11	10	190
Passengers commuting	67	72	81	75	31	44	13	12	245
Passengers not commuting	89	90	93	85	52	33	9	6	527
Passengers saying they have a disability	90	79	85	82	41	41	10	8	240
VALUE FOR MONEY									
All fare-paying passengers	45	49	53	49	20	29	18	33	330
Aged 16 to 34	-	44	44	41	17	25	16	42	143
Aged 35 to 59	51	57	64	59	25	34	22	19	150
Passengers commuting	37	43	49	49	22	27	18	33	210
Passengers not commuting	58	59	60	48	17	31	21	32	110
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	59	73	71	64	35	29	12	23	752
The length of time waited	62	72	72	67	35	32	13	20	785
ON-BUS JOURNEY TIME									
Time journey on the bus took	80	86	85	82	53	29	11	7	805

Detailed results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
THE BUS STOP									
Overall satisfaction with the bus stop	71	73	74	73	29	44	17	9	786
Its distance from the journey start	79	84	83	83	49	34	12	5	740
The convenience/accessibility of its location	89	88	86	89	52	36	8	4	721
Its condition/standard of maintenance	69	69	68	68	29	39	15	17	706
Its freedom from graffiti/vandalism	75	74	76	77	43	34	11	12	692
Its freedom from litter	70	68	68	70	32	38	15	14	685
The information provided at the stop	57	60	62	61	26	35	17	22	676
Your personal safety whilst at the stop	74	72	76	72	36	37	18	9	705
ON THE BUS									
Route/destination information on the outside of the bus	79	83	84	83	52	31	11	6	765
The cleanliness and condition of the outside of the bus	72	74	75	72	32	39	18	10	756
The ease of getting onto and off the bus	89	88	91	88	51	37	8	3	791
The length of time it took to board	86	88	90	87	54	33	10	3	771
The cleanliness and condition of the inside of the bus	70	72	77	69	26	43	14	17	801
The information provided inside the bus	57	56	59	54	23	30	34	13	684
The availability of seating or space to stand	79	83	85	81	42	39	10	10	783
The comfort of the seats	69	70	71	65	29	36	19	16	777
The amount of personal space you had around you	67	70	73	67	30	37	16	17	778
Provision of grab rails to stand/move within the bus	78	80	82	77	34	43	14	8	774
The temperature inside the bus	69	75	77	71	30	41	17	11	780
Your personal security whilst on the bus	79	81	82	77	37	39	18	6	782
THE BUS DRIVER									
How near to the kerb the driver stopped	87	89	93	89	57	32	9	3	768
The driver's appearance	81	87	89	87	52	34	11	2	738
The greeting/welcome you got from the driver	61	70	73	65	39	26	21	14	758
The helpfulness and attitude of the driver	60	71	74	67	40	27	21	12	745
The time the driver gave you to get to your seat	71	78	79	72	39	33	16	11	762
Smoothness/freedom from jolting during the journey	69	75	79	69	33	36	16	16	756
Safety of the driving (i.e. speed, driver concentrating)	80	86	88	82	45	37	12	7	756

Factors affecting journey length

	2012 % occurrence	2013 % occurrence	2014 % occurrence	2015 % occurrence
Congestion/traffic jams	28	22	24	21
Road works	10	10	12	7
Bus driver driving too slowly	7	3	4	5
Poor weather conditions	9	3	6	4
Waiting too long at stops	8	4	7	10
Passenger boarding time	19	15	20	26
Base unweighted	667	738	855	822

Passengers could provide more than one answer

Anti-social behaviour

	2012 % 'yes'	2013 % 'yes'	2014 % 'yes'	2015 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	7	6	5	6
Base unweighted	667	738	855	807

Gloucestershire

Headline results

Overall
satisfaction

91%

Value for
money

69%

Punctuality

84%

Journey
time

86%

The top three drivers of **satisfaction**

On bus journey time **32%**



Greeting/welcome
from the driver **18%**



Smoothness/freedom
from jolting **17%**



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	-	-	90	91	58	33	7	2	997
Fare-paying passengers	-	-	87	88	47	41	10	3	422
Free-pass holders	-	-	97	97	76	21	2	0	559
Aged 16 to 34	-	-	83	82	37	45	16	2	222
Aged 35 to 59	-	-	91	93	60	33	3	4	211
Passengers commuting	-	-	86	84	42	42	13	3	266
Passengers not commuting	-	-	94	97	69	27	2	1	690
Passengers saying they have a disability	-	-	89	86	56	30	9	5	243
VALUE FOR MONEY									
All fare-paying passengers	-	-	63	69	32	37	17	14	413
Aged 16 to 34	-	-	57	62	27	35	23	15	195
Aged 35 to 59	-	-	70	76	37	39	10	14	182
Passengers commuting	-	-	61	67	29	38	19	14	225
Passengers not commuting	-	-	66	72	37	34	15	14	178
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	83	84	55	29	10	6	951
The length of time waited	-	-	83	83	57	26	12	6	975
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	87	86	61	25	10	4	1009

Detailed results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
THE BUS STOP									
Overall satisfaction with the bus stop	-	-	79	84	41	43	11	6	984
Its distance from the journey start	-	-	86	85	56	29	10	5	958
The convenience/accessibility of its location	-	-	90	90	55	35	6	4	904
Its condition/standard of maintenance	-	-	71	75	36	40	16	9	902
Its freedom from graffiti/vandalism	-	-	77	78	46	32	14	7	887
Its freedom from litter	-	-	73	75	39	36	17	8	886
The information provided at the stop	-	-	67	72	33	38	17	12	884
Your personal safety whilst at the stop	-	-	77	81	48	33	14	6	900
ON THE BUS									
Route/destination information on the outside of the bus	-	-	85	87	60	28	11	2	962
The cleanliness and condition of the outside of the bus	-	-	79	83	44	39	14	2	957
The ease of getting onto and off the bus	-	-	93	95	65	30	4	1	992
The length of time it took to board	-	-	92	93	64	29	6	1	975
The cleanliness and condition of the inside of the bus	-	-	81	85	42	43	9	6	999
The information provided inside the bus	-	-	66	69	35	34	27	4	860
The availability of seating or space to stand	-	-	87	92	57	34	6	2	980
The comfort of the seats	-	-	80	85	44	41	10	5	989
The amount of personal space you had around you	-	-	79	83	44	39	10	7	982
Provision of grab rails to stand/move within the bus	-	-	86	86	51	35	11	3	965
The temperature inside the bus	-	-	79	82	40	42	13	5	972
Your personal security whilst on the bus	-	-	86	88	54	34	12	1	971
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	95	93	67	25	6	1	965
The driver's appearance	-	-	91	91	65	26	8	1	957
The greeting/welcome you got from the driver	-	-	79	79	53	27	14	7	951
The helpfulness and attitude of the driver	-	-	80	80	55	25	14	5	931
The time the driver gave you to get to your seat	-	-	85	85	58	27	10	5	946
Smoothness/freedom from jolting during the journey	-	-	79	81	44	37	12	7	958
Safety of the driving (i.e. speed, driver concentrating)	-	-	89	91	59	32	7	2	951

Factors affecting journey length

	2012 % occurrence	2013 % occurrence	2014 % occurrence	2015 % occurrence
Congestion/traffic jams	-	-	27	22
Road works	-	-	9	5
Bus driver driving too slowly	-	-	4	4
Poor weather conditions	-	-	7	3
Waiting too long at stops	-	-	6	7
Passenger boarding time	-	-	18	17
Base unweighted	-	-	1228	1034

Passengers could provide more than one answer

Anti-social behaviour

	2012 % 'yes'	2013 % 'yes'	2014 % 'yes'	2015 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	-	6	3
Base unweighted	-	-	1228	1012

Kent

Headline results

Overall
satisfaction

83%

Value for
money

54%

Punctuality

73%

Journey
time

80%

The top three drivers of **satisfaction**

Punctuality 29%



Nearness to kerb 26%



Value for money 18%



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	84	90	87	83	49	34	9	8	1247
Fare-paying passengers	79	87	82	77	39	38	12	11	453
Free-pass holders	92	93	94	93	63	30	4	3	762
Aged 16 to 34	73	85	79	72	36	36	13	15	229
Aged 35 to 59	87	89	89	85	45	40	9	6	278
Passengers commuting	76	83	78	76	34	41	12	13	350
Passengers not commuting	90	93	93	89	59	30	6	5	848
Passengers saying they have a disability	86	87	92	88	56	33	6	5	395
VALUE FOR MONEY									
All fare-paying passengers	48	59	47	54	29	25	21	26	423
Aged 16 to 34	37	51	38	47	26	21	21	32	178
Aged 35 to 59	64	72	60	63	34	29	20	17	189
Passengers commuting	50	55	44	49	25	24	22	29	244
Passengers not commuting	47	64	54	63	36	27	17	20	171
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	72	84	72	73	39	34	11	16	1208
The length of time waited	72	84	74	72	39	32	13	15	1282
ON-BUS JOURNEY TIME									
Time journey on the bus took	89	88	85	80	50	30	11	9	1255

Detailed results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
THE BUS STOP									
Overall satisfaction with the bus stop	75	81	77	76	35	41	16	8	1238
Its distance from the journey start	84	89	89	77	44	33	16	7	1226
The convenience/accessibility of its location	89	91	89	81	46	35	15	4	1143
Its condition/standard of maintenance	69	78	71	70	27	43	20	10	1152
Its freedom from graffiti/vandalism	75	83	78	73	37	36	18	9	1133
Its freedom from litter	68	76	72	66	30	36	20	14	1137
The information provided at the stop	64	74	69	66	25	41	21	13	1126
Your personal safety whilst at the stop	72	78	79	72	33	38	21	7	1154
ON THE BUS									
Route/destination information on the outside of the bus	85	90	85	76	47	29	18	6	1249
The cleanliness and condition of the outside of the bus	76	82	77	70	31	39	20	10	1225
The ease of getting onto and off the bus	89	94	91	80	50	30	14	6	1278
The length of time it took to board	89	91	91	79	50	29	15	6	1230
The cleanliness and condition of the inside of the bus	70	82	79	67	28	38	19	15	1289
The information provided inside the bus	59	72	64	56	25	32	31	13	1150
The availability of seating or space to stand	83	90	84	71	39	32	16	13	1269
The comfort of the seats	69	80	71	65	29	37	19	16	1262
The amount of personal space you had around you	70	80	72	63	29	34	19	17	1264
Provision of grab rails to stand/move within the bus	81	87	81	70	35	36	20	10	1234
The temperature inside the bus	73	82	78	67	32	36	20	13	1267
Your personal security whilst on the bus	82	88	84	74	39	35	18	8	1242
THE BUS DRIVER									
How near to the kerb the driver stopped	93	93	94	86	56	30	10	4	1214
The driver's appearance	88	92	89	85	55	30	12	3	1179
The greeting/welcome you got from the driver	71	79	72	73	43	30	19	8	1200
The helpfulness and attitude of the driver	72	82	75	74	43	31	18	8	1162
The time the driver gave you to get to your seat	79	86	80	78	45	33	13	9	1193
Smoothness/freedom from jolting during the journey	74	81	74	74	34	40	16	10	1196
Safety of the driving (i.e. speed, driver concentrating)	87	92	87	84	50	34	13	4	1196

Factors affecting journey length

	2012 % occurrence	2013 % occurrence	2014 % occurrence	2015 % occurrence
Congestion/traffic jams	20	15	19	24
Road works	13	10	11	14
Bus driver driving too slowly	4	3	4	4
Poor weather conditions	6	4	4	4
Waiting too long at stops	8	4	7	7
Passenger boarding time	22	21	17	19
Base unweighted	1447	634	963	1359

Passengers could provide more than one answer

Anti-social behaviour

	2012 % 'yes'	2013 % 'yes'	2014 % 'yes'	2015 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	8	7	9	9
Base unweighted	1447	634	963	1304

Lancashire

Headline results

Overall
satisfaction

86%

Value for
money

56%

Punctuality

67%

Journey
time

84%

The top three drivers of **satisfaction**On-bus journey time **66%**Safety of the driving **31%**Amount of
personal space **4%**

FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	-	88	-	86	45	41	8	6	634
Fare-paying passengers	-	84	-	80	33	47	12	8	246
Free-pass holders	-	95	-	94	63	31	3	3	382
Aged 16 to 34	-	79	-	76	29	46	13	12	116
Aged 35 to 59	-	90	-	87	40	47	9	4	150
Passengers commuting	-	82	-	75	32	43	14	11	173
Passengers not commuting	-	94	-	94	54	39	4	3	442
Passengers saying they have a disability	-	87	-	84	45	40	7	9	212
VALUE FOR MONEY									
All fare-paying passengers	-	62	-	56	21	35	19	25	241
Aged 16 to 34	-	57	-	51	19	33	20	29	97
Aged 35 to 59	-	69	-	61	23	38	19	20	115
Passengers commuting	-	65	-	52	17	35	22	25	147
Passengers not commuting	-	56	-	63	29	33	13	24	89
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	79	-	67	40	28	14	18	602
The length of time waited	-	80	-	68	39	28	12	20	628
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	84	-	84	51	33	9	7	649

Detailed results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
THE BUS STOP									
Overall satisfaction with the bus stop	-	80	-	77	33	44	15	9	622
Its distance from the journey start	-	85	-	80	47	33	13	7	595
The convenience/accessibility of its location	-	89	-	85	55	31	11	4	557
Its condition/standard of maintenance	-	73	-	72	31	41	16	12	556
Its freedom from graffiti/vandalism	-	76	-	76	40	36	14	10	549
Its freedom from litter	-	73	-	74	36	38	17	9	544
The information provided at the stop	-	72	-	67	31	36	18	15	544
Your personal safety whilst at the stop	-	78	-	80	43	37	14	6	558
ON THE BUS									
Route/destination information on the outside of the bus	-	85	-	80	54	25	17	4	611
The cleanliness and condition of the outside of the bus	-	80	-	78	39	39	16	6	602
The ease of getting onto and off the bus	-	91	-	91	59	32	6	3	633
The length of time it took to board	-	90	-	89	59	30	8	3	615
The cleanliness and condition of the inside of the bus	-	79	-	80	38	42	10	10	636
The information provided inside the bus	-	63	-	61	26	35	31	8	555
The availability of seating or space to stand	-	83	-	86	51	35	8	6	620
The comfort of the seats	-	79	-	73	31	43	14	12	621
The amount of personal space you had around you	-	71	-	73	31	42	12	15	621
Provision of grab rails to stand/move within the bus	-	83	-	79	39	40	14	7	613
The temperature inside the bus	-	77	-	75	35	39	15	10	626
Your personal security whilst on the bus	-	84	-	83	44	39	14	4	620
THE BUS DRIVER									
How near to the kerb the driver stopped	-	91	-	92	62	30	6	2	609
The driver's appearance	-	88	-	90	54	35	8	2	597
The greeting/welcome you got from the driver	-	71	-	68	39	29	21	10	592
The helpfulness and attitude of the driver	-	74	-	71	43	28	20	9	579
The time the driver gave you to get to your seat	-	79	-	74	40	34	15	10	601
Smoothness/freedom from jolting during the journey	-	78	-	72	33	39	19	9	604
Safety of the driving (i.e. speed, driver concentrating)	-	86	-	88	50	38	8	4	602

Factors affecting journey length

	2012 % occurrence	2013 % occurrence	2014 % occurrence	2015 % occurrence
Congestion/traffic jams	-	19	-	26
Road works	-	16	-	18
Bus driver driving too slowly	-	3	-	5
Poor weather conditions	-	2	-	8
Waiting too long at stops	-	5	-	7
Passenger boarding time	-	15	-	16
Base unweighted	-	596	-	661

Passengers could provide more than one answer

Anti-social behaviour

	2012 % 'yes'	2013 % 'yes'	2014 % 'yes'	2015 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	7	-	7
Base unweighted	-	596	-	643

Luton

Headline results

Overall
satisfaction

86%

Value for
money

62%

Punctuality

76%

Journey
time

85%

The top three drivers of **satisfaction**Waiting time **46%**On-bus journey time **28%**Greeting/welcome
from the driver **14%**

FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	-	-	-	86	43	44	8	5	477
Fare-paying passengers	-	-	-	84	39	45	10	6	275
Free-pass holders	-	-	-	94	52	42	3	4	190
Aged 16 to 34	-	-	-	79	37	42	12	9	142
Aged 35 to 59	-	-	-	90	38	52	7	3	137
Passengers commuting	-	-	-	80	34	45	12	8	206
Passengers not commuting	-	-	-	95	52	43	3	1	250
Passengers saying they have a disability	-	-	-	85	46	39	6	8	128
VALUE FOR MONEY									
All fare-paying passengers	-	-	-	62	24	39	13	24	273
Aged 16 to 34	-	-	-	56	22	34	12	32	133
Aged 35 to 59	-	-	-	68	23	45	15	17	118
Passengers commuting	-	-	-	60	22	37	13	27	191
Passengers not commuting	-	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	76	44	33	10	14	443
The length of time waited	-	-	-	76	39	37	12	12	467
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	85	48	37	10	5	483

Detailed results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
THE BUS STOP									
Overall satisfaction with the bus stop	-	-	-	80	35	45	11	9	475
Its distance from the journey start	-	-	-	84	47	37	9	6	459
The convenience/accessibility of its location	-	-	-	84	51	34	9	6	409
Its condition/standard of maintenance	-	-	-	74	34	40	15	11	425
Its freedom from graffiti/vandalism	-	-	-	77	44	33	14	9	411
Its freedom from litter	-	-	-	71	37	34	16	13	417
The information provided at the stop	-	-	-	69	30	39	19	12	413
Your personal safety whilst at the stop	-	-	-	75	36	39	17	7	419
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	84	48	36	11	5	457
The cleanliness and condition of the outside of the bus	-	-	-	81	37	43	12	7	451
The ease of getting onto and off the bus	-	-	-	89	51	38	9	2	464
The length of time it took to board	-	-	-	87	52	35	8	4	456
The cleanliness and condition of the inside of the bus	-	-	-	79	35	44	10	12	475
The information provided inside the bus	-	-	-	63	24	39	27	10	428
The availability of seating or space to stand	-	-	-	87	48	40	9	4	464
The comfort of the seats	-	-	-	77	31	46	12	11	463
The amount of personal space you had around you	-	-	-	74	35	39	14	12	464
Provision of grab rails to stand/move within the bus	-	-	-	85	40	45	11	4	450
The temperature inside the bus	-	-	-	76	39	37	14	10	463
Your personal security whilst on the bus	-	-	-	85	45	40	13	2	453
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	91	56	35	6	3	449
The driver's appearance	-	-	-	90	54	36	6	3	448
The greeting/welcome you got from the driver	-	-	-	69	41	27	21	10	450
The helpfulness and attitude of the driver	-	-	-	73	45	28	20	7	436
The time the driver gave you to get to your seat	-	-	-	81	49	32	10	9	449
Smoothness/freedom from jolting during the journey	-	-	-	77	38	39	13	10	448
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	88	49	39	9	3	448

Factors affecting journey length

	2012 % occurrence	2013 % occurrence	2014 % occurrence	2015 % occurrence
Congestion/traffic jams	-	-	-	32
Road works	-	-	-	8
Bus driver driving too slowly	-	-	-	5
Poor weather conditions	-	-	-	5
Waiting too long at stops	-	-	-	9
Passenger boarding time	-	-	-	24
Base unweighted	-	-	-	501

Passengers could provide more than one answer

Anti-social behaviour

	2012 % 'yes'	2013 % 'yes'	2014 % 'yes'	2015 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	-	-	7
Base unweighted	-	-	-	475

Milton Keynes

Headline results

Overall
satisfaction

81%

Value for
money

41%

Punctuality

67%

Journey
time

78%

The top three drivers of **satisfaction**

Safety of the driving 36%



On-bus journey time 22%



Bus driver appearance 15%



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	73	84	83	81	37	44	14	5	521
Fare-paying passengers	69	83	82	79	30	49	15	6	301
Free-pass holders	88	89	85	87	59	28	11	2	212
Aged 16 to 34	68	81	80	73	23	49	22	5	167
Aged 35 to 59	73	85	83	87	44	44	6	7	152
Passengers commuting	69	84	83	78	29	49	15	7	219
Passengers not commuting	79	85	84	84	46	38	12	3	297
Passengers saying they have a disability	70	86	79	81	47	34	12	7	143
VALUE FOR MONEY									
All fare-paying passengers	48	58	61	41	13	28	24	35	296
Aged 16 to 34	46	54	57	31	8	23	25	43	148
Aged 35 to 59	50	66	65	56	21	34	22	22	117
Passengers commuting	46	59	58	38	13	25	24	37	186
Passengers not commuting	51	57	67	47	14	33	22	31	108
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	57	65	69	67	39	28	14	20	489
The length of time waited	60	69	71	66	37	30	17	16	511
ON-BUS JOURNEY TIME									
Time journey on the bus took	79	83	82	78	40	37	16	7	524

Detailed results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
THE BUS STOP									
Overall satisfaction with the bus stop	61	71	77	74	28	45	17	9	520
Its distance from the journey start	75	82	84	79	41	38	12	8	506
The convenience/accessibility of its location	79	85	87	86	43	43	9	5	460
Its condition/standard of maintenance	53	63	64	65	25	40	18	17	473
Its freedom from graffiti/vandalism	61	69	72	70	32	38	15	15	467
Its freedom from litter	56	56	64	61	23	38	19	19	468
The information provided at the stop	59	68	73	70	26	43	21	10	477
Your personal safety whilst at the stop	62	76	76	71	32	39	20	10	484
ON THE BUS									
Route/destination information on the outside of the bus	79	83	83	78	43	35	16	6	502
The cleanliness and condition of the outside of the bus	65	74	71	76	32	44	17	7	499
The ease of getting onto and off the bus	85	88	87	87	46	41	11	2	508
The length of time it took to board	83	90	88	87	49	37	9	4	500
The cleanliness and condition of the inside of the bus	66	72	67	75	32	43	16	10	516
The information provided inside the bus	50	59	58	65	28	37	26	9	485
The availability of seating or space to stand	78	84	80	80	41	39	13	7	507
The comfort of the seats	67	70	64	68	27	41	20	12	507
The amount of personal space you had around you	63	70	69	70	28	42	19	12	507
Provision of grab rails to stand/move within the bus	74	77	73	76	34	42	19	4	495
The temperature inside the bus	67	76	69	73	29	44	18	9	501
Your personal security whilst on the bus	75	82	78	79	38	41	17	4	501
THE BUS DRIVER									
How near to the kerb the driver stopped	87	92	91	86	53	33	12	2	498
The driver's appearance	83	86	85	83	48	35	14	3	482
The greeting/welcome you got from the driver	63	66	65	64	36	28	23	13	486
The helpfulness and attitude of the driver	62	70	66	66	39	27	23	11	479
The time the driver gave you to get to your seat	70	75	77	76	39	36	17	7	493
Smoothness/freedom from jolting during the journey	64	72	66	67	30	37	21	12	490
Safety of the driving (i.e. speed, driver concentrating)	76	83	79	79	44	35	15	6	492

Factors affecting journey length

	2012 % occurrence	2013 % occurrence	2014 % occurrence	2015 % occurrence
Congestion/traffic jams	12	17	12	15
Road works	3	4	6	8
Bus driver driving too slowly	11	5	6	8
Poor weather conditions	11	5	2	4
Waiting too long at stops	12	6	9	12
Passenger boarding time	31	22	21	29
Base unweighted	630	724	504	538

Passengers could provide more than one answer

Anti-social behaviour

	2012 % 'yes'	2013 % 'yes'	2014 % 'yes'	2015 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	10	7	7	7
Base unweighted	630	724	504	526

Norfolk

Headline results

Overall
satisfaction

89%

Value for
money

65%

Punctuality

74%

Journey
time

86%

The top three drivers of **satisfaction**Punctuality **49%**Smoothness/freedom
from jolting **32%**Personal security
on the bus **11%**

FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	-	89	92	89	44	44	7	5	1104
Fare-paying passengers	-	84	88	86	33	52	8	6	432
Free-pass holders	-	95	97	94	64	31	5	1	663
Aged 16 to 34	-	83	87	85	31	54	8	7	203
Aged 35 to 59	-	90	91	86	39	47	10	5	228
Passengers commuting	-	83	86	85	29	56	9	6	287
Passengers not commuting	-	92	95	91	55	36	6	4	782
Passengers saying they have a disability	-	89	92	88	43	45	7	5	303
VALUE FOR MONEY									
All fare-paying passengers	-	59	61	65	28	37	13	21	424
Aged 16 to 34	-	51	52	64	27	37	14	22	183
Aged 35 to 59	-	73	77	68	30	38	11	21	198
Passengers commuting	-	51	57	65	29	36	13	22	249
Passengers not commuting	-	70	66	66	28	38	14	20	172
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	81	83	74	44	30	11	15	1024
The length of time waited	-	82	83	76	44	32	12	13	1093
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	88	89	86	51	36	8	5	1108

Detailed results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
THE BUS STOP									
Overall satisfaction with the bus stop	-	78	82	77	33	44	16	7	1071
Its distance from the journey start	-	86	90	86	46	40	9	5	1039
The convenience/accessibility of its location	-	89	92	89	51	38	8	3	985
Its condition/standard of maintenance	-	75	77	75	31	45	15	9	978
Its freedom from graffiti/vandalism	-	79	84	83	42	41	11	6	960
Its freedom from litter	-	76	79	79	35	44	14	7	965
The information provided at the stop	-	61	66	63	26	37	15	22	945
Your personal safety whilst at the stop	-	78	82	79	41	37	16	5	973
ON THE BUS									
Route/destination information on the outside of the bus	-	86	87	85	52	33	11	4	1066
The cleanliness and condition of the outside of the bus	-	78	84	82	39	43	12	6	1050
The ease of getting onto and off the bus	-	90	94	90	58	33	7	3	1096
The length of time it took to board	-	89	94	91	59	32	6	4	1073
The cleanliness and condition of the inside of the bus	-	80	83	79	36	43	11	10	1094
The information provided inside the bus	-	56	61	61	24	37	31	9	928
The availability of seating or space to stand	-	84	90	84	46	38	8	7	1087
The comfort of the seats	-	69	76	70	31	39	16	14	1089
The amount of personal space you had around you	-	71	77	74	32	42	14	11	1076
Provision of grab rails to stand/move within the bus	-	80	87	85	41	45	11	4	1071
The temperature inside the bus	-	75	79	80	36	44	13	7	1082
Your personal security whilst on the bus	-	85	89	87	49	39	10	2	1074
THE BUS DRIVER									
How near to the kerb the driver stopped	-	93	92	94	64	31	5	1	1071
The driver's appearance	-	87	91	89	58	32	9	2	1056
The greeting/welcome you got from the driver	-	74	78	74	44	30	18	8	1066
The helpfulness and attitude of the driver	-	75	77	75	46	29	17	8	1044
The time the driver gave you to get to your seat	-	80	82	83	49	33	11	7	1065
Smoothness/freedom from jolting during the journey	-	77	80	77	37	40	13	10	1061
Safety of the driving (i.e. speed, driver concentrating)	-	88	90	89	52	37	9	2	1059

Factors affecting journey length

	2012 % occurrence	2013 % occurrence	2014 % occurrence	2015 % occurrence
Congestion/traffic jams	-	16	20	25
Road works	-	7	10	12
Bus driver driving too slowly	-	3	2	3
Poor weather conditions	-	4	3	5
Waiting too long at stops	-	8	6	9
Passenger boarding time	-	18	21	22
Base unweighted	-	1121	1105	1132

Passengers could provide more than one answer

Anti-social behaviour

	2012 % 'yes'	2013 % 'yes'	2014 % 'yes'	2015 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	5	3	5
Base unweighted	-	1121	1105	1111

North East Lincolnshire

Headline results

Overall
satisfaction

90%

Value for
money

72%

Punctuality

84%

Journey
time

89%

The top three drivers of **satisfaction**

On-bus journey time **67%**



Bus driver's helpfulness/attitude **20%**



Safety of the driving **13%**



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	-	-	-	90	54	36	7	3	408
Fare-paying passengers	-	-	-	87	47	40	9	5	185
Free-pass holders	-	-	-	95	67	28	4	0	216
Aged 16 to 34	-	-	-	82	35	47	12	6	87
Aged 35 to 59	-	-	-	95	60	35	5	1	118
Passengers commuting	-	-	-	86	48	38	12	2	111
Passengers not commuting	-	-	-	94	59	35	4	3	279
Passengers saying they have a disability	-	-	-	92	56	37	7	1	146
VALUE FOR MONEY									
All fare-paying passengers	-	-	-	72	34	38	13	15	180
Aged 16 to 34	-	-	-	63	25	38	19	18	77
Aged 35 to 59	-	-	-	84	45	39	5	11	90
Passengers commuting	-	-	-	69	34	35	18	13	92
Passengers not commuting	-	-	-	76	36	40	6	17	84
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	84	58	26	11	5	372
The length of time waited	-	-	-	87	59	28	9	4	396
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	89	64	25	9	3	411

Detailed results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
THE BUS STOP									
Overall satisfaction with the bus stop	-	-	-	81	36	45	12	7	389
Its distance from the journey start	-	-	-	87	57	30	9	4	377
The convenience/accessibility of its location	-	-	-	89	56	33	9	2	357
Its condition/standard of maintenance	-	-	-	76	39	37	16	9	355
Its freedom from graffiti/vandalism	-	-	-	78	45	33	13	9	350
Its freedom from litter	-	-	-	76	39	37	12	12	344
The information provided at the stop	-	-	-	71	43	29	15	13	350
Your personal safety whilst at the stop	-	-	-	78	48	30	16	7	353
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	86	58	28	10	3	389
The cleanliness and condition of the outside of the bus	-	-	-	83	47	36	12	5	378
The ease of getting onto and off the bus	-	-	-	91	65	26	6	3	397
The length of time it took to board	-	-	-	92	69	23	5	3	379
The cleanliness and condition of the inside of the bus	-	-	-	79	41	37	15	7	401
The information provided inside the bus	-	-	-	71	43	28	23	6	366
The availability of seating or space to stand	-	-	-	86	56	30	10	4	395
The comfort of the seats	-	-	-	76	43	32	17	8	397
The amount of personal space you had around you	-	-	-	77	41	36	15	8	393
Provision of grab rails to stand/move within the bus	-	-	-	87	53	34	11	3	388
The temperature inside the bus	-	-	-	79	48	31	14	8	389
Your personal security whilst on the bus	-	-	-	85	53	32	11	4	392
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	92	65	28	7	0	391
The driver's appearance	-	-	-	88	63	25	10	2	383
The greeting/welcome you got from the driver	-	-	-	78	48	30	14	8	392
The helpfulness and attitude of the driver	-	-	-	80	47	33	14	6	379
The time the driver gave you to get to your seat	-	-	-	79	51	27	16	6	387
Smoothness/freedom from jolting during the journey	-	-	-	74	41	33	17	9	390
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	89	62	27	9	3	392

