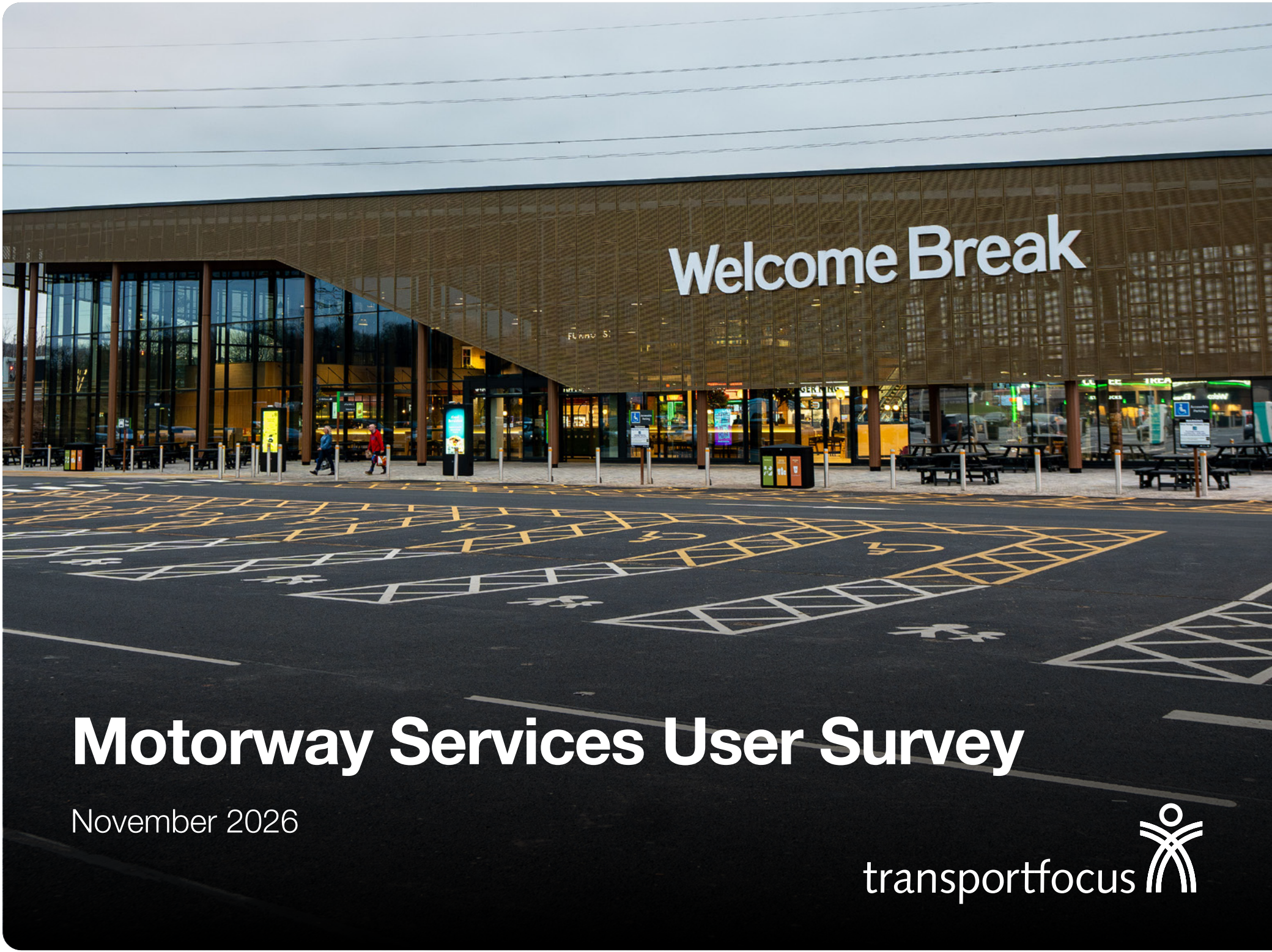


Motorway Services User Survey

November 2026

transportfocus

Foreword

When we first started the Motorway Services User Survey in 2017, there was a big difference between the highest and lowest-rated motorway services. And satisfaction at the lowest-rated site was just 62 per cent. Nine years on, that picture has changed considerably. This year even the lowest-rated site scores a creditable 86 per cent, and the gap between the highest and lowest-rated sites has narrowed from 38 percentage points to 13.

That matters. Motorway services are somewhere millions of us rely on to stop, rest and reset during a journey. The fact that the experience has become not just better, but more consistently good across the network, is real progress.

