Bus Passenger Survey

Autumn 2016 Report

transportfocus

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

Jeff Halliwell

Foreword

In autumn 2016 we captured the views of more than 37,000 passengers across 42 areas and operations in England outside of London. Also this year we carried out extensive work to understand the views of almost 10,000 bus passengers in Scotland for the second time.

This time, the Bus Passenger Survey (BPS) takes place against the backdrop of growing awareness and concern about congestion in our towns and cities; the advent of new legislation in England: the Bus Services Act with the advent of new relationships between authorities and operators; and the development of Alliances in cities which use the BPS to pinpoint problems and drive improvements in passenger satisfaction.

So what are passengers telling us about their service? The highlights for the results in England outside of London are:

- Overall, 87 per cent of passengers were satisfied with their service - 86 per cent in 2015.
- 65 per cent of fare-paying passengers told us they were satisfied that their service provided value for money: a rise from 63 per cent in 2015.
- On the punctuality of their service, 73 per cent of passengers were satisfied – a fall from 75 per cent in 2015.
- 84 per cent of passengers were satisfied with the length of time their journey took: the same as in 2015.

The increase in value for money ratings is good news. This does not simply mean that "fares are coming down". It reflects the work of several operators and authorities to introduce fare deals, especially for younger passengers, to encourage more journeys at an affordable price. For example, in some of our big cities we have seen the introduction of simple affordable flat fares for everybody aged 18 and under, students and apprentices. This and other fare deals may well have contributed towards the improved ratings for value for money in places such as Tyne and Wear, Merseyside and Milton Keynes.

The work done to simplify and incentivise bus trips for young people is surely an area of key growth for the bus industry. Transport Focus will carry out new research to understand what young people need and expect from bus travel including, for the first time, the 14-16 age group. The results will be published by summer 2017.

The overall results confirm the importance of providing a good, consistent 'core product' – a frequent, punctual and reliable service that provides value for money. But delving deeper into this year's results show that, again, in several areas, it continues to be a challenge to deliver the core product consistently.

Though satisfaction levels remain high, increasing road congestion and the impact of roadworks, as some town centres undergo huge redevelopment, is hitting the day-to-day ability of the bus service to be reliable and punctual.

Passengers are telling us that half - 51 per cent - of their journeys are held up in some way with 27 per cent affected by congestion and 14 per cent by roadworks. Within these numbers lies a sobering statistic that in some of our major cities nearly one in three passengers told us that their trip was delayed by road congestion.

Fixing this for passengers is often complicated and needs the combined efforts of authorities, bus operators and other agencies to jointly tackle the planning and communication of works that impact on the reliability and punctuality of bus services.

Our detailed analysis of what delivers either a "good" or "fantastic" journey helps industry stakeholders focus on what really matters for passengers. We shouldn't ignore the clear message from passengers that the role of the bus driver can often deliver that special trip!

It's more important now than ever to listen to what passengers experience and use that to focus on delivering the 'core product' that will drive up satisfaction levels of existing passengers and encourage more journeys, by both existing users and the passengers of the future.

Jeff Halliwell

Jeff Halliwell
Chair
Transport Focus

Bus Passenger Survey: making a difference for passengers

The BPS, now in its seventh year, has grown in size and coverage to make it even more useful to bus operators, transport authorities and governments. Since the first survey in 2009, we have accumulated the views and experiences of over 276,000 bus passengers across England, Scotland and Wales.

To reinforce its usefulness, the BPS is now funded by broadly equal contributions from Transport Focus, bus operators and transport authorities and partnerships. We again thank Transport Scotland, various transport authorities and partnerships and bus operators who support our BPS by contributing financially, to seek out how to improve services in their area and nation by understanding the experiences of their passengers.

Our work for passengers in the West Midlands and Liverpool City Region "Bus Alliances" are great examples of how to ensure that the voice of the passenger, amplified through local BPS results, are heard clearly by all agencies tasked with delivering better local bus services.

The impact of the new Buses Services Act in England will soon become clearer as the devolution agenda continues to emerge. It's vital that the industry continues to "put the passenger in the partnership" or whatever locally devolved arrangements are agreed upon.

By taking BPS results out on the road to meet dozens of bus operators and authorities we get a real sense of how the data is helping drive improvements for passengers (as the tweet on the right from Martijn Gilbert, Chief Executive of Reading Buses, shows). These include new fare deals for passengers, enhanced customer service training for drivers, through to local and national bus company management teams being directly assessed against ongoing BPS results to focus their minds on the passenger experience!

Results by authority in England

The Bus Passenger Survey was conducted in 21 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 170.

Former metropolitan county authority areas

- Greater Manchester (Transport for Greater Manchester/TfGM)
- Merseyside Passenger Transport Executive (Merseytravel)
- South Yorkshire Passenger Transport Executive (SYPTE)
- Tyne and Wear Passenger Transport Executive (Nexus)
- West Midlands (Transport for West Midlands/TfWM)
- West Yorkshire Combined Authority (WY Metro)

Transport authority area groups

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

Local transport authority areas

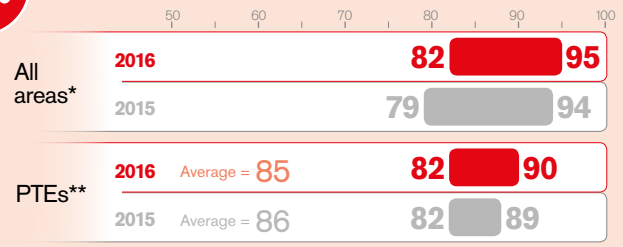
- Cheshire East Council
- Cornwall Council
- County Durham Council
- Essex County Council
- Herefordshire Council
- Leicester City Council
- Milton Keynes Council
- Norfolk County Council
- Northumberland County Council
- Nottingham City Council
- Nottinghamshire County Council
- Oxfordshire County Council
- City of York Council

Merseytravel

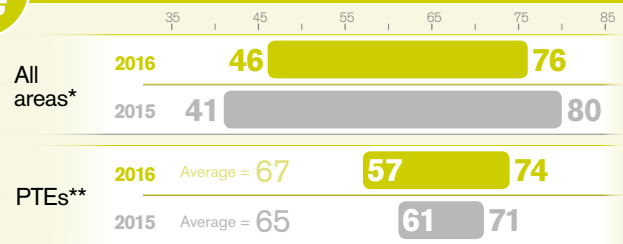
Key findings by authority areas*

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

Overall satisfaction with the journey (%)

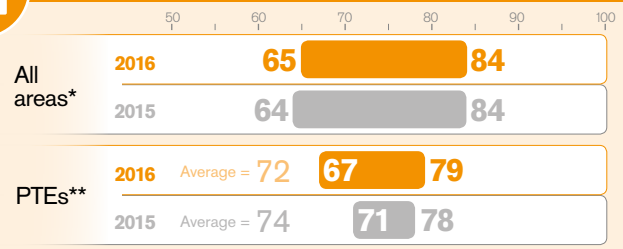


Satisfaction with value for money (%)



FARE-PAYERS ONLY

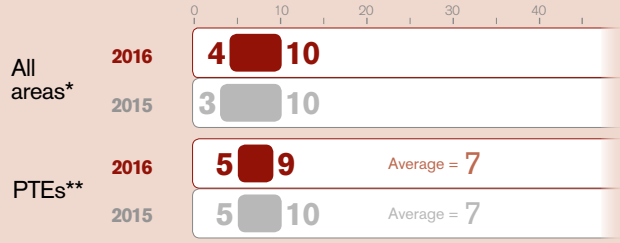
Satisfaction with punctuality (%)



Anti-social behaviour (%)

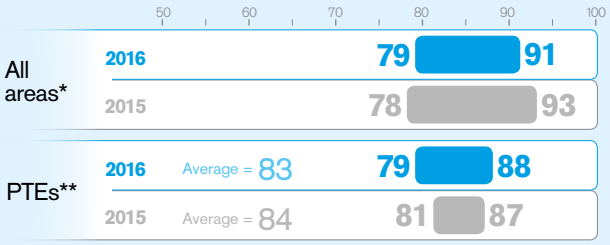
Passengers told us if they had 'cause to worry or feel uncomfortable' from the behaviour of other passengers

Proportion of journeys affected:



On-bus journey time

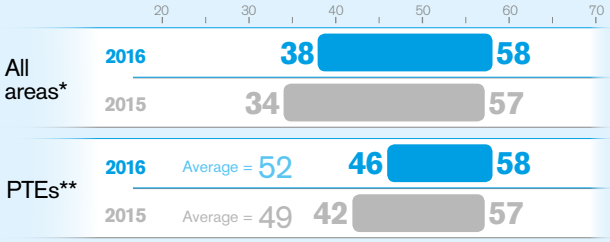
Satisfaction (%)



Factors affecting journey time (%)

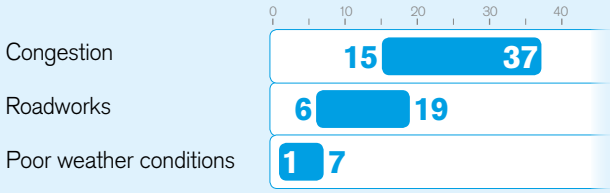
Passengers told us if their journey time was affected by any of six reasons (they could choose more than one)

Proportion of journeys affected:

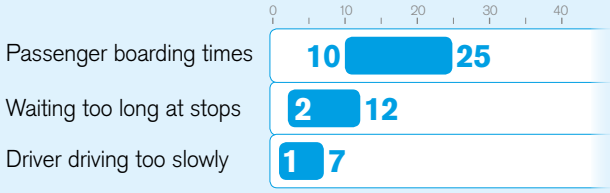


Journeys were affected by:

Road conditions



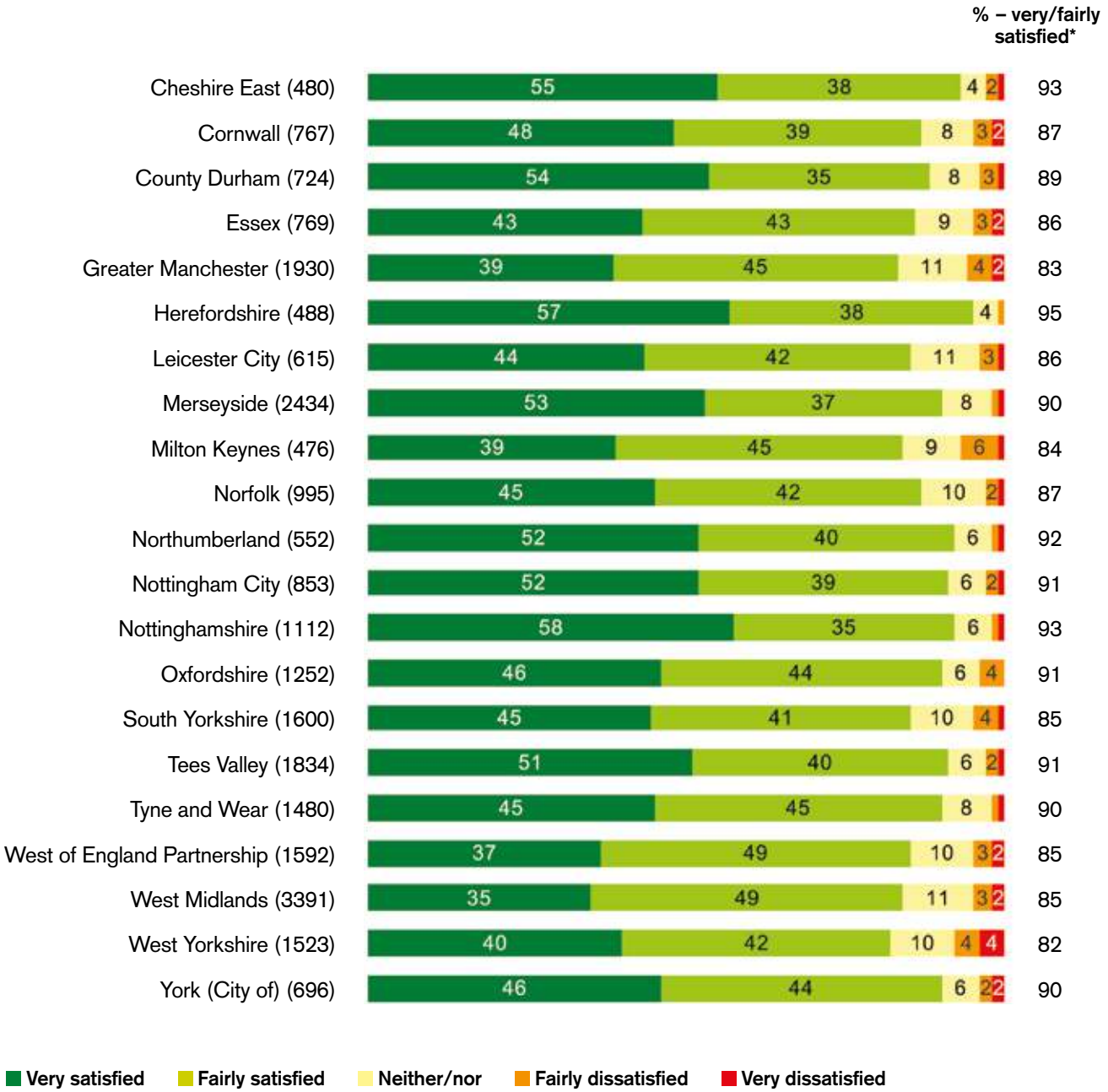
Bus related



*The authority areas covered in the autumn 2016 survey are not exactly the same as those covered in the autumn 2015 survey, although the majority are the same (including all six PTEs)

**Passenger Transport Executive areas

Overall satisfaction with the bus journey (%)



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

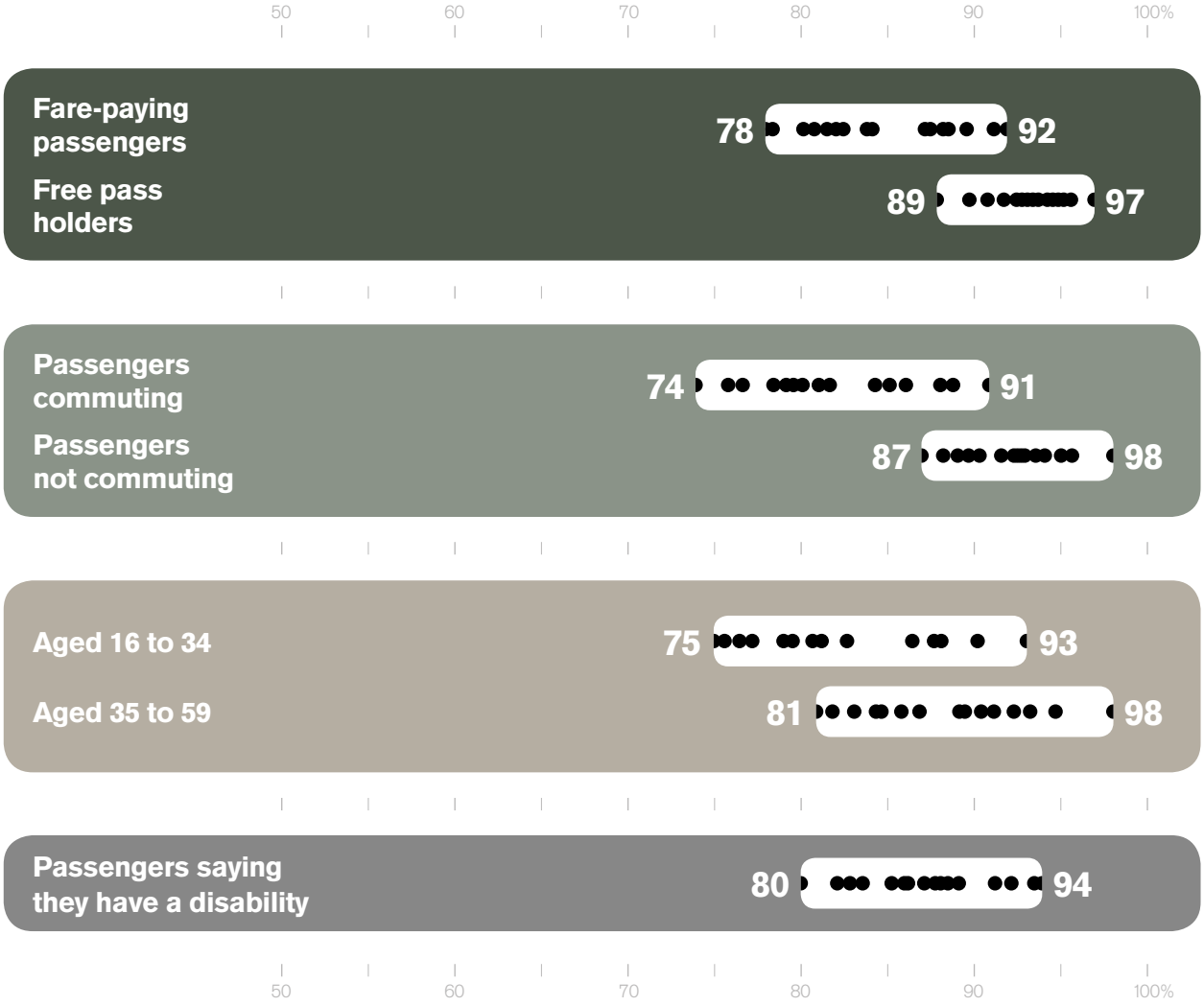
*Due to rounding the percentage very/fairly satisfied may not always be equal to the sum of the very and fairly satisfied values in the chart

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

Reading the chart

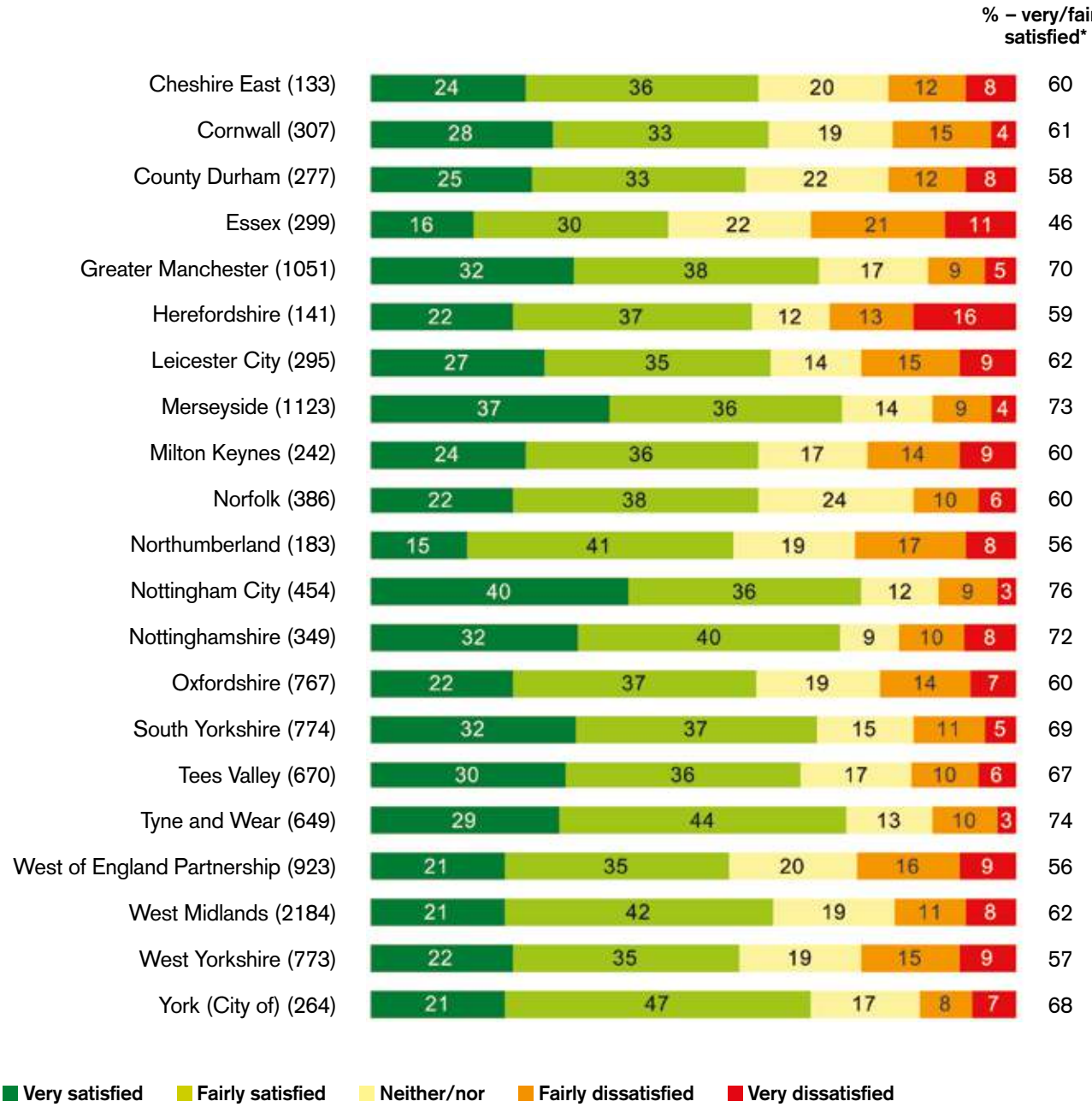
The chart below shows how different passenger groups rated their bus journey overall and how these scores varied by the 21 authority areas (listed on page 5). The white band shows the range of scores for each group and the black dots mark the individual scores for each area. The highest and lowest scores 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 (%)



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

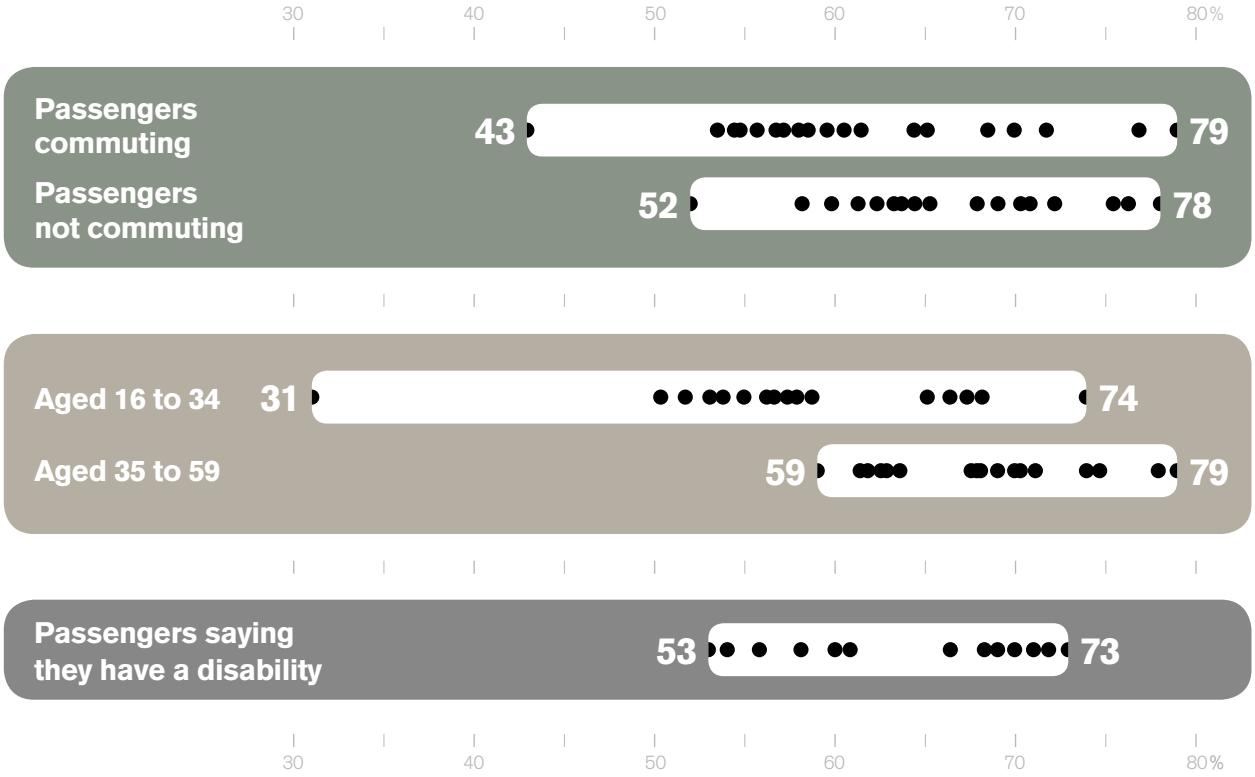
*Due to rounding the percentage very/fairly satisfied may not always be equal to the sum of the very and fairly satisfied values in the chart

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

Reading the chart

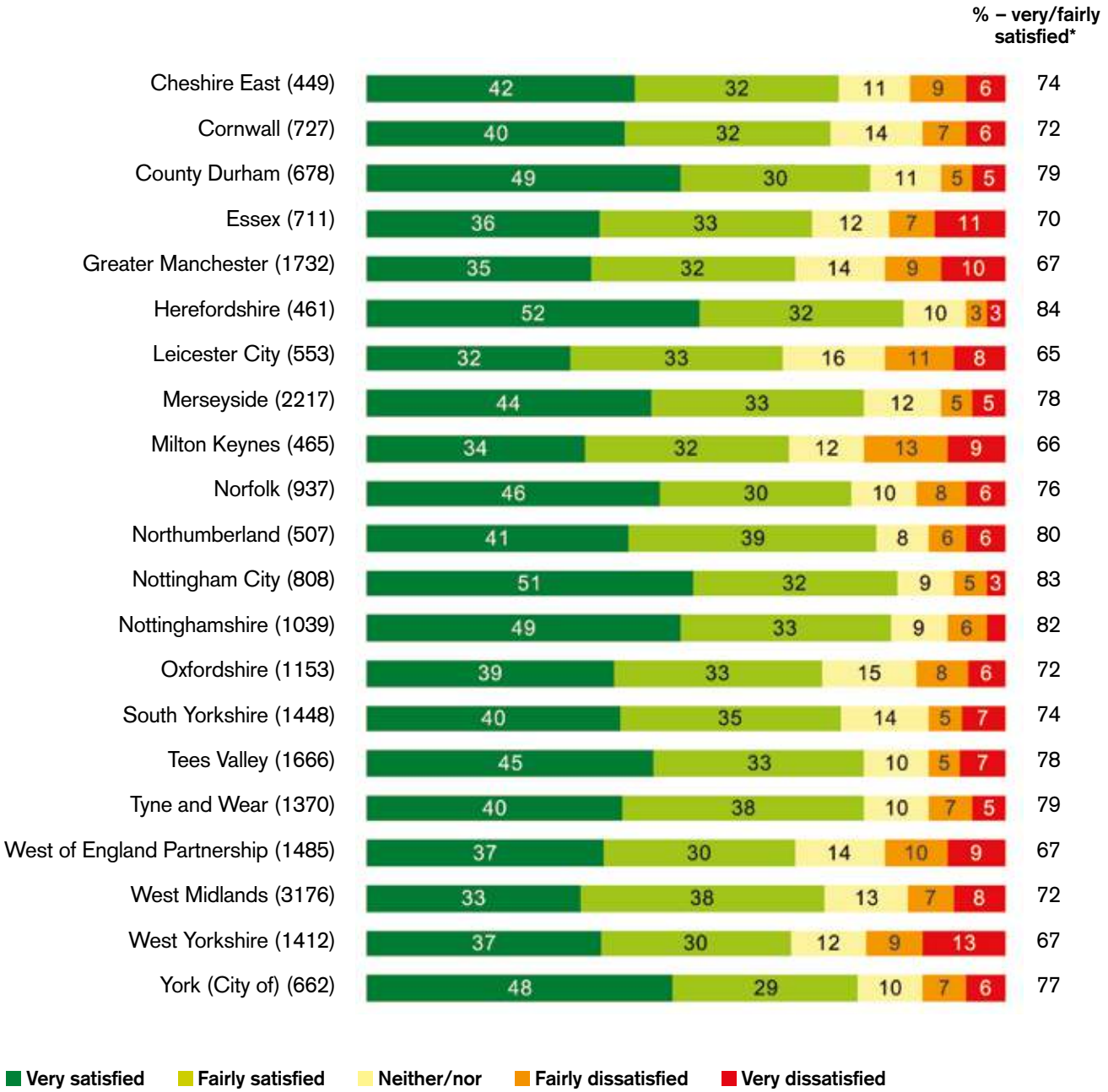
The chart below shows how different passenger groups rated the value for money of their journey and how these scores varied by the 21 authority areas (listed on page 5). The white band shows the range of scores for each group and the black dots mark the individual scores for each area. The highest and lowest scores are shown at each end of the white bands.

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



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

Satisfaction with punctuality of the bus (%)



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

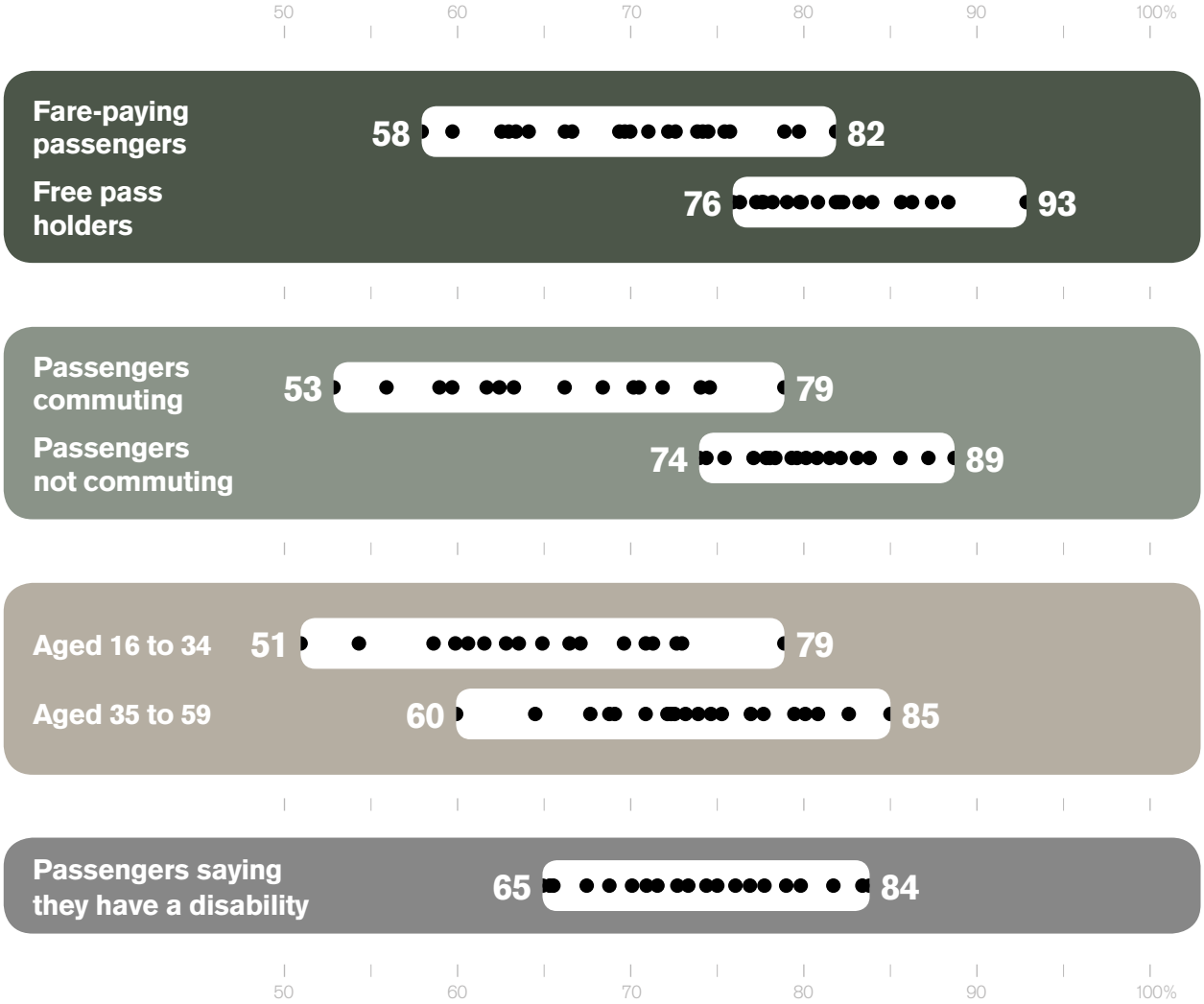
*Due to rounding the percentage very/fairly satisfied may not always be equal to the sum of the very and fairly satisfied values in the chart

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

Reading the chart

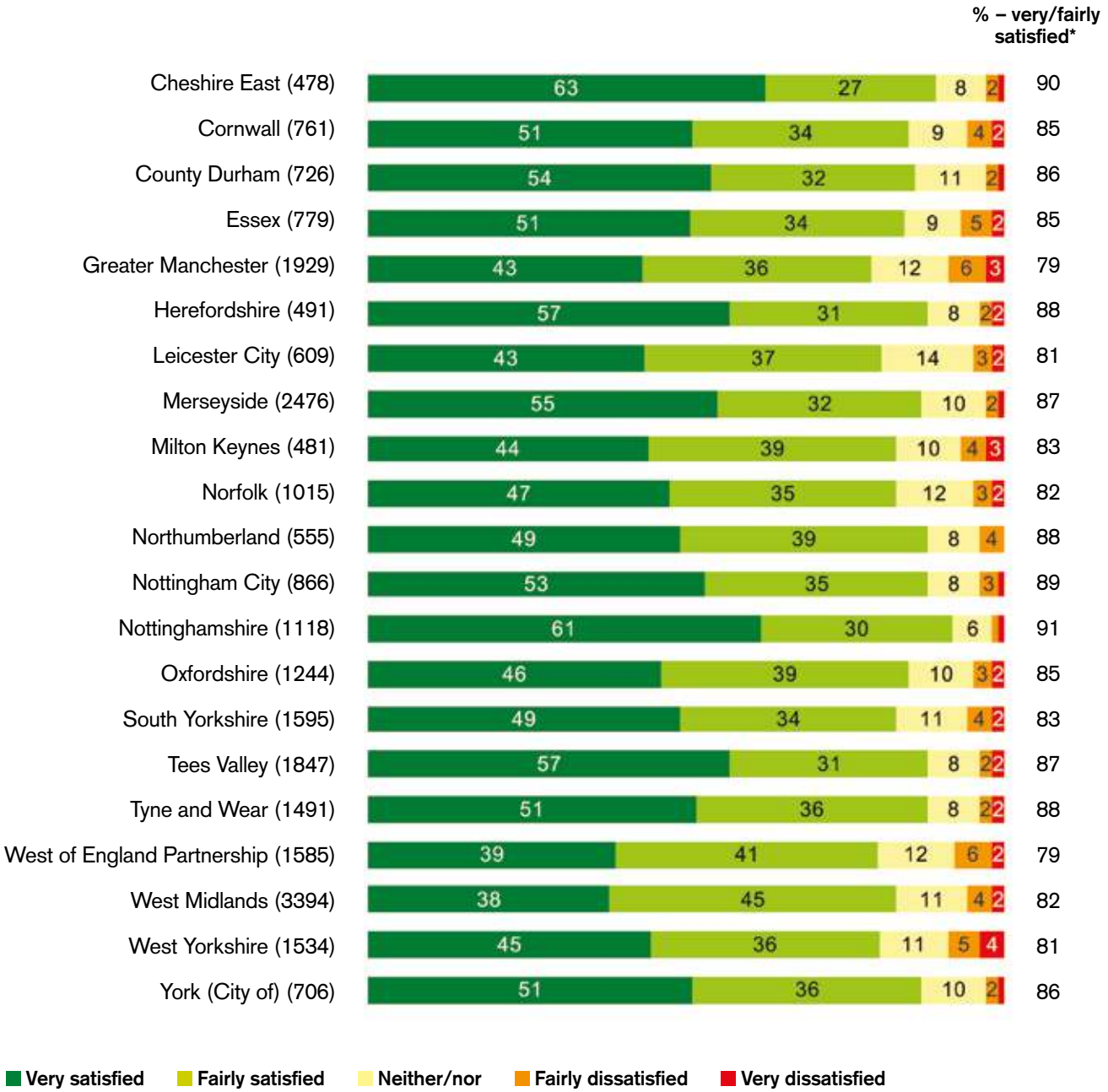
The chart below shows how different passenger groups rated the punctuality of the bus and how these scores varied by the 21 authority areas (listed on page 5). The white band shows the range of scores for each group and the black dots mark the individual scores for each area. The highest and lowest scores 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 (%)



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

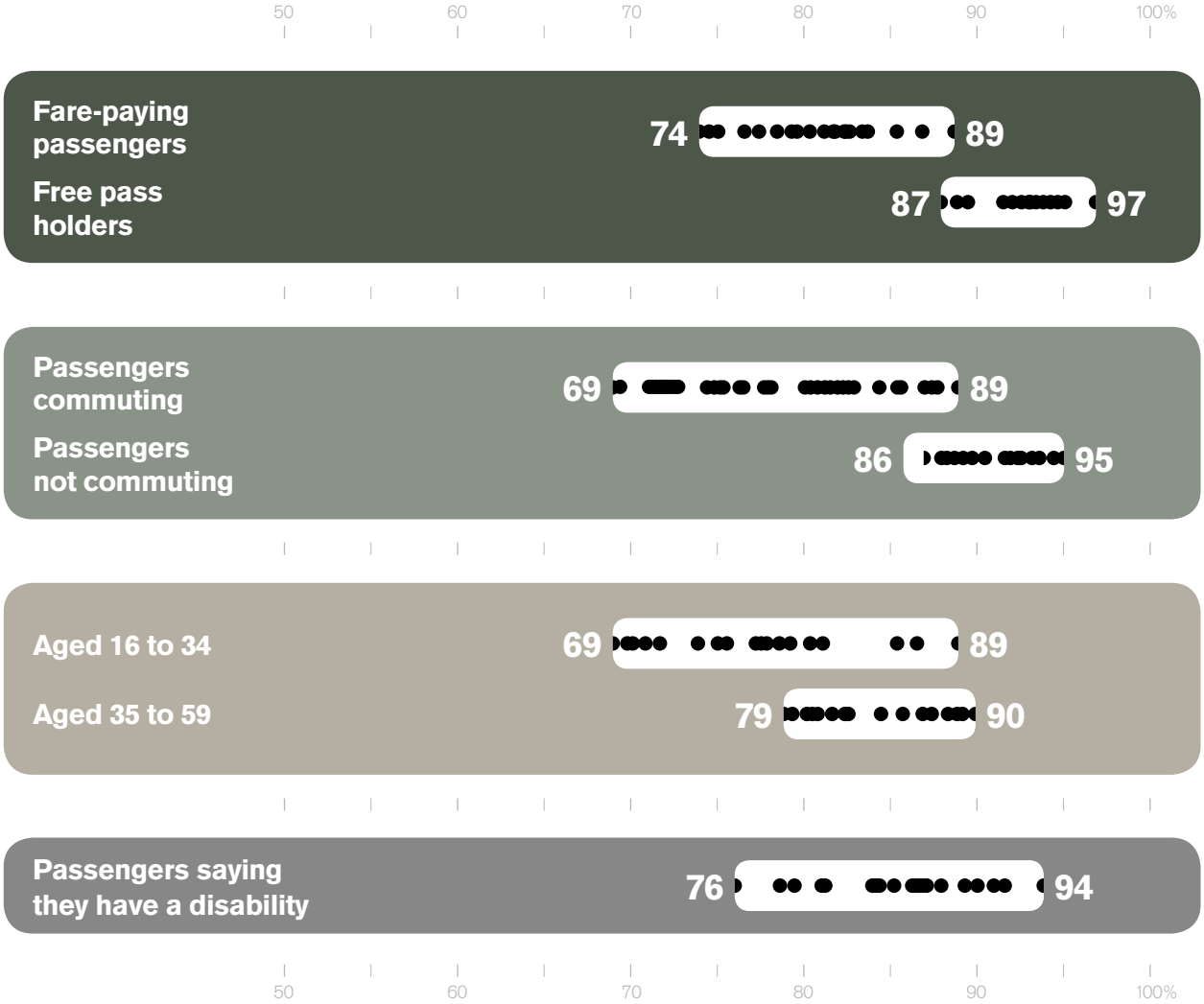
*Due to rounding the percentage very/fairly satisfied may not always be equal to the sum of the very and fairly satisfied values in the chart

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 21 authority areas (listed on page 5). 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.



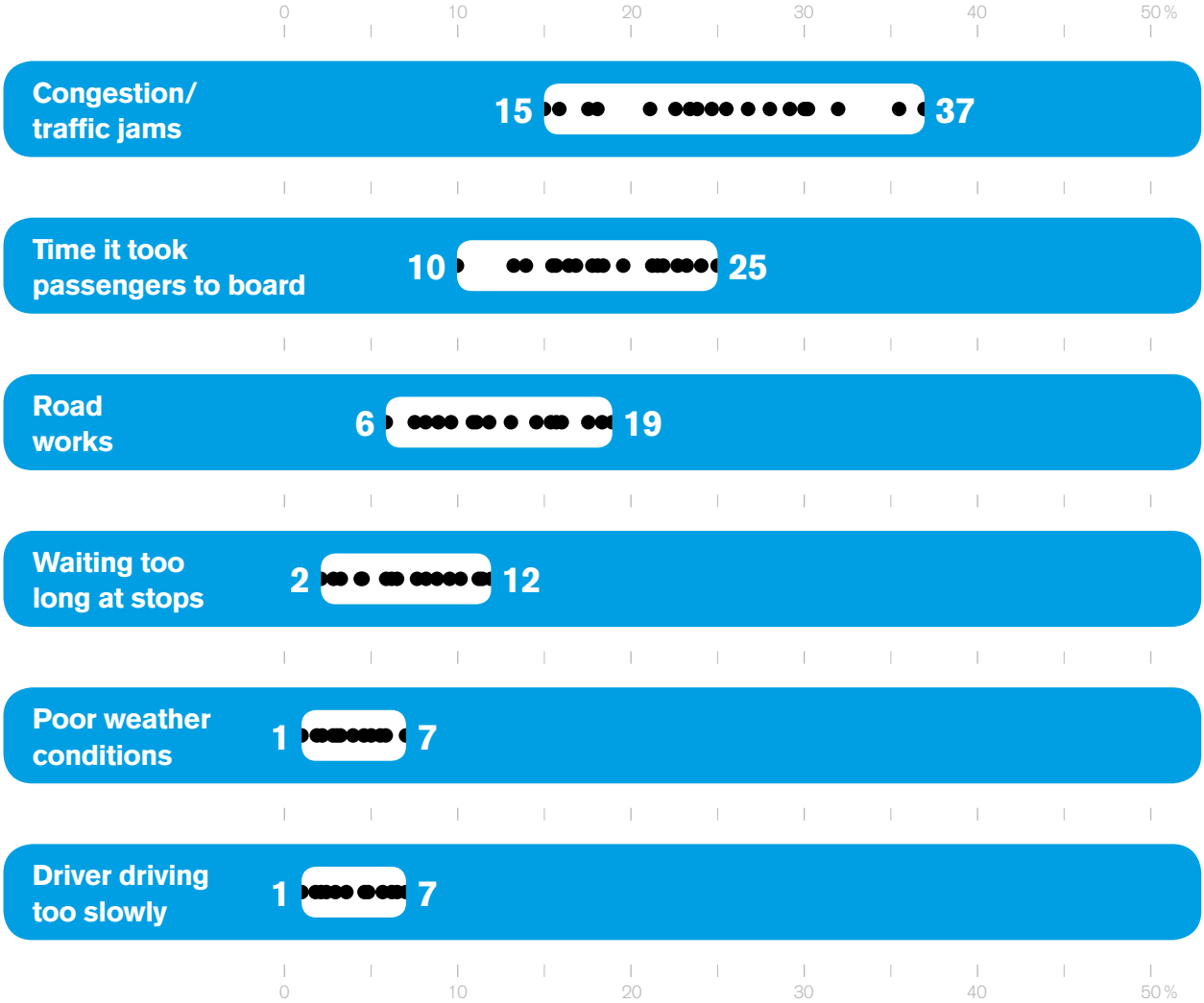
Q How satisfied were you with the length of time your journey on the bus took?

Factors affecting journey length – how this varies 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 21 authority areas (listed on page 5). The white band shows the range of scores (the percentage of journeys affected) for each factor and the black dots mark the individual scores for each area. The highest and lowest scores are shown at each end of the white bands.

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



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

Passengers could provide more than one answer

Greater Manchester (TfGM)

Headline results

Overall satisfaction

83%

Value for money

70%

Punctuality

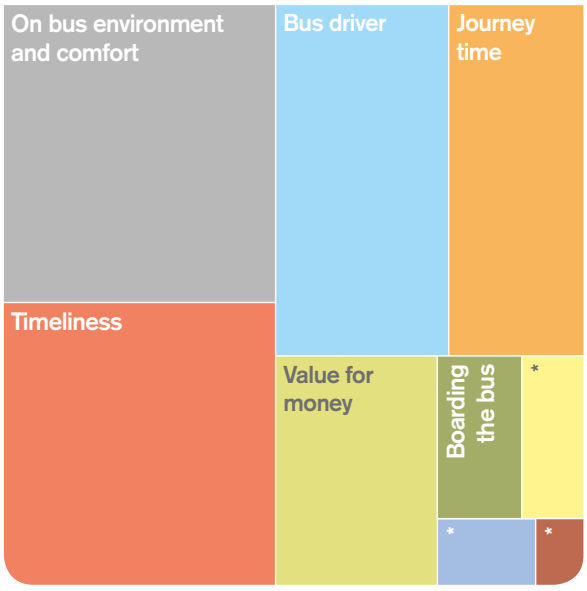
67%

Journey time

79%

Which themes are affecting overall passenger satisfaction?

See page 170 for an explanation of how these themes were calculated



FARE-PAYERS ONLY

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
OVERALL JOURNEY									
All passengers	**86**	**85**	**82**	**83**	**39**	**45**	**11**	**6**	**1930**
Fare-paying passengers	84	84	81	80	32	48	13	7	1069
Free pass holders	93	91	88	94	58	36	4	2	839
Aged 16 to 34	82	82	77	77	28	49	16	7	511
Aged 35 to 59	90	87	84	85	40	45	8	7	545
Passengers commuting	80	82	78	77	28	49	14	9	707
Passengers not commuting	93	88	87	90	50	40	7	3	1161
Passengers saying they have a disability	90	82	76	83	42	41	10	8	583
VALUE FOR MONEY									
All fare-paying passengers	**68**	**73**	**66**	**70**	**32**	**38**	**17**	**14**	**1051**
Aged 16 to 34	64	71	59	66	28	39	18	16	470
Aged 35 to 59	73	76	77	74	36	38	15	11	463
Passengers commuting	66	71	66	65	26	40	19	15	634
Passengers not commuting	70	75	67	78	42	36	12	10	398
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	74	76	71	67	35	32	14	19	1732
The length of time waited	77	78	73	68	37	31	15	17	1899
ON-BUS JOURNEY TIME									
Time the journey on the bus took	83	85	81	79	43	36	12	9	1929

Detailed results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
THE BUS STOP									
Overall satisfaction with the bus stop	80	81	76	80	32	48	13	7	1874
Its distance from the journey start	85	85	84	85	50	35	10	5	1823
The convenience/accessibility of its location	87	87	87	88	50	38	8	4	1694
Its condition/standard of maintenance	74	75	71	71	32	40	18	10	1703
Its freedom from graffiti/vandalism	79	78	75	77	41	36	15	8	1685
Its freedom from litter	68	71	66	70	32	38	17	13	1696
The information provided at the stop	72	72	67	70	30	40	18	11	1708
Your personal safety whilst at the stop	75	78	75	77	37	39	17	6	1732
ON THE BUS									
Route/destination information on the outside of the bus	83	84	82	85	50	34	13	3	1823
The cleanliness and condition of the outside of the bus	77	81	77	77	37	39	16	8	1815
The ease of getting onto and off the bus	89	90	89	90	53	37	7	3	1885
The length of time it took to board	89	89	88	89	53	35	8	3	1860
The cleanliness and condition of the inside of the bus	73	76	71	74	31	43	13	13	1917
The information provided inside the bus	61	63	63	62	26	37	30	8	1686
The availability of seating or space to stand	84	85	84	84	47	37	9	7	1875
The comfort of the seats	75	77	73	76	35	41	14	10	1881
The amount of personal space you had around you	73	75	71	74	34	40	14	12	1874
Provision of grab rails to stand/move within the bus	82	83	82	83	42	41	12	5	1865
The temperature inside the bus	77	76	72	76	33	43	13	11	1873
Your personal security whilst on the bus	80	82	79	83	41	42	14	4	1883
THE BUS DRIVER									
How near to the kerb the driver stopped	91	91	92	90	58	33	7	2	1856
The driver's appearance	87	88	88	87	54	33	12	2	1785
The greeting/welcome you got from the driver	65	70	66	65	37	28	24	10	1798
The helpfulness and attitude of the driver	68	73	67	67	40	27	25	9	1760
The time the driver gave you to get to your seat	73	75	70	72	38	34	18	10	1806
Smoothness/freedom from jolting during the journey	73	74	70	72	34	38	17	10	1836
Safety of the driving (i.e. speed, driver concentrating)	86	86	85	86	49	37	11	3	1840

Factors affecting journey time

Occurrence (%)	2013	2014	2015	2016
Congestion/traffic jams	24	26	31	31
Road works	12	20	21	19
Bus driver driving too slowly	6	5	6	6
Poor weather conditions	6	5	6	6
Waiting too long at stops	9	8	11	12
Passenger boarding time	19	18	22	23
Base unweighted	2288	2188	1188	2026

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2013	2014	2015	2016
Other passengers' behaviour giving cause to worry or feel uncomfortable	9	7	10	7
Base unweighted	2288	2188	1140	1936

Merseyside (Merseytravel)

(includes Halton since 2015, now part of Liverpool City Region)

Headline results

Overall satisfaction

90%

Value for money

73%

Punctuality

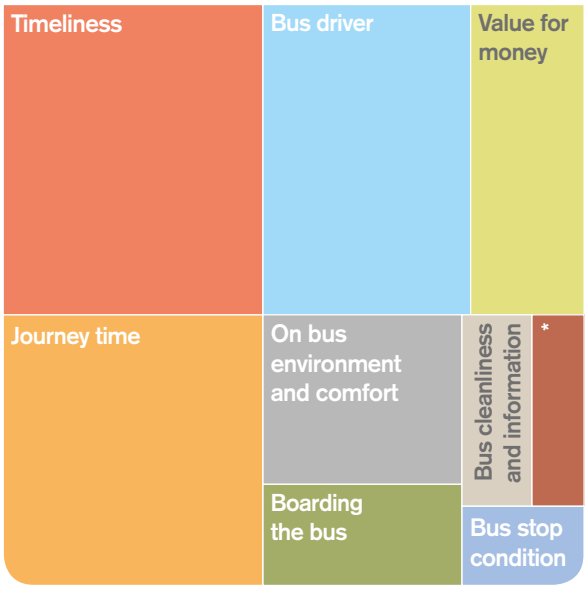
78%

Journey time

87%

Which themes are affecting overall passenger satisfaction?

See page 170 for an explanation of how these themes were calculated



FARE-PAYERS ONLY

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	2016 all satisfied	2016 very satisfied	2016 fairly satisfied	2016 neither /nor	2016 all dissatisfied	2016 base size
OVERALL JOURNEY									
All passengers	**89**	**90**	**89**	**90**	**53**	**37**	**8**	**2**	**2434**
Fare-paying passengers	87	87	86	88	46	41	10	2	1149
Free pass holders	94	96	94	94	65	29	5	2	1249
Aged 16 to 34	85	85	83	83	41	41	15	3	527
Aged 35 to 59	89	90	92	93	51	42	5	2	681
Passengers commuting	84	85	85	86	43	43	11	3	874
Passengers not commuting	92	93	94	93	62	31	6	1	1462
Passengers saying they have a disability	92	87	89	89	52	37	9	2	712
VALUE FOR MONEY									
All fare-paying passengers	**62**	**67**	**71**	**73**	**37**	**36**	**14**	**12**	**1123**
Aged 16 to 34	55	66	66	68	34	34	18	14	475
Aged 35 to 59	69	67	76	79	40	39	11	11	569
Passengers commuting	60	65	68	72	34	38	15	13	719
Passengers not commuting	66	70	78	76	45	32	13	11	379
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	77	80	78	78	44	33	12	10	2217
The length of time waited	80	82	80	79	47	33	12	9	2436
ON-BUS JOURNEY TIME									
Time the journey on the bus took	87	88	87	87	55	32	10	3	2476

Detailed results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
THE BUS STOP									
Overall satisfaction with the bus stop	82	82	82	81	39	43	12	6	2382
Its distance from the journey start	87	88	85	87	55	32	9	4	2291
The convenience/accessibility of its location	91	89	89	90	57	33	8	2	2092
Its condition/standard of maintenance	82	78	79	79	40	39	13	8	2108
Its freedom from graffiti/vandalism	84	82	82	79	48	31	12	9	2096
Its freedom from litter	78	75	76	75	41	35	13	11	2107
The information provided at the stop	77	76	76	73	36	37	15	11	2091
Your personal safety whilst at the stop	80	80	79	79	46	33	16	5	2138
ON THE BUS									
Route/destination information on the outside of the bus	87	88	88	85	56	29	12	3	2319
The cleanliness and condition of the outside of the bus	84	86	84	85	48	38	10	4	2304
The ease of getting onto and off the bus	90	92	92	92	62	30	6	2	2394
The length of time it took to board	91	92	93	91	62	29	7	2	2339
The cleanliness and condition of the inside of the bus	82	84	84	85	44	41	8	7	2440
The information provided inside the bus	67	71	72	72	37	35	24	4	2166
The availability of seating or space to stand	85	89	88	89	57	32	7	4	2374
The comfort of the seats	80	80	82	84	47	37	11	5	2393
The amount of personal space you had around you	78	79	78	82	45	37	11	7	2361
Provision of grab rails to stand/move within the bus	84	87	86	88	51	37	9	3	2353
The temperature inside the bus	81	80	80	80	42	38	13	6	2367
Your personal security whilst on the bus	86	86	87	87	52	35	11	2	2373
THE BUS DRIVER									
How near to the kerb the driver stopped	93	94	93	94	66	28	5	1	2371
The driver's appearance	89	90	91	91	63	28	8	1	2283
The greeting/welcome you got from the driver	71	73	73	73	45	28	20	7	2299
The helpfulness and attitude of the driver	72	74	75	76	48	27	19	6	2248
The time the driver gave you to get to your seat	75	75	75	79	48	31	14	7	2303
Smoothness/freedom from jolting during the journey	77	76	77	80	46	34	12	8	2331
Safety of the driving (i.e. speed, driver concentrating)	89	89	89	89	60	30	9	2	2327

Factors affecting journey time

Occurrence (%)	2013	2014	2015	**2016**
Congestion/traffic jams	16	19	21	21
Road works	6	14	13	13
Bus driver driving too slowly	4	4	4	3
Poor weather conditions	3	3	4	4
Waiting too long at stops	6	7	7	6
Passenger boarding time	15	15	17	18
Base unweighted	1764	1750	2254	2562

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2013	2014	2015	**2016**
Other passengers' behaviour giving cause to worry or feel uncomfortable	7	4	5	5
Base unweighted	1764	1750	2174	2481

South Yorkshire (SYPTE)

Headline results

Overall satisfaction

85%

Value for money

69%

Punctuality

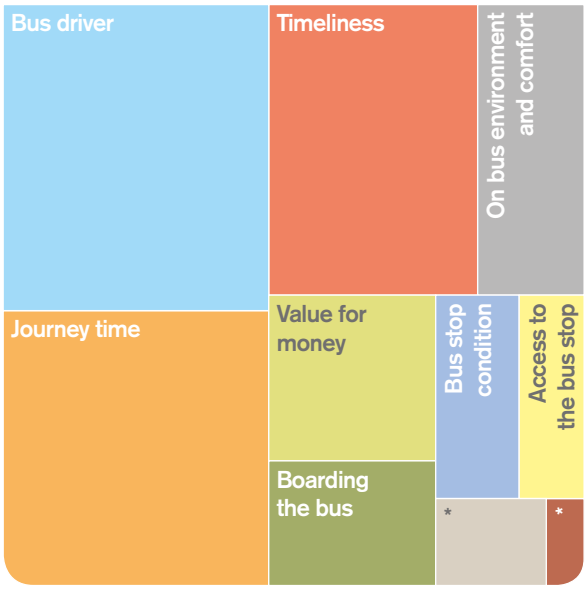
74%

Journey time

83%

Which themes are affecting overall passenger satisfaction?

