



Bus Passenger Survey

Autumn 2018 report

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Any authority or operator that might like to be included in future survey waves should contact Robert Pain at robert.pain@transportfocus.org.uk



Foreword

Almost 50,000 passengers across England and Scotland have shared their experiences of their most recent bus journey. The results are presented in the Bus Passenger Survey 2018.

Bus passengers' overall satisfaction with their most recent journey stands at 88 per cent across those areas covered by this survey in England, outside of London. In Scotland, where the survey covered the majority of the mainland, 91 per cent of bus passengers were satisfied overall with their most recent journey.

Across England the results show some interesting variations and illustrate where local operational and policy interventions are making a positive difference to passengers' journeys. This includes specific work to improve the customer service offered by hardworking bus drivers, the onboard experience, through enhanced vehicle facilities and comfort, and initiatives to improve fare deals for specific groups of passengers.

It is good to see examples of improvement in value for money ratings for younger passengers in some areas. This builds on the recent campaigning by Transport Focus to make bus a better deal for young passengers. However, it is apparent from the value for money ratings of some bus operators/groups that many passengers are reacting to fare increases and the way that extra cost is hitting their pockets. Are some passengers so sensitive to the absolute cost and any fare increases that they are voting with their feet?

In recent years Transport Focus has used the Bus Passenger Survey analysis to highlight the plight of bus passengers' experience of congestion, road works and general delays to how buses move around many of our towns and cities. While the 2018 results show there is some way to go to improve passengers' satisfaction with the punctuality and reliability

of their journey, it is interesting to note that satisfaction appears to have at least levelled off over the past couple of years. Given the amount of news about increasing congestion on local roads, are passengers more accepting now of delays and slower journeys? Is better use of journey planning and tracking technology helping passengers to manage their expectations?

The 2018 results will play a key part in how Transport Focus works with various bus operators, transport authorities and established bus partnerships and alliances across England. In addition, Transport Focus will work closely with Transport Scotland, plus operators and transport partnerships in that country, to make sure the passenger experience is fully understood as Scotland develops its legislative framework governing bus services.

As the bus industry grapples with how to grow the number of people using buses or to make more journeys, the sector should not lose sight of how these results demonstrate that those who use bus both value it and, broadly speaking, enjoy the experience. I urge the bus industry to make use of these results to make the case for bus!

Transport Focus thanks those bus operators and transport authorities in England who helped support the 2018 survey - the largest Bus Passenger Survey to date. In addition, Transport Focus is grateful for the support of Transport Scotland, the regional Scottish transport partnerships and bus operators in Scotland to enable another national survey.

Jeff Halliwell

Chair, Transport Focus

Results by authority in England

The Bus Passenger Survey was conducted in 26 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 190.***

Former metropolitan county authority areas (PTEs)

- Greater Manchester (Transport for Greater Manchester/TfGM)
- Mersey and Halton (Merseytravel)
- South Yorkshire (SYPTe)
- Tyne and Wear (Nexus)
- West Midlands (Transport for West Midlands/TfWM)
- West Yorkshire Combined Authority (WY Metro)

Transport authority area groups

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

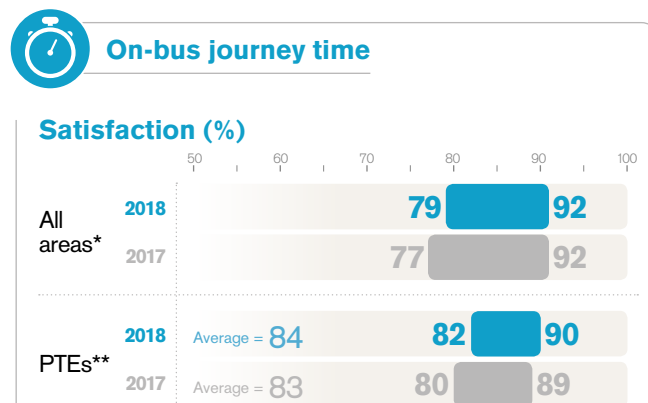
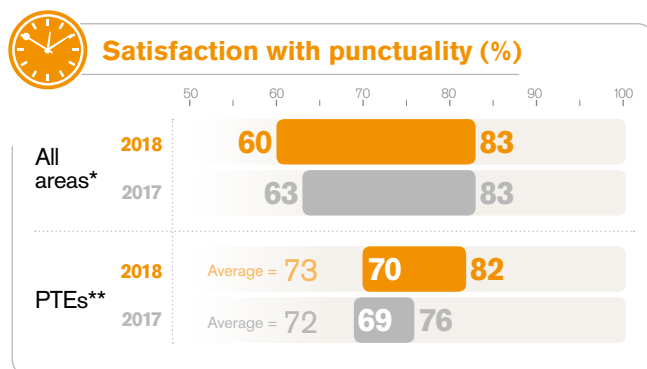
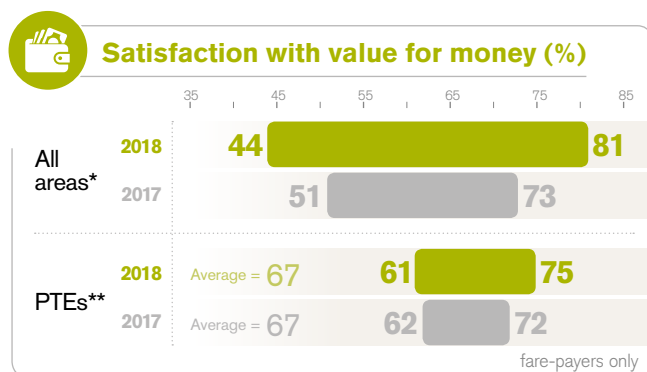
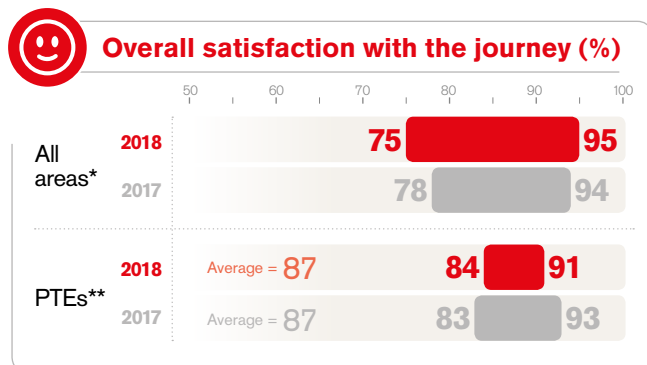
Local transport authority areas

- Bournemouth Borough Council and Borough of Poole (combined)
- Cheshire West and Chester Council
- Cornwall Council
- County Durham Council
- Derbyshire County Council
- East Sussex County Council
- Essex County Council
- Kent County Council
- Lincolnshire County Council
- Leicester City Council
- Milton Keynes Council
- Northumberland County Council
- Nottinghamshire County Council
- Oxfordshire County Council
- Staffordshire County Council
- Swindon Borough Council
- Worcestershire County Council
- City of York Council



Key findings by authority areas in England

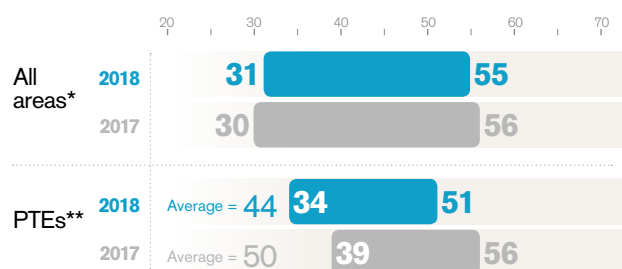
The charts below show the range of scores across authority areas*



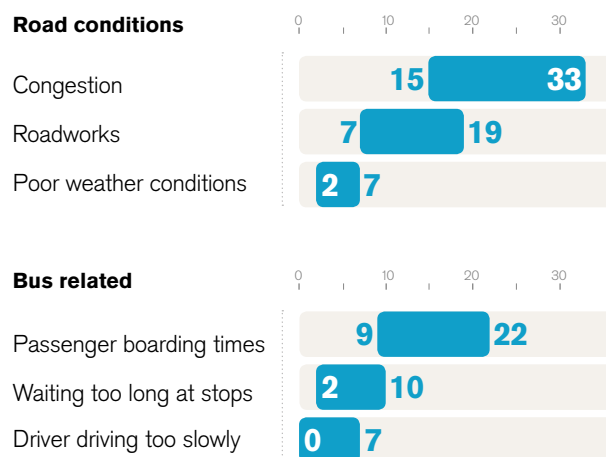
Factors affecting journey time (%)

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

Proportion of journeys affected:



Journeys were affected by:



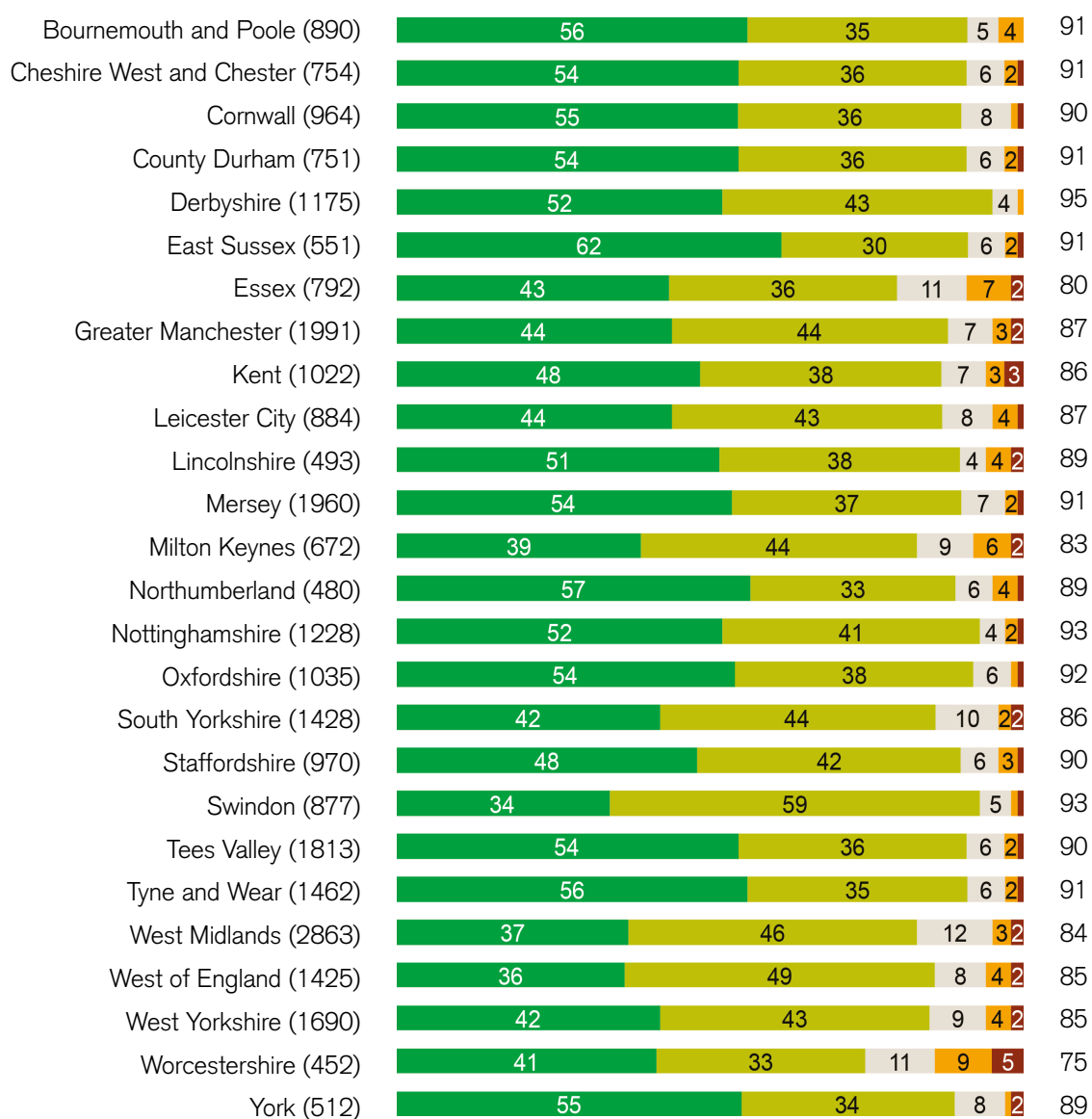
*The authority areas covered in the autumn 2018 survey are not exactly the same as those covered in the autumn 2017 survey, although the majority are the same (including all six PTEs)

**Passenger Transport Executive areas



Overall satisfaction with the bus journey (%)

% – very/fairly satisfied*



■ 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

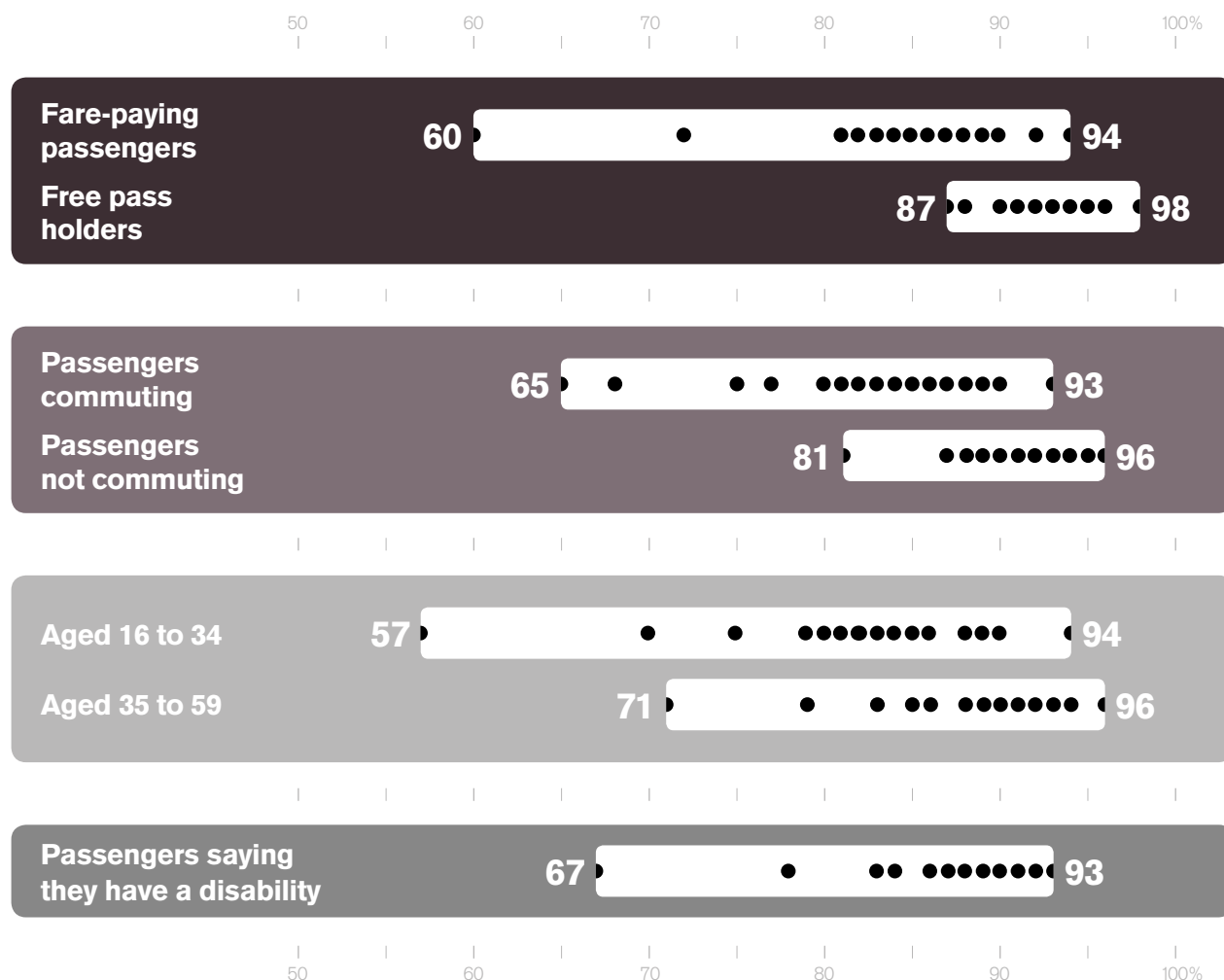


Overall satisfaction amongst key passenger groups (%) – how scores vary by area

Reading the chart

The chart below shows how different passenger groups rated their bus journey overall and how these scores varied by the 26 authority areas (listed on page 3). The white band shows the range of scores for each group and the black dots mark the individual scores for each area. The highest and lowest scores are shown at each end of the white bands.

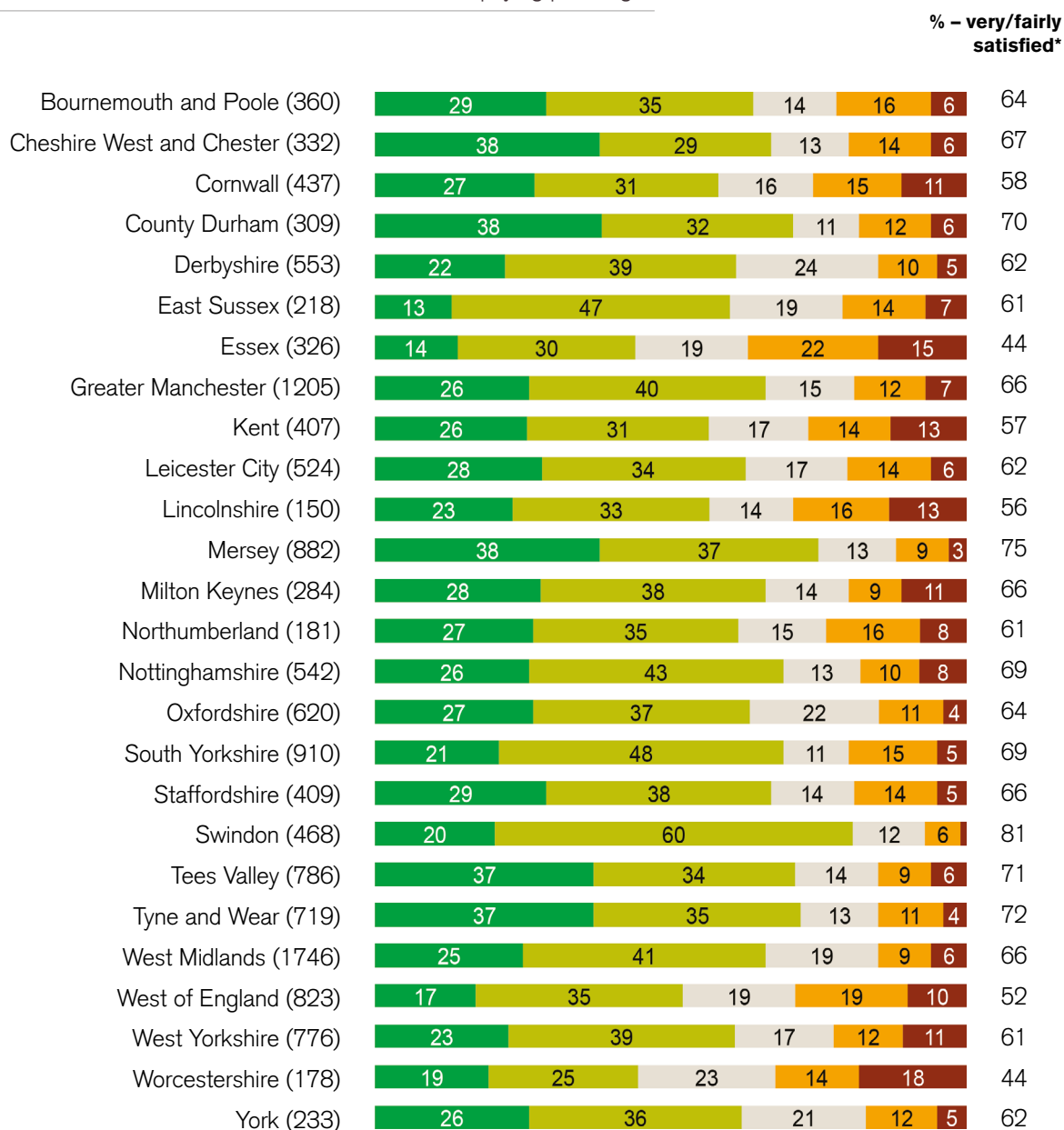
This shows, for example, that free pass holders tend to be more satisfied with their journey overall than fare-payers, as the white band is further to the right. However, there is wider variation in scores for fare-payers than there is for free pass holders.



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



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

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

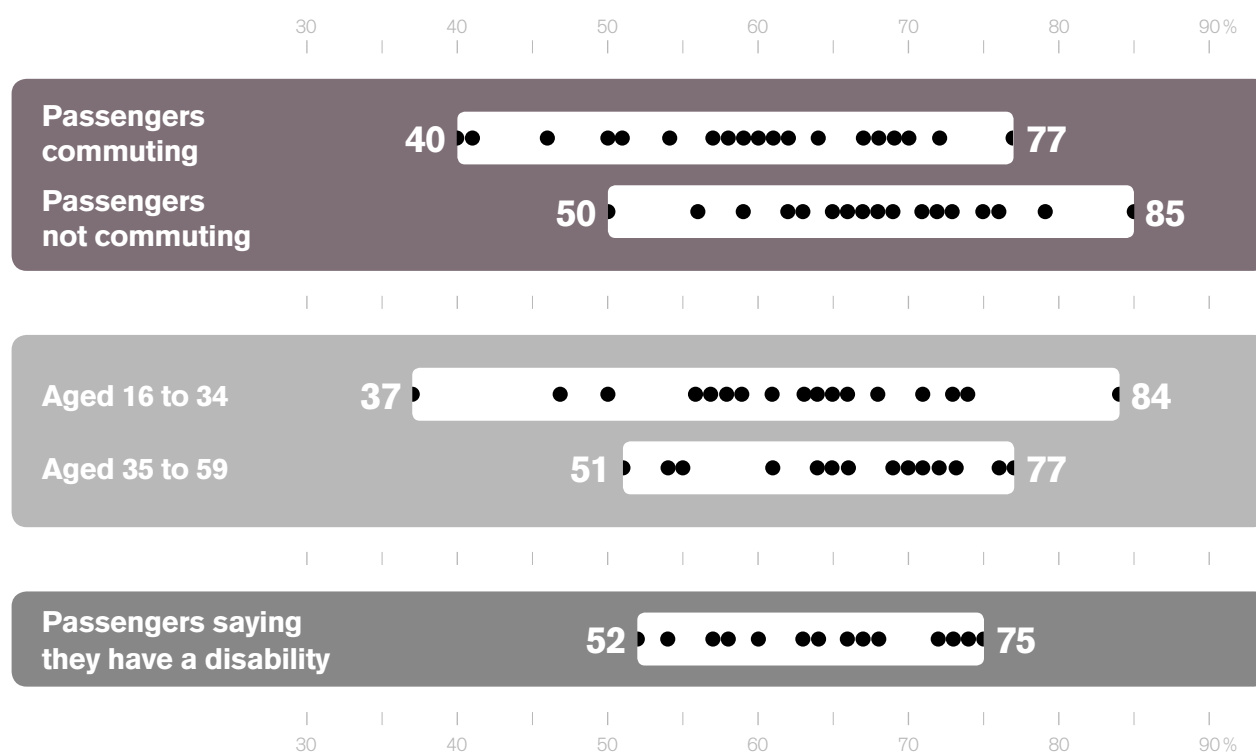
*Due to rounding the percentage very/fairly satisfied may not always be equal to the sum of the very and fairly satisfied values in the chart



Satisfaction with value for money amongst key passenger groups (%) – how scores vary by area

Reading the chart

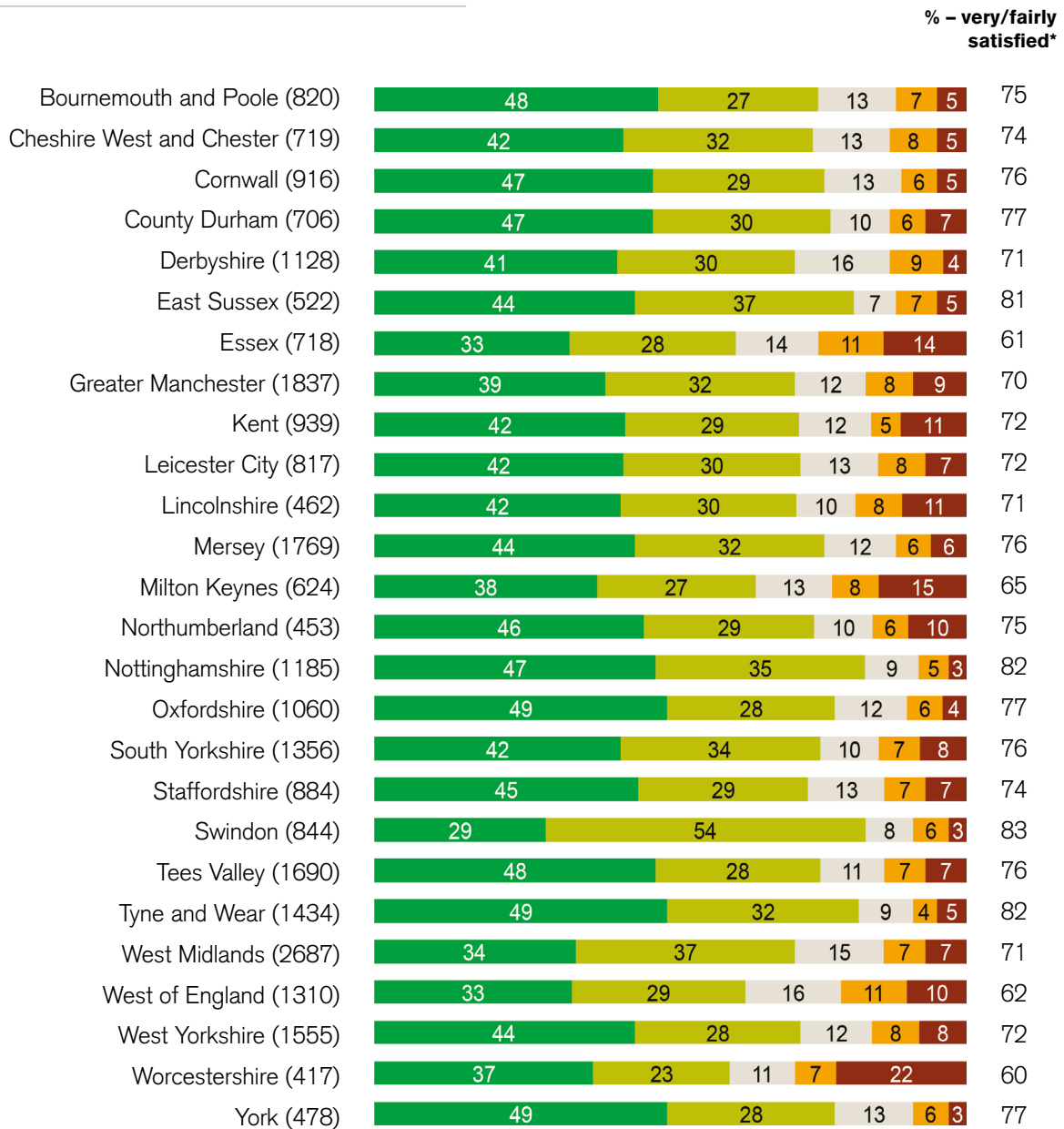
The chart below shows how different passenger groups rated the value for money of their journey and how these scores varied by the 26 authority areas (listed on page 3). The white band shows the range of scores for each group and the black dots mark the individual scores for each area. The highest and lowest scores are shown at each end of the white bands. This shows, for example, that non-commuting passengers tend to be more satisfied with value for money than commuting passengers, as the white band is further to the right.



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



Satisfaction with punctuality of the bus (%)



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

Q How satisfied were you with 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

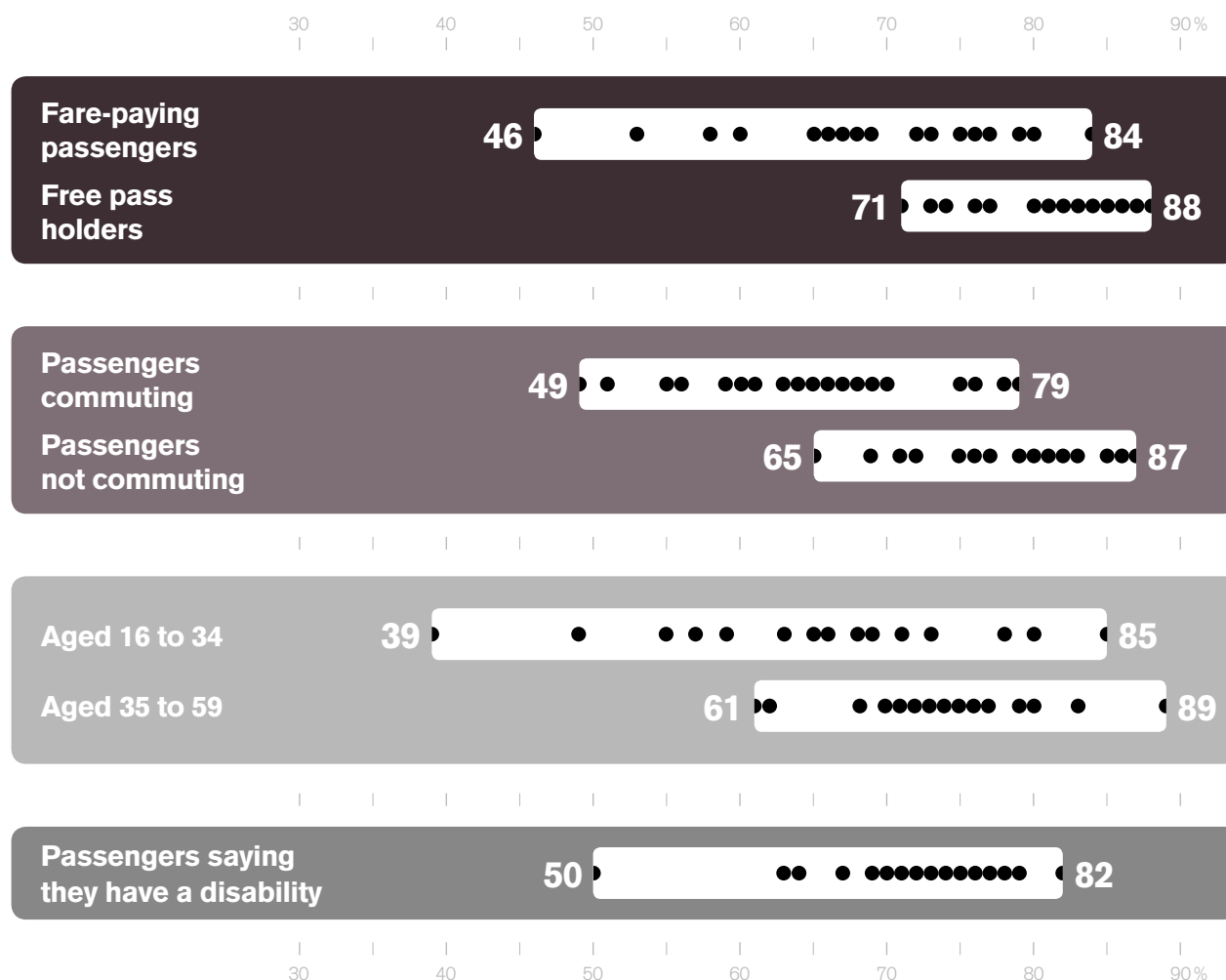


Satisfaction with punctuality amongst key passenger groups (%) – how scores vary by area

Reading the chart

The chart below shows how different passenger groups rated the punctuality of the bus and how these scores varied by the 26 authority areas (listed on page 3). The white band shows the range of scores for each group and the black dots mark the individual scores for each area. The highest and lowest scores are shown at each end of the white bands.

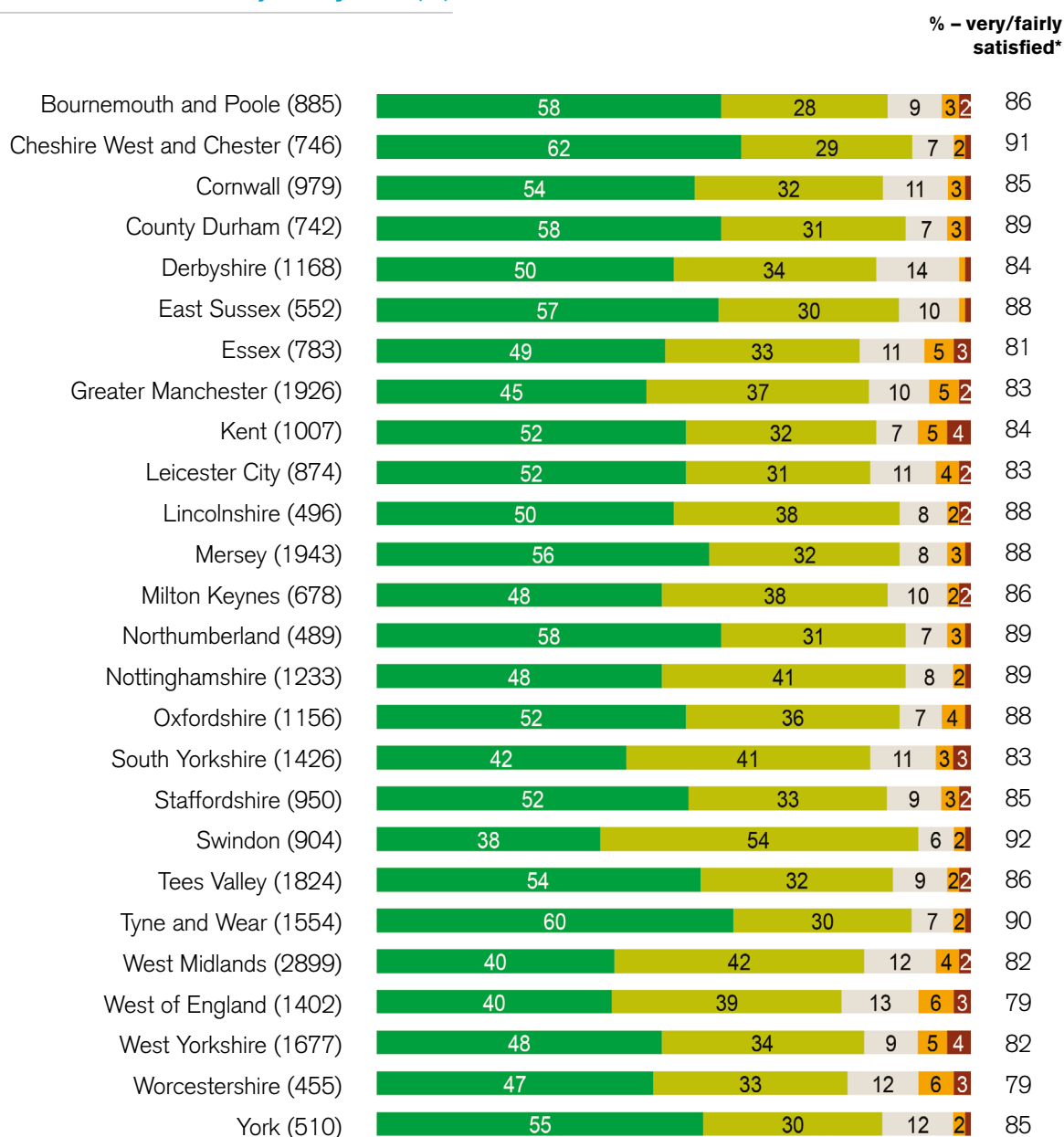
This shows, for example, that free pass holders tend to be more satisfied with punctuality than fare-payers, as the white band is further to the right. However, there is wider variation in scores for fare-payers than there is for free pass holders.



Q How satisfied were you with the punctuality of the bus?



Satisfaction with on-bus journey time (%)



■ 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

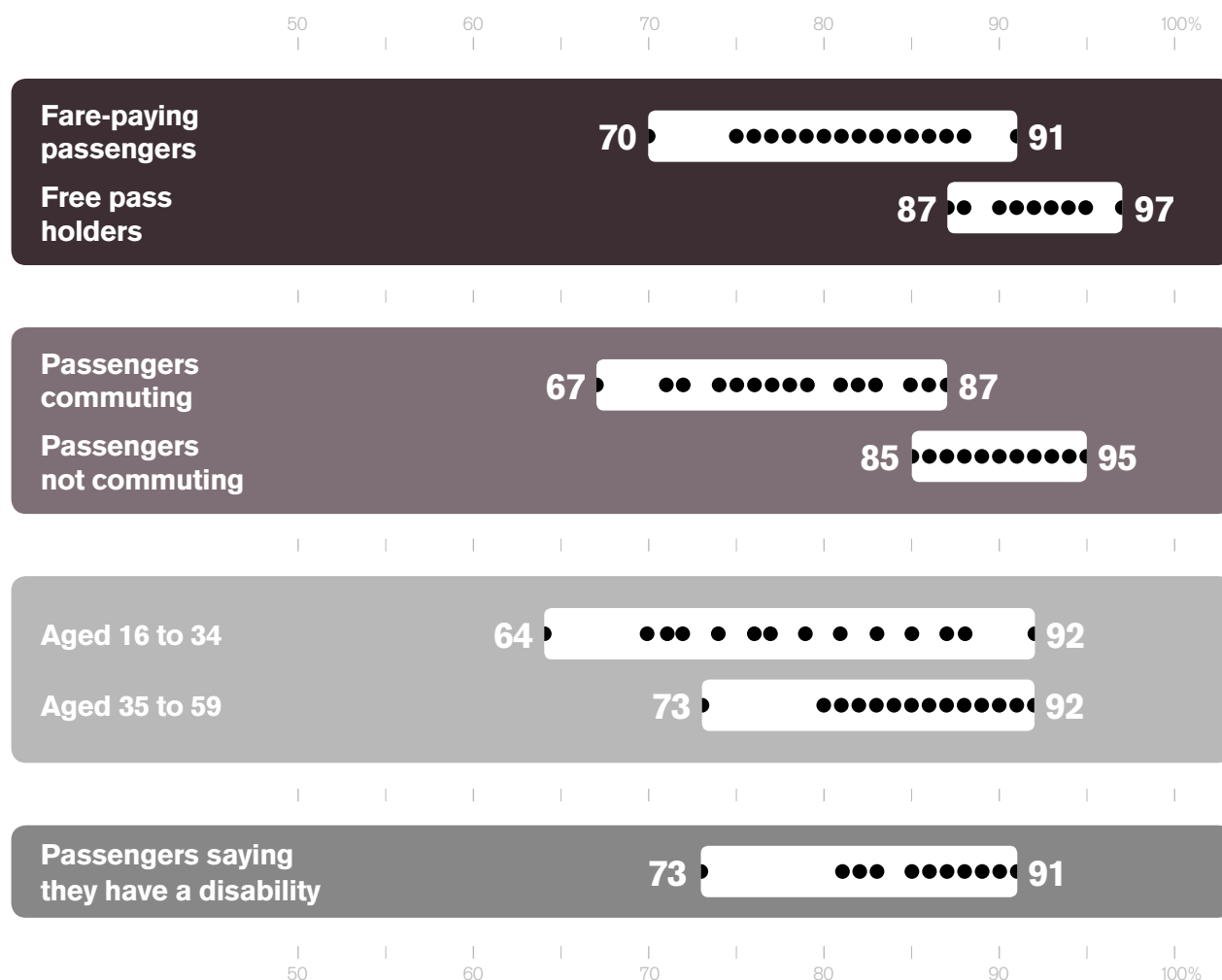


Satisfaction with on-bus journey time amongst key passenger groups (%) – how scores vary by area

Reading the chart

The chart below shows how different passenger groups rated the length of time their journey on the bus took and how these scores varied by the 26 authority areas (listed on page 3). The white band shows the range of scores for each group and the black dots mark the individual scores for each area. The highest and lowest scores are shown at each end of the white bands.

This shows, for example, that non-commuting passengers tend to be more satisfied with the on-bus journey time than commuting passengers, as the white band is further to the right. However, there is wider variation in scores for commuters than there is for non-commuters.



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

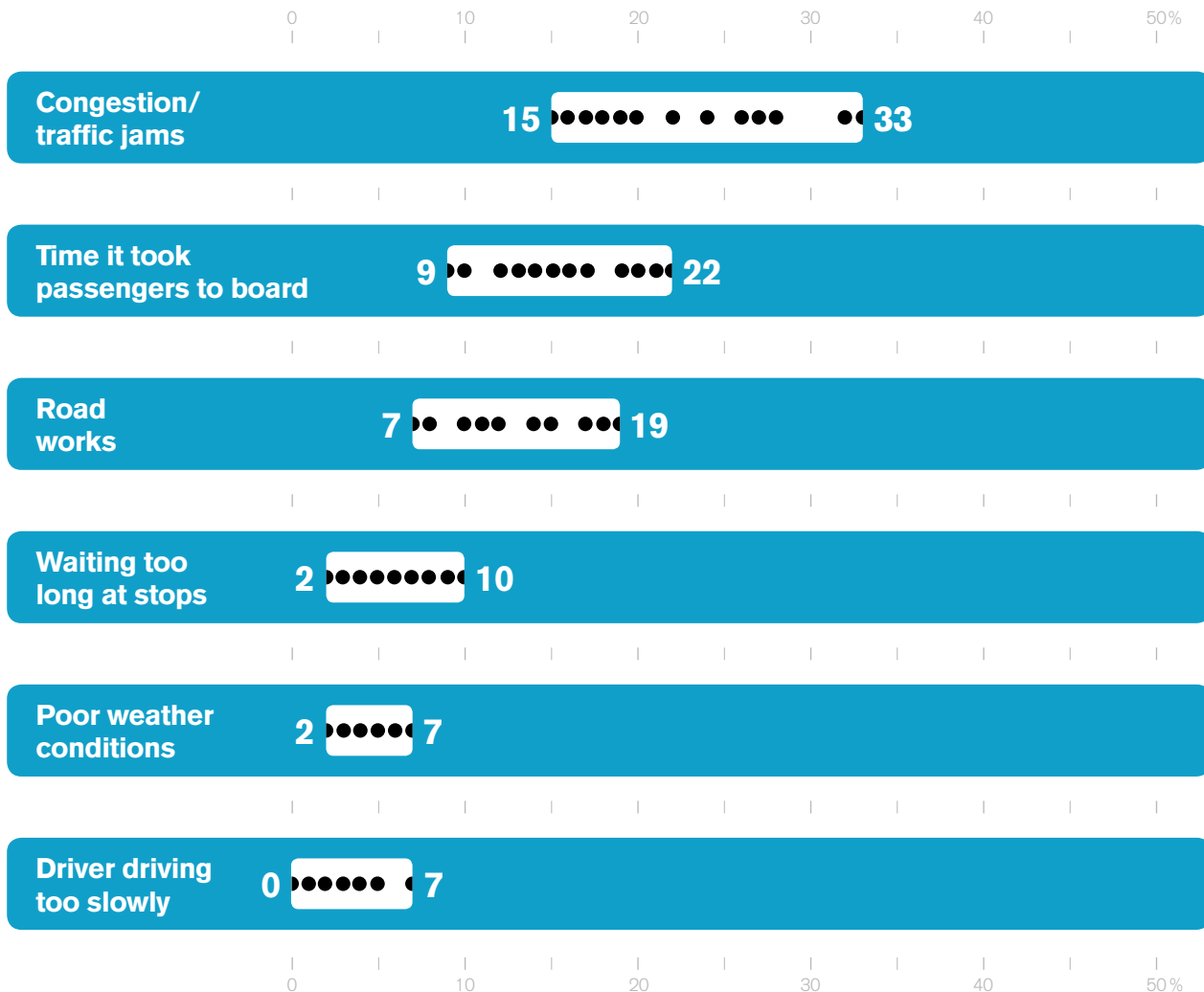


Factors affecting journey length (%) – how scores vary by area

Reading the chart

The chart below shows the different factors affecting the length of time that passengers' journeys took and how these varied by the 26 authority areas (listed on page 3). The white band shows the range of scores (the percentage of journeys affected) for each factor and the black dots mark the individual scores for each area. The highest and lowest scores are shown at each end of the white bands.

This shows, for example, that congestion/traffic jams tend to impact upon a higher percentage of journeys than roadworks, as the white band is further to the right. However, the variation in scores for congestion/traffic jams and roadworks is similar.



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

Passengers could provide more than one answer

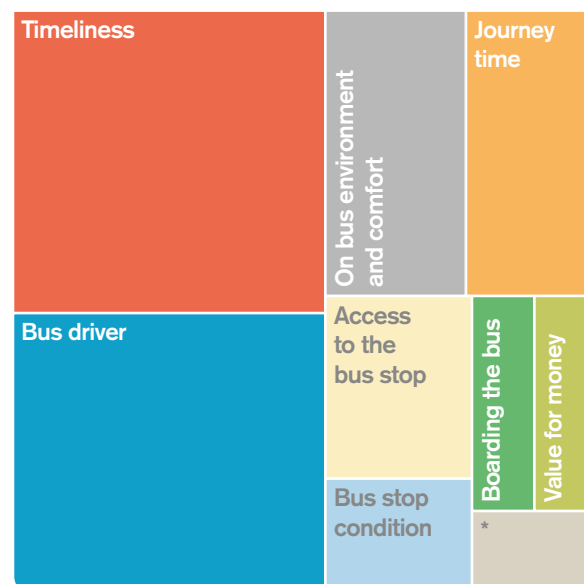
Greater Manchester (TfGM)

Headline results



Which themes are affecting overall passenger satisfaction?

See page 190 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	82	83	86	87	44	44	7	6	1991
Fare-paying passengers	81	80	85	85	38	47	9	6	1244
Free pass holders	88	94	93	92	59	33	4	4	722
Aged 16 to 34	77	77	84	84	35	48	9	7	618
Aged 35 to 59	84	85	86	88	46	43	8	4	557
Passengers commuting	78	77	82	85	36	49	9	7	846
Passengers not commuting	87	90	91	90	52	38	6	4	1081
Passengers saying they have a disability	76	83	86	83	42	41	10	7	571
Value for money									
All fare-paying passengers	66	70	72	66	26	40	15	19	1205
Aged 16 to 34	59	66	68	64	24	39	16	21	569
Aged 35 to 59	77	74	76	70	29	42	14	16	492
Passengers commuting	66	65	70	67	26	41	15	19	747
Passengers not commuting	67	78	75	65	27	38	16	19	433
Punctuality and time waiting for bus									
Punctuality of the bus	71	67	73	70	39	32	12	17	1837
The length of time waited	73	68	76	74	39	35	12	15	1968
On-bus journey time									
Time the journey on the bus took	81	79	84	83	45	37	10	7	1926

Detailed results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
The bus stop									
Overall satisfaction with the bus stop	76	80	82	81	32	48	13	6	1874
Its distance from the journey start	84	85	87	84	47	37	10	6	1887
The convenience/accessibility of its location	87	88	90	88	50	38	8	4	1787
Its condition/standard of maintenance	71	71	78	75	34	41	17	8	1807
Its freedom from graffiti/vandalism	75	77	82	79	42	37	13	8	1785
Its freedom from litter	66	70	75	70	33	38	16	14	1780
The information provided at the stop	67	70	75	70	32	38	18	12	1776
Your personal safety whilst at the stop	75	77	82	76	36	40	18	6	1803

On the bus

Route/destination information on the outside of the bus	82	85	85	83	49	34	14	3	1908
The cleanliness and condition of the outside of the bus	77	77	79	78	35	43	16	7	1886
The ease of getting onto the bus*	-	-	-	90	54	36	7	2	1977
The length of time it took to board	88	89	90	89	55	34	9	3	1948
The cleanliness and condition of the inside of the bus	71	74	79	77	31	46	12	11	2003
The information provided inside the bus	63	62	62	64	27	37	29	7	1789
The availability of seating or space to stand	84	84	88	86	50	37	8	5	1965
The comfort of the seats	73	76	82	79	37	42	12	9	1962
The amount of personal space you had around you	71	74	79	77	36	41	13	10	1945
Provision of grab rails to stand/move within the bus	82	83	86	86	42	44	10	4	1937
The temperature inside the bus	72	76	81	79	36	44	11	9	1949
Your personal security whilst on the bus	79	83	87	84	44	40	13	3	1938
Ease of getting off the bus*	-	-	-	89	49	40	7	4	1958

The bus driver

How near to the kerb the driver stopped	92	90	93	91	60	31	6	3	1926
The driver's appearance	88	87	87	88	57	31	10	3	1831
The greeting/welcome you got from the driver	66	65	69	69	41	29	22	9	1894
The helpfulness and attitude of the driver	67	67	73	72	44	29	21	7	1852
The time the driver gave you to get to your seat	70	72	79	77	45	32	14	9	1896
Smoothness/freedom from jolting during the journey	70	72	78	76	38	38	15	10	1904
Safety of the driving (i.e. speed, driver concentrating)	85	86	88	89	52	36	8	3	1907

Factors affecting journey time

Occurrence (%)	2015	2016	2017	2018
Congestion/traffic jams	31	31	29	27
Road works	21	19	13	11
Bus driver driving too slowly	6	6	4	5
Poor weather conditions	6	6	5	3
Waiting too long at stops	11	12	8	10
Passenger boarding time	22	23	26	21
Base size	1188	2026	1881	2074

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2015	2016	2017	2018
Other passengers' behaviour giving cause to worry or feel uncomfortable	10	7	6	8
Base size	1140	1936	1828	2015

* New question in 2018

Mersey and Halton (Merseytravel)

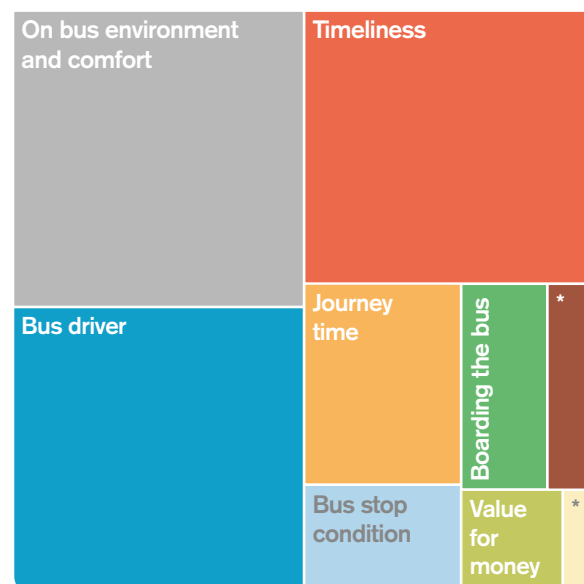
(included Halton since 2015, part of Liverpool City Region)

Headline results



Which themes are affecting overall passenger satisfaction?

See page 190 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	89	90	92	91	54	37	7	3	1960
Fare-paying passengers	86	88	90	89	46	43	8	3	915
Free pass holders	94	94	94	94	67	27	5	2	1010
Aged 16 to 34	83	83	89	89	41	48	9	2	446
Aged 35 to 59	92	93	90	89	53	36	7	4	473
Passengers commuting	85	86	88	87	41	46	9	3	703
Passengers not commuting	94	93	94	94	64	30	4	2	1175
Passengers saying they have a disability	89	89	90	90	54	36	8	2	610
Value for money									
All fare-paying passengers	71	73	70	75	38	37	13	12	882
Aged 16 to 34	66	68	67	73	39	34	13	15	399
Aged 35 to 59	76	79	73	77	37	41	14	9	401
Passengers commuting	68	72	70	72	35	37	15	12	574
Passengers not commuting	78	76	69	79	43	36	9	12	290
Punctuality and time waiting for bus									
Punctuality of the bus	78	78	75	76	44	32	12	12	1769
The length of time waited	80	79	76	77	41	36	13	10	1910
On-bus journey time									
Time the journey on the bus took	87	87	89	88	56	32	8	4	1943

Detailed results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
The bus stop									
Overall satisfaction with the bus stop	82	81	81	83	39	44	12	6	1832
Its distance from the journey start	85	87	86	88	54	34	8	4	1834
The convenience/accessibility of its location	89	90	88	91	59	33	6	3	1692
Its condition/standard of maintenance	79	79	76	78	40	38	14	8	1714
Its freedom from graffiti/vandalism	82	79	77	80	46	34	11	8	1717
Its freedom from litter	76	75	74	78	40	38	12	9	1713
The information provided at the stop	76	73	70	74	34	39	14	12	1701
Your personal safety whilst at the stop	79	79	78	80	43	37	15	5	1706

On the bus

Route/destination information on the outside of the bus	88	85	88	85	54	31	12	3	1847
The cleanliness and condition of the outside of the bus	84	85	87	84	44	40	12	4	1869
The ease of getting onto the bus*	-	-	-	93	62	30	5	3	1911
The length of time it took to board	93	91	93	91	62	29	7	3	1879
The cleanliness and condition of the inside of the bus	84	85	87	83	42	42	11	6	1944
The information provided inside the bus	72	72	72	69	34	35	26	5	1739
The availability of seating or space to stand	88	89	88	88	53	35	7	5	1907
The comfort of the seats	82	84	84	83	42	40	11	6	1902
The amount of personal space you had around you	78	82	79	80	41	39	12	9	1887
Provision of grab rails to stand/move within the bus	86	88	88	87	49	38	9	4	1883
The temperature inside the bus	80	80	82	82	42	40	11	7	1896
Your personal security whilst on the bus	87	87	87	87	51	36	10	2	1882
Ease of getting off the bus*	-	-	-	92	54	37	5	3	1902

The bus driver

How near to the kerb the driver stopped	93	94	93	94	68	26	5	1	1916
The driver's appearance	91	91	90	91	66	24	8	1	1834
The greeting/welcome you got from the driver	73	73	74	75	49	26	19	6	1858
The helpfulness and attitude of the driver	75	76	76	77	51	25	19	5	1823
The time the driver gave you to get to your seat	75	79	77	81	49	31	13	7	1861
Smoothness/freedom from jolting during the journey	77	80	79	79	45	34	14	7	1874
Safety of the driving (i.e. speed, driver concentrating)	89	89	89	91	59	32	8	2	1864

Factors affecting journey time

Occurrence (%)	2015	2016	2017	2018
Congestion/traffic jams	21	21	21	17
Road works	13	13	11	8
Bus driver driving too slowly	4	3	2	2
Poor weather conditions	4	4	3	3
Waiting too long at stops	7	6	7	4
Passenger boarding time	17	18	17	16
Base size	2254	2562	2135	2031

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2015	2016	2017	2018
Other passengers' behaviour giving cause to worry or feel uncomfortable	5	5	5	5
Base size	2174	2481	2056	1980

* New question in 2018

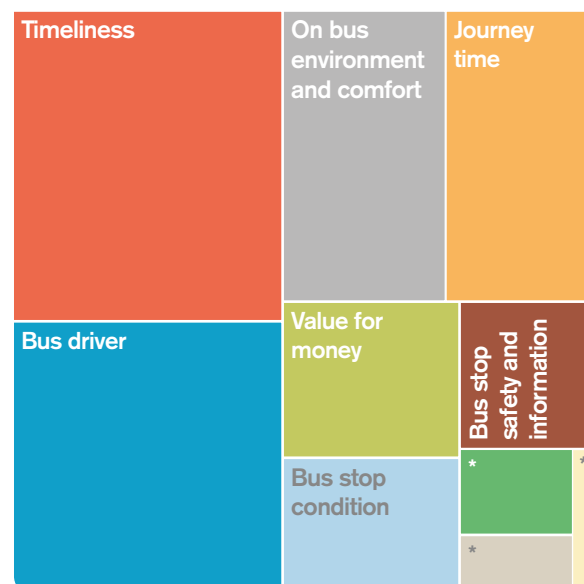
South Yorkshire (SYLTE)

Headline results



Which themes are affecting overall passenger satisfaction?

See page 190 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	85	85	87	86	42	44	10	4	1428
Fare-paying passengers	80	84	85	85	37	48	11	3	904
Free pass holders	93	89	92	91	59	32	5	5	496
Aged 16 to 34	77	81	84	81	28	53	15	3	372
Aged 35 to 59	87	83	87	85	36	50	10	4	368
Passengers commuting	77	81	83	85	34	51	12	3	565
Passengers not commuting	91	89	91	87	48	39	9	4	800
Passengers saying they have a disability	82	83	87	86	47	38	8	6	317
Value for money									
All fare-paying passengers	65	69	67	69	21	48	11	20	910
Aged 16 to 34	59	66	62	68	19	49	11	22	343
Aged 35 to 59	71	70	71	66	20	46	12	22	330
Passengers commuting	64	69	68	70	20	50	11	19	530
Passengers not commuting	68	70	65	67	23	44	12	21	361
Punctuality and time waiting for bus									
Punctuality of the bus	72	74	73	76	42	34	10	15	1356
The length of time waited	73	73	73	76	41	36	11	13	1413
On-bus journey time									
Time the journey on the bus took	84	83	82	83	42	41	11	6	1426

Detailed results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
The bus stop									
Overall satisfaction with the bus stop	79	75	79	77	31	47	13	9	1365
Its distance from the journey start	83	84	85	79	40	40	17	4	1348
The convenience/accessibility of its location	87	87	86	83	43	39	14	3	1300
Its condition/standard of maintenance	73	70	71	72	32	40	17	12	1306
Its freedom from graffiti/vandalism	77	73	73	73	39	35	15	12	1299
Its freedom from litter	69	66	69	70	35	35	14	17	1298
The information provided at the stop	71	71	73	71	30	41	17	12	1295
Your personal safety whilst at the stop	78	79	80	76	35	41	17	8	1306

On the bus

Route/destination information on the outside of the bus	83	83	83	87	52	34	11	2	1407
The cleanliness and condition of the outside of the bus	76	78	78	81	34	47	14	6	1391
The ease of getting onto the bus*	-	-	-	89	47	42	9	2	1430
The length of time it took to board	90	89	90	89	48	41	9	2	1410
The cleanliness and condition of the inside of the bus	75	79	78	70	31	39	15	14	1436
The information provided inside the bus	62	63	64	63	27	36	28	9	1324
The availability of seating or space to stand	85	86	82	86	42	44	10	4	1423
The comfort of the seats	70	74	74	71	33	38	19	10	1416
The amount of personal space you had around you	74	76	72	76	35	41	17	7	1405
Provision of grab rails to stand/move within the bus	82	84	84	82	41	41	13	5	1345
The temperature inside the bus	76	77	76	76	33	43	17	7	1400
Your personal security whilst on the bus	83	83	85	80	39	41	15	4	1401
Ease of getting off the bus*	-	-	-	83	42	42	13	3	1411

The bus driver

How near to the kerb the driver stopped	92	90	91	86	54	32	12	1	1351
The driver's appearance	88	88	90	88	51	37	11	1	1381
The greeting/welcome you got from the driver	71	69	72	79	42	37	16	5	1402
The helpfulness and attitude of the driver	71	70	71	81	43	38	15	5	1375
The time the driver gave you to get to your seat	73	75	77	80	44	35	16	4	1387
Smoothness/freedom from jolting during the journey	73	75	77	76	39	37	19	6	1396
Safety of the driving (i.e. speed, driver concentrating)	87	88	89	82	49	34	16	2	1381

Factors affecting journey time

Occurrence (%)	2015	2016	2017	2018
Congestion/traffic jams	24	24	22	19
Road works	14	11	9	7
Bus driver driving too slowly	4	5	4	2
Poor weather conditions	5	5	3	5
Waiting too long at stops	9	10	11	3
Passenger boarding time	19	20	22	13
Base size	1655	1658	1585	1483

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2015	2016	2017	2018
Other passengers' behaviour giving cause to worry or feel uncomfortable	6	7	7	5
Base size	1610	1606	1524	1450

* New question in 2018

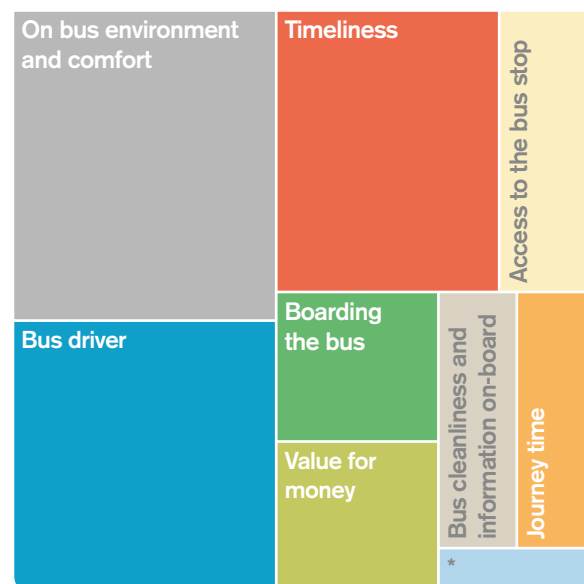
Tyne and Wear (Nexus)

Headline results



Which themes are affecting overall passenger satisfaction?

See page 190 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	88	90	93	91	56	35	6	3	1462
Fare-paying passengers	84	89	92	89	52	37	8	3	668
Free pass holders	94	94	95	95	64	31	3	2	772
Aged 16 to 34	80	93	91	88	51	37	9	3	217
Aged 35 to 59	88	85	93	90	51	39	6	4	374
Passengers commuting	85	88	93	88	47	41	8	4	399
Passengers not commuting	90	92	94	93	61	32	5	2	1010
Passengers saying they have a disability	84	88	93	91	54	38	5	3	529
Value for money									
All fare-paying passengers	68	74	71	72	37	35	13	15	719
Aged 16 to 34	62	74	71	71	41	30	8	20	214
Aged 35 to 59	72	70	72	71	31	39	18	12	336
Passengers commuting	66	79	72	69	34	35	12	19	380
Passengers not commuting	72	60	70	76	41	35	15	9	330
Punctuality and time waiting for bus									
Punctuality of the bus	76	79	76	82	49	32	9	9	1434
The length of time waited	79	75	76	81	48	32	12	7	1524
On-bus journey time									
Time the journey on the bus took	86	88	89	90	60	30	7	3	1554

Detailed results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
The bus stop									
Overall satisfaction with the bus stop	83	82	82	86	42	44	9	5	1459
Its distance from the journey start	84	88	87	88	59	30	9	3	1443
The convenience/accessibility of its location	89	89	90	92	61	31	6	2	1351
Its condition/standard of maintenance	78	74	78	77	41	36	15	8	1373
Its freedom from graffiti/vandalism	77	80	80	80	48	32	10	10	1357
Its freedom from litter	70	70	75	75	41	34	15	10	1354
The information provided at the stop	79	81	80	81	44	37	12	7	1389
Your personal safety whilst at the stop	79	81	80	84	50	34	12	4	1384

On the bus

Route/destination information on the outside of the bus	86	87	88	89	60	29	9	2	1493
The cleanliness and condition of the outside of the bus	81	82	83	86	47	39	11	3	1471
The ease of getting onto the bus*	-	-	-	93	64	29	5	2	1522
The length of time it took to board	92	90	92	93	66	27	6	1	1501
The cleanliness and condition of the inside of the bus	81	84	84	82	43	40	10	8	1548
The information provided inside the bus	67	73	76	75	39	36	20	6	1419
The availability of seating or space to stand	90	90	90	91	56	35	6	4	1519
The comfort of the seats	78	82	83	85	46	39	9	5	1521
The amount of personal space you had around you	79	81	82	81	45	36	11	8	1509
Provision of grab rails to stand/move within the bus	87	86	89	86	51	36	10	4	1509
The temperature inside the bus	79	80	84	81	43	38	13	7	1513
Your personal security whilst on the bus	87	87	89	87	54	33	11	2	1507
Ease of getting off the bus*	-	-	-	90	57	33	7	3	1532

The bus driver

How near to the kerb the driver stopped	92	91	94	93	68	25	5	2	1520
The driver's appearance	90	91	93	93	69	24	6	1	1482
The greeting/welcome you got from the driver	72	73	78	80	54	25	15	5	1495
The helpfulness and attitude of the driver	73	75	78	81	55	26	15	4	1454
The time the driver gave you to get to your seat	77	78	81	83	55	27	12	6	1488
Smoothness/freedom from jolting during the journey	77	78	82	82	52	31	11	6	1505
Safety of the driving (i.e. speed, driver concentrating)	86	87	91	91	64	27	7	2	1491

Factors affecting journey time

Occurrence (%)	2015	2016	2017	2018
Congestion/traffic jams	21	26	15	16
Road works	15	18	11	12
Bus driver driving too slowly	3	3	3	2
Poor weather conditions	4	3	3	3
Waiting too long at stops	4	6	5	4
Passenger boarding time	16	14	18	17
Base size	1778	1528	1733	1602

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2015	2016	2017	2018
Other passengers' behaviour giving cause to worry or feel uncomfortable	6	6	5	5
Base size	1729	1495	1694	1568

* New question in 2018

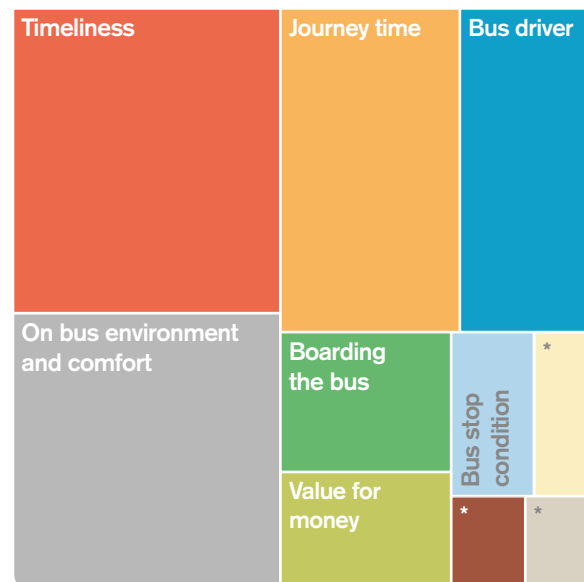
West Midlands (TfWM)

Headline results



Which themes are affecting overall passenger satisfaction?

