

**Passenger Survey  
of  
Rural Bus Services  
in  
North West England**

**Autumn 2010**

**TravelWatch  
NORTHWEST**

# CONTENTS

	Page
1. Introduction	2
2. Project description	2
3. Analysis of the results	
a) The bus stop	4
b) Boarding the bus	7
c) The bus itself	9
d) Alighting from the bus	12
4. Conclusions	13
5. Data tables	15
6. The operators	25
7. The survey sheet	26
8. The survey team	27



A rather basic shelter



Another basic wayside halt but with some comfort



Even a possibility of flowers in summertime



Rural bus provision

Photos: Chris Dale

## **1. Introduction**

- 1.1 There is a significant difference between bus services which serve wholly urban areas and those which carry passengers to and from rural parts of the country. In contrast to countries like France, Britain still retains a wide network of bus routes in sparsely populated areas. They all serve a very useful purpose by providing opportunity for social mobility by people of all ages, e.g. students travelling to the urban college, workers avoiding using their cars to reach their place of employment and older people who no longer drive and who would otherwise be restricted to their own small town or village.
- 1.2 The well known large operators of town and city service, e.g. Arriva, Stagecoach, Transdev, are generally able to provide and maintain a high quality of service provision. They have in recent years invested heavily in brand new bus fleets which offer a standard of comfort and environment never experienced before.
- 1.3 The majority of services provided within or between built-up areas are commercial services, i.e. they do not receive any form of support from the local authority. Such services are generally heavily used and frequent.
- 1.4 In contrast the provision of most services to rural areas is the responsibility of operators who have small fleets of vehicles, some, but not all, of which are now quite old. Almost all of the small operators' rural service provision requires considerable financial support from the local authority.
- 1.5 Most rural services are lightly used and offer a far less frequent timetable than those within built-up areas. The introduction of the concessionary pass scheme for older people has seen an increase in the number of people using these rural services (and in urban areas likewise) and as such has provided a survival lifeline for rural services which might otherwise have not been deemed worthwhile.
- 1.6 By their very nature the infrastructure provided to support the rural bus network is often minimal. Bus shelters are few and far between, timetable information may or may not be present at all bus stops along each route and real-time bus running information is generally non-existent. The users of rural bus services have to be hardy creatures who exercise a degree of faith that their service will actually turn up!
- 1.7 Members of TravelWatch NorthWest realised that there was little or no published work relating to quality issues on rural bus services in their area (North West England). The resulting project and its report seek to fill this gap.

## **2. Project description**

- 2.1 Six assessors were enlisted to carry out the survey of selected bus journeys whose routes were of a predominantly rural nature. The majority of journeys taken were pre-determined so as to give a fairly wide cross-section of results across the North West.
- 2.2 During the course of the journeys assessments were made of the bus stop at the boarding point, the activity of boarding the bus, the provision of facilities within the bus and the bus stop at the end of the journey.

- 2.3 105 individual journeys were assessed, involving no less than 42 separate operators, ranging from the major players such as Stagecoach and First to the very small scale operators. Two planned journeys were aborted as the buses failed to turn up.
- 2.4 Each assessor used a pre-printed questionnaire so that the findings could be reported in a consistent manner. 'Yes' or 'No' responses were required in the majority of cases, together with occasional ratings on a scale of 1 – 5.
- 2.5 Joining bus stops were assessed on the following facilities:
- Was there a bus stop sign?
  - Was accurate timetable information displayed?
  - Was the information easily readable?
  - Was real-time bus running information present?
  - Was there an opportunity to receive bus information by text message?
  - Was there a safe, illuminated (at night) waiting area?
  - Was a bus shelter provided?
  - Were seats provided in the waiting area?
  - Was there a raised kerb to aid boarding?
- 2.6 The activity of boarding the bus was judged on the following criteria:
- Did the bus pull into the kerb?
  - Was there an easy step onto the bus?
  - If the bus was late did the driver apologise?
  - Was the correct ticket issued?
  - A rating on a scale of 1 – 5 of the welcome by the driver;
  - Was the driver wearing a uniform?
  - Was the driver wearing a name badge?
  - Did the driver wait until boarding passengers were seated?
- 2.7 The bus itself was rated by reference to the following facilities;
- Was a destination and route displayed?
  - Was the bus exterior generally clean and smart?
  - Was the bus floor step-free?
  - Was a space provided for a wheelchair or buggy?
  - If so, were clear instructions for its use provided?
  - Were there easy to use handholds and supports?
  - Was the bus interior generally clean and fresh?
  - Was there a display of route information within the bus?
  - Was fares information displayed?
  - Was the means of making a complaint clearly displayed
  - Was the bus properly heated and/or ventilated?
  - How many seats were provided and how many were occupied?
  - Was the interior safe and comfortable (1 – 5)?
  - Was the bus driven with consideration to passengers (1 – 5)?
- 2.8 The alighting bus stop was assessed on the following facilities:
- Were calling points displayed and/or announced?
  - Did the bus draw into the kerb?

