

## Bus passenger satisfaction with overall service, 2000/01 to 2010/11

Average satisfaction rating (0 to 100)					
	English Metropolitan areas	English non-Metropolitan areas	England (excluding London)	London	England
<b>2000/01</b>	82	82		74	<b>79</b>
<b>2001/02</b>	82	82		75	<b>80</b>
<b>2002/03</b>	82	82		76	<b>80</b>
<b>2003/04</b>	83	82		77	<b>80</b>
<b>2004/05</b>	83	82		78	<b>80</b>
<b>2005/06</b>	83	83		78	<b>80</b>
<b>2006/07</b>	83	84		77	<b>81</b>
<b>2007/08</b>	83	84		79	<b>82</b>
<b>2008/09</b>	84	84		80	<b>82</b>
<b>2009/10</b>	84	85		79	<b>82</b>
<b>2010/11</b>					
<b>Seasonally adjusted</b>					
<b>2005/06</b>	Apr-Jun	82	82	77	<b>80</b>
	Jul-Sep	83	82	80	<b>81</b>
	Oct-Dec	83	83	78	<b>83</b>
	Jan-Mar	83	83	77	<b>78</b>
<b>2006/07</b>	Apr-Jun	83	83	78	<b>80</b>
	Jul-Sep	83	84	77	<b>80</b>
	Oct-Dec	83	84	77	<b>83</b>
	Jan-Mar	83	84	78	<b>79</b>
<b>2007/08</b>	Apr-Jun	83	84	79	<b>82</b>
	Jul-Sep	83	85	79	<b>81</b>
	Oct-Dec	83	83	80	<b>84</b>
	Jan-Mar	84	84	79	<b>80</b>
<b>2008/09</b>	Apr-Jun	84	84	79	<b>82</b>
	Jul-Sep	84	84	81	<b>82</b>
	Oct-Dec	84	85	81	<b>83</b>
	Jan-Mar	84	85	80	<b>82</b>
<b>2009/10</b>	Apr-Jun	84	85	79	<b>82</b>
	Jul-Sep	84	84	79	<b>81</b>
	Oct-Dec	84	86	79	<b>82</b>
	Jan-Mar	83	84	81	<b>82</b>
<b>2010/11</b>	Apr-Jun	84	85	84	82
	Jul-Sep	85	85	85	81
	Oct-Dec				
	Jan-Mar				

Last Updated:

Source: Passenger Focus Bus Passenger Satisfaction Survey

Contact: info@passengerfocus.org.uk 0300 123 2350

## Bus passenger satisfaction with reliability<sup>1</sup>, 2000/01 to 2010/11

Average satisfaction rating (0 to 100)						
		English Metropolitan areas	English non- Metropolitan areas	England (excluding London)	London	England
<b>2000/01</b>		63	64		65	<b>64</b>
<b>2001/02</b>		63	63		64	<b>63</b>
<b>2002/03</b>		62	63		66	<b>64</b>
<b>2003/04</b>		62	65		68	<b>65</b>
<b>2004/05</b>		62	66		70	<b>67</b>
<b>2005/06</b>		64	68		70	<b>68</b>
<b>2006/07</b>		64	69		72	<b>69</b>
<b>2007/08</b>		66	70		72	<b>70</b>
<b>2008/09</b>		68	71		73	<b>71</b>
<b>2009/10</b>		70	73		74	<b>73</b>
<b>2010/11</b>						
<b>Seasonally adjusted</b>						
<b>2005/06</b>	Apr-Jun	62	67		71	<b>67</b>
	Jul-Sep	63	68		70	<b>67</b>
	Oct-Dec	65	69		70	<b>71</b>
	Jan-Mar	64	69		71	<b>67</b>
<b>2006/07</b>	Apr-Jun	65	69		70	<b>68</b>
	Jul-Sep	64	69		73	<b>69</b>
	Oct-Dec	63	69		72	<b>71</b>
	Jan-Mar	64	69		73	<b>68</b>
<b>2007/08</b>	Apr-Jun	65	71		72	<b>70</b>
	Jul-Sep	65	70		72	<b>69</b>
	Oct-Dec	66	69		73	<b>72</b>
	Jan-Mar	67	70		72	<b>68</b>
<b>2008/09</b>	Apr-Jun	68	70		72	<b>70</b>
	Jul-Sep	66	70		74	<b>71</b>
	Oct-Dec	69	71		74	<b>72</b>
	Jan-Mar	68	72		73	<b>72</b>
<b>2009/10</b>	Apr-Jun	69	72		73	<b>72</b>
	Jul-Sep	69	74		73	<b>73</b>
	Oct-Dec	71	74		73	<b>73</b>
	Jan-Mar	71	72		75	<b>73</b>
<b>2010/11</b>	Apr-Jun	72	74	73	76	<b>74</b>
	Jul-Sep	70	75	73	76	<b>74</b>
	Oct-Dec					
	Jan-Mar					

