

# Transport Focus Bus Passenger Survey Results 2018



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# Section 1 – Overall Journey Satisfaction



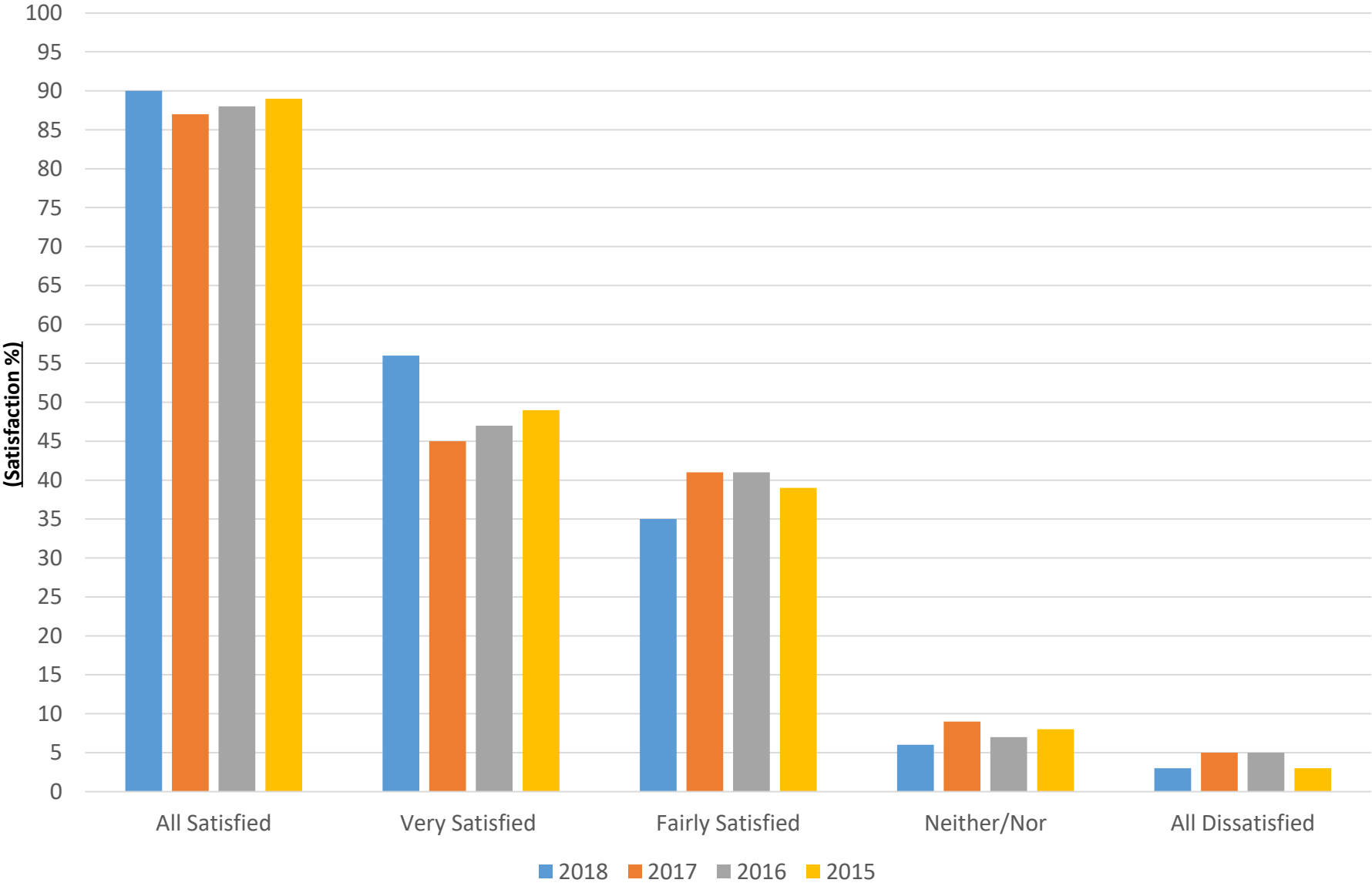
A Graph To Show Overall Journey Satisfaction For All Customers

Satisfaction %

	2018	2017	2016	2015
All Satisfied	90	87	88	89
Very Satisfied	56	45	47	49
Fairly Satisfied	35	41	41	39
Neither/Nor	6	9	7	8
All Dissatisfied	3	5	5	3

What do these results tell us?

- There has been very little change in overall journey satisfaction for all customers.
- The percentage of dissatisfied customers has dropped by 2%.
- There has been a large increase of 11% in the customers that are very satisfied.



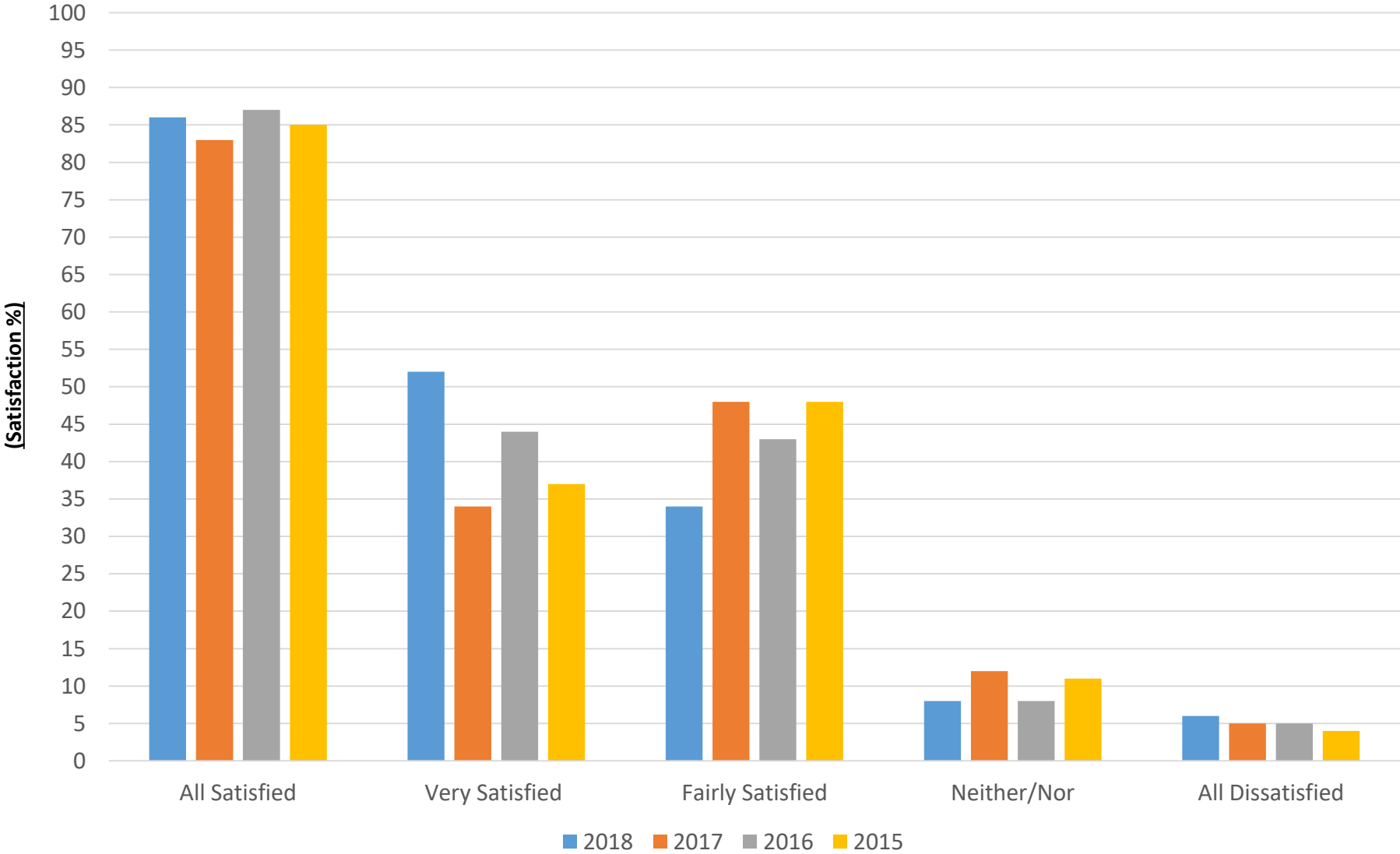
# A Graph To Show Overall Journey Satisfaction For Fare Paying Customers

Satisfaction %

	2018	2017	2016	2015
All Satisfied	86	83	87	85
Very Satisfied	52	34	44	37
Fairly Satisfied	34	48	43	48
Neither/Nor	8	12	8	11
All Dissatisfied	6	5	5	4

**What do these results tell us?**

- There has been very little change in overall journey satisfaction for fare paying customers.
- There has been very little change in the percentage of dissatisfied customers.
- There has been a large increase of 18% in the customers that are very satisfied.



Satisfaction %

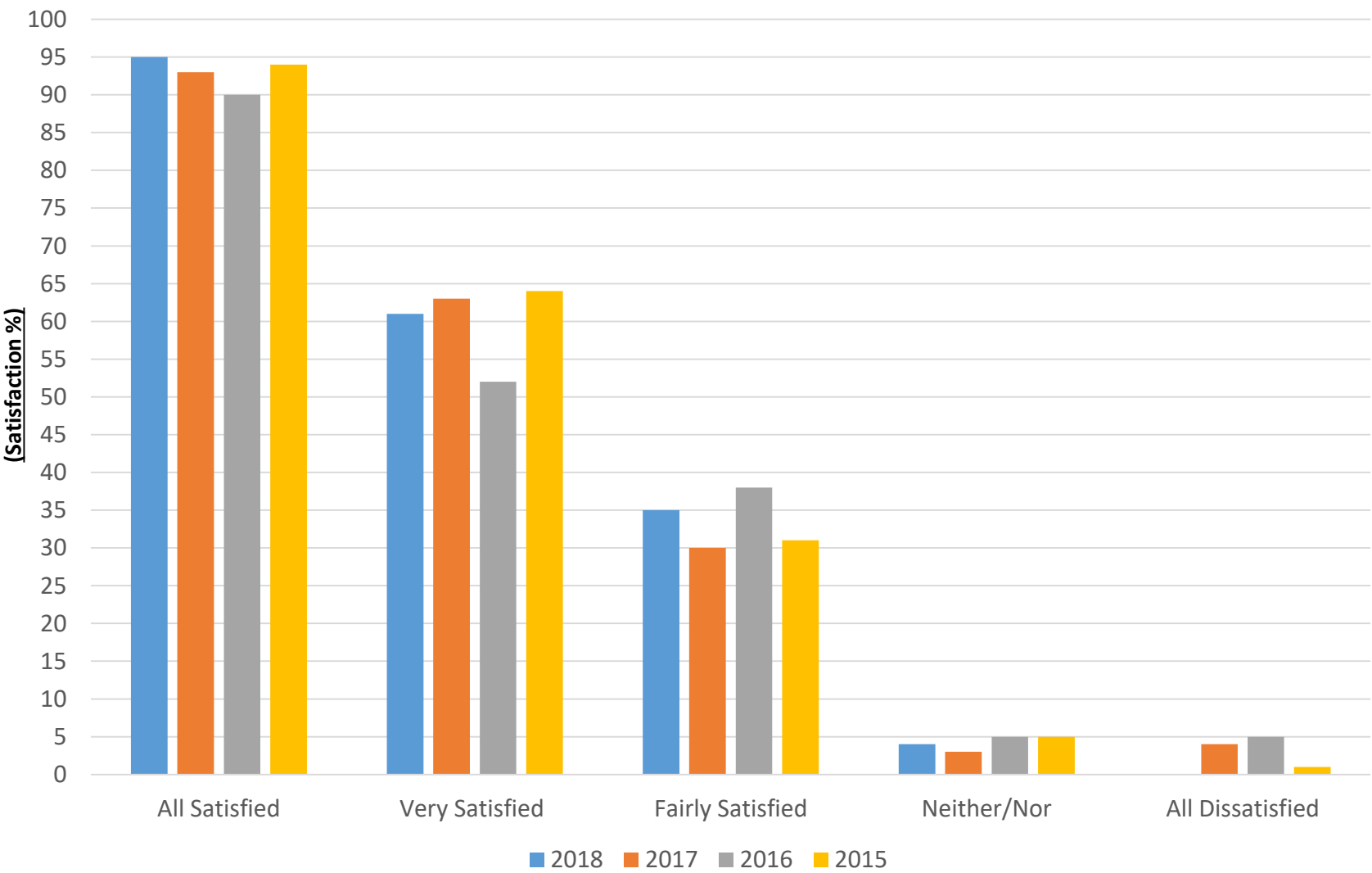
	<u>2018</u>	<u>2017</u>	<u>2016</u>	<u>2015</u>
All Satisfied	95	93	90	94
Very Satisfied	61	63	52	64
Fairly Satisfied	35	30	38	31
Neither/Nor	4	3	5	5
All Dissatisfied	0	4	5	1

What do these results tell us?

- The percentage of all satisfied customers has grown most years.
- In 2018 the percentage of dissatisfied customers is 0% showing a drop of 4% when compared to 2017.
- There has been a drop of 2% in very satisfied customers but an increase of 5% in fairly satisfied customers.



A Graph To Show Overall Journey Satisfaction For Free Pass Holders



### Satisfaction %

	2018	2017	2016	2015
All Satisfied	83	79	87	-
Very Satisfied	39	24	44	-
Fairly Satisfied	44	54	43	-
Neither/Nor	11	16	7	-
All Dissatisfied	7	6	6	-

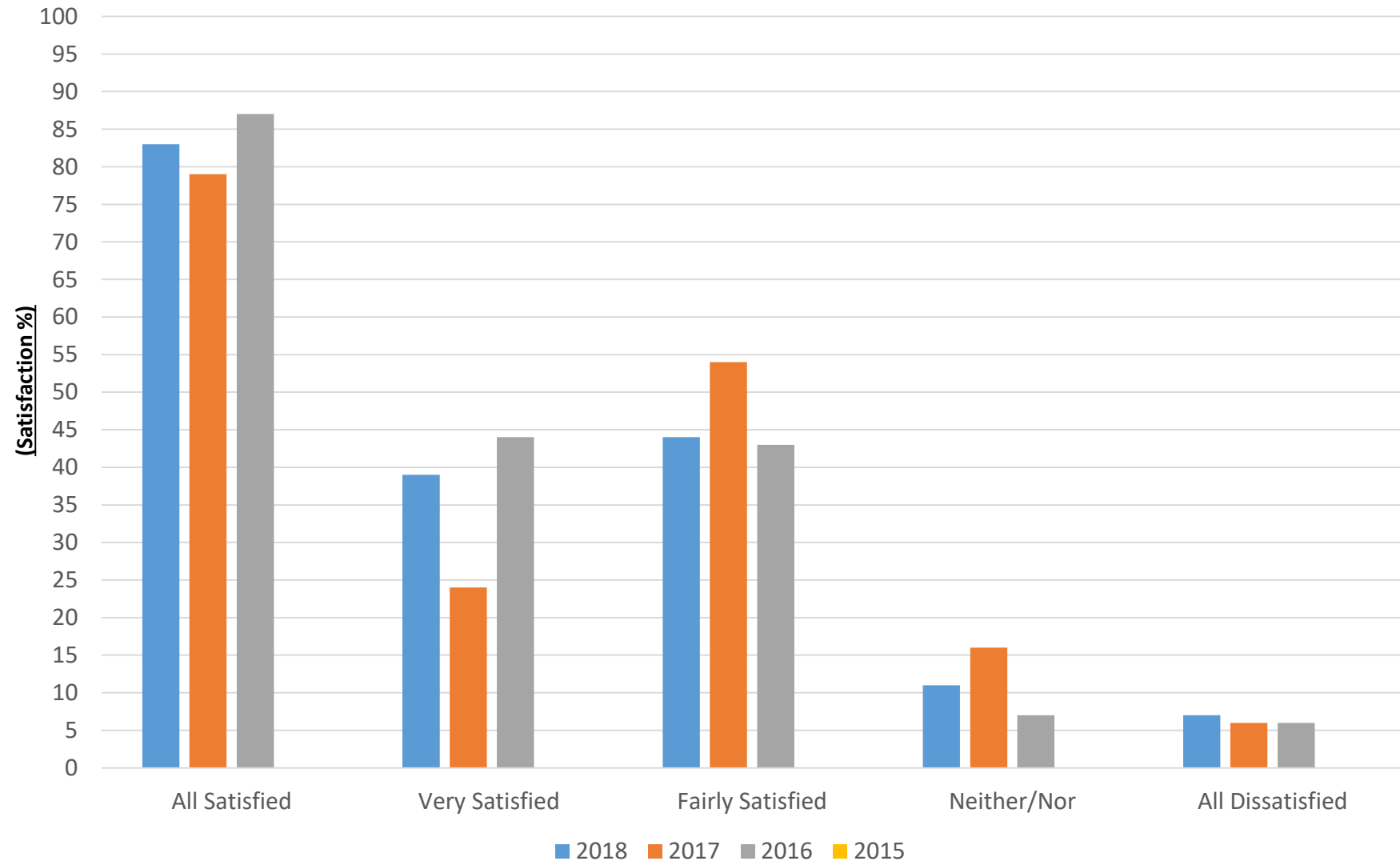
### What do these results tell us?

- Previously in 2017 there was a huge drop of 8% but in 2018 there has been an increase of 4% with regard to all satisfied customers.
- There has been very little change in the percentage of dissatisfied customers.
- There has been a huge 15% increase in the percentage of very satisfied customers.



	16 to 34	35 to 59	Variation
All Satisfied	83%	95%	12%
Very Satisfied	39%	66%	27%

## A Graph To Show Overall Journey Satisfaction For Customers Aged 16 to 34



### Satisfaction %

	2018	2017	2016	2015
All Satisfied	95	92	84	92
Very Satisfied	66	50	42	50
Fairly Satisfied	29	42	42	42
Neither/Nor	2	4	9	4
All Dissatisfied	3	4	7	4

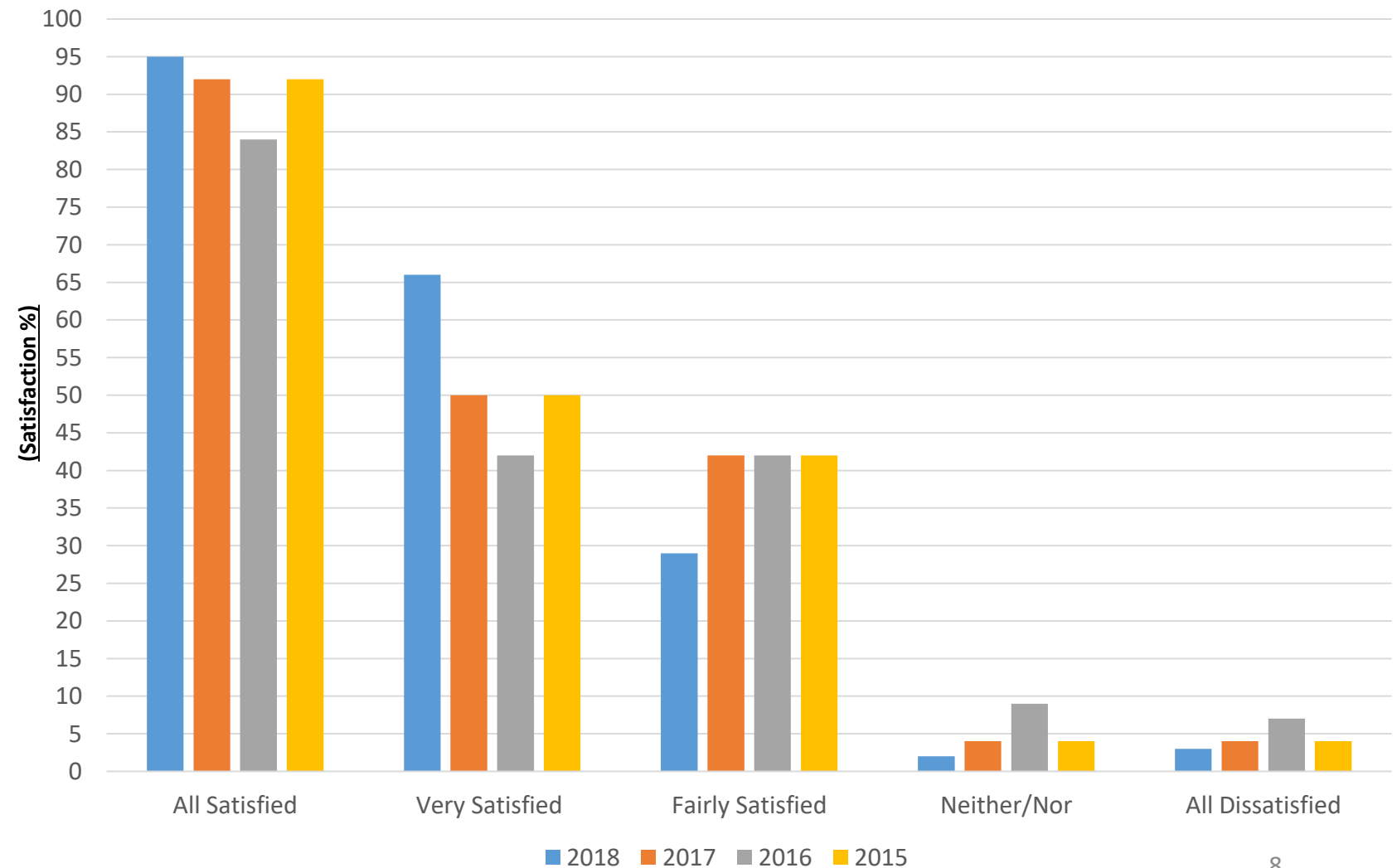
### What do these results tell us?