- Was it an easy step onto the kerb (or other space)?
  - Was the kerb raised for ease of access?
- 2.9 In addition the assessors were encouraged to add narrative comments to amplify certain aspects of the journey which were not evident from the simple 'Yes/No' answers. These are shown within shaded boxes in the report. The number preceding the comment refers to the journey code in the data tables.
- 2.10 Although a basic outline of the day's journeys was planned in advance, assessors sometimes found it necessary to amend their routes according to circumstances, e.g. late running. All the journeys were mainly rural in nature, even though they may have started and/or finished in a built up area.
- 2.11 The completed survey forms were sent to a central point for collation and analysis.

### 3. Analysis of the results

**Note:** Although 105 journeys were assessed the actual number of features noted may be slightly less. For instance, if the assessor remained on the bus to make the immediate return journey (or part of the journey) the boarding bus stop could not be assessed.

#### a) THE BUS STOP (at the boarding point)

##### 3.1 Overview

Facility	Number of observations	Number present	%
The bus stop sign	103	81	<b>79</b>
Accurate timetable information	102	86	<b>84</b>
Information easy to read	90	84	<b>93</b>
Real-time bus running information	102	13	<b>13</b>
Text information available via mobiles	102	67	<b>66</b>
Waiting area safe and illuminated	102	85	<b>83</b>
Bus shelter provided	102	77	<b>75</b>
Seats provided	102	75	<b>77</b>
Raised kerb at boarding point	102	63	<b>62</b>

- 3.2 **The bus stop sign:** 81 boarding points (79%) had a bus stop sign in close proximity to the boarding area. The response was counted as 'Yes' if the bus was boarded at a transport interchange (bus station), even though there may not have been a physical bus stop sign nearby.
- 3.3 Assessors were invited to add narrative comments about each journey. These are shown in the shaded boxes, normally within the section to which they refer. The three-figure code preceding each comment in the boxes refers to the journey listed in the data tables (commencing Page 16).

034 - The bus stop sign had a notice saying that the route 60 bus stopped on the other side of the road (thus assuming it stopped opposite) but in fact it stopped 50m further up the street.

040 - There is a timetable case in Newton but no actual bus stop. The regulars seem to know where to stand and the drivers know them.

047 - The Blackburn with Darwen BC printed timetable for Service 320 states the departure time from Bromley Cross as 12.17, the GMPTE timetable in the bus shelter stated 12,25. The bus left the stop at 12.21.

051 - There was no bus stop at Horton in Ribblesdale station, except for a rusty pole. A noticeboard carried a timetable stating that the service is operated by Harrogate District Community Transport not The Little Red Bus, but at least the times were correct.

058 - The timetable at Milnthorpe was in the 12-hour clock style. Likewise at Sedbergh, where it would be very difficult to read in the dark (060).

061 - Despite being adjacent to the station the timetable at the bus stop will be impossible to read at night due to poor lighting in the area.

063 - There was no timetable information in Victoria Street, Ulverston about this service (No. 511 to Foxfield). The bus departed from a lay-by rather than the official stand.

065 - The timetable leaflet states that the service (No. 618 to Barrow) picks up at Booths Supermarket. It now uses a stop some 200 yards away on the main road. The driver was reluctant to accept the assessor as he claimed the last picking up point was Haverthwaite (contrary to the printed timetable). Due to bad weather the assessor was allowed to board but the machine could not issue a ticket.

081 - The only indication that there is a bus stop in Kirkby Lonsdale is the presence of road markings.

- 3.4 **Accurate timetable information:** At 86 boarding points (84%) there was a valid timetable either mounted on the bus stop post or in close proximity.

032 - This service runs once weekly to allow people in the villages to come into Carlisle for shopping.

- 3.5 **Information easy to read:** 93% of the displayed information was deemed to be generally easy to read. However, in three cases this readable timetable information was in itself incorrect.