See page 190 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	85	85	85	84	37	46	12	5	2863
Fare-paying passengers	83	82	83	82	33	49	13	5	1768
Free pass holders	90	92	92	87	49	39	9	4	1024
Aged 16 to 34	80	81	79	80	30	50	15	5	1015
Aged 35 to 59	86	85	86	83	36	48	11	5	738
Passengers commuting	83	80	80	80	29	50	14	6	1167
Passengers not commuting	87	89	90	87	44	43	10	3	1609
Passengers saying they have a disability	84	85	85	87	44	42	9	5	688
Value for money									
All fare-paying passengers	62	62	64	66	25	41	19	15	1746
Aged 16 to 34	59	59	56	63	23	40	20	17	894
Aged 35 to 59	66	68	72	69	27	42	19	12	653
Passengers commuting	60	59	61	62	23	39	22	17	1022
Passengers not commuting	66	68	69	73	30	44	15	12	692
Punctuality and time waiting for bus									
Punctuality of the bus	76	72	69	71	34	37	15	14	2687
The length of time waited	78	72	70	73	32	41	14	13	2866
On-bus journey time									
Time the journey on the bus took	81	82	80	82	40	42	12	6	2899

Detailed results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
The bus stop									
Overall satisfaction with the bus stop	79	77	77	80	27	53	13	6	2779
Its distance from the journey start	83	83	83	83	42	41	12	5	2764
The convenience/accessibility of its location	84	82	84	85	48	37	11	5	2605
Its condition/standard of maintenance	74	71	71	73	32	42	17	10	2616
Its freedom from graffiti/vandalism	74	72	72	73	35	38	17	10	2592
Its freedom from litter	68	66	66	68	30	38	17	15	2604
The information provided at the stop	74	72	71	73	31	42	16	11	2615
Your personal safety whilst at the stop	77	75	72	75	33	41	18	7	2644

On the bus

Route/destination information on the outside of the bus	83	83	83	83	43	40	13	4	2799
The cleanliness and condition of the outside of the bus	77	74	78	78	36	43	14	7	2779
The ease of getting onto the bus*	-	-	-	88	49	39	9	3	2860
The length of time it took to board	88	87	87	87	49	38	10	3	2832
The cleanliness and condition of the inside of the bus	74	73	74	74	28	45	14	12	2905
The information provided inside the bus	69	68	70	72	31	42	22	6	2691
The availability of seating or space to stand	84	83	84	84	45	39	10	6	2848
The comfort of the seats	74	75	77	76	35	42	15	9	2847
The amount of personal space you had around you	74	73	74	75	36	40	14	11	2823
Provision of grab rails to stand/move within the bus	82	83	83	81	39	42	13	6	2819
The temperature inside the bus	78	76	77	77	33	44	15	8	2843
Your personal security whilst on the bus	80	79	78	79	37	41	16	6	2825
Ease of getting off the bus*	-	-	-	84	44	40	12	5	2862

The bus driver

How near to the kerb the driver stopped	90	89	90	90	53	37	8	2	2807
The driver's appearance	86	84	87	87	53	34	11	2	2668
The greeting/welcome you got from the driver	64	61	63	66	35	31	25	9	2714
The helpfulness and attitude of the driver	67	67	66	69	37	32	25	6	2653
The time the driver gave you to get to your seat	74	73	72	74	38	36	18	8	2745
Smoothness/freedom from jolting during the journey	76	75	75	75	35	39	17	9	2772
Safety of the driving (i.e. speed, driver concentrating)	85	85	86	84	46	38	12	3	2764

Factors affecting journey time

Occurrence (%)	2015	2016	2017	2018
Congestion/traffic jams	27	30	32	26
Road works	12	11	13	12
Bus driver driving too slowly	5	7	7	5
Poor weather conditions	6	5	4	5
Waiting too long at stops	7	8	9	6
Passenger boarding time	15	18	18	14
Base size	3961	3546	3198	3049

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2015	2016	2017	2018
Other passengers' behaviour giving cause to worry or feel uncomfortable	7	8	10	8
Base size	3773	3404	3051	2929

* New question in 2018

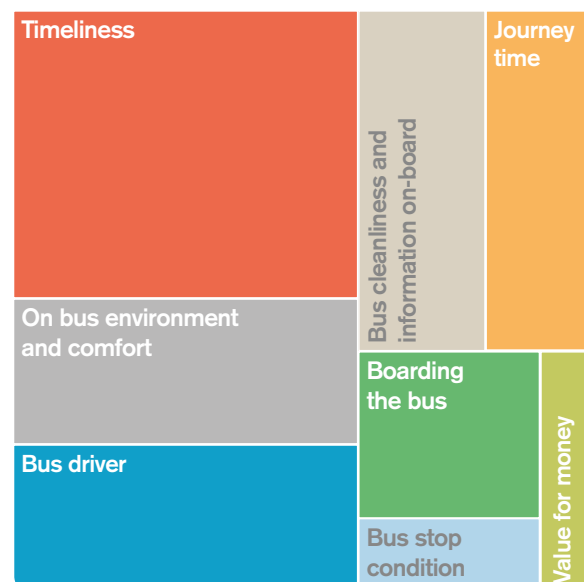
West Yorkshire (Metro)

Headline results



Which themes are affecting overall passenger satisfaction?

See page 190 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	87	82	83	85	42	43	9	6	1690
Fare-paying passengers	86	78	79	81	33	48	11	7	819
Free pass holders	89	93	93	93	62	31	3	4	842
Aged 16 to 34	82	75	74	80	30	49	13	8	275
Aged 35 to 59	89	82	86	86	43	43	7	8	460
Passengers commuting	84	74	75	82	27	55	11	7	555
Passengers not commuting	89	90	92	88	57	31	5	6	1060
Passengers saying they have a disability	87	80	84	88	45	42	7	5	481
Value for money									
All fare-paying passengers	61	57	62	61	23	39	17	22	776
Aged 16 to 34	52	54	62	58	23	36	18	24	245
Aged 35 to 59	71	61	62	66	22	43	14	20	391
Passengers commuting	59	55	58	58	18	40	18	24	482
Passengers not commuting	64	63	70	66	29	37	15	19	282
Punctuality and time waiting for bus									
Punctuality of the bus	74	67	71	72	44	28	12	16	1555
The length of time waited	78	68	71	73	41	32	13	13	1639
On-bus journey time									
Time the journey on the bus took	86	81	80	82	48	34	9	9	1677

Detailed results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
The bus stop									
Overall satisfaction with the bus stop	79	77	81	82	40	41	12	7	1545
Its distance from the journey start	85	83	84	84	51	33	10	6	1501
The convenience/accessibility of its location	85	87	87	87	54	33	9	5	1431
Its condition/standard of maintenance	74	74	78	79	39	40	13	8	1458
Its freedom from graffiti/vandalism	75	77	80	81	49	31	12	8	1435
Its freedom from litter	72	69	74	76	42	34	13	11	1449
The information provided at the stop	74	70	75	74	39	35	14	12	1478
Your personal safety whilst at the stop	76	74	76	78	46	32	15	7	1465

On the bus

Route/destination information on the outside of the bus	83	79	82	81	53	28	14	5	1617
The cleanliness and condition of the outside of the bus	81	76	79	80	40	40	14	6	1608
The ease of getting onto the bus*	-	-	-	90	59	31	7	3	1656
The length of time it took to board	88	87	87	88	55	34	8	4	1627
The cleanliness and condition of the inside of the bus	78	76	75	76	35	41	11	13	1673
The information provided inside the bus	65	61	61	62	29	32	30	9	1490
The availability of seating or space to stand	84	82	86	84	48	35	9	7	1645
The comfort of the seats	75	74	73	74	36	38	15	11	1634
The amount of personal space you had around you	74	74	76	74	38	36	14	12	1637
Provision of grab rails to stand/move within the bus	85	84	83	82	44	38	12	6	1617
The temperature inside the bus	78	75	74	73	35	38	17	10	1637
Your personal security whilst on the bus	83	81	81	82	44	39	14	3	1646
Ease of getting off the bus*	-	-	-	87	50	37	9	4	1653

The bus driver

How near to the kerb the driver stopped	90	88	90	90	63	28	7	2	1615
The driver's appearance	89	86	88	89	59	30	9	2	1574
The greeting/welcome you got from the driver	69	65	67	71	43	28	19	9	1608
The helpfulness and attitude of the driver	71	69	71	74	45	29	19	7	1580
The time the driver gave you to get to your seat	74	70	76	78	49	29	13	8	1579
Smoothness/freedom from jolting during the journey	76	71	74	75	41	34	15	10	1622
Safety of the driving (i.e. speed, driver concentrating)	86	83	86	86	54	32	9	4	1614

Factors affecting journey time

Occurrence (%)	2015	2016	2017	2018
Congestion/traffic jams	29	29	28	26
Road works	16	16	16	14
Bus driver driving too slowly	4	6	5	4
Poor weather conditions	6	7	3	3
Waiting too long at stops	7	10	8	8
Passenger boarding time	24	25	24	21
Base size	1663	1608	1591	1743

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2015	2016	2017	2018
Other passengers' behaviour giving cause to worry or feel uncomfortable	7	9	8	8
Base size	1614	1537	1533	1689

* New question in 2018

Tees Valley Combined Authority

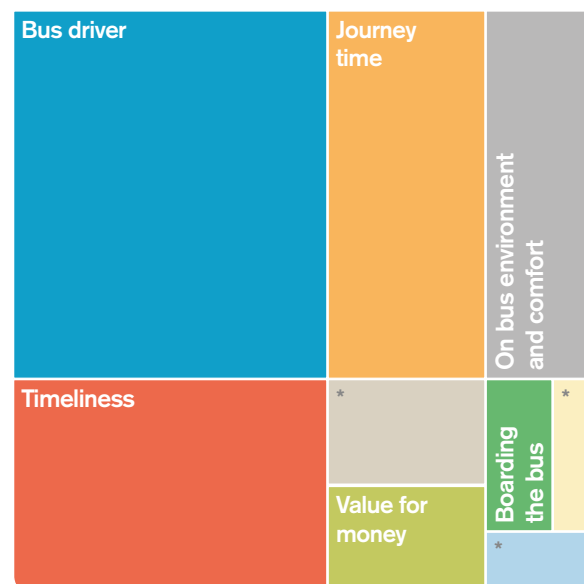
(made up of the five unitary authorities of Darlington, Hartlepool, Middlesbrough, Redcar and Cleveland, and Stockton on Tees)

Headline results



Which themes are affecting overall passenger satisfaction?

See page 190 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	90	91	91	90	54	36	6	3	1813
Fare-paying passengers	88	88	91	88	49	39	8	4	809
Free pass holders	92	94	93	94	61	32	4	2	954
Aged 16 to 34	84	88	85	84	39	45	13	4	502
Aged 35 to 59	88	90	93	91	57	34	4	5	360
Passengers commuting	85	86	88	84	41	43	11	5	551
Passengers not commuting	92	94	94	94	62	32	4	2	1195
Passengers saying they have a disability	90	91	90	92	58	34	4	3	628
Value for money									
All fare-paying passengers	64	67	70	71	37	34	14	15	786
Aged 16 to 34	54	65	66	68	33	34	16	16	374
Aged 35 to 59	73	69	72	73	39	34	11	15	279
Passengers commuting	61	64	70	68	33	35	15	17	419
Passengers not commuting	68	71	69	75	41	34	13	12	345
Punctuality and time waiting for bus									
Punctuality of the bus	80	78	77	76	48	28	11	14	1690
The length of time waited	80	79	77	76	45	32	13	11	1796
On-bus journey time									
Time the journey on the bus took	88	87	87	86	54	32	9	4	1824

Detailed results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
The bus stop									
Overall satisfaction with the bus stop	78	78	80	80	39	41	12	8	1710
Its distance from the journey start	84	87	87	85	53	32	10	5	1692
The convenience/accessibility of its location	89	90	91	91	58	33	6	3	1572
Its condition/standard of maintenance	75	74	77	73	39	35	15	12	1585
Its freedom from graffiti/vandalism	80	77	79	76	46	31	13	11	1569
Its freedom from litter	77	74	77	75	41	35	15	10	1582
The information provided at the stop	74	76	78	76	40	36	12	12	1586
Your personal safety whilst at the stop	81	80	82	80	45	34	15	6	1605

On the bus

Route/destination information on the outside of the bus	88	86	88	85	56	30	11	3	1757
The cleanliness and condition of the outside of the bus	85	82	86	83	47	36	13	4	1721
The ease of getting onto the bus*	-	-	-	93	63	30	5	2	1790
The length of time it took to board	94	92	94	92	62	29	6	2	1755
The cleanliness and condition of the inside of the bus	85	81	86	84	43	42	9	7	1830
The information provided inside the bus	75	71	75	74	39	35	20	6	1669
The availability of seating or space to stand	89	88	91	88	54	34	7	5	1781
The comfort of the seats	81	77	82	82	43	39	11	7	1770
The amount of personal space you had around you	80	78	81	82	43	39	10	8	1770
Provision of grab rails to stand/move within the bus	87	86	87	88	51	37	9	3	1750
The temperature inside the bus	81	79	84	82	43	39	11	7	1762
Your personal security whilst on the bus	88	88	89	88	52	36	10	2	1759
Ease of getting off the bus*	-	-	-	92	57	34	6	3	1772

The bus driver

How near to the kerb the driver stopped	93	94	93	93	64	28	5	2	1768
The driver's appearance	91	92	93	92	65	27	7	1	1735
The greeting/welcome you got from the driver	79	77	82	81	54	27	14	5	1760
The helpfulness and attitude of the driver	79	79	83	82	54	27	14	4	1736
The time the driver gave you to get to your seat	86	84	86	87	57	30	8	4	1771
Smoothness/freedom from jolting during the journey	80	81	84	82	49	34	11	6	1759
Safety of the driving (i.e. speed, driver concentrating)	89	90	91	91	61	30	7	2	1763

Factors affecting journey time

Occurrence (%)	2015	2016	2017	2018
Congestion/traffic jams	16	15	15	16
Road works	13	8	11	10
Bus driver driving too slowly	4	3	2	3
Poor weather conditions	4	2	2	2
Waiting too long at stops	7	8	6	6
Passenger boarding time	15	17	16	16
Base size	1890	1908	1951	1899

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2015	2016	2017	2018
Other passengers' behaviour giving cause to worry or feel uncomfortable	7	5	6	6
Base size	1829	1846	1868	1844

* New question in 2018

West of England

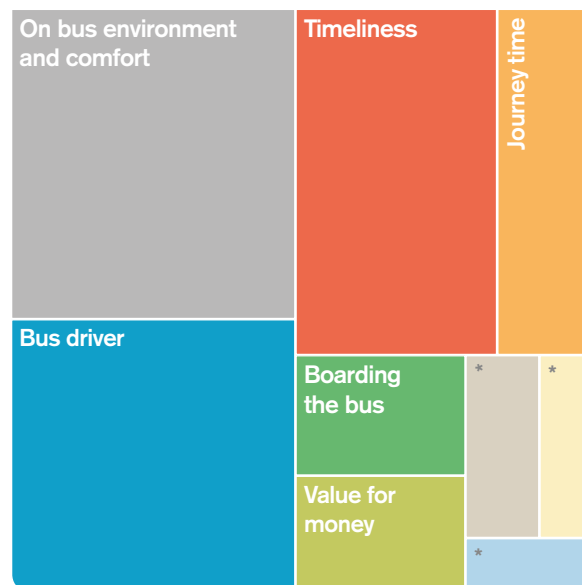
West of England Combined Authority and North Somerset (made up of the four unitary authorities of Bath and North East Somerset, Bristol City, North Somerset, and South Gloucestershire)

Headline results



Which themes are affecting overall passenger satisfaction?

See page 190 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	89	85	89	85	36	49	8	7	1425
Fare-paying passengers	86	83	86	83	31	52	10	7	861
Free pass holders	95	93	95	91	54	37	4	4	526
Aged 16 to 34	85	81	85	82	27	56	10	7	429
Aged 35 to 59	90	85	88	85	37	48	7	8	344
Passengers commuting	85	80	84	81	26	55	10	9	561
Passengers not commuting	92	92	94	89	46	43	6	5	801
Passengers saying they have a disability	88	86	90	87	39	48	7	6	377
Value for money									
All fare-paying passengers	67	56	64	52	17	35	19	29	823
Aged 16 to 34	63	53	62	50	16	34	20	30	413
Aged 35 to 59	72	59	67	54	16	37	19	27	311
Passengers commuting	67	54	62	50	14	36	21	29	492
Passengers not commuting	67	61	69	56	22	35	16	28	314
Punctuality and time waiting for bus									
Punctuality of the bus	75	67	71	62	33	29	16	22	1310
The length of time waited	78	68	74	68	34	34	14	19	1409
On-bus journey time									
Time the journey on the bus took	86	79	81	79	40	39	13	9	1402

Detailed results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
The bus stop									
Overall satisfaction with the bus stop	83	79	81	80	32	48	13	7	1326
Its distance from the journey start	85	83	86	85	50	35	10	5	1341
The convenience/accessibility of its location	89	87	89	88	53	36	8	4	1279
Its condition/standard of maintenance	78	73	74	75	33	42	16	9	1283
Its freedom from graffiti/vandalism	83	79	80	78	43	35	14	9	1264
Its freedom from litter	78	72	74	72	35	37	14	13	1268
The information provided at the stop	71	70	72	69	30	39	17	13	1272
Your personal safety whilst at the stop	84	79	80	78	39	39	17	5	1284

On the bus

Route/destination information on the outside of the bus	84	81	84	81	47	34	15	4	1372
The cleanliness and condition of the outside of the bus	82	80	83	78	37	41	16	6	1359
The ease of getting onto the bus*	-	-	-	88	52	36	9	3	1418
The length of time it took to board	92	87	91	86	52	34	9	5	1402
The cleanliness and condition of the inside of the bus	81	77	80	78	34	44	12	10	1431
The information provided inside the bus	63	59	63	57	24	33	34	9	1280
The availability of seating or space to stand	88	85	86	84	46	38	8	8	1407
The comfort of the seats	78	74	76	74	32	42	17	9	1394
The amount of personal space you had around you	77	74	76	74	35	39	13	13	1392
Provision of grab rails to stand/move within the bus	83	83	84	80	39	42	13	6	1371
The temperature inside the bus	80	77	77	73	32	41	17	10	1400
Your personal security whilst on the bus	88	84	85	81	42	40	15	3	1394
Ease of getting off the bus*	-	-	-	86	47	38	10	5	1405

The bus driver

How near to the kerb the driver stopped	93	89	93	89	58	31	8	2	1378
The driver's appearance	88	87	89	86	55	31	13	2	1319
The greeting/welcome you got from the driver	74	69	73	69	40	29	22	9	1352
The helpfulness and attitude of the driver	76	71	74	70	42	28	22	8	1317
The time the driver gave you to get to your seat	83	77	81	77	46	32	16	7	1362
Smoothness/freedom from jolting during the journey	78	75	76	76	39	37	15	9	1372
Safety of the driving (i.e. speed, driver concentrating)	88	87	89	86	52	34	11	3	1359

Factors affecting journey time

Occurrence (%)	2015	2016	2017	2018
Congestion/traffic jams	29	37	30	32
Road works	12	18	18	18
Bus driver driving too slowly	4	3	4	3
Poor weather conditions	4	4	4	7
Waiting too long at stops	7	8	6	6
Passenger boarding time	22	25	19	21
Base size	1517	1652	1313	1496

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2015	2016	2017	2018
Other passengers' behaviour giving cause to worry or feel uncomfortable	5	7	4	6
Base size	1487	1611	1255	1435

* New question in 2018

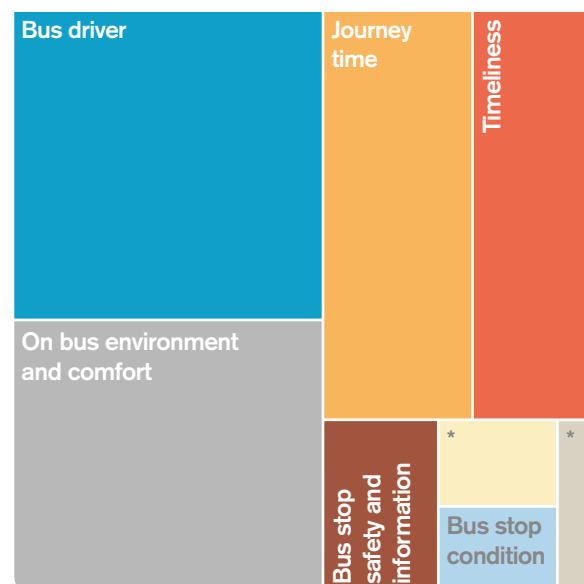
Bournemouth and Poole

Headline results



Which themes are affecting overall passenger satisfaction?

See page 190 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	-	-	91	56	35	5	4	890
Fare-paying passengers	-	-	-	87	43	43	8	5	368
Free pass holders	-	-	-	98	76	21	0	2	508
Aged 16 to 34	-	-	-	82	35	47	10	8	146
Aged 35 to 59	-	-	-	93	54	38	5	2	172
Passengers commuting	-	-	-	86	38	47	9	5	242
Passengers not commuting	-	-	-	95	68	27	2	3	617
Passengers saying they have a disability	-	-	-	87	59	28	6	6	280
Value for money									
All fare-paying passengers	-	-	-	64	29	35	14	22	360
Aged 16 to 34	-	-	-	59	26	33	12	28	127
Aged 35 to 59	-	-	-	65	29	36	17	18	146
Passengers commuting	-	-	-	59	25	34	15	26	202
Passengers not commuting	-	-	-	73	37	37	11	16	153
Punctuality and time waiting for bus									
Punctuality of the bus	-	-	-	75	48	27	13	12	820
The length of time waited	-	-	-	76	45	31	13	11	850
On-bus journey time									
Time the journey on the bus took	-	-	-	86	58	28	9	5	885

Detailed results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
The bus stop									
Overall satisfaction with the bus stop	-	-	-	84	41	43	11	6	840
Its distance from the journey start	-	-	-	88	57	30	7	5	829
The convenience/accessibility of its location	-	-	-	90	61	29	7	3	792
Its condition/standard of maintenance	-	-	-	74	36	37	16	11	786
Its freedom from graffiti/vandalism	-	-	-	81	48	32	10	9	770
Its freedom from litter	-	-	-	73	38	35	12	14	785
The information provided at the stop	-	-	-	80	43	37	13	7	781
Your personal safety whilst at the stop	-	-	-	81	47	34	12	7	793

On the bus

Route/destination information on the outside of the bus	-	-	-	87	63	24	10	3	855
The cleanliness and condition of the outside of the bus	-	-	-	85	49	36	11	4	839
The ease of getting onto the bus*	-	-	-	93	68	25	5	2	870
The length of time it took to board	-	-	-	92	68	24	6	2	849
The cleanliness and condition of the inside of the bus	-	-	-	84	45	39	9	7	878
The information provided inside the bus	-	-	-	73	39	33	21	6	786
The availability of seating or space to stand	-	-	-	88	54	33	7	6	863
The comfort of the seats	-	-	-	81	43	37	12	7	855
The amount of personal space you had around you	-	-	-	78	45	33	13	9	850
Provision of grab rails to stand/move within the bus	-	-	-	84	49	35	10	6	847
The temperature inside the bus	-	-	-	81	45	36	13	7	863
Your personal security whilst on the bus	-	-	-	85	53	32	11	4	851
Ease of getting off the bus*	-	-	-	91	60	32	7	2	871

The bus driver

How near to the kerb the driver stopped	-	-	-	92	69	23	5	2	859
The driver's appearance	-	-	-	90	67	22	8	2	836
The greeting/welcome you got from the driver	-	-	-	82	57	25	10	7	855
The helpfulness and attitude of the driver	-	-	-	83	58	25	12	5	835
The time the driver gave you to get to your seat	-	-	-	86	60	27	9	5	854
Smoothness/freedom from jolting during the journey	-	-	-	82	49	33	11	7	861
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	91	65	26	7	2	853

Factors affecting journey time

Occurrence (%)	2015	2016	2017	2018
Congestion/traffic jams	-	-	-	28
Road works	-	-	-	10
Bus driver driving too slowly	-	-	-	3
Poor weather conditions	-	-	-	2
Waiting too long at stops	-	-	-	6
Passenger boarding time	-	-	-	22
Base size	-	-	-	909

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2015	2016	2017	2018
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	-	-	8
Base size	-	-	-	891

* New question in 2018

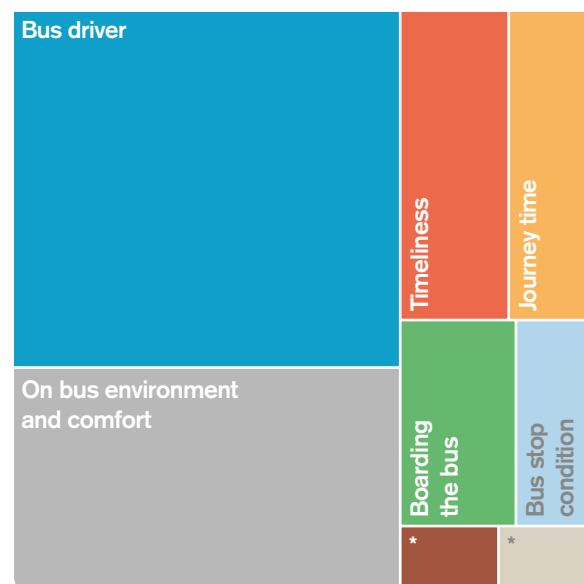
Cheshire West and Chester

Headline results



Which themes are affecting overall passenger satisfaction?

See page 190 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	-	-	91	54	36	6	4	754
Fare-paying passengers	-	-	-	87	45	42	8	4	351
Free pass holders	-	-	-	95	68	27	3	2	392
Aged 16 to 34	-	-	-	85	39	46	10	5	172
Aged 35 to 59	-	-	-	91	49	42	4	5	140
Passengers commuting	-	-	-	86	39	48	8	6	203
Passengers not commuting	-	-	-	93	63	30	5	2	526
Passengers saying they have a disability	-	-	-	87	54	33	9	4	219
Value for money									
All fare-paying passengers	-	-	-	67	38	29	13	20	332
Aged 16 to 34	-	-	-	66	38	28	12	22	156
Aged 35 to 59	-	-	-	70	39	32	12	18	127
Passengers commuting	-	-	-	64	32	32	13	23	175
Passengers not commuting	-	-	-	72	45	27	12	16	151
Punctuality and time waiting for bus									
Punctuality of the bus	-	-	-	74	42	32	13	13	719
The length of time waited	-	-	-	74	39	35	15	11	742
On-bus journey time									
Time the journey on the bus took	-	-	-	91	62	29	7	2	746

Detailed results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
The bus stop									
Overall satisfaction with the bus stop	-	-	-	82	36	45	12	7	720
Its distance from the journey start	-	-	-	85	46	39	11	4	712
The convenience/accessibility of its location	-	-	-	88	52	36	8	4	678
Its condition/standard of maintenance	-	-	-	75	35	40	16	9	672
Its freedom from graffiti/vandalism	-	-	-	81	44	37	14	5	672
Its freedom from litter	-	-	-	76	36	40	16	8	679
The information provided at the stop	-	-	-	74	35	39	16	10	680
Your personal safety whilst at the stop	-	-	-	81	42	39	15	4	678

On the bus

Route/destination information on the outside of the bus	-	-	-	85	52	33	12	3	737
The cleanliness and condition of the outside of the bus	-	-	-	81	41	40	13	5	723
The ease of getting onto the bus*	-	-	-	90	55	35	8	2	747
The length of time it took to board	-	-	-	89	56	33	9	2	739
The cleanliness and condition of the inside of the bus	-	-	-	82	36	46	12	5	763
The information provided inside the bus	-	-	-	69	34	35	24	7	688
The availability of seating or space to stand	-	-	-	86	52	35	8	6	753
The comfort of the seats	-	-	-	85	44	41	9	6	754
The amount of personal space you had around you	-	-	-	81	42	39	11	7	748
Provision of grab rails to stand/move within the bus	-	-	-	86	46	40	10	4	742
The temperature inside the bus	-	-	-	84	43	41	11	5	750
Your personal security whilst on the bus	-	-	-	85	46	39	12	3	744
Ease of getting off the bus*	-	-	-	89	52	37	8	4	753

The bus driver

How near to the kerb the driver stopped	-	-	-	93	66	27	5	2	744
The driver's appearance	-	-	-	90	61	29	8	2	735
The greeting/welcome you got from the driver	-	-	-	78	47	31	15	7	741
The helpfulness and attitude of the driver	-	-	-	77	46	31	16	7	728
The time the driver gave you to get to your seat	-	-	-	84	52	32	10	6	735
Smoothness/freedom from jolting during the journey	-	-	-	83	43	41	11	6	736
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	90	56	34	8	2	729

Factors affecting journey time

Occurrence (%)	2015	2016	2017	2018
Congestion/traffic jams	-	-	-	17
Road works	-	-	-	8
Bus driver driving too slowly	-	-	-	3
Poor weather conditions	-	-	-	2
Waiting too long at stops	-	-	-	5
Passenger boarding time	-	-	-	14
Base size	-	-	-	785

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2015	2016	2017	2018
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	-	-	6
Base size	-	-	-	768

* New question in 2018

Cornwall

Headline results



Which themes are affecting overall passenger satisfaction?

See page 190 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	87	86	90	55	36	8	2	964
Fare-paying passengers	-	81	82	87	44	43	11	2	446
Free pass holders	-	95	93	95	69	26	3	2	502
Aged 16 to 34	-	76	76	85	37	49	13	2	267
Aged 35 to 59	-	91	88	86	53	33	10	4	162
Passengers commuting	-	78	77	83	34	49	15	2	228
Passengers not commuting	-	92	94	94	64	30	5	1	693
Passengers saying they have a disability	-	86	85	89	55	34	8	3	306
Value for money									
All fare-paying passengers	-	61	54	58	27	31	16	26	437
Aged 16 to 34	-	56	53	56	25	32	17	27	223
Aged 35 to 59	-	71	53	55	24	31	16	29	129
Passengers commuting	-	57	50	54	24	30	19	27	190
Passengers not commuting	-	69	61	63	30	33	12	25	240
Punctuality and time waiting for bus									
Punctuality of the bus	-	72	71	76	47	29	13	12	916
The length of time waited	-	71	72	74	43	32	15	10	957
On-bus journey time									
Time the journey on the bus took	-	85	80	85	54	32	11	4	979

Detailed results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
The bus stop									
Overall satisfaction with the bus stop	-	77	75	80	38	42	12	8	931
Its distance from the journey start	-	82	81	85	54	31	10	5	904
The convenience/accessibility of its location	-	87	87	90	56	34	6	4	850
Its condition/standard of maintenance	-	67	68	74	36	38	17	9	842
Its freedom from graffiti/vandalism	-	80	77	81	50	31	12	7	840
Its freedom from litter	-	72	71	77	43	34	13	10	849
The information provided at the stop	-	69	70	73	38	35	17	10	846
Your personal safety whilst at the stop	-	82	77	81	49	32	13	6	847

On the bus

Route/destination information on the outside of the bus	-	83	86	87	56	31	12	1	939
The cleanliness and condition of the outside of the bus	-	77	74	81	44	37	13	6	944
The ease of getting onto the bus*	-	-	-	92	63	28	6	2	968
The length of time it took to board	-	90	90	91	65	27	7	2	955
The cleanliness and condition of the inside of the bus	-	79	77	82	43	40	10	7	977
The information provided inside the bus	-	56	60	65	31	34	30	6	858
The availability of seating or space to stand	-	87	85	90	59	31	7	3	957
The comfort of the seats	-	72	72	81	44	37	11	8	967
The amount of personal space you had around you	-	77	79	82	45	37	13	5	956
Provision of grab rails to stand/move within the bus	-	84	85	88	48	40	9	3	931
The temperature inside the bus	-	78	81	82	46	36	13	4	960
Your personal security whilst on the bus	-	89	85	87	54	33	12	2	951
Ease of getting off the bus*	-	-	-	91	57	34	7	2	957

The bus driver

How near to the kerb the driver stopped	-	91	90	93	68	25	6	1	945
The driver's appearance	-	89	90	93	67	26	7	0	944
The greeting/welcome you got from the driver	-	79	80	84	59	25	11	5	955
The helpfulness and attitude of the driver	-	79	80	84	60	24	11	4	943
The time the driver gave you to get to your seat	-	86	86	91	64	27	5	3	950
Smoothness/freedom from jolting during the journey	-	78	79	84	50	34	11	5	954
Safety of the driving (i.e. speed, driver concentrating)	-	91	90	92	64	28	7	1	951

Factors affecting journey time

Occurrence (%)	2015	2016	2017	2018
Congestion/traffic jams	-	22	21	16
Road works	-	15	20	11
Bus driver driving too slowly	-	2	4	2
Poor weather conditions	-	3	5	3
Waiting too long at stops	-	4	5	5
Passenger boarding time	-	17	17	13
Base size	-	794	881	1015

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2015	2016	2017	2018
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	4	6	4
Base size	-	771	854	986

* New question in 2018

County Durham

Headline results



Overall satisfaction

91%



Value for money

70%



Punctuality

77%



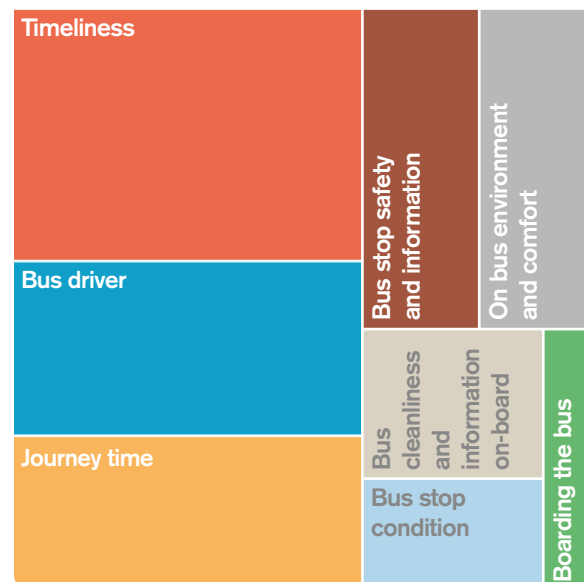
Journey time

89%



Which themes are affecting overall passenger satisfaction?

See page 190 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	89	91	91	54	36	6	3	751
Fare-paying passengers	-	84	89	86	51	35	8	6	323
Free pass holders	-	94	92	96	59	36	4	1	405
Aged 16 to 34	-	79	89	83	42	41	11	5	175
Aged 35 to 59	-	89	84	90	58	32	5	5	178
Passengers commuting	-	82	90	88	41	47	7	5	198
Passengers not commuting	-	93	90	92	61	31	6	2	520
Passengers saying they have a disability	-	87	86	90	53	38	6	3	300
Value for money									
All fare-paying passengers	-	58	73	70	38	32	11	18	309
Aged 16 to 34	-	50	73	74	43	31	13	13	129
Aged 35 to 59	-	68	72	66	33	33	9	25	132
Passengers commuting	-	54	73	69	33	36	11	19	155
Passengers not commuting	-	63	73	71	43	28	12	18	150
Punctuality and time waiting for bus									
Punctuality of the bus	-	79	74	77	47	30	10	13	706
The length of time waited	-	76	78	77	43	34	13	10	739
On-bus journey time									
Time the journey on the bus took	-	86	88	89	58	31	7	4	742

Detailed results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
The bus stop									
Overall satisfaction with the bus stop	-	79	80	83	42	40	10	8	702
Its distance from the journey start	-	86	89	87	55	32	9	4	690
The convenience/accessibility of its location	-	86	92	91	57	34	6	3	660
Its condition/standard of maintenance	-	70	75	76	39	37	13	11	647
Its freedom from graffiti/vandalism	-	74	74	79	49	30	11	10	653
Its freedom from litter	-	73	72	76	40	35	12	12	646
The information provided at the stop	-	79	77	78	42	36	12	9	661
Your personal safety whilst at the stop	-	79	80	83	48	36	10	6	673

On the bus

Route/destination information on the outside of the bus	-	87	87	88	60	28	9	3	731
The cleanliness and condition of the outside of the bus	-	83	80	84	49	36	12	4	728
The ease of getting onto the bus*	-	-	-	94	65	29	5	1	738
The length of time it took to board	-	90	91	93	64	29	6	1	734
The cleanliness and condition of the inside of the bus	-	84	82	86	44	42	9	5	751
The information provided inside the bus	-	76	76	76	39	37	20	4	683
The availability of seating or space to stand	-	86	90	90	57	34	6	3	745
The comfort of the seats	-	82	84	84	47	37	9	6	740
The amount of personal space you had around you	-	80	79	84	47	37	8	7	733
Provision of grab rails to stand/move within the bus	-	84	87	87	51	36	10	4	729
The temperature inside the bus	-	78	82	82	46	36	11	8	738
Your personal security whilst on the bus	-	86	86	88	55	33	10	2	735
Ease of getting off the bus*	-	-	-	91	59	32	6	2	743

The bus driver

How near to the kerb the driver stopped	-	93	93	95	69	26	3	2	721
The driver's appearance	-	91	94	93	69	23	7	1	716
The greeting/welcome you got from the driver	-	77	80	83	56	27	12	6	726
The helpfulness and attitude of the driver	-	79	80	84	58	26	12	4	702
The time the driver gave you to get to your seat	-	84	84	88	61	27	8	4	732
Smoothness/freedom from jolting during the journey	-	78	81	80	48	32	11	8	721
Safety of the driving (i.e. speed, driver concentrating)	-	89	89	90	63	27	8	2	721

Factors affecting journey time

Occurrence (%)	2015	2016	2017	2018
Congestion/traffic jams	-	15	14	18
Road works	-	16	8	11
Bus driver driving too slowly	-	2	1	2
Poor weather conditions	-	2	2	6
Waiting too long at stops	-	3	4	3
Passenger boarding time	-	16	16	14
Base size	-	755	768	787

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2015	2016	2017	2018
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	7	8	8
Base size	-	726	732	757

* New question in 2018

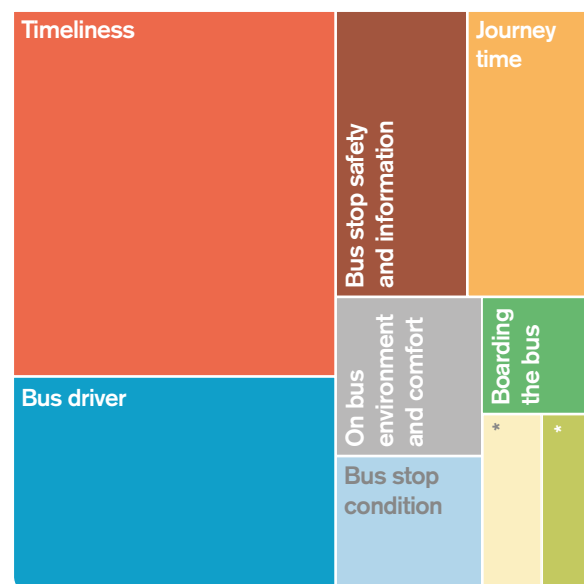
Derbyshire

Headline results



Which themes are affecting overall passenger satisfaction?

See page 190 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	-	-	95	52	43	4	1	1175
Fare-paying passengers	-	-	-	94	45	49	4	1	562
Free pass holders	-	-	-	95	59	37	4	1	585
Aged 16 to 34	-	-	-	94	40	54	5	1	271
Aged 35 to 59	-	-	-	94	44	50	4	2	279
Passengers commuting	-	-	-	93	40	53	5	2	370
Passengers not commuting	-	-	-	95	58	37	4	1	760
Passengers saying they have a disability	-	-	-	93	57	36	5	1	345
Value for money									
All fare-paying passengers	-	-	-	62	22	39	24	14	553
Aged 16 to 34	-	-	-	57	21	36	26	17	229
Aged 35 to 59	-	-	-	66	19	46	21	13	243
Passengers commuting	-	-	-	61	19	42	22	17	310
Passengers not commuting	-	-	-	62	26	35	27	11	234
Punctuality and time waiting for bus									
Punctuality of the bus	-	-	-	71	41	30	16	13	1128
The length of time waited	-	-	-	70	38	32	19	11	1162
On-bus journey time									
Time the journey on the bus took	-	-	-	84	50	34	14	2	1168

Detailed results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
The bus stop									
Overall satisfaction with the bus stop	-	-	-	84	29	55	10	7	1120
Its distance from the journey start	-	-	-	88	51	36	10	3	1102
The convenience/accessibility of its location	-	-	-	88	55	33	9	3	1048
Its condition/standard of maintenance	-	-	-	78	36	42	14	8	1048
Its freedom from graffiti/vandalism	-	-	-	79	44	35	15	6	1041
Its freedom from litter	-	-	-	78	37	41	14	8	1044
The information provided at the stop	-	-	-	77	38	38	15	8	1039
Your personal safety whilst at the stop	-	-	-	83	43	41	12	5	1058

On the bus

Route/destination information on the outside of the bus	-	-	-	88	55	33	10	2	1142
The cleanliness and condition of the outside of the bus	-	-	-	82	46	37	14	4	1127
The ease of getting onto the bus*	-	-	-	93	63	30	5	1	1169
The length of time it took to board	-	-	-	94	63	30	5	1	1148
The cleanliness and condition of the inside of the bus	-	-	-	84	46	38	11	5	1166
The information provided inside the bus	-	-	-	75	41	33	22	3	1104
The availability of seating or space to stand	-	-	-	91	57	33	8	2	1162
The comfort of the seats	-	-	-	84	46	38	12	4	1157
The amount of personal space you had around you	-	-	-	85	47	37	11	4	1158
Provision of grab rails to stand/move within the bus	-	-	-	90	54	36	9	2	1147
The temperature inside the bus	-	-	-	84	49	35	12	5	1159
Your personal security whilst on the bus	-	-	-	90	58	32	9	1	1146
Ease of getting off the bus*	-	-	-	94	65	29	4	2	1165

The bus driver

How near to the kerb the driver stopped	-	-	-	95	72	22	4	1	1155
The driver's appearance	-	-	-	94	69	25	5	1	1129
The greeting/welcome you got from the driver	-	-	-	86	60	26	11	4	1146
The helpfulness and attitude of the driver	-	-	-	86	58	28	11	4	1122
The time the driver gave you to get to your seat	-	-	-	88	63	25	9	4	1143
Smoothness/freedom from jolting during the journey	-	-	-	86	54	32	9	5	1145
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	94	70	25	5	1	1146

Factors affecting journey time

Occurrence (%)	2015	2016	2017	2018
Congestion/traffic jams	-	-	-	18
Road works	-	-	-	15
Bus driver driving too slowly	-	-	-	1
Poor weather conditions	-	-	-	3
Waiting too long at stops	-	-	-	3
Passenger boarding time	-	-	-	9
Base size	-	-	-	1209

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2015	2016	2017	2018
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	-	-	4
Base size	-	-	-	1188

* New question in 2018

East Sussex

Headline results



Overall satisfaction

91%



Value for money

61%



Punctuality

81%



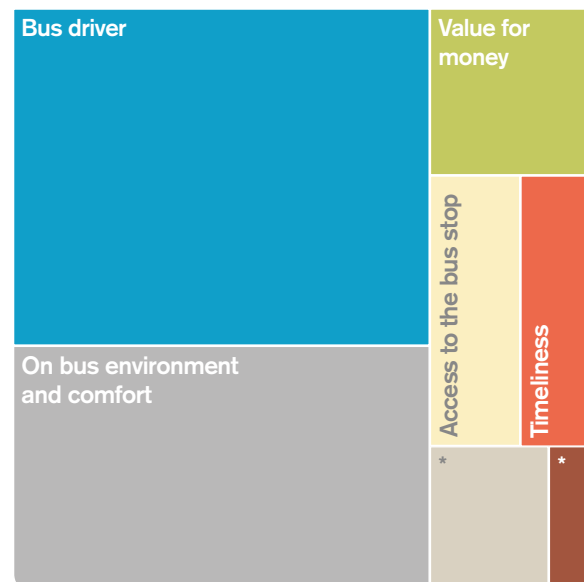
Journey time

88%



Which themes are affecting overall passenger satisfaction?

See page 190 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	88	-	-	91	62	30	6	3	551
Fare-paying passengers	84	-	-	87	52	35	11	2	224
Free pass holders	94	-	-	95	72	23	1	4	319
Aged 16 to 34	77	-	-	-	-	-	-	-	-
Aged 35 to 59	89	-	-	93	67	26	6	2	116
Passengers commuting	83	-	-	89	37	51	8	3	131
Passengers not commuting	91	-	-	91	64	27	5	4	400
Passengers saying they have a disability	90	-	-	93	72	21	5	2	180
Value for money									
All fare-paying passengers	70	-	-	61	13	47	19	21	218
Aged 16 to 34	62	-	-	-	-	-	-	-	-
Aged 35 to 59	78	-	-	69	11	58	17	14	93
Passengers commuting	68	-	-	51	15	36	15	34	113
Passengers not commuting	72	-	-	68	12	56	22	10	104
Punctuality and time waiting for bus									
Punctuality of the bus	78	-	-	81	44	37	7	12	522
The length of time waited	80	-	-	82	41	41	11	8	543
On-bus journey time									
Time the journey on the bus took	84	-	-	88	57	30	10	3	552

Detailed results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
The bus stop									
Overall satisfaction with the bus stop	78	-	-	79	36	44	17	3	524
Its distance from the journey start	82	-	-	80	51	29	15	5	513
The convenience/accessibility of its location	83	-	-	83	57	27	14	2	485
Its condition/standard of maintenance	68	-	-	68	26	42	22	9	482
Its freedom from graffiti/vandalism	76	-	-	77	41	36	13	10	473
Its freedom from litter	72	-	-	73	33	41	16	11	478
The information provided at the stop	66	-	-	76	30	46	13	11	472
Your personal safety whilst at the stop	76	-	-	83	50	33	12	5	483

On the bus

Route/destination information on the outside of the bus	83	-	-	91	62	29	7	2	537
The cleanliness and condition of the outside of the bus	79	-	-	89	47	42	7	3	528
The ease of getting onto the bus*	-	-	-	91	60	32	6	3	546
The length of time it took to board	87	-	-	95	56	39	4	1	535
The cleanliness and condition of the inside of the bus	74	-	-	86	42	44	7	7	544
The information provided inside the bus	67	-	-	83	41	42	13	4	476
The availability of seating or space to stand	82	-	-	89	60	29	4	6	547
The comfort of the seats	72	-	-	84	45	39	9	7	544
The amount of personal space you had around you	73	-	-	84	48	36	9	6	539
Provision of grab rails to stand/move within the bus	82	-	-	88	54	34	10	2	533
The temperature inside the bus	76	-	-	87	51	35	8	5	541
Your personal security whilst on the bus	82	-	-	93	57	36	6	1	532
Ease of getting off the bus*	-	-	-	93	60	33	5	2	543

The bus driver

How near to the kerb the driver stopped	91	-	-	92	73	19	8	1	550
The driver's appearance	88	-	-	94	70	24	5	1	533
The greeting/welcome you got from the driver	76	-	-	83	61	23	13	3	551
The helpfulness and attitude of the driver	76	-	-	88	69	19	9	3	524
The time the driver gave you to get to your seat	77	-	-	89	65	24	6	5	534
Smoothness/freedom from jolting during the journey	81	-	-	80	49	31	13	7	536
Safety of the driving (i.e. speed, driver concentrating)	88	-	-	92	73	19	5	3	538

Factors affecting journey time

Occurrence (%)	2015	2016	2017	2018
Congestion/traffic jams	24	-	-	17
Road works	10	-	-	11
Bus driver driving too slowly	3	-	-	2
Poor weather conditions	10	-	-	3
Waiting too long at stops	5	-	-	5
Passenger boarding time	15	-	-	10
Base size	1043	-	-	579

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2015	2016	2017	2018
Other passengers' behaviour giving cause to worry or feel uncomfortable	6	-	-	4
Base size	945	-	-	564

* New question in 2018

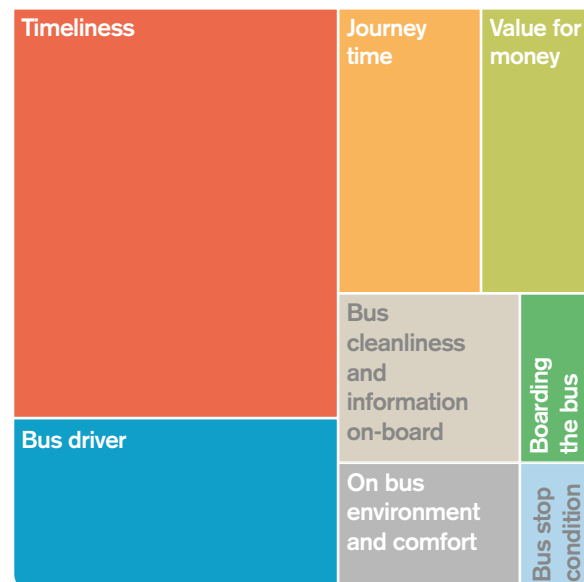
Essex

Headline results



Which themes are affecting overall passenger satisfaction?

See page 190 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	79	86	85	80	43	36	11	9	792
Fare-paying passengers	73	78	79	72	33	39	16	12	350
Free pass holders	89	95	95	90	59	32	5	5	429
Aged 16 to 34	67	75	70	70	29	40	18	12	160
Aged 35 to 59	79	85	87	79	40	39	11	10	170
Passengers commuting	75	76	73	68	30	38	18	14	245
Passengers not commuting	85	94	95	89	54	35	6	4	499
Passengers saying they have a disability	82	89	87	78	44	34	13	9	249
Value for money									
All fare-paying passengers	49	46	51	44	14	30	19	37	326
Aged 16 to 34	41	31	41	37	9	28	19	45	141
Aged 35 to 59	59	63	60	54	20	34	20	26	145
Passengers commuting	49	43	43	41	12	29	19	40	209
Passengers not commuting	48	52	67	50	18	32	21	29	110
Punctuality and time waiting for bus									
Punctuality of the bus	64	70	68	61	33	28	14	25	718
The length of time waited	67	70	68	63	32	32	14	23	767
On-bus journey time									
Time the journey on the bus took	82	85	83	81	49	33	11	8	783

Detailed results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
The bus stop									
Overall satisfaction with the bus stop	73	76	74	74	30	44	17	9	736
Its distance from the journey start	83	88	83	82	50	32	12	6	730
The convenience/accessibility of its location	89	89	85	87	52	35	8	4	675
Its condition/standard of maintenance	68	72	69	71	32	39	17	12	674
Its freedom from graffiti/vandalism	77	77	75	78	44	33	14	8	677
Its freedom from litter	70	74	69	71	36	34	16	13	679
The information provided at the stop	61	65	61	61	25	36	18	21	663
Your personal safety whilst at the stop	72	77	71	76	42	35	18	6	681

On the bus

Route/destination information on the outside of the bus	83	83	83	84	52	32	11	5	743
The cleanliness and condition of the outside of the bus	72	77	76	77	33	44	14	9	742
The ease of getting onto the bus*	-	-	-	90	55	35	7	3	762
The length of time it took to board	87	89	88	87	56	31	9	3	750
The cleanliness and condition of the inside of the bus	69	75	78	74	31	43	15	11	780
The information provided inside the bus	54	61	64	57	24	33	31	12	693
The availability of seating or space to stand	81	84	83	83	47	36	8	9	762
The comfort of the seats	65	72	74	71	28	44	16	13	760
The amount of personal space you had around you	67	72	74	73	32	41	15	12	755
Provision of grab rails to stand/move within the bus	77	81	82	81	39	42	12	7	749
The temperature inside the bus	71	74	78	76	34	41	15	9	755
Your personal security whilst on the bus	77	82	81	83	43	41	13	4	753
Ease of getting off the bus*	-	-	-	87	48	39	9	4	768

The bus driver

How near to the kerb the driver stopped	89	89	91	90	63	27	7	3	754
The driver's appearance	87	86	88	87	58	29	11	2	725
The greeting/welcome you got from the driver	65	70	77	71	43	28	20	9	756
The helpfulness and attitude of the driver	67	72	76	74	48	26	18	8	733
The time the driver gave you to get to your seat	72	79	81	79	49	30	15	7	756
Smoothness/freedom from jolting during the journey	69	73	79	76	40	36	15	9	748
Safety of the driving (i.e. speed, driver concentrating)	82	85	89	87	56	31	10	4	751

Factors affecting journey time

Occurrence (%)	2015	2016	2017	2018
Congestion/traffic jams	21	25	25	24
Road works	7	12	13	11
Bus driver driving too slowly	5	6	4	3
Poor weather conditions	4	3	2	4
Waiting too long at stops	10	9	6	7
Passenger boarding time	26	24	21	20
Base size	822	793	754	819

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2015	2016	2017	2018
Other passengers' behaviour giving cause to worry or feel uncomfortable	6	7	6	7
Base size	807	772	733	791

* New question in 2018

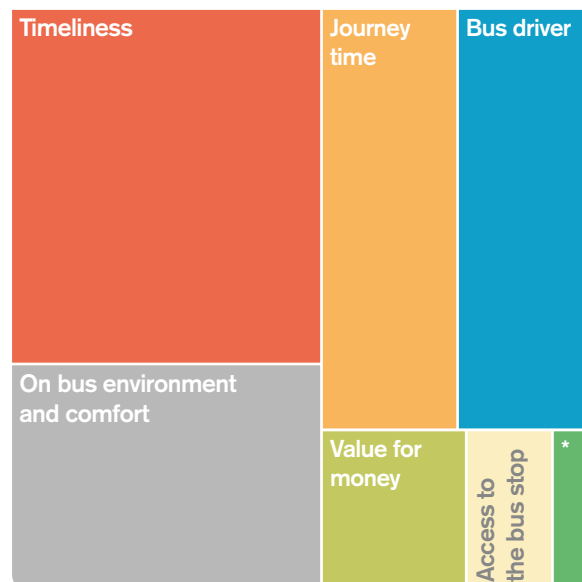
Kent

Headline results



Which themes are affecting overall passenger satisfaction?

See page 190 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	83	-	-	86	48	38	7	7	1022
Fare-paying passengers	77	-	-	81	39	42	10	9	432
Free pass holders	93	-	-	93	61	32	4	3	578
Aged 16 to 34	72	-	-	75	36	39	15	10	209
Aged 35 to 59	85	-	-	88	43	45	4	7	205
Passengers commuting	76	-	-	75	31	44	12	13	246
Passengers not commuting	89	-	-	92	57	35	5	3	732
Passengers saying they have a disability	88	-	-	83	48	35	9	8	354
Value for money									
All fare-paying passengers	54	-	-	57	26	31	17	26	407
Aged 16 to 34	47	-	-	47	21	26	19	34	185
Aged 35 to 59	63	-	-	64	28	36	16	20	161
Passengers commuting	49	-	-	46	19	26	21	33	203
Passengers not commuting	63	-	-	71	33	38	12	18	200
Punctuality and time waiting for bus									
Punctuality of the bus	73	-	-	72	42	29	12	16	939
The length of time waited	72	-	-	72	40	32	14	14	991
On-bus journey time									
Time the journey on the bus took	80	-	-	84	52	32	7	9	1007

Detailed results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
The bus stop									
Overall satisfaction with the bus stop	76	-	-	80	38	42	14	6	951
Its distance from the journey start	77	-	-	89	53	36	6	5	945
The convenience/accessibility of its location	81	-	-	89	55	33	6	5	891
Its condition/standard of maintenance	70	-	-	77	40	37	14	9	867
Its freedom from graffiti/vandalism	73	-	-	80	48	31	14	6	883
Its freedom from litter	66	-	-	73	38	35	15	12	873
The information provided at the stop	66	-	-	72	33	39	15	13	861
Your personal safety whilst at the stop	72	-	-	76	41	36	18	6	879
On the bus									
Route/destination information on the outside of the bus	76	-	-	86	53	33	10	4	960
The cleanliness and condition of the outside of the bus	70	-	-	81	37	43	14	6	953
The ease of getting onto the bus*	-	-	-	88	54	34	9	4	999
The length of time it took to board	79	-	-	87	58	30	8	4	963
The cleanliness and condition of the inside of the bus	67	-	-	80	36	44	11	9	1016
The information provided inside the bus	56	-	-	67	30	37	28	5	894
The availability of seating or space to stand	71	-	-	84	47	37	9	7	990
The comfort of the seats	65	-	-	77	36	42	14	8	996
The amount of personal space you had around you	63	-	-	78	38	40	11	10	987
Provision of grab rails to stand/move within the bus	70	-	-	84	44	40	11	4	966
The temperature inside the bus	67	-	-	79	39	39	14	7	990
Your personal security whilst on the bus	74	-	-	85	48	37	12	3	979
Ease of getting off the bus*	-	-	-	88	50	38	8	4	992
The bus driver									
How near to the kerb the driver stopped	86	-	-	95	63	32	4	2	990
The driver's appearance	85	-	-	92	62	30	7	1	981
The greeting/welcome you got from the driver	73	-	-	82	49	33	13	5	997
The helpfulness and attitude of the driver	74	-	-	81	51	31	14	4	974
The time the driver gave you to get to your seat	78	-	-	87	55	32	9	4	988
Smoothness/freedom from jolting during the journey	74	-	-	83	47	36	10	7	987
Safety of the driving (i.e. speed, driver concentrating)	84	-	-	90	59	31	8	2	976

Factors affecting journey time

Occurrence (%)	2015	2016	2017	2018
Congestion/traffic jams	24	-	-	20
Road works	14	-	-	14
Bus driver driving too slowly	4	-	-	3
Poor weather conditions	4	-	-	2
Waiting too long at stops	7	-	-	7
Passenger boarding time	19	-	-	15
Base size	1359	-	-	1049

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2015	2016	2017	2018
Other passengers' behaviour giving cause to worry or feel uncomfortable	9	-	-	6
Base size	1304	-	-	1018

* New question in 2018

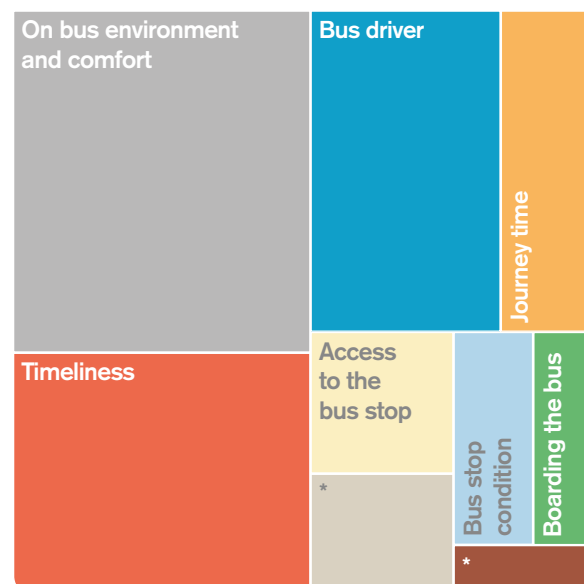
Leicester City

Headline results



Which themes are affecting overall passenger satisfaction?

See page 190 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	86	86	87	44	43	8	5	884
Fare-paying passengers	-	82	81	84	38	46	10	6	540
Free pass holders	-	92	93	94	56	38	3	3	328
Aged 16 to 34	-	79	78	83	35	47	11	6	212
Aged 35 to 59	-	86	85	88	43	45	9	4	298
Passengers commuting	-	81	81	84	37	47	10	7	365
Passengers not commuting	-	89	90	90	51	39	6	3	495
Passengers saying they have a disability	-	82	88	86	49	37	10	5	235
Value for money									
All fare-paying passengers	-	62	64	62	28	34	17	21	524
Aged 16 to 34	-	57	64	61	28	33	16	24	192
Aged 35 to 59	-	67	63	61	26	35	19	20	248
Passengers commuting	-	61	60	60	25	35	18	22	309
Passengers not commuting	-	65	70	65	33	32	15	19	209
Punctuality and time waiting for bus									
Punctuality of the bus	-	65	74	72	42	30	13	15	817
The length of time waited	-	68	75	74	38	35	14	12	871
On-bus journey time									
Time the journey on the bus took	-	81	85	83	52	31	11	6	874

Detailed results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
The bus stop									
Overall satisfaction with the bus stop	-	78	83	80	36	43	11	9	859
Its distance from the journey start	-	84	87	85	50	35	9	6	835
The convenience/accessibility of its location	-	85	89	88	53	34	7	5	786
Its condition/standard of maintenance	-	73	79	72	38	34	19	10	786
Its freedom from graffiti/vandalism	-	78	81	77	45	32	15	7	781
Its freedom from litter	-	75	74	71	38	33	17	12	780
The information provided at the stop	-	68	74	71	35	36	15	14	794
Your personal safety whilst at the stop	-	76	80	76	38	38	18	6	791

On the bus

Route/destination information on the outside of the bus	-	82	82	82	52	31	14	4	845
The cleanliness and condition of the outside of the bus	-	81	79	80	40	40	14	6	835
The ease of getting onto the bus*	-	-	-	90	58	31	8	2	861
The length of time it took to board	-	90	88	89	59	29	9	3	849
The cleanliness and condition of the inside of the bus	-	76	78	78	38	40	12	10	873
The information provided inside the bus	-	65	64	64	27	37	29	7	798
The availability of seating or space to stand	-	83	85	85	52	33	7	8	847
The comfort of the seats	-	77	84	79	38	41	13	9	851
The amount of personal space you had around you	-	73	77	75	38	37	14	10	849
Provision of grab rails to stand/move within the bus	-	82	84	79	43	36	14	7	841
The temperature inside the bus	-	74	79	77	37	39	14	10	854
Your personal security whilst on the bus	-	83	82	81	44	38	14	4	848
Ease of getting off the bus*	-	-	-	88	51	37	8	4	864

The bus driver

How near to the kerb the driver stopped	-	90	89	92	56	36	5	2	852
The driver's appearance	-	86	88	91	56	34	7	2	816
The greeting/welcome you got from the driver	-	68	71	71	42	29	21	8	846
The helpfulness and attitude of the driver	-	71	72	73	43	30	20	6	822
The time the driver gave you to get to your seat	-	73	74	77	45	32	15	8	828
Smoothness/freedom from jolting during the journey	-	72	75	76	38	38	15	10	840
Safety of the driving (i.e. speed, driver concentrating)	-	86	84	86	50	36	12	3	847

Factors affecting journey time

Occurrence (%)	2015	2016	2017	2018
Congestion/traffic jams	-	35	30	26
Road works	-	9	9	10
Bus driver driving too slowly	-	5	6	4
Poor weather conditions	-	4	2	3
Waiting too long at stops	-	7	8	6
Passenger boarding time	-	22	25	17
Base size	-	629	724	909

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2015	2016	2017	2018
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	10	9	6
Base size	-	604	682	887

* New question in 2018

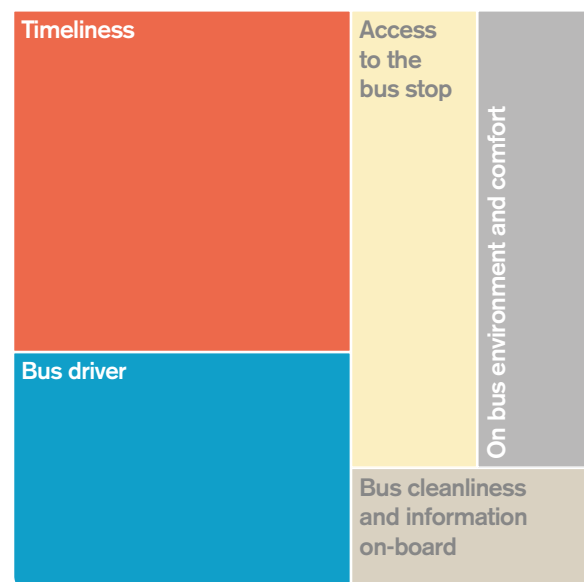
Lincolnshire

Headline results



Which themes are affecting overall passenger satisfaction?