I think our survey has played a part. It has provided a consistent benchmark, showing what customers value and where there is more work to do. But the biggest credit belongs to the industry for responding.

We can see that particularly clearly this year. The site that was at the bottom of our table in 2023 is now rated 97 per cent by its visitors. It isn't a shiny new development. It shows what can be achieved at an existing site when attention and effort are focused on the things customers notice.

At the same time, we are seeing new, purpose-built services opening, designed around what today's customers need. It is telling that some of the newest sites are among those rated most highly by visitors.

Does all of that mean job done? Absolutely not.

The world around motorway services is changing. Expectations are shaped by people's experiences everywhere else. And why shouldn't road users expect more? The way we travel is changing, the way we eat and shop is changing, and more people need to charge rather than simply refuel. Services need to keep changing with them.

Some of the basics need attention too. Much of the investment has understandably focused on buildings, toilets, food, retail and new facilities. But the experience starts before you walk through the door. This year's results suggest car parks, signage and wayfinding need some attention too.

Perhaps the progress I am most pleased to see is for disabled visitors. For several years we have worked with disabled road users and the industry to understand where services weren't meeting their needs. Transport Focus has helped bring the industry together, including through an accessibility working group and accessibility pledge.

And disabled visitors are noticing the difference. Significantly more now say motorway services cater well for their needs. There is still more to do, including to make sure all disabled users can charge EVs with confidence, but this is real progress.

For me, it demonstrates something important: when the evidence identifies a problem, the industry comes together and focuses on fixing it, things can change.

Louise Collins
Director

A changing motorway services sector

Transport Focus has been tracking visitors' experiences of motorway services through the Motorway Services User Survey since 2017. The survey was last carried out in 2023, providing a consistent picture of how the experience at individual sites and across the network changes over time.

The sector itself has changed considerably since the survey began. Existing services have been refurbished and expanded, while new purpose-built sites have opened. Food and retail offers have evolved, facilities have been upgraded and new technology has changed how some services are accessed and used. The needs placed on sites are changing too, from the rapid expansion of electric vehicle charging to greater focus on accessibility and facilities for professional drivers.

These changes are happening across an estate that varies considerably. Some motorway services are large, modern developments designed around current requirements; others are older sites adapting within existing buildings, layouts and available space. Investment can therefore look very different from one location to another.

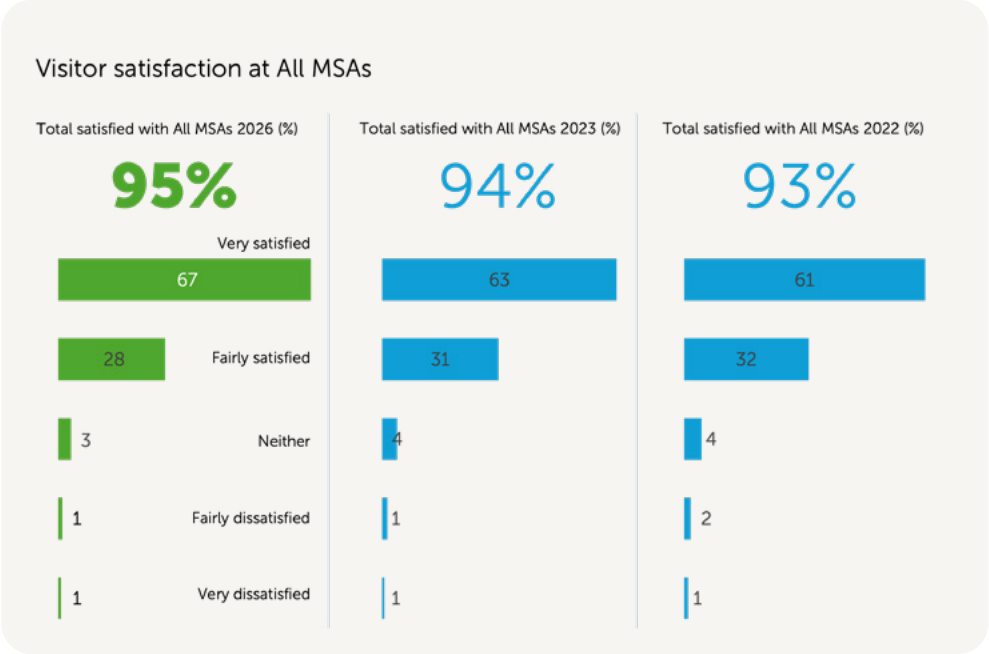
The 2026 survey should be seen in that context. It provides a snapshot of visitors' experiences today, while comparison with previous surveys allows us to see where the experience has changed and where differences remain across the network.