Factors affecting journey length

	2012 % occurrence	2013 % occurrence	2014 % occurrence	2015 % occurrence
Congestion/traffic jams	-	-	-	13
Road works	-	-	-	9
Bus driver driving too slowly	-	-	-	3
Poor weather conditions	-	-	-	3
Waiting too long at stops	-	-	-	10
Passenger boarding time	-	-	-	16
Base unweighted	-	-	-	418

Passengers could provide more than one answer

Anti-social behaviour

	2012 % 'yes'	2013 % 'yes'	2014 % 'yes'	2015 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	-	-	7
Base unweighted	-	-	-	401

North Yorkshire

Headline results

Overall
satisfaction

94%

Value for
money

66%

Punctuality

84%

Journey
time

91%

The top three drivers of **satisfaction**

Time to get to seat **69%**



Personal security
on the bus **18%**



On-bus journey time **13%**



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	-	-	-	94	67	27	5	1	499
Fare-paying passengers	-	-	-	88	53	35	10	2	154
Free-pass holders	-	-	-	98	79	19	2	0	336
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	93	60	33	6	1	97
Passengers commuting	-	-	-	90	44	45	9	2	98
Passengers not commuting	-	-	-	95	76	19	4	1	382
Passengers saying they have a disability	-	-	-	93	66	27	4	3	147
VALUE FOR MONEY									
All fare-paying passengers	-	-	-	66	32	34	16	18	152
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	70	37	34	15	15	79
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	65	34	31	19	16	76
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	84	64	20	12	4	463
The length of time waited	-	-	-	84	58	26	9	8	484
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	91	65	26	6	2	507

Detailed results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
THE BUS STOP									
Overall satisfaction with the bus stop	-	-	-	86	53	33	9	5	476
Its distance from the journey start	-	-	-	89	59	30	8	3	467
The convenience/accessibility of its location	-	-	-	89	62	28	8	3	442
Its condition/standard of maintenance	-	-	-	82	49	34	8	10	442
Its freedom from graffiti/vandalism	-	-	-	86	65	21	10	4	432
Its freedom from litter	-	-	-	83	56	27	10	7	443
The information provided at the stop	-	-	-	76	44	32	11	13	434
Your personal safety whilst at the stop	-	-	-	83	59	24	12	5	447
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	91	71	20	8	1	484
The cleanliness and condition of the outside of the bus	-	-	-	92	55	36	6	2	490
The ease of getting onto and off the bus	-	-	-	94	72	22	5	1	498
The length of time it took to board	-	-	-	93	72	21	5	2	489
The cleanliness and condition of the inside of the bus	-	-	-	92	51	42	4	3	505
The information provided inside the bus	-	-	-	76	41	34	19	5	442
The availability of seating or space to stand	-	-	-	94	68	26	4	2	494
The comfort of the seats	-	-	-	89	50	39	5	6	496
The amount of personal space you had around you	-	-	-	87	52	35	8	5	486
Provision of grab rails to stand/move within the bus	-	-	-	89	56	33	8	3	479
The temperature inside the bus	-	-	-	84	51	33	9	7	494
Your personal security whilst on the bus	-	-	-	91	67	24	7	2	490
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	92	74	18	6	2	480
The driver's appearance	-	-	-	92	67	25	7	1	479
The greeting/welcome you got from the driver	-	-	-	82	58	24	13	5	486
The helpfulness and attitude of the driver	-	-	-	81	60	21	15	4	476
The time the driver gave you to get to your seat	-	-	-	86	64	22	9	5	480
Smoothness/freedom from jolting during the journey	-	-	-	83	50	33	11	6	482
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	92	67	25	5	3	485

Factors affecting journey length

	2012 % occurrence	2013 % occurrence	2014 % occurrence	2015 % occurrence
Congestion/traffic jams	-	-	-	24
Road works	-	-	-	12
Bus driver driving too slowly	-	-	-	3
Poor weather conditions	-	-	-	4
Waiting too long at stops	-	-	-	2
Passenger boarding time	-	-	-	11
Base unweighted	-	-	-	520

Passengers could provide more than one answer

Anti-social behaviour

	2012 % 'yes'	2013 % 'yes'	2014 % 'yes'	2015 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	-	-	3
Base unweighted	-	-	-	507

Nottinghamshire

Headline results

Overall
satisfaction

94%

Value for
money

66%

Punctuality

83%

Journey
time

93%

The top three drivers of **satisfaction**

Bus driver's
helpfulness/attitude

32%



On-bus journey time

30%



Punctuality

22%



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	87	-	93	94	64	30	4	2	1280
Fare-paying passengers	86	-	91	93	57	36	5	1	462
Free-pass holders	89	-	96	96	75	21	2	2	773
Aged 16 to 34	-	-	87	90	48	42	8	2	203
Aged 35 to 59	86	-	94	94	63	31	3	3	288
Passengers commuting	86	-	88	93	52	41	5	2	277
Passengers not commuting	89	-	95	95	71	24	3	2	969
Passengers saying they have a disability	78	-	91	94	67	28	3	3	426
VALUE FOR MONEY									
All fare-paying passengers	65	-	68	66	34	31	17	17	458
Aged 16 to 34	-	-	62	59	33	26	18	23	181
Aged 35 to 59	68	-	73	73	35	38	15	12	224
Passengers commuting	71	-	65	61	32	29	20	19	238
Passengers not commuting	59	-	71	74	38	36	12	14	213
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	69	-	86	83	57	26	8	9	1187
The length of time waited	72	-	84	83	55	28	11	7	1243
ON-BUS JOURNEY TIME									
Time journey on the bus took	84	-	89	93	64	29	5	2	1293

Detailed results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
THE BUS STOP									
Overall satisfaction with the bus stop	81	-	90	83	48	35	9	8	1247
Its distance from the journey start	87	-	89	88	60	28	7	5	1178
The convenience/accessibility of its location	92	-	93	93	63	30	5	3	1113
Its condition/standard of maintenance	71	-	82	77	45	33	13	10	1112
Its freedom from graffiti/vandalism	75	-	83	81	54	27	11	8	1094
Its freedom from litter	72	-	80	80	49	31	11	9	1097
The information provided at the stop	75	-	83	78	45	33	11	10	1102
Your personal safety whilst at the stop	80	-	83	83	52	31	12	5	1107
ON THE BUS									
Route/destination information on the outside of the bus	83	-	92	90	64	26	9	1	1204
The cleanliness and condition of the outside of the bus	80	-	90	84	49	35	11	4	1214
The ease of getting onto and off the bus	89	-	96	95	68	27	3	2	1252
The length of time it took to board	90	-	96	96	70	26	3	1	1219
The cleanliness and condition of the inside of the bus	82	-	90	83	45	38	9	8	1264
The information provided inside the bus	70	-	82	77	40	37	18	5	1115
The availability of seating or space to stand	92	-	89	93	60	34	4	2	1238
The comfort of the seats	79	-	84	82	42	40	10	8	1247
The amount of personal space you had around you	76	-	80	84	45	39	10	7	1230
Provision of grab rails to stand/move within the bus	83	-	88	89	53	37	8	3	1227
The temperature inside the bus	82	-	81	84	46	38	8	7	1239
Your personal security whilst on the bus	89	-	90	91	56	35	8	1	1230
THE BUS DRIVER									
How near to the kerb the driver stopped	91	-	95	95	73	22	4	1	1233
The driver's appearance	89	-	94	94	73	22	5	1	1208
The greeting/welcome you got from the driver	79	-	88	87	63	24	8	5	1226
The helpfulness and attitude of the driver	79	-	86	88	65	24	8	4	1191
The time the driver gave you to get to your seat	80	-	87	88	63	24	7	5	1218
Smoothness/freedom from jolting during the journey	76	-	81	82	49	33	11	7	1214
Safety of the driving (i.e. speed, driver concentrating)	86	-	91	91	67	24	7	2	1216

Factors affecting journey length

	2012 % occurrence	2013 % occurrence	2014 % occurrence	2015 % occurrence
Congestion/traffic jams	22	-	17	17
Road works	16	-	15	7
Bus driver driving too slowly	5	-	2	1
Poor weather conditions	1	-	2	6
Waiting too long at stops	8	-	5	4
Passenger boarding time	16	-	16	13
Base unweighted	466	-	803	1310

Passengers could provide more than one answer

Anti-social behaviour

	2012 % 'yes'	2013 % 'yes'	2014 % 'yes'	2015 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	8	-	7	5
Base unweighted	466	-	803	1288

Oxfordshire

Headline results

Overall
satisfaction

88%

Value for
money

59%

Punctuality

76%

Journey
time

84%

The top three drivers of **satisfaction**On-bus journey time **56%**Waiting time **20%**Safety of the driving **10%**

FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	91	-	86	88	52	37	8	3	1339
Fare-paying passengers	90	-	84	87	45	42	10	4	815
Free-pass holders	95	-	95	93	72	22	4	2	515
Aged 16 to 34	89	-	83	83	40	43	13	4	391
Aged 35 to 59	91	-	85	91	54	37	7	2	404
Passengers commuting	90	-	81	84	42	42	12	4	615
Passengers not commuting	92	-	92	93	63	30	5	2	690
Passengers saying they have a disability	87	-	86	83	54	30	12	5	311
VALUE FOR MONEY									
All fare-paying passengers	58	-	59	59	23	36	21	19	804
Aged 16 to 34	50	-	53	54	19	36	22	23	369
Aged 35 to 59	68	-	66	66	29	37	19	15	361
Passengers commuting	56	-	55	56	22	34	23	20	547
Passengers not commuting	65	-	63	65	25	40	17	17	246
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	73	-	72	76	46	29	13	11	1227
The length of time waited	75	-	75	77	48	29	13	10	1323
ON-BUS JOURNEY TIME									
Time journey on the bus took	83	-	84	84	53	31	10	6	1340

Detailed results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
THE BUS STOP									
Overall satisfaction with the bus stop	86	-	83	83	37	46	12	5	1315
Its distance from the journey start	86	-	84	85	53	32	11	4	1277
The convenience/accessibility of its location	90	-	89	88	57	31	9	3	1200
Its condition/standard of maintenance	80	-	75	73	33	40	19	8	1225
Its freedom from graffiti/vandalism	87	-	79	81	45	36	13	6	1199
Its freedom from litter	84	-	74	78	39	39	15	7	1215
The information provided at the stop	76	-	74	71	31	40	17	12	1213
Your personal safety whilst at the stop	83	-	81	80	47	34	15	5	1231
ON THE BUS									
Route/destination information on the outside of the bus	85	-	87	87	57	30	10	3	1276
The cleanliness and condition of the outside of the bus	84	-	85	84	44	41	12	4	1247
The ease of getting onto and off the bus	95	-	93	93	63	30	5	2	1320
The length of time it took to board	91	-	92	92	62	30	6	2	1292
The cleanliness and condition of the inside of the bus	86	-	84	84	40	44	9	6	1323
The information provided inside the bus	63	-	66	67	30	37	27	6	1154
The availability of seating or space to stand	92	-	91	91	57	34	6	3	1324
The comfort of the seats	84	-	81	81	40	41	13	5	1315
The amount of personal space you had around you	76	-	78	81	42	38	12	8	1318
Provision of grab rails to stand/move within the bus	84	-	86	87	46	41	10	3	1277
The temperature inside the bus	81	-	81	81	40	41	14	6	1307
Your personal security whilst on the bus	90	-	88	89	53	37	10	1	1304
THE BUS DRIVER									
How near to the kerb the driver stopped	94	-	93	93	66	27	6	1	1295
The driver's appearance	90	-	92	90	63	27	9	1	1254
The greeting/welcome you got from the driver	77	-	79	80	51	29	15	5	1284
The helpfulness and attitude of the driver	78	-	80	81	53	28	14	5	1242
The time the driver gave you to get to your seat	82	-	83	84	54	29	11	5	1279
Smoothness/freedom from jolting during the journey	78	-	77	77	45	33	13	9	1282
Safety of the driving (i.e. speed, driver concentrating)	91	-	90	90	59	30	9	1	1285

Factors affecting journey length

	2012 % occurrence	2013 % occurrence	2014 % occurrence	2015 % occurrence
Congestion/traffic jams	34	-	29	34
Road works	4	-	18	24
Bus driver driving too slowly	3	-	3	2
Poor weather conditions	6	-	3	4
Waiting too long at stops	7	-	5	5
Passenger boarding time	22	-	20	22
Base unweighted	634	-	1400	1362

Passengers could provide more than one answer

Anti-social behaviour

	2012 % 'yes'	2013 % 'yes'	2014 % 'yes'	2015 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	4	-	6	4
Base unweighted	634	-	1400	1335

Staffordshire

Headline results

Overall
satisfaction

89%

Value for
money

62%

Punctuality

77%

Journey
time

86%

The top three drivers of **satisfaction**Punctuality **37%**Safety of the driving **23%**Value for money **16%**

FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	-	-	87	89	52	37	8	4	785
Fare-paying passengers	-	-	84	84	38	46	11	5	336
Free-pass holders	-	-	92	95	69	27	4	1	431
Aged 16 to 34	-	-	81	82	39	43	13	6	182
Aged 35 to 59	-	-	87	87	40	48	8	4	187
Passengers commuting	-	-	82	82	38	44	12	6	254
Passengers not commuting	-	-	91	93	61	33	5	2	498
Passengers saying they have a disability	-	-	86	89	60	29	6	4	248
VALUE FOR MONEY									
All fare-paying passengers	-	-	61	62	27	36	16	22	328
Aged 16 to 34	-	-	60	61	26	35	14	26	159
Aged 35 to 59	-	-	63	63	26	37	20	17	150
Passengers commuting	-	-	63	61	25	35	18	22	208
Passengers not commuting	-	-	58	65	29	35	14	22	115
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	77	77	44	33	12	11	726
The length of time waited	-	-	78	78	42	36	12	10	771
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	89	86	58	28	10	4	788

Detailed results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
THE BUS STOP									
Overall satisfaction with the bus stop	-	-	76	78	32	47	14	8	769
Its distance from the journey start	-	-	85	85	51	33	10	6	730
The convenience/accessibility of its location	-	-	89	88	53	34	8	4	685
Its condition/standard of maintenance	-	-	70	71	33	38	17	12	704
Its freedom from graffiti/vandalism	-	-	75	75	42	33	15	11	681
Its freedom from litter	-	-	70	75	38	37	13	12	695
The information provided at the stop	-	-	66	66	31	36	18	15	689
Your personal safety whilst at the stop	-	-	77	80	41	39	15	5	706
ON THE BUS									
Route/destination information on the outside of the bus	-	-	89	83	53	30	13	3	749
The cleanliness and condition of the outside of the bus	-	-	79	81	39	41	14	6	730
The ease of getting onto and off the bus	-	-	92	91	61	30	6	3	765
The length of time it took to board	-	-	90	90	62	28	7	2	743
The cleanliness and condition of the inside of the bus	-	-	79	81	38	43	11	8	782
The information provided inside the bus	-	-	67	66	31	35	25	9	709
The availability of seating or space to stand	-	-	89	89	55	35	7	4	767
The comfort of the seats	-	-	76	79	38	40	12	9	774
The amount of personal space you had around you	-	-	77	80	39	41	12	9	767
Provision of grab rails to stand/move within the bus	-	-	85	86	44	42	11	4	759
The temperature inside the bus	-	-	82	81	39	42	11	8	767
Your personal security whilst on the bus	-	-	85	86	47	39	11	2	771
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	93	93	65	28	6	1	766
The driver's appearance	-	-	91	91	60	30	8	1	739
The greeting/welcome you got from the driver	-	-	77	75	44	31	18	7	740
The helpfulness and attitude of the driver	-	-	79	78	47	30	17	6	735
The time the driver gave you to get to your seat	-	-	84	82	50	32	11	7	749
Smoothness/freedom from jolting during the journey	-	-	76	80	41	39	13	7	758
Safety of the driving (i.e. speed, driver concentrating)	-	-	86	90	55	35	7	3	752

Factors affecting journey length

	2012 % occurrence	2013 % occurrence	2014 % occurrence	2015 % occurrence
Congestion/traffic jams	-	-	18	21
Road works	-	-	12	14
Bus driver driving too slowly	-	-	3	3
Poor weather conditions	-	-	5	5
Waiting too long at stops	-	-	6	6
Passenger boarding time	-	-	18	16
Base unweighted	-	-	809	811

Passengers could provide more than one answer

Anti-social behaviour

	2012 % 'yes'	2013 % 'yes'	2014 % 'yes'	2015 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	-	6	3
Base unweighted	-	-	809	787

(City of) York

Headline results

Overall
satisfaction

90%

Value for
money

72%

Punctuality

78%

Journey
time

89%

The top three drivers of satisfaction

Ease of getting
onto/off the bus

31%

Stop distance from
journey start

24%



Value for money

16%



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	-	88	93	90	55	35	7	3	542
Fare-paying passengers	-	84	90	89	48	41	8	3	260
Free-pass holders	-	94	97	94	67	27	5	2	275
Aged 16 to 34	-	83	87	87	45	42	9	4	116
Aged 35 to 59	-	90	94	90	51	39	8	2	145
Passengers commuting	-	83	88	88	45	43	9	3	173
Passengers not commuting	-	92	95	92	62	30	5	3	353
Passengers saying they have a disability	-	89	92	85	54	31	10	5	125
VALUE FOR MONEY									
All fare-paying passengers	-	69	71	72	33	39	13	15	257
Aged 16 to 34	-	67	65	70	28	42	13	17	105
Aged 35 to 59	-	72	76	73	38	35	13	14	125
Passengers commuting	-	70	73	69	30	39	11	20	152
Passengers not commuting	-	68	68	78	38	40	14	8	98
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	78	84	78	54	24	11	11	494
The length of time waited	-	77	86	79	52	27	10	11	529
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	89	92	89	60	29	8	3	535

Detailed results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
THE BUS STOP									
Overall satisfaction with the bus stop	-	82	86	83	47	37	12	5	533
Its distance from the journey start	-	86	88	84	54	30	11	5	511
The convenience/accessibility of its location	-	90	92	88	54	34	9	3	486
Its condition/standard of maintenance	-	77	78	78	44	34	14	8	499
Its freedom from graffiti/vandalism	-	82	83	83	59	25	11	6	490
Its freedom from litter	-	75	80	80	52	28	11	9	491
The information provided at the stop	-	66	78	76	42	34	14	10	486
Your personal safety whilst at the stop	-	80	85	85	56	28	12	4	497
ON THE BUS									
Route/destination information on the outside of the bus	-	88	90	88	61	28	10	2	511
The cleanliness and condition of the outside of the bus	-	86	88	86	52	33	11	4	520
The ease of getting onto and off the bus	-	92	95	94	67	26	5	2	538
The length of time it took to board	-	93	94	91	67	24	7	2	524
The cleanliness and condition of the inside of the bus	-	88	89	89	49	40	8	3	534
The information provided inside the bus	-	74	76	73	37	36	21	6	479
The availability of seating or space to stand	-	89	93	90	56	33	6	4	529
The comfort of the seats	-	80	82	80	40	40	13	7	522
The amount of personal space you had around you	-	80	84	81	47	34	12	7	523
Provision of grab rails to stand/move within the bus	-	87	91	87	51	36	10	3	517
The temperature inside the bus	-	83	83	78	44	34	15	7	526
Your personal security whilst on the bus	-	88	93	89	57	31	10	2	520
THE BUS DRIVER									
How near to the kerb the driver stopped	-	93	96	94	69	25	5	1	524
The driver's appearance	-	90	94	92	67	25	8	0	517
The greeting/welcome you got from the driver	-	76	85	81	55	26	15	4	522
The helpfulness and attitude of the driver	-	78	85	81	56	25	15	4	522
The time the driver gave you to get to your seat	-	82	90	84	57	27	12	4	524
Smoothness/freedom from jolting during the journey	-	81	88	82	49	34	13	5	528
Safety of the driving (i.e. speed, driver concentrating)	-	88	94	90	64	25	9	2	526

Factors affecting journey length

	2012 % occurrence	2013 % occurrence	2014 % occurrence	2015 % occurrence
Congestion/traffic jams	-	18	23	30
Road works	-	7	10	10
Bus driver driving too slowly	-	2	3	1
Poor weather conditions	-	2	2	1
Waiting too long at stops	-	10	7	6
Passenger boarding time	-	18	18	18
Base unweighted	-	1064	762	557

Passengers could provide more than one answer

Anti-social behaviour

	2012 % 'yes'	2013 % 'yes'	2014 % 'yes'	2015 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	4	4	5
Base unweighted	-	1064	762	542

Bus operator results

The Bus Passenger Survey was conducted in 24 local transport authority (LTA) areas. Here we show national bus operators* results (across all areas covered) followed by the results for operators in areas and operator specific areas shown alphabetically.

We recommend reading *How the research was carried out and making use of results* on page 138. Below is the list of the results provided.

National bus operators

- Arriva Bus – across areas surveyed
- First UK Bus – across areas surveyed
- Go-Ahead – across areas surveyed
- National Express – across areas surveyed
- Stagecoach Bus – across areas surveyed

Operators within areas

- Abellio in Surrey
- Anglian Buses
- Arriva in Kent County Council
- Arriva in Luton Borough Council
- Arriva in Merseyside PTE
- Arriva in Milton Keynes Council
- Arriva in Staffordshire County Council
- Arriva in Tees Valley Group
- Arriva in West Yorkshire Combined Authority
- Blackpool Transport in Blackpool Council
- Bluestar
- Brighton and Hove Bus
- Diamond Bus in West Midlands PTE
- First in Essex County Council
- First in Greater Manchester
- First in Norfolk County Council
- First Potteries
- First South Coast
- First in South Yorkshire PTE
- First in West of England Partnership
- First in West Yorkshire Combined Authority
- First in City of York Council
- Go North East in Tyne and Wear PTE
- Hedingham and Chambers
- Konectbus

- Metrobus
- National Express in West Midlands PTE
- Nottingham City Transport in Nottinghamshire County Council
- Oxford Bus in Oxfordshire County Council
- Oxford Park and Ride
- Plymouth Citybus
- Reading Buses
- Southern Vectis
- Stagecoach in Devon County Council
- Stagecoach in East Sussex County Council
- Stagecoach in Gloucestershire County Council
- Stagecoach in Greater Manchester (TfGM)
- Stagecoach in Kent County Council
- Stagecoach in Lancashire County Council
- Stagecoach in Merseyside PTE
- Stagecoach in North East Lincolnshire County Council
- Stagecoach in Nottinghamshire County Council
- Stagecoach in Oxfordshire County Council
- Stagecoach in South Yorkshire PTE
- Stagecoach in Tees Valley
- Stagecoach in Tyne and Wear PTE
- Thames Travel
- Trent Barton in Nottinghamshire County Council
- Wilts and Dorset Buses (morebus and Salisbury Reds)



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

Bus operator key findings*

Overall satisfaction

Satisfaction levels for operators

This year ranged from 78% to 97% • Last year ranged from 81% to 96%

Scores for operators within PTEs

This year ranged from 81% to 94% • Last year ranged from 84% to 90%

Scores for national operators

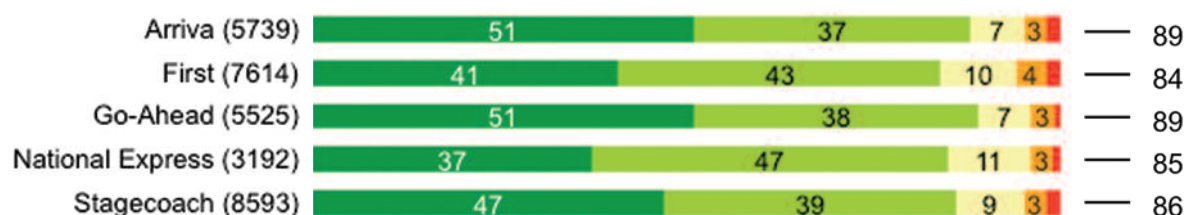
This year • Arriva 89% • First 84% • Go-Ahead 89% • National Express 85% • Stagecoach 86%

Last year • Arriva 88% • First 86% • Go-Ahead 90% • National Express 85% • Stagecoach 88%

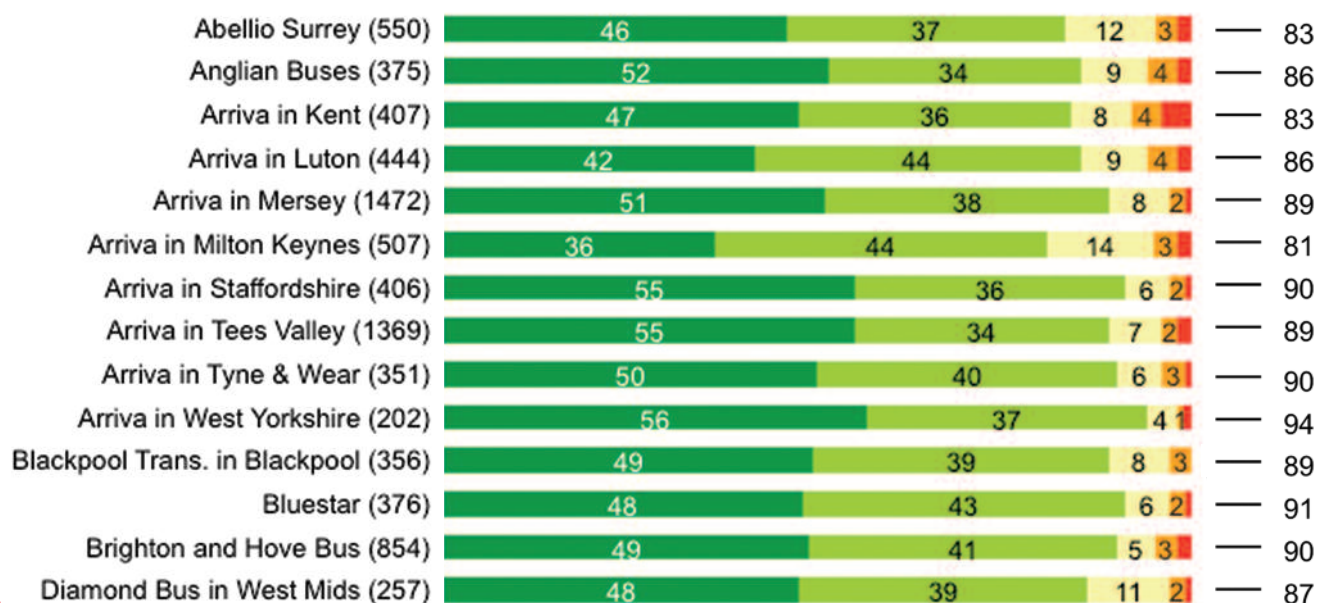
Overall satisfaction with the bus journey (%)

% - very/fairly satisfied*

NATIONAL OPERATORS



OPERATORS

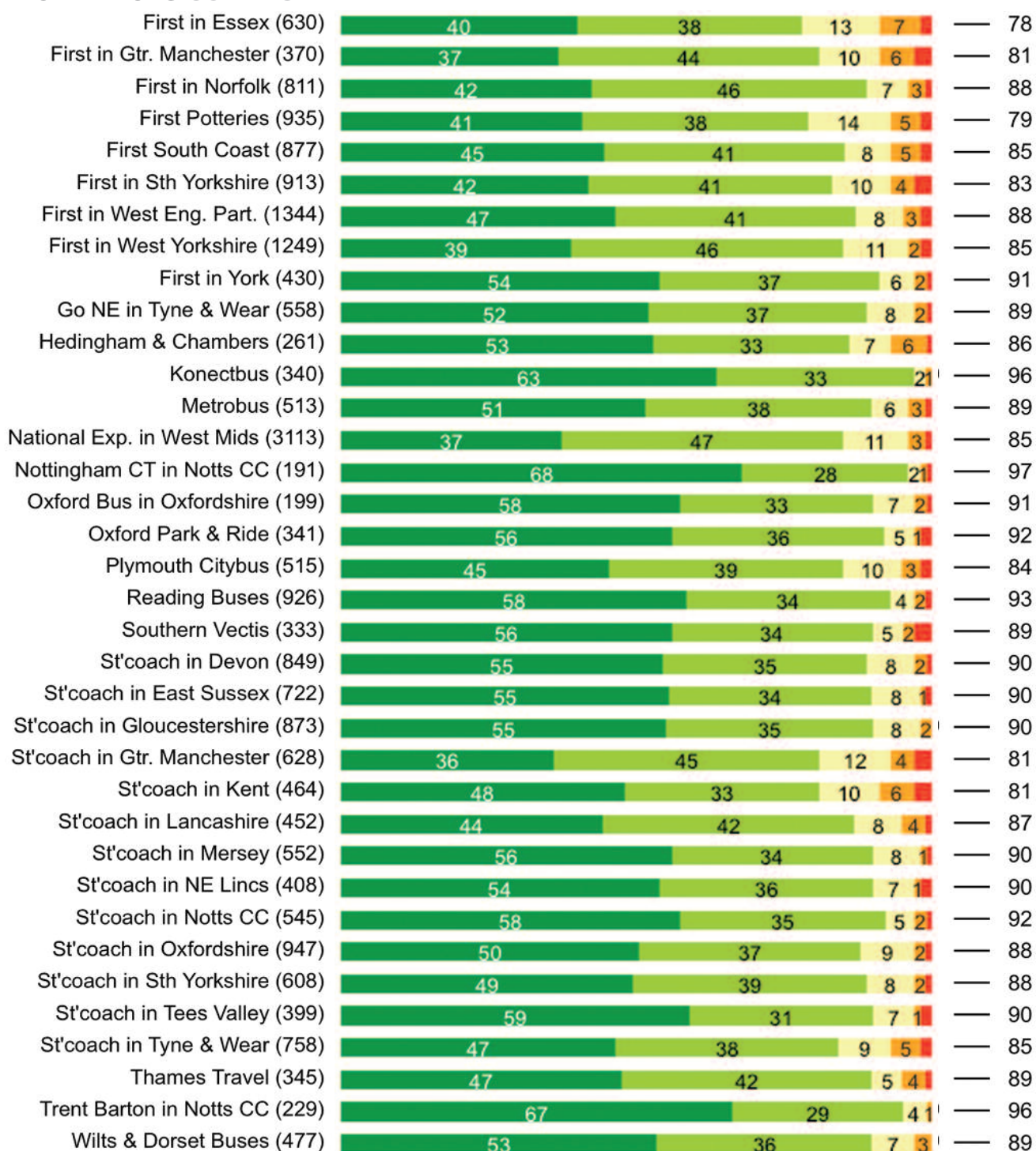


*As a result of the areas selected, the proportion of each major operator's services covered by the survey will vary

