



# Bus Passenger Survey

March 2013



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Colin Foxall CBE

# Foreword

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

**W**e ask passengers to rate all aspects of their bus journey covering key factors such as planning the journey, the facilities and information provided at the bus stop, fares, the helpfulness of the driver and their driving standards, aspects of the actual journey itself and the cleanliness and condition of the bus.

This year we show the drivers of satisfaction and dissatisfaction (fare-payers only) in each area surveyed. The factors driving satisfaction are broad, but often relate to the bus driver, in particular 'smoothness / freedom from jolting'. The most prevalent drivers of dissatisfaction are 'on-bus journey time', 'safety of the driving', 'smoothness/ freedom from jolting', and 'length of time waited'. We hope this information will help the industry direct where it places its efforts.

Using the survey data, allied to our range of other bus passenger research, we continue to:

- influence bus companies and transport authorities to work better together to provide a service that best meets passenger needs
- encourage bus operators and transport authorities to plan future activities that reflect passengers' priorities
- convince bus operators to commit to constantly reviewing and improving the service they provide to their passengers
- provide evidence showing how local and national investment in better bus infrastructure and services is appreciated and recognised by passengers.

In a time of continued pressure on individual and public budgets, our work provides benchmarked comparable evidence to ensure that valuable resources are targeted where they are most valued by passengers.

In this year's work, more than 22,000 passengers from 20 areas across England, outside of London, told us what they think about their bus service. They continue to rate overall satisfaction with their journey fairly highly though there is still much room for improvement. The proportion of passengers satisfied overall with their bus journey varied across areas from 73 to 92 per cent (averaging 84 per cent). In 2011 the average satisfaction was 85 per cent. For the first time

we have also surveyed passengers using bus rapid transit systems in two areas.

Passenger satisfaction with value for money ranged widely this year from 30 per cent to 70 per cent across the areas surveyed (averaging 54 per cent). In 2011 the average satisfaction was 56 per cent. Are fare levels combined with the current economic climate now really starting to hit passengers' pockets and their views of value for money? We have done some additional specific research in this key area which will be published later in 2013.

The strength of the Bus Passenger Survey is in its benchmarked comparability, independence and our research methodology. We are pleased to see that it is increasingly used by operators and transport authorities as a measure of their bus passengers' experience and we will continue to further its usefulness across the industry and government.

Additional surveys were carried out in the autumn 2012 wave which almost doubled its size – thanks to extra funding from the following transport authorities and bus operators:

- West Midlands (Centro), Merseytravel, Devon County Council, Essex County Council, Kent County Council, Milton Keynes Council, Northumberland County Council, Suffolk County Council, Tees Valley Group and Thurrock Council
- First UK Bus North Division, Go North East, Reading Buses and Stagecoach North East.

Colin Foxall CBE  
Chairman  
Passenger Focus

# Area key findings

The proportion of passengers satisfied overall with their bus journey varied across areas from 73 per cent to 92 per cent (averaging 84 per cent). In 2011 the average satisfaction was 85 per cent. In PTEs the 2012 overall satisfaction ranged from 79 per cent to 87 per cent; in 2011 the range was 81 per cent to 91 per cent.

The difference in overall satisfaction between free pass holders and fare payers shows free pass holders were unsurprisingly more satisfied, though not universally, with area figures ranging from 85 per cent to 98 per cent (averaging 91 per cent); and fare payers less satisfied, with area figures ranging from 69 per cent to 90 per cent (averaging 81 per cent).

Passenger satisfaction with value for money ranged from 30 per cent to 70 per cent across the areas surveyed (averaging 54 per cent); in 2011 the average satisfaction was 56 per cent. The 2012 satisfaction with value for money within PTE areas ranged from 50 per cent to 59 per cent;

Passenger satisfaction with value for money ranged from **30%** to **70%** (averaging 54%)

in 2011 the range was 51 per cent to 65 per cent.

Passenger satisfaction with punctuality ranged from 57 per cent to 83 per cent (averaging 70 per cent); in 2011 the average satisfaction was 72 per cent. The 2012 figures amongst PTEs ranged from 64 per cent to 73 per cent; in 2011 the range was 64 per cent to 77 per cent.

Passenger satisfaction with on-bus journey time ranged from 78 per cent to 94 per cent (averaging 85 per cent). The figures amongst PTEs ranged from 81 per cent to 90 per cent.

Passengers report a number of factors affecting the length of their journeys\*. Three of these concerned road conditions: congestion affected 24 per cent of journeys; road works 11 per cent; and weather six per cent. There were also three factors that were bus-related – chief amongst these was the time it took passengers to board/pay for tickets, affecting 20 per cent of journeys on average, followed by the bus waiting too long at stops, averaging six per cent; and finally the bus driver driving too slowly, averaging six per cent.

The proportion of passengers who said they experienced behaviour that caused them to worry or make them feel uncomfortable during their journey ranged from four per cent to 17 per cent (averaging 10 per cent). In 2011 this range was six per cent to 18 per cent (averaging 11 per cent).

The proportion who say they have a disability ranged from 11 per cent to 31 per cent (averaging 22 per cent); the average in 2011 was 21 per cent.

The proportion who have none or limited access to private transport\*\* ranged from 21 per cent to 45 per cent (averaging 39 per cent). In 2011 the average was 35 per cent.

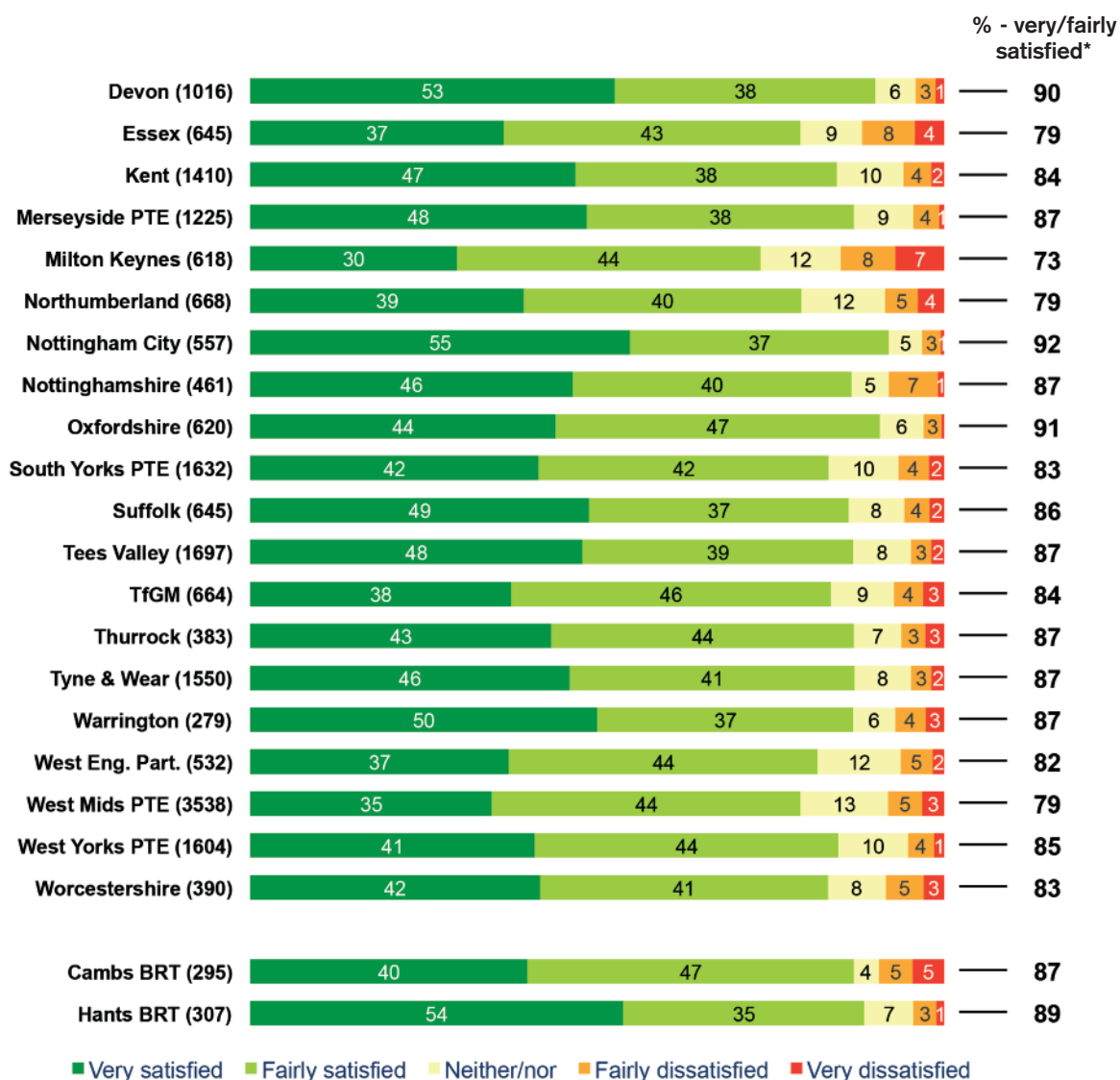


\* Passengers could provide more than one reason for their journey length being affected.

\*\* The 2012 figures are reported excluding 'not stated', the 2011 number is the re-calculated figure produced on the same basis.



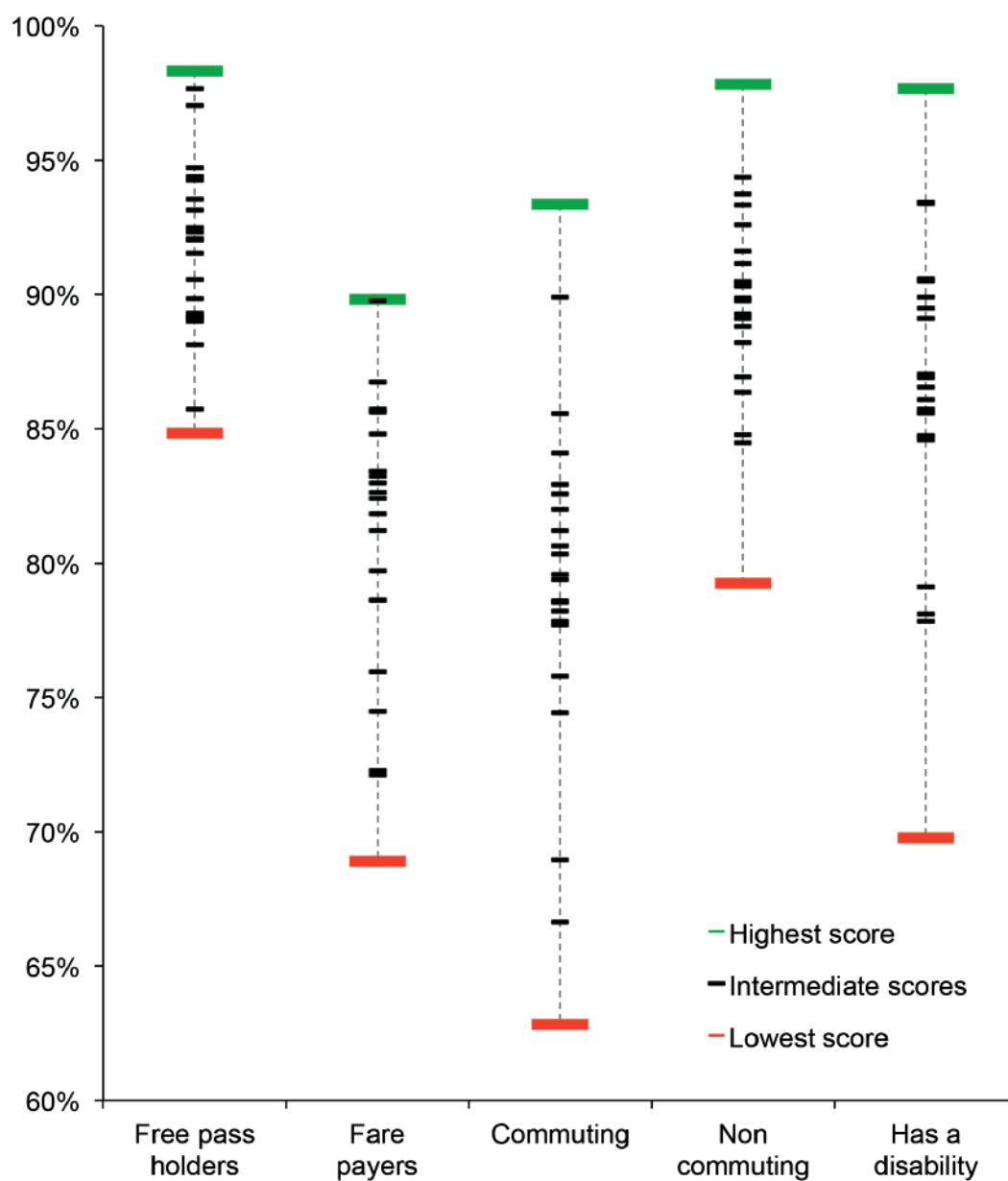
## Overall satisfaction with the bus journey (%)



**Q** 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

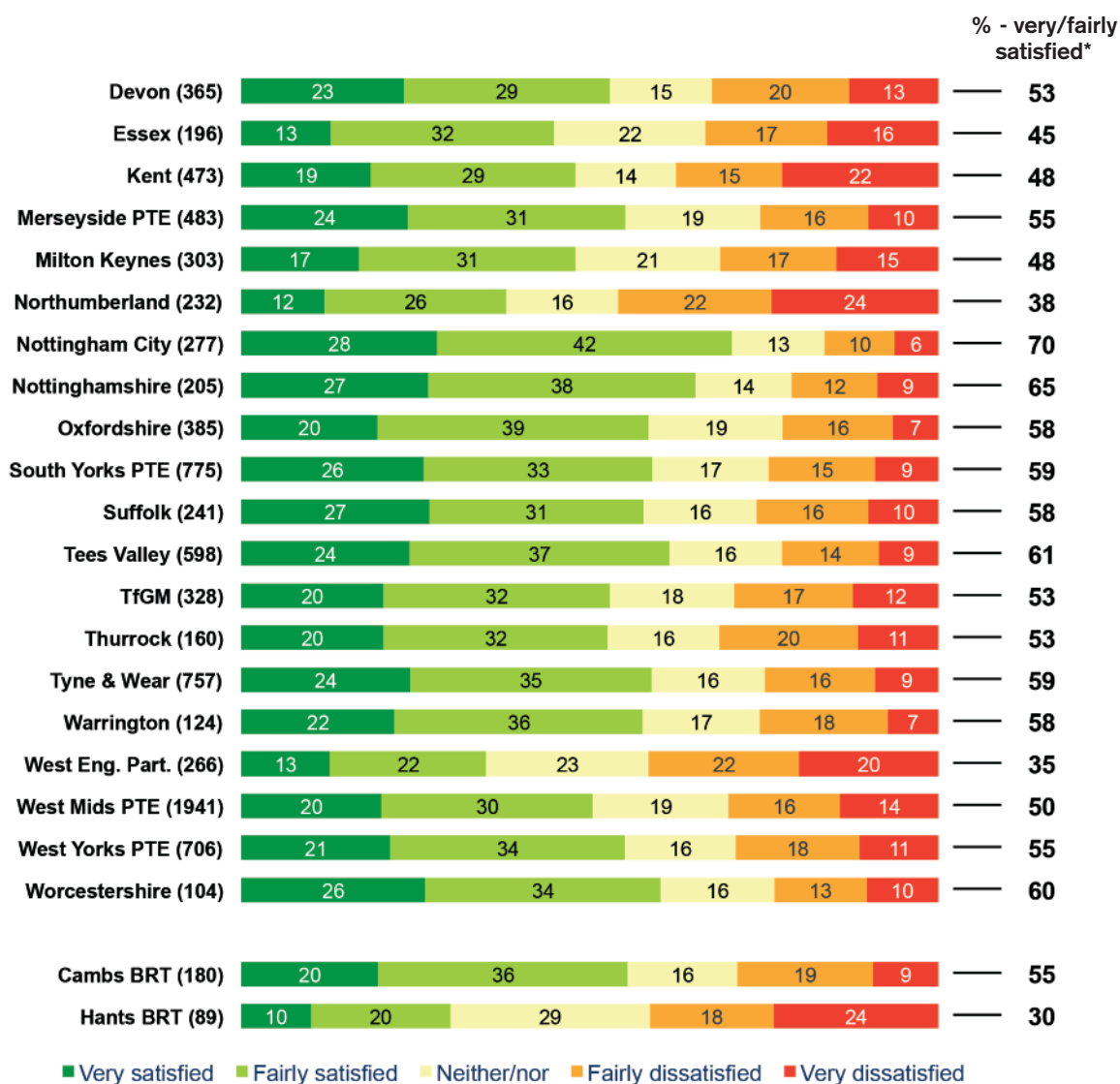
## 2 Range of scores for area 'overall satisfaction' for key passenger groups



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



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

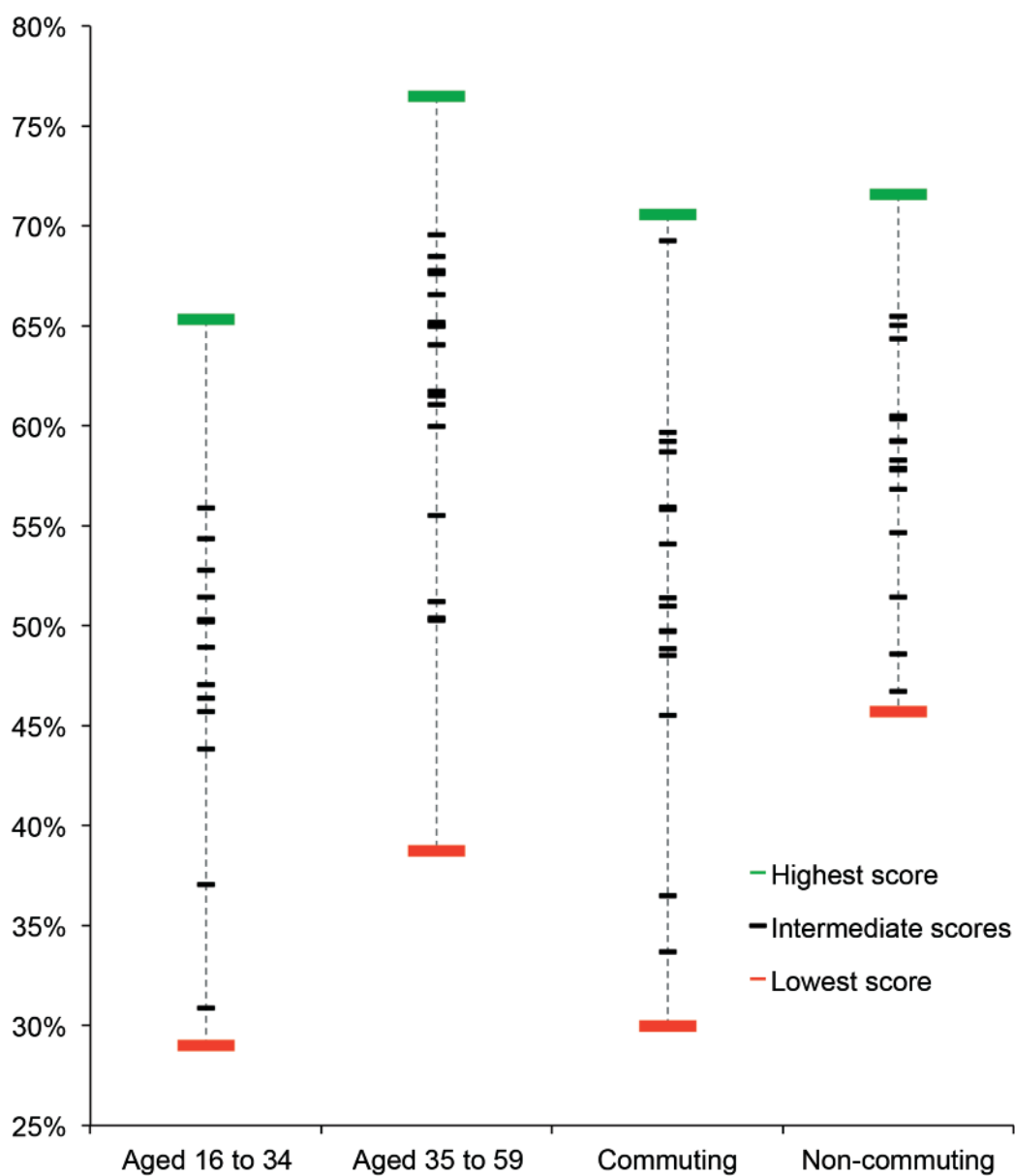


#### Q How satisfied were you with the value for money of your journey?

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

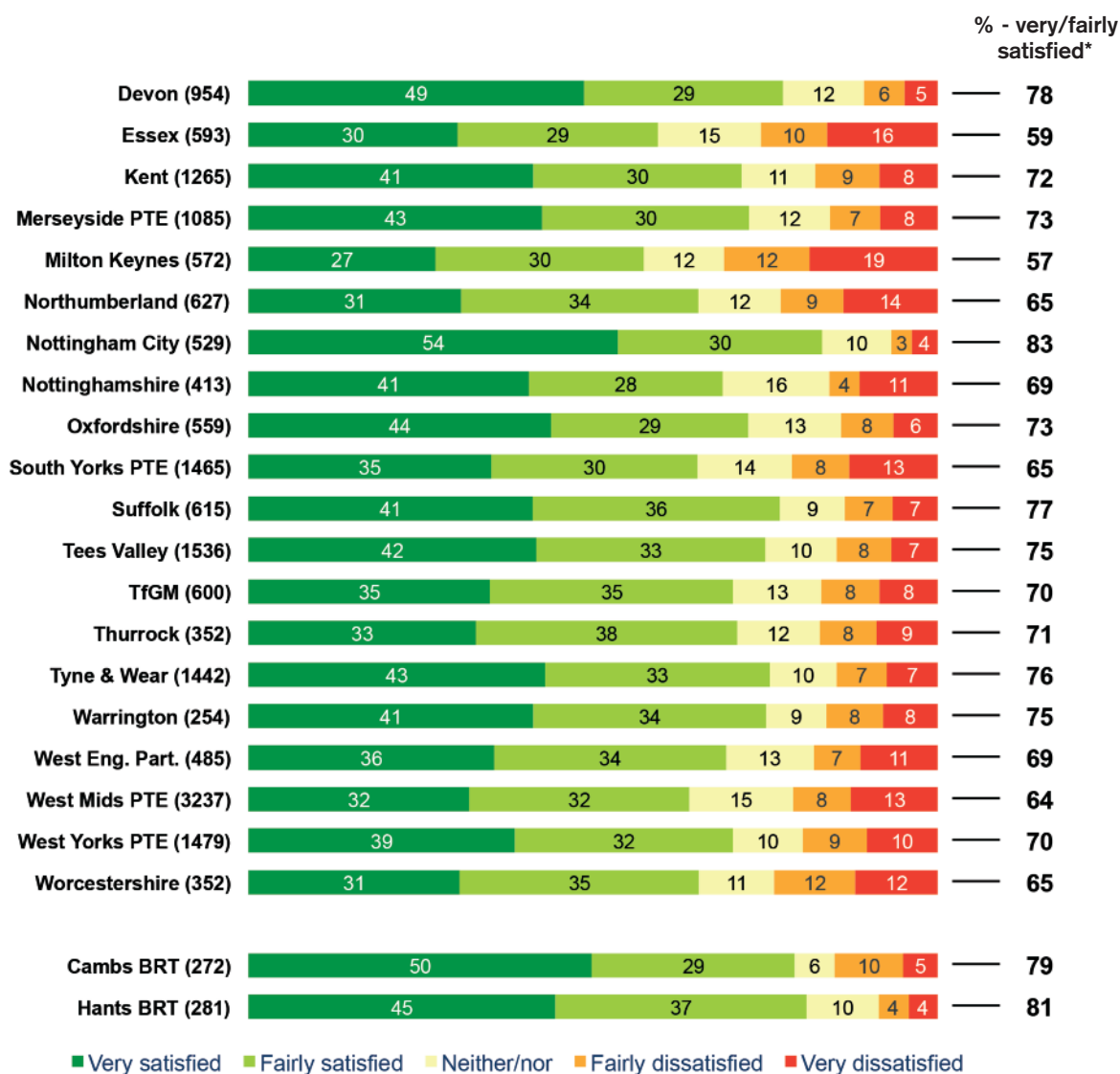
\*\* Note small sample size

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



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

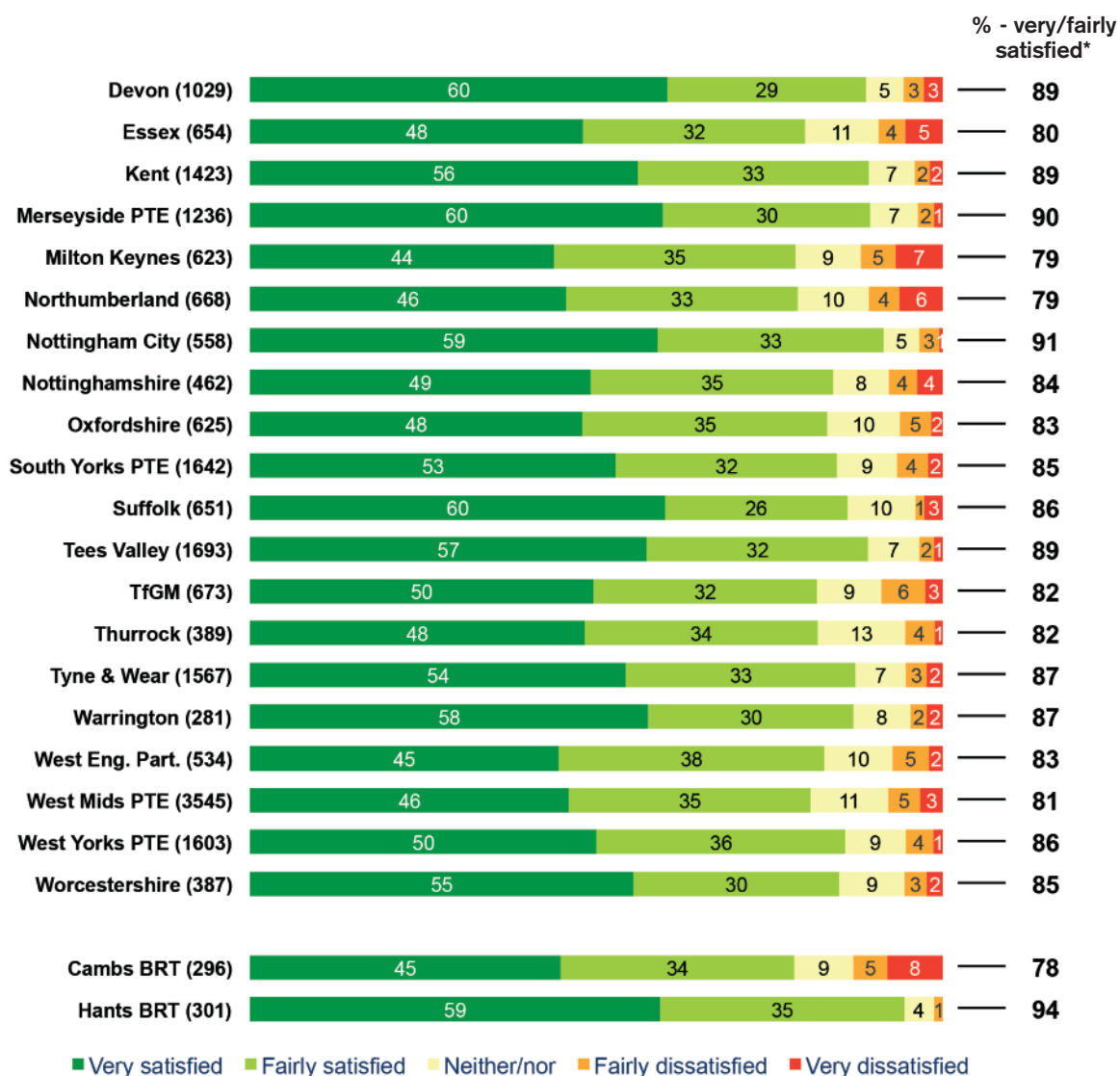
## 5 Satisfaction with punctuality of the bus (%)



**Q** How satisfied were you with each of the following: The punctuality of the bus?

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

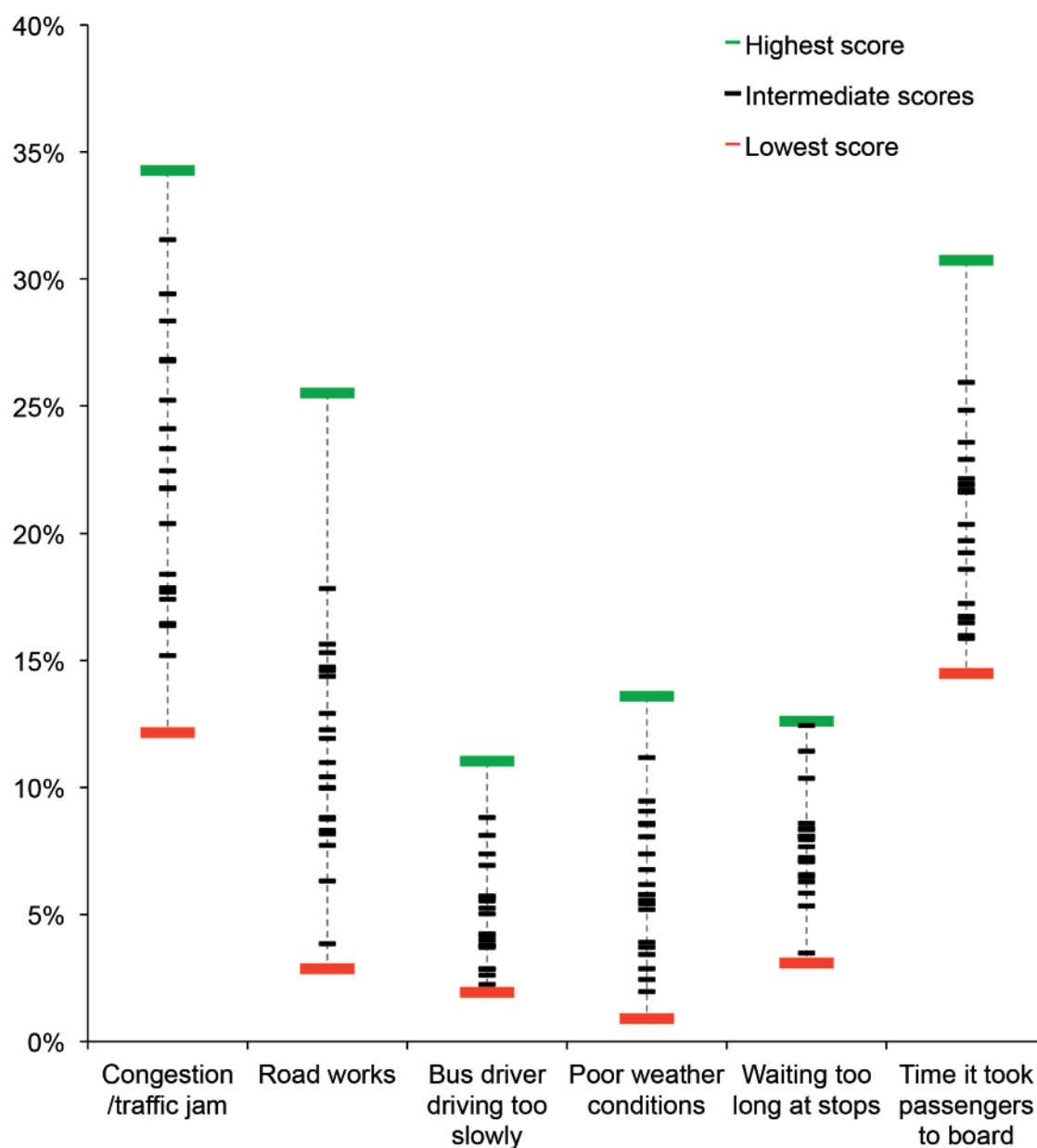
## 6 Satisfaction with bus journey time (%)



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

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

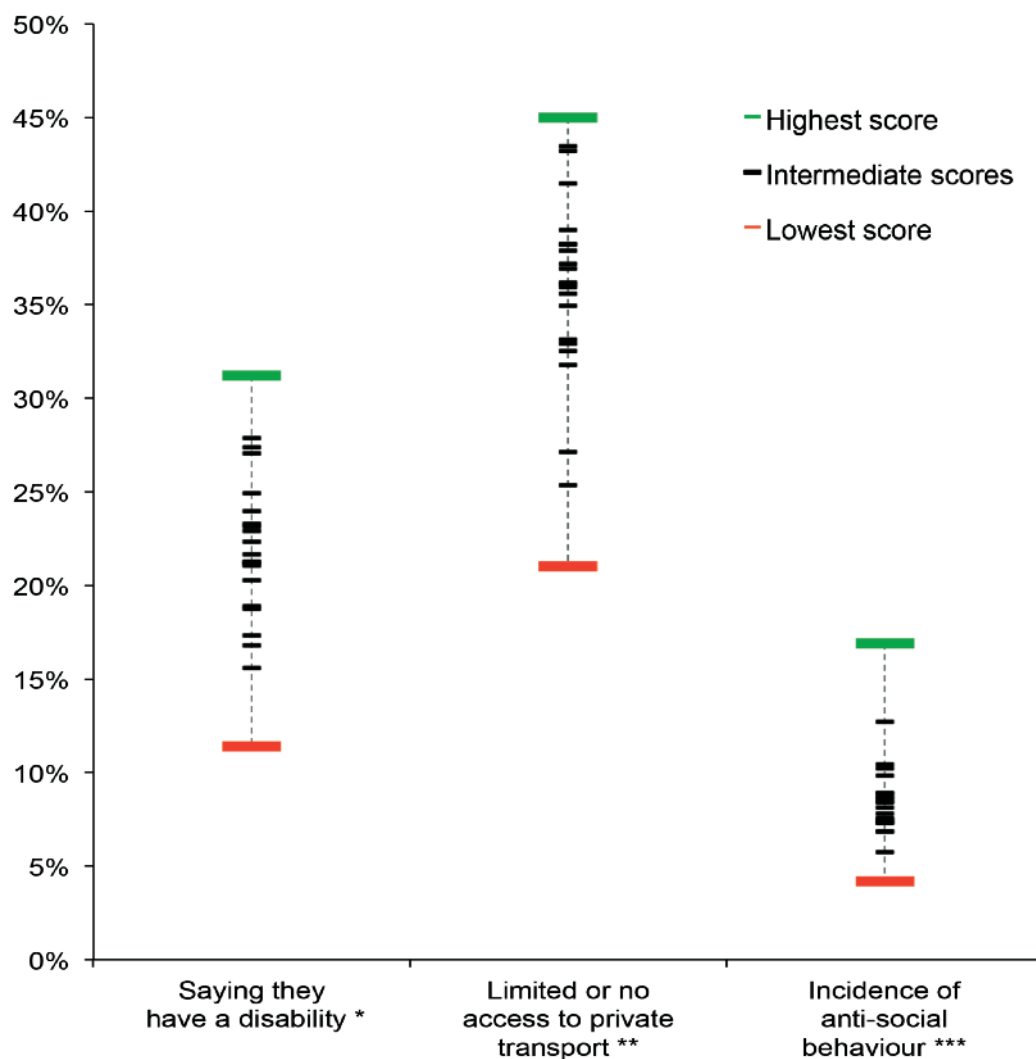
## Range of scores for factors affecting journey length



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

(note: more than one response was permissible)

## 8 Range of scores for incidence of passengers having a disability, lack of access to private transport, and experience of anti-social behaviour



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

\*\* Access to private transport: a combination of responses to:

Q In terms of having a car to drive which of the following applies; and

Q In terms of being able to ask someone else to drive which of the following applies?

