



# Bus Passenger Survey

Autumn 2019 report





# Contents

<b>1</b>	<b>Foreword</b>	<b>2</b>
<b>2</b>	<b>Area results in England</b>	
	Introduction	3
	Key findings	4
	Results for former metropolitan county authorities	14
	Results for transport authority groups	26
	Results for local transport authorities	30
<b>3</b>	<b>Bus operator results in England</b>	
	Introduction	76
	Key findings	78
	Survey-wide results for national operators	86
	Individual operator results	96
<b>4</b>	<b>Survey results in Scotland</b>	
	Introduction	167
	Results for areas	168
	Results for individual operators	170
<b>5</b>	<b>How the research was carried out</b>	<b>174</b>
<b>6</b>	<b>Appendix</b>	
	List of authorities and operators funding extra survey responses	177

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



# Foreword

Between early September and mid-December 2019, Transport Focus spoke to 43,872 bus passengers across England (outside of London) making this the single largest response in the ten years that we have been carrying out the survey.

**O**ver the ten years this programme of research across Great Britain has been of immense use to bus operators, transport authorities, Governments and a range of other stakeholders. Combining the insight from over 400,000 passengers makes the Bus Passenger Survey the world's largest piece of regular published bus passenger research.

These latest results show a solid and largely consistent view of bus passenger experience across England (outside of London).

Overall satisfaction in the journey last taken by passengers reached 89 per cent across England (outside London) – which again shows that passengers value their service. There is a range in results across authorities from 76 per cent to 95 per cent in overall journey satisfaction; however there is a much wider variation in ratings for factors such as value for money, from 50 per cent to 77 per cent, and the punctuality of services from 53 per cent to 84 per cent.

Understanding why there are such variations at local operation and authority level is hugely important. The team at Transport Focus discusses, analyses and produces action plans with operators and authorities to identify where future improvements can be made.

In previous years we have used Bus Passenger Survey evidence to introduce changes and initiatives that improve key factors for passengers. This includes improved punctuality through new bus priority measures, better ratings for value for money through targeted fare deals and some of the 'softer' but important factors for passengers such as improved customer service provided by drivers. To find out more about how the results are used in 'real life', read *What bus passengers think: how our passenger insight is used to improve services* (available on our website).

We can once again see that the bus driver is the single most influential aspect of a passenger's journey that helps deliver that 'great' journey. Getting the basics right for passengers of getting a seat on a punctual, reliable, value-for-money service will help deliver a satisfactory journey.

Top that off with a driver who drives safely, who considers her/his customers and provides helpful and friendly service helps turn that good journey into a great one.

Away from the results in England (outside of London) the survey also included some services in Scotland. Details of these results from the views of 2399 passengers can be found in this report. We thank Stagecoach and nestrans for again supporting an extension of our work in Scotland.

Transport Focus now works more closely in partnership with London TravelWatch. The teams at London TravelWatch and Transport Focus will look to develop ways to compare the analysis from the Bus Passenger Survey with research undertaken by Transport for London that also reports on bus passenger satisfaction with services. Perhaps in 2021 I will be able to say more about bus passenger experience across the whole of England and provide an interesting comparison of results between London and services outside the capital.

When Transport Focus first ran the Bus Passenger Survey in 2009, we wanted to provide a base of evidence from passengers to influence the decisions and investment being made by bus operators, transport authorities and Governments.

The survey has never been more important. Recent ambitious announcements made by governments in Scotland, Wales and England will see a range of improvements to make bus more attractive as part of a focus on encouraging people to make sustainable journey choices.

Transport Focus insight, including the Bus Passenger Survey, will be key to ensuring the needs of all current and future bus passengers are met in the development and delivery of new and much-welcomed investment in the bus.

I want to thank all the various bus operators and local transport authorities across England and Scotland who supported the 2019 Bus Passenger Survey.

**Jeff Halliwell**  
Chair, Transport Focus

# Results by authority in England

The Bus Passenger Survey was conducted in 31 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 174.*

## 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)

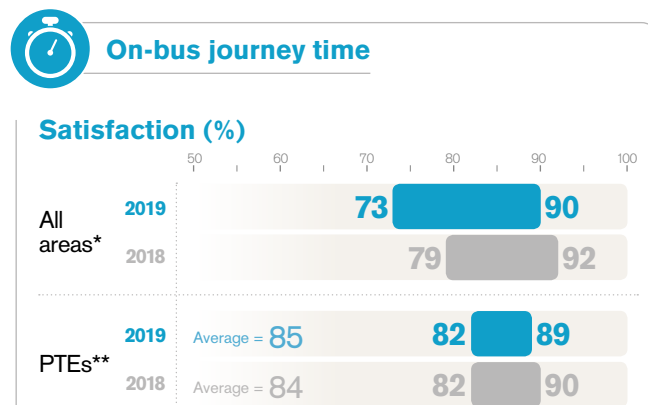
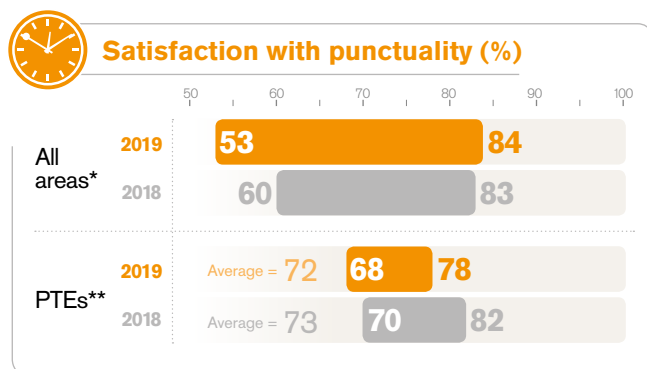
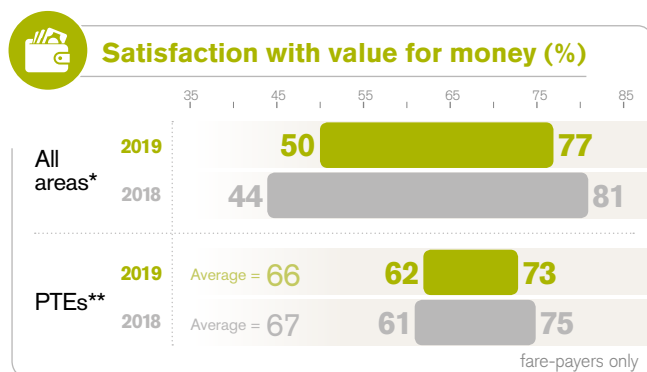
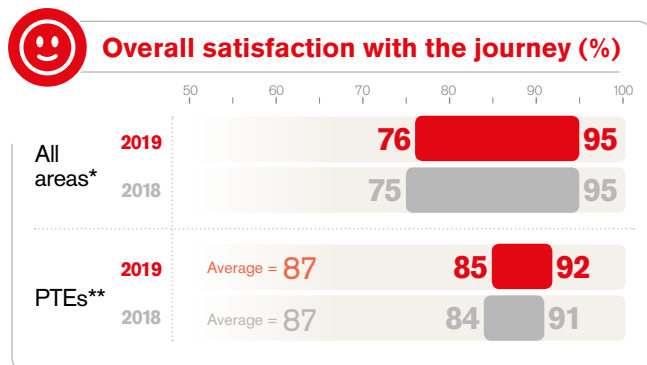
## Local transport authority areas

- Bournemouth, Christchurch and Poole Council
- Cambridgeshire and Peterborough Combined Authority
- Cheshire West and Chester Council
- Cornwall Council
- County Durham Council
- Derbyshire County Council
- Devon County Council
- Essex County Council
- Hertfordshire County Council
- Kent County Council
- Kingston-upon-Hull City Council
- Lincolnshire County Council
- Leicester City Council
- Milton Keynes Council
- North East Lincolnshire Council
- Northumberland County Council
- Nottingham City Council
- Nottinghamshire County Council
- Oxfordshire County Council
- Portsmouth City Council
- Staffordshire County Council
- Swindon Borough Council
- Worcestershire County Council
- City of York Council



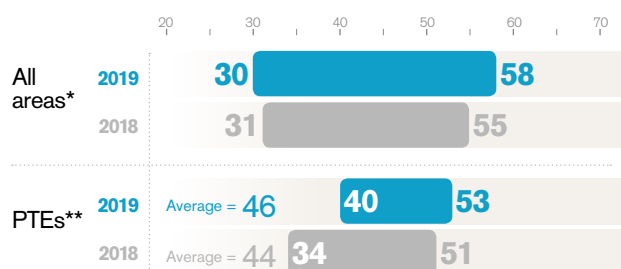
# Key findings by authority areas in England

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

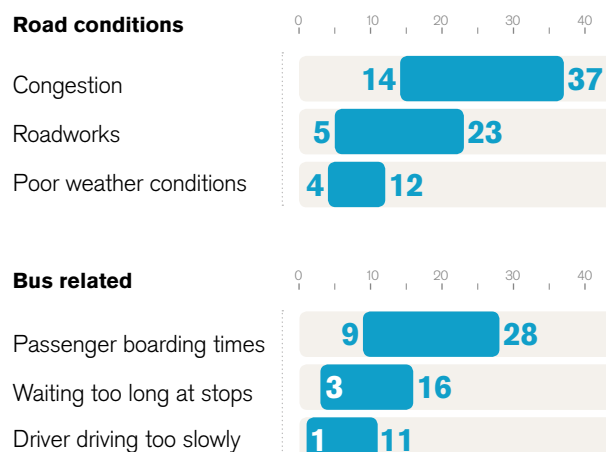


**Factors affecting journey time (%)**  
Passengers told us if their journey time was affected by any of six reasons (they could choose more than one)

Proportion of journeys affected:



Journeys were affected by:



\*The authority areas covered in the autumn 2019 survey are not exactly the same as those covered in the autumn 2018 survey, although the majority are the same (including all six PTEs)

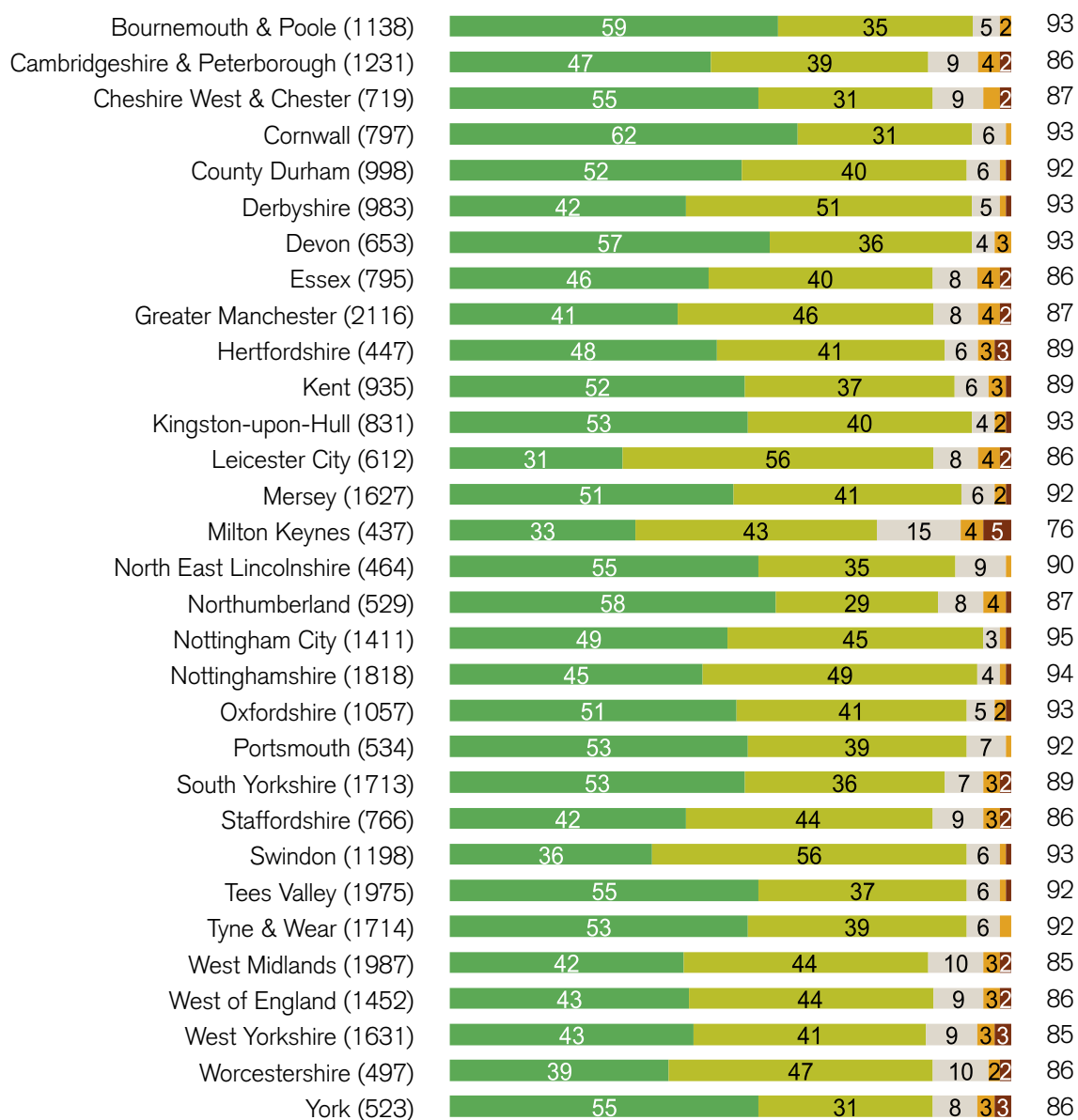
\*\*Passenger Transport Executive areas





## 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

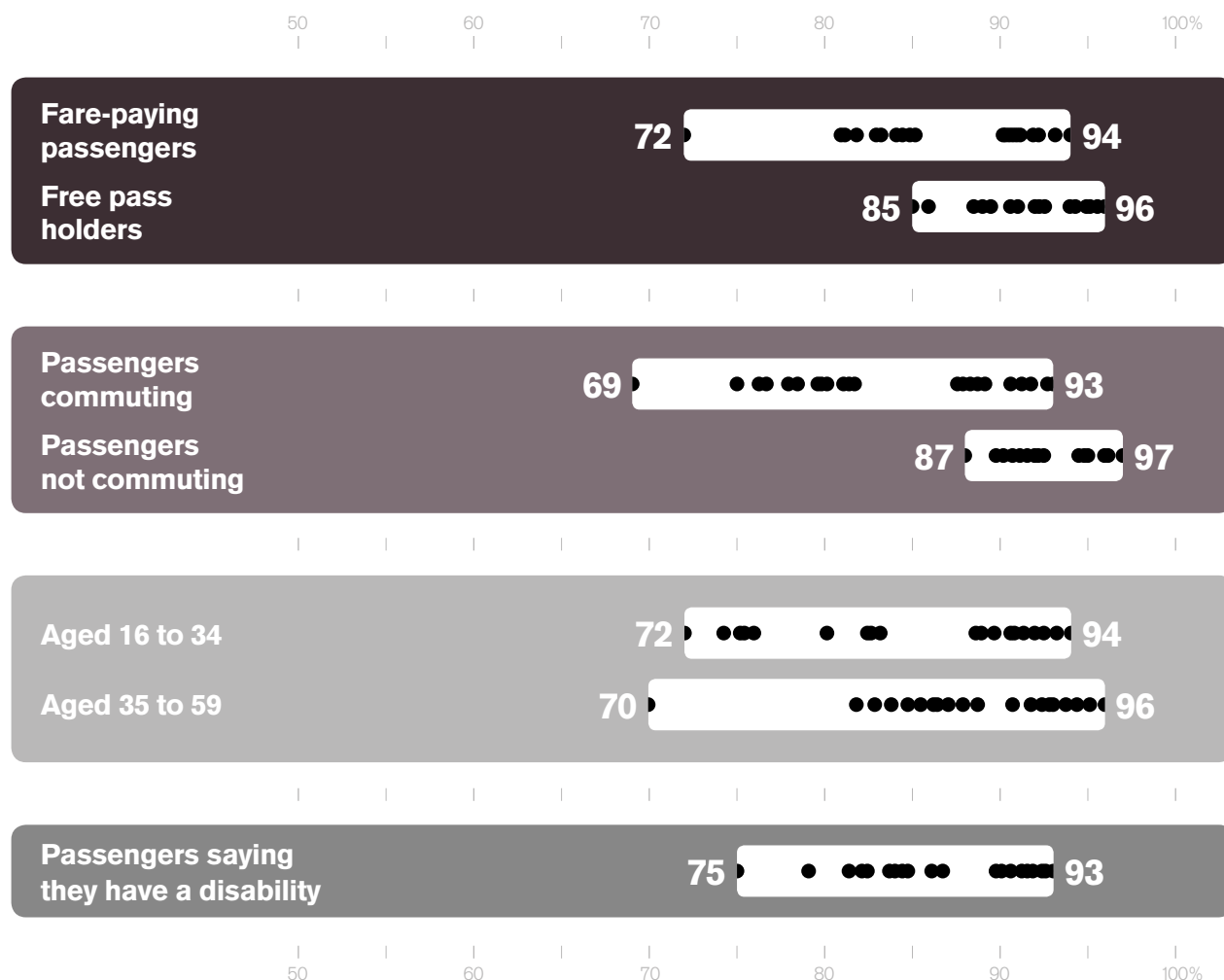


## Overall satisfaction amongst key passenger groups (%) – how scores vary by area

### Reading the chart

The chart below shows how different passenger groups rated their bus journey overall and how these scores varied by the 31 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.

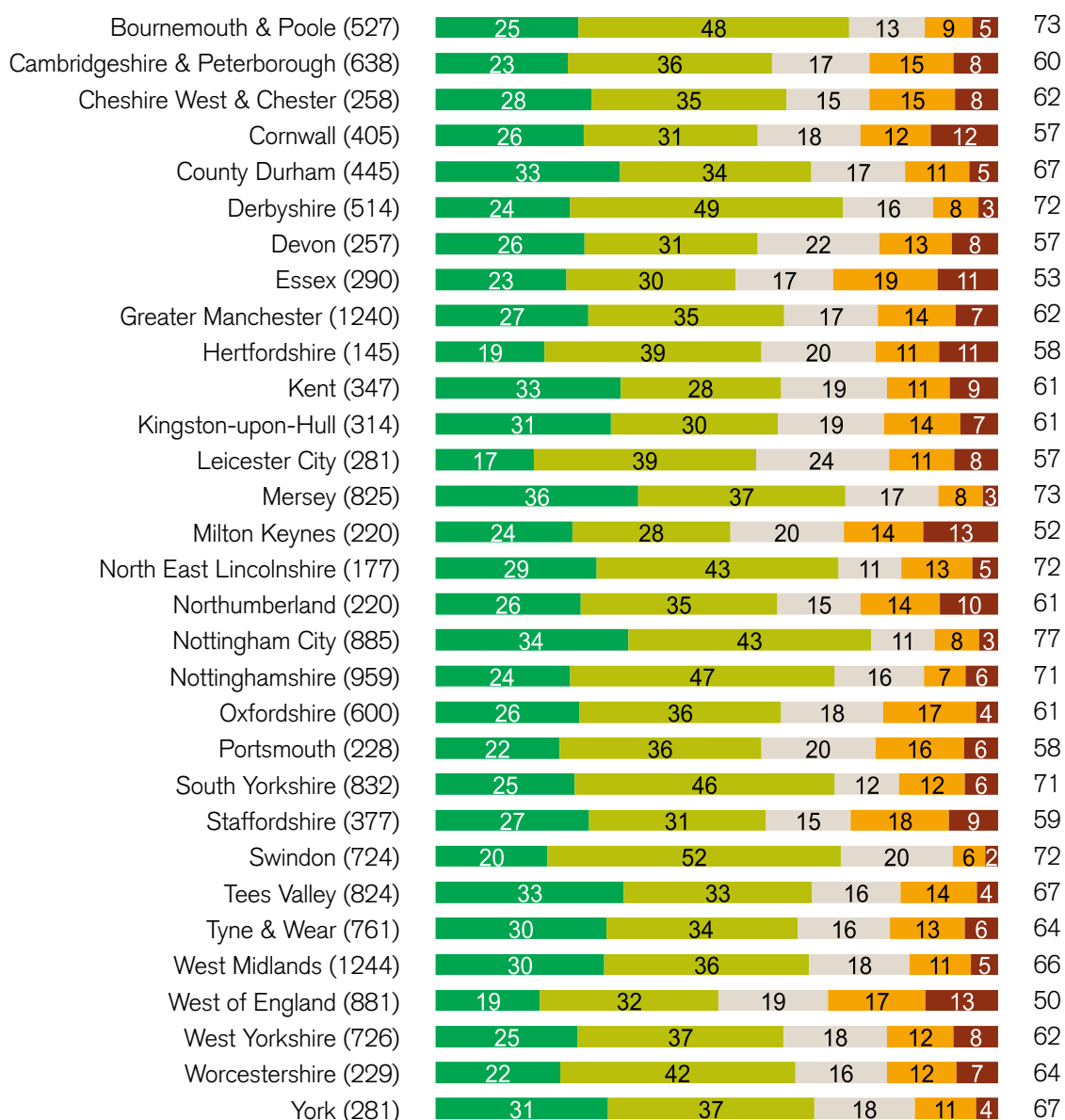


**Q Overall, taking everything into account from start to end of the bus journey, how satisfied were you with your bus journey?**



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

% – very/fairly satisfied\*



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

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

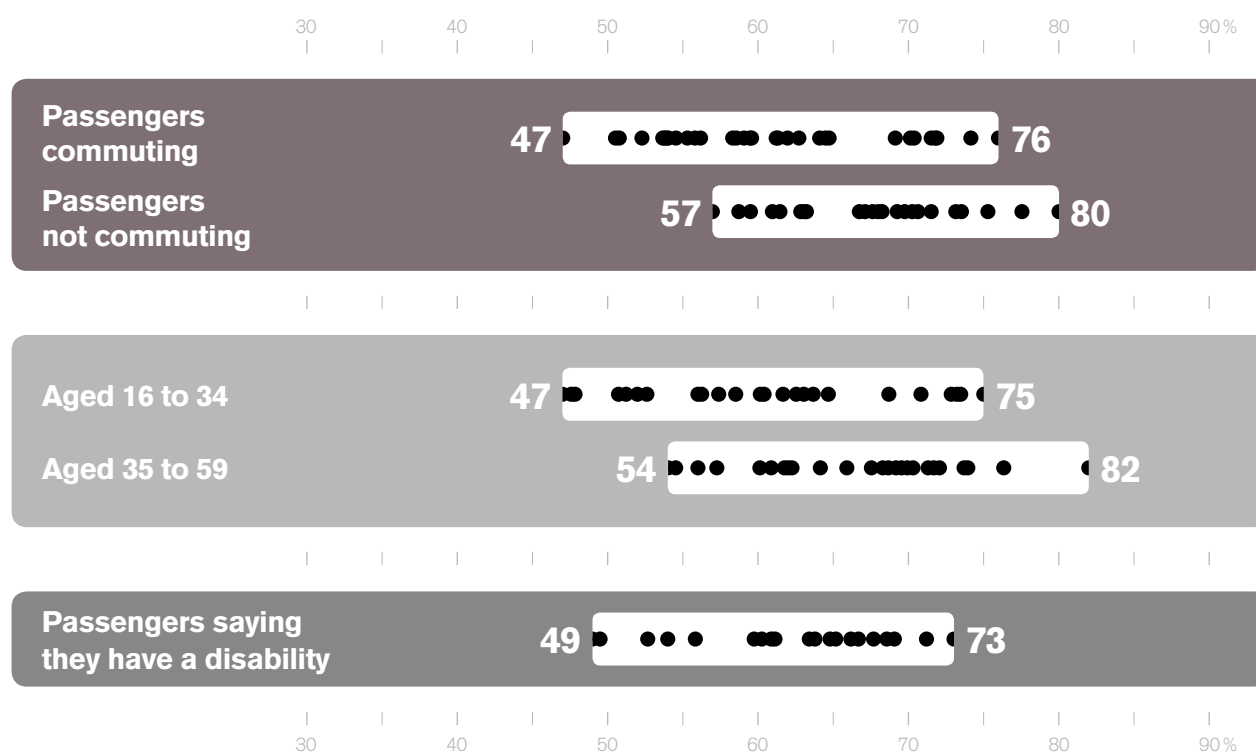
\*Due to rounding the percentage very/fairly satisfied may not always be equal to the sum of the very and fairly satisfied values in the chart



## 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 31 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.



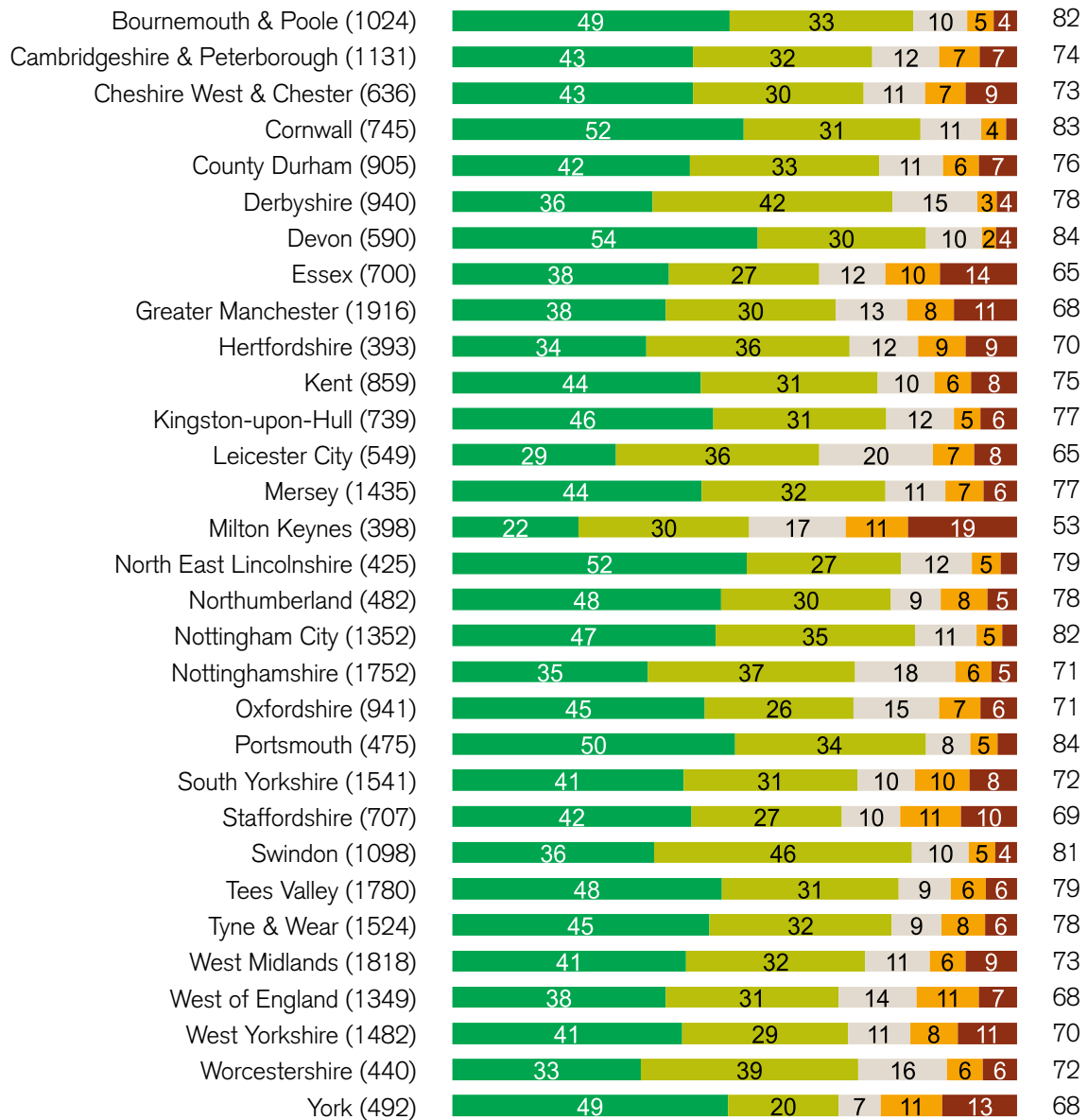
**Q** How satisfied were you with the value for money of your journey?





## Satisfaction with punctuality of the bus (%)

% – very/fairly satisfied\*



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

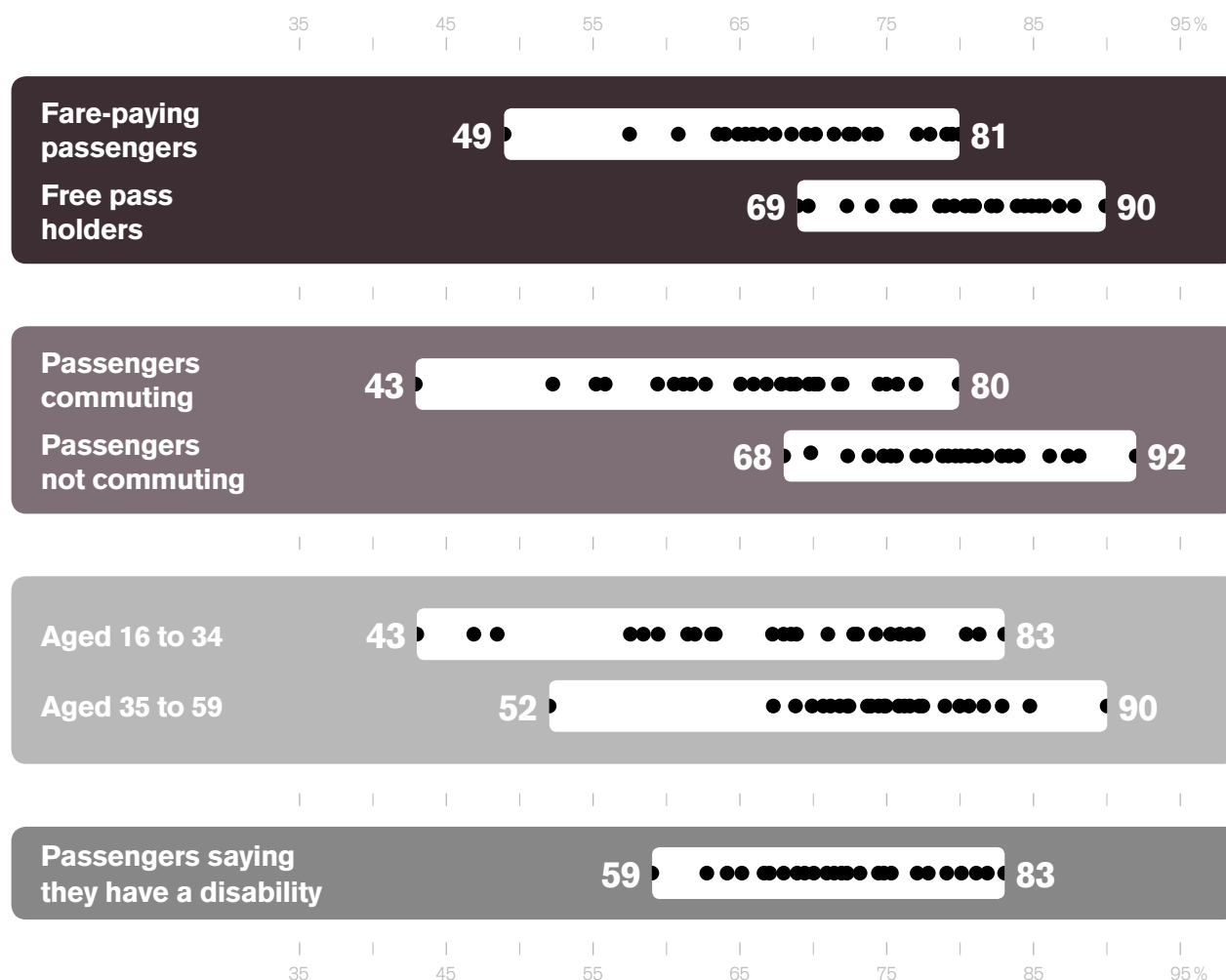


## Satisfaction with punctuality amongst key passenger groups (%) – how scores vary by area

### Reading the chart

The chart below shows how different passenger groups rated the punctuality of the bus and how these scores varied by the 31 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.

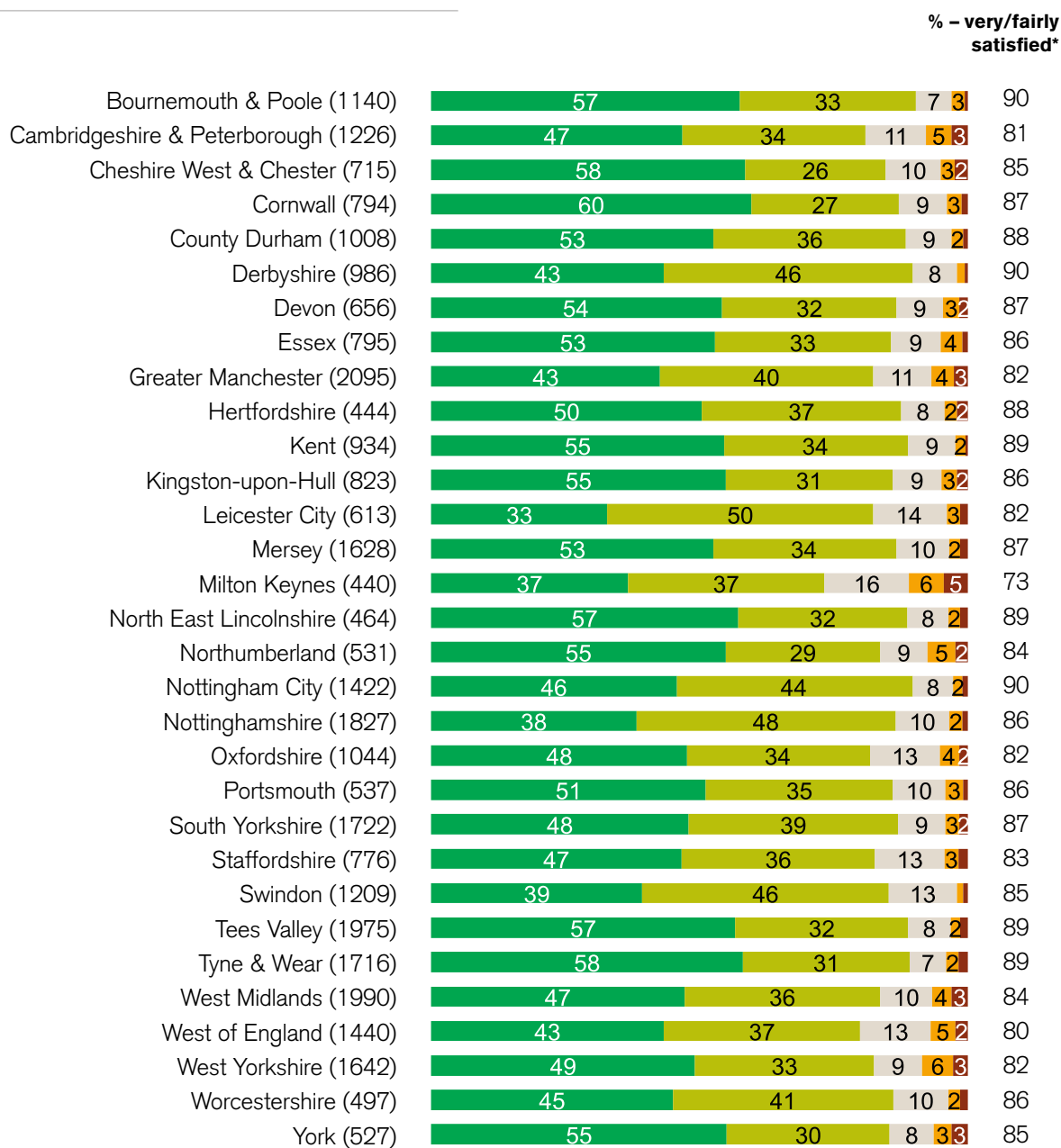
This shows, for example, that free pass holders tend to be more satisfied with punctuality than fare-payers, as the white band is further to the right. However, there is wider variation in scores for fare-payers than there is for free pass holders.



**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

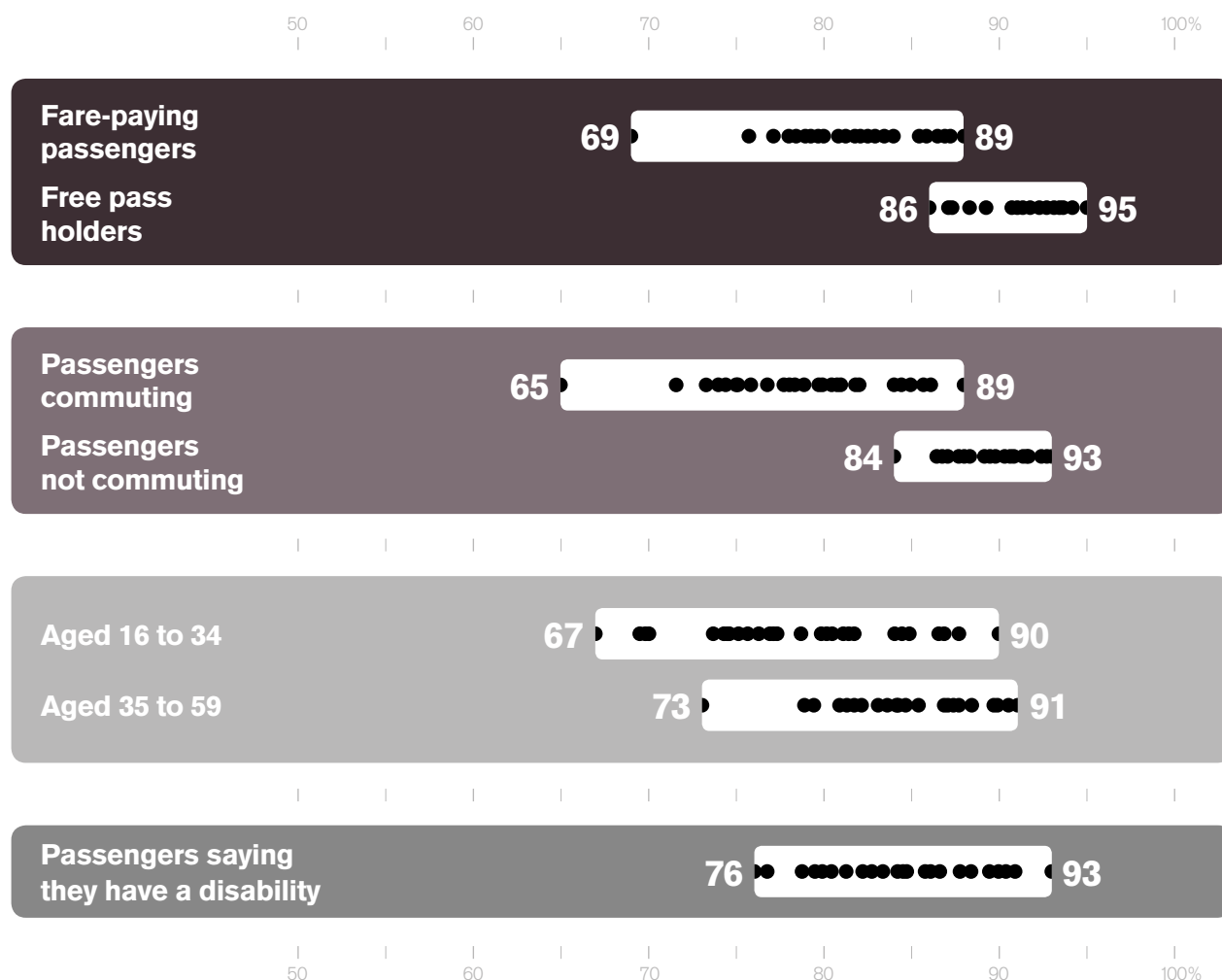


## Satisfaction with on-bus journey time amongst key passenger groups (%) – how scores vary by area

### 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 31 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 31 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



### Overall satisfaction

87%



### Value for money

62%



### Punctuality

68%



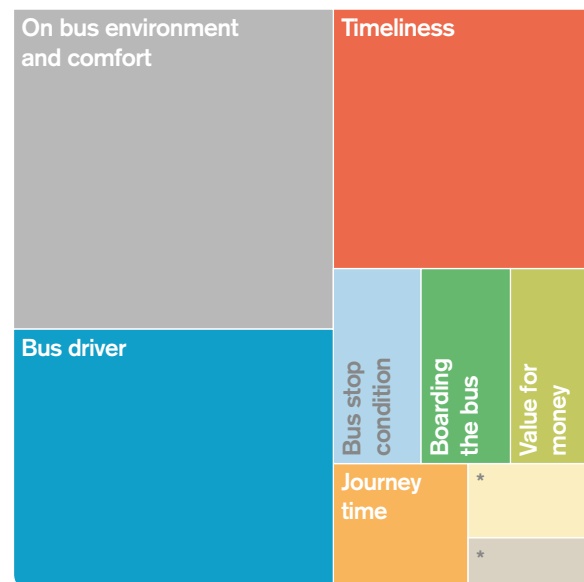
### Journey time

82%



## Which themes are affecting overall passenger satisfaction?

See page 175 for an explanation of how these themes were calculated



fare-payers only

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>83</b>	<b>86</b>	<b>87</b>	<b>87</b>	<b>41</b>	<b>46</b>	<b>8</b>	<b>6</b>	<b>2116</b>
Fare-paying passengers	80	85	85	85	36	49	9	6	1278
Free pass holders	94	93	92	91	53	37	6	4	792
Aged 16 to 34	77	84	84	84	33	51	9	6	678
Aged 35 to 59	85	86	88	87	42	45	7	6	547
Passengers commuting	77	82	85	81	33	49	11	8	831
Passengers not commuting	90	91	90	92	47	44	5	3	1218
Passengers saying they have a disability	83	86	83	85	46	39	9	7	661
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>70</b>	<b>72</b>	<b>66</b>	<b>62</b>	<b>27</b>	<b>35</b>	<b>17</b>	<b>21</b>	<b>1240</b>
Aged 16 to 34	66	68	64	58	25	34	19	23	582
Aged 35 to 59	74	76	70	66	30	36	14	20	477
Passengers commuting	65	70	67	59	26	33	18	23	709
Passengers not commuting	78	75	65	67	28	38	15	19	507
<b>Punctuality and time waiting for bus</b>									
Punctuality of the bus	67	73	70	68	38	30	13	19	1916
The length of time waited	68	76	74	71	37	34	11	18	2081
<b>On-bus journey time</b>									
Time the journey on the bus took	79	84	83	82	43	40	11	7	2095

## Detailed results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>The bus stop</b>									
Overall satisfaction with the bus stop	80	82	81	80	32	48	14	7	2009
Its distance from the journey start	85	87	84	83	48	35	11	6	2012
The convenience/accessibility of its location	88	90	88	87	51	36	9	4	1906
Its condition/standard of maintenance	71	78	75	72	33	39	17	11	1894
Its freedom from graffiti/vandalism	77	82	79	76	41	35	16	8	1885
Its freedom from litter	70	75	70	70	32	38	15	14	1883
The information provided at the stop	70	75	70	71	30	41	16	13	1902
Your personal safety whilst at the stop	77	82	76	74	38	36	18	8	1926

### On the bus

Route/destination information on the outside of the bus	85	85	83	82	50	32	14	4	2013
The cleanliness and condition of the outside of the bus	77	79	78	77	36	41	16	7	1979
The ease of getting onto the bus*	-	-	90	89	54	35	7	3	2070
The length of time it took to board	89	90	89	88	55	34	8	3	2029
The cleanliness and condition of the inside of the bus	74	79	77	74	31	43	14	12	2119
The information provided inside the bus	62	62	64	60	24	36	32	8	1865
The availability of seating or space to stand	84	88	86	85	47	38	9	7	2058
The comfort of the seats	76	82	79	74	31	43	16	10	2062
The amount of personal space you had around you	74	79	77	75	34	41	14	11	2050
Provision of grab rails to stand/move within the bus	83	86	86	83	42	41	12	5	2033
The temperature inside the bus	76	81	79	76	34	42	14	11	2048
Your personal security whilst on the bus	83	87	84	81	40	41	15	4	2041
Ease of getting off the bus*	-	-	89	87	46	40	9	4	2067

### The bus driver

How near to the kerb the driver stopped	90	93	91	92	59	32	7	2	2030
The driver's appearance	87	87	88	88	58	30	11	1	1951
The greeting/welcome you got from the driver	65	69	69	69	39	29	23	8	1997
The helpfulness and attitude of the driver	67	73	72	71	42	29	23	6	1951
The time the driver gave you to get to your seat	72	79	77	75	42	32	17	9	2009
Smoothness/freedom from jolting during the journey	72	78	76	76	38	37	16	9	2028
Safety of the driving (i.e. speed, driver concentrating)	86	88	89	88	53	35	9	3	2037

## Factors affecting journey time

Occurrence (%)	2016	2017	2018	2019
Congestion/traffic jams	31	29	27	26
Road works	19	13	11	11
Bus driver driving too slowly	6	4	5	4
Poor weather conditions	6	5	3	8
Waiting too long at stops	12	8	10	10
Passenger boarding time	23	26	21	21
Base size	2026	1881	2074	2214

Passengers could provide more than one answer

## Anti-social behaviour

'Yes' (%)	2016	2017	2018	2019
Other passengers' behaviour giving cause to worry or feel uncomfortable	7	6	8	8
Base size	1936	1828	2015	2119

\* New question in 2018

# Mersey and Halton (Merseytravel)

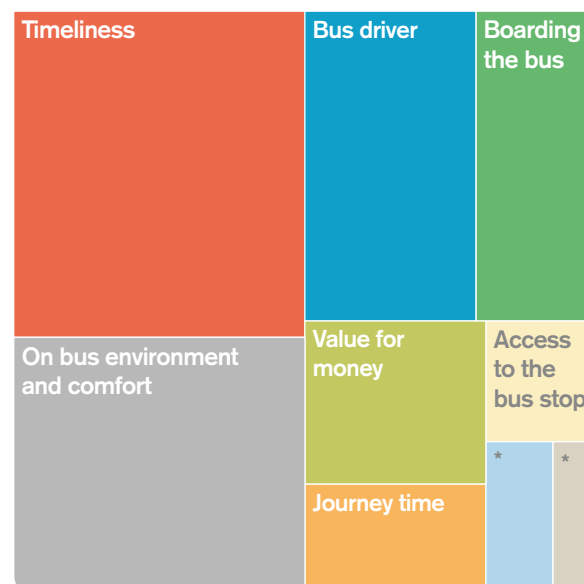
(included Halton since 2015, part of Liverpool City Region)

## Headline results



## Which themes are affecting overall passenger satisfaction?

See page 175 for an explanation of how these themes were calculated



fare-payers only

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>90</b>	<b>92</b>	<b>91</b>	<b>92</b>	<b>51</b>	<b>41</b>	<b>6</b>	<b>2</b>	<b>1627</b>
Fare-paying passengers	88	90	89	91	44	46	7	3	842
Free pass holders	94	94	94	93	64	29	4	2	765
Aged 16 to 34	83	89	89	90	38	52	8	2	453
Aged 35 to 59	93	90	89	91	51	39	6	4	395
Passengers commuting	86	88	87	91	42	49	6	3	631
Passengers not commuting	93	94	94	92	58	34	5	2	933
Passengers saying they have a disability	89	90	90	90	52	38	6	4	494
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>73</b>	<b>70</b>	<b>75</b>	<b>73</b>	<b>36</b>	<b>37</b>	<b>17</b>	<b>11</b>	<b>825</b>
Aged 16 to 34	68	67	73	73	33	40	17	10	417
Aged 35 to 59	79	73	77	72	38	34	16	12	340
Passengers commuting	72	70	72	72	33	39	16	12	514
Passengers not commuting	76	69	79	75	41	34	16	9	289
<b>Punctuality and time waiting for bus</b>									
Punctuality of the bus	78	75	76	77	44	32	11	13	1435
The length of time waited	79	76	77	78	44	34	12	9	1589
<b>On-bus journey time</b>									
Time the journey on the bus took	87	89	88	87	53	34	10	4	1628



## Detailed results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>The bus stop</b>									
Overall satisfaction with the bus stop	81	81	83	81	38	42	13	6	1530
Its distance from the journey start	87	86	88	86	54	32	9	5	1523
The convenience/accessibility of its location	90	88	91	89	57	32	7	4	1402
Its condition/standard of maintenance	79	76	78	77	39	38	13	9	1419
Its freedom from graffiti/vandalism	79	77	80	78	45	32	12	10	1403
Its freedom from litter	75	74	78	75	41	34	13	12	1394
The information provided at the stop	73	70	74	76	39	37	15	9	1406
Your personal safety whilst at the stop	79	78	80	80	46	34	15	5	1437

### On the bus

Route/destination information on the outside of the bus	85	88	85	84	53	31	13	3	1549
The cleanliness and condition of the outside of the bus	85	87	84	81	45	36	15	4	1512
The ease of getting onto the bus*	-	-	93	91	59	32	8	2	1572
The length of time it took to board	91	93	91	91	60	31	7	2	1530
The cleanliness and condition of the inside of the bus	85	87	83	83	41	41	11	6	1617
The information provided inside the bus	72	72	69	70	33	37	25	5	1442
The availability of seating or space to stand	89	88	88	88	53	34	8	4	1577
The comfort of the seats	84	84	83	81	42	39	14	6	1574
The amount of personal space you had around you	82	79	80	78	41	36	14	8	1552
Provision of grab rails to stand/move within the bus	88	88	87	85	47	38	12	3	1542
The temperature inside the bus	80	82	82	79	38	40	14	7	1553
Your personal security whilst on the bus	87	87	87	85	49	36	13	2	1549
Ease of getting off the bus*	-	-	92	90	53	37	8	2	1565

### The bus driver

How near to the kerb the driver stopped	94	93	94	93	65	28	6	1	1575
The driver's appearance	91	90	91	91	64	27	8	1	1510
The greeting/welcome you got from the driver	73	74	75	77	47	30	19	4	1521
The helpfulness and attitude of the driver	76	76	77	77	48	29	19	4	1487
The time the driver gave you to get to your seat	79	77	81	79	50	29	15	6	1530
Smoothness/freedom from jolting during the journey	80	79	79	80	45	34	14	7	1547
Safety of the driving (i.e. speed, driver concentrating)	89	89	91	89	60	29	9	2	1549

## Factors affecting journey time

Occurrence (%)	2016	2017	2018	2019
Congestion/traffic jams	21	21	17	20
Road works	13	11	8	14
Bus driver driving too slowly	3	2	2	3
Poor weather conditions	4	3	3	4
Waiting too long at stops	6	7	4	5
Passenger boarding time	18	17	16	16
Base size	2562	2135	2031	1695

Passengers could provide more than one answer

## Anti-social behaviour

'Yes' (%)	2016	2017	2018	2019
Other passengers' behaviour giving cause to worry or feel uncomfortable	5	5	5	5
Base size	2481	2056	1980	1640

\* New question in 2018

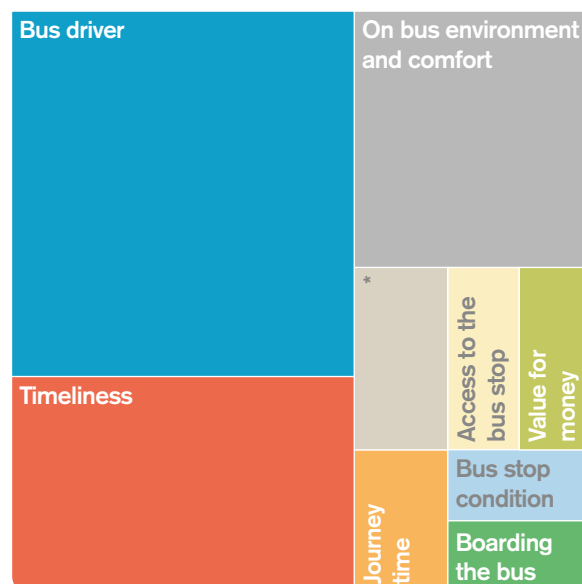
# South Yorkshire (SYLTE)

## Headline results



## Which themes are affecting overall passenger satisfaction?

See page 175 for an explanation of how these themes were calculated



fare-payers only

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>85</b>	<b>87</b>	<b>86</b>	<b>89</b>	<b>53</b>	<b>36</b>	<b>7</b>	<b>4</b>	<b>1713</b>
Fare-paying passengers	84	85	85	89	52	36	7	5	862
Free pass holders	89	92	91	89	54	34	7	5	817
Aged 16 to 34	81	84	81	88	50	38	8	4	333
Aged 35 to 59	83	87	85	89	54	35	6	5	444
Passengers commuting	81	83	85	89	51	38	6	5	552
Passengers not commuting	89	91	87	89	55	34	7	4	1098
Passengers saying they have a disability	83	87	86	82	39	43	11	7	560
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>69</b>	<b>67</b>	<b>69</b>	<b>71</b>	<b>25</b>	<b>46</b>	<b>12</b>	<b>18</b>	<b>832</b>
Aged 16 to 34	66	62	68	72	27	46	8	19	289
Aged 35 to 59	70	71	66	69	21	48	15	16	375
Passengers commuting	69	68	70	70	25	45	11	19	473
Passengers not commuting	70	65	67	73	24	49	12	15	346
<b>Punctuality and time waiting for bus</b>									
Punctuality of the bus	74	73	76	72	41	31	10	18	1541
The length of time waited	73	73	76	71	39	33	12	17	1671
<b>On-bus journey time</b>									
Time the journey on the bus took	83	82	83	87	48	39	9	4	1722

## Detailed results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>The bus stop</b>									
Overall satisfaction with the bus stop	75	79	77	81	41	40	12	7	1632
Its distance from the journey start	84	85	79	86	54	32	9	5	1602
The convenience/accessibility of its location	87	86	83	89	55	35	8	3	1498
Its condition/standard of maintenance	70	71	72	76	39	38	14	10	1514
Its freedom from graffiti/vandalism	73	73	73	79	48	31	12	9	1504
Its freedom from litter	66	69	70	73	41	32	15	12	1518
The information provided at the stop	71	73	71	74	39	35	15	11	1515
Your personal safety whilst at the stop	79	80	76	81	46	35	14	5	1540

### On the bus

Route/destination information on the outside of the bus	83	83	87	86	54	32	10	4	1620
The cleanliness and condition of the outside of the bus	78	78	81	80	39	41	13	8	1582
The ease of getting onto the bus*	-	-	89	92	58	34	5	3	1645
The length of time it took to board	89	90	89	91	58	33	6	3	1629
The cleanliness and condition of the inside of the bus	79	78	70	80	38	43	11	9	1679
The information provided inside the bus	63	64	63	69	34	35	24	6	1502
The availability of seating or space to stand	86	82	86	87	54	33	8	6	1657
The comfort of the seats	74	74	71	79	41	38	12	9	1661
The amount of personal space you had around you	76	72	76	79	43	36	11	9	1643
Provision of grab rails to stand/move within the bus	84	84	82	86	50	36	10	4	1637
The temperature inside the bus	77	76	76	80	38	42	11	9	1641
Your personal security whilst on the bus	83	85	80	86	50	37	11	3	1640
Ease of getting off the bus*	-	-	83	88	52	36	7	5	1671

### The bus driver

How near to the kerb the driver stopped	90	91	86	92	65	27	6	2	1650
The driver's appearance	88	90	88	93	66	27	7	1	1594
The greeting/welcome you got from the driver	69	72	79	76	51	26	17	7	1637
The helpfulness and attitude of the driver	70	71	81	77	52	25	17	6	1604
The time the driver gave you to get to your seat	75	77	80	81	52	29	12	7	1639
Smoothness/freedom from jolting during the journey	75	77	76	80	46	34	12	8	1653
Safety of the driving (i.e. speed, driver concentrating)	88	89	82	89	62	27	8	3	1653

## Factors affecting journey time

Occurrence (%)	2016	2017	2018	2019
Congestion/traffic jams	24	22	19	20
Road works	11	9	7	10
Bus driver driving too slowly	5	4	2	2
Poor weather conditions	5	3	5	4
Waiting too long at stops	10	11	3	5
Passenger boarding time	20	22	13	18
Base size	1658	1585	1483	1774

Passengers could provide more than one answer

## Anti-social behaviour

'Yes' (%)	2016	2017	2018	2019
Other passengers' behaviour giving cause to worry or feel uncomfortable	7	7	5	5
Base size	1606	1524	1450	1708

\* New question in 2018

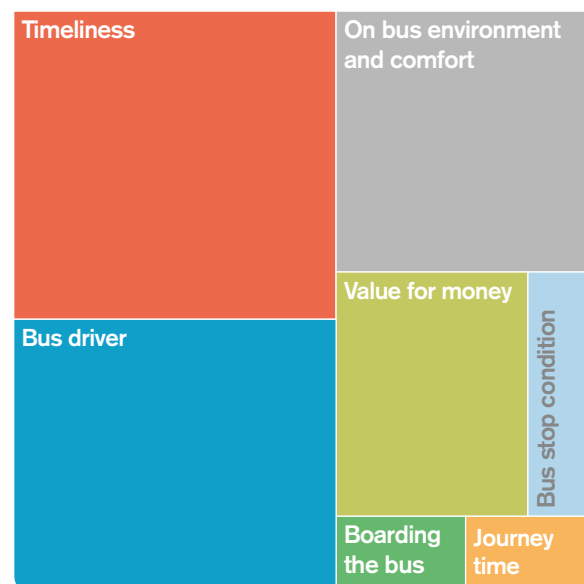
# Tyne and Wear (Nexus)

## Headline results



## Which themes are affecting overall passenger satisfaction?

See page 175 for an explanation of how these themes were calculated



fare-payers only

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>90</b>	<b>93</b>	<b>91</b>	<b>92</b>	<b>53</b>	<b>39</b>	<b>6</b>	<b>3</b>	<b>1714</b>
Fare-paying passengers	89	92	89	89	47	42	8	3	795
Free pass holders	94	95	95	96	63	33	2	2	903
Aged 16 to 34	93	91	88	87	43	43	9	4	256
Aged 35 to 59	85	93	90	92	50	42	5	3	424
Passengers commuting	88	93	88	87	40	47	8	5	472
Passengers not commuting	92	94	93	95	61	34	4	1	1179
Passengers saying they have a disability	88	93	91	92	56	36	5	3	613
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>74</b>	<b>71</b>	<b>72</b>	<b>64</b>	<b>30</b>	<b>34</b>	<b>16</b>	<b>19</b>	<b>761</b>
Aged 16 to 34	74	71	71	57	28	29	17	25	233
Aged 35 to 59	70	72	71	72	32	40	15	13	355
Passengers commuting	79	72	69	61	26	35	18	22	398
Passengers not commuting	60	70	76	70	37	33	15	15	349
<b>Punctuality and time waiting for bus</b>									
Punctuality of the bus	79	76	82	78	45	32	9	13	1524
The length of time waited	75	76	81	78	44	34	11	11	1644
<b>On-bus journey time</b>									
Time the journey on the bus took	88	89	90	89	58	31	7	4	1716

## Detailed results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>The bus stop</b>									
Overall satisfaction with the bus stop	82	82	86	81	39	42	12	7	1622
Its distance from the journey start	88	87	88	87	57	30	8	5	1579
The convenience/accessibility of its location	89	90	92	91	59	32	6	3	1496
Its condition/standard of maintenance	74	78	77	75	37	38	14	10	1490
Its freedom from graffiti/vandalism	80	80	80	77	44	33	11	11	1489
Its freedom from litter	70	75	75	71	39	32	14	14	1502
The information provided at the stop	81	80	81	81	41	41	11	8	1530
Your personal safety whilst at the stop	81	80	84	83	48	35	12	6	1516

