

Passenger satisfaction ratings: bus, rail and tram



	BPS	NRPS	TPS
Overall satisfaction	86	83	92
Punctuality	75	78	86
Value for money	63	48	69
Overall satisfaction with bus stop/station/tram stop	79	81	91
Personal safety at bus stop/station/tram stop	78	73	87
Information provided at bus stop/station/tram stop	72	83	80
Helpfulness and attitude of staff on board	73	65	87
Availability of seating or space to stand	86	65	80
Personal security while on bus/train/tram	83	79	86
Cleanliness of the inside of bus/train/tram	78	77	90