See page 190 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	-	-	89	51	38	4	6	493
Fare-paying passengers	-	-	-	85	41	43	6	9	161
Free pass holders	-	-	-	94	62	32	3	3	327
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	81	33	48	6	12	84
Passengers not commuting	-	-	-	93	60	34	3	4	389
Passengers saying they have a disability	-	-	-	91	55	36	4	5	183
Value for money									
All fare-paying passengers	-	-	-	56	23	33	14	29	150
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	59	29	30	17	24	79
Punctuality and time waiting for bus									
Punctuality of the bus	-	-	-	71	42	30	10	19	462
The length of time waited	-	-	-	72	40	31	12	16	485
On-bus journey time									
Time the journey on the bus took	-	-	-	88	50	38	8	4	496

Detailed results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
The bus stop									
Overall satisfaction with the bus stop	-	-	-	76	36	40	15	9	460
Its distance from the journey start	-	-	-	83	53	31	13	4	452
The convenience/accessibility of its location	-	-	-	87	53	33	11	3	420
Its condition/standard of maintenance	-	-	-	72	34	39	13	15	411
Its freedom from graffiti/vandalism	-	-	-	81	47	34	10	9	404
Its freedom from litter	-	-	-	76	40	36	11	13	417
The information provided at the stop	-	-	-	72	36	36	15	14	410
Your personal safety whilst at the stop	-	-	-	79	45	34	13	8	413
On the bus									
Route/destination information on the outside of the bus	-	-	-	85	57	29	11	3	471
The cleanliness and condition of the outside of the bus	-	-	-	71	31	40	16	13	470
The ease of getting onto the bus*	-	-	-	92	59	33	6	2	490
The length of time it took to board	-	-	-	92	61	32	5	3	477
The cleanliness and condition of the inside of the bus	-	-	-	81	36	46	10	8	485
The information provided inside the bus	-	-	-	67	30	37	25	8	436
The availability of seating or space to stand	-	-	-	87	53	34	6	6	483
The comfort of the seats	-	-	-	79	34	45	11	10	479
The amount of personal space you had around you	-	-	-	79	39	41	8	13	481
Provision of grab rails to stand/move within the bus	-	-	-	87	46	41	10	3	480
The temperature inside the bus	-	-	-	78	31	46	12	10	479
Your personal security whilst on the bus	-	-	-	87	51	37	9	3	473
Ease of getting off the bus*	-	-	-	93	57	37	4	3	487
The bus driver									
How near to the kerb the driver stopped	-	-	-	94	67	26	3	4	484
The driver's appearance	-	-	-	95	68	27	4	1	474
The greeting/welcome you got from the driver	-	-	-	85	56	29	12	3	485
The helpfulness and attitude of the driver	-	-	-	86	58	28	11	3	477
The time the driver gave you to get to your seat	-	-	-	91	59	31	4	5	479
Smoothness/freedom from jolting during the journey	-	-	-	83	50	34	9	7	479
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	92	64	29	5	2	476

Factors affecting journey time

Occurrence (%)	2015	2016	2017	2018
Congestion/traffic jams	-	-	-	33
Road works	-	-	-	17
Bus driver driving too slowly	-	-	-	1
Poor weather conditions	-	-	-	3
Waiting too long at stops	-	-	-	2
Passenger boarding time	-	-	-	17
Base size	-	-	-	513

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2015	2016	2017	2018
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	-	-	6
Base size	-	-	-	502

* New question in 2018

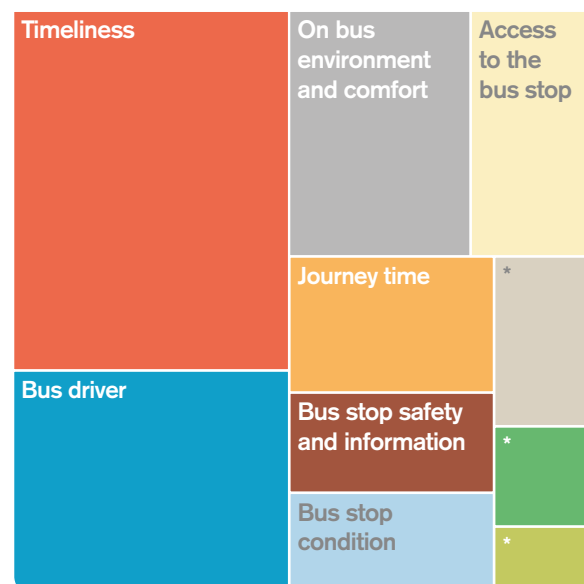
Milton Keynes

Headline results



Which themes are affecting overall passenger satisfaction?

See page 190 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	81	84	83	83	39	44	9	8	672
Fare-paying passengers	79	81	81	81	32	49	9	9	290
Free pass holders	87	91	89	88	56	32	7	5	377
Aged 16 to 34	73	81	76	79	25	54	13	8	101
Aged 35 to 59	87	81	84	86	41	45	6	8	167
Passengers commuting	78	82	75	77	29	48	16	7	173
Passengers not commuting	84	87	90	88	45	43	4	8	471
Passengers saying they have a disability	81	83	82	84	44	40	3	12	227
Value for money									
All fare-paying passengers	41	60	62	66	28	38	14	20	284
Aged 16 to 34	31	57	64	63	26	37	14	23	96
Aged 35 to 59	56	62	61	72	33	40	16	12	131
Passengers commuting	38	61	57	64	25	38	14	22	150
Passengers not commuting	47	58	71	69	30	39	15	15	128
Punctuality and time waiting for bus									
Punctuality of the bus	67	66	68	65	38	27	13	22	624
The length of time waited	66	65	65	64	34	30	17	20	661
On-bus journey time									
Time the journey on the bus took	78	83	84	86	48	38	10	4	678

Detailed results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
The bus stop									
Overall satisfaction with the bus stop	74	74	75	78	29	49	12	10	636
Its distance from the journey start	79	81	86	83	50	33	9	8	635
The convenience/accessibility of its location	86	84	87	88	53	35	8	4	591
Its condition/standard of maintenance	65	64	68	65	29	36	20	15	595
Its freedom from graffiti/vandalism	70	68	69	73	34	39	13	14	579
Its freedom from litter	61	61	62	68	28	41	12	19	583
The information provided at the stop	70	66	67	72	30	42	14	14	590
Your personal safety whilst at the stop	71	71	73	79	38	40	17	4	598

On the bus

Route/destination information on the outside of the bus	78	83	82	84	53	31	10	5	636
The cleanliness and condition of the outside of the bus	76	76	77	81	39	42	12	7	629
The ease of getting onto the bus*	-	-	-	91	58	33	6	3	655
The length of time it took to board	87	87	88	88	56	32	9	3	640
The cleanliness and condition of the inside of the bus	75	76	78	81	34	47	9	10	668
The information provided inside the bus	65	62	61	60	24	36	28	12	591
The availability of seating or space to stand	80	86	83	87	50	37	8	6	656
The comfort of the seats	68	72	73	81	36	45	11	8	659
The amount of personal space you had around you	70	67	73	82	36	46	11	7	650
Provision of grab rails to stand/move within the bus	76	79	80	81	41	40	14	5	646
The temperature inside the bus	73	78	74	81	35	45	10	9	653
Your personal security whilst on the bus	79	83	80	85	44	41	10	4	653
Ease of getting off the bus*	-	-	-	91	50	41	5	4	669

The bus driver

How near to the kerb the driver stopped	86	92	89	92	60	32	5	3	675
The driver's appearance	83	87	85	87	50	37	9	4	645
The greeting/welcome you got from the driver	64	72	69	73	40	33	16	10	660
The helpfulness and attitude of the driver	66	73	71	75	42	33	16	9	647
The time the driver gave you to get to your seat	76	76	79	81	46	35	9	10	655
Smoothness/freedom from jolting during the journey	67	72	71	76	38	38	15	9	647
Safety of the driving (i.e. speed, driver concentrating)	79	83	81	87	50	36	8	5	653

Factors affecting journey time

Occurrence (%)	2015	2016	2017	2018
Congestion/traffic jams	15	23	15	20
Road works	8	8	7	14
Bus driver driving too slowly	8	6	3	5
Poor weather conditions	4	5	5	6
Waiting too long at stops	12	9	6	8
Passenger boarding time	29	22	20	16
Base size	538	500	645	696

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2015	2016	2017	2018
Other passengers' behaviour giving cause to worry or feel uncomfortable	7	7	5	6
Base size	526	490	605	680

* New question in 2018

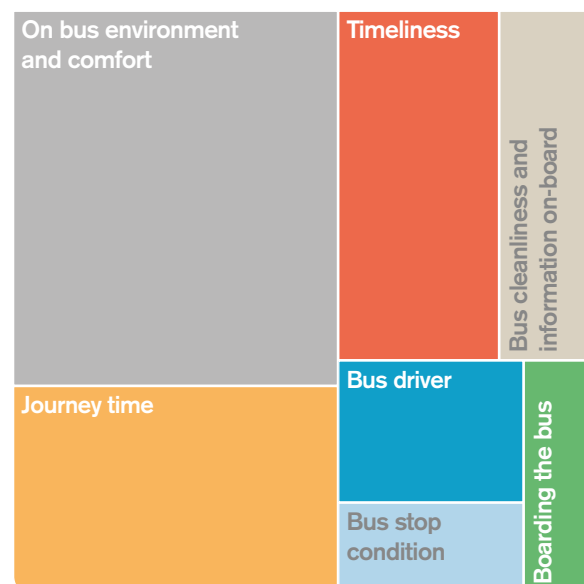
Northumberland

Headline results



Which themes are affecting overall passenger satisfaction?

See page 190 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	92	94	89	57	33	6	5	480
Fare-paying passengers	-	88	92	85	47	38	8	7	185
Free pass holders	-	95	96	95	70	25	4	2	290
Aged 16 to 34	-	86	-	-	-	-	-	-	-
Aged 35 to 59	-	91	88	91	56	35	7	2	100
Passengers commuting	-	88	94	85	40	45	5	10	90
Passengers not commuting	-	94	94	91	66	25	7	2	376
Passengers saying they have a disability	-	89	96	87	58	29	5	7	160
Value for money									
All fare-paying passengers	-	56	65	61	27	35	15	23	181
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	62	63	71	37	34	12	17	79
Passengers commuting	-	56	-	62	22	41	19	19	77
Passengers not commuting	-	-	68	62	33	29	11	27	102
Punctuality and time waiting for bus									
Punctuality of the bus	-	80	83	75	46	29	10	16	453
The length of time waited	-	76	82	78	46	32	10	12	473
On-bus journey time									
Time the journey on the bus took	-	88	92	89	58	31	7	4	489

Detailed results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
The bus stop									
Overall satisfaction with the bus stop	-	78	78	78	40	37	12	10	448
Its distance from the journey start	-	84	84	88	55	33	9	4	437
The convenience/accessibility of its location	-	89	89	91	56	35	6	3	412
Its condition/standard of maintenance	-	69	73	77	40	37	15	8	413
Its freedom from graffiti/vandalism	-	77	78	84	52	32	8	8	407
Its freedom from litter	-	70	75	81	46	35	11	8	404
The information provided at the stop	-	68	79	66	35	31	14	20	411
Your personal safety whilst at the stop	-	78	82	83	52	31	11	6	420

On the bus

Route/destination information on the outside of the bus	-	87	89	87	62	26	11	2	464
The cleanliness and condition of the outside of the bus	-	81	84	88	49	39	8	4	460
The ease of getting onto the bus*	-	-	-	94	66	28	6	0	480
The length of time it took to board	-	93	95	95	67	28	5	0	468
The cleanliness and condition of the inside of the bus	-	86	88	85	42	43	9	6	486
The information provided inside the bus	-	66	73	72	35	37	23	5	436
The availability of seating or space to stand	-	89	92	90	60	30	7	3	470
The comfort of the seats	-	85	80	82	41	40	11	8	478
The amount of personal space you had around you	-	84	82	84	50	34	9	7	473
Provision of grab rails to stand/move within the bus	-	84	88	89	53	36	8	3	471
The temperature inside the bus	-	80	84	82	47	35	10	8	473
Your personal security whilst on the bus	-	90	90	88	56	32	10	3	475
Ease of getting off the bus*	-	-	-	93	60	33	7	1	478

The bus driver

How near to the kerb the driver stopped	-	92	95	92	68	24	6	1	469
The driver's appearance	-	93	96	92	69	23	7	1	470
The greeting/welcome you got from the driver	-	80	85	83	59	24	13	5	481
The helpfulness and attitude of the driver	-	82	87	84	60	24	13	3	471
The time the driver gave you to get to your seat	-	87	91	92	65	28	6	2	477
Smoothness/freedom from jolting during the journey	-	83	86	86	54	32	8	6	473
Safety of the driving (i.e. speed, driver concentrating)	-	92	94	92	65	27	6	2	478

Factors affecting journey time

Occurrence (%)	2015	2016	2017	2018
Congestion/traffic jams	-	17	14	15
Road works	-	16	15	19
Bus driver driving too slowly	-	1	1	0
Poor weather conditions	-	2	3	2
Waiting too long at stops	-	3	4	4
Passenger boarding time	-	16	10	16
Base size	-	568	483	504

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2015	2016	2017	2018
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	5	5	6
Base size	-	550	462	494

* New question in 2018

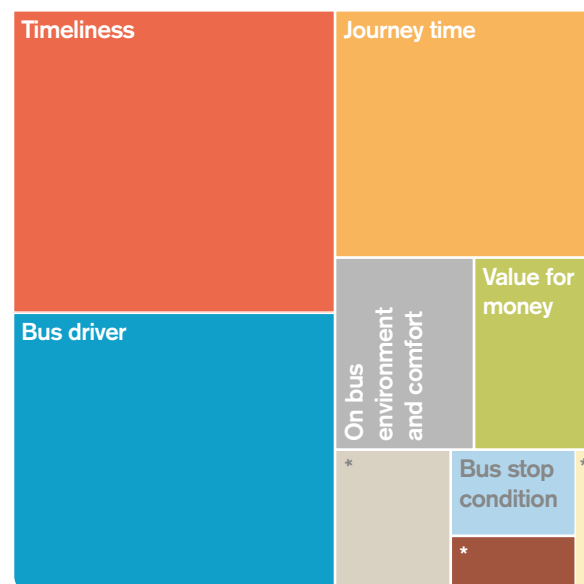
Nottinghamshire

Headline results



Which themes are affecting overall passenger satisfaction?

See page 190 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	94	93	93	93	52	41	4	3	1228
Fare-paying passengers	93	91	91	92	47	45	5	3	549
Free pass holders	96	94	95	96	63	33	2	2	635
Aged 16 to 34	90	88	89	89	40	49	7	4	261
Aged 35 to 59	94	95	92	96	58	38	2	2	287
Passengers commuting	93	91	90	90	43	47	6	4	348
Passengers not commuting	95	94	94	96	60	36	3	2	824
Passengers saying they have a disability	94	92	94	91	57	34	5	4	349
Value for money									
All fare-paying passengers	66	72	70	69	26	43	13	18	542
Aged 16 to 34	59	67	68	64	20	44	14	22	235
Aged 35 to 59	73	74	72	76	34	42	12	12	227
Passengers commuting	61	70	68	69	24	45	15	16	305
Passengers not commuting	74	76	72	68	28	40	9	23	225
Punctuality and time waiting for bus									
Punctuality of the bus	83	82	83	82	47	35	9	9	1185
The length of time waited	83	83	82	79	42	37	13	9	1206
On-bus journey time									
Time the journey on the bus took	93	91	88	89	48	41	8	3	1233

Detailed results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
The bus stop									
Overall satisfaction with the bus stop	83	84	84	87	39	48	9	5	1174
Its distance from the journey start	88	91	87	87	50	37	8	5	1168
The convenience/accessibility of its location	93	92	90	89	57	32	8	3	1105
Its condition/standard of maintenance	77	77	81	80	42	38	14	6	1115
Its freedom from graffiti/vandalism	81	84	82	85	50	36	10	5	1102
Its freedom from litter	80	78	79	81	41	40	12	7	1114
The information provided at the stop	78	79	79	81	41	40	12	7	1110
Your personal safety whilst at the stop	83	84	82	86	46	40	11	3	1117
On the bus									
Route/destination information on the outside of the bus	90	92	89	86	55	31	11	3	1195
The cleanliness and condition of the outside of the bus	84	88	86	89	51	37	8	3	1195
The ease of getting onto the bus*	-	-	-	95	65	30	4	1	1230
The length of time it took to board	96	94	93	95	65	30	5	1	1210
The cleanliness and condition of the inside of the bus	83	85	88	88	46	42	8	5	1233
The information provided inside the bus	77	80	82	81	46	35	16	3	1152
The availability of seating or space to stand	93	92	89	92	59	32	6	2	1218
The comfort of the seats	82	81	80	85	47	38	10	6	1206
The amount of personal space you had around you	84	83	81	84	48	36	10	7	1212
Provision of grab rails to stand/move within the bus	89	89	89	88	53	35	9	3	1205
The temperature inside the bus	84	81	83	85	45	40	10	5	1216
Your personal security whilst on the bus	91	91	89	91	54	37	8	1	1211
Ease of getting off the bus*	-	-	-	93	61	33	6	1	1224
The bus driver									
How near to the kerb the driver stopped	95	95	94	95	68	27	4	1	1209
The driver's appearance	94	94	93	95	70	26	5	0	1188
The greeting/welcome you got from the driver	87	89	88	90	64	26	7	3	1220
The helpfulness and attitude of the driver	88	88	88	89	63	26	9	2	1204
The time the driver gave you to get to your seat	88	89	88	89	60	29	8	3	1202
Smoothness/freedom from jolting during the journey	82	84	86	84	54	30	10	6	1199
Safety of the driving (i.e. speed, driver concentrating)	91	93	91	94	65	29	4	2	1203

Factors affecting journey time

Occurrence (%)	2015	2016	2017	2018
Congestion/traffic jams	17	18	15	15
Road works	7	10	8	7
Bus driver driving too slowly	1	2	2	2
Poor weather conditions	6	2	4	3
Waiting too long at stops	4	3	2	3
Passenger boarding time	13	16	13	12
Base size	1310	1146	1304	1299

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2015	2016	2017	2018
Other passengers' behaviour	5	5	3	6
Base size	1288	1118	1277	1257

* New question in 2018

Oxfordshire

Headline results



Overall satisfaction

92%



Value for money

64%



Punctuality

77%



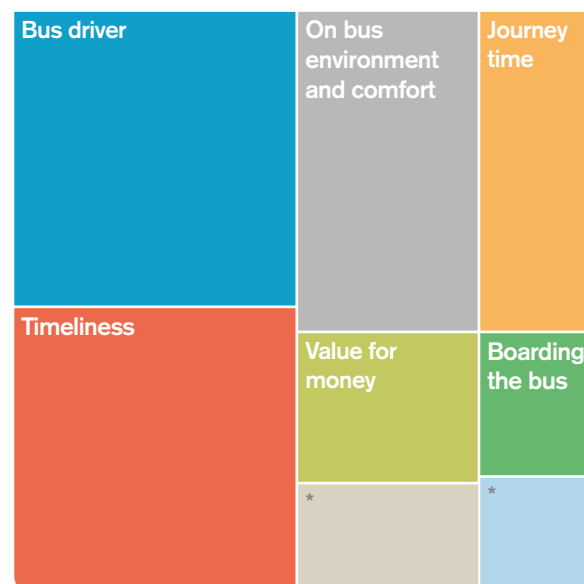
Journey time

88%



Which themes are affecting overall passenger satisfaction?

See page 190 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	88	91	90	92	54	38	6	2	1035
Fare-paying passengers	87	89	88	90	49	42	8	2	518
Free pass holders	93	96	93	96	68	28	2	2	509
Aged 16 to 34	83	87	84	90	41	49	8	2	178
Aged 35 to 59	91	91	90	92	55	36	6	3	275
Passengers commuting	84	85	87	90	43	46	8	2	341
Passengers not commuting	93	96	92	93	62	31	4	2	660
Passengers saying they have a disability	83	92	91	91	53	38	5	4	282
Value for money									
All fare-paying passengers	59	60	67	64	27	37	22	14	620
Aged 16 to 34	54	52	59	56	24	32	25	18	221
Aged 35 to 59	66	68	74	71	27	44	19	10	282
Passengers commuting	56	57	64	61	23	38	22	17	343
Passengers not commuting	65	64	72	68	31	36	21	11	269
Punctuality and time waiting for bus									
Punctuality of the bus	76	72	75	77	49	28	12	10	1060
The length of time waited	77	72	75	80	48	32	10	9	1146
On-bus journey time									
Time the journey on the bus took	84	85	81	88	52	36	7	5	1156

Detailed results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
The bus stop									
Overall satisfaction with the bus stop	83	82	84	85	42	44	10	5	1125
Its distance from the journey start	85	86	85	90	61	29	6	4	1122
The convenience/accessibility of its location	88	88	89	90	64	26	7	3	1068
Its condition/standard of maintenance	73	75	75	80	39	40	13	8	1052
Its freedom from graffiti/vandalism	81	83	79	84	53	31	11	5	1036
Its freedom from litter	78	76	80	81	45	36	12	7	1049
The information provided at the stop	71	70	71	78	37	40	13	9	1051
Your personal safety whilst at the stop	80	81	82	86	51	35	10	4	1065

On the bus

Route/destination information on the outside of the bus	87	87	88	90	62	27	9	1	1120
The cleanliness and condition of the outside of the bus	84	86	87	84	46	38	12	4	1105
The ease of getting onto the bus*	-	-	-	95	67	28	4	1	1160
The length of time it took to board	92	92	92	94	69	26	3	2	1148
The cleanliness and condition of the inside of the bus	84	86	84	86	44	42	9	6	1169
The information provided inside the bus	67	66	70	69	34	35	24	7	986
The availability of seating or space to stand	91	90	91	93	64	30	4	3	1158
The comfort of the seats	81	81	84	83	45	38	11	6	1159
The amount of personal space you had around you	81	77	82	84	49	35	11	5	1155
Provision of grab rails to stand/move within the bus	87	84	87	89	54	35	8	3	1118
The temperature inside the bus	81	77	80	82	42	40	12	6	1159
Your personal security whilst on the bus	89	89	88	92	58	35	7	1	1150
Ease of getting off the bus*	-	-	-	94	61	33	5	2	1159

The bus driver

How near to the kerb the driver stopped	93	94	94	95	71	24	4	1	1139
The driver's appearance	90	91	93	93	69	25	6	1	1112
The greeting/welcome you got from the driver	80	79	81	86	61	25	12	3	1147
The helpfulness and attitude of the driver	81	81	81	86	63	23	12	3	1127
The time the driver gave you to get to your seat	84	83	85	87	62	24	9	5	1132
Smoothness/freedom from jolting during the journey	77	75	78	80	52	28	12	8	1144
Safety of the driving (i.e. speed, driver concentrating)	90	91	92	93	67	26	6	1	1137

Factors affecting journey time

Occurrence (%)	2015	2016	2017	2018
Congestion/traffic jams	34	29	32	24
Road works	24	15	18	9
Bus driver driving too slowly	2	3	3	3
Poor weather conditions	4	3	2	2
Waiting too long at stops	5	6	6	4
Passenger boarding time	22	24	22	19
Base size	1362	1298	1211	1213

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2015	2016	2017	2018
Other passengers' behaviour giving cause to worry or feel uncomfortable	4	5	5	5
Base size	1335	1256	1187	1184

* New question in 2018

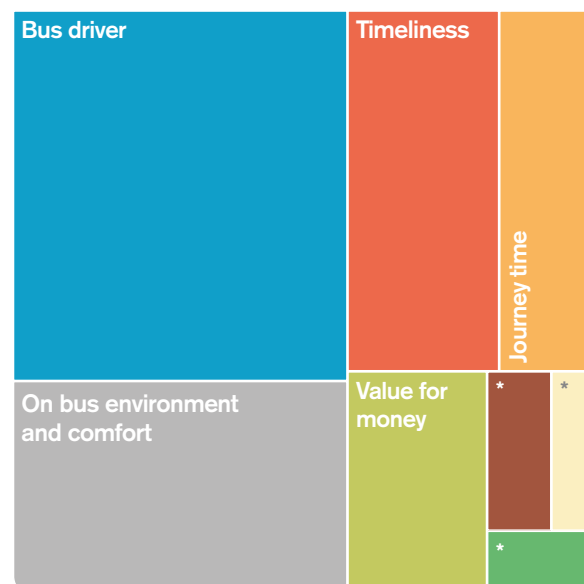
Staffordshire

Headline results



Which themes are affecting overall passenger satisfaction?

See page 190 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	89	-	90	90	48	42	6	4	970
Fare-paying passengers	84	-	87	86	38	48	8	6	436
Free pass holders	95	-	94	95	62	33	2	3	504
Aged 16 to 34	82	-	83	86	32	54	8	5	240
Aged 35 to 59	87	-	92	90	46	44	5	5	161
Passengers commuting	82	-	86	84	32	53	10	6	293
Passengers not commuting	93	-	93	93	58	35	3	4	625
Passengers saying they have a disability	89	-	90	92	51	41	3	5	305
Value for money									
All fare-paying passengers	62	-	65	66	29	38	14	19	409
Aged 16 to 34	61	-	62	65	26	39	15	20	219
Aged 35 to 59	63	-	67	66	28	38	13	21	128
Passengers commuting	61	-	58	62	26	36	16	22	249
Passengers not commuting	65	-	78	73	34	39	12	15	147
Punctuality and time waiting for bus									
Punctuality of the bus	77	-	75	74	45	29	13	14	884
The length of time waited	78	-	74	73	42	32	15	11	932
On-bus journey time									
Time the journey on the bus took	86	-	87	85	52	33	9	5	950

Detailed results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
The bus stop									
Overall satisfaction with the bus stop	78	-	78	80	32	48	12	8	899
Its distance from the journey start	85	-	86	86	52	34	10	5	878
The convenience/accessibility of its location	88	-	89	90	57	32	7	3	811
Its condition/standard of maintenance	71	-	68	71	30	41	19	10	792
Its freedom from graffiti/vandalism	75	-	77	78	45	33	13	9	778
Its freedom from litter	75	-	75	76	37	40	15	9	792
The information provided at the stop	66	-	67	70	33	38	17	13	783
Your personal safety whilst at the stop	80	-	77	78	40	38	17	4	794

On the bus

Route/destination information on the outside of the bus	83	-	89	85	54	32	12	3	915
The cleanliness and condition of the outside of the bus	81	-	81	85	40	45	12	3	897
The ease of getting onto the bus*	-	-	-	92	58	33	6	2	938
The length of time it took to board	90	-	93	91	58	33	7	2	902
The cleanliness and condition of the inside of the bus	81	-	82	85	38	47	10	5	961
The information provided inside the bus	66	-	70	70	32	38	23	7	859
The availability of seating or space to stand	89	-	89	86	53	33	9	5	925
The comfort of the seats	79	-	77	79	36	42	14	7	922
The amount of personal space you had around you	80	-	80	78	40	38	15	7	916
Provision of grab rails to stand/move within the bus	86	-	86	87	43	44	10	3	906
The temperature inside the bus	81	-	81	83	39	44	10	6	923
Your personal security whilst on the bus	86	-	85	86	47	40	12	2	917
Ease of getting off the bus*	-	-	-	90	52	38	7	3	930

The bus driver

How near to the kerb the driver stopped	93	-	93	93	62	30	6	1	932
The driver's appearance	91	-	90	90	60	30	9	2	912
The greeting/welcome you got from the driver	75	-	78	80	48	32	14	7	922
The helpfulness and attitude of the driver	78	-	78	80	49	31	15	5	906
The time the driver gave you to get to your seat	82	-	84	86	55	31	10	3	918
Smoothness/freedom from jolting during the journey	80	-	83	79	43	36	13	8	909
Safety of the driving (i.e. speed, driver concentrating)	90	-	89	91	56	34	8	2	917

Factors affecting journey time

Occurrence (%)	2015	2016	2017	2018
Congestion/traffic jams	21	-	22	19
Road works	14	-	18	17
Bus driver driving too slowly	3	-	2	2
Poor weather conditions	5	-	2	3
Waiting too long at stops	6	-	4	3
Passenger boarding time	16	-	15	10
Base size	811	-	767	1000

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2015	2016	2017	2018
Other passengers' behaviour giving cause to worry or feel uncomfortable	3	-	7	5
Base size	787	-	738	971

* New question in 2018

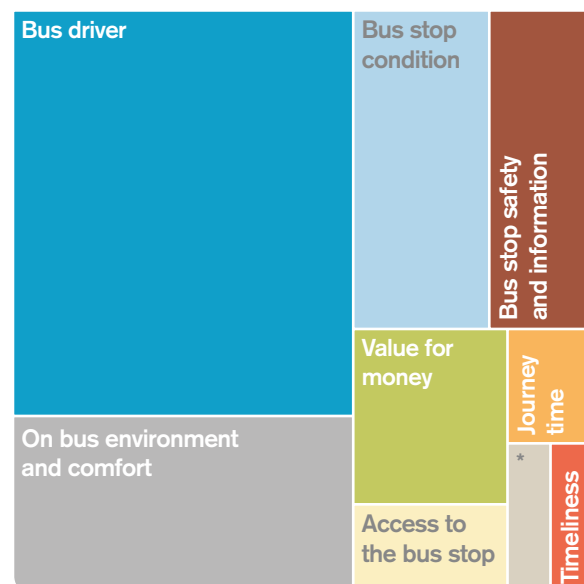
Swindon

Headline results



Which themes are affecting overall passenger satisfaction?

See page 190 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	-	79	93	34	59	5	2	877
Fare-paying passengers	-	-	74	92	23	70	6	2	446
Free pass holders	-	-	89	94	57	38	4	2	421
Aged 16 to 34	-	-	66	94	11	83	5	0	201
Aged 35 to 59	-	-	83	90	36	55	6	4	214
Passengers commuting	-	-	78	90	23	67	9	2	227
Passengers not commuting	-	-	82	95	39	55	4	1	620
Passengers saying they have a disability	-	-	89	88	51	37	8	4	245
Value for money									
All fare-paying passengers	-	-	68	81	20	60	12	7	468
Aged 16 to 34	-	-	66	84	14	70	11	5	196
Aged 35 to 59	-	-	70	76	26	50	15	9	195
Passengers commuting	-	-	71	77	20	57	15	8	225
Passengers not commuting	-	-	63	85	20	64	9	6	236
Punctuality and time waiting for bus									
Punctuality of the bus	-	-	69	83	29	54	8	9	844
The length of time waited	-	-	70	84	28	56	10	6	897
On-bus journey time									
Time the journey on the bus took	-	-	77	92	38	54	6	2	904

Detailed results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
The bus stop									
Overall satisfaction with the bus stop	-	-	72	85	25	61	10	4	862
Its distance from the journey start	-	-	78	92	37	55	6	2	878
The convenience/accessibility of its location	-	-	85	92	54	38	6	2	829
Its condition/standard of maintenance	-	-	68	82	27	55	13	5	833
Its freedom from graffiti/vandalism	-	-	70	84	34	50	10	6	826
Its freedom from litter	-	-	65	79	27	52	12	9	826
The information provided at the stop	-	-	70	82	30	52	13	6	833
Your personal safety whilst at the stop	-	-	71	88	35	53	9	3	837

On the bus

Route/destination information on the outside of the bus	-	-	73	91	39	52	7	1	878
The cleanliness and condition of the outside of the bus	-	-	80	89	39	50	9	2	892
The ease of getting onto the bus*	-	-	-	96	50	46	4	1	903
The length of time it took to board	-	-	82	94	48	47	4	1	895
The cleanliness and condition of the inside of the bus	-	-	75	88	29	59	8	4	912
The information provided inside the bus	-	-	73	80	33	47	16	4	835
The availability of seating or space to stand	-	-	81	91	43	48	6	3	882
The comfort of the seats	-	-	78	84	35	50	12	3	893
The amount of personal space you had around you	-	-	72	84	33	50	11	5	883
Provision of grab rails to stand/move within the bus	-	-	78	90	38	52	8	2	878
The temperature inside the bus	-	-	77	87	34	53	10	3	887
Your personal security whilst on the bus	-	-	81	90	40	50	9	1	888
Ease of getting off the bus*	-	-	-	93	45	49	6	1	899

The bus driver

How near to the kerb the driver stopped	-	-	82	95	48	47	4	1	904
The driver's appearance	-	-	88	93	54	38	6	1	892
The greeting/welcome you got from the driver	-	-	76	86	40	45	10	4	888
The helpfulness and attitude of the driver	-	-	76	87	44	43	9	4	878
The time the driver gave you to get to your seat	-	-	77	88	44	44	9	3	893
Smoothness/freedom from jolting during the journey	-	-	76	84	37	47	11	4	895
Safety of the driving (i.e. speed, driver concentrating)	-	-	80	91	43	47	7	2	891

Factors affecting journey time

Occurrence (%)	2015	2016	2017	2018
Congestion/traffic jams	-	-	24	22
Road works	-	-	6	11
Bus driver driving too slowly	-	-	3	7
Poor weather conditions	-	-	2	5
Waiting too long at stops	-	-	3	3
Passenger boarding time	-	-	15	13
Base size	-	-	936	954

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2015	2016	2017	2018
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	-	3	5
Base size	-	-	879	912

* New question in 2018

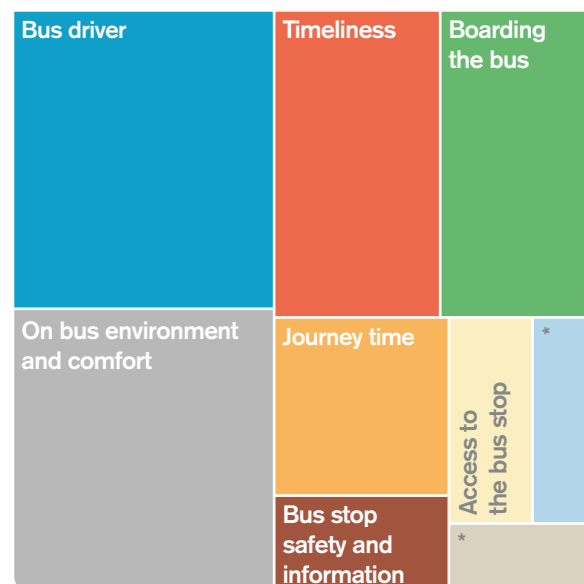
Worcestershire

Headline results



Which themes are affecting overall passenger satisfaction?

See page 190 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	-	78	75	41	33	11	14	452
Fare-paying passengers	-	-	68	60	27	33	16	24	180
Free pass holders	-	-	87	87	53	34	7	6	259
Aged 16 to 34	-	-	-	57	27	30	12	31	81
Aged 35 to 59	-	-	74	71	34	37	16	14	114
Passengers commuting	-	-	67	65	35	31	12	23	158
Passengers not commuting	-	-	85	81	46	34	11	8	285
Passengers saying they have a disability	-	-	74	67	34	34	16	17	183
Value for money									
All fare-paying passengers	-	-	52	44	19	25	23	33	178
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	51	20	31	22	27	80
Passengers commuting	-	-	51	40	17	22	24	37	111
Passengers not commuting	-	-	-	-	-	-	-	-	-
Punctuality and time waiting for bus									
Punctuality of the bus	-	-	63	60	37	23	11	29	417
The length of time waited	-	-	64	61	33	29	15	24	442
On-bus journey time									
Time the journey on the bus took	-	-	81	79	47	33	12	9	455

Detailed results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
The bus stop									
Overall satisfaction with the bus stop	-	-	71	68	31	37	17	15	434
Its distance from the journey start	-	-	84	80	45	35	12	8	416
The convenience/accessibility of its location	-	-	87	85	46	39	8	7	378
Its condition/standard of maintenance	-	-	62	62	29	33	17	20	393
Its freedom from graffiti/vandalism	-	-	73	66	39	27	17	17	382
Its freedom from litter	-	-	72	62	32	30	19	19	379
The information provided at the stop	-	-	54	59	23	36	17	24	378
Your personal safety whilst at the stop	-	-	69	68	38	30	20	13	389

On the bus

Route/destination information on the outside of the bus	-	-	79	81	48	33	15	3	431
The cleanliness and condition of the outside of the bus	-	-	66	70	34	36	18	12	426
The ease of getting onto the bus*	-	-	-	81	48	33	11	9	443
The length of time it took to board	-	-	87	82	48	34	10	8	430
The cleanliness and condition of the inside of the bus	-	-	71	72	36	36	12	15	444
The information provided inside the bus	-	-	52	58	26	32	27	15	385
The availability of seating or space to stand	-	-	83	79	46	33	8	13	431
The comfort of the seats	-	-	71	72	36	36	16	13	434
The amount of personal space you had around you	-	-	75	68	32	36	15	17	433
Provision of grab rails to stand/move within the bus	-	-	81	79	41	38	12	9	424
The temperature inside the bus	-	-	74	74	35	38	14	12	432
Your personal security whilst on the bus	-	-	80	78	45	34	15	7	427
Ease of getting off the bus*	-	-	-	82	46	36	9	9	440

The bus driver

How near to the kerb the driver stopped	-	-	89	87	57	30	8	5	434
The driver's appearance	-	-	83	83	54	29	10	7	419
The greeting/welcome you got from the driver	-	-	65	66	44	22	17	17	432
The helpfulness and attitude of the driver	-	-	65	65	44	21	19	16	430
The time the driver gave you to get to your seat	-	-	76	75	48	26	13	12	430
Smoothness/freedom from jolting during the journey	-	-	67	66	39	27	12	21	429
Safety of the driving (i.e. speed, driver concentrating)	-	-	79	78	51	27	10	12	430

Factors affecting journey time

Occurrence (%)	2015	2016	2017	2018
Congestion/traffic jams	-	-	23	28
Road works	-	-	18	19
Bus driver driving too slowly	-	-	6	7
Poor weather conditions	-	-	5	3
Waiting too long at stops	-	-	6	6
Passenger boarding time	-	-	15	21
Base size	-	-	463	464

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2015	2016	2017	2018
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	-	5	10
Base size	-	-	449	454

* New question in 2018

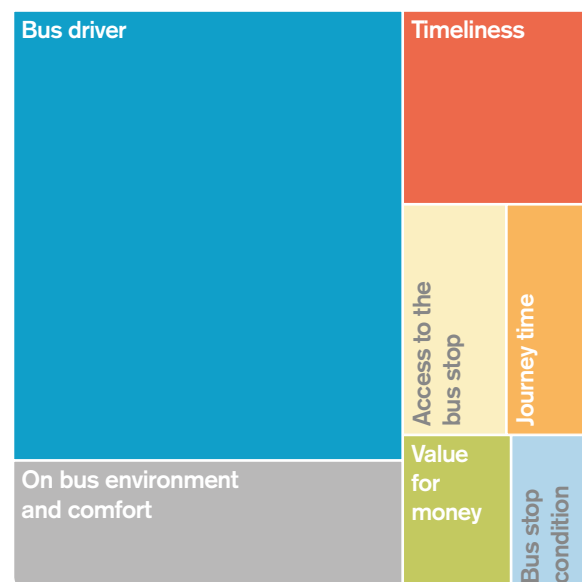
(City of) York

Headline results



Which themes are affecting overall passenger satisfaction?

See page 190 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	90	90	91	89	55	34	8	3	512
Fare-paying passengers	89	87	90	86	49	37	10	4	237
Free pass holders	94	94	98	96	68	27	3	1	267
Aged 16 to 34	87	87	87	81	35	46	15	4	83
Aged 35 to 59	90	87	94	93	59	34	4	3	134
Passengers commuting	88	84	87	86	42	44	10	5	151
Passengers not commuting	92	94	95	92	64	28	7	1	337
Passengers saying they have a disability	85	88	91	92	55	37	6	2	128
Value for money									
All fare-paying passengers	72	68	70	62	26	36	21	17	233
Aged 16 to 34	70	58	68	-	-	-	-	-	-
Aged 35 to 59	73	78	72	72	37	35	16	11	119
Passengers commuting	69	65	66	57	15	42	23	20	125
Passengers not commuting	78	72	76	69	39	30	19	12	101
Punctuality and time waiting for bus									
Punctuality of the bus	78	77	75	77	49	28	13	10	478
The length of time waited	79	76	76	79	48	30	13	9	508
On-bus journey time									
Time the journey on the bus took	89	86	88	85	55	30	12	3	510

Detailed results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
The bus stop									
Overall satisfaction with the bus stop	83	81	86	86	42	44	10	4	484
Its distance from the journey start	84	87	92	84	51	33	12	4	479
The convenience/accessibility of its location	88	90	93	93	58	35	6	1	460
Its condition/standard of maintenance	78	69	80	80	41	40	12	7	464
Its freedom from graffiti/vandalism	83	78	86	89	53	36	8	4	456
Its freedom from litter	80	78	85	83	48	35	11	6	460
The information provided at the stop	76	74	77	74	39	34	16	10	459
Your personal safety whilst at the stop	85	79	88	86	55	31	13	2	466

On the bus

Route/destination information on the outside of the bus	88	87	87	86	56	30	12	3	488
The cleanliness and condition of the outside of the bus	86	80	82	86	49	38	11	3	487
The ease of getting onto the bus*	-	-	-	95	67	28	4	1	502
The length of time it took to board	91	93	93	94	67	27	5	1	500
The cleanliness and condition of the inside of the bus	89	82	86	88	45	43	8	5	509
The information provided inside the bus	73	68	75	72	36	36	25	3	452
The availability of seating or space to stand	90	86	84	87	57	30	9	5	500
The comfort of the seats	80	73	82	78	41	37	11	10	505
The amount of personal space you had around you	81	76	79	79	45	34	13	8	495
Provision of grab rails to stand/move within the bus	87	86	85	84	48	37	12	4	489
The temperature inside the bus	78	77	77	83	45	38	10	7	500
Your personal security whilst on the bus	89	90	88	91	56	35	8	0	499
Ease of getting off the bus*	-	-	-	94	61	33	4	2	503

The bus driver

How near to the kerb the driver stopped	94	92	96	93	68	25	6	0	496
The driver's appearance	92	91	94	92	67	24	8	1	484
The greeting/welcome you got from the driver	81	81	84	86	57	29	11	3	496
The helpfulness and attitude of the driver	81	78	84	82	56	27	13	4	486
The time the driver gave you to get to your seat	84	84	87	85	59	26	10	5	495
Smoothness/freedom from jolting during the journey	82	81	85	82	54	28	10	8	499
Safety of the driving (i.e. speed, driver concentrating)	90	92	94	91	63	28	8	1	501

Factors affecting journey time

Occurrence (%)	2015	2016	2017	2018
Congestion/traffic jams	30	29	28	26
Road works	10	9	9	15
Bus driver driving too slowly	1	2	1	0
Poor weather conditions	1	1	3	2
Waiting too long at stops	6	11	8	9
Passenger boarding time	18	19	21	15
Base size	557	726	535	522

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2015	2016	2017	2018
Other passengers' behaviour giving cause to worry or feel uncomfortable	5	6	3	4
Base size	542	703	520	514

* New question in 2018

Results by operator in England

The Bus Passenger Survey was conducted in 26 local transport authority (LTA) areas. Here we show national bus operators' results, 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 188. Below is the list of the results provided.

National bus operators*

These results include responses across all the areas covered, including operator-specific areas.

- Arriva Bus
- First UK Bus
- Go-Ahead
- National Express
- Stagecoach Bus

Operators within LTAs and operator-specific areas

Note: in some LTAs, there are not sufficient responses for the national operators to show their results separately within this section, but these will still be included within the national bus operators figures above.

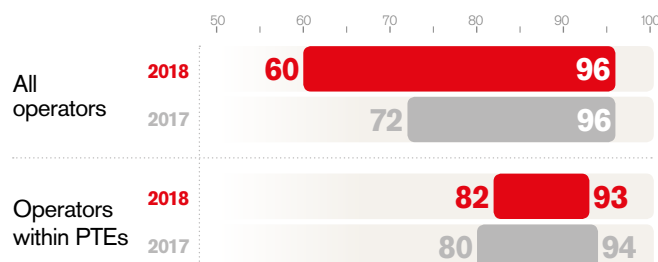
- Arriva in Cheshire West and Chester Council
- Arriva in County Durham Council
- Arriva in Kent County Council
- Arriva in Leicester City Council
- Arriva in Mersey and Halton PTE
- Arriva in Milton Keynes Council
- Arriva in Northumberland County Council
- Arriva in Staffordshire County Council
- Arriva in Tees Valley Combined Authority
- Arriva in West Yorkshire Combined Authority
- The Blackburn Bus Company
- Blackpool Transport
- Bluestar
- Brighton and Hove Bus
- Carousel Buses
- Diamond Bus in West Midlands PTE
- Diamond Bus in Worcestershire County Council
- East Yorkshire Motor Services Kingston-upon-Hull routes
- First in Cornwall Council
- First in Essex County Council
- First in Greater Manchester PTE
- First in Leicester City Council
- First South Coast
- First in South Yorkshire PTE
- First in West of England Combined Authority and North Somerset
- First in West Yorkshire Combined Authority
- First in City of York Council
- Go North East in County Durham Council
- Go North East in Tyne and Wear PTE
- The Keighley Bus Company in West Yorkshire Combined Authority
- Konectbus
- Metrobus (excludes TfL routes)
- Midland Classic in Staffordshire County Council
- morebus in the Boroughs of Bournemouth and Poole
- National Express in West Midlands PTE
- Nottingham City Transport in Nottinghamshire County Council and Nottingham City routes
- Oxford Bus in Oxfordshire County Council
- Oxford Bus Park and Ride
- Plymouth Citybus
- Reading Buses
- Salisbury Reds
- Southern Vectis
- Stagecoach in Cheshire West and Chester Council
- Stagecoach Cumbria and North Lancashire
- Stagecoach in Derbyshire County Council
- Stagecoach East
- Stagecoach East – Cambridge Busway
- Stagecoach in East Sussex County Council
- Stagecoach Gloucestershire routes
- Stagecoach in Greater Manchester PTE
- Stagecoach in Kent County Council
- Stagecoach in Lincolnshire County Council
- Stagecoach in Mersey and Halton PTE
- Stagecoach Midlands (Northamptonshire and Warwickshire routes)
- Stagecoach in Nottinghamshire County Council
- Stagecoach in Oxfordshire County Council
- Stagecoach South
- Stagecoach South West
- Stagecoach in South Yorkshire PTE
- Stagecoach in Swindon Borough Council
- Stagecoach in Tees Valley Combined Authority
- Stagecoach in Tyne and Wear PTE
- Stagecoach West of England routes
- Swindon's Bus Company in Swindon Borough Council
- Trent Barton in Derbyshire County Council
- Trent Barton in Nottinghamshire County Council
- Warrington's Own Buses
- Yellow Buses in the Boroughs of Bournemouth and Poole

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

Key findings by bus operators in England*



Overall satisfaction with the journey (%)

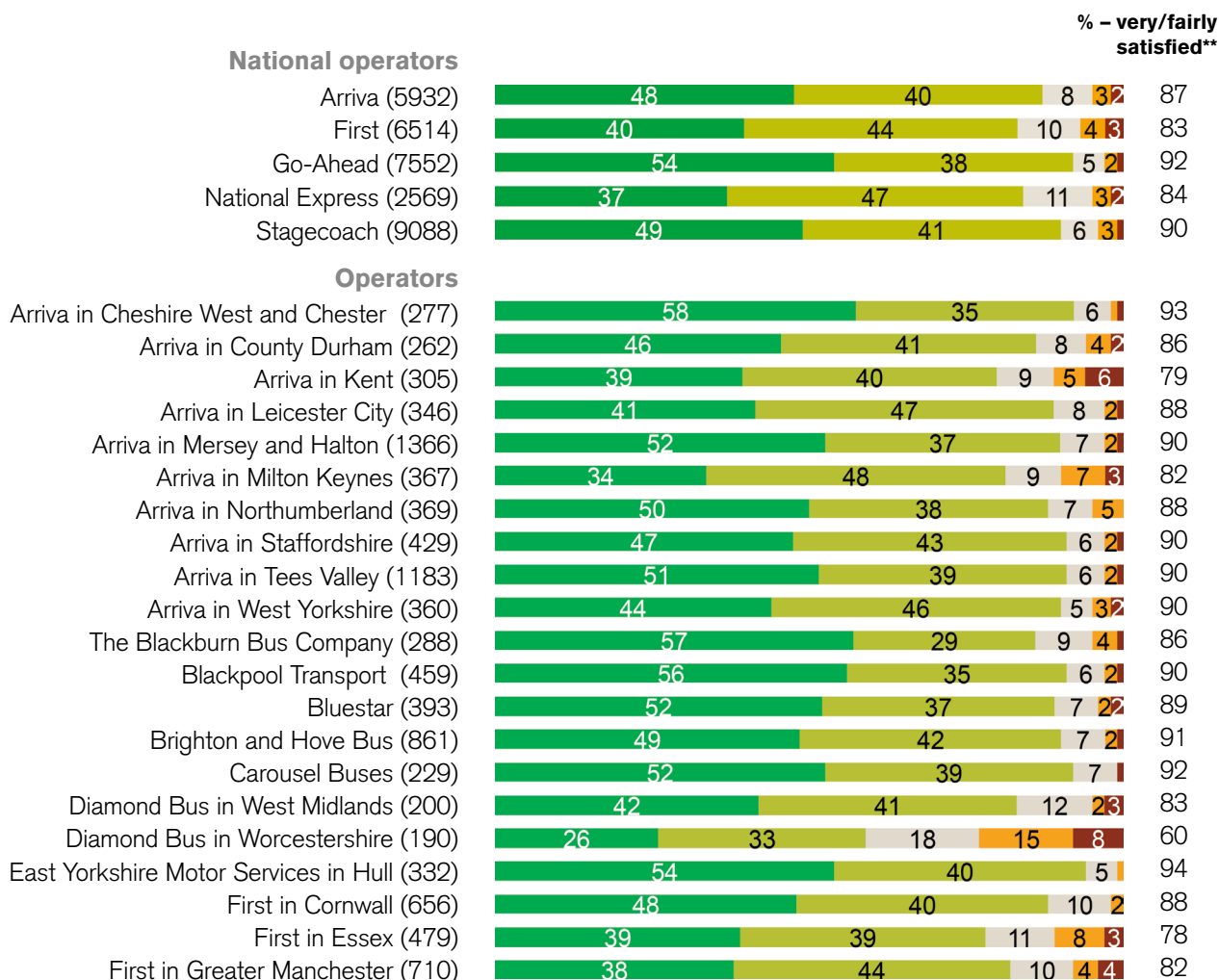


National operators – averages

2017	2018
Arriva 87%	Arriva 87%
First 84%	First 83%
Go-Ahead 91%	Go-Ahead 92%
National Express 85%	National Express 84%
Stagecoach 90%	Stagecoach 90%



Overall satisfaction with the bus journey (%)

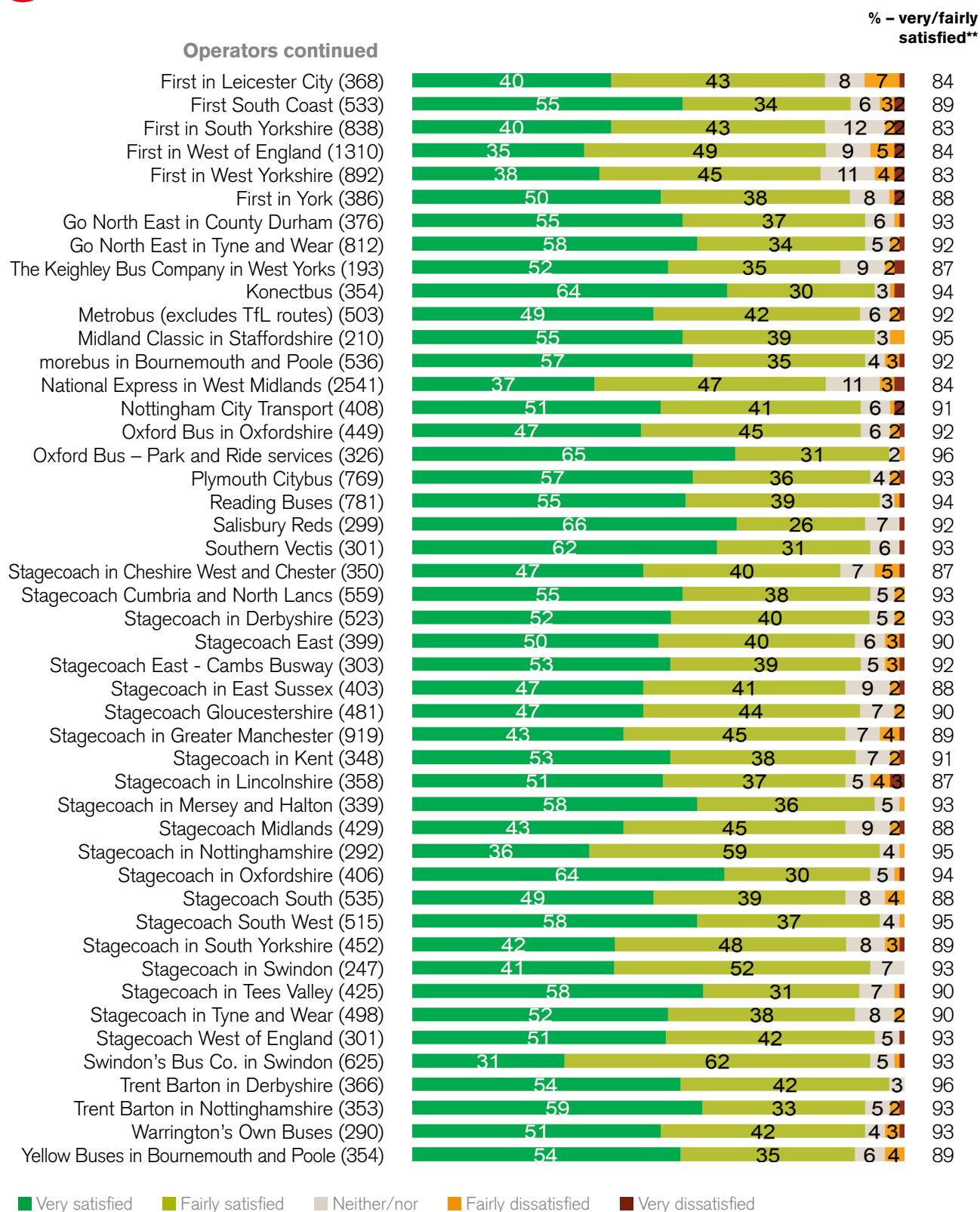


*As a result of the areas selected, the proportion of each major operator's services covered by the survey will vary

**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



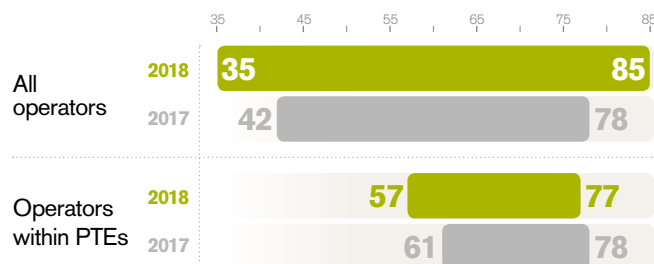
Overall satisfaction with the bus journey (%)



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



Value for money (%) – fare-paying passengers

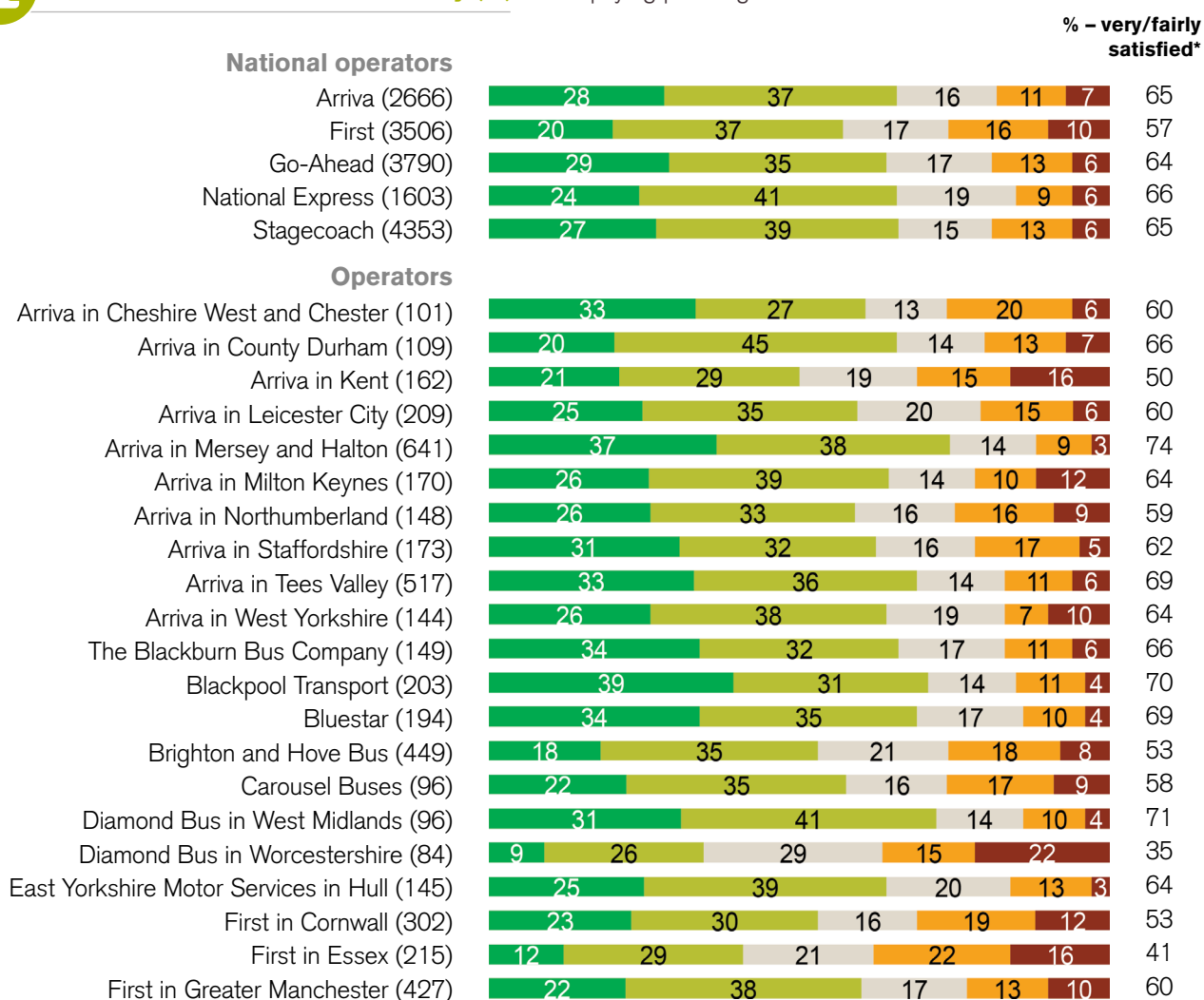


National operators – averages

2017	2018
Arriva 65%	Arriva 65%
First 63%	First 57%
Go-Ahead 65%	Go-Ahead 64%
National Express 63%	National Express 66%
Stagecoach 68%	Stagecoach 65%



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

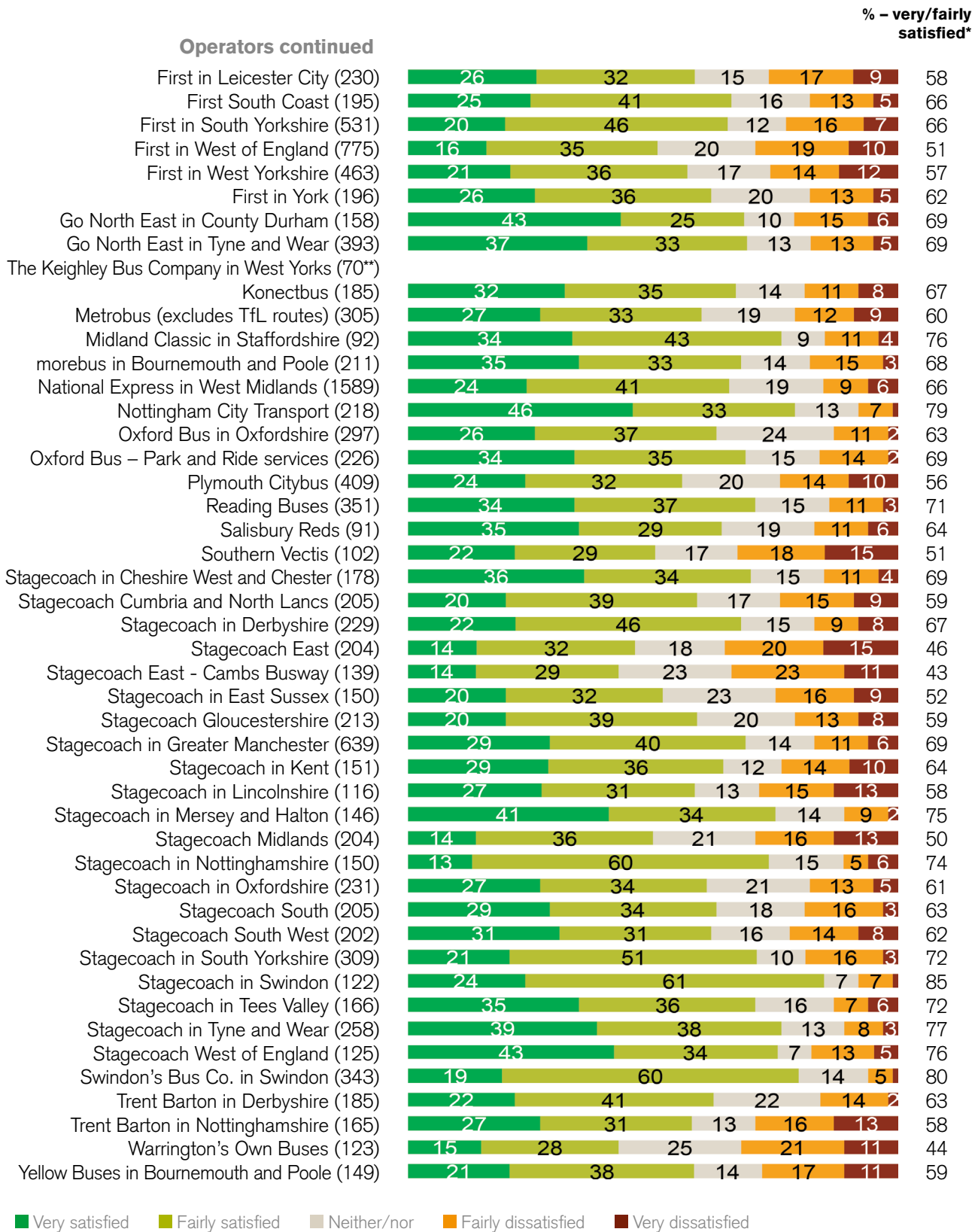


*Due to rounding the percentage very/fairly satisfied may not always be equal to the sum of the very and fairly satisfied values in the chart

**Low base size



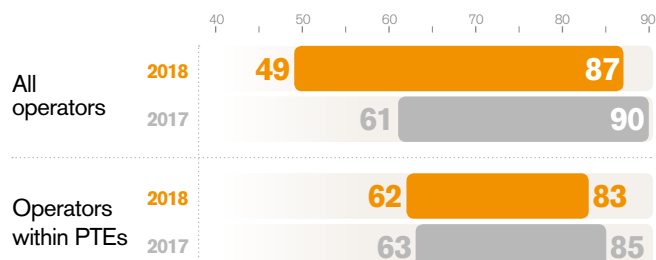
Satisfaction with value for money (%) – fare-paying passengers



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



Punctuality (%)

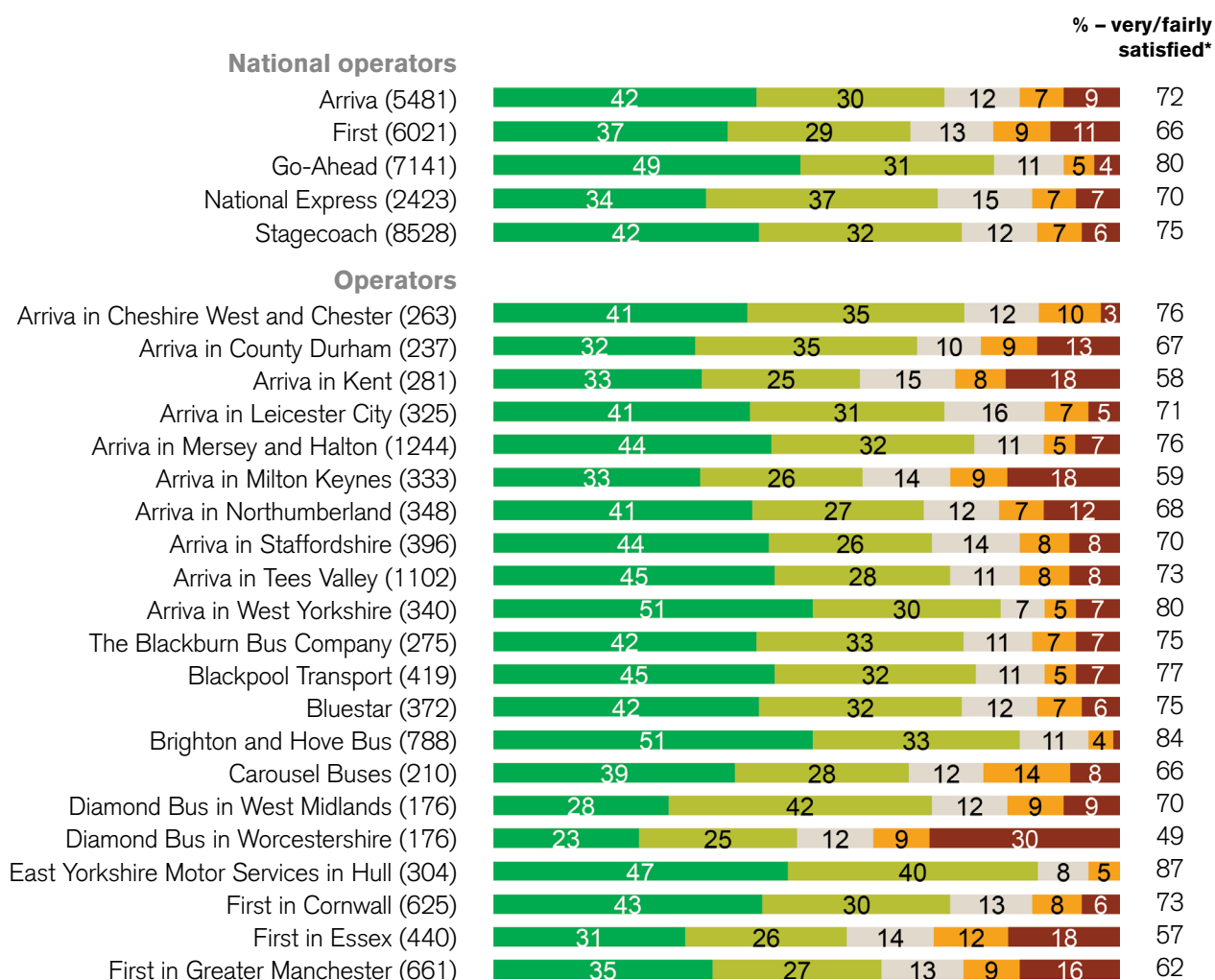


National operators – averages

2017	2018
Arriva 73%	Arriva 72%
First 68%	First 66%
Go-Ahead 77%	Go-Ahead 80%
National Express 70%	National Express 70%
Stagecoach 75%	Stagecoach 75%



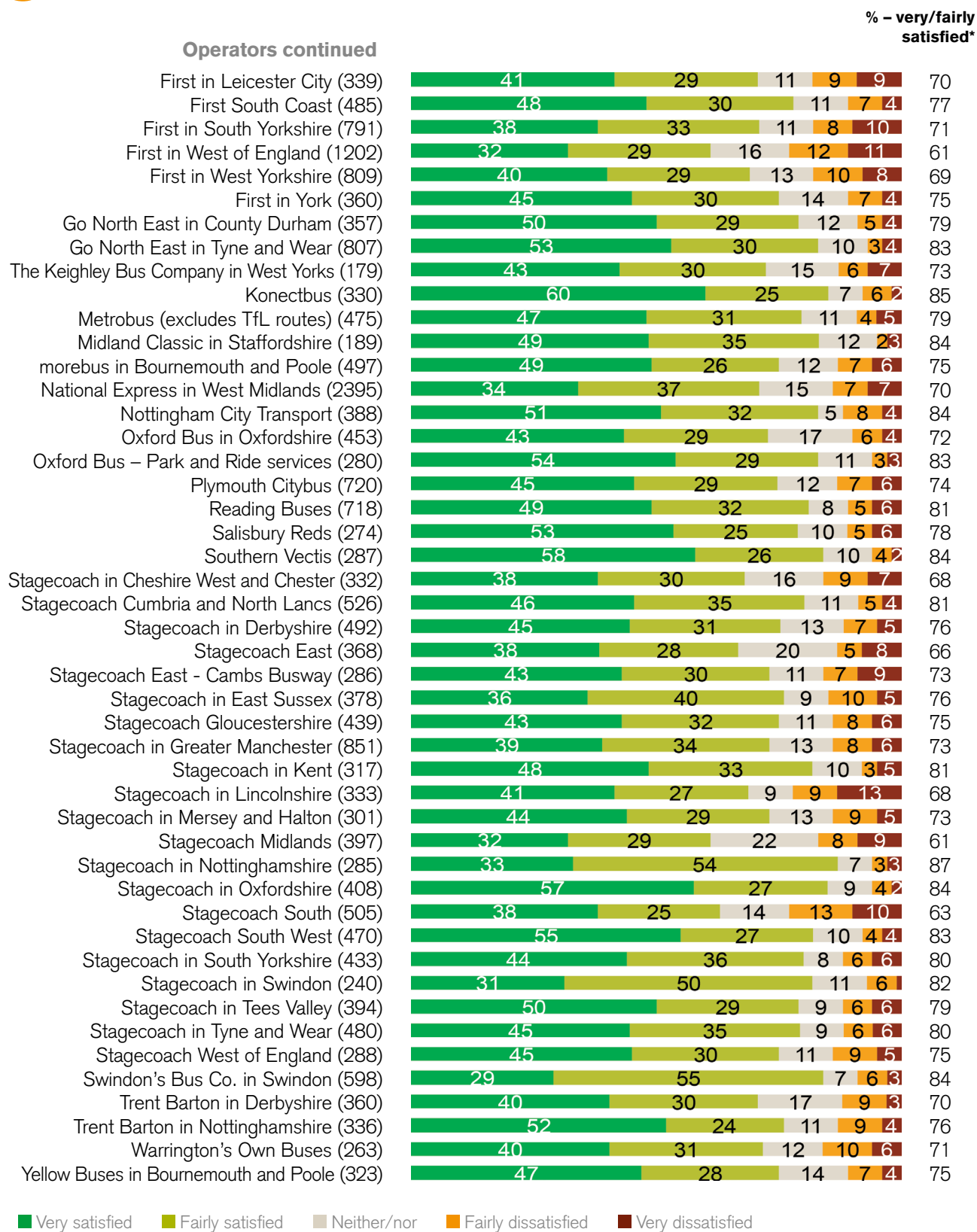
Satisfaction with punctuality of the bus (%)



*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



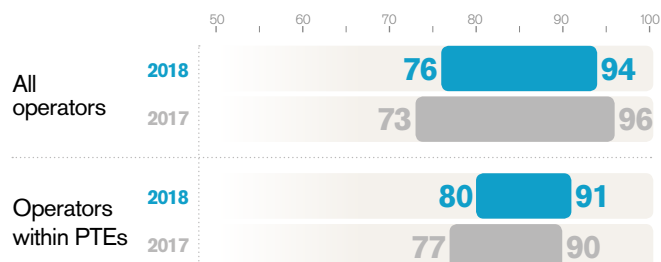
Satisfaction with punctuality of the bus (%)



Q How satisfied were you with the punctuality of the bus?