MSUS 2026 results

Record satisfaction levels

Overall satisfaction is now at 95 per cent, the highest levels recorded by the survey. The proportion of very satisfied visitors has increased steadily to 67 per cent, compared with 63 per cent in 2023 and 61 per cent in 2022.



Overall, how satisfied are you with your experience at [name of services] services today?

Base: (2022/2023/2026): All MSAs: (31,204/30,740/32,707).

The improvement has been supported by stronger performance across a range of key measures. Satisfaction with overall cleanliness stands at 91 per cent, continuing a positive trend from 86 per cent in 2022 and 89 per cent in 2023. Satisfaction with the range of facilities available has also improved steadily, reaching 85 per cent, compared with 80 per cent in 2022 and 83 per cent in 2023.

These improvements come during a period of significant investment across the sector.

> *"Looks like this service station really take care of their customers and do everything to improve and delight the customer."*

At the same time, the findings highlight the importance of continuing to raise standards. While 95 per cent of visitors are satisfied overall, 28 per cent describe themselves as fairly satisfied. Three per cent are neither satisfied nor dissatisfied and two per cent remain dissatisfied.

This means that while most visitors leave with a positive impression and remain broadly willing to recommend motorway service areas to others, there remains scope to convert satisfactory experiences into genuinely excellent ones, with the highest-performing sites demonstrating that this is achievable.

> *"Every time I visit this service station I am impressed on its continued improvements. The site is clean and quite inviting to visit."*

Strong performance across the network

The positive overall picture is reflected across the motorway services network. 80 of the 123 surveyed sites achieved overall satisfaction scores of 95 per cent or higher. All but five sites achieved scores of at least 90 per cent.

Even the lowest-scoring site, Watford Gap Northbound, achieved an overall satisfaction score of 86 per cent, a positive assessment from the majority of visitors.

While survey methods have evolved since 2017, the gap between the highest and lowest rated sites has narrowed considerably, from 38 percentage points (62 to 100 per cent) in 2017 to just 13 percentage points in 2026 (86 to 99 per cent). This suggests that differences in performance between sites have reduced over time, with standards becoming more consistent across the sector.

Eight sites achieved exceptional satisfaction scores of 99 per cent:

- Rotherham (Welcome Break)
- Rugby (Moto)
- Sawtry services (Moto)
- Sarn Park (Welcome Break)
- Kinross (Moto)
- Pease Pottage (Moto)
- Donington Park (Moto)
- Norton Canes (Roadchef).

Several sites also demonstrated how targeted improvements can transform visitor perceptions.

Hartshead Moor Eastbound improved from 84 per cent satisfaction in 2023 to 97 per cent in 2026. Cardiff Gate increased from 89 per cent to 96 per cent. Lancaster Southbound improved from 88 per cent to 96 per cent, while Woodall Northbound rose from 90 per cent to 96 per cent.

These examples highlight the scope for improvement at site level and the importance of responding to areas of lower visitor satisfaction.

Although a small number of sites experienced declines, the overall picture remains overwhelmingly positive. The network as a whole is delivering consistently high levels of satisfaction with visitors benefitting from improvements.

Overall satisfaction by MSA (%)

Total satisfied (%)