See page 170 for an explanation of how these themes were calculated



FARE-PAYERS ONLY

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	2016 all satisfied	2016 very satisfied	2016 fairly satisfied	2016 neither /nor	2016 all dissatisfied	2016 base size
OVERALL JOURNEY									
All passengers	**89**	**87**	**85**	**85**	**45**	**41**	**10**	**5**	**1600**
Fare-paying passengers	87	84	80	84	40	44	10	7	780
Free pass holders	91	93	93	89	55	34	8	3	799
Aged 16 to 34	86	81	77	81	34	47	12	8	284
Aged 35 to 59	88	88	87	83	43	40	12	5	502
Passengers commuting	86	84	77	81	38	43	11	8	495
Passengers not commuting	91	90	91	89	49	39	8	3	1045
Passengers saying they have a disability	88	86	82	83	46	37	13	5	560
VALUE FOR MONEY									
All fare-paying passengers	**68**	**69**	**65**	**69**	**32**	**37**	**15**	**16**	**774**
Aged 16 to 34	65	66	59	66	27	39	13	21	252
Aged 35 to 59	70	73	71	70	36	34	17	13	415
Passengers commuting	71	71	64	69	31	38	15	17	431
Passengers not commuting	62	66	68	70	33	37	15	15	326
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	76	76	72	74	40	35	14	12	1448
The length of time waited	77	78	73	73	37	36	16	11	1562
ON-BUS JOURNEY TIME									
Time the journey on the bus took	87	86	84	83	49	34	11	6	1595

Detailed results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
THE BUS STOP									
Overall satisfaction with the bus stop	79	83	79	75	33	43	16	9	1565
Its distance from the journey start	84	87	83	84	50	33	11	5	1497
The convenience/accessibility of its location	89	89	87	87	53	33	9	5	1376
Its condition/standard of maintenance	76	76	73	70	34	37	19	11	1387
Its freedom from graffiti/vandalism	81	80	77	73	42	31	17	11	1376
Its freedom from litter	73	76	69	66	33	33	18	16	1376
The information provided at the stop	72	73	71	71	32	39	16	13	1377
Your personal safety whilst at the stop	79	79	78	79	42	37	14	7	1406
ON THE BUS									
Route/destination information on the outside of the bus	84	86	83	83	52	31	14	3	1502
The cleanliness and condition of the outside of the bus	78	81	76	78	39	40	15	7	1489
The ease of getting onto and off the bus	92	92	90	90	55	35	7	3	1569
The length of time it took to board	91	92	90	89	57	33	8	3	1535
The cleanliness and condition of the inside of the bus	77	79	75	79	34	44	11	10	1584
The information provided inside the bus	64	65	62	63	28	35	29	8	1366
The availability of seating or space to stand	87	89	85	86	49	37	8	6	1546
The comfort of the seats	73	77	70	74	35	39	16	10	1554
The amount of personal space you had around you	76	78	74	76	37	39	14	10	1545
Provision of grab rails to stand/move within the bus	86	87	82	84	44	40	12	4	1546
The temperature inside the bus	80	81	76	77	36	41	14	9	1545
Your personal security whilst on the bus	84	85	83	83	47	37	14	3	1549
THE BUS DRIVER									
How near to the kerb the driver stopped	92	93	92	90	60	30	7	2	1545
The driver's appearance	90	89	88	88	55	32	10	2	1482
The greeting/welcome you got from the driver	69	71	71	69	39	30	22	9	1506
The helpfulness and attitude of the driver	70	73	71	70	42	29	22	8	1473
The time the driver gave you to get to your seat	79	78	73	75	43	32	16	9	1524
Smoothness/freedom from jolting during the journey	77	74	73	75	39	36	14	11	1514
Safety of the driving (i.e. speed, driver concentrating)	90	88	87	88	54	34	10	2	1524

Factors affecting journey time

Occurrence (%)	2013	2014	2015	2016
Congestion/traffic jams	19	24	24	24
Road works	11	9	14	11
Bus driver driving too slowly	4	4	4	5
Poor weather conditions	4	7	5	5
Waiting too long at stops	7	7	9	10
Passenger boarding time	15	21	19	20
Base unweighted	1783	1688	1655	1658

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2013	2014	2015	2016
Other passengers' behaviour giving cause to worry or feel uncomfortable	7	5	6	7
Base unweighted	1783	1688	1610	1606

Tyne and Wear (Nexus)

Headline results

Overall satisfaction

90%

Value for money

74%

Punctuality

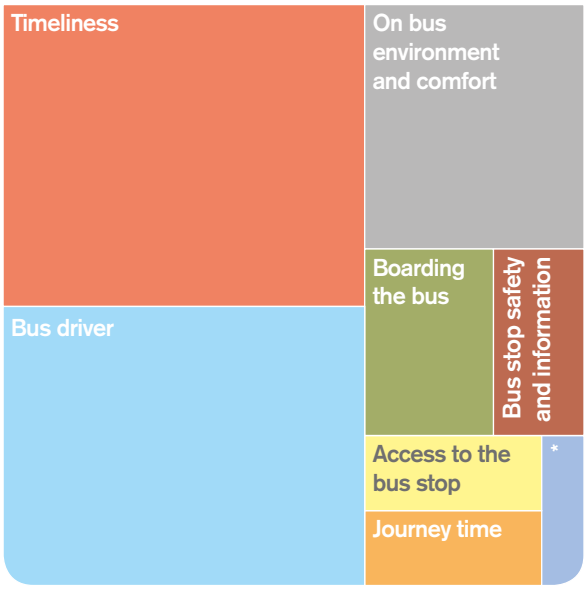
79%

Journey time

88%

Which themes are affecting overall passenger satisfaction?

See page 170 for an explanation of how these themes were calculated



FARE-PAYERS ONLY

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	2016 all satisfied	2016 very satisfied	2016 fairly satisfied	2016 neither /nor	2016 all dissatisfied	2016 base size
OVERALL JOURNEY									
All passengers	**90**	**90**	**88**	**90**	**45**	**45**	**8**	**2**	**1480**
Fare-paying passengers	87	88	84	89	43	45	9	2	655
Free pass holders	94	95	94	94	50	44	5	1	814
Aged 16 to 34	85	86	80	93	36	57	5	2	196
Aged 35 to 59	91	90	88	85	46	39	12	3	451
Passengers commuting	85	83	85	88	39	49	9	3	392
Passengers not commuting	92	95	90	92	50	42	7	2	1040
Passengers saying they have a disability	89	90	84	88	49	39	9	3	525
VALUE FOR MONEY									
All fare-paying passengers	**62**	**63**	**68**	**74**	**29**	**44**	**13**	**13**	**649**
Aged 16 to 34	56	58	62	74	26	48	13	12	184
Aged 35 to 59	70	69	72	70	28	42	15	15	377
Passengers commuting	62	59	66	79	27	52	8	13	340
Passengers not commuting	64	69	72	60	30	29	26	14	295
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	78	77	76	79	40	38	10	11	1370
The length of time waited	78	77	79	75	40	35	14	11	1453
ON-BUS JOURNEY TIME									
Time the journey on the bus took	89	90	86	88	51	36	8	4	1491

Detailed results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
THE BUS STOP									
Overall satisfaction with the bus stop	82	84	83	82	34	48	13	5	1408
Its distance from the journey start	85	86	84	88	54	34	9	3	1381
The convenience/accessibility of its location	90	89	89	89	54	35	7	4	1273
Its condition/standard of maintenance	80	79	78	74	35	39	16	10	1287
Its freedom from graffiti/vandalism	83	81	77	80	44	36	12	9	1296
Its freedom from litter	77	74	70	70	33	37	14	16	1266
The information provided at the stop	81	80	79	81	38	43	14	5	1318
Your personal safety whilst at the stop	81	81	79	81	40	41	14	6	1318
ON THE BUS									
Route/destination information on the outside of the bus	86	88	86	87	54	33	11	3	1413
The cleanliness and condition of the outside of the bus	82	84	81	82	41	40	15	4	1400
The ease of getting onto and off the bus	92	94	93	91	57	34	7	2	1457
The length of time it took to board	91	94	92	90	59	31	7	3	1423
The cleanliness and condition of the inside of the bus	81	82	81	84	37	46	10	6	1471
The information provided inside the bus	70	69	67	73	31	42	22	5	1327
The availability of seating or space to stand	90	90	90	90	52	38	6	4	1445
The comfort of the seats	79	80	78	82	38	44	11	7	1449
The amount of personal space you had around you	79	81	79	81	37	44	11	8	1437
Provision of grab rails to stand/move within the bus	87	87	87	86	45	41	10	4	1440
The temperature inside the bus	80	80	79	80	36	44	13	7	1442
Your personal security whilst on the bus	87	89	87	87	48	40	11	2	1440
THE BUS DRIVER									
How near to the kerb the driver stopped	92	93	92	91	60	31	7	3	1436
The driver's appearance	90	91	90	91	61	31	8	1	1417
The greeting/welcome you got from the driver	73	72	72	73	42	31	20	7	1414
The helpfulness and attitude of the driver	74	74	73	75	43	32	18	6	1390
The time the driver gave you to get to your seat	77	78	77	78	44	34	15	7	1415
Smoothness/freedom from jolting during the journey	75	75	77	78	39	39	12	10	1422
Safety of the driving (i.e. speed, driver concentrating)	88	89	86	87	50	37	10	3	1431

Factors affecting journey time

Occurrence (%)	2013	2014	2015	**2016**
Congestion/traffic jams	13	20	21	26
Road works	9	20	15	18
Bus driver driving too slowly	4	3	3	3
Poor weather conditions	3	4	4	3
Waiting too long at stops	4	4	4	6
Passenger boarding time	15	17	16	14
Base unweighted	1851	2163	1778	1528

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2013	2014	2015	**2016**
Other passengers' behaviour giving cause to worry or feel uncomfortable	5	5	6	6
Base unweighted	1851	2163	1729	1495

West Midlands (TfWM)

Headline results

Overall satisfaction

85%

Value for money

62%

Punctuality

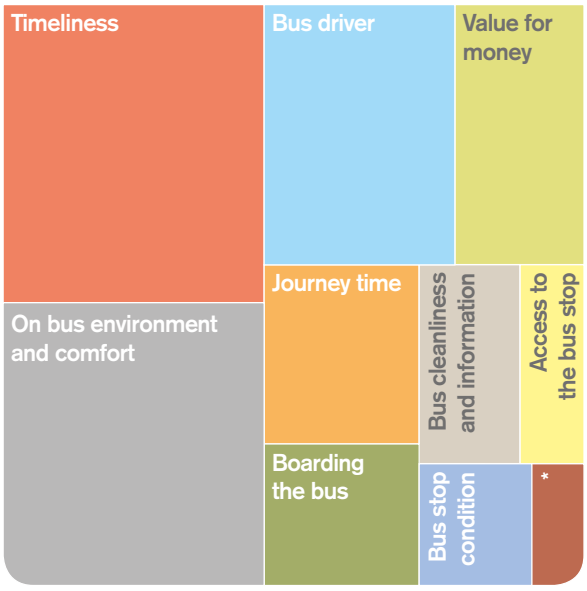
72%

Journey time

82%

Which themes are affecting overall passenger satisfaction?

See page 170 for an explanation of how these themes were calculated



FARE-PAYERS ONLY

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	2016 all satisfied	2016 very satisfied	2016 fairly satisfied	2016 neither /nor	2016 all dissatisfied	2016 base size
OVERALL JOURNEY									
All passengers	**86**	**87**	**85**	**85**	**35**	**49**	**11**	**5**	**3391**
Fare-paying passengers	84	85	83	82	29	53	12	6	2225
Free pass holders	92	92	90	92	55	37	5	3	1095
Aged 16 to 34	83	83	80	81	26	54	13	6	1117
Aged 35 to 59	84	86	86	85	34	51	10	5	1074
Passengers commuting	83	84	83	80	27	54	13	7	1485
Passengers not commuting	88	89	87	89	45	44	8	3	1796
Passengers saying they have a disability	87	87	84	85	43	42	9	5	842
VALUE FOR MONEY									
All fare-paying passengers	**62**	**62**	**62**	**62**	**21**	**42**	**19**	**19**	**2184**
Aged 16 to 34	56	59	59	59	19	40	19	22	1027
Aged 35 to 59	67	67	66	68	22	45	18	14	963
Passengers commuting	60	62	60	59	18	42	20	20	1343
Passengers not commuting	66	64	66	68	27	41	16	16	792
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	73	76	76	72	33	38	13	16	3176
The length of time waited	74	79	78	72	32	40	14	14	3361
ON-BUS JOURNEY TIME									
Time the journey on the bus took	86	85	81	82	38	45	11	7	3394

Detailed results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
THE BUS STOP									
Overall satisfaction with the bus stop	79	81	79	77	26	51	15	8	3351
Its distance from the journey start	83	86	83	83	43	40	11	6	3235
The convenience/accessibility of its location	85	86	84	82	45	37	13	5	3028
Its condition/standard of maintenance	76	76	74	71	29	41	18	12	3049
Its freedom from graffiti/vandalism	75	74	74	72	33	39	16	12	3057
Its freedom from litter	69	70	68	66	26	39	18	16	3074
The information provided at the stop	73	75	74	72	28	44	17	11	3082
Your personal safety whilst at the stop	74	76	77	75	32	43	18	8	3115
ON THE BUS									
Route/destination information on the outside of the bus	82	84	83	83	42	41	14	4	3231
The cleanliness and condition of the outside of the bus	75	78	77	74	32	42	17	8	3225
The ease of getting onto and off the bus	87	89	88	87	47	41	9	3	3321
The length of time it took to board	87	89	88	87	47	40	9	3	3273
The cleanliness and condition of the inside of the bus	72	75	74	73	27	46	14	13	3379
The information provided inside the bus	65	68	69	68	27	41	24	7	3097
The availability of seating or space to stand	82	83	84	83	41	42	9	7	3308
The comfort of the seats	74	75	74	75	30	45	15	10	3312
The amount of personal space you had around you	71	74	74	73	29	44	14	13	3309
Provision of grab rails to stand/move within the bus	81	82	82	83	35	47	12	6	3292
The temperature inside the bus	76	77	78	76	30	46	15	9	3313
Your personal security whilst on the bus	76	78	80	79	33	46	15	6	3287
THE BUS DRIVER									
How near to the kerb the driver stopped	91	91	90	89	52	37	8	3	3282
The driver's appearance	85	86	86	84	50	34	13	3	3087
The greeting/welcome you got from the driver	62	64	64	61	30	31	27	11	3102
The helpfulness and attitude of the driver	64	66	67	67	33	34	26	7	3015
The time the driver gave you to get to your seat	72	75	74	73	34	39	18	8	3202
Smoothness/freedom from jolting during the journey	74	75	76	75	33	42	16	10	3247
Safety of the driving (i.e. speed, driver concentrating)	84	85	85	85	43	41	11	4	3249

Factors affecting journey time

Occurrence (%)	2013	2014	2015	**2016**
Congestion/traffic jams	22	27	27	30
Road works	8	12	12	11
Bus driver driving too slowly	6	7	5	7
Poor weather conditions	5	8	6	5
Waiting too long at stops	6	8	7	8
Passenger boarding time	13	15	15	18
Base unweighted	3962	4217	3961	3546

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2013	2014	2015	**2016**
Other passengers' behaviour giving cause to worry or feel uncomfortable	10	8	7	8
Base unweighted	3962	4217	3773	3404

West Yorkshire (Metro)

Headline results

Overall satisfaction

82%

Value for money

57%

Punctuality

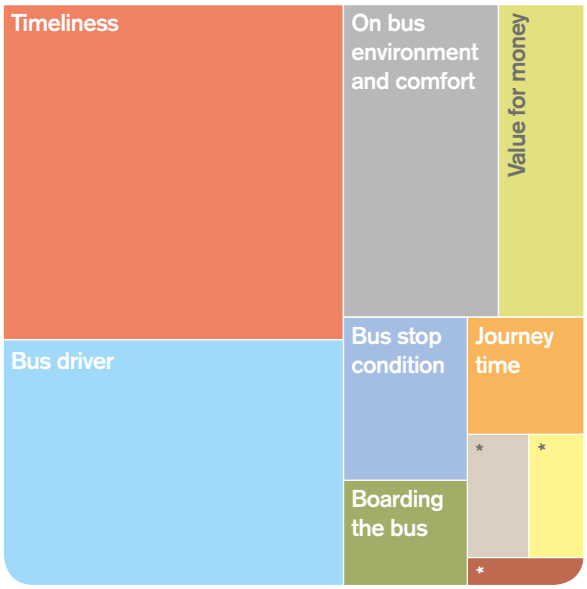
67%

Journey time

81%

Which themes are affecting overall passenger satisfaction?

See page 170 for an explanation of how these themes were calculated



FARE-PAYERS ONLY

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
OVERALL JOURNEY									
All passengers	**88**	**86**	**87**	**82**	**40**	**42**	**10**	**8**	**1523**
Fare-paying passengers	87	83	86	78	33	45	12	10	785
Free pass holders	93	93	89	93	58	35	4	3	720
Aged 16 to 34	83	80	82	75	30	45	15	10	306
Aged 35 to 59	91	88	89	82	39	44	8	10	477
Passengers commuting	85	83	84	74	28	46	15	11	546
Passengers not commuting	91	89	89	90	52	38	5	5	923
Passengers saying they have a disability	88	84	87	80	39	41	9	11	475
VALUE FOR MONEY									
All fare-paying passengers	**56**	**63**	**61**	**57**	**22**	**35**	**19**	**24**	**773**
Aged 16 to 34	52	59	52	54	19	35	19	27	267
Aged 35 to 59	61	67	71	61	25	36	18	21	413
Passengers commuting	55	64	59	55	18	37	19	26	470
Passengers not commuting	56	60	64	63	29	34	17	20	287
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	79	77	74	67	37	30	12	21	1412
The length of time waited	80	76	78	68	35	33	12	20	1490
ON-BUS JOURNEY TIME									
Time the journey on the bus took	84	83	86	81	45	36	11	8	1534

Detailed results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
THE BUS STOP									
Overall satisfaction with the bus stop	82	83	79	77	32	45	15	8	1471
Its distance from the journey start	85	86	85	83	47	36	12	5	1394
The convenience/accessibility of its location	89	88	85	87	52	35	9	4	1336
Its condition/standard of maintenance	76	76	74	74	32	42	17	10	1356
Its freedom from graffiti/vandalism	77	79	75	77	41	36	13	9	1329
Its freedom from litter	73	73	72	69	35	35	18	13	1326
The information provided at the stop	78	76	74	70	32	38	17	13	1342
Your personal safety whilst at the stop	78	80	76	74	42	32	18	8	1351
ON THE BUS									
Route/destination information on the outside of the bus	85	85	83	79	49	30	16	5	1464
The cleanliness and condition of the outside of the bus	79	81	81	76	37	39	18	7	1423
The ease of getting onto and off the bus	90	91	89	88	51	36	8	4	1509
The length of time it took to board	90	89	88	87	52	36	9	4	1476
The cleanliness and condition of the inside of the bus	77	79	78	76	32	44	14	10	1516
The information provided inside the bus	62	67	65	61	26	35	30	10	1335
The availability of seating or space to stand	86	86	84	82	47	35	9	8	1487
The comfort of the seats	75	75	75	74	32	42	15	11	1488
The amount of personal space you had around you	75	75	74	74	35	39	13	13	1478
Provision of grab rails to stand/move within the bus	84	84	85	84	44	41	9	7	1467
The temperature inside the bus	78	78	78	75	32	44	14	11	1484
Your personal security whilst on the bus	84	84	83	81	43	38	15	5	1472
THE BUS DRIVER									
How near to the kerb the driver stopped	91	90	90	88	56	33	9	3	1454
The driver's appearance	88	88	89	86	51	35	12	2	1412
The greeting/welcome you got from the driver	66	67	69	65	35	30	22	12	1452
The helpfulness and attitude of the driver	69	68	71	69	37	31	22	10	1399
The time the driver gave you to get to your seat	74	73	74	70	39	31	19	11	1459
Smoothness/freedom from jolting during the journey	74	73	76	71	35	37	17	12	1469
Safety of the driving (i.e. speed, driver concentrating)	88	85	86	83	48	35	12	5	1461

Factors affecting journey time

Occurrence (%)	2013	2014	2015	**2016**
Congestion/traffic jams	20	24	29	29
Road works	8	11	16	16
Bus driver driving too slowly	4	6	4	6
Poor weather conditions	3	3	6	7
Waiting too long at stops	8	8	7	10
Passenger boarding time	18	21	24	25
Base unweighted	1851	1684	1663	1608

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2013	2014	2015	**2016**
Other passengers' behaviour giving cause to worry or feel uncomfortable	7	7	7	9
Base unweighted	1851	1684	1614	1537

Tees Valley Group

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

Headline results

Overall satisfaction

91%

Value for money

67%

Punctuality

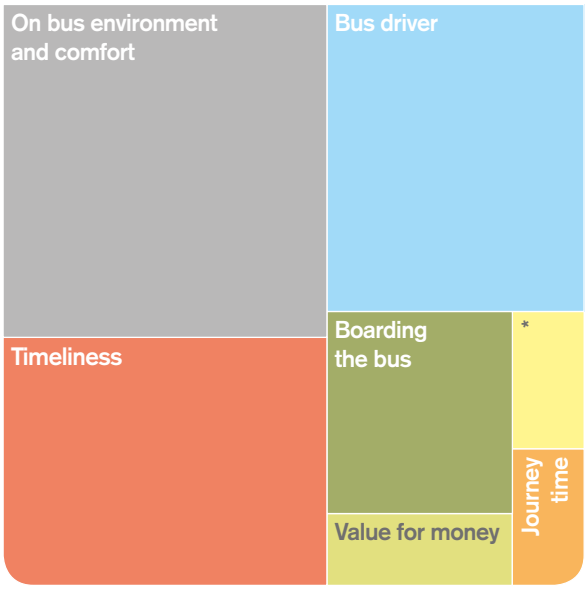
78%

Journey time

87%

Which themes are affecting overall passenger satisfaction?

See page 170 for an explanation of how these themes were calculated



FARE-PAYERS ONLY

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	2016 all satisfied	2016 very satisfied	2016 fairly satisfied	2016 neither /nor	2016 all dissatisfied	2016 base size
OVERALL JOURNEY									
All passengers	**88**	**88**	**90**	**91**	**51**	**40**	**6**	**3**	**1834**
Fare-paying passengers	84	85	88	88	39	48	8	4	687
Free pass holders	92	92	92	94	62	32	4	2	1122
Aged 16 to 34	79	80	84	88	36	52	9	4	357
Aged 35 to 59	88	89	88	90	50	40	6	4	409
Passengers commuting	80	81	85	86	37	49	8	6	470
Passengers not commuting	92	93	92	94	59	35	4	1	1299
Passengers saying they have a disability	89	91	90	91	53	39	7	2	647
VALUE FOR MONEY									
All fare-paying passengers	**61**	**64**	**64**	**67**	**30**	**36**	**17**	**16**	**670**
Aged 16 to 34	55	59	54	65	31	34	18	16	285
Aged 35 to 59	69	68	73	69	28	40	15	16	303
Passengers commuting	60	61	61	64	28	36	17	19	378
Passengers not commuting	62	68	68	71	33	38	16	13	284
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	76	78	80	78	45	33	10	12	1666
The length of time waited	78	80	80	79	44	35	9	12	1787
ON-BUS JOURNEY TIME									
Time the journey on the bus took	87	88	88	87	57	31	8	4	1847

Detailed results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
THE BUS STOP									
Overall satisfaction with the bus stop	76	78	78	78	36	42	12	9	1768
Its distance from the journey start	86	88	84	87	56	31	7	5	1699
The convenience/accessibility of its location	88	90	89	90	56	34	7	4	1533
Its condition/standard of maintenance	73	73	75	74	37	37	13	13	1523
Its freedom from graffiti/vandalism	76	77	80	77	45	32	12	10	1511
Its freedom from litter	74	74	77	74	39	35	14	12	1506
The information provided at the stop	73	72	74	76	39	37	12	12	1533
Your personal safety whilst at the stop	77	79	81	80	44	36	14	6	1567
ON THE BUS									
Route/destination information on the outside of the bus	85	85	88	86	57	29	11	3	1730
The cleanliness and condition of the outside of the bus	78	82	85	82	42	40	13	5	1693
The ease of getting onto and off the bus	91	92	93	93	59	34	6	1	1770
The length of time it took to board	91	91	94	92	61	31	7	1	1716
The cleanliness and condition of the inside of the bus	77	80	85	81	37	44	11	8	1814
The information provided inside the bus	65	69	75	71	34	37	23	6	1603
The availability of seating or space to stand	86	89	89	88	52	37	7	4	1754
The comfort of the seats	70	75	81	77	38	39	15	8	1772
The amount of personal space you had around you	73	76	80	78	39	39	14	8	1732
Provision of grab rails to stand/move within the bus	83	85	87	86	48	38	10	4	1746
The temperature inside the bus	77	77	81	79	40	39	13	8	1755
Your personal security whilst on the bus	85	84	88	88	49	39	10	2	1753
THE BUS DRIVER									
How near to the kerb the driver stopped	93	93	93	94	64	30	5	2	1778
The driver's appearance	90	90	91	92	62	30	7	1	1742
The greeting/welcome you got from the driver	73	75	79	77	49	29	16	7	1750
The helpfulness and attitude of the driver	74	75	79	79	49	29	17	5	1691
The time the driver gave you to get to your seat	79	79	86	84	52	31	11	6	1739
Smoothness/freedom from jolting during the journey	75	76	80	81	46	35	13	6	1736
Safety of the driving (i.e. speed, driver concentrating)	87	88	89	90	59	31	9	2	1726

Factors affecting journey time

Occurrence (%)	2013	2014	2015	2016
Congestion/traffic jams	15	19	16	15
Road works	11	21	13	8
Bus driver driving too slowly	4	4	4	3
Poor weather conditions	3	5	4	2
Waiting too long at stops	5	8	7	8
Passenger boarding time	15	15	15	17
Base unweighted	2159	1728	1890	1908

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2013	2014	2015	2016
Other passengers' behaviour giving cause to worry or feel uncomfortable	6	5	7	5
Base unweighted	2159	1728	1829	1846

West of England Partnership

(made up of the four unitary authorities of Bath & North East Somerset, Bristol City, North Somerset, and South Gloucestershire)

Headline results

Overall satisfaction

85%

Value for money

56%

Punctuality

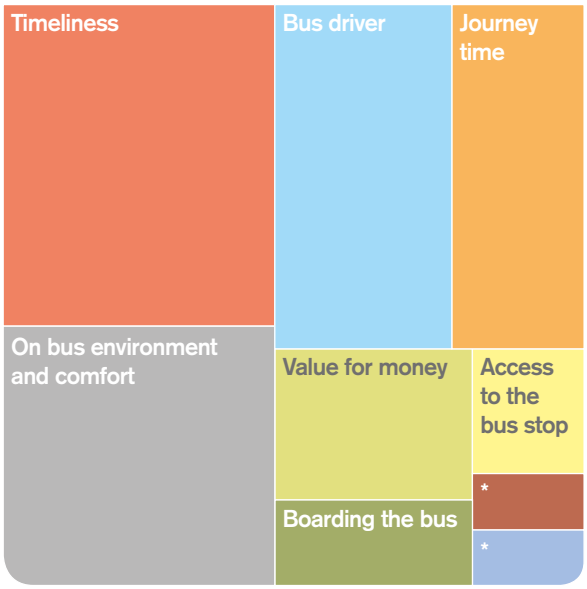
67%

Journey time

79%

Which themes are affecting overall passenger satisfaction?

See page 170 for an explanation of how these themes were calculated



FARE-PAYERS ONLY

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	2016 all satisfied	2016 very satisfied	2016 fairly satisfied	2016 neither /nor	2016 all dissatisfied	2016 base size
OVERALL JOURNEY									
All passengers	**83**	**84**	**89**	**85**	**37**	**49**	**10**	**5**	**1592**
Fare-paying passengers	81	80	86	83	29	54	12	6	935
Free pass holders	90	93	95	93	58	35	5	2	628
Aged 16 to 34	79	77	85	81	26	55	13	6	525
Aged 35 to 59	84	86	90	85	31	54	9	6	394
Passengers commuting	79	79	85	80	26	54	13	7	698
Passengers not commuting	89	88	92	92	48	44	6	2	833
Passengers saying they have a disability	79	85	88	86	40	46	8	6	409
VALUE FOR MONEY									
All fare-paying passengers	**48**	**60**	**67**	**56**	**21**	**35**	**20**	**24**	**923**
Aged 16 to 34	46	55	63	53	18	35	20	27	489
Aged 35 to 59	51	69	72	59	23	35	20	21	352
Passengers commuting	46	60	67	54	18	35	20	26	631
Passengers not commuting	54	59	67	61	26	35	19	20	278
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	69	67	75	67	37	30	14	18	1485
The length of time waited	71	69	78	68	35	33	15	17	1583
ON-BUS JOURNEY TIME									
Time the journey on the bus took	79	80	86	79	39	41	12	8	1585

Detailed results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
THE BUS STOP									
Overall satisfaction with the bus stop	78	82	83	79	31	48	14	7	1567
Its distance from the journey start	83	82	85	83	46	36	11	6	1533
The convenience/accessibility of its location	88	88	89	87	50	37	9	5	1457
Its condition/standard of maintenance	74	76	78	73	33	40	17	9	1467
Its freedom from graffiti/vandalism	79	80	83	79	42	38	14	6	1455
Its freedom from litter	75	75	78	72	35	37	16	12	1467
The information provided at the stop	68	69	71	70	29	41	18	13	1482
Your personal safety whilst at the stop	78	78	84	79	41	38	16	5	1473
ON THE BUS									
Route/destination information on the outside of the bus	81	83	84	81	46	35	15	4	1528
The cleanliness and condition of the outside of the bus	80	79	82	80	37	43	15	5	1505
The ease of getting onto and off the bus	89	90	92	89	54	36	8	2	1577
The length of time it took to board	87	87	92	87	53	34	9	4	1566
The cleanliness and condition of the inside of the bus	78	78	81	77	31	45	14	10	1589
The information provided inside the bus	54	59	63	59	23	36	32	9	1419
The availability of seating or space to stand	85	84	88	85	45	39	9	6	1569
The comfort of the seats	74	76	78	74	30	43	16	10	1573
The amount of personal space you had around you	73	72	77	74	32	41	14	12	1569
Provision of grab rails to stand/move within the bus	80	81	83	83	39	44	13	4	1551
The temperature inside the bus	74	72	80	77	31	45	14	9	1575
Your personal security whilst on the bus	83	84	88	84	42	41	13	3	1563
THE BUS DRIVER									
How near to the kerb the driver stopped	90	91	93	89	56	33	8	3	1552
The driver's appearance	87	86	88	87	53	35	12	1	1492
The greeting/welcome you got from the driver	68	68	74	69	37	33	22	9	1547
The helpfulness and attitude of the driver	69	69	76	71	39	32	22	7	1522
The time the driver gave you to get to your seat	77	79	83	77	43	34	15	8	1529
Smoothness/freedom from jolting during the journey	72	72	78	75	34	41	15	10	1558
Safety of the driving (i.e. speed, driver concentrating)	85	86	88	87	48	39	11	3	1556

Factors affecting journey time

Occurrence (%)	2013	2014	2015	**2016**
Congestion/traffic jams	30	31	29	37
Road works	13	16	12	18
Bus driver driving too slowly	4	4	4	3
Poor weather conditions	6	6	4	4
Waiting too long at stops	8	7	7	8
Passenger boarding time	20	23	22	25
Base unweighted	2534	1527	1517	1652

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2013	2014	2015	**2016**
Other passengers' behaviour giving cause to worry or feel uncomfortable	6	5	5	7
Base unweighted	2534	1527	1487	1611

Cheshire East

Headline results

Overall satisfaction

93%

Value for money

60%

Punctuality

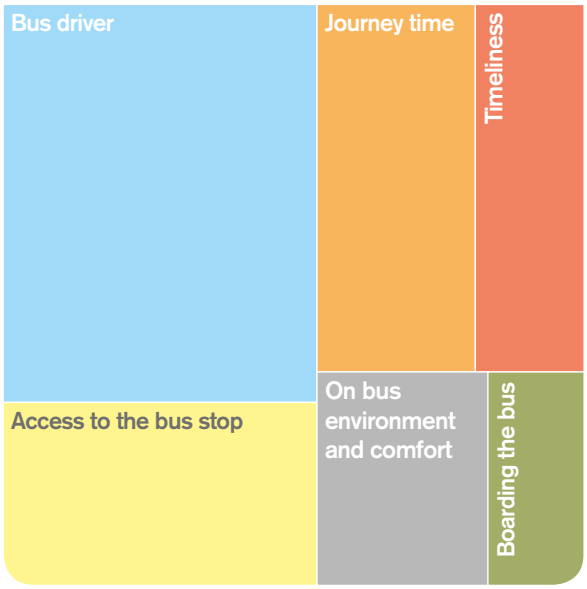
74%

Journey time

90%

Which themes are affecting overall passenger satisfaction?

See page 170 for an explanation of how these themes were calculated



FARE-PAYERS ONLY

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
OVERALL JOURNEY									
All passengers	**-**	**-**	**-**	**93**	**55**	**38**	**4**	**3**	**480**
Fare-paying passengers	-	-	-	92	42	50	4	5	138
Free pass holders	-	-	-	96	69	27	3	1	336
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	93	47	46	0	7	80
Passengers commuting	-	-	-	91	41	50	3	5	90
Passengers not commuting	-	-	-	95	63	33	3	2	369
Passengers saying they have a disability	-	-	-	94	53	41	3	2	176
VALUE FOR MONEY									
All fare-paying passengers	**-**	**-**	**-**	**60**	**24**	**36**	**20**	**20**	**133**
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	59	22	37	23	18	75
Passengers not commuting	-	-	-	-	-	-	-	-	55
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	74	42	32	11	15	449
The length of time waited	-	-	-	72	40	32	15	12	444
ON-BUS JOURNEY TIME									
Time the journey on the bus took	-	-	-	90	63	27	8	3	478

Detailed results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
THE BUS STOP									
Overall satisfaction with the bus stop	-	-	-	75	32	43	13	12	452
Its distance from the journey start	-	-	-	89	55	33	5	6	430
The convenience/accessibility of its location	-	-	-	89	56	33	5	6	395
Its condition/standard of maintenance	-	-	-	64	28	36	19	17	391
Its freedom from graffiti/vandalism	-	-	-	80	41	38	12	9	383
Its freedom from litter	-	-	-	74	36	39	14	12	384
The information provided at the stop	-	-	-	74	32	42	14	12	392
Your personal safety whilst at the stop	-	-	-	78	38	40	16	6	402
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	88	66	23	10	2	463
The cleanliness and condition of the outside of the bus	-	-	-	86	49	36	9	6	445
The ease of getting onto and off the bus	-	-	-	96	68	27	2	2	460
The length of time it took to board	-	-	-	95	64	31	3	2	454
The cleanliness and condition of the inside of the bus	-	-	-	89	49	39	6	5	466
The information provided inside the bus	-	-	-	72	37	35	23	5	399
The availability of seating or space to stand	-	-	-	92	61	31	5	3	455
The comfort of the seats	-	-	-	86	48	38	8	6	467
The amount of personal space you had around you	-	-	-	86	45	41	9	5	460
Provision of grab rails to stand/move within the bus	-	-	-	87	52	35	10	3	452
The temperature inside the bus	-	-	-	80	45	35	12	8	464
Your personal security whilst on the bus	-	-	-	88	58	30	10	2	459
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	94	68	26	5	1	465
The driver's appearance	-	-	-	93	66	27	7	0	457
The greeting/welcome you got from the driver	-	-	-	81	54	26	10	9	464
The helpfulness and attitude of the driver	-	-	-	79	57	23	14	7	446
The time the driver gave you to get to your seat	-	-	-	87	58	29	6	8	455
Smoothness/freedom from jolting during the journey	-	-	-	85	51	34	8	6	459
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	90	62	28	8	2	457

Factors affecting journey time

Occurrence (%)	2013	2014	2015	**2016**
Congestion/traffic jams	-	-	-	23
Road works	-	-	-	13
Bus driver driving too slowly	-	-	-	1
Poor weather conditions	-	-	-	2
Waiting too long at stops	-	-	-	2
Passenger boarding time	-	-	-	13
Base unweighted	-	-	-	492

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2013	2014	2015	**2016**
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	-	-	7
Base unweighted	-	-	-	480

Cornwall

Headline results

Overall satisfaction

87%

Value for money

61%

Punctuality

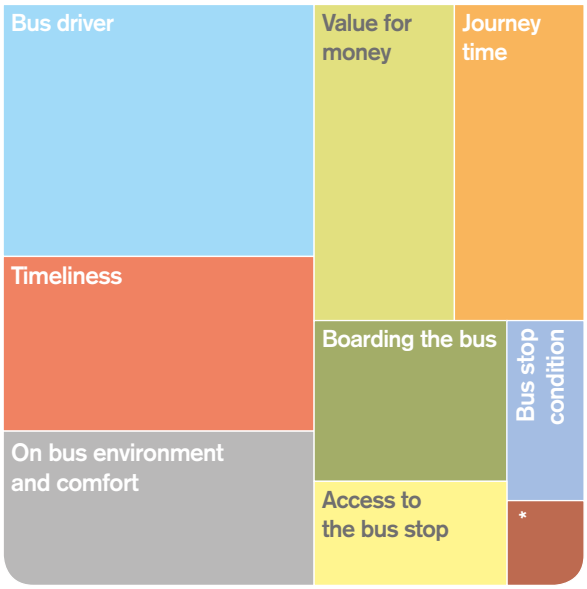
72%

Journey time

85%

Which themes are affecting overall passenger satisfaction?

See page 170 for an explanation of how these themes were calculated



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
OVERALL JOURNEY									
All passengers	-	-	-	**87**	**48**	**39**	**8**	**5**	**767**
Fare-paying passengers	-	-	-	81	35	46	12	7	317
Free pass holders	-	-	-	95	64	30	3	3	437
Aged 16 to 34	-	-	-	76	28	48	15	9	192
Aged 35 to 59	-	-	-	91	46	45	3	5	128
Passengers commuting	-	-	-	78	32	46	13	9	230
Passengers not commuting	-	-	-	92	58	35	5	2	516
Passengers saying they have a disability	-	-	-	86	48	38	9	5	222
VALUE FOR MONEY									
All fare-paying passengers	-	-	-	**61**	**28**	**33**	**19**	**20**	**307**
Aged 16 to 34	-	-	-	56	27	29	25	19	169
Aged 35 to 59	-	-	-	71	27	43	9	21	105
Passengers commuting	-	-	-	57	26	31	24	19	194
Passengers not commuting	-	-	-	69	32	37	9	22	111
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	72	40	32	14	14	727
The length of time waited	-	-	-	71	39	32	16	13	744
ON-BUS JOURNEY TIME									
Time the journey on the bus took	-	-	-	85	51	34	9	6	761

Detailed results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	2016 all satisfied	2016 very satisfied	2016 fairly satisfied	2016 neither /nor	2016 all dissatisfied	2016 base size
THE BUS STOP									
Overall satisfaction with the bus stop	-	-	-	77	34	43	16	7	744
Its distance from the journey start	-	-	-	82	54	28	12	6	718
The convenience/accessibility of its location	-	-	-	87	54	33	10	3	689
Its condition/standard of maintenance	-	-	-	67	31	36	21	12	665
Its freedom from graffiti/vandalism	-	-	-	80	47	33	12	8	668
Its freedom from litter	-	-	-	72	38	34	14	13	669
The information provided at the stop	-	-	-	69	30	39	19	12	665
Your personal safety whilst at the stop	-	-	-	82	47	34	14	4	680
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	83	53	30	13	4	737
The cleanliness and condition of the outside of the bus	-	-	-	77	37	40	14	9	734
The ease of getting onto and off the bus	-	-	-	91	56	35	5	3	758
The length of time it took to board	-	-	-	90	59	31	6	4	745
The cleanliness and condition of the inside of the bus	-	-	-	79	39	40	12	10	756
The information provided inside the bus	-	-	-	56	27	30	37	7	668
The availability of seating or space to stand	-	-	-	87	49	37	7	6	748
The comfort of the seats	-	-	-	72	35	37	16	12	752
The amount of personal space you had around you	-	-	-	77	37	40	13	10	753
Provision of grab rails to stand/move within the bus	-	-	-	84	44	40	12	5	744
The temperature inside the bus	-	-	-	78	36	41	16	7	750
Your personal security whilst on the bus	-	-	-	89	51	38	9	2	743
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	91	64	28	7	2	756
The driver's appearance	-	-	-	89	64	26	10	1	745
The greeting/welcome you got from the driver	-	-	-	79	52	27	13	8	755
The helpfulness and attitude of the driver	-	-	-	79	53	26	15	6	730
The time the driver gave you to get to your seat	-	-	-	86	59	26	9	5	751
Smoothness/freedom from jolting during the journey	-	-	-	78	45	33	13	8	760
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	91	61	30	8	1	749

Factors affecting journey time

Occurrence (%)	2013	2014	2015	2016
Congestion/traffic jams	-	-	-	22
Road works	-	-	-	15
Bus driver driving too slowly	-	-	-	2
Poor weather conditions	-	-	-	3
Waiting too long at stops	-	-	-	4
Passenger boarding time	-	-	-	17
Base unweighted	-	-	-	794

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2013	2014	2015	2016
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	-	-	4
Base unweighted	-	-	-	771

County Durham

Headline results

Overall satisfaction

89%

Value for money

58%

Punctuality

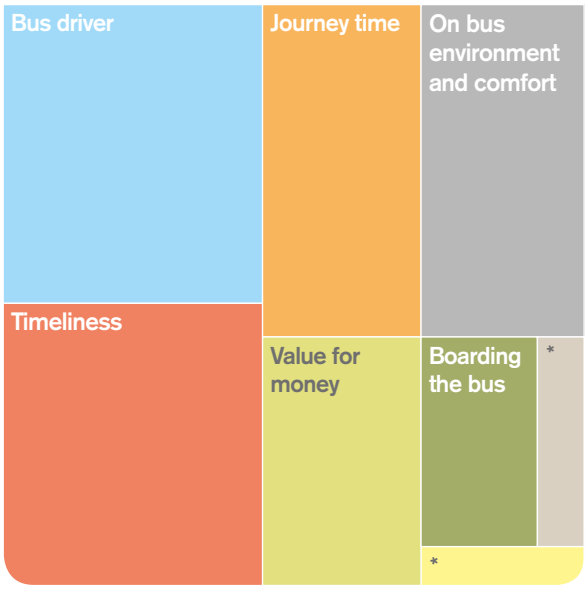
79%

Journey time

86%

Which themes are affecting overall passenger satisfaction?

See page 170 for an explanation of how these themes were calculated



FARE-PAYERS ONLY

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	2016 all satisfied	2016 very satisfied	2016 fairly satisfied	2016 neither /nor	2016 all dissatisfied	2016 base size
OVERALL JOURNEY									
All passengers	-	-	-	**89**	**54**	**35**	**8**	**3**	**724**
Fare-paying passengers	-	-	-	84	40	44	13	3	284
Free pass holders	-	-	-	94	68	26	3	3	429
Aged 16 to 34	-	-	-	79	34	45	17	4	162
Aged 35 to 59	-	-	-	89	52	38	6	4	171
Passengers commuting	-	-	-	82	37	45	14	5	204
Passengers not commuting	-	-	-	93	64	29	5	3	492
Passengers saying they have a disability	-	-	-	87	58	30	8	4	270
VALUE FOR MONEY									
All fare-paying passengers	-	-	-	**58**	**25**	**33**	**22**	**20**	**277**
Aged 16 to 34	-	-	-	50	26	24	26	24	130
Aged 35 to 59	-	-	-	68	23	44	16	16	126
Passengers commuting	-	-	-	54	24	30	21	25	160
Passengers not commuting	-	-	-	63	27	37	23	14	110
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	79	49	30	11	10	678
The length of time waited	-	-	-	76	44	32	14	9	697
ON-BUS JOURNEY TIME									
Time the journey on the bus took	-	-	-	86	54	32	11	4	726

Detailed results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
THE BUS STOP									
Overall satisfaction with the bus stop	-	-	-	79	35	44	12	9	691
Its distance from the journey start	-	-	-	86	54	32	10	4	658
The convenience/accessibility of its location	-	-	-	86	55	31	10	4	605
Its condition/standard of maintenance	-	-	-	70	34	37	16	14	617
Its freedom from graffiti/vandalism	-	-	-	74	43	31	15	11	615
Its freedom from litter	-	-	-	73	37	36	14	13	613
The information provided at the stop	-	-	-	79	39	40	12	9	624
Your personal safety whilst at the stop	-	-	-	79	43	35	16	5	634
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	87	58	29	10	2	690
The cleanliness and condition of the outside of the bus	-	-	-	83	47	37	12	4	687
The ease of getting onto and off the bus	-	-	-	90	62	27	7	3	695
The length of time it took to board	-	-	-	90	62	28	8	3	690
The cleanliness and condition of the inside of the bus	-	-	-	84	47	37	9	7	717
The information provided inside the bus	-	-	-	76	39	37	18	6	644
The availability of seating or space to stand	-	-	-	86	54	32	8	7	691
The comfort of the seats	-	-	-	82	45	36	12	6	695
The amount of personal space you had around you	-	-	-	80	44	36	12	8	689
Provision of grab rails to stand/move within the bus	-	-	-	84	48	36	11	4	683
The temperature inside the bus	-	-	-	78	43	35	12	10	693
Your personal security whilst on the bus	-	-	-	86	51	35	10	4	694
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	93	64	28	7	1	701
The driver's appearance	-	-	-	91	64	27	7	1	686
The greeting/welcome you got from the driver	-	-	-	77	51	27	16	7	684
The helpfulness and attitude of the driver	-	-	-	79	51	28	15	6	672
The time the driver gave you to get to your seat	-	-	-	84	55	29	10	6	684
Smoothness/freedom from jolting during the journey	-	-	-	78	49	30	15	7	690
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	89	59	30	9	2	693

Factors affecting journey time

Occurrence (%)	2013	2014	2015	**2016**
Congestion/traffic jams	-	-	-	15
Road works	-	-	-	16
Bus driver driving too slowly	-	-	-	2
Poor weather conditions	-	-	-	2
Waiting too long at stops	-	-	-	3
Passenger boarding time	-	-	-	16
Base unweighted	-	-	-	755

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2013	2014	2015	**2016**
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	-	-	7
Base unweighted	-	-	-	726

Essex

Headline results

Overall satisfaction

86%

Value for money

46%

Punctuality

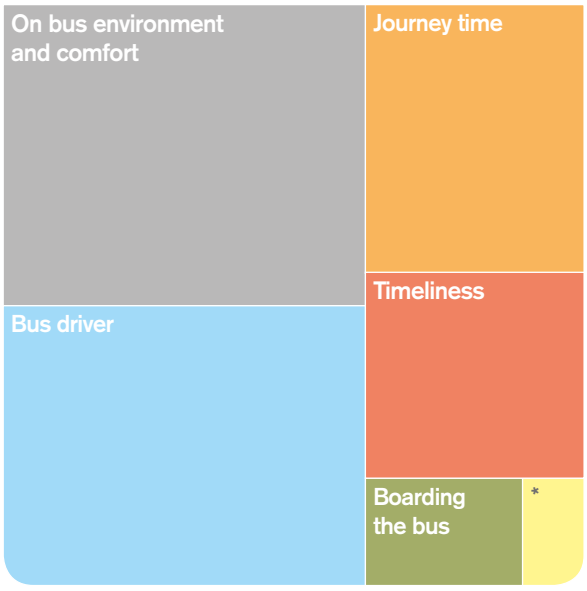
70%

Journey time

85%

Which themes are affecting overall passenger satisfaction?

See page 170 for an explanation of how these themes were calculated



FARE-PAYERS ONLY

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
OVERALL JOURNEY									
All passengers	**83**	**87**	**79**	**86**	**43**	**43**	**9**	**4**	**769**
Fare-paying passengers	78	85	73	78	28	51	16	6	298
Free pass holders	91	91	89	95	61	34	2	3	467
Aged 16 to 34	77	80	67	75	26	49	18	7	130
Aged 35 to 59	79	92	79	85	38	46	11	5	172
Passengers commuting	72	81	75	76	30	46	17	7	214
Passengers not commuting	90	93	85	94	53	41	4	3	519
Passengers saying they have a disability	79	85	82	89	49	39	6	5	250
VALUE FOR MONEY									
All fare-paying passengers	**49**	**53**	**49**	**46**	**16**	**30**	**22**	**32**	**299**
Aged 16 to 34	44	44	41	31	11	20	25	43	111
Aged 35 to 59	57	64	59	63	20	43	16	21	145
Passengers commuting	43	49	49	43	15	28	24	33	182
Passengers not commuting	59	60	48	52	16	36	17	31	109
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	73	71	64	70	36	33	12	19	711
The length of time waited	72	72	67	70	36	34	14	16	748
ON-BUS JOURNEY TIME									
Time the journey on the bus took	86	85	82	85	51	34	9	7	779

Detailed results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
THE BUS STOP									
Overall satisfaction with the bus stop	73	74	73	76	33	43	16	9	730
Its distance from the journey start	84	83	83	88	52	36	8	4	710
The convenience/accessibility of its location	88	86	89	89	52	37	8	3	660
Its condition/standard of maintenance	69	68	68	72	29	43	16	11	656
Its freedom from graffiti/vandalism	74	76	77	77	43	34	15	8	648
Its freedom from litter	68	68	70	74	34	40	15	11	652
The information provided at the stop	60	62	61	65	27	38	14	21	649
Your personal safety whilst at the stop	72	76	72	77	40	36	19	5	653
ON THE BUS									
Route/destination information on the outside of the bus	83	84	83	83	50	34	12	5	729
The cleanliness and condition of the outside of the bus	74	75	72	77	32	45	15	8	725
The ease of getting onto and off the bus	88	91	88	89	51	38	7	4	749
The length of time it took to board	88	90	87	89	50	39	6	5	734
The cleanliness and condition of the inside of the bus	72	77	69	75	30	45	13	12	757
The information provided inside the bus	56	59	54	61	23	38	28	10	654
The availability of seating or space to stand	83	85	81	84	46	38	9	7	741
The comfort of the seats	70	71	65	72	31	41	15	13	744
The amount of personal space you had around you	70	73	67	72	32	40	15	13	733
Provision of grab rails to stand/move within the bus	80	82	77	81	40	42	13	5	724
The temperature inside the bus	75	77	71	74	32	41	15	12	738
Your personal security whilst on the bus	81	82	77	82	41	41	15	2	735
THE BUS DRIVER									
How near to the kerb the driver stopped	89	93	89	89	58	30	9	2	747
The driver's appearance	87	89	87	86	54	32	12	3	724
The greeting/welcome you got from the driver	70	73	65	70	38	32	20	11	735
The helpfulness and attitude of the driver	71	74	67	72	38	35	19	9	725
The time the driver gave you to get to your seat	78	79	72	79	45	34	13	8	748
Smoothness/freedom from jolting during the journey	75	79	69	73	35	38	16	11	741
Safety of the driving (i.e. speed, driver concentrating)	86	88	82	85	49	36	12	3	742

Factors affecting journey time

Occurrence (%)	2013	2014	2015	2016
Congestion/traffic jams	22	24	21	25
Road works	10	12	7	12
Bus driver driving too slowly	3	4	5	6
Poor weather conditions	3	6	4	3
Waiting too long at stops	4	7	10	9
Passenger boarding time	15	20	26	24
Base unweighted	738	855	822	793

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2013	2014	2015	2016
Other passengers' behaviour giving cause to worry or feel uncomfortable	6	5	6	7
Base unweighted	738	855	807	772

Herefordshire

Headline results

Overall satisfaction

95%

Value for money

59%

Punctuality

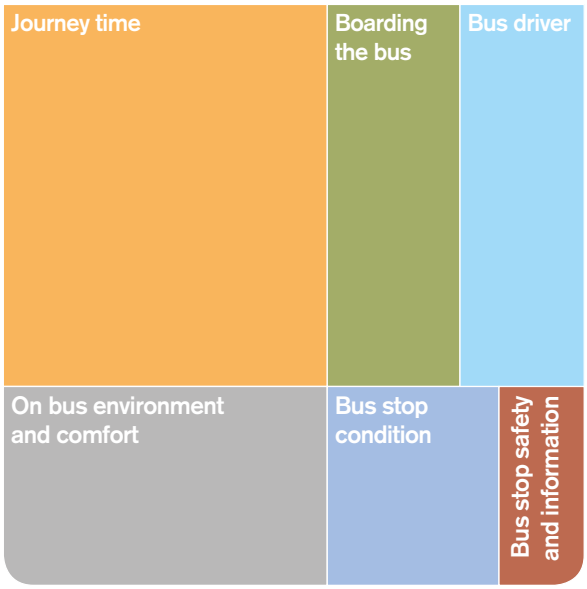
84%

Journey time

88%

Which themes are affecting overall passenger satisfaction?

See page 170 for an explanation of how these themes were calculated



FARE-PAYERS ONLY

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	2016 all satisfied	2016 very satisfied	2016 fairly satisfied	2016 neither /nor	2016 all dissatisfied	2016 base size
OVERALL JOURNEY									
All passengers	-	-	-	**95**	**57**	**38**	**4**	**1**	**488**
Fare-paying passengers	-	-	-	92	44	48	6	1	144
Free pass holders	-	-	-	97	71	27	3	0	341
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	98	52	46	0	1	86
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	98	61	37	2	0	387
Passengers saying they have a disability	-	-	-	94	55	39	6	0	165
VALUE FOR MONEY									
All fare-paying passengers	-	-	-	**59**	**22**	**37**	**12**	**29**	**141**
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	64	19	45	8	28	81
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	84	52	32	10	6	461
The length of time waited	-	-	-	82	49	33	11	7	466
ON-BUS JOURNEY TIME									
Time the journey on the bus took	-	-	-	88	57	31	8	4	491

Detailed results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
THE BUS STOP									
Overall satisfaction with the bus stop	-	-	-	83	33	50	13	4	463
Its distance from the journey start	-	-	-	86	56	30	10	4	449
The convenience/accessibility of its location	-	-	-	90	57	33	8	2	415
Its condition/standard of maintenance	-	-	-	74	32	42	18	9	403
Its freedom from graffiti/vandalism	-	-	-	80	47	33	15	5	398
Its freedom from litter	-	-	-	78	41	37	14	8	409
The information provided at the stop	-	-	-	73	33	40	18	9	401
Your personal safety whilst at the stop	-	-	-	82	44	39	16	2	417
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	88	62	25	9	3	467
The cleanliness and condition of the outside of the bus	-	-	-	78	44	34	14	8	460
The ease of getting onto and off the bus	-	-	-	93	66	27	7	1	484
The length of time it took to board	-	-	-	92	66	26	6	1	467
The cleanliness and condition of the inside of the bus	-	-	-	83	48	35	11	6	484
The information provided inside the bus	-	-	-	65	32	33	31	5	418
The availability of seating or space to stand	-	-	-	90	56	33	7	4	470
The comfort of the seats	-	-	-	79	38	41	12	8	477
The amount of personal space you had around you	-	-	-	82	43	40	13	4	467
Provision of grab rails to stand/move within the bus	-	-	-	87	47	40	12	1	462
The temperature inside the bus	-	-	-	82	42	40	12	6	474
Your personal security whilst on the bus	-	-	-	89	53	35	11	0	473
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	94	70	24	6	0	475
The driver's appearance	-	-	-	93	70	23	7	0	470
The greeting/welcome you got from the driver	-	-	-	88	62	26	8	4	476
The helpfulness and attitude of the driver	-	-	-	86	64	23	10	3	466
The time the driver gave you to get to your seat	-	-	-	91	62	28	6	4	474
Smoothness/freedom from jolting during the journey	-	-	-	85	52	33	10	5	475
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	91	66	25	7	2	475

Factors affecting journey time

Occurrence (%)	2013	2014	2015	2016
Congestion/traffic jams	-	-	-	30
Road works	-	-	-	16
Bus driver driving too slowly	-	-	-	2
Poor weather conditions	-	-	-	5
Waiting too long at stops	-	-	-	4
Passenger boarding time	-	-	-	10
Base unweighted	-	-	-	506

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2013	2014	2015	2016
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	-	-	4
Base unweighted	-	-	-	495

Leicester City

Headline results

Overall satisfaction

86%

Value for money

62%

Punctuality

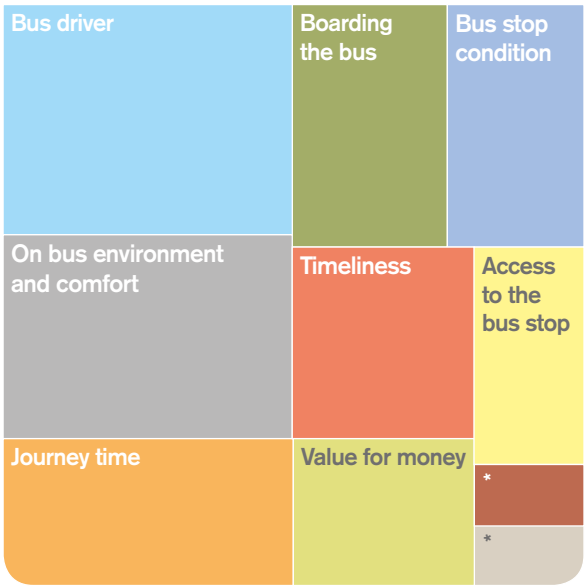
65%

Journey time

81%

Which themes are affecting overall passenger satisfaction?