Overall satisfaction with the bus journey (%)

% - very/fairly satisfied*

OPERATORS CONTINUED



Very satisfied Fairly satisfied Neither/nor Fairly dissatisfied Very dissatisfied

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

*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

Value for money

Satisfaction levels for operators

This year ranged from 41% to 81% • Last year ranged from 37% to 75%

Scores for operators within PTEs

This year ranged from 58% to 81% • Last year ranged from 61% to 75%

Scores for national operators

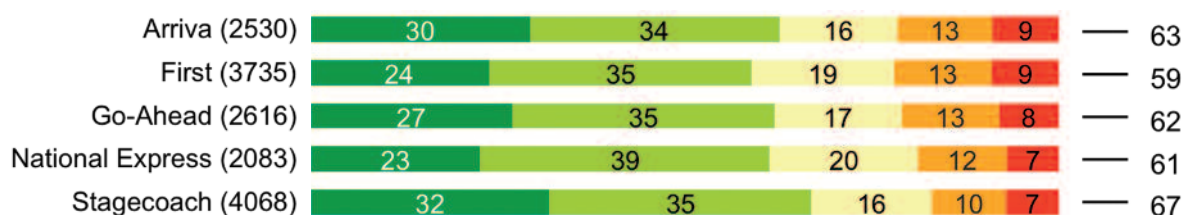
This year • Arriva 63% • First 59% • Go-Ahead 62% • National Express 61% • Stagecoach 67%

Last year • Arriva 56% • First 65% • Go-Ahead 59% • National Express 61% • Stagecoach 68%

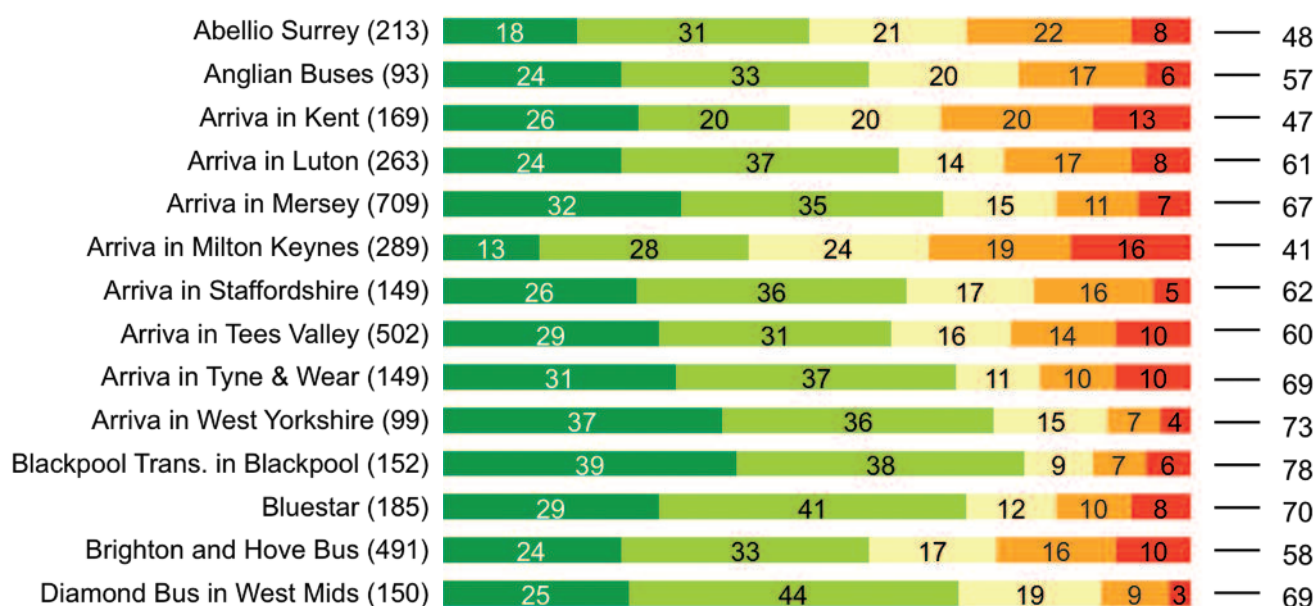
Satisfaction with value for money – fare-paying passengers (%)

% - very/fairly
satisfied*

NATIONAL OPERATORS



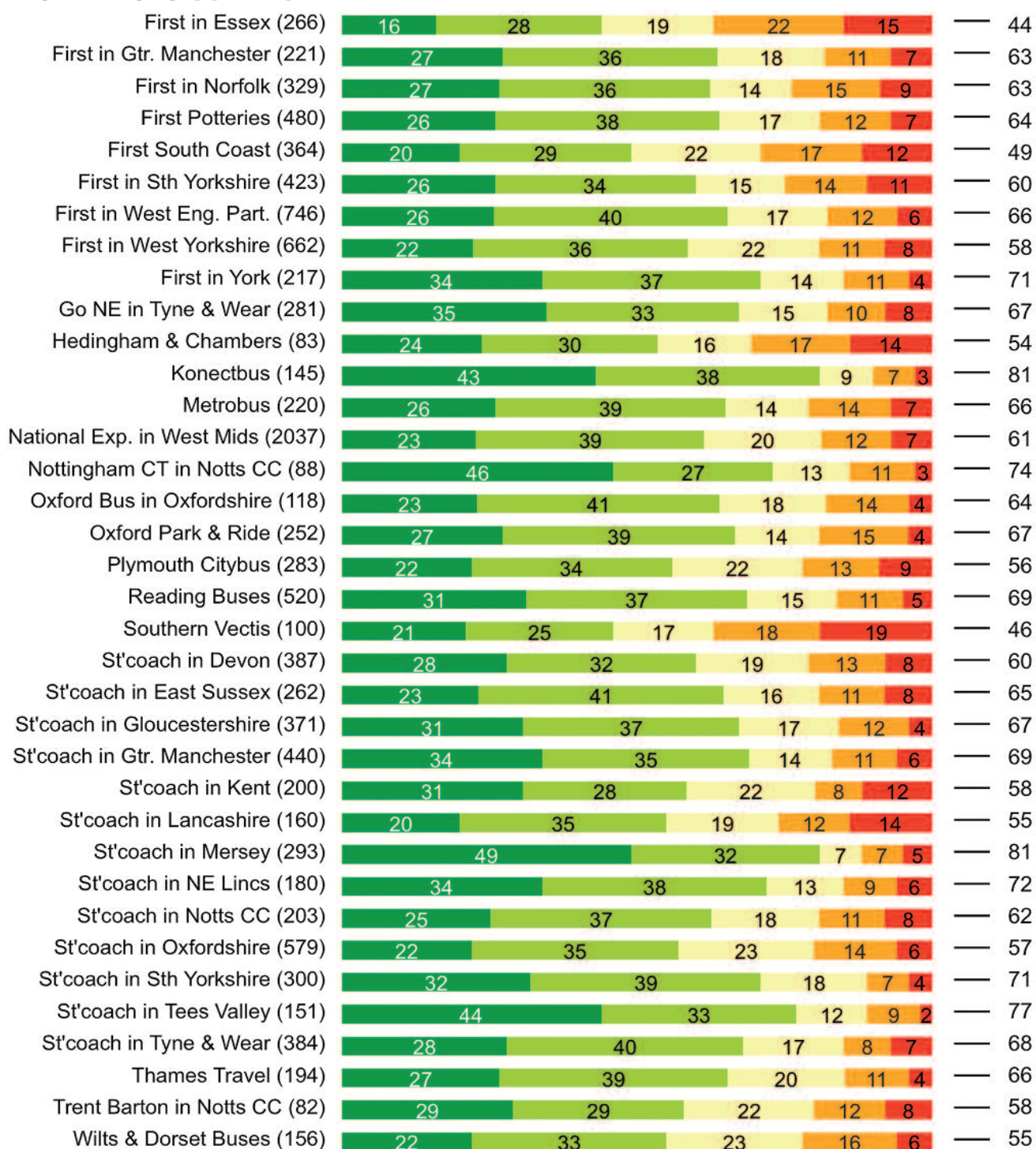
OPERATORS



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

% - very/fairly satisfied*

OPERATORS CONTINUED



Very satisfied Fairly satisfied Neither/nor Fairly dissatisfied Very dissatisfied

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

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

Punctuality

Satisfaction levels for operators

This year ranged from 62% to 85% • Last year ranged from 65% to 90%

Scores for operators within PTEs

This year ranged from 67% to 81% • Last year ranged from 69% to 85%

Scores for national operators

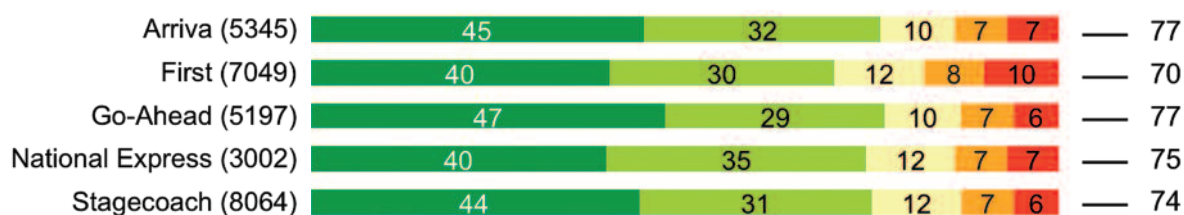
This year • Arriva 77% • First 70% • Go-Ahead 77% • National Express 75% • Stagecoach 74%

Last year • Arriva 77% • First 73% • Go-Ahead 78% • National Express 74% • Stagecoach 78%

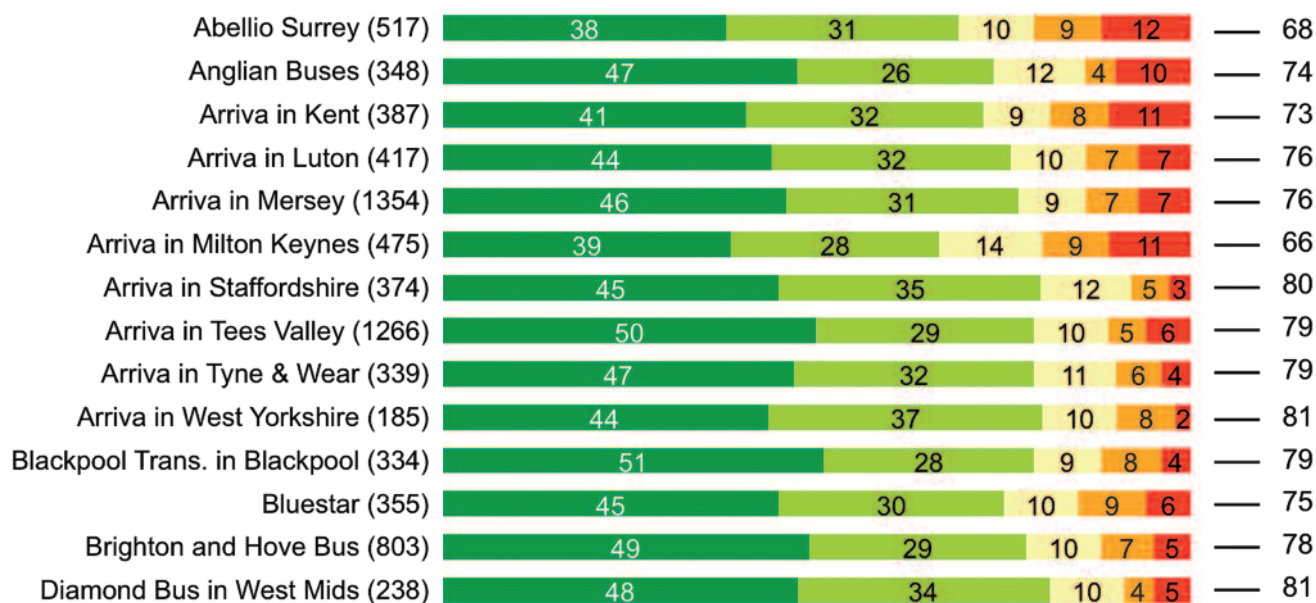
Satisfaction with punctuality of the bus (%)

% - very/fairly
satisfied*

NATIONAL OPERATORS



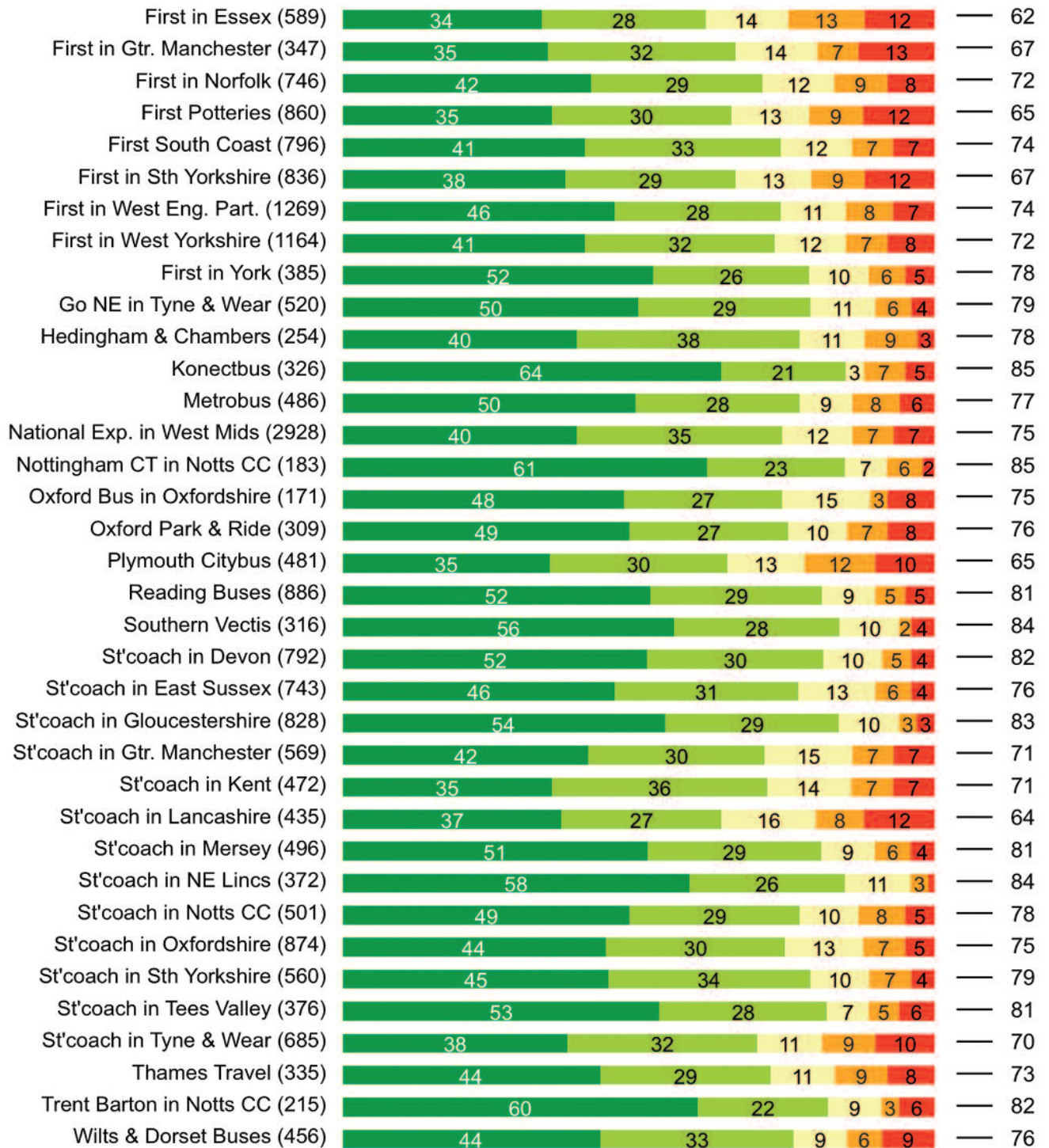
OPERATORS



Satisfaction with punctuality of the bus (%)

% - very/fairly satisfied*

OPERATORS CONTINUED



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

Q How satisfied were you with 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

On-bus journey time

Satisfaction levels for operators

This year ranged from 78% to 94% • Last year ranged from 76% to 97%

Scores for operators within PTEs

This year ranged from 79% to 93% • Last year ranged from 82% to 93%

Scores for national operators

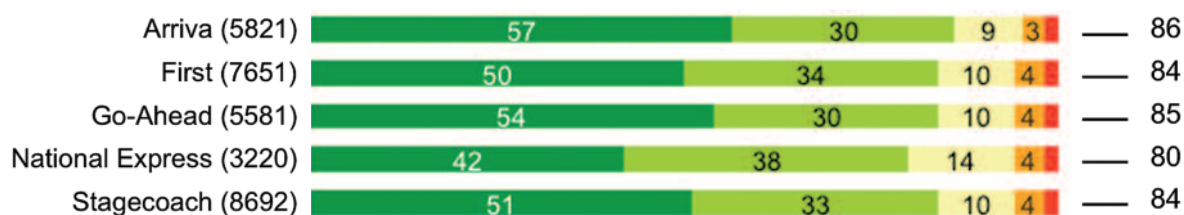
This year • Arriva 86% • First 84% • Go-Ahead 85% • National Express 80% • Stagecoach 84%

Last year • Arriva 86% • First 84% • Go-Ahead 86% • National Express 83% • Stagecoach 87%

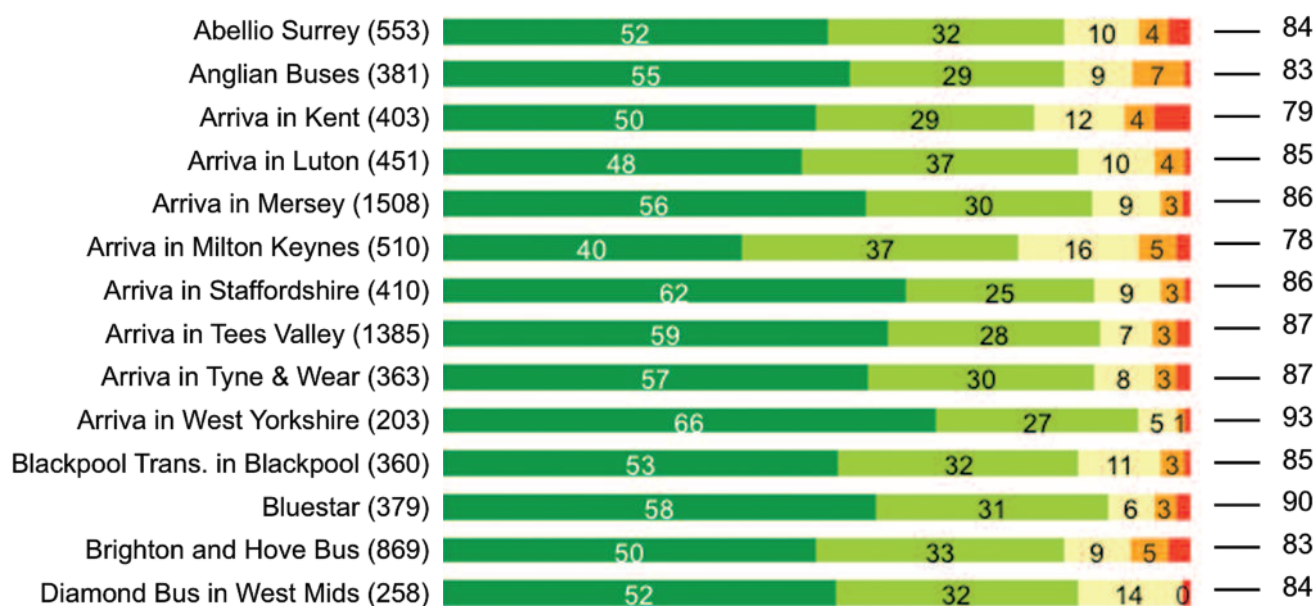
Satisfaction with on-bus journey time (%)

% - very/fairly
satisfied*

NATIONAL OPERATORS



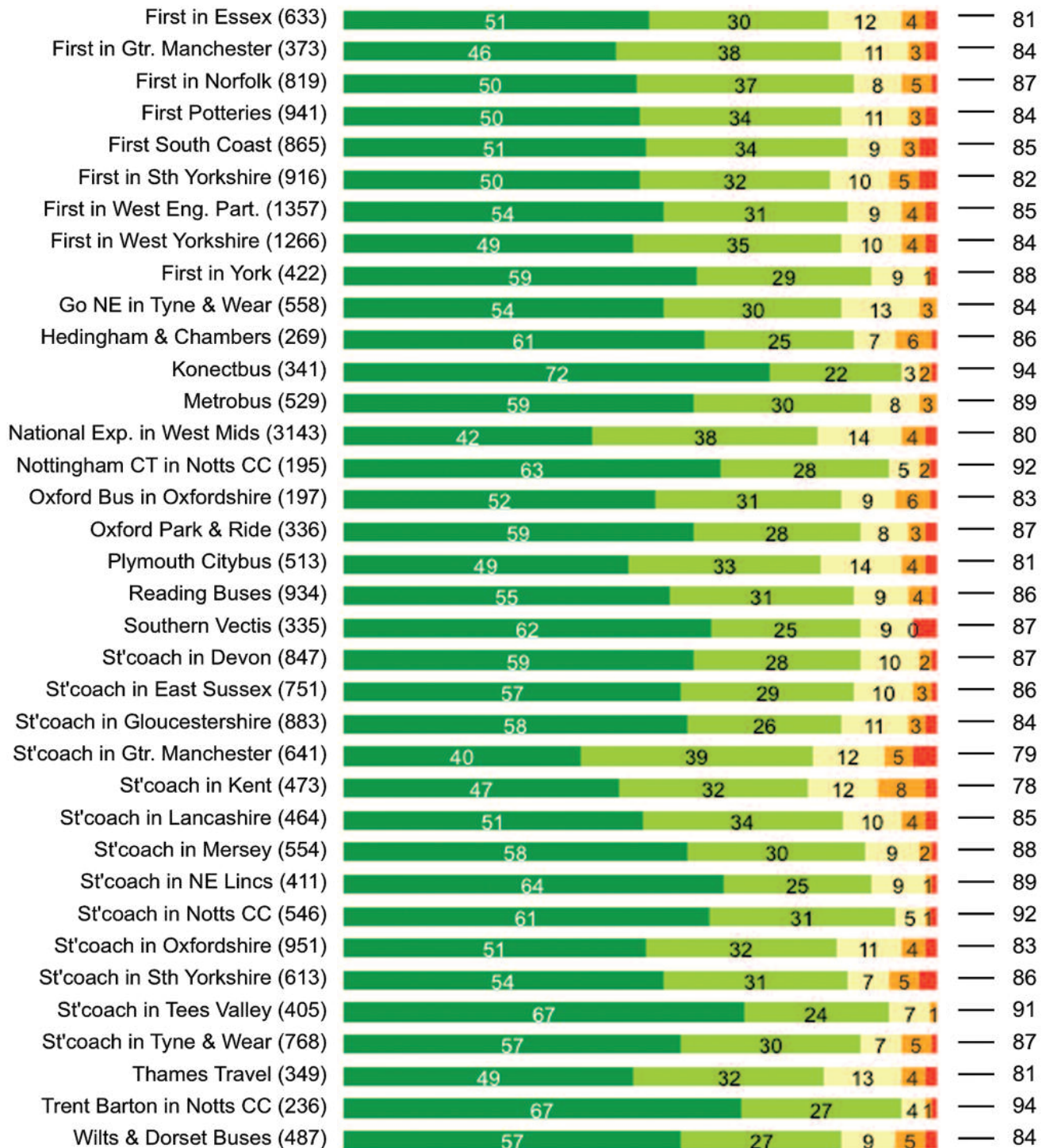
OPERATORS



Satisfaction with on-bus journey time (%)

% - very/fairly satisfied*

OPERATORS CONTINUED



Very satisfied Fairly satisfied Neither/nor Fairly dissatisfied Very dissatisfied

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

*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

All Arriva (within English survey areas covered)

Headline results

Overall
satisfaction

89%

Value for
money

63%

Punctuality

77%

Journey
time

86%

The top three drivers of **satisfaction**

Punctuality

45%



On-bus journey time

21%



Safety of the driving

14%



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	85	86	88	89	51	37	7	4	5739
Fare-paying passengers	80	83	85	85	42	43	9	5	2585
Free-pass holders	92	91	93	93	66	27	4	3	3043
Aged 16 to 34	80	80	82	83	41	43	10	7	1279
Aged 35 to 59	83	87	90	88	46	42	8	4	1504
Passengers commuting	78	80	84	83	39	44	10	7	1843
Passengers not commuting	89	90	91	93	60	32	5	2	3683
Passengers saying they have a disability	87	88	87	89	54	36	6	5	1793
VALUE FOR MONEY									
All fare-paying passengers	48	56	56	63	30	34	16	21	2530
Aged 16 to 34	41	50	52	58	28	29	17	25	1097
Aged 35 to 59	57	63	62	68	30	38	15	18	1207
Passengers commuting	46	53	54	59	26	33	18	23	1529
Passengers not commuting	51	60	60	70	35	36	12	18	946
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	71	74	77	77	45	32	10	13	5345
The length of time waited	71	75	78	78	45	33	11	12	5697
ON-BUS JOURNEY TIME									
Time journey on the bus took	86	85	86	86	57	30	9	5	5821

Detailed results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
ON THE BUS									
Route/destination information on the outside of the bus	83	85	87	86	53	33	11	3	5564
The cleanliness and condition of the outside of the bus	76	80	83	83	44	39	13	5	5496
The ease of getting onto and off the bus	89	89	92	91	59	32	7	3	5695
The length of time it took to board	89	89	92	91	60	31	7	2	5563
The cleanliness and condition of the inside of the bus	74	78	82	82	40	43	10	7	5774
The information provided inside the bus	61	65	69	69	33	37	24	6	5169
The availability of seating or space to stand	83	84	88	86	51	35	8	5	5645
The comfort of the seats	72	75	77	79	40	39	13	8	5652
The amount of personal space you had around you	70	74	78	77	39	38	13	10	5618
Provision of grab rails to stand/move within the bus	81	84	85	85	46	39	11	4	5546
The temperature inside the bus	74	79	80	78	39	39	13	8	5627
Your personal security whilst on the bus	82	84	86	86	48	37	11	3	5577
THE BUS DRIVER									
How near to the kerb the driver stopped	90	91	92	91	63	28	7	2	5510
The driver's appearance	87	88	89	89	59	31	9	2	5345
The greeting/welcome you got from the driver	64	68	72	72	43	29	20	8	5375
The helpfulness and attitude of the driver	64	69	73	74	44	30	19	7	5277
The time the driver gave you to get to your seat	72	74	78	78	45	32	15	8	5423
Smoothness/freedom from jolting during the journey	71	73	75	77	39	38	15	9	5464
Safety of the driving (i.e. speed, driver concentrating)	84	86	87	87	53	34	10	3	5459



All First (within English survey areas covered)

Headline results

Overall
satisfaction

84%

Value for
money

59%

Punctuality

70%

Journey
time

84%

The top three drivers of **satisfaction**

On-bus journey time **46%**



Waiting time **32%**



Value for money **6%**



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	81	86	86	84	41	43	10	6	7614
Fare-paying passengers	79	83	84	81	34	47	11	7	3820
Free-pass holders	87	92	91	90	57	33	7	3	3698
Aged 16 to 34	76	81	81	78	29	49	14	8	1771
Aged 35 to 59	82	87	87	85	42	43	9	6	2102
Passengers commuting	77	81	82	79	32	47	13	8	2658
Passengers not commuting	86	90	89	89	50	38	7	4	4711
Passengers saying they have a disability	80	86	85	83	42	41	11	6	2140
VALUE FOR MONEY									
All fare-paying passengers	48	58	65	59	24	35	19	22	3735
Aged 16 to 34	45	54	62	52	20	31	22	27	1594
Aged 35 to 59	51	63	69	68	28	40	15	16	1767
Passengers commuting	47	57	65	58	23	35	20	22	2310
Passengers not commuting	51	58	65	61	27	35	16	22	1355
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	63	74	73	70	40	30	12	18	7049
The length of time waited	67	76	74	72	40	32	13	15	7535
ON-BUS JOURNEY TIME									
Time journey on the bus took	83	83	84	84	50	34	10	6	7651