### On the bus

Route/destination information on the outside of the bus	87	88	89	87	57	29	11	3	1608
The cleanliness and condition of the outside of the bus	82	83	86	83	45	38	13	4	1595
The ease of getting onto the bus*	-	-	93	94	61	33	4	2	1665
The length of time it took to board	90	92	93	94	63	31	5	1	1622
The cleanliness and condition of the inside of the bus	84	84	82	82	40	42	9	9	1672
The information provided inside the bus	73	76	75	71	35	36	24	5	1496
The availability of seating or space to stand	90	90	91	91	55	36	5	4	1662
The comfort of the seats	82	83	85	85	42	42	11	5	1649
The amount of personal space you had around you	81	82	81	83	43	40	10	7	1639
Provision of grab rails to stand/move within the bus	86	89	86	89	51	39	7	3	1636
The temperature inside the bus	80	84	81	81	42	39	12	7	1640
Your personal security whilst on the bus	87	89	87	89	52	37	9	3	1632
Ease of getting off the bus*	-	-	90	92	57	35	6	3	1659

### The bus driver

How near to the kerb the driver stopped	91	94	93	93	64	28	5	3	1654
The driver's appearance	91	93	93	93	68	25	5	2	1601
The greeting/welcome you got from the driver	73	78	80	77	52	25	16	7	1619
The helpfulness and attitude of the driver	75	78	81	80	52	27	15	6	1585
The time the driver gave you to get to your seat	78	81	83	81	53	28	12	7	1624
Smoothness/freedom from jolting during the journey	78	82	82	81	49	32	12	7	1633
Safety of the driving (i.e. speed, driver concentrating)	87	91	91	92	62	30	6	3	1645

## Factors affecting journey time

Occurrence (%)	2016	2017	2018	2019
Congestion/traffic jams	26	15	16	20
Road works	18	11	12	14
Bus driver driving too slowly	3	3	2	3
Poor weather conditions	3	3	3	6
Waiting too long at stops	6	5	4	5
Passenger boarding time	14	18	17	17
Base size	1528	1733	1602	1760

Passengers could provide more than one answer

## Anti-social behaviour

'Yes' (%)	2016	2017	2018	2019
Other passengers' behaviour giving cause to worry or feel uncomfortable	6	5	5	7
Base size	1495	1694	1568	1718

\* New question in 2018

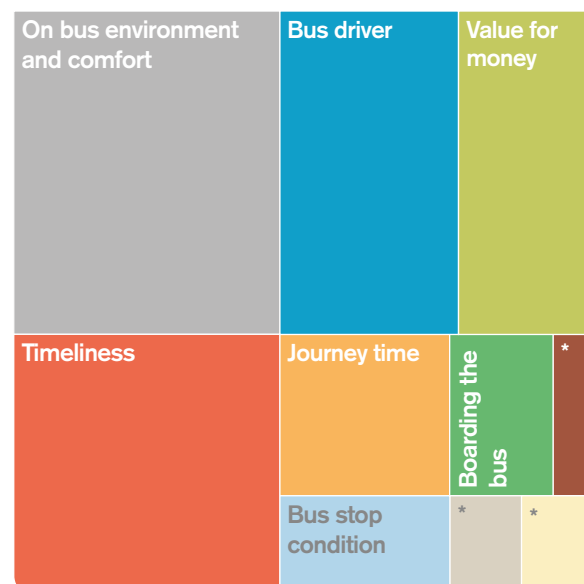
# West Midlands (TfWM)

## Headline results



## Which themes are affecting overall passenger satisfaction?

See page 175 for an explanation of how these themes were calculated



fare-payers only

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>85</b>	<b>85</b>	<b>84</b>	<b>85</b>	<b>42</b>	<b>44</b>	<b>10</b>	<b>5</b>	<b>1987</b>
Fare-paying passengers	82	83	82	83	38	46	11	5	1283
Free pass holders	92	92	87	91	54	37	4	4	662
Aged 16 to 34	81	79	80	82	33	49	13	5	621
Aged 35 to 59	85	86	83	84	41	43	11	5	567
Passengers commuting	80	80	80	82	33	49	12	6	827
Passengers not commuting	89	90	87	89	49	40	7	4	1091
Passengers saying they have a disability	85	85	87	84	45	39	10	6	561
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>62</b>	<b>64</b>	<b>66</b>	<b>66</b>	<b>30</b>	<b>36</b>	<b>18</b>	<b>16</b>	<b>1244</b>
Aged 16 to 34	59	56	63	63	27	36	20	17	579
Aged 35 to 59	68	72	69	69	33	36	17	14	511
Passengers commuting	59	61	62	64	26	39	18	17	744
Passengers not commuting	68	69	73	70	37	33	17	13	468
<b>Punctuality and time waiting for bus</b>									
Punctuality of the bus	72	69	71	73	41	32	11	15	1818
The length of time waited	72	70	73	72	40	33	13	15	1962
<b>On-bus journey time</b>									
Time the journey on the bus took	82	80	82	84	47	36	10	7	1990

## Detailed results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>The bus stop</b>									
Overall satisfaction with the bus stop	77	77	80	79	33	46	13	8	1885
Its distance from the journey start	83	83	83	83	48	35	11	6	1879
The convenience/accessibility of its location	82	84	85	86	50	36	9	4	1746
Its condition/standard of maintenance	71	71	73	72	34	38	17	11	1756
Its freedom from graffiti/vandalism	72	72	73	76	40	36	15	9	1744
Its freedom from litter	66	66	68	69	33	36	16	15	1753
The information provided at the stop	72	71	73	74	34	40	16	10	1761
Your personal safety whilst at the stop	75	72	75	76	38	38	17	7	1792

### On the bus

Route/destination information on the outside of the bus	83	83	83	83	49	35	12	5	1891
The cleanliness and condition of the outside of the bus	74	78	78	77	36	41	14	9	1878
The ease of getting onto the bus*	-	-	88	88	55	33	8	4	1947
The length of time it took to board	87	87	87	88	57	30	9	4	1910
The cleanliness and condition of the inside of the bus	73	74	74	73	33	40	14	13	1970
The information provided inside the bus	68	70	72	71	32	39	23	6	1822
The availability of seating or space to stand	83	84	84	85	47	38	9	6	1930
The comfort of the seats	75	77	76	76	35	40	15	9	1921
The amount of personal space you had around you	73	74	75	77	37	39	12	11	1903
Provision of grab rails to stand/move within the bus	83	83	81	82	41	41	13	5	1899
The temperature inside the bus	76	77	77	73	35	38	16	11	1918
Your personal security whilst on the bus	79	78	79	77	39	38	17	6	1904
Ease of getting off the bus*	-	-	84	86	48	38	9	5	1930

### The bus driver

How near to the kerb the driver stopped	89	90	90	91	57	34	7	2	1931
The driver's appearance	84	87	87	88	54	35	10	2	1808
The greeting/welcome you got from the driver	61	63	66	66	36	30	25	10	1802
The helpfulness and attitude of the driver	67	66	69	67	38	29	25	8	1758
The time the driver gave you to get to your seat	73	72	74	76	41	35	15	9	1863
Smoothness/freedom from jolting during the journey	75	75	75	75	37	38	16	10	1881
Safety of the driving (i.e. speed, driver concentrating)	85	86	84	86	50	36	10	4	1887

## Factors affecting journey time

Occurrence (%)	2016	2017	2018	2019
Congestion/traffic jams	30	32	26	29
Road works	11	13	12	13
Bus driver driving too slowly	7	7	5	5
Poor weather conditions	5	4	5	6
Waiting too long at stops	8	9	6	7
Passenger boarding time	18	18	14	18
Base size	3546	3198	3049	2089

Passengers could provide more than one answer

## Anti-social behaviour

'Yes' (%)	2016	2017	2018	2019
Other passengers' behaviour giving cause to worry or feel uncomfortable	8	10	8	10
Base size	3404	3051	2929	2004

\* New question in 2018



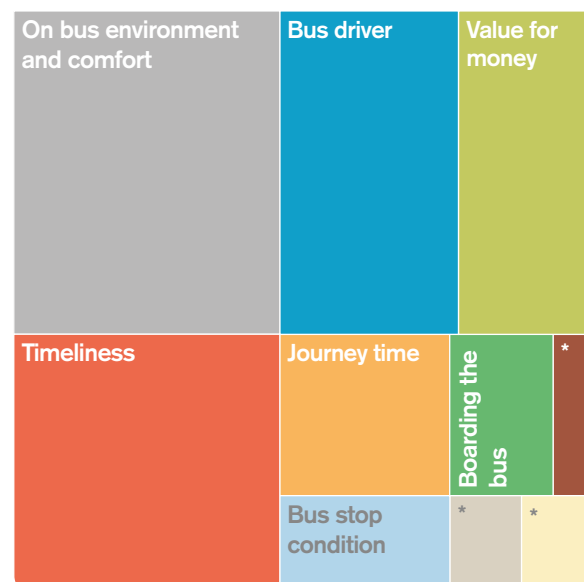
# West Yorkshire (Metro)

## Headline results



## Which themes are affecting overall passenger satisfaction?

See page 175 for an explanation of how these themes were calculated



fare-payers only

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>82</b>	<b>83</b>	<b>85</b>	<b>85</b>	<b>43</b>	<b>41</b>	<b>9</b>	<b>6</b>	<b>1631</b>
Fare-paying passengers	78	79	81	81	37	44	11	8	751
Free pass holders	93	93	93	92	59	34	5	3	859
Aged 16 to 34	75	74	80	74	29	46	17	9	262
Aged 35 to 59	82	86	86	88	46	42	6	6	400
Passengers commuting	74	75	82	78	34	44	13	9	494
Passengers not commuting	90	92	88	91	51	39	6	4	1060
Passengers saying they have a disability	80	84	88	82	41	41	12	6	566
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>57</b>	<b>62</b>	<b>61</b>	<b>62</b>	<b>25</b>	<b>37</b>	<b>18</b>	<b>20</b>	<b>726</b>
Aged 16 to 34	54	62	58	61	22	39	20	19	235
Aged 35 to 59	61	62	66	62	27	35	17	20	344
Passengers commuting	55	58	58	59	22	37	19	22	440
Passengers not commuting	63	70	66	67	31	37	16	16	273
<b>Punctuality and time waiting for bus</b>									
Punctuality of the bus	67	71	72	70	41	29	11	19	1482
The length of time waited	68	71	73	72	37	35	13	14	1565
<b>On-bus journey time</b>									
Time the journey on the bus took	81	80	82	82	49	33	9	9	1642

## Detailed results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>The bus stop</b>									
Overall satisfaction with the bus stop	77	81	82	81	38	43	12	7	1530
Its distance from the journey start	83	84	84	82	51	32	10	8	1493
The convenience/accessibility of its location	87	87	87	88	53	35	7	5	1365
Its condition/standard of maintenance	74	78	79	76	37	39	14	10	1379
Its freedom from graffiti/vandalism	77	80	81	79	44	34	12	10	1368
Its freedom from litter	69	74	76	75	39	36	12	13	1380
The information provided at the stop	70	75	74	75	41	34	13	12	1390
Your personal safety whilst at the stop	74	76	78	77	43	35	16	7	1395

### On the bus

Route/destination information on the outside of the bus	79	82	81	86	52	34	10	4	1516
The cleanliness and condition of the outside of the bus	76	79	80	77	41	36	14	9	1491
The ease of getting onto the bus*	-	-	90	92	57	35	6	2	1574
The length of time it took to board	87	87	88	87	56	31	9	4	1523
The cleanliness and condition of the inside of the bus	76	75	76	73	35	38	13	14	1603
The information provided inside the bus	61	61	62	64	30	34	28	8	1398
The availability of seating or space to stand	82	86	84	85	48	38	8	7	1561
The comfort of the seats	74	73	74	74	37	37	14	13	1570
The amount of personal space you had around you	74	76	74	75	37	38	13	11	1548
Provision of grab rails to stand/move within the bus	84	83	82	83	44	39	10	7	1544
The temperature inside the bus	75	74	73	76	35	40	14	11	1554
Your personal security whilst on the bus	81	81	82	81	43	38	15	4	1552
Ease of getting off the bus*	-	-	87	88	50	38	9	4	1586

### The bus driver

How near to the kerb the driver stopped	88	90	90	91	63	29	6	2	1549
The driver's appearance	86	88	89	88	58	31	10	2	1501
The greeting/welcome you got from the driver	65	67	71	71	44	27	19	9	1531
The helpfulness and attitude of the driver	69	71	74	72	45	27	20	7	1478
The time the driver gave you to get to your seat	70	76	78	77	48	29	15	7	1537
Smoothness/freedom from jolting during the journey	71	74	75	78	42	36	14	8	1551
Safety of the driving (i.e. speed, driver concentrating)	83	86	86	88	56	32	9	3	1558

## Factors affecting journey time

Occurrence (%)	2016	2017	2018	2019
Congestion/traffic jams	29	28	26	26
Road works	16	16	14	20
Bus driver driving too slowly	6	5	4	5
Poor weather conditions	7	3	3	9
Waiting too long at stops	10	8	8	9
Passenger boarding time	25	24	21	20
Base size	1608	1591	1743	1693

Passengers could provide more than one answer

## Anti-social behaviour

'Yes' (%)	2016	2017	2018	2019
Other passengers' behaviour giving cause to worry or feel uncomfortable	9	8	8	8
Base size	1537	1533	1689	1625

\* New question in 2018

# Tees Valley Combined Authority

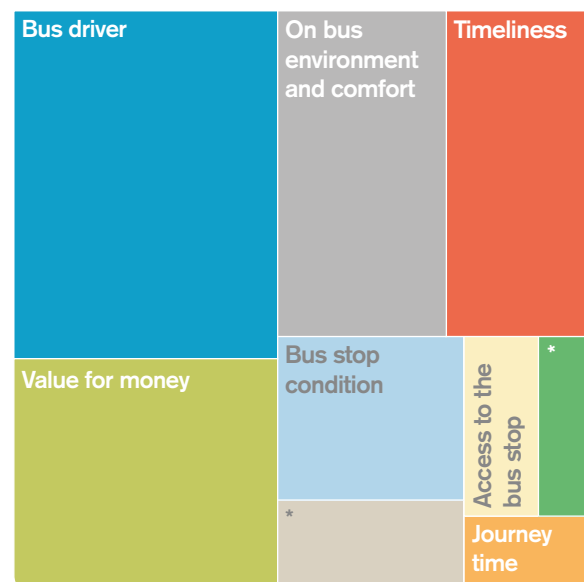
(made up of the five unitary authorities of Darlington, Hartlepool, Middlesbrough, Redcar and Cleveland, and Stockton on Tees)

## Headline results



## Which themes are affecting overall passenger satisfaction?

See page 175 for an explanation of how these themes were calculated



fare-payers only

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>91</b>	<b>91</b>	<b>90</b>	<b>92</b>	<b>55</b>	<b>37</b>	<b>6</b>	<b>2</b>	<b>1975</b>
Fare-paying passengers	88	91	88	92	48	44	7	2	861
Free pass holders	94	93	94	94	64	30	5	2	1091
Aged 16 to 34	88	85	84	89	42	46	9	2	423
Aged 35 to 59	90	93	91	93	52	41	5	2	424
Passengers commuting	86	88	84	89	43	45	9	2	502
Passengers not commuting	94	94	94	94	60	34	4	2	1406
Passengers saying they have a disability	91	90	92	92	57	35	7	2	730
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>67</b>	<b>70</b>	<b>71</b>	<b>67</b>	<b>33</b>	<b>33</b>	<b>16</b>	<b>17</b>	<b>824</b>
Aged 16 to 34	65	66	68	62	33	29	19	19	333
Aged 35 to 59	69	72	73	69	31	38	14	17	333
Passengers commuting	64	70	68	64	30	34	18	18	401
Passengers not commuting	71	69	75	70	37	33	14	16	404
<b>Punctuality and time waiting for bus</b>									
Punctuality of the bus	78	77	76	79	48	31	9	12	1780
The length of time waited	79	77	76	80	45	35	11	9	1909
<b>On-bus journey time</b>									
Time the journey on the bus took	87	87	86	89	57	32	8	3	1975

## Detailed results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>The bus stop</b>									
Overall satisfaction with the bus stop	78	80	80	81	37	43	11	9	1870
Its distance from the journey start	87	87	85	87	56	30	8	5	1831
The convenience/accessibility of its location	90	91	91	90	58	33	7	3	1692
Its condition/standard of maintenance	74	77	73	74	37	37	14	13	1694
Its freedom from graffiti/vandalism	77	79	76	75	43	31	12	13	1698
Its freedom from litter	74	77	75	74	38	36	13	13	1684
The information provided at the stop	76	78	76	77	39	38	13	10	1701
Your personal safety whilst at the stop	80	82	80	80	44	35	14	6	1709

### On the bus

Route/destination information on the outside of the bus	86	88	85	87	56	31	10	3	1845
The cleanliness and condition of the outside of the bus	82	86	83	84	44	40	11	4	1830
The ease of getting onto the bus*	-	-	93	93	62	31	5	2	1900
The length of time it took to board	92	94	92	93	62	31	5	1	1852
The cleanliness and condition of the inside of the bus	81	86	84	84	40	44	10	6	1935
The information provided inside the bus	71	75	74	75	37	39	19	5	1766
The availability of seating or space to stand	88	91	88	91	56	34	6	3	1882
The comfort of the seats	77	82	82	84	41	42	10	6	1885
The amount of personal space you had around you	78	81	82	83	43	40	11	6	1872
Provision of grab rails to stand/move within the bus	86	87	88	88	49	38	9	3	1870
The temperature inside the bus	79	84	82	82	43	39	12	6	1871
Your personal security whilst on the bus	88	89	88	87	51	37	11	2	1874
Ease of getting off the bus*	-	-	92	91	56	35	6	2	1909

### The bus driver

How near to the kerb the driver stopped	94	93	93	95	67	27	4	1	1909
The driver's appearance	92	93	92	93	67	26	6	1	1864
The greeting/welcome you got from the driver	77	82	81	82	55	27	12	6	1904
The helpfulness and attitude of the driver	79	83	82	83	56	28	13	4	1853
The time the driver gave you to get to your seat	84	86	87	90	60	30	7	3	1889
Smoothness/freedom from jolting during the journey	81	84	82	84	50	33	11	6	1884
Safety of the driving (i.e. speed, driver concentrating)	90	91	91	92	63	28	6	2	1876

## Factors affecting journey time

Occurrence (%)	2016	2017	2018	2019
Congestion/traffic jams	15	15	16	14
Road works	8	11	10	12
Bus driver driving too slowly	3	2	3	2
Poor weather conditions	2	2	2	5
Waiting too long at stops	8	6	6	5
Passenger boarding time	17	16	16	14
Base size	1908	1951	1899	2057

Passengers could provide more than one answer

## Anti-social behaviour

'Yes' (%)	2016	2017	2018	2019
Other passengers' behaviour giving cause to worry or feel uncomfortable	5	6	6	6
Base size	1846	1868	1844	1970

\* New question in 2018

# West of England

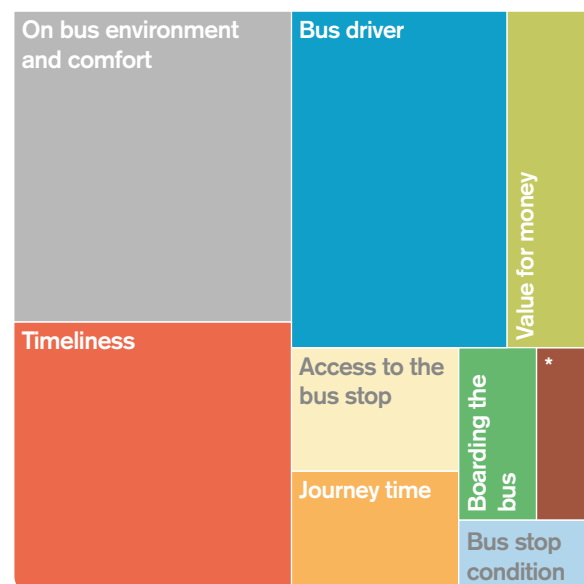
West of England Combined Authority and North Somerset (made up of the four unitary authorities of Bath and North East Somerset, Bristol City, North Somerset, and South Gloucestershire)

## Headline results



## Which themes are affecting overall passenger satisfaction?

See page 175 for an explanation of how these themes were calculated



fare-payers only

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>85</b>	<b>89</b>	<b>85</b>	<b>86</b>	<b>43</b>	<b>44</b>	<b>9</b>	<b>4</b>	<b>1452</b>
Fare-paying passengers	83	86	83	83	38	46	12	5	898
Free pass holders	93	95	91	94	59	35	3	3	519
Aged 16 to 34	81	85	82	83	34	48	12	5	494
Aged 35 to 59	85	88	85	86	45	41	10	4	331
Passengers commuting	80	84	81	83	33	49	11	6	632
Passengers not commuting	92	94	89	91	52	38	8	2	768
Passengers saying they have a disability	86	90	87	84	46	38	12	4	379
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>56</b>	<b>64</b>	<b>52</b>	<b>50</b>	<b>19</b>	<b>32</b>	<b>19</b>	<b>30</b>	<b>881</b>
Aged 16 to 34	53	62	50	47	18	30	20	33	466
Aged 35 to 59	59	67	54	55	19	36	18	27	298
Passengers commuting	54	62	50	47	18	29	20	33	551
Passengers not commuting	61	69	56	57	20	37	19	24	310
<b>Punctuality and time waiting for bus</b>									
Punctuality of the bus	67	71	62	68	38	31	14	18	1349
The length of time waited	68	74	68	71	37	33	14	15	1447
<b>On-bus journey time</b>									
Time the journey on the bus took	79	81	79	80	43	37	13	7	1440

## Detailed results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>The bus stop</b>									
Overall satisfaction with the bus stop	79	81	80	81	36	45	13	6	1404
Its distance from the journey start	83	86	85	85	51	34	9	6	1394
The convenience/accessibility of its location	87	89	88	87	54	33	10	4	1348
Its condition/standard of maintenance	73	74	75	75	35	40	17	8	1351
Its freedom from graffiti/vandalism	79	80	78	79	48	31	16	5	1327
Its freedom from litter	72	74	72	75	39	36	15	10	1340
The information provided at the stop	70	72	69	73	35	38	17	10	1343
Your personal safety whilst at the stop	79	80	78	82	45	36	14	4	1365

### On the bus

Route/destination information on the outside of the bus	81	84	81	82	50	33	14	4	1393
The cleanliness and condition of the outside of the bus	80	83	78	79	38	42	15	5	1376
The ease of getting onto the bus*	-	-	88	91	56	35	7	2	1440
The length of time it took to board	87	91	86	89	56	33	8	3	1423
The cleanliness and condition of the inside of the bus	77	80	78	79	35	44	13	8	1437
The information provided inside the bus	59	63	57	62	28	34	30	8	1296
The availability of seating or space to stand	85	86	84	86	51	35	9	5	1428
The comfort of the seats	74	76	74	77	33	43	16	8	1425
The amount of personal space you had around you	74	76	74	77	37	40	14	8	1422
Provision of grab rails to stand/move within the bus	83	84	80	83	43	41	12	4	1393
The temperature inside the bus	77	77	73	75	33	42	16	9	1416
Your personal security whilst on the bus	84	85	81	84	45	40	13	2	1416
Ease of getting off the bus*	-	-	86	88	49	39	9	3	1425

### The bus driver

How near to the kerb the driver stopped	89	93	89	91	61	30	7	2	1395
The driver's appearance	87	89	86	89	60	29	10	1	1352
The greeting/welcome you got from the driver	69	73	69	75	46	30	18	7	1388
The helpfulness and attitude of the driver	71	74	70	75	47	28	20	5	1359
The time the driver gave you to get to your seat	77	81	77	83	51	32	12	5	1394
Smoothness/freedom from jolting during the journey	75	76	76	76	40	36	17	7	1399
Safety of the driving (i.e. speed, driver concentrating)	87	89	86	88	56	32	9	3	1403

## Factors affecting journey time

Occurrence (%)	2016	2017	2018	2019
Congestion/traffic jams	37	30	32	29
Road works	18	18	18	11
Bus driver driving too slowly	3	4	3	4
Poor weather conditions	4	4	7	8
Waiting too long at stops	8	6	6	6
Passenger boarding time	25	19	21	21
Base size	1652	1313	1496	1520

Passengers could provide more than one answer

## Anti-social behaviour

'Yes' (%)	2016	2017	2018	2019
Other passengers' behaviour giving cause to worry or feel uncomfortable	7	4	6	5
Base size	1611	1255	1435	1467

\* New question in 2018

# Bournemouth and Poole

## Headline results



### Overall satisfaction

93%



### Value for money

73%



### Punctuality

82%



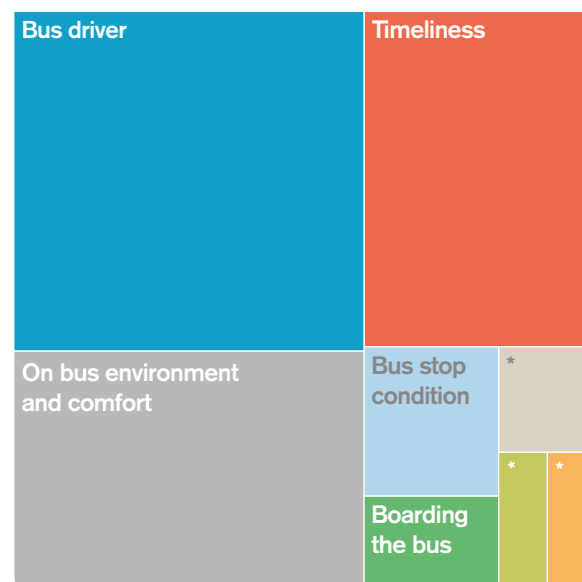
### Journey time

90%



## Which themes are affecting overall passenger satisfaction?

See page 175 for an explanation of how these themes were calculated



fare-payers only

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	-	91	91	93	59	35	5	2	1138
Fare-paying passengers	-	88	87	93	52	41	5	2	543
Free pass holders	-	95	98	96	73	23	3	1	584
Aged 16 to 34	-	86	82	91	44	47	7	2	202
Aged 35 to 59	-	91	93	93	59	34	5	2	296
Passengers commuting	-	85	86	90	40	49	8	3	292
Passengers not commuting	-	95	95	96	70	26	3	1	795
Passengers saying they have a disability	-	87	87	90	61	29	7	3	331
<b>Value for money</b>									
<b>All fare-paying passengers</b>	-	71	64	73	25	48	13	13	527
Aged 16 to 34	-	67	59	70	19	51	14	15	184
Aged 35 to 59	-	76	65	77	28	49	13	11	254
Passengers commuting	-	69	59	70	22	48	14	16	256
Passengers not commuting	-	73	73	77	29	48	13	10	261
<b>Punctuality and time waiting for bus</b>									
Punctuality of the bus	-	79	75	82	49	33	10	9	1024
The length of time waited	-	81	76	84	45	39	9	6	1116
<b>On-bus journey time</b>									
Time the journey on the bus took	-	88	86	90	57	33	7	3	1140

## Detailed results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>The bus stop</b>									
Overall satisfaction with the bus stop	-	81	84	85	45	40	11	4	1064
Its distance from the journey start	-	89	88	89	52	37	8	3	1075
The convenience/accessibility of its location	-	93	90	94	62	32	4	2	1036
Its condition/standard of maintenance	-	74	74	82	43	39	11	7	1025
Its freedom from graffiti/vandalism	-	80	81	85	56	29	9	5	1016
Its freedom from litter	-	74	73	80	46	34	13	7	1027
The information provided at the stop	-	80	80	84	48	36	9	7	1025
Your personal safety whilst at the stop	-	80	81	85	53	31	11	5	1020

### On the bus

Route/destination information on the outside of the bus	-	91	87	91	65	26	6	3	1107
The cleanliness and condition of the outside of the bus	-	88	85	88	58	31	10	2	1080
The ease of getting onto the bus*	-	-	93	95	71	24	4	1	1120
The length of time it took to board	-	93	92	95	68	26	4	1	1095
The cleanliness and condition of the inside of the bus	-	85	84	89	51	38	8	4	1125
The information provided inside the bus	-	76	73	81	47	34	15	4	1041
The availability of seating or space to stand	-	89	88	91	63	29	5	3	1107
The comfort of the seats	-	84	81	86	47	38	10	5	1105
The amount of personal space you had around you	-	80	78	86	47	40	9	5	1097
Provision of grab rails to stand/move within the bus	-	86	84	90	58	32	7	3	1093
The temperature inside the bus	-	83	81	87	47	41	8	4	1097
Your personal security whilst on the bus	-	89	85	91	60	31	8	1	1086
Ease of getting off the bus*	-	-	91	94	66	27	5	2	1115

### The bus driver

How near to the kerb the driver stopped	-	94	92	95	70	25	4	1	1089
The driver's appearance	-	93	90	95	73	22	5	0	1099
The greeting/welcome you got from the driver	-	85	82	89	67	21	9	3	1108
The helpfulness and attitude of the driver	-	84	83	89	66	23	8	3	1078
The time the driver gave you to get to your seat	-	87	86	92	67	25	6	2	1105
Smoothness/freedom from jolting during the journey	-	80	82	87	53	33	8	5	1105
Safety of the driving (i.e. speed, driver concentrating)	-	91	91	94	70	24	5	1	1106

## Factors affecting journey time

Occurrence (%)	2016	2017	2018	2019
Congestion/traffic jams	-	24	28	23
Road works	-	13	10	16
Bus driver driving too slowly	-	3	3	3
Poor weather conditions	-	2	2	5
Waiting too long at stops	-	6	6	7
Passenger boarding time	-	19	22	18
Base size	-	977	909	1172

Passengers could provide more than one answer

## Anti-social behaviour

'Yes' (%)	2016	2017	2018	2019
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	8	8	5
Base size	-	945	891	1136

\* New question in 2018



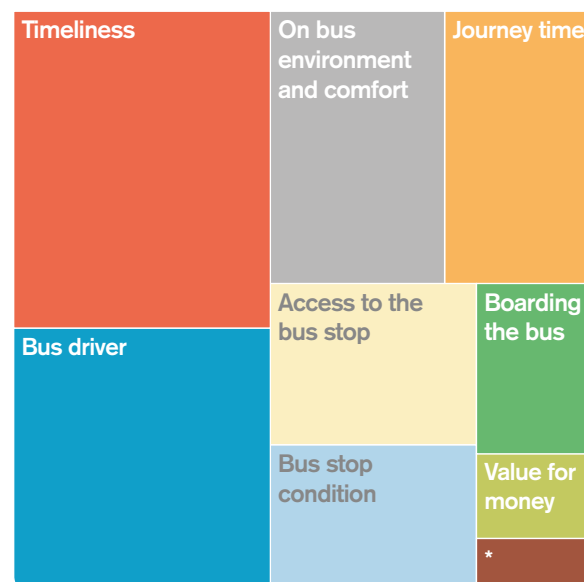
# Cambridgeshire and Peterborough

## Headline results



## Which themes are affecting overall passenger satisfaction?

See page 175 for an explanation of how these themes were calculated



fare-payers only

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	-	-	-	<b>86</b>	<b>47</b>	<b>39</b>	<b>9</b>	<b>5</b>	<b>1231</b>
Fare-paying passengers	-	-	-	85	42	43	10	6	647
Free pass holders	-	-	-	89	61	28	6	4	569
Aged 16 to 34	-	-	-	82	40	42	13	5	236
Aged 35 to 59	-	-	-	86	45	40	7	7	318
Passengers commuting	-	-	-	80	38	42	13	7	445
Passengers not commuting	-	-	-	92	56	36	4	4	743
Passengers saying they have a disability	-	-	-	86	51	36	9	5	344
<b>Value for money</b>									
<b>All fare-paying passengers</b>	-	-	-	<b>60</b>	<b>23</b>	<b>36</b>	<b>17</b>	<b>23</b>	<b>638</b>
Aged 16 to 34	-	-	-	56	23	33	16	28	221
Aged 35 to 59	-	-	-	62	23	39	19	18	284
Passengers commuting	-	-	-	58	21	37	16	26	397
Passengers not commuting	-	-	-	63	28	35	21	16	233
<b>Punctuality and time waiting for bus</b>									
Punctuality of the bus	-	-	-	74	43	32	12	14	1131
The length of time waited	-	-	-	73	40	33	14	13	1207
<b>On-bus journey time</b>									
Time the journey on the bus took	-	-	-	81	47	34	11	8	1226

## Detailed results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>The bus stop</b>									
Overall satisfaction with the bus stop	-	-	-	80	31	48	11	9	1177
Its distance from the journey start	-	-	-	84	50	33	10	6	1153
The convenience/accessibility of its location	-	-	-	91	51	40	5	4	1105
Its condition/standard of maintenance	-	-	-	72	30	43	16	12	1104
Its freedom from graffiti/vandalism	-	-	-	78	45	33	13	8	1077
Its freedom from litter	-	-	-	77	39	38	14	9	1092
The information provided at the stop	-	-	-	66	29	37	16	18	1099
Your personal safety whilst at the stop	-	-	-	79	46	34	16	5	1122

### On the bus

Route/destination information on the outside of the bus	-	-	-	86	54	32	9	4	1175
The cleanliness and condition of the outside of the bus	-	-	-	78	40	38	13	8	1162
The ease of getting onto the bus*	-	-	-	94	62	32	5	1	1218
The length of time it took to board	-	-	-	90	59	31	7	3	1198
The cleanliness and condition of the inside of the bus	-	-	-	81	41	40	11	8	1219
The information provided inside the bus	-	-	-	62	31	31	31	8	1082
The availability of seating or space to stand	-	-	-	89	54	35	6	5	1205
The comfort of the seats	-	-	-	76	38	38	15	9	1185
The amount of personal space you had around you	-	-	-	78	39	39	14	8	1186
Provision of grab rails to stand/move within the bus	-	-	-	84	46	38	11	5	1161
The temperature inside the bus	-	-	-	78	38	41	12	9	1189
Your personal security whilst on the bus	-	-	-	87	52	35	10	3	1181
Ease of getting off the bus*	-	-	-	90	54	35	7	3	1201

### The bus driver

How near to the kerb the driver stopped	-	-	-	93	66	27	6	1	1190
The driver's appearance	-	-	-	91	64	28	7	2	1153
The greeting/welcome you got from the driver	-	-	-	81	51	29	13	6	1195
The helpfulness and attitude of the driver	-	-	-	80	52	29	15	5	1173
The time the driver gave you to get to your seat	-	-	-	85	53	32	10	5	1172
Smoothness/freedom from jolting during the journey	-	-	-	79	45	35	13	8	1193
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	90	57	33	7	3	1197

## Factors affecting journey time

Occurrence (%)	2016	2017	2018	2019
Congestion/traffic jams	-	-	-	29
Road works	-	-	-	23
Bus driver driving too slowly	-	-	-	2
Poor weather conditions	-	-	-	5
Waiting too long at stops	-	-	-	5
Passenger boarding time	-	-	-	20
Base size	-	-	-	1257

Passengers could provide more than one answer

## Anti-social behaviour

'Yes' (%)	2016	2017	2018	2019
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	-	-	5
Base size	-	-	-	1231

\* New question in 2018

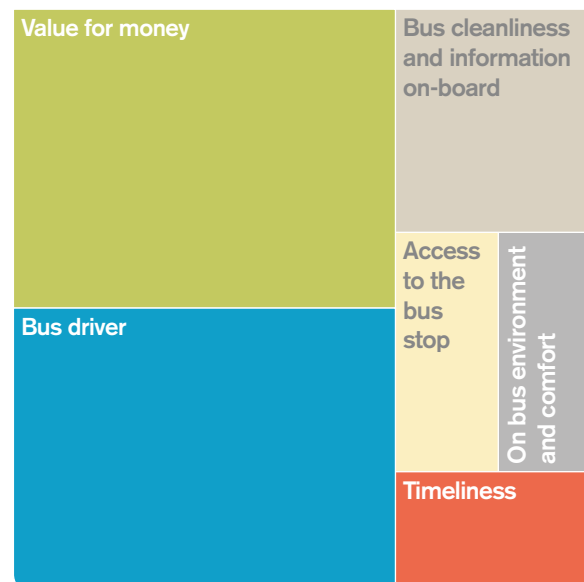
# Cheshire West and Chester

## Headline results



## Which themes are affecting overall passenger satisfaction?

See page 175 for an explanation of how these themes were calculated



fare-payers only

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	-	-	91	87	55	31	9	4	719
Fare-paying passengers	-	-	87	82	49	33	13	5	271
Free pass holders	-	-	95	93	64	29	4	3	438
Aged 16 to 34	-	-	85	75	38	37	19	6	88
Aged 35 to 59	-	-	91	86	53	34	8	6	145
Passengers commuting	-	-	86	79	39	39	13	8	150
Passengers not commuting	-	-	93	91	63	28	7	2	548
Passengers saying they have a disability	-	-	87	84	54	30	10	6	242
<b>Value for money</b>									
<b>All fare-paying passengers</b>	-	-	67	62	28	35	15	23	258
Aged 16 to 34	-	-	66	56	21	35	15	29	76
Aged 35 to 59	-	-	70	65	30	34	16	20	117
Passengers commuting	-	-	64	55	19	37	18	27	117
Passengers not commuting	-	-	72	70	37	33	11	19	136
<b>Punctuality and time waiting for bus</b>									
Punctuality of the bus	-	-	74	73	43	30	11	16	636
The length of time waited	-	-	74	74	40	34	14	13	690
<b>On-bus journey time</b>									
Time the journey on the bus took	-	-	91	85	58	26	10	5	715

## Detailed results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>The bus stop</b>									
Overall satisfaction with the bus stop	-	-	82	78	35	43	14	8	676
Its distance from the journey start	-	-	85	83	54	29	12	5	665
The convenience/accessibility of its location	-	-	88	89	54	35	8	3	632
Its condition/standard of maintenance	-	-	75	72	36	37	17	11	620
Its freedom from graffiti/vandalism	-	-	81	80	48	33	14	5	616
Its freedom from litter	-	-	76	77	41	36	14	9	616
The information provided at the stop	-	-	74	74	34	40	15	10	622
Your personal safety whilst at the stop	-	-	81	74	41	32	20	6	625

### On the bus

Route/destination information on the outside of the bus	-	-	85	86	61	25	10	4	676
The cleanliness and condition of the outside of the bus	-	-	81	81	45	36	13	6	675
The ease of getting onto the bus*	-	-	90	94	66	27	6	1	698
The length of time it took to board	-	-	89	92	67	25	6	2	684
The cleanliness and condition of the inside of the bus	-	-	82	82	42	40	11	7	701
The information provided inside the bus	-	-	69	66	31	35	25	9	611
The availability of seating or space to stand	-	-	86	88	53	35	9	2	693
The comfort of the seats	-	-	85	81	43	39	13	6	694
The amount of personal space you had around you	-	-	81	81	40	41	12	7	685
Provision of grab rails to stand/move within the bus	-	-	86	86	45	41	12	2	681
The temperature inside the bus	-	-	84	80	42	37	13	7	687
Your personal security whilst on the bus	-	-	85	86	49	36	13	2	683
Ease of getting off the bus*	-	-	89	91	56	35	8	2	695

### The bus driver

How near to the kerb the driver stopped	-	-	93	94	71	23	6	1	699
The driver's appearance	-	-	90	90	68	22	9	1	670
The greeting/welcome you got from the driver	-	-	78	78	54	24	16	6	692
The helpfulness and attitude of the driver	-	-	77	79	56	22	16	5	663
The time the driver gave you to get to your seat	-	-	84	86	60	26	11	3	691
Smoothness/freedom from jolting during the journey	-	-	83	84	51	33	10	5	694
Safety of the driving (i.e. speed, driver concentrating)	-	-	90	88	63	25	8	4	693

## Factors affecting journey time

Occurrence (%)	2016	2017	2018	2019
Congestion/traffic jams	-	-	17	17
Road works	-	-	8	11
Bus driver driving too slowly	-	-	3	2
Poor weather conditions	-	-	2	5
Waiting too long at stops	-	-	5	5
Passenger boarding time	-	-	14	12
Base size	-	-	785	727

Passengers could provide more than one answer

## Anti-social behaviour

'Yes' (%)	2016	2017	2018	2019
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	-	6	5
Base size	-	-	768	709

\* New question in 2018

# Cornwall

## Headline results



### Overall satisfaction

93%



### Value for money

57%



### Punctuality

83%



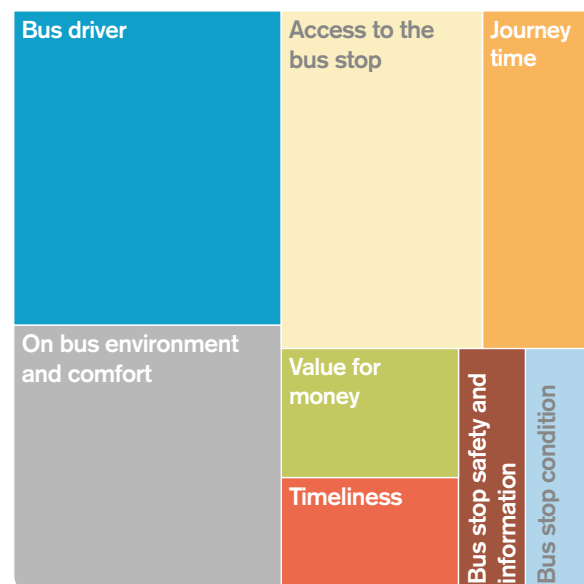
### Journey time

87%



## Which themes are affecting overall passenger satisfaction?

See page 175 for an explanation of how these themes were calculated



fare-payers only

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>87</b>	<b>86</b>	<b>90</b>	<b>93</b>	<b>62</b>	<b>31</b>	<b>6</b>	<b>1</b>	<b>797</b>
Fare-paying passengers	81	82	87	91	54	38	8	1	420
Free pass holders	95	93	95	96	73	23	3	1	368
Aged 16 to 34	76	76	85	88	44	44	11	1	207
Aged 35 to 59	91	88	86	95	66	29	3	2	169
Passengers commuting	78	77	83	88	44	44	10	2	248
Passengers not commuting	92	94	94	97	72	25	3	0	527
Passengers saying they have a disability	86	85	89	93	56	37	7	1	237
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>61</b>	<b>54</b>	<b>58</b>	<b>57</b>	<b>26</b>	<b>31</b>	<b>18</b>	<b>24</b>	<b>405</b>
Aged 16 to 34	56	53	56	51	19	32	24	25	171
Aged 35 to 59	71	53	55	62	28	34	11	27	142
Passengers commuting	57	50	54	54	21	33	18	28	210
Passengers not commuting	69	61	63	61	32	29	19	20	187
<b>Punctuality and time waiting for bus</b>									
Punctuality of the bus	72	71	76	83	52	31	11	6	745
The length of time waited	71	72	74	80	49	32	15	5	778
<b>On-bus journey time</b>									
Time the journey on the bus took	85	80	85	87	60	27	9	4	794

## Detailed results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>The bus stop</b>									
Overall satisfaction with the bus stop	77	75	80	83	45	39	9	8	767
Its distance from the journey start	82	81	85	88	57	31	9	3	744
The convenience/accessibility of its location	87	87	90	90	57	33	8	2	711
Its condition/standard of maintenance	67	68	74	77	43	34	14	9	710
Its freedom from graffiti/vandalism	80	77	81	86	57	29	10	4	704
Its freedom from litter	72	71	77	82	50	33	11	7	712
The information provided at the stop	69	70	73	82	47	35	11	7	703
Your personal safety whilst at the stop	82	77	81	85	54	31	12	3	712

### On the bus

Route/destination information on the outside of the bus	83	86	87	89	64	25	9	1	753
The cleanliness and condition of the outside of the bus	77	74	81	86	51	35	11	3	763
The ease of getting onto the bus*	-	-	92	95	71	24	4	1	776
The length of time it took to board	90	90	91	94	70	24	5	2	766
The cleanliness and condition of the inside of the bus	79	77	82	85	48	36	9	6	786
The information provided inside the bus	56	60	65	70	40	30	25	5	719
The availability of seating or space to stand	87	85	90	92	64	27	6	3	771
The comfort of the seats	72	72	81	83	45	38	11	6	761
The amount of personal space you had around you	77	79	82	85	49	35	11	4	762
Provision of grab rails to stand/move within the bus	84	85	88	90	56	34	8	2	746
The temperature inside the bus	78	81	82	84	47	37	11	5	757
Your personal security whilst on the bus	89	85	87	89	60	29	9	2	759
Ease of getting off the bus*	-	-	91	93	64	29	6	1	769

### The bus driver

How near to the kerb the driver stopped	91	90	93	93	73	21	6	1	759
The driver's appearance	89	90	93	93	71	22	6	1	757
The greeting/welcome you got from the driver	79	80	84	85	63	22	11	4	781
The helpfulness and attitude of the driver	79	80	84	86	63	23	10	3	759
The time the driver gave you to get to your seat	86	86	91	91	70	21	7	2	769
Smoothness/freedom from jolting during the journey	78	79	84	87	57	30	9	4	762
Safety of the driving (i.e. speed, driver concentrating)	91	90	92	93	70	23	6	1	770

## Factors affecting journey time

Occurrence (%)	2016	2017	2018	2019
Congestion/traffic jams	22	21	16	17
Road works	15	20	11	12
Bus driver driving too slowly	2	4	2	2
Poor weather conditions	3	5	3	8
Waiting too long at stops	4	5	5	3
Passenger boarding time	17	17	13	13
Base size	794	881	1015	832

Passengers could provide more than one answer

## Anti-social behaviour

'Yes' (%)	2016	2017	2018	2019
Other passengers' behaviour giving cause to worry or feel uncomfortable	4	6	4	3
Base size	771	854	986	794

\* New question in 2018

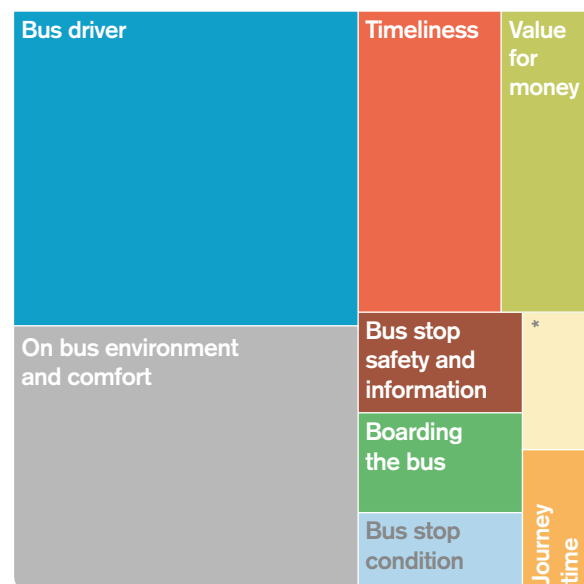
# County Durham

## Headline results



## Which themes are affecting overall passenger satisfaction?

See page 175 for an explanation of how these themes were calculated



fare-payers only

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>89</b>	<b>91</b>	<b>91</b>	<b>92</b>	<b>52</b>	<b>40</b>	<b>6</b>	<b>3</b>	<b>998</b>
Fare-paying passengers	84	89	86	89	46	43	8	3	464
Free pass holders	94	92	96	95	59	36	3	2	523
Aged 16 to 34	79	89	83	86	42	44	9	4	263
Aged 35 to 59	89	84	90	95	50	44	4	1	230
Passengers commuting	82	90	88	87	45	42	9	4	281
Passengers not commuting	93	90	92	94	56	38	4	2	680
Passengers saying they have a disability	87	86	90	91	54	37	6	3	356
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>58</b>	<b>73</b>	<b>70</b>	<b>67</b>	<b>33</b>	<b>34</b>	<b>17</b>	<b>17</b>	<b>445</b>
Aged 16 to 34	50	73	74	64	31	33	17	19	221
Aged 35 to 59	68	72	66	69	34	35	17	15	165
Passengers commuting	54	73	69	64	28	36	19	17	231
Passengers not commuting	63	73	71	70	38	32	13	16	205
<b>Punctuality and time waiting for bus</b>									
Punctuality of the bus	79	74	77	76	42	33	11	13	905
The length of time waited	76	78	77	76	41	36	13	11	975
<b>On-bus journey time</b>									
Time the journey on the bus took	86	88	89	88	53	36	9	3	1008

## Detailed results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>The bus stop</b>									
Overall satisfaction with the bus stop	79	80	83	76	32	45	14	10	938
Its distance from the journey start	86	89	87	86	52	34	10	4	945
The convenience/accessibility of its location	86	92	91	89	52	37	8	3	868
Its condition/standard of maintenance	70	75	76	69	30	38	17	14	883
Its freedom from graffiti/vandalism	74	74	79	72	40	32	15	13	865
Its freedom from litter	73	72	76	70	33	37	16	14	867
The information provided at the stop	79	77	78	76	38	38	16	8	879
Your personal safety whilst at the stop	79	80	83	78	41	37	16	6	879

### On the bus

Route/destination information on the outside of the bus	87	87	88	86	56	30	12	2	943
The cleanliness and condition of the outside of the bus	83	80	84	83	42	41	12	5	929
The ease of getting onto the bus*	-	-	94	93	60	33	5	3	977
The length of time it took to board	90	91	93	91	61	30	6	3	945
The cleanliness and condition of the inside of the bus	84	82	86	80	37	43	11	9	986
The information provided inside the bus	76	76	76	75	36	39	19	6	912
The availability of seating or space to stand	86	90	90	87	51	36	9	4	967
The comfort of the seats	82	84	84	81	43	39	13	5	966
The amount of personal space you had around you	80	79	84	80	42	38	14	6	954
Provision of grab rails to stand/move within the bus	84	87	87	86	46	40	12	3	950
The temperature inside the bus	78	82	82	81	42	38	13	6	970
Your personal security whilst on the bus	86	86	88	86	47	39	11	3	960
Ease of getting off the bus*	-	-	91	90	53	37	8	2	978

### The bus driver

How near to the kerb the driver stopped	93	93	95	95	67	28	4	1	958
The driver's appearance	91	94	93	94	69	24	5	1	943
The greeting/welcome you got from the driver	77	80	83	81	54	28	13	6	968
The helpfulness and attitude of the driver	79	80	84	83	56	27	12	5	933
The time the driver gave you to get to your seat	84	84	88	88	59	29	8	4	970
Smoothness/freedom from jolting during the journey	78	81	80	86	50	36	9	5	958
Safety of the driving (i.e. speed, driver concentrating)	89	89	90	92	63	30	6	2	956

## Factors affecting journey time

Occurrence (%)	2016	2017	2018	2019
Congestion/traffic jams	15	14	18	19
Road works	16	8	11	8
Bus driver driving too slowly	2	1	2	2
Poor weather conditions	2	2	6	12
Waiting too long at stops	3	4	3	5
Passenger boarding time	16	16	14	15
Base size	755	768	787	1047

Passengers could provide more than one answer

## Anti-social behaviour

'Yes' (%)	2016	2017	2018	2019
Other passengers' behaviour giving cause to worry or feel uncomfortable	7	8	8	5
Base size	726	732	757	1004

\* New question in 2018



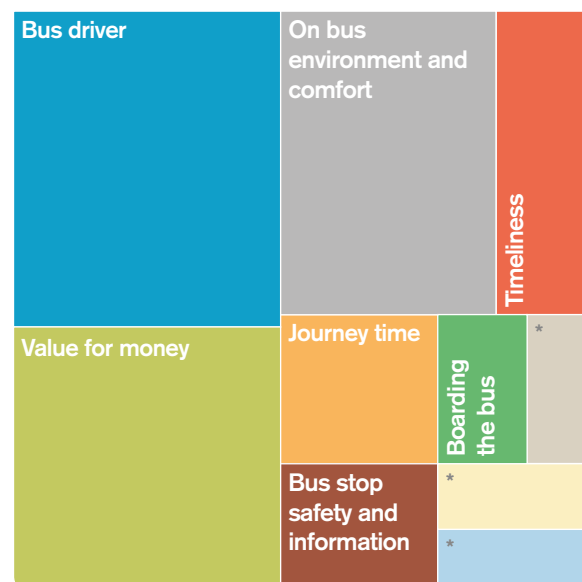
# Derbyshire

## Headline results



## Which themes are affecting overall passenger satisfaction?

See page 175 for an explanation of how these themes were calculated



fare-payers only

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	-	-	<b>95</b>	<b>93</b>	<b>42</b>	<b>51</b>	<b>5</b>	<b>2</b>	<b>983</b>
Fare-paying passengers	-	-	94	91	35	56	7	2	541
Free pass holders	-	-	95	95	54	41	3	1	428
Aged 16 to 34	-	-	94	92	32	60	7	2	244
Aged 35 to 59	-	-	94	93	39	53	5	2	285
Passengers commuting	-	-	93	92	34	58	7	1	247
Passengers not commuting	-	-	95	93	45	48	5	2	713
Passengers saying they have a disability	-	-	93	93	53	40	3	4	258
<b>Value for money</b>									
<b>All fare-paying passengers</b>	-	-	<b>62</b>	<b>72</b>	<b>24</b>	<b>49</b>	<b>16</b>	<b>12</b>	<b>514</b>
Aged 16 to 34	-	-	57	70	23	48	18	12	214
Aged 35 to 59	-	-	66	77	24	52	14	10	241
Passengers commuting	-	-	61	71	24	47	17	11	205
Passengers not commuting	-	-	62	73	23	50	15	12	303
<b>Punctuality and time waiting for bus</b>									
Punctuality of the bus	-	-	71	78	36	42	15	7	940
The length of time waited	-	-	70	80	33	47	14	6	963
<b>On-bus journey time</b>									
Time the journey on the bus took	-	-	84	90	43	46	8	2	986

## Detailed results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>The bus stop</b>									
Overall satisfaction with the bus stop	-	-	84	81	27	54	12	7	945
Its distance from the journey start	-	-	88	91	47	44	6	3	950
The convenience/accessibility of its location	-	-	88	86	49	37	12	2	916
Its condition/standard of maintenance	-	-	78	72	34	38	20	8	915
Its freedom from graffiti/vandalism	-	-	79	79	42	38	14	7	905
Its freedom from litter	-	-	78	78	36	42	12	9	912
The information provided at the stop	-	-	77	74	31	43	15	12	903
Your personal safety whilst at the stop	-	-	83	85	33	52	11	5	913

### On the bus

Route/destination information on the outside of the bus	-	-	88	88	51	37	10	2	962
The cleanliness and condition of the outside of the bus	-	-	82	78	41	37	17	5	954
The ease of getting onto the bus*	-	-	93	90	56	35	8	1	976
The length of time it took to board	-	-	94	94	57	37	5	1	957
The cleanliness and condition of the inside of the bus	-	-	84	88	48	39	7	5	980
The information provided inside the bus	-	-	75	77	39	38	20	4	930
The availability of seating or space to stand	-	-	91	90	53	38	8	1	972
The comfort of the seats	-	-	84	85	47	37	10	5	975
The amount of personal space you had around you	-	-	85	86	49	38	9	5	966
Provision of grab rails to stand/move within the bus	-	-	90	89	52	38	9	2	959
The temperature inside the bus	-	-	84	86	47	39	9	5	961
Your personal security whilst on the bus	-	-	90	91	56	35	8	1	966
Ease of getting off the bus*	-	-	94	95	58	36	4	1	967

### The bus driver

How near to the kerb the driver stopped	-	-	95	95	77	18	4	1	963
The driver's appearance	-	-	94	94	71	23	5	1	946
The greeting/welcome you got from the driver	-	-	86	86	50	36	11	3	963
The helpfulness and attitude of the driver	-	-	86	86	54	32	12	3	953
The time the driver gave you to get to your seat	-	-	88	89	60	29	7	4	968
Smoothness/freedom from jolting during the journey	-	-	86	86	54	32	9	5	971
Safety of the driving (i.e. speed, driver concentrating)	-	-	94	93	59	33	6	1	964

## Factors affecting journey time

Occurrence (%)	2016	2017	2018	2019
Congestion/traffic jams	-	-	18	14
Road works	-	-	15	12
Bus driver driving too slowly	-	-	1	1
Poor weather conditions	-	-	3	5
Waiting too long at stops	-	-	3	3
Passenger boarding time	-	-	9	9
Base size	-	-	1209	1012

Passengers could provide more than one answer

## Anti-social behaviour

'Yes' (%)	2016	2017	2018	2019
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	-	4	3
Base size	-	-	1188	986

\* New question in 2018

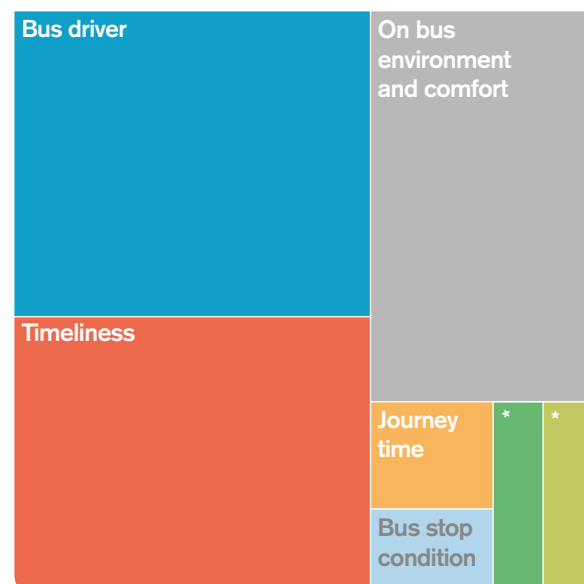
# Devon

## Headline results



## Which themes are affecting overall passenger satisfaction?

See page 175 for an explanation of how these themes were calculated



fare-payers only

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	-	-	-	<b>93</b>	<b>57</b>	<b>36</b>	<b>4</b>	<b>3</b>	<b>653</b>
Fare-paying passengers	-	-	-	91	49	41	5	4	276
Free pass holders	-	-	-	96	67	29	3	1	370
Aged 16 to 34	-	-	-	90	41	49	5	5	134
Aged 35 to 59	-	-	-	92	57	35	5	3	103
Passengers commuting	-	-	-	88	45	43	6	6	148
Passengers not commuting	-	-	-	96	63	33	3	2	465
Passengers saying they have a disability	-	-	-	89	47	42	6	5	201
<b>Value for money</b>									
<b>All fare-paying passengers</b>	-	-	-	<b>57</b>	<b>26</b>	<b>31</b>	<b>22</b>	<b>21</b>	<b>257</b>
Aged 16 to 34	-	-	-	47	25	22	25	28	127
Aged 35 to 59	-	-	-	72	22	50	17	11	81
Passengers commuting	-	-	-	55	26	29	21	24	120
Passengers not commuting	-	-	-	60	27	32	22	18	131
<b>Punctuality and time waiting for bus</b>									
Punctuality of the bus	-	-	-	84	54	30	10	6	590
The length of time waited	-	-	-	84	51	33	10	6	639
<b>On-bus journey time</b>									
Time the journey on the bus took	-	-	-	87	54	32	9	5	656

## Detailed results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>The bus stop</b>									
Overall satisfaction with the bus stop	-	-	-	83	39	44	10	6	599
Its distance from the journey start	-	-	-	89	59	31	7	4	588
The convenience/accessibility of its location	-	-	-	93	61	31	5	3	558
Its condition/standard of maintenance	-	-	-	78	40	38	14	8	548
Its freedom from graffiti/vandalism	-	-	-	86	53	33	9	5	538
Its freedom from litter	-	-	-	83	49	34	12	5	545
The information provided at the stop	-	-	-	72	34	39	16	12	534
Your personal safety whilst at the stop	-	-	-	85	55	30	11	3	555

### On the bus

Route/destination information on the outside of the bus	-	-	-	88	62	27	11	1	630
The cleanliness and condition of the outside of the bus	-	-	-	81	41	40	14	5	608
The ease of getting onto the bus*	-	-	-	94	69	25	5	1	646
The length of time it took to board	-	-	-	94	72	23	5	1	629
The cleanliness and condition of the inside of the bus	-	-	-	85	37	48	10	6	647
The information provided inside the bus	-	-	-	62	30	32	33	4	561
The availability of seating or space to stand	-	-	-	94	60	33	5	2	633
The comfort of the seats	-	-	-	79	42	38	11	10	634
The amount of personal space you had around you	-	-	-	82	44	38	10	7	632
Provision of grab rails to stand/move within the bus	-	-	-	88	50	38	9	3	619
The temperature inside the bus	-	-	-	83	41	42	11	6	634
Your personal security whilst on the bus	-	-	-	90	57	33	8	2	633
Ease of getting off the bus*	-	-	-	94	61	33	5	1	634