1 Respondents are asked to give a score for the reliability of buses being on time over their recent bus journeys.

Last Updated:

Source: Passenger Focus Bus Passenger Satisfaction Survey

Contact: info@passengerfocus.org.uk 0300 123 2350

## Bus passenger satisfaction with value for money<sup>1</sup>, 2001/02 to 2010/11

		Average satisfaction rating (0 to 100)				
		English Metropolitan areas	English non-Metropolitan areas	England (excluding London)	London *	England
<b>2001/02</b>		76	71		76	<b>74</b>
<b>2002/03</b>		77	72		78	<b>76</b>
<b>2003/04</b>		77	73		76	<b>76</b>
<b>2004/05</b>		76	73		72	<b>73</b>
<b>2005/06</b>		75	72		71	<b>72</b>
<b>2006/07</b>		73	69		70	<b>70</b>
<b>2007/08</b>		75	71		73	<b>73</b>
<b>2008/09</b>		74	70		74	<b>73</b>
<b>2009/10</b>		74	73		74	<b>74</b>
<b>2010/11</b>						
<b>Seasonally adjusted</b>						
<b>2005/06</b>	Apr-Jun	76	72		73	<b>73</b>
	Jul-Sep	74	71		74	<b>73</b>
	Oct-Dec	75	72		71	<b>75</b>
	Jan-Mar	73	70		67	<b>69</b>
<b>2006/07</b>	Apr-Jun	73	69		68	<b>69</b>
	Jul-Sep	74	69		70	<b>70</b>
	Oct-Dec	72	69		73	<b>73</b>
	Jan-Mar	72	71		69	<b>69</b>
<b>2007/08</b>	Apr-Jun	75	72		72	<b>73</b>
	Jul-Sep	75	69		72	<b>72</b>
	Oct-Dec	75	70		72	<b>74</b>
	Jan-Mar	73	71		74	<b>72</b>
<b>2008/09</b>	Apr-Jun	75	69		74	<b>73</b>
	Jul-Sep	74	72		74	<b>73</b>
	Oct-Dec	75	70		75	<b>74</b>
	Jan-Mar	73	71		73	<b>72</b>
<b>2009/10</b>	Apr-Jun	73	73		75	<b>74</b>
	Jul-Sep	75	74		75	<b>75</b>
	Oct-Dec	72	72		74	<b>73</b>
	Jan-Mar	75	74		71	<b>73</b>
<b>2010/11</b>	Apr-Jun	75	73	74	73	<b>73</b>
	Jul-Sep	73	71	72	72	71
	Oct-Dec					
	Jan-Mar					

1 The scores of those travelling with free concessionary bus passes are not included in this rating.

\* Value for Money results are not seasonally adjusted for London.