Detailed results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
ON THE BUS									
Route/destination information on the outside of the bus	81	83	84	82	50	31	14	4	7255
The cleanliness and condition of the outside of the bus	74	76	79	77	35	42	16	7	7154
The ease of getting onto and off the bus	87	89	91	89	55	34	7	3	7519
The length of time it took to board	87	89	89	88	55	34	8	3	7360
The cleanliness and condition of the inside of the bus	72	74	77	74	30	45	13	13	7549
The information provided inside the bus	57	59	62	61	24	37	30	9	6644
The availability of seating or space to stand	83	85	86	84	45	38	10	7	7478
The comfort of the seats	70	73	74	71	30	41	16	13	7472
The amount of personal space you had around you	68	74	74	72	32	41	15	13	7446
Provision of grab rails to stand/move within the bus	80	83	84	81	39	43	13	6	7359
The temperature inside the bus	75	76	76	75	32	42	16	10	7444
Your personal security whilst on the bus	80	82	83	81	41	40	15	4	7412
THE BUS DRIVER									
How near to the kerb the driver stopped	89	91	91	91	58	33	7	2	7329
The driver's appearance	84	88	88	87	55	33	11	2	7036
The greeting/welcome you got from the driver	60	66	67	68	36	32	21	11	7171
The helpfulness and attitude of the driver	63	69	69	69	39	31	22	9	7028
The time the driver gave you to get to your seat	70	74	76	74	40	34	15	11	7210
Smoothness/freedom from jolting during the journey	70	74	74	73	34	39	15	12	7267
Safety of the driving (i.e. speed, driver concentrating)	82	87	86	85	49	36	11	4	7266



All Go-Ahead (within English survey areas covered)

Headline results

Overall
satisfaction

89%

Value for
money

62%

Punctuality

77%

Journey
time

85%

The top three drivers of **satisfaction**

On-bus journey time **45%**



Safety of the driving **22%**



Punctuality **9%**



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	-	-	90	89	51	38	7	4	5525
Fare-paying passengers	-	-	88	86	43	44	8	5	2666
Free-pass holders	-	-	95	95	68	26	4	2	2779
Aged 16 to 34	-	-	86	84	35	49	10	6	1240
Aged 35 to 59	-	-	90	90	53	37	6	4	1433
Passengers commuting	-	-	85	86	38	48	9	5	1923
Passengers not commuting	-	-	94	92	62	30	5	3	3444
Passengers saying they have a disability	-	-	90	87	55	32	7	6	1323
VALUE FOR MONEY									
All fare-paying passengers	-	-	59	62	27	35	17	21	2616
Aged 16 to 34	-	-	54	55	22	32	18	27	1099
Aged 35 to 59	-	-	65	70	32	38	17	13	1218
Passengers commuting	-	-	57	61	26	35	17	22	1665
Passengers not commuting	-	-	61	65	31	34	16	20	918
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	78	77	47	29	10	13	5197
The length of time waited	-	-	78	78	47	31	11	11	5450
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	86	85	54	30	10	5	5581

Detailed results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
ON THE BUS									
Route/destination information on the outside of the bus	-	-	89	86	57	29	11	3	5333
The cleanliness and condition of the outside of the bus	-	-	86	84	46	38	12	5	5288
The ease of getting onto and off the bus	-	-	93	92	61	30	6	3	5471
The length of time it took to board	-	-	92	91	62	28	7	3	5367
The cleanliness and condition of the inside of the bus	-	-	83	82	39	43	11	7	5540
The information provided inside the bus	-	-	70	69	33	36	24	7	4926
The availability of seating or space to stand	-	-	89	87	53	34	7	6	5455
The comfort of the seats	-	-	79	77	37	40	13	10	5455
The amount of personal space you had around you	-	-	78	78	39	39	13	10	5442
Provision of grab rails to stand/move within the bus	-	-	85	85	46	39	11	4	5345
The temperature inside the bus	-	-	79	79	39	39	13	8	5437
Your personal security whilst on the bus	-	-	87	87	51	36	11	2	5400
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	92	92	66	26	6	2	5336
The driver's appearance	-	-	91	90	64	26	8	2	5194
The greeting/welcome you got from the driver	-	-	77	78	50	28	16	6	5289
The helpfulness and attitude of the driver	-	-	77	77	51	26	17	5	5163
The time the driver gave you to get to your seat	-	-	81	81	52	29	13	6	5271
Smoothness/freedom from jolting during the journey	-	-	77	77	41	36	15	8	5316
Safety of the driving (i.e. speed, driver concentrating)	-	-	89	88	59	29	9	3	5316



All National Express (within English survey areas covered)

Headline results

Overall
satisfaction

85%

Value for
money

61%

Punctuality

75%

Journey
time

80%

The top three drivers of **satisfaction**

On-bus journey time **33%**



Punctuality **23%**



Value for money **19%**



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	78	86	85	85	37	47	11	4	3192
Fare-paying passengers	75	84	84	83	31	51	13	4	2132
Free-pass holders	88	92	89	90	56	34	7	3	961
Aged 16 to 34	74	83	82	80	30	50	15	5	1222
Aged 35 to 59	77	84	84	86	36	50	11	3	990
Passengers commuting	74	83	83	82	30	52	13	5	1491
Passengers not commuting	84	88	87	87	45	42	10	3	1590
Passengers saying they have a disability	77	87	84	83	42	42	12	4	716
VALUE FOR MONEY									
All fare-paying passengers	50	61	61	61	23	39	20	19	2083
Aged 16 to 34	45	55	57	58	22	36	20	22	1075
Aged 35 to 59	55	67	65	65	24	41	21	14	867
Passengers commuting	48	59	60	60	20	40	21	20	1320
Passengers not commuting	54	67	62	64	28	37	18	18	714
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	62	73	74	75	40	35	12	14	3002
The length of time waited	64	74	78	77	39	38	10	12	3221
ON-BUS JOURNEY TIME									
Time journey on the bus took	80	85	83	80	42	38	14	6	3220

Detailed results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
ON THE BUS									
Route/destination information on the outside of the bus	78	82	83	83	43	40	14	3	3077
The cleanliness and condition of the outside of the bus	67	74	76	76	33	43	17	7	3053
The ease of getting onto and off the bus	86	87	87	88	47	41	8	4	3160
The length of time it took to board	86	87	87	88	48	40	8	4	3104
The cleanliness and condition of the inside of the bus	62	70	72	73	27	46	15	13	3223
The information provided inside the bus	57	65	66	69	26	43	25	6	2927
The availability of seating or space to stand	77	81	82	84	41	43	10	7	3148
The comfort of the seats	67	72	72	74	29	45	15	11	3133
The amount of personal space you had around you	61	69	71	73	29	44	16	12	3141
Provision of grab rails to stand/move within the bus	76	80	80	81	35	46	13	5	3104
The temperature inside the bus	69	74	74	78	31	47	14	8	3150
Your personal security whilst on the bus	69	74	75	79	33	46	16	5	3125
THE BUS DRIVER									
How near to the kerb the driver stopped	87	91	90	91	54	37	8	2	3054
The driver's appearance	82	85	85	86	50	35	13	2	2854
The greeting/welcome you got from the driver	50	59	60	61	29	32	28	11	2892
The helpfulness and attitude of the driver	53	62	62	65	31	34	27	8	2823
The time the driver gave you to get to your seat	60	70	71	73	34	38	20	7	2976
Smoothness/freedom from jolting during the journey	64	73	72	76	32	44	16	9	3016
Safety of the driving (i.e. speed, driver concentrating)	78	83	83	85	43	42	12	3	2940



All Stagecoach (within English survey areas covered)

Headline results

Overall
satisfaction

86%

Value for
money

67%

Punctuality

74%

Journey
time

84%

The top three drivers of **satisfaction**

On-bus journey time **62%**



Value for money **7%**



Bus driver appearance **6%**



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	86	90	88	86	47	39	9	5	8593
Fare-paying passengers	84	88	85	83	39	44	11	6	4154
Free-pass holders	90	93	95	93	65	28	4	2	4292
Aged 16 to 34	81	86	82	78	33	45	15	8	2019
Aged 35 to 59	88	90	89	89	49	41	7	4	2298
Passengers commuting	80	86	82	81	36	45	12	7	2838
Passengers not commuting	91	93	93	91	56	34	6	3	5437
Passengers saying they have a disability	87	89	87	83	49	34	10	6	2332
VALUE FOR MONEY									
All fare-paying passengers	59	67	68	67	32	35	16	17	4068
Aged 16 to 34	52	63	64	60	27	33	19	21	1812
Aged 35 to 59	69	73	73	75	37	39	13	12	1873
Passengers commuting	56	66	67	65	28	37	18	17	2428
Passengers not commuting	64	68	71	70	38	31	14	16	1557
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	74	80	78	74	44	31	12	13	8064
The length of time waited	76	82	81	76	45	31	11	12	8581
ON-BUS JOURNEY TIME									
Time journey on the bus took	85	85	87	84	51	33	10	7	8692

Detailed results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
ON THE BUS									
Route/destination information on the outside of the bus	86	86	86	84	54	30	13	3	8325
The cleanliness and condition of the outside of the bus	76	79	81	78	39	40	16	6	8209
The ease of getting onto and off the bus	91	91	91	90	57	32	7	3	8568
The length of time it took to board	90	91	91	89	59	31	7	3	8370
The cleanliness and condition of the inside of the bus	72	77	79	76	34	43	14	10	8624
The information provided inside the bus	60	65	66	64	28	36	28	8	7642
The availability of seating or space to stand	86	88	88	86	49	37	8	6	8505
The comfort of the seats	73	77	78	75	34	41	15	10	8504
The amount of personal space you had around you	68	75	77	74	36	38	14	12	8487
Provision of grab rails to stand/move within the bus	81	84	85	83	42	41	11	5	8386
The temperature inside the bus	76	79	78	76	35	41	14	10	8466
Your personal security whilst on the bus	83	84	84	83	44	39	13	4	8413
THE BUS DRIVER									
How near to the kerb the driver stopped	91	92	94	92	63	29	6	2	8291
The driver's appearance	87	90	90	89	59	30	9	1	8035
The greeting/welcome you got from the driver	66	71	74	73	42	30	19	8	8160
The helpfulness and attitude of the driver	67	73	76	74	45	30	19	7	7968
The time the driver gave you to get to your seat	72	78	78	76	45	31	15	9	8181
Smoothness/freedom from jolting during the journey	71	77	76	75	38	37	15	10	8212
Safety of the driving (i.e. speed, driver concentrating)	84	89	88	88	54	34	9	3	8219



Abellio in Surrey

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	-	86	86	83	46	37	12	5	550
Fare-paying passengers	-	80	81	79	35	44	15	6	217
Free-pass holders	-	92	93	89	60	29	8	3	323
Aged 16 to 34	-	75	78	77	32	45	18	5	134
Aged 35 to 59	-	83	87	82	43	39	11	7	112
Passengers commuting	-	75	75	75	30	45	18	7	166
Passengers not commuting	-	92	94	89	57	32	8	3	366
Passengers saying they have a disability	-	84	88	83	47	36	13	4	154
VALUE FOR MONEY									
All fare-paying passengers	-	56	52	48	18	31	21	30	213
Aged 16 to 34	-	48	44	47	18	28	23	31	119
Aged 35 to 59	-	61	-	51	15	36	19	29	85
Passengers commuting	-	50	49	43	13	30	23	34	137
Passengers not commuting	-	64	57	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	67	68	68	38	31	10	21	517
The length of time waited	-	68	68	66	35	31	14	20	547
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	87	86	84	52	32	10	7	553
ON THE BUS									
Route/destination information on the outside of the bus	-	83	89	81	47	34	15	5	534
The cleanliness and condition of the outside of the bus	-	75	82	75	34	41	18	7	528
The ease of getting onto and off the bus	-	91	93	89	56	33	8	3	547
The length of time it took to board	-	90	93	88	57	30	10	2	537
The cleanliness and condition of the inside of the bus	-	74	82	80	37	42	10	10	555
The information provided inside the bus	-	59	69	60	21	39	30	11	479
The availability of seating or space to stand	-	91	90	86	50	35	9	6	545
The comfort of the seats	-	69	73	71	32	39	18	10	554
The amount of personal space you had around you	-	74	75	75	35	40	14	11	551
Provision of grab rails to stand/move within the bus	-	80	85	82	43	38	12	6	536
The temperature inside the bus	-	78	84	77	40	37	17	6	549
Your personal security whilst on the bus	-	87	88	86	47	38	12	2	543
THE BUS DRIVER									
How near to the kerb the driver stopped	-	94	94	90	63	27	8	2	531
The driver's appearance	-	90	94	85	58	27	13	2	524
The greeting/welcome you got from the driver	-	79	78	78	51	28	15	6	529
The helpfulness and attitude of the driver	-	80	78	81	51	30	13	6	523
The time the driver gave you to get to your seat	-	83	85	82	52	30	13	5	532
Smoothness/freedom from jolting during the journey	-	73	74	73	37	35	18	10	524
Safety of the driving (i.e. speed, driver concentrating)	-	84	88	85	52	33	13	2	528

Anglian Buses

Key results

Satisfaction (%)	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	-	-	95	86	52	34	9	6	375
Fare-paying passengers	-	-	91	74	27	47	14	11	100
Free-pass holders	-	-	98	93	69	25	5	1	273
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	95	91	64	27	7	2	290
Passengers saying they have a disability	-	-	95	83	52	31	12	5	113
VALUE FOR MONEY									
All fare-paying passengers	-	-	69	57	24	33	20	22	93
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	87	74	47	26	12	14	348
The length of time waited	-	-	88	74	43	32	9	16	366
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	97	83	55	29	9	8	381
ON THE BUS									
Route/destination information on the outside of the bus	-	-	97	88	58	29	7	6	358
The cleanliness and condition of the outside of the bus	-	-	95	86	48	38	9	5	362
The ease of getting onto and off the bus	-	-	97	93	64	28	4	3	369
The length of time it took to board	-	-	98	93	65	28	6	1	362
The cleanliness and condition of the inside of the bus	-	-	96	91	48	44	7	2	374
The information provided inside the bus	-	-	75	63	26	36	29	9	322
The availability of seating or space to stand	-	-	95	89	60	29	6	5	362
The comfort of the seats	-	-	86	77	39	39	13	9	362
The amount of personal space you had around you	-	-	86	78	42	36	14	8	359
Provision of grab rails to stand/move within the bus	-	-	95	88	49	39	9	3	356
The temperature inside the bus	-	-	89	83	44	39	11	6	366
Your personal security whilst on the bus	-	-	95	89	51	37	10	1	363
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	96	95	70	25	3	2	360
The driver's appearance	-	-	97	90	65	25	9	1	360
The greeting/welcome you got from the driver	-	-	86	79	51	28	16	6	364
The helpfulness and attitude of the driver	-	-	85	81	55	26	13	6	352
The time the driver gave you to get to your seat	-	-	90	81	57	24	11	8	368
Smoothness/freedom from jolting during the journey	-	-	81	79	41	38	12	10	366
Safety of the driving (i.e. speed, driver concentrating)	-	-	92	85	57	28	11	4	369

Arriva in Kent

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	85	87	84	83	47	36	8	9	407
Fare-paying passengers	77	83	79	79	38	41	11	10	177
Free-pass holders	94	91	91	90	60	30	5	5	221
Aged 16 to 34	70	-	-	-	-	-	-	-	-
Aged 35 to 59	91	-	86	81	40	41	11	8	101
Passengers commuting	74	-	78	76	31	44	11	13	123
Passengers not commuting	91	92	89	89	57	31	6	6	269
Passengers saying they have a disability	86	-	90	86	55	31	6	8	130
VALUE FOR MONEY									
All fare-paying passengers	41	51	38	47	26	20	20	33	169
Aged 16 to 34	29	-	-	-	-	-	-	-	-
Aged 35 to 59	57	-	50	51	26	25	24	25	80
Passengers commuting	40	-	37	39	21	18	26	35	104
Passengers not commuting	42	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	72	81	65	73	41	32	9	19	387
The length of time waited	72	81	68	67	38	29	14	19	422
ON-BUS JOURNEY TIME									
Time journey on the bus took	91	85	83	79	50	29	12	9	403
ON THE BUS									
Route/destination information on the outside of the bus	85	88	85	75	47	28	17	8	412
The cleanliness and condition of the outside of the bus	78	82	73	71	31	40	18	12	400
The ease of getting onto and off the bus	90	93	90	81	52	29	13	6	422
The length of time it took to board	89	89	90	79	52	28	14	6	409
The cleanliness and condition of the inside of the bus	74	83	78	68	28	40	15	17	414
The information provided inside the bus	61	68	59	55	22	32	30	16	378
The availability of seating or space to stand	84	86	82	69	37	32	18	13	414
The comfort of the seats	71	79	68	66	31	35	18	16	410
The amount of personal space you had around you	73	77	67	65	28	37	18	18	408
Provision of grab rails to stand/move within the bus	83	88	77	74	36	37	18	8	398
The temperature inside the bus	76	80	77	67	32	34	19	14	415
Your personal security whilst on the bus	83	85	84	71	38	33	19	10	406
THE BUS DRIVER									
How near to the kerb the driver stopped	94	90	93	80	54	27	14	5	392
The driver's appearance	89	90	86	80	52	28	15	5	382
The greeting/welcome you got from the driver	69	71	63	62	38	24	25	13	378
The helpfulness and attitude of the driver	69	73	67	65	37	28	21	13	376
The time the driver gave you to get to your seat	80	80	78	73	38	35	16	11	385
Smoothness/freedom from jolting during the journey	74	73	71	69	32	38	19	12	388
Safety of the driving (i.e. speed, driver concentrating)	87	86	85	78	48	30	17	5	389

Arriva in Luton

Key results

Satisfaction (%)	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	-	-	-	86	42	44	9	5	444
Fare-paying passengers	-	-	-	84	39	44	10	6	265
Free-pass holders	-	-	-	93	51	42	2	4	170
Aged 16 to 34	-	-	-	79	37	42	13	8	134
Aged 35 to 59	-	-	-	89	38	51	7	4	129
Passengers commuting	-	-	-	80	35	45	13	7	199
Passengers not commuting	-	-	-	95	52	43	3	2	226
Passengers saying they have a disability	-	-	-	84	48	36	7	9	117
VALUE FOR MONEY									
All fare-paying passengers	-	-	-	61	24	37	14	25	263
Aged 16 to 34	-	-	-	54	22	32	13	33	127
Aged 35 to 59	-	-	-	67	23	44	15	18	114
Passengers commuting	-	-	-	58	22	36	14	28	185
Passengers not commuting	-	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	76	44	32	10	14	417
The length of time waited	-	-	-	75	40	35	13	12	434
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	85	48	37	10	5	451
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	83	49	34	11	6	426
The cleanliness and condition of the outside of the bus	-	-	-	81	38	43	12	7	423
The ease of getting onto and off the bus	-	-	-	89	51	38	8	3	433
The length of time it took to board	-	-	-	87	52	34	8	5	425
The cleanliness and condition of the inside of the bus	-	-	-	78	35	44	9	12	442
The information provided inside the bus	-	-	-	63	24	39	28	10	400
The availability of seating or space to stand	-	-	-	87	48	39	9	4	434
The comfort of the seats	-	-	-	77	31	46	13	10	434
The amount of personal space you had around you	-	-	-	73	35	38	15	12	433
Provision of grab rails to stand/move within the bus	-	-	-	85	40	45	11	4	421
The temperature inside the bus	-	-	-	76	39	37	14	9	433
Your personal security whilst on the bus	-	-	-	85	44	41	12	3	423
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	91	57	34	6	3	420
The driver's appearance	-	-	-	91	55	36	7	2	420
The greeting/welcome you got from the driver	-	-	-	69	41	28	20	10	421
The helpfulness and attitude of the driver	-	-	-	74	45	28	19	7	408
The time the driver gave you to get to your seat	-	-	-	81	48	32	10	9	422
Smoothness/freedom from jolting during the journey	-	-	-	76	38	38	13	11	419
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	87	50	37	9	4	419

Arriva in Merseyside

(includes Halton in 2015, now part of Liverpool City Region)

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	85	86	90	89	51	38	8	4	1472
Fare-paying passengers	80	84	87	85	42	43	10	5	730
Free-pass holders	95	93	95	95	66	29	3	2	711
Aged 16 to 34	81	81	85	82	39	42	12	6	386
Aged 35 to 59	82	87	91	90	50	40	7	3	403
Passengers commuting	79	82	85	83	40	43	11	6	537
Passengers not commuting	89	90	93	94	60	34	4	2	868
Passengers saying they have a disability	87	91	87	89	53	36	6	5	438
VALUE FOR MONEY									
All fare-paying passengers	47	61	61	67	32	35	15	18	709
Aged 16 to 34	42	56	62	63	32	30	17	20	341
Aged 35 to 59	53	66	61	71	30	41	14	15	327
Passengers commuting	45	60	58	63	28	35	18	19	450
Passengers not commuting	51	63	67	74	37	36	10	17	240
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	73	74	79	76	46	31	9	14	1354
The length of time waited	74	77	81	78	47	31	10	12	1483
ON-BUS JOURNEY TIME									
Time journey on the bus took	90	85	88	86	56	30	9	5	1508
ON THE BUS									
Route/destination information on the outside of the bus	84	85	88	88	55	32	10	2	1436
The cleanliness and condition of the outside of the bus	77	81	86	83	46	37	13	4	1415
The ease of getting onto and off the bus	88	87	92	92	60	32	6	2	1462
The length of time it took to board	91	88	92	92	60	32	6	3	1438
The cleanliness and condition of the inside of the bus	73	78	83	84	41	43	10	6	1487
The information provided inside the bus	62	64	69	70	32	38	25	5	1320
The availability of seating or space to stand	84	82	90	87	52	35	8	5	1450
The comfort of the seats	75	78	79	82	43	39	12	6	1446
The amount of personal space you had around you	71	74	80	77	39	39	13	10	1446
Provision of grab rails to stand/move within the bus	82	83	88	85	47	39	10	4	1434
The temperature inside the bus	76	78	80	80	39	41	13	8	1447
Your personal security whilst on the bus	83	84	87	87	49	38	11	2	1426
THE BUS DRIVER									
How near to the kerb the driver stopped	92	92	94	93	66	28	5	1	1419
The driver's appearance	88	88	90	91	61	30	8	1	1333
The greeting/welcome you got from the driver	60	66	70	70	40	30	22	8	1344
The helpfulness and attitude of the driver	63	67	72	72	42	30	22	6	1316
The time the driver gave you to get to your seat	66	72	72	72	42	30	18	9	1354
Smoothness/freedom from jolting during the journey	72	74	74	76	41	35	15	9	1389
Safety of the driving (i.e. speed, driver concentrating)	83	88	88	88	54	34	10	2	1384

Arriva in Milton Keynes

Key results

Satisfaction (%)	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	72	84	81	81	36	44	14	5	507
Fare-paying passengers	67	83	80	79	30	50	15	6	294
Free-pass holders	87	89	81	86	59	28	12	2	205
Aged 16 to 34	67	80	78	72	23	49	22	5	166
Aged 35 to 59	71	84	79	88	43	44	6	6	147
Passengers commuting	67	84	80	78	28	50	15	7	210
Passengers not commuting	78	84	81	84	46	38	12	3	292
Passengers saying they have a disability	68	86	72	81	47	35	12	7	142
VALUE FOR MONEY									
All fare-paying passengers	48	58	57	41	13	28	24	36	289
Aged 16 to 34	48	52	51	32	8	23	25	43	147
Aged 35 to 59	48	68	63	56	21	34	22	22	113
Passengers commuting	47	59	54	38	13	25	24	38	179
Passengers not commuting	50	56	64	47	14	33	22	31	108
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	58	64	65	66	39	28	14	20	475
The length of time waited	61	67	67	66	36	29	18	17	498
ON-BUS JOURNEY TIME									
Time journey on the bus took	76	83	80	78	40	37	16	7	510
ON THE BUS									
Route/destination information on the outside of the bus	77	83	83	78	43	35	16	6	488
The cleanliness and condition of the outside of the bus	64	72	71	76	32	44	17	7	485
The ease of getting onto and off the bus	86	88	86	87	46	41	11	2	495
The length of time it took to board	82	91	87	87	49	37	9	4	487
The cleanliness and condition of the inside of the bus	67	71	65	75	32	43	16	10	503
The information provided inside the bus	52	59	58	65	29	36	26	9	473
The availability of seating or space to stand	76	82	77	80	41	40	13	7	493
The comfort of the seats	67	69	64	68	27	41	20	12	494
The amount of personal space you had around you	62	67	64	69	28	42	19	12	494
Provision of grab rails to stand/move within the bus	74	76	70	76	34	42	20	4	482
The temperature inside the bus	67	75	67	73	29	43	19	9	488
Your personal security whilst on the bus	74	81	76	79	38	41	17	4	488
THE BUS DRIVER									
How near to the kerb the driver stopped	86	91	90	86	53	33	12	2	484
The driver's appearance	82	85	85	83	48	35	14	3	469
The greeting/welcome you got from the driver	60	65	62	63	35	28	23	13	473
The helpfulness and attitude of the driver	59	68	64	65	38	27	23	11	466
The time the driver gave you to get to your seat	67	74	76	76	39	37	17	7	480
Smoothness/freedom from jolting during the journey	63	70	64	67	30	37	21	12	477
Safety of the driving (i.e. speed, driver concentrating)	73	83	77	79	44	35	15	6	479

Arriva in Staffordshire

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	-	-	92	90	55	36	6	3	406
Fare-paying passengers	-	-	92	87	42	45	9	4	154
Free-pass holders	-	-	94	95	68	27	3	1	242
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	90	90	43	47	6	4	99
Passengers commuting	-	-	-	84	42	42	10	6	108
Passengers not commuting	-	-	92	94	61	32	4	2	284
Passengers saying they have a disability	-	-	93	93	63	30	4	3	131
VALUE FOR MONEY									
All fare-paying passengers	-	-	59	62	26	36	17	21	149
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	59	24	36	23	18	79
Passengers commuting	-	-	-	62	26	36	19	18	87
Passengers not commuting	-	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	83	80	45	35	12	8	374
The length of time waited	-	-	85	79	43	36	12	9	398
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	93	86	62	25	9	4	410
ON THE BUS									
Route/destination information on the outside of the bus	-	-	91	83	53	30	14	3	388
The cleanliness and condition of the outside of the bus	-	-	83	81	38	44	14	5	377
The ease of getting onto and off the bus	-	-	92	92	62	30	6	2	398
The length of time it took to board	-	-	94	91	63	28	6	2	384
The cleanliness and condition of the inside of the bus	-	-	79	83	38	45	9	8	407
The information provided inside the bus	-	-	76	66	32	34	25	8	376
The availability of seating or space to stand	-	-	90	91	58	33	6	2	397
The comfort of the seats	-	-	82	79	41	38	12	9	402
The amount of personal space you had around you	-	-	82	81	41	40	12	8	400
Provision of grab rails to stand/move within the bus	-	-	89	84	45	38	13	3	390
The temperature inside the bus	-	-	88	81	38	43	11	8	397
Your personal security whilst on the bus	-	-	89	86	48	38	12	1	398
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	94	94	68	26	5	2	396
The driver's appearance	-	-	95	91	61	29	8	1	388
The greeting/welcome you got from the driver	-	-	83	79	47	33	16	4	387
The helpfulness and attitude of the driver	-	-	84	81	50	32	14	5	379
The time the driver gave you to get to your seat	-	-	88	83	52	31	11	7	394
Smoothness/freedom from jolting during the journey	-	-	84	83	44	38	11	7	395
Safety of the driving (i.e. speed, driver concentrating)	-	-	92	90	55	35	6	4	390

Arriva in Tees Valley

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	85	86	89	89	55	34	7	4	1369
Fare-paying passengers	81	83	85	87	47	40	8	5	508
Free-pass holders	91	90	92	92	66	26	5	3	832
Aged 16 to 34	79	77	80	84	39	45	10	6	263
Aged 35 to 59	85	88	91	87	55	33	7	5	336
Passengers commuting	80	79	85	85	42	43	9	7	373
Passengers not commuting	89	90	91	92	64	29	5	2	940
Passengers saying they have a disability	85	86	90	91	56	35	6	3	485
VALUE FOR MONEY									
All fare-paying passengers	59	58	62	60	29	31	16	24	502
Aged 16 to 34	52	52	53	51	26	25	17	32	204
Aged 35 to 59	67	65	67	68	32	36	15	17	253
Passengers commuting	57	57	57	57	26	30	18	25	282
Passengers not commuting	62	61	68	66	34	32	12	22	207
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	73	75	76	79	50	29	10	12	1266
The length of time waited	75	76	77	80	50	30	9	11	1345
ON-BUS JOURNEY TIME									
Time journey on the bus took	88	86	89	87	59	28	7	5	1385
ON THE BUS									
Route/destination information on the outside of the bus	85	84	84	88	57	30	8	4	1311
The cleanliness and condition of the outside of the bus	75	76	80	85	49	37	10	5	1305
The ease of getting onto and off the bus	90	91	91	93	63	30	5	2	1355
The length of time it took to board	90	91	91	93	64	30	5	1	1316
The cleanliness and condition of the inside of the bus	77	74	79	85	43	42	9	6	1374
The information provided inside the bus	64	63	67	75	39	36	20	5	1220
The availability of seating or space to stand	87	86	89	88	56	32	8	5	1337
The comfort of the seats	70	68	75	80	43	37	11	9	1342
The amount of personal space you had around you	73	73	77	79	43	37	12	9	1331
Provision of grab rails to stand/move within the bus	86	82	84	86	51	35	10	4	1322
The temperature inside the bus	79	77	76	79	43	36	13	8	1331
Your personal security whilst on the bus	85	84	86	88	53	35	9	3	1321
THE BUS DRIVER									
How near to the kerb the driver stopped	91	92	93	93	65	27	5	3	1326
The driver's appearance	87	90	90	90	66	25	7	3	1294
The greeting/welcome you got from the driver	68	70	74	79	50	29	13	8	1299
The helpfulness and attitude of the driver	69	73	75	78	49	28	15	7	1282
The time the driver gave you to get to your seat	79	78	81	85	56	29	9	6	1312
Smoothness/freedom from jolting during the journey	75	73	76	80	44	36	10	10	1316
Safety of the driving (i.e. speed, driver concentrating)	86	85	88	88	59	29	8	4	1314