See page 170 for an explanation of how these themes were calculated



FARE-PAYERS ONLY

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	2016 all satisfied	2016 very satisfied	2016 fairly satisfied	2016 neither /nor	2016 all dissatisfied	2016 base size
OVERALL JOURNEY									
All passengers	-	-	-	**86**	**44**	**42**	**11**	**3**	**615**
Fare-paying passengers	-	-	-	82	37	45	14	4	302
Free pass holders	-	-	-	92	59	33	6	3	300
Aged 16 to 34	-	-	-	79	31	48	16	5	130
Aged 35 to 59	-	-	-	86	41	44	12	2	173
Passengers commuting	-	-	-	81	30	51	14	5	213
Passengers not commuting	-	-	-	89	56	33	8	2	383
Passengers saying they have a disability	-	-	-	82	47	35	13	5	172
VALUE FOR MONEY									
All fare-paying passengers	-	-	-	**62**	**27**	**35**	**14**	**24**	**295**
Aged 16 to 34	-	-	-	57	25	32	13	30	111
Aged 35 to 59	-	-	-	67	27	41	13	20	142
Passengers commuting	-	-	-	61	25	36	13	26	177
Passengers not commuting	-	-	-	65	31	34	15	20	115
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	65	32	33	16	19	553
The length of time waited	-	-	-	68	33	35	18	14	586
ON-BUS JOURNEY TIME									
Time the journey on the bus took	-	-	-	81	43	37	14	6	609

Detailed results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	2016 all satisfied	2016 very satisfied	2016 fairly satisfied	2016 neither /nor	2016 all dissatisfied	2016 base size
THE BUS STOP									
Overall satisfaction with the bus stop	-	-	-	78	37	41	13	9	605
Its distance from the journey start	-	-	-	84	47	37	10	6	564
The convenience/accessibility of its location	-	-	-	85	49	36	11	4	535
Its condition/standard of maintenance	-	-	-	73	33	40	17	10	543
Its freedom from graffiti/vandalism	-	-	-	78	44	34	14	7	530
Its freedom from litter	-	-	-	75	38	37	16	9	525
The information provided at the stop	-	-	-	68	32	36	14	18	531
Your personal safety whilst at the stop	-	-	-	76	42	34	16	8	545
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	82	49	33	15	3	581
The cleanliness and condition of the outside of the bus	-	-	-	81	40	41	13	6	577
The ease of getting onto and off the bus	-	-	-	92	53	39	5	3	594
The length of time it took to board	-	-	-	90	57	33	8	2	584
The cleanliness and condition of the inside of the bus	-	-	-	76	34	42	11	13	600
The information provided inside the bus	-	-	-	65	30	36	26	9	523
The availability of seating or space to stand	-	-	-	83	46	37	8	9	588
The comfort of the seats	-	-	-	77	38	39	15	8	597
The amount of personal space you had around you	-	-	-	73	33	40	12	15	587
Provision of grab rails to stand/move within the bus	-	-	-	82	40	41	11	7	584
The temperature inside the bus	-	-	-	74	33	41	16	10	585
Your personal security whilst on the bus	-	-	-	83	42	41	13	4	581
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	90	57	33	6	3	584
The driver's appearance	-	-	-	86	55	31	12	2	575
The greeting/welcome you got from the driver	-	-	-	68	40	28	20	12	574
The helpfulness and attitude of the driver	-	-	-	71	39	31	20	10	563
The time the driver gave you to get to your seat	-	-	-	73	42	31	17	10	589
Smoothness/freedom from jolting during the journey	-	-	-	72	36	36	16	12	592
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	86	51	34	10	5	585

Factors affecting journey time

Occurrence (%)	2013	2014	2015	2016
Congestion/traffic jams	-	-	-	35
Road works	-	-	-	9
Bus driver driving too slowly	-	-	-	5
Poor weather conditions	-	-	-	4
Waiting too long at stops	-	-	-	7
Passenger boarding time	-	-	-	22
Base unweighted	-	-	-	629

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2013	2014	2015	2016
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	-	-	10
Base unweighted	-	-	-	604

Milton Keynes

Headline results

Overall satisfaction

84%

Value for money

60%

Punctuality

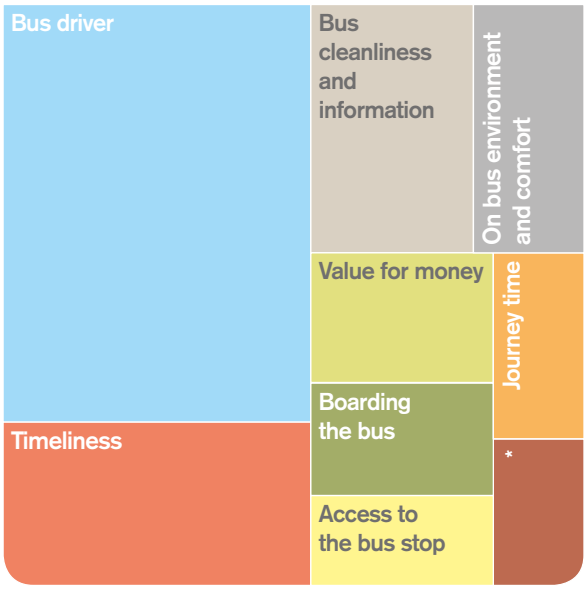
66%

Journey time

83%

Which themes are affecting overall passenger satisfaction?

See page 170 for an explanation of how these themes were calculated



FARE-PAYERS ONLY

Key results

Satisfaction (%)

	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
OVERALL JOURNEY									
All passengers	**84**	**83**	**81**	**84**	**39**	**45**	**9**	**7**	**476**
Fare-paying passengers	83	82	79	81	32	49	11	7	242
Free pass holders	89	85	87	91	62	29	4	6	224
Aged 16 to 34	81	80	73	81	28	52	12	7	119
Aged 35 to 59	85	83	87	81	38	43	10	9	127
Passengers commuting	84	83	78	82	37	45	10	8	174
Passengers not commuting	85	84	84	87	41	46	9	4	282
Passengers saying they have a disability	86	79	81	83	42	41	11	6	146
VALUE FOR MONEY									
All fare-paying passengers	**58**	**61**	**41**	**60**	**24**	**36**	**17**	**23**	**242**
Aged 16 to 34	54	57	31	57	25	33	18	25	107
Aged 35 to 59	66	65	56	62	22	39	16	23	108
Passengers commuting	59	58	38	61	29	32	19	20	148
Passengers not commuting	57	67	47	58	16	42	13	29	91
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	65	69	67	66	34	32	12	22	465
The length of time waited	69	71	66	65	33	32	16	19	469
ON-BUS JOURNEY TIME									
Time the journey on the bus took	83	82	78	83	44	39	10	7	481

Detailed results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
THE BUS STOP									
Overall satisfaction with the bus stop	71	77	74	74	23	50	15	12	462
Its distance from the journey start	82	84	79	81	45	36	14	5	442
The convenience/accessibility of its location	85	87	86	84	46	38	11	5	421
Its condition/standard of maintenance	63	64	65	64	27	38	21	15	412
Its freedom from graffiti/vandalism	69	72	70	68	34	34	20	13	422
Its freedom from litter	56	64	61	61	27	34	19	20	421
The information provided at the stop	68	73	70	66	32	34	15	19	416
Your personal safety whilst at the stop	76	76	71	71	34	37	21	8	431
ON THE BUS									
Route/destination information on the outside of the bus	83	83	78	83	47	36	13	3	458
The cleanliness and condition of the outside of the bus	74	71	76	76	33	43	14	10	461
The ease of getting onto and off the bus	88	87	87	89	52	37	8	3	473
The length of time it took to board	90	88	87	87	54	33	9	4	463
The cleanliness and condition of the inside of the bus	72	67	75	76	29	47	12	12	479
The information provided inside the bus	59	58	65	62	26	36	24	14	429
The availability of seating or space to stand	84	80	80	86	45	41	8	6	476
The comfort of the seats	70	64	68	72	32	40	17	11	470
The amount of personal space you had around you	70	69	70	67	32	35	20	12	466
Provision of grab rails to stand/move within the bus	77	73	76	79	38	40	13	8	460
The temperature inside the bus	76	69	73	78	30	47	14	8	464
Your personal security whilst on the bus	82	78	79	83	40	43	12	5	462
THE BUS DRIVER									
How near to the kerb the driver stopped	92	91	86	92	54	38	5	2	465
The driver's appearance	86	85	83	87	49	38	12	2	455
The greeting/welcome you got from the driver	66	65	64	72	38	34	16	11	463
The helpfulness and attitude of the driver	70	66	66	73	38	34	18	9	457
The time the driver gave you to get to your seat	75	77	76	76	44	32	15	9	467
Smoothness/freedom from jolting during the journey	72	66	67	72	36	36	17	11	462
Safety of the driving (i.e. speed, driver concentrating)	83	79	79	83	45	38	11	6	458

Factors affecting journey time

Occurrence (%)	2013	2014	2015	2016
Congestion/traffic jams	17	12	15	23
Road works	4	6	8	8
Bus driver driving too slowly	5	6	8	6
Poor weather conditions	5	2	4	5
Waiting too long at stops	6	9	12	9
Passenger boarding time	22	21	29	22
Base unweighted	724	504	538	500

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2013	2014	2015	2016
Other passengers' behaviour giving cause to worry or feel uncomfortable	7	7	7	7
Base unweighted	724	504	526	490

Norfolk

Headline results

Overall satisfaction

87%

Value for money

60%

Punctuality

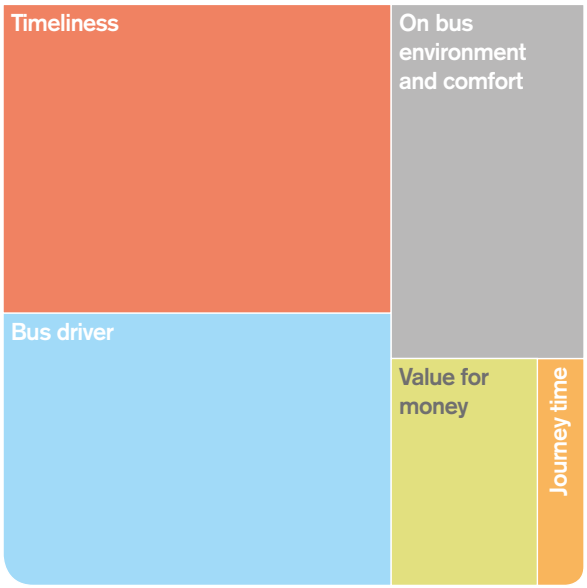
76%

Journey time

82%

Which themes are affecting overall passenger satisfaction?

See page 170 for an explanation of how these themes were calculated



FARE-PAYERS ONLY

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	2016 all satisfied	2016 very satisfied	2016 fairly satisfied	2016 neither /nor	2016 all dissatisfied	2016 base size
OVERALL JOURNEY									
All passengers	**89**	**92**	**89**	**87**	**45**	**42**	**10**	**3**	**995**
Fare-paying passengers	84	88	86	82	30	52	14	4	390
Free pass holders	95	97	94	95	68	28	3	2	593
Aged 16 to 34	83	87	85	79	22	57	19	1	167
Aged 35 to 59	90	91	86	85	39	46	9	6	201
Passengers commuting	83	86	85	79	29	50	17	4	258
Passengers not commuting	92	95	91	93	55	37	5	2	699
Passengers saying they have a disability	89	92	88	86	49	37	12	2	308
VALUE FOR MONEY									
All fare-paying passengers	**59**	**61**	**65**	**60**	**22**	**38**	**24**	**16**	**386**
Aged 16 to 34	51	52	64	55	19	36	27	19	157
Aged 35 to 59	73	77	68	63	23	40	22	15	174
Passengers commuting	51	57	65	58	19	39	25	17	209
Passengers not commuting	70	66	66	62	27	35	23	15	166
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	81	83	74	76	46	30	10	13	937
The length of time waited	82	83	76	75	42	33	12	12	967
ON-BUS JOURNEY TIME									
Time the journey on the bus took	88	89	86	82	47	35	12	6	1015

Detailed results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
THE BUS STOP									
Overall satisfaction with the bus stop	78	82	77	75	32	43	17	8	966
Its distance from the journey start	86	90	86	85	53	33	10	5	925
The convenience/accessibility of its location	89	92	89	89	55	34	7	4	886
Its condition/standard of maintenance	75	77	75	72	34	38	18	10	862
Its freedom from graffiti/vandalism	79	84	83	81	45	37	13	6	854
Its freedom from litter	76	79	79	77	39	38	13	9	872
The information provided at the stop	61	66	63	60	30	30	18	22	849
Your personal safety whilst at the stop	78	82	79	75	40	35	19	5	873
ON THE BUS									
Route/destination information on the outside of the bus	86	87	85	84	52	32	11	6	959
The cleanliness and condition of the outside of the bus	78	84	82	82	42	41	12	5	951
The ease of getting onto and off the bus	90	94	90	91	57	34	7	2	994
The length of time it took to board	89	94	91	91	54	36	7	2	977
The cleanliness and condition of the inside of the bus	80	83	79	82	39	43	10	7	996
The information provided inside the bus	56	61	61	59	27	32	31	10	866
The availability of seating or space to stand	84	90	84	87	48	39	8	5	984
The comfort of the seats	69	76	70	77	35	42	13	11	986
The amount of personal space you had around you	71	77	74	77	37	39	15	9	979
Provision of grab rails to stand/move within the bus	80	87	85	87	44	43	9	4	967
The temperature inside the bus	75	79	80	76	36	40	15	9	975
Your personal security whilst on the bus	85	89	87	84	48	37	14	2	967
THE BUS DRIVER									
How near to the kerb the driver stopped	93	92	94	94	59	35	4	1	982
The driver's appearance	87	91	89	91	56	35	7	2	963
The greeting/welcome you got from the driver	74	78	74	75	44	31	17	8	974
The helpfulness and attitude of the driver	75	77	75	76	45	31	18	6	967
The time the driver gave you to get to your seat	80	82	83	83	49	34	10	7	975
Smoothness/freedom from jolting during the journey	77	80	77	75	38	38	16	9	976
Safety of the driving (i.e. speed, driver concentrating)	88	90	89	89	53	36	9	2	977

Factors affecting journey time

Occurrence (%)	2013	2014	2015	2016
Congestion/traffic jams	16	20	25	24
Road works	7	10	12	18
Bus driver driving too slowly	3	2	3	2
Poor weather conditions	4	3	5	4
Waiting too long at stops	8	6	9	9
Passenger boarding time	18	21	22	22
Base unweighted	1121	1105	1132	1032

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2013	2014	2015	2016
Other passengers' behaviour giving cause to worry or feel uncomfortable	5	3	5	5
Base unweighted	1121	1105	1111	1018

Northumberland

Headline results

Overall satisfaction

92%

Value for money

56%

Punctuality

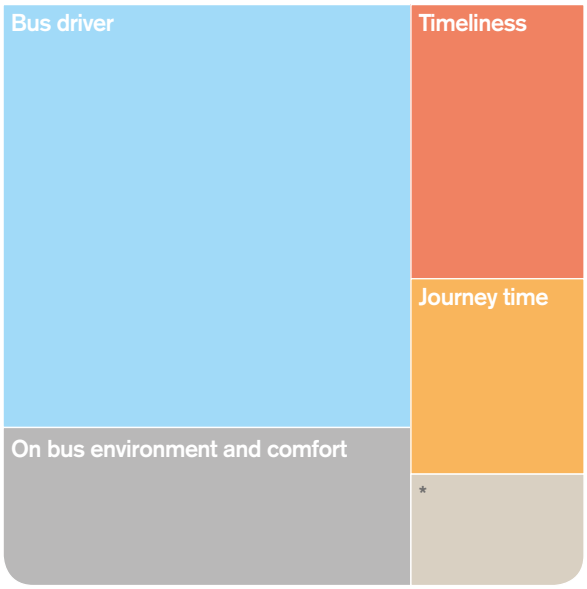
80%

Journey time

88%

Which themes are affecting overall passenger satisfaction?

See page 170 for an explanation of how these themes were calculated



FARE-PAYERS ONLY

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	2016 all satisfied	2016 very satisfied	2016 fairly satisfied	2016 neither /nor	2016 all dissatisfied	2016 base size
OVERALL JOURNEY									
All passengers	**85**	**89**	**-**	**92**	**52**	**40**	**6**	**2**	**552**
Fare-paying passengers	80	86	-	88	39	49	10	2	184
Free pass holders	92	92	-	95	63	32	3	2	362
Aged 16 to 34	74	81	-	86	26	60	13	1	77
Aged 35 to 59	86	91	-	91	51	40	6	3	132
Passengers commuting	78	84	-	88	38	51	10	2	127
Passengers not commuting	89	92	-	94	59	35	4	2	407
Passengers saying they have a disability	82	89	-	89	55	34	8	3	188
VALUE FOR MONEY									
All fare-paying passengers	**50**	**56**	**-**	**56**	**15**	**41**	**19**	**25**	**183**
Aged 16 to 34	44	49	-	-	-	-	-	-	-
Aged 35 to 59	57	64	-	62	17	45	20	18	103
Passengers commuting	44	52	-	56	13	42	18	26	109
Passengers not commuting	55	62	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	76	80	-	80	41	39	8	12	507
The length of time waited	75	79	-	76	39	37	13	11	530
ON-BUS JOURNEY TIME									
Time the journey on the bus took	81	87	-	88	49	39	8	4	555

Detailed results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
THE BUS STOP									
Overall satisfaction with the bus stop	73	75	-	78	31	46	14	8	529
Its distance from the journey start	82	85	-	84	50	34	12	4	510
The convenience/accessibility of its location	86	87	-	89	52	37	8	3	466
Its condition/standard of maintenance	65	69	-	69	32	37	19	12	465
Its freedom from graffiti/vandalism	72	76	-	77	45	32	12	10	471
Its freedom from litter	67	69	-	70	36	34	15	15	471
The information provided at the stop	68	71	-	68	30	38	18	13	466
Your personal safety whilst at the stop	77	79	-	78	43	34	15	7	474
ON THE BUS									
Route/destination information on the outside of the bus	85	87	-	87	57	30	10	3	524
The cleanliness and condition of the outside of the bus	78	85	-	81	37	44	15	4	521
The ease of getting onto and off the bus	90	91	-	95	60	35	4	1	534
The length of time it took to board	91	91	-	93	61	32	5	1	521
The cleanliness and condition of the inside of the bus	76	85	-	86	38	48	8	6	542
The information provided inside the bus	63	71	-	66	32	34	28	6	479
The availability of seating or space to stand	86	89	-	89	51	38	7	4	526
The comfort of the seats	67	79	-	85	41	44	9	6	528
The amount of personal space you had around you	75	80	-	84	39	44	11	6	528
Provision of grab rails to stand/move within the bus	84	87	-	84	47	37	13	3	529
The temperature inside the bus	76	81	-	80	37	43	13	8	527
Your personal security whilst on the bus	84	88	-	90	52	38	9	1	527
THE BUS DRIVER									
How near to the kerb the driver stopped	90	92	-	92	68	25	6	1	528
The driver's appearance	89	91	-	93	68	25	7	0	526
The greeting/welcome you got from the driver	73	74	-	80	54	27	15	4	536
The helpfulness and attitude of the driver	76	73	-	82	54	29	14	4	516
The time the driver gave you to get to your seat	81	82	-	87	59	28	8	4	527
Smoothness/freedom from jolting during the journey	75	77	-	83	49	35	11	5	526
Safety of the driving (i.e. speed, driver concentrating)	86	88	-	92	61	31	6	2	526

Factors affecting journey time

Occurrence (%)	2013	2014	2015	**2016**
Congestion/traffic jams	12	15	-	17
Road works	7	18	-	16
Bus driver driving too slowly	3	3	-	1
Poor weather conditions	5	4	-	2
Waiting too long at stops	4	5	-	3
Passenger boarding time	12	14	-	16
Base unweighted	1120	972	-	568

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2013	2014	2015	**2016**
Other passengers' behaviour giving cause to worry or feel uncomfortable	4	6	-	5
Base unweighted	1120	972	-	550

Nottingham City

Headline results

Overall satisfaction

91%

Value for money

76%

Punctuality

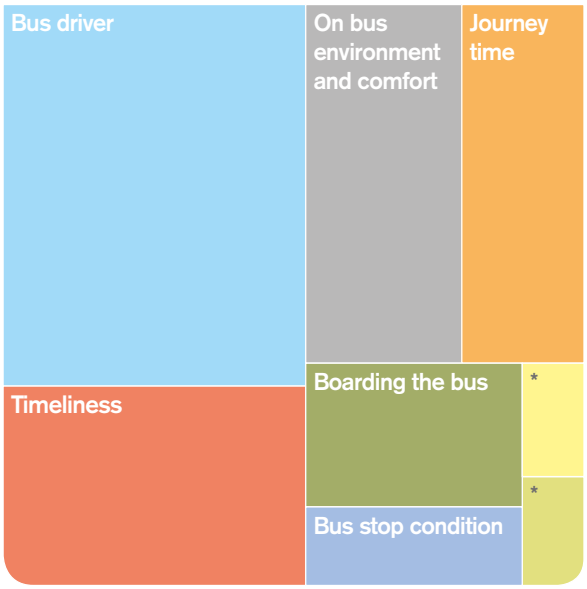
83%

Journey time

89%

Which themes are affecting overall passenger satisfaction?

See page 170 for an explanation of how these themes were calculated



FARE-PAYERS ONLY

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	2016 all satisfied	2016 very satisfied	2016 fairly satisfied	2016 neither /nor	2016 all dissatisfied	2016 base size
OVERALL JOURNEY									
All passengers	-	-	-	**91**	**52**	**39**	**6**	**2**	**853**
Fare-paying passengers	-	-	-	90	47	43	8	2	460
Free pass holders	-	-	-	95	69	26	2	3	368
Aged 16 to 34	-	-	-	90	42	48	8	2	232
Aged 35 to 59	-	-	-	91	56	35	6	3	250
Passengers commuting	-	-	-	89	43	46	9	2	322
Passengers not commuting	-	-	-	94	65	29	3	3	503
Passengers saying they have a disability	-	-	-	88	51	36	7	5	244
VALUE FOR MONEY									
All fare-paying passengers	-	-	-	**76**	**40**	**36**	**12**	**12**	**454**
Aged 16 to 34	-	-	-	74	40	34	14	11	206
Aged 35 to 59	-	-	-	79	39	40	9	12	206
Passengers commuting	-	-	-	77	39	38	11	12	274
Passengers not commuting	-	-	-	75	41	34	14	11	172
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	83	51	32	9	9	808
The length of time waited	-	-	-	83	48	36	10	7	848
ON-BUS JOURNEY TIME									
Time the journey on the bus took	-	-	-	89	53	35	8	4	866

Detailed results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	2016 all satisfied	2016 very satisfied	2016 fairly satisfied	2016 neither /nor	2016 all dissatisfied	2016 base size
THE BUS STOP									
Overall satisfaction with the bus stop	-	-	-	88	48	41	7	4	835
Its distance from the journey start	-	-	-	90	58	32	7	3	819
The convenience/accessibility of its location	-	-	-	93	60	33	6	2	750
Its condition/standard of maintenance	-	-	-	85	50	35	10	5	768
Its freedom from graffiti/vandalism	-	-	-	86	56	30	9	5	764
Its freedom from litter	-	-	-	81	45	36	10	9	763
The information provided at the stop	-	-	-	85	50	34	8	7	773
Your personal safety whilst at the stop	-	-	-	84	53	31	11	5	781
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	91	62	29	8	1	839
The cleanliness and condition of the outside of the bus	-	-	-	87	54	33	9	4	830
The ease of getting onto and off the bus	-	-	-	93	64	29	4	2	848
The length of time it took to board	-	-	-	92	63	28	6	2	830
The cleanliness and condition of the inside of the bus	-	-	-	84	44	39	9	7	857
The information provided inside the bus	-	-	-	84	49	35	13	3	803
The availability of seating or space to stand	-	-	-	84	55	29	9	6	843
The comfort of the seats	-	-	-	80	42	38	15	5	841
The amount of personal space you had around you	-	-	-	75	39	36	13	12	835
Provision of grab rails to stand/move within the bus	-	-	-	84	46	38	10	5	829
The temperature inside the bus	-	-	-	79	40	39	13	8	829
Your personal security whilst on the bus	-	-	-	87	50	37	10	3	831
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	94	66	27	4	2	830
The driver's appearance	-	-	-	91	66	25	7	1	785
The greeting/welcome you got from the driver	-	-	-	78	52	26	13	8	824
The helpfulness and attitude of the driver	-	-	-	80	53	27	13	7	797
The time the driver gave you to get to your seat	-	-	-	78	52	27	12	10	815
Smoothness/freedom from jolting during the journey	-	-	-	81	46	35	12	7	815
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	90	62	29	8	2	817

Factors affecting journey time

Occurrence (%)	2013	2014	2015	2016
Congestion/traffic jams	-	-	-	27
Road works	-	-	-	6
Bus driver driving too slowly	-	-	-	4
Poor weather conditions	-	-	-	5
Waiting too long at stops	-	-	-	11
Passenger boarding time	-	-	-	23
Base unweighted	-	-	-	890

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2013	2014	2015	2016
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	-	-	8
Base unweighted	-	-	-	860

Nottinghamshire

Headline results

Overall satisfaction

93%

Value for money

72%

Punctuality

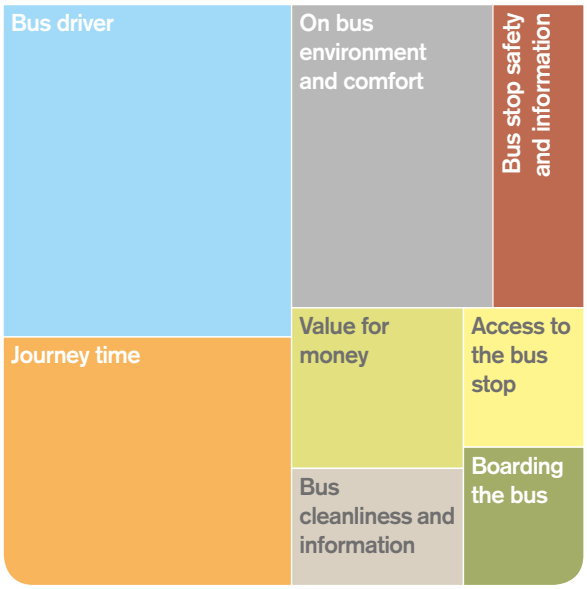
82%

Journey time

91%

Which themes are affecting overall passenger satisfaction?

See page 170 for an explanation of how these themes were calculated



FARE-PAYERS ONLY

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	2016 all satisfied	2016 very satisfied	2016 fairly satisfied	2016 neither /nor	2016 all dissatisfied	2016 base size
OVERALL JOURNEY									
All passengers	-	**93**	**94**	**93**	**58**	**35**	**6**	**2**	**1112**
Fare-paying passengers	-	91	93	91	51	40	7	1	366
Free pass holders	-	96	96	94	66	27	4	2	728
Aged 16 to 34	-	87	90	88	34	54	11	2	118
Aged 35 to 59	-	94	94	95	62	33	4	1	237
Passengers commuting	-	88	93	91	46	45	8	1	199
Passengers not commuting	-	95	95	94	65	29	5	2	871
Passengers saying they have a disability	-	91	94	92	62	30	6	1	413
VALUE FOR MONEY									
All fare-paying passengers	-	**68**	**66**	**72**	**32**	**40**	**9**	**19**	**349**
Aged 16 to 34	-	62	59	67	27	40	8	25	104
Aged 35 to 59	-	73	73	74	35	39	11	15	185
Passengers commuting	-	65	61	70	31	39	11	19	171
Passengers not commuting	-	71	74	76	34	42	7	17	172
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	86	83	82	49	33	9	9	1039
The length of time waited	-	84	83	83	49	34	11	6	1066
ON-BUS JOURNEY TIME									
Time the journey on the bus took	-	89	93	91	61	30	6	3	1118

Detailed results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	2016 all satisfied	2016 very satisfied	2016 fairly satisfied	2016 neither /nor	2016 all dissatisfied	2016 base size
THE BUS STOP									
Overall satisfaction with the bus stop	-	90	83	84	47	37	10	6	1067
Its distance from the journey start	-	89	88	91	60	31	5	4	1017
The convenience/accessibility of its location	-	93	93	92	63	29	6	2	920
Its condition/standard of maintenance	-	82	77	77	46	31	16	7	908
Its freedom from graffiti/vandalism	-	83	81	84	55	29	10	6	910
Its freedom from litter	-	80	80	78	50	27	14	8	913
The information provided at the stop	-	83	78	79	46	33	11	10	898
Your personal safety whilst at the stop	-	83	83	84	53	31	11	5	919
ON THE BUS									
Route/destination information on the outside of the bus	-	92	90	92	64	28	7	2	1035
The cleanliness and condition of the outside of the bus	-	90	84	88	51	37	7	4	1029
The ease of getting onto and off the bus	-	96	95	95	67	29	3	1	1075
The length of time it took to board	-	96	96	94	68	27	4	1	1034
The cleanliness and condition of the inside of the bus	-	90	83	85	49	36	9	6	1091
The information provided inside the bus	-	82	77	80	46	34	17	3	946
The availability of seating or space to stand	-	89	93	92	60	31	6	2	1049
The comfort of the seats	-	84	82	81	43	38	11	7	1050
The amount of personal space you had around you	-	80	84	83	44	39	9	8	1039
Provision of grab rails to stand/move within the bus	-	88	89	89	52	37	7	4	1034
The temperature inside the bus	-	81	84	81	44	37	11	7	1041
Your personal security whilst on the bus	-	90	91	91	58	33	8	1	1039
THE BUS DRIVER									
How near to the kerb the driver stopped	-	95	95	95	73	22	4	1	1077
The driver's appearance	-	94	94	94	71	23	5	1	1057
The greeting/welcome you got from the driver	-	88	87	89	64	25	8	3	1082
The helpfulness and attitude of the driver	-	86	88	88	62	26	10	2	1053
The time the driver gave you to get to your seat	-	87	88	89	61	27	7	4	1065
Smoothness/freedom from jolting during the journey	-	81	82	84	50	34	9	6	1064
Safety of the driving (i.e. speed, driver concentrating)	-	91	91	93	68	25	6	2	1064

Factors affecting journey time

Occurrence (%)	2013	2014	2015	2016
Congestion/traffic jams	-	17	17	18
Road works	-	15	7	10
Bus driver driving too slowly	-	2	1	2
Poor weather conditions	-	2	6	2
Waiting too long at stops	-	5	4	3
Passenger boarding time	-	16	13	16
Base unweighted	-	803	1310	1146

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2013	2014	2015	2016
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	7	5	5
Base unweighted	-	803	1288	1118

Oxfordshire

Headline results

Overall satisfaction

91%

Value for money

60%

Punctuality

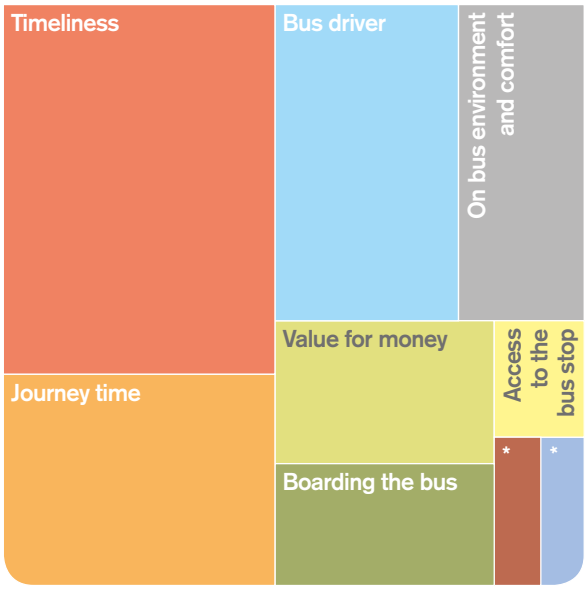
72%

Journey time

85%

Which themes are affecting overall passenger satisfaction?

See page 170 for an explanation of how these themes were calculated



FARE-PAYERS ONLY

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	2016 all satisfied	2016 very satisfied	2016 fairly satisfied	2016 neither /nor	2016 all dissatisfied	2016 base size
OVERALL JOURNEY									
All passengers	-	**86**	**88**	**91**	**46**	**44**	**6**	**4**	**1252**
Fare-paying passengers	-	84	87	89	40	49	6	5	783
Free pass holders	-	95	93	96	66	30	3	1	453
Aged 16 to 34	-	83	83	87	35	52	7	5	331
Aged 35 to 59	-	85	91	91	47	44	6	3	424
Passengers commuting	-	81	84	85	35	50	8	7	513
Passengers not commuting	-	92	93	96	56	40	3	1	707
Passengers saying they have a disability	-	86	83	92	54	39	5	3	290
VALUE FOR MONEY									
All fare-paying passengers	-	**59**	**59**	**60**	**22**	**37**	**19**	**22**	**767**
Aged 16 to 34	-	53	54	52	21	31	20	29	300
Aged 35 to 59	-	66	66	68	24	44	18	14	382
Passengers commuting	-	55	56	57	21	36	20	24	453
Passengers not commuting	-	63	65	64	24	39	19	18	302
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	72	76	72	39	33	15	14	1153
The length of time waited	-	75	77	72	38	34	16	12	1222
ON-BUS JOURNEY TIME									
Time the journey on the bus took	-	84	84	85	46	39	10	5	1244

Detailed results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
THE BUS STOP									
Overall satisfaction with the bus stop	-	83	83	82	35	48	12	6	1248
Its distance from the journey start	-	84	85	86	52	34	9	5	1198
The convenience/accessibility of its location	-	89	88	88	55	34	7	5	1155
Its condition/standard of maintenance	-	75	73	75	34	41	16	9	1150
Its freedom from graffiti/vandalism	-	79	81	83	46	37	12	5	1144
Its freedom from litter	-	74	78	76	40	36	16	8	1148
The information provided at the stop	-	74	71	70	30	40	17	13	1160
Your personal safety whilst at the stop	-	81	80	81	45	36	14	5	1167
ON THE BUS									
Route/destination information on the outside of the bus	-	87	87	87	54	33	12	1	1210
The cleanliness and condition of the outside of the bus	-	85	84	86	45	41	12	2	1188
The ease of getting onto and off the bus	-	93	93	93	61	32	5	2	1242
The length of time it took to board	-	92	92	92	61	31	6	2	1223
The cleanliness and condition of the inside of the bus	-	84	84	86	40	46	8	6	1239
The information provided inside the bus	-	66	67	66	30	36	28	6	1102
The availability of seating or space to stand	-	91	91	90	57	33	7	3	1227
The comfort of the seats	-	81	81	81	41	40	13	6	1225
The amount of personal space you had around you	-	78	81	77	40	36	14	9	1216
Provision of grab rails to stand/move within the bus	-	86	87	84	46	38	13	3	1210
The temperature inside the bus	-	81	81	77	37	40	15	8	1223
Your personal security whilst on the bus	-	88	89	89	51	38	10	1	1216
THE BUS DRIVER									
How near to the kerb the driver stopped	-	93	93	94	65	29	5	1	1199
The driver's appearance	-	92	90	91	63	29	8	0	1168
The greeting/welcome you got from the driver	-	79	80	79	49	30	16	5	1203
The helpfulness and attitude of the driver	-	80	81	81	50	31	15	4	1178
The time the driver gave you to get to your seat	-	83	84	83	50	32	12	5	1189
Smoothness/freedom from jolting during the journey	-	77	77	75	40	36	16	8	1198
Safety of the driving (i.e. speed, driver concentrating)	-	90	90	91	55	36	8	1	1202

Factors affecting journey time

Occurrence (%)	2013	2014	2015	**2016**
Congestion/traffic jams	-	29	34	29
Road works	-	18	24	15
Bus driver driving too slowly	-	3	2	3
Poor weather conditions	-	3	4	3
Waiting too long at stops	-	5	5	6
Passenger boarding time	-	20	22	24
Base unweighted	-	1400	1362	1298

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2013	2014	2015	**2016**
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	6	4	5
Base unweighted	-	1400	1335	1256

(City of) York

Headline results

Overall satisfaction

90%

Value for money

68%

Punctuality

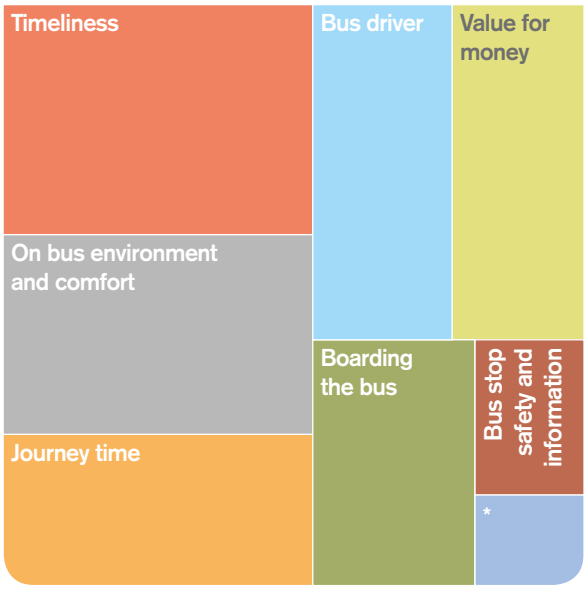
77%

Journey time

86%

Which themes are affecting overall passenger satisfaction?

See page 170 for an explanation of how these themes were calculated



FARE-PAYERS ONLY

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	2016 all satisfied	2016 very satisfied	2016 fairly satisfied	2016 neither /nor	2016 all dissatisfied	2016 base size
OVERALL JOURNEY									
All passengers	**88**	**93**	**90**	**90**	**46**	**44**	**6**	**3**	**696**
Fare-paying passengers	84	90	89	87	33	55	8	5	267
Free pass holders	94	97	94	94	64	30	4	2	422
Aged 16 to 34	83	87	87	87	21	67	8	5	85
Aged 35 to 59	90	94	90	87	41	46	9	4	162
Passengers commuting	83	88	88	84	29	55	11	5	166
Passengers not commuting	92	95	92	94	56	38	3	2	500
Passengers saying they have a disability	89	92	85	88	55	33	11	1	210
VALUE FOR MONEY									
All fare-paying passengers	**69**	**71**	**72**	**68**	**21**	**47**	**17**	**15**	**264**
Aged 16 to 34	67	65	70	58	18	40	23	20	75
Aged 35 to 59	72	76	73	78	21	56	13	10	137
Passengers commuting	70	73	69	65	18	47	18	17	133
Passengers not commuting	68	68	78	72	25	47	17	11	124
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	78	84	78	77	48	29	10	13	662
The length of time waited	77	86	79	76	44	32	14	10	686
ON-BUS JOURNEY TIME									
Time the journey on the bus took	89	92	89	86	51	36	10	4	706

Detailed results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
THE BUS STOP									
Overall satisfaction with the bus stop	82	86	83	81	35	46	12	7	684
Its distance from the journey start	86	88	84	87	58	29	10	3	662
The convenience/accessibility of its location	90	92	88	90	57	33	8	2	618
Its condition/standard of maintenance	77	78	78	69	32	37	21	10	631
Its freedom from graffiti/vandalism	82	83	83	78	45	34	13	9	624
Its freedom from litter	75	80	80	78	41	37	13	9	632
The information provided at the stop	66	78	76	74	32	42	17	10	618
Your personal safety whilst at the stop	80	85	85	79	45	35	17	4	634
ON THE BUS									
Route/destination information on the outside of the bus	88	90	88	87	59	28	11	3	673
The cleanliness and condition of the outside of the bus	86	88	86	80	39	41	16	4	669
The ease of getting onto and off the bus	92	95	94	92	62	30	6	2	698
The length of time it took to board	93	94	91	93	62	30	6	1	691
The cleanliness and condition of the inside of the bus	88	89	89	82	38	44	11	7	698
The information provided inside the bus	74	76	73	68	26	42	28	4	616
The availability of seating or space to stand	89	93	90	86	50	35	7	8	690
The comfort of the seats	80	82	80	73	29	43	15	12	690
The amount of personal space you had around you	80	84	81	76	37	39	14	10	683
Provision of grab rails to stand/move within the bus	87	91	87	86	42	44	11	3	678
The temperature inside the bus	83	83	78	77	36	41	16	7	690
Your personal security whilst on the bus	88	93	89	90	47	42	9	1	684
THE BUS DRIVER									
How near to the kerb the driver stopped	93	96	94	92	66	26	6	1	682
The driver's appearance	90	94	92	91	62	28	9	1	664
The greeting/welcome you got from the driver	76	85	81	81	48	33	14	5	685
The helpfulness and attitude of the driver	78	85	81	78	50	29	18	4	673
The time the driver gave you to get to your seat	82	90	84	84	52	32	10	6	684
Smoothness/freedom from jolting during the journey	81	88	82	81	44	37	12	7	688
Safety of the driving (i.e. speed, driver concentrating)	88	94	90	92	60	32	7	1	687

Factors affecting journey time

Occurrence (%)	2013	2014	2015	**2016**
Congestion/traffic jams	18	23	30	29
Road works	7	10	10	9
Bus driver driving too slowly	2	3	1	2
Poor weather conditions	2	2	1	1
Waiting too long at stops	10	7	6	11
Passenger boarding time	18	18	18	19
Base unweighted	1064	762	557	726

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2013	2014	2015	**2016**
Other passengers' behaviour giving cause to worry or feel uncomfortable	4	4	5	6
Base unweighted	1064	762	542	703

Results by operator in England*

Here we show national bus operators' results, followed by the results for operators within local transport authority (LTA) areas and operator-specific areas, shown alphabetically.

We recommend reading *How the research was carried out and making use of results* on page 170. 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

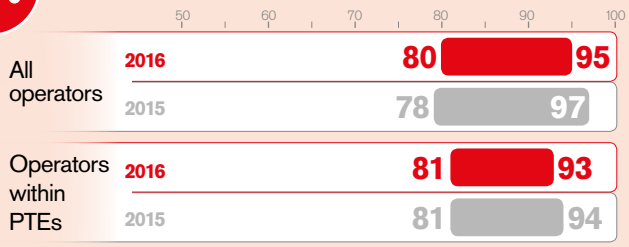
Note: in some LTAs, there are not sufficient responses for the national operators to show their results separately within this section, but these will still be included within the national bus operators figures above.

- Anglian Buses
- Arriva in Cheshire East Council
- Arriva in County Durham Council
- Arriva in Leicester City Council
- Arriva in Merseyside PTE
- Arriva in Milton Keynes Council
- Arriva in Northumberland County Council
- Arriva in Tees Valley Group
- Arriva in Tyne and Wear PTE
- Arriva in West Yorkshire Combined Authority
- Blackpool Transport
- Bluestar
- Brighton and Hove Bus
- Carousel Buses
- Cumfybus in Merseyside PTE
- First in Cornwall Council
- First in Essex County Council
- First in Greater Manchester
- First in Leicester City Council
- First in Norfolk County Council
- First Potteries
- First South Coast
- First in South Yorkshire PTE
- First in West of England Partnership
- First in West Yorkshire Combined Authority
- First in City of York Council
- Go North East in County Durham Council
- Go North East in Tyne and Wear PTE
- Hedingham and Chambers
- Konectbus
- Metrobus
- National Express in West Midlands
- Nottingham City Transport
- Oxford Bus in Oxfordshire County Council
- Oxford Bus Park and Ride
- Plymouth Citybus
- Reading Buses
- Rosso Buses
- Southern Vectis
- Stagecoach Cumbria and North Lancashire
- Stagecoach in Greater Manchester
- Stagecoach Lincolnshires
- Stagecoach in Merseyside PTE
- Stagecoach in Nottinghamshire County Council
- Stagecoach in Oxfordshire County Council
- Stagecoach South East
- Stagecoach South West
- Stagecoach in South Yorkshire PTE
- Stagecoach in Tees Valley Group
- Stagecoach in Tyne and Wear PTE
- Stagecoach West
- Trent Barton
- Wilts and Dorset Buses (morebus and Salisbury Reds)

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

Key findings by bus operators*

Overall satisfaction with the journey (%)

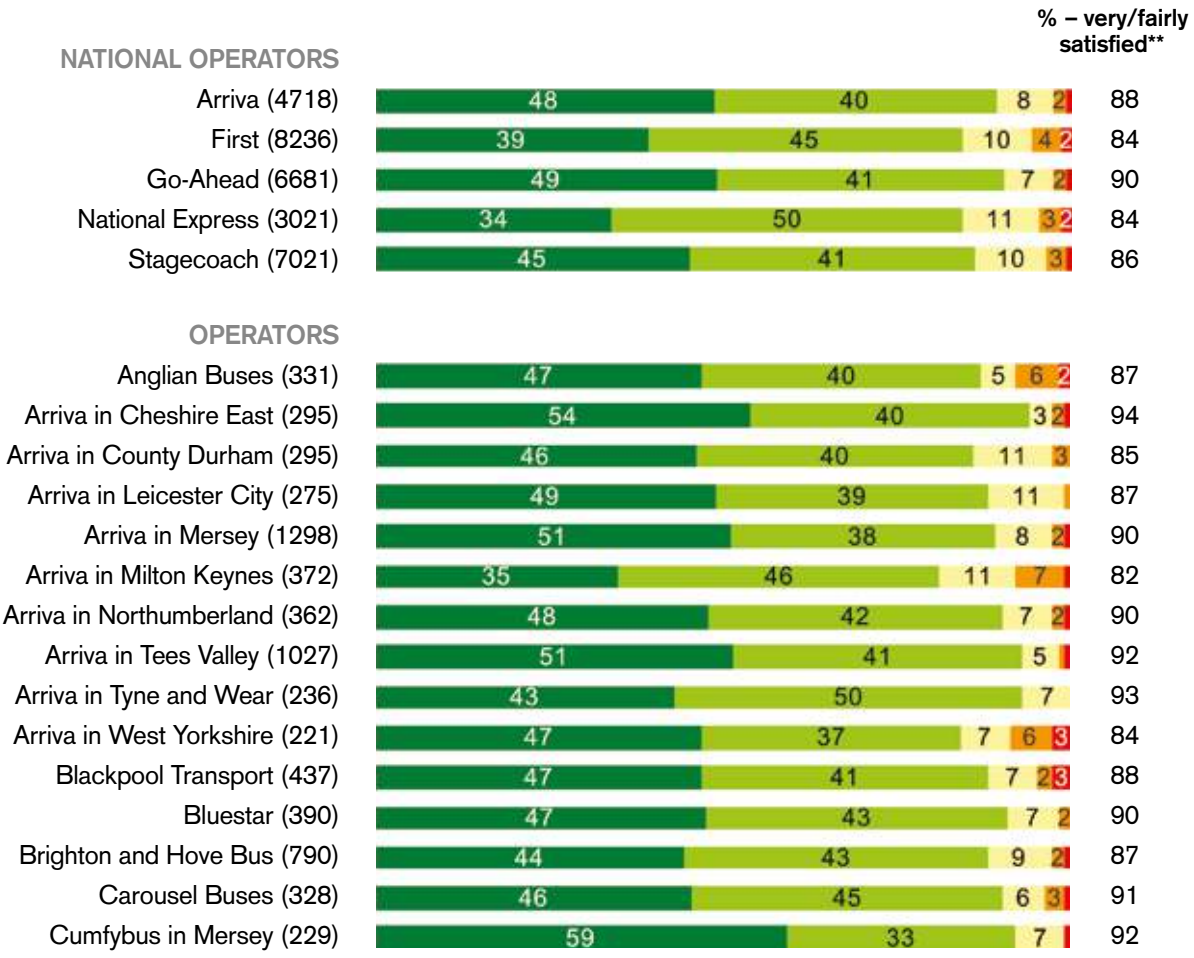


National operators – averages

2016
- **Arriva 88%**
- **First 84%**
- **Go-Ahead 90%**
- **National Express 84%**
- **Stagecoach 86%**

2015
- Arriva 89%
- First 84%
- Go-Ahead 89%
- National Express 85%
- Stagecoach 86%

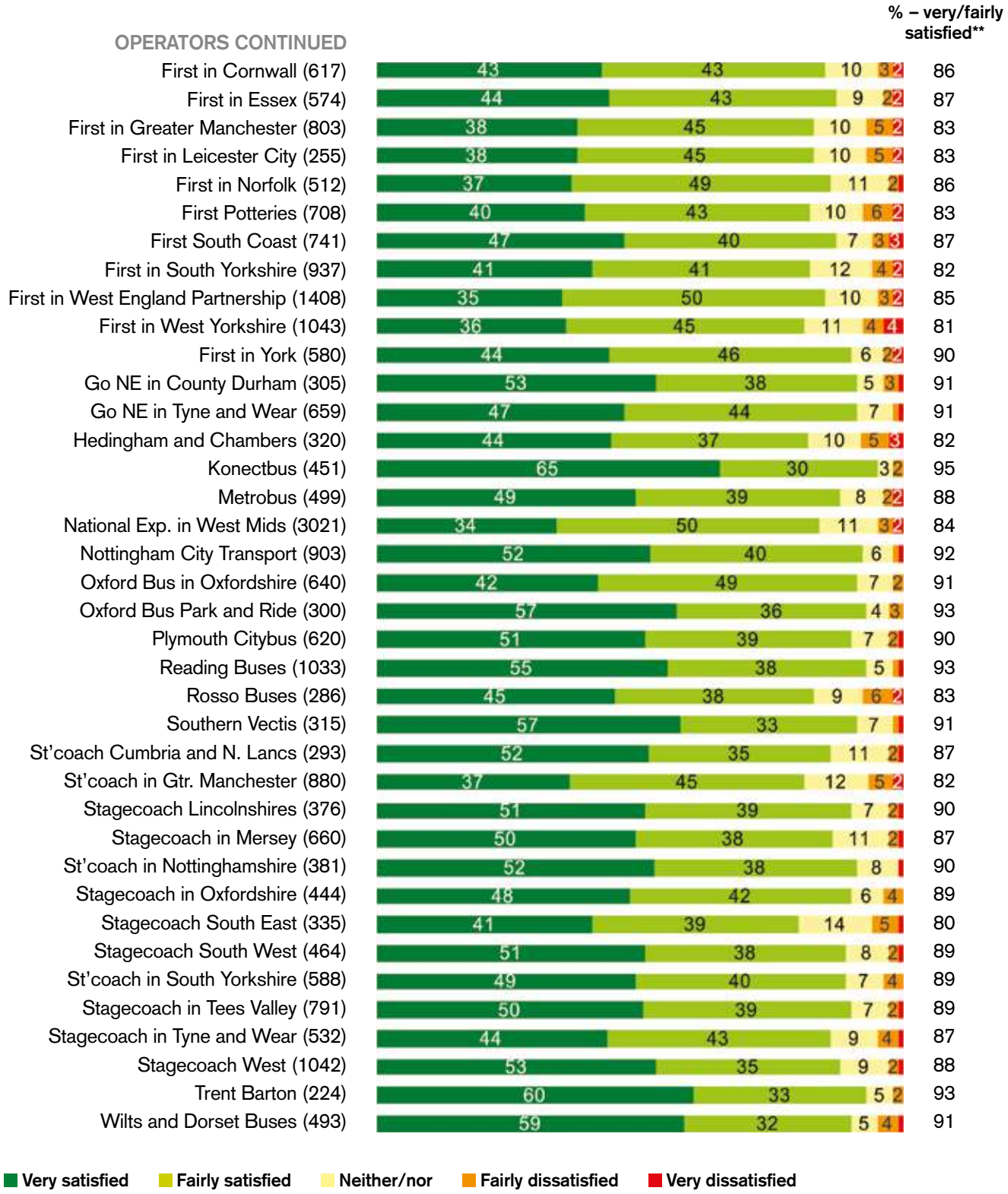
Overall satisfaction with the bus journey (%)



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

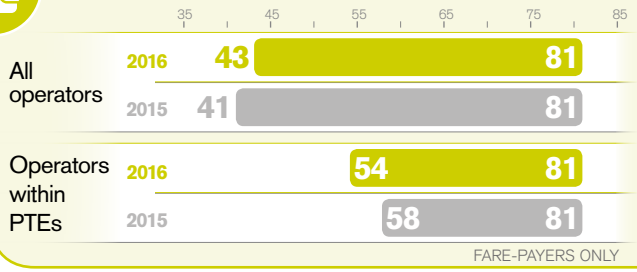
**Due to rounding the percentage very/fairly satisfied may not always be equal to the sum of the very and fairly satisfied values in the chart

Overall satisfaction with the bus journey (%)



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

Value for money (%)

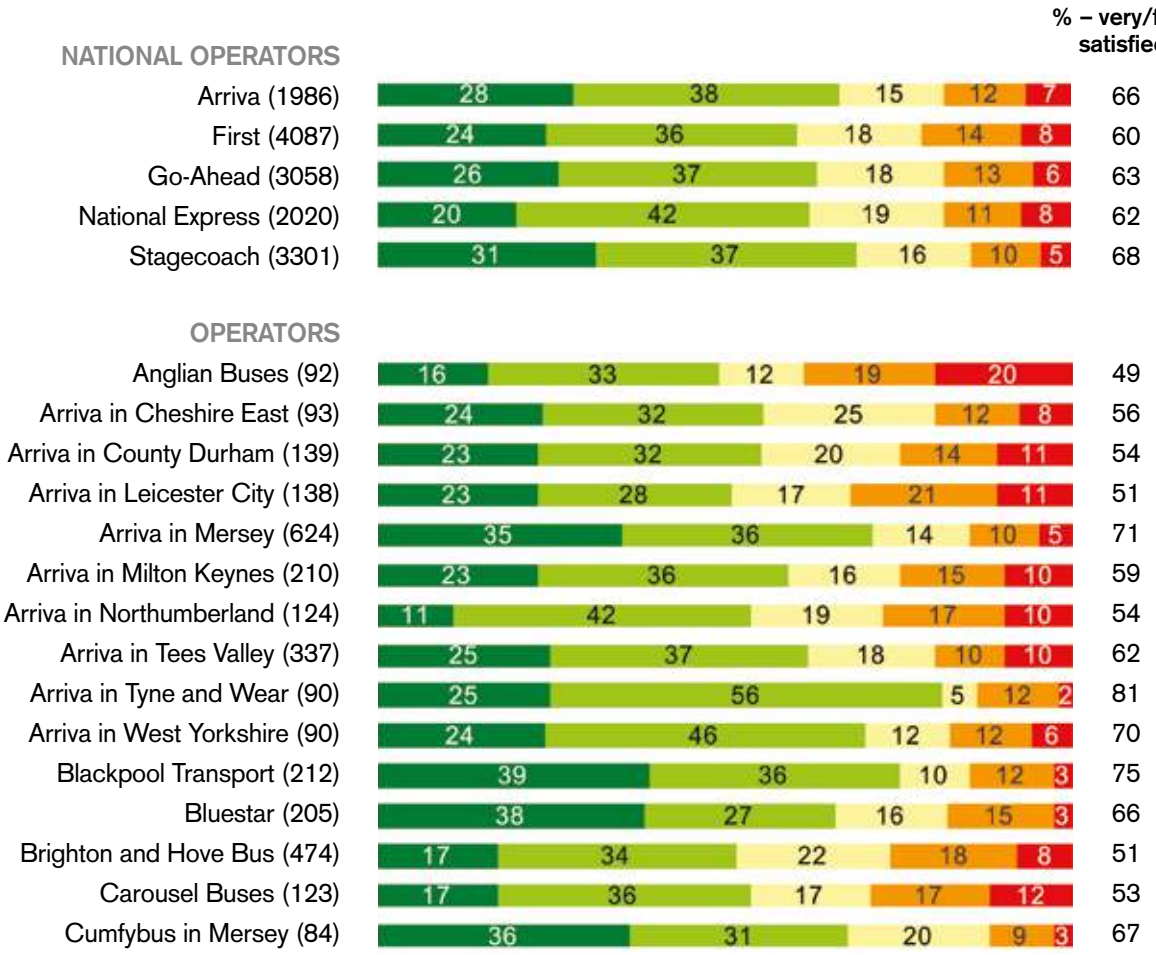


National operators – averages

2016
- **Arriva 66%**
- **First 60%**
- **Go-Ahead 63%**
- **National Express 62%**
- **Stagecoach 68%**

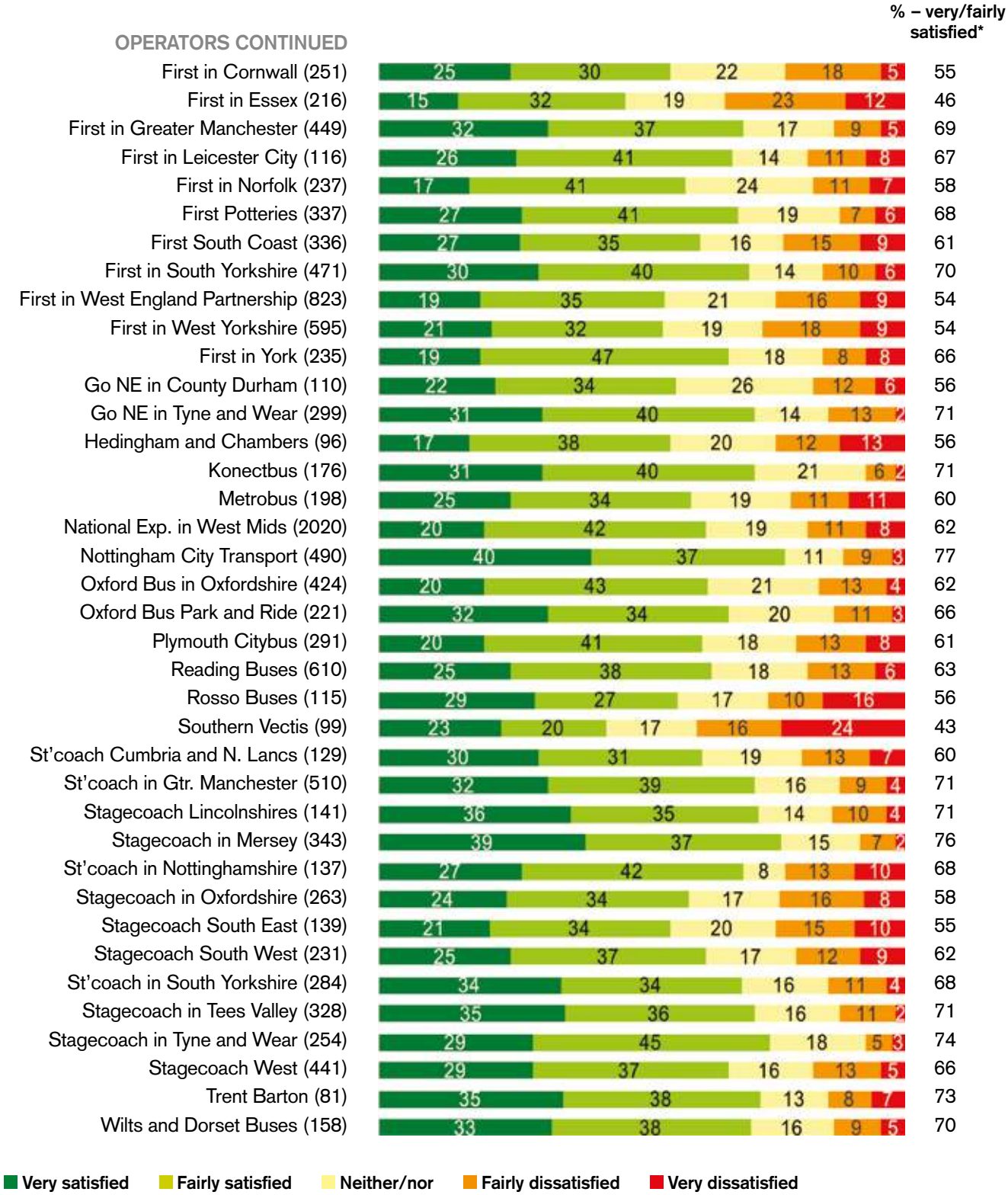
2015
- Arriva 63%
- First 59%
- Go-Ahead 62%
- National Express 61%
- Stagecoach 67%

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



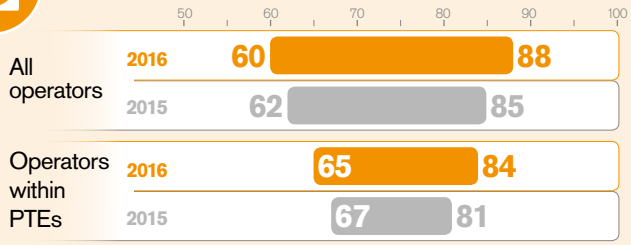
*Due to rounding the percentage very/fairly satisfied may not always be equal to the sum of the very and fairly satisfied values in the chart