- 3.6 **Real-time bus running information:** This type of information is normally evident only in cities or large towns. There were 13 (13%) instances where this was present at the boarding point, in all cases within large towns. However it must be noted that in some cases the digital displays of bus departures show only planned rather than actual times, i.e. they do not alter in cases of late running.

037 - There is electronic departures display at Penrith bus station but it is broken.

070 - The two large clocks at Oldham bus station had already been changed to GMT, at least 38 hours ahead of the actual change time.

*078 - It proved impossible to contact Checkmate on the number listed on the GMPTE map to find out if their No. 306 bus was running. The bus station supervisor at Hyde promised to try but closed his office before contacting the assessor.*

- 3.7 **Text information available via mobiles:** An increasing number of bus stops show instructions on how it is possible to obtain bus information via one's mobile phone. However it is unlikely, especially in rural areas, that the information will reflect the real-time situation but merely state the expected time of the next bus. There were 67 instances (66%) where this facility was said to be available.
- 3.8 **Waiting area safe and illuminated:** In many instances (see below) a shelter was provided but there were places where passengers could safely wait in other sheltered accommodation. 83% of boarding points assessed provide this type of accommodation.

*014 - There is plenty of undercover accommodation when Market Arcade is open but when shut only 2ft or so along the frontage would be under cover.*

- 3.9 **Bus shelter provided:** Although 77 (75%) of boarding sites provided bus shelters, the majority were in built-up areas or at transport interchanges. There were few shelters provided at boarding points in rural areas. Even in built-up areas, e.g. Carlisle, Glossop, Congleton, some boarding points did not offer shelter from bad weather for services to rural areas.

*064 - The shelter at Foxfield was falling apart and had no internal lighting.*

*085 - After passengers alighted from the arriving bus at Southport Houghton Street the driver closed the doors and left the waiting passengers standing in the rain whilst he went to a local shop.*

*087 - In contrast to the above comment, the driver allowed his passengers to board the bus, took the fares and only then left the bus to visit the toilet and smoke a cigarette.*

- 3.10 **Seats provided:** There were 75 (74%) of boarding points where seats were provided, not necessarily within a bus shelter. Within shelters many of the 'seats' were just perching bars, which do not provide long-term comfort.
- 3.11 **Raised kerb:** There were 63 (62%) instances where a raised kerb, to assist mobility impaired access, had been constructed at the boarding point. It was noted that in some instances the bus did not stop immediately adjacent to the built up kerb, sometimes because of the presence of parked cars.

## b) BOARDING THE BUS

### 3.12 Overview

Facility	Number of observations	Number compliant	%
Bus pulled in to kerb	102	81	<b>79</b>
Easy step onto bus	102	78	<b>76</b>
Apology from driver if bus late	37	3	<b>8</b>
Correct ticket issued	104	77	<b>74</b>
Driver wearing uniform	105	68	<b>65</b>
Driver wearing name badge	105	5	<b>5</b>
Driver waits for passengers to sit down	104	86	<b>83</b>

- 3.13 **The bus pulled into the kerb:** 79% of the buses stopped close to the kerb. In the remaining cases the driver either chose to park some distance away or there were parked cars in close proximity. In rural areas the bus stop was situated where there was no actual kerb but merely a loose boundary between the road surface and a grass verge.

*020 - At the boarding point the bus stopped several yards from the bus stop and on the opposite side of a very busy main road, i.e. not where the bus stop timetable indicated it would.*

*030 - Route 95 is still advertised as departing from Stand 7 at the (Carlisle) bus station. The present timetable just says 'Lonsdale Street'. The bus waited on the opposite side of the road in Lonsdale Street.*

*035 - The correct bus stand was occupied so the bus pulled into another one. When the correct stand was clear the bus drew up momentarily without opening the doors. The assessor ran and banged on the side of the bus which then stopped further down the street. The driver was not apologetic.*

- 3.14 **Was there an easy step onto the bus?** Only in 76% of the points where the bus was boarded was there an easy step onto it. The ease of boarding was clearly a subjective assessment as a 'No' response was provided at times even when boarding in a large town. A low or non-existent kerb will obviously present a problem, as will the stopping of the bus some distance from a kerb, where a step down followed by a step up to the bus is then necessary.
- 3.15 **Did the driver apologise if the bus was late when arriving at the boarding point?** Out of 105 buses surveyed 49 arrived at the assessor's destination at least 1 minute late, with 17 buses arriving more than 5 minutes late. The assessors only counted 3 apologies for late running. The most delayed bus ran 19 minutes late, but the driver did not apologise.