		2026	2023	2022
1	Rotherham	99	-	-
2	Rugby	99	100	100
3	Sawtry services	99	-	-
4	Sarn Park	99	96	97
5	Kinross	99	93	-
6	Pease Pottage	99	94	94
7	Donington Park	99	98	99
8	Norton Canes	99	93	93
9	Stirling	98	96	-
10	Tamworth	98	96	88
11	Gretna Green	98	95	88
12	Trowell Southbound	98	94	95
13	Woolley Edge Southbound	98	96	95
14	Hopwood Park	98	96	95
15	Burtonwood	98	95	94
16	Winchester Southbound	98	93	96
17	Leeds Skelton Lake	98	98	96
18	Swansea	98	92	-
19	Medway Eastbound	98	94	99
20	Heston Eastbound	97	96	96
21	Heston Westbound	97	96	94
22	Tibshelf Southbound	97	96	97
23	Trowell Northbound	97	97	95
24	Blyth	97	92	93
25	Tibshelf Northbound	97	94	96
26	Chieveley	97	94	97
27	Birch Westbound	97	97	97
28	Washington Southbound	97	95	98
29	Frankley Northbound	97	97	92
30	Burton-in-Kendal	97	98	98
31	Winchester Northbound	97	94	89
32	Corley Northbound	97	96	97
33	Hartshead Moor Eastbound	97	84	80
34	Birch Eastbound	97	95	94
35	Fleet Southbound	96	93	95
36	Reading Eastbound	96	99	93
36	Thurrock	96	93	93
38	Folkestone	96	-	84
39	Cobham	96	94	93
40	Newport Pagnell Northbound	96	95	90
41	Cardiff West	96	91	-
42	Michaelwood Southbound	96	93	95
43	Woodall Northbound	96	90	87
44	Baldock	96	95	96
45	Warwick Northbound	96	94	87
46	Woodall Southbound	96	97	85
47	Killington Lake	96	99	97
48	Clacket Lane Westbound	96	92	95
49	Stafford Northbound	96	94	97
50	Annandale Water	96	99	93
51	Blackburn with Darwen	96	95	99
52	Cardiff Gate	96	89	92
52	Exeter	96	93	96
54	Leigh Delamere Westbound	96	93	93
55	Wetherby	96	99	98
56	Strensham Northbound	96	95	99
57	Chester	96	99	96
58	Lancaster Southbound	96	88	83
59	Woolley Edge Northbound	96	95	84
60	Magor	96	93	94
61	Michaelwood Northbound	96	95	91
62	Doncaster North	95	96	95
63	Oxford	95	95	97
64	Cherwell Valley	95	93	96

Overall, how satisfied are you with your experience at [name of services] services today?

Base: (2022/2023/2026) All MSAs (31,204/30,740/32,707)

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Overall satisfaction by MSA (%)

Total satisfied (%)

		2026	2023	2022
65	Sandbach Northbound	95	93	94
65	Warwick Southbound	95	95	84
67	Corley Southbound	95	99	97
68	Ferrybridge	95	98	88
69	Birchanger Green	95	96	83
70	Durham	95	95	95
71	Cullompton	95	94	95
72	Beaconsfield	95	96	94
73	Pont Abraham	95	94	93
74	Southwaite Southbound	95	96	91
75	Hilton Park Northbound	95	95	92
75	Knutsford Northbound	95	91	98
77	Charnock Richard Northbound	95	95	93
78	Strensham Southbound	95	94	95
79	Southwaite Northbound	95	93	90
80	Rownhams Westbound	95	95	94
81	Fleet Northbound	94	96	97
82	London Gateway	94	91	93
83	South Mimms	94	96	95
84	Reading Westbound	94	97	97
85	Hartshead Moor Westbound	94	88	87
86	Keele Northbound	94	93	97
87	Washington Northbound	94	96	92
88	Leicester Forest East Northbound	94	95	95
89	Leigh Delamere Eastbound	94	93	94
89	Sedgemoor Southbound	94	91	91
91	Northampton Southbound	94	93	97
92	Hamilton	94	96	94
93	Lancaster Northbound	94	92	92
94	Northampton Northbound	94	98	97
95	Peterborough	94	96	98
96	Membury Eastbound	94	89	89
97	Gordano	94	93	86
98	Newport Pagnell Southbound	93	90	89
99	Stafford Southbound	93	99	98
100	Leicester Forest East Southbound	93	95	94
101	Keele Southbound	93	92	95
102	Telford	93	95	90
103	Abington	93	97	91
104	Clacket Lane Eastbound	93	92	95
105	Sandbach Southbound	93	89	89
106	Hilton Park Southbound	93	94	92
107	Maidstone	92	98	97
108	Charnock Richard Southbound	92	95	83
109	Medway Westbound	92	97	97
110	Knutsford Southbound	92	92	89
111	Membury Westbound	92	92	88
112	Frankley Southbound	91	93	85
113	Toddington Northbound	91	88	89
114	Bridgwater	90	88	86
115	Toddington Southbound	90	88	88
116	Taunton Deane Northbound	90	90	94
117	Rownhams Eastbound	90	90	92
118	Severn View	90	94	89
119	Watford Gap Southbound	89	94	95
120	Sedgemoor Northbound	88	89	90
121	Taunton Deane Southbound	87	91	92
122	Bothwell	87	94	87
123	Watford Gap Northbound	86	95	92