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



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

Punctuality (%)

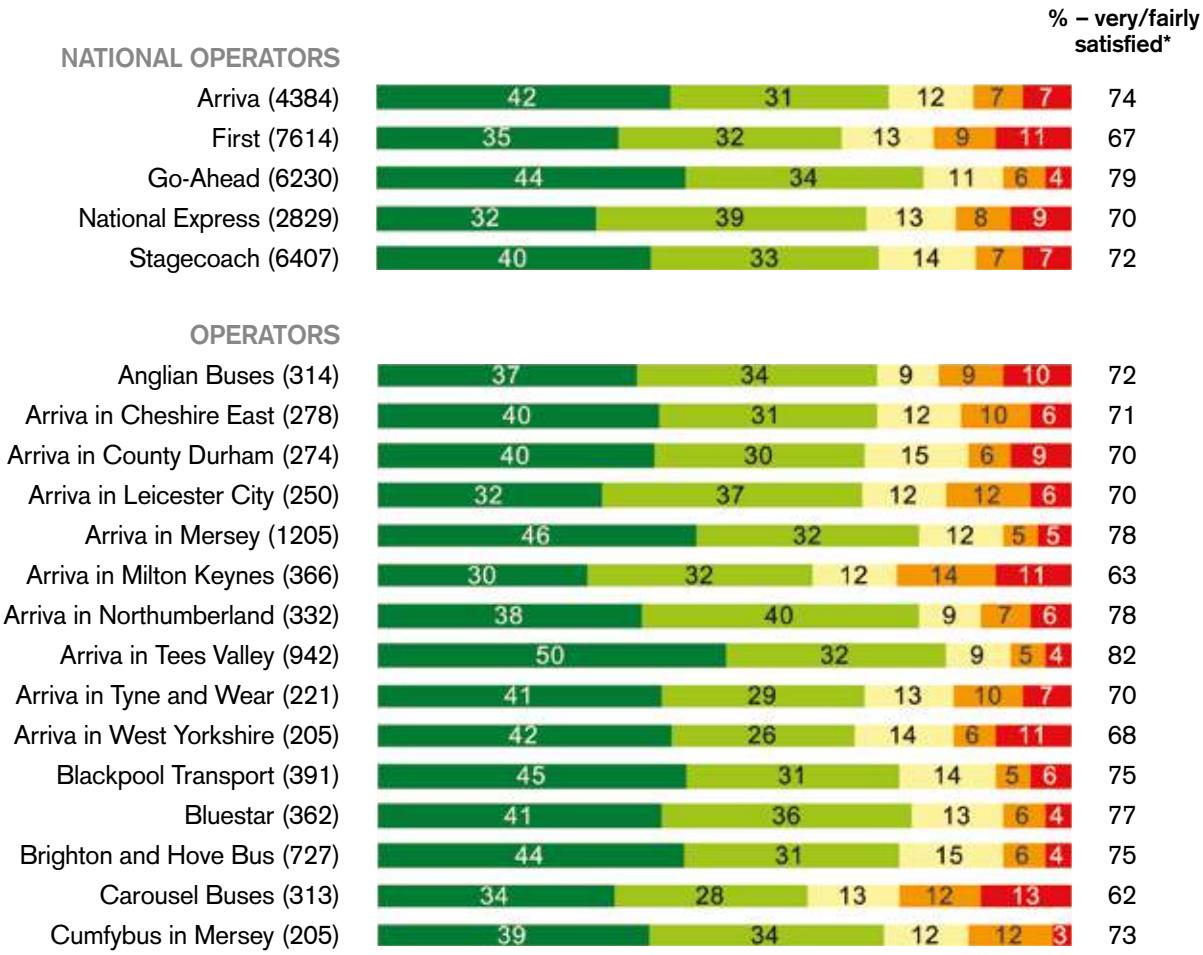


National operators – averages

2016
- **Arriva 74%**
- **First 67%**
- **Go-Ahead 79%**
- **National Express 70%**
- **Stagecoach 72%**

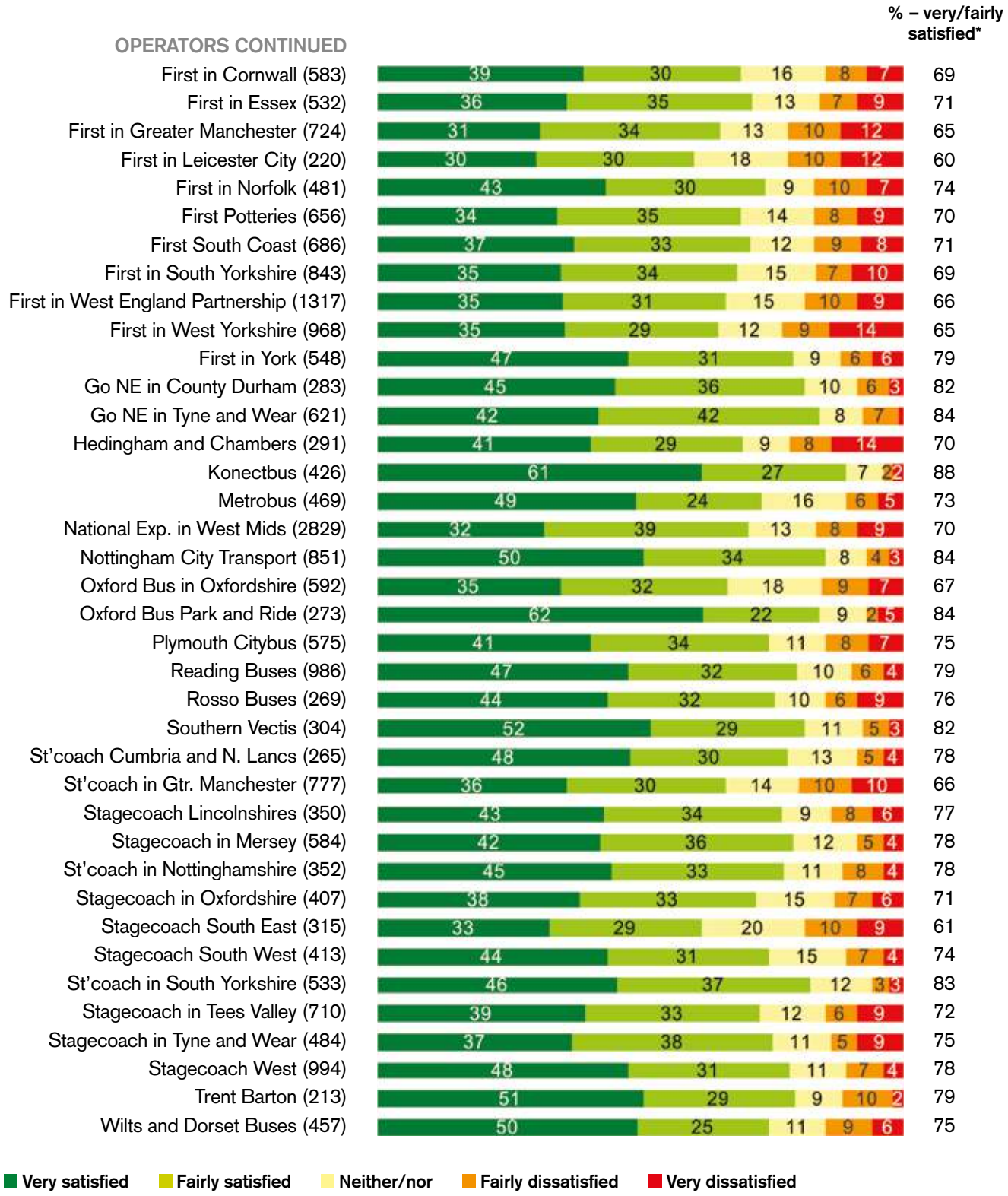
2015
- Arriva 77%
- First 70%
- Go-Ahead 77%
- National Express 75%
- Stagecoach 74%

Satisfaction with punctuality of the bus (%)



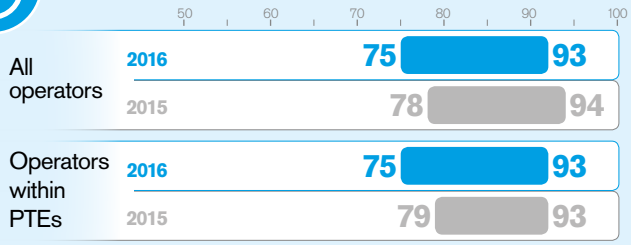
*Due to rounding the percentage very/fairly satisfied may not always be equal to the sum of the very and fairly satisfied values in the chart

Satisfaction with punctuality of the bus (%)



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

On-bus journey time (%)

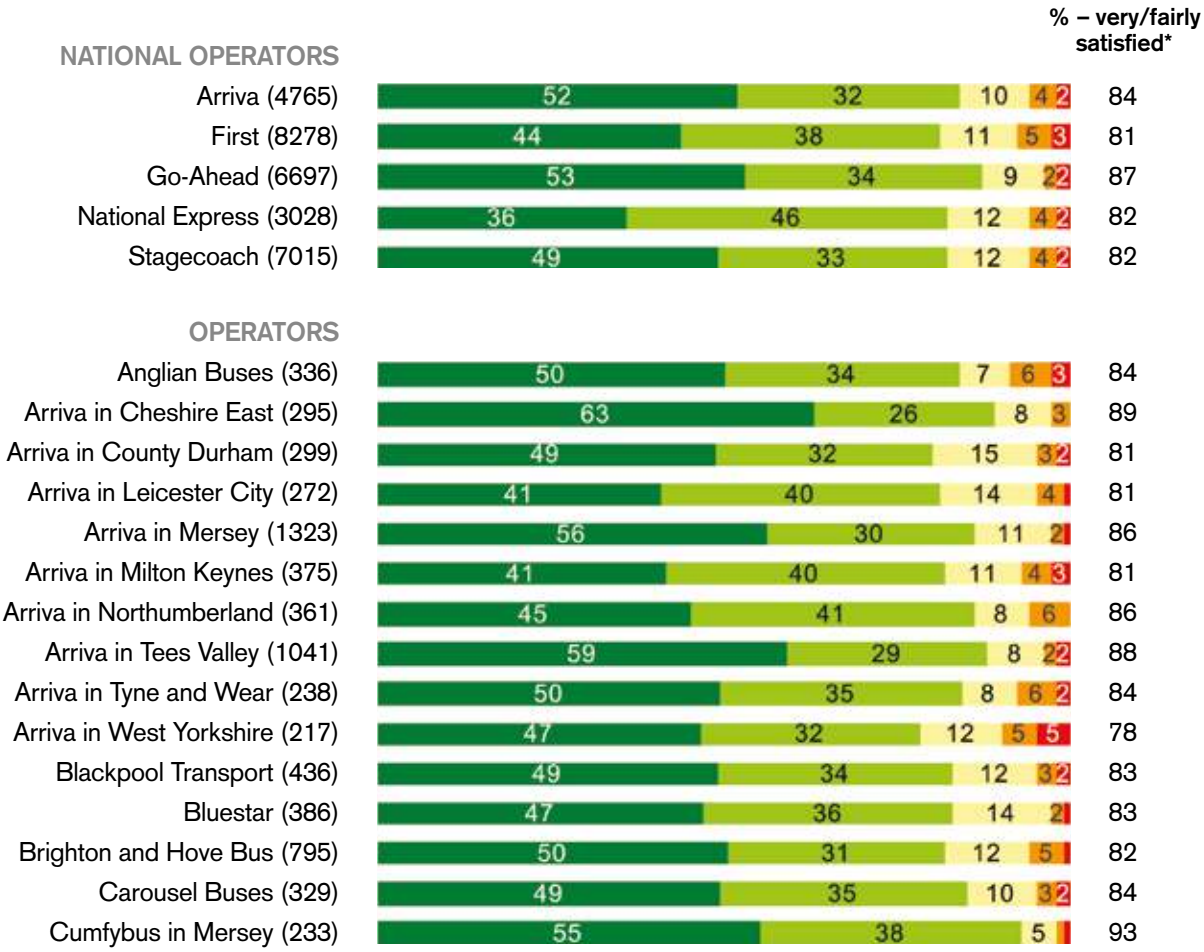


National operators – averages

2016
- **Arriva 84%**
- **First 81%**
- **Go-Ahead 87%**
- **National Express 82%**
- **Stagecoach 82%**

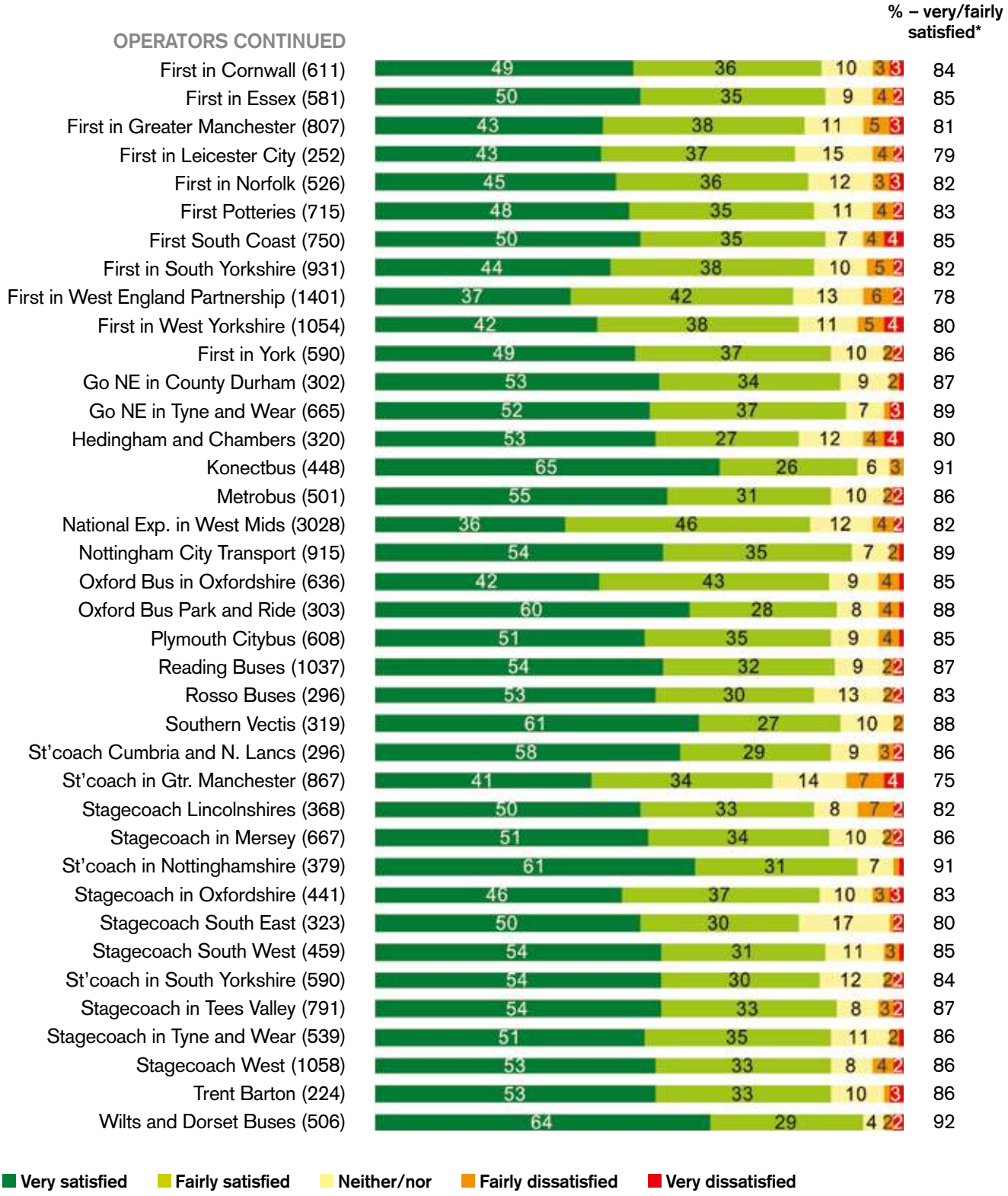
2015
- Arriva 86%
- First 84%
- Go-Ahead 85%
- National Express 80%
- Stagecoach 84%

Satisfaction with on-bus journey time (%)



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

Satisfaction with on-bus journey time (%)



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

All Arriva

Headline results

Overall satisfaction

88%

Value for money

66%

Punctuality

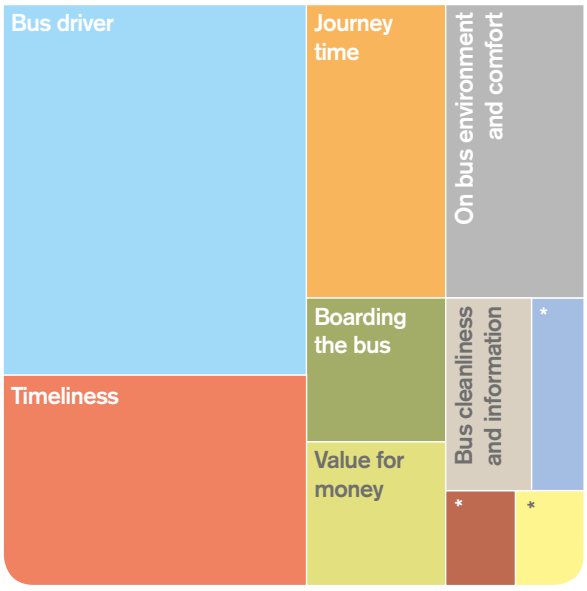
74%

Journey time

84%

Which themes are affecting overall passenger satisfaction?

See page 170 for an explanation of how these themes were calculated



FARE-PAYERS ONLY

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	2016 all satisfied	2016 very satisfied	2016 fairly satisfied	2016 neither /nor	2016 all dissatisfied	2016 base size
OVERALL JOURNEY									
All passengers	**86**	**88**	**89**	**88**	**48**	**40**	**8**	**4**	**4718**
Fare-paying passengers	83	85	85	85	41	44	11	5	2019
Free pass holders	91	93	93	94	61	33	4	2	2628
Aged 16 to 34	80	82	83	81	35	46	13	6	969
Aged 35 to 59	87	90	88	89	48	41	7	3	1157
Passengers commuting	80	84	83	84	38	45	11	5	1467
Passengers not commuting	90	91	93	92	58	35	5	2	3069
Passengers saying they have a disability	88	87	89	88	48	40	9	3	1475
VALUE FOR MONEY									
All fare-paying passengers	**56**	**56**	**63**	**66**	**28**	**38**	**15**	**18**	**1986**
Aged 16 to 34	50	52	58	59	24	35	18	23	840
Aged 35 to 59	63	62	68	74	31	43	12	14	948
Passengers commuting	53	54	59	64	24	40	16	20	1229
Passengers not commuting	60	60	70	71	36	34	14	15	719
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	74	77	77	74	42	31	12	14	4384
The length of time waited	75	78	78	73	41	32	14	13	4604
ON-BUS JOURNEY TIME									
Time the journey on the bus took	85	86	86	84	52	32	10	5	4765

Detailed results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	2016 all satisfied	2016 very satisfied	2016 fairly satisfied	2016 neither /nor	2016 all dissatisfied	2016 base size
ON THE BUS									
Route/destination information on the outside of the bus	85	87	86	84	56	28	13	3	4519
The cleanliness and condition of the outside of the bus	80	83	83	81	44	37	14	5	4493
The ease of getting onto and off the bus	89	92	91	91	59	32	6	3	4631
The length of time it took to board	89	92	91	90	59	32	7	3	4535
The cleanliness and condition of the inside of the bus	78	82	82	83	40	43	10	7	4697
The information provided inside the bus	65	69	69	70	34	36	24	6	4180
The availability of seating or space to stand	84	88	86	87	54	34	7	6	4577
The comfort of the seats	75	77	79	81	40	40	12	7	4629
The amount of personal space you had around you	74	78	77	79	40	38	12	9	4558
Provision of grab rails to stand/move within the bus	84	85	85	86	48	38	10	4	4543
The temperature inside the bus	79	80	78	80	39	41	13	8	4583
Your personal security whilst on the bus	84	86	86	85	49	36	12	3	4570
THE BUS DRIVER									
How near to the kerb the driver stopped	91	92	91	92	63	29	6	2	4575
The driver's appearance	88	89	89	89	60	29	10	1	4481
The greeting/welcome you got from the driver	68	72	72	71	43	28	20	9	4518
The helpfulness and attitude of the driver	69	73	74	73	45	28	20	7	4405
The time the driver gave you to get to your seat	74	78	78	78	48	30	14	8	4523
Smoothness/freedom from jolting during the journey	73	75	77	78	43	36	14	8	4553
Safety of the driving (i.e. speed, driver concentrating)	86	87	87	87	55	32	10	3	4538

All First

Headline results

Overall satisfaction

84%

Value for money

60%

Punctuality

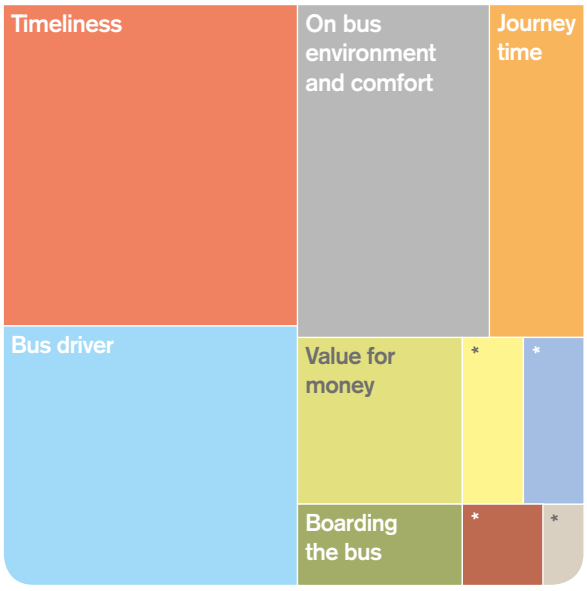
67%

Journey time

81%

Which themes are affecting overall passenger satisfaction?

See page 170 for an explanation of how these themes were calculated



FARE-PAYERS ONLY

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	2016 all satisfied	2016 very satisfied	2016 fairly satisfied	2016 neither /nor	2016 all dissatisfied	2016 base size
OVERALL JOURNEY									
All passengers	**86**	**86**	**84**	**84**	**39**	**45**	**10**	**6**	**8236**
Fare-paying passengers	83	84	81	81	32	49	12	7	4160
Free pass holders	92	91	90	91	56	36	6	3	3962
Aged 16 to 34	81	81	78	78	29	49	15	7	1920
Aged 35 to 59	87	87	85	83	36	47	9	8	2188
Passengers commuting	81	82	79	77	28	49	14	9	2826
Passengers not commuting	90	89	89	90	49	41	7	4	5128
Passengers saying they have a disability	86	85	83	81	39	43	11	8	2453
VALUE FOR MONEY									
All fare-paying passengers	**58**	**65**	**59**	**60**	**24**	**36**	**18**	**21**	**4087**
Aged 16 to 34	54	62	52	57	22	36	18	25	1732
Aged 35 to 59	63	69	68	64	27	36	18	18	1878
Passengers commuting	57	65	58	58	21	37	19	23	2465
Passengers not commuting	58	65	61	66	30	35	16	18	1537
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	74	73	70	67	35	32	13	20	7614
The length of time waited	76	74	72	68	35	33	14	18	8107
ON-BUS JOURNEY TIME									
Time the journey on the bus took	83	84	84	81	44	38	11	8	8278

Detailed results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	2016 all satisfied	2016 very satisfied	2016 fairly satisfied	2016 neither /nor	2016 all dissatisfied	2016 base size
ON THE BUS									
Route/destination information on the outside of the bus	83	84	82	82	49	33	14	4	7877
The cleanliness and condition of the outside of the bus	76	79	77	77	35	42	16	7	7751
The ease of getting onto and off the bus	89	91	89	89	52	37	8	3	8113
The length of time it took to board	89	89	88	88	53	35	8	4	8006
The cleanliness and condition of the inside of the bus	74	77	74	75	31	45	13	12	8186
The information provided inside the bus	59	62	61	60	24	36	31	9	7231
The availability of seating or space to stand	85	86	84	83	45	38	10	8	8055
The comfort of the seats	73	74	71	73	31	41	15	12	8072
The amount of personal space you had around you	74	74	72	73	33	40	14	12	8037
Provision of grab rails to stand/move within the bus	83	84	81	83	41	42	12	6	7959
The temperature inside the bus	76	76	75	74	32	43	14	12	8040
Your personal security whilst on the bus	82	83	81	82	42	40	14	4	8004
THE BUS DRIVER									
How near to the kerb the driver stopped	91	91	91	90	57	33	8	3	8000
The driver's appearance	88	88	87	87	53	34	11	2	7734
The greeting/welcome you got from the driver	66	67	68	67	37	30	22	11	7901
The helpfulness and attitude of the driver	69	69	69	69	39	31	21	9	7697
The time the driver gave you to get to your seat	74	76	74	73	41	33	17	10	7930
Smoothness/freedom from jolting during the journey	74	74	73	73	35	38	16	11	7976
Safety of the driving (i.e. speed, driver concentrating)	87	86	85	86	50	36	11	4	7965

Ralph Hodgson

All Go-Ahead

Headline results

Overall satisfaction

90%

Value for money

63%

Punctuality

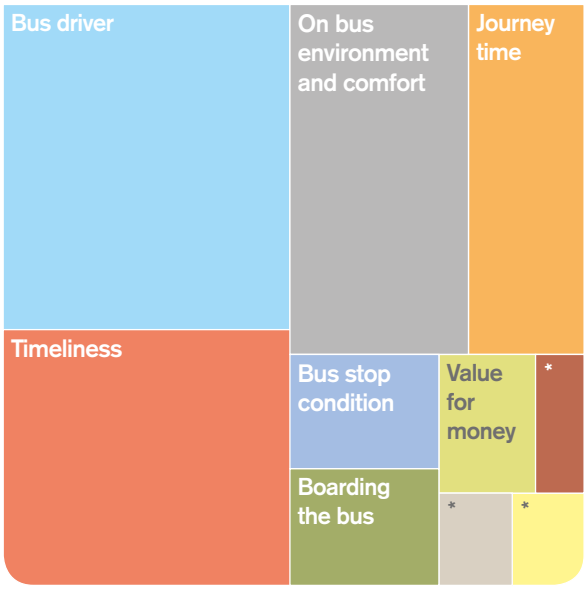
79%

Journey time

87%

Which themes are affecting overall passenger satisfaction?

See page 170 for an explanation of how these themes were calculated



FARE-PAYERS ONLY

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	2016 all satisfied	2016 very satisfied	2016 fairly satisfied	2016 neither /nor	2016 all dissatisfied	2016 base size
OVERALL JOURNEY									
All passengers	**89**	**90**	**89**	**90**	**49**	**41**	**7**	**3**	**6681**
Fare-paying passengers	85	88	86	88	42	46	9	3	3103
Free pass holders	95	95	95	94	63	31	4	2	3494
Aged 16 to 34	84	86	84	87	35	52	9	4	1279
Aged 35 to 59	87	90	90	89	49	39	9	3	1779
Passengers commuting	82	85	86	86	38	48	10	4	2107
Passengers not commuting	93	94	92	93	58	35	5	2	4369
Passengers saying they have a disability	88	90	87	88	54	34	8	4	1897
VALUE FOR MONEY									
All fare-paying passengers	**64**	**59**	**62**	**63**	**26**	**37**	**18**	**19**	**3058**
Aged 16 to 34	57	54	55	57	23	35	20	23	1147
Aged 35 to 59	73	65	70	66	27	40	17	17	1503
Passengers commuting	60	57	61	63	23	40	17	20	1807
Passengers not commuting	73	61	65	63	30	33	19	18	1205
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	81	78	77	79	44	34	11	10	6230
The length of time waited	81	78	78	77	43	34	14	9	6532
ON-BUS JOURNEY TIME									
Time the journey on the bus took	90	86	85	87	53	34	9	4	6697

Detailed results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
ON THE BUS									
Route/destination information on the outside of the bus	89	89	86	88	57	31	9	3	6435
The cleanliness and condition of the outside of the bus	87	86	84	85	47	38	12	3	6401
The ease of getting onto and off the bus	94	93	92	92	61	31	6	2	6625
The length of time it took to board	93	92	91	91	63	29	6	3	6529
The cleanliness and condition of the inside of the bus	85	83	82	83	40	43	11	6	6648
The information provided inside the bus	74	70	69	71	34	37	24	6	5927
The availability of seating or space to stand	91	89	87	89	55	35	7	4	6533
The comfort of the seats	81	79	77	80	41	39	12	7	6551
The amount of personal space you had around you	80	78	78	80	39	41	12	8	6505
Provision of grab rails to stand/move within the bus	86	85	85	86	46	40	10	4	6460
The temperature inside the bus	81	79	79	81	39	41	12	7	6524
Your personal security whilst on the bus	89	87	87	88	50	37	10	2	6502
THE BUS DRIVER									
How near to the kerb the driver stopped	92	92	92	92	65	27	5	2	6502
The driver's appearance	91	91	90	92	63	28	7	1	6367
The greeting/welcome you got from the driver	75	77	78	79	48	31	15	6	6489
The helpfulness and attitude of the driver	77	77	77	79	48	30	15	6	6311
The time the driver gave you to get to your seat	82	81	81	83	52	32	11	5	6413
Smoothness/freedom from jolting during the journey	76	77	77	78	42	36	13	9	6450
Safety of the driving (i.e. speed, driver concentrating)	88	89	88	90	56	33	8	3	6466

Ralph Hodgson

All National Express

Headline results

Overall satisfaction

84%

Value for money

62%

Punctuality

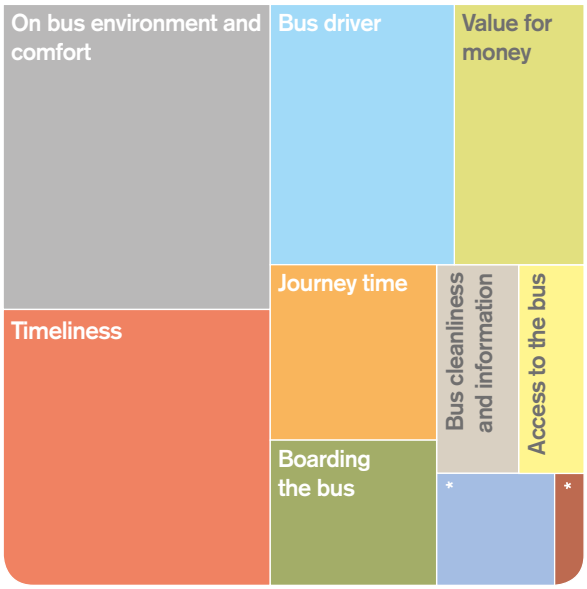
70%

Journey time

82%

Which themes are affecting overall passenger satisfaction?

See page 170 for an explanation of how these themes were calculated



FARE-PAYERS ONLY

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	2016 all satisfied	2016 very satisfied	2016 fairly satisfied	2016 neither /nor	2016 all dissatisfied	2016 base size
OVERALL JOURNEY									
All passengers	**86**	**85**	**85**	**84**	**34**	**50**	**11**	**5**	**3021**
Fare-paying passengers	84	84	83	82	28	54	12	6	2054
Free pass holders	92	89	90	92	53	39	6	3	900
Aged 16 to 34	83	82	80	81	26	55	13	6	1042
Aged 35 to 59	84	84	86	84	33	51	11	5	983
Passengers commuting	83	83	82	80	26	54	13	7	1371
Passengers not commuting	88	87	87	89	43	46	8	3	1554
Passengers saying they have a disability	87	84	83	84	42	43	10	6	744
VALUE FOR MONEY									
All fare-paying passengers	**61**	**61**	**61**	**62**	**20**	**42**	**19**	**19**	**2020**
Aged 16 to 34	55	57	58	59	19	40	19	22	959
Aged 35 to 59	67	65	65	66	21	46	19	15	883
Passengers commuting	59	60	60	59	17	42	21	20	1243
Passengers not commuting	67	62	64	67	25	42	16	17	731
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	73	74	75	70	32	39	13	16	2829
The length of time waited	74	78	77	71	31	40	14	15	2996
ON-BUS JOURNEY TIME									
Time the journey on the bus took	85	83	80	82	36	46	12	7	3028

Detailed results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	2016 all satisfied	2016 very satisfied	2016 fairly satisfied	2016 neither /nor	2016 all dissatisfied	2016 base size
ON THE BUS									
Route/destination information on the outside of the bus	82	83	83	82	40	41	14	4	2878
The cleanliness and condition of the outside of the bus	74	76	76	74	31	43	18	9	2868
The ease of getting onto and off the bus	87	87	88	87	45	42	9	4	2957
The length of time it took to board	87	87	88	87	46	41	10	3	2917
The cleanliness and condition of the inside of the bus	70	72	73	71	25	46	15	14	3006
The information provided inside the bus	65	66	69	69	27	42	24	7	2763
The availability of seating or space to stand	81	82	84	82	40	42	10	8	2941
The comfort of the seats	72	72	74	74	28	46	15	11	2948
The amount of personal space you had around you	69	71	73	73	28	44	14	13	2946
Provision of grab rails to stand/move within the bus	80	80	81	82	34	48	12	6	2935
The temperature inside the bus	74	74	78	75	29	46	15	10	2949
Your personal security whilst on the bus	74	75	79	78	32	46	16	6	2928
THE BUS DRIVER									
How near to the kerb the driver stopped	91	90	91	88	51	38	9	3	2920
The driver's appearance	85	85	86	83	49	35	14	3	2723
The greeting/welcome you got from the driver	59	60	61	60	28	31	29	12	2742
The helpfulness and attitude of the driver	62	62	65	66	31	34	27	7	2663
The time the driver gave you to get to your seat	70	71	73	72	32	40	19	9	2843
Smoothness/freedom from jolting during the journey	73	72	76	74	32	43	16	10	2882
Safety of the driving (i.e. speed, driver concentrating)	83	83	85	84	42	41	12	4	2885

Ralph Hodgson

All Stagecoach

Headline results

Overall satisfaction

86%

Value for money

68%

Punctuality

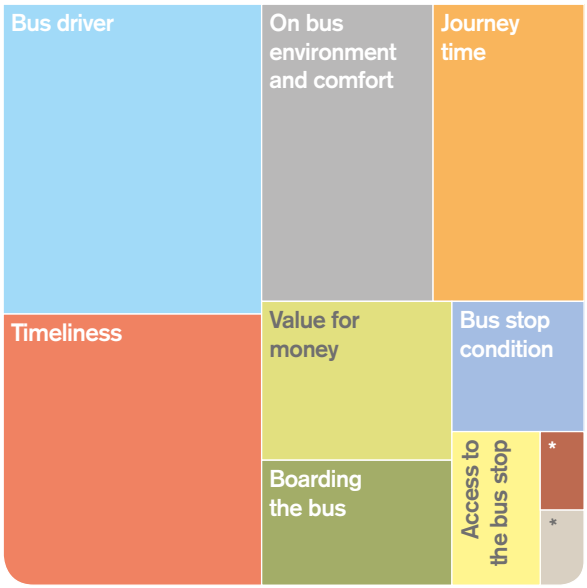
72%

Journey time

82%

Which themes are affecting overall passenger satisfaction?

See page 170 for an explanation of how these themes were calculated



FARE-PAYERS ONLY

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	2016 all satisfied	2016 very satisfied	2016 fairly satisfied	2016 neither /nor	2016 all dissatisfied	2016 base size
OVERALL JOURNEY									
All passengers	**90**	**88**	**86**	**86**	**45**	**41**	**10**	**4**	**7021**
Fare-paying passengers	88	85	83	83	38	44	12	5	3364
Free pass holders	93	95	93	92	59	33	5	2	3565
Aged 16 to 34	86	82	78	80	32	48	14	6	1543
Aged 35 to 59	90	89	89	86	44	42	10	5	1889
Passengers commuting	86	82	81	81	35	46	13	7	2234
Passengers not commuting	93	93	91	91	54	37	7	2	4539
Passengers saying they have a disability	89	87	83	85	49	37	10	5	2228
VALUE FOR MONEY									
All fare-paying passengers	**67**	**68**	**67**	**68**	**31**	**37**	**16**	**16**	**3301**
Aged 16 to 34	63	64	60	63	27	36	17	19	1372
Aged 35 to 59	73	73	75	72	33	40	15	12	1570
Passengers commuting	66	67	65	67	28	39	16	17	1908
Passengers not commuting	68	71	70	70	35	35	17	13	1339
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	80	78	74	72	40	33	14	14	6407
The length of time waited	82	81	76	73	40	33	14	13	6859
ON-BUS JOURNEY TIME									
Time the journey on the bus took	85	87	84	82	49	33	12	6	7015

Detailed results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
ON THE BUS									
Route/destination information on the outside of the bus	86	86	84	85	53	32	12	3	6631
The cleanliness and condition of the outside of the bus	79	81	78	79	39	40	15	6	6565
The ease of getting onto and off the bus	91	91	90	90	56	34	8	2	6885
The length of time it took to board	91	91	89	89	56	33	9	3	6699
The cleanliness and condition of the inside of the bus	77	79	76	78	34	44	12	10	6955
The information provided inside the bus	65	66	64	67	28	38	27	7	6170
The availability of seating or space to stand	88	88	86	87	50	37	9	5	6816
The comfort of the seats	77	78	75	78	37	41	14	8	6830
The amount of personal space you had around you	75	77	74	75	36	39	14	11	6774
Provision of grab rails to stand/move within the bus	84	85	83	84	43	40	12	4	6738
The temperature inside the bus	79	78	76	77	36	41	15	8	6792
Your personal security whilst on the bus	84	84	83	85	46	39	12	3	6779
THE BUS DRIVER									
How near to the kerb the driver stopped	92	94	92	91	60	30	8	2	6770
The driver's appearance	90	90	89	89	58	31	10	1	6589
The greeting/welcome you got from the driver	71	74	73	72	43	29	21	7	6684
The helpfulness and attitude of the driver	73	76	74	74	45	28	20	6	6544
The time the driver gave you to get to your seat	78	78	76	77	45	32	16	8	6673
Smoothness/freedom from jolting during the journey	77	76	75	75	40	36	16	9	6725
Safety of the driving (i.e. speed, driver concentrating)	89	88	88	87	53	34	11	3	6709

Ralph Hodgson

Anglian Buses

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
OVERALL JOURNEY									
All passengers	-	**95**	**86**	**87**	**47**	**40**	**5**	**7**	**331**
Fare-paying passengers	-	91	74	81	31	50	8	10	94
Free pass holders	-	98	93	93	62	31	3	4	234
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	95	91	95	58	37	3	3	253
Passengers saying they have a disability	-	95	83	77	41	36	4	19	85
VALUE FOR MONEY									
All fare-paying passengers	-	**69**	**57**	**49**	**16**	**33**	**12**	**39**	**92**
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	87	74	72	37	34	9	19	314
The length of time waited	-	88	74	66	35	31	9	25	321
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	97	83	84	50	34	7	8	336
ON THE BUS									
Route/destination information on the outside of the bus	-	97	88	88	57	31	10	2	318
The cleanliness and condition of the outside of the bus	-	95	86	81	47	34	14	6	324
The ease of getting onto and off the bus	-	97	93	91	64	26	4	5	332
The length of time it took to board	-	98	93	91	64	26	5	4	327
The cleanliness and condition of the inside of the bus	-	96	91	85	44	42	9	6	333
The information provided inside the bus	-	75	63	65	30	34	24	11	292
The availability of seating or space to stand	-	95	89	86	57	29	8	6	323
The comfort of the seats	-	86	77	69	33	35	14	17	329
The amount of personal space you had around you	-	86	78	71	39	32	12	16	327
Provision of grab rails to stand/move within the bus	-	95	88	83	46	37	12	5	323
The temperature inside the bus	-	89	83	75	38	38	17	8	328
Your personal security whilst on the bus	-	95	89	87	54	33	12	1	320
THE BUS DRIVER									
How near to the kerb the driver stopped	-	96	95	94	65	29	5	1	324
The driver's appearance	-	97	90	92	62	30	5	2	323
The greeting/welcome you got from the driver	-	86	79	78	57	21	16	6	325
The helpfulness and attitude of the driver	-	85	81	79	53	26	14	7	321
The time the driver gave you to get to your seat	-	90	81	80	55	25	9	11	326
Smoothness/freedom from jolting during the journey	-	81	79	79	41	37	9	12	325
Safety of the driving (i.e. speed, driver concentrating)	-	92	85	89	56	33	4	7	324

Arriva in Cheshire East

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
OVERALL JOURNEY									
All passengers	**-**	**-**	**-**	**94**	**54**	**40**	**3**	**3**	**295**
Fare-paying passengers	-	-	-	93	41	52	3	4	97
Free pass holders	-	-	-	95	71	24	3	2	195
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	95	63	32	3	3	219
Passengers saying they have a disability	-	-	-	94	51	43	3	3	93
VALUE FOR MONEY									
All fare-paying passengers	**-**	**-**	**-**	**56**	**24**	**32**	**25**	**20**	**93**
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	71	40	31	12	17	278
The length of time waited	-	-	-	70	38	31	16	14	277
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	89	63	26	8	3	295
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	89	69	20	9	2	286
The cleanliness and condition of the outside of the bus	-	-	-	86	51	35	10	4	281
The ease of getting onto and off the bus	-	-	-	96	71	25	2	1	288
The length of time it took to board	-	-	-	95	66	29	4	1	285
The cleanliness and condition of the inside of the bus	-	-	-	92	49	43	5	3	288
The information provided inside the bus	-	-	-	75	38	37	22	4	254
The availability of seating or space to stand	-	-	-	92	62	30	4	4	286
The comfort of the seats	-	-	-	87	49	38	8	5	292
The amount of personal space you had around you	-	-	-	86	45	41	9	4	286
Provision of grab rails to stand/move within the bus	-	-	-	87	54	33	10	3	285
The temperature inside the bus	-	-	-	80	47	33	11	9	292
Your personal security whilst on the bus	-	-	-	90	60	30	9	1	288
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	95	70	25	4	0	287
The driver's appearance	-	-	-	94	67	26	6	0	281
The greeting/welcome you got from the driver	-	-	-	83	56	27	9	8	288
The helpfulness and attitude of the driver	-	-	-	81	60	21	12	7	276
The time the driver gave you to get to your seat	-	-	-	89	58	31	5	6	283
Smoothness/freedom from jolting during the journey	-	-	-	86	50	36	8	6	290
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	91	63	28	8	1	288

Arriva in County Durham

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
OVERALL JOURNEY									
All passengers	**-**	**-**	**-**	**85**	**46**	**40**	**11**	**4**	**295**
Fare-paying passengers	-	-	-	79	37	43	16	4	142
Free pass holders	-	-	-	94	59	35	3	4	147
Aged 16 to 34	-	-	-	74	30	44	21	5	91
Aged 35 to 59	-	-	-	91	48	43	4	5	77
Passengers commuting	-	-	-	80	34	46	15	5	111
Passengers not commuting	-	-	-	89	56	33	8	3	171
Passengers saying they have a disability	-	-	-	83	47	36	11	5	95
VALUE FOR MONEY									
All fare-paying passengers	**-**	**-**	**-**	**54**	**23**	**32**	**20**	**25**	**139**
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	52	22	30	18	30	89
Passengers not commuting	-	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	70	40	30	15	15	274
The length of time waited	-	-	-	67	35	31	18	15	287
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	81	49	32	15	5	299
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	84	55	29	15	1	283
The cleanliness and condition of the outside of the bus	-	-	-	77	41	35	17	6	288
The ease of getting onto and off the bus	-	-	-	86	57	30	10	4	288
The length of time it took to board	-	-	-	85	57	27	13	3	286
The cleanliness and condition of the inside of the bus	-	-	-	79	38	41	13	8	297
The information provided inside the bus	-	-	-	72	36	35	23	6	266
The availability of seating or space to stand	-	-	-	81	50	30	9	10	287
The comfort of the seats	-	-	-	79	41	37	14	8	285
The amount of personal space you had around you	-	-	-	77	39	38	11	12	286
Provision of grab rails to stand/move within the bus	-	-	-	82	45	37	13	5	277
The temperature inside the bus	-	-	-	77	39	38	15	8	287
Your personal security whilst on the bus	-	-	-	83	46	37	12	5	285
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	91	64	28	7	2	287
The driver's appearance	-	-	-	88	59	29	10	2	277
The greeting/welcome you got from the driver	-	-	-	70	46	24	21	9	275
The helpfulness and attitude of the driver	-	-	-	74	49	25	17	9	269
The time the driver gave you to get to your seat	-	-	-	80	55	26	12	8	280
Smoothness/freedom from jolting during the journey	-	-	-	75	45	30	18	7	285
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	89	57	32	9	3	285

Arriva in Leicester City

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
OVERALL JOURNEY									
All passengers	**-**	**-**	**-**	**87**	**49**	**39**	**11**	**1**	**275**
Fare-paying passengers	-	-	-	85	44	41	14	1	139
Free pass holders	-	-	-	91	61	30	6	3	133
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	87	40	47	12	1	91
Passengers not commuting	-	-	-	87	55	32	11	2	175
Passengers saying they have a disability	-	-	-	-	-	-	-	-	-
VALUE FOR MONEY									
All fare-paying passengers	**-**	**-**	**-**	**51**	**23**	**28**	**17**	**32**	**138**
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	52	21	31	16	32	83
Passengers not commuting	-	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	70	32	37	12	18	250
The length of time waited	-	-	-	70	34	36	21	9	264
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	81	41	40	14	5	272
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	85	49	35	13	3	261
The cleanliness and condition of the outside of the bus	-	-	-	80	42	38	14	6	264
The ease of getting onto and off the bus	-	-	-	92	53	39	6	3	269
The length of time it took to board	-	-	-	89	60	29	9	1	263
The cleanliness and condition of the inside of the bus	-	-	-	75	35	40	14	11	270
The information provided inside the bus	-	-	-	62	30	32	29	9	241
The availability of seating or space to stand	-	-	-	81	48	33	10	9	264
The comfort of the seats	-	-	-	77	39	38	15	7	270
The amount of personal space you had around you	-	-	-	75	34	41	11	14	263
Provision of grab rails to stand/move within the bus	-	-	-	80	44	36	12	8	263
The temperature inside the bus	-	-	-	77	36	41	15	8	265
Your personal security whilst on the bus	-	-	-	80	45	35	16	4	264
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	92	59	32	4	4	264
The driver's appearance	-	-	-	83	54	30	14	2	259
The greeting/welcome you got from the driver	-	-	-	64	36	28	22	14	257
The helpfulness and attitude of the driver	-	-	-	68	37	31	21	11	256
The time the driver gave you to get to your seat	-	-	-	71	41	30	16	13	270
Smoothness/freedom from jolting during the journey	-	-	-	71	35	36	16	13	269
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	86	51	35	8	6	263

Arriva in Merseyside

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
OVERALL JOURNEY									
All passengers	**86**	**90**	**89**	**90**	**51**	**38**	**8**	**2**	**1298**
Fare-paying passengers	84	87	85	88	46	42	9	3	635
Free pass holders	93	95	95	93	62	31	5	2	641
Aged 16 to 34	81	85	82	82	41	41	14	4	293
Aged 35 to 59	87	91	90	94	50	44	4	2	361
Passengers commuting	82	85	83	86	42	44	10	4	486
Passengers not commuting	90	93	94	93	61	32	5	1	766
Passengers saying they have a disability	91	87	89	87	46	41	10	3	368
VALUE FOR MONEY									
All fare-paying passengers	**61**	**61**	**67**	**71**	**35**	**36**	**14**	**15**	**624**
Aged 16 to 34	56	62	63	65	31	34	17	18	262
Aged 35 to 59	66	61	71	79	39	40	10	11	310
Passengers commuting	60	58	63	69	29	40	15	16	405
Passengers not commuting	63	67	74	78	50	28	10	12	202
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	74	79	76	78	46	32	12	9	1205
The length of time waited	77	81	78	77	47	31	13	10	1298
ON-BUS JOURNEY TIME									
Time journey on the bus took	85	88	86	86	56	30	11	3	1323
ON THE BUS									
Route/destination information on the outside of the bus	85	88	88	85	58	27	12	3	1245
The cleanliness and condition of the outside of the bus	81	86	83	85	48	37	10	4	1248
The ease of getting onto and off the bus	87	92	92	92	62	31	5	3	1283
The length of time it took to board	88	92	92	91	61	30	7	2	1263
The cleanliness and condition of the inside of the bus	78	83	84	86	44	42	9	5	1308
The information provided inside the bus	64	69	70	71	36	34	25	4	1181
The availability of seating or space to stand	82	90	87	87	57	31	8	5	1273
The comfort of the seats	78	79	82	83	47	36	12	6	1290
The amount of personal space you had around you	74	80	77	80	46	35	12	8	1274
Provision of grab rails to stand/move within the bus	83	88	85	87	52	35	10	4	1264
The temperature inside the bus	78	80	80	80	43	37	13	7	1277
Your personal security whilst on the bus	84	87	87	85	52	33	13	2	1275
THE BUS DRIVER									
How near to the kerb the driver stopped	92	94	93	94	66	28	5	1	1270
The driver's appearance	88	90	91	91	63	28	8	1	1232
The greeting/welcome you got from the driver	66	70	70	71	43	28	21	8	1245
The helpfulness and attitude of the driver	67	72	72	74	47	27	19	6	1213
The time the driver gave you to get to your seat	72	72	72	78	47	31	14	8	1242
Smoothness/freedom from jolting during the journey	74	74	76	80	45	35	11	9	1260
Safety of the driving (i.e. speed, driver concentrating)	88	88	88	89	59	29	10	2	1254

Arriva in Milton Keynes

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
OVERALL JOURNEY									
All passengers	**84**	**81**	**81**	**82**	**35**	**46**	**11**	**7**	**372**
Fare-paying passengers	83	80	79	79	30	49	13	8	210
Free pass holders	89	81	86	89	57	32	4	7	153
Aged 16 to 34	80	78	72	78	27	51	14	8	104
Aged 35 to 59	84	79	88	80	36	45	10	9	114
Passengers commuting	84	80	78	80	35	46	11	9	153
Passengers not commuting	84	81	84	85	37	48	11	5	204
Passengers saying they have a disability	86	72	81	80	36	44	13	6	107
VALUE FOR MONEY									
All fare-paying passengers	**58**	**57**	**41**	**59**	**23**	**36**	**16**	**25**	**210**
Aged 16 to 34	52	51	32	56	24	32	17	27	94
Aged 35 to 59	68	63	56	61	21	41	15	24	98
Passengers commuting	59	54	38	61	28	33	17	21	133
Passengers not commuting	56	64	47	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	64	65	66	63	30	32	12	25	366
The length of time waited	67	67	66	61	30	31	17	22	368
ON-BUS JOURNEY TIME									
Time journey on the bus took	83	80	78	81	41	40	11	8	375
ON THE BUS									
Route/destination information on the outside of the bus	83	83	78	82	46	36	14	4	362
The cleanliness and condition of the outside of the bus	72	71	76	75	33	42	15	10	362
The ease of getting onto and off the bus	88	86	87	88	51	37	9	2	372
The length of time it took to board	91	87	87	86	52	33	10	4	366
The cleanliness and condition of the inside of the bus	71	65	75	74	29	45	13	13	374
The information provided inside the bus	59	58	65	61	25	36	25	14	341
The availability of seating or space to stand	82	77	80	85	43	42	8	6	372
The comfort of the seats	69	64	68	71	30	40	17	12	372
The amount of personal space you had around you	67	64	69	64	31	34	22	13	369
Provision of grab rails to stand/move within the bus	76	70	76	77	36	42	14	9	361
The temperature inside the bus	75	67	73	76	28	48	15	9	364
Your personal security whilst on the bus	81	76	79	82	37	44	13	5	362
THE BUS DRIVER									
How near to the kerb the driver stopped	91	90	86	92	52	40	6	2	361
The driver's appearance	85	85	83	86	46	40	13	1	352
The greeting/welcome you got from the driver	65	62	63	70	35	35	18	12	359
The helpfulness and attitude of the driver	68	64	65	71	36	35	19	10	353
The time the driver gave you to get to your seat	74	76	76	74	40	34	16	10	362
Smoothness/freedom from jolting during the journey	70	64	67	70	34	36	19	11	359
Safety of the driving (i.e. speed, driver concentrating)	83	77	79	82	41	41	12	6	359

Arriva in Northumberland

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
OVERALL JOURNEY									
All passengers	**83**	**87**	**-**	**90**	**48**	**42**	**7**	**2**	**362**
Fare-paying passengers	78	86	-	85	35	51	12	2	124
Free pass holders	90	89	-	94	59	35	4	2	234
Aged 16 to 34	74	80	-	-	-	-	-	-	-
Aged 35 to 59	82	89	-	89	49	41	7	3	90
Passengers commuting	77	84	-	-	-	-	-	-	-
Passengers not commuting	86	90	-	94	56	38	4	2	274
Passengers saying they have a disability	78	88	-	86	50	36	11	3	123
VALUE FOR MONEY									
All fare-paying passengers	**50**	**54**	**-**	**54**	**11**	**42**	**19**	**27**	**124**
Aged 16 to 34	43	47	-	-	-	-	-	-	-
Aged 35 to 59	59	61	-	-	-	-	-	-	-
Passengers commuting	44	51	-	-	-	-	-	-	-
Passengers not commuting	56	58	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	73	79	-	78	38	40	9	14	332
The length of time waited	73	78	-	75	38	36	13	13	346
ON-BUS JOURNEY TIME									
Time journey on the bus took	78	87	-	86	45	41	8	6	361
ON THE BUS									
Route/destination information on the outside of the bus	84	88	-	85	51	34	10	4	345
The cleanliness and condition of the outside of the bus	74	83	-	79	32	47	16	5	343
The ease of getting onto and off the bus	89	90	-	94	56	38	4	2	349
The length of time it took to board	89	90	-	93	59	34	6	1	341
The cleanliness and condition of the inside of the bus	72	84	-	84	34	49	9	7	356
The information provided inside the bus	60	70	-	67	32	35	27	6	320
The availability of seating or space to stand	84	89	-	87	47	40	9	4	345
The comfort of the seats	63	78	-	83	37	46	10	7	346
The amount of personal space you had around you	72	79	-	83	38	45	11	6	349
Provision of grab rails to stand/move within the bus	82	85	-	83	44	40	14	3	348
The temperature inside the bus	73	79	-	80	36	45	11	9	346
Your personal security whilst on the bus	82	87	-	89	49	40	10	1	347
THE BUS DRIVER									
How near to the kerb the driver stopped	89	91	-	91	65	27	7	2	344
The driver's appearance	87	89	-	93	65	27	7	0	344
The greeting/welcome you got from the driver	69	72	-	80	48	31	16	4	345
The helpfulness and attitude of the driver	73	71	-	82	49	33	14	4	338
The time the driver gave you to get to your seat	80	82	-	88	56	32	9	3	344
Smoothness/freedom from jolting during the journey	73	77	-	82	47	35	12	6	348
Safety of the driving (i.e. speed, driver concentrating)	85	88	-	91	59	33	7	2	346

Arriva in Tees Valley

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
OVERALL JOURNEY									
All passengers	**86**	**89**	**89**	**92**	**51**	**41**	**5**	**2**	**1027**
Fare-paying passengers	83	85	87	89	38	51	7	4	343
Free pass holders	90	92	92	95	62	33	4	1	668
Aged 16 to 34	77	80	84	88	31	56	9	3	189
Aged 35 to 59	88	91	87	92	51	41	4	4	205
Passengers commuting	79	85	85	88	36	52	7	5	251
Passengers not commuting	90	91	92	95	59	36	4	1	738
Passengers saying they have a disability	86	90	91	91	52	39	7	2	381
VALUE FOR MONEY									
All fare-paying passengers	**58**	**62**	**60**	**62**	**25**	**37**	**18**	**20**	**337**
Aged 16 to 34	52	53	51	59	25	34	21	21	153
Aged 35 to 59	65	67	68	65	22	43	15	19	142
Passengers commuting	57	57	57	60	22	37	16	24	198
Passengers not commuting	61	68	66	67	28	39	19	14	133
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	75	76	79	82	50	32	9	9	942
The length of time waited	76	77	80	83	48	35	8	10	1001
ON-BUS JOURNEY TIME									
Time journey on the bus took	86	89	87	88	59	29	8	4	1041
ON THE BUS									
Route/destination information on the outside of the bus	84	84	88	86	58	29	10	3	976
The cleanliness and condition of the outside of the bus	76	80	85	83	42	41	13	5	959
The ease of getting onto and off the bus	91	91	93	93	60	33	5	1	998
The length of time it took to board	91	91	93	92	62	30	6	2	967
The cleanliness and condition of the inside of the bus	74	79	85	81	38	43	10	9	1022
The information provided inside the bus	63	67	75	70	34	36	25	5	890
The availability of seating or space to stand	86	89	88	89	53	36	7	4	989
The comfort of the seats	68	75	80	76	40	37	15	8	1001
The amount of personal space you had around you	73	77	79	79	41	38	13	7	969
Provision of grab rails to stand/move within the bus	82	84	86	87	49	38	10	3	982
The temperature inside the bus	77	76	79	79	41	39	12	9	990
Your personal security whilst on the bus	84	86	88	89	50	39	9	2	985
THE BUS DRIVER									
How near to the kerb the driver stopped	92	93	93	93	63	30	5	2	1006
The driver's appearance	90	90	90	92	62	30	8	1	986
The greeting/welcome you got from the driver	70	74	79	77	49	27	16	7	987
The helpfulness and attitude of the driver	73	75	78	78	49	29	16	6	954
The time the driver gave you to get to your seat	78	81	85	83	53	31	11	6	991
Smoothness/freedom from jolting during the journey	73	76	80	81	47	35	12	6	981
Safety of the driving (i.e. speed, driver concentrating)	85	88	88	88	58	30	10	2	981