### The bus driver

How near to the kerb the driver stopped	-	-	-	94	69	25	5	1	631
The driver's appearance	-	-	-	92	63	28	6	2	632
The greeting/welcome you got from the driver	-	-	-	85	56	28	11	4	637
The helpfulness and attitude of the driver	-	-	-	85	58	27	11	4	619
The time the driver gave you to get to your seat	-	-	-	91	66	26	7	2	634
Smoothness/freedom from jolting during the journey	-	-	-	84	52	32	10	6	635
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	92	66	26	7	2	639

## Factors affecting journey time

Occurrence (%)	2016	2017	2018	2019
Congestion/traffic jams	-	-	-	15
Road works	-	-	-	7
Bus driver driving too slowly	-	-	-	3
Poor weather conditions	-	-	-	5
Waiting too long at stops	-	-	-	4
Passenger boarding time	-	-	-	13
Base size	-	-	-	672

Passengers could provide more than one answer

## Anti-social behaviour

'Yes' (%)	2016	2017	2018	2019
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	-	-	2
Base size	-	-	-	656

\* New question in 2018

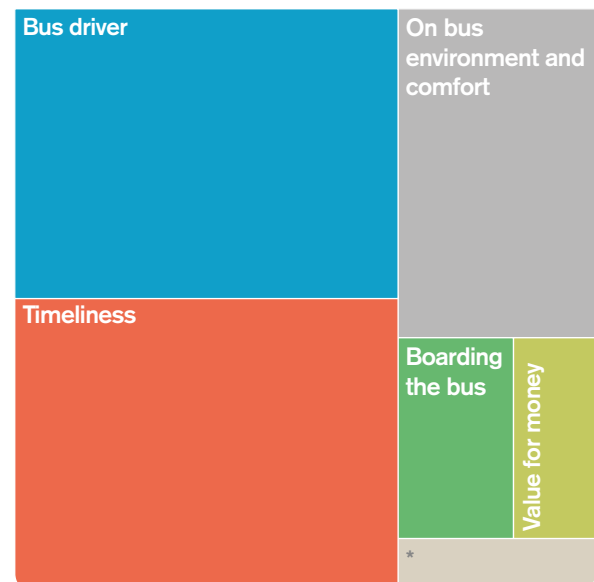
# Essex

## Headline results



## Which themes are affecting overall passenger satisfaction?

See page 175 for an explanation of how these themes were calculated



fare-payers only

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>86</b>	<b>85</b>	<b>80</b>	<b>86</b>	<b>46</b>	<b>40</b>	<b>8</b>	<b>5</b>	<b>795</b>
Fare-paying passengers	78	79	72	82	37	44	11	7	307
Free pass holders	95	95	90	92	58	34	5	3	485
Aged 16 to 34	75	70	70	80	21	59	12	8	96
Aged 35 to 59	85	87	79	82	48	34	10	8	159
Passengers commuting	76	73	68	80	28	51	13	7	186
Passengers not commuting	94	95	89	90	57	33	5	4	580
Passengers saying they have a disability	89	87	78	87	44	43	8	5	258
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>46</b>	<b>51</b>	<b>44</b>	<b>53</b>	<b>23</b>	<b>30</b>	<b>17</b>	<b>29</b>	<b>290</b>
Aged 16 to 34	31	41	37	47	23	24	22	31	86
Aged 35 to 59	63	60	54	58	22	36	15	27	133
Passengers commuting	43	43	41	50	19	32	20	30	166
Passengers not commuting	52	67	50	59	30	29	13	28	118
<b>Punctuality and time waiting for bus</b>									
Punctuality of the bus	70	68	61	65	38	27	12	23	700
The length of time waited	70	68	63	69	37	32	13	18	764
<b>On-bus journey time</b>									
Time the journey on the bus took	85	83	81	86	53	33	9	5	795

## Detailed results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>The bus stop</b>									
Overall satisfaction with the bus stop	76	74	74	77	33	44	13	10	751
Its distance from the journey start	88	83	82	86	52	34	9	4	739
The convenience/accessibility of its location	89	85	87	91	58	33	6	3	681
Its condition/standard of maintenance	72	69	71	69	32	37	18	13	682
Its freedom from graffiti/vandalism	77	75	78	76	44	32	15	10	670
Its freedom from litter	74	69	71	71	37	34	15	14	683
The information provided at the stop	65	61	61	64	29	35	14	22	675
Your personal safety whilst at the stop	77	71	76	77	41	35	16	7	688

### On the bus

Route/destination information on the outside of the bus	83	83	84	83	55	28	13	4	745
The cleanliness and condition of the outside of the bus	77	76	77	75	33	41	16	10	733
The ease of getting onto the bus*	-	-	90	92	59	32	7	2	763
The length of time it took to board	89	88	87	91	60	31	7	2	751
The cleanliness and condition of the inside of the bus	75	78	74	77	32	45	10	13	772
The information provided inside the bus	61	64	57	54	25	29	35	11	664
The availability of seating or space to stand	84	83	83	87	49	38	7	6	757
The comfort of the seats	72	74	71	75	31	43	15	11	751
The amount of personal space you had around you	72	74	73	74	33	40	15	11	746
Provision of grab rails to stand/move within the bus	81	82	81	85	45	40	12	3	737
The temperature inside the bus	74	78	76	77	35	42	14	9	750
Your personal security whilst on the bus	82	81	83	83	48	36	14	3	745
Ease of getting off the bus*	-	-	87	90	55	35	8	2	765

### The bus driver

How near to the kerb the driver stopped	89	91	90	92	65	27	6	2	777
The driver's appearance	86	88	87	92	63	29	6	2	735
The greeting/welcome you got from the driver	70	77	71	75	49	27	16	8	750
The helpfulness and attitude of the driver	72	76	74	75	50	25	18	7	735
The time the driver gave you to get to your seat	79	81	79	84	53	31	11	5	761
Smoothness/freedom from jolting during the journey	73	79	76	79	45	34	11	10	757
Safety of the driving (i.e. speed, driver concentrating)	85	89	87	90	59	31	8	3	757

## Factors affecting journey time

Occurrence (%)	2016	2017	2018	2019
Congestion/traffic jams	25	25	24	29
Road works	12	13	11	13
Bus driver driving too slowly	6	4	3	4
Poor weather conditions	3	2	4	4
Waiting too long at stops	9	6	7	6
Passenger boarding time	24	21	20	16
Base size	793	754	819	813

Passengers could provide more than one answer

## Anti-social behaviour

'Yes' (%)	2016	2017	2018	2019
Other passengers' behaviour giving cause to worry or feel uncomfortable	7	6	7	4
Base size	772	733	791	795

\* New question in 2018

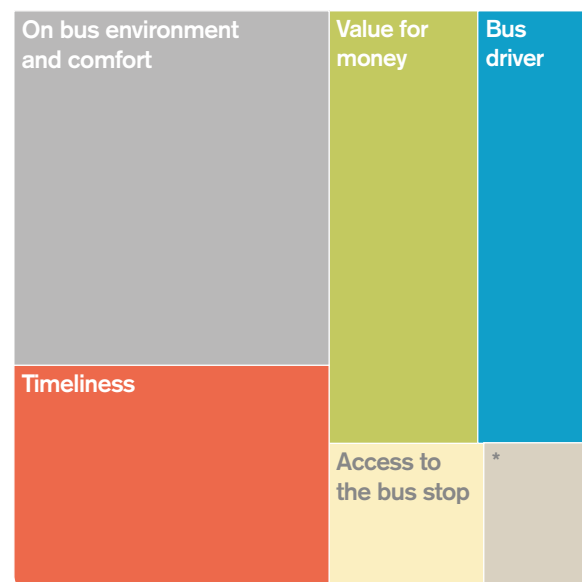
# Hertfordshire

## Headline results



## Which themes are affecting overall passenger satisfaction?

See page 175 for an explanation of how these themes were calculated



fare-payers only

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	-	-	-	<b>89</b>	<b>48</b>	<b>41</b>	<b>6</b>	<b>5</b>	<b>447</b>
Fare-paying passengers	-	-	-	85	43	42	8	6	150
Free pass holders	-	-	-	93	54	39	3	4	291
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	91	41	50	4	5	94
Passengers commuting	-	-	-	82	45	37	10	8	96
Passengers not commuting	-	-	-	92	49	44	4	4	326
Passengers saying they have a disability	-	-	-	88	42	47	5	7	147
<b>Value for money</b>									
<b>All fare-paying passengers</b>	-	-	-	<b>58</b>	<b>19</b>	<b>39</b>	<b>20</b>	<b>22</b>	<b>145</b>
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	55	18	37	22	23	75
Passengers not commuting	-	-	-	-	-	-	-	-	-
<b>Punctuality and time waiting for bus</b>									
Punctuality of the bus	-	-	-	70	34	36	12	18	393
The length of time waited	-	-	-	73	36	37	13	14	433
<b>On-bus journey time</b>									
Time the journey on the bus took	-	-	-	88	50	37	8	4	444

## Detailed results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>The bus stop</b>									
Overall satisfaction with the bus stop	-	-	-	79	37	42	14	7	413
Its distance from the journey start	-	-	-	86	57	29	8	6	401
The convenience/accessibility of its location	-	-	-	85	58	28	8	6	373
Its condition/standard of maintenance	-	-	-	72	33	39	19	9	373
Its freedom from graffiti/vandalism	-	-	-	83	46	37	10	7	362
Its freedom from litter	-	-	-	79	42	37	12	9	365
The information provided at the stop	-	-	-	70	33	38	16	14	366
Your personal safety whilst at the stop	-	-	-	75	45	31	18	7	378

### On the bus

Route/destination information on the outside of the bus	-	-	-	86	52	34	11	4	420
The cleanliness and condition of the outside of the bus	-	-	-	79	35	44	14	7	411
The ease of getting onto the bus*	-	-	-	94	57	36	3	3	429
The length of time it took to board	-	-	-	92	55	36	4	4	414
The cleanliness and condition of the inside of the bus	-	-	-	81	36	45	12	7	434
The information provided inside the bus	-	-	-	65	27	38	25	10	375
The availability of seating or space to stand	-	-	-	88	51	37	6	6	430
The comfort of the seats	-	-	-	79	39	40	13	8	430
The amount of personal space you had around you	-	-	-	80	41	39	13	7	425
Provision of grab rails to stand/move within the bus	-	-	-	87	46	41	9	4	409
The temperature inside the bus	-	-	-	78	38	41	14	7	425
Your personal security whilst on the bus	-	-	-	85	47	38	10	5	428
Ease of getting off the bus*	-	-	-	89	51	38	7	4	437

### The bus driver

How near to the kerb the driver stopped	-	-	-	93	64	29	3	4	428
The driver's appearance	-	-	-	93	62	31	5	2	408
The greeting/welcome you got from the driver	-	-	-	77	51	26	16	7	419
The helpfulness and attitude of the driver	-	-	-	76	54	22	17	7	410
The time the driver gave you to get to your seat	-	-	-	88	58	30	10	2	420
Smoothness/freedom from jolting during the journey	-	-	-	83	51	33	13	4	420
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	91	61	30	8	1	425

## Factors affecting journey time

Occurrence (%)	2016	2017	2018	2019
Congestion/traffic jams	-	-	-	29
Road works	-	-	-	13
Bus driver driving too slowly	-	-	-	2
Poor weather conditions	-	-	-	7
Waiting too long at stops	-	-	-	4
Passenger boarding time	-	-	-	18
Base size	-	-	-	457

Passengers could provide more than one answer

## Anti-social behaviour

'Yes' (%)	2016	2017	2018	2019
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	-	-	7
Base size	-	-	-	441

\* New question in 2018



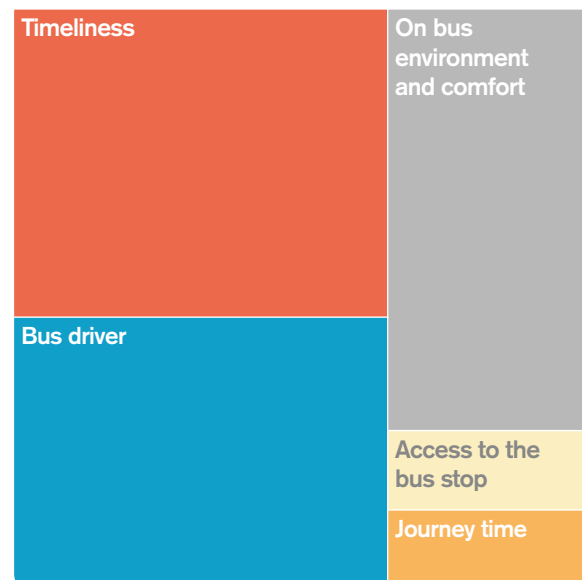
# Kent

## Headline results



## Which themes are affecting overall passenger satisfaction?

See page 175 for an explanation of how these themes were calculated



fare-payers only

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	-	-	<b>86</b>	<b>89</b>	<b>52</b>	<b>37</b>	<b>6</b>	<b>4</b>	<b>935</b>
Fare-paying passengers	-	-	81	86	46	40	9	5	369
Free pass holders	-	-	93	94	61	33	3	3	557
Aged 16 to 34	-	-	75	87	36	51	9	4	156
Aged 35 to 59	-	-	88	87	54	32	7	7	196
Passengers commuting	-	-	75	81	37	44	11	7	233
Passengers not commuting	-	-	92	94	60	34	3	2	659
Passengers saying they have a disability	-	-	83	88	48	40	9	3	327
<b>Value for money</b>									
<b>All fare-paying passengers</b>	-	-	<b>57</b>	<b>61</b>	<b>33</b>	<b>28</b>	<b>19</b>	<b>20</b>	<b>347</b>
Aged 16 to 34	-	-	47	61	34	27	20	19	132
Aged 35 to 59	-	-	64	61	32	29	18	21	155
Passengers commuting	-	-	46	59	31	28	19	22	187
Passengers not commuting	-	-	71	63	35	28	21	16	152
<b>Punctuality and time waiting for bus</b>									
Punctuality of the bus	-	-	72	75	44	31	10	15	859
The length of time waited	-	-	72	76	40	36	13	11	902
<b>On-bus journey time</b>									
Time the journey on the bus took	-	-	84	89	55	34	9	2	934

## Detailed results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>The bus stop</b>									
Overall satisfaction with the bus stop	-	-	80	80	40	40	13	6	884
Its distance from the journey start	-	-	89	88	55	32	8	5	883
The convenience/accessibility of its location	-	-	89	92	56	36	6	2	824
Its condition/standard of maintenance	-	-	77	76	36	39	16	8	801
Its freedom from graffiti/vandalism	-	-	80	81	50	31	12	7	812
Its freedom from litter	-	-	73	76	40	36	11	13	816
The information provided at the stop	-	-	72	74	37	38	14	11	810
Your personal safety whilst at the stop	-	-	76	81	44	37	13	5	821

### On the bus

Route/destination information on the outside of the bus	-	-	86	87	56	31	11	2	895
The cleanliness and condition of the outside of the bus	-	-	81	82	41	42	12	6	896
The ease of getting onto the bus*	-	-	88	92	61	31	6	2	928
The length of time it took to board	-	-	87	93	61	32	6	2	894
The cleanliness and condition of the inside of the bus	-	-	80	81	38	43	10	9	928
The information provided inside the bus	-	-	67	72	34	38	22	6	821
The availability of seating or space to stand	-	-	84	90	53	37	6	4	917
The comfort of the seats	-	-	77	81	40	40	12	7	905
The amount of personal space you had around you	-	-	78	83	41	42	11	6	908
Provision of grab rails to stand/move within the bus	-	-	84	87	48	39	10	3	900
The temperature inside the bus	-	-	79	84	42	41	10	6	907
Your personal security whilst on the bus	-	-	85	88	51	37	10	2	899
Ease of getting off the bus*	-	-	88	92	55	37	6	2	917

### The bus driver

How near to the kerb the driver stopped	-	-	95	93	66	27	5	1	920
The driver's appearance	-	-	92	92	66	27	7	1	895
The greeting/welcome you got from the driver	-	-	82	78	54	24	15	7	911
The helpfulness and attitude of the driver	-	-	81	80	55	24	15	5	886
The time the driver gave you to get to your seat	-	-	87	85	59	26	9	6	909
Smoothness/freedom from jolting during the journey	-	-	83	81	48	33	11	8	915
Safety of the driving (i.e. speed, driver concentrating)	-	-	90	90	63	27	8	2	907

## Factors affecting journey time

Occurrence (%)	2016	2017	2018	2019
Congestion/traffic jams	-	-	20	20
Road works	-	-	14	18
Bus driver driving too slowly	-	-	3	3
Poor weather conditions	-	-	2	5
Waiting too long at stops	-	-	7	6
Passenger boarding time	-	-	15	18
Base size	-	-	1049	959

Passengers could provide more than one answer

## Anti-social behaviour

'Yes' (%)	2016	2017	2018	2019
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	-	6	6
Base size	-	-	1018	932

\* New question in 2018

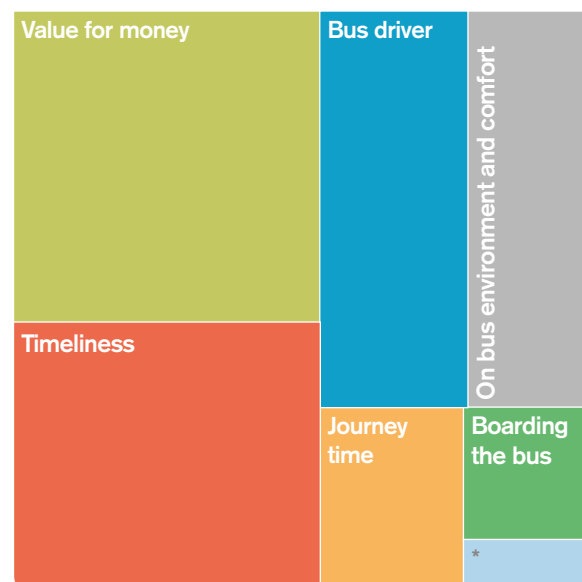
# Kingston-upon-Hull

## Headline results



## Which themes are affecting overall passenger satisfaction?

See page 175 for an explanation of how these themes were calculated



fare-payers only

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	-	<b>89</b>	-	<b>93</b>	<b>53</b>	<b>40</b>	<b>4</b>	<b>3</b>	<b>831</b>
Fare-paying passengers	-	86	-	91	47	44	6	4	329
Free pass holders	-	95	-	96	64	32	2	2	491
Aged 16 to 34	-	84	-	94	43	51	5	2	99
Aged 35 to 59	-	89	-	90	47	43	6	5	198
Passengers commuting	-	87	-	89	45	45	6	5	166
Passengers not commuting	-	91	-	94	56	38	4	2	628
Passengers saying they have a disability	-	90	-	93	49	44	5	2	325
<b>Value for money</b>									
<b>All fare-paying passengers</b>	-	<b>71</b>	-	<b>61</b>	<b>31</b>	<b>30</b>	<b>19</b>	<b>20</b>	<b>314</b>
Aged 16 to 34	-	64	-	60	25	34	22	18	88
Aged 35 to 59	-	77	-	61	34	26	18	22	151
Passengers commuting	-	70	-	62	36	26	20	18	139
Passengers not commuting	-	72	-	59	27	32	18	22	171
<b>Punctuality and time waiting for bus</b>									
Punctuality of the bus	-	74	-	77	46	31	12	11	739
The length of time waited	-	74	-	75	43	32	13	12	791
<b>On-bus journey time</b>									
Time the journey on the bus took	-	88	-	86	55	31	9	5	823

## Detailed results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>The bus stop</b>									
Overall satisfaction with the bus stop	-	77	-	74	33	41	17	9	764
Its distance from the journey start	-	84	-	87	58	29	10	4	741
The convenience/accessibility of its location	-	89	-	90	59	32	7	3	684
Its condition/standard of maintenance	-	68	-	68	35	33	18	14	679
Its freedom from graffiti/vandalism	-	73	-	77	40	36	14	9	665
Its freedom from litter	-	70	-	72	34	37	15	13	672
The information provided at the stop	-	65	-	65	31	34	15	20	660
Your personal safety whilst at the stop	-	72	-	71	38	33	19	10	696

### On the bus

Route/destination information on the outside of the bus	-	81	-	87	57	30	10	4	762
The cleanliness and condition of the outside of the bus	-	76	-	82	45	37	12	6	751
The ease of getting onto the bus*	-	-	-	94	65	29	5	1	795
The length of time it took to board	-	91	-	92	65	28	6	2	757
The cleanliness and condition of the inside of the bus	-	76	-	80	40	40	10	10	808
The information provided inside the bus	-	66	-	72	36	36	23	6	716
The availability of seating or space to stand	-	84	-	88	55	33	7	5	791
The comfort of the seats	-	77	-	81	42	39	12	7	791
The amount of personal space you had around you	-	75	-	80	41	39	13	7	780
Provision of grab rails to stand/move within the bus	-	84	-	82	47	35	12	6	780
The temperature inside the bus	-	75	-	79	35	44	14	7	783
Your personal security whilst on the bus	-	85	-	84	48	36	13	4	774
Ease of getting off the bus*	-	-	-	90	54	36	6	3	793

### The bus driver

How near to the kerb the driver stopped	-	93	-	94	65	28	5	2	796
The driver's appearance	-	90	-	94	67	27	5	0	787
The greeting/welcome you got from the driver	-	80	-	84	56	28	12	4	795
The helpfulness and attitude of the driver	-	80	-	84	57	27	13	3	787
The time the driver gave you to get to your seat	-	81	-	84	52	32	12	4	789
Smoothness/freedom from jolting during the journey	-	78	-	82	47	35	13	6	784
Safety of the driving (i.e. speed, driver concentrating)	-	89	-	91	61	30	7	2	788

## Factors affecting journey time

Occurrence (%)	2016	2017	2018	2019
Congestion/traffic jams	-	26	-	23
Road works	-	11	-	10
Bus driver driving too slowly	-	4	-	2
Poor weather conditions	-	6	-	6
Waiting too long at stops	-	7	-	6
Passenger boarding time	-	20	-	21
Base size	-	749	-	850

Passengers could provide more than one answer

## Anti-social behaviour

'Yes' (%)	2016	2017	2018	2019
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	8	-	7
Base size	-	705	-	817

\* New question in 2018

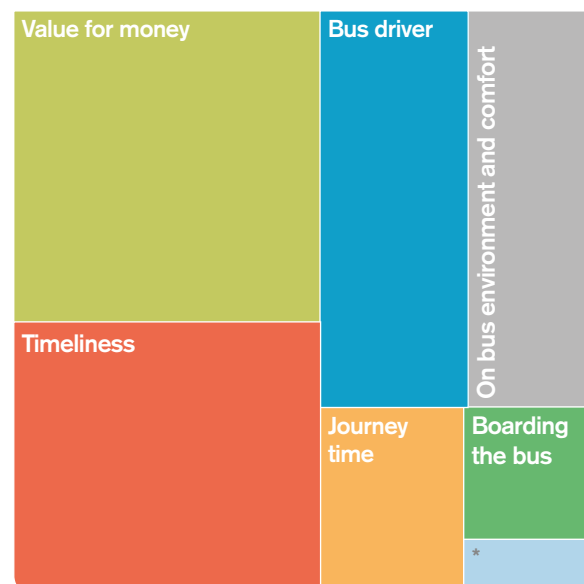
# Leicester City

## Headline results



## Which themes are affecting overall passenger satisfaction?

See page 175 for an explanation of how these themes were calculated



fare-payers only

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>86</b>	<b>86</b>	<b>87</b>	<b>86</b>	<b>31</b>	<b>56</b>	<b>8</b>	<b>6</b>	<b>612</b>
Fare-paying passengers	82	81	84	84	24	60	9	7	287
Free pass holders	92	93	94	90	41	49	7	4	317
Aged 16 to 34	79	78	83	86	20	66	11	4	127
Aged 35 to 59	86	85	88	83	30	53	8	9	147
Passengers commuting	81	81	84	82	29	53	9	9	198
Passengers not commuting	89	90	90	90	31	59	7	3	391
Passengers saying they have a disability	82	88	86	82	34	48	12	5	153
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>62</b>	<b>64</b>	<b>62</b>	<b>57</b>	<b>17</b>	<b>39</b>	<b>24</b>	<b>19</b>	<b>281</b>
Aged 16 to 34	57	64	61	60	19	41	21	19	111
Aged 35 to 59	67	63	61	54	14	40	27	19	125
Passengers commuting	61	60	60	56	17	39	21	24	164
Passengers not commuting	65	70	65	61	19	42	29	10	111
<b>Punctuality and time waiting for bus</b>									
Punctuality of the bus	65	74	72	65	29	36	20	15	549
The length of time waited	68	75	74	64	27	37	22	13	595
<b>On-bus journey time</b>									
Time the journey on the bus took	81	85	83	82	33	50	14	4	613

## Detailed results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>The bus stop</b>									
Overall satisfaction with the bus stop	78	83	80	76	23	53	17	7	580
Its distance from the journey start	84	87	85	84	38	46	11	5	575
The convenience/accessibility of its location	85	89	88	86	55	31	11	3	549
Its condition/standard of maintenance	73	79	72	74	26	48	17	9	536
Its freedom from graffiti/vandalism	78	81	77	75	36	39	18	7	528
Its freedom from litter	75	74	71	74	30	43	15	11	537
The information provided at the stop	68	74	71	67	29	39	13	19	539
Your personal safety whilst at the stop	76	80	76	75	27	48	21	4	542

### On the bus

Route/destination information on the outside of the bus	82	82	82	81	43	38	14	5	578
The cleanliness and condition of the outside of the bus	81	79	80	73	32	41	19	7	580
The ease of getting onto the bus*	-	-	90	90	51	39	8	2	601
The length of time it took to board	90	88	89	88	44	44	10	2	584
The cleanliness and condition of the inside of the bus	76	78	78	72	34	38	15	13	599
The information provided inside the bus	65	64	64	60	27	33	30	10	533
The availability of seating or space to stand	83	85	85	80	41	39	14	6	589
The comfort of the seats	77	84	79	79	34	44	17	5	593
The amount of personal space you had around you	73	77	75	78	36	42	14	8	585
Provision of grab rails to stand/move within the bus	82	84	79	82	39	42	14	4	586
The temperature inside the bus	74	79	77	80	33	47	15	4	590
Your personal security whilst on the bus	83	82	81	87	40	47	11	2	587
Ease of getting off the bus*	-	-	88	91	45	46	7	2	595

### The bus driver

How near to the kerb the driver stopped	90	89	92	90	55	35	8	2	585
The driver's appearance	86	88	91	87	55	32	12	1	569
The greeting/welcome you got from the driver	68	71	71	73	41	32	20	7	575
The helpfulness and attitude of the driver	71	72	73	73	39	34	20	7	571
The time the driver gave you to get to your seat	73	74	77	81	44	37	12	7	589
Smoothness/freedom from jolting during the journey	72	75	76	80	39	41	12	7	591
Safety of the driving (i.e. speed, driver concentrating)	86	84	86	89	50	39	8	3	590

## Factors affecting journey time

Occurrence (%)	2016	2017	2018	2019
Congestion/traffic jams	35	30	26	24
Road works	9	9	10	14
Bus driver driving too slowly	5	6	4	4
Poor weather conditions	4	2	3	10
Waiting too long at stops	7	8	6	6
Passenger boarding time	22	25	17	18
Base size	629	724	909	622

Passengers could provide more than one answer

## Anti-social behaviour

'Yes' (%)	2016	2017	2018	2019
Other passengers' behaviour giving cause to worry or feel uncomfortable	10	9	6	6
Base size	604	682	887	607

\* New question in 2018

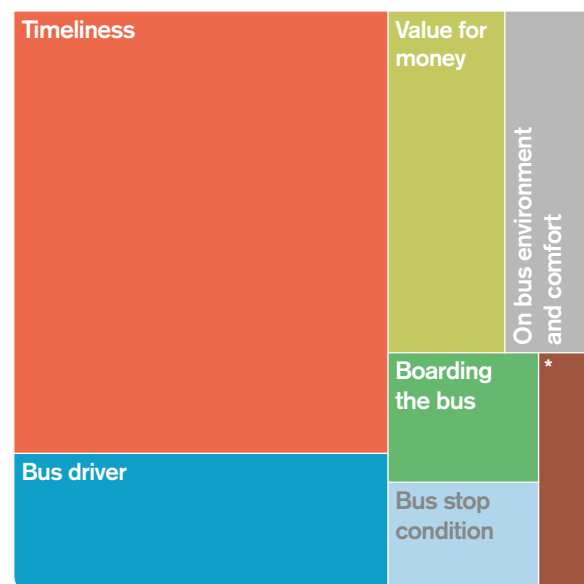
# Milton Keynes

## Headline results



## Which themes are affecting overall passenger satisfaction?

See page 175 for an explanation of how these themes were calculated



fare-payers only

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>84</b>	<b>83</b>	<b>83</b>	<b>76</b>	<b>33</b>	<b>43</b>	<b>15</b>	<b>10</b>	<b>437</b>
Fare-paying passengers	81	81	81	72	27	45	19	10	230
Free pass holders	91	89	88	85	50	35	4	11	203
Aged 16 to 34	81	76	79	76	27	49	18	6	100
Aged 35 to 59	81	84	86	70	32	37	12	18	108
Passengers commuting	82	75	77	69	24	44	20	11	170
Passengers not commuting	87	90	88	87	47	41	5	8	250
Passengers saying they have a disability	83	82	84	75	35	39	11	14	148
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>60</b>	<b>62</b>	<b>66</b>	<b>52</b>	<b>24</b>	<b>28</b>	<b>20</b>	<b>27</b>	<b>220</b>
Aged 16 to 34	57	64	63	50	25	25	23	27	92
Aged 35 to 59	62	61	72	56	23	33	17	27	88
Passengers commuting	61	57	64	50	22	28	20	30	150
Passengers not commuting	58	71	69	-	-	-	-	-	-
<b>Punctuality and time waiting for bus</b>									
Punctuality of the bus	66	68	65	53	22	30	17	30	398
The length of time waited	65	65	64	57	23	35	11	31	431
<b>On-bus journey time</b>									
Time the journey on the bus took	83	84	86	73	37	37	16	11	440

## Detailed results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>The bus stop</b>									
Overall satisfaction with the bus stop	74	75	78	69	23	45	17	14	409
Its distance from the journey start	81	86	83	70	40	30	19	11	410
The convenience/accessibility of its location	84	87	88	79	44	34	13	9	379
Its condition/standard of maintenance	64	68	65	64	22	42	20	15	375
Its freedom from graffiti/vandalism	68	69	73	67	32	35	18	15	376
Its freedom from litter	61	62	68	60	27	33	23	17	382
The information provided at the stop	66	67	72	63	25	37	16	21	377
Your personal safety whilst at the stop	71	73	79	68	31	37	25	7	382

### On the bus

Route/destination information on the outside of the bus	83	82	84	79	37	42	13	8	418
The cleanliness and condition of the outside of the bus	76	77	81	67	28	39	21	12	414
The ease of getting onto the bus*	-	-	91	85	44	40	11	4	423
The length of time it took to board	87	88	88	85	43	42	10	5	414
The cleanliness and condition of the inside of the bus	76	78	81	70	24	46	19	11	430
The information provided inside the bus	62	61	60	54	18	36	32	14	387
The availability of seating or space to stand	86	83	87	79	35	44	14	7	419
The comfort of the seats	72	73	81	71	21	49	18	12	412
The amount of personal space you had around you	67	73	82	69	26	43	20	12	422
Provision of grab rails to stand/move within the bus	79	80	81	75	28	47	17	8	412
The temperature inside the bus	78	74	81	69	28	40	18	14	413
Your personal security whilst on the bus	83	80	85	76	33	43	19	5	418
Ease of getting off the bus*	-	-	91	84	40	44	11	5	418

### The bus driver

How near to the kerb the driver stopped	92	89	92	83	47	37	13	4	421
The driver's appearance	87	85	87	81	48	33	16	3	413
The greeting/welcome you got from the driver	72	69	73	67	38	28	19	14	418
The helpfulness and attitude of the driver	73	71	75	66	38	27	24	10	408
The time the driver gave you to get to your seat	76	79	81	74	43	31	17	9	413
Smoothness/freedom from jolting during the journey	72	71	76	66	30	35	21	13	410
Safety of the driving (i.e. speed, driver concentrating)	83	81	87	83	46	37	11	6	418

## Factors affecting journey time

Occurrence (%)	2016	2017	2018	2019
Congestion/traffic jams	23	15	20	22
Road works	8	7	14	9
Bus driver driving too slowly	6	3	5	8
Poor weather conditions	5	5	6	6
Waiting too long at stops	9	6	8	16
Passenger boarding time	22	20	16	28
Base size	500	645	696	457

Passengers could provide more than one answer

## Anti-social behaviour

'Yes' (%)	2016	2017	2018	2019
Other passengers' behaviour giving cause to worry or feel uncomfortable	7	5	6	9
Base size	490	605	680	436

\* New question in 2018



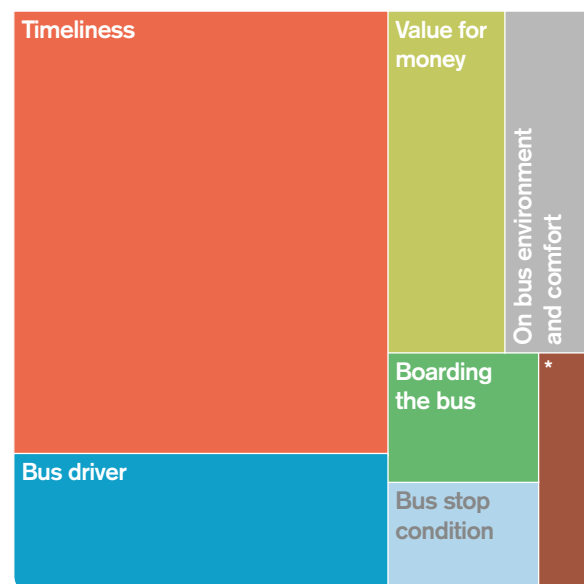
# North East Lincolnshire

## Headline results



## Which themes are affecting overall passenger satisfaction?

See page 175 for an explanation of how these themes were calculated



fare-payers only

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	-	<b>89</b>	-	<b>90</b>	<b>55</b>	<b>35</b>	<b>9</b>	<b>1</b>	<b>464</b>
Fare-paying passengers	-	86	-	87	46	41	12	1	182
Free pass holders	-	96	-	94	66	28	5	1	275
Aged 16 to 34	-	83	-	-	-	-	-	-	-
Aged 35 to 59	-	90	-	89	43	46	10	1	97
Passengers commuting	-	86	-	-	-	-	-	-	-
Passengers not commuting	-	91	-	92	58	34	7	1	368
Passengers saying they have a disability	-	94	-	91	49	41	8	1	189
<b>Value for money</b>									
<b>All fare-paying passengers</b>	-	<b>71</b>	-	<b>72</b>	<b>29</b>	<b>43</b>	<b>11</b>	<b>17</b>	<b>177</b>
Aged 16 to 34	-	63	-	-	-	-	-	-	-
Aged 35 to 59	-	77	-	70	25	45	11	18	78
Passengers commuting	-	73	-	-	-	-	-	-	-
Passengers not commuting	-	69	-	69	29	40	12	19	103
<b>Punctuality and time waiting for bus</b>									
Punctuality of the bus	-	80	-	79	52	27	12	8	425
The length of time waited	-	82	-	82	47	35	11	7	441
<b>On-bus journey time</b>									
Time the journey on the bus took	-	88	-	89	57	32	8	4	464

## Detailed results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>The bus stop</b>									
Overall satisfaction with the bus stop	-	77	-	79	32	47	15	7	439
Its distance from the journey start	-	85	-	89	50	38	8	4	433
The convenience/accessibility of its location	-	83	-	86	54	33	9	5	401
Its condition/standard of maintenance	-	72	-	70	32	38	22	8	390
Its freedom from graffiti/vandalism	-	72	-	74	37	36	14	12	391
Its freedom from litter	-	73	-	72	34	39	14	13	392
The information provided at the stop	-	75	-	76	39	37	17	7	398
Your personal safety whilst at the stop	-	80	-	73	38	35	18	9	398
<b>On the bus</b>									
Route/destination information on the outside of the bus	-	85	-	88	57	31	9	3	429
The cleanliness and condition of the outside of the bus	-	78	-	79	35	44	17	4	421
The ease of getting onto the bus*	-	-	-	93	60	33	5	3	452
The length of time it took to board	-	89	-	92	61	31	5	3	433
The cleanliness and condition of the inside of the bus	-	83	-	80	32	48	13	7	449
The information provided inside the bus	-	71	-	73	37	36	22	5	397
The availability of seating or space to stand	-	87	-	87	54	34	10	3	447
The comfort of the seats	-	81	-	78	39	40	16	5	443
The amount of personal space you had around you	-	75	-	75	40	34	16	9	439
Provision of grab rails to stand/move within the bus	-	82	-	86	50	35	11	4	443
The temperature inside the bus	-	78	-	80	38	42	15	5	441
Your personal security whilst on the bus	-	82	-	84	48	36	12	4	442
Ease of getting off the bus*	-	-	-	91	56	35	7	2	450
<b>The bus driver</b>									
How near to the kerb the driver stopped	-	95	-	93	68	25	5	2	449
The driver's appearance	-	92	-	93	66	27	6	1	442
The greeting/welcome you got from the driver	-	82	-	79	52	26	12	9	447
The helpfulness and attitude of the driver	-	83	-	79	56	23	16	5	434
The time the driver gave you to get to your seat	-	83	-	83	53	30	10	7	450
Smoothness/freedom from jolting during the journey	-	83	-	83	49	35	10	7	442
Safety of the driving (i.e. speed, driver concentrating)	-	88	-	89	64	24	9	2	444

## Factors affecting journey time

Occurrence (%)	2016	2017	2018	2019
Congestion/traffic jams	-	15	-	16
Road works	-	6	-	13
Bus driver driving too slowly	-	1	-	3
Poor weather conditions	-	2	-	6
Waiting too long at stops	-	4	-	4
Passenger boarding time	-	12	-	20
Base size	-	479	-	473

Passengers could provide more than one answer

## Anti-social behaviour

'Yes' (%)	2016	2017	2018	2019
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	4	-	7
Base size	-	458	-	462

\* New question in 2018

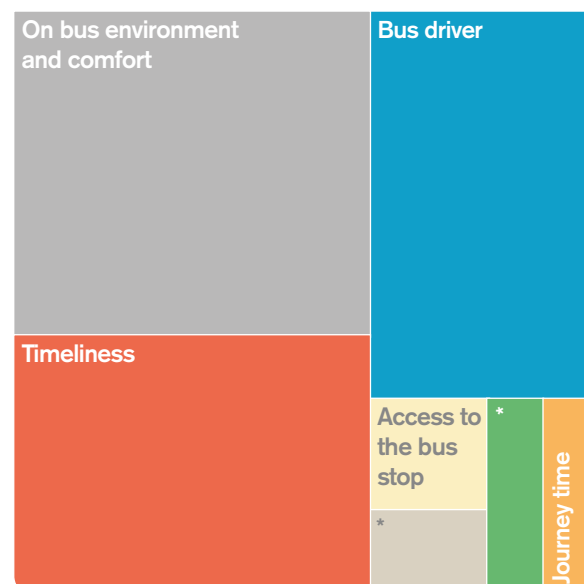
# Northumberland

## Headline results



## Which themes are affecting overall passenger satisfaction?

See page 175 for an explanation of how these themes were calculated



fare-payers only

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>92</b>	<b>94</b>	<b>89</b>	<b>87</b>	<b>58</b>	<b>29</b>	<b>8</b>	<b>5</b>	<b>529</b>
Fare-paying passengers	88	92	85	81	50	31	12	7	230
Free pass holders	95	96	95	94	69	26	4	1	289
Aged 16 to 34	86	-	-	72	42	30	16	12	81
Aged 35 to 59	91	88	91	89	60	29	8	3	110
Passengers commuting	88	94	85	76	36	40	13	11	110
Passengers not commuting	94	94	91	91	67	24	6	2	401
Passengers saying they have a disability	89	96	87	79	53	26	12	9	186
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>56</b>	<b>65</b>	<b>61</b>	<b>61</b>	<b>26</b>	<b>35</b>	<b>15</b>	<b>24</b>	<b>220</b>
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	62	63	71	70	30	40	11	19	89
Passengers commuting	56	-	62	54	17	37	18	29	95
Passengers not commuting	-	68	62	68	35	33	12	20	122
<b>Punctuality and time waiting for bus</b>									
Punctuality of the bus	80	83	75	78	48	30	9	14	482
The length of time waited	76	82	78	77	49	28	12	11	502
<b>On-bus journey time</b>									
Time the journey on the bus took	88	92	89	84	55	29	9	8	531

## Detailed results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>The bus stop</b>									
Overall satisfaction with the bus stop	78	78	78	77	40	37	12	11	496
Its distance from the journey start	84	84	88	85	53	32	10	6	481
The convenience/accessibility of its location	89	89	91	88	57	31	7	4	449
Its condition/standard of maintenance	69	73	77	69	35	34	18	12	456
Its freedom from graffiti/vandalism	77	78	84	77	44	33	11	12	449
Its freedom from litter	70	75	81	74	41	33	12	14	455
The information provided at the stop	68	79	66	68	37	31	11	21	458
Your personal safety whilst at the stop	78	82	83	80	48	32	13	7	470

### On the bus

Route/destination information on the outside of the bus	87	89	87	81	56	25	16	2	494
The cleanliness and condition of the outside of the bus	81	84	88	79	44	35	14	7	491
The ease of getting onto the bus*	-	-	94	90	64	25	8	2	513
The length of time it took to board	93	95	95	90	67	24	7	3	502
The cleanliness and condition of the inside of the bus	86	88	85	77	41	36	11	11	518
The information provided inside the bus	66	73	72	67	35	32	29	4	458
The availability of seating or space to stand	89	92	90	85	51	33	10	6	509
The comfort of the seats	85	80	82	72	35	37	17	11	507
The amount of personal space you had around you	84	82	84	76	37	39	14	11	505
Provision of grab rails to stand/move within the bus	84	88	89	86	50	37	9	4	503
The temperature inside the bus	80	84	82	79	41	38	10	10	501
Your personal security whilst on the bus	90	90	88	87	52	35	11	2	500
Ease of getting off the bus*	-	-	93	88	57	32	8	3	512

### The bus driver

How near to the kerb the driver stopped	92	95	92	90	69	22	8	2	517
The driver's appearance	93	96	92	91	69	22	7	2	507
The greeting/welcome you got from the driver	80	85	83	82	57	25	10	8	519
The helpfulness and attitude of the driver	82	87	84	85	60	24	11	4	505
The time the driver gave you to get to your seat	87	91	92	87	63	23	9	4	512
Smoothness/freedom from jolting during the journey	83	86	86	84	55	28	10	7	512
Safety of the driving (i.e. speed, driver concentrating)	92	94	92	91	67	24	6	3	516

## Factors affecting journey time

Occurrence (%)	2016	2017	2018	2019
Congestion/traffic jams	17	14	15	17
Road works	16	15	19	15
Bus driver driving too slowly	1	1	0	3
Poor weather conditions	2	3	2	5
Waiting too long at stops	3	4	4	4
Passenger boarding time	16	10	16	17
Base size	568	483	504	539

Passengers could provide more than one answer

## Anti-social behaviour

'Yes' (%)	2016	2017	2018	2019
Other passengers' behaviour giving cause to worry or feel uncomfortable	5	5	6	7
Base size	550	462	494	526

\* New question in 2018

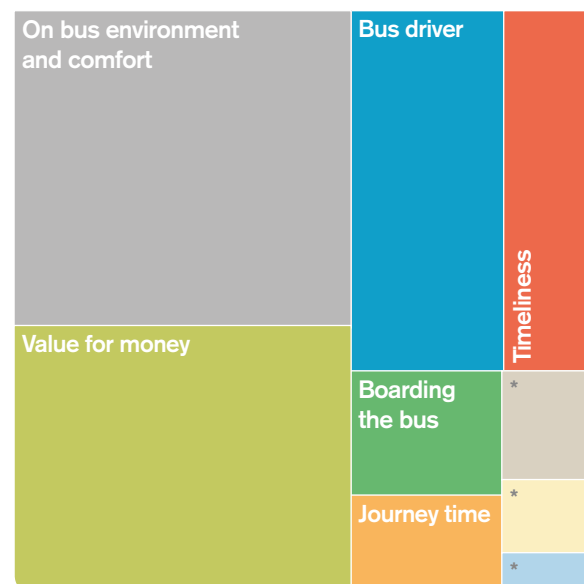
# Nottingham City

## Headline results



## Which themes are affecting overall passenger satisfaction?

See page 175 for an explanation of how these themes were calculated



fare-payers only

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>91</b>	<b>-</b>	<b>-</b>	<b>95</b>	<b>49</b>	<b>45</b>	<b>3</b>	<b>2</b>	<b>1411</b>
Fare-paying passengers	90	-	-	94	46	48	4	2	920
Free pass holders	95	-	-	96	59	37	2	2	451
Aged 16 to 34	90	-	-	93	44	49	5	3	500
Aged 35 to 59	91	-	-	96	51	46	2	2	406
Passengers commuting	89	-	-	93	45	49	4	2	535
Passengers not commuting	94	-	-	96	52	43	2	2	835
Passengers saying they have a disability	88	-	-	93	60	33	4	3	269
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>76</b>	<b>-</b>	<b>-</b>	<b>77</b>	<b>34</b>	<b>43</b>	<b>11</b>	<b>11</b>	<b>885</b>
Aged 16 to 34	74	-	-	73	35	39	13	14	451
Aged 35 to 59	79	-	-	82	33	49	10	8	343
Passengers commuting	77	-	-	76	33	43	12	13	459
Passengers not commuting	75	-	-	80	36	44	11	10	406
<b>Punctuality and time waiting for bus</b>									
Punctuality of the bus	83	-	-	82	47	35	11	7	1352
The length of time waited	83	-	-	83	43	40	10	7	1420
<b>On-bus journey time</b>									
Time the journey on the bus took	89	-	-	90	46	44	8	3	1422

## Detailed results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>The bus stop</b>									
Overall satisfaction with the bus stop	88	-	-	91	39	52	6	3	1364
Its distance from the journey start	90	-	-	92	52	40	6	2	1393
The convenience/accessibility of its location	93	-	-	91	61	30	8	1	1317
Its condition/standard of maintenance	85	-	-	86	46	41	10	3	1343
Its freedom from graffiti/vandalism	86	-	-	87	51	37	10	2	1341
Its freedom from litter	81	-	-	84	46	38	11	5	1336
The information provided at the stop	85	-	-	87	48	39	9	4	1354
Your personal safety whilst at the stop	84	-	-	88	46	42	10	2	1346

### On the bus

Route/destination information on the outside of the bus	91	-	-	90	61	29	8	1	1388
The cleanliness and condition of the outside of the bus	87	-	-	88	54	34	10	2	1374
The ease of getting onto the bus*	-	-	-	93	65	28	5	1	1412
The length of time it took to board	92	-	-	94	65	29	5	1	1396
The cleanliness and condition of the inside of the bus	84	-	-	89	55	34	7	3	1424
The information provided inside the bus	84	-	-	86	52	33	13	1	1370
The availability of seating or space to stand	84	-	-	90	59	31	7	3	1403
The comfort of the seats	80	-	-	88	55	33	7	4	1400
The amount of personal space you had around you	75	-	-	87	54	32	7	6	1397
Provision of grab rails to stand/move within the bus	84	-	-	91	58	33	6	3	1387
The temperature inside the bus	79	-	-	86	52	35	9	4	1392
Your personal security whilst on the bus	87	-	-	91	60	31	7	2	1389
Ease of getting off the bus*	-	-	-	94	64	29	5	1	1403

### The bus driver

How near to the kerb the driver stopped	94	-	-	95	73	23	3	1	1367
The driver's appearance	91	-	-	94	72	21	6	1	1327
The greeting/welcome you got from the driver	78	-	-	85	56	29	11	4	1362
The helpfulness and attitude of the driver	80	-	-	86	58	28	12	3	1325
The time the driver gave you to get to your seat	78	-	-	87	58	29	9	4	1364
Smoothness/freedom from jolting during the journey	81	-	-	85	54	31	11	5	1373
Safety of the driving (i.e. speed, driver concentrating)	90	-	-	94	67	28	5	1	1371

## Factors affecting journey time

Occurrence (%)	2016	2017	2018	2019
Congestion/traffic jams	27	-	-	18
Road works	6	-	-	6
Bus driver driving too slowly	4	-	-	3
Poor weather conditions	5	-	-	5
Waiting too long at stops	11	-	-	4
Passenger boarding time	23	-	-	15
Base size	890	-	-	1485

Passengers could provide more than one answer

## Anti-social behaviour

'Yes' (%)	2016	2017	2018	2019
Other passengers' behaviour giving cause to worry or feel uncomfortable	8	-	-	5
Base size	860	-	-	1417

\* New question in 2018

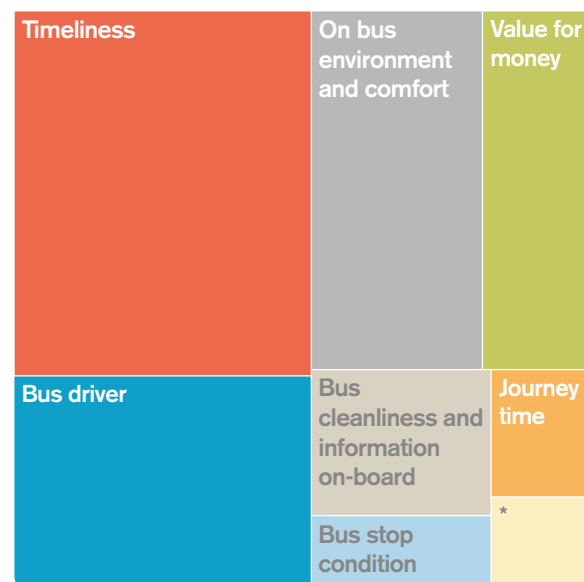
# Nottinghamshire

## Headline results



## Which themes are affecting overall passenger satisfaction?

See page 175 for an explanation of how these themes were calculated



fare-payers only

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>93</b>	<b>93</b>	<b>93</b>	<b>94</b>	<b>45</b>	<b>49</b>	<b>4</b>	<b>2</b>	<b>1818</b>
Fare-paying passengers	91	91	92	94	42	52	4	2	979
Free pass holders	94	95	96	96	51	45	3	1	790
Aged 16 to 34	88	89	89	92	39	53	5	3	459
Aged 35 to 59	95	92	96	94	47	48	4	2	475
Passengers commuting	91	90	90	93	40	54	4	3	523
Passengers not commuting	94	94	96	94	48	46	4	1	1233
Passengers saying they have a disability	92	94	91	88	55	33	6	6	357
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>72</b>	<b>70</b>	<b>69</b>	<b>71</b>	<b>24</b>	<b>47</b>	<b>16</b>	<b>13</b>	<b>959</b>
Aged 16 to 34	67	68	64	68	23	45	16	16	424
Aged 35 to 59	74	72	76	74	23	51	17	9	416
Passengers commuting	70	68	69	69	23	46	17	14	470
Passengers not commuting	76	72	68	73	25	48	15	12	472
<b>Punctuality and time waiting for bus</b>									
Punctuality of the bus	82	83	82	71	35	37	18	11	1752
The length of time waited	83	82	79	74	32	42	17	9	1812
<b>On-bus journey time</b>									
Time the journey on the bus took	91	88	89	86	38	48	10	3	1827

## Detailed results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>The bus stop</b>									
Overall satisfaction with the bus stop	84	84	87	84	31	53	12	4	1745
Its distance from the journey start	91	87	87	89	44	44	9	2	1769
The convenience/accessibility of its location	92	90	89	85	54	31	12	3	1726
Its condition/standard of maintenance	77	81	80	82	41	41	14	5	1708
Its freedom from graffiti/vandalism	84	82	85	83	47	36	12	4	1698
Its freedom from litter	78	79	81	83	40	43	12	5	1711
The information provided at the stop	79	79	81	77	38	40	15	7	1707
Your personal safety whilst at the stop	84	82	86	85	37	47	12	3	1717

### On the bus

Route/destination information on the outside of the bus	92	89	86	88	53	35	10	2	1798
The cleanliness and condition of the outside of the bus	88	86	89	84	47	37	12	3	1779
The ease of getting onto the bus*	-	-	95	94	62	32	5	1	1815
The length of time it took to board	94	93	95	94	61	33	4	2	1798
The cleanliness and condition of the inside of the bus	85	88	88	89	52	37	8	3	1833
The information provided inside the bus	80	82	81	80	46	34	16	3	1742
The availability of seating or space to stand	92	89	92	90	55	36	7	3	1809
The comfort of the seats	81	80	85	86	51	35	9	5	1807
The amount of personal space you had around you	83	81	84	87	51	36	8	5	1794
Provision of grab rails to stand/move within the bus	89	89	88	91	53	38	7	3	1783
The temperature inside the bus	81	83	85	89	49	40	7	4	1807
Your personal security whilst on the bus	91	89	91	91	59	31	8	1	1799
Ease of getting off the bus*	-	-	93	94	63	31	4	1	1807

### The bus driver

How near to the kerb the driver stopped	95	94	95	96	70	26	4	0	1800
The driver's appearance	94	93	95	94	70	24	5	1	1712
The greeting/welcome you got from the driver	89	88	90	90	65	25	8	2	1739
The helpfulness and attitude of the driver	88	88	89	91	66	25	8	1	1727
The time the driver gave you to get to your seat	89	88	89	91	62	28	7	2	1767
Smoothness/freedom from jolting during the journey	84	86	84	87	57	30	9	4	1777
Safety of the driving (i.e. speed, driver concentrating)	93	91	94	95	66	29	4	1	1769

## Factors affecting journey time

Occurrence (%)	2016	2017	2018	2019
Congestion/traffic jams	18	15	15	17
Road works	10	8	7	7
Bus driver driving too slowly	2	2	2	2
Poor weather conditions	2	4	3	6
Waiting too long at stops	3	2	3	3
Passenger boarding time	16	13	12	11
Base size	1146	1304	1299	1891

Passengers could provide more than one answer

## Anti-social behaviour

'Yes' (%)	2016	2017	2018	2019
Other passengers' behaviour giving cause to worry or feel uncomfortable	5	3	6	4
Base size	1118	1277	1257	1839

\* New question in 2018



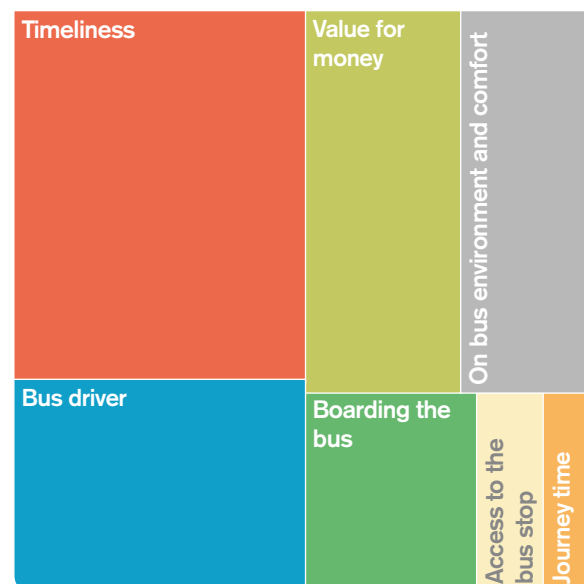
# Oxfordshire

## Headline results



## Which themes are affecting overall passenger satisfaction?

See page 175 for an explanation of how these themes were calculated



fare-payers only

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>91</b>	<b>90</b>	<b>92</b>	<b>93</b>	<b>51</b>	<b>41</b>	<b>5</b>	<b>3</b>	<b>1057</b>
Fare-paying passengers	89	88	90	91	46	45	6	3	618
Free pass holders	96	93	96	96	67	30	2	1	427
Aged 16 to 34	87	84	90	89	40	49	8	3	230
Aged 35 to 59	91	90	92	94	53	41	3	3	317
Passengers commuting	85	87	90	89	43	46	7	5	430
Passengers not commuting	96	92	93	97	62	35	2	1	590
Passengers saying they have a disability	92	91	91	92	52	40	5	4	226
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>60</b>	<b>67</b>	<b>64</b>	<b>61</b>	<b>26</b>	<b>36</b>	<b>18</b>	<b>21</b>	<b>600</b>
Aged 16 to 34	52	59	56	52	18	34	21	27	200
Aged 35 to 59	68	74	71	69	31	38	16	15	298
Passengers commuting	57	64	61	59	20	39	19	23	361
Passengers not commuting	64	72	68	67	34	32	16	17	226
<b>Punctuality and time waiting for bus</b>									
Punctuality of the bus	72	75	77	71	45	26	15	14	941
The length of time waited	72	75	80	75	42	33	14	11	1039
<b>On-bus journey time</b>									
Time the journey on the bus took	85	81	88	82	48	34	13	5	1044

## Detailed results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>The bus stop</b>									
Overall satisfaction with the bus stop	82	84	85	85	40	45	9	6	1008
Its distance from the journey start	86	85	90	86	52	34	9	5	1009
The convenience/accessibility of its location	88	89	90	89	58	31	7	4	971
Its condition/standard of maintenance	75	75	80	79	39	41	14	7	975
Its freedom from graffiti/vandalism	83	79	84	86	49	37	10	5	952
Its freedom from litter	76	80	81	81	44	38	12	6	964
The information provided at the stop	70	71	78	73	35	38	18	9	964
Your personal safety whilst at the stop	81	82	86	83	50	33	11	6	975

### On the bus

Route/destination information on the outside of the bus	87	88	90	88	56	32	9	2	1013
The cleanliness and condition of the outside of the bus	86	87	84	87	48	40	10	3	974
The ease of getting onto the bus*	-	-	95	95	64	31	4	1	1036
The length of time it took to board	92	92	94	91	62	29	6	3	1028
The cleanliness and condition of the inside of the bus	86	84	86	88	46	43	9	3	1049
The information provided inside the bus	66	70	69	70	37	33	25	5	910
The availability of seating or space to stand	90	91	93	93	61	31	6	2	1037
The comfort of the seats	81	84	83	86	44	42	10	4	1032
The amount of personal space you had around you	77	82	84	83	46	37	12	5	1040
Provision of grab rails to stand/move within the bus	84	87	89	88	51	37	11	1	1013
The temperature inside the bus	77	80	82	83	43	40	11	6	1041
Your personal security whilst on the bus	89	88	92	91	57	34	8	1	1029
Ease of getting off the bus*	-	-	94	93	59	34	6	1	1041

### The bus driver

How near to the kerb the driver stopped	94	94	95	94	72	22	6	1	1022
The driver's appearance	91	93	93	93	69	23	7	1	1005
The greeting/welcome you got from the driver	79	81	86	83	55	28	12	5	1035
The helpfulness and attitude of the driver	81	81	86	82	58	24	15	3	1006
The time the driver gave you to get to your seat	83	85	87	88	59	29	10	1	1016
Smoothness/freedom from jolting during the journey	75	78	80	81	48	33	13	7	1033
Safety of the driving (i.e. speed, driver concentrating)	91	92	93	91	64	27	7	1	1029

## Factors affecting journey time

Occurrence (%)	2016	2017	2018	2019
Congestion/traffic jams	29	32	24	37
Road works	15	18	9	19
Bus driver driving too slowly	3	3	3	3
Poor weather conditions	3	2	2	5
Waiting too long at stops	6	6	4	6
Passenger boarding time	24	22	19	20
Base size	1298	1211	1213	1073

Passengers could provide more than one answer

## Anti-social behaviour

'Yes' (%)	2016	2017	2018	2019
Other passengers' behaviour giving cause to worry or feel uncomfortable	5	5	5	3
Base size	1256	1187	1184	1057