- 3.16 **Comments on late running:** Over the 105 buses assessed the average deviation from absolute on-time arrival at the assessor's alighting point was 1.5 minutes. 49 buses were judged to be at least one minute late, whilst 6 were at least 10 minutes late. Most late running was caused by road congestion either during the journey or on the previous journey.

*014 - The bus joined a 'huge' traffic jam and crawled many miles through Tintwistle. This resulted in 15 min late arrival in Ashton.*

*030 - On seeking information from Traveline for the early morning journey (0815) from Carlisle to Alston I was advised to change at Brampton, but this gives only a 3 min connection. The driver stated that the connection was impossible due to a standard diversion via the local school. The next bus (a through journey) leaves Carlisle at 1310.*

- 3.17 **Assessment of the welcome by the driver:** Drivers vary widely in their approach to passengers, with those in rural areas tending to be more willing to greet the passengers than those in built-up areas. In the former it was noted that many drivers seemed to know their passengers very well and greeted them by name. On the scale of 1 – 5 (where 1 was a poor or non-existent greeting or welcome and 5 represents an excellent welcome) the scores ranged from 1 through to 5, with 3.9 being the average for the 105 buses assessed.
- 3.18 **Was the correct ticket issued?** In 74% of the journeys assessed the correct ticket was issued. However there were many instances where passengers travelling on concessionary passes were not issued with a ticket. This appears to be the norm in the Greater Manchester area in particular. One assessor using the national concessionary pass observed that the various ticket scanning machines determined that his pass was issued by the following authorities on the various buses shown:

<b>Issuing Authority</b>	<b>Operator</b>
Greater Manchester	Tyrer
West Yorks	Tyrer, Lancashire United, Darwen Coaches
West Yorks PTA	Arriva
Blackpool	S & S Travel
West Lancs	Darwen Coaches
ENCTS	Tyrer, Lancashire United

The pass holder actually lives in Walsden (Calderdale Metropolitan Borough passes are issued by West Yorkshire).

- 3.19 **Was the driver wearing a uniform?** 65% of drivers were wearing clothing which was recognisable as a uniform. Whilst there were exceptions, the larger bus company's employees tended to wear a uniform whilst those of the smaller operators did not.
- 3.20 **Was the driver wearing a name badge?** Not surprisingly only 5% of the drivers surveyed wore a name badge. It was noted that it is regrettable that it is no longer the custom to wear a modern version of the PSV licence badge, which carried the licence number. Some form of identification, even if not a name, would aid the reporting of incidents.

3.21 **Did the driver wait for passengers to sit down after they had boarded the bus?** It was pleasing to note that in 83% of the instances surveyed the driver did wait. In the remaining cases the driver may have judged that the boarding passenger was sufficiently fit and mobile for this action not to be necessary. At the end of the journey, when approaching the alighting point, a significant number of passengers choose to move towards the front of the bus well before it reaches the stopping point, even though notices may advise them to remain in their seats until the bus has stopped.

### c) THE BUS ITSELF

#### 3.22 Overview

Facility	Number of observations	Number compliant	%
Route and destination shown	105	94	<b>90</b>
Bus exterior clean and smart	105	90	<b>86</b>
The floor was step-free	105	61	<b>58</b>
Space for a wheelchair or buggy	105	76	<b>72</b>
Were clear instructions provided for above?	73	71	<b>97</b>
Were there easy hand-holds and supports?	104	99	<b>95</b>
Clean and fresh interior	105	99	<b>94</b>
Route information displayed	105	9	<b>9</b>
Fares information displayed	105	10	<b>10</b>
Complaints information displayed	104	20	<b>19</b>
Bus was properly heated/ventilated	105	105	<b>100</b>

3.23 **Was there a clear indication of the destination?** 90% of buses on journeys covered carried a valid destination indication, often showing calling points en-route. However, some of the smaller operators relied on a card placed on the front shelf behind the windscreen, bearing either the destination or merely the route number. There was one instance where no destination was shown at all, but all the local users seemed to know where the bus was going.