Last Updated:

Source: Passenger Focus Bus Passenger Satisfaction Survey

Contact: info@passengerfocus.org.uk 0300 123 2350

## Bus passenger satisfaction with bus stop information, 2000/01 to 2010/11

Average satisfaction rating (0 to 100)						
		English Metropolitan areas	English non- Metropolitan areas	England (excluding London)	London	England
<b>2000/01</b>		54	55		72	<b>61</b>
<b>2001/02</b>		55	56		71	<b>61</b>
<b>2002/03</b>		58	58		72	<b>63</b>
<b>2003/04</b>		59	59		72	<b>65</b>
<b>2004/05</b>		59	61		73	<b>66</b>
<b>2005/06</b>		65	64		74	<b>69</b>
<b>2006/07</b>		67	66		74	<b>70</b>
<b>2007/08</b>		70	69		76	<b>72</b>
<b>2008/09</b>		74	71		77	<b>75</b>
<b>2009/10</b>		77	75		78	<b>77</b>
<b>2010/11</b>						
<b>Seasonally adjusted</b>						
<b>2005/06</b>	Apr-Jun	62	64		75	<b>68</b>
	Jul-Sep	64	63		74	<b>68</b>
	Oct-Dec	67	64		75	<b>72</b>
	Jan-Mar	68	65		74	<b>69</b>
<b>2006/07</b>	Apr-Jun	69	65		73	<b>69</b>
	Jul-Sep	66	66		74	<b>69</b>
	Oct-Dec	66	68		74	<b>72</b>
	Jan-Mar	67	67		75	<b>69</b>
<b>2007/08</b>	Apr-Jun	67	67		76	<b>71</b>
	Jul-Sep	72	67		76	<b>72</b>
	Oct-Dec	70	70		75	<b>74</b>
	Jan-Mar	71	70		76	<b>71</b>
<b>2008/09</b>	Apr-Jun	75	71		76	<b>74</b>
	Jul-Sep	73	70		78	<b>74</b>
	Oct-Dec	73	72		78	<b>75</b>
	Jan-Mar	76	72		78	<b>76</b>
<b>2009/10</b>	Apr-Jun	76	75		77	<b>76</b>
	Jul-Sep	76	75		77	<b>76</b>
	Oct-Dec	78	76		78	<b>77</b>
	Jan-Mar	78	74		78	<b>77</b>
<b>2010/11</b>	Apr-Jun	79	76	77	79	78
	Jul-Sep	78	74	76	80	78
	Oct-Dec					
	Jan-Mar					

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## Bus passenger satisfaction with bus stop/shelter condition\*, 2000/01 to 2010/11

		Average satisfaction rating (0 to 100)				
		English Metropolitan areas	English non-Metropolitan areas	England (excluding London)	London	England
<b>2000/01</b>		75	75		73	<b>74</b>
<b>2001/02</b>		75	76		73	<b>75</b>
<b>2002/03</b>		77	76		74	<b>75</b>
<b>2003/04</b>		77	76		75	<b>76</b>
<b>2004/05</b>		76	75		75	<b>75</b>
<b>2005/06</b>		77	76		76	<b>76</b>
<b>2006/07</b>		76	77		75	<b>76</b>
<b>2007/08</b>		78	79		77	<b>78</b>
<b>2008/09</b>		80	81		78	<b>79</b>
<b>2009/10</b>		80	81		78	<b>79</b>
<b>2010/11</b>						
<b>Seasonally adjusted</b>						
<b>2005/06</b>	Apr-Jun	77	76		76	<b>76</b>
	Jul-Sep	77	76		76	<b>76</b>
	Oct-Dec	76	76		76	<b>78</b>
	Jan-Mar	77	76		75	<b>74</b>
<b>2006/07</b>	Apr-Jun	77	76		75	<b>75</b>
	Jul-Sep	77	77		75	<b>75</b>
	Oct-Dec	77	78		75	<b>79</b>
	Jan-Mar	76	78		77	<b>75</b>
<b>2007/08</b>	Apr-Jun	76	78		76	<b>77</b>
	Jul-Sep	79	79		77	<b>78</b>
	Oct-Dec	78	80		76	<b>80</b>
	Jan-Mar	78	81		77	<b>77</b>
<b>2008/09</b>	Apr-Jun	80	81		77	<b>79</b>
	Jul-Sep	78	79		78	<b>78</b>
	Oct-Dec	80	80		79	<b>79</b>
	Jan-Mar	81	82		79	<b>80</b>
<b>2009/10</b>	Apr-Jun	79	82		78	<b>79</b>
	Jul-Sep	81	80		78	<b>79</b>
	Oct-Dec	81	81		78	<b>80</b>
	Jan-Mar	80	82		79	<b>80</b>
<b>2010/11</b>	Apr-Jun	80	82	81	80	80
	Jul-Sep	81	82	82	80	81
	Oct-Dec					
	Jan-Mar					