\* New question in 2018

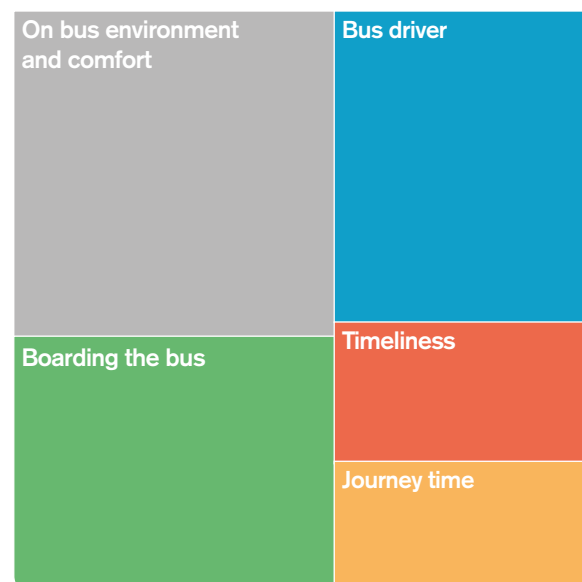
# Portsmouth

## Headline results



## Which themes are affecting overall passenger satisfaction?

See page 175 for an explanation of how these themes were calculated



fare-payers only

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	-	-	-	<b>92</b>	<b>53</b>	<b>39</b>	<b>7</b>	<b>1</b>	<b>534</b>
Fare-paying passengers	-	-	-	91	45	46	7	2	235
Free pass holders	-	-	-	93	68	24	7	1	296
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	90	52	38	7	3	132
Passengers commuting	-	-	-	86	39	47	12	2	142
Passengers not commuting	-	-	-	96	64	32	3	1	372
Passengers saying they have a disability	-	-	-	87	56	31	11	2	199
<b>Value for money</b>									
<b>All fare-paying passengers</b>	-	-	-	<b>58</b>	<b>22</b>	<b>36</b>	<b>20</b>	<b>22</b>	<b>228</b>
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	65	20	44	14	21	110
Passengers commuting	-	-	-	53	17	36	23	23	123
Passengers not commuting	-	-	-	68	30	37	16	16	102
<b>Punctuality and time waiting for bus</b>									
Punctuality of the bus	-	-	-	84	50	34	8	8	475
The length of time waited	-	-	-	82	48	33	10	8	519
<b>On-bus journey time</b>									
Time the journey on the bus took	-	-	-	86	51	35	10	4	537

## Detailed results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>The bus stop</b>									
Overall satisfaction with the bus stop	-	-	-	86	40	46	8	5	513
Its distance from the journey start	-	-	-	87	56	31	9	5	503
The convenience/accessibility of its location	-	-	-	94	63	31	5	1	474
Its condition/standard of maintenance	-	-	-	82	40	42	12	7	468
Its freedom from graffiti/vandalism	-	-	-	84	51	33	10	6	463
Its freedom from litter	-	-	-	81	46	35	13	6	460
The information provided at the stop	-	-	-	80	38	42	12	8	469
Your personal safety whilst at the stop	-	-	-	81	47	34	15	3	477
<b>On the bus</b>									
Route/destination information on the outside of the bus	-	-	-	85	54	31	14	2	500
The cleanliness and condition of the outside of the bus	-	-	-	87	45	43	11	2	489
The ease of getting onto the bus*	-	-	-	93	60	33	5	2	512
The length of time it took to board	-	-	-	92	62	30	6	1	507
The cleanliness and condition of the inside of the bus	-	-	-	87	46	41	9	4	523
The information provided inside the bus	-	-	-	74	38	37	22	4	471
The availability of seating or space to stand	-	-	-	88	53	36	7	5	522
The comfort of the seats	-	-	-	82	42	41	9	9	513
The amount of personal space you had around you	-	-	-	81	40	41	10	9	514
Provision of grab rails to stand/move within the bus	-	-	-	90	48	42	6	4	511
The temperature inside the bus	-	-	-	76	36	40	12	12	510
Your personal security whilst on the bus	-	-	-	85	48	38	10	5	506
Ease of getting off the bus*	-	-	-	90	56	34	7	3	519
<b>The bus driver</b>									
How near to the kerb the driver stopped	-	-	-	92	65	27	8	1	516
The driver's appearance	-	-	-	90	64	27	8	1	509
The greeting/welcome you got from the driver	-	-	-	80	53	27	13	7	512
The helpfulness and attitude of the driver	-	-	-	84	54	30	12	4	496
The time the driver gave you to get to your seat	-	-	-	86	57	29	10	4	518
Smoothness/freedom from jolting during the journey	-	-	-	81	49	33	11	8	510
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	90	59	31	7	2	512

## Factors affecting journey time

Occurrence (%)	2016	2017	2018	2019
Congestion/traffic jams	-	-	-	22
Road works	-	-	-	9
Bus driver driving too slowly	-	-	-	4
Poor weather conditions	-	-	-	6
Waiting too long at stops	-	-	-	10
Passenger boarding time	-	-	-	17
Base size	-	-	-	542

Passengers could provide more than one answer

## Anti-social behaviour

'Yes' (%)	2016	2017	2018	2019
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	-	-	6
Base size	-	-	-	531

\* New question in 2018

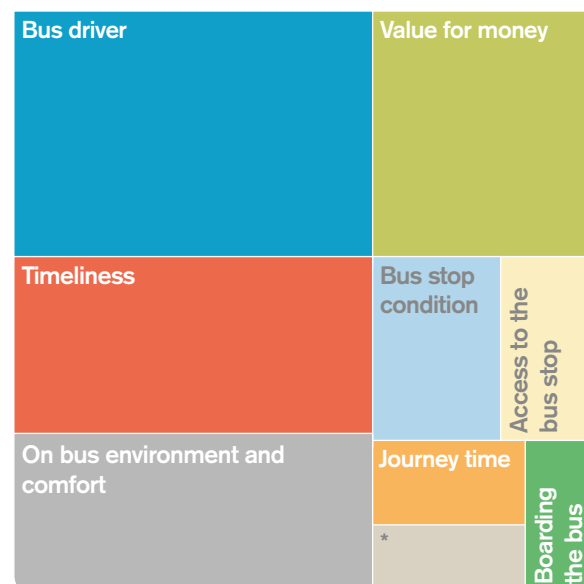
# Staffordshire

## Headline results



## Which themes are affecting overall passenger satisfaction?

See page 175 for an explanation of how these themes were calculated



fare-payers only

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	-	90	90	86	42	44	9	5	766
Fare-paying passengers	-	87	86	83	34	49	11	6	390
Free pass holders	-	94	95	91	57	35	5	4	371
Aged 16 to 34	-	83	86	82	29	54	11	6	220
Aged 35 to 59	-	92	90	85	50	35	10	5	139
Passengers commuting	-	86	84	82	28	53	12	6	247
Passengers not commuting	-	93	93	89	52	37	7	4	492
Passengers saying they have a disability	-	90	92	84	43	41	10	6	259
<b>Value for money</b>									
<b>All fare-paying passengers</b>	-	65	66	59	27	31	15	26	377
Aged 16 to 34	-	62	65	52	24	28	16	33	203
Aged 35 to 59	-	67	66	74	29	45	12	14	112
Passengers commuting	-	58	62	52	20	32	18	30	218
Passengers not commuting	-	78	73	70	40	31	10	20	156
<b>Punctuality and time waiting for bus</b>									
Punctuality of the bus	-	75	74	69	42	27	10	21	707
The length of time waited	-	74	73	71	39	32	13	16	749
<b>On-bus journey time</b>									
Time the journey on the bus took	-	87	85	83	47	36	13	4	776

## Detailed results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>The bus stop</b>									
Overall satisfaction with the bus stop	-	78	80	76	28	48	14	10	736
Its distance from the journey start	-	86	86	83	47	36	12	5	722
The convenience/accessibility of its location	-	89	90	88	53	35	9	3	666
Its condition/standard of maintenance	-	68	71	64	27	37	20	15	664
Its freedom from graffiti/vandalism	-	77	78	73	41	32	15	12	654
Its freedom from litter	-	75	76	73	35	38	16	11	658
The information provided at the stop	-	67	70	66	31	35	18	16	677
Your personal safety whilst at the stop	-	77	78	77	41	35	17	6	672

### On the bus

Route/destination information on the outside of the bus	-	89	85	81	50	31	14	4	726
The cleanliness and condition of the outside of the bus	-	81	85	81	38	42	13	6	724
The ease of getting onto the bus*	-	-	92	90	55	36	7	3	737
The length of time it took to board	-	93	91	90	57	33	8	2	731
The cleanliness and condition of the inside of the bus	-	82	85	79	35	43	14	7	759
The information provided inside the bus	-	70	70	64	26	37	29	7	688
The availability of seating or space to stand	-	89	86	88	49	39	8	5	747
The comfort of the seats	-	77	79	75	33	42	17	8	745
The amount of personal space you had around you	-	80	78	77	37	40	14	8	739
Provision of grab rails to stand/move within the bus	-	86	87	84	43	41	13	3	732
The temperature inside the bus	-	81	83	77	33	44	15	8	735
Your personal security whilst on the bus	-	85	86	83	43	40	14	3	726
Ease of getting off the bus*	-	-	90	89	48	41	9	3	741

### The bus driver

How near to the kerb the driver stopped	-	93	93	91	61	30	7	2	747
The driver's appearance	-	90	90	88	60	28	10	2	728
The greeting/welcome you got from the driver	-	78	80	72	47	26	19	9	743
The helpfulness and attitude of the driver	-	78	80	75	48	27	18	7	726
The time the driver gave you to get to your seat	-	84	86	83	52	31	12	5	739
Smoothness/freedom from jolting during the journey	-	83	79	77	44	33	14	9	738
Safety of the driving (i.e. speed, driver concentrating)	-	89	91	87	57	30	10	3	744

## Factors affecting journey time

Occurrence (%)	2016	2017	2018	2019
Congestion/traffic jams	-	22	19	22
Road works	-	18	17	15
Bus driver driving too slowly	-	2	2	2
Poor weather conditions	-	2	3	8
Waiting too long at stops	-	4	3	7
Passenger boarding time	-	15	10	15
Base size	-	767	1000	793

Passengers could provide more than one answer

## Anti-social behaviour

'Yes' (%)	2016	2017	2018	2019
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	7	5	5
Base size	-	738	971	773

\* New question in 2018

# Swindon

## Headline results



### Overall satisfaction

93%



### Value for money

72%



### Punctuality

81%



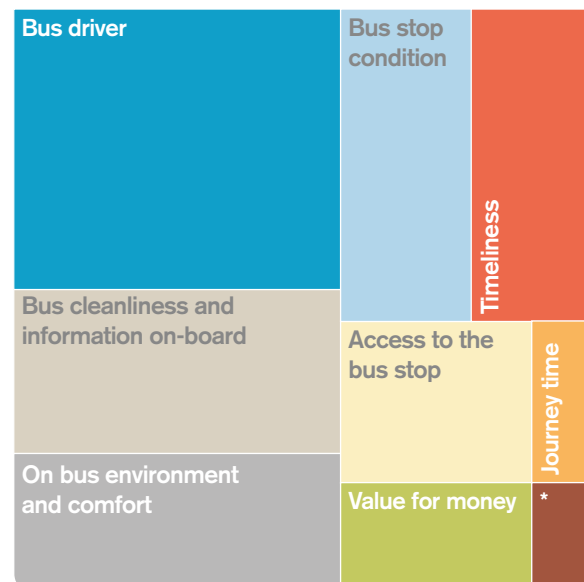
### Journey time

85%



## Which themes are affecting overall passenger satisfaction?

See page 175 for an explanation of how these themes were calculated



fare-payers only

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	-	79	93	93	36	56	6	2	1198
Fare-paying passengers	-	74	92	92	29	63	6	2	734
Free pass holders	-	89	94	95	55	40	4	1	427
Aged 16 to 34	-	66	94	91	22	69	8	1	382
Aged 35 to 59	-	83	90	93	37	56	4	3	324
Passengers commuting	-	78	90	92	24	68	5	2	439
Passengers not commuting	-	82	95	93	46	47	5	1	711
Passengers saying they have a disability	-	89	88	90	45	45	6	4	328
<b>Value for money</b>									
<b>All fare-paying passengers</b>	-	68	81	72	20	52	20	8	724
Aged 16 to 34	-	66	84	75	18	57	18	7	350
Aged 35 to 59	-	70	76	68	20	48	24	8	283
Passengers commuting	-	71	77	74	19	55	20	6	398
Passengers not commuting	-	63	85	70	21	49	20	10	311
<b>Punctuality and time waiting for bus</b>									
Punctuality of the bus	-	69	83	81	36	46	10	9	1098
The length of time waited	-	70	84	77	34	43	18	5	1168
<b>On-bus journey time</b>									
Time the journey on the bus took	-	77	92	85	39	46	13	2	1209

## Detailed results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>The bus stop</b>									
Overall satisfaction with the bus stop	-	72	85	82	28	55	12	6	1171
Its distance from the journey start	-	78	92	91	44	46	6	3	1166
The convenience/accessibility of its location	-	85	92	91	59	32	7	2	1093
Its condition/standard of maintenance	-	68	82	77	27	50	13	10	1088
Its freedom from graffiti/vandalism	-	70	84	77	33	44	13	10	1091
Its freedom from litter	-	65	79	74	33	42	13	13	1097
The information provided at the stop	-	70	82	78	29	49	15	7	1102
Your personal safety whilst at the stop	-	71	88	80	34	46	15	5	1104

### On the bus

Route/destination information on the outside of the bus	-	73	91	83	40	43	15	2	1164
The cleanliness and condition of the outside of the bus	-	80	89	84	37	48	12	3	1136
The ease of getting onto the bus*	-	-	96	92	50	42	7	2	1164
The length of time it took to board	-	82	94	91	48	43	7	2	1140
The cleanliness and condition of the inside of the bus	-	75	88	83	29	53	11	6	1204
The information provided inside the bus	-	73	80	80	33	46	15	5	1124
The availability of seating or space to stand	-	81	91	90	48	42	7	4	1171
The comfort of the seats	-	78	84	84	33	51	12	4	1177
The amount of personal space you had around you	-	72	84	83	34	48	11	6	1168
Provision of grab rails to stand/move within the bus	-	78	90	88	41	47	9	3	1161
The temperature inside the bus	-	77	87	83	34	49	11	5	1169
Your personal security whilst on the bus	-	81	90	88	41	47	11	1	1163
Ease of getting off the bus*	-	-	93	91	44	48	8	1	1171

### The bus driver

How near to the kerb the driver stopped	-	82	95	90	48	42	8	2	1179
The driver's appearance	-	88	93	93	56	38	6	1	1168
The greeting/welcome you got from the driver	-	76	86	85	43	42	11	4	1177
The helpfulness and attitude of the driver	-	76	87	85	42	43	13	3	1157
The time the driver gave you to get to your seat	-	77	88	88	49	38	9	4	1167
Smoothness/freedom from jolting during the journey	-	76	84	86	40	46	10	5	1162
Safety of the driving (i.e. speed, driver concentrating)	-	80	91	90	46	44	9	2	1159

## Factors affecting journey time

Occurrence (%)	2016	2017	2018	2019
Congestion/traffic jams	-	24	22	27
Road works	-	6	11	5
Bus driver driving too slowly	-	3	7	11
Poor weather conditions	-	2	5	9
Waiting too long at stops	-	3	3	3
Passenger boarding time	-	15	13	14
Base size	-	936	954	1287

Passengers could provide more than one answer

## Anti-social behaviour

'Yes' (%)	2016	2017	2018	2019
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	3	5	5
Base size	-	879	912	1198

\* New question in 2018



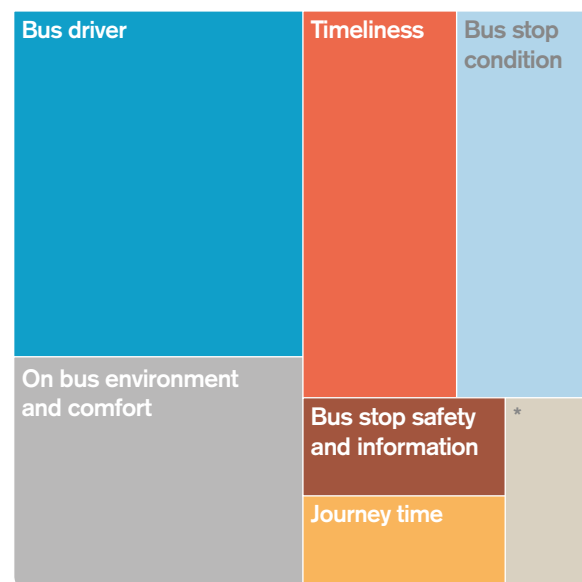
# Worcestershire

## Headline results



## Which themes are affecting overall passenger satisfaction?

See page 175 for an explanation of how these themes were calculated



fare-payers only

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	-	<b>78</b>	<b>75</b>	<b>86</b>	<b>39</b>	<b>47</b>	<b>10</b>	<b>4</b>	<b>497</b>
Fare-paying passengers	-	68	60	81	28	53	14	4	238
Free pass holders	-	87	87	93	55	38	3	4	252
Aged 16 to 34	-	-	57	75	23	52	19	6	104
Aged 35 to 59	-	74	71	86	34	51	10	4	113
Passengers commuting	-	67	65	77	26	51	19	5	135
Passengers not commuting	-	85	81	90	47	44	6	4	342
Passengers saying they have a disability	-	74	67	81	46	36	13	6	141
<b>Value for money</b>									
<b>All fare-paying passengers</b>	-	<b>52</b>	<b>44</b>	<b>64</b>	<b>22</b>	<b>42</b>	<b>16</b>	<b>20</b>	<b>229</b>
Aged 16 to 34	-	-	-	63	21	42	15	22	100
Aged 35 to 59	-	-	51	70	28	42	16	14	87
Passengers commuting	-	51	40	62	22	40	13	24	122
Passengers not commuting	-	-	-	68	23	45	19	13	100
<b>Punctuality and time waiting for bus</b>									
Punctuality of the bus	-	63	60	72	33	39	16	12	440
The length of time waited	-	64	61	75	34	41	14	11	477
<b>On-bus journey time</b>									
Time the journey on the bus took	-	81	79	86	45	41	10	4	497

## Detailed results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>The bus stop</b>									
Overall satisfaction with the bus stop	-	71	68	72	26	46	18	10	468
Its distance from the journey start	-	84	80	83	43	40	13	4	473
The convenience/accessibility of its location	-	87	85	82	45	37	16	2	429
Its condition/standard of maintenance	-	62	62	66	29	37	23	11	432
Its freedom from graffiti/vandalism	-	73	66	70	33	37	20	9	422
Its freedom from litter	-	72	62	66	32	35	20	14	424
The information provided at the stop	-	54	59	59	24	35	19	22	421
Your personal safety whilst at the stop	-	69	68	70	32	38	21	9	434

### On the bus

Route/destination information on the outside of the bus	-	79	81	80	41	38	15	5	463
The cleanliness and condition of the outside of the bus	-	66	70	72	33	39	20	8	461
The ease of getting onto the bus*	-	-	81	88	46	43	8	4	476
The length of time it took to board	-	87	82	89	51	38	9	2	454
The cleanliness and condition of the inside of the bus	-	71	72	77	32	45	12	11	483
The information provided inside the bus	-	52	58	59	26	33	33	8	413
The availability of seating or space to stand	-	83	79	89	44	45	7	4	471
The comfort of the seats	-	71	72	78	35	43	13	9	467
The amount of personal space you had around you	-	75	68	79	34	45	13	7	461
Provision of grab rails to stand/move within the bus	-	81	79	85	40	45	10	5	448
The temperature inside the bus	-	74	74	76	30	46	14	10	462
Your personal security whilst on the bus	-	80	78	82	37	45	13	5	457
Ease of getting off the bus*	-	-	82	89	42	47	7	4	464

### The bus driver

How near to the kerb the driver stopped	-	89	87	88	54	34	9	3	477
The driver's appearance	-	83	83	86	54	33	11	3	452
The greeting/welcome you got from the driver	-	65	66	72	44	28	17	11	471
The helpfulness and attitude of the driver	-	65	65	72	43	29	18	9	461
The time the driver gave you to get to your seat	-	76	75	80	46	33	13	7	474
Smoothness/freedom from jolting during the journey	-	67	66	78	40	37	12	10	476
Safety of the driving (i.e. speed, driver concentrating)	-	79	78	84	47	36	12	4	466

## Factors affecting journey time

Occurrence (%)	2016	2017	2018	2019
Congestion/traffic jams	-	23	28	19
Road works	-	18	19	15
Bus driver driving too slowly	-	6	7	3
Poor weather conditions	-	5	3	6
Waiting too long at stops	-	6	6	4
Passenger boarding time	-	15	21	12
Base size	-	463	464	516

Passengers could provide more than one answer

## Anti-social behaviour

'Yes' (%)	2016	2017	2018	2019
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	5	10	5
Base size	-	449	454	495

\* New question in 2018

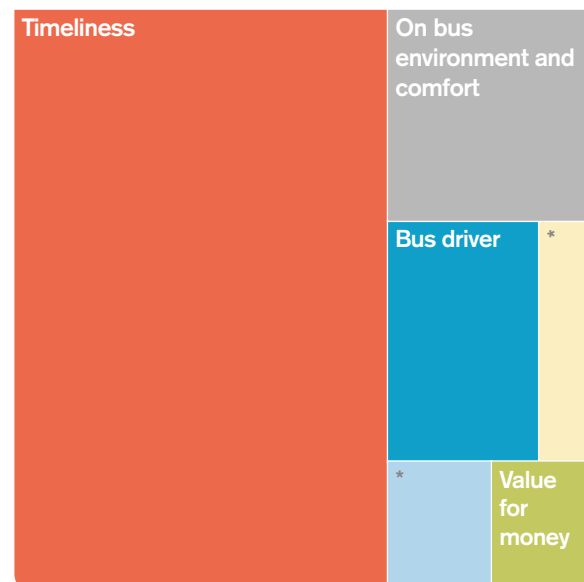
# (City of) York

## Headline results



## Which themes are affecting overall passenger satisfaction?

See page 175 for an explanation of how these themes were calculated



fare-payers only

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>90</b>	<b>91</b>	<b>89</b>	<b>86</b>	<b>55</b>	<b>31</b>	<b>8</b>	<b>6</b>	<b>523</b>
Fare-paying passengers	87	90	86	85	52	33	9	6	287
Free pass holders	94	98	96	86	59	27	6	8	232
Aged 16 to 34	87	87	81	-	-	-	-	-	-
Aged 35 to 59	87	94	93	86	59	27	7	7	152
Passengers commuting	84	87	86	80	43	37	11	9	159
Passengers not commuting	94	95	92	90	64	26	6	5	348
Passengers saying they have a disability	88	91	92	85	54	30	7	8	139
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>68</b>	<b>70</b>	<b>62</b>	<b>67</b>	<b>31</b>	<b>37</b>	<b>18</b>	<b>15</b>	<b>281</b>
Aged 16 to 34	58	68	-	-	-	-	-	-	-
Aged 35 to 59	78	72	72	71	32	39	14	15	134
Passengers commuting	65	66	57	64	25	39	18	18	136
Passengers not commuting	72	76	69	71	38	34	18	11	141
<b>Punctuality and time waiting for bus</b>									
Punctuality of the bus	77	75	77	68	49	20	7	24	492
The length of time waited	76	76	79	71	46	25	8	21	512
<b>On-bus journey time</b>									
Time the journey on the bus took	86	88	85	85	55	30	8	6	527

## Detailed results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>The bus stop</b>									
Overall satisfaction with the bus stop	81	86	86	84	44	40	9	7	503
Its distance from the journey start	87	92	84	86	59	28	9	5	486
The convenience/accessibility of its location	90	93	93	91	64	28	7	2	482
Its condition/standard of maintenance	69	80	80	81	44	37	10	9	475
Its freedom from graffiti/vandalism	78	86	89	87	55	32	7	6	472
Its freedom from litter	78	85	83	82	48	34	10	8	475
The information provided at the stop	74	77	74	73	38	35	14	13	472
Your personal safety whilst at the stop	79	88	86	86	54	32	12	2	482

### On the bus

Route/destination information on the outside of the bus	87	87	86	89	61	27	10	2	492
The cleanliness and condition of the outside of the bus	80	82	86	84	48	36	11	5	498
The ease of getting onto the bus*	-	-	95	95	64	31	3	1	515
The length of time it took to board	93	93	94	93	65	28	4	2	513
The cleanliness and condition of the inside of the bus	82	86	88	83	48	36	11	5	520
The information provided inside the bus	68	75	72	69	40	30	26	5	457
The availability of seating or space to stand	86	84	87	88	59	29	8	4	516
The comfort of the seats	73	82	78	79	43	36	15	6	516
The amount of personal space you had around you	76	79	79	77	45	33	15	8	517
Provision of grab rails to stand/move within the bus	86	85	84	85	49	36	12	3	508
The temperature inside the bus	77	77	83	79	41	38	11	10	515
Your personal security whilst on the bus	90	88	91	90	60	31	8	1	511
Ease of getting off the bus*	-	-	94	92	61	31	6	2	517

### The bus driver

How near to the kerb the driver stopped	92	96	93	95	76	19	4	1	511
The driver's appearance	91	94	92	94	72	22	5	1	500
The greeting/welcome you got from the driver	81	84	86	83	58	24	12	6	511
The helpfulness and attitude of the driver	78	84	82	83	58	25	11	5	502
The time the driver gave you to get to your seat	84	87	85	87	61	26	9	3	509
Smoothness/freedom from jolting during the journey	81	85	82	83	53	30	11	6	510
Safety of the driving (i.e. speed, driver concentrating)	92	94	91	93	66	27	5	2	512

## Factors affecting journey time

Occurrence (%)	2016	2017	2018	2019
Congestion/traffic jams	29	28	26	30
Road works	9	9	15	18
Bus driver driving too slowly	2	1	0	1
Poor weather conditions	1	3	2	8
Waiting too long at stops	11	8	9	3
Passenger boarding time	19	21	15	14
Base size	726	535	522	533

Passengers could provide more than one answer

## Anti-social behaviour

'Yes' (%)	2016	2017	2018	2019
Other passengers' behaviour giving cause to worry or feel uncomfortable	6	3	4	2
Base size	703	520	514	524

\* New question in 2018

# Results by operator in England

The Bus Passenger Survey was conducted in 31 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 174.**

**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 Hertfordshire 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
- Blackpool Transport
- Bluestar
- Brighton and Hove Bus
- Courtney Buses
- Diamond Bus in Greater Manchester PTE
- Diamond Bus in Worcestershire County Council
- East Yorkshire Motor Services in Hull City Council
- 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 Staffordshire County Council
- First in West of England Combined Authority and North Somerset
- First in West Yorkshire Combined Authority
- First in Worcestershire County Council
- First in City of York Council
- Go North East in County Durham Council
- Go North East in Tyne and Wear PTE
- Go North West in Greater Manchester PTE
- Hedingham & Chambers
- Metrobus (excludes TfL routes)
- morebus in the Boroughs of Bournemouth and Poole
- National Express in West Midlands PTE
- Nottingham City Transport in Nottinghamshire County Council and Nottingham City
- Nottingham Community Transport
- Oxford Bus in Oxfordshire County Council
- Oxford Bus Park and Ride
- Plymouth Citybus
- Reading Buses

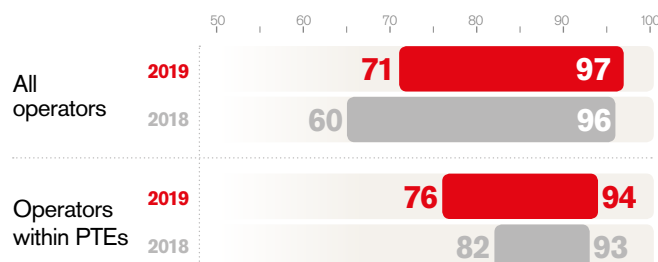
\*As a result of the areas selected, the proportion of each national operator's services covered by the survey will vary

- Salisbury Reds
- Southern Vectis
- Stagecoach in Cambridgeshire and Peterborough (excludes Busway)
- Stagecoach in Cheshire West and Chester Council
- Stagecoach Cumbria and North Lancashire
- Stagecoach in Derbyshire County Council
- Stagecoach in Devon
- Stagecoach East – Cambridge Busway
- Stagecoach Gloucestershire routes
- Stagecoach in Greater Manchester PTE
- Stagecoach in Hull City Council
- Stagecoach in Kent County Council
- Stagecoach in Mersey and Halton PTE
- Stagecoach Midlands (Northamptonshire and Warwickshire routes)
- Stagecoach in North East Lincolnshire Council
- Stagecoach in Nottinghamshire County Council
- Stagecoach in Oxfordshire County Council
- Stagecoach in Portsmouth City Council
- 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
- Thames Travel
- 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

# Key findings by bus operators in England\*



## Overall satisfaction with the journey (%)



## National operators – averages

2018

Arriva 87%

First 83%

Go-Ahead 92%

National Express 84%

Stagecoach 90%

2019

**Arriva 88%**

**First 84%**

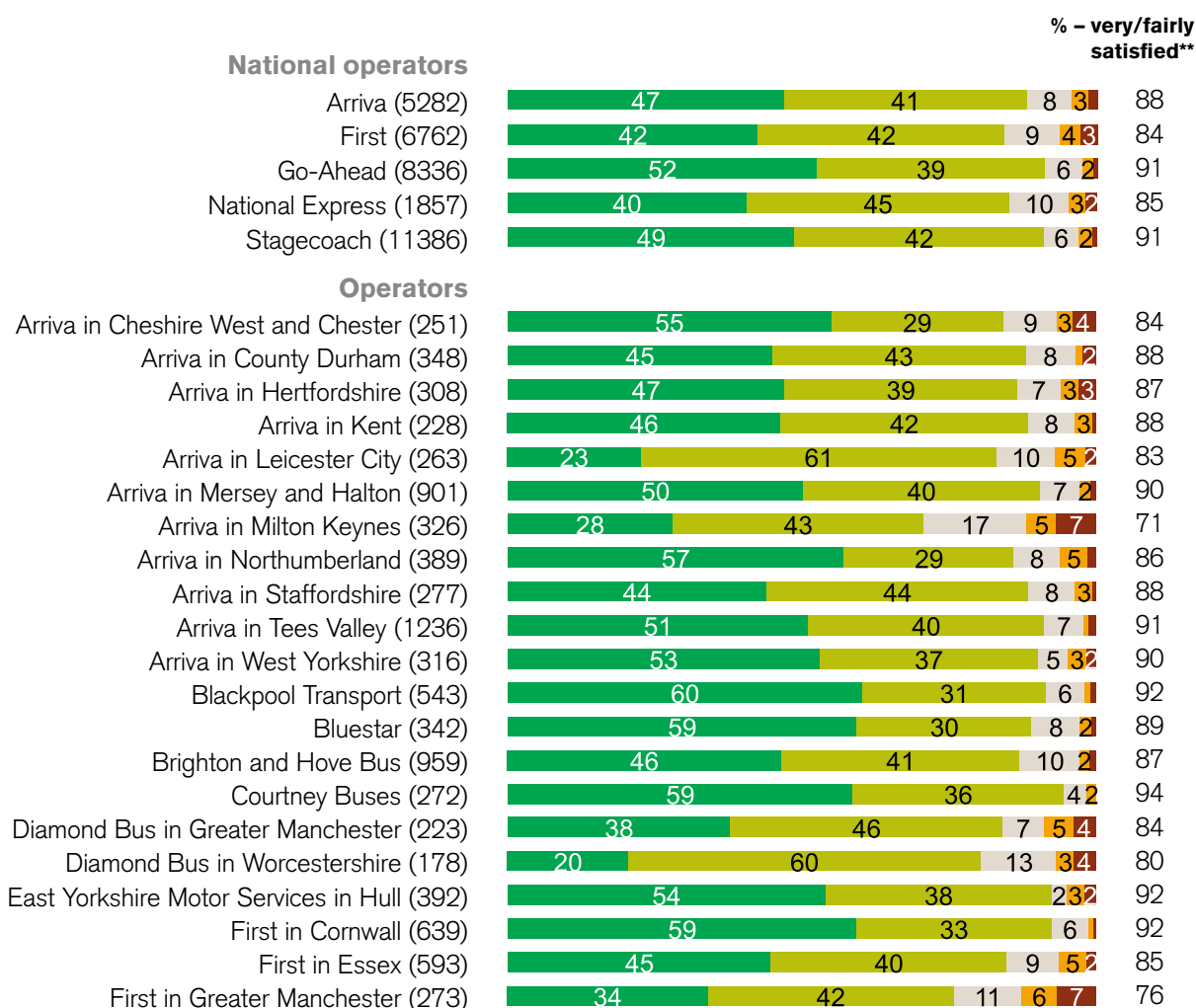
**Go-Ahead 91%**

**National Express 85%**

**Stagecoach 91%**



## 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

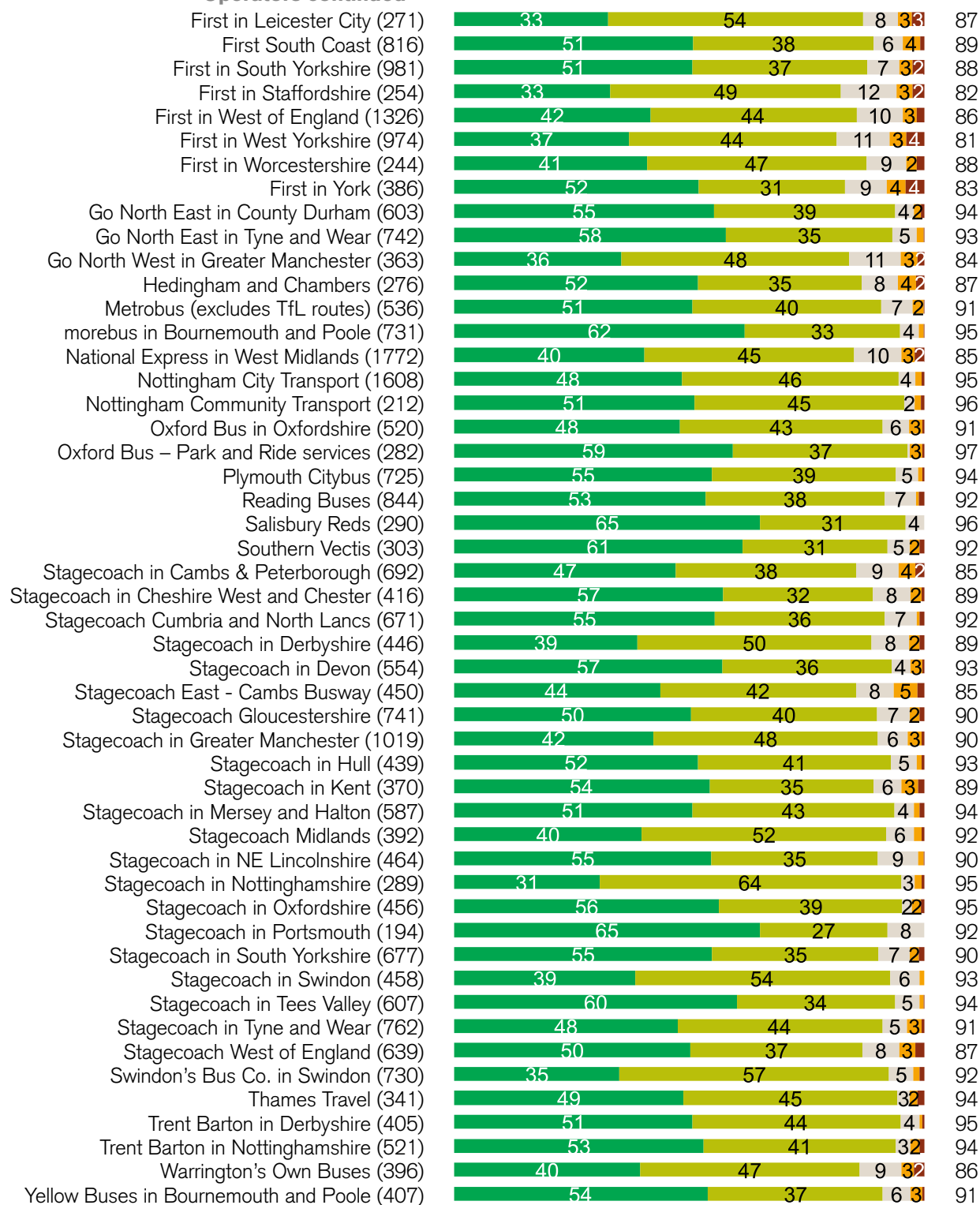
\*\*Due to rounding the percentage very/fairly satisfied may not always be equal to the sum of the very and fairly satisfied values in the chart



## Overall satisfaction with the bus journey (%)

% – very/fairly satisfied\*\*

### Operators continued



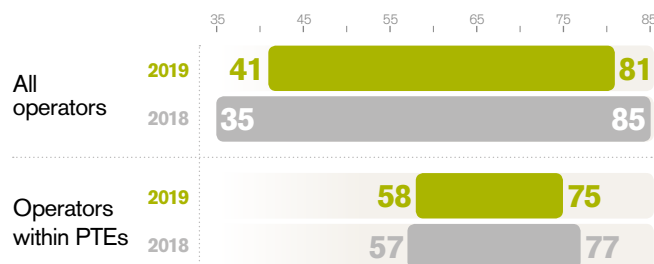
Very satisfied Fairly satisfied Neither/nor Fairly dissatisfied Very dissatisfied

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





#### Value for money (%) – fare-paying passengers

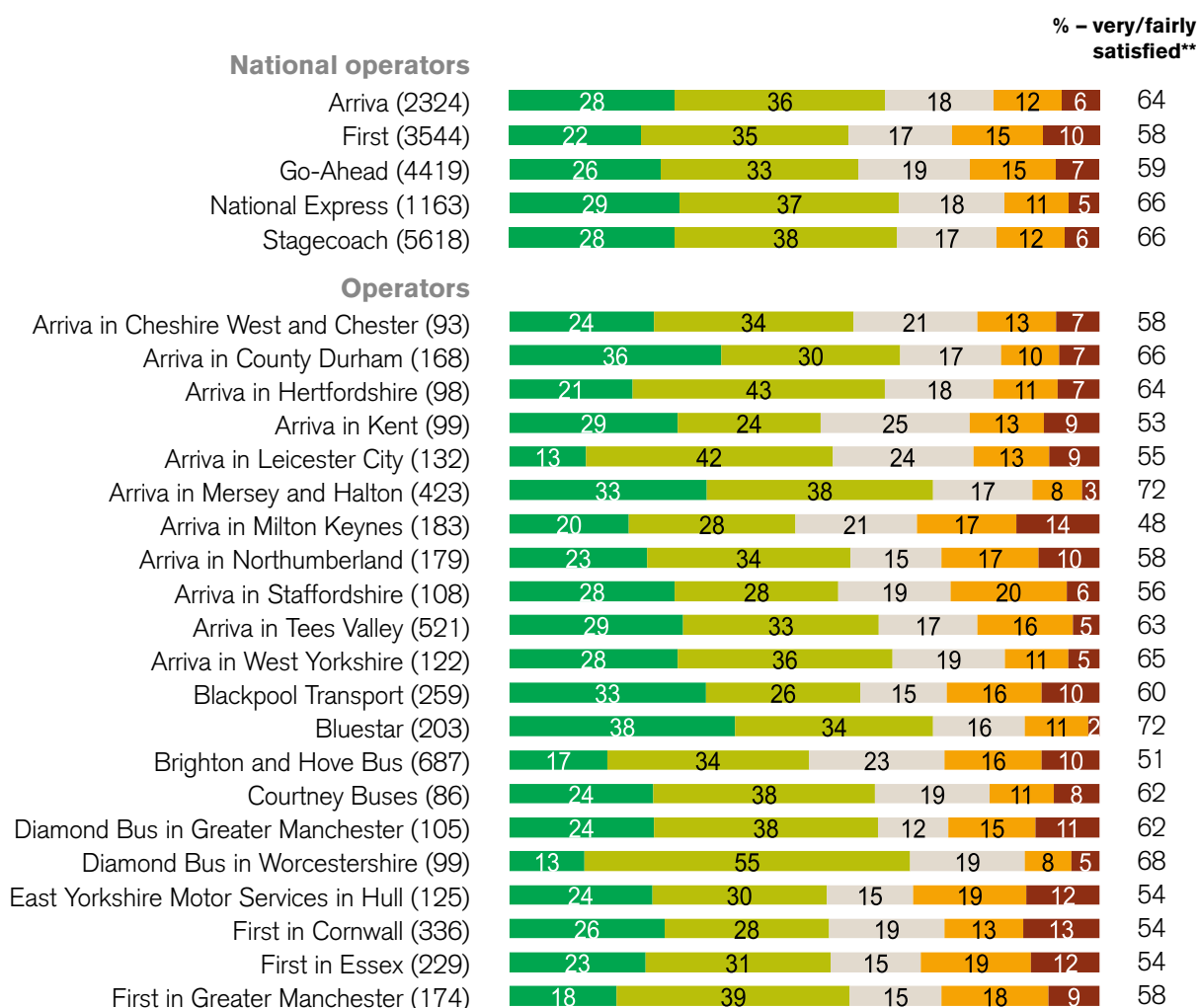


#### National operators – averages

2018	2019
Arriva 65%	<b>Arriva 64%</b>
First 57%	<b>First 58%</b>
Go-Ahead 64%	<b>Go-Ahead 59%</b>
National Express 66%	<b>National Express 66%</b>
Stagecoach 65%	<b>Stagecoach 66%</b>



#### 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

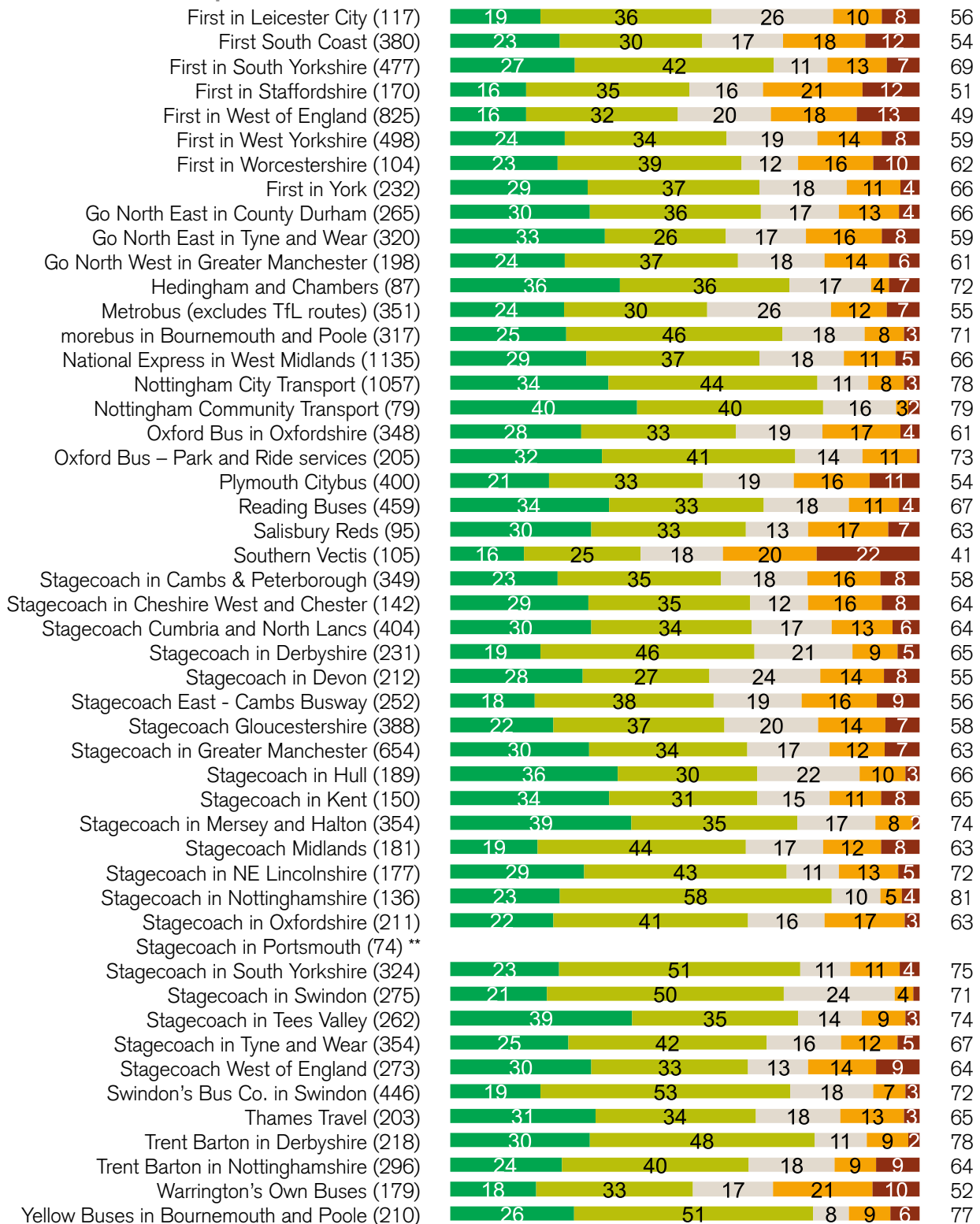
\*\*Low base size



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

% – very/fairly satisfied\*\*

### Operators continued

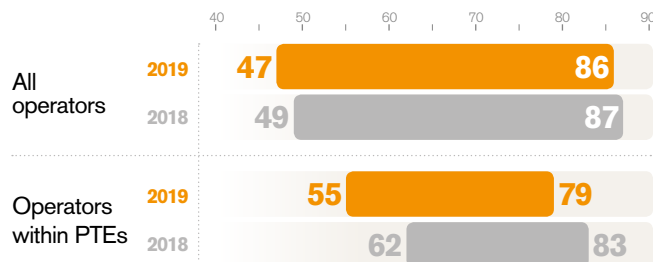


Very satisfied Fairly satisfied Neither/nor Fairly dissatisfied Very dissatisfied

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



#### Punctuality (%)

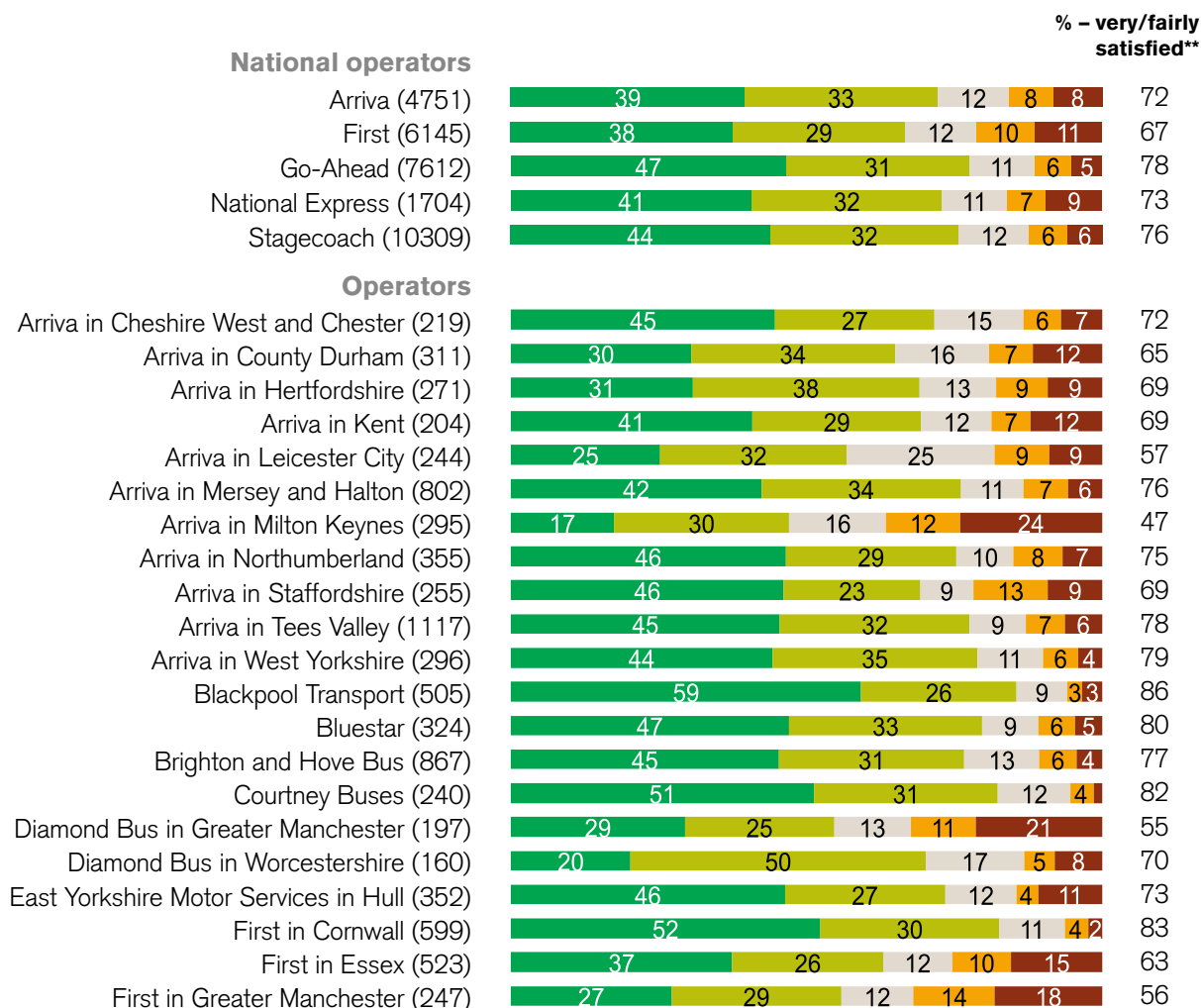


#### National operators – averages

2018	2019
Arriva 72%	<b>Arriva 72%</b>
First 66%	<b>First 67%</b>
Go-Ahead 80%	<b>Go-Ahead 78%</b>
National Express 70%	<b>National Express 73%</b>
Stagecoach 75%	<b>Stagecoach 76%</b>



#### Satisfaction with punctuality of the bus (%)



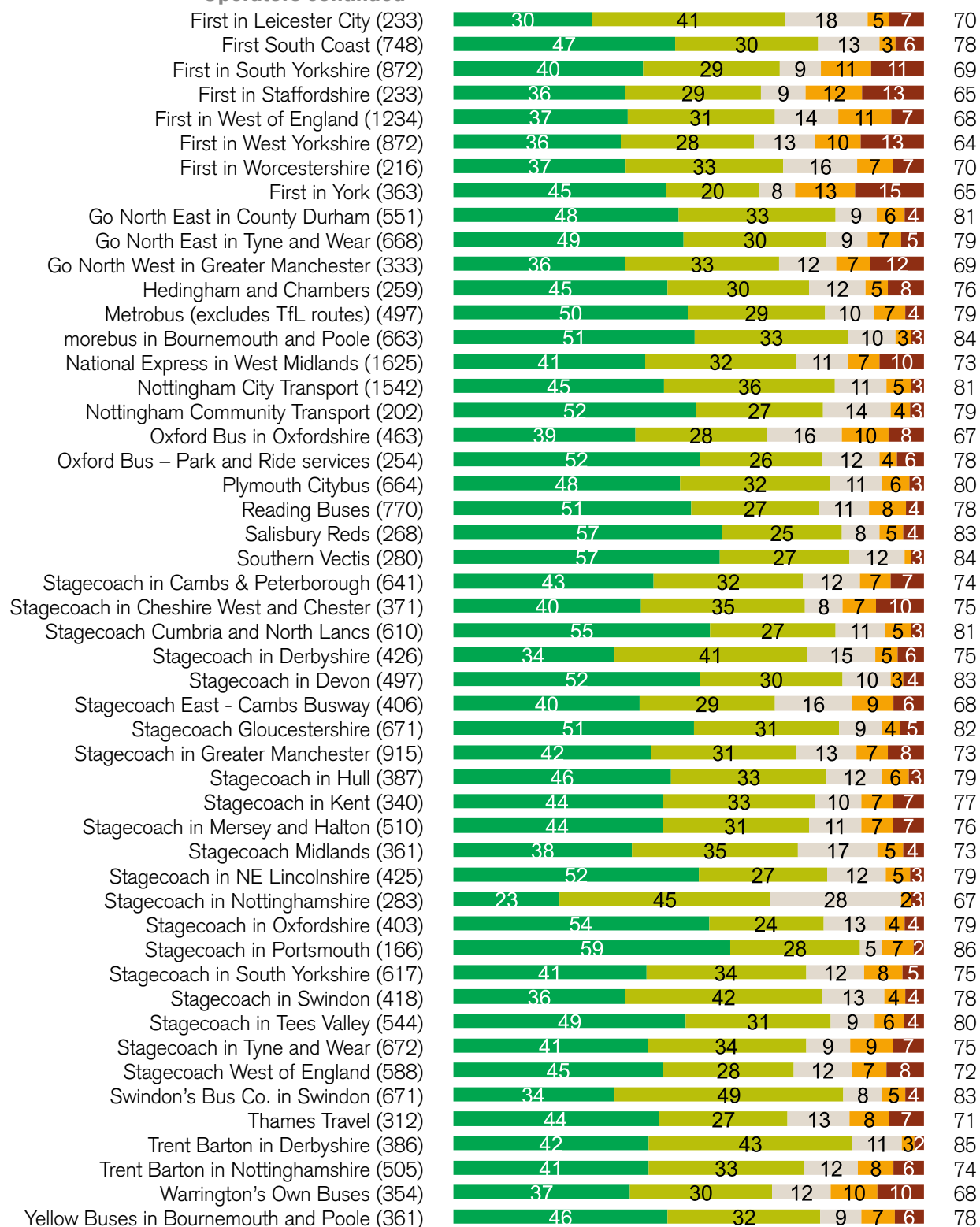
\*Due to rounding the percentage very/fairly satisfied may not always be equal to the sum of the very and fairly satisfied values in the chart



## Satisfaction with punctuality of the bus (%)

% – very/fairly satisfied\*\*

### Operators continued

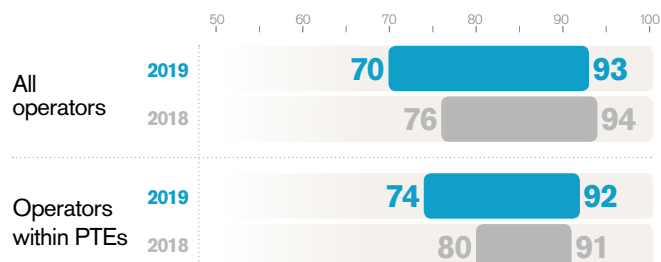


Very satisfied Fairly satisfied Neither/nor Fairly dissatisfied Very dissatisfied

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



### On-bus journey time (%)

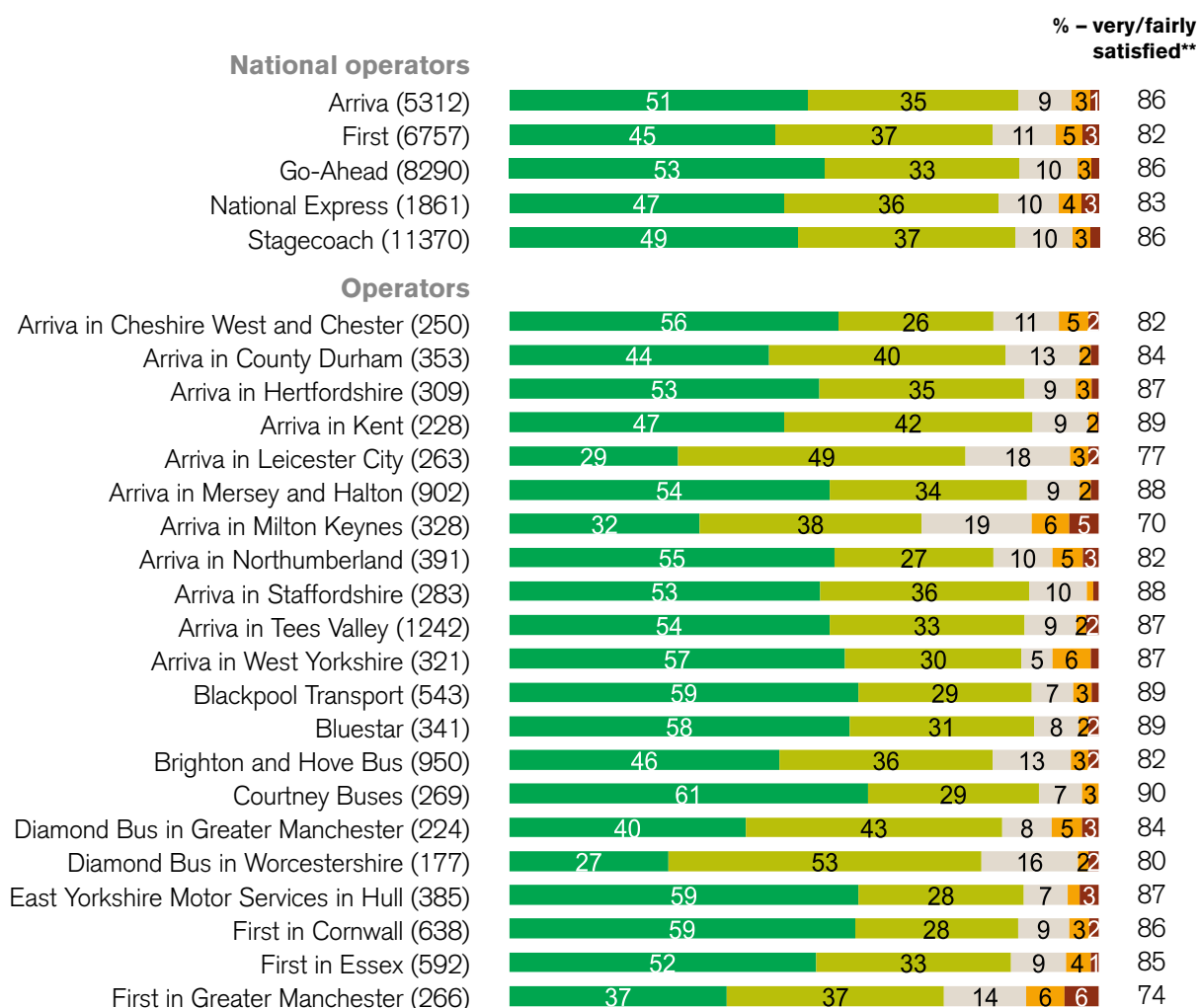


### National operators – averages

2018	2019
Arriva 85%	Arriva 86%
First 80%	First 82%
Go-Ahead 88%	Go-Ahead 86%
National Express 82%	National Express 83%
Stagecoach 86%	Stagecoach 86%