On-bus journey time (%)

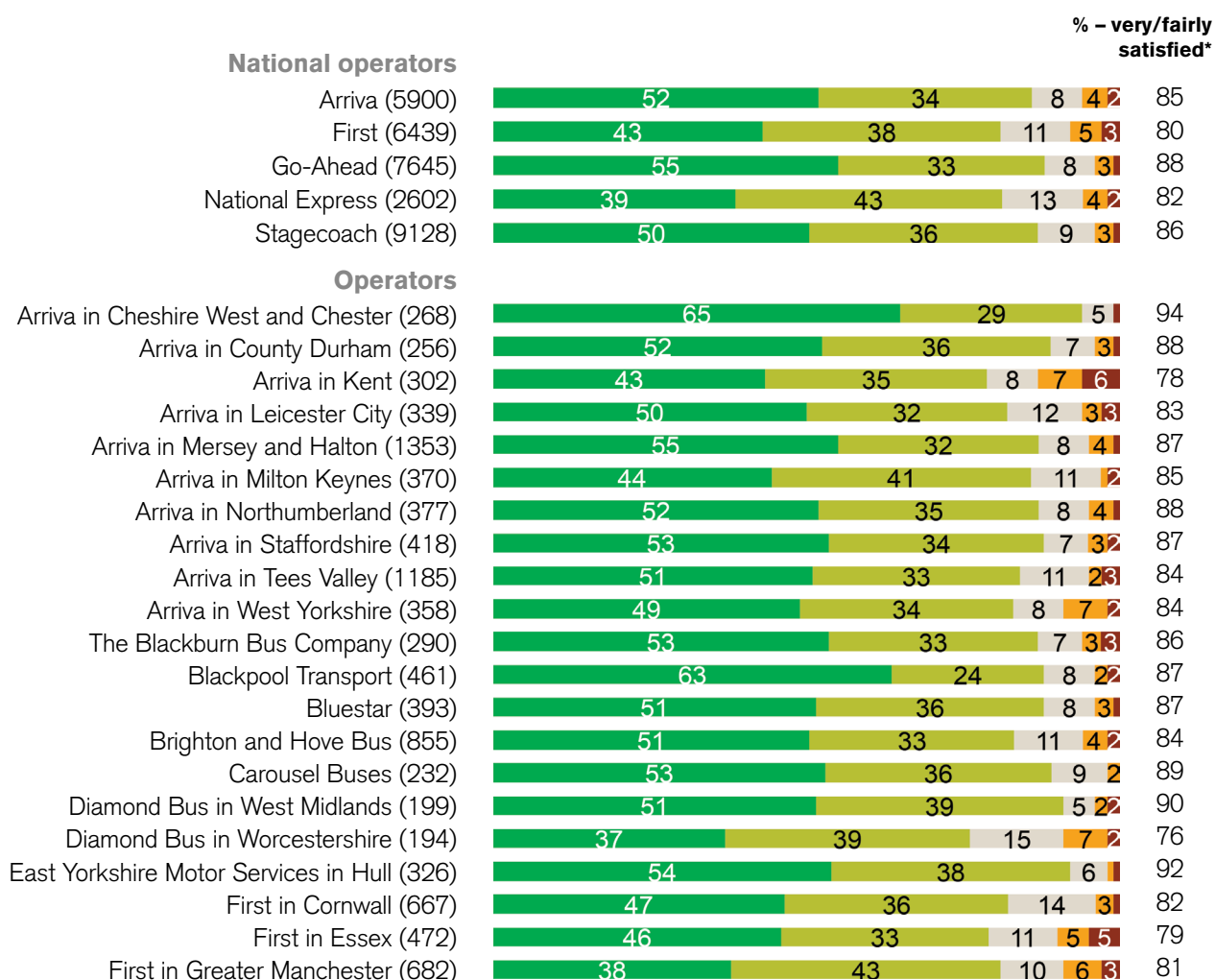


National operators – averages

2017	2018
Arriva 85%	Arriva 85%
First 81%	First 80%
Go-Ahead 86%	Go-Ahead 88%
National Express 79%	National Express 82%
Stagecoach 85%	Stagecoach 86%



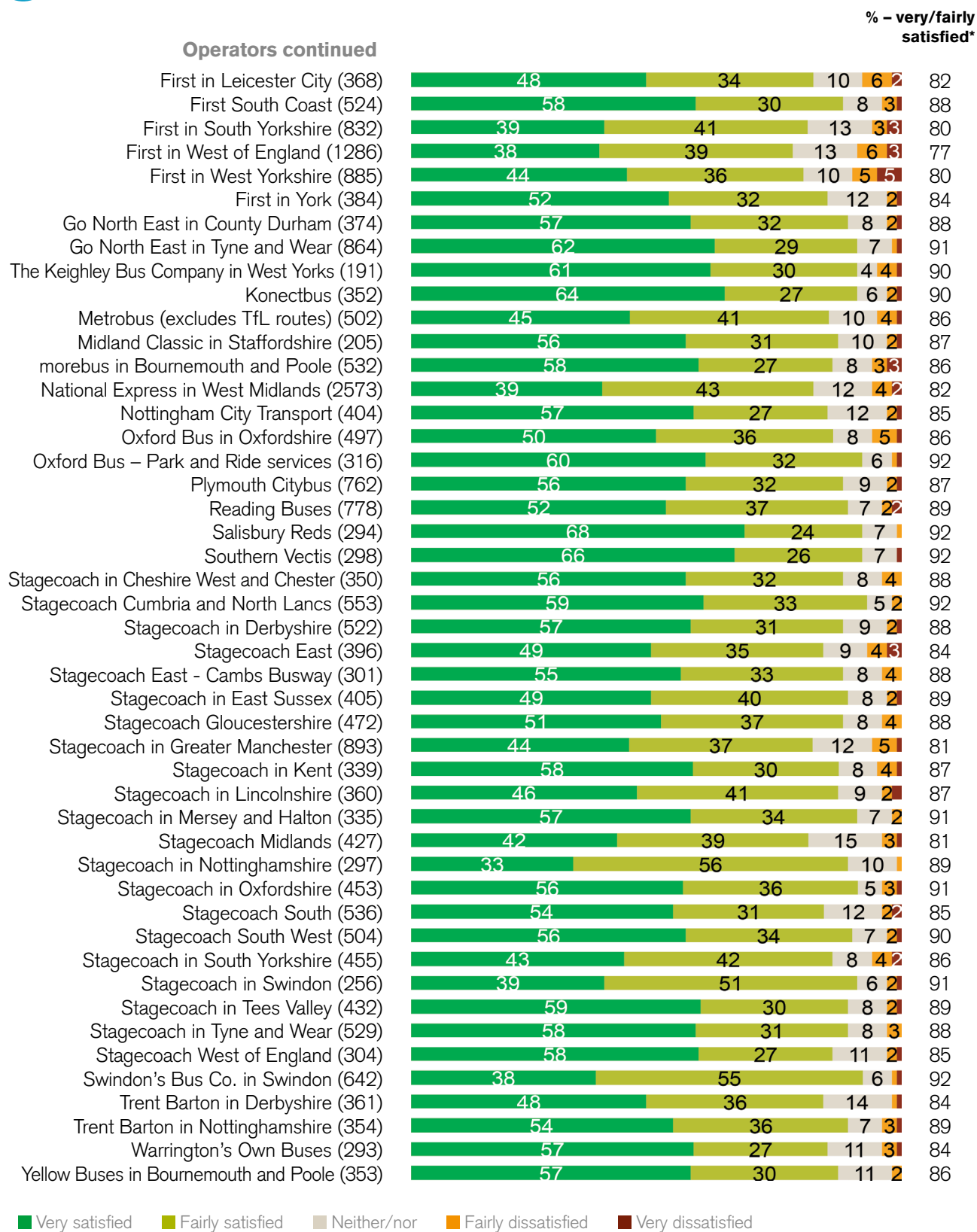
Satisfaction with on-bus journey time (%)



*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?

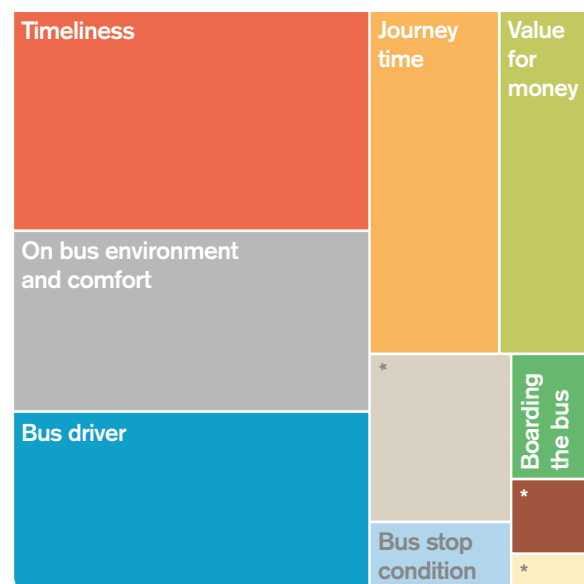
All Arriva

Headline results



Which themes are affecting overall passenger satisfaction?

See page 190 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	89	88	87	87	48	40	8	5	5932
Fare-paying passengers	85	85	84	84	41	43	10	6	2753
Free pass holders	93	94	93	93	60	33	4	3	3074
Aged 16 to 34	83	81	81	82	37	45	11	7	1371
Aged 35 to 59	88	89	87	87	46	41	8	5	1326
Passengers commuting	83	84	81	82	35	47	11	7	1873
Passengers not commuting	93	92	93	91	58	34	5	3	3813
Passengers saying they have a disability	89	88	86	86	47	39	9	5	1876
Value for money									
All fare-paying passengers	63	66	65	65	28	37	16	18	2666
Aged 16 to 34	58	59	62	62	27	35	18	21	1168
Aged 35 to 59	68	74	66	69	29	40	15	16	1088
Passengers commuting	59	64	62	62	25	37	18	20	1546
Passengers not commuting	70	71	69	71	34	36	14	16	1070
Punctuality & time waiting for bus									
Punctuality of the bus	77	74	73	72	42	30	12	16	5481
The length of time waited	78	73	73	73	40	33	14	13	5831
On-bus journey time									
Time the journey on the bus took	86	84	85	85	52	34	8	7	5900

Detailed results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
On the bus									
Route/destination information on the outside of the bus	87	86	84	86	58	29	11	3	4233
The cleanliness and condition of the outside of the bus	83	83	81	84	44	40	12	4	4189
The ease of getting onto the bus	92	91	91	91	60	31	6	3	4338
The length of time it took to board	92	91	90	90	60	31	6	3	4223
The cleanliness and condition of the inside of the bus	82	82	83	83	41	42	10	7	4394
The information provided inside the bus	69	69	70	70	33	37	24	6	3938
The availability of seating or space to stand	88	86	87	88	53	35	7	5	4294
The comfort of the seats	77	79	81	82	40	42	11	7	4307
The amount of personal space you had around you	78	77	79	80	40	39	10	10	4268
Provision of grab rails to stand/move within the bus	85	85	86	87	47	40	9	4	4224
The temperature inside the bus	80	78	80	79	40	39	13	9	4279
Your personal security whilst on the bus	86	86	85	85	48	37	13	2	4264
Ease of getting off the bus	86	86	85	85	48	37	13	2	4264
The bus driver									
How near to the kerb the driver stopped	92	91	92	91	63	28	7	2	4290
The driver's appearance	89	89	89	89	62	27	10	1	4183
The greeting/welcome you got from the driver	72	72	71	73	46	27	19	8	4255
The helpfulness and attitude of the driver	73	74	73	74	47	28	20	6	4172
The time the driver gave you to get to your seat	78	78	78	79	49	29	15	7	4265
Smoothness/freedom from jolting during the journey	75	77	78	78	43	34	15	8	4259
Safety of the driving (i.e. speed, driver concentrating)	87	87	87	88	55	33	10	2	4289



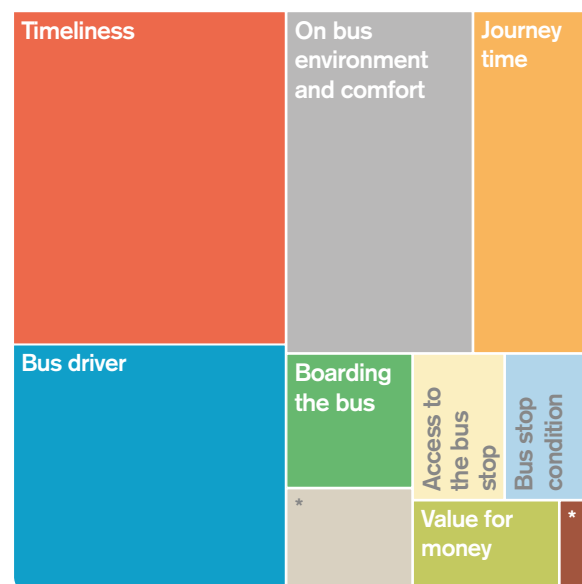
All First

Headline results



Which themes are affecting overall passenger satisfaction?

See page 190 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	84	84	84	83	40	44	10	7	6514
Fare-paying passengers	81	81	81	80	33	47	12	8	3639
Free pass holders	90	91	92	91	58	33	5	4	2738
Aged 16 to 34	78	78	78	80	30	50	13	7	1674
Aged 35 to 59	85	83	85	83	39	44	10	7	1637
Passengers commuting	79	77	78	80	29	50	12	8	2407
Passengers not commuting	89	90	90	88	50	38	7	5	3824
Passengers saying they have a disability	83	81	86	83	41	42	9	8	1822
Value for money									
All fare-paying passengers	59	60	63	57	20	37	17	26	3506
Aged 16 to 34	52	57	60	54	19	36	18	28	1513
Aged 35 to 59	68	64	65	60	21	40	16	24	1418
Passengers commuting	58	58	60	56	17	39	18	27	2101
Passengers not commuting	61	66	67	60	24	36	16	24	1333
Punctuality & time waiting for bus									
Punctuality of the bus	70	67	68	66	37	29	13	20	6021
The length of time waited	72	68	70	70	37	33	13	17	6427
On-bus journey time									
Time the journey on the bus took	84	81	81	80	43	38	11	8	6439

Detailed results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
On the bus									
Route/destination information on the outside of the bus	82	82	82	82	49	33	14	4	6279
The cleanliness and condition of the outside of the bus	77	77	76	78	35	43	15	7	6200
The ease of getting onto the bus	-	-	-	89	53	36	8	3	6428
The length of time it took to board	88	88	89	87	52	35	9	4	6345
The cleanliness and condition of the inside of the bus	74	75	75	74	31	43	13	14	6504
The information provided inside the bus	61	60	59	60	26	34	31	9	5853
The availability of seating or space to stand	84	83	83	83	45	38	9	8	6386
The comfort of the seats	71	73	73	72	32	40	16	12	6366
The amount of personal space you had around you	72	73	73	73	34	39	15	13	6357
Provision of grab rails to stand/move within the bus	81	83	83	81	40	41	13	6	6256
The temperature inside the bus	75	74	75	74	32	41	16	11	6367
Your personal security whilst on the bus	81	82	82	80	41	39	16	4	6336
Ease of getting off the bus	-	-	-	86	47	39	9	5	6396
The bus driver									
How near to the kerb the driver stopped	91	90	91	90	58	32	8	2	6262
The driver's appearance	87	87	88	88	55	33	10	2	6111
The greeting/welcome you got from the driver	68	67	68	70	40	30	21	9	6247
The helpfulness and attitude of the driver	69	69	70	72	41	30	21	8	6102
The time the driver gave you to get to your seat	74	73	76	77	44	32	15	8	6217
Smoothness/freedom from jolting during the journey	73	73	74	74	38	37	16	9	6279
Safety of the driving (i.e. speed, driver concentrating)	85	86	87	86	51	35	11	3	6250



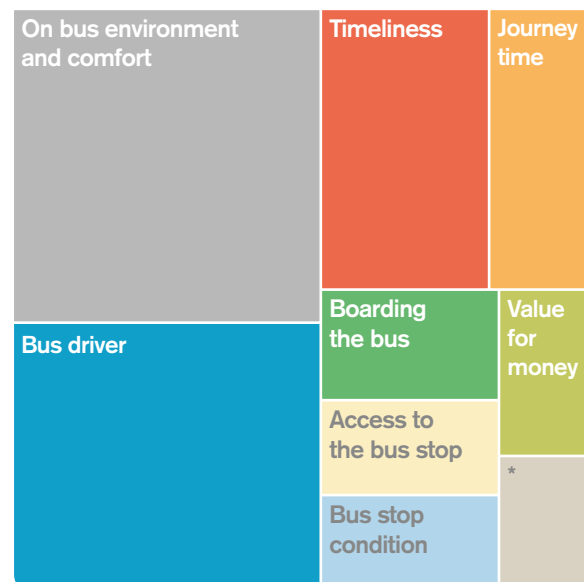
All Go-Ahead

Headline results



Which themes are affecting overall passenger satisfaction?

See page 190 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	89	90	91	92	54	38	5	3	7552
Fare-paying passengers	86	88	88	90	46	43	7	3	3760
Free pass holders	95	94	95	96	67	29	2	1	3672
Aged 16 to 34	84	87	85	87	40	47	9	3	1614
Aged 35 to 59	90	89	91	93	53	40	4	3	1804
Passengers commuting	86	86	88	90	43	47	7	4	2383
Passengers not commuting	92	93	93	93	61	32	5	2	4880
Passengers saying they have a disability	87	88	91	92	55	37	5	3	2210
Value for money									
All fare-paying passengers	62	63	65	64	29	35	17	19	3790
Aged 16 to 34	55	57	62	59	28	31	18	23	1478
Aged 35 to 59	70	66	67	66	27	39	17	17	1584
Passengers commuting	61	63	63	62	27	35	16	21	2092
Passengers not commuting	65	63	67	66	32	34	18	16	1625
Punctuality & time waiting for bus									
Punctuality of the bus	77	79	77	80	49	31	11	9	7141
The length of time waited	78	77	78	80	47	33	12	8	7560
On-bus journey time									
Time the journey on the bus took	85	87	86	88	55	33	8	4	7645

Detailed results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
On the bus									
Route/destination information on the outside of the bus	86	88	88	89	60	29	9	2	7449
The cleanliness and condition of the outside of the bus	84	85	85	86	48	38	10	4	7385
The ease of getting onto the bus	-	-	-	93	64	29	5	2	7606
The length of time it took to board	91	91	91	92	64	28	6	2	7517
The cleanliness and condition of the inside of the bus	82	83	84	84	42	42	9	7	7680
The information provided inside the bus	69	71	74	74	39	36	20	5	6976
The availability of seating or space to stand	87	89	89	89	55	34	6	4	7558
The comfort of the seats	77	80	82	82	43	39	11	6	7575
The amount of personal space you had around you	78	80	80	81	43	38	12	7	7534
Provision of grab rails to stand/move within the bus	85	86	87	87	49	38	10	4	7452
The temperature inside the bus	79	81	82	81	42	39	12	7	7539
Your personal security whilst on the bus	87	88	88	88	53	35	10	2	7512
Ease of getting off the bus	-	-	-	91	56	34	7	2	7598
The bus driver									
How near to the kerb the driver stopped	92	92	93	94	68	25	5	2	7489
The driver's appearance	90	92	92	92	68	25	6	1	7352
The greeting/welcome you got from the driver	78	79	82	82	56	26	13	5	7480
The helpfulness and attitude of the driver	77	79	82	84	57	26	13	4	7316
The time the driver gave you to get to your seat	81	83	84	85	58	27	10	5	7433
Smoothness/freedom from jolting during the journey	77	78	81	82	49	33	11	7	7456
Safety of the driving (i.e. speed, driver concentrating)	88	90	90	91	63	28	7	2	7420



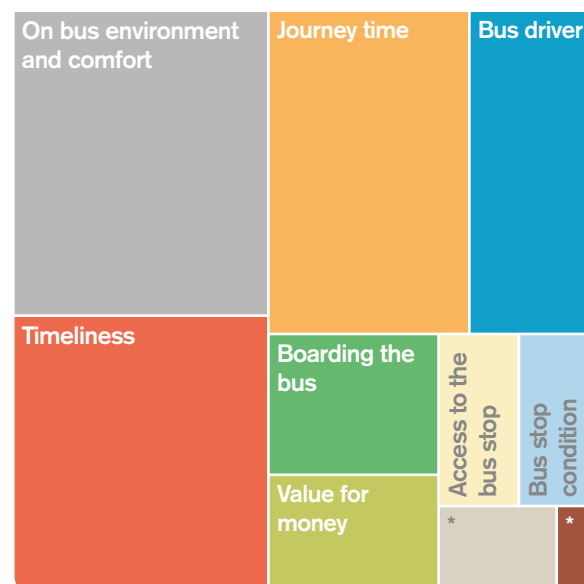
All National Express

Headline results



Which themes are affecting overall passenger satisfaction?

See page 190 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	85	84	85	84	37	47	11	5	2569
Fare-paying passengers	83	82	83	83	33	50	12	5	1621
Free pass holders	90	92	93	88	48	40	8	4	881
Aged 16 to 34	80	81	79	80	29	51	15	5	956
Aged 35 to 59	86	84	86	84	36	48	11	5	651
Passengers commuting	82	80	80	80	29	51	13	6	1058
Passengers not commuting	87	89	90	87	43	43	10	4	1435
Passengers saying they have a disability	83	84	85	86	43	43	9	5	597
Value for money									
All fare-paying passengers	61	62	63	66	24	41	19	15	1603
Aged 16 to 34	58	59	55	63	23	40	20	17	844
Aged 35 to 59	65	66	72	70	26	43	18	12	581
Passengers commuting	60	59	60	61	22	39	22	17	927
Passengers not commuting	64	67	68	74	29	45	15	12	647
Punctuality & time waiting for bus									
Punctuality of the bus	75	70	70	70	34	37	15	14	2423
The length of time waited	77	71	71	73	33	41	14	13	2582
On-bus journey time									
Time the journey on the bus took	80	82	79	82	39	43	13	6	2602

Detailed results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
On the bus									
Route/destination information on the outside of the bus	83	82	82	83	43	40	13	4	2527
The cleanliness and condition of the outside of the bus	76	74	77	78	35	43	14	7	2503
The ease of getting onto the bus	-	-	-	88	49	39	9	3	2570
The length of time it took to board	88	87	87	87	49	38	10	3	2551
The cleanliness and condition of the inside of the bus	73	71	72	73	27	46	14	13	2614
The information provided inside the bus	69	69	70	72	31	42	22	6	2433
The availability of seating or space to stand	84	82	84	84	44	40	10	6	2565
The comfort of the seats	74	74	76	76	34	42	15	9	2560
The amount of personal space you had around you	73	73	73	75	35	40	14	11	2542
Provision of grab rails to stand/move within the bus	81	82	82	81	39	42	13	6	2535
The temperature inside the bus	78	75	76	77	33	44	15	9	2559
Your personal security whilst on the bus	79	78	78	79	37	41	16	6	2542
Ease of getting off the bus	-	-	-	84	44	40	11	5	2577
The bus driver									
How near to the kerb the driver stopped	91	88	90	90	53	37	8	2	2514
The driver's appearance	86	83	86	88	53	34	11	2	2394
The greeting/welcome you got from the driver	61	60	62	66	35	31	25	9	2433
The helpfulness and attitude of the driver	65	66	65	69	37	32	25	6	2372
The time the driver gave you to get to your seat	73	72	71	74	37	37	18	8	2457
Smoothness/freedom from jolting during the journey	76	74	74	75	36	40	16	9	2483
Safety of the driving (i.e. speed, driver concentrating)	85	84	86	85	46	39	12	3	2476



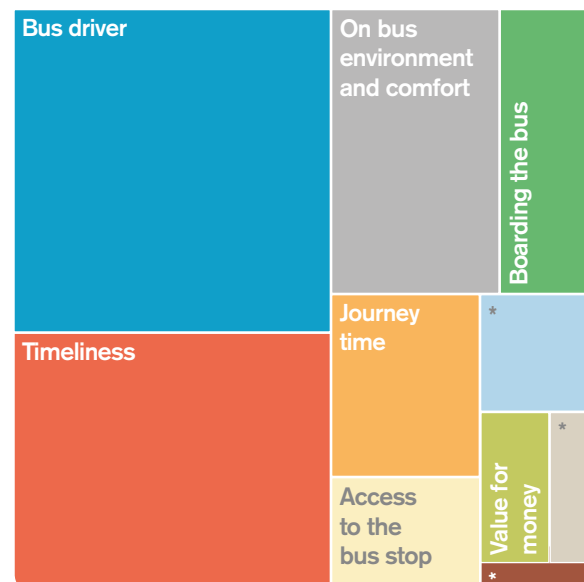
All Stagecoach

Headline results



Which themes are affecting overall passenger satisfaction?

See page 190 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	86	86	90	90	49	41	6	3	9088
Fare-paying passengers	83	83	88	88	42	46	8	4	4436
Free pass holders	93	92	94	94	63	31	4	2	4503
Aged 16 to 34	78	80	86	86	37	49	10	4	1937
Aged 35 to 59	89	86	90	90	47	43	6	3	2078
Passengers commuting	81	81	87	88	38	49	8	4	2809
Passengers not commuting	91	91	93	92	58	35	5	2	5947
Passengers saying they have a disability	83	85	89	89	52	37	8	3	2750
Value for money									
All fare-paying passengers	67	68	68	65	27	39	15	19	4353
Aged 16 to 34	60	63	63	63	25	37	15	22	1774
Aged 35 to 59	75	72	73	68	27	41	15	17	1822
Passengers commuting	65	67	67	64	24	39	16	20	2457
Passengers not commuting	70	70	70	68	31	37	14	18	1826
Punctuality & time waiting for bus									
Punctuality of the bus	74	72	75	75	42	32	12	13	8528
The length of time waited	76	73	76	76	41	35	13	11	8979
On-bus journey time									
Time the journey on the bus took	84	82	85	86	50	36	9	5	9128

Detailed results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
On the bus									
Route/destination information on the outside of the bus	84	85	86	86	54	33	11	3	8755
The cleanliness and condition of the outside of the bus	78	79	81	81	39	42	14	5	8696
The ease of getting onto the bus	-	-	-	92	58	34	6	2	9055
The length of time it took to board	89	89	91	91	59	32	7	2	8894
The cleanliness and condition of the inside of the bus	76	78	82	81	36	44	12	8	9151
The information provided inside the bus	64	67	68	68	31	37	26	6	8156
The availability of seating or space to stand	86	87	87	88	52	36	8	4	8995
The comfort of the seats	75	78	81	81	40	41	12	7	9000
The amount of personal space you had around you	74	75	78	80	41	39	13	8	8915
Provision of grab rails to stand/move within the bus	83	84	86	87	46	41	10	3	8815
The temperature inside the bus	76	77	80	82	39	43	12	6	8937
Your personal security whilst on the bus	83	85	87	87	47	40	11	2	8879
Ease of getting off the bus	-	-	-	90	52	38	7	3	9015
The bus driver									
How near to the kerb the driver stopped	92	91	93	93	64	29	6	2	8945
The driver's appearance	89	89	91	91	64	28	8	1	8708
The greeting/welcome you got from the driver	73	72	77	79	50	29	16	5	8917
The helpfulness and attitude of the driver	74	74	78	80	52	28	16	4	8698
The time the driver gave you to get to your seat	76	77	82	83	52	31	12	5	8830
Smoothness/freedom from jolting during the journey	75	75	80	81	46	35	12	7	8853
Safety of the driving (i.e. speed, driver concentrating)	88	87	90	90	58	32	8	2	8823



Arriva in Cheshire West and Chester

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	-	-	93	58	35	6	2	277
Fare-paying passengers	-	-	-	90	42	48	8	2	104
Free pass holders	-	-	-	95	71	24	4	2	170
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	93	68	25	6	1	211
Passengers saying they have a disability	-	-	-	90	59	32	7	3	92
Value for money									
All fare-paying passengers	-	-	-	60	33	27	13	26	101
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
Punctuality and time waiting for the bus									
Punctuality of the bus	-	-	-	76	41	35	12	13	263
The length of time waited	-	-	-	76	40	37	12	11	272
On-bus journey time									
Time journey on the bus took	-	-	-	94	65	29	5	1	268
On the bus									
Route/destination information on the outside of the bus	-	-	-	86	54	32	11	3	268
The cleanliness and condition of the outside of the bus	-	-	-	86	45	41	8	5	268
The ease of getting onto the bus	-	-	-	91	56	35	8	1	273
The length of time it took to board	-	-	-	92	56	36	6	2	270
The cleanliness and condition of the inside of the bus	-	-	-	87	39	48	9	4	277
The information provided inside the bus	-	-	-	75	37	38	17	8	248
The availability of seating or space to stand	-	-	-	88	54	34	8	4	274
The comfort of the seats	-	-	-	86	46	40	9	5	275
The amount of personal space you had around you	-	-	-	86	48	38	8	6	270
Provision of grab rails to stand/move within the bus	-	-	-	89	48	41	8	3	268
The temperature inside the bus	-	-	-	83	43	40	11	6	273
Your personal security whilst on the bus	-	-	-	88	51	37	10	2	271
Ease of getting off the bus	-	-	-	92	55	37	7	1	272
The bus driver									
How near to the kerb the driver stopped	-	-	-	97	67	29	2	1	276
The driver's appearance	-	-	-	94	63	31	4	2	267
The greeting/welcome you got from the driver	-	-	-	79	46	33	14	7	273
The helpfulness and attitude of the driver	-	-	-	77	46	31	16	7	274
The time the driver gave you to get to your seat	-	-	-	87	53	34	8	5	271
Smoothness/freedom from jolting during the journey	-	-	-	87	42	46	7	6	271
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	92	58	34	8	0	270

Arriva in County Durham

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	85	88	86	46	41	8	6	262
Fare-paying passengers	-	79	85	81	43	38	10	9	117
Free pass holders	-	94	92	92	49	43	5	2	135
Aged 16 to 34	-	74	-	-	-	-	-	-	-
Aged 35 to 59	-	91	-	-	-	-	-	-	-
Passengers commuting	-	80	-	84	36	47	7	9	78
Passengers not commuting	-	89	87	88	51	38	8	3	168
Passengers saying they have a disability	-	83	85	86	42	44	6	8	93
Value for money									
All fare-paying passengers	-	54	73	66	20	45	14	20	109
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	52	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
Punctuality and time waiting for the bus									
Punctuality of the bus	-	70	66	67	32	35	10	23	237
The length of time waited	-	67	71	69	31	38	16	15	259
On-bus journey time									
Time journey on the bus took	-	81	86	88	52	36	7	5	256
On the bus									
Route/destination information on the outside of the bus	-	84	87	85	52	32	10	5	250
The cleanliness and condition of the outside of the bus	-	77	75	77	42	34	18	6	247
The ease of getting onto the bus	-	-	-	93	60	32	6	2	248
The length of time it took to board	-	85	88	92	59	32	6	2	253
The cleanliness and condition of the inside of the bus	-	79	79	79	39	40	15	7	260
The information provided inside the bus	-	72	72	69	29	40	26	5	229
The availability of seating or space to stand	-	81	89	89	51	39	7	4	257
The comfort of the seats	-	79	82	82	39	43	12	6	253
The amount of personal space you had around you	-	77	78	82	42	40	10	9	249
Provision of grab rails to stand/move within the bus	-	82	85	84	46	37	12	5	249
The temperature inside the bus	-	77	82	78	41	37	12	10	255
Your personal security whilst on the bus	-	83	85	85	46	39	12	3	250
Ease of getting off the bus	-	-	-	91	55	36	6	3	257
The bus driver									
How near to the kerb the driver stopped	-	91	94	96	62	34	2	2	255
The driver's appearance	-	88	94	93	64	29	7	1	250
The greeting/welcome you got from the driver	-	70	75	79	52	27	14	7	247
The helpfulness and attitude of the driver	-	74	76	80	53	27	14	6	239
The time the driver gave you to get to your seat	-	80	81	85	54	30	10	6	251
Smoothness/freedom from jolting during the journey	-	75	77	74	42	32	16	10	249
Safety of the driving (i.e. speed, driver concentrating)	-	89	88	87	57	30	12	2	251

Arriva in Kent

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	83	-	-	79	39	40	9	12	305
Fare-paying passengers	79	-	-	73	31	42	11	15	169
Free pass holders	90	-	-	88	52	36	6	5	132
Aged 16 to 34	-	-	-	69	32	36	15	17	99
Aged 35 to 59	81	-	-	-	-	-	-	-	-
Passengers commuting	76	-	-	69	29	39	13	18	120
Passengers not commuting	89	-	-	88	48	39	6	6	176
Passengers saying they have a disability	86	-	-	70	35	35	15	14	94
Value for money									
All fare-paying passengers	47	-	-	50	21	29	19	31	162
Aged 16 to 34	-	-	-	40	16	24	23	37	87
Aged 35 to 59	51	-	-	-	-	-	-	-	-
Passengers commuting	39	-	-	43	18	25	21	35	104
Passengers not commuting	-	-	-	-	-	-	-	-	-
Punctuality and time waiting for the bus									
Punctuality of the bus	73	-	-	58	33	25	15	26	281
The length of time waited	67	-	-	61	31	29	15	24	302
On-bus journey time									
Time journey on the bus took	79	-	-	78	43	35	8	13	302
On the bus									
Route/destination information on the outside of the bus	75	-	-	82	44	38	13	5	289
The cleanliness and condition of the outside of the bus	71	-	-	78	31	47	15	7	288
The ease of getting onto the bus	-	-	-	83	48	35	11	6	302
The length of time it took to board	79	-	-	80	50	29	13	7	291
The cleanliness and condition of the inside of the bus	68	-	-	74	27	47	15	11	302
The information provided inside the bus	55	-	-	64	25	38	30	7	274
The availability of seating or space to stand	69	-	-	78	39	39	12	10	301
The comfort of the seats	66	-	-	74	31	42	17	9	299
The amount of personal space you had around you	65	-	-	73	33	40	14	13	299
Provision of grab rails to stand/move within the bus	74	-	-	80	38	42	14	6	292
The temperature inside the bus	67	-	-	73	32	41	18	9	297
Your personal security whilst on the bus	71	-	-	79	40	39	16	5	297
Ease of getting off the bus	-	-	-	85	45	40	10	6	296
The bus driver									
How near to the kerb the driver stopped	80	-	-	93	54	38	5	3	286
The driver's appearance	80	-	-	89	51	38	9	3	284
The greeting/welcome you got from the driver	62	-	-	75	36	39	17	9	294
The helpfulness and attitude of the driver	65	-	-	75	40	35	17	7	285
The time the driver gave you to get to your seat	73	-	-	83	46	36	10	7	289
Smoothness/freedom from jolting during the journey	69	-	-	78	40	38	13	9	295
Safety of the driving (i.e. speed, driver concentrating)	78	-	-	84	52	32	11	5	292

Arriva in Leicester City

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	87	84	88	41	47	8	4	346
Fare-paying passengers	-	85	80	85	36	49	11	4	217
Free pass holders	-	91	91	95	54	41	3	3	122
Aged 16 to 34	-	-	73	84	34	50	11	5	94
Aged 35 to 59	-	-	87	90	38	52	8	2	104
Passengers commuting	-	87	77	83	30	53	11	6	131
Passengers not commuting	-	87	92	92	49	44	6	2	207
Passengers saying they have a disability	-	-	89	85	43	41	10	5	76
Value for money									
All fare-paying passengers	-	51	67	60	25	35	20	20	209
Aged 16 to 34	-	-	-	60	22	38	19	21	87
Aged 35 to 59	-	-	-	58	27	31	20	22	92
Passengers commuting	-	52	63	55	19	36	25	20	115
Passengers not commuting	-	-	-	66	33	33	13	21	93
Punctuality and time waiting for the bus									
Punctuality of the bus	-	70	75	71	41	31	16	12	325
The length of time waited	-	70	75	75	37	39	16	9	336
On-bus journey time									
Time journey on the bus took	-	81	87	83	50	32	12	6	339
On the bus									
Route/destination information on the outside of the bus	-	85	83	84	49	35	12	5	330
The cleanliness and condition of the outside of the bus	-	80	81	79	37	42	14	7	328
The ease of getting onto the bus	-	-	-	92	58	34	7	1	339
The length of time it took to board	-	89	86	91	60	32	7	2	335
The cleanliness and condition of the inside of the bus	-	75	81	78	36	42	13	9	344
The information provided inside the bus	-	62	62	63	25	38	32	5	318
The availability of seating or space to stand	-	81	83	86	52	34	7	7	335
The comfort of the seats	-	77	84	79	34	45	13	8	336
The amount of personal space you had around you	-	75	80	75	35	41	15	10	334
Provision of grab rails to stand/move within the bus	-	80	85	81	41	40	14	5	333
The temperature inside the bus	-	77	81	79	36	43	13	8	340
Your personal security whilst on the bus	-	80	82	81	43	38	16	3	339
Ease of getting off the bus	-	-	-	91	50	41	7	2	340
The bus driver									
How near to the kerb the driver stopped	-	92	86	93	54	39	5	1	333
The driver's appearance	-	83	83	91	56	35	7	3	313
The greeting/welcome you got from the driver	-	64	66	76	41	35	19	6	325
The helpfulness and attitude of the driver	-	68	68	77	43	33	19	5	315
The time the driver gave you to get to your seat	-	71	72	78	45	33	15	7	326
Smoothness/freedom from jolting during the journey	-	71	75	77	35	42	14	9	328
Safety of the driving (i.e. speed, driver concentrating)	-	86	85	88	50	38	9	3	331

Arriva in Mersey and Halton

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	89	90	91	90	52	37	7	3	1366
Fare-paying passengers	85	88	90	88	47	41	9	3	661
Free pass holders	95	93	93	93	63	30	5	1	684
Aged 16 to 34	82	82	89	89	42	47	9	2	324
Aged 35 to 59	90	94	89	87	51	36	9	4	329
Passengers commuting	83	86	88	87	42	45	10	3	509
Passengers not commuting	94	93	93	93	61	31	5	2	796
Passengers saying they have a disability	89	87	87	89	50	39	9	2	417
Value for money									
All fare-paying passengers	67	71	64	74	37	38	14	12	641
Aged 16 to 34	63	65	60	72	36	36	13	15	295
Aged 35 to 59	71	79	67	77	37	40	15	9	286
Passengers commuting	63	69	63	72	34	38	16	11	420
Passengers not commuting	74	78	63	78	42	36	9	13	206
Punctuality and time waiting for the bus									
Punctuality of the bus	76	78	74	76	44	32	11	12	1244
The length of time waited	78	77	73	77	42	35	13	10	1333
On-bus journey time									
Time journey on the bus took	86	86	90	87	55	32	8	5	1353
On the bus									
Route/destination information on the outside of the bus	88	85	88	86	55	31	11	3	1296
The cleanliness and condition of the outside of the bus	83	85	87	84	44	40	12	4	1303
The ease of getting onto the bus	-	-	-	92	63	30	5	3	1330
The length of time it took to board	92	91	93	90	62	29	7	3	1319
The cleanliness and condition of the inside of the bus	84	86	86	83	41	42	12	6	1348
The information provided inside the bus	70	71	72	67	33	34	27	6	1210
The availability of seating or space to stand	87	87	88	88	53	35	6	6	1329
The comfort of the seats	82	83	86	82	41	42	11	7	1321
The amount of personal space you had around you	77	80	80	79	39	40	11	9	1316
Provision of grab rails to stand/move within the bus	85	87	89	86	49	37	9	4	1313
The temperature inside the bus	80	80	80	82	42	40	11	7	1325
Your personal security whilst on the bus	87	85	87	87	51	36	11	2	1314
Ease of getting off the bus	-	-	-	91	54	37	6	3	1324
The bus driver									
How near to the kerb the driver stopped	93	94	92	94	67	27	5	2	1333
The driver's appearance	91	91	89	90	65	25	9	1	1282
The greeting/welcome you got from the driver	70	71	72	74	47	27	20	7	1301
The helpfulness and attitude of the driver	72	74	74	76	50	26	19	5	1278
The time the driver gave you to get to your seat	72	78	74	80	48	32	13	7	1301
Smoothness/freedom from jolting during the journey	76	80	77	78	44	34	15	7	1309
Safety of the driving (i.e. speed, driver concentrating)	88	89	88	90	58	32	8	2	1304

Arriva in Milton Keynes

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	81	82	82	82	34	48	9	10	367
Fare-paying passengers	79	79	81	80	27	52	9	11	173
Free pass holders	86	89	87	86	52	34	8	7	190
Aged 16 to 34	72	78	76	-	-	-	-	-	-
Aged 35 to 59	88	80	83	83	33	50	6	11	95
Passengers commuting	78	80	72	76	24	51	16	8	105
Passengers not commuting	84	85	94	86	39	47	4	10	243
Passengers saying they have a disability	81	80	80	82	40	42	3	15	124
Value for money									
All fare-paying passengers	41	59	60	64	26	39	14	22	170
Aged 16 to 34	32	56	-	-	-	-	-	-	-
Aged 35 to 59	56	61	56	70	28	42	16	14	76
Passengers commuting	38	61	55	61	22	39	13	26	89
Passengers not commuting	47	-	-	68	27	41	16	16	76
Punctuality and time waiting for the bus									
Punctuality of the bus	66	63	66	59	33	26	14	27	333
The length of time waited	66	61	64	59	30	29	18	23	363
On-bus journey time									
Time journey on the bus took	78	81	82	85	44	41	11	4	370
On the bus									
Route/destination information on the outside of the bus	78	82	82	83	51	31	11	6	350
The cleanliness and condition of the outside of the bus	76	75	78	80	38	42	12	8	342
The ease of getting onto the bus	-	-	-	89	56	33	7	3	353
The length of time it took to board	87	86	86	87	53	33	10	4	348
The cleanliness and condition of the inside of the bus	75	74	78	79	32	47	9	13	364
The information provided inside the bus	65	61	63	59	22	37	28	12	323
The availability of seating or space to stand	80	85	81	85	46	39	8	7	359
The comfort of the seats	68	71	72	80	35	45	11	9	360
The amount of personal space you had around you	69	64	71	80	33	47	12	7	357
Provision of grab rails to stand/move within the bus	76	77	80	80	39	41	15	5	353
The temperature inside the bus	73	76	74	79	33	46	11	11	358
Your personal security whilst on the bus	79	82	79	83	41	42	12	5	356
Ease of getting off the bus	-	-	-	90	47	42	6	5	363
The bus driver									
How near to the kerb the driver stopped	86	92	89	91	57	34	6	3	370
The driver's appearance	83	86	85	86	46	39	10	5	352
The greeting/welcome you got from the driver	63	70	67	73	35	37	16	11	356
The helpfulness and attitude of the driver	65	71	69	73	38	35	17	9	346
The time the driver gave you to get to your seat	76	74	79	79	42	37	9	12	357
Smoothness/freedom from jolting during the journey	67	70	71	76	36	40	16	8	349
Safety of the driving (i.e. speed, driver concentrating)	79	82	83	86	48	38	9	5	355

Arriva in Northumberland

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	90	92	88	50	38	7	5	369
Fare-paying passengers	-	85	88	83	39	44	10	7	150
Free pass holders	-	94	97	94	65	29	3	3	214
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	89	-	90	54	36	8	2	85
Passengers commuting	-	-	-	82	32	50	5	13	76
Passengers not commuting	-	94	94	90	61	29	8	1	281
Passengers saying they have a disability	-	86	97	85	51	35	8	7	113
Value for money									
All fare-paying passengers	-	54	61	59	26	33	16	25	148
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	58	29	29	14	27	78
Punctuality and time waiting for the bus									
Punctuality of the bus	-	78	82	68	41	27	12	20	348
The length of time waited	-	75	79	73	41	32	11	15	366
On-bus journey time									
Time journey on the bus took	-	86	94	88	52	35	8	5	377
On the bus									
Route/destination information on the outside of the bus	-	85	89	85	58	27	12	3	356
The cleanliness and condition of the outside of the bus	-	79	81	85	43	42	10	5	352
The ease of getting onto the bus	-	-	-	92	63	30	7	1	368
The length of time it took to board	-	93	94	94	63	30	6	1	360
The cleanliness and condition of the inside of the bus	-	84	83	83	37	46	10	8	372
The information provided inside the bus	-	67	69	68	30	38	26	6	339
The availability of seating or space to stand	-	87	91	89	55	34	8	3	361
The comfort of the seats	-	83	75	80	38	42	11	9	368
The amount of personal space you had around you	-	83	79	82	46	36	10	8	363
Provision of grab rails to stand/move within the bus	-	83	89	88	51	38	7	4	361
The temperature inside the bus	-	80	81	79	42	37	12	9	362
Your personal security whilst on the bus	-	89	88	89	53	36	9	2	365
Ease of getting off the bus	-	-	-	92	57	35	7	1	367
The bus driver									
How near to the kerb the driver stopped	-	91	95	91	62	29	8	1	360
The driver's appearance	-	93	96	90	64	26	8	1	359
The greeting/welcome you got from the driver	-	80	84	81	53	28	13	6	370
The helpfulness and attitude of the driver	-	82	85	82	55	27	14	4	360
The time the driver gave you to get to your seat	-	88	90	91	61	29	7	3	366
Smoothness/freedom from jolting during the journey	-	82	86	84	51	34	9	7	364
Safety of the driving (i.e. speed, driver concentrating)	-	91	95	91	62	29	7	2	367

Arriva in Staffordshire

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	90	-	89	90	47	43	6	4	429
Fare-paying passengers	87	-	87	86	38	48	10	4	179
Free pass holders	95	-	93	95	59	36	1	4	246
Aged 16 to 34	-	-	-	89	35	54	8	3	83
Aged 35 to 59	90	-	-	86	39	46	9	5	79
Passengers commuting	84	-	-	83	31	52	14	3	123
Passengers not commuting	94	-	93	94	56	38	1	5	283
Passengers saying they have a disability	93	-	91	92	51	40	1	7	150
Value for money									
All fare-paying passengers	62	-	65	62	31	32	16	22	173
Aged 16 to 34	-	-	-	63	31	31	18	20	79
Aged 35 to 59	59	-	-	-	-	-	-	-	-
Passengers commuting	62	-	-	57	28	29	19	24	108
Passengers not commuting	-	-	-	-	-	-	-	-	-
Punctuality and time waiting for the bus									
Punctuality of the bus	80	-	75	70	44	26	14	16	396
The length of time waited	79	-	75	73	42	31	14	13	415
On-bus journey time									
Time journey on the bus took	86	-	88	87	53	34	7	5	418
On the bus									
Route/destination information on the outside of the bus	83	-	88	85	55	30	11	4	403
The cleanliness and condition of the outside of the bus	81	-	78	81	41	40	15	3	391
The ease of getting onto the bus	-	-	-	92	58	35	6	2	411
The length of time it took to board	91	-	91	91	59	33	6	2	395
The cleanliness and condition of the inside of the bus	83	-	81	84	36	48	10	6	421
The information provided inside the bus	66	-	72	67	32	35	24	8	380
The availability of seating or space to stand	91	-	89	85	50	35	11	4	414
The comfort of the seats	79	-	77	79	34	45	15	6	400
The amount of personal space you had around you	81	-	79	78	39	40	16	6	404
Provision of grab rails to stand/move within the bus	84	-	83	86	43	43	11	3	399
The temperature inside the bus	81	-	79	81	37	45	11	8	404
Your personal security whilst on the bus	86	-	84	86	44	41	12	2	406
Ease of getting off the bus	-	-	-	91	51	40	7	1	409
The bus driver									
How near to the kerb the driver stopped	94	-	94	92	60	32	6	2	417
The driver's appearance	91	-	89	90	60	30	8	2	409
The greeting/welcome you got from the driver	79	-	78	76	42	34	15	9	409
The helpfulness and attitude of the driver	81	-	78	77	44	33	16	7	400
The time the driver gave you to get to your seat	83	-	83	85	53	31	10	5	408
Smoothness/freedom from jolting during the journey	83	-	84	78	42	36	13	9	407
Safety of the driving (i.e. speed, driver concentrating)	90	-	87	90	54	36	8	2	408

Arriva in Tees Valley

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	89	92	91	90	51	39	6	4	1183
Fare-paying passengers	87	89	89	87	47	41	8	5	529
Free pass holders	92	95	93	94	58	36	4	2	620
Aged 16 to 34	84	88	81	83	36	47	13	4	339
Aged 35 to 59	87	92	95	92	58	34	4	4	225
Passengers commuting	85	88	84	82	38	44	12	6	369
Passengers not commuting	92	95	95	95	60	35	3	3	770
Passengers saying they have a disability	91	91	90	92	55	38	4	3	396
Value for money									
All fare-paying passengers	60	62	66	69	33	36	14	17	517
Aged 16 to 34	51	59	58	64	25	39	17	19	249
Aged 35 to 59	68	65	71	73	41	32	11	16	175
Passengers commuting	57	60	61	62	26	36	16	22	274
Passengers not commuting	66	67	69	77	40	37	13	10	229
Punctuality and time waiting for the bus									
Punctuality of the bus	79	82	79	73	45	28	11	16	1102
The length of time waited	80	83	78	74	42	32	14	12	1173
On-bus journey time									
Time journey on the bus took	87	88	88	84	51	33	11	5	1185
On the bus									
Route/destination information on the outside of the bus	88	86	89	84	53	31	12	3	1146
The cleanliness and condition of the outside of the bus	85	83	85	82	45	37	14	4	1136
The ease of getting onto the bus	-	-	-	92	61	31	5	3	1170
The length of time it took to board	93	92	93	91	61	30	6	2	1154
The cleanliness and condition of the inside of the bus	85	81	86	84	41	43	9	7	1191
The information provided inside the bus	75	70	76	73	38	35	21	6	1103
The availability of seating or space to stand	88	89	90	89	54	34	6	5	1171
The comfort of the seats	80	76	82	82	42	40	11	8	1165
The amount of personal space you had around you	79	79	82	82	44	38	10	8	1162
Provision of grab rails to stand/move within the bus	86	87	87	87	50	37	9	4	1145
The temperature inside the bus	79	79	84	81	44	37	12	7	1153
Your personal security whilst on the bus	88	89	90	87	52	36	10	3	1156
Ease of getting off the bus	-	-	-	90	57	33	6	3	1160
The bus driver									
How near to the kerb the driver stopped	93	93	93	93	62	31	5	2	1154
The driver's appearance	90	92	93	92	63	29	7	1	1136
The greeting/welcome you got from the driver	79	77	82	80	51	29	14	5	1159
The helpfulness and attitude of the driver	78	78	83	81	52	29	15	4	1135
The time the driver gave you to get to your seat	85	83	87	88	56	32	8	5	1160
Smoothness/freedom from jolting during the journey	80	81	83	82	47	35	11	7	1159
Safety of the driving (i.e. speed, driver concentrating)	88	88	90	90	59	31	7	2	1157

Arriva in West Yorkshire

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	94	84	80	90	44	46	5	5	360
Fare-paying passengers	94	78	74	87	33	54	8	5	158
Free pass holders	92	97	92	95	65	30	0	5	198
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	81	92	44	47	5	3	99
Passengers commuting	-	78	67	90	28	62	7	3	100
Passengers not commuting	94	91	92	89	59	30	4	7	244
Passengers saying they have a disability	-	-	79	88	53	35	6	6	120
Value for money									
All fare-paying passengers	73	70	63	64	26	38	19	17	144
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	58	67	27	40	14	18	83
Passengers commuting	-	-	57	63	26	36	21	17	85
Passengers not commuting	-	-	-	-	-	-	-	-	-
Punctuality and time waiting for the bus									
Punctuality of the bus	81	68	66	80	51	30	7	13	340
The length of time waited	85	68	70	81	47	34	9	10	349
On-bus journey time									
Time journey on the bus took	93	78	77	84	49	34	8	9	358
On the bus									
Route/destination information on the outside of the bus	89	87	85	85	57	28	10	5	349
The cleanliness and condition of the outside of the bus	86	80	83	81	42	39	15	4	340
The ease of getting onto the bus	-	-	-	92	61	30	6	2	351
The length of time it took to board	94	89	88	90	60	29	7	4	341
The cleanliness and condition of the inside of the bus	84	81	74	78	35	43	8	13	357
The information provided inside the bus	77	72	66	70	33	38	21	8	314
The availability of seating or space to stand	89	84	86	88	50	39	7	4	351
The comfort of the seats	85	81	77	82	38	44	11	7	348
The amount of personal space you had around you	85	74	79	80	40	39	9	12	345
Provision of grab rails to stand/move within the bus	89	88	83	84	48	36	12	4	340
The temperature inside the bus	85	76	70	75	40	35	16	9	349
Your personal security whilst on the bus	90	83	76	88	47	41	10	2	351
Ease of getting off the bus	-	-	-	89	54	35	8	3	354
The bus driver									
How near to the kerb the driver stopped	91	88	86	92	65	27	6	2	347
The driver's appearance	91	87	84	90	64	26	8	2	342
The greeting/welcome you got from the driver	79	73	66	76	45	31	14	9	340
The helpfulness and attitude of the driver	83	71	68	80	48	32	12	8	335
The time the driver gave you to get to your seat	84	77	76	85	54	31	9	7	335
Smoothness/freedom from jolting during the journey	84	76	71	79	44	34	14	8	345
Safety of the driving (i.e. speed, driver concentrating)	91	80	86	91	60	30	6	4	348

The Blackburn Bus Company

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	-	-	86	57	29	9	5	288
Fare-paying passengers	-	-	-	78	48	30	14	7	156
Free pass holders	-	-	-	98	73	25	1	1	126
Aged 16 to 34	-	-	-	73	46	27	19	8	81
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	70	37	33	17	13	84
Passengers not commuting	-	-	-	95	68	27	5	0	191
Passengers saying they have a disability	-	-	-	89	57	32	6	6	97
Value for money									
All fare-paying passengers	-	-	-	66	34	32	17	16	149
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
Punctuality and time waiting for the bus									
Punctuality of the bus	-	-	-	75	42	33	11	14	275
The length of time waited	-	-	-	72	36	35	15	13	288
On-bus journey time									
Time journey on the bus took	-	-	-	86	53	33	7	7	290
On the bus									
Route/destination information on the outside of the bus	-	-	-	89	62	28	9	2	288
The cleanliness and condition of the outside of the bus	-	-	-	87	54	32	9	4	277
The ease of getting onto the bus	-	-	-	95	67	27	4	1	287
The length of time it took to board	-	-	-	93	67	26	4	3	285
The cleanliness and condition of the inside of the bus	-	-	-	82	52	30	11	7	297
The information provided inside the bus	-	-	-	70	44	26	28	2	276
The availability of seating or space to stand	-	-	-	88	61	26	6	6	289
The comfort of the seats	-	-	-	88	54	34	8	4	287
The amount of personal space you had around you	-	-	-	85	53	32	10	5	288
Provision of grab rails to stand/move within the bus	-	-	-	88	56	31	11	1	288
The temperature inside the bus	-	-	-	81	43	38	11	8	287
Your personal security whilst on the bus	-	-	-	86	53	34	12	1	287
Ease of getting off the bus	-	-	-	91	59	32	6	3	290
The bus driver									
How near to the kerb the driver stopped	-	-	-	91	67	23	8	2	284
The driver's appearance	-	-	-	90	67	23	9	1	281
The greeting/welcome you got from the driver	-	-	-	74	51	22	20	7	281
The helpfulness and attitude of the driver	-	-	-	76	54	22	19	5	282
The time the driver gave you to get to your seat	-	-	-	79	56	23	13	8	282
Smoothness/freedom from jolting during the journey	-	-	-	79	48	30	13	9	284
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	86	61	25	11	2	281