*030 - There was no indication whatsoever of the destination or route number.*

*032 - The destination card at the bottom of the windscreen was barely visible. The bus had destination blinds at the front and the side but these were no used.*

*033 - A destination card in the windscreen was barely visible. On the back of the bus three route numbers were displayed – the three operated by Stacey’s in the Carlisle area.*

*046 - The timetable printed by Blackburn with Darwen BC shows Service 237 (Edgworth – Blackburn) calling at Bromley Cross station. It does not do so. The assessor had to walk 2 miles from Chapelton to Bromley Cross because of incorrect printed information.*

*088 - The bus was going to Lancaster but its destination indicator stated Blackpool. Could have caused problems since Blackpool buses leave from the same bus bay in Poulton.*

*096 - The destination indicator said Tarporley but the bus was going to Ottersbank, a 10 min journey beyond Tarporley.*

- 3.24 **Was the bus exterior clean and smart?** 86% of the buses assessed were considered to be clean and smart. The overall external appearance of buses is significantly affected by the weather, with wet weather and infrequent washing giving rise to unattractive presentation. During a period of cold, wet weather in early December there was a higher incidence of unclean buses.
- 3.25 **Was the bus step free?** There was some uncertainty as to what constituted a 'step-free' access. The majority of modern saloon buses now have a level access and a significant level length of the aisle before at least one step leads to the rear of the saloon. The users of mini-buses invariably have to climb at least one step, but normally three, to enter the bus. Using the definition that the bus in question was mainly step free, 58% were deemed to satisfy this criterion. As mini-buses are progressively taken out of service and replaced by vehicles which satisfy DDA regulations this percentage will improve.

*080 - The steps onto the 81A bus (a saloon type) proved to be difficult for at least three passengers.*

- 3.26 **Was there space for a wheelchair or buggy?** Mini-buses would not normally have room for a wheelchair or child's buggy but there were a number of saloons which did not provide space either. Overall 72% of the buses assessed provided a worthwhile space.
- 3.27 **Were clear instructions provided for the wheelchair/buggy space?** 97% of the buses which provided space also had clear instructions for their use.
- 3.28 **Were there easy hand holds and supports?** As one would expect, 95% of the buses had means by which standing passengers (or those walking to/from their seats) could hold on. Although there were five instances where buses were said to have no hand holds, this referred to only three vehicles as two of these vehicles were used twice. However, there was one saloon which was reported as having no hand holds.
- 3.29 **Was the interior clean and fresh?** This is obviously a very subjective assessment, which gave rise to 94% of buses being clean and fresh inside.
- 3.30 **Was route information displayed?** Whilst the majority of buses displayed the destination at the front of the vehicle (sometimes merely a piece of card propped up against the windscreen) only 9% of the buses displayed comprehensive route information. Such information is becoming more common as there are more modern buses with electronic destination displays.

- 3.31 **Was fares information displayed?** It is well known that it is very difficult to determine the likely cost of a journey in advance of boarding the bus. Normally the first indication of the cost is when the driver says “£3.50 please” (or often just “£3.50”) for example. Some buses advertise daily or weekly composite tickets at a fixed price. In the survey only 10% of buses assessed gave any information within the bus about fares.
- 3.32 **Was complaints information displayed?** Larger operators have a standard information panel which outlines how a passenger may make a complaint about an aspect of the journey. This is less likely to be displayed within the buses of the smaller operators. Overall 19% of the buses assessed carried this information.

*087 - There was no legal name on the nearside panel nor operator information at the front or the rear of the bus (YY 52 URG)*

- 3.33 **Was the bus properly heated/ventilated?** It is pleasing to report that in every case the environment of the bus was acceptable. For travellers to be encouraged to use a bus as an alternative to the family car, where the temperature and ventilation are selected by the user, its environment must be deemed to be acceptable to the great majority of users.
- 3.34 **Did the interior feel safe and comfortable?** This was measured on a scale 1 – 5, where 1 was a wholly negative opinion and 5 wholly positive. Over the 105 buses assessed the average score for this criterion was 4.3, with a maximum score of 5 and a minimum of 2 (105 buses assessed).

SCORE	1	2	3	4	5
NUMBER	0	2	19	29	51

- 3.35 **Was the bus driven with consideration?** Using the same scale the average score was 4.1, with a maximum of 5 and a minimum of 1 (104 buses assessed).

SCORE	1	2	3	4	5
NUMBER	1	1	28	27	43

*007 - The driver knew where to stop on the estate roads to drop off his passengers. He wished them a nice weekend as they got off.*

*018 - The bus arrived 2-3 mins early at some intermediate stops but did not wait until the correct time before moving off.*

*033 - The driver did not know the location of the chosen destination and had to be directed to it.*

*034 - The driver obviously thought she was in the Grand Prix. Very rough ride. Arrival in Maryport 10 min early.*

037 - The route from Penrith to Patterdale is challenging, especially for a double deck bus, as the driver frequently had to stop to allow oncoming traffic to pass. This caused late arrival at the destination.