- In 2016 there was an 8% drop in the percentage of all satisfied customers but this has steadily improved with increase of 11% in 2018 when compared to 2016.
- The percentage of all satisfied customers has grown in most years.
- There has been a huge increase by 16% in the percentage of very satisfied customers.
- Since 2016 the percentage of dissatisfied customers has dropped by 4%.



	16 to 34	35 to 59	Variation
All Satisfied	83%	95%	12%
Very Satisfied	39%	66%	27%

## A Graph To Show Overall Journey Satisfaction For Customers Aged 35 to 59





### Satisfaction %

	2018	2017	2016	2015
All Satisfied	80	86	87	85
Very Satisfied	40	32	42	42
Fairly Satisfied	40	55	45	43
Neither/Nor	14	9	10	12
All Dissatisfied	7	5	3	3

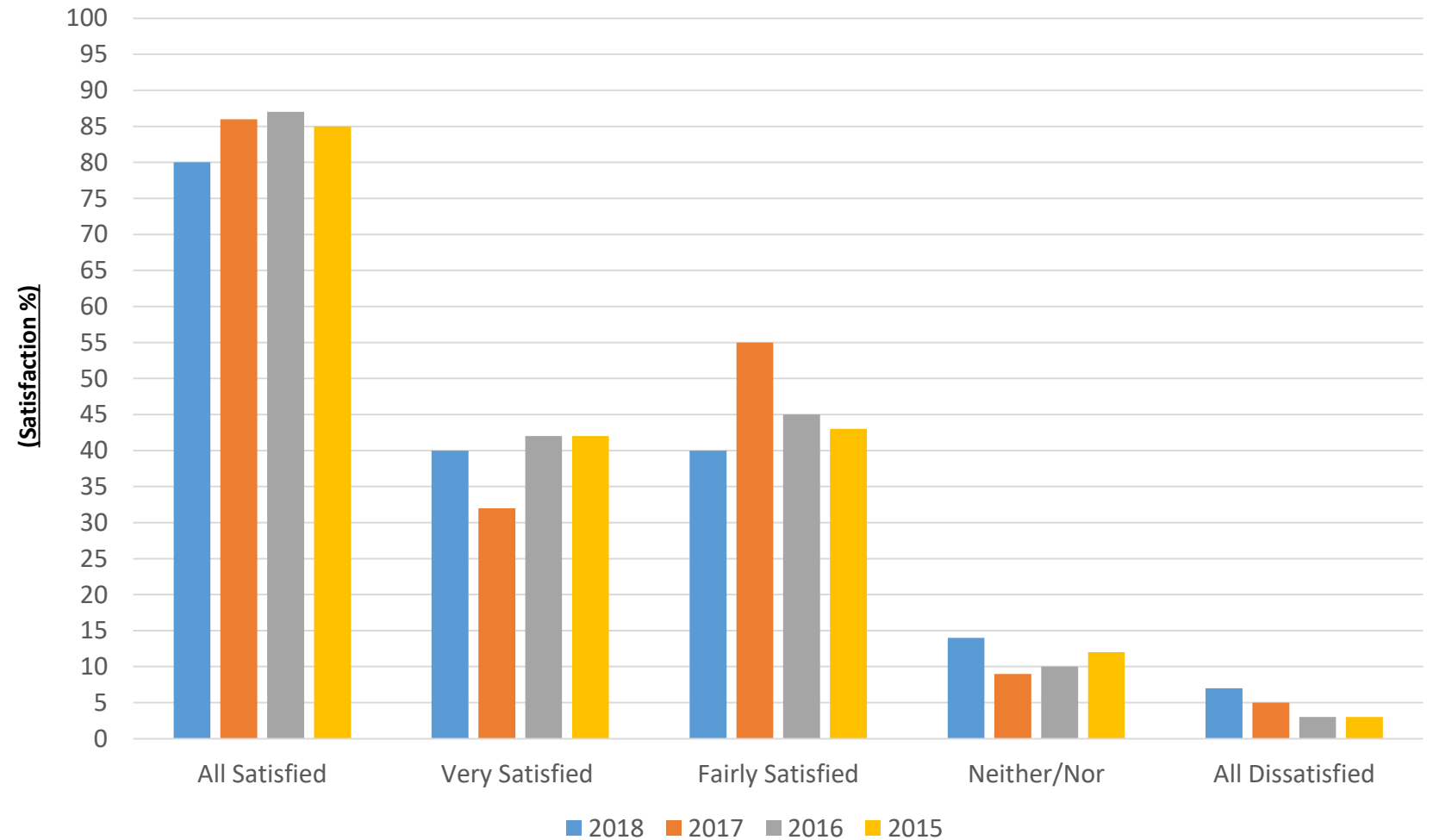
### What do these results tell us?

- The percentage of all satisfied customers has dropped by 6%.
- There has been an increase of 8% in the percentage of very satisfied customers.
- There has been a drop of 15% in the percentage of fairly satisfied customers.
- Since 2016 there has been a 2% rise each year in dissatisfied customers.



	Commuting	Not Commuting	Variation
All Satisfied	80%	96%	16%
Very Satisfied	40%	64%	24%

## A Graph To Show Overall Journey Satisfaction For Customers Commuting



### Satisfaction %

	2018	2017	2016	2015
All Satisfied	96	87	90	93
Very Satisfied	64	53	51	56
Fairly Satisfied	32	33	38	37
Neither/Nor	3	9	5	5
All Dissatisfied	1	4	6	3

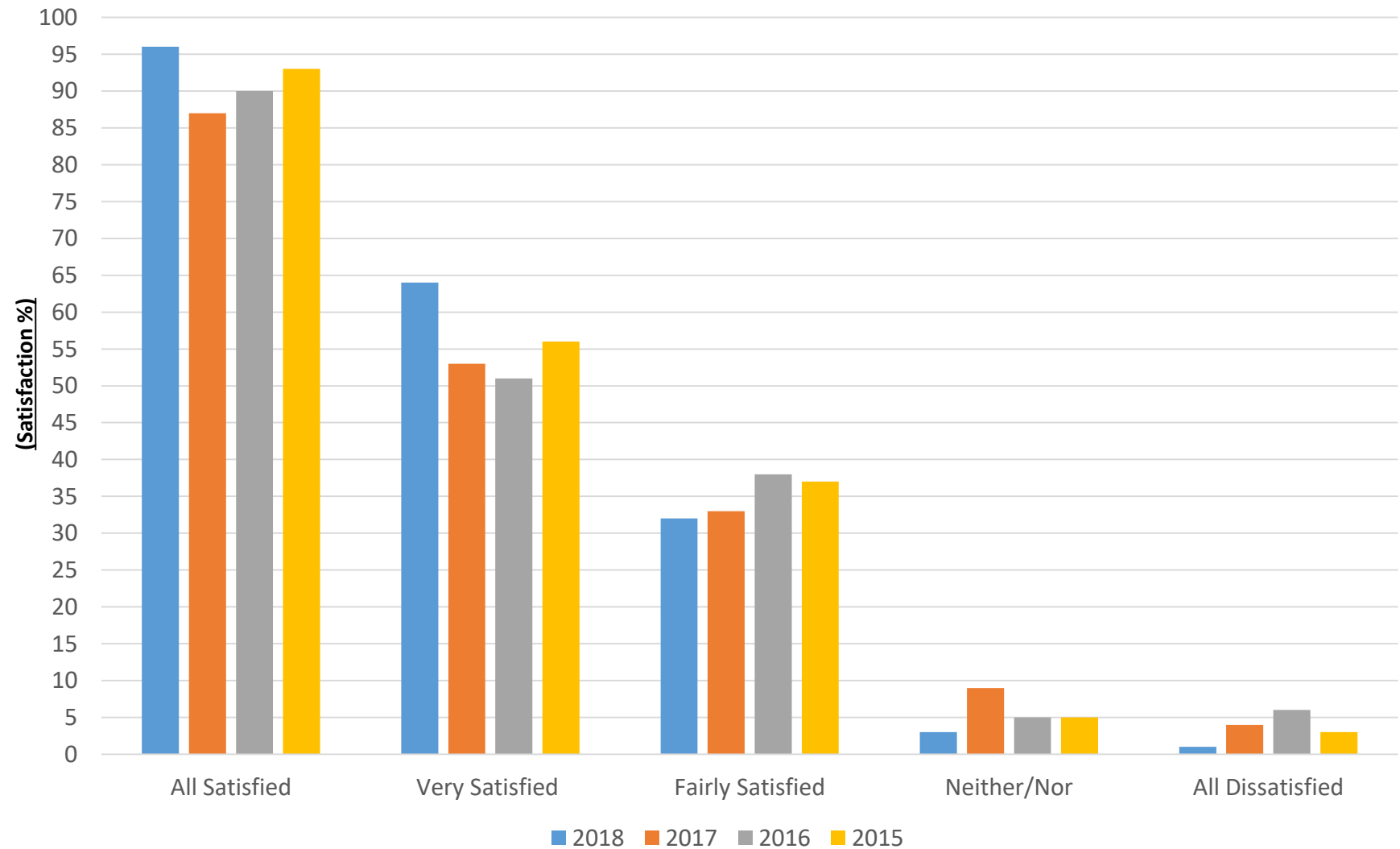
### What do these results tell us?

- There has been a 9% increase in the percentage of all satisfied customers.
- There has been an increase of 11% in the percentage of very satisfied customers.
- The percentage of dissatisfied customers has dropped by 4%.



	Commuting	Not Commuting	Variation
All Satisfied	80%	96%	16%
Very Satisfied	40%	64%	24%

## A Graph To Show Overall Journey Satisfaction For Customers Not Commuting



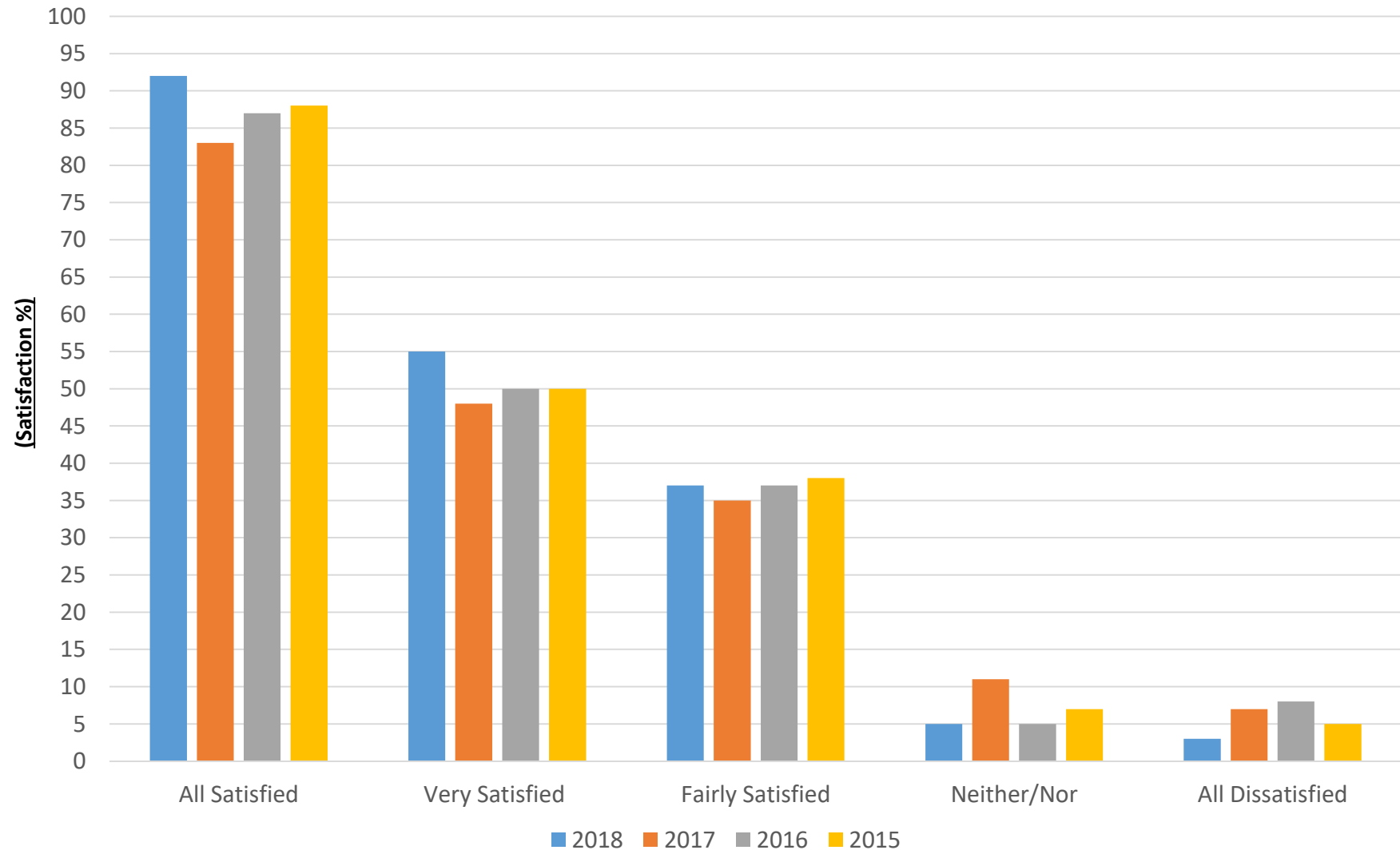
## A Graph To Show Overall Journey Satisfaction For Customers Who Say They Have A Disability

**Satisfaction %**

	<u>2018</u>	<u>2017</u>	<u>2016</u>	<u>2015</u>
<b>All Satisfied</b>	92	83	87	88
<b>Very Satisfied</b>	55	48	50	50
<b>Fairly Satisfied</b>	37	35	37	38
<b>Neither/Nor</b>	5	11	5	7
<b>All Dissatisfied</b>	3	7	8	5

### What do these results tell us?

- There has been a 9% increase in the percentage of all satisfied customers.
- There has been an increase of 7% in the percentage of very satisfied customers.
- The percentage of dissatisfied customers has dropped by 4%.



## Section 2 – Value For Money




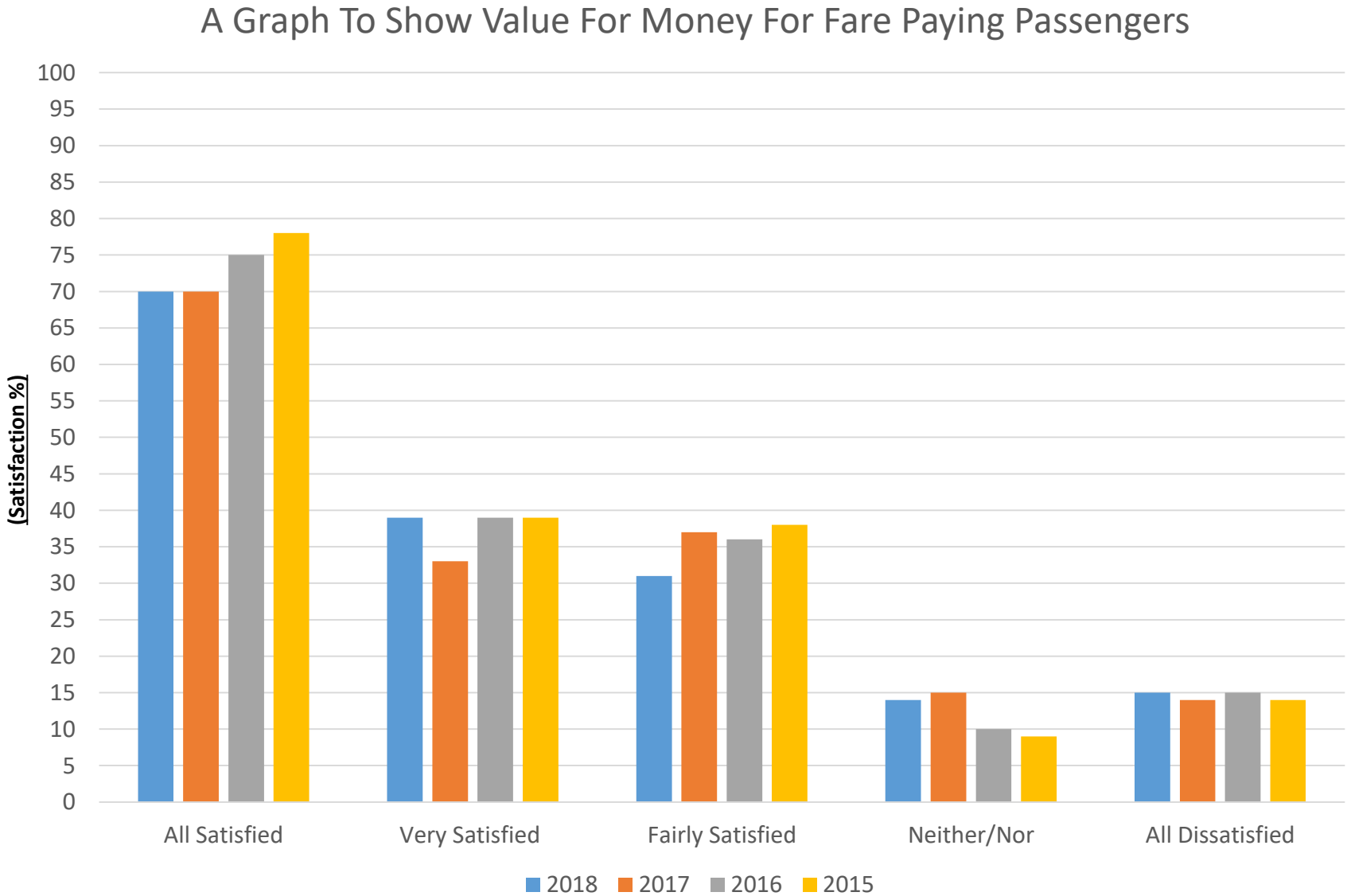


	<u>2018</u>	<u>2017</u>	<u>2016</u>	<u>2015</u>
<b>All Satisfied</b>	70	70	75	78
<b>Very Satisfied</b>	39	33	39	39
<b>Fairly Satisfied</b>	31	37	36	38
<b>Neither/Nor</b>	14	15	10	9
<b>All Dissatisfied</b>	15	14	15	14

**What do these results tell us?**

- There has been a gradual decline in the percentage of all satisfied customers.
- There has been an increase of 6% in the percentage of very satisfied customers.
- There has been little change in the percentage of dissatisfied customers.