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

# Introduction to area results

The Bus Passenger Survey was carried out in 22 areas. Of these, 18 are individual transport authority areas, two are transport authority area groups, and two are results from passengers on Bus Rapid Transit networks.

The results are set out by area in the order shown below. We recommend reading *How the research was carried out and making use of results* on page 104.

## The six former metropolitan county authority areas

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

## Transport authority area groups

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

## Local transport authority areas

- Devon County Council
- Essex County Council
- Kent County Council
- Milton Keynes Council
- Northumberland County Council
- Nottingham City Council
- Nottinghamshire County Council
- Oxfordshire County Council
- Suffolk County Council
- Thurrock Council
- Warrington Borough Council
- Worcestershire County Council

## Bus Rapid Transit systems

- Cambridgeshire Bus Rapid Transit (The Busway)
- Hampshire Bus Rapid Transit (Fareham to Gosport link)





# West Midlands PTE (Centro)

## Headline results

Overall satisfaction

79%

Value for money

50%

Punctuality

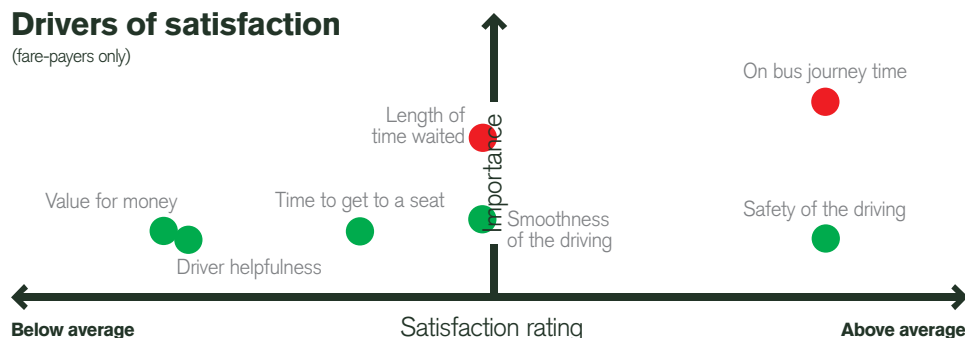
64%

Journey time

81%

### Drivers of satisfaction

(fare-payers only)



● Drives satisfaction  
● Drives dissatisfaction

## Key results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied	2011 % satisfied
<b>OVERALL SATISFACTION WITH THE JOURNEY</b>							
All passengers	(3538)	79	35	44	13	8	81
Fare-paying passengers	(1989)	76	28	48	14	10	78
Free pass holders	(1536)	89	56	34	8	3	89
Age 16 to 34	(790)	74	24	50	15	10	75
Age 35 to 59	(1195)	78	33	45	13	9	82
Passengers commuting	(1356)	74	26	49	16	10	77
Passengers not commuting	(1998)	85	45	40	9	6	84
Passengers saying they have a disability	(870)	79	41	38	14	7	80
<b>SATISFACTION WITH VALUE FOR MONEY</b>							
All fare-paying passengers	(1941)	50	20	30	19	30	51
Passengers commuting	(1210)	49	18	31	21	31	50
Passengers not commuting	(653)	55	24	30	18	27	52
Age 16 to 34	(739)	46	19	27	18	36	43
Age 35 to 59	(1070)	56	21	35	21	24	58
<b>SATISFACTION WITH PUNCTUALITY</b>							
All passengers	(3237)	64	32	32	15	21	64
<b>SATISFACTION WITH ON-BOARD JOURNEY LENGTH</b>							
All passengers	(3545)	81	46	35	11	8	–

## Detailed results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied	2011 % satisfied
<b>SATISFACTION WITH THE BUS STOP</b>							
Overall satisfaction with the bus stop	(3483)	73	27	46	16	10	68
Its distance from the journey start	(3336)	81	42	38	12	8	–
The convenience/accessibility of its location	(3164)	84	45	39	9	7	–
Its general condition/standard of maintenance	(3107)	70	26	43	18	13	68
Its freedom from graffiti/vandalism	(3044)	71	32	39	16	13	66
Its freedom from litter	(3176)	62	25	37	18	19	59
The information provided at the stop	(3118)	70	27	43	16	14	–
Your personal safety whilst at the stop	(3164)	68	28	39	21	11	61
<b>SATISFACTION ON THE BUS</b>							
Route/destination information on the outside of the bus	(3313)	79	41	38	15	6	76
The cleanliness and condition of the outside of the bus	(3323)	69	27	42	20	11	64
The ease of getting onto and off of the bus	(3458)	87	47	40	8	6	84
The length of time it took to board the bus	(3333)	87	48	39	8	5	84
The cleanliness and condition of the inside of the bus	(3497)	64	23	41	15	21	59
The information provided inside the bus	(3144)	58	20	38	31	11	56
The availability of seating or space to stand	(3407)	78	36	42	12	10	76
The comfort of the seats	(3446)	69	26	42	16	15	67
The amount of personal space you had around you	(3385)	63	26	37	18	20	–
Provision of grab rails to stand/move within the bus	(3388)	77	34	43	14	9	77
The temperature inside the bus	(3441)	70	28	42	16	14	70
Your personal security whilst on the bus	(3419)	70	30	40	20	10	69
<b>SATISFACTION WITH THE BUS DRIVER</b>							
How near to the kerb/stop the bus stopped	(3456)	88	50	37	8	4	88
The driver's appearance	(3270)	83	45	38	14	4	84
The greeting/welcome you got from the driver	(3246)	52	24	28	29	18	52
The helpfulness and attitude of the driver	(3166)	55	27	29	30	14	56
The time the driver gave you to get to seat	(3391)	62	28	35	21	17	61
Smoothness/freedom from jolting during the journey	(3314)	66	28	37	19	16	65
Safety of the driving (i.e. speed, driver concentrating)	(3340)	79	40	39	15	6	78

### Anti-social behaviour

17%

Behaviour of other passengers giving respondents cause to worry or feel uncomfortable

### Factors affecting journey length

	% occurrence	2011 % occurrence
Congestion/traffic jam	32	27
Roadworks	11	13
Bus driver driving too slowly	8	10
Poor weather conditions	7	4
Waiting too long at stops	11	10
Time it took passengers to board	20	22

Passengers could provide more than one answer

### Journey profile

age	%	access to private transport	%	has a disability	%
Age 16-34	42	Easy access	21	Yes	20
Age 35-59	37	Moderate	36	No	80
Age 60+	21	Limited/none	43		

# Transport for Greater Manchester

## Headline results

Overall satisfaction

84%

Value for money

53%

Punctuality

70%

Journey time

82%

### Drivers of satisfaction

(fare-payers only)



● Drives satisfaction  
● Drives dissatisfaction

## Key results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied	2011 % satisfied
<b>OVERALL SATISFACTION WITH THE JOURNEY</b>							
All passengers	(664)	84	38	46	9	7	84
Fare-paying passengers	(331)	83	33	50	9	8	82
Free pass holders	(332)	85	50	34	10	5	93
Age 16 to 34	(182)	80	27	53	11	9	79
Age 35 to 59	(159)	86	44	41	6	8	85
Passengers commuting	(240)	81	30	50	10	9	80
Passengers not commuting	(387)	88	46	42	8	4	89
Passengers saying they have a disability	(159)	78	39	39	16	6	87
<b>SATISFACTION WITH VALUE FOR MONEY</b>							
All fare-paying passengers	(328)	53	20	32	18	29	60
Passengers commuting	(209)	50	17	33	19	32	59
Passengers not commuting	(112)	58	26	32	17	25	62
Age 16 to 34	(170)	47	19	28	19	34	56
Age 35 to 59	(134)	65	23	42	16	19	65
<b>SATISFACTION WITH PUNCTUALITY</b>							
All passengers	(600)	70	35	35	13	17	71
<b>SATISFACTION WITH ON-BOARD JOURNEY LENGTH</b>							
All passengers	(673)	82	50	32	9	9	–

## Detailed results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied	2011 % satisfied
<b>SATISFACTION WITH THE BUS STOP</b>							
Overall satisfaction with the bus stop	(640)	79	27	52	13	9	72
Its distance from the journey start	(626)	81	47	35	12	7	–
The convenience/accessibility of its location	(586)	88	52	36	9	2	–
Its general condition/standard of maintenance	(596)	69	28	41	22	10	73
Its freedom from graffiti/vandalism	(581)	73	33	40	18	9	74
Its freedom from litter	(588)	64	23	41	18	17	63
The information provided at the stop	(576)	67	29	38	20	13	–
Your personal safety whilst at the stop	(586)	71	29	42	22	8	72
<b>SATISFACTION ON THE BUS</b>							
Route/destination information on the outside of the bus	(631)	84	46	38	13	3	82
The cleanliness and condition of the outside of the bus	(622)	76	31	45	17	7	75
The ease of getting onto and off of the bus	(651)	89	52	37	8	3	89
The length of time it took to board the bus	(635)	88	55	33	9	4	89
The cleanliness and condition of the inside of the bus	(660)	71	25	47	16	12	70
The information provided inside the bus	(582)	57	19	37	34	9	57
The availability of seating or space to stand	(643)	83	41	42	10	7	84
The comfort of the seats	(655)	72	27	45	16	12	74
The amount of personal space you had around you	(644)	66	29	38	18	16	–
Provision of grab rails to stand/move within the bus	(639)	79	40	40	14	7	82
The temperature inside the bus	(648)	76	32	44	13	11	76
Your personal security whilst on the bus	(645)	81	36	45	14	5	82
<b>SATISFACTION WITH THE BUS DRIVER</b>							
How near to the kerb/stop the bus stopped	(637)	89	52	37	7	4	91
The driver's appearance	(632)	83	48	36	13	3	88
The greeting/welcome you got from the driver	(624)	58	27	32	29	12	64
The helpfulness and attitude of the driver	(615)	62	30	32	27	11	67
The time the driver gave you to get to seat	(640)	68	31	37	18	14	69
Smoothness/freedom from jolting during the journey	(640)	68	29	39	16	16	71
Safety of the driving (i.e. speed, driver concentrating)	(634)	80	42	39	13	7	84

### Anti-social behaviour

13%

Behaviour of other passengers giving respondents cause to worry or feel uncomfortable

### Journey profile

age	%	access to private transport	%	has a disability	%
Age 16-34	53	Easy access	21	Yes	19
Age 35-59	29	Moderate	38	No	81
Age 60+	18	Limited/none	42		

### Factors affecting journey length

	% occurrence	2011 % occurrence
Congestion/traffic jam	27	26
Roadworks	15	16
Bus driver driving too slowly	7	6
Poor weather conditions	6	3
Waiting too long at stops	8	9
Time it took passengers to board	25	23

Passengers could provide more than one answer

# Tyne and Wear PTE (Nexus)

## Headline results

Overall satisfaction

87%

Value for money

59%

Punctuality

76%

Journey time

87%

### Drivers of satisfaction

(fare-payers only)



● Drives satisfaction  
● Drives dissatisfaction

## Key results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied	2011 % satisfied
<b>OVERALL SATISFACTION WITH THE JOURNEY</b>							
All passengers	(1550)	87	46	41	8	5	91
Fare-paying passengers	(772)	85	41	44	9	6	88
Free pass holders	(776)	92	58	34	5	2	95
Age 16 to 34	(298)	84	37	47	9	7	91
Age 35 to 59	(491)	86	47	39	9	4	85
Passengers commuting	(470)	83	38	45	10	7	87
Passengers not commuting	(1019)	90	52	38	6	4	94
Passengers saying they have a disability	(409)	87	48	39	10	3	91
<b>SATISFACTION WITH VALUE FOR MONEY</b>							
All fare-paying passengers	(757)	59	24	35	16	25	63
Passengers commuting	(420)	59	24	35	18	23	69
Passengers not commuting	(315)	59	25	34	14	27	53
Age 16 to 34	(282)	54	23	31	17	28	63
Age 35 to 59	(415)	65	25	40	14	21	63
<b>SATISFACTION WITH PUNCTUALITY</b>							
All passengers	(1442)	76	43	33	10	15	79
<b>SATISFACTION WITH ON-BOARD JOURNEY LENGTH</b>							
All passengers	(1567)	87	54	33	7	5	-

## Detailed results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied	2011 % satisfied
<b>SATISFACTION WITH THE BUS STOP</b>							
Overall satisfaction with the bus stop	(1535)	84	37	47	10	7	77
Its distance from the journey start	(1500)	86	51	35	8	6	–
The convenience/accessibility of its location	(1436)	88	54	34	8	4	–
Its general condition/standard of maintenance	(1416)	76	34	42	14	11	78
Its freedom from graffiti/vandalism	(1381)	78	41	36	12	11	79
Its freedom from litter	(1432)	71	35	37	13	15	75
The information provided at the stop	(1421)	80	38	42	12	8	–
Your personal safety whilst at the stop	(1425)	80	41	39	14	7	76
<b>SATISFACTION ON THE BUS</b>							
Route/destination information on the outside of the bus	(1488)	83	51	32	12	5	85
The cleanliness and condition of the outside of the bus	(1471)	79	37	42	15	6	82
The ease of getting onto and off of the bus	(1524)	89	57	33	7	3	90
The length of time it took to board the bus	(1487)	90	57	33	7	2	92
The cleanliness and condition of the inside of the bus	(1553)	78	33	45	11	11	81
The information provided inside the bus	(1408)	67	29	38	26	7	68
The availability of seating or space to stand	(1496)	85	47	38	9	7	88
The comfort of the seats	(1523)	78	34	44	13	10	81
The amount of personal space you had around you	(1518)	74	34	41	14	12	–
Provision of grab rails to stand/move within the bus	(1510)	84	41	43	11	6	88
The temperature inside the bus	(1527)	78	35	44	11	10	80
Your personal security whilst on the bus	(1517)	85	44	41	12	3	88
<b>SATISFACTION WITH THE BUS DRIVER</b>							
How near to the kerb/stop the bus stopped	(1512)	90	58	31	7	4	91
The driver's appearance	(1455)	89	59	30	9	2	90
The greeting/welcome you got from the driver	(1455)	70	38	32	19	11	71
The helpfulness and attitude of the driver	(1441)	72	41	31	19	10	70
The time the driver gave you to get to seat	(1482)	75	40	36	15	10	74
Smoothness/freedom from jolting during the journey	(1474)	73	36	37	14	13	77
Safety of the driving (i.e. speed, driver concentrating)	(1488)	86	52	34	11	4	85

### Anti-social behaviour

7%

Behaviour of other passengers giving respondents cause to worry or feel uncomfortable

### Factors affecting journey length

	% occurrence	2011 % occurrence
Congestion/traffic jam	16	13
Roadworks	9	7
Bus driver driving too slowly	4	2
Poor weather conditions	9	2
Waiting too long at stops	5	5
Time it took passengers to board	17	17

Passengers could provide more than one answer

### Journey profile

age	%	access to private transport	%	has a disability	%
Age 16-34	41	Easy access	27	Yes	21
Age 35-59	32	Moderate	37	No	79
Age 60+	27	Limited/none	36		

# South Yorkshire PTE (SYPTe)

## Headline results

Overall satisfaction

**83%**

Value for money

**59%**

Punctuality

**65%**

Journey time

**85%**

### Drivers of satisfaction

(fare-payers only)



● Drives satisfaction  
● Drives dissatisfaction

## Key results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied	2011 % satisfied
<b>OVERALL SATISFACTION WITH THE JOURNEY</b>							
All passengers	(1632)	83	42	42	10	7	86
Fare-paying passengers	(788)	80	32	48	12	9	80
Free pass holders	(839)	90	59	31	7	3	92
Age 16 to 34	(291)	77	29	48	14	9	77
Age 35 to 59	(541)	84	40	44	9	7	86
Passengers commuting	(548)	79	30	50	11	10	81
Passengers not commuting	(1007)	86	52	34	10	4	88
Passengers saying they have a disability	(431)	85	51	34	10	5	88
<b>SATISFACTION WITH VALUE FOR MONEY</b>							
All fare-paying passengers	(775)	59	26	33	17	24	65
Passengers commuting	(491)	60	26	34	17	23	66
Passengers not commuting	(262)	57	26	30	17	27	67
Age 16 to 34	(259)	56	25	31	16	28	65
Age 35 to 59	(474)	62	27	35	18	21	63
<b>SATISFACTION WITH PUNCTUALITY</b>							
All passengers	(1465)	65	35	30	14	21	75
<b>SATISFACTION WITH ON-BOARD JOURNEY LENGTH</b>							
All passengers	(1642)	85	53	32	9	7	-



## Detailed results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied	2011 % satisfied
<b>SATISFACTION WITH THE BUS STOP</b>							
Overall satisfaction with the bus stop	(1627)	79	35	44	14	6	75
Its distance from the journey start	(1553)	83	50	34	11	6	–
The convenience/accessibility of its location	(1439)	87	52	35	10	4	–
Its general condition/standard of maintenance	(1441)	73	33	40	18	9	77
Its freedom from graffiti/vandalism	(1414)	79	44	35	13	8	81
Its freedom from litter	(1449)	72	34	38	14	14	72
The information provided at the stop	(1440)	70	32	39	17	13	–
Your personal safety whilst at the stop	(1472)	77	40	37	16	7	73
<b>SATISFACTION ON THE BUS</b>							
Route/destination information on the outside of the bus	(1537)	80	48	32	15	4	82
The cleanliness and condition of the outside of the bus	(1523)	75	33	42	17	8	73
The ease of getting onto and off of the bus	(1593)	90	54	36	7	3	90
The length of time it took to board the bus	(1553)	89	55	34	7	4	90
The cleanliness and condition of the inside of the bus	(1613)	74	29	45	14	12	73
The information provided inside the bus	(1424)	60	23	37	32	9	61
The availability of seating or space to stand	(1572)	84	44	40	9	7	85
The comfort of the seats	(1580)	68	26	41	16	16	70
The amount of personal space you had around you	(1579)	68	28	40	16	16	–
Provision of grab rails to stand/move within the bus	(1580)	81	38	43	14	5	81
The temperature inside the bus	(1587)	76	32	44	14	9	76
Your personal security whilst on the bus	(1582)	84	42	42	13	4	83
<b>SATISFACTION WITH THE BUS DRIVER</b>							
How near to the kerb/stop the bus stopped	(1590)	89	55	33	8	3	92
The driver's appearance	(1527)	86	52	34	12	2	90
The greeting/welcome you got from the driver	(1541)	64	32	32	21	14	71
The helpfulness and attitude of the driver	(1518)	66	35	32	20	13	72
The time the driver gave you to get to seat	(1579)	71	36	35	18	10	77
Smoothness/freedom from jolting during the journey	(1562)	74	34	41	16	9	73
Safety of the driving (i.e. speed, driver concentrating)	(1557)	85	49	36	11	3	86

### Anti-social behaviour

7%

Behaviour of other passengers giving respondents cause to worry or feel uncomfortable

### Factors affecting journey length

	% occurrence	2011 % occurrence
Congestion/traffic jam	22	20
Roadworks	9	6
Bus driver driving too slowly	6	4
Poor weather conditions	4	3
Waiting too long at stops	8	6
Time it took passengers to board	23	18

Passengers could provide more than one answer

### Journey profile

age	%	access to private transport	%	has a disability	%
Age 16-34	38	Easy access	24	Yes	22
Age 35-59	33	Moderate	38	No	78
Age 60+	29	Limited/none	38		

# Merseyside PTE (Merseytravel)

## Headline results

Overall satisfaction

87%

Value for money

55%

Punctuality

73%

Journey time

90%

### Drivers of satisfaction

(fare-payers only)



## Key results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied	2011 % satisfied
<b>OVERALL SATISFACTION WITH THE JOURNEY</b>							
All passengers	(1225)	87	48	38	9	5	86
Fare-paying passengers	(492)	82	38	45	11	7	84
Free pass holders	(730)	94	65	29	5	1	90
Age 16 to 34	(174)	82	35	47	10	8	84
Age 35 to 59	(361)	86	43	42	10	5	82
Passengers commuting	(299)	82	34	48	10	8	81
Passengers not commuting	(870)	90	57	33	8	2	90
Passengers saying they have a disability	(373)	89	53	36	9	2	84
<b>SATISFACTION WITH VALUE FOR MONEY</b>							
All fare-paying passengers	(483)	55	24	31	19	26	56
Passengers commuting	(255)	51	20	31	22	27	55
Passengers not commuting	(215)	60	30	30	16	23	59
Age 16 to 34	(160)	49	18	31	19	32	52
Age 35 to 59	(303)	61	30	31	20	19	61
<b>SATISFACTION WITH PUNCTUALITY</b>							
All passengers	(1085)	73	43	30	12	16	73
<b>SATISFACTION WITH ON-BOARD JOURNEY LENGTH</b>							
All passengers	(1236)	90	60	30	7	4	–

## Detailed results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied	2011 % satisfied
<b>SATISFACTION WITH THE BUS STOP</b>							
Overall satisfaction with the bus stop	(1203)	79	37	43	14	6	73
Its distance from the journey start	(1157)	86	54	33	7	7	–
The convenience/accessibility of its location	(1096)	88	56	32	8	3	–
Its general condition/standard of maintenance	(1080)	76	36	40	15	9	76
Its freedom from graffiti/vandalism	(1073)	78	43	35	16	7	78
Its freedom from litter	(1094)	71	36	35	16	13	72
The information provided at the stop	(1081)	76	36	40	12	11	–
Your personal safety whilst at the stop	(1101)	75	44	31	18	7	70
<b>SATISFACTION ON THE BUS</b>							
Route/destination information on the outside of the bus	(1145)	85	54	31	12	3	81
The cleanliness and condition of the outside of the bus	(1145)	79	38	41	13	7	78
The ease of getting onto and off of the bus	(1197)	89	58	32	6	4	88
The length of time it took to board the bus	(1167)	91	59	32	6	3	87
The cleanliness and condition of the inside of the bus	(1206)	77	34	43	12	11	75
The information provided inside the bus	(1057)	63	29	34	29	8	61
The availability of seating or space to stand	(1192)	84	46	38	8	8	79
The comfort of the seats	(1191)	77	36	41	13	10	74
The amount of personal space you had around you	(1171)	71	33	39	13	15	–
Provision of grab rails to stand/move within the bus	(1165)	82	43	40	11	7	82
The temperature inside the bus	(1173)	78	37	41	13	8	76
Your personal security whilst on the bus	(1182)	84	44	40	12	4	80
<b>SATISFACTION WITH THE BUS DRIVER</b>							
How near to the kerb/stop the bus stopped	(1190)	91	61	30	7	2	91
The driver's appearance	(1138)	88	57	31	11	1	87
The greeting/welcome you got from the driver	(1126)	64	37	27	24	12	65
The helpfulness and attitude of the driver	(1123)	66	39	27	25	9	67
The time the driver gave you to get to seat	(1155)	69	37	32	19	12	69
Smoothness/freedom from jolting during the journey	(1157)	74	37	37	17	10	72
Safety of the driving (i.e. speed, driver concentrating)	(1160)	84	51	33	12	4	83

### Anti-social behaviour

8%

Behaviour of other passengers giving respondents cause to worry or feel uncomfortable

### Factors affecting journey length

	% occurrence	2011 % occurrence
Congestion/traffic jam	18	18
Roadworks	10	11
Bus driver driving too slowly	4	5
Poor weather conditions	7	4
Waiting too long at stops	6	7
Time it took passengers to board	17	20

Passengers could provide more than one answer

### Journey profile

age	%	access to private transport	%	has a disability	%
Age 16-34	32	Easy access	20	Yes	27
Age 35-59	36	Moderate	35	No	73
Age 60+	32	Limited/none	45		

# West Yorkshire PTE (Metro)

## Headline results

Overall satisfaction

85%

Value for money

55%

Punctuality

70%

Journey time

86%

### Drivers of satisfaction

(fare-payers only)



● Drives satisfaction  
● Drives dissatisfaction

## Key results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied	2011 % satisfied
<b>OVERALL SATISFACTION WITH THE JOURNEY</b>							
All passengers	(1604)	85	41	44	10	5	85
Fare-paying passengers	(714)	83	32	50	11	6	83
Free pass holders	(880)	89	58	32	8	3	90
Age 16 to 34	(310)	78	28	50	14	8	81
Age 35 to 59	(457)	86	38	48	9	5	85
Passengers commuting	(449)	79	28	50	12	9	80
Passengers not commuting	(1070)	89	51	38	8	3	89
Passengers saying they have a disability	(414)	86	48	38	10	4	84
<b>SATISFACTION WITH VALUE FOR MONEY</b>							
All fare-paying passengers	(706)	55	21	34	16	29	56
Passengers commuting	(394)	54	18	36	15	31	52
Passengers not commuting	(279)	58	26	32	17	25	64
Age 16 to 34	(275)	50	19	31	16	34	51
Age 35 to 59	(387)	60	24	36	16	24	62
<b>SATISFACTION WITH PUNCTUALITY</b>							
All passengers	(1479)	70	39	32	10	20	77
<b>SATISFACTION WITH ON-BOARD JOURNEY LENGTH</b>							
All passengers	(1603)	86	50	36	9	5	–

## Detailed results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied	2011 % satisfied
<b>SATISFACTION WITH THE BUS STOP</b>							
Overall satisfaction with the bus stop	(1568)	77	33	44	15	8	73
Its distance from the journey start	(1518)	83	47	35	12	5	–
The convenience/accessibility of its location	(1432)	86	50	37	9	4	–
Its general condition/standard of maintenance	(1401)	74	30	44	15	11	72
Its freedom from graffiti/vandalism	(1394)	75	39	36	13	12	72
Its freedom from litter	(1413)	69	32	37	16	15	69
The information provided at the stop	(1428)	74	33	41	14	13	–
Your personal safety whilst at the stop	(1419)	74	34	40	18	8	71
<b>SATISFACTION ON THE BUS</b>							
Route/destination information on the outside of the bus	(1510)	84	53	31	13	3	83
The cleanliness and condition of the outside of the bus	(1508)	77	38	39	15	8	77
The ease of getting onto and off of the bus	(1579)	91	55	35	6	3	91
The length of time it took to board the bus	(1543)	90	56	34	7	3	90
The cleanliness and condition of the inside of the bus	(1596)	75	32	43	13	12	72
The information provided inside the bus	(1411)	61	25	36	30	9	60
The availability of seating or space to stand	(1554)	86	46	39	8	7	83
The comfort of the seats	(1572)	73	32	41	14	13	73
The amount of personal space you had around you	(1562)	72	33	40	15	12	–
Provision of grab rails to stand/move within the bus	(1550)	83	39	44	11	7	84
The temperature inside the bus	(1571)	75	32	43	13	12	76
Your personal security whilst on the bus	(1561)	82	40	41	14	5	82
<b>SATISFACTION WITH THE BUS DRIVER</b>							
How near to the kerb/stop the bus stopped	(1553)	91	57	34	6	3	91
The driver's appearance	(1498)	88	53	34	10	3	88
The greeting/welcome you got from the driver	(1505)	63	34	30	22	14	62
The helpfulness and attitude of the driver	(1475)	64	35	29	23	13	65
The time the driver gave you to get to seat	(1524)	72	38	34	15	12	70
Smoothness/freedom from jolting during the journey	(1512)	73	37	35	15	12	74
Safety of the driving (i.e. speed, driver concentrating)	(1538)	84	48	36	11	5	85