\* Composite indicator - Contributing measures: freedom from litter, cleanliness/freedom from graffiti, condition

Last Updated:

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## Bus passenger satisfaction with ability to get a seat\*, 2010/11

Average satisfaction rating (0 to 100)					
	English Metropolitan areas	English non-Metropolitan areas	England (excluding London)	London**	England**
<b>2010/11</b>					
<b>Seasonally adjusted</b>					
<b>2010/11</b>	Apr-Jun	90	93	92	
	Jul-Sep	92	93	93	
	Oct-Dec				
	Jan-Mar				

\* ability to get a seat was introduced in 2010/11

\*\* ability to get a seat is not asked in the London survey

Last Updated:

Source: Passenger Focus Bus Passenger Satisfaction Survey

Contact: info@passengerfocus.org.uk 0300 123 2350

## Bus passenger satisfaction with journey speed\*, 2000/01 to 2010/11

Average satisfaction rating (0 to 100)					
	English Metropolitan areas	English non-Metropolitan areas	England (excluding London)	London	England
<b>2000/01</b>	84	83		76	<b>81</b>
<b>2001/02</b>	85	84		77	<b>82</b>
<b>2002/03</b>	86	84		78	<b>82</b>
<b>2003/04</b>	86	84		79	<b>83</b>
<b>2004/05</b>	85	84		80	<b>83</b>
<b>2005/06</b>	85	85		81	<b>83</b>
<b>2006/07</b>	85	85		79	<b>82</b>
<b>2007/08</b>	86	86		80	<b>83</b>
<b>2008/09</b>	87	87		81	<b>84</b>
<b>2009/10</b>	86	87		80	<b>83</b>
<b>2010/11</b>					
<b>Seasonally adjusted</b>					
<b>2005/06</b>	Apr-Jun	85	84	81	<b>83</b>
	Jul-Sep	85	85	82	<b>83</b>
	Oct-Dec	85	85	81	<b>86</b>
	Jan-Mar	85	85	79	<b>81</b>
<b>2006/07</b>	Apr-Jun	85	85	80	<b>83</b>
	Jul-Sep	85	84	79	<b>81</b>
	Oct-Dec	85	86	79	<b>85</b>
	Jan-Mar	85	85	79	<b>81</b>
<b>2007/08</b>	Apr-Jun	85	86	80	<b>83</b>
	Jul-Sep	85	87	79	<b>82</b>
	Oct-Dec	86	86	80	<b>85</b>
	Jan-Mar	86	87	79	<b>81</b>
<b>2008/09</b>	Apr-Jun	86	86	79	<b>83</b>
	Jul-Sep	87	87	81	<b>84</b>
	Oct-Dec	86	87	81	<b>84</b>
	Jan-Mar	87	87	81	<b>84</b>
<b>2009/10</b>	Apr-Jun	88	88	80	<b>84</b>
	Jul-Sep	86	87	80	<b>83</b>
	Oct-Dec	86	86	79	<b>83</b>
	Jan-Mar	85	85	81	<b>83</b>
<b>2010/11</b>	Apr-Jun	86	87	87	85
	Jul-Sep	87	87	87	85
	Oct-Dec				
	Jan-Mar				