### Satisfaction %

	2018	2017	2016	2015
All Satisfied	63	67	75	-
Very Satisfied	30	29	43	-
Fairly Satisfied	33	37	31	-
Neither/Nor	16	16	7	-
All Dissatisfied	21	17	19	-

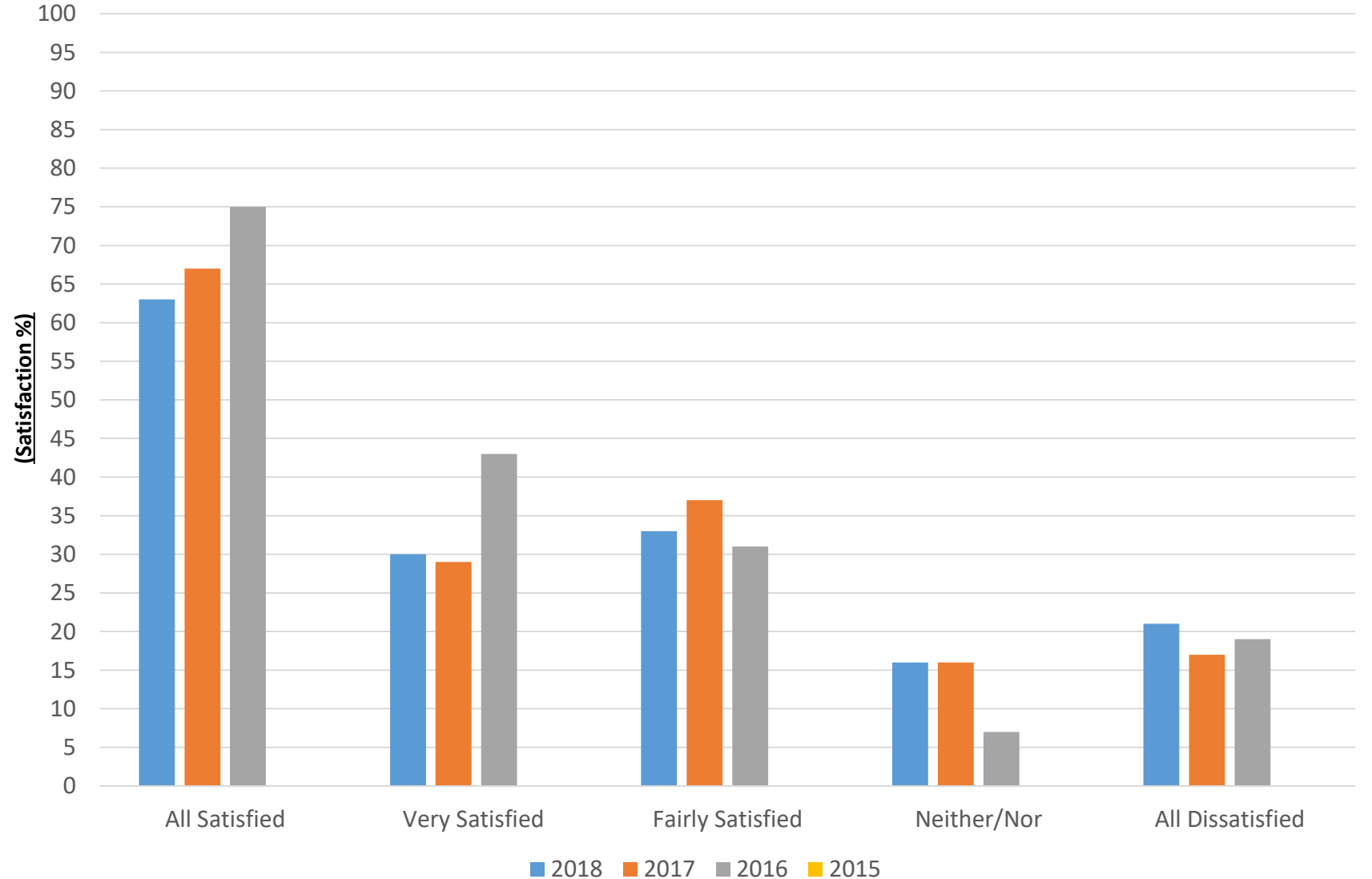
### What do these results tell us?

- There has been a 4% decrease in the percentage of all satisfied customers.
- The percentage of satisfied customers has dropped every year.
- There has been an increase of 4% in the percentage of dissatisfied customers.



	16 to 34	35 to 59	Variation
All Satisfied	63%	79%	16%
Very Satisfied	30%	46%	16%
All Dissatisfied	21%	11%	10%

## A Graph To Show Value For Money For Fare Paying Customers Aged 16 To 34



### Satisfaction %

	2018	2017	2016	2015
All Satisfied	79	75	76	83
Very Satisfied	46	37	32	39
Fairly Satisfied	33	38	43	44
Neither/Nor	10	14	14	11
All Dissatisfied	11	11	11	7

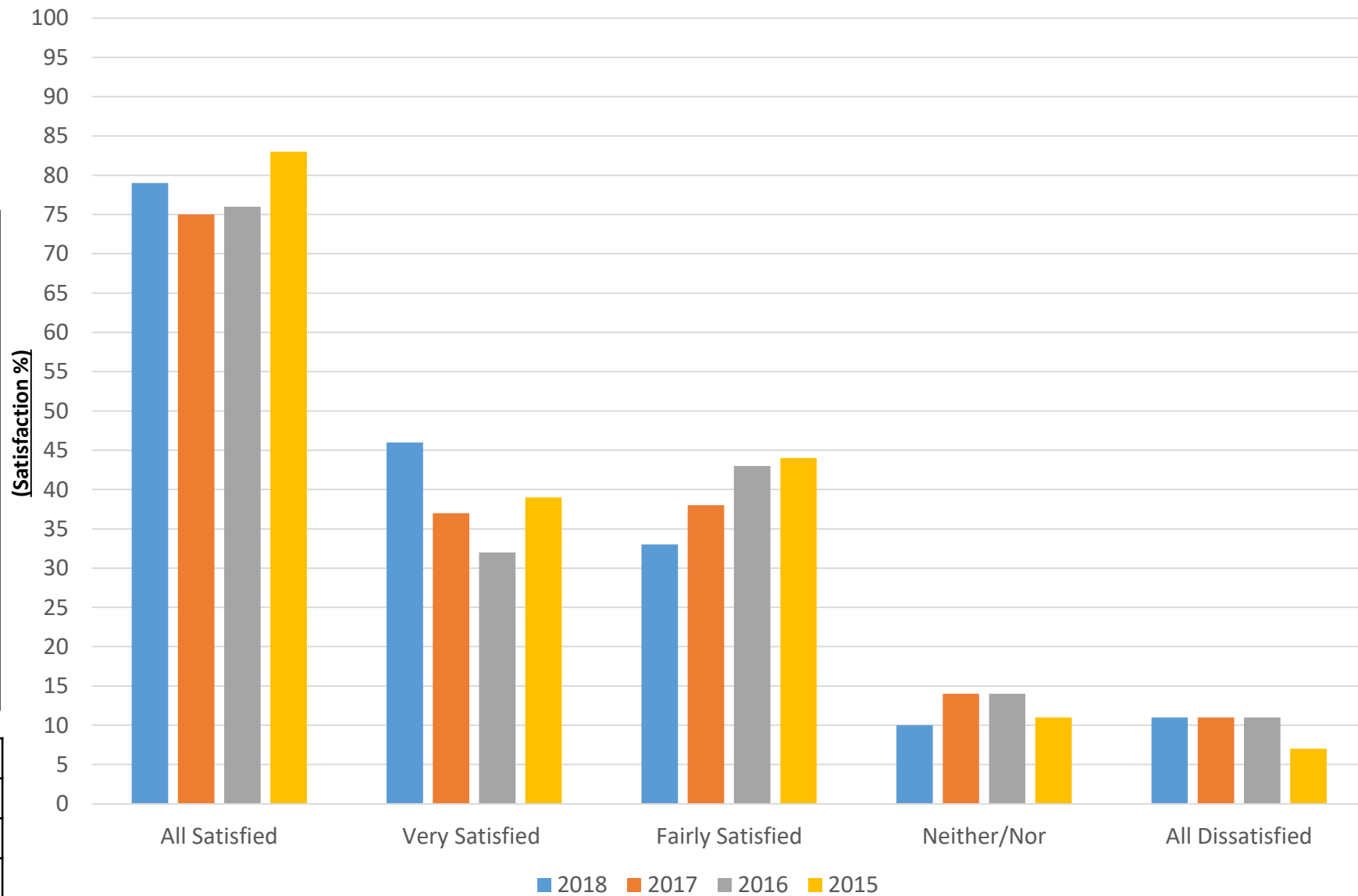
### What do these results tell us?

- There has been a 4% increase in the percentage of all satisfied customers.
- The percentage of satisfied customers has grown every year.
- There has been a 9% increase in the percentage of very satisfied customers.
- The percentage of dissatisfied customers has stayed the same at 11%.



	16 to 34	35 to 59	Variation
All Satisfied	63%	79%	16%
Very Satisfied	30%	46%	16%
All Dissatisfied	21%	11%	10%

### A Graph To Show Value For Money For Customers Aged 35 To 59



### Satisfaction %

	<u>2018</u>	<u>2017</u>	<u>2016</u>	<u>2015</u>
<b>All Satisfied</b>	60	62	74	78
<b>Very Satisfied</b>	32	31	35	41
<b>Fairly Satisfied</b>	27	31	39	37
<b>Neither/Nor</b>	16	19	11	10
<b>All Dissatisfied</b>	24	19	15	13

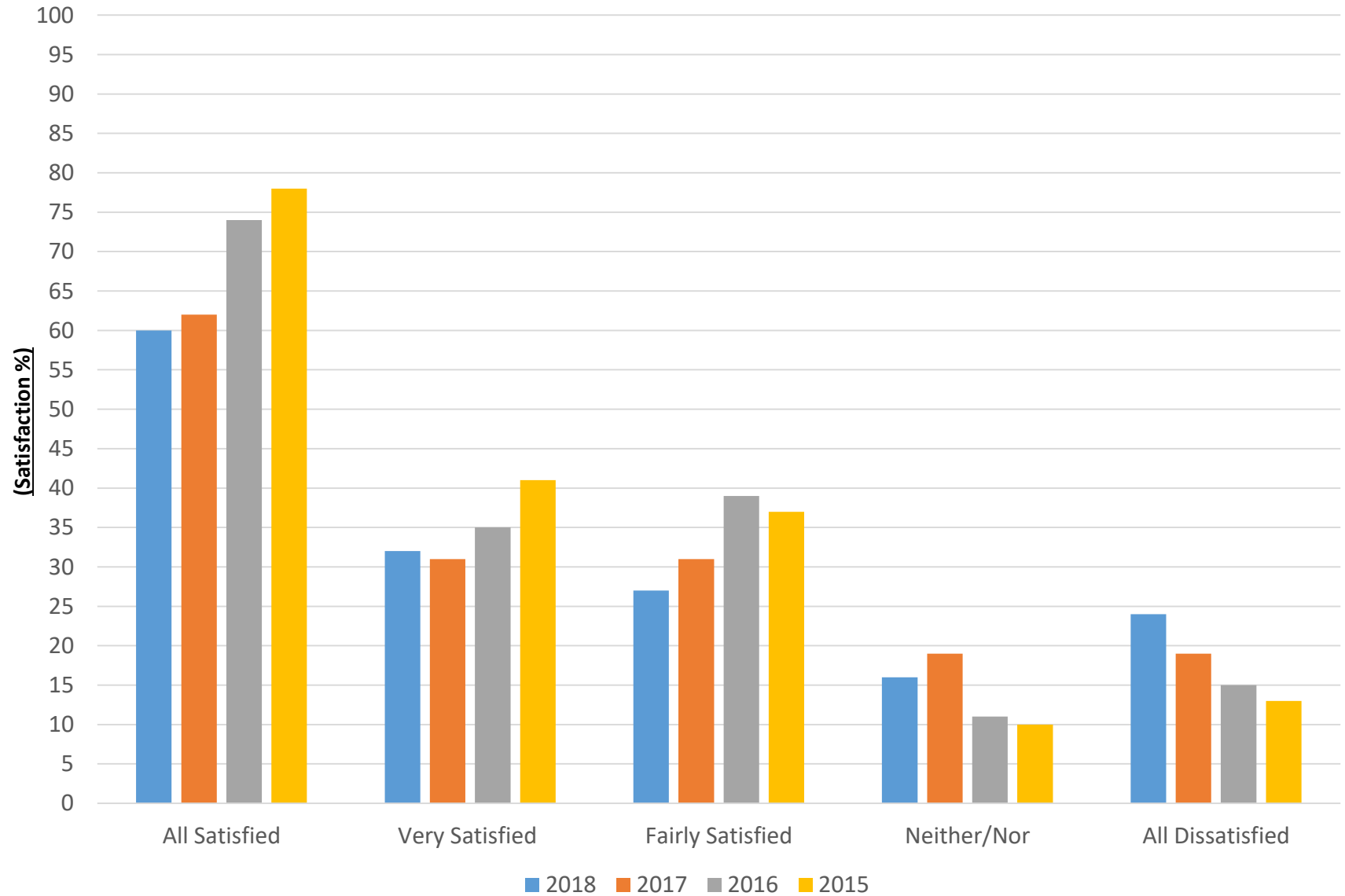
### What these results tell us?

- Since 2016 the percentage of all satisfied customers has dropped by 18%.
- The percentage of satisfied customers has dropped every year.
- The percentage of dissatisfied customers has increased by 5%.



	Commuting	Not Commuting	Variation
All Satisfied	60%	81%	21%
Very Satisfied	32%	46%	14%
All Dissatisfied	24%	5%	19%

## A Graph To Show Value For Money For Passengers Commuting





### Satisfaction %

	2018	2017	2016	2015
All Satisfied	81	82	76	-
Very Satisfied	46	37	45	-
Fairly Satisfied	35	44	31	-
Neither/Nor	13	10	10	-
All Dissatisfied	5	8	14	-

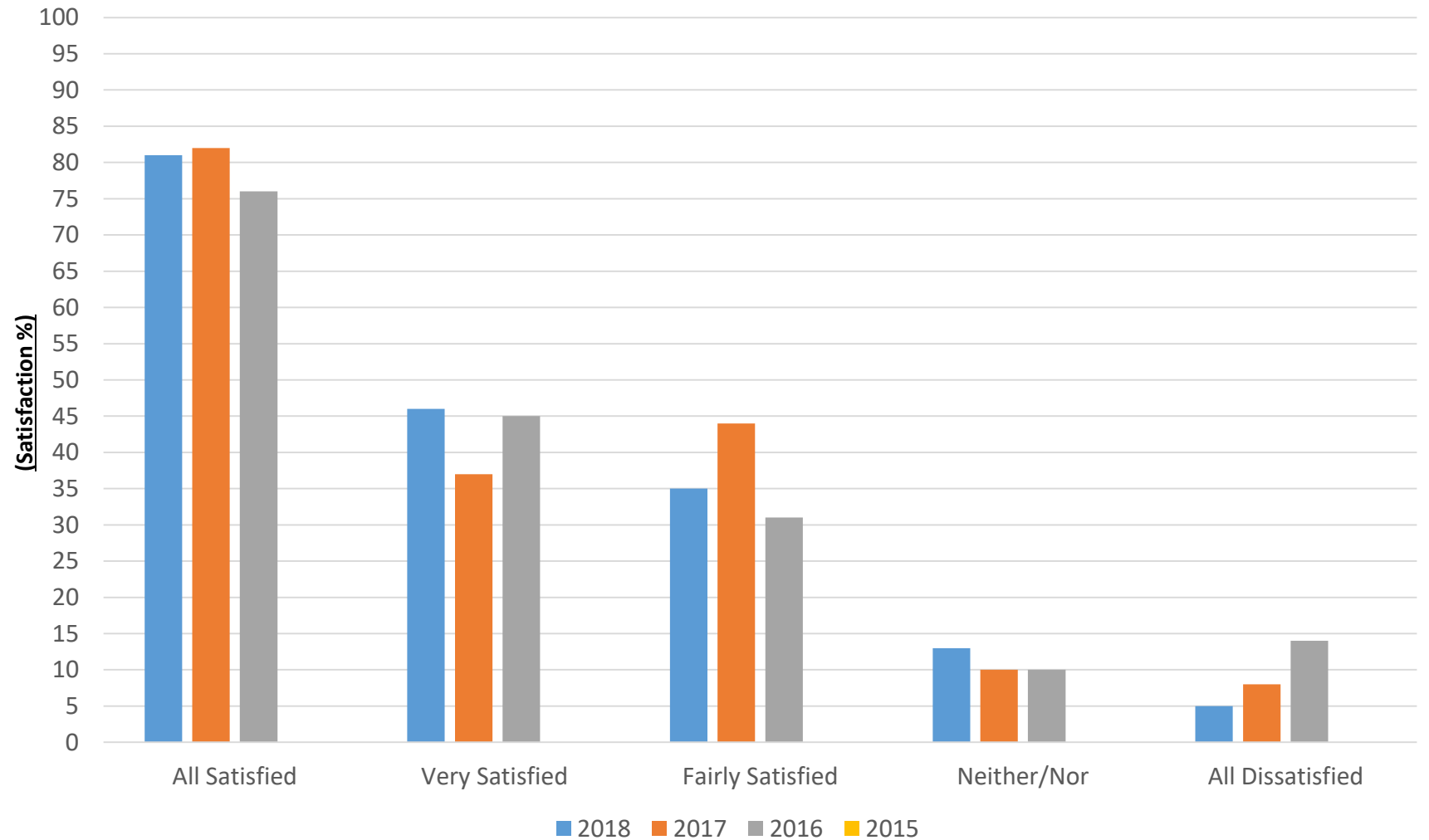
### What do these results tell us?

- The percentage of very satisfied customers has increased by 9%.
- The percentage of dissatisfied customers has dropped by 3%.