### Anti-social behaviour

9%

Behaviour of other passengers giving respondents cause to worry or feel uncomfortable

### Factors affecting journey length

	% occurrence	2011 % occurrence
Congestion/traffic jam	24	22
Roadworks	8	7
Bus driver driving too slowly	6	5
Poor weather conditions	6	4
Waiting too long at stops	8	7
Time it took passengers to board	22	22

Passengers could provide more than one answer

### Journey profile

age	%	access to private transport	%	has a disability	%
Age 16-34	40	Easy access	22	Yes	22
Age 35-59	33	Moderate	40	No	78
Age 60+	26	Limited/none	38		

# Tees Valley Group

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

## Headline results

**Overall satisfaction**

**87%**

**Value for money**

**61%**

**Punctuality**

**75%**

**Journey time**

**89%**

### Drivers of satisfaction

(fare-payers only)



## Key results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied
<b>OVERALL SATISFACTION WITH THE JOURNEY</b>						
All passengers	(1697)	87	48	39	8	5
Fare-paying passengers	(611)	83	38	45	12	5
Free pass holders	(1083)	92	60	31	4	4
Age 16 to 34	(248)	79	30	49	14	7
Age 35 to 59	(420)	87	48	39	8	5
Passengers commuting	(369)	81	35	46	12	6
Passengers not commuting	(1224)	90	56	35	6	4
Passengers saying they have a disability	(518)	86	51	35	7	8
<b>SATISFACTION WITH VALUE FOR MONEY</b>						
All fare-paying passengers	(598)	61	24	37	16	22
Passengers commuting	(298)	59	22	38	18	23
Passengers not commuting	(272)	64	27	37	13	22
Age 16 to 34	(220)	53	20	33	17	31
Age 35 to 59	(336)	70	27	42	16	14
<b>SATISFACTION WITH PUNCTUALITY</b>						
All passengers	(1536)	75	42	33	10	15
<b>SATISFACTION WITH ON-BOARD JOURNEY LENGTH</b>						
All passengers	(1693)	89	57	32	7	3

## Detailed results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied
<b>SATISFACTION WITH THE BUS STOP</b>						
Overall satisfaction with the bus stop	(1659)	77	34	44	12	10
Its distance from the journey start	(1581)	85	51	34	10	5
The convenience/accessibility of its location	(1464)	88	51	37	8	5
Its general condition/standard of maintenance	(1432)	69	30	39	16	15
Its freedom from graffiti/vandalism	(1419)	74	39	35	12	14
Its freedom from litter	(1453)	72	35	37	14	14
The information provided at the stop	(1429)	74	35	38	14	13
Your personal safety whilst at the stop	(1458)	77	39	38	15	8
<b>SATISFACTION ON THE BUS</b>						
Route/destination information on the outside of the bus	(1582)	86	53	33	11	3
The cleanliness and condition of the outside of the bus	(1573)	77	34	43	17	7
The ease of getting onto and off of the bus	(1659)	90	58	33	8	2
The length of time it took to board the bus	(1599)	91	59	32	8	2
The cleanliness and condition of the inside of the bus	(1666)	79	30	49	13	8
The information provided inside the bus	(1497)	68	28	40	26	7
The availability of seating or space to stand	(1623)	88	50	38	7	5
The comfort of the seats	(1643)	73	32	42	14	12
The amount of personal space you had around you	(1634)	75	35	39	13	12
Provision of grab rails to stand/move within the bus	(1613)	86	44	42	8	6
The temperature inside the bus	(1631)	79	36	44	12	9
Your personal security whilst on the bus	(1620)	86	45	41	11	3
<b>SATISFACTION WITH THE BUS DRIVER</b>						
How near to the kerb/stop the bus stopped	(1645)	91	62	30	7	1
The driver's appearance	(1607)	88	58	30	9	3
The greeting/welcome you got from the driver	(1619)	70	39	31	19	11
The helpfulness and attitude of the driver	(1582)	71	41	30	20	9
The time the driver gave you to get to seat	(1631)	79	44	35	11	10
Smoothness/freedom from jolting during the journey	(1599)	75	39	36	13	11
Safety of the driving (i.e. speed, driver concentrating)	(1622)	87	54	33	9	4

### Anti-social behaviour

9%

Behaviour of other passengers giving respondents cause to worry or feel uncomfortable

### Journey profile

age	%	access to private transport	%	has a disability	%
Age 16-34	29	Easy access	23	Yes	27
Age 35-59	34	Moderate	40	No	73
Age 60+	37	Limited/none	36		

### Factors affecting journey length

	% occurrence
Congestion/traffic jam	15
Roadworks	15
Bus driver driving too slowly	3
Poor weather conditions	5
Waiting too long at stops	6
Time it took passengers to board	17

Passengers could provide more than one answer



# West of England Partnership

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

## Headline results

Overall satisfaction

82%

Value for money

35%

Punctuality

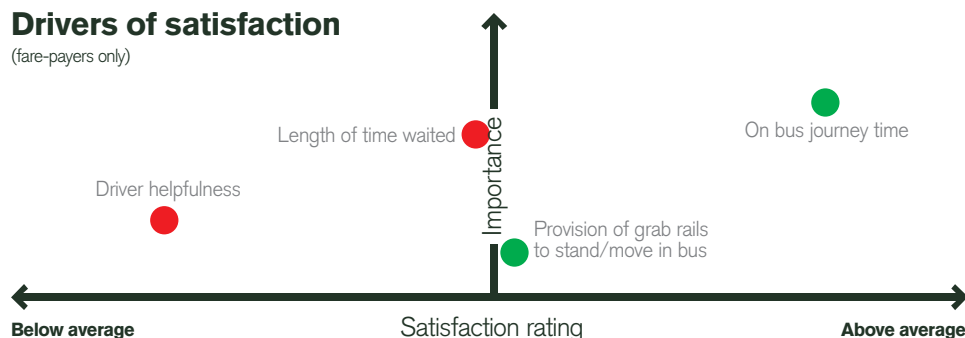
69%

Journey time

83%

### Drivers of satisfaction

(fare-payers only)



## Key results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied
<b>OVERALL SATISFACTION WITH THE JOURNEY</b>						
All passengers	(532)	82	37	44	12	6
Fare-paying passengers	(269)	79	28	51	14	7
Free pass holders	(261)	89	58	31	6	5
Age 16 to 34	(119)	75	23	52	17	8
Age 35 to 59	(151)	82	33	48	11	8
Passengers commuting	(183)	78	20	58	15	8
Passengers not commuting	(323)	87	54	33	8	5
Passengers saying they have a disability	(98)	85	45	40	11	4
<b>SATISFACTION WITH VALUE FOR MONEY</b>						
All fare-paying passengers	(266)	35	13	22	23	42
Passengers commuting	(165)	30	8	22	25	45
Passengers not commuting	(92)	49	23	26	20	31
Age 16 to 34	(108)	31	11	20	20	49
Age 35 to 59	(136)	39	14	25	28	33
<b>SATISFACTION WITH PUNCTUALITY</b>						
All passengers	(485)	69	36	34	13	18
<b>SATISFACTION WITH ON-BOARD JOURNEY LENGTH</b>						
All passengers	(534)	83	45	38	10	7

## Detailed results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied
<b>SATISFACTION WITH THE BUS STOP</b>						
Overall satisfaction with the bus stop	(521)	77	34	43	14	9
Its distance from the journey start	(506)	83	50	34	12	5
The convenience/accessibility of its location	(484)	89	51	38	8	3
Its general condition/standard of maintenance	(483)	72	33	39	17	11
Its freedom from graffiti/vandalism	(465)	81	46	34	13	6
Its freedom from litter	(487)	72	37	35	16	12
The information provided at the stop	(476)	68	29	39	18	14
Your personal safety whilst at the stop	(486)	76	43	33	19	5
<b>SATISFACTION ON THE BUS</b>						
Route/destination information on the outside of the bus	(500)	82	47	35	11	7
The cleanliness and condition of the outside of the bus	(489)	76	31	46	19	5
The ease of getting onto and off of the bus	(515)	88	50	38	8	4
The length of time it took to board the bus	(507)	86	49	37	8	6
The cleanliness and condition of the inside of the bus	(524)	73	25	48	14	13
The information provided inside the bus	(462)	53	18	35	35	12
The availability of seating or space to stand	(511)	81	41	40	10	8
The comfort of the seats	(514)	68	24	44	19	13
The amount of personal space you had around you	(514)	64	23	41	19	17
Provision of grab rails to stand/move within the bus	(506)	74	31	43	19	7
The temperature inside the bus	(512)	72	28	44	16	12
Your personal security whilst on the bus	(508)	77	37	40	20	3
<b>SATISFACTION WITH THE BUS DRIVER</b>						
How near to the kerb/stop the bus stopped	(516)	89	54	35	8	3
The driver's appearance	(505)	85	50	36	13	2
The greeting/welcome you got from the driver	(502)	63	32	31	24	12
The helpfulness and attitude of the driver	(501)	67	35	32	25	9
The time the driver gave you to get to seat	(520)	76	37	39	15	9
Smoothness/freedom from jolting during the journey	(506)	68	30	38	18	14
Safety of the driving (i.e. speed, driver concentrating)	(505)	82	43	39	14	4

### Anti-social behaviour

7%

Behaviour of other passengers giving respondents cause to worry or feel uncomfortable

### Journey profile

age	%	access to private transport	%	has a disability	%
Age 16-34	40	Easy access	34	Yes	17
Age 35-59	32	Moderate	33	No	83
Age 60+	28	Limited/none	33		

### Factors affecting journey length

	% occurrence
Congestion/traffic jam	27
Roadworks	12
Bus driver driving too slowly	4
Poor weather conditions	8
Waiting too long at stops	13
Time it took passengers to board	22

Passengers could provide more than one answer

# Devon County Council

## Headline results

Overall satisfaction

90%

Value for money

53%

Punctuality

78%

Journey time

89%

### Drivers of satisfaction

(fare-payers only)



● Drives satisfaction  
● Drives dissatisfaction

## Key results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied
<b>OVERALL SATISFACTION WITH THE JOURNEY</b>						
All passengers	(1016)	90	53	38	6	4
Fare-paying passengers	(370)	87	42	45	7	6
Free pass holders	(641)	94	66	28	4	2
Age 16 to 34	(139)	82	34	48	10	8
Age 35 to 59	(244)	92	49	43	5	3
Passengers commuting	(247)	84	38	46	9	7
Passengers not commuting	(728)	94	62	33	4	2
Passengers saying they have a disability	(266)	91	51	39	6	4
<b>SATISFACTION WITH VALUE FOR MONEY</b>						
All fare-paying passengers	(365)	53	23	29	15	33
Passengers commuting	(206)	49	20	29	14	37
Passengers not commuting	(151)	60	29	31	15	25
Age 16 to 34	(113)	44	19	25	18	39
Age 35 to 59	(208)	62	27	35	11	27
<b>SATISFACTION WITH PUNCTUALITY</b>						
All passengers	(954)	78	49	29	12	11
<b>SATISFACTION WITH ON-BOARD JOURNEY LENGTH</b>						
All passengers	(1029)	89	60	29	5	6

## Detailed results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied
<b>SATISFACTION WITH THE BUS STOP</b>						
Overall satisfaction with the bus stop	(995)	78	34	43	14	8
Its distance from the journey start	(956)	87	56	31	7	5
The convenience/accessibility of its location	(919)	90	58	32	7	3
Its general condition/standard of maintenance	(880)	71	31	40	18	11
Its freedom from graffiti/vandalism	(872)	77	45	32	15	8
Its freedom from litter	(895)	75	35	40	13	12
The information provided at the stop	(851)	66	29	37	17	17
Your personal safety whilst at the stop	(921)	76	42	34	18	7
<b>SATISFACTION ON THE BUS</b>						
Route/destination information on the outside of the bus	(968)	87	60	26	12	2
The cleanliness and condition of the outside of the bus	(960)	78	40	38	16	6
The ease of getting onto and off of the bus	(1007)	94	62	32	4	2
The length of time it took to board the bus	(986)	93	63	31	5	2
The cleanliness and condition of the inside of the bus	(1007)	81	39	42	12	7
The information provided inside the bus	(883)	63	28	35	31	7
The availability of seating or space to stand	(997)	88	55	34	7	4
The comfort of the seats	(1002)	78	35	43	13	9
The amount of personal space you had around you	(991)	75	35	40	14	11
Provision of grab rails to stand/move within the bus	(980)	84	45	39	11	5
The temperature inside the bus	(995)	78	38	40	13	9
Your personal security whilst on the bus	(983)	85	50	35	11	4
<b>SATISFACTION WITH THE BUS DRIVER</b>						
How near to the kerb/stop the bus stopped	(1001)	93	66	27	4	3
The driver's appearance	(987)	89	60	29	9	2
The greeting/welcome you got from the driver	(987)	77	49	28	15	8
The helpfulness and attitude of the driver	(966)	78	51	27	16	7
The time the driver gave you to get to seat	(996)	86	55	31	7	7
Smoothness/freedom from jolting during the journey	(986)	80	44	36	11	9
Safety of the driving (i.e. speed, driver concentrating)	(985)	90	58	32	6	4

### Anti-social behaviour

9%

Behaviour of other passengers giving respondents cause to worry or feel uncomfortable

### Journey profile

age	%	access to private transport	%	has a disability	%
Age 16-34	35	Easy access	33	Yes	24
Age 35-59	27	Moderate	41	No	76
Age 60+	38	Limited/none	25		

### Factors affecting journey length

	% occurrence
Congestion/traffic jam	22
Roadworks	12
Bus driver driving too slowly	4
Poor weather conditions	9
Waiting too long at stops	7
Time it took passengers to board	19

Passengers could provide more than one answer

# Essex County Council

## Headline results

Overall satisfaction

79%

Value for money

45%

Punctuality

59%

Journey time

80%

### Drivers of satisfaction

(fare-payers only)



## Key results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied
<b>OVERALL SATISFACTION WITH THE JOURNEY</b>						
All passengers	(645)	79	37	43	9	12
Fare-paying passengers	(204)	72	25	48	12	15
Free pass holders	(440)	92	58	34	3	5
Age 16 to 34	(88)	72	22	50	10	18
Age 35 to 59	(134)	80	39	41	12	9
Passengers commuting	(128)	67	20	47	12	21
Passengers not commuting	(480)	89	48	41	6	5
Passengers saying they have a disability	(185)	90	42	47	2	8
<b>SATISFACTION WITH VALUE FOR MONEY</b>						
All fare-paying passengers	(196)	45	13	32	22	33
Passengers commuting	(101)	37	7	30	22	41
Passengers not commuting	(85)	58	23	35	18	24
Age 16 to 34	(<75)	–	–	–	–	–
Age 35 to 59	(108)	51	15	36	17	32
<b>SATISFACTION WITH PUNCTUALITY</b>						
All passengers	(593)	59	30	29	15	26
<b>SATISFACTION WITH ON-BOARD JOURNEY LENGTH</b>						
All passengers	(654)	80	48	32	11	9

## Detailed results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied
<b>SATISFACTION WITH THE BUS STOP</b>						
Overall satisfaction with the bus stop	(629)	71	29	42	16	13
Its distance from the journey start	(616)	79	46	33	12	9
The convenience/accessibility of its location	(568)	89	51	38	9	3
Its general condition/standard of maintenance	(553)	69	26	43	17	14
Its freedom from graffiti/vandalism	(537)	75	39	37	16	9
Its freedom from litter	(560)	70	30	40	16	14
The information provided at the stop	(534)	57	23	35	18	24
Your personal safety whilst at the stop	(558)	74	33	40	17	10
<b>SATISFACTION ON THE BUS</b>						
Route/destination information on the outside of the bus	(618)	79	44	35	14	6
The cleanliness and condition of the outside of the bus	(599)	72	29	43	18	9
The ease of getting onto and off of the bus	(633)	89	49	40	7	4
The length of time it took to board the bus	(608)	86	48	39	10	4
The cleanliness and condition of the inside of the bus	(641)	70	28	42	13	17
The information provided inside the bus	(558)	57	21	36	30	13
The availability of seating or space to stand	(622)	79	40	39	11	9
The comfort of the seats	(630)	69	26	43	15	16
The amount of personal space you had around you	(623)	67	27	40	16	17
Provision of grab rails to stand/move within the bus	(616)	78	35	43	15	7
The temperature inside the bus	(626)	69	30	39	18	13
Your personal security whilst on the bus	(620)	79	40	38	17	5
<b>SATISFACTION WITH THE BUS DRIVER</b>						
How near to the kerb/stop the bus stopped	(639)	87	53	33	12	2
The driver's appearance	(610)	81	49	31	16	3
The greeting/welcome you got from the driver	(603)	61	38	23	23	16
The helpfulness and attitude of the driver	(600)	60	37	23	27	13
The time the driver gave you to get to seat	(621)	71	41	30	18	11
Smoothness/freedom from jolting during the journey	(622)	69	32	36	17	14
Safety of the driving (i.e. speed, driver concentrating)	(628)	80	46	34	14	5

### Anti-social behaviour

7%

Behaviour of other passengers giving respondents cause to worry or feel uncomfortable

### Journey profile

age	%	access to private transport	%	has a disability	%
Age 16-34	44	Easy access	24	Yes	23
Age 35-59	29	Moderate	38	No	77
Age 60+	26	Limited/none	38		

### Factors affecting journey length

	% occurrence
Congestion/traffic jam	28
Roadworks	10
Bus driver driving too slowly	7
Poor weather conditions	9
Waiting too long at stops	8
Time it took passengers to board	19

Passengers could provide more than one answer

# Kent County Council

## Headline results

Overall satisfaction

84%

Value for money

48%

Punctuality

72%

Journey time

89%

### Drivers of satisfaction

(fare-payers only)



## Key results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied
<b>OVERALL SATISFACTION WITH THE JOURNEY</b>						
All passengers	(1410)	84	47	38	10	6
Fare-paying passengers	(486)	79	35	44	13	8
Free pass holders	(920)	92	64	28	5	3
Age 16 to 34	(241)	73	27	46	16	11
Age 35 to 59	(303)	87	51	36	9	4
Passengers commuting	(329)	76	34	42	14	10
Passengers not commuting	(1013)	90	55	34	7	3
Passengers saying they have a disability	(428)	86	51	34	8	6
<b>SATISFACTION WITH VALUE FOR MONEY</b>						
All fare-paying passengers	(473)	48	19	29	14	38
Passengers commuting	(264)	50	17	33	14	36
Passengers not commuting	(196)	47	22	25	15	38
Age 16 to 34	(203)	37	14	23	15	48
Age 35 to 59	(229)	64	25	39	14	22
<b>SATISFACTION WITH PUNCTUALITY</b>						
All passengers	(1265)	72	41	30	11	18
<b>SATISFACTION WITH ON-BOARD JOURNEY LENGTH</b>						
All passengers	(1423)	89	56	33	7	4



## Detailed results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied
<b>SATISFACTION WITH THE BUS STOP</b>						
Overall satisfaction with the bus stop	(1394)	75	30	45	14	11
Its distance from the journey start	(1341)	84	52	32	10	6
The convenience/accessibility of its location	(1250)	89	54	35	7	5
Its general condition/standard of maintenance	(1221)	69	29	40	18	13
Its freedom from graffiti/vandalism	(1213)	75	41	34	14	11
Its freedom from litter	(1230)	68	31	36	17	15
The information provided at the stop	(1187)	64	27	37	19	17
Your personal safety whilst at the stop	(1245)	72	35	37	18	10
<b>SATISFACTION ON THE BUS</b>						
Route/destination information on the outside of the bus	(1349)	85	55	30	11	4
The cleanliness and condition of the outside of the bus	(1334)	76	31	45	14	10
The ease of getting onto and off of the bus	(1398)	89	56	33	6	4
The length of time it took to board the bus	(1350)	89	58	31	8	3
The cleanliness and condition of the inside of the bus	(1398)	70	27	43	14	17
The information provided inside the bus	(1231)	59	23	36	29	12
The availability of seating or space to stand	(1381)	83	48	35	10	7
The comfort of the seats	(1380)	69	30	39	16	15
The amount of personal space you had around you	(1369)	70	33	37	15	15
Provision of grab rails to stand/move within the bus	(1350)	81	37	43	11	8
The temperature inside the bus	(1378)	73	34	40	16	11
Your personal security whilst on the bus	(1358)	82	42	40	14	5
<b>SATISFACTION WITH THE BUS DRIVER</b>						
How near to the kerb/stop the bus stopped	(1389)	93	60	33	4	3
The driver's appearance	(1355)	88	55	33	9	3
The greeting/welcome you got from the driver	(1361)	71	42	29	17	12
The helpfulness and attitude of the driver	(1333)	72	44	27	18	11
The time the driver gave you to get to seat	(1361)	79	46	33	11	10
Smoothness/freedom from jolting during the journey	(1345)	74	38	37	15	11
Safety of the driving (i.e. speed, driver concentrating)	(1360)	87	55	32	9	4

### Anti-social behaviour

8%

Behaviour of other passengers giving respondents cause to worry or feel uncomfortable

### Journey profile

age	%	access to private transport	%	has a disability	%
Age 16-34	40	Easy access	23	Yes	28
Age 35-59	28	Moderate	39	No	72
Age 60+	32	Limited/none	37		

### Factors affecting journey length

	% occurrence
Congestion/traffic jam	20
Roadworks	13
Bus driver driving too slowly	4
Poor weather conditions	6
Waiting too long at stops	8
Time it took passengers to board	22

Passengers could provide more than one answer

# Milton Keynes Council

## Headline results

Overall satisfaction

73%

Value for money

48%

Punctuality

57%

Journey time

79%

### Drivers of satisfaction

(fare-payers only)



● Drives satisfaction  
● Drives dissatisfaction

## Key results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied
<b>OVERALL SATISFACTION WITH THE JOURNEY</b>						
All passengers	(618)	73	30	44	12	15
Fare-paying passengers	(306)	69	21	48	13	18
Free pass holders	(311)	88	59	29	6	6
Age 16 to 34	(143)	68	19	49	11	20
Age 35 to 59	(180)	73	30	43	14	13
Passengers commuting	(216)	69	19	49	14	17
Passengers not commuting	(370)	79	42	37	8	13
Passengers saying they have a disability	(141)	70	41	28	14	16
<b>SATISFACTION WITH VALUE FOR MONEY</b>						
All fare-paying passengers	(303)	48	17	31	21	31
Passengers commuting	(189)	46	14	31	18	36
Passengers not commuting	(103)	51	22	29	25	23
Age 16 to 34	(133)	46	14	32	20	33
Age 35 to 59	(150)	50	22	28	22	28
<b>SATISFACTION WITH PUNCTUALITY</b>						
All passengers	(572)	57	27	30	12	31
<b>SATISFACTION WITH ON-BOARD JOURNEY LENGTH</b>						
All passengers	(623)	79	44	35	9	12

## Detailed results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied
<b>SATISFACTION WITH THE BUS STOP</b>						
Overall satisfaction with the bus stop	(610)	61	19	42	21	18
Its distance from the journey start	(589)	75	40	35	16	9
The convenience/accessibility of its location	(568)	79	41	38	14	7
Its general condition/standard of maintenance	(559)	53	19	34	25	23
Its freedom from graffiti/vandalism	(540)	61	24	37	17	22
Its freedom from litter	(565)	56	21	35	19	26
The information provided at the stop	(544)	59	19	39	21	21
Your personal safety whilst at the stop	(572)	62	26	36	23	15
<b>SATISFACTION ON THE BUS</b>						
Route/destination information on the outside of the bus	(586)	79	41	38	14	8
The cleanliness and condition of the outside of the bus	(582)	65	27	38	20	15
The ease of getting onto and off of the bus	(601)	85	45	41	9	5
The length of time it took to board the bus	(595)	83	45	39	11	6
The cleanliness and condition of the inside of the bus	(611)	66	21	45	15	19
The information provided inside the bus	(554)	50	15	35	34	16
The availability of seating or space to stand	(602)	78	34	44	9	13
The comfort of the seats	(601)	67	23	44	17	17
The amount of personal space you had around you	(593)	63	22	40	13	25
Provision of grab rails to stand/move within the bus	(585)	74	25	49	15	11
The temperature inside the bus	(603)	67	24	44	17	16
Your personal security whilst on the bus	(595)	75	28	47	17	9
<b>SATISFACTION WITH THE BUS DRIVER</b>						
How near to the kerb/stop the bus stopped	(599)	87	47	40	9	5
The driver's appearance	(584)	83	45	38	12	5
The greeting/welcome you got from the driver	(599)	63	29	33	18	19
The helpfulness and attitude of the driver	(578)	62	35	27	21	17
The time the driver gave you to get to seat	(605)	70	35	35	16	15
Smoothness/freedom from jolting during the journey	(597)	64	27	37	20	17
Safety of the driving (i.e. speed, driver concentrating)	(601)	76	38	38	15	9

### Anti-social behaviour

10%

Behaviour of other passengers giving respondents cause to worry or feel uncomfortable

### Journey profile

age	%	access to private transport	%	has a disability	%
Age 16-34	52	Easy access	18	Yes	17
Age 35-59	32	Moderate	39	No	83
Age 60+	16	Limited/none	43		

### Factors affecting journey length

	% occurrence
Congestion/traffic jam	12
Roadworks	3
Bus driver driving too slowly	11
Poor weather conditions	11
Waiting too long at stops	12
Time it took passengers to board	31

Passengers could provide more than one answer

# Northumberland County Council

## Headline results

Overall satisfaction

79%

Value for money

38%

Punctuality

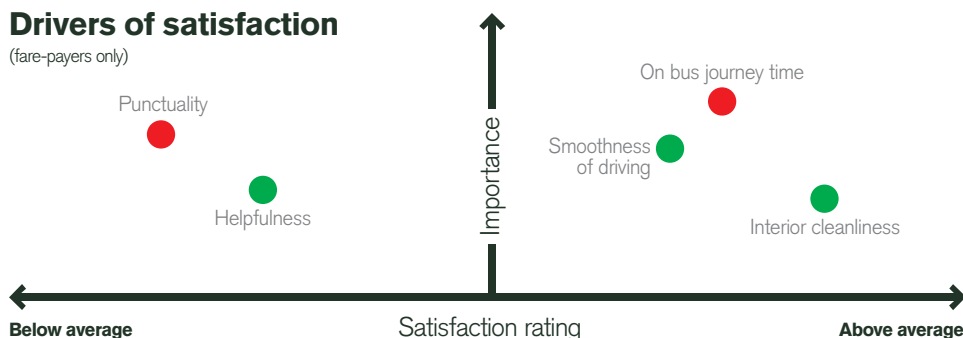
65%

Journey time

79%

### Drivers of satisfaction

(fare-payers only)



● Drives satisfaction  
● Drives dissatisfaction

## Key results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied
<b>OVERALL SATISFACTION WITH THE JOURNEY</b>						
All passengers	(668)	79	39	40	12	8
Fare-paying passengers	(236)	74	26	49	15	11
Free pass holders	(432)	86	57	29	9	6
Age 16 to 34	(102)	69	22	47	19	12
Age 35 to 59	(154)	77	33	44	11	12
Passengers commuting	(151)	63	24	39	21	16
Passengers not commuting	(487)	90	49	41	5	4
Passengers saying they have a disability	(183)	85	51	34	8	8
<b>SATISFACTION WITH VALUE FOR MONEY</b>						
All fare-paying passengers	(232)	38	12	26	16	46
Passengers commuting	(125)	34	8	26	15	52
Passengers not commuting	(101)	46	18	28	18	36
Age 16 to 34	(86)	29	12	17	13	58
Age 35 to 59	(125)	50	11	39	19	31
<b>SATISFACTION WITH PUNCTUALITY</b>						
All passengers	(627)	65	31	34	12	23
<b>SATISFACTION WITH ON-BOARD JOURNEY LENGTH</b>						
All passengers	(668)	79	46	33	10	11

## Detailed results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied
<b>SATISFACTION WITH THE BUS STOP</b>						
Overall satisfaction with the bus stop	(656)	68	22	47	16	15
Its distance from the journey start	(630)	79	42	37	12	9
The convenience/accessibility of its location	(578)	84	43	40	12	5
Its general condition/standard of maintenance	(574)	58	19	39	17	25
Its freedom from graffiti/vandalism	(562)	64	29	34	17	19
Its freedom from litter	(580)	62	25	37	18	20
The information provided at the stop	(559)	62	22	40	22	16
Your personal safety whilst at the stop	(585)	70	30	40	20	10
<b>SATISFACTION ON THE BUS</b>						
Route/destination information on the outside of the bus	(628)	82	47	35	14	4
The cleanliness and condition of the outside of the bus	(626)	72	28	43	19	9
The ease of getting onto and off of the bus	(639)	89	47	42	7	4
The length of time it took to board the bus	(616)	89	47	42	8	3
The cleanliness and condition of the inside of the bus	(658)	76	26	50	11	13
The information provided inside the bus	(593)	59	19	40	29	12
The availability of seating or space to stand	(641)	84	38	46	9	7
The comfort of the seats	(643)	64	24	40	17	20
The amount of personal space you had around you	(645)	69	25	44	16	15
Provision of grab rails to stand/move within the bus	(636)	81	34	47	14	6
The temperature inside the bus	(643)	71	25	46	16	13
Your personal security whilst on the bus	(647)	83	36	46	14	3
<b>SATISFACTION WITH THE BUS DRIVER</b>						
How near to the kerb/stop the bus stopped	(653)	92	54	37	6	2
The driver's appearance	(639)	88	48	40	10	2
The greeting/welcome you got from the driver	(635)	67	36	31	18	15
The helpfulness and attitude of the driver	(626)	68	37	31	19	13
The time the driver gave you to get to seat	(641)	80	43	37	10	10
Smoothness/freedom from jolting during the journey	(632)	73	31	42	13	14
Safety of the driving (i.e. speed, driver concentrating)	(640)	86	46	39	9	5

### Anti-social behaviour

10%

Behaviour of other passengers giving respondents cause to worry or feel uncomfortable

### Journey profile

age	%	access to private transport	%	has a disability	%
Age 16-34	37	Easy access	29	Yes	23
Age 35-59	29	Moderate	40	No	77
Age 60+	35	Limited/none	32		

### Factors affecting journey length

	% occurrence
Congestion/traffic jam	18
Roadworks	10
Bus driver driving too slowly	5
Poor weather conditions	3
Waiting too long at stops	8
Time it took passengers to board	20

Passengers could provide more than one answer

# Nottingham City Council

## Headline results

Overall satisfaction

92%

Value for money

70%

Punctuality

83%

Journey time

91%

### Drivers of satisfaction

(fare-payers only)



## Key results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied
<b>OVERALL SATISFACTION WITH THE JOURNEY</b>						
All passengers	(557)	92	55	37	5	3
Fare-paying passengers	(285)	90	47	43	6	4
Free pass holders	(270)	97	72	25	3	0
Age 16 to 34	(130)	88	41	47	7	5
Age 35 to 59	(185)	94	58	36	3	3
Passengers commuting	(181)	93	50	43	4	3
Passengers not commuting	(349)	91	59	32	5	4
Passengers saying they have a disability	(151)	90	55	35	5	6
<b>SATISFACTION WITH VALUE FOR MONEY</b>						
All fare-paying passengers	(277)	70	28	42	13	16
Passengers commuting	(149)	69	26	43	15	16
Passengers not commuting	(116)	72	30	41	11	17
Age 16 to 34	(108)	65	20	45	14	20
Age 35 to 59	(147)	76	38	38	12	12
<b>SATISFACTION WITH PUNCTUALITY</b>						
All passengers	(529)	83	54	30	10	7
<b>SATISFACTION WITH ON-BOARD JOURNEY LENGTH</b>						
All passengers	(558)	91	59	33	5	3