Blackpool Transport

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	88	88	87	90	56	35	6	3	459
Fare-paying passengers	84	87	83	86	52	34	8	6	213
Free pass holders	94	90	93	95	61	35	4	0	240
Aged 16 to 34	-	87	79	83	39	44	11	7	101
Aged 35 to 59	90	84	92	95	66	29	2	3	97
Passengers commuting	84	87	86	80	40	40	14	7	129
Passengers not commuting	93	90	87	96	64	32	3	1	312
Passengers saying they have a disability	89	87	83	92	55	37	5	3	158
Value for money									
All fare-paying passengers	75	75	70	70	39	31	14	15	203
Aged 16 to 34	-	75	67	63	30	33	16	21	81
Aged 35 to 59	80	76	75	79	46	33	10	11	84
Passengers commuting	74	74	62	60	32	27	16	24	102
Passengers not commuting	-	76	82	81	46	35	13	5	99
Punctuality and time waiting for the bus									
Punctuality of the bus	79	75	78	77	45	32	11	12	419
The length of time waited	82	75	77	74	44	30	15	11	451
On-bus journey time									
Time journey on the bus took	83	83	82	87	63	24	8	4	461
On the bus									
Route/destination information on the outside of the bus	83	84	85	81	56	25	15	4	435
The cleanliness and condition of the outside of the bus	81	80	84	86	53	33	11	2	438
The ease of getting onto the bus	-	-	-	91	65	26	6	3	447
The length of time it took to board	91	89	89	91	61	30	7	2	435
The cleanliness and condition of the inside of the bus	77	75	80	86	49	37	9	6	458
The information provided inside the bus	73	68	66	78	43	35	16	6	423
The availability of seating or space to stand	85	84	83	84	55	28	9	7	451
The comfort of the seats	76	71	73	84	50	34	9	7	447
The amount of personal space you had around you	76	78	74	80	48	32	10	10	443
Provision of grab rails to stand/move within the bus	85	82	82	87	50	37	8	5	441
The temperature inside the bus	78	77	78	83	48	35	11	6	445
Your personal security whilst on the bus	82	84	84	88	54	34	9	4	442
Ease of getting off the bus	-	-	-	89	59	30	7	4	453
The bus driver									
How near to the kerb the driver stopped	93	91	90	91	64	27	7	2	437
The driver's appearance	91	89	88	92	67	25	6	2	430
The greeting/welcome you got from the driver	73	71	67	75	48	27	17	8	438
The helpfulness and attitude of the driver	75	73	70	76	52	24	19	4	437
The time the driver gave you to get to your seat	77	73	73	79	51	28	12	10	435
Smoothness/freedom from jolting during the journey	74	76	74	78	46	31	15	8	440
Safety of the driving (i.e. speed, driver concentrating)	88	87	83	90	61	28	9	1	437

Bluestar

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	91	90	88	89	52	37	7	4	393
Fare-paying passengers	89	90	82	87	45	42	8	5	205
Free pass holders	95	89	99	94	67	27	4	2	185
Aged 16 to 34	87	87	78	87	40	47	9	4	107
Aged 35 to 59	-	96	95	92	55	37	4	4	81
Passengers commuting	89	88	84	90	44	46	5	5	126
Passengers not commuting	93	94	94	89	58	31	8	4	262
Passengers saying they have a disability	90	92	88	89	56	34	5	6	102
Value for money									
All fare-paying passengers	70	66	73	69	34	35	17	14	194
Aged 16 to 34	66	64	71	62	27	35	22	16	95
Aged 35 to 59	-	66	-	80	41	39	8	12	75
Passengers commuting	71	69	76	71	34	37	19	10	108
Passengers not commuting	-	-	-	67	33	34	13	19	86
Punctuality and time waiting for the bus									
Punctuality of the bus	75	77	76	75	42	32	12	13	372
The length of time waited	76	78	76	72	42	30	14	14	386
On-bus journey time									
Time journey on the bus took	90	83	84	87	51	36	8	4	393
On the bus									
Route/destination information on the outside of the bus	88	86	86	87	57	30	10	3	380
The cleanliness and condition of the outside of the bus	90	85	85	88	52	36	7	5	386
The ease of getting onto the bus	-	-	-	92	64	28	7	1	390
The length of time it took to board	90	88	89	91	60	31	6	3	388
The cleanliness and condition of the inside of the bus	85	84	86	87	43	44	9	4	394
The information provided inside the bus	66	76	67	75	39	36	22	3	369
The availability of seating or space to stand	90	83	84	86	49	37	8	6	389
The comfort of the seats	85	83	82	81	41	40	12	7	390
The amount of personal space you had around you	83	76	80	77	38	39	13	10	386
Provision of grab rails to stand/move within the bus	84	87	86	87	44	43	11	3	385
The temperature inside the bus	80	82	81	81	43	38	13	6	384
Your personal security whilst on the bus	91	92	86	87	51	36	10	2	382
Ease of getting off the bus	-	-	-	89	57	33	8	2	391
The bus driver									
How near to the kerb the driver stopped	96	93	92	94	62	32	3	3	376
The driver's appearance	94	92	90	93	67	25	6	1	374
The greeting/welcome you got from the driver	83	85	81	82	52	30	10	7	377
The helpfulness and attitude of the driver	83	82	81	83	54	28	11	6	373
The time the driver gave you to get to your seat	83	82	83	87	53	33	9	5	380
Smoothness/freedom from jolting during the journey	79	81	79	81	48	33	12	7	377
Safety of the driving (i.e. speed, driver concentrating)	90	91	85	93	62	30	7	1	375

Brighton and Hove Bus

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	90	87	91	91	49	42	7	2	861
Fare-paying passengers	89	85	90	89	42	47	8	3	458
Free pass holders	94	91	93	96	64	32	3	1	385
Aged 16 to 34	88	85	88	86	35	51	10	3	193
Aged 35 to 59	91	85	92	92	49	44	6	2	225
Passengers commuting	88	85	92	92	38	54	5	3	275
Passengers not commuting	93	90	91	90	57	33	8	2	558
Passengers saying they have a disability	86	85	91	91	48	44	6	2	244
Value for money									
All fare-paying passengers	58	51	56	53	18	35	21	26	449
Aged 16 to 34	53	49	55	49	19	30	25	27	184
Aged 35 to 59	64	51	54	55	15	39	18	28	191
Passengers commuting	59	50	52	54	16	38	19	27	231
Passengers not commuting	57	54	61	53	23	29	24	24	207
Punctuality and time waiting for the bus									
Punctuality of the bus	78	75	83	84	51	33	11	5	788
The length of time waited	81	76	83	83	49	34	12	6	862
On-bus journey time									
Time journey on the bus took	83	82	86	84	51	33	11	6	855
On the bus									
Route/destination information on the outside of the bus	86	88	89	90	59	31	9	1	841
The cleanliness and condition of the outside of the bus	84	84	82	85	46	40	10	4	821
The ease of getting onto the bus	-	-	-	92	60	31	6	3	868
The length of time it took to board	89	89	92	90	61	29	8	3	855
The cleanliness and condition of the inside of the bus	80	76	82	81	37	44	10	9	860
The information provided inside the bus	74	72	76	74	38	37	21	5	779
The availability of seating or space to stand	87	88	88	87	50	37	8	6	859
The comfort of the seats	76	78	77	80	36	43	13	8	851
The amount of personal space you had around you	77	76	78	80	38	42	13	8	853
Provision of grab rails to stand/move within the bus	84	85	85	84	43	41	12	4	846
The temperature inside the bus	79	80	82	81	40	40	11	8	855
Your personal security whilst on the bus	87	87	88	88	50	38	10	1	848
Ease of getting off the bus	-	-	-	89	50	40	8	3	854
The bus driver									
How near to the kerb the driver stopped	90	92	94	94	66	28	5	2	845
The driver's appearance	90	88	92	91	64	27	8	1	797
The greeting/welcome you got from the driver	77	75	81	79	51	27	17	4	827
The helpfulness and attitude of the driver	77	76	83	80	54	26	16	4	799
The time the driver gave you to get to your seat	75	79	82	82	55	27	13	5	821
Smoothness/freedom from jolting during the journey	75	76	79	79	44	36	13	8	833
Safety of the driving (i.e. speed, driver concentrating)	88	88	91	90	60	30	8	1	832

Carousel Buses

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	91	-	92	52	39	7	1	229
Fare-paying passengers	-	89	-	89	46	43	10	1	104
Free pass holders	-	93	-	95	57	38	3	2	119
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	89	-	-	-	-	-	-	-
Passengers not commuting	-	91	-	93	58	35	5	1	137
Passengers saying they have a disability	-	86	-	-	-	-	-	-	-
Value for money									
All fare-paying passengers	-	53	-	58	22	35	16	26	96
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	52	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
Punctuality and time waiting for the bus									
Punctuality of the bus	-	62	-	66	39	28	12	22	210
The length of time waited	-	61	-	66	38	28	17	16	222
On-bus journey time									
Time journey on the bus took	-	84	-	89	53	36	9	2	232
On the bus									
Route/destination information on the outside of the bus	-	87	-	84	57	27	12	4	226
The cleanliness and condition of the outside of the bus	-	83	-	81	44	38	11	8	215
The ease of getting onto the bus	-	-	-	93	58	35	6	2	225
The length of time it took to board	-	90	-	90	63	27	9	1	222
The cleanliness and condition of the inside of the bus	-	86	-	83	44	39	11	6	227
The information provided inside the bus	-	65	-	66	27	40	26	8	202
The availability of seating or space to stand	-	86	-	93	57	37	5	2	220
The comfort of the seats	-	77	-	78	34	44	14	8	222
The amount of personal space you had around you	-	75	-	84	45	39	10	6	223
Provision of grab rails to stand/move within the bus	-	84	-	88	47	41	9	3	221
The temperature inside the bus	-	81	-	84	39	44	11	6	219
Your personal security whilst on the bus	-	86	-	87	51	36	11	2	221
Ease of getting off the bus	-	-	-	91	53	38	7	2	223
The bus driver									
How near to the kerb the driver stopped	-	90	-	92	65	27	7	1	223
The driver's appearance	-	90	-	92	65	26	8	0	223
The greeting/welcome you got from the driver	-	69	-	77	47	30	16	8	224
The helpfulness and attitude of the driver	-	69	-	79	50	29	16	4	209
The time the driver gave you to get to your seat	-	81	-	88	57	31	8	5	223
Smoothness/freedom from jolting during the journey	-	75	-	78	40	38	14	8	216
Safety of the driving (i.e. speed, driver concentrating)	-	85	-	86	54	32	11	2	219

Diamond Bus in West Midlands

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	87	-	84	83	42	41	12	5	200
Fare-paying passengers	86	-	-	79	33	46	12	9	97
Free pass holders	89	-	90	88	55	33	11	1	100
Aged 16 to 34	79	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	83	-	-	-	-	-	-	-	-
Passengers not commuting	89	-	91	93	52	42	5	2	123
Passengers saying they have a disability	-	-	-	-	-	-	-	-	-
Value for money									
All fare-paying passengers	69	-	-	71	31	41	14	14	96
Aged 16 to 34	65	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	64	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
Punctuality and time waiting for the bus									
Punctuality of the bus	81	-	63	70	28	42	12	18	176
The length of time waited	81	-	71	73	27	46	11	16	188
On-bus journey time									
Time journey on the bus took	84	-	87	90	51	39	5	4	199
On the bus									
Route/destination information on the outside of the bus	83	-	81	82	40	42	14	4	186
The cleanliness and condition of the outside of the bus	83	-	73	79	37	42	16	5	189
The ease of getting onto the bus	-	-	-	89	53	35	8	3	196
The length of time it took to board	90	-	84	88	53	35	9	2	192
The cleanliness and condition of the inside of the bus	78	-	81	82	36	46	12	6	196
The information provided inside the bus	68	-	64	71	31	40	26	3	171
The availability of seating or space to stand	88	-	85	88	50	37	8	4	190
The comfort of the seats	76	-	80	79	38	41	16	4	191
The amount of personal space you had around you	79	-	75	78	37	41	15	8	187
Provision of grab rails to stand/move within the bus	86	-	82	83	40	43	11	6	191
The temperature inside the bus	78	-	76	76	39	38	14	9	193
Your personal security whilst on the bus	82	-	81	81	38	42	15	4	190
Ease of getting off the bus	-	-	-	80	44	36	16	4	190
The bus driver									
How near to the kerb the driver stopped	87	-	88	87	53	34	10	3	194
The driver's appearance	87	-	87	82	52	30	14	4	181
The greeting/welcome you got from the driver	76	-	73	65	38	27	27	8	185
The helpfulness and attitude of the driver	77	-	68	66	38	28	26	8	184
The time the driver gave you to get to your seat	78	-	75	72	38	35	18	10	190
Smoothness/freedom from jolting during the journey	78	-	76	68	31	37	22	10	194
Safety of the driving (i.e. speed, driver concentrating)	86	-	82	79	42	36	15	6	191

Diamond Bus in Worcestershire

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	-	72	60	26	33	18	22	190
Fare-paying passengers	-	-	66	42	17	25	23	36	85
Free pass holders	-	-	83	78	36	42	14	9	103
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	82	71	30	41	14	15	122
Passengers saying they have a disability	-	-	-	60	23	37	20	19	87
Value for money									
All fare-paying passengers	-	-	51	35	9	26	29	37	84
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
Punctuality and time waiting for the bus									
Punctuality of the bus	-	-	62	49	23	25	12	39	176
The length of time waited	-	-	64	49	22	27	19	32	187
On-bus journey time									
Time journey on the bus took	-	-	73	76	37	39	15	9	194
On the bus									
Route/destination information on the outside of the bus	-	-	72	71	30	41	24	5	179
The cleanliness and condition of the outside of the bus	-	-	55	53	14	39	24	23	179
The ease of getting onto the bus	-	-	-	71	28	42	17	13	187
The length of time it took to board	-	-	82	75	32	43	15	9	182
The cleanliness and condition of the inside of the bus	-	-	59	54	18	36	19	27	186
The information provided inside the bus	-	-	41	42	11	31	34	24	160
The availability of seating or space to stand	-	-	79	73	30	43	12	15	182
The comfort of the seats	-	-	66	60	20	40	22	19	182
The amount of personal space you had around you	-	-	76	60	20	40	22	19	182
Provision of grab rails to stand/move within the bus	-	-	78	68	27	42	20	11	177
The temperature inside the bus	-	-	67	63	21	42	20	17	181
Your personal security whilst on the bus	-	-	71	67	31	35	22	11	179
Ease of getting off the bus	-	-	-	70	28	42	15	15	185
The bus driver									
How near to the kerb the driver stopped	-	-	84	80	40	40	11	9	183
The driver's appearance	-	-	76	74	35	39	14	12	175
The greeting/welcome you got from the driver	-	-	55	51	29	22	20	29	182
The helpfulness and attitude of the driver	-	-	54	51	30	20	23	27	182
The time the driver gave you to get to your seat	-	-	67	61	34	27	18	21	182
Smoothness/freedom from jolting during the journey	-	-	56	51	22	29	16	33	183
Safety of the driving (i.e. speed, driver concentrating)	-	-	70	63	34	29	16	21	183

East Yorkshire Motor Services in Hull

(results in 2017 are for EYMS within Hull LTA survey)

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	-	91	94	54	40	5	1	332
Fare-paying passengers	-	-	86	93	45	48	5	2	150
Free pass holders	-	-	98	95	72	23	5	1	179
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	90	47	44	7	2	85
Passengers not commuting	-	-	92	95	60	36	4	1	238
Passengers saying they have a disability	-	-	94	92	58	34	4	4	119
Value for money									
All fare-paying passengers	-	-	73	64	25	39	20	16	145
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
Punctuality and time waiting for the bus									
Punctuality of the bus	-	-	72	87	47	40	8	5	304
The length of time waited	-	-	73	88	49	38	9	3	320
On-bus journey time									
Time journey on the bus took	-	-	90	92	54	38	6	2	326
On the bus									
Route/destination information on the outside of the bus	-	-	83	91	54	37	7	2	311
The cleanliness and condition of the outside of the bus	-	-	78	86	38	48	10	4	308
The ease of getting onto the bus	-	-	-	95	66	29	3	2	323
The length of time it took to board	-	-	93	95	70	24	5	0	308
The cleanliness and condition of the inside of the bus	-	-	80	84	38	46	8	8	326
The information provided inside the bus	-	-	62	73	29	44	24	3	292
The availability of seating or space to stand	-	-	86	93	54	39	6	2	319
The comfort of the seats	-	-	77	87	41	47	9	4	313
The amount of personal space you had around you	-	-	75	82	36	45	12	6	317
Provision of grab rails to stand/move within the bus	-	-	86	86	45	41	9	4	314
The temperature inside the bus	-	-	81	82	38	45	12	6	320
Your personal security whilst on the bus	-	-	86	89	47	42	11	1	318
Ease of getting off the bus	-	-	-	93	58	35	6	2	322
The bus driver									
How near to the kerb the driver stopped	-	-	96	94	68	26	5	1	321
The driver's appearance	-	-	96	93	61	32	6	1	318
The greeting/welcome you got from the driver	-	-	90	87	52	35	11	2	320
The helpfulness and attitude of the driver	-	-	87	87	52	34	12	2	317
The time the driver gave you to get to your seat	-	-	91	81	49	32	15	4	317
Smoothness/freedom from jolting during the journey	-	-	85	83	46	37	15	2	316
Safety of the driving (i.e. speed, driver concentrating)	-	-	93	91	62	29	8	1	316

First in Cornwall

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	86	84	88	48	40	10	2	656
Fare-paying passengers	-	80	79	86	40	45	12	2	310
Free pass holders	-	93	91	94	63	31	4	2	332
Aged 16 to 34	-	76	74	85	33	51	13	2	215
Aged 35 to 59	-	91	85	85	52	33	12	3	106
Passengers commuting	-	78	74	82	32	50	16	2	181
Passengers not commuting	-	91	93	93	58	35	5	2	441
Passengers saying they have a disability	-	83	84	87	49	38	9	3	209
Value for money									
All fare-paying passengers	-	55	52	53	23	30	16	31	302
Aged 16 to 34	-	52	51	55	23	32	16	29	180
Aged 35 to 59	-	63	48	45	18	27	18	37	79
Passengers commuting	-	50	48	52	23	29	18	30	149
Passengers not commuting	-	64	59	56	23	33	12	32	148
Punctuality and time waiting for the bus									
Punctuality of the bus	-	69	69	73	43	30	13	14	625
The length of time waited	-	69	69	72	40	32	17	11	659
On-bus journey time									
Time journey on the bus took	-	84	77	82	47	36	14	4	667
On the bus									
Route/destination information on the outside of the bus	-	84	84	85	52	33	13	2	645
The cleanliness and condition of the outside of the bus	-	73	73	77	38	39	16	7	645
The ease of getting onto the bus	-	-	-	91	60	31	7	2	663
The length of time it took to board	-	89	90	90	63	27	8	2	654
The cleanliness and condition of the inside of the bus	-	76	74	78	37	41	12	10	668
The information provided inside the bus	-	54	60	61	27	34	32	6	582
The availability of seating or space to stand	-	85	83	88	55	33	8	4	654
The comfort of the seats	-	68	71	78	39	39	12	10	655
The amount of personal space you had around you	-	75	77	80	40	40	15	5	653
Provision of grab rails to stand/move within the bus	-	83	85	86	44	43	11	3	638
The temperature inside the bus	-	75	81	82	43	39	14	4	653
Your personal security whilst on the bus	-	88	85	85	49	35	14	2	649
Ease of getting off the bus	-	-	-	89	52	37	9	2	653
The bus driver									
How near to the kerb the driver stopped	-	91	89	92	60	32	7	1	639
The driver's appearance	-	87	90	92	62	30	8	0	638
The greeting/welcome you got from the driver	-	75	78	81	53	28	13	6	652
The helpfulness and attitude of the driver	-	76	77	81	55	27	14	5	639
The time the driver gave you to get to your seat	-	83	83	89	57	33	6	5	645
Smoothness/freedom from jolting during the journey	-	76	77	82	45	37	12	6	645
Safety of the driving (i.e. speed, driver concentrating)	-	89	89	92	60	31	7	1	644

First in Essex

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	78	87	85	78	39	39	11	11	479
Fare-paying passengers	71	80	79	73	32	41	14	13	233
Free pass holders	89	95	94	87	53	34	6	8	238
Aged 16 to 34	64	77	-	71	32	39	17	12	104
Aged 35 to 59	80	85	89	78	33	45	8	14	112
Passengers commuting	73	77	74	69	27	41	16	15	164
Passengers not commuting	85	93	94	87	51	35	7	6	291
Passengers saying they have a disability	80	90	86	77	41	36	11	12	143
Value for money									
All fare-paying passengers	44	46	46	41	12	29	21	38	215
Aged 16 to 34	36	34	-	39	8	31	20	41	94
Aged 35 to 59	57	62	-	46	17	29	23	31	97
Passengers commuting	44	43	-	41	11	30	20	39	145
Passengers not commuting	44	53	-	-	-	-	-	-	-
Punctuality and time waiting for the bus									
Punctuality of the bus	62	71	66	57	31	26	14	29	440
The length of time waited	65	72	66	61	32	28	13	26	471
On-bus journey time									
Time journey on the bus took	81	85	82	79	46	33	11	10	472
On the bus									
Route/destination information on the outside of the bus	82	86	84	82	51	32	13	5	454
The cleanliness and condition of the outside of the bus	71	78	77	76	31	45	14	10	452
The ease of getting onto the bus	-	-	-	89	53	36	8	4	469
The length of time it took to board	86	92	90	88	55	32	8	4	464
The cleanliness and condition of the inside of the bus	67	75	76	71	26	45	16	12	473
The information provided inside the bus	52	61	64	56	21	35	34	11	424
The availability of seating or space to stand	78	85	81	81	45	36	10	9	467
The comfort of the seats	62	72	72	70	25	45	16	15	466
The amount of personal space you had around you	65	71	75	71	30	42	14	15	469
Provision of grab rails to stand/move within the bus	76	82	83	79	37	43	13	8	462
The temperature inside the bus	70	72	77	74	32	41	16	11	466
Your personal security whilst on the bus	76	84	80	82	42	40	14	3	464
Ease of getting off the bus	-	-	-	88	49	39	9	3	470
The bus driver									
How near to the kerb the driver stopped	89	90	92	90	61	28	8	3	457
The driver's appearance	86	88	87	86	55	31	10	3	441
The greeting/welcome you got from the driver	62	70	77	69	38	31	22	9	460
The helpfulness and attitude of the driver	64	74	76	72	42	29	20	8	447
The time the driver gave you to get to your seat	70	80	82	79	46	33	13	8	461
Smoothness/freedom from jolting during the journey	66	74	81	75	37	38	15	10	465
Safety of the driving (i.e. speed, driver concentrating)	81	86	91	87	55	32	10	3	463

First in Greater Manchester

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	81	83	81	82	38	44	10	8	710
Fare-paying passengers	81	80	78	80	33	46	12	9	441
Free pass holders	85	93	92	89	52	37	6	5	256
Aged 16 to 34	80	78	76	79	29	50	11	10	205
Aged 35 to 59	79	84	81	83	42	40	12	6	211
Passengers commuting	76	76	77	78	28	50	11	11	289
Passengers not commuting	87	90	86	86	46	40	9	4	396
Passengers saying they have a disability	76	82	81	77	34	43	11	12	213
Value for money									
All fare-paying passengers	63	69	68	60	22	38	17	23	427
Aged 16 to 34	54	68	70	57	21	36	19	24	190
Aged 35 to 59	75	70	65	65	24	41	15	20	187
Passengers commuting	61	65	68	60	20	40	19	21	259
Passengers not commuting	-	75	65	60	24	36	14	26	159
Punctuality and time waiting for the bus									
Punctuality of the bus	67	65	64	62	35	27	13	24	661
The length of time waited	67	66	70	68	35	33	12	20	708
On-bus journey time									
Time journey on the bus took	84	81	81	81	38	43	10	9	682
On the bus									
Route/destination information on the outside of the bus	80	83	80	81	46	35	16	3	694
The cleanliness and condition of the outside of the bus	76	75	74	74	32	42	16	10	674
The ease of getting onto the bus	-	-	-	87	49	38	9	3	702
The length of time it took to board	88	89	88	86	51	35	11	3	694
The cleanliness and condition of the inside of the bus	70	74	74	73	28	45	11	16	715
The information provided inside the bus	61	61	57	59	23	36	33	8	652
The availability of seating or space to stand	83	82	84	81	43	38	10	8	697
The comfort of the seats	72	73	76	74	30	43	13	13	692
The amount of personal space you had around you	72	75	74	71	31	39	15	14	697
Provision of grab rails to stand/move within the bus	80	83	83	83	37	46	11	5	688
The temperature inside the bus	70	73	77	74	32	42	14	12	696
Your personal security whilst on the bus	77	82	82	79	40	39	16	5	693
Ease of getting off the bus	-	-	-	87	47	40	8	5	699
The bus driver									
How near to the kerb the driver stopped	92	90	90	90	56	34	7	3	685
The driver's appearance	84	85	86	88	53	35	9	3	677
The greeting/welcome you got from the driver	65	63	62	65	35	30	24	11	678
The helpfulness and attitude of the driver	66	65	64	67	38	29	23	10	666
The time the driver gave you to get to your seat	69	71	71	72	41	32	17	11	671
Smoothness/freedom from jolting during the journey	69	71	70	72	34	38	18	10	683
Safety of the driving (i.e. speed, driver concentrating)	81	85	85	87	50	37	10	3	683

First in Leicester City

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	83	85	84	40	43	8	8	368
Fare-paying passengers	-	80	82	80	32	48	10	10	235
Free pass holders	-	90	94	92	57	35	4	4	128
Aged 16 to 34	-	-	-	78	31	46	12	10	90
Aged 35 to 59	-	-	-	86	41	45	8	6	137
Passengers commuting	-	74	84	83	35	48	7	10	160
Passengers not commuting	-	90	86	84	46	38	10	6	198
Passengers saying they have a disability	-	81	-	84	47	37	11	5	117
Value for money									
All fare-paying passengers	-	67	60	58	26	32	15	26	230
Aged 16 to 34	-	-	-	54	28	26	12	34	81
Aged 35 to 59	-	-	-	60	23	37	18	22	119
Passengers commuting	-	-	57	56	24	32	14	31	142
Passengers not commuting	-	-	-	61	28	33	19	19	83
Punctuality and time waiting for the bus									
Punctuality of the bus	-	60	73	70	41	29	11	19	339
The length of time waited	-	67	75	71	40	31	13	16	367
On-bus journey time									
Time journey on the bus took	-	79	81	82	48	34	10	8	368
On the bus									
Route/destination information on the outside of the bus	-	80	81	80	50	30	15	5	353
The cleanliness and condition of the outside of the bus	-	79	76	76	36	40	16	8	343
The ease of getting onto the bus	-	-	-	87	54	32	10	4	355
The length of time it took to board	-	89	88	85	54	31	11	4	350
The cleanliness and condition of the inside of the bus	-	73	68	71	31	41	15	14	359
The information provided inside the bus	-	68	65	62	25	37	27	11	326
The availability of seating or space to stand	-	81	84	80	45	35	9	12	347
The comfort of the seats	-	75	82	75	35	40	14	11	351
The amount of personal space you had around you	-	68	75	70	36	34	17	13	349
Provision of grab rails to stand/move within the bus	-	80	82	73	39	34	17	11	346
The temperature inside the bus	-	69	74	72	32	39	15	14	350
Your personal security whilst on the bus	-	84	76	78	37	41	16	6	345
Ease of getting off the bus	-	-	-	84	46	37	10	6	358
The bus driver									
How near to the kerb the driver stopped	-	88	87	91	53	39	6	2	354
The driver's appearance	-	86	89	89	50	38	9	2	337
The greeting/welcome you got from the driver	-	66	74	62	35	27	26	13	351
The helpfulness and attitude of the driver	-	68	73	67	36	31	25	8	341
The time the driver gave you to get to your seat	-	71	70	71	37	34	19	10	339
Smoothness/freedom from jolting during the journey	-	72	74	71	33	38	17	12	343
Safety of the driving (i.e. speed, driver concentrating)	-	84	83	84	45	39	13	3	348

First South Coast

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	85	87	85	89	55	34	6	5	533
Fare-paying passengers	80	85	79	84	43	41	8	8	212
Free pass holders	93	94	95	98	76	22	1	1	316
Aged 16 to 34	79	85	76	-	-	-	-	-	-
Aged 35 to 59	83	85	83	81	50	32	10	9	105
Passengers commuting	77	83	75	84	38	47	9	6	139
Passengers not commuting	92	91	93	92	68	24	5	3	368
Passengers saying they have a disability	86	87	87	86	60	27	9	5	173
Value for money									
All fare-paying passengers	49	61	63	66	25	41	16	17	195
Aged 16 to 34	39	57	57	-	-	-	-	-	-
Aged 35 to 59	59	65	69	71	28	43	12	17	87
Passengers commuting	43	59	57	59	16	43	21	20	110
Passengers not commuting	62	65	71	77	36	41	11	13	81
Punctuality and time waiting for the bus									
Punctuality of the bus	74	71	67	77	48	30	11	11	485
The length of time waited	74	72	69	79	47	31	14	7	506
On-bus journey time									
Time journey on the bus took	85	85	80	88	58	30	8	4	524
On the bus									
Route/destination information on the outside of the bus	82	86	82	88	58	30	10	2	505
The cleanliness and condition of the outside of the bus	82	83	78	85	49	36	12	3	495
The ease of getting onto the bus	-	-	-	92	63	28	6	2	517
The length of time it took to board	91	91	89	91	63	28	6	3	503
The cleanliness and condition of the inside of the bus	78	82	80	84	52	32	10	6	526
The information provided inside the bus	69	72	66	79	45	34	16	5	482
The availability of seating or space to stand	85	82	82	88	59	29	6	6	518
The comfort of the seats	76	80	79	84	48	35	13	3	519
The amount of personal space you had around you	73	75	74	79	45	33	11	10	513
Provision of grab rails to stand/move within the bus	84	82	81	87	53	35	9	3	504
The temperature inside the bus	71	75	76	74	39	36	16	10	512
Your personal security whilst on the bus	82	85	81	83	51	32	13	4	506
Ease of getting off the bus	-	-	-	91	59	32	6	4	520
The bus driver									
How near to the kerb the driver stopped	93	94	91	94	67	27	5	1	515
The driver's appearance	87	93	86	91	66	24	8	1	502
The greeting/welcome you got from the driver	72	82	75	80	55	25	15	6	504
The helpfulness and attitude of the driver	72	82	78	78	53	24	17	6	485
The time the driver gave you to get to your seat	82	83	84	89	60	29	8	2	506
Smoothness/freedom from jolting during the journey	74	82	75	81	48	33	13	6	511
Safety of the driving (i.e. speed, driver concentrating)	88	90	88	89	64	26	10	1	504

First in South Yorkshire

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	83	82	83	83	40	43	12	5	838
Fare-paying passengers	77	82	80	81	35	47	15	4	531
Free pass holders	92	84	88	90	57	33	5	5	288
Aged 16 to 34	73	79	78	78	28	50	18	4	219
Aged 35 to 59	85	80	84	81	31	50	13	5	219
Passengers commuting	72	78	78	80	34	47	15	5	320
Passengers not commuting	90	86	89	85	44	41	11	4	475
Passengers saying they have a disability	82	77	84	84	43	41	10	6	187
Value for money									
All fare-paying passengers	60	70	67	66	20	46	12	22	531
Aged 16 to 34	53	71	61	62	17	44	13	26	196
Aged 35 to 59	66	67	71	64	18	46	11	25	191
Passengers commuting	59	68	66	65	19	47	11	23	293
Passengers not commuting	62	74	70	65	21	44	14	21	226
Punctuality and time waiting for the bus									
Punctuality of the bus	67	69	70	71	38	33	11	18	791
The length of time waited	69	69	70	72	37	35	12	16	832
On-bus journey time									
Time journey on the bus took	82	82	79	80	39	41	13	7	832
On the bus									
Route/destination information on the outside of the bus	81	84	81	85	51	34	12	3	824
The cleanliness and condition of the outside of the bus	72	76	76	80	33	47	14	6	812
The ease of getting onto the bus	-	-	-	88	46	42	11	2	835
The length of time it took to board	88	89	88	88	47	41	11	2	826
The cleanliness and condition of the inside of the bus	71	77	73	68	29	38	14	18	842
The information provided inside the bus	57	59	59	62	27	35	26	12	777
The availability of seating or space to stand	82	84	78	83	40	43	11	6	837
The comfort of the seats	66	72	70	69	32	37	19	12	830
The amount of personal space you had around you	74	76	69	76	35	41	15	9	828
Provision of grab rails to stand/move within the bus	79	82	83	80	41	39	14	6	805
The temperature inside the bus	75	76	73	75	31	44	17	9	825
Your personal security whilst on the bus	81	82	82	78	38	40	16	6	826
Ease of getting off the bus	-	-	-	82	42	40	14	4	829
The bus driver									
How near to the kerb the driver stopped	91	90	90	85	54	31	13	2	803
The driver's appearance	90	87	88	86	50	36	12	2	811
The greeting/welcome you got from the driver	68	67	68	77	42	35	16	7	823
The helpfulness and attitude of the driver	68	68	69	79	41	37	15	6	812
The time the driver gave you to get to your seat	70	73	76	79	43	36	15	6	816
Smoothness/freedom from jolting during the journey	71	73	75	75	38	37	18	7	822
Safety of the driving (i.e. speed, driver concentrating)	85	87	86	82	48	34	16	2	811

First in West of England

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	88	85	88	84	35	49	9	7	1310
Fare-paying passengers	85	82	85	82	30	53	10	7	812
Free pass holders	94	93	94	91	55	36	5	4	461
Aged 16 to 34	84	81	84	82	27	55	11	8	408
Aged 35 to 59	89	84	86	84	35	49	8	8	323
Passengers commuting	84	79	82	81	26	55	11	9	532
Passengers not commuting	92	92	93	88	45	43	6	5	722
Passengers saying they have a disability	88	85	89	86	39	48	8	6	341
Value for money									
All fare-paying passengers	66	54	62	51	16	35	20	29	775
Aged 16 to 34	61	52	60	50	16	34	20	29	394
Aged 35 to 59	71	57	63	52	15	36	20	28	291
Passengers commuting	66	51	59	49	13	36	22	29	468
Passengers not commuting	65	60	67	56	21	34	16	28	291
Punctuality and time waiting for the bus									
Punctuality of the bus	74	66	70	61	32	29	16	23	1202
The length of time waited	76	67	73	67	33	34	14	19	1296
On-bus journey time									
Time journey on the bus took	85	78	79	77	38	39	13	9	1286
On the bus									
Route/destination information on the outside of the bus	83	80	83	81	47	34	16	4	1264
The cleanliness and condition of the outside of the bus	81	79	82	77	36	41	16	6	1248
The ease of getting onto the bus	-	-	-	88	52	37	9	3	1305
The length of time it took to board	91	86	90	85	51	34	9	6	1291
The cleanliness and condition of the inside of the bus	81	75	79	77	33	44	12	10	1316
The information provided inside the bus	64	59	62	56	23	33	34	9	1180
The availability of seating or space to stand	88	84	84	84	45	39	8	8	1296
The comfort of the seats	77	73	76	74	31	42	17	9	1283
The amount of personal space you had around you	76	72	74	73	34	39	14	13	1280
Provision of grab rails to stand/move within the bus	82	82	83	80	38	42	14	6	1263
The temperature inside the bus	80	76	76	73	32	41	17	10	1291
Your personal security whilst on the bus	88	83	84	81	41	40	16	3	1281
Ease of getting off the bus	-	-	-	86	47	39	10	5	1289
The bus driver									
How near to the kerb the driver stopped	93	89	92	89	58	32	9	2	1270
The driver's appearance	88	87	88	85	54	31	13	2	1215
The greeting/welcome you got from the driver	74	68	71	68	39	29	22	9	1244
The helpfulness and attitude of the driver	76	70	73	70	42	28	22	8	1209
The time the driver gave you to get to your seat	82	76	79	76	45	32	17	7	1253
Smoothness/freedom from jolting during the journey	78	74	75	76	39	37	15	9	1262
Safety of the driving (i.e. speed, driver concentrating)	88	86	88	86	52	34	11	3	1252

First in West Yorkshire

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	85	81	83	83	38	45	11	7	892
Fare-paying passengers	84	78	80	80	30	49	13	7	485
Free pass holders	87	90	92	91	58	32	5	4	396
Aged 16 to 34	79	76	76	81	31	50	13	6	175
Aged 35 to 59	88	81	87	83	37	46	8	9	259
Passengers commuting	83	73	78	81	26	55	13	6	338
Passengers not commuting	88	88	91	88	53	35	5	7	517
Passengers saying they have a disability	87	77	89	86	42	44	7	7	234
Value for money									
All fare-paying passengers	58	54	61	57	21	36	17	26	463
Aged 16 to 34	48	50	60	57	22	34	16	27	156
Aged 35 to 59	68	57	62	59	19	40	15	26	224
Passengers commuting	58	51	59	55	17	39	17	28	304
Passengers not commuting	58	60	65	58	24	34	18	24	151
Punctuality and time waiting for the bus									
Punctuality of the bus	72	65	71	69	40	29	13	18	809
The length of time waited	76	66	70	71	38	33	14	15	867
On-bus journey time									
Time journey on the bus took	84	80	81	80	44	36	10	10	885
On the bus									
Route/destination information on the outside of the bus	81	77	80	79	50	30	15	6	843
The cleanliness and condition of the outside of the bus	79	74	76	77	34	43	16	8	842
The ease of getting onto the bus	-	-	-	89	56	32	7	4	872
The length of time it took to board	87	85	87	87	51	37	8	5	861
The cleanliness and condition of the inside of the bus	75	73	72	72	28	44	13	15	881
The information provided inside the bus	62	57	54	56	24	31	35	10	782
The availability of seating or space to stand	83	80	85	81	44	37	10	9	866
The comfort of the seats	72	71	69	68	29	39	16	16	860
The amount of personal space you had around you	71	72	72	69	32	37	17	14	865
Provision of grab rails to stand/move within the bus	83	82	82	80	39	41	13	7	856
The temperature inside the bus	76	73	73	70	30	40	17	12	868
Your personal security whilst on the bus	81	79	80	78	39	39	18	4	871
Ease of getting off the bus	-	-	-	85	46	39	9	6	867
The bus driver									
How near to the kerb the driver stopped	90	87	91	90	59	32	6	4	843
The driver's appearance	88	85	88	89	56	34	8	2	816
The greeting/welcome you got from the driver	66	61	61	66	37	29	23	11	842
The helpfulness and attitude of the driver	68	65	67	68	39	30	24	8	824
The time the driver gave you to get to your seat	71	66	73	74	42	32	17	10	833
Smoothness/freedom from jolting during the journey	74	69	72	72	36	37	17	10	856
Safety of the driving (i.e. speed, driver concentrating)	85	83	86	84	47	38	11	5	846

First in City of York

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	91	90	90	88	50	38	8	4	386
Fare-paying passengers	90	88	89	85	46	39	10	5	196
Free pass holders	93	93	98	95	62	34	4	1	183
Aged 16 to 34	89	-	85	81	33	49	14	4	76
Aged 35 to 59	89	87	92	92	55	37	4	4	109
Passengers commuting	88	85	86	84	40	44	10	5	139
Passengers not commuting	92	93	94	92	60	33	7	1	230
Passengers saying they have a disability	82	86	90	92	49	43	6	2	95
Value for money									
All fare-paying passengers	71	66	70	62	26	36	20	18	196
Aged 16 to 34	67	-	66	-	-	-	-	-	-
Aged 35 to 59	74	77	73	73	38	35	14	13	98
Passengers commuting	70	63	65	57	16	41	23	20	117
Passengers not commuting	74	70	78	-	-	-	-	-	-
Punctuality and time waiting for the bus									
Punctuality of the bus	78	79	71	75	45	30	14	11	360
The length of time waited	79	76	74	77	44	33	14	9	386
On-bus journey time									
Time journey on the bus took	88	86	87	84	52	32	12	3	384
On the bus									
Route/destination information on the outside of the bus	88	87	86	85	51	34	12	3	371
The cleanliness and condition of the outside of the bus	85	80	80	85	42	43	12	3	367
The ease of getting onto the bus	-	-	-	94	63	31	5	0	380
The length of time it took to board	91	92	92	93	63	29	6	2	378
The cleanliness and condition of the inside of the bus	89	81	84	85	39	46	9	6	384
The information provided inside the bus	73	66	73	70	32	38	26	3	348
The availability of seating or space to stand	88	83	82	85	53	32	10	5	379
The comfort of the seats	78	71	80	77	38	39	12	11	383
The amount of personal space you had around you	79	73	77	78	41	37	14	9	375
Provision of grab rails to stand/move within the bus	86	84	83	82	44	38	13	5	371
The temperature inside the bus	78	76	76	81	42	40	10	9	379
Your personal security whilst on the bus	88	89	88	91	53	38	9	0	378
Ease of getting off the bus	-	-	-	94	58	36	5	2	382
The bus driver									
How near to the kerb the driver stopped	93	92	95	94	66	28	6	0	375
The driver's appearance	92	90	93	92	64	27	8	1	363
The greeting/welcome you got from the driver	80	79	83	84	53	31	11	4	372
The helpfulness and attitude of the driver	80	76	83	81	51	30	13	6	363
The time the driver gave you to get to your seat	85	82	85	83	56	28	11	6	376
Smoothness/freedom from jolting during the journey	82	80	84	81	51	30	10	9	377
Safety of the driving (i.e. speed, driver concentrating)	89	91	93	90	60	30	9	1	380

Go North East in County Durham

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	91	91	93	55	37	6	1	376
Fare-paying passengers	-	90	91	89	53	36	8	3	162
Free pass holders	-	92	92	97	58	39	3	0	201
Aged 16 to 34	-	-	91	88	44	44	11	1	87
Aged 35 to 59	-	88	84	91	58	33	6	4	94
Passengers commuting	-	-	91	93	42	50	7	0	98
Passengers not commuting	-	94	91	93	61	32	6	2	265
Passengers saying they have a disability	-	87	85	92	54	39	8	0	168
Value for money									
All fare-paying passengers	-	56	72	69	43	25	10	21	158
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	70	40	29	10	21	76
Passengers not commuting	-	-	-	68	45	23	11	21	80
Punctuality and time waiting for the bus									
Punctuality of the bus	-	82	77	79	50	29	12	9	357
The length of time waited	-	80	80	80	46	33	13	8	373
On-bus journey time									
Time journey on the bus took	-	87	88	88	57	32	8	3	374
On the bus									
Route/destination information on the outside of the bus	-	87	86	89	62	28	9	2	372
The cleanliness and condition of the outside of the bus	-	86	83	87	49	38	10	4	369
The ease of getting onto the bus	-	-	-	94	63	30	5	1	377
The length of time it took to board	-	92	91	92	62	30	6	1	370
The cleanliness and condition of the inside of the bus	-	85	83	89	41	48	6	5	378
The information provided inside the bus	-	77	78	77	40	37	19	4	353
The availability of seating or space to stand	-	88	90	89	56	34	7	4	376
The comfort of the seats	-	79	85	84	48	36	9	7	375
The amount of personal space you had around you	-	79	78	83	44	39	9	8	373
Provision of grab rails to stand/move within the bus	-	83	88	88	50	38	9	3	368
The temperature inside the bus	-	74	82	81	43	38	12	7	371
Your personal security whilst on the bus	-	85	86	88	54	34	11	2	372
Ease of getting off the bus	-	-	-	89	55	34	8	2	374
The bus driver									
How near to the kerb the driver stopped	-	92	92	94	69	24	4	2	357
The driver's appearance	-	92	93	92	71	21	7	1	356
The greeting/welcome you got from the driver	-	80	82	83	53	29	12	5	365
The helpfulness and attitude of the driver	-	80	81	84	56	28	13	3	356
The time the driver gave you to get to your seat	-	83	85	88	59	29	8	4	369
Smoothness/freedom from jolting during the journey	-	76	82	82	48	35	10	8	360
Safety of the driving (i.e. speed, driver concentrating)	-	86	89	91	63	28	7	2	358

Go North East in Tyne and Wear

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	89	91	94	92	58	34	5	3	812
Fare-paying passengers	86	90	92	90	53	36	7	4	367
Free pass holders	94	96	95	95	65	30	3	2	435
Aged 16 to 34	85	93	91	86	50	36	11	3	130
Aged 35 to 59	89	87	93	94	56	38	2	4	196
Passengers commuting	89	89	94	88	50	39	8	4	220
Passengers not commuting	89	93	93	94	63	31	4	2	559
Passengers saying they have a disability	-	90	94	93	60	33	4	4	297
Value for money									
All fare-paying passengers	67	71	69	69	37	33	13	18	393
Aged 16 to 34	59	71	72	65	39	26	8	27	119
Aged 35 to 59	74	68	67	71	32	39	18	11	181
Passengers commuting	66	76	71	66	35	31	10	25	204
Passengers not commuting	72	58	68	75	40	35	17	8	183
Punctuality and time waiting for the bus									
Punctuality of the bus	79	84	77	83	53	30	10	8	807
The length of time waited	82	79	78	81	49	31	13	6	850
On-bus journey time									
Time journey on the bus took	84	89	88	91	62	29	7	3	864
On the bus									
Route/destination information on the outside of the bus	87	88	87	90	61	28	8	2	849
The cleanliness and condition of the outside of the bus	84	85	86	88	50	37	10	3	837
The ease of getting onto the bus	-	-	-	94	66	27	5	1	851
The length of time it took to board	93	92	91	94	67	27	5	1	846
The cleanliness and condition of the inside of the bus	82	84	86	83	43	40	9	8	862
The information provided inside the bus	71	71	78	75	42	33	19	6	812
The availability of seating or space to stand	89	91	91	92	57	34	5	3	846
The comfort of the seats	78	82	84	86	49	37	9	5	847
The amount of personal space you had around you	80	85	84	81	45	36	11	7	844
Provision of grab rails to stand/move within the bus	88	87	89	87	52	36	9	4	837
The temperature inside the bus	78	82	84	80	43	37	13	7	841
Your personal security whilst on the bus	88	88	90	88	56	32	11	2	838
Ease of getting off the bus	-	-	-	89	56	33	8	3	854
The bus driver									
How near to the kerb the driver stopped	92	91	93	93	69	24	5	2	848
The driver's appearance	90	93	92	94	71	23	4	1	832
The greeting/welcome you got from the driver	75	78	82	82	57	25	13	5	842
The helpfulness and attitude of the driver	72	77	82	83	57	25	14	4	825
The time the driver gave you to get to your seat	80	83	84	84	59	25	11	5	831
Smoothness/freedom from jolting during the journey	77	80	83	83	54	29	11	6	840
Safety of the driving (i.e. speed, driver concentrating)	86	91	90	91	66	26	7	2	837

The Keighley Bus Company in West Yorkshire

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	-	87	87	52	35	9	4	193
Fare-paying passengers	-	-	84	83	44	39	12	5	76
Free pass holders	-	-	95	96	67	29	1	2	109
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	94	96	65	30	3	1	124
Passengers saying they have a disability	-	-	79	-	-	-	-	-	-
Value for money									
All fare-paying passengers	-	-	66	-	-	-	-	-	-
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
Punctuality and time waiting for the bus									
Punctuality of the bus	-	-	85	73	43	30	15	13	179
The length of time waited	-	-	84	74	42	32	14	12	189
On-bus journey time									
Time journey on the bus took	-	-	85	90	61	30	4	5	191
On the bus									
Route/destination information on the outside of the bus	-	-	88	82	61	21	13	5	191
The cleanliness and condition of the outside of the bus	-	-	84	86	52	34	7	6	189
The ease of getting onto the bus	-	-	-	98	64	34	2	0	191
The length of time it took to board	-	-	88	97	63	34	1	1	187
The cleanliness and condition of the inside of the bus	-	-	90	87	50	37	10	3	193
The information provided inside the bus	-	-	83	76	42	33	22	2	176
The availability of seating or space to stand	-	-	88	89	54	35	5	5	189
The comfort of the seats	-	-	84	84	40	44	13	3	189
The amount of personal space you had around you	-	-	87	81	41	40	14	5	191
Provision of grab rails to stand/move within the bus	-	-	86	95	47	48	4	1	189
The temperature inside the bus	-	-	88	83	41	42	14	4	189
Your personal security whilst on the bus	-	-	92	91	48	43	8	1	187
Ease of getting off the bus	-	-	-	96	57	39	3	2	190
The bus driver									
How near to the kerb the driver stopped	-	-	93	92	72	20	8	0	188
The driver's appearance	-	-	96	88	66	22	8	4	185
The greeting/welcome you got from the driver	-	-	91	85	55	30	8	7	190
The helpfulness and attitude of the driver	-	-	91	82	61	21	13	5	188
The time the driver gave you to get to your seat	-	-	89	86	60	26	14	0	179
Smoothness/freedom from jolting during the journey	-	-	89	81	47	34	13	6	184
Safety of the driving (i.e. speed, driver concentrating)	-	-	93	92	67	25	5	3	183

Konectbus

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	96	95	-	94	64	30	3	3	354
Fare-paying passengers	94	92	-	93	59	34	4	3	186
Free pass holders	99	99	-	96	74	21	1	3	153
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	97	93	-	92	68	24	6	3	88
Passengers commuting	96	93	-	91	51	41	4	5	125
Passengers not commuting	96	96	-	96	74	22	2	2	220
Passengers saying they have a disability	95	93	-	-	-	-	-	-	-
Value for money									
All fare-paying passengers	81	71	-	67	32	35	14	19	185
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	70	-	87	39	48	8	5	81
Passengers commuting	84	66	-	64	26	39	15	21	114
Passengers not commuting	-	79	-	-	-	-	-	-	-
Punctuality and time waiting for the bus									
Punctuality of the bus	85	88	-	85	60	25	7	8	330
The length of time waited	84	86	-	82	53	30	12	6	341
On-bus journey time									
Time journey on the bus took	94	91	-	90	64	27	6	3	352
On the bus									
Route/destination information on the outside of the bus	88	94	-	91	65	26	9	1	331
The cleanliness and condition of the outside of the bus	93	93	-	90	53	38	5	4	333
The ease of getting onto the bus	-	-	-	97	77	20	2	1	346
The length of time it took to board	94	94	-	95	70	25	4	1	339
The cleanliness and condition of the inside of the bus	92	94	-	91	56	35	5	5	349
The information provided inside the bus	75	71	-	77	39	38	20	3	305
The availability of seating or space to stand	91	96	-	93	72	21	4	2	342
The comfort of the seats	90	90	-	87	52	35	6	6	345
The amount of personal space you had around you	82	91	-	91	54	36	6	3	345
Provision of grab rails to stand/move within the bus	88	93	-	92	60	32	5	3	335
The temperature inside the bus	87	85	-	86	46	40	9	5	344
Your personal security whilst on the bus	92	92	-	93	62	31	6	1	342
Ease of getting off the bus	-	-	-	97	65	32	3	1	349
The bus driver									
How near to the kerb the driver stopped	96	96	-	95	77	18	3	2	335
The driver's appearance	94	94	-	90	70	20	8	3	338
The greeting/welcome you got from the driver	90	87	-	85	63	22	10	5	344
The helpfulness and attitude of the driver	89	86	-	86	63	23	8	6	344
The time the driver gave you to get to your seat	91	91	-	94	68	25	5	1	344
Smoothness/freedom from jolting during the journey	87	87	-	87	56	30	8	5	343
Safety of the driving (i.e. speed, driver concentrating)	92	93	-	91	67	23	8	2	341

Metrobus (excludes TfL routes)

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	89	88	90	92	49	42	6	2	503
Fare-paying passengers	88	84	86	90	46	44	7	3	314
Free pass holders	95	95	97	98	67	31	1	1	178
Aged 16 to 34	82	77	82	89	41	48	9	3	138
Aged 35 to 59	94	92	89	92	53	38	6	2	133
Passengers commuting	86	83	84	87	41	46	9	3	214
Passengers not commuting	93	92	96	97	61	37	2	1	261
Passengers saying they have a disability	84	81	91	88	43	45	5	6	116
Value for money									
All fare-paying passengers	66	60	60	60	27	33	19	21	305
Aged 16 to 34	57	41	52	58	25	32	18	25	129
Aged 35 to 59	77	80	68	61	28	33	21	18	117
Passengers commuting	67	54	60	57	23	34	20	23	195
Passengers not commuting	-	68	62	65	36	29	18	17	97
Punctuality and time waiting for the bus									
Punctuality of the bus	77	73	77	79	47	31	11	10	475
The length of time waited	76	74	78	80	45	35	12	8	496
On-bus journey time									
Time journey on the bus took	89	86	88	86	45	41	10	4	502
On the bus									
Route/destination information on the outside of the bus	88	86	88	87	57	31	10	3	485
The cleanliness and condition of the outside of the bus	83	82	83	80	41	39	14	5	482
The ease of getting onto the bus	-	-	-	93	56	37	5	3	488
The length of time it took to board	92	92	93	92	57	35	5	2	485
The cleanliness and condition of the inside of the bus	80	79	82	79	39	40	11	9	501
The information provided inside the bus	77	76	83	82	42	41	13	5	474
The availability of seating or space to stand	87	90	85	87	50	37	8	6	489
The comfort of the seats	74	78	78	69	37	32	23	8	491
The amount of personal space you had around you	74	78	77	73	39	33	15	12	484
Provision of grab rails to stand/move within the bus	82	87	86	81	46	35	13	5	482
The temperature inside the bus	77	80	82	77	37	40	13	10	485
Your personal security whilst on the bus	83	87	88	84	49	35	12	4	489
Ease of getting off the bus	-	-	-	92	54	38	6	2	492
The bus driver									
How near to the kerb the driver stopped	90	92	91	94	69	25	3	3	482
The driver's appearance	88	90	94	93	67	26	5	2	476
The greeting/welcome you got from the driver	70	74	78	79	55	24	15	7	485
The helpfulness and attitude of the driver	70	74	78	82	57	25	12	6	465
The time the driver gave you to get to your seat	75	84	82	84	60	24	12	4	474
Smoothness/freedom from jolting during the journey	71	73	78	81	50	30	13	7	482
Safety of the driving (i.e. speed, driver concentrating)	88	88	89	90	63	27	7	3	471

Midland Classic in Staffordshire

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	-	-	95	55	39	3	3	210
Fare-paying passengers	-	-	-	92	46	46	3	4	96
Free pass holders	-	-	-	98	70	28	2	0	108
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	96	67	29	3	1	144
Passengers saying they have a disability	-	-	-	-	-	-	-	-	-
Value for money									
All fare-paying passengers	-	-	-	76	34	43	9	15	92
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
Punctuality and time waiting for the bus									
Punctuality of the bus	-	-	-	84	49	35	12	4	189
The length of time waited	-	-	-	79	47	31	14	7	198
On-bus journey time									
Time journey on the bus took	-	-	-	87	56	31	10	3	205
On the bus									
Route/destination information on the outside of the bus	-	-	-	86	58	28	12	2	198
The cleanliness and condition of the outside of the bus	-	-	-	85	38	48	11	3	191
The ease of getting onto the bus	-	-	-	92	64	28	7	2	203
The length of time it took to board	-	-	-	93	63	30	6	1	194
The cleanliness and condition of the inside of the bus	-	-	-	84	45	39	11	5	209
The information provided inside the bus	-	-	-	77	40	37	18	5	178
The availability of seating or space to stand	-	-	-	89	63	27	5	6	193
The comfort of the seats	-	-	-	81	40	40	8	11	200
The amount of personal space you had around you	-	-	-	82	48	34	10	8	194
Provision of grab rails to stand/move within the bus	-	-	-	90	48	42	6	4	193
The temperature inside the bus	-	-	-	83	46	37	10	7	200
Your personal security whilst on the bus	-	-	-	87	53	34	10	3	194
Ease of getting off the bus	-	-	-	92	59	33	4	4	198
The bus driver									
How near to the kerb the driver stopped	-	-	-	95	66	28	5	0	197
The driver's appearance	-	-	-	94	61	33	5	1	195
The greeting/welcome you got from the driver	-	-	-	90	59	31	8	2	195
The helpfulness and attitude of the driver	-	-	-	92	59	33	7	1	190
The time the driver gave you to get to your seat	-	-	-	95	62	32	5	0	195
Smoothness/freedom from jolting during the journey	-	-	-	86	44	41	10	4	191
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	94	58	36	6	1	194

morebus in Bournemouth and Poole

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	-	89	92	57	35	4	4	536
Fare-paying passengers	-	-	87	88	46	42	7	5	218
Free pass holders	-	-	95	98	74	24	0	2	312
Aged 16 to 34	-	-	81	83	37	46	9	7	93
Aged 35 to 59	-	-	92	95	57	38	3	1	94
Passengers commuting	-	-	82	86	40	47	7	6	161
Passengers not commuting	-	-	96	97	71	25	2	1	355
Passengers saying they have a disability	-	-	87	92	59	32	4	4	173
Value for money									
All fare-paying passengers	-	-	70	68	35	33	14	18	211
Aged 16 to 34	-	-	65	63	34	30	14	23	76
Aged 35 to 59	-	-	74	69	34	35	17	14	80
Passengers commuting	-	-	69	65	32	33	13	21	130
Passengers not commuting	-	-	69	76	45	32	14	9	78
Punctuality and time waiting for the bus									
Punctuality of the bus	-	-	79	75	49	26	12	13	497
The length of time waited	-	-	82	75	46	29	13	12	511
On-bus journey time									
Time journey on the bus took	-	-	86	86	58	27	8	6	532
On the bus									
Route/destination information on the outside of the bus	-	-	90	87	66	21	10	3	510
The cleanliness and condition of the outside of the bus	-	-	85	84	49	36	11	5	501
The ease of getting onto the bus	-	-	-	93	68	25	5	1	520
The length of time it took to board	-	-	92	93	68	24	6	2	511
The cleanliness and condition of the inside of the bus	-	-	82	84	43	41	10	6	526
The information provided inside the bus	-	-	72	72	38	34	21	7	472
The availability of seating or space to stand	-	-	86	84	54	30	8	7	518
The comfort of the seats	-	-	81	82	42	40	12	6	511
The amount of personal space you had around you	-	-	79	78	46	33	13	9	512
Provision of grab rails to stand/move within the bus	-	-	83	87	49	38	8	6	509
The temperature inside the bus	-	-	79	81	47	34	12	7	519
Your personal security whilst on the bus	-	-	87	84	54	30	11	5	510
Ease of getting off the bus	-	-	-	91	61	30	7	2	523
The bus driver									
How near to the kerb the driver stopped	-	-	93	93	70	23	5	2	514
The driver's appearance	-	-	91	90	68	22	9	1	498
The greeting/welcome you got from the driver	-	-	83	83	56	28	10	7	513
The helpfulness and attitude of the driver	-	-	83	84	57	27	12	4	503
The time the driver gave you to get to your seat	-	-	86	88	60	28	9	4	514
Smoothness/freedom from jolting during the journey	-	-	79	83	50	33	10	7	516
Safety of the driving (i.e. speed, driver concentrating)	-	-	89	92	66	26	5	2	514

National Express in West Midlands

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	85	84	85	84	37	47	11	5	2541
Fare-paying passengers	83	82	82	82	33	50	12	5	1607
Free pass holders	90	92	93	88	48	40	8	4	867
Aged 16 to 34	80	81	79	80	29	51	15	5	946
Aged 35 to 59	86	84	86	84	36	48	11	5	645
Passengers commuting	82	80	80	80	29	51	13	6	1053
Passengers not commuting	87	89	90	87	44	43	10	4	1412
Passengers saying they have a disability	83	84	85	86	43	43	9	5	593
Value for money									
All fare-paying passengers	61	62	63	66	24	41	19	15	1589
Aged 16 to 34	58	59	55	63	23	40	20	17	834
Aged 35 to 59	65	66	71	69	26	43	18	12	577
Passengers commuting	60	59	60	61	22	39	22	17	923
Passengers not commuting	64	67	68	73	29	45	15	12	637
Punctuality and time waiting for the bus									
Punctuality of the bus	75	70	70	70	34	37	15	14	2395
The length of time waited	77	71	70	73	33	40	14	13	2554
On-bus journey time									
Time journey on the bus took	80	82	79	82	39	43	12	6	2573
On the bus									
Route/destination information on the outside of the bus	83	82	82	83	43	40	13	4	2498
The cleanliness and condition of the outside of the bus	76	74	77	78	35	43	14	7	2474
The ease of getting onto the bus	-	-	-	88	49	39	9	4	2541
The length of time it took to board	88	87	87	87	49	38	10	3	2522
The cleanliness and condition of the inside of the bus	73	71	72	73	28	46	14	13	2585
The information provided inside the bus	69	69	70	72	31	42	22	6	2404
The availability of seating or space to stand	84	82	83	84	44	40	10	6	2536
The comfort of the seats	74	74	76	76	34	42	15	9	2531
The amount of personal space you had around you	73	73	73	75	35	40	14	11	2513
Provision of grab rails to stand/move within the bus	81	82	82	81	39	42	13	6	2506
The temperature inside the bus	78	75	76	77	33	44	15	9	2530
Your personal security whilst on the bus	79	78	78	78	37	41	16	6	2513
Ease of getting off the bus	-	-	-	84	44	40	11	5	2548
The bus driver									
How near to the kerb the driver stopped	90	88	90	90	53	37	8	2	2487
The driver's appearance	86	83	86	88	53	34	11	2	2368
The greeting/welcome you got from the driver	61	60	61	66	35	31	25	9	2405
The helpfulness and attitude of the driver	65	66	65	69	37	32	25	6	2344
The time the driver gave you to get to your seat	73	72	71	74	37	37	18	8	2429
Smoothness/freedom from jolting during the journey	76	74	74	75	36	40	16	9	2455
Safety of the driving (i.e. speed, driver concentrating)	85	84	86	85	46	39	12	3	2449

Nottingham City Transport

(results in 2015 and 2017 are for services in Nottinghamshire only, while results in 2016 and 2018 also include Nottingham City)

