



Bus Passenger Survey

Autumn 2014

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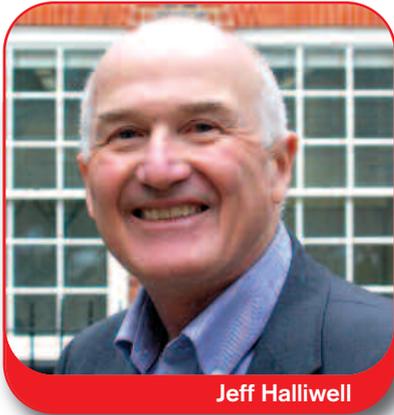
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Jeff Halliwell

Foreword

The Bus Passenger Survey (BPS) is now the recognised measure of bus passenger satisfaction. Through reliable, credible and collaborative work with the bus industry, BPS has become an influential and useful tool. It is used by operators, transport authorities, stakeholder groups and governments for benchmarking and comparing the views of passengers.

Much of this comes from the fact that BPS provides robust independent results, which in many areas has been the catalyst for more focused working between authorities and operators on the issues that matter most to passengers.

When our staff meet bus operators and transport authorities to review local results, we are struck by their enthusiasm to identify and make changes – whether or not the results made pleasant reading!

We have established BPS during what we know are challenging times for the industry. We recognise that many passengers have lost their bus service in recent years. Reductions in the local funding of bus services provision continue to have an impact. This comes alongside more recent indications from the major political parties that greater influence on local decision making for services could become a reality after the 2015 election.

It is vital to any industry that it properly understands the views of consumers to compare and benchmark what they experience to offer a better proposition for the future. We are confident that BPS has something to offer all these important debates.

Despite the challenges outlined above, BPS is being used in increasing numbers and across more areas to track the views of passengers. This helps encourage improvements for passengers and validate where changes to services and investment in infrastructure have taken place.

The autumn 2014 survey covered 23 local transport authority and 49 bus company areas (including all of Go-Ahead's services outside London), and a fully third-party-funded survey in four areas of Scotland. This helps them gain an even

deeper understanding of their passengers' experiences and adds real value to the survey's usefulness.

Across the English areas we surveyed, overall satisfaction has remained at 88 per cent satisfaction with value for money rose to 63 per cent (last year 61 per cent). Tyne and Wear stayed the top Passenger Transport Executive (PTE) area for overall journey satisfaction and West Midlands again continued to improve. Outside the PTE areas, both York and Nottinghamshire achieved the highest overall passenger satisfaction.

Among the five major operating groups in England, Go-Ahead had the highest overall satisfaction and Stagecoach the highest value for money. Other notable results were achieved by First Bus in the West of England Partnership area, with a significant improvement in its value for money rating, and Stagecoach in Tyne and Wear, improving the key factor of on-bus journey time.

Across the Scottish areas surveyed, overall satisfaction was 92 per cent and value for money 71 per cent. The highest overall satisfaction was in the South East area and with operator Stagecoach in Tayside & Central at 94 per cent and 95 per cent respectively. Lothian Buses had the highest value for money with an impressive 83 per cent rating.

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

Jeff Halliwell
Chairman
Passenger Focus

Introduction to area results

The Bus Passenger Survey was conducted in 23 authority areas. The results are set out by area in the order shown below.

We recommend reading the accompaniment *How the research was carried out and making use of results* on page 160.

Former metropolitan county authority areas

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

Transport authority area groups

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

Local transport authority areas

- Blackpool Council
- Devon County Council
- Essex County Council
- Kent County Council
- Gloucestershire County Council
- Medway Council
- Milton Keynes Council
- Norfolk County Council
- Northumberland County Council
- Nottinghamshire County Council
- Oxfordshire County Council
- Staffordshire County Council
- Suffolk County Council
- Thurrock Council
- City of York Council



Area key findings*

Overall satisfaction with the journey

The range across areas

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

The range across PTEs**

this year **85% to 90%** (averaging **87%**);
last year 86% to 90% (averaging 88%).

Satisfaction with value for money (fare payers only)

The range across areas

this year **45% to 73%**; last year 48% to 69%.

The range across PTEs

this year **62% to 73%** (averaging **66%**);
last year 56% to 68% (averaging 63%).

Satisfaction with punctuality

The range across areas

this year **67% to 86%**; last year 65% to 84%.

The range across PTEs

this year **76% to 80%** (averaging **77%**);
last year 73% to 79% (averaging 76%).

Satisfaction with on-bus journey time

The range across areas

this year **80% to 92%**; last year 79% to 89%.

The range across PTEs

this year **83% to 90%** (averaging **86%**);
last year 83% to 89% (averaging 86%).

Passengers' journey times

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

Three concern road conditions:

Congestion: ranges from 12% to 31%;

Road works: ranges from 6% to 21%;

Poor weather conditions: ranges from 2% to 13%.

Three were bus related:

Passenger boarding times: ranges from 14% to 23%;

Waiting too long at stops: ranges from 4% to 12%;

Bus driver driving too slowly: ranges from 2% to 7%

Anti-social behaviour

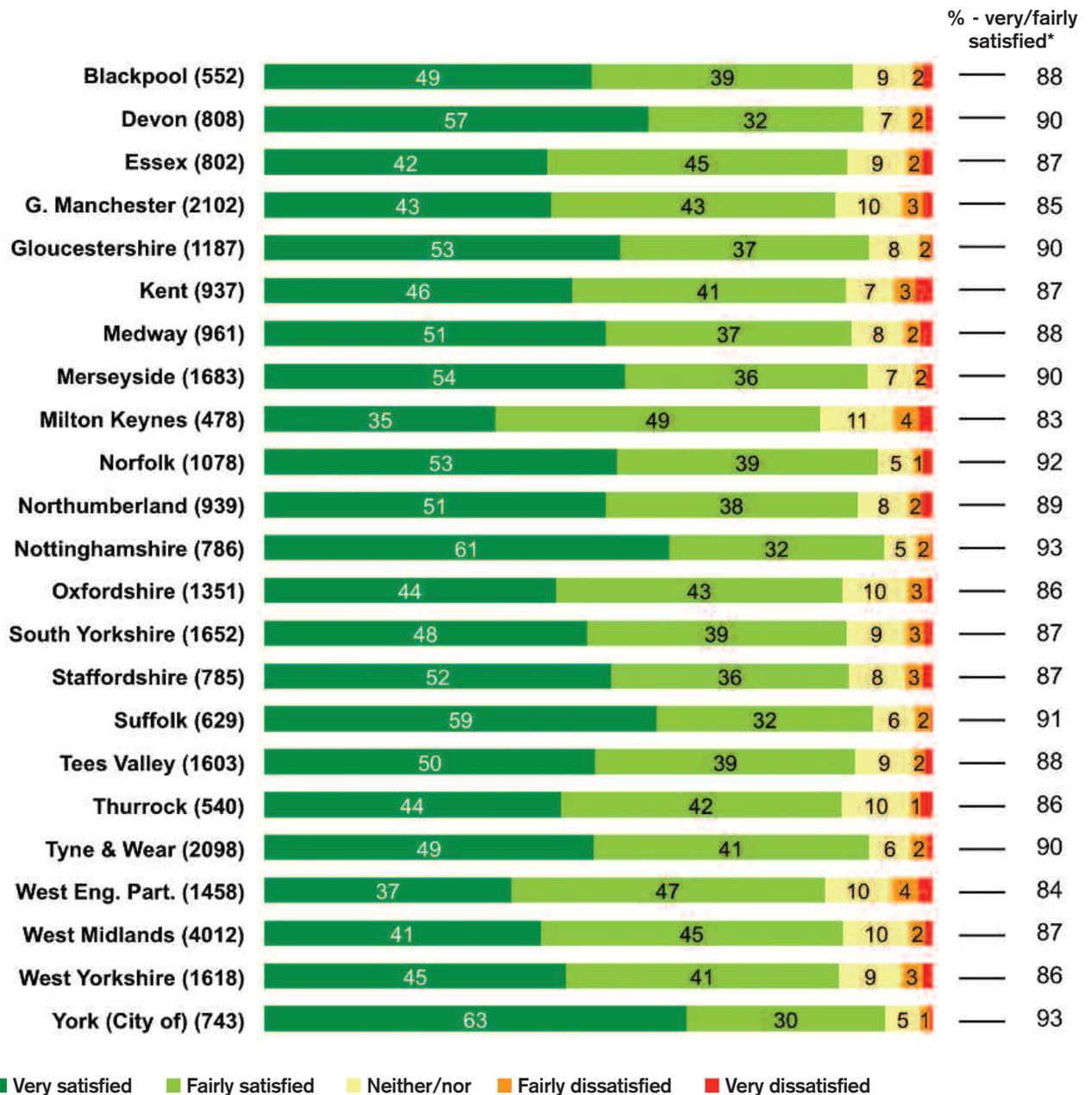
Passengers told us if they had 'cause to worry or feel uncomfortable' during their journey from the behaviour of other passengers.

This year, passengers said this occurred on 3% to 9% of journeys within the authority areas surveyed (averaging 6%).

Last year this range was 3% to 10% (averaging 7%).

*The authority areas covered in the autumn 2014 survey are not exactly the same as those covered in the autumn 2013 survey, although the majority are the same (including all six PTEs). **Passenger Transport Executive areas (the six former metropolitan counties).

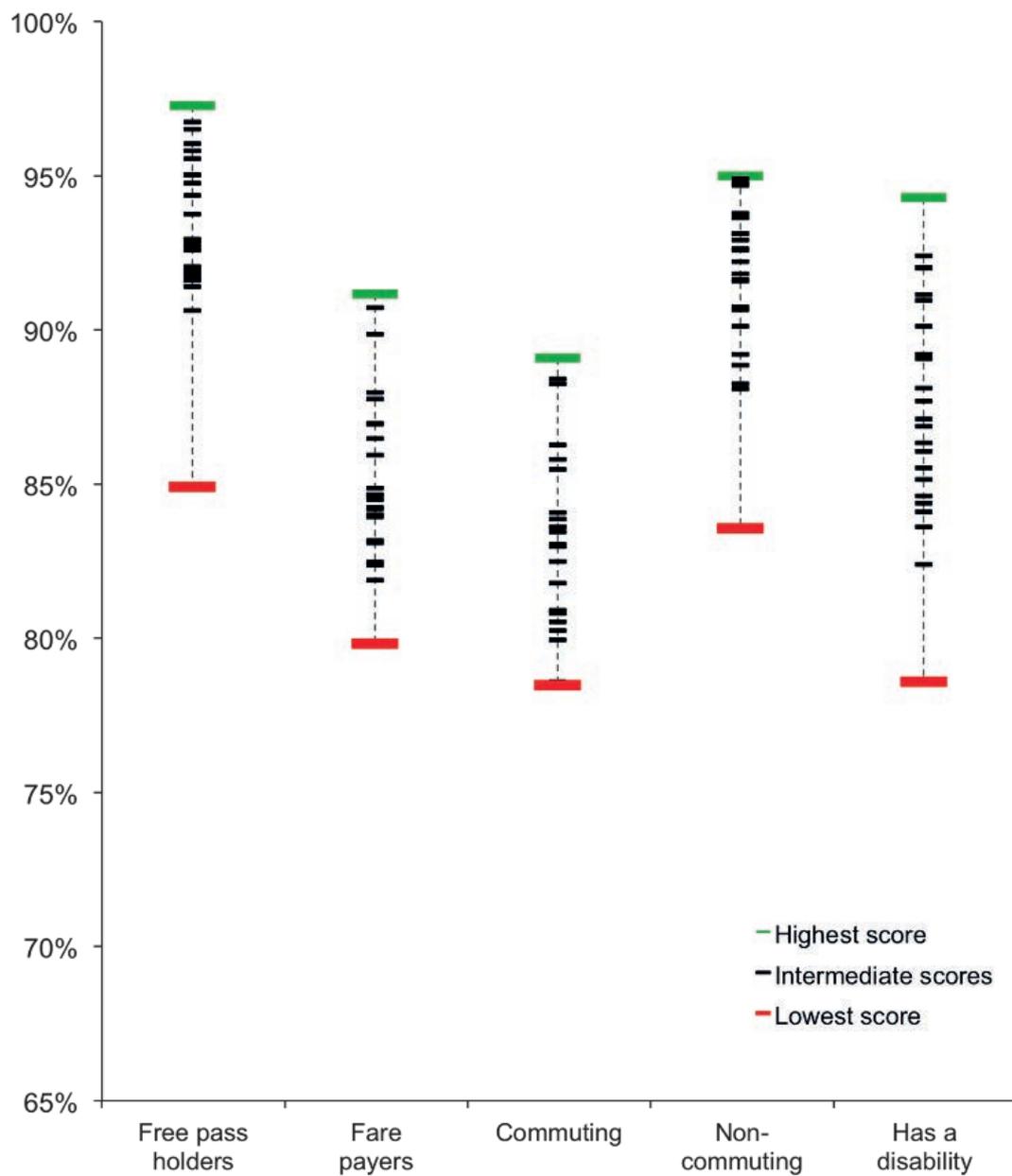
Overall satisfaction with the bus journey (%)



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

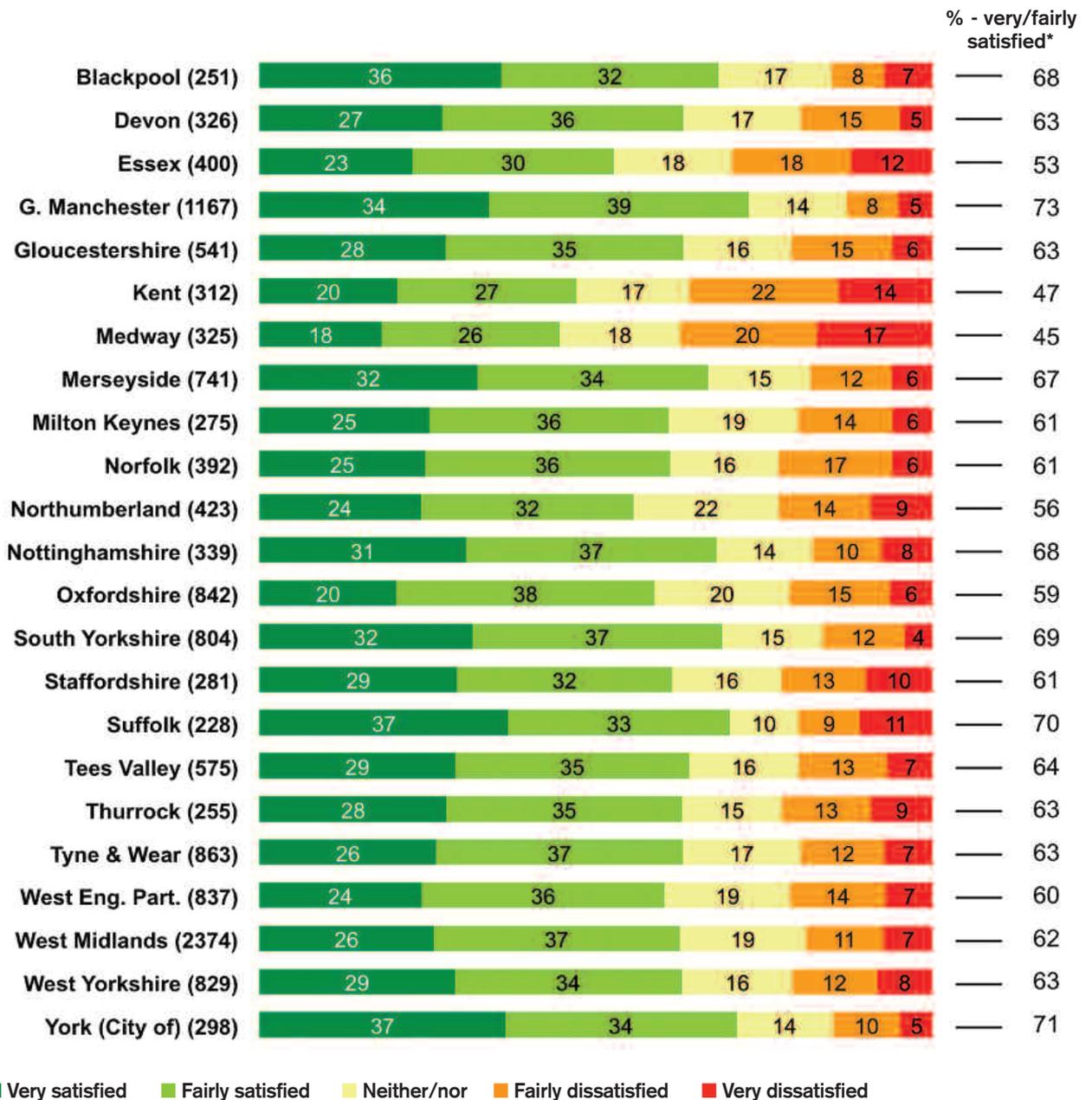
*Due to rounding the percentage very / fairly satisfied may not always be equal to the sum of the very and fairly satisfied values in the chart

Overall satisfaction for key passenger groups



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

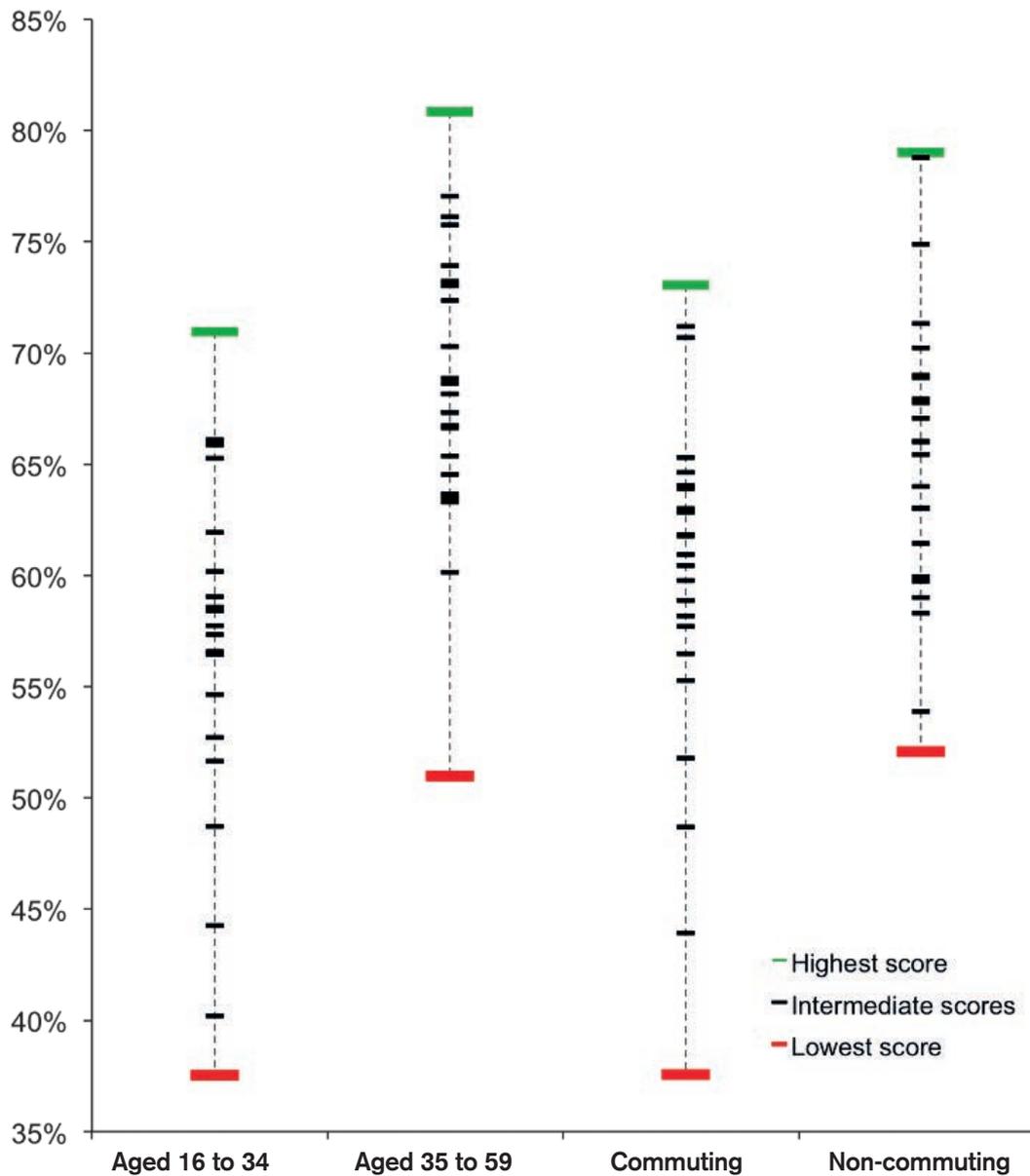
Satisfaction with value for money – fare-paying passengers (%)



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

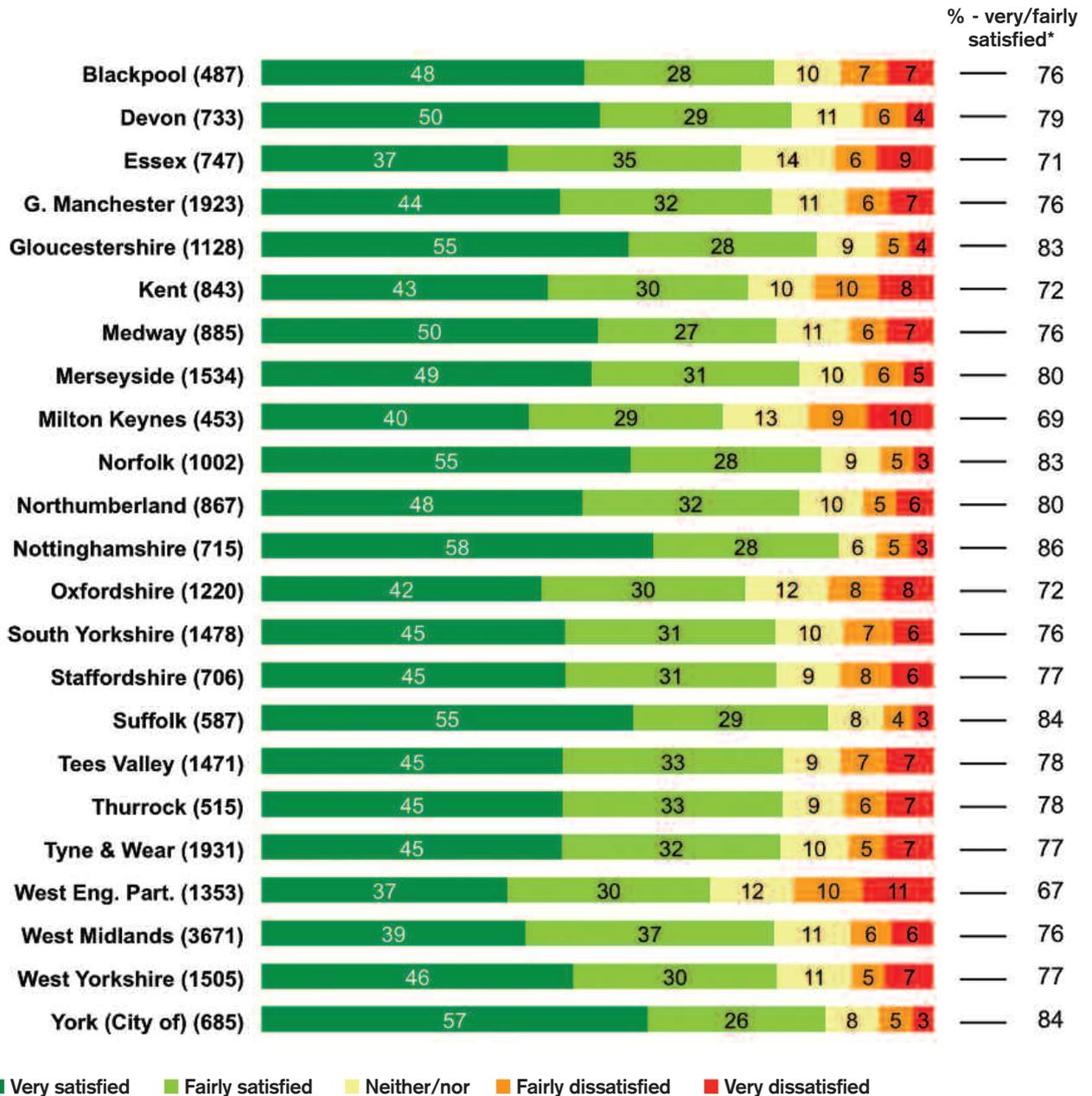
*Due to rounding the percentage very / fairly satisfied may not always be equal to the sum of the very and fairly satisfied values in the chart

Value for money for key passenger groups



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

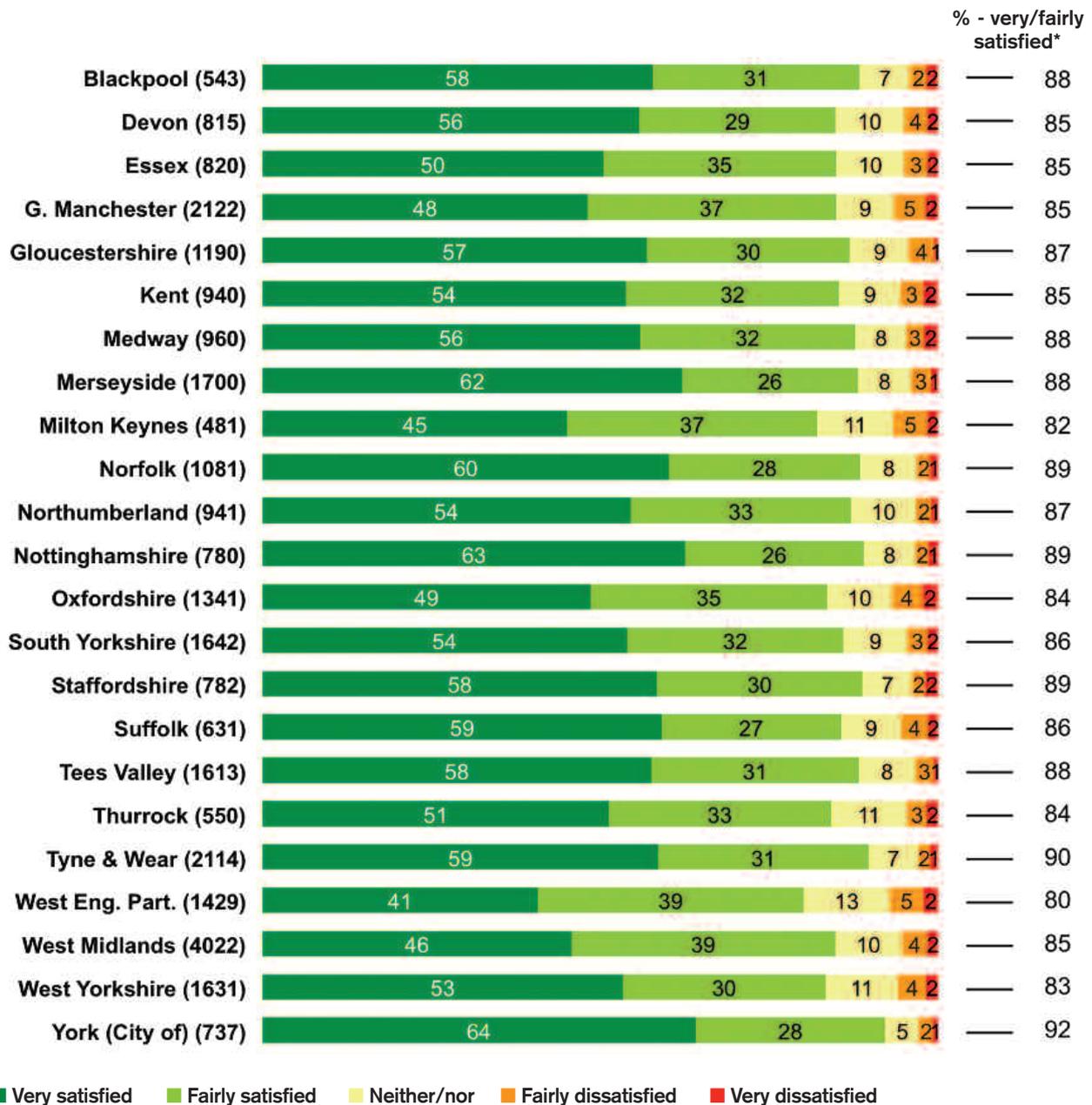
Satisfaction with punctuality of the bus (%)



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

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

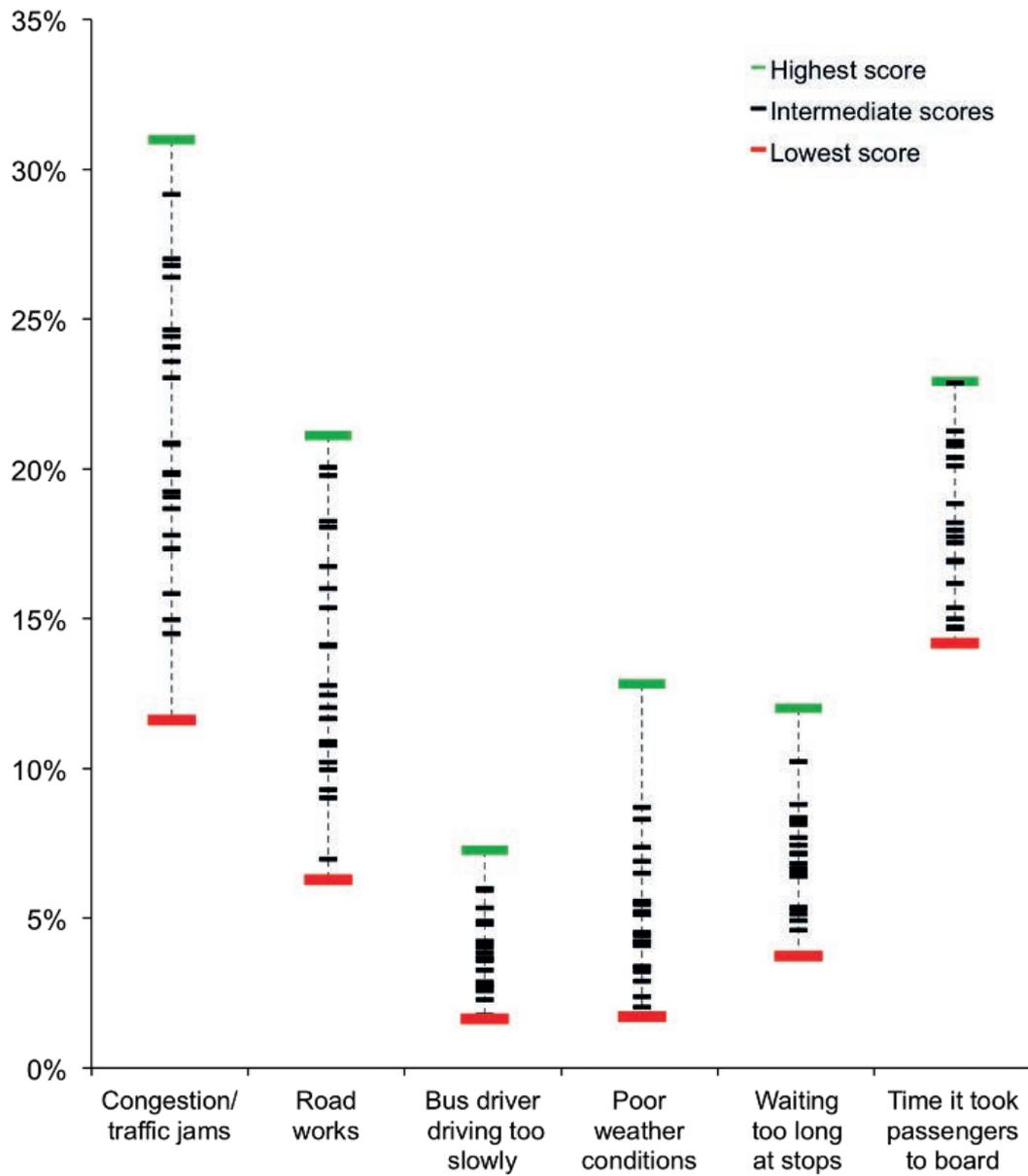
Satisfaction with on-bus journey time (%)



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

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

Range of scores for factors affecting journey length



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

(note: more than one response was permissible)

Greater Manchester (TfGM)

Headline results

Overall satisfaction

85%

Value for money

73%

Punctuality

76%

Journey time

85%

The top three drivers of satisfaction

On-bus journey time **36%**



Punctuality **29%**



Value for money **12%**



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	84	84	86	85	43	43	10	5	2102
Fare-paying passengers	82	83	84	84	37	48	10	5	1193
Free-pass holders	93	85	93	91	62	28	7	2	860
Aged 16 to 34	79	80	82	82	33	49	13	5	670
Aged 35 to 59	85	86	90	87	45	41	8	5	579
Passengers commuting	80	81	80	82	34	48	12	6	780
Passengers not commuting	89	88	93	88	51	38	8	4	1255
Passengers saying they have a disability	87	78	90	82	47	36	11	6	541
VALUE FOR MONEY									
All fare-paying passengers	60	53	68	73	34	39	14	13	1167
Aged 16 to 34	56	47	64	71	31	40	15	14	601
Aged 35 to 59	65	65	73	76	39	37	13	10	487
Passengers commuting	59	50	66	71	31	41	14	14	693
Passengers not commuting	62	58	70	75	39	36	15	10	454
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	71	70	74	76	44	32	11	13	1923
The length of time waited	73	73	77	78	45	33	10	12	2093
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	82	83	85	48	37	9	7	2122

Detailed results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
THE BUS STOP									
Overall satisfaction with the bus stop	72	79	80	81	33	48	13	6	2064
Its distance from the journey start	-	81	85	85	50	35	11	4	1968
The convenience/accessibility of its location	-	88	87	87	52	35	10	3	1865
Its condition/standard of maintenance	73	69	74	75	33	42	17	9	1878
Its freedom from graffiti/vandalism	74	73	79	78	42	36	14	8	1859
Its freedom from litter	63	64	68	71	33	37	16	14	1854
The information provided at the stop	-	67	72	72	33	39	15	12	1847
Your personal safety whilst at the stop	72	71	75	78	37	41	16	7	1882
ON THE BUS									
Route/destination information on the outside of the bus	82	84	83	84	48	35	12	4	1977
The cleanliness and condition of the outside of the bus	75	76	77	81	39	42	14	5	1960
The ease of getting onto and off the bus	89	89	89	90	54	36	7	3	2052
The length of time it took to board	89	88	89	89	55	34	8	3	2001
The cleanliness and condition of the inside of the bus	70	71	73	76	31	45	13	11	2086
The information provided inside the bus	57	57	61	63	26	37	29	8	1836
The availability of seating or space to stand	84	83	84	85	47	38	9	6	2039
The comfort of the seats	74	72	75	77	36	40	13	10	2052
The amount of personal space you had around you	-	66	73	75	36	40	14	11	2041
Provision of grab rails to stand/move within the bus	82	79	82	83	41	42	12	5	2034
The temperature inside the bus	76	76	77	76	36	40	15	9	2047
Your personal security whilst on the bus	82	81	80	82	41	41	15	3	2043
THE BUS DRIVER									
How near to the kerb the driver stopped	91	89	91	91	57	35	7	2	2009
The driver's appearance	88	83	87	88	55	33	11	1	1916
The greeting/welcome you got from the driver	64	58	65	70	38	32	22	8	1951
The helpfulness and attitude of the driver	67	62	68	73	40	33	21	7	1924
The time the driver gave you to get to your seat	69	68	73	75	40	35	17	8	1955
Smoothness/freedom from jolting during the journey	71	68	73	74	35	39	15	11	1985
Safety of the driving (i.e. speed, driver concentrating)	84	80	86	86	48	38	11	3	1962

Factors affecting journey length

	2011 % occurrence	2012 % occurrence	2013 % occurrence	2014 % occurrence
Congestion/traffic jams	26	27	24	26
Road works	16	15	12	20
Bus driver driving too slowly	6	7	6	5
Poor weather conditions	3	6	6	5
Waiting too long at stops	9	8	9	8
Passenger boarding time	23	25	19	18
Base size	3405	680	2288	2188

Passengers could provide more than one answer

Anti-social behaviour

	2011 % 'yes'	2012 % 'yes'	2013 % 'yes'	2014 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	13	13	9	7
Base size	3405	680	2288	2188

Merseyside (Merseytravel)

Headline results

Overall satisfaction

90%

Value for money

67%

Punctuality

80%

Journey time

88%

The top three drivers of satisfaction

Waiting time **56%**



Amount of personal space **27%**



Bus drivers' helpfulness/attitude **10%**



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	86	87	89	90	54	36	7	3	1683
Fare-paying passengers	84	82	87	87	45	42	10	3	765
Free-pass holders	90	94	94	96	68	28	3	1	891
Aged 16 to 34	84	82	85	85	38	48	11	3	358
Aged 35 to 59	82	86	89	90	57	33	6	3	500
Passengers commuting	81	82	84	85	40	46	11	4	515
Passengers not commuting	90	90	92	93	63	30	5	2	1122
Passengers saying they have a disability	84	89	92	87	54	33	9	4	538
VALUE FOR MONEY									
All fare-paying passengers	56	55	62	67	32	34	15	18	741
Aged 16 to 34	52	49	55	66	26	40	14	20	313
Aged 35 to 59	61	61	69	67	40	28	17	15	402
Passengers commuting	55	51	60	65	28	36	17	18	427
Passengers not commuting	59	60	66	70	38	32	13	17	303
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	73	73	77	80	49	31	10	10	1534
The length of time waited	75	75	80	82	50	32	10	8	1659
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	90	87	88	62	26	8	4	1700

Detailed results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
THE BUS STOP									
Overall satisfaction with the bus stop	73	79	82	82	41	41	13	5	1670
Its distance from the journey start	-	86	87	88	54	35	9	3	1572
The convenience/accessibility of its location	-	88	91	89	56	33	8	3	1425
Its condition/standard of maintenance	76	76	82	78	41	36	14	9	1482
Its freedom from graffiti/vandalism	78	78	84	82	48	34	10	8	1464
Its freedom from litter	72	71	78	75	40	35	13	12	1465
The information provided at the stop	-	76	77	76	40	36	14	10	1477
Your personal safety whilst at the stop	70	75	80	80	46	34	14	6	1487
ON THE BUS									
Route/destination information on the outside of the bus	81	85	87	88	59	29	10	2	1581
The cleanliness and condition of the outside of the bus	78	79	84	86	43	43	10	4	1567
The ease of getting onto and off the bus	88	89	90	92	60	32	6	1	1633
The length of time it took to board	87	91	91	92	61	31	6	2	1576
The cleanliness and condition of the inside of the bus	75	77	82	84	41	43	9	6	1681
The information provided inside the bus	61	63	67	71	34	37	23	6	1488
The availability of seating or space to stand	79	84	85	89	53	36	7	5	1636
The comfort of the seats	74	77	80	80	43	38	11	8	1633
The amount of personal space you had around you	-	71	78	79	40	39	11	10	1625
Provision of grab rails to stand/move within the bus	82	82	84	87	47	40	9	4	1621
The temperature inside the bus	76	78	81	80	40	39	12	8	1619
Your personal security whilst on the bus	80	84	86	86	51	35	10	3	1621
THE BUS DRIVER									
How near to the kerb the driver stopped	91	91	93	94	66	29	4	1	1623
The driver's appearance	87	88	89	90	61	30	8	2	1537
The greeting/welcome you got from the driver	65	64	71	73	44	29	21	7	1526
The helpfulness and attitude of the driver	67	66	72	74	48	26	21	5	1518
The time the driver gave you to get to your seat	69	69	75	75	44	30	17	9	1555
Smoothness/freedom from jolting during the journey	72	74	77	76	41	36	14	9	1593
Safety of the driving (i.e. speed, driver concentrating)	83	84	89	89	56	33	9	2	1591

Factors affecting journey length

	2011 % occurrence	2012 % occurrence	2013 % occurrence	2014 % occurrence
Congestion/traffic jams	18	18	16	19
Road works	11	10	6	14
Bus driver driving too slowly	5	4	4	4
Poor weather conditions	3	7	3	3
Waiting too long at stops	7	6	6	7
Passenger boarding time	20	17	15	15
Base size	1293	1254	1764	1750

Passengers could provide more than one answer

Anti-social behaviour

	2011 % 'yes'	2012 % 'yes'	2013 % 'yes'	2014 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	10	8	7	4
Base size	1293	1254	1764	1750

South Yorkshire

Headline results

Overall satisfaction

87%

Value for money

69%

Punctuality

76%

Journey time

86%

The top three drivers of satisfaction

On-bus journey time **48%**



Safety of the driving **24%**



Smoothness/freedom from jolting **11%**



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	86	83	89	87	48	39	9	4	1652
Fare-paying passengers	80	80	87	84	41	43	11	5	816
Free-pass holders	92	90	91	93	61	32	4	3	814
Aged 16 to 34	77	77	86	81	35	46	14	5	372
Aged 35 to 59	86	84	88	88	51	37	7	5	484
Passengers commuting	81	79	86	84	39	44	12	5	589
Passengers not commuting	88	86	91	90	56	34	7	3	1026
Passengers saying they have a disability	88	85	88	86	48	38	10	4	479
VALUE FOR MONEY									
All fare-paying passengers	65	59	68	69	32	37	15	16	804
Aged 16 to 34	65	56	65	66	28	38	15	18	319
Aged 35 to 59	63	62	70	73	37	36	13	14	403
Passengers commuting	66	60	71	71	33	38	13	16	501
Passengers not commuting	67	57	62	66	30	36	18	17	294
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	75	65	76	76	45	31	10	13	1478
The length of time waited	74	70	77	78	46	33	9	12	1620
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	85	87	86	54	32	9	5	1642

Detailed results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
THE BUS STOP									
Overall satisfaction with the bus stop	75	79	79	83	40	43	11	6	1630
Its distance from the journey start	-	83	84	87	54	32	8	5	1566
The convenience/accessibility of its location	-	87	89	89	55	34	8	3	1460
Its condition/standard of maintenance	77	73	76	76	39	37	15	9	1491
Its freedom from graffiti/vandalism	81	79	81	80	49	32	12	7	1473
Its freedom from litter	72	72	73	76	40	35	13	11	1466
The information provided at the stop	-	70	72	73	36	37	16	11	1481
Your personal safety whilst at the stop	73	77	79	79	44	35	15	6	1501
ON THE BUS									
Route/destination information on the outside of the bus	82	80	84	86	55	31	11	2	1543
The cleanliness and condition of the outside of the bus	73	75	78	81	40	41	14	5	1522
The ease of getting onto and off the bus	90	90	92	92	61	31	6	2	1607
The length of time it took to board	90	89	91	92	61	31	7	2	1568
The cleanliness and condition of the inside of the bus	73	74	77	79	33	46	12	9	1618
The information provided inside the bus	61	60	64	65	28	37	29	6	1411
The availability of seating or space to stand	85	84	87	89	52	37	6	5	1599
The comfort of the seats	70	68	73	77	34	43	13	9	1613
The amount of personal space you had around you	-	68	76	78	37	41	13	9	1584
Provision of grab rails to stand/move within the bus	81	81	86	87	45	42	10	3	1577
The temperature inside the bus	76	76	80	81	37	44	12	7	1590
Your personal security whilst on the bus	83	84	84	85	46	39	13	2	1579
THE BUS DRIVER									
How near to the kerb the driver stopped	92	89	92	93	64	29	6	1	1595
The driver's appearance	90	86	90	89	58	31	9	2	1542
The greeting/welcome you got from the driver	71	64	69	71	41	30	21	8	1543
The helpfulness and attitude of the driver	72	66	70	73	42	31	21	7	1512
The time the driver gave you to get to your seat	77	71	79	78	46	32	15	7	1549
Smoothness/freedom from jolting during the journey	73	74	77	74	38	36	16	10	1582
Safety of the driving (i.e. speed, driver concentrating)	86	85	90	88	53	35	10	2	1579

Factors affecting journey length

	2011 % occurrence	2012 % occurrence	2013 % occurrence	2014 % occurrence
Congestion/traffic jams	20	22	19	24
Road works	6	9	11	9
Bus driver driving too slowly	4	6	4	4
Poor weather conditions	3	4	4	7
Waiting too long at stops	6	8	7	7
Passenger boarding time	18	23	15	21
Base size	1500	1669	1783	1688

Passengers could provide more than one answer

Anti-social behaviour

	2011 % 'yes'	2012 % 'yes'	2013 % 'yes'	2014 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	7	7	7	5
Base size	1500	1669	1783	1688

Tyne and Wear (Nexus)

Headline results

Overall satisfaction

90%

Value for money

63%

Punctuality

77%

Journey time

90%

The top three drivers of satisfaction

Punctuality **31%**



Value for money **27%**



On-bus journey time **26%**



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	91	87	90	90	49	41	6	3	2098
Fare-paying passengers	88	85	87	88	41	47	8	4	887
Free-pass holders	95	92	94	95	62	33	3	2	1182
Aged 16 to 34	91	84	85	86	35	52	9	4	331
Aged 35 to 59	85	86	91	90	49	41	6	4	605
Passengers commuting	87	83	85	83	34	49	10	6	544
Passengers not commuting	94	90	92	95	58	37	4	1	1477
Passengers saying they have a disability	91	87	89	90	49	41	7	3	662
VALUE FOR MONEY									
All fare-paying passengers	63	59	62	63	26	37	17	20	863
Aged 16 to 34	63	54	56	58	23	35	17	25	300
Aged 35 to 59	63	65	70	69	30	39	18	14	483
Passengers commuting	69	59	62	59	26	33	18	23	475
Passengers not commuting	53	59	64	69	26	43	17	14	369
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	79	76	78	77	45	32	10	13	1931
The length of time waited	82	77	78	77	45	32	11	12	2070
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	87	89	90	59	31	7	3	2114