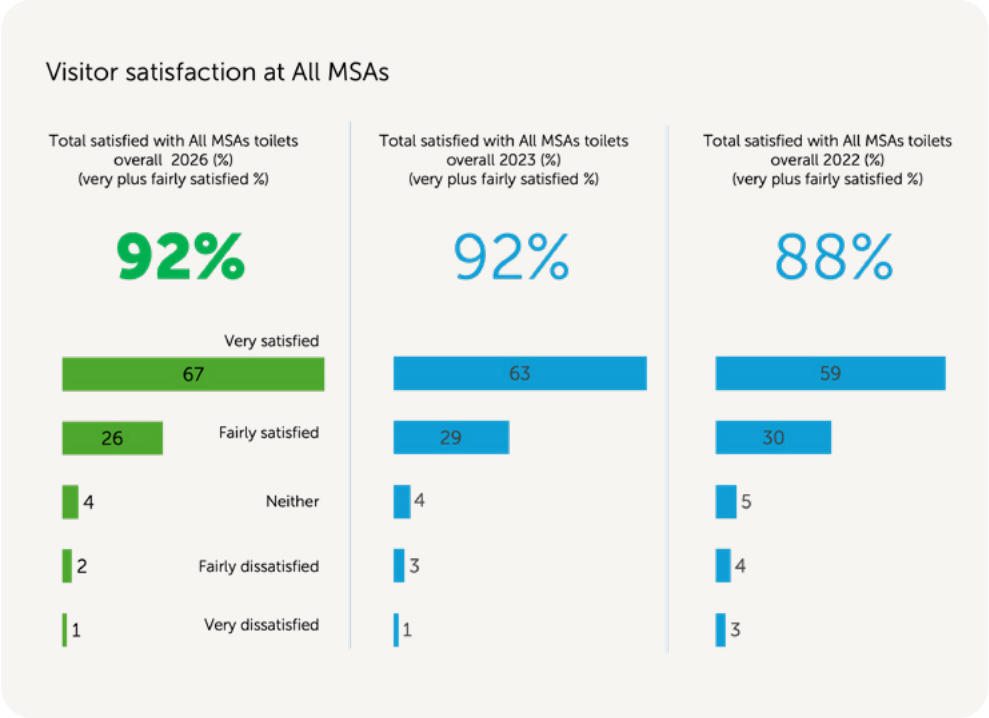
Overall, how satisfied are you with your experience at [name of services] services today?

Base: (2022/2023/2026) All MSAs (31,204/30,740/32,707)

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Toilet facilities continue to drive positive perceptions

Toilet facilities remain one of the most important aspects of the motorway services experience and continue to influence overall satisfaction, with the 2026 results showing continued improvement.



And using the same scale, how satisfied were you with the toilets here today?

Base: (2022/2023/2026) All MSA visitors using the Toilets: (25,908/25,749/27,649)

Overall satisfaction with toilet facilities remains high at 92 per cent, aligned with that seen in 2023 and an improvement from 88 per cent in 2022. More notably, the proportion of visitors who are very satisfied has increased to 67 per cent, compared with 63 per cent in 2023 and 59 per cent in 2022.

Small improvements can be seen across all key measures such as number of toilets, cleanliness, fixtures, fittings and décor.

On a site level, 50 sites achieve toilet satisfaction scores of at least 95 per cent and 94 sites achieve scores of at least 90 per cent.

Several sites recorded impressive improvements. Hartshead Moor Eastbound improved from 66 to 94 per cent and Woodall Northbound from 72 to 92 per cent. Hartshead Moor Westbound (79 to 98 per cent), Cardiff West (84 to 98 per cent), Pont Abraham (76 to 90 percent), Trowell Southbound (83 to 95 percent) and Newport Pagnell Southbound (80 to 91 per cent) also recorded substantial gains.

> *"The toilet facilities were the best I have ever seen in a UK service station in 50 years of motorway driving! Incredibly clean."*

However, some locations continue to underperform, highlighting the importance of maintaining consistently high standards for toilet facilities across the network. Given the importance visitors place on toilets, improvement at these sites remains essential.

Satisfaction with toilet facilities is notably lower at locations such as Membury Westbound (74 per cent), Bothwell (77 per cent) and Watford Gap Southbound (79 per cent), all of which fall well below the average score of 92 per cent.

> *"The toilets were not particularly welcoming - smelt terrible and could really do with a makeover. Only one cubicle out of service which was good to see."*

Accessibility: progress for disabled visitors

Accessibility at motorway service stations is vital to ensure disabled visitors can travel with the same safety, comfort and independence as everyone else. MSAs are essential rest points, places where people must be able to use facilities easily, navigate spaces without barriers and feel confident that their needs have been considered.