Arriva in Tyne and Wear

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
OVERALL JOURNEY									
All passengers	**88**	**94**	**90**	**93**	**43**	**50**	**7**	**0**	**236**
Fare-paying passengers	86	95	89	93	41	52	7	0	93
Free pass holders	91	94	93	93	51	43	6	0	140
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	86	-	-	-	-	-	-
Passengers commuting	81	-	86	-	-	-	-	-	-
Passengers not commuting	92	96	93	94	48	46	6	0	169
Passengers saying they have a disability	-	-	93	-	-	-	-	-	-
VALUE FOR MONEY									
All fare-paying passengers	**49**	**-**	**69**	**81**	**25**	**56**	**5**	**14**	**90**
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	71	-	-	-	-	-	-
Passengers commuting	-	-	69	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	67	79	79	70	41	29	13	17	221
The length of time waited	65	76	82	66	37	30	16	18	233
ON-BUS JOURNEY TIME									
Time journey on the bus took	81	82	87	84	50	35	8	8	238
ON THE BUS									
Route/destination information on the outside of the bus	80	91	88	84	60	24	14	2	221
The cleanliness and condition of the outside of the bus	81	89	85	81	45	37	17	2	217
The ease of getting onto and off the bus	90	93	92	93	62	31	5	1	233
The length of time it took to board	87	96	93	87	58	30	7	6	227
The cleanliness and condition of the inside of the bus	79	89	87	88	37	51	7	5	234
The information provided inside the bus	64	68	68	77	31	46	20	3	204
The availability of seating or space to stand	89	93	92	94	54	39	4	3	228
The comfort of the seats	76	79	79	84	30	54	11	5	230
The amount of personal space you had around you	78	88	81	80	33	46	14	7	230
Provision of grab rails to stand/move within the bus	87	91	89	87	43	44	9	4	232
The temperature inside the bus	79	88	80	83	31	52	12	5	229
Your personal security whilst on the bus	86	88	88	89	47	42	11	0	230
THE BUS DRIVER									
How near to the kerb the driver stopped	90	97	91	92	62	29	6	2	226
The driver's appearance	85	94	88	88	69	19	12	0	220
The greeting/welcome you got from the driver	72	80	74	62	41	21	32	6	222
The helpfulness and attitude of the driver	69	80	76	72	42	30	23	5	221
The time the driver gave you to get to your seat	75	88	80	76	42	34	20	4	221
Smoothness/freedom from jolting during the journey	72	85	77	84	40	43	13	3	230
Safety of the driving (i.e. speed, driver concentrating)	86	93	87	89	51	38	11	0	225

Arriva in West Yorkshire

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
OVERALL JOURNEY									
All passengers	**85**	**84**	**94**	**84**	**47**	**37**	**7**	**9**	**221**
Fare-paying passengers	84	80	94	78	38	40	10	12	92
Free pass holders	87	93	92	97	62	35	2	1	126
Aged 16 to 34	80	76	-	-	-	-	-	-	-
Aged 35 to 59	-	89	-	-	-	-	-	-	-
Passengers commuting	79	82	-	78	34	44	9	13	78
Passengers not commuting	90	86	94	91	60	31	4	5	132
Passengers saying they have a disability	84	79	-	-	-	-	-	-	-
VALUE FOR MONEY									
All fare-paying passengers	**55**	**57**	**73**	**70**	**24**	**46**	**12**	**18**	**90**
Aged 16 to 34	-	52	-	-	-	-	-	-	-
Aged 35 to 59	-	64	-	-	-	-	-	-	-
Passengers commuting	57	60	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	73	81	81	68	42	26	14	17	205
The length of time waited	72	76	85	68	35	33	15	17	210
ON-BUS JOURNEY TIME									
Time journey on the bus took	83	82	93	78	47	32	12	10	217
ON THE BUS									
Route/destination information on the outside of the bus	84	85	89	87	59	28	11	2	211
The cleanliness and condition of the outside of the bus	81	79	86	80	44	36	18	2	208
The ease of getting onto and off the bus	88	90	93	87	56	31	5	8	217
The length of time it took to board	89	89	94	89	53	37	7	4	211
The cleanliness and condition of the inside of the bus	78	78	84	81	38	42	13	6	213
The information provided inside the bus	65	69	77	72	33	39	21	7	188
The availability of seating or space to stand	81	86	89	84	49	35	4	12	208
The comfort of the seats	72	75	85	81	38	44	8	10	216
The amount of personal space you had around you	70	75	85	74	38	37	13	13	212
Provision of grab rails to stand/move within the bus	80	84	89	88	49	39	7	5	210
The temperature inside the bus	76	77	85	76	36	39	13	11	210
Your personal security whilst on the bus	82	84	90	83	49	34	11	6	211
THE BUS DRIVER									
How near to the kerb the driver stopped	87	90	91	88	62	26	9	3	208
The driver's appearance	88	90	91	87	56	32	12	1	208
The greeting/welcome you got from the driver	64	73	79	73	42	32	16	11	212
The helpfulness and attitude of the driver	68	72	83	71	46	26	20	9	204
The time the driver gave you to get to your seat	69	77	84	77	49	28	14	9	203
Smoothness/freedom from jolting during the journey	69	71	84	76	42	35	15	8	207
Safety of the driving (i.e. speed, driver concentrating)	84	84	91	80	54	26	16	4	209

Blackpool Transport

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
OVERALL JOURNEY									
All passengers	**84**	**87**	**88**	**88**	**47**	**41**	**7**	**5**	**437**
Fare-paying passengers	78	84	84	87	44	43	8	5	215
Free pass holders	95	94	94	90	52	38	5	5	217
Aged 16 to 34	69	79	-	87	44	43	7	6	88
Aged 35 to 59	91	91	90	84	42	42	9	7	126
Passengers commuting	73	80	84	87	42	45	10	3	121
Passengers not commuting	91	93	93	90	51	38	5	6	303
Passengers saying they have a disability	86	94	89	87	50	37	5	8	142
VALUE FOR MONEY									
All fare-paying passengers	**62**	**68**	**75**	**75**	**39**	**36**	**10**	**15**	**212**
Aged 16 to 34	53	57	-	75	43	31	7	19	81
Aged 35 to 59	73	80	80	76	32	43	14	11	100
Passengers commuting	66	61	74	74	35	39	11	15	99
Passengers not commuting	56	78	-	76	45	31	10	14	109
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	74	75	79	75	45	31	14	11	391
The length of time waited	74	78	82	75	41	34	14	10	417
ON-BUS JOURNEY TIME									
Time journey on the bus took	85	88	83	83	49	34	12	5	436
ON THE BUS									
Route/destination information on the outside of the bus	86	83	83	84	55	29	12	3	408
The cleanliness and condition of the outside of the bus	77	79	81	80	44	37	11	8	406
The ease of getting onto and off the bus	91	92	91	89	61	28	7	4	425
The length of time it took to board	88	92	91	89	60	29	6	6	415
The cleanliness and condition of the inside of the bus	75	78	77	75	38	37	13	12	434
The information provided inside the bus	66	72	73	68	35	33	25	7	400
The availability of seating or space to stand	82	86	85	84	49	35	7	9	417
The comfort of the seats	77	73	76	71	33	38	16	13	424
The amount of personal space you had around you	77	74	76	78	37	41	12	10	421
Provision of grab rails to stand/move within the bus	84	84	85	82	45	37	12	6	419
The temperature inside the bus	76	79	78	77	38	38	14	9	416
Your personal security whilst on the bus	82	85	82	84	49	35	13	3	417
THE BUS DRIVER									
How near to the kerb the driver stopped	88	93	93	91	60	31	7	3	425
The driver's appearance	87	90	91	89	63	27	7	3	413
The greeting/welcome you got from the driver	63	70	73	71	44	28	18	10	413
The helpfulness and attitude of the driver	70	72	75	73	46	28	19	8	412
The time the driver gave you to get to your seat	74	76	77	73	42	31	15	13	410
Smoothness/freedom from jolting during the journey	72	73	74	76	41	35	12	12	416
Safety of the driving (i.e. speed, driver concentrating)	84	86	88	87	55	32	9	4	418

Bluestar

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
OVERALL JOURNEY									
All passengers	**-**	**90**	**91**	**90**	**47**	**43**	**7**	**3**	**390**
Fare-paying passengers	-	89	89	90	42	48	7	3	206
Free pass holders	-	91	95	89	62	28	8	3	177
Aged 16 to 34	-	89	87	87	37	50	10	3	118
Aged 35 to 59	-	-	-	96	52	43	4	1	91
Passengers commuting	-	89	89	88	43	45	9	3	174
Passengers not commuting	-	91	93	94	53	41	3	3	204
Passengers saying they have a disability	-	88	90	92	57	35	6	3	100
VALUE FOR MONEY									
All fare-paying passengers	**-**	**69**	**70**	**66**	**38**	**27**	**16**	**18**	**205**
Aged 16 to 34	-	70	66	64	39	25	17	19	104
Aged 35 to 59	-	-	-	66	33	33	17	17	84
Passengers commuting	-	70	71	69	39	30	15	17	153
Passengers not commuting	-	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	78	75	77	41	36	13	10	362
The length of time waited	-	78	76	78	38	40	13	9	381
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	87	90	83	47	36	14	3	386
ON THE BUS									
Route/destination information on the outside of the bus	-	86	88	86	53	33	11	3	374
The cleanliness and condition of the outside of the bus	-	90	90	85	48	37	12	3	369
The ease of getting onto and off the bus	-	92	93	91	60	31	7	3	381
The length of time it took to board	-	91	90	88	56	32	10	2	374
The cleanliness and condition of the inside of the bus	-	88	85	84	44	40	10	6	387
The information provided inside the bus	-	71	66	76	37	39	20	5	357
The availability of seating or space to stand	-	88	90	83	46	37	9	7	374
The comfort of the seats	-	80	85	83	40	42	12	5	370
The amount of personal space you had around you	-	79	83	76	34	42	13	11	372
Provision of grab rails to stand/move within the bus	-	83	84	87	40	47	8	5	374
The temperature inside the bus	-	75	80	82	41	41	13	5	375
Your personal security whilst on the bus	-	85	91	92	45	47	7	1	377
THE BUS DRIVER									
How near to the kerb the driver stopped	-	93	96	93	62	31	5	2	375
The driver's appearance	-	94	94	92	59	33	7	1	367
The greeting/welcome you got from the driver	-	79	83	85	51	34	11	4	372
The helpfulness and attitude of the driver	-	80	83	82	50	31	16	2	362
The time the driver gave you to get to your seat	-	81	83	82	51	31	11	7	371
Smoothness/freedom from jolting during the journey	-	78	79	81	41	39	13	7	371
Safety of the driving (i.e. speed, driver concentrating)	-	88	90	91	56	35	6	2	372

Brighton and Hove Bus

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
OVERALL JOURNEY									
All passengers	-	**90**	**90**	**87**	**44**	**43**	**9**	**4**	**790**
Fare-paying passengers	-	88	89	85	35	50	10	4	480
Free pass holders	-	95	94	91	67	24	7	2	296
Aged 16 to 34	-	88	88	85	26	59	11	4	234
Aged 35 to 59	-	89	91	85	49	36	11	5	248
Passengers commuting	-	85	88	85	30	55	11	4	336
Passengers not commuting	-	95	93	90	59	30	7	3	432
Passengers saying they have a disability	-	90	86	85	47	37	11	4	186
VALUE FOR MONEY									
All fare-paying passengers	-	**52**	**58**	**51**	**17**	**34**	**22**	**27**	**474**
Aged 16 to 34	-	50	53	49	14	35	23	28	218
Aged 35 to 59	-	55	64	51	18	33	22	26	205
Passengers commuting	-	51	59	50	13	37	20	29	291
Passengers not commuting	-	52	57	54	25	29	24	22	173
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	74	78	75	44	31	15	9	727
The length of time waited	-	78	81	76	43	33	16	9	790
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	81	83	82	50	31	12	6	795
ON THE BUS									
Route/destination information on the outside of the bus	-	89	86	88	58	30	9	3	778
The cleanliness and condition of the outside of the bus	-	83	84	84	44	40	12	4	764
The ease of getting onto and off the bus	-	89	89	89	56	33	7	4	794
The length of time it took to board	-	87	89	89	56	33	8	4	788
The cleanliness and condition of the inside of the bus	-	75	80	76	33	43	14	10	796
The information provided inside the bus	-	68	74	72	33	39	22	6	721
The availability of seating or space to stand	-	86	87	88	51	37	7	5	783
The comfort of the seats	-	76	76	78	34	44	15	7	783
The amount of personal space you had around you	-	73	77	76	35	40	14	10	783
Provision of grab rails to stand/move within the bus	-	83	84	85	42	43	10	5	777
The temperature inside the bus	-	79	79	80	38	41	12	8	780
Your personal security whilst on the bus	-	84	87	87	48	39	12	2	775
THE BUS DRIVER									
How near to the kerb the driver stopped	-	90	90	92	63	29	5	3	776
The driver's appearance	-	86	90	88	61	27	10	2	733
The greeting/welcome you got from the driver	-	70	77	75	44	31	17	8	763
The helpfulness and attitude of the driver	-	71	77	76	45	31	17	7	739
The time the driver gave you to get to your seat	-	71	75	79	47	32	15	7	747
Smoothness/freedom from jolting during the journey	-	72	75	76	38	38	15	9	768
Safety of the driving (i.e. speed, driver concentrating)	-	87	88	88	57	31	9	3	761

Carousel Buses

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
OVERALL JOURNEY									
All passengers	**-**	**-**	**-**	**91**	**46**	**45**	**6**	**3**	**328**
Fare-paying passengers	-	-	-	89	36	53	6	5	126
Free pass holders	-	-	-	93	60	32	6	2	200
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	89	31	58	6	4	87
Passengers not commuting	-	-	-	91	60	32	6	3	226
Passengers saying they have a disability	-	-	-	86	48	38	7	6	110
VALUE FOR MONEY									
All fare-paying passengers	**-**	**-**	**-**	**53**	**17**	**36**	**17**	**29**	**123**
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	52	17	35	16	32	78
Passengers not commuting	-	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	62	34	28	13	25	313
The length of time waited	-	-	-	61	30	30	20	20	329
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	84	49	35	10	5	329
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	87	54	33	7	6	324
The cleanliness and condition of the outside of the bus	-	-	-	83	46	37	12	4	316
The ease of getting onto and off the bus	-	-	-	92	62	30	5	3	329
The length of time it took to board	-	-	-	90	64	26	6	4	324
The cleanliness and condition of the inside of the bus	-	-	-	86	48	38	9	5	328
The information provided inside the bus	-	-	-	65	28	37	27	8	290
The availability of seating or space to stand	-	-	-	86	52	34	6	9	322
The comfort of the seats	-	-	-	77	35	41	12	11	326
The amount of personal space you had around you	-	-	-	75	38	37	12	13	324
Provision of grab rails to stand/move within the bus	-	-	-	84	44	40	12	4	319
The temperature inside the bus	-	-	-	81	42	39	10	8	329
Your personal security whilst on the bus	-	-	-	86	48	39	13	1	324
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	90	60	30	9	1	323
The driver's appearance	-	-	-	90	59	31	8	2	315
The greeting/welcome you got from the driver	-	-	-	69	40	30	21	10	318
The helpfulness and attitude of the driver	-	-	-	69	44	26	22	9	316
The time the driver gave you to get to your seat	-	-	-	81	49	32	10	9	320
Smoothness/freedom from jolting during the journey	-	-	-	75	40	35	16	9	321
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	85	52	33	12	4	318

Cumfybus in Merseyside

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
OVERALL JOURNEY									
All passengers	**-**	**93**	**-**	**92**	**59**	**33**	**7**	**1**	**229**
Fare-paying passengers	-	-	-	90	49	41	9	1	90
Free pass holders	-	95	-	94	72	22	4	2	135
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	96	-	92	69	23	6	2	157
Passengers saying they have a disability	-	-	-	-	-	-	-	-	-
VALUE FOR MONEY									
All fare-paying passengers	**-**	**-**	**-**	**67**	**36**	**31**	**20**	**12**	**84**
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	91	-	73	39	34	12	15	205
The length of time waited	-	89	-	77	44	33	12	11	232
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	96	-	93	55	38	5	2	233
ON THE BUS									
Route/destination information on the outside of the bus	-	91	-	84	57	27	13	3	210
The cleanliness and condition of the outside of the bus	-	93	-	90	51	39	6	3	213
The ease of getting onto and off the bus	-	98	-	93	67	26	5	2	226
The length of time it took to board	-	94	-	93	65	27	6	1	218
The cleanliness and condition of the inside of the bus	-	94	-	84	49	35	8	8	225
The information provided inside the bus	-	79	-	71	36	35	23	6	196
The availability of seating or space to stand	-	87	-	88	58	30	9	3	218
The comfort of the seats	-	88	-	83	47	36	10	7	216
The amount of personal space you had around you	-	86	-	83	47	36	13	4	216
Provision of grab rails to stand/move within the bus	-	95	-	88	53	35	8	4	217
The temperature inside the bus	-	90	-	80	45	34	14	6	214
Your personal security whilst on the bus	-	91	-	87	54	33	10	3	218
THE BUS DRIVER									
How near to the kerb the driver stopped	-	99	-	94	73	20	4	2	221
The driver's appearance	-	92	-	92	67	25	6	2	210
The greeting/welcome you got from the driver	-	84	-	74	48	27	18	8	208
The helpfulness and attitude of the driver	-	85	-	74	51	23	19	7	204
The time the driver gave you to get to your seat	-	89	-	79	50	29	13	8	212
Smoothness/freedom from jolting during the journey	-	88	-	80	48	31	12	8	215
Safety of the driving (i.e. speed, driver concentrating)	-	93	-	89	62	26	7	4	215

First in Cornwall

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	2016 all satisfied	2016 very satisfied	2016 fairly satisfied	2016 neither /nor	2016 all dissatisfied	2016 base size
OVERALL JOURNEY									
All passengers	**-**	**-**	**-**	**86**	**43**	**43**	**10**	**5**	**617**
Fare-paying passengers	-	-	-	80	30	49	14	6	262
Free pass holders	-	-	-	93	60	33	4	3	343
Aged 16 to 34	-	-	-	76	25	51	17	6	167
Aged 35 to 59	-	-	-	91	40	50	3	6	101
Passengers commuting	-	-	-	78	29	48	15	7	197
Passengers not commuting	-	-	-	91	52	39	6	3	404
Passengers saying they have a disability	-	-	-	83	42	41	11	5	180
VALUE FOR MONEY									
All fare-paying passengers	**-**	**-**	**-**	**55**	**25**	**30**	**22**	**23**	**251**
Aged 16 to 34	-	-	-	52	27	24	28	21	144
Aged 35 to 59	-	-	-	63	23	41	11	26	81
Passengers commuting	-	-	-	50	25	25	28	22	162
Passengers not commuting	-	-	-	64	27	38	11	24	88
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	69	39	30	16	15	583
The length of time waited	-	-	-	69	38	31	17	14	601
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	84	49	36	10	6	611
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	84	53	30	12	4	593
The cleanliness and condition of the outside of the bus	-	-	-	73	36	38	15	11	588
The ease of getting onto and off the bus	-	-	-	91	54	36	6	3	608
The length of time it took to board	-	-	-	89	57	32	7	4	600
The cleanliness and condition of the inside of the bus	-	-	-	76	35	40	12	12	608
The information provided inside the bus	-	-	-	54	24	30	38	8	536
The availability of seating or space to stand	-	-	-	85	46	40	8	7	603
The comfort of the seats	-	-	-	68	32	36	18	13	609
The amount of personal space you had around you	-	-	-	75	34	41	15	10	608
Provision of grab rails to stand/move within the bus	-	-	-	83	41	42	12	6	597
The temperature inside the bus	-	-	-	75	32	43	17	8	603
Your personal security whilst on the bus	-	-	-	88	49	39	10	2	598
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	91	62	29	7	2	608
The driver's appearance	-	-	-	87	62	25	12	1	600
The greeting/welcome you got from the driver	-	-	-	75	48	27	16	9	606
The helpfulness and attitude of the driver	-	-	-	76	50	26	17	7	585
The time the driver gave you to get to your seat	-	-	-	83	56	27	11	6	606
Smoothness/freedom from jolting during the journey	-	-	-	76	43	33	15	9	613
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	89	59	30	10	1	602

First in Essex

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
OVERALL JOURNEY									
All passengers	**81**	**86**	**78**	**87**	**44**	**43**	**9**	**3**	**574**
Fare-paying passengers	76	84	71	80	28	52	17	4	215
Free pass holders	89	91	89	95	60	35	3	3	355
Aged 16 to 34	73	78	64	77	26	51	20	3	97
Aged 35 to 59	80	93	80	85	40	45	9	6	123
Passengers commuting	71	79	73	77	30	47	18	5	145
Passengers not commuting	88	93	85	93	52	41	4	3	400
Passengers saying they have a disability	77	86	80	90	48	42	5	5	193
VALUE FOR MONEY									
All fare-paying passengers	**46**	**51**	**44**	**46**	**15**	**32**	**19**	**35**	**216**
Aged 16 to 34	41	46	36	34	10	23	18	48	82
Aged 35 to 59	54	60	57	62	20	42	16	22	100
Passengers commuting	40	48	44	43	14	29	20	37	122
Passengers not commuting	-	58	44	53	16	38	16	31	87
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	72	69	62	71	36	35	13	16	532
The length of time waited	71	69	65	72	37	35	14	14	560
ON-BUS JOURNEY TIME									
Time journey on the bus took	83	83	81	85	50	35	9	5	581
ON THE BUS									
Route/destination information on the outside of the bus	81	83	82	86	52	34	11	3	543
The cleanliness and condition of the outside of the bus	72	74	71	78	30	47	16	7	543
The ease of getting onto and off the bus	87	91	88	91	52	39	7	2	559
The length of time it took to board	86	88	86	92	51	41	5	3	547
The cleanliness and condition of the inside of the bus	69	75	67	75	28	47	12	13	565
The information provided inside the bus	51	58	52	61	22	40	29	10	491
The availability of seating or space to stand	80	86	78	85	46	40	8	7	558
The comfort of the seats	65	70	62	72	32	40	14	14	560
The amount of personal space you had around you	66	73	65	71	31	40	16	13	552
Provision of grab rails to stand/move within the bus	77	81	76	82	40	42	13	5	543
The temperature inside the bus	72	77	70	72	31	41	16	12	555
Your personal security whilst on the bus	79	82	76	84	40	43	14	3	550
THE BUS DRIVER									
How near to the kerb the driver stopped	89	93	89	90	59	31	8	2	557
The driver's appearance	87	89	86	88	55	33	10	2	535
The greeting/welcome you got from the driver	70	71	62	70	36	33	18	12	551
The helpfulness and attitude of the driver	71	72	64	74	37	37	17	9	540
The time the driver gave you to get to your seat	76	79	70	80	44	35	13	7	556
Smoothness/freedom from jolting during the journey	76	78	66	74	33	40	14	12	552
Safety of the driving (i.e. speed, driver concentrating)	87	89	81	86	49	38	11	3	553

First in Greater Manchester

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
OVERALL JOURNEY									
All passengers	**84**	**84**	**81**	**83**	**38**	**45**	**10**	**7**	**803**
Fare-paying passengers	80	83	81	80	33	47	12	8	456
Free pass holders	93	88	85	93	54	38	5	3	336
Aged 16 to 34	77	81	80	78	33	45	15	7	209
Aged 35 to 59	89	85	79	84	37	47	7	8	238
Passengers commuting	76	83	76	76	27	49	15	9	306
Passengers not commuting	92	85	87	90	50	40	6	4	472
Passengers saying they have a disability	88	82	76	82	36	46	9	9	224
VALUE FOR MONEY									
All fare-paying passengers	**71**	**73**	**63**	**69**	**32**	**37**	**17**	**14**	**449**
Aged 16 to 34	68	71	54	68	27	41	17	15	190
Aged 35 to 59	75	75	75	70	38	32	17	13	204
Passengers commuting	72	72	61	65	23	42	20	15	272
Passengers not commuting	70	74	-	75	45	30	13	12	167
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	68	75	67	65	31	34	13	22	724
The length of time waited	72	75	67	66	33	32	15	20	798
ON-BUS JOURNEY TIME									
Time journey on the bus took	82	86	84	81	43	38	11	8	807
ON THE BUS									
Route/destination information on the outside of the bus	82	84	80	83	49	34	14	3	772
The cleanliness and condition of the outside of the bus	75	79	76	75	35	41	16	8	754
The ease of getting onto and off the bus	88	91	91	89	52	37	7	4	776
The length of time it took to board	88	89	88	89	55	34	8	4	771
The cleanliness and condition of the inside of the bus	74	74	70	74	30	43	12	15	800
The information provided inside the bus	63	63	61	61	25	36	30	9	708
The availability of seating or space to stand	85	84	83	82	45	37	10	7	775
The comfort of the seats	78	76	72	73	32	41	14	13	781
The amount of personal space you had around you	76	75	72	75	33	42	13	12	777
Provision of grab rails to stand/move within the bus	85	83	80	83	41	42	11	6	773
The temperature inside the bus	77	74	70	73	31	42	12	14	773
Your personal security whilst on the bus	80	79	77	82	40	42	13	5	780
THE BUS DRIVER									
How near to the kerb the driver stopped	90	90	92	90	58	32	7	3	775
The driver's appearance	88	87	84	85	53	32	12	3	741
The greeting/welcome you got from the driver	68	65	65	63	37	26	24	13	744
The helpfulness and attitude of the driver	70	68	66	65	40	25	23	12	731
The time the driver gave you to get to your seat	72	73	69	71	38	33	19	10	745
Smoothness/freedom from jolting during the journey	72	70	69	71	35	36	17	12	757
Safety of the driving (i.e. speed, driver concentrating)	86	85	81	85	49	35	12	3	760

First in Leicester City

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
OVERALL JOURNEY									
All passengers	**-**	**-**	**-**	**83**	**38**	**45**	**10**	**7**	**255**
Fare-paying passengers	-	-	-	80	29	51	12	8	120
Free pass holders	-	-	-	90	55	34	7	3	130
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	74	18	55	15	11	80
Passengers not commuting	-	-	-	90	53	37	7	3	168
Passengers saying they have a disability	-	-	-	81	42	39	13	7	92
VALUE FOR MONEY									
All fare-paying passengers	**-**	**-**	**-**	**67**	**26**	**41**	**14**	**19**	**116**
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	60	30	30	18	22	220
The length of time waited	-	-	-	67	30	37	13	19	238
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	79	43	37	15	6	252
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	80	46	34	16	4	241
The cleanliness and condition of the outside of the bus	-	-	-	79	38	41	12	9	230
The ease of getting onto and off the bus	-	-	-	90	50	40	5	4	241
The length of time it took to board	-	-	-	89	51	38	7	4	237
The cleanliness and condition of the inside of the bus	-	-	-	73	25	48	10	18	245
The information provided inside the bus	-	-	-	68	30	38	21	11	207
The availability of seating or space to stand	-	-	-	81	37	44	8	11	239
The comfort of the seats	-	-	-	75	32	43	14	12	242
The amount of personal space you had around you	-	-	-	68	28	40	13	19	239
Provision of grab rails to stand/move within the bus	-	-	-	80	33	46	12	9	236
The temperature inside the bus	-	-	-	69	30	39	16	15	235
Your personal security whilst on the bus	-	-	-	84	37	47	12	4	232
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	88	53	35	8	4	238
The driver's appearance	-	-	-	86	54	32	12	2	233
The greeting/welcome you got from the driver	-	-	-	66	39	28	19	14	235
The helpfulness and attitude of the driver	-	-	-	68	38	30	21	11	225
The time the driver gave you to get to your seat	-	-	-	71	39	31	18	11	238
Smoothness/freedom from jolting during the journey	-	-	-	72	37	35	16	12	238
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	84	49	35	11	5	238

First in Norfolk

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
OVERALL JOURNEY									
All passengers	**89**	**89**	**88**	**86**	**37**	**49**	**11**	**3**	**512**
Fare-paying passengers	86	87	85	82	24	57	15	4	237
Free pass holders	94	95	93	96	62	34	3	1	267
Aged 16 to 34	87	86	85	79	17	62	20	1	108
Aged 35 to 59	88	89	84	85	34	51	9	6	120
Passengers commuting	87	85	85	80	25	55	17	3	152
Passengers not commuting	91	92	90	91	46	45	7	3	344
Passengers saying they have a disability	87	93	88	86	46	40	13	1	150
VALUE FOR MONEY									
All fare-paying passengers	**53**	**54**	**63**	**58**	**17**	**41**	**24**	**18**	**237**
Aged 16 to 34	48	47	62	53	16	36	26	21	104
Aged 35 to 59	64	70	64	61	17	44	23	16	102
Passengers commuting	48	50	63	59	19	39	23	19	128
Passengers not commuting	62	58	63	56	16	40	26	18	101
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	79	77	72	74	43	30	9	17	481
The length of time waited	82	78	74	72	40	32	13	15	508
ON-BUS JOURNEY TIME									
Time journey on the bus took	86	85	87	82	45	36	12	6	526
ON THE BUS									
Route/destination information on the outside of the bus	82	82	85	82	48	34	12	7	495
The cleanliness and condition of the outside of the bus	74	79	81	82	34	47	13	5	485
The ease of getting onto and off the bus	88	91	89	90	52	38	7	3	510
The length of time it took to board	86	92	91	89	48	41	8	3	507
The cleanliness and condition of the inside of the bus	75	76	77	80	32	49	12	8	511
The information provided inside the bus	48	54	59	54	20	34	33	13	453
The availability of seating or space to stand	82	86	85	87	44	43	6	6	511
The comfort of the seats	63	68	67	75	31	45	13	12	512
The amount of personal space you had around you	66	67	74	77	34	43	14	8	511
Provision of grab rails to stand/move within the bus	75	83	85	84	40	44	11	5	501
The temperature inside the bus	72	76	79	76	34	42	15	10	508
Your personal security whilst on the bus	82	85	87	83	42	41	15	2	505
THE BUS DRIVER									
How near to the kerb the driver stopped	92	89	94	94	52	42	4	1	509
The driver's appearance	86	88	88	89	48	42	8	3	495
The greeting/welcome you got from the driver	68	70	71	70	35	35	21	9	501
The helpfulness and attitude of the driver	69	70	72	71	36	36	21	7	498
The time the driver gave you to get to your seat	74	76	81	77	40	38	14	9	503
Smoothness/freedom from jolting during the journey	74	74	75	70	30	41	18	11	508
Safety of the driving (i.e. speed, driver concentrating)	86	87	89	87	45	42	11	2	507

First Potteries

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
OVERALL JOURNEY									
All passengers	**-**	**86**	**79**	**83**	**40**	**43**	**10**	**8**	**708**
Fare-paying passengers	-	83	75	79	29	49	12	9	348
Free pass holders	-	91	85	89	55	34	6	6	351
Aged 16 to 34	-	80	72	72	27	46	15	13	188
Aged 35 to 59	-	88	78	86	36	50	9	5	169
Passengers commuting	-	79	72	74	25	49	14	12	235
Passengers not commuting	-	91	86	89	49	40	7	4	451
Passengers saying they have a disability	-	85	76	79	43	36	11	10	216
VALUE FOR MONEY									
All fare-paying passengers	**-**	**64**	**64**	**68**	**27**	**41**	**19**	**13**	**337**
Aged 16 to 34	-	62	59	66	24	42	20	14	164
Aged 35 to 59	-	69	73	70	29	41	19	12	147
Passengers commuting	-	63	62	67	24	43	21	13	212
Passengers not commuting	-	67	67	72	34	37	15	13	122
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	70	65	70	34	35	14	16	656
The length of time waited	-	71	67	69	34	35	13	17	688
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	83	84	83	48	35	11	6	715
ON THE BUS									
Route/destination information on the outside of the bus	-	84	81	86	55	31	9	5	680
The cleanliness and condition of the outside of the bus	-	76	72	79	35	44	14	7	664
The ease of getting onto and off the bus	-	91	88	91	55	36	6	4	693
The length of time it took to board	-	91	88	89	54	35	7	4	675
The cleanliness and condition of the inside of the bus	-	75	72	75	30	45	13	12	700
The information provided inside the bus	-	57	56	58	22	36	31	11	613
The availability of seating or space to stand	-	86	84	79	40	39	10	11	681
The comfort of the seats	-	73	68	74	31	43	14	12	675
The amount of personal space you had around you	-	72	71	69	31	39	15	15	679
Provision of grab rails to stand/move within the bus	-	82	83	81	39	42	12	6	671
The temperature inside the bus	-	77	76	73	33	40	15	12	682
Your personal security whilst on the bus	-	82	80	81	40	41	14	5	679
THE BUS DRIVER									
How near to the kerb the driver stopped	-	94	91	92	60	31	6	2	687
The driver's appearance	-	91	90	90	60	30	8	2	677
The greeting/welcome you got from the driver	-	69	71	71	40	31	18	11	680
The helpfulness and attitude of the driver	-	72	71	72	42	30	19	9	655
The time the driver gave you to get to your seat	-	81	80	79	46	32	13	8	679
Smoothness/freedom from jolting during the journey	-	71	71	77	37	40	11	11	684
Safety of the driving (i.e. speed, driver concentrating)	-	88	88	91	53	38	6	3	678

First South Coast

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
OVERALL JOURNEY									
All passengers	**-**	**86**	**85**	**87**	**47**	**40**	**7**	**6**	**741**
Fare-paying passengers	-	82	80	85	40	45	8	8	349
Free pass holders	-	94	93	94	66	29	5	1	383
Aged 16 to 34	-	80	79	85	37	48	9	6	128
Aged 35 to 59	-	84	83	85	43	42	6	9	201
Passengers commuting	-	80	77	83	34	49	7	10	216
Passengers not commuting	-	90	92	91	58	32	7	2	499
Passengers saying they have a disability	-	87	86	87	45	42	6	7	213
VALUE FOR MONEY									
All fare-paying passengers	**-**	**56**	**49**	**61**	**27**	**35**	**16**	**23**	**336**
Aged 16 to 34	-	54	39	57	24	34	15	28	115
Aged 35 to 59	-	59	59	65	28	36	15	20	178
Passengers commuting	-	57	43	59	26	34	15	25	184
Passengers not commuting	-	57	62	65	28	37	15	20	145
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	73	74	71	37	33	12	17	686
The length of time waited	-	76	74	72	39	33	12	16	721
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	89	85	85	50	35	7	8	750
ON THE BUS									
Route/destination information on the outside of the bus	-	83	82	86	56	30	11	3	695
The cleanliness and condition of the outside of the bus	-	79	82	83	41	41	11	6	703
The ease of getting onto and off the bus	-	90	92	92	59	33	5	3	732
The length of time it took to board	-	91	91	91	59	32	7	2	716
The cleanliness and condition of the inside of the bus	-	81	78	82	41	40	10	9	736
The information provided inside the bus	-	63	69	72	34	38	22	6	680
The availability of seating or space to stand	-	86	85	82	48	35	10	8	721
The comfort of the seats	-	79	76	80	40	40	13	8	730
The amount of personal space you had around you	-	76	73	75	34	41	15	10	719
Provision of grab rails to stand/move within the bus	-	85	84	82	45	38	13	5	713
The temperature inside the bus	-	77	71	75	34	40	13	12	717
Your personal security whilst on the bus	-	84	82	85	46	39	12	3	723
THE BUS DRIVER									
How near to the kerb the driver stopped	-	91	93	94	65	29	4	2	721
The driver's appearance	-	89	87	93	64	29	6	1	699
The greeting/welcome you got from the driver	-	70	72	82	49	33	12	6	708
The helpfulness and attitude of the driver	-	69	72	82	50	33	12	5	687
The time the driver gave you to get to your seat	-	81	82	83	53	30	11	6	710
Smoothness/freedom from jolting during the journey	-	74	74	82	42	39	11	8	709
Safety of the driving (i.e. speed, driver concentrating)	-	87	88	90	57	33	8	2	715

First in South Yorkshire

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
OVERALL JOURNEY									
All passengers	**88**	**87**	**83**	**82**	**41**	**41**	**12**	**6**	**937**
Fare-paying passengers	87	86	77	82	38	44	11	7	477
Free pass holders	90	91	92	84	47	37	11	4	448
Aged 16 to 34	87	83	73	79	34	45	14	7	177
Aged 35 to 59	86	87	85	80	39	41	14	7	300
Passengers commuting	86	84	72	78	35	44	12	9	318
Passengers not commuting	90	89	90	86	46	39	11	3	588
Passengers saying they have a disability	89	86	82	77	39	38	18	5	325
VALUE FOR MONEY									
All fare-paying passengers	**63**	**67**	**60**	**70**	**30**	**40**	**14**	**17**	**471**
Aged 16 to 34	60	65	53	71	28	43	11	17	158
Aged 35 to 59	66	69	66	67	31	36	17	16	246
Passengers commuting	67	69	59	68	28	40	14	17	277
Passengers not commuting	56	65	62	74	34	40	12	13	182
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	72	69	67	69	35	34	15	16	843
The length of time waited	75	73	69	69	34	35	16	15	925
ON-BUS JOURNEY TIME									
Time journey on the bus took	87	85	82	82	44	38	10	8	931
ON THE BUS									
Route/destination information on the outside of the bus	85	85	81	84	50	34	13	3	883
The cleanliness and condition of the outside of the bus	77	80	72	76	35	41	16	7	871
The ease of getting onto and off the bus	91	92	88	89	53	36	7	4	920
The length of time it took to board	89	90	88	89	53	36	8	4	907
The cleanliness and condition of the inside of the bus	73	76	71	77	31	46	12	11	930
The information provided inside the bus	59	63	57	59	25	34	32	9	796
The availability of seating or space to stand	86	88	82	84	46	38	9	7	912
The comfort of the seats	70	75	66	72	32	40	16	12	912
The amount of personal space you had around you	75	76	74	76	37	39	14	10	915
Provision of grab rails to stand/move within the bus	85	88	79	82	43	40	13	4	913
The temperature inside the bus	78	81	75	76	35	41	14	10	909
Your personal security whilst on the bus	83	87	81	82	45	37	15	3	912
THE BUS DRIVER									
How near to the kerb the driver stopped	93	91	91	90	57	34	7	2	905
The driver's appearance	89	90	90	87	53	33	11	2	866
The greeting/welcome you got from the driver	65	68	68	67	37	29	22	11	889
The helpfulness and attitude of the driver	67	70	68	68	39	29	23	9	867
The time the driver gave you to get to your seat	76	76	70	73	41	32	17	10	904
Smoothness/freedom from jolting during the journey	76	74	71	73	37	36	15	12	889
Safety of the driving (i.e. speed, driver concentrating)	89	88	85	87	52	34	10	3	898

First in West of England Partnership

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
OVERALL JOURNEY									
All passengers	**83**	**85**	**88**	**85**	**35**	**50**	**10**	**5**	**1408**
Fare-paying passengers	81	82	85	82	27	55	12	6	834
Free pass holders	90	93	94	93	57	36	5	2	548
Aged 16 to 34	79	79	84	81	26	55	14	6	475
Aged 35 to 59	83	85	89	84	30	55	10	6	348
Passengers commuting	78	81	84	79	24	54	14	8	605
Passengers not commuting	88	88	92	92	46	46	6	2	749
Passengers saying they have a disability	78	84	88	85	37	48	9	6	363
VALUE FOR MONEY									
All fare-paying passengers	**43**	**61**	**66**	**54**	**19**	**35**	**21**	**25**	**823**
Aged 16 to 34	41	55	61	52	16	35	22	27	445
Aged 35 to 59	46	69	71	57	22	35	21	22	310
Passengers commuting	39	61	66	51	16	35	22	27	548
Passengers not commuting	51	59	65	60	25	35	20	20	262
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	71	69	74	66	35	31	15	19	1317
The length of time waited	71	70	76	67	34	33	15	18	1405
ON-BUS JOURNEY TIME									
Time journey on the bus took	80	81	85	78	37	42	13	9	1401
ON THE BUS									
Route/destination information on the outside of the bus	81	84	83	80	45	35	16	4	1353
The cleanliness and condition of the outside of the bus	78	79	81	79	35	44	16	5	1332
The ease of getting onto and off the bus	88	90	91	89	53	36	8	2	1395
The length of time it took to board	87	87	91	86	53	33	10	4	1390
The cleanliness and condition of the inside of the bus	75	77	81	75	30	45	14	10	1405
The information provided inside the bus	53	59	64	59	23	36	32	10	1259
The availability of seating or space to stand	85	84	88	84	44	40	10	7	1390
The comfort of the seats	73	77	77	73	30	43	17	11	1392
The amount of personal space you had around you	71	73	76	72	31	41	15	13	1389
Provision of grab rails to stand/move within the bus	80	82	82	82	38	44	14	4	1376
The temperature inside the bus	75	72	80	76	30	45	14	10	1398
Your personal security whilst on the bus	82	83	88	83	42	41	14	3	1386
THE BUS DRIVER									
How near to the kerb the driver stopped	90	91	93	89	55	33	9	3	1369
The driver's appearance	86	86	88	87	52	34	12	1	1311
The greeting/welcome you got from the driver	66	68	74	68	35	33	23	9	1366
The helpfulness and attitude of the driver	67	69	76	70	37	32	23	7	1339
The time the driver gave you to get to your seat	76	80	82	76	42	34	16	8	1352
Smoothness/freedom from jolting during the journey	72	74	78	74	33	41	16	10	1377
Safety of the driving (i.e. speed, driver concentrating)	85	87	88	86	47	39	11	3	1375

First in West Yorkshire

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
OVERALL JOURNEY									
All passengers	**88**	**85**	**85**	**81**	**36**	**45**	**11**	**8**	**1043**
Fare-paying passengers	86	83	84	78	30	48	12	9	602
Free pass holders	94	91	87	90	53	37	6	5	429
Aged 16 to 34	83	81	79	76	28	48	15	9	227
Aged 35 to 59	90	85	88	81	35	47	9	10	370
Passengers commuting	84	81	83	73	25	48	16	11	404
Passengers not commuting	90	89	88	88	46	42	7	5	606
Passengers saying they have a disability	88	86	87	77	32	45	11	13	315
VALUE FOR MONEY									
All fare-paying passengers	**54**	**66**	**58**	**54**	**21**	**32**	**19**	**27**	**595**
Aged 16 to 34	50	65	48	50	20	30	20	31	203
Aged 35 to 59	60	67	68	57	23	34	19	23	327
Passengers commuting	53	67	58	51	19	32	20	30	357
Passengers not commuting	55	64	58	60	26	34	18	23	223
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	80	74	72	65	35	29	12	23	968
The length of time waited	81	75	76	66	33	33	12	22	1035
ON-BUS JOURNEY TIME									
Time journey on the bus took	83	82	84	80	42	38	11	9	1054
ON THE BUS									
Route/destination information on the outside of the bus	84	84	81	77	45	32	16	7	1003
The cleanliness and condition of the outside of the bus	77	79	79	74	33	41	18	7	974
The ease of getting onto and off the bus	90	90	88	87	48	38	9	4	1038
The length of time it took to board	90	88	87	85	49	36	11	4	1020
The cleanliness and condition of the inside of the bus	75	76	75	73	28	45	15	12	1047
The information provided inside the bus	61	64	62	57	22	35	33	10	926
The availability of seating or space to stand	87	85	83	80	45	36	11	8	1028
The comfort of the seats	75	72	72	71	29	41	17	12	1026
The amount of personal space you had around you	74	73	71	72	33	38	15	14	1021
Provision of grab rails to stand/move within the bus	85	84	83	82	42	40	10	8	1012
The temperature inside the bus	77	77	76	73	29	44	16	11	1025
Your personal security whilst on the bus	83	83	81	79	40	39	16	5	1014
THE BUS DRIVER									
How near to the kerb the driver stopped	90	90	90	87	53	34	10	3	1003
The driver's appearance	87	86	88	85	48	37	12	3	966
The greeting/welcome you got from the driver	64	61	66	61	31	30	26	14	995
The helpfulness and attitude of the driver	67	63	68	65	33	32	23	11	957
The time the driver gave you to get to your seat	73	68	71	66	34	32	21	13	1009
Smoothness/freedom from jolting during the journey	74	73	74	69	32	38	18	12	1019
Safety of the driving (i.e. speed, driver concentrating)	87	84	85	83	46	37	12	6	1009

First in City of York

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
OVERALL JOURNEY									
All passengers	**86**	**92**	**91**	**90**	**44**	**46**	**6**	**4**	**580**
Fare-paying passengers	80	88	90	88	33	55	7	4	238
Free pass holders	94	97	93	93	61	32	5	2	337
Aged 16 to 34	76	83	89	-	-	-	-	-	-
Aged 35 to 59	87	94	89	87	40	47	9	4	145
Passengers commuting	77	85	88	85	29	56	10	5	148
Passengers not commuting	90	94	92	93	54	39	4	3	410
Passengers saying they have a disability	87	92	82	86	53	33	13	1	163
VALUE FOR MONEY									
All fare-paying passengers	**62**	**67**	**71**	**66**	**19**	**47**	**18**	**16**	**235**
Aged 16 to 34	55	58	67	-	-	-	-	-	-
Aged 35 to 59	68	75	74	77	21	56	13	10	123
Passengers commuting	62	69	70	63	16	48	19	18	121
Passengers not commuting	61	65	74	70	26	45	18	12	107
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	76	82	78	79	47	31	9	12	548
The length of time waited	74	85	79	76	44	32	14	10	574
ON-BUS JOURNEY TIME									
Time journey on the bus took	86	91	88	86	49	37	10	4	590
ON THE BUS									
Route/destination information on the outside of the bus	86	89	88	87	58	29	11	2	562
The cleanliness and condition of the outside of the bus	82	87	85	80	36	44	16	4	555
The ease of getting onto and off the bus	90	95	92	92	60	32	6	2	585
The length of time it took to board	91	94	91	92	60	32	6	2	579
The cleanliness and condition of the inside of the bus	85	88	89	81	34	46	12	7	581
The information provided inside the bus	70	76	73	66	24	42	29	5	513
The availability of seating or space to stand	87	92	88	83	46	37	8	9	580
The comfort of the seats	76	81	78	71	26	45	17	12	577
The amount of personal space you had around you	78	83	79	73	33	40	15	12	570
Provision of grab rails to stand/move within the bus	86	90	86	84	38	46	12	4	568
The temperature inside the bus	81	82	78	76	33	43	16	8	578
Your personal security whilst on the bus	86	92	88	89	45	45	9	1	571
THE BUS DRIVER									
How near to the kerb the driver stopped	91	96	93	92	65	27	7	2	570
The driver's appearance	88	94	92	90	61	29	10	1	553
The greeting/welcome you got from the driver	69	83	80	79	44	35	16	5	570
The helpfulness and attitude of the driver	72	84	80	76	46	30	19	5	558
The time the driver gave you to get to your seat	78	91	85	82	50	33	11	7	569
Smoothness/freedom from jolting during the journey	77	87	82	80	41	39	13	8	574
Safety of the driving (i.e. speed, driver concentrating)	85	93	89	91	57	34	7	1	573

Go North East in County Durham

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
OVERALL JOURNEY									
All passengers	**-**	**-**	**-**	**91**	**53**	**38**	**5**	**4**	**305**
Fare-paying passengers	-	-	-	90	39	51	7	3	112
Free pass holders	-	-	-	92	64	28	4	4	189
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	88	51	37	7	5	76
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	94	60	33	4	3	221
Passengers saying they have a disability	-	-	-	87	56	31	8	6	119
VALUE FOR MONEY									
All fare-paying passengers	**-**	**-**	**-**	**56**	**22**	**34**	**26**	**18**	**110**
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	82	45	36	10	8	283
The length of time waited	-	-	-	80	44	36	15	6	290
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	87	53	34	9	4	302
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	87	56	31	8	4	289
The cleanliness and condition of the outside of the bus	-	-	-	86	45	41	10	3	284
The ease of getting onto and off the bus	-	-	-	90	62	28	7	3	288
The length of time it took to board	-	-	-	92	60	32	5	4	286
The cleanliness and condition of the inside of the bus	-	-	-	85	45	39	7	8	297
The information provided inside the bus	-	-	-	77	36	40	15	8	272
The availability of seating or space to stand	-	-	-	88	50	37	7	5	287
The comfort of the seats	-	-	-	79	43	37	14	7	291
The amount of personal space you had around you	-	-	-	79	41	37	15	6	285
Provision of grab rails to stand/move within the bus	-	-	-	83	44	39	12	5	287
The temperature inside the bus	-	-	-	74	39	35	11	15	290
Your personal security whilst on the bus	-	-	-	85	48	37	11	4	290
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	92	60	32	8	1	291
The driver's appearance	-	-	-	92	65	27	7	1	287
The greeting/welcome you got from the driver	-	-	-	80	46	34	14	6	288
The helpfulness and attitude of the driver	-	-	-	80	46	34	17	3	282
The time the driver gave you to get to your seat	-	-	-	83	48	35	12	5	284
Smoothness/freedom from jolting during the journey	-	-	-	76	45	31	15	9	286
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	86	55	31	12	2	288

Go North East in Tyne and Wear

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
OVERALL JOURNEY									
All passengers	**90**	**90**	**89**	**91**	**47**	**44**	**7**	**1**	**659**
Fare-paying passengers	86	87	86	90	46	44	9	1	302
Free pass holders	95	95	94	96	50	45	3	1	353
Aged 16 to 34	84	84	85	93	42	52	6	0	88
Aged 35 to 59	89	91	89	87	48	39	11	2	202
Passengers commuting	84	84	89	89	42	46	10	1	183
Passengers not commuting	93	94	89	93	48	45	5	2	455
Passengers saying they have a disability	87	90	-	90	54	36	7	3	242
VALUE FOR MONEY									
All fare-paying passengers	**66**	**62**	**67**	**71**	**31**	**40**	**14**	**15**	**299**
Aged 16 to 34	59	58	59	71	30	41	15	14	78
Aged 35 to 59	74	67	74	68	28	40	15	18	174
Passengers commuting	63	59	66	76	28	48	10	15	160
Passengers not commuting	73	67	72	58	31	26	25	18	130
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	82	78	79	84	42	42	8	8	621
The length of time waited	82	78	82	79	42	38	15	6	646
ON-BUS JOURNEY TIME									
Time journey on the bus took	91	89	84	89	52	37	7	4	665
ON THE BUS									
Route/destination information on the outside of the bus	90	90	87	88	53	34	9	3	635
The cleanliness and condition of the outside of the bus	87	86	84	85	45	40	13	2	631
The ease of getting onto and off the bus	94	95	93	93	60	33	5	2	650
The length of time it took to board	93	95	93	92	65	26	6	3	642
The cleanliness and condition of the inside of the bus	85	83	82	84	39	44	11	5	655
The information provided inside the bus	75	72	71	71	31	40	24	5	598
The availability of seating or space to stand	91	88	89	91	55	37	6	2	642
The comfort of the seats	81	79	78	82	43	39	11	7	642
The amount of personal space you had around you	80	79	80	85	40	46	9	6	634
Provision of grab rails to stand/move within the bus	87	85	88	87	47	40	9	4	639
The temperature inside the bus	82	77	78	82	37	46	13	5	643
Your personal security whilst on the bus	88	88	88	88	49	39	10	2	641
THE BUS DRIVER									
How near to the kerb the driver stopped	92	93	92	91	63	28	6	3	648
The driver's appearance	92	91	90	93	61	32	6	1	642
The greeting/welcome you got from the driver	74	74	75	78	43	35	15	7	643
The helpfulness and attitude of the driver	76	75	72	77	43	34	15	8	628
The time the driver gave you to get to your seat	81	80	80	83	47	37	12	5	641
Smoothness/freedom from jolting during the journey	76	77	77	80	39	40	10	10	633
Safety of the driving (i.e. speed, driver concentrating)	88	89	86	91	51	40	7	3	641

Hedingham and Chambers

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	2016 all satisfied	2016 very satisfied	2016 fairly satisfied	2016 neither /nor	2016 all dissatisfied	2016 base size
OVERALL JOURNEY									
All passengers	**-**	**93**	**86**	**82**	**44**	**37**	**10**	**8**	**320**
Fare-paying passengers	-	89	76	75	32	43	13	12	98
Free pass holders	-	96	97	88	57	31	8	4	222
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	98	94	93	58	34	5	3	232
Passengers saying they have a disability	-	96	96	85	44	41	14	2	114
VALUE FOR MONEY									
All fare-paying passengers	**-**	**64**	**54**	**56**	**17**	**38**	**20**	**25**	**96**
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	83	78	70	41	29	9	21	291
The length of time waited	-	81	73	66	41	25	15	19	302
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	88	86	80	53	27	12	8	320
ON THE BUS									
Route/destination information on the outside of the bus	-	89	88	86	55	31	10	5	297
The cleanliness and condition of the outside of the bus	-	83	77	75	41	35	19	6	297
The ease of getting onto and off the bus	-	97	90	91	61	30	6	3	310
The length of time it took to board	-	95	90	90	60	30	8	2	304
The cleanliness and condition of the inside of the bus	-	87	77	73	33	40	16	11	317
The information provided inside the bus	-	65	49	51	25	26	35	14	269
The availability of seating or space to stand	-	93	85	79	49	30	13	8	304
The comfort of the seats	-	79	76	69	30	38	21	11	308
The amount of personal space you had around you	-	85	83	74	37	37	15	12	304
Provision of grab rails to stand/move within the bus	-	89	85	81	45	36	14	6	300
The temperature inside the bus	-	81	80	73	35	39	20	7	306
Your personal security whilst on the bus	-	88	85	87	45	42	12	1	300
THE BUS DRIVER									
How near to the kerb the driver stopped	-	94	94	88	64	24	7	5	302
The driver's appearance	-	93	90	81	55	26	12	7	301
The greeting/welcome you got from the driver	-	84	76	70	50	20	20	10	307
The helpfulness and attitude of the driver	-	84	80	73	50	23	17	10	299
The time the driver gave you to get to your seat	-	90	77	79	54	25	12	9	301
Smoothness/freedom from jolting during the journey	-	84	67	66	38	28	17	17	301
Safety of the driving (i.e. speed, driver concentrating)	-	94	88	79	55	24	15	7	299

Konectbus

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
OVERALL JOURNEY									
All passengers	**-**	**94**	**96**	**95**	**65**	**30**	**3**	**2**	**451**
Fare-paying passengers	-	93	94	92	54	39	4	3	182
Free pass holders	-	97	99	99	83	16	1	0	264
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	95	97	93	57	36	3	5	113
Passengers commuting	-	89	96	93	49	44	4	4	111
Passengers not commuting	-	97	96	96	75	22	3	1	323
Passengers saying they have a disability	-	91	95	93	62	32	4	3	138
VALUE FOR MONEY									
All fare-paying passengers	**-**	**66**	**81**	**71**	**31**	**40**	**21**	**8**	**176**
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	73	-	70	28	42	23	7	104
Passengers commuting	-	54	84	66	24	41	25	10	87
Passengers not commuting	-	-	-	79	41	37	16	6	88
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	90	85	88	61	27	7	5	426
The length of time waited	-	88	84	86	59	28	8	5	433
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	90	94	91	65	26	6	4	448
ON THE BUS									
Route/destination information on the outside of the bus	-	92	88	94	72	21	4	2	416
The cleanliness and condition of the outside of the bus	-	94	93	93	61	33	6	1	428
The ease of getting onto and off the bus	-	97	96	96	73	23	3	1	446
The length of time it took to board	-	95	94	94	68	25	5	1	435
The cleanliness and condition of the inside of the bus	-	94	92	94	60	34	6	0	446
The information provided inside the bus	-	74	75	71	43	28	26	3	385
The availability of seating or space to stand	-	94	91	96	70	26	3	1	436
The comfort of the seats	-	88	90	90	55	35	7	4	441
The amount of personal space you had around you	-	87	82	91	56	35	8	2	435
Provision of grab rails to stand/move within the bus	-	91	88	93	59	34	5	2	428
The temperature inside the bus	-	87	87	85	50	36	10	5	432
Your personal security whilst on the bus	-	95	92	92	64	27	8	0	431
THE BUS DRIVER									
How near to the kerb the driver stopped	-	95	96	96	78	18	3	1	433
The driver's appearance	-	95	94	94	74	20	4	1	431
The greeting/welcome you got from the driver	-	90	90	87	64	24	9	3	436
The helpfulness and attitude of the driver	-	91	89	86	62	24	12	2	424
The time the driver gave you to get to your seat	-	93	91	91	70	21	7	2	433
Smoothness/freedom from jolting during the journey	-	88	87	87	60	27	9	5	431
Safety of the driving (i.e. speed, driver concentrating)	-	95	92	93	69	23	6	2	434

Metrobus (excludes TfL routes)

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
OVERALL JOURNEY									
All passengers	**-**	**90**	**89**	**88**	**49**	**39**	**8**	**4**	**499**
Fare-paying passengers	-	88	88	84	40	44	11	5	199
Free pass holders	-	96	95	95	65	29	4	2	291
Aged 16 to 34	-	85	82	77	35	42	16	7	88
Aged 35 to 59	-	90	94	92	48	45	5	3	111
Passengers commuting	-	85	86	83	37	46	14	4	133
Passengers not commuting	-	95	93	92	60	33	4	4	349
Passengers saying they have a disability	-	90	84	81	51	30	13	6	143
VALUE FOR MONEY									
All fare-paying passengers	**-**	**65**	**66**	**60**	**25**	**34**	**19**	**22**	**198**
Aged 16 to 34	-	63	57	41	16	25	26	33	82
Aged 35 to 59	-	68	77	80	37	43	11	9	91
Passengers commuting	-	69	67	54	25	29	25	21	109
Passengers not commuting	-	-	-	68	26	42	8	24	86
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	77	77	73	49	24	16	11	469
The length of time waited	-	76	76	74	45	29	16	10	484
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	87	89	86	55	31	10	4	501
ON THE BUS									
Route/destination information on the outside of the bus	-	90	88	86	58	27	10	5	491
The cleanliness and condition of the outside of the bus	-	86	83	82	46	36	14	4	484
The ease of getting onto and off the bus	-	94	92	90	58	32	6	4	493
The length of time it took to board	-	93	92	92	60	32	7	1	487
The cleanliness and condition of the inside of the bus	-	83	80	79	38	41	12	9	496
The information provided inside the bus	-	80	77	76	40	36	19	4	456
The availability of seating or space to stand	-	90	87	90	57	34	7	3	488
The comfort of the seats	-	78	74	78	42	36	14	8	487
The amount of personal space you had around you	-	79	74	78	37	41	13	9	486
Provision of grab rails to stand/move within the bus	-	85	82	87	47	40	10	3	480
The temperature inside the bus	-	83	77	80	41	38	14	7	483
Your personal security whilst on the bus	-	89	83	87	49	38	10	2	487
THE BUS DRIVER									
How near to the kerb the driver stopped	-	93	90	92	62	31	4	3	487
The driver's appearance	-	92	88	90	62	28	8	2	463
The greeting/welcome you got from the driver	-	77	70	74	46	29	19	6	472
The helpfulness and attitude of the driver	-	79	70	74	47	27	19	7	458
The time the driver gave you to get to your seat	-	84	75	84	53	31	11	5	473
Smoothness/freedom from jolting during the journey	-	80	71	73	42	31	16	11	479
Safety of the driving (i.e. speed, driver concentrating)	-	88	88	88	54	34	8	4	485