	Commuting	Not Commuting	Variation
All Satisfied	60%	81%	21%
Very Satisfied	32%	46%	14%
All Dissatisfied	24%	5%	19%

### A Graph To Show Value For Money For Customers Not Commuting



## Section 3 – Punctuality



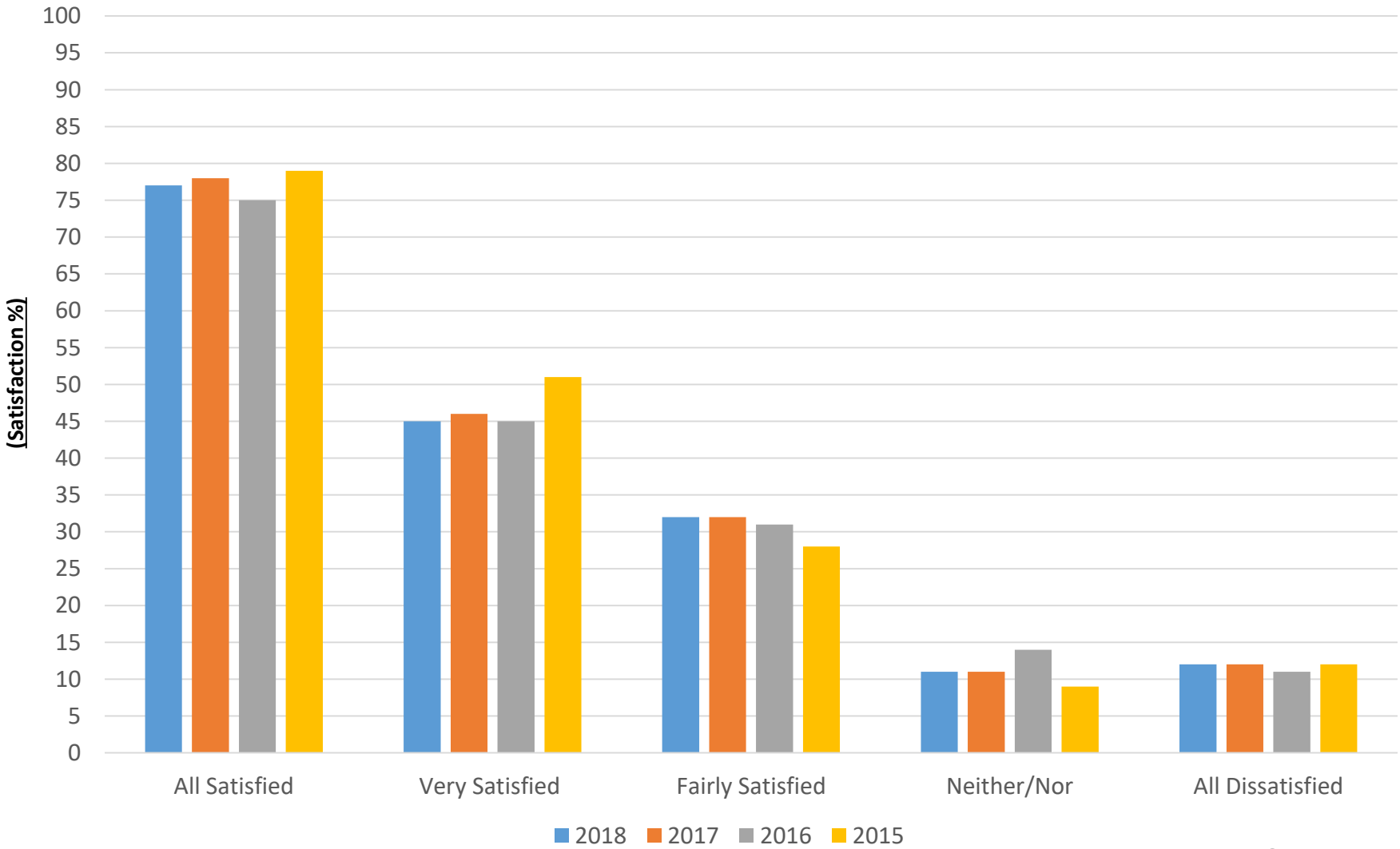
# A Graph To Show Customer Satisfaction Over The Punctuality Of The Bus

Satisfaction %

	2018	2017	2016	2015
All Satisfied	77	78	75	79
Very Satisfied	45	46	45	51
Fairly Satisfied	32	32	31	28
Neither/Nor	11	11	14	9
All Dissatisfied	12	12	11	12

**What do these results tell us?**

- The results tell us that there hasn't been a large amount of change at all with either 1% or 2% changes across all areas.



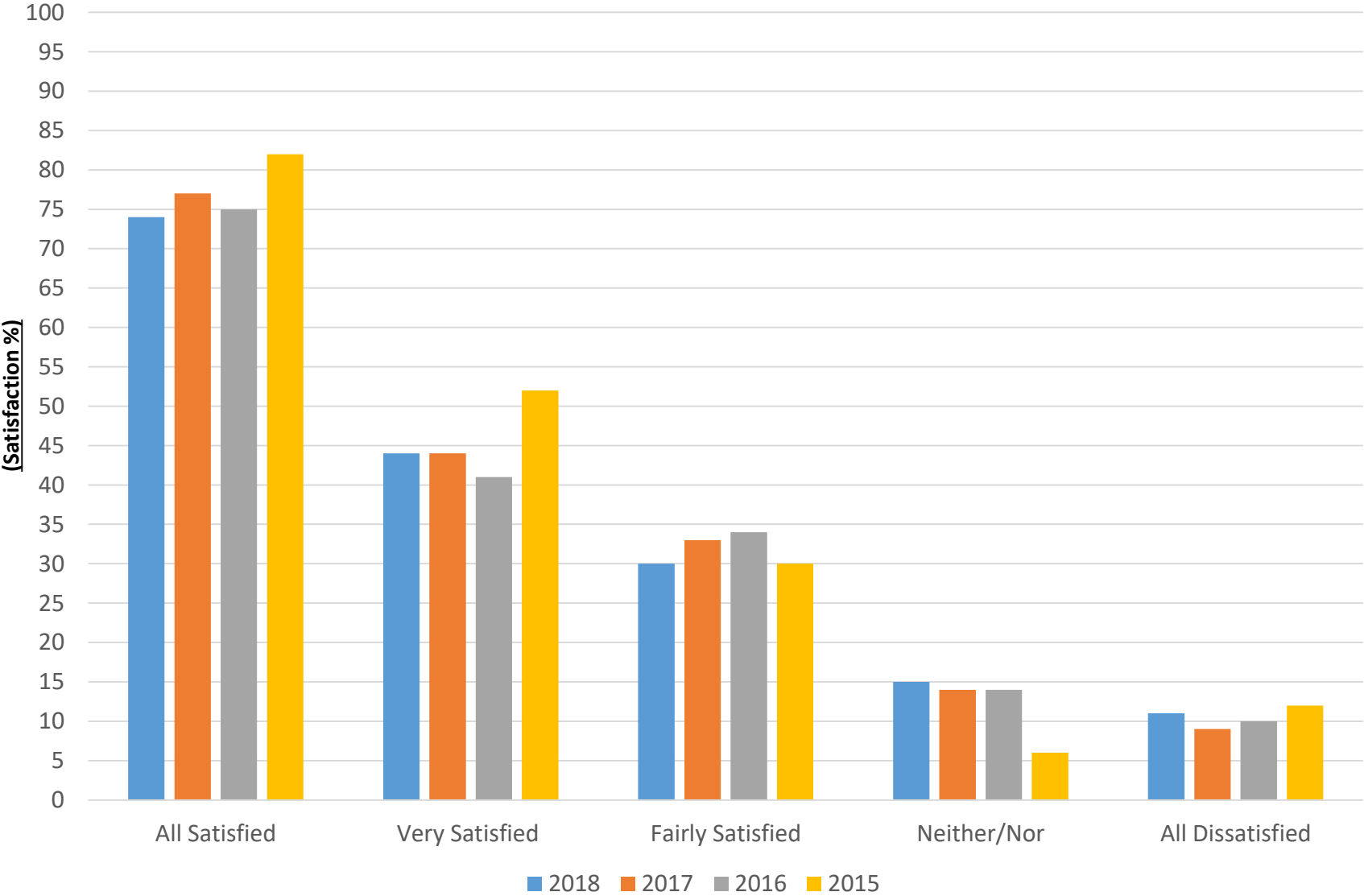
A Graph To Show Passenger Satisfaction Over Waiting Time At Stops

Satisfaction %

	2018	2017	2016	2015
All Satisfied	74	77	75	82
Very Satisfied	44	44	41	52
Fairly Satisfied	30	33	34	30
Neither/Nor	15	14	14	6
All Dissatisfied	11	9	10	12

What do these results tell us?

- The percentage of all satisfied customers has dropped by 3%.
- The percentage of dissatisfied customers has increased by 2%.





## Section 4 – On Bus Journey Time



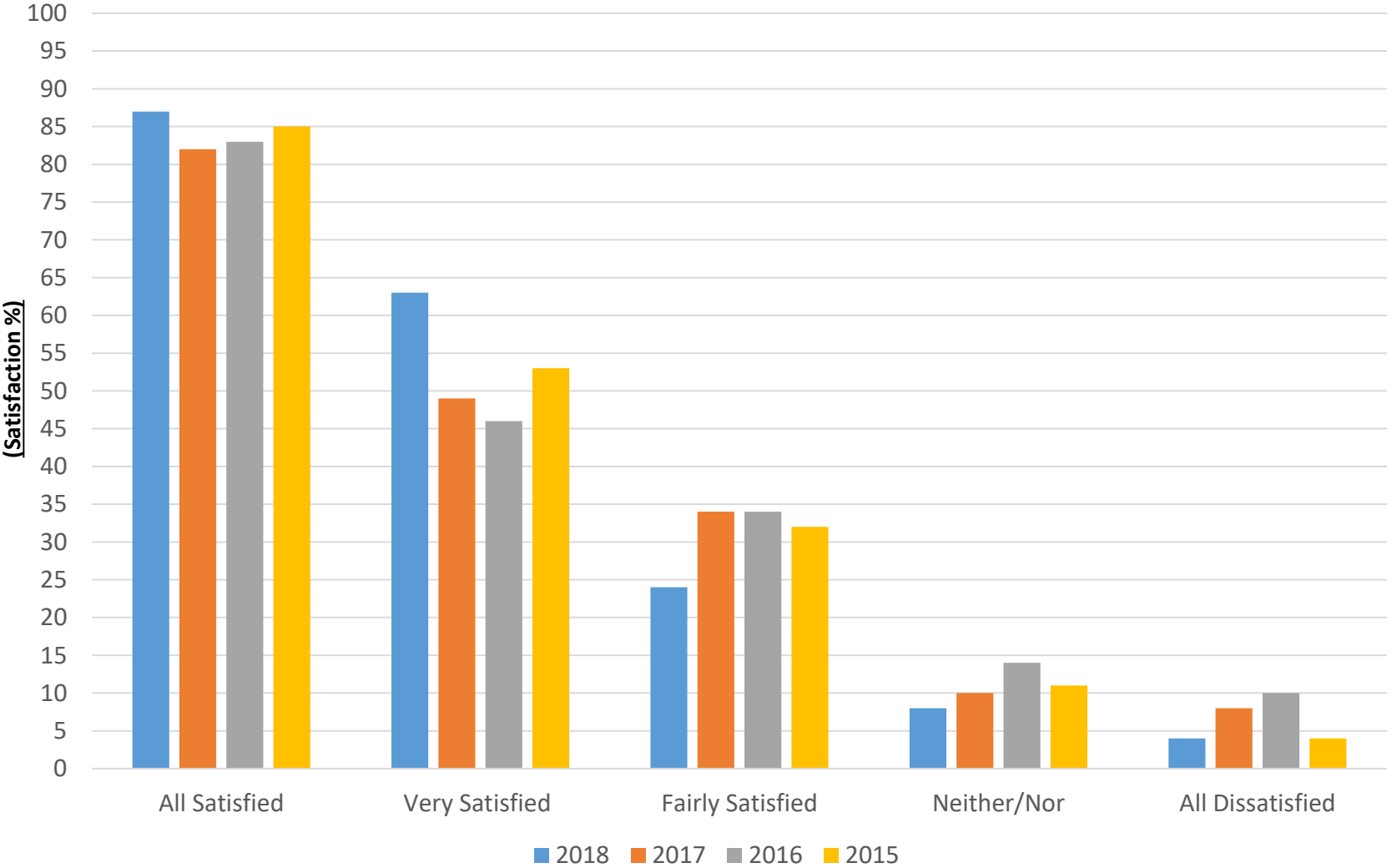
A Graph To Show Customer Satisfaction Over On Bus Journey Time

Satisfaction %

	2018	2017	2016	2015
All Satisfied	87	82	83	85
Very Satisfied	63	49	46	53
Fairly Satisfied	24	34	34	32
Neither/Nor	8	10	14	11
All Dissatisfied	4	8	10	4

**What do these results tell us?**

- The percentage of all satisfied customers has increased by 5%.
- The percentage of very satisfied customers has increased by 14%.
- The percentage of dissatisfied customers has dropped by 4%.





## Section 5 – On The Bus



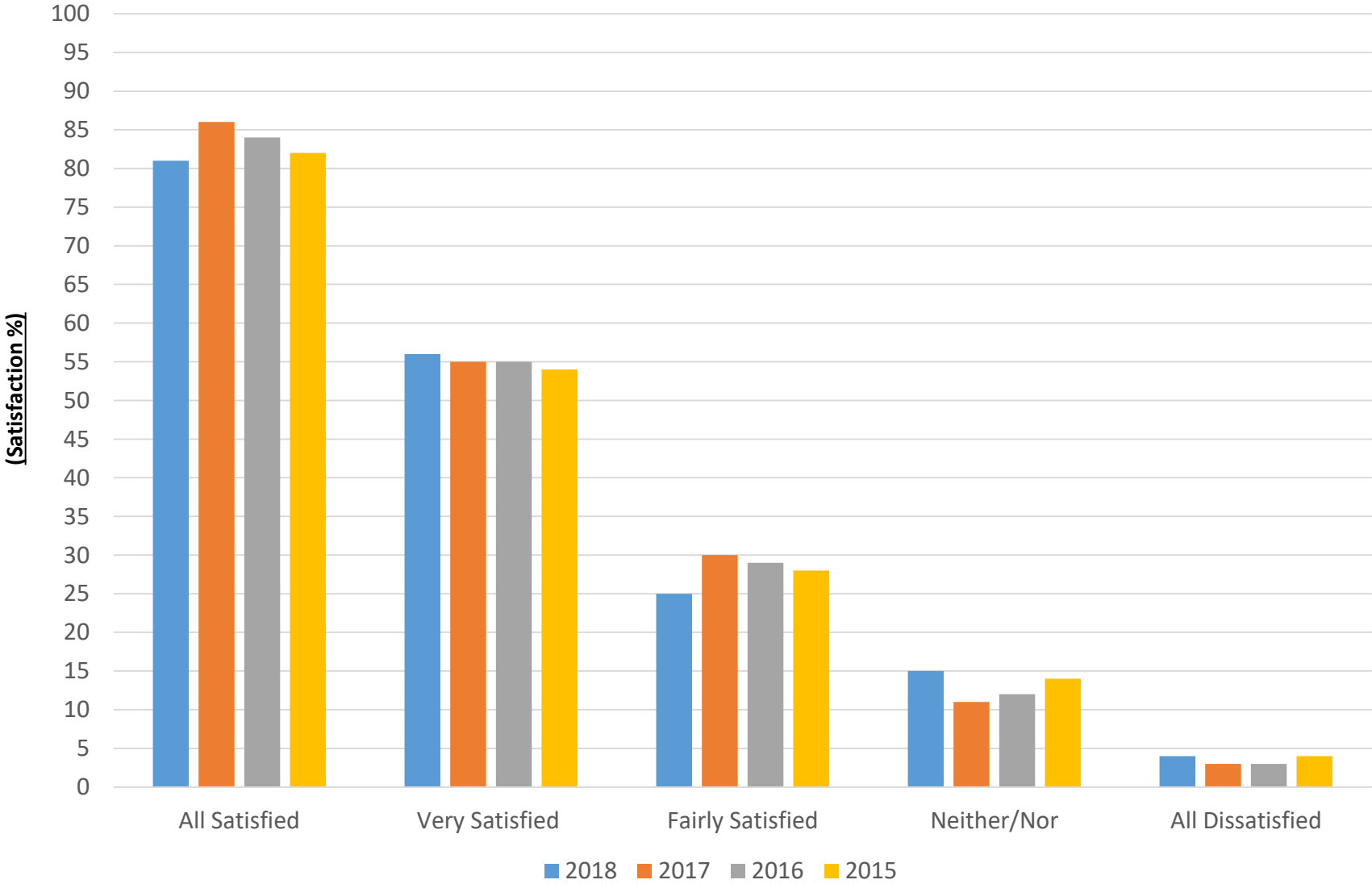
A Graph To Show Customer Satisfaction Over Route/Destination Information On The Outside Of The Bus

Satisfaction %

	<u>2018</u>	<u>2017</u>	<u>2016</u>	<u>2015</u>
All Satisfied	81	86	84	82
Very Satisfied	56	55	55	54
Fairly Satisfied	25	30	29	28
Neither/Nor	15	11	12	14
All Dissatisfied	4	3	3	4

**What do these results tell us?**

- The percentage of all satisfied customers has dropped by 5%.
- There has been a 4% growth in Neither/Nor Dissatisfied customers.



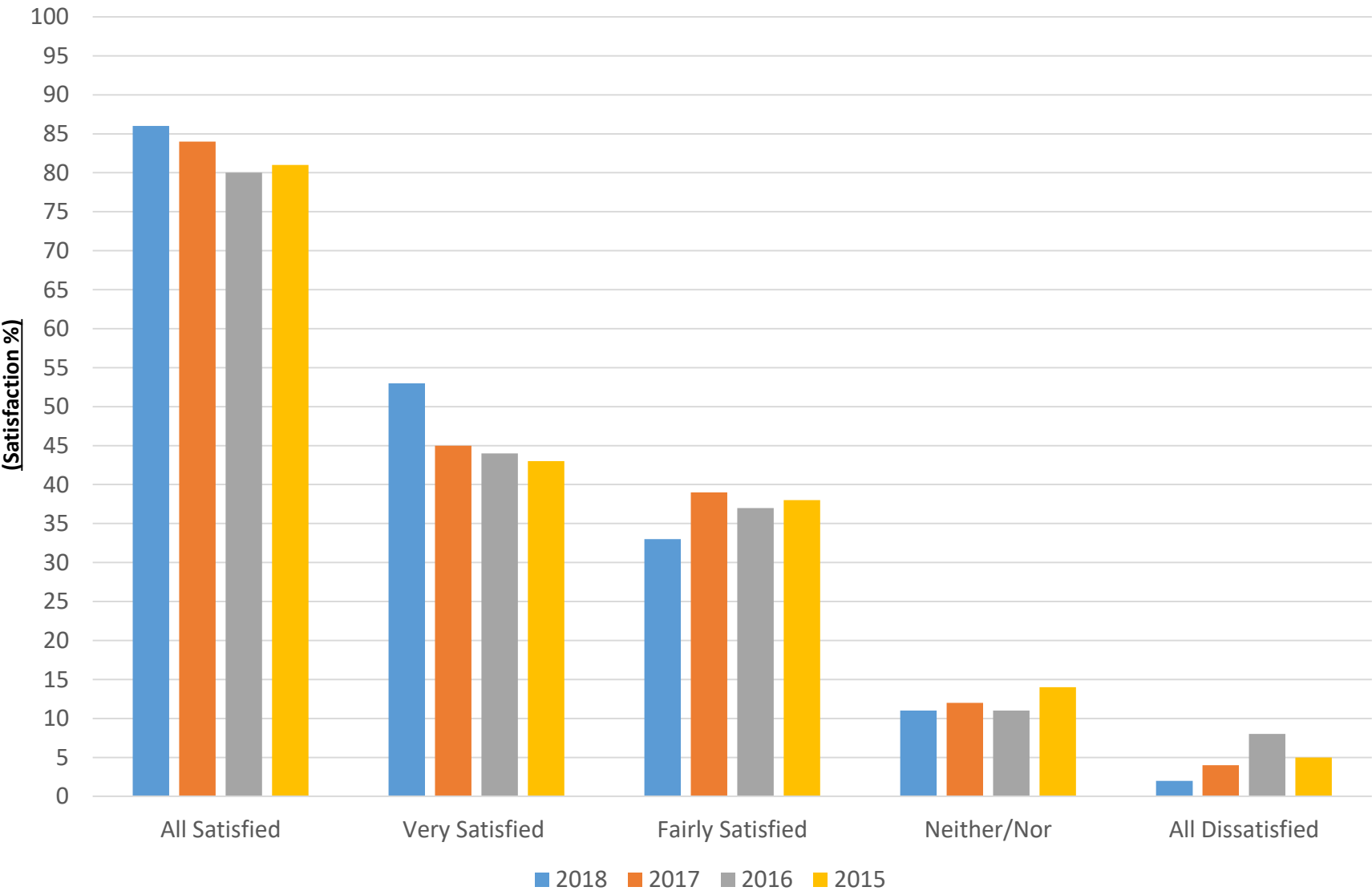
# A Graph To Show Customer Satisfaction Over The Cleanliness And Condition Of The Outside Of The Bus

**Satisfaction %**

	2018	2017	2016	2015
All Satisfied	86	84	80	81
Very Satisfied	53	45	44	43
Fairly Satisfied	33	39	37	38
Neither/Nor	11	12	11	14
All Dissatisfied	2	4	8	5

**What do these results tell us?**

- The percentage of all satisfied customers has remained similar.
- The percentage of satisfied customers has grown every year.
- The percentage of very satisfied customers has increased by 8%.
- The percentage of dissatisfied customers has dropped by 6% since 2016.