Detailed results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
THE BUS STOP									
Overall satisfaction with the bus stop	77	84	82	84	40	44	11	6	2060
Its distance from the journey start	-	86	85	86	53	33	11	4	1960
The convenience/accessibility of its location	-	88	90	89	55	34	7	4	1810
Its condition/standard of maintenance	78	75	80	79	38	41	13	8	1849
Its freedom from graffiti/vandalism	79	78	83	81	44	36	12	8	1817
Its freedom from litter	75	71	77	74	37	38	15	11	1811
The information provided at the stop	-	80	81	80	39	42	14	6	1858
Your personal safety whilst at the stop	76	80	81	81	44	37	15	4	1860
ON THE BUS									
Route/destination information on the outside of the bus	85	83	86	88	58	31	10	2	2015
The cleanliness and condition of the outside of the bus	82	79	82	84	43	41	12	4	1995
The ease of getting onto and off the bus	90	89	92	94	61	33	5	2	2060
The length of time it took to board	92	90	91	94	63	32	5	1	2009
The cleanliness and condition of the inside of the bus	81	78	81	82	36	46	10	9	2094
The information provided inside the bus	68	67	70	69	31	38	25	6	1848
The availability of seating or space to stand	88	85	90	90	54	36	7	4	2039
The comfort of the seats	81	78	79	80	37	43	13	7	2042
The amount of personal space you had around you	-	74	79	81	38	43	12	7	2022
Provision of grab rails to stand/move within the bus	88	84	87	87	46	40	10	4	2028
The temperature inside the bus	80	78	80	80	38	42	12	8	2045
Your personal security whilst on the bus	88	85	87	89	49	39	9	2	2025
THE BUS DRIVER									
How near to the kerb the driver stopped	91	90	92	93	64	30	5	1	2012
The driver's appearance	90	89	90	91	61	30	8	1	1954
The greeting/welcome you got from the driver	71	70	73	72	41	31	19	9	1961
The helpfulness and attitude of the driver	70	72	74	74	42	31	19	7	1935
The time the driver gave you to get to your seat	74	75	77	78	45	33	14	8	1985
Smoothness/freedom from jolting during the journey	77	73	75	75	39	36	15	10	1989
Safety of the driving (i.e. speed, driver concentrating)	85	86	88	89	56	33	9	2	1989

Factors affecting journey length

	2011 % occurrence	2012 % occurrence	2013 % occurrence	2014 % occurrence
Congestion/traffic jams	13	16	13	20
Road works	7	9	9	20
Bus driver driving too slowly	2	4	4	3
Poor weather conditions	2	9	3	4
Waiting too long at stops	5	5	4	4
Passenger boarding time	17	17	15	17
Base size	629	1589	1851	2163

Passengers could provide more than one answer

Anti-social behaviour

	2011 % 'yes'	2012 % 'yes'	2013 % 'yes'	2014 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	6	7	5	5
Base size	629	1589	1851	2163

West Midlands (Centro)

Headline results

Overall satisfaction

87%

Value for money

62%

Punctuality

76%

Journey time

85%

The top three drivers of satisfaction

On-bus journey time **37%**



Value for money **26%**



Waiting time **14%**



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	81	79	86	87	41	45	10	3	4012
Fare-paying passengers	78	76	84	85	35	50	11	4	2426
Free-pass holders	89	89	92	92	58	33	6	2	1472
Aged 16 to 34	75	74	83	83	34	49	13	5	1351
Aged 35 to 59	82	78	84	86	37	49	10	4	1209
Passengers commuting	77	74	83	84	34	50	11	5	1696
Passengers not commuting	84	85	88	89	50	40	9	2	2198
Passengers saying they have a disability	80	79	87	87	44	43	10	4	953
VALUE FOR MONEY									
All fare-paying passengers	51	50	62	62	26	37	19	19	2374
Aged 16 to 34	43	46	56	59	25	34	20	21	1208
Aged 35 to 59	58	56	67	67	27	40	17	16	1027
Passengers commuting	50	48	60	62	25	37	20	18	1491
Passengers not commuting	52	55	66	64	29	36	17	19	821
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	64	64	73	76	39	37	11	12	3671
The length of time waited	66	66	74	79	40	39	10	11	3985
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	81	86	85	46	39	10	5	4022

Detailed results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
THE BUS STOP									
Overall satisfaction with the bus stop	68	73	79	81	33	48	12	6	3997
Its distance from the journey start	-	81	83	86	44	42	10	5	3800
The convenience/accessibility of its location	-	84	85	86	45	41	10	4	3558
Its condition/standard of maintenance	68	70	76	76	30	45	15	9	3639
Its freedom from graffiti/vandalism	66	71	75	74	35	40	15	11	3570
Its freedom from litter	59	62	69	70	29	41	15	15	3577
The information provided at the stop	-	70	73	75	29	46	15	10	3621
Your personal safety whilst at the stop	61	68	74	76	33	43	16	8	3650
ON THE BUS									
Route/destination information on the outside of the bus	76	79	82	84	44	40	12	3	3795
The cleanliness and condition of the outside of the bus	64	69	75	78	33	45	14	7	3777
The ease of getting onto and off the bus	84	87	87	89	47	42	8	4	3904
The length of time it took to board	84	87	87	89	49	40	8	4	3815
The cleanliness and condition of the inside of the bus	59	64	72	75	28	47	12	13	3978
The information provided inside the bus	56	58	65	68	26	42	25	7	3596
The availability of seating or space to stand	76	78	82	83	39	44	10	7	3889
The comfort of the seats	67	69	74	75	29	46	15	10	3899
The amount of personal space you had around you	-	63	71	74	30	44	15	11	3868
Provision of grab rails to stand/move within the bus	77	77	81	82	35	47	12	7	3863
The temperature inside the bus	70	70	76	77	31	46	14	9	3885
Your personal security whilst on the bus	69	70	76	78	34	45	16	6	3863
THE BUS DRIVER									
How near to the kerb the driver stopped	88	88	91	91	54	37	7	2	3830
The driver's appearance	84	83	85	86	50	36	12	2	3649
The greeting/welcome you got from the driver	52	52	62	64	32	33	24	11	3658
The helpfulness and attitude of the driver	56	55	64	66	34	33	25	9	3562
The time the driver gave you to get to your seat	61	62	72	75	35	39	17	8	3742
Smoothness/freedom from jolting during the journey	65	66	74	75	31	44	15	10	3779
Safety of the driving (i.e. speed, driver concentrating)	78	79	84	85	44	41	11	4	3730

Factors affecting journey length

	2011 % occurrence	2012 % occurrence	2013 % occurrence	2014 % occurrence
Congestion/traffic jams	27	32	22	27
Road works	13	11	8	12
Bus driver driving too slowly	10	8	6	7
Poor weather conditions	4	7	5	8
Waiting too long at stops	10	11	6	8
Passenger boarding time	22	20	13	15
Base size	2774	3623	3962	4217

Passengers could provide more than one answer

Anti-social behaviour

	2011 % 'yes'	2012 % 'yes'	2013 % 'yes'	2014 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	18	17	10	8
Base size	2774	3623	3962	4217

West Yorkshire (Metro)

Headline results

Overall satisfaction

86%

Value for money

63%

Punctuality

77%

Journey time

83%

The top three drivers of satisfaction

Waiting time **37%**



On-bus journey time **32%**



Smoothness/freedom from jolting **12%**



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	85	85	88	86	45	41	9	5	1618
Fare-paying passengers	83	83	87	83	36	47	12	5	840
Free-pass holders	90	89	93	93	66	27	5	3	749
Aged 16 to 34	81	78	83	80	33	47	14	6	394
Aged 35 to 59	85	86	91	88	45	43	7	5	485
Passengers commuting	80	79	85	83	35	48	11	6	595
Passengers not commuting	89	89	91	89	54	34	8	3	981
Passengers saying they have a disability	84	86	88	84	52	32	10	6	431
VALUE FOR MONEY									
All fare-paying passengers	56	55	56	63	29	34	16	21	829
Aged 16 to 34	51	50	52	59	31	28	17	24	351
Aged 35 to 59	62	60	61	67	26	41	16	17	397
Passengers commuting	52	54	55	64	29	35	16	20	521
Passengers not commuting	64	58	56	60	29	31	18	23	295
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	77	70	79	77	46	30	11	12	1505
The length of time waited	78	71	80	76	47	29	11	13	1603
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	86	84	83	53	30	11	6	1631

Detailed results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
THE BUS STOP									
Overall satisfaction with the bus stop	73	77	82	83	40	43	11	6	1599
Its distance from the journey start	-	83	85	86	53	33	10	4	1520
The convenience/accessibility of its location	-	86	89	88	54	34	8	3	1433
Its condition/standard of maintenance	72	74	76	76	37	38	16	8	1435
Its freedom from graffiti/vandalism	72	75	77	79	45	34	11	10	1411
Its freedom from litter	69	69	73	73	38	35	14	13	1421
The information provided at the stop	-	74	78	76	38	38	15	9	1430
Your personal safety whilst at the stop	71	74	78	80	45	35	15	5	1452
ON THE BUS									
Route/destination information on the outside of the bus	83	84	85	85	55	30	12	3	1532
The cleanliness and condition of the outside of the bus	77	77	79	81	42	39	14	5	1523
The ease of getting onto and off the bus	91	91	90	91	59	32	6	3	1591
The length of time it took to board	90	90	90	89	59	30	9	2	1551
The cleanliness and condition of the inside of the bus	72	75	77	79	35	44	10	11	1604
The information provided inside the bus	60	61	62	67	30	37	27	6	1403
The availability of seating or space to stand	83	86	86	86	52	34	8	6	1581
The comfort of the seats	73	73	75	75	36	39	13	13	1571
The amount of personal space you had around you	-	72	75	75	36	38	13	12	1572
Provision of grab rails to stand/move within the bus	84	83	84	84	44	41	11	5	1569
The temperature inside the bus	76	75	78	78	38	41	12	10	1566
Your personal security whilst on the bus	82	82	84	84	47	37	12	4	1570
THE BUS DRIVER									
How near to the kerb the driver stopped	91	91	91	90	61	29	8	2	1542
The driver's appearance	88	88	88	88	56	32	9	3	1504
The greeting/welcome you got from the driver	62	63	66	67	37	29	22	11	1529
The helpfulness and attitude of the driver	65	64	69	68	40	28	23	9	1489
The time the driver gave you to get to your seat	70	72	74	73	43	30	16	11	1528
Smoothness/freedom from jolting during the journey	74	73	74	73	37	36	17	10	1530
Safety of the driving (i.e. speed, driver concentrating)	85	84	88	85	51	34	11	4	1535

Factors affecting journey length

	2011 % occurrence	2012 % occurrence	2013 % occurrence	2014 % occurrence
Congestion/traffic jams	22	24	20	24
Road works	7	8	8	11
Bus driver driving too slowly	5	6	4	6
Poor weather conditions	4	6	3	3
Waiting too long at stops	7	8	8	8
Passenger boarding time	22	22	18	21
Base size	1630	1639	1851	1684

Passengers could provide more than one answer

Anti-social behaviour

	2011 % 'yes'	2012 % 'yes'	2013 % 'yes'	2014 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	10	9	7	7
Base size	1630	1639	1851	1684

Tees Valley Group

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

Headline results

Overall satisfaction

88%

Value for money

64%

Punctuality

78%

Journey time

88%

The top three drivers of satisfaction

Safety of the driving **32%**



Punctuality **31%**



On-bus journey time **11%**



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	85	87	88	88	50	39	9	3	1603
Fare-paying passengers	80	83	84	85	41	44	12	4	589
Free-pass holders	91	92	92	92	57	35	6	2	982
Aged 16 to 34	77	79	79	80	36	44	16	4	276
Aged 35 to 59	85	87	88	89	45	44	7	3	388
Passengers commuting	79	81	80	81	38	43	15	4	386
Passengers not commuting	88	90	92	93	56	37	5	2	1159
Passengers saying they have a disability	87	86	89	91	48	43	7	2	570
VALUE FOR MONEY									
All fare-paying passengers	62	61	61	64	29	35	16	20	575
Aged 16 to 34	58	53	55	59	26	32	16	25	213
Aged 35 to 59	66	70	69	68	31	37	17	15	299
Passengers commuting	58	59	60	61	27	33	16	23	305
Passengers not commuting	66	64	62	68	32	36	16	16	262
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	74	75	76	78	45	33	9	14	1471
The length of time waited	74	76	78	80	46	34	8	11	1561
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	89	87	88	58	31	8	3	1613

Detailed results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
THE BUS STOP									
Overall satisfaction with the bus stop	68	77	76	78	37	40	12	10	1561
Its distance from the journey start	-	85	86	88	55	33	8	4	1478
The convenience/accessibility of its location	-	88	88	90	53	36	6	4	1371
Its condition/standard of maintenance	69	69	73	73	35	38	15	12	1363
Its freedom from graffiti/vandalism	68	74	76	77	41	36	11	12	1335
Its freedom from litter	68	72	74	74	35	39	13	13	1345
The information provided at the stop	-	74	73	72	35	37	12	16	1368
Your personal safety whilst at the stop	70	77	77	79	42	37	15	7	1375
ON THE BUS									
Route/destination information on the outside of the bus	81	86	85	85	54	31	10	4	1512
The cleanliness and condition of the outside of the bus	75	77	78	82	39	43	12	6	1493
The ease of getting onto and off the bus	90	90	91	92	59	33	6	2	1548
The length of time it took to board	90	91	91	91	61	31	6	2	1511
The cleanliness and condition of the inside of the bus	75	79	77	80	36	45	11	9	1575
The information provided inside the bus	63	68	65	69	31	38	24	7	1368
The availability of seating or space to stand	85	88	86	89	51	39	7	4	1529
The comfort of the seats	74	73	70	75	35	40	14	11	1544
The amount of personal space you had around you	-	75	73	76	35	41	14	10	1529
Provision of grab rails to stand/move within the bus	81	86	83	85	44	40	11	4	1506
The temperature inside the bus	77	79	77	77	37	39	14	10	1535
Your personal security whilst on the bus	81	86	85	84	45	39	13	3	1532
THE BUS DRIVER									
How near to the kerb the driver stopped	91	91	93	93	63	29	5	2	1550
The driver's appearance	90	88	90	90	59	31	8	2	1489
The greeting/welcome you got from the driver	69	70	73	75	43	31	18	8	1502
The helpfulness and attitude of the driver	69	71	74	75	45	30	19	6	1476
The time the driver gave you to get to your seat	75	79	79	79	46	33	13	8	1521
Smoothness/freedom from jolting during the journey	74	75	75	76	39	37	13	11	1511
Safety of the driving (i.e. speed, driver concentrating)	85	87	87	88	56	32	9	3	1504

Factors affecting journey length

	2011 % occurrence	2012 % occurrence	2013 % occurrence	2014 % occurrence
Congestion/traffic jams	13	15	15	19
Road works	7	15	11	21
Bus driver driving too slowly	3	3	4	4
Poor weather conditions	2	5	3	5
Waiting too long at stops	6	6	5	8
Passenger boarding time	20	17	15	15
Base size	1648	1724	2159	1728

Passengers could provide more than one answer

Anti-social behaviour

	2011 % 'yes'	2012 % 'yes'	2013 % 'yes'	2014 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	8	9	6	5
Base size	1648	1724	2159	1728

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
84%

Value for money
60%

Punctuality
67%

Journey time
80%

The top three drivers of satisfaction

On-bus journey time **43%**



Waiting time **32%**



Safety of the driving **13%**



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	84	82	83	84	37	47	10	6	1458
Fare-paying passengers	80	79	81	80	29	51	12	8	862
Free-pass holders	93	89	90	93	58	35	4	3	548
Aged 16 to 34	75	75	79	77	22	54	15	8	584
Aged 35 to 59	84	82	84	86	40	46	7	7	331
Passengers commuting	77	78	79	79	24	55	14	8	595
Passengers not commuting	90	87	89	88	49	40	7	5	827
Passengers saying they have a disability	78	85	79	85	41	43	7	8	341
VALUE FOR MONEY									
All fare-paying passengers	43	35	48	60	24	36	19	21	837
Aged 16 to 34	35	31	46	55	21	34	21	24	513
Aged 35 to 59	52	39	51	69	30	40	15	16	283
Passengers commuting	42	30	46	60	21	39	19	21	493
Passengers not commuting	46	49	54	59	29	30	19	22	327
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	69	69	69	67	37	30	12	21	1353
The length of time waited	74	73	71	69	37	31	13	18	1442
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	83	79	80	41	39	13	7	1429

Detailed results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
THE BUS STOP									
Overall satisfaction with the bus stop	71	77	78	82	35	46	12	6	1459
Its distance from the journey start	-	83	83	82	48	34	11	7	1389
The convenience/accessibility of its location	-	89	88	88	50	38	8	4	1320
Its condition/standard of maintenance	73	72	74	76	33	42	15	9	1353
Its freedom from graffiti/vandalism	78	81	79	80	44	36	12	8	1315
Its freedom from litter	69	72	75	75	37	38	14	11	1334
The information provided at the stop	-	68	68	69	31	39	16	15	1348
Your personal safety whilst at the stop	74	76	78	78	41	36	16	6	1358
ON THE BUS									
Route/destination information on the outside of the bus	78	82	81	83	47	36	13	4	1408
The cleanliness and condition of the outside of the bus	76	76	80	79	35	44	14	6	1385
The ease of getting onto and off the bus	88	88	89	90	52	37	7	3	1438
The length of time it took to board	88	86	87	87	52	35	9	4	1412
The cleanliness and condition of the inside of the bus	72	73	78	78	31	47	11	10	1456
The information provided inside the bus	55	53	54	59	22	37	32	9	1305
The availability of seating or space to stand	81	81	85	84	45	39	9	7	1425
The comfort of the seats	72	68	74	76	31	45	15	9	1437
The amount of personal space you had around you	-	64	73	72	31	41	16	11	1434
Provision of grab rails to stand/move within the bus	80	74	80	81	37	44	13	5	1410
The temperature inside the bus	75	72	74	72	29	43	16	12	1427
Your personal security whilst on the bus	81	77	83	84	42	42	13	3	1415
THE BUS DRIVER									
How near to the kerb the driver stopped	92	89	90	91	56	35	7	2	1409
The driver's appearance	91	85	87	86	51	35	12	2	1339
The greeting/welcome you got from the driver	68	63	68	68	36	32	23	9	1370
The helpfulness and attitude of the driver	70	67	69	69	37	32	23	8	1347
The time the driver gave you to get to your seat	77	76	77	79	43	36	14	7	1377
Smoothness/freedom from jolting during the journey	75	68	72	72	32	40	17	10	1389
Safety of the driving (i.e. speed, driver concentrating)	87	82	85	86	46	41	11	3	1401

Factors affecting journey length

	2011 % occurrence	2012 % occurrence	2013 % occurrence	2014 % occurrence
Congestion/traffic jams	31	27	30	31
Road works	12	12	13	16
Bus driver driving too slowly	5	4	4	4
Poor weather conditions	3	8	6	6
Waiting too long at stops	10	13	8	7
Passenger boarding time	22	22	20	23
Base size	828	542	2534	1527

Passengers could provide more than one answer

Anti-social behaviour

	2011 % 'yes'	2012 % 'yes'	2013 % 'yes'	2014 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	9	7	6	5
Base size	828	542	2534	1527

Blackpool

Headline results

Overall satisfaction
88%

Value for money
68%

Punctuality
76%

Journey time
88%

The top three drivers of satisfaction

On-bus journey time **38%**



Smoothness/freedom from jolting **35%**



Convenience/accessibility **28%**



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	-	89	88	49	39	9	3	552
Fare-paying passengers	-	-	85	85	41	43	12	3	262
Free-pass holders	-	-	94	95	61	34	3	1	281
Aged 16 to 34	-	-	80	79	31	48	17	4	127
Aged 35 to 59	-	-	91	92	57	34	6	2	142
Passengers commuting	-	-	85	80	35	45	15	5	178
Passengers not commuting	-	-	91	94	59	35	4	2	358
Passengers saying they have a disability	-	-	89	94	59	35	3	3	176
VALUE FOR MONEY									
All fare-paying passengers	-	-	63	68	36	32	17	15	251
Aged 16 to 34	-	-	53	57	23	34	22	21	108
Aged 35 to 59	-	-	74	81	47	34	12	7	116
Passengers commuting	-	-	66	62	28	34	19	19	147
Passengers not commuting	-	-	60	79	48	31	13	8	96
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	76	76	48	28	10	14	487
The length of time waited	-	-	75	79	49	30	10	11	530
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	88	88	58	31	7	4	543

Detailed results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
THE BUS STOP									
Overall satisfaction with the bus stop	-	-	74	74	30	43	16	11	544
Its distance from the journey start	-	-	83	87	55	32	9	4	524
The convenience/accessibility of its location	-	-	87	88	53	35	7	5	472
Its condition/standard of maintenance	-	-	73	69	34	34	15	16	496
Its freedom from graffiti/vandalism	-	-	78	75	43	33	12	13	477
Its freedom from litter	-	-	75	71	34	36	14	16	480
The information provided at the stop	-	-	68	62	27	35	14	23	468
Your personal safety whilst at the stop	-	-	70	76	40	37	17	7	482
ON THE BUS									
Route/destination information on the outside of the bus	-	-	90	84	54	30	11	5	517
The cleanliness and condition of the outside of the bus	-	-	81	79	43	37	14	7	514
The ease of getting onto and off the bus	-	-	92	92	59	33	5	3	529
The length of time it took to board	-	-	93	93	63	30	3	4	517
The cleanliness and condition of the inside of the bus	-	-	78	79	37	42	9	12	542
The information provided inside the bus	-	-	68	72	33	39	19	9	492
The availability of seating or space to stand	-	-	88	87	50	37	6	7	530
The comfort of the seats	-	-	77	74	34	40	13	13	527
The amount of personal space you had around you	-	-	81	76	38	37	12	13	522
Provision of grab rails to stand/move within the bus	-	-	88	84	45	40	10	5	531
The temperature inside the bus	-	-	82	79	40	40	10	11	533
Your personal security whilst on the bus	-	-	84	86	47	39	11	4	532
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	91	94	61	32	4	2	534
The driver's appearance	-	-	90	91	60	30	8	2	526
The greeting/welcome you got from the driver	-	-	67	71	44	28	17	12	520
The helpfulness and attitude of the driver	-	-	69	74	44	29	16	10	516
The time the driver gave you to get to your seat	-	-	73	77	46	31	14	9	525
Smoothness/freedom from jolting during the journey	-	-	76	74	40	35	14	11	524
Safety of the driving (i.e. speed, driver concentrating)	-	-	87	87	56	31	10	3	524

Factors affecting journey length

	2011 % occurrence	2012 % occurrence	2013 % occurrence	2014 % occurrence
Congestion/traffic jams	-	-	15	14
Road works	-	-	27	7
Bus driver driving too slowly	-	-	3	5
Poor weather conditions	-	-	2	6
Waiting too long at stops	-	-	8	12
Passenger boarding time	-	-	12	20
Base size	-	-	562	567

Passengers could provide more than one answer

Anti-social behaviour

	2011 % 'yes'	2012 % 'yes'	2013 % 'yes'	2014 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	-	9	8
Base size	-	-	562	567

Devon

Headline results

Overall satisfaction
90%

Value for money
63%

Punctuality
79%

Journey time
85%

The top three drivers of satisfaction

On-bus journey time **60%**



Safety of the driving **32%**



Bus driver's helpfulness/attitude **8%**



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	90	90	90	57	32	7	4	808
Fare-paying passengers	-	87	86	86	47	39	9	5	330
Free-pass holders	-	94	96	96	73	23	3	1	463
Aged 16 to 34	-	82	84	80	36	44	14	6	137
Aged 35 to 59	-	92	88	89	56	33	6	5	194
Passengers commuting	-	84	86	84	41	43	10	6	221
Passengers not commuting	-	94	93	93	68	25	5	2	562
Passengers saying they have a disability	-	91	95	88	61	28	7	4	221
VALUE FOR MONEY									
All fare-paying passengers	-	53	58	63	27	36	17	20	326
Aged 16 to 34	-	44	50	57	21	36	16	27	117
Aged 35 to 59	-	62	66	67	32	36	20	13	165
Passengers commuting	-	49	56	58	23	36	20	22	174
Passengers not commuting	-	60	63	69	34	35	14	17	145
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	78	84	79	50	29	11	11	733
The length of time waited	-	80	83	80	51	30	11	9	793
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	89	85	85	56	29	10	5	815

Detailed results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
THE BUS STOP									
Overall satisfaction with the bus stop	-	78	82	78	38	40	13	8	795
Its distance from the journey start	-	87	90	88	60	29	8	4	745
The convenience/accessibility of its location	-	90	91	88	59	29	8	5	703
Its condition/standard of maintenance	-	71	75	73	36	37	16	11	707
Its freedom from graffiti/vandalism	-	77	84	80	48	32	12	7	695
Its freedom from litter	-	75	80	77	41	36	14	9	706
The information provided at the stop	-	66	70	66	30	37	19	15	687
Your personal safety whilst at the stop	-	76	81	78	48	31	15	6	715
ON THE BUS									
Route/destination information on the outside of the bus	-	87	88	89	65	25	7	3	771
The cleanliness and condition of the outside of the bus	-	78	85	83	44	39	13	5	764
The ease of getting onto and off the bus	-	94	93	94	66	28	5	1	804
The length of time it took to board	-	93	93	93	65	28	5	2	782
The cleanliness and condition of the inside of the bus	-	81	85	84	42	43	9	7	805
The information provided inside the bus	-	63	68	68	32	36	26	6	686
The availability of seating or space to stand	-	88	90	89	58	31	8	3	791
The comfort of the seats	-	78	81	82	39	43	11	7	800
The amount of personal space you had around you	-	75	79	80	40	40	11	9	789
Provision of grab rails to stand/move within the bus	-	84	87	86	50	36	12	3	783
The temperature inside the bus	-	78	82	82	41	41	12	5	794
Your personal security whilst on the bus	-	85	88	86	51	35	11	2	793
THE BUS DRIVER									
How near to the kerb the driver stopped	-	93	94	93	67	25	6	2	795
The driver's appearance	-	89	92	92	65	27	7	1	766
The greeting/welcome you got from the driver	-	77	83	82	55	28	11	7	779
The helpfulness and attitude of the driver	-	78	83	83	54	29	12	5	764
The time the driver gave you to get to your seat	-	85	86	85	56	28	9	6	779
Smoothness/freedom from jolting during the journey	-	80	81	78	45	33	15	7	782
Safety of the driving (i.e. speed, driver concentrating)	-	90	92	88	61	27	9	3	780

Factors affecting journey length

	2011 % occurrence	2012 % occurrence	2013 % occurrence	2014 % occurrence
Congestion/traffic jams	-	22	18	25
Road works	-	12	9	14
Bus driver driving too slowly	-	4	3	3
Poor weather conditions	-	9	3	9
Waiting too long at stops	-	6	4	7
Passenger boarding time	-	19	16	17
Base size	-	1036	845	832

Passengers could provide more than one answer

Anti-social behaviour

	2011 % 'yes'	2012 % 'yes'	2013 % 'yes'	2014 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	9	3	7
Base size	-	1036	845	832

Essex

Headline results

Overall satisfaction
87%

Value for money
53%

Punctuality
71%

Journey time
85%

The top three drivers of satisfaction

On-bus journey time **46%**



Smoothness/freedom from jolting **30%**



Punctuality **16%**



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	83	79	83	87	42	45	9	4	802
Fare-paying passengers	73	72	78	85	33	51	11	4	406
Free-pass holders	93	92	91	91	59	33	6	3	385
Aged 16 to 34	-	72	77	80	27	53	15	5	204
Aged 35 to 59	78	80	79	92	46	46	4	4	188
Passengers commuting	66	67	72	81	28	53	14	5	294
Passengers not commuting	92	89	90	93	55	38	5	3	480
Passengers saying they have a disability	86	90	79	85	45	40	9	6	202
VALUE FOR MONEY									
All fare-paying passengers	50	45	49	53	23	30	18	30	400
Aged 16 to 34	-	-	44	44	19	25	19	36	187
Aged 35 to 59	54	51	57	64	27	36	16	20	167
Passengers commuting	50	37	43	49	15	33	20	32	250
Passengers not commuting	-	58	59	60	37	23	15	25	143
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	70	59	73	71	37	35	14	15	747
The length of time waited	68	62	72	72	36	35	14	15	805
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	80	86	85	50	35	10	5	820

Detailed results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
THE BUS STOP									
Overall satisfaction with the bus stop	67	71	73	74	29	45	16	9	799
Its distance from the journey start	-	79	84	83	49	33	11	6	767
The convenience/accessibility of its location	-	89	88	86	49	37	8	6	715
Its condition/standard of maintenance	66	69	69	68	26	42	18	14	724
Its freedom from graffiti/vandalism	69	75	74	76	39	37	14	10	711
Its freedom from litter	66	70	68	68	32	35	18	14	716
The information provided at the stop	-	57	60	62	25	37	17	21	704
Your personal safety whilst at the stop	69	74	72	76	37	39	18	6	731
ON THE BUS									
Route/destination information on the outside of the bus	79	79	83	84	47	36	13	4	777
The cleanliness and condition of the outside of the bus	73	72	74	75	32	44	16	9	765
The ease of getting onto and off the bus	85	89	88	91	55	36	7	3	800
The length of time it took to board	87	86	88	90	53	37	7	4	786
The cleanliness and condition of the inside of the bus	71	70	72	77	28	48	13	11	810
The information provided inside the bus	53	57	56	59	20	39	32	9	696
The availability of seating or space to stand	81	79	83	85	48	37	10	5	790
The comfort of the seats	68	69	70	71	29	42	16	13	798
The amount of personal space you had around you	-	67	70	73	34	39	15	12	793
Provision of grab rails to stand/move within the bus	79	78	80	82	39	43	14	5	788
The temperature inside the bus	72	69	75	77	32	45	15	8	793
Your personal security whilst on the bus	82	79	81	82	43	40	15	3	794
THE BUS DRIVER									
How near to the kerb the driver stopped	91	87	89	93	61	32	6	2	780
The driver's appearance	89	81	87	89	57	32	9	2	751
The greeting/welcome you got from the driver	70	61	70	73	44	30	20	7	759
The helpfulness and attitude of the driver	69	60	71	74	45	29	20	6	744
The time the driver gave you to get to your seat	79	71	78	79	47	32	14	7	764
Smoothness/freedom from jolting during the journey	76	69	75	79	40	40	11	9	769
Safety of the driving (i.e. speed, driver concentrating)	85	80	86	88	53	36	10	2	768

Factors affecting journey length

	2011 % occurrence	2012 % occurrence	2013 % occurrence	2014 % occurrence
Congestion/traffic jams	23	28	22	24
Road works	14	10	10	12
Bus driver driving too slowly	5	7	3	4
Poor weather conditions	1	9	3	6
Waiting too long at stops	8	8	4	7
Passenger boarding time	21	19	15	20
Base size	519	667	738	855

Passengers could provide more than one answer

Anti-social behaviour

	2011 % 'yes'	2012 % 'yes'	2013 % 'yes'	2014 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	8	7	6	5
Base size	519	667	738	855

Kent

Headline results

Overall satisfaction

87%

Value for money

47%

Punctuality

72%

Journey time

85%

The top three drivers of satisfaction

Bus drivers' helpfulness/attitude

24%



Punctuality

23%



On-bus journey time

20%



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	84	90	87	46	41	7	6	937
Fare-paying passengers	-	79	87	82	33	49	9	9	322
Free-pass holders	-	92	93	94	65	29	4	1	600
Aged 16 to 34	-	73	85	79	29	50	10	11	147
Aged 35 to 59	-	87	89	89	46	43	7	4	211
Passengers commuting	-	76	83	78	26	53	10	12	211
Passengers not commuting	-	90	93	93	59	34	5	2	685
Passengers saying they have a disability	-	86	87	92	53	39	6	2	305
VALUE FOR MONEY									
All fare-paying passengers	-	48	59	47	20	27	17	36	312
Aged 16 to 34	-	37	51	38	15	22	18	44	122
Aged 35 to 59	-	64	72	60	27	34	14	26	158
Passengers commuting	-	50	55	44	19	25	18	37	175
Passengers not commuting	-	47	64	54	24	30	12	34	130
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	72	84	72	43	30	10	18	843
The length of time waited	-	72	84	74	43	32	11	15	907
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	89	88	85	54	32	9	6	940

Detailed results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
THE BUS STOP									
Overall satisfaction with the bus stop	-	75	81	77	32	46	15	8	898
Its distance from the journey start	-	84	89	89	53	36	7	4	863
The convenience/accessibility of its location	-	89	91	89	50	39	7	3	793
Its condition/standard of maintenance	-	69	78	71	29	42	18	10	794
Its freedom from graffiti/vandalism	-	75	83	78	40	38	13	9	782
Its freedom from litter	-	68	76	72	34	38	15	13	785
The information provided at the stop	-	64	74	69	30	39	16	16	795
Your personal safety whilst at the stop	-	72	78	79	39	40	15	6	801
ON THE BUS									
Route/destination information on the outside of the bus	-	85	90	85	52	34	11	3	883
The cleanliness and condition of the outside of the bus	-	76	82	77	33	45	13	10	870
The ease of getting onto and off the bus	-	89	94	91	57	34	6	3	916
The length of time it took to board	-	89	91	91	58	33	6	3	897
The cleanliness and condition of the inside of the bus	-	70	82	79	31	48	10	11	917
The information provided inside the bus	-	59	72	64	26	38	28	8	812
The availability of seating or space to stand	-	83	90	84	47	37	10	7	907
The comfort of the seats	-	69	80	71	33	39	18	11	913
The amount of personal space you had around you	-	70	80	72	34	38	15	13	900
Provision of grab rails to stand/move within the bus	-	81	87	81	42	39	12	7	895
The temperature inside the bus	-	73	82	78	38	40	14	8	907
Your personal security whilst on the bus	-	82	88	84	47	37	13	4	893
THE BUS DRIVER									
How near to the kerb the driver stopped	-	93	93	94	65	30	4	2	897
The driver's appearance	-	88	92	89	59	30	10	1	874
The greeting/welcome you got from the driver	-	71	79	72	45	28	20	7	894
The helpfulness and attitude of the driver	-	72	82	75	45	30	17	7	861
The time the driver gave you to get to your seat	-	79	86	80	50	30	13	6	881
Smoothness/freedom from jolting during the journey	-	74	81	74	38	35	15	11	890
Safety of the driving (i.e. speed, driver concentrating)	-	87	92	87	54	33	11	3	890

Factors affecting journey length

	2011 % occurrence	2012 % occurrence	2013 % occurrence	2014 % occurrence
Congestion/traffic jams	-	20	15	19
Road works	-	13	10	11
Bus driver driving too slowly	-	4	3	4
Poor weather conditions	-	6	4	4
Waiting too long at stops	-	8	4	7
Passenger boarding time	-	22	21	17
Base size	-	1447	634	963

Passengers could provide more than one answer

Anti-social behaviour

	2011 % 'yes'	2012 % 'yes'	2013 % 'yes'	2014 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	8	7	9
Base size	-	1447	634	963

Gloucestershire

Headline results

Overall satisfaction

90%

Value for money

63%

Punctuality

83%

Journey time

87%

The top three drivers of satisfaction

Punctuality **42%**



Safety of the driving **19%**



Freedom from graffiti/vandalism **15%**



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	-	-	90	53	37	8	2	1187
Fare-paying passengers	-	-	-	87	42	45	10	3	553
Free-pass holders	-	-	-	97	72	25	3	1	608
Aged 16 to 34	-	-	-	83	32	51	13	4	291
Aged 35 to 59	-	-	-	91	55	36	7	2	278
Passengers commuting	-	-	-	86	39	48	11	3	411
Passengers not commuting	-	-	-	94	65	29	5	2	750
Passengers saying they have a disability	-	-	-	89	54	35	7	4	308
VALUE FOR MONEY									
All fare-paying passengers	-	-	-	63	28	35	16	21	541
Aged 16 to 34	-	-	-	57	27	30	18	25	269
Aged 35 to 59	-	-	-	70	29	41	14	16	222
Passengers commuting	-	-	-	61	24	37	17	22	352
Passengers not commuting	-	-	-	66	35	31	14	20	179
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	83	55	28	9	8	1128
The length of time waited	-	-	-	83	52	31	10	7	1152
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	87	57	30	9	4	1190

Detailed results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
THE BUS STOP									
Overall satisfaction with the bus stop	-	-	-	79	32	47	14	7	1196
Its distance from the journey start	-	-	-	86	55	31	9	5	1138
The convenience/accessibility of its location	-	-	-	90	57	33	8	3	1069
Its condition/standard of maintenance	-	-	-	71	29	42	19	10	1070
Its freedom from graffiti/vandalism	-	-	-	77	41	37	14	8	1058
Its freedom from litter	-	-	-	73	35	38	15	12	1064
The information provided at the stop	-	-	-	67	28	39	18	15	1055
Your personal safety whilst at the stop	-	-	-	77	41	37	17	6	1085
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	85	56	29	12	3	1122
The cleanliness and condition of the outside of the bus	-	-	-	79	37	41	16	5	1131
The ease of getting onto and off the bus	-	-	-	93	62	31	5	2	1163
The length of time it took to board	-	-	-	92	61	30	6	2	1143
The cleanliness and condition of the inside of the bus	-	-	-	81	36	45	12	7	1177
The information provided inside the bus	-	-	-	66	31	35	29	5	1043
The availability of seating or space to stand	-	-	-	87	55	33	9	4	1165
The comfort of the seats	-	-	-	80	40	40	13	7	1161
The amount of personal space you had around you	-	-	-	79	41	38	14	8	1153
Provision of grab rails to stand/move within the bus	-	-	-	86	46	40	11	3	1144
The temperature inside the bus	-	-	-	79	39	39	14	7	1156
Your personal security whilst on the bus	-	-	-	86	50	36	12	2	1154
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	95	68	27	4	1	1139
The driver's appearance	-	-	-	91	64	27	8	1	1114
The greeting/welcome you got from the driver	-	-	-	79	50	29	13	7	1137
The helpfulness and attitude of the driver	-	-	-	80	52	28	14	5	1106
The time the driver gave you to get to your seat	-	-	-	85	54	31	10	5	1131
Smoothness/freedom from jolting during the journey	-	-	-	79	43	37	13	8	1139
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	89	59	30	9	2	1132

Factors affecting journey length

	2011 % occurrence	2012 % occurrence	2013 % occurrence	2014 % occurrence
Congestion/traffic jams	-	-	-	27
Road works	-	-	-	9
Bus driver driving too slowly	-	-	-	4
Poor weather conditions	-	-	-	7
Waiting too long at stops	-	-	-	6
Passenger boarding time	-	-	-	18
Base size	-	-	-	1228

Passengers could provide more than one answer

Anti-social behaviour

	2011 % 'yes'	2012 % 'yes'	2013 % 'yes'	2014 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	-	-	6
Base size	-	-	-	1228

Medway

Headline results

Overall satisfaction

88%

Value for money

45%

Punctuality

76%

Journey time

88%

The top three drivers of satisfaction

Information provided at the bus stop

28%



Interior cleanliness/condition

23%



On-bus journey time

23%



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	-	-	88	51	37	8	4	961
Fare-paying passengers	-	-	-	82	40	43	12	6	333
Free-pass holders	-	-	-	94	64	30	3	3	615
Aged 16 to 34	-	-	-	80	38	43	13	6	175
Aged 35 to 59	-	-	-	88	50	38	7	5	197
Passengers commuting	-	-	-	80	38	42	13	7	209
Passengers not commuting	-	-	-	92	57	34	6	2	713
Passengers saying they have a disability	-	-	-	88	47	41	7	6	334
VALUE FOR MONEY									
All fare-paying passengers	-	-	-	45	18	26	18	38	325
Aged 16 to 34	-	-	-	40	14	26	18	42	144
Aged 35 to 59	-	-	-	51	25	26	17	32	156
Passengers commuting	-	-	-	38	13	25	21	41	165
Passengers not commuting	-	-	-	52	25	27	14	33	155
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	76	50	27	11	13	885
The length of time waited	-	-	-	78	47	31	9	12	924
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	88	56	32	8	5	960

Detailed results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
THE BUS STOP									
Overall satisfaction with the bus stop	-	-	-	77	36	41	16	7	931
Its distance from the journey start	-	-	-	85	46	38	11	4	897
The convenience/accessibility of its location	-	-	-	84	50	35	10	5	849
Its condition/standard of maintenance	-	-	-	76	37	39	16	8	840
Its freedom from graffiti/vandalism	-	-	-	81	46	34	13	7	832
Its freedom from litter	-	-	-	75	41	34	14	11	832
The information provided at the stop	-	-	-	76	37	39	15	9	844
Your personal safety whilst at the stop	-	-	-	77	43	34	17	6	849
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	88	58	30	10	2	914
The cleanliness and condition of the outside of the bus	-	-	-	85	48	37	9	6	905
The ease of getting onto and off the bus	-	-	-	90	63	27	6	4	927
The length of time it took to board	-	-	-	90	62	28	7	2	916
The cleanliness and condition of the inside of the bus	-	-	-	86	45	41	6	8	948
The information provided inside the bus	-	-	-	70	34	35	24	7	841
The availability of seating or space to stand	-	-	-	87	51	36	7	6	926
The comfort of the seats	-	-	-	79	40	39	11	10	936
The amount of personal space you had around you	-	-	-	76	39	36	14	11	920
Provision of grab rails to stand/move within the bus	-	-	-	84	48	37	11	5	912
The temperature inside the bus	-	-	-	79	41	37	11	10	918
Your personal security whilst on the bus	-	-	-	83	49	33	13	4	915
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	92	64	28	6	2	927
The driver's appearance	-	-	-	91	61	30	7	1	905
The greeting/welcome you got from the driver	-	-	-	75	46	28	18	8	917
The helpfulness and attitude of the driver	-	-	-	77	47	29	17	7	893
The time the driver gave you to get to your seat	-	-	-	82	51	32	10	8	920
Smoothness/freedom from jolting during the journey	-	-	-	78	41	36	13	9	912
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	87	55	32	10	3	915

Factors affecting journey length

	2011 % occurrence	2012 % occurrence	2013 % occurrence	2014 % occurrence
Congestion/traffic jams	-	-	-	21
Road works	-	-	-	12
Bus driver driving too slowly	-	-	-	2
Poor weather conditions	-	-	-	5
Waiting too long at stops	-	-	-	5
Passenger boarding time	-	-	-	19
Base size	-	-	-	991

Passengers could provide more than one answer

Anti-social behaviour

	2011 % 'yes'	2012 % 'yes'	2013 % 'yes'	2014 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	-	-	6
Base size	-	-	-	991

Milton Keynes

Headline results

Overall satisfaction

83%

Value for money

61%

Punctuality

69%

Journey time

82%

The top three drivers of satisfaction

On-bus journey time **38%**



Information provided at the bus stop **24%**



Bus drivers' helpfulness/attitude **24%**



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	73	84	83	35	49	11	6	478
Fare-paying passengers	-	69	83	82	29	53	12	5	277
Free-pass holders	-	88	89	85	46	39	10	5	190
Aged 16 to 34	-	68	81	80	28	52	13	7	182
Aged 35 to 59	-	73	85	83	32	51	12	6	125
Passengers commuting	-	69	84	83	26	57	10	7	218
Passengers not commuting	-	79	85	84	45	38	12	4	252
Passengers saying they have a disability	-	70	86	79	37	42	13	9	122
VALUE FOR MONEY									
All fare-paying passengers	-	48	58	61	25	36	19	20	275
Aged 16 to 34	-	46	54	57	25	32	20	24	157
Aged 35 to 59	-	50	66	65	24	40	19	17	104
Passengers commuting	-	46	59	58	18	39	21	21	182
Passengers not commuting	-	51	57	67	39	28	15	18	92
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	57	65	69	40	29	13	19	453
The length of time waited	-	60	69	71	37	33	14	16	473
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	79	83	82	45	37	11	7	481

Detailed results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
THE BUS STOP									
Overall satisfaction with the bus stop	-	61	71	77	31	46	13	9	487
Its distance from the journey start	-	75	82	84	47	38	10	6	467
The convenience/accessibility of its location	-	79	85	87	50	36	10	3	429
Its condition/standard of maintenance	-	53	63	64	23	41	21	16	449
Its freedom from graffiti/vandalism	-	61	69	72	33	38	13	15	439
Its freedom from litter	-	56	56	64	27	37	16	20	436
The information provided at the stop	-	59	68	73	27	45	14	13	443
Your personal safety whilst at the stop	-	62	76	76	34	42	17	7	440
ON THE BUS									
Route/destination information on the outside of the bus	-	79	83	83	44	39	13	3	464
The cleanliness and condition of the outside of the bus	-	65	74	71	30	41	19	10	460
The ease of getting onto and off the bus	-	85	88	87	50	37	8	6	468
The length of time it took to board	-	83	90	88	50	38	9	3	465
The cleanliness and condition of the inside of the bus	-	66	72	67	25	42	16	17	479
The information provided inside the bus	-	50	59	58	19	39	31	11	429
The availability of seating or space to stand	-	78	84	80	43	37	11	9	472
The comfort of the seats	-	67	70	64	23	41	21	15	462
The amount of personal space you had around you	-	63	70	69	27	41	15	17	465
Provision of grab rails to stand/move within the bus	-	74	77	73	32	41	19	8	458
The temperature inside the bus	-	67	76	69	27	42	18	13	467
Your personal security whilst on the bus	-	75	82	78	36	42	17	5	470
THE BUS DRIVER									
How near to the kerb the driver stopped	-	87	92	91	53	38	7	2	456
The driver's appearance	-	83	86	85	46	39	13	2	444
The greeting/welcome you got from the driver	-	63	66	65	34	31	23	12	451
The helpfulness and attitude of the driver	-	62	70	66	34	33	25	8	439
The time the driver gave you to get to your seat	-	70	75	77	43	34	14	9	434
Smoothness/freedom from jolting during the journey	-	64	72	66	29	37	18	16	445
Safety of the driving (i.e. speed, driver concentrating)	-	76	83	79	44	35	14	7	446

