



Bus Passenger Survey

March 2012

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Colin Foxall CBE

Foreword

Passenger Focus published the first Bus Passenger Survey results in July 2010. At the time we said we were going to use the understanding of passengers' satisfaction with their local bus service as the evidence to seek out improvements.

Passenger Focus published the first Bus Passenger Survey results in July 2010. At the time we said we would use the understanding of passengers' satisfaction with their local bus service as the evidence to seek out improvements in key areas such as:

- improved bus punctuality
- better passenger information
- improved levels of customer service

We kept to this promise. From a growing and representative evidence base we were able to produce the type of comparative, benchmarked passenger research that really drove improvements for passengers. By working closely with several industry stakeholders we were able to:

- influence joint action plans between transport authorities and local bus operators
- commit authorities and operators to use our research as a benchmark to set future targets for improved passenger satisfaction
- convince operators to review and improve customer service processes

In autumn 2011 we carried out our latest programme of work to measure bus passenger satisfaction; the results of which are contained within this report. This programme has covered over 21,000 responses from passengers across 23 areas within England, outside of London.

Our most recent work has covered approximately two thirds of bus passenger journeys made in England outside of London. This included all six of the large Passenger Transport Executive areas in the Midlands and the north of England. In addition our work also covered a broad mix of other areas covering unitary and county authorities along with a significant range of bus operations and services.

Our latest results tell us that that overall passenger satisfaction across the surveyed areas was consistently good, bus passengers rate just about all other specific journey factors lower.

Significantly there are wide disparities with passengers' ratings of value for money, not only between different areas, but between different operators and services within the same area.

At a time when bus operator and transport authority funds have to be deployed more effectively than ever, it is good to see that the evidence of our work is helping target these valuable resources. We have already started work with transport authorities and operators to improve poor performance on factors such as:

- passenger perception of anti-social behaviour
- customer service,
- driver attitude
- highways issues affecting punctuality and reliability

Since 2010 we have worked closely and collaboratively with bus service operators and transport authorities to explain the benefits of a consistent measure of bus passenger experience, the strength of the Bus Passenger Survey methodology, and our place as an independent organisation to conduct such a survey. We are pleased that in autumn 2011 survey, adoption of our Bus Passenger Survey has become more widespread, with increased survey sizes being purchased by five of the six PTEs, First UK Bus North Division, and National Express. Passenger Focus will look to further the use of BPS across the industry and are pleased that the Go-Ahead Group have committed to using our survey as their measure of their bus passengers' experience.

Colin Foxall CBE
Chairman
Passenger Focus

Key findings

The proportion of passengers satisfied overall with their bus journey varied across areas from 79% to 91% (averaging 85%). In PTEs overall satisfaction ranged from 81% to 91%.

The difference in overall satisfaction between free pass holders and fare payers shows free pass holders were unsurprisingly more satisfied, but not universally, with area figures ranging from 89% to 95% (averaging 92%); and fare payers less satisfied, with area figures ranging from 72% to 90% (averaging 82%).

Passenger satisfaction with value for money ranged from 39% to 68% (averaging 56%) across the areas surveyed. The satisfaction with value for money within PTE areas ranged from 51% to 65%.

Passenger satisfaction with punctuality ranged from 64% to 81% (averaging 72%). The figures amongst PTEs ranged from 64% to 77%.



Passenger satisfaction with value for money ranged from **39%** to **68%** (averaging 56%)

The profile of passengers shows a wide variation across the areas on key attributes:

- the proportion travelling on fare paid tickets ranged from 49% to 76% (averaging 64%);
- the proportion who say they have a disability ranged from 17% to 29% (averaging 21%); and
- those who have no access to private transport ranged from 24% to 40% (averaging 33%).

There is a wide variation in what is provided at bus stops across the surveyed areas. Provision of 'shelter' at stops averaged 77%, and seating averaged 61%. The provision of information was generally lower; electronic displays were present in 22% of journeys on average, timetables averaged 75%, and information on fares averaged 6%.

Passengers report a number of factors affecting the length of their journeys. Three of these concerned road conditions:

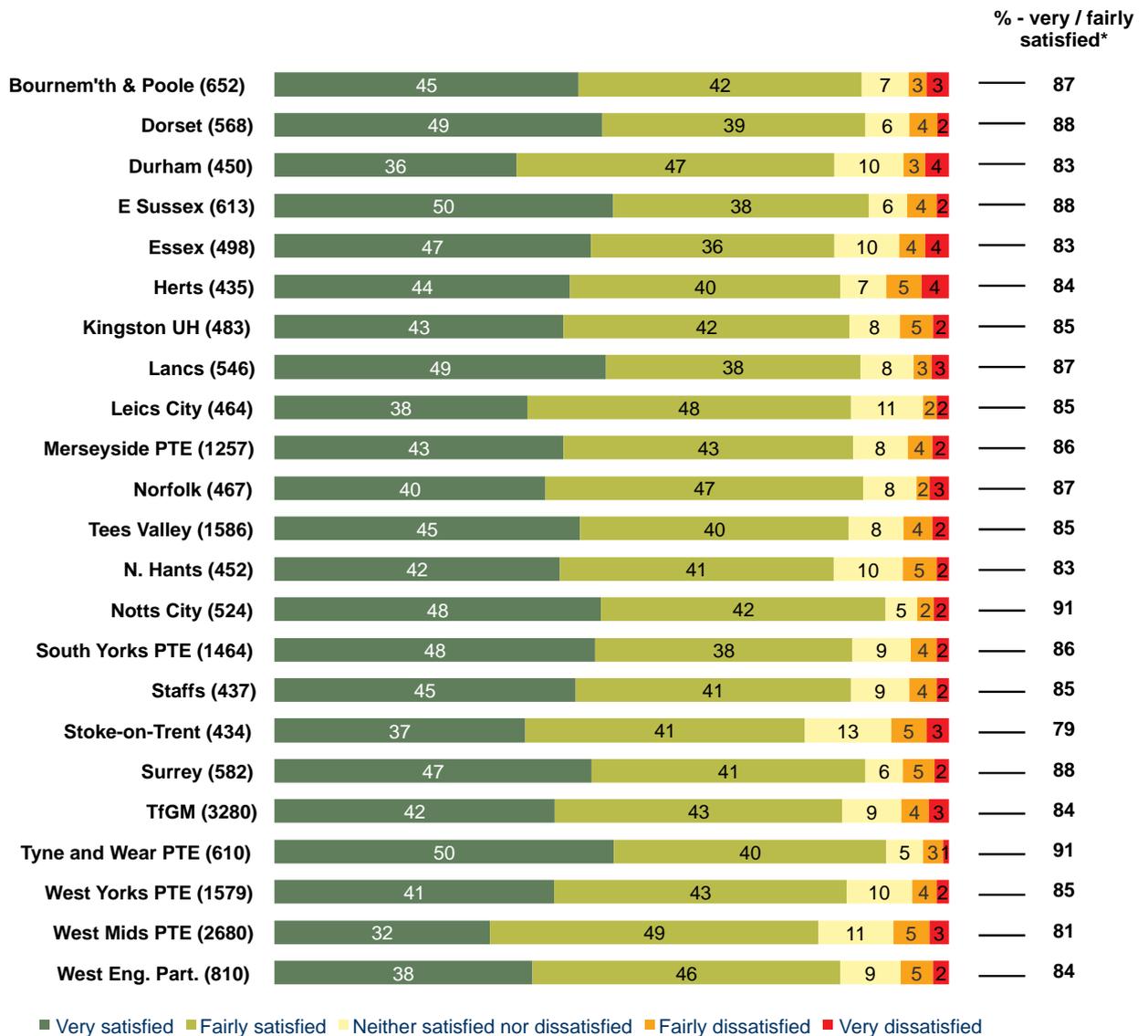
- 'congestion' affected 22% of journeys; 'road works' 11%; and weather had limited impact averaging 3%.

There were also three factors that were bus related:

- chief amongst these was "Time it took passengers to board/ pay for tickets" affecting 22% of journeys on average; followed by "The bus waiting too long at stops" averaging 8%; and finally "The bus driver driving too slowly" averaging 6%.

The proportion of passengers who said they experience behaviour that "caused them to worry or make them feel uncomfortable" during their journey ranged from 6% to 18% (averaging 11%).

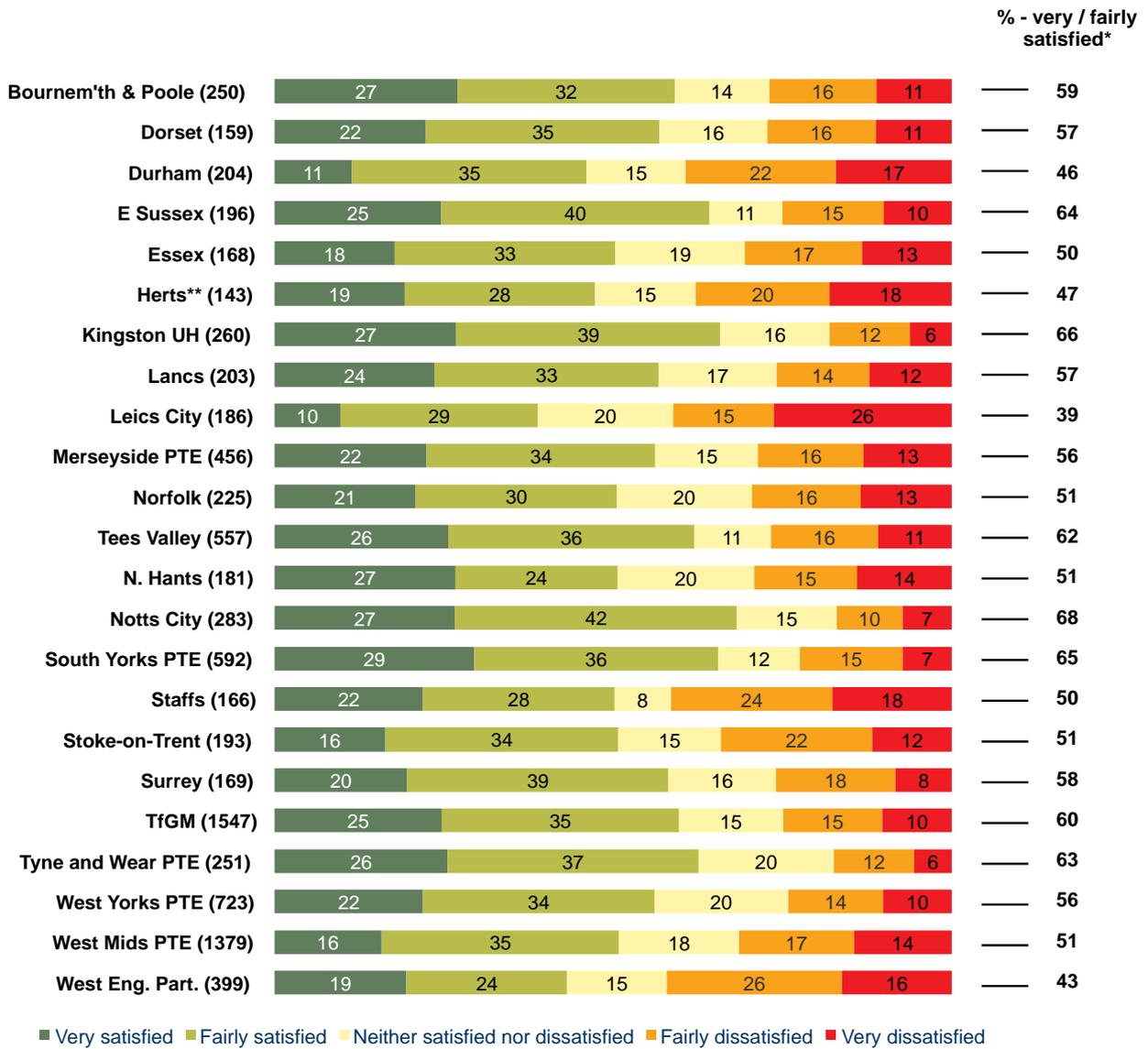
Overall satisfaction with the bus journey (%)



Q33 - Overall, taking everything into account from start to end of this bus journey, how satisfied were you with your bus journey today?

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

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

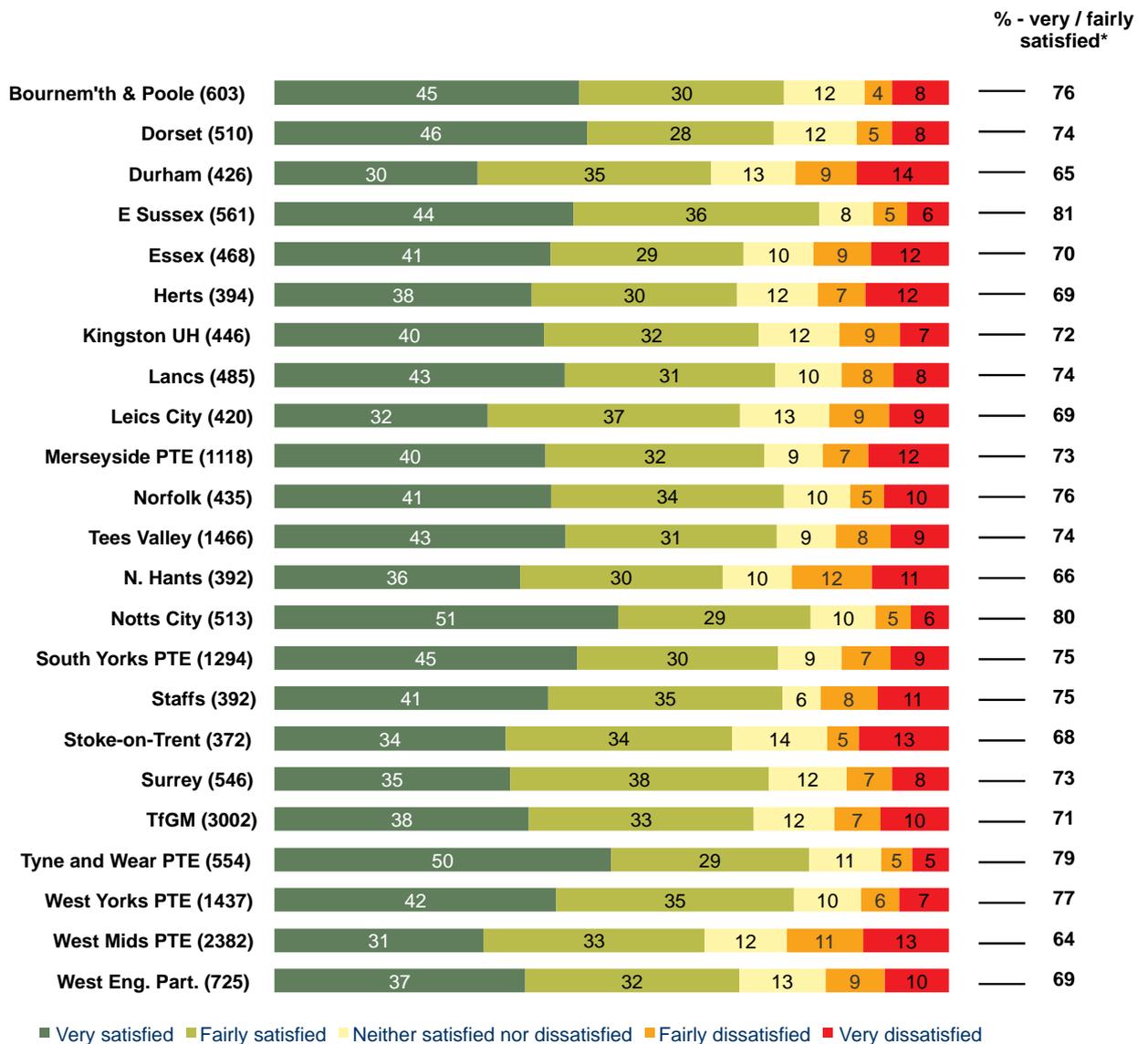


Q35 – How satisfied were you with the value for money of your journey?

* 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 ** Note small sample size.

3

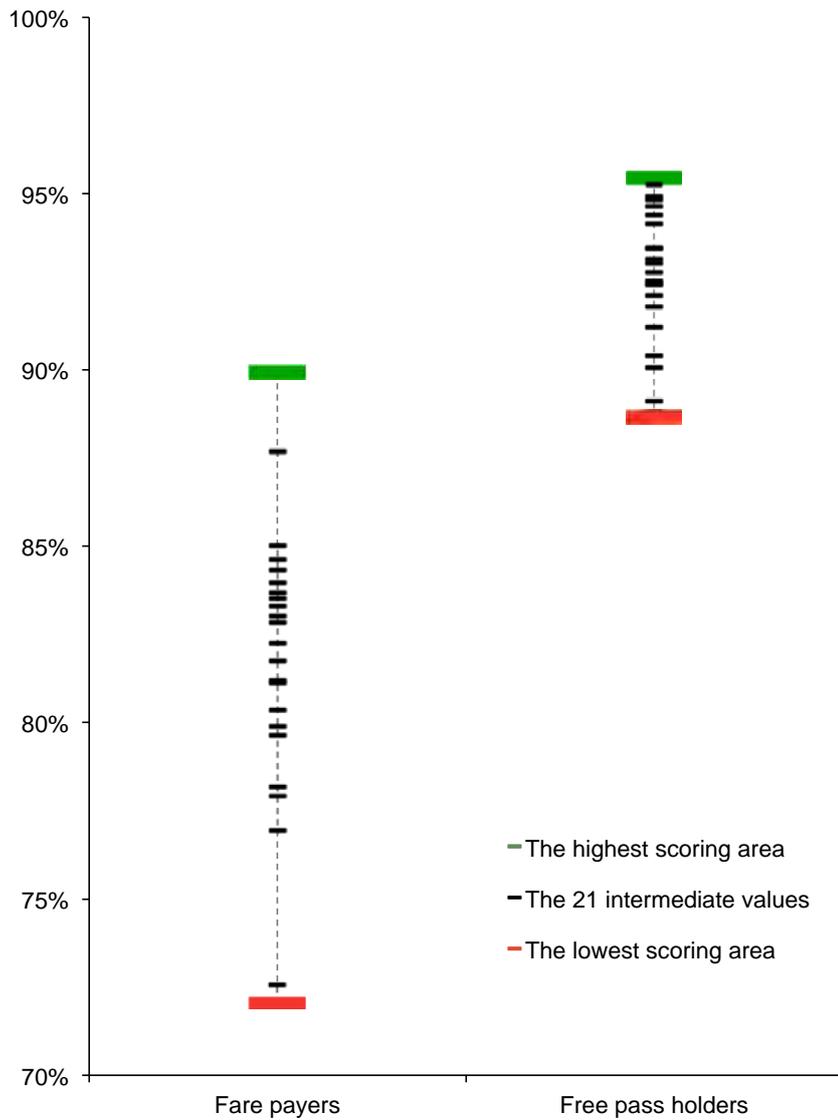
Satisfaction with punctuality of the bus (%)



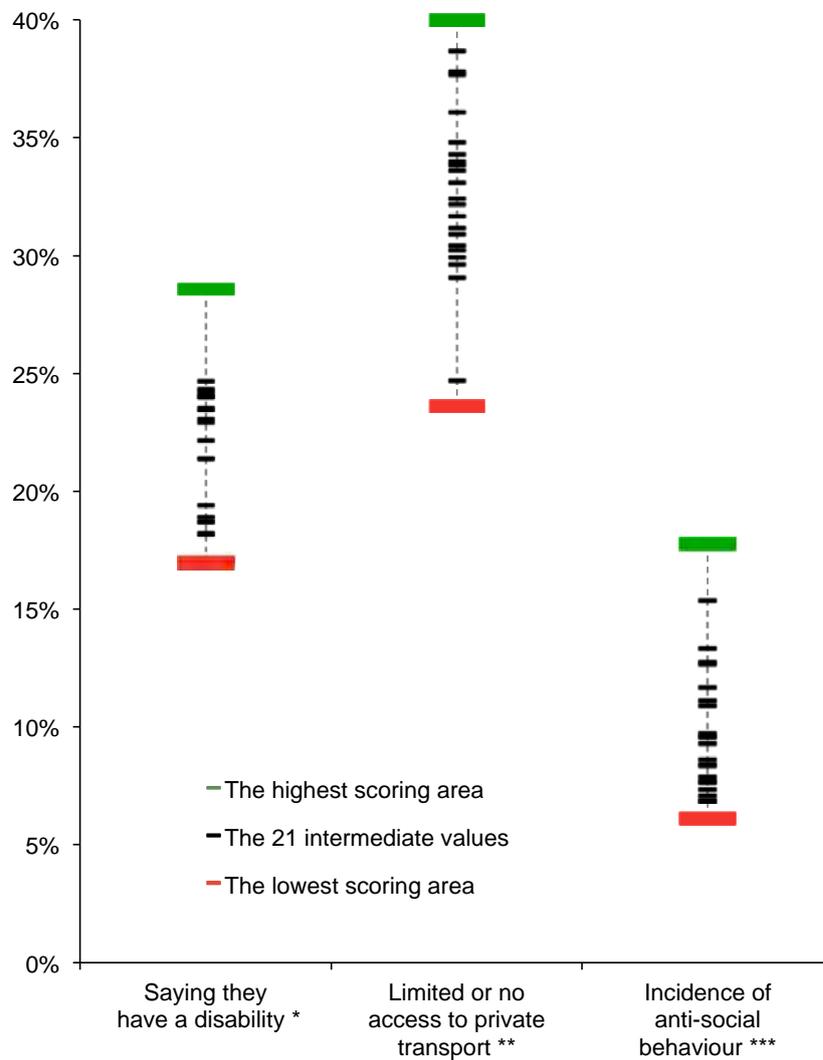
Q25 – How satisfied were you with each of the following: The punctuality of the bus?

