

Mersey and Halton (Merseytravel) (Included 1 extra since 2016, part of Liverpool City Region)

Headline results



Key results

Satisfaction (%)	2016 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /not	2018 all dissatisfied	2018 base size
Overall journey satisfaction									
All passengers	89	90	92	91	54	37	7	3	1960
Fare-paying passengers	86	88	90	89	45	43	8	3	915
Free pass holders	94	94	94	94	67	27	5	2	1010
Aged 16 to 34	83	83	89	83	41	48	9	2	446
Aged 35 to 59	92	93	90	93	53	39	7	4	473
Passengers commuting	86	89	88	87	41	40	9	3	703
Passengers not commuting	94	93	94	94	54	30	4	2	1176
Passengers saying they have a disability	89	89	90	90	54	36	8	2	610
Value for money									
All fare-paying passengers	71	73	70	75	38	37	13	12	882
Aged 16 to 34	66	66	67	73	39	34	13	15	369
Aged 35 to 59	76	75	73	77	37	41	14	9	401
Passengers commuting	66	72	70	72	35	37	15	12	574
Passengers not commuting	78	76	69	75	43	30	9	12	300
Punctuality and time waiting for bus									
Punctuality of the bus	78	78	75	76	44	32	12	12	1769
The length of time waited	80	79	75	77	41	35	13	10	1910
On-bus journey time									
Time the journey on the bus took	87	87	89	88	55	32	8	4	1943

Detailed results

Satisfaction (%)	2016 all satisfied	2016 all satisfied	2017 all satisfied	2018 all satisfied	2018 very satisfied	2018 fairly satisfied	2018 neither /not	2018 all dissatisfied	2018 base size
The bus stop									
Overall satisfaction with the bus stop	82	81	81	83	39	44	12	6	1832
Its distance from the journey start	85	87	85	88	54	34	8	4	1834
The convenience/accessibility of its location	89	90	88	91	59	33	6	3	1692
Its condition/standard of maintenance	79	79	75	78	40	38	14	8	1714
Its freedom from graffiti/vandalism	82	79	77	80	45	34	11	8	1717
Its freedom from litter	76	75	74	78	40	38	12	9	1713
The information provided at the stop	76	75	70	74	34	39	14	12	1701
Your personal safety whilst at the stop	79	79	78	80	43	37	15	5	1709
On the bus									
Route/destination information on the outside of the bus	88	85	88	85	54	31	12	3	1947
The cleanliness and condition of the outside of the bus	84	85	87	84	44	40	12	4	1899
The ease of getting onto the bus*	-	-	-	93	62	30	5	3	1911
The length of time it took to board	93	91	93	91	62	29	7	3	1879
The cleanliness and condition of the inside of the bus	84	85	87	83	42	42	11	6	1944
The information provided inside the bus	72	72	72	69	34	35	26	5	1739
The availability of seating or space to stand	88	89	88	88	53	35	7	5	1907
The comfort of the seats	82	84	84	83	42	40	11	6	1902
The amount of personal space you had around you	78	82	79	80	41	39	12	9	1887
Provision of grab rails to stand/move within the bus	85	88	88	87	49	38	9	4	1883
The temperature inside the bus	80	80	82	82	42	40	11	7	1896
Your personal security whilst on the bus	87	87	87	87	51	35	10	2	1882
Ease of getting off the bus*	-	-	-	92	54	37	5	3	1902
The bus driver									
How near to the kerb the driver stopped	93	94	93	94	58	29	5	1	1916
The driver's appearance	91	91	90	91	55	24	8	1	1834
The greeting/welcome you got from the driver	73	73	74	75	49	26	19	6	1868
The helpfulness and attitude of the driver	75	76	76	77	51	25	19	5	1823
The time the driver gave you to get to your seat	75	79	77	81	49	31	13	7	1861
Smoothness/freedom from jolting during the journey	77	80	79	79	45	34	14	7	1874
Safety of the driving (i.e. speed, driver concentrating)	89	89	89	91	59	32	8	2	1854

Factors affecting journey time

Occurrence (%)	2016	2016	2017	2018
Congestion/traffic jams	21	21	21	17
Road works	13	13	11	8
Bus driver driving too slowly	4	3	2	2
Poor weather conditions	4	4	3	3
Waiting too long at stops	7	6	7	4
Passenger boarding time	17	18	17	15
Base size	2254	2662	2136	2051

Passengers could provide more than one answer

* New question in 2018

Anti-social behaviour

'Yes' (%)	2016	2016	2017	2018
Other passengers' behaviour giving cause to worry or feel uncomfortable	5	5	5	5
Base size	2174	2481	2086	1980