Arriva in Tyne & Wear

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	-	88	-	90	50	40	6	4	351
Fare-paying passengers	-	86	-	89	40	49	7	4	154
Free-pass holders	-	91	-	93	65	28	3	4	190
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	86	49	37	10	5	109
Passengers commuting	-	81	-	86	38	47	7	7	96
Passengers not commuting	-	92	-	93	58	35	5	2	241
Passengers saying they have a disability	-	-	-	93	52	41	6	2	119
VALUE FOR MONEY									
All fare-paying passengers	-	49	-	69	31	37	11	20	149
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	71	36	35	10	20	90
Passengers commuting	-	-	-	69	30	39	10	22	79
Passengers not commuting	-	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	67	-	79	47	32	11	10	339
The length of time waited	-	65	-	82	51	31	9	9	349
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	81	-	87	57	30	8	5	363
ON THE BUS									
Route/destination information on the outside of the bus	-	80	-	88	54	34	11	1	337
The cleanliness and condition of the outside of the bus	-	81	-	85	46	39	12	3	335
The ease of getting onto and off the bus	-	90	-	92	60	31	6	2	355
The length of time it took to board	-	87	-	93	64	30	6	0	350
The cleanliness and condition of the inside of the bus	-	79	-	87	42	45	9	4	357
The information provided inside the bus	-	64	-	68	31	36	28	4	305
The availability of seating or space to stand	-	89	-	92	53	39	6	2	354
The comfort of the seats	-	76	-	79	40	39	13	7	355
The amount of personal space you had around you	-	78	-	81	44	37	13	6	347
Provision of grab rails to stand/move within the bus	-	87	-	89	51	39	8	2	347
The temperature inside the bus	-	79	-	80	44	36	12	8	346
Your personal security whilst on the bus	-	86	-	88	53	35	11	1	350
THE BUS DRIVER									
How near to the kerb the driver stopped	-	90	-	91	65	27	7	1	344
The driver's appearance	-	85	-	88	60	28	11	1	328
The greeting/welcome you got from the driver	-	72	-	74	46	28	20	7	332
The helpfulness and attitude of the driver	-	69	-	76	48	28	20	4	321
The time the driver gave you to get to your seat	-	75	-	80	47	32	16	4	337
Smoothness/freedom from jolting during the journey	-	72	-	77	40	37	15	8	340
Safety of the driving (i.e. speed, driver concentrating)	-	86	-	87	54	34	11	1	344

Arriva in West Yorkshire

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	88	85	84	94	56	37	4	2	202
Fare-paying passengers	87	84	80	94	50	44	4	2	98
Free-pass holders	90	87	93	92	67	24	5	3	100
Aged 16 to 34	-	80	76	-	-	-	-	-	-
Aged 35 to 59	81	-	89	-	-	-	-	-	-
Passengers commuting	-	79	82	-	-	-	-	-	-
Passengers not commuting	91	90	86	94	67	27	4	1	137
Passengers saying they have a disability	91	84	79	-	-	-	-	-	-
VALUE FOR MONEY									
All fare-paying passengers	51	55	57	73	37	36	15	11	99
Aged 16 to 34	-	-	52	-	-	-	-	-	-
Aged 35 to 59	59	-	64	-	-	-	-	-	-
Passengers commuting	-	57	60	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	74	73	81	81	44	37	10	9	185
The length of time waited	71	72	76	85	44	41	9	6	196
ON-BUS JOURNEY TIME									
Time journey on the bus took	84	83	82	93	66	27	5	3	203
ON THE BUS									
Route/destination information on the outside of the bus	87	84	85	89	49	40	8	3	197
The cleanliness and condition of the outside of the bus	79	81	79	86	42	44	11	3	195
The ease of getting onto and off the bus	92	88	90	93	60	34	5	2	198
The length of time it took to board	89	89	89	94	62	32	5	1	193
The cleanliness and condition of the inside of the bus	78	78	78	84	45	39	8	8	204
The information provided inside the bus	69	65	69	77	38	39	19	4	181
The availability of seating or space to stand	87	81	86	89	56	34	8	3	196
The comfort of the seats	76	72	75	85	47	38	9	5	196
The amount of personal space you had around you	72	70	75	85	43	41	10	6	191
Provision of grab rails to stand/move within the bus	82	80	84	89	46	43	8	3	196
The temperature inside the bus	74	76	77	85	38	47	8	6	196
Your personal security whilst on the bus	83	82	84	90	56	34	8	2	195
THE BUS DRIVER									
How near to the kerb the driver stopped	90	87	90	91	57	33	8	1	177
The driver's appearance	89	88	90	91	54	37	8	1	181
The greeting/welcome you got from the driver	66	64	73	79	44	35	14	7	189
The helpfulness and attitude of the driver	63	68	72	83	45	38	13	4	186
The time the driver gave you to get to your seat	72	69	77	84	44	39	12	5	188
Smoothness/freedom from jolting during the journey	70	69	71	84	34	49	12	4	193
Safety of the driving (i.e. speed, driver concentrating)	85	84	84	91	52	39	7	2	193

Blackpool Transport in Blackpool

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	-	88	87	89	49	39	8	3	356
Fare-paying passengers	-	84	84	85	37	48	11	4	160
Free-pass holders	-	94	94	94	64	31	5	1	189
Aged 16 to 34	-	79	79	-	-	-	-	-	-
Aged 35 to 59	-	91	91	92	50	42	4	4	96
Passengers commuting	-	86	80	85	42	43	12	3	111
Passengers not commuting	-	90	93	93	56	37	5	3	236
Passengers saying they have a disability	-	88	94	88	50	38	7	5	118
VALUE FOR MONEY									
All fare-paying passengers	-	61	68	78	39	38	9	14	152
Aged 16 to 34	-	52	57	-	-	-	-	-	-
Aged 35 to 59	-	72	80	83	39	44	11	7	76
Passengers commuting	-	64	61	78	41	37	10	13	88
Passengers not commuting	-	57	78	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	77	75	79	51	28	9	12	334
The length of time waited	-	76	78	82	52	30	6	12	345
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	87	88	85	53	32	11	4	360
ON THE BUS									
Route/destination information on the outside of the bus	-	89	83	82	54	28	14	4	328
The cleanliness and condition of the outside of the bus	-	79	79	81	43	38	14	5	332
The ease of getting onto and off the bus	-	92	92	91	56	35	7	2	344
The length of time it took to board	-	92	92	91	65	26	7	2	329
The cleanliness and condition of the inside of the bus	-	76	78	76	37	39	16	8	341
The information provided inside the bus	-	67	72	73	35	38	23	4	317
The availability of seating or space to stand	-	87	86	85	50	34	9	6	338
The comfort of the seats	-	76	73	74	38	36	16	10	337
The amount of personal space you had around you	-	81	74	74	39	36	13	13	336
Provision of grab rails to stand/move within the bus	-	87	84	84	44	40	10	6	340
The temperature inside the bus	-	81	79	77	40	37	14	9	334
Your personal security whilst on the bus	-	84	85	82	49	33	15	3	333
THE BUS DRIVER									
How near to the kerb the driver stopped	-	90	93	93	64	29	6	1	347
The driver's appearance	-	90	90	91	63	28	9	0	331
The greeting/welcome you got from the driver	-	65	70	73	47	26	17	9	333
The helpfulness and attitude of the driver	-	68	72	77	49	28	16	8	332
The time the driver gave you to get to your seat	-	73	76	77	49	29	12	11	339
Smoothness/freedom from jolting during the journey	-	74	73	73	41	32	16	11	333
Safety of the driving (i.e. speed, driver concentrating)	-	86	86	88	56	32	11	1	335

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	-	-	90	91	48	43	6	3	376
Fare-paying passengers	-	-	89	89	37	51	7	4	192
Free-pass holders	-	-	91	95	77	19	3	2	182
Aged 16 to 34	-	-	89	87	31	56	7	6	117
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	89	89	36	53	10	1	146
Passengers not commuting	-	-	91	93	60	32	1	6	218
Passengers saying they have a disability	-	-	88	90	58	32	7	2	87
VALUE FOR MONEY									
All fare-paying passengers	-	-	69	70	29	41	12	18	185
Aged 16 to 34	-	-	70	66	26	40	14	19	103
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	70	71	25	47	12	16	132
Passengers not commuting	-	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	78	75	45	30	10	15	355
The length of time waited	-	-	78	76	49	27	11	13	363
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	87	90	58	31	6	4	379
ON THE BUS									
Route/destination information on the outside of the bus	-	-	86	88	56	32	10	2	359
The cleanliness and condition of the outside of the bus	-	-	90	90	56	34	6	4	359
The ease of getting onto and off the bus	-	-	92	93	66	28	5	2	365
The length of time it took to board	-	-	91	90	66	24	7	3	363
The cleanliness and condition of the inside of the bus	-	-	88	85	46	39	7	8	373
The information provided inside the bus	-	-	71	66	33	32	26	8	342
The availability of seating or space to stand	-	-	88	90	55	36	5	5	364
The comfort of the seats	-	-	80	85	43	42	10	6	364
The amount of personal space you had around you	-	-	79	83	40	43	9	8	366
Provision of grab rails to stand/move within the bus	-	-	83	84	47	38	11	5	357
The temperature inside the bus	-	-	75	80	43	37	10	10	363
Your personal security whilst on the bus	-	-	85	91	54	37	7	3	358
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	93	96	77	19	3	1	366
The driver's appearance	-	-	94	94	72	22	5	1	356
The greeting/welcome you got from the driver	-	-	79	83	54	28	11	6	362
The helpfulness and attitude of the driver	-	-	80	83	59	23	15	3	357
The time the driver gave you to get to your seat	-	-	81	83	54	29	11	6	364
Smoothness/freedom from jolting during the journey	-	-	78	79	41	38	13	9	360
Safety of the driving (i.e. speed, driver concentrating)	-	-	88	90	60	30	7	3	359

Brighton and Hove Bus

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	-	-	90	90	49	41	5	5	854
Fare-paying passengers	-	-	88	89	43	46	5	6	498
Free-pass holders	-	-	95	94	66	28	5	2	334
Aged 16 to 34	-	-	88	88	37	51	5	6	246
Aged 35 to 59	-	-	89	91	50	41	6	3	260
Passengers commuting	-	-	85	88	41	47	5	6	346
Passengers not commuting	-	-	95	93	57	35	5	2	480
Passengers saying they have a disability	-	-	90	86	47	38	6	8	214
VALUE FOR MONEY									
All fare-paying passengers	-	-	52	58	24	33	17	25	491
Aged 16 to 34	-	-	50	53	20	33	19	29	213
Aged 35 to 59	-	-	55	64	29	35	16	19	226
Passengers commuting	-	-	51	59	23	35	18	23	298
Passengers not commuting	-	-	52	57	26	31	15	28	184
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	74	78	49	29	10	12	803
The length of time waited	-	-	78	81	48	33	10	9	874
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	81	83	50	33	9	8	869
ON THE BUS									
Route/destination information on the outside of the bus	-	-	89	86	57	29	11	4	855
The cleanliness and condition of the outside of the bus	-	-	83	84	45	39	12	5	835
The ease of getting onto and off the bus	-	-	89	89	58	31	6	4	867
The length of time it took to board	-	-	87	89	60	28	7	4	850
The cleanliness and condition of the inside of the bus	-	-	75	80	36	44	12	8	882
The information provided inside the bus	-	-	68	74	36	38	21	5	800
The availability of seating or space to stand	-	-	86	87	51	36	6	7	872
The comfort of the seats	-	-	76	76	33	43	14	10	871
The amount of personal space you had around you	-	-	73	77	39	38	13	10	877
Provision of grab rails to stand/move within the bus	-	-	83	84	44	40	11	5	860
The temperature inside the bus	-	-	79	79	38	41	14	7	870
Your personal security whilst on the bus	-	-	84	87	50	37	10	3	851
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	90	90	62	29	7	3	820
The driver's appearance	-	-	86	90	63	27	9	1	782
The greeting/welcome you got from the driver	-	-	70	77	46	31	16	7	812
The helpfulness and attitude of the driver	-	-	71	77	49	28	18	5	784
The time the driver gave you to get to your seat	-	-	71	75	43	32	17	8	817
Smoothness/freedom from jolting during the journey	-	-	72	75	37	39	15	9	832
Safety of the driving (i.e. speed, driver concentrating)	-	-	87	88	57	30	9	4	824

Diamond Bus in West Midlands

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	-	86	-	87	48	39	11	3	257
Fare-paying passengers	-	82	-	86	43	43	12	2	151
Free-pass holders	-	93	-	89	58	31	6	4	100
Aged 16 to 34	-	73	-	79	39	40	19	2	87
Aged 35 to 59	-	84	-	-	-	-	-	-	-
Passengers commuting	-	82	-	83	38	46	14	3	94
Passengers not commuting	-	88	-	89	55	33	9	2	160
Passengers saying they have a disability	-	90	-	-	-	-	-	-	-
VALUE FOR MONEY									
All fare-paying passengers	-	73	-	69	25	44	19	12	150
Aged 16 to 34	-	73	-	65	20	45	24	11	85
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	77	-	64	19	44	23	14	91
Passengers not commuting	-	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	74	-	81	48	34	10	9	238
The length of time waited	-	73	-	81	51	30	10	9	257
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	89	-	84	52	32	14	2	258
ON THE BUS									
Route/destination information on the outside of the bus	-	85	-	83	49	35	13	4	236
The cleanliness and condition of the outside of the bus	-	85	-	83	33	50	14	3	232
The ease of getting onto and off the bus	-	88	-	89	50	39	9	2	249
The length of time it took to board	-	87	-	90	51	39	9	1	243
The cleanliness and condition of the inside of the bus	-	85	-	78	33	45	18	4	261
The information provided inside the bus	-	71	-	68	26	43	28	4	233
The availability of seating or space to stand	-	84	-	88	45	42	9	3	254
The comfort of the seats	-	81	-	76	32	44	20	4	256
The amount of personal space you had around you	-	81	-	79	31	48	16	5	252
Provision of grab rails to stand/move within the bus	-	84	-	86	41	45	12	2	252
The temperature inside the bus	-	82	-	78	31	46	18	4	254
Your personal security whilst on the bus	-	84	-	82	37	45	14	3	246
THE BUS DRIVER									
How near to the kerb the driver stopped	-	90	-	87	57	30	11	2	250
The driver's appearance	-	89	-	87	50	36	12	1	240
The greeting/welcome you got from the driver	-	80	-	76	38	37	19	6	242
The helpfulness and attitude of the driver	-	80	-	77	40	37	18	5	237
The time the driver gave you to get to your seat	-	82	-	78	43	35	17	5	248
Smoothness/freedom from jolting during the journey	-	82	-	78	37	40	14	8	248
Safety of the driving (i.e. speed, driver concentrating)	-	86	-	86	46	40	11	3	234

First in Essex

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	77	81	86	78	40	38	13	9	630
Fare-paying passengers	70	76	84	71	28	43	15	13	271
Free-pass holders	92	89	91	89	57	32	8	3	352
Aged 16 to 34	-	73	78	64	23	41	21	15	128
Aged 35 to 59	79	80	93	80	40	39	11	9	154
Passengers commuting	65	71	79	73	27	46	13	14	189
Passengers not commuting	90	88	93	85	52	33	11	4	418
Passengers saying they have a disability	86	77	86	80	39	42	11	8	190
VALUE FOR MONEY									
All fare-paying passengers	45	46	51	44	16	28	19	37	266
Aged 16 to 34	-	41	46	36	12	24	17	47	116
Aged 35 to 59	48	54	60	57	21	37	23	20	121
Passengers commuting	34	40	48	44	16	29	18	38	167
Passengers not commuting	-	-	58	44	17	27	22	34	89
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	54	72	69	62	34	28	14	25	589
The length of time waited	61	71	69	65	34	31	14	20	620
ON-BUS JOURNEY TIME									
Time journey on the bus took	80	83	83	81	51	30	12	7	633
ON THE BUS									
Route/destination information on the outside of the bus	81	81	83	82	52	30	12	5	601
The cleanliness and condition of the outside of the bus	68	72	74	71	30	40	19	10	596
The ease of getting onto and off the bus	87	87	91	88	51	37	9	3	625
The length of time it took to board	84	86	88	86	53	33	10	3	608
The cleanliness and condition of the inside of the bus	67	69	75	67	24	44	15	17	633
The information provided inside the bus	52	51	58	52	21	31	36	12	540
The availability of seating or space to stand	80	80	86	78	40	38	11	11	621
The comfort of the seats	66	65	70	62	26	36	21	18	612
The amount of personal space you had around you	65	66	73	65	27	37	16	19	612
Provision of grab rails to stand/move within the bus	75	77	81	76	31	45	15	9	612
The temperature inside the bus	67	72	77	70	28	41	17	13	615
Your personal security whilst on the bus	79	79	82	76	36	39	18	6	617
THE BUS DRIVER									
How near to the kerb the driver stopped	87	89	93	89	56	33	9	2	608
The driver's appearance	80	87	89	86	51	35	12	2	583
The greeting/welcome you got from the driver	58	70	71	62	38	24	23	16	596
The helpfulness and attitude of the driver	58	71	72	64	39	25	23	13	588
The time the driver gave you to get to your seat	71	76	79	70	37	33	17	13	600
Smoothness/freedom from jolting during the journey	67	76	78	66	30	36	17	17	602
Safety of the driving (i.e. speed, driver concentrating)	79	87	89	81	43	38	12	7	598

First in Greater Manchester

Key results

Satisfaction (%)	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	79	84	84	81	37	44	10	8	370
Fare-paying passengers	79	80	83	81	34	47	9	10	229
Free-pass holders	78	93	88	85	51	33	13	3	135
Aged 16 to 34	-	77	81	80	33	47	9	11	112
Aged 35 to 59	-	89	85	79	36	43	13	7	113
Passengers commuting	79	76	83	76	33	43	12	11	167
Passengers not commuting	82	92	85	87	43	43	8	5	192
Passengers saying they have a disability	-	88	82	76	32	43	18	7	91
VALUE FOR MONEY									
All fare-paying passengers	40	71	73	63	27	36	18	19	221
Aged 16 to 34	-	68	71	54	20	34	24	21	100
Aged 35 to 59	-	75	75	75	36	39	11	15	99
Passengers commuting	40	72	72	61	27	34	22	17	152
Passengers not commuting	-	70	74	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	59	68	75	67	35	32	14	20	347
The length of time waited	59	72	75	67	33	34	14	19	372
ON-BUS JOURNEY TIME									
Time journey on the bus took	79	82	86	84	46	38	11	5	373
ON THE BUS									
Route/destination information on the outside of the bus	78	82	84	80	47	32	17	4	349
The cleanliness and condition of the outside of the bus	76	75	79	76	32	44	18	6	345
The ease of getting onto and off the bus	83	88	91	91	52	39	5	3	364
The length of time it took to board	85	88	89	88	50	37	10	3	360
The cleanliness and condition of the inside of the bus	74	74	74	70	26	44	15	15	369
The information provided inside the bus	56	63	63	61	21	40	30	9	335
The availability of seating or space to stand	80	85	84	83	45	38	12	5	364
The comfort of the seats	77	78	76	72	30	41	16	13	370
The amount of personal space you had around you	70	76	75	72	31	40	17	12	367
Provision of grab rails to stand/move within the bus	83	85	83	80	37	43	16	4	363
The temperature inside the bus	78	77	74	70	27	43	19	12	364
Your personal security whilst on the bus	81	80	79	77	33	44	19	4	363
THE BUS DRIVER									
How near to the kerb the driver stopped	87	90	90	92	50	42	7	2	351
The driver's appearance	78	88	87	84	48	37	13	2	343
The greeting/welcome you got from the driver	54	68	65	65	29	36	21	15	348
The helpfulness and attitude of the driver	60	70	68	66	34	32	24	10	339
The time the driver gave you to get to your seat	65	72	73	69	33	35	16	15	349
Smoothness/freedom from jolting during the journey	66	72	70	69	29	40	16	14	352
Safety of the driving (i.e. speed, driver concentrating)	78	86	85	81	46	36	14	5	352

First in Norfolk

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	-	89	89	88	42	46	7	5	811
Fare-paying passengers	-	86	87	85	32	53	9	6	334
Free-pass holders	-	94	95	93	61	32	5	2	469
Aged 16 to 34	-	87	86	85	29	57	8	6	158
Aged 35 to 59	-	88	89	84	38	46	10	5	177
Passengers commuting	-	87	85	85	29	57	9	6	228
Passengers not commuting	-	91	92	90	52	38	6	4	557
Passengers saying they have a disability	-	87	93	88	41	47	7	6	229
VALUE FOR MONEY									
All fare-paying passengers	-	53	54	63	27	36	14	24	329
Aged 16 to 34	-	48	47	62	26	36	14	24	145
Aged 35 to 59	-	64	70	64	28	36	13	24	151
Passengers commuting	-	48	50	63	28	35	12	25	195
Passengers not commuting	-	62	58	63	25	38	16	21	132
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	79	77	72	42	29	12	16	746
The length of time waited	-	82	78	74	44	30	13	14	805
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	86	85	87	50	37	8	5	819
ON THE BUS									
Route/destination information on the outside of the bus	-	82	82	85	54	31	11	4	783
The cleanliness and condition of the outside of the bus	-	74	79	81	37	44	13	6	767
The ease of getting onto and off the bus	-	88	91	89	57	32	8	3	807
The length of time it took to board	-	86	92	91	58	33	5	4	789
The cleanliness and condition of the inside of the bus	-	75	76	77	34	44	12	10	803
The information provided inside the bus	-	48	54	59	24	36	32	9	667
The availability of seating or space to stand	-	82	86	85	47	38	8	7	800
The comfort of the seats	-	63	68	67	29	38	17	16	800
The amount of personal space you had around you	-	66	67	74	32	42	15	11	791
Provision of grab rails to stand/move within the bus	-	75	83	85	42	43	11	5	788
The temperature inside the bus	-	72	76	79	37	43	14	7	794
Your personal security whilst on the bus	-	82	85	87	49	38	10	2	792
THE BUS DRIVER									
How near to the kerb the driver stopped	-	92	89	94	63	31	5	1	783
The driver's appearance	-	86	88	88	57	31	10	2	766
The greeting/welcome you got from the driver	-	68	70	71	41	30	21	8	778
The helpfulness and attitude of the driver	-	69	70	72	42	29	20	8	758
The time the driver gave you to get to your seat	-	74	76	81	46	35	12	6	776
Smoothness/freedom from jolting during the journey	-	74	74	75	35	40	14	11	778
Safety of the driving (i.e. speed, driver concentrating)	-	86	87	89	51	38	10	2	774

First Potteries

Key results

Satisfaction (%)	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	-	-	86	79	41	38	14	8	935
Fare-paying passengers	-	-	83	75	31	44	16	9	490
Free-pass holders	-	-	91	85	58	27	10	5	432
Aged 16 to 34	-	-	80	72	27	45	17	11	293
Aged 35 to 59	-	-	88	78	42	36	14	8	239
Passengers commuting	-	-	79	72	28	43	18	11	371
Passengers not commuting	-	-	91	86	52	34	10	4	527
Passengers saying they have a disability	-	-	85	76	41	34	15	10	295
VALUE FOR MONEY									
All fare-paying passengers	-	-	64	64	26	38	17	19	480
Aged 16 to 34	-	-	62	59	23	35	18	23	256
Aged 35 to 59	-	-	69	73	30	43	15	12	191
Passengers commuting	-	-	63	62	25	37	18	20	309
Passengers not commuting	-	-	67	67	28	39	15	18	160
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	70	65	35	30	13	22	860
The length of time waited	-	-	71	67	34	33	12	21	928
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	83	84	50	34	11	5	941
ON THE BUS									
Route/destination information on the outside of the bus	-	-	84	81	52	30	13	6	899
The cleanliness and condition of the outside of the bus	-	-	76	72	30	42	18	9	868
The ease of getting onto and off the bus	-	-	91	88	56	32	9	3	910
The length of time it took to board	-	-	91	88	57	30	9	3	891
The cleanliness and condition of the inside of the bus	-	-	75	72	27	45	13	15	923
The information provided inside the bus	-	-	57	56	21	35	28	17	814
The availability of seating or space to stand	-	-	86	84	45	39	9	7	912
The comfort of the seats	-	-	73	68	28	40	15	17	915
The amount of personal space you had around you	-	-	72	71	33	38	13	16	909
Provision of grab rails to stand/move within the bus	-	-	82	83	40	43	10	7	891
The temperature inside the bus	-	-	77	76	34	42	12	12	906
Your personal security whilst on the bus	-	-	82	80	39	41	14	6	906
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	94	91	58	32	6	3	900
The driver's appearance	-	-	91	90	56	34	8	2	854
The greeting/welcome you got from the driver	-	-	69	71	38	33	18	11	870
The helpfulness and attitude of the driver	-	-	72	71	39	32	20	9	868
The time the driver gave you to get to your seat	-	-	81	80	44	36	13	7	887
Smoothness/freedom from jolting during the journey	-	-	71	71	33	38	16	13	887
Safety of the driving (i.e. speed, driver concentrating)	-	-	88	88	53	35	9	4	884

First South Coast

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	-	-	86	85	45	41	8	6	877
Fare-paying passengers	-	-	82	80	33	47	11	9	377
Free-pass holders	-	-	94	93	63	31	5	2	491
Aged 16 to 34	-	-	80	79	29	50	11	10	164
Aged 35 to 59	-	-	84	83	44	39	10	7	213
Passengers commuting	-	-	80	77	29	48	12	11	277
Passengers not commuting	-	-	90	92	58	35	5	3	566
Passengers saying they have a disability	-	-	87	86	49	36	10	4	274
VALUE FOR MONEY									
All fare-paying passengers	-	-	56	49	20	29	22	29	364
Aged 16 to 34	-	-	54	39	16	24	24	37	140
Aged 35 to 59	-	-	59	59	24	35	20	20	176
Passengers commuting	-	-	57	43	15	28	22	35	233
Passengers not commuting	-	-	57	62	30	31	22	16	126
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	73	74	41	33	12	14	796
The length of time waited	-	-	76	74	41	33	11	15	850
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	89	85	51	34	9	6	865
ON THE BUS									
Route/destination information on the outside of the bus	-	-	83	82	50	33	13	4	819
The cleanliness and condition of the outside of the bus	-	-	79	82	38	45	13	5	815
The ease of getting onto and off the bus	-	-	90	92	56	36	6	2	851
The length of time it took to board	-	-	91	91	55	35	8	2	829
The cleanliness and condition of the inside of the bus	-	-	81	78	37	41	11	11	852
The information provided inside the bus	-	-	63	69	32	37	24	7	787
The availability of seating or space to stand	-	-	86	85	47	38	9	6	845
The comfort of the seats	-	-	79	76	36	40	15	9	843
The amount of personal space you had around you	-	-	76	73	33	41	15	12	838
Provision of grab rails to stand/move within the bus	-	-	85	84	40	44	10	5	835
The temperature inside the bus	-	-	77	71	32	39	15	14	839
Your personal security whilst on the bus	-	-	84	82	43	38	14	4	828
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	91	93	60	33	5	2	837
The driver's appearance	-	-	89	87	56	32	10	2	818
The greeting/welcome you got from the driver	-	-	70	72	42	30	18	10	823
The helpfulness and attitude of the driver	-	-	69	72	44	29	20	8	803
The time the driver gave you to get to your seat	-	-	81	82	46	37	10	8	830
Smoothness/freedom from jolting during the journey	-	-	74	74	37	38	14	12	835
Safety of the driving (i.e. speed, driver concentrating)	-	-	87	88	53	35	9	3	834

First in South Yorkshire

Key results

Satisfaction (%)	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	81	88	87	83	42	41	10	7	913
Fare-paying passengers	78	87	86	77	34	43	14	10	430
Free-pass holders	88	90	91	92	55	37	5	3	473
Aged 16 to 34	74	87	83	73	27	46	17	10	188
Aged 35 to 59	83	86	87	85	46	40	7	8	257
Passengers commuting	77	86	84	72	28	44	17	10	272
Passengers not commuting	85	90	89	90	51	38	6	5	612
Passengers saying they have a disability	81	89	86	82	40	42	10	9	282
VALUE FOR MONEY									
All fare-paying passengers	56	63	67	60	26	34	15	25	423
Aged 16 to 34	55	60	65	53	20	33	17	30	171
Aged 35 to 59	56	66	69	66	33	33	14	20	207
Passengers commuting	57	67	69	59	23	35	15	26	242
Passengers not commuting	53	56	65	62	30	32	15	23	171
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	62	72	69	67	38	29	13	20	836
The length of time waited	68	75	73	69	36	33	13	18	908
ON-BUS JOURNEY TIME									
Time journey on the bus took	83	87	85	82	50	32	10	7	916
ON THE BUS									
Route/destination information on the outside of the bus	79	85	85	81	50	31	13	6	867
The cleanliness and condition of the outside of the bus	72	77	80	72	32	40	18	10	848
The ease of getting onto and off the bus	89	91	92	88	57	31	9	3	902
The length of time it took to board	88	89	90	88	57	31	9	3	878
The cleanliness and condition of the inside of the bus	71	73	76	71	25	46	14	15	905
The information provided inside the bus	55	59	63	57	21	36	33	11	787
The availability of seating or space to stand	83	86	88	82	45	37	11	6	894
The comfort of the seats	64	70	75	66	27	38	17	18	893
The amount of personal space you had around you	66	75	76	74	33	41	13	13	897
Provision of grab rails to stand/move within the bus	79	85	88	79	39	40	14	7	894
The temperature inside the bus	76	78	81	75	34	41	16	9	894
Your personal security whilst on the bus	83	83	87	81	41	40	15	4	891
THE BUS DRIVER									
How near to the kerb the driver stopped	88	93	91	91	60	31	7	2	884
The driver's appearance	85	89	90	90	58	32	9	2	842
The greeting/welcome you got from the driver	62	65	68	68	36	32	21	11	855
The helpfulness and attitude of the driver	64	67	70	68	37	31	23	9	836
The time the driver gave you to get to your seat	70	76	76	70	40	30	17	13	855
Smoothness/freedom from jolting during the journey	73	76	74	71	33	37	15	14	862
Safety of the driving (i.e. speed, driver concentrating)	86	89	88	85	53	33	10	4	856