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

4 Range of scores for 'overall satisfaction' for fare-payers and free pass holders



Q33 - Overall, taking everything into account from start to end of this bus journey, how satisfied were you with your bus journey today?

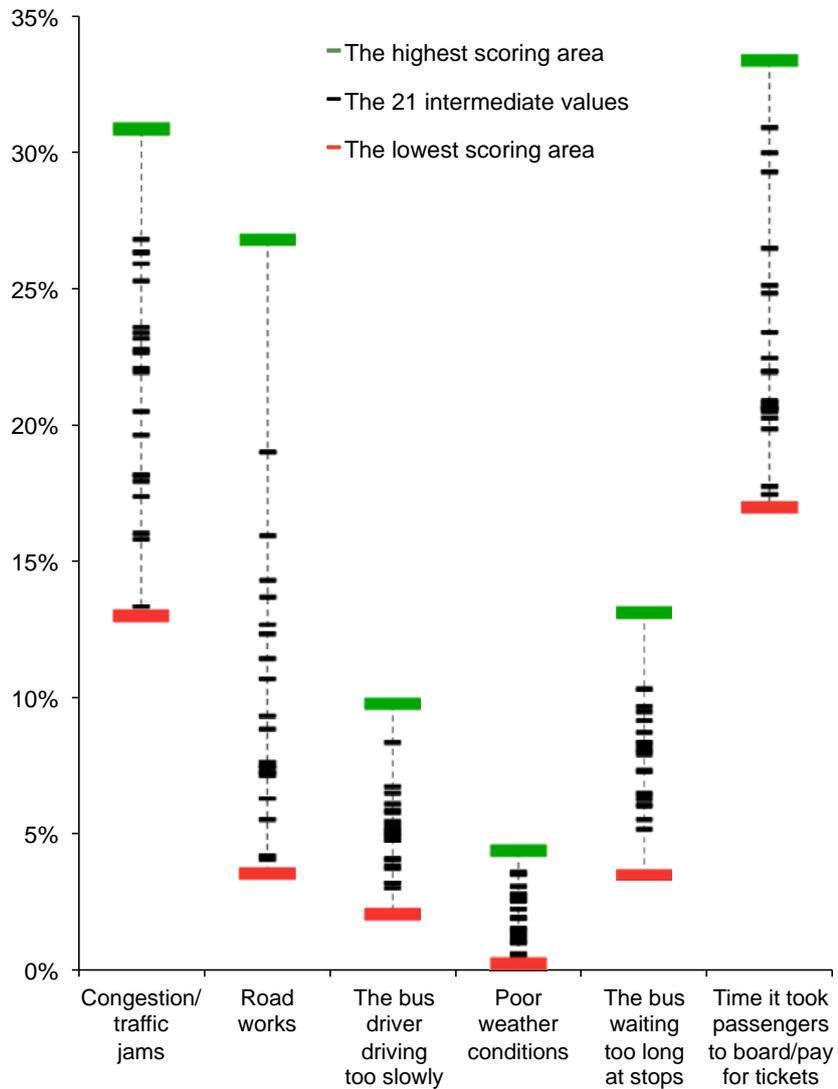


* Q43 – Do you have a disability or long term illness related to the following...? (Net – yes)

** Access to private transport: a combination of responses to Q45 – In terms of having a car to drive which of the following applies; and Q46 – In terms of being able to ask someone else to drive which of the following applies?

*** Q28 – Did other passengers' behaviour give you cause to worry or make you feel uncomfortable during your journey?

6 Range of scores for factors affecting journey length



Q30 - Was the length of your journey affected by any of the following (note: more than one response was permissible)

Introduction to area results

The survey was conducted within all six metropolitan county areas (PTEs), two informal groupings of Unitary Authority areas, and fifteen other authority areas. This section shows the results at area level and for any Bus Service Operators within the area who have substantial sample sizes (greater than 150). Larger sample sizes were specified for PTEs and the two informally grouped areas; the results shown for Bus Service Operators in the smaller sample sized areas are headline results only.

The results for the areas are presented in the following order:

Metropolitan Counties

- Merseyside PTE (Merseytravel)
- South Yorkshire PTE
- Transport for Greater Manchester (TfGM)
- Tyne & Wear (Nexus)
- West Midlands (Centro)
- West Yorkshire PTE (Metro)

Other authority area groupings

- Tees Valley Group*
- West England Partnership**

Other authority areas

- Bournemouth Borough Council and Borough of Poole Council
- Dorset County Council
- Durham County Council
- East Sussex County Council
- Essex County Council
- Hertfordshire County Council
- Kingston Upon Hull City Council
- Lancashire County Council
- Leicester City Council
- Norfolk County Council
- Northamptonshire County Council
- Nottingham City Council
- Staffordshire County Council
- Stoke-on-Trent City Council
- Surrey County Council

Throughout the Area Results, behavioural results are based on all survey respondents, and passengers' opinion ratings are based on those respondents that gave an opinion. All results are based on weighted values. In the report the numbers in brackets shown after the question/category text are the actual numbers of passenger responses generating the answer value shown.

*comprising: Darlington Borough Council, Hartlepool Borough Council, Middlesbrough Council, Redcar & Cleveland Borough Council, and Stockton-on-Tees Borough Council.

**comprising: Bath and North East Somerset Council, Bristol City Council, North Somerset Council, and South Gloucestershire Council.

Merseyside PTE (Merseytravel)

Key findings

In total, 1,293 passengers participated in the survey in this area. The table on the opposite page shows the percentage of passengers satisfied/dissatisfied with various aspects of their bus journeys. The main findings are summarised below.

86% of passengers are satisfied **overall** with their journey

84% for fare paying passengers and **90%** for free pass holding passengers are satisfied **overall** with their journey

56% of fare paying passengers are satisfied with the **value for money**

73% of passengers are satisfied with the **punctuality of the bus**

Profile of passengers in this area (%)

Main factors

fare paying journeys (without free passes) 64 saying they have a disability 24 no access to private transport 39

Factors affecting journey length

Passengers were asked whether any factors affected journey length (they could answer more than one question). The table below shows the percentage of passengers affected by each factor.

Congestion/traffic jams	18
Road works	11
The bus driver driving too slowly	5
Poor weather conditions	3
The bus waiting too long at stops	7
Time it took passengers to board/pay for tickets	20

Anti-social behaviour

Passengers were asked if, during their journey, other passengers' behaviour gave them cause to worry or made them feel uncomfortable.

10% of passengers said they had **cause to worry** or **felt uncomfortable** during their journey

Results for the Merseytravel area

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% all dissatisfied
OVERALL SATISFACTION WITH THE JOURNEY						
All passengers	(1,257)	86	43	43	8	6
All fare-paying passengers	(473)	84	32	52	9	7
All free pass holders	(698)	90	64	26	6	4
Age 16 - 34	(186)	84	26	58	9	7
Age 35 - 59	(345)	82	41	40	10	8
Passengers commuting	(329)	81	27	54	9	10
Passengers not commuting	(853)	90	57	33	7	3
Passengers saying they have a disability	(384)	84	50	33	10	6
SATISFACTION WITH VALUE FOR MONEY						
All fare paying passengers	(456)	56	22	34	15	29
Passengers commuting	(250)	55	18	37	17	29
Passengers not commuting	(189)	59	29	30	13	28
Age 16 - 34	(153)	52	18	34	13	35
Age 35 - 59	(283)	61	28	33	17	22
SATISFACTION WITH PUNCTUALITY						
Satisfaction with punctuality	(1,118)	73	40	32	9	19
Peak hours: 8am - 9:30am and 4pm - 6pm	(202)	62	33	29	8	30
Off peak hours: 6am - 10pm outside of peak hours	(887)	76	43	33	9	15
SATISFACTION WITH THE BUS STOP						
Overall satisfaction with the bus stop	(1,242)	73	31	42	15	12
Its general condition/standard of maintenance	(1,141)	76	35	41	11	13
Its freedom from graffiti/vandalism	(1,046)	78	41	37	11	11
Its freedom from litter	(1,035)	72	35	37	13	15
Your personal safety at the stop	(1,048)	70	35	35	18	12
SATISFACTION ON THE BUS						
Route number & destination info on outside of bus	(1,155)	81	50	31	13	6
The cleanliness & condition of the outside of bus	(1,170)	78	36	42	15	7
The ease of getting onto and off the bus	(1,235)	88	52	36	8	5
The length of time it took to board the bus	(1,196)	87	54	34	9	4
The cleanliness & condition of the inside of bus	(1,233)	75	32	43	12	13
The information provided inside the bus	(1,023)	61	27	34	29	10
The availability of seating or space to stand	(1,210)	79	44	35	11	9
The comfort of the seats	(1,216)	74	32	42	14	12
Provision of grab rails to stand/move within the bus	(1,200)	82	42	40	12	6
The temperature inside the bus	(1,208)	76	34	42	13	11
Your personal security whilst on the bus	(1,189)	80	42	38	14	7
The length of time your journey took	(1,218)	81	42	39	11	8
SATISFACTION WITH THE BUS DRIVER						
How near to the kerb/stop the bus stopped	(1,207)	91	59	33	6	3
The driver's appearance	(1,169)	87	54	33	10	3
The greeting/welcome you got from the driver	(1,161)	65	39	26	24	11
The helpfulness and attitude of the driver	(1,169)	67	40	27	22	11
The time the driver gave you to get to seat	(1,191)	69	36	33	17	14
Smoothness/freedom from jolting during the journey	(1,180)	72	36	36	15	14
Safety of the driving (i.e. speed, driver concentrating)	(1,199)	83	49	34	13	4

Results for Arriva routes within the Merseytravel area

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% all dissatisfied
OVERALL SATISFACTION WITH THE JOURNEY						
All passengers	(762)	85	40	45	8	7
All fare-paying passengers	(325)	85	33	52	8	8
All free pass holders	(391)	88	59	29	8	4
Age 16 - 34	(<150)					
Age 35 - 59	(222)	84	42	43	7	8
Passengers commuting	(236)	80	27	53	9	11
Passengers not commuting	(487)	91	55	37	6	3
Passengers saying they have a disability	(213)	81	46	35	13	6
SATISFACTION WITH VALUE FOR MONEY						
All fare paying passengers	(313)	55	21	34	16	29
Passengers commuting	(179)	54	17	37	17	30
Passengers not commuting	(<150)					
Age 16 - 34	(<150)					
Age 35 - 59	(186)	59	24	35	17	24
SATISFACTION WITH PUNCTUALITY						
Satisfaction with punctuality	(679)	70	38	32	8	22
Peak hours: 8am - 9:30am and 4pm - 6pm	(<150)					
Off peak hours: 6am - 10pm outside of peak hours	(534)	75	41	34	9	16
SATISFACTION ON THE BUS						
Route number & destination info on outside of bus	(693)	81	50	31	13	6
The cleanliness & condition of the outside of bus	(703)	78	35	42	16	6
The ease of getting onto and off the bus	(745)	89	50	39	7	4
The length of time it took to board the bus	(726)	88	50	38	8	4
The cleanliness & condition of the inside of bus	(747)	74	28	46	13	14
The information provided inside the bus	(622)	59	24	35	31	10
The availability of seating or space to stand	(728)	78	41	37	13	9
The comfort of the seats	(731)	73	28	45	14	12
Provision of grab rails to stand/move within the bus	(721)	81	40	41	12	7
The temperature inside the bus	(730)	74	32	42	14	12
Your personal security whilst on the bus	(720)	79	40	39	14	7
The length of time your journey took	(740)	80	40	40	12	8
SATISFACTION WITH THE BUS DRIVER						
How near to the kerb/stop the bus stopped	(732)	92	57	35	6	2
The driver's appearance	(709)	86	52	34	11	3
The greeting/welcome you got from the driver	(697)	61	36	26	26	13
The helpfulness and attitude of the driver	(702)	64	36	28	24	12
The time the driver gave you to get to seat	(717)	67	32	35	19	14
Smoothness/freedom from jolting during the journey	(713)	70	33	37	16	14
Safety of the driving (i.e. speed, driver concentrating)	(722)	81	45	36	16	4

Results for Stagecoach routes within the Merseytravel area

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% all dissatisfied
OVERALL SATISFACTION WITH THE JOURNEY						
All passengers	(205)	84	37	47	11	5
All fare-paying passengers	(<150)					
All free pass holders	(<150)					
Age 16 - 34	(<150)					
Age 35 - 59	(<150)					
Passengers commuting	(<150)					
Passengers not commuting	(<150)					
Passengers saying they have a disability	(<150)					
SATISFACTION WITH VALUE FOR MONEY						
All fare paying passengers	(<150)					
Passengers commuting	(<150)					
Passengers not commuting	(<150)					
Age 16 - 34	(<150)					
Age 35 - 59	(<150)					
SATISFACTION WITH PUNCTUALITY						
Satisfaction with punctuality	(174)	76	38	38	13	11
Peak hours: 8am - 9:30am and 4pm - 6pm	(<150)					
Off peak hours: 6am - 10pm outside of peak hours	(<150)					
SATISFACTION ON THE BUS						
Route number & destination info on outside of bus	(186)	78	47	32	16	5
The cleanliness & condition of the outside of bus	(191)	74	29	44	17	9
The ease of getting onto and off the bus	(204)	80	47	33	12	8
The length of time it took to board the bus	(196)	80	54	26	16	4
The cleanliness & condition of the inside of bus	(200)	75	29	46	12	13
The information provided inside the bus	(171)	63	28	35	27	10
The availability of seating or space to stand	(203)	74	43	31	11	16
The comfort of the seats	(201)	68	29	39	20	12
Provision of grab rails to stand/move within the bus	(200)	83	41	42	12	5
The temperature inside the bus	(200)	75	30	45	13	13
Your personal security whilst on the bus	(198)	76	34	42	16	9
The length of time your journey took	(197)	74	32	42	12	15
SATISFACTION WITH THE BUS DRIVER						
How near to the kerb/stop the bus stopped	(194)	86	53	33	9	5
The driver's appearance	(189)	85	50	35	10	5
The greeting/welcome you got from the driver	(190)	63	33	30	29	8
The helpfulness and attitude of the driver	(188)	67	37	30	23	10
The time the driver gave you to get to seat	(194)	67	33	34	18	15
Smoothness/freedom from jolting during the journey	(195)	66	32	34	16	18
Safety of the driving (i.e. speed, driver concentrating)	(197)	87	44	43	7	6

South Yorkshire PTE

Key findings

In total, 1,500 passengers participated in the survey in this area. The table on the opposite page shows the percentage of passengers satisfied/dissatisfied with various aspects of their bus journeys. The main findings are summarised below.

86% of passengers are satisfied **overall** with their journey **>** **80% for fare paying passengers and 92% for free pass holding passengers** are satisfied **overall** with their journey

65% of fare paying passengers are satisfied with the **value for money**

75% of passengers are satisfied with the **punctuality of the bus**

Profile of passengers in this area (%)

Main factors

fare paying journeys (without free passes) 51 saying they have a disability 24 no access to private transport 29

Factors affecting journey length

Passengers were asked whether any factors affected journey length (they could answer more than one question). The table below shows the percentage of passengers affected by each factor.

Congestion/traffic jams	20
Road works	6
The bus driver driving too slowly	4
Poor weather conditions	3
The bus waiting too long at stops	6
Time it took passengers to board/pay for tickets	18

Anti-social behaviour

Passengers were asked if, during their journey, other passengers' behaviour gave them cause to worry or made them feel uncomfortable.

7% of passengers said they had **cause to worry** or **felt uncomfortable** during their journey

Results for the South Yorkshire PTE area

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% all dissatisfied
OVERALL SATISFACTION WITH THE JOURNEY						
All passengers	(1,464)	86	48	38	9	6
All fare-paying passengers	(617)	80	34	46	13	7
All free pass holders	(738)	92	64	28	4	3
Age 16 - 34	(282)	77	32	46	14	9
Age 35 - 59	(425)	86	43	42	9	5
Passengers commuting	(429)	81	31	51	13	6
Passengers not commuting	(931)	88	58	31	6	6
Passengers saying they have a disability	(378)	88	58	30	7	6
SATISFACTION WITH VALUE FOR MONEY						
All fare paying passengers	(592)	65	29	36	12	22
Passengers commuting	(351)	66	25	41	11	23
Passengers not commuting	(219)	67	39	28	12	21
Age 16 - 34	(233)	65	29	37	13	22
Age 35 - 59	(322)	63	28	35	13	24
SATISFACTION WITH PUNCTUALITY						
Satisfaction with punctuality	(1,294)	75	45	30	9	16
Peak hours: 8am - 9:30am and 4pm - 6pm	(295)	73	41	32	10	16
Off peak hours: 6am - 10pm outside of peak hours	(972)	75	46	29	9	16
SATISFACTION WITH THE BUS STOP						
Overall satisfaction with the bus stop	(1,416)	75	33	42	13	12
Its general condition/standard of maintenance	(1,321)	77	36	41	13	11
Its freedom from graffiti/vandalism	(1,192)	81	43	38	9	10
Its freedom from litter	(1,222)	72	33	39	13	15
Your personal safety at the stop	(1,231)	73	39	35	16	10
SATISFACTION ON THE BUS						
Route number & destination info on outside of bus	(1,334)	82	47	35	14	5
The cleanliness & condition of the outside of bus	(1,356)	73	31	42	16	11
The ease of getting onto and off the bus	(1,430)	90	52	38	6	4
The length of time it took to board the bus	(1,383)	90	54	36	7	3
The cleanliness & condition of the inside of bus	(1,415)	73	30	44	12	14
The information provided inside the bus	(1,180)	61	25	37	29	10
The availability of seating or space to stand	(1,385)	85	45	40	8	7
The comfort of the seats	(1,399)	70	30	41	16	14
Provision of grab rails to stand/move within the bus	(1,364)	81	39	42	12	6
The temperature inside the bus	(1,406)	76	35	42	13	10
Your personal security whilst on the bus	(1,385)	83	42	41	13	4
The length of time your journey took	(1,403)	85	45	41	9	6
SATISFACTION WITH THE BUS DRIVER						
How near to the kerb/stop the bus stopped	(1,414)	92	60	32	6	2
The driver's appearance	(1,353)	90	56	33	8	2
The greeting/welcome you got from the driver	(1,366)	71	38	34	18	11
The helpfulness and attitude of the driver	(1,352)	72	40	32	17	10
The time the driver gave you to get to seat	(1,377)	77	41	36	14	10
Smoothness/freedom from jolting during the journey	(1,361)	73	37	36	14	13
Safety of the driving (i.e. speed, driver concentrating)	(1,368)	86	50	36	10	4