Factors affecting journey length

	2011 % occurrence	2012 % occurrence	2013 % occurrence	2014 % occurrence
Congestion/traffic jams	-	12	17	12
Road works	-	3	4	6
Bus driver driving too slowly	-	11	5	6
Poor weather conditions	-	11	5	2
Waiting too long at stops	-	12	6	9
Passenger boarding time	-	31	22	21
Base size	-	630	724	504

Passengers could provide more than one answer

Anti-social behaviour

	2011 % 'yes'	2012 % 'yes'	2013 % 'yes'	2014 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	10	7	7
Base size	-	630	724	504

Norfolk

Headline results

Overall satisfaction
92%

Value for money
61%

Punctuality
83%

Journey time
89%

The top three drivers of satisfaction

On-bus journey time **64%**



Bus drivers' helpfulness/attitude **12%**



Waiting time **11%**



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	87	-	89	92	53	39	5	3	1078
Fare-paying passengers	84	-	84	88	40	48	8	4	399
Free-pass holders	95	-	95	97	69	28	2	1	667
Aged 16 to 34	81	-	83	87	35	53	9	4	193
Aged 35 to 59	89	-	90	91	49	42	5	4	198
Passengers commuting	80	-	83	86	36	50	11	4	229
Passengers not commuting	93	-	92	95	61	34	3	3	811
Passengers saying they have a disability	86	-	89	92	56	36	5	3	284
VALUE FOR MONEY									
All fare-paying passengers	51	-	59	61	25	36	16	23	392
Aged 16 to 34	41	-	51	52	15	37	21	27	173
Aged 35 to 59	64	-	73	77	40	37	8	15	162
Passengers commuting	47	-	51	57	21	35	17	26	202
Passengers not commuting	55	-	70	66	30	36	15	19	183
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	76	-	81	83	55	28	9	8	1002
The length of time waited	75	-	82	83	51	33	9	7	1056
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	88	89	60	28	8	3	1081

Detailed results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
THE BUS STOP									
Overall satisfaction with the bus stop	62	-	78	82	36	45	13	5	1052
Its distance from the journey start	-	-	86	90	56	34	8	3	1016
The convenience/accessibility of its location	-	-	89	92	59	33	5	3	954
Its condition/standard of maintenance	65	-	75	77	37	39	16	8	940
Its freedom from graffiti/vandalism	72	-	79	84	51	33	11	5	925
Its freedom from litter	70	-	76	79	43	36	13	8	937
The information provided at the stop	-	-	61	66	29	36	17	17	907
Your personal safety whilst at the stop	64	-	78	82	45	38	13	5	958
ON THE BUS									
Route/destination information on the outside of the bus	79	-	86	87	57	30	11	2	1023
The cleanliness and condition of the outside of the bus	75	-	78	84	43	41	11	5	1000
The ease of getting onto and off the bus	91	-	90	94	65	29	5	1	1059
The length of time it took to board	88	-	89	94	64	30	5	1	1029
The cleanliness and condition of the inside of the bus	79	-	80	83	41	42	9	8	1060
The information provided inside the bus	54	-	56	61	28	33	29	10	918
The availability of seating or space to stand	82	-	84	90	54	36	7	3	1036
The comfort of the seats	67	-	69	76	36	40	13	11	1047
The amount of personal space you had around you	-	-	71	77	38	39	15	8	1037
Provision of grab rails to stand/move within the bus	79	-	80	87	45	42	9	4	1028
The temperature inside the bus	71	-	75	79	40	40	14	7	1042
Your personal security whilst on the bus	80	-	85	89	50	39	9	2	1025
THE BUS DRIVER									
How near to the kerb the driver stopped	94	-	93	92	64	29	6	2	1050
The driver's appearance	87	-	87	91	61	31	7	2	1017
The greeting/welcome you got from the driver	69	-	74	78	46	32	14	8	1043
The helpfulness and attitude of the driver	71	-	75	77	47	30	16	7	1020
The time the driver gave you to get to your seat	75	-	80	82	50	32	11	7	1037
Smoothness/freedom from jolting during the journey	74	-	77	80	42	37	12	9	1036
Safety of the driving (i.e. speed, driver concentrating)	86	-	88	90	57	33	7	3	1027

Factors affecting journey length

	2011 % occurrence	2012 % occurrence	2013 % occurrence	2014 % occurrence
Congestion/traffic jams	16	-	16	20
Road works	8	-	7	10
Bus driver driving too slowly	4	-	3	2
Poor weather conditions	1	-	4	3
Waiting too long at stops	6	-	8	6
Passenger boarding time	21	-	18	21
Base size	480	-	1121	1105

Passengers could provide more than one answer

Anti-social behaviour

	2011 % 'yes'	2012 % 'yes'	2013 % 'yes'	2014 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	7	-	5	3
Base size	480	-	1121	1105

Northumberland

Headline results

Overall satisfaction

89%

Value for money

56%

Punctuality

80%

Journey time

87%

The top three drivers of satisfaction

Waiting time **49%**



Value for money **12%**



On-bus journey time **12%**



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	79	85	89	51	38	8	4	939
Fare-paying passengers	-	74	80	86	39	47	10	4	433
Free-pass holders	-	86	92	92	66	26	5	3	488
Aged 16 to 34	-	69	74	81	29	51	14	6	246
Aged 35 to 59	-	77	86	91	55	35	6	3	223
Passengers commuting	-	63	78	84	34	50	12	5	299
Passengers not commuting	-	90	89	92	62	30	5	3	607
Passengers saying they have a disability	-	85	82	89	53	36	6	4	284
VALUE FOR MONEY									
All fare-paying passengers	-	38	50	56	24	32	22	23	423
Aged 16 to 34	-	29	44	49	18	31	21	30	209
Aged 35 to 59	-	50	57	64	32	32	22	14	174
Passengers commuting	-	34	44	52	21	31	22	26	256
Passengers not commuting	-	46	55	62	30	32	21	17	162
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	65	76	80	48	32	10	10	867
The length of time waited	-	66	75	79	45	34	11	10	925
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	79	81	87	54	33	10	3	941

Detailed results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
THE BUS STOP									
Overall satisfaction with the bus stop	-	68	73	75	33	42	14	11	924
Its distance from the journey start	-	79	82	85	50	35	9	6	892
The convenience/accessibility of its location	-	84	86	87	53	34	8	5	831
Its condition/standard of maintenance	-	58	65	69	32	37	15	16	850
Its freedom from graffiti/vandalism	-	64	72	76	42	34	11	13	848
Its freedom from litter	-	62	67	69	35	35	16	14	847
The information provided at the stop	-	62	68	71	32	39	12	16	861
Your personal safety whilst at the stop	-	70	77	79	41	38	13	8	862
ON THE BUS									
Route/destination information on the outside of the bus	-	82	85	87	58	29	10	2	904
The cleanliness and condition of the outside of the bus	-	72	78	85	48	37	10	5	897
The ease of getting onto and off the bus	-	89	90	91	62	29	6	3	918
The length of time it took to board	-	89	91	91	64	27	6	3	900
The cleanliness and condition of the inside of the bus	-	76	76	85	44	40	7	8	933
The information provided inside the bus	-	59	63	71	36	35	23	6	855
The availability of seating or space to stand	-	84	86	89	58	32	7	4	916
The comfort of the seats	-	64	67	79	42	37	12	9	915
The amount of personal space you had around you	-	69	75	80	45	36	11	8	910
Provision of grab rails to stand/move within the bus	-	81	84	87	49	38	10	4	906
The temperature inside the bus	-	71	76	81	41	40	12	8	920
Your personal security whilst on the bus	-	83	84	88	51	37	10	2	917
THE BUS DRIVER									
How near to the kerb the driver stopped	-	92	90	92	65	27	6	2	905
The driver's appearance	-	88	89	91	63	28	7	2	881
The greeting/welcome you got from the driver	-	67	73	74	45	28	19	8	892
The helpfulness and attitude of the driver	-	68	76	73	47	26	20	8	888
The time the driver gave you to get to your seat	-	80	81	82	53	29	12	6	893
Smoothness/freedom from jolting during the journey	-	73	75	77	44	33	12	10	902
Safety of the driving (i.e. speed, driver concentrating)	-	86	86	88	59	29	8	4	898

Factors affecting journey length

	2011 % occurrence	2012 % occurrence	2013 % occurrence	2014 % occurrence
Congestion/traffic jams	-	18	12	15
Road works	-	10	7	18
Bus driver driving too slowly	-	5	3	3
Poor weather conditions	-	3	5	4
Waiting too long at stops	-	8	4	5
Passenger boarding time	-	20	12	14
Base size	-	681	1120	972

Passengers could provide more than one answer

Anti-social behaviour

	2011 % 'yes'	2012 % 'yes'	2013 % 'yes'	2014 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	10	4	6
Base size	-	681	1120	972

Nottinghamshire

Headline results

Overall satisfaction

93%

Value for money

68%

Punctuality

86%

Journey time

89%

The top three drivers of satisfaction

Bus drivers' helpfulness/attitude

29%



On-bus journey time

25%



Punctuality

23%



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	87	-	93	61	32	5	2	786
Fare-paying passengers	-	86	-	91	53	37	6	3	348
Free-pass holders	-	89	-	96	71	24	3	2	421
Aged 16 to 34	-	-	-	87	46	41	9	4	177
Aged 35 to 59	-	86	-	94	63	31	4	2	202
Passengers commuting	-	86	-	88	48	40	8	4	225
Passengers not commuting	-	89	-	95	67	28	3	2	546
Passengers saying they have a disability	-	78	-	91	60	31	6	3	247
VALUE FOR MONEY									
All fare-paying passengers	-	65	-	68	31	37	14	18	339
Aged 16 to 34	-	-	-	62	30	32	16	22	159
Aged 35 to 59	-	68	-	73	31	42	13	14	157
Passengers commuting	-	71	-	65	26	40	13	21	191
Passengers not commuting	-	59	-	71	37	34	16	13	143
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	69	-	86	58	28	6	9	715
The length of time waited	-	72	-	84	56	28	8	8	755
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	84	-	89	63	26	8	3	780

Detailed results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
THE BUS STOP									
Overall satisfaction with the bus stop	-	81	-	90	45	44	6	5	769
Its distance from the journey start	-	87	-	89	59	31	7	4	744
The convenience/accessibility of its location	-	92	-	93	61	32	4	3	680
Its condition/standard of maintenance	-	71	-	82	44	38	12	6	697
Its freedom from graffiti/vandalism	-	75	-	83	53	29	12	5	689
Its freedom from litter	-	72	-	80	46	34	12	8	698
The information provided at the stop	-	75	-	83	46	36	10	8	697
Your personal safety whilst at the stop	-	80	-	83	50	33	13	4	707
ON THE BUS									
Route/destination information on the outside of the bus	-	83	-	92	65	27	7	1	743
The cleanliness and condition of the outside of the bus	-	80	-	90	53	38	8	2	737
The ease of getting onto and off the bus	-	89	-	96	71	24	4	1	760
The length of time it took to board	-	90	-	96	72	24	3	1	742
The cleanliness and condition of the inside of the bus	-	82	-	90	47	43	6	4	765
The information provided inside the bus	-	70	-	82	48	35	15	2	712
The availability of seating or space to stand	-	92	-	89	59	30	6	5	761
The comfort of the seats	-	79	-	84	48	36	10	6	756
The amount of personal space you had around you	-	76	-	80	44	36	11	9	750
Provision of grab rails to stand/move within the bus	-	83	-	88	52	36	8	4	752
The temperature inside the bus	-	82	-	81	44	37	11	7	752
Your personal security whilst on the bus	-	89	-	90	57	33	8	1	751
THE BUS DRIVER									
How near to the kerb the driver stopped	-	91	-	95	73	22	3	2	760
The driver's appearance	-	89	-	94	72	22	5	1	745
The greeting/welcome you got from the driver	-	79	-	88	62	26	7	5	745
The helpfulness and attitude of the driver	-	79	-	86	62	24	9	5	745
The time the driver gave you to get to your seat	-	80	-	87	61	26	7	6	745
Smoothness/freedom from jolting during the journey	-	76	-	81	46	35	10	9	746
Safety of the driving (i.e. speed, driver concentrating)	-	86	-	91	66	26	6	2	751

Factors affecting journey length

	2011 % occurrence	2012 % occurrence	2013 % occurrence	2014 % occurrence
Congestion/traffic jams	-	22	-	17
Road works	-	16	-	15
Bus driver driving too slowly	-	5	-	2
Poor weather conditions	-	1	-	2
Waiting too long at stops	-	8	-	5
Passenger boarding time	-	16	-	16
Base size	-	466	-	803

Passengers could provide more than one answer

Anti-social behaviour

	2011 % 'yes'	2012 % 'yes'	2013 % 'yes'	2014 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	8	-	7
Base size	-	466	-	803

Oxfordshire

Headline results

Overall satisfaction

86%

Value for money

59%

Punctuality

72%

Journey time

84%

The top three drivers of satisfaction

On-bus journey time **52%**



Waiting time **32%**



Bus drivers' helpfulness/attitude **7%**



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	91	-	86	44	43	10	4	1351
Fare-paying passengers	-	90	-	84	38	46	11	5	855
Free-pass holders	-	95	-	95	61	33	4	1	486
Aged 16 to 34	-	89	-	83	35	48	14	4	420
Aged 35 to 59	-	91	-	85	44	41	9	6	439
Passengers commuting	-	90	-	81	36	45	13	6	555
Passengers not commuting	-	92	-	92	51	41	7	2	758
Passengers saying they have a disability	-	87	-	86	51	35	9	5	266
VALUE FOR MONEY									
All fare-paying passengers	-	58	-	59	20	38	20	21	842
Aged 16 to 34	-	50	-	53	18	35	22	25	390
Aged 35 to 59	-	68	-	66	23	43	18	17	395
Passengers commuting	-	56	-	55	17	38	22	23	486
Passengers not commuting	-	65	-	63	25	38	17	20	344
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	73	-	72	42	30	12	16	1220
The length of time waited	-	75	-	75	44	32	11	14	1352
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	83	-	84	49	35	10	7	1341

Detailed results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
THE BUS STOP									
Overall satisfaction with the bus stop	-	86	-	83	35	49	12	5	1336
Its distance from the journey start	-	86	-	84	54	31	11	5	1300
The convenience/accessibility of its location	-	90	-	89	55	33	8	3	1229
Its condition/standard of maintenance	-	80	-	75	33	43	18	7	1232
Its freedom from graffiti/vandalism	-	87	-	79	44	36	14	7	1210
Its freedom from litter	-	84	-	74	35	38	17	9	1216
The information provided at the stop	-	76	-	74	32	42	16	11	1230
Your personal safety whilst at the stop	-	83	-	81	44	37	15	4	1231
ON THE BUS									
Route/destination information on the outside of the bus	-	85	-	87	55	32	11	2	1298
The cleanliness and condition of the outside of the bus	-	84	-	85	41	44	11	4	1286
The ease of getting onto and off the bus	-	95	-	93	62	32	4	2	1337
The length of time it took to board	-	91	-	92	60	32	6	2	1309
The cleanliness and condition of the inside of the bus	-	86	-	84	38	46	9	7	1344
The information provided inside the bus	-	63	-	66	29	37	27	6	1189
The availability of seating or space to stand	-	92	-	91	53	37	5	4	1329
The comfort of the seats	-	84	-	81	38	44	12	6	1330
The amount of personal space you had around you	-	76	-	78	36	42	13	9	1319
Provision of grab rails to stand/move within the bus	-	84	-	86	44	41	11	4	1298
The temperature inside the bus	-	81	-	81	37	43	12	8	1322
Your personal security whilst on the bus	-	90	-	88	50	38	10	2	1315
THE BUS DRIVER									
How near to the kerb the driver stopped	-	94	-	93	66	27	5	1	1294
The driver's appearance	-	90	-	92	61	31	6	2	1258
The greeting/welcome you got from the driver	-	77	-	79	47	33	14	6	1293
The helpfulness and attitude of the driver	-	78	-	80	49	31	14	6	1258
The time the driver gave you to get to your seat	-	82	-	83	52	32	11	5	1288
Smoothness/freedom from jolting during the journey	-	78	-	77	37	40	14	10	1271
Safety of the driving (i.e. speed, driver concentrating)	-	91	-	90	58	32	8	2	1287

Factors affecting journey length

	2011 % occurrence	2012 % occurrence	2013 % occurrence	2014 % occurrence
Congestion/traffic jams	-	34	-	29
Road works	-	4	-	18
Bus driver driving too slowly	-	3	-	3
Poor weather conditions	-	6	-	3
Waiting too long at stops	-	7	-	5
Passenger boarding time	-	22	-	20
Base size	-	634	-	1400

Passengers could provide more than one answer

Anti-social behaviour

	2011 % 'yes'	2012 % 'yes'	2013 % 'yes'	2014 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	4	-	6
Base size	-	634	-	1400

Staffordshire

Headline results

Overall satisfaction

87%

Value for money

61%

Punctuality

77%

Journey time

89%

The top three drivers of satisfaction

Safety of the driving **67%**



Punctuality **14%**



On-bus journey time **12%**



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	85	-	-	87	52	36	8	4	785
Fare-paying passengers	81	-	-	84	40	44	10	7	290
Free-pass holders	93	-	-	92	65	27	6	2	478
Aged 16 to 34	-	-	-	81	36	46	13	6	179
Aged 35 to 59	87	-	-	87	53	33	7	7	152
Passengers commuting	80	-	-	82	36	46	14	4	184
Passengers not commuting	90	-	-	91	61	30	5	4	573
Passengers saying they have a disability	85	-	-	86	56	30	10	4	246
VALUE FOR MONEY									
All fare-paying passengers	50	-	-	61	29	32	16	23	281
Aged 16 to 34	-	-	-	60	28	33	17	23	141
Aged 35 to 59	47	-	-	63	34	30	13	23	120
Passengers commuting	53	-	-	63	29	34	18	19	147
Passengers not commuting	-	-	-	58	30	29	15	27	125
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	75	-	-	77	45	31	9	14	706
The length of time waited	74	-	-	78	45	33	9	12	764
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	89	58	30	7	4	782

Detailed results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
THE BUS STOP									
Overall satisfaction with the bus stop	66	-	-	76	31	44	15	9	770
Its distance from the journey start	-	-	-	85	50	35	9	5	722
The convenience/accessibility of its location	-	-	-	89	51	37	8	4	658
Its condition/standard of maintenance	65	-	-	70	30	40	15	15	649
Its freedom from graffiti/vandalism	67	-	-	75	41	34	12	13	640
Its freedom from litter	65	-	-	70	34	36	17	13	638
The information provided at the stop	-	-	-	66	31	35	15	20	652
Your personal safety whilst at the stop	68	-	-	77	39	38	16	8	663
ON THE BUS									
Route/destination information on the outside of the bus	80	-	-	89	56	34	7	4	735
The cleanliness and condition of the outside of the bus	83	-	-	79	37	42	14	6	709
The ease of getting onto and off the bus	92	-	-	92	59	33	6	3	759
The length of time it took to board	91	-	-	90	57	33	6	4	726
The cleanliness and condition of the inside of the bus	78	-	-	79	35	44	12	9	757
The information provided inside the bus	64	-	-	67	31	36	25	8	678
The availability of seating or space to stand	87	-	-	89	52	36	7	4	746
The comfort of the seats	76	-	-	76	35	41	14	10	735
The amount of personal space you had around you	-	-	-	77	37	40	13	10	739
Provision of grab rails to stand/move within the bus	82	-	-	85	42	43	12	3	733
The temperature inside the bus	84	-	-	82	38	44	11	7	743
Your personal security whilst on the bus	88	-	-	85	46	39	13	3	743
THE BUS DRIVER									
How near to the kerb the driver stopped	93	-	-	93	65	28	5	3	758
The driver's appearance	90	-	-	91	61	30	8	2	734
The greeting/welcome you got from the driver	78	-	-	77	47	30	14	9	729
The helpfulness and attitude of the driver	75	-	-	79	49	30	14	7	711
The time the driver gave you to get to your seat	81	-	-	84	54	30	9	7	734
Smoothness/freedom from jolting during the journey	78	-	-	76	39	36	14	10	728
Safety of the driving (i.e. speed, driver concentrating)	88	-	-	86	55	30	10	5	735

Factors affecting journey length

	2011 % occurrence	2012 % occurrence	2013 % occurrence	2014 % occurrence
Congestion/traffic jams	18	-	-	18
Road works	9	-	-	12
Bus driver driving too slowly	5	-	-	3
Poor weather conditions	1	-	-	5
Waiting too long at stops	6	-	-	6
Passenger boarding time	21	-	-	18
Base size	451	-	-	809

Passengers could provide more than one answer

Anti-social behaviour

	2011 % 'yes'	2012 % 'yes'	2013 % 'yes'	2014 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	8	-	-	6
Base size	451	-	-	809

Suffolk

Headline results

Overall satisfaction

91%

Value for money

70%

Punctuality

84%

Journey time

86%

The top three drivers of satisfaction

Amount of personal space

34%



Punctuality

29%



On-bus journey time

20%



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	86	93	91	59	32	6	3	629
Fare-paying passengers	-	83	90	91	51	40	7	2	230
Free-pass holders	-	91	96	93	70	23	4	3	390
Aged 16 to 34	-	79	90	86	48	39	10	4	96
Aged 35 to 59	-	90	92	91	56	35	6	2	155
Passengers commuting	-	80	92	89	50	39	7	4	166
Passengers not commuting	-	90	93	92	65	27	6	2	441
Passengers saying they have a disability	-	87	90	84	58	27	12	4	182
VALUE FOR MONEY									
All fare-paying passengers	-	58	64	70	37	33	10	20	228
Aged 16 to 34	-	51	59	66	41	25	12	22	78
Aged 35 to 59	-	67	71	73	29	44	8	19	125
Passengers commuting	-	51	61	64	36	28	12	24	130
Passengers not commuting	-	65	70	79	40	39	8	13	94
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	77	75	84	55	29	8	7	587
The length of time waited	-	78	75	86	56	30	10	4	606
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	86	89	86	59	27	9	5	631

Detailed results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
THE BUS STOP									
Overall satisfaction with the bus stop	-	77	78	83	42	41	10	8	615
Its distance from the journey start	-	90	84	84	54	30	10	5	578
The convenience/accessibility of its location	-	91	86	90	56	34	7	3	536
Its condition/standard of maintenance	-	69	74	76	38	38	17	7	543
Its freedom from graffiti/vandalism	-	77	83	83	50	33	13	4	528
Its freedom from litter	-	72	76	75	43	32	14	10	534
The information provided at the stop	-	68	68	78	37	40	10	12	535
Your personal safety whilst at the stop	-	77	75	82	50	33	13	5	555
ON THE BUS									
Route/destination information on the outside of the bus	-	85	86	86	61	25	11	3	581
The cleanliness and condition of the outside of the bus	-	74	79	86	48	38	11	3	589
The ease of getting onto and off the bus	-	92	93	94	68	25	4	2	611
The length of time it took to board	-	90	93	94	68	26	4	2	587
The cleanliness and condition of the inside of the bus	-	77	82	87	44	43	9	4	621
The information provided inside the bus	-	61	67	65	32	33	29	5	522
The availability of seating or space to stand	-	88	90	90	61	29	8	2	597
The comfort of the seats	-	72	77	80	42	38	11	9	614
The amount of personal space you had around you	-	76	78	81	42	40	12	7	594
Provision of grab rails to stand/move within the bus	-	86	88	87	49	38	11	2	592
The temperature inside the bus	-	83	82	81	43	38	14	5	603
Your personal security whilst on the bus	-	87	87	88	55	33	11	2	600
THE BUS DRIVER									
How near to the kerb the driver stopped	-	92	94	95	70	25	4	1	607
The driver's appearance	-	89	94	93	66	27	6	1	594
The greeting/welcome you got from the driver	-	77	82	83	56	27	11	5	597
The helpfulness and attitude of the driver	-	77	82	83	56	27	12	5	577
The time the driver gave you to get to your seat	-	84	89	90	65	25	6	4	596
Smoothness/freedom from jolting during the journey	-	80	83	84	49	36	11	5	593
Safety of the driving (i.e. speed, driver concentrating)	-	88	93	92	64	29	7	1	591

Factors affecting journey length

	2011 % occurrence	2012 % occurrence	2013 % occurrence	2014 % occurrence
Congestion/traffic jams	-	23	23	21
Road works	-	26	23	17
Bus driver driving too slowly	-	2	2	5
Poor weather conditions	-	2	5	4
Waiting too long at stops	-	7	5	5
Passenger boarding time	-	14	16	15
Base size	-	661	791	646

Passengers could provide more than one answer

Anti-social behaviour

	2011 % 'yes'	2012 % 'yes'	2013 % 'yes'	2014 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	8	5	6
Base size	-	661	791	646

Thurrock

Headline results

Overall satisfaction

86%

Value for money

63%

Punctuality

78%

Journey time

84%

The top three drivers of satisfaction

On-bus journey time **39%**



Safety of the driving **31%**



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



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	87	84	86	44	42	10	3	540
Fare-paying passengers	-	83	78	83	35	48	13	3	259
Free-pass holders	-	94	94	92	61	31	5	3	270
Aged 16 to 34	-	78	73	79	26	53	18	3	165
Aged 35 to 59	-	91	86	89	55	34	6	5	105
Passengers commuting	-	80	72	81	32	48	15	4	180
Passengers not commuting	-	93	92	91	53	37	7	3	345
Passengers saying they have a disability	-	93	86	84	48	35	13	4	137
VALUE FOR MONEY									
All fare-paying passengers	-	53	58	63	28	35	15	22	255
Aged 16 to 34	-	-	48	58	23	35	15	27	146
Aged 35 to 59	-	65	72	74	38	36	16	10	89
Passengers commuting	-	51	53	63	26	37	17	20	150
Passengers not commuting	-	-	66	63	30	33	12	25	100
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	71	72	78	45	33	9	13	515
The length of time waited	-	71	74	76	43	34	9	15	538
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	82	83	84	51	33	11	5	550

Detailed results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
THE BUS STOP									
Overall satisfaction with the bus stop	-	73	77	78	33	45	15	7	543
Its distance from the journey start	-	82	80	87	51	36	9	4	513
The convenience/accessibility of its location	-	86	82	87	51	37	8	4	468
Its condition/standard of maintenance	-	69	72	72	31	41	15	13	477
Its freedom from graffiti/vandalism	-	75	73	79	43	37	11	10	456
Its freedom from litter	-	72	72	71	31	40	15	14	460
The information provided at the stop	-	71	69	72	29	43	17	11	469
Your personal safety whilst at the stop	-	73	72	74	37	37	19	7	481
ON THE BUS									
Route/destination information on the outside of the bus	-	89	85	86	58	29	11	3	524
The cleanliness and condition of the outside of the bus	-	74	78	78	40	38	15	7	515
The ease of getting onto and off the bus	-	85	89	86	55	31	9	5	539
The length of time it took to board	-	87	86	85	55	30	10	5	518
The cleanliness and condition of the inside of the bus	-	78	77	75	35	40	15	10	543
The information provided inside the bus	-	62	62	62	27	35	28	10	469
The availability of seating or space to stand	-	82	79	83	49	34	11	7	534
The comfort of the seats	-	67	74	73	35	38	17	10	533
The amount of personal space you had around you	-	67	71	72	32	40	17	11	525
Provision of grab rails to stand/move within the bus	-	77	78	79	40	39	14	7	520
The temperature inside the bus	-	74	73	74	32	42	16	10	531
Your personal security whilst on the bus	-	81	82	81	41	39	16	3	531
THE BUS DRIVER									
How near to the kerb the driver stopped	-	86	89	90	59	31	8	2	526
The driver's appearance	-	81	87	88	55	32	10	3	502
The greeting/welcome you got from the driver	-	66	69	73	40	33	18	10	505
The helpfulness and attitude of the driver	-	69	70	72	42	30	19	9	503
The time the driver gave you to get to your seat	-	68	76	79	45	35	11	10	513
Smoothness/freedom from jolting during the journey	-	69	70	70	37	33	16	15	517
Safety of the driving (i.e. speed, driver concentrating)	-	81	83	82	50	32	13	6	504

Factors affecting journey length

	2011 % occurrence	2012 % occurrence	2013 % occurrence	2014 % occurrence
Congestion/traffic jams	-	16	12	16
Road works	-	8	11	13
Bus driver driving too slowly	-	9	4	4
Poor weather conditions	-	5	5	13
Waiting too long at stops	-	10	8	10
Passenger boarding time	-	24	19	23
Base size	-	396	618	566

Passengers could provide more than one answer

Anti-social behaviour

	2011 % 'yes'	2012 % 'yes'	2013 % 'yes'	2014 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	10	8	6
Base size	-	396	618	566

(City of) York

Headline results

Overall satisfaction

93%

Value for money

71%

Punctuality

84%

Journey time

92%

The top three drivers of satisfaction

On-bus journey time **35%**



Punctuality **26%**



Smoothness/freedom from jolting **25%**



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	-	88	93	63	30	5	2	743
Fare-paying passengers	-	-	84	90	56	34	8	2	299
Free-pass holders	-	-	94	97	74	23	2	1	436
Aged 16 to 34	-	-	83	87	50	37	10	3	133
Aged 35 to 59	-	-	90	94	64	29	4	2	160
Passengers commuting	-	-	83	88	52	36	9	2	160
Passengers not commuting	-	-	92	95	68	27	3	2	549
Passengers saying they have a disability	-	-	89	92	68	24	5	2	188
VALUE FOR MONEY									
All fare-paying passengers	-	-	69	71	37	34	14	15	298
Aged 16 to 34	-	-	67	65	35	31	20	14	121
Aged 35 to 59	-	-	72	76	38	38	7	17	140
Passengers commuting	-	-	70	73	37	36	13	13	134
Passengers not commuting	-	-	68	68	35	33	15	17	159
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	78	84	57	26	8	8	685
The length of time waited	-	-	77	86	57	29	7	8	720
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	89	92	64	28	5	3	737

Detailed results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
THE BUS STOP									
Overall satisfaction with the bus stop	-	-	82	86	44	42	10	4	722
Its distance from the journey start	-	-	86	88	58	30	8	4	690
The convenience/accessibility of its location	-	-	90	92	60	32	6	2	660
Its condition/standard of maintenance	-	-	77	78	46	32	13	9	673
Its freedom from graffiti/vandalism	-	-	82	83	56	28	10	7	662
Its freedom from litter	-	-	75	80	49	31	9	11	666
The information provided at the stop	-	-	66	78	46	32	12	10	667
Your personal safety whilst at the stop	-	-	80	85	55	30	11	4	674
ON THE BUS									
Route/destination information on the outside of the bus	-	-	88	90	62	28	9	1	682
The cleanliness and condition of the outside of the bus	-	-	86	88	52	37	9	3	695
The ease of getting onto and off the bus	-	-	92	95	72	24	3	2	728
The length of time it took to board	-	-	93	94	70	23	5	2	705
The cleanliness and condition of the inside of the bus	-	-	88	89	49	41	7	4	726
The information provided inside the bus	-	-	74	76	41	35	22	2	644
The availability of seating or space to stand	-	-	89	93	63	30	4	3	721
The comfort of the seats	-	-	80	82	46	37	13	5	721
The amount of personal space you had around you	-	-	80	84	47	37	10	6	711
Provision of grab rails to stand/move within the bus	-	-	87	91	53	37	7	2	716
The temperature inside the bus	-	-	83	83	44	38	10	7	720
Your personal security whilst on the bus	-	-	88	93	62	32	6	1	720
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	93	96	74	23	3	0	719
The driver's appearance	-	-	90	94	68	26	5	1	694
The greeting/welcome you got from the driver	-	-	76	85	55	30	11	4	723
The helpfulness and attitude of the driver	-	-	78	85	55	30	11	3	704
The time the driver gave you to get to your seat	-	-	82	90	63	27	5	5	713
Smoothness/freedom from jolting during the journey	-	-	81	88	53	35	7	5	711
Safety of the driving (i.e. speed, driver concentrating)	-	-	88	94	67	27	4	1	720

Factors affecting journey length

	2011 % occurrence	2012 % occurrence	2013 % occurrence	2014 % occurrence
Congestion/traffic jams	-	-	18	23
Road works	-	-	7	10
Bus driver driving too slowly	-	-	2	3
Poor weather conditions	-	-	2	2
Waiting too long at stops	-	-	10	7
Passenger boarding time	-	-	18	18
Base size	-	-	1064	762

Passengers could provide more than one answer

Anti-social behaviour

	2011 % 'yes'	2012 % 'yes'	2013 % 'yes'	2014 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	-	4	4
Base size	-	-	1064	762

Bus operator results

The Bus Passenger Survey was conducted in 23 local transport authority (LTA) areas. Here we show national bus operators* results (across all areas covered) followed by the results for operators in areas and operator specific areas shown alphabetically.

We recommend reading *How the research was carried out and making use of results* on page 160. Below is the list of the results provided.

National bus operators

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

Operators within areas

- Abellio in Surrey
- Anglian Buses
- Arriva in Kent County Council
- Arriva in Medway Council
- Arriva in Merseyside PTE
- Arriva in Milton Keynes Council
- Arriva in Northumberland County Council
- Arriva in Staffordshire County Council
- Arriva in Tees Valley Group
- Arriva in West Yorkshire PTE
- Blackpool Transport in Blackpool Council
- Bluestar
- Brighton and Hove Bus
- Ensign Bus in Thurrock Council
- First in Essex County Council
- First in Greater Manchester
- First in Hampshire
- First in Norfolk County Council
- First in Potteries
- First in South Yorkshire PTE
- First in Suffolk County Council
- First in West England Partnership
- First in West Yorkshire PTE
- First in City of York Council
- Go North East in Tyne and Wear PTE
- Heddingham and Chambers
- Ipswich Bus in Suffolk County Council
- Konectbus

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



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

Bus operator key findings*

Overall satisfaction

Satisfaction levels for operators

This year ranged from 81% to 96% • Last year ranged from 79% to 94%

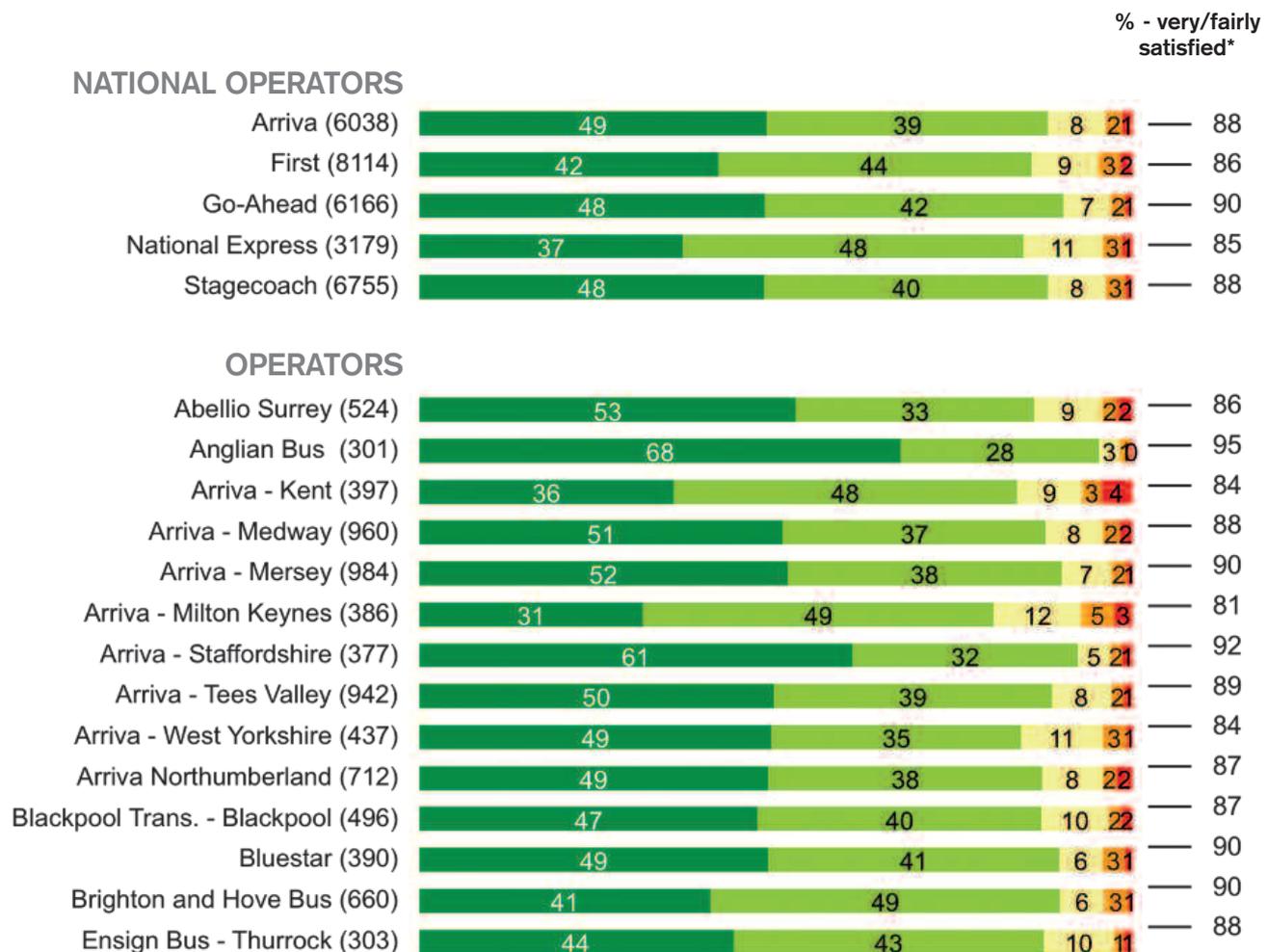
Scores for operators within PTEs

This year ranged from 84% to 90% • Last year ranged from 84% to 92%

Scores for national operators

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

Overall satisfaction with the bus journey (%)

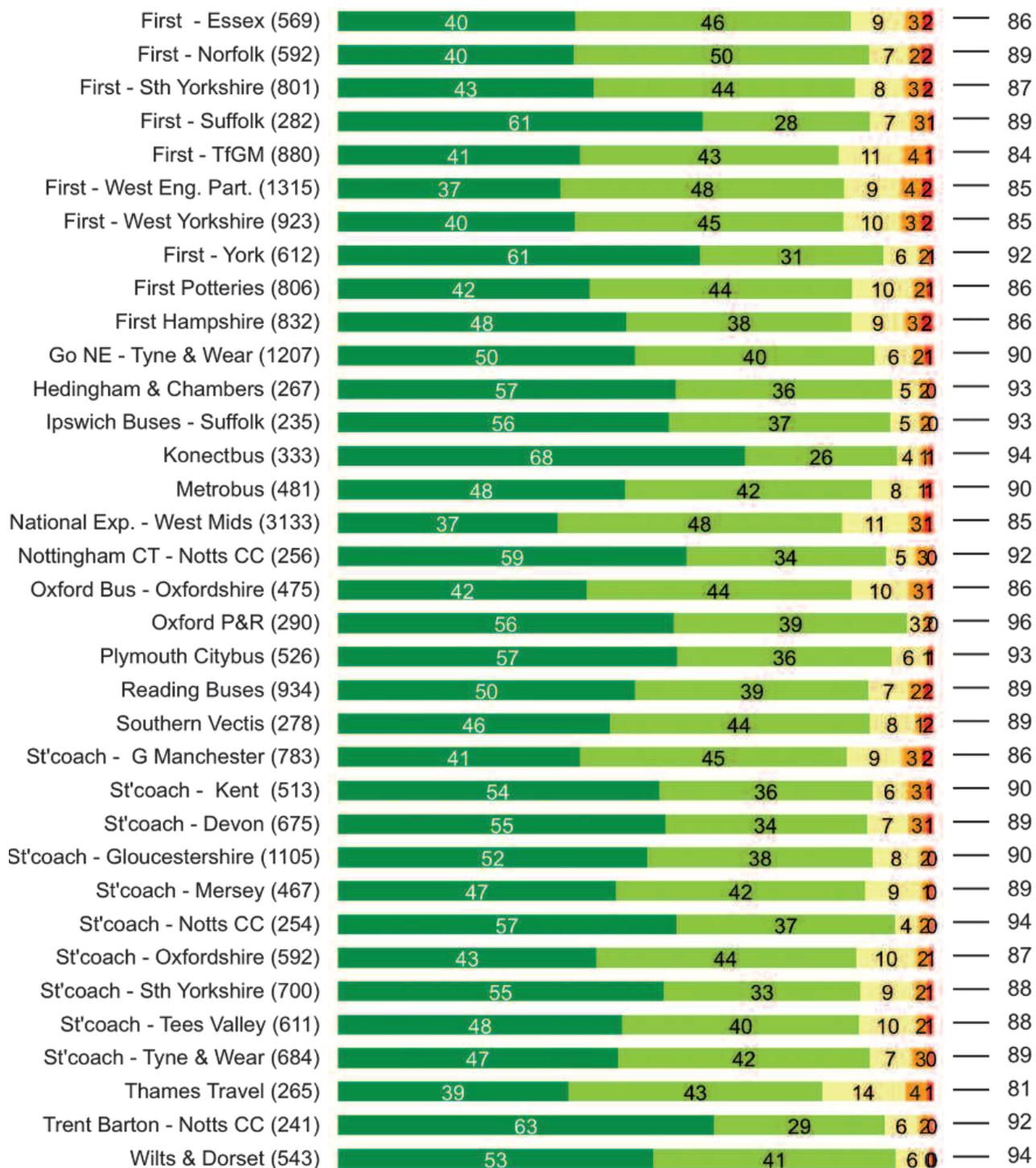


*As a result of the areas selected, the proportion of each major operator's services covered by the survey will vary.