## Detailed results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied
<b>SATISFACTION WITH THE BUS STOP</b>						
Overall satisfaction with the bus stop	(558)	88	43	45	7	5
Its distance from the journey start	(546)	89	58	31	7	4
The convenience/accessibility of its location	(526)	91	59	33	5	4
Its general condition/standard of maintenance	(525)	85	36	49	9	7
Its freedom from graffiti/vandalism	(523)	87	46	41	9	5
Its freedom from litter	(531)	78	37	41	13	9
The information provided at the stop	(525)	83	46	37	9	8
Your personal safety whilst at the stop	(526)	80	46	33	16	5
<b>SATISFACTION ON THE BUS</b>						
Route/destination information on the outside of the bus	(544)	92	58	34	7	1
The cleanliness and condition of the outside of the bus	(533)	89	49	40	9	2
The ease of getting onto and off of the bus	(559)	95	62	34	4	1
The length of time it took to board the bus	(538)	96	63	33	3	2
The cleanliness and condition of the inside of the bus	(557)	89	41	48	8	4
The information provided inside the bus	(525)	83	39	43	14	3
The availability of seating or space to stand	(545)	90	53	37	4	6
The comfort of the seats	(553)	85	40	45	9	6
The amount of personal space you had around you	(549)	78	37	41	13	9
Provision of grab rails to stand/move within the bus	(548)	85	43	42	10	5
The temperature inside the bus	(551)	83	39	44	11	7
Your personal security whilst on the bus	(546)	87	45	42	10	3
<b>SATISFACTION WITH THE BUS DRIVER</b>						
How near to the kerb/stop the bus stopped	(545)	95	64	30	4	2
The driver's appearance	(526)	92	61	31	7	1
The greeting/welcome you got from the driver	(536)	76	46	30	17	7
The helpfulness and attitude of the driver	(525)	80	49	31	14	6
The time the driver gave you to get to seat	(540)	79	44	35	12	9
Smoothness/freedom from jolting during the journey	(547)	81	44	37	11	9
Safety of the driving (i.e. speed, driver concentrating)	(542)	89	57	32	7	4

### Anti-social behaviour

9%

Behaviour of other passengers giving respondents cause to worry or feel uncomfortable

### Journey profile

age	%	access to private transport	%	has a disability	%
Age 16-34	46	Easy access	30	Yes	21
Age 35-59	34	Moderate	34	No	79
Age 60+	20	Limited/none	36		

### Factors affecting journey length

	% occurrence
Congestion/traffic jam	17
Roadworks	18
Bus driver driving too slowly	4
Poor weather conditions	2
Waiting too long at stops	7
Time it took passengers to board	16

Passengers could provide more than one answer

# Nottinghamshire County Council

## Headline results

Overall satisfaction

87%

Value for money

65%

Punctuality

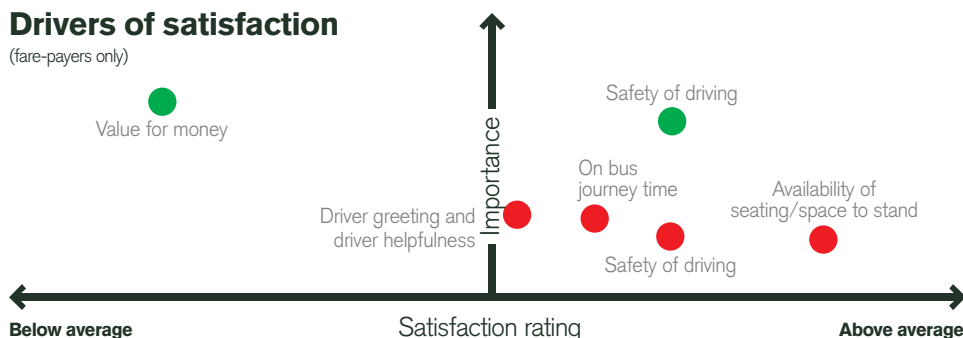
69%

Journey time

84%

### Drivers of satisfaction

(fare-payers only)



● Drives satisfaction

● Drives dissatisfaction

## Key results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied
<b>OVERALL SATISFACTION WITH THE JOURNEY</b>						
All passengers	(461)	87	46	40	5	8
Fare-paying passengers	(207)	86	39	46	6	8
Free pass holders	(254)	89	64	25	4	7
Age 16 to 34	(<75)	–	–	–	–	–
Age 35 to 59	(128)	86	41	45	6	8
Passengers commuting	(130)	86	40	46	6	8
Passengers not commuting	(312)	89	51	37	5	6
Passengers saying they have a disability	(115)	78	43	35	7	16
<b>SATISFACTION WITH VALUE FOR MONEY</b>						
All fare-paying passengers	(205)	65	27	38	14	21
Passengers commuting	(121)	71	28	43	12	18
Passengers not commuting	(80)	59	25	34	15	26
Age 16 to 34	(<75)	–	–	–	–	–
Age 35 to 59	(111)	68	25	43	18	13
<b>SATISFACTION WITH PUNCTUALITY</b>						
All passengers	(413)	69	41	28	16	16
<b>SATISFACTION WITH ON-BOARD JOURNEY LENGTH</b>						
All passengers	(462)	84	49	35	8	8



## Detailed results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied
<b>SATISFACTION WITH THE BUS STOP</b>						
Overall satisfaction with the bus stop	(447)	81	36	45	11	9
Its distance from the journey start	(428)	87	58	29	8	5
The convenience/accessibility of its location	(417)	92	57	35	6	2
Its general condition/standard of maintenance	(392)	71	30	40	15	14
Its freedom from graffiti/vandalism	(388)	75	40	35	14	11
Its freedom from litter	(395)	72	34	37	16	12
The information provided at the stop	(394)	75	37	38	11	14
Your personal safety whilst at the stop	(403)	80	44	36	14	6
<b>SATISFACTION ON THE BUS</b>						
Route/destination information on the outside of the bus	(428)	83	56	27	13	4
The cleanliness and condition of the outside of the bus	(425)	80	42	38	15	5
The ease of getting onto and off of the bus	(447)	89	61	27	9	3
The length of time it took to board the bus	(420)	90	61	29	7	3
The cleanliness and condition of the inside of the bus	(449)	82	38	44	11	7
The information provided inside the bus	(409)	70	32	38	25	5
The availability of seating or space to stand	(431)	92	51	41	5	3
The comfort of the seats	(438)	79	38	41	9	11
The amount of personal space you had around you	(428)	76	30	46	14	10
Provision of grab rails to stand/move within the bus	(430)	83	38	45	14	4
The temperature inside the bus	(428)	82	36	46	9	9
Your personal security whilst on the bus	(431)	89	46	43	8	3
<b>SATISFACTION WITH THE BUS DRIVER</b>						
How near to the kerb/stop the bus stopped	(445)	91	59	31	7	3
The driver's appearance	(433)	89	57	31	11	1
The greeting/welcome you got from the driver	(436)	79	51	28	13	9
The helpfulness and attitude of the driver	(428)	79	50	29	13	9
The time the driver gave you to get to seat	(439)	80	51	29	11	9
Smoothness/freedom from jolting during the journey	(433)	76	41	35	10	14
Safety of the driving (i.e. speed, driver concentrating)	(437)	86	51	34	9	5

### Anti-social behaviour

8%

Behaviour of other passengers giving respondents cause to worry or feel uncomfortable

### Journey profile

age	%	access to private transport	%	has a disability	%
Age 16-34	39	Easy access	28	Yes	19
Age 35-59	36	Moderate	37	No	81
Age 60+	25	Limited/none	35		

### Factors affecting journey length

	% occurrence
Congestion/traffic jam	22
Roadworks	16
Bus driver driving too slowly	5
Poor weather conditions	1
Waiting too long at stops	8
Time it took passengers to board	16

Passengers could provide more than one answer

# Oxfordshire County Council

## Headline results

**Overall satisfaction**

**91%**

**Value for money**

**58%**

**Punctuality**

**73%**

**Journey time**

**83%**

### Drivers of satisfaction

(fare-payers only)



## Key results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied
<b>OVERALL SATISFACTION WITH THE JOURNEY</b>						
All passengers	(620)	91	44	47	6	3
Fare-paying passengers	(391)	90	39	51	7	4
Free pass holders	(229)	95	68	27	5	0
Age 16 to 34	(139)	89	32	57	7	4
Age 35 to 59	(223)	91	46	46	6	3
Passengers commuting	(295)	90	39	51	7	3
Passengers not commuting	(301)	92	52	40	5	3
Passengers saying they have a disability	(90)	87	39	48	7	6
<b>SATISFACTION WITH VALUE FOR MONEY</b>						
All fare-paying passengers	(385)	58	20	39	19	22
Passengers commuting	(258)	56	20	36	20	24
Passengers not commuting	(115)	65	18	47	17	17
Age 16 to 34	(131)	50	16	34	19	30
Age 35 to 59	(209)	68	23	45	19	14
<b>SATISFACTION WITH PUNCTUALITY</b>						
All passengers	(559)	73	44	29	13	14
<b>SATISFACTION WITH ON-BOARD JOURNEY LENGTH</b>						
All passengers	(625)	83	48	35	10	6

## Detailed results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied
<b>SATISFACTION WITH THE BUS STOP</b>						
Overall satisfaction with the bus stop	(608)	86	36	50	9	4
Its distance from the journey start	(595)	86	46	40	10	3
The convenience/accessibility of its location	(586)	90	57	33	8	3
Its general condition/standard of maintenance	(593)	80	38	42	14	6
Its freedom from graffiti/vandalism	(569)	87	50	37	8	5
Its freedom from litter	(582)	84	38	46	10	6
The information provided at the stop	(582)	76	33	43	14	10
Your personal safety whilst at the stop	(581)	83	47	36	13	4
<b>SATISFACTION ON THE BUS</b>						
Route/destination information on the outside of the bus	(600)	85	61	24	12	2
The cleanliness and condition of the outside of the bus	(586)	84	47	37	11	5
The ease of getting onto and off of the bus	(619)	95	65	31	4	0
The length of time it took to board the bus	(612)	91	62	29	6	3
The cleanliness and condition of the inside of the bus	(622)	86	39	47	8	6
The information provided inside the bus	(558)	63	27	36	32	5
The availability of seating or space to stand	(618)	92	56	35	4	4
The comfort of the seats	(614)	84	40	44	12	4
The amount of personal space you had around you	(615)	76	35	41	13	11
Provision of grab rails to stand/move within the bus	(595)	84	43	41	13	3
The temperature inside the bus	(615)	81	37	44	10	9
Your personal security whilst on the bus	(606)	90	54	35	8	2
<b>SATISFACTION WITH THE BUS DRIVER</b>						
How near to the kerb/stop the bus stopped	(604)	94	66	28	5	1
The driver's appearance	(591)	90	61	28	9	1
The greeting/welcome you got from the driver	(596)	77	46	30	15	8
The helpfulness and attitude of the driver	(585)	78	47	31	16	6
The time the driver gave you to get to seat	(599)	82	50	32	11	8
Smoothness/freedom from jolting during the journey	(594)	78	38	40	14	7
Safety of the driving (i.e. speed, driver concentrating)	(602)	91	56	35	8	1

### Anti-social behaviour

4%

Behaviour of other passengers giving respondents cause to worry or feel uncomfortable

### Journey profile

age	%	access to private transport	%	has a disability	%
Age 16-34	48	Easy access	40	Yes	11
Age 35-59	35	Moderate	33	No	89
Age 60+	17	Limited/none	27		

### Factors affecting journey length

	% occurrence
Congestion/traffic jam	34
Roadworks	4
Bus driver driving too slowly	3
Poor weather conditions	6
Waiting too long at stops	7
Time it took passengers to board	22

Passengers could provide more than one answer

# Suffolk County Council

## Headline results

Overall satisfaction

86%

Value for money

58%

Punctuality

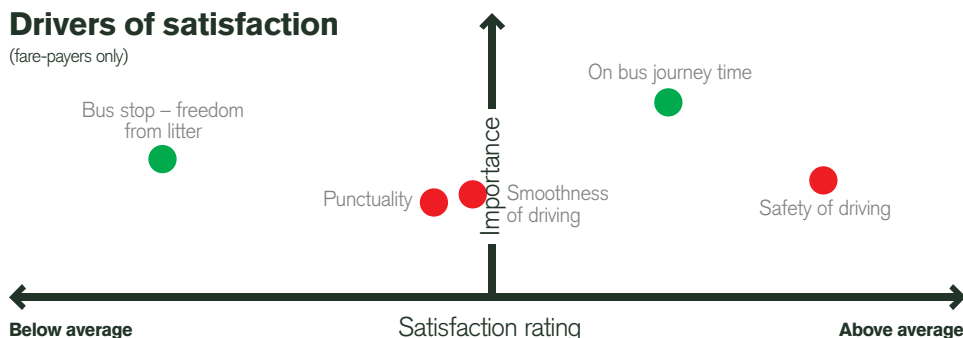
77%

Journey time

86%

### Drivers of satisfaction

(fare-payers only)



## Key results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied
<b>OVERALL SATISFACTION WITH THE JOURNEY</b>						
All passengers	(645)	86	49	37	8	6
Fare-paying passengers	(244)	83	40	43	11	6
Free pass holders	(401)	91	62	28	4	6
Age 16 to 34	(96)	79	37	42	12	9
Age 35 to 59	(159)	90	47	43	6	4
Passengers commuting	(145)	80	32	47	15	6
Passengers not commuting	(465)	90	59	32	4	5
Passengers saying they have a disability	(180)	87	54	32	6	8
<b>SATISFACTION WITH VALUE FOR MONEY</b>						
All fare-paying passengers	(241)	58	27	31	16	26
Passengers commuting	(119)	51	18	33	14	35
Passengers not commuting	(114)	65	38	27	20	15
Age 16 to 34	(87)	51	24	27	15	34
Age 35 to 59	(131)	67	32	34	20	13
<b>SATISFACTION WITH PUNCTUALITY</b>						
All passengers	(615)	77	41	36	9	13
<b>SATISFACTION WITH ON-BOARD JOURNEY LENGTH</b>						
All passengers	(651)	86	60	26	10	4

## Detailed results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied
<b>SATISFACTION WITH THE BUS STOP</b>						
Overall satisfaction with the bus stop	(632)	77	31	46	16	7
Its distance from the journey start	(612)	90	56	35	5	4
The convenience/accessibility of its location	(574)	91	56	35	5	3
Its general condition/standard of maintenance	(566)	69	31	38	19	12
Its freedom from graffiti/vandalism	(559)	77	41	36	13	11
Its freedom from litter	(571)	72	35	37	11	17
The information provided at the stop	(525)	68	31	37	16	16
Your personal safety whilst at the stop	(575)	77	39	38	16	7
<b>SATISFACTION ON THE BUS</b>						
Route/destination information on the outside of the bus	(624)	85	52	33	9	6
The cleanliness and condition of the outside of the bus	(621)	74	40	34	15	11
The ease of getting onto and off of the bus	(641)	92	62	29	6	3
The length of time it took to board the bus	(619)	90	63	28	6	3
The cleanliness and condition of the inside of the bus	(645)	77	35	42	12	11
The information provided inside the bus	(567)	61	25	36	30	9
The availability of seating or space to stand	(635)	88	51	37	7	5
The comfort of the seats	(630)	72	36	36	15	13
The amount of personal space you had around you	(628)	76	38	38	14	11
Provision of grab rails to stand/move within the bus	(617)	86	45	41	9	5
The temperature inside the bus	(632)	83	41	43	12	4
Your personal security whilst on the bus	(626)	87	49	39	11	2
<b>SATISFACTION WITH THE BUS DRIVER</b>						
How near to the kerb/stop the bus stopped	(638)	92	66	26	5	3
The driver's appearance	(629)	89	59	30	10	1
The greeting/welcome you got from the driver	(626)	77	47	31	12	11
The helpfulness and attitude of the driver	(607)	77	48	29	14	9
The time the driver gave you to get to seat	(635)	84	55	28	8	9
Smoothness/freedom from jolting during the journey	(626)	80	42	38	12	8
Safety of the driving (i.e. speed, driver concentrating)	(628)	88	56	33	7	4

### Anti-social behaviour

8%

Behaviour of other passengers giving respondents cause to worry or feel uncomfortable

### Journey profile

age	%	access to private transport	%	has a disability	%
Age 16-34	42	Easy access	30	Yes	25
Age 35-59	24	Moderate	35	No	75
Age 60+	34	Limited/none	36		

### Factors affecting journey length

	% occurrence
Congestion/traffic jam	23
Roadworks	26
Bus driver driving too slowly	2
Poor weather conditions	2
Waiting too long at stops	7
Time it took passengers to board	14

Passengers could provide more than one answer

# Thurrock Council

## Headline results

Overall satisfaction

87%

Value for money

53%

Punctuality

71%

Journey time

82%

### Drivers of satisfaction

(fare-payers only)



● Drives satisfaction  
● Drives dissatisfaction

## Key results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied
<b>OVERALL SATISFACTION WITH THE JOURNEY</b>						
All passengers	(383)	87	43	44	7	6
Fare-paying passengers	(164)	83	31	53	9	8
Free pass holders	(217)	94	65	29	3	3
Age 16 to 34	(80)	78	25	54	12	9
Age 35 to 59	(102)	91	48	43	3	6
Passengers commuting	(117)	80	27	53	11	9
Passengers not commuting	(245)	93	59	34	4	3
Passengers saying they have a disability	(102)	93	62	31	4	3
<b>SATISFACTION WITH VALUE FOR MONEY</b>						
All fare-paying passengers	(160)	53	20	32	16	31
Passengers commuting	(98)	51	21	31	16	33
Passengers not commuting	(<75)	–	–	–	–	–
Age 16 to 34	(<75)	–	–	–	–	–
Age 35 to 59	(84)	65	26	40	14	21
<b>SATISFACTION WITH PUNCTUALITY</b>						
All passengers	(352)	71	33	38	12	17
<b>SATISFACTION WITH ON-BOARD JOURNEY LENGTH</b>						
All passengers	(389)	82	48	34	13	5

## Detailed results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied
<b>SATISFACTION WITH THE BUS STOP</b>						
Overall satisfaction with the bus stop	(379)	73	32	41	17	10
Its distance from the journey start	(366)	82	50	32	12	6
The convenience/accessibility of its location	(341)	86	49	37	9	5
Its general condition/standard of maintenance	(335)	69	29	40	18	13
Its freedom from graffiti/vandalism	(328)	75	41	34	16	9
Its freedom from litter	(343)	72	33	40	15	12
The information provided at the stop	(338)	71	33	38	16	13
Your personal safety whilst at the stop	(347)	73	36	38	18	9
<b>SATISFACTION ON THE BUS</b>						
Route/destination information on the outside of the bus	(370)	89	51	38	8	3
The cleanliness and condition of the outside of the bus	(357)	74	34	40	16	10
The ease of getting onto and off of the bus	(378)	85	48	37	8	7
The length of time it took to board the bus	(371)	87	49	38	10	4
The cleanliness and condition of the inside of the bus	(380)	78	36	43	14	8
The information provided inside the bus	(346)	62	27	36	30	8
The availability of seating or space to stand	(375)	82	39	43	12	6
The comfort of the seats	(373)	67	30	37	17	16
The amount of personal space you had around you	(370)	67	26	41	21	12
Provision of grab rails to stand/move within the bus	(362)	77	33	44	15	9
The temperature inside the bus	(370)	74	31	43	20	6
Your personal security whilst on the bus	(369)	81	41	40	16	3
<b>SATISFACTION WITH THE BUS DRIVER</b>						
How near to the kerb/stop the bus stopped	(373)	86	54	32	9	4
The driver's appearance	(357)	81	50	31	16	3
The greeting/welcome you got from the driver	(361)	66	38	29	22	11
The helpfulness and attitude of the driver	(349)	69	41	28	22	9
The time the driver gave you to get to seat	(367)	68	38	31	16	16
Smoothness/freedom from jolting during the journey	(366)	69	34	35	16	15
Safety of the driving (i.e. speed, driver concentrating)	(362)	81	50	31	15	4

### Anti-social behaviour

10%

Behaviour of other passengers giving respondents cause to worry or feel uncomfortable

### Journey profile

age	%	access to private transport	%	has a disability	%
Age 16-34	41	Easy access	22	Yes	23
Age 35-59	30	Moderate	41	No	77
Age 60+	29	Limited/none	37		

### Factors affecting journey length

	% occurrence
Congestion/traffic jam	16
Roadworks	8
Bus driver driving too slowly	9
Poor weather conditions	5
Waiting too long at stops	10
Time it took passengers to board	24

Passengers could provide more than one answer

# Warrington Borough Council

## Headline results

Overall satisfaction

**87%**

Value for money

**58%**

Punctuality

**75%**

Journey time

**87%**

### Drivers of satisfaction

(fare-payers only)

Please note:

Sample size too low  
to generate chart

Importance

Below average Satisfaction rating Above average

- Drives satisfaction
- Drives dissatisfaction

## Key results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied
<b>OVERALL SATISFACTION WITH THE JOURNEY</b>						
All passengers	(279)	87	50	37	6	7
Fare-paying passengers	(125)	81	39	42	9	10
Free pass holders	(154)	98	73	25	0	2
Age 16 to 34	(55)	75	26	49	11	14
Age 35 to 59	(<75)	–	–	–	–	–
Passengers commuting	(82)	78	46	32	11	11
Passengers not commuting	(185)	93	55	38	2	4
Passengers saying they have a disability	(<75)	–	–	–	–	–
<b>SATISFACTION WITH VALUE FOR MONEY</b>						
All fare-paying passengers	(124)	58	22	36	17	26
Passengers commuting	(<75)	–	–	–	–	–
Passengers not commuting	(<75)	–	–	–	–	–
Age 16 to 34	(<75)	–	–	–	–	–
Age 35 to 59	(<75)	–	–	–	–	–
<b>SATISFACTION WITH PUNCTUALITY</b>						
All passengers	(254)	75	41	34	9	16
<b>SATISFACTION WITH ON-BOARD JOURNEY LENGTH</b>						
All passengers	(281)	87	58	30	8	5



## Detailed results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied
<b>SATISFACTION WITH THE BUS STOP</b>						
Overall satisfaction with the bus stop	(272)	70	32	38	17	13
Its distance from the journey start	(273)	82	54	28	10	8
The convenience/accessibility of its location	(251)	87	55	32	8	5
Its general condition/standard of maintenance	(241)	65	31	34	18	17
Its freedom from graffiti/vandalism	(246)	69	39	30	17	13
Its freedom from litter	(240)	69	30	40	16	15
The information provided at the stop	(243)	57	25	32	15	28
Your personal safety whilst at the stop	(246)	72	34	38	19	9
<b>SATISFACTION ON THE BUS</b>						
Route/destination information on the outside of the bus	(268)	87	57	30	9	3
The cleanliness and condition of the outside of the bus	(271)	85	41	43	12	4
The ease of getting onto and off of the bus	(276)	92	65	27	4	4
The length of time it took to board the bus	(275)	91	64	26	3	7
The cleanliness and condition of the inside of the bus	(280)	83	35	49	9	8
The information provided inside the bus	(255)	65	28	37	31	4
The availability of seating or space to stand	(277)	86	58	28	7	7
The comfort of the seats	(275)	79	33	46	9	12
The amount of personal space you had around you	(273)	76	38	37	11	13
Provision of grab rails to stand/move within the bus	(266)	83	44	39	9	8
The temperature inside the bus	(274)	80	37	43	13	8
Your personal security whilst on the bus	(270)	82	44	38	13	5
<b>SATISFACTION WITH THE BUS DRIVER</b>						
How near to the kerb/stop the bus stopped	(273)	92	64	28	4	3
The driver's appearance	(261)	89	60	29	9	2
The greeting/welcome you got from the driver	(267)	71	47	24	17	13
The helpfulness and attitude of the driver	(269)	74	49	25	17	9
The time the driver gave you to get to seat	(264)	80	48	32	12	8
Smoothness/freedom from jolting during the journey	(261)	78	41	37	11	11
Safety of the driving (i.e. speed, driver concentrating)	(270)	89	56	32	8	3

### Anti-social behaviour

8%

Behaviour of other passengers giving respondents cause to worry or feel uncomfortable

### Journey profile

age	%	access to private transport	%	has a disability	%
Age 16-34	42	Easy access	25	Yes	21
Age 35-59	30	Moderate	42	No	79
Age 60+	28	Limited/none	33		

### Factors affecting journey length

	% occurrence
Congestion/traffic jam	25
Roadworks	14
Bus driver driving too slowly	6
Poor weather conditions	3
Waiting too long at stops	3
Time it took passengers to board	16

Passengers could provide more than one answer

# Worcestershire County Council

## Headline results

Overall satisfaction

83%

Value for money

60%

Punctuality

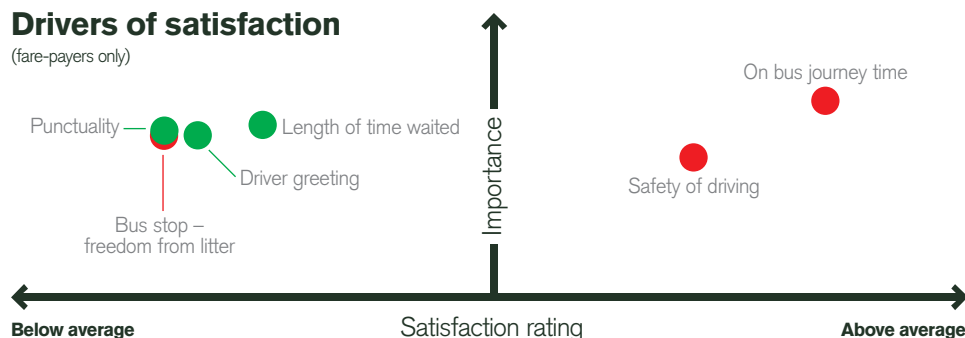
65%

Journey time

85%

### Drivers of satisfaction

(fare-payers only)



● Drives satisfaction  
● Drives dissatisfaction

## Key results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied
<b>OVERALL SATISFACTION WITH THE JOURNEY</b>						
All passengers	(390)	83	42	41	8	8
Fare-paying passengers	(108)	72	29	44	15	13
Free pass holders	(282)	93	53	40	3	5
Age 16 to 34	(<75)	–	–	–	–	–
Age 35 to 59	(<75)	–	–	–	–	–
Passengers commuting	(<75)	–	–	–	–	–
Passengers not commuting	(320)	84	44	41	6	9
Passengers saying they have a disability	(128)	91	42	48	2	8
<b>SATISFACTION WITH VALUE FOR MONEY</b>						
All fare-paying passengers	(104)	60	26	34	16	24
Passengers commuting	(<75)	–	–	–	–	–
Passengers not commuting	(<75)	–	–	–	–	–
Age 16 to 34	(<75)	–	–	–	–	–
Age 35 to 59	(<75)	–	–	–	–	–
<b>SATISFACTION WITH PUNCTUALITY</b>						
All passengers	(352)	65	31	35	11	24
<b>SATISFACTION WITH ON-BOARD JOURNEY LENGTH</b>						
All passengers	(387)	85	55	30	9	6

## Detailed results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied
<b>SATISFACTION WITH THE BUS STOP</b>						
Overall satisfaction with the bus stop	(384)	70	29	41	18	12
Its distance from the journey start	(364)	89	48	41	5	6
The convenience/accessibility of its location	(343)	88	51	37	6	6
Its general condition/standard of maintenance	(335)	62	24	37	21	17
Its freedom from graffiti/vandalism	(328)	70	33	37	13	17
Its freedom from litter	(341)	64	27	37	14	22
The information provided at the stop	(333)	66	28	39	11	23
Your personal safety whilst at the stop	(352)	75	34	41	16	9
<b>SATISFACTION ON THE BUS</b>						
Route/destination information on the outside of the bus	(359)	83	44	39	11	6
The cleanliness and condition of the outside of the bus	(358)	67	24	43	19	14
The ease of getting onto and off of the bus	(379)	83	45	38	8	9
The length of time it took to board the bus	(367)	86	46	41	8	6
The cleanliness and condition of the inside of the bus	(380)	72	20	52	13	15
The information provided inside the bus	(332)	53	21	32	29	18
The availability of seating or space to stand	(377)	81	40	41	8	11
The comfort of the seats	(379)	65	23	43	17	17
The amount of personal space you had around you	(377)	68	24	43	15	17
Provision of grab rails to stand/move within the bus	(370)	76	35	41	14	10
The temperature inside the bus	(376)	72	30	42	17	11
Your personal security whilst on the bus	(373)	79	37	42	13	8
<b>SATISFACTION WITH THE BUS DRIVER</b>						
How near to the kerb/stop the bus stopped	(381)	87	57	30	7	6
The driver's appearance	(372)	84	51	33	11	4
The greeting/welcome you got from the driver	(368)	65	37	28	14	20
The helpfulness and attitude of the driver	(366)	64	37	27	18	17
The time the driver gave you to get to seat	(377)	74	41	34	14	12
Smoothness/freedom from jolting during the journey	(366)	71	31	40	17	12
Safety of the driving (i.e. speed, driver concentrating)	(375)	82	45	37	11	6

### Anti-social behaviour

7%

Behaviour of other passengers giving respondents cause to worry or feel uncomfortable

### Journey profile

age	%	access to private transport	%	has a disability	%
Age 16-34	37	Easy access	26	Yes	31
Age 35-59	19	Moderate	35	No	69
Age 60+	44	Limited/none	39		

### Factors affecting journey length

	% occurrence
Congestion/traffic jam	29
Roadworks	15
Bus driver driving too slowly	4
Poor weather conditions	9
Waiting too long at stops	3
Time it took passengers to board	22

Passengers could provide more than one answer

# Cambridgeshire Busway

## Headline results

Overall satisfaction

**87%**

Value for money

**55%**

Punctuality

**79%**

Journey time

**78%**

### Drivers of satisfaction

(fare-payers only)

Please note:

Sample size too low  
to generate chart

Importance

Below average Satisfaction rating Above average

- Drives satisfaction
- Drives dissatisfaction

## Key results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied
<b>OVERALL SATISFACTION WITH THE JOURNEY</b>						
All passengers	(295)	87	40	47	4	9
Fare-paying passengers	(183)	86	34	52	4	10
Free pass holders	(112)	93	69	24	1	6
Age 16 to 34	(80)	81	27	55	5	14
Age 35 to 59	(96)	92	49	43	3	6
Passengers commuting	(158)	83	34	49	5	12
Passengers not commuting	(131)	98	56	41	1	1
Passengers saying they have a disability	(<75)	–	–	–	–	–
<b>SATISFACTION WITH VALUE FOR MONEY</b>						
All fare-paying passengers	(180)	55	20	36	16	29
Passengers commuting	(144)	56	19	37	17	27
Passengers not commuting	(<75)	–	–	–	–	–
Age 16 to 34	(<75)	–	–	–	–	–
Age 35 to 59	(90)	68	22	46	20	12
<b>SATISFACTION WITH PUNCTUALITY</b>						
All passengers	(272)	79	50	29	6	15
<b>SATISFACTION WITH ON-BOARD JOURNEY LENGTH</b>						
All passengers	(296)	78	45	34	9	13