When accessibility is strong, it reduces stress and prevents situations where disabled drivers or passengers feel excluded or unsafe. It also signals that the operator values inclusive experiences, designing environments that work for all visitors.

We have worked closely with operators and disabled road users over several years to identify barriers and encourage improvements. Initiatives such as the motorway services accessibility pledge, introduced after the 2023 wave of MSUS, have helped place accessibility firmly on the industry's agenda.

The pledge reinforces that accessibility is a shared responsibility across the industry and a core part of delivering service stations that are usable and inclusive for everyone.



The motorway services accessibility pledge

Following discussions between Transport Focus and motorway service operators, the industry agreed a series of commitments aimed at improving the experience of disabled visitors.

These include strengthening disability awareness training for staff, establishing an industry-wide working group to share best practice and develop consistent accessibility standards, and increasing engagement with disabled users through consultation and co-design during new developments and refurbishments.

Operators also committed to conducting regular site audits with disabled users and senior leaders, alongside working with Transport Focus to review progress and identify further improvements.

These commitments reflect a shared recognition that accessibility requires ongoing collaboration and continuous improvement across the sector.

The MSUS 2026 results show these efforts are having a tangible impact.

75 per cent of disabled visitors or those travelling with a disabled person now feel that motorway service areas cater very or fairly well for their impairments. This represents a significant improvement from 66 per cent in 2023 and 62 per cent in 2022.

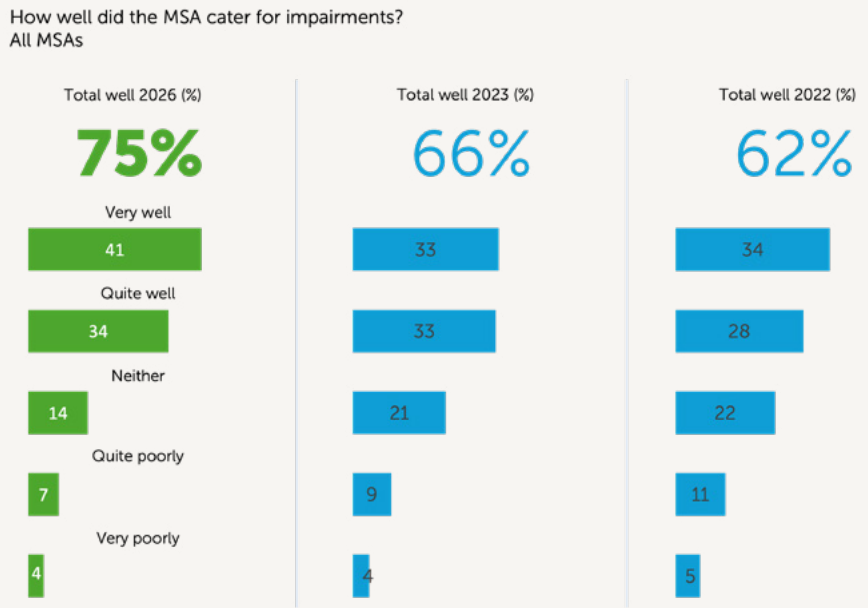
The proportion saying sites cater very well for their needs has also increased significantly, rising from 33 per cent in 2023 to 41 per cent in 2026. At the same time, the proportion feeling sites cater poorly for their impairments has fallen from 16 per cent in 2022 to 11 per cent in 2026.

Moto recorded the largest improvement, increasing from 66 per cent in 2023 to 80 per cent in 2026. Welcome Break also improved significantly, rising from 60 per cent to 70 per cent.

These findings provide strong evidence that operators are becoming better at understanding and responding to the needs of disabled visitors.

However, there is still more to do. Around one in ten disabled visitors continue to feel that motorway services cater poorly for their impairments. Continuing the progress made in recent years should therefore remain a key priority

> *"Disabled toilets are not easy to spot and so I end up using the normal ones which can sometimes cause problems - particularly if I'm on my mobility scooter."*



How well do you think [MSA] catered for your impairment(s) (or those of the person who was with you)?

Base: (2022/2023/2026) All MSAs - Disabled visitors: (556/582/637)



The changing EV landscape

The motorway services sector continues to evolve, with the growth in electric vehicles representing a notable change in recent years.

