

Service Aspect	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable	Overall satisfaction rating
Frequency of bus service	24.8% (56)	38.9% (88)	11.1% (25)	17.7% (40)	7.1% (16)	0.9% (2)	64%
Bus being on time	35.1% (80)	46.9% (107)	8.3% (19)	7.5% (17)	2.2% (5)	0.4% (1)	82%
Adequacy of bus stop	40.1% (87)	45.2% (98)	7.4% (16)	4.1% (9)	3.2% (7)	0.9% (2)	85%
Cleanliness of bus (seats and floor)	62.2% (143)	34.8% (80)	1.3% (3)	1.3% (3)	0.4% (1)	0.4% (1)	97%
Cleanliness of bus exterior	59.9% (136)	37.0% (84)	2.2% (5)	0.0% (0)	0.0% (0)	0.9% (2)	97%
Timetable information at bus stop	46.4% (102)	33.6% (74)	10.0% (22)	6.8% (15)	1.4% (3)	1.8% (4)	80%
Helpfulness of bus driver	76.0% (177)	19.7% (46)	2.6% (6)	0.9% (2)	0.4% (1)	0.4% (1)	96%
Presentation of bus driver	72.0% (167)	25.4% (59)	2.2% (5)	0.0% (0)	0.0% (0)	0.4% (1)	97%
Smoothness of ride	50.2% (115)	42.8% (98)	4.8% (11)	1.7% (4)	0.0% (0)	0.4% (1)	93%
Seat comfort on bus	53.7% (123)	40.6% (93)	4.8% (11)	0.4% (1)	0.0% (0)	0.4% (1)	94%
Temperature level on bus	45.8% (104)	45.4% (103)	6.6% (15)	1.3% (3)	0.4% (1)	0.4% (1)	91%
Ease of getting information on tickets and fares	48.2% (109)	40.3% (91)	5.8% (13)	3.5% (8)	0.9% (2)	1.3% (3)	88%
Ease of using/understanding timetable	44.1% (101)	38.9% (89)	8.3% (19)	7.4% (17)	0.9% (2)	0.4% (1)	83%
Feeling safe while on the bus	66.5% (153)	30.4% (70)	2.2% (5)	0.4% (1)	0.0% (0)	0.4% (1)	97%
Suitability/ease of connection with other public transport	30.2% (67)	32.0% (71)	15.8% (35)	13.1% (29)	7.2% (16)	1.8% (4)	62%