



Customer Satisfaction Survey Analysis
David Sidebottom

Bus passenger satisfaction at a glance: Autumn 2017

Transport Focus is the independent transport user watchdog. Our mission is to get the best deal for transport users. In autumn we carry out the Bus Passenger Survey (BPS), a robust measurement of passenger satisfaction with bus services in England (outside London). We ask passengers for their views of the specific journey they are making at the point they are surveyed, both in general and on a number of specific areas regarding the stop, the bus and the service received. This survey covers 1881 Greater Manchester bus passengers.

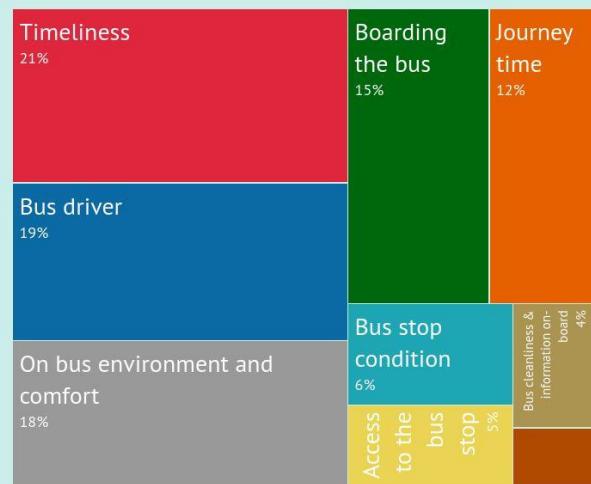
Overall satisfaction with the journey



Overall satisfaction by journey purpose



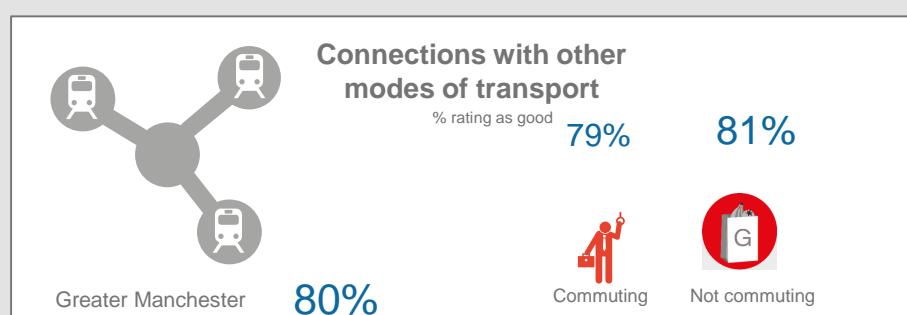
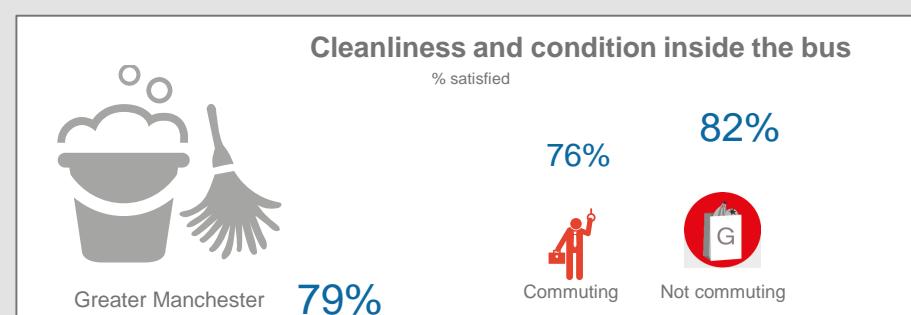
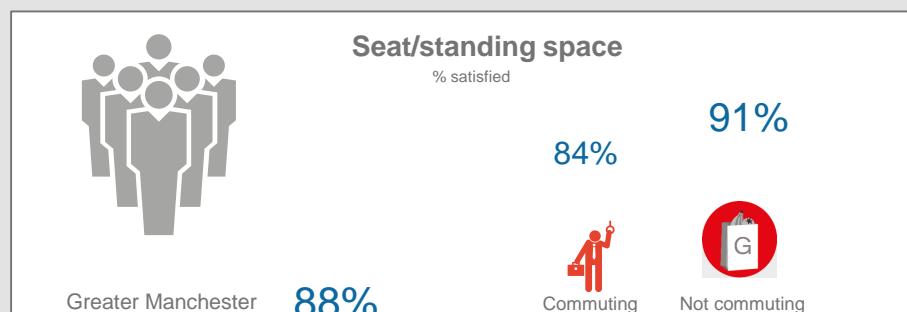
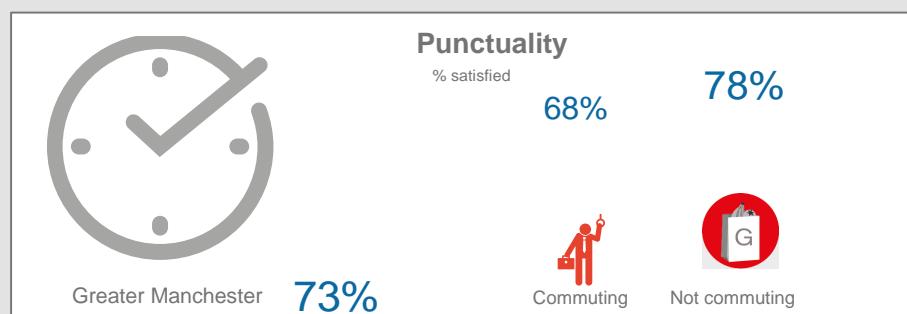
What makes a satisfactory journey?