## Detailed results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied
<b>SATISFACTION WITH THE BUS STOP</b>						
Overall satisfaction with the bus stop	(287)	84	38	45	11	6
Its distance from the journey start	(282)	74	40	34	11	15
The convenience/accessibility of its location	(279)	87	54	33	8	5
Its general condition/standard of maintenance	(274)	80	45	35	9	11
Its freedom from graffiti/vandalism	(274)	85	54	31	10	5
Its freedom from litter	(276)	84	45	39	10	5
The information provided at the stop	(271)	77	39	39	10	13
Your personal safety whilst at the stop	(277)	81	45	37	13	6
<b>SATISFACTION ON THE BUS</b>						
Route/destination information on the outside of the bus	(285)	88	62	26	10	2
The cleanliness and condition of the outside of the bus	(285)	89	50	39	6	5
The ease of getting onto and off of the bus	(290)	94	64	30	2	4
The length of time it took to board the bus	(286)	90	56	35	7	3
The cleanliness and condition of the inside of the bus	(293)	93	41	52	3	3
The information provided inside the bus	(262)	62	29	33	31	7
The availability of seating or space to stand	(293)	79	43	36	7	14
The comfort of the seats	(285)	93	48	45	4	3
The amount of personal space you had around you	(290)	70	37	34	12	17
Provision of grab rails to stand/move within the bus	(286)	79	40	39	14	7
The temperature inside the bus	(292)	79	34	45	10	11
Your personal security whilst on the bus	(289)	86	44	42	10	4
<b>SATISFACTION WITH THE BUS DRIVER</b>						
How near to the kerb/stop the bus stopped	(287)	94	67	27	6	0
The driver's appearance	(288)	93	62	31	7	0
The greeting/welcome you got from the driver	(282)	71	40	31	24	5
The helpfulness and attitude of the driver	(279)	71	41	30	25	4
The time the driver gave you to get to seat	(281)	75	42	33	15	11
Smoothness/freedom from jolting during the journey	(287)	75	38	38	12	13
Safety of the driving (i.e. speed, driver concentrating)	(286)	88	52	35	7	6

### Anti-social behaviour

7%

Behaviour of other passengers giving respondents cause to worry or feel uncomfortable

### Journey profile

age	%	access to private transport	%	has a disability	%
Age 16-34	55	Easy access	44	Yes	16
Age 35-59	31	Moderate	35	No	84
Age 60+	14	Limited/none	21		

### Factors affecting journey length

	% occurrence
Congestion/traffic jam	29
Roadworks	8
Bus driver driving too slowly	3
Poor weather conditions	14
Waiting too long at stops	7
Time it took passengers to board	26

Passengers could provide more than one answer

# Hampshire Bus Rapid Transit Phase 1

## Headline results

Overall satisfaction

**89%**

Value for money

**30%**

Punctuality

**81%**

Journey time

**94%**

### Drivers of satisfaction

(fare-payers only)

Please note:

Sample size too low to generate chart

Importance

Below average Satisfaction rating Above average

- Drives satisfaction
- Drives dissatisfaction

## Key results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied
<b>OVERALL SATISFACTION WITH THE JOURNEY</b>						
All passengers	(307)	89	54	35	7	4
Fare-paying passengers	(95)	82	37	45	11	7
Free pass holders	(209)	98	78	19	2	1
Age 16 to 34	(<75)	–	–	–	–	–
Age 35 to 59	(<75)	–	–	–	–	–
Passengers commuting	(<75)	–	–	–	–	–
Passengers not commuting	(233)	94	61	33	3	4
Passengers saying they have a disability	(<75)	–	–	–	–	–
<b>SATISFACTION WITH VALUE FOR MONEY</b>						
All fare-paying passengers	(89)	30	10	20	29	41
Passengers commuting	(<75)	–	–	–	–	–
Passengers not commuting	(<75)	–	–	–	–	–
Age 16 to 34	(<75)	–	–	–	–	–
Age 35 to 59	(<75)	–	–	–	–	–
<b>SATISFACTION WITH PUNCTUALITY</b>						
All passengers	(281)	81	45	37	10	9
<b>SATISFACTION WITH ON-BOARD JOURNEY LENGTH</b>						
All passengers	(301)	94	59	35	4	1

## Detailed results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied
<b>SATISFACTION WITH THE BUS STOP</b>						
Overall satisfaction with the bus stop	(298)	81	41	41	12	7
Its distance from the journey start	(281)	87	56	31	9	4
The convenience/accessibility of its location	(275)	89	58	31	6	5
Its general condition/standard of maintenance	(269)	70	40	30	19	12
Its freedom from graffiti/vandalism	(265)	80	55	26	14	6
Its freedom from litter	(272)	73	39	34	17	10
The information provided at the stop	(271)	78	44	34	14	8
Your personal safety whilst at the stop	(271)	68	40	28	21	11
<b>SATISFACTION ON THE BUS</b>						
Route/destination information on the outside of the bus	(295)	87	53	33	10	3
The cleanliness and condition of the outside of the bus	(293)	89	49	40	11	1
The ease of getting onto and off of the bus	(292)	93	66	27	6	1
The length of time it took to board the bus	(284)	94	63	31	6	0
The cleanliness and condition of the inside of the bus	(302)	87	49	37	8	5
The information provided inside the bus	(284)	77	42	36	19	4
The availability of seating or space to stand	(293)	84	52	32	12	4
The comfort of the seats	(301)	88	52	36	9	4
The amount of personal space you had around you	(296)	81	43	38	12	7
Provision of grab rails to stand/move within the bus	(296)	80	39	41	9	11
The temperature inside the bus	(294)	71	29	42	10	19
Your personal security whilst on the bus	(295)	84	47	37	14	2
<b>SATISFACTION WITH THE BUS DRIVER</b>						
How near to the kerb/stop the bus stopped	(299)	94	64	31	5	1
The driver's appearance	(293)	94	59	34	5	1
The greeting/welcome you got from the driver	(288)	69	33	37	20	11
The helpfulness and attitude of the driver	(286)	70	36	35	20	9
The time the driver gave you to get to seat	(297)	79	45	34	15	7
Smoothness/freedom from jolting during the journey	(291)	79	47	33	12	9
Safety of the driving (i.e. speed, driver concentrating)	(296)	87	58	29	11	2

### Anti-social behaviour

6%

Behaviour of other passengers giving respondents cause to worry or feel uncomfortable

### Journey profile

age	%	access to private transport	%	has a disability	%
Age 16-34	46	Easy access	28	Yes	21
Age 35-59	24	Moderate	40	No	79
Age 60+	30	Limited/none	33		

### Factors affecting journey length

	% occurrence
Congestion/traffic jam	18
Roadworks	6
Bus driver driving too slowly	2
Poor weather conditions	4
Waiting too long at stops	9
Time it took passengers to board	22

Passengers could provide more than one answer



# Bus operator key findings

The overall satisfaction achieved by operators on their routes within the areas surveyed ranged from 72 per cent to 95 per cent\*. The aggregate scores for the four national operators on their services within the areas surveyed were:

- Arriva 85 per cent
- First 81 per cent
- National Express 78 per cent
- Stagecoach 86 per cent.

Passenger satisfaction with value for money achieved by operators ranged from 33 per cent to 74 per cent. The aggregate scores for the four national operators on their services within the areas surveyed were:

- Arriva 48 per cent
- First 48 per cent
- National Express 50 per cent
- Stagecoach 59 per cent.

Passenger satisfaction with punctuality achieved by operators ranged from 54 per cent to 83 per cent. The aggregate scores for the four national operators on their services within the areas surveyed were:

- Arriva 71 per cent
- First 63 per cent
- National Express 62 per cent
- Stagecoach 74 per cent.

Passenger satisfaction with value for money ranged from **33%** to **74%**

Passenger satisfaction with on-bus journey time achieved by operators ranged from 75 per cent to 91 per cent. The aggregate scores for the four national operators on their services within the areas surveyed were:

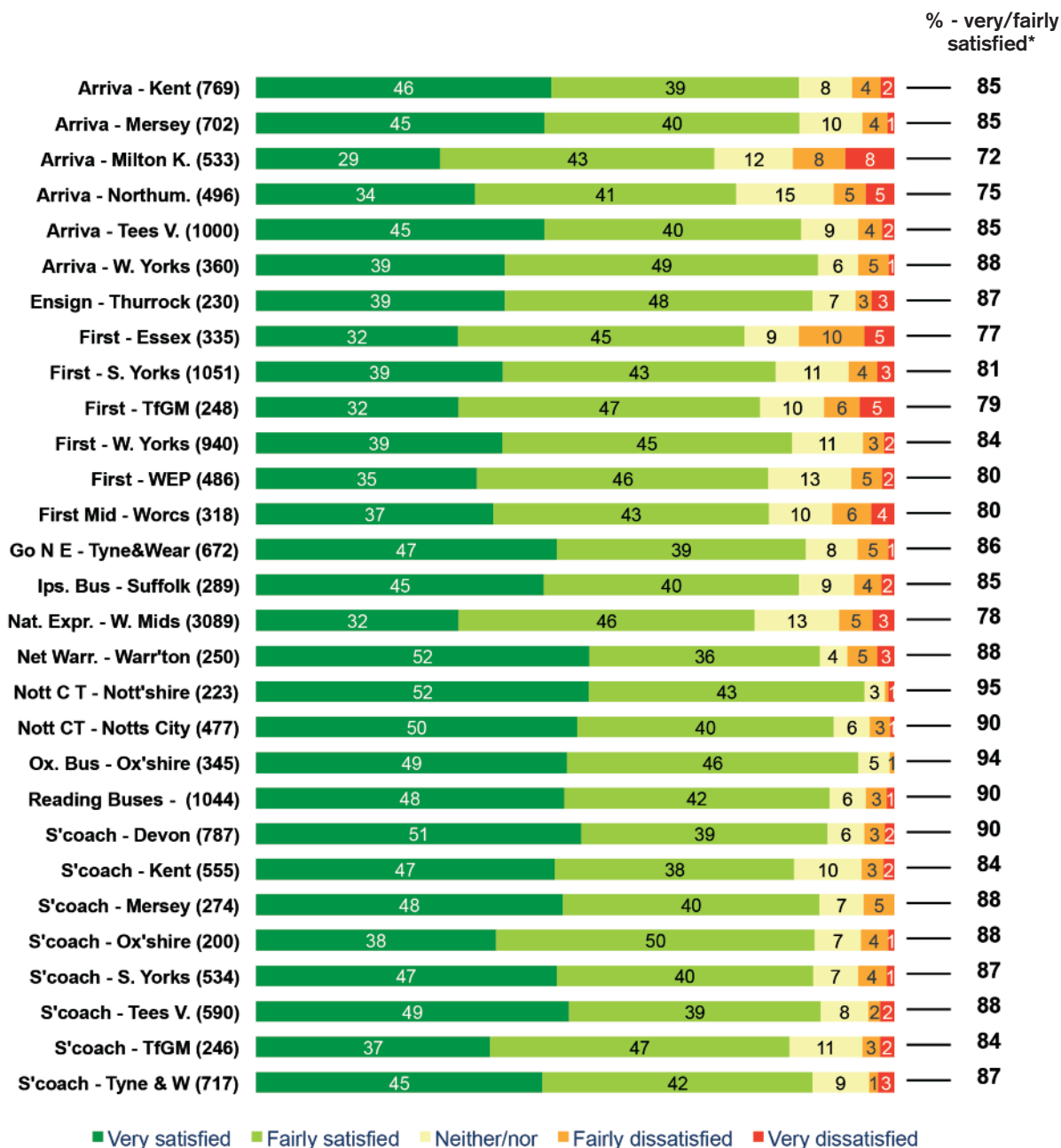
- Arriva 86 per cent
- First 83 per cent
- National Express 80 per cent
- Stagecoach 86 per cent.



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



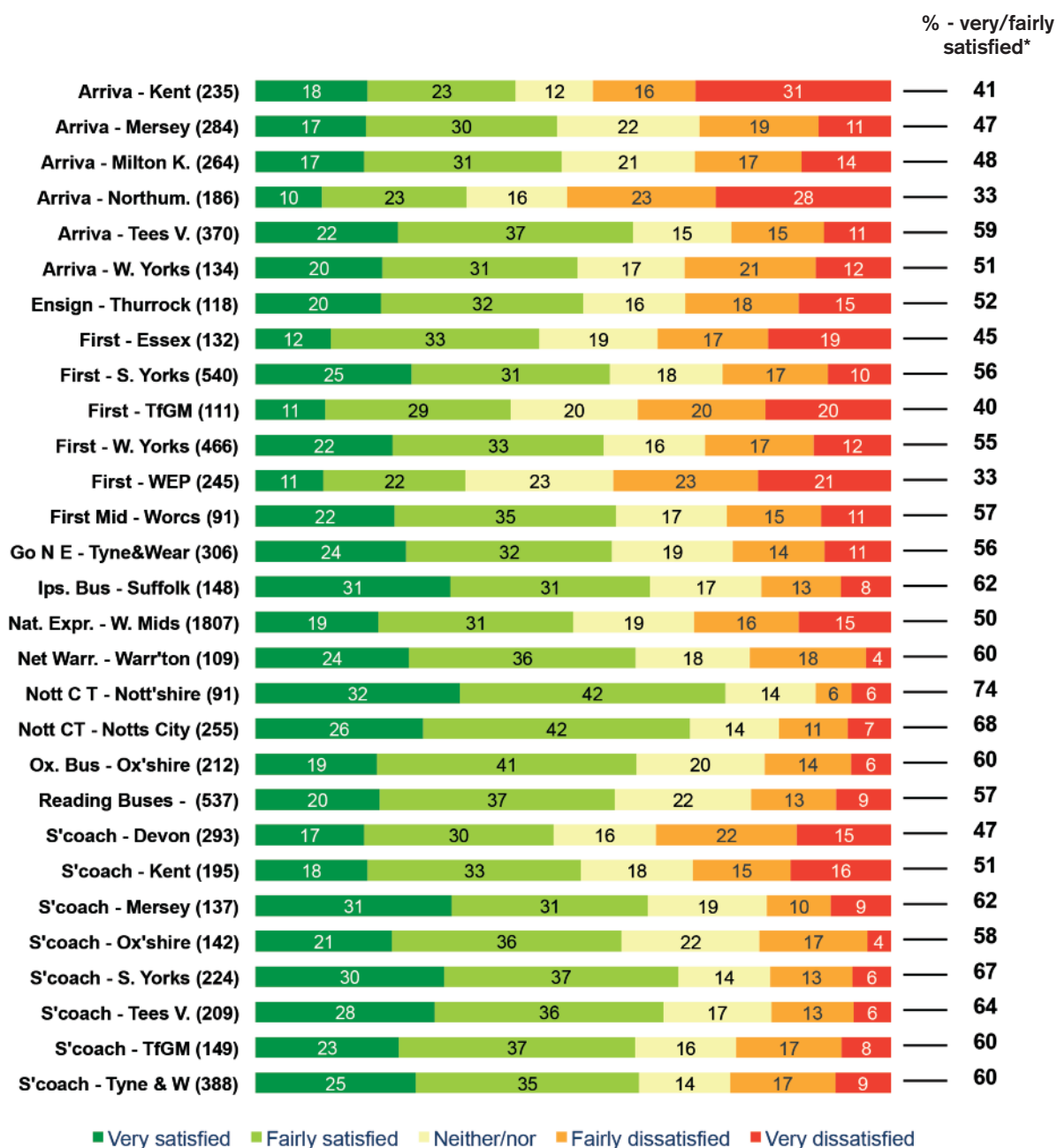
## Overall satisfaction with the bus journey (%)



**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 (%)

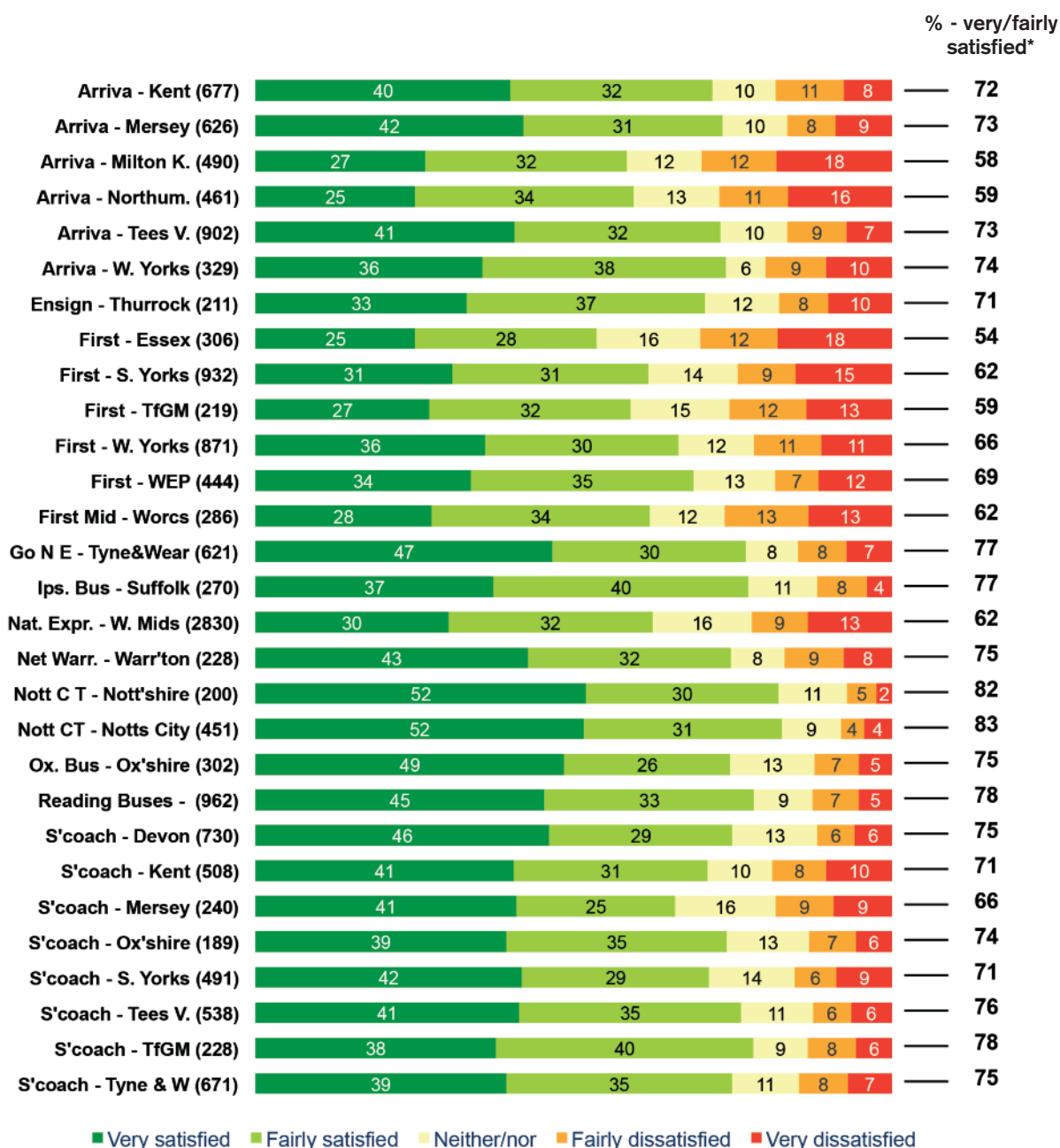


## Q How satisfied were you with the value for money of your journey?

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

\*\* Note small sample size

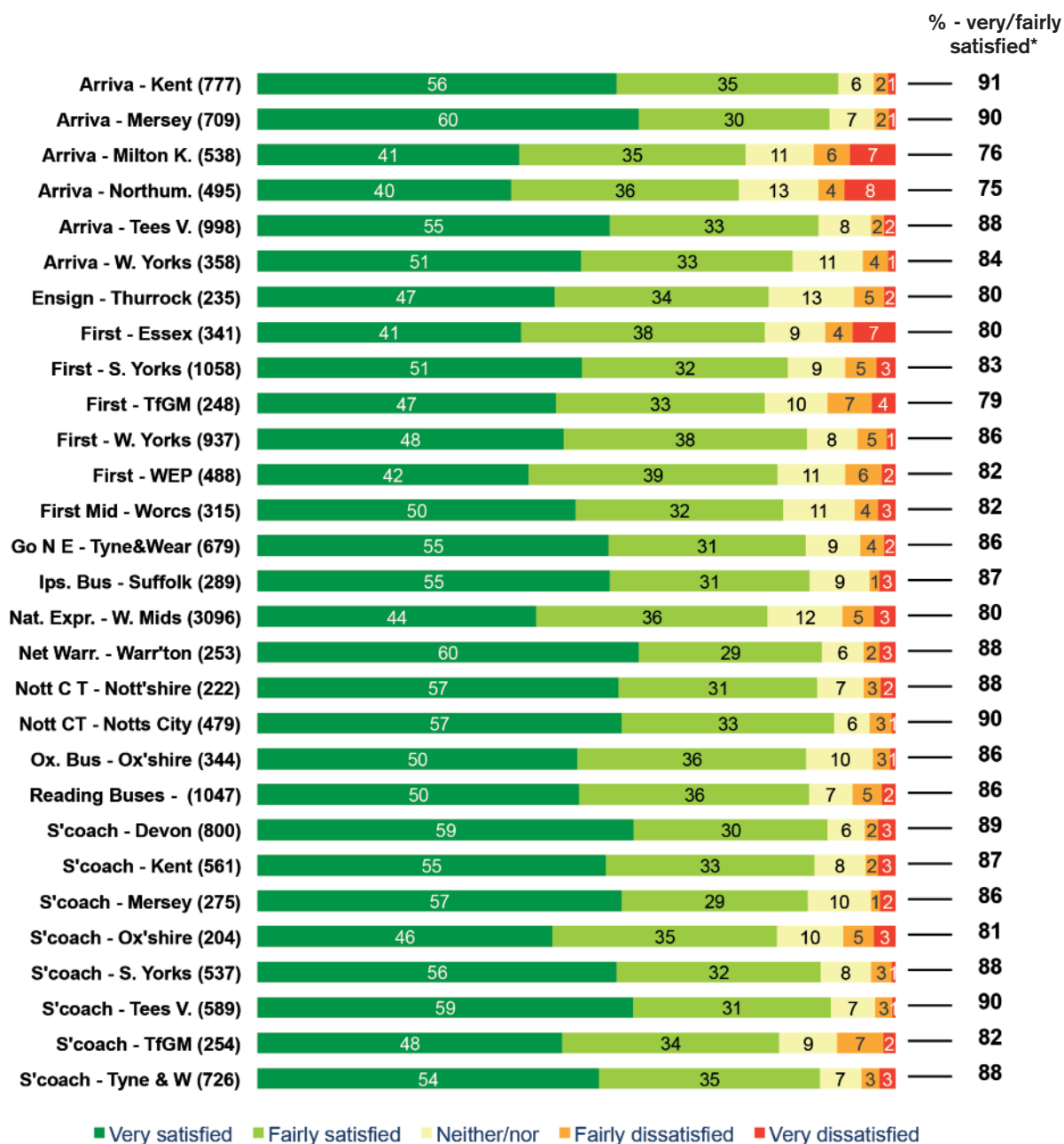
### 3 Satisfaction with punctuality of the bus (%)



**Q** How satisfied were you with each of the following: The punctuality of the bus

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

## 4 Satisfaction with bus journey time (%)

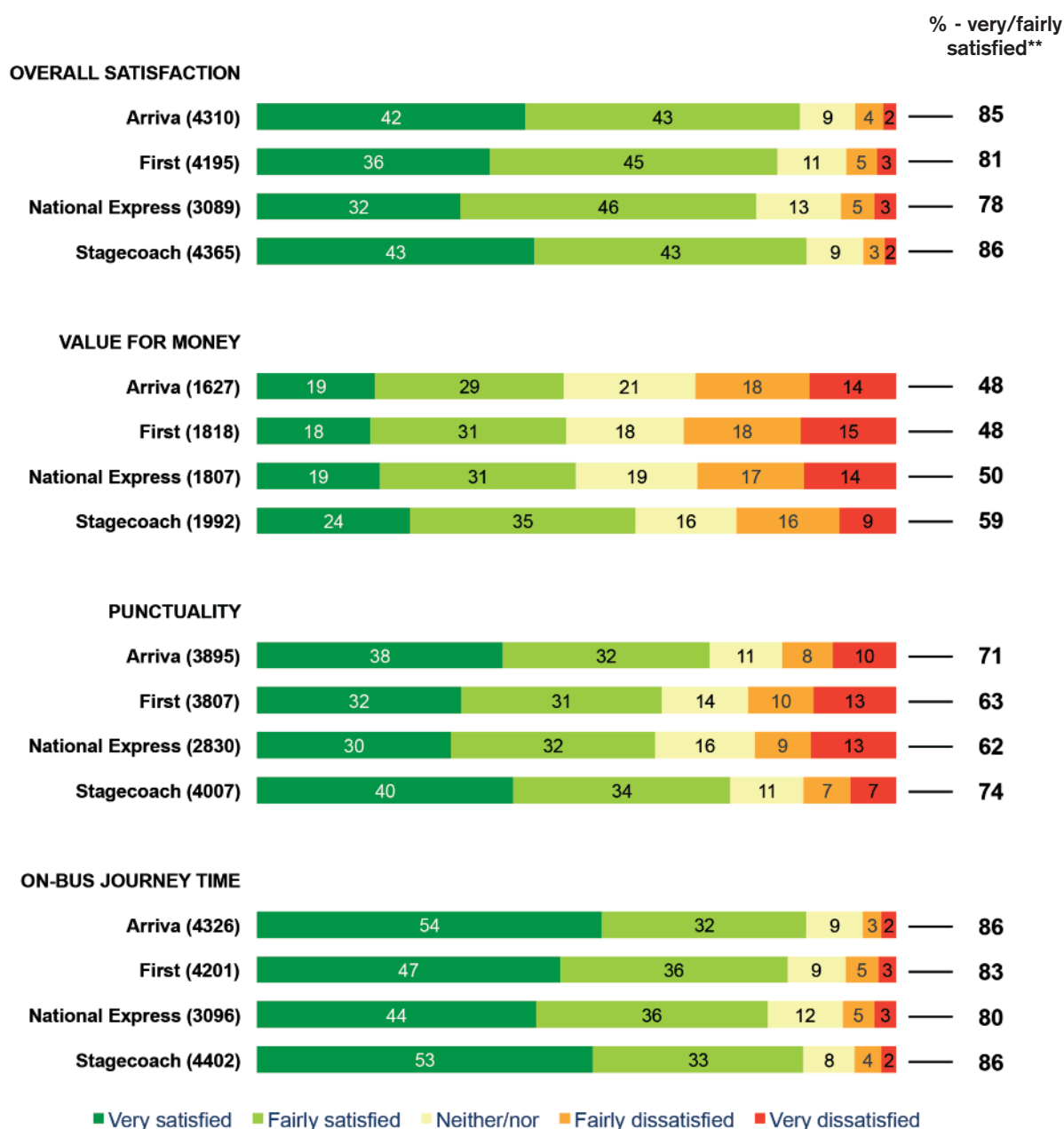


## Q How satisfied were you with the length of time your journey on the bus took?

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

## Scores for key measures for national operators

(achieved from their operations across the areas surveyed\*)



\* Due to coverage of areas served by Go-Ahead services being less widespread they have been omitted from the national operator results provided.

\*\* 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



# Introduction to bus operator results

The Bus Passenger Survey was carried out in 20 local transport authority (LTA) areas. Within each area, results have been provided for operators where enough responses were received. The results achieved by national bus operators\* across the whole survey are shown first. Following this are the results for operators in areas provided alphabetically.

We recommend reading *How the research was carried out and making use of results* on page 104. Opposite is the list of the results provided.