### Satisfaction with on-bus journey time (%)



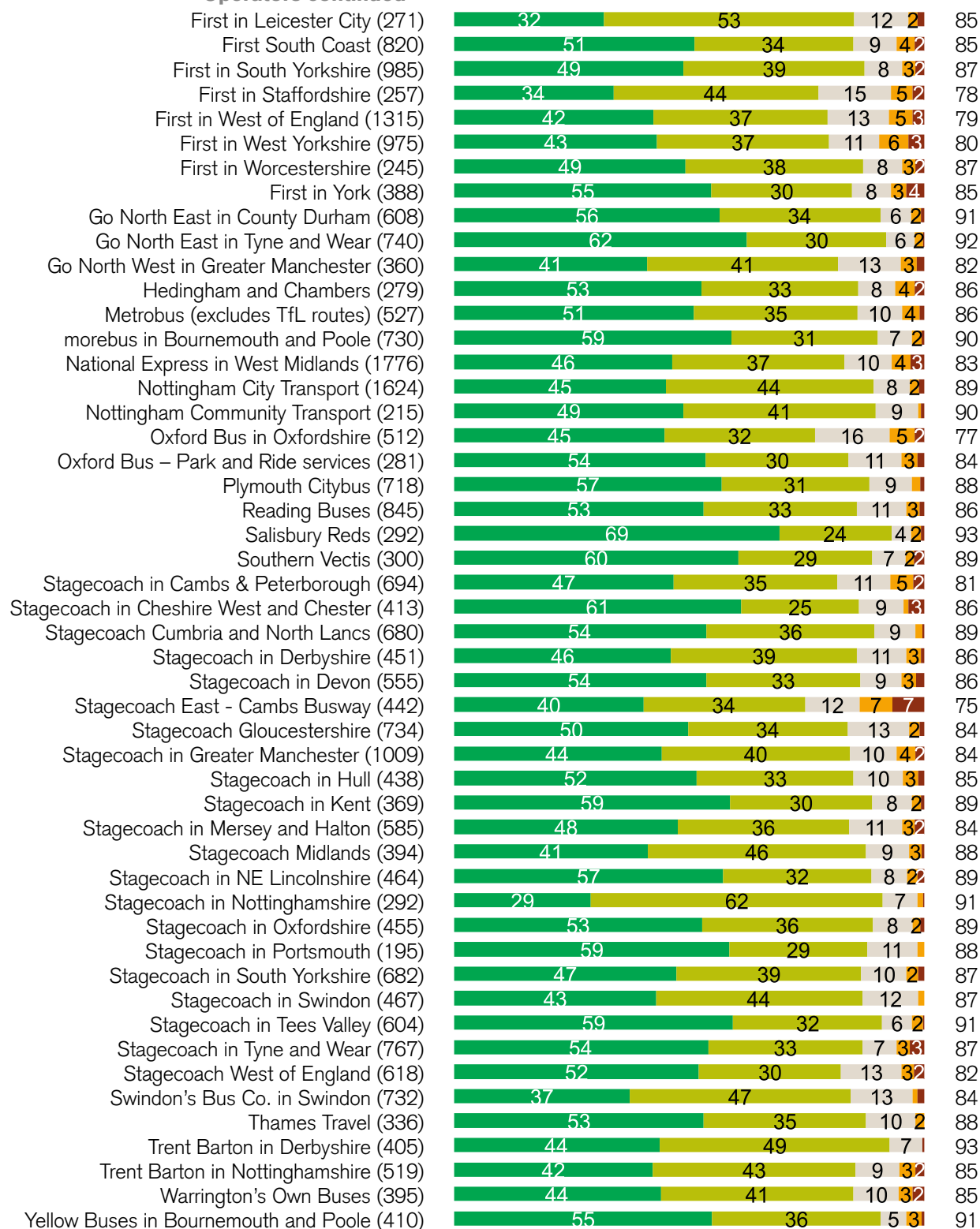
\*Due to rounding the percentage very/fairly satisfied may not always be equal to the sum of the very and fairly satisfied values in the chart



## Satisfaction with on-bus journey time (%)

% – very/fairly satisfied\*\*

### Operators continued



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?**

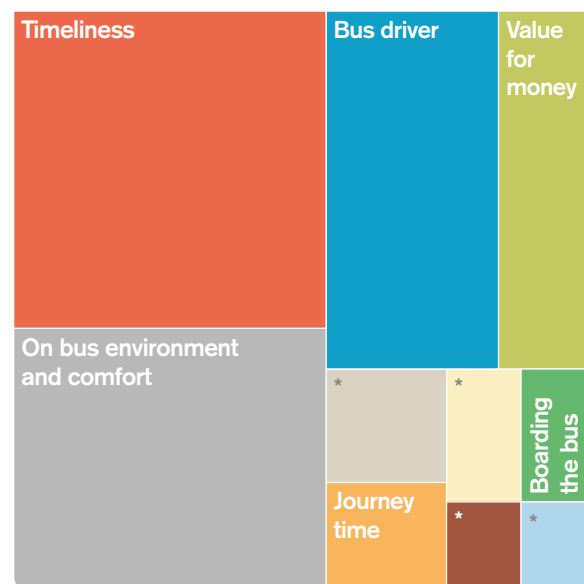
# All Arriva

## Headline results



## Which themes are affecting overall passenger satisfaction?

See page 175 for an explanation of how these themes were calculated



fare-payers only

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>88</b>	<b>87</b>	<b>87</b>	<b>88</b>	<b>47</b>	<b>41</b>	<b>8</b>	<b>4</b>	<b>5282</b>
Fare-paying passengers	85	84	84	85	40	45	9	5	2405
Free pass holders	94	93	93	92	58	35	5	3	2808
Aged 16 to 34	81	81	82	83	34	49	11	5	1141
Aged 35 to 59	89	87	87	88	46	42	7	5	1172
Passengers commuting	84	81	82	83	37	46	10	6	1555
Passengers not commuting	92	93	91	91	53	38	6	3	3536
Passengers saying they have a disability	88	86	86	87	47	40	8	5	1761
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>66</b>	<b>65</b>	<b>65</b>	<b>64</b>	<b>28</b>	<b>36</b>	<b>18</b>	<b>18</b>	<b>2324</b>
Aged 16 to 34	59	62	62	61	27	34	21	19	976
Aged 35 to 59	74	66	69	67	29	38	16	17	956
Passengers commuting	64	62	62	61	25	36	19	20	1289
Passengers not commuting	71	69	71	68	33	35	18	14	991
<b>Punctuality &amp; time waiting for bus</b>									
Punctuality of the bus	74	73	72	72	39	33	12	16	4751
The length of time waited	73	73	73	75	38	37	13	12	5140
<b>On-bus journey time</b>									
Time the journey on the bus took	84	85	85	86	51	35	9	5	5312



## Detailed results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>On the bus</b>									
Route/destination information on the outside of the bus	84	86	85	84	53	31	12	4	5011
The cleanliness and condition of the outside of the bus	81	84	81	79	41	38	15	7	4938
The ease of getting onto the bus	-	-	91	92	58	34	6	2	5143
The length of time it took to board	90	90	89	91	58	33	7	2	5016
The cleanliness and condition of the inside of the bus	83	83	80	80	36	44	11	8	5209
The information provided inside the bus	70	70	67	66	30	36	27	7	4673
The availability of seating or space to stand	87	88	87	87	51	36	8	5	5115
The comfort of the seats	81	82	80	79	38	41	14	7	5094
The amount of personal space you had around you	79	80	79	79	39	40	13	8	5059
Provision of grab rails to stand/move within the bus	86	87	85	85	45	40	11	4	5023
The temperature inside the bus	80	79	79	79	38	41	13	8	5067
Your personal security whilst on the bus	85	85	86	85	46	39	12	3	5043
Ease of getting off the bus	-	-	90	90	51	38	7	3	5130
<b>The bus driver</b>									
How near to the kerb the driver stopped	92	91	93	92	63	30	6	2	5109
The driver's appearance	89	89	89	91	61	29	8	1	4947
The greeting/welcome you got from the driver	71	73	75	75	48	28	18	6	5050
The helpfulness and attitude of the driver	73	74	77	76	48	27	19	6	4919
The time the driver gave you to get to your seat	78	79	82	82	52	30	12	6	5050
Smoothness/freedom from jolting during the journey	78	78	78	80	45	35	12	8	5062
Safety of the driving (i.e. speed, driver concentrating)	87	88	89	89	59	30	9	3	5083





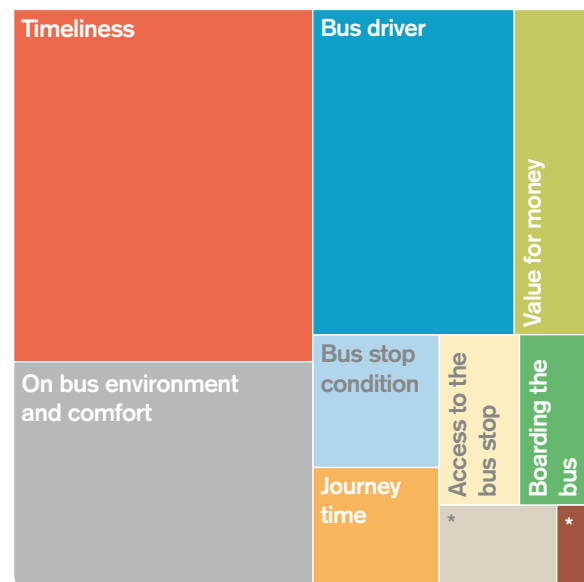
# All First

## Headline results



## Which themes are affecting overall passenger satisfaction?

See page 175 for an explanation of how these themes were calculated



fare-payers only

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>84</b>	<b>84</b>	<b>83</b>	<b>84</b>	<b>42</b>	<b>42</b>	<b>9</b>	<b>6</b>	<b>6762</b>
Fare-paying passengers	81	81	80	82	39	43	11	7	3665
Free pass holders	91	92	91	90	53	37	6	4	3001
Aged 16 to 34	78	78	80	80	32	48	14	7	1567
Aged 35 to 59	83	85	83	85	45	40	8	7	1683
Passengers commuting	77	78	80	80	34	46	12	9	2398
Passengers not commuting	90	90	88	89	51	38	7	4	4118
Passengers saying they have a disability	81	86	83	81	40	40	13	7	2037
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>60</b>	<b>63</b>	<b>57</b>	<b>58</b>	<b>22</b>	<b>35</b>	<b>17</b>	<b>25</b>	<b>3544</b>
Aged 16 to 34	57	60	54	55	20	35	17	27	1418
Aged 35 to 59	64	65	60	59	23	36	17	24	1457
Passengers commuting	58	60	56	55	20	35	18	27	2090
Passengers not commuting	66	67	60	62	26	37	16	21	1389
<b>Punctuality &amp; time waiting for bus</b>									
Punctuality of the bus	67	68	66	67	38	29	12	21	6145
The length of time waited	68	70	70	69	36	32	13	18	6621
<b>On-bus journey time</b>									
Time the journey on the bus took	81	81	80	82	45	37	11	7	6757

## Detailed results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>On the bus</b>									
Route/destination information on the outside of the bus	82	82	82	83	50	33	12	4	6382
The cleanliness and condition of the outside of the bus	77	76	78	76	37	39	16	8	6317
The ease of getting onto the bus	-	-	89	90	54	36	7	3	6572
The length of time it took to board	88	89	87	88	55	33	8	4	6464
The cleanliness and condition of the inside of the bus	75	75	74	74	33	41	14	12	6658
The information provided inside the bus	60	59	60	61	28	34	30	8	5952
The availability of seating or space to stand	83	83	83	84	47	37	9	7	6567
The comfort of the seats	73	73	72	74	34	40	15	11	6555
The amount of personal space you had around you	73	73	73	74	35	39	14	11	6518
Provision of grab rails to stand/move within the bus	83	83	81	82	42	39	12	6	6432
The temperature inside the bus	74	75	74	74	33	41	15	11	6507
Your personal security whilst on the bus	82	82	80	82	43	39	15	4	6493
Ease of getting off the bus	-	-	86	87	48	39	9	4	6578
<b>The bus driver</b>									
How near to the kerb the driver stopped	90	91	90	91	62	29	7	2	6499
The driver's appearance	87	88	88	89	59	30	10	1	6308
The greeting/welcome you got from the driver	67	68	70	72	44	28	19	9	6446
The helpfulness and attitude of the driver	69	70	72	73	45	27	20	7	6292
The time the driver gave you to get to your seat	73	76	77	79	48	31	14	7	6480
Smoothness/freedom from jolting during the journey	73	74	74	77	41	36	15	8	6493
Safety of the driving (i.e. speed, driver concentrating)	86	87	86	88	56	33	9	3	6503



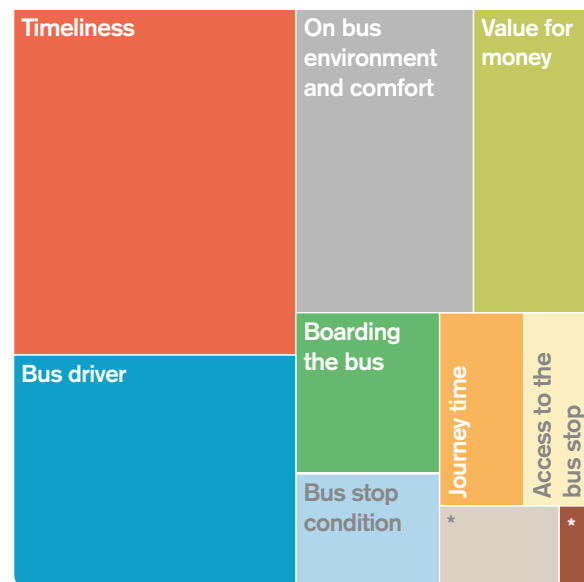
# All Go-Ahead

## Headline results



## Which themes are affecting overall passenger satisfaction?

See page 175 for an explanation of how these themes were calculated



fare-payers only

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>90</b>	<b>91</b>	<b>92</b>	<b>91</b>	<b>52</b>	<b>39</b>	<b>6</b>	<b>3</b>	<b>8336</b>
Fare-paying passengers	88	88	90	89	46	43	8	3	4510
Free pass holders	94	95	96	95	66	29	3	2	3696
Aged 16 to 34	87	85	87	87	42	45	10	3	2106
Aged 35 to 59	89	91	93	92	52	40	5	3	2112
Passengers commuting	86	88	90	87	42	45	10	4	2826
Passengers not commuting	93	93	93	94	60	34	4	2	5217
Passengers saying they have a disability	88	91	92	91	53	38	7	2	2412
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>63</b>	<b>65</b>	<b>64</b>	<b>59</b>	<b>26</b>	<b>33</b>	<b>19</b>	<b>22</b>	<b>4419</b>
Aged 16 to 34	57	62	59	54	22	32	21	25	1913
Aged 35 to 59	66	67	66	64	29	35	17	19	1823
Passengers commuting	63	63	62	56	22	34	21	23	2466
Passengers not commuting	63	67	66	64	31	33	16	20	1885
<b>Punctuality &amp; time waiting for bus</b>									
Punctuality of the bus	79	77	80	78	47	31	11	11	7612
The length of time waited	77	78	80	77	43	34	13	10	8128
<b>On-bus journey time</b>									
Time the journey on the bus took	87	86	88	86	53	33	10	4	8290



## Detailed results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>On the bus</b>									
Route/destination information on the outside of the bus	88	88	89	87	56	31	10	3	7964
The cleanliness and condition of the outside of the bus	85	85	86	86	48	38	11	4	7850
The ease of getting onto the bus	-	-	93	93	64	30	5	2	8159
The length of time it took to board	91	91	92	92	63	29	6	2	8003
The cleanliness and condition of the inside of the bus	83	84	84	84	42	42	9	6	8240
The information provided inside the bus	71	74	74	75	39	36	21	4	7559
The availability of seating or space to stand	89	89	89	90	58	33	6	4	8135
The comfort of the seats	80	82	82	82	42	41	12	5	8113
The amount of personal space you had around you	80	80	81	81	43	38	12	7	8081
Provision of grab rails to stand/move within the bus	86	87	87	87	49	38	10	3	8002
The temperature inside the bus	81	82	81	83	42	41	11	6	8079
Your personal security whilst on the bus	88	88	88	88	52	36	10	2	8013
Ease of getting off the bus	-	-	91	92	57	35	6	2	8132
<b>The bus driver</b>									
How near to the kerb the driver stopped	92	93	94	93	66	26	6	1	8080
The driver's appearance	92	92	92	93	68	25	6	1	7948
The greeting/welcome you got from the driver	79	82	82	83	56	27	12	5	8103
The helpfulness and attitude of the driver	79	82	84	83	57	26	13	4	7901
The time the driver gave you to get to your seat	83	84	85	85	57	28	11	4	8046
Smoothness/freedom from jolting during the journey	78	81	82	82	48	34	12	6	8084
Safety of the driving (i.e. speed, driver concentrating)	90	90	91	91	62	29	7	2	8086



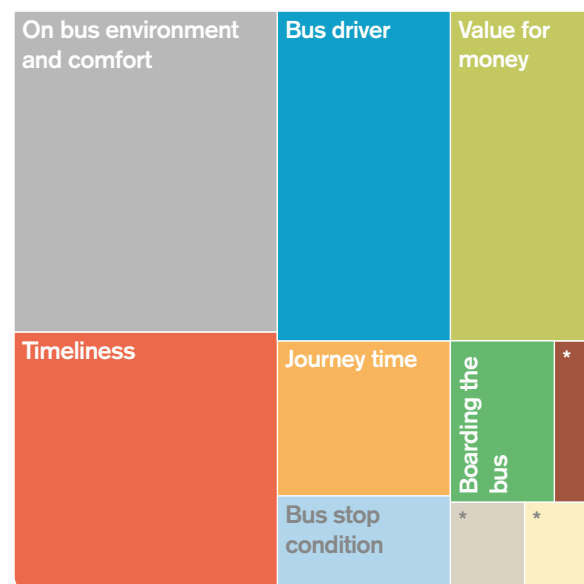
# All National Express

## Headline results



## Which themes are affecting overall passenger satisfaction?

See page 175 for an explanation of how these themes were calculated



fare-payers only

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>84</b>	<b>85</b>	<b>84</b>	<b>85</b>	<b>40</b>	<b>45</b>	<b>10</b>	<b>5</b>	<b>1857</b>
Fare-paying passengers	82	83	83	83	36	47	12	5	1200
Free pass holders	92	93	88	91	53	37	5	4	616
Aged 16 to 34	81	79	80	82	32	50	13	5	591
Aged 35 to 59	84	86	84	84	40	44	12	4	522
Passengers commuting	80	80	80	82	32	50	12	6	792
Passengers not commuting	89	90	87	88	48	40	8	4	1004
Passengers saying they have a disability	84	85	86	85	44	41	9	6	508
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>62</b>	<b>63</b>	<b>66</b>	<b>66</b>	<b>29</b>	<b>37</b>	<b>18</b>	<b>16</b>	<b>1163</b>
Aged 16 to 34	59	55	63	63	27	37	19	17	549
Aged 35 to 59	66	72	70	68	31	37	18	14	471
Passengers commuting	59	60	61	65	26	39	18	17	711
Passengers not commuting	67	68	74	69	35	34	18	13	424
<b>Punctuality &amp; time waiting for bus</b>									
Punctuality of the bus	70	70	70	73	41	32	11	16	1704
The length of time waited	71	71	73	72	39	33	13	15	1836
<b>On-bus journey time</b>									
Time the journey on the bus took	82	79	82	83	47	36	10	7	1861



## Detailed results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>On the bus</b>									
Route/destination information on the outside of the bus	82	82	83	83	48	35	12	5	1762
The cleanliness and condition of the outside of the bus	74	77	78	77	35	42	14	9	1750
The ease of getting onto the bus	-	-	88	87	54	33	8	5	1818
The length of time it took to board	87	87	87	87	56	31	9	4	1784
The cleanliness and condition of the inside of the bus	71	72	73	72	32	40	14	13	1847
The information provided inside the bus	69	70	72	71	32	39	23	6	1710
The availability of seating or space to stand	82	84	84	84	46	38	9	7	1813
The comfort of the seats	74	76	76	75	35	40	15	10	1795
The amount of personal space you had around you	73	73	75	76	37	40	12	12	1779
Provision of grab rails to stand/move within the bus	82	82	81	82	40	42	13	5	1776
The temperature inside the bus	75	76	77	73	34	39	16	11	1797
Your personal security whilst on the bus	78	78	79	76	38	39	17	6	1780
Ease of getting off the bus	-	-	84	85	47	38	10	5	1806
<b>The bus driver</b>									
How near to the kerb the driver stopped	88	90	90	91	57	34	7	2	1803
The driver's appearance	83	86	88	88	53	34	10	2	1686
The greeting/welcome you got from the driver	60	62	66	65	35	31	25	10	1682
The helpfulness and attitude of the driver	66	65	69	66	37	29	26	8	1641
The time the driver gave you to get to your seat	72	71	74	75	40	35	15	9	1742
Smoothness/freedom from jolting during the journey	74	74	75	75	36	39	16	10	1760
Safety of the driving (i.e. speed, driver concentrating)	84	86	85	86	50	36	10	4	1766



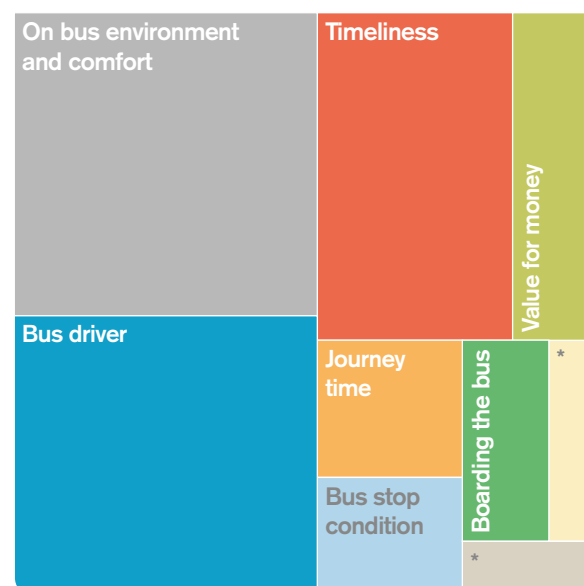
# All Stagecoach

## Headline results



## Which themes are affecting overall passenger satisfaction?

See page 175 for an explanation of how these themes were calculated



fare-payers only

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>86</b>	<b>90</b>	<b>90</b>	<b>91</b>	<b>49</b>	<b>42</b>	<b>6</b>	<b>3</b>	<b>11386</b>
Fare-paying passengers	83	88	88	89	43	46	7	4	5809
Free pass holders	92	94	94	94	61	33	3	2	5407
Aged 16 to 34	80	86	86	88	38	50	8	4	2547
Aged 35 to 59	86	90	90	91	50	41	6	3	2722
Passengers commuting	81	87	88	87	39	48	8	4	3449
Passengers not commuting	91	93	92	94	55	39	4	2	7502
Passengers saying they have a disability	85	89	89	89	50	40	7	4	3520
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>68</b>	<b>68</b>	<b>65</b>	<b>66</b>	<b>28</b>	<b>38</b>	<b>17</b>	<b>18</b>	<b>5618</b>
Aged 16 to 34	63	63	63	62	26	36	18	19	2291
Aged 35 to 59	72	73	68	70	29	41	15	15	2320
Passengers commuting	67	67	64	64	27	37	17	19	2975
Passengers not commuting	70	70	68	68	30	39	16	16	2528
<b>Punctuality &amp; time waiting for bus</b>									
Punctuality of the bus	72	75	75	76	44	32	12	12	10309
The length of time waited	73	76	76	77	42	35	12	11	11110
<b>On-bus journey time</b>									
Time the journey on the bus took	82	85	86	86	49	37	10	5	11370



## Detailed results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>On the bus</b>									
Route/destination information on the outside of the bus	85	86	86	86	53	33	11	3	10807
The cleanliness and condition of the outside of the bus	79	81	81	80	40	40	14	6	10596
The ease of getting onto the bus	-	-	92	92	59	33	6	2	11114
The length of time it took to board	89	91	91	92	60	32	6	2	10844
The cleanliness and condition of the inside of the bus	78	82	81	80	38	43	11	9	11273
The information provided inside the bus	67	68	68	68	32	36	26	6	10005
The availability of seating or space to stand	87	87	88	89	53	37	7	4	11036
The comfort of the seats	78	81	81	80	39	41	13	7	11012
The amount of personal space you had around you	75	78	80	80	40	40	12	8	10951
Provision of grab rails to stand/move within the bus	84	86	87	86	47	39	10	3	10847
The temperature inside the bus	77	80	82	80	39	41	13	7	10944
Your personal security whilst on the bus	85	87	87	86	48	38	11	3	10916
Ease of getting off the bus	-	-	90	90	53	37	7	3	11049
<b>The bus driver</b>									
How near to the kerb the driver stopped	91	93	93	94	63	30	5	1	11037
The driver's appearance	89	91	91	92	64	28	7	1	10734
The greeting/welcome you got from the driver	72	77	79	78	49	29	17	6	10941
The helpfulness and attitude of the driver	74	78	80	79	50	29	16	5	10694
The time the driver gave you to get to your seat	77	82	83	82	52	31	12	6	10900
Smoothness/freedom from jolting during the journey	75	80	81	80	46	35	13	7	10934
Safety of the driving (i.e. speed, driver concentrating)	87	90	90	90	59	32	7	2	10963





# Arriva in Cheshire West and Chester

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	-	-	93	84	55	29	9	7	251
Fare-paying passengers	-	-	90	80	51	28	11	9	97
Free pass holders	-	-	95	92	62	30	6	2	151
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	93	92	64	29	6	2	189
Passengers saying they have a disability	-	-	90	79	55	24	14	7	88
<b>Value for money</b>									
<b>All fare-paying passengers</b>	-	-	60	58	24	34	21	21	93
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	-	-	76	72	45	27	15	13	219
The length of time waited	-	-	76	71	39	32	18	11	238
<b>On-bus journey time</b>									
Time journey on the bus took	-	-	94	82	56	26	11	7	250
<b>On the bus</b>									
Route/destination information on the outside of the bus	-	-	86	86	59	27	10	5	235
The cleanliness and condition of the outside of the bus	-	-	86	78	43	35	17	5	241
The ease of getting onto the bus	-	-	91	93	66	27	6	1	244
The length of time it took to board	-	-	92	90	67	23	8	2	242
The cleanliness and condition of the inside of the bus	-	-	87	80	42	38	14	6	242
The information provided inside the bus	-	-	75	59	32	28	30	11	217
The availability of seating or space to stand	-	-	88	85	56	29	11	4	242
The comfort of the seats	-	-	86	79	45	34	14	8	241
The amount of personal space you had around you	-	-	86	81	43	37	11	8	238
Provision of grab rails to stand/move within the bus	-	-	89	84	45	39	13	2	242
The temperature inside the bus	-	-	83	80	44	36	10	10	238
Your personal security whilst on the bus	-	-	88	84	48	36	14	2	238
Ease of getting off the bus	-	-	92	89	58	31	8	3	244
<b>The bus driver</b>									
How near to the kerb the driver stopped	-	-	97	93	69	23	6	1	246
The driver's appearance	-	-	94	90	67	24	9	1	234
The greeting/welcome you got from the driver	-	-	79	76	50	26	18	5	238
The helpfulness and attitude of the driver	-	-	77	76	51	24	19	6	232
The time the driver gave you to get to your seat	-	-	87	86	55	31	11	4	242
Smoothness/freedom from jolting during the journey	-	-	87	82	50	32	11	7	243
Safety of the driving (i.e. speed, driver concentrating)	-	-	92	85	62	23	10	5	245

# Arriva in County Durham

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>85</b>	<b>88</b>	<b>86</b>	<b>88</b>	<b>45</b>	<b>43</b>	<b>8</b>	<b>4</b>	<b>348</b>
Fare-paying passengers	79	85	81	84	39	45	12	4	175
Free pass holders	94	92	92	93	55	38	4	3	167
Aged 16 to 34	74	-	-	85	39	46	12	4	112
Aged 35 to 59	91	-	-	91	41	50	6	3	83
Passengers commuting	80	-	84	79	36	43	16	5	115
Passengers not commuting	89	87	88	94	50	44	4	2	220
Passengers saying they have a disability	83	85	86	90	50	40	7	3	126
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>54</b>	<b>73</b>	<b>66</b>	<b>66</b>	<b>36</b>	<b>30</b>	<b>17</b>	<b>17</b>	<b>168</b>
Aged 16 to 34	-	-	-	66	32	34	13	21	94
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	52	-	-	63	36	27	19	18	93
Passengers not commuting	-	-	-	-	-	-	-	-	-
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	70	66	67	65	30	34	16	19	311
The length of time waited	67	71	69	67	33	34	18	15	345
<b>On-bus journey time</b>									
Time journey on the bus took	81	86	88	84	44	40	13	3	353
<b>On the bus</b>									
Route/destination information on the outside of the bus	84	87	85	82	49	33	15	4	333
The cleanliness and condition of the outside of the bus	77	75	77	75	32	42	16	9	325
The ease of getting onto the bus	-	-	93	90	51	38	7	4	345
The length of time it took to board	85	88	92	87	55	33	8	5	333
The cleanliness and condition of the inside of the bus	79	79	79	69	30	39	19	13	351
The information provided inside the bus	72	72	69	69	28	41	24	7	319
The availability of seating or space to stand	81	89	89	82	42	40	11	7	343
The comfort of the seats	79	82	82	76	35	41	18	6	342
The amount of personal space you had around you	77	78	82	73	34	39	18	8	338
Provision of grab rails to stand/move within the bus	82	85	84	80	39	41	16	4	330
The temperature inside the bus	77	82	78	76	37	40	17	7	342
Your personal security whilst on the bus	83	85	85	80	40	40	15	4	340
Ease of getting off the bus	-	-	91	86	47	39	11	3	344
<b>The bus driver</b>									
How near to the kerb the driver stopped	91	94	96	94	60	34	6	0	336
The driver's appearance	88	94	93	92	61	30	6	2	327
The greeting/welcome you got from the driver	70	75	79	78	47	31	14	8	338
The helpfulness and attitude of the driver	74	76	80	81	50	30	15	5	324
The time the driver gave you to get to your seat	80	81	85	86	57	30	10	4	338
Smoothness/freedom from jolting during the journey	75	77	74	85	46	39	10	5	335
Safety of the driving (i.e. speed, driver concentrating)	89	88	87	91	58	33	6	3	340

# Arriva in Hertfordshire

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	-	-	-	87	47	39	7	6	308
Fare-paying passengers	-	-	-	81	42	40	11	8	102
Free pass holders	-	-	-	91	54	37	4	5	200
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	92	50	42	4	4	227
Passengers saying they have a disability	-	-	-	86	42	44	6	8	101
<b>Value for money</b>									
<b>All fare-paying passengers</b>	-	-	-	64	21	43	18	18	98
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	-	-	-	69	31	38	13	18	271
The length of time waited	-	-	-	73	34	39	12	15	300
<b>On-bus journey time</b>									
Time journey on the bus took	-	-	-	87	53	35	9	4	309
<b>On the bus</b>									
Route/destination information on the outside of the bus	-	-	-	84	50	33	12	4	293
The cleanliness and condition of the outside of the bus	-	-	-	81	35	46	13	6	287
The ease of getting onto the bus	-	-	-	94	53	41	3	3	297
The length of time it took to board	-	-	-	91	49	41	6	3	289
The cleanliness and condition of the inside of the bus	-	-	-	82	34	48	11	7	304
The information provided inside the bus	-	-	-	63	25	39	26	11	266
The availability of seating or space to stand	-	-	-	87	47	41	6	7	302
The comfort of the seats	-	-	-	80	38	42	13	7	301
The amount of personal space you had around you	-	-	-	79	37	42	13	8	299
Provision of grab rails to stand/move within the bus	-	-	-	85	45	39	10	5	291
The temperature inside the bus	-	-	-	77	36	41	15	8	299
Your personal security whilst on the bus	-	-	-	84	45	39	12	4	299
Ease of getting off the bus	-	-	-	89	48	40	7	4	304
<b>The bus driver</b>									
How near to the kerb the driver stopped	-	-	-	94	59	34	3	3	296
The driver's appearance	-	-	-	92	59	33	6	2	280
The greeting/welcome you got from the driver	-	-	-	75	46	28	18	7	287
The helpfulness and attitude of the driver	-	-	-	73	47	26	19	7	283
The time the driver gave you to get to your seat	-	-	-	86	54	32	12	2	290
Smoothness/freedom from jolting during the journey	-	-	-	82	48	34	14	5	292
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	90	58	32	9	1	295

# Arriva in Kent

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	-	-	79	88	46	42	8	4	228
Fare-paying passengers	-	-	73	85	43	42	11	5	109
Free pass holders	-	-	88	94	51	42	4	2	118
Aged 16 to 34	-	-	69	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	69	-	-	-	-	-	-
Passengers not commuting	-	-	88	92	51	41	6	2	154
Passengers saying they have a disability	-	-	70	-	-	-	-	-	-
<b>Value for money</b>									
<b>All fare-paying passengers</b>	-	-	50	53	29	24	25	22	99
Aged 16 to 34	-	-	40	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	43	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	-	-	58	69	41	29	12	19	204
The length of time waited	-	-	61	73	37	36	14	13	221
<b>On-bus journey time</b>									
Time journey on the bus took	-	-	78	89	47	42	9	2	228
<b>On the bus</b>									
Route/destination information on the outside of the bus	-	-	82	82	53	30	15	3	216
The cleanliness and condition of the outside of the bus	-	-	78	81	43	38	12	7	217
The ease of getting onto the bus	-	-	83	91	60	32	6	2	225
The length of time it took to board	-	-	80	90	58	31	8	3	217
The cleanliness and condition of the inside of the bus	-	-	74	79	38	41	13	8	223
The information provided inside the bus	-	-	64	69	34	34	24	8	198
The availability of seating or space to stand	-	-	78	92	56	37	5	3	221
The comfort of the seats	-	-	74	78	39	39	15	7	216
The amount of personal space you had around you	-	-	73	84	42	42	12	4	221
Provision of grab rails to stand/move within the bus	-	-	80	88	45	43	9	2	218
The temperature inside the bus	-	-	73	84	44	40	9	7	220
Your personal security whilst on the bus	-	-	79	89	54	35	8	3	218
Ease of getting off the bus	-	-	85	90	55	35	5	4	220
<b>The bus driver</b>									
How near to the kerb the driver stopped	-	-	93	91	60	31	7	2	221
The driver's appearance	-	-	89	91	58	34	8	1	211
The greeting/welcome you got from the driver	-	-	75	72	47	25	20	8	216
The helpfulness and attitude of the driver	-	-	75	74	47	27	21	5	210
The time the driver gave you to get to your seat	-	-	83	82	53	29	10	8	218
Smoothness/freedom from jolting during the journey	-	-	78	75	41	34	14	11	220
Safety of the driving (i.e. speed, driver concentrating)	-	-	84	86	58	27	13	2	219

# Arriva in Leicester City

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>87</b>	<b>84</b>	<b>88</b>	<b>83</b>	<b>23</b>	<b>61</b>	<b>10</b>	<b>7</b>	<b>263</b>
Fare-paying passengers	85	80	85	79	16	63	12	9	134
Free pass holders	91	91	95	92	37	55	5	2	124
Aged 16 to 34	-	73	84	-	-	-	-	-	-
Aged 35 to 59	-	87	90	-	-	-	-	-	-
Passengers commuting	87	77	83	74	15	59	12	14	85
Passengers not commuting	87	92	92	90	28	62	8	1	171
Passengers saying they have a disability	-	89	85	-	-	-	-	-	-
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>51</b>	<b>67</b>	<b>60</b>	<b>55</b>	<b>13</b>	<b>42</b>	<b>24</b>	<b>21</b>	<b>132</b>
Aged 16 to 34	-	-	60	-	-	-	-	-	-
Aged 35 to 59	-	-	58	-	-	-	-	-	-
Passengers commuting	52	63	55	51	8	44	21	28	76
Passengers not commuting	-	-	66	-	-	-	-	-	-
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	70	75	71	57	25	32	25	18	244
The length of time waited	70	75	75	54	20	35	30	16	257
<b>On-bus journey time</b>									
Time journey on the bus took	81	87	83	77	29	49	18	5	263
<b>On the bus</b>									
Route/destination information on the outside of the bus	85	83	84	83	44	39	11	6	248
The cleanliness and condition of the outside of the bus	80	81	79	70	27	43	21	9	252
The ease of getting onto the bus	-	-	92	91	47	43	8	1	258
The length of time it took to board	89	86	91	86	40	46	11	3	253
The cleanliness and condition of the inside of the bus	75	81	78	72	29	43	15	13	259
The information provided inside the bus	62	62	63	60	25	34	31	10	234
The availability of seating or space to stand	81	83	86	77	33	44	14	9	254
The comfort of the seats	77	84	79	77	29	48	18	6	255
The amount of personal space you had around you	75	80	75	78	35	43	15	7	251
Provision of grab rails to stand/move within the bus	80	85	81	80	35	45	13	6	252
The temperature inside the bus	77	81	79	80	32	48	15	5	254
Your personal security whilst on the bus	80	82	81	88	36	52	11	1	254
Ease of getting off the bus	-	-	91	89	40	49	9	2	257
<b>The bus driver</b>									
How near to the kerb the driver stopped	92	86	93	91	52	39	8	1	248
The driver's appearance	83	83	91	89	54	36	9	1	243
The greeting/welcome you got from the driver	64	66	76	71	42	28	22	7	252
The helpfulness and attitude of the driver	68	68	77	71	37	34	22	8	248
The time the driver gave you to get to your seat	71	72	78	79	41	38	15	6	254
Smoothness/freedom from jolting during the journey	71	75	77	81	37	43	12	7	251
Safety of the driving (i.e. speed, driver concentrating)	86	85	88	89	47	41	9	2	252

# Arriva in Mersey and Halton

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>90</b>	<b>91</b>	<b>90</b>	<b>90</b>	<b>50</b>	<b>40</b>	<b>7</b>	<b>3</b>	<b>901</b>
Fare-paying passengers	88	90	88	90	43	47	7	3	426
Free pass holders	93	93	93	91	62	29	7	2	464
Aged 16 to 34	82	89	89	89	39	50	9	2	222
Aged 35 to 59	94	89	87	89	47	42	6	5	208
Passengers commuting	86	88	87	90	42	47	7	3	319
Passengers not commuting	93	93	93	91	55	36	7	2	545
Passengers saying they have a disability	87	87	89	89	51	38	7	5	290
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>71</b>	<b>64</b>	<b>74</b>	<b>72</b>	<b>33</b>	<b>38</b>	<b>17</b>	<b>11</b>	<b>423</b>
Aged 16 to 34	65	60	72	73	32	41	17	10	206
Aged 35 to 59	79	67	77	70	34	36	17	13	175
Passengers commuting	69	63	72	71	29	42	15	14	251
Passengers not commuting	78	63	78	73	38	34	19	8	163
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	78	74	76	76	42	34	11	13	802
The length of time waited	77	73	77	79	43	36	12	10	880
<b>On-bus journey time</b>									
Time journey on the bus took	86	90	87	88	54	34	9	3	902
<b>On the bus</b>									
Route/destination information on the outside of the bus	85	88	86	84	54	30	13	4	867
The cleanliness and condition of the outside of the bus	85	87	84	80	43	36	16	4	845
The ease of getting onto the bus	-	-	92	91	59	32	8	1	883
The length of time it took to board	91	93	90	91	61	30	8	1	863
The cleanliness and condition of the inside of the bus	86	86	83	83	38	44	11	6	891
The information provided inside the bus	71	72	67	67	30	38	28	5	802
The availability of seating or space to stand	87	88	88	87	53	34	9	4	877
The comfort of the seats	83	86	82	79	40	40	14	7	873
The amount of personal space you had around you	80	80	79	78	41	37	14	8	869
Provision of grab rails to stand/move within the bus	87	89	86	84	46	38	12	4	865
The temperature inside the bus	80	80	82	78	36	42	14	8	868
Your personal security whilst on the bus	85	87	87	85	47	38	12	3	864
Ease of getting off the bus	-	-	91	90	52	38	7	3	876
<b>The bus driver</b>									
How near to the kerb the driver stopped	94	92	94	92	65	27	6	1	874
The driver's appearance	91	89	90	91	63	28	9	1	836
The greeting/welcome you got from the driver	71	72	74	75	44	30	21	4	841
The helpfulness and attitude of the driver	74	74	76	74	46	28	21	4	829
The time the driver gave you to get to your seat	78	74	80	79	48	31	15	6	854
Smoothness/freedom from jolting during the journey	80	77	78	79	44	35	13	8	868
Safety of the driving (i.e. speed, driver concentrating)	89	88	90	88	60	28	10	2	868

# Arriva in Milton Keynes

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>82</b>	<b>82</b>	<b>82</b>	<b>71</b>	<b>28</b>	<b>43</b>	<b>17</b>	<b>12</b>	<b>326</b>
Fare-paying passengers	79	81	80	68	24	44	21	11	194
Free pass holders	89	87	86	81	43	37	5	15	130
Aged 16 to 34	78	76	-	72	28	44	21	7	87
Aged 35 to 59	80	83	83	64	22	42	15	21	89
Passengers commuting	80	72	76	65	20	45	23	12	147
Passengers not commuting	85	94	86	83	44	39	7	10	163
Passengers saying they have a disability	80	80	82	67	31	36	14	19	102
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>59</b>	<b>60</b>	<b>64</b>	<b>48</b>	<b>20</b>	<b>28</b>	<b>21</b>	<b>31</b>	<b>183</b>
Aged 16 to 34	56	-	-	47	23	24	24	29	81
Aged 35 to 59	61	56	70	-	-	-	-	-	-
Passengers commuting	61	55	61	48	19	29	21	31	134
Passengers not commuting	-	-	68	-	-	-	-	-	-
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	63	66	59	47	17	30	16	37	295
The length of time waited	61	64	59	53	18	35	11	36	325
<b>On-bus journey time</b>									
Time journey on the bus took	81	82	85	70	32	38	19	11	328
<b>On the bus</b>									
Route/destination information on the outside of the bus	82	82	83	76	34	42	15	8	314
The cleanliness and condition of the outside of the bus	75	78	80	67	26	40	21	12	312
The ease of getting onto the bus	-	-	89	84	41	43	12	5	316
The length of time it took to board	86	86	87	84	38	46	10	6	309
The cleanliness and condition of the inside of the bus	74	78	79	67	20	46	21	12	325
The information provided inside the bus	61	63	59	55	17	38	34	11	293
The availability of seating or space to stand	85	81	85	76	32	44	15	9	312
The comfort of the seats	71	72	80	71	19	52	19	10	308
The amount of personal space you had around you	64	71	80	67	22	45	21	12	316
Provision of grab rails to stand/move within the bus	77	80	80	73	25	49	19	8	307
The temperature inside the bus	76	74	79	68	24	43	17	15	310
Your personal security whilst on the bus	82	79	83	73	28	45	21	6	311
Ease of getting off the bus	-	-	90	84	36	48	11	6	311
<b>The bus driver</b>									
How near to the kerb the driver stopped	92	89	91	82	42	40	14	4	315
The driver's appearance	86	85	86	81	46	35	15	4	307
The greeting/welcome you got from the driver	70	67	73	65	36	29	21	14	311
The helpfulness and attitude of the driver	71	69	73	64	34	29	26	10	301
The time the driver gave you to get to your seat	74	79	79	73	39	34	18	9	306
Smoothness/freedom from jolting during the journey	70	71	76	67	29	39	20	13	306
Safety of the driving (i.e. speed, driver concentrating)	82	83	86	84	45	40	10	6	312

# Arriva in Northumberland

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>90</b>	<b>92</b>	<b>88</b>	<b>86</b>	<b>57</b>	<b>29</b>	<b>8</b>	<b>6</b>	<b>389</b>
Fare-paying passengers	85	88	83	81	51	30	10	9	187
Free pass holders	94	97	94	94	69	25	4	1	193
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	89	-	90	88	60	28	8	4	94
Passengers commuting	-	-	82	76	38	38	11	13	88
Passengers not commuting	94	94	90	91	67	24	6	3	288
Passengers saying they have a disability	86	97	85	77	52	25	12	11	140
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>54</b>	<b>61</b>	<b>59</b>	<b>58</b>	<b>23</b>	<b>34</b>	<b>15</b>	<b>27</b>	<b>179</b>
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	65	25	40	13	22	76
Passengers commuting	-	-	-	51	17	34	17	32	75
Passengers not commuting	-	-	58	65	30	35	14	21	101
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	78	82	68	75	46	29	10	15	355
The length of time waited	75	79	73	76	48	28	11	12	374
<b>On-bus journey time</b>									
Time journey on the bus took	86	94	88	82	55	27	10	8	391
<b>On the bus</b>									
Route/destination information on the outside of the bus	85	89	85	79	54	25	18	2	364
The cleanliness and condition of the outside of the bus	79	81	85	78	42	35	13	9	362
The ease of getting onto the bus	-	-	92	88	64	24	9	3	379
The length of time it took to board	93	94	94	89	67	22	8	3	372
The cleanliness and condition of the inside of the bus	84	83	83	74	39	35	13	13	384
The information provided inside the bus	67	69	68	65	32	33	30	5	341
The availability of seating or space to stand	87	91	89	83	51	33	10	7	380
The comfort of the seats	83	75	80	69	32	37	18	13	377
The amount of personal space you had around you	83	79	82	73	35	38	15	13	375
Provision of grab rails to stand/move within the bus	83	89	88	86	49	36	9	5	372
The temperature inside the bus	80	81	79	79	41	38	11	10	372
Your personal security whilst on the bus	89	88	89	87	52	36	10	3	371
Ease of getting off the bus	-	-	92	88	57	31	8	4	378
<b>The bus driver</b>									
How near to the kerb the driver stopped	91	95	91	89	69	20	9	2	379
The driver's appearance	93	96	90	90	68	22	8	2	370
The greeting/welcome you got from the driver	80	84	81	80	57	24	10	10	381
The helpfulness and attitude of the driver	82	85	82	83	60	23	11	5	372
The time the driver gave you to get to your seat	88	90	91	85	63	22	11	4	375
Smoothness/freedom from jolting during the journey	82	86	84	82	54	28	11	7	376
Safety of the driving (i.e. speed, driver concentrating)	91	95	91	92	68	24	5	3	379



# Arriva in Staffordshire

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	-	89	90	88	44	44	8	4	277
Fare-paying passengers	-	87	86	87	32	55	9	4	107
Free pass holders	-	93	95	90	56	34	7	3	169
Aged 16 to 34	-	-	89	-	-	-	-	-	-
Aged 35 to 59	-	-	86	-	-	-	-	-	-
Passengers commuting	-	-	83	-	-	-	-	-	-
Passengers not commuting	-	93	94	89	51	38	8	3	207
Passengers saying they have a disability	-	91	92	92	48	44	5	2	100
<b>Value for money</b>									
<b>All fare-paying passengers</b>	-	65	62	56	28	28	19	25	108
Aged 16 to 34	-	-	63	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	57	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	-	75	70	69	46	23	9	22	255
The length of time waited	-	75	73	71	41	29	13	16	269
<b>On-bus journey time</b>									
Time journey on the bus took	-	88	87	88	53	36	10	2	283
<b>On the bus</b>									
Route/destination information on the outside of the bus	-	88	85	83	58	25	13	3	262
The cleanliness and condition of the outside of the bus	-	78	81	80	40	40	13	7	257
The ease of getting onto the bus	-	-	92	89	58	32	7	4	267
The length of time it took to board	-	91	91	91	63	28	7	2	266
The cleanliness and condition of the inside of the bus	-	81	84	77	37	40	16	7	276
The information provided inside the bus	-	72	67	64	29	36	29	6	247
The availability of seating or space to stand	-	89	85	89	55	34	8	3	270
The comfort of the seats	-	77	79	79	33	46	13	8	267
The amount of personal space you had around you	-	79	78	81	41	39	13	6	262
Provision of grab rails to stand/move within the bus	-	83	86	85	48	37	12	3	260
The temperature inside the bus	-	79	81	79	35	44	14	7	261
Your personal security whilst on the bus	-	84	86	85	50	35	13	2	262
Ease of getting off the bus	-	-	91	90	50	39	8	3	270
<b>The bus driver</b>									
How near to the kerb the driver stopped	-	94	92	91	65	26	8	1	275
The driver's appearance	-	89	90	89	61	28	9	3	265
The greeting/welcome you got from the driver	-	78	76	76	48	28	17	7	272
The helpfulness and attitude of the driver	-	78	77	77	51	25	17	6	265
The time the driver gave you to get to your seat	-	83	85	87	62	25	9	5	275
Smoothness/freedom from jolting during the journey	-	84	78	80	46	34	11	9	272
Safety of the driving (i.e. speed, driver concentrating)	-	87	90	89	58	31	8	4	274

# Arriva in Tees Valley

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>92</b>	<b>91</b>	<b>90</b>	<b>91</b>	<b>51</b>	<b>40</b>	<b>7</b>	<b>2</b>	<b>1236</b>
Fare-paying passengers	89	89	87	90	44	47	8	2	546
Free pass holders	95	93	94	92	59	33	5	2	673
Aged 16 to 34	88	81	83	87	39	48	10	3	299
Aged 35 to 59	92	95	92	92	47	45	6	2	248
Passengers commuting	88	84	82	87	39	48	11	2	335
Passengers not commuting	95	95	95	93	57	37	4	2	857
Passengers saying they have a disability	91	90	92	90	52	38	8	2	439
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>62</b>	<b>66</b>	<b>69</b>	<b>63</b>	<b>29</b>	<b>33</b>	<b>17</b>	<b>21</b>	<b>521</b>
Aged 16 to 34	59	58	64	60	31	29	17	23	227
Aged 35 to 59	65	71	73	62	25	37	18	20	199
Passengers commuting	60	61	62	60	27	33	18	22	263
Passengers not commuting	67	69	77	66	32	34	15	19	246
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	82	79	73	78	45	32	9	13	1117
The length of time waited	83	78	74	79	43	36	11	10	1205
<b>On-bus journey time</b>									
Time journey on the bus took	88	88	84	87	54	33	9	4	1242
<b>On the bus</b>									
Route/destination information on the outside of the bus	86	89	84	86	54	32	11	4	1181
The cleanliness and condition of the outside of the bus	83	85	82	83	42	40	12	5	1148
The ease of getting onto the bus	-	-	92	91	60	31	6	2	1193
The length of time it took to board	92	93	91	92	59	32	6	2	1166
The cleanliness and condition of the inside of the bus	81	86	84	82	37	45	11	7	1223
The information provided inside the bus	70	76	73	73	34	39	20	6	1114
The availability of seating or space to stand	89	90	89	89	54	34	7	4	1190
The comfort of the seats	76	82	82	82	39	42	11	7	1189
The amount of personal space you had around you	79	82	82	82	41	41	12	6	1182
Provision of grab rails to stand/move within the bus	87	87	87	87	47	39	9	4	1181
The temperature inside the bus	79	84	81	80	42	38	13	7	1185
Your personal security whilst on the bus	89	90	87	86	49	36	12	2	1180
Ease of getting off the bus	-	-	90	90	55	35	8	2	1198
<b>The bus driver</b>									
How near to the kerb the driver stopped	93	93	93	94	66	28	5	2	1196
The driver's appearance	92	93	92	91	65	26	7	2	1173
The greeting/welcome you got from the driver	77	82	80	81	53	28	13	6	1200
The helpfulness and attitude of the driver	78	83	81	82	54	28	14	4	1161
The time the driver gave you to get to your seat	83	87	88	90	59	31	7	3	1188
Smoothness/freedom from jolting during the journey	81	83	82	82	49	34	11	7	1181
Safety of the driving (i.e. speed, driver concentrating)	88	90	90	90	62	29	7	2	1178

# Arriva in West Yorkshire

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>84</b>	<b>80</b>	<b>90</b>	<b>90</b>	<b>53</b>	<b>37</b>	<b>5</b>	<b>5</b>	<b>316</b>
Fare-paying passengers	78	74	87	90	45	44	5	5	126
Free pass holders	97	92	95	92	66	25	4	4	188
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	81	92	94	53	40	4	2	76
Passengers commuting	78	67	90	88	43	45	7	5	86
Passengers not commuting	91	92	89	93	61	32	2	5	220
Passengers saying they have a disability	-	79	88	88	57	32	4	8	104
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>70</b>	<b>63</b>	<b>64</b>	<b>65</b>	<b>28</b>	<b>36</b>	<b>19</b>	<b>16</b>	<b>122</b>
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	58	67	-	-	-	-	-	-
Passengers commuting	-	57	63	64	24	40	19	17	75
Passengers not commuting	-	-	-	-	-	-	-	-	-
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	68	66	80	79	44	35	11	10	296
The length of time waited	68	70	81	82	42	41	11	7	305
<b>On-bus journey time</b>									
Time journey on the bus took	78	77	84	87	57	30	5	8	321
<b>On the bus</b>									
Route/destination information on the outside of the bus	87	85	85	85	60	25	11	4	293
The cleanliness and condition of the outside of the bus	80	83	81	79	45	34	12	9	286
The ease of getting onto the bus	-	-	92	91	64	27	7	2	305
The length of time it took to board	89	88	90	90	66	24	7	3	290
The cleanliness and condition of the inside of the bus	81	74	78	82	37	44	8	10	306
The information provided inside the bus	72	66	70	66	36	30	27	8	272
The availability of seating or space to stand	84	86	88	87	57	29	9	4	301
The comfort of the seats	81	77	82	80	44	36	12	8	302
The amount of personal space you had around you	74	79	80	82	45	37	9	9	296
Provision of grab rails to stand/move within the bus	88	83	84	87	52	35	8	5	295
The temperature inside the bus	76	70	75	83	39	44	10	7	299
Your personal security whilst on the bus	83	76	88	85	49	36	12	3	292
Ease of getting off the bus	-	-	89	89	54	35	7	4	304
<b>The bus driver</b>									
How near to the kerb the driver stopped	88	86	92	92	68	25	4	4	300
The driver's appearance	87	84	90	90	65	25	8	2	294
The greeting/welcome you got from the driver	73	66	76	78	53	25	15	7	295
The helpfulness and attitude of the driver	71	68	80	78	53	25	17	6	286
The time the driver gave you to get to your seat	77	76	85	82	57	25	11	6	293
Smoothness/freedom from jolting during the journey	76	71	79	80	47	33	10	10	298
Safety of the driving (i.e. speed, driver concentrating)	80	86	91	88	62	26	8	4	296

# Blackpool Transport

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>88</b>	<b>87</b>	<b>90</b>	<b>92</b>	<b>60</b>	<b>31</b>	<b>6</b>	<b>2</b>	<b>543</b>
Fare-paying passengers	87	83	86	88	53	35	9	3	272
Free pass holders	90	93	95	98	73	25	2	0	265
Aged 16 to 34	87	79	83	84	41	43	13	3	84
Aged 35 to 59	84	92	95	90	63	27	6	4	150
Passengers commuting	87	86	80	87	49	38	10	3	126
Passengers not commuting	90	87	96	94	65	28	5	2	401
Passengers saying they have a disability	87	83	92	90	59	31	9	1	205
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>75</b>	<b>70</b>	<b>70</b>	<b>60</b>	<b>33</b>	<b>26</b>	<b>15</b>	<b>26</b>	<b>259</b>
Aged 16 to 34	75	67	63	54	33	21	14	32	76
Aged 35 to 59	76	75	79	66	34	32	16	18	133
Passengers commuting	74	62	60	51	24	27	14	36	106
Passengers not commuting	76	82	81	67	41	26	15	17	150
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	75	78	77	86	59	26	9	6	505
The length of time waited	75	77	74	84	55	29	10	5	524
<b>On-bus journey time</b>									
Time journey on the bus took	83	82	87	89	59	29	7	4	543
<b>On the bus</b>									
Route/destination information on the outside of the bus	84	85	81	87	61	26	9	4	515
The cleanliness and condition of the outside of the bus	80	84	86	87	54	32	10	4	511
The ease of getting onto the bus	-	-	91	93	65	28	4	3	526
The length of time it took to board	89	89	91	92	65	27	5	3	516
The cleanliness and condition of the inside of the bus	75	80	86	87	51	36	8	5	534
The information provided inside the bus	68	66	78	81	49	32	15	3	495
The availability of seating or space to stand	84	83	84	91	59	32	5	4	519
The comfort of the seats	71	73	84	84	50	34	10	6	524
The amount of personal space you had around you	78	74	80	83	49	35	12	5	519
Provision of grab rails to stand/move within the bus	82	82	87	86	56	31	10	4	510
The temperature inside the bus	77	78	83	84	46	38	11	5	520
Your personal security whilst on the bus	84	84	88	87	55	32	11	3	517
Ease of getting off the bus	-	-	89	90	61	30	6	3	526
<b>The bus driver</b>									
How near to the kerb the driver stopped	91	90	91	93	72	22	4	3	527
The driver's appearance	89	88	92	94	70	24	5	1	526
The greeting/welcome you got from the driver	71	67	75	79	55	24	15	5	516
The helpfulness and attitude of the driver	73	70	76	80	57	23	16	4	512
The time the driver gave you to get to your seat	73	73	79	84	57	27	10	6	519
Smoothness/freedom from jolting during the journey	76	74	78	82	54	28	11	7	522
Safety of the driving (i.e. speed, driver concentrating)	87	83	90	92	69	23	7	1	518

# Bluestar

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>90</b>	<b>88</b>	<b>89</b>	<b>89</b>	<b>59</b>	<b>30</b>	<b>8</b>	<b>3</b>	<b>342</b>
Fare-paying passengers	90	82	87	89	57	32	9	2	207
Free pass holders	89	99	94	90	65	25	7	4	134
Aged 16 to 34	87	78	87	85	54	31	12	3	89
Aged 35 to 59	96	95	92	90	62	28	5	4	100
Passengers commuting	88	84	90	83	52	31	13	4	143
Passengers not commuting	94	94	89	96	66	30	3	1	182
Passengers saying they have a disability	92	88	89	86	60	26	13	1	90
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>66</b>	<b>73</b>	<b>69</b>	<b>72</b>	<b>38</b>	<b>34</b>	<b>16</b>	<b>13</b>	<b>203</b>
Aged 16 to 34	64	71	62	71	36	34	16	13	84
Aged 35 to 59	66	-	80	73	39	34	15	12	92
Passengers commuting	69	76	71	70	38	32	20	10	133
Passengers not commuting	-	-	67	-	-	-	-	-	-
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	77	76	75	80	47	33	9	11	324
The length of time waited	78	76	72	77	42	35	14	9	332
<b>On-bus journey time</b>									
Time journey on the bus took	83	84	87	89	58	31	8	3	341
<b>On the bus</b>									
Route/destination information on the outside of the bus	86	86	87	86	53	34	11	2	329
The cleanliness and condition of the outside of the bus	85	85	88	88	49	39	8	4	329
The ease of getting onto the bus	-	-	92	92	61	31	5	3	338
The length of time it took to board	88	89	91	91	61	31	6	3	335
The cleanliness and condition of the inside of the bus	84	86	87	89	44	46	7	4	340
The information provided inside the bus	76	67	75	77	42	34	20	3	318
The availability of seating or space to stand	83	84	86	89	56	33	5	6	337
The comfort of the seats	83	82	81	78	42	36	17	5	336
The amount of personal space you had around you	76	80	77	79	42	37	14	7	335
Provision of grab rails to stand/move within the bus	87	86	87	85	52	33	11	4	334
The temperature inside the bus	82	81	81	81	43	38	12	7	334
Your personal security whilst on the bus	92	86	87	89	52	37	10	1	331
Ease of getting off the bus	-	-	89	91	57	34	7	2	336
<b>The bus driver</b>									
How near to the kerb the driver stopped	93	92	94	91	65	26	8	1	332
The driver's appearance	92	90	93	90	66	24	8	2	327
The greeting/welcome you got from the driver	85	81	82	83	56	27	11	6	339
The helpfulness and attitude of the driver	82	81	83	86	57	29	9	5	328
The time the driver gave you to get to your seat	82	83	87	87	57	31	10	3	335
Smoothness/freedom from jolting during the journey	81	79	81	83	48	35	11	6	336
Safety of the driving (i.e. speed, driver concentrating)	91	85	93	89	58	32	8	3	337