Overall satisfaction with the bus journey (%)

% - very/fairly satisfied*

OPERATORS CONTINUED



Very satisfied Fairly satisfied Neither/nor Fairly dissatisfied Very dissatisfied

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

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

Value for money

Satisfaction levels for operators

This year ranged from 37% to 75% • Last year ranged from 43% to 75%

Scores for operators within PTEs

This year ranged from 61% to 75% • Last year ranged from 49% to 75%

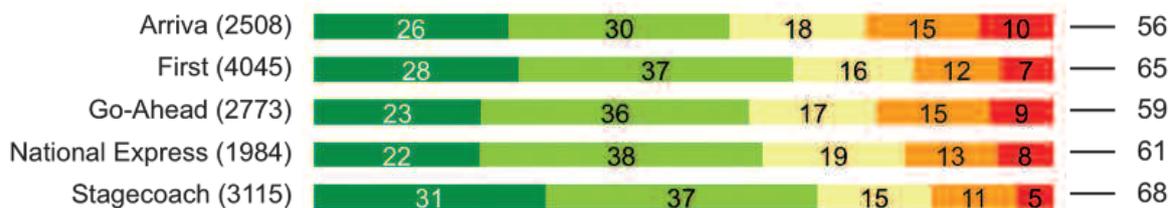
Scores for national operators

This year • Arriva 56% • First 65% • Go-Ahead 59% • National Express 61% • Stagecoach 68%
Last year • Arriva 56% • First 58% • Go-Ahead n/a • National Express 61% • Stagecoach 67%

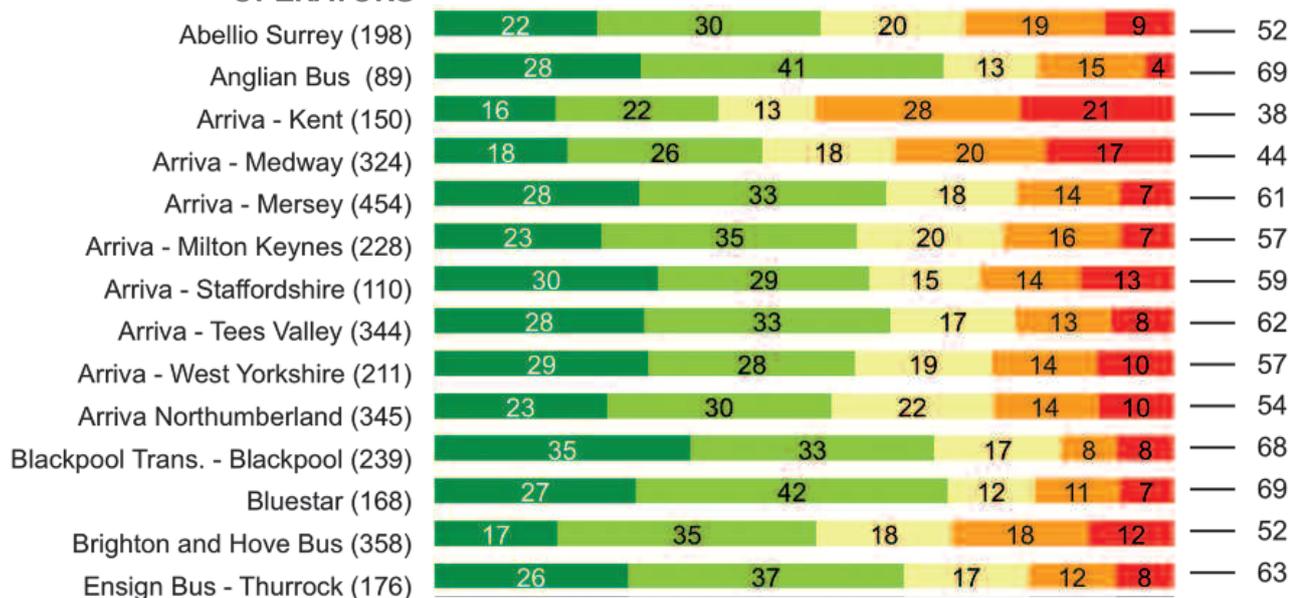
Satisfaction with value for money – fare-paying passengers (%)

% - very/fairly satisfied*

NATIONAL OPERATORS



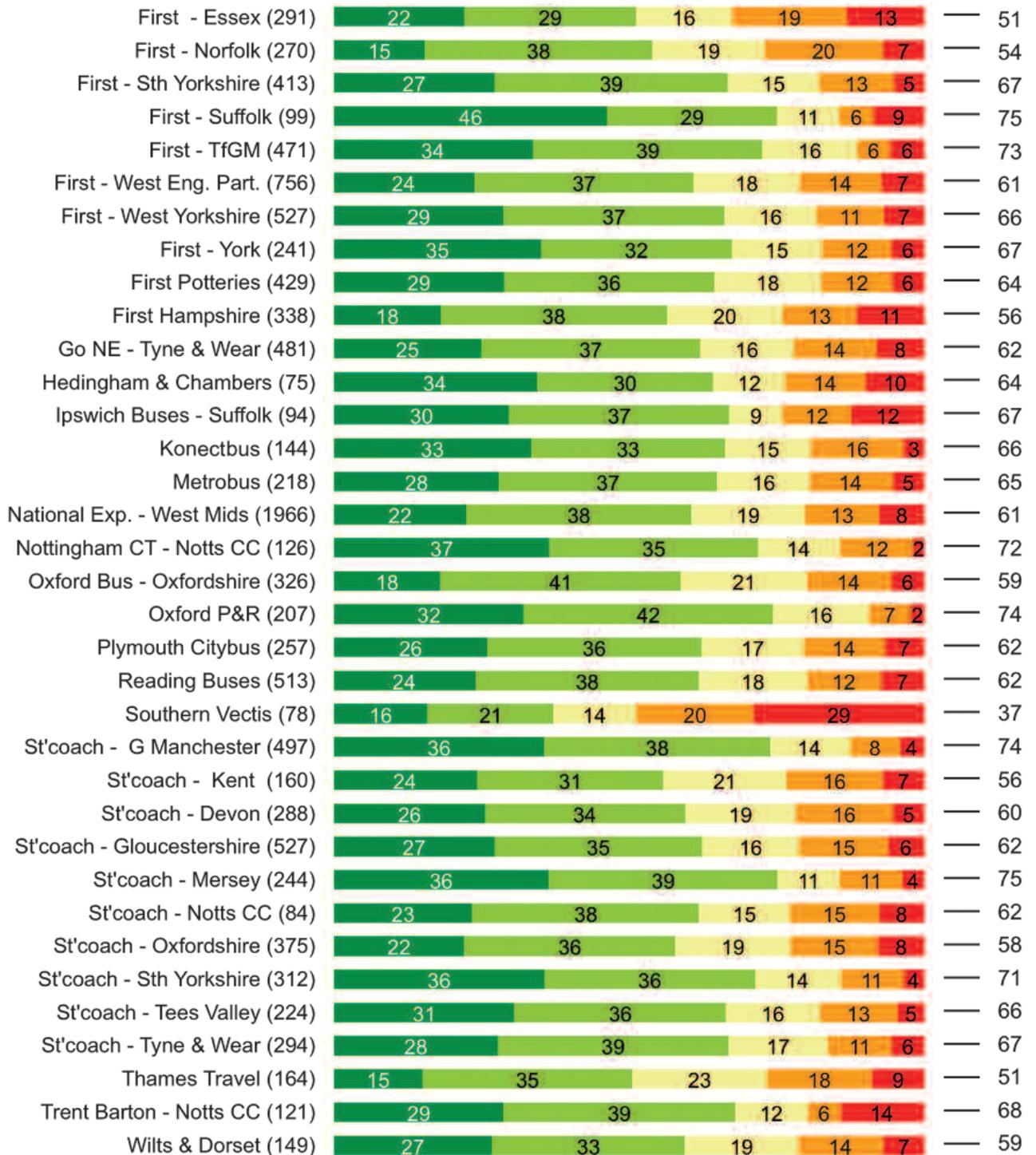
OPERATORS



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

% - very/fairly satisfied*

OPERATORS CONTINUED



Very satisfied Fairly satisfied Neither/nor Fairly dissatisfied Very dissatisfied

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

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

Punctuality

Satisfaction levels for operators

This year ranged from 65% to 90% • Last year ranged from 58% to 87%

Scores for operators within PTEs

This year ranged from 69% to 85% • Last year ranged from 67% to 83%

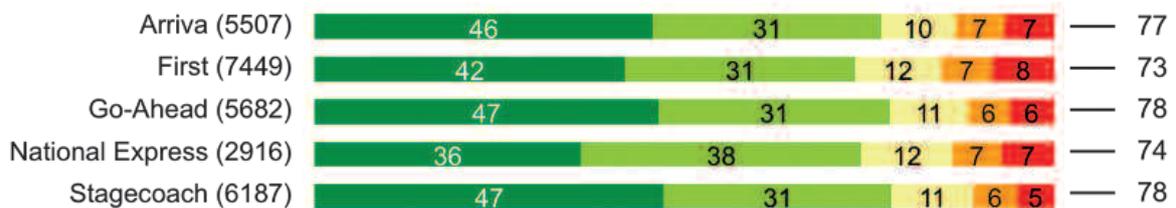
Scores for national operators

This year • Arriva 77% • First 73% • Go-Ahead 78% • National Express 74% • Stagecoach 78%
Last year • Arriva 74% • First 74% • Go-Ahead n/a • National Express 73% • Stagecoach 80%

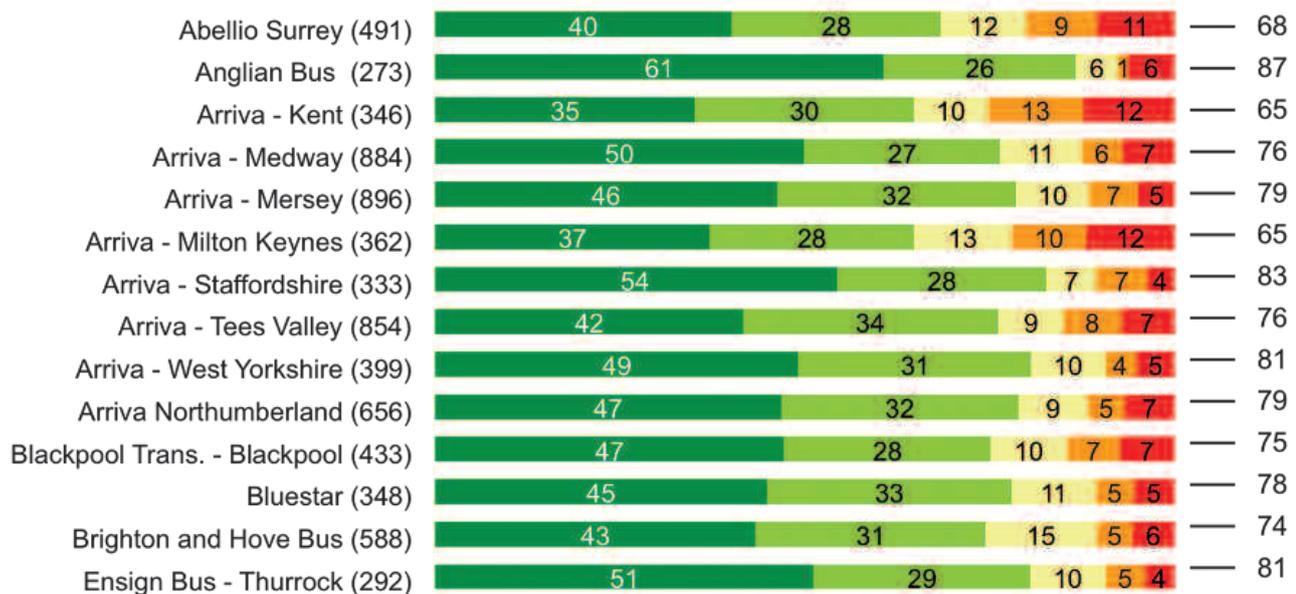
Satisfaction with punctuality of the bus (%)

% - very/fairly satisfied*

NATIONAL OPERATORS



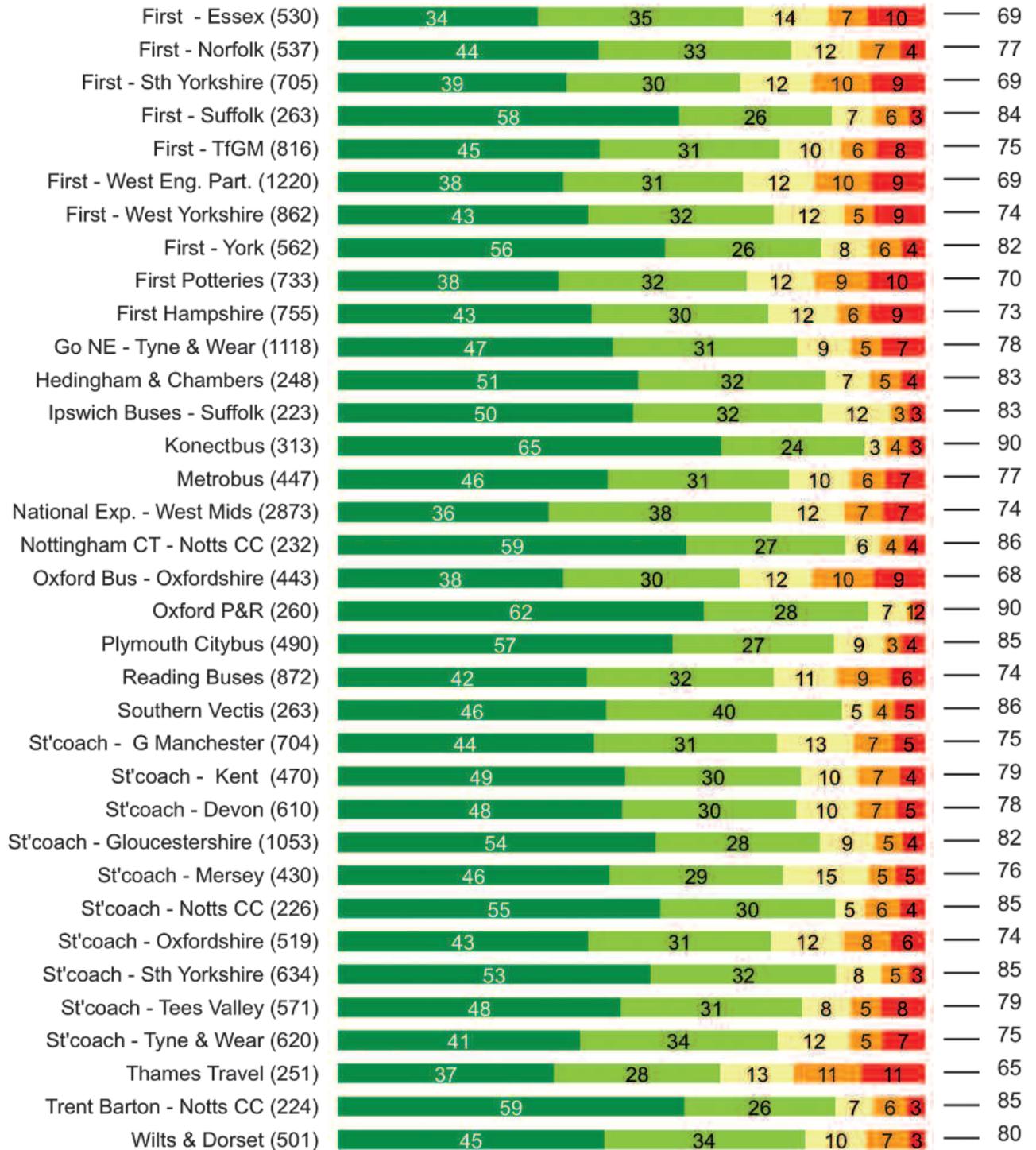
OPERATORS



Satisfaction with punctuality of the bus (%)

% - very/fairly satisfied*

OPERATORS CONTINUED



Very satisfied Fairly satisfied Neither/nor Fairly dissatisfied Very dissatisfied

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

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

On-bus journey time

Satisfaction levels for operators

This year ranged from 76% to 97% • Last year ranged from 76% to 91%

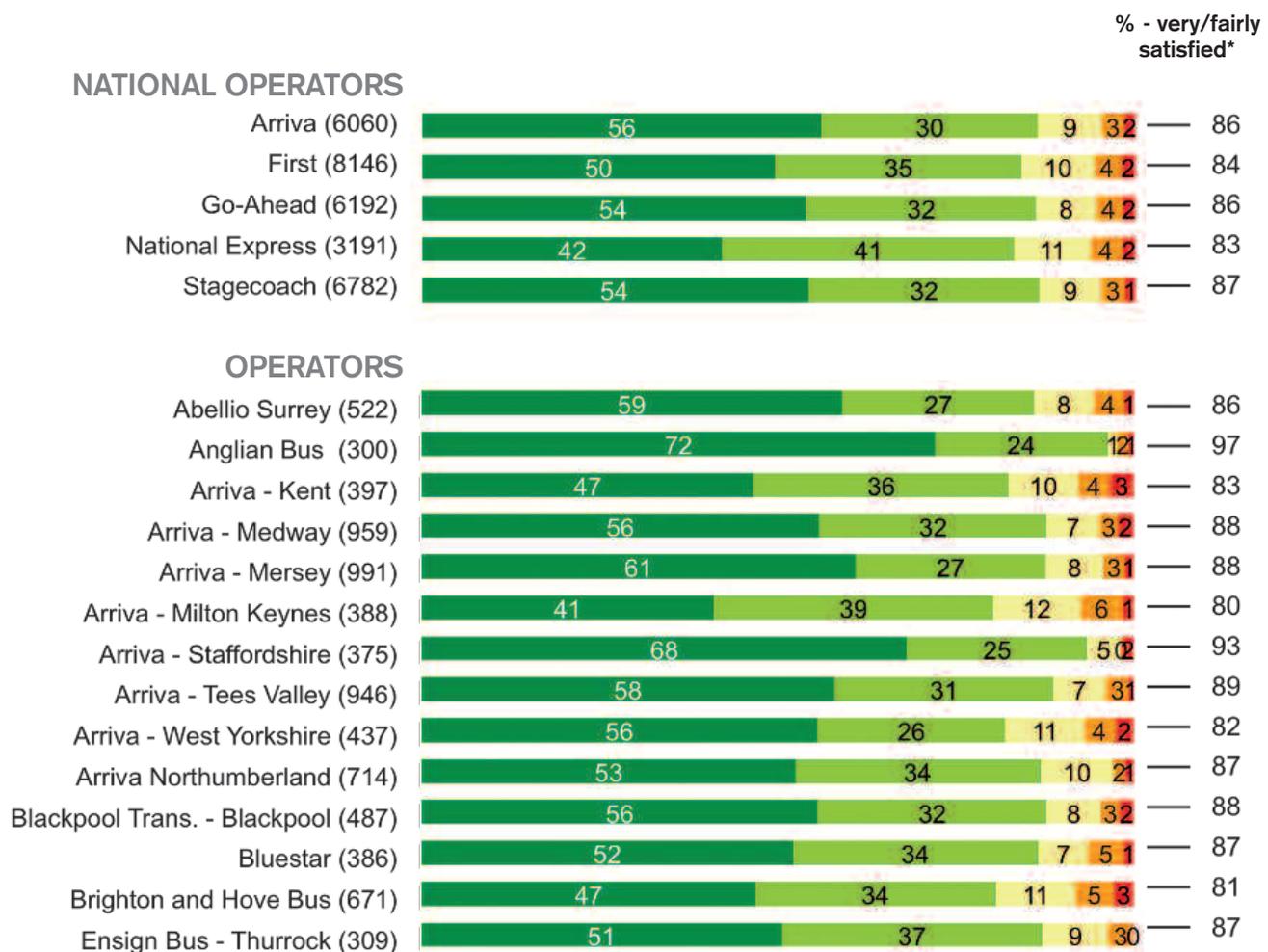
Scores for operators within PTEs

This year ranged from 82% to 93% • Last year ranged from 81% to 91%

Scores for national operators

This year • Arriva 86% • First 84% • Go-Ahead 86% • National Express 83% • Stagecoach 87%
Last year • Arriva 85% • First 83% • Go-Ahead n/a • National Express 85% • Stagecoach 85%

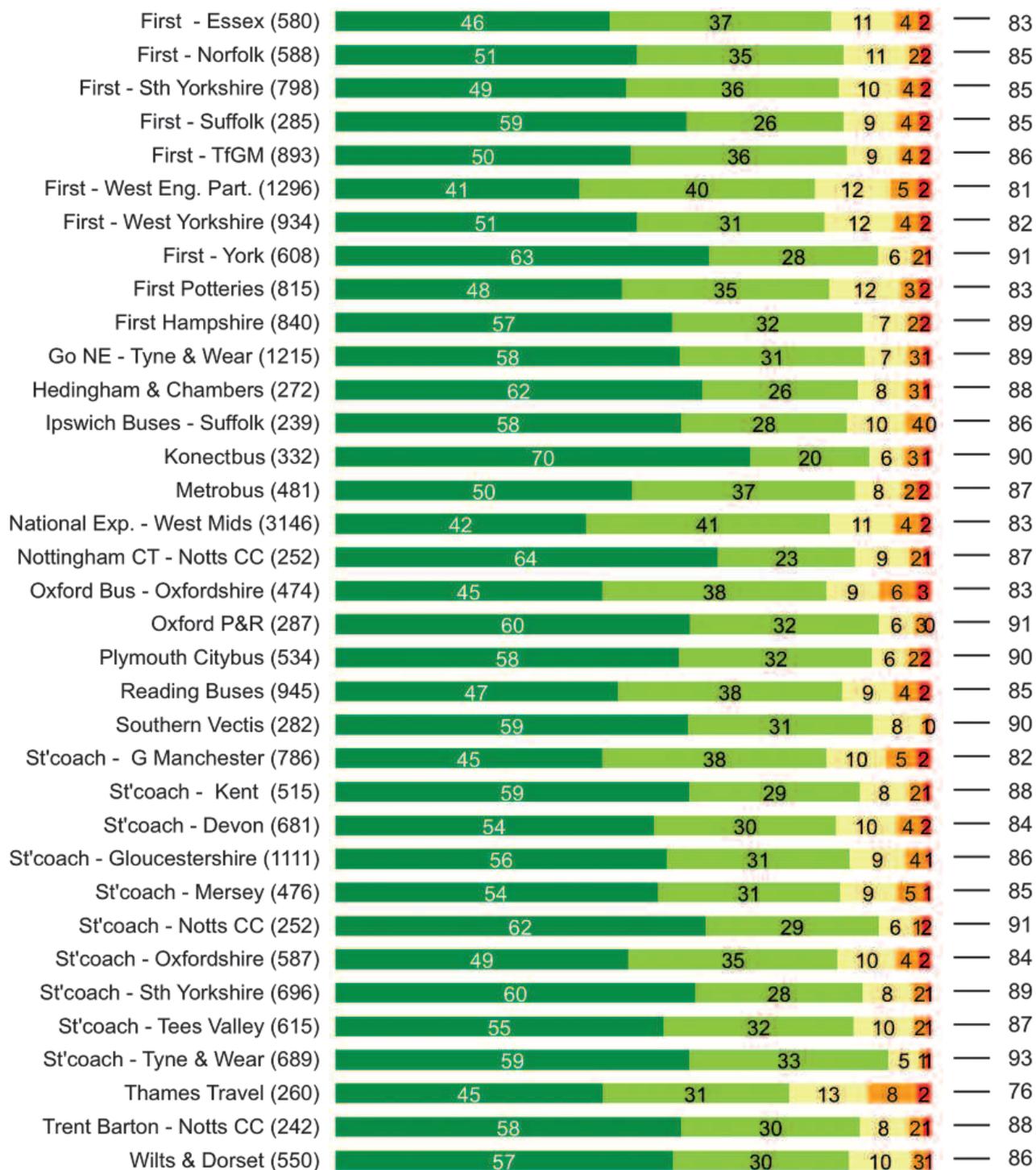
Satisfaction with on-bus journey time (%)



Satisfaction with on-bus journey time (%)

% - very/fairly satisfied*

OPERATORS CONTINUED



Very satisfied Fairly satisfied Neither/nor Fairly dissatisfied Very dissatisfied

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

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

All Arriva (within English survey areas covered)

Headline results

Overall satisfaction

88%

Value for money

56%

Punctuality

77%

Journey time

86%

The top three drivers of satisfaction

On-bus journey time **44%**



Safety of the driving **13%**



Value for money **11%**



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	85	86	88	49	39	8	4	6038
Fare-paying passengers	-	80	83	85	41	44	10	5	2576
Free-pass holders	-	92	91	93	61	32	5	2	3366
Aged 16 to 34	-	80	80	82	37	45	12	6	1291
Aged 35 to 59	-	83	87	90	49	41	7	3	1535
Passengers commuting	-	78	80	84	36	48	11	5	1734
Passengers not commuting	-	89	90	91	57	34	6	3	4097
Passengers saying they have a disability	-	87	88	87	49	38	9	4	1860
VALUE FOR MONEY									
All fare-paying passengers	-	48	56	56	26	30	18	25	2508
Aged 16 to 34	-	41	50	52	25	27	18	30	1089
Aged 35 to 59	-	57	63	62	28	34	19	19	1228
Passengers commuting	-	46	53	54	24	30	19	26	1429
Passengers not commuting	-	51	60	60	30	30	17	23	1038
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	71	74	77	46	31	10	13	5507
The length of time waited	-	71	75	78	46	32	11	11	5896
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	86	85	86	56	30	9	5	6060

Detailed results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
ON THE BUS									
Route/destination information on the outside of the bus	-	83	85	87	55	32	11	2	5714
The cleanliness and condition of the outside of the bus	-	76	80	83	41	41	12	6	5656
The ease of getting onto and off the bus	-	89	89	92	59	33	6	2	5865
The length of time it took to board	-	89	89	92	60	31	6	2	5736
The cleanliness and condition of the inside of the bus	-	74	78	82	38	43	10	9	5962
The information provided inside the bus	-	61	65	69	31	37	25	6	5309
The availability of seating or space to stand	-	83	84	88	53	36	7	5	5828
The comfort of the seats	-	72	75	77	39	38	13	10	5844
The amount of personal space you had around you	-	70	74	78	39	39	12	10	5792
Provision of grab rails to stand/move within the bus	-	81	84	85	45	40	10	5	5760
The temperature inside the bus	-	74	79	80	40	40	12	8	5818
Your personal security whilst on the bus	-	82	84	86	50	36	10	3	5809
THE BUS DRIVER									
How near to the kerb the driver stopped	-	90	91	92	63	30	6	2	5822
The driver's appearance	-	87	88	89	58	31	9	2	5627
The greeting/welcome you got from the driver	-	64	68	72	42	30	20	8	5670
The helpfulness and attitude of the driver	-	64	69	73	44	29	21	6	5558
The time the driver gave you to get to your seat	-	72	74	78	46	32	14	8	5704
Smoothness/freedom from jolting during the journey	-	71	73	75	40	36	15	10	5705
Safety of the driving (i.e. speed, driver concentrating)	-	84	86	87	54	33	10	3	5691



All First (within English survey areas covered)

Headline results

Overall satisfaction

86%

Value for money

65%

Punctuality

73%

Journey time

84%

The top three drivers of satisfaction

On-bus journey time **62%**



Value for money **10%**



Smoothness/freedom from jolting **7%**



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	81	86	86	42	44	9	5	8114
Fare-paying passengers	-	79	83	84	34	50	11	5	4121
Free-pass holders	-	87	92	91	61	31	6	3	3835
Aged 16 to 34	-	76	81	81	30	51	13	6	2219
Aged 35 to 59	-	82	87	87	42	44	8	5	2069
Passengers commuting	-	77	81	82	32	50	12	6	2706
Passengers not commuting	-	86	90	89	51	39	7	4	5155
Passengers saying they have a disability	-	80	86	85	45	40	9	6	2133
VALUE FOR MONEY									
All fare-paying passengers	-	48	58	65	28	37	16	19	4045
Aged 16 to 34	-	45	54	62	26	36	18	20	1955
Aged 35 to 59	-	51	63	69	30	39	15	17	1726
Passengers commuting	-	47	57	65	26	39	16	19	2328
Passengers not commuting	-	51	58	65	31	34	17	19	1637
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	63	74	73	42	31	12	15	7449
The length of time waited	-	67	76	74	42	32	11	15	8049
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	83	83	84	50	35	10	6	8146

Detailed results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
ON THE BUS									
Route/destination information on the outside of the bus	-	81	83	84	50	34	12	4	7694
The cleanliness and condition of the outside of the bus	-	74	76	79	37	42	15	6	7615
The ease of getting onto and off the bus	-	87	89	91	56	35	6	3	7977
The length of time it took to board	-	87	89	89	55	34	8	3	7793
The cleanliness and condition of the inside of the bus	-	72	74	77	30	46	12	11	8055
The information provided inside the bus	-	57	59	62	25	37	30	8	7058
The availability of seating or space to stand	-	83	85	86	48	38	9	6	7907
The comfort of the seats	-	70	73	74	33	42	14	12	7924
The amount of personal space you had around you	-	68	74	74	34	40	15	11	7888
Provision of grab rails to stand/move within the bus	-	80	83	84	40	44	12	5	7837
The temperature inside the bus	-	75	76	76	33	43	14	10	7912
Your personal security whilst on the bus	-	80	82	83	42	41	14	3	7852
THE BUS DRIVER									
How near to the kerb the driver stopped	-	89	91	91	58	33	7	2	7833
The driver's appearance	-	84	88	88	54	34	10	2	7545
The greeting/welcome you got from the driver	-	60	66	67	36	31	22	10	7666
The helpfulness and attitude of the driver	-	63	69	69	37	31	22	9	7471
The time the driver gave you to get to your seat	-	70	74	76	42	33	15	9	7670
Smoothness/freedom from jolting during the journey	-	70	74	74	35	39	16	11	7733
Safety of the driving (i.e. speed, driver concentrating)	-	82	87	86	49	38	11	3	7711



All Go-Ahead (within English survey areas covered)

Headline results

Overall satisfaction
90%

Value for money
59%

Punctuality
78%

Journey time
86%

The top three drivers of satisfaction

On-bus journey time **61%**



Safety of the driving **12%**



Value for money **10%**



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	-	-	90	48	42	7	3	6166
Fare-paying passengers	-	-	-	88	40	48	8	4	2830
Free-pass holders	-	-	-	95	66	29	4	2	3221
Aged 16 to 34	-	-	-	86	33	53	10	3	1336
Aged 35 to 59	-	-	-	90	48	42	6	4	1568
Passengers commuting	-	-	-	85	36	49	10	5	1878
Passengers not commuting	-	-	-	94	58	37	4	2	4095
Passengers saying they have a disability	-	-	-	90	49	41	7	3	1588
VALUE FOR MONEY									
All fare-paying passengers	-	-	-	59	23	36	17	24	2773
Aged 16 to 34	-	-	-	54	20	35	17	28	1193
Aged 35 to 59	-	-	-	65	27	38	17	18	1297
Passengers commuting	-	-	-	57	20	37	19	24	1612
Passengers not commuting	-	-	-	61	26	35	15	24	1126
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	78	47	31	11	12	5682
The length of time waited	-	-	-	78	48	31	10	11	6071
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	86	54	32	8	5	6192

Detailed results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	89	58	31	10	2	5916
The cleanliness and condition of the outside of the bus	-	-	-	86	45	41	11	4	5871
The ease of getting onto and off the bus	-	-	-	93	61	31	5	2	6067
The length of time it took to board	-	-	-	92	61	31	5	2	5962
The cleanliness and condition of the inside of the bus	-	-	-	83	39	44	10	7	6150
The information provided inside the bus	-	-	-	70	33	37	24	6	5423
The availability of seating or space to stand	-	-	-	89	53	36	7	4	6046
The comfort of the seats	-	-	-	79	37	42	13	8	6062
The amount of personal space you had around you	-	-	-	78	38	40	13	9	6026
Provision of grab rails to stand/move within the bus	-	-	-	85	44	40	11	4	5976
The temperature inside the bus	-	-	-	79	38	41	13	8	6027
Your personal security whilst on the bus	-	-	-	87	50	37	11	2	5992
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	92	64	29	6	2	5943
The driver's appearance	-	-	-	91	61	29	8	1	5806
The greeting/welcome you got from the driver	-	-	-	77	47	30	16	7	5908
The helpfulness and attitude of the driver	-	-	-	77	47	30	17	6	5780
The time the driver gave you to get to your seat	-	-	-	81	49	32	13	6	5875
Smoothness/freedom from jolting during the journey	-	-	-	77	40	37	14	9	5932
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	89	56	33	9	2	5932



All National Express (within English survey areas covered)

Headline results

Overall satisfaction

85%

Value for money

61%

Punctuality

74%

Journey time

83%

The top three drivers of satisfaction

On-bus journey time **36%**



Value for money **25%**



Waiting time **16%**



FARE-PAYERS ONLY

Key results

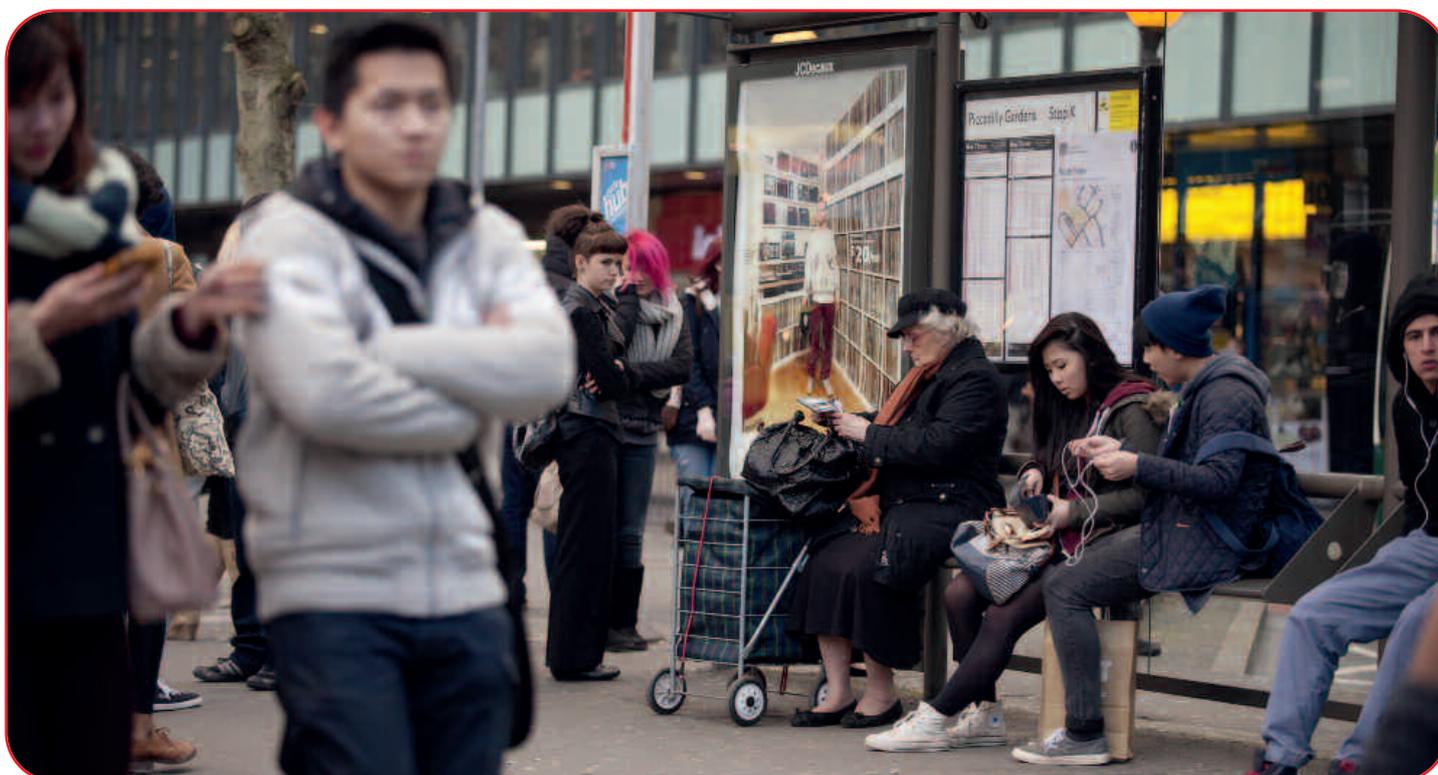
Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	78	86	85	37	48	11	4	3179
Fare-paying passengers	-	75	84	84	32	52	12	5	2028
Free-pass holders	-	88	92	89	53	36	8	3	1051
Aged 16 to 34	-	74	83	82	32	50	13	5	1106
Aged 35 to 59	-	77	84	84	34	50	11	4	1025
Passengers commuting	-	74	83	83	31	52	12	5	1427
Passengers not commuting	-	84	88	87	44	43	10	3	1657
Passengers saying they have a disability	-	77	87	84	39	45	11	5	748
VALUE FOR MONEY									
All fare-paying passengers	-	50	61	61	22	38	19	20	1984
Aged 16 to 34	-	45	55	57	22	35	20	23	989
Aged 35 to 59	-	55	67	65	23	42	18	17	877
Passengers commuting	-	48	59	60	22	39	20	19	1254
Passengers not commuting	-	54	67	62	24	38	17	22	672
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	62	73	74	36	38	12	14	2916
The length of time waited	-	64	74	78	38	40	10	12	3175
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	80	85	83	42	41	11	6	3191

Detailed results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
ON THE BUS									
Route/destination information on the outside of the bus	-	78	82	83	42	41	13	4	3026
The cleanliness and condition of the outside of the bus	-	67	74	76	29	47	16	8	2999
The ease of getting onto and off the bus	-	86	87	87	44	43	8	4	3103
The length of time it took to board	-	86	87	87	46	41	9	4	3037
The cleanliness and condition of the inside of the bus	-	62	70	72	23	49	14	14	3157
The information provided inside the bus	-	57	65	66	23	42	27	8	2883
The availability of seating or space to stand	-	77	81	82	36	46	11	7	3091
The comfort of the seats	-	67	72	72	26	46	16	11	3097
The amount of personal space you had around you	-	61	69	71	26	45	17	12	3081
Provision of grab rails to stand/move within the bus	-	76	80	80	31	48	13	7	3074
The temperature inside the bus	-	69	74	74	27	47	16	10	3089
Your personal security whilst on the bus	-	69	74	75	29	46	17	7	3065
THE BUS DRIVER									
How near to the kerb the driver stopped	-	87	91	90	51	40	7	3	3032
The driver's appearance	-	82	85	85	47	37	13	2	2867
The greeting/welcome you got from the driver	-	50	59	60	27	33	27	13	2881
The helpfulness and attitude of the driver	-	53	62	62	29	33	28	10	2810
The time the driver gave you to get to your seat	-	60	70	71	31	40	19	10	2956
Smoothness/freedom from jolting during the journey	-	64	73	72	28	45	16	12	2996
Safety of the driving (i.e. speed, driver concentrating)	-	78	83	83	40	43	12	4	2960



All Stagecoach (within English survey areas covered)

Headline results

Overall satisfaction
88%

Value for money
68%

Punctuality
78%

Journey time
87%

The top three drivers of satisfaction

On-bus journey time **49%**



Punctuality **18%**



Safety of the driving **11%**



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	86	90	88	48	40	8	4	6755
Fare-paying passengers	-	84	88	85	40	46	10	5	3172
Free-pass holders	-	90	93	95	66	29	4	1	3460
Aged 16 to 34	-	81	86	82	34	49	13	5	1596
Aged 35 to 59	-	88	90	89	51	38	7	5	1755
Passengers commuting	-	80	86	82	35	47	12	6	2078
Passengers not commuting	-	91	93	93	58	35	5	2	4479
Passengers saying they have a disability	-	87	89	87	52	35	9	4	1945
VALUE FOR MONEY									
All fare-paying passengers	-	59	67	68	31	37	15	16	3115
Aged 16 to 34	-	52	63	64	28	37	16	20	1414
Aged 35 to 59	-	69	73	73	36	37	15	12	1443
Passengers commuting	-	56	66	67	30	37	15	18	1774
Passengers not commuting	-	64	68	71	34	37	16	14	1290
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	74	80	78	47	31	11	11	6187
The length of time waited	-	76	82	81	48	32	10	9	6623
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	85	85	87	54	32	9	5	6782

Detailed results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
ON THE BUS									
Route/destination information on the outside of the bus	-	86	86	86	55	31	11	3	6390
The cleanliness and condition of the outside of the bus	-	76	79	81	39	42	13	5	6322
The ease of getting onto and off the bus	-	91	91	91	59	33	6	2	6609
The length of time it took to board	-	90	91	91	60	32	6	3	6436
The cleanliness and condition of the inside of the bus	-	72	77	79	33	46	11	10	6679
The information provided inside the bus	-	60	65	66	28	38	28	7	5897
The availability of seating or space to stand	-	86	88	88	51	37	7	5	6567
The comfort of the seats	-	73	77	78	36	42	13	9	6593
The amount of personal space you had around you	-	68	75	77	37	40	13	10	6523
Provision of grab rails to stand/move within the bus	-	81	84	85	44	40	11	5	6480
The temperature inside the bus	-	76	79	78	37	42	14	8	6544
Your personal security whilst on the bus	-	83	84	84	45	39	12	3	6528
THE BUS DRIVER									
How near to the kerb the driver stopped	-	91	92	94	64	29	5	1	6474
The driver's appearance	-	87	90	90	61	30	9	1	6249
The greeting/welcome you got from the driver	-	66	71	74	44	30	19	7	6329
The helpfulness and attitude of the driver	-	67	73	76	46	30	19	6	6230
The time the driver gave you to get to your seat	-	72	78	78	46	32	14	8	6342
Smoothness/freedom from jolting during the journey	-	71	77	76	39	37	14	10	6401
Safety of the driving (i.e. speed, driver concentrating)	-	84	89	88	55	33	9	3	6402



Abellio in Surrey

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	-	86	86	53	33	9	4	524
Fare-paying passengers	-	-	80	81	42	39	13	6	204
Free-pass holders	-	-	92	93	65	27	6	2	316
Aged 16 to 34	-	-	75	78	36	42	17	6	121
Aged 35 to 59	-	-	83	87	49	38	6	7	98
Passengers commuting	-	-	75	75	34	41	16	9	148
Passengers not commuting	-	-	92	94	64	29	5	1	356
Passengers saying they have a disability	-	-	84	88	55	33	8	3	147
VALUE FOR MONEY									
All fare-paying passengers	-	-	56	52	22	30	20	28	198
Aged 16 to 34	-	-	48	44	19	25	21	36	104
Aged 35 to 59	-	-	61	-	-	-	-	-	-
Passengers commuting	-	-	50	49	22	27	20	30	113
Passengers not commuting	-	-	64	57	22	35	19	24	82
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	67	68	40	28	12	20	491
The length of time waited	-	-	68	68	39	29	14	19	523
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	87	86	59	27	8	6	522
ON THE BUS									
Route/destination information on the outside of the bus	-	-	83	89	58	31	9	2	506
The cleanliness and condition of the outside of the bus	-	-	75	82	42	40	12	7	499
The ease of getting onto and off the bus	-	-	91	93	63	30	5	2	518
The length of time it took to board	-	-	90	93	64	29	6	2	506
The cleanliness and condition of the inside of the bus	-	-	74	82	40	42	10	8	522
The information provided inside the bus	-	-	59	69	32	37	25	6	461
The availability of seating or space to stand	-	-	91	90	57	33	7	3	512
The comfort of the seats	-	-	69	73	34	40	13	13	519
The amount of personal space you had around you	-	-	74	75	40	36	12	13	515
Provision of grab rails to stand/move within the bus	-	-	80	85	48	37	11	4	509
The temperature inside the bus	-	-	78	84	42	42	10	6	516
Your personal security whilst on the bus	-	-	87	88	56	32	10	2	514
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	94	94	72	22	5	1	515
The driver's appearance	-	-	90	94	67	26	4	2	504
The greeting/welcome you got from the driver	-	-	79	78	53	25	13	8	509
The helpfulness and attitude of the driver	-	-	80	78	54	24	15	7	500
The time the driver gave you to get to your seat	-	-	83	85	56	29	10	4	502
Smoothness/freedom from jolting during the journey	-	-	73	74	40	34	15	11	506
Safety of the driving (i.e. speed, driver concentrating)	-	-	84	88	61	27	9	3	505

Anglian Buses

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	-	-	95	68	28	3	2	301
Fare-paying passengers	-	-	-	91	54	37	5	4	89
Free-pass holders	-	-	-	98	77	21	1	0	210
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	95	70	25	3	1	234
Passengers saying they have a disability	-	-	-	95	73	21	4	1	83
VALUE FOR MONEY									
All fare-paying passengers	-	-	-	69	28	41	13	18	89
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	87	61	26	6	8	273
The length of time waited	-	-	-	88	58	30	6	7	300
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	97	72	24	1	2	300
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	97	70	27	2	1	285
The cleanliness and condition of the outside of the bus	-	-	-	95	63	32	3	2	284
The ease of getting onto and off the bus	-	-	-	97	74	23	2	0	291
The length of time it took to board	-	-	-	98	77	21	1	1	284
The cleanliness and condition of the inside of the bus	-	-	-	96	67	29	3	1	301
The information provided inside the bus	-	-	-	75	39	36	21	4	264
The availability of seating or space to stand	-	-	-	95	73	22	3	2	291
The comfort of the seats	-	-	-	86	47	38	7	7	291
The amount of personal space you had around you	-	-	-	86	54	32	7	6	290
Provision of grab rails to stand/move within the bus	-	-	-	95	63	32	4	2	290
The temperature inside the bus	-	-	-	89	56	34	6	5	286
Your personal security whilst on the bus	-	-	-	95	69	26	5	0	287
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	96	73	23	3	1	294
The driver's appearance	-	-	-	97	74	24	1	1	286
The greeting/welcome you got from the driver	-	-	-	86	61	25	10	4	291
The helpfulness and attitude of the driver	-	-	-	85	60	25	10	6	281
The time the driver gave you to get to your seat	-	-	-	90	65	24	7	4	288
Smoothness/freedom from jolting during the journey	-	-	-	81	47	34	10	8	286
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	92	64	28	6	2	289

Arriva in Kent

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	85	87	84	36	48	9	7	397
Fare-paying passengers	-	77	83	79	26	53	11	10	157
Free-pass holders	-	94	91	91	52	39	6	3	236
Aged 16 to 34	-	70	-	-	-	-	-	-	-
Aged 35 to 59	-	91	-	86	35	51	10	4	101
Passengers commuting	-	74	-	78	20	58	12	10	107
Passengers not commuting	-	91	92	89	48	41	6	5	273
Passengers saying they have a disability	-	86	-	90	44	46	9	1	124
VALUE FOR MONEY									
All fare-paying passengers	-	41	51	38	16	22	13	48	150
Aged 16 to 34	-	29	-	-	-	-	-	-	-
Aged 35 to 59	-	57	-	50	22	28	15	35	78
Passengers commuting	-	40	-	37	17	20	15	48	91
Passengers not commuting	-	42	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	72	81	65	35	30	10	25	346
The length of time waited	-	72	81	68	36	32	13	19	384
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	91	85	83	47	36	10	8	397
ON THE BUS									
Route/destination information on the outside of the bus	-	85	88	85	48	37	11	4	367
The cleanliness and condition of the outside of the bus	-	78	82	73	27	46	15	12	367
The ease of getting onto and off the bus	-	90	93	90	51	40	8	2	386
The length of time it took to board	-	89	89	90	53	36	8	2	379
The cleanliness and condition of the inside of the bus	-	74	83	78	25	53	9	13	384
The information provided inside the bus	-	61	68	59	22	37	32	9	345
The availability of seating or space to stand	-	84	86	82	42	40	10	9	384
The comfort of the seats	-	71	79	68	30	38	18	14	385
The amount of personal space you had around you	-	73	77	67	28	39	17	15	378
Provision of grab rails to stand/move within the bus	-	83	88	77	34	43	14	9	379
The temperature inside the bus	-	76	80	77	32	45	13	10	381
Your personal security whilst on the bus	-	83	85	84	43	41	12	4	373
THE BUS DRIVER									
How near to the kerb the driver stopped	-	94	90	93	57	35	5	2	382
The driver's appearance	-	89	90	86	48	38	12	2	376
The greeting/welcome you got from the driver	-	69	71	63	33	30	26	11	378
The helpfulness and attitude of the driver	-	69	73	67	32	35	22	11	363
The time the driver gave you to get to your seat	-	80	80	78	40	38	15	7	372
Smoothness/freedom from jolting during the journey	-	74	73	71	30	41	18	11	378
Safety of the driving (i.e. speed, driver concentrating)	-	87	86	85	43	42	12	3	378

Arriva in Medway

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	-	-	88	51	37	8	4	960
Fare-paying passengers	-	-	-	82	40	43	12	6	332
Free-pass holders	-	-	-	94	64	30	3	3	615
Aged 16 to 34	-	-	-	80	38	43	13	6	175
Aged 35 to 59	-	-	-	88	49	38	7	5	196
Passengers commuting	-	-	-	80	38	42	13	7	209
Passengers not commuting	-	-	-	92	57	34	6	2	712
Passengers saying they have a disability	-	-	-	88	47	41	7	6	334
VALUE FOR MONEY									
All fare-paying passengers	-	-	-	44	18	26	18	38	324
Aged 16 to 34	-	-	-	40	14	26	18	42	144
Aged 35 to 59	-	-	-	51	25	26	17	32	155
Passengers commuting	-	-	-	38	13	25	21	41	165
Passengers not commuting	-	-	-	52	25	27	14	34	154
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	76	50	27	11	13	884
The length of time waited	-	-	-	78	47	31	9	12	923
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	88	56	32	7	5	959
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	88	58	30	10	2	913
The cleanliness and condition of the outside of the bus	-	-	-	85	48	37	9	6	904
The ease of getting onto and off the bus	-	-	-	90	63	27	6	4	926
The length of time it took to board	-	-	-	90	62	28	7	2	915
The cleanliness and condition of the inside of the bus	-	-	-	86	45	41	6	8	947
The information provided inside the bus	-	-	-	69	34	35	24	7	840
The availability of seating or space to stand	-	-	-	87	51	36	7	6	925
The comfort of the seats	-	-	-	79	40	39	11	10	935
The amount of personal space you had around you	-	-	-	76	39	36	14	11	919
Provision of grab rails to stand/move within the bus	-	-	-	84	48	36	11	5	911
The temperature inside the bus	-	-	-	79	41	37	11	10	917
Your personal security whilst on the bus	-	-	-	83	49	33	13	4	914
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	92	64	28	6	2	926
The driver's appearance	-	-	-	91	61	30	7	1	904
The greeting/welcome you got from the driver	-	-	-	75	46	28	18	8	916
The helpfulness and attitude of the driver	-	-	-	77	47	29	17	7	892
The time the driver gave you to get to your seat	-	-	-	82	50	32	10	8	919
Smoothness/freedom from jolting during the journey	-	-	-	78	41	36	13	9	911
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	87	55	32	10	3	914