By the end of 2025, there were more than two million licensed zero-emission vehicles on UK roads, a 31 per cent increase on the previous year,[1] while battery electric vehicles now account for around one in four new car registrations.[2] The public charging network has expanded to more than 121,000 chargers, including almost 29,000 rapid and ultra-rapid chargers.[3]

MSA operators have responded through substantial investment in EV charging infrastructure, including new charging superhubs, upgrades to electricity networks and increased charging capacity across motorway locations. These developments have often been accompanied by wider site improvements and new facilities to support the growing number of EV drivers using the motorway network.[4]

As EV use becomes more widespread, expectations of the charging experience continue to grow. Previous research found that EV drivers place significant importance on charger availability and reliability, charging speeds, simple payment processes, transparent pricing, minimal queuing and high-quality facilities while waiting.[5] This highlights that driver satisfaction depends not only on the availability of charging infrastructure, but on the quality and reliability of the overall charging experience.

It is also important that the transition to electric vehicles is inclusive and accessible. This includes providing larger charging bays, user-friendly equipment, accessible routes between chargers and amenities, and site layouts that enable all visitors to charge their vehicles conveniently and independently.

Against this backdrop, the 2026 survey results provide an opportunity to assess how effectively motorway service areas are meeting the needs of EV drivers in practice.

Sources

1. Department for Transport, Vehicle licensing statistics 2025
2. SMMT, Electric vehicle registrations
3. Department for Transport, Public electric vehicle charging infrastructure statistics, July 2026
4. EV charging information: Moto; GRIDSERVE/Extra; Welcome Break; Roadchef
5. Transport Focus, Transport User Voice: electric vehicles, February 2024

EV charging: the user experience

The proportion of visitors who charged an EV during their visit to an MSA has doubled since 2023, increasing from four per cent to eight per cent. More broadly, 14 per cent of visitors now drive either a fully electric vehicle or a plug-in hybrid vehicle, compared with 9 per cent three years ago.

The 2026 survey results suggest that the expansion of charging infrastructure is benefitting EV drivers, but opportunities for improvement remain.

Overall, 84 per cent of EV drivers who charged their vehicle at a service station were satisfied with the charging experience. This included 65 per cent who were very satisfied and 19 per cent who were fairly satisfied.

Satisfaction with wait times increased substantially to 92 per cent, compared with 79 per cent in 2023. Satisfaction with charging speed also improved, rising to 89 per cent from 80 per cent in 2023.

Visitors report good levels of satisfaction with payment options (91 per cent), ease of use (90 per cent) and chargepoint location (87 per cent).

However, the picture was less positive for value for money continues to be a challenge, with home charging possibly providing a lower-cost benchmark against which many EV drivers are likely to assess charging prices at service stations.

Reflecting this challenge, only 58 per cent of users rated charging as good value for money. While this is broadly in line with 2023 (55 per cent), it remains below 2022 levels (68 per cent).



Addressing perceptions of value will remain important. There are also opportunities to improve information provision. Satisfaction with online information is lower than most other aspects of the charging experience (77 per cent), although many users report being neutral, potentially reflecting limited use. Nevertheless, ensuring that accurate and easily accessible information is available before travel is likely to become more important as EV ownership continues to grow.

"Usually fast and efficient so that I can get back on the road quickly."

Wayfinding: an area for improvement

One of the few areas where satisfaction has declined relates to wayfinding and navigation.

Satisfaction with the clarity of approach signage has fallen from 63 per cent rating it as very good in 2023 to 57 per cent in 2026 (very good/good 91 per cent in 2023 and 87 per cent in 2026). In addition, satisfaction with getting from the slip road to where visitors parked has also declined, from 56 per cent very good to 51 per cent (very good/good 87 per cent in 2023 and 84 per cent in 2026).

While we cannot pinpoint exactly why these declines have occurred, it is possible that the significant changes taking place across sites are creating greater complexity for visitors.

New EV charging hubs, revised parking arrangements, site extensions and expanded facilities may mean layouts are becoming more difficult to navigate. In some cases, visitors may also be less familiar with site layouts, particularly where sites have changed significantly, making them feel more difficult to navigate in the short term.

As motorway service areas continue to evolve, operators will need to ensure that changes are supported by clear and intuitive wayfinding. Visitors should be able to find parking, charging facilities, food outlets and key amenities quickly and confidently.

This is likely to become an increasingly important area of focus going forward.

> *"The signage for the car park was very late notice we nearly ended up in the lorry park because it was so close to the motorway. We were going very slow too."*



Investment and improvements across MSAs

Since the previous survey, visitors to motorway services have seen a range of changes to facilities and services. These benefits have been wide ranging and are reflected in some of the satisfaction scores.