\* Composite indicator - contributing measures: time waited to catch bus, journey time

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## Bus passenger satisfaction with condition of bus\*, 2000/01 to 2010/11

Average satisfaction rating (0 to 100)					
	English Metropolitan areas	English non-Metropolitan areas	England (excluding London)	London	England
<b>2000/01</b>	82	82		77	<b>80</b>
<b>2001/02</b>	82	83		78	<b>81</b>
<b>2002/03</b>	82	83		79	<b>81</b>
<b>2003/04</b>	83	83		80	<b>82</b>
<b>2004/05</b>	82	83		80	<b>82</b>
<b>2005/06</b>	82	83		80	<b>82</b>
<b>2006/07</b>	83	84		79	<b>81</b>
<b>2007/08</b>	83	85		79	<b>82</b>
<b>2008/09</b>	84	85		81	<b>83</b>
<b>2009/10</b>	85	86		81	<b>83</b>
<b>2010/11</b>					
<b>Seasonally adjusted</b>					
<b>2005/06</b>	Apr-Jun	82	83	81	<b>81</b>
	Jul-Sep	82	84	81	<b>81</b>
	Oct-Dec	82	83	81	<b>84</b>
	Jan-Mar	83	84	79	<b>80</b>
<b>2006/07</b>	Apr-Jun	83	84	79	<b>81</b>
	Jul-Sep	83	84	79	<b>81</b>
	Oct-Dec	83	84	79	<b>84</b>
	Jan-Mar	82	84	79	<b>80</b>
<b>2007/08</b>	Apr-Jun	82	84	80	<b>82</b>
	Jul-Sep	83	85	80	<b>82</b>
	Oct-Dec	84	85	79	<b>84</b>
	Jan-Mar	84	85	79	<b>80</b>
<b>2008/09</b>	Apr-Jun	84	85	79	<b>82</b>
	Jul-Sep	84	85	81	<b>83</b>
	Oct-Dec	84	85	82	<b>83</b>
	Jan-Mar	84	86	82	<b>84</b>
<b>2009/10</b>	Apr-Jun	85	87	80	<b>83</b>
	Jul-Sep	85	85	80	<b>83</b>
	Oct-Dec	85	86	81	<b>83</b>
	Jan-Mar	84	86	82	<b>83</b>
<b>2010/11</b>	Apr-Jun	83	87	85	84
	Jul-Sep	84	86	86	84
	Oct-Dec				
	Jan-Mar				

\* Composite indicator - contributing measures: exterior and interior information, exterior and interior cleanliness, exterior and interior condition

Last Updated:

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## Bus passenger satisfaction with staff service / comfort\*, 2000/01 to 2010/11

Average satisfaction rating (0 to 100)					
	English Metropolitan areas	English non-Metropolitan areas	England (excluding London)	London	England
<b>2000/01</b>	84	83		78	<b>82</b>
<b>2001/02</b>	85	84		78	<b>82</b>
<b>2002/03</b>	86	84		80	<b>83</b>
<b>2003/04</b>	86	85		80	<b>83</b>
<b>2004/05</b>	86	85		80	<b>83</b>
<b>2005/06</b>	85	85		81	<b>83</b>
<b>2006/07</b>	86	86		80	<b>83</b>
<b>2007/08</b>	86	86		81	<b>84</b>
<b>2008/09</b>	87	87		81	<b>84</b>
<b>2009/10</b>	87	88		82	<b>84</b>
<b>2010/11</b>					
<b>Seasonally adjusted</b>					
<b>2005/06</b>	Apr-Jun	86	85	81	<b>83</b>
	Jul-Sep	85	85	82	<b>83</b>
	Oct-Dec	85	85	81	<b>86</b>
	Jan-Mar	86	86	79	<b>81</b>
<b>2006/07</b>	Apr-Jun	86	86	80	<b>83</b>
	Jul-Sep	86	86	80	<b>82</b>
	Oct-Dec	86	86	80	<b>86</b>
	Jan-Mar	86	86	80	<b>81</b>
<b>2007/08</b>	Apr-Jun	85	87	81	<b>84</b>
	Jul-Sep	86	86	81	<b>84</b>
	Oct-Dec	86	86	80	<b>86</b>
	Jan-Mar	87	86	80	<b>82</b>
<b>2008/09</b>	Apr-Jun	87	86	80	<b>84</b>
	Jul-Sep	87	87	81	<b>84</b>
	Oct-Dec	87	86	82	<b>84</b>
	Jan-Mar	88	88	82	<b>85</b>
<b>2009/10</b>	Apr-Jun	88	88	81	<b>85</b>
	Jul-Sep	87	88	82	<b>84</b>
	Oct-Dec	87	88	81	<b>84</b>
	Jan-Mar	85	87	82	<b>84</b>
<b>2010/11</b>	Apr-Jun	86	87	87	85
	Jul-Sep	86	87	87	86
	Oct-Dec				
	Jan-Mar				