Arriva in Merseyside

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	85	85	86	90	52	38	7	3	984
Fare-paying passengers	85	80	84	87	45	43	9	3	470
Free-pass holders	88	95	93	95	63	32	3	1	499
Aged 16 to 34	83	81	81	85	40	45	11	4	216
Aged 35 to 59	84	82	87	91	53	38	6	3	305
Passengers commuting	80	79	82	85	39	46	10	4	314
Passengers not commuting	91	89	90	93	61	32	5	2	639
Passengers saying they have a disability	81	87	91	87	50	37	9	3	291
VALUE FOR MONEY									
All fare-paying passengers	55	47	61	61	28	33	18	21	454
Aged 16 to 34	51	42	56	62	26	35	16	23	187
Aged 35 to 59	59	53	66	61	30	31	20	19	249
Passengers commuting	54	45	60	58	23	35	20	22	260
Passengers not commuting	57	51	63	67	35	32	14	19	184
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	70	73	74	79	46	32	10	12	896
The length of time waited	75	74	77	81	49	33	10	8	973
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	90	85	88	61	27	8	4	991
ON THE BUS									
Route/destination information on the outside of the bus	81	84	85	88	58	30	10	2	933
The cleanliness and condition of the outside of the bus	78	77	81	86	42	44	10	4	923
The ease of getting onto and off the bus	89	88	87	92	60	32	7	1	962
The length of time it took to board	88	91	88	92	59	33	5	2	937
The cleanliness and condition of the inside of the bus	74	73	78	83	40	43	10	7	982
The information provided inside the bus	59	62	64	69	33	37	24	7	866
The availability of seating or space to stand	78	84	82	90	53	37	5	5	961
The comfort of the seats	73	75	78	79	41	37	11	10	952
The amount of personal space you had around you	-	71	74	80	40	40	11	10	947
Provision of grab rails to stand/move within the bus	81	82	83	88	45	43	8	5	948
The temperature inside the bus	74	76	78	80	40	40	11	9	946
Your personal security whilst on the bus	79	83	84	87	51	36	9	4	947
THE BUS DRIVER									
How near to the kerb the driver stopped	92	92	92	94	63	31	4	2	952
The driver's appearance	86	88	88	90	59	31	9	2	897
The greeting/welcome you got from the driver	61	60	66	70	40	30	24	6	895
The helpfulness and attitude of the driver	64	63	67	72	44	28	23	5	888
The time the driver gave you to get to your seat	67	66	72	72	41	32	18	10	919
Smoothness/freedom from jolting during the journey	70	72	74	74	40	34	15	11	939
Safety of the driving (i.e. speed, driver concentrating)	81	83	88	88	55	34	10	2	932

Arriva in Milton Keynes

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	72	84	81	31	49	12	7	386
Fare-paying passengers	-	67	83	80	26	55	13	7	228
Free-pass holders	-	87	89	81	44	37	12	7	149
Aged 16 to 34	-	67	80	78	24	54	14	8	145
Aged 35 to 59	-	71	84	79	32	48	14	7	105
Passengers commuting	-	67	84	80	23	57	11	9	176
Passengers not commuting	-	78	84	81	41	40	14	5	202
Passengers saying they have a disability	-	68	86	72	32	40	16	11	90
VALUE FOR MONEY									
All fare-paying passengers	-	48	58	57	23	35	20	23	228
Aged 16 to 34	-	48	52	51	20	31	22	27	126
Aged 35 to 59	-	48	68	63	23	39	18	20	88
Passengers commuting	-	47	59	54	17	37	21	25	144
Passengers not commuting	-	50	56	64	33	30	17	19	83
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	58	64	65	37	28	13	22	362
The length of time waited	-	61	67	67	35	33	14	19	382
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	76	83	80	41	39	12	7	388
ON THE BUS									
Route/destination information on the outside of the bus	-	77	83	83	41	42	13	4	379
The cleanliness and condition of the outside of the bus	-	64	72	71	29	43	18	11	373
The ease of getting onto and off the bus	-	86	88	86	47	38	8	7	377
The length of time it took to board	-	82	91	87	48	40	9	3	376
The cleanliness and condition of the inside of the bus	-	67	71	65	23	42	17	18	387
The information provided inside the bus	-	52	59	58	18	40	29	13	351
The availability of seating or space to stand	-	76	82	77	36	41	13	11	381
The comfort of the seats	-	67	69	64	19	45	21	15	370
The amount of personal space you had around you	-	62	67	64	21	43	15	20	374
Provision of grab rails to stand/move within the bus	-	74	76	70	28	42	21	9	370
The temperature inside the bus	-	67	75	67	26	41	18	15	377
Your personal security whilst on the bus	-	74	81	76	32	44	18	6	379
THE BUS DRIVER									
How near to the kerb the driver stopped	-	86	91	90	49	41	8	2	364
The driver's appearance	-	82	85	85	45	41	12	2	355
The greeting/welcome you got from the driver	-	60	65	62	30	32	24	14	359
The helpfulness and attitude of the driver	-	59	68	64	32	33	26	9	350
The time the driver gave you to get to your seat	-	67	74	76	39	37	14	11	344
Smoothness/freedom from jolting during the journey	-	63	70	64	27	37	20	16	354
Safety of the driving (i.e. speed, driver concentrating)	-	73	83	77	41	36	15	7	355

Arriva in Northumberland

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	75	83	87	49	38	8	4	712
Fare-paying passengers	-	71	78	86	40	46	10	4	354
Free-pass holders	-	82	90	89	62	27	7	4	343
Aged 16 to 34	-	65	74	80	30	51	13	6	206
Aged 35 to 59	-	73	82	89	55	34	7	4	181
Passengers commuting	-	55	77	84	35	48	11	5	242
Passengers not commuting	-	89	86	90	58	31	7	4	450
Passengers saying they have a disability	-	81	78	88	50	38	7	5	217
VALUE FOR MONEY									
All fare-paying passengers	-	33	50	54	23	30	22	24	345
Aged 16 to 34	-	-	43	47	19	28	21	31	172
Aged 35 to 59	-	47	59	61	29	32	22	17	143
Passengers commuting	-	29	44	51	20	31	21	28	206
Passengers not commuting	-	41	56	58	29	30	22	19	135
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	59	73	79	47	32	9	12	656
The length of time waited	-	60	73	78	46	32	11	11	700
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	75	78	87	53	34	10	3	714
ON THE BUS									
Route/destination information on the outside of the bus	-	78	84	88	58	30	10	2	690
The cleanliness and condition of the outside of the bus	-	66	74	83	48	35	11	6	683
The ease of getting onto and off the bus	-	87	89	90	62	29	6	4	696
The length of time it took to board	-	87	89	90	64	26	6	4	683
The cleanliness and condition of the inside of the bus	-	70	72	84	43	40	7	9	709
The information provided inside the bus	-	51	60	70	35	35	24	6	652
The availability of seating or space to stand	-	81	84	89	57	32	7	4	696
The comfort of the seats	-	58	63	78	42	36	12	10	696
The amount of personal space you had around you	-	63	72	79	45	34	12	9	694
Provision of grab rails to stand/move within the bus	-	76	82	85	49	36	10	4	690
The temperature inside the bus	-	64	73	79	41	38	12	9	697
Your personal security whilst on the bus	-	79	82	87	51	36	10	3	697
THE BUS DRIVER									
How near to the kerb the driver stopped	-	90	89	91	63	28	7	3	692
The driver's appearance	-	86	87	89	61	29	8	3	671
The greeting/welcome you got from the driver	-	62	69	72	44	28	19	9	676
The helpfulness and attitude of the driver	-	63	73	71	46	25	20	9	676
The time the driver gave you to get to your seat	-	77	80	82	52	30	12	5	681
Smoothness/freedom from jolting during the journey	-	69	73	77	44	34	13	10	685
Safety of the driving (i.e. speed, driver concentrating)	-	83	85	88	59	28	8	4	684

Arriva in Staffordshire

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	89	-	-	92	61	32	5	3	377
Fare-paying passengers	86	-	-	92	53	39	3	5	114
Free-pass holders	94	-	-	94	67	27	5	1	258
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	89	-	-	90	52	38	6	4	78
Passengers commuting	85	-	-	-	-	-	-	-	-
Passengers not commuting	93	-	-	92	63	29	5	3	296
Passengers saying they have a disability	90	-	-	93	64	29	6	1	114
VALUE FOR MONEY									
All fare-paying passengers	49	-	-	59	30	29	15	26	110
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	77	-	-	83	54	28	7	11	333
The length of time waited	74	-	-	85	54	30	6	9	361
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	93	68	25	5	2	375
ON THE BUS									
Route/destination information on the outside of the bus	81	-	-	91	62	29	5	4	342
The cleanliness and condition of the outside of the bus	84	-	-	83	44	39	10	8	332
The ease of getting onto and off the bus	94	-	-	92	64	29	5	3	357
The length of time it took to board	93	-	-	94	62	32	4	2	339
The cleanliness and condition of the inside of the bus	78	-	-	79	42	37	10	10	358
The information provided inside the bus	66	-	-	76	40	36	21	3	320
The availability of seating or space to stand	92	-	-	90	59	31	6	3	348
The comfort of the seats	79	-	-	82	44	38	11	7	347
The amount of personal space you had around you	-	-	-	82	44	37	11	8	347
Provision of grab rails to stand/move within the bus	84	-	-	89	50	39	9	2	348
The temperature inside the bus	85	-	-	88	46	42	7	5	351
Your personal security whilst on the bus	89	-	-	89	55	34	10	1	354
THE BUS DRIVER									
How near to the kerb the driver stopped	93	-	-	94	70	24	3	3	360
The driver's appearance	89	-	-	95	66	29	4	1	351
The greeting/welcome you got from the driver	81	-	-	83	54	29	9	8	346
The helpfulness and attitude of the driver	79	-	-	84	55	29	9	7	341
The time the driver gave you to get to your seat	80	-	-	88	59	29	6	6	350
Smoothness/freedom from jolting during the journey	79	-	-	84	47	37	8	8	346
Safety of the driving (i.e. speed, driver concentrating)	88	-	-	92	63	29	5	3	345

Arriva in Tees Valley

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	84	85	86	89	50	39	8	3	942
Fare-paying passengers	79	81	83	85	43	42	11	4	353
Free-pass holders	90	91	90	92	56	36	6	2	571
Aged 16 to 34	79	79	77	80	39	41	15	5	140
Aged 35 to 59	80	85	88	91	47	43	7	2	244
Passengers commuting	77	80	79	85	41	44	12	3	244
Passengers not commuting	86	89	90	91	55	36	6	3	662
Passengers saying they have a disability	85	85	86	90	48	42	7	2	339
VALUE FOR MONEY									
All fare-paying passengers	57	59	58	62	28	33	17	21	344
Aged 16 to 34	56	52	52	53	24	29	17	30	107
Aged 35 to 59	58	67	65	67	31	36	18	15	190
Passengers commuting	51	57	57	57	25	32	18	25	194
Passengers not commuting	63	62	61	68	34	35	16	16	147
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	70	73	75	76	42	34	9	15	854
The length of time waited	71	75	76	77	43	34	10	13	923
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	88	86	89	58	31	7	4	946
ON THE BUS									
Route/destination information on the outside of the bus	78	85	84	84	53	31	12	4	885
The cleanliness and condition of the outside of the bus	72	75	76	80	38	42	12	7	862
The ease of getting onto and off the bus	87	90	91	91	57	35	6	3	901
The length of time it took to board	88	90	91	91	59	32	7	2	883
The cleanliness and condition of the inside of the bus	70	77	74	79	34	45	11	10	923
The information provided inside the bus	59	64	63	67	29	38	25	8	806
The availability of seating or space to stand	85	87	86	89	48	41	7	4	887
The comfort of the seats	71	70	68	75	35	41	13	12	907
The amount of personal space you had around you	-	73	73	77	36	42	14	8	894
Provision of grab rails to stand/move within the bus	80	86	82	84	43	41	11	5	878
The temperature inside the bus	76	79	77	76	37	40	14	10	898
Your personal security whilst on the bus	79	85	84	86	44	42	12	2	899
THE BUS DRIVER									
How near to the kerb the driver stopped	89	91	92	93	63	30	5	2	912
The driver's appearance	88	87	90	90	58	32	9	1	872
The greeting/welcome you got from the driver	67	68	70	74	42	32	19	7	885
The helpfulness and attitude of the driver	69	69	73	75	44	31	18	6	872
The time the driver gave you to get to your seat	77	79	78	81	49	32	12	7	896
Smoothness/freedom from jolting during the journey	73	75	73	76	40	36	12	12	885
Safety of the driving (i.e. speed, driver concentrating)	84	86	85	88	55	32	9	3	884

Arriva in West Yorkshire

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	86	88	85	84	49	35	11	4	437
Fare-paying passengers	82	87	84	80	42	38	14	6	216
Free-pass holders	92	90	87	93	64	30	6	1	214
Aged 16 to 34	-	-	80	76	37	38	18	7	115
Aged 35 to 59	86	81	-	89	53	36	8	3	120
Passengers commuting	-	-	79	82	38	44	14	4	159
Passengers not commuting	92	91	90	86	59	26	9	5	264
Passengers saying they have a disability	-	91	84	79	51	28	16	6	129
VALUE FOR MONEY									
All fare-paying passengers	59	51	55	57	29	28	19	25	211
Aged 16 to 34	-	-	-	52	30	22	19	29	101
Aged 35 to 59	-	59	-	64	28	36	17	19	96
Passengers commuting	-	-	57	60	31	29	19	21	143
Passengers not commuting	-	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	83	74	73	81	49	31	10	9	399
The length of time waited	82	71	72	76	50	27	13	11	436
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	84	83	82	56	26	11	7	437
ON THE BUS									
Route/destination information on the outside of the bus	84	87	84	85	58	27	14	1	414
The cleanliness and condition of the outside of the bus	79	79	81	79	46	34	16	5	418
The ease of getting onto and off the bus	92	92	88	90	61	29	8	2	435
The length of time it took to board	94	89	89	89	64	25	10	1	424
The cleanliness and condition of the inside of the bus	78	78	78	78	40	38	11	11	431
The information provided inside the bus	68	69	65	69	34	35	26	5	394
The availability of seating or space to stand	87	87	81	86	55	31	9	6	426
The comfort of the seats	73	76	72	75	40	35	14	11	427
The amount of personal space you had around you	-	72	70	75	40	35	13	13	426
Provision of grab rails to stand/move within the bus	87	82	80	84	48	35	11	5	428
The temperature inside the bus	78	74	76	77	42	36	14	9	426
Your personal security whilst on the bus	90	83	82	84	51	32	13	4	422
THE BUS DRIVER									
How near to the kerb the driver stopped	94	90	87	90	65	25	9	2	413
The driver's appearance	91	89	88	90	61	29	8	2	412
The greeting/welcome you got from the driver	71	66	64	73	45	28	18	9	418
The helpfulness and attitude of the driver	74	63	68	72	44	27	21	7	408
The time the driver gave you to get to your seat	71	72	69	77	49	28	13	11	414
Smoothness/freedom from jolting during the journey	74	70	69	71	42	29	20	9	414
Safety of the driving (i.e. speed, driver concentrating)	87	85	84	84	53	30	11	6	415

Blackpool Transport in Blackpool

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	-	88	87	47	40	10	3	496
Fare-paying passengers	-	-	84	84	41	43	12	4	249
Free-pass holders	-	-	94	94	59	36	4	2	238
Aged 16 to 34	-	-	79	79	31	48	17	4	123
Aged 35 to 59	-	-	91	91	56	35	7	2	133
Passengers commuting	-	-	86	80	34	46	16	5	173
Passengers not commuting	-	-	90	93	58	35	5	2	310
Passengers saying they have a disability	-	-	88	94	57	36	3	3	157
VALUE FOR MONEY									
All fare-paying passengers	-	-	61	68	35	33	17	15	239
Aged 16 to 34	-	-	52	57	23	34	22	21	104
Aged 35 to 59	-	-	72	80	45	35	13	7	111
Passengers commuting	-	-	64	61	27	34	19	19	143
Passengers not commuting	-	-	57	78	46	32	13	8	89
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	77	75	47	28	10	15	433
The length of time waited	-	-	76	78	48	30	11	11	477
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	87	88	56	32	8	5	487
ON THE BUS									
Route/destination information on the outside of the bus	-	-	89	83	52	31	12	5	463
The cleanliness and condition of the outside of the bus	-	-	79	79	42	37	14	7	462
The ease of getting onto and off the bus	-	-	92	92	57	34	5	4	473
The length of time it took to board	-	-	92	92	61	31	3	4	464
The cleanliness and condition of the inside of the bus	-	-	76	78	35	43	9	12	487
The information provided inside the bus	-	-	67	72	31	40	19	9	446
The availability of seating or space to stand	-	-	87	86	49	37	6	8	475
The comfort of the seats	-	-	76	73	32	40	14	14	472
The amount of personal space you had around you	-	-	81	74	37	38	12	14	466
Provision of grab rails to stand/move within the bus	-	-	87	84	43	41	11	6	476
The temperature inside the bus	-	-	81	79	38	41	10	11	477
Your personal security whilst on the bus	-	-	84	85	45	40	11	4	475
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	90	93	60	33	5	2	479
The driver's appearance	-	-	90	90	59	32	8	2	472
The greeting/welcome you got from the driver	-	-	65	70	42	28	18	12	469
The helpfulness and attitude of the driver	-	-	68	72	43	29	17	11	465
The time the driver gave you to get to your seat	-	-	73	76	44	31	15	10	472
Smoothness/freedom from jolting during the journey	-	-	74	73	39	35	15	12	473
Safety of the driving (i.e. speed, driver concentrating)	-	-	86	86	54	32	11	3	472

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	-	-	90	49	41	6	4	390
Fare-paying passengers	-	-	-	89	41	48	6	5	173
Free-pass holders	-	-	-	91	73	18	7	2	209
Aged 16 to 34	-	-	-	89	36	52	8	4	104
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	89	38	51	7	4	126
Passengers not commuting	-	-	-	91	61	30	6	3	255
Passengers saying they have a disability	-	-	-	88	55	32	8	4	127
VALUE FOR MONEY									
All fare-paying passengers	-	-	-	69	27	42	12	19	168
Aged 16 to 34	-	-	-	70	23	46	11	19	91
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	70	22	47	11	19	105
Passengers not commuting	-	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	78	45	33	11	11	348
The length of time waited	-	-	-	78	44	33	13	10	374
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	87	52	34	7	6	386
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	86	52	34	11	3	369
The cleanliness and condition of the outside of the bus	-	-	-	90	54	37	8	2	365
The ease of getting onto and off the bus	-	-	-	92	65	28	5	3	372
The length of time it took to board	-	-	-	91	62	28	7	2	370
The cleanliness and condition of the inside of the bus	-	-	-	88	45	42	7	5	381
The information provided inside the bus	-	-	-	71	39	31	24	5	345
The availability of seating or space to stand	-	-	-	88	58	30	7	5	379
The comfort of the seats	-	-	-	80	42	38	13	7	373
The amount of personal space you had around you	-	-	-	79	39	40	12	9	373
Provision of grab rails to stand/move within the bus	-	-	-	83	44	39	12	4	374
The temperature inside the bus	-	-	-	75	37	38	15	10	373
Your personal security whilst on the bus	-	-	-	85	49	36	13	2	376
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	93	63	30	4	3	374
The driver's appearance	-	-	-	94	64	30	5	1	371
The greeting/welcome you got from the driver	-	-	-	79	51	28	14	7	377
The helpfulness and attitude of the driver	-	-	-	80	50	31	13	6	369
The time the driver gave you to get to your seat	-	-	-	81	49	32	11	8	377
Smoothness/freedom from jolting during the journey	-	-	-	78	43	35	15	7	376
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	88	54	35	7	4	377

Brighton and Hove Bus

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	-	-	90	41	49	6	4	660
Fare-paying passengers	-	-	-	88	35	54	7	4	360
Free-pass holders	-	-	-	95	61	34	2	3	277
Aged 16 to 34	-	-	-	88	29	59	8	4	185
Aged 35 to 59	-	-	-	89	42	47	6	5	185
Passengers commuting	-	-	-	85	32	53	10	5	228
Passengers not commuting	-	-	-	95	48	46	3	3	416
Passengers saying they have a disability	-	-	-	90	38	51	7	3	142
VALUE FOR MONEY									
All fare-paying passengers	-	-	-	52	17	35	18	30	358
Aged 16 to 34	-	-	-	50	16	34	17	33	175
Aged 35 to 59	-	-	-	55	19	36	21	24	155
Passengers commuting	-	-	-	51	15	37	20	29	200
Passengers not commuting	-	-	-	52	20	32	17	31	154
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	74	43	31	15	10	588
The length of time waited	-	-	-	78	48	30	11	11	665
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	81	47	34	11	8	671
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	89	59	31	9	1	643
The cleanliness and condition of the outside of the bus	-	-	-	83	42	41	13	4	629
The ease of getting onto and off the bus	-	-	-	89	55	33	8	4	662
The length of time it took to board	-	-	-	87	56	31	8	5	649
The cleanliness and condition of the inside of the bus	-	-	-	75	31	44	15	10	665
The information provided inside the bus	-	-	-	68	31	38	28	4	603
The availability of seating or space to stand	-	-	-	86	48	38	9	5	664
The comfort of the seats	-	-	-	76	33	43	15	9	663
The amount of personal space you had around you	-	-	-	73	30	43	16	11	659
Provision of grab rails to stand/move within the bus	-	-	-	83	37	46	14	4	653
The temperature inside the bus	-	-	-	79	33	46	14	7	658
Your personal security whilst on the bus	-	-	-	84	47	37	14	2	657
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	90	59	30	8	2	627
The driver's appearance	-	-	-	86	54	32	12	1	588
The greeting/welcome you got from the driver	-	-	-	70	42	28	23	7	622
The helpfulness and attitude of the driver	-	-	-	71	42	29	23	6	604
The time the driver gave you to get to your seat	-	-	-	71	39	32	19	10	610
Smoothness/freedom from jolting during the journey	-	-	-	72	34	37	17	11	639
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	87	49	38	10	3	635

Ensign Bus in Thurrock

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	87	90	88	44	43	10	3	303
Fare-paying passengers	-	85	85	85	36	49	11	3	178
Free-pass holders	-	95	97	94	64	30	6	1	121
Aged 16 to 34	-	-	-	83	27	56	15	1	110
Aged 35 to 59	-	88	-	-	-	-	-	-	-
Passengers commuting	-	85	81	84	34	50	14	2	122
Passengers not commuting	-	89	94	92	55	37	5	3	173
Passengers saying they have a disability	-	-	94	86	51	35	10	4	80
VALUE FOR MONEY									
All fare-paying passengers	-	52	70	63	26	37	17	20	176
Aged 16 to 34	-	-	-	60	20	41	18	22	100
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	65	65	26	39	18	17	107
Passengers not commuting	-	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	71	85	81	51	29	10	9	292
The length of time waited	-	69	86	79	47	32	11	11	306
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	80	90	87	51	37	9	3	309
ON THE BUS									
Route/destination information on the outside of the bus	-	89	92	87	56	31	10	3	296
The cleanliness and condition of the outside of the bus	-	77	85	82	43	39	12	6	291
The ease of getting onto and off the bus	-	83	92	84	53	31	9	6	303
The length of time it took to board	-	86	92	84	56	28	11	5	294
The cleanliness and condition of the inside of the bus	-	81	84	77	39	39	16	7	309
The information provided inside the bus	-	63	74	64	29	35	28	8	279
The availability of seating or space to stand	-	81	88	85	54	32	11	4	304
The comfort of the seats	-	70	82	77	39	38	16	6	303
The amount of personal space you had around you	-	70	81	76	36	40	15	9	297
Provision of grab rails to stand/move within the bus	-	79	86	82	41	41	13	5	297
The temperature inside the bus	-	76	83	79	36	43	13	8	302
Your personal security whilst on the bus	-	84	89	83	42	41	14	2	300
THE BUS DRIVER									
How near to the kerb the driver stopped	-	86	91	87	58	30	11	2	296
The driver's appearance	-	79	92	86	58	28	10	4	288
The greeting/welcome you got from the driver	-	62	79	76	43	33	16	8	286
The helpfulness and attitude of the driver	-	65	79	74	45	29	18	8	287
The time the driver gave you to get to your seat	-	62	82	80	46	34	12	8	290
Smoothness/freedom from jolting during the journey	-	64	81	75	40	35	17	8	288
Safety of the driving (i.e. speed, driver concentrating)	-	79	86	84	52	32	11	5	283

First in Essex

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	83	77	81	86	40	46	9	5	569
Fare-paying passengers	76	70	76	84	31	53	11	5	294
Free-pass holders	93	92	89	91	57	33	5	4	265
Aged 16 to 34	-	-	73	78	27	52	15	6	158
Aged 35 to 59	-	79	80	93	42	50	4	4	130
Passengers commuting	68	65	71	79	25	54	16	5	206
Passengers not commuting	90	90	88	93	53	40	4	3	341
Passengers saying they have a disability	-	86	77	86	44	42	7	7	143
VALUE FOR MONEY									
All fare-paying passengers	47	45	46	51	22	29	16	33	291
Aged 16 to 34	-	-	41	46	19	26	18	37	147
Aged 35 to 59	-	48	54	60	27	33	15	25	113
Passengers commuting	-	34	40	48	15	32	19	34	177
Passengers not commuting	-	-	-	58	35	23	13	29	108
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	69	54	72	69	34	35	14	17	530
The length of time waited	68	61	71	69	34	35	14	17	573
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	80	83	83	46	37	11	6	580
ON THE BUS									
Route/destination information on the outside of the bus	81	81	81	83	45	38	13	5	552
The cleanliness and condition of the outside of the bus	73	68	72	74	29	45	16	10	539
The ease of getting onto and off the bus	85	87	87	91	53	38	6	3	567
The length of time it took to board	88	84	86	88	50	38	6	5	557
The cleanliness and condition of the inside of the bus	68	67	69	75	26	50	14	11	574
The information provided inside the bus	47	52	51	58	19	39	33	9	500
The availability of seating or space to stand	79	80	80	86	46	40	9	5	556
The comfort of the seats	66	66	65	70	26	44	15	15	565
The amount of personal space you had around you	-	65	66	73	33	41	15	12	562
Provision of grab rails to stand/move within the bus	76	75	77	81	37	44	14	5	561
The temperature inside the bus	67	67	72	77	31	46	15	8	560
Your personal security whilst on the bus	81	79	79	82	41	41	16	2	556
THE BUS DRIVER									
How near to the kerb the driver stopped	92	87	89	93	58	35	6	2	553
The driver's appearance	90	80	87	89	55	33	10	2	527
The greeting/welcome you got from the driver	67	58	70	71	40	31	21	8	539
The helpfulness and attitude of the driver	66	58	71	72	42	30	22	6	526
The time the driver gave you to get to your seat	79	71	76	79	45	33	14	7	537
Smoothness/freedom from jolting during the journey	77	67	76	78	37	41	13	10	545
Safety of the driving (i.e. speed, driver concentrating)	87	79	87	89	51	37	10	2	543

First in Greater Manchester

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	80	79	84	84	41	43	11	5	880
Fare-paying passengers	77	79	80	83	35	48	11	5	479
Free-pass holders	89	78	93	88	57	31	9	3	377
Aged 16 to 34	74	-	77	81	32	49	13	6	245
Aged 35 to 59	81	-	89	85	42	43	11	4	257
Passengers commuting	75	79	76	83	35	48	11	6	320
Passengers not commuting	85	82	92	85	46	39	11	5	532
Passengers saying they have a disability	83	-	88	82	41	41	11	7	239
VALUE FOR MONEY									
All fare-paying passengers	51	40	71	73	34	39	16	11	471
Aged 16 to 34	46	-	68	71	30	41	17	11	227
Aged 35 to 59	56	-	75	75	40	35	13	11	214
Passengers commuting	48	40	72	72	31	41	17	12	289
Passengers not commuting	55	-	70	74	38	35	15	11	172
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	64	59	68	75	45	31	10	14	816
The length of time waited	65	59	72	75	43	32	10	15	886
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	79	82	86	50	36	9	6	893
ON THE BUS									
Route/destination information on the outside of the bus	80	78	82	84	47	37	12	4	822
The cleanliness and condition of the outside of the bus	70	76	75	79	38	41	16	4	828
The ease of getting onto and off the bus	86	83	88	91	54	37	7	2	867
The length of time it took to board	86	85	88	89	54	34	9	2	849
The cleanliness and condition of the inside of the bus	64	74	74	74	31	43	15	11	885
The information provided inside the bus	56	56	63	63	25	38	29	8	774
The availability of seating or space to stand	80	80	85	84	45	38	10	6	861
The comfort of the seats	70	77	78	76	36	40	14	10	865
The amount of personal space you had around you	-	70	76	75	37	39	16	9	862
Provision of grab rails to stand/move within the bus	78	83	85	83	40	43	13	5	858
The temperature inside the bus	73	78	77	74	35	39	16	10	868
Your personal security whilst on the bus	78	81	80	79	41	38	19	2	862
THE BUS DRIVER									
How near to the kerb the driver stopped	89	87	90	90	55	36	8	2	849
The driver's appearance	86	78	88	87	53	34	11	2	815
The greeting/welcome you got from the driver	59	54	68	65	35	31	25	10	825
The helpfulness and attitude of the driver	61	60	70	68	35	33	23	9	809
The time the driver gave you to get to your seat	63	65	72	73	39	34	17	10	815
Smoothness/freedom from jolting during the journey	68	66	72	70	32	38	19	11	838
Safety of the driving (i.e. speed, driver concentrating)	80	78	86	85	45	40	12	3	819

First in Hampshire

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	-	-	86	48	38	9	5	832
Fare-paying passengers	-	-	-	82	39	42	11	7	351
Free-pass holders	-	-	-	94	63	32	4	1	477
Aged 16 to 34	-	-	-	80	36	44	13	8	149
Aged 35 to 59	-	-	-	84	47	37	10	6	212
Passengers commuting	-	-	-	80	35	45	15	5	223
Passengers not commuting	-	-	-	90	57	34	5	4	592
Passengers saying they have a disability	-	-	-	87	49	38	8	5	256
VALUE FOR MONEY									
All fare-paying passengers	-	-	-	56	18	38	20	24	338
Aged 16 to 34	-	-	-	54	17	37	19	27	125
Aged 35 to 59	-	-	-	59	19	40	20	21	168
Passengers commuting	-	-	-	57	16	41	22	22	183
Passengers not commuting	-	-	-	57	22	35	17	26	151
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	73	43	30	12	15	755
The length of time waited	-	-	-	76	47	29	10	14	818
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	89	57	32	7	4	840
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	83	51	32	14	3	782
The cleanliness and condition of the outside of the bus	-	-	-	79	43	37	15	5	779
The ease of getting onto and off the bus	-	-	-	90	57	33	7	3	815
The length of time it took to board	-	-	-	91	57	34	6	3	795
The cleanliness and condition of the inside of the bus	-	-	-	81	38	43	10	9	829
The information provided inside the bus	-	-	-	63	30	33	27	10	722
The availability of seating or space to stand	-	-	-	86	48	38	7	6	805
The comfort of the seats	-	-	-	79	41	38	12	9	799
The amount of personal space you had around you	-	-	-	76	37	38	13	12	803
Provision of grab rails to stand/move within the bus	-	-	-	85	44	41	9	6	792
The temperature inside the bus	-	-	-	77	36	41	12	11	802
Your personal security whilst on the bus	-	-	-	84	48	36	13	4	794
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	91	59	32	7	2	797
The driver's appearance	-	-	-	89	58	31	9	3	777
The greeting/welcome you got from the driver	-	-	-	70	39	32	16	13	786
The helpfulness and attitude of the driver	-	-	-	69	40	29	20	11	763
The time the driver gave you to get to your seat	-	-	-	81	48	32	12	7	792
Smoothness/freedom from jolting during the journey	-	-	-	74	36	38	15	11	788
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	87	50	37	9	5	790

First in Norfolk

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	87	-	89	89	40	50	7	4	592
Fare-paying passengers	84	-	86	87	32	54	8	5	275
Free-pass holders	93	-	94	95	55	40	3	3	308
Aged 16 to 34	-	-	87	86	30	56	9	5	152
Aged 35 to 59	86	-	88	89	40	50	7	4	126
Passengers commuting	82	-	87	85	29	55	11	4	166
Passengers not commuting	91	-	91	92	46	46	3	4	409
Passengers saying they have a disability	-	-	87	93	44	49	4	3	151
VALUE FOR MONEY									
All fare-paying passengers	46	-	53	54	15	38	19	27	270
Aged 16 to 34	-	-	48	47	8	39	23	30	138
Aged 35 to 59	-	-	64	70	33	37	12	18	101
Passengers commuting	42	-	48	50	15	35	20	30	151
Passengers not commuting	-	-	62	58	17	41	18	24	114
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	72	-	79	77	44	33	12	11	537
The length of time waited	73	-	82	78	42	36	11	11	583
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	86	85	51	35	11	4	588
ON THE BUS									
Route/destination information on the outside of the bus	78	-	82	82	47	35	15	3	559
The cleanliness and condition of the outside of the bus	70	-	74	79	30	48	15	6	542
The ease of getting onto and off the bus	89	-	88	91	57	35	7	2	583
The length of time it took to board	88	-	86	92	55	37	6	2	566
The cleanliness and condition of the inside of the bus	74	-	75	76	26	51	12	12	579
The information provided inside the bus	50	-	48	54	17	37	34	11	513
The availability of seating or space to stand	84	-	82	86	44	41	9	5	563
The comfort of the seats	64	-	63	68	23	44	17	15	572
The amount of personal space you had around you	-	-	66	67	27	40	21	12	572
Provision of grab rails to stand/move within the bus	79	-	75	83	35	48	12	5	570
The temperature inside the bus	69	-	72	76	30	46	16	8	575
Your personal security whilst on the bus	79	-	82	85	39	46	12	3	562
THE BUS DRIVER									
How near to the kerb the driver stopped	92	-	92	89	55	34	9	2	576
The driver's appearance	90	-	86	88	49	39	10	2	553
The greeting/welcome you got from the driver	65	-	68	70	34	36	19	11	576
The helpfulness and attitude of the driver	67	-	69	70	34	36	21	9	555
The time the driver gave you to get to your seat	73	-	74	76	38	38	14	9	569
Smoothness/freedom from jolting during the journey	71	-	74	74	32	42	15	12	571
Safety of the driving (i.e. speed, driver concentrating)	84	-	86	87	47	40	9	4	563

First in Potteries

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	-	-	86	42	44	10	3	806
Fare-paying passengers	-	-	-	83	36	48	12	4	436
Free-pass holders	-	-	-	91	53	38	8	2	347
Aged 16 to 34	-	-	-	80	33	48	15	5	292
Aged 35 to 59	-	-	-	88	39	49	8	4	200
Passengers commuting	-	-	-	79	33	46	15	6	286
Passengers not commuting	-	-	-	91	48	43	7	1	486
Passengers saying they have a disability	-	-	-	85	40	45	11	4	238
VALUE FOR MONEY									
All fare-paying passengers	-	-	-	64	29	36	18	17	429
Aged 16 to 34	-	-	-	62	28	33	18	20	243
Aged 35 to 59	-	-	-	69	29	41	17	13	159
Passengers commuting	-	-	-	63	28	35	18	20	241
Passengers not commuting	-	-	-	67	30	36	19	15	173
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	70	38	32	12	19	733
The length of time waited	-	-	-	71	35	35	12	17	804
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	83	48	35	12	5	815
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	84	50	34	12	4	775
The cleanliness and condition of the outside of the bus	-	-	-	76	32	44	17	7	753
The ease of getting onto and off the bus	-	-	-	91	55	36	6	3	783
The length of time it took to board	-	-	-	91	57	34	5	4	765
The cleanliness and condition of the inside of the bus	-	-	-	75	29	46	13	11	791
The information provided inside the bus	-	-	-	57	21	36	31	12	692
The availability of seating or space to stand	-	-	-	86	47	39	8	6	781
The comfort of the seats	-	-	-	73	29	44	17	10	779
The amount of personal space you had around you	-	-	-	72	31	41	15	13	777
Provision of grab rails to stand/move within the bus	-	-	-	82	39	43	12	5	773
The temperature inside the bus	-	-	-	77	31	46	14	9	784
Your personal security whilst on the bus	-	-	-	82	39	43	15	3	771
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	94	61	33	4	2	781
The driver's appearance	-	-	-	91	59	32	7	2	760
The greeting/welcome you got from the driver	-	-	-	69	41	28	20	12	762
The helpfulness and attitude of the driver	-	-	-	72	43	29	19	9	743
The time the driver gave you to get to your seat	-	-	-	81	49	32	12	7	756
Smoothness/freedom from jolting during the journey	-	-	-	71	38	34	16	13	765
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	88	54	35	9	3	765

First in South Yorkshire

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	83	81	88	87	43	44	8	5	801
Fare-paying passengers	76	78	87	86	35	51	9	5	420
Free-pass holders	90	88	90	91	60	31	5	4	375
Aged 16 to 34	74	74	87	83	32	52	11	5	190
Aged 35 to 59	82	83	86	87	43	44	8	5	237
Passengers commuting	78	77	86	84	34	50	10	5	289
Passengers not commuting	86	85	90	89	50	39	7	4	494
Passengers saying they have a disability	85	81	89	86	37	49	10	4	213
VALUE FOR MONEY									
All fare-paying passengers	53	56	63	67	27	39	15	18	413
Aged 16 to 34	53	55	60	65	27	38	17	18	166
Aged 35 to 59	51	56	66	69	28	42	13	18	204
Passengers commuting	52	57	67	69	27	42	12	19	255
Passengers not commuting	58	53	56	65	30	35	20	15	152
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	70	62	72	69	39	30	12	19	705
The length of time waited	70	68	75	73	41	31	10	17	794
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	83	87	85	49	36	10	6	798
ON THE BUS									
Route/destination information on the outside of the bus	80	79	85	85	53	32	12	2	751
The cleanliness and condition of the outside of the bus	69	72	77	80	37	42	15	5	744
The ease of getting onto and off the bus	89	89	91	92	57	35	6	2	783
The length of time it took to board	89	88	89	90	57	34	8	2	769
The cleanliness and condition of the inside of the bus	67	71	73	76	27	50	13	11	791
The information provided inside the bus	56	55	59	63	25	38	31	6	691
The availability of seating or space to stand	85	83	86	88	50	38	7	5	785
The comfort of the seats	65	64	70	75	31	43	14	11	787
The amount of personal space you had around you	-	66	75	76	35	42	14	9	773
Provision of grab rails to stand/move within the bus	80	79	85	88	43	45	9	3	770
The temperature inside the bus	75	76	78	81	35	45	12	7	779
Your personal security whilst on the bus	82	83	83	87	44	44	11	2	773
THE BUS DRIVER									
How near to the kerb the driver stopped	90	88	93	91	59	32	7	2	771
The driver's appearance	89	85	89	90	57	33	9	2	749
The greeting/welcome you got from the driver	68	62	65	68	36	32	24	8	747
The helpfulness and attitude of the driver	69	64	67	70	37	34	22	7	729
The time the driver gave you to get to your seat	75	70	76	76	44	33	15	8	750
Smoothness/freedom from jolting during the journey	70	73	76	74	38	35	16	10	766
Safety of the driving (i.e. speed, driver concentrating)	85	86	89	88	52	36	10	2	759

First in Suffolk

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	-	93	89	61	28	7	4	282
Fare-paying passengers	-	-	91	92	58	33	5	3	100
Free-pass holders	-	-	96	89	67	22	6	5	180
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	93	-	-	-	-	-	-
Passengers not commuting	-	-	93	92	64	28	5	3	201
Passengers saying they have a disability	-	-	-	84	62	22	10	6	80
VALUE FOR MONEY									
All fare-paying passengers	-	-	54	75	46	29	11	14	99
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	49	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	78	84	58	26	7	9	263
The length of time waited	-	-	72	87	61	26	9	3	278
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	88	85	59	26	9	6	285
ON THE BUS									
Route/destination information on the outside of the bus	-	-	86	89	63	26	7	4	265
The cleanliness and condition of the outside of the bus	-	-	72	87	50	37	9	5	269
The ease of getting onto and off the bus	-	-	91	94	70	24	3	2	278
The length of time it took to board	-	-	94	95	70	25	3	2	269
The cleanliness and condition of the inside of the bus	-	-	79	89	41	48	5	6	280
The information provided inside the bus	-	-	61	66	32	33	27	7	238
The availability of seating or space to stand	-	-	92	92	61	31	6	2	273
The comfort of the seats	-	-	71	79	42	37	11	10	281
The amount of personal space you had around you	-	-	81	84	41	43	9	7	272
Provision of grab rails to stand/move within the bus	-	-	90	88	47	41	8	4	270
The temperature inside the bus	-	-	83	81	43	38	12	7	274
Your personal security whilst on the bus	-	-	89	88	53	35	10	2	272
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	93	97	69	28	1	1	276
The driver's appearance	-	-	93	92	65	27	6	2	269
The greeting/welcome you got from the driver	-	-	80	80	53	27	11	9	268
The helpfulness and attitude of the driver	-	-	82	80	55	25	12	8	259
The time the driver gave you to get to your seat	-	-	84	86	64	22	7	7	271
Smoothness/freedom from jolting during the journey	-	-	81	83	49	34	11	6	272
Safety of the driving (i.e. speed, driver concentrating)	-	-	93	91	63	28	6	2	269

First in West of England Partnership

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	84	80	83	85	37	48	9	5	1315
Fare-paying passengers	79	77	81	82	30	52	11	7	777
Free-pass holders	93	88	90	93	57	36	4	3	494
Aged 16 to 34	75	74	79	79	23	56	14	7	509
Aged 35 to 59	83	80	83	85	39	46	8	7	311
Passengers commuting	76	77	78	81	25	56	12	6	518
Passengers not commuting	90	85	88	88	48	40	7	5	763
Passengers saying they have a disability	77	83	78	84	40	44	7	8	305
VALUE FOR MONEY									
All fare-paying passengers	40	33	43	61	24	37	18	21	756
Aged 16 to 34	33	31	41	55	21	34	20	24	449
Aged 35 to 59	48	34	46	69	28	41	15	16	267
Passengers commuting	38	31	39	61	21	40	18	21	429
Passengers not commuting	46	41	51	59	28	31	19	22	312
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	69	69	71	69	38	31	12	19	1220
The length of time waited	74	73	71	70	38	32	13	17	1301
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	82	80	81	41	40	12	7	1296
ON THE BUS									
Route/destination information on the outside of the bus	78	81	81	84	47	37	13	4	1267
The cleanliness and condition of the outside of the bus	74	75	78	79	34	44	14	7	1252
The ease of getting onto and off the bus	88	87	88	90	52	38	8	3	1298
The length of time it took to board	87	85	87	87	51	36	9	4	1276
The cleanliness and condition of the inside of the bus	70	71	75	77	30	47	12	11	1311
The information provided inside the bus	53	54	53	59	21	38	32	9	1177
The availability of seating or space to stand	80	81	85	84	45	40	9	7	1287
The comfort of the seats	71	66	73	77	32	45	14	10	1297
The amount of personal space you had around you	-	63	71	73	31	42	15	11	1293
Provision of grab rails to stand/move within the bus	79	74	80	82	38	44	13	5	1274
The temperature inside the bus	75	70	75	72	29	44	16	12	1289
Your personal security whilst on the bus	81	76	82	83	41	43	14	3	1277
THE BUS DRIVER									
How near to the kerb the driver stopped	91	88	90	91	56	35	7	2	1269
The driver's appearance	90	84	86	86	51	36	11	2	1210
The greeting/welcome you got from the driver	67	61	66	68	36	33	23	9	1233
The helpfulness and attitude of the driver	70	65	67	69	36	33	22	8	1215
The time the driver gave you to get to your seat	77	75	76	80	43	37	13	7	1244
Smoothness/freedom from jolting during the journey	75	67	72	74	33	41	16	10	1249
Safety of the driving (i.e. speed, driver concentrating)	87	81	85	87	46	41	11	3	1262