(fare-payers only)

 Bus stop safety and information

Satisfaction - in a bit more depth



Tram passenger satisfaction at a glance: Autumn 2017

Transport Focus is the independent transport user watchdog. Our mission is to get the best deal for transport users. In autumn we carry out the Tram Passenger Survey (TPS), a robust measurement of passenger satisfaction with tram services in Britain. We ask passengers for their views of the specific journey they are making at the point they are surveyed, both in general and on a number of specific areas regarding the stop, the tram and the service received. This survey covers 3171 Manchester Metrolink passengers.

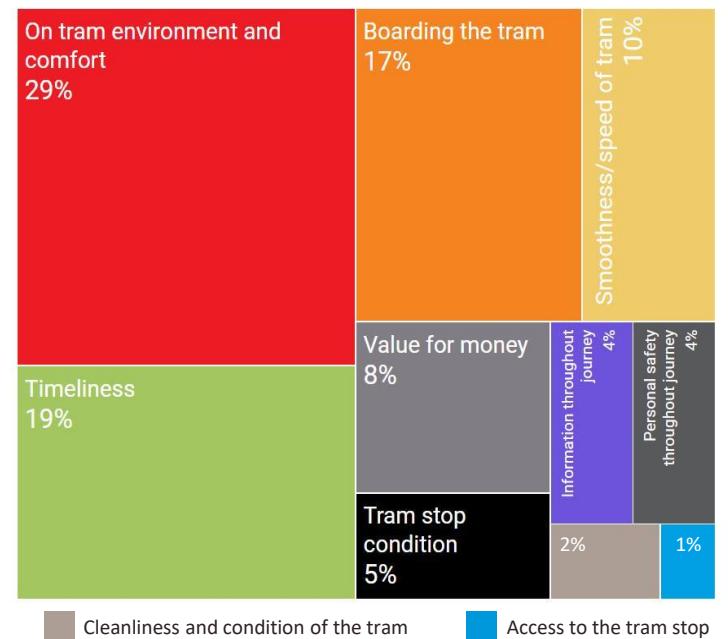
Overall satisfaction with the journey



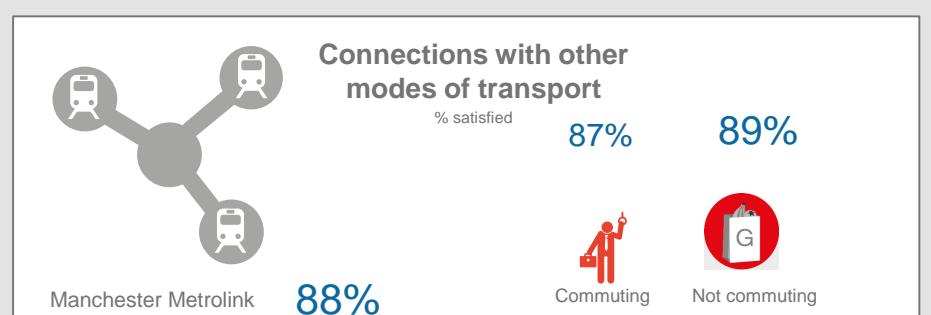
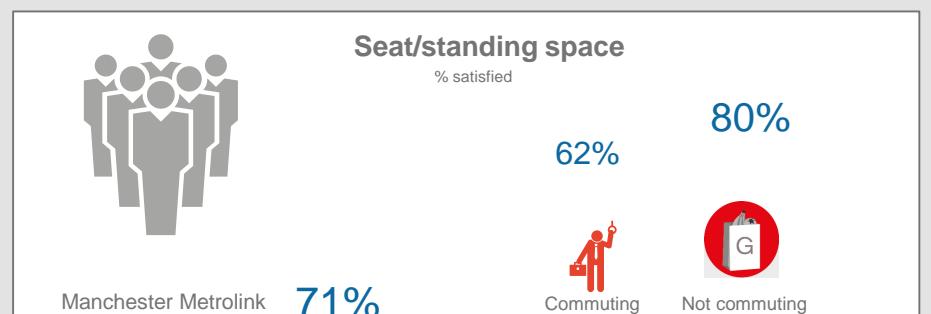
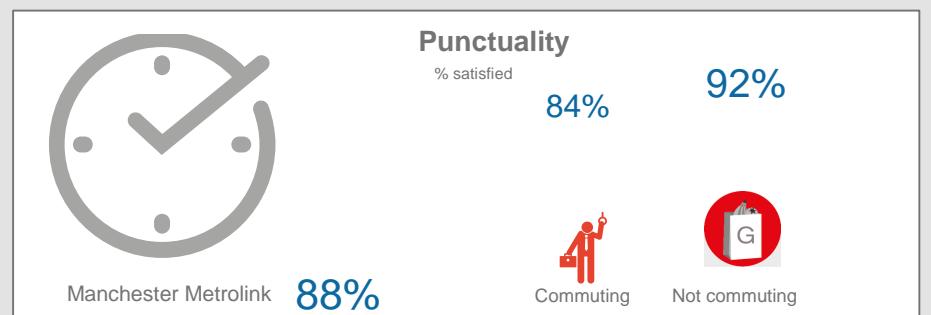
Overall satisfaction by journey purpose



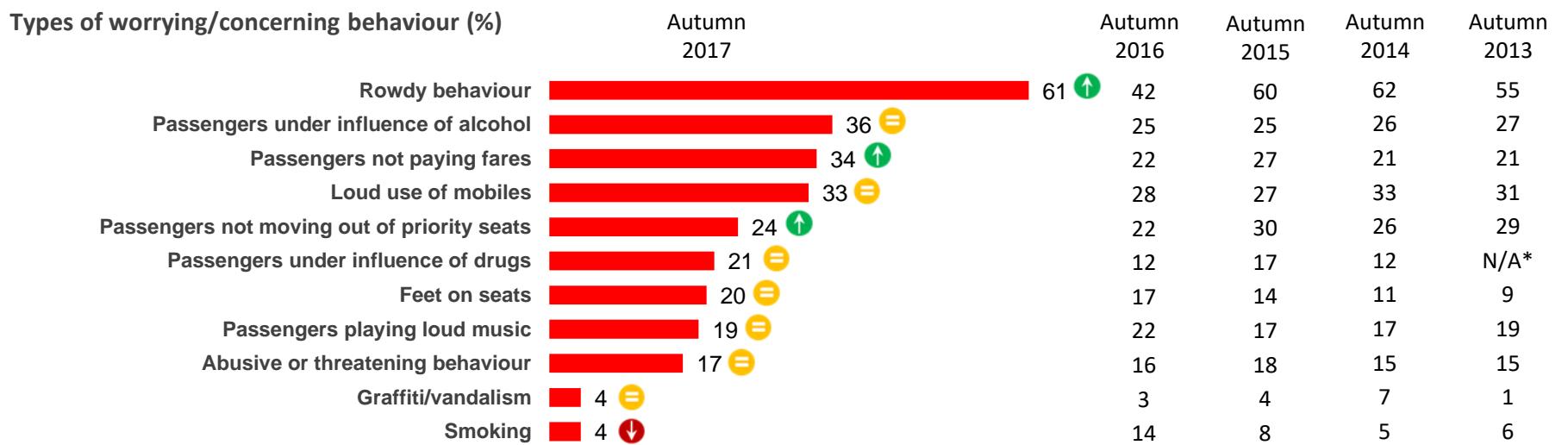
What makes a satisfactory journey?