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	97	92	94	91	51	41	6	3	408
Fare-paying passengers	97	91	-	91	43	48	7	2	223
Free pass holders	98	94	96	98	80	18	1	1	170
Aged 16 to 34	-	92	-	94	41	53	5	1	88
Aged 35 to 59	-	90	-	91	52	39	6	3	128
Passengers commuting	-	90	-	90	41	49	6	4	145
Passengers not commuting	100	94	96	92	62	30	7	1	247
Passengers saying they have a disability	-	88	-	83	56	27	10	6	140
Value for money									
All fare-paying passengers	74	77	-	79	46	33	13	8	218
Aged 16 to 34	-	74	-	81	49	32	15	4	76
Aged 35 to 59	-	79	-	82	45	37	14	4	111
Passengers commuting	-	76	-	77	47	30	17	6	126
Passengers not commuting	-	77	-	85	44	41	4	12	88
Punctuality and time waiting for the bus									
Punctuality of the bus	85	84	84	84	51	32	5	12	388
The length of time waited	85	84	83	80	46	34	10	10	397
On-bus journey time									
Time journey on the bus took	92	89	88	85	57	27	12	3	404
On the bus									
Route/destination information on the outside of the bus	94	91	94	89	62	27	11	0	390
The cleanliness and condition of the outside of the bus	91	88	89	86	49	37	10	4	393
The ease of getting onto the bus	-	-	-	90	66	24	8	2	403
The length of time it took to board	96	92	94	91	66	25	7	3	399
The cleanliness and condition of the inside of the bus	93	84	89	85	43	43	4	11	403
The information provided inside the bus	86	85	87	83	48	36	14	3	373
The availability of seating or space to stand	95	86	91	88	57	32	2	9	399
The comfort of the seats	85	80	80	82	41	41	11	7	399
The amount of personal space you had around you	87	75	82	75	40	35	14	11	400
Provision of grab rails to stand/move within the bus	91	86	92	85	48	37	12	3	398
The temperature inside the bus	88	80	84	79	37	42	14	7	400
Your personal security whilst on the bus	92	87	91	86	55	32	12	2	396
Ease of getting off the bus	-	-	-	86	56	31	8	6	402
The bus driver									
How near to the kerb the driver stopped	94	94	95	94	64	31	5	0	392
The driver's appearance	93	92	93	89	61	28	10	1	378
The greeting/welcome you got from the driver	85	80	83	85	52	33	9	5	386
The helpfulness and attitude of the driver	84	81	83	82	53	29	13	5	380
The time the driver gave you to get to your seat	82	80	79	80	48	32	14	6	393
Smoothness/freedom from jolting during the journey	85	81	82	76	42	34	12	12	394
Safety of the driving (i.e. speed, driver concentrating)	94	91	86	88	52	36	8	4	396

Oxford Bus in Oxfordshire

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	91	91	89	92	47	45	6	2	449
Fare-paying passengers	89	91	88	90	42	48	8	2	250
Free pass holders	96	92	92	96	60	36	1	3	197
Aged 16 to 34	-	89	85	88	33	55	10	2	94
Aged 35 to 59	-	91	90	95	50	45	3	2	130
Passengers commuting	89	87	85	91	38	53	7	2	168
Passengers not commuting	92	95	93	92	53	39	5	3	270
Passengers saying they have a disability	-	90	93	92	40	52	5	3	115
Value for money									
All fare-paying passengers	64	62	65	63	26	37	24	13	297
Aged 16 to 34	-	57	58	55	22	33	29	16	104
Aged 35 to 59	-	69	72	71	29	43	20	9	137
Passengers commuting	-	58	58	64	26	38	23	13	170
Passengers not commuting	-	69	79	62	25	36	26	12	123
Punctuality and time waiting for the bus									
Punctuality of the bus	75	67	73	72	43	29	17	11	453
The length of time waited	77	70	73	79	43	36	12	9	506
On-bus journey time									
Time journey on the bus took	83	85	78	86	50	36	8	5	497
On the bus									
Route/destination information on the outside of the bus	87	87	90	89	57	32	10	1	492
The cleanliness and condition of the outside of the bus	90	84	87	84	46	38	11	4	477
The ease of getting onto the bus	-	-	-	94	63	31	5	1	500
The length of time it took to board	91	90	88	93	64	29	4	3	497
The cleanliness and condition of the inside of the bus	87	82	83	83	43	41	9	7	505
The information provided inside the bus	77	66	68	68	33	36	24	7	428
The availability of seating or space to stand	94	88	91	92	61	32	5	3	506
The comfort of the seats	84	80	82	80	41	39	13	7	509
The amount of personal space you had around you	83	76	80	82	46	35	12	6	504
Provision of grab rails to stand/move within the bus	87	84	87	87	53	35	10	3	485
The temperature inside the bus	85	79	79	79	37	41	14	7	508
Your personal security whilst on the bus	92	89	89	90	56	35	9	1	506
Ease of getting off the bus	-	-	-	93	58	35	5	3	509
The bus driver									
How near to the kerb the driver stopped	92	92	94	94	68	26	5	0	493
The driver's appearance	91	89	91	92	66	26	8	0	485
The greeting/welcome you got from the driver	86	77	75	87	59	28	11	2	495
The helpfulness and attitude of the driver	85	75	75	86	60	26	12	2	482
The time the driver gave you to get to your seat	85	78	81	84	56	28	10	6	487
Smoothness/freedom from jolting during the journey	81	76	76	79	49	30	14	7	495
Safety of the driving (i.e. speed, driver concentrating)	92	89	91	92	62	30	7	0	492

Oxford Bus – Park and Ride services

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	92	93	93	96	65	31	2	1	326
Fare-paying passengers	91	93	92	96	62	33	3	2	233
Free pass holders	97	97	-	99	75	24	0	1	91
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	91	92	88	99	69	29	1	1	129
Passengers commuting	88	91	92	96	55	41	4	1	152
Passengers not commuting	97	96	94	99	78	21	1	0	163
Passengers saying they have a disability	-	-	-	-	-	-	-	-	-
Value for money									
All fare-paying passengers	67	66	75	69	34	35	15	16	226
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	71	72	75	69	35	34	17	14	125
Passengers commuting	60	65	64	62	19	43	19	20	134
Passengers not commuting	80	70	86	85	57	28	6	10	86
Punctuality and time waiting for the bus									
Punctuality of the bus	76	84	82	83	54	29	11	6	280
The length of time waited	77	83	79	86	54	33	10	4	322
On-bus journey time									
Time journey on the bus took	87	88	87	92	60	32	6	2	316
On the bus									
Route/destination information on the outside of the bus	84	92	90	88	65	23	11	2	315
The cleanliness and condition of the outside of the bus	91	90	94	90	62	28	10	1	322
The ease of getting onto the bus	-	-	-	96	70	25	4	0	327
The length of time it took to board	93	95	93	94	67	27	5	1	324
The cleanliness and condition of the inside of the bus	94	93	97	93	60	33	6	1	331
The information provided inside the bus	67	74	87	82	55	27	16	2	303
The availability of seating or space to stand	92	97	93	94	66	28	5	1	327
The comfort of the seats	86	91	92	90	57	33	8	2	329
The amount of personal space you had around you	82	88	84	86	53	33	11	3	327
Provision of grab rails to stand/move within the bus	90	94	86	91	58	32	8	1	323
The temperature inside the bus	83	85	87	86	53	33	8	5	326
Your personal security whilst on the bus	92	94	91	92	60	32	8	0	322
Ease of getting off the bus	-	-	-	94	65	29	5	1	327
The bus driver									
How near to the kerb the driver stopped	94	97	95	95	75	20	4	1	315
The driver's appearance	91	94	94	94	73	20	6	0	311
The greeting/welcome you got from the driver	82	86	78	87	64	22	10	3	320
The helpfulness and attitude of the driver	84	85	78	87	63	24	10	2	314
The time the driver gave you to get to your seat	84	91	86	91	68	23	8	2	316
Smoothness/freedom from jolting during the journey	81	86	78	85	52	33	11	4	316
Safety of the driving (i.e. speed, driver concentrating)	92	95	91	95	68	27	5	1	316

Plymouth Citybus

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	84	90	90	93	57	36	4	3	769
Fare-paying passengers	81	87	87	91	49	42	6	3	414
Free pass holders	90	94	96	96	70	26	3	1	344
Aged 16 to 34	78	82	83	90	41	49	7	3	229
Aged 35 to 59	84	90	90	91	60	31	4	5	172
Passengers commuting	78	85	86	90	45	45	6	4	261
Passengers not commuting	90	93	93	96	65	30	3	1	483
Passengers saying they have a disability	85	89	87	92	55	37	5	3	229
Value for money									
All fare-paying passengers	56	61	51	56	24	32	20	24	409
Aged 16 to 34	50	57	40	50	20	30	22	28	196
Aged 35 to 59	61	61	62	60	25	34	18	22	143
Passengers commuting	55	58	50	52	20	32	22	26	220
Passengers not commuting	61	65	52	63	30	33	18	18	182
Punctuality and time waiting for the bus									
Punctuality of the bus	65	75	69	74	45	29	12	13	720
The length of time waited	68	72	70	75	42	32	13	12	752
On-bus journey time									
Time journey on the bus took	81	85	83	87	56	32	9	3	762
On the bus									
Route/destination information on the outside of the bus	80	82	87	88	57	30	11	1	752
The cleanliness and condition of the outside of the bus	79	81	84	86	48	38	10	4	741
The ease of getting onto the bus	-	-	-	95	66	29	4	2	756
The length of time it took to board	89	91	91	94	66	29	4	2	750
The cleanliness and condition of the inside of the bus	80	85	86	88	47	41	8	4	770
The information provided inside the bus	62	65	63	72	36	36	23	5	707
The availability of seating or space to stand	81	89	87	92	59	33	5	3	754
The comfort of the seats	71	77	81	84	46	38	10	6	765
The amount of personal space you had around you	69	78	77	83	47	37	9	8	757
Provision of grab rails to stand/move within the bus	80	86	84	88	52	36	7	4	748
The temperature inside the bus	75	77	79	84	45	39	10	6	755
Your personal security whilst on the bus	84	83	83	89	54	35	8	2	753
Ease of getting off the bus	-	-	-	92	60	32	6	2	753
The bus driver									
How near to the kerb the driver stopped	90	92	93	94	71	23	4	2	756
The driver's appearance	87	91	91	94	70	24	5	1	740
The greeting/welcome you got from the driver	80	83	88	86	61	25	10	4	751
The helpfulness and attitude of the driver	80	81	86	88	62	26	9	3	741
The time the driver gave you to get to your seat	86	87	90	92	65	26	6	2	747
Smoothness/freedom from jolting during the journey	79	80	84	87	54	33	8	4	751
Safety of the driving (i.e. speed, driver concentrating)	90	89	93	94	67	27	5	1	747

Reading Buses

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	93	93	88	94	55	39	3	3	781
Fare-paying passengers	91	92	86	93	48	45	4	3	355
Free pass holders	96	96	93	96	68	28	1	2	415
Aged 16 to 34	90	91	86	92	43	49	7	1	110
Aged 35 to 59	91	94	85	94	52	41	3	4	192
Passengers commuting	91	94	84	92	44	48	4	4	241
Passengers not commuting	94	93	92	95	62	33	3	2	505
Passengers saying they have a disability	93	94	90	91	57	34	5	3	188
Value for money									
All fare-paying passengers	69	63	66	71	34	37	15	14	351
Aged 16 to 34	61	58	63	69	30	39	13	18	98
Aged 35 to 59	76	68	67	70	33	37	17	13	172
Passengers commuting	69	64	64	64	27	36	19	17	212
Passengers not commuting	67	60	69	81	43	38	10	9	133
Punctuality and time waiting for the bus									
Punctuality of the bus	81	79	73	81	49	32	8	11	718
The length of time waited	81	80	74	80	47	33	10	10	762
On-bus journey time									
Time journey on the bus took	86	87	82	89	52	37	7	4	778
On the bus									
Route/destination information on the outside of the bus	91	90	85	89	64	24	10	2	757
The cleanliness and condition of the outside of the bus	89	88	86	84	49	35	11	4	757
The ease of getting onto the bus	-	-	-	91	65	26	7	2	778
The length of time it took to board	92	93	90	91	61	30	5	3	769
The cleanliness and condition of the inside of the bus	89	84	84	83	41	42	9	7	784
The information provided inside the bus	86	85	81	80	44	36	17	3	744
The availability of seating or space to stand	90	92	84	86	54	32	7	8	778
The comfort of the seats	85	84	83	82	46	36	11	7	765
The amount of personal space you had around you	80	84	76	80	41	39	10	10	769
Provision of grab rails to stand/move within the bus	88	89	83	85	51	34	10	5	765
The temperature inside the bus	83	85	79	82	41	40	11	7	769
Your personal security whilst on the bus	88	89	88	84	48	36	14	1	769
Ease of getting off the bus	-	-	-	88	55	33	9	3	775
The bus driver									
How near to the kerb the driver stopped	96	94	95	94	68	26	4	2	755
The driver's appearance	93	92	94	91	67	24	8	1	736
The greeting/welcome you got from the driver	86	84	86	82	53	28	14	5	760
The helpfulness and attitude of the driver	85	84	85	82	57	25	15	3	748
The time the driver gave you to get to your seat	85	85	86	84	56	28	13	3	749
Smoothness/freedom from jolting during the journey	83	84	80	83	48	35	11	6	758
Safety of the driving (i.e. speed, driver concentrating)	92	92	92	90	62	28	8	2	752

Salisbury Reds

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	-	88	92	66	26	7	1	299
Fare-paying passengers	-	-	81	89	57	32	11	0	96
Free pass holders	-	-	97	95	76	19	3	2	201
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	89	62	27	11	0	76
Passengers not commuting	-	-	91	95	69	26	3	1	207
Passengers saying they have a disability	-	-	88	85	54	31	15	0	96
Value for money									
All fare-paying passengers	-	-	50	64	35	29	19	17	91
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
Punctuality and time waiting for the bus									
Punctuality of the bus	-	-	70	78	53	25	10	12	274
The length of time waited	-	-	73	76	51	25	14	10	286
On-bus journey time									
Time journey on the bus took	-	-	91	92	68	24	7	1	294
On the bus									
Route/destination information on the outside of the bus	-	-	84	88	66	22	10	1	282
The cleanliness and condition of the outside of the bus	-	-	82	84	48	36	13	3	281
The ease of getting onto the bus	-	-	-	90	68	22	8	2	290
The length of time it took to board	-	-	89	91	71	20	7	1	291
The cleanliness and condition of the inside of the bus	-	-	82	87	51	35	10	4	296
The information provided inside the bus	-	-	64	69	37	32	25	7	237
The availability of seating or space to stand	-	-	90	92	70	22	7	2	286
The comfort of the seats	-	-	83	86	51	34	13	2	292
The amount of personal space you had around you	-	-	83	83	50	33	14	2	285
Provision of grab rails to stand/move within the bus	-	-	84	86	53	33	13	2	280
The temperature inside the bus	-	-	79	86	48	38	10	4	285
Your personal security whilst on the bus	-	-	87	88	58	30	10	1	283
Ease of getting off the bus	-	-	-	91	64	27	9	1	292
The bus driver									
How near to the kerb the driver stopped	-	-	94	94	74	21	5	1	286
The driver's appearance	-	-	93	95	69	26	5	0	287
The greeting/welcome you got from the driver	-	-	84	92	69	24	7	1	290
The helpfulness and attitude of the driver	-	-	84	94	68	26	5	0	284
The time the driver gave you to get to your seat	-	-	87	91	69	22	7	1	285
Smoothness/freedom from jolting during the journey	-	-	84	86	51	35	11	3	288
Safety of the driving (i.e. speed, driver concentrating)	-	-	85	92	68	25	7	1	284

Southern Vectis

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	89	91	96	93	62	31	6	1	301
Fare-paying passengers	82	82	97	86	41	45	12	3	104
Free pass holders	97	97	97	99	80	19	1	0	192
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	91	95	97	95	69	26	5	0	214
Passengers saying they have a disability	88	82	97	95	66	30	5	0	90
Value for money									
All fare-paying passengers	46	43	56	51	22	29	17	32	102
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
Punctuality and time waiting for the bus									
Punctuality of the bus	84	82	90	84	58	26	10	6	287
The length of time waited	84	83	91	86	56	30	10	5	296
On-bus journey time									
Time journey on the bus took	87	88	96	92	66	26	7	1	298
On the bus									
Route/destination information on the outside of the bus	86	95	92	90	72	18	7	3	287
The cleanliness and condition of the outside of the bus	85	90	87	84	56	28	10	6	285
The ease of getting onto the bus	-	-	-	94	72	22	6	0	295
The length of time it took to board	91	94	94	92	73	19	4	4	292
The cleanliness and condition of the inside of the bus	81	87	89	89	48	40	6	6	300
The information provided inside the bus	59	68	75	70	42	28	24	6	275
The availability of seating or space to stand	86	87	92	93	66	27	5	2	297
The comfort of the seats	75	82	87	86	52	34	8	6	301
The amount of personal space you had around you	80	79	82	84	48	36	12	4	295
Provision of grab rails to stand/move within the bus	87	82	88	91	59	32	5	4	294
The temperature inside the bus	83	78	87	85	50	35	11	4	296
Your personal security whilst on the bus	87	87	91	90	63	27	8	2	295
Ease of getting off the bus	-	-	-	91	67	24	8	1	299
The bus driver									
How near to the kerb the driver stopped	93	95	98	97	81	16	2	1	293
The driver's appearance	92	95	97	92	76	16	6	2	293
The greeting/welcome you got from the driver	82	87	90	83	68	15	13	5	298
The helpfulness and attitude of the driver	82	88	87	87	70	17	8	6	289
The time the driver gave you to get to your seat	85	91	91	89	67	23	7	4	294
Smoothness/freedom from jolting during the journey	79	83	86	89	58	31	5	6	293
Safety of the driving (i.e. speed, driver concentrating)	89	91	93	92	75	18	6	1	287

Stagecoach in Cheshire West and Chester

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	-	-	87	47	40	7	6	350
Fare-paying passengers	-	-	-	82	41	41	10	7	189
Free pass holders	-	-	-	95	61	34	1	4	153
Aged 16 to 34	-	-	-	79	32	46	13	8	86
Aged 35 to 59	-	-	-	88	49	39	5	6	84
Passengers commuting	-	-	-	81	38	43	11	9	114
Passengers not commuting	-	-	-	91	55	36	5	4	223
Passengers saying they have a disability	-	-	-	84	50	34	10	6	98
Value for money									
All fare-paying passengers	-	-	-	69	36	34	15	15	178
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	72	41	31	10	18	80
Passengers commuting	-	-	-	71	31	40	12	18	99
Passengers not commuting	-	-	-	67	43	25	20	13	75
Punctuality and time waiting for the bus									
Punctuality of the bus	-	-	-	68	38	30	16	16	332
The length of time waited	-	-	-	68	35	33	18	13	344
On-bus journey time									
Time journey on the bus took	-	-	-	88	56	32	8	4	350
On the bus									
Route/destination information on the outside of the bus	-	-	-	81	53	28	15	4	346
The cleanliness and condition of the outside of the bus	-	-	-	76	37	40	18	6	333
The ease of getting onto the bus	-	-	-	89	51	38	8	3	347
The length of time it took to board	-	-	-	87	56	32	11	2	344
The cleanliness and condition of the inside of the bus	-	-	-	78	34	44	15	7	355
The information provided inside the bus	-	-	-	65	29	36	28	7	319
The availability of seating or space to stand	-	-	-	85	49	36	8	7	348
The comfort of the seats	-	-	-	82	40	41	10	8	351
The amount of personal space you had around you	-	-	-	77	39	39	13	9	348
Provision of grab rails to stand/move within the bus	-	-	-	83	43	40	11	6	348
The temperature inside the bus	-	-	-	81	40	42	14	5	349
Your personal security whilst on the bus	-	-	-	82	43	39	13	5	346
Ease of getting off the bus	-	-	-	85	49	36	9	6	352
The bus driver									
How near to the kerb the driver stopped	-	-	-	90	62	28	8	2	341
The driver's appearance	-	-	-	85	56	28	14	2	343
The greeting/welcome you got from the driver	-	-	-	76	45	30	17	7	340
The helpfulness and attitude of the driver	-	-	-	76	43	32	17	7	331
The time the driver gave you to get to your seat	-	-	-	81	49	32	12	7	335
Smoothness/freedom from jolting during the journey	-	-	-	78	40	37	14	8	339
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	86	51	36	11	3	335

Stagecoach Cumbria and North Lancashire

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	87	87	93	55	38	5	2	523
Fare-paying passengers	-	82	83	91	43	48	5	4	205
Free pass holders	-	94	94	94	66	28	5	1	310
Aged 16 to 34	-	77	-	90	36	54	6	4	79
Aged 35 to 59	-	-	84	91	49	42	6	3	98
Passengers commuting	-	82	86	90	41	49	5	4	122
Passengers not commuting	-	89	91	94	61	33	5	1	379
Passengers saying they have a disability	-	85	84	90	55	35	5	4	165
Value for money									
All fare-paying passengers	-	60	65	59	20	38	17	25	197
Aged 16 to 34	-	55	-	-	-	-	-	-	-
Aged 35 to 59	-	-	71	67	27	40	15	18	83
Passengers commuting	-	58	63	58	16	42	19	23	99
Passengers not commuting	-	-	-	60	25	35	13	27	95
Punctuality and time waiting for the bus									
Punctuality of the bus	-	78	74	80	44	36	11	9	492
The length of time waited	-	79	75	80	39	40	12	8	504
On-bus journey time									
Time journey on the bus took	-	86	82	92	59	33	5	3	520
On the bus									
Route/destination information on the outside of the bus	-	89	87	88	59	30	9	3	500
The cleanliness and condition of the outside of the bus	-	86	83	79	41	38	15	6	494
The ease of getting onto the bus	-	-	-	94	58	36	4	1	515
The length of time it took to board	-	94	94	93	60	33	6	1	501
The cleanliness and condition of the inside of the bus	-	87	76	81	39	41	12	7	519
The information provided inside the bus	-	73	62	74	31	42	21	5	459
The availability of seating or space to stand	-	89	87	87	50	37	8	5	507
The comfort of the seats	-	81	84	81	37	44	11	8	500
The amount of personal space you had around you	-	77	78	81	39	41	11	9	496
Provision of grab rails to stand/move within the bus	-	90	84	87	46	41	8	4	490
The temperature inside the bus	-	84	78	86	37	48	7	7	497
Your personal security whilst on the bus	-	90	89	86	49	37	13	1	494
Ease of getting off the bus	-	-	-	91	52	39	6	2	503
The bus driver									
How near to the kerb the driver stopped	-	93	93	95	69	26	3	1	513
The driver's appearance	-	88	92	93	66	27	6	0	499
The greeting/welcome you got from the driver	-	77	75	80	52	28	15	5	509
The helpfulness and attitude of the driver	-	80	73	81	53	28	15	5	499
The time the driver gave you to get to your seat	-	85	81	84	55	29	10	7	500
Smoothness/freedom from jolting during the journey	-	83	78	83	49	34	11	6	501
Safety of the driving (i.e. speed, driver concentrating)	-	89	87	92	58	34	7	1	500

Stagecoach in Derbyshire

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	-	-	93	52	40	5	2	523
Fare-paying passengers	-	-	-	93	46	48	4	2	241
Free pass holders	-	-	-	93	61	33	5	2	273
Aged 16 to 34	-	-	-	91	49	43	5	4	92
Aged 35 to 59	-	-	-	91	37	55	5	3	129
Passengers commuting	-	-	-	91	42	49	4	5	142
Passengers not commuting	-	-	-	93	57	37	5	1	351
Passengers saying they have a disability	-	-	-	91	52	38	6	3	193
Value for money									
All fare-paying passengers	-	-	-	67	22	46	15	17	229
Aged 16 to 34	-	-	-	67	22	45	15	18	83
Aged 35 to 59	-	-	-	67	19	48	13	20	107
Passengers commuting	-	-	-	67	21	46	15	18	121
Passengers not commuting	-	-	-	67	21	46	16	17	103
Punctuality and time waiting for the bus									
Punctuality of the bus	-	-	-	76	45	31	13	11	492
The length of time waited	-	-	-	76	44	32	15	9	513
On-bus journey time									
Time journey on the bus took	-	-	-	88	57	31	9	3	522
On the bus									
Route/destination information on the outside of the bus	-	-	-	86	59	26	11	3	499
The cleanliness and condition of the outside of the bus	-	-	-	81	42	39	14	5	494
The ease of getting onto the bus	-	-	-	93	63	29	5	3	513
The length of time it took to board	-	-	-	92	63	28	5	3	502
The cleanliness and condition of the inside of the bus	-	-	-	82	38	43	10	8	515
The information provided inside the bus	-	-	-	71	34	37	25	4	486
The availability of seating or space to stand	-	-	-	89	57	31	9	3	511
The comfort of the seats	-	-	-	84	42	41	11	6	508
The amount of personal space you had around you	-	-	-	81	41	40	13	6	505
Provision of grab rails to stand/move within the bus	-	-	-	87	49	38	10	3	501
The temperature inside the bus	-	-	-	80	40	40	12	7	506
Your personal security whilst on the bus	-	-	-	88	51	37	10	2	500
Ease of getting off the bus	-	-	-	92	57	35	5	3	509
The bus driver									
How near to the kerb the driver stopped	-	-	-	92	67	25	5	3	507
The driver's appearance	-	-	-	92	65	28	6	2	490
The greeting/welcome you got from the driver	-	-	-	78	50	28	15	7	501
The helpfulness and attitude of the driver	-	-	-	79	49	30	15	6	486
The time the driver gave you to get to your seat	-	-	-	82	53	29	11	8	498
Smoothness/freedom from jolting during the journey	-	-	-	82	46	37	10	8	500
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	92	66	26	6	2	500

Stagecoach East (excludes Cambridge Busway)

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	-	-	90	50	40	6	4	399
Fare-paying passengers	-	-	-	89	47	42	6	5	214
Free pass holders	-	-	-	93	57	35	5	2	179
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	88	36	52	9	4	114
Passengers commuting	-	-	-	89	43	46	6	5	143
Passengers not commuting	-	-	-	92	57	35	6	3	236
Passengers saying they have a disability	-	-	-	90	52	38	5	6	114
Value for money									
All fare-paying passengers	-	-	-	46	14	32	18	36	204
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	44	9	35	18	39	100
Passengers commuting	-	-	-	42	14	28	15	43	130
Passengers not commuting	-	-	-	-	-	-	-	-	-
Punctuality and time waiting for the bus									
Punctuality of the bus	-	-	-	66	38	28	20	14	368
The length of time waited	-	-	-	72	40	32	15	13	381
On-bus journey time									
Time journey on the bus took	-	-	-	84	49	35	9	7	396
On the bus									
Route/destination information on the outside of the bus	-	-	-	84	52	31	11	5	367
The cleanliness and condition of the outside of the bus	-	-	-	79	40	38	14	7	370
The ease of getting onto the bus	-	-	-	90	61	28	8	3	383
The length of time it took to board	-	-	-	89	58	31	9	3	384
The cleanliness and condition of the inside of the bus	-	-	-	83	37	45	12	6	389
The information provided inside the bus	-	-	-	56	25	31	35	9	340
The availability of seating or space to stand	-	-	-	88	51	37	7	5	386
The comfort of the seats	-	-	-	80	38	42	12	8	388
The amount of personal space you had around you	-	-	-	77	37	40	14	9	382
Provision of grab rails to stand/move within the bus	-	-	-	87	45	42	11	3	377
The temperature inside the bus	-	-	-	79	32	47	13	8	386
Your personal security whilst on the bus	-	-	-	89	44	46	8	3	382
Ease of getting off the bus	-	-	-	91	56	35	4	5	390
The bus driver									
How near to the kerb the driver stopped	-	-	-	94	66	28	5	1	385
The driver's appearance	-	-	-	91	64	27	8	1	381
The greeting/welcome you got from the driver	-	-	-	84	52	32	12	4	389
The helpfulness and attitude of the driver	-	-	-	83	53	30	14	3	378
The time the driver gave you to get to your seat	-	-	-	81	49	32	12	7	381
Smoothness/freedom from jolting during the journey	-	-	-	81	46	35	11	8	382
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	91	57	34	6	4	382

Stagecoach East – Cambridge Busway

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	-	88	92	53	39	5	4	303
Fare-paying passengers	-	-	84	89	45	44	6	4	147
Free pass holders	-	-	98	97	67	30	1	2	151
Aged 16 to 34	-	-	83	-	-	-	-	-	-
Aged 35 to 59	-	-	86	-	-	-	-	-	-
Passengers commuting	-	-	80	88	46	42	8	3	109
Passengers not commuting	-	-	98	96	60	37	1	3	187
Passengers saying they have a disability	-	-	83	90	46	44	6	4	83
Value for money									
All fare-paying passengers	-	-	42	43	14	29	23	34	139
Aged 16 to 34	-	-	34	-	-	-	-	-	-
Aged 35 to 59	-	-	53	-	-	-	-	-	-
Passengers commuting	-	-	32	39	11	29	25	36	91
Passengers not commuting	-	-	-	-	-	-	-	-	-
Punctuality and time waiting for the bus									
Punctuality of the bus	-	-	74	73	43	30	11	16	286
The length of time waited	-	-	75	73	41	32	15	12	295
On-bus journey time									
Time journey on the bus took	-	-	84	88	55	33	8	4	301
On the bus									
Route/destination information on the outside of the bus	-	-	86	86	62	24	12	2	290
The cleanliness and condition of the outside of the bus	-	-	91	86	52	34	12	2	288
The ease of getting onto the bus	-	-	-	93	69	24	5	2	303
The length of time it took to board	-	-	91	93	62	32	6	1	299
The cleanliness and condition of the inside of the bus	-	-	90	91	53	37	8	1	299
The information provided inside the bus	-	-	73	75	42	33	20	5	272
The availability of seating or space to stand	-	-	79	85	55	30	9	6	299
The comfort of the seats	-	-	87	86	50	36	10	4	297
The amount of personal space you had around you	-	-	76	80	41	39	10	10	296
Provision of grab rails to stand/move within the bus	-	-	77	80	45	35	12	7	292
The temperature inside the bus	-	-	74	82	41	40	14	5	294
Your personal security whilst on the bus	-	-	86	89	54	35	10	1	294
Ease of getting off the bus	-	-	-	91	59	32	7	2	298
The bus driver									
How near to the kerb the driver stopped	-	-	95	95	75	19	5	1	294
The driver's appearance	-	-	91	94	75	20	6	0	282
The greeting/welcome you got from the driver	-	-	73	83	59	24	13	4	295
The helpfulness and attitude of the driver	-	-	73	82	58	24	14	4	288
The time the driver gave you to get to your seat	-	-	78	84	57	27	12	4	287
Smoothness/freedom from jolting during the journey	-	-	72	85	45	40	9	5	295
Safety of the driving (i.e. speed, driver concentrating)	-	-	91	91	59	32	7	2	298

Stagecoach in East Sussex

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	90	-	-	88	47	41	9	3	403
Fare-paying passengers	86	-	-	84	36	48	13	3	155
Free pass holders	94	-	-	94	63	31	3	4	243
Aged 16 to 34	83	-	-	-	-	-	-	-	-
Aged 35 to 59	88	-	-	85	49	36	12	3	81
Passengers commuting	85	-	-	87	37	50	10	3	96
Passengers not commuting	92	-	-	89	53	36	8	4	293
Passengers saying they have a disability	93	-	-	82	45	37	15	3	137
Value for money									
All fare-paying passengers	65	-	-	52	20	32	23	25	150
Aged 16 to 34	54	-	-	-	-	-	-	-	-
Aged 35 to 59	74	-	-	-	-	-	-	-	-
Passengers commuting	63	-	-	56	20	36	17	27	82
Passengers not commuting	66	-	-	-	-	-	-	-	-
Punctuality and time waiting for the bus									
Punctuality of the bus	76	-	-	76	36	40	9	15	378
The length of time waited	79	-	-	76	33	43	14	10	394
On-bus journey time									
Time journey on the bus took	86	-	-	89	49	40	8	3	405
On the bus									
Route/destination information on the outside of the bus	80	-	-	86	49	37	11	3	394
The cleanliness and condition of the outside of the bus	74	-	-	80	32	48	14	6	385
The ease of getting onto the bus	-	-	-	90	55	35	8	2	396
The length of time it took to board	84	-	-	92	52	40	7	2	388
The cleanliness and condition of the inside of the bus	70	-	-	79	30	48	12	10	397
The information provided inside the bus	62	-	-	68	29	39	26	7	346
The availability of seating or space to stand	79	-	-	84	44	40	8	7	397
The comfort of the seats	70	-	-	76	31	46	12	12	398
The amount of personal space you had around you	71	-	-	73	32	41	16	11	394
Provision of grab rails to stand/move within the bus	80	-	-	84	39	45	13	2	387
The temperature inside the bus	75	-	-	80	30	49	13	7	394
Your personal security whilst on the bus	79	-	-	86	39	48	12	2	388
Ease of getting off the bus	-	-	-	90	44	46	9	1	398
The bus driver									
How near to the kerb the driver stopped	91	-	-	94	65	29	6	1	406
The driver's appearance	87	-	-	91	66	26	8	1	396
The greeting/welcome you got from the driver	76	-	-	84	55	30	11	5	406
The helpfulness and attitude of the driver	77	-	-	84	55	29	13	3	384
The time the driver gave you to get to your seat	78	-	-	85	57	28	12	3	396
Smoothness/freedom from jolting during the journey	80	-	-	81	45	36	11	8	392
Safety of the driving (i.e. speed, driver concentrating)	88	-	-	91	62	28	8	1	391

Stagecoach Gloucestershire (covers the Gloucestershire routes for the Stagecoach West operator)

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	-	91	90	47	44	7	3	481
Fare-paying passengers	-	-	89	88	37	51	9	3	221
Free pass holders	-	-	96	94	65	29	4	2	247
Aged 16 to 34	-	-	-	84	30	54	12	5	95
Aged 35 to 59	-	-	88	91	50	41	7	2	100
Passengers commuting	-	-	85	87	31	56	8	5	134
Passengers not commuting	-	-	96	93	58	35	7	1	320
Passengers saying they have a disability	-	-	91	88	48	41	8	3	132
Value for money									
All fare-paying passengers	-	-	60	59	20	39	20	21	213
Aged 16 to 34	-	-	-	52	16	36	22	26	89
Aged 35 to 59	-	-	-	66	21	45	21	13	84
Passengers commuting	-	-	55	53	14	39	22	25	117
Passengers not commuting	-	-	-	68	27	41	16	16	91
Punctuality and time waiting for the bus									
Punctuality of the bus	-	-	77	75	43	32	11	14	439
The length of time waited	-	-	79	76	43	33	12	12	464
On-bus journey time									
Time journey on the bus took	-	-	85	88	51	37	8	4	472
On the bus									
Route/destination information on the outside of the bus	-	-	84	82	54	28	14	4	444
The cleanliness and condition of the outside of the bus	-	-	80	79	35	45	14	7	455
The ease of getting onto the bus	-	-	-	92	60	32	6	2	465
The length of time it took to board	-	-	93	91	60	31	7	2	462
The cleanliness and condition of the inside of the bus	-	-	81	78	30	48	13	9	475
The information provided inside the bus	-	-	68	68	29	39	24	8	417
The availability of seating or space to stand	-	-	90	88	51	38	9	3	466
The comfort of the seats	-	-	82	75	38	37	17	8	467
The amount of personal space you had around you	-	-	80	78	39	39	12	10	460
Provision of grab rails to stand/move within the bus	-	-	85	88	45	43	8	4	452
The temperature inside the bus	-	-	76	81	38	43	13	6	462
Your personal security whilst on the bus	-	-	85	86	46	40	11	2	461
Ease of getting off the bus	-	-	-	91	56	35	7	2	469
The bus driver									
How near to the kerb the driver stopped	-	-	92	95	64	32	4	0	466
The driver's appearance	-	-	93	92	58	35	7	1	457
The greeting/welcome you got from the driver	-	-	80	79	48	32	15	6	465
The helpfulness and attitude of the driver	-	-	82	80	48	31	14	6	457
The time the driver gave you to get to your seat	-	-	83	87	53	34	8	5	459
Smoothness/freedom from jolting during the journey	-	-	78	82	43	39	10	8	456
Safety of the driving (i.e. speed, driver concentrating)	-	-	90	89	55	35	7	3	458

Stagecoach in Greater Manchester

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	81	82	91	89	43	45	7	5	919
Fare-paying passengers	80	79	90	88	39	48	7	5	658
Free pass holders	88	94	94	92	62	30	4	4	249
Aged 16 to 34	75	76	89	85	37	48	9	6	350
Aged 35 to 59	87	84	91	92	46	47	5	3	272
Passengers commuting	78	76	87	89	39	50	7	4	462
Passengers not commuting	86	89	94	89	51	38	6	5	435
Passengers saying they have a disability	74	80	89	84	45	39	11	4	221
Value for money									
All fare-paying passengers	69	71	75	69	29	40	14	17	639
Aged 16 to 34	62	66	68	66	27	40	14	20	326
Aged 35 to 59	81	76	83	74	32	42	13	13	244
Passengers commuting	69	66	71	69	29	40	14	17	411
Passengers not commuting	68	80	80	68	28	40	14	18	215
Punctuality and time waiting for the bus									
Punctuality of the bus	71	66	77	73	39	34	13	14	851
The length of time waited	75	68	79	77	39	37	12	12	911
On-bus journey time									
Time journey on the bus took	79	75	86	81	44	37	12	7	893
On the bus									
Route/destination information on the outside of the bus	83	85	88	84	47	37	13	3	887
The cleanliness and condition of the outside of the bus	76	76	82	79	35	44	16	5	876
The ease of getting onto the bus	-	-	-	91	55	36	7	2	915
The length of time it took to board	87	88	92	88	54	35	8	3	909
The cleanliness and condition of the inside of the bus	70	71	81	77	29	47	13	10	931
The information provided inside the bus	62	61	63	65	27	38	28	7	829
The availability of seating or space to stand	84	84	90	88	50	38	9	3	922
The comfort of the seats	73	78	84	81	38	43	12	7	921
The amount of personal space you had around you	70	72	81	79	36	43	13	8	910
Provision of grab rails to stand/move within the bus	83	81	87	87	41	46	9	4	908
The temperature inside the bus	73	77	83	81	35	46	11	8	909
Your personal security whilst on the bus	80	81	89	86	42	44	11	3	904
Ease of getting off the bus	-	-	-	89	47	42	7	4	910
The bus driver									
How near to the kerb the driver stopped	91	89	94	91	60	31	6	3	893
The driver's appearance	90	87	88	89	59	29	9	2	822
The greeting/welcome you got from the driver	66	64	72	70	42	28	22	8	873
The helpfulness and attitude of the driver	67	65	77	74	46	28	21	6	851
The time the driver gave you to get to your seat	70	70	82	77	44	33	14	9	883
Smoothness/freedom from jolting during the journey	70	71	82	77	38	39	14	9	880
Safety of the driving (i.e. speed, driver concentrating)	86	87	90	89	51	37	8	3	881

Stagecoach in Kent

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	81	-	-	91	53	38	7	3	348
Fare-paying passengers	74	-	-	87	45	42	11	2	160
Free pass holders	96	-	-	95	63	32	2	3	180
Aged 16 to 34	68	-	-	-	-	-	-	-	-
Aged 35 to 59	88	-	-	94	50	44	2	4	82
Passengers commuting	73	-	-	84	29	55	12	5	76
Passengers not commuting	87	-	-	93	61	32	5	2	260
Passengers saying they have a disability	89	-	-	91	55	36	6	4	122
Value for money									
All fare-paying passengers	58	-	-	64	29	36	12	24	151
Aged 16 to 34	52	-	-	-	-	-	-	-	-
Aged 35 to 59	72	-	-	-	-	-	-	-	-
Passengers commuting	56	-	-	-	-	-	-	-	-
Passengers not commuting	62	-	-	76	37	40	6	17	86
Punctuality and time waiting for the bus									
Punctuality of the bus	71	-	-	81	48	33	10	9	317
The length of time waited	74	-	-	80	46	34	14	7	337
On-bus journey time									
Time journey on the bus took	78	-	-	87	58	30	8	5	339
On the bus									
Route/destination information on the outside of the bus	74	-	-	88	59	29	8	4	324
The cleanliness and condition of the outside of the bus	68	-	-	81	38	43	13	6	325
The ease of getting onto the bus	-	-	-	91	57	33	7	2	338
The length of time it took to board	76	-	-	93	60	32	5	2	328
The cleanliness and condition of the inside of the bus	63	-	-	81	37	44	9	10	344
The information provided inside the bus	56	-	-	67	31	36	29	4	302
The availability of seating or space to stand	69	-	-	88	52	35	7	5	331
The comfort of the seats	62	-	-	79	38	41	13	8	335
The amount of personal space you had around you	58	-	-	81	40	41	10	9	331
Provision of grab rails to stand/move within the bus	65	-	-	86	46	40	10	4	329
The temperature inside the bus	65	-	-	81	42	39	13	6	334
Your personal security whilst on the bus	73	-	-	90	50	39	9	1	330
Ease of getting off the bus	-	-	-	89	51	38	8	3	336
The bus driver									
How near to the kerb the driver stopped	88	-	-	97	67	29	3	0	338
The driver's appearance	88	-	-	93	70	24	6	0	337
The greeting/welcome you got from the driver	78	-	-	86	56	30	12	2	339
The helpfulness and attitude of the driver	78	-	-	85	56	28	13	2	331
The time the driver gave you to get to your seat	79	-	-	89	60	29	10	2	339
Smoothness/freedom from jolting during the journey	75	-	-	87	49	38	9	4	336
Safety of the driving (i.e. speed, driver concentrating)	86	-	-	94	62	32	5	1	333

Stagecoach in Lincolnshire

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	-	-	87	51	37	5	8	358
Fare-paying passengers	-	-	-	81	41	40	7	12	123
Free pass holders	-	-	-	94	61	33	3	3	233
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	93	58	35	4	3	278
Passengers saying they have a disability	-	-	-	91	62	30	4	4	126
Value for money									
All fare-paying passengers	-	-	-	58	27	31	13	28	116
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
Punctuality and time waiting for the bus									
Punctuality of the bus	-	-	-	68	41	27	9	22	333
The length of time waited	-	-	-	71	41	30	11	18	352
On-bus journey time									
Time journey on the bus took	-	-	-	87	46	41	9	4	360
On the bus									
Route/destination information on the outside of the bus	-	-	-	85	55	30	11	3	345
The cleanliness and condition of the outside of the bus	-	-	-	70	32	39	16	14	341
The ease of getting onto the bus	-	-	-	91	56	35	7	2	356
The length of time it took to board	-	-	-	92	58	34	5	4	348
The cleanliness and condition of the inside of the bus	-	-	-	80	34	47	10	10	352
The information provided inside the bus	-	-	-	67	29	38	26	7	318
The availability of seating or space to stand	-	-	-	85	51	34	7	8	352
The comfort of the seats	-	-	-	78	32	46	10	12	349
The amount of personal space you had around you	-	-	-	78	38	40	8	14	351
Provision of grab rails to stand/move within the bus	-	-	-	85	44	41	12	3	355
The temperature inside the bus	-	-	-	78	31	47	12	9	349
Your personal security whilst on the bus	-	-	-	87	49	38	10	3	348
Ease of getting off the bus	-	-	-	93	52	41	4	3	356
The bus driver									
How near to the kerb the driver stopped	-	-	-	93	64	28	3	5	352
The driver's appearance	-	-	-	95	68	27	4	1	343
The greeting/welcome you got from the driver	-	-	-	85	55	30	11	4	356
The helpfulness and attitude of the driver	-	-	-	85	56	29	12	3	349
The time the driver gave you to get to your seat	-	-	-	90	57	32	5	6	348
Smoothness/freedom from jolting during the journey	-	-	-	85	51	35	9	6	350
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	93	63	30	4	3	348

Stagecoach in Mersey and Halton

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	90	87	93	93	58	36	5	1	339
Fare-paying passengers	89	86	91	92	47	45	6	2	155
Free pass holders	93	93	97	96	77	20	3	1	175
Aged 16 to 34	85	80	89	-	-	-	-	-	-
Aged 35 to 59	94	91	94	95	65	31	3	2	93
Passengers commuting	86	84	91	90	40	50	8	2	123
Passengers not commuting	94	92	95	97	73	24	3	1	207
Passengers saying they have a disability	86	90	95	94	63	31	6	0	109
Value for money									
All fare-paying passengers	81	76	78	75	41	34	14	11	146
Aged 16 to 34	73	72	77	-	-	-	-	-	-
Aged 35 to 59	89	81	81	79	40	39	14	6	76
Passengers commuting	78	77	79	71	38	33	15	14	99
Passengers not commuting	89	76	76	-	-	-	-	-	-
Punctuality and time waiting for the bus									
Punctuality of the bus	81	78	75	73	44	29	13	14	301
The length of time waited	83	83	81	77	41	36	15	8	327
On-bus journey time									
Time journey on the bus took	88	86	86	91	57	34	7	2	335
On the bus									
Route/destination information on the outside of the bus	88	85	89	86	57	29	13	2	310
The cleanliness and condition of the outside of the bus	87	84	87	88	49	40	10	2	322
The ease of getting onto the bus	-	-	-	95	63	32	3	2	334
The length of time it took to board	94	90	92	92	64	28	7	1	321
The cleanliness and condition of the inside of the bus	83	83	88	88	48	40	9	3	340
The information provided inside the bus	74	72	75	74	38	36	24	2	296
The availability of seating or space to stand	89	91	88	91	58	33	7	2	332
The comfort of the seats	82	85	82	84	51	33	12	4	335
The amount of personal space you had around you	77	83	78	81	45	36	15	5	328
Provision of grab rails to stand/move within the bus	87	89	88	90	52	38	9	1	323
The temperature inside the bus	79	81	85	86	47	38	10	4	328
Your personal security whilst on the bus	85	89	87	87	52	35	10	3	325
Ease of getting off the bus	-	-	-	96	57	39	3	1	330
The bus driver									
How near to the kerb the driver stopped	92	94	92	94	71	24	5	1	336
The driver's appearance	91	91	92	93	71	22	7	0	312
The greeting/welcome you got from the driver	77	74	74	75	52	23	21	4	315
The helpfulness and attitude of the driver	79	78	76	78	55	24	19	2	304
The time the driver gave you to get to your seat	80	81	79	80	51	29	13	8	317
Smoothness/freedom from jolting during the journey	79	80	80	84	49	35	12	4	324
Safety of the driving (i.e. speed, driver concentrating)	90	89	92	93	62	31	7	0	315

Stagecoach Midlands

(Northamptonshire and Warwickshire routes)

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	-	-	88	43	45	9	3	429
Fare-paying passengers	-	-	-	82	32	51	12	6	213
Free pass holders	-	-	-	95	57	38	5	0	214
Aged 16 to 34	-	-	-	77	25	52	18	5	130
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	81	31	50	13	7	157
Passengers not commuting	-	-	-	93	51	42	7	0	258
Passengers saying they have a disability	-	-	-	86	46	40	12	2	120
Value for money									
All fare-paying passengers	-	-	-	50	14	36	21	29	204
Aged 16 to 34	-	-	-	45	12	33	22	33	109
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	43	11	32	27	31	139
Passengers not commuting	-	-	-	-	-	-	-	-	-
Punctuality and time waiting for the bus									
Punctuality of the bus	-	-	-	61	32	29	22	17	397
The length of time waited	-	-	-	65	29	36	20	16	415
On-bus journey time									
Time journey on the bus took	-	-	-	81	42	39	15	4	427
On the bus									
Route/destination information on the outside of the bus	-	-	-	85	50	35	11	3	408
The cleanliness and condition of the outside of the bus	-	-	-	79	38	41	17	4	401
The ease of getting onto the bus	-	-	-	92	56	36	7	2	419
The length of time it took to board	-	-	-	90	56	34	6	3	419
The cleanliness and condition of the inside of the bus	-	-	-	81	35	46	13	6	428
The information provided inside the bus	-	-	-	62	30	31	30	8	391
The availability of seating or space to stand	-	-	-	84	44	41	10	5	423
The comfort of the seats	-	-	-	79	36	43	15	5	426
The amount of personal space you had around you	-	-	-	79	40	38	13	9	422
Provision of grab rails to stand/move within the bus	-	-	-	84	47	37	13	3	414
The temperature inside the bus	-	-	-	81	41	40	13	6	420
Your personal security whilst on the bus	-	-	-	87	46	41	11	2	419
Ease of getting off the bus	-	-	-	91	54	38	7	1	424
The bus driver									
How near to the kerb the driver stopped	-	-	-	92	63	29	7	1	424
The driver's appearance	-	-	-	90	62	28	9	1	417
The greeting/welcome you got from the driver	-	-	-	78	50	28	15	6	425
The helpfulness and attitude of the driver	-	-	-	78	53	25	18	4	410
The time the driver gave you to get to your seat	-	-	-	84	55	29	14	2	414
Smoothness/freedom from jolting during the journey	-	-	-	82	51	32	13	5	418
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	91	64	27	8	2	418

Stagecoach in Nottinghamshire

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	92	90	94	95	36	59	4	2	292
Fare-paying passengers	91	89	93	95	34	61	3	2	147
Free pass holders	93	92	96	95	41	54	3	2	142
Aged 16 to 34	85	-	-	94	28	66	4	2	79
Aged 35 to 59	94	94	-	-	-	-	-	-	-
Passengers commuting	91	89	-	96	33	63	2	2	97
Passengers not commuting	92	91	97	95	39	56	4	1	185
Passengers saying they have a disability	93	91	97	-	-	-	-	-	-
Value for money									
All fare-paying passengers	62	68	61	74	13	60	15	11	150
Aged 16 to 34	57	-	-	-	-	-	-	-	-
Aged 35 to 59	69	66	-	-	-	-	-	-	-
Passengers commuting	60	-	-	75	13	62	17	8	92
Passengers not commuting	68	-	-	-	-	-	-	-	-
Punctuality and time waiting for the bus									
Punctuality of the bus	78	78	86	87	33	54	7	6	285
The length of time waited	80	81	83	78	29	49	14	8	294
On-bus journey time									
Time journey on the bus took	92	91	88	89	33	56	10	1	297
On the bus									
Route/destination information on the outside of the bus	88	92	87	84	38	47	12	3	288
The cleanliness and condition of the outside of the bus	79	82	80	83	39	44	12	5	291
The ease of getting onto the bus	-	-	-	94	56	38	5	1	299
The length of time it took to board	94	92	93	96	51	45	3	1	293
The cleanliness and condition of the inside of the bus	77	76	83	84	28	56	11	6	299
The information provided inside the bus	69	75	75	79	41	38	16	5	280
The availability of seating or space to stand	90	88	89	94	55	39	5	1	291
The comfort of the seats	76	73	77	87	41	46	10	4	287
The amount of personal space you had around you	79	82	77	86	44	42	10	4	285
Provision of grab rails to stand/move within the bus	86	88	85	92	49	43	7	1	286
The temperature inside the bus	80	75	80	86	39	47	10	4	289
Your personal security whilst on the bus	89	88	87	93	49	44	7	0	292
Ease of getting off the bus	-	-	-	94	58	36	6	0	291
The bus driver									
How near to the kerb the driver stopped	94	93	93	96	60	36	4	0	297
The driver's appearance	94	92	90	96	62	34	4	0	290
The greeting/welcome you got from the driver	82	81	84	90	63	27	8	2	296
The helpfulness and attitude of the driver	84	82	83	91	53	38	8	1	292
The time the driver gave you to get to your seat	84	85	86	92	56	37	6	2	290
Smoothness/freedom from jolting during the journey	78	80	86	86	53	34	10	4	289
Safety of the driving (i.e. speed, driver concentrating)	88	89	91	95	61	34	3	2	292

Stagecoach in Oxfordshire

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	88	89	91	94	64	30	5	1	406
Fare-paying passengers	86	87	89	92	60	32	6	2	196
Free pass holders	92	96	94	99	75	24	1	0	206
Aged 16 to 34	82	86	85	-	-	-	-	-	-
Aged 35 to 59	90	89	89	91	67	25	6	2	107
Passengers commuting	83	84	91	91	55	37	8	1	123
Passengers not commuting	93	94	90	95	71	24	3	2	271
Passengers saying they have a disability	81	91	87	92	64	28	5	4	114
Value for money									
All fare-paying passengers	57	58	67	61	27	34	21	18	231
Aged 16 to 34	51	52	58	53	25	28	24	23	80
Aged 35 to 59	64	67	73	68	27	40	18	14	108
Passengers commuting	53	55	68	53	17	35	23	24	122
Passengers not commuting	63	63	66	70	37	32	19	11	107
Punctuality and time waiting for the bus									
Punctuality of the bus	75	71	75	84	57	27	9	7	408
The length of time waited	76	71	75	85	55	29	9	6	443
On-bus journey time									
Time journey on the bus took	83	83	83	91	56	36	5	4	453
On the bus									
Route/destination information on the outside of the bus	87	85	87	92	67	25	7	1	438
The cleanliness and condition of the outside of the bus	83	86	86	87	51	36	13	1	431
The ease of getting onto the bus	-	-	-	97	71	26	2	0	457
The length of time it took to board	92	93	94	97	73	24	2	1	449
The cleanliness and condition of the inside of the bus	83	86	84	89	47	42	8	2	456
The information provided inside the bus	64	66	70	70	37	33	24	6	383
The availability of seating or space to stand	90	91	91	96	68	27	3	1	450
The comfort of the seats	81	81	84	90	55	35	7	3	447
The amount of personal space you had around you	79	78	82	89	56	34	8	2	449
Provision of grab rails to stand/move within the bus	86	82	87	92	58	34	6	2	438
The temperature inside the bus	80	74	81	85	50	35	11	4	450
Your personal security whilst on the bus	88	87	87	94	60	34	5	1	442
Ease of getting off the bus	-	-	-	95	64	32	4	1	447
The bus driver									
How near to the kerb the driver stopped	94	94	94	97	75	21	3	0	443
The driver's appearance	90	91	93	96	74	23	3	1	433
The greeting/welcome you got from the driver	79	79	86	85	65	20	12	2	445
The helpfulness and attitude of the driver	80	85	87	86	66	19	12	2	445
The time the driver gave you to get to your seat	82	82	87	89	68	21	8	2	442
Smoothness/freedom from jolting during the journey	76	76	78	82	58	25	11	7	444
Safety of the driving (i.e. speed, driver concentrating)	89	92	92	95	72	23	4	1	441

Stagecoach South

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	-	88	88	49	39	8	4	535
Fare-paying passengers	-	-	85	84	41	43	10	6	217
Free pass holders	-	-	93	95	65	30	4	2	307
Aged 16 to 34	-	-	78	85	34	51	10	6	106
Aged 35 to 59	-	-	92	84	50	34	11	5	83
Passengers commuting	-	-	84	82	36	46	11	8	153
Passengers not commuting	-	-	92	94	63	31	5	1	364
Passengers saying they have a disability	-	-	86	90	59	31	9	1	165
Value for money									
All fare-paying passengers	-	-	64	63	29	34	18	19	205
Aged 16 to 34	-	-	62	59	29	29	23	19	84
Aged 35 to 59	-	-	65	-	-	-	-	-	-
Passengers commuting	-	-	63	60	24	36	23	17	120
Passengers not commuting	-	-	-	69	41	28	8	22	84
Punctuality and time waiting for the bus									
Punctuality of the bus	-	-	70	63	38	25	14	23	505
The length of time waited	-	-	70	65	37	27	17	18	526
On-bus journey time									
Time journey on the bus took	-	-	86	85	54	31	12	4	536
On the bus									
Route/destination information on the outside of the bus	-	-	83	85	51	35	13	2	500
The cleanliness and condition of the outside of the bus	-	-	82	84	41	43	11	5	509
The ease of getting onto the bus	-	-	-	91	58	33	6	2	529
The length of time it took to board	-	-	91	88	61	26	10	2	517
The cleanliness and condition of the inside of the bus	-	-	84	83	40	43	11	6	524
The information provided inside the bus	-	-	70	71	34	37	24	5	484
The availability of seating or space to stand	-	-	86	87	56	30	9	5	520
The comfort of the seats	-	-	78	79	43	36	12	9	519
The amount of personal space you had around you	-	-	77	80	46	34	12	7	512
Provision of grab rails to stand/move within the bus	-	-	84	88	50	38	9	3	512
The temperature inside the bus	-	-	78	80	40	40	12	8	517
Your personal security whilst on the bus	-	-	83	84	49	35	14	2	516
Ease of getting off the bus	-	-	-	89	53	36	7	4	523
The bus driver									
How near to the kerb the driver stopped	-	-	93	91	60	31	6	3	515
The driver's appearance	-	-	89	91	64	27	9	0	498
The greeting/welcome you got from the driver	-	-	79	79	50	29	14	8	521
The helpfulness and attitude of the driver	-	-	80	79	52	27	14	7	506
The time the driver gave you to get to your seat	-	-	82	84	53	32	11	4	513
Smoothness/freedom from jolting during the journey	-	-	79	78	45	33	13	9	513
Safety of the driving (i.e. speed, driver concentrating)	-	-	90	86	60	26	9	4	514

Stagecoach South West

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	89	85	95	58	37	4	1	515
Fare-paying passengers	-	83	77	94	49	45	5	1	211
Free pass holders	-	95	95	97	70	27	2	1	295
Aged 16 to 34	-	83	-	92	31	62	6	1	81
Aged 35 to 59	-	83	-	94	59	35	6	0	98
Passengers commuting	-	80	-	95	39	55	4	1	107
Passengers not commuting	-	94	89	95	67	28	3	1	380
Passengers saying they have a disability	-	90	87	94	53	41	5	0	150
Value for money									
All fare-paying passengers	-	62	50	62	31	31	16	22	202
Aged 16 to 34	-	57	-	-	-	-	-	-	-
Aged 35 to 59	-	66	-	69	27	42	13	18	90
Passengers commuting	-	59	-	68	29	39	16	17	82
Passengers not commuting	-	66	-	59	35	24	14	26	114
Punctuality and time waiting for the bus									
Punctuality of the bus	-	74	73	83	55	27	10	8	470
The length of time waited	-	74	73	82	52	30	12	6	505
On-bus journey time									
Time journey on the bus took	-	85	81	90	56	34	7	3	504
On the bus									
Route/destination information on the outside of the bus	-	89	86	91	64	26	7	3	485
The cleanliness and condition of the outside of the bus	-	86	80	84	44	40	9	7	479
The ease of getting onto the bus	-	-	-	94	71	23	4	2	504
The length of time it took to board	-	93	92	94	70	23	5	2	491
The cleanliness and condition of the inside of the bus	-	83	83	85	42	43	7	7	508
The information provided inside the bus	-	61	59	69	32	37	27	4	434
The availability of seating or space to stand	-	89	90	93	62	31	4	2	501
The comfort of the seats	-	80	87	87	47	41	10	3	501
The amount of personal space you had around you	-	79	83	83	47	36	12	5	497
Provision of grab rails to stand/move within the bus	-	89	91	90	53	37	6	3	498
The temperature inside the bus	-	81	84	88	44	43	8	4	497
Your personal security whilst on the bus	-	90	92	92	56	36	6	2	495
Ease of getting off the bus	-	-	-	95	62	33	4	1	503
The bus driver									
How near to the kerb the driver stopped	-	94	96	97	75	22	2	1	498
The driver's appearance	-	90	91	95	75	20	5	0	493
The greeting/welcome you got from the driver	-	79	81	91	66	25	7	2	506
The helpfulness and attitude of the driver	-	80	85	91	68	23	7	2	491
The time the driver gave you to get to your seat	-	86	85	92	69	23	6	2	491
Smoothness/freedom from jolting during the journey	-	80	79	89	56	33	6	6	496
Safety of the driving (i.e. speed, driver concentrating)	-	91	91	94	69	25	5	1	495

Stagecoach in South Yorkshire

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	88	89	92	89	42	48	8	3	452
Fare-paying passengers	86	87	89	89	37	52	8	3	302
Free pass holders	94	94	96	89	59	30	6	5	142
Aged 16 to 34	83	84	91	84	28	56	13	3	127
Aged 35 to 59	89	89	90	90	38	52	7	4	117
Passengers commuting	84	85	91	89	34	55	9	2	194
Passengers not commuting	94	92	92	89	50	39	6	5	247
Passengers saying they have a disability	-	90	89	85	49	36	6	9	88
Value for money									
All fare-paying passengers	71	68	67	72	21	51	10	18	309
Aged 16 to 34	65	59	61	70	16	54	10	20	121
Aged 35 to 59	76	75	71	67	23	44	14	19	113
Passengers commuting	69	69	70	72	19	54	10	17	189
Passengers not commuting	75	67	61	69	25	44	10	21	115
Punctuality and time waiting for the bus									
Punctuality of the bus	79	83	74	80	44	36	8	12	433
The length of time waited	79	79	77	80	42	38	9	11	447
On-bus journey time									
Time journey on the bus took	86	84	83	86	43	42	8	6	455
On the bus									
Route/destination information on the outside of the bus	86	82	87	89	54	35	9	2	451
The cleanliness and condition of the outside of the bus	80	80	80	82	34	48	14	4	451
The ease of getting onto the bus	-	-	-	89	45	44	9	2	463
The length of time it took to board	92	90	91	89	46	43	8	3	457
The cleanliness and condition of the inside of the bus	80	79	84	73	32	41	18	8	461
The information provided inside the bus	67	69	69	65	26	40	29	6	430
The availability of seating or space to stand	89	88	86	89	42	47	9	2	452
The comfort of the seats	75	76	78	73	34	39	20	7	457
The amount of personal space you had around you	74	75	74	75	34	42	20	4	450
Provision of grab rails to stand/move within the bus	86	86	85	84	41	43	13	3	419
The temperature inside the bus	79	79	78	78	35	43	17	5	447
Your personal security whilst on the bus	85	84	87	82	39	43	16	2	447
Ease of getting off the bus	-	-	-	85	40	45	13	2	449
The bus driver									
How near to the kerb the driver stopped	92	89	92	86	51	35	13	1	421
The driver's appearance	86	89	91	90	48	41	10	1	435
The greeting/welcome you got from the driver	74	71	74	80	40	40	17	3	440
The helpfulness and attitude of the driver	75	73	73	81	42	39	16	3	429
The time the driver gave you to get to your seat	76	78	77	78	42	36	20	3	439
Smoothness/freedom from jolting during the journey	76	78	78	75	38	37	22	3	443
Safety of the driving (i.e. speed, driver concentrating)	89	89	91	81	46	34	18	2	439

Stagecoach in Swindon

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	-	79	93	41	52	7	0	247
Fare-paying passengers	-	-	73	93	28	65	7	0	117
Free pass holders	-	-	94	93	66	28	6	1	127
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	86	96	44	52	3	0	189
Passengers saying they have a disability	-	-	-	90	62	28	10	0	79
Value for money									
All fare-paying passengers	-	-	73	85	24	61	7	8	122
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
Punctuality and time waiting for the bus									
Punctuality of the bus	-	-	68	82	31	50	11	7	240
The length of time waited	-	-	65	83	30	53	12	5	249
On-bus journey time									
Time journey on the bus took	-	-	73	91	39	51	6	4	256
On the bus									
Route/destination information on the outside of the bus	-	-	70	90	38	52	9	1	244
The cleanliness and condition of the outside of the bus	-	-	63	84	30	54	13	2	251
The ease of getting onto the bus	-	-	-	96	50	47	3	1	249
The length of time it took to board	-	-	76	94	46	47	4	2	249
The cleanliness and condition of the inside of the bus	-	-	69	85	22	63	8	6	259
The information provided inside the bus	-	-	65	77	21	57	17	5	223
The availability of seating or space to stand	-	-	77	91	45	46	5	4	249
The comfort of the seats	-	-	67	79	30	49	15	7	252
The amount of personal space you had around you	-	-	66	86	35	51	8	5	246
Provision of grab rails to stand/move within the bus	-	-	72	90	34	55	9	1	244
The temperature inside the bus	-	-	69	86	28	58	10	4	248
Your personal security whilst on the bus	-	-	77	90	39	51	8	2	247
Ease of getting off the bus	-	-	-	93	42	51	4	2	254
The bus driver									
How near to the kerb the driver stopped	-	-	82	97	48	49	3	0	253
The driver's appearance	-	-	85	94	51	43	5	1	250
The greeting/welcome you got from the driver	-	-	77	85	40	45	11	4	253
The helpfulness and attitude of the driver	-	-	74	84	48	37	11	5	252
The time the driver gave you to get to your seat	-	-	75	92	46	46	7	1	254
Smoothness/freedom from jolting during the journey	-	-	73	87	45	42	10	3	252
Safety of the driving (i.e. speed, driver concentrating)	-	-	77	92	49	43	6	2	252