# Brighton and Hove Bus

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>87</b>	<b>91</b>	<b>91</b>	<b>87</b>	<b>46</b>	<b>41</b>	<b>10</b>	<b>3</b>	<b>959</b>
Fare-paying passengers	85	90	89	86	41	45	11	3	673
Free pass holders	91	93	96	91	64	26	7	2	269
Aged 16 to 34	85	88	86	84	37	47	13	3	412
Aged 35 to 59	85	92	92	89	48	41	9	2	242
Passengers commuting	85	92	92	83	36	47	14	4	428
Passengers not commuting	90	91	90	91	57	34	7	2	514
Passengers saying they have a disability	85	91	91	88	46	42	9	4	214
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>51</b>	<b>56</b>	<b>53</b>	<b>51</b>	<b>17</b>	<b>34</b>	<b>23</b>	<b>26</b>	<b>687</b>
Aged 16 to 34	49	55	49	48	15	33	26	26	397
Aged 35 to 59	51	54	55	56	19	37	18	25	222
Passengers commuting	50	52	54	49	14	35	24	27	401
Passengers not commuting	54	61	53	54	20	33	22	25	282
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	75	83	84	77	45	31	13	11	867
The length of time waited	76	83	83	77	43	35	12	10	959
<b>On-bus journey time</b>									
Time journey on the bus took	82	86	84	82	46	36	13	5	950
<b>On the bus</b>									
Route/destination information on the outside of the bus	88	89	90	85	52	32	12	3	917
The cleanliness and condition of the outside of the bus	84	82	85	84	46	37	12	5	910
The ease of getting onto the bus	-	-	92	92	62	30	6	2	954
The length of time it took to board	89	92	90	90	61	28	8	2	937
The cleanliness and condition of the inside of the bus	76	82	81	81	38	43	12	7	947
The information provided inside the bus	72	76	74	76	37	39	22	3	893
The availability of seating or space to stand	88	88	87	88	56	33	6	5	947
The comfort of the seats	78	77	80	79	36	43	15	6	945
The amount of personal space you had around you	76	78	80	78	39	39	13	10	949
Provision of grab rails to stand/move within the bus	85	85	84	84	43	41	11	5	927
The temperature inside the bus	80	82	81	81	37	44	13	6	937
Your personal security whilst on the bus	87	88	88	86	48	38	11	3	936
Ease of getting off the bus	-	-	89	89	54	35	8	3	928
<b>The bus driver</b>									
How near to the kerb the driver stopped	92	94	94	92	62	30	6	2	919
The driver's appearance	88	92	91	91	65	26	8	1	871
The greeting/welcome you got from the driver	75	81	79	82	52	30	13	5	907
The helpfulness and attitude of the driver	76	83	80	80	55	24	15	5	888
The time the driver gave you to get to your seat	79	82	82	79	50	29	15	5	904
Smoothness/freedom from jolting during the journey	76	79	79	77	42	35	16	7	929
Safety of the driving (i.e. speed, driver concentrating)	88	91	90	90	57	32	9	1	933

# Courtney Buses

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	-	-	-	94	59	36	4	2	272
Fare-paying passengers	-	-	-	94	50	44	4	3	91
Free pass holders	-	-	-	95	66	29	4	1	179
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	94	60	34	5	2	200
Passengers saying they have a disability	-	-	-	94	57	37	4	2	87
<b>Value for money</b>									
<b>All fare-paying passengers</b>	-	-	-	62	24	38	19	19	86
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	-	-	-	82	51	31	12	5	240
The length of time waited	-	-	-	83	44	39	12	5	257
<b>On-bus journey time</b>									
Time journey on the bus took	-	-	-	90	61	29	7	3	269
<b>On the bus</b>									
Route/destination information on the outside of the bus	-	-	-	92	66	26	6	2	252
The cleanliness and condition of the outside of the bus	-	-	-	91	56	35	8	1	253
The ease of getting onto the bus	-	-	-	97	70	27	2	1	257
The length of time it took to board	-	-	-	96	72	24	3	1	252
The cleanliness and condition of the inside of the bus	-	-	-	92	58	35	6	2	262
The information provided inside the bus	-	-	-	67	37	31	27	6	227
The availability of seating or space to stand	-	-	-	91	63	28	8	2	260
The comfort of the seats	-	-	-	87	48	40	9	4	256
The amount of personal space you had around you	-	-	-	90	53	37	6	4	254
Provision of grab rails to stand/move within the bus	-	-	-	89	54	34	9	2	250
The temperature inside the bus	-	-	-	87	51	36	10	3	255
Your personal security whilst on the bus	-	-	-	91	60	31	8	1	256
Ease of getting off the bus	-	-	-	95	65	30	4	1	260
<b>The bus driver</b>									
How near to the kerb the driver stopped	-	-	-	96	71	25	4	0	265
The driver's appearance	-	-	-	94	70	24	5	1	261
The greeting/welcome you got from the driver	-	-	-	86	59	27	10	3	262
The helpfulness and attitude of the driver	-	-	-	86	59	27	11	3	258
The time the driver gave you to get to your seat	-	-	-	92	65	26	5	3	262
Smoothness/freedom from jolting during the journey	-	-	-	80	48	32	11	9	266
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	92	65	27	6	2	263

# Diamond Bus in Greater Manchester

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	-	-	-	<b>84</b>	<b>38</b>	<b>46</b>	<b>7</b>	<b>9</b>	<b>223</b>
Fare-paying passengers	-	-	-	82	33	49	6	11	112
Free pass holders	-	-	-	88	47	41	8	4	106
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	78	24	53	7	15	75
Passengers not commuting	-	-	-	90	47	43	7	3	139
Passengers saying they have a disability	-	-	-	80	37	44	10	9	89
<b>Value for money</b>									
<b>All fare-paying passengers</b>	-	-	-	<b>62</b>	<b>24</b>	<b>38</b>	<b>12</b>	<b>26</b>	<b>105</b>
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	-	-	-	55	29	25	13	32	197
The length of time waited	-	-	-	63	32	31	11	26	218
<b>On-bus journey time</b>									
Time journey on the bus took	-	-	-	84	40	43	8	8	224
<b>On the bus</b>									
Route/destination information on the outside of the bus	-	-	-	82	51	31	10	8	213
The cleanliness and condition of the outside of the bus	-	-	-	79	34	45	12	9	205
The ease of getting onto the bus	-	-	-	91	56	34	5	4	214
The length of time it took to board	-	-	-	88	57	31	8	5	211
The cleanliness and condition of the inside of the bus	-	-	-	77	31	46	11	12	222
The information provided inside the bus	-	-	-	57	16	42	33	10	192
The availability of seating or space to stand	-	-	-	79	46	33	11	9	219
The comfort of the seats	-	-	-	73	26	47	14	13	216
The amount of personal space you had around you	-	-	-	74	35	38	13	13	216
Provision of grab rails to stand/move within the bus	-	-	-	88	43	45	6	6	210
The temperature inside the bus	-	-	-	78	37	40	12	10	217
Your personal security whilst on the bus	-	-	-	82	45	37	13	5	216
Ease of getting off the bus	-	-	-	86	50	36	9	5	221
<b>The bus driver</b>									
How near to the kerb the driver stopped	-	-	-	90	60	30	7	3	219
The driver's appearance	-	-	-	89	61	29	9	2	211
The greeting/welcome you got from the driver	-	-	-	64	35	29	24	12	214
The helpfulness and attitude of the driver	-	-	-	64	38	26	24	12	212
The time the driver gave you to get to your seat	-	-	-	74	43	32	15	11	215
Smoothness/freedom from jolting during the journey	-	-	-	73	37	36	15	12	220
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	88	56	32	8	4	216



# Diamond Bus in Worcestershire

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	-	72	60	80	20	60	13	7	178
Fare-paying passengers	-	66	42	82	15	67	13	5	100
Free pass holders	-	83	78	-	-	-	-	-	-
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	82	71	83	24	58	9	8	108
Passengers saying they have a disability	-	-	60	-	-	-	-	-	-
<b>Value for money</b>									
<b>All fare-paying passengers</b>	-	51	35	68	13	55	19	13	99
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	-	62	49	70	20	50	17	13	160
The length of time waited	-	64	49	73	18	55	15	12	171
<b>On-bus journey time</b>									
Time journey on the bus took	-	73	76	80	27	53	16	4	177
<b>On the bus</b>									
Route/destination information on the outside of the bus	-	72	71	74	25	49	18	8	172
The cleanliness and condition of the outside of the bus	-	55	53	61	18	42	27	12	170
The ease of getting onto the bus	-	-	71	85	26	59	12	4	173
The length of time it took to board	-	82	75	84	29	54	14	2	169
The cleanliness and condition of the inside of the bus	-	59	54	66	16	51	20	14	176
The information provided inside the bus	-	41	42	47	18	29	40	14	154
The availability of seating or space to stand	-	79	73	85	25	60	9	7	172
The comfort of the seats	-	66	60	70	19	51	19	11	169
The amount of personal space you had around you	-	76	60	75	17	58	16	9	169
Provision of grab rails to stand/move within the bus	-	78	68	79	23	56	15	6	166
The temperature inside the bus	-	67	63	68	15	53	18	14	170
Your personal security whilst on the bus	-	71	67	73	19	54	20	7	166
Ease of getting off the bus	-	-	70	85	21	63	11	4	170
<b>The bus driver</b>									
How near to the kerb the driver stopped	-	84	80	81	34	46	14	5	172
The driver's appearance	-	76	74	77	35	42	17	6	165
The greeting/welcome you got from the driver	-	55	51	60	28	33	23	17	169
The helpfulness and attitude of the driver	-	54	51	58	24	33	27	15	168
The time the driver gave you to get to your seat	-	67	61	72	23	48	15	13	168
Smoothness/freedom from jolting during the journey	-	56	51	64	21	43	20	16	173
Safety of the driving (i.e. speed, driver concentrating)	-	70	63	72	23	49	20	8	167

# East Yorkshire Motor Services in Hull

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	-	91	94	92	54	38	2	5	392
Fare-paying passengers	-	86	93	88	41	46	4	8	130
Free pass holders	-	98	95	99	74	25	0	1	256
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	89	45	43	4	8	80
Passengers commuting	-	-	90	-	-	-	-	-	-
Passengers not commuting	-	92	95	94	56	38	3	3	310
Passengers saying they have a disability	-	94	92	97	56	41	2	1	142
<b>Value for money</b>									
<b>All fare-paying passengers</b>	-	73	64	54	24	30	15	32	125
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	-	72	87	73	46	27	12	14	352
The length of time waited	-	73	88	71	42	29	15	14	369
<b>On-bus journey time</b>									
Time journey on the bus took	-	90	92	87	59	28	7	5	385
<b>On the bus</b>									
Route/destination information on the outside of the bus	-	83	91	88	59	29	10	2	359
The cleanliness and condition of the outside of the bus	-	78	86	87	49	37	9	5	353
The ease of getting onto the bus	-	-	95	95	68	27	5	1	378
The length of time it took to board	-	93	95	92	67	26	6	1	358
The cleanliness and condition of the inside of the bus	-	80	84	83	42	41	10	8	379
The information provided inside the bus	-	62	73	68	36	33	28	3	331
The availability of seating or space to stand	-	86	93	92	61	31	6	2	369
The comfort of the seats	-	77	87	81	38	43	12	7	370
The amount of personal space you had around you	-	75	82	84	40	43	12	5	365
Provision of grab rails to stand/move within the bus	-	86	86	84	48	36	13	3	367
The temperature inside the bus	-	81	82	81	36	45	13	6	369
Your personal security whilst on the bus	-	86	89	85	50	35	13	2	364
Ease of getting off the bus	-	-	93	93	60	33	6	1	373
<b>The bus driver</b>									
How near to the kerb the driver stopped	-	96	94	94	68	26	4	2	375
The driver's appearance	-	96	93	96	70	25	4	0	375
The greeting/welcome you got from the driver	-	90	87	88	59	29	10	2	375
The helpfulness and attitude of the driver	-	87	87	87	60	27	12	1	371
The time the driver gave you to get to your seat	-	91	81	85	53	32	12	3	369
Smoothness/freedom from jolting during the journey	-	85	83	81	45	36	13	6	368
Safety of the driving (i.e. speed, driver concentrating)	-	93	91	91	63	28	8	2	371

# First in Cornwall

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>86</b>	<b>84</b>	<b>88</b>	<b>92</b>	<b>59</b>	<b>33</b>	<b>6</b>	<b>1</b>	<b>639</b>
Fare-paying passengers	80	79	86	91	53	38	8	1	353
Free pass holders	93	91	94	95	69	26	4	1	279
Aged 16 to 34	76	74	85	87	44	44	12	1	172
Aged 35 to 59	91	85	85	94	64	30	4	2	143
Passengers commuting	78	74	82	88	45	43	10	2	212
Passengers not commuting	91	93	93	96	69	27	4	1	413
Passengers saying they have a disability	83	84	87	91	53	39	8	1	178
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>55</b>	<b>52</b>	<b>53</b>	<b>54</b>	<b>26</b>	<b>28</b>	<b>19</b>	<b>26</b>	<b>336</b>
Aged 16 to 34	52	51	55	48	21	27	25	27	139
Aged 35 to 59	63	48	45	58	26	32	12	30	120
Passengers commuting	50	48	52	51	22	29	19	30	177
Passengers not commuting	64	59	56	58	30	28	21	21	152
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	69	69	73	83	52	30	11	6	599
The length of time waited	69	69	72	78	48	30	16	5	629
<b>On-bus journey time</b>									
Time journey on the bus took	84	77	82	86	59	28	9	5	638
<b>On the bus</b>									
Route/destination information on the outside of the bus	84	84	85	90	63	26	9	2	604
The cleanliness and condition of the outside of the bus	73	73	77	84	51	34	12	4	613
The ease of getting onto the bus	-	-	91	95	69	27	4	1	620
The length of time it took to board	89	90	90	93	70	23	5	2	617
The cleanliness and condition of the inside of the bus	76	74	78	82	47	35	10	8	632
The information provided inside the bus	54	60	61	72	42	29	22	6	588
The availability of seating or space to stand	85	83	88	91	62	28	6	3	618
The comfort of the seats	68	71	78	81	45	36	12	7	613
The amount of personal space you had around you	75	77	80	82	48	34	13	5	614
Provision of grab rails to stand/move within the bus	83	85	86	88	55	33	10	2	600
The temperature inside the bus	75	81	82	82	45	37	12	6	613
Your personal security whilst on the bus	88	85	85	88	58	30	10	2	611
Ease of getting off the bus	-	-	89	92	62	30	6	1	616
<b>The bus driver</b>									
How near to the kerb the driver stopped	91	89	92	92	71	21	7	1	603
The driver's appearance	87	90	92	92	70	22	7	1	607
The greeting/welcome you got from the driver	75	78	81	83	61	23	13	4	627
The helpfulness and attitude of the driver	76	77	81	84	61	23	12	4	609
The time the driver gave you to get to your seat	83	83	89	90	68	22	8	2	615
Smoothness/freedom from jolting during the journey	76	77	82	87	57	30	9	4	609
Safety of the driving (i.e. speed, driver concentrating)	89	89	92	92	69	23	7	1	617

# First in Essex

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>87</b>	<b>85</b>	<b>78</b>	<b>85</b>	<b>45</b>	<b>40</b>	<b>9</b>	<b>6</b>	<b>593</b>
Fare-paying passengers	80	79	73	81	38	43	10	8	245
Free pass holders	95	94	87	91	55	36	5	4	347
Aged 16 to 34	77	-	71	80	24	56	12	8	79
Aged 35 to 59	85	89	78	80	49	31	10	10	123
Passengers commuting	77	74	69	79	29	51	13	8	146
Passengers not commuting	93	94	87	88	55	33	7	6	426
Passengers saying they have a disability	90	86	77	85	43	42	8	7	187
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>46</b>	<b>46</b>	<b>41</b>	<b>54</b>	<b>23</b>	<b>31</b>	<b>15</b>	<b>30</b>	<b>229</b>
Aged 16 to 34	34	-	39	-	-	-	-	-	-
Aged 35 to 59	62	-	46	57	21	37	12	30	104
Passengers commuting	43	-	41	54	19	36	17	29	132
Passengers not commuting	53	-	-	54	29	25	12	33	92
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	71	66	57	63	37	26	12	25	523
The length of time waited	72	66	61	66	36	30	13	21	574
<b>On-bus journey time</b>									
Time journey on the bus took	85	82	79	85	52	33	9	5	592
<b>On the bus</b>									
Route/destination information on the outside of the bus	86	84	82	82	55	27	13	5	553
The cleanliness and condition of the outside of the bus	78	77	76	74	33	40	16	11	541
The ease of getting onto the bus	-	-	89	90	60	30	8	2	569
The length of time it took to board	92	90	88	90	61	29	8	2	558
The cleanliness and condition of the inside of the bus	75	76	71	75	31	44	11	14	579
The information provided inside the bus	61	64	56	53	24	28	36	11	499
The availability of seating or space to stand	85	81	81	86	48	38	7	6	569
The comfort of the seats	72	72	70	73	31	42	16	11	562
The amount of personal space you had around you	71	75	71	74	32	41	15	11	560
Provision of grab rails to stand/move within the bus	82	83	79	85	45	40	12	3	550
The temperature inside the bus	72	77	74	76	34	42	14	10	564
Your personal security whilst on the bus	84	80	82	82	48	35	15	3	559
Ease of getting off the bus	-	-	88	88	54	34	9	2	577
<b>The bus driver</b>									
How near to the kerb the driver stopped	90	92	90	92	66	26	6	2	581
The driver's appearance	88	87	86	92	63	30	6	2	548
The greeting/welcome you got from the driver	70	77	69	74	47	27	18	9	560
The helpfulness and attitude of the driver	74	76	72	73	47	26	20	7	546
The time the driver gave you to get to your seat	80	82	79	84	53	31	11	5	569
Smoothness/freedom from jolting during the journey	74	81	75	78	44	33	11	11	564
Safety of the driving (i.e. speed, driver concentrating)	86	91	87	90	58	32	8	2	563

# First in Greater Manchester

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>83</b>	<b>81</b>	<b>82</b>	<b>76</b>	<b>34</b>	<b>42</b>	<b>11</b>	<b>13</b>	<b>273</b>
Fare-paying passengers	80	78	80	76	32	44	11	13	181
Free pass holders	93	92	89	77	39	38	12	11	90
Aged 16 to 34	78	76	79	72	23	49	15	13	83
Aged 35 to 59	84	81	83	76	35	40	11	13	94
Passengers commuting	76	77	78	68	23	45	16	16	141
Passengers not commuting	90	86	86	87	49	37	6	8	125
Passengers saying they have a disability	82	81	77	70	38	32	15	16	75
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>69</b>	<b>68</b>	<b>60</b>	<b>58</b>	<b>18</b>	<b>39</b>	<b>15</b>	<b>27</b>	<b>174</b>
Aged 16 to 34	68	70	57	-	-	-	-	-	-
Aged 35 to 59	70	65	65	62	25	37	15	24	86
Passengers commuting	65	68	60	53	16	37	17	30	114
Passengers not commuting	75	65	60	-	-	-	-	-	-
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	65	64	62	56	27	29	12	32	247
The length of time waited	66	70	68	62	28	33	8	31	267
<b>On-bus journey time</b>									
Time journey on the bus took	81	81	81	74	37	37	14	12	266
<b>On the bus</b>									
Route/destination information on the outside of the bus	83	80	81	77	49	29	15	8	264
The cleanliness and condition of the outside of the bus	75	74	74	68	28	40	21	11	254
The ease of getting onto the bus	-	-	87	78	42	36	13	9	266
The length of time it took to board	89	88	86	81	48	33	11	8	263
The cleanliness and condition of the inside of the bus	74	74	73	66	25	40	18	16	273
The information provided inside the bus	61	57	59	55	21	33	32	13	240
The availability of seating or space to stand	82	84	81	70	35	35	13	17	265
The comfort of the seats	73	76	74	67	27	40	18	16	268
The amount of personal space you had around you	75	74	71	61	24	37	17	22	261
Provision of grab rails to stand/move within the bus	83	83	83	68	32	36	21	11	262
The temperature inside the bus	73	77	74	64	25	39	23	14	263
Your personal security whilst on the bus	82	82	79	73	30	43	20	7	261
Ease of getting off the bus	-	-	87	79	34	45	16	5	262
<b>The bus driver</b>									
How near to the kerb the driver stopped	90	90	90	89	58	31	8	3	258
The driver's appearance	85	86	88	85	53	32	13	1	253
The greeting/welcome you got from the driver	63	62	65	65	35	30	23	13	258
The helpfulness and attitude of the driver	65	64	67	65	36	29	26	9	253
The time the driver gave you to get to your seat	71	71	72	70	36	34	17	13	264
Smoothness/freedom from jolting during the journey	71	70	72	71	33	38	18	10	266
Safety of the driving (i.e. speed, driver concentrating)	85	85	87	84	48	36	12	4	264

# First in Leicester City

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>83</b>	<b>85</b>	<b>84</b>	<b>87</b>	<b>33</b>	<b>54</b>	<b>8</b>	<b>6</b>	<b>271</b>
Fare-paying passengers	80	82	80	87	28	60	7	6	120
Free pass holders	90	94	92	86	38	47	8	6	148
Aged 16 to 34	-	-	78	-	-	-	-	-	-
Aged 35 to 59	-	-	86	-	-	-	-	-	-
Passengers commuting	74	84	83	85	38	47	9	6	82
Passengers not commuting	90	86	84	89	29	59	7	4	175
Passengers saying they have a disability	81	-	84	78	36	42	14	8	75
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>67</b>	<b>60</b>	<b>58</b>	<b>56</b>	<b>19</b>	<b>36</b>	<b>26</b>	<b>18</b>	<b>117</b>
Aged 16 to 34	-	-	54	-	-	-	-	-	-
Aged 35 to 59	-	-	60	-	-	-	-	-	-
Passengers commuting	-	57	56	-	-	-	-	-	-
Passengers not commuting	-	-	61	-	-	-	-	-	-
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	60	73	70	70	30	41	18	12	233
The length of time waited	67	75	71	70	33	38	18	11	264
<b>On-bus journey time</b>									
Time journey on the bus took	79	81	82	85	32	53	12	3	271
<b>On the bus</b>									
Route/destination information on the outside of the bus	80	81	80	79	39	40	17	5	256
The cleanliness and condition of the outside of the bus	79	76	76	73	32	41	21	7	252
The ease of getting onto the bus	-	-	87	87	48	39	11	3	264
The length of time it took to board	89	88	85	87	41	45	11	2	254
The cleanliness and condition of the inside of the bus	73	68	71	67	33	34	17	16	263
The information provided inside the bus	68	65	62	56	29	27	31	13	235
The availability of seating or space to stand	81	84	80	81	43	38	15	4	259
The comfort of the seats	75	82	75	78	36	42	17	5	259
The amount of personal space you had around you	68	75	70	78	36	42	11	12	256
Provision of grab rails to stand/move within the bus	80	82	73	82	42	40	14	4	258
The temperature inside the bus	69	74	72	78	31	47	18	4	259
Your personal security whilst on the bus	84	76	78	84	40	44	13	2	257
Ease of getting off the bus	-	-	84	91	44	47	6	3	261
<b>The bus driver</b>									
How near to the kerb the driver stopped	88	87	91	87	51	37	10	3	260
The driver's appearance	86	89	89	83	52	31	16	1	250
The greeting/welcome you got from the driver	66	74	62	73	38	34	20	8	248
The helpfulness and attitude of the driver	68	73	67	73	39	33	20	8	247
The time the driver gave you to get to your seat	71	70	71	82	44	38	10	7	259
Smoothness/freedom from jolting during the journey	72	74	71	77	39	39	14	8	263
Safety of the driving (i.e. speed, driver concentrating)	84	83	84	88	50	38	9	4	260

# First South Coast

(2019 results include responses from Portsmouth LTA survey)

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>87</b>	<b>85</b>	<b>89</b>	<b>89</b>	<b>51</b>	<b>38</b>	<b>6</b>	<b>5</b>	<b>816</b>
Fare-paying passengers	85	79	84	87	42	44	7	6	389
Free pass holders	94	95	98	93	70	24	5	2	419
Aged 16 to 34	85	76	-	86	36	51	9	5	124
Aged 35 to 59	85	83	81	88	49	39	7	5	214
Passengers commuting	83	75	84	86	38	48	9	6	232
Passengers not commuting	91	93	92	91	60	31	5	4	556
Passengers saying they have a disability	87	87	86	86	57	29	8	6	286
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>61</b>	<b>63</b>	<b>66</b>	<b>54</b>	<b>23</b>	<b>30</b>	<b>17</b>	<b>29</b>	<b>380</b>
Aged 16 to 34	57	57	-	52	22	30	17	31	111
Aged 35 to 59	65	69	71	55	24	31	17	28	183
Passengers commuting	59	57	59	52	21	31	19	28	207
Passengers not commuting	65	71	77	57	26	30	15	29	169
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	71	67	77	78	47	30	13	10	748
The length of time waited	72	69	79	77	44	34	12	11	795
<b>On-bus journey time</b>									
Time journey on the bus took	85	80	88	85	51	34	9	6	820
<b>On the bus</b>									
Route/destination information on the outside of the bus	86	82	88	85	50	34	13	2	769
The cleanliness and condition of the outside of the bus	83	78	85	85	45	40	12	3	764
The ease of getting onto the bus	-	-	92	94	60	34	5	2	793
The length of time it took to board	91	89	91	93	61	32	5	1	779
The cleanliness and condition of the inside of the bus	82	80	84	87	46	42	8	5	809
The information provided inside the bus	72	66	79	73	36	37	23	4	743
The availability of seating or space to stand	82	82	88	89	54	35	5	6	800
The comfort of the seats	80	79	84	81	41	40	11	8	795
The amount of personal space you had around you	75	74	79	79	40	39	11	10	795
Provision of grab rails to stand/move within the bus	82	81	87	88	48	40	7	5	783
The temperature inside the bus	75	76	74	75	35	40	13	12	788
Your personal security whilst on the bus	85	81	83	85	45	39	11	5	790
Ease of getting off the bus	-	-	91	89	55	34	8	2	800
<b>The bus driver</b>									
How near to the kerb the driver stopped	94	91	94	91	65	27	7	2	798
The driver's appearance	93	86	91	91	62	29	8	1	783
The greeting/welcome you got from the driver	82	75	80	80	51	29	12	8	795
The helpfulness and attitude of the driver	82	78	78	80	53	28	14	6	769
The time the driver gave you to get to your seat	83	84	89	84	56	28	12	4	799
Smoothness/freedom from jolting during the journey	82	75	81	81	45	37	11	8	790
Safety of the driving (i.e. speed, driver concentrating)	90	88	89	91	59	32	6	3	790

# First in South Yorkshire

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>82</b>	<b>83</b>	<b>83</b>	<b>88</b>	<b>51</b>	<b>37</b>	<b>7</b>	<b>5</b>	<b>981</b>
Fare-paying passengers	82	80	81	88	51	37	6	6	497
Free pass holders	84	88	90	87	51	35	8	5	462
Aged 16 to 34	79	78	78	88	48	40	8	4	185
Aged 35 to 59	80	84	81	89	51	38	6	6	256
Passengers commuting	78	78	80	88	47	41	6	6	335
Passengers not commuting	86	89	85	88	55	33	7	5	609
Passengers saying they have a disability	77	84	84	81	35	46	13	6	301
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>70</b>	<b>67</b>	<b>66</b>	<b>69</b>	<b>27</b>	<b>42</b>	<b>11</b>	<b>20</b>	<b>477</b>
Aged 16 to 34	71	61	62	71	28	43	8	22	165
Aged 35 to 59	67	71	64	67	24	43	15	18	214
Passengers commuting	68	66	65	69	27	41	11	20	283
Passengers not commuting	74	70	65	71	26	45	11	18	187
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	69	70	71	69	40	29	9	22	872
The length of time waited	69	70	72	68	39	30	11	20	954
<b>On-bus journey time</b>									
Time journey on the bus took	82	79	80	87	49	39	8	5	985
<b>On the bus</b>									
Route/destination information on the outside of the bus	84	81	85	85	54	31	10	5	917
The cleanliness and condition of the outside of the bus	76	76	80	78	39	39	14	8	902
The ease of getting onto the bus	-	-	88	91	57	34	6	3	935
The length of time it took to board	89	88	88	91	58	33	5	4	926
The cleanliness and condition of the inside of the bus	77	73	68	77	34	43	13	10	957
The information provided inside the bus	59	59	62	66	32	34	26	8	845
The availability of seating or space to stand	84	78	83	86	53	33	8	6	951
The comfort of the seats	72	70	69	78	38	40	12	10	954
The amount of personal space you had around you	76	69	76	79	42	38	11	9	941
Provision of grab rails to stand/move within the bus	82	83	80	85	48	37	11	4	934
The temperature inside the bus	76	73	75	79	37	42	10	10	938
Your personal security whilst on the bus	82	82	78	85	50	36	12	3	941
Ease of getting off the bus	-	-	82	88	50	37	6	6	954
<b>The bus driver</b>									
How near to the kerb the driver stopped	90	90	85	91	65	26	6	3	938
The driver's appearance	87	88	86	92	65	27	7	1	904
The greeting/welcome you got from the driver	67	68	77	74	51	23	17	9	927
The helpfulness and attitude of the driver	68	69	79	75	52	22	18	8	912
The time the driver gave you to get to your seat	73	76	79	78	52	27	14	8	930
Smoothness/freedom from jolting during the journey	73	75	75	79	45	34	12	9	939
Safety of the driving (i.e. speed, driver concentrating)	87	86	82	88	62	27	8	3	937



# First in Staffordshire

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	-	-	-	<b>82</b>	<b>33</b>	<b>49</b>	<b>12</b>	<b>6</b>	<b>254</b>
Fare-paying passengers	-	-	-	80	27	53	13	7	177
Free pass holders	-	-	-	91	59	32	7	1	76
Aged 16 to 34	-	-	-	80	25	55	14	6	112
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	79	23	55	14	7	118
Passengers not commuting	-	-	-	86	45	41	9	5	130
Passengers saying they have a disability	-	-	-	75	36	39	16	9	78
<b>Value for money</b>									
<b>All fare-paying passengers</b>	-	-	-	<b>51</b>	<b>16</b>	<b>35</b>	<b>16</b>	<b>33</b>	<b>170</b>
Aged 16 to 34	-	-	-	44	13	31	15	41	109
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	46	10	37	19	34	108
Passengers not commuting	-	-	-	-	-	-	-	-	-
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	-	-	-	65	36	29	9	25	233
The length of time waited	-	-	-	68	35	34	13	19	249
<b>On-bus journey time</b>									
Time journey on the bus took	-	-	-	78	34	44	15	7	257
<b>On the bus</b>									
Route/destination information on the outside of the bus	-	-	-	78	43	36	16	5	243
The cleanliness and condition of the outside of the bus	-	-	-	77	32	46	15	7	246
The ease of getting onto the bus	-	-	-	89	47	42	7	3	246
The length of time it took to board	-	-	-	89	44	44	8	3	245
The cleanliness and condition of the inside of the bus	-	-	-	76	29	48	14	10	249
The information provided inside the bus	-	-	-	58	19	39	33	9	226
The availability of seating or space to stand	-	-	-	85	38	47	9	5	250
The comfort of the seats	-	-	-	64	23	41	24	13	249
The amount of personal space you had around you	-	-	-	71	27	45	16	13	249
Provision of grab rails to stand/move within the bus	-	-	-	80	34	46	16	4	246
The temperature inside the bus	-	-	-	74	24	49	17	10	246
Your personal security whilst on the bus	-	-	-	81	32	49	16	3	245
Ease of getting off the bus	-	-	-	86	40	47	11	2	246
<b>The bus driver</b>									
How near to the kerb the driver stopped	-	-	-	90	55	35	8	2	245
The driver's appearance	-	-	-	86	51	35	13	1	244
The greeting/welcome you got from the driver	-	-	-	64	39	24	24	13	243
The helpfulness and attitude of the driver	-	-	-	67	41	26	21	12	238
The time the driver gave you to get to your seat	-	-	-	79	42	37	15	6	243
Smoothness/freedom from jolting during the journey	-	-	-	71	37	33	18	11	243
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	84	49	35	14	2	247

# First in West of England

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>85</b>	<b>88</b>	<b>84</b>	<b>86</b>	<b>42</b>	<b>44</b>	<b>10</b>	<b>5</b>	<b>1326</b>
Fare-paying passengers	82	85	82	83	37	46	12	5	840
Free pass holders	93	94	91	94	58	36	3	3	454
Aged 16 to 34	81	84	82	82	34	48	13	5	470
Aged 35 to 59	84	86	84	86	44	41	10	4	302
Passengers commuting	79	82	81	82	32	50	12	7	595
Passengers not commuting	92	93	88	90	52	38	8	2	685
Passengers saying they have a disability	85	89	86	84	46	38	12	4	347
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>54</b>	<b>62</b>	<b>51</b>	<b>49</b>	<b>16</b>	<b>32</b>	<b>20</b>	<b>32</b>	<b>825</b>
Aged 16 to 34	52	60	50	46	16	30	20	34	444
Aged 35 to 59	57	63	52	52	15	37	19	29	274
Passengers commuting	51	59	49	45	15	30	21	34	520
Passengers not commuting	60	67	56	56	19	37	19	25	286
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	66	70	61	68	37	31	14	18	1234
The length of time waited	67	73	67	71	37	34	14	15	1325
<b>On-bus journey time</b>									
Time journey on the bus took	78	79	77	79	42	37	13	7	1315
<b>On the bus</b>									
Route/destination information on the outside of the bus	80	83	81	82	49	34	14	4	1273
The cleanliness and condition of the outside of the bus	79	82	77	78	37	42	16	6	1256
The ease of getting onto the bus	-	-	88	91	55	36	7	3	1318
The length of time it took to board	86	90	85	89	55	34	8	3	1301
The cleanliness and condition of the inside of the bus	75	79	77	78	33	45	14	8	1315
The information provided inside the bus	59	62	56	62	27	35	30	8	1186
The availability of seating or space to stand	84	84	84	85	49	36	9	6	1303
The comfort of the seats	73	76	74	76	33	43	16	8	1300
The amount of personal space you had around you	72	74	73	77	36	40	15	9	1300
Provision of grab rails to stand/move within the bus	82	83	80	83	42	41	13	4	1273
The temperature inside the bus	76	76	73	74	32	42	17	9	1296
Your personal security whilst on the bus	83	84	81	84	43	41	14	3	1292
Ease of getting off the bus	-	-	86	88	48	40	9	3	1302
<b>The bus driver</b>									
How near to the kerb the driver stopped	89	92	89	91	60	30	7	2	1273
The driver's appearance	87	88	85	88	59	29	10	2	1232
The greeting/welcome you got from the driver	68	71	68	75	44	30	18	7	1267
The helpfulness and attitude of the driver	70	73	70	74	46	29	20	6	1241
The time the driver gave you to get to your seat	76	79	76	82	50	32	12	6	1271
Smoothness/freedom from jolting during the journey	74	75	76	76	39	36	18	7	1276
Safety of the driving (i.e. speed, driver concentrating)	86	88	86	88	55	33	10	3	1279

# First in West Yorkshire

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>81</b>	<b>83</b>	<b>83</b>	<b>81</b>	<b>37</b>	<b>44</b>	<b>11</b>	<b>7</b>	<b>974</b>
Fare-paying passengers	78	80	80	78	34	44	13	9	517
Free pass holders	90	92	91	91	48	43	6	3	442
Aged 16 to 34	76	76	81	72	25	47	20	8	186
Aged 35 to 59	81	87	83	85	41	43	7	8	253
Passengers commuting	73	78	81	76	31	45	14	10	350
Passengers not commuting	88	91	88	87	44	44	8	4	572
Passengers saying they have a disability	77	89	86	78	34	44	16	6	335
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>54</b>	<b>61</b>	<b>57</b>	<b>59</b>	<b>24</b>	<b>34</b>	<b>19</b>	<b>22</b>	<b>498</b>
Aged 16 to 34	50	60	57	60	21	39	18	21	171
Aged 35 to 59	57	62	59	58	26	32	19	23	226
Passengers commuting	51	59	55	57	22	35	20	24	318
Passengers not commuting	60	65	58	65	30	34	18	17	170
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	65	71	69	64	36	28	13	23	872
The length of time waited	66	70	71	67	34	33	16	18	940
<b>On-bus journey time</b>									
Time journey on the bus took	80	81	80	80	43	37	11	10	975
<b>On the bus</b>									
Route/destination information on the outside of the bus	77	80	79	84	48	37	11	4	906
The cleanliness and condition of the outside of the bus	74	76	77	74	36	38	17	10	885
The ease of getting onto the bus	-	-	89	91	50	40	7	3	938
The length of time it took to board	85	87	87	84	50	35	11	5	910
The cleanliness and condition of the inside of the bus	73	72	72	66	29	37	17	17	959
The information provided inside the bus	57	54	56	60	26	35	32	8	843
The availability of seating or space to stand	80	85	81	83	43	40	9	8	932
The comfort of the seats	71	69	68	69	31	38	16	15	938
The amount of personal space you had around you	72	72	69	72	33	39	15	13	928
Provision of grab rails to stand/move within the bus	82	82	80	80	39	40	12	8	924
The temperature inside the bus	73	73	70	71	32	39	16	12	927
Your personal security whilst on the bus	79	80	78	78	38	40	17	4	928
Ease of getting off the bus	-	-	85	86	46	39	10	4	947
<b>The bus driver</b>									
How near to the kerb the driver stopped	87	91	90	90	59	32	7	2	926
The driver's appearance	85	88	89	87	53	34	11	2	892
The greeting/welcome you got from the driver	61	61	66	66	37	29	22	12	905
The helpfulness and attitude of the driver	65	67	68	68	40	29	23	9	876
The time the driver gave you to get to your seat	66	73	74	74	42	32	18	8	916
Smoothness/freedom from jolting during the journey	69	72	72	75	39	37	17	8	928
Safety of the driving (i.e. speed, driver concentrating)	83	86	84	88	52	36	9	3	931

# First in Worcestershire

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	-	82	-	88	41	47	9	4	244
Fare-paying passengers	-	-	-	80	31	50	15	5	110
Free pass holders	-	88	-	96	54	42	1	3	132
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	85	-	94	46	48	3	3	172
Passengers saying they have a disability	-	76	-	89	44	45	9	3	78
<b>Value for money</b>									
<b>All fare-paying passengers</b>	-	-	-	62	23	39	12	26	104
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	-	61	-	70	37	33	16	14	216
The length of time waited	-	60	-	73	40	33	14	13	238
<b>On-bus journey time</b>									
Time journey on the bus took	-	89	-	87	49	38	8	5	245
<b>On the bus</b>									
Route/destination information on the outside of the bus	-	86	-	83	46	37	14	3	228
The cleanliness and condition of the outside of the bus	-	79	-	77	37	40	18	5	228
The ease of getting onto the bus	-	-	-	91	55	35	6	4	237
The length of time it took to board	-	90	-	92	59	33	5	3	224
The cleanliness and condition of the inside of the bus	-	82	-	81	36	45	9	9	235
The information provided inside the bus	-	61	-	68	28	39	27	5	208
The availability of seating or space to stand	-	85	-	90	50	40	7	3	233
The comfort of the seats	-	75	-	80	41	39	10	10	232
The amount of personal space you had around you	-	71	-	77	37	40	14	9	227
Provision of grab rails to stand/move within the bus	-	84	-	86	44	42	9	5	222
The temperature inside the bus	-	80	-	77	34	43	14	9	227
Your personal security whilst on the bus	-	88	-	83	41	42	12	5	226
Ease of getting off the bus	-	-	-	91	50	41	6	3	226
<b>The bus driver</b>									
How near to the kerb the driver stopped	-	93	-	89	56	33	8	4	234
The driver's appearance	-	89	-	89	54	35	9	2	219
The greeting/welcome you got from the driver	-	73	-	73	44	29	17	10	234
The helpfulness and attitude of the driver	-	75	-	76	44	32	16	8	224
The time the driver gave you to get to your seat	-	83	-	82	51	31	14	5	235
Smoothness/freedom from jolting during the journey	-	75	-	84	44	40	7	9	233
Safety of the driving (i.e. speed, driver concentrating)	-	88	-	89	54	35	9	2	230

# First in City of York

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>90</b>	<b>90</b>	<b>88</b>	<b>83</b>	<b>52</b>	<b>31</b>	<b>9</b>	<b>8</b>	<b>386</b>
Fare-paying passengers	88	89	85	84	52	32	9	7	234
Free pass holders	93	98	95	81	50	31	9	11	149
Aged 16 to 34	-	85	81	-	-	-	-	-	-
Aged 35 to 59	87	92	92	84	58	26	8	8	129
Passengers commuting	85	86	84	76	39	37	12	11	122
Passengers not commuting	93	94	92	88	62	25	7	6	250
Passengers saying they have a disability	86	90	92	81	50	31	8	11	95
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>66</b>	<b>70</b>	<b>62</b>	<b>66</b>	<b>29</b>	<b>37</b>	<b>18</b>	<b>16</b>	<b>232</b>
Aged 16 to 34	-	66	-	-	-	-	-	-	-
Aged 35 to 59	77	73	73	70	32	37	14	17	115
Passengers commuting	63	65	57	62	22	40	20	18	109
Passengers not commuting	70	78	-	70	37	33	17	12	119
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	79	71	75	65	45	20	8	27	363
The length of time waited	76	74	77	69	44	25	7	24	381
<b>On-bus journey time</b>									
Time journey on the bus took	86	87	84	85	55	30	8	7	388
<b>On the bus</b>									
Route/destination information on the outside of the bus	87	86	85	87	60	27	11	2	364
The cleanliness and condition of the outside of the bus	80	80	85	82	46	36	13	6	371
The ease of getting onto the bus	-	-	94	95	62	32	4	2	381
The length of time it took to board	92	92	93	92	64	28	5	3	382
The cleanliness and condition of the inside of the bus	81	84	85	81	46	36	14	5	382
The information provided inside the bus	66	73	70	64	35	29	30	6	334
The availability of seating or space to stand	83	82	85	86	55	31	9	4	382
The comfort of the seats	71	80	77	77	39	38	17	6	380
The amount of personal space you had around you	73	77	78	74	41	33	17	9	382
Provision of grab rails to stand/move within the bus	84	83	82	83	46	37	13	4	375
The temperature inside the bus	76	76	81	78	39	39	12	10	381
Your personal security whilst on the bus	89	88	91	89	57	32	9	2	378
Ease of getting off the bus	-	-	94	92	60	32	6	2	382
<b>The bus driver</b>									
How near to the kerb the driver stopped	92	95	94	95	77	18	4	1	378
The driver's appearance	90	93	92	94	72	22	5	1	371
The greeting/welcome you got from the driver	79	83	84	82	58	24	13	5	377
The helpfulness and attitude of the driver	76	83	81	83	57	25	12	6	372
The time the driver gave you to get to your seat	82	85	83	87	60	27	10	3	374
Smoothness/freedom from jolting during the journey	80	84	81	83	53	30	12	4	377
Safety of the driving (i.e. speed, driver concentrating)	91	93	90	93	65	27	6	2	380

# Go North East in County Durham

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>91</b>	<b>91</b>	<b>93</b>	<b>94</b>	<b>55</b>	<b>39</b>	<b>4</b>	<b>2</b>	<b>603</b>
Fare-paying passengers	90	91	89	92	50	41	6	3	276
Free pass holders	92	92	97	96	60	36	2	2	322
Aged 16 to 34	-	91	88	88	44	44	8	5	144
Aged 35 to 59	88	84	91	96	55	42	4	0	139
Passengers commuting	-	91	93	92	52	40	5	3	158
Passengers not commuting	94	91	93	94	57	37	4	2	422
Passengers saying they have a disability	87	85	92	93	57	36	4	3	205
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>56</b>	<b>72</b>	<b>69</b>	<b>66</b>	<b>30</b>	<b>36</b>	<b>17</b>	<b>17</b>	<b>265</b>
Aged 16 to 34	-	-	-	63	31	32	19	18	122
Aged 35 to 59	-	-	-	68	27	41	15	18	102
Passengers commuting	-	-	70	64	23	41	20	17	131
Passengers not commuting	-	-	68	70	38	32	12	18	129
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	82	77	79	81	48	33	9	10	551
The length of time waited	80	80	80	81	44	37	10	9	587
<b>On-bus journey time</b>									
Time journey on the bus took	87	88	88	91	56	34	6	3	608
<b>On the bus</b>									
Route/destination information on the outside of the bus	87	86	89	88	59	29	10	1	570
The cleanliness and condition of the outside of the bus	86	83	87	87	47	41	10	2	562
The ease of getting onto the bus	-	-	94	94	64	30	4	2	588
The length of time it took to board	92	91	92	93	64	29	5	2	573
The cleanliness and condition of the inside of the bus	85	83	89	86	41	45	7	7	592
The information provided inside the bus	77	78	77	79	41	38	17	5	557
The availability of seating or space to stand	88	90	89	90	57	34	7	3	585
The comfort of the seats	79	85	84	84	46	38	11	5	583
The amount of personal space you had around you	79	78	83	83	47	37	11	5	575
Provision of grab rails to stand/move within the bus	83	88	88	89	49	40	9	2	579
The temperature inside the bus	74	82	81	83	44	38	11	6	585
Your personal security whilst on the bus	85	86	88	89	51	38	9	2	579
Ease of getting off the bus	-	-	89	92	55	37	6	2	591
<b>The bus driver</b>									
How near to the kerb the driver stopped	92	92	94	96	70	26	4	1	578
The driver's appearance	92	93	92	95	72	22	5	0	573
The greeting/welcome you got from the driver	80	82	83	82	56	26	13	5	585
The helpfulness and attitude of the driver	80	81	84	84	58	26	11	5	568
The time the driver gave you to get to your seat	83	85	88	89	59	30	7	4	587
Smoothness/freedom from jolting during the journey	76	82	82	86	51	34	9	5	581
Safety of the driving (i.e. speed, driver concentrating)	86	89	91	93	64	29	5	1	575

# Go North East in Tyne and Wear

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>91</b>	<b>94</b>	<b>92</b>	<b>93</b>	<b>58</b>	<b>35</b>	<b>5</b>	<b>2</b>	<b>742</b>
Fare-paying passengers	90	92	90	91	53	38	7	1	334
Free pass holders	96	95	95	96	65	32	2	2	404
Aged 16 to 34	93	91	86	89	53	36	10	1	121
Aged 35 to 59	87	93	94	95	54	41	3	1	179
Passengers commuting	89	94	88	90	49	41	7	2	191
Passengers not commuting	93	93	94	95	62	32	4	1	522
Passengers saying they have a disability	90	94	93	93	59	33	6	1	259
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>71</b>	<b>69</b>	<b>69</b>	<b>59</b>	<b>33</b>	<b>26</b>	<b>17</b>	<b>24</b>	<b>320</b>
Aged 16 to 34	71	72	65	49	29	20	18	33	111
Aged 35 to 59	68	67	71	69	38	32	16	14	147
Passengers commuting	76	71	66	53	26	27	18	29	157
Passengers not commuting	58	68	75	65	41	25	16	18	161
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	84	77	83	79	49	30	9	12	668
The length of time waited	79	78	81	78	46	33	11	10	716
<b>On-bus journey time</b>									
Time journey on the bus took	89	88	91	92	62	30	6	2	740
<b>On the bus</b>									
Route/destination information on the outside of the bus	88	87	90	86	60	26	11	3	706
The cleanliness and condition of the outside of the bus	85	86	88	87	51	36	10	3	697
The ease of getting onto the bus	-	-	94	96	67	29	3	1	720
The length of time it took to board	92	91	94	94	66	29	4	1	707
The cleanliness and condition of the inside of the bus	84	86	83	85	45	40	9	6	725
The information provided inside the bus	71	78	75	76	39	37	20	4	675
The availability of seating or space to stand	91	91	92	93	60	33	4	3	730
The comfort of the seats	82	84	86	88	46	42	9	3	720
The amount of personal space you had around you	85	84	81	86	48	38	9	5	722
Provision of grab rails to stand/move within the bus	87	89	87	91	54	36	7	3	712
The temperature inside the bus	82	84	80	86	46	40	9	5	721
Your personal security whilst on the bus	88	90	88	91	55	36	7	2	712
Ease of getting off the bus	-	-	89	93	59	34	4	2	720
<b>The bus driver</b>									
How near to the kerb the driver stopped	91	93	93	91	68	23	6	2	719
The driver's appearance	93	92	94	94	71	22	5	2	706
The greeting/welcome you got from the driver	78	82	82	82	58	24	12	6	716
The helpfulness and attitude of the driver	77	82	83	82	59	23	14	4	702
The time the driver gave you to get to your seat	83	84	84	84	61	23	11	5	720
Smoothness/freedom from jolting during the journey	80	83	83	83	53	30	11	5	719
Safety of the driving (i.e. speed, driver concentrating)	91	90	91	93	66	26	6	2	725

# Go North West in Greater Manchester

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	-	-	-	<b>84</b>	<b>36</b>	<b>48</b>	<b>11</b>	<b>5</b>	<b>363</b>
Fare-paying passengers	-	-	-	81	29	52	13	6	205
Free pass holders	-	-	-	90	47	42	8	2	144
Aged 16 to 34	-	-	-	81	29	52	14	5	115
Aged 35 to 59	-	-	-	82	35	47	11	7	89
Passengers commuting	-	-	-	78	28	50	15	7	149
Passengers not commuting	-	-	-	89	43	46	8	3	205
Passengers saying they have a disability	-	-	-	80	36	44	15	5	112
<b>Value for money</b>									
<b>All fare-paying passengers</b>	-	-	-	<b>61</b>	<b>24</b>	<b>37</b>	<b>18</b>	<b>20</b>	<b>198</b>
Aged 16 to 34	-	-	-	56	23	33	19	25	96
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	54	24	30	23	23	122
Passengers not commuting	-	-	-	-	-	-	-	-	-
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	-	-	-	69	36	33	12	19	333
The length of time waited	-	-	-	70	36	34	13	17	358
<b>On-bus journey time</b>									
Time journey on the bus took	-	-	-	82	41	41	13	5	360
<b>On the bus</b>									
Route/destination information on the outside of the bus	-	-	-	82	45	37	14	4	341
The cleanliness and condition of the outside of the bus	-	-	-	78	36	41	15	7	343
The ease of getting onto the bus	-	-	-	89	54	36	6	5	354
The length of time it took to board	-	-	-	89	53	36	7	4	350
The cleanliness and condition of the inside of the bus	-	-	-	75	34	41	12	13	360
The information provided inside the bus	-	-	-	62	26	36	29	10	323
The availability of seating or space to stand	-	-	-	84	46	38	8	8	355
The comfort of the seats	-	-	-	73	32	40	18	9	350
The amount of personal space you had around you	-	-	-	76	35	40	14	11	353
Provision of grab rails to stand/move within the bus	-	-	-	82	40	41	12	6	354
The temperature inside the bus	-	-	-	79	36	43	12	9	353
Your personal security whilst on the bus	-	-	-	83	42	41	12	5	355
Ease of getting off the bus	-	-	-	88	48	40	8	4	358
<b>The bus driver</b>									
How near to the kerb the driver stopped	-	-	-	91	57	34	6	3	350
The driver's appearance	-	-	-	90	58	32	9	2	340
The greeting/welcome you got from the driver	-	-	-	66	35	31	26	8	339
The helpfulness and attitude of the driver	-	-	-	71	39	32	21	8	330
The time the driver gave you to get to your seat	-	-	-	74	41	33	16	9	349
Smoothness/freedom from jolting during the journey	-	-	-	76	35	41	15	9	352
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	90	49	40	7	4	354



# Heddingham and Chambers

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>82</b>	<b>84</b>	<b>-</b>	<b>87</b>	<b>52</b>	<b>35</b>	<b>8</b>	<b>6</b>	<b>276</b>
Fare-paying passengers	75	70	-	81	39	42	11	9	92
Free pass holders	88	97	-	95	69	27	3	2	182
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	93	95	-	94	63	31	3	3	223
Passengers saying they have a disability	85	92	-	88	55	33	6	7	115
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>56</b>	<b>55</b>	<b>-</b>	<b>72</b>	<b>36</b>	<b>36</b>	<b>17</b>	<b>10</b>	<b>87</b>
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	70	71	-	76	45	30	12	12	259
The length of time waited	66	68	-	75	41	34	10	15	262
<b>On-bus journey time</b>									
Time journey on the bus took	80	83	-	86	53	33	8	6	279
<b>On the bus</b>									
Route/destination information on the outside of the bus	86	89	-	90	58	32	8	1	254
The cleanliness and condition of the outside of the bus	75	75	-	83	42	41	12	6	257
The ease of getting onto the bus	-	-	-	93	58	35	4	3	264
The length of time it took to board	90	88	-	93	62	31	5	2	255
The cleanliness and condition of the inside of the bus	73	80	-	85	38	47	10	5	273
The information provided inside the bus	51	59	-	69	30	39	26	5	236
The availability of seating or space to stand	79	86	-	90	55	34	6	4	264
The comfort of the seats	69	76	-	80	37	43	9	10	263
The amount of personal space you had around you	74	72	-	81	43	39	11	7	263
Provision of grab rails to stand/move within the bus	81	88	-	88	51	37	10	3	261
The temperature inside the bus	73	80	-	84	42	42	13	3	261
Your personal security whilst on the bus	87	87	-	90	48	43	8	1	260
Ease of getting off the bus	-	-	-	93	55	37	6	2	265
<b>The bus driver</b>									
How near to the kerb the driver stopped	88	95	-	95	69	26	3	3	269
The driver's appearance	81	86	-	93	63	30	5	2	268
The greeting/welcome you got from the driver	70	79	-	86	54	32	9	5	274
The helpfulness and attitude of the driver	73	80	-	87	55	32	8	5	268
The time the driver gave you to get to your seat	79	82	-	87	56	31	8	4	267
Smoothness/freedom from jolting during the journey	66	79	-	83	44	39	7	10	267
Safety of the driving (i.e. speed, driver concentrating)	79	88	-	89	56	32	5	6	269

# Metrobus (excludes TfL routes)

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>88</b>	<b>90</b>	<b>92</b>	<b>91</b>	<b>51</b>	<b>40</b>	<b>7</b>	<b>2</b>	<b>536</b>
Fare-paying passengers	84	86	90	90	45	45	8	3	356
Free pass holders	95	97	98	93	62	31	4	3	162
Aged 16 to 34	77	82	89	89	42	47	10	1	208
Aged 35 to 59	92	89	92	93	54	39	3	4	139
Passengers commuting	83	84	87	86	43	44	10	3	285
Passengers not commuting	92	96	97	96	60	36	3	1	234
Passengers saying they have a disability	81	91	88	91	52	39	7	2	114
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>60</b>	<b>60</b>	<b>60</b>	<b>55</b>	<b>24</b>	<b>30</b>	<b>26</b>	<b>19</b>	<b>351</b>
Aged 16 to 34	41	52	58	52	20	32	30	18	193
Aged 35 to 59	80	68	61	55	23	32	21	24	113
Passengers commuting	54	60	57	52	21	31	30	18	255
Passengers not commuting	68	62	65	63	33	30	19	18	91
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	73	77	79	79	50	29	10	11	497
The length of time waited	74	78	80	77	42	35	12	11	527
<b>On-bus journey time</b>									
Time journey on the bus took	86	88	86	86	51	35	10	5	527
<b>On the bus</b>									
Route/destination information on the outside of the bus	86	88	87	92	57	35	6	2	528
The cleanliness and condition of the outside of the bus	82	83	80	87	46	41	10	4	512
The ease of getting onto the bus	-	-	93	94	63	31	4	2	525
The length of time it took to board	92	93	92	93	60	32	6	1	522
The cleanliness and condition of the inside of the bus	79	82	79	84	39	44	10	6	534
The information provided inside the bus	76	83	82	88	46	41	11	2	510
The availability of seating or space to stand	90	85	87	91	56	35	7	3	525
The comfort of the seats	78	78	69	84	43	41	11	5	526
The amount of personal space you had around you	78	77	73	81	43	38	12	7	521
Provision of grab rails to stand/move within the bus	87	86	81	87	49	38	10	3	509
The temperature inside the bus	80	82	77	84	42	41	12	5	521
Your personal security whilst on the bus	87	88	84	90	57	33	9	1	520
Ease of getting off the bus	-	-	92	95	56	39	4	1	522
<b>The bus driver</b>									
How near to the kerb the driver stopped	92	91	94	95	67	28	4	1	529
The driver's appearance	90	94	93	93	65	29	5	1	515
The greeting/welcome you got from the driver	74	78	79	81	54	27	14	4	525
The helpfulness and attitude of the driver	74	78	82	84	55	29	12	3	509
The time the driver gave you to get to your seat	84	82	84	87	56	31	10	4	523
Smoothness/freedom from jolting during the journey	73	78	81	79	47	32	12	9	522
Safety of the driving (i.e. speed, driver concentrating)	88	89	90	91	60	31	7	2	515

# morebus in Bournemouth and Poole

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	-	89	92	95	62	33	4	1	731
Fare-paying passengers	-	87	88	94	54	39	4	2	328
Free pass holders	-	95	98	97	76	21	2	0	396
Aged 16 to 34	-	81	83	91	47	44	7	2	105
Aged 35 to 59	-	92	95	97	61	36	3	0	187
Passengers commuting	-	82	86	92	42	49	7	2	170
Passengers not commuting	-	96	97	97	72	24	2	1	529
Passengers saying they have a disability	-	87	92	93	62	31	6	1	212
<b>Value for money</b>									
<b>All fare-paying passengers</b>	-	70	68	71	25	46	18	12	317
Aged 16 to 34	-	65	63	63	15	48	21	16	97
Aged 35 to 59	-	74	69	77	28	49	15	8	161
Passengers commuting	-	69	65	68	21	46	18	14	149
Passengers not commuting	-	69	76	74	29	45	17	9	163
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	-	79	75	84	51	33	10	6	663
The length of time waited	-	82	75	84	47	37	11	5	711
<b>On-bus journey time</b>									
Time journey on the bus took	-	86	86	90	59	31	7	3	730
<b>On the bus</b>									
Route/destination information on the outside of the bus	-	90	87	93	67	26	5	3	707
The cleanliness and condition of the outside of the bus	-	85	84	88	57	31	9	3	686
The ease of getting onto the bus	-	-	93	95	71	24	4	1	717
The length of time it took to board	-	92	93	95	67	28	4	1	700
The cleanliness and condition of the inside of the bus	-	82	84	88	50	38	7	4	719
The information provided inside the bus	-	72	72	85	50	35	12	3	669
The availability of seating or space to stand	-	86	84	90	64	27	5	4	705
The comfort of the seats	-	81	82	85	46	39	9	5	705
The amount of personal space you had around you	-	79	78	85	46	38	11	4	700
Provision of grab rails to stand/move within the bus	-	83	87	90	57	33	7	3	702
The temperature inside the bus	-	79	81	86	45	41	9	5	698
Your personal security whilst on the bus	-	87	84	90	61	29	8	2	688
Ease of getting off the bus	-	-	91	93	66	27	5	2	712
<b>The bus driver</b>									
How near to the kerb the driver stopped	-	93	93	97	70	27	3	0	697
The driver's appearance	-	91	90	95	73	22	5	0	708
The greeting/welcome you got from the driver	-	83	83	92	72	20	6	2	712
The helpfulness and attitude of the driver	-	83	84	93	71	22	5	2	694
The time the driver gave you to get to your seat	-	86	88	93	70	23	6	1	711
Smoothness/freedom from jolting during the journey	-	79	83	87	54	33	9	4	715
Safety of the driving (i.e. speed, driver concentrating)	-	89	92	94	72	23	5	1	713