Satisfaction - in a bit more depth



Worry or concern at other passengers' behaviour (%)



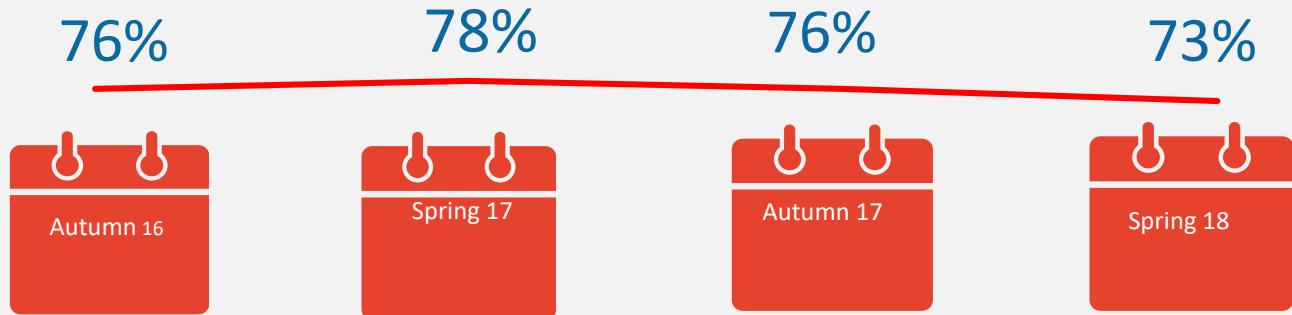
- ↑ Statistically significant increase since 2016
- = No change
- ↓ Statistically significant decrease since 2016

Q. Did other passengers' behaviour give you cause to worry or make you feel uncomfortable during your journey?
 Base: All passengers – 3116
 Q. Which of the following were the reasons for [other passengers behaviour causing you concern]?
 Base: All experiencing worrying/concerning behaviour – 292 *Not asked in 2013

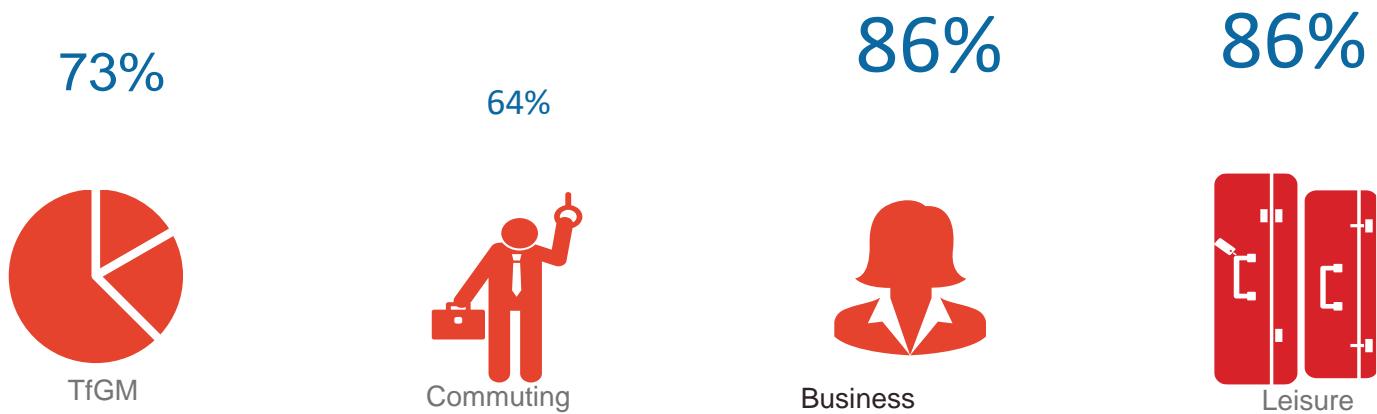
Rail passenger satisfaction at a glance: Transport for Greater Manchester (TfGM) - Spring 2018

Transport Focus is the independent transport user watchdog. Our mission is to get the best deal for transport users. In spring and autumn we carry out the National Rail Passenger Survey (NRPS), a network-wide picture of passengers' satisfaction with rail travel in Great Britain. We ask passengers for their views of the specific journey they are making at the point they are surveyed, both in general and on a number of specific areas regarding the station, the train and the service received. This survey covers 198 passengers travelling within TfGM in spring 18.