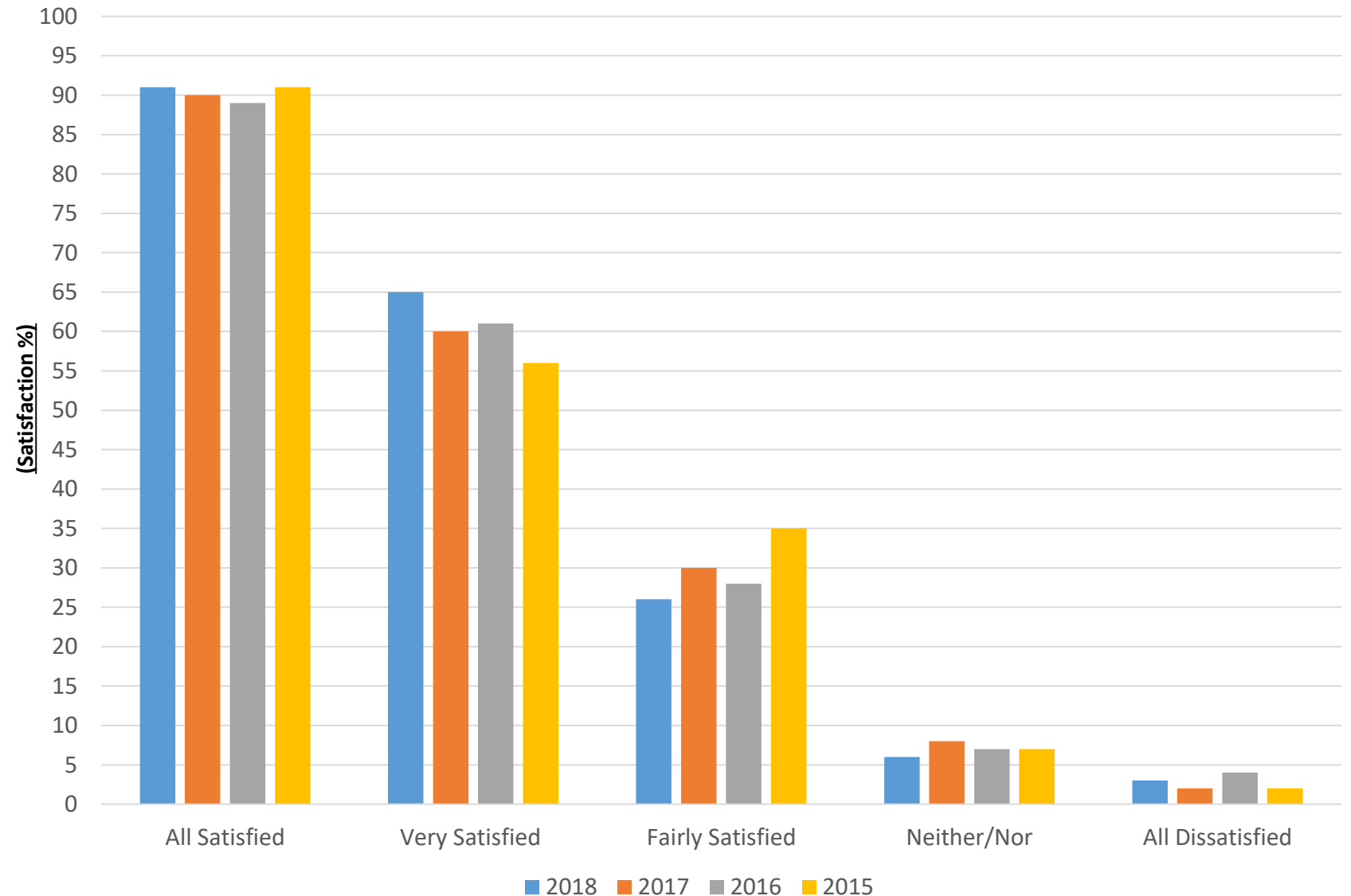
## A Graph To Show Customer Satisfaction Over The Ease Of Getting Onto And Off The Bus

**Satisfaction %**

	<b>2018</b>	<b>2017</b>	<b>2016</b>	<b>2015</b>
<b>All Satisfied</b>	91	90	89	91
<b>Very Satisfied</b>	65	60	61	56
<b>Fairly Satisfied</b>	26	30	28	35
<b>Neither/Nor</b>	6	8	7	7
<b>All Dissatisfied</b>	3	2	4	2

### What do these results tell us?

- The percentage of all satisfied customers has remained similar.
- The percentage of very satisfied customers has grown every year.
- The percentage of very satisfied customers has increased by 5%.
- The percentage of all dissatisfied customers has remained similar.



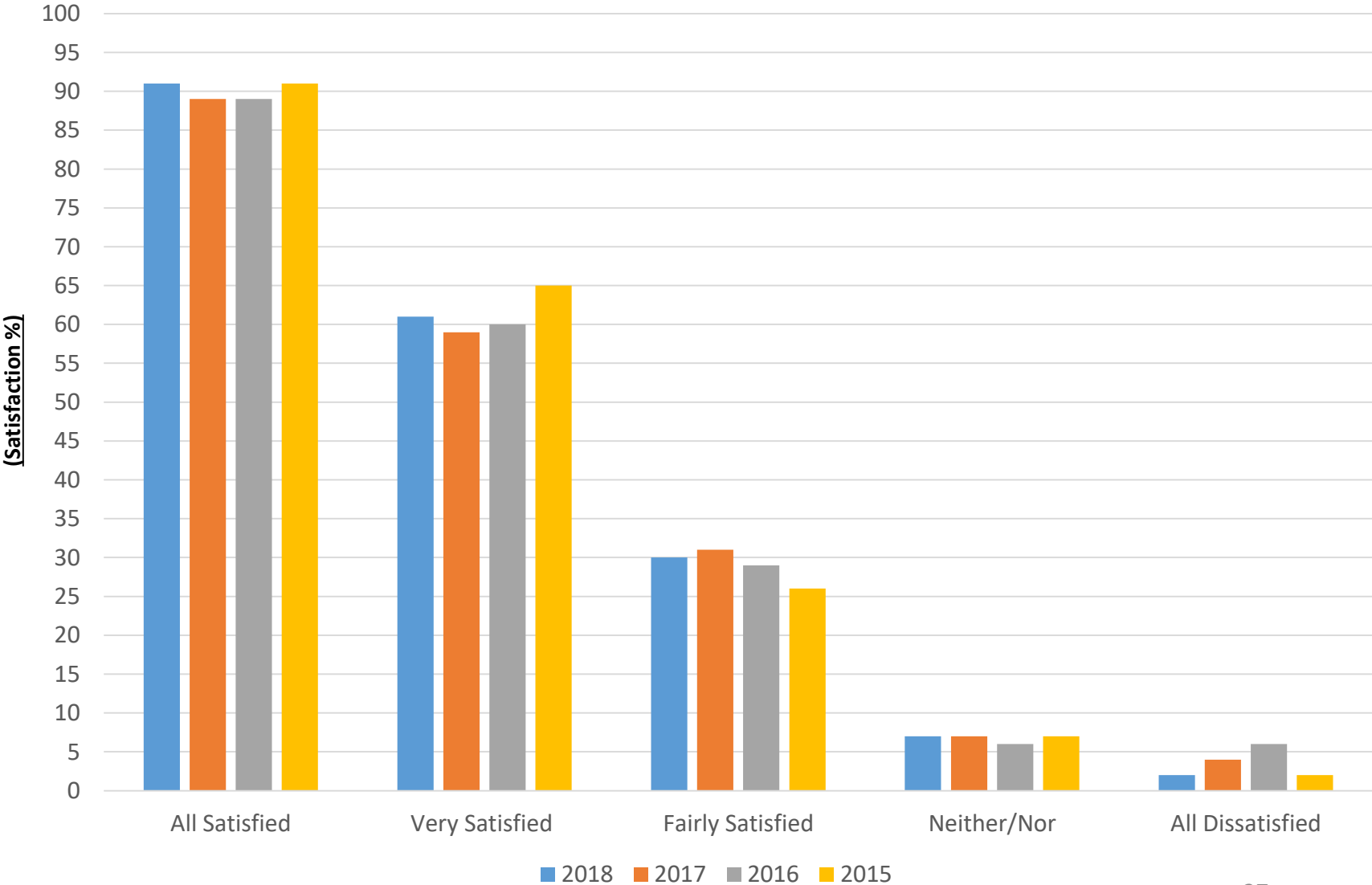
# A Graph To Show Customer Satisfaction Over The Length Of Time It Took To Board

Satisfaction %

	2018	2017	2016	2015
All Satisfied	91	89	89	91
Very Satisfied	61	59	60	65
Fairly Satisfied	30	31	29	26
Neither/Nor	7	7	6	7
All Dissatisfied	2	4	6	2

**What do these results tell us?**

- The percentage of all satisfied customers has remained similar.
- The percentage of very satisfied customers has remained similar.
- The percentage of all dissatisfied customers has dropped by 4% since 2016.



**Satisfaction %**

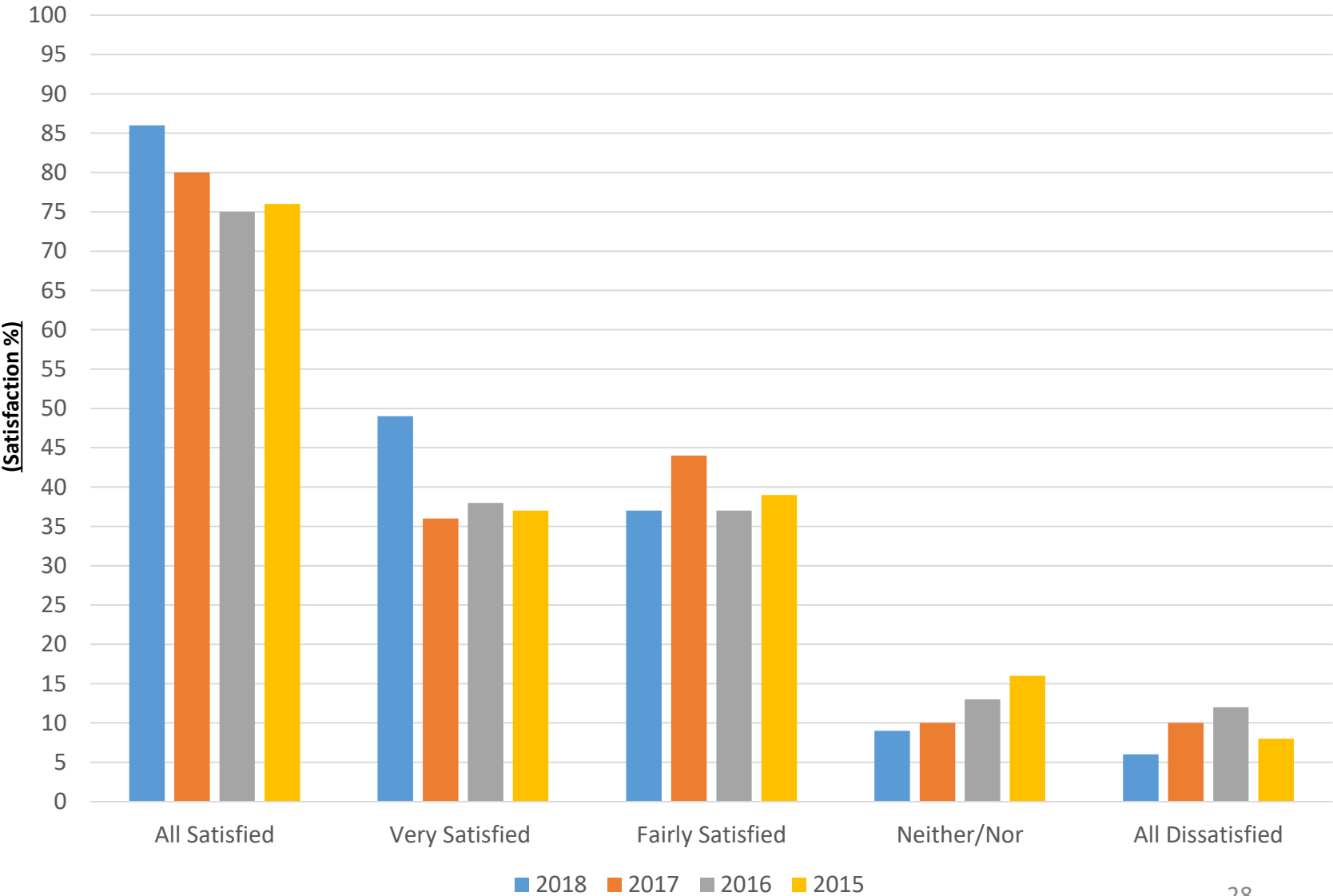
	<u>2018</u>	<u>2017</u>	<u>2016</u>	<u>2015</u>
All Satisfied	86	80	75	76
Very Satisfied	49	36	38	37
Fairly Satisfied	37	44	37	39
Neither/Nor	9	10	13	16
All Dissatisfied	6	10	12	8

**What do these results tell us?**

- The percentage of all satisfied customers has increased by 6%.
- The percentage of satisfied customers has grown every year.
- The percentage of very satisfied customers has increased by 13%.
- The percentage of all dissatisfied customers has dropped by 4%.



**A Graph To Show Customer Satisfaction Over The Cleanliness And Condition Of The Inside Of The Bus**



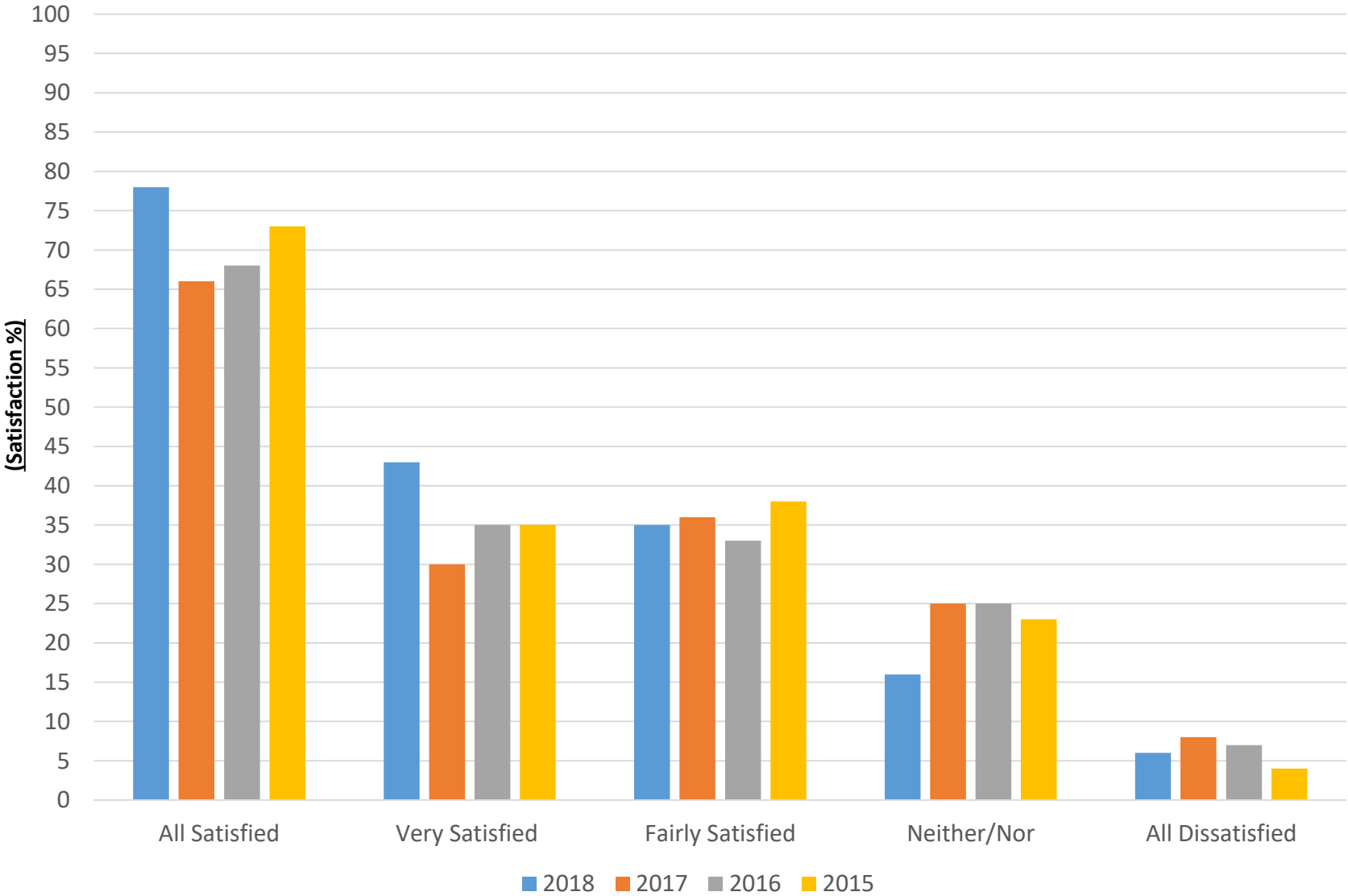
A Graph To Show Customer Satisfaction Over The Information Provided Inside The Bus

Satisfaction %

	2018	2017	2016	2015
All Satisfied	78	66	68	73
Very Satisfied	43	30	35	35
Fairly Satisfied	35	36	33	38
Neither/Nor	16	25	25	23
All Dissatisfied	6	8	7	4

What do these results tell us?

- The percentage of all satisfied customers has increased by 12%.
- The percentage of very satisfied customers has increased by 13%.
- The percentage of all dissatisfied customers has remained similar.