038 - The timing for this service is very tight and the driver has to get a move on along narrow country lanes.

042 - The bus left Nelson 3 min early and arrived in Burnley 8 min early.

045 - The driver helped an elderly passenger with a shopping trolley on and off the bus. He was very affable.

089 - The driver of the Garstang Super 8S service knew all his passengers and made a real effort to make the assessor and his wife welcome. On its return (090) the driver extended the journey to take a passenger to the health centre.

102 - The driver had the radio on during the journey except when he held a conversation with a friend who stood forward of the partition of the driver's cab, contrary to a printed notice within the bus.

#### d) ALIGHTING FROM THE BUS

##### 3.36 Overview

Facility	Number of observations	Number compliant	%
Calling points announced or displayed	102	2	2
Bus drew in to kerb	100	84	84
Easy step to kerb	100	73	73
Raised kerb	100	55	55

3.37 **Were calling points announced or displayed?** On only a mere 2% of the buses assessed were the calling points identified by announcement or display. It is likely that on a rural route the majority of the passengers will be regulars, or certainly local to the area, so the driver will assume that everyone knows where their stop is.

034 - There were only two stops in Allonby with indicated stopping points. At all other villages no other stops were indicated.

035 - Between Carlisle and Silloth there are very few marked bus stops. Even in Abbey Town the main stop seemed to have no flag or timetable. There was a shelter on one side of the road.

3.38 **Did the bus draw in to the kerb?** This was true in 84% of the 100 buses assessed. In many remaining cases it was not possible to draw in due to the presence of parked vehicles.

034 - The arrival stop at Maryport has a shelter but the bus stop sign, with a timetable, is 25m further down the road.

052 - The interchange at Slaidburn worked well. There are no kerbs or bus shelter but just a post with timetable display.

*084 - The driver of service 347 stopped his bus to unload adjacent to the roadside safety rail as the correct space was occupied.*

- 3.39 **Was it an easy step onto the kerb?** 73% of the stopping points provided the opportunity for an easy step onto the kerb. In some remaining cases there was no kerb but simply a strip of grass.

*062 - The bus stop at Cartmel is on an unlit country lane with no footpath or kerb, just a grass verge.*

- 3.40 **Was there a raised kerb?** Raised kerbs have increasingly been provided in urban areas but there is clearly less provision on rural routes. Only 55% of the 100 buses assessed were able to stop alongside a specially raised kerb.

*021 - Although a raised kerb was provided the bus did not stop adjacent to it.*

## 4. Conclusions

- 4.1 It is clear that, despite their occasional shortcomings, rural bus services in the north west of England perform a useful social service. They contribute to maintaining social inclusion among those sections of society who would otherwise be stranded in their own villages.
- 4.2 There has been a significant increase in rural bus use since the introduction of the English National Concession. This is not necessarily a bad thing in that the addition of extra passengers justifies services which may not otherwise survive from local authority support alone.
- 4.3 The deregulation of bus services has resulted in a plethora of operators, particularly in respect of the provision of rural bus services. The resulting standards of physical provision are therefore variable, ranging from high quality new or nearly new vehicles to 'sheds on wheels'.
- 4.4 The standards of actual service provision likewise vary widely, but it was observed that in many cases the drivers of rural bus services perform a highly respected social service, over and above just driving their bus. The more rural the surroundings the more evident is this personal service.
- 4.5 Many rural services start their journeys in concentrated urban territory, serving a large population, but they then transform themselves into the personal service, local operation.
- 4.6 It was clear from the results of the survey that many people are regular passengers who know the driver and, for that matter, most of the rest of the bus. For them it does not really matter if there is no actual bus stop, with its 'bus stop' sign and attached timetable, because all the locals know when the bus runs.

- 4.7 The above situation becomes a problem, and a disincentive to travel, if tourists or anyone from outside the area wishes to use the bus for part of their day out. Without adequate signage and information the existence of a bus service is, for them, quite pointless. There were many instances where whole villages had no identifiable bus stop.
- 4.8 Many locals were seen to use the bus on a 'hail and ride' basis. This is fine if others can become aware that they can do so likewise. However even the locals in one area were concerned that the take-over of their little local service by Stagecoach in the near future would rob them of the well-liked 'hail and ride' provision.
- 4.9 Timetable information itself was variable in its quality and accuracy. The instance of the Blackburn