Overall satisfaction with the journey

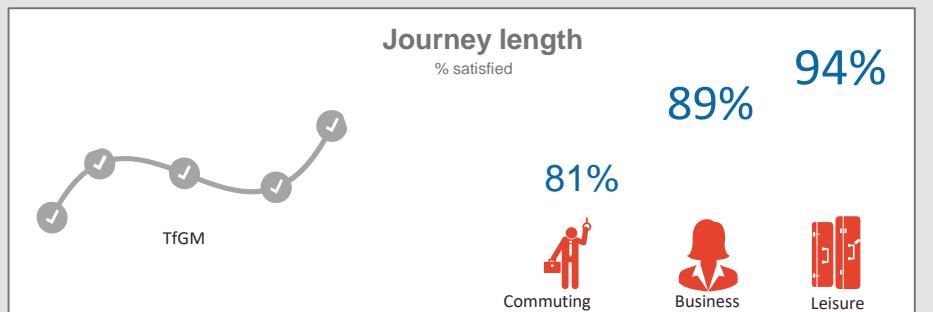
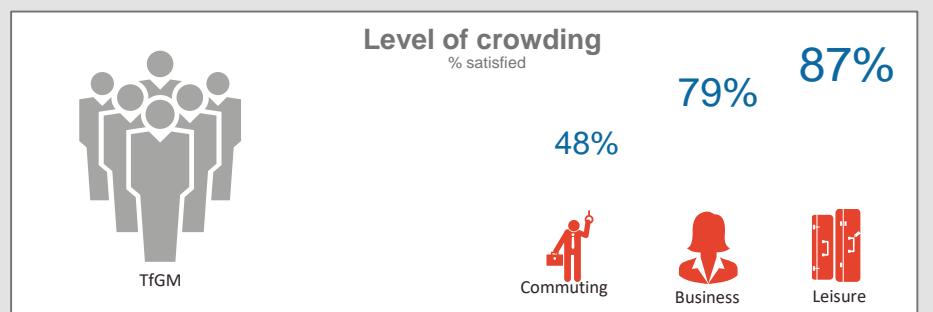
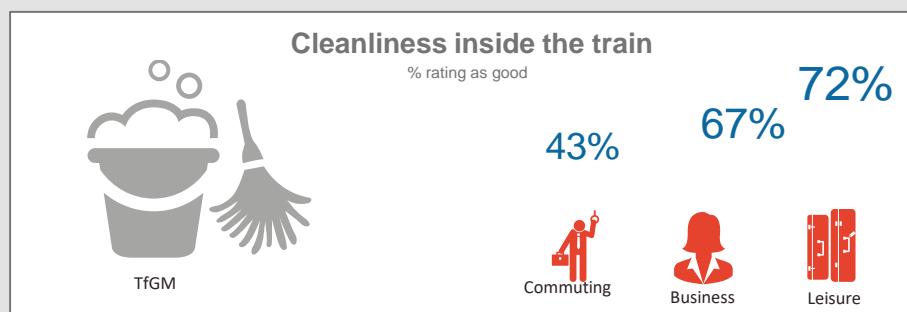
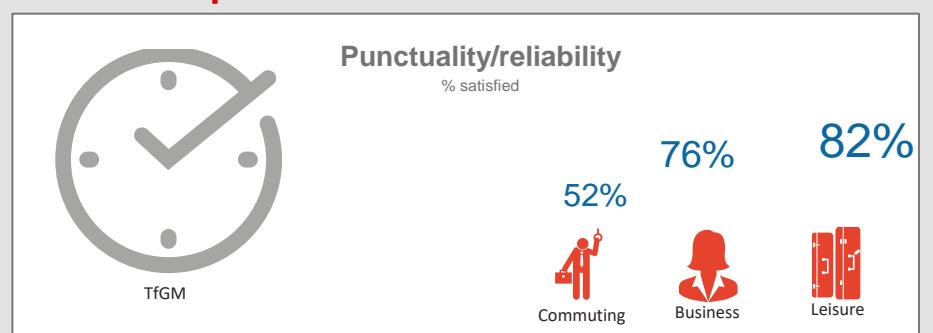
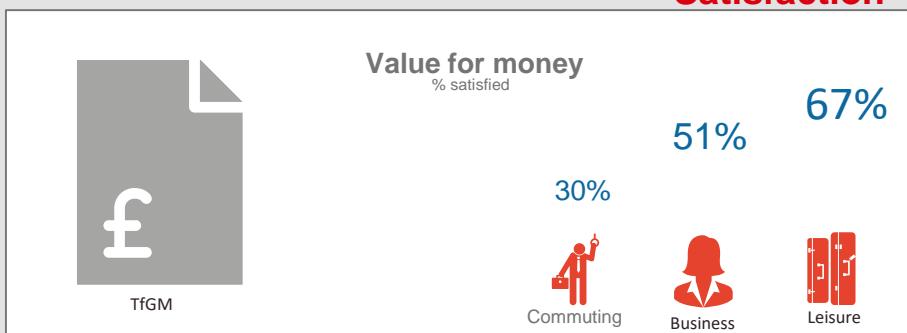


Overall satisfaction by journey purpose



Note: Analysis for business passengers should be treated with caution as sample sizes are less than 50.