First in West of England Partnership

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	80	83	85	88	47	41	8	4	1344
Fare-paying passengers	77	81	82	85	41	44	9	5	763
Free-pass holders	88	90	93	94	61	33	3	2	568
Aged 16 to 34	74	79	79	84	34	50	11	5	330
Aged 35 to 59	80	83	85	89	50	39	6	5	412
Passengers commuting	77	78	81	84	41	43	11	5	525
Passengers not commuting	85	88	88	92	53	39	4	4	788
Passengers saying they have a disability	83	78	84	88	45	42	8	4	317
VALUE FOR MONEY									
All fare-paying passengers	33	43	61	66	26	40	17	18	746
Aged 16 to 34	31	41	55	61	23	38	19	20	301
Aged 35 to 59	34	46	69	71	28	43	14	15	367
Passengers commuting	31	39	61	66	23	42	17	17	459
Passengers not commuting	41	51	59	65	30	35	16	18	277
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	69	71	69	74	46	28	11	15	1269
The length of time waited	73	71	70	76	47	30	11	13	1332
ON-BUS JOURNEY TIME									
Time journey on the bus took	82	80	81	85	54	31	9	6	1357
ON THE BUS									
Route/destination information on the outside of the bus	81	81	84	83	53	31	13	4	1266
The cleanliness and condition of the outside of the bus	75	78	79	81	41	40	14	5	1271
The ease of getting onto and off the bus	87	88	90	91	61	30	7	2	1338
The length of time it took to board	85	87	87	91	58	33	6	3	1313
The cleanliness and condition of the inside of the bus	71	75	77	81	38	43	11	8	1336
The information provided inside the bus	54	53	59	64	30	34	28	8	1176
The availability of seating or space to stand	81	85	84	88	52	36	6	5	1330
The comfort of the seats	66	73	77	77	36	41	14	9	1328
The amount of personal space you had around you	63	71	73	76	36	40	13	11	1324
Provision of grab rails to stand/move within the bus	74	80	82	82	43	39	14	4	1296
The temperature inside the bus	70	75	72	80	38	42	14	7	1325
Your personal security whilst on the bus	76	82	83	88	49	39	10	3	1311
THE BUS DRIVER									
How near to the kerb the driver stopped	88	90	91	93	66	28	6	1	1294
The driver's appearance	84	86	86	88	59	29	10	1	1244
The greeting/welcome you got from the driver	61	66	68	74	43	31	17	9	1284
The helpfulness and attitude of the driver	65	67	69	76	44	31	17	7	1257
The time the driver gave you to get to your seat	75	76	80	82	53	29	12	6	1288
Smoothness/freedom from jolting during the journey	67	72	74	78	43	35	14	8	1287
Safety of the driving (i.e. speed, driver concentrating)	81	85	87	88	54	34	9	3	1302

First in West Yorkshire

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	84	88	85	85	39	46	11	4	1249
Fare-paying passengers	82	86	83	84	33	51	12	4	681
Free-pass holders	90	94	91	87	54	34	9	4	543
Aged 16 to 34	78	83	81	79	27	52	16	4	301
Aged 35 to 59	86	90	85	88	40	48	7	5	391
Passengers commuting	79	84	81	83	30	52	12	5	466
Passengers not commuting	89	90	89	88	47	40	9	3	743
Passengers saying they have a disability	84	88	86	87	46	41	9	4	349
VALUE FOR MONEY									
All fare-paying passengers	55	54	66	58	22	36	22	20	662
Aged 16 to 34	51	50	65	48	20	28	28	24	272
Aged 35 to 59	58	60	67	68	24	44	17	14	327
Passengers commuting	55	53	67	58	21	37	25	18	404
Passengers not commuting	56	55	64	58	24	34	18	23	246
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	66	80	74	72	41	32	12	16	1164
The length of time waited	70	81	75	76	42	33	12	12	1240
ON-BUS JOURNEY TIME									
Time journey on the bus took	86	83	82	84	49	35	10	6	1266
ON THE BUS									
Route/destination information on the outside of the bus	83	84	84	81	49	32	16	4	1209
The cleanliness and condition of the outside of the bus	75	77	79	79	35	44	15	7	1176
The ease of getting onto and off the bus	90	90	90	88	53	36	7	4	1237
The length of time it took to board	89	90	88	87	54	33	9	4	1217
The cleanliness and condition of the inside of the bus	73	75	76	75	29	46	12	12	1245
The information provided inside the bus	60	61	64	62	23	39	30	8	1098
The availability of seating or space to stand	86	87	85	83	42	40	10	7	1236
The comfort of the seats	71	75	72	72	28	44	16	13	1238
The amount of personal space you had around you	72	74	73	71	29	42	15	14	1234
Provision of grab rails to stand/move within the bus	83	85	84	83	37	46	11	6	1213
The temperature inside the bus	75	77	77	76	31	45	15	9	1231
Your personal security whilst on the bus	80	83	83	81	39	42	16	4	1232
THE BUS DRIVER									
How near to the kerb the driver stopped	92	90	90	90	56	34	7	3	1198
The driver's appearance	87	87	86	88	55	33	11	2	1122
The greeting/welcome you got from the driver	61	64	61	66	34	32	23	11	1147
The helpfulness and attitude of the driver	63	67	63	68	35	32	24	9	1111
The time the driver gave you to get to your seat	71	73	68	71	34	37	17	12	1151
Smoothness/freedom from jolting during the journey	73	74	73	74	31	42	15	11	1187
Safety of the driving (i.e. speed, driver concentrating)	84	87	84	85	46	39	13	3	1190

First in City of York

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	-	86	92	91	54	37	6	3	430
Fare-paying passengers	-	80	88	90	48	42	7	3	220
Free-pass holders	-	94	97	93	65	28	5	2	206
Aged 16 to 34	-	76	83	89	42	47	7	4	87
Aged 35 to 59	-	87	94	89	52	38	8	2	132
Passengers commuting	-	77	85	88	43	46	8	4	145
Passengers not commuting	-	90	94	92	62	30	5	2	273
Passengers saying they have a disability	-	87	92	82	49	33	12	6	101
VALUE FOR MONEY									
All fare-paying passengers	-	62	67	71	34	37	14	15	217
Aged 16 to 34	-	55	58	67	27	40	16	17	83
Aged 35 to 59	-	68	75	74	40	35	13	13	112
Passengers commuting	-	62	69	70	30	40	11	18	132
Passengers not commuting	-	61	65	74	41	32	17	9	80
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	76	82	78	52	26	10	11	385
The length of time waited	-	74	85	79	51	28	11	10	419
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	86	91	88	59	29	9	3	422
ON THE BUS									
Route/destination information on the outside of the bus	-	86	89	88	60	28	10	2	402
The cleanliness and condition of the outside of the bus	-	82	87	85	51	34	11	4	409
The ease of getting onto and off the bus	-	90	95	92	66	27	6	2	425
The length of time it took to board	-	91	94	91	66	25	7	2	416
The cleanliness and condition of the inside of the bus	-	85	88	89	48	41	8	3	422
The information provided inside the bus	-	70	76	73	36	37	22	5	384
The availability of seating or space to stand	-	87	92	88	53	35	7	5	418
The comfort of the seats	-	76	81	78	37	42	14	8	414
The amount of personal space you had around you	-	78	83	79	46	34	14	7	414
Provision of grab rails to stand/move within the bus	-	86	90	86	48	38	11	3	409
The temperature inside the bus	-	81	82	78	42	36	15	7	417
Your personal security whilst on the bus	-	86	92	88	54	33	11	2	413
THE BUS DRIVER									
How near to the kerb the driver stopped	-	91	96	93	66	28	6	1	418
The driver's appearance	-	88	94	92	65	26	8	0	409
The greeting/welcome you got from the driver	-	69	83	80	52	28	15	5	415
The helpfulness and attitude of the driver	-	72	84	80	53	27	16	4	412
The time the driver gave you to get to your seat	-	78	91	85	56	29	11	4	417
Smoothness/freedom from jolting during the journey	-	77	87	82	47	34	13	5	421
Safety of the driving (i.e. speed, driver concentrating)	-	85	93	89	63	26	10	2	419

Go North East in Tyne and Wear

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	86	90	90	89	52	37	8	3	558
Fare-paying passengers	83	86	87	86	47	39	9	4	288
Free-pass holders	92	95	95	94	62	32	5	2	262
Aged 16 to 34	80	84	84	85	39	46	11	4	113
Aged 35 to 59	87	89	91	89	57	32	6	5	164
Passengers commuting	83	84	84	89	40	50	7	4	187
Passengers not commuting	88	93	94	89	62	27	8	3	353
Passengers saying they have a disability	87	87	90	-	-	-	-	-	-
VALUE FOR MONEY									
All fare-paying passengers	56	66	62	67	35	33	15	18	281
Aged 16 to 34	52	59	58	59	33	26	16	24	102
Aged 35 to 59	62	74	67	74	35	38	14	12	140
Passengers commuting	60	63	59	66	35	30	15	20	164
Passengers not commuting	51	73	67	72	34	38	13	15	112
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	77	82	78	79	50	29	11	11	520
The length of time waited	77	82	78	82	49	33	10	8	549
ON-BUS JOURNEY TIME									
Time journey on the bus took	86	91	89	84	54	30	13	3	558
ON THE BUS									
Route/destination information on the outside of the bus	85	90	90	87	58	29	10	3	536
The cleanliness and condition of the outside of the bus	82	87	86	84	46	37	10	6	528
The ease of getting onto and off the bus	91	94	95	93	64	29	6	1	541
The length of time it took to board	91	93	95	93	66	27	6	1	532
The cleanliness and condition of the inside of the bus	81	85	83	82	40	42	10	8	547
The information provided inside the bus	73	75	72	71	35	36	23	7	507
The availability of seating or space to stand	84	91	88	89	55	34	8	3	541
The comfort of the seats	77	81	79	78	41	37	12	10	546
The amount of personal space you had around you	75	80	79	80	40	39	11	10	541
Provision of grab rails to stand/move within the bus	83	87	85	88	50	37	9	3	535
The temperature inside the bus	79	82	77	78	40	38	12	10	541
Your personal security whilst on the bus	85	88	88	88	52	36	10	2	541
THE BUS DRIVER									
How near to the kerb the driver stopped	89	92	93	92	67	25	6	2	536
The driver's appearance	89	92	91	90	65	26	7	2	520
The greeting/welcome you got from the driver	73	74	74	75	48	28	18	6	521
The helpfulness and attitude of the driver	77	76	75	72	48	24	21	7	515
The time the driver gave you to get to your seat	81	81	80	80	52	28	14	6	526
Smoothness/freedom from jolting during the journey	75	76	77	77	45	33	14	8	537
Safety of the driving (i.e. speed, driver concentrating)	86	88	89	86	61	25	11	3	532

Hedingham and Chambers

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	-	-	93	86	53	33	7	7	261
Fare-paying passengers	-	-	89	76	40	35	15	9	83
Free-pass holders	-	-	96	97	65	32	0	3	177
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	98	94	63	31	2	4	197
Passengers saying they have a disability	-	-	96	96	53	43	2	2	82
VALUE FOR MONEY									
All fare-paying passengers	-	-	64	54	24	30	16	31	83
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	83	78	40	38	11	11	254
The length of time waited	-	-	81	73	35	38	17	10	251
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	88	86	61	25	7	7	269
ON THE BUS									
Route/destination information on the outside of the bus	-	-	89	88	53	35	8	4	250
The cleanliness and condition of the outside of the bus	-	-	83	77	34	43	17	6	252
The ease of getting onto and off the bus	-	-	97	90	55	35	5	4	259
The length of time it took to board	-	-	95	90	59	31	5	5	249
The cleanliness and condition of the inside of the bus	-	-	87	77	32	45	15	8	266
The information provided inside the bus	-	-	65	49	16	33	39	13	221
The availability of seating or space to stand	-	-	93	85	52	33	8	7	258
The comfort of the seats	-	-	79	76	29	47	12	11	258
The amount of personal space you had around you	-	-	85	83	30	53	9	8	256
Provision of grab rails to stand/move within the bus	-	-	89	85	44	40	10	6	257
The temperature inside the bus	-	-	81	80	37	43	14	7	257
Your personal security whilst on the bus	-	-	88	85	44	41	8	7	254
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	94	94	60	34	3	3	248
The driver's appearance	-	-	93	90	58	33	7	3	247
The greeting/welcome you got from the driver	-	-	84	76	51	25	17	8	247
The helpfulness and attitude of the driver	-	-	84	80	54	25	15	6	247
The time the driver gave you to get to your seat	-	-	90	77	52	25	18	5	245
Smoothness/freedom from jolting during the journey	-	-	84	67	38	29	19	14	245
Safety of the driving (i.e. speed, driver concentrating)	-	-	94	88	50	38	9	3	244

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	-	-	94	96	63	33	2	2	340
Fare-paying passengers	-	-	93	94	54	40	3	3	148
Free-pass holders	-	-	97	99	79	20	1	0	187
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	95	97	55	42	2	2	86
Passengers commuting	-	-	89	96	60	36	3	1	136
Passengers not commuting	-	-	97	96	66	30	1	3	195
Passengers saying they have a disability	-	-	91	95	62	33	5	0	90
VALUE FOR MONEY									
All fare-paying passengers	-	-	66	81	43	38	9	10	145
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	73	-	-	-	-	-	-
Passengers commuting	-	-	54	84	48	36	10	6	112
Passengers not commuting	-	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	90	85	64	21	3	12	326
The length of time waited	-	-	88	84	57	27	5	11	330
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	90	94	72	22	3	3	341
ON THE BUS									
Route/destination information on the outside of the bus	-	-	92	88	67	21	8	4	321
The cleanliness and condition of the outside of the bus	-	-	94	93	66	27	5	2	333
The ease of getting onto and off the bus	-	-	97	96	75	21	3	1	333
The length of time it took to board	-	-	95	94	69	25	4	2	329
The cleanliness and condition of the inside of the bus	-	-	94	92	62	30	7	1	340
The information provided inside the bus	-	-	74	75	43	32	20	5	294
The availability of seating or space to stand	-	-	94	91	63	28	6	2	329
The comfort of the seats	-	-	88	90	53	37	4	6	335
The amount of personal space you had around you	-	-	87	82	47	36	11	7	332
Provision of grab rails to stand/move within the bus	-	-	91	88	56	32	9	3	323
The temperature inside the bus	-	-	87	87	53	34	8	5	332
Your personal security whilst on the bus	-	-	95	92	61	32	6	1	332
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	95	96	75	21	4	1	336
The driver's appearance	-	-	95	94	71	23	4	1	334
The greeting/welcome you got from the driver	-	-	90	90	62	28	6	4	333
The helpfulness and attitude of the driver	-	-	91	89	61	29	7	4	328
The time the driver gave you to get to your seat	-	-	93	91	68	23	7	3	326
Smoothness/freedom from jolting during the journey	-	-	88	87	59	28	8	6	329
Safety of the driving (i.e. speed, driver concentrating)	-	-	95	92	67	25	7	1	332

Metrobus (excludes TfL routes)

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	-	-	90	89	51	38	6	4	513
Fare-paying passengers	-	-	88	88	43	45	7	6	225
Free-pass holders	-	-	96	95	70	25	4	2	276
Aged 16 to 34	-	-	85	82	37	46	11	7	109
Aged 35 to 59	-	-	90	94	53	41	2	4	136
Passengers commuting	-	-	85	86	43	43	9	5	181
Passengers not commuting	-	-	95	93	59	34	4	4	318
Passengers saying they have a disability	-	-	90	84	45	39	9	8	115
VALUE FOR MONEY									
All fare-paying passengers	-	-	65	66	26	39	14	21	220
Aged 16 to 34	-	-	63	57	22	35	14	29	94
Aged 35 to 59	-	-	68	77	32	44	14	9	112
Passengers commuting	-	-	69	67	24	43	12	20	151
Passengers not commuting	-	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	77	77	50	28	9	14	486
The length of time waited	-	-	76	76	45	31	13	10	515
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	87	89	59	30	8	3	529
ON THE BUS									
Route/destination information on the outside of the bus	-	-	90	88	61	27	10	1	503
The cleanliness and condition of the outside of the bus	-	-	86	83	44	39	12	5	500
The ease of getting onto and off the bus	-	-	94	92	62	30	5	3	517
The length of time it took to board	-	-	93	92	65	28	5	2	509
The cleanliness and condition of the inside of the bus	-	-	83	80	33	46	14	7	518
The information provided inside the bus	-	-	80	77	44	34	18	5	484
The availability of seating or space to stand	-	-	90	87	53	34	7	6	513
The comfort of the seats	-	-	78	74	37	37	16	10	518
The amount of personal space you had around you	-	-	79	74	39	35	14	11	510
Provision of grab rails to stand/move within the bus	-	-	85	82	44	38	12	6	499
The temperature inside the bus	-	-	83	77	41	36	12	11	511
Your personal security whilst on the bus	-	-	89	83	48	35	14	3	508
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	93	90	63	27	8	2	496
The driver's appearance	-	-	92	88	65	23	7	4	468
The greeting/welcome you got from the driver	-	-	77	70	42	28	20	10	487
The helpfulness and attitude of the driver	-	-	79	70	47	23	24	6	466
The time the driver gave you to get to your seat	-	-	84	75	47	28	17	8	481
Smoothness/freedom from jolting during the journey	-	-	80	71	36	35	17	11	489
Safety of the driving (i.e. speed, driver concentrating)	-	-	88	88	57	31	8	4	492

National Express in West Midlands

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	78	86	85	85	37	47	11	4	3113
Fare-paying passengers	75	84	84	83	31	52	13	4	2085
Free-pass holders	88	92	89	90	56	34	7	3	932
Aged 16 to 34	74	83	82	80	30	50	15	5	1191
Aged 35 to 59	77	84	84	86	36	50	11	4	968
Passengers commuting	74	83	83	82	30	52	13	5	1457
Passengers not commuting	84	88	87	87	45	42	10	3	1549
Passengers saying they have a disability	77	87	84	83	42	42	12	4	695
VALUE FOR MONEY									
All fare-paying passengers	50	61	61	61	23	39	20	19	2037
Aged 16 to 34	45	55	57	58	21	36	20	22	1046
Aged 35 to 59	55	67	65	65	24	41	21	14	851
Passengers commuting	48	59	60	60	20	40	21	20	1291
Passengers not commuting	54	67	62	64	27	37	18	18	698
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	62	73	74	75	40	35	12	14	2928
The length of time waited	64	74	78	77	39	38	10	12	3139
ON-BUS JOURNEY TIME									
Time journey on the bus took	80	85	83	80	42	38	14	6	3143
ON THE BUS									
Route/destination information on the outside of the bus	78	82	83	83	43	40	14	3	2998
The cleanliness and condition of the outside of the bus	67	74	76	76	33	43	17	7	2975
The ease of getting onto and off the bus	86	87	87	88	46	42	8	4	3080
The length of time it took to board	86	87	87	88	48	40	8	4	3026
The cleanliness and condition of the inside of the bus	62	70	72	73	27	46	15	13	3142
The information provided inside the bus	57	65	66	69	26	43	25	6	2852
The availability of seating or space to stand	77	81	82	84	41	43	10	7	3070
The comfort of the seats	67	72	72	74	29	45	15	11	3055
The amount of personal space you had around you	61	69	71	73	29	44	16	12	3062
Provision of grab rails to stand/move within the bus	76	80	80	81	35	46	14	5	3026
The temperature inside the bus	69	74	75	78	31	47	14	8	3070
Your personal security whilst on the bus	69	74	75	79	33	46	16	5	3045
THE BUS DRIVER									
How near to the kerb the driver stopped	87	91	90	90	54	37	8	2	2976
The driver's appearance	82	85	85	86	50	35	13	2	2784
The greeting/welcome you got from the driver	50	59	60	61	29	32	28	11	2818
The helpfulness and attitude of the driver	53	62	62	65	31	34	27	8	2749
The time the driver gave you to get to your seat	60	70	71	73	34	38	20	7	2903
Smoothness/freedom from jolting during the journey	64	73	72	76	32	44	16	9	2940
Safety of the driving (i.e. speed, driver concentrating)	78	83	83	85	43	42	12	3	2864

Nottingham City Transport in Nottinghamshire

Key results

Satisfaction (%)	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	95	-	92	97	68	28	2	2	191
Fare-paying passengers	95	-	92	97	65	32	3	0	88
Free-pass holders	97	-	93	98	77	21	0	2	91
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	90	-	-	-	-	-	-
Passengers commuting	-	-	90	-	-	-	-	-	-
Passengers not commuting	94	-	93	100	81	19	0	0	137
Passengers saying they have a disability	-	-	-	-	-	-	-	-	-
VALUE FOR MONEY									
All fare-paying passengers	74	-	72	74	46	27	13	14	88
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	82	-	86	85	61	23	7	8	183
The length of time waited	84	-	86	85	55	30	11	5	191
ON-BUS JOURNEY TIME									
Time journey on the bus took	88	-	87	92	63	28	5	3	195
ON THE BUS									
Route/destination information on the outside of the bus	92	-	92	94	70	24	5	1	190
The cleanliness and condition of the outside of the bus	84	-	91	91	56	35	6	3	187
The ease of getting onto and off the bus	93	-	96	98	71	27	1	1	193
The length of time it took to board	97	-	96	96	72	24	3	1	189
The cleanliness and condition of the inside of the bus	89	-	89	93	50	43	4	4	193
The information provided inside the bus	74	-	84	86	49	37	12	1	181
The availability of seating or space to stand	91	-	91	95	63	32	2	3	190
The comfort of the seats	85	-	84	85	47	38	6	8	190
The amount of personal space you had around you	81	-	79	87	50	37	6	7	190
Provision of grab rails to stand/move within the bus	85	-	89	91	57	34	6	3	190
The temperature inside the bus	87	-	83	88	46	43	8	4	189
Your personal security whilst on the bus	95	-	93	92	59	33	7	1	190
THE BUS DRIVER									
How near to the kerb the driver stopped	94	-	94	94	78	16	5	1	186
The driver's appearance	91	-	92	93	77	16	6	1	180
The greeting/welcome you got from the driver	82	-	83	85	65	20	11	4	186
The helpfulness and attitude of the driver	84	-	81	84	70	15	13	3	177
The time the driver gave you to get to your seat	84	-	82	82	60	22	14	3	181
Smoothness/freedom from jolting during the journey	81	-	79	85	49	36	10	5	182
Safety of the driving (i.e. speed, driver concentrating)	88	-	91	94	72	23	4	2	179

Oxford Bus Company in Oxfordshire

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	94	-	86	91	58	33	7	3	199
Fare-paying passengers	94	-	85	89	52	37	8	3	119
Free-pass holders	95	-	96	96	74	22	3	1	79
Aged 16 to 34	-	-	84	-	-	-	-	-	-
Aged 35 to 59	96	-	85	-	-	-	-	-	-
Passengers commuting	94	-	82	89	52	37	8	3	77
Passengers not commuting	95	-	92	92	63	28	5	3	114
Passengers saying they have a disability	-	-	-	-	-	-	-	-	-
VALUE FOR MONEY									
All fare-paying passengers	60	-	59	64	23	41	18	17	118
Aged 16 to 34	-	-	54	-	-	-	-	-	-
Aged 35 to 59	66	-	66	-	-	-	-	-	-
Passengers commuting	56	-	59	-	-	-	-	-	-
Passengers not commuting	-	-	59	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	75	-	68	75	48	27	15	11	171
The length of time waited	80	-	71	77	54	23	13	10	194
ON-BUS JOURNEY TIME									
Time journey on the bus took	86	-	83	83	52	31	9	8	197
ON THE BUS									
Route/destination information on the outside of the bus	90	-	85	87	57	29	11	2	191
The cleanliness and condition of the outside of the bus	89	-	88	90	51	39	9	1	182
The ease of getting onto and off the bus	95	-	94	94	68	26	5	0	192
The length of time it took to board	92	-	94	91	67	24	8	2	188
The cleanliness and condition of the inside of the bus	90	-	86	87	41	46	8	5	197
The information provided inside the bus	64	-	66	77	35	42	20	4	173
The availability of seating or space to stand	91	-	90	94	64	30	5	1	196
The comfort of the seats	87	-	81	84	42	42	11	5	194
The amount of personal space you had around you	77	-	78	83	45	38	13	4	193
Provision of grab rails to stand/move within the bus	85	-	86	87	52	35	9	4	188
The temperature inside the bus	83	-	79	85	43	42	11	4	192
Your personal security whilst on the bus	90	-	88	92	58	33	8	0	192
THE BUS DRIVER									
How near to the kerb the driver stopped	94	-	93	92	66	26	7	1	193
The driver's appearance	92	-	92	91	64	26	9	1	184
The greeting/welcome you got from the driver	78	-	77	86	54	32	12	2	192
The helpfulness and attitude of the driver	79	-	78	85	56	29	14	1	182
The time the driver gave you to get to your seat	81	-	82	85	55	30	11	4	191
Smoothness/freedom from jolting during the journey	81	-	74	81	49	31	16	4	192
Safety of the driving (i.e. speed, driver concentrating)	91	-	90	92	63	29	7	1	191

Oxford Bus Park and Ride services

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	-	-	96	92	56	36	5	3	341
Fare-paying passengers	-	-	95	91	51	40	7	2	253
Free-pass holders	-	-	99	97	74	23	0	3	84
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	94	91	55	36	7	3	166
Passengers commuting	-	-	95	88	46	43	8	3	173
Passengers not commuting	-	-	96	97	69	27	2	1	165
Passengers saying they have a disability	-	-	-	-	-	-	-	-	-
VALUE FOR MONEY									
All fare-paying passengers	-	-	74	67	27	39	14	20	252
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	77	71	31	39	15	14	162
Passengers commuting	-	-	73	60	21	40	16	24	155
Passengers not commuting	-	-	77	80	40	40	9	11	96
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	90	76	49	27	10	15	309
The length of time waited	-	-	89	77	51	26	9	14	342
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	91	87	59	28	8	5	336
ON THE BUS									
Route/destination information on the outside of the bus	-	-	92	84	64	21	14	2	317
The cleanliness and condition of the outside of the bus	-	-	94	91	59	32	7	2	322
The ease of getting onto and off the bus	-	-	98	96	67	28	4	1	341
The length of time it took to board	-	-	95	93	64	29	3	3	341
The cleanliness and condition of the inside of the bus	-	-	94	94	54	39	5	2	340
The information provided inside the bus	-	-	76	67	33	34	30	2	295
The availability of seating or space to stand	-	-	98	92	62	30	3	4	337
The comfort of the seats	-	-	90	86	45	42	12	2	339
The amount of personal space you had around you	-	-	86	82	41	41	11	6	340
Provision of grab rails to stand/move within the bus	-	-	91	90	51	39	7	3	330
The temperature inside the bus	-	-	89	83	46	38	11	5	341
Your personal security whilst on the bus	-	-	94	92	59	33	8	0	338
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	95	94	70	25	6	0	326
The driver's appearance	-	-	91	91	62	30	9	0	319
The greeting/welcome you got from the driver	-	-	78	82	52	30	17	1	325
The helpfulness and attitude of the driver	-	-	77	84	52	32	14	2	320
The time the driver gave you to get to your seat	-	-	86	84	58	25	13	4	323
Smoothness/freedom from jolting during the journey	-	-	81	81	44	37	11	8	328
Safety of the driving (i.e. speed, driver concentrating)	-	-	92	92	60	33	8	0	329

Plymouth Citybus

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	-	-	93	84	45	39	10	6	515
Fare-paying passengers	-	-	92	81	37	44	12	7	288
Free-pass holders	-	-	95	90	61	29	6	4	215
Aged 16 to 34	-	-	89	78	34	43	16	7	155
Aged 35 to 59	-	-	95	84	42	42	7	9	157
Passengers commuting	-	-	91	78	29	49	14	8	211
Passengers not commuting	-	-	94	90	60	29	7	3	294
Passengers saying they have a disability	-	-	95	85	53	32	8	6	162
VALUE FOR MONEY									
All fare-paying passengers	-	-	62	56	22	34	22	22	283
Aged 16 to 34	-	-	53	50	15	35	23	26	136
Aged 35 to 59	-	-	73	61	28	33	22	17	127
Passengers commuting	-	-	57	55	16	39	23	22	180
Passengers not commuting	-	-	66	61	37	24	19	20	100
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	85	65	35	30	13	22	481
The length of time waited	-	-	83	68	38	30	14	18	502
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	90	81	49	33	14	5	513
ON THE BUS									
Route/destination information on the outside of the bus	-	-	89	80	45	36	17	3	486
The cleanliness and condition of the outside of the bus	-	-	84	79	36	43	17	4	485
The ease of getting onto and off the bus	-	-	93	90	56	34	8	3	501
The length of time it took to board	-	-	94	89	57	32	9	2	494
The cleanliness and condition of the inside of the bus	-	-	86	80	35	45	15	6	511
The information provided inside the bus	-	-	68	62	27	36	32	6	459
The availability of seating or space to stand	-	-	90	81	45	35	10	9	505
The comfort of the seats	-	-	80	71	31	40	17	11	494
The amount of personal space you had around you	-	-	81	69	33	37	17	14	499
Provision of grab rails to stand/move within the bus	-	-	87	80	40	40	13	6	491
The temperature inside the bus	-	-	79	75	33	42	17	7	496
Your personal security whilst on the bus	-	-	85	84	45	39	14	2	500
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	92	90	62	28	8	2	496
The driver's appearance	-	-	91	87	58	30	11	1	488
The greeting/welcome you got from the driver	-	-	85	80	49	30	14	6	493
The helpfulness and attitude of the driver	-	-	84	80	49	30	15	5	489
The time the driver gave you to get to your seat	-	-	88	86	54	31	9	5	496
Smoothness/freedom from jolting during the journey	-	-	81	79	38	42	13	8	497
Safety of the driving (i.e. speed, driver concentrating)	-	-	92	90	56	34	8	2	497