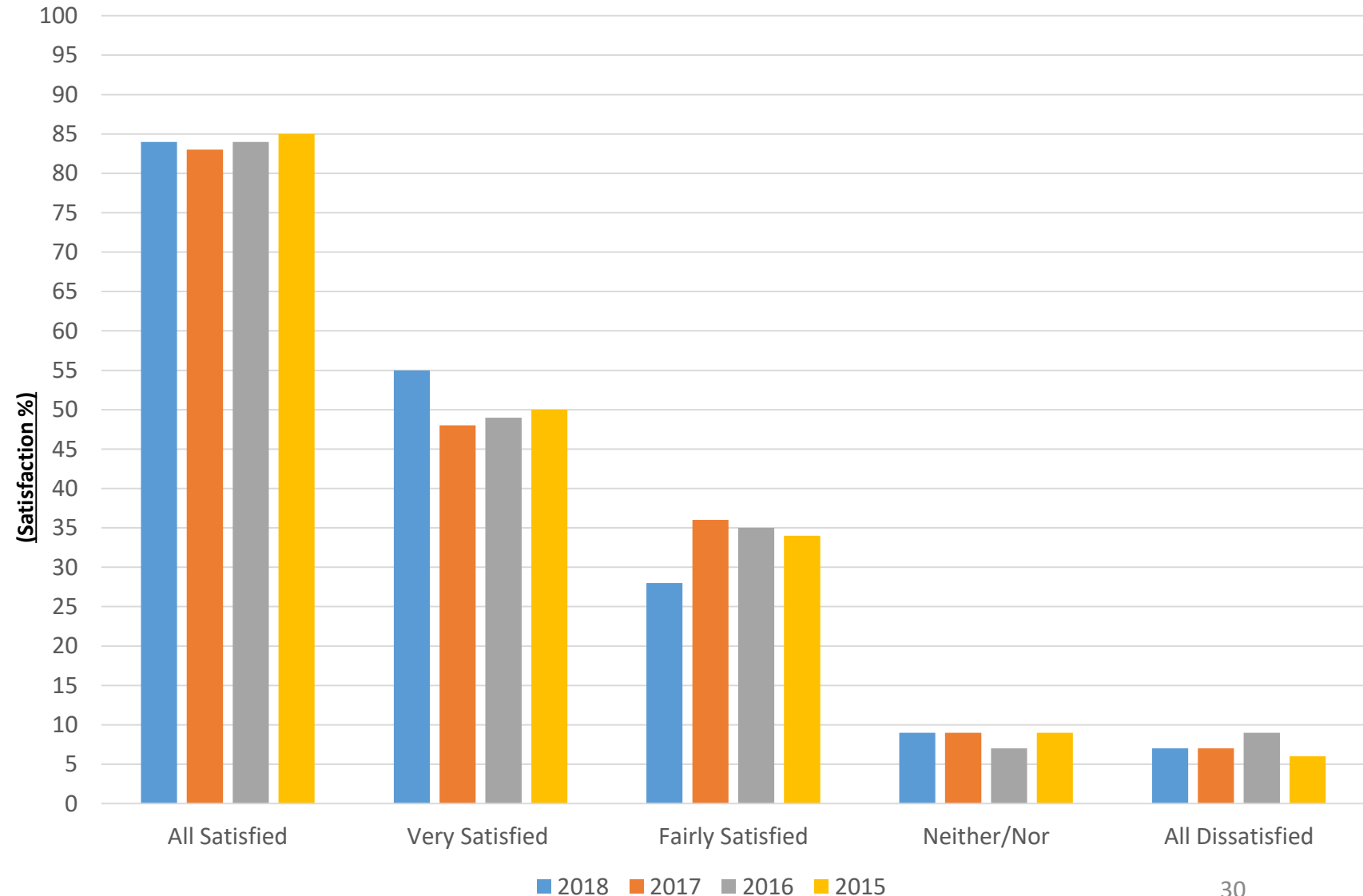
## A Graph To Show Customer Satisfaction Over The Availability Of Seating Or Space To Stand

**Satisfaction %**

	<u>2018</u>	<u>2017</u>	<u>2016</u>	<u>2015</u>
All Satisfied	84	83	84	85
Very Satisfied	55	48	49	50
Fairly Satisfied	28	36	35	34
Neither/Nor	9	9	7	9
All Dissatisfied	7	7	9	6

### What do these results tell us?

- The percentage of all satisfied customers has remained similar.
- The percentage of very satisfied customers has remained similar.
- The percentage of all dissatisfied customers has dropped by 4% since 2016.





**Satisfaction %**

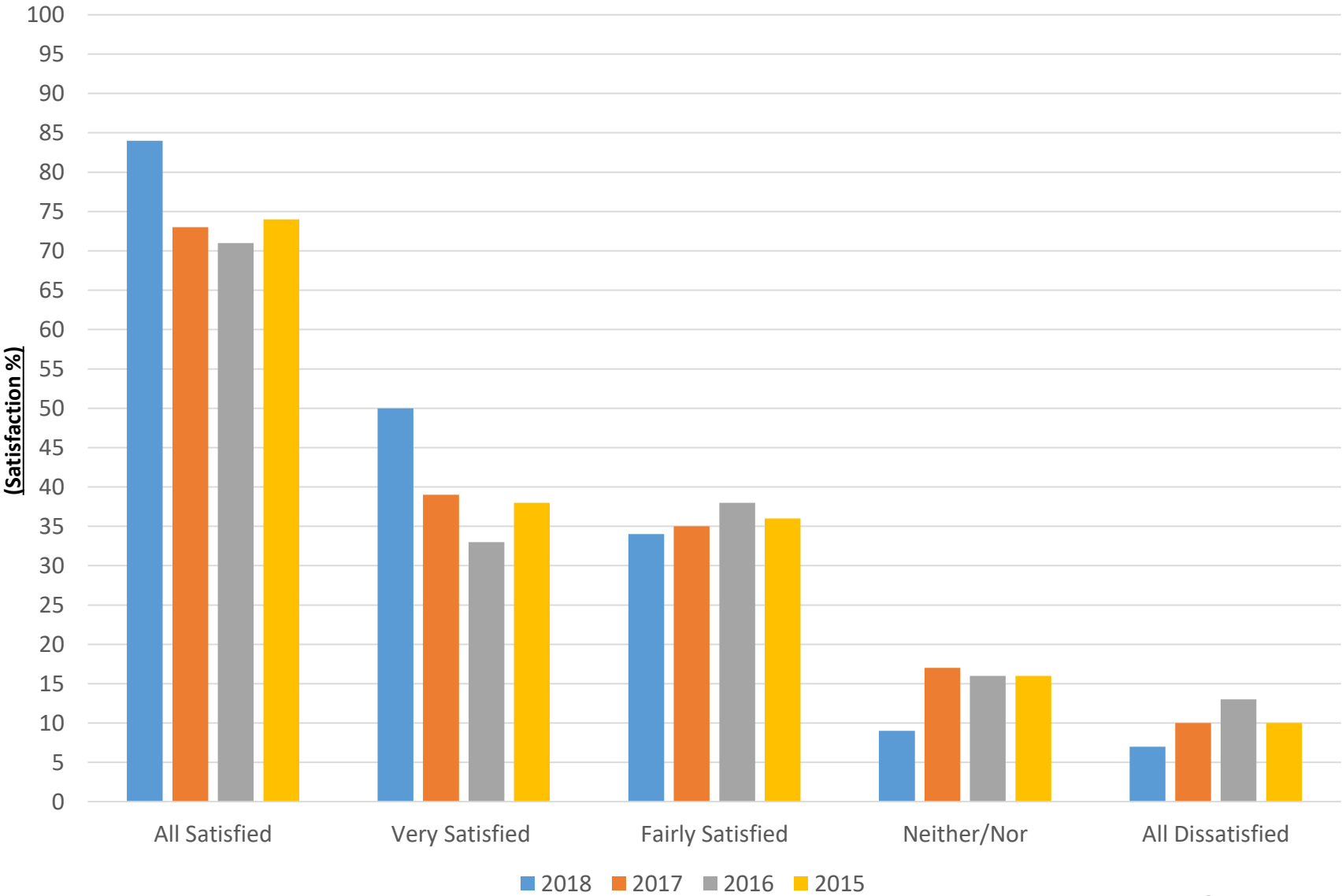
	<u>2018</u>	<u>2017</u>	<u>2016</u>	<u>2015</u>
All Satisfied	84	73	71	74
Very Satisfied	50	39	33	38
Fairly Satisfied	34	35	38	36
Neither/Nor	9	17	16	16
All Dissatisfied	7	10	13	10

**What do these results tell us?**

- The percentage of all satisfied customers has increased by 9%.
- The percentage of satisfied customers has grown every year.
- The percentage of very satisfied customers has increased by 11%.
- The percentage of all dissatisfied customers has dropped by 6% since 2016.



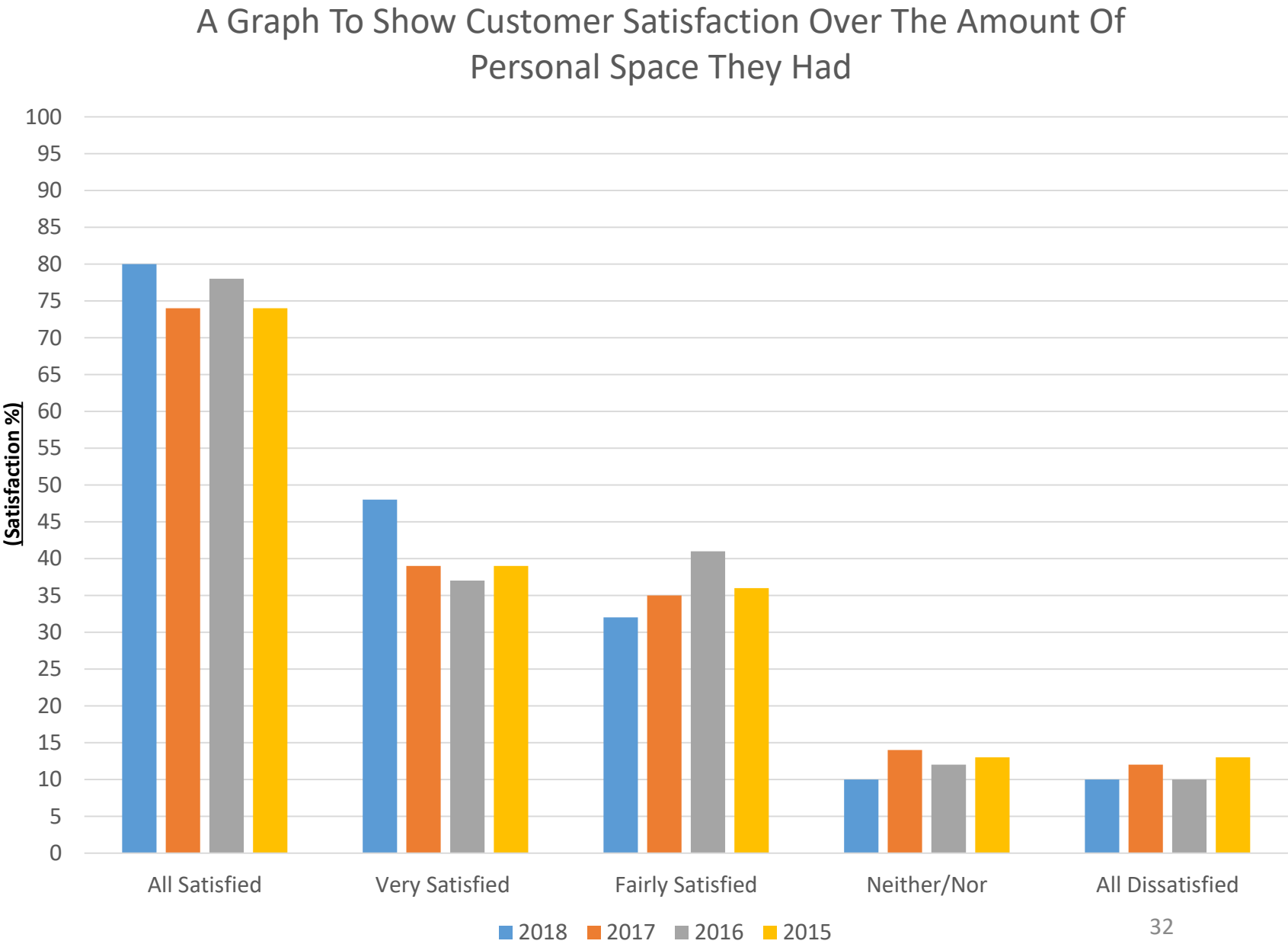
A Graph To Show Customer Satisfaction Over The Comfort Of Seats



	2018	2017	2016	2015
All Satisfied	80	74	78	74
Very Satisfied	48	39	37	39
Fairly Satisfied	32	35	41	36
Neither/Nor	10	14	12	13
All Dissatisfied	10	12	10	13

**What do these results tell us?**

- The percentage of all satisfied customers has increased by 6%.
- The percentage of satisfied customers has grown most years.
- The percentage of very satisfied customers has increased by 9%.
- The percentage of all dissatisfied customers has remained similar.



**Satisfaction %**

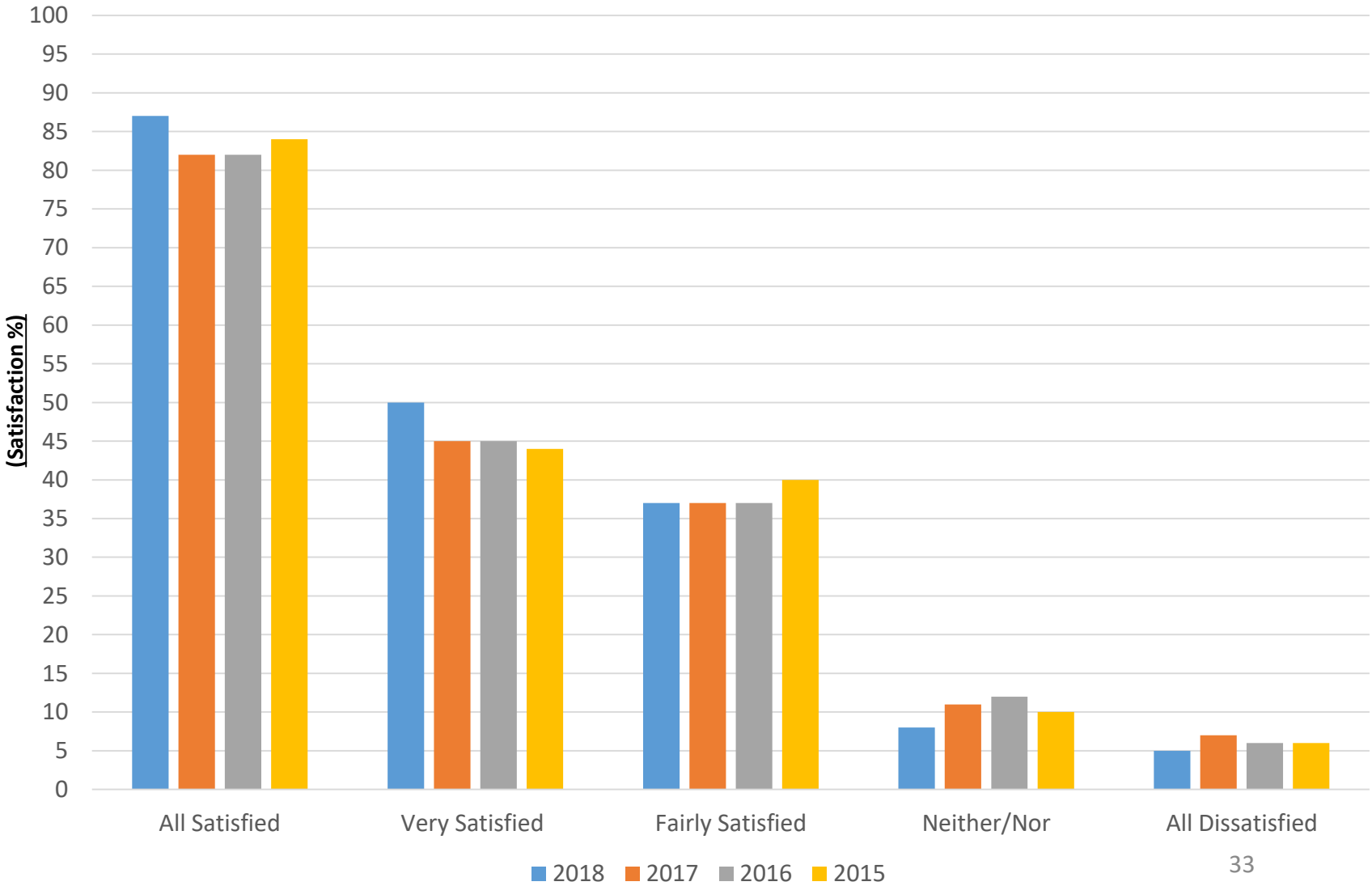
	<u>2018</u>	<u>2017</u>	<u>2016</u>	<u>2015</u>
All Satisfied	87	82	82	84
Very Satisfied	50	45	45	44
Fairly Satisfied	37	37	37	40
Neither/Nor	8	11	12	10
All Dissatisfied	5	7	6	6

**What do these results tell us?**

- The percentage of all satisfied customers has increased by 5%.
- The percentage of satisfied customers has grown most years.
- The percentage of very satisfied customers has increased by 5%.
- The percentage of all dissatisfied customers has remained similar.



**A Graph To Show Passenger Satisfaction Over The Provision Of Grab Rails To Stand/Move Within The Bus**



### Satisfaction %

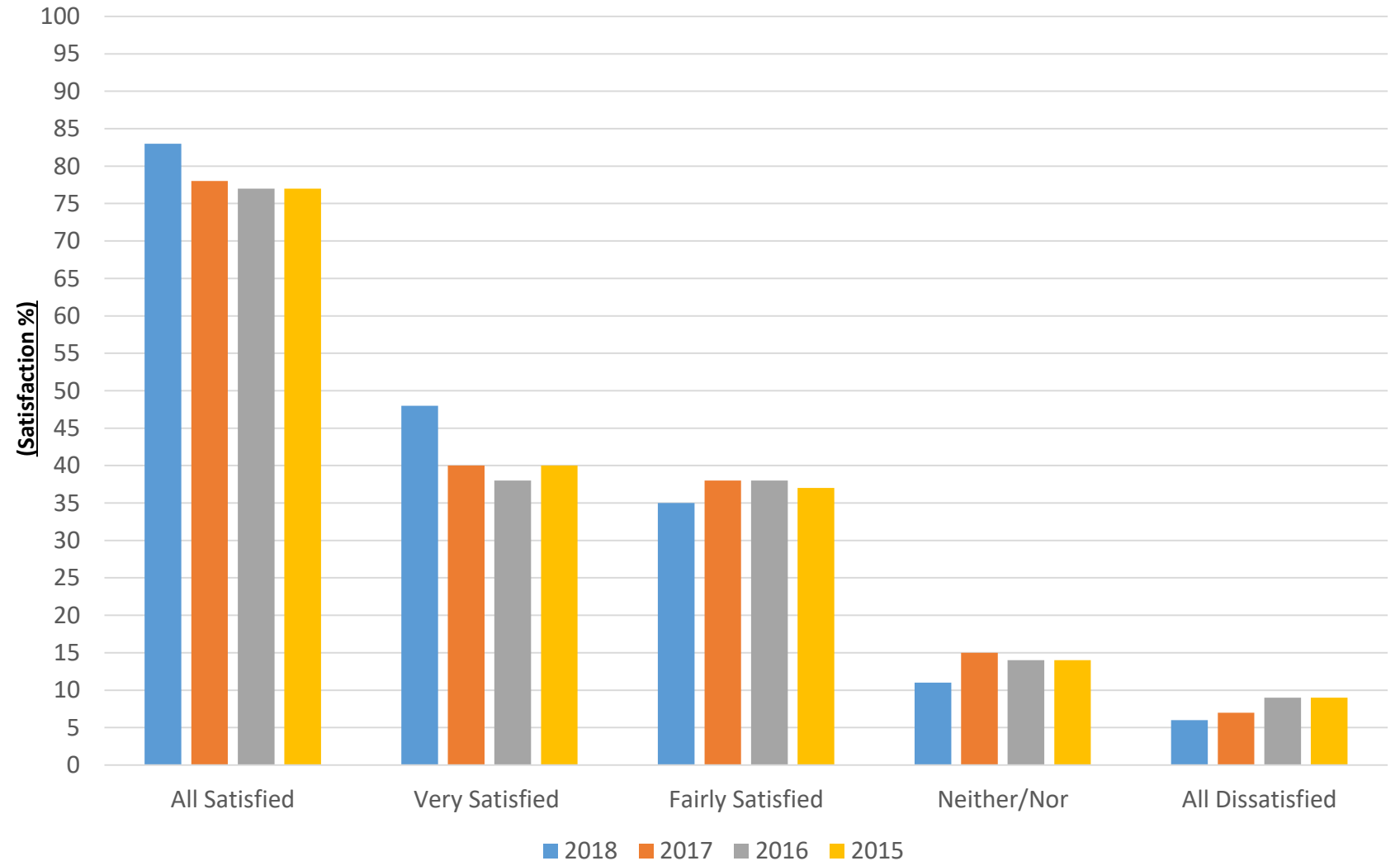
	2018	2017	2016	2015
All Satisfied	83	78	77	77
Very Satisfied	48	40	38	40
Fairly Satisfied	35	38	38	37
Neither/Nor	11	15	14	14
All Dissatisfied	6	7	9	9

### What do these results tell us?

- The percentage of all satisfied customers has increased by 5%.
- The percentage of satisfied customers has grown every year.
- The percentage of very satisfied customers has increased by 8%.
- The percentage of all dissatisfied customers has remained similar.