Stagecoach in Tees Valley

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	90	89	91	90	58	31	7	3	425
Fare-paying passengers	88	86	92	88	52	36	10	2	176
Free pass holders	93	93	91	91	66	25	5	4	239
Aged 16 to 34	-	88	89	82	47	35	15	3	91
Aged 35 to 59	91	88	91	90	52	38	6	4	100
Passengers commuting	87	85	89	87	50	37	10	3	114
Passengers not commuting	91	93	92	92	63	29	6	2	296
Passengers saying they have a disability	87	92	91	89	61	28	6	5	175
Value for money									
All fare-paying passengers	77	71	72	72	35	36	16	12	166
Aged 16 to 34	-	73	70	-	-	-	-	-	-
Aged 35 to 59	89	71	73	72	30	41	14	15	80
Passengers commuting	79	70	76	76	38	38	17	7	85
Passengers not commuting	-	74	67	66	30	37	14	19	76
Punctuality and time waiting for the bus									
Punctuality of the bus	81	72	70	79	50	29	9	12	394
The length of time waited	81	74	72	81	49	32	10	9	419
On-bus journey time									
Time journey on the bus took	91	87	85	89	59	30	8	3	432
On the bus									
Route/destination information on the outside of the bus	89	85	85	86	56	29	10	4	409
The cleanliness and condition of the outside of the bus	84	82	86	82	46	37	13	4	386
The ease of getting onto the bus	-	-	-	93	62	31	5	2	417
The length of time it took to board	95	91	94	91	60	31	6	3	403
The cleanliness and condition of the inside of the bus	85	81	85	82	40	42	10	8	429
The information provided inside the bus	75	72	72	74	35	39	21	6	372
The availability of seating or space to stand	93	88	91	85	51	34	9	6	405
The comfort of the seats	83	79	82	80	41	39	13	7	404
The amount of personal space you had around you	80	77	80	80	39	41	11	9	406
Provision of grab rails to stand/move within the bus	88	86	88	89	50	39	9	2	404
The temperature inside the bus	84	80	82	81	39	42	12	7	408
Your personal security whilst on the bus	89	88	87	90	50	39	9	1	402
Ease of getting off the bus	-	-	-	94	55	39	4	2	413
The bus driver									
How near to the kerb the driver stopped	92	94	94	92	67	25	6	2	410
The driver's appearance	93	92	94	91	67	25	7	1	402
The greeting/welcome you got from the driver	81	78	81	80	55	25	15	4	401
The helpfulness and attitude of the driver	81	79	82	81	55	26	15	4	400
The time the driver gave you to get to your seat	86	84	85	86	54	31	11	3	411
Smoothness/freedom from jolting during the journey	80	81	83	81	50	31	14	5	401
Safety of the driving (i.e. speed, driver concentrating)	90	91	91	89	62	27	8	2	404

Stagecoach in Tyne and Wear

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	85	87	92	90	52	38	8	2	498
Fare-paying passengers	81	85	91	88	49	39	9	3	237
Free pass holders	94	92	93	93	58	35	5	2	252
Aged 16 to 34	73	91	92	-	-	-	-	-	-
Aged 35 to 59	89	80	91	86	46	39	11	3	141
Passengers commuting	80	86	91	89	44	45	8	4	136
Passengers not commuting	89	88	93	91	57	35	7	2	349
Passengers saying they have a disability	81	84	91	89	43	45	8	4	193
Value for money									
All fare-paying passengers	68	74	72	77	39	38	13	11	258
Aged 16 to 34	63	81	70	84	44	40	7	9	76
Aged 35 to 59	72	65	75	72	33	38	19	10	123
Passengers commuting	65	83	73	76	35	42	12	11	136
Passengers not commuting	73	56	72	78	44	34	14	8	121
Punctuality and time waiting for the bus									
Punctuality of the bus	70	75	72	80	45	35	9	11	480
The length of time waited	73	72	73	80	47	32	11	9	518
On-bus journey time									
Time journey on the bus took	87	86	88	88	58	31	8	4	529
On the bus									
Route/destination information on the outside of the bus	84	86	86	87	57	30	11	2	493
The cleanliness and condition of the outside of the bus	77	77	78	83	40	43	13	4	485
The ease of getting onto the bus	-	-	-	92	61	31	5	2	515
The length of time it took to board	91	88	92	91	66	25	8	1	496
The cleanliness and condition of the inside of the bus	76	81	80	80	38	41	12	9	524
The information provided inside the bus	63	75	73	75	36	39	20	5	465
The availability of seating or space to stand	91	86	89	87	51	37	8	5	515
The comfort of the seats	77	81	81	84	42	42	12	5	517
The amount of personal space you had around you	77	76	78	78	44	34	11	10	509
Provision of grab rails to stand/move within the bus	86	84	88	85	49	36	10	5	514
The temperature inside the bus	80	75	83	84	43	40	11	5	514
Your personal security whilst on the bus	85	85	87	85	52	34	12	3	510
Ease of getting off the bus	-	-	-	89	56	34	7	4	520
The bus driver									
How near to the kerb the driver stopped	92	88	94	92	65	27	6	2	512
The driver's appearance	89	91	93	91	64	27	8	1	496
The greeting/welcome you got from the driver	67	71	71	75	50	25	18	6	503
The helpfulness and attitude of the driver	71	74	71	77	51	26	17	5	481
The time the driver gave you to get to your seat	73	69	74	79	48	31	14	7	499
Smoothness/freedom from jolting during the journey	75	74	78	80	47	33	14	6	510
Safety of the driving (i.e. speed, driver concentrating)	85	80	91	91	62	29	8	1	498

Stagecoach West of England

(Stagecoach routes in the West of England, conducted separately from the West of England LTA survey)

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	-	-	93	51	42	5	2	301
Fare-paying passengers	-	-	-	89	39	51	8	3	132
Free pass holders	-	-	-	97	65	32	3	0	164
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	86	36	50	13	1	80
Passengers not commuting	-	-	-	96	58	39	2	2	209
Passengers saying they have a disability	-	-	-	93	55	39	7	0	90
Value for money									
All fare-paying passengers	-	-	-	76	43	34	7	17	125
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
Punctuality and time waiting for the bus									
Punctuality of the bus	-	-	-	75	45	30	11	14	288
The length of time waited	-	-	-	74	41	33	13	14	300
On-bus journey time									
Time journey on the bus took	-	-	-	85	58	27	11	4	304
On the bus									
Route/destination information on the outside of the bus	-	-	-	86	54	32	11	2	296
The cleanliness and condition of the outside of the bus	-	-	-	84	42	41	13	3	292
The ease of getting onto the bus	-	-	-	96	64	32	3	1	297
The length of time it took to board	-	-	-	95	66	28	5	0	295
The cleanliness and condition of the inside of the bus	-	-	-	90	53	37	7	3	307
The information provided inside the bus	-	-	-	63	32	31	28	9	272
The availability of seating or space to stand	-	-	-	92	62	30	6	2	299
The comfort of the seats	-	-	-	85	43	42	9	6	300
The amount of personal space you had around you	-	-	-	86	46	40	7	7	297
Provision of grab rails to stand/move within the bus	-	-	-	94	54	40	5	1	286
The temperature inside the bus	-	-	-	86	46	40	9	5	299
Your personal security whilst on the bus	-	-	-	93	56	37	6	1	296
Ease of getting off the bus	-	-	-	94	59	35	5	1	299
The bus driver									
How near to the kerb the driver stopped	-	-	-	93	66	28	4	3	300
The driver's appearance	-	-	-	94	66	28	5	1	291
The greeting/welcome you got from the driver	-	-	-	83	55	28	13	3	298
The helpfulness and attitude of the driver	-	-	-	82	57	25	13	5	293
The time the driver gave you to get to your seat	-	-	-	89	62	27	7	4	292
Smoothness/freedom from jolting during the journey	-	-	-	83	48	35	11	6	291
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	94	65	29	4	2	289

Swindon's Bus Company in Swindon (formerly Thamesdown)

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	-	78	93	31	62	5	2	625
Fare-paying passengers	-	-	73	92	21	71	6	2	325
Free pass holders	-	-	87	95	53	42	3	2	293
Aged 16 to 34	-	-	63	95	11	84	5	1	153
Aged 35 to 59	-	-	84	89	32	57	6	5	163
Passengers commuting	-	-	79	90	20	70	7	2	174
Passengers not commuting	-	-	80	94	37	57	4	2	428
Passengers saying they have a disability	-	-	88	87	46	41	7	5	164
Value for money									
All fare-paying passengers	-	-	67	80	19	60	14	6	343
Aged 16 to 34	-	-	64	83	15	68	14	3	149
Aged 35 to 59	-	-	71	74	23	51	15	10	148
Passengers commuting	-	-	70	77	19	58	18	6	171
Passengers not commuting	-	-	61	82	19	63	11	7	167
Punctuality and time waiting for the bus									
Punctuality of the bus	-	-	68	84	29	55	7	9	598
The length of time waited	-	-	72	84	27	57	9	7	643
On-bus journey time									
Time journey on the bus took	-	-	77	92	38	55	6	2	642
On the bus									
Route/destination information on the outside of the bus	-	-	75	92	40	52	7	1	628
The cleanliness and condition of the outside of the bus	-	-	86	90	42	48	8	2	635
The ease of getting onto the bus	-	-	-	96	50	46	4	1	648
The length of time it took to board	-	-	83	95	48	47	4	1	640
The cleanliness and condition of the inside of the bus	-	-	78	89	32	57	8	4	647
The information provided inside the bus	-	-	76	82	38	44	15	3	608
The availability of seating or space to stand	-	-	84	92	43	49	6	2	628
The comfort of the seats	-	-	81	87	37	50	11	2	635
The amount of personal space you had around you	-	-	75	83	33	50	12	5	632
Provision of grab rails to stand/move within the bus	-	-	81	91	39	52	8	1	629
The temperature inside the bus	-	-	79	87	36	51	10	3	633
Your personal security whilst on the bus	-	-	82	91	41	49	9	1	636
Ease of getting off the bus	-	-	-	94	46	48	6	0	639
The bus driver									
How near to the kerb the driver stopped	-	-	81	94	48	46	5	1	647
The driver's appearance	-	-	88	92	56	37	6	1	637
The greeting/welcome you got from the driver	-	-	76	86	41	45	10	4	630
The helpfulness and attitude of the driver	-	-	76	88	43	45	9	3	621
The time the driver gave you to get to your seat	-	-	77	87	43	43	10	4	634
Smoothness/freedom from jolting during the journey	-	-	77	83	34	49	12	5	638
Safety of the driving (i.e. speed, driver concentrating)	-	-	81	90	42	49	7	2	634

Trent Barton in Derbyshire

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	-	-	96	54	42	3	0	366
Fare-paying passengers	-	-	-	95	49	46	5	0	181
Free pass holders	-	-	-	97	58	39	2	1	170
Aged 16 to 34	-	-	-	95	45	50	5	0	101
Aged 35 to 59	-	-	-	97	53	44	3	0	90
Passengers commuting	-	-	-	93	45	49	7	0	144
Passengers not commuting	-	-	-	98	62	36	1	0	211
Passengers saying they have a disability	-	-	-	96	59	36	4	0	93
Value for money									
All fare-paying passengers	-	-	-	63	22	41	22	15	185
Aged 16 to 34	-	-	-	59	22	37	20	21	82
Aged 35 to 59	-	-	-	70	19	51	22	7	81
Passengers commuting	-	-	-	62	19	43	18	20	122
Passengers not commuting	-	-	-	-	-	-	-	-	-
Punctuality and time waiting for the bus									
Punctuality of the bus	-	-	-	70	40	30	17	12	360
The length of time waited	-	-	-	74	36	38	17	9	369
On-bus journey time									
Time journey on the bus took	-	-	-	84	48	36	14	2	361
On the bus									
Route/destination information on the outside of the bus	-	-	-	93	56	37	7	0	366
The cleanliness and condition of the outside of the bus	-	-	-	89	58	31	8	3	361
The ease of getting onto the bus	-	-	-	97	69	28	2	1	372
The length of time it took to board	-	-	-	96	64	33	3	0	366
The cleanliness and condition of the inside of the bus	-	-	-	90	60	30	9	1	370
The information provided inside the bus	-	-	-	85	52	33	14	1	353
The availability of seating or space to stand	-	-	-	95	61	34	4	1	369
The comfort of the seats	-	-	-	85	52	33	13	3	367
The amount of personal space you had around you	-	-	-	88	52	36	10	2	370
Provision of grab rails to stand/move within the bus	-	-	-	92	58	34	7	1	367
The temperature inside the bus	-	-	-	85	53	31	12	3	371
Your personal security whilst on the bus	-	-	-	89	62	27	10	1	368
Ease of getting off the bus	-	-	-	95	69	26	4	1	373
The bus driver									
How near to the kerb the driver stopped	-	-	-	98	76	21	2	0	363
The driver's appearance	-	-	-	97	74	23	3	0	359
The greeting/welcome you got from the driver	-	-	-	92	70	22	7	1	363
The helpfulness and attitude of the driver	-	-	-	92	64	28	6	2	355
The time the driver gave you to get to your seat	-	-	-	93	73	21	5	2	360
Smoothness/freedom from jolting during the journey	-	-	-	91	62	29	7	2	361
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	96	73	24	3	1	361

Trent Barton in Nottinghamshire

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	96	93	93	93	59	33	5	3	353
Fare-paying passengers	94	91	92	91	52	39	5	4	170
Free pass holders	98	94	96	96	75	21	3	1	164
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	95	67	28	3	2	95
Passengers commuting	-	-	-	88	49	39	7	5	115
Passengers not commuting	97	96	93	97	69	27	2	1	221
Passengers saying they have a disability	-	-	95	89	66	24	7	4	101
Value for money									
All fare-paying passengers	58	73	73	58	27	31	13	29	165
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	57	25	32	17	26	100
Passengers not commuting	-	-	-	-	-	-	-	-	-
Punctuality and time waiting for the bus									
Punctuality of the bus	82	79	85	76	52	24	11	12	336
The length of time waited	81	81	83	78	49	29	12	10	344
On-bus journey time									
Time journey on the bus took	94	86	90	89	54	36	7	4	354
On the bus									
Route/destination information on the outside of the bus	90	89	91	88	62	26	9	3	340
The cleanliness and condition of the outside of the bus	89	95	92	93	58	35	5	2	338
The ease of getting onto the bus	-	-	-	97	72	24	3	0	353
The length of time it took to board	99	96	95	93	71	22	7	0	346
The cleanliness and condition of the inside of the bus	89	95	94	91	55	35	6	3	350
The information provided inside the bus	86	86	89	81	49	32	16	3	329
The availability of seating or space to stand	96	90	90	88	59	29	8	4	353
The comfort of the seats	84	92	81	85	50	36	10	4	345
The amount of personal space you had around you	86	81	85	82	49	33	10	8	350
Provision of grab rails to stand/move within the bus	93	85	91	84	55	29	11	5	348
The temperature inside the bus	87	85	85	83	45	38	10	7	348
Your personal security whilst on the bus	92	92	91	88	57	31	9	2	344
Ease of getting off the bus	-	-	-	92	62	30	6	1	352
The bus driver									
How near to the kerb the driver stopped	96	96	97	97	75	22	3	0	333
The driver's appearance	96	94	96	97	76	20	3	0	338
The greeting/welcome you got from the driver	93	92	94	92	70	21	6	3	349
The helpfulness and attitude of the driver	92	92	94	90	71	19	8	2	343
The time the driver gave you to get to your seat	90	88	93	89	64	25	8	2	342
Smoothness/freedom from jolting during the journey	90	86	88	84	57	26	12	5	340
Safety of the driving (i.e. speed, driver concentrating)	93	93	94	93	69	24	5	2	338

Warrington's Own Buses

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	-	-	93	51	42	4	3	290
Fare-paying passengers	-	-	-	90	41	49	5	5	135
Free pass holders	-	-	-	96	64	32	2	1	153
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	92	37	56	4	3	86
Passengers not commuting	-	-	-	92	60	33	4	4	193
Passengers saying they have a disability	-	-	-	88	42	45	6	6	92
Value for money									
All fare-paying passengers	-	-	-	44	15	28	25	32	123
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
Punctuality and time waiting for the bus									
Punctuality of the bus	-	-	-	71	40	31	12	16	263
The length of time waited	-	-	-	69	38	32	17	14	278
On-bus journey time									
Time journey on the bus took	-	-	-	84	57	27	11	5	293
On the bus									
Route/destination information on the outside of the bus	-	-	-	84	58	27	13	3	276
The cleanliness and condition of the outside of the bus	-	-	-	90	49	41	8	2	270
The ease of getting onto the bus	-	-	-	95	70	25	3	1	280
The length of time it took to board	-	-	-	94	70	25	4	1	272
The cleanliness and condition of the inside of the bus	-	-	-	87	40	47	6	7	288
The information provided inside the bus	-	-	-	67	37	30	27	6	256
The availability of seating or space to stand	-	-	-	90	61	29	6	5	285
The comfort of the seats	-	-	-	93	51	41	3	5	280
The amount of personal space you had around you	-	-	-	86	50	36	9	5	277
Provision of grab rails to stand/move within the bus	-	-	-	92	50	41	7	1	279
The temperature inside the bus	-	-	-	86	47	39	8	5	279
Your personal security whilst on the bus	-	-	-	92	60	31	8	1	272
Ease of getting off the bus	-	-	-	96	66	30	3	1	282
The bus driver									
How near to the kerb the driver stopped	-	-	-	94	65	29	4	2	285
The driver's appearance	-	-	-	91	63	28	7	2	276
The greeting/welcome you got from the driver	-	-	-	76	49	27	17	8	281
The helpfulness and attitude of the driver	-	-	-	77	48	29	18	5	278
The time the driver gave you to get to your seat	-	-	-	85	55	30	11	4	281
Smoothness/freedom from jolting during the journey	-	-	-	83	50	33	11	6	281
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	91	64	28	7	2	286

Yellow Buses in Bournemouth and Poole

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	-	93	89	54	35	6	4	354
Fare-paying passengers	-	-	91	85	40	45	9	6	150
Free pass holders	-	-	96	97	80	17	1	2	196
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	90	51	38	6	4	78
Passengers commuting	-	-	91	84	36	48	13	3	81
Passengers not commuting	-	-	95	92	64	28	3	5	262
Passengers saying they have a disability	-	-	87	81	59	22	10	9	107
Value for money									
All fare-paying passengers	-	-	73	59	21	38	14	27	149
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	71	31	41	8	20	75
Punctuality and time waiting for the bus									
Punctuality of the bus	-	-	80	75	47	28	14	11	323
The length of time waited	-	-	81	79	44	35	13	9	339
On-bus journey time									
Time journey on the bus took	-	-	91	86	57	30	11	2	353
On the bus									
Route/destination information on the outside of the bus	-	-	92	86	58	28	11	3	345
The cleanliness and condition of the outside of the bus	-	-	92	85	49	36	12	4	338
The ease of getting onto the bus	-	-	-	93	68	25	5	2	350
The length of time it took to board	-	-	95	90	67	24	7	3	338
The cleanliness and condition of the inside of the bus	-	-	91	84	48	37	8	8	352
The information provided inside the bus	-	-	83	74	41	33	20	6	314
The availability of seating or space to stand	-	-	93	92	55	38	5	3	345
The comfort of the seats	-	-	88	79	45	35	13	8	344
The amount of personal space you had around you	-	-	82	77	44	34	13	10	338
Provision of grab rails to stand/move within the bus	-	-	92	81	49	32	12	6	338
The temperature inside the bus	-	-	90	80	43	38	13	7	344
Your personal security whilst on the bus	-	-	94	86	51	35	10	4	341
Ease of getting off the bus	-	-	-	92	58	34	6	2	348
The bus driver									
How near to the kerb the driver stopped	-	-	96	91	67	25	6	3	345
The driver's appearance	-	-	96	89	66	23	8	3	338
The greeting/welcome you got from the driver	-	-	88	81	58	23	11	8	342
The helpfulness and attitude of the driver	-	-	87	81	60	22	12	7	332
The time the driver gave you to get to your seat	-	-	91	84	60	25	10	6	340
Smoothness/freedom from jolting during the journey	-	-	83	81	49	32	11	7	345
Safety of the driving (i.e. speed, driver concentrating)	-	-	94	89	64	26	10	1	339

Bus Passenger Survey in Scotland

In recent years, the survey in Scotland has been arranged on a two-year cycle, with a near nationwide survey taking place in even years (2016 and 2018) and coverage based upon some bus operators' businesses in odd years (2015 and 2017).

The 2018 survey covered all six of the major transport areas (as it did in 2016), which account for the vast majority of bus journeys made in Scotland. In this report, we compare 2018 data with 2016 for consistency.

The Scotland survey was paid for by Transport Scotland, the Regional Transport Partnerships, 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 this report.

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

- Highlands (mainland only)
- North East
- South East
- South West
- Strathclyde
- Tayside and Central

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

- First Aberdeen in North East
- First Glasgow in Strathclyde
- First Scotland East in South East
- First Scotland East in Tayside and Central
- Lothian Buses in South East
- Stagecoach in Highlands
- Stagecoach in North East
- Stagecoach in South West
- Stagecoach in Tayside and Central
- Xplore Dundee (National Express) in Tayside and Central

Finally, we end with the aggregated results for First, National Express and Stagecoach across the six areas covered.

We recommend reading *How the research was carried out and making use of results* on page 190.

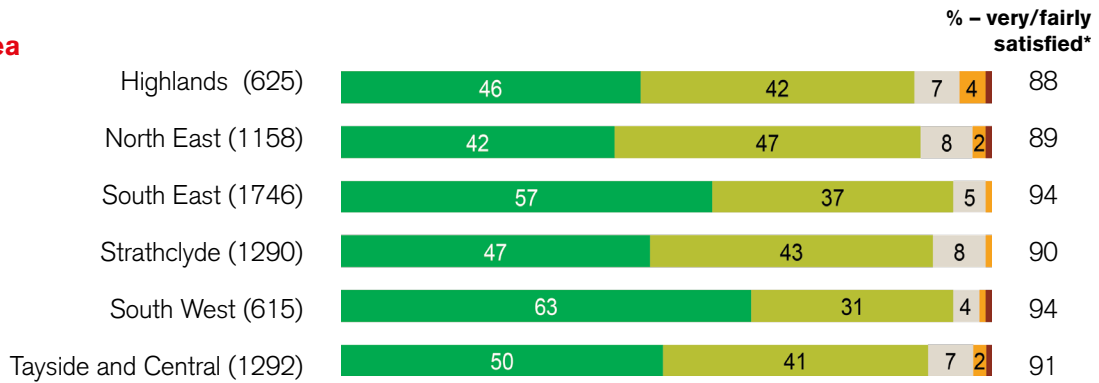


Key findings by area



Overall satisfaction with the bus journey (%)

Results by area



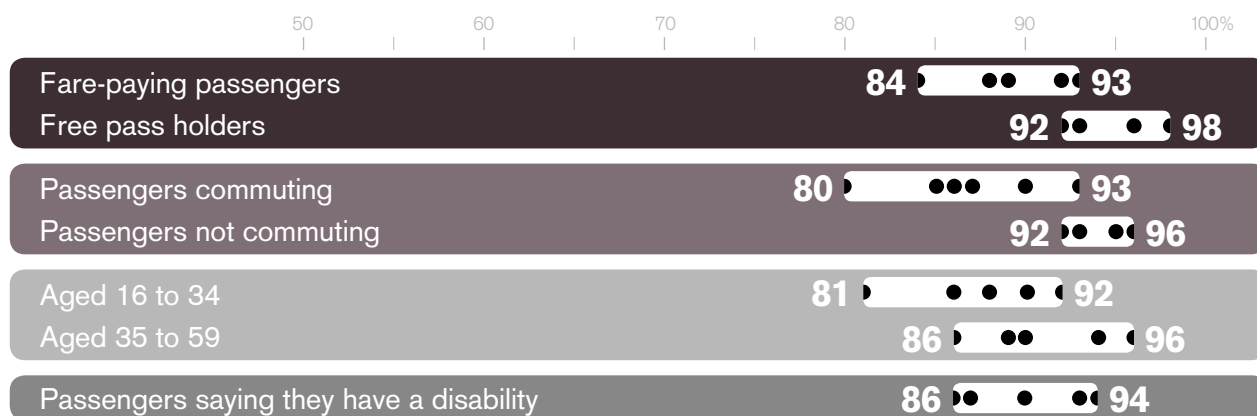
Very satisfied Fairly satisfied Neither/nor Fairly dissatisfied Very dissatisfied

Overall satisfaction amongst key passenger groups – how scores vary by area

Reading the chart

The chart below shows how different passenger groups rated their bus journey overall and how these scores varied by the 6 regional transport partnership areas (listed on page 154). The white band shows the range of scores for each group and the black dots mark the individual scores for each area. The highest and lowest scores are shown at each end of the white bands.

This shows, for example, that free pass holders tend to be more satisfied with their journey overall than fare-payers, as the white band is further to the right. However, there is wider variation in scores for fare-payers than there is for free pass holders.



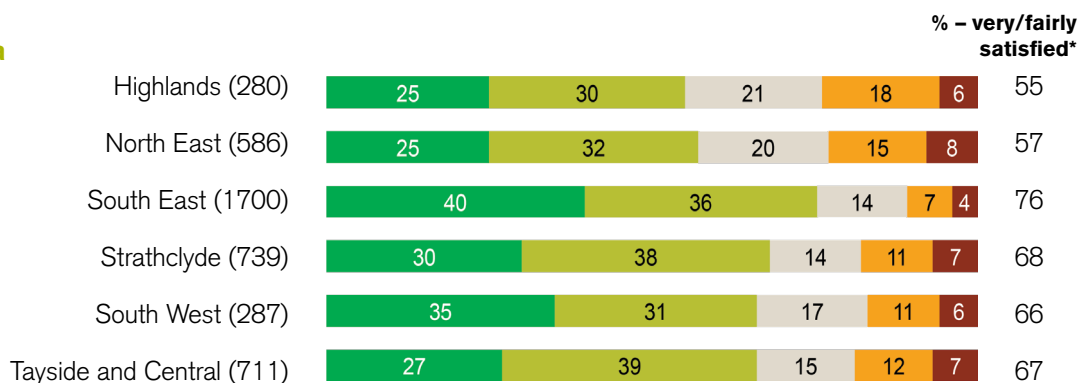
Q Overall, taking everything into account from start to end of the bus journey, how satisfied were you with your bus journey?

*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



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

Results by area



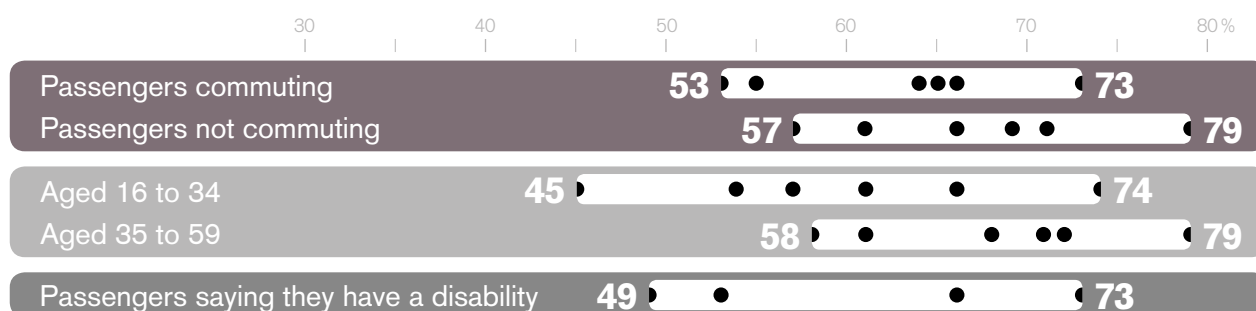
■ Very satisfied
 ■ Fairly satisfied
 ■ Neither/nor
 ■ Fairly dissatisfied
 ■ Very dissatisfied

Overall satisfaction amongst key passenger groups – how scores vary by area

Reading the chart

The chart below shows how different passenger groups rated the value for money of their journey and how these scores varied by the 6 regional transport partnership areas (listed on page 154). The white band shows the range of scores for each group and the black dots mark the individual scores for each area. The highest and lowest scores are shown at each end of the white bands.

This shows, for example, that passengers aged 35 to 59 tend to be more satisfied with value for money than those passengers aged 16 to 34, as the white band is further to the right. However, there is wider variation in scores for those aged 16 to 34 than there is for those aged 35 to 59.



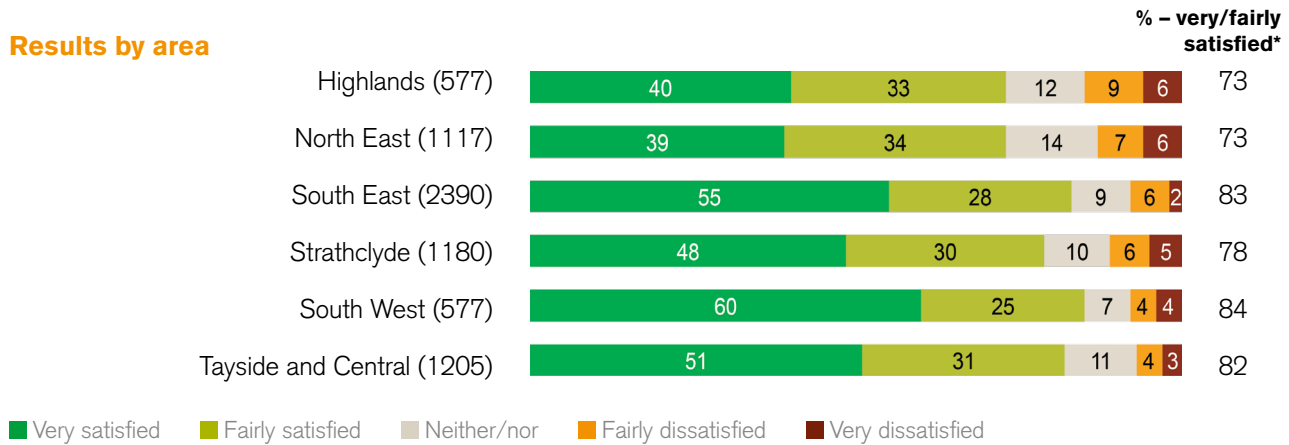
Q How satisfied were you with the value for money of your journey?

*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



Satisfaction with punctuality of the bus (%)

Results by area

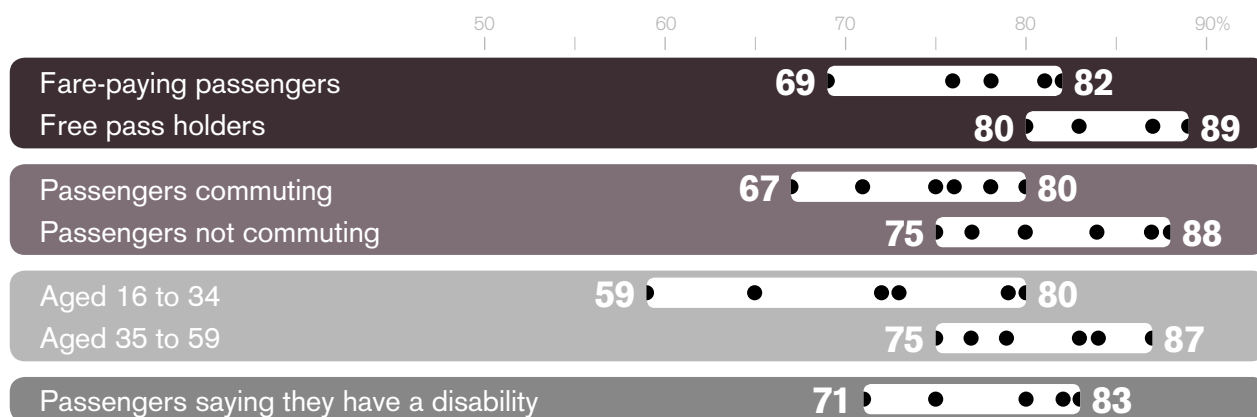


Overall satisfaction amongst key passenger groups – how scores vary by area

Reading the chart

The chart below shows how different passenger groups rated the punctuality of the bus and how these scores varied by the 6 regional transport partnership areas (listed on page 154). The white band shows the range of scores for each group and the black dots mark the individual scores for each area. The highest and lowest scores are shown at each end of the white bands.

This shows, for example, that free pass holders tend to be more satisfied with punctuality than fare-payers, as the white band is further to the right. However, there is wider variation in scores for fare-payers than there is for free pass holders.



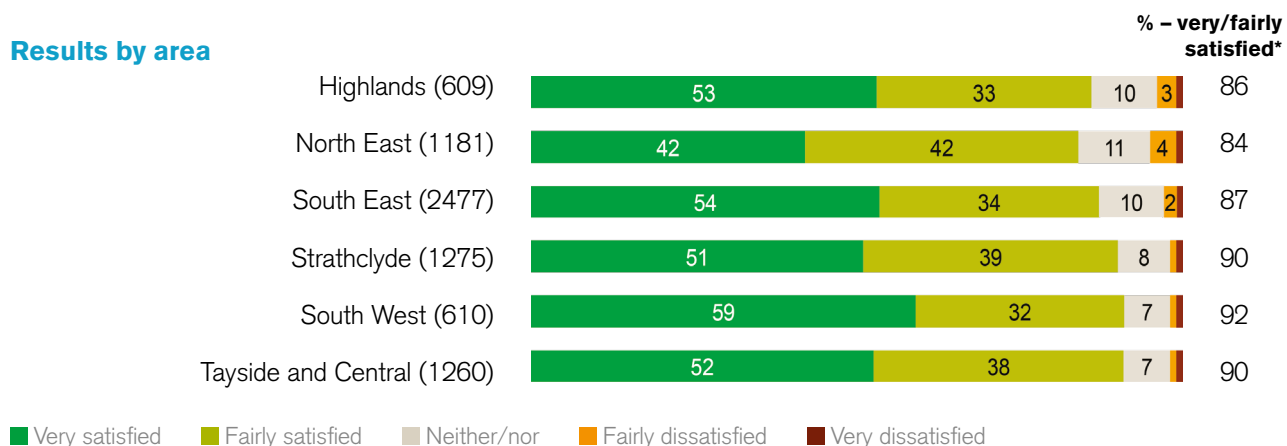
Q How satisfied were you with the punctuality of the bus?

*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 (%)

Results by area

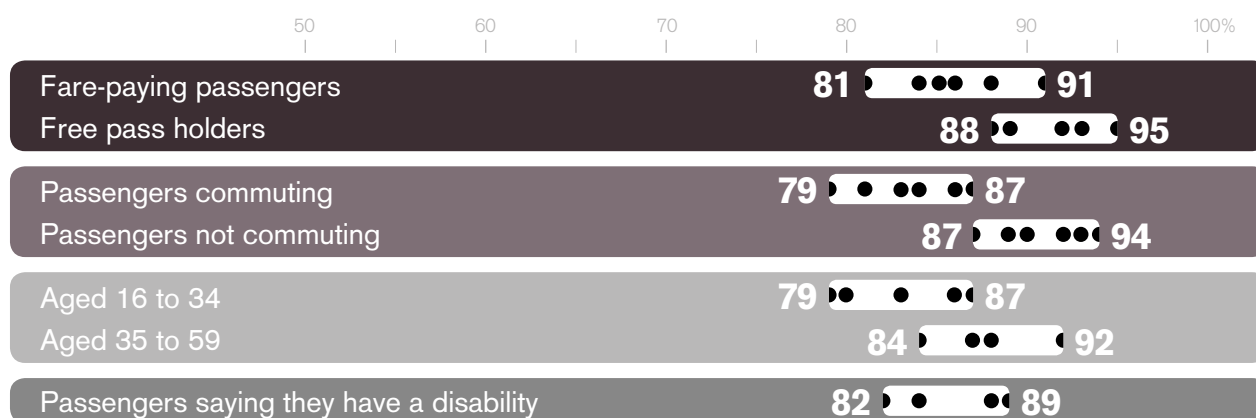


Overall satisfaction amongst key passenger groups – how scores vary by area

Reading the chart

The chart below shows how different passenger groups rated the length of time their journey on the bus took and how these scores varied by the 6 regional transport partnership areas (listed on page 154). The white band shows the range of scores for each group and the black dots mark the individual scores for each area. The highest and lowest scores are shown at each end of the white bands.

This shows, for example, that non-commuting passengers tend to be more satisfied with the on-bus journey time than commuting passengers, as the white band is further to the right.



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



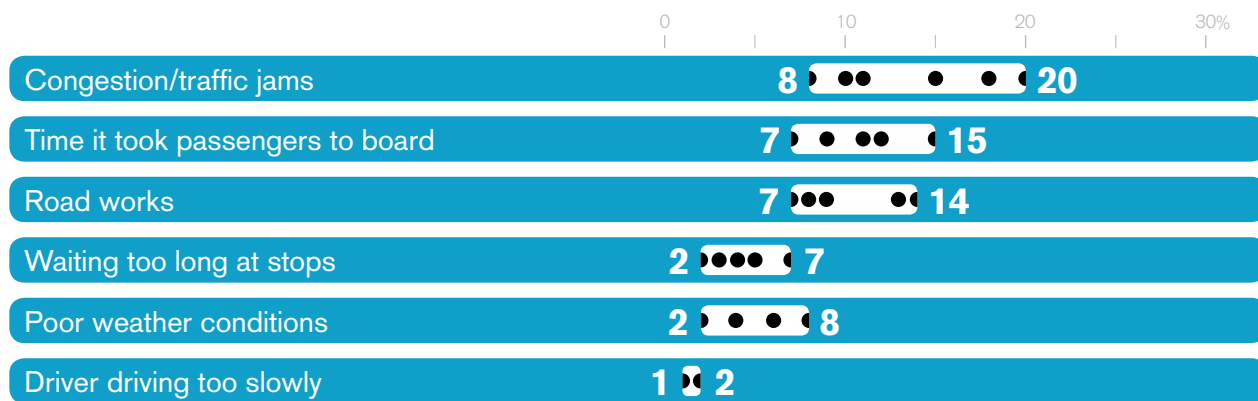
Factors affecting journey length – how this varies by area (%)

Overall satisfaction amongst key passenger groups – how scores vary by area

Reading the chart

The chart below shows the different factors affecting the length of time that passengers' journeys took and how these varied by the 6 regional transport partnership areas (listed on page 154). The white band shows the range of scores (the percentage of journeys affected) for each factor and the black dots mark the individual scores for each area. The highest and lowest scores are shown at each end of the white bands.

This shows, for example, that congestion/traffic jams tend to impact upon a higher percentage of journeys than roadworks, as the white band is further to the right. However, there is wider variation in scores for congestion/traffic jams than there is for roadworks.



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

Passengers could provide more than one answer

Highlands

Headline results



Overall satisfaction

88%



Value for money

55%



Punctuality

73%



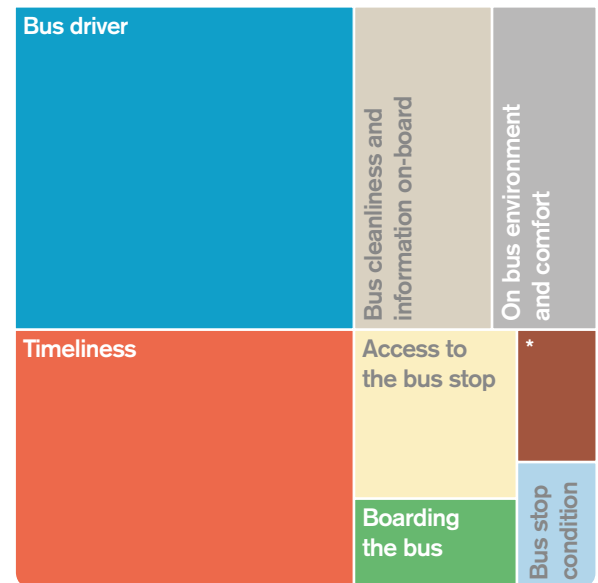
Journey time

86%



Which themes are affecting overall passenger satisfaction?

See page 190 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	87	-	88	46	42	7	5	625
Fare-paying passengers	-	85	-	84	39	45	10	6	302
Free pass holders	-	89	-	92	55	37	5	3	313
Aged 16 to 34	-	81	-	81	38	43	10	8	107
Aged 35 to 59	-	87	-	89	40	50	7	3	183
Passengers commuting	-	78	-	80	36	44	11	9	175
Passengers not commuting	-	90	-	92	51	41	5	3	425
Passengers saying they have a disability	-	84	-	90	39	51	6	4	184
Value for money									
All fare-paying passengers	-	62	-	55	25	30	21	24	280
Aged 16 to 34	-	58	-	45	23	22	25	30	90
Aged 35 to 59	-	67	-	61	19	42	18	21	143
Passengers commuting	-	57	-	55	22	33	18	27	124
Passengers not commuting	-	67	-	57	28	29	23	20	150
Punctuality and time waiting for bus									
Punctuality of the bus	-	71	-	73	40	33	12	15	577
The length of time waited	-	70	-	71	38	33	16	13	608
On-bus journey time									
Time the journey on the bus took	-	87	-	86	53	33	10	4	609

Detailed results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
The bus stop									
Overall satisfaction with the bus stop	-	74	-	75	29	46	15	9	578
Its distance from the journey start	-	86	-	84	49	35	11	6	577
The convenience/accessibility of its location	-	90	-	88	53	35	9	3	544
Its condition/standard of maintenance	-	68	-	64	31	33	19	17	523
Its freedom from graffiti/vandalism	-	76	-	71	38	33	13	16	532
Its freedom from litter	-	74	-	68	35	34	17	15	532
The information provided at the stop	-	59	-	63	26	37	18	19	531
Your personal safety whilst at the stop	-	80	-	79	40	39	15	6	536

On the bus

Route/destination information on the outside of the bus	-	86	-	86	52	34	9	5	602
The cleanliness and condition of the outside of the bus	-	71	-	79	38	41	13	8	602
The ease of getting onto the bus*	-	-	-	93	57	36	5	2	608
The length of time it took to board	-	88	-	92	59	34	6	2	600
The cleanliness and condition of the inside of the bus	-	80	-	84	38	46	9	7	624
The information provided inside the bus	-	62	-	65	28	36	27	8	532
The availability of seating or space to stand	-	89	-	90	54	35	6	5	600
The comfort of the seats	-	81	-	81	42	39	12	8	605
The amount of personal space you had around you	-	80	-	81	43	38	9	10	591
Provision of grab rails to stand/move within the bus	-	80	-	85	43	43	10	4	587
The temperature inside the bus	-	74	-	78	37	40	12	10	596
Your personal security whilst on the bus	-	85	-	86	49	37	11	3	595
Ease of getting off the bus*	-	-	-	91	54	37	7	3	599

The bus driver

How near to the kerb the driver stopped	-	93	-	93	64	29	6	2	592
The driver's appearance	-	87	-	90	61	29	9	2	583
The greeting/welcome you got from the driver	-	76	-	80	50	30	14	6	601
The helpfulness and attitude of the driver	-	75	-	83	52	31	12	5	593
The time the driver gave you to get to your seat	-	82	-	87	56	31	9	4	586
Smoothness/freedom from jolting during the journey	-	76	-	81	44	37	11	8	601
Safety of the driving (i.e. speed, driver concentrating)	-	88	-	90	57	33	8	2	589

Factors affecting journey time

Occurrence (%)	2015	2016	2017	2018
Congestion/traffic jams	-	11	-	8
Road works	-	10	-	7
Bus driver driving too slowly	-	3	-	2
Poor weather conditions	-	3	-	4
Waiting too long at stops	-	2	-	3
Passenger boarding time	-	14	-	12
Base size	-	622	-	645

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2015	2016	2017	2018
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	3	-	5
Base size	-	600	-	630

* New question in 2018

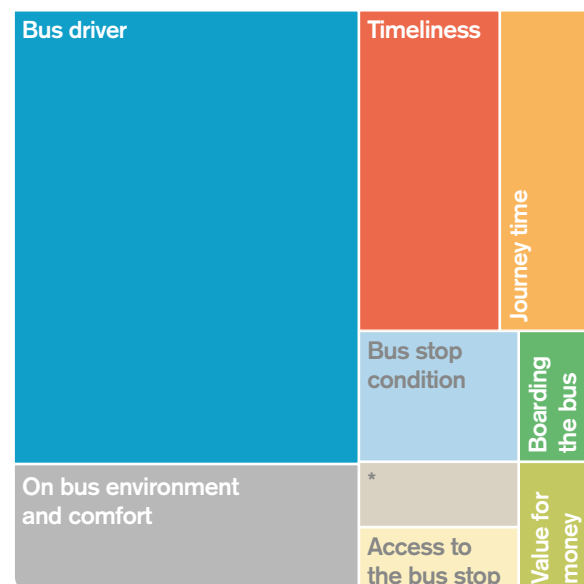
North East Scotland

Headline results



Which themes are affecting overall passenger satisfaction?

See page 190 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	86	-	89	42	47	8	3	1158
Fare-paying passengers	-	85	-	88	38	50	9	3	596
Free pass holders	-	89	-	92	52	40	6	2	541
Aged 16 to 34	-	83	-	90	37	53	8	2	288
Aged 35 to 59	-	86	-	86	39	47	10	4	309
Passengers commuting	-	81	-	85	34	51	11	3	382
Passengers not commuting	-	91	-	92	48	44	6	2	705
Passengers saying they have a disability	-	86	-	87	50	37	8	5	281
Value for money									
All fare-paying passengers	-	58	-	57	25	32	20	23	586
Aged 16 to 34	-	54	-	54	22	33	18	27	262
Aged 35 to 59	-	62	-	58	26	31	23	20	265
Passengers commuting	-	56	-	53	25	28	22	24	309
Passengers not commuting	-	62	-	61	26	35	17	23	251
Punctuality and time waiting for bus									
Punctuality of the bus	-	70	-	73	39	34	14	13	1117
The length of time waited	-	71	-	74	39	36	14	11	1191
On-bus journey time									
Time the journey on the bus took	-	82	-	84	42	42	11	5	1181

Detailed results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
The bus stop									
Overall satisfaction with the bus stop	-	77	-	82	39	44	12	6	1128
Its distance from the journey start	-	85	-	86	53	34	10	3	1114
The convenience/accessibility of its location	-	88	-	89	56	33	8	2	1042
Its condition/standard of maintenance	-	73	-	75	38	37	17	8	1047
Its freedom from graffiti/vandalism	-	79	-	80	46	34	13	6	1048
Its freedom from litter	-	76	-	78	44	34	13	9	1056
The information provided at the stop	-	67	-	73	34	39	15	11	1047
Your personal safety whilst at the stop	-	78	-	81	48	33	15	4	1049

On the bus

Route/destination information on the outside of the bus	-	84	-	87	54	33	11	2	1164
The cleanliness and condition of the outside of the bus	-	80	-	85	43	42	11	4	1144
The ease of getting onto the bus*	-	-	-	90	53	37	7	2	1178
The length of time it took to board	-	87	-	91	56	35	7	2	1160
The cleanliness and condition of the inside of the bus	-	80	-	81	38	44	11	7	1201
The information provided inside the bus	-	67	-	69	31	38	24	7	1072
The availability of seating or space to stand	-	86	-	89	50	38	8	3	1172
The comfort of the seats	-	81	-	83	40	43	10	6	1168
The amount of personal space you had around you	-	80	-	81	39	42	13	6	1166
Provision of grab rails to stand/move within the bus	-	80	-	82	41	41	12	6	1152
The temperature inside the bus	-	75	-	78	38	40	14	7	1168
Your personal security whilst on the bus	-	86	-	86	47	39	13	1	1169
Ease of getting off the bus*	-	-	-	88	47	41	8	4	1166

The bus driver

How near to the kerb the driver stopped	-	89	-	92	62	30	7	1	1164
The driver's appearance	-	89	-	92	62	30	7	1	1145
The greeting/welcome you got from the driver	-	74	-	79	51	28	15	6	1151
The helpfulness and attitude of the driver	-	75	-	80	53	28	15	4	1129
The time the driver gave you to get to your seat	-	79	-	85	53	32	11	4	1131
Smoothness/freedom from jolting during the journey	-	77	-	81	46	35	13	7	1145
Safety of the driving (i.e. speed, driver concentrating)	-	87	-	90	59	31	8	2	1129

Factors affecting journey time

Occurrence (%)	2015	2016	2017	2018
Congestion/traffic jams	-	26	-	20
Road works	-	13	-	9
Bus driver driving too slowly	-	4	-	2
Poor weather conditions	-	7	-	6
Waiting too long at stops	-	10	-	7
Passenger boarding time	-	17	-	12
Base size	-	1522	-	1247

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2015	2016	2017	2018
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	5	-	4
Base size	-	1455	-	1209

* New question in 2018

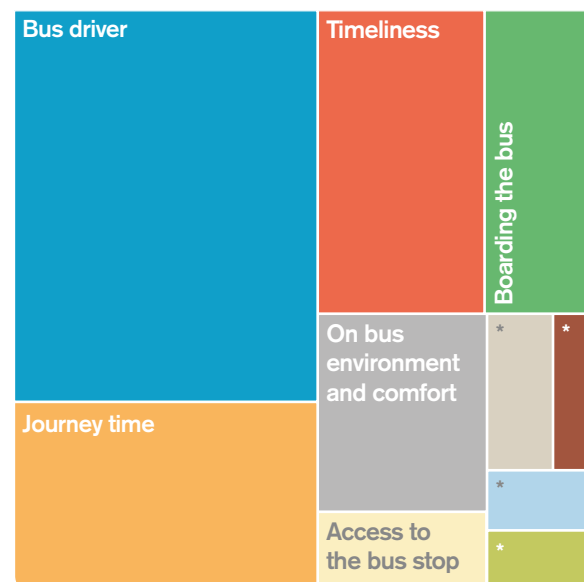
South East Scotland

Headline results



Which themes are affecting overall passenger satisfaction?

See page 190 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	93	-	94	57	37	5	1	1746
Fare-paying passengers	-	92	-	92	50	42	7	1	1143
Free pass holders	-	96	-	98	69	28	1	1	562
Aged 16 to 34	-	90	-	92	48	44	7	1	695
Aged 35 to 59	-	94	-	94	56	38	4	2	508
Passengers commuting	-	91	-	93	48	45	6	1	805
Passengers not commuting	-	95	-	95	63	31	4	1	886
Passengers saying they have a disability	-	93	-	94	58	36	3	3	358
Value for money									
All fare-paying passengers	-	74	-	76	40	36	14	11	1700
Aged 16 to 34	-	70	-	74	38	36	15	11	944
Aged 35 to 59	-	79	-	79	42	37	12	9	664
Passengers commuting	-	73	-	73	38	35	15	12	1039
Passengers not commuting	-	77	-	79	43	36	12	9	634
Punctuality and time waiting for bus									
Punctuality of the bus	-	84	-	83	55	28	9	8	2390
The length of time waited	-	82	-	83	52	31	11	6	2535
On-bus journey time									
Time the journey on the bus took	-	85	-	87	54	34	10	3	2477

Detailed results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
The bus stop									
Overall satisfaction with the bus stop	-	83	-	86	42	44	9	5	2440
Its distance from the journey start	-	89	-	89	60	29	7	3	2450
The convenience/accessibility of its location	-	91	-	91	61	31	7	2	2320
Its condition/standard of maintenance	-	78	-	78	41	37	14	7	2355
Its freedom from graffiti/vandalism	-	79	-	77	46	30	13	10	2330
Its freedom from litter	-	79	-	77	44	33	12	10	2334
The information provided at the stop	-	79	-	81	46	34	11	8	2325
Your personal safety whilst at the stop	-	83	-	86	55	31	11	3	2324

On the bus

Route/destination information on the outside of the bus	-	90	-	89	62	27	9	1	2479
The cleanliness and condition of the outside of the bus	-	88	-	90	56	34	8	2	2457
The ease of getting onto the bus*	-	-	-	93	67	26	5	1	2516
The length of time it took to board	-	93	-	94	69	25	5	1	2489
The cleanliness and condition of the inside of the bus	-	87	-	89	51	39	8	3	2557
The information provided inside the bus	-	75	-	76	40	36	21	3	2365
The availability of seating or space to stand	-	92	-	93	63	30	5	2	2526
The comfort of the seats	-	85	-	88	50	38	8	4	2506
The amount of personal space you had around you	-	84	-	87	53	35	9	4	2515
Provision of grab rails to stand/move within the bus	-	90	-	88	53	35	9	3	2458
The temperature inside the bus	-	82	-	86	49	37	9	4	2515
Your personal security whilst on the bus	-	90	-	92	60	32	7	1	2508
Ease of getting off the bus*	-	-	-	93	61	32	6	1	2461

The bus driver

How near to the kerb the driver stopped	-	94	-	94	68	26	5	1	2453
The driver's appearance	-	93	-	93	71	22	6	1	2395
The greeting/welcome you got from the driver	-	81	-	82	58	25	14	3	2444
The helpfulness and attitude of the driver	-	81	-	83	59	24	15	3	2375
The time the driver gave you to get to your seat	-	84	-	87	58	29	11	2	2412
Smoothness/freedom from jolting during the journey	-	83	-	85	53	32	11	4	2428
Safety of the driving (i.e. speed, driver concentrating)	-	92	-	92	65	27	6	1	2413

Factors affecting journey time

Occurrence (%)	2015	2016	2017	2018
Congestion/traffic jams	-	22	-	18
Road works	-	17	-	14
Bus driver driving too slowly	-	3	-	2
Poor weather conditions	-	2	-	2
Waiting too long at stops	-	4	-	4
Passenger boarding time	-	14	-	9
Base size	-	1970	-	2647

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2015	2016	2017	2018
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	4	-	4
Base size	-	1902	-	2579

* New question in 2018

South West Scotland

Headline results



Overall satisfaction

94%



Value for money

66%



Punctuality

84%



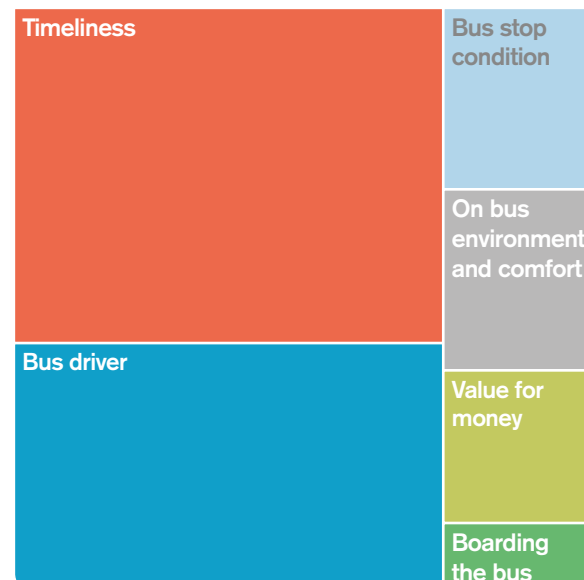
Journey time

92%



Which themes are affecting overall passenger satisfaction?

See page 190 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	92	-	94	63	31	4	2	615
Fare-paying passengers	-	89	-	93	61	31	5	2	315
Free pass holders	-	95	-	96	65	31	4	1	282
Aged 16 to 34	-	86	-	90	55	34	9	1	167
Aged 35 to 59	-	91	-	96	58	37	1	3	169
Passengers commuting	-	85	-	90	51	39	7	2	193
Passengers not commuting	-	95	-	96	66	29	3	1	394
Passengers saying they have a disability	-	90	-	93	61	32	6	0	181
Value for money									
All fare-paying passengers	-	75	-	66	35	31	17	17	287
Aged 16 to 34	-	68	-	57	28	30	23	19	132
Aged 35 to 59	-	81	-	71	33	38	13	16	123
Passengers commuting	-	70	-	65	27	38	18	16	139
Passengers not commuting	-	82	-	66	41	25	16	18	140
Punctuality and time waiting for bus									
Punctuality of the bus	-	80	-	84	60	25	7	8	577
The length of time waited	-	79	-	83	55	28	10	7	618
On-bus journey time									
Time the journey on the bus took	-	91	-	92	59	32	7	2	610

Detailed results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
The bus stop									
Overall satisfaction with the bus stop	-	82	-	78	36	42	14	8	574
Its distance from the journey start	-	90	-	88	62	27	9	3	583
The convenience/accessibility of its location	-	92	-	90	61	29	8	2	530
Its condition/standard of maintenance	-	76	-	69	31	38	17	14	527
Its freedom from graffiti/vandalism	-	74	-	69	36	33	15	16	526
Its freedom from litter	-	76	-	72	35	37	16	12	535
The information provided at the stop	-	75	-	73	34	39	16	11	523
Your personal safety whilst at the stop	-	86	-	85	49	35	13	3	531

On the bus

Route/destination information on the outside of the bus	-	90	-	92	67	24	7	1	605
The cleanliness and condition of the outside of the bus	-	80	-	87	54	33	10	3	597
The ease of getting onto the bus*	-	-	-	88	59	29	7	4	603
The length of time it took to board	-	93	-	93	65	29	6	1	595
The cleanliness and condition of the inside of the bus	-	86	-	86	50	37	9	5	623
The information provided inside the bus	-	78	-	75	39	36	23	2	562
The availability of seating or space to stand	-	91	-	92	57	35	6	2	603
The comfort of the seats	-	83	-	84	46	38	11	5	610
The amount of personal space you had around you	-	85	-	85	46	39	10	5	604
Provision of grab rails to stand/move within the bus	-	89	-	83	50	33	12	5	584
The temperature inside the bus	-	84	-	81	45	37	12	7	602
Your personal security whilst on the bus	-	92	-	89	55	34	9	1	596
Ease of getting off the bus*	-	-	-	87	53	34	9	4	603

The bus driver

How near to the kerb the driver stopped	-	95	-	96	75	20	4	1	602
The driver's appearance	-	94	-	96	76	20	4	0	589
The greeting/welcome you got from the driver	-	88	-	91	67	24	7	2	592
The helpfulness and attitude of the driver	-	87	-	90	67	23	8	1	589
The time the driver gave you to get to your seat	-	91	-	92	69	23	6	2	592
Smoothness/freedom from jolting during the journey	-	84	-	89	57	32	8	3	587
Safety of the driving (i.e. speed, driver concentrating)	-	92	-	94	68	26	6	1	589

Factors affecting journey time

Occurrence (%)	2015	2016	2017	2018
Congestion/traffic jams	-	13	-	10
Road works	-	15	-	9
Bus driver driving too slowly	-	2	-	1
Poor weather conditions	-	4	-	4
Waiting too long at stops	-	1	-	2
Passenger boarding time	-	10	-	7
Base size	-	887	-	665

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2015	2016	2017	2018
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	4	-	3
Base size	-	860	-	622

* New question in 2018

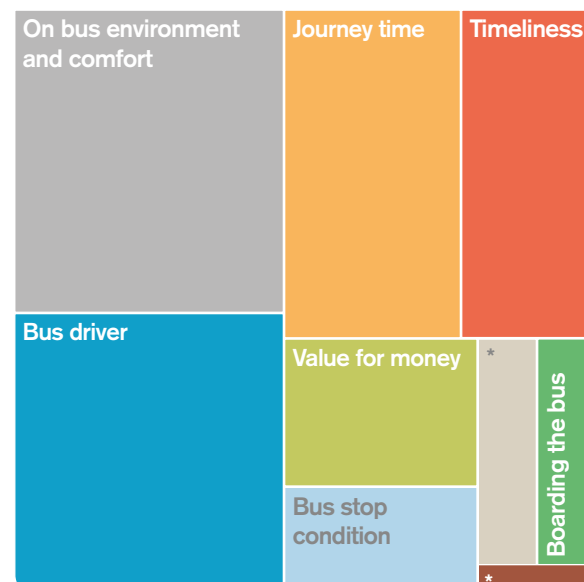
Strathclyde

Headline results



Which themes are affecting overall passenger satisfaction?

See page 190 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	86	-	90	47	43	8	2	1290
Fare-paying passengers	-	84	-	89	43	45	9	2	767
Free pass holders	-	91	-	92	51	40	7	1	484
Aged 16 to 34	-	81	-	88	45	43	12	1	412
Aged 35 to 59	-	88	-	90	43	47	7	3	403
Passengers commuting	-	83	-	87	38	49	11	2	572
Passengers not commuting	-	89	-	92	52	40	7	1	651
Passengers saying they have a disability	-	88	-	86	44	42	11	3	327
Value for money									
All fare-paying passengers	-	64	-	68	30	38	14	17	739
Aged 16 to 34	-	61	-	66	32	34	15	19	375
Aged 35 to 59	-	68	-	68	26	42	13	18	323
Passengers commuting	-	63	-	66	28	38	15	19	470
Passengers not commuting	-	68	-	71	35	36	14	15	246
Punctuality and time waiting for bus									
Punctuality of the bus	-	78	-	78	48	30	10	11	1180
The length of time waited	-	78	-	80	48	33	10	10	1268
On-bus journey time									
Time the journey on the bus took	-	85	-	90	51	39	8	2	1275

Detailed results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
The bus stop									
Overall satisfaction with the bus stop	-	79	-	82	40	42	12	6	1199
Its distance from the journey start	-	86	-	86	52	34	9	4	1209
The convenience/accessibility of its location	-	87	-	90	52	38	7	3	1108
Its condition/standard of maintenance	-	78	-	78	39	39	14	8	1122
Its freedom from graffiti/vandalism	-	77	-	81	47	34	12	8	1111
Its freedom from litter	-	73	-	76	42	35	12	12	1110
The information provided at the stop	-	73	-	76	37	39	14	10	1093
Your personal safety whilst at the stop	-	81	-	82	44	38	14	4	1110

On the bus

Route/destination information on the outside of the bus	-	86	-	87	55	32	11	2	1243
The cleanliness and condition of the outside of the bus	-	79	-	82	38	44	13	5	1220
The ease of getting onto the bus*	-	-	-	91	54	37	8	2	1248
The length of time it took to board	-	89	-	92	56	36	7	1	1213
The cleanliness and condition of the inside of the bus	-	77	-	77	35	42	13	10	1300
The information provided inside the bus	-	66	-	70	30	39	24	7	1182
The availability of seating or space to stand	-	84	-	88	48	41	7	4	1251
The comfort of the seats	-	76	-	80	36	44	12	8	1245
The amount of personal space you had around you	-	76	-	81	39	42	12	7	1234
Provision of grab rails to stand/move within the bus	-	82	-	87	43	44	9	5	1229
The temperature inside the bus	-	74	-	82	40	42	11	7	1241
Your personal security whilst on the bus	-	82	-	85	46	39	13	2	1236
Ease of getting off the bus*	-	-	-	91	49	42	7	2	1234

The bus driver

How near to the kerb the driver stopped	-	92	-	94	62	32	5	2	1250
The driver's appearance	-	90	-	92	57	34	7	1	1209
The greeting/welcome you got from the driver	-	74	-	76	44	32	18	6	1219
The helpfulness and attitude of the driver	-	74	-	79	45	34	17	5	1181
The time the driver gave you to get to your seat	-	76	-	79	45	34	16	5	1207
Smoothness/freedom from jolting during the journey	-	75	-	78	39	38	15	7	1221
Safety of the driving (i.e. speed, driver concentrating)	-	85	-	89	51	38	10	2	1193

Factors affecting journey time

Occurrence (%)	2015	2016	2017	2018
Congestion/traffic jams	-	18	-	15
Road works	-	13	-	13
Bus driver driving too slowly	-	4	-	2
Poor weather conditions	-	3	-	8
Waiting too long at stops	-	7	-	5
Passenger boarding time	-	16	-	15
Base size	-	2826	-	1368

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2015	2016	2017	2018
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	5	-	4
Base size	-	2671	-	1309

* New question in 2018

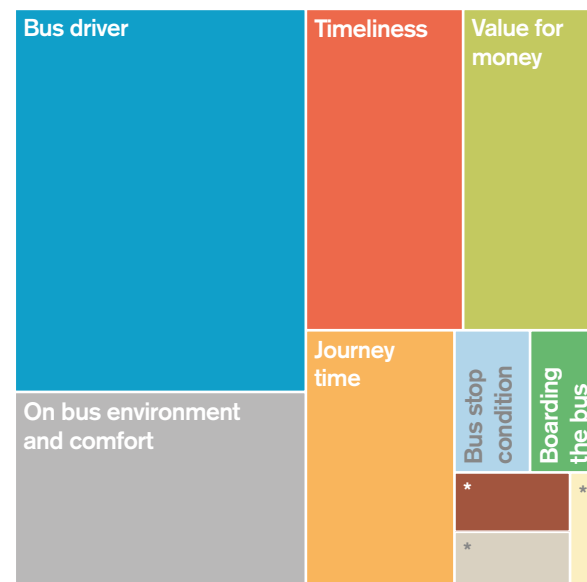
Tayside and Central

Headline results



Which themes are affecting overall passenger satisfaction?