Results for First routes within the South Yorkshire PTE area

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% all dissatisfied
OVERALL SATISFACTION WITH THE JOURNEY						
All passengers	(818)	83	43	40	10	7
All fare-paying passengers	(337)	76	28	48	16	8
All free pass holders	(405)	90	59	30	5	5
Age 16 - 34	(<150)					
Age 35 - 59	(248)	82	41	42	12	6
Passengers commuting	(238)	78	25	53	16	6
Passengers not commuting	(524)	86	53	33	6	8
Passengers saying they have a disability	(207)	85	52	32	8	7
SATISFACTION WITH VALUE FOR MONEY						
All fare paying passengers	(322)	53	19	34	15	31
Passengers commuting	(189)	52	14	38	16	32
Passengers not commuting	(<150)					
Age 16 - 34	(<150)					
Age 35 - 59	(185)	51	16	35	16	33
SATISFACTION WITH PUNCTUALITY						
Satisfaction with punctuality	(716)	70	38	32	10	21
Peak hours: 8am - 9:30am and 4pm - 6pm	(<150)					
Off peak hours: 6am - 10pm outside of peak hours	(556)	70	39	30	10	20
SATISFACTION ON THE BUS						
Route number & destination info on outside of bus	(746)	80	43	37	14	5
The cleanliness & condition of the outside of bus	(763)	69	27	42	17	13
The ease of getting onto and off the bus	(805)	89	48	41	7	4
The length of time it took to board the bus	(782)	89	51	38	8	3
The cleanliness & condition of the inside of bus	(797)	67	24	44	14	19
The information provided inside the bus	(660)	56	21	35	31	13
The availability of seating or space to stand	(780)	85	42	43	8	7
The comfort of the seats	(781)	65	24	41	18	18
Provision of grab rails to stand/move within the bus	(774)	80	37	44	12	7
The temperature inside the bus	(792)	75	31	43	14	12
Your personal security whilst on the bus	(780)	82	39	43	14	4
The length of time your journey took	(792)	85	41	44	9	6
SATISFACTION WITH THE BUS DRIVER						
How near to the kerb/stop the bus stopped	(796)	90	57	33	7	3
The driver's appearance	(758)	89	53	37	8	2
The greeting/welcome you got from the driver	(772)	68	32	36	19	13
The helpfulness and attitude of the driver	(760)	69	35	34	19	12
The time the driver gave you to get to seat	(771)	75	36	39	13	12
Smoothness/freedom from jolting during the journey	(771)	70	33	37	15	15
Safety of the driving (i.e. speed, driver concentrating)	(774)	85	47	38	11	4

Results for Stagecoach routes within the South Yorkshire PTE area

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% all dissatisfied
OVERALL SATISFACTION WITH THE JOURNEY						
All passengers	(496)	87	49	38	8	5
All fare-paying passengers	(237)	82	38	44	11	7
All free pass holders	(238)	96	64	32	2	2
Age 16 - 34	(<150)					
Age 35 - 59	(<150)					
Passengers commuting	(166)	82	36	46	11	7
Passengers not commuting	(298)	90	58	32	6	4
Passengers saying they have a disability	(<150)					
SATISFACTION WITH VALUE FOR MONEY						
All fare paying passengers	(229)	78	39	39	8	14
Passengers commuting	(<150)					
Passengers not commuting	(<150)					
Age 16 - 34	(<150)					
Age 35 - 59	(<150)					
SATISFACTION WITH PUNCTUALITY						
Satisfaction with punctuality	(439)	78	49	29	10	12
Peak hours: 8am - 9:30am and 4pm - 6pm	(<150)					
Off peak hours: 6am - 10pm outside of peak hours	(289)	79	51	28	9	12
SATISFACTION ON THE BUS						
Route number & destination info on outside of bus	(454)	82	49	33	14	4
The cleanliness & condition of the outside of bus	(456)	77	34	43	15	8
The ease of getting onto and off the bus	(482)	91	54	37	6	3
The length of time it took to board the bus	(467)	91	55	36	6	4
The cleanliness & condition of the inside of bus	(479)	79	32	47	11	10
The information provided inside the bus	(405)	66	28	39	26	7
The availability of seating or space to stand	(469)	84	47	37	9	7
The comfort of the seats	(474)	75	33	42	15	11
Provision of grab rails to stand/move within the bus	(458)	80	41	39	13	6
The temperature inside the bus	(476)	77	37	40	14	9
Your personal security whilst on the bus	(466)	83	43	40	13	3
The length of time your journey took	(466)	83	47	36	10	7
SATISFACTION WITH THE BUS DRIVER						
How near to the kerb/stop the bus stopped	(472)	94	62	31	5	1
The driver's appearance	(455)	89	59	30	9	2
The greeting/welcome you got from the driver	(454)	72	42	31	18	9
The helpfulness and attitude of the driver	(452)	73	43	30	17	9
The time the driver gave you to get to seat	(464)	76	44	32	15	9
Smoothness/freedom from jolting during the journey	(451)	75	38	36	13	12
Safety of the driving (i.e. speed, driver concentrating)	(454)	85	52	34	8	6

Transport for Greater Manchester (TfGM)

Key findings

In total, 3,405 passengers participated in the survey in this area. The table on the opposite page shows the percentage of passengers satisfied/dissatisfied with various aspects of their bus journeys. The main findings are summarised below.

84% of passengers are satisfied **overall** with their journey **>** **82% for fare paying passengers** and **93% for free pass holding passengers** are satisfied **overall** with their journey

60% of fare paying passengers are satisfied with the **value for money**

71% of passengers are satisfied with the **punctuality of the bus**

Profile of passengers in this area (%)

Main factors

fare paying journeys (without free passes) 70 saying they have a disability 19 no access to private transport 38

Factors affecting journey length

Passengers were asked whether any factors affected journey length (they could answer more than one question). The table below shows the percentage of passengers affected by each factor.

Congestion/traffic jams	26
Road works	16
The bus driver driving too slowly	6
Poor weather conditions	3
The bus waiting too long at stops	9
Time it took passengers to board/pay for tickets	23

Anti-social behaviour

Passengers were asked if, during their journey, other passengers' behaviour gave them cause to worry or made them feel uncomfortable.

13% of passengers said they had **cause to worry** or **felt uncomfortable** during their journey

Results for the TfGM area

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% all dissatisfied
OVERALL SATISFACTION WITH THE JOURNEY						
All passengers	(3,280)	84	42	43	9	6
All fare-paying passengers	(1,589)	82	35	46	10	8
All free pass holders	(1,474)	93	60	33	5	3
Age 16 - 34	(757)	79	31	48	11	10
Age 35 - 59	(930)	85	43	42	8	6
Passengers commuting	(1,113)	80	35	45	10	9
Passengers not commuting	(1,930)	89	48	41	6	5
Passengers saying they have a disability	(810)	87	46	41	7	6
SATISFACTION WITH VALUE FOR MONEY						
All fare paying passengers	(1,547)	60	25	35	15	25
Passengers commuting	(957)	59	24	35	16	26
Passengers not commuting	(522)	62	26	35	14	24
Age 16 - 34	(662)	56	23	33	16	28
Age 35 - 59	(775)	65	27	38	15	20
SATISFACTION WITH PUNCTUALITY						
Satisfaction with punctuality	(3,002)	71	38	33	12	17
Peak hours: 8am - 9:30am and 4pm - 6pm	(690)	69	33	36	11	19
Off peak hours: 6am - 10pm outside of peak hours	(2,245)	72	40	32	12	16
SATISFACTION WITH THE BUS STOP						
Overall satisfaction with the bus stop	(3,231)	72	25	47	16	12
Its general condition/standard of maintenance	(2,982)	73	27	46	15	11
Its freedom from graffiti/vandalism	(2,696)	74	32	41	14	12
Its freedom from litter	(2,760)	63	24	39	18	19
Your personal safety at the stop	(2,871)	72	29	43	18	10
SATISFACTION ON THE BUS						
Route number & destination info on outside of bus	(3,052)	82	46	36	13	5
The cleanliness & condition of the outside of bus	(3,114)	75	31	44	17	8
The ease of getting onto and off the bus	(3,258)	89	50	39	6	4
The length of time it took to board the bus	(3,165)	89	51	38	7	4
The cleanliness & condition of the inside of bus	(3,249)	70	26	44	14	16
The information provided inside the bus	(2,706)	57	22	35	32	11
The availability of seating or space to stand	(3,179)	84	42	42	9	7
The comfort of the seats	(3,222)	74	30	44	14	12
Provision of grab rails to stand/move within the bus	(3,155)	82	38	44	12	6
The temperature inside the bus	(3,208)	76	31	45	13	11
Your personal security whilst on the bus	(3,193)	82	38	44	13	5
The length of time your journey took	(3,223)	80	38	42	10	10
SATISFACTION WITH THE BUS DRIVER						
How near to the kerb/stop the bus stopped	(3,156)	91	57	34	6	3
The driver's appearance	(3,034)	88	53	34	9	3
The greeting/welcome you got from the driver	(3,061)	64	34	30	24	12
The helpfulness and attitude of the driver	(3,026)	67	36	31	23	10
The time the driver gave you to get to seat	(3,104)	69	34	34	18	14
Smoothness/freedom from jolting during the journey	(3,102)	71	32	38	16	13
Safety of the driving (i.e. speed, driver concentrating)	(3,127)	84	46	38	12	4

Results for Arriva routes within the TfGM area

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% all dissatisfied
OVERALL SATISFACTION WITH THE JOURNEY						
All passengers	(848)	83	40	43	9	9
All fare-paying passengers	(385)	77	32	45	12	12
All free pass holders	(413)	94	57	37	3	3
Age 16 - 34	(166)	72	28	44	13	15
Age 35 - 59	(246)	86	38	48	7	8
Passengers commuting	(290)	75	30	46	11	13
Passengers not commuting	(493)	90	50	40	6	4
Passengers saying they have a disability	(232)	89	48	40	4	7
SATISFACTION WITH VALUE FOR MONEY						
All fare paying passengers	(372)	51	22	29	20	29
Passengers commuting	(241)	47	17	30	22	31
Passengers not commuting	(<150)					
Age 16 - 34	(<150)					
Age 35 - 59	(200)	58	25	33	17	25
SATISFACTION WITH PUNCTUALITY						
Satisfaction with punctuality	(774)	68	37	31	12	20
Peak hours: 8am - 9:30am and 4pm - 6pm	(195)	62	29	33	13	25
Off peak hours: 6am - 10pm outside of peak hours	(562)	65	32	33	15	20
SATISFACTION ON THE BUS						
Route number & destination info on outside of bus	(776)	85	47	38	11	4
The cleanliness & condition of the outside of bus	(796)	77	30	47	15	8
The ease of getting onto and off the bus	(840)	90	53	37	6	4
The length of time it took to board the bus	(811)	89	53	36	7	4
The cleanliness & condition of the inside of bus	(833)	74	28	46	12	14
The information provided inside the bus	(694)	56	21	35	31	13
The availability of seating or space to stand	(803)	86	45	42	8	6
The comfort of the seats	(825)	73	30	44	14	30
Provision of grab rails to stand/move within the bus	(804)	80	39	42	14	6
The temperature inside the bus	(824)	78	33	45	13	10
Your personal security whilst on the bus	(820)	84	42	42	12	4
The length of time your journey took	(824)	81	42	40	8	11
SATISFACTION WITH THE BUS DRIVER						
How near to the kerb/stop the bus stopped	(813)	90	53	37	7	3
The driver's appearance	(786)	87	51	36	9	4
The greeting/welcome you got from the driver	(804)	63	33	30	23	14
The helpfulness and attitude of the driver	(792)	67	35	31	20	13
The time the driver gave you to get to seat	(796)	73	33	40	13	13
Smoothness/freedom from jolting during the journey	(794)	73	34	39	13	14
Safety of the driving (i.e. speed, driver concentrating)	(797)	86	44	42	9	5

Results for First routes within the TfGM area

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% all dissatisfied
OVERALL SATISFACTION WITH THE JOURNEY						
All passengers	(1,103)	80	37	43	10	10
All fare-paying passengers	(510)	77	31	46	11	12
All free pass holders	(516)	89	53	36	8	3
Age 16 - 34	(236)	74	28	46	12	15
Age 35 - 59	(306)	81	37	44	10	9
Passengers commuting	(328)	75	27	48	12	13
Passengers not commuting	(686)	85	46	39	8	7
Passengers saying they have a disability	(292)	83	42	41	9	8
SATISFACTION WITH VALUE FOR MONEY						
All fare paying passengers	(493)	51	17	34	17	32
Passengers commuting	(278)	48	15	33	17	35
Passengers not commuting	(189)	55	19	36	17	28
Age 16 - 34	(201)	46	16	30	17	37
Age 35 - 59	(254)	56	18	38	17	27
SATISFACTION WITH PUNCTUALITY						
Satisfaction with punctuality	(995)	64	30	34	14	22
Peak hours: 8am - 9:30am and 4pm - 6pm	(215)	60	27	33	12	28
Off peak hours: 6am - 10pm outside of peak hours	(760)	65	32	33	15	20
SATISFACTION ON THE BUS						
Route number & destination info on outside of bus	(1,031)	80	43	37	16	5
The cleanliness & condition of the outside of bus	(1,049)	70	26	44	20	10
The ease of getting onto and off the bus	(1,094)	86	47	39	9	5
The length of time it took to board the bus	(1,066)	86	48	38	10	4
The cleanliness & condition of the inside of bus	(1,091)	64	20	44	17	18
The information provided inside the bus	(926)	56	18	38	34	10
The availability of seating or space to stand	(1,074)	80	35	44	11	9
The comfort of the seats	(1,086)	70	25	46	16	14
Provision of grab rails to stand/move within the bus	(1,064)	78	34	44	14	8
The temperature inside the bus	(1,079)	73	27	45	16	12
Your personal security whilst on the bus	(1,070)	78	33	44	17	5
The length of time your journey took	(1,085)	78	35	43	12	11
SATISFACTION WITH THE BUS DRIVER						
How near to the kerb/stop the bus stopped	(1,061)	89	54	35	7	4
The driver's appearance	(1,031)	86	49	37	11	3
The greeting/welcome you got from the driver	(1,022)	59	29	29	26	15
The helpfulness and attitude of the driver	(1,016)	61	30	31	27	12
The time the driver gave you to get to seat	(1,043)	63	30	33	20	18
Smoothness/freedom from jolting during the journey	(1,045)	68	30	38	17	15
Safety of the driving (i.e. speed, driver concentrating)	(1,056)	80	43	37	15	5

Results for Stagecoach routes within the TfGM area

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% all dissatisfied
OVERALL SATISFACTION WITH THE JOURNEY						
All passengers	(870)	83	35	48	11	6
All fare-paying passengers	(529)	82	31	51	12	5
All free pass holders	(291)	92	55	37	4	4
Age 16 - 34	(278)	81	29	52	12	7
Age 35 - 59	(275)	84	38	46	10	6
Passengers commuting	(396)	82	34	48	11	7
Passengers not commuting	(423)	88	36	52	8	4
Passengers saying they have a disability	(159)	82	31	51	10	8
SATISFACTION WITH VALUE FOR MONEY						
All fare paying passengers	(519)	64	25	38	16	20
Passengers commuting	(357)	64	25	39	17	19
Passengers not commuting	(<150)					
Age 16 - 34	(248)	62	24	38	17	21
Age 35 - 59	(241)	66	27	39	16	18
SATISFACTION WITH PUNCTUALITY						
Satisfaction with punctuality	(805)	70	36	34	13	17
Peak hours: 8am - 9:30am and 4pm - 6pm	(219)	74	35	39	12	14
Off peak hours: 6am - 10pm outside of peak hours	(565)	68	38	31	13	18
SATISFACTION ON THE BUS						
Route number & destination info on outside of bus	(811)	81	43	38	14	5
The cleanliness & condition of the outside of bus	(826)	73	27	46	19	8
The ease of getting onto and off the bus	(858)	89	45	44	5	5
The length of time it took to board the bus	(842)	88	45	43	7	5
The cleanliness & condition of the inside of bus	(863)	64	19	45	16	20
The information provided inside the bus	(716)	53	17	35	36	11
The availability of seating or space to stand	(851)	83	37	46	10	7
The comfort of the seats	(856)	72	26	45	16	13
Provision of grab rails to stand/move within the bus	(846)	81	31	49	13	6
The temperature inside the bus	(854)	73	26	47	14	13
Your personal security whilst on the bus	(845)	79	32	48	16	5
The length of time your journey took	(858)	77	29	48	12	11
SATISFACTION WITH THE BUS DRIVER						
How near to the kerb/stop the bus stopped	(838)	89	56	33	8	3
The driver's appearance	(783)	86	51	36	11	3
The greeting/welcome you got from the driver	(798)	60	27	33	27	13
The helpfulness and attitude of the driver	(793)	62	31	31	28	9
The time the driver gave you to get to seat	(820)	64	28	36	23	13
Smoothness/freedom from jolting during the journey	(826)	68	26	42	19	13
Safety of the driving (i.e. speed, driver concentrating)	(833)	84	39	45	13	3

West Yorkshire PTE (Metro)

Key findings

In total, 1,630 passengers participated in the survey in this area. The table overleaf shows the percentage of passengers satisfied/dissatisfied with various aspects of their bus journeys. The main findings are summarised below.

85% of passengers are satisfied **overall** with their journey **>** **83% for fare paying passengers** and **90% for free pass holding passengers** are satisfied **overall** with their journey

56% of fare paying passengers are satisfied with the **value for money**

77% of passengers are satisfied with the **punctuality of the bus**

Profile of passengers in this area (%)

Main factors

fare paying journeys (without free passes)	65	saying they have a disability	19	no access to private transport	31
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Factors affecting journey length

Passengers were asked whether any factors affected journey length (they could answer more than one question). The table below shows the percentage of passengers affected by each factor.

Congestion/traffic jams	22
Road works	7
The bus driver driving too slowly	5
Poor weather conditions	4
The bus waiting too long at stops	7
Time it took passengers to board/pay for tickets	22

Anti-social behaviour

Passengers were asked if, during their journey, other passengers' behaviour gave them cause to worry or made them feel uncomfortable.

10% of passengers said they had **cause to worry** or **felt uncomfortable** during their journey

Results for the Metro area

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% all dissatisfied
OVERALL SATISFACTION WITH THE JOURNEY						
All passengers	(1,579)	85	41	43	10	5
All fare-paying passengers	(749)	83	32	51	10	7
All free pass holders	(714)	90	63	27	7	2
Age 16 - 34	(316)	81	27	54	13	6
Age 35 - 59	(490)	85	41	44	8	7
Passengers commuting	(490)	80	26	54	13	7
Passengers not commuting	(994)	89	55	34	7	4
Passengers saying they have a disability	(366)	84	53	31	10	6
SATISFACTION WITH VALUE FOR MONEY						
All fare paying passengers	(723)	56	22	34	20	24
Passengers commuting	(404)	52	18	34	20	28
Passengers not commuting	(286)	64	29	34	19	17
Age 16 - 34	(276)	51	20	31	20	29
Age 35 - 59	(390)	62	24	38	20	18
SATISFACTION WITH PUNCTUALITY						
Satisfaction with punctuality	(1,437)	77	42	35	10	13
Peak hours: 8am - 9:30am and 4pm - 6pm	(327)	70	34	36	11	20
Off peak hours: 6am - 10pm outside of peak hours	(1,081)	80	44	35	10	10
SATISFACTION WITH THE BUS STOP						
Overall satisfaction with the bus stop	(1,533)	73	28	44	17	11
Its general condition/standard of maintenance	(1,421)	72	27	45	15	13
Its freedom from graffiti/vandalism	(1,298)	72	34	38	16	12
Its freedom from litter	(1,320)	69	31	38	16	15
Your personal safety at the stop	(1,357)	71	32	39	18	11
SATISFACTION ON THE BUS						
Route number & destination info on outside of bus	(1,475)	83	46	36	13	4
The cleanliness & condition of the outside of bus	(1,494)	77	31	47	14	9
The ease of getting onto and off the bus	(1,554)	91	50	41	6	3
The length of time it took to board the bus	(1,504)	90	51	39	7	3
The cleanliness & condition of the inside of bus	(1,554)	72	28	45	12	15
The information provided inside the bus	(1,306)	60	23	36	30	11
The availability of seating or space to stand	(1,518)	83	42	42	9	7
The comfort of the seats	(1,532)	73	29	43	14	13
Provision of grab rails to stand/move within the bus	(1,497)	84	38	47	11	5
The temperature inside the bus	(1,515)	76	32	44	13	11
Your personal security whilst on the bus	(1,509)	82	38	44	13	5
The length of time your journey took	(1,537)	83	39	44	10	7
SATISFACTION WITH THE BUS DRIVER						
How near to the kerb/stop the bus stopped	(1,520)	91	55	36	6	3
The driver's appearance	(1,460)	88	53	34	10	3
The greeting/welcome you got from the driver	(1,454)	62	33	29	24	14
The helpfulness and attitude of the driver	(1,447)	65	35	30	24	12
The time the driver gave you to get to seat	(1,487)	70	35	36	17	13
Smoothness/freedom from jolting during the journey	(1,484)	74	35	39	14	12
Safety of the driving (i.e. speed, driver concentrating)	(1,494)	85	46	38	11	5