## A Graph To Show Customer Satisfaction Over The Temperature Inside The Bus



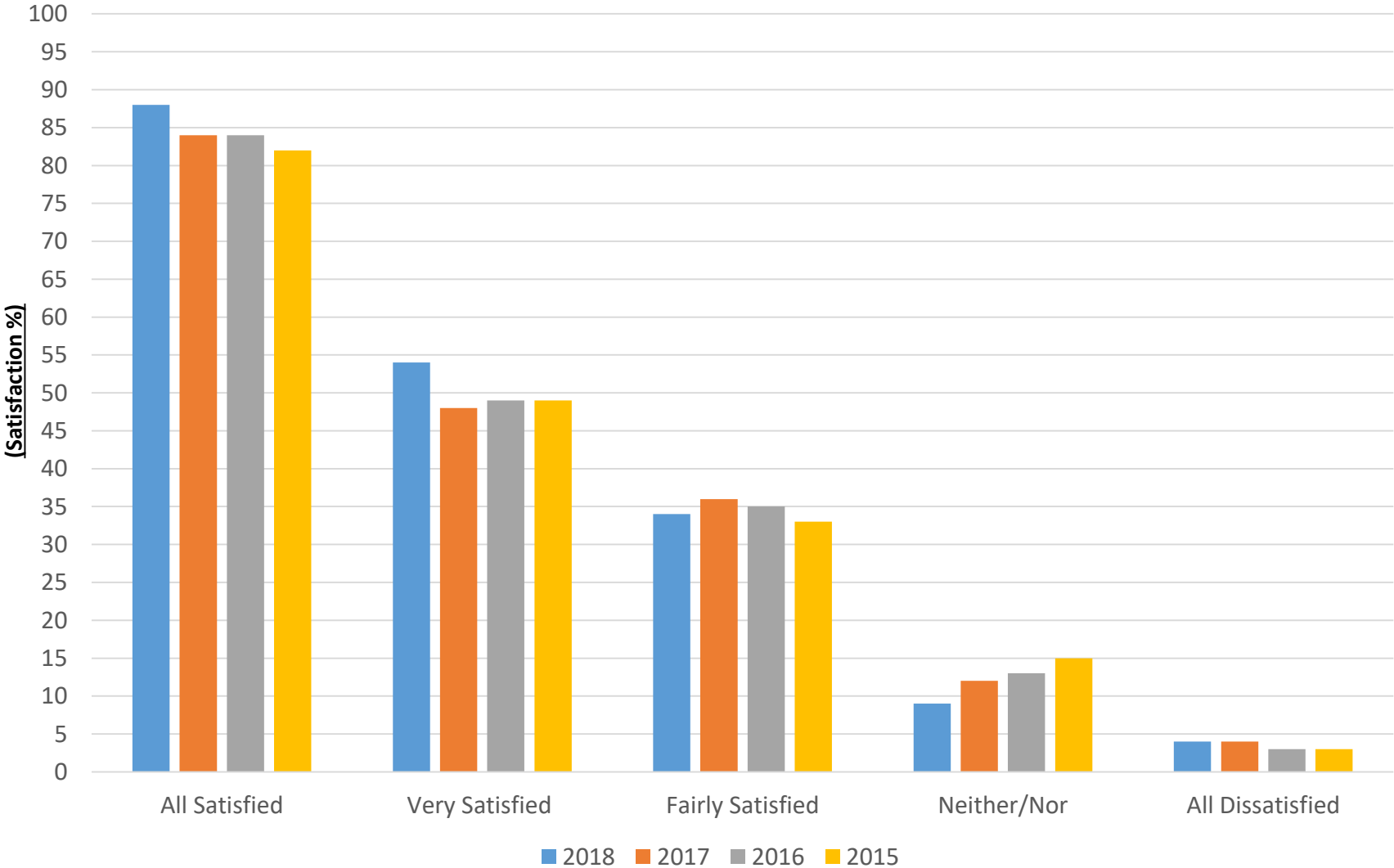
# A Graph To Show Customer Satisfaction Over Their Personal Security Whilst On The Bus

Satisfaction %

	2018	2017	2016	2015
All Satisfied	88	84	84	82
Very Satisfied	54	48	49	49
Fairly Satisfied	34	36	35	33
Neither/Nor	9	12	13	15
All Dissatisfied	4	4	3	3

**What do these results tell us?**

- The percentage of all satisfied customers has increased by 4%.
- The percentage of satisfied customers has grown every year.
- The percentage of very satisfied customers has increased by 6%.
- The percentage of all dissatisfied customers has remained similar.





## Section 6 – The Bus Driver



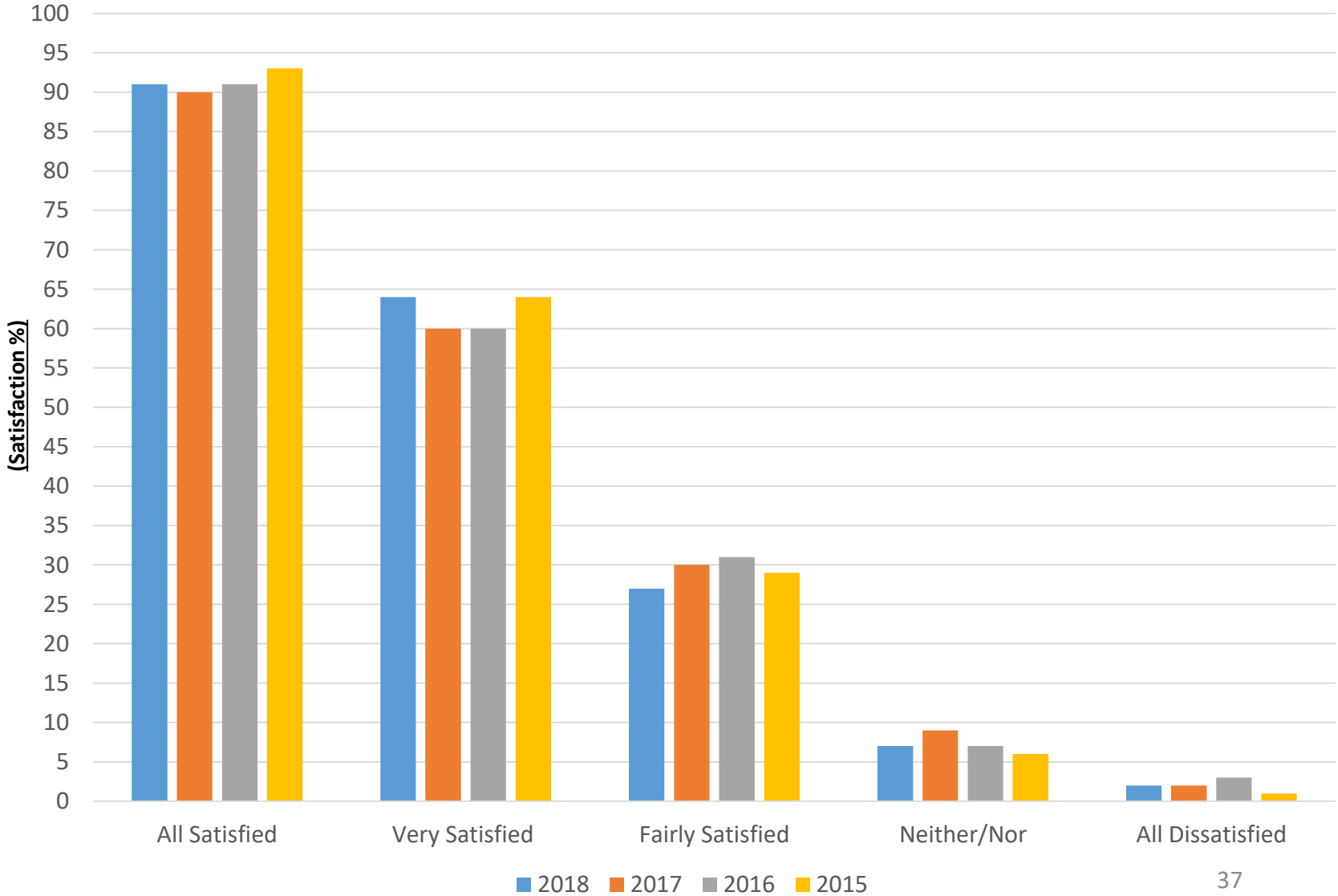
A Graph To Show Customer Satisfaction Over How Near The Driver Stopped To The Kerb

Satisfaction %

	2018	2017	2016	2015
All Satisfied	91	90	91	93
Very Satisfied	64	60	60	64
Fairly Satisfied	27	30	31	29
Neither/Nor	7	9	7	6
All Dissatisfied	2	2	3	1

**What do these results tell us?**

- The percentage of all satisfied customers has remained similar.
- The percentage of very satisfied customers has increased by 4%.
- The percentage of all dissatisfied customers has remained similar.



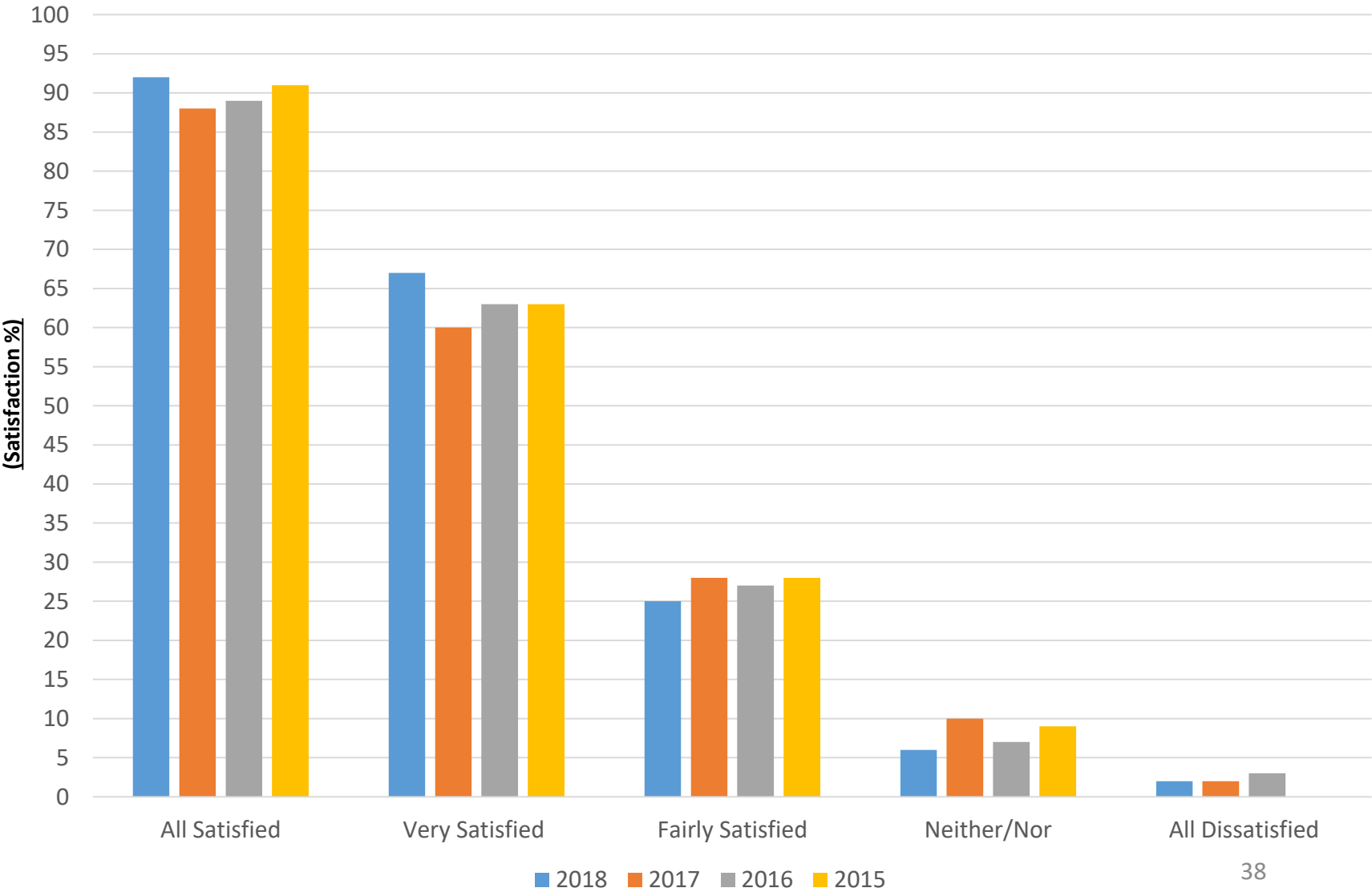
A Graph To Show Customer Satisfaction Over The Driver's Appearance

Satisfaction %

	2018	2017	2016	2015
All Satisfied	92	88	89	91
Very Satisfied	67	60	63	63
Fairly Satisfied	25	28	27	28
Neither/Nor	6	10	7	9
All Dissatisfied	2	2	3	0

What do these results tell us?

- The percentage of all satisfied customers has increased by 4%.
- The percentage of very satisfied customers has increased by 7%.
- The percentage of all dissatisfied customers has remained similar.



## A Graph To Show Customer Satisfaction Over The Greeting/Welcome They Got From The Driver

**Satisfaction %**

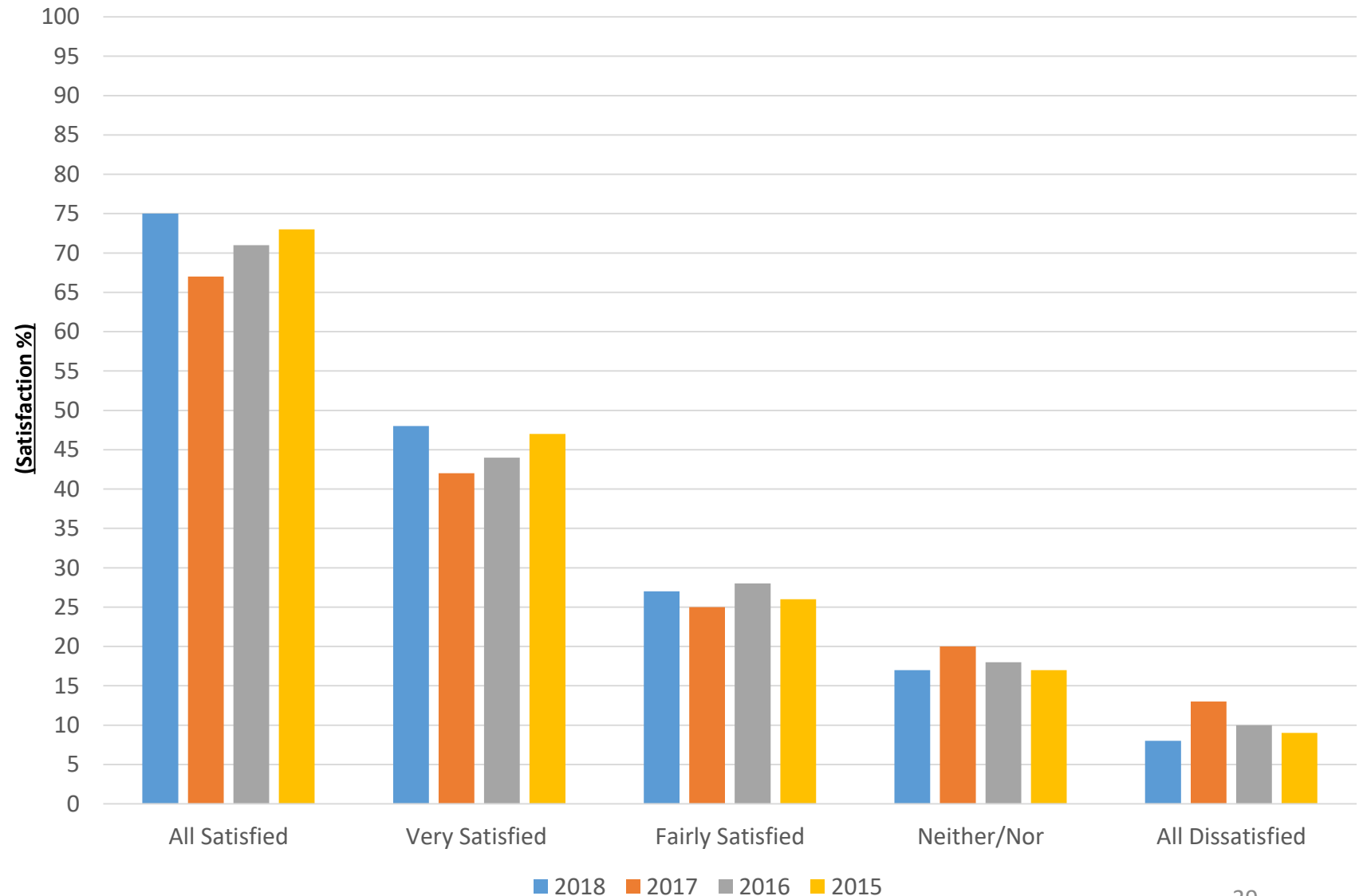
	<u>2018</u>	<u>2017</u>	<u>2016</u>	<u>2015</u>
All Satisfied	75	67	71	73
Very Satisfied	48	42	44	47
Fairly Satisfied	27	25	28	26
Neither/Nor	17	20	18	17
All Dissatisfied	8	13	10	9

### What do these results tell us?

-The percentage of all satisfied customers has increased by 8%.

-The percentage of very satisfied customers has increased by 6%.

-The percentage of all dissatisfied customers has decreased by 5%.