- Arriva Bus – across the survey areas
- First UK Bus – across the survey areas
- National Express – across the survey areas
- Stagecoach Bus – across the survey areas
- Arriva in Kent County Council
- Arriva in Merseyside PTE
- Arriva in Milton Keynes Council
- Arriva in Northumberland County Council
- Arriva in Tees Valley Group
- Arriva in West Yorkshire PTE
- Ensign in Thurrock Council
- First in Essex County Council
- First in South Yorkshire PTE
- First in Transport for Greater Manchester
- First in West of England Partnership
- First in West Yorkshire PTE
- First in Worcestershire County Council
- Go North East in Tyne and Wear PTE
- Ipswich Buses in Suffolk County Council
- National Express in West Midlands PTE
- Network Warrington in Warrington Borough Council
- Nottingham City Transport in Nottingham City Council
- Nottingham City Transport in Nottinghamshire County Council
- Oxford Bus in Oxfordshire County Council
- Reading Buses
- Stagecoach in Devon County Council
- Stagecoach in Kent County Council
- Stagecoach in Merseyside PTE
- Stagecoach in Oxfordshire County Council
- Stagecoach in South Yorkshire PTE
- Stagecoach in Tees Valley
- Stagecoach in Transport for Greater Manchester
- Stagecoach in Tyne and Wear PTE

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

# All Arriva Bus in survey areas

## Headline results

Overall satisfaction

**85%**

Value for money

**48%**

Punctuality

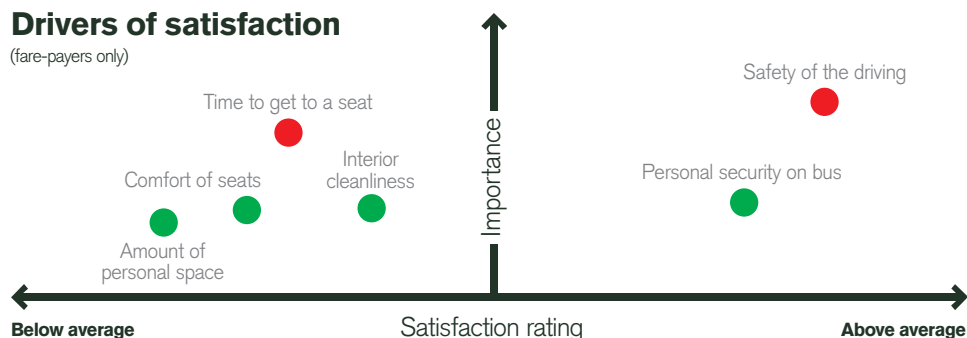
**71%**

Journey time

**86%**

### Drivers of satisfaction

(fare-payers only)



● Drives satisfaction  
● Drives dissatisfaction

## Key results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied
<b>OVERALL SATISFACTION WITH THE JOURNEY</b>						
All passengers	(4310)	85	42	42	9	6
Fare-paying passengers	(1665)	80	32	49	12	8
Free pass holders	(2632)	92	60	33	4	3
Age 16 to 34	(753)	80	28	52	11	9
Age 35 to 59	(1055)	83	39	44	10	7
Passengers commuting	(1052)	78	28	50	12	10
Passengers not commuting	(2917)	89	52	38	7	4
Passengers saying they have a disability	(1219)	87	49	38	7	5
<b>SATISFACTION WITH VALUE FOR MONEY</b>						
All fare-paying passengers	(1627)	48	18	30	21	31
Passengers commuting	(879)	46	15	31	22	32
Passengers not commuting	(675)	51	24	27	18	30
Age 16 to 34	(659)	41	15	26	21	38
Age 35 to 59	(860)	57	22	34	21	23
<b>SATISFACTION WITH PUNCTUALITY</b>						
All passengers	(3895)	71	39	32	11	18
<b>SATISFACTION WITH ON-BOARD JOURNEY LENGTH</b>						
All passengers	(4326)	86	54	32	9	5



## Detailed results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied
<b>SATISFACTION ON THE BUS</b>						
Route/destination information on the outside of the bus	(4064)	83	49	34	13	4
The cleanliness and condition of the outside of the bus	(4015)	76	33	43	16	8
The ease of getting onto and off of the bus	(4213)	89	54	35	7	4
The length of time it took to board the bus	(4091)	89	55	34	7	4
The cleanliness and condition of the inside of the bus	(4250)	74	30	44	14	12
The information provided inside the bus	(3774)	61	25	36	30	9
The availability of seating or space to stand	(4175)	83	44	39	9	7
The comfort of the seats	(4189)	72	30	41	15	13
The amount of personal space you had around you	(4166)	70	31	39	15	15
Provision of grab rails to stand/move within the bus	(4112)	81	39	41	13	6
The temperature inside the bus	(4169)	74	32	42	15	12
Your personal security whilst on the bus	(4145)	82	39	42	14	5
<b>SATISFACTION WITH THE BUS DRIVER</b>						
How near to the kerb/stop the bus stopped	(4197)	90	57	33	7	3
The driver's appearance	(4067)	87	53	33	11	2
The greeting/welcome you got from the driver	(4072)	64	35	29	23	13
The helpfulness and attitude of the driver	(4003)	64	37	27	24	12
The time the driver gave you to get to seat	(4138)	72	38	33	16	12
Smoothness/freedom from jolting during the journey	(4090)	71	35	36	17	12
Safety of the driving (i.e. speed, driver concentrating)	(4124)	84	48	35	11	5



# All First UK Bus in survey areas

## Headline results

Overall satisfaction

**81%**

Value for money

**48%**

Punctuality

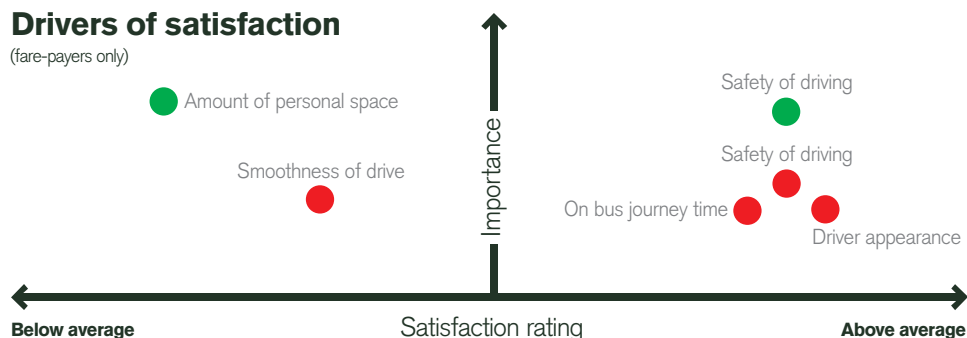
**63%**

Journey time

**83%**

### Drivers of satisfaction

(fare-payers only)



● Drives satisfaction  
● Drives dissatisfaction

## Key results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied
<b>OVERALL SATISFACTION WITH THE JOURNEY</b>						
All passengers	(4195)	81	36	45	11	8
Fare-paying passengers	(1852)	79	29	50	12	9
Free pass holders	(2328)	87	53	35	8	4
Age 16 to 34	(804)	76	27	49	14	11
Age 35 to 59	(1155)	82	35	47	10	8
Passengers commuting	(1263)	77	26	51	12	10
Passengers not commuting	(2725)	86	46	40	9	5
Passengers saying they have a disability	(1041)	80	42	37	12	8
<b>SATISFACTION WITH VALUE FOR MONEY</b>						
All fare-paying passengers	(1818)	48	18	31	18	33
Passengers commuting	(1105)	47	16	31	18	35
Passengers not commuting	(658)	51	22	29	19	31
Age 16 to 34	(703)	45	16	29	18	37
Age 35 to 59	(970)	51	19	32	20	29
<b>SATISFACTION WITH PUNCTUALITY</b>						
All passengers	(3807)	63	32	31	14	23
<b>SATISFACTION WITH ON-BOARD JOURNEY LENGTH</b>						
All passengers	(4201)	83	47	36	9	8

## Detailed results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied
<b>SATISFACTION ON THE BUS</b>						
Route/destination information on the outside of the bus	(3966)	81	47	33	14	5
The cleanliness and condition of the outside of the bus	(3912)	74	31	43	18	8
The ease of getting onto and off of the bus	(4086)	87	52	35	8	4
The length of time it took to board the bus	(3991)	87	52	35	8	5
The cleanliness and condition of the inside of the bus	(4138)	72	25	47	14	14
The information provided inside the bus	(3662)	57	20	36	32	12
The availability of seating or space to stand	(4053)	83	41	41	9	8
The comfort of the seats	(4094)	70	26	43	15	16
The amount of personal space you had around you	(4069)	68	28	40	16	16
Provision of grab rails to stand/move within the bus	(4048)	80	35	45	13	7
The temperature inside the bus	(4083)	75	30	45	14	11
Your personal security whilst on the bus	(4056)	80	38	43	14	5
<b>SATISFACTION WITH THE BUS DRIVER</b>						
How near to the kerb/stop the bus stopped	(4084)	89	54	35	8	4
The driver's appearance	(3939)	84	50	34	13	3
The greeting/welcome you got from the driver	(3938)	60	29	31	25	15
The helpfulness and attitude of the driver	(3882)	63	32	31	25	13
The time the driver gave you to get to seat	(4041)	70	34	36	16	13
Smoothness/freedom from jolting during the journey	(3993)	70	31	39	16	14
Safety of the driving (i.e. speed, driver concentrating)	(4016)	82	45	37	12	5



# All National Express in survey areas

## Headline results

Overall satisfaction

**78%**

Value for money

**50%**

Punctuality

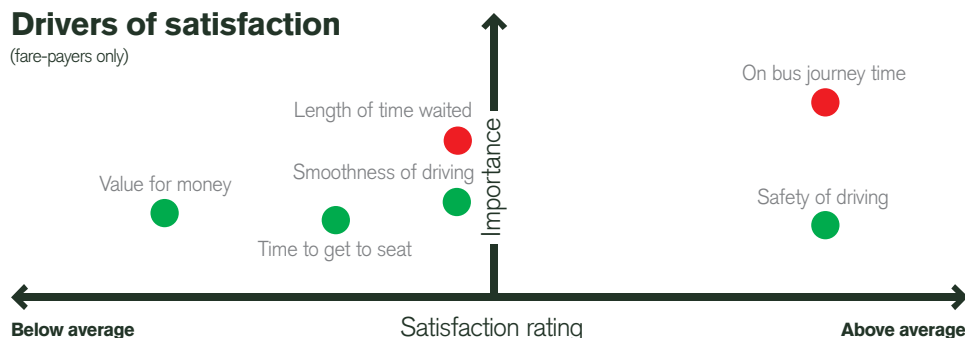
**62%**

Journey time

**80%**

### Drivers of satisfaction

(fare-payers only)



● Drives satisfaction  
● Drives dissatisfaction

## Key results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied
<b>OVERALL SATISFACTION WITH THE JOURNEY</b>						
All passengers	(3089)	78	32	46	13	9
Fare-paying passengers	(1849)	75	26	49	15	10
Free pass holders	(1228)	88	51	37	9	3
Age 16 to 34	(736)	74	23	51	16	11
Age 35 to 59	(1108)	77	31	47	14	9
Passengers commuting	(1272)	74	24	49	16	10
Passengers not commuting	(1659)	84	41	43	10	7
Passengers saying they have a disability	(721)	77	35	41	15	8
<b>SATISFACTION WITH VALUE FOR MONEY</b>						
All fare-paying passengers	(1807)	50	19	31	19	31
Passengers commuting	(1141)	48	17	31	21	32
Passengers not commuting	(593)	54	23	31	17	29
Age 16 to 34	(691)	45	19	27	18	37
Age 35 to 59	(1002)	55	20	35	21	25
<b>SATISFACTION WITH PUNCTUALITY</b>						
All passengers	(2830)	62	30	32	16	22
<b>SATISFACTION WITH ON-BOARD JOURNEY LENGTH</b>						
All passengers	(3096)	80	44	36	12	8



## Detailed results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied
<b>SATISFACTION ON THE BUS</b>						
Route/destination information on the outside of the bus	(2900)	78	39	39	15	6
The cleanliness and condition of the outside of the bus	(2900)	67	24	43	21	12
The ease of getting onto and off of the bus	(3015)	86	44	42	8	6
The length of time it took to board the bus	(2920)	86	46	40	9	6
The cleanliness and condition of the inside of the bus	(3056)	62	20	42	16	22
The information provided inside the bus	(2768)	57	19	38	31	12
The availability of seating or space to stand	(2981)	77	34	43	12	11
The comfort of the seats	(3009)	67	24	43	17	15
The amount of personal space you had around you	(2973)	61	23	38	18	21
Provision of grab rails to stand/move within the bus	(2962)	76	32	44	15	10
The temperature inside the bus	(3007)	69	26	43	17	14
Your personal security whilst on the bus	(2987)	69	28	41	21	11
<b>SATISFACTION WITH THE BUS DRIVER</b>						
How near to the kerb/stop the bus stopped	(3016)	87	48	39	8	5
The driver's appearance	(2846)	82	43	39	15	4
The greeting/welcome you got from the driver	(2825)	50	22	28	31	19
The helpfulness and attitude of the driver	(2755)	53	24	29	31	15
The time the driver gave you to get to seat	(2959)	60	25	35	22	18
Smoothness/freedom from jolting during the journey	(2896)	64	27	38	19	17
Safety of the driving (i.e. speed, driver concentrating)	(2919)	78	38	40	15	7



# All Stagecoach Bus in survey areas

## Headline results

Overall satisfaction

**86%**

Value for money

**59%**

Punctuality

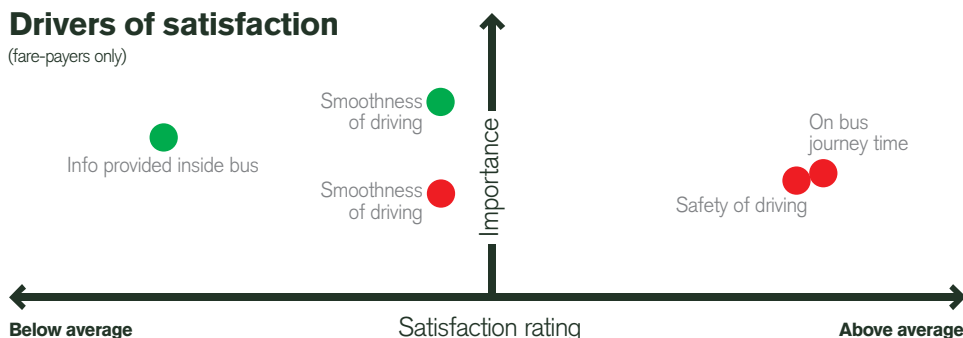
**74%**

Journey time

**86%**

### Drivers of satisfaction

(fare-payers only)



## Key results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied
<b>OVERALL SATISFACTION WITH THE JOURNEY</b>						
All passengers	(4356)	86	43	43	9	5
Fare-paying passengers	(2030)	84	36	48	10	6
Free pass holders	(2317)	90	60	31	7	3
Age 16 to 34	(800)	81	29	51	12	8
Age 35 to 59	(1286)	88	47	41	8	5
Passengers commuting	(1333)	80	33	48	11	8
Passengers not commuting	(2828)	91	52	39	7	2
Passengers saying they have a disability	(1187)	87	46	41	10	3
<b>SATISFACTION WITH VALUE FOR MONEY</b>						
All fare-paying passengers	(1992)	59	24	35	16	25
Passengers commuting	(1171)	56	21	35	17	28
Passengers not commuting	(761)	64	27	37	15	21
Age 16 to 34	(726)	52	21	30	17	32
Age 35 to 59	(1092)	69	27	42	15	16
<b>SATISFACTION WITH PUNCTUALITY</b>						
All passengers	(4007)	74	40	34	11	15
<b>SATISFACTION WITH ON-BOARD JOURNEY LENGTH</b>						
All passengers	(4402)	85	52	33	8	6

## Detailed results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied
<b>SATISFACTION ON THE BUS</b>						
Route/destination information on the outside of the bus	(4144)	86	52	34	12	3
The cleanliness and condition of the outside of the bus	(4116)	76	33	43	16	8
The ease of getting onto and off of the bus	(4299)	91	54	37	6	3
The length of time it took to board the bus	(4166)	90	56	34	7	3
The cleanliness and condition of the inside of the bus	(4328)	72	27	45	14	14
The information provided inside the bus	(3891)	60	23	37	31	8
The availability of seating or space to stand	(4230)	86	44	41	8	6
The comfort of the seats	(4253)	73	30	43	15	12
The amount of personal space you had around you	(4232)	68	28	39	16	16
Provision of grab rails to stand/move within the bus	(4187)	81	39	42	13	6
The temperature inside the bus	(4252)	76	32	44	14	11
Your personal security whilst on the bus	(4226)	83	41	42	13	4
<b>SATISFACTION WITH THE BUS DRIVER</b>						
How near to the kerb/stop the bus stopped	(4256)	91	57	34	6	3
The driver's appearance	(4155)	87	54	34	11	1
The greeting/welcome you got from the driver	(4156)	66	35	31	24	11
The helpfulness and attitude of the driver	(4083)	67	37	30	23	10
The time the driver gave you to get to seat	(4199)	72	38	35	17	11
Smoothness/freedom from jolting during the journey	(4171)	71	32	39	16	13
Safety of the driving (i.e. speed, driver concentrating)	(4203)	84	47	37	11	5



## Arriva in Kent County Council area

## Results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied
<b>OVERALL SATISFACTION WITH THE JOURNEY</b>						
All passengers	(769)	85	46	39	8	7
Fare-paying passengers	(240)	77	35	42	12	10
Free pass holders	(527)	94	60	34	4	2
Age 16 to 34	(124)	70	26	44	15	15
Age 35 to 59	(148)	91	51	40	7	2
Passengers commuting	(173)	74	35	40	14	12
Passengers not commuting	(556)	91	53	38	5	4
Passengers saying they have a disability	(232)	86	49	38	6	7
<b>SATISFACTION WITH VALUE FOR MONEY</b>						
All fare-paying passengers	(235)	41	18	23	12	47
Passengers commuting	(135)	40	16	24	11	49
Passengers not commuting	(93)	42	21	21	15	43
Age 16 to 34	(99)	29	13	17	11	59
Age 35 to 59	(115)	57	24	33	13	30
<b>SATISFACTION WITH PUNCTUALITY</b>						
All passengers	(677)	72	40	32	10	18
<b>SATISFACTION WITH ON-BOARD JOURNEY LENGTH</b>						
All passengers	(777)	91	56	35	6	3
<b>SATISFACTION ON THE BUS</b>						
Route/destination information on the outside of the bus	(729)	85	55	31	11	3
The cleanliness and condition of the outside of the bus	(715)	78	31	46	12	10
The ease of getting onto and off of the bus	(762)	90	56	34	5	5
The length of time it took to board the bus	(736)	89	57	32	8	3
The cleanliness and condition of the inside of the bus	(758)	74	29	45	12	14
The information provided inside the bus	(653)	61	24	37	28	11
The availability of seating or space to stand	(755)	84	50	34	10	6
The comfort of the seats	(754)	71	32	39	15	14
The amount of personal space you had around you	(744)	73	35	38	15	13
Provision of grab rails to stand/move within the bus	(729)	83	40	43	10	8
The temperature inside the bus	(748)	76	34	42	14	10
Your personal security whilst on the bus	(733)	83	43	40	13	4
<b>SATISFACTION WITH THE BUS DRIVER</b>						
How near to the kerb/stop the bus stopped	(753)	94	60	34	3	3
The driver's appearance	(734)	89	54	35	8	4
The greeting/welcome you got from the driver	(738)	69	39	31	19	12
The helpfulness and attitude of the driver	(716)	69	42	27	19	11
The time the driver gave you to get to seat	(743)	80	45	35	11	9
Smoothness/freedom from jolting during the journey	(727)	74	37	37	16	10
Safety of the driving (i.e. speed, driver concentrating)	(736)	87	54	33	8	4



## Arriva in Merseyside PTE area

## Results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied	2011 % satisfied
<b>OVERALL SATISFACTION WITH THE JOURNEY</b>							
All passengers	(702)	85	45	40	10	5	85
Fare-paying passengers	(292)	80	34	46	13	7	85
Free pass holders	(407)	95	66	29	4	1	88
Age 16 to 34	(115)	81	35	47	11	8	83
Age 35 to 59	(203)	82	36	43	12	6	84
Passengers commuting	(182)	79	29	50	12	9	80
Passengers not commuting	(491)	89	56	34	9	2	91
Passengers saying they have a disability	(208)	87	52	35	10	3	81
<b>SATISFACTION WITH VALUE FOR MONEY</b>							
All fare-paying passengers	(284)	47	17	30	22	30	55
Passengers commuting	(157)	45	15	30	24	30	54
Passengers not commuting	(119)	51	23	28	20	30	57
Age 16 to 34	(105)	42	13	29	22	36	51
Age 35 to 59	(169)	53	23	31	24	23	59
<b>SATISFACTION WITH PUNCTUALITY</b>							
All passengers	(626)	73	42	31	10	16	71
<b>SATISFACTION WITH ON-BOARD JOURNEY LENGTH</b>							
All passengers	(709)	90	60	30	7	3	–
<b>SATISFACTION ON THE BUS</b>							
Route/destination information on the outside of the bus	(664)	84	51	33	13	2	81
The cleanliness and condition of the outside of the bus	(658)	77	35	41	16	8	78
The ease of getting onto and off of the bus	(686)	88	56	32	7	4	89
The length of time it took to board the bus	(669)	91	58	33	6	3	88
The cleanliness and condition of the inside of the bus	(696)	73	31	42	14	13	74
The information provided inside the bus	(617)	62	29	33	30	8	59
The availability of seating or space to stand	(685)	84	44	41	7	8	78
The comfort of the seats	(688)	75	33	42	14	11	73
The amount of personal space you had around you	(679)	71	30	42	14	15	–
Provision of grab rails to stand/move within the bus	(670)	82	41	40	13	5	81
The temperature inside the bus	(676)	76	34	42	15	9	74
Your personal security whilst on the bus	(683)	83	41	42	12	5	79
<b>SATISFACTION WITH THE BUS DRIVER</b>							
How near to the kerb/stop the bus stopped	(687)	92	59	32	7	1	92
The driver's appearance	(654)	88	55	34	10	1	86
The greeting/welcome you got from the driver	(647)	60	34	26	27	13	61
The helpfulness and attitude of the driver	(643)	63	37	26	26	10	64
The time the driver gave you to get to seat	(666)	66	34	32	21	13	67
Smoothness/freedom from jolting during the journey	(669)	72	35	37	18	10	70
Safety of the driving (i.e. speed, driver concentrating)	(666)	83	48	35	12	5	81

## Arriva in Milton Keynes Council area

## Results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied
<b>OVERALL SATISFACTION WITH THE JOURNEY</b>						
All passengers	(533)	72	29	43	12	16
Fare-paying passengers	(267)	67	20	47	14	19
Free pass holders	(265)	87	58	29	7	7
Age 16 to 34	(127)	67	20	47	12	22
Age 35 to 59	(156)	71	27	44	15	14
Passengers commuting	(180)	67	18	49	15	18
Passengers not commuting	(326)	78	41	37	8	14
Passengers saying they have a disability	(123)	68	40	28	16	16
<b>SATISFACTION WITH VALUE FOR MONEY</b>						
All fare-paying passengers	(264)	48	17	31	21	31
Passengers commuting	(159)	47	14	33	18	35
Passengers not commuting	(97)	50	23	28	25	24
Age 16 to 34	(118)	48	15	33	20	33
Age 35 to 59	(130)	48	21	27	24	28
<b>SATISFACTION WITH PUNCTUALITY</b>						
All passengers	(490)	58	27	32	12	30
<b>SATISFACTION WITH ON-BOARD JOURNEY LENGTH</b>						
All passengers	(538)	76	41	35	11	13
<b>SATISFACTION ON THE BUS</b>						
Route/destination information on the outside of the bus	(508)	77	42	35	14	9
The cleanliness and condition of the outside of the bus	(502)	64	27	38	19	16
The ease of getting onto and off of the bus	(518)	86	44	42	9	5
The length of time it took to board the bus	(511)	82	44	38	11	7
The cleanliness and condition of the inside of the bus	(527)	67	21	46	14	19
The information provided inside the bus	(481)	52	16	36	33	15
The availability of seating or space to stand	(518)	76	33	43	9	14
The comfort of the seats	(518)	67	24	44	16	17
The amount of personal space you had around you	(514)	62	22	40	12	26
Provision of grab rails to stand/move within the bus	(504)	74	25	49	15	11
The temperature inside the bus	(519)	67	24	43	17	16
Your personal security whilst on the bus	(515)	74	28	45	17	10
<b>SATISFACTION WITH THE BUS DRIVER</b>						
How near to the kerb/stop the bus stopped	(517)	86	45	41	9	5
The driver's appearance	(505)	82	43	39	13	5
The greeting/welcome you got from the driver	(514)	60	28	32	19	21
The helpfulness and attitude of the driver	(497)	59	34	26	23	18
The time the driver gave you to get to seat	(521)	67	33	34	18	16
Smoothness/freedom from jolting during the journey	(514)	63	26	37	20	17
Safety of the driving (i.e. speed, driver concentrating)	(520)	73	37	37	17	10

## Arriva in Northumberland County Council area

## Results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied
<b>OVERALL SATISFACTION WITH THE JOURNEY</b>						
All passengers	(496)	75	34	41	15	10
Fare-paying passengers	(190)	71	22	49	18	11
Free pass holders	(306)	82	52	29	11	7
Age 16 to 34	(84)	65	19	46	23	12
Age 35 to 59	(123)	73	29	45	13	14
Passengers commuting	(115)	55	18	38	27	18
Passengers not commuting	(356)	89	45	44	7	5
Passengers saying they have a disability	(137)	81	41	40	9	10
<b>SATISFACTION WITH VALUE FOR MONEY</b>						
All fare-paying passengers	(186)	33	10	23	16	51
Passengers commuting	(100)	29	5	24	13	58
Passengers not commuting	(81)	41	19	23	20	39
Age 16 to 34	(<75)	–	–	–	–	–
Age 35 to 59	(100)	47	10	37	18	35
<b>SATISFACTION WITH PUNCTUALITY</b>						
All passengers	(461)	59	25	34	13	27
<b>SATISFACTION WITH ON-BOARD JOURNEY LENGTH</b>						
All passengers	(495)	75	40	36	13	12
<b>SATISFACTION ON THE BUS</b>						
Route/destination information on the outside of the bus	(467)	78	41	37	16	5
The cleanliness and condition of the outside of the bus	(461)	66	22	44	23	11
The ease of getting onto and off of the bus	(472)	87	41	46	9	5
The length of time it took to board the bus	(454)	87	40	47	9	4
The cleanliness and condition of the inside of the bus	(487)	70	19	51	14	16
The information provided inside the bus	(439)	51	14	37	34	15
The availability of seating or space to stand	(472)	81	31	49	11	9
The comfort of the seats	(476)	58	19	39	19	23
The amount of personal space you had around you	(479)	63	20	44	19	18
Provision of grab rails to stand/move within the bus	(473)	76	27	50	17	7
The temperature inside the bus	(475)	64	18	45	20	17
Your personal security whilst on the bus	(479)	79	29	50	17	4
<b>SATISFACTION WITH THE BUS DRIVER</b>						
How near to the kerb/stop the bus stopped	(481)	90	50	40	7	3
The driver's appearance	(470)	86	45	42	10	3
The greeting/welcome you got from the driver	(469)	62	31	31	20	17
The helpfulness and attitude of the driver	(466)	63	32	31	21	16
The time the driver gave you to get to seat	(473)	77	36	41	11	12
Smoothness/freedom from jolting during the journey	(468)	69	26	43	15	16
Safety of the driving (i.e. speed, driver concentrating)	(472)	83	42	41	11	5

## Arriva in Tees Valley Group area

## Results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied
<b>OVERALL SATISFACTION WITH THE JOURNEY</b>						
All passengers	(1000)	85	45	40	9	6
Fare-paying passengers	(380)	81	36	45	13	6
Free pass holders	(618)	91	57	34	4	5
Age 16 to 34	(168)	79	31	48	14	7
Age 35 to 59	(241)	86	47	38	8	7
Passengers commuting	(228)	80	34	46	13	7
Passengers not commuting	(709)	89	52	37	7	5
Passengers saying they have a disability	(305)	85	49	37	6	9
<b>SATISFACTION WITH VALUE FOR MONEY</b>						
All fare-paying passengers	(370)	59	22	37	16	25
Passengers commuting	(180)	57	22	35	15	29
Passengers not commuting	(172)	62	24	38	15	23
Age 16 to 34	(148)	52	21	31	15	33
Age 35 to 59	(195)	67	23	44	16	17
<b>SATISFACTION WITH PUNCTUALITY</b>						
All passengers	(902)	73	41	32	10	16
<b>SATISFACTION WITH ON-BOARD JOURNEY LENGTH</b>						
All passengers	(998)	88	55	33	8	4
<b>SATISFACTION ON THE BUS</b>						
Route/destination information on the outside of the bus	(935)	85	51	34	11	4
The cleanliness and condition of the outside of the bus	(931)	75	32	43	17	8
The ease of getting onto and off of the bus	(976)	90	55	35	8	2
The length of time it took to board the bus	(952)	90	57	33	8	2
The cleanliness and condition of the inside of the bus	(978)	77	28	49	13	9
The information provided inside the bus	(876)	64	25	39	28	7
The availability of seating or space to stand	(961)	87	48	39	8	6
The comfort of the seats	(968)	70	28	41	15	16
The amount of personal space you had around you	(964)	73	33	39	14	13
Provision of grab rails to stand/move within the bus	(958)	86	42	45	8	5
The temperature inside the bus	(959)	79	34	45	13	8
Your personal security whilst on the bus	(954)	85	42	42	12	4
<b>SATISFACTION WITH THE BUS DRIVER</b>						
How near to the kerb/stop the bus stopped	(964)	91	59	32	8	2
The driver's appearance	(943)	87	55	31	10	4
The greeting/welcome you got from the driver	(949)	68	37	30	20	12
The helpfulness and attitude of the driver	(931)	69	39	30	21	10
The time the driver gave you to get to seat	(956)	79	44	35	11	10
Smoothness/freedom from jolting during the journey	(942)	75	38	37	12	13
Safety of the driving (i.e. speed, driver concentrating)	(952)	86	52	34	10	4

## Arriva in West Yorkshire PTE area

## Results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied	2011 % satisfied
<b>OVERALL SATISFACTION WITH THE JOURNEY</b>							
All passengers	(360)	88	39	49	6	6	86
Fare-paying passengers	(135)	87	26	61	8	6	82
Free pass holders	(221)	90	58	32	4	6	92
Age 16 to 34	(<75)	–	–	–	–	–	–
Age 35 to 59	(86)	81	38	43	11	9	86
Passengers commuting	(<75)	–	–	–	–	–	–
Passengers not commuting	(266)	91	52	39	6	2	92
Passengers saying they have a disability	(97)	91	48	43	4	4	
<b>SATISFACTION WITH VALUE FOR MONEY</b>							
All fare-paying passengers	(134)	51	20	31	17	32	59
Passengers commuting	(<75)	–	–	–	–	–	–
Passengers not commuting	(<75)	–	–	–	–	–	–
Age 16 to 34	(<75)	–	–	–	–	–	–
Age 35 to 59	(76)	59	25	34	16	25	–
<b>SATISFACTION WITH PUNCTUALITY</b>							
All passengers	(329)	74	36	38	6	20	83
<b>SATISFACTION WITH ON-BOARD JOURNEY LENGTH</b>							
All passengers	(358)	84	51	33	11	5	–
<b>SATISFACTION ON THE BUS</b>							
Route/destination information on the outside of the bus	(331)	87	49	38	9	4	84
The cleanliness and condition of the outside of the bus	(327)	79	39	40	14	7	79
The ease of getting onto and off of the bus	(357)	92	57	35	7	2	92
The length of time it took to board the bus	(342)	89	57	32	6	5	94
The cleanliness and condition of the inside of the bus	(357)	78	35	43	11	11	78
The information provided inside the bus	(317)	69	27	41	24	8	68
The availability of seating or space to stand	(346)	87	50	37	8	5	87
The comfort of the seats	(347)	76	32	43	13	11	73
The amount of personal space you had around you	(349)	72	34	39	14	13	–
Provision of grab rails to stand/move within the bus	(344)	82	42	40	11	7	87
The temperature inside the bus	(351)	74	30	45	11	14	78
Your personal security whilst on the bus	(347)	83	39	44	12	5	90
<b>SATISFACTION WITH THE BUS DRIVER</b>							
How near to the kerb/stop the bus stopped	(346)	90	56	33	7	3	94
The driver's appearance	(340)	89	55	34	8	3	91
The greeting/welcome you got from the driver	(339)	66	36	30	22	12	71
The helpfulness and attitude of the driver	(332)	63	36	27	24	13	74
The time the driver gave you to get to seat	(346)	72	38	34	15	13	71
Smoothness/freedom from jolting during the journey	(341)	70	38	32	17	13	74
Safety of the driving (i.e. speed, driver concentrating)	(343)	85	50	35	11	4	87

# Ensign Bus in Thurrock Council area

## Results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied
<b>OVERALL SATISFACTION WITH THE JOURNEY</b>						
All passengers	(230)	87	39	48	7	6
Fare-paying passengers	(120)	85	30	55	9	7
Free pass holders	(108)	95	63	32	3	3
Age 16 to 34	(<75)	–	–	–	–	–
Age 35 to 59	(76)	88	47	41	4	8
Passengers commuting	(85)	85	26	59	8	6
Passengers not commuting	(133)	89	54	34	6	6
Passengers saying they have a disability	(<75)	–	–	–	–	–
<b>SATISFACTION WITH VALUE FOR MONEY</b>						
All fare-paying passengers	(118)	52	20	32	16	32
Passengers commuting	(<75)	–	–	–	–	–
Passengers not commuting	(<75)	–	–	–	–	–
Age 16 to 34	(<75)	–	–	–	–	–
Age 35 to 59	(<75)	–	–	–	–	–
<b>SATISFACTION WITH PUNCTUALITY</b>						
All passengers	(211)	71	33	37	12	18
<b>SATISFACTION WITH ON-BOARD JOURNEY LENGTH</b>						
All passengers	(235)	80	47	34	13	6
<b>SATISFACTION ON THE BUS</b>						
Route/destination information on the outside of the bus	(222)	89	50	39	8	3
The cleanliness and condition of the outside of the bus	(219)	77	36	41	14	9
The ease of getting onto and off of the bus	(227)	83	47	36	8	10
The length of time it took to board the bus	(221)	86	47	40	9	5
The cleanliness and condition of the inside of the bus	(228)	81	38	43	13	6
The information provided inside the bus	(205)	63	29	34	28	9
The availability of seating or space to stand	(225)	81	41	41	12	7
The comfort of the seats	(225)	70	35	36	15	15
The amount of personal space you had around you	(224)	70	28	42	18	12
Provision of grab rails to stand/move within the bus	(209)	79	34	45	13	8
The temperature inside the bus	(217)	76	35	41	19	5
Your personal security whilst on the bus	(222)	84	43	41	12	4
<b>SATISFACTION WITH THE BUS DRIVER</b>						
How near to the kerb/stop the bus stopped	(226)	86	52	34	9	5
The driver's appearance	(218)	79	46	33	17	3
The greeting/welcome you got from the driver	(219)	62	34	28	27	12
The helpfulness and attitude of the driver	(211)	65	38	27	24	11
The time the driver gave you to get to seat	(219)	62	34	28	20	18
Smoothness/freedom from jolting during the journey	(217)	64	32	32	17	20
Safety of the driving (i.e. speed, driver concentrating)	(216)	79	50	29	15	7