First in West Yorkshire

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	83	84	88	85	40	45	10	5	923
Fare-paying passengers	82	82	86	83	30	52	11	6	531
Free-pass holders	88	90	94	91	65	27	5	4	374
Aged 16 to 34	81	78	83	81	30	51	13	6	239
Aged 35 to 59	83	86	90	85	38	47	8	7	305
Passengers commuting	80	79	84	81	30	51	11	8	375
Passengers not commuting	88	89	90	89	50	40	8	3	526
Passengers saying they have a disability	82	84	88	86	51	35	8	6	234
VALUE FOR MONEY									
All fare-paying passengers	56	55	54	66	29	37	16	18	527
Aged 16 to 34	51	51	50	65	31	34	16	19	216
Aged 35 to 59	61	58	60	67	25	42	16	17	254
Passengers commuting	52	55	53	67	28	39	15	18	329
Passengers not commuting	63	56	55	64	30	34	17	18	191
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	73	66	80	74	43	32	12	14	862
The length of time waited	75	70	81	75	43	32	10	15	916
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	86	83	82	51	31	12	6	934
ON THE BUS									
Route/destination information on the outside of the bus	81	83	84	84	51	33	12	4	877
The cleanliness and condition of the outside of the bus	74	75	77	79	38	41	15	6	861
The ease of getting onto and off the bus	89	90	90	90	56	34	6	4	901
The length of time it took to board	89	89	90	88	54	34	9	3	881
The cleanliness and condition of the inside of the bus	67	73	75	76	29	47	11	13	918
The information provided inside the bus	55	60	61	64	26	38	29	6	795
The availability of seating or space to stand	81	86	87	85	48	36	8	7	903
The comfort of the seats	70	71	75	72	32	41	13	15	897
The amount of personal space you had around you	-	72	74	73	33	40	14	13	896
Provision of grab rails to stand/move within the bus	82	83	85	84	39	45	11	4	895
The temperature inside the bus	73	75	77	77	34	43	12	11	895
Your personal security whilst on the bus	79	80	83	83	41	41	13	4	901
THE BUS DRIVER									
How near to the kerb the driver stopped	90	92	90	90	57	32	8	2	882
The driver's appearance	86	87	87	86	51	35	11	3	852
The greeting/welcome you got from the driver	57	61	64	61	30	31	26	13	861
The helpfulness and attitude of the driver	59	63	67	63	33	30	25	11	839
The time the driver gave you to get to your seat	67	71	73	68	36	33	18	13	871
Smoothness/freedom from jolting during the journey	72	73	74	73	33	40	16	11	876
Safety of the driving (i.e. speed, driver concentrating)	83	84	87	84	47	37	12	4	875

First in City of York

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	-	86	92	61	31	6	2	612
Fare-paying passengers	-	-	80	88	52	36	9	3	242
Free-pass holders	-	-	94	97	74	23	2	1	366
Aged 16 to 34	-	-	76	83	42	41	13	4	93
Aged 35 to 59	-	-	87	94	64	30	4	3	139
Passengers commuting	-	-	77	85	49	37	11	3	114
Passengers not commuting	-	-	90	94	65	28	4	2	469
Passengers saying they have a disability	-	-	87	92	66	26	5	3	142
VALUE FOR MONEY									
All fare-paying passengers	-	-	62	67	35	32	15	17	241
Aged 16 to 34	-	-	55	58	33	25	23	19	86
Aged 35 to 59	-	-	68	75	37	38	7	18	121
Passengers commuting	-	-	62	69	36	33	15	16	98
Passengers not commuting	-	-	61	65	32	33	15	20	138
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	76	82	56	26	8	10	562
The length of time waited	-	-	74	85	57	28	6	9	598
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	86	91	63	28	6	3	608
ON THE BUS									
Route/destination information on the outside of the bus	-	-	86	89	63	27	9	2	560
The cleanliness and condition of the outside of the bus	-	-	82	87	47	40	10	3	573
The ease of getting onto and off the bus	-	-	90	95	70	25	3	2	603
The length of time it took to board	-	-	91	94	69	25	4	2	583
The cleanliness and condition of the inside of the bus	-	-	85	88	44	44	8	4	601
The information provided inside the bus	-	-	70	76	38	38	22	2	536
The availability of seating or space to stand	-	-	87	92	60	32	5	3	599
The comfort of the seats	-	-	76	81	41	40	14	5	599
The amount of personal space you had around you	-	-	78	83	44	39	10	7	593
Provision of grab rails to stand/move within the bus	-	-	86	90	50	40	7	3	592
The temperature inside the bus	-	-	81	82	42	41	11	7	599
Your personal security whilst on the bus	-	-	86	92	59	33	7	1	597
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	91	96	72	24	4	0	594
The driver's appearance	-	-	88	94	67	27	5	1	572
The greeting/welcome you got from the driver	-	-	69	83	52	32	12	5	596
The helpfulness and attitude of the driver	-	-	72	84	52	32	12	4	580
The time the driver gave you to get to your seat	-	-	78	91	62	28	5	4	587
Smoothness/freedom from jolting during the journey	-	-	77	87	50	37	7	6	586
Safety of the driving (i.e. speed, driver concentrating)	-	-	85	93	64	29	5	1	594

Go North East in Tyne and Wear

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	92	86	90	90	50	40	6	3	1207
Fare-paying passengers	91	83	86	87	42	45	9	4	498
Free-pass holders	93	92	95	95	63	33	3	1	691
Aged 16 to 34	-	80	84	84	35	49	10	5	195
Aged 35 to 59	92	87	89	91	50	41	5	4	334
Passengers commuting	88	83	84	84	36	48	9	7	324
Passengers not commuting	97	88	93	94	59	36	5	1	849
Passengers saying they have a disability	-	87	87	90	49	41	6	3	364
VALUE FOR MONEY									
All fare-paying passengers	64	56	66	62	25	37	16	22	481
Aged 16 to 34	-	52	59	58	23	35	14	28	174
Aged 35 to 59	-	62	74	67	27	40	18	16	258
Passengers commuting	69	60	63	59	22	37	18	24	281
Passengers not commuting	-	51	73	67	29	38	12	20	193
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	84	77	82	78	47	31	9	13	1118
The length of time waited	84	77	82	78	46	32	9	13	1184
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	86	91	89	58	31	7	4	1215
ON THE BUS									
Route/destination information on the outside of the bus	84	85	90	90	58	32	9	2	1168
The cleanliness and condition of the outside of the bus	88	82	87	86	44	42	11	3	1158
The ease of getting onto and off the bus	95	91	94	95	62	33	4	1	1185
The length of time it took to board	95	91	93	95	62	33	4	1	1161
The cleanliness and condition of the inside of the bus	86	81	85	83	38	45	9	8	1200
The information provided inside the bus	74	73	75	72	33	39	22	6	1057
The availability of seating or space to stand	90	84	91	88	53	35	8	4	1173
The comfort of the seats	85	77	81	79	37	42	13	8	1175
The amount of personal space you had around you	-	75	80	79	39	40	13	8	1165
Provision of grab rails to stand/move within the bus	89	83	87	85	46	40	10	4	1165
The temperature inside the bus	79	79	82	77	38	39	14	9	1177
Your personal security whilst on the bus	90	85	88	88	49	39	9	2	1162
THE BUS DRIVER									
How near to the kerb the driver stopped	90	89	92	93	65	29	5	2	1159
The driver's appearance	88	89	92	91	63	28	8	1	1140
The greeting/welcome you got from the driver	72	73	74	74	44	31	17	8	1144
The helpfulness and attitude of the driver	71	77	76	75	43	32	18	7	1123
The time the driver gave you to get to your seat	76	81	81	80	46	33	14	6	1152
Smoothness/freedom from jolting during the journey	79	75	76	77	40	37	14	10	1157
Safety of the driving (i.e. speed, driver concentrating)	84	86	88	89	57	32	9	2	1150

Hedingham and Chambers

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	-	-	93	57	36	5	2	267
Fare-paying passengers	-	-	-	89	42	47	8	3	79
Free-pass holders	-	-	-	96	66	31	1	2	182
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	98	67	31	1	2	207
Passengers saying they have a disability	-	-	-	96	58	37	1	3	75
VALUE FOR MONEY									
All fare-paying passengers	-	-	-	64	34	30	12	24	75
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	83	51	32	7	9	248
The length of time waited	-	-	-	81	49	31	10	9	261
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	88	62	26	8	4	272
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	89	61	29	8	3	249
The cleanliness and condition of the outside of the bus	-	-	-	83	40	43	11	6	246
The ease of getting onto and off the bus	-	-	-	97	65	32	2	1	258
The length of time it took to board	-	-	-	95	67	27	5	1	253
The cleanliness and condition of the inside of the bus	-	-	-	87	40	46	5	8	262
The information provided inside the bus	-	-	-	65	29	36	27	7	211
The availability of seating or space to stand	-	-	-	93	58	35	6	1	253
The comfort of the seats	-	-	-	79	35	44	12	8	260
The amount of personal space you had around you	-	-	-	85	41	44	10	5	259
Provision of grab rails to stand/move within the bus	-	-	-	89	46	43	9	2	255
The temperature inside the bus	-	-	-	81	36	45	12	7	256
Your personal security whilst on the bus	-	-	-	88	50	38	11	1	250
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	94	71	22	4	2	254
The driver's appearance	-	-	-	93	65	29	5	1	250
The greeting/welcome you got from the driver	-	-	-	84	59	25	12	3	254
The helpfulness and attitude of the driver	-	-	-	84	58	25	12	4	247
The time the driver gave you to get to your seat	-	-	-	90	58	31	6	4	252
Smoothness/freedom from jolting during the journey	-	-	-	84	44	39	10	6	254
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	94	59	35	4	3	253

Ipswich Buses in Suffolk

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	85	93	93	56	37	5	2	235
Fare-paying passengers	-	83	92	92	51	41	7	1	95
Free-pass holders	-	91	96	97	65	32	1	2	133
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	87	91	-	-	-	-	-	-
Passengers commuting	-	76	95	-	-	-	-	-	-
Passengers not commuting	-	91	92	93	60	34	6	1	155
Passengers saying they have a disability	-	89	93	-	-	-	-	-	-
VALUE FOR MONEY									
All fare-paying passengers	-	62	71	67	30	37	9	24	94
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	61	-	-	-	-	-	-	-
Passengers commuting	-	-	72	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	77	69	83	50	32	12	6	223
The length of time waited	-	80	74	85	53	32	11	5	228
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	87	90	86	58	28	10	4	239
ON THE BUS									
Route/destination information on the outside of the bus	-	83	88	83	57	26	14	2	224
The cleanliness and condition of the outside of the bus	-	73	80	84	44	40	15	1	222
The ease of getting onto and off the bus	-	92	94	94	62	32	4	2	230
The length of time it took to board	-	90	92	94	65	28	6	1	221
The cleanliness and condition of the inside of the bus	-	74	82	85	42	43	12	3	236
The information provided inside the bus	-	58	69	67	32	36	30	2	199
The availability of seating or space to stand	-	87	87	90	58	31	10	1	227
The comfort of the seats	-	78	81	83	41	42	11	7	231
The amount of personal space you had around you	-	73	77	82	43	39	14	4	224
Provision of grab rails to stand/move within the bus	-	84	87	84	47	37	15	1	225
The temperature inside the bus	-	81	80	82	41	41	14	4	229
Your personal security whilst on the bus	-	86	86	87	54	33	12	1	229
THE BUS DRIVER									
How near to the kerb the driver stopped	-	94	95	92	68	24	8	0	224
The driver's appearance	-	89	95	92	62	30	8	0	221
The greeting/welcome you got from the driver	-	73	79	85	53	32	14	1	222
The helpfulness and attitude of the driver	-	72	78	84	52	32	15	1	214
The time the driver gave you to get to your seat	-	84	90	92	60	32	7	1	221
Smoothness/freedom from jolting during the journey	-	82	84	87	46	41	11	2	218
Safety of the driving (i.e. speed, driver concentrating)	-	88	92	94	61	32	6	0	216

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	-	-	94	68	26	4	2	333
Fare-paying passengers	-	-	-	93	59	34	3	4	143
Free-pass holders	-	-	-	97	81	16	2	0	187
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	95	67	29	1	3	88
Passengers commuting	-	-	-	89	50	39	6	6	86
Passengers not commuting	-	-	-	97	78	19	3	0	235
Passengers saying they have a disability	-	-	-	91	73	18	7	1	86
VALUE FOR MONEY									
All fare-paying passengers	-	-	-	66	33	33	15	19	144
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	73	36	37	15	11	80
Passengers commuting	-	-	-	54	24	30	20	26	78
Passengers not commuting	-	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	90	65	24	3	7	313
The length of time waited	-	-	-	88	62	26	7	5	325
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	90	70	20	6	5	332
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	92	73	19	7	1	310
The cleanliness and condition of the outside of the bus	-	-	-	94	63	32	4	2	313
The ease of getting onto and off the bus	-	-	-	97	79	17	2	2	325
The length of time it took to board	-	-	-	95	75	21	3	2	316
The cleanliness and condition of the inside of the bus	-	-	-	94	63	31	4	2	333
The information provided inside the bus	-	-	-	74	43	31	23	3	281
The availability of seating or space to stand	-	-	-	94	72	22	4	2	326
The comfort of the seats	-	-	-	88	54	34	9	3	326
The amount of personal space you had around you	-	-	-	87	56	31	7	6	322
Provision of grab rails to stand/move within the bus	-	-	-	91	61	30	6	3	320
The temperature inside the bus	-	-	-	87	53	34	8	5	324
Your personal security whilst on the bus	-	-	-	95	69	26	4	1	320
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	95	78	17	4	1	327
The driver's appearance	-	-	-	95	77	18	5	0	324
The greeting/welcome you got from the driver	-	-	-	90	74	15	8	3	329
The helpfulness and attitude of the driver	-	-	-	91	73	18	7	2	322
The time the driver gave you to get to your seat	-	-	-	93	78	15	5	2	325
Smoothness/freedom from jolting during the journey	-	-	-	88	63	25	7	5	326
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	95	74	21	3	2	326

Metrobus (excludes TfL routes)

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	-	-	90	48	42	8	2	481
Fare-paying passengers	-	-	-	88	40	47	10	3	222
Free-pass holders	-	-	-	96	67	29	3	1	250
Aged 16 to 34	-	-	-	85	35	51	13	1	108
Aged 35 to 59	-	-	-	90	53	38	5	5	124
Passengers commuting	-	-	-	85	40	45	12	3	162
Passengers not commuting	-	-	-	95	55	40	4	1	303
Passengers saying they have a disability	-	-	-	90	56	35	4	6	115
VALUE FOR MONEY									
All fare-paying passengers	-	-	-	65	28	37	16	19	218
Aged 16 to 34	-	-	-	63	25	38	15	22	100
Aged 35 to 59	-	-	-	68	31	37	17	15	91
Passengers commuting	-	-	-	69	27	41	14	17	146
Passengers not commuting	-	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	77	46	31	10	13	447
The length of time waited	-	-	-	76	45	31	10	14	479
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	87	50	37	8	5	481
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	90	60	30	10	1	469
The cleanliness and condition of the outside of the bus	-	-	-	86	48	38	10	4	466
The ease of getting onto and off the bus	-	-	-	94	64	29	5	1	476
The length of time it took to board	-	-	-	93	66	27	5	2	466
The cleanliness and condition of the inside of the bus	-	-	-	83	43	40	12	5	475
The information provided inside the bus	-	-	-	80	44	36	15	5	448
The availability of seating or space to stand	-	-	-	90	49	40	9	2	468
The comfort of the seats	-	-	-	78	36	42	12	10	476
The amount of personal space you had around you	-	-	-	79	41	38	12	9	469
Provision of grab rails to stand/move within the bus	-	-	-	85	49	36	12	3	464
The temperature inside the bus	-	-	-	83	45	38	12	5	467
Your personal security whilst on the bus	-	-	-	89	54	36	9	2	469
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	93	64	29	4	2	468
The driver's appearance	-	-	-	92	62	30	8	1	452
The greeting/welcome you got from the driver	-	-	-	77	51	26	15	8	460
The helpfulness and attitude of the driver	-	-	-	79	51	28	14	7	462
The time the driver gave you to get to your seat	-	-	-	84	55	29	10	6	466
Smoothness/freedom from jolting during the journey	-	-	-	80	45	34	12	8	465
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	88	58	30	10	2	466

National Express in West Midlands

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	80	78	86	85	37	48	11	4	3133
Fare-paying passengers	78	75	84	84	32	52	12	5	2009
Free-pass holders	88	88	92	89	53	36	9	3	1025
Aged 16 to 34	75	74	83	82	32	50	13	5	1103
Aged 35 to 59	81	77	84	84	34	50	11	4	1009
Passengers commuting	76	74	83	83	31	52	12	5	1422
Passengers not commuting	83	84	88	87	44	43	10	3	1617
Passengers saying they have a disability	78	77	87	84	39	45	11	5	732
VALUE FOR MONEY									
All fare-paying passengers	49	50	61	61	22	38	19	20	1966
Aged 16 to 34	43	45	55	57	22	35	20	23	986
Aged 35 to 59	56	55	67	65	23	42	18	17	863
Passengers commuting	49	48	59	60	22	39	20	19	1251
Passengers not commuting	50	54	67	62	24	37	17	22	658
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	63	62	73	74	36	38	12	14	2873
The length of time waited	65	64	74	78	38	40	10	12	3129
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	80	85	83	42	41	11	6	3146
ON THE BUS									
Route/destination information on the outside of the bus	75	78	82	83	41	41	13	4	2980
The cleanliness and condition of the outside of the bus	63	67	74	76	30	47	16	8	2957
The ease of getting onto and off the bus	83	86	87	87	44	44	8	4	3057
The length of time it took to board	82	86	87	87	46	41	9	4	2993
The cleanliness and condition of the inside of the bus	57	62	70	72	23	49	14	14	3112
The information provided inside the bus	55	57	65	66	23	42	27	8	2841
The availability of seating or space to stand	75	77	81	82	36	46	11	8	3045
The comfort of the seats	66	67	72	72	26	46	16	11	3053
The amount of personal space you had around you	-	61	69	71	26	45	17	12	3035
Provision of grab rails to stand/move within the bus	76	76	80	80	31	48	13	7	3029
The temperature inside the bus	68	69	74	75	27	47	16	10	3044
Your personal security whilst on the bus	67	69	74	75	29	46	17	7	3020
THE BUS DRIVER									
How near to the kerb the driver stopped	88	87	91	90	51	40	7	3	2988
The driver's appearance	83	82	85	85	47	37	13	2	2827
The greeting/welcome you got from the driver	49	50	59	60	27	33	27	13	2841
The helpfulness and attitude of the driver	54	53	62	62	29	33	28	10	2771
The time the driver gave you to get to your seat	59	60	70	71	31	40	19	10	2915
Smoothness/freedom from jolting during the journey	63	64	73	72	28	45	16	12	2953
Safety of the driving (i.e. speed, driver concentrating)	77	78	83	83	40	43	12	4	2917

Nottingham City Transport in Nottinghamshire

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	95	-	92	59	34	5	3	256
Fare-paying passengers	-	95	-	92	54	38	5	3	130
Free-pass holders	-	97	-	93	69	25	4	3	121
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	90	63	27	5	5	79
Passengers commuting	-	-	-	90	46	43	6	4	80
Passengers not commuting	-	94	-	93	66	27	4	2	171
Passengers saying they have a disability	-	-	-	-	-	-	-	-	-
VALUE FOR MONEY									
All fare-paying passengers	-	74	-	72	37	35	14	14	126
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	82	-	86	59	27	6	8	232
The length of time waited	-	84	-	86	56	30	6	8	248
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	88	-	87	64	23	9	4	252
ON THE BUS									
Route/destination information on the outside of the bus	-	92	-	92	65	27	7	1	244
The cleanliness and condition of the outside of the bus	-	84	-	91	53	37	8	1	240
The ease of getting onto and off the bus	-	93	-	96	73	23	3	2	249
The length of time it took to board	-	97	-	96	73	23	3	1	245
The cleanliness and condition of the inside of the bus	-	89	-	89	40	50	6	5	246
The information provided inside the bus	-	74	-	84	48	37	14	1	233
The availability of seating or space to stand	-	91	-	91	61	30	5	5	250
The comfort of the seats	-	85	-	84	46	38	10	6	245
The amount of personal space you had around you	-	81	-	79	39	41	10	11	243
Provision of grab rails to stand/move within the bus	-	85	-	89	54	35	6	5	248
The temperature inside the bus	-	87	-	83	44	39	9	8	242
Your personal security whilst on the bus	-	95	-	93	58	35	6	1	246
THE BUS DRIVER									
How near to the kerb the driver stopped	-	94	-	94	73	22	4	2	247
The driver's appearance	-	91	-	92	71	21	8	1	240
The greeting/welcome you got from the driver	-	82	-	83	51	32	11	6	238
The helpfulness and attitude of the driver	-	84	-	81	51	30	12	7	240
The time the driver gave you to get to your seat	-	84	-	82	53	29	10	8	245
Smoothness/freedom from jolting during the journey	-	81	-	79	45	34	12	9	244
Safety of the driving (i.e. speed, driver concentrating)	-	88	-	91	63	28	6	3	245

Oxford Bus Company in Oxfordshire

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	94	-	86	42	44	10	4	475
Fare-paying passengers	-	94	-	85	37	47	11	5	330
Free-pass holders	-	95	-	96	65	31	3	1	140
Aged 16 to 34	-	-	-	84	34	50	14	3	166
Aged 35 to 59	-	96	-	85	42	43	8	7	158
Passengers commuting	-	94	-	82	38	45	12	6	238
Passengers not commuting	-	95	-	92	47	45	7	2	222
Passengers saying they have a disability	-	-	-	-	-	-	-	-	-
VALUE FOR MONEY									
All fare-paying passengers	-	60	-	59	18	41	21	20	326
Aged 16 to 34	-	-	-	54	15	39	24	22	154
Aged 35 to 59	-	66	-	66	22	44	19	16	147
Passengers commuting	-	56	-	59	19	39	22	19	210
Passengers not commuting	-	-	-	59	16	43	19	21	109
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	75	-	68	38	30	12	19	443
The length of time waited	-	80	-	71	42	29	11	17	482
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	86	-	83	45	38	9	9	474
ON THE BUS									
Route/destination information on the outside of the bus	-	90	-	85	54	31	13	3	464
The cleanliness and condition of the outside of the bus	-	89	-	88	41	47	9	3	458
The ease of getting onto and off the bus	-	95	-	94	60	34	4	3	480
The length of time it took to board	-	92	-	94	58	36	5	1	472
The cleanliness and condition of the inside of the bus	-	90	-	86	36	50	7	7	477
The information provided inside the bus	-	64	-	66	27	38	30	5	419
The availability of seating or space to stand	-	91	-	90	53	37	6	4	478
The comfort of the seats	-	87	-	81	35	46	12	7	475
The amount of personal space you had around you	-	77	-	78	36	42	12	10	475
Provision of grab rails to stand/move within the bus	-	85	-	86	45	41	10	4	469
The temperature inside the bus	-	83	-	79	37	43	12	8	470
Your personal security whilst on the bus	-	90	-	88	50	38	11	1	471
THE BUS DRIVER									
How near to the kerb the driver stopped	-	94	-	93	64	29	5	2	460
The driver's appearance	-	92	-	92	59	34	6	2	448
The greeting/welcome you got from the driver	-	78	-	77	42	35	15	9	455
The helpfulness and attitude of the driver	-	79	-	78	44	33	16	7	434
The time the driver gave you to get to your seat	-	81	-	82	47	35	13	5	454
Smoothness/freedom from jolting during the journey	-	81	-	74	36	38	14	12	454
Safety of the driving (i.e. speed, driver concentrating)	-	91	-	90	56	34	8	2	458

Oxford Bus – Park and Ride services

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	-	-	96	56	39	3	2	290
Fare-paying passengers	-	-	-	95	54	41	3	2	210
Free-pass holders	-	-	-	99	67	32	1	0	79
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	94	52	42	4	3	112
Passengers commuting	-	-	-	95	54	41	3	2	111
Passengers not commuting	-	-	-	96	59	37	3	2	173
Passengers saying they have a disability	-	-	-	-	-	-	-	-	-
VALUE FOR MONEY									
All fare-paying passengers	-	-	-	74	32	42	16	9	207
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	77	32	45	17	7	109
Passengers commuting	-	-	-	73	26	47	20	7	100
Passengers not commuting	-	-	-	77	39	38	12	11	104
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	90	62	28	7	3	260
The length of time waited	-	-	-	89	60	29	8	3	292
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	91	60	32	6	3	287
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	92	63	29	7	1	274
The cleanliness and condition of the outside of the bus	-	-	-	94	61	33	5	1	284
The ease of getting onto and off the bus	-	-	-	98	69	29	1	1	288
The length of time it took to board	-	-	-	95	64	32	4	0	291
The cleanliness and condition of the inside of the bus	-	-	-	94	59	35	4	2	293
The information provided inside the bus	-	-	-	76	42	34	21	3	258
The availability of seating or space to stand	-	-	-	98	66	32	1	1	292
The comfort of the seats	-	-	-	90	50	39	8	3	293
The amount of personal space you had around you	-	-	-	86	47	40	10	3	292
Provision of grab rails to stand/move within the bus	-	-	-	91	53	38	7	1	287
The temperature inside the bus	-	-	-	89	46	42	7	5	292
Your personal security whilst on the bus	-	-	-	94	59	35	6	0	289
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	95	70	25	4	1	277
The driver's appearance	-	-	-	91	62	29	7	1	274
The greeting/welcome you got from the driver	-	-	-	78	50	28	17	4	279
The helpfulness and attitude of the driver	-	-	-	77	53	24	17	6	279
The time the driver gave you to get to your seat	-	-	-	86	56	30	11	3	272
Smoothness/freedom from jolting during the journey	-	-	-	81	40	41	12	6	283
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	92	57	35	7	1	284

Plymouth Citybus

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	-	-	93	57	36	6	1	526
Fare-paying passengers	-	-	-	92	47	44	6	2	267
Free-pass holders	-	-	-	95	73	22	4	0	243
Aged 16 to 34	-	-	-	89	40	50	8	2	156
Aged 35 to 59	-	-	-	95	59	36	4	2	139
Passengers commuting	-	-	-	91	45	46	6	3	156
Passengers not commuting	-	-	-	94	64	30	5	1	353
Passengers saying they have a disability	-	-	-	95	61	35	5	0	150
VALUE FOR MONEY									
All fare-paying passengers	-	-	-	62	26	36	17	20	257
Aged 16 to 34	-	-	-	53	24	29	19	28	126
Aged 35 to 59	-	-	-	73	29	44	16	10	109
Passengers commuting	-	-	-	57	24	33	21	22	120
Passengers not commuting	-	-	-	66	28	38	15	19	133
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	85	57	27	9	7	490
The length of time waited	-	-	-	83	57	26	11	6	514
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	90	58	32	6	4	534
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	89	57	32	10	2	507
The cleanliness and condition of the outside of the bus	-	-	-	84	47	37	12	4	502
The ease of getting onto and off the bus	-	-	-	93	63	30	5	2	516
The length of time it took to board	-	-	-	94	65	29	5	1	506
The cleanliness and condition of the inside of the bus	-	-	-	86	43	42	10	4	527
The information provided inside the bus	-	-	-	68	31	38	26	6	468
The availability of seating or space to stand	-	-	-	90	54	36	7	3	513
The comfort of the seats	-	-	-	80	42	38	14	6	514
The amount of personal space you had around you	-	-	-	81	40	40	11	8	515
Provision of grab rails to stand/move within the bus	-	-	-	87	49	37	10	3	509
The temperature inside the bus	-	-	-	79	39	39	15	7	517
Your personal security whilst on the bus	-	-	-	85	50	35	14	1	510
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	92	62	30	5	3	514
The driver's appearance	-	-	-	91	63	27	7	2	501
The greeting/welcome you got from the driver	-	-	-	85	57	29	11	4	507
The helpfulness and attitude of the driver	-	-	-	84	56	28	12	4	503
The time the driver gave you to get to your seat	-	-	-	88	60	28	9	3	512
Smoothness/freedom from jolting during the journey	-	-	-	81	45	36	13	6	504
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	92	61	31	6	2	507

Reading Buses

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	90	94	89	50	39	7	4	934
Fare-paying passengers	-	88	93	87	44	43	8	5	517
Free-pass holders	-	94	97	96	66	30	4	1	403
Aged 16 to 34	-	84	94	85	36	49	9	6	234
Aged 35 to 59	-	92	92	89	52	37	7	4	293
Passengers commuting	-	88	93	85	41	45	8	6	336
Passengers not commuting	-	91	96	93	57	36	5	2	563
Passengers saying they have a disability	-	91	96	90	54	36	6	4	201
VALUE FOR MONEY									
All fare-paying passengers	-	57	58	62	24	38	18	20	513
Aged 16 to 34	-	48	52	56	20	36	21	23	220
Aged 35 to 59	-	65	64	67	26	41	16	17	253
Passengers commuting	-	56	57	60	22	38	20	20	289
Passengers not commuting	-	54	59	65	27	38	17	19	218
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	78	85	74	42	32	11	15	872
The length of time waited	-	77	84	75	44	31	13	13	931
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	86	88	85	47	38	9	6	945
ON THE BUS									
Route/destination information on the outside of the bus	-	88	91	87	56	32	11	2	909
The cleanliness and condition of the outside of the bus	-	86	86	87	49	38	9	3	894
The ease of getting onto and off the bus	-	92	94	93	64	29	5	2	921
The length of time it took to board	-	91	94	91	60	31	6	3	909
The cleanliness and condition of the inside of the bus	-	85	86	82	41	42	10	7	942
The information provided inside the bus	-	82	84	85	44	41	13	2	902
The availability of seating or space to stand	-	88	92	89	56	34	6	5	928
The comfort of the seats	-	81	82	81	42	39	12	6	928
The amount of personal space you had around you	-	74	80	77	39	38	14	9	930
Provision of grab rails to stand/move within the bus	-	85	88	87	45	42	9	4	919
The temperature inside the bus	-	76	84	79	39	40	14	7	923
Your personal security whilst on the bus	-	85	89	88	49	39	10	2	916
THE BUS DRIVER									
How near to the kerb the driver stopped	-	93	96	94	67	27	5	1	888
The driver's appearance	-	91	93	91	63	29	8	1	872
The greeting/welcome you got from the driver	-	73	79	82	51	30	13	5	905
The helpfulness and attitude of the driver	-	74	80	81	53	28	16	3	866
The time the driver gave you to get to your seat	-	77	82	84	51	33	12	4	879
Smoothness/freedom from jolting during the journey	-	79	82	82	42	40	11	7	893
Safety of the driving (i.e. speed, driver concentrating)	-	88	91	90	56	34	8	2	887

Southern Vectis

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	-	-	89	46	44	8	3	278
Fare-paying passengers	-	-	-	87	30	57	12	2	81
Free-pass holders	-	-	-	91	60	31	5	4	188
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	91	54	37	5	4	223
Passengers saying they have a disability	-	-	-	81	31	50	10	9	79
VALUE FOR MONEY									
All fare-paying passengers	-	-	-	37	16	21	14	49	78
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	86	46	40	5	9	263
The length of time waited	-	-	-	81	47	34	11	8	262
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	90	59	31	8	2	282
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	90	63	27	9	2	270
The cleanliness and condition of the outside of the bus	-	-	-	82	39	43	14	5	263
The ease of getting onto and off the bus	-	-	-	90	54	36	6	4	276
The length of time it took to board	-	-	-	89	58	32	7	3	268
The cleanliness and condition of the inside of the bus	-	-	-	85	35	50	6	9	278
The information provided inside the bus	-	-	-	66	25	41	23	11	243
The availability of seating or space to stand	-	-	-	90	45	45	7	3	273
The comfort of the seats	-	-	-	81	31	51	11	7	273
The amount of personal space you had around you	-	-	-	77	32	45	13	10	271
Provision of grab rails to stand/move within the bus	-	-	-	83	38	45	11	6	272
The temperature inside the bus	-	-	-	78	38	41	13	9	273
Your personal security whilst on the bus	-	-	-	87	41	46	11	2	269
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	92	63	28	5	4	274
The driver's appearance	-	-	-	92	62	30	7	1	269
The greeting/welcome you got from the driver	-	-	-	79	46	33	15	6	270
The helpfulness and attitude of the driver	-	-	-	76	47	29	19	4	262
The time the driver gave you to get to your seat	-	-	-	82	50	32	11	8	260
Smoothness/freedom from jolting during the journey	-	-	-	70	34	35	13	18	268
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	85	56	29	10	4	269

Stagecoach in Devon

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	90	90	89	55	34	7	4	675
Fare-paying passengers	-	86	86	86	46	40	9	5	289
Free-pass holders	-	95	95	95	70	25	4	1	372
Aged 16 to 34	-	81	85	80	34	46	13	7	119
Aged 35 to 59	-	91	87	88	56	32	6	5	174
Passengers commuting	-	83	87	84	41	43	10	7	200
Passengers not commuting	-	94	92	92	66	26	5	2	457
Passengers saying they have a disability	-	91	94	85	58	27	9	5	176
VALUE FOR MONEY									
All fare-paying passengers	-	47	58	60	26	34	19	22	288
Aged 16 to 34	-	35	53	50	20	30	18	32	102
Aged 35 to 59	-	58	64	66	30	36	20	14	150
Passengers commuting	-	43	54	55	22	33	21	24	161
Passengers not commuting	-	54	64	66	31	34	15	19	120
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	75	83	78	48	30	10	12	610
The length of time waited	-	79	83	80	49	31	10	10	663
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	89	85	84	54	30	10	6	681
ON THE BUS									
Route/destination information on the outside of the bus	-	87	88	89	64	25	7	3	647
The cleanliness and condition of the outside of the bus	-	78	86	84	46	38	12	4	637
The ease of getting onto and off the bus	-	93	94	93	65	28	6	1	673
The length of time it took to board	-	92	93	92	64	28	6	2	656
The cleanliness and condition of the inside of the bus	-	81	86	84	41	43	10	6	674
The information provided inside the bus	-	61	69	67	31	36	27	6	580
The availability of seating or space to stand	-	87	92	88	56	32	9	3	660
The comfort of the seats	-	79	84	82	38	44	10	8	670
The amount of personal space you had around you	-	74	82	78	38	40	12	10	659
Provision of grab rails to stand/move within the bus	-	84	87	85	49	36	12	3	654
The temperature inside the bus	-	77	84	80	39	42	14	6	666
Your personal security whilst on the bus	-	84	88	85	49	36	12	3	665
THE BUS DRIVER									
How near to the kerb the driver stopped	-	92	94	92	66	27	6	2	666
The driver's appearance	-	88	92	92	63	29	7	1	644
The greeting/welcome you got from the driver	-	75	81	81	53	28	12	7	652
The helpfulness and attitude of the driver	-	75	81	82	52	30	13	5	638
The time the driver gave you to get to your seat	-	83	85	83	54	30	11	6	650
Smoothness/freedom from jolting during the journey	-	78	82	78	44	34	15	7	656
Safety of the driving (i.e. speed, driver concentrating)	-	89	91	88	60	28	9	3	654

Stagecoach in Gloucestershire

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	-	-	90	52	38	8	2	1105
Fare-paying passengers	-	-	-	87	41	45	10	3	539
Free-pass holders	-	-	-	96	71	25	3	1	540
Aged 16 to 34	-	-	-	83	32	51	13	4	286
Aged 35 to 59	-	-	-	91	54	36	8	2	267
Passengers commuting	-	-	-	86	38	48	11	3	398
Passengers not commuting	-	-	-	93	64	29	5	2	682
Passengers saying they have a disability	-	-	-	88	53	35	7	4	286
VALUE FOR MONEY									
All fare-paying passengers	-	-	-	62	27	35	16	21	527
Aged 16 to 34	-	-	-	56	26	30	18	25	264
Aged 35 to 59	-	-	-	69	29	41	14	16	214
Passengers commuting	-	-	-	61	23	37	18	22	344
Passengers not commuting	-	-	-	65	34	31	14	21	173
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	82	54	28	9	9	1053
The length of time waited	-	-	-	83	52	30	10	7	1076
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	86	56	31	9	4	1111
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	85	55	30	13	3	1049
The cleanliness and condition of the outside of the bus	-	-	-	78	36	42	16	6	1058
The ease of getting onto and off the bus	-	-	-	93	62	31	6	1	1088
The length of time it took to board	-	-	-	92	61	31	6	2	1069
The cleanliness and condition of the inside of the bus	-	-	-	81	35	46	12	8	1099
The information provided inside the bus	-	-	-	66	30	36	29	5	977
The availability of seating or space to stand	-	-	-	87	54	33	9	4	1087
The comfort of the seats	-	-	-	80	40	40	13	7	1083
The amount of personal space you had around you	-	-	-	78	40	38	14	8	1077
Provision of grab rails to stand/move within the bus	-	-	-	85	45	40	12	3	1065
The temperature inside the bus	-	-	-	78	39	39	14	8	1077
Your personal security whilst on the bus	-	-	-	85	50	36	13	2	1076
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	95	67	27	4	1	1060
The driver's appearance	-	-	-	91	64	28	8	1	1037
The greeting/welcome you got from the driver	-	-	-	79	48	30	14	8	1059
The helpfulness and attitude of the driver	-	-	-	79	51	28	15	6	1029
The time the driver gave you to get to your seat	-	-	-	84	53	31	10	6	1053
Smoothness/freedom from jolting during the journey	-	-	-	79	42	36	13	8	1059
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	89	58	31	9	2	1052

Stagecoach in Greater Manchester

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	83	84	87	86	41	45	9	5	783
Fare-paying passengers	82	84	86	85	36	49	9	6	511
Free-pass holders	92	83	91	92	62	31	6	2	251
Aged 16 to 34	81	79	85	82	32	50	12	6	315
Aged 35 to 59	84	-	89	88	45	43	6	6	217
Passengers commuting	82	77	84	81	30	51	12	7	316
Passengers not commuting	88	90	92	90	51	39	6	4	443
Passengers saying they have a disability	82	-	88	79	46	33	14	7	173
VALUE FOR MONEY									
All fare-paying passengers	64	60	70	74	36	38	14	13	497
Aged 16 to 34	62	52	67	73	34	40	13	14	273
Aged 35 to 59	66	-	75	76	39	36	15	9	191
Passengers commuting	64	53	68	73	31	41	12	15	281
Passengers not commuting	65	-	72	76	42	34	16	8	208
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	70	78	79	75	44	31	13	12	704
The length of time waited	75	81	82	80	47	34	10	10	781
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	82	82	82	45	38	10	8	786
ON THE BUS									
Route/destination information on the outside of the bus	81	90	84	83	48	35	12	5	737
The cleanliness and condition of the outside of the bus	73	73	76	81	36	45	13	6	727
The ease of getting onto and off the bus	89	93	89	89	52	36	8	4	765
The length of time it took to board	88	89	87	89	53	36	6	5	752
The cleanliness and condition of the inside of the bus	64	63	69	74	26	48	13	13	766
The information provided inside the bus	53	53	58	59	22	36	32	10	690
The availability of seating or space to stand	83	84	82	86	45	40	6	8	760
The comfort of the seats	72	67	72	76	32	43	13	12	765
The amount of personal space you had around you	-	58	68	74	33	41	13	13	762
Provision of grab rails to stand/move within the bus	81	75	79	82	39	43	11	7	760
The temperature inside the bus	73	71	76	75	34	41	14	10	760
Your personal security whilst on the bus	79	78	80	82	37	45	13	5	762
THE BUS DRIVER									
How near to the kerb the driver stopped	89	92	92	92	59	33	6	2	743
The driver's appearance	86	87	86	89	57	32	11	1	703
The greeting/welcome you got from the driver	60	56	61	70	37	33	24	6	722
The helpfulness and attitude of the driver	62	59	65	73	40	33	22	5	716
The time the driver gave you to get to your seat	64	68	72	75	38	37	18	7	729
Smoothness/freedom from jolting during the journey	68	64	72	75	36	39	13	12	741
Safety of the driving (i.e. speed, driver concentrating)	84	81	85	86	49	37	11	4	737

Stagecoach in Kent

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	84	92	90	54	36	6	4	513
Fare-paying passengers	-	81	91	84	39	45	7	8	163
Free-pass holders	-	89	93	97	73	23	3	0	340
Aged 16 to 34	-	77	-	-	-	-	-	-	-
Aged 35 to 59	-	85	-	92	56	36	4	4	109
Passengers commuting	-	78	-	81	33	48	7	12	103
Passengers not commuting	-	89	93	95	65	29	5	0	387
Passengers saying they have a disability	-	86	87	93	58	35	4	3	172
VALUE FOR MONEY									
All fare-paying passengers	-	51	68	56	24	31	21	23	160
Aged 16 to 34	-	42	-	-	-	-	-	-	-
Aged 35 to 59	-	68	-	72	32	39	13	16	79
Passengers commuting	-	55	-	53	21	31	22	25	84
Passengers not commuting	-	50	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	71	87	79	49	30	10	12	470
The length of time waited	-	72	88	80	48	32	9	11	496
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	87	90	88	59	29	8	4	515
ON THE BUS									
Route/destination information on the outside of the bus	-	84	91	86	55	32	11	2	490
The cleanliness and condition of the outside of the bus	-	74	82	81	37	44	12	8	477
The ease of getting onto and off the bus	-	90	95	92	61	30	4	4	502
The length of time it took to board	-	91	92	92	61	31	4	3	491
The cleanliness and condition of the inside of the bus	-	62	80	80	35	45	10	10	506
The information provided inside the bus	-	58	75	69	29	39	25	6	442
The availability of seating or space to stand	-	84	94	86	52	34	9	5	495
The comfort of the seats	-	66	80	74	35	39	18	8	500
The amount of personal space you had around you	-	66	81	76	40	36	13	11	494
Provision of grab rails to stand/move within the bus	-	79	87	86	48	37	10	5	489
The temperature inside the bus	-	70	82	78	41	37	16	6	499
Your personal security whilst on the bus	-	79	90	84	49	34	13	4	493
THE BUS DRIVER									
How near to the kerb the driver stopped	-	92	95	96	70	25	3	2	488
The driver's appearance	-	86	93	92	68	24	8	1	472
The greeting/welcome you got from the driver	-	71	85	81	55	26	15	4	489
The helpfulness and attitude of the driver	-	74	89	82	56	26	14	4	471
The time the driver gave you to get to your seat	-	77	91	81	58	23	12	6	482
Smoothness/freedom from jolting during the journey	-	76	88	75	46	30	14	11	487
Safety of the driving (i.e. speed, driver concentrating)	-	86	97	88	63	25	10	2	485

Stagecoach in Merseyside

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	84	88	92	89	47	42	9	2	467
Fare-paying passengers	81	85	93	87	41	47	11	1	251
Free-pass holders	95	95	91	94	63	31	4	2	205
Aged 16 to 34	-	-	92	84	29	55	13	3	132
Aged 35 to 59	-	90	91	92	65	26	8	0	146
Passengers commuting	-	84	92	85	39	46	12	3	179
Passengers not commuting	85	92	92	91	54	37	8	1	281
Passengers saying they have a disability	87	91	88	82	40	41	14	5	135
VALUE FOR MONEY									
All fare-paying passengers	58	62	62	75	36	39	11	14	244
Aged 16 to 34	-	-	49	72	28	44	11	18	118
Aged 35 to 59	-	64	74	82	53	29	10	8	119
Passengers commuting	-	-	56	75	35	40	12	13	151
Passengers not commuting	-	-	71	77	39	37	9	15	92
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	76	66	83	76	46	29	15	10	430
The length of time waited	78	71	86	79	47	32	13	8	472
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	86	88	85	54	31	9	6	476
ON THE BUS									
Route/destination information on the outside of the bus	78	90	89	85	51	34	14	1	445
The cleanliness and condition of the outside of the bus	74	79	84	83	40	43	14	4	440
The ease of getting onto and off the bus	80	89	93	90	53	37	9	1	456
The length of time it took to board	80	89	96	88	56	32	10	2	442
The cleanliness and condition of the inside of the bus	75	80	87	82	35	48	11	7	476
The information provided inside the bus	63	63	71	71	30	40	23	6	433
The availability of seating or space to stand	74	77	91	86	49	37	11	3	459
The comfort of the seats	68	78	83	79	40	39	14	6	468
The amount of personal space you had around you	-	64	83	74	38	36	14	12	465
Provision of grab rails to stand/move within the bus	83	82	85	81	45	35	14	5	459
The temperature inside the bus	75	78	84	74	34	39	17	9	459
Your personal security whilst on the bus	76	82	85	82	45	36	15	3	462
THE BUS DRIVER									
How near to the kerb the driver stopped	86	86	92	94	64	30	6	0	450
The driver's appearance	85	82	90	90	59	31	8	2	428
The greeting/welcome you got from the driver	63	65	74	71	42	29	21	8	424
The helpfulness and attitude of the driver	67	65	76	73	45	28	20	7	424
The time the driver gave you to get to your seat	67	69	79	74	44	30	17	9	428
Smoothness/freedom from jolting during the journey	66	71	78	76	38	38	15	9	445
Safety of the driving (i.e. speed, driver concentrating)	87	80	89	89	53	36	8	3	443

Stagecoach in Nottinghamshire

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	-	-	94	57	37	4	2	254
Fare-paying passengers	-	-	-	88	45	43	8	4	85
Free-pass holders	-	-	-	98	66	31	1	1	166
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	95	60	35	3	1	196
Passengers saying they have a disability	-	-	-	94	58	36	2	4	104
VALUE FOR MONEY									
All fare-paying passengers	-	-	-	62	23	38	15	23	84
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	85	55	30	5	10	226
The length of time waited	-	-	-	83	53	30	9	8	239
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	91	62	29	6	3	252
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	89	60	29	9	1	228
The cleanliness and condition of the outside of the bus	-	-	-	86	38	48	11	4	223
The ease of getting onto and off the bus	-	-	-	94	64	30	5	1	241
The length of time it took to board	-	-	-	95	62	33	4	1	227
The cleanliness and condition of the inside of the bus	-	-	-	84	35	49	9	7	245
The information provided inside the bus	-	-	-	74	30	44	20	6	212
The availability of seating or space to stand	-	-	-	89	51	39	8	3	238
The comfort of the seats	-	-	-	78	34	43	14	9	238
The amount of personal space you had around you	-	-	-	77	36	41	13	10	235
Provision of grab rails to stand/move within the bus	-	-	-	88	39	49	9	3	237
The temperature inside the bus	-	-	-	78	30	48	13	9	233
Your personal security whilst on the bus	-	-	-	88	47	41	10	2	236
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	96	68	28	2	1	243
The driver's appearance	-	-	-	95	69	27	4	0	233
The greeting/welcome you got from the driver	-	-	-	84	56	28	9	7	236
The helpfulness and attitude of the driver	-	-	-	85	61	25	10	5	236
The time the driver gave you to get to your seat	-	-	-	88	58	30	6	6	231
Smoothness/freedom from jolting during the journey	-	-	-	81	43	38	10	9	234
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	91	65	26	7	2	237