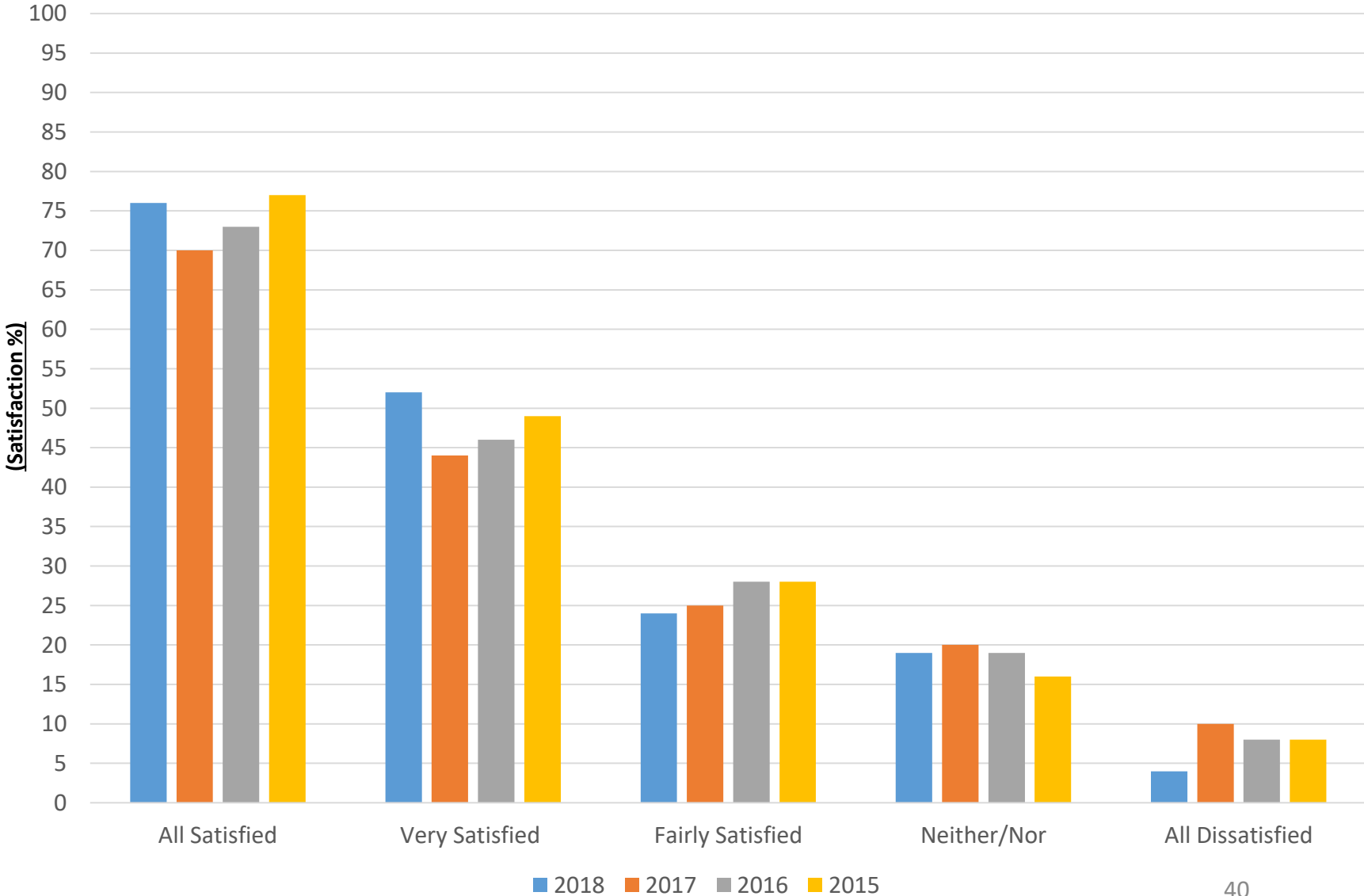
A Graph To Show Customer Satisfaction Over The Helpfulness And Attitude Of The Driver

Satisfaction %

	2018	2017	2016	2015
All Satisfied	76	70	73	77
Very Satisfied	52	44	46	49
Fairly Satisfied	24	25	28	28
Neither/Nor	19	20	19	16
All Dissatisfied	4	10	8	8

**What do these results tell us?**

- The percentage of all satisfied customers has increased by 6%.
- The percentage of very satisfied customers has increased by 8%.
- The percentage of all dissatisfied customers has decreased by 6%.





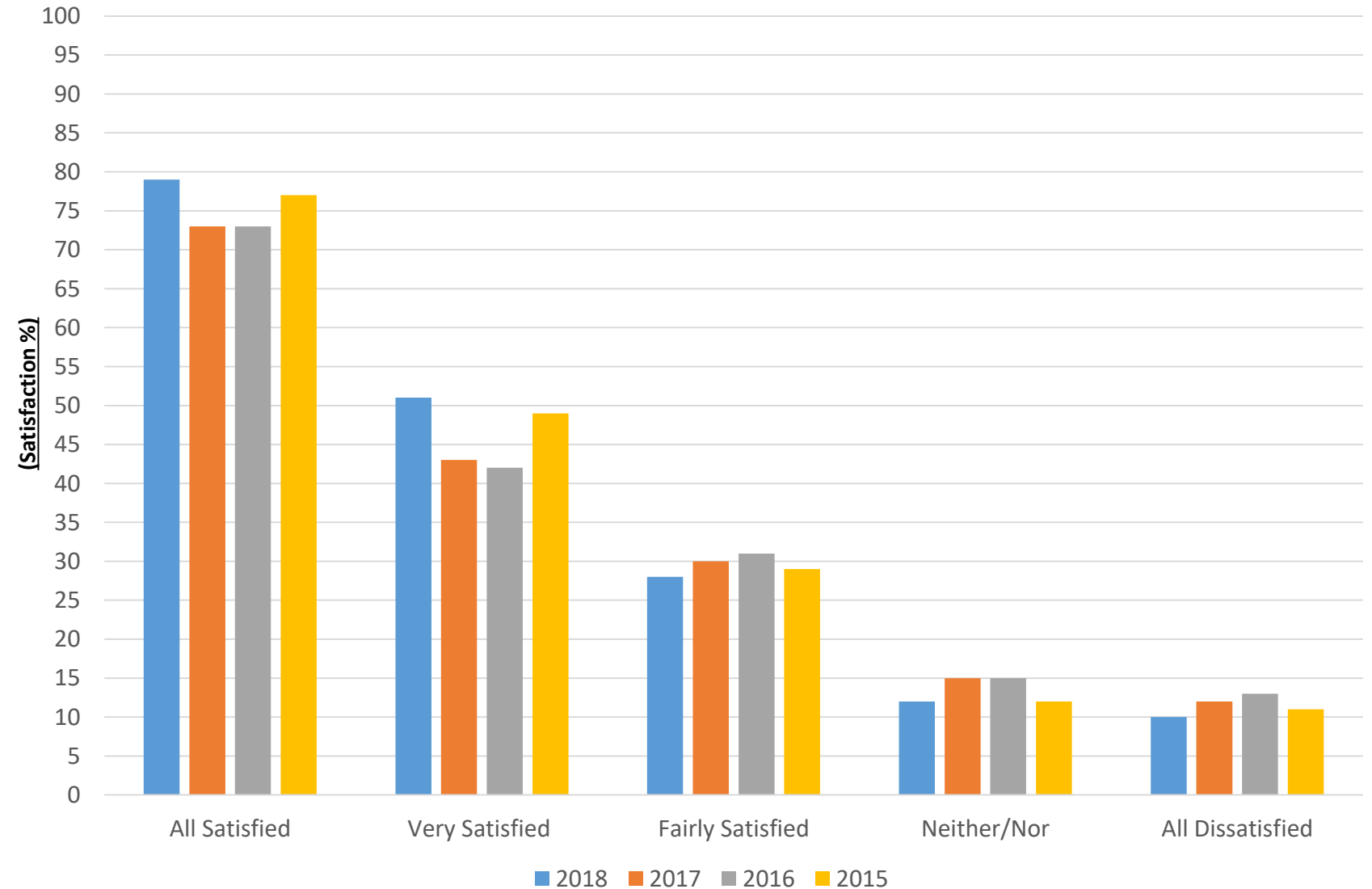
A Graph To Show Customer Satisfaction Over The Time The Driver Gave You To Get To The Seat

Satisfaction %

	<u>2018</u>	<u>2017</u>	<u>2016</u>	<u>2015</u>
<b>All Satisfied</b>	79	73	73	77
<b>Very Satisfied</b>	51	43	42	49
<b>Fairly Satisfied</b>	28	30	31	29
<b>Neither/Nor</b>	12	15	15	12
<b>All Dissatisfied</b>	10	12	13	11

**What do these results tell us?**

- The percentage of all satisfied customers has increased by 6%.
- The percentage of very satisfied customers has increased by 8%.
- The percentage of all dissatisfied customers has remained similar.



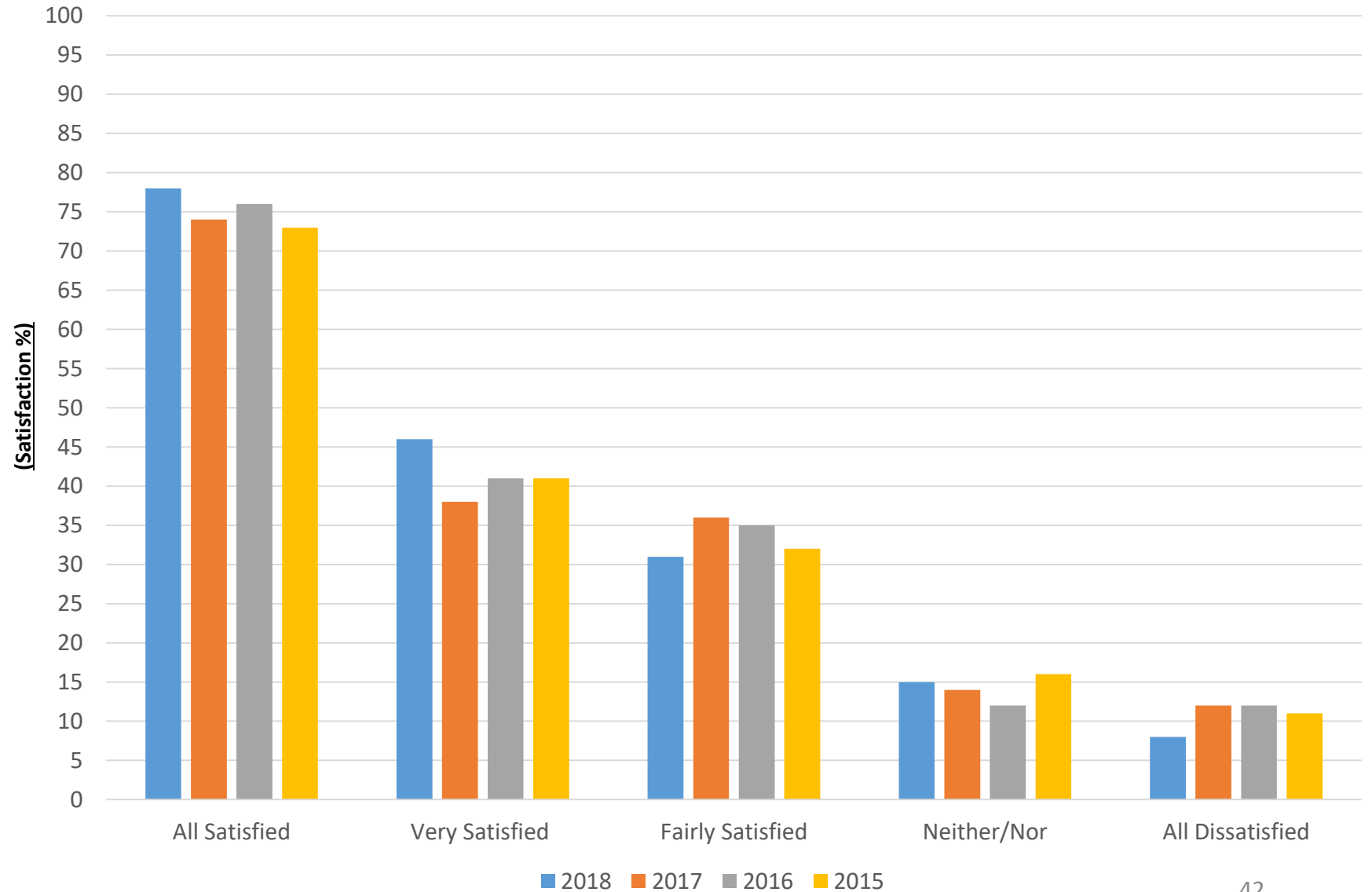
A Graph To Show Customer Satisfaction Over The Smoothness/Freedom From Jolting During The Journey

Satisfaction %

	<u>2018</u>	<u>2017</u>	<u>2016</u>	<u>2015</u>
<b>All Satisfied</b>	78	74	76	73
<b>Very Satisfied</b>	46	38	41	41
<b>Fairly Satisfied</b>	31	36	35	32
<b>Neither/Nor</b>	15	14	12	16
<b>All Dissatisfied</b>	8	12	12	11

What do these results tell us?

- The percentage of all satisfied customers has increased by 4%.
- The percentage of satisfied customers has grown most years.
- The percentage of very satisfied customers has increased by 8%.
- The percentage of all dissatisfied customers has decreased by 4%.

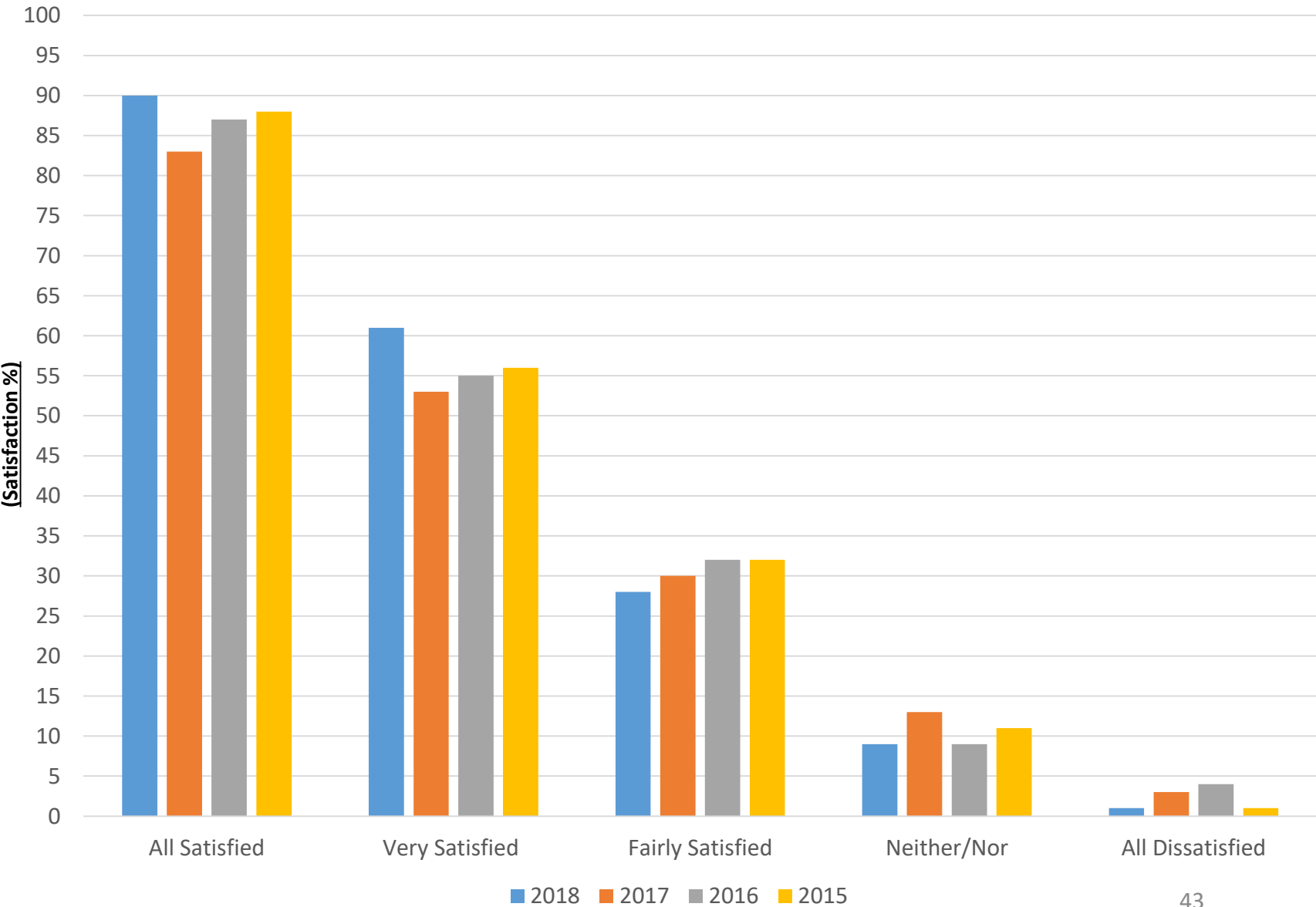



A Graph To Show Customer Satisfaction Over The Safety Of The Driving (i.e Speed, Driver Concentrating)

Satisfaction %				
	2018	2017	2016	2015
All Satisfied	90	83	87	88
Very Satisfied	61	53	55	56
Fairly Satisfied	28	30	32	32
Neither/Nor	9	13	9	11
All Dissatisfied	1	3	4	1

**What do these results tell us?**

- The percentage of all satisfied customers has increased by 7%.
- The percentage of very satisfied customers has increased by 8%.
- The percentage of all dissatisfied customers has remained similar.



## Key Performance Summary



Punctuality: 77%

Value For Money: 70%

Journey Time: 87%

Overall Journey: 90%

## Overall Summary

### Overall Journey Satisfaction:

Customer Satisfaction For All Customers ●  
Customer Satisfaction For Fare Paying Customers ●  
Customer Satisfaction For Free Pass Holders ●  
Customer Satisfaction For Customers Aged 16 to 34 ●  
Customer Satisfaction For Customers Aged 35 to 59 ●  
Customer Satisfaction For Customers Aged 60+  
Customer Satisfaction For Commuting Customers ●  
Customer Satisfaction For Non Commuting Customers ●  
Customer Satisfaction For Customers Who Say They Have a Disability ●

### Value For Money:

Value For Money For Fare Paying Customers ●  
Value For Money For Customers Aged 16 to 34 ●  
Value For Money For Customers Aged 35 to 59 ●  
Value For Money For Customers Commuting ●  
Value For Money For Customers Not Commuting ●

### Punctuality:

Customer Satisfaction Over Punctuality ●  
Customer Satisfaction Over Waiting Time At Stops ●

### On Vehicle Journey Time:

Customer Satisfaction Over On Bus Journey Time ●

### On The Bus:

Customer Satisfaction Over Route/Destination Information On The Bus ●  
Customer Satisfaction Over The Cleanliness And Condition Of The Outside Of The Bus ●  
Customer Satisfaction Over The Ease Of Getting On And Off The Bus ●  
Customer Satisfaction Over The Length Of Time It Took To Board ●  
Customer Satisfaction Over The Cleanliness And Condition Of The Inside Of The Bus ●  
Customer Satisfaction Over Information Provided Inside The Bus ●  
Customer Satisfaction Over The Availability Of Seating Or Space To Stand ●  
Customer Satisfaction Over The Comfort Of The Seats ●  
Customer Satisfaction Over The Amount Of Personal Space They Had ●  
Customer Satisfaction Over The Provision Of Grab Rails To Stand/Move Within The Bus ●  
Customer Satisfaction Over The Temperature Inside The Bus ●  
Customer Satisfaction Over Personal Security ●

### The Bus Driver:

Customer Satisfaction Over How Near The Driver Stopped To The Kerb ●  
Customer Satisfaction Over The Driver's Appearance ●  
Customer Satisfaction Over The Greeting/Welcome They Got From The Driver ●  
Customer satisfaction Over The Helpfulness And Attitude Of The Driver ●  
Customer Satisfaction Over The Time The Driver Gave You To Get To The Seat ●  
Customer Satisfaction Over The Smoothness/Freedom From Jolting During The Journey ●  
Customer Satisfaction Over The Safety Of The Driving (i.e Speed, Driver Concentrating) ●