\* Composite indicator - contributing measures: comfort on bus, driver behaviour, ease of boarding/alighting, smoothness/freedom from jolting

Last Updated:

Source: Passenger Focus Bus Passenger Satisfaction Survey

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## Bus passenger satisfaction with safety and security\*, 2000/01 to 2010/11

Average satisfaction rating (0 to 100)						
	English Metropolitan areas	English non-Metropolitan areas	England (excluding London)	London	England	
<b>2000/01</b>	83	82		79	<b>81</b>	
<b>2001/02</b>	83	83		80	<b>82</b>	
<b>2002/03</b>	84	82		80	<b>82</b>	
<b>2003/04</b>	84	83		81	<b>83</b>	
<b>2004/05</b>	84	83		82	<b>83</b>	
<b>2005/06</b>	84	83		82	<b>83</b>	
<b>2006/07</b>	83	84		81	<b>83</b>	
<b>2007/08</b>	84	85		82	<b>84</b>	
<b>2008/09</b>	85	86		83	<b>85</b>	
<b>2009/10</b>	86	86		83	<b>85</b>	
<b>2010/11</b>						
<b>Seasonally adjusted</b>						
<b>2005/06</b>	Apr-Jun	84	83	83	<b>83</b>	
	Jul-Sep	83	83	81	<b>82</b>	
	Oct-Dec	84	83	83	<b>85</b>	
	Jan-Mar	84	84	81	<b>81</b>	
<b>2006/07</b>	Apr-Jun	84	84	81	<b>82</b>	
	Jul-Sep	84	84	81	<b>82</b>	
	Oct-Dec	83	85	81	<b>85</b>	
	Jan-Mar	83	85	82	<b>81</b>	
<b>2007/08</b>	Apr-Jun	83	85	82	<b>83</b>	
	Jul-Sep	84	85	84	<b>84</b>	
	Oct-Dec	85	85	82	<b>86</b>	
	Jan-Mar	85	86	82	<b>82</b>	
<b>2008/09</b>	Apr-Jun	86	86	82	<b>84</b>	
	Jul-Sep	84	85	83	<b>84</b>	
	Oct-Dec	86	85	84	<b>85</b>	
	Jan-Mar	86	87	84	<b>85</b>	
<b>2009/10</b>	Apr-Jun	85	87	83	<b>84</b>	
	Jul-Sep	87	86	82	<b>84</b>	
	Oct-Dec	86	87	83	<b>85</b>	
	Jan-Mar	85	86	85	<b>85</b>	
<b>2010/11</b>	Apr-Jun	86	87	87	85	86
	Jul-Sep	86	86	86	85	86
	Oct-Dec					
	Jan-Mar					

\* Composite indicator - contributing measures: safety at bus stop, on-bus safety

Last Updated:

Source: Passenger Focus Bus Passenger Satisfaction Survey

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