National Express in West Midlands

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
OVERALL JOURNEY									
All passengers	**86**	**85**	**85**	**84**	**34**	**50**	**11**	**5**	**3021**
Fare-paying passengers	84	84	83	82	28	54	12	6	2054
Free pass holders	92	89	90	92	53	39	6	3	900
Aged 16 to 34	83	82	80	81	26	55	13	6	1042
Aged 35 to 59	84	84	86	84	33	51	11	5	983
Passengers commuting	83	83	82	80	26	54	13	7	1371
Passengers not commuting	88	87	87	89	43	46	8	3	1554
Passengers saying they have a disability	87	84	83	84	42	43	10	6	744
VALUE FOR MONEY									
All fare-paying passengers	**61**	**61**	**61**	**62**	**20**	**42**	**19**	**19**	**2020**
Aged 16 to 34	55	57	58	59	19	40	19	22	959
Aged 35 to 59	67	65	65	66	21	46	19	15	883
Passengers commuting	59	60	60	59	17	42	21	20	1243
Passengers not commuting	67	62	64	67	25	42	16	17	731
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	73	74	75	70	32	39	13	16	2829
The length of time waited	74	78	77	71	31	40	14	15	2996
ON-BUS JOURNEY TIME									
Time journey on the bus took	85	83	80	82	36	46	12	7	3028
ON THE BUS									
Route/destination information on the outside of the bus	82	83	83	82	40	41	14	4	2878
The cleanliness and condition of the outside of the bus	74	76	76	74	31	43	18	9	2868
The ease of getting onto and off the bus	87	87	88	87	45	42	9	4	2957
The length of time it took to board	87	87	88	87	46	41	10	3	2917
The cleanliness and condition of the inside of the bus	70	72	73	71	25	46	15	14	3006
The information provided inside the bus	65	66	69	69	27	42	24	7	2763
The availability of seating or space to stand	81	82	84	82	40	42	10	8	2941
The comfort of the seats	72	72	74	74	28	46	15	11	2948
The amount of personal space you had around you	69	71	73	73	28	44	14	13	2946
Provision of grab rails to stand/move within the bus	80	80	81	82	34	48	12	6	2935
The temperature inside the bus	74	75	78	75	29	46	15	10	2949
Your personal security whilst on the bus	74	75	79	78	32	46	16	6	2928
THE BUS DRIVER									
How near to the kerb the driver stopped	91	90	90	88	51	38	9	3	2920
The driver's appearance	85	85	86	83	49	35	14	3	2723
The greeting/welcome you got from the driver	59	60	61	60	28	31	29	12	2742
The helpfulness and attitude of the driver	62	62	65	66	31	34	27	7	2663
The time the driver gave you to get to your seat	70	71	73	72	32	40	19	9	2843
Smoothness/freedom from jolting during the journey	73	72	76	74	32	43	16	10	2882
Safety of the driving (i.e. speed, driver concentrating)	83	83	85	84	42	41	12	4	2885

Nottingham City Transport

(2014 and 2015 results are for services in Nottinghamshire only; 2016 results also include Nottingham City)

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
OVERALL JOURNEY									
All passengers	**-**	**92**	**97**	**92**	**52**	**40**	**6**	**2**	**903**
Fare-paying passengers	-	92	97	91	47	44	7	2	498
Free pass holders	-	93	98	94	68	27	2	4	390
Aged 16 to 34	-	-	-	92	41	50	7	1	239
Aged 35 to 59	-	90	-	90	55	35	6	4	266
Passengers commuting	-	90	-	90	42	48	8	2	330
Passengers not commuting	-	93	100	94	64	30	4	3	541
Passengers saying they have a disability	-	-	-	88	52	36	7	5	253
VALUE FOR MONEY									
All fare-paying passengers	**-**	**72**	**74**	**77**	**40**	**37**	**11**	**12**	**490**
Aged 16 to 34	-	-	-	74	39	35	13	13	220
Aged 35 to 59	-	-	-	79	39	40	9	12	222
Passengers commuting	-	-	-	76	40	37	11	13	290
Passengers not commuting	-	-	-	77	40	37	13	10	190
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	86	85	84	50	34	8	8	851
The length of time waited	-	86	85	84	48	36	9	7	888
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	87	92	89	54	35	7	4	915
ON THE BUS									
Route/destination information on the outside of the bus	-	92	94	91	62	29	7	2	878
The cleanliness and condition of the outside of the bus	-	91	91	88	53	34	9	4	868
The ease of getting onto and off the bus	-	96	98	94	64	30	4	2	891
The length of time it took to board	-	96	96	92	63	29	6	2	872
The cleanliness and condition of the inside of the bus	-	89	93	84	44	40	9	7	901
The information provided inside the bus	-	84	86	85	49	35	12	3	841
The availability of seating or space to stand	-	91	95	86	55	31	8	6	888
The comfort of the seats	-	84	85	80	41	39	15	5	887
The amount of personal space you had around you	-	79	87	75	39	37	13	12	877
Provision of grab rails to stand/move within the bus	-	89	91	86	46	39	10	5	873
The temperature inside the bus	-	83	88	80	41	39	13	7	869
Your personal security whilst on the bus	-	93	92	87	50	37	10	3	873
THE BUS DRIVER									
How near to the kerb the driver stopped	-	94	94	94	67	26	4	2	875
The driver's appearance	-	92	93	92	66	25	7	1	826
The greeting/welcome you got from the driver	-	83	85	80	52	28	12	8	869
The helpfulness and attitude of the driver	-	81	84	81	53	28	13	6	836
The time the driver gave you to get to your seat	-	82	82	80	51	29	11	10	864
Smoothness/freedom from jolting during the journey	-	79	85	81	46	35	11	8	863
Safety of the driving (i.e. speed, driver concentrating)	-	91	94	91	62	29	7	2	868

Oxford Bus Company in Oxfordshire

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
OVERALL JOURNEY									
All passengers	**-**	**86**	**91**	**91**	**42**	**49**	**7**	**3**	**640**
Fare-paying passengers	-	85	89	91	39	52	6	3	430
Free pass holders	-	96	96	92	55	37	7	1	199
Aged 16 to 34	-	84	-	89	34	55	8	3	180
Aged 35 to 59	-	85	-	91	44	47	6	3	238
Passengers commuting	-	82	89	87	31	55	9	5	313
Passengers not commuting	-	92	92	95	54	42	4	0	316
Passengers saying they have a disability	-	-	-	90	49	41	8	2	125
VALUE FOR MONEY									
All fare-paying passengers	**-**	**59**	**64**	**62**	**20**	**43**	**21**	**17**	**424**
Aged 16 to 34	-	54	-	57	16	41	24	19	156
Aged 35 to 59	-	66	-	69	24	45	18	14	219
Passengers commuting	-	59	-	58	19	39	24	18	279
Passengers not commuting	-	59	-	69	20	49	16	14	142
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	68	75	67	35	32	18	15	592
The length of time waited	-	71	77	70	35	34	16	14	633
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	83	83	85	42	43	9	6	636
ON THE BUS									
Route/destination information on the outside of the bus	-	85	87	87	51	36	12	2	621
The cleanliness and condition of the outside of the bus	-	88	90	84	44	41	13	3	620
The ease of getting onto and off the bus	-	94	94	92	57	35	6	2	641
The length of time it took to board	-	94	91	90	53	37	7	3	630
The cleanliness and condition of the inside of the bus	-	86	87	82	38	45	12	5	632
The information provided inside the bus	-	66	77	66	32	35	28	5	570
The availability of seating or space to stand	-	90	94	88	55	33	8	4	632
The comfort of the seats	-	81	84	80	38	41	12	8	631
The amount of personal space you had around you	-	78	83	76	36	40	15	9	625
Provision of grab rails to stand/move within the bus	-	86	87	84	44	40	13	3	620
The temperature inside the bus	-	79	85	79	37	42	13	8	628
Your personal security whilst on the bus	-	88	92	89	46	43	11	0	626
THE BUS DRIVER									
How near to the kerb the driver stopped	-	93	92	92	62	31	7	1	607
The driver's appearance	-	92	91	89	60	30	9	2	589
The greeting/welcome you got from the driver	-	77	86	77	46	31	15	8	617
The helpfulness and attitude of the driver	-	78	85	75	47	28	19	6	594
The time the driver gave you to get to your seat	-	82	85	78	47	32	15	6	601
Smoothness/freedom from jolting during the journey	-	74	81	76	38	38	14	10	609
Safety of the driving (i.e. speed, driver concentrating)	-	90	92	89	53	36	9	2	610

Oxford Bus – Park and Ride services

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
OVERALL JOURNEY									
All passengers	-	**96**	**92**	**93**	**57**	**36**	**4**	**3**	**300**
Fare-paying passengers	-	95	91	93	56	37	4	4	223
Free pass holders	-	99	97	97	66	30	2	1	75
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	94	91	92	61	31	6	2	136
Passengers commuting	-	95	88	91	48	44	3	5	155
Passengers not commuting	-	96	97	96	72	24	4	0	138
Passengers saying they have a disability	-	-	-	-	-	-	-	-	-
VALUE FOR MONEY									
All fare-paying passengers	-	**74**	**67**	**66**	**32**	**34**	**20**	**14**	**221**
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	77	71	72	37	35	17	11	133
Passengers commuting	-	73	60	65	26	38	17	19	142
Passengers not commuting	-	77	80	70	44	27	24	6	76
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	90	76	84	62	22	9	7	273
The length of time waited	-	89	77	83	59	23	10	7	303
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	91	87	88	60	28	8	5	303
ON THE BUS									
Route/destination information on the outside of the bus	-	92	84	92	61	31	7	1	290
The cleanliness and condition of the outside of the bus	-	94	91	90	60	30	6	3	293
The ease of getting onto and off the bus	-	98	96	97	72	25	2	1	307
The length of time it took to board	-	95	93	95	72	23	3	2	309
The cleanliness and condition of the inside of the bus	-	94	94	93	53	40	4	3	305
The information provided inside the bus	-	76	67	74	43	31	23	3	260
The availability of seating or space to stand	-	98	92	97	74	23	2	1	308
The comfort of the seats	-	90	86	91	47	44	7	2	306
The amount of personal space you had around you	-	86	82	88	56	32	9	2	306
Provision of grab rails to stand/move within the bus	-	91	90	94	57	37	5	1	294
The temperature inside the bus	-	89	83	85	44	41	9	6	306
Your personal security whilst on the bus	-	94	92	94	63	31	6	0	304
THE BUS DRIVER									
How near to the kerb the driver stopped	-	95	94	97	79	18	2	0	303
The driver's appearance	-	91	91	94	74	20	5	1	297
The greeting/welcome you got from the driver	-	78	82	86	59	27	12	2	307
The helpfulness and attitude of the driver	-	77	84	85	59	26	14	1	294
The time the driver gave you to get to your seat	-	86	84	91	65	26	8	1	297
Smoothness/freedom from jolting during the journey	-	81	81	86	53	32	10	5	306
Safety of the driving (i.e. speed, driver concentrating)	-	92	92	95	70	25	4	0	306

Plymouth Citybus

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
OVERALL JOURNEY									
All passengers	**-**	**93**	**84**	**90**	**51**	**39**	**7**	**3**	**620**
Fare-paying passengers	-	92	81	87	44	43	8	4	297
Free pass holders	-	95	90	94	63	31	4	2	311
Aged 16 to 34	-	89	78	82	37	45	11	7	129
Aged 35 to 59	-	95	84	90	49	41	8	2	168
Passengers commuting	-	91	78	85	43	42	8	7	176
Passengers not commuting	-	94	90	93	56	37	6	1	425
Passengers saying they have a disability	-	95	85	89	52	37	6	5	190
VALUE FOR MONEY									
All fare-paying passengers	**-**	**62**	**56**	**61**	**20**	**41**	**18**	**21**	**291**
Aged 16 to 34	-	53	50	57	18	40	15	27	113
Aged 35 to 59	-	73	61	61	19	42	21	18	131
Passengers commuting	-	57	55	58	17	41	21	21	148
Passengers not commuting	-	66	61	65	26	40	13	22	141
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	85	65	75	41	34	11	14	575
The length of time waited	-	83	68	72	39	34	14	13	589
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	90	81	85	51	35	9	5	608
ON THE BUS									
Route/destination information on the outside of the bus	-	89	80	82	48	34	14	4	583
The cleanliness and condition of the outside of the bus	-	84	79	81	41	39	15	5	572
The ease of getting onto and off the bus	-	93	90	91	57	34	6	3	599
The length of time it took to board	-	94	89	91	59	32	6	3	585
The cleanliness and condition of the inside of the bus	-	86	80	85	41	44	11	4	606
The information provided inside the bus	-	68	62	65	29	37	28	7	542
The availability of seating or space to stand	-	90	81	89	54	35	6	5	599
The comfort of the seats	-	80	71	77	36	41	12	11	594
The amount of personal space you had around you	-	81	69	78	38	39	11	11	592
Provision of grab rails to stand/move within the bus	-	87	80	86	45	41	10	4	590
The temperature inside the bus	-	79	75	77	36	42	13	9	594
Your personal security whilst on the bus	-	85	84	83	48	36	13	4	590
THE BUS DRIVER									
How near to the kerb the driver stopped	-	92	90	92	61	31	6	2	601
The driver's appearance	-	91	87	91	63	28	7	2	591
The greeting/welcome you got from the driver	-	85	80	83	57	25	11	6	593
The helpfulness and attitude of the driver	-	84	80	81	56	26	13	6	581
The time the driver gave you to get to your seat	-	88	86	87	61	27	9	4	588
Smoothness/freedom from jolting during the journey	-	81	79	80	47	33	12	8	591
Safety of the driving (i.e. speed, driver concentrating)	-	92	90	89	61	28	8	3	593

Reading Buses

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
OVERALL JOURNEY									
All passengers	**94**	**89**	**93**	**93**	**55**	**38**	**5**	**2**	**1033**
Fare-paying passengers	93	87	91	92	49	43	6	2	611
Free pass holders	97	96	96	96	73	24	3	1	412
Aged 16 to 34	94	85	90	91	45	46	8	1	270
Aged 35 to 59	92	89	91	94	55	38	3	3	346
Passengers commuting	93	85	91	94	48	46	4	2	445
Passengers not commuting	96	93	94	93	64	29	5	1	551
Passengers saying they have a disability	96	90	93	94	62	31	5	1	236
VALUE FOR MONEY									
All fare-paying passengers	**58**	**62**	**69**	**63**	**25**	**38**	**18**	**19**	**610**
Aged 16 to 34	52	56	61	58	22	36	22	20	252
Aged 35 to 59	64	67	76	68	27	41	15	17	307
Passengers commuting	57	60	69	64	23	42	18	18	404
Passengers not commuting	59	65	67	60	28	31	20	20	188
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	85	74	81	79	47	32	10	11	986
The length of time waited	84	75	81	80	45	35	11	9	1017
ON-BUS JOURNEY TIME									
Time journey on the bus took	88	85	86	87	54	32	9	4	1037
ON THE BUS									
Route/destination information on the outside of the bus	91	87	91	90	61	29	8	2	1005
The cleanliness and condition of the outside of the bus	86	87	89	88	51	37	9	2	996
The ease of getting onto and off the bus	94	93	94	94	65	29	5	1	1030
The length of time it took to board	94	91	92	93	64	29	5	2	1019
The cleanliness and condition of the inside of the bus	86	82	89	84	44	40	11	5	1035
The information provided inside the bus	84	85	86	85	47	39	13	2	998
The availability of seating or space to stand	92	89	90	92	55	36	5	4	1021
The comfort of the seats	82	81	85	84	44	39	11	6	1016
The amount of personal space you had around you	80	77	80	84	44	40	10	7	1014
Provision of grab rails to stand/move within the bus	88	87	88	89	50	39	8	3	1000
The temperature inside the bus	84	79	83	85	44	41	9	6	1013
Your personal security whilst on the bus	89	88	88	89	54	35	9	2	1013
THE BUS DRIVER									
How near to the kerb the driver stopped	96	94	96	94	68	26	5	1	1012
The driver's appearance	93	91	93	92	65	27	7	1	986
The greeting/welcome you got from the driver	79	82	86	84	53	31	11	5	1019
The helpfulness and attitude of the driver	80	81	85	84	55	30	13	3	985
The time the driver gave you to get to your seat	82	84	85	85	54	31	11	4	1000
Smoothness/freedom from jolting during the journey	82	82	83	84	50	35	10	6	1006
Safety of the driving (i.e. speed, driver concentrating)	91	90	92	92	62	31	6	2	995

Rosso Buses

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
OVERALL JOURNEY									
All passengers	**-**	**-**	**-**	**83**	**45**	**38**	**9**	**7**	**286**
Fare-paying passengers	-	-	-	69	35	34	16	15	118
Free pass holders	-	-	-	98	56	42	2	0	161
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	68	34	34	15	16	84
Passengers not commuting	-	-	-	93	52	41	6	2	193
Passengers saying they have a disability	-	-	-	88	45	42	11	1	99
VALUE FOR MONEY									
All fare-paying passengers	**-**	**-**	**-**	**56**	**29**	**27**	**17**	**27**	**115**
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	76	44	32	10	14	269
The length of time waited	-	-	-	73	44	30	14	12	286
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	83	53	30	13	4	296
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	90	60	30	9	2	278
The cleanliness and condition of the outside of the bus	-	-	-	80	41	39	13	7	267
The ease of getting onto and off the bus	-	-	-	91	59	32	5	4	284
The length of time it took to board	-	-	-	89	61	29	8	3	280
The cleanliness and condition of the inside of the bus	-	-	-	83	36	47	8	9	289
The information provided inside the bus	-	-	-	58	24	34	28	14	240
The availability of seating or space to stand	-	-	-	88	48	40	9	4	284
The comfort of the seats	-	-	-	72	34	38	15	13	280
The amount of personal space you had around you	-	-	-	79	35	44	10	11	286
Provision of grab rails to stand/move within the bus	-	-	-	88	40	48	7	5	281
The temperature inside the bus	-	-	-	75	33	42	13	12	284
Your personal security whilst on the bus	-	-	-	86	45	41	11	3	280
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	91	64	26	8	1	277
The driver's appearance	-	-	-	88	57	30	10	2	277
The greeting/welcome you got from the driver	-	-	-	79	51	28	13	8	281
The helpfulness and attitude of the driver	-	-	-	77	50	27	13	10	273
The time the driver gave you to get to your seat	-	-	-	81	51	31	9	10	280
Smoothness/freedom from jolting during the journey	-	-	-	73	39	34	14	13	283
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	90	59	32	4	6	287

Southern Vectis

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
OVERALL JOURNEY									
All passengers	-	**89**	**89**	**91**	**57**	**33**	**7**	**2**	**315**
Fare-paying passengers	-	87	82	82	39	44	13	4	100
Free pass holders	-	91	97	97	73	24	3	0	209
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	91	91	95	71	25	5	0	252
Passengers saying they have a disability	-	81	88	82	60	22	14	4	90
VALUE FOR MONEY									
All fare-paying passengers	-	**37**	**46**	**43**	**23**	**20**	**17**	**40**	**99**
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	86	84	82	52	29	11	8	304
The length of time waited	-	81	84	83	49	35	11	6	312
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	90	87	88	61	27	10	2	319
ON THE BUS									
Route/destination information on the outside of the bus	-	90	86	95	66	29	3	2	311
The cleanliness and condition of the outside of the bus	-	82	85	90	48	41	6	4	310
The ease of getting onto and off the bus	-	90	89	93	68	26	5	2	319
The length of time it took to board	-	89	91	94	68	26	4	2	316
The cleanliness and condition of the inside of the bus	-	85	81	87	38	48	9	5	319
The information provided inside the bus	-	66	59	68	31	37	24	8	280
The availability of seating or space to stand	-	90	86	87	50	36	9	4	311
The comfort of the seats	-	81	75	82	40	42	11	7	312
The amount of personal space you had around you	-	77	80	79	42	37	11	10	313
Provision of grab rails to stand/move within the bus	-	83	87	82	47	35	11	6	315
The temperature inside the bus	-	78	83	78	37	40	17	5	315
Your personal security whilst on the bus	-	87	87	87	53	35	9	4	314
THE BUS DRIVER									
How near to the kerb the driver stopped	-	92	93	95	69	26	4	1	316
The driver's appearance	-	92	92	95	69	26	4	0	312
The greeting/welcome you got from the driver	-	79	82	87	61	25	10	4	315
The helpfulness and attitude of the driver	-	76	82	88	62	26	9	3	309
The time the driver gave you to get to your seat	-	82	85	91	65	26	6	3	313
Smoothness/freedom from jolting during the journey	-	70	79	83	48	34	10	8	311
Safety of the driving (i.e. speed, driver concentrating)	-	85	89	91	65	26	7	2	315

Stagecoach Cumbria and North Lincolnshire*

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	2016 all satisfied	2016 very satisfied	2016 fairly satisfied	2016 neither /nor	2016 all dissatisfied	2016 base size
OVERALL JOURNEY									
All passengers	**-**	**-**	**-**	**87**	**52**	**35**	**11**	**2**	**293**
Fare-paying passengers	-	-	-	82	40	42	16	3	134
Free pass holders	-	-	-	94	68	26	4	2	155
Aged 16 to 34	-	-	-	77	34	42	20	4	84
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	82	31	51	16	1	84
Passengers not commuting	-	-	-	89	64	25	8	3	200
Passengers saying they have a disability	-	-	-	85	58	28	12	2	89
VALUE FOR MONEY									
All fare-paying passengers	**-**	**-**	**-**	**60**	**30**	**31**	**19**	**20**	**129**
Aged 16 to 34	-	-	-	55	24	31	23	22	80
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	58	31	27	20	22	75
Passengers not commuting	-	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	78	48	30	13	9	265
The length of time waited	-	-	-	79	46	32	12	9	287
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	86	58	29	9	4	296
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	89	62	27	10	1	281
The cleanliness and condition of the outside of the bus	-	-	-	86	50	36	10	3	278
The ease of getting onto and off the bus	-	-	-	96	65	31	3	1	287
The length of time it took to board	-	-	-	94	63	32	3	2	277
The cleanliness and condition of the inside of the bus	-	-	-	87	42	45	9	3	291
The information provided inside the bus	-	-	-	73	31	41	23	4	258
The availability of seating or space to stand	-	-	-	89	59	30	5	6	283
The comfort of the seats	-	-	-	81	40	42	13	5	283
The amount of personal space you had around you	-	-	-	77	39	38	14	9	280
Provision of grab rails to stand/move within the bus	-	-	-	90	50	40	7	4	283
The temperature inside the bus	-	-	-	84	43	41	8	8	285
Your personal security whilst on the bus	-	-	-	90	53	36	9	1	282
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	93	71	22	5	2	285
The driver's appearance	-	-	-	88	64	25	10	2	270
The greeting/welcome you got from the driver	-	-	-	77	55	21	13	10	282
The helpfulness and attitude of the driver	-	-	-	80	58	22	11	8	272
The time the driver gave you to get to your seat	-	-	-	85	59	26	9	6	279
Smoothness/freedom from jolting during the journey	-	-	-	83	49	35	8	9	281
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	89	64	25	9	2	286

*Stagecoach services operating in Cumbria and North Lincolnshire

Stagecoach in Greater Manchester

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
OVERALL JOURNEY									
All passengers	**87**	**86**	**81**	**82**	**37**	**45**	**12**	**6**	**880**
Fare-paying passengers	86	85	80	79	31	48	14	7	521
Free pass holders	91	92	88	94	59	35	4	2	352
Aged 16 to 34	85	82	75	76	23	52	16	8	263
Aged 35 to 59	89	88	87	84	42	43	9	7	257
Passengers commuting	84	81	78	76	28	48	14	9	356
Passengers not commuting	92	90	86	89	48	42	8	3	499
Passengers saying they have a disability	88	79	74	80	43	37	11	9	262
VALUE FOR MONEY									
All fare-paying passengers	**70**	**74**	**69**	**71**	**32**	**39**	**16**	**13**	**510**
Aged 16 to 34	67	73	62	66	27	39	18	16	244
Aged 35 to 59	75	76	81	76	37	40	13	10	218
Passengers commuting	68	73	69	66	28	38	19	15	323
Passengers not commuting	72	76	68	80	39	40	10	10	182
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	79	75	71	66	36	30	14	20	777
The length of time waited	82	80	75	68	38	30	15	17	862
ON-BUS JOURNEY TIME									
Time journey on the bus took	82	82	79	75	41	34	14	11	867
ON THE BUS									
Route/destination information on the outside of the bus	84	83	83	85	50	35	12	3	815
The cleanliness and condition of the outside of the bus	76	81	76	76	37	39	16	8	824
The ease of getting onto and off the bus	89	89	87	90	52	37	7	3	863
The length of time it took to board	87	89	87	88	50	38	9	3	849
The cleanliness and condition of the inside of the bus	69	74	70	71	27	43	16	13	868
The information provided inside the bus	58	59	62	61	24	37	31	8	765
The availability of seating or space to stand	82	86	84	84	46	37	9	7	859
The comfort of the seats	72	76	73	78	35	43	13	9	857
The amount of personal space you had around you	68	74	70	72	33	38	15	13	860
Provision of grab rails to stand/move within the bus	79	82	83	81	39	41	14	5	849
The temperature inside the bus	76	75	73	77	32	45	14	9	856
Your personal security whilst on the bus	80	82	80	81	39	42	15	3	861
THE BUS DRIVER									
How near to the kerb the driver stopped	92	92	91	89	55	35	8	2	839
The driver's appearance	86	89	90	87	53	34	12	1	806
The greeting/welcome you got from the driver	61	70	66	64	35	29	27	9	817
The helpfulness and attitude of the driver	65	73	67	65	36	29	28	7	795
The time the driver gave you to get to your seat	72	75	70	70	35	35	20	11	823
Smoothness/freedom from jolting during the journey	72	75	70	71	32	40	19	10	839
Safety of the driving (i.e. speed, driver concentrating)	85	86	86	87	46	40	11	2	836

Stagecoach in Lincolnshires*

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	2016 all satisfied	2016 very satisfied	2016 fairly satisfied	2016 neither /nor	2016 all dissatisfied	2016 base size
OVERALL JOURNEY									
All passengers	-	-	-	**90**	**51**	**39**	**7**	**2**	**376**
Fare-paying passengers	-	-	-	88	48	40	9	3	147
Free pass holders	-	-	-	94	58	36	4	2	220
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	88	47	41	11	1	88
Passengers commuting	-	-	-	87	43	44	11	2	98
Passengers not commuting	-	-	-	93	58	35	5	2	262
Passengers saying they have a disability	-	-	-	90	59	31	5	4	135
VALUE FOR MONEY									
All fare-paying passengers	-	-	-	**71**	**36**	**35**	**14**	**15**	**141**
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	69	27	42	16	15	83
Passengers not commuting	-	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	77	43	34	9	14	350
The length of time waited	-	-	-	76	41	35	11	13	365
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	82	50	33	8	9	368
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	81	52	29	15	4	347
The cleanliness and condition of the outside of the bus	-	-	-	80	38	42	16	5	337
The ease of getting onto and off the bus	-	-	-	92	59	33	6	2	371
The length of time it took to board	-	-	-	92	61	31	7	1	357
The cleanliness and condition of the inside of the bus	-	-	-	83	32	51	9	8	369
The information provided inside the bus	-	-	-	68	29	39	25	7	331
The availability of seating or space to stand	-	-	-	88	52	36	8	4	363
The comfort of the seats	-	-	-	80	39	41	10	10	365
The amount of personal space you had around you	-	-	-	75	39	36	14	11	357
Provision of grab rails to stand/move within the bus	-	-	-	84	42	43	11	4	364
The temperature inside the bus	-	-	-	83	42	41	12	5	360
Your personal security whilst on the bus	-	-	-	88	48	40	10	2	355
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	92	60	31	7	2	360
The driver's appearance	-	-	-	93	64	29	7	1	354
The greeting/welcome you got from the driver	-	-	-	84	57	27	12	4	355
The helpfulness and attitude of the driver	-	-	-	82	58	24	13	5	355
The time the driver gave you to get to your seat	-	-	-	86	54	32	9	5	358
Smoothness/freedom from jolting during the journey	-	-	-	79	46	33	13	8	363
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	90	61	29	7	3	359

*Stagecoach services operating in Lincolnshire, North Lincolnshire and North East Lincolnshire

Stagecoach in Merseyside

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
OVERALL JOURNEY									
All passengers	**92**	**89**	**90**	**87**	**50**	**38**	**11**	**2**	**660**
Fare-paying passengers	93	87	89	86	44	41	12	3	349
Free pass holders	91	94	93	93	66	27	6	1	302
Aged 16 to 34	92	84	85	80	41	40	18	2	171
Aged 35 to 59	91	92	94	91	47	44	6	3	207
Passengers commuting	92	85	86	84	43	41	14	3	269
Passengers not commuting	92	91	94	92	57	35	7	1	364
Passengers saying they have a disability	88	82	86	90	56	33	9	1	183
VALUE FOR MONEY									
All fare-paying passengers	**62**	**75**	**81**	**76**	**39**	**37**	**15**	**9**	**343**
Aged 16 to 34	49	72	73	72	37	34	20	8	156
Aged 35 to 59	74	82	89	81	40	41	9	10	175
Passengers commuting	56	75	78	77	41	36	15	9	223
Passengers not commuting	71	77	89	76	37	39	15	10	114
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	83	76	81	78	42	36	12	9	584
The length of time waited	86	79	83	83	46	37	9	8	661
ON-BUS JOURNEY TIME									
Time journey on the bus took	88	85	88	86	51	34	10	4	667
ON THE BUS									
Route/destination information on the outside of the bus	89	85	88	85	52	33	13	2	620
The cleanliness and condition of the outside of the bus	84	83	87	84	45	39	11	5	606
The ease of getting onto and off the bus	93	90	93	91	59	32	7	2	639
The length of time it took to board	96	88	94	90	61	29	8	2	616
The cleanliness and condition of the inside of the bus	87	82	83	83	39	43	9	9	654
The information provided inside the bus	71	71	74	72	35	37	24	4	571
The availability of seating or space to stand	91	86	89	91	55	36	6	2	640
The comfort of the seats	83	79	82	85	45	40	12	4	641
The amount of personal space you had around you	83	74	77	83	42	41	11	6	630
Provision of grab rails to stand/move within the bus	85	81	87	89	46	43	8	3	628
The temperature inside the bus	84	74	79	81	39	41	14	6	632
Your personal security whilst on the bus	85	82	85	89	50	39	8	2	636
THE BUS DRIVER									
How near to the kerb the driver stopped	92	94	92	94	63	30	5	2	634
The driver's appearance	90	90	91	91	62	29	9	1	599
The greeting/welcome you got from the driver	74	71	77	74	45	28	21	5	608
The helpfulness and attitude of the driver	76	73	79	78	48	30	18	4	596
The time the driver gave you to get to your seat	79	74	80	81	47	34	15	4	606
Smoothness/freedom from jolting during the journey	78	76	79	80	46	33	14	6	616
Safety of the driving (i.e. speed, driver concentrating)	89	89	90	89	56	34	9	1	615

Stagecoach in Nottinghamshire

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	2016 all satisfied	2016 very satisfied	2016 fairly satisfied	2016 neither /nor	2016 all dissatisfied	2016 base size
OVERALL JOURNEY									
All passengers	**-**	**94**	**92**	**90**	**52**	**38**	**8**	**1**	**381**
Fare-paying passengers	-	88	91	89	48	40	11	1	144
Free pass holders	-	98	93	92	57	35	6	2	231
Aged 16 to 34	-	-	85	-	-	-	-	-	-
Aged 35 to 59	-	-	94	94	56	38	6	0	89
Passengers commuting	-	-	91	89	42	47	10	1	75
Passengers not commuting	-	95	92	91	58	33	7	2	289
Passengers saying they have a disability	-	94	93	91	53	37	8	1	159
VALUE FOR MONEY									
All fare-paying passengers	**-**	**62**	**62**	**68**	**27**	**42**	**8**	**24**	**137**
Aged 16 to 34	-	-	57	-	-	-	-	-	-
Aged 35 to 59	-	-	69	66	23	43	12	22	78
Passengers commuting	-	-	60	-	-	-	-	-	-
Passengers not commuting	-	-	68	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	85	78	78	45	33	11	11	352
The length of time waited	-	83	80	81	45	36	12	7	362
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	91	92	91	61	31	7	2	379
ON THE BUS									
Route/destination information on the outside of the bus	-	89	88	92	58	34	6	2	356
The cleanliness and condition of the outside of the bus	-	86	79	82	39	43	10	7	345
The ease of getting onto and off the bus	-	94	93	94	60	34	4	2	361
The length of time it took to board	-	95	94	92	62	30	6	2	348
The cleanliness and condition of the inside of the bus	-	84	77	76	38	38	14	10	365
The information provided inside the bus	-	74	69	75	30	45	21	5	315
The availability of seating or space to stand	-	89	90	88	57	32	9	3	353
The comfort of the seats	-	78	76	73	35	38	16	12	352
The amount of personal space you had around you	-	77	79	82	37	45	10	8	349
Provision of grab rails to stand/move within the bus	-	88	86	88	47	41	8	4	349
The temperature inside the bus	-	78	80	75	36	40	15	10	352
Your personal security whilst on the bus	-	88	89	88	51	36	11	1	346
THE BUS DRIVER									
How near to the kerb the driver stopped	-	96	94	93	67	26	5	2	362
The driver's appearance	-	95	94	92	67	26	6	2	353
The greeting/welcome you got from the driver	-	84	82	81	56	26	14	5	363
The helpfulness and attitude of the driver	-	85	84	82	54	28	14	4	350
The time the driver gave you to get to your seat	-	88	84	85	58	27	11	4	356
Smoothness/freedom from jolting during the journey	-	81	78	80	45	35	13	6	356
Safety of the driving (i.e. speed, driver concentrating)	-	91	88	89	65	25	8	2	354

Stagecoach in Oxfordshire

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
OVERALL JOURNEY									
All passengers	-	**87**	**88**	**89**	**48**	**42**	**6**	**4**	**444**
Fare-paying passengers	-	85	86	87	42	45	7	6	271
Free pass holders	-	94	92	96	67	29	3	1	168
Aged 16 to 34	-	85	82	86	40	47	8	6	122
Aged 35 to 59	-	83	90	89	47	42	6	5	143
Passengers commuting	-	81	83	84	38	46	8	8	161
Passengers not commuting	-	93	93	94	57	38	4	2	268
Passengers saying they have a disability	-	89	81	91	55	36	5	4	120
VALUE FOR MONEY									
All fare-paying passengers	-	**58**	**57**	**58**	**24**	**34**	**17**	**24**	**263**
Aged 16 to 34	-	53	51	52	24	28	16	33	116
Aged 35 to 59	-	62	64	67	23	44	19	14	124
Passengers commuting	-	54	53	55	22	33	17	28	139
Passengers not commuting	-	62	63	63	28	35	19	18	116
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	74	75	71	38	33	15	14	407
The length of time waited	-	78	76	71	38	33	16	12	434
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	84	83	83	46	37	10	6	441
ON THE BUS									
Route/destination information on the outside of the bus	-	88	87	85	55	30	13	2	428
The cleanliness and condition of the outside of the bus	-	81	83	86	45	41	11	2	410
The ease of getting onto and off the bus	-	93	92	93	62	31	5	2	435
The length of time it took to board	-	90	92	93	63	30	6	2	430
The cleanliness and condition of the inside of the bus	-	81	83	86	40	47	7	7	442
The information provided inside the bus	-	65	64	66	31	35	28	6	385
The availability of seating or space to stand	-	91	90	91	59	31	7	3	433
The comfort of the seats	-	82	81	81	43	38	13	6	434
The amount of personal space you had around you	-	78	79	78	44	34	14	8	430
Provision of grab rails to stand/move within the bus	-	84	86	82	48	34	14	4	431
The temperature inside the bus	-	81	80	74	35	39	15	10	435
Your personal security whilst on the bus	-	86	88	87	51	36	11	2	432
THE BUS DRIVER									
How near to the kerb the driver stopped	-	94	94	94	66	28	5	1	430
The driver's appearance	-	92	90	91	64	27	9	0	413
The greeting/welcome you got from the driver	-	80	79	79	50	29	16	5	422
The helpfulness and attitude of the driver	-	81	80	85	52	33	11	4	422
The time the driver gave you to get to your seat	-	82	82	82	51	31	13	5	423
Smoothness/freedom from jolting during the journey	-	79	76	76	40	35	17	8	425
Safety of the driving (i.e. speed, driver concentrating)	-	91	89	92	54	38	8	0	428

Stagecoach South East

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
OVERALL JOURNEY									
All passengers	**-**	**-**	**-**	**80**	**41**	**39**	**14**	**6**	**335**
Fare-paying passengers	-	-	-	77	35	42	16	7	139
Free pass holders	-	-	-	86	48	37	9	5	190
Aged 16 to 34	-	-	-	74	35	39	18	9	75
Aged 35 to 59	-	-	-	77	28	48	19	5	83
Passengers commuting	-	-	-	72	31	41	17	11	104
Passengers not commuting	-	-	-	87	50	38	10	3	220
Passengers saying they have a disability	-	-	-	76	38	38	14	10	114
VALUE FOR MONEY									
All fare-paying passengers	**-**	**-**	**-**	**55**	**21**	**34**	**20**	**25**	**139**
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	-	-	53	18	35	19	27	87
Passengers not commuting	-	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	61	33	29	20	19	315
The length of time waited	-	-	-	65	31	33	21	15	333
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	80	50	30	17	3	323
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	84	49	35	14	2	328
The cleanliness and condition of the outside of the bus	-	-	-	74	31	43	20	6	323
The ease of getting onto and off the bus	-	-	-	81	48	33	15	3	337
The length of time it took to board	-	-	-	79	48	31	15	6	333
The cleanliness and condition of the inside of the bus	-	-	-	76	30	46	12	11	338
The information provided inside the bus	-	-	-	64	19	45	29	7	306
The availability of seating or space to stand	-	-	-	82	36	47	14	3	335
The comfort of the seats	-	-	-	68	22	47	23	9	335
The amount of personal space you had around you	-	-	-	67	27	40	19	13	334
Provision of grab rails to stand/move within the bus	-	-	-	77	34	43	19	4	330
The temperature inside the bus	-	-	-	71	29	42	20	9	333
Your personal security whilst on the bus	-	-	-	79	38	41	17	4	330
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	86	58	28	13	2	326
The driver's appearance	-	-	-	82	51	32	17	1	322
The greeting/welcome you got from the driver	-	-	-	66	37	29	25	9	331
The helpfulness and attitude of the driver	-	-	-	67	40	27	24	9	323
The time the driver gave you to get to your seat	-	-	-	67	39	28	24	9	329
Smoothness/freedom from jolting during the journey	-	-	-	67	33	34	21	13	327
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	78	46	32	17	5	332

Stagecoach South West

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
OVERALL JOURNEY									
All passengers	**-**	**-**	**-**	**89**	**51**	**38**	**8**	**3**	**464**
Fare-paying passengers	-	-	-	83	38	45	12	5	234
Free pass holders	-	-	-	95	66	29	4	1	221
Aged 16 to 34	-	-	-	83	32	51	15	2	116
Aged 35 to 59	-	-	-	83	41	43	9	8	116
Passengers commuting	-	-	-	80	32	48	14	7	147
Passengers not commuting	-	-	-	94	61	33	5	1	303
Passengers saying they have a disability	-	-	-	90	52	39	7	3	121
VALUE FOR MONEY									
All fare-paying passengers	**-**	**-**	**-**	**62**	**25**	**37**	**17**	**21**	**231**
Aged 16 to 34	-	-	-	57	20	38	18	25	105
Aged 35 to 59	-	-	-	66	25	41	16	18	100
Passengers commuting	-	-	-	59	20	39	17	23	125
Passengers not commuting	-	-	-	66	31	36	16	17	99
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	74	44	31	15	11	413
The length of time waited	-	-	-	74	40	34	16	10	447
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	85	54	31	11	4	459
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	89	64	24	9	2	425
The cleanliness and condition of the outside of the bus	-	-	-	86	46	40	12	2	423
The ease of getting onto and off the bus	-	-	-	95	67	28	4	1	447
The length of time it took to board	-	-	-	93	65	28	5	2	433
The cleanliness and condition of the inside of the bus	-	-	-	83	43	41	10	7	445
The information provided inside the bus	-	-	-	61	32	29	32	6	395
The availability of seating or space to stand	-	-	-	89	59	30	6	5	438
The comfort of the seats	-	-	-	80	46	34	13	7	434
The amount of personal space you had around you	-	-	-	79	45	34	13	8	433
Provision of grab rails to stand/move within the bus	-	-	-	89	53	36	8	3	428
The temperature inside the bus	-	-	-	81	44	37	13	6	436
Your personal security whilst on the bus	-	-	-	90	56	34	9	1	438
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	94	67	27	5	1	437
The driver's appearance	-	-	-	90	65	25	9	2	426
The greeting/welcome you got from the driver	-	-	-	79	52	27	17	4	442
The helpfulness and attitude of the driver	-	-	-	80	55	24	17	4	429
The time the driver gave you to get to your seat	-	-	-	86	58	28	9	5	437
Smoothness/freedom from jolting during the journey	-	-	-	80	47	32	12	8	445
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	91	62	29	7	2	440

Stagecoach in South Yorkshire

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	2016 all satisfied	2016 very satisfied	2016 fairly satisfied	2016 neither /nor	2016 all dissatisfied	2016 base size
OVERALL JOURNEY									
All passengers	**89**	**88**	**88**	**89**	**49**	**40**	**7**	**4**	**588**
Fare-paying passengers	88	84	86	87	43	44	7	6	284
Free pass holders	91	95	94	94	62	32	5	0	295
Aged 16 to 34	83	78	83	84	34	50	7	9	102
Aged 35 to 59	92	90	89	89	49	40	9	2	188
Passengers commuting	84	82	84	85	43	42	9	5	168
Passengers not commuting	92	92	94	92	52	40	5	3	397
Passengers saying they have a disability	85	88	-	90	54	35	6	4	211
VALUE FOR MONEY									
All fare-paying passengers	**75**	**71**	**71**	**68**	**34**	**34**	**16**	**15**	**284**
Aged 16 to 34	74	67	65	59	26	33	15	25	90
Aged 35 to 59	76	77	76	75	41	33	18	8	158
Passengers commuting	77	73	69	69	35	34	16	15	147
Passengers not commuting	73	68	75	67	34	34	18	15	132
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	80	85	79	83	46	37	12	5	533
The length of time waited	79	86	79	79	42	38	15	6	566
ON-BUS JOURNEY TIME									
Time journey on the bus took	86	89	86	84	54	30	12	4	590
ON THE BUS									
Route/destination information on the outside of the bus	83	89	86	82	53	28	15	3	549
The cleanliness and condition of the outside of the bus	82	82	80	80	43	38	13	6	552
The ease of getting onto and off the bus	94	93	93	91	57	34	7	1	577
The length of time it took to board	93	93	92	90	61	29	8	2	560
The cleanliness and condition of the inside of the bus	83	81	80	79	38	42	9	12	578
The information provided inside the bus	71	68	67	69	32	37	23	8	508
The availability of seating or space to stand	91	92	89	88	52	36	7	5	563
The comfort of the seats	78	80	75	76	38	38	16	8	570
The amount of personal space you had around you	77	79	74	75	36	40	13	11	559
Provision of grab rails to stand/move within the bus	87	87	86	86	46	40	10	4	563
The temperature inside the bus	82	82	79	79	36	43	14	7	564
Your personal security whilst on the bus	84	83	85	84	47	38	13	3	566
THE BUS DRIVER									
How near to the kerb the driver stopped	92	95	92	89	65	24	8	2	565
The driver's appearance	92	90	86	89	57	32	10	1	545
The greeting/welcome you got from the driver	74	74	74	71	40	31	22	7	546
The helpfulness and attitude of the driver	75	74	75	73	44	29	21	6	538
The time the driver gave you to get to your seat	83	79	76	78	44	34	14	7	549
Smoothness/freedom from jolting during the journey	79	77	76	78	40	37	14	9	556
Safety of the driving (i.e. speed, driver concentrating)	92	88	89	89	55	34	10	1	556

Stagecoach in Tees Valley

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
OVERALL JOURNEY									
All passengers	**91**	**88**	**90**	**89**	**50**	**39**	**7**	**4**	**791**
Fare-paying passengers	88	83	88	86	40	46	9	5	339
Free pass holders	94	92	93	93	63	30	4	3	443
Aged 16 to 34	86	80	-	88	40	48	8	4	164
Aged 35 to 59	90	87	91	88	48	40	8	4	202
Passengers commuting	84	74	87	85	38	47	8	7	216
Passengers not commuting	95	94	91	93	59	34	5	2	549
Passengers saying they have a disability	94	92	87	92	55	38	6	2	259
VALUE FOR MONEY									
All fare-paying passengers	**68**	**66**	**77**	**71**	**35**	**36**	**16**	**13**	**328**
Aged 16 to 34	61	63	-	73	39	34	15	12	129
Aged 35 to 59	80	71	89	71	33	39	14	14	159
Passengers commuting	68	65	79	70	34	36	17	13	178
Passengers not commuting	66	68	-	74	37	37	14	12	149
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	80	79	81	72	39	33	12	16	710
The length of time waited	83	83	81	74	40	35	11	15	774
ON-BUS JOURNEY TIME									
Time journey on the bus took	89	87	91	87	54	33	8	5	791
ON THE BUS									
Route/destination information on the outside of the bus	87	86	89	85	55	30	13	2	742
The cleanliness and condition of the outside of the bus	80	83	84	82	41	40	14	5	721
The ease of getting onto and off the bus	91	93	94	93	56	36	6	1	758
The length of time it took to board	92	91	95	91	59	31	8	1	736
The cleanliness and condition of the inside of the bus	83	80	85	81	36	45	12	7	777
The information provided inside the bus	71	71	75	72	34	38	22	6	703
The availability of seating or space to stand	86	89	93	88	50	38	8	5	752
The comfort of the seats	74	74	83	79	37	42	15	7	758
The amount of personal space you had around you	73	73	80	77	37	39	15	8	750
Provision of grab rails to stand/move within the bus	84	85	88	86	48	38	10	4	751
The temperature inside the bus	77	76	84	80	39	40	14	7	752
Your personal security whilst on the bus	86	82	89	88	49	39	10	2	755
THE BUS DRIVER									
How near to the kerb the driver stopped	95	92	92	94	63	31	5	1	757
The driver's appearance	91	90	93	92	62	30	7	1	743
The greeting/welcome you got from the driver	78	75	81	78	47	31	16	6	750
The helpfulness and attitude of the driver	77	73	81	79	49	30	18	4	724
The time the driver gave you to get to your seat	81	75	86	84	51	33	11	6	735
Smoothness/freedom from jolting during the journey	79	76	80	81	46	35	14	5	742
Safety of the driving (i.e. speed, driver concentrating)	91	87	90	91	59	33	8	1	732

Stagecoach in Tyne and Wear

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
OVERALL JOURNEY									
All passengers	**91**	**89**	**85**	**87**	**44**	**43**	**9**	**4**	**532**
Fare-paying passengers	89	87	81	85	41	44	10	5	254
Free pass holders	94	95	94	92	50	42	7	2	274
Aged 16 to 34	87	86	73	91	33	58	4	5	81
Aged 35 to 59	93	86	89	80	42	38	15	6	183
Passengers commuting	88	81	80	86	35	51	8	6	147
Passengers not commuting	92	95	89	88	54	34	10	2	369
Passengers saying they have a disability	90	90	81	84	43	41	12	4	189
VALUE FOR MONEY									
All fare-paying passengers	**63**	**67**	**68**	**74**	**29**	**45**	**18**	**9**	**254**
Aged 16 to 34	60	62	63	81	30	51	15	4	78
Aged 35 to 59	66	72	72	65	26	39	20	14	149
Passengers commuting	65	63	65	83	28	55	8	9	127
Passengers not commuting	60	73	73	56	31	24	36	8	122
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	76	75	70	75	37	38	11	14	484
The length of time waited	79	77	73	72	40	32	12	17	524
ON-BUS JOURNEY TIME									
Time journey on the bus took	90	93	87	86	51	35	11	3	539
ON THE BUS									
Route/destination information on the outside of the bus	86	85	84	86	51	35	12	2	508
The cleanliness and condition of the outside of the bus	79	79	77	77	35	42	16	7	506
The ease of getting onto and off the bus	92	93	92	88	49	39	10	3	525
The length of time it took to board	91	93	91	88	50	38	10	2	507
The cleanliness and condition of the inside of the bus	77	77	76	81	35	47	10	9	534
The information provided inside the bus	68	66	63	75	30	45	20	5	489
The availability of seating or space to stand	91	90	91	86	47	39	7	6	529
The comfort of the seats	79	80	77	81	35	45	11	9	530
The amount of personal space you had around you	78	82	77	76	36	40	12	13	529
Provision of grab rails to stand/move within the bus	86	87	86	84	45	39	12	5	523
The temperature inside the bus	78	81	80	75	38	37	15	10	525
Your personal security whilst on the bus	86	89	85	85	46	39	11	4	522
THE BUS DRIVER									
How near to the kerb the driver stopped	92	92	92	88	53	35	9	2	514
The driver's appearance	91	89	89	91	57	34	8	2	509
The greeting/welcome you got from the driver	73	67	67	71	41	30	22	7	503
The helpfulness and attitude of the driver	74	70	71	74	44	29	21	6	496
The time the driver gave you to get to your seat	74	73	73	69	40	30	19	12	507
Smoothness/freedom from jolting during the journey	76	72	75	74	39	34	15	11	514
Safety of the driving (i.e. speed, driver concentrating)	88	87	85	80	48	31	15	6	517

Stagecoach West

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
OVERALL JOURNEY									
All passengers	-	-	-	**88**	**53**	**35**	**9**	**3**	**1042**
Fare-paying passengers	-	-	-	85	44	40	12	3	443
Free pass holders	-	-	-	93	68	25	4	3	587
Aged 16 to 34	-	-	-	83	41	42	14	4	202
Aged 35 to 59	-	-	-	87	48	39	10	3	238
Passengers commuting	-	-	-	83	42	41	13	4	333
Passengers not commuting	-	-	-	93	62	31	5	2	666
Passengers saying they have a disability	-	-	-	86	51	36	8	6	317
VALUE FOR MONEY									
All fare-paying passengers	-	-	-	**66**	**29**	**37**	**16**	**18**	**441**
Aged 16 to 34	-	-	-	60	25	35	16	23	174
Aged 35 to 59	-	-	-	72	32	39	15	13	201
Passengers commuting	-	-	-	65	27	38	16	19	273
Passengers not commuting	-	-	-	69	33	36	14	17	162
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	78	48	31	11	11	994
The length of time waited	-	-	-	76	47	30	14	9	1013
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	86	53	33	8	6	1058
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	84	57	27	11	4	1003
The cleanliness and condition of the outside of the bus	-	-	-	80	41	39	14	6	1009
The ease of getting onto and off the bus	-	-	-	92	63	29	6	2	1048
The length of time it took to board	-	-	-	91	61	30	7	2	1019
The cleanliness and condition of the inside of the bus	-	-	-	81	39	42	10	9	1055
The information provided inside the bus	-	-	-	63	31	32	29	8	935
The availability of seating or space to stand	-	-	-	88	54	34	7	5	1036
The comfort of the seats	-	-	-	77	41	36	14	9	1038
The amount of personal space you had around you	-	-	-	80	41	40	11	9	1030
Provision of grab rails to stand/move within the bus	-	-	-	86	48	38	11	3	1011
The temperature inside the bus	-	-	-	79	42	37	14	7	1029
Your personal security whilst on the bus	-	-	-	88	52	36	10	2	1030
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	92	68	24	6	1	1029
The driver's appearance	-	-	-	91	67	24	8	1	1017
The greeting/welcome you got from the driver	-	-	-	83	54	29	12	5	1030
The helpfulness and attitude of the driver	-	-	-	83	56	28	13	4	1009
The time the driver gave you to get to your seat	-	-	-	87	58	29	10	4	1035
Smoothness/freedom from jolting during the journey	-	-	-	80	48	32	13	7	1028
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	90	60	30	8	2	1021

Trent Barton

(2014 and 2015 results are for services in Nottinghamshire only; 2016 results also include Nottingham City)

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	2016 all satisfied	2016 very satisfied	2016 fairly satisfied	2016 neither /nor	2016 all dissatisfied	2016 base size
OVERALL JOURNEY									
All passengers	**-**	**92**	**96**	**93**	**60**	**33**	**5**	**2**	**224**
Fare-paying passengers	-	90	94	91	56	35	8	1	84
Free pass holders	-	95	98	94	73	21	2	3	124
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	87	-	-	-	-	-	-	-
Passengers not commuting	-	95	97	96	72	24	3	2	155
Passengers saying they have a disability	-	-	-	-	-	-	-	-	-
VALUE FOR MONEY									
All fare-paying passengers	**-**	**68**	**58**	**73**	**35**	**38**	**13**	**14**	**81**
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	59	-	-	-	-	-	-	-
Passengers not commuting	-	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	85	82	79	51	29	9	12	213
The length of time waited	-	83	82	81	50	31	13	6	223
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	88	94	86	53	33	10	4	224
ON THE BUS									
Route/destination information on the outside of the bus	-	94	91	89	69	20	10	1	222
The cleanliness and condition of the outside of the bus	-	94	89	95	65	30	4	1	218
The ease of getting onto and off the bus	-	96	94	93	74	20	5	1	222
The length of time it took to board	-	96	99	96	75	21	4	0	217
The cleanliness and condition of the inside of the bus	-	95	90	95	58	37	4	1	225
The information provided inside the bus	-	88	86	86	61	25	13	1	208
The availability of seating or space to stand	-	86	96	90	61	28	8	3	221
The comfort of the seats	-	89	84	92	54	38	5	2	217
The amount of personal space you had around you	-	82	86	81	47	35	11	8	219
Provision of grab rails to stand/move within the bus	-	87	93	85	54	31	11	4	213
The temperature inside the bus	-	81	87	85	44	42	8	6	216
Your personal security whilst on the bus	-	89	92	92	63	29	5	3	217
THE BUS DRIVER									
How near to the kerb the driver stopped	-	95	96	96	72	25	4	0	220
The driver's appearance	-	95	96	94	76	18	6	0	217
The greeting/welcome you got from the driver	-	95	93	92	72	20	7	1	220
The helpfulness and attitude of the driver	-	91	92	92	72	20	7	1	215
The time the driver gave you to get to your seat	-	90	90	88	64	24	8	4	212
Smoothness/freedom from jolting during the journey	-	82	90	86	50	36	8	6	218
Safety of the driving (i.e. speed, driver concentrating)	-	92	93	93	65	28	6	1	218

Wilts and Dorset Buses

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
OVERALL JOURNEY									
All passengers	**-**	**94**	**89**	**91**	**59**	**32**	**5**	**5**	**493**
Fare-paying passengers	-	96	81	87	45	42	6	7	160
Free pass holders	-	91	99	95	74	21	3	2	330
Aged 16 to 34	-	92	-	-	-	-	-	-	-
Aged 35 to 59	-	94	87	88	52	36	9	3	94
Passengers commuting	-	91	78	82	38	44	7	11	102
Passengers not commuting	-	96	97	96	72	24	3	1	378
Passengers saying they have a disability	-	94	93	89	58	31	3	8	150
VALUE FOR MONEY									
All fare-paying passengers	**-**	**59**	**55**	**70**	**33**	**38**	**16**	**14**	**158**
Aged 16 to 34	-	-	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	73	33	40	15	12	80
Passengers commuting	-	59	49	64	28	37	18	17	84
Passengers not commuting	-	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	80	76	75	50	25	11	14	457
The length of time waited	-	81	75	76	49	27	11	14	485
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	86	84	92	64	29	4	4	506
ON THE BUS									
Route/destination information on the outside of the bus	-	85	83	89	65	24	9	2	480
The cleanliness and condition of the outside of the bus	-	87	79	87	55	32	11	3	482
The ease of getting onto and off the bus	-	91	91	95	72	23	4	1	500
The length of time it took to board	-	92	88	94	71	23	3	3	490
The cleanliness and condition of the inside of the bus	-	83	80	86	46	40	8	6	496
The information provided inside the bus	-	69	63	68	37	31	27	5	428
The availability of seating or space to stand	-	90	82	87	59	28	8	5	490
The comfort of the seats	-	81	73	82	48	33	10	8	498
The amount of personal space you had around you	-	82	74	80	44	36	12	8	489
Provision of grab rails to stand/move within the bus	-	85	82	87	50	38	8	4	484
The temperature inside the bus	-	81	74	82	45	37	8	9	482
Your personal security whilst on the bus	-	89	81	86	59	27	11	3	490
THE BUS DRIVER									
How near to the kerb the driver stopped	-	94	92	92	77	16	6	2	482
The driver's appearance	-	93	92	93	72	22	6	1	483
The greeting/welcome you got from the driver	-	85	78	85	58	28	12	3	489
The helpfulness and attitude of the driver	-	85	77	87	61	26	11	2	474
The time the driver gave you to get to your seat	-	87	81	88	63	25	8	4	482
Smoothness/freedom from jolting during the journey	-	83	73	80	50	30	11	9	488
Safety of the driving (i.e. speed, driver concentrating)	-	92	89	91	67	23	6	3	488

Bus Passenger Survey in Scotland

In 2014, the survey included large parts of Scotland for the first time. In 2015, First Bus businesses in Glasgow, Aberdeen and Scotland East were the only participants, so the Scotland data for 2015 is not comparable with past years.