Results for Arriva routes within the Metro area

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% all dissatisfied
OVERALL SATISFACTION WITH THE JOURNEY						
All passengers	(281)	86	49	37	11	3
All fare-paying passengers	(<150)					
All free pass holders	(<150)					
Age 16 - 34	(<150)					
Age 35 - 59	(<150)					
Passengers commuting	(<150)					
Passengers not commuting	(187)	92	59	33	6	2
Passengers saying they have a disability	(<150)					
SATISFACTION WITH VALUE FOR MONEY						
All fare paying passengers	(<150)					
Passengers commuting	(<150)					
Passengers not commuting	(<150)					
Age 16 - 34	(<150)					
Age 35 - 59	(<150)					
SATISFACTION WITH PUNCTUALITY						
Satisfaction with punctuality	(258)	83	42	41	7	10
Peak hours: 8am - 9:30am and 4pm - 6pm	(<150)					
Off peak hours: 6am - 10pm outside of peak hours	(202)	88	46	42	7	5
SATISFACTION ON THE BUS						
Route number & destination info on outside of bus	(266)	84	52	33	11	5
The cleanliness & condition of the outside of bus	(259)	79	33	46	16	5
The ease of getting onto and off the bus	(272)	92	52	40	5	3
The length of time it took to board the bus	(259)	94	58	37	3	2
The cleanliness & condition of the inside of bus	(274)	78	31	47	13	8
The information provided inside the bus	(222)	68	28	40	23	9
The availability of seating or space to stand	(265)	87	46	41	7	6
The comfort of the seats	(271)	73	30	43	11	16
Provision of grab rails to stand/move within the bus	(264)	87	42	45	9	4
The temperature inside the bus	(267)	78	35	43	11	11
Your personal security whilst on the bus	(267)	90	45	45	8	3
The length of time your journey took	(268)	87	44	43	7	6
SATISFACTION WITH THE BUS DRIVER						
How near to the kerb/stop the bus stopped	(269)	94	58	36	4	2
The driver's appearance	(255)	91	60	32	8	1
The greeting/welcome you got from the driver	(254)	71	39	31	23	7
The helpfulness and attitude of the driver	(255)	74	40	34	19	7
The time the driver gave you to get to seat	(266)	71	36	35	17	12
Smoothness/freedom from jolting during the journey	(258)	74	40	34	11	15
Safety of the driving (i.e. speed, driver concentrating)	(261)	87	55	32	8	5

Results for First routes within the Metro area

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% all dissatisfied
OVERALL SATISFACTION WITH THE JOURNEY						
All passengers	(957)	83	34	49	10	7
All fare-paying passengers	(532)	82	28	55	10	8
All free pass holders	(354)	88	56	32	8	4
Age 16 - 34	(231)	81	22	58	11	8
Age 35 - 59	(338)	83	36	47	9	8
Passengers commuting	(359)	80	22	57	12	8
Passengers not commuting	(546)	88	48	40	7	5
Passengers saying they have a disability	(207)	82	46	36	10	8
SATISFACTION WITH VALUE FOR MONEY						
All fare paying passengers	(517)	56	20	36	20	24
Passengers commuting	(302)	52	16	36	20	28
Passengers not commuting	(192)	63	28	35	21	15
Age 16 - 34	(204)	51	17	34	20	29
Age 35 - 59	(274)	61	23	39	21	18
SATISFACTION WITH PUNCTUALITY						
Satisfaction with punctuality	(862)	73	38	35	11	16
Peak hours: 8am - 9:30am and 4pm - 6pm	(236)	70	34	35	10	21
Off peak hours: 6am - 10pm outside of peak hours	(608)	75	39	36	11	14
SATISFACTION ON THE BUS						
Route number & destination info on outside of bus	(898)	81	41	40	15	4
The cleanliness & condition of the outside of bus	(920)	74	24	49	15	11
The ease of getting onto and off the bus	(950)	89	45	44	7	4
The length of time it took to board the bus	(926)	89	45	44	8	3
The cleanliness & condition of the inside of bus	(945)	67	20	47	14	19
The information provided inside the bus	(816)	55	18	37	33	12
The availability of seating or space to stand	(932)	81	37	45	10	9
The comfort of the seats	(937)	70	25	45	17	13
Provision of grab rails to stand/move within the bus	(916)	82	32	49	12	6
The temperature inside the bus	(929)	73	27	45	15	12
Your personal security whilst on the bus	(923)	79	32	47	16	6
The length of time your journey took	(940)	80	33	47	12	8
SATISFACTION WITH THE BUS DRIVER						
How near to the kerb/stop the bus stopped	(924)	90	51	39	6	3
The driver's appearance	(891)	86	48	38	11	3
The greeting/welcome you got from the driver	(886)	57	26	31	27	17
The helpfulness and attitude of the driver	(886)	59	29	31	26	14
The time the driver gave you to get to seat	(899)	67	29	38	18	15
Smoothness/freedom from jolting during the journey	(910)	72	30	41	16	12
Safety of the driving (i.e. speed, driver concentrating)	(913)	83	40	43	12	4

Results for Keighley & District routes within the Metro area

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% all dissatisfied
OVERALL SATISFACTION WITH THE JOURNEY						
All passengers	(196)	94	61	32	5	1
All fare-paying passengers	(<150)					
All free pass holders	(<150)					
Age 16 - 34	(<150)					
Age 35 - 59	(<150)					
Passengers commuting	(<150)					
Passengers not commuting	(154)	93	70	23	5	2
Passengers saying they have a disability	(<150)					
SATISFACTION WITH VALUE FOR MONEY						
All fare paying passengers	(<150)					
Passengers commuting	(<150)					
Passengers not commuting	(<150)					
Age 16 - 34	(<150)					
Age 35 - 59	(<150)					
SATISFACTION WITH PUNCTUALITY						
Satisfaction with punctuality	(184)	88	60	29	8	4
Peak hours: 8am - 9:30am and 4pm - 6pm	(<150)					
Off peak hours: 6am - 10pm outside of peak hours	(163)	89	61	28	7	4
SATISFACTION ON THE BUS						
Route number & destination info on outside of bus	(177)	89	63	26	8	4
The cleanliness & condition of the outside of bus	(183)	90	54	36	8	3
The ease of getting onto and off the bus	(192)	96	70	26	3	1
The length of time it took to board the bus	(184)	94	67	27	5	1
The cleanliness & condition of the inside of bus	(191)	89	55	34	7	5
The information provided inside the bus	(157)	75	42	33	20	5
The availability of seating or space to stand	(188)	89	60	30	7	4
The comfort of the seats	(188)	85	47	39	9	6
Provision of grab rails to stand/move within the bus	(185)	89	58	30	8	4
The temperature inside the bus	(186)	86	52	34	9	5
Your personal security whilst on the bus	(188)	88	56	32	11	2
The length of time your journey took	(189)	92	62	30	6	1
SATISFACTION WITH THE BUS DRIVER						
How near to the kerb/stop the bus stopped	(188)	95	66	29	5	0
The driver's appearance	(180)	93	72	22	6	1
The greeting/welcome you got from the driver	(184)	78	57	21	14	7
The helpfulness and attitude of the driver	(179)	79	53	26	17	4
The time the driver gave you to get to seat	(191)	87	55	32	8	6
Smoothness/freedom from jolting during the journey	(186)	82	48	35	9	8
Safety of the driving (i.e. speed, driver concentrating)	(188)	90	63	27	7	3

Tyne & Wear PTE (Nexus)

Key findings

In total, 629 passengers participated in the survey in this area. The table on the opposite page shows the percentage of passengers satisfied/dissatisfied with various aspects of their bus journeys. The main findings are summarised below.

91% of passengers are satisfied **overall** with their journey

88% for fare paying passengers and **95%** for free pass holding passengers are satisfied **overall** with their journey

63% of fare paying passengers are satisfied with the **value for money**

79% of passengers are satisfied with the **punctuality of the bus**

Profile of passengers in this area (%)

Main factors

fare paying journeys (without free passes) 62 saying they have a disability 24 no access to private transport 32

Factors affecting journey length

Passengers were asked whether any factors affected journey length (they could answer more than one question). The table below shows the percentage of passengers affected by each factor.

Congestion/traffic jams	13
Road works	7
The bus driver driving too slowly	2
Poor weather conditions	2
The bus waiting too long at stops	5
Time it took passengers to board/pay for tickets	17

Anti-social behaviour

Passengers were asked if, during their journey, other passengers' behaviour gave them cause to worry or made them feel uncomfortable.

6% of passengers said they had **cause to worry** or **felt uncomfortable** during their journey

Results for the Nexus area

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% all dissatisfied
OVERALL SATISFACTION WITH THE JOURNEY						
All passengers	(610)	91	50	40	5	4
All fare-paying passengers	(263)	88	42	46	7	5
All free pass holders	(342)	95	63	32	4	1
Age 16 - 34	(<150)					
Age 35 - 59	(170)	85	44	41	7	8
Passengers commuting	(171)	87	44	43	8	5
Passengers not commuting	(408)	94	53	40	4	3
Passengers saying they have a disability	(165)	91	60	31	6	3
SATISFACTION WITH VALUE FOR MONEY						
All fare paying passengers	(251)	63	26	37	20	17
Passengers commuting	(<150)					
Passengers not commuting	(<150)					
Age 16 - 34	(<150)					
Age 35 - 59	(<150)					
SATISFACTION WITH PUNCTUALITY						
Satisfaction with punctuality	(554)	79	50	29	11	10
Peak hours: 8am - 9:30am and 4pm - 6pm	(<150)					
Off peak hours: 6am - 10pm outside of peak hours	(421)	80	48	32	11	9
SATISFACTION WITH THE BUS STOP						
Overall satisfaction with the bus stop	(610)	77	31	47	12	10
Its general condition/standard of maintenance	(579)	78	33	45	12	10
Its freedom from graffiti/vandalism	(525)	79	40	39	11	10
Its freedom from litter	(530)	75	32	42	12	14
Your personal safety at the stop	(537)	76	33	43	16	8
SATISFACTION ON THE BUS						
Route number & destination info on outside of bus	(580)	85	50	35	12	3
The cleanliness & condition of the outside of bus	(584)	82	37	46	13	4
The ease of getting onto and off the bus	(611)	90	53	37	7	4
The length of time it took to board the bus	(595)	92	57	35	6	2
The cleanliness & condition of the inside of bus	(598)	81	35	47	10	9
The information provided inside the bus	(521)	68	30	38	27	4
The availability of seating or space to stand	(601)	88	49	39	7	5
The comfort of the seats	(599)	81	34	47	11	7
Provision of grab rails to stand/move within the bus	(586)	88	43	45	8	4
The temperature inside the bus	(597)	80	35	45	12	8
Your personal security whilst on the bus	(596)	88	47	41	10	2
The length of time your journey took	(595)	87	49	38	9	4
SATISFACTION WITH THE BUS DRIVER						
How near to the kerb/stop the bus stopped	(590)	91	58	33	5	4
The driver's appearance	(556)	90	56	34	8	2
The greeting/welcome you got from the driver	(571)	71	37	35	19	10
The helpfulness and attitude of the driver	(567)	70	38	32	19	11
The time the driver gave you to get to seat	(573)	74	37	37	16	10
Smoothness/freedom from jolting during the journey	(578)	77	35	42	13	10
Safety of the driving (i.e. speed, driver concentrating)	(576)	85	48	37	12	3

Results for Go North East routes within the Nexus area

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% all dissatisfied
OVERALL SATISFACTION WITH THE JOURNEY						
All passengers	(247)	92	48	44	4	4
All fare-paying passengers	(<150)					
All free pass holders	(<150)					
Age 16 - 34	(<150)					
Age 35 - 59	(<150)					
Passengers commuting	(<150)					
Passengers not commuting	(<150)					
Passengers saying they have a disability	(<150)					
SATISFACTION WITH VALUE FOR MONEY						
All fare paying passengers	(<150)					
Passengers commuting	(<150)					
Passengers not commuting	(<150)					
Age 16 - 34	(<150)					
Age 35 - 59	(<150)					
SATISFACTION WITH PUNCTUALITY						
Satisfaction with punctuality	(229)	84	54	31	8	7
Peak hours: 8am - 9:30am and 4pm - 6pm	(<150)					
Off peak hours: 6am - 10pm outside of peak hours	(155)	82	48	34	9	9
SATISFACTION ON THE BUS						
Route number & destination info on outside of bus	(233)	84	50	34	13	2
The cleanliness & condition of the outside of bus	(237)	88	43	45	10	3
The ease of getting onto and off the bus	(248)	95	60	35	3	2
The length of time it took to board the bus	(243)	95	61	34	3	2
The cleanliness & condition of the inside of bus	(243)	86	39	47	7	6
The information provided inside the bus	(218)	74	34	40	22	4
The availability of seating or space to stand	(246)	90	54	36	5	5
The comfort of the seats	(245)	85	38	46	10	5
Provision of grab rails to stand/move within the bus	(234)	89	46	43	7	4
The temperature inside the bus	(243)	79	36	43	12	9
Your personal security whilst on the bus	(241)	90	52	39	9	1
The length of time your journey took	(240)	89	50	39	9	3
SATISFACTION WITH THE BUS DRIVER						
How near to the kerb/stop the bus stopped	(236)	90	60	31	5	5
The driver's appearance	(222)	88	57	31	10	2
The greeting/welcome you got from the driver	(229)	72	37	35	17	11
The helpfulness and attitude of the driver	(222)	71	37	34	17	12
The time the driver gave you to get to seat	(227)	76	41	35	15	8
Smoothness/freedom from jolting during the journey	(232)	79	37	41	12	9
Safety of the driving (i.e. speed, driver concentrating)	(233)	84	50	33	12	5

Results for Stagecoach routes within the Nexus area

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% all dissatisfied
OVERALL SATISFACTION WITH THE JOURNEY						
All passengers	(263)	89	50	40	7	3
All fare-paying passengers	(<150)					
All free pass holders	(<150)					
Age 16 - 34	(<150)					
Age 35 - 59	(<150)					
Passengers commuting	(<150)					
Passengers not commuting	(199)	91	51	40	5	4
Passengers saying they have a disability	(<150)					
SATISFACTION WITH VALUE FOR MONEY						
All fare paying passengers	(<150)					
Passengers commuting	(<150)					
Passengers not commuting	(<150)					
Age 16 - 34	(<150)					
Age 35 - 59	(<150)					
SATISFACTION WITH PUNCTUALITY						
Satisfaction with punctuality	(235)	73	42	31	14	13
Peak hours: 8am - 9:30am and 4pm - 6pm	(<150)					
Off peak hours: 6am - 10pm outside of peak hours	(193)	78	45	33	13	9
SATISFACTION ON THE BUS						
Route number & destination info on outside of bus	(251)	86	50	36	11	3
The cleanliness & condition of the outside of bus	(256)	76	28	47	17	7
The ease of getting onto and off the bus	(264)	85	47	38	9	6
The length of time it took to board the bus	(256)	88	52	36	9	3
The cleanliness & condition of the inside of bus	(258)	75	29	45	12	13
The information provided inside the bus	(224)	63	26	37	31	6
The availability of seating or space to stand	(256)	87	44	43	8	5
The comfort of the seats	(258)	78	31	47	12	9
Provision of grab rails to stand/move within the bus	(254)	87	40	47	8	5
The temperature inside the bus	(258)	79	34	45	14	6
Your personal security whilst on the bus	(257)	85	41	44	12	3
The length of time your journey took	(255)	85	44	40	9	6
SATISFACTION WITH THE BUS DRIVER						
How near to the kerb/stop the bus stopped	(257)	91	55	36	5	5
The driver's appearance	(240)	93	55	38	5	2
The greeting/welcome you got from the driver	(243)	72	33	39	19	9
The helpfulness and attitude of the driver	(248)	70	37	33	22	8
The time the driver gave you to get to seat	(250)	71	30	41	16	13
Smoothness/freedom from jolting during the journey	(248)	75	30	45	14	11

West Midlands PTE (Centro)

Key findings

In total, 2,774 passengers participated in the survey in this area. The table on the opposite page shows the percentage of passengers satisfied/dissatisfied with various aspects of their bus journeys. The main findings are summarised below.

81% of passengers are satisfied **overall** with their journey **>** **78% for fare paying passengers** and **89% for free pass holding passengers** are satisfied **overall** with their journey

51% of fare paying passengers are satisfied with the **value for money**

64% of passengers are satisfied with the **punctuality of the bus**

Profile of passengers in this area (%)

Main factors

fare paying journeys (without free passes) 71 saying they have a disability 19 no access to private transport 34

Factors affecting journey length

Passengers were asked whether any factors affected journey length (they could answer more than one question). The table below shows the percentage of passengers affected by each factor.

Congestion/traffic jams	27
Road works	13
The bus driver driving too slowly	10
Poor weather conditions	4
The bus waiting too long at stops	10
Time it took passengers to board/pay for tickets	22

Anti-social behaviour

Passengers were asked if, during their journey, other passengers' behaviour gave them cause to worry or made them feel uncomfortable.

18% of passengers said they had **cause to worry** or **felt uncomfortable** during their journey

Results for the Centro area

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% all dissatisfied
OVERALL SATISFACTION WITH THE JOURNEY						
All passengers	(2,680)	81	32	49	11	8
All fare-paying passengers	(1,409)	78	26	52	13	9
All free pass holders	(1,109)	89	50	39	7	4
Age 16 - 34	(571)	75	21	54	14	12
Age 35 - 59	(898)	82	31	50	11	7
Passengers commuting	(884)	77	24	53	14	10
Passengers not commuting	(1,604)	84	38	46	9	7
Passengers saying they have a disability	(620)	80	38	42	10	10
SATISFACTION WITH VALUE FOR MONEY						
All fare paying passengers	(1,379)	51	16	35	18	31
Passengers commuting	(763)	50	14	36	18	31
Passengers not commuting	(547)	52	19	33	16	32
Age 16 - 34	(518)	43	11	33	17	39
Age 35 - 59	(779)	58	20	38	18	23
SATISFACTION WITH PUNCTUALITY						
Satisfaction with punctuality	(2,382)	64	31	33	12	24
Peak hours: 8am - 9:30am and 4pm - 6pm	(456)	56	27	28	13	31
Off peak hours: 6am - 10pm outside of peak hours	(1,868)	67	32	34	12	21
SATISFACTION WITH THE BUS STOP						
Overall satisfaction with the bus stop	(2,635)	68	21	47	19	13
Its general condition/standard of maintenance	(2,418)	68	22	46	18	14
Its freedom from graffiti/vandalism	(2,207)	66	26	40	16	19
Its freedom from litter	(2,241)	59	21	38	16	25
Your personal safety at the stop	(2,303)	61	22	38	23	16
SATISFACTION ON THE BUS						
Route number & destination info on outside of bus	(2,474)	76	34	42	17	7
The cleanliness & condition of the outside of bus	(2,542)	64	20	44	21	15
The ease of getting onto and off the bus	(2,631)	84	40	44	10	6
The length of time it took to board the bus	(2,569)	84	42	42	10	6
The cleanliness & condition of the inside of bus	(2,641)	59	18	41	15	26
The information provided inside the bus	(2,248)	56	16	40	31	13
The availability of seating or space to stand	(2,568)	76	33	43	13	11
The comfort of the seats	(2,596)	67	22	45	17	16
Provision of grab rails to stand/move within the bus	(2,562)	77	31	46	15	8
The temperature inside the bus	(2,573)	70	25	45	17	14
Your personal security whilst on the bus	(2,556)	69	27	42	21	10
The length of time your journey took	(2,569)	77	31	46	13	10
SATISFACTION WITH THE BUS DRIVER						
How near to the kerb/stop the bus stopped	(2,587)	88	49	40	8	4
The driver's appearance	(2,451)	84	42	42	12	4
The greeting/welcome you got from the driver	(2,410)	52	23	28	29	19
The helpfulness and attitude of the driver	(2,378)	56	26	30	29	15
The time the driver gave you to get to seat	(2,545)	61	25	36	22	16
Smoothness/freedom from jolting during the journey	(2,515)	65	24	41	17	18
Safety of the driving (i.e. speed, driver concentrating)	(2,536)	78	37	41	15	7

Results for National Express routes within the Centro area

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% all dissatisfied
OVERALL SATISFACTION WITH THE JOURNEY						
All passengers	(2,179)	80	29	50	12	9
All fare-paying passengers	(1,221)	78	25	53	13	9
All free pass holders	(838)	88	44	44	8	5
Age 16 - 34	(508)	75	22	53	13	12
Age 35 - 59	(758)	81	29	52	12	7
Passengers commuting	(780)	76	23	53	14	10
Passengers not commuting	(1,253)	83	35	48	10	7
Passengers saying they have a disability	(464)	78	33	45	11	10
SATISFACTION WITH VALUE FOR MONEY						
All fare paying passengers	(1,195)	49	14	35	18	33
Passengers commuting	(683)	49	13	36	19	33
Passengers not commuting	(454)	50	18	32	17	33
Age 16 - 34	(463)	43	10	32	17	40
Age 35 - 59	(667)	56	19	37	19	24
SATISFACTION WITH PUNCTUALITY						
Satisfaction with punctuality	(1,944)	63	30	33	13	25
Peak hours: 8am - 9:30am and 4pm - 6pm	(389)	53	26	27	14	33
Off peak hours: 6am - 10pm outside of peak hours	(1,510)	66	31	35	12	22
SATISFACTION ON THE BUS						
Route number & destination info on outside of bus	(2,020)	75	34	42	18	7
The cleanliness & condition of the outside of bus	(2,072)	63	18	45	21	15
The ease of getting onto and off the bus	(2,145)	83	39	44	10	6
The length of time it took to board the bus	(2,100)	82	40	42	11	7
The cleanliness & condition of the inside of bus	(2,153)	57	16	41	15	28
The information provided inside the bus	(1,846)	55	14	41	32	14
The availability of seating or space to stand	(2,098)	75	31	44	13	12
The comfort of the seats	(2,122)	66	20	46	18	16
Provision of grab rails to stand/move within the bus	(2,099)	76	30	46	15	9
The temperature inside the bus	(2,106)	68	23	45	18	15
Your personal security whilst on the bus	(2,096)	67	25	42	22	11
The length of time your journey took	(2,108)	76	29	47	14	11
SATISFACTION WITH THE BUS DRIVER						
How near to the kerb/stop the bus stopped	(2,099)	88	48	40	8	4
The driver's appearance	(1,987)	83	40	43	13	4
The greeting/welcome you got from the driver	(1,949)	49	21	28	32	20
The helpfulness and attitude of the driver	(1,927)	54	24	29	31	15
The time the driver gave you to get to seat	(2,068)	59	23	36	24	17
Smoothness/freedom from jolting during the journey	(2,043)	63	23	40	18	19
Safety of the driving (i.e. speed, driver concentrating)	(2,067)	77	35	42	16	7

Tees Valley Group

Key findings

In total, 1,648 passengers participated in the survey in this area. The table overleaf shows the percentage of passengers satisfied/dissatisfied with various aspects of their bus journeys. The main findings are summarised below.