# National Express in West Midlands

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>84</b>	<b>85</b>	<b>84</b>	<b>85</b>	<b>40</b>	<b>45</b>	<b>10</b>	<b>5</b>	<b>1772</b>
Fare-paying passengers	82	82	82	83	36	47	12	5	1172
Free pass holders	92	93	88	91	53	37	5	4	560
Aged 16 to 34	81	79	80	82	32	50	13	5	569
Aged 35 to 59	84	86	84	84	40	44	12	4	515
Passengers commuting	80	80	80	82	32	50	12	6	770
Passengers not commuting	89	90	87	88	48	40	8	4	946
Passengers saying they have a disability	84	85	86	85	44	41	9	6	481
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>62</b>	<b>63</b>	<b>66</b>	<b>66</b>	<b>29</b>	<b>37</b>	<b>18</b>	<b>16</b>	<b>1135</b>
Aged 16 to 34	59	55	63	63	27	37	19	17	531
Aged 35 to 59	66	71	69	68	31	37	18	14	464
Passengers commuting	59	60	61	65	26	39	18	17	696
Passengers not commuting	67	68	73	68	35	34	18	13	411
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	70	70	70	73	41	32	11	16	1625
The length of time waited	71	70	73	72	39	33	13	15	1753
<b>On-bus journey time</b>									
Time journey on the bus took	82	79	82	83	46	37	10	7	1776
<b>On the bus</b>									
Route/destination information on the outside of the bus	82	82	83	83	48	35	12	5	1682
The cleanliness and condition of the outside of the bus	74	77	78	77	35	42	15	9	1671
The ease of getting onto the bus	-	-	88	87	54	33	8	5	1739
The length of time it took to board	87	87	87	87	56	31	9	4	1705
The cleanliness and condition of the inside of the bus	71	72	73	72	32	40	14	13	1760
The information provided inside the bus	69	70	72	71	32	39	23	6	1632
The availability of seating or space to stand	82	83	84	84	46	38	9	7	1731
The comfort of the seats	74	76	76	75	35	40	15	10	1714
The amount of personal space you had around you	73	73	75	76	36	40	12	12	1698
Provision of grab rails to stand/move within the bus	82	82	81	82	40	42	13	5	1695
The temperature inside the bus	75	76	77	73	34	39	16	11	1715
Your personal security whilst on the bus	78	78	78	76	38	39	17	6	1701
Ease of getting off the bus	-	-	84	85	47	38	10	5	1723
<b>The bus driver</b>									
How near to the kerb the driver stopped	88	90	90	91	57	34	7	2	1722
The driver's appearance	83	86	88	88	53	34	10	2	1606
The greeting/welcome you got from the driver	60	61	66	65	34	31	25	10	1598
The helpfulness and attitude of the driver	66	65	69	66	37	29	26	8	1558
The time the driver gave you to get to your seat	72	71	74	75	40	35	15	9	1659
Smoothness/freedom from jolting during the journey	74	74	75	75	36	39	16	10	1676
Safety of the driving (i.e. speed, driver concentrating)	84	86	85	86	50	36	10	4	1683

# Nottingham City Transport

(results in 2017 are for services in Nottinghamshire only, while other results also include Nottingham City)

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>92</b>	<b>94</b>	<b>91</b>	<b>95</b>	<b>48</b>	<b>46</b>	<b>4</b>	<b>2</b>	<b>1608</b>
Fare-paying passengers	91	-	91	94	45	48	4	2	1094
Free pass holders	94	96	98	97	59	38	2	1	472
Aged 16 to 34	92	-	94	93	44	49	5	2	609
Aged 35 to 59	90	-	91	96	49	46	2	2	440
Passengers commuting	90	-	90	93	44	49	4	2	613
Passengers not commuting	94	96	92	95	52	44	3	2	951
Passengers saying they have a disability	88	-	83	93	59	34	5	2	307
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>77</b>	<b>-</b>	<b>79</b>	<b>78</b>	<b>34</b>	<b>44</b>	<b>11</b>	<b>11</b>	<b>1057</b>
Aged 16 to 34	74	-	81	74	35	40	12	13	556
Aged 35 to 59	79	-	82	83	32	50	10	8	394
Passengers commuting	76	-	77	77	32	46	11	11	553
Passengers not commuting	77	-	85	79	36	43	10	10	481
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	84	84	84	81	45	36	11	8	1542
The length of time waited	84	83	80	82	42	40	10	8	1629
<b>On-bus journey time</b>									
Time journey on the bus took	89	88	85	89	45	44	8	3	1624
<b>On the bus</b>									
Route/destination information on the outside of the bus	91	94	89	90	61	30	8	2	1590
The cleanliness and condition of the outside of the bus	88	89	86	88	52	36	10	3	1573
The ease of getting onto the bus	-	-	90	93	64	29	6	1	1612
The length of time it took to board	92	94	91	94	64	30	5	1	1595
The cleanliness and condition of the inside of the bus	84	89	85	88	52	36	8	4	1623
The information provided inside the bus	85	87	83	85	50	35	13	1	1569
The availability of seating or space to stand	86	91	88	89	58	32	8	3	1607
The comfort of the seats	80	80	82	88	54	34	8	4	1598
The amount of personal space you had around you	75	82	75	86	53	33	8	6	1596
Provision of grab rails to stand/move within the bus	86	92	85	91	56	35	6	3	1580
The temperature inside the bus	80	84	79	86	51	35	10	4	1591
Your personal security whilst on the bus	87	91	86	91	59	32	8	2	1586
Ease of getting off the bus	-	-	86	93	63	30	6	2	1599
<b>The bus driver</b>									
How near to the kerb the driver stopped	94	95	94	95	73	23	4	1	1566
The driver's appearance	92	93	89	94	71	23	5	1	1500
The greeting/welcome you got from the driver	80	83	85	84	55	29	12	4	1544
The helpfulness and attitude of the driver	81	83	82	84	56	28	13	3	1501
The time the driver gave you to get to your seat	80	79	80	86	57	29	10	4	1548
Smoothness/freedom from jolting during the journey	81	82	76	84	53	31	11	5	1569
Safety of the driving (i.e. speed, driver concentrating)	91	86	88	94	66	28	5	1	1564

# Nottingham Community Transport

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	-	-	-	96	51	45	2	2	212
Fare-paying passengers	-	-	-	96	47	49	2	2	87
Free pass holders	-	-	-	94	60	35	3	2	116
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	97	53	44	2	1	133
Passengers saying they have a disability	-	-	-	-	-	-	-	-	-
<b>Value for money</b>									
<b>All fare-paying passengers</b>	-	-	-	79	40	40	16	5	79
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	-	-	-	79	52	27	14	7	202
The length of time waited	-	-	-	82	44	38	11	7	208
<b>On-bus journey time</b>									
Time journey on the bus took	-	-	-	90	49	41	9	1	215
<b>On the bus</b>									
Route/destination information on the outside of the bus	-	-	-	93	61	32	7	0	205
The cleanliness and condition of the outside of the bus	-	-	-	90	59	31	10	0	195
The ease of getting onto the bus	-	-	-	97	70	27	3	1	205
The length of time it took to board	-	-	-	98	71	27	1	1	205
The cleanliness and condition of the inside of the bus	-	-	-	95	67	28	4	1	213
The information provided inside the bus	-	-	-	88	52	36	10	1	198
The availability of seating or space to stand	-	-	-	90	59	31	6	4	207
The comfort of the seats	-	-	-	90	54	36	7	2	209
The amount of personal space you had around you	-	-	-	90	54	36	6	4	209
Provision of grab rails to stand/move within the bus	-	-	-	92	61	30	7	2	205
The temperature inside the bus	-	-	-	90	52	38	7	2	211
Your personal security whilst on the bus	-	-	-	93	65	28	7	0	209
Ease of getting off the bus	-	-	-	98	68	30	2	0	211
<b>The bus driver</b>									
How near to the kerb the driver stopped	-	-	-	97	75	22	3	1	205
The driver's appearance	-	-	-	92	72	20	7	1	202
The greeting/welcome you got from the driver	-	-	-	88	61	27	9	4	205
The helpfulness and attitude of the driver	-	-	-	91	64	27	8	1	201
The time the driver gave you to get to your seat	-	-	-	91	67	24	8	1	204
Smoothness/freedom from jolting during the journey	-	-	-	85	55	30	13	1	203
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	96	69	27	4	0	203

# Oxford Bus Company in Oxfordshire

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>91</b>	<b>89</b>	<b>92</b>	<b>91</b>	<b>48</b>	<b>43</b>	<b>6</b>	<b>3</b>	<b>520</b>
Fare-paying passengers	91	88	90	89	44	46	7	4	359
Free pass holders	92	92	96	99	69	30	0	1	153
Aged 16 to 34	89	85	88	88	37	52	9	2	144
Aged 35 to 59	91	90	95	93	54	39	3	4	181
Passengers commuting	87	85	91	87	42	46	8	5	251
Passengers not commuting	95	93	92	96	59	37	3	1	250
Passengers saying they have a disability	90	93	92	93	54	39	6	1	93
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>62</b>	<b>65</b>	<b>63</b>	<b>61</b>	<b>28</b>	<b>33</b>	<b>19</b>	<b>21</b>	<b>348</b>
Aged 16 to 34	57	58	55	52	20	32	22	26	122
Aged 35 to 59	69	72	71	69	35	35	16	15	176
Passengers commuting	58	58	64	60	21	39	17	23	215
Passengers not commuting	69	79	62	64	41	23	20	17	124
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	67	73	72	67	39	28	16	17	463
The length of time waited	70	73	79	69	36	33	18	13	512
<b>On-bus journey time</b>									
Time journey on the bus took	85	78	86	77	45	32	16	7	512
<b>On the bus</b>									
Route/destination information on the outside of the bus	87	90	89	86	52	34	11	4	501
The cleanliness and condition of the outside of the bus	84	87	84	87	49	37	11	2	487
The ease of getting onto the bus	-	-	94	95	61	33	4	1	512
The length of time it took to board	90	88	93	89	58	31	8	3	512
The cleanliness and condition of the inside of the bus	82	83	83	87	47	40	10	3	519
The information provided inside the bus	66	68	68	72	41	31	25	4	469
The availability of seating or space to stand	88	91	92	93	62	31	6	1	518
The comfort of the seats	80	82	80	86	46	41	11	3	512
The amount of personal space you had around you	76	80	82	81	46	35	13	5	518
Provision of grab rails to stand/move within the bus	84	87	87	87	51	37	12	1	502
The temperature inside the bus	79	79	79	82	44	39	11	6	518
Your personal security whilst on the bus	89	89	90	89	54	35	9	1	510
Ease of getting off the bus	-	-	93	93	58	35	6	1	516
<b>The bus driver</b>									
How near to the kerb the driver stopped	92	94	94	92	72	19	8	0	506
The driver's appearance	89	91	92	90	68	22	10	0	490
The greeting/welcome you got from the driver	77	75	87	82	54	28	13	5	511
The helpfulness and attitude of the driver	75	75	86	80	57	23	17	3	490
The time the driver gave you to get to your seat	78	81	84	87	58	29	12	1	500
Smoothness/freedom from jolting during the journey	76	76	79	80	47	32	15	5	509
Safety of the driving (i.e. speed, driver concentrating)	89	91	92	89	65	24	9	1	505



# Oxford Bus – Park and Ride services

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>93</b>	<b>93</b>	<b>96</b>	<b>97</b>	<b>59</b>	<b>37</b>	<b>0</b>	<b>3</b>	<b>282</b>
Fare-paying passengers	93	92	96	96	55	41	0	4	207
Free pass holders	97	-	99	98	77	21	1	1	75
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	92	88	99	97	52	44	0	3	111
Passengers commuting	91	92	96	95	48	47	0	5	102
Passengers not commuting	96	94	99	98	67	31	0	2	176
Passengers saying they have a disability	-	-	-	-	-	-	-	-	-
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>66</b>	<b>75</b>	<b>69</b>	<b>73</b>	<b>32</b>	<b>41</b>	<b>14</b>	<b>12</b>	<b>205</b>
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	72	75	69	77	32	46	13	10	110
Passengers commuting	65	64	62	60	14	45	24	16	90
Passengers not commuting	70	86	85	86	50	36	6	9	111
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	84	82	83	78	52	26	12	9	254
The length of time waited	83	79	86	82	51	31	11	7	274
<b>On-bus journey time</b>									
Time journey on the bus took	88	87	92	84	54	30	11	5	281
<b>On the bus</b>									
Route/destination information on the outside of the bus	92	90	88	92	58	35	7	1	276
The cleanliness and condition of the outside of the bus	90	94	90	94	58	36	5	1	272
The ease of getting onto the bus	-	-	96	97	69	29	2	1	278
The length of time it took to board	95	93	94	95	69	26	2	2	278
The cleanliness and condition of the inside of the bus	93	97	93	96	57	39	4	1	282
The information provided inside the bus	74	87	82	85	49	36	11	4	263
The availability of seating or space to stand	97	93	94	98	68	30	1	1	282
The comfort of the seats	91	92	90	94	59	35	5	1	283
The amount of personal space you had around you	88	84	86	89	52	37	8	3	282
Provision of grab rails to stand/move within the bus	94	86	91	96	58	38	4	0	274
The temperature inside the bus	85	87	86	86	50	37	8	6	282
Your personal security whilst on the bus	94	91	92	97	63	34	3	0	278
Ease of getting off the bus	-	-	94	98	65	34	1	1	280
<b>The bus driver</b>									
How near to the kerb the driver stopped	97	95	95	97	70	27	3	0	279
The driver's appearance	94	94	94	93	65	27	7	0	275
The greeting/welcome you got from the driver	86	78	87	86	58	28	11	3	278
The helpfulness and attitude of the driver	85	78	87	88	60	29	9	3	270
The time the driver gave you to get to your seat	91	86	91	94	65	29	5	2	267
Smoothness/freedom from jolting during the journey	86	78	85	84	52	32	9	7	274
Safety of the driving (i.e. speed, driver concentrating)	95	91	95	95	68	28	4	0	275

# Plymouth Citybus

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>90</b>	<b>90</b>	<b>93</b>	<b>94</b>	<b>55</b>	<b>39</b>	<b>5</b>	<b>1</b>	<b>725</b>
Fare-paying passengers	87	87	91	92	49	43	6	2	410
Free pass holders	94	96	96	98	67	31	2	0	301
Aged 16 to 34	82	83	90	90	38	52	8	2	204
Aged 35 to 59	90	90	91	94	60	35	4	2	170
Passengers commuting	85	86	90	90	40	50	7	3	257
Passengers not commuting	93	93	96	97	64	33	3	0	431
Passengers saying they have a disability	89	87	92	94	52	42	5	1	267
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>61</b>	<b>51</b>	<b>56</b>	<b>54</b>	<b>21</b>	<b>33</b>	<b>19</b>	<b>27</b>	<b>400</b>
Aged 16 to 34	57	40	50	49	16	33	20	31	180
Aged 35 to 59	61	62	60	58	25	33	19	23	147
Passengers commuting	58	50	52	51	19	32	20	29	218
Passengers not commuting	65	52	63	58	24	34	19	24	175
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	75	69	74	80	48	32	11	9	664
The length of time waited	72	70	75	80	45	35	13	7	711
<b>On-bus journey time</b>									
Time journey on the bus took	85	83	87	88	57	31	9	3	718
<b>On the bus</b>									
Route/destination information on the outside of the bus	82	87	88	90	60	30	8	2	678
The cleanliness and condition of the outside of the bus	81	84	86	86	47	39	11	3	678
The ease of getting onto the bus	-	-	95	94	68	26	4	2	712
The length of time it took to board	91	91	94	94	67	27	4	1	696
The cleanliness and condition of the inside of the bus	85	86	88	85	41	44	9	6	718
The information provided inside the bus	65	63	72	67	33	34	29	4	626
The availability of seating or space to stand	89	87	92	88	55	34	7	5	699
The comfort of the seats	77	81	84	79	41	39	13	7	699
The amount of personal space you had around you	78	77	83	81	43	38	12	7	698
Provision of grab rails to stand/move within the bus	86	84	88	88	49	39	10	2	689
The temperature inside the bus	77	79	84	84	42	42	10	6	696
Your personal security whilst on the bus	83	83	89	87	55	32	12	2	690
Ease of getting off the bus	-	-	92	93	57	37	6	1	705
<b>The bus driver</b>									
How near to the kerb the driver stopped	92	93	94	95	71	25	4	1	708
The driver's appearance	91	91	94	95	70	24	5	0	697
The greeting/welcome you got from the driver	83	88	86	86	59	27	10	4	712
The helpfulness and attitude of the driver	81	86	88	86	58	28	11	3	695
The time the driver gave you to get to your seat	87	90	92	92	63	28	6	3	712
Smoothness/freedom from jolting during the journey	80	84	87	85	54	31	10	5	711
Safety of the driving (i.e. speed, driver concentrating)	89	93	94	94	66	28	5	0	710

# Reading Buses

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>93</b>	<b>88</b>	<b>94</b>	<b>92</b>	<b>53</b>	<b>38</b>	<b>7</b>	<b>2</b>	<b>844</b>
Fare-paying passengers	92	86	93	91	50	41	8	1	471
Free pass holders	96	93	96	94	62	31	4	2	364
Aged 16 to 34	91	86	92	88	46	42	10	2	161
Aged 35 to 59	94	85	94	93	50	43	5	1	254
Passengers commuting	94	84	92	93	52	41	5	2	335
Passengers not commuting	93	92	95	91	54	37	8	1	475
Passengers saying they have a disability	94	90	91	90	56	34	7	2	216
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>63</b>	<b>66</b>	<b>71</b>	<b>67</b>	<b>34</b>	<b>33</b>	<b>18</b>	<b>15</b>	<b>459</b>
Aged 16 to 34	58	63	69	61	33	28	19	20	151
Aged 35 to 59	68	67	70	74	33	41	17	9	223
Passengers commuting	64	64	64	65	34	31	18	17	299
Passengers not commuting	60	69	81	71	34	37	16	12	156
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	79	73	81	78	51	27	11	12	770
The length of time waited	80	74	80	75	47	28	13	11	820
<b>On-bus journey time</b>									
Time journey on the bus took	87	82	89	86	53	33	11	4	845
<b>On the bus</b>									
Route/destination information on the outside of the bus	90	85	89	88	58	29	11	1	810
The cleanliness and condition of the outside of the bus	88	86	84	86	47	38	12	3	800
The ease of getting onto the bus	-	-	91	94	65	29	5	1	827
The length of time it took to board	93	90	91	91	64	27	6	3	817
The cleanliness and condition of the inside of the bus	84	84	83	84	38	46	10	6	832
The information provided inside the bus	85	81	80	76	43	34	20	3	773
The availability of seating or space to stand	92	84	86	91	58	33	6	4	821
The comfort of the seats	84	83	82	85	42	42	12	4	825
The amount of personal space you had around you	84	76	80	79	41	38	13	8	819
Provision of grab rails to stand/move within the bus	89	83	85	87	46	42	11	2	800
The temperature inside the bus	85	79	82	85	44	41	10	5	811
Your personal security whilst on the bus	89	88	84	89	54	35	10	0	814
Ease of getting off the bus	-	-	88	92	57	35	5	2	825
<b>The bus driver</b>									
How near to the kerb the driver stopped	94	95	94	94	68	27	4	1	824
The driver's appearance	92	94	91	90	66	24	9	1	808
The greeting/welcome you got from the driver	84	86	82	85	57	28	11	3	825
The helpfulness and attitude of the driver	84	85	82	84	56	28	13	3	805
The time the driver gave you to get to your seat	85	86	84	85	53	32	11	4	810
Smoothness/freedom from jolting during the journey	84	80	83	83	47	36	11	5	811
Safety of the driving (i.e. speed, driver concentrating)	92	92	90	93	63	30	6	1	818

# Salisbury Reds

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	-	88	92	96	65	31	4	0	290
Fare-paying passengers	-	81	89	96	57	39	4	0	98
Free pass holders	-	97	95	96	73	22	4	0	189
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	89	-	-	-	-	-	-
Passengers not commuting	-	91	95	98	71	27	2	0	230
Passengers saying they have a disability	-	88	85	94	58	36	6	0	91
<b>Value for money</b>									
<b>All fare-paying passengers</b>	-	50	64	63	30	33	13	24	95
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	-	70	78	83	57	25	8	9	268
The length of time waited	-	73	76	83	55	27	10	7	280
<b>On-bus journey time</b>									
Time journey on the bus took	-	91	92	93	69	24	4	3	292
<b>On the bus</b>									
Route/destination information on the outside of the bus	-	84	88	91	68	23	4	5	279
The cleanliness and condition of the outside of the bus	-	82	84	89	56	33	8	3	272
The ease of getting onto the bus	-	-	90	94	72	22	4	2	284
The length of time it took to board	-	89	91	91	70	21	7	2	276
The cleanliness and condition of the inside of the bus	-	82	87	85	49	36	8	6	285
The information provided inside the bus	-	64	69	72	46	26	22	6	243
The availability of seating or space to stand	-	90	92	94	63	31	4	2	282
The comfort of the seats	-	83	86	88	52	35	10	3	279
The amount of personal space you had around you	-	83	83	86	48	38	11	3	275
Provision of grab rails to stand/move within the bus	-	84	86	89	55	34	7	3	271
The temperature inside the bus	-	79	86	85	48	37	9	6	272
Your personal security whilst on the bus	-	87	88	89	55	34	9	2	272
Ease of getting off the bus	-	-	91	92	63	29	5	3	280
<b>The bus driver</b>									
How near to the kerb the driver stopped	-	94	94	96	78	17	4	0	286
The driver's appearance	-	93	95	96	74	22	4	0	281
The greeting/welcome you got from the driver	-	84	92	90	70	21	7	2	289
The helpfulness and attitude of the driver	-	84	94	92	69	23	6	2	280
The time the driver gave you to get to your seat	-	87	91	96	76	20	4	0	279
Smoothness/freedom from jolting during the journey	-	84	86	87	58	29	9	3	282
Safety of the driving (i.e. speed, driver concentrating)	-	85	92	94	74	20	5	1	283

# Southern Vectis

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>91</b>	<b>96</b>	<b>93</b>	<b>92</b>	<b>61</b>	<b>31</b>	<b>5</b>	<b>3</b>	<b>303</b>
Fare-paying passengers	82	97	86	86	50	35	8	6	111
Free pass holders	97	97	99	99	74	25	1	0	188
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	95	97	95	94	67	28	4	1	233
Passengers saying they have a disability	82	97	95	95	49	46	2	3	87
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>43</b>	<b>56</b>	<b>51</b>	<b>41</b>	<b>16</b>	<b>25</b>	<b>18</b>	<b>42</b>	<b>105</b>
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	82	90	84	84	57	27	12	4	280
The length of time waited	83	91	86	85	52	32	11	4	295
<b>On-bus journey time</b>									
Time journey on the bus took	88	96	92	89	60	29	7	4	300
<b>On the bus</b>									
Route/destination information on the outside of the bus	95	92	90	90	68	22	8	2	294
The cleanliness and condition of the outside of the bus	90	87	84	85	57	29	12	2	289
The ease of getting onto the bus	-	-	94	89	69	20	9	2	300
The length of time it took to board	94	94	92	89	66	23	10	1	293
The cleanliness and condition of the inside of the bus	87	89	89	85	51	34	10	6	301
The information provided inside the bus	68	75	70	75	46	29	22	4	284
The availability of seating or space to stand	87	92	93	86	62	24	9	5	298
The comfort of the seats	82	87	86	76	50	26	14	10	299
The amount of personal space you had around you	79	82	84	73	47	26	17	10	297
Provision of grab rails to stand/move within the bus	82	88	91	82	54	29	15	3	299
The temperature inside the bus	78	87	85	81	48	33	12	7	300
Your personal security whilst on the bus	87	91	90	86	60	26	13	1	297
Ease of getting off the bus	-	-	91	92	62	30	7	1	298
<b>The bus driver</b>									
How near to the kerb the driver stopped	95	98	97	93	74	19	6	0	294
The driver's appearance	95	97	92	93	71	22	6	1	293
The greeting/welcome you got from the driver	87	90	83	86	61	25	11	4	299
The helpfulness and attitude of the driver	88	87	87	86	66	20	11	3	293
The time the driver gave you to get to your seat	91	91	89	93	70	22	6	1	295
Smoothness/freedom from jolting during the journey	83	86	89	82	52	30	11	6	297
Safety of the driving (i.e. speed, driver concentrating)	91	93	92	91	71	20	8	1	296

# Stagecoach in Cambridgeshire and Peterborough

(excludes Busway)

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	-	-	-	<b>85</b>	<b>47</b>	<b>38</b>	<b>9</b>	<b>5</b>	<b>692</b>
Fare-paying passengers	-	-	-	84	43	41	10	6	359
Free pass holders	-	-	-	88	60	29	7	5	319
Aged 16 to 34	-	-	-	82	42	40	13	5	138
Aged 35 to 59	-	-	-	85	45	40	8	7	171
Passengers commuting	-	-	-	79	39	40	14	6	238
Passengers not commuting	-	-	-	91	55	37	4	4	428
Passengers saying they have a disability	-	-	-	85	50	34	10	5	206
<b>Value for money</b>									
<b>All fare-paying passengers</b>	-	-	-	<b>58</b>	<b>23</b>	<b>35</b>	<b>18</b>	<b>24</b>	<b>349</b>
Aged 16 to 34	-	-	-	53	23	29	18	29	126
Aged 35 to 59	-	-	-	62	22	40	20	18	143
Passengers commuting	-	-	-	55	20	35	17	28	206
Passengers not commuting	-	-	-	61	27	34	22	17	138
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	-	-	-	74	43	32	12	14	641
The length of time waited	-	-	-	73	40	33	13	14	682
<b>On-bus journey time</b>									
Time journey on the bus took	-	-	-	81	47	35	11	7	694
<b>On the bus</b>									
Route/destination information on the outside of the bus	-	-	-	86	52	34	9	5	647
The cleanliness and condition of the outside of the bus	-	-	-	77	38	39	14	10	651
The ease of getting onto the bus	-	-	-	94	62	32	5	1	684
The length of time it took to board	-	-	-	91	59	31	7	3	671
The cleanliness and condition of the inside of the bus	-	-	-	79	39	40	12	9	685
The information provided inside the bus	-	-	-	59	29	31	33	7	595
The availability of seating or space to stand	-	-	-	90	54	36	6	4	675
The comfort of the seats	-	-	-	73	36	38	17	10	662
The amount of personal space you had around you	-	-	-	78	38	40	14	8	667
Provision of grab rails to stand/move within the bus	-	-	-	84	47	38	11	5	657
The temperature inside the bus	-	-	-	78	37	40	12	10	669
Your personal security whilst on the bus	-	-	-	86	51	35	11	3	662
Ease of getting off the bus	-	-	-	89	54	35	7	3	680
<b>The bus driver</b>									
How near to the kerb the driver stopped	-	-	-	92	65	27	7	1	669
The driver's appearance	-	-	-	92	64	28	7	2	645
The greeting/welcome you got from the driver	-	-	-	81	50	31	13	6	670
The helpfulness and attitude of the driver	-	-	-	80	50	30	15	5	658
The time the driver gave you to get to your seat	-	-	-	84	51	33	11	5	657
Smoothness/freedom from jolting during the journey	-	-	-	79	43	36	13	8	669
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	90	57	33	8	3	673

# Stagecoach in Cheshire West and Chester

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	-	-	87	89	57	32	8	3	416
Fare-paying passengers	-	-	82	84	50	34	13	3	150
Free pass holders	-	-	95	94	66	28	3	3	260
Aged 16 to 34	-	-	79	-	-	-	-	-	-
Aged 35 to 59	-	-	88	90	49	42	7	2	84
Passengers commuting	-	-	81	83	42	42	12	5	85
Passengers not commuting	-	-	91	92	65	28	6	2	318
Passengers saying they have a disability	-	-	84	86	56	30	9	5	140
<b>Value for money</b>									
<b>All fare-paying passengers</b>	-	-	69	64	29	35	12	24	142
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	72	-	-	-	-	-	-
Passengers commuting	-	-	71	-	-	-	-	-	-
Passengers not commuting	-	-	67	70	40	30	12	17	77
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	-	-	68	75	40	35	8	17	371
The length of time waited	-	-	68	75	41	35	12	13	401
<b>On-bus journey time</b>									
Time journey on the bus took	-	-	88	86	61	25	9	4	413
<b>On the bus</b>									
Route/destination information on the outside of the bus	-	-	81	87	63	24	10	3	392
The cleanliness and condition of the outside of the bus	-	-	76	85	46	39	10	5	383
The ease of getting onto the bus	-	-	89	93	65	28	6	1	402
The length of time it took to board	-	-	87	93	66	27	6	1	390
The cleanliness and condition of the inside of the bus	-	-	78	83	42	41	10	7	407
The information provided inside the bus	-	-	65	69	31	38	23	8	352
The availability of seating or space to stand	-	-	85	90	54	36	8	2	400
The comfort of the seats	-	-	82	84	43	41	11	4	401
The amount of personal space you had around you	-	-	77	80	39	41	13	7	396
Provision of grab rails to stand/move within the bus	-	-	83	89	48	41	10	2	389
The temperature inside the bus	-	-	81	81	44	38	14	5	398
Your personal security whilst on the bus	-	-	82	88	51	37	11	1	394
Ease of getting off the bus	-	-	85	92	56	35	8	1	399
<b>The bus driver</b>									
How near to the kerb the driver stopped	-	-	90	95	71	24	4	1	402
The driver's appearance	-	-	85	92	70	23	7	1	388
The greeting/welcome you got from the driver	-	-	76	81	56	25	14	5	404
The helpfulness and attitude of the driver	-	-	76	82	60	22	14	4	383
The time the driver gave you to get to your seat	-	-	81	85	61	24	13	3	399
Smoothness/freedom from jolting during the journey	-	-	78	86	50	36	10	4	399
Safety of the driving (i.e. speed, driver concentrating)	-	-	86	90	62	28	7	3	396



# Stagecoach Cumbria and North Lancashire

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>87</b>	<b>87</b>	<b>93</b>	<b>92</b>	<b>55</b>	<b>36</b>	<b>7</b>	<b>2</b>	<b>671</b>
Fare-paying passengers	82	83	91	89	47	42	9	2	424
Free pass holders	94	94	94	97	70	27	3	0	224
Aged 16 to 34	77	-	90	85	42	43	13	3	198
Aged 35 to 59	-	84	91	93	52	42	7	0	162
Passengers commuting	82	86	90	84	41	43	13	3	230
Passengers not commuting	89	91	94	95	62	33	4	1	400
Passengers saying they have a disability	85	84	90	95	54	42	4	1	151
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>60</b>	<b>65</b>	<b>59</b>	<b>64</b>	<b>30</b>	<b>34</b>	<b>17</b>	<b>19</b>	<b>404</b>
Aged 16 to 34	55	-	-	55	21	34	23	23	181
Aged 35 to 59	-	71	67	72	33	39	12	16	143
Passengers commuting	58	63	58	56	24	32	23	20	201
Passengers not commuting	-	-	60	72	37	34	11	17	190
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	78	74	80	81	55	27	11	8	610
The length of time waited	79	75	80	82	50	32	12	6	678
<b>On-bus journey time</b>									
Time journey on the bus took	86	82	92	89	54	36	9	2	680
<b>On the bus</b>									
Route/destination information on the outside of the bus	89	87	88	88	57	31	9	3	667
The cleanliness and condition of the outside of the bus	86	83	79	84	47	38	13	3	632
The ease of getting onto the bus	-	-	94	93	63	30	6	1	665
The length of time it took to board	94	94	93	91	64	27	6	2	648
The cleanliness and condition of the inside of the bus	87	76	81	86	47	39	10	4	686
The information provided inside the bus	73	62	74	76	41	35	20	3	608
The availability of seating or space to stand	89	87	87	92	63	29	5	3	666
The comfort of the seats	81	84	81	84	48	36	10	6	659
The amount of personal space you had around you	77	78	81	85	49	35	10	5	664
Provision of grab rails to stand/move within the bus	90	84	87	90	54	36	8	2	645
The temperature inside the bus	84	78	86	87	48	39	9	4	655
Your personal security whilst on the bus	90	89	86	89	56	33	9	2	653
Ease of getting off the bus	-	-	91	94	59	34	5	1	654
<b>The bus driver</b>									
How near to the kerb the driver stopped	93	93	95	94	70	24	4	1	656
The driver's appearance	88	92	93	93	71	23	6	1	636
The greeting/welcome you got from the driver	77	75	80	87	62	25	9	4	649
The helpfulness and attitude of the driver	80	73	81	87	63	24	9	4	630
The time the driver gave you to get to your seat	85	81	84	91	64	27	6	3	635
Smoothness/freedom from jolting during the journey	83	78	83	84	54	30	11	5	637
Safety of the driving (i.e. speed, driver concentrating)	89	87	92	92	68	25	6	2	634

# Stagecoach in Derbyshire

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	-	-	93	89	39	50	8	3	446
Fare-paying passengers	-	-	93	86	33	53	10	4	244
Free pass holders	-	-	93	93	49	44	5	2	196
Aged 16 to 34	-	-	91	86	29	58	10	4	112
Aged 35 to 59	-	-	91	92	39	52	5	3	126
Passengers commuting	-	-	91	89	36	52	10	2	125
Passengers not commuting	-	-	93	89	40	49	7	4	312
Passengers saying they have a disability	-	-	91	91	41	50	3	6	137
<b>Value for money</b>									
<b>All fare-paying passengers</b>	-	-	67	65	19	46	21	14	231
Aged 16 to 34	-	-	67	62	16	46	25	13	94
Aged 35 to 59	-	-	67	75	25	50	15	10	102
Passengers commuting	-	-	67	61	21	39	27	12	103
Passengers not commuting	-	-	67	69	17	53	15	16	126
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	-	-	76	75	34	41	15	10	426
The length of time waited	-	-	76	76	31	45	15	9	434
<b>On-bus journey time</b>									
Time journey on the bus took	-	-	88	86	46	39	11	4	451
<b>On the bus</b>									
Route/destination information on the outside of the bus	-	-	86	85	46	39	12	4	431
The cleanliness and condition of the outside of the bus	-	-	81	74	34	40	19	8	429
The ease of getting onto the bus	-	-	93	89	54	35	8	3	441
The length of time it took to board	-	-	92	93	53	39	6	2	430
The cleanliness and condition of the inside of the bus	-	-	82	82	40	41	10	9	444
The information provided inside the bus	-	-	71	71	31	40	23	7	410
The availability of seating or space to stand	-	-	89	89	52	37	9	3	437
The comfort of the seats	-	-	84	80	39	41	12	8	438
The amount of personal space you had around you	-	-	81	82	42	40	10	8	433
Provision of grab rails to stand/move within the bus	-	-	87	89	47	42	9	3	432
The temperature inside the bus	-	-	80	82	41	42	11	7	430
Your personal security whilst on the bus	-	-	88	88	52	37	10	2	435
Ease of getting off the bus	-	-	92	91	56	35	6	3	434
<b>The bus driver</b>									
How near to the kerb the driver stopped	-	-	92	93	70	23	6	1	438
The driver's appearance	-	-	92	92	65	27	7	2	422
The greeting/welcome you got from the driver	-	-	78	78	42	37	16	6	430
The helpfulness and attitude of the driver	-	-	79	78	45	33	18	5	424
The time the driver gave you to get to your seat	-	-	82	82	50	32	11	6	436
Smoothness/freedom from jolting during the journey	-	-	82	81	46	35	11	8	440
Safety of the driving (i.e. speed, driver concentrating)	-	-	92	89	56	34	9	2	433

# Stagecoach in Devon

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	-	-	-	<b>93</b>	<b>57</b>	<b>36</b>	<b>4</b>	<b>3</b>	<b>554</b>
Fare-paying passengers	-	-	-	90	50	41	6	4	229
Free pass holders	-	-	-	96	67	29	2	1	318
Aged 16 to 34	-	-	-	90	43	47	5	5	112
Aged 35 to 59	-	-	-	92	57	35	4	4	85
Passengers commuting	-	-	-	86	44	42	7	6	121
Passengers not commuting	-	-	-	97	63	33	2	1	398
Passengers saying they have a disability	-	-	-	88	50	38	5	6	161
<b>Value for money</b>									
<b>All fare-paying passengers</b>	-	-	-	<b>55</b>	<b>28</b>	<b>27</b>	<b>24</b>	<b>21</b>	<b>212</b>
Aged 16 to 34	-	-	-	47	28	19	27	27	107
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	53	29	24	24	22	95
Passengers not commuting	-	-	-	58	28	30	23	19	114
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	-	-	-	83	52	30	10	7	497
The length of time waited	-	-	-	85	50	34	9	7	541
<b>On-bus journey time</b>									
Time journey on the bus took	-	-	-	86	54	33	9	5	555
<b>On the bus</b>									
Route/destination information on the outside of the bus	-	-	-	90	63	27	9	1	533
The cleanliness and condition of the outside of the bus	-	-	-	81	42	39	14	5	514
The ease of getting onto the bus	-	-	-	95	70	25	4	1	547
The length of time it took to board	-	-	-	94	72	23	5	1	532
The cleanliness and condition of the inside of the bus	-	-	-	84	37	47	10	6	549
The information provided inside the bus	-	-	-	65	31	34	32	4	474
The availability of seating or space to stand	-	-	-	94	61	33	4	2	536
The comfort of the seats	-	-	-	81	43	37	10	9	536
The amount of personal space you had around you	-	-	-	83	45	39	10	7	535
Provision of grab rails to stand/move within the bus	-	-	-	89	51	38	9	3	525
The temperature inside the bus	-	-	-	83	42	41	11	6	535
Your personal security whilst on the bus	-	-	-	90	58	32	7	2	537
Ease of getting off the bus	-	-	-	94	61	33	5	1	538
<b>The bus driver</b>									
How near to the kerb the driver stopped	-	-	-	93	69	25	5	1	536
The driver's appearance	-	-	-	91	63	28	7	2	535
The greeting/welcome you got from the driver	-	-	-	84	54	29	12	4	538
The helpfulness and attitude of the driver	-	-	-	84	55	29	12	4	524
The time the driver gave you to get to your seat	-	-	-	90	64	26	7	3	535
Smoothness/freedom from jolting during the journey	-	-	-	83	51	32	10	7	537
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	91	65	26	7	2	541

# Stagecoach East – Cambridge Busway

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	-	88	92	85	44	42	8	7	450
Fare-paying passengers	-	84	89	83	37	47	10	7	252
Free pass holders	-	98	97	92	64	27	3	5	198
Aged 16 to 34	-	83	-	77	29	48	16	8	85
Aged 35 to 59	-	86	-	85	41	44	6	9	132
Passengers commuting	-	80	88	78	27	51	12	10	183
Passengers not commuting	-	98	96	93	61	32	4	3	255
Passengers saying they have a disability	-	83	90	85	49	36	8	6	110
<b>Value for money</b>									
<b>All fare-paying passengers</b>	-	42	43	56	18	38	19	25	252
Aged 16 to 34	-	34	-	45	16	29	21	34	82
Aged 35 to 59	-	53	-	63	21	42	17	21	127
Passengers commuting	-	32	39	49	13	36	21	30	172
Passengers not commuting	-	-	-	71	28	44	14	15	78
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	-	74	73	68	40	29	16	15	406
The length of time waited	-	75	73	70	37	33	18	12	438
<b>On-bus journey time</b>									
Time journey on the bus took	-	84	88	75	40	34	12	14	442
<b>On the bus</b>									
Route/destination information on the outside of the bus	-	86	86	89	59	30	7	4	444
The cleanliness and condition of the outside of the bus	-	91	86	82	45	36	12	7	425
The ease of getting onto the bus	-	-	93	94	66	28	4	3	445
The length of time it took to board	-	91	93	88	60	28	7	4	440
The cleanliness and condition of the inside of the bus	-	90	91	83	45	39	11	5	446
The information provided inside the bus	-	73	75	69	31	38	20	11	413
The availability of seating or space to stand	-	79	85	78	48	30	9	13	444
The comfort of the seats	-	87	86	82	48	34	10	8	439
The amount of personal space you had around you	-	76	80	74	37	37	12	13	433
Provision of grab rails to stand/move within the bus	-	77	80	80	42	38	12	8	419
The temperature inside the bus	-	74	82	77	38	39	11	12	435
Your personal security whilst on the bus	-	86	89	87	52	35	11	2	435
Ease of getting off the bus	-	-	91	91	57	34	7	3	435
<b>The bus driver</b>									
How near to the kerb the driver stopped	-	95	95	93	68	25	6	2	434
The driver's appearance	-	91	94	91	65	26	9	0	423
The greeting/welcome you got from the driver	-	73	83	81	53	28	14	5	436
The helpfulness and attitude of the driver	-	73	82	82	53	29	13	5	429
The time the driver gave you to get to your seat	-	78	84	83	56	26	12	5	430
Smoothness/freedom from jolting during the journey	-	72	85	79	47	32	11	10	438
Safety of the driving (i.e. speed, driver concentrating)	-	91	91	88	60	28	8	4	438

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

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	-	91	90	90	50	40	7	3	741
Fare-paying passengers	-	89	88	88	41	47	10	3	405
Free pass holders	-	96	94	96	69	26	2	2	318
Aged 16 to 34	-	-	84	86	38	47	11	4	200
Aged 35 to 59	-	88	91	91	49	42	6	3	171
Passengers commuting	-	85	87	86	45	41	10	4	264
Passengers not commuting	-	96	93	93	54	39	4	2	444
Passengers saying they have a disability	-	91	88	86	44	42	10	4	201
<b>Value for money</b>									
<b>All fare-paying passengers</b>	-	60	59	58	22	37	20	22	388
Aged 16 to 34	-	-	52	56	20	36	20	24	173
Aged 35 to 59	-	-	66	62	27	35	19	18	151
Passengers commuting	-	55	53	56	22	34	20	25	220
Passengers not commuting	-	-	68	62	22	40	20	18	164
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	-	77	75	82	51	31	9	9	671
The length of time waited	-	79	76	81	48	33	11	7	729
<b>On-bus journey time</b>									
Time journey on the bus took	-	85	88	84	50	34	13	3	734
<b>On the bus</b>									
Route/destination information on the outside of the bus	-	84	82	84	52	32	13	3	699
The cleanliness and condition of the outside of the bus	-	80	79	82	38	44	13	5	691
The ease of getting onto the bus	-	-	92	94	62	32	5	2	721
The length of time it took to board	-	93	91	92	63	29	6	2	704
The cleanliness and condition of the inside of the bus	-	81	78	83	39	44	11	6	731
The information provided inside the bus	-	68	68	69	32	37	25	6	647
The availability of seating or space to stand	-	90	88	91	55	36	7	3	727
The comfort of the seats	-	82	75	83	43	40	11	6	716
The amount of personal space you had around you	-	80	78	82	43	39	12	6	717
Provision of grab rails to stand/move within the bus	-	85	88	88	47	41	9	3	706
The temperature inside the bus	-	76	81	82	41	41	12	6	716
Your personal security whilst on the bus	-	85	86	86	49	37	13	2	710
Ease of getting off the bus	-	-	91	92	56	35	7	2	711
<b>The bus driver</b>									
How near to the kerb the driver stopped	-	92	95	92	63	29	6	2	717
The driver's appearance	-	93	92	89	61	28	9	3	714
The greeting/welcome you got from the driver	-	80	79	80	51	29	14	7	729
The helpfulness and attitude of the driver	-	82	80	80	53	28	14	5	716
The time the driver gave you to get to your seat	-	83	87	85	57	29	11	4	721
Smoothness/freedom from jolting during the journey	-	78	82	81	46	35	14	5	717
Safety of the driving (i.e. speed, driver concentrating)	-	90	89	91	58	33	7	2	718

# Stagecoach in Greater Manchester

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>82</b>	<b>91</b>	<b>89</b>	<b>90</b>	<b>42</b>	<b>48</b>	<b>6</b>	<b>3</b>	<b>1019</b>
Fare-paying passengers	79	90	88	89	38	51	7	4	662
Free pass holders	94	94	92	94	57	37	4	2	335
Aged 16 to 34	76	89	85	89	35	54	7	4	375
Aged 35 to 59	84	91	92	92	48	44	6	3	263
Passengers commuting	76	87	89	87	36	50	9	5	396
Passengers not commuting	89	94	89	93	47	46	4	3	588
Passengers saying they have a disability	80	89	84	89	50	39	7	4	292
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>71</b>	<b>75</b>	<b>69</b>	<b>63</b>	<b>30</b>	<b>34</b>	<b>17</b>	<b>19</b>	<b>654</b>
Aged 16 to 34	66	68	66	60	28	32	20	20	326
Aged 35 to 59	76	83	74	69	34	35	14	17	235
Passengers commuting	66	71	69	63	30	33	17	20	350
Passengers not commuting	80	80	68	64	29	35	18	18	290
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	66	77	73	73	42	31	13	14	915
The length of time waited	68	79	77	75	42	34	11	14	1008
<b>On-bus journey time</b>									
Time journey on the bus took	75	86	81	84	44	40	10	6	1009
<b>On the bus</b>									
Route/destination information on the outside of the bus	85	88	84	84	51	33	14	2	970
The cleanliness and condition of the outside of the bus	76	82	79	78	37	41	16	6	959
The ease of getting onto the bus	-	-	91	91	56	35	6	2	1002
The length of time it took to board	88	92	88	90	56	34	8	2	979
The cleanliness and condition of the inside of the bus	71	81	77	73	30	43	14	12	1026
The information provided inside the bus	61	63	65	62	25	36	32	7	904
The availability of seating or space to stand	84	90	88	89	49	40	8	3	989
The comfort of the seats	78	84	81	76	32	44	15	9	1000
The amount of personal space you had around you	72	81	79	77	35	42	13	9	994
Provision of grab rails to stand/move within the bus	81	87	87	85	43	42	12	3	981
The temperature inside the bus	77	83	81	77	35	43	13	10	993
Your personal security whilst on the bus	81	89	86	81	40	41	15	4	987
Ease of getting off the bus	-	-	89	88	48	40	8	4	998
<b>The bus driver</b>									
How near to the kerb the driver stopped	89	94	91	92	59	33	6	1	971
The driver's appearance	87	88	89	88	59	30	11	1	924
The greeting/welcome you got from the driver	64	72	70	70	40	29	25	6	956
The helpfulness and attitude of the driver	65	77	74	72	43	29	24	4	932
The time the driver gave you to get to your seat	70	82	77	76	44	32	17	8	949
Smoothness/freedom from jolting during the journey	71	82	77	76	40	36	16	8	960
Safety of the driving (i.e. speed, driver concentrating)	87	90	89	88	54	34	9	3	974

# Stagecoach in Hull

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	-	88	-	93	52	41	5	2	439
Fare-paying passengers	-	85	-	92	50	42	7	1	199
Free pass holders	-	93	-	94	56	38	3	3	235
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	89	-	91	48	42	7	2	118
Passengers commuting	-	86	-	90	44	46	9	1	102
Passengers not commuting	-	91	-	95	55	39	4	2	318
Passengers saying they have a disability	-	89	-	91	45	46	7	2	183
<b>Value for money</b>									
<b>All fare-paying passengers</b>	-	70	-	66	36	30	22	13	189
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	77	-	72	44	28	18	10	89
Passengers commuting	-	69	-	65	38	27	22	13	89
Passengers not commuting	-	69	-	65	33	31	22	13	97
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	-	75	-	79	46	33	12	9	387
The length of time waited	-	74	-	78	43	35	12	10	422
<b>On-bus journey time</b>									
Time journey on the bus took	-	87	-	85	52	33	10	5	438
<b>On the bus</b>									
Route/destination information on the outside of the bus	-	80	-	86	55	31	10	5	403
The cleanliness and condition of the outside of the bus	-	75	-	79	42	37	14	7	398
The ease of getting onto the bus	-	-	-	93	63	30	5	1	417
The length of time it took to board	-	91	-	92	63	29	6	2	399
The cleanliness and condition of the inside of the bus	-	74	-	78	39	39	11	11	429
The information provided inside the bus	-	68	-	74	36	38	19	7	385
The availability of seating or space to stand	-	83	-	85	51	34	9	7	422
The comfort of the seats	-	77	-	81	45	37	11	8	421
The amount of personal space you had around you	-	75	-	77	42	35	14	9	415
Provision of grab rails to stand/move within the bus	-	83	-	81	46	35	11	8	413
The temperature inside the bus	-	71	-	77	35	43	15	7	414
Your personal security whilst on the bus	-	85	-	83	46	37	12	5	410
Ease of getting off the bus	-	-	-	88	51	38	7	5	420
<b>The bus driver</b>									
How near to the kerb the driver stopped	-	92	-	93	64	30	5	1	421
The driver's appearance	-	88	-	93	65	28	7	0	412
The greeting/welcome you got from the driver	-	76	-	81	54	27	13	6	420
The helpfulness and attitude of the driver	-	76	-	81	54	27	15	4	416
The time the driver gave you to get to your seat	-	76	-	84	52	32	12	4	420
Smoothness/freedom from jolting during the journey	-	74	-	82	49	34	12	6	416
Safety of the driving (i.e. speed, driver concentrating)	-	87	-	92	59	33	6	2	417



# Stagecoach in Kent

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	-	-	91	89	54	35	6	5	370
Fare-paying passengers	-	-	87	86	47	39	8	6	156
Free pass holders	-	-	95	93	65	28	4	3	211
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	94	85	53	31	7	8	84
Passengers commuting	-	-	84	80	35	44	12	8	107
Passengers not commuting	-	-	93	95	65	30	2	3	251
Passengers saying they have a disability	-	-	91	89	51	38	8	3	139
<b>Value for money</b>									
<b>All fare-paying passengers</b>	-	-	64	65	34	31	15	19	150
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	63	30	33	16	20	87
Passengers not commuting	-	-	76	-	-	-	-	-	-
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	-	-	81	77	44	33	10	13	340
The length of time waited	-	-	80	76	40	36	13	11	363
<b>On-bus journey time</b>									
Time journey on the bus took	-	-	87	89	59	30	8	3	369
<b>On the bus</b>									
Route/destination information on the outside of the bus	-	-	88	89	57	32	9	2	359
The cleanliness and condition of the outside of the bus	-	-	81	82	36	45	13	5	349
The ease of getting onto the bus	-	-	91	92	60	32	6	2	368
The length of time it took to board	-	-	93	94	61	33	5	1	353
The cleanliness and condition of the inside of the bus	-	-	81	81	35	46	9	10	366
The information provided inside the bus	-	-	67	72	32	40	22	6	326
The availability of seating or space to stand	-	-	88	88	50	38	6	6	367
The comfort of the seats	-	-	79	81	39	42	12	7	360
The amount of personal space you had around you	-	-	81	81	38	43	11	7	362
Provision of grab rails to stand/move within the bus	-	-	86	85	47	37	12	4	361
The temperature inside the bus	-	-	81	82	39	43	12	6	363
Your personal security whilst on the bus	-	-	90	87	47	40	12	2	355
Ease of getting off the bus	-	-	89	93	53	39	6	1	366
<b>The bus driver</b>									
How near to the kerb the driver stopped	-	-	97	94	68	26	5	1	367
The driver's appearance	-	-	93	93	69	23	7	1	361
The greeting/welcome you got from the driver	-	-	86	80	56	24	13	6	363
The helpfulness and attitude of the driver	-	-	85	81	58	23	13	6	350
The time the driver gave you to get to your seat	-	-	89	86	62	24	9	5	358
Smoothness/freedom from jolting during the journey	-	-	87	83	50	33	10	7	365
Safety of the driving (i.e. speed, driver concentrating)	-	-	94	92	65	27	5	3	368

# Stagecoach in Mersey and Halton

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>87</b>	<b>93</b>	<b>93</b>	<b>94</b>	<b>51</b>	<b>43</b>	<b>4</b>	<b>2</b>	<b>587</b>
Fare-paying passengers	86	91	92	92	45	47	5	2	365
Free pass holders	93	97	96	97	66	31	1	2	214
Aged 16 to 34	80	89	-	92	39	53	6	2	209
Aged 35 to 59	91	94	95	93	54	39	4	4	156
Passengers commuting	84	91	90	94	42	52	4	3	271
Passengers not commuting	92	95	97	94	61	33	4	2	291
Passengers saying they have a disability	90	95	94	93	53	39	4	3	155
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>76</b>	<b>78</b>	<b>75</b>	<b>74</b>	<b>39</b>	<b>35</b>	<b>17</b>	<b>9</b>	<b>354</b>
Aged 16 to 34	72	77	-	73	36	37	18	9	196
Aged 35 to 59	81	81	79	74	40	34	15	11	137
Passengers commuting	77	79	71	74	37	36	17	9	234
Passengers not commuting	76	76	-	75	41	33	14	12	107
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	78	75	73	76	44	31	11	13	510
The length of time waited	83	81	77	76	45	31	14	9	578
<b>On-bus journey time</b>									
Time journey on the bus took	86	86	91	84	48	36	11	5	585
<b>On the bus</b>									
Route/destination information on the outside of the bus	85	89	86	84	51	33	13	3	552
The cleanliness and condition of the outside of the bus	84	87	88	83	47	35	13	4	542
The ease of getting onto the bus	-	-	95	90	59	31	8	2	560
The length of time it took to board	90	92	92	90	58	31	7	3	544
The cleanliness and condition of the inside of the bus	83	88	88	82	44	39	11	7	590
The information provided inside the bus	72	75	74	74	37	37	22	4	527
The availability of seating or space to stand	91	88	91	88	53	35	7	5	568
The comfort of the seats	85	82	84	82	45	37	14	4	570
The amount of personal space you had around you	83	78	81	76	41	35	16	8	555
Provision of grab rails to stand/move within the bus	89	88	90	85	49	36	12	3	552
The temperature inside the bus	81	85	86	79	42	37	15	6	558
Your personal security whilst on the bus	89	87	87	84	50	34	14	2	559
Ease of getting off the bus	-	-	96	90	54	36	9	1	559
<b>The bus driver</b>									
How near to the kerb the driver stopped	94	92	94	94	63	31	5	1	564
The driver's appearance	91	92	93	92	65	27	7	1	543
The greeting/welcome you got from the driver	74	74	75	79	48	31	17	4	550
The helpfulness and attitude of the driver	78	76	78	79	47	31	18	4	533
The time the driver gave you to get to your seat	81	79	80	77	50	28	17	6	548
Smoothness/freedom from jolting during the journey	80	80	84	80	45	35	15	5	550
Safety of the driving (i.e. speed, driver concentrating)	89	92	93	90	58	32	8	1	549

# Stagecoach Midlands

(Northamptonshire and Warwickshire routes)

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	-	-	88	92	40	52	6	2	392
Fare-paying passengers	-	-	82	90	34	56	7	3	184
Free pass holders	-	-	95	95	51	44	5	0	206
Aged 16 to 34	-	-	77	90	31	59	7	3	112
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	81	89	31	58	7	4	124
Passengers not commuting	-	-	93	94	47	47	5	1	255
Passengers saying they have a disability	-	-	86	87	41	46	9	4	102
<b>Value for money</b>									
<b>All fare-paying passengers</b>	-	-	50	63	19	44	17	20	181
Aged 16 to 34	-	-	45	60	20	40	17	24	107
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	43	60	20	40	16	23	116
Passengers not commuting	-	-	-	-	-	-	-	-	-
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	-	-	61	73	38	35	17	10	361
The length of time waited	-	-	65	81	35	46	13	7	379
<b>On-bus journey time</b>									
Time journey on the bus took	-	-	81	88	41	46	9	3	394
<b>On the bus</b>									
Route/destination information on the outside of the bus	-	-	85	83	46	37	14	3	371
The cleanliness and condition of the outside of the bus	-	-	79	78	39	39	17	5	363
The ease of getting onto the bus	-	-	92	92	56	36	6	1	383
The length of time it took to board	-	-	90	93	56	37	5	2	376
The cleanliness and condition of the inside of the bus	-	-	81	83	41	42	10	7	385
The information provided inside the bus	-	-	62	72	40	32	19	9	353
The availability of seating or space to stand	-	-	84	90	50	40	6	4	383
The comfort of the seats	-	-	79	83	41	42	11	6	379
The amount of personal space you had around you	-	-	79	82	40	42	11	7	379
Provision of grab rails to stand/move within the bus	-	-	84	89	46	44	7	3	375
The temperature inside the bus	-	-	81	82	44	38	12	6	377
Your personal security whilst on the bus	-	-	87	89	47	42	8	3	375
Ease of getting off the bus	-	-	91	93	51	41	4	3	383
<b>The bus driver</b>									
How near to the kerb the driver stopped	-	-	92	97	56	40	2	1	388
The driver's appearance	-	-	90	91	60	31	8	1	371
The greeting/welcome you got from the driver	-	-	78	81	51	30	14	5	377
The helpfulness and attitude of the driver	-	-	78	82	52	29	14	4	370
The time the driver gave you to get to your seat	-	-	84	88	51	38	9	3	380
Smoothness/freedom from jolting during the journey	-	-	82	83	49	33	11	6	378
Safety of the driving (i.e. speed, driver concentrating)	-	-	91	94	56	38	5	1	384

# Stagecoach in North East Lincolnshire

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	-	89	-	90	55	35	9	1	464
Fare-paying passengers	-	86	-	87	46	41	12	1	182
Free pass holders	-	96	-	94	66	28	5	1	275
Aged 16 to 34	-	83	-	-	-	-	-	-	-
Aged 35 to 59	-	90	-	89	43	46	10	1	97
Passengers commuting	-	86	-	-	-	-	-	-	-
Passengers not commuting	-	91	-	92	58	34	7	1	368
Passengers saying they have a disability	-	94	-	91	49	41	8	1	189
<b>Value for money</b>									
<b>All fare-paying passengers</b>	-	71	-	72	29	43	11	17	177
Aged 16 to 34	-	63	-	-	-	-	-	-	-
Aged 35 to 59	-	77	-	70	25	45	11	18	78
Passengers commuting	-	73	-	-	-	-	-	-	-
Passengers not commuting	-	69	-	69	29	40	12	19	103
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	-	80	-	79	52	27	12	8	425
The length of time waited	-	82	-	82	47	35	11	7	441
<b>On-bus journey time</b>									
Time journey on the bus took	-	88	-	89	57	32	8	4	464
<b>On the bus</b>									
Route/destination information on the outside of the bus	-	85	-	88	57	31	9	3	429
The cleanliness and condition of the outside of the bus	-	78	-	79	35	44	17	4	421
The ease of getting onto the bus	-	-	-	93	60	33	5	3	452
The length of time it took to board	-	89	-	92	61	31	5	3	433
The cleanliness and condition of the inside of the bus	-	83	-	80	32	48	13	7	449
The information provided inside the bus	-	71	-	73	37	36	22	5	397
The availability of seating or space to stand	-	87	-	87	54	34	10	3	447
The comfort of the seats	-	81	-	78	39	40	16	5	443
The amount of personal space you had around you	-	75	-	75	40	34	16	9	439
Provision of grab rails to stand/move within the bus	-	82	-	86	50	35	11	4	443
The temperature inside the bus	-	78	-	80	38	42	15	5	441
Your personal security whilst on the bus	-	82	-	84	48	36	12	4	442
Ease of getting off the bus	-	-	-	91	56	35	7	2	450
<b>The bus driver</b>									
How near to the kerb the driver stopped	-	95	-	93	68	25	5	2	449
The driver's appearance	-	92	-	93	66	27	6	1	442
The greeting/welcome you got from the driver	-	82	-	79	52	26	12	9	447
The helpfulness and attitude of the driver	-	83	-	79	56	23	16	5	434
The time the driver gave you to get to your seat	-	83	-	83	53	30	10	7	450
Smoothness/freedom from jolting during the journey	-	83	-	83	49	35	10	7	442
Safety of the driving (i.e. speed, driver concentrating)	-	88	-	89	64	24	9	2	444

# Stagecoach in Nottinghamshire

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>90</b>	<b>94</b>	<b>95</b>	<b>95</b>	<b>31</b>	<b>64</b>	<b>3</b>	<b>2</b>	<b>289</b>
Fare-paying passengers	89	93	95	97	30	66	1	2	140
Free pass holders	92	96	95	93	31	62	5	2	146
Aged 16 to 34	-	-	94	-	-	-	-	-	-
Aged 35 to 59	94	-	-	100	39	61	0	0	78
Passengers commuting	89	-	96	-	-	-	-	-	-
Passengers not commuting	91	97	95	95	33	62	3	2	227
Passengers saying they have a disability	91	97	-	-	-	-	-	-	-
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>68</b>	<b>61</b>	<b>74</b>	<b>81</b>	<b>23</b>	<b>58</b>	<b>10</b>	<b>8</b>	<b>136</b>
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	66	-	-	-	-	-	-	-	-
Passengers commuting	-	-	75	-	-	-	-	-	-
Passengers not commuting	-	-	-	84	25	60	10	5	82
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	78	86	87	67	23	45	28	5	283
The length of time waited	81	83	78	77	22	55	18	5	287
<b>On-bus journey time</b>									
Time journey on the bus took	91	88	89	91	29	62	7	1	292
<b>On the bus</b>									
Route/destination information on the outside of the bus	92	87	84	84	38	46	13	3	284
The cleanliness and condition of the outside of the bus	82	80	83	75	35	40	21	5	283
The ease of getting onto the bus	-	-	94	96	53	43	3	1	288
The length of time it took to board	92	93	96	97	53	44	1	2	284
The cleanliness and condition of the inside of the bus	76	83	84	86	41	45	10	5	291
The information provided inside the bus	75	75	79	73	33	40	23	4	274
The availability of seating or space to stand	88	89	94	91	48	43	7	1	286
The comfort of the seats	73	77	87	85	51	34	9	6	289
The amount of personal space you had around you	82	77	86	91	50	41	5	4	283
Provision of grab rails to stand/move within the bus	88	85	92	94	48	47	3	2	285
The temperature inside the bus	75	80	86	92	50	42	5	3	285
Your personal security whilst on the bus	88	87	93	94	64	30	5	1	285
Ease of getting off the bus	-	-	94	97	67	30	2	1	287
<b>The bus driver</b>									
How near to the kerb the driver stopped	93	93	96	98	66	32	2	0	289
The driver's appearance	92	90	96	93	63	30	6	1	273
The greeting/welcome you got from the driver	81	84	90	95	64	31	5	0	275
The helpfulness and attitude of the driver	82	83	91	95	66	30	4	1	275
The time the driver gave you to get to your seat	85	86	92	93	63	31	4	3	286
Smoothness/freedom from jolting during the journey	80	86	86	86	55	31	10	4	285
Safety of the driving (i.e. speed, driver concentrating)	89	91	95	97	64	33	2	1	285