Stagecoach in Oxfordshire

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	88	-	87	43	44	10	3	592
Fare-paying passengers	-	86	-	85	39	46	11	3	381
Free-pass holders	-	-	-	94	58	35	6	1	207
Aged 16 to 34	-	-	-	85	36	49	13	1	181
Aged 35 to 59	-	87	-	83	42	41	11	6	206
Passengers commuting	-	88	-	81	35	46	15	4	235
Passengers not commuting	-	84	-	93	51	42	5	2	342
Passengers saying they have a disability	-	-	-	89	55	34	6	5	126
VALUE FOR MONEY									
All fare-paying passengers	-	58	-	58	22	36	19	23	375
Aged 16 to 34	-	-	-	53	22	32	21	26	169
Aged 35 to 59	-	-	-	62	22	40	18	20	184
Passengers commuting	-	57	-	54	15	39	22	24	203
Passengers not commuting	-	-	-	62	30	32	17	21	168
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	74	-	74	43	31	12	14	519
The length of time waited	-	73	-	78	46	32	12	10	584
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	81	-	84	49	35	10	6	587
ON THE BUS									
Route/destination information on the outside of the bus	-	82	-	88	56	32	10	2	561
The cleanliness and condition of the outside of the bus	-	77	-	81	37	44	13	6	557
The ease of getting onto and off the bus	-	96	-	93	61	32	5	2	579
The length of time it took to board	-	92	-	90	59	31	7	3	564
The cleanliness and condition of the inside of the bus	-	79	-	81	34	47	11	8	582
The information provided inside the bus	-	64	-	65	26	39	28	7	513
The availability of seating or space to stand	-	95	-	91	51	40	4	5	574
The comfort of the seats	-	80	-	82	38	44	13	5	577
The amount of personal space you had around you	-	75	-	78	36	43	13	8	565
Provision of grab rails to stand/move within the bus	-	85	-	84	41	43	12	3	558
The temperature inside the bus	-	79	-	81	34	46	13	7	572
Your personal security whilst on the bus	-	92	-	86	46	40	12	2	568
THE BUS DRIVER									
How near to the kerb the driver stopped	-	96	-	94	65	29	6	1	555
The driver's appearance	-	90	-	92	60	32	7	1	536
The greeting/welcome you got from the driver	-	76	-	80	47	33	14	6	559
The helpfulness and attitude of the driver	-	78	-	81	49	32	14	5	550
The time the driver gave you to get to your seat	-	85	-	82	51	32	12	5	554
Smoothness/freedom from jolting during the journey	-	77	-	79	38	41	12	8	544
Safety of the driving (i.e. speed, driver concentrating)	-	92	-	91	58	33	8	1	551

Stagecoach in South Yorkshire

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	87	87	89	88	55	33	9	3	700
Fare-paying passengers	82	83	88	84	46	38	13	3	315
Free-pass holders	96	93	91	95	68	27	3	2	377
Aged 16 to 34	77	82	83	78	40	38	18	4	133
Aged 35 to 59	89	89	92	90	58	32	6	5	200
Passengers commuting	82	86	84	82	44	38	14	4	215
Passengers not commuting	90	88	92	92	62	30	5	2	466
Passengers saying they have a disability	90	92	85	88	58	30	9	4	225
VALUE FOR MONEY									
All fare-paying passengers	78	67	75	71	36	36	14	14	312
Aged 16 to 34	75	57	74	67	29	38	14	19	121
Aged 35 to 59	79	79	76	77	44	33	14	9	162
Passengers commuting	79	69	77	73	38	35	15	12	187
Passengers not commuting	77	62	73	68	30	38	15	17	122
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	78	71	80	85	53	32	8	7	634
The length of time waited	78	74	79	86	53	33	7	6	678
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	88	86	89	60	28	8	3	696
ON THE BUS									
Route/destination information on the outside of the bus	82	82	83	89	59	30	9	2	650
The cleanliness and condition of the outside of the bus	77	80	82	82	43	39	14	4	634
The ease of getting onto and off the bus	91	93	94	93	65	28	6	1	674
The length of time it took to board	91	92	93	93	65	28	6	1	654
The cleanliness and condition of the inside of the bus	79	81	83	81	38	43	13	7	677
The information provided inside the bus	66	69	71	68	31	37	28	5	592
The availability of seating or space to stand	84	86	91	92	55	37	5	2	670
The comfort of the seats	75	74	78	80	38	42	13	7	676
The amount of personal space you had around you	-	74	77	79	40	39	11	9	666
Provision of grab rails to stand/move within the bus	80	86	87	87	48	39	10	3	661
The temperature inside the bus	77	79	82	82	38	44	12	6	662
Your personal security whilst on the bus	83	86	84	83	48	34	15	3	661
THE BUS DRIVER									
How near to the kerb the driver stopped	94	90	92	95	69	26	4	1	674
The driver's appearance	89	89	92	90	61	29	9	1	650
The greeting/welcome you got from the driver	72	69	74	74	45	28	19	7	650
The helpfulness and attitude of the driver	73	72	75	74	45	29	20	6	640
The time the driver gave you to get to your seat	76	75	83	79	48	32	14	7	656
Smoothness/freedom from jolting during the journey	75	76	79	77	38	39	14	9	668
Safety of the driving (i.e. speed, driver concentrating)	85	85	92	88	56	32	9	2	672

Stagecoach in Tees Valley

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	86	88	91	88	48	40	10	3	611
Fare-paying passengers	81	86	88	83	38	45	13	4	229
Free-pass holders	94	92	94	92	57	35	5	2	368
Aged 16 to 34	74	-	86	80	33	47	16	4	132
Aged 35 to 59	90	88	90	87	43	45	8	5	141
Passengers commuting	79	84	84	74	33	42	18	7	139
Passengers not commuting	89	92	95	94	55	39	5	1	454
Passengers saying they have a disability	89	85	94	92	45	47	7	1	210
VALUE FOR MONEY									
All fare-paying passengers	66	64	68	66	31	36	16	18	224
Aged 16 to 34	59	-	61	63	29	34	16	21	103
Aged 35 to 59	72	72	80	71	33	39	15	13	107
Passengers commuting	64	64	68	65	31	34	14	21	109
Passengers not commuting	67	65	66	68	30	38	17	15	110
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	79	76	80	79	48	31	8	13	571
The length of time waited	78	76	83	83	51	32	7	10	587
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	90	89	87	55	32	10	3	615
ON THE BUS									
Route/destination information on the outside of the bus	85	87	87	86	54	32	9	5	580
The cleanliness and condition of the outside of the bus	80	80	80	83	39	45	12	5	581
The ease of getting onto and off the bus	93	91	91	93	62	31	6	1	598
The length of time it took to board	92	92	92	91	61	31	6	3	581
The cleanliness and condition of the inside of the bus	82	81	83	80	35	46	11	8	600
The information provided inside the bus	70	71	71	71	32	39	23	6	529
The availability of seating or space to stand	87	89	86	89	52	37	7	4	595
The comfort of the seats	77	78	74	74	35	40	16	10	590
The amount of personal space you had around you	-	77	73	73	33	40	14	13	590
Provision of grab rails to stand/move within the bus	83	83	84	85	45	40	11	4	584
The temperature inside the bus	78	78	77	76	37	38	14	10	590
Your personal security whilst on the bus	85	86	86	82	45	36	14	4	585
THE BUS DRIVER									
How near to the kerb the driver stopped	92	91	95	92	63	30	5	2	588
The driver's appearance	92	89	91	90	60	30	7	3	572
The greeting/welcome you got from the driver	70	72	78	75	42	32	16	9	568
The helpfulness and attitude of the driver	69	72	77	73	43	30	20	7	558
The time the driver gave you to get to your seat	72	77	81	75	39	36	15	9	577
Smoothness/freedom from jolting during the journey	74	75	79	76	36	40	15	9	577
Safety of the driving (i.e. speed, driver concentrating)	87	89	91	87	54	33	10	3	573

Stagecoach in Tyne and Wear

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	89	87	91	89	47	42	7	4	684
Fare-paying passengers	84	86	89	87	37	49	9	5	297
Free-pass holders	97	92	94	95	63	32	3	2	378
Aged 16 to 34	-	87	87	86	31	55	10	4	102
Aged 35 to 59	-	85	93	86	45	40	9	6	208
Passengers commuting	-	81	88	81	32	49	13	6	167
Passengers not commuting	91	92	92	95	55	39	4	2	485
Passengers saying they have a disability	-	86	90	90	50	40	8	3	246
VALUE FOR MONEY									
All fare-paying passengers	61	60	63	67	28	39	17	16	294
Aged 16 to 34	-	56	60	62	24	38	18	20	97
Aged 35 to 59	-	67	66	72	32	39	16	12	169
Passengers commuting	-	58	65	63	31	32	16	21	150
Passengers not commuting	-	65	60	73	23	50	18	9	136
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	73	75	76	75	41	34	12	13	620
The length of time waited	79	78	79	77	45	32	13	10	682
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	88	90	93	59	33	5	2	689
ON THE BUS									
Route/destination information on the outside of the bus	86	83	86	85	57	28	12	2	648
The cleanliness and condition of the outside of the bus	76	77	79	79	39	40	14	6	644
The ease of getting onto and off the bus	85	88	92	93	58	34	5	2	673
The length of time it took to board	88	90	91	93	62	31	6	1	652
The cleanliness and condition of the inside of the bus	75	74	77	77	30	47	11	12	686
The information provided inside the bus	63	64	68	66	28	37	28	6	609
The availability of seating or space to stand	87	87	91	90	52	38	7	3	666
The comfort of the seats	78	79	79	80	34	46	12	8	664
The amount of personal space you had around you	-	74	78	82	36	46	12	6	656
Provision of grab rails to stand/move within the bus	87	85	86	87	47	41	9	4	662
The temperature inside the bus	79	80	78	81	36	45	11	8	664
Your personal security whilst on the bus	85	85	86	89	47	41	8	3	660
THE BUS DRIVER									
How near to the kerb the driver stopped	91	89	92	92	62	30	6	2	651
The driver's appearance	93	89	91	89	57	32	9	2	622
The greeting/welcome you got from the driver	72	67	73	67	38	29	23	10	625
The helpfulness and attitude of the driver	70	67	74	70	40	30	22	9	622
The time the driver gave you to get to your seat	71	70	74	73	40	33	14	13	636
Smoothness/freedom from jolting during the journey	75	71	76	72	38	33	17	12	638
Safety of the driving (i.e. speed, driver concentrating)	87	86	88	87	54	34	9	4	644

Thames Travel

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	-	-	81	39	43	14	5	265
Fare-paying passengers	-	-	-	77	24	52	19	5	168
Free-pass holders	-	-	-	95	71	24	4	1	92
Aged 16 to 34	-	-	-	75	23	52	21	5	94
Aged 35 to 59	-	-	-	74	30	44	15	11	75
Passengers commuting	-	-	-	75	26	49	21	5	138
Passengers not commuting	-	-	-	91	55	35	6	4	120
Passengers saying they have a disability	-	-	-	-	-	-	-	-	-
VALUE FOR MONEY									
All fare-paying passengers	-	-	-	51	15	35	23	27	164
Aged 16 to 34	-	-	-	46	11	34	23	31	87
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	49	14	35	24	27	126
Passengers not commuting	-	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	65	37	28	13	22	251
The length of time waited	-	-	-	63	34	29	20	17	253
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	76	45	31	13	11	260
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	84	49	35	13	3	255
The cleanliness and condition of the outside of the bus	-	-	-	83	38	45	13	3	252
The ease of getting onto and off the bus	-	-	-	90	58	31	8	2	260
The length of time it took to board	-	-	-	87	53	34	9	4	258
The cleanliness and condition of the inside of the bus	-	-	-	85	37	49	10	4	265
The information provided inside the bus	-	-	-	53	23	30	36	12	230
The availability of seating or space to stand	-	-	-	81	45	36	9	10	262
The comfort of the seats	-	-	-	68	28	40	23	9	259
The amount of personal space you had around you	-	-	-	70	35	35	17	14	262
Provision of grab rails to stand/move within the bus	-	-	-	78	38	40	16	6	254
The temperature inside the bus	-	-	-	68	30	38	16	15	256
Your personal security whilst on the bus	-	-	-	86	44	42	12	2	257
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	92	61	31	6	2	255
The driver's appearance	-	-	-	89	53	36	8	3	253
The greeting/welcome you got from the driver	-	-	-	76	41	35	16	8	255
The helpfulness and attitude of the driver	-	-	-	75	42	33	17	8	251
The time the driver gave you to get to your seat	-	-	-	81	49	32	15	4	251
Smoothness/freedom from jolting during the journey	-	-	-	71	33	39	15	13	259
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	82	49	33	14	4	260

Trent Barton in Nottinghamshire

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	-	-	92	63	29	6	2	241
Fare-paying passengers	-	-	-	90	57	33	7	3	125
Free-pass holders	-	-	-	95	78	16	4	1	108
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	87	50	37	10	3	84
Passengers not commuting	-	-	-	95	73	22	3	2	151
Passengers saying they have a disability	-	-	-	-	-	-	-	-	-
VALUE FOR MONEY									
All fare-paying passengers	-	-	-	68	29	39	12	20	121
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	59	19	40	16	25	75
Passengers not commuting	-	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	85	59	26	7	9	224
The length of time waited	-	-	-	83	59	24	9	9	235
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	88	58	30	8	4	242
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	94	67	27	5	1	238
The cleanliness and condition of the outside of the bus	-	-	-	94	62	32	5	1	240
The ease of getting onto and off the bus	-	-	-	96	74	22	4	0	237
The length of time it took to board	-	-	-	96	77	20	4	0	237
The cleanliness and condition of the inside of the bus	-	-	-	95	60	35	4	2	243
The information provided inside the bus	-	-	-	88	59	29	11	1	236
The availability of seating or space to stand	-	-	-	86	64	23	6	8	240
The comfort of the seats	-	-	-	89	60	29	6	5	240
The amount of personal space you had around you	-	-	-	82	52	30	10	8	239
Provision of grab rails to stand/move within the bus	-	-	-	87	59	27	10	4	234
The temperature inside the bus	-	-	-	81	53	29	12	7	243
Your personal security whilst on the bus	-	-	-	89	64	25	9	1	236
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	95	77	17	3	2	236
The driver's appearance	-	-	-	95	74	20	4	1	239
The greeting/welcome you got from the driver	-	-	-	95	75	20	2	2	238
The helpfulness and attitude of the driver	-	-	-	91	74	18	5	3	235
The time the driver gave you to get to your seat	-	-	-	90	69	21	4	6	237
Smoothness/freedom from jolting during the journey	-	-	-	82	46	36	10	8	234
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	92	67	25	7	1	236

Wilts and Dorset Buses (morebus and Salisbury Reds)

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	-	-	94	53	41	6	1	543
Fare-paying passengers	-	-	-	96	46	50	4	0	150
Free-pass holders	-	-	-	91	65	26	8	1	386
Aged 16 to 34	-	-	-	92	38	54	8	0	79
Aged 35 to 59	-	-	-	94	48	46	5	1	85
Passengers commuting	-	-	-	91	36	55	9	0	112
Passengers not commuting	-	-	-	96	66	30	3	1	408
Passengers saying they have a disability	-	-	-	94	54	40	5	1	171
VALUE FOR MONEY									
All fare-paying passengers	-	-	-	59	27	33	19	21	149
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	59	26	32	22	19	81
Passengers not commuting	-	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	80	45	34	10	10	501
The length of time waited	-	-	-	81	50	31	11	8	533
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	86	57	30	10	3	550
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	85	57	28	12	3	514
The cleanliness and condition of the outside of the bus	-	-	-	87	47	40	9	5	512
The ease of getting onto and off the bus	-	-	-	91	64	27	6	2	535
The length of time it took to board	-	-	-	92	64	28	6	2	527
The cleanliness and condition of the inside of the bus	-	-	-	83	44	39	11	6	547
The information provided inside the bus	-	-	-	69	33	37	25	6	461
The availability of seating or space to stand	-	-	-	90	54	36	7	3	532
The comfort of the seats	-	-	-	81	42	39	13	6	542
The amount of personal space you had around you	-	-	-	82	43	38	12	6	534
Provision of grab rails to stand/move within the bus	-	-	-	85	48	38	11	4	522
The temperature inside the bus	-	-	-	81	38	42	12	7	531
Your personal security whilst on the bus	-	-	-	89	53	36	10	1	533
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	94	67	26	6	0	522
The driver's appearance	-	-	-	93	67	26	7	0	515
The greeting/welcome you got from the driver	-	-	-	85	54	31	10	5	525
The helpfulness and attitude of the driver	-	-	-	85	54	31	12	3	506
The time the driver gave you to get to your seat	-	-	-	87	54	33	9	3	519
Smoothness/freedom from jolting during the journey	-	-	-	83	44	39	13	4	519
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	92	60	33	5	2	519

Bus Passenger Survey in Scotland

This year the survey was expanded to cover bus services within four areas of Scotland which account for most bus journeys made within Scotland. This was in addition to covering First Glasgow and Lothian Buses, as we did last year.

The Scotland survey was paid for by Transport Scotland, First UK Bus, Lothian Buses, National Express and Stagecoach. As services in Scotland run outside our remit area (England outside of London) their results are NOT included within any figures earlier in the report.



We have shown results for each of the four areas covered by the survey in Scotland:

- North East
- South East
- Strathclyde
- Tayside and Central

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

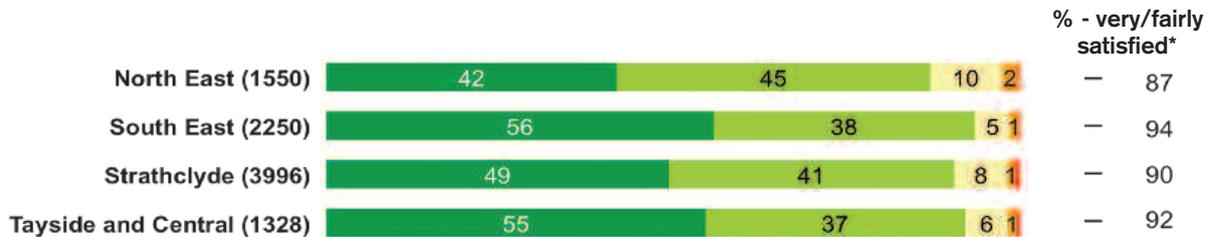
- First Glasgow
- First in North East
- First in South East
- First in Tayside and Central
- Lothian Buses
- McGills in Strathclyde
- National Express in Tayside and Central
- Stagecoach in North East
- Stagecoach in South East
- Stagecoach in Strathclyde
- Stagecoach in Tayside and Central

Finally, these are followed by the aggregated results for First and Stagecoach across the four areas covered.

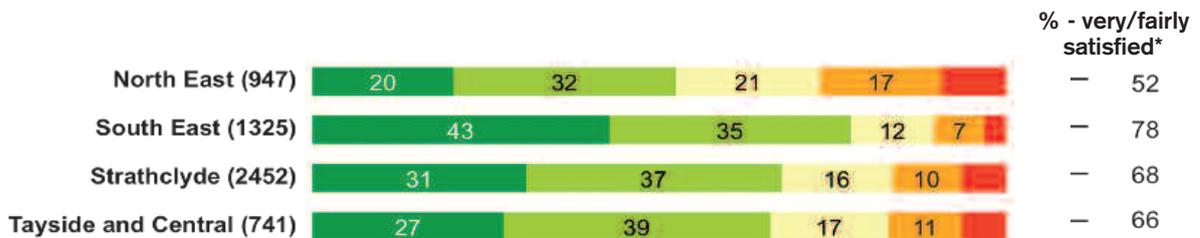
We recommend reading *How the research was carried out and making use of results* on page 160.

Area key findings

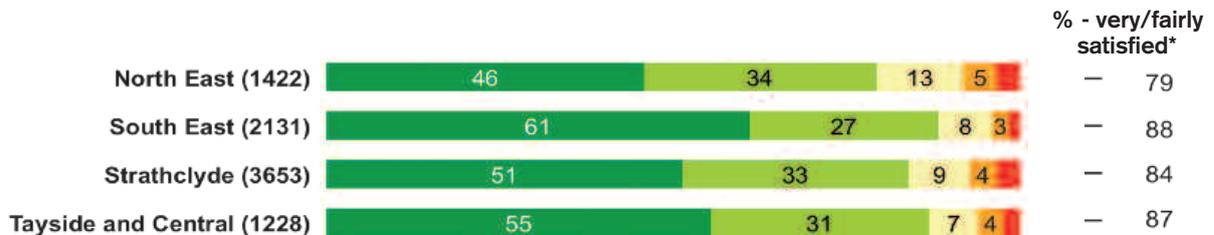
Overall satisfaction with the bus journey (%)



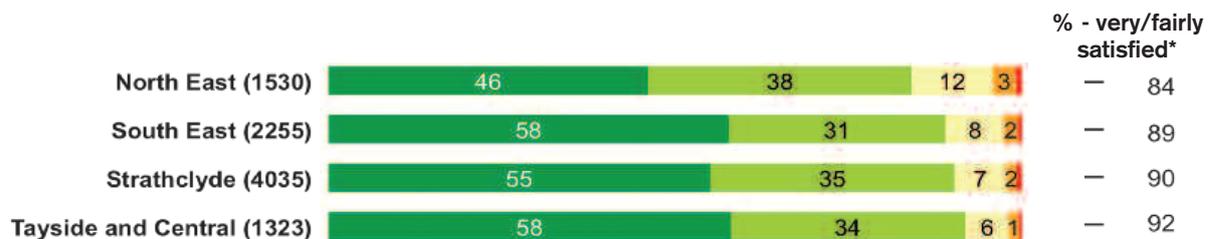
Satisfaction with value for money – fare-paying passengers (%)



Satisfaction with punctuality of the bus (%)



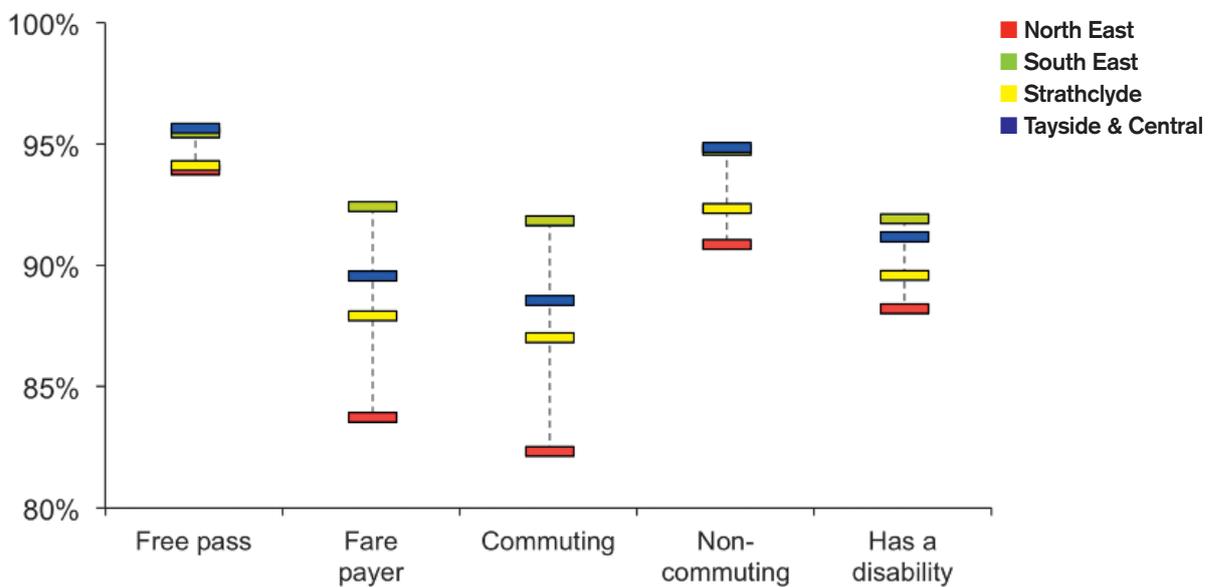
Satisfaction with on-bus journey time (%)



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

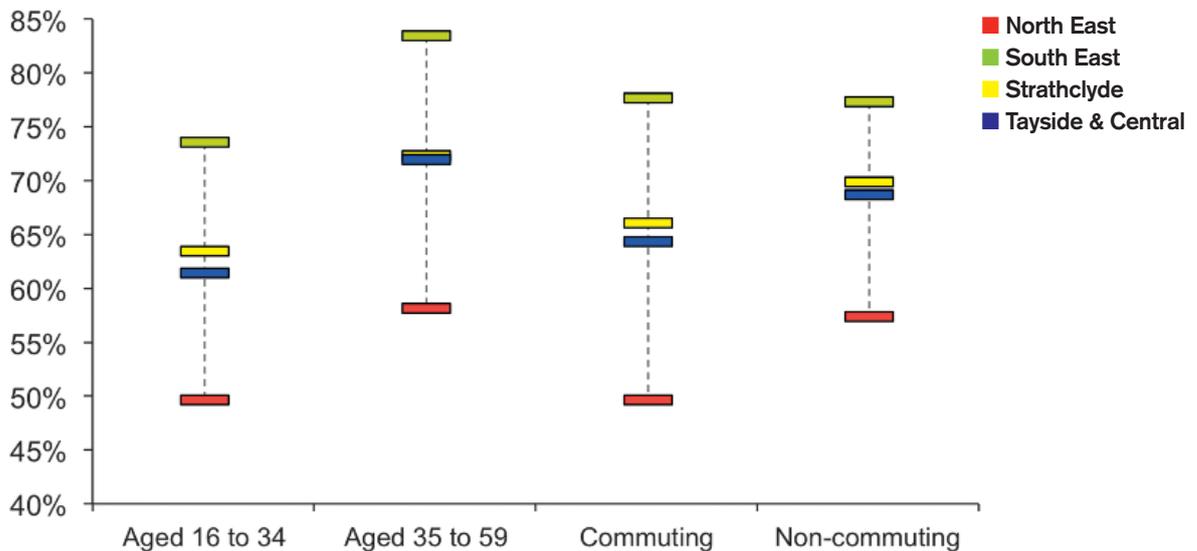
*Due to rounding the percentage very/fairly satisfied may not always be equal to the sum of the very and fairly satisfied values in the chart

Overall satisfaction for key passenger groups



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

Value for money for key passenger groups



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

North East*

Headline results

Overall
satisfaction

87%

Value for
money

52%

Punctuality

79%

Journey
time

84%

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	-	-	87	42	45	10	3	1550
Fare-paying passengers	-	-	-	84	34	49	13	3	947
Free-pass holders	-	-	-	94	57	37	4	2	568
Aged 16 to 34	-	-	-	83	33	50	14	3	624
Aged 35 to 59	-	-	-	87	41	46	10	3	422
Passengers commuting	-	-	-	82	33	50	14	4	678
Passengers not commuting	-	-	-	91	50	41	7	2	814
Passengers saying they have a disability	-	-	-	88	44	45	9	3	365
VALUE FOR MONEY									
All fare-paying passengers	-	-	-	52	20	32	21	27	947
Aged 16 to 34	-	-	-	49	18	31	21	30	589
Aged 35 to 59	-	-	-	58	23	35	22	20	338
Passengers commuting	-	-	-	49	18	32	22	28	579
Passengers not commuting	-	-	-	57	25	32	19	24	347
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	79	46	34	13	8	1422
The length of time waited	-	-	-	81	46	35	11	8	1540
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	84	46	38	12	4	1530

*Covering Aberdeen City and Aberdeenshire Council areas

Detailed results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
THE BUS STOP									
Overall satisfaction with the bus stop	-	-	-	79	30	49	14	7	1528
Its distance from the journey start	-	-	-	91	55	36	7	3	1217
The convenience/accessibility of its location	-	-	-	88	52	37	8	3	1325
Its condition/standard of maintenance	-	-	-	70	30	41	19	11	1378
Its freedom from graffiti/vandalism	-	-	-	71	35	36	16	13	1359
Its freedom from litter	-	-	-	72	34	38	15	13	1358
The information provided at the stop	-	-	-	70	28	42	17	13	1367
Your personal safety whilst at the stop	-	-	-	81	41	41	13	5	1380
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	85	51	34	12	3	1486
The cleanliness and condition of the outside of the bus	-	-	-	84	40	43	13	3	1476
The ease of getting onto and off the bus	-	-	-	91	56	35	7	2	1502
The length of time it took to board	-	-	-	90	57	33	8	2	1474
The cleanliness and condition of the inside of the bus	-	-	-	80	36	44	13	7	1545
The information provided inside the bus	-	-	-	72	31	42	23	5	1424
The availability of seating or space to stand	-	-	-	87	51	36	8	5	1500
The comfort of the seats	-	-	-	79	39	40	13	8	1513
The amount of personal space you had around you	-	-	-	77	38	40	14	9	1509
Provision of grab rails to stand/move within the bus	-	-	-	84	43	41	12	5	1500
The temperature inside the bus	-	-	-	80	37	43	13	6	1506
Your personal security whilst on the bus	-	-	-	87	45	41	11	2	1499
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	92	60	32	7	1	1487
The driver's appearance	-	-	-	91	58	33	8	1	1464
The greeting/welcome you got from the driver	-	-	-	72	42	30	20	8	1471
The helpfulness and attitude of the driver	-	-	-	74	44	29	20	6	1444
The time the driver gave you to get to your seat	-	-	-	78	45	33	16	6	1460
Smoothness/freedom from jolting during the journey	-	-	-	73	36	38	16	10	1482
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	88	51	36	10	3	1453

Factors affecting journey length

	2011 % occurrence	2012 % occurrence	2013 % occurrence	2014 % occurrence
Congestion/traffic jams	-	-	-	28
Road works	-	-	-	8
Bus driver driving too slowly	-	-	-	4
Poor weather conditions	-	-	-	6
Waiting too long at stops	-	-	-	9
Passenger boarding time	-	-	-	18
Base size	-	-	-	1616

Passengers could provide more than one answer

Anti-social behaviour

	2011 % 'yes'	2012 % 'yes'	2013 % 'yes'	2014 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	-	-	5
Base size	-	-	-	1616

South East*

Headline results

Overall
satisfaction

94%

Value for
money

78%

Punctuality

88%

Journey
time

89%

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	-	-	94	56	38	5	1	2250
Fare-paying passengers	-	-	-	92	49	43	6	2	1339
Free-pass holders	-	-	-	95	69	27	3	1	876
Aged 16 to 34	-	-	-	90	44	46	8	2	850
Aged 35 to 59	-	-	-	95	57	38	3	1	637
Passengers commuting	-	-	-	92	46	45	6	2	926
Passengers not commuting	-	-	-	95	63	32	4	1	1251
Passengers saying they have a disability	-	-	-	92	59	33	6	3	516
VALUE FOR MONEY									
All fare-paying passengers	-	-	-	78	43	35	12	10	1325
Aged 16 to 34	-	-	-	73	39	34	13	13	766
Aged 35 to 59	-	-	-	83	47	36	11	6	521
Passengers commuting	-	-	-	77	39	38	12	10	779
Passengers not commuting	-	-	-	77	47	30	12	11	519
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	88	61	27	8	4	2131
The length of time waited	-	-	-	88	58	29	8	4	2271
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	89	58	31	8	3	2255

*Covering Fife, Clackmannanshire, Falkirk, West Lothian, City of Edinburgh, Midlothian, East Lothian, and Scottish Borders Council areas

Detailed results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
THE BUS STOP									
Overall satisfaction with the bus stop	-	-	-	86	44	42	9	4	2272
Its distance from the journey start	-	-	-	94	64	30	5	2	1794
The convenience/accessibility of its location	-	-	-	92	59	33	5	3	1857
Its condition/standard of maintenance	-	-	-	80	41	39	13	8	2067
Its freedom from graffiti/vandalism	-	-	-	79	45	34	13	8	2025
Its freedom from litter	-	-	-	79	41	38	13	8	2022
The information provided at the stop	-	-	-	83	46	37	10	7	2025
Your personal safety whilst at the stop	-	-	-	85	50	35	11	4	2066
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	92	62	30	6	2	2196
The cleanliness and condition of the outside of the bus	-	-	-	89	54	35	8	2	2175
The ease of getting onto and off the bus	-	-	-	95	67	28	4	2	2230
The length of time it took to board	-	-	-	95	68	26	4	1	2176
The cleanliness and condition of the inside of the bus	-	-	-	88	48	39	8	4	2283
The information provided inside the bus	-	-	-	76	39	37	20	4	2067
The availability of seating or space to stand	-	-	-	93	64	30	5	2	2220
The comfort of the seats	-	-	-	83	46	38	12	5	2225
The amount of personal space you had around you	-	-	-	84	49	36	10	5	2221
Provision of grab rails to stand/move within the bus	-	-	-	89	51	38	8	3	2182
The temperature inside the bus	-	-	-	84	44	40	10	6	2219
Your personal security whilst on the bus	-	-	-	91	58	34	7	1	2219
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	94	70	25	4	1	2168
The driver's appearance	-	-	-	93	67	25	6	1	2085
The greeting/welcome you got from the driver	-	-	-	77	48	29	18	5	2121
The helpfulness and attitude of the driver	-	-	-	78	49	29	18	4	2064
The time the driver gave you to get to your seat	-	-	-	83	51	32	13	4	2098
Smoothness/freedom from jolting during the journey	-	-	-	78	43	35	15	7	2123
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	90	59	32	8	1	2125

Factors affecting journey length

	2011 % occurrence	2012 % occurrence	2013 % occurrence	2014 % occurrence
Congestion/traffic jams	-	-	-	17
Road works	-	-	-	14
Bus driver driving too slowly	-	-	-	3
Poor weather conditions	-	-	-	4
Waiting too long at stops	-	-	-	4
Passenger boarding time	-	-	-	12
Base size	-	-	-	2403

Passengers could provide more than one answer

Anti-social behaviour

	2011 % 'yes'	2012 % 'yes'	2013 % 'yes'	2014 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	-	-	4
Base size	-	-	-	2403

Strathclyde*

Headline results

Overall
satisfaction

90%

Value for
money

68%

Punctuality

84%

Journey
time

90%

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	-	-	90	49	41	8	2	3996
Fare-paying passengers	-	-	-	88	42	46	10	2	2476
Free-pass holders	-	-	-	94	60	34	5	1	1416
Aged 16 to 34	-	-	-	87	41	46	11	2	1385
Aged 35 to 59	-	-	-	89	47	42	9	2	1383
Passengers commuting	-	-	-	87	41	46	11	2	1582
Passengers not commuting	-	-	-	92	54	39	6	2	2269
Passengers saying they have a disability	-	-	-	90	53	37	8	2	919
VALUE FOR MONEY									
All fare-paying passengers	-	-	-	68	31	37	16	16	2452
Aged 16 to 34	-	-	-	63	30	33	17	20	1262
Aged 35 to 59	-	-	-	72	32	40	15	13	1109
Passengers commuting	-	-	-	66	28	38	17	18	1389
Passengers not commuting	-	-	-	70	34	36	15	15	1005
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	84	51	33	9	7	3653
The length of time waited	-	-	-	85	51	34	8	7	4037
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	90	55	35	7	2	4035

*Covering East Dunbartonshire, East Ayrshire, East Renfrewshire, Glasgow City, Inverclyde, North Ayrshire, North Lanarkshire, Renfrewshire, South Ayrshire, South Lanarkshire, West Dunbartonshire and the Helensburgh and Lomond area of Argyll and Bute Council areas

Detailed results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
THE BUS STOP									
Overall satisfaction with the bus stop	-	-	-	83	39	44	11	5	4055
Its distance from the journey start	-	-	-	90	53	37	6	3	3248
The convenience/accessibility of its location	-	-	-	89	49	40	7	4	3312
Its condition/standard of maintenance	-	-	-	78	34	44	14	8	3562
Its freedom from graffiti/vandalism	-	-	-	80	42	39	13	7	3487
Its freedom from litter	-	-	-	75	36	40	14	10	3506
The information provided at the stop	-	-	-	74	32	42	15	10	3521
Your personal safety whilst at the stop	-	-	-	80	40	40	15	5	3556
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	88	53	35	9	3	3880
The cleanliness and condition of the outside of the bus	-	-	-	83	41	42	12	5	3776
The ease of getting onto and off the bus	-	-	-	92	55	37	6	2	3875
The length of time it took to board	-	-	-	92	57	35	6	2	3787
The cleanliness and condition of the inside of the bus	-	-	-	79	36	42	12	9	4045
The information provided inside the bus	-	-	-	70	30	40	24	7	3633
The availability of seating or space to stand	-	-	-	88	47	41	8	4	3879
The comfort of the seats	-	-	-	79	37	42	12	9	3865
The amount of personal space you had around you	-	-	-	81	38	43	11	7	3864
Provision of grab rails to stand/move within the bus	-	-	-	86	41	45	9	4	3834
The temperature inside the bus	-	-	-	80	36	44	12	8	3877
Your personal security whilst on the bus	-	-	-	86	43	43	11	3	3849
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	93	61	33	5	2	3818
The driver's appearance	-	-	-	90	58	32	8	1	3674
The greeting/welcome you got from the driver	-	-	-	77	44	33	18	6	3682
The helpfulness and attitude of the driver	-	-	-	78	45	32	18	5	3635
The time the driver gave you to get to your seat	-	-	-	82	45	36	13	6	3689
Smoothness/freedom from jolting during the journey	-	-	-	78	38	39	14	8	3702
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	89	51	38	9	2	3651

Factors affecting journey length

	2011 % occurrence	2012 % occurrence	2013 % occurrence	2014 % occurrence
Congestion/traffic jams	-	-	-	12
Road works	-	-	-	9
Bus driver driving too slowly	-	-	-	3
Poor weather conditions	-	-	-	4
Waiting too long at stops	-	-	-	5
Passenger boarding time	-	-	-	14
Base size	-	-	-	4329

Passengers could provide more than one answer

Anti-social behaviour

	2011 % 'yes'	2012 % 'yes'	2013 % 'yes'	2014 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	-	-	5
Base size	-	-	-	4329

Tayside and Central*

Headline results

Overall
satisfaction

92%

Value for
money

66%

Punctuality

87%

Journey
time

92%

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	-	-	92	55	37	6	2	1328
Fare-paying passengers	-	-	-	90	49	41	8	2	748
Free-pass holders	-	-	-	96	63	33	4	1	550
Aged 16 to 34	-	-	-	89	45	44	8	3	493
Aged 35 to 59	-	-	-	92	55	37	7	2	354
Passengers commuting	-	-	-	89	46	43	8	3	506
Passengers not commuting	-	-	-	95	60	35	5	1	788
Passengers saying they have a disability	-	-	-	91	56	36	7	1	311
VALUE FOR MONEY									
All fare-paying passengers	-	-	-	66	27	39	17	17	741
Aged 16 to 34	-	-	-	61	24	37	19	19	437
Aged 35 to 59	-	-	-	72	31	41	14	14	286
Passengers commuting	-	-	-	64	28	36	19	17	431
Passengers not commuting	-	-	-	68	26	42	14	17	300
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	87	55	31	7	6	1228
The length of time waited	-	-	-	87	56	31	7	5	1322
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	92	58	34	6	2	1323

*Covering Angus, Perth & Kinross, Stirling, and Dundee City Council areas

Detailed results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
THE BUS STOP									
Overall satisfaction with the bus stop	-	-	-	86	44	43	9	5	1319
Its distance from the journey start	-	-	-	92	59	34	5	3	1063
The convenience/accessibility of its location	-	-	-	91	56	36	5	4	1143
Its condition/standard of maintenance	-	-	-	80	38	42	12	8	1188
Its freedom from graffiti/vandalism	-	-	-	81	44	37	11	8	1169
Its freedom from litter	-	-	-	80	39	41	12	8	1173
The information provided at the stop	-	-	-	77	39	38	14	10	1196
Your personal safety whilst at the stop	-	-	-	86	47	38	10	4	1196
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	89	58	31	9	3	1262
The cleanliness and condition of the outside of the bus	-	-	-	84	42	42	12	4	1229
The ease of getting onto and off the bus	-	-	-	94	63	31	4	2	1290
The length of time it took to board	-	-	-	94	64	29	4	2	1262
The cleanliness and condition of the inside of the bus	-	-	-	82	38	44	11	7	1321
The information provided inside the bus	-	-	-	69	32	38	27	4	1199
The availability of seating or space to stand	-	-	-	90	52	38	7	3	1277
The comfort of the seats	-	-	-	78	34	44	15	7	1275
The amount of personal space you had around you	-	-	-	82	37	44	11	7	1276
Provision of grab rails to stand/move within the bus	-	-	-	88	43	45	9	3	1277
The temperature inside the bus	-	-	-	83	38	45	12	5	1281
Your personal security whilst on the bus	-	-	-	89	49	40	9	2	1282
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	95	69	26	4	1	1276
The driver's appearance	-	-	-	93	64	29	6	1	1231
The greeting/welcome you got from the driver	-	-	-	80	50	30	15	5	1233
The helpfulness and attitude of the driver	-	-	-	81	52	29	14	5	1218
The time the driver gave you to get to your seat	-	-	-	86	55	31	11	3	1244
Smoothness/freedom from jolting during the journey	-	-	-	82	46	37	11	6	1259
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	92	61	31	7	1	1243

Factors affecting journey length

	2011 % occurrence	2012 % occurrence	2013 % occurrence	2014 % occurrence
Congestion/traffic jams	-	-	-	9
Road works	-	-	-	9
Bus driver driving too slowly	-	-	-	1
Poor weather conditions	-	-	-	4
Waiting too long at stops	-	-	-	4
Passenger boarding time	-	-	-	16
Base size	-	-	-	1376

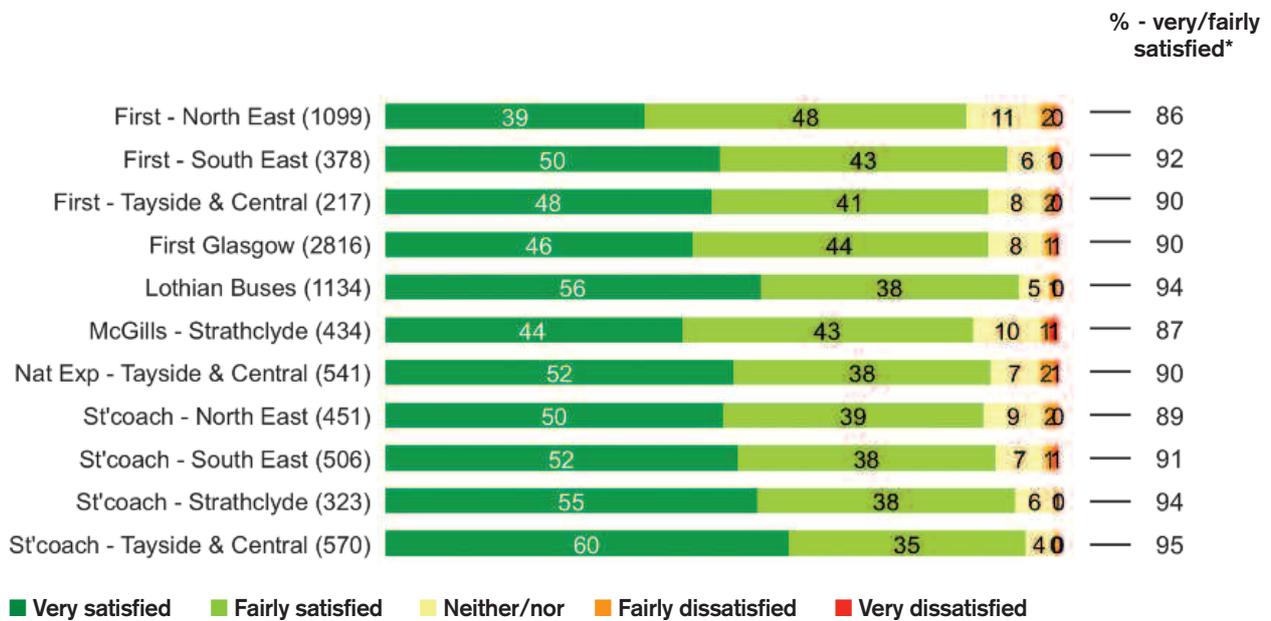
Passengers could provide more than one answer

Anti-social behaviour

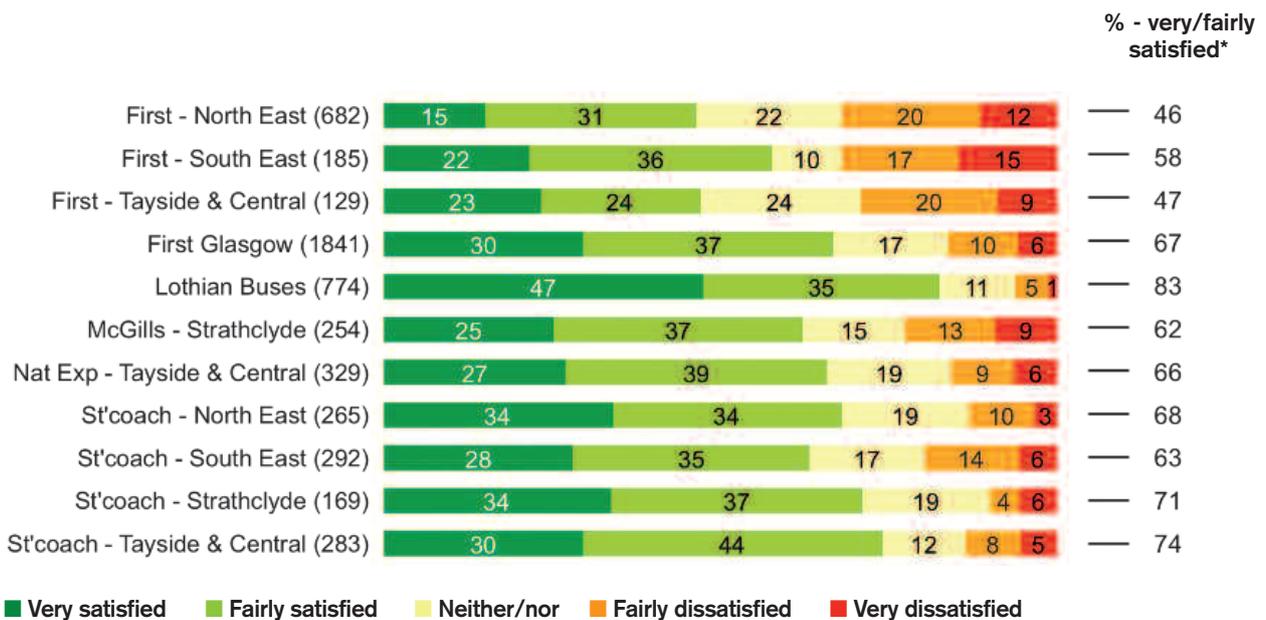
	2011 % 'yes'	2012 % 'yes'	2013 % 'yes'	2014 % 'yes'
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	-	-	4
Base size	-	-	-	1376