These include expanded EV charging, improvements to accessibility and inclusivity, upgraded toilets and changes to food and drink provision.

The examples below show some of the practical changes visitors are now seeing and using at motorway service areas.



Investments at Extra's Peterborough and Cambridge services aimed at improving accessibility and inclusivity for both customers and staff. Improvements include Changing Places toilets, dedicated baby-changing facilities, multi-faith prayer rooms and priority parking bays for electric vehicle users, helping ensure facilities are accessible to a wider range of visitors.



Enhanced facilities for customers travelling with dogs at Extra, through dog-friendly indoor seating, dedicated drinking stations and direct access to picnic areas and green space wherever possible.



Over the past 18 months, Moto has expanded electric vehicle charging provision at Tamworth, creating a charging hub on the M42, improving facilities as demand for EV charging continues to grow.



Moto Stirling toilets before



Moto Stirling toilets after

Responding to customer feedback the toilet facilities at Moto's Stirling site were fully refurbished in December 2024 as part of a wider programme of investment at the site.



Welcome Break's Oxford service area has benefitted from a programme of retail and catering investment, including a new Taco Bell and a refreshed KFC.



Welcome Break Oxford newly opened Taco Bell



Welcome Break Oxford newly opened KFC





Roadchef has added EV chargers at Strensham North and South helping to meet the growing demand from electric vehicle drivers.



A refurbished Costa Coffee at Roadchef's Norton Canes MSA has enhanced the experience by offering a more modern, comfortable space to relax.



The opening of a Pret at Roadchef's site Strensham South broadens the food and drink offer available to visitors, providing greater choice and fresh products.



Looking ahead

The 2026 survey results see the highest levels of overall satisfaction recorded by MSUS and illustrates how far the motorway services sector has progressed.

Accessibility is improving, toilet facilities continue to receive high ratings and substantial investment in EV charging infrastructure is helping operators respond to changing travel patterns.

These achievements should be recognised and celebrated. At the same time, it is vital that success does not lead to complacency.

The continued improvement in accessibility demonstrates what can be achieved when operators listen to visitors and act on evidence. Building on this progress should remain a priority. We will continue working with operators to promote best practice and encourage improvements that enable all visitors to travel confidently and independently.

The transition to EVs will continue to present challenges, including for disabled visitors, and demand will grow. Operators will need to maintain investment in high-speed charging infrastructure and improve access to online information so that visitors can plan their journeys with confidence.

Wayfinding is another area requiring attention. While many aspects of the visitor experience are improving, satisfaction with navigation and signage has declined. As sites continue to evolve, ensuring visitors can easily find their way around must become an increasingly important consideration. HGV drivers continue to be less satisfied than other types of visitors (90 percent vs 95 per cent). Whilst the evidence available through this survey is limited, and operator investment in sites is happening across the sector, this remains a key concern. As such, we will be publishing more in-depth research detailing lorry drivers' satisfaction levels and their experience of rest stops next month, and hope to support the industry to achieve improvements in this area.

The story of motorway services over recent years has been one of significant progress. The next step is to ensure that the industry continues to build on these achievements, maintaining momentum and delivering even better experiences for motorists in the years ahead.

Methodology

The Motorway Services User Survey (MSUS) is carried out by Transport Focus to understand the experiences of users of Motorway Service Areas (MSAs) across England, Scotland and Wales.

The survey captures feedback from a broad range of Strategic Road Network (SRN) users and provides a consistent measure of customer satisfaction across the motorway service sector.

Fieldwork for the 2026 survey was conducted between 13 May and 5 July 2026 across 123 MSAs throughout Great Britain. Interviews were conducted face-to-face with visitors as they exited each MSA.

The research employed a two-stage survey design. All respondents completed a short interview covering five core performance measures. Respondents were then invited to answer a more detailed set of optional questions, either during the on-site interview or online at a later time, according to their preference.

In total, 33,742 MSA users completed the core survey, equating to an average of approximately 275 respondents per MSA. Of these, 5619 respondents completed the extended questionnaire, providing additional insight into specific aspects of the customer experience. While these extended responses offer robust analysis at an overall level, the sample sizes are generally insufficient for detailed reporting at individual MSA level.

To ensure all locations contribute equally to national and operator-level results, data were weighted so that each MSA carries the same influence within the overall findings. Unless otherwise stated, results reported are based on the weighted survey data.

Note: responses were also collected at ‘A’ road service areas; however, these are excluded from aggregated MSA results.





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Transport Focus is the operating name of the Passengers' Council