# Stagecoach in Oxfordshire

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>89</b>	<b>91</b>	<b>94</b>	<b>95</b>	<b>56</b>	<b>39</b>	<b>2</b>	<b>3</b>	<b>456</b>
Fare-paying passengers	87	89	92	94	51	43	3	3	217
Free pass holders	96	94	99	97	66	31	0	2	235
Aged 16 to 34	86	85	-	-	-	-	-	-	-
Aged 35 to 59	89	89	91	97	53	43	2	1	117
Passengers commuting	84	91	91	92	46	46	3	5	144
Passengers not commuting	94	90	95	98	66	32	1	1	297
Passengers saying they have a disability	91	87	92	90	50	40	3	7	111
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>58</b>	<b>67</b>	<b>61</b>	<b>63</b>	<b>22</b>	<b>41</b>	<b>16</b>	<b>20</b>	<b>211</b>
Aged 16 to 34	52	58	53	-	-	-	-	-	-
Aged 35 to 59	67	73	68	67	24	43	17	16	107
Passengers commuting	55	68	53	59	20	39	19	22	118
Passengers not commuting	63	66	70	71	24	47	11	17	91
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	71	75	84	79	54	24	13	8	403
The length of time waited	71	75	85	84	51	33	7	9	449
<b>On-bus journey time</b>									
Time journey on the bus took	83	83	91	89	53	36	8	3	455
<b>On the bus</b>									
Route/destination information on the outside of the bus	85	87	92	93	63	30	7	0	433
The cleanliness and condition of the outside of the bus	86	86	87	87	46	41	9	4	415
The ease of getting onto the bus	-	-	97	96	69	27	3	1	445
The length of time it took to board	93	94	97	95	69	26	3	2	440
The cleanliness and condition of the inside of the bus	86	84	89	91	45	46	6	3	451
The information provided inside the bus	66	70	70	68	32	36	26	7	371
The availability of seating or space to stand	91	91	96	94	63	31	4	2	440
The comfort of the seats	81	84	90	86	42	44	9	5	441
The amount of personal space you had around you	78	82	89	86	47	39	9	5	446
Provision of grab rails to stand/move within the bus	82	87	92	89	52	37	9	1	433
The temperature inside the bus	74	81	85	84	42	42	11	5	446
Your personal security whilst on the bus	87	87	94	94	61	33	5	1	443
Ease of getting off the bus	-	-	95	93	62	31	5	2	447
<b>The bus driver</b>									
How near to the kerb the driver stopped	94	94	97	96	72	25	3	1	442
The driver's appearance	91	93	96	96	71	25	3	1	439
The greeting/welcome you got from the driver	79	86	85	83	56	28	12	5	446
The helpfulness and attitude of the driver	85	87	86	85	59	25	12	3	438
The time the driver gave you to get to your seat	82	87	89	89	59	31	9	2	440
Smoothness/freedom from jolting during the journey	76	78	82	82	47	35	9	8	447
Safety of the driving (i.e. speed, driver concentrating)	92	92	95	95	63	31	4	1	445

# Stagecoach in Portsmouth

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	-	-	-	92	65	27	8	0	194
Fare-paying passengers	-	-	-	90	63	26	10	0	77
Free pass holders	-	-	-	96	68	28	4	0	117
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	98	69	29	2	0	143
Passengers saying they have a disability	-	-	-	-	-	-	-	-	-
<b>Value for money</b>									
<b>All fare-paying passengers</b>	-	-	-	-	-	-	-	-	-
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	-	-	-	86	59	28	5	9	166
The length of time waited	-	-	-	82	57	25	10	8	186
<b>On-bus journey time</b>									
Time journey on the bus took	-	-	-	88	59	29	11	1	195
<b>On the bus</b>									
Route/destination information on the outside of the bus	-	-	-	85	65	20	14	1	187
The cleanliness and condition of the outside of the bus	-	-	-	85	50	35	12	3	176
The ease of getting onto the bus	-	-	-	93	70	23	6	1	187
The length of time it took to board	-	-	-	90	72	18	9	1	185
The cleanliness and condition of the inside of the bus	-	-	-	87	52	35	10	3	189
The information provided inside the bus	-	-	-	74	42	32	21	4	171
The availability of seating or space to stand	-	-	-	91	60	30	7	2	189
The comfort of the seats	-	-	-	87	52	35	5	8	185
The amount of personal space you had around you	-	-	-	86	49	37	9	5	185
Provision of grab rails to stand/move within the bus	-	-	-	90	56	34	8	2	185
The temperature inside the bus	-	-	-	80	42	38	9	11	185
Your personal security whilst on the bus	-	-	-	85	56	29	10	5	182
Ease of getting off the bus	-	-	-	90	61	29	6	4	188
<b>The bus driver</b>									
How near to the kerb the driver stopped	-	-	-	90	71	20	10	0	182
The driver's appearance	-	-	-	89	72	17	10	1	185
The greeting/welcome you got from the driver	-	-	-	82	61	21	14	4	183
The helpfulness and attitude of the driver	-	-	-	85	61	25	13	1	177
The time the driver gave you to get to your seat	-	-	-	87	63	24	10	3	189
Smoothness/freedom from jolting during the journey	-	-	-	81	55	25	12	7	185
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	87	69	18	12	0	186



# Stagecoach in South Yorkshire

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>89</b>	<b>92</b>	<b>89</b>	<b>90</b>	<b>55</b>	<b>35</b>	<b>7</b>	<b>3</b>	<b>677</b>
Fare-paying passengers	87	89	89	90	55	35	7	3	334
Free pass holders	94	96	89	91	56	34	6	4	332
Aged 16 to 34	84	91	84	88	52	36	10	2	135
Aged 35 to 59	89	90	90	91	57	34	5	4	169
Passengers commuting	85	91	89	91	55	36	7	3	190
Passengers not commuting	92	92	89	90	55	35	6	4	462
Passengers saying they have a disability	90	89	85	84	43	41	9	7	240
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>68</b>	<b>67</b>	<b>72</b>	<b>75</b>	<b>23</b>	<b>51</b>	<b>11</b>	<b>15</b>	<b>324</b>
Aged 16 to 34	59	61	70	78	27	50	8	14	111
Aged 35 to 59	75	71	67	71	17	54	13	16	149
Passengers commuting	69	70	72	74	24	50	10	16	166
Passengers not commuting	67	61	69	75	22	53	13	12	152
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	83	74	80	75	41	34	12	13	617
The length of time waited	79	77	80	75	38	37	13	12	662
<b>On-bus journey time</b>									
Time journey on the bus took	84	83	86	87	47	39	10	4	682
<b>On the bus</b>									
Route/destination information on the outside of the bus	82	87	89	87	55	32	10	3	648
The cleanliness and condition of the outside of the bus	80	80	82	81	38	43	11	8	625
The ease of getting onto the bus	-	-	89	93	59	33	5	2	655
The length of time it took to board	90	91	89	92	58	34	7	1	649
The cleanliness and condition of the inside of the bus	79	84	73	84	42	42	9	8	667
The information provided inside the bus	69	69	65	73	36	37	22	5	603
The availability of seating or space to stand	88	86	89	88	55	33	7	5	651
The comfort of the seats	76	78	73	80	44	37	13	7	652
The amount of personal space you had around you	75	74	75	79	45	34	11	9	648
Provision of grab rails to stand/move within the bus	86	85	84	87	53	35	9	3	652
The temperature inside the bus	79	78	78	81	39	43	12	7	649
Your personal security whilst on the bus	84	87	82	88	49	38	11	2	645
Ease of getting off the bus	-	-	85	88	53	34	9	4	663
<b>The bus driver</b>									
How near to the kerb the driver stopped	89	92	86	94	65	29	5	2	657
The driver's appearance	89	91	90	94	66	28	5	1	637
The greeting/welcome you got from the driver	71	74	80	80	50	29	15	5	655
The helpfulness and attitude of the driver	73	73	81	80	52	28	16	4	638
The time the driver gave you to get to your seat	78	77	78	85	52	33	9	6	654
Smoothness/freedom from jolting during the journey	78	78	75	81	49	33	12	6	659
Safety of the driving (i.e. speed, driver concentrating)	89	91	81	91	63	28	7	2	660

# Stagecoach in Swindon

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	-	<b>79</b>	<b>93</b>	<b>93</b>	<b>39</b>	<b>54</b>	<b>6</b>	<b>1</b>	<b>458</b>
Fare-paying passengers	-	73	93	91	32	59	7	1	283
Free pass holders	-	94	93	98	53	44	2	0	163
Aged 16 to 34	-	-	-	89	23	66	10	1	141
Aged 35 to 59	-	-	-	94	42	52	4	2	119
Passengers commuting	-	-	-	89	27	62	9	2	148
Passengers not commuting	-	86	96	95	47	48	4	0	291
Passengers saying they have a disability	-	-	90	92	51	41	5	2	114
<b>Value for money</b>									
<b>All fare-paying passengers</b>	-	<b>73</b>	<b>85</b>	<b>71</b>	<b>21</b>	<b>50</b>	<b>24</b>	<b>5</b>	<b>275</b>
Aged 16 to 34	-	-	-	73	18	55	22	5	128
Aged 35 to 59	-	-	-	66	20	46	29	5	110
Passengers commuting	-	-	-	70	17	53	25	5	132
Passengers not commuting	-	-	-	73	25	48	22	6	136
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	-	68	82	78	36	42	13	8	418
The length of time waited	-	65	83	76	34	42	19	5	442
<b>On-bus journey time</b>									
Time journey on the bus took	-	73	91	87	43	44	12	1	467
<b>On the bus</b>									
Route/destination information on the outside of the bus	-	70	90	83	41	42	15	2	440
The cleanliness and condition of the outside of the bus	-	63	84	83	37	46	14	3	433
The ease of getting onto the bus	-	-	96	94	51	43	6	0	446
The length of time it took to board	-	76	94	93	51	42	7	1	435
The cleanliness and condition of the inside of the bus	-	69	85	82	30	51	12	6	462
The information provided inside the bus	-	65	77	77	31	46	19	4	425
The availability of seating or space to stand	-	77	91	93	50	42	7	1	444
The comfort of the seats	-	67	79	84	33	52	11	4	447
The amount of personal space you had around you	-	66	86	85	34	51	11	5	447
Provision of grab rails to stand/move within the bus	-	72	90	90	41	49	8	2	445
The temperature inside the bus	-	69	86	83	35	48	11	5	448
Your personal security whilst on the bus	-	77	90	88	42	46	12	0	445
Ease of getting off the bus	-	-	93	94	42	51	6	0	443
<b>The bus driver</b>									
How near to the kerb the driver stopped	-	82	97	91	50	41	8	1	451
The driver's appearance	-	85	94	94	58	36	5	1	448
The greeting/welcome you got from the driver	-	77	85	89	47	42	9	2	450
The helpfulness and attitude of the driver	-	74	84	86	45	41	13	1	445
The time the driver gave you to get to your seat	-	75	92	89	50	39	8	3	446
Smoothness/freedom from jolting during the journey	-	73	87	86	42	44	10	5	448
Safety of the driving (i.e. speed, driver concentrating)	-	77	92	91	48	43	7	1	447

# Stagecoach in Tees Valley

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>89</b>	<b>91</b>	<b>90</b>	<b>94</b>	<b>60</b>	<b>34</b>	<b>5</b>	<b>1</b>	<b>607</b>
Fare-paying passengers	86	92	88	93	53	40	6	1	269
Free pass holders	93	91	91	95	69	26	4	1	334
Aged 16 to 34	88	89	82	91	50	41	8	1	105
Aged 35 to 59	88	91	90	95	58	37	4	1	152
Passengers commuting	85	89	87	91	52	39	8	1	143
Passengers not commuting	93	92	92	95	64	31	4	1	445
Passengers saying they have a disability	92	91	89	93	64	30	6	1	248
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>71</b>	<b>72</b>	<b>72</b>	<b>74</b>	<b>39</b>	<b>35</b>	<b>14</b>	<b>12</b>	<b>262</b>
Aged 16 to 34	73	70	-	68	38	30	23	9	89
Aged 35 to 59	71	73	72	79	37	42	7	14	117
Passengers commuting	70	76	76	72	38	34	16	12	117
Passengers not commuting	74	67	66	76	40	36	12	13	139
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	72	70	79	80	49	31	9	11	544
The length of time waited	74	72	81	80	47	33	11	9	588
<b>On-bus journey time</b>									
Time journey on the bus took	87	85	89	91	59	32	6	3	604
<b>On the bus</b>									
Route/destination information on the outside of the bus	85	85	86	88	58	30	10	2	549
The cleanliness and condition of the outside of the bus	82	86	82	86	46	40	11	3	565
The ease of getting onto the bus	-	-	93	97	65	32	2	1	585
The length of time it took to board	91	94	91	95	65	30	4	1	570
The cleanliness and condition of the inside of the bus	81	85	82	86	41	45	9	5	586
The information provided inside the bus	72	72	74	77	38	38	19	4	539
The availability of seating or space to stand	88	91	85	94	58	36	4	3	573
The comfort of the seats	79	82	80	86	44	42	9	5	575
The amount of personal space you had around you	77	80	80	83	45	38	11	6	571
Provision of grab rails to stand/move within the bus	86	88	89	89	52	37	9	2	572
The temperature inside the bus	80	82	81	85	42	42	11	4	563
Your personal security whilst on the bus	88	87	90	89	50	39	10	1	574
Ease of getting off the bus	-	-	94	93	57	36	5	2	586
<b>The bus driver</b>									
How near to the kerb the driver stopped	94	94	92	96	68	29	2	1	587
The driver's appearance	92	94	91	96	69	27	3	1	568
The greeting/welcome you got from the driver	78	81	80	83	57	27	12	5	577
The helpfulness and attitude of the driver	79	82	81	85	56	28	12	3	571
The time the driver gave you to get to your seat	84	85	86	89	61	29	7	3	580
Smoothness/freedom from jolting during the journey	81	83	81	84	51	33	12	4	580
Safety of the driving (i.e. speed, driver concentrating)	91	91	89	94	64	29	6	1	574

# Stagecoach in Tyne and Wear

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>87</b>	<b>92</b>	<b>90</b>	<b>91</b>	<b>48</b>	<b>44</b>	<b>5</b>	<b>4</b>	<b>762</b>
Fare-paying passengers	85	91	88	88	40	48	7	5	372
Free pass holders	92	93	93	96	62	34	2	2	383
Aged 16 to 34	91	92	-	86	30	55	6	8	105
Aged 35 to 59	80	91	86	91	46	45	6	3	196
Passengers commuting	86	91	89	86	33	53	8	6	208
Passengers not commuting	88	93	91	95	57	37	4	2	526
Passengers saying they have a disability	84	91	89	91	52	39	5	4	297
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>74</b>	<b>72</b>	<b>77</b>	<b>67</b>	<b>25</b>	<b>42</b>	<b>16</b>	<b>17</b>	<b>354</b>
Aged 16 to 34	81	70	84	65	24	41	16	20	96
Aged 35 to 59	65	75	72	71	25	46	16	13	166
Passengers commuting	83	73	76	65	22	43	18	18	181
Passengers not commuting	56	72	78	73	32	41	14	13	163
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	75	72	80	75	41	34	9	16	672
The length of time waited	72	73	80	76	42	35	12	12	730
<b>On-bus journey time</b>									
Time journey on the bus took	86	88	88	87	54	33	7	6	767
<b>On the bus</b>									
Route/destination information on the outside of the bus	86	86	87	87	54	33	10	2	713
The cleanliness and condition of the outside of the bus	77	78	83	79	39	40	15	6	700
The ease of getting onto the bus	-	-	92	92	55	36	6	2	739
The length of time it took to board	88	92	91	93	58	35	5	1	716
The cleanliness and condition of the inside of the bus	81	80	80	78	35	44	11	11	746
The information provided inside the bus	75	73	75	67	30	36	27	7	644
The availability of seating or space to stand	86	89	87	89	49	40	6	5	728
The comfort of the seats	81	81	84	80	38	43	13	7	725
The amount of personal space you had around you	76	78	78	79	38	42	12	9	713
Provision of grab rails to stand/move within the bus	84	88	85	88	47	41	8	3	723
The temperature inside the bus	75	83	84	77	37	40	15	8	714
Your personal security whilst on the bus	85	87	85	86	47	39	10	4	719
Ease of getting off the bus	-	-	89	90	53	37	6	3	733
<b>The bus driver</b>									
How near to the kerb the driver stopped	88	94	92	94	60	34	4	2	733
The driver's appearance	91	93	91	93	65	28	5	2	692
The greeting/welcome you got from the driver	71	71	75	72	45	27	19	9	701
The helpfulness and attitude of the driver	74	71	77	78	45	33	15	7	687
The time the driver gave you to get to your seat	69	74	79	77	44	33	14	9	709
Smoothness/freedom from jolting during the journey	74	78	80	78	43	35	14	8	712
Safety of the driving (i.e. speed, driver concentrating)	80	91	91	91	58	33	5	4	713

# Stagecoach West of England

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

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	-	-	93	87	50	37	8	5	639
Fare-paying passengers	-	-	89	81	38	43	10	9	280
Free pass holders	-	-	97	94	66	28	5	1	351
Aged 16 to 34	-	-	-	76	31	45	14	10	143
Aged 35 to 59	-	-	-	89	47	41	6	5	118
Passengers commuting	-	-	86	76	34	43	14	9	175
Passengers not commuting	-	-	96	93	60	33	4	3	439
Passengers saying they have a disability	-	-	93	89	55	35	7	4	200
<b>Value for money</b>									
<b>All fare-paying passengers</b>	-	-	76	64	30	33	13	24	273
Aged 16 to 34	-	-	-	55	25	30	14	31	129
Aged 35 to 59	-	-	-	71	34	38	14	15	98
Passengers commuting	-	-	-	59	27	33	13	28	149
Passengers not commuting	-	-	-	72	36	36	13	15	114
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	-	-	75	72	45	28	12	15	588
The length of time waited	-	-	74	71	40	32	13	15	615
<b>On-bus journey time</b>									
Time journey on the bus took	-	-	85	82	52	30	13	5	618
<b>On the bus</b>									
Route/destination information on the outside of the bus	-	-	86	83	52	31	12	4	599
The cleanliness and condition of the outside of the bus	-	-	84	83	44	39	13	4	587
The ease of getting onto the bus	-	-	96	93	63	30	5	2	621
The length of time it took to board	-	-	95	88	62	26	9	3	610
The cleanliness and condition of the inside of the bus	-	-	90	86	45	41	8	6	628
The information provided inside the bus	-	-	63	68	31	37	24	7	539
The availability of seating or space to stand	-	-	92	88	58	30	6	5	606
The comfort of the seats	-	-	85	78	42	36	14	8	617
The amount of personal space you had around you	-	-	86	81	44	37	10	9	611
Provision of grab rails to stand/move within the bus	-	-	94	88	50	38	11	2	599
The temperature inside the bus	-	-	86	81	44	37	11	7	612
Your personal security whilst on the bus	-	-	93	88	54	34	12	1	612
Ease of getting off the bus	-	-	94	91	59	32	7	2	614
<b>The bus driver</b>									
How near to the kerb the driver stopped	-	-	93	93	68	25	6	2	622
The driver's appearance	-	-	94	92	64	28	5	3	616
The greeting/welcome you got from the driver	-	-	83	82	56	26	12	6	624
The helpfulness and attitude of the driver	-	-	82	83	58	25	11	6	605
The time the driver gave you to get to your seat	-	-	89	89	62	27	5	6	617
Smoothness/freedom from jolting during the journey	-	-	83	80	44	36	11	8	612
Safety of the driving (i.e. speed, driver concentrating)	-	-	94	90	61	29	7	3	626

# Swindon's Bus Company in Swindon (formerly Thamesdown)

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	-	<b>78</b>	<b>93</b>	<b>92</b>	<b>35</b>	<b>57</b>	<b>5</b>	<b>2</b>	<b>730</b>
Fare-paying passengers	-	73	92	93	28	65	5	2	448
Free pass holders	-	87	95	93	56	37	5	2	257
Aged 16 to 34	-	63	95	92	23	69	7	1	239
Aged 35 to 59	-	84	89	93	34	59	4	3	205
Passengers commuting	-	79	90	94	23	71	4	2	290
Passengers not commuting	-	80	94	92	46	46	6	2	411
Passengers saying they have a disability	-	88	87	89	41	47	6	5	214
<b>Value for money</b>									
<b>All fare-paying passengers</b>	-	<b>67</b>	<b>80</b>	<b>72</b>	<b>19</b>	<b>53</b>	<b>18</b>	<b>10</b>	<b>446</b>
Aged 16 to 34	-	64	83	75	17	58	16	9	220
Aged 35 to 59	-	71	74	69	19	50	20	10	173
Passengers commuting	-	70	77	75	20	56	18	7	265
Passengers not commuting	-	61	82	68	19	48	18	14	173
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	-	68	84	83	34	49	8	9	671
The length of time waited	-	72	84	77	33	43	17	6	717
<b>On-bus journey time</b>									
Time journey on the bus took	-	77	92	84	37	47	13	2	732
<b>On the bus</b>									
Route/destination information on the outside of the bus	-	75	92	83	39	44	15	2	715
The cleanliness and condition of the outside of the bus	-	86	90	85	36	49	11	4	694
The ease of getting onto the bus	-	-	96	90	48	42	7	3	708
The length of time it took to board	-	83	95	89	46	43	8	3	696
The cleanliness and condition of the inside of the bus	-	78	89	83	28	55	11	6	732
The information provided inside the bus	-	76	82	81	34	48	13	6	692
The availability of seating or space to stand	-	84	92	88	45	43	7	6	718
The comfort of the seats	-	81	87	84	33	50	12	4	720
The amount of personal space you had around you	-	75	83	81	34	48	12	7	712
Provision of grab rails to stand/move within the bus	-	81	91	86	40	46	10	3	707
The temperature inside the bus	-	79	87	84	34	50	11	5	711
Your personal security whilst on the bus	-	82	91	87	40	47	11	2	709
Ease of getting off the bus	-	-	94	90	44	46	8	2	719
<b>The bus driver</b>									
How near to the kerb the driver stopped	-	81	94	89	45	44	8	2	719
The driver's appearance	-	88	92	93	54	38	6	1	710
The greeting/welcome you got from the driver	-	76	86	82	41	42	13	5	717
The helpfulness and attitude of the driver	-	76	88	84	39	44	12	4	702
The time the driver gave you to get to your seat	-	77	87	87	48	39	9	4	711
Smoothness/freedom from jolting during the journey	-	77	83	86	38	48	10	5	704
Safety of the driving (i.e. speed, driver concentrating)	-	81	90	89	44	45	9	2	702

# Thames Travel

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	-	82	-	94	49	45	3	3	341
Fare-paying passengers	-	77	-	93	42	51	3	4	208
Free pass holders	-	93	-	97	67	30	2	1	133
Aged 16 to 34	-	69	-	95	46	49	1	4	87
Aged 35 to 59	-	85	-	94	40	53	2	4	96
Passengers commuting	-	71	-	92	39	53	4	4	138
Passengers not commuting	-	95	-	97	58	39	1	1	191
Passengers saying they have a disability	-	83	-	97	41	56	3	0	84
<b>Value for money</b>									
<b>All fare-paying passengers</b>	-	65	-	65	31	34	18	17	203
Aged 16 to 34	-	55	-	58	32	26	19	22	86
Aged 35 to 59	-	76	-	71	29	42	17	12	86
Passengers commuting	-	62	-	61	28	33	22	17	125
Passengers not commuting	-	-	-	-	-	-	-	-	-
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	-	68	-	71	44	27	13	16	312
The length of time waited	-	66	-	71	44	27	18	11	334
<b>On-bus journey time</b>									
Time journey on the bus took	-	81	-	88	53	35	10	2	336
<b>On the bus</b>									
Route/destination information on the outside of the bus	-	85	-	86	58	27	9	5	325
The cleanliness and condition of the outside of the bus	-	74	-	85	44	41	13	2	326
The ease of getting onto the bus	-	-	-	96	64	32	4	0	336
The length of time it took to board	-	88	-	93	64	29	6	1	329
The cleanliness and condition of the inside of the bus	-	73	-	88	42	46	8	4	338
The information provided inside the bus	-	51	-	69	34	34	27	4	293
The availability of seating or space to stand	-	87	-	91	59	32	5	3	333
The comfort of the seats	-	76	-	75	36	40	15	10	335
The amount of personal space you had around you	-	78	-	80	42	38	10	10	328
Provision of grab rails to stand/move within the bus	-	85	-	89	48	41	8	3	329
The temperature inside the bus	-	79	-	83	44	40	12	4	331
Your personal security whilst on the bus	-	91	-	90	56	33	9	1	325
Ease of getting off the bus	-	-	-	95	60	36	4	1	335
<b>The bus driver</b>									
How near to the kerb the driver stopped	-	95	-	96	66	30	3	1	323
The driver's appearance	-	92	-	94	70	24	6	0	327
The greeting/welcome you got from the driver	-	83	-	89	62	27	6	5	331
The helpfulness and attitude of the driver	-	84	-	87	64	22	10	4	326
The time the driver gave you to get to your seat	-	88	-	90	63	27	7	3	327
Smoothness/freedom from jolting during the journey	-	78	-	78	49	30	15	7	326
Safety of the driving (i.e. speed, driver concentrating)	-	90	-	93	65	28	6	1	330



# Trent Barton in Derbyshire

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	-	-	<b>96</b>	<b>95</b>	<b>51</b>	<b>44</b>	<b>4</b>	<b>1</b>	<b>405</b>
Fare-paying passengers	-	-	95	95	43	51	5	1	229
Free pass holders	-	-	97	96	66	31	3	1	168
Aged 16 to 34	-	-	95	95	39	57	5	0	107
Aged 35 to 59	-	-	97	91	47	45	6	2	121
Passengers commuting	-	-	93	94	33	61	6	0	86
Passengers not commuting	-	-	98	95	56	40	3	1	308
Passengers saying they have a disability	-	-	96	95	66	29	4	1	96
<b>Value for money</b>									
<b>All fare-paying passengers</b>	-	-	<b>63</b>	<b>78</b>	<b>30</b>	<b>48</b>	<b>11</b>	<b>11</b>	<b>218</b>
Aged 16 to 34	-	-	59	78	33	45	10	11	97
Aged 35 to 59	-	-	70	75	23	52	13	12	104
Passengers commuting	-	-	62	-	-	-	-	-	-
Passengers not commuting	-	-	-	75	28	47	15	11	145
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	-	-	70	85	42	43	11	5	386
The length of time waited	-	-	74	85	39	46	10	4	399
<b>On-bus journey time</b>									
Time journey on the bus took	-	-	84	93	44	49	7	0	405
<b>On the bus</b>									
Route/destination information on the outside of the bus	-	-	93	90	60	30	9	1	402
The cleanliness and condition of the outside of the bus	-	-	89	86	54	32	12	2	396
The ease of getting onto the bus	-	-	97	94	64	30	5	1	404
The length of time it took to board	-	-	96	96	67	29	3	0	399
The cleanliness and condition of the inside of the bus	-	-	90	93	64	30	5	2	404
The information provided inside the bus	-	-	85	87	51	36	12	1	393
The availability of seating or space to stand	-	-	95	92	57	35	8	0	404
The comfort of the seats	-	-	85	89	57	32	8	3	406
The amount of personal space you had around you	-	-	88	91	59	32	7	3	405
Provision of grab rails to stand/move within the bus	-	-	92	89	61	29	9	2	398
The temperature inside the bus	-	-	85	88	56	32	8	4	402
Your personal security whilst on the bus	-	-	89	93	62	31	7	0	401
Ease of getting off the bus	-	-	95	98	65	32	2	0	404
<b>The bus driver</b>									
How near to the kerb the driver stopped	-	-	98	97	84	13	3	0	393
The driver's appearance	-	-	97	97	78	18	3	0	395
The greeting/welcome you got from the driver	-	-	92	92	63	29	7	1	402
The helpfulness and attitude of the driver	-	-	92	93	67	26	6	1	398
The time the driver gave you to get to your seat	-	-	93	93	73	21	5	2	401
Smoothness/freedom from jolting during the journey	-	-	91	90	64	26	7	3	399
Safety of the driving (i.e. speed, driver concentrating)	-	-	96	96	68	28	3	1	398

# Trent Barton in Nottinghamshire

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>95</b>	<b>93</b>	<b>93</b>	<b>94</b>	<b>53</b>	<b>41</b>	<b>3</b>	<b>3</b>	<b>521</b>
Fare-paying passengers	-	92	91	94	49	44	3	3	293
Free pass holders	95	96	96	96	60	35	3	2	203
Aged 16 to 34	-	-	-	93	47	47	4	3	147
Aged 35 to 59	-	-	95	92	57	36	4	3	142
Passengers commuting	-	-	88	93	45	48	4	3	189
Passengers not commuting	94	93	97	95	60	35	3	2	307
Passengers saying they have a disability	-	95	89	85	55	30	7	8	124
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>-</b>	<b>73</b>	<b>58</b>	<b>64</b>	<b>24</b>	<b>40</b>	<b>18</b>	<b>18</b>	<b>296</b>
Aged 16 to 34	-	-	-	62	22	39	19	20	137
Aged 35 to 59	-	-	-	65	25	40	20	15	117
Passengers commuting	-	-	57	60	23	37	22	19	169
Passengers not commuting	-	-	-	69	26	43	13	18	120
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	83	85	76	74	41	33	12	14	505
The length of time waited	83	83	78	74	38	36	14	11	518
<b>On-bus journey time</b>									
Time journey on the bus took	85	90	89	85	42	43	9	5	519
<b>On the bus</b>									
Route/destination information on the outside of the bus	91	91	88	90	60	30	9	1	515
The cleanliness and condition of the outside of the bus	96	92	93	89	56	33	9	2	516
The ease of getting onto the bus	-	-	97	94	67	27	4	2	526
The length of time it took to board	97	95	93	94	65	28	4	2	521
The cleanliness and condition of the inside of the bus	96	94	91	92	60	32	6	2	530
The information provided inside the bus	90	89	81	86	55	31	12	2	502
The availability of seating or space to stand	93	90	88	90	58	32	6	4	523
The comfort of the seats	96	81	85	86	52	34	9	4	517
The amount of personal space you had around you	85	85	82	86	52	34	7	7	515
Provision of grab rails to stand/move within the bus	89	91	84	89	58	32	7	4	516
The temperature inside the bus	89	85	83	89	51	38	7	4	522
Your personal security whilst on the bus	95	91	88	90	59	31	9	2	520
Ease of getting off the bus	-	-	92	94	64	29	4	2	521
<b>The bus driver</b>									
How near to the kerb the driver stopped	97	97	97	96	73	23	4	1	512
The driver's appearance	96	96	97	98	76	21	2	0	499
The greeting/welcome you got from the driver	96	94	92	92	71	21	6	2	513
The helpfulness and attitude of the driver	95	94	90	92	72	20	7	1	499
The time the driver gave you to get to your seat	91	93	89	91	65	25	7	2	503
Smoothness/freedom from jolting during the journey	86	88	84	88	61	28	8	4	501
Safety of the driving (i.e. speed, driver concentrating)	94	94	93	95	70	25	4	2	500

# Warrington's Own Buses

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	-	-	93	86	40	47	9	5	396
Fare-paying passengers	-	-	90	82	31	52	10	7	191
Free pass holders	-	-	96	93	54	39	6	1	203
Aged 16 to 34	-	-	-	85	28	57	9	6	81
Aged 35 to 59	-	-	-	81	34	47	13	6	86
Passengers commuting	-	-	92	86	31	54	9	5	129
Passengers not commuting	-	-	92	86	45	41	9	5	256
Passengers saying they have a disability	-	-	88	85	40	45	7	8	145
<b>Value for money</b>									
<b>All fare-paying passengers</b>	-	-	44	52	18	33	17	31	179
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	56	17	39	14	30	108
Passengers not commuting	-	-	-	-	-	-	-	-	-
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	-	-	71	68	37	30	12	20	354
The length of time waited	-	-	69	64	32	32	17	20	385
<b>On-bus journey time</b>									
Time journey on the bus took	-	-	84	85	44	41	10	5	395
<b>On the bus</b>									
Route/destination information on the outside of the bus	-	-	84	83	46	36	14	3	374
The cleanliness and condition of the outside of the bus	-	-	90	80	36	44	16	3	369
The ease of getting onto the bus	-	-	95	90	56	34	9	2	380
The length of time it took to board	-	-	94	88	56	32	8	4	380
The cleanliness and condition of the inside of the bus	-	-	87	76	32	44	15	10	382
The information provided inside the bus	-	-	67	65	25	39	30	5	344
The availability of seating or space to stand	-	-	90	81	45	36	9	10	372
The comfort of the seats	-	-	93	77	37	39	15	8	376
The amount of personal space you had around you	-	-	86	75	34	42	14	10	370
Provision of grab rails to stand/move within the bus	-	-	92	81	38	42	14	5	373
The temperature inside the bus	-	-	86	75	36	39	15	9	375
Your personal security whilst on the bus	-	-	92	82	44	38	16	2	371
Ease of getting off the bus	-	-	96	87	49	38	10	3	380
<b>The bus driver</b>									
How near to the kerb the driver stopped	-	-	94	91	61	30	7	2	374
The driver's appearance	-	-	91	91	59	32	8	1	362
The greeting/welcome you got from the driver	-	-	76	78	46	31	18	4	373
The helpfulness and attitude of the driver	-	-	77	77	46	31	19	4	362
The time the driver gave you to get to your seat	-	-	85	79	49	30	14	6	364
Smoothness/freedom from jolting during the journey	-	-	83	77	40	37	14	9	366
Safety of the driving (i.e. speed, driver concentrating)	-	-	91	87	53	33	11	3	368

# Yellow Buses in Bournemouth and Poole

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	-	93	89	91	54	37	6	3	407
Fare-paying passengers	-	91	85	91	48	42	7	3	215
Free pass holders	-	96	97	93	67	25	4	3	188
Aged 16 to 34	-	-	-	92	41	51	7	1	97
Aged 35 to 59	-	-	90	86	56	30	7	7	109
Passengers commuting	-	91	84	87	38	49	9	4	122
Passengers not commuting	-	95	92	94	65	29	3	2	266
Passengers saying they have a disability	-	87	81	86	61	25	8	6	119
<b>Value for money</b>									
<b>All fare-paying passengers</b>	-	73	59	77	26	51	8	15	210
Aged 16 to 34	-	-	-	79	23	55	7	15	87
Aged 35 to 59	-	-	-	77	28	49	7	16	93
Passengers commuting	-	-	-	73	24	49	9	18	107
Passengers not commuting	-	-	71	83	30	53	6	11	98
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	-	80	75	78	46	32	9	13	361
The length of time waited	-	81	79	85	43	42	6	9	405
<b>On-bus journey time</b>									
Time journey on the bus took	-	91	86	91	55	36	5	4	410
<b>On the bus</b>									
Route/destination information on the outside of the bus	-	92	86	88	62	25	8	5	400
The cleanliness and condition of the outside of the bus	-	92	85	89	58	31	10	1	394
The ease of getting onto the bus	-	-	93	95	71	24	4	2	403
The length of time it took to board	-	95	90	94	71	23	5	1	395
The cleanliness and condition of the inside of the bus	-	91	84	89	51	38	8	2	406
The information provided inside the bus	-	83	74	76	43	33	19	5	372
The availability of seating or space to stand	-	93	92	92	61	31	6	2	402
The comfort of the seats	-	88	79	86	49	36	10	4	400
The amount of personal space you had around you	-	82	77	88	47	42	5	6	397
Provision of grab rails to stand/move within the bus	-	92	81	91	59	32	7	2	391
The temperature inside the bus	-	90	80	90	49	40	6	4	399
Your personal security whilst on the bus	-	94	86	92	59	33	7	0	398
Ease of getting off the bus	-	-	92	95	68	27	3	2	403
<b>The bus driver</b>									
How near to the kerb the driver stopped	-	96	91	92	70	22	6	2	392
The driver's appearance	-	96	89	95	72	23	5	0	391
The greeting/welcome you got from the driver	-	88	81	83	60	23	13	4	396
The helpfulness and attitude of the driver	-	87	81	84	58	26	11	5	384
The time the driver gave you to get to your seat	-	91	84	91	62	29	6	4	394
Smoothness/freedom from jolting during the journey	-	83	81	86	52	34	7	7	390
Safety of the driving (i.e. speed, driver concentrating)	-	94	89	92	67	25	6	1	393

# 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 (2017 and 2019).

**For 2019, we surveyed services run by Stagecoach across its three businesses in Scotland, at their request. In addition, we also covered services run in Aberdeenshire and Aberdeen City, at the request of the local Regional Transport Partnership (nestrans), to allow them to continue to collect an annual measure of passenger satisfaction.**

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 where a direct comparison can be made.

The Scotland survey was paid for by nestrans Regional Transport Partnership 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.





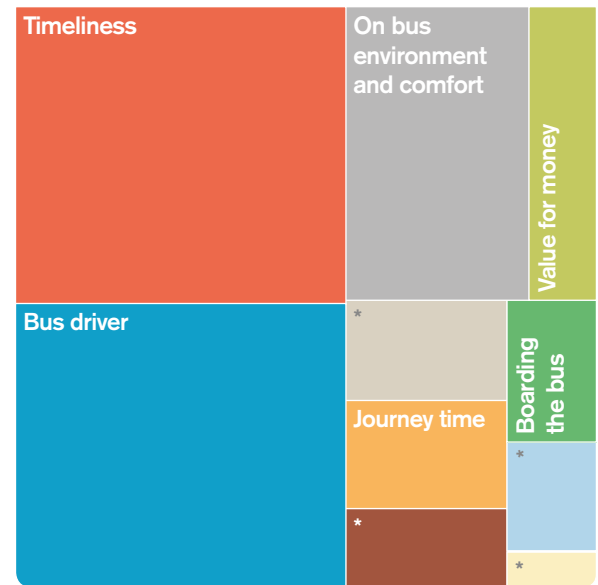
# North East Scotland

## Headline results



## Which themes are affecting overall passenger satisfaction?

See page 175 for an explanation of how these themes were calculated



fare-payers only

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>86</b>	<b>87</b>	<b>89</b>	<b>86</b>	<b>44</b>	<b>42</b>	<b>9</b>	<b>5</b>	<b>1188</b>
Fare-paying passengers	85	84	88	85	40	45	9	5	682
Free pass holders	89	90	92	88	50	38	9	3	493
Aged 16 to 34	83	84	90	91	45	45	6	4	356
Aged 35 to 59	86	83	86	80	38	42	13	7	340
Passengers commuting	81	84	85	86	36	49	10	5	416
Passengers not commuting	91	89	92	87	49	38	9	4	704
Passengers saying they have a disability	86	86	87	83	44	40	12	5	348
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>58</b>	<b>52</b>	<b>57</b>	<b>49</b>	<b>20</b>	<b>28</b>	<b>22</b>	<b>29</b>	<b>662</b>
Aged 16 to 34	54	47	54	47	20	26	23	30	331
Aged 35 to 59	62	56	58	48	17	31	22	30	288
Passengers commuting	56	52	53	46	18	28	21	33	335
Passengers not commuting	62	51	61	52	24	27	24	24	315
<b>Punctuality and time waiting for bus</b>									
Punctuality of the bus	70	72	73	70	37	33	12	18	1112
The length of time waited	71	73	74	70	37	33	15	15	1194
<b>On-bus journey time</b>									
Time the journey on the bus took	82	81	84	86	45	40	9	5	1180

## Detailed results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>The bus stop</b>									
Overall satisfaction with the bus stop	77	78	82	79	31	48	15	7	1124
Its distance from the journey start	85	82	86	84	50	34	11	5	1135
The convenience/accessibility of its location	88	87	89	87	54	33	10	3	1064
Its condition/standard of maintenance	73	72	75	69	29	40	22	9	1068
Its freedom from graffiti/vandalism	79	77	80	75	37	37	15	11	1059
Its freedom from litter	76	75	78	74	35	39	16	10	1071
The information provided at the stop	67	67	73	67	28	40	20	12	1068
Your personal safety whilst at the stop	78	79	81	81	41	40	15	4	1073

### On the bus

Route/destination information on the outside of the bus	84	83	87	82	46	36	13	5	1164
The cleanliness and condition of the outside of the bus	80	79	85	79	35	44	14	7	1125
The ease of getting onto the bus*	-	-	90	93	54	38	5	3	1159
The length of time it took to board	87	89	91	93	56	36	5	2	1147
The cleanliness and condition of the inside of the bus	80	81	81	78	35	43	13	9	1196
The information provided inside the bus	67	64	69	64	29	35	29	7	1088
The availability of seating or space to stand	86	87	89	88	49	39	7	5	1160
The comfort of the seats	81	78	83	79	37	42	14	7	1172
The amount of personal space you had around you	80	79	81	78	39	39	16	7	1165
Provision of grab rails to stand/move within the bus	80	78	82	84	42	41	11	5	1161
The temperature inside the bus	75	76	78	78	37	41	13	9	1168
Your personal security whilst on the bus	86	84	86	85	47	38	13	2	1161
Ease of getting off the bus*	-	-	88	88	49	39	9	4	1165

### The bus driver

How near to the kerb the driver stopped	89	90	92	92	60	32	6	2	1134
The driver's appearance	89	90	92	91	61	30	7	2	1125
The greeting/welcome you got from the driver	74	73	79	73	42	31	19	8	1145
The helpfulness and attitude of the driver	75	75	80	73	43	30	20	7	1133
The time the driver gave you to get to your seat	79	78	85	80	44	36	14	6	1146
Smoothness/freedom from jolting during the journey	77	75	81	77	37	39	15	9	1153
Safety of the driving (i.e. speed, driver concentrating)	87	87	90	88	52	36	10	2	1148

## Factors affecting journey time

Occurrence (%)	2016	2017	2018	2019
Congestion/traffic jams	26	21	20	15
Road works	13	14	9	7
Bus driver driving too slowly	4	4	2	3
Poor weather conditions	7	7	6	6
Waiting too long at stops	10	9	7	7
Passenger boarding time	17	17	12	15
Base size	1522	1147	1247	1254

Passengers could provide more than one answer

## Anti-social behaviour

'Yes' (%)	2016	2017	2018	2019
Other passengers' behaviour giving cause to worry or feel uncomfortable	5	4	4	4
Base size	1455	1086	1209	1198

\* New question in 2018



# First Aberdeen in North East

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	<b>88</b>	<b>87</b>	<b>88</b>	<b>84</b>	<b>40</b>	<b>45</b>	<b>10</b>	<b>6</b>	<b>420</b>
Fare-paying passengers	86	85	88	84	37	47	9	6	234
Free pass holders	92	89	89	85	44	41	10	5	181
Aged 16 to 34	85	85	92	92	45	47	4	4	112
Aged 35 to 59	87	82	82	76	33	43	15	10	127
Passengers commuting	82	87	86	85	34	51	9	6	172
Passengers not commuting	93	86	88	84	44	41	10	6	225
Passengers saying they have a disability	86	84	-	82	37	45	12	5	141
<b>Value for money</b>									
<b>All fare-paying passengers</b>	<b>53</b>	<b>48</b>	<b>45</b>	<b>41</b>	<b>17</b>	<b>24</b>	<b>23</b>	<b>35</b>	<b>227</b>
Aged 16 to 34	49	43	49	41	18	23	24	35	112
Aged 35 to 59	55	55	40	38	12	27	22	39	101
Passengers commuting	48	51	41	39	15	25	22	39	144
Passengers not commuting	59	-	-	43	20	23	26	30	79
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	74	72	68	67	32	35	11	22	392
The length of time waited	76	73	69	65	31	34	16	18	417
<b>On-bus journey time</b>									
Time journey on the bus took	83	83	85	86	43	43	9	5	424
<b>On the bus</b>									
Route/destination information on the outside of the bus	84	79	82	80	42	38	14	6	409
The cleanliness and condition of the outside of the bus	82	78	82	77	29	48	16	8	396
The ease of getting onto the bus	-	-	91	92	51	41	5	3	412
The length of time it took to board	91	87	91	92	53	39	6	2	405
The cleanliness and condition of the inside of the bus	77	76	75	74	28	45	15	12	416
The information provided inside the bus	67	63	65	62	24	38	29	9	374
The availability of seating or space to stand	89	85	89	88	46	42	8	4	407
The comfort of the seats	80	73	83	78	33	45	14	8	419
The amount of personal space you had around you	81	77	81	75	35	40	18	7	411
Provision of grab rails to stand/move within the bus	85	80	87	84	39	44	11	6	412
The temperature inside the bus	77	76	79	76	32	44	14	10	414
Your personal security whilst on the bus	86	81	86	84	43	41	14	2	405
Ease of getting off the bus	-	-	89	87	45	42	9	4	419
<b>The bus driver</b>									
How near to the kerb the driver stopped	91	87	91	91	56	35	6	3	395
The driver's appearance	90	88	90	89	58	32	9	2	381
The greeting/welcome you got from the driver	73	66	73	66	35	31	23	11	393
The helpfulness and attitude of the driver	73	69	76	65	37	29	26	9	391
The time the driver gave you to get to your seat	79	72	84	75	37	38	17	8	404
Smoothness/freedom from jolting during the journey	76	69	79	74	30	43	16	10	408
Safety of the driving (i.e. speed, driver concentrating)	87	83	89	86	46	40	12	2	406

# Stagecoach in East Scotland

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	-	89	-	95	57	37	5	1	399
Fare-paying passengers	-	86	-	93	52	41	6	1	202
Free pass holders	-	93	-	96	65	31	4	0	186
Aged 16 to 34	-	82	-	91	41	50	8	1	120
Aged 35 to 59	-	88	-	94	63	31	5	1	97
Passengers commuting	-	83	-	92	49	43	8	1	123
Passengers not commuting	-	93	-	96	63	33	3	1	247
Passengers saying they have a disability	-	88	-	94	61	32	6	0	104
<b>Value for money</b>									
<b>All fare-paying passengers</b>	-	62	-	65	28	37	16	19	196
Aged 16 to 34	-	59	-	62	27	35	12	25	98
Aged 35 to 59	-	65	-	69	26	43	20	11	80
Passengers commuting	-	59	-	69	30	40	13	17	93
Passengers not commuting	-	66	-	61	27	34	19	20	95
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	-	78	-	85	56	29	9	6	375
The length of time waited	-	80	-	85	53	33	9	5	399
<b>On-bus journey time</b>									
Time journey on the bus took	-	88	-	88	57	31	10	2	396
<b>On the bus</b>									
Route/destination information on the outside of the bus	-	86	-	92	65	27	7	1	394
The cleanliness and condition of the outside of the bus	-	81	-	88	52	36	11	1	385
The ease of getting onto the bus	-	-	-	95	68	27	4	1	400
The length of time it took to board	-	93	-	94	70	25	5	1	391
The cleanliness and condition of the inside of the bus	-	84	-	89	49	39	9	3	403
The information provided inside the bus	-	70	-	72	36	36	24	4	365
The availability of seating or space to stand	-	90	-	92	61	31	6	2	395
The comfort of the seats	-	83	-	88	46	41	9	4	398
The amount of personal space you had around you	-	80	-	88	49	39	8	4	395
Provision of grab rails to stand/move within the bus	-	82	-	89	53	37	7	4	390
The temperature inside the bus	-	83	-	83	45	38	11	6	395
Your personal security whilst on the bus	-	86	-	90	58	33	8	2	393
Ease of getting off the bus	-	-	-	91	59	32	7	2	390
<b>The bus driver</b>									
How near to the kerb the driver stopped	-	92	-	95	73	22	4	1	391
The driver's appearance	-	93	-	96	74	21	4	1	386
The greeting/welcome you got from the driver	-	82	-	86	63	23	11	3	389
The helpfulness and attitude of the driver	-	82	-	87	65	22	11	3	387
The time the driver gave you to get to your seat	-	85	-	91	65	26	7	2	386
Smoothness/freedom from jolting during the journey	-	82	-	85	54	31	9	6	389
Safety of the driving (i.e. speed, driver concentrating)	-	90	-	92	69	23	7	2	391

# Stagecoach in North Scotland

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	-	89	-	88	51	37	10	2	852
Fare-paying passengers	-	85	-	84	44	40	13	3	480
Free pass holders	-	93	-	93	60	33	6	1	363
Aged 16 to 34	-	84	-	80	37	43	17	3	264
Aged 35 to 59	-	87	-	86	51	35	11	2	226
Passengers commuting	-	82	-	88	43	45	9	3	264
Passengers not commuting	-	93	-	87	54	32	12	2	538
Passengers saying they have a disability	-	89	-	79	49	30	17	3	242
<b>Value for money</b>									
<b>All fare-paying passengers</b>	-	59	-	55	22	33	22	23	466
Aged 16 to 34	-	56	-	50	20	31	21	28	238
Aged 35 to 59	-	62	-	58	21	37	23	18	195
Passengers commuting	-	57	-	53	22	31	18	30	205
Passengers not commuting	-	63	-	57	23	35	26	17	253
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	-	74	-	77	46	32	12	11	796
The length of time waited	-	74	-	79	46	33	14	7	855
<b>On-bus journey time</b>									
Time journey on the bus took	-	82	-	84	52	33	11	4	837
<b>On the bus</b>									
Route/destination information on the outside of the bus	-	90	-	86	58	28	12	2	833
The cleanliness and condition of the outside of the bus	-	82	-	83	47	36	12	5	800
The ease of getting onto the bus	-	-	-	92	63	29	6	2	825
The length of time it took to board	-	92	-	92	66	27	5	2	814
The cleanliness and condition of the inside of the bus	-	88	-	82	50	33	12	5	860
The information provided inside the bus	-	69	-	64	35	29	30	6	782
The availability of seating or space to stand	-	91	-	87	59	29	10	3	830
The comfort of the seats	-	85	-	80	47	33	14	6	831
The amount of personal space you had around you	-	83	-	81	48	33	11	8	831
Provision of grab rails to stand/move within the bus	-	81	-	81	51	30	12	7	827
The temperature inside the bus	-	79	-	80	48	32	13	7	832
Your personal security whilst on the bus	-	88	-	87	57	30	13	1	833
Ease of getting off the bus	-	-	-	88	58	30	9	2	823
<b>The bus driver</b>									
How near to the kerb the driver stopped	-	94	-	95	68	27	5	0	818
The driver's appearance	-	93	-	95	67	29	4	1	825
The greeting/welcome you got from the driver	-	83	-	84	54	30	11	5	833
The helpfulness and attitude of the driver	-	83	-	84	53	31	13	4	822
The time the driver gave you to get to your seat	-	86	-	89	55	34	8	3	821
Smoothness/freedom from jolting during the journey	-	82	-	80	49	31	12	8	825
Safety of the driving (i.e. speed, driver concentrating)	-	92	-	92	63	29	7	1	822

# Stagecoach in West Scotland

## Key results

Satisfaction (%)	2016 all satisfied	2017 all satisfied	2018 all satisfied	2019 all satisfied	2019 very satisfied	2019 fairly satisfied	2019 neither /nor	2019 all dissatisfied	2019 base size
<b>Overall journey satisfaction</b>									
<b>All passengers</b>	-	<b>88</b>	-	<b>90</b>	<b>50</b>	<b>40</b>	<b>7</b>	<b>2</b>	<b>595</b>
Fare-paying passengers	-	84	-	88	43	45	10	3	319
Free pass holders	-	94	-	94	58	36	4	2	262
Aged 16 to 34	-	85	-	87	45	43	9	3	143
Aged 35 to 59	-	83	-	90	45	45	8	2	197
Passengers commuting	-	84	-	89	46	43	9	2	187
Passengers not commuting	-	92	-	92	51	41	7	1	362
Passengers saying they have a disability	-	88	-	88	49	39	8	3	175
<b>Value for money</b>									
<b>All fare-paying passengers</b>	-	<b>67</b>	-	<b>71</b>	<b>32</b>	<b>39</b>	<b>14</b>	<b>15</b>	<b>306</b>
Aged 16 to 34	-	66	-	69	32	37	16	15	127
Aged 35 to 59	-	67	-	73	31	43	12	14	152
Passengers commuting	-	70	-	79	34	45	6	15	158
Passengers not commuting	-	63	-	63	31	32	24	13	137
<b>Punctuality and time waiting for the bus</b>									
Punctuality of the bus	-	77	-	84	48	36	10	7	556
The length of time waited	-	75	-	82	45	37	11	7	600
<b>On-bus journey time</b>									
Time journey on the bus took	-	80	-	87	47	40	10	3	604
<b>On the bus</b>									
Route/destination information on the outside of the bus	-	87	-	89	53	36	9	1	587
The cleanliness and condition of the outside of the bus	-	77	-	83	41	42	12	5	571
The ease of getting onto the bus	-	-	-	92	58	34	6	1	582
The length of time it took to board	-	90	-	92	57	35	7	1	563
The cleanliness and condition of the inside of the bus	-	78	-	82	40	41	12	6	607
The information provided inside the bus	-	70	-	76	34	42	20	4	552
The availability of seating or space to stand	-	86	-	89	51	38	8	3	583
The comfort of the seats	-	79	-	82	43	39	12	5	585
The amount of personal space you had around you	-	78	-	83	44	38	13	5	583
Provision of grab rails to stand/move within the bus	-	83	-	84	46	39	12	3	574
The temperature inside the bus	-	77	-	80	38	42	13	7	576
Your personal security whilst on the bus	-	85	-	84	45	39	13	3	575
Ease of getting off the bus	-	-	-	89	51	39	9	1	574
<b>The bus driver</b>									
How near to the kerb the driver stopped	-	92	-	93	59	34	6	2	592
The driver's appearance	-	93	-	94	62	32	5	1	586
The greeting/welcome you got from the driver	-	78	-	86	53	33	10	4	577
The helpfulness and attitude of the driver	-	78	-	86	54	32	11	3	577
The time the driver gave you to get to your seat	-	81	-	85	53	32	10	5	578
Smoothness/freedom from jolting during the journey	-	76	-	83	44	39	11	6	581
Safety of the driving (i.e. speed, driver concentrating)	-	87	-	91	55	36	6	3	561

# 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 8 September and 21 December 2019, excluding the October school half-term holiday period as it was in each sampling area (mostly 12 to 27 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 2019 survey.

This year we received a total of 46,271 valid responses of which 43,872 were from England and 2399 were from Scotland.

## 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

We used a two-stage approach to identify the key drivers of overall journey satisfaction amongst bus passengers. 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. One satisfaction measure (nearness to the kerb or bus stop) was excluded this year from the factor analysis as it did not group with other factors and was not a driver (or theme) on its own.

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/

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

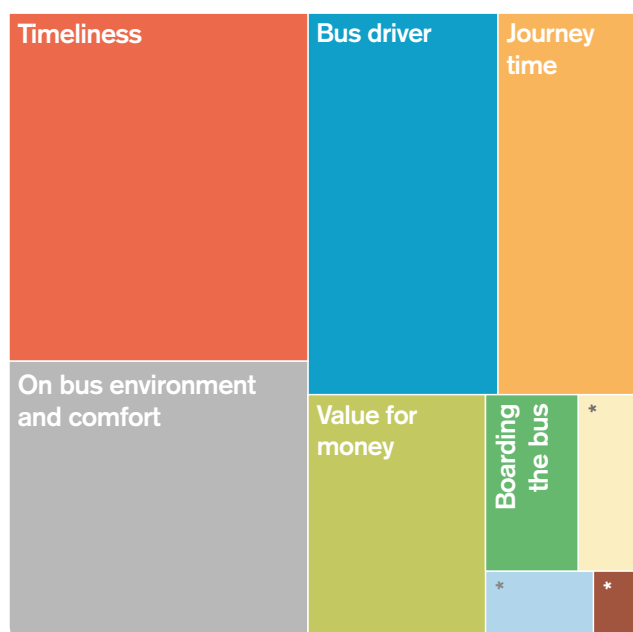
operator. They should be read like a pie chart where the slices or portions are relative to each other and together add up to 100%.

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 2019 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 16 unitary LTAs, nine two-tier LTAs, and 19 standalone bus operators' operating divisions (mainly Go-Ahead group bus companies).

The areas covered by BPS each year account for around eight out of ten 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 2019 wave was carried out on a smaller scale in Scotland than in 2018 (when it was on a nearly national level), covering Stagecoach bus operator areas within Scotland, supplemented by Aberdeenshire and Aberdeen City area sample boosts (creating a total for nestrans). 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 where a direct comparison can be made.

### Further analysing results

Data from the BPS and our other major surveys can be found on our Data hub at <https://www.transportfocus.org.uk/data-hub/> where it is possible to analyse the results in further detail.

### 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](http://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: BCP Council, morebus (Go-Ahead) and Yellow Buses
- Cambridgeshire and Peterborough: Cambridgeshire and Peterborough Combined Authority and Stagecoach
- Cheshire West and Chester: Cheshire West and Chester Council, Arriva and Stagecoach
- Cornwall Council
- County Durham: County Durham Council, Arriva and Go North East
- Devon: Devon County Council and Stagecoach
- Derbyshire: Derbyshire County Council, Stagecoach and Trent Barton
- Essex: Essex County Council and First
- Greater Manchester: Transport for Greater Manchester (TfGM), Go North West and Stagecoach
- Hertfordshire County Council
- Kent: Kent County Council, Arriva and Stagecoach
- Kingston-upon-Hull: Hull City Council, East Yorkshire Buses (Go-Ahead) and Stagecoach
- Leicester City: Leicester City Council, Arriva and First
- Mersey and Halton: Merseytravel, Arriva and Stagecoach
- Milton Keynes: Milton Keynes Council and Arriva
- North East Lincolnshire: North East Lincolnshire Council and Stagecoach
- Northumberland County Council
- Nottingham: Nottingham City Council and Nottingham City Transport
- Nottinghamshire: Nottinghamshire County Council, Nottingham City Transport, Stagecoach and Trent Barton
- Oxfordshire: Oxford Bus Company (Go-Ahead) and Stagecoach
- Portsmouth City Council
- 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

- Blackpool Transport Services
- Courtney Buses
- First South Coast
- Go-Ahead Group to cover these bus companies:
  - Bluestar
  - Brighton and Hove Bus
  - Hedingham and Chambers
  - Metrobus
  - Oxford Park and Ride
  - Plymouth Citybus
  - Salisbury Reds
  - Southern Vectis
  - Thames Travel
- Reading Buses
- Stagecoach Group to cover these parts of their business
  - Stagecoach in Cumbria and North Lancashire
  - Stagecoach East – Cambridge Busway
  - Stagecoach Gloucestershire routes
  - Stagecoach Midlands (Northamptonshire and Warwickshire routes)
  - Stagecoach West of England routes
- Warrington's Own Buses

## Scotland

### Local transport authority areas

- North East: the Regional Transport Partnership

### Operator-specific areas

- Stagecoach East Scotland
- Stagecoach North Scotland
- Stagecoach West Scotland

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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**