We are delighted that in 2016 the survey was expanded to cover all six of the major transport areas, which account for the vast majority of bus journeys made in Scotland. New areas, which have not been included before were the Highlands (mainland only) and South West. In this report, we compare 2016 data with 2014 for consistency.

The Scotland survey was paid for by Transport Scotland, the Regional Transport Partnerships, First UK Bus, National Express and Stagecoach.

As services in Scotland run outside our remit area (England outside of London) their results are NOT included within any figures earlier in this report.

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

- Highlands
- North East
- South East
- South West
- Strathclyde
- Tayside and Central

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

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

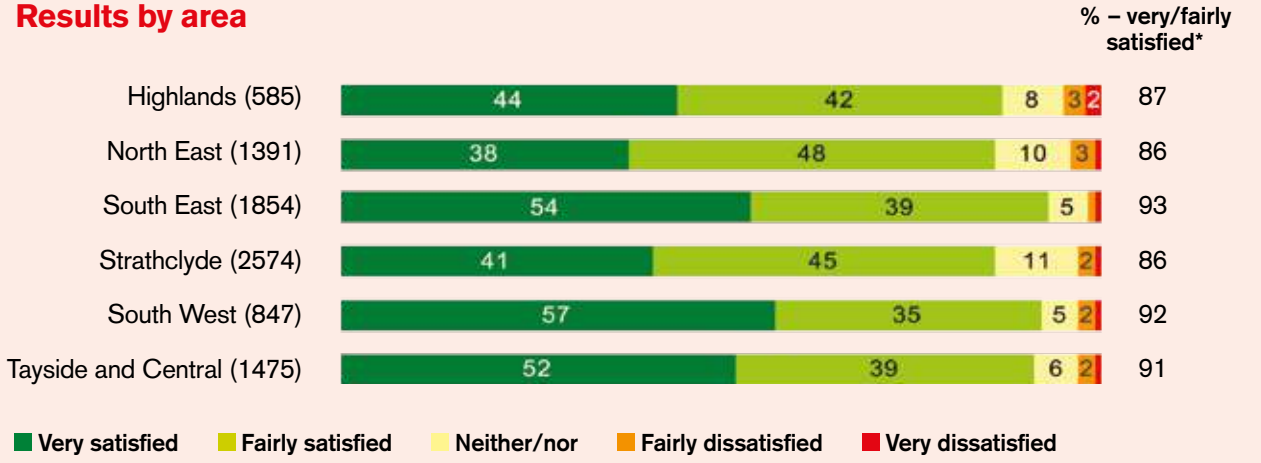
Finally, we end with the aggregated results for First and Stagecoach across the six areas covered.

We recommend reading *How the research was carried out and making use of results* on page 170.

Key findings by area

Overall satisfaction with the bus journey (%)

Results by area

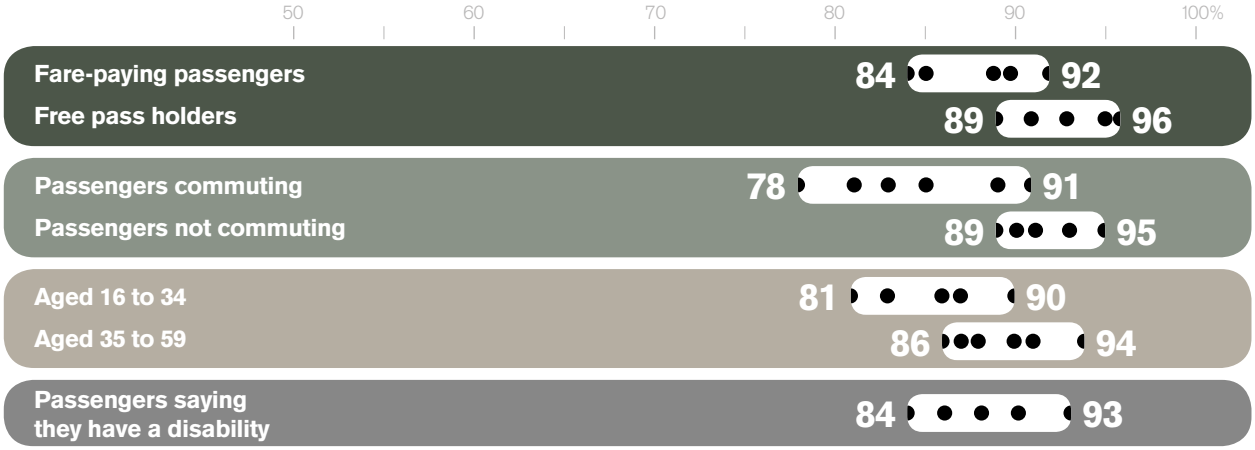


Results for key passenger groups – how scores vary by area (%)

Reading the chart

The chart below shows how different passenger groups rated their bus journey overall and how these scores varied by the six RTP areas (listed on page 132). 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-commuters tend to be more satisfied with their journey overall than commuters, as the white band is further to the right. However, there is wider variation in scores for commuters than there is for non-commuters.

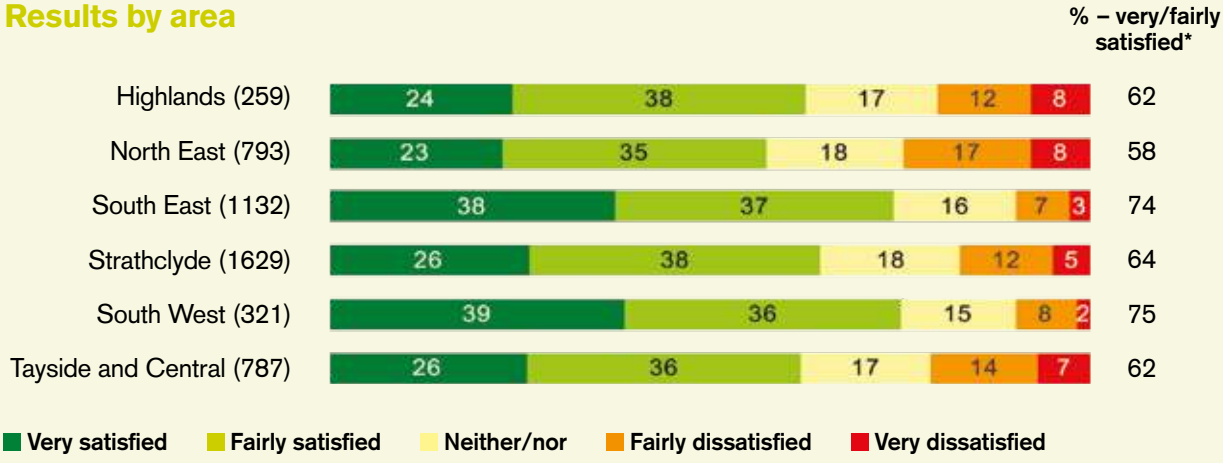


Q Overall, taking everything into account from start to end of the bus journey, how satisfied were you with your bus journey?

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

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

Results by area

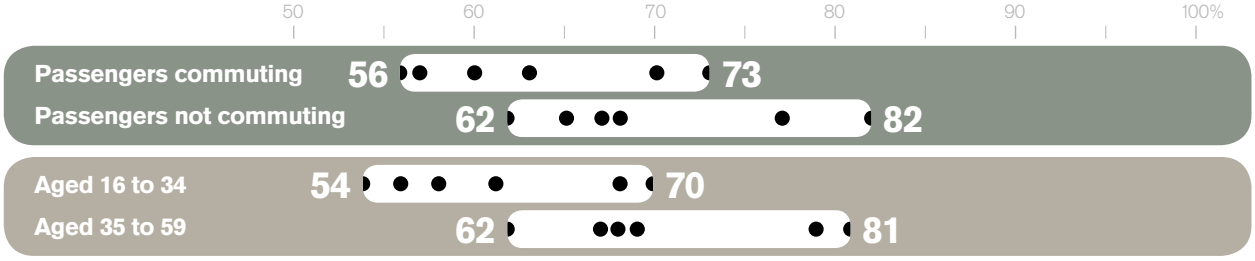


Results for key passenger groups – how scores vary by area (%)

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 six RTP areas (listed on page 132). The white band shows the range of scores for each group and the black dots mark the individual scores for each area. The highest and lowest scores are shown at each end of the white bands.

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

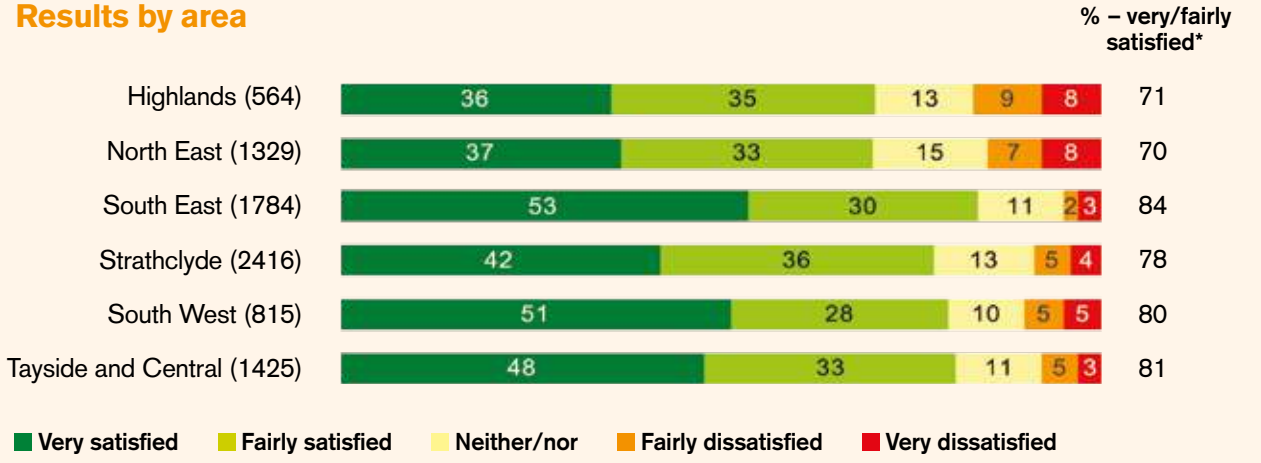


Q How satisfied were you with the value for money of your journey?

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

Satisfaction with punctuality of the bus (%)

Results by area

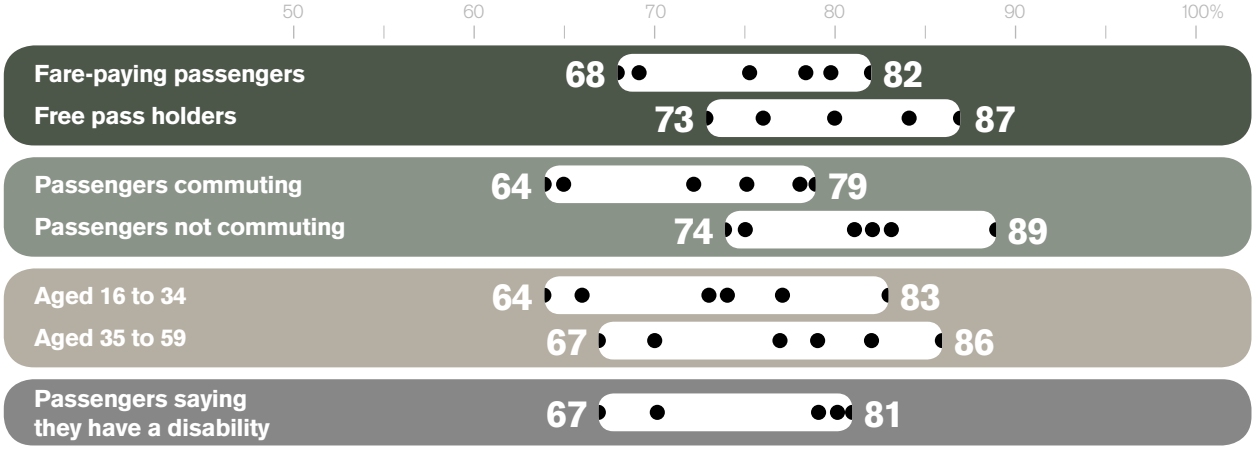


Results for key passenger groups – how scores vary by area (%)

Reading the chart

The chart below shows how different passenger groups rated the punctuality of the bus and how these scores varied by the six RTP areas (listed on page 132). 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, the variation in scores for fare-payers and free pass holders is similar.

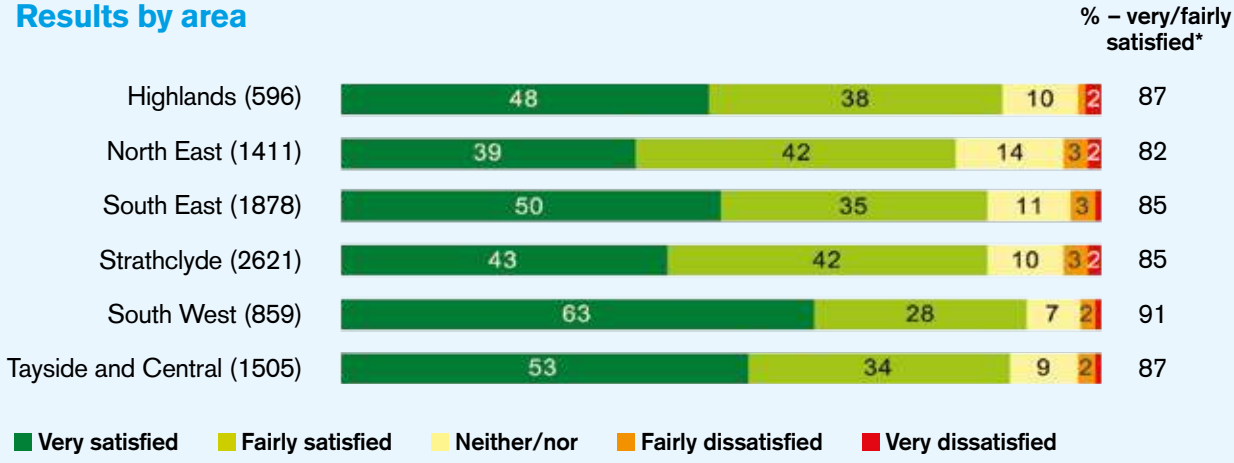


Q How satisfied were you with the punctuality of the bus?

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

Satisfaction with on-bus journey time (%)

Results by area

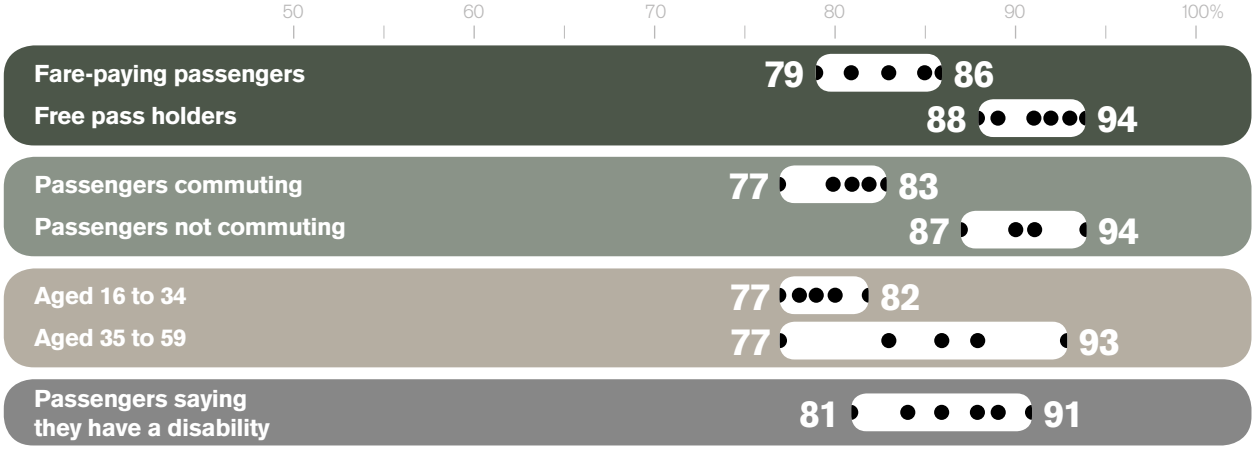


Results for key passenger groups – how scores vary by area (%)

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 six RTP areas (listed on page 132). The white band shows the range of scores for each group and the black dots mark the individual scores for each area. The highest and lowest scores are shown at each end of the white bands.

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



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

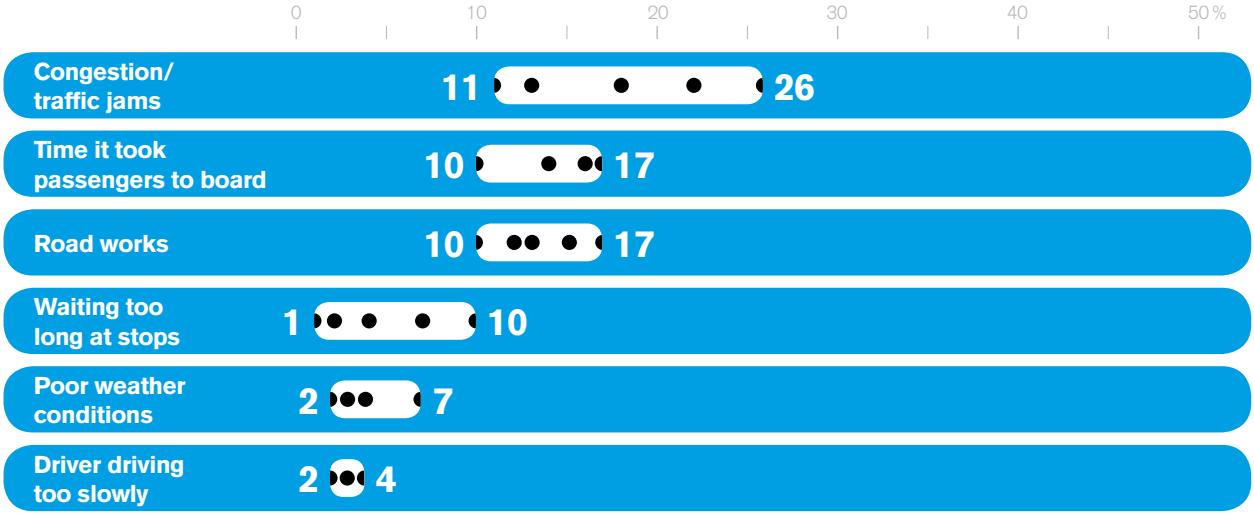
*Due to rounding the percentage very/fairly satisfied may not always be equal to the sum of the very and fairly satisfied values in the chart

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

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 six RTP areas (listed on page 132). The white band shows the range of scores (the percentage of journeys affected) for each factor and the black dots mark the individual scores for each area. The highest and lowest scores are shown at each end of the white bands.

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



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

Passengers could provide more than one answer

Highlands

Headline results

Overall satisfaction

87%

Value for money

62%

Punctuality

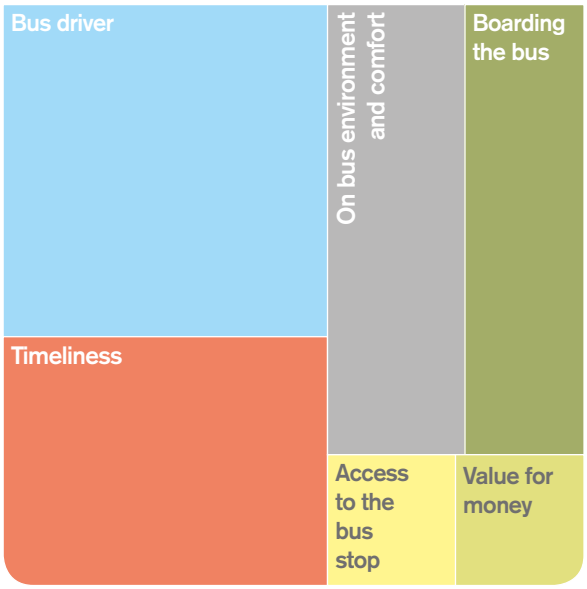
71%

Journey time

87%

Which themes are affecting overall passenger satisfaction?

See page 170 for an explanation of how these themes were calculated



FARE-PAYERS ONLY

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	2016 all satisfied	2016 very satisfied	2016 fairly satisfied	2016 neither /nor	2016 all dissatisfied	2016 base size
OVERALL JOURNEY									
All passengers	-	-	-	**87**	**44**	**42**	**8**	**6**	**585**
Fare-paying passengers	-	-	-	85	41	44	10	5	261
Free pass holders	-	-	-	89	49	40	4	7	316
Aged 16 to 34	-	-	-	81	33	47	12	7	154
Aged 35 to 59	-	-	-	87	43	44	9	4	144
Passengers commuting	-	-	-	78	38	39	12	11	162
Passengers not commuting	-	-	-	90	47	43	6	4	401
Passengers saying they have a disability	-	-	-	84	40	45	9	6	162
VALUE FOR MONEY									
All fare-paying passengers	-	-	-	**62**	**24**	**38**	**17**	**20**	**259**
Aged 16 to 34	-	-	-	58	22	36	19	23	137
Aged 35 to 59	-	-	-	67	21	46	17	16	108
Passengers commuting	-	-	-	57	17	40	18	25	129
Passengers not commuting	-	-	-	67	30	37	19	14	123
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	71	36	35	13	16	564
The length of time waited	-	-	-	70	33	37	15	15	580
ON-BUS JOURNEY TIME									
Time the journey on the bus took	-	-	-	87	48	38	10	3	596

Detailed results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	2016 all satisfied	2016 very satisfied	2016 fairly satisfied	2016 neither /nor	2016 all dissatisfied	2016 base size
THE BUS STOP									
Overall satisfaction with the bus stop	-	-	-	74	32	42	14	12	573
Its distance from the journey start	-	-	-	86	47	39	10	4	543
The convenience/accessibility of its location	-	-	-	90	50	40	6	4	508
Its condition/standard of maintenance	-	-	-	68	29	39	16	16	502
Its freedom from graffiti/vandalism	-	-	-	76	40	36	13	11	503
Its freedom from litter	-	-	-	74	36	39	14	12	512
The information provided at the stop	-	-	-	59	26	33	18	23	499
Your personal safety whilst at the stop	-	-	-	80	42	38	15	6	522
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	86	54	32	11	3	574
The cleanliness and condition of the outside of the bus	-	-	-	71	30	42	18	10	573
The ease of getting onto and off the bus	-	-	-	87	53	34	9	4	584
The length of time it took to board	-	-	-	88	55	34	8	4	577
The cleanliness and condition of the inside of the bus	-	-	-	80	34	46	11	9	592
The information provided inside the bus	-	-	-	62	23	39	27	11	534
The availability of seating or space to stand	-	-	-	89	51	38	8	3	583
The comfort of the seats	-	-	-	81	35	46	13	7	583
The amount of personal space you had around you	-	-	-	80	38	42	13	8	578
Provision of grab rails to stand/move within the bus	-	-	-	80	39	41	14	6	568
The temperature inside the bus	-	-	-	74	33	41	16	10	579
Your personal security whilst on the bus	-	-	-	85	46	39	14	1	573
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	93	62	31	5	1	579
The driver's appearance	-	-	-	87	57	31	11	1	577
The greeting/welcome you got from the driver	-	-	-	76	40	36	13	11	587
The helpfulness and attitude of the driver	-	-	-	75	44	31	16	9	570
The time the driver gave you to get to your seat	-	-	-	82	51	31	12	6	585
Smoothness/freedom from jolting during the journey	-	-	-	76	38	39	15	9	574
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	88	50	38	9	3	579

Factors affecting journey time

Occurrence (%)	2013	2014	2015	2016
Congestion/traffic jams	-	-	-	11
Road works	-	-	-	10
Bus driver driving too slowly	-	-	-	3
Poor weather conditions	-	-	-	3
Waiting too long at stops	-	-	-	2
Passenger boarding time	-	-	-	14
Base unweighted	-	-	-	622

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2013	2014	2015	2016
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	-	-	3
Base unweighted	-	-	-	600

North East

Headline results

Overall satisfaction

86%

Value for money

58%

Punctuality

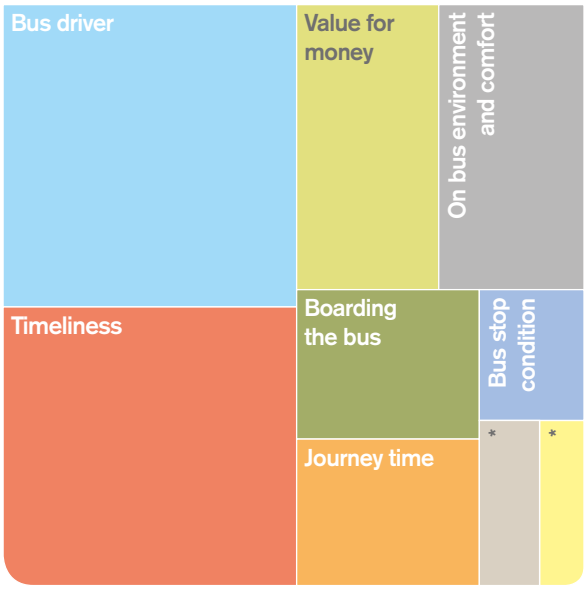
70%

Journey time

82%

Which themes are affecting overall passenger satisfaction?

See page 170 for an explanation of how these themes were calculated



FARE-PAYERS ONLY

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	2016 all satisfied	2016 very satisfied	2016 fairly satisfied	2016 neither /nor	2016 all dissatisfied	2016 base size
OVERALL JOURNEY									
All passengers	-	**87**	-	**86**	**38**	**48**	**10**	**4**	**1391**
Fare-paying passengers	-	84	-	85	33	51	11	4	805
Free pass holders	-	94	-	89	49	41	6	4	489
Aged 16 to 34	-	83	-	83	30	53	11	5	466
Aged 35 to 59	-	87	-	86	38	48	10	4	419
Passengers commuting	-	82	-	81	32	49	13	6	584
Passengers not commuting	-	91	-	91	43	48	7	2	745
Passengers saying they have a disability	-	88	-	86	41	45	8	5	359
VALUE FOR MONEY									
All fare-paying passengers	-	**52**	-	**58**	**23**	**35**	**18**	**24**	**793**
Aged 16 to 34	-	49	-	54	21	33	18	27	415
Aged 35 to 59	-	58	-	62	25	37	18	20	342
Passengers commuting	-	49	-	56	21	34	19	25	477
Passengers not commuting	-	57	-	62	27	35	16	22	292
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	79	-	70	37	33	15	15	1329
The length of time waited	-	81	-	71	35	36	14	15	1407
ON-BUS JOURNEY TIME									
Time the journey on the bus took	-	84	-	82	39	42	14	5	1411

Detailed results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	2016 all satisfied	2016 very satisfied	2016 fairly satisfied	2016 neither /nor	2016 all dissatisfied	2016 base size
THE BUS STOP									
Overall satisfaction with the bus stop	-	79	-	77	31	46	16	7	1401
Its distance from the journey start	-	91	-	85	47	38	10	5	1345
The convenience/accessibility of its location	-	88	-	88	48	39	9	4	1246
Its condition/standard of maintenance	-	70	-	73	28	44	18	10	1262
Its freedom from graffiti/vandalism	-	71	-	79	37	42	12	9	1242
Its freedom from litter	-	72	-	76	34	42	15	10	1254
The information provided at the stop	-	70	-	67	28	39	19	14	1265
Your personal safety whilst at the stop	-	81	-	78	41	37	16	6	1270
ON THE BUS									
Route/destination information on the outside of the bus	-	85	-	84	46	38	13	3	1379
The cleanliness and condition of the outside of the bus	-	84	-	80	37	43	15	5	1362
The ease of getting onto and off the bus	-	91	-	85	48	37	10	6	1408
The length of time it took to board	-	90	-	87	53	34	10	3	1378
The cleanliness and condition of the inside of the bus	-	80	-	80	35	45	13	7	1438
The information provided inside the bus	-	72	-	67	26	41	27	6	1302
The availability of seating or space to stand	-	87	-	86	45	41	9	4	1381
The comfort of the seats	-	79	-	81	37	44	13	6	1387
The amount of personal space you had around you	-	77	-	80	36	44	14	7	1380
Provision of grab rails to stand/move within the bus	-	84	-	80	37	43	14	6	1368
The temperature inside the bus	-	80	-	75	31	45	15	10	1386
Your personal security whilst on the bus	-	87	-	86	44	41	13	2	1380
THE BUS DRIVER									
How near to the kerb the driver stopped	-	92	-	89	56	33	9	2	1380
The driver's appearance	-	91	-	89	56	33	9	2	1349
The greeting/welcome you got from the driver	-	72	-	74	43	32	19	7	1358
The helpfulness and attitude of the driver	-	74	-	75	43	32	19	6	1333
The time the driver gave you to get to your seat	-	78	-	79	45	34	15	6	1345
Smoothness/freedom from jolting during the journey	-	73	-	77	39	38	15	8	1358
Safety of the driving (i.e. speed, driver concentrating)	-	88	-	87	50	37	11	3	1337

Factors affecting journey time

Occurrence (%)	2013	2014	2015	2016
Congestion/traffic jams	-	28	-	26
Road works	-	8	-	13
Bus driver driving too slowly	-	4	-	4
Poor weather conditions	-	6	-	7
Waiting too long at stops	-	9	-	10
Passenger boarding time	-	18	-	17
Base unweighted	-	1616	-	1522

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2013	2014	2015	2016
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	5	-	5
Base unweighted	-	1616	-	1455

South East

Headline results

Overall satisfaction

93%

Value for money

74%

Punctuality

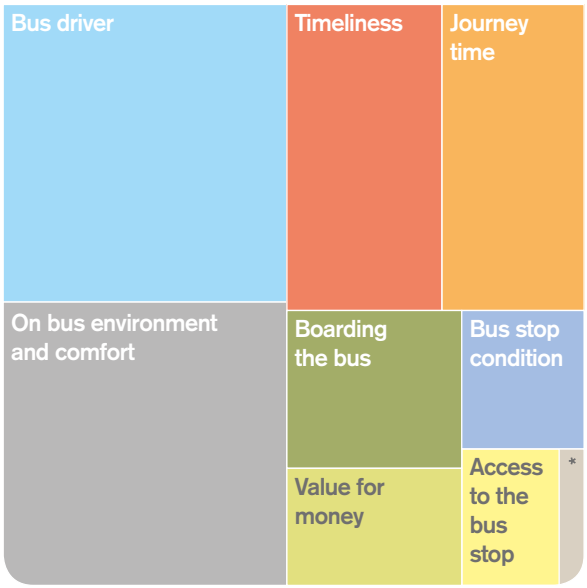
84%

Journey time

85%

Which themes are affecting overall passenger satisfaction?

See page 170 for an explanation of how these themes were calculated



FARE-PAYERS ONLY

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	2016 all satisfied	2016 very satisfied	2016 fairly satisfied	2016 neither /nor	2016 all dissatisfied	2016 base size
OVERALL JOURNEY									
All passengers	-	**94**	-	**93**	**54**	**39**	**5**	**2**	**1854**
Fare-paying passengers	-	92	-	92	49	43	6	2	1146
Free pass holders	-	95	-	96	68	28	3	1	607
Aged 16 to 34	-	90	-	90	49	41	7	2	641
Aged 35 to 59	-	95	-	94	50	44	4	2	618
Passengers commuting	-	92	-	91	45	46	7	2	886
Passengers not commuting	-	95	-	95	64	31	4	1	905
Passengers saying they have a disability	-	92	-	93	50	43	5	2	442
VALUE FOR MONEY									
All fare-paying passengers	-	**78**	-	**74**	**38**	**37**	**16**	**10**	**1132**
Aged 16 to 34	-	73	-	70	33	37	18	12	575
Aged 35 to 59	-	83	-	79	44	35	15	6	518
Passengers commuting	-	77	-	73	36	37	17	10	760
Passengers not commuting	-	77	-	77	41	36	13	9	349
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	88	-	84	53	30	11	5	1784
The length of time waited	-	88	-	82	49	33	12	5	1870
ON-BUS JOURNEY TIME									
Time the journey on the bus took	-	89	-	85	50	35	11	4	1878

Detailed results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	2016 all satisfied	2016 very satisfied	2016 fairly satisfied	2016 neither /nor	2016 all dissatisfied	2016 base size
THE BUS STOP									
Overall satisfaction with the bus stop	-	86	-	83	42	42	12	4	1847
Its distance from the journey start	-	94	-	89	58	31	8	3	1794
The convenience/accessibility of its location	-	92	-	91	59	32	6	3	1680
Its condition/standard of maintenance	-	80	-	78	41	37	13	8	1699
Its freedom from graffiti/vandalism	-	79	-	79	49	30	12	10	1669
Its freedom from litter	-	79	-	79	43	36	12	9	1681
The information provided at the stop	-	83	-	79	43	37	13	8	1683
Your personal safety whilst at the stop	-	85	-	83	51	32	14	3	1706
ON THE BUS									
Route/destination information on the outside of the bus	-	92	-	90	62	28	9	2	1820
The cleanliness and condition of the outside of the bus	-	89	-	88	54	34	10	2	1799
The ease of getting onto and off the bus	-	95	-	94	69	25	4	1	1861
The length of time it took to board	-	95	-	93	70	24	6	1	1833
The cleanliness and condition of the inside of the bus	-	88	-	87	47	39	9	4	1895
The information provided inside the bus	-	76	-	75	41	34	22	3	1732
The availability of seating or space to stand	-	93	-	92	62	30	5	3	1853
The comfort of the seats	-	83	-	85	47	38	11	4	1855
The amount of personal space you had around you	-	84	-	84	50	34	11	5	1853
Provision of grab rails to stand/move within the bus	-	89	-	90	53	37	8	2	1835
The temperature inside the bus	-	84	-	82	46	36	12	6	1860
Your personal security whilst on the bus	-	91	-	90	58	32	9	1	1844
THE BUS DRIVER									
How near to the kerb the driver stopped	-	94	-	94	68	26	5	1	1839
The driver's appearance	-	93	-	93	68	25	7	0	1798
The greeting/welcome you got from the driver	-	77	-	81	54	27	14	5	1824
The helpfulness and attitude of the driver	-	78	-	81	54	27	15	3	1792
The time the driver gave you to get to your seat	-	83	-	84	57	28	13	2	1819
Smoothness/freedom from jolting during the journey	-	78	-	83	50	33	12	5	1838
Safety of the driving (i.e. speed, driver concentrating)	-	90	-	92	63	28	7	1	1827

Factors affecting journey time

Occurrence (%)	2013	2014	2015	2016
Congestion/traffic jams	-	17	-	22
Road works	-	14	-	17
Bus driver driving too slowly	-	3	-	3
Poor weather conditions	-	4	-	2
Waiting too long at stops	-	4	-	4
Passenger boarding time	-	12	-	14
Base unweighted	-	2403	-	1970

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2013	2014	2015	2016
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	4	-	4
Base unweighted	-	2403	-	1902

South West

Headline results

Overall satisfaction

92%

Value for money

75%

Punctuality

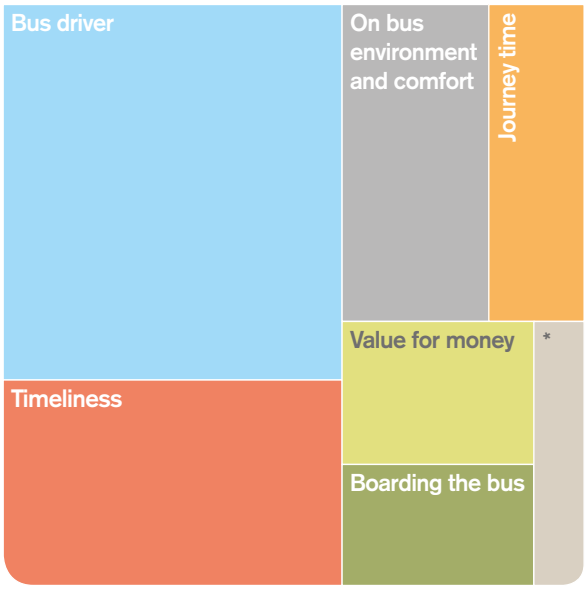
80%

Journey time

91%

Which themes are affecting overall passenger satisfaction?

See page 170 for an explanation of how these themes were calculated



FARE-PAYERS ONLY

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
OVERALL JOURNEY									
All passengers	-	-	-	**92**	**57**	**35**	**5**	**3**	**847**
Fare-paying passengers	-	-	-	89	52	37	9	2	324
Free pass holders	-	-	-	95	61	33	2	3	513
Aged 16 to 34	-	-	-	86	42	44	11	3	157
Aged 35 to 59	-	-	-	91	58	33	6	4	229
Passengers commuting	-	-	-	85	46	40	13	2	190
Passengers not commuting	-	-	-	95	62	33	2	3	636
Passengers saying they have a disability	-	-	-	90	53	37	5	6	266
VALUE FOR MONEY									
All fare-paying passengers	-	-	-	**75**	**39**	**36**	**15**	**10**	**321**
Aged 16 to 34	-	-	-	68	32	36	20	12	136
Aged 35 to 59	-	-	-	81	43	38	11	9	171
Passengers commuting	-	-	-	70	38	32	19	11	155
Passengers not commuting	-	-	-	82	40	42	10	8	165
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	80	51	28	10	10	815
The length of time waited	-	-	-	79	50	29	12	10	826
ON-BUS JOURNEY TIME									
Time the journey on the bus took	-	-	-	91	63	28	7	2	859

Detailed results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	2016 all satisfied	2016 very satisfied	2016 fairly satisfied	2016 neither /nor	2016 all dissatisfied	2016 base size
THE BUS STOP									
Overall satisfaction with the bus stop	-	-	-	82	43	38	12	7	826
Its distance from the journey start	-	-	-	90	62	28	7	3	791
The convenience/accessibility of its location	-	-	-	92	66	26	6	3	741
Its condition/standard of maintenance	-	-	-	76	44	31	15	10	730
Its freedom from graffiti/vandalism	-	-	-	74	47	27	13	13	726
Its freedom from litter	-	-	-	76	47	29	12	12	719
The information provided at the stop	-	-	-	75	43	32	13	12	717
Your personal safety whilst at the stop	-	-	-	86	54	32	11	4	743
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	90	66	24	7	3	832
The cleanliness and condition of the outside of the bus	-	-	-	80	47	33	11	9	817
The ease of getting onto and off the bus	-	-	-	93	65	28	5	2	841
The length of time it took to board	-	-	-	93	65	28	5	2	831
The cleanliness and condition of the inside of the bus	-	-	-	86	51	34	10	5	852
The information provided inside the bus	-	-	-	78	45	33	17	4	771
The availability of seating or space to stand	-	-	-	91	62	30	7	2	840
The comfort of the seats	-	-	-	83	47	36	11	5	846
The amount of personal space you had around you	-	-	-	85	53	32	9	7	839
Provision of grab rails to stand/move within the bus	-	-	-	89	56	32	7	4	830
The temperature inside the bus	-	-	-	84	50	34	9	7	836
Your personal security whilst on the bus	-	-	-	92	60	32	7	2	840
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	95	74	21	4	1	845
The driver's appearance	-	-	-	94	72	22	6	1	835
The greeting/welcome you got from the driver	-	-	-	88	67	21	9	3	833
The helpfulness and attitude of the driver	-	-	-	87	66	21	10	2	826
The time the driver gave you to get to your seat	-	-	-	91	67	24	7	2	823
Smoothness/freedom from jolting during the journey	-	-	-	84	54	30	9	6	835
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	92	67	25	7	1	835

Factors affecting journey time

Occurrence (%)	2013	2014	2015	2016
Congestion/traffic jams	-	-	-	13
Road works	-	-	-	15
Bus driver driving too slowly	-	-	-	2
Poor weather conditions	-	-	-	4
Waiting too long at stops	-	-	-	1
Passenger boarding time	-	-	-	10
Base unweighted	-	-	-	887

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2013	2014	2015	2016
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	-	-	4
Base unweighted	-	-	-	860

Strathclyde

Headline results

Overall satisfaction

86%

Value for money

64%

Punctuality

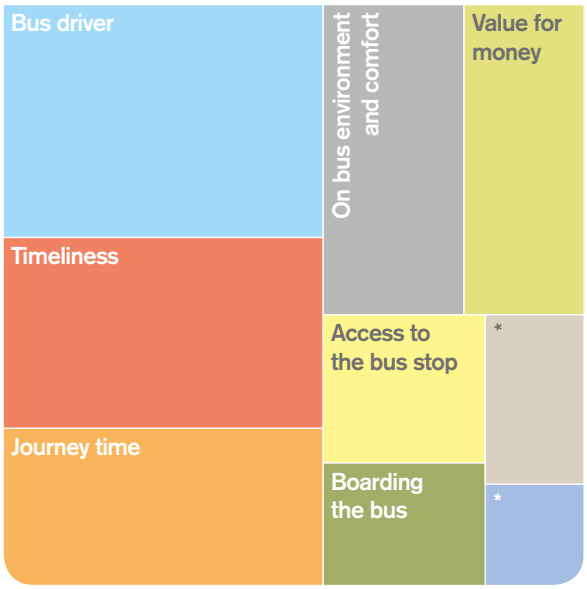
78%

Journey time

85%

Which themes are affecting overall passenger satisfaction?

See page 170 for an explanation of how these themes were calculated



FARE-PAYERS ONLY

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	2016 all satisfied	2016 very satisfied	2016 fairly satisfied	2016 neither /nor	2016 all dissatisfied	2016 base size
OVERALL JOURNEY									
All passengers	-	**90**	-	**86**	**41**	**45**	**11**	**3**	**2574**
Fare-paying passengers	-	88	-	84	35	49	12	4	1652
Free pass holders	-	94	-	91	54	36	7	2	717
Aged 16 to 34	-	87	-	81	33	48	14	5	925
Aged 35 to 59	-	89	-	88	38	50	10	2	885
Passengers commuting	-	87	-	83	35	48	13	4	1171
Passengers not commuting	-	92	-	89	47	42	8	2	1307
Passengers saying they have a disability	-	90	-	88	44	44	9	3	612
VALUE FOR MONEY									
All fare-paying passengers	-	**68**	-	**64**	**26**	**38**	**18**	**17**	**1629**
Aged 16 to 34	-	63	-	61	26	34	19	20	835
Aged 35 to 59	-	72	-	68	25	43	18	14	736
Passengers commuting	-	66	-	63	25	37	19	18	1033
Passengers not commuting	-	70	-	68	29	39	16	16	565
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	84	-	78	42	36	13	9	2416
The length of time waited	-	85	-	78	42	36	12	10	2635
ON-BUS JOURNEY TIME									
Time the journey on the bus took	-	90	-	85	43	42	10	5	2621

Detailed results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
THE BUS STOP									
Overall satisfaction with the bus stop	-	83	-	79	34	45	14	6	2551
Its distance from the journey start	-	90	-	86	50	36	10	4	2489
The convenience/accessibility of its location	-	89	-	87	49	38	8	4	2225
Its condition/standard of maintenance	-	78	-	78	33	44	14	8	2291
Its freedom from graffiti/vandalism	-	80	-	77	38	39	14	9	2259
Its freedom from litter	-	75	-	73	34	39	13	13	2271
The information provided at the stop	-	74	-	73	32	41	17	11	2283
Your personal safety whilst at the stop	-	80	-	81	41	40	14	5	2312
ON THE BUS									
Route/destination information on the outside of the bus	-	88	-	86	51	35	11	3	2533
The cleanliness and condition of the outside of the bus	-	83	-	79	37	42	15	6	2479
The ease of getting onto and off the bus	-	92	-	89	51	38	8	3	2539
The length of time it took to board	-	92	-	89	53	36	9	2	2497
The cleanliness and condition of the inside of the bus	-	79	-	77	33	44	13	11	2628
The information provided inside the bus	-	70	-	66	28	37	27	7	2362
The availability of seating or space to stand	-	88	-	84	43	41	11	5	2537
The comfort of the seats	-	79	-	76	33	43	14	10	2540
The amount of personal space you had around you	-	81	-	76	34	42	15	9	2518
Provision of grab rails to stand/move within the bus	-	86	-	82	37	45	13	5	2509
The temperature inside the bus	-	80	-	74	31	43	15	11	2533
Your personal security whilst on the bus	-	86	-	82	40	42	15	4	2507
THE BUS DRIVER									
How near to the kerb the driver stopped	-	93	-	92	57	35	6	2	2529
The driver's appearance	-	90	-	90	56	34	8	2	2462
The greeting/welcome you got from the driver	-	77	-	74	42	32	18	8	2460
The helpfulness and attitude of the driver	-	78	-	74	43	31	20	6	2415
The time the driver gave you to get to your seat	-	82	-	76	41	35	15	9	2450
Smoothness/freedom from jolting during the journey	-	78	-	75	37	38	15	10	2459
Safety of the driving (i.e. speed, driver concentrating)	-	89	-	85	48	37	12	3	2455

Factors affecting journey time

Occurrence (%)	2013	2014	2015	**2016**
Congestion/traffic jams	-	12	-	18
Road works	-	9	-	13
Bus driver driving too slowly	-	3	-	4
Poor weather conditions	-	4	-	3
Waiting too long at stops	-	5	-	7
Passenger boarding time	-	14	-	16
Base unweighted	-	4329	-	2826

Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2013	2014	2015	**2016**
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	5	-	5
Base unweighted	-	4329	-	2671

Tayside and Central

Headline results

Overall satisfaction

91%

Value for money

62%

Punctuality

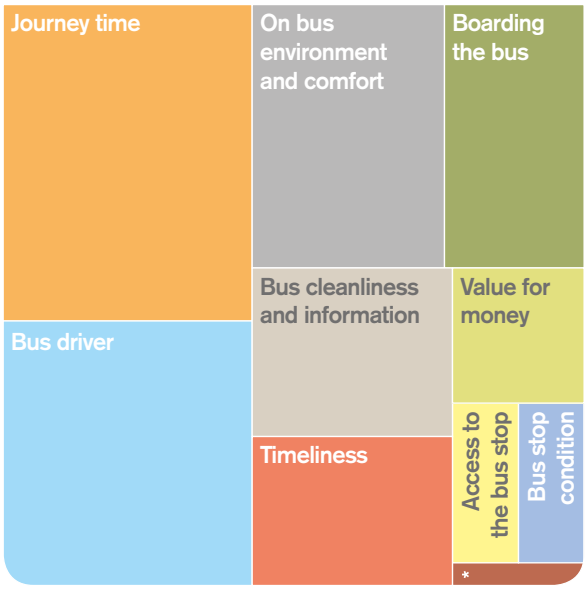
81%

Journey time

87%

Which themes are affecting overall passenger satisfaction?

See page 170 for an explanation of how these themes were calculated



FARE-PAYERS ONLY

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	2016 all satisfied	2016 very satisfied	2016 fairly satisfied	2016 neither /nor	2016 all dissatisfied	2016 base size
OVERALL JOURNEY									
All passengers	-	**92**	-	**91**	**52**	**39**	**6**	**2**	**1475**
Fare-paying passengers	-	90	-	90	43	47	7	3	789
Free pass holders	-	96	-	93	62	31	5	2	664
Aged 16 to 34	-	89	-	87	40	47	10	2	487
Aged 35 to 59	-	92	-	90	48	42	6	4	408
Passengers commuting	-	89	-	89	44	45	9	2	608
Passengers not commuting	-	95	-	93	58	35	5	3	814
Passengers saying they have a disability	-	91	-	88	47	41	9	3	387
VALUE FOR MONEY									
All fare-paying passengers	-	**66**	-	**62**	**26**	**36**	**17**	**21**	**787**
Aged 16 to 34	-	61	-	56	24	32	21	24	415
Aged 35 to 59	-	72	-	69	26	43	12	19	335
Passengers commuting	-	64	-	60	25	35	18	22	484
Passengers not commuting	-	68	-	65	29	36	15	21	283
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	87	-	81	48	33	11	8	1425
The length of time waited	-	87	-	80	45	35	12	8	1497
ON-BUS JOURNEY TIME									
Time the journey on the bus took	-	92	-	87	53	34	9	3	1505

Detailed results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
THE BUS STOP									
Overall satisfaction with the bus stop	-	86	-	84	42	42	10	6	1482
Its distance from the journey start	-	92	-	87	57	29	9	4	1423
The convenience/accessibility of its location	-	91	-	90	58	32	7	3	1317
Its condition/standard of maintenance	-	80	-	79	40	39	13	7	1322
Its freedom from graffiti/vandalism	-	81	-	79	46	33	12	9	1319
Its freedom from litter	-	80	-	79	42	37	12	9	1325
The information provided at the stop	-	77	-	80	40	40	13	8	1338
Your personal safety whilst at the stop	-	86	-	84	49	35	12	4	1342
ON THE BUS									
Route/destination information on the outside of the bus	-	89	-	88	57	31	10	2	1476
The cleanliness and condition of the outside of the bus	-	84	-	83	44	39	11	6	1446
The ease of getting onto and off the bus	-	94	-	92	61	31	6	2	1487
The length of time it took to board	-	94	-	93	62	31	6	1	1462
The cleanliness and condition of the inside of the bus	-	82	-	84	41	43	9	7	1513
The information provided inside the bus	-	69	-	75	35	40	21	5	1391
The availability of seating or space to stand	-	90	-	90	56	34	7	3	1480
The comfort of the seats	-	78	-	82	42	40	10	7	1481
The amount of personal space you had around you	-	82	-	82	44	38	11	7	1478
Provision of grab rails to stand/move within the bus	-	88	-	87	51	37	10	3	1473
The temperature inside the bus	-	83	-	82	40	42	11	7	1478
Your personal security whilst on the bus	-	89	-	89	52	37	10	2	1477
THE BUS DRIVER									
How near to the kerb the driver stopped	-	95	-	94	67	28	5	1	1470
The driver's appearance	-	93	-	91	64	27	8	1	1437
The greeting/welcome you got from the driver	-	80	-	79	50	29	16	5	1450
The helpfulness and attitude of the driver	-	81	-	80	51	30	15	4	1435
The time the driver gave you to get to your seat	-	86	-	85	55	30	11	4	1454
Smoothness/freedom from jolting during the journey	-	82	-	82	46	35	12	6	1456
Safety of the driving (i.e. speed, driver concentrating)	-	92	-	92	59	33	7	1	1450

Factors affecting journey time

Occurrence (%)	2013	2014	2015	**2016**
Congestion/traffic jams	-	9	-	13
Road works	-	9	-	12
Bus driver driving too slowly	-	1	-	2
Poor weather conditions	-	4	-	2
Waiting too long at stops	-	4	-	4
Passenger boarding time	-	16	-	14
Base unweighted	-	1376	-	1603

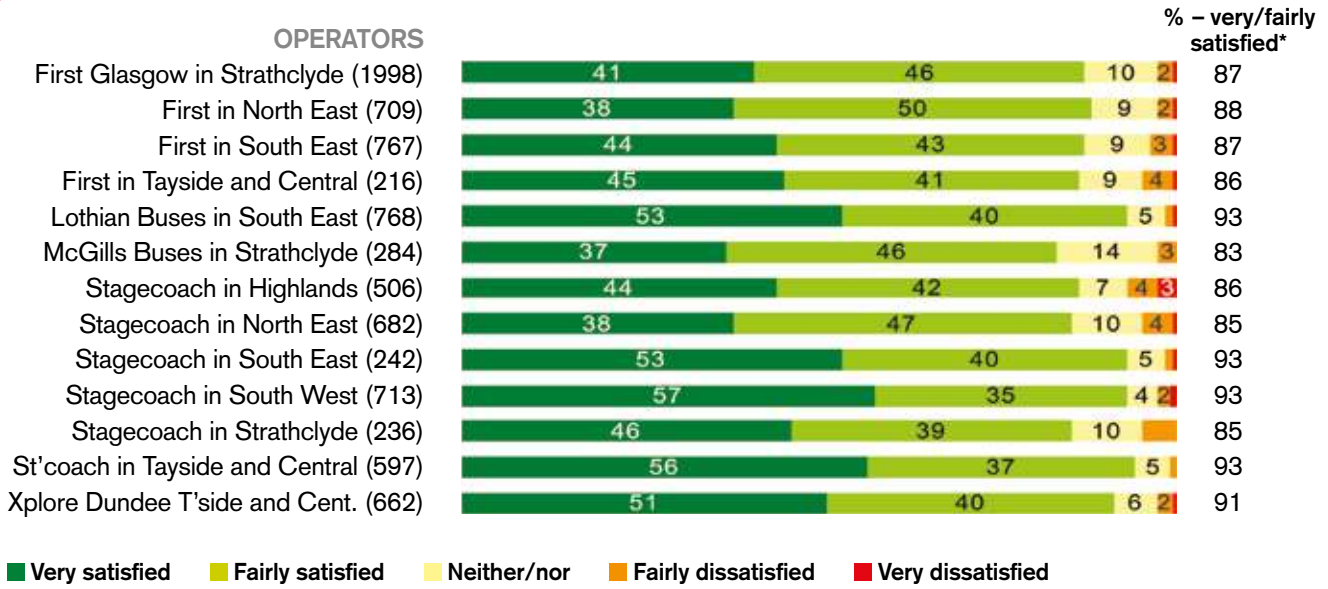
Passengers could provide more than one answer

Anti-social behaviour

'Yes' (%)	2013	2014	2015	**2016**
Other passengers' behaviour giving cause to worry or feel uncomfortable	-	4	-	4
Base unweighted	-	1376	-	1531

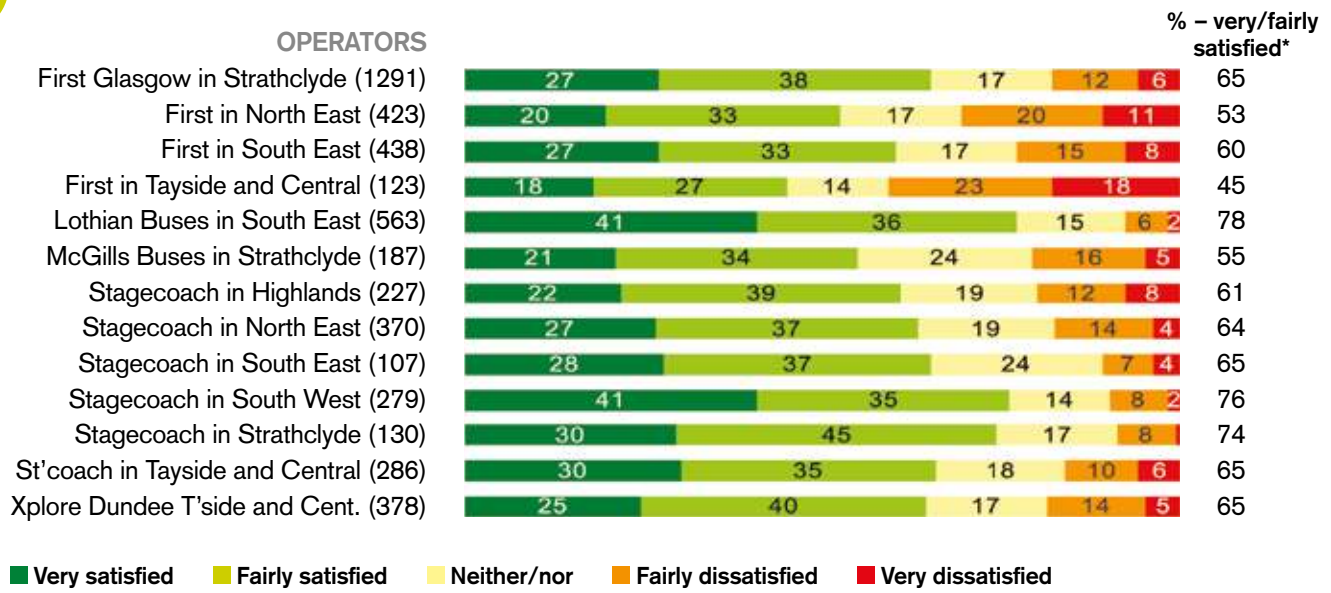
Key findings by bus operators

Overall satisfaction with the bus journey (%)



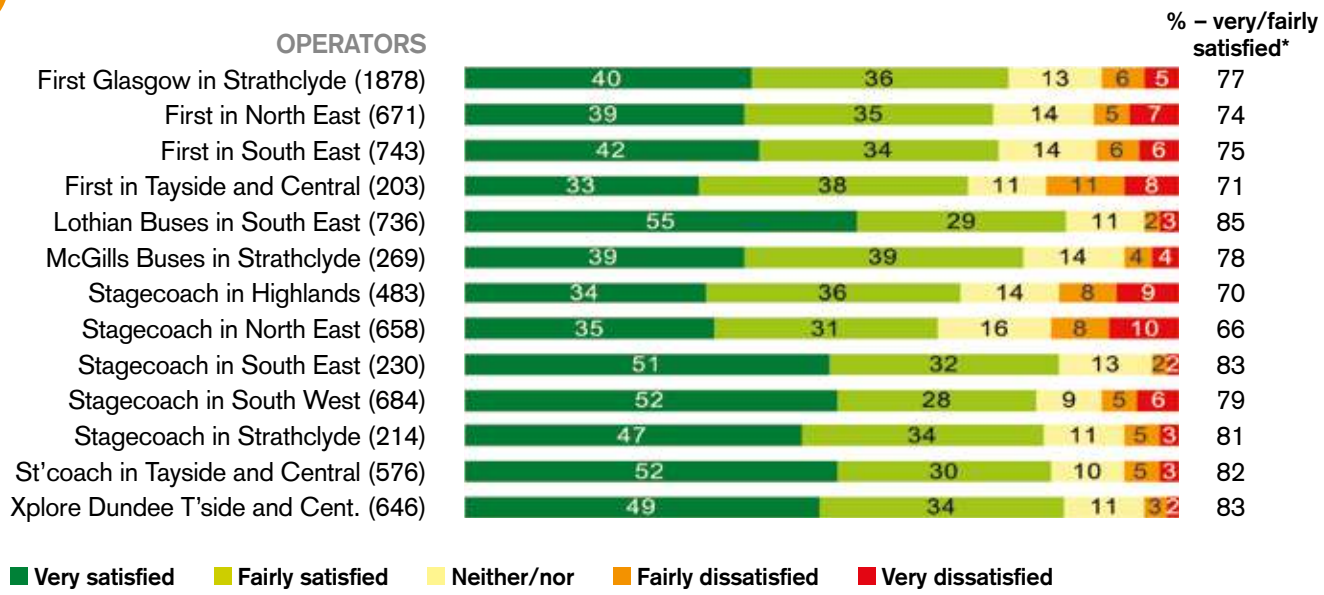
Q Overall, taking everything into account from start to end of the bus journey, how satisfied were you with your bus journey?