# First in Essex County Council area

## Results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied
<b>OVERALL SATISFACTION WITH THE JOURNEY</b>						
All passengers	(335)	77	32	45	9	15
Fare-paying passengers	(137)	70	20	50	11	19
Free pass holders	(198)	92	59	33	3	6
Age 16 to 34	(<75)	–	–	–	–	–
Age 35 to 59	(87)	79	32	47	9	12
Passengers commuting	(93)	65	18	47	11	24
Passengers not commuting	(217)	90	46	44	5	5
Passengers saying they have a disability	(77)	86	36	50	2	12
<b>SATISFACTION WITH VALUE FOR MONEY</b>						
All fare-paying passengers	(132)	45	12	33	19	37
Passengers commuting	(75)	34	6	28	21	45
Passengers not commuting	(<75)	–	–	–	–	–
Age 16 to 34	(<75)	–	–	–	–	–
Age 35 to 59	(75)	48	13	35	12	40
<b>SATISFACTION WITH PUNCTUALITY</b>						
All passengers	(306)	54	25	28	16	30
<b>SATISFACTION WITH ON-BOARD JOURNEY LENGTH</b>						
All passengers	(341)	80	41	38	9	11
<b>SATISFACTION ON THE BUS</b>						
Route/destination information on the outside of the bus	(323)	81	40	40	13	7
The cleanliness and condition of the outside of the bus	(310)	68	22	46	20	12
The ease of getting onto and off of the bus	(327)	87	46	40	8	5
The length of time it took to board the bus	(319)	84	45	39	10	6
The cleanliness and condition of the inside of the bus	(332)	67	23	44	14	20
The information provided inside the bus	(295)	52	17	35	31	17
The availability of seating or space to stand	(324)	80	35	44	8	12
The comfort of the seats	(330)	66	19	47	15	19
The amount of personal space you had around you	(330)	65	22	43	17	18
Provision of grab rails to stand/move within the bus	(327)	75	30	45	15	9
The temperature inside the bus	(328)	67	25	42	18	15
Your personal security whilst on the bus	(326)	79	37	42	15	6
<b>SATISFACTION WITH THE BUS DRIVER</b>						
How near to the kerb/stop the bus stopped	(335)	87	50	36	12	1
The driver's appearance	(324)	80	48	33	16	4
The greeting/welcome you got from the driver	(319)	58	36	22	23	19
The helpfulness and attitude of the driver	(318)	58	36	22	27	16
The time the driver gave you to get to seat	(326)	71	39	32	17	12
Smoothness/freedom from jolting during the journey	(328)	67	31	36	17	16
Safety of the driving (i.e. speed, driver concentrating)	(331)	79	47	32	15	6

## First in South Yorkshire PTE area

## Results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied	2011 % satisfied
<b>OVERALL SATISFACTION WITH THE JOURNEY</b>							
All passengers	(1051)	81	39	43	11	7	83
Fare-paying passengers	(548)	78	32	47	13	9	76
Free pass holders	(499)	88	54	34	8	4	90
Age 16 to 34	(197)	74	29	44	17	9	74
Age 35 to 59	(380)	83	37	45	10	8	82
Passengers commuting	(396)	77	30	48	12	10	78
Passengers not commuting	(604)	85	47	38	11	4	86
Passengers saying they have a disability	(257)	81	46	35	13	6	85
<b>SATISFACTION WITH VALUE FOR MONEY</b>							
All fare-paying passengers	(540)	56	25	31	18	26	53
Passengers commuting	(359)	57	24	33	19	25	52
Passengers not commuting	(170)	53	26	26	17	31	58
Age 16 to 34	(175)	55	25	29	16	29	53
Age 35 to 59	(336)	56	23	32	20	24	51
<b>SATISFACTION WITH PUNCTUALITY</b>							
All passengers	(932)	62	31	31	14	24	70
<b>SATISFACTION WITH ON-BOARD JOURNEY LENGTH</b>							
All passengers	(1058)	83	51	32	9	8	–
<b>SATISFACTION ON THE BUS</b>							
Route/destination information on the outside of the bus	(999)	79	47	32	15	5	80
The cleanliness and condition of the outside of the bus	(978)	72	30	42	18	9	69
The ease of getting onto and off of the bus	(1028)	89	53	36	8	3	89
The length of time it took to board the bus	(1009)	88	54	34	7	5	89
The cleanliness and condition of the inside of the bus	(1041)	71	25	46	15	14	67
The information provided inside the bus	(919)	55	19	36	34	11	56
The availability of seating or space to stand	(1014)	83	42	41	9	8	85
The comfort of the seats	(1028)	64	23	42	17	18	65
The amount of personal space you had around you	(1024)	66	25	40	16	18	–
Provision of grab rails to stand/move within the bus	(1023)	79	34	45	16	5	80
The temperature inside the bus	(1028)	76	29	47	14	10	75
Your personal security whilst on the bus	(1030)	83	39	44	13	4	82
<b>SATISFACTION WITH THE BUS DRIVER</b>							
How near to the kerb/stop the bus stopped	(1027)	88	55	33	9	4	90
The driver's appearance	(983)	85	52	33	13	2	89
The greeting/welcome you got from the driver	(996)	62	31	31	23	15	68
The helpfulness and attitude of the driver	(979)	64	33	32	23	13	69
The time the driver gave you to get to seat	(1016)	70	35	35	19	11	75
Smoothness/freedom from jolting during the journey	(1011)	73	32	42	17	10	70
Safety of the driving (i.e. speed, driver concentrating)	(1000)	86	50	37	10	3	85



# First in Transport for Greater Manchester area

## Results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied	2011 % satisfied
<b>OVERALL SATISFACTION WITH THE JOURNEY</b>							
All passengers	(248)	79	32	47	10	11	80
Fare-paying passengers	(113)	79	27	52	9	12	77
Free pass holders	(135)	78	44	34	14	8	89
Age 16 to 34	(<75)	–	–	–	–	–	–
Age 35 to 59	(<75)	–	–	–	–	–	–
Passengers commuting	(88)	79	24	54	9	12	75
Passengers not commuting	(145)	82	42	40	9	9	85
Passengers saying they have a disability	(<75)	–	–	–	–	–	–
<b>SATISFACTION WITH VALUE FOR MONEY</b>							
All fare-paying passengers	(111)	40	11	29	20	40	51
Passengers commuting	(77)	40	9	32	20	40	48
Passengers not commuting	(<75)	–	–	–	–	–	–
Age 16 to 34	(<75)	–	–	–	–	–	–
Age 35 to 59	(<75)	–	–	–	–	–	–
<b>SATISFACTION WITH PUNCTUALITY</b>							
All passengers	(219)	59	27	32	15	26	64
<b>SATISFACTION WITH ON-BOARD JOURNEY LENGTH</b>							
All passengers	(248)	80	47	33	10	11	–
<b>SATISFACTION ON THE BUS</b>							
Route/destination information on the outside of the bus	(224)	78	44	34	18	5	80
The cleanliness and condition of the outside of the bus	(224)	76	32	44	17	6	70
The ease of getting onto and off of the bus	(235)	83	56	27	12	5	86
The length of time it took to board the bus	(227)	85	55	31	10	5	86
The cleanliness and condition of the inside of the bus	(242)	74	23	51	14	12	64
The information provided inside the bus	(208)	56	19	38	32	11	56
The availability of seating or space to stand	(233)	80	42	38	11	9	80
The comfort of the seats	(239)	77	33	44	10	13	70
The amount of personal space you had around you	(238)	70	34	36	15	15	–
Provision of grab rails to stand/move within the bus	(236)	83	39	43	11	7	78
The temperature inside the bus	(239)	78	33	46	11	11	73
Your personal security whilst on the bus	(236)	81	37	44	11	7	78
<b>SATISFACTION WITH THE BUS DRIVER</b>							
How near to the kerb/stop the bus stopped	(235)	87	48	38	8	6	89
The driver's appearance	(232)	78	45	33	16	6	86
The greeting/welcome you got from the driver	(225)	54	22	31	31	15	59
The helpfulness and attitude of the driver	(224)	60	27	32	28	13	61
The time the driver gave you to get to seat	(236)	65	26	38	16	19	63
Smoothness/freedom from jolting during the journey	(233)	66	26	40	15	20	68
Safety of the driving (i.e. speed, driver concentrating)	(231)	78	39	39	15	8	80

# First in West of England Partnership area

## Results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied
<b>OVERALL SATISFACTION WITH THE JOURNEY</b>						
All passengers	(486)	80	35	46	13	7
Fare-paying passengers	(248)	77	25	52	15	8
Free pass holders	(236)	88	56	33	7	5
Age 16 to 34	(112)	74	22	52	18	8
Age 35 to 59	(136)	80	30	50	12	8
Passengers commuting	(176)	77	20	58	15	8
Passengers not commuting	(289)	85	51	34	10	5
Passengers saying they have a disability	(89)	83	42	41	12	5
<b>SATISFACTION WITH VALUE FOR MONEY</b>						
All fare-paying passengers	(245)	33	11	22	23	44
Passengers commuting	(161)	31	8	22	25	45
Passengers not commuting	(76)	41	16	26	22	37
Age 16 to 34	(101)	31	10	21	19	50
Age 35 to 59	(123)	34	11	24	29	36
<b>SATISFACTION WITH PUNCTUALITY</b>						
All passengers	(444)	69	34	35	13	18
<b>SATISFACTION WITH ON-BOARD JOURNEY LENGTH</b>						
All passengers	(488)	82	42	39	11	8
<b>SATISFACTION ON THE BUS</b>						
Route/destination information on the outside of the bus	(460)	81	45	36	12	7
The cleanliness and condition of the outside of the bus	(447)	75	29	46	20	5
The ease of getting onto and off of the bus	(472)	87	49	38	9	4
The length of time it took to board the bus	(462)	85	48	37	9	7
The cleanliness and condition of the inside of the bus	(479)	71	24	47	15	14
The information provided inside the bus	(426)	54	17	37	34	13
The availability of seating or space to stand	(465)	81	41	40	10	9
The comfort of the seats	(470)	66	22	44	19	15
The amount of personal space you had around you	(469)	63	22	41	19	18
Provision of grab rails to stand/move within the bus	(464)	74	30	44	19	7
The temperature inside the bus	(468)	70	26	44	17	13
Your personal security whilst on the bus	(465)	76	36	39	21	3
<b>SATISFACTION WITH THE BUS DRIVER</b>						
How near to the kerb/stop the bus stopped	(471)	88	52	36	8	3
The driver's appearance	(462)	84	48	36	14	2
The greeting/welcome you got from the driver	(460)	61	30	32	25	13
The helpfulness and attitude of the driver	(458)	65	32	33	26	9
The time the driver gave you to get to seat	(476)	75	35	40	16	9
Smoothness/freedom from jolting during the journey	(462)	67	28	39	19	15
Safety of the driving (i.e. speed, driver concentrating)	(461)	81	42	40	15	4

## First in West Yorkshire PTE area

## Results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied	2011 % satisfied
<b>OVERALL SATISFACTION WITH THE JOURNEY</b>							
All passengers	(940)	84	39	45	11	5	83
Fare-paying passengers	(471)	82	32	50	12	6	82
Free pass holders	(463)	90	54	36	8	2	88
Age 16 to 34	(207)	78	31	47	15	7	81
Age 35 to 59	(293)	86	36	50	9	5	83
Passengers commuting	(305)	79	30	49	14	8	80
Passengers not commuting	(585)	89	46	43	8	3	88
Passengers saying they have a disability	(236)	84	46	38	11	6	82
<b>SATISFACTION WITH VALUE FOR MONEY</b>							
All fare-paying passengers	(466)	55	22	33	16	29	56
Passengers commuting	(271)	55	21	33	14	31	52
Passengers not commuting	(177)	56	22	33	19	26	63
Age 16 to 34	(188)	51	21	30	16	32	51
Age 35 to 59	(245)	58	21	37	16	26	61
<b>SATISFACTION WITH PUNCTUALITY</b>							
All passengers	(871)	66	36	30	12	22	73
<b>SATISFACTION WITH ON-BOARD JOURNEY LENGTH</b>							
All passengers	(937)	86	48	38	8	6	–
<b>SATISFACTION ON THE BUS</b>							
Route/destination information on the outside of the bus	(884)	83	52	30	14	4	81
The cleanliness and condition of the outside of the bus	(889)	75	34	41	16	9	74
The ease of getting onto and off of the bus	(923)	90	53	37	6	4	89
The length of time it took to board the bus	(903)	89	54	36	7	3	89
The cleanliness and condition of the inside of the bus	(930)	73	27	46	13	15	67
The information provided inside the bus	(827)	60	24	36	30	10	55
The availability of seating or space to stand	(915)	86	43	42	7	7	81
The comfort of the seats	(924)	71	29	43	14	15	70
The amount of personal space you had around you	(919)	72	31	41	15	13	–
Provision of grab rails to stand/move within the bus	(915)	83	37	47	10	7	82
The temperature inside the bus	(923)	75	30	45	14	11	73
Your personal security whilst on the bus	(912)	80	38	42	15	5	79
<b>SATISFACTION WITH THE BUS DRIVER</b>							
How near to the kerb/stop the bus stopped	(914)	92	56	36	6	2	90
The driver's appearance	(866)	87	52	36	10	3	86
The greeting/welcome you got from the driver	(876)	61	29	32	24	15	57
The helpfulness and attitude of the driver	(857)	63	31	31	25	13	59
The time the driver gave you to get to seat	(892)	71	35	35	16	13	67
Smoothness/freedom from jolting during the journey	(886)	73	35	38	15	12	72
Safety of the driving (i.e. speed, driver concentrating)	(903)	84	46	37	11	5	83

# First in Worcestershire County Council area

## Results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied
<b>OVERALL SATISFACTION WITH THE JOURNEY</b>						
All passengers	(318)	80	37	43	10	10
Fare-paying passengers	(95)	69	25	44	17	14
Free pass holders	(223)	91	49	43	3	5
Age 16 to 34	(<75)	–	–	–	–	–
Age 35 to 59	(<75)	–	–	–	–	–
Passengers commuting	(<75)	–	–	–	–	–
Passengers not commuting	(261)	82	39	43	8	10
Passengers saying they have a disability	(104)	89	37	52	2	9
<b>SATISFACTION WITH VALUE FOR MONEY</b>						
All fare-paying passengers	(91)	57	22	35	17	26
Passengers commuting	(46)	56	27	30	21	22
Passengers not commuting	(<75)	–	–	–	–	–
Age 16 to 34	(<75)	–	–	–	–	–
Age 35 to 59	(<75)	–	–	–	–	–
<b>SATISFACTION WITH PUNCTUALITY</b>						
All passengers	(286)	62	28	34	12	26
<b>SATISFACTION WITH ON-BOARD JOURNEY LENGTH</b>						
All passengers	(315)	82	50	32	11	6
<b>SATISFACTION ON THE BUS</b>						
Route/destination information on the outside of the bus	(295)	81	41	41	13	6
The cleanliness and condition of the outside of the bus	(292)	64	21	42	21	16
The ease of getting onto and off of the bus	(308)	82	41	40	9	9
The length of time it took to board the bus	(298)	84	41	42	9	7
The cleanliness and condition of the inside of the bus	(309)	70	18	52	14	16
The information provided inside the bus	(270)	51	19	31	30	19
The availability of seating or space to stand	(308)	79	34	45	9	12
The comfort of the seats	(308)	62	21	41	19	19
The amount of personal space you had around you	(306)	66	23	43	16	18
Provision of grab rails to stand/move within the bus	(301)	74	33	41	15	11
The temperature inside the bus	(308)	71	29	43	17	12
Your personal security whilst on the bus	(305)	77	34	44	14	9
<b>SATISFACTION WITH THE BUS DRIVER</b>						
How near to the kerb/stop the bus stopped	(309)	85	54	31	8	7
The driver's appearance	(301)	82	47	35	13	5
The greeting/welcome you got from the driver	(298)	62	32	29	15	24
The helpfulness and attitude of the driver	(296)	61	32	28	19	20
The time the driver gave you to get to seat	(307)	72	36	36	16	13
Smoothness/freedom from jolting during the journey	(295)	68	28	40	18	13
Safety of the driving (i.e. speed, driver concentrating)	(306)	80	42	39	12	7

## Go North East in Tyne and Wear PTE area

## Results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied	2011 % satisfied
<b>OVERALL SATISFACTION WITH THE JOURNEY</b>							
All passengers	(672)	86	47	39	8	6	92
Fare-paying passengers	(307)	83	40	42	10	7	91
Free pass holders	(364)	92	60	32	5	3	93
Age 16 to 34	(134)	80	35	44	10	10	–
Age 35 to 59	(191)	87	52	35	9	4	92
Passengers commuting	(190)	83	40	43	10	7	88
Passengers not commuting	(459)	88	52	36	7	5	97
Passengers saying they have a disability	(164)	87	44	43	10	3	–
<b>SATISFACTION WITH VALUE FOR MONEY</b>							
All fare-paying passengers	(306)	56	24	32	19	25	64
Passengers commuting	(171)	60	25	35	20	20	69
Passengers not commuting	(128)	51	23	28	16	33	–
Age 16 to 34	(128)	52	24	28	21	27	–
Age 35 to 59	(157)	62	24	38	16	22	–
<b>SATISFACTION WITH PUNCTUALITY</b>							
All passengers	(621)	77	47	30	8	15	84
<b>SATISFACTION WITH ON-BOARD JOURNEY LENGTH</b>							
All passengers	(679)	86	55	31	9	6	–
<b>SATISFACTION ON THE BUS</b>							
Route/destination information on the outside of the bus	(650)	85	54	31	12	3	84
The cleanliness and condition of the outside of the bus	(635)	82	43	39	14	4	88
The ease of getting onto and off of the bus	(656)	91	60	31	7	2	95
The length of time it took to board the bus	(645)	91	59	32	8	1	95
The cleanliness and condition of the inside of the bus	(675)	81	39	42	11	8	86
The information provided inside the bus	(609)	73	33	40	23	4	74
The availability of seating or space to stand	(649)	84	48	36	9	7	90
The comfort of the seats	(657)	77	36	41	14	9	85
The amount of personal space you had around you	(655)	75	36	39	14	11	–
Provision of grab rails to stand/move within the bus	(654)	83	42	41	12	5	89
The temperature inside the bus	(660)	79	38	41	11	10	79
Your personal security whilst on the bus	(656)	85	46	40	12	3	90
<b>SATISFACTION WITH THE BUS DRIVER</b>							
How near to the kerb/stop the bus stopped	(656)	89	61	29	8	3	90
The driver's appearance	(628)	89	60	29	9	2	88
The greeting/welcome you got from the driver	(629)	73	42	31	18	8	72
The helpfulness and attitude of the driver	(628)	77	43	34	16	8	71
The time the driver gave you to get to seat	(642)	81	42	38	12	7	76
Smoothness/freedom from jolting during the journey	(630)	75	36	38	14	12	79
Safety of the driving (i.e. speed, driver concentrating)	(641)	86	55	31	12	2	84

# Ipswich Buses in Suffolk County Council area

## Results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied
<b>OVERALL SATISFACTION WITH THE JOURNEY</b>						
All passengers	(289)	85	45	40	9	6
Fare-paying passengers	(150)	83	41	42	10	7
Free pass holders	(139)	91	56	35	5	4
Age 16 to 34	(<75)	–	–	–	–	–
Age 35 to 59	(102)	87	49	38	7	6
Passengers commuting	(79)	76	31	45	15	9
Passengers not commuting	(194)	91	54	38	5	3
Passengers saying they have a disability	(79)	89	50	39	5	6
<b>SATISFACTION WITH VALUE FOR MONEY</b>						
All fare-paying passengers	(148)	62	31	31	17	20
Passengers commuting	(<75)	–	–	–	–	–
Passengers not commuting	(<75)	–	–	–	–	–
Age 16 to 34	(<75)	–	–	–	–	–
Age 35 to 59	(87)	61	29	32	20	18
<b>SATISFACTION WITH PUNCTUALITY</b>						
All passengers	(270)	77	37	40	11	12
<b>SATISFACTION WITH ON-BOARD JOURNEY LENGTH</b>						
All passengers	(289)	87	55	31	9	4
<b>SATISFACTION ON THE BUS</b>						
Route/destination information on the outside of the bus	(278)	83	50	33	12	5
The cleanliness and condition of the outside of the bus	(272)	73	37	36	16	11
The ease of getting onto and off of the bus	(283)	92	61	30	6	2
The length of time it took to board the bus	(279)	90	59	31	8	2
The cleanliness and condition of the inside of the bus	(289)	74	27	47	14	12
The information provided inside the bus	(262)	58	22	36	34	8
The availability of seating or space to stand	(282)	87	48	39	7	6
The comfort of the seats	(280)	78	35	42	10	12
The amount of personal space you had around you	(283)	73	33	40	16	11
Provision of grab rails to stand/move within the bus	(284)	84	42	41	10	6
The temperature inside the bus	(282)	81	41	41	13	5
Your personal security whilst on the bus	(278)	86	46	40	13	1
<b>SATISFACTION WITH THE BUS DRIVER</b>						
How near to the kerb/stop the bus stopped	(287)	94	63	31	4	2
The driver's appearance	(284)	89	55	34	10	1
The greeting/welcome you got from the driver	(280)	73	35	38	14	13
The helpfulness and attitude of the driver	(274)	72	38	34	18	10
The time the driver gave you to get to seat	(281)	84	54	30	7	9
Smoothness/freedom from jolting during the journey	(279)	82	38	44	10	8
Safety of the driving (i.e. speed, driver concentrating)	(279)	88	51	37	8	4

## National Express in West Midlands PTE area

## Results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied	2011 % satisfied
<b>OVERALL SATISFACTION WITH THE JOURNEY</b>							
All passengers	(3089)	78	32	46	13	9	80
Fare-paying passengers	(1849)	75	26	49	15	10	78
Free pass holders	(1228)	88	51	37	9	3	88
Age 16 to 34	(736)	74	23	51	16	11	75
Age 35 to 59	(1108)	77	31	47	14	9	81
Passengers commuting	(1272)	74	24	49	16	10	77
Passengers not commuting	(1659)	84	41	43	10	7	83
Passengers saying they have a disability	(721)	77	35	41	15	8	79
<b>SATISFACTION WITH VALUE FOR MONEY</b>							
All fare-paying passengers	(1807)	50	19	31	19	31	49
Passengers commuting	(1141)	48	17	31	21	32	49
Passengers not commuting	(593)	54	23	31	17	29	50
Age 16 to 34	(691)	45	19	27	18	37	43
Age 35 to 59	(1002)	55	20	35	21	25	56
<b>SATISFACTION WITH PUNCTUALITY</b>							
All passengers	(2830)	62	30	32	16	22	63
<b>SATISFACTION WITH ON-BOARD JOURNEY LENGTH</b>							
All passengers	(3096)	80	44	36	12	8	–
<b>SATISFACTION ON THE BUS</b>							
Route/destination information on the outside of the bus	(2900)	78	39	39	15	6	75
The cleanliness and condition of the outside of the bus	(2900)	67	24	43	21	12	64
The ease of getting onto and off of the bus	(3015)	86	44	42	8	6	83
The length of time it took to board the bus	(2920)	86	46	40	9	6	83
The cleanliness and condition of the inside of the bus	(3056)	62	20	42	16	22	57
The information provided inside the bus	(2768)	57	19	38	31	12	55
The availability of seating or space to stand	(2981)	77	34	43	12	11	75
The comfort of the seats	(3009)	67	24	43	17	15	66
The amount of personal space you had around you	(2973)	61	23	38	18	21	–
Provision of grab rails to stand/move within the bus	(2962)	76	32	44	15	10	76
The temperature inside the bus	(3007)	69	26	43	17	14	68
Your personal security whilst on the bus	(2987)	69	28	41	21	11	68
<b>SATISFACTION WITH THE BUS DRIVER</b>							
How near to the kerb/stop the bus stopped	(3016)	87	48	39	8	5	88
The driver's appearance	(2846)	82	43	39	15	4	83
The greeting/welcome you got from the driver	(2825)	50	22	28	31	19	49
The helpfulness and attitude of the driver	(2755)	53	24	29	31	15	54
The time the driver gave you to get to seat	(2959)	60	25	35	22	18	60
Smoothness/freedom from jolting during the journey	(2896)	64	27	38	19	17	64
Safety of the driving (i.e. speed, driver concentrating)	(2919)	78	38	40	15	7	77

# Network Warrington in Warrington BC area

## Results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied
<b>OVERALL SATISFACTION WITH THE JOURNEY</b>						
All passengers	(250)	88	52	36	4	7
Fare-paying passengers	(110)	83	41	42	7	11
Free pass holders	(140)	99	74	25	0	1
Age 16 to 34	(<75)	–	–	–	–	–
Age 35 to 59	(<75)	–	–	–	–	–
Passengers commuting	(<75)	–	–	–	–	–
Passengers not commuting	(170)	93	54	40	3	4
Passengers saying they have a disability	(<75)	–	–	–	–	–
<b>SATISFACTION WITH VALUE FOR MONEY</b>						
All fare-paying passengers	(109)	60	24	36	18	22
Passengers commuting	(<75)	–	–	–	–	–
Passengers not commuting	(<75)	–	–	–	–	–
Age 16 to 34	(<75)	–	–	–	–	–
Age 35 to 59	(<75)	–	–	–	–	–
<b>SATISFACTION WITH PUNCTUALITY</b>						
All passengers	(228)	75	43	32	8	17
<b>SATISFACTION WITH ON-BOARD JOURNEY LENGTH</b>						
All passengers	(253)	88	60	29	6	5
<b>SATISFACTION ON THE BUS</b>						
Route/destination information on the outside of the bus	(240)	87	59	28	9	4
The cleanliness and condition of the outside of the bus	(242)	88	43	45	10	2
The ease of getting onto and off of the bus	(246)	92	68	24	4	4
The length of time it took to board the bus	(245)	92	67	25	2	7
The cleanliness and condition of the inside of the bus	(250)	86	36	50	8	6
The information provided inside the bus	(226)	68	29	39	29	3
The availability of seating or space to stand	(248)	86	60	26	6	8
The comfort of the seats	(245)	82	36	46	9	10
The amount of personal space you had around you	(243)	79	42	37	10	12
Provision of grab rails to stand/move within the bus	(237)	84	47	37	7	9
The temperature inside the bus	(245)	81	38	43	12	7
Your personal security whilst on the bus	(241)	82	45	37	13	5
<b>SATISFACTION WITH THE BUS DRIVER</b>						
How near to the kerb/stop the bus stopped	(244)	93	64	29	3	4
The driver's appearance	(235)	90	60	29	8	2
The greeting/welcome you got from the driver	(239)	73	47	26	16	10
The helpfulness and attitude of the driver	(240)	77	49	28	14	8
The time the driver gave you to get to seat	(237)	81	47	33	11	8
Smoothness/freedom from jolting during the journey	(234)	81	41	40	10	9
Safety of the driving (i.e. speed, driver concentrating)	(241)	90	55	35	7	3



# Nottingham City Transport in Notts. CC area

## Results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied
<b>OVERALL SATISFACTION WITH THE JOURNEY</b>						
All passengers	(477)	91	50	40	6	4
Fare-paying passengers	(262)	89	43	46	6	5
Free pass holders	(214)	96	71	24	4	0
Age 16 to 34	(106)	85	35	50	9	6
Age 35 to 59	(164)	93	54	39	4	3
Passengers commuting	(160)	92	47	46	5	3
Passengers not commuting	(291)	89	54	35	6	5
Passengers saying they have a disability	(133)	89	51	38	5	6
<b>SATISFACTION WITH VALUE FOR MONEY</b>						
All fare-paying passengers	(255)	68	26	42	14	18
Passengers commuting	(144)	68	25	43	15	17
Passengers not commuting	(99)	68	28	40	12	20
Age 16 to 34	(101)	64	19	45	15	22
Age 35 to 59	(135)	74	37	37	13	13
<b>SATISFACTION WITH PUNCTUALITY</b>						
All passengers	(451)	83	52	31	9	8
<b>SATISFACTION WITH ON-BOARD JOURNEY LENGTH</b>						
All passengers	(479)	90	57	33	6	4
<b>SATISFACTION ON THE BUS</b>						
Route/destination information on the outside of the bus	(469)	92	57	34	7	1
The cleanliness and condition of the outside of the bus	(454)	87	44	43	11	2
The ease of getting onto and off of the bus	(479)	94	59	35	4	1
The length of time it took to board the bus	(462)	95	61	34	3	2
The cleanliness and condition of the inside of the bus	(478)	87	37	50	9	4
The information provided inside the bus	(450)	81	37	44	16	3
The availability of seating or space to stand	(467)	88	52	36	5	7
The comfort of the seats	(473)	83	35	47	10	8
The amount of personal space you had around you	(470)	77	36	41	14	9
Provision of grab rails to stand/move within the bus	(469)	84	41	42	11	5
The temperature inside the bus	(471)	82	37	44	11	7
Your personal security whilst on the bus	(466)	87	43	44	10	3
<b>SATISFACTION WITH THE BUS DRIVER</b>						
How near to the kerb/stop the bus stopped	(465)	94	62	32	4	2
The driver's appearance	(446)	91	59	32	8	1
The greeting/welcome you got from the driver	(456)	72	41	31	19	9
The helpfulness and attitude of the driver	(445)	76	44	32	17	8
The time the driver gave you to get to seat	(461)	77	40	37	13	10
Smoothness/freedom from jolting during the journey	(467)	77	40	38	12	10
Safety of the driving (i.e. speed, driver concentrating)	(464)	87	53	35	8	4

# Nottingham City Transport in N'shire Council area

## Results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied
<b>OVERALL SATISFACTION WITH THE JOURNEY</b>						
All passengers	(223)	95	52	43	3	1
Fare-paying passengers	(94)	95	46	49	3	2
Free pass holders	(129)	97	67	30	3	0
Age 16 to 34	(<75)	–	–	–	–	–
Age 35 to 59	(<75)	–	–	–	–	–
Passengers commuting	(<75)	–	–	–	–	–
Passengers not commuting	(153)	94	55	39	4	2
Passengers saying they have a disability	(<75)	–	–	–	–	–
<b>SATISFACTION WITH VALUE FOR MONEY</b>						
All fare-paying passengers	(91)	74	32	42	14	12
Passengers commuting	(<75)	–	–	–	–	–
Passengers not commuting	(<75)	–	–	–	–	–
Age 16 to 34	(<75)	–	–	–	–	–
Age 35 to 59	(<75)	–	–	–	–	–
<b>SATISFACTION WITH PUNCTUALITY</b>						
All passengers	(200)	82	52	30	11	7
<b>SATISFACTION WITH ON-BOARD JOURNEY LENGTH</b>						
All passengers	(222)	88	57	31	7	5
<b>SATISFACTION ON THE BUS</b>						
Route/destination information on the outside of the bus	(207)	92	65	27	6	2
The cleanliness and condition of the outside of the bus	(207)	84	53	32	14	2
The ease of getting onto and off of the bus	(214)	93	68	25	6	1
The length of time it took to board the bus	(200)	97	69	28	3	0
The cleanliness and condition of the inside of the bus	(216)	89	46	43	9	2
The information provided inside the bus	(200)	74	44	30	26	1
The availability of seating or space to stand	(206)	91	59	32	6	3
The comfort of the seats	(209)	86	49	37	9	5
The amount of personal space you had around you	(204)	81	38	43	11	8
Provision of grab rails to stand/move within the bus	(205)	85	43	42	11	4
The temperature inside the bus	(201)	87	44	43	5	8
Your personal security whilst on the bus	(207)	95	52	43	2	3
<b>SATISFACTION WITH THE BUS DRIVER</b>						
How near to the kerb/stop the bus stopped	(214)	94	65	29	5	1
The driver's appearance	(207)	91	61	30	9	0
The greeting/welcome you got from the driver	(212)	82	53	28	13	5
The helpfulness and attitude of the driver	(205)	84	54	30	13	3
The time the driver gave you to get to seat	(213)	84	55	29	10	6
Smoothness/freedom from jolting during the journey	(210)	81	46	36	8	11
Safety of the driving (i.e. speed, driver concentrating)	(211)	88	57	31	11	1