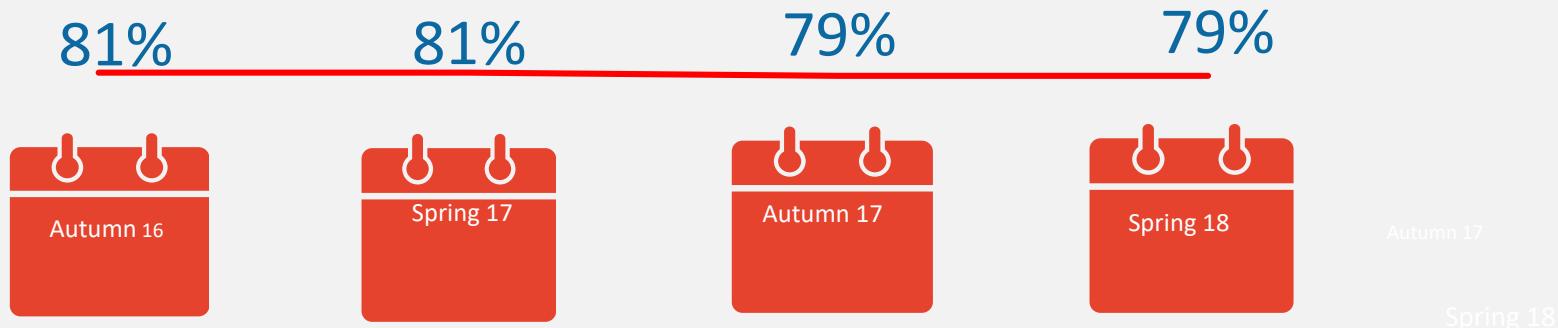
Satisfaction - in a bit more depth



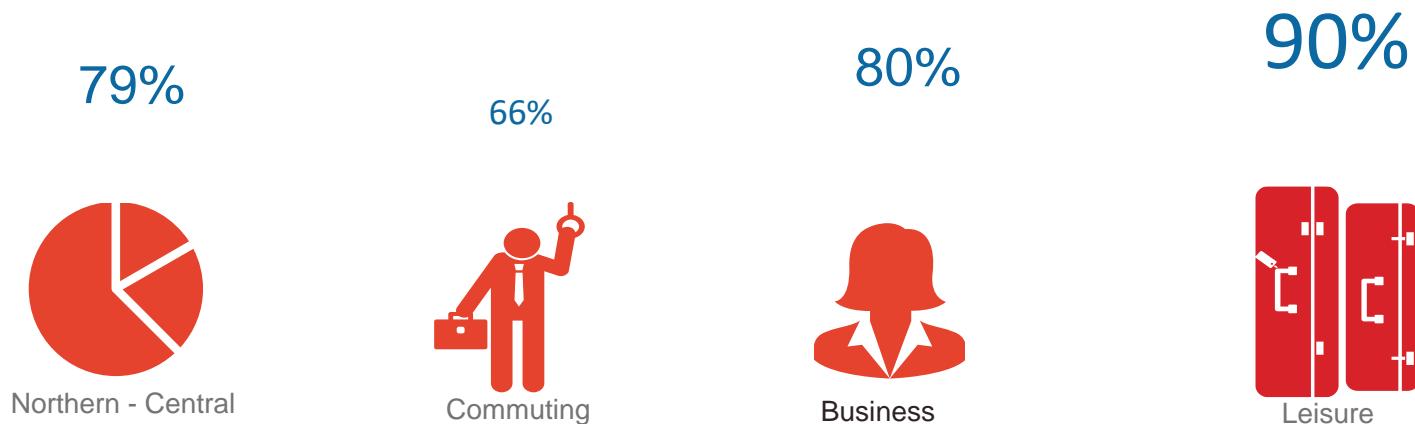
Rail passenger satisfaction at a glance: Northern – Central region - Spring 2018

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Overall satisfaction with the journey



Overall satisfaction by journey purpose



Satisfaction - in a bit more depth