Reading Buses

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	90	94	89	93	58	34	4	3	926
Fare-paying passengers	88	93	87	91	52	40	5	4	524
Free-pass holders	94	97	96	96	73	23	2	2	384
Aged 16 to 34	84	94	85	90	47	43	6	4	266
Aged 35 to 59	92	92	89	91	55	36	4	4	269
Passengers commuting	88	93	85	91	51	40	6	3	398
Passengers not commuting	91	96	93	94	66	28	3	3	499
Passengers saying they have a disability	91	96	90	93	60	33	2	5	203
VALUE FOR MONEY									
All fare-paying passengers	57	58	62	69	31	37	15	16	520
Aged 16 to 34	48	52	56	61	25	35	21	19	240
Aged 35 to 59	65	64	67	76	37	39	10	14	228
Passengers commuting	56	57	60	69	32	37	15	16	350
Passengers not commuting	54	59	65	67	27	39	16	17	158
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	78	85	74	81	52	29	9	10	886
The length of time waited	77	84	75	81	51	30	9	10	932
ON-BUS JOURNEY TIME									
Time journey on the bus took	86	88	85	86	55	31	9	5	934
ON THE BUS									
Route/destination information on the outside of the bus	88	91	87	91	64	27	7	2	908
The cleanliness and condition of the outside of the bus	86	86	87	89	54	35	9	2	906
The ease of getting onto and off the bus	92	94	93	94	68	26	5	1	926
The length of time it took to board	91	94	91	92	65	27	6	2	923
The cleanliness and condition of the inside of the bus	85	86	82	89	47	41	7	4	933
The information provided inside the bus	82	84	85	86	50	36	13	2	897
The availability of seating or space to stand	88	92	89	90	58	32	7	3	922
The comfort of the seats	81	82	81	85	46	38	10	5	917
The amount of personal space you had around you	74	80	77	80	43	37	13	7	921
Provision of grab rails to stand/move within the bus	85	88	87	88	51	37	9	3	921
The temperature inside the bus	76	84	79	83	43	40	11	6	920
Your personal security whilst on the bus	85	89	88	88	56	32	11	1	917
THE BUS DRIVER									
How near to the kerb the driver stopped	93	96	94	96	72	24	4	1	894
The driver's appearance	91	93	91	93	69	24	6	1	874
The greeting/welcome you got from the driver	73	79	82	86	60	25	11	3	882
The helpfulness and attitude of the driver	74	80	81	85	62	24	11	3	862
The time the driver gave you to get to your seat	77	82	84	85	59	26	10	4	887
Smoothness/freedom from jolting during the journey	79	82	82	83	50	33	11	6	908
Safety of the driving (i.e. speed, driver concentrating)	88	91	90	92	66	27	7	1	899

Southern Vectis

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	-	-	89	89	56	34	5	5	333
Fare-paying passengers	-	-	87	82	37	45	9	9	105
Free-pass holders	-	-	91	97	77	20	2	1	226
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	91	91	70	21	5	4	256
Passengers saying they have a disability	-	-	81	88	66	21	10	3	109
VALUE FOR MONEY									
All fare-paying passengers	-	-	37	46	21	25	17	37	100
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	86	84	56	28	10	6	316
The length of time waited	-	-	81	84	56	29	9	7	327
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	90	87	62	25	9	4	335
ON THE BUS									
Route/destination information on the outside of the bus	-	-	90	86	58	28	10	3	322
The cleanliness and condition of the outside of the bus	-	-	82	85	50	34	11	4	317
The ease of getting onto and off the bus	-	-	90	89	65	24	8	3	328
The length of time it took to board	-	-	89	91	65	26	6	2	321
The cleanliness and condition of the inside of the bus	-	-	85	81	43	38	11	8	330
The information provided inside the bus	-	-	66	59	32	27	30	12	281
The availability of seating or space to stand	-	-	90	86	56	31	7	6	328
The comfort of the seats	-	-	81	75	32	42	12	13	328
The amount of personal space you had around you	-	-	77	80	39	41	13	7	327
Provision of grab rails to stand/move within the bus	-	-	83	87	47	40	10	4	321
The temperature inside the bus	-	-	78	83	43	40	11	5	326
Your personal security whilst on the bus	-	-	87	87	58	29	12	2	328
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	92	93	71	22	5	2	325
The driver's appearance	-	-	92	92	69	23	6	3	317
The greeting/welcome you got from the driver	-	-	79	82	61	21	12	6	321
The helpfulness and attitude of the driver	-	-	76	82	58	23	15	4	311
The time the driver gave you to get to your seat	-	-	82	85	62	23	13	3	315
Smoothness/freedom from jolting during the journey	-	-	70	79	41	39	8	13	314
Safety of the driving (i.e. speed, driver concentrating)	-	-	85	89	64	26	8	3	321

Stagecoach in Devon

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	90	90	89	90	55	35	8	2	849
Fare-paying passengers	86	86	86	87	44	43	11	3	401
Free-pass holders	95	95	95	95	72	23	3	2	430
Aged 16 to 34	81	85	80	82	37	45	14	4	213
Aged 35 to 59	91	87	88	89	48	41	7	3	186
Passengers commuting	83	87	84	84	38	46	12	4	268
Passengers not commuting	94	92	92	93	65	28	5	2	549
Passengers saying they have a disability	91	94	85	89	56	34	8	2	228
VALUE FOR MONEY									
All fare-paying passengers	47	58	60	60	28	32	19	21	387
Aged 16 to 34	35	53	50	54	24	30	25	22	185
Aged 35 to 59	58	64	66	65	30	34	13	23	156
Passengers commuting	43	54	55	56	25	32	25	19	220
Passengers not commuting	54	64	66	64	34	31	10	26	159
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	75	83	78	82	52	30	10	9	792
The length of time waited	79	83	80	82	49	33	11	7	835
ON-BUS JOURNEY TIME									
Time journey on the bus took	89	85	84	87	59	28	10	3	847
ON THE BUS									
Route/destination information on the outside of the bus	87	88	89	88	62	25	10	2	813
The cleanliness and condition of the outside of the bus	78	86	84	81	43	38	14	5	812
The ease of getting onto and off the bus	93	94	93	94	66	29	4	2	844
The length of time it took to board	92	93	92	94	67	26	5	2	830
The cleanliness and condition of the inside of the bus	81	86	84	87	41	45	8	5	839
The information provided inside the bus	61	69	67	63	30	33	32	5	723
The availability of seating or space to stand	87	92	88	91	56	35	6	3	832
The comfort of the seats	79	84	82	82	41	41	11	7	836
The amount of personal space you had around you	74	82	78	79	40	39	11	10	834
Provision of grab rails to stand/move within the bus	84	87	85	88	48	40	10	2	821
The temperature inside the bus	77	84	80	78	39	39	14	8	833
Your personal security whilst on the bus	84	88	85	89	53	36	10	1	821
THE BUS DRIVER									
How near to the kerb the driver stopped	92	94	92	93	67	26	5	1	822
The driver's appearance	88	92	92	91	63	28	9	1	801
The greeting/welcome you got from the driver	75	81	81	82	54	28	12	6	818
The helpfulness and attitude of the driver	75	81	82	82	54	29	13	5	800
The time the driver gave you to get to your seat	83	85	83	85	56	29	10	5	814
Smoothness/freedom from jolting during the journey	78	82	78	79	47	32	14	7	816
Safety of the driving (i.e. speed, driver concentrating)	89	91	88	91	62	29	8	1	810

Stagecoach in East Sussex

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	-	-	-	90	55	34	8	2	722
Fare-paying passengers	-	-	-	86	43	43	11	3	268
Free-pass holders	-	-	-	94	68	26	4	1	438
Aged 16 to 34	-	-	-	83	29	53	16	2	114
Aged 35 to 59	-	-	-	88	53	35	8	4	172
Passengers commuting	-	-	-	85	47	39	11	4	169
Passengers not commuting	-	-	-	92	60	33	6	2	531
Passengers saying they have a disability	-	-	-	93	60	34	5	2	226
VALUE FOR MONEY									
All fare-paying passengers	-	-	-	65	23	41	16	19	262
Aged 16 to 34	-	-	-	54	17	36	16	30	99
Aged 35 to 59	-	-	-	74	25	49	16	10	120
Passengers commuting	-	-	-	63	24	39	13	24	127
Passengers not commuting	-	-	-	66	23	44	20	14	129
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	76	46	31	13	10	743
The length of time waited	-	-	-	79	47	32	14	8	791
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	86	57	29	10	4	751
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	80	52	28	13	7	773
The cleanliness and condition of the outside of the bus	-	-	-	74	35	39	17	9	765
The ease of getting onto and off the bus	-	-	-	83	56	27	10	7	789
The length of time it took to board	-	-	-	84	56	28	9	7	771
The cleanliness and condition of the inside of the bus	-	-	-	70	30	40	16	13	787
The information provided inside the bus	-	-	-	62	27	35	25	12	710
The availability of seating or space to stand	-	-	-	79	45	34	10	12	773
The comfort of the seats	-	-	-	70	30	40	15	15	771
The amount of personal space you had around you	-	-	-	71	32	39	15	14	776
Provision of grab rails to stand/move within the bus	-	-	-	80	43	37	10	10	767
The temperature inside the bus	-	-	-	75	35	41	14	11	772
Your personal security whilst on the bus	-	-	-	79	46	33	12	9	770
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	91	65	25	6	3	713
The driver's appearance	-	-	-	87	59	28	10	3	695
The greeting/welcome you got from the driver	-	-	-	76	46	30	16	8	708
The helpfulness and attitude of the driver	-	-	-	77	45	32	16	7	687
The time the driver gave you to get to your seat	-	-	-	78	48	30	14	8	711
Smoothness/freedom from jolting during the journey	-	-	-	80	39	41	10	10	717
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	88	57	31	8	4	711

Stagecoach in Gloucestershire

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	-	-	90	90	55	35	8	2	873
Fare-paying passengers	-	-	87	87	45	42	10	3	380
Free-pass holders	-	-	96	97	75	23	2	1	478
Aged 16 to 34	-	-	83	82	36	46	16	2	209
Aged 35 to 59	-	-	91	92	58	34	3	4	188
Passengers commuting	-	-	86	83	41	42	14	3	245
Passengers not commuting	-	-	93	96	67	29	2	1	593
Passengers saying they have a disability	-	-	88	86	55	32	9	5	219
VALUE FOR MONEY									
All fare-paying passengers	-	-	62	67	31	37	17	15	371
Aged 16 to 34	-	-	56	61	28	33	23	15	183
Aged 35 to 59	-	-	69	74	34	40	11	15	161
Passengers commuting	-	-	61	66	28	38	19	15	206
Passengers not commuting	-	-	65	70	37	34	15	15	157
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	82	83	54	29	10	6	828
The length of time waited	-	-	83	82	56	26	12	6	851
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	86	84	58	26	11	5	883
ON THE BUS									
Route/destination information on the outside of the bus	-	-	85	86	58	28	12	2	841
The cleanliness and condition of the outside of the bus	-	-	78	83	42	41	15	3	834
The ease of getting onto and off the bus	-	-	93	94	63	31	4	1	864
The length of time it took to board	-	-	92	92	63	29	6	2	851
The cleanliness and condition of the inside of the bus	-	-	81	84	39	45	10	6	872
The information provided inside the bus	-	-	66	69	34	35	27	4	755
The availability of seating or space to stand	-	-	87	91	55	36	6	3	857
The comfort of the seats	-	-	80	85	43	41	10	5	862
The amount of personal space you had around you	-	-	78	82	42	40	11	7	860
Provision of grab rails to stand/move within the bus	-	-	85	86	49	36	11	4	843
The temperature inside the bus	-	-	78	81	38	43	13	6	848
Your personal security whilst on the bus	-	-	85	87	53	35	12	1	848
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	95	92	66	26	7	1	844
The driver's appearance	-	-	91	90	63	27	9	1	834
The greeting/welcome you got from the driver	-	-	79	78	51	27	15	7	831
The helpfulness and attitude of the driver	-	-	79	79	53	26	15	6	813
The time the driver gave you to get to your seat	-	-	84	83	55	28	12	5	827
Smoothness/freedom from jolting during the journey	-	-	79	80	43	37	13	8	836
Safety of the driving (i.e. speed, driver concentrating)	-	-	89	90	58	33	8	2	832

Stagecoach in Greater Manchester

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	84	87	86	81	36	45	12	7	628
Fare-paying passengers	84	86	85	80	33	47	13	7	442
Free-pass holders	83	91	92	88	55	33	8	4	170
Aged 16 to 34	79	85	82	75	29	46	16	9	255
Aged 35 to 59	-	89	88	87	42	45	8	5	193
Passengers commuting	77	84	81	78	31	47	12	10	316
Passengers not commuting	90	92	90	86	45	41	11	3	286
Passengers saying they have a disability	-	88	79	74	39	35	14	13	142
VALUE FOR MONEY									
All fare-paying passengers	60	70	74	69	34	35	14	17	440
Aged 16 to 34	52	67	73	62	30	32	18	20	239
Aged 35 to 59	-	75	76	81	41	39	8	12	177
Passengers commuting	53	68	73	69	29	41	14	16	293
Passengers not commuting	-	72	76	68	44	23	16	16	134
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	78	79	75	71	42	30	15	14	569
The length of time waited	81	82	80	75	42	33	11	14	632
ON-BUS JOURNEY TIME									
Time journey on the bus took	82	82	82	79	40	39	12	9	641
ON THE BUS									
Route/destination information on the outside of the bus	90	84	83	83	52	30	13	4	602
The cleanliness and condition of the outside of the bus	73	76	81	76	38	38	18	6	598
The ease of getting onto and off the bus	93	89	89	87	52	35	8	5	616
The length of time it took to board	89	87	89	87	53	34	8	6	610
The cleanliness and condition of the inside of the bus	63	69	74	70	28	41	18	13	628
The information provided inside the bus	53	58	59	62	25	37	28	9	572
The availability of seating or space to stand	84	82	86	84	46	38	7	9	619
The comfort of the seats	67	72	76	73	29	43	16	11	617
The amount of personal space you had around you	58	68	74	70	33	37	16	14	611
Provision of grab rails to stand/move within the bus	75	79	82	83	38	45	10	7	613
The temperature inside the bus	71	76	75	73	29	44	14	13	611
Your personal security whilst on the bus	78	80	82	80	37	43	14	6	611
THE BUS DRIVER									
How near to the kerb the driver stopped	92	92	92	91	59	32	6	2	601
The driver's appearance	87	86	89	90	56	34	8	2	581
The greeting/welcome you got from the driver	56	61	70	66	35	31	23	11	589
The helpfulness and attitude of the driver	59	65	73	67	37	30	24	9	581
The time the driver gave you to get to your seat	68	72	75	70	39	31	17	12	588
Smoothness/freedom from jolting during the journey	64	72	75	70	34	36	18	12	600
Safety of the driving (i.e. speed, driver concentrating)	81	85	86	86	49	37	10	3	605

Stagecoach in Kent

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	84	92	90	81	48	33	10	9	464
Fare-paying passengers	81	91	84	74	40	34	13	13	215
Free-pass holders	89	93	97	96	66	30	2	2	241
Aged 16 to 34	77	-	-	68	35	34	16	15	119
Aged 35 to 59	85	-	92	88	47	41	7	5	108
Passengers commuting	78	-	81	73	34	40	13	14	146
Passengers not commuting	89	93	95	87	59	28	7	5	297
Passengers saying they have a disability	86	87	93	89	53	36	7	4	149
VALUE FOR MONEY									
All fare-paying passengers	51	68	56	58	31	28	22	20	200
Aged 16 to 34	42	-	-	52	27	25	22	26	96
Aged 35 to 59	68	-	72	72	39	33	17	11	88
Passengers commuting	55	-	53	56	27	29	20	24	120
Passengers not commuting	50	-	-	62	36	26	25	13	77
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	71	87	79	71	35	36	14	15	472
The length of time waited	72	88	80	74	39	35	13	13	497
ON-BUS JOURNEY TIME									
Time journey on the bus took	87	90	88	78	47	32	12	10	473
ON THE BUS									
Route/destination information on the outside of the bus	84	91	86	74	43	31	21	5	480
The cleanliness and condition of the outside of the bus	74	82	81	68	28	39	22	10	468
The ease of getting onto and off the bus	90	95	92	77	46	31	17	6	490
The length of time it took to board	91	92	92	76	44	32	18	6	471
The cleanliness and condition of the inside of the bus	62	80	80	63	27	37	23	14	495
The information provided inside the bus	58	75	69	56	25	31	32	12	453
The availability of seating or space to stand	84	94	86	69	36	33	17	14	490
The comfort of the seats	66	80	74	62	25	37	21	17	485
The amount of personal space you had around you	66	81	76	58	27	31	23	19	489
Provision of grab rails to stand/move within the bus	79	87	86	65	31	34	23	12	478
The temperature inside the bus	70	82	78	65	29	36	21	14	487
Your personal security whilst on the bus	79	90	84	73	37	36	19	8	478
THE BUS DRIVER									
How near to the kerb the driver stopped	92	95	96	88	55	33	9	3	449
The driver's appearance	86	93	92	88	54	34	11	1	439
The greeting/welcome you got from the driver	71	85	81	78	42	36	17	5	456
The helpfulness and attitude of the driver	74	89	82	78	43	35	18	4	438
The time the driver gave you to get to your seat	77	91	81	79	45	34	13	9	451
Smoothness/freedom from jolting during the journey	76	88	75	75	34	41	15	10	447
Safety of the driving (i.e. speed, driver concentrating)	86	97	88	86	48	38	11	3	447

Stagecoach in Lancashire

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	-	91	-	87	44	42	8	5	452
Fare-paying passengers	-	89	-	82	33	49	12	6	165
Free-pass holders	-	95	-	94	62	32	4	2	282
Aged 16 to 34	-	-	-	76	25	51	14	10	77
Aged 35 to 59	-	-	-	89	43	47	8	3	112
Passengers commuting	-	-	-	76	31	45	14	10	114
Passengers not commuting	-	96	-	94	53	42	3	2	324
Passengers saying they have a disability	-	-	-	84	43	41	8	8	161
VALUE FOR MONEY									
All fare-paying passengers	-	60	-	55	20	35	19	26	160
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	60	23	37	23	17	82
Passengers commuting	-	-	-	52	16	36	22	26	93
Passengers not commuting	-	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	81	-	64	37	27	16	20	435
The length of time waited	-	81	-	63	35	28	14	23	445
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	81	-	85	51	34	10	6	464
ON THE BUS									
Route/destination information on the outside of the bus	-	82	-	81	53	28	16	4	432
The cleanliness and condition of the outside of the bus	-	79	-	78	36	42	16	7	422
The ease of getting onto and off the bus	-	87	-	91	59	32	6	3	450
The length of time it took to board	-	89	-	90	60	31	7	2	439
The cleanliness and condition of the inside of the bus	-	77	-	79	35	43	10	11	453
The information provided inside the bus	-	58	-	59	22	36	32	10	394
The availability of seating or space to stand	-	81	-	86	51	35	8	6	441
The comfort of the seats	-	80	-	71	28	43	14	14	440
The amount of personal space you had around you	-	69	-	73	29	43	11	16	443
Provision of grab rails to stand/move within the bus	-	85	-	79	38	40	14	8	437
The temperature inside the bus	-	79	-	75	33	42	15	10	447
Your personal security whilst on the bus	-	87	-	81	44	37	15	4	441
THE BUS DRIVER									
How near to the kerb the driver stopped	-	91	-	92	62	30	6	2	432
The driver's appearance	-	90	-	90	54	36	9	2	423
The greeting/welcome you got from the driver	-	76	-	70	41	29	20	10	418
The helpfulness and attitude of the driver	-	74	-	73	44	29	18	9	411
The time the driver gave you to get to your seat	-	86	-	75	40	35	16	9	429
Smoothness/freedom from jolting during the journey	-	80	-	73	34	39	18	8	427
Safety of the driving (i.e. speed, driver concentrating)	-	89	-	90	50	40	7	3	426

Stagecoach in Merseyside (includes Halton in 2015, now part of Liverpool City Region)

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	88	92	89	90	56	34	8	2	552
Fare-paying passengers	85	93	87	89	50	39	9	2	296
Free-pass holders	95	91	94	93	69	24	6	1	247
Aged 16 to 34	-	92	84	85	46	39	13	2	137
Aged 35 to 59	90	91	92	94	57	36	4	3	179
Passengers commuting	84	92	85	86	47	40	11	2	226
Passengers not commuting	92	92	91	94	66	27	5	1	305
Passengers saying they have a disability	91	88	82	86	57	29	11	3	156
VALUE FOR MONEY									
All fare-paying passengers	62	62	75	81	49	32	7	12	293
Aged 16 to 34	-	49	72	73	46	27	11	16	127
Aged 35 to 59	64	74	82	89	49	40	3	8	143
Passengers commuting	-	56	75	78	46	32	8	13	195
Passengers not commuting	-	71	77	89	55	34	4	7	93
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	66	83	76	81	51	29	9	10	496
The length of time waited	71	86	79	83	55	27	9	8	547
ON-BUS JOURNEY TIME									
Time journey on the bus took	86	88	85	88	58	30	9	3	554
ON THE BUS									
Route/destination information on the outside of the bus	90	89	85	88	56	32	11	1	527
The cleanliness and condition of the outside of the bus	79	84	83	87	47	40	10	3	526
The ease of getting onto and off the bus	89	93	90	93	62	31	6	2	541
The length of time it took to board	89	96	88	94	62	32	5	1	532
The cleanliness and condition of the inside of the bus	80	87	82	83	43	41	11	6	549
The information provided inside the bus	63	71	71	74	35	39	23	3	490
The availability of seating or space to stand	77	91	86	89	53	36	7	4	546
The comfort of the seats	78	83	79	82	46	37	12	6	543
The amount of personal space you had around you	64	83	74	77	39	38	12	10	536
Provision of grab rails to stand/move within the bus	82	85	81	87	48	39	10	2	535
The temperature inside the bus	78	84	74	79	44	36	14	7	542
Your personal security whilst on the bus	82	85	82	85	52	33	13	1	534
THE BUS DRIVER									
How near to the kerb the driver stopped	86	92	94	92	66	26	5	2	527
The driver's appearance	82	90	90	91	64	26	9	0	498
The greeting/welcome you got from the driver	65	74	71	77	47	30	19	4	498
The helpfulness and attitude of the driver	65	76	73	79	51	28	19	3	497
The time the driver gave you to get to your seat	69	79	74	80	49	31	15	5	511
Smoothness/freedom from jolting during the journey	71	78	76	79	46	33	16	5	518
Safety of the driving (i.e. speed, driver concentrating)	80	89	89	90	60	30	10	0	522

Stagecoach in North East Lincolnshire

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	-	-	-	90	54	36	7	3	408
Fare-paying passengers	-	-	-	87	47	40	9	5	185
Free-pass holders	-	-	-	95	67	28	4	0	216
Aged 16 to 34	-	-	-	82	35	47	12	6	87
Aged 35 to 59	-	-	-	95	60	35	5	1	118
Passengers commuting	-	-	-	86	48	38	12	2	111
Passengers not commuting	-	-	-	94	59	35	4	3	279
Passengers saying they have a disability	-	-	-	92	56	37	7	1	146
VALUE FOR MONEY									
All fare-paying passengers	-	-	-	72	34	38	13	15	180
Aged 16 to 34	-	-	-	63	25	38	19	18	77
Aged 35 to 59	-	-	-	84	45	39	5	11	90
Passengers commuting	-	-	-	69	34	35	18	13	92
Passengers not commuting	-	-	-	76	36	40	6	17	84
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	84	58	26	11	5	372
The length of time waited	-	-	-	87	59	28	9	4	396
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	89	64	25	9	3	411
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	86	58	28	10	3	389
The cleanliness and condition of the outside of the bus	-	-	-	83	47	36	12	5	378
The ease of getting onto and off the bus	-	-	-	91	65	26	6	3	397
The length of time it took to board	-	-	-	92	69	23	5	3	379
The cleanliness and condition of the inside of the bus	-	-	-	79	41	37	15	7	401
The information provided inside the bus	-	-	-	71	43	28	23	6	366
The availability of seating or space to stand	-	-	-	86	56	30	10	4	395
The comfort of the seats	-	-	-	76	43	32	17	8	397
The amount of personal space you had around you	-	-	-	77	41	36	15	8	393
Provision of grab rails to stand/move within the bus	-	-	-	87	53	34	11	3	388
The temperature inside the bus	-	-	-	79	48	31	14	8	389
Your personal security whilst on the bus	-	-	-	85	53	32	11	4	392
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	92	65	28	7	0	391
The driver's appearance	-	-	-	88	63	25	10	2	383
The greeting/welcome you got from the driver	-	-	-	78	48	30	14	8	392
The helpfulness and attitude of the driver	-	-	-	80	47	33	14	6	379
The time the driver gave you to get to your seat	-	-	-	79	51	27	16	6	387
Smoothness/freedom from jolting during the journey	-	-	-	74	41	33	17	9	390
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	89	62	27	9	3	392

Stagecoach in Nottinghamshire

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	79	-	94	92	58	35	5	3	545
Fare-paying passengers	-	-	88	91	51	40	7	2	201
Free-pass holders	83	-	98	93	69	24	4	4	331
Aged 16 to 34	-	-	-	85	43	43	12	3	93
Aged 35 to 59	-	-	-	94	57	37	3	3	129
Passengers commuting	-	-	-	91	49	42	6	2	129
Passengers not commuting	89	-	95	92	62	30	5	3	400
Passengers saying they have a disability	-	-	94	93	60	33	4	3	197
VALUE FOR MONEY									
All fare-paying passengers	-	-	62	62	25	37	18	19	203
Aged 16 to 34	-	-	-	57	22	35	17	26	82
Aged 35 to 59	-	-	-	69	29	40	18	13	99
Passengers commuting	-	-	-	60	24	36	21	19	112
Passengers not commuting	-	-	-	68	26	42	13	19	87
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	61	-	85	78	49	29	10	12	501
The length of time waited	65	-	83	80	47	33	12	9	523
ON-BUS JOURNEY TIME									
Time journey on the bus took	82	-	91	92	61	31	5	3	546
ON THE BUS									
Route/destination information on the outside of the bus	75	-	89	88	62	26	11	1	504
The cleanliness and condition of the outside of the bus	74	-	86	79	39	40	14	7	506
The ease of getting onto and off the bus	87	-	94	93	63	30	4	3	517
The length of time it took to board	88	-	95	94	67	28	5	1	507
The cleanliness and condition of the inside of the bus	72	-	84	77	35	42	10	12	533
The information provided inside the bus	56	-	74	69	30	39	23	8	461
The availability of seating or space to stand	92	-	89	90	52	38	7	3	517
The comfort of the seats	74	-	78	76	34	42	14	10	515
The amount of personal space you had around you	71	-	77	79	38	41	13	8	511
Provision of grab rails to stand/move within the bus	84	-	88	86	45	41	11	3	507
The temperature inside the bus	76	-	78	80	39	41	10	11	518
Your personal security whilst on the bus	84	-	88	89	49	40	9	2	515
THE BUS DRIVER									
How near to the kerb the driver stopped	88	-	96	94	66	28	4	2	518
The driver's appearance	87	-	95	94	68	26	6	0	503
The greeting/welcome you got from the driver	74	-	84	82	54	28	10	8	510
The helpfulness and attitude of the driver	72	-	85	84	55	29	10	5	494
The time the driver gave you to get to your seat	75	-	88	84	55	30	8	8	504
Smoothness/freedom from jolting during the journey	72	-	81	78	44	34	12	9	506
Safety of the driving (i.e. speed, driver concentrating)	85	-	91	88	62	26	11	1	506

Stagecoach in Oxfordshire

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	88	-	87	88	50	37	9	3	947
Fare-paying passengers	86	-	85	86	44	42	10	4	588
Free-pass holders	-	-	94	92	70	22	5	3	352
Aged 16 to 34	-	-	85	82	38	44	13	4	282
Aged 35 to 59	87	-	83	90	53	37	7	3	292
Passengers commuting	88	-	81	83	41	42	12	5	451
Passengers not commuting	84	-	93	93	61	31	5	2	472
Passengers saying they have a disability	-	-	89	81	52	30	14	4	238
VALUE FOR MONEY									
All fare-paying passengers	58	-	58	57	22	35	23	20	579
Aged 16 to 34	-	-	53	51	18	33	26	24	266
Aged 35 to 59	-	-	62	64	27	37	19	17	258
Passengers commuting	57	-	54	53	20	33	25	22	398
Passengers not commuting	-	-	62	63	24	39	19	18	175
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	74	-	74	75	44	30	13	12	874
The length of time waited	73	-	78	76	46	30	13	10	941
ON-BUS JOURNEY TIME									
Time journey on the bus took	81	-	84	83	51	32	11	6	951
ON THE BUS									
Route/destination information on the outside of the bus	82	-	88	87	57	30	10	3	902
The cleanliness and condition of the outside of the bus	77	-	81	83	40	43	13	4	883
The ease of getting onto and off the bus	96	-	93	92	61	31	5	2	935
The length of time it took to board	92	-	90	92	61	30	6	2	914
The cleanliness and condition of the inside of the bus	79	-	81	83	38	45	10	7	931
The information provided inside the bus	64	-	65	64	28	36	29	7	813
The availability of seating or space to stand	95	-	91	90	54	36	7	3	937
The comfort of the seats	80	-	82	81	39	42	14	5	930
The amount of personal space you had around you	75	-	78	79	41	38	12	9	933
Provision of grab rails to stand/move within the bus	85	-	84	86	44	42	10	3	907
The temperature inside the bus	79	-	81	80	38	41	14	6	924
Your personal security whilst on the bus	92	-	86	88	51	37	11	1	922
THE BUS DRIVER									
How near to the kerb the driver stopped	96	-	94	94	66	28	6	0	914
The driver's appearance	90	-	92	90	63	27	9	1	886
The greeting/welcome you got from the driver	76	-	80	79	50	28	16	6	907
The helpfulness and attitude of the driver	78	-	81	80	53	28	14	5	877
The time the driver gave you to get to your seat	85	-	82	82	53	29	12	6	906
Smoothness/freedom from jolting during the journey	77	-	79	76	44	33	13	11	905
Safety of the driving (i.e. speed, driver concentrating)	92	-	91	89	59	30	10	2	906