85% of passengers are satisfied **overall** with their journey

80% for fare paying passengers and **91%** for free pass holding passengers are satisfied **overall** with their journey

62% of fare paying passengers are satisfied with the **value for money**

74% of passengers are satisfied with the **punctuality of the bus**

Profile of passengers in this area (%)

Main factors

fare paying journeys (without free passes) 55 saying they have a disability 29 no access to private transport 34

Factors affecting journey length

Passengers were asked whether any factors affected journey length (they could answer more than one question). The table below shows the percentage of passengers affected by each factor.

Congestion/traffic jams	13
Road works	7
The bus driver driving too slowly	3
Poor weather conditions	2
The bus waiting too long at stops	6
Time it took passengers to board/pay for tickets	20

Anti-social behaviour

Passengers were asked if, during their journey, other passengers' behaviour gave them cause to worry or made them feel uncomfortable.

8% of passengers said they had **cause to worry** or **felt uncomfortable** during their journey

Results for the Tees Valley area

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% all dissatisfied
OVERALL SATISFACTION WITH THE JOURNEY						
All passengers	(1,586)	85	45	40	8	7
All fare-paying passengers	(565)	80	35	45	11	9
All free pass holders	(917)	91	57	34	5	4
Age 16 - 34	(233)	77	30	47	12	11
Age 35 - 59	(418)	85	44	41	8	7
Passengers commuting	(302)	79	32	47	11	10
Passengers not commuting	(1,171)	88	50	38	7	6
Passengers saying they have a disability	(489)	87	48	38	7	6
SATISFACTION WITH VALUE FOR MONEY						
All fare paying passengers	(557)	62	26	36	11	27
Passengers commuting	(251)	58	23	35	15	27
Passengers not commuting	(283)	66	27	38	8	26
Age 16 - 34	(207)	58	22	36	11	31
Age 35 - 59	(318)	66	28	38	11	23
SATISFACTION WITH PUNCTUALITY						
Satisfaction with punctuality	(1,466)	74	43	31	9	17
Peak hours: 8am - 9:30am and 4pm - 6pm	(260)	72	37	34	9	19
Off peak hours: 6am - 10pm outside of peak hours	(1,168)	75	45	31	9	16
SATISFACTION WITH THE BUS STOP						
Overall satisfaction with the bus stop	(1,575)	68	24	43	16	16
Its general condition/standard of maintenance	(1,453)	69	23	46	14	17
Its freedom from graffiti/vandalism	(1,279)	68	28	41	13	18
Its freedom from litter	(1,296)	68	25	42	13	19
Your personal safety at the stop	(1,328)	70	28	43	18	12
SATISFACTION ON THE BUS						
Route number & destination info on outside of bus	(1,478)	81	42	39	14	5
The cleanliness & condition of the outside of bus	(1,487)	75	30	46	16	9
The ease of getting onto and off the bus	(1,568)	90	48	42	6	4
The length of time it took to board the bus	(1,528)	90	51	39	7	3
The cleanliness & condition of the inside of bus	(1,568)	75	29	46	13	11
The information provided inside the bus	(1,304)	63	24	39	28	9
The availability of seating or space to stand	(1,523)	85	43	42	8	6
The comfort of the seats	(1,540)	74	31	43	13	14
Provision of grab rails to stand/move within the bus	(1,507)	81	37	44	12	7
The temperature inside the bus	(1,532)	77	32	45	12	11
Your personal security whilst on the bus	(1,512)	81	39	42	14	5
The length of time your journey took	(1,533)	87	45	42	8	5
SATISFACTION WITH THE BUS DRIVER						
How near to the kerb/stop the bus stopped	(1,532)	91	57	34	6	3
The driver's appearance	(1,503)	90	56	34	8	3
The greeting/welcome you got from the driver	(1,522)	69	36	33	19	13
The helpfulness and attitude of the driver	(1,498)	69	38	31	20	10
The time the driver gave you to get to seat	(1,527)	75	38	37	14	11
Smoothness/freedom from jolting during the journey	(1,502)	74	36	38	14	12
Safety of the driving (i.e. speed, driver concentrating)	(1,515)	85	51	35	9	5

Results for Arriva routes within the Tees Valley area

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% all dissatisfied
OVERALL SATISFACTION WITH THE JOURNEY						
All passengers	(910)	84	41	43	9	7
All fare-paying passengers	(303)	79	30	49	12	9
All free pass holders	(550)	90	53	37	5	5
Age 16 - 34	(<150)					
Age 35 - 59	(212)	80	34	46	10	10
Passengers commuting	(171)	77	21	56	12	11
Passengers not commuting	(680)	86	48	38	8	6
Passengers saying they have a disability	(288)	85	45	40	8	7
SATISFACTION WITH VALUE FOR MONEY						
All fare paying passengers	(300)	57	22	35	12	31
Passengers commuting	(<150)					
Passengers not commuting	(<150)					
Age 16 - 34	(<150)					
Age 35 - 59	(161)	58	24	35	12	30
SATISFACTION WITH PUNCTUALITY						
Satisfaction with punctuality	(829)	70	37	34	9	21
Peak hours: 8am - 9:30am and 4pm - 6pm	(152)	66	34	32	11	22
Off peak hours: 6am - 10pm outside of peak hours	(651)	71	37	34	9	20
SATISFACTION ON THE BUS						
Route number & destination info on outside of bus	(851)	78	37	41	15	7
The cleanliness & condition of the outside of bus	(858)	72	25	46	16	13
The ease of getting onto and off the bus	(902)	87	44	43	7	6
The length of time it took to board the bus	(886)	88	47	42	8	3
The cleanliness & condition of the inside of bus	(902)	70	25	45	15	15
The information provided inside the bus	(747)	59	20	39	28	13
The availability of seating or space to stand	(878)	85	41	44	8	7
The comfort of the seats	(884)	71	28	43	13	15
Provision of grab rails to stand/move within the bus	(868)	80	34	46	12	8
The temperature inside the bus	(877)	76	31	44	11	13
Your personal security whilst on the bus	(877)	79	37	42	15	6
The length of time your journey took	(882)	85	42	43	9	6
SATISFACTION WITH THE BUS DRIVER						
How near to the kerb/stop the bus stopped	(866)	89	54	35	7	3
The driver's appearance	(859)	88	52	36	9	3
The greeting/welcome you got from the driver	(870)	67	34	33	20	13
The helpfulness and attitude of the driver	(847)	69	37	32	20	11
The time the driver gave you to get to seat	(872)	77	38	39	13	11
Smoothness/freedom from jolting during the journey	(852)	73	35	39	14	12
Safety of the driving (i.e. speed, driver concentrating)	(868)	84	48	36	10	6

Results for Stagecoach routes within the Tees Valley area

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% all dissatisfied
OVERALL SATISFACTION WITH THE JOURNEY						
All passengers	(593)	86	50	37	8	6
All fare-paying passengers	(241)	81	41	40	10	8
All free pass holders	(309)	94	61	32	5	1
Age 16 - 34	(<150)					
Age 35 - 59	(184)	90	52	38	8	3
Passengers commuting	(<150)					
Passengers not commuting	(426)	89	51	38	7	5
Passengers saying they have a disability	(168)	89	51	38	6	4
SATISFACTION WITH VALUE FOR MONEY						
All fare paying passengers	(236)	66	30	36	11	23
Passengers commuting	(<150)					
Passengers not commuting	(<150)					
Age 16 - 34	(<150)					
Age 35 - 59	(<150)					
SATISFACTION WITH PUNCTUALITY						
Satisfaction with punctuality	(558)	79	49	30	8	13
Peak hours: 8am - 9:30am and 4pm - 6pm	(<150)					
Off peak hours: 6am - 10pm outside of peak hours	(447)	79	51	27	9	12
SATISFACTION ON THE BUS						
Route number & destination info on outside of bus	(550)	85	48	37	12	4
The cleanliness & condition of the outside of bus	(550)	80	34	46	16	4
The ease of getting onto and off the bus	(583)	93	52	41	4	2
The length of time it took to board the bus	(565)	92	57	35	5	2
The cleanliness & condition of the inside of bus	(586)	82	33	48	12	7
The information provided inside the bus	(490)	70	29	41	26	3
The availability of seating or space to stand	(568)	87	47	40	7	6
The comfort of the seats	(576)	77	33	44	11	12
Provision of grab rails to stand/move within the bus	(562)	83	41	42	10	6
The temperature inside the bus	(574)	78	31	47	12	9
Your personal security whilst on the bus	(556)	85	42	42	12	4
The length of time your journey took	(572)	90	48	42	7	3
SATISFACTION WITH THE BUS DRIVER						
How near to the kerb/stop the bus stopped	(585)	92	59	33	4	3
The driver's appearance	(564)	92	60	32	5	3
The greeting/welcome you got from the driver	(571)	70	38	32	18	12
The helpfulness and attitude of the driver	(570)	69	40	29	21	10
The time the driver gave you to get to seat	(572)	72	37	34	16	12
Smoothness/freedom from jolting during the journey	(571)	74	37	37	15	11
Safety of the driving (i.e. speed, driver concentrating)	(569)	87	53	34	9	4

West of England Partnership

Key findings

In total, 828 passengers participated in the survey in this area. The table overleaf shows the percentage of passengers satisfied/dissatisfied with various aspects of their bus journeys. The main findings are summarised below.

84% of passengers are satisfied **overall** with their journey

80% for fare paying passengers and **93%** for free pass holding passengers are satisfied **overall** with their journey

43% of fare paying passengers are satisfied with the **value for money**

69% of passengers are satisfied with the **punctuality of the bus**

Profile of passengers in this area (%)

Main factors

fare paying journeys (without free passes) 61 saying they have a disability 18 no access to private transport 30

Factors affecting journey length

Passengers were asked whether any factors affected journey length (they could answer more than one question). The table below shows the percentage of passengers affected by each factor.

Congestion/traffic jams	31
Road works	12
The bus driver driving too slowly	5
Poor weather conditions	3
The bus waiting too long at stops	2
Time it took passengers to board/pay for tickets	22

Anti-social behaviour

Passengers were asked if, during their journey, other passengers' behaviour gave them cause to worry or made them feel uncomfortable.

9% of passengers said they had **cause to worry** or **felt uncomfortable** during their journey

Results for the West England Partnership area

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% all dissatisfied
OVERALL SATISFACTION WITH THE JOURNEY						
All passengers	(810)	84	38	46	9	7
All fare-paying passengers	(412)	80	30	50	11	9
All free pass holders	(351)	93	54	39	5	2
Age 16 - 34	(213)	75	22	53	13	11
Age 35 - 59	(218)	84	38	46	9	7
Passengers commuting	(301)	77	28	49	15	8
Passengers not commuting	(470)	90	46	44	4	5
Passengers saying they have a disability	(164)	78	43	35	10	12
SATISFACTION WITH VALUE FOR MONEY						
All fare paying passengers	(399)	43	19	24	15	42
Passengers commuting	(241)	42	17	25	15	43
Passengers not commuting	(<150)					
Age 16 - 34	(188)	35	16	19	19	46
Age 35 - 59	(181)	52	22	30	9	38
SATISFACTION WITH PUNCTUALITY						
Satisfaction with punctuality	(725)	69	37	32	13	18
Peak hours: 8am - 9:30am and 4pm - 6pm	(203)	70	37	33	14	16
Off peak hours: 6am - 10pm outside of peak hours	(509)	69	38	31	12	19
SATISFACTION WITH THE BUS STOP						
Overall satisfaction with the bus stop	(792)	71	23	48	16	13
Its general condition/standard of maintenance	(738)	73	24	49	16	11
Its freedom from graffiti/vandalism	(682)	78	33	45	12	10
Its freedom from litter	(703)	69	27	42	15	15
Your personal safety at the stop	(691)	74	30	44	17	9
SATISFACTION ON THE BUS						
Route number & destination info on outside of bus	(746)	78	43	36	14	8
The cleanliness & condition of the outside of bus	(754)	76	29	47	16	8
The ease of getting onto and off the bus	(795)	88	50	38	6	6
The length of time it took to board the bus	(784)	88	51	37	7	5
The cleanliness & condition of the inside of bus	(790)	72	26	45	15	14
The information provided inside the bus	(651)	55	18	36	31	14
The availability of seating or space to stand	(788)	81	42	39	9	10
The comfort of the seats	(791)	72	27	45	15	13
Provision of grab rails to stand/move within the bus	(765)	80	35	45	14	6
The temperature inside the bus	(778)	75	28	47	15	10
Your personal security whilst on the bus	(776)	81	41	41	15	4
The length of time your journey took	(787)	80	39	41	11	9
SATISFACTION WITH THE BUS DRIVER						
How near to the kerb/stop the bus stopped	(780)	92	55	36	4	4
The driver's appearance	(754)	91	52	38	8	2
The greeting/welcome you got from the driver	(756)	68	34	33	21	11
The helpfulness and attitude of the driver	(756)	70	36	34	20	10
The time the driver gave you to get to seat	(765)	77	41	36	14	9
Smoothness/freedom from jolting during the journey	(763)	75	32	43	14	10
Safety of the driving (i.e. speed, driver concentrating)	(764)	87	47	40	9	4

Results for First routes within the West England Partnership area

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% all dissatisfied
OVERALL SATISFACTION WITH THE JOURNEY						
All passengers	(755)	84	36	47	9	7
All fare-paying passengers	(375)	79	27	52	11	9
All free pass holders	(336)	93	53	40	5	2
Age 16 - 34	(197)	75	19	56	13	12
Age 35 - 59	(197)	83	35	48	10	7
Passengers commuting	(264)	76	24	52	15	9
Passengers not commuting	(452)	90	45	45	4	6
Passengers saying they have a disability	(152)	77	40	37	10	13
SATISFACTION WITH VALUE FOR MONEY						
All fare paying passengers	(362)	40	17	24	15	44
Passengers commuting	(210)	38	14	24	16	47
Passengers not commuting	(<150)					
Age 16 - 34	(173)	33	14	19	19	48
Age 35 - 59	(162)	48	18	30	11	41
SATISFACTION WITH PUNCTUALITY						
Satisfaction with punctuality	(672)	69	36	33	13	18
Peak hours: 8am - 9:30am and 4pm - 6pm	(180)	71	35	36	14	15
Off peak hours: 6am - 10pm outside of peak hours	(478)	68	37	31	13	19
SATISFACTION ON THE BUS						
Route number & destination info on outside of bus	(694)	78	41	37	14	7
The cleanliness & condition of the outside of bus	(702)	74	27	48	17	8
The ease of getting onto and off the bus	(741)	88	48	40	6	6
The length of time it took to board the bus	(731)	87	50	38	8	5
The cleanliness & condition of the inside of bus	(737)	70	24	46	15	15
The information provided inside the bus	(605)	53	17	36	32	15
The availability of seating or space to stand	(735)	80	41	40	9	10
The comfort of the seats	(738)	71	25	47	16	13
Provision of grab rails to stand/move within the bus	(712)	79	34	45	15	7
The temperature inside the bus	(725)	75	27	48	14	11
Your personal security whilst on the bus	(721)	81	39	42	15	4
The length of time your journey took	(732)	80	38	42	12	8
SATISFACTION WITH THE BUS DRIVER						
How near to the kerb/stop the bus stopped	(727)	91	54	37	5	4
The driver's appearance	(701)	90	52	39	8	2
The greeting/welcome you got from the driver	(703)	67	32	34	22	11
The helpfulness and attitude of the driver	(703)	70	34	35	21	10
The time the driver gave you to get to seat	(711)	77	40	37	13	10
Smoothness/freedom from jolting during the journey	(710)	75	30	45	15	10
Safety of the driving (i.e. speed, driver concentrating)	(711)	87	47	41	9	4

Bournemouth and Poole (combined)

Key findings

In total, 674 passengers participated in the survey in this area. The table on the opposite page shows the percentage of passengers satisfied/dissatisfied with various aspects of their bus journeys. The main findings are summarised below.

87% of passengers are satisfied **overall** with their journey

84% for fare paying passengers and **92%** for free pass holding passengers are satisfied **overall** with their journey

59% of fare paying passengers are satisfied with the **value for money**

76% of passengers are satisfied with the **punctuality of the bus**

Profile of passengers in this area (%)

Main factors

fare paying journeys (without free passes) 70 saying they have a disability 18 no access to private transport 34

Factors affecting journey length

Passengers were asked whether any factors affected journey length (they could answer more than one question). The table below shows the percentage of passengers affected by each factor.

Congestion/traffic jams	22
Road works	11
The bus driver driving too slowly	4
Poor weather conditions	1
The bus waiting too long at stops	8
Time it took passengers to board/pay for tickets	30

Anti-social behaviour

Passengers were asked if, during their journey, other passengers' behaviour gave them cause to worry or made them feel uncomfortable.