# Oxford Bus in Oxfordshire County Council area

## Results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied
<b>OVERALL SATISFACTION WITH THE JOURNEY</b>						
All passengers	(345)	94	49	46	5	1
Fare-paying passengers	(216)	94	44	51	5	1
Free pass holders	(129)	95	71	24	5	0
Age 16 to 34	(<75)	–	–	–	–	–
Age 35 to 59	(128)	96	52	44	2	2
Passengers commuting	(163)	94	46	49	5	1
Passengers not commuting	(167)	95	54	41	5	1
Passengers saying they have a disability	(<75)	–	–	–	–	–
<b>SATISFACTION WITH VALUE FOR MONEY</b>						
All fare-paying passengers	(212)	60	19	41	20	20
Passengers commuting	(135)	56	20	36	22	22
Passengers not commuting	(<75)	–	–	–	–	–
Age 16 to 34	(<75)	–	–	–	–	–
Age 35 to 59	(121)	66	23	43	20	14
<b>SATISFACTION WITH PUNCTUALITY</b>						
All passengers	(302)	75	49	26	13	12
<b>SATISFACTION WITH ON-BOARD JOURNEY LENGTH</b>						
All passengers	(344)	86	50	36	10	3
<b>SATISFACTION ON THE BUS</b>						
Route/destination information on the outside of the bus	(331)	90	65	24	8	2
The cleanliness and condition of the outside of the bus	(323)	89	52	37	9	2
The ease of getting onto and off of the bus	(344)	95	69	26	4	1
The length of time it took to board the bus	(344)	92	66	26	7	1
The cleanliness and condition of the inside of the bus	(343)	90	45	45	5	5
The information provided inside the bus	(310)	64	29	35	30	6
The availability of seating or space to stand	(344)	91	57	33	5	4
The comfort of the seats	(340)	87	43	44	10	3
The amount of personal space you had around you	(343)	77	37	40	12	11
Provision of grab rails to stand/move within the bus	(330)	85	45	40	12	4
The temperature inside the bus	(343)	83	43	41	9	8
Your personal security whilst on the bus	(336)	90	58	32	8	2
<b>SATISFACTION WITH THE BUS DRIVER</b>						
How near to the kerb/stop the bus stopped	(336)	94	69	24	6	0
The driver's appearance	(330)	92	65	27	7	1
The greeting/welcome you got from the driver	(335)	78	47	32	14	8
The helpfulness and attitude of the driver	(326)	79	46	33	17	4
The time the driver gave you to get to seat	(336)	81	53	28	10	9
Smoothness/freedom from jolting during the journey	(331)	81	41	40	13	6
Safety of the driving (i.e. speed, driver concentrating)	(336)	91	58	33	8	1

## Reading Buses

## Results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied
<b>OVERALL SATISFACTION WITH THE JOURNEY</b>						
All passengers	(1044)	90	48	42	6	4
Fare-paying passengers	(537)	88	40	48	6	6
Free pass holders	(502)	94	67	27	4	2
Age 16 to 34	(213)	84	35	50	8	8
Age 35 to 59	(342)	92	49	43	5	3
Passengers commuting	(381)	88	42	46	6	6
Passengers not commuting	(619)	91	55	36	5	3
Passengers saying they have a disability	(189)	91	57	34	7	3
<b>SATISFACTION WITH VALUE FOR MONEY</b>						
All fare-paying passengers	(537)	57	20	37	22	22
Passengers commuting	(328)	56	19	37	23	20
Passengers not commuting	(185)	54	19	35	19	27
Age 16 to 34	(191)	48	15	33	26	26
Age 35 to 59	(302)	65	23	42	17	18
<b>SATISFACTION WITH PUNCTUALITY</b>						
All passengers	(962)	78	45	33	9	13
<b>SATISFACTION WITH ON-BOARD JOURNEY LENGTH</b>						
All passengers	(1047)	86	50	36	7	7
<b>SATISFACTION ON THE BUS</b>						
Route/destination information on the outside of the bus	(1006)	88	56	32	10	2
The cleanliness and condition of the outside of the bus	(999)	86	42	44	10	4
The ease of getting onto and off of the bus	(1028)	92	59	33	5	3
The length of time it took to board the bus	(1008)	91	55	36	6	3
The cleanliness and condition of the inside of the bus	(1033)	85	37	49	8	6
The information provided inside the bus	(978)	82	40	42	15	3
The availability of seating or space to stand	(1021)	88	51	37	7	5
The comfort of the seats	(1023)	81	37	45	13	6
The amount of personal space you had around you	(1018)	74	35	40	15	10
Provision of grab rails to stand/move within the bus	(999)	85	40	45	9	6
The temperature inside the bus	(1021)	76	35	42	13	11
Your personal security whilst on the bus	(1004)	85	45	40	11	4
<b>SATISFACTION WITH THE BUS DRIVER</b>						
How near to the kerb/stop the bus stopped	(1014)	93	63	30	5	2
The driver's appearance	(990)	91	57	33	8	1
The greeting/welcome you got from the driver	(996)	73	43	30	19	8
The helpfulness and attitude of the driver	(969)	74	45	29	19	7
The time the driver gave you to get to seat	(1007)	77	44	33	14	10
Smoothness/freedom from jolting during the journey	(1008)	79	39	39	13	8
Safety of the driving (i.e. speed, driver concentrating)	(1008)	88	54	34	9	3

# Stagecoach in Devon County Council area

## Results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied
<b>OVERALL SATISFACTION WITH THE JOURNEY</b>						
All passengers	(787)	90	51	39	6	5
Fare-paying passengers	(297)	86	40	46	7	7
Free pass holders	(485)	95	65	29	4	2
Age 16 to 34	(107)	81	31	50	10	9
Age 35 to 59	(197)	91	49	42	6	3
Passengers commuting	(202)	84	38	46	9	7
Passengers not commuting	(557)	94	60	34	3	2
Passengers saying they have a disability	(212)	91	50	41	7	2
<b>SATISFACTION WITH VALUE FOR MONEY</b>						
All fare-paying passengers	(293)	47	17	30	16	37
Passengers commuting	(170)	43	15	28	15	41
Passengers not commuting	(116)	54	20	34	16	31
Age 16 to 34	(89)	35	11	23	22	44
Age 35 to 59	(170)	58	21	37	9	32
<b>SATISFACTION WITH PUNCTUALITY</b>						
All passengers	(730)	75	46	29	13	12
<b>SATISFACTION WITH ON-BOARD JOURNEY LENGTH</b>						
All passengers	(800)	89	59	30	6	5
<b>SATISFACTION ON THE BUS</b>						
Route/destination information on the outside of the bus	(747)	87	60	27	12	1
The cleanliness and condition of the outside of the bus	(740)	78	40	38	16	6
The ease of getting onto and off of the bus	(778)	93	60	33	5	2
The length of time it took to board the bus	(761)	92	59	33	6	2
The cleanliness and condition of the inside of the bus	(783)	81	38	43	12	8
The information provided inside the bus	(679)	61	28	33	32	7
The availability of seating or space to stand	(767)	87	54	33	9	5
The comfort of the seats	(775)	79	36	43	11	10
The amount of personal space you had around you	(765)	74	34	40	13	13
Provision of grab rails to stand/move within the bus	(754)	84	42	42	11	5
The temperature inside the bus	(770)	77	37	40	14	9
Your personal security whilst on the bus	(765)	84	48	37	11	5
<b>SATISFACTION WITH THE BUS DRIVER</b>						
How near to the kerb/stop the bus stopped	(776)	92	61	31	5	3
The driver's appearance	(762)	88	58	31	10	2
The greeting/welcome you got from the driver	(765)	75	45	30	16	9
The helpfulness and attitude of the driver	(744)	75	47	28	18	7
The time the driver gave you to get to seat	(773)	83	51	32	9	8
Smoothness/freedom from jolting during the journey	(761)	78	41	37	12	10
Safety of the driving (i.e. speed, driver concentrating)	(762)	89	54	35	6	4

# Stagecoach in Kent County Council area

## Results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied
<b>OVERALL SATISFACTION WITH THE JOURNEY</b>						
All passengers	(555)	84	47	38	10	5
Fare-paying passengers	(202)	81	33	48	13	6
Free pass holders	(352)	89	67	22	7	4
Age 16 to 34	(105)	77	28	49	16	7
Age 35 to 59	(122)	85	51	33	9	6
Passengers commuting	(121)	78	31	47	14	9
Passengers not commuting	(409)	89	56	33	8	3
Passengers saying they have a disability	(177)	86	53	33	9	5
<b>SATISFACTION WITH VALUE FOR MONEY</b>						
All fare-paying passengers	(195)	51	18	33	18	31
Passengers commuting	(97)	55	16	39	18	27
Passengers not commuting	(93)	50	21	29	16	34
Age 16 to 34	(92)	42	14	28	19	39
Age 35 to 59	(85)	68	25	43	16	16
<b>SATISFACTION WITH PUNCTUALITY</b>						
All passengers	(508)	71	41	31	10	19
<b>SATISFACTION WITH ON-BOARD JOURNEY LENGTH</b>						
All passengers	(561)	87	55	33	8	5
<b>SATISFACTION ON THE BUS</b>						
Route/destination information on the outside of the bus	(541)	84	55	29	11	5
The cleanliness and condition of the outside of the bus	(536)	74	29	45	16	10
The ease of getting onto and off of the bus	(550)	90	58	31	7	3
The length of time it took to board the bus	(532)	91	59	32	7	2
The cleanliness and condition of the inside of the bus	(555)	62	22	39	16	23
The information provided inside the bus	(505)	58	21	36	30	13
The availability of seating or space to stand	(544)	84	46	38	9	8
The comfort of the seats	(546)	66	27	39	16	17
The amount of personal space you had around you	(543)	66	31	35	17	17
Provision of grab rails to stand/move within the bus	(540)	79	34	46	14	7
The temperature inside the bus	(545)	70	33	37	17	13
Your personal security whilst on the bus	(542)	79	39	41	15	6
<b>SATISFACTION WITH THE BUS DRIVER</b>						
How near to the kerb/stop the bus stopped	(551)	92	59	32	5	3
The driver's appearance	(538)	86	56	30	11	3
The greeting/welcome you got from the driver	(539)	71	44	27	17	12
The helpfulness and attitude of the driver	(534)	74	46	28	16	10
The time the driver gave you to get to seat	(538)	77	46	31	11	12
Smoothness/freedom from jolting during the journey	(534)	76	38	38	12	11
Safety of the driving (i.e. speed, driver concentrating)	(541)	86	56	31	10	4

# Stagecoach in Merseyside PTE area

## Results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied	2011 % satisfied
<b>OVERALL SATISFACTION WITH THE JOURNEY</b>							
All passengers	(274)	88	48	40	7	5	84
Fare-paying passengers	(139)	85	43	42	8	6	81
Free pass holders	(135)	95	59	36	4	2	95
Age 16 to 34	(<75)	–	–	–	–	–	–
Age 35 to 59	(109)	90	55	35	7	3	–
Passengers commuting	(88)	84	43	41	9	8	–
Passengers not commuting	(173)	92	49	42	6	3	85
Passengers saying they have a disability	(79)	91	43	48	8	1	87
<b>SATISFACTION WITH VALUE FOR MONEY</b>							
All fare-paying passengers	(137)	62	31	31	19	19	58
Passengers commuting	(<75)	–	–	–	–	–	–
Passengers not commuting	(<75)	–	–	–	–	–	–
Age 16 to 34	(<75)	–	–	–	–	–	–
Age 35 to 59	(92)	64	31	33	19	17	–
<b>SATISFACTION WITH PUNCTUALITY</b>							
All passengers	(240)	66	41	25	16	18	76
<b>SATISFACTION WITH ON-BOARD JOURNEY LENGTH</b>							
All passengers	(275)	86	57	29	10	4	–
<b>SATISFACTION ON THE BUS</b>							
Route/destination information on the outside of the bus	(250)	90	58	32	8	1	78
The cleanliness and condition of the outside of the bus	(256)	79	39	40	11	10	74
The ease of getting onto and off of the bus	(270)	89	59	30	5	6	80
The length of time it took to board the bus	(265)	89	57	31	8	4	80
The cleanliness and condition of the inside of the bus	(264)	80	32	48	11	9	75
The information provided inside the bus	(239)	63	26	37	31	6	63
The availability of seating or space to stand	(267)	77	47	30	11	12	74
The comfort of the seats	(262)	78	38	40	12	10	68
The amount of personal space you had around you	(263)	64	32	32	13	23	–
Provision of grab rails to stand/move within the bus	(262)	82	44	38	9	9	83
The temperature inside the bus	(263)	78	39	40	14	8	75
Your personal security whilst on the bus	(263)	82	47	35	14	4	76
<b>SATISFACTION WITH THE BUS DRIVER</b>							
How near to the kerb/stop the bus stopped	(266)	86	60	26	11	3	86
The driver's appearance	(252)	82	57	25	16	2	85
The greeting/welcome you got from the driver	(254)	65	37	28	24	11	63
The helpfulness and attitude of the driver	(253)	65	40	25	27	8	67
The time the driver gave you to get to seat	(256)	69	37	32	20	11	67
Smoothness/freedom from jolting during the journey	(259)	71	32	39	17	12	66
Safety of the driving (i.e. speed, driver concentrating)	(261)	80	52	28	14	6	87

# Stagecoach in Oxfordshire County Council area

## Results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied
<b>OVERALL SATISFACTION WITH THE JOURNEY</b>						
All passengers	(200)	88	38	50	7	5
Fare-paying passengers	(144)	86	33	53	8	6
Free pass holders	(<75)	–	–	–	–	–
Age 16 to 34	(<75)	–	–	–	–	–
Age 35 to 59	(78)	87	34	52	10	3
Passengers commuting	(115)	88	33	55	8	4
Passengers not commuting	(77)	84	45	40	7	8
Passengers saying they have a disability	(<75)	–	–	–	–	–
<b>SATISFACTION WITH VALUE FOR MONEY</b>						
All fare-paying passengers	(142)	58	21	36	22	21
Passengers commuting	(108)	57	21	36	20	22
Passengers not commuting	(<75)	–	–	–	–	–
Age 16 to 34	(<75)	–	–	–	–	–
Age 35 to 59	(<75)	–	–	–	–	–
<b>SATISFACTION WITH PUNCTUALITY</b>						
All passengers	(189)	74	39	35	13	13
<b>SATISFACTION WITH ON-BOARD JOURNEY LENGTH</b>						
All passengers	(204)	81	46	35	10	8
<b>SATISFACTION ON THE BUS</b>						
Route/destination information on the outside of the bus	(197)	82	57	25	16	2
The cleanliness and condition of the outside of the bus	(194)	77	42	35	13	10
The ease of getting onto and off of the bus	(201)	96	63	32	4	0
The length of time it took to board the bus	(198)	92	62	30	3	5
The cleanliness and condition of the inside of the bus	(205)	79	31	48	12	9
The information provided inside the bus	(184)	64	27	37	32	4
The availability of seating or space to stand	(203)	95	55	40	3	2
The comfort of the seats	(201)	80	37	43	15	5
The amount of personal space you had around you	(199)	75	32	43	15	10
Provision of grab rails to stand/move within the bus	(196)	85	42	42	13	2
The temperature inside the bus	(199)	79	29	50	12	9
Your personal security whilst on the bus	(199)	92	52	40	7	1
<b>SATISFACTION WITH THE BUS DRIVER</b>						
How near to the kerb/stop the bus stopped	(197)	96	64	31	2	3
The driver's appearance	(193)	90	59	31	8	2
The greeting/welcome you got from the driver	(193)	76	49	27	14	10
The helpfulness and attitude of the driver	(192)	78	48	30	14	8
The time the driver gave you to get to seat	(191)	85	45	40	8	7
Smoothness/freedom from jolting during the journey	(192)	77	36	41	15	8
Safety of the driving (i.e. speed, driver concentrating)	(193)	92	55	37	6	2



# Stagecoach in South Yorkshire PTE area

## Results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied	2011 % satisfied
<b>OVERALL SATISFACTION WITH THE JOURNEY</b>							
All passengers	(534)	87	47	40	7	6	87
Fare-paying passengers	(229)	83	33	50	8	8	82
Free pass holders	(304)	93	68	26	5	2	96
Age 16 to 34	(89)	82	28	53	9	9	77
Age 35 to 59	(153)	89	47	42	6	5	89
Passengers commuting	(142)	86	28	58	6	8	82
Passengers not commuting	(369)	88	61	28	7	5	90
Passengers saying they have a disability	(158)	92	61	31	5	3	90
<b>SATISFACTION WITH VALUE FOR MONEY</b>							
All fare-paying passengers	(224)	67	30	37	14	19	78
Passengers commuting	(125)	69	31	39	12	19	79
Passengers not commuting	(88)	62	27	35	18	20	77
Age 16 to 34	(79)	57	24	33	17	27	75
Age 35 to 59	(132)	79	36	43	11	10	79
<b>SATISFACTION WITH PUNCTUALITY</b>							
All passengers	(491)	71	42	29	14	15	78
<b>SATISFACTION WITH ON-BOARD JOURNEY LENGTH</b>							
All passengers	(537)	88	56	32	8	4	–
<b>SATISFACTION ON THE BUS</b>							
Route/destination information on the outside of the bus	(498)	82	49	33	16	2	82
The cleanliness and condition of the outside of the bus	(503)	80	39	41	14	6	77
The ease of getting onto and off of the bus	(519)	93	56	37	5	2	91
The length of time it took to board the bus	(501)	92	56	36	5	3	91
The cleanliness and condition of the inside of the bus	(526)	81	36	45	9	10	79
The information provided inside the bus	(467)	69	30	39	27	5	66
The availability of seating or space to stand	(513)	86	47	40	9	5	84
The comfort of the seats	(507)	74	35	40	12	13	75
The amount of personal space you had around you	(511)	74	34	40	14	12	–
Provision of grab rails to stand/move within the bus	(512)	86	46	40	10	4	80
The temperature inside the bus	(515)	79	39	40	14	7	77
Your personal security whilst on the bus	(512)	86	47	39	12	2	83
<b>SATISFACTION WITH THE BUS DRIVER</b>							
How near to the kerb/stop the bus stopped	(517)	91	55	36	6	3	94
The driver's appearance	(499)	89	52	37	9	2	89
The greeting/welcome you got from the driver	(502)	69	33	36	18	13	72
The helpfulness and attitude of the driver	(496)	72	38	34	16	12	73
The time the driver gave you to get to seat	(516)	75	39	36	16	9	76
Smoothness/freedom from jolting during the journey	(507)	76	37	40	15	9	75
Safety of the driving (i.e. speed, driver concentrating)	(513)	85	49	35	12	3	85

# Stagecoach in Tees Valley Group area

## Results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied
<b>OVERALL SATISFACTION WITH THE JOURNEY</b>						
All passengers	(590)	88	49	39	8	4
Fare-paying passengers	(212)	86	38	47	9	5
Free pass holders	(377)	92	61	30	5	3
Age 16 to 34	(<75)	–	–	–	–	–
Age 35 to 59	(170)	88	47	41	9	3
Passengers commuting	(128)	84	34	49	10	6
Passengers not commuting	(425)	92	59	33	5	3
Passengers saying they have a disability	(183)	85	50	34	8	7
<b>SATISFACTION WITH VALUE FOR MONEY</b>						
All fare-paying passengers	(209)	64	28	36	17	19
Passengers commuting	(107)	64	22	42	21	15
Passengers not commuting	(92)	65	33	32	11	23
Age 16 to 34	(<75)	–	–	–	–	–
Age 35 to 59	(134)	72	32	40	16	12
<b>SATISFACTION WITH PUNCTUALITY</b>						
All passengers	(538)	76	41	35	11	12
<b>SATISFACTION WITH ON-BOARD JOURNEY LENGTH</b>						
All passengers	(589)	90	59	31	7	3
<b>SATISFACTION ON THE BUS</b>						
Route/destination information on the outside of the bus	(551)	87	56	31	11	2
The cleanliness and condition of the outside of the bus	(543)	80	35	45	16	5
The ease of getting onto and off of the bus	(579)	91	61	30	7	2
The length of time it took to board the bus	(550)	92	60	32	7	2
The cleanliness and condition of the inside of the bus	(582)	81	30	52	12	7
The information provided inside the bus	(535)	71	30	41	23	6
The availability of seating or space to stand	(556)	89	51	38	6	5
The comfort of the seats	(570)	78	35	43	14	8
The amount of personal space you had around you	(567)	77	38	39	12	11
Provision of grab rails to stand/move within the bus	(550)	83	45	38	10	7
The temperature inside the bus	(567)	78	35	43	12	10
Your personal security whilst on the bus	(561)	86	46	40	11	3
<b>SATISFACTION WITH THE BUS DRIVER</b>						
How near to the kerb/stop the bus stopped	(576)	91	64	27	7	2
The driver's appearance	(561)	89	59	30	9	2
The greeting/welcome you got from the driver	(567)	72	39	33	17	11
The helpfulness and attitude of the driver	(548)	72	40	32	19	9
The time the driver gave you to get to seat	(571)	77	40	36	13	11
Smoothness/freedom from jolting during the journey	(554)	75	38	36	15	10
Safety of the driving (i.e. speed, driver concentrating)	(570)	89	56	34	8	3

# Stagecoach in TfGM area

## Results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied	2011 % satisfied
<b>OVERALL SATISFACTION WITH THE JOURNEY</b>							
All passengers	(246)	84	37	47	11	5	83
Fare-paying passengers	(150)	84	34	50	11	5	82
Free pass holders	(96)	83	50	33	12	4	92
Age 16 to 34	(83)	79	25	53	15	7	81
Age 35 to 59	(<75)	–	–	–	–	–	–
Passengers commuting	(98)	77	29	48	14	9	82
Passengers not commuting	(134)	90	45	46	10	0	88
Passengers saying they have a disability	(<75)	–	–	–	–	–	–
<b>SATISFACTION WITH VALUE FOR MONEY</b>							
All fare-paying passengers	(149)	60	23	37	16	24	64
Passengers commuting	(92)	53	15	37	17	31	64
Passengers not commuting	(<75)	–	–	–	–	–	–
Age 16 to 34	(77)	52	22	30	17	31	62
Age 35 to 59	(<75)	–	–	–	–	–	–
<b>SATISFACTION WITH PUNCTUALITY</b>							
All passengers	(228)	78	38	40	9	13	70
<b>SATISFACTION WITH ON-BOARD JOURNEY LENGTH</b>							
All passengers	(254)	82	48	34	9	9	–
<b>SATISFACTION ON THE BUS</b>							
Route/destination information on the outside of the bus	(246)	90	48	42	9	1	81
The cleanliness and condition of the outside of the bus	(237)	73	28	44	18	9	73
The ease of getting onto and off of the bus	(249)	93	47	46	5	2	89
The length of time it took to board the bus	(241)	89	55	35	8	3	88
The cleanliness and condition of the inside of the bus	(248)	63	20	43	20	17	64
The information provided inside the bus	(223)	53	17	36	38	9	53
The availability of seating or space to stand	(246)	84	35	49	8	8	83
The comfort of the seats	(248)	67	21	45	21	13	72
The amount of personal space you had around you	(241)	58	20	38	20	22	–
Provision of grab rails to stand/move within the bus	(236)	75	34	41	17	8	81
The temperature inside the bus	(243)	71	25	46	15	14	73
Your personal security whilst on the bus	(241)	78	33	46	16	6	79
<b>SATISFACTION WITH THE BUS DRIVER</b>							
How near to the kerb/stop the bus stopped	(237)	92	54	38	6	3	89
The driver's appearance	(239)	87	47	39	13	0	86
The greeting/welcome you got from the driver	(234)	56	25	32	35	9	60
The helpfulness and attitude of the driver	(231)	59	26	33	32	9	62
The time the driver gave you to get to seat	(240)	68	30	38	21	11	64
Smoothness/freedom from jolting during the journey	(243)	64	24	40	20	16	68
Safety of the driving (i.e. speed, driver concentrating)	(240)	81	40	41	14	6	84

# Stagecoach in Tyne and Wear PTE area

## Results

	sample size	% all satisfied	% very satisfied	% fairly satisfied	% neither /nor	% all dissatisfied	2011 % satisfied
<b>OVERALL SATISFACTION WITH THE JOURNEY</b>							
All passengers	(717)	87	45	42	9	4	89
Fare-paying passengers	(400)	86	42	44	10	5	84
Free pass holders	(316)	92	54	38	6	2	97
Age 16 to 34	(145)	87	39	48	8	5	–
Age 35 to 59	(251)	85	45	40	10	5	–
Passengers commuting	(243)	81	38	44	12	7	–
Passengers not commuting	(442)	92	51	42	6	2	91
Passengers saying they have a disability	(206)	86	47	39	11	2	–
<b>SATISFACTION WITH VALUE FOR MONEY</b>							
All fare-paying passengers	(388)	60	25	35	14	25	61
Passengers commuting	(217)	58	24	33	16	26	–
Passengers not commuting	(157)	65	26	39	13	22	–
Age 16 to 34	(138)	56	23	33	15	29	–
Age 35 to 59	(217)	67	28	40	13	19	–
<b>SATISFACTION WITH PUNCTUALITY</b>							
All passengers	(671)	75	39	35	11	15	73
<b>SATISFACTION WITH ON-BOARD JOURNEY LENGTH</b>							
All passengers	(726)	88	54	35	7	5	–
<b>SATISFACTION ON THE BUS</b>							
Route/destination information on the outside of the bus	(687)	83	49	33	12	5	86
The cleanliness and condition of the outside of the bus	(681)	77	33	44	16	7	76
The ease of getting onto and off of the bus	(708)	88	55	34	8	3	85
The length of time it took to board the bus	(688)	90	55	35	7	3	88
The cleanliness and condition of the inside of the bus	(718)	74	27	47	11	14	75
The information provided inside the bus	(661)	64	26	39	27	9	63
The availability of seating or space to stand	(693)	87	47	40	7	5	87
The comfort of the seats	(708)	79	33	46	12	10	78
The amount of personal space you had around you	(707)	74	32	42	14	12	–
Provision of grab rails to stand/move within the bus	(703)	85	41	44	10	5	87
The temperature inside the bus	(710)	80	32	47	11	9	79
Your personal security whilst on the bus	(707)	85	42	43	12	3	85
<b>SATISFACTION WITH THE BUS DRIVER</b>							
How near to the kerb/stop the bus stopped	(698)	89	55	34	7	4	91
The driver's appearance	(675)	89	58	31	9	2	93
The greeting/welcome you got from the driver	(675)	67	35	31	21	12	72
The helpfulness and attitude of the driver	(663)	67	39	28	22	11	70
The time the driver gave you to get to seat	(687)	70	36	33	18	12	71
Smoothness/freedom from jolting during the journey	(691)	71	34	37	16	14	75
Safety of the driving (i.e. speed, driver concentrating)	(691)	86	48	38	11	4	87



# How the research was carried out and making use of results



## Overview of methodology

The survey has been designed to provide results that are representative of bus passenger journeys made within each area i.e. at the level of a transport authority, or a bus rapid transit system's services.

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

The questionnaire asks passengers to rate that journey's experience, 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.

Fieldwork was conducted between 23 September and 12 December 2012 (excluding the half-term holiday period). Services available for selection were those running between 6am to 10pm, seven days of the week; only school bus services were systematically excluded. The survey was conducted among passengers aged 16 or over.

The response data were weighted in two stages. The first stage was to weight to the age and gender profile of bus passengers within each area; as there is no available data at area level on the age/gender profile of passengers this was estimated by recording the profile of passengers during each fieldwork shift. The second stage of weighting was at area level to ensure that in the final data each participating area (within the survey) is represented proportionately to its total annual passenger journey numbers.

Passenger Focus was supported by GfK NOP Ltd in conducting the autumn 2012 survey. There is an accompanying methodology document that provides more detail on the survey process, available at [www.passengerfocus.org.uk](http://www.passengerfocus.org.uk).

This year a total of 22,257 valid responses were received.



## Presentation of results

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.

For ease of use BPS data are reported rounded to whole numbers i.e. without decimal places. However, please note that summing two rounded data values (e.g. very and fairly satisfied) can produce a total up to one percent in difference to the true value of that sum. As an example: a very satisfied score of 45.4 per cent and fairly satisfied score of 35.3 per cent would be stated individually as 45 per cent and 35 per cent respectively, but the sum of the rounded individual numbers is 80 per cent; the true rounded sum is 81 per cent which is the net score shown in the tables.

## Key drivers of satisfaction charts

Each set of area results shows a chart titled 'Key drivers of satisfaction'. The chart plot values are generated from a regression technique which identifies key drivers of dissatisfaction and key enhancers of satisfaction on the vertical axis, and for each attribute their corresponding

satisfaction rating on the horizontal axis. Chart results are based on fare-payers only so passengers' value for money rating could be included in the range of attributes considered. The charts can only be read at an individual area level. Comparison of positions of the plot points between any area and another should not be made, as both the vertical and horizontal axis scales are bespoke to each area. Further detail on the statistical procedure used is available on request.

## Interpreting results

The autumn 2012 wave of BPS was carried out across 22 areas which account for two thirds of journeys made within our remit area (England outside of London). The areas selected were all six former metropolitan counties, plus a broad mix of unitary, two-tier authorities and two bus rapid transit networks.

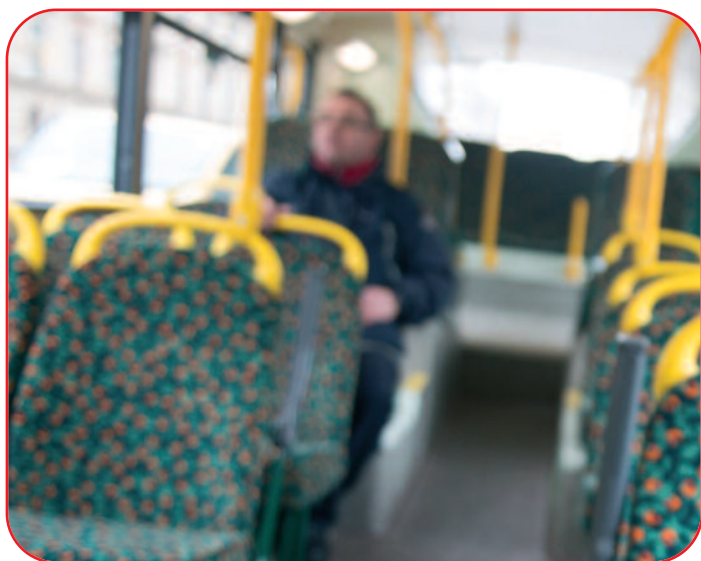
The autumn 2011 wave of BPS was conducted in 23 areas which similarly accounted for around two thirds of journeys made within our remit area. It should be noted that apart from also covering all six former metropolitan counties, of the remaining 17 areas (also a broad mix of unitary and two-tier authorities), 13 were different to those selected in autumn 2012.

Percentages quoted as 'averages' are the aggregate scores achieved across all the areas surveyed; please note that each area counts towards generating that aggregate score in proportion to the number of passenger journeys made annually in that area.

## Waiver

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

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



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