See page 190 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	91	-	91	50	41	7	3	1292
Fare-paying passengers	-	90	-	89	43	46	8	3	740
Free pass holders	-	93	-	93	59	34	5	2	521
Aged 16 to 34	-	87	-	86	39	47	10	4	475
Aged 35 to 59	-	90	-	89	48	41	8	3	331
Passengers commuting	-	89	-	86	40	46	11	3	497
Passengers not commuting	-	93	-	93	56	37	5	2	732
Passengers saying they have a disability	-	88	-	86	50	35	10	5	321
Value for money									
All fare-paying passengers	-	62	-	67	27	39	15	18	711
Aged 16 to 34	-	56	-	61	23	38	17	22	401
Aged 35 to 59	-	69	-	72	27	45	15	13	258
Passengers commuting	-	60	-	64	24	40	17	19	407
Passengers not commuting	-	65	-	69	31	38	13	18	281
Punctuality and time waiting for bus									
Punctuality of the bus	-	81	-	82	51	31	11	8	1205
The length of time waited	-	80	-	82	48	34	10	8	1291
On-bus journey time									
Time the journey on the bus took	-	87	-	90	52	38	7	3	1260

Detailed results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
The bus stop									
Overall satisfaction with the bus stop	-	84	-	84	42	42	11	5	1216
Its distance from the journey start	-	87	-	89	54	34	8	4	1225
The convenience/accessibility of its location	-	90	-	92	57	35	6	2	1142
Its condition/standard of maintenance	-	79	-	81	44	38	12	6	1146
Its freedom from graffiti/vandalism	-	79	-	79	47	32	13	8	1124
Its freedom from litter	-	79	-	78	44	34	13	9	1152
The information provided at the stop	-	80	-	78	42	36	12	11	1153
Your personal safety whilst at the stop	-	84	-	83	49	34	12	4	1155

On the bus

Route/destination information on the outside of the bus	-	88	-	87	55	32	10	3	1260
The cleanliness and condition of the outside of the bus	-	83	-	84	46	38	12	4	1244
The ease of getting onto the bus*	-	-	-	92	60	32	6	2	1270
The length of time it took to board	-	93	-	92	61	31	6	2	1248
The cleanliness and condition of the inside of the bus	-	84	-	83	41	42	10	7	1303
The information provided inside the bus	-	75	-	76	37	38	19	5	1195
The availability of seating or space to stand	-	90	-	90	56	34	7	3	1279
The comfort of the seats	-	82	-	83	43	40	12	5	1269
The amount of personal space you had around you	-	82	-	83	46	37	12	5	1258
Provision of grab rails to stand/move within the bus	-	87	-	88	49	38	9	3	1258
The temperature inside the bus	-	82	-	84	43	41	10	6	1262
Your personal security whilst on the bus	-	89	-	88	51	38	10	2	1262
Ease of getting off the bus*	-	-	-	91	54	36	6	3	1262

The bus driver

How near to the kerb the driver stopped	-	94	-	93	64	29	5	2	1249
The driver's appearance	-	91	-	93	62	31	6	1	1221
The greeting/welcome you got from the driver	-	79	-	80	49	31	15	5	1233
The helpfulness and attitude of the driver	-	80	-	82	52	30	14	4	1203
The time the driver gave you to get to your seat	-	85	-	86	54	32	10	4	1223
Smoothness/freedom from jolting during the journey	-	82	-	83	47	35	11	6	1224
Safety of the driving (i.e. speed, driver concentrating)	-	92	-	91	59	32	8	1	1193

Factors affecting journey time

Occurrence (%)	2015	2016	2017	2018
Congestion/traffic jams	-	13	-	11
Road works	-	12	-	8
Bus driver driving too slowly	-	2	-	1
Poor weather conditions	-	2	-	4
Waiting too long at stops	-	4	-	3
Passenger boarding time	-	14	-	11
Base size	-	1603	-	1374

Passengers could provide more than one answer

Anti-social behaviour

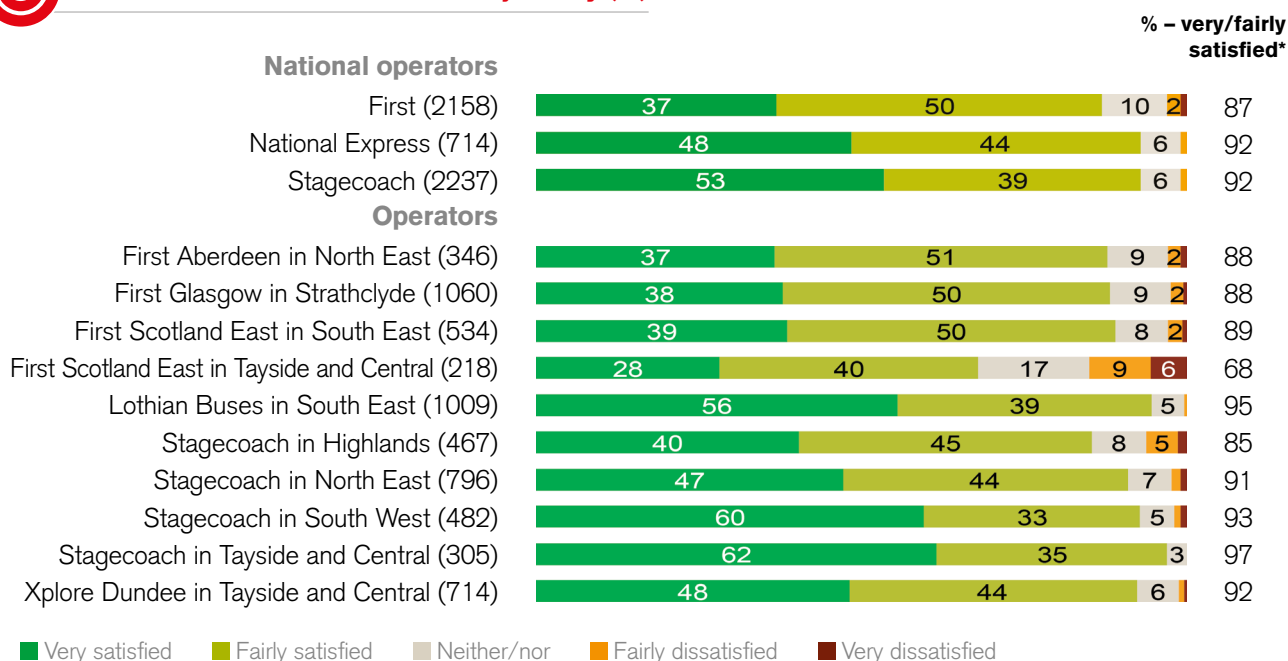
'Yes' (%)	2015	2016	2017	2018
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	4	-	4
Base size	-	1531	-	1313

* New question in 2018

Key findings by bus operators



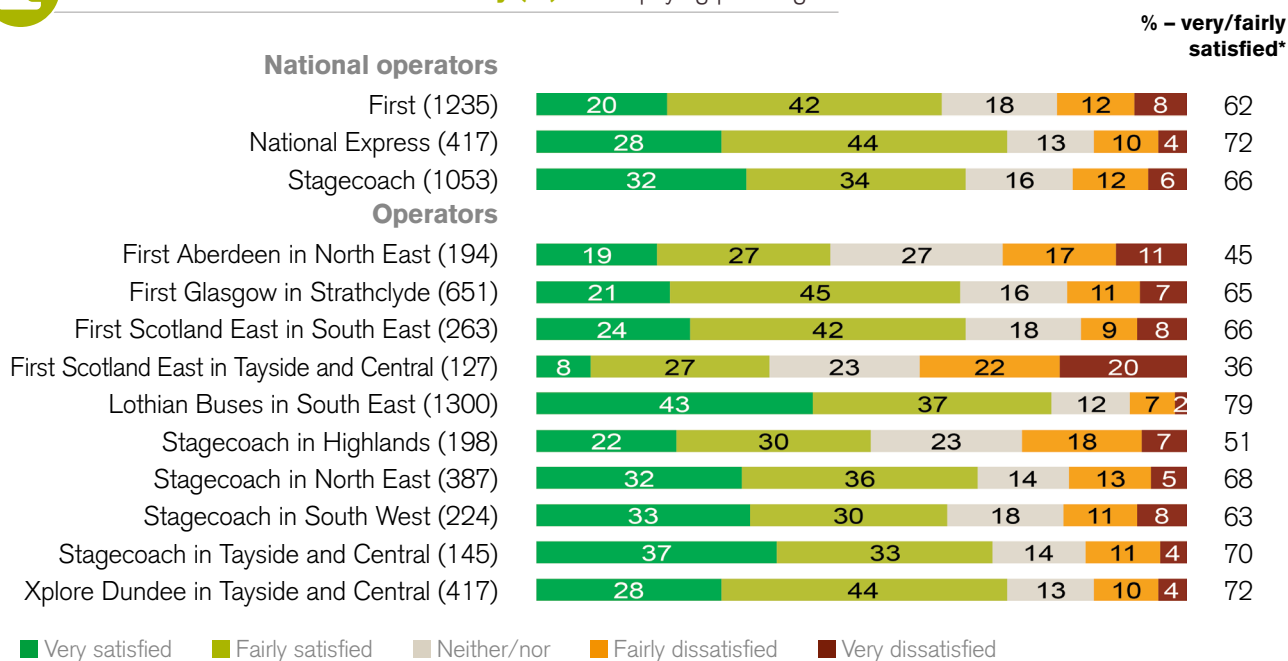
Overall satisfaction with the bus journey (%)



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



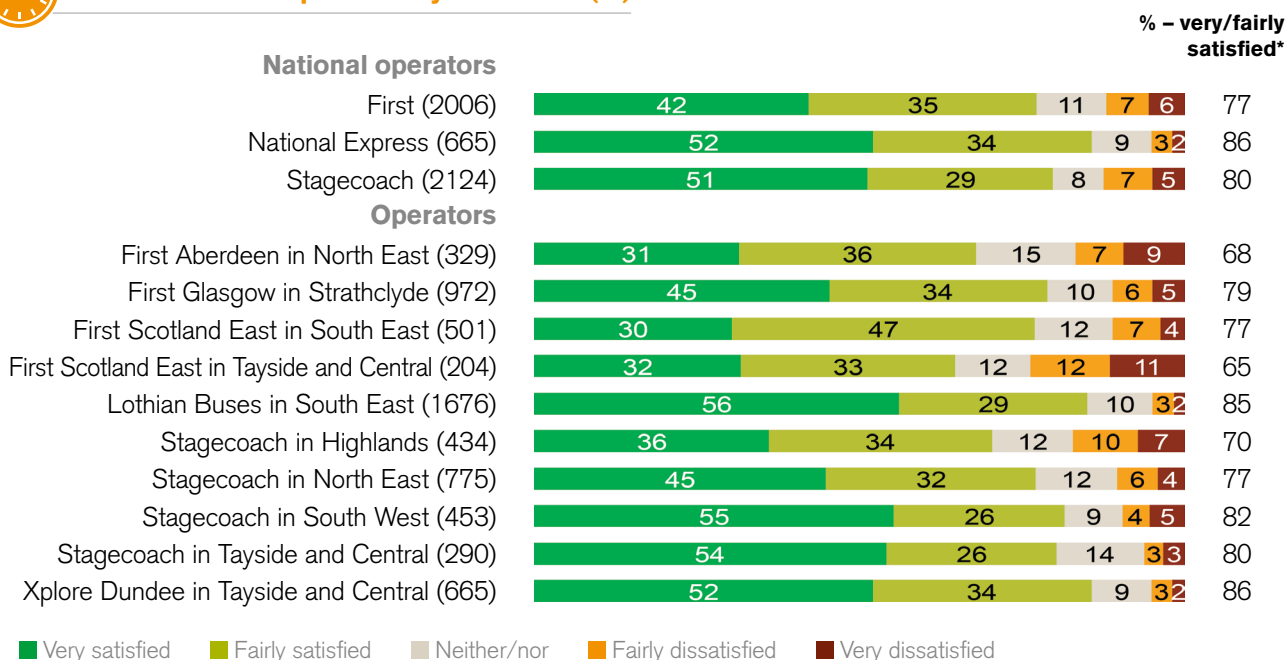
Satisfaction with value for money (%) – fare-paying passengers



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



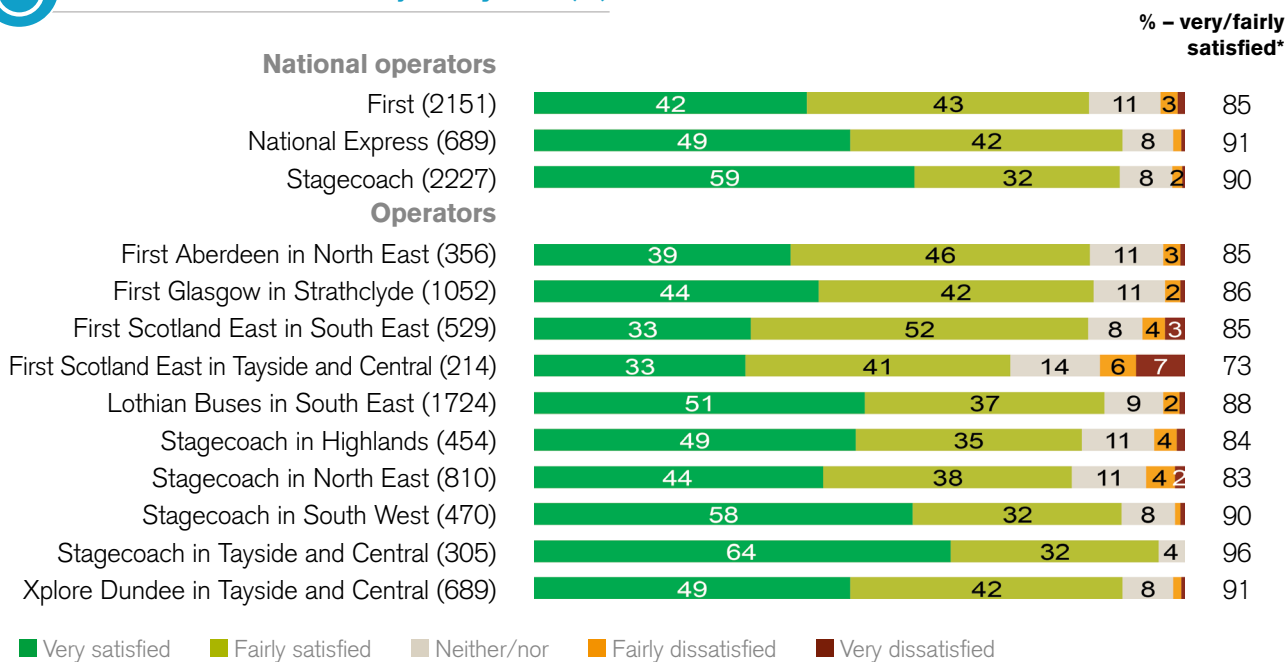
Satisfaction with punctuality of the bus (%)



Q How satisfied were you with the punctuality of the bus?



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

First Aberdeen in North East

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	88	-	88	37	51	9	3	346
Fare-paying passengers	-	86	-	88	36	52	10	3	200
Free pass holders	-	92	-	89	42	47	9	2	136
Aged 16 to 34	-	85	-	92	35	56	8	0	96
Aged 35 to 59	-	87	-	82	34	48	12	5	97
Passengers commuting	-	82	-	86	31	55	11	3	134
Passengers not commuting	-	93	-	88	41	47	9	3	184
Passengers saying they have a disability	-	86	-	-	-	-	-	-	-
Value for money									
All fare-paying passengers	-	53	-	45	19	27	27	28	194
Aged 16 to 34	-	49	-	49	17	32	21	29	90
Aged 35 to 59	-	55	-	40	19	21	33	27	92
Passengers commuting	-	48	-	41	17	23	32	28	111
Passengers not commuting	-	59	-	-	-	-	-	-	-
Punctuality and time waiting for the bus									
Punctuality of the bus	-	74	-	68	31	36	15	17	329
The length of time waited	-	76	-	69	35	34	16	15	359
On-bus journey time									
Time journey on the bus took	-	83	-	85	39	46	11	3	356
On the bus									
Route/destination information on the outside of the bus	-	84	-	82	47	35	16	3	347
The cleanliness and condition of the outside of the bus	-	82	-	82	38	43	13	5	343
The ease of getting onto the bus	-	-	-	91	52	38	8	1	352
The length of time it took to board	-	91	-	91	54	37	7	2	347
The cleanliness and condition of the inside of the bus	-	77	-	75	30	45	15	10	360
The information provided inside the bus	-	67	-	65	26	39	27	8	325
The availability of seating or space to stand	-	89	-	89	46	43	8	3	354
The comfort of the seats	-	80	-	83	34	49	11	6	349
The amount of personal space you had around you	-	81	-	81	35	46	14	5	352
Provision of grab rails to stand/move within the bus	-	85	-	87	39	48	11	2	345
The temperature inside the bus	-	77	-	79	35	44	16	5	349
Your personal security whilst on the bus	-	86	-	86	41	44	13	1	350
Ease of getting off the bus	-	-	-	89	46	43	9	2	350
The bus driver									
How near to the kerb the driver stopped	-	91	-	91	57	34	7	1	346
The driver's appearance	-	90	-	90	59	31	9	1	340
The greeting/welcome you got from the driver	-	73	-	73	45	28	19	8	337
The helpfulness and attitude of the driver	-	73	-	76	46	29	20	4	336
The time the driver gave you to get to your seat	-	79	-	84	45	39	13	3	335
Smoothness/freedom from jolting during the journey	-	76	-	79	41	38	15	6	341
Safety of the driving (i.e. speed, driver concentrating)	-	87	-	89	54	35	9	1	340

First Glasgow in Strathclyde

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	87	-	88	38	50	9	2	1060
Fare-paying passengers	-	85	-	87	34	53	11	3	669
Free pass holders	-	91	-	91	46	45	7	2	354
Aged 16 to 34	-	83	-	87	28	59	12	1	374
Aged 35 to 59	-	87	-	88	41	47	8	4	338
Passengers commuting	-	83	-	85	31	54	12	3	510
Passengers not commuting	-	91	-	92	44	47	6	2	494
Passengers saying they have a disability	-	86	-	82	38	44	14	4	246
Value for money									
All fare-paying passengers	-	65	-	65	21	45	16	18	651
Aged 16 to 34	-	60	-	63	16	48	18	19	342
Aged 35 to 59	-	69	-	66	25	41	15	19	279
Passengers commuting	-	64	-	61	16	45	18	21	422
Passengers not commuting	-	66	-	72	28	44	15	14	208
Punctuality and time waiting for the bus									
Punctuality of the bus	-	77	-	79	45	34	10	11	972
The length of time waited	-	77	-	78	43	35	12	10	1051
On-bus journey time									
Time journey on the bus took	-	85	-	86	44	42	11	3	1052
On the bus									
Route/destination information on the outside of the bus	-	85	-	86	50	36	12	2	1024
The cleanliness and condition of the outside of the bus	-	76	-	78	34	44	16	6	1012
The ease of getting onto the bus	-	-	-	91	51	40	7	2	1030
The length of time it took to board	-	88	-	90	52	38	8	2	1002
The cleanliness and condition of the inside of the bus	-	74	-	73	30	43	15	13	1070
The information provided inside the bus	-	65	-	67	24	43	25	8	977
The availability of seating or space to stand	-	83	-	85	41	44	9	6	1034
The comfort of the seats	-	75	-	76	31	45	14	10	1028
The amount of personal space you had around you	-	76	-	75	33	43	15	10	1020
Provision of grab rails to stand/move within the bus	-	81	-	84	39	45	10	6	1011
The temperature inside the bus	-	73	-	78	33	45	13	8	1025
Your personal security whilst on the bus	-	82	-	81	38	43	16	3	1019
Ease of getting off the bus	-	-	-	87	42	45	10	3	1015
The bus driver									
How near to the kerb the driver stopped	-	91	-	92	56	36	6	2	1027
The driver's appearance	-	89	-	89	52	37	10	1	996
The greeting/welcome you got from the driver	-	73	-	73	39	34	20	7	1005
The helpfulness and attitude of the driver	-	73	-	74	39	35	20	6	974
The time the driver gave you to get to your seat	-	75	-	76	41	36	17	6	999
Smoothness/freedom from jolting during the journey	-	76	-	75	35	40	16	9	1009
Safety of the driving (i.e. speed, driver concentrating)	-	85	-	88	44	43	10	2	984

First Scotland East in South East

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	87	-	89	39	50	8	3	534
Fare-paying passengers	-	84	-	86	31	55	11	3	271
Free pass holders	-	92	-	92	46	46	5	3	254
Aged 16 to 34	-	79	-	89	28	61	9	2	149
Aged 35 to 59	-	87	-	85	40	45	11	4	151
Passengers commuting	-	84	-	81	32	49	16	3	183
Passengers not commuting	-	90	-	94	43	51	3	3	334
Passengers saying they have a disability	-	88	-	83	38	45	12	4	156
Value for money									
All fare-paying passengers	-	60	-	66	24	42	18	16	263
Aged 16 to 34	-	56	-	65	15	50	20	15	135
Aged 35 to 59	-	63	-	65	29	36	18	18	111
Passengers commuting	-	59	-	54	21	33	24	22	149
Passengers not commuting	-	64	-	83	28	55	9	8	112
Punctuality and time waiting for the bus									
Punctuality of the bus	-	75	-	77	30	47	12	11	501
The length of time waited	-	72	-	77	29	47	14	9	534
On-bus journey time									
Time journey on the bus took	-	80	-	85	33	52	8	7	529
On the bus									
Route/destination information on the outside of the bus	-	86	-	83	43	40	14	3	514
The cleanliness and condition of the outside of the bus	-	84	-	82	31	52	15	3	503
The ease of getting onto the bus	-	-	-	90	46	44	8	2	523
The length of time it took to board	-	92	-	91	48	43	7	2	516
The cleanliness and condition of the inside of the bus	-	82	-	82	30	53	11	6	534
The information provided inside the bus	-	66	-	70	26	44	25	5	495
The availability of seating or space to stand	-	89	-	90	43	47	8	2	528
The comfort of the seats	-	79	-	77	31	47	13	9	526
The amount of personal space you had around you	-	80	-	82	34	48	13	5	520
Provision of grab rails to stand/move within the bus	-	89	-	82	37	45	15	2	511
The temperature inside the bus	-	80	-	70	29	41	23	7	523
Your personal security whilst on the bus	-	87	-	86	36	50	12	2	525
Ease of getting off the bus	-	-	-	90	39	51	8	1	516
The bus driver									
How near to the kerb the driver stopped	-	93	-	94	54	40	5	1	524
The driver's appearance	-	93	-	94	55	39	5	1	514
The greeting/welcome you got from the driver	-	80	-	85	44	41	12	3	522
The helpfulness and attitude of the driver	-	81	-	86	46	40	12	2	508
The time the driver gave you to get to your seat	-	85	-	91	49	42	7	2	518
Smoothness/freedom from jolting during the journey	-	78	-	82	41	41	13	5	524
Safety of the driving (i.e. speed, driver concentrating)	-	90	-	93	49	44	6	1	513

First Scotland East in Tayside and Central

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	86	-	68	28	40	17	15	218
Fare-paying passengers	-	83	-	63	22	40	21	16	125
Free pass holders	-	91	-	77	39	38	10	13	88
Aged 16 to 34	-	-	-	65	26	39	22	13	80
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	80	-	61	22	38	25	14	84
Passengers not commuting	-	92	-	75	34	41	11	14	126
Passengers saying they have a disability	-	-	-	-	-	-	-	-	-
Value for money									
All fare-paying passengers	-	45	-	36	8	27	23	41	127
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	41	-	30	8	22	28	42	75
Passengers not commuting	-	-	-	-	-	-	-	-	-
Punctuality and time waiting for the bus									
Punctuality of the bus	-	71	-	65	32	33	12	24	204
The length of time waited	-	73	-	60	28	33	17	23	220
On-bus journey time									
Time journey on the bus took	-	85	-	73	33	41	14	13	214
On the bus									
Route/destination information on the outside of the bus	-	86	-	72	31	42	16	11	220
The cleanliness and condition of the outside of the bus	-	77	-	72	26	47	16	11	217
The ease of getting onto the bus	-	-	-	87	40	47	7	6	218
The length of time it took to board	-	91	-	83	39	44	11	6	214
The cleanliness and condition of the inside of the bus	-	76	-	68	26	42	15	17	220
The information provided inside the bus	-	60	-	54	21	33	31	15	202
The availability of seating or space to stand	-	87	-	82	41	41	10	8	224
The comfort of the seats	-	71	-	68	25	43	18	14	219
The amount of personal space you had around you	-	79	-	76	29	47	14	10	217
Provision of grab rails to stand/move within the bus	-	83	-	79	37	42	14	7	216
The temperature inside the bus	-	74	-	78	33	44	12	10	219
Your personal security whilst on the bus	-	84	-	81	36	45	13	6	219
Ease of getting off the bus	-	-	-	84	41	43	9	7	218
The bus driver									
How near to the kerb the driver stopped	-	91	-	86	51	34	8	6	209
The driver's appearance	-	89	-	89	53	37	8	2	207
The greeting/welcome you got from the driver	-	80	-	70	41	29	18	12	213
The helpfulness and attitude of the driver	-	82	-	73	45	29	17	10	211
The time the driver gave you to get to your seat	-	82	-	79	47	32	11	10	217
Smoothness/freedom from jolting during the journey	-	80	-	75	43	32	14	11	213
Safety of the driving (i.e. speed, driver concentrating)	-	89	-	86	50	36	10	3	210

Lothian Buses in South East

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	93	-	95	56	39	5	0	1009
Fare-paying passengers	-	91	-	94	53	41	6	1	743
Free pass holders	-	98	-	98	66	32	2	0	243
Aged 16 to 34	-	91	-	92	50	43	7	1	468
Aged 35 to 59	-	94	-	96	59	37	4	0	298
Passengers commuting	-	91	-	93	47	46	6	1	526
Passengers not commuting	-	95	-	96	65	31	4	0	455
Passengers saying they have a disability	-	93	-	93	61	32	6	1	156
Value for money									
All fare-paying passengers	-	78	-	79	43	37	12	9	1300
Aged 16 to 34	-	73	-	76	41	35	15	10	734
Aged 35 to 59	-	82	-	85	46	39	9	6	504
Passengers commuting	-	77	-	76	39	38	14	10	806
Passengers not commuting	-	80	-	84	49	35	9	7	473
Punctuality and time waiting for the bus									
Punctuality of the bus	-	85	-	85	56	29	10	5	1676
The length of time waited	-	82	-	85	54	31	11	5	1779
On-bus journey time									
Time journey on the bus took	-	85	-	88	51	37	9	3	1724
On the bus									
Route/destination information on the outside of the bus	-	90	-	90	62	28	9	1	1742
The cleanliness and condition of the outside of the bus	-	89	-	91	60	31	8	1	1734
The ease of getting onto the bus	-	-	-	95	71	24	4	1	1768
The length of time it took to board	-	93	-	95	71	25	4	1	1751
The cleanliness and condition of the inside of the bus	-	87	-	90	54	36	7	3	1793
The information provided inside the bus	-	75	-	78	45	34	18	3	1654
The availability of seating or space to stand	-	92	-	94	65	29	5	2	1769
The comfort of the seats	-	86	-	89	54	35	8	3	1755
The amount of personal space you had around you	-	84	-	89	54	34	8	3	1768
Provision of grab rails to stand/move within the bus	-	88	-	92	57	35	7	2	1732
The temperature inside the bus	-	81	-	88	51	37	8	4	1766
Your personal security whilst on the bus	-	91	-	93	62	31	6	1	1758
Ease of getting off the bus	-	-	-	94	63	31	5	1	1725
The bus driver									
How near to the kerb the driver stopped	-	93	-	94	69	25	4	1	1718
The driver's appearance	-	92	-	93	70	23	6	1	1670
The greeting/welcome you got from the driver	-	80	-	80	53	27	16	4	1711
The helpfulness and attitude of the driver	-	80	-	81	54	26	17	2	1660
The time the driver gave you to get to your seat	-	82	-	85	55	30	12	3	1687
Smoothness/freedom from jolting during the journey	-	83	-	85	51	34	11	4	1696
Safety of the driving (i.e. speed, driver concentrating)	-	92	-	94	65	29	6	1	1690

Stagecoach in Highlands

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	86	-	85	40	45	8	6	467
Fare-paying passengers	-	85	-	81	31	50	11	8	215
Free pass holders	-	88	-	91	52	38	6	4	243
Aged 16 to 34	-	81	-	79	32	47	11	10	83
Aged 35 to 59	-	87	-	88	36	52	8	4	135
Passengers commuting	-	77	-	78	32	46	12	11	138
Passengers not commuting	-	91	-	91	45	45	5	4	310
Passengers saying they have a disability	-	84	-	88	31	57	7	5	137
Value for money									
All fare-paying passengers	-	61	-	51	22	30	23	25	198
Aged 16 to 34	-	57	-	-	-	-	-	-	-
Aged 35 to 59	-	65	-	58	18	40	20	22	101
Passengers commuting	-	56	-	52	21	31	20	28	92
Passengers not commuting	-	66	-	52	23	30	26	22	102
Punctuality and time waiting for the bus									
Punctuality of the bus	-	70	-	70	36	34	12	17	434
The length of time waited	-	69	-	68	34	33	17	15	450
On-bus journey time									
Time journey on the bus took	-	86	-	84	49	35	11	5	454
On the bus									
Route/destination information on the outside of the bus	-	85	-	85	49	36	10	5	451
The cleanliness and condition of the outside of the bus	-	70	-	78	34	43	13	9	450
The ease of getting onto the bus	-	-	-	92	54	38	5	3	456
The length of time it took to board	-	89	-	91	56	35	7	2	451
The cleanliness and condition of the inside of the bus	-	79	-	82	32	50	9	8	467
The information provided inside the bus	-	62	-	62	25	37	29	9	395
The availability of seating or space to stand	-	89	-	89	52	37	6	5	449
The comfort of the seats	-	81	-	79	37	41	13	9	451
The amount of personal space you had around you	-	80	-	78	38	40	9	12	444
Provision of grab rails to stand/move within the bus	-	79	-	84	39	45	11	5	440
The temperature inside the bus	-	73	-	75	32	43	13	13	445
Your personal security whilst on the bus	-	85	-	84	46	39	12	4	445
Ease of getting off the bus	-	-	-	90	51	38	7	3	448
The bus driver									
How near to the kerb the driver stopped	-	93	-	92	62	30	6	2	438
The driver's appearance	-	87	-	89	59	30	9	1	433
The greeting/welcome you got from the driver	-	76	-	79	47	32	15	6	450
The helpfulness and attitude of the driver	-	75	-	82	49	33	13	5	442
The time the driver gave you to get to your seat	-	81	-	86	53	33	10	4	436
Smoothness/freedom from jolting during the journey	-	77	-	80	40	40	11	9	447
Safety of the driving (i.e. speed, driver concentrating)	-	88	-	90	55	34	8	2	438

Stagecoach in North East

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	85	-	91	47	44	7	2	796
Fare-paying passengers	-	83	-	89	40	49	8	3	389
Free pass holders	-	88	-	93	57	37	5	2	396
Aged 16 to 34	-	81	-	88	40	48	8	4	186
Aged 35 to 59	-	85	-	89	43	46	9	3	210
Passengers commuting	-	80	-	85	37	48	11	4	245
Passengers not commuting	-	90	-	94	53	41	4	2	509
Passengers saying they have a disability	-	86	-	86	48	38	9	5	202
Value for money									
All fare-paying passengers	-	64	-	68	32	36	14	18	387
Aged 16 to 34	-	59	-	60	28	32	16	25	168
Aged 35 to 59	-	71	-	73	33	40	14	13	172
Passengers commuting	-	63	-	65	32	33	14	21	196
Passengers not commuting	-	66	-	71	30	41	14	15	177
Punctuality and time waiting for the bus									
Punctuality of the bus	-	66	-	77	45	32	12	10	775
The length of time waited	-	66	-	78	42	36	13	9	815
On-bus journey time									
Time journey on the bus took	-	80	-	83	44	38	11	6	810
On the bus									
Route/destination information on the outside of the bus	-	84	-	91	59	32	8	1	803
The cleanliness and condition of the outside of the bus	-	79	-	87	47	40	10	3	788
The ease of getting onto the bus	-	-	-	90	54	36	7	3	812
The length of time it took to board	-	84	-	91	58	33	7	2	799
The cleanliness and condition of the inside of the bus	-	83	-	87	45	42	8	5	824
The information provided inside the bus	-	66	-	72	35	37	22	6	733
The availability of seating or space to stand	-	84	-	89	54	35	8	3	801
The comfort of the seats	-	83	-	84	45	38	9	7	803
The amount of personal space you had around you	-	78	-	82	43	39	12	6	798
Provision of grab rails to stand/move within the bus	-	75	-	78	42	36	13	9	791
The temperature inside the bus	-	74	-	78	41	37	13	9	803
Your personal security whilst on the bus	-	85	-	87	52	35	12	1	803
Ease of getting off the bus	-	-	-	87	48	39	8	5	801
The bus driver									
How near to the kerb the driver stopped	-	88	-	93	66	27	6	1	805
The driver's appearance	-	89	-	94	65	29	6	1	791
The greeting/welcome you got from the driver	-	76	-	82	55	27	13	5	798
The helpfulness and attitude of the driver	-	77	-	84	58	26	12	4	777
The time the driver gave you to get to your seat	-	80	-	86	61	26	10	4	781
Smoothness/freedom from jolting during the journey	-	78	-	82	50	32	11	7	789
Safety of the driving (i.e. speed, driver concentrating)	-	86	-	90	63	27	7	3	774

Stagecoach in South West

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	93	-	93	60	33	5	2	482
Fare-paying passengers	-	90	-	91	59	32	6	3	246
Free pass holders	-	94	-	95	61	34	4	1	222
Aged 16 to 34	-	88	-	89	55	34	10	2	138
Aged 35 to 59	-	91	-	95	56	39	1	3	139
Passengers commuting	-	87	-	88	47	40	9	3	154
Passengers not commuting	-	95	-	95	64	31	4	1	311
Passengers saying they have a disability	-	89	-	93	61	32	7	1	147
Value for money									
All fare-paying passengers	-	76	-	63	33	30	18	19	224
Aged 16 to 34	-	72	-	58	27	31	23	19	107
Aged 35 to 59	-	78	-	66	32	35	14	19	97
Passengers commuting	-	73	-	63	25	38	19	18	109
Passengers not commuting	-	80	-	63	41	22	17	20	110
Punctuality and time waiting for the bus									
Punctuality of the bus	-	79	-	82	55	26	9	10	453
The length of time waited	-	78	-	81	51	30	10	9	479
On-bus journey time									
Time journey on the bus took	-	91	-	90	58	32	8	2	470
On the bus									
Route/destination information on the outside of the bus	-	90	-	90	63	27	8	1	470
The cleanliness and condition of the outside of the bus	-	80	-	85	49	36	12	3	460
The ease of getting onto the bus	-	-	-	89	57	32	7	4	470
The length of time it took to board	-	93	-	94	62	32	5	1	462
The cleanliness and condition of the inside of the bus	-	87	-	84	44	40	10	6	484
The information provided inside the bus	-	79	-	76	37	39	22	2	439
The availability of seating or space to stand	-	91	-	92	57	35	7	1	469
The comfort of the seats	-	84	-	84	44	40	11	5	469
The amount of personal space you had around you	-	84	-	85	45	40	10	4	469
Provision of grab rails to stand/move within the bus	-	89	-	83	49	34	12	5	453
The temperature inside the bus	-	84	-	80	42	37	12	8	465
Your personal security whilst on the bus	-	92	-	89	52	36	10	2	464
Ease of getting off the bus	-	-	-	87	51	37	9	4	469
The bus driver									
How near to the kerb the driver stopped	-	96	-	95	72	22	5	1	470
The driver's appearance	-	95	-	95	73	22	5	0	459
The greeting/welcome you got from the driver	-	89	-	90	65	25	8	2	462
The helpfulness and attitude of the driver	-	88	-	90	65	24	9	1	461
The time the driver gave you to get to your seat	-	91	-	91	67	24	7	2	464
Smoothness/freedom from jolting during the journey	-	85	-	87	53	34	9	4	459
Safety of the driving (i.e. speed, driver concentrating)	-	92	-	93	66	27	6	1	460

Stagecoach in Tayside and Central

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	93	-	97	62	35	3	0	305
Fare-paying passengers	-	91	-	96	59	37	4	0	154
Free pass holders	-	96	-	98	64	34	2	0	144
Aged 16 to 34	-	90	-	95	47	48	5	0	89
Aged 35 to 59	-	89	-	-	-	-	-	-	-
Passengers commuting	-	90	-	94	55	39	6	0	107
Passengers not commuting	-	95	-	98	64	35	2	0	184
Passengers saying they have a disability	-	93	-	95	61	34	5	0	75
Value for money									
All fare-paying passengers	-	65	-	70	37	33	14	15	145
Aged 16 to 34	-	59	-	64	22	42	17	19	76
Aged 35 to 59	-	73	-	-	-	-	-	-	-
Passengers commuting	-	61	-	67	30	37	20	13	83
Passengers not commuting	-	71	-	-	-	-	-	-	-
Punctuality and time waiting for the bus									
Punctuality of the bus	-	82	-	80	54	26	14	6	290
The length of time waited	-	80	-	82	51	31	11	7	306
On-bus journey time									
Time journey on the bus took	-	88	-	96	64	32	4	0	305
On the bus									
Route/destination information on the outside of the bus	-	90	-	91	64	27	8	1	294
The cleanliness and condition of the outside of the bus	-	84	-	86	52	34	10	4	294
The ease of getting onto the bus	-	-	-	96	71	25	4	0	301
The length of time it took to board	-	94	-	96	71	24	4	0	297
The cleanliness and condition of the inside of the bus	-	88	-	87	47	39	8	5	311
The information provided inside the bus	-	77	-	80	42	38	16	4	285
The availability of seating or space to stand	-	91	-	94	64	30	5	1	305
The comfort of the seats	-	85	-	90	51	39	8	2	303
The amount of personal space you had around you	-	85	-	87	55	32	10	3	300
Provision of grab rails to stand/move within the bus	-	89	-	91	58	33	7	2	302
The temperature inside the bus	-	86	-	87	50	37	9	4	300
Your personal security whilst on the bus	-	92	-	94	59	34	6	0	302
Ease of getting off the bus	-	-	-	95	65	30	5	1	303
The bus driver									
How near to the kerb the driver stopped	-	96	-	96	71	25	3	1	297
The driver's appearance	-	93	-	97	69	27	3	1	281
The greeting/welcome you got from the driver	-	83	-	89	62	26	9	2	288
The helpfulness and attitude of the driver	-	84	-	89	62	28	9	2	284
The time the driver gave you to get to your seat	-	89	-	91	61	30	7	2	283
Smoothness/freedom from jolting during the journey	-	83	-	85	53	32	10	5	280
Safety of the driving (i.e. speed, driver concentrating)	-	93	-	95	67	28	4	1	278

Xplore Dundee in Tayside and Central

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	91	-	92	48	44	6	1	714
Fare-paying passengers	-	91	-	92	42	51	6	2	434
Free pass holders	-	91	-	93	59	34	6	1	261
Aged 16 to 34	-	88	-	89	40	49	8	3	295
Aged 35 to 59	-	91	-	91	46	45	8	1	181
Passengers commuting	-	91	-	89	40	50	9	1	304
Passengers not commuting	-	91	-	94	55	39	5	1	374
Passengers saying they have a disability	-	85	-	88	49	39	10	2	166
Value for money									
All fare-paying passengers	-	65	-	72	28	44	13	14	417
Aged 16 to 34	-	60	-	67	27	40	14	18	246
Aged 35 to 59	-	72	-	76	23	52	14	10	146
Passengers commuting	-	66	-	72	26	46	14	14	248
Passengers not commuting	-	63	-	72	29	42	14	14	156
Punctuality and time waiting for the bus									
Punctuality of the bus	-	83	-	86	52	34	9	5	665
The length of time waited	-	83	-	85	49	37	9	6	713
On-bus journey time									
Time journey on the bus took	-	87	-	91	49	42	8	2	689
On the bus									
Route/destination information on the outside of the bus	-	88	-	87	53	34	10	3	697
The cleanliness and condition of the outside of the bus	-	84	-	85	45	40	11	3	682
The ease of getting onto the bus	-	-	-	92	57	34	7	1	697
The length of time it took to board	-	92	-	92	59	33	6	2	685
The cleanliness and condition of the inside of the bus	-	83	-	83	38	45	10	7	718
The information provided inside the bus	-	78	-	78	37	41	19	3	662
The availability of seating or space to stand	-	91	-	90	54	36	8	2	698
The comfort of the seats	-	83	-	83	41	42	12	5	696
The amount of personal space you had around you	-	81	-	82	43	39	12	5	689
Provision of grab rails to stand/move within the bus	-	87	-	87	46	41	9	3	691
The temperature inside the bus	-	81	-	83	41	43	11	6	691
Your personal security whilst on the bus	-	87	-	87	48	39	11	2	690
Ease of getting off the bus	-	-	-	90	51	39	7	3	688
The bus driver									
How near to the kerb the driver stopped	-	94	-	94	62	32	6	1	689
The driver's appearance	-	91	-	93	61	32	6	1	679
The greeting/welcome you got from the driver	-	74	-	77	44	33	17	6	679
The helpfulness and attitude of the driver	-	77	-	81	49	32	16	4	655
The time the driver gave you to get to your seat	-	83	-	85	51	34	11	4	671
Smoothness/freedom from jolting during the journey	-	81	-	83	46	37	11	6	678
Safety of the driving (i.e. speed, driver concentrating)	-	91	-	90	57	33	9	1	652

All First

Headline results



Overall satisfaction

87%



Value for money

62%



Punctuality

77%



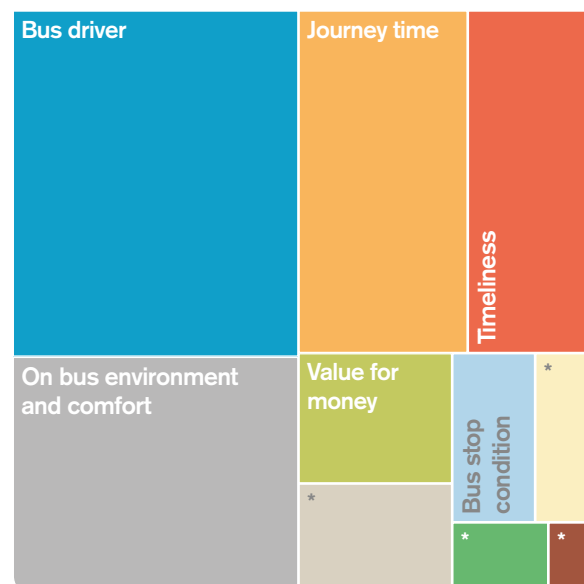
Journey time

85%



Which themes are affecting overall passenger satisfaction?

See page 190 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	87	-	87	37	50	10	3	2158
Fare-paying passengers	-	85	-	86	33	53	11	3	1265
Free pass holders	-	91	-	90	46	45	7	3	832
Aged 16 to 34	-	82	-	87	29	58	12	2	699
Aged 35 to 59	-	87	-	86	39	47	9	5	650
Passengers commuting	-	83	-	84	30	53	13	4	911
Passengers not commuting	-	91	-	91	44	47	6	3	1138
Passengers saying they have a disability	-	86	-	82	39	43	13	5	543
Value for money									
All fare-paying passengers	-	62	-	62	20	42	18	20	1235
Aged 16 to 34	-	57	-	61	15	45	19	21	637
Aged 35 to 59	-	67	-	63	24	39	17	21	528
Passengers commuting	-	61	-	58	16	42	19	23	757
Passengers not commuting	-	65	-	69	26	43	15	16	440
Punctuality & time waiting for bus									
Punctuality of the bus	-	76	-	77	42	35	11	12	2006
The length of time waited	-	76	-	77	41	36	12	11	2164
On-bus journey time									
Time the journey on the bus took	-	84	-	85	42	43	11	4	2151

Detailed results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
On the bus									
Route/destination information on the outside of the bus	-	85	-	84	48	36	13	3	2105
The cleanliness and condition of the outside of the bus	-	78	-	78	34	45	16	6	2075
The ease of getting onto the bus	-	-	-	91	50	40	7	2	2123
The length of time it took to board	-	89	-	90	51	39	8	2	2079
The cleanliness and condition of the inside of the bus	-	75	-	74	30	44	14	12	2184
The information provided inside the bus	-	65	-	67	24	42	26	8	1999
The availability of seating or space to stand	-	84	-	86	42	44	9	6	2140
The comfort of the seats	-	76	-	76	31	45	14	10	2122
The amount of personal space you had around you	-	77	-	77	33	44	14	9	2109
Provision of grab rails to stand/move within the bus	-	83	-	84	39	45	11	5	2083
The temperature inside the bus	-	75	-	77	33	45	14	8	2116
Your personal security whilst on the bus	-	83	-	82	38	44	16	3	2113
Ease of getting off the bus	-	-	-	87	42	45	10	3	2099
The bus driver									
How near to the kerb the driver stopped	-	91	-	92	56	36	6	2	2106
The driver's appearance	-	90	-	89	53	37	9	1	2057
The greeting/welcome you got from the driver	-	74	-	74	40	34	19	7	2077
The helpfulness and attitude of the driver	-	75	-	75	40	35	19	6	2029
The time the driver gave you to get to your seat	-	78	-	79	42	36	16	6	2069
Smoothness/freedom from jolting during the journey	-	76	-	76	37	39	16	8	2087
Safety of the driving (i.e. speed, driver concentrating)	-	86	-	88	46	42	10	2	2047



All National Express

Headline results



Overall satisfaction

92%



Value for money

72%



Punctuality

86%



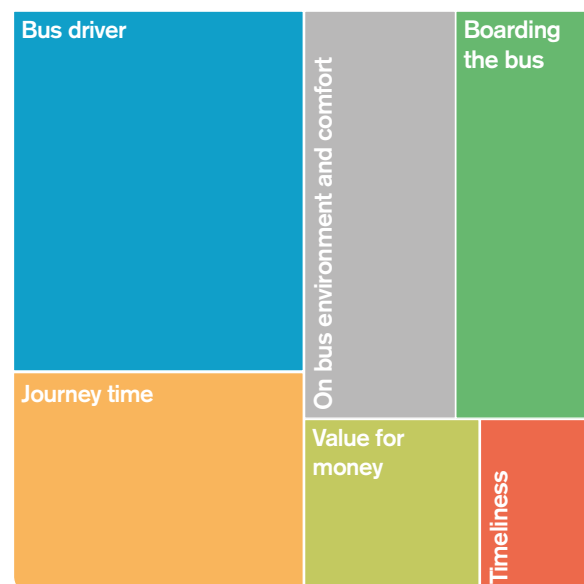
Journey time

91%



Which themes are affecting overall passenger satisfaction?

See page 190 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	91	-	92	48	44	6	1	714
Fare-paying passengers	-	91	-	92	42	51	6	2	434
Free pass holders	-	91	-	93	59	34	6	1	261
Aged 16 to 34	-	88	-	89	40	49	8	3	295
Aged 35 to 59	-	91	-	91	46	45	8	1	181
Passengers commuting	-	91	-	89	40	50	9	1	304
Passengers not commuting	-	91	-	94	55	39	5	1	374
Passengers saying they have a disability	-	85	-	88	49	39	10	2	166
Value for money									
All fare-paying passengers	-	65	-	72	28	44	13	14	417
Aged 16 to 34	-	60	-	67	27	40	14	18	246
Aged 35 to 59	-	72	-	76	23	52	14	10	146
Passengers commuting	-	66	-	72	26	46	14	14	248
Passengers not commuting	-	63	-	72	29	42	14	14	156
Punctuality & time waiting for bus									
Punctuality of the bus	-	83	-	86	52	34	9	5	665
The length of time waited	-	83	-	85	49	37	9	6	713
On-bus journey time									
Time the journey on the bus took	-	87	-	91	49	42	8	2	689

Detailed results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
On the bus									
Route/destination information on the outside of the bus	-	88	-	87	53	34	10	3	697
The cleanliness and condition of the outside of the bus	-	84	-	85	45	40	11	3	682
The ease of getting onto the bus	-	-	-	92	57	34	7	1	697
The length of time it took to board	-	92	-	92	59	33	6	2	685
The cleanliness and condition of the inside of the bus	-	83	-	83	38	45	10	7	718
The information provided inside the bus	-	78	-	78	37	41	19	3	662
The availability of seating or space to stand	-	91	-	90	54	36	8	2	698
The comfort of the seats	-	83	-	83	41	42	12	5	696
The amount of personal space you had around you	-	81	-	82	43	39	12	5	689
Provision of grab rails to stand/move within the bus	-	87	-	87	46	41	9	3	691
The temperature inside the bus	-	81	-	83	41	43	11	6	691
Your personal security whilst on the bus	-	87	-	87	48	39	11	2	690
Ease of getting off the bus	-	-	-	90	51	39	7	3	688
The bus driver									
How near to the kerb the driver stopped	-	94	-	94	62	32	6	1	689
The driver's appearance	-	91	-	93	61	32	6	1	679
The greeting/welcome you got from the driver	-	74	-	77	44	33	17	6	679
The helpfulness and attitude of the driver	-	77	-	81	49	32	16	4	655
The time the driver gave you to get to your seat	-	83	-	85	51	34	11	4	671
Smoothness/freedom from jolting during the journey	-	81	-	83	46	37	11	6	678
Safety of the driving (i.e. speed, driver concentrating)	-	91	-	90	57	33	9	1	652



All Stagecoach

Headline results



Overall satisfaction

92%



Value for money

66%



Punctuality

80%



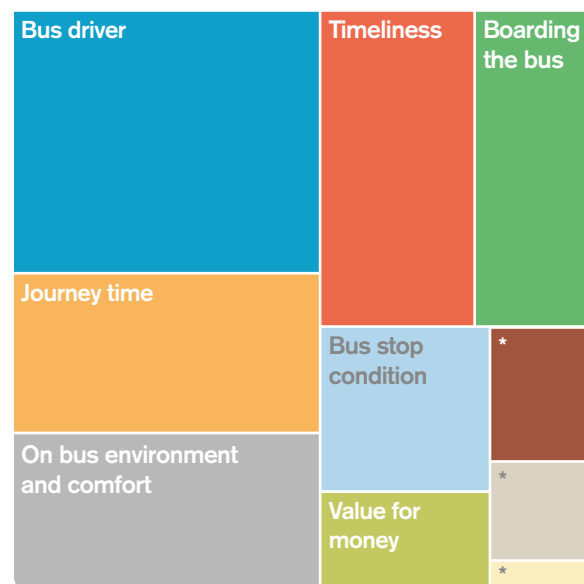
Journey time

90%



Which themes are affecting overall passenger satisfaction?

See page 190 for an explanation of how these themes were calculated



fare-payers only

Key results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	-	90	-	92	53	39	6	1	2237
Fare-paying passengers	-	88	-	91	50	42	8	1	1111
Free pass holders	-	93	-	94	58	36	5	1	1082
Aged 16 to 34	-	85	-	86	54	32	12	2	540
Aged 35 to 59	-	90	-	94	46	48	5	1	614
Passengers commuting	-	87	-	90	45	45	8	2	713
Passengers not commuting	-	91	-	93	56	37	6	1	1419
Passengers saying they have a disability	-	91	-	92	49	43	6	2	617
Value for money									
All fare-paying passengers	-	68	-	66	32	34	16	17	1053
Aged 16 to 34	-	63	-	62	32	31	19	19	458
Aged 35 to 59	-	74	-	65	29	36	18	18	468
Passengers commuting	-	66	-	66	32	34	15	19	536
Passengers not commuting	-	71	-	65	32	33	19	17	486
Punctuality & time waiting for bus									
Punctuality of the bus	-	79	-	80	51	29	8	12	2124
The length of time waited	-	79	-	81	50	31	10	9	2237
On-bus journey time									
Time the journey on the bus took	-	86	-	90	59	32	8	2	2227

Detailed results

Satisfaction (%)	2015 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /nor	2018 all dissatisfied	2018 base size
On the bus									
Route/destination information on the outside of the bus	-	89	-	89	61	29	9	2	2205
The cleanliness and condition of the outside of the bus	-	82	-	86	44	42	10	4	2175
The ease of getting onto the bus	-	-	-	92	60	32	6	2	2227
The length of time it took to board	-	91	-	93	66	27	6	1	2195
The cleanliness and condition of the inside of the bus	-	83	-	85	39	46	10	6	2280
The information provided inside the bus	-	71	-	74	33	41	22	5	2033
The availability of seating or space to stand	-	90	-	93	57	35	5	2	2213
The comfort of the seats	-	81	-	86	42	44	9	5	2216
The amount of personal space you had around you	-	81	-	87	46	41	8	5	2201
Provision of grab rails to stand/move within the bus	-	86	-	88	50	38	8	4	2172
The temperature inside the bus	-	79	-	84	43	41	9	7	2202
Your personal security whilst on the bus	-	87	-	89	54	36	8	2	2204
Ease of getting off the bus	-	-	-	93	57	36	6	2	2208
The bus driver									
How near to the kerb the driver stopped	-	93	-	95	68	27	4	1	2191
The driver's appearance	-	91	-	94	67	27	5	0	2140
The greeting/welcome you got from the driver	-	79	-	82	54	28	14	4	2176
The helpfulness and attitude of the driver	-	79	-	85	56	29	12	3	2134
The time the driver gave you to get to your seat	-	84	-	86	57	29	12	2	2136
Smoothness/freedom from jolting during the journey	-	79	-	83	47	35	11	6	2154
Safety of the driving (i.e. speed, driver concentrating)	-	89	-	89	58	31	9	2	2129



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).

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 mid-points for three-hour shifts during which fieldworkers 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 offered a choice of completing a paper questionnaire, together with a reply-paid envelope, or else completing an online survey, by providing an email address for this to be sent to.

The survey 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 rating.

Fieldwork was conducted between 10 September and 12 December 2018, excluding the October school half-term holiday period as it was in each sampling area (mostly 13 to 28 October).

The data was weighted to help provide a representative picture of passenger journeys in each sampling area. Within each sampling area, weights were applied for age and gender and for the 'day-part' in which passenger journeys were made. The demographic weights were determined by recording observable age and gender of passengers on board buses during each fieldwork shift, as there is no available data on this at sampling area level. 'Day-parts' are: morning peak, off-peak, evening peak and weekend. The weights for each day-part were determined from passenger counts on a sample of all surveyed bus journeys, across the different times of day and days of the week.

The final stage of weighting was to ensure that in the final data, each participating sampling area (within the survey) is represented in proportion to its annual passenger journey numbers. These weights were derived from bus journey statistics published by the Department for Transport and, in some cases, from bus operator supplied information.

Transport Focus was supported by BVa BDRC in conducting the autumn 2018 survey.

This year we received a total of 48,931 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.

Themes that are affecting overall passenger satisfaction charts

The approach we used for identifying the key drivers of overall journey satisfaction amongst bus passengers, comprised of two stages. At the first stage, we took all 31 individual satisfaction measures from the survey (apart from the overall journey satisfaction) and formed them into themes using a statistical technique known as factor analysis, which groups together those satisfaction measures that are responded to similarly within the data. For instance, where high or low scores are given for measure 'x', there tends to be a similar rating for measures 'y' and 'z', so the 'factor' or theme becomes 'A'. Through this process we identified ten themes, which are shown below, alongside the measures that formed each theme:

For the second stage, these themes were then used to identify how much effect each one has on passengers' rating for overall journey satisfaction, by means of a key driver analysis.

The square diagrams show the proportionate influence that each theme has on satisfaction for that area/operator. They should be read like a pie chart where the slices or portions are relative to each other and together add up to 100%.

Theme (factor)

1 Bus driver
2 On bus environment and comfort
3 Bus stop condition
4 Boarding the bus
5 Timeliness
6 Bus cleanliness and information on-board
7 Access to the bus stop
8 Bus stop safety and information
9 Journey time
10 Value for money

Questions

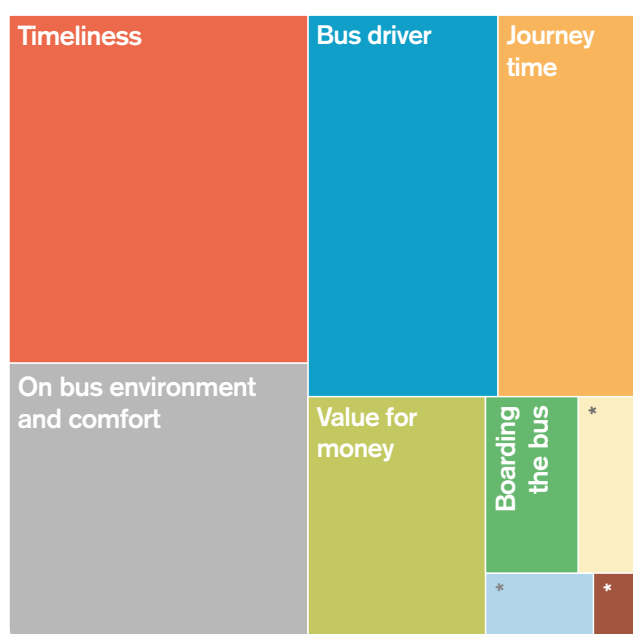
<ul style="list-style-type: none"> • Satisfaction with bus driver: Nearness to kerb • Satisfaction with bus driver: Appearance • Satisfaction with bus driver: The greeting/welcome you got • Satisfaction with bus driver: Helpfulness/attitude • Satisfaction with bus driver: Time to get to seat • Satisfaction with bus driver: Smoothness/freedom from jolting • Satisfaction with bus driver: Safety of the driving
<ul style="list-style-type: none"> • Availability of seating or space to stand • Comfort of the seats • Amount of personal space • Provision of grab rails to stand/move within the bus • Temperature inside the bus • Personal security • Ease of getting off the bus
<ul style="list-style-type: none"> • General condition/standard of maintenance • Freedom from graffiti/vandalism • Freedom from litter
<ul style="list-style-type: none"> • Satisfaction with route/destination information • Ease of getting onto the bus • Satisfaction with time taken to board
<ul style="list-style-type: none"> • Satisfaction with waiting time • Satisfaction with punctuality
<ul style="list-style-type: none"> • Satisfaction with exterior cleanliness/condition • Satisfaction with interior cleanliness/condition • Info provided inside bus
<ul style="list-style-type: none"> • Distance from journey start • Convenience/accessibility
<ul style="list-style-type: none"> • Information provided at the stop • Personal safety at stop
<ul style="list-style-type: none"> • Satisfaction with on-bus journey time
<ul style="list-style-type: none"> • Satisfaction with VFM (fare-payers only)

So, in the example opposite, the theme of 'timeliness' which is shaded red, has the greatest influence on satisfaction, followed by 'bus driver', while themes such as 'access to the bus stop' and 'bus stop condition' have relatively little influence here. This analysis was conducted on fare-paying passengers only, so that the influence of value for money could be included. There are noticeable and interesting differences in the impact of different themes between operators and areas.

The methodology document explains the process in more detail.

Interpreting results

The autumn 2018 wave of BPS was carried out across 50 sampling areas in England. All six former metropolitan counties were selected, and the remaining 44 sampling areas were a broad mix of 11 unitary LTAs, nine two-tier LTAs, and 24 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. 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 addition, the autumn 2018 wave was carried out in Scotland, on a nearly national level (mostly based upon the six transport partnership areas), as it had been in autumn 2016. The autumn 2015 and 2017 waves were conducted on a smaller scale in Scotland, covering various bus operator areas within Scotland, supplemented (in 2017 only) by an Aberdeenshire area sample boost. Given the different approaches used for the survey in Scotland over recent years, direct comparability between the survey waves is more limited. In this report we have shown results for 2018 and 2016, where a direct comparison can be made.

Further detail

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

Waiver

Transport 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 Transport Focus does not accept any liability for error or omission.

Transport Focus is not responsible for how the information is used, how it is interpreted or what reliance is placed upon it. Transport 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

- Bournemouth and Poole: morebus (Go-Ahead) and Yellow Buses
- Cheshire West and Chester: Cheshire West and Chester Council and Stagecoach
- Cornwall Council
- County Durham: County Durham Council, Arriva and Go North East
- Derbyshire: Derbyshire County Council and Stagecoach
- East Sussex: East Sussex County Council and Stagecoach
- Essex: Essex County Council and First
- Greater Manchester: Transport for Greater Manchester (TfGM), First and Stagecoach
- Kent: Kent County Council, Arriva and Stagecoach
- Leicester City: Leicester City Council and Arriva
- Lincolnshire: Lincolnshire County Council and Stagecoach
- Mersey and Halton: Merseytravel, Arriva and Stagecoach
- Milton Keynes: Milton Keynes Council and Arriva
- Northumberland County Council
- Nottinghamshire: Nottinghamshire County Council, Nottingham City Transport, Stagecoach and Trent Barton
- Oxfordshire: Oxford Bus Company and Stagecoach
- South Yorkshire: South Yorkshire PTE, First and Stagecoach
- Staffordshire County Council
- Swindon: Swindon Borough Council, Stagecoach and Swindon's Bus Company (Go-Ahead)
- Tees Valley: Tees Valley Bus Network Improvement Board (Darlington, Hartlepool,
- Middlesbrough, Redcar and Cleveland and Stockton on Tees Councils)
- Tyne and Wear: Go North East and Stagecoach
- West Midlands: Transport for West Midlands (TfWM), National Express, West Midlands and Coventry Voluntary Multilateral Agreement partners
- West of England Combined Authority and North Somerset: Bristol City, Bath and North East Somerset, North Somerset, and South Gloucestershire Councils, and First
- West Yorkshire: West Yorkshire Combined Authority and the Bus 18 operators
- Worcestershire County Council
- York (City of) Council

Operator-specific areas

- The Blackburn Bus Company (Transdev Blazefield)
- Blackpool Transport Services
- First South Coast

- Go-Ahead Group to cover these bus companies:
 - Bluestar
 - Brighton and Hove Bus
 - Carousel Buses
 - East Yorkshire Motor Services (Hull routes)
 - Konectbus
 - Metrobus
 - Oxford Park and Ride
 - Plymouth Citybus
 - Salisbury Reds
 - Southern Vectis
- Nottingham City Transport (Nottingham City routes)
- Reading Buses
- Stagecoach Group to cover these parts of their business
 - Stagecoach in Cumbria and North Lancashire
 - Stagecoach East
 - Stagecoach East – Cambridge Busway
 - Stagecoach Gloucestershire routes
 - Stagecoach Midlands (Northamptonshire and Warwickshire routes)
 - Stagecoach South
 - Stagecoach South West
 - Stagecoach West of England routes
- Warrington's Own Buses

Scotland

Local transport authority areas

- Highlands: Transport Scotland, the Regional Transport Partnerships and Stagecoach
- North East: Transport Scotland, the Regional Transport Partnerships, First and Stagecoach
- South East: Transport Scotland and the Regional Transport Partnerships
- South West: Transport Scotland, the Regional Transport Partnerships and Stagecoach
- Strathclyde: Transport Scotland and the Regional Transport Partnerships
- Tayside and Central: Transport Scotland, the Regional Transport Partnerships, National Express and Stagecoach

Operator-specific areas

- First Glasgow
- First Scotland East
- Lothian Buses

In Scotland, results for the operator-specific areas have been included within those for the relevant local transport authority areas.

Contact Transport Focus

Any enquiries about this research should be addressed to:

Robert Pain

Senior Insight Advisor

0300 123 0835

robert.pain@transportfocus.org.uk

www.transportfocus.org.uk

Fleetbank House

2-6 Salisbury Square

London

EC4Y 8JX

Transport Focus is the operating name of the Passengers' Council

Transport Focus is the independent consumer organisation representing the interests of:

- all users of England's motorways and major 'A' roads (the Strategic Road Network)
- rail passengers in Great Britain
- bus, coach and tram users across England outside London.

We work to make a difference for all transport users