10% of passengers said they had **cause to worry** or **felt uncomfortable** during their journey

Results for Bournemouth and Poole (combined) areas

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% all dissatisfied
OVERALL SATISFACTION WITH THE JOURNEY						
All passengers	(652)	87	45	42	7	6
All fare-paying passengers	(253)	84	38	47	8	7
All free pass holders	(358)	92	64	28	5	3
Age 16 - 34	(<150)					
Age 35 - 59	(<150)					
Passengers commuting	(<150)					
Passengers not commuting	(<150)					
Passengers saying they have a disability	(<150)					
SATISFACTION WITH VALUE FOR MONEY						
All fare paying passengers	(250)	59	27	32	14	27
Passengers commuting	(<150)					
Passengers not commuting	(<150)					
Age 16 - 34	(<150)					
Age 35 - 59	(<150)					
SATISFACTION WITH PUNCTUALITY						
Satisfaction with punctuality	(603)	76	45	30	12	12
Peak hours: 8am - 9:30am and 4pm - 6pm	(<150)					
Off peak hours: 6am - 10pm outside of peak hours	(<150)					
SATISFACTION WITH THE BUS STOP						
Overall satisfaction with the bus stop	(641)	75	27	48	18	8
Its general condition/standard of maintenance	(608)	74	29	46	14	12
Its freedom from graffiti/vandalism	(543)	77	38	40	9	13
Its freedom from litter	(561)	69	30	40	14	17
Your personal safety at the stop	(573)	78	38	40	13	9
SATISFACTION ON THE BUS						
Route number & destination info on outside of bus	(606)	86	49	36	12	2
The cleanliness & condition of the outside of bus	(625)	83	45	38	12	4
The ease of getting onto and off the bus	(653)	91	57	33	6	3
The length of time it took to board the bus	(629)	88	57	31	10	2
The cleanliness & condition of the inside of bus	(650)	79	36	43	12	9
The information provided inside the bus	(540)	64	29	35	31	6
The availability of seating or space to stand	(633)	82	46	36	9	8
The comfort of the seats	(642)	80	42	39	13	7
Provision of grab rails to stand/move within the bus	(625)	81	40	41	15	4
The temperature inside the bus	(644)	72	34	38	15	13
Your personal security whilst on the bus	(633)	84	49	35	13	3
The length of time your journey took	(636)	82	46	36	10	8
SATISFACTION WITH THE BUS DRIVER						
How near to the kerb/stop the bus stopped	(625)	90	60	30	7	3
The driver's appearance	(625)	91	62	28	8	1
The greeting/welcome you got from the driver	(632)	74	49	24	16	11
The helpfulness and attitude of the driver	(621)	74	49	25	15	11
The time the driver gave you to get to seat	(623)	78	47	32	13	9
Smoothness/freedom from jolting during the journey	(628)	78	43	35	13	9
Safety of the driving (i.e. speed, driver concentrating)	(627)	87	58	30	9	4

Results for Yellow Bus routes within the Bournemouth and Poole (combined) area

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% all dissatisfied
OVERALL SATISFACTION WITH THE JOURNEY						
All passengers	(323)	89	45	43	8	3
Satisfaction with value for money	(<150)					
Satisfaction with punctuality	(298)	79	50	30	12	9
Satisfaction with length of time journey took	(318)	83	46	37	11	6

Results for Wilts & Dorset routes within the Bournemouth and Poole (combined) area

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% all dissatisfied
OVERALL SATISFACTION WITH THE JOURNEY						
All passengers	(329)	85	45	40	6	10
Satisfaction with value for money	(<150)					
Satisfaction with punctuality	(305)	71	39	31	12	17
Satisfaction with length of time journey took	(318)	80	45	35	9	11

Dorset

Key findings

In total, 586 passengers participated in the survey in this area. The table overleaf shows the percentage of passengers satisfied/dissatisfied with various aspects of their bus journeys. The main findings are summarised below.

88% of passengers are satisfied **overall** with their journey

85% for fare paying passengers and **92%** for free pass holding passengers are satisfied **overall** with their journey

57% of fare paying passengers are satisfied with the **value for money**

74% of passengers are satisfied with the **punctuality of the bus**

Profile of passengers in this area (%)

Main factors

fare paying journeys (without free passes) 56 saying they have a disability 24 no access to private transport 24

Factors affecting journey length

Passengers were asked whether any factors affected journey length (they could answer more than one question). The table below shows the percentage of passengers affected by each factor.

Congestion/traffic jams	23
Road works	19
The bus driver driving too slowly	3
Poor weather conditions	2
The bus waiting too long at stops	10
Time it took passengers to board/pay for tickets	21

Anti-social behaviour

Passengers were asked if, during their journey, other passengers' behaviour gave them cause to worry or made them feel uncomfortable.

11% of passengers said they had **cause to worry** or **felt uncomfortable** during their journey

Results for the Dorset area

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% all dissatisfied
OVERALL SATISFACTION AND VALUE FOR MONEY						
All passengers	(568)	88	49	39	6	6
All fare-paying passengers	(164)	85	38	46	8	7
All free pass holders	(370)	92	63	29	5	3
Satisfaction with value for money	(159)	57	22	35	16	27
SATISFACTION WITH PUNCTUALITY						
Satisfaction with punctuality	(510)	74	46	28	12	14
SATISFACTION WITH THE BUS STOP						
Overall satisfaction with the bus stop	(556)	75	35	40	14	11
Its general condition/standard of maintenance	(519)	75	35	41	13	12
Its freedom from graffiti/vandalism	(465)	80	46	34	11	10
Its freedom from litter	(478)	78	42	36	14	7
Your personal safety at the stop	(484)	75	40	34	18	7
SATISFACTION ON THE BUS						
Route number & destination info on outside of bus	(533)	83	54	29	11	6
The cleanliness & condition of the outside of bus	(533)	76	33	44	15	8
The ease of getting onto and off the bus	(565)	88	56	32	5	6
The length of time it took to board the bus	(546)	90	59	30	5	5
The cleanliness & condition of the inside of bus	(560)	75	38	37	10	14
The information provided inside the bus	(449)	58	24	34	33	9
The availability of seating or space to stand	(545)	84	46	38	8	9
The comfort of the seats	(555)	68	31	38	17	14
Provision of grab rails to stand/move within the bus	(539)	80	39	42	13	7
The temperature inside the bus	(544)	79	36	43	13	8
Your personal security whilst on the bus	(544)	84	45	39	13	4
The length of time your journey took	(546)	82	45	37	11	7
SATISFACTION WITH THE BUS DRIVER						
How near to the kerb/stop the bus stopped	(554)	91	67	25	6	2
The driver's appearance	(538)	92	64	28	6	2
The greeting/welcome you got from the driver	(544)	73	46	27	16	11
The helpfulness and attitude of the driver	(544)	77	50	26	13	10
The time the driver gave you to get to seat	(549)	81	52	29	12	7
Smoothness/freedom from jolting during the journey	(550)	82	44	38	9	9
Safety of the driving (i.e. speed, driver concentrating)	(538)	88	62	27	9	3

Results for First routes within the Dorset area

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% all dissatisfied
OVERALL SATISFACTION WITH THE JOURNEY						
All passengers	(403)	85	46	39	7	8
Satisfaction with value for money	(<150)					
Satisfaction with punctuality	(355)	70	42	28	14	16
Satisfaction with length of time journey took	(386)	80	42	38	13	8

Durham County

Key findings

In total, 467 passengers participated in the survey in this area. The table on the opposite page shows the percentage of passengers satisfied/dissatisfied with various aspects of their bus journeys. The main findings are summarised below.

83% of passengers are satisfied **overall** with their journey **>** **81% for fare paying passengers** and **89% for free pass holding passengers** are satisfied **overall** with their journey

46% of fare paying passengers are satisfied with the **value for money**

65% of passengers are satisfied with the **punctuality of the bus**

Profile of passengers in this area (%)

Main factors

fare paying journeys (without free passes)	62	saying they have a disability	23	no access to private transport	36
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Factors affecting journey length

Passengers were asked whether any factors affected journey length (they could answer more than one question). The table below shows the percentage of passengers affected by each factor.

Congestion/traffic jams	17
Road works	6
The bus driver driving too slowly	3
Poor weather conditions	1
The bus waiting too long at stops	6
Time it took passengers to board/pay for tickets	21

Anti-social behaviour

Passengers were asked if, during their journey, other passengers' behaviour gave them cause to worry or made them feel uncomfortable.

7% of passengers said they had **cause to worry** or **felt uncomfortable** during their journey

Results for the Durham County area

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% all dissatisfied
OVERALL SATISFACTION AND VALUE FOR MONEY						
All passengers	(450)	83	36	47	10	7
All fare-paying passengers	(206)	81	25	56	13	6
All free pass holders	(212)	89	56	33	5	7
Satisfaction with value for money	(204)	46	11	35	15	39
SATISFACTION WITH PUNCTUALITY						
Satisfaction with punctuality	(426)	65	30	35	13	23
SATISFACTION WITH THE BUS STOP						
Overall satisfaction with the bus stop	(446)	64	15	48	22	15
Its general condition/standard of maintenance	(423)	61	16	45	19	20
Its freedom from graffiti/vandalism	(370)	65	24	41	16	18
Its freedom from litter	(371)	62	22	41	15	23
Your personal safety at the stop	(380)	64	24	40	23	12
SATISFACTION ON THE BUS						
Route number & destination info on outside of bus	(432)	81	37	44	12	7
The cleanliness & condition of the outside of bus	(438)	69	23	46	20	11
The ease of getting onto and off the bus	(447)	89	45	44	6	5
The length of time it took to board the bus	(436)	90	48	42	5	5
The cleanliness & condition of the inside of bus	(452)	70	26	44	13	17
The information provided inside the bus	(384)	54	18	36	32	14
The availability of seating or space to stand	(431)	83	37	46	9	8
The comfort of the seats	(447)	71	24	47	14	15
Provision of grab rails to stand/move within the bus	(431)	80	32	48	14	6
The temperature inside the bus	(432)	74	27	47	17	9
Your personal security whilst on the bus	(432)	81	36	46	12	7
The length of time your journey took	(435)	80	37	43	10	10
SATISFACTION WITH THE BUS DRIVER						
How near to the kerb/stop the bus stopped	(428)	88	52	36	7	4
The driver's appearance	(426)	87	47	39	10	4
The greeting/welcome you got from the driver	(422)	64	35	30	21	14
The helpfulness and attitude of the driver	(422)	68	36	32	20	12
The time the driver gave you to get to seat	(436)	73	40	34	13	13
Smoothness/freedom from jolting during the journey	(423)	71	31	40	14	15
Safety of the driving (i.e. speed, driver concentrating)	(430)	82	44	39	10	7

Results for Arriva routes within the Durham County area

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% all dissatisfied
OVERALL SATISFACTION WITH THE JOURNEY						
All passengers	(239)	78	24	54	12	10
Satisfaction with value for money	(<150)					
Satisfaction with punctuality	(226)	55	21	34	12	32
Satisfaction with length of time journey took	(231)	74	29	45	14	12

Results for Go North East routes within the Durham County area

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% all dissatisfied
OVERALL SATISFACTION WITH THE JOURNEY						
All passengers	(188)	88	46	42	10	2
Satisfaction with value for money	(<150)					
Satisfaction with punctuality	(177)	76	38	38	13	11
Satisfaction with length of time journey took	(182)	86	44	42	7	8

East Sussex

Key findings

In total, 641 passengers participated in the survey in this area. The table overleaf shows the percentage of passengers satisfied/dissatisfied with various aspects of their bus journeys. The main findings are summarised below.

88% of passengers are satisfied **overall** with their journey

83% for fare paying passengers and **95%** for free pass holding passengers are satisfied **overall** with their journey

64% of fare paying passengers are satisfied with the **value for money**

81% of passengers are satisfied with the **punctuality of the bus**

Profile of passengers in this area (%)

Main factors

fare paying journeys (without free passes) 51 saying they have a disability 24 no access to private transport 34

Factors affecting journey length

Passengers were asked whether any factors affected journey length (they could answer more than one question). The table below shows the percentage of passengers affected by each factor.

Congestion/traffic jams	16
Road works	7
The bus driver driving too slowly	4
Poor weather conditions	1
The bus waiting too long at stops	9
Time it took passengers to board/pay for tickets	25

Anti-social behaviour

Passengers were asked if, during their journey, other passengers' behaviour gave them cause to worry or made them feel uncomfortable.

8% of passengers said they had **cause to worry** or **felt uncomfortable** during their journey

Results for the East Sussex area

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% all dissatisfied
OVERALL SATISFACTION AND VALUE FOR MONEY						
All passengers	(613)	88	50	38	6	6
All fare-paying passengers	(194)	83	37	45	7	10
All free pass holders	(388)	95	63	31	4	2
Satisfaction with value for money	(196)	64	25	40	11	25
SATISFACTION WITH PUNCTUALITY						
Satisfaction with punctuality	(561)	81	44	36	8	11
SATISFACTION WITH THE BUS STOP						
Overall satisfaction with the bus stop	(605)	70	28	42	16	14
Its general condition/standard of maintenance	(568)	68	28	40	16	16
Its freedom from graffiti/vandalism	(515)	71	34	37	14	15
Its freedom from litter	(523)	69	28	41	14	17
Your personal safety at the stop	(525)	74	38	36	18	8
SATISFACTION ON THE BUS						
Route number & destination info on outside of bus	(582)	83	51	32	11	5
The cleanliness & condition of the outside of bus	(578)	79	34	45	13	9
The ease of getting onto and off the bus	(610)	88	53	34	7	5
The length of time it took to board the bus	(595)	88	54	34	8	4
The cleanliness & condition of the inside of bus	(608)	75	30	45	10	15
The information provided inside the bus	(510)	64	27	37	25	11
The availability of seating or space to stand	(591)	82	45	38	10	8
The comfort of the seats	(604)	70	29	42	17	13
Provision of grab rails to stand/move within the bus	(584)	80	37	42	14	6
The temperature inside the bus	(605)	76	33	43	14	10
Your personal security whilst on the bus	(598)	86	45	42	10	4
The length of time your journey took	(600)	85	48	36	8	7
SATISFACTION WITH THE BUS DRIVER						
How near to the kerb/stop the bus stopped	(598)	93	63	30	4	3
The driver's appearance	(587)	90	63	28	7	3
The greeting/welcome you got from the driver	(602)	76	49	27	13	10
The helpfulness and attitude of the driver	(590)	78	50	28	14	8
The time the driver gave you to get to seat	(594)	77	46	31	12	11
Smoothness/freedom from jolting during the journey	(593)	75	38	36	12	13
Safety of the driving (i.e. speed, driver concentrating)	(592)	86	56	31	10	4

Results for Brighton & Hove Bus routes within the East Sussex area

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% all dissatisfied
OVERALL SATISFACTION WITH THE JOURNEY						
All passengers	(210)	89	52	37	6	5
Satisfaction with value for money	(<150)					
Satisfaction with punctuality	(196)	81	50	31	9	10
Satisfaction with length of time journey took	(203)	88	53	34	8	4

Results for Stagecoach routes within the East Sussex area

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% all dissatisfied
OVERALL SATISFACTION WITH THE JOURNEY						
All passengers	(358)	88	48	40	5	7
Satisfaction with value for money	(<150)					
Satisfaction with punctuality	(328)	79	39	40	8	13
Satisfaction with length of time journey took	(356)	82	46	37	9	9

Essex

Key findings

In total, 519 passengers participated in the survey in this area. The table on the opposite page shows the percentage of passengers satisfied/dissatisfied with various aspects of their bus journeys. The main findings are summarised below.

83% of passengers are satisfied **overall** with their journey **>** **73%** for fare paying passengers and **93%** for free pass holding passengers are satisfied **overall** with their journey

50% of fare paying passengers are satisfied with the **value for money**

70% of passengers are satisfied with the **punctuality of the bus**

Profile of passengers in this area (%)

Main factors

fare paying journeys (without free passes)	49	saying they have a disability	21	no access to private transport	33
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Factors affecting journey length

Passengers were asked whether any factors affected journey length (they could answer more than one question). The table below shows the percentage of passengers affected by each factor.

Congestion/traffic jams	23
Road works	14
The bus driver driving too slowly	5
Poor weather conditions	1
The bus waiting too long at stops	8
Time it took passengers to board/pay for tickets	21

Anti-social behaviour

Passengers were asked if, during their journey, other passengers' behaviour gave them cause to worry or made them feel uncomfortable.

8% of passengers said they had **cause to worry** or **felt uncomfortable** during their journey

Results for the Essex area

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% all dissatisfied
OVERALL SATISFACTION AND VALUE FOR MONEY						
All passengers	(498)	83	47	36	10	7
All fare-paying passengers	(168)	73	29	44	15	12
All free pass holders	(289)	93	65	28	5	1
Satisfaction with value for money	(168)	50	18	33	19	31
SATISFACTION WITH PUNCTUALITY						
Satisfaction with punctuality	(468)	70	41	29	10	20
SATISFACTION WITH THE BUS STOP						
Overall satisfaction with the bus stop	(481)	67	25	42	18	15
Its general condition/standard of maintenance	(433)	66	25	41	17	17
Its freedom from graffiti/vandalism	(381)	69	33	36	14	17
Its freedom from litter	(394)	66	26	40	16	17
Your personal safety at the stop	(402)	69	31	38	19	12
SATISFACTION ON THE BUS						
Route number & destination info on outside of bus	(465)	79	45	34	15	6
The cleanliness & condition of the outside of bus	(479)	73	27	45	20	8
The ease of getting onto and off the bus	(489)	85	50	35	11	5
The length of time it took to board the bus	(477)	87	51	36	8	5
The cleanliness & condition of the inside of bus	(500)	71	30	41	16	13
The information provided inside the bus	(392)	53	21	32	36	11
The availability of seating or space to stand	(482)	81	43	38	9	10
The comfort of the seats	(488)	68	26	42	20	12
Provision of grab rails to stand/move within the bus	(477)	79	36	44	12	8
The temperature inside the bus	(488)	72	32	40	19	9
Your personal security whilst on the bus	(478)	82	40	42	13	5
The length of time your journey took	(489)	82	41	40	11	7
SATISFACTION WITH THE BUS DRIVER						
How near to the kerb/stop the bus stopped	(485)	91	60	30	5	4
The driver's appearance	(469)	89	58	31	9	2
The greeting/welcome you got from the driver	(475)	70	41	29	19	11
The helpfulness and attitude of the driver	(471)	69	42	27	21	10
The time the driver gave you to get to seat	(493)	79	43	36	11	10
Smoothness/freedom from jolting during the journey	(479)	76	39	37	14	10
Safety of the driving (i.e. speed, driver concentrating)	(483)	85	52	34	10	5

Results for First routes within the Essex area

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% all dissatisfied
OVERALL SATISFACTION WITH THE JOURNEY						
All passengers	(299)	83	43	40	11	5
Satisfaction with value for money	(<150)					
Satisfaction with punctuality	(284)	69	39	29	11	21
Satisfaction with length of time journey took	(299)	79	36	43	12	9

Hertfordshire

Key findings

In total, 454 passengers participated in the survey in this area. The table overleaf shows the percentage of passengers satisfied/dissatisfied with various aspects of their bus journeys. The main findings are summarised below.

84% of passengers are satisfied **overall** with their journey **>** **77% for fare paying passengers*** and **93% for free pass holding passengers** are satisfied **overall** with their journey

47% of fare paying passengers* are satisfied with the **value for money**

69% of passengers are satisfied with the **punctuality of the bus**

Profile of passengers in this area (%)

Main factors

fare paying journeys (without free passes)	55	saying they have a disability	23	no access to private transport	30
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Factors affecting journey length

Passengers were asked whether any factors affected journey length (they could answer more than one question). The table below shows the percentage of passengers affected by each factor.

Congestion/traffic jams	20
Road works	9
The bus driver driving too slowly	5
Poor weather conditions	3
The bus waiting too long at stops	3
Time it took passengers to board/pay for tickets	26

Anti-social behaviour

Passengers were asked if, during their journey, other passengers' behaviour gave them cause to worry or made them feel uncomfortable.

7% of passengers said they had **cause to worry** or **felt uncomfortable** during their journey

* Note: sample size of 143

Results for the Hertfordshire area

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% all dissatisfied
OVERALL SATISFACTION AND VALUE FOR MONEY						
All passengers	(435)	84	44	40	7	9
All fare-paying passengers*	(<150)					
All free pass holders	(258)	93	59	34	3	4
Satisfaction with value for money*	(<150)					
SATISFACTION WITH PUNCTUALITY						
Satisfaction with punctuality	(394)	69	38	30	12	19
SATISFACTION WITH THE BUS STOP						
Overall satisfaction with the bus stop	(426)	72	26	46	18	10
Its general condition/standard of maintenance	(394)	73	30	43	15	12
Its freedom from graffiti/vandalism	(353)	79	38	40	11	10
Its freedom from litter	(362)	73	27	46	14	13
Your personal safety at the stop	(360)	79	33	46	16	6
SATISFACTION ON THE BUS						
Route number & destination info on outside of bus	(410)	82	44	39	11	7
The cleanliness & condition of the outside of bus	(407)	76	30	45	18	6
The ease of getting onto and off the bus	(432)	88	49	40	9	3
The length of time it took to board the bus	(409)	84	47	37	10	6
The cleanliness & condition of the inside of bus	(432)	77	31	46	14	10
The information provided inside the bus	(350)	57	22	35	33	10
The availability of seating or space to stand	(426)	80	41	39	12	8
The comfort of the seats	(420)	73	33	39	14	13
Provision of grab rails to stand/move within the bus	(418)	79	37	42	15	6
The temperature inside the bus	(421)	77	31	45	15	9
Your personal security whilst on the bus	(416)	83	40	44	14	2
The length of time your journey took	(423)	83	40	43	11	6
SATISFACTION WITH THE BUS DRIVER						
How near to the kerb/stop the bus stopped	(423)	88	56	32	9	3
The driver's appearance	(414)	83	51	32	14	3
The greeting/welcome you got from the driver	(419)	65	42	24	21	14
The helpfulness and attitude of the driver	(409)	73	44	29	17	10
The time the driver gave you to get to seat	(426)	78	46	32	13	9
Smoothness/freedom from jolting during the journey	(416)	78	40	37	13	9
Safety of the driving (i.e. speed, driver concentrating)	(424)	84	51	33	11	4

* Note low sample size

Results for Arriva routes within the Hertfordshire area

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% all dissatisfied
OVERALL SATISFACTION WITH THE JOURNEY						
All passengers	(281)	86	47	40	5	9
Satisfaction with value for money	(<150)					
Satisfaction with punctuality	(250)	74	43	31	12	14
Satisfaction with length of time journey took	(272)	82	40	42	10	8

Kingston upon Hull

Key findings

In total, 497 passengers participated in the survey in this area. The table on the opposite page shows the percentage of passengers satisfied/dissatisfied with various aspects of their bus journeys. The main findings are summarised below.

85% of passengers are satisfied **overall** with their journey **>** **83% for fare paying passengers and 95% for free pass holding passengers** are satisfied **overall** with their journey

66% of fare paying passengers are satisfied with the **value for money**

72% of passengers are satisfied with the **punctuality of the bus**

Profile of passengers in this area (%)

Main factors

fare paying journeys (without free passes)	72	saying they have a disability	19	no access to private transport	30
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Factors affecting journey length

Passengers were asked whether any factors affected journey length (they could answer more than one question). The table below shows the percentage of passengers affected by each factor.

Congestion/traffic jams	25
Road works	4
The bus driver driving too slowly	8
Poor weather conditions	1
The bus waiting too long at stops	8
Time it took passengers to board/pay for tickets	33

Anti-social behaviour

Passengers were asked if, during their journey, other passengers' behaviour gave them cause to worry or made them feel uncomfortable.

13% of passengers said they had **cause to worry or felt uncomfortable** during their journey

Results for the Kingston upon Hull area

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% all dissatisfied
OVERALL SATISFACTION AND VALUE FOR MONEY						
All passengers	(483)	85	43	42	8	7
All fare-paying passengers	(262)	83	35	48	8	9
All free pass holders	(191)	95	68	27	4	1
Satisfaction with value for money	(260)	66	27	39	16	18
SATISFACTION WITH PUNCTUALITY						
Satisfaction with punctuality	(446)	72	40	32	12	16
SATISFACTION WITH THE BUS STOP						
Overall satisfaction with the bus stop	(458)	65	29	36	19	16
Its general condition/standard of maintenance	(421)	66	28	38	19	15
Its freedom from graffiti/vandalism	(385)	71	36	35	17	12
Its freedom from litter	(394)	65	29	36	19	16
Your personal safety at the stop	(411)	68	31	36	20	12
SATISFACTION ON THE BUS						
Route number & destination info on outside of bus	(444)	79	43	36	16	5
The cleanliness & condition of the outside of bus	(448)	75	35	39	17	8
The ease of getting onto and off the bus	(473)	89	56	33	5	6
The length of time it took to board the bus	(462)	89	55	34	8	4
The cleanliness & condition of the inside of bus	(466)	71	29	42	15	14
The information provided inside the bus	(410)	63	23	40	28	9
The availability of seating or space to stand	(457)	83	43	40	7	10
The comfort of the seats	(461)	75	32	43	14	11
Provision of grab rails to stand/move within the bus	(457)	82	40	43	12	5
The temperature inside the bus	(457)	77	38	40	11	11
Your personal security whilst on the bus	(452)	80	41	39	15	5
The length of time your journey took	(468)	80	39	41	11	9
SATISFACTION WITH THE BUS DRIVER						
How near to the kerb/stop the bus stopped	(465)	90	61	29	5	5
The driver's appearance	(457)	89	61	28	9	1
The greeting/welcome you got from the driver	(460)	71	38	32	15	14
The helpfulness and attitude of the driver	(456)	75	42	32	15	11
The time the driver gave you to get to seat	(462)	66	36	30	17	17
Smoothness/freedom from jolting during the journey	(468)	69	34	35	19	12
Safety of the driving (i.e. speed, driver concentrating)	(468)	84	50	34	12	3

Results for EYMS routes within the Kingston upon Hull area

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% all dissatisfied
OVERALL SATISFACTION WITH THE JOURNEY						
All passengers	(173)	92	50	41	6	2
Satisfaction with value for money	(<150)					
Satisfaction with punctuality	(162)	79	51	28	9	13
Satisfaction with length of time journey took	(163)	88	37	51	9	3

Results for Stagecoach routes within the Kingston upon Hull area

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% all dissatisfied
OVERALL SATISFACTION WITH THE JOURNEY						
All passengers	(310)	82	39	43	8	10
Satisfaction with value for money	(172)	63	28	36	14	23
Satisfaction with punctuality	(284)	69	35	34	14	18
Satisfaction with length of time journey took	(305)	76	41	36	12	12

Lancashire

Key findings

In total, 562 passengers participated in the survey in this area. The table overleaf shows the percentage of passengers satisfied/dissatisfied with various aspects of their bus journeys. The main findings are summarised below.

87% of passengers are satisfied **overall** with their journey

82% for fare paying passengers and **93%** for free pass holding passengers are satisfied **overall** with their journey

57% of fare paying passengers are satisfied with the **value for money**

74% of passengers are satisfied with the **punctuality of the bus**

Profile of passengers in this area (%)

Main factors

fare paying journeys (without free passes) 60 saying they have a disability 24 no access to private transport 31

Factors affecting journey length

Passengers were asked whether any factors affected journey length (they could answer more than one question). The table below shows the percentage of passengers affected by each factor.

Congestion/traffic jams	23
Road works	14
The bus driver driving too slowly	5
Poor weather conditions	1
The bus waiting too long at stops	8
Time it took passengers to board/pay for tickets	21

Anti-social behaviour

Passengers were asked if, during their journey, other passengers' behaviour gave them cause to worry or made them feel uncomfortable.

9% of passengers said they had **cause to worry** or **felt uncomfortable** during their journey

Results for the Lancashire area

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% all dissatisfied
OVERALL SATISFACTION AND VALUE FOR MONEY						
All passengers	(546)	87	49	38	8	5
All fare-paying passengers	(208)	82	41	41	10	8
All free pass holders	(295)	93	63	31	5	1
Satisfaction with value for money	(203)	57	24	33	17	26
SATISFACTION WITH PUNCTUALITY						
Satisfaction with punctuality	(485)	74	43	31	10	16
SATISFACTION WITH THE BUS STOP						
Overall satisfaction with the bus stop	(533)	65	28	37	18	17
Its general condition/standard of maintenance	(492)	66	28	39	16	18
Its freedom from graffiti/vandalism	(439)	70	33	37	15	15
Its freedom from litter	(453)	63	28	35	15	22
Your personal safety at the stop	(451)	62	29	33	25	12
SATISFACTION ON THE BUS						
Route number & destination info on outside of bus	(501)	82	51	31	15	3
The cleanliness & condition of the outside of bus	(520)	77	37	40	15	8
The ease of getting onto and off the bus	(540)	90	53	36	6	4
The length of time it took to board the bus	(522)	89	54	34	8	4
The cleanliness & condition of the inside of bus	(540)	76	36	40	12	12
The information provided inside the bus	(442)	61	27	33	33	6
The availability of seating or space to stand	(524)	83	47	36	9	7
The comfort of the seats	(536)	79	39	39	13	8
Provision of grab rails to stand/move within the bus	(521)	85	43	42	11	4
The temperature inside the bus	(529)	79	36	44	12	8
Your personal security whilst on the bus	(520)	81	45	35	16	3
The length of time your journey took	(526)	83	45	38	11	6
SATISFACTION WITH THE BUS DRIVER						
How near to the kerb/stop the bus stopped	(530)	94	66	28	4	2
The driver's appearance	(517)	92	64	28	5	3
The greeting/welcome you got from the driver	(507)	71	42	29	18	12
The helpfulness and attitude of the driver	(511)	72	42	30	17	11
The time the driver gave you to get to seat	(525)	76	43	34	12	11
Smoothness/freedom from jolting during the journey	(519)	76	40	35	14	10
Safety of the driving (i.e. speed, driver concentrating)	(522)	86	56	30	10	4

Results for Stagecoach routes within the Lancashire area

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% all dissatisfied
OVERALL SATISFACTION WITH THE JOURNEY						
All passengers	(187)	84	47	37	12	4
Satisfaction with value for money	(<150)					
Satisfaction with punctuality	(167)	73	44	29	11	16
Satisfaction with length of time journey took	(187)	84	47	37	10	6

Leicester City

Key findings

In total, 478 passengers participated in the survey in this area. The table on the opposite page shows the percentage of passengers satisfied/dissatisfied with various aspects of their bus journeys. The main findings are summarised below.

85% of passengers are satisfied **overall** with their journey **>** **84% for fare paying passengers** and **89% for free pass holding passengers** are satisfied **overall** with their journey

39% of fare paying passengers are satisfied with the **value for money**

69% of passengers are satisfied with the **punctuality of the bus**

Profile of passengers in this area (%)

Main factors

fare paying journeys (without free passes) 54 saying they have a disability 24 no access to private transport 35

Factors affecting journey length

Passengers were asked whether any factors affected journey length (they could answer more than one question). The table below shows the percentage of passengers affected by each factor.

Congestion/traffic jams	24
Road works	4
The bus driver driving too slowly	6
Poor weather conditions	3
The bus waiting too long at stops	7
Time it took passengers to board/pay for tickets	31

Anti-social behaviour

Passengers were asked if, during their journey, other passengers' behaviour gave them cause to worry or made them feel uncomfortable.

11% of passengers said they had **cause to worry** or **felt uncomfortable** during their journey

Results for the Leicester City area

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% all dissatisfied
OVERALL SATISFACTION AND VALUE FOR MONEY						
All passengers	(464)	85	38	48	11	4
All fare-paying passengers	(194)	84	27	56	13	3
All free pass holders	(224)	89	50	39	7	4
Satisfaction with value for money	(186)	39	10	29	20	41
SATISFACTION WITH PUNCTUALITY						
Satisfaction with punctuality	(420)	69	32	37	13	18
SATISFACTION WITH THE BUS STOP						
Overall satisfaction with the bus stop	(447)	64	22	42	19	16
Its general condition/standard of maintenance	(409)	64	22	42	20	16
Its freedom from graffiti/vandalism	(355)	66	26	40	16	19
Its freedom from litter	(364)	53	19	35	18	29
Your personal safety at the stop	(379)	64	26	38	20	16
SATISFACTION ON THE BUS						
Route number & destination info on outside of bus	(435)	77	41	36	15	8
The cleanliness & condition of the outside of bus	(431)	72	21	52	16	12
The ease of getting onto and off the bus	(455)	85	45	39	10	6
The length of time it took to board the bus	(437)	86	45	41	9	5
The cleanliness & condition of the inside of bus	(447)	63	23	40	13	24
The information provided inside the bus	(387)	57	21	36	30	13
The availability of seating or space to stand	(440)	82	37	45	11	7
The comfort of the seats	(442)	70	25	45	16	14
Provision of grab rails to stand/move within the bus	(426)	76	31	45	15	9
The temperature inside the bus	(444)	74	29	45	18	9
Your personal security whilst on the bus	(437)	77	32	45	17	6
The length of time your journey took	(447)	84	33	51	11	5
SATISFACTION WITH THE BUS DRIVER						
How near to the kerb/stop the bus stopped	(438)	86	54	32	10	5
The driver's appearance	(424)	86	51	35	10	4
The greeting/welcome you got from the driver	(426)	58	30	28	23	19
The helpfulness and attitude of the driver	(415)	61	31	30	23	16
The time the driver gave you to get to seat	(430)	70	35	35	18	12
Smoothness/freedom from jolting during the journey	(421)	68	31	37	17	14
Safety of the driving (i.e. speed, driver concentrating)	(426)	81	42	39	13	5

Results for First routes within the Leicester City area

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% all dissatisfied
OVERALL SATISFACTION WITH THE JOURNEY						
All passengers	(305)	86	39	47	11	3
Satisfaction with value for money	(<150)					
Satisfaction with punctuality	(275)	70	33	38	11	18
Satisfaction with length of time journey took	(294)	84	35	49	11	5

Norfolk

Key findings

In total, 480 passengers participated in the survey in this area. The table overleaf shows the percentage of passengers satisfied/dissatisfied with various aspects of their bus journeys. The main findings are summarised below.

87% of passengers are satisfied **overall** with their journey

84% for fare paying passengers and **95%** for free pass holding passengers are satisfied **overall** with their journey

51% of fare paying passengers are satisfied with the **value for money**

76% of passengers are satisfied with the **punctuality of the bus**

Profile of passengers in this area (%)

Main factors

fare paying journeys (without free passes) 66 saying they have a disability 19 no access to private transport 30

Factors affecting journey length

Passengers were asked whether any factors affected journey length (they could answer more than one question). The table below shows the percentage of passengers affected by each factor.

Congestion/traffic jams	16
Road works	8
The bus driver driving too slowly	4
Poor weather conditions	1
The bus waiting too long at stops	6
Time it took passengers to board/pay for tickets	21

Anti-social behaviour

Passengers were asked if, during their journey, other passengers' behaviour gave them cause to worry or made them feel uncomfortable.

7% of passengers said they had **cause to worry** or **felt uncomfortable** during their journey

Results for the Norfolk area

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% all dissatisfied
OVERALL SATISFACTION AND VALUE FOR MONEY						
All passengers	(467)	87	40	47	8	5
All fare-paying passengers	(232)	84	28	56	10	6
All free pass holders	(210)	95	67	29	3	2
Satisfaction with value for money	(225)	51	21	30	20	30
SATISFACTION WITH PUNCTUALITY						
Satisfaction with punctuality	(435)	76	41	34	10	15
SATISFACTION WITH THE BUS STOP						
Overall satisfaction with the bus stop	(438)	62	18	44	19	19
Its general condition/standard of maintenance	(397)	65	20	44	17	18
Its freedom from graffiti/vandalism	(367)	72	31	41	13	16
Its freedom from litter	(372)	70	25	45	14	17
Your personal safety at the stop	(383)	64	26	38	24	12
SATISFACTION ON THE BUS						
Route number & destination info on outside of bus	(435)	79	44	35	14	7
The cleanliness & condition of the outside of bus	(442)	75	29	45	15	11
The ease of getting onto and off the bus	(467)	91	49	42	6	3
The length of time it took to board the bus	(455)	88	49	38	8	4
The cleanliness & condition of the inside of bus	(457)	79	35	43	10	11
The information provided inside the bus	(372)	54	25	29	32	14
The availability of seating or space to stand	(451)	82	43	39	8	9
The comfort of the seats	(460)	67	27	40	19	15
Provision of grab rails to stand/move within the bus	(445)	79	37	42	16	6
The temperature inside the bus	(453)	71	30	41	16	13
Your personal security whilst on the bus	(451)	80	39	41	15	4
The length of time your journey took	(456)	78	39	39	11	11
SATISFACTION WITH THE BUS DRIVER						
How near to the kerb/stop the bus stopped	(452)	94	57	37	4	2
The driver's appearance	(448)	87	52	35	10	3
The greeting/welcome you got from the driver	(440)	69	41	28	19	12
The helpfulness and attitude of the driver	(443)	71	41	29	18	12
The time the driver gave you to get to seat	(457)	75	42	33	13	12
Smoothness/freedom from jolting during the journey	(453)	74	38	36	14	12
Safety of the driving (i.e. speed, driver concentrating)	(452)	86	49	37	7	6

Results for First routes within the Norfolk area

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% all dissatisfied
OVERALL SATISFACTION WITH THE JOURNEY						
All passengers	(307)	87	36	52	8	5
Satisfaction with value for money	(160)	46	18	27	24	30
Satisfaction with punctuality	(285)	72	38	35	10	18
Satisfaction with length of time journey took	(298)	79	36	43	12	9

Northamptonshire

Key findings

In total, 462 passengers participated in the survey in this area. The table on the opposite page shows the percentage of passengers satisfied/dissatisfied with various aspects of their bus journeys. The main findings are summarised below.

83% of passengers are satisfied **overall** with their journey

78% for fare paying passengers and **95%** for free pass holding passengers are satisfied **overall** with their journey

51% of fare paying passengers are satisfied with the **value for money**

66% of passengers are satisfied with the **punctuality of the bus**

Profile of passengers in this area (%)

Main factors

fare paying journeys (without free passes) 67 saying they have a disability 25 no access to private transport 40

Factors affecting journey length

Passengers were asked whether any factors affected journey length (they could answer more than one question). The table below shows the percentage of passengers affected by each factor.

Congestion/traffic jams	23
Road works	27
The bus driver driving too slowly	7
Poor weather conditions	0
The bus waiting too long at stops	8
Time it took passengers to board/pay for tickets	25

Anti-social behaviour

Passengers were asked if, during their journey, other passengers' behaviour gave them cause to worry or made them feel uncomfortable.

15% of passengers said they had **cause to worry** or **felt uncomfortable** during their journey

Results for the Northants area

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% all dissatisfied
OVERALL SATISFACTION AND VALUE FOR MONEY						
All passengers	(452)	83	42	41	10	7
All fare-paying passengers	(183)	78	36	42	13	9
All free pass holders	(243)	95	59	36	4	1
Satisfaction with value for money	(181)	51	27	24	20	29
SATISFACTION WITH PUNCTUALITY						
Satisfaction with punctuality	(392)	66	36	30	10	23
SATISFACTION WITH THE BUS STOP						
Overall satisfaction with the bus stop	(431)	59	22	37	19	22
Its general condition/standard of maintenance	(388)	55	17	38	17	28
Its freedom from graffiti/vandalism	(332)	54	23	30	21	25
Its freedom from litter	(338)	57	18	39	18	25
Your personal safety at the stop	(363)	67	26	41	16	17
SATISFACTION ON THE BUS						
Route number & destination info on outside of bus	(410)	76	40	36	18	6
The cleanliness & condition of the outside of bus	(422)	68	23	45	26	6
The ease of getting onto and off the bus	(434)	84	41	43	9	6
The length of time it took to board the bus	(422)	84	46	38	10	6
The cleanliness & condition of the inside of bus	(431)	67	22	45	20	13
The information provided inside the bus	(370)	57	20	37	32	11
The availability of seating or space to stand	(428)	82	37	45	12	6
The comfort of the seats	(431)	75	29	46	17	7
Provision of grab rails to stand/move within the bus	(417)	79	36	43	16	6
The temperature inside the bus	(424)	72	30	42	13	14
Your personal security whilst on the bus	(425)	76	33	42	21	4
The length of time your journey took	(430)	74	36	39	13	13
SATISFACTION WITH THE BUS DRIVER						
How near to the kerb/stop the bus stopped	(437)	90	51	39	5	4
The driver's appearance	(420)	90	54	36	10	0
The greeting/welcome you got from the driver	(413)	68	37	31	20	11
The helpfulness and attitude of the driver	(414)	68	37	31	21	11
The time the driver gave you to get to seat	(427)	75	38	37	12	13
Smoothness/freedom from jolting during the journey	(418)	74	31	43	14	11
Safety of the driving (i.e. speed, driver concentrating)	(429)	84	49	35	12	4

Results for Stagecoach routes within the Northants area

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% all dissatisfied
OVERALL SATISFACTION WITH THE JOURNEY						
All passengers	(327)	82	40	42	9	8
Satisfaction with value for money	(<150)					
Satisfaction with punctuality	(285)	69	36	32	7	24
Satisfaction with length of time journey took	(314)	75	37	39	13	11

Nottingham City

Key findings

In total, 550 passengers participated in the survey in this area. The table overleaf shows the percentage of passengers satisfied/dissatisfied with various aspects of their bus journeys. The main findings are summarised below.

91% of passengers are satisfied **overall** with their journey

90% for fare paying passengers and **92%** for free pass holding passengers are satisfied **overall** with their journey

68% of fare paying passengers are satisfied with the **value for money**

80% of passengers are satisfied with the **punctuality of the bus**

Profile of passengers in this area (%)

Main factors

fare paying journeys (without free passes) 76 saying they have a disability 17 no access to private transport 32

Factors affecting journey length

Passengers were asked whether any factors affected journey length (they could answer more than one question). The table below shows the percentage of passengers affected by each factor.

Congestion/traffic jams	26
Road works	19
The bus driver driving too slowly	6
Poor weather conditions	3
The bus waiting too long at stops	9
Time it took passengers to board/pay for tickets	17

Anti-social behaviour

Passengers were asked if, during their journey, other passengers' behaviour gave them cause to worry or made them feel uncomfortable.

8% of passengers said they had **cause to worry** or **felt uncomfortable** during their journey

Results for the Nottingham City area

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% all dissatisfied
OVERALL SATISFACTION AND VALUE FOR MONEY						
All passengers	(524)	91	48	42	5	5
All fare-paying passengers	(284)	90	45	45	6	4
All free pass holders	(203)	92	61	31	2	6
Satisfaction with value for money	(283)	68	27	42	15	17
SATISFACTION WITH PUNCTUALITY						
Satisfaction with punctuality	(513)	80	51	29	10	11
SATISFACTION WITH THE BUS STOP						
Overall satisfaction with the bus stop	(536)	87	35	52	8	5
Its general condition/standard of maintenance	(516)	86	38	48	10	4
Its freedom from graffiti/vandalism	(481)	87	45	43	9	4
Its freedom from litter	(494)	75	34	41	16	9
Your personal safety at the stop	(498)	78	35	43	16	6
SATISFACTION ON THE BUS						
Route number & destination info on outside of bus	(512)	86	50	35	13	1
The cleanliness & condition of the outside of bus	(522)	87	39	48	9	4
The ease of getting onto and off the bus	(532)	92	55	37	5	2
The length of time it took to board the bus	(523)	93	54	38	5	2
The cleanliness & condition of the inside of bus	(528)	83	40	43	12	5
The information provided inside the bus	(490)	72	36	37	24	3
The availability of seating or space to stand	(517)	88	49	40	9	3
The comfort of the seats	(526)	78	34	44	14	8
Provision of grab rails to stand/move within the bus	(513)	83	39	44	13	4
The temperature inside the bus	(517)	76	32	44	14	11
Your personal security whilst on the bus	(519)	84	42	42	13	2
The length of time your journey took	(527)	83	43	40	8	9
SATISFACTION WITH THE BUS DRIVER						
How near to the kerb/stop the bus stopped	(518)	92	60	32	6	2
The driver's appearance	(496)	91	59	33	7	2
The greeting/welcome you got from the driver	(500)	71	42	29	19	10
The helpfulness and attitude of the driver	(499)	73	44	29	20	7
The time the driver gave you to get to seat	(508)	75	41	35	15	10
Smoothness/freedom from jolting during the journey	(506)	75	39	37	14	10
Safety of the driving (i.e. speed, driver concentrating)	(507)	84	50	33	11	5

Results for Nottingham City Transport routes within the Nottingham City area

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% all dissatisfied
OVERALL SATISFACTION WITH THE JOURNEY						
All passengers	(499)	91	48	43	5	5
Satisfaction with value for money	(274)	68	26	41	15	17
Satisfaction with punctuality	(491)	79	51	28	10	11
Satisfaction with length of time journey took	(503)	83	43	40	8	9

Staffordshire

Key findings

In total, 451 passengers participated in the survey in this area. The table on the opposite page shows the percentage of passengers satisfied/dissatisfied with various aspects of their bus journeys. The main findings are summarised below.

85% of passengers are satisfied **overall** with their journey

81% for fare paying passengers and **93%** for free pass holding passengers are satisfied **overall** with their journey

50% of fare paying passengers are satisfied with the **value for money**

75% of passengers are satisfied with the **punctuality of the bus**

Profile of passengers in this area (%)

Main factors

fare paying journeys (without free passes) 62 saying they have a disability 23 no access to private transport 25

Factors affecting journey length

Passengers were asked whether any factors affected journey length (they could answer more than one question). The table below shows the percentage of passengers affected by each factor.

Congestion/traffic jams	18
Road works	9
The bus driver driving too slowly	5
Poor weather conditions	1
The bus waiting too long at stops	6
Time it took passengers to board/pay for tickets	21

Anti-social behaviour

Passengers were asked if, during their journey, other passengers' behaviour gave them cause to worry or made them feel uncomfortable.

8% of passengers said they had **cause to worry** or **felt uncomfortable** during their journey

Results for the Staffordshire area

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% all dissatisfied
OVERALL SATISFACTION AND VALUE FOR MONEY						
All passengers	(437)	85	45	41	9	6
All fare-paying passengers	(170)	81	36	45	11	7
All free pass holders	(230)	93	60	34	5	2
Satisfaction with value for money	(166)	50	22	28	8	41
SATISFACTION WITH PUNCTUALITY						
Satisfaction with punctuality	(392)	75	41	35	6	19
SATISFACTION WITH THE BUS STOP						
Overall satisfaction with the bus stop	(431)	66	16	50	18	17
Its general condition/standard of maintenance	(397)	65	22	43	17	18
Its freedom from graffiti/vandalism	(346)	67	27	40	13	20
Its freedom from litter	(359)	65	25	40	14	21
Your personal safety at the stop	(365)	68	28	40	19	13
SATISFACTION ON THE BUS						
Route number & destination info on outside of bus	(407)	80	49	31	12	8
The cleanliness & condition of the outside of bus	(417)	83	32	51	11	6
The ease of getting onto and off the bus	(432)	92	58	35	2	5
The length of time it took to board the bus	(416)	91	57	34	4	5
The cleanliness & condition of the inside of bus	(432)	78	30	48	10	12
The information provided inside the bus	(360)	64	22	41	27	10
The availability of seating or space to stand	(421)	87	53	34	4	9
The comfort of the seats	(431)	76	31	45	11	13
Provision of grab rails to stand/move within the bus	(409)	82	42	40	10	8
The temperature inside the bus	(422)	84	38	46	9	7
Your personal security whilst on the bus	(417)	88	45	43	7	4
The length of time your journey took	(428)	85	48	37	6	8
SATISFACTION WITH THE BUS DRIVER						
How near to the kerb/stop the bus stopped	(428)	93	65	28	5	2
The driver's appearance	(422)	90	61	29	9	1
The greeting/welcome you got from the driver	(417)	78	53	25	13	8
The helpfulness and attitude of the driver	(415)	75	50	25	16	9
The time the driver gave you to get to seat	(426)	81	50	31	8	11
Smoothness/freedom from jolting during the journey	(412)	78	38	39	13	9
Safety of the driving (i.e. speed, driver concentrating)	(423)	88	52	36	8	4

Results for Arriva routes within the the Staffordshire area

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% all dissatisfied
OVERALL SATISFACTION WITH THE JOURNEY						
All passengers	(328)	89	47	42	5	6
Satisfaction with value for money	(<150)					
Satisfaction with punctuality	(295)	77	41	35	5	18
Satisfaction with length of time journey took	(321)	87	48	39	7	6

Stoke-on-Trent

Key findings

In total, 444 passengers participated in the survey in this area. The table overleaf shows the percentage of passengers satisfied/dissatisfied with various aspects of their bus journeys. The main findings are summarised below.

79% of passengers are satisfied **overall** with their journey **>** **72% for fare paying passengers** and **94% for free pass holding passengers** are satisfied **overall** with their journey

51% of fare paying passengers are satisfied with the **value for money**

68% of passengers are satisfied with the **punctuality of the bus**

Profile of passengers in this area (%)

Main factors

fare paying journeys (without free passes)	70	saying they have a disability	22	no access to private transport	32
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Factors affecting journey length

Passengers were asked whether any factors affected journey length (they could answer more than one question). The table below shows the percentage of passengers affected by each factor.

Congestion/traffic jams	26
Road works	4
The bus driver driving too slowly	7
Poor weather conditions	2
The bus waiting too long at stops	13
Time it took passengers to board/pay for tickets	29

Anti-social behaviour

Passengers were asked if, during their journey, other passengers' behaviour gave them cause to worry or made them feel uncomfortable.

13% of passengers said they had **cause to worry** or **felt uncomfortable** during their journey

Results for the Stoke-on-Trent area

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% all dissatisfied
OVERALL SATISFACTION AND VALUE FOR MONEY						
All passengers	(434)	79	37	41	13	9
All fare-paying passengers	(199)	72	30	42	17	11
All free pass holders	(212)	94	56	38	4	2
Satisfaction with value for money	(193)	51	16	34	15	34
SATISFACTION WITH PUNCTUALITY						
Satisfaction with punctuality	(372)	68	34	34	14	18
SATISFACTION WITH THE BUS STOP						
Overall satisfaction with the bus stop	(416)	53	16	37	20	27
Its general condition/standard of maintenance	(374)	54	14	40	19	27
Its freedom from graffiti/vandalism	(315)	64	26	38	14	22
Its freedom from litter	(314)	59	20	39	18	23
Your personal safety at the stop	(340)	57	22	35	25	18
SATISFACTION ON THE BUS						
Route number & destination info on outside of bus	(403)	75	39	36	19	6
The cleanliness & condition of the outside of bus	(414)	68	25	43	19	13
The ease of getting onto and off the bus	(429)	86	49	37	9	5
The length of time it took to board the bus	(411)	86	49	37	9	5
The cleanliness & condition of the inside of bus	(424)	66	26	40	15	19
The information provided inside the bus	(360)	47	17	30	38	15
The availability of seating or space to stand	(418)	77	38	39	12	11
The comfort of the seats	(422)	64	24	39	17	20
Provision of grab rails to stand/move within the bus	(406)	75	32	43	14	11
The temperature inside the bus	(420)	69	29	40	18	13
Your personal security whilst on the bus	(411)	79	34	45	16	5
The length of time your journey took	(422)	75	33	42	14	11
SATISFACTION WITH THE BUS DRIVER						
How near to the kerb/stop the bus stopped	(409)	89	58	31	8	3
The driver's appearance	(402)	83	50	33	13	4
The greeting/welcome you got from the driver	(412)	63	34	30	20	17
The helpfulness and attitude of the driver	(409)	65	34	31	21	14
The time the driver gave you to get to seat	(419)	72	37	35	12	16
Smoothness/freedom from jolting during the journey	(406)	75	36	39	13	12
Safety of the driving (i.e. speed, driver concentrating)	(409)	85	50	35	10	5

Results for First routes within the Stoke-on-Trent area

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% all dissatisfied
OVERALL SATISFACTION WITH THE JOURNEY						
All passengers	(395)	78	35	43	13	9
Satisfaction with value for money	(176)	49	15	34	16	34
Satisfaction with punctuality	(341)	66	32	35	14	19
Satisfaction with length of time journey took	(384)	74	32	42	15	11

Surrey

Key findings

In total, 605 passengers participated in the survey in this area. The table on the opposite page shows the percentage of passengers satisfied/dissatisfied with various aspects of their bus journeys. The main findings are summarised below.

88% of passengers are satisfied **overall** with their journey

85% for fare paying passengers and **94%** for free pass holding passengers are satisfied **overall** with their journey

58% of fare paying passengers are satisfied with the **value for money**

73% of passengers are satisfied with the **punctuality of the bus**

Profile of passengers in this area (%)

Main factors

fare paying journeys (without free passes) 59 saying they have a disability 21 no access to private transport 38

Factors affecting journey length

Passengers were asked whether any factors affected journey length (they could answer more than one question). The table below shows the percentage of passengers affected by each factor.

Congestion/traffic jams	18
Road works	7
The bus driver driving too slowly	5
Poor weather conditions	4
The bus waiting too long at stops	8
Time it took passengers to board/pay for tickets	21

Anti-social behaviour

Passengers were asked if, during their journey, other passengers' behaviour gave them cause to worry or made them feel uncomfortable.

12% of passengers said they had **cause to worry** or **felt uncomfortable** during their journey

Results for the Surrey area

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% all dissatisfied
OVERALL SATISFACTION AND VALUE FOR MONEY						
All passengers	(582)	88	47	41	6	7
All fare-paying passengers	(183)	85	38	47	7	8
All free pass holders	(357)	94	65	29	4	1
Satisfaction with value for money	(169)	58	20	39	16	26
SATISFACTION WITH PUNCTUALITY						
Satisfaction with punctuality	(546)	73	35	38	12	15
SATISFACTION WITH THE BUS STOP						
Overall satisfaction with the bus stop	(576)	70	25	45	18	12
Its general condition/standard of maintenance	(523)	68	25	43	18	14
Its freedom from graffiti/vandalism	(470)	76	33	43	13	11
Its freedom from litter	(474)	68	30	38	19	14
Your personal safety at the stop	(500)	77	32	44	14	9
SATISFACTION ON THE BUS						
Route number & destination info on outside of bus	(543)	82	44	38	12	7
The cleanliness & condition of the outside of bus	(560)	80	31	49	15	5
The ease of getting onto and off the bus	(579)	90	51	38	6	5
The length of time it took to board the bus	(557)	89	51	38	6	5
The cleanliness & condition of the inside of bus	(584)	80	35	44	14	6
The information provided inside the bus	(494)	66	23	43	29	5
The availability of seating or space to stand	(565)	84	44	39	9	7
The comfort of the seats	(574)	78	34	44	14	8
Provision of grab rails to stand/move within the bus	(548)	82	38	44	14	4
The temperature inside the bus	(566)	76	34	43	14	10
Your personal security whilst on the bus	(554)	86	45	42	11	3
The length of time your journey took	(566)	84	44	40	10	7
SATISFACTION WITH THE BUS DRIVER						
How near to the kerb/stop the bus stopped	(565)	92	57	35	6	2
The driver's appearance	(561)	91	53	39	6	3
The greeting/welcome you got from the driver	(559)	76	41	35	15	10
The helpfulness and attitude of the driver	(548)	76	42	34	16	8
The time the driver gave you to get to seat	(566)	79	44	35	12	9
Smoothness/freedom from jolting during the journey	(562)	76	35	41	15	9
Safety of the driving (i.e. speed, driver concentrating)	(563)	88	47	41	7	5

Results for Arriva routes within the Surrey area

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% all dissatisfied
OVERALL SATISFACTION WITH THE JOURNEY						
All passengers	(189)	87	41	47	4	8
Satisfaction with value for money	(<150)					
Satisfaction with punctuality	(181)	71	32	39	11	18
Satisfaction with length of time journey took	(186)	81	38	43	12	7

Results for Stagecoach routes within the Surrey area

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% all dissatisfied
OVERALL SATISFACTION WITH THE JOURNEY						
All passengers	(274)	88	51	37	6	6
Satisfaction with value for money	(<150)					
Satisfaction with punctuality	(252)	80	39	41	9	11
Satisfaction with length of time journey took	(264)	87	46	41	8	5

What did the research involve?

Passenger Focus undertook a survey of bus passenger satisfaction in the following 23 administrative areas in autumn 2011:

PTE authorities	Unitary authorities	County authorities
Greater Manchester	Nottingham	Lancashire
West Midlands	West England Partnership*	East Sussex
Merseyside	Leicester	Essex
South Yorkshire	Stoke-in-Trent	Staffordshire
West Yorkshire	Tees Valley Group**	Norfolk
Tyne and Wear	Kingston Upon Hull	Surrey
	Durham	Northamptonshire
	Bournemouth and Poole combined	Dorset
		Hertfordshire

* Bath and North East Somerset, Bristol City Council, North Somerset, South Gloucestershire

** Comprised of Redcar & Cleveland, Middlesbrough, Stockton on Tees, Hartlepool, Darlington Unitary Authorities

different route lengths. Each selected route and its timetabled start time was the service the interviewer joined, and he/she would make as many 'end to end' return trips as were feasible during a three hour shift. Services available for selection were those running between 6:00am to 10:00pm, seven days of the week; only school bus services were systematically excluded. The survey was only conducted amongst passengers aged 16 or over.

The response data were weighted to the age and gender profile of bus passengers within each authority area. In total, 21,577

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

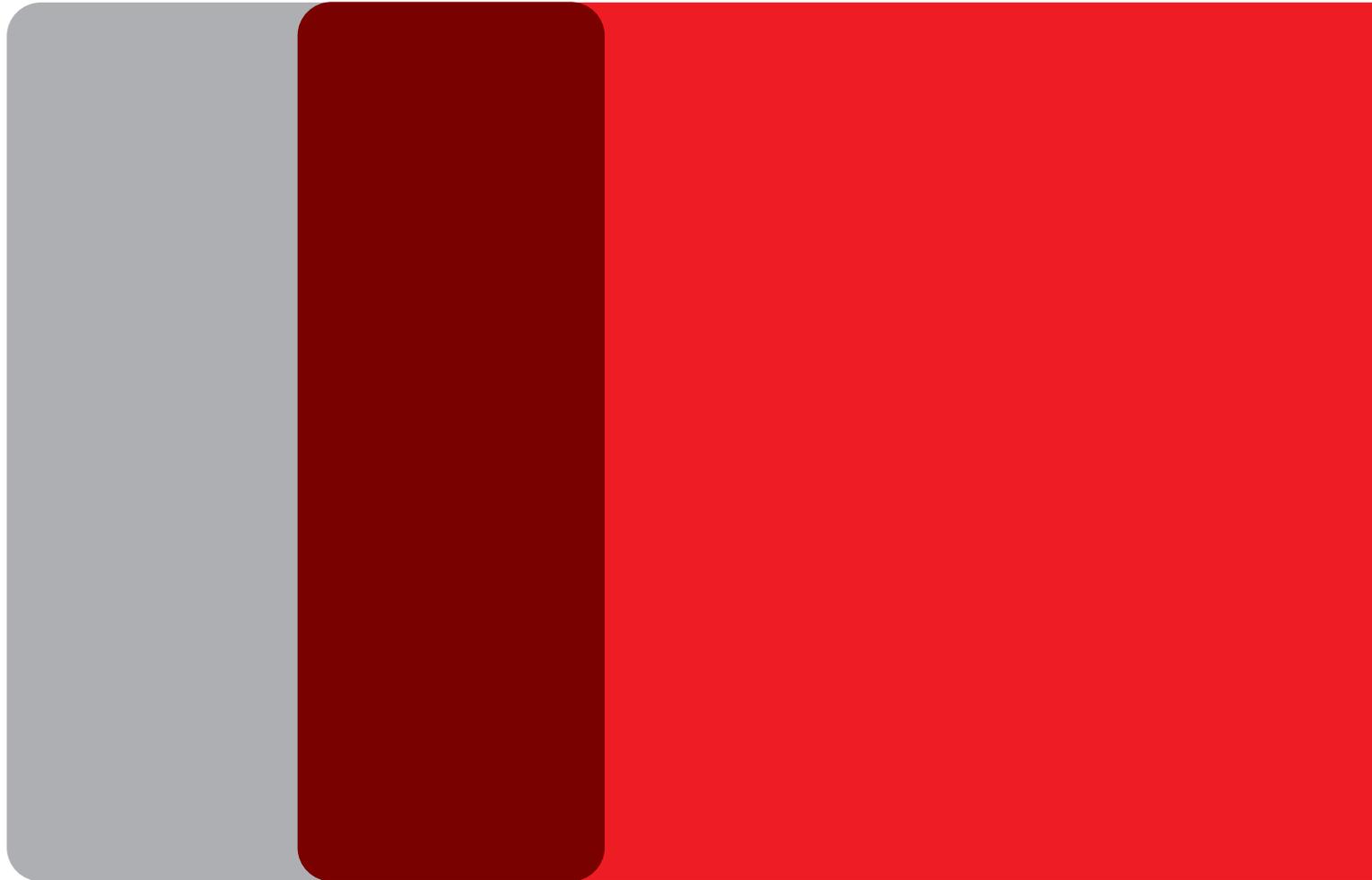
Throughout the report, behavioural results are based on all survey respondents, and passengers' opinion ratings are based on those respondents that gave an opinion. All results are based on weighted values. In the report the numbers in brackets shown after the question/category text are the actual numbers of passenger responses generating the answer value shown.

The survey has been designed to provide results that are representative of bus passenger journeys made within each administrative area.

The methodology used for this survey was essentially the same as that deployed in previous waves of the survey in 2009 and 2010, except for enhancements made as a result of experience gained in those previous waves.

Data was collected via a self-completion questionnaire. Interviewers approached passengers outlining the purpose of the survey, inviting them to take part, and providing instructions for completion; those agreeing to take part took the questionnaire together with a prepaid reply envelope. The questionnaire asks passengers to rate that journey's experience, covering: the bus stop environment, punctuality, 'on bus' comfort, the standards of the bus driver, together with overall journey satisfaction and value for money ratings.

A representative set of bus routes within each administrative area was drawn up based on a listing of every scheduled journey of every route that ran in that administrative area together with a process to account for varying levels of passenger turnover for



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