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



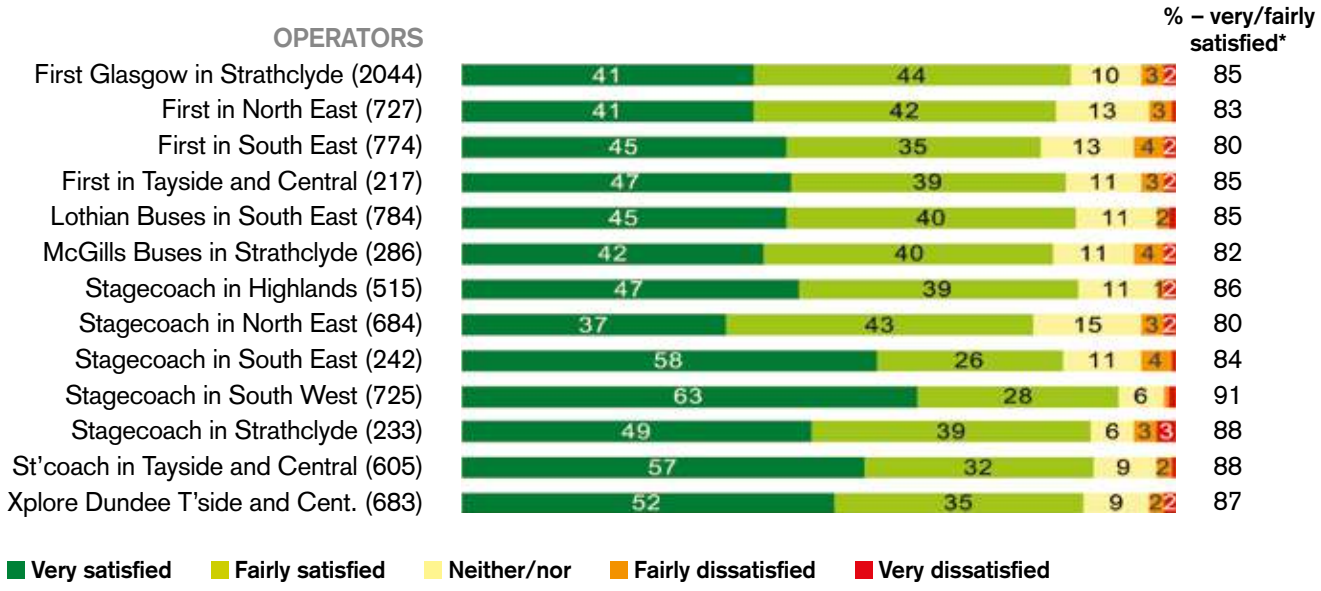
Q How satisfied were you with the value for money of your journey?

Satisfaction with punctuality of the bus (%)



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

Satisfaction with on-bus journey time (%)



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

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

First Glasgow in Strathclyde

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	2016 all satisfied	2016 very satisfied	2016 fairly satisfied	2016 neither /nor	2016 all dissatisfied	2016 base size
OVERALL JOURNEY									
All passengers	-	90	-	87	41	46	10	3	1998
Fare-paying passengers	-	87	-	85	35	50	12	3	1306
Free pass holders	-	94	-	91	53	38	7	2	498
Aged 16 to 34	-	85	-	83	33	50	14	3	712
Aged 35 to 59	-	90	-	87	38	50	10	3	725
Passengers commuting	-	86	-	83	34	50	13	3	892
Passengers not commuting	-	92	-	91	48	43	7	2	1027
Passengers saying they have a disability	-	91	-	86	45	41	11	3	468
VALUE FOR MONEY									
All fare-paying passengers	-	67	-	65	27	38	17	18	1291
Aged 16 to 34	-	63	-	60	25	36	17	22	645
Aged 35 to 59	-	71	-	69	27	42	17	14	602
Passengers commuting	-	65	-	64	25	39	17	19	786
Passengers not commuting	-	69	-	66	30	37	17	17	480
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	83	-	77	40	36	13	10	1878
The length of time waited	-	85	-	77	41	36	13	10	2056
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	88	-	85	41	44	10	5	2044
ON THE BUS									
Route/destination information on the outside of the bus	-	87	-	85	48	37	12	3	1971
The cleanliness and condition of the outside of the bus	-	80	-	76	32	44	17	7	1930
The ease of getting onto and off the bus	-	91	-	88	47	40	9	3	1975
The length of time it took to board	-	92	-	88	50	38	9	2	1945
The cleanliness and condition of the inside of the bus	-	75	-	74	27	46	14	12	2043
The information provided inside the bus	-	67	-	65	25	40	27	8	1838
The availability of seating or space to stand	-	87	-	83	39	43	12	6	1975
The comfort of the seats	-	78	-	75	29	45	14	11	1978
The amount of personal space you had around you	-	80	-	76	32	44	16	9	1964
Provision of grab rails to stand/move within the bus	-	86	-	81	34	47	14	5	1952
The temperature inside the bus	-	79	-	73	29	44	16	10	1975
Your personal security whilst on the bus	-	84	-	82	37	44	15	3	1952
THE BUS DRIVER									
How near to the kerb the driver stopped	-	93	-	91	55	36	6	2	1964
The driver's appearance	-	88	-	89	54	35	9	2	1910
The greeting/welcome you got from the driver	-	72	-	73	39	34	20	8	1906
The helpfulness and attitude of the driver	-	74	-	73	40	33	21	6	1871
The time the driver gave you to get to your seat	-	79	-	75	38	37	16	8	1895
Smoothness/freedom from jolting during the journey	-	77	-	76	36	40	16	9	1906
Safety of the driving (i.e. speed, driver concentrating)	-	89	-	85	46	39	12	3	1902

First in North East

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
OVERALL JOURNEY									
All passengers	-	86	-	88	38	50	9	3	709
Fare-paying passengers	-	84	-	86	34	52	11	3	427
Free pass holders	-	93	-	92	48	43	4	4	198
Aged 16 to 34	-	83	-	85	29	56	10	5	237
Aged 35 to 59	-	85	-	87	40	47	11	2	221
Passengers commuting	-	83	-	82	31	51	13	5	276
Passengers not commuting	-	90	-	93	44	49	6	1	401
Passengers saying they have a disability	-	86	-	86	42	44	9	5	188
VALUE FOR MONEY									
All fare-paying passengers	-	46	-	53	20	33	17	30	423
Aged 16 to 34	-	45	-	49	18	31	17	34	213
Aged 35 to 59	-	49	-	55	20	35	17	28	189
Passengers commuting	-	45	-	48	15	33	20	32	240
Passengers not commuting	-	49	-	59	27	32	14	27	169
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	79	-	74	39	35	14	12	671
The length of time waited	-	80	-	76	37	39	12	12	720
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	84	-	83	41	42	13	4	727
ON THE BUS									
Route/destination information on the outside of the bus	-	84	-	84	48	36	13	3	700
The cleanliness and condition of the outside of the bus	-	83	-	82	38	44	14	4	692
The ease of getting onto and off the bus	-	90	-	90	52	38	7	3	716
The length of time it took to board	-	89	-	91	57	34	8	2	698
The cleanliness and condition of the inside of the bus	-	79	-	77	31	46	15	8	733
The information provided inside the bus	-	72	-	67	27	40	26	7	663
The availability of seating or space to stand	-	86	-	89	46	43	9	2	703
The comfort of the seats	-	78	-	80	37	43	14	6	706
The amount of personal space you had around you	-	76	-	81	35	46	13	6	702
Provision of grab rails to stand/move within the bus	-	83	-	85	40	45	12	3	698
The temperature inside the bus	-	80	-	77	31	46	14	9	704
Your personal security whilst on the bus	-	86	-	86	44	42	13	1	701
THE BUS DRIVER									
How near to the kerb the driver stopped	-	91	-	91	57	34	7	2	697
The driver's appearance	-	91	-	90	57	33	9	1	676
The greeting/welcome you got from the driver	-	70	-	73	39	34	21	7	677
The helpfulness and attitude of the driver	-	71	-	73	39	34	22	5	659
The time the driver gave you to get to your seat	-	76	-	79	43	35	16	5	673
Smoothness/freedom from jolting during the journey	-	71	-	76	37	39	15	9	682
Safety of the driving (i.e. speed, driver concentrating)	-	87	-	87	49	38	11	2	667

First in South East

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
OVERALL JOURNEY									
All passengers	-	92	-	87	44	43	9	4	767
Fare-paying passengers	-	90	-	84	37	47	12	4	445
Free pass holders	-	95	-	92	54	38	3	4	235
Aged 16 to 34	-	87	-	79	30	49	14	7	247
Aged 35 to 59	-	96	-	87	44	43	9	4	260
Passengers commuting	-	90	-	84	37	47	12	5	337
Passengers not commuting	-	93	-	90	50	41	6	4	401
Passengers saying they have a disability	-	93	-	88	40	48	8	4	213
VALUE FOR MONEY									
All fare-paying passengers	-	58	-	60	27	33	17	23	438
Aged 16 to 34	-	52	-	56	23	33	18	26	222
Aged 35 to 59	-	-	-	63	29	34	17	20	199
Passengers commuting	-	57	-	59	26	33	19	22	285
Passengers not commuting	-	-	-	64	28	36	14	22	144
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	86	-	75	42	34	14	11	743
The length of time waited	-	84	-	72	39	33	17	11	776
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	89	-	80	45	35	13	7	774
ON THE BUS									
Route/destination information on the outside of the bus	-	92	-	86	56	30	12	2	748
The cleanliness and condition of the outside of the bus	-	81	-	84	45	39	11	5	747
The ease of getting onto and off the bus	-	92	-	91	61	30	6	2	765
The length of time it took to board	-	93	-	92	63	29	7	1	750
The cleanliness and condition of the inside of the bus	-	76	-	82	42	40	8	10	786
The information provided inside the bus	-	63	-	66	32	34	26	8	726
The availability of seating or space to stand	-	91	-	89	53	37	7	4	764
The comfort of the seats	-	70	-	79	40	40	12	8	765
The amount of personal space you had around you	-	80	-	80	45	35	12	8	766
Provision of grab rails to stand/move within the bus	-	87	-	89	50	40	8	3	762
The temperature inside the bus	-	81	-	80	40	40	12	8	771
Your personal security whilst on the bus	-	88	-	87	49	38	12	1	761
THE BUS DRIVER									
How near to the kerb the driver stopped	-	97	-	93	66	28	6	1	758
The driver's appearance	-	94	-	93	61	32	7	0	750
The greeting/welcome you got from the driver	-	83	-	80	48	31	14	6	752
The helpfulness and attitude of the driver	-	83	-	81	51	31	14	5	743
The time the driver gave you to get to your seat	-	88	-	85	54	31	11	4	750
Smoothness/freedom from jolting during the journey	-	76	-	78	43	35	14	8	755
Safety of the driving (i.e. speed, driver concentrating)	-	90	-	90	58	32	7	2	754

First in Tayside and Central

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	**2016 all satisfied**	**2016 very satisfied**	**2016 fairly satisfied**	**2016 neither /nor**	**2016 all dissatisfied**	2016 base size
OVERALL JOURNEY									
All passengers	-	90	-	86	45	41	9	5	216
Fare-paying passengers	-	86	-	83	36	48	11	6	124
Free pass holders	-	95	-	91	59	32	6	3	89
Aged 16 to 34	-	88	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	88	-	80	33	47	13	8	100
Passengers not commuting	-	92	-	92	55	37	6	2	108
Passengers saying they have a disability	-	-	-	-	-	-	-	-	-
VALUE FOR MONEY									
All fare-paying passengers	-	47	-	45	18	27	14	42	123
Aged 16 to 34	-	52	-	-	-	-	-	-	-
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	44	-	41	20	21	17	41	84
Passengers not commuting	-	-	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	83	-	71	33	38	11	18	203
The length of time waited	-	87	-	73	31	42	11	16	209
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	89	-	85	47	39	11	4	217
ON THE BUS									
Route/destination information on the outside of the bus	-	84	-	86	49	37	10	4	211
The cleanliness and condition of the outside of the bus	-	79	-	77	36	41	14	9	207
The ease of getting onto and off the bus	-	93	-	90	55	35	7	3	214
The length of time it took to board	-	93	-	91	59	33	7	1	212
The cleanliness and condition of the inside of the bus	-	76	-	76	33	42	14	10	215
The information provided inside the bus	-	59	-	60	23	37	29	11	196
The availability of seating or space to stand	-	88	-	87	50	38	9	4	211
The comfort of the seats	-	64	-	71	36	35	13	16	210
The amount of personal space you had around you	-	74	-	79	38	41	9	12	213
Provision of grab rails to stand/move within the bus	-	84	-	83	43	40	14	3	212
The temperature inside the bus	-	78	-	74	30	44	12	14	211
Your personal security whilst on the bus	-	86	-	84	44	40	13	3	212
THE BUS DRIVER									
How near to the kerb the driver stopped	-	95	-	91	64	27	8	1	205
The driver's appearance	-	91	-	89	63	26	10	1	202
The greeting/welcome you got from the driver	-	81	-	80	48	32	14	6	210
The helpfulness and attitude of the driver	-	84	-	82	49	33	13	5	209
The time the driver gave you to get to your seat	-	87	-	82	51	31	13	5	209
Smoothness/freedom from jolting during the journey	-	80	-	80	43	37	12	8	210
Safety of the driving (i.e. speed, driver concentrating)	-	92	-	89	55	34	9	2	209

Lothian Buses in South East

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	2016 all satisfied	2016 very satisfied	2016 fairly satisfied	2016 neither /nor	2016 all dissatisfied	2016 base size
OVERALL JOURNEY									
All passengers	-	94	-	93	53	40	5	2	768
Fare-paying passengers	-	93	-	91	48	43	6	2	567
Free pass holders	-	96	-	98	71	27	1	0	192
Aged 16 to 34	-	91	-	91	51	39	7	2	311
Aged 35 to 59	-	96	-	94	48	46	4	2	294
Passengers commuting	-	93	-	91	46	45	7	2	460
Passengers not commuting	-	95	-	95	64	31	4	1	280
Passengers saying they have a disability	-	92	-	93	48	45	6	1	137
VALUE FOR MONEY									
All fare-paying passengers	-	83	-	78	41	36	15	8	563
Aged 16 to 34	-	79	-	73	36	38	16	11	284
Aged 35 to 59	-	88	-	82	47	34	14	5	264
Passengers commuting	-	83	-	77	39	37	15	8	403
Passengers not commuting	-	82	-	80	47	34	12	7	148
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	89	-	85	55	29	11	5	736
The length of time waited	-	89	-	82	50	32	13	5	784
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	89	-	85	45	40	11	3	784
ON THE BUS									
Route/destination information on the outside of the bus	-	92	-	90	62	27	9	1	765
The cleanliness and condition of the outside of the bus	-	91	-	89	55	33	10	1	751
The ease of getting onto and off the bus	-	95	-	94	69	25	5	1	784
The length of time it took to board	-	95	-	93	69	24	6	1	779
The cleanliness and condition of the inside of the bus	-	89	-	87	46	41	9	3	794
The information provided inside the bus	-	78	-	75	42	34	22	3	727
The availability of seating or space to stand	-	94	-	92	62	29	6	3	780
The comfort of the seats	-	85	-	86	48	38	9	4	780
The amount of personal space you had around you	-	85	-	84	48	36	11	5	777
Provision of grab rails to stand/move within the bus	-	91	-	88	52	36	10	2	773
The temperature inside the bus	-	85	-	81	45	36	12	7	780
Your personal security whilst on the bus	-	91	-	91	58	33	8	1	774
THE BUS DRIVER									
How near to the kerb the driver stopped	-	94	-	93	67	27	6	1	768
The driver's appearance	-	92	-	92	68	23	8	0	738
The greeting/welcome you got from the driver	-	75	-	80	52	28	15	5	759
The helpfulness and attitude of the driver	-	75	-	80	53	27	17	3	739
The time the driver gave you to get to your seat	-	80	-	82	52	30	15	3	759
Smoothness/freedom from jolting during the journey	-	78	-	83	48	35	12	5	771
Safety of the driving (i.e. speed, driver concentrating)	-	90	-	92	61	31	7	1	764

McGills Buses in Strathclyde

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	2016 all satisfied	2016 very satisfied	2016 fairly satisfied	2016 neither /nor	2016 all dissatisfied	2016 base size
OVERALL JOURNEY									
All passengers	-	87	-	83	37	46	14	3	284
Fare-paying passengers	-	85	-	82	34	48	16	2	190
Free pass holders	-	91	-	86	45	42	9	4	90
Aged 16 to 34	-	87	-	79	29	50	18	3	108
Aged 35 to 59	-	84	-	89	39	50	9	2	87
Passengers commuting	-	82	-	79	35	45	18	3	156
Passengers not commuting	-	90	-	89	40	49	8	3	121
Passengers saying they have a disability	-	86	-	-	-	-	-	-	-
VALUE FOR MONEY									
All fare-paying passengers	-	62	-	55	21	34	24	21	187
Aged 16 to 34	-	59	-	57	23	34	22	22	101
Aged 35 to 59	-	65	-	50	16	34	30	20	76
Passengers commuting	-	62	-	53	19	34	28	19	138
Passengers not commuting	-	63	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	77	-	78	39	39	14	8	269
The length of time waited	-	80	-	80	41	39	11	9	282
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	90	-	82	42	40	11	6	286
ON THE BUS									
Route/destination information on the outside of the bus	-	89	-	87	52	35	11	3	279
The cleanliness and condition of the outside of the bus	-	84	-	86	43	43	11	3	272
The ease of getting onto and off the bus	-	89	-	89	53	36	10	1	279
The length of time it took to board	-	89	-	90	54	35	8	2	274
The cleanliness and condition of the inside of the bus	-	79	-	84	42	42	10	5	291
The information provided inside the bus	-	71	-	70	33	37	25	5	266
The availability of seating or space to stand	-	86	-	87	52	35	9	4	280
The comfort of the seats	-	77	-	76	35	42	15	8	277
The amount of personal space you had around you	-	78	-	74	37	37	16	10	278
Provision of grab rails to stand/move within the bus	-	85	-	84	42	42	13	3	279
The temperature inside the bus	-	79	-	76	37	39	14	10	279
Your personal security whilst on the bus	-	84	-	81	43	38	17	2	276
THE BUS DRIVER									
How near to the kerb the driver stopped	-	92	-	96	57	38	3	1	275
The driver's appearance	-	91	-	94	59	35	5	2	271
The greeting/welcome you got from the driver	-	79	-	80	48	32	13	6	274
The helpfulness and attitude of the driver	-	78	-	79	48	31	16	5	270
The time the driver gave you to get to your seat	-	80	-	76	42	34	15	8	274
Smoothness/freedom from jolting during the journey	-	74	-	73	38	35	15	12	271
Safety of the driving (i.e. speed, driver concentrating)	-	85	-	82	46	36	15	3	273

Stagecoach in Highlands

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	2016 all satisfied	2016 very satisfied	2016 fairly satisfied	2016 neither /nor	2016 all dissatisfied	2016 base size
OVERALL JOURNEY									
All passengers	-	-	-	86	44	42	7	6	506
Fare-paying passengers	-	-	-	85	40	45	10	5	228
Free pass holders	-	-	-	88	50	38	5	8	271
Aged 16 to 34	-	-	-	81	33	48	11	8	135
Aged 35 to 59	-	-	-	87	42	44	9	4	125
Passengers commuting	-	-	-	77	37	40	12	11	146
Passengers not commuting	-	-	-	91	48	43	5	4	339
Passengers saying they have a disability	-	-	-	84	41	44	9	7	143
VALUE FOR MONEY									
All fare-paying passengers	-	-	-	61	22	39	19	20	227
Aged 16 to 34	-	-	-	57	21	36	20	23	121
Aged 35 to 59	-	-	-	65	19	46	19	16	94
Passengers commuting	-	-	-	56	16	40	19	25	115
Passengers not commuting	-	-	-	66	28	38	21	13	105
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	70	34	36	14	16	483
The length of time waited	-	-	-	69	31	39	15	15	497
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	86	47	39	11	3	515
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	85	53	32	12	3	493
The cleanliness and condition of the outside of the bus	-	-	-	70	28	42	19	11	492
The ease of getting onto and off the bus	-	-	-	87	52	35	9	4	500
The length of time it took to board	-	-	-	89	55	34	8	3	497
The cleanliness and condition of the inside of the bus	-	-	-	79	32	47	12	10	508
The information provided inside the bus	-	-	-	62	24	38	26	12	459
The availability of seating or space to stand	-	-	-	89	51	38	7	4	501
The comfort of the seats	-	-	-	81	34	47	12	7	501
The amount of personal space you had around you	-	-	-	80	38	42	13	7	496
Provision of grab rails to stand/move within the bus	-	-	-	79	40	39	15	7	487
The temperature inside the bus	-	-	-	73	33	40	17	10	497
Your personal security whilst on the bus	-	-	-	85	45	39	14	1	493
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	93	61	32	5	2	497
The driver's appearance	-	-	-	87	57	30	12	1	496
The greeting/welcome you got from the driver	-	-	-	76	41	35	13	11	504
The helpfulness and attitude of the driver	-	-	-	75	45	30	15	10	487
The time the driver gave you to get to your seat	-	-	-	81	51	31	12	6	501
Smoothness/freedom from jolting during the journey	-	-	-	77	39	37	14	9	492
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	88	51	37	8	4	498

Stagecoach in North East

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	2016 all satisfied	2016 very satisfied	2016 fairly satisfied	2016 neither /nor	2016 all dissatisfied	2016 base size
OVERALL JOURNEY									
All passengers	-	89	-	85	38	47	10	5	682
Fare-paying passengers	-	84	-	83	32	51	11	5	378
Free pass holders	-	96	-	88	49	39	7	5	291
Aged 16 to 34	-	80	-	81	31	50	13	6	229
Aged 35 to 59	-	91	-	85	35	49	10	6	198
Passengers commuting	-	81	-	80	33	47	12	7	308
Passengers not commuting	-	94	-	90	43	47	8	3	344
Passengers saying they have a disability	-	93	-	86	41	46	8	6	171
VALUE FOR MONEY									
All fare-paying passengers	-	68	-	64	27	37	19	18	370
Aged 16 to 34	-	63	-	59	24	36	19	21	202
Aged 35 to 59	-	76	-	71	30	40	19	11	153
Passengers commuting	-	63	-	63	27	36	19	18	237
Passengers not commuting	-	75	-	66	27	39	18	16	123
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	81	-	66	35	31	16	18	658
The length of time waited	-	83	-	66	32	34	16	18	687
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	85	-	80	37	43	15	5	684
ON THE BUS									
Route/destination information on the outside of the bus	-	87	-	84	45	39	13	3	679
The cleanliness and condition of the outside of the bus	-	86	-	79	37	42	15	6	670
The ease of getting onto and off the bus	-	92	-	80	45	36	12	8	692
The length of time it took to board	-	91	-	84	49	34	12	4	680
The cleanliness and condition of the inside of the bus	-	83	-	83	38	44	11	7	705
The information provided inside the bus	-	74	-	66	26	41	28	5	639
The availability of seating or space to stand	-	89	-	84	45	39	10	6	678
The comfort of the seats	-	83	-	83	38	45	12	5	681
The amount of personal space you had around you	-	81	-	78	36	42	15	7	678
Provision of grab rails to stand/move within the bus	-	86	-	75	34	41	15	10	670
The temperature inside the bus	-	82	-	74	31	43	15	11	682
Your personal security whilst on the bus	-	89	-	85	45	40	13	3	679
THE BUS DRIVER									
How near to the kerb the driver stopped	-	94	-	88	55	32	10	2	683
The driver's appearance	-	91	-	89	56	33	9	2	673
The greeting/welcome you got from the driver	-	77	-	76	46	30	17	7	681
The helpfulness and attitude of the driver	-	80	-	77	46	31	16	7	674
The time the driver gave you to get to your seat	-	84	-	80	47	33	13	7	672
Smoothness/freedom from jolting during the journey	-	80	-	78	42	37	15	7	676
Safety of the driving (i.e. speed, driver concentrating)	-	90	-	86	51	35	11	3	670

Stagecoach in South East

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	2016 all satisfied	2016 very satisfied	2016 fairly satisfied	2016 neither /nor	2016 all dissatisfied	2016 base size
OVERALL JOURNEY									
All passengers	-	91	-	93	53	40	5	2	242
Fare-paying passengers	-	89	-	94	48	46	5	1	109
Free pass holders	-	93	-	92	61	32	5	2	129
Aged 16 to 34	-	86	-	-	-	-	-	-	-
Aged 35 to 59	-	92	-	-	-	-	-	-	-
Passengers commuting	-	87	-	92	42	50	6	2	80
Passengers not commuting	-	93	-	94	60	34	5	1	158
Passengers saying they have a disability	-	89	-	-	-	-	-	-	-
VALUE FOR MONEY									
All fare-paying passengers	-	63	-	65	28	37	24	11	107
Aged 16 to 34	-	60	-	-	-	-	-	-	-
Aged 35 to 59	-	68	-	-	-	-	-	-	-
Passengers commuting	-	62	-	-	-	-	-	-	-
Passengers not commuting	-	64	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	84	-	83	51	32	13	4	230
The length of time waited	-	84	-	85	50	35	11	4	238
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	88	-	84	58	26	11	5	242
ON THE BUS									
Route/destination information on the outside of the bus	-	90	-	91	60	30	8	1	236
The cleanliness and condition of the outside of the bus	-	87	-	84	48	36	11	5	229
The ease of getting onto and off the bus	-	94	-	95	69	26	4	1	236
The length of time it took to board	-	95	-	92	70	21	7	1	231
The cleanliness and condition of the inside of the bus	-	86	-	83	44	40	11	6	238
The information provided inside the bus	-	70	-	77	38	38	21	2	217
The availability of seating or space to stand	-	92	-	92	59	33	5	3	237
The comfort of the seats	-	80	-	79	41	38	17	4	236
The amount of personal space you had around you	-	80	-	83	49	34	13	4	237
Provision of grab rails to stand/move within the bus	-	82	-	91	52	39	8	1	229
The temperature inside the bus	-	81	-	80	43	38	14	6	236
Your personal security whilst on the bus	-	92	-	87	53	34	13	0	235
THE BUS DRIVER									
How near to the kerb the driver stopped	-	93	-	95	68	26	5	0	237
The driver's appearance	-	92	-	94	66	28	6	0	234
The greeting/welcome you got from the driver	-	79	-	83	54	28	13	4	236
The helpfulness and attitude of the driver	-	80	-	83	53	30	12	5	234
The time the driver gave you to get to your seat	-	88	-	86	62	24	12	2	236
Smoothness/freedom from jolting during the journey	-	76	-	82	52	30	14	4	240
Safety of the driving (i.e. speed, driver concentrating)	-	90	-	89	65	23	10	1	237

Stagecoach in South West

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	2016 all satisfied	2016 very satisfied	2016 fairly satisfied	2016 neither /nor	2016 all dissatisfied	2016 base size
OVERALL JOURNEY									
All passengers	-	-	-	93	57	35	4	3	713
Fare-paying passengers	-	-	-	90	52	38	8	2	281
Free pass holders	-	-	-	94	62	32	2	4	425
Aged 16 to 34	-	-	-	88	43	44	9	4	137
Aged 35 to 59	-	-	-	91	58	33	6	4	199
Passengers commuting	-	-	-	87	48	39	11	2	169
Passengers not commuting	-	-	-	95	62	33	2	3	527
Passengers saying they have a disability	-	-	-	89	52	37	5	6	234
VALUE FOR MONEY									
All fare-paying passengers	-	-	-	76	41	35	14	11	279
Aged 16 to 34	-	-	-	72	35	36	16	12	119
Aged 35 to 59	-	-	-	78	44	35	12	9	148
Passengers commuting	-	-	-	73	41	32	15	12	139
Passengers not commuting	-	-	-	80	41	38	12	8	139
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	-	-	79	52	28	9	11	684
The length of time waited	-	-	-	78	50	28	10	11	695
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	-	-	91	63	28	6	2	725
ON THE BUS									
Route/destination information on the outside of the bus	-	-	-	90	66	24	8	2	703
The cleanliness and condition of the outside of the bus	-	-	-	80	49	31	12	8	688
The ease of getting onto and off the bus	-	-	-	93	65	27	5	2	707
The length of time it took to board	-	-	-	93	65	29	5	2	698
The cleanliness and condition of the inside of the bus	-	-	-	87	52	35	9	4	717
The information provided inside the bus	-	-	-	79	47	32	17	4	646
The availability of seating or space to stand	-	-	-	91	61	30	7	2	706
The comfort of the seats	-	-	-	84	47	36	11	6	711
The amount of personal space you had around you	-	-	-	84	53	32	8	7	704
Provision of grab rails to stand/move within the bus	-	-	-	89	56	33	7	4	699
The temperature inside the bus	-	-	-	84	50	34	9	6	702
Your personal security whilst on the bus	-	-	-	92	60	32	7	2	708
THE BUS DRIVER									
How near to the kerb the driver stopped	-	-	-	96	75	21	3	1	711
The driver's appearance	-	-	-	95	73	22	4	1	702
The greeting/welcome you got from the driver	-	-	-	89	67	22	9	2	698
The helpfulness and attitude of the driver	-	-	-	88	67	21	10	2	692
The time the driver gave you to get to your seat	-	-	-	91	66	25	6	3	691
Smoothness/freedom from jolting during the journey	-	-	-	85	54	30	9	6	701
Safety of the driving (i.e. speed, driver concentrating)	-	-	-	92	68	24	7	1	701

Stagecoach in Strathclyde

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	2016 all satisfied	2016 very satisfied	2016 fairly satisfied	2016 neither /nor	2016 all dissatisfied	2016 base size
OVERALL JOURNEY									
All passengers	-	94	-	85	46	39	10	5	236
Fare-paying passengers	-	94	-	82	34	48	10	9	134
Free pass holders	-	93	-	93	64	29	7	0	96
Aged 16 to 34	-	95	-	77	35	42	11	12	87
Aged 35 to 59	-	89	-	-	-	-	-	-	-
Passengers commuting	-	93	-	85	40	45	7	7	111
Passengers not commuting	-	94	-	85	49	35	12	3	117
Passengers saying they have a disability	-	89	-	-	-	-	-	-	-
VALUE FOR MONEY									
All fare-paying passengers	-	71	-	74	30	45	17	9	130
Aged 16 to 34	-	67	-	66	34	32	22	12	77
Aged 35 to 59	-	-	-	-	-	-	-	-	-
Passengers commuting	-	74	-	72	33	39	15	13	100
Passengers not commuting	-	66	-	-	-	-	-	-	-
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	89	-	81	47	34	11	8	214
The length of time waited	-	90	-	80	45	35	11	8	238
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	92	-	88	49	39	6	6	233
ON THE BUS									
Route/destination information on the outside of the bus	-	91	-	90	62	28	7	3	227
The cleanliness and condition of the outside of the bus	-	90	-	84	50	34	11	5	221
The ease of getting onto and off the bus	-	94	-	91	59	32	4	5	228
The length of time it took to board	-	96	-	91	62	29	7	2	222
The cleanliness and condition of the inside of the bus	-	88	-	80	41	39	9	11	236
The information provided inside the bus	-	77	-	65	35	30	31	5	208
The availability of seating or space to stand	-	92	-	88	46	42	9	3	226
The comfort of the seats	-	87	-	78	43	35	14	8	228
The amount of personal space you had around you	-	86	-	78	35	42	13	10	220
Provision of grab rails to stand/move within the bus	-	87	-	84	39	45	11	5	221
The temperature inside the bus	-	85	-	74	29	45	14	12	224
Your personal security whilst on the bus	-	93	-	83	45	38	12	5	224
THE BUS DRIVER									
How near to the kerb the driver stopped	-	95	-	89	61	28	8	2	233
The driver's appearance	-	94	-	89	56	33	9	2	225
The greeting/welcome you got from the driver	-	81	-	71	44	28	18	11	226
The helpfulness and attitude of the driver	-	81	-	71	46	24	25	4	222
The time the driver gave you to get to your seat	-	86	-	77	47	30	12	10	224
Smoothness/freedom from jolting during the journey	-	81	-	72	37	36	13	14	227
Safety of the driving (i.e. speed, driver concentrating)	-	93	-	86	53	33	11	3	225

Stagecoach in Tayside and Central

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	2016 all satisfied	2016 very satisfied	2016 fairly satisfied	2016 neither /nor	2016 all dissatisfied	2016 base size
OVERALL JOURNEY									
All passengers	-	95	-	93	56	37	5	1	597
Fare-paying passengers	-	94	-	91	45	46	7	2	287
Free pass holders	-	97	-	96	66	30	3	1	306
Aged 16 to 34	-	91	-	90	40	51	8	1	195
Aged 35 to 59	-	97	-	89	56	34	8	3	124
Passengers commuting	-	92	-	90	45	45	10	1	207
Passengers not commuting	-	97	-	95	62	33	3	1	372
Passengers saying they have a disability	-	95	-	93	56	37	5	1	150
VALUE FOR MONEY									
All fare-paying passengers	-	74	-	65	30	35	18	17	286
Aged 16 to 34	-	66	-	59	25	34	22	19	173
Aged 35 to 59	-	82	-	73	33	40	13	14	99
Passengers commuting	-	70	-	61	27	34	20	19	162
Passengers not commuting	-	78	-	71	34	37	16	13	119
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	89	-	82	52	30	10	8	576
The length of time waited	-	89	-	80	47	34	12	7	602
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	93	-	88	57	32	9	3	605
ON THE BUS									
Route/destination information on the outside of the bus	-	91	-	90	62	28	9	1	601
The cleanliness and condition of the outside of the bus	-	88	-	84	45	39	9	6	589
The ease of getting onto and off the bus	-	96	-	93	64	29	5	2	600
The length of time it took to board	-	95	-	94	65	29	5	1	590
The cleanliness and condition of the inside of the bus	-	92	-	88	45	43	7	5	611
The information provided inside the bus	-	74	-	77	36	41	20	3	561
The availability of seating or space to stand	-	92	-	91	57	34	7	2	597
The comfort of the seats	-	82	-	85	44	41	9	5	607
The amount of personal space you had around you	-	87	-	85	47	39	11	4	599
Provision of grab rails to stand/move within the bus	-	91	-	89	54	35	8	3	598
The temperature inside the bus	-	84	-	86	43	43	8	6	598
Your personal security whilst on the bus	-	92	-	92	54	38	7	1	601
THE BUS DRIVER									
How near to the kerb the driver stopped	-	96	-	96	69	27	3	1	594
The driver's appearance	-	94	-	93	67	26	7	0	583
The greeting/welcome you got from the driver	-	83	-	83	54	29	14	3	590
The helpfulness and attitude of the driver	-	85	-	84	55	29	13	3	583
The time the driver gave you to get to your seat	-	90	-	89	57	31	8	4	590
Smoothness/freedom from jolting during the journey	-	84	-	83	47	36	12	5	584
Safety of the driving (i.e. speed, driver concentrating)	-	93	-	93	61	33	5	1	587

Xplore Dundee in Tayside and Central

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	2016 all satisfied	2016 very satisfied	2016 fairly satisfied	2016 neither /nor	2016 all dissatisfied	2016 base size
OVERALL JOURNEY									
All passengers	-	90	-	91	51	40	6	3	662
Fare-paying passengers	-	87	-	91	44	47	6	3	378
Free pass holders	-	94	-	91	60	31	6	3	269
Aged 16 to 34	-	86	-	88	41	48	10	2	222
Aged 35 to 59	-	90	-	91	48	43	4	5	217
Passengers commuting	-	86	-	91	47	44	7	2	301
Passengers not commuting	-	94	-	91	55	35	5	4	334
Passengers saying they have a disability	-	89	-	85	43	42	12	3	167
VALUE FOR MONEY									
All fare-paying passengers	-	66	-	65	25	40	17	18	378
Aged 16 to 34	-	62	-	60	26	34	21	19	182
Aged 35 to 59	-	70	-	72	25	47	12	17	180
Passengers commuting	-	68	-	66	25	41	17	17	238
Passengers not commuting	-	63	-	63	28	35	17	21	126
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	86	-	83	49	34	11	6	646
The length of time waited	-	86	-	83	48	34	12	6	686
ON-BUS JOURNEY TIME									
Time journey on the bus took	-	92	-	87	52	35	9	4	683
ON THE BUS									
Route/destination information on the outside of the bus	-	88	-	88	55	33	10	2	664
The cleanliness and condition of the outside of the bus	-	82	-	84	45	39	12	4	650
The ease of getting onto and off the bus	-	92	-	92	61	32	5	2	673
The length of time it took to board	-	92	-	92	60	32	6	1	660
The cleanliness and condition of the inside of the bus	-	75	-	83	41	43	9	8	687
The information provided inside the bus	-	69	-	78	39	39	18	4	634
The availability of seating or space to stand	-	89	-	91	58	33	6	3	672
The comfort of the seats	-	79	-	83	43	40	10	7	664
The amount of personal space you had around you	-	80	-	81	44	37	12	7	666
Provision of grab rails to stand/move within the bus	-	86	-	87	50	37	10	3	663
The temperature inside the bus	-	84	-	81	41	40	13	6	669
Your personal security whilst on the bus	-	88	-	87	52	34	11	2	664
THE BUS DRIVER									
How near to the kerb the driver stopped	-	94	-	94	66	28	5	1	671
The driver's appearance	-	93	-	91	63	28	8	1	652
The greeting/welcome you got from the driver	-	76	-	74	47	27	18	7	650
The helpfulness and attitude of the driver	-	76	-	77	48	29	18	5	643
The time the driver gave you to get to your seat	-	82	-	83	54	29	13	4	655
Smoothness/freedom from jolting during the journey	-	82	-	81	47	35	13	5	662
Safety of the driving (i.e. speed, driver concentrating)	-	91	-	91	58	32	8	1	654

All First

Headline results

Overall satisfaction

87%

Value for money

62%

Punctuality

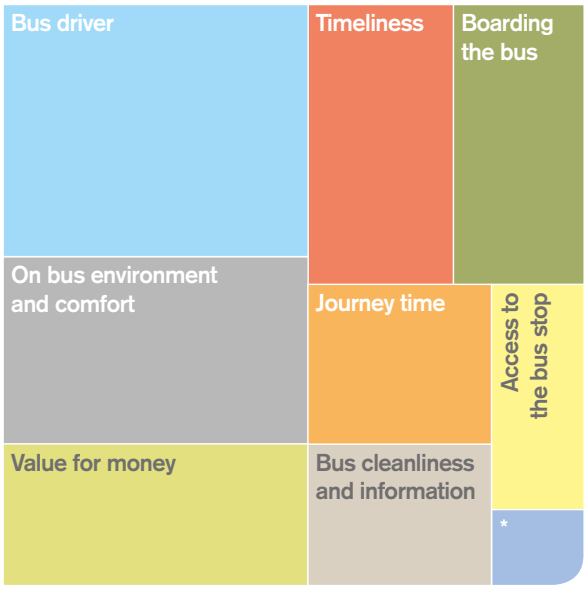
76%

Journey time

84%

Which themes are affecting overall passenger satisfaction?

See page 170 for an explanation of how these themes were calculated



FARE-PAYERS ONLY

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	2016 all satisfied	2016 very satisfied	2016 fairly satisfied	2016 neither /nor	2016 all dissatisfied	2016 base size
OVERALL JOURNEY									
All passengers	-	**89**	-	**87**	**41**	**46**	**10**	**3**	**3816**
Fare-paying passengers	-	87	-	85	35	49	12	3	2347
Free pass holders	-	94	-	91	53	38	6	3	1097
Aged 16 to 34	-	85	-	82	32	50	14	4	1296
Aged 35 to 59	-	90	-	87	39	49	10	3	1297
Passengers commuting	-	86	-	83	34	49	13	4	1625
Passengers not commuting	-	92	-	91	48	43	7	2	2038
Passengers saying they have a disability	-	90	-	86	43	43	11	3	969
VALUE FOR MONEY									
All fare-paying passengers	-	**62**	-	**62**	**26**	**37**	**17**	**21**	**2318**
Aged 16 to 34	-	58	-	57	23	34	18	25	1162
Aged 35 to 59	-	68	-	67	26	40	17	17	1065
Passengers commuting	-	59	-	61	24	37	18	22	1412
Passengers not commuting	-	66	-	65	29	36	16	19	857
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	83	-	76	40	36	13	11	3622
The length of time waited	-	84	-	76	40	36	13	11	3892
ON-BUS JOURNEY TIME									
Time the journey on the bus took	-	88	-	84	42	42	11	5	3892

Detailed results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	2016 all satisfied	2016 very satisfied	2016 fairly satisfied	2016 neither /nor	2016 all dissatisfied	2016 base size
ON THE BUS									
Route/destination information on the outside of the bus	-	87	-	85	50	36	12	3	3758
The cleanliness and condition of the outside of the bus	-	80	-	78	34	43	16	7	3701
The ease of getting onto and off the bus	-	92	-	88	50	38	8	3	3799
The length of time it took to board	-	92	-	89	53	36	9	2	3732
The cleanliness and condition of the inside of the bus	-	76	-	75	30	45	14	11	3909
The information provided inside the bus	-	67	-	65	26	39	27	8	3543
The availability of seating or space to stand	-	88	-	84	42	42	11	5	3782
The comfort of the seats	-	75	-	76	32	44	14	10	3789
The amount of personal space you had around you	-	79	-	77	35	42	15	8	3775
Provision of grab rails to stand/move within the bus	-	86	-	83	38	45	13	4	3751
The temperature inside the bus	-	79	-	75	31	44	15	10	3788
Your personal security whilst on the bus	-	85	-	83	40	43	14	3	3752
THE BUS DRIVER									
How near to the kerb the driver stopped	-	93	-	91	58	34	6	2	3753
The driver's appearance	-	90	-	90	56	34	9	1	3665
The greeting/welcome you got from the driver	-	74	-	74	41	33	19	7	3672
The helpfulness and attitude of the driver	-	76	-	75	42	33	19	6	3607
The time the driver gave you to get to your seat	-	80	-	78	42	35	15	7	3655
Smoothness/freedom from jolting during the journey	-	76	-	76	37	39	15	8	3681
Safety of the driving (i.e. speed, driver concentrating)	-	89	-	86	49	37	11	3	3660

All Stagecoach

Headline results

Overall satisfaction

90%

Value for money

68%

Punctuality

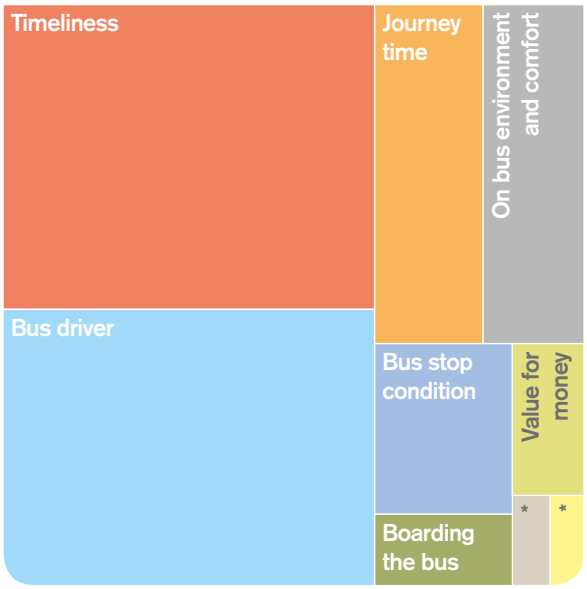
79%

Journey time

86%

Which themes are affecting overall passenger satisfaction?

See page 170 for an explanation of how these themes were calculated



FARE-PAYERS ONLY

Key results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	2016 all satisfied	2016 very satisfied	2016 fairly satisfied	2016 neither /nor	2016 all dissatisfied	2016 base size
OVERALL JOURNEY									
All passengers	-	**92**	-	**90**	**50**	**40**	**7**	**3**	**2976**
Fare-paying passengers	-	91	-	88	42	47	8	4	1417
Free pass holders	-	94	-	93	61	32	5	2	1518
Aged 16 to 34	-	89	-	85	39	46	10	6	852
Aged 35 to 59	-	92	-	90	46	45	8	2	758
Passengers commuting	-	89	-	87	41	46	9	5	1021
Passengers not commuting	-	94	-	91	55	36	6	2	1857
Passengers saying they have a disability	-	90	-	91	51	40	5	3	823
VALUE FOR MONEY									
All fare-paying passengers	-	**69**	-	**68**	**29**	**39**	**20**	**13**	**1399**
Aged 16 to 34	-	64	-	63	27	36	22	15	750
Aged 35 to 59	-	75	-	74	31	43	17	9	586
Passengers commuting	-	67	-	66	29	36	20	14	818
Passengers not commuting	-	69	-	71	29	42	18	11	552
PUNCTUALITY & TIME WAITING FOR THE BUS									
Punctuality of the bus	-	87	-	79	47	32	12	9	2845
The length of time waited	-	87	-	79	45	34	12	9	2957
ON-BUS JOURNEY TIME									
Time the journey on the bus took	-	90	-	86	53	33	10	4	3004

Detailed results

Satisfaction (%)	2013 all satisfied	2014 all satisfied	2015 all satisfied	2016 all satisfied	2016 very satisfied	2016 fairly satisfied	2016 neither /nor	2016 all dissatisfied	2016 base size
ON THE BUS									
Route/destination information on the outside of the bus	-	90	-	89	59	30	9	2	2939
The cleanliness and condition of the outside of the bus	-	88	-	82	45	37	12	6	2889
The ease of getting onto and off the bus	-	94	-	91	61	30	6	3	2963
The length of time it took to board	-	95	-	91	63	28	7	2	2918
The cleanliness and condition of the inside of the bus	-	88	-	83	42	41	10	7	3015
The information provided inside the bus	-	74	-	71	35	36	24	4	2730
The availability of seating or space to stand	-	91	-	90	53	36	7	3	2945
The comfort of the seats	-	83	-	81	42	39	14	6	2964
The amount of personal space you had around you	-	84	-	81	43	38	12	7	2934
Provision of grab rails to stand/move within the bus	-	86	-	86	47	40	10	4	2904
The temperature inside the bus	-	83	-	79	38	41	13	8	2939
Your personal security whilst on the bus	-	92	-	87	50	36	11	2	2940
THE BUS DRIVER									
How near to the kerb the driver stopped	-	94	-	93	65	27	6	1	2955
The driver's appearance	-	93	-	91	63	29	8	1	2913
The greeting/welcome you got from the driver	-	80	-	79	51	28	14	6	2935
The helpfulness and attitude of the driver	-	82	-	79	52	28	16	5	2892
The time the driver gave you to get to your seat	-	87	-	84	56	28	11	5	2914
Smoothness/freedom from jolting during the journey	-	80	-	79	46	34	13	8	2920
Safety of the driving (i.e. speed, driver concentrating)	-	92	-	89	59	30	9	2	2918

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 after their journey, 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 5 September and 18 December 2016, excluding the October school half-term holiday period as it was in each sampling area (mostly 17 to 28 October).

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

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

Transport Focus was supported by BDRC Continental Ltd in conducting the autumn 2016 survey. This year we received a total of 46,530 valid responses.

Presentation of results

Throughout the report, satisfaction scores are based only on those respondents that gave an opinion (that is, excluding those who did not answer or said 'no opinion'). For questions not about satisfaction, the results are based on all survey respondents. All results are calculated using weighted values. In the report where numbers are shown in brackets after the question/category text, these are the actual numbers of passengers who answered the question.

BPS results are rounded to whole numbers. 'All satisfied' is the rounded whole-number sum of 'very satisfied' and 'fairly satisfied' and 'all dissatisfied' is the rounded whole-number sum of 'fairly dissatisfied' and 'very dissatisfied'. Sometimes, due to the decimal places not being shown on the 'very' and 'fairly' values, the 'all' value can appear to be one percent different to the sum of the individual values.

Themes that are affecting overall passenger satisfaction charts

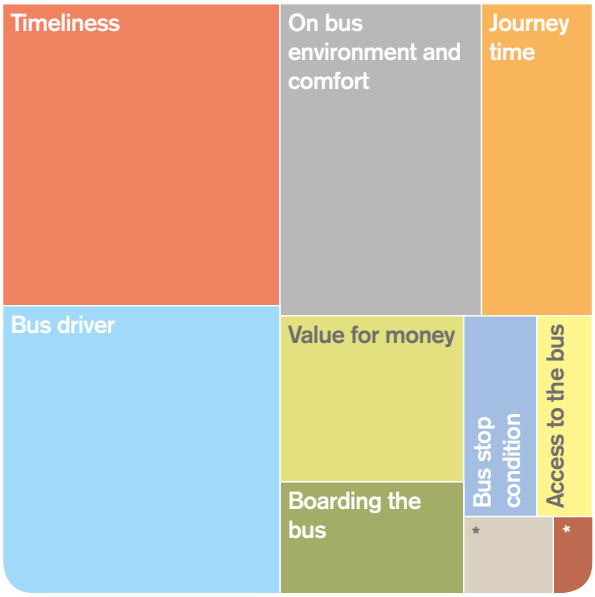
This year, we introduced a new approach for identifying the key drivers of overall journey satisfaction amongst bus passengers, comprising two stages. At the first stage, we took all 30 individual satisfaction measures from the survey (apart from the overall journey satisfaction) and formed them into 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:

Theme (factor)	Questions
1 Bus driver	• Satisfaction with bus driver: Nearness to kerb • Satisfaction with bus driver: Appearance • Satisfaction with bus driver: The greeting/welcome you got • Satisfaction with bus driver: Helpfulness/attitude • Satisfaction with bus driver: Time to get to seat • Satisfaction with bus driver: Smoothness/freedom from jolting • Satisfaction with bus driver: Safety of the driving
2 On bus environment and comfort	• Availability of seating or space to stand • Comfort of the seats • Amount of personal space • Provision of grab rails to stand/move within the bus • Temperature inside the bus • Personal security
3 Bus stop condition	• General condition/standard of maintenance • Freedom from graffiti/vandalism • Freedom from litter
4 Boarding the bus	• Satisfaction with route/destination information • Ease of getting onto/off the bus • Satisfaction with time taken to board
5 Timeliness	• Satisfaction with waiting time • Satisfaction with punctuality
6 Bus cleanliness and information on-board	• Satisfaction with exterior cleanliness/condition • Satisfaction with interior cleanliness/condition • Info provided inside bus
7 Access to the bus stop	• Distance from journey start • Convenience/accessibility
8 Bus stop safety and information	• Information provided at the stop • Personal safety at stop
9 Journey time	• Satisfaction with on-bus journey time
10 Value for money	• Satisfaction with VFM (fare-payers only)

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

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



Ralph Hodgson

Interpreting results

The autumn 2016 wave of BPS was carried out across 42 sampling areas in England. All six former metropolitan counties were selected, and the remaining 36 sampling areas were a broad mix of 11 unitary LTAs, four two-tier LTAs, and 21 standalone bus operators' operating divisions (mainly Go-Ahead group bus companies).

The areas covered by BPS each year account for around two thirds of passenger journeys made within our remit area (England outside of London). Every year we have surveyed all the PTE areas but only a proportion of services running in unitary and two-tier authorities. Thus a 'whole-survey' statistic is more influenced by the results from the PTE bloc.

Furthermore, of the unitary and two-tier areas covered each year, some were the same as in previous years, and some were different (more so since autumn 2014 with the inclusion of many standalone bus operator divisions). 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 autumn 2016 the survey also covered the six transport partnership areas and two bus operator areas within Scotland. In total, these accounted for the majority of passenger journeys made within Scotland. Their results are included within this results book, but they are not included in the 'area – key findings' results (which are based only on the sampling areas within our remit).

Further detail

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

Waiver

Transport Focus has taken care to ensure that the information contained in the BPS is correct. However, no warranty, express or implied, is given as to its accuracy and Transport Focus does not accept any liability for error or omission.

Transport Focus is not responsible for how the information is used, how it is interpreted or what reliance is placed upon it. Transport Focus does not guarantee that the information contained in BPS is fit for any particular purpose.

Appendix

Listed below are the authorities and operators that funded extra survey responses

England

Local transport authority areas

- Cheshire East Council (Transport Service Solutions)
- Cornwall Council
- County Durham: County Durham Council, Arriva and Go North East
- Essex: Essex County Council and First
- Greater Manchester: Transport for Greater Manchester (TfGM), First and Stagecoach
- Herefordshire Council
- Leicester City Council
- Merseyside: Merseyside PTE (Merseytravel) and Arriva
- Milton Keynes Council
- Norfolk County Council
- Northumberland County Council
- Nottingham City Council
- Nottinghamshire: Nottinghamshire County Council, Nottingham City Transport, Stagecoach and Trent Barton
- Oxfordshire: Oxford Bus Company and Stagecoach
- South Yorkshire: South Yorkshire PTE, First and Stagecoach
- Tees Valley Group: 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: West Midlands PTE (Transport for West Midlands), National Express, West Midlands and Coventry Voluntary Multilateral Agreement partners
- West Yorkshire: West Yorkshire PTE (Metro) and First
- West of England Partnership: Bristol City, Bath and North East Somerset, North Somerset, and South Gloucestershire Councils, and First
- York (City of) Council

Operator-specific areas

- Blackpool Transport Services
- Go-Ahead Group to cover these bus companies
  - Anglian Buses
  - Bluestar
  - Brighton and Hove Bus
  - Carousel Buses
  - Hedingham and Chambers
  - Konectbus
  - Metrobus
  - Oxford Park and Ride
  - Plymouth Citybus
  - Southern Vectis
  - Wilts and Dorset (morebus and Salisbury Reds)
- First South Coast
- First Potteries
- Reading Buses
- Rosso Buses (Rossendale Transport)
- Stagecoach Group to cover these parts of their business
  - Stagecoach in Cumbria and North Lancashire
  - Stagecoach in Lincolnshire, North Lincolnshire and North East Lincolnshire
  - Stagecoach South East
  - Stagecoach South West
  - Stagecoach West

Scotland

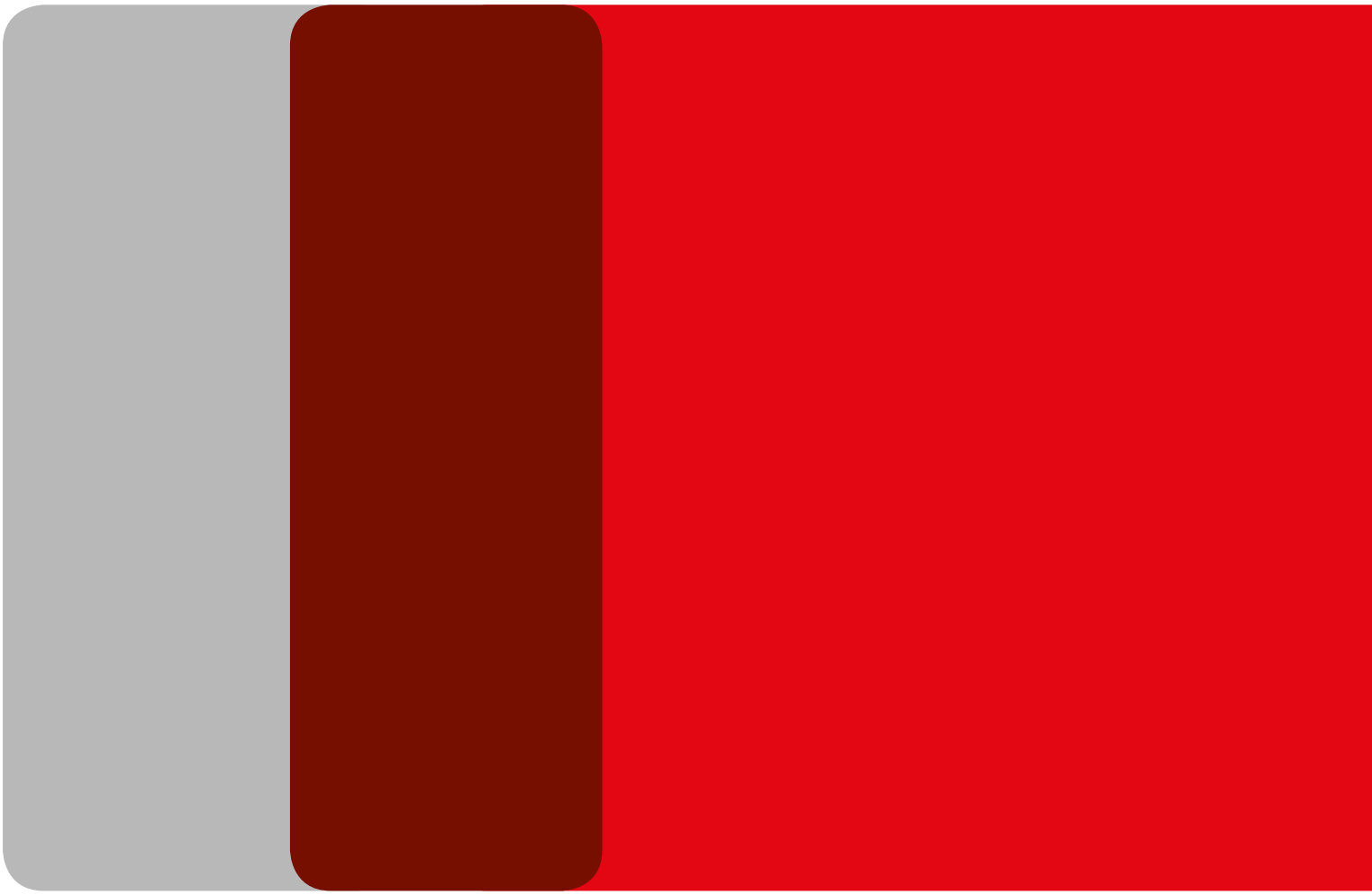
Local transport authority areas

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

Operator-specific areas

- First Glasgow
- First Scotland East

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



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