Operator key findings

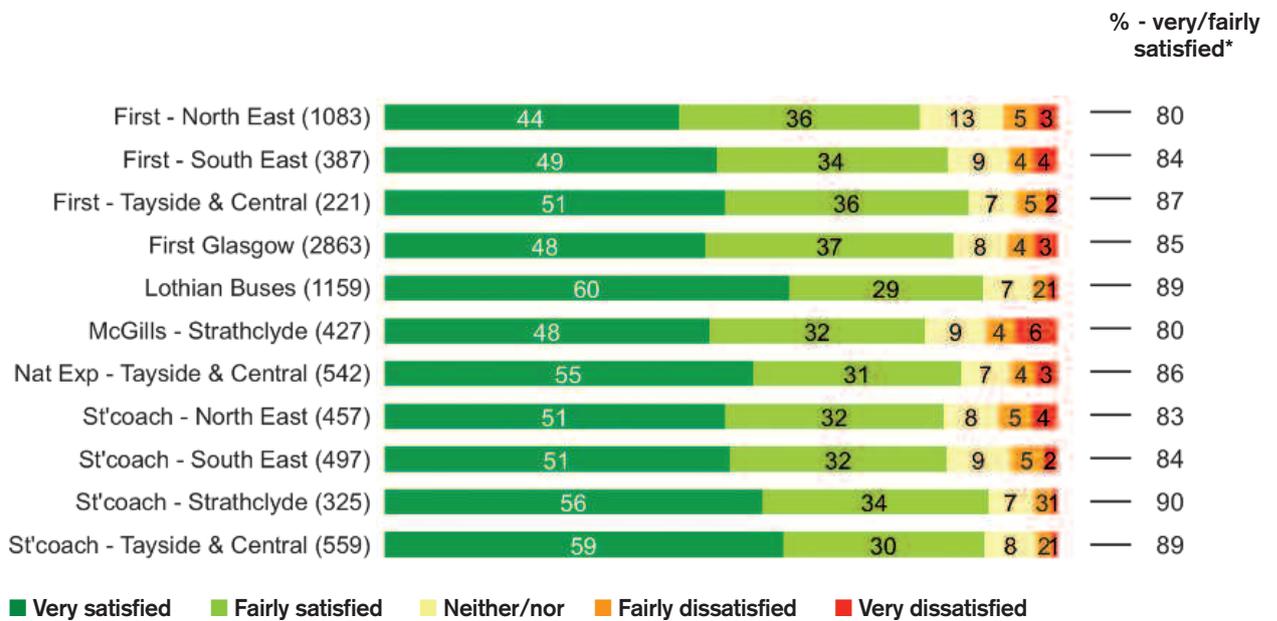
Overall satisfaction with the bus journey (%)



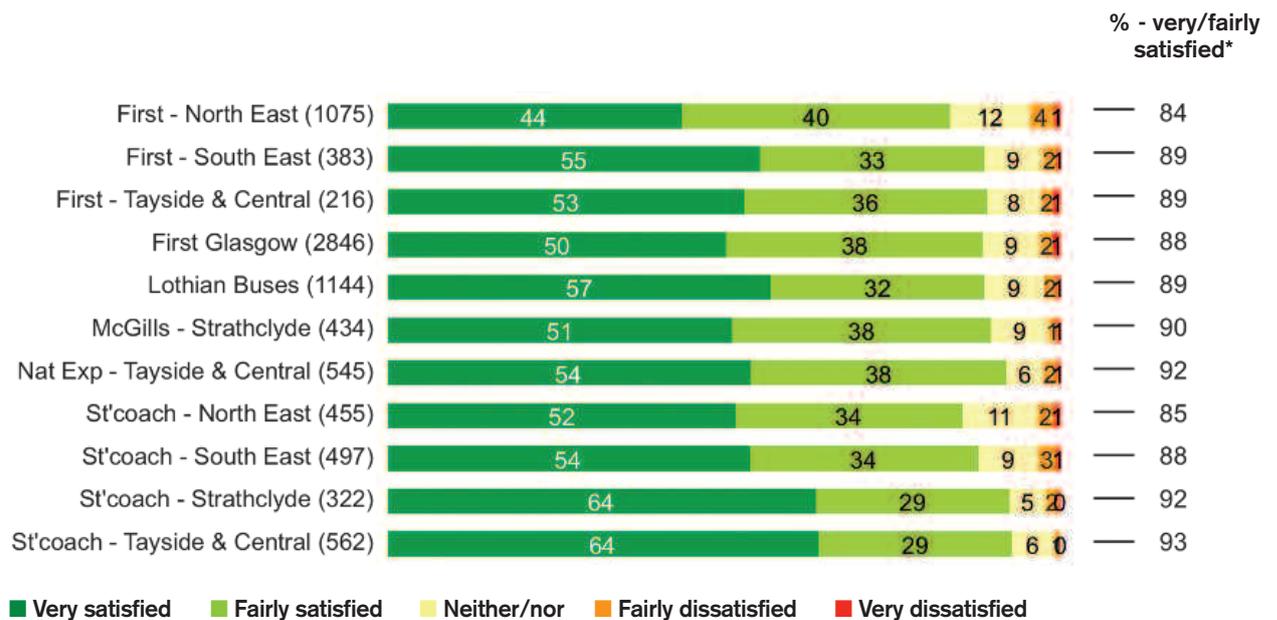
Satisfaction with value for money – fare-paying passengers (%)



Satisfaction with punctuality of the bus (%)



Satisfaction with on-bus journey time (%)



First Glasgow in Strathclyde

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	-	-	90	46	44	8	2	2816
Fare-paying passengers	-	-	-	87	40	47	11	2	1859
Free-pass holders	-	-	-	94	57	38	4	1	886
Aged 16 to 34	-	-	-	85	37	48	12	2	1030
Aged 35 to 59	-	-	-	90	46	44	8	2	1019
Passengers commuting	-	-	-	86	38	48	11	3	1198
Passengers not commuting	-	-	-	92	51	41	7	1	1515
Passengers saying they have a disability	-	-	-	91	51	40	7	3	598
VALUE FOR MONEY									
All fare-paying passengers	-	-	-	67	30	37	17	16	1841
Aged 16 to 34	-	-	-	63	28	35	18	19	952
Aged 35 to 59	-	-	-	71	32	40	16	13	824
Passengers commuting	-	-	-	65	27	38	17	18	1064
Passengers not commuting	-	-	-	69	33	37	17	14	734
PUNCTUALITY AND TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	83	47	35	9	8	2558
The length of time waited	-	-	-	85	48	37	8	7	2863
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	88	50	38	9	3	2846
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	87	50	37	10	3	2761
The cleanliness and condition of the outside of the bus	-	-	-	80	37	43	13	7	2657
The ease of getting onto and off the bus	-	-	-	91	53	39	6	2	2729
The length of time it took to board	-	-	-	92	54	38	6	2	2681
The cleanliness and condition of the inside of the bus	-	-	-	75	30	44	13	12	2865
The information provided inside the bus	-	-	-	67	27	40	25	8	2586
The availability of seating or space to stand	-	-	-	87	45	42	8	5	2735
The comfort of the seats	-	-	-	78	35	43	12	10	2724
The amount of personal space you had around you	-	-	-	80	36	44	12	8	2731
Provision of grab rails to stand/move within the bus	-	-	-	86	40	46	10	4	2703
The temperature inside the bus	-	-	-	79	34	46	12	8	2744
Your personal security whilst on the bus	-	-	-	84	41	43	12	4	2712
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	93	57	36	6	2	2685
The driver's appearance	-	-	-	88	54	34	11	1	2572
The greeting/welcome you got from the driver	-	-	-	72	38	34	22	7	2585
The helpfulness and attitude of the driver	-	-	-	74	39	35	21	5	2543
The time the driver gave you to get to your seat	-	-	-	79	40	38	15	7	2594
Smoothness/freedom from jolting during the journey	-	-	-	77	34	43	15	8	2610
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	89	48	41	9	2	2565

First in North East

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	-	-	86	39	48	11	3	1099
Fare-paying passengers	-	-	-	84	32	52	14	3	682
Free-pass holders	-	-	-	93	52	40	5	3	392
Aged 16 to 34	-	-	-	83	31	52	14	3	463
Aged 35 to 59	-	-	-	85	37	48	12	3	293
Passengers commuting	-	-	-	83	30	53	13	4	497
Passengers not commuting	-	-	-	90	48	42	9	2	565
Passengers saying they have a disability	-	-	-	86	38	48	10	4	252
VALUE FOR MONEY									
All fare-paying passengers	-	-	-	46	15	31	22	32	682
Aged 16 to 34	-	-	-	45	15	30	21	34	441
Aged 35 to 59	-	-	-	49	14	35	24	27	229
Passengers commuting	-	-	-	45	15	30	23	32	430
Passengers not commuting	-	-	-	49	16	33	19	32	240
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	79	44	34	14	7	993
The length of time waited	-	-	-	80	44	36	13	8	1083
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	84	44	40	12	5	1075
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	84	49	35	13	3	1041
The cleanliness and condition of the outside of the bus	-	-	-	83	39	43	14	3	1033
The ease of getting onto and off the bus	-	-	-	90	53	37	8	2	1048
The length of time it took to board	-	-	-	89	53	36	8	3	1028
The cleanliness and condition of the inside of the bus	-	-	-	79	33	46	13	9	1084
The information provided inside the bus	-	-	-	72	29	42	24	4	1006
The availability of seating or space to stand	-	-	-	86	47	39	9	5	1052
The comfort of the seats	-	-	-	78	37	41	14	8	1060
The amount of personal space you had around you	-	-	-	76	34	42	15	10	1053
Provision of grab rails to stand/move within the bus	-	-	-	83	39	44	12	5	1046
The temperature inside the bus	-	-	-	80	34	46	14	7	1053
Your personal security whilst on the bus	-	-	-	86	42	44	12	2	1046
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	91	57	34	7	1	1052
The driver's appearance	-	-	-	91	56	35	8	1	1027
The greeting/welcome you got from the driver	-	-	-	70	38	33	22	8	1029
The helpfulness and attitude of the driver	-	-	-	71	40	31	22	6	1012
The time the driver gave you to get to your seat	-	-	-	76	41	35	18	6	1027
Smoothness/freedom from jolting during the journey	-	-	-	71	32	39	17	12	1042
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	87	47	40	11	3	1024

First in South East

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	-	-	92	50	43	6	1	378
Fare-paying passengers	-	-	-	90	43	47	8	2	187
Free-pass holders	-	-	-	95	57	38	4	1	186
Aged 16 to 34	-	-	-	87	39	48	10	3	134
Aged 35 to 59	-	-	-	96	56	40	4	0	88
Passengers commuting	-	-	-	90	42	48	8	1	134
Passengers not commuting	-	-	-	93	53	40	5	2	236
Passengers saying they have a disability	-	-	-	93	54	40	5	1	107
VALUE FOR MONEY									
All fare-paying passengers	-	-	-	58	22	36	10	32	185
Aged 16 to 34	-	-	-	52	23	29	10	38	115
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	57	20	36	12	32	115
Passengers not commuting	-	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	86	51	36	8	5	361
The length of time waited	-	-	-	84	49	34	9	7	387
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	89	55	33	9	3	383
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	92	57	35	7	1	368
The cleanliness and condition of the outside of the bus	-	-	-	81	37	44	14	5	359
The ease of getting onto and off the bus	-	-	-	92	58	35	5	2	378
The length of time it took to board	-	-	-	93	62	32	6	1	362
The cleanliness and condition of the inside of the bus	-	-	-	76	30	46	12	12	385
The information provided inside the bus	-	-	-	63	25	38	29	7	341
The availability of seating or space to stand	-	-	-	91	54	37	6	3	367
The comfort of the seats	-	-	-	70	29	41	17	14	372
The amount of personal space you had around you	-	-	-	80	38	42	12	8	374
Provision of grab rails to stand/move within the bus	-	-	-	87	42	44	10	3	360
The temperature inside the bus	-	-	-	81	37	44	11	8	369
Your personal security whilst on the bus	-	-	-	88	48	41	10	2	369
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	97	71	26	2	1	370
The driver's appearance	-	-	-	94	67	27	4	1	359
The greeting/welcome you got from the driver	-	-	-	83	56	27	11	6	365
The helpfulness and attitude of the driver	-	-	-	83	56	27	12	5	353
The time the driver gave you to get to your seat	-	-	-	88	61	27	9	2	357
Smoothness/freedom from jolting during the journey	-	-	-	76	45	31	14	9	360
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	90	63	27	9	1	363

First in Tayside and Central

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	-	-	90	48	41	8	2	217
Fare-paying passengers	-	-	-	86	40	46	12	2	130
Free-pass holders	-	-	-	95	62	33	4	1	84
Aged 16 to 34	-	-	-	88	42	46	10	2	113
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	88	39	49	10	1	101
Passengers not commuting	-	-	-	92	55	36	6	3	111
Passengers saying they have a disability	-	-	-	-	-	-	-	-	-
VALUE FOR MONEY									
All fare-paying passengers	-	-	-	47	23	24	24	29	129
Aged 16 to 34	-	-	-	52	25	26	27	21	105
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	44	19	25	28	28	89
Passengers not commuting	-	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	83	52	31	7	10	204
The length of time waited	-	-	-	87	51	36	7	6	221
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	89	53	36	8	3	216
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	84	56	28	13	3	212
The cleanliness and condition of the outside of the bus	-	-	-	79	40	39	14	7	200
The ease of getting onto and off the bus	-	-	-	93	61	32	5	1	209
The length of time it took to board	-	-	-	93	62	30	6	2	205
The cleanliness and condition of the inside of the bus	-	-	-	76	31	45	14	10	219
The information provided inside the bus	-	-	-	59	23	36	34	7	191
The availability of seating or space to stand	-	-	-	88	48	40	10	1	209
The comfort of the seats	-	-	-	64	24	40	22	14	208
The amount of personal space you had around you	-	-	-	74	34	40	18	8	208
Provision of grab rails to stand/move within the bus	-	-	-	84	40	44	14	3	211
The temperature inside the bus	-	-	-	78	32	45	15	7	210
Your personal security whilst on the bus	-	-	-	86	43	43	12	2	212
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	95	65	30	4	1	207
The driver's appearance	-	-	-	91	61	31	8	0	203
The greeting/welcome you got from the driver	-	-	-	81	47	34	15	5	207
The helpfulness and attitude of the driver	-	-	-	84	50	34	13	3	206
The time the driver gave you to get to your seat	-	-	-	87	54	33	13	1	204
Smoothness/freedom from jolting during the journey	-	-	-	80	41	39	13	7	207
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	92	58	34	6	2	208

Lothian Buses in South East

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	-	-	94	56	38	5	1	1148
Fare-paying passengers	-	-	-	93	49	44	5	2	795
Free-pass holders	-	-	-	96	72	24	3	1	339
Aged 16 to 34	-	-	-	91	44	47	7	2	477
Aged 35 to 59	-	-	-	96	57	39	3	1	365
Passengers commuting	-	-	-	93	47	45	6	2	552
Passengers not commuting	-	-	-	95	63	32	3	1	556
Passengers saying they have a disability	-	-	-	92	60	32	6	2	212
VALUE FOR MONEY									
All fare-paying passengers	-	-	-	83	47	35	11	6	787
Aged 16 to 34	-	-	-	79	44	35	13	9	441
Aged 35 to 59	-	-	-	88	52	36	9	3	322
Passengers commuting	-	-	-	83	44	39	11	6	470
Passengers not commuting	-	-	-	82	51	31	12	6	296
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	89	62	27	8	3	1091
The length of time waited	-	-	-	89	60	29	8	4	1175
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	89	57	32	9	3	1158
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	92	62	30	6	1	1136
The cleanliness and condition of the outside of the bus	-	-	-	91	56	34	8	2	1131
The ease of getting onto and off the bus	-	-	-	95	68	27	4	1	1155
The length of time it took to board	-	-	-	95	69	26	4	1	1142
The cleanliness and condition of the inside of the bus	-	-	-	89	49	40	8	3	1180
The information provided inside the bus	-	-	-	78	41	37	19	3	1087
The availability of seating or space to stand	-	-	-	94	65	29	5	2	1157
The comfort of the seats	-	-	-	85	47	38	11	4	1155
The amount of personal space you had around you	-	-	-	85	51	35	10	5	1154
Provision of grab rails to stand/move within the bus	-	-	-	91	54	37	7	2	1139
The temperature inside the bus	-	-	-	85	45	40	9	6	1156
Your personal security whilst on the bus	-	-	-	91	59	32	8	1	1152
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	94	69	25	4	2	1106
The driver's appearance	-	-	-	92	66	26	7	1	1053
The greeting/welcome you got from the driver	-	-	-	75	45	30	20	6	1072
The helpfulness and attitude of the driver	-	-	-	75	45	30	20	4	1040
The time the driver gave you to get to your seat	-	-	-	80	47	33	15	5	1068
Smoothness/freedom from jolting during the journey	-	-	-	78	40	38	15	7	1090
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	90	57	33	9	1	1089

McGills in Strathclyde

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	-	-	87	44	43	10	3	434
Fare-paying passengers	-	-	-	85	35	50	12	4	258
Free-pass holders	-	-	-	91	55	37	7	1	158
Aged 16 to 34	-	-	-	87	43	44	10	3	156
Aged 35 to 59	-	-	-	84	42	42	12	4	145
Passengers commuting	-	-	-	82	35	48	15	3	153
Passengers not commuting	-	-	-	90	49	41	8	3	265
Passengers saying they have a disability	-	-	-	86	54	32	11	3	96
VALUE FOR MONEY									
All fare-paying passengers	-	-	-	62	25	37	15	23	254
Aged 16 to 34	-	-	-	59	27	32	13	28	130
Aged 35 to 59	-	-	-	65	24	41	18	18	117
Passengers commuting	-	-	-	62	19	43	16	22	133
Passengers not commuting	-	-	-	63	33	30	13	24	112
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	77	44	34	12	11	396
The length of time waited	-	-	-	80	48	32	9	11	427
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	90	51	38	9	2	434
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	89	51	38	9	2	408
The cleanliness and condition of the outside of the bus	-	-	-	84	41	43	12	4	407
The ease of getting onto and off the bus	-	-	-	89	50	39	8	3	417
The length of time it took to board	-	-	-	89	51	38	10	1	402
The cleanliness and condition of the inside of the bus	-	-	-	79	34	45	16	5	424
The information provided inside the bus	-	-	-	71	27	43	25	4	395
The availability of seating or space to stand	-	-	-	86	42	44	10	4	418
The comfort of the seats	-	-	-	77	32	46	13	10	410
The amount of personal space you had around you	-	-	-	78	34	44	13	10	413
Provision of grab rails to stand/move within the bus	-	-	-	85	38	47	9	6	418
The temperature inside the bus	-	-	-	79	33	45	15	6	416
Your personal security whilst on the bus	-	-	-	84	35	49	14	2	415
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	92	57	35	6	2	413
The driver's appearance	-	-	-	91	57	35	8	1	406
The greeting/welcome you got from the driver	-	-	-	79	44	34	14	8	397
The helpfulness and attitude of the driver	-	-	-	78	43	34	16	6	397
The time the driver gave you to get to your seat	-	-	-	80	44	36	13	7	395
Smoothness/freedom from jolting during the journey	-	-	-	74	35	39	17	9	398
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	85	49	37	12	3	391

National Express in Tayside and Central

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	-	-	90	52	38	7	3	541
Fare-paying passengers	-	-	-	87	48	39	9	4	332
Free-pass holders	-	-	-	94	58	37	5	1	193
Aged 16 to 34	-	-	-	86	46	40	9	5	195
Aged 35 to 59	-	-	-	90	50	40	8	3	185
Passengers commuting	-	-	-	86	47	39	9	5	234
Passengers not commuting	-	-	-	94	56	38	6	0	291
Passengers saying they have a disability	-	-	-	89	49	40	10	1	122
VALUE FOR MONEY									
All fare-paying passengers	-	-	-	66	27	39	19	16	329
Aged 16 to 34	-	-	-	62	27	35	20	18	171
Aged 35 to 59	-	-	-	70	27	43	17	13	149
Passengers commuting	-	-	-	68	31	37	17	16	196
Passengers not commuting	-	-	-	63	20	43	21	15	129
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	86	53	32	7	7	494
The length of time waited	-	-	-	86	55	31	7	7	542
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	92	54	38	6	3	545
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	88	53	36	9	3	512
The cleanliness and condition of the outside of the bus	-	-	-	82	36	47	12	6	495
The ease of getting onto and off the bus	-	-	-	92	61	32	5	3	522
The length of time it took to board	-	-	-	92	61	32	5	3	512
The cleanliness and condition of the inside of the bus	-	-	-	75	32	44	14	11	542
The information provided inside the bus	-	-	-	69	30	39	26	5	496
The availability of seating or space to stand	-	-	-	89	47	42	7	4	516
The comfort of the seats	-	-	-	79	31	48	13	8	516
The amount of personal space you had around you	-	-	-	80	33	47	10	10	520
Provision of grab rails to stand/move within the bus	-	-	-	86	39	47	9	5	512
The temperature inside the bus	-	-	-	84	34	50	10	6	517
Your personal security whilst on the bus	-	-	-	88	44	44	10	3	519
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	94	67	27	5	2	520
The driver's appearance	-	-	-	93	63	30	6	1	496
The greeting/welcome you got from the driver	-	-	-	76	46	30	17	6	491
The helpfulness and attitude of the driver	-	-	-	76	48	28	17	7	486
The time the driver gave you to get to your seat	-	-	-	82	50	32	13	4	501
Smoothness/freedom from jolting during the journey	-	-	-	82	44	38	11	7	500
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	91	57	34	7	2	489

Stagecoach in North East

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	-	-	89	50	39	9	2	451
Fare-paying passengers	-	-	-	84	41	43	13	2	265
Free-pass holders	-	-	-	96	66	30	2	1	176
Aged 16 to 34	-	-	-	80	37	44	16	4	161
Aged 35 to 59	-	-	-	91	49	42	8	1	129
Passengers commuting	-	-	-	81	42	39	16	3	181
Passengers not commuting	-	-	-	94	56	38	4	2	249
Passengers saying they have a disability	-	-	-	93	56	37	7	0	113
VALUE FOR MONEY									
All fare-paying passengers	-	-	-	68	34	34	19	13	265
Aged 16 to 34	-	-	-	63	28	35	20	17	148
Aged 35 to 59	-	-	-	76	41	35	16	8	109
Passengers commuting	-	-	-	63	26	37	20	17	149
Passengers not commuting	-	-	-	75	45	30	18	7	107
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	81	49	32	9	10	429
The length of time waited	-	-	-	83	51	32	8	9	457
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	85	52	34	11	3	455
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	87	57	30	10	3	445
The cleanliness and condition of the outside of the bus	-	-	-	86	43	43	10	4	443
The ease of getting onto and off the bus	-	-	-	92	62	30	6	2	454
The length of time it took to board	-	-	-	91	65	27	7	2	446
The cleanliness and condition of the inside of the bus	-	-	-	83	42	41	12	5	461
The information provided inside the bus	-	-	-	74	34	40	20	6	418
The availability of seating or space to stand	-	-	-	89	60	29	7	4	448
The comfort of the seats	-	-	-	83	45	39	11	6	453
The amount of personal space you had around you	-	-	-	81	46	35	10	8	456
Provision of grab rails to stand/move within the bus	-	-	-	86	53	32	11	3	454
The temperature inside the bus	-	-	-	82	45	37	13	5	453
Your personal security whilst on the bus	-	-	-	89	54	35	10	1	453
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	94	68	26	5	1	435
The driver's appearance	-	-	-	91	64	27	7	2	437
The greeting/welcome you got from the driver	-	-	-	77	53	24	16	6	442
The helpfulness and attitude of the driver	-	-	-	80	54	25	15	5	432
The time the driver gave you to get to your seat	-	-	-	84	56	28	12	5	433
Smoothness/freedom from jolting during the journey	-	-	-	80	45	35	14	6	440
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	90	61	29	8	2	429

Stagecoach in South East

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	-	-	91	52	38	7	2	506
Fare-paying passengers	-	-	-	89	48	41	9	2	294
Free-pass holders	-	-	-	93	62	32	4	3	196
Aged 16 to 34	-	-	-	86	44	42	10	3	209
Aged 35 to 59	-	-	-	92	53	40	6	1	133
Passengers commuting	-	-	-	87	39	48	9	3	200
Passengers not commuting	-	-	-	93	62	32	6	1	290
Passengers saying they have a disability	-	-	-	89	55	33	8	4	112
VALUE FOR MONEY									
All fare-paying passengers	-	-	-	63	28	35	17	20	292
Aged 16 to 34	-	-	-	60	23	37	18	21	184
Aged 35 to 59	-	-	-	68	36	33	15	16	103
Passengers commuting	-	-	-	62	22	40	20	18	166
Passengers not commuting	-	-	-	64	35	29	14	22	122
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	84	58	26	8	7	481
The length of time waited	-	-	-	84	51	32	9	7	497
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	88	54	34	9	3	497
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	90	58	32	8	2	491
The cleanliness and condition of the outside of the bus	-	-	-	87	47	40	9	4	483
The ease of getting onto and off the bus	-	-	-	94	64	30	4	3	492
The length of time it took to board	-	-	-	95	65	30	3	2	485
The cleanliness and condition of the inside of the bus	-	-	-	86	44	42	8	6	505
The information provided inside the bus	-	-	-	70	31	40	24	6	462
The availability of seating or space to stand	-	-	-	92	59	32	6	2	494
The comfort of the seats	-	-	-	80	42	38	13	7	498
The amount of personal space you had around you	-	-	-	80	42	38	12	8	494
Provision of grab rails to stand/move within the bus	-	-	-	82	39	43	13	5	486
The temperature inside the bus	-	-	-	81	37	44	11	8	494
Your personal security whilst on the bus	-	-	-	92	52	40	6	2	495
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	93	66	27	6	1	488
The driver's appearance	-	-	-	92	65	27	7	1	481
The greeting/welcome you got from the driver	-	-	-	79	50	29	17	5	485
The helpfulness and attitude of the driver	-	-	-	80	51	29	17	3	477
The time the driver gave you to get to your seat	-	-	-	88	56	31	9	3	481
Smoothness/freedom from jolting during the journey	-	-	-	76	42	33	17	7	481
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	90	57	33	8	2	479

Stagecoach in Strathclyde

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	-	-	94	55	38	6	1	323
Fare-paying passengers	-	-	-	94	51	42	6	1	167
Free-pass holders	-	-	-	93	59	34	6	1	148
Aged 16 to 34	-	-	-	95	51	43	5	0	101
Aged 35 to 59	-	-	-	89	49	40	9	2	93
Passengers commuting	-	-	-	93	57	35	7	0	103
Passengers not commuting	-	-	-	94	54	40	5	1	213
Passengers saying they have a disability	-	-	-	89	49	39	11	0	85
VALUE FOR MONEY									
All fare-paying passengers	-	-	-	71	34	37	19	10	169
Aged 16 to 34	-	-	-	67	35	32	21	12	93
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	74	36	38	17	9	90
Passengers not commuting	-	-	-	66	32	34	22	12	76
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	89	59	31	7	4	309
The length of time waited	-	-	-	90	56	34	7	3	325
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	92	64	29	5	2	322
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	91	59	32	8	1	312
The cleanliness and condition of the outside of the bus	-	-	-	90	47	43	9	1	312
The ease of getting onto and off the bus	-	-	-	94	60	33	5	2	314
The length of time it took to board	-	-	-	96	66	29	3	1	309
The cleanliness and condition of the inside of the bus	-	-	-	88	45	42	9	4	326
The information provided inside the bus	-	-	-	77	35	41	19	4	298
The availability of seating or space to stand	-	-	-	92	55	37	5	3	319
The comfort of the seats	-	-	-	87	47	39	8	5	321
The amount of personal space you had around you	-	-	-	86	43	43	9	5	318
Provision of grab rails to stand/move within the bus	-	-	-	87	42	45	8	4	316
The temperature inside the bus	-	-	-	85	40	44	8	7	317
Your personal security whilst on the bus	-	-	-	93	55	38	5	1	321
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	95	66	28	4	2	318
The driver's appearance	-	-	-	94	63	31	5	1	310
The greeting/welcome you got from the driver	-	-	-	81	46	35	14	5	311
The helpfulness and attitude of the driver	-	-	-	81	50	31	14	5	310
The time the driver gave you to get to your seat	-	-	-	86	49	36	9	5	310
Smoothness/freedom from jolting during the journey	-	-	-	81	43	38	12	7	306
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	93	56	37	5	2	307

Stagecoach in Tayside and Central

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	-	-	95	60	35	4	1	570
Fare-paying passengers	-	-	-	94	53	40	6	1	286
Free-pass holders	-	-	-	97	67	30	3	0	273
Aged 16 to 34	-	-	-	91	44	47	7	1	185
Aged 35 to 59	-	-	-	97	63	34	3	0	136
Passengers commuting	-	-	-	92	47	45	7	1	171
Passengers not commuting	-	-	-	97	66	31	3	0	386
Passengers saying they have a disability	-	-	-	95	62	33	4	1	129
VALUE FOR MONEY									
All fare-paying passengers	-	-	-	74	30	44	12	14	283
Aged 16 to 34	-	-	-	66	20	46	13	20	161
Aged 35 to 59	-	-	-	82	39	43	11	7	116
Passengers commuting	-	-	-	70	29	40	17	13	146
Passengers not commuting	-	-	-	78	31	47	7	14	132
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	89	58	31	7	4	530
The length of time waited	-	-	-	89	59	30	8	3	559
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	93	64	29	6	1	562
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	91	64	27	7	2	538
The cleanliness and condition of the outside of the bus	-	-	-	88	49	39	10	2	534
The ease of getting onto and off the bus	-	-	-	96	66	30	3	2	559
The length of time it took to board	-	-	-	95	69	26	4	1	545
The cleanliness and condition of the inside of the bus	-	-	-	92	48	44	6	2	560
The information provided inside the bus	-	-	-	74	37	37	25	2	512
The availability of seating or space to stand	-	-	-	92	58	34	7	2	552
The comfort of the seats	-	-	-	82	41	41	14	3	551
The amount of personal space you had around you	-	-	-	87	43	44	9	4	548
Provision of grab rails to stand/move within the bus	-	-	-	91	48	43	8	2	554
The temperature inside the bus	-	-	-	84	44	41	12	3	554
Your personal security whilst on the bus	-	-	-	92	57	35	7	1	551
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	96	73	23	3	1	549
The driver's appearance	-	-	-	94	66	28	6	1	532
The greeting/welcome you got from the driver	-	-	-	83	54	29	13	4	535
The helpfulness and attitude of the driver	-	-	-	85	57	29	12	3	526
The time the driver gave you to get to your seat	-	-	-	90	60	30	8	2	539
Smoothness/freedom from jolting during the journey	-	-	-	84	49	35	11	5	552
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	93	65	28	6	1	546

All First (within Scottish survey areas covered)

Headline results

Overall satisfaction

89%

Value for money

62%

Punctuality

83%

Journey time

88%

Key results

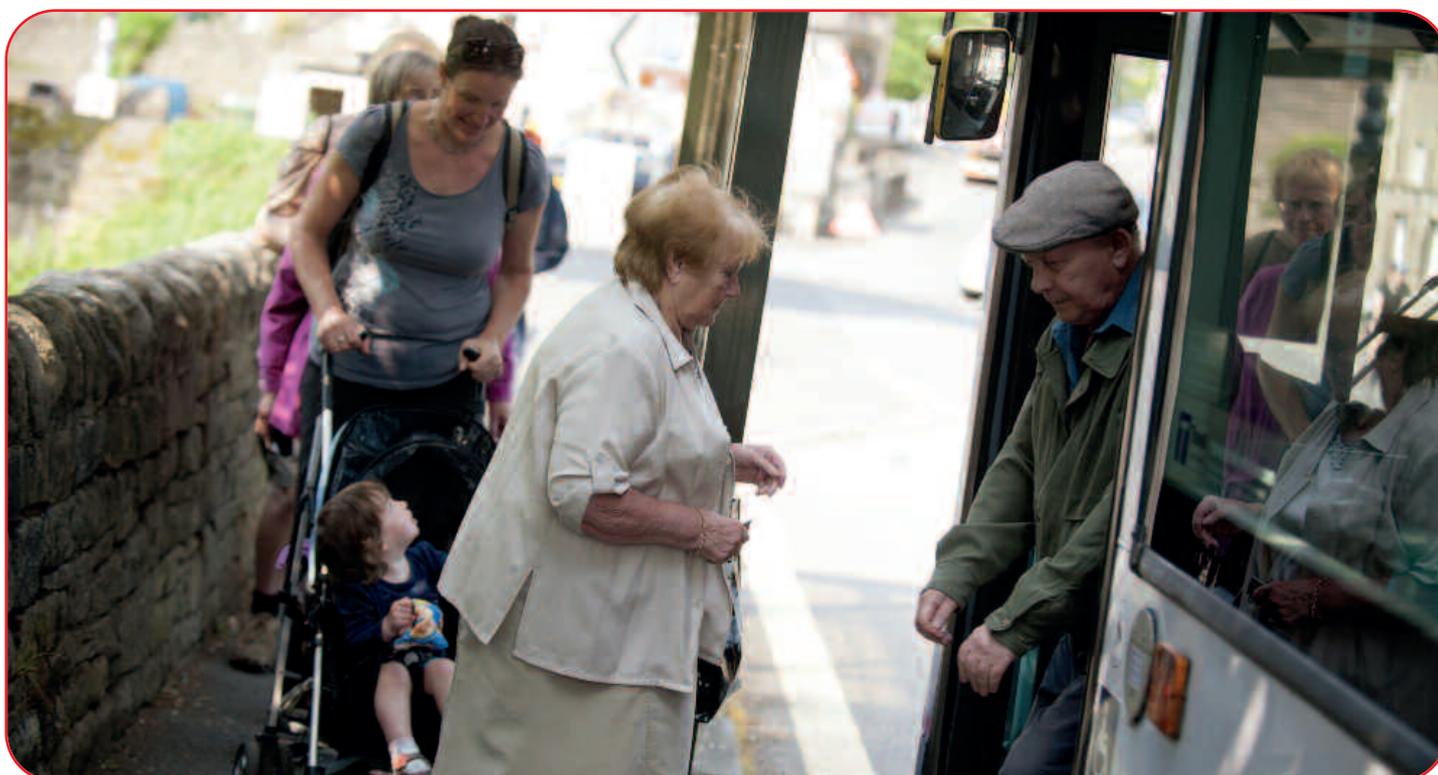
Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	-	-	89	45	44	8	2	4619
Fare-paying passengers	-	-	-	87	38	48	11	2	2923
Free-pass holders	-	-	-	94	56	38	4	2	1589
Aged 16 to 34	-	-	-	85	37	48	12	3	1772
Aged 35 to 59	-	-	-	90	45	45	8	2	1476
Passengers commuting	-	-	-	86	37	49	11	3	1980
Passengers not commuting	-	-	-	92	51	41	6	2	2483
Passengers saying they have a disability	-	-	-	90	49	41	7	3	1045
VALUE FOR MONEY									
All fare-paying passengers	-	-	-	62	26	36	17	22	2901
Aged 16 to 34	-	-	-	58	25	33	17	25	1643
Aged 35 to 59	-	-	-	68	28	40	15	17	1172
Passengers commuting	-	-	-	59	24	35	18	23	1740
Passengers not commuting	-	-	-	66	29	37	15	19	1102
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	83	48	35	9	8	4209
The length of time waited	-	-	-	84	48	36	9	7	4665
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	88	50	38	9	3	4631

Detailed results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2012 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	87	51	36	10	3	4485
The cleanliness and condition of the outside of the bus	-	-	-	80	38	43	14	6	4344
The ease of getting onto and off the bus	-	-	-	92	54	38	6	2	4467
The length of time it took to board	-	-	-	92	55	36	6	2	4373
The cleanliness and condition of the inside of the bus	-	-	-	76	31	45	13	11	4662
The information provided inside the bus	-	-	-	67	27	40	26	7	4220
The availability of seating or space to stand	-	-	-	88	46	41	8	4	4463
The comfort of the seats	-	-	-	75	33	42	14	11	4466
The amount of personal space you had around you	-	-	-	79	36	43	12	8	4467
Provision of grab rails to stand/move within the bus	-	-	-	86	40	46	11	4	4420
The temperature inside the bus	-	-	-	79	34	45	13	8	4478
Your personal security whilst on the bus	-	-	-	85	42	43	12	3	4439
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	93	59	34	5	1	4414
The driver's appearance	-	-	-	90	57	33	9	1	4254
The greeting/welcome you got from the driver	-	-	-	74	41	33	20	6	4287
The helpfulness and attitude of the driver	-	-	-	76	43	33	19	5	4213
The time the driver gave you to get to your seat	-	-	-	80	44	36	14	5	4280
Smoothness/freedom from jolting during the journey	-	-	-	76	36	40	15	9	4318
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	89	50	39	9	2	4256



All Stagecoach (within Scottish survey areas covered)

Headline results

Overall
satisfaction

92%

Value for
money

69%

Punctuality

87%

Journey
time

90%

Key results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
OVERALL JOURNEY									
All passengers	-	-	-	92	55	38	6	1	1850
Fare-paying passengers	-	-	-	91	49	41	8	1	1012
Free-pass holders	-	-	-	94	62	32	4	1	793
Aged 16 to 34	-	-	-	89	45	44	9	2	656
Aged 35 to 59	-	-	-	92	54	39	7	1	491
Passengers commuting	-	-	-	89	46	43	9	2	655
Passengers not commuting	-	-	-	94	59	35	5	1	1138
Passengers saying they have a disability	-	-	-	90	55	36	8	1	439
VALUE FOR MONEY									
All fare-paying passengers	-	-	-	69	31	38	17	15	1009
Aged 16 to 34	-	-	-	64	26	37	18	18	586
Aged 35 to 59	-	-	-	75	36	38	15	11	402
Passengers commuting	-	-	-	67	28	39	18	14	551
Passengers not commuting	-	-	-	69	34	35	15	16	437
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	87	57	29	8	6	1749
The length of time waited	-	-	-	87	55	32	8	5	1838
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	90	59	31	7	2	1836

Detailed results

Satisfaction (%)

	2011 all satisfied	2012 all satisfied	2013 all satisfied	2014 all satisfied	2014 very satisfied	2014 fairly satisfied	2014 neither /nor	2014 all dissatisfied	2014 base size
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	90	60	30	8	2	1786
The cleanliness and condition of the outside of the bus	-	-	-	88	47	41	9	2	1772
The ease of getting onto and off the bus	-	-	-	94	63	31	4	2	1819
The length of time it took to board	-	-	-	95	66	28	4	1	1785
The cleanliness and condition of the inside of the bus	-	-	-	88	45	43	8	4	1852
The information provided inside the bus	-	-	-	74	34	40	22	4	1690
The availability of seating or space to stand	-	-	-	91	57	34	6	3	1813
The comfort of the seats	-	-	-	83	44	39	12	5	1823
The amount of personal space you had around you	-	-	-	84	43	41	10	6	1816
Provision of grab rails to stand/move within the bus	-	-	-	86	44	43	10	4	1810
The temperature inside the bus	-	-	-	83	40	43	11	6	1818
Your personal security whilst on the bus	-	-	-	92	54	38	6	2	1820
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	94	68	27	5	1	1790
The driver's appearance	-	-	-	93	64	29	6	1	1760
The greeting/welcome you got from the driver	-	-	-	80	50	30	15	5	1773
The helpfulness and attitude of the driver	-	-	-	82	52	29	14	4	1745
The time the driver gave you to get to your seat	-	-	-	87	55	32	9	4	1763
Smoothness/freedom from jolting during the journey	-	-	-	80	44	35	13	7	1779
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	92	59	33	7	2	1761



How the research was carried out and making use of results

Overview of methodology

We designed the survey to provide results that are representative of bus passenger journeys within each 'sampling area'. Sampling areas are either local transport authorities (LTAs), or bus operators' divisions (for example Brighton and Hove Bus, or Reading Buses), and for the survey carried out in Scottish 'areas' each area is made up of a number of individual council areas.

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

Fieldworkers discuss the survey with passengers on these services, giving them the chance to participate; those wishing to do so are given a questionnaire to complete after their journey, together with a reply-paid envelope.

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

Fieldwork was conducted between 10 September and 30 November 2014 excluding the October school half-term holiday period as it was in each sampling area (mostly 21 October to 1 November). Note that for the survey in Scotland, fieldwork started on 22 September to be after the referendum on independence (finishing time unchanged).

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

Passenger Focus was supported by BDRC Continental Ltd in conducting the autumn 2014 survey. This year we received a total of 47,408 valid responses.



Presentation of results

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

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

Key drivers of satisfaction charts

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



Interpreting results

The autumn 2014 wave of BPS was carried out across 38 sampling areas. All six former metropolitan counties were selected, and the remaining 32 sampling areas were a broad mix of eight unitary LTAs, nine two-tier LTAs, and 15 standalone bus operators' operating divisions (mainly Go-Ahead group bus companies).

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

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

In autumn 2014 the survey also covered four areas in Scotland and bus operators within those areas. Their results are included within this results book, but they are not included in the 'area – key findings' results (which are based only the sampling areas within our remit).

Further detail

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

Waiver

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

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

Appendix

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

England

Local transport authority areas

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

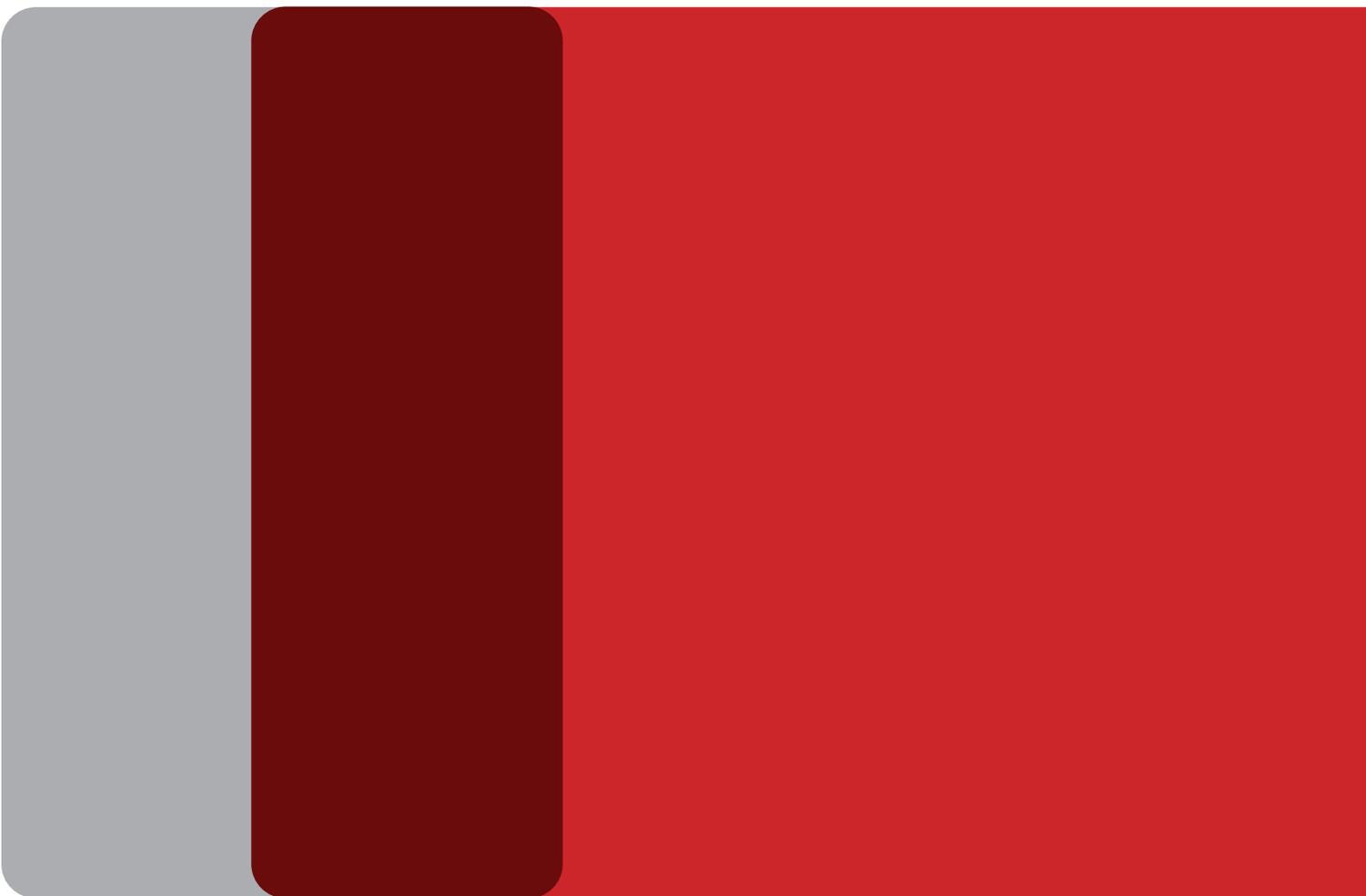
Operators-specific areas

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

Scotland

- Transport Scotland
- First Glasgow
- Lothian Buses
- National Express in Tayside and Central
- Stagecoach in North East
- Stagecoach in Tayside and Central

Any authority or operator that might like to be included in future survey waves should contact Murray Leader at murray.leader@passengerfocus.org.uk



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