Stagecoach in South Yorkshire

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	87	89	88	88	49	39	8	4	608
Fare-paying passengers	83	88	84	86	41	45	10	5	305
Free-pass holders	93	91	95	94	67	27	5	1	293
Aged 16 to 34	82	83	78	83	37	46	10	7	143
Aged 35 to 59	89	92	90	89	49	41	9	1	174
Passengers commuting	86	84	82	84	37	47	12	5	218
Passengers not commuting	88	92	92	94	62	32	4	2	365
Passengers saying they have a disability	92	85	88	-	-	-	-	-	-
VALUE FOR MONEY									
All fare-paying passengers	67	75	71	71	32	39	18	11	300
Aged 16 to 34	57	74	67	65	28	38	19	16	129
Aged 35 to 59	79	76	77	76	36	40	19	6	140
Passengers commuting	69	77	73	69	27	42	19	12	186
Passengers not commuting	62	73	68	75	42	33	15	9	107
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	71	80	85	79	45	34	10	11	560
The length of time waited	74	79	86	79	47	32	11	9	597
ON-BUS JOURNEY TIME									
Time journey on the bus took	88	86	89	86	54	31	7	8	613
ON THE BUS									
Route/destination information on the outside of the bus	82	83	89	86	52	34	11	3	583
The cleanliness and condition of the outside of the bus	80	82	82	80	38	43	12	7	573
The ease of getting onto and off the bus	93	94	93	93	62	31	5	2	603
The length of time it took to board	92	93	93	92	63	29	7	1	590
The cleanliness and condition of the inside of the bus	81	83	81	80	35	44	12	9	605
The information provided inside the bus	69	71	68	67	28	39	28	5	521
The availability of seating or space to stand	86	91	92	89	50	39	6	5	590
The comfort of the seats	74	78	80	75	33	42	14	10	586
The amount of personal space you had around you	74	77	79	74	35	39	14	12	590
Provision of grab rails to stand/move within the bus	86	87	87	86	45	41	10	5	590
The temperature inside the bus	79	82	82	79	35	44	12	9	588
Your personal security whilst on the bus	86	84	83	85	44	41	13	2	583
THE BUS DRIVER									
How near to the kerb the driver stopped	90	92	95	92	65	27	6	2	588
The driver's appearance	89	92	90	86	57	29	12	1	553
The greeting/welcome you got from the driver	69	74	74	74	41	32	19	7	573
The helpfulness and attitude of the driver	72	75	74	75	43	32	19	6	558
The time the driver gave you to get to your seat	75	83	79	76	46	30	17	7	577
Smoothness/freedom from jolting during the journey	76	79	77	76	38	38	13	11	575
Safety of the driving (i.e. speed, driver concentrating)	85	92	88	89	56	34	9	2	582

Stagecoach in Tees Valley

Key results

Satisfaction (%)	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	88	91	88	90	59	31	7	3	399
Fare-paying passengers	86	88	83	88	53	35	10	2	154
Free-pass holders	92	94	92	93	67	26	5	2	238
Aged 16 to 34	-	86	80	-	-	-	-	-	-
Aged 35 to 59	88	90	87	91	58	33	6	3	105
Passengers commuting	84	84	74	87	43	44	10	3	107
Passengers not commuting	92	95	94	91	67	24	6	3	271
Passengers saying they have a disability	85	94	92	87	62	25	10	3	135
VALUE FOR MONEY									
All fare-paying passengers	64	68	66	77	44	33	12	11	151
Aged 16 to 34	-	61	63	-	-	-	-	-	-
Aged 35 to 59	72	80	71	89	42	47	5	5	80
Passengers commuting	64	68	65	79	38	41	12	9	86
Passengers not commuting	65	66	68	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	76	80	79	81	53	28	7	11	376
The length of time waited	76	83	83	81	52	29	9	10	397
ON-BUS JOURNEY TIME									
Time journey on the bus took	90	89	87	91	67	24	7	1	405
ON THE BUS									
Route/destination information on the outside of the bus	87	87	86	89	60	29	9	2	388
The cleanliness and condition of the outside of the bus	80	80	83	84	45	39	11	5	381
The ease of getting onto and off the bus	91	91	93	94	65	30	5	1	396
The length of time it took to board	92	92	91	95	67	27	5	1	381
The cleanliness and condition of the inside of the bus	81	83	80	85	43	43	8	7	400
The information provided inside the bus	71	71	71	75	38	37	19	6	359
The availability of seating or space to stand	89	86	89	93	58	35	6	2	388
The comfort of the seats	78	74	74	83	43	39	11	7	394
The amount of personal space you had around you	77	73	73	80	39	41	13	7	388
Provision of grab rails to stand/move within the bus	83	84	85	88	56	32	9	3	388
The temperature inside the bus	78	77	76	84	47	38	9	7	389
Your personal security whilst on the bus	86	86	82	89	53	36	7	4	385
THE BUS DRIVER									
How near to the kerb the driver stopped	91	95	92	92	71	21	7	1	389
The driver's appearance	89	91	90	93	69	24	5	2	376
The greeting/welcome you got from the driver	72	78	75	81	54	27	13	6	378
The helpfulness and attitude of the driver	72	77	73	81	55	26	14	5	376
The time the driver gave you to get to your seat	77	81	75	86	55	31	9	5	384
Smoothness/freedom from jolting during the journey	75	79	76	80	47	33	14	6	381
Safety of the driving (i.e. speed, driver concentrating)	89	91	87	90	63	28	8	2	382

Stagecoach in Tyne and Wear

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	87	91	89	85	47	38	9	6	758
Fare-paying passengers	86	89	87	81	41	40	11	8	392
Free-pass holders	92	94	95	94	58	35	4	2	353
Aged 16 to 34	87	87	86	73	29	43	17	11	135
Aged 35 to 59	85	93	86	89	51	38	5	6	261
Passengers commuting	81	88	81	80	38	42	11	9	238
Passengers not commuting	92	92	95	89	54	35	7	5	491
Passengers saying they have a disability	86	90	90	81	48	33	12	7	224
VALUE FOR MONEY									
All fare-paying passengers	60	63	67	68	28	40	17	15	384
Aged 16 to 34	56	60	62	63	20	43	20	17	130
Aged 35 to 59	67	66	72	72	35	37	14	14	212
Passengers commuting	58	65	63	65	26	39	22	13	208
Passengers not commuting	65	60	73	73	32	41	10	17	164
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	75	76	75	70	38	32	11	19	685
The length of time waited	78	79	77	73	42	31	10	17	749
ON-BUS JOURNEY TIME									
Time journey on the bus took	88	90	93	87	57	30	7	6	768
ON THE BUS									
Route/destination information on the outside of the bus	83	86	85	84	56	27	13	4	721
The cleanliness and condition of the outside of the bus	77	79	79	77	39	38	17	7	699
The ease of getting onto and off the bus	88	92	93	92	57	35	6	2	745
The length of time it took to board	90	91	93	91	61	30	6	2	724
The cleanliness and condition of the inside of the bus	74	77	77	76	30	46	12	12	752
The information provided inside the bus	64	68	66	63	28	35	28	9	677
The availability of seating or space to stand	87	91	90	91	51	39	5	4	744
The comfort of the seats	79	79	80	77	36	42	14	9	746
The amount of personal space you had around you	74	78	82	77	39	38	14	9	747
Provision of grab rails to stand/move within the bus	85	86	87	86	46	40	11	3	742
The temperature inside the bus	80	78	81	80	38	41	13	7	742
Your personal security whilst on the bus	85	86	89	85	45	41	12	3	740
THE BUS DRIVER									
How near to the kerb the driver stopped	89	92	92	92	62	30	6	2	727
The driver's appearance	89	91	89	89	61	28	9	2	696
The greeting/welcome you got from the driver	67	73	67	67	38	29	22	11	709
The helpfulness and attitude of the driver	67	74	70	71	41	30	21	8	690
The time the driver gave you to get to your seat	70	74	73	73	39	33	15	12	717
Smoothness/freedom from jolting during the journey	71	76	72	75	36	39	16	9	723
Safety of the driving (i.e. speed, driver concentrating)	86	88	87	85	51	35	11	4	724

Thames Travel

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	-	-	81	89	47	42	5	5	345
Fare-paying passengers	-	-	77	87	37	50	7	6	194
Free-pass holders	-	-	95	94	69	24	2	5	146
Aged 16 to 34	-	-	75	84	34	50	10	6	104
Aged 35 to 59	-	-	74	90	46	44	4	6	81
Passengers commuting	-	-	75	85	32	53	8	7	150
Passengers not commuting	-	-	91	94	63	31	3	4	187
Passengers saying they have a disability	-	-	-	93	61	32	2	4	77
VALUE FOR MONEY									
All fare-paying passengers	-	-	51	66	27	39	20	15	194
Aged 16 to 34	-	-	46	60	17	44	20	20	97
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	49	65	27	38	21	15	134
Passengers not commuting	-	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	65	73	44	29	11	16	335
The length of time waited	-	-	63	73	43	31	13	14	342
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	76	81	49	32	13	6	349
ON THE BUS									
Route/destination information on the outside of the bus	-	-	84	87	58	29	12	1	338
The cleanliness and condition of the outside of the bus	-	-	83	83	45	38	14	3	327
The ease of getting onto and off the bus	-	-	90	95	64	31	4	2	346
The length of time it took to board	-	-	87	91	60	31	6	3	337
The cleanliness and condition of the inside of the bus	-	-	85	81	41	40	15	5	349
The information provided inside the bus	-	-	53	60	24	36	32	9	306
The availability of seating or space to stand	-	-	81	92	57	34	5	3	343
The comfort of the seats	-	-	68	75	30	45	17	9	342
The amount of personal space you had around you	-	-	70	81	37	44	11	8	341
Provision of grab rails to stand/move within the bus	-	-	78	88	44	45	10	1	332
The temperature inside the bus	-	-	68	83	35	48	13	4	340
Your personal security whilst on the bus	-	-	86	92	53	39	6	2	342
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	92	90	68	22	9	1	335
The driver's appearance	-	-	89	89	64	26	9	1	336
The greeting/welcome you got from the driver	-	-	76	80	52	28	12	7	337
The helpfulness and attitude of the driver	-	-	75	81	55	26	14	5	330
The time the driver gave you to get to your seat	-	-	81	87	60	27	10	3	329
Smoothness/freedom from jolting during the journey	-	-	71	80	44	36	12	8	332
Safety of the driving (i.e. speed, driver concentrating)	-	-	82	88	61	27	10	2	335

Trent Barton in Nottinghamshire

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	-	-	92	96	67	29	4	1	229
Fare-paying passengers	-	-	90	94	60	34	5	1	85
Free-pass holders	-	-	95	98	81	17	1	1	139
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	87	-	-	-	-	-	-
Passengers not commuting	-	-	95	97	79	18	3	0	173
Passengers saying they have a disability	-	-	-	-	-	-	-	-	-
VALUE FOR MONEY									
All fare-paying passengers	-	-	68	58	29	29	22	20	82
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	59	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	85	82	60	22	9	9	215
The length of time waited	-	-	83	81	58	23	12	6	225
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	88	94	67	27	4	2	236
ON THE BUS									
Route/destination information on the outside of the bus	-	-	94	90	64	27	9	1	225
The cleanliness and condition of the outside of the bus	-	-	94	89	56	32	10	2	225
The ease of getting onto and off the bus	-	-	96	94	73	21	5	1	235
The length of time it took to board	-	-	96	99	70	29	1	1	229
The cleanliness and condition of the inside of the bus	-	-	95	89	57	32	8	2	229
The information provided inside the bus	-	-	88	86	49	37	11	3	209
The availability of seating or space to stand	-	-	86	96	69	27	2	2	231
The comfort of the seats	-	-	89	84	46	38	8	8	232
The amount of personal space you had around you	-	-	82	86	48	38	6	8	230
Provision of grab rails to stand/move within the bus	-	-	87	93	55	38	3	4	229
The temperature inside the bus	-	-	81	87	53	34	7	6	233
Your personal security whilst on the bus	-	-	89	92	57	35	7	1	230
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	95	96	75	21	4	0	222
The driver's appearance	-	-	95	96	78	19	3	0	224
The greeting/welcome you got from the driver	-	-	95	93	76	17	4	3	223
The helpfulness and attitude of the driver	-	-	91	92	75	18	4	4	221
The time the driver gave you to get to your seat	-	-	90	90	71	19	4	6	224
Smoothness/freedom from jolting during the journey	-	-	82	90	54	35	7	4	222
Safety of the driving (i.e. speed, driver concentrating)	-	-	92	93	73	20	5	2	225

Wilts and Dorset Buses

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	-	-	94	89	53	36	7	3	477
Fare-paying passengers	-	-	96	81	36	45	13	6	158
Free-pass holders	-	-	91	99	78	21	1	0	315
Aged 16 to 34	-	-	92	-	-	-	-	-	-
Aged 35 to 59	-	-	94	87	54	33	6	7	82
Passengers commuting	-	-	91	78	29	48	15	7	113
Passengers not commuting	-	-	96	97	69	28	2	1	349
Passengers saying they have a disability	-	-	94	93	70	23	5	2	165
VALUE FOR MONEY									
All fare-paying passengers	-	-	59	55	22	33	23	22	156
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	59	49	18	31	23	28	101
Passengers not commuting	-	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	80	76	44	33	9	15	456
The length of time waited	-	-	81	75	43	32	14	11	459
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	86	84	57	27	9	7	487
ON THE BUS									
Route/destination information on the outside of the bus	-	-	85	83	56	28	11	6	460
The cleanliness and condition of the outside of the bus	-	-	87	79	37	42	17	5	451
The ease of getting onto and off the bus	-	-	91	91	54	36	7	2	476
The length of time it took to board	-	-	92	88	56	32	8	3	458
The cleanliness and condition of the inside of the bus	-	-	83	80	32	48	12	9	476
The information provided inside the bus	-	-	69	63	27	36	29	8	405
The availability of seating or space to stand	-	-	90	82	45	37	10	8	470
The comfort of the seats	-	-	81	73	34	39	13	14	467
The amount of personal space you had around you	-	-	82	74	35	39	14	12	464
Provision of grab rails to stand/move within the bus	-	-	85	82	39	43	16	2	459
The temperature inside the bus	-	-	81	74	35	38	17	10	464
Your personal security whilst on the bus	-	-	89	81	44	37	16	3	457
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	94	92	65	27	6	2	464
The driver's appearance	-	-	93	92	63	30	6	2	445
The greeting/welcome you got from the driver	-	-	85	78	54	24	15	7	458
The helpfulness and attitude of the driver	-	-	85	77	53	24	17	6	446
The time the driver gave you to get to your seat	-	-	87	81	52	30	13	6	453
Smoothness/freedom from jolting during the journey	-	-	83	73	42	31	21	6	458
Safety of the driving (i.e. speed, driver concentrating)	-	-	92	89	59	30	10	1	453

Survey results in Scotland

We also surveyed services run by First in Aberdeen, Glasgow and Scotland East, at their request. The surveys were fully funded by the operator.

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



First Aberdeen

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	-	-	-	85	38	48	10	5	572
Fare-paying passengers	-	-	-	82	32	50	12	5	345
Free-pass holders	-	-	-	89	45	44	7	4	218
Aged 16 to 34	-	-	-	83	32	50	12	6	245
Aged 35 to 59	-	-	-	84	36	48	11	5	140
Passengers commuting	-	-	-	79	31	48	15	6	248
Passengers not commuting	-	-	-	91	44	48	4	4	305
Passengers saying they have a disability	-	-	-	81	41	40	9	10	140
VALUE FOR MONEY									
All fare-paying passengers	-	-	-	49	19	30	21	30	339
Aged 16 to 34	-	-	-	46	18	29	20	33	218
Aged 35 to 59	-	-	-	56	22	34	24	20	113
Passengers commuting	-	-	-	46	17	29	21	33	213
Passengers not commuting	-	-	-	56	24	32	22	22	118
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	75	39	36	12	13	553
The length of time waited	-	-	-	76	38	38	12	11	582
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	84	43	41	11	5	585
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	82	46	36	15	3	565
The cleanliness and condition of the outside of the bus	-	-	-	78	33	45	16	5	548
The ease of getting onto and off the bus	-	-	-	91	49	42	6	3	571
The length of time it took to board	-	-	-	91	53	39	7	2	565
The cleanliness and condition of the inside of the bus	-	-	-	76	28	48	13	11	579
The information provided inside the bus	-	-	-	67	23	44	25	8	535
The availability of seating or space to stand	-	-	-	89	45	44	7	4	572
The comfort of the seats	-	-	-	77	31	45	14	10	566
The amount of personal space you had around you	-	-	-	79	34	46	13	8	562
Provision of grab rails to stand/move within the bus	-	-	-	82	35	47	11	7	564
The temperature inside the bus	-	-	-	81	33	49	10	9	566
Your personal security whilst on the bus	-	-	-	86	40	46	13	2	563
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	92	52	40	7	1	557
The driver's appearance	-	-	-	89	54	35	10	1	540
The greeting/welcome you got from the driver	-	-	-	71	33	38	20	9	544
The helpfulness and attitude of the driver	-	-	-	71	37	34	19	10	532
The time the driver gave you to get to your seat	-	-	-	74	37	38	17	8	547
Smoothness/freedom from jolting during the journey	-	-	-	73	31	42	14	13	549
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	84	46	38	11	4	551

First Glasgow

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	-	91	90	87	45	43	10	3	1369
Fare-paying passengers	-	90	87	85	39	46	11	3	928
Free-pass holders	-	93	94	91	55	37	7	2	410
Aged 16 to 34	-	88	85	83	37	46	14	3	510
Aged 35 to 59	-	91	90	89	44	45	8	3	500
Passengers commuting	-	88	86	84	37	47	13	3	670
Passengers not commuting	-	93	92	91	51	40	7	2	654
Passengers saying they have a disability	-	91	91	85	49	36	11	4	277
VALUE FOR MONEY									
All fare-paying passengers	-	71	67	68	29	39	17	14	931
Aged 16 to 34	-	66	63	65	26	39	18	17	483
Aged 35 to 59	-	76	71	72	34	39	17	11	409
Passengers commuting	-	69	65	66	26	41	18	15	567
Passengers not commuting	-	73	69	72	36	37	16	12	337
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	84	83	81	48	33	11	8	1271
The length of time waited	-	84	85	81	49	33	10	8	1414
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	89	88	84	47	36	12	4	1386
ON THE BUS									
Route/destination information on the outside of the bus	-	89	87	85	52	34	12	2	1360
The cleanliness and condition of the outside of the bus	-	80	80	77	38	39	15	7	1330
The ease of getting onto and off the bus	-	91	91	89	54	35	9	2	1362
The length of time it took to board	-	92	92	90	55	35	8	2	1335
The cleanliness and condition of the inside of the bus	-	77	75	73	34	39	15	12	1411
The information provided inside the bus	-	69	67	66	28	38	27	6	1288
The availability of seating or space to stand	-	88	87	85	46	40	11	4	1365
The comfort of the seats	-	78	78	76	35	41	14	10	1363
The amount of personal space you had around you	-	80	80	75	34	40	16	10	1360
Provision of grab rails to stand/move within the bus	-	86	86	83	40	43	14	3	1347
The temperature inside the bus	-	78	79	75	32	43	16	9	1357
Your personal security whilst on the bus	-	85	84	83	41	41	15	3	1349
THE BUS DRIVER									
How near to the kerb the driver stopped	-	93	93	91	58	33	7	2	1303
The driver's appearance	-	88	88	89	54	35	10	1	1261
The greeting/welcome you got from the driver	-	71	72	70	39	31	24	7	1271
The helpfulness and attitude of the driver	-	73	74	71	40	32	24	5	1253
The time the driver gave you to get to your seat	-	78	79	77	40	36	17	6	1273
Smoothness/freedom from jolting during the journey	-	76	77	74	34	40	18	8	1267
Safety of the driving (i.e. speed, driver concentrating)	-	89	89	86	48	38	13	2	1274

First Scotland East

Key results

Satisfaction (%)

	2012 all satisfied	2013 all satisfied	2014 all satisfied	2015 all satisfied	2015 very satisfied	2015 fairly satisfied	2015 neither /nor	2015 all dissatisfied	2015 base size
OVERALL JOURNEY									
All passengers	-	-	-	86	44	42	10	4	1020
Fare-paying passengers	-	-	-	82	34	48	14	4	546
Free-pass holders	-	-	-	90	57	33	6	4	459
Aged 16 to 34	-	-	-	78	34	44	18	4	341
Aged 35 to 59	-	-	-	89	39	50	7	4	307
Passengers commuting	-	-	-	81	33	49	14	4	401
Passengers not commuting	-	-	-	90	53	37	7	3	578
Passengers saying they have a disability	-	-	-	84	49	36	11	5	280
VALUE FOR MONEY									
All fare-paying passengers	-	-	-	49	20	29	18	33	541
Aged 16 to 34	-	-	-	42	17	25	21	37	295
Aged 35 to 59	-	-	-	58	23	35	14	28	236
Passengers commuting	-	-	-	50	19	31	18	32	343
Passengers not commuting	-	-	-	47	22	24	18	35	185
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	80	45	35	11	9	966
The length of time waited	-	-	-	78	43	35	13	9	1037
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	85	50	36	10	5	1039
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	83	48	34	13	4	1014
The cleanliness and condition of the outside of the bus	-	-	-	76	34	43	17	6	980
The ease of getting onto and off the bus	-	-	-	89	52	37	9	2	1013
The length of time it took to board	-	-	-	90	53	37	8	2	990
The cleanliness and condition of the inside of the bus	-	-	-	73	31	43	15	12	1038
The information provided inside the bus	-	-	-	59	22	37	32	10	930
The availability of seating or space to stand	-	-	-	86	45	40	10	4	1008
The comfort of the seats	-	-	-	65	24	41	18	17	1005
The amount of personal space you had around you	-	-	-	78	34	44	14	8	1008
Provision of grab rails to stand/move within the bus	-	-	-	84	39	46	12	4	1007
The temperature inside the bus	-	-	-	72	30	42	16	12	1010
Your personal security whilst on the bus	-	-	-	83	38	44	16	2	994
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	92	60	31	7	1	995
The driver's appearance	-	-	-	90	61	30	9	1	971
The greeting/welcome you got from the driver	-	-	-	80	49	31	16	4	979
The helpfulness and attitude of the driver	-	-	-	80	50	30	17	4	972
The time the driver gave you to get to your seat	-	-	-	81	50	31	13	5	968
Smoothness/freedom from jolting during the journey	-	-	-	74	37	37	17	9	970
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	88	54	33	11	1	973

How the research was carried out and making use of results

Overview of methodology

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

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

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

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

Fieldwork was conducted between 7 September and 29 November 2015, excluding the October school half-term holiday period as it was in each sampling area (mostly 17 October to 1 November).

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

The final stage of weighting was to ensure that in the final data, each participating sampling area (within the survey) is represented in proportion to its annual passenger journey

numbers. These weights were derived from bus journey statistics published by the DfT.

Transport Focus was supported by BDRC Continental Ltd in conducting the autumn 2015 survey. This year we received a total of 40,321 valid responses.

Summary of 2015 survey methodology changes

Following an independent review of the BPS methodology in 2014, the following developments and enhancements were implemented on the autumn 2015 survey.

Introduction of an online survey

People increasingly expect to do things online rather than by paper, so we introduced an online survey this year. We tested this on a sample of shifts during the autumn 2014 survey.

Refined approach to selecting the sample of bus journeys

In the autumn 2014 survey, fieldworkers collected bus usage data to better inform the routes surveyed in 2015. As no comprehensive publicly available data on bus usage was available we were previously making assumptions about bus usage based upon journey length. The 2015 survey now uses this data counting passengers on bus journeys rather than the previous assumption.

Previous surveys were felt to not accurately represent peak journeys. The autumn 2015 survey used the sampled route and journey start time as the 'mid-point' of the fieldworker shift ensuring that more passengers were surveyed during the morning peak. We are confident that this new approach has resulted in an improved profile of sampled journeys, with a stronger representation of commuter and or peak time journeys.

Introduction of 'day-part' to the weighting of the survey data

Until now, the survey data have been weighted by age and gender only, to account for different levels of response. From autumn 2015 we have added a third weighting factor for 'day-part' (morning peak, evening peak, weekday off-peak, weekend) based upon total passenger volumes generated during the sampling

stage. This has further improved the survey representativeness by time of day and day of week.

Presentation of results

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

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

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 2015 wave of BPS was carried out across 39 sampling areas. All six former metropolitan counties were selected, and the remaining 37 sampling areas were a broad mix of seven unitary LTAs, 11 two-tier LTAs, and 15 standalone bus operators' operating divisions (mainly Go-Ahead group bus companies).

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

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

In autumn 2015 the survey also covered three bus operator routes within Scotland. Their results are included within this results book, but they are not included in the 'area – key findings' results (which are based only the sampling areas within our remit).

Further detail

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

Waiver

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

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

Appendix

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

England

Local transport authority areas

- Blackpool Council
- Devon County Council
- East Sussex: East Sussex County Council and Stagecoach
- Essex: Essex County Council and First
- Gloucestershire: Gloucestershire County Council and Stagecoach
- Kent: Kent County Council, Arriva and Stagecoach
- Lancashire County Council
- Luton Borough Council
- Merseyside: Merseyside PTE (Merseytravel) and Arriva
- Milton Keynes Council
- Norfolk County Council
- North East Lincolnshire: North East Lincolnshire Council and Stagecoach
- North Yorkshire County Council
- Nottinghamshire: Nottinghamshire County Council, Nottingham City Transport, Stagecoach and Trent Barton
- Oxfordshire: Oxford Bus Company and Stagecoach
- South Yorkshire: South Yorkshire PTE and First
- Staffordshire County Council
- Tees Valley Bus Network Improvement Board (Darlington, Hartlepool, Middlesbrough, Redcar & Cleveland and Stockton on Tees Councils)
- Tyne and Wear: Go North East and Stagecoach
- West Midlands: West Midlands PTE (Centro), National Express, West Midlands and Coventry Voluntary Multilateral Agreement partners
- West Yorkshire: West Yorkshire PTE (Metro) and First
- West of England Partnership: Bristol City, Bath and North East Somerset, North Somerset, and South Gloucestershire Councils, and First
- York (City of) Council

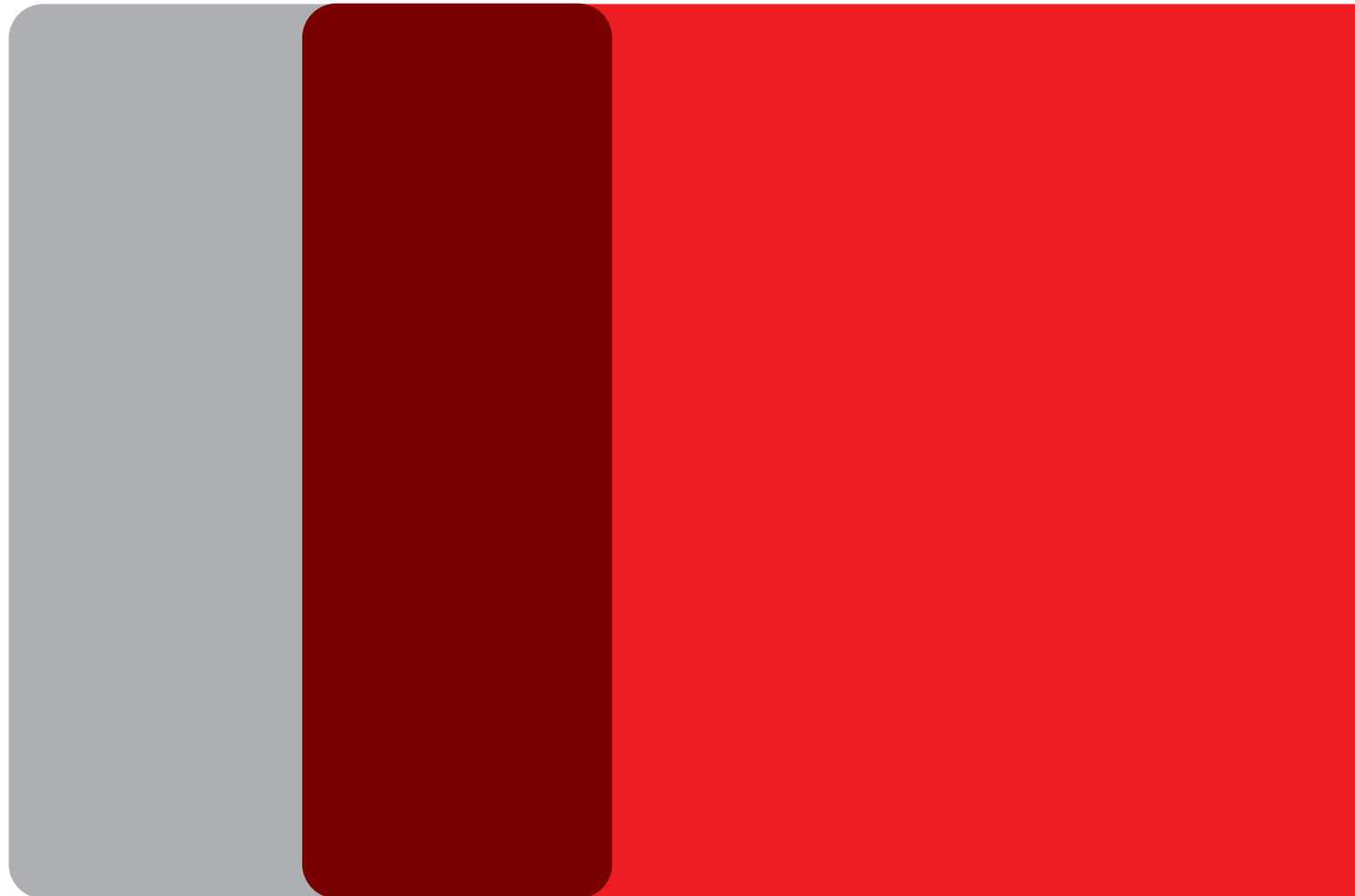
Operators-specific areas

- Abellio (services within Surrey County Council area)
- Go-Ahead Group to cover these bus companies
 - Brighton and Hove Bus
 - Metrobus
 - Thames Travel
 - Oxford Park and Ride
 - Konectbus
 - Anglian Buses
 - Hedingham & Chambers
 - Plymouth Citybus
 - Bluestar
 - Southern Vectis
 - Wilts & Dorset (morebus & Salisbury Reds)
- First South Coast
- First Potteries
- Reading Buses

Scotland

- First Aberdeen
- First Glasgow
- First Scotland East

Any authority or operator that might like to be included in future survey waves should contact Robert Pain at robert.pain@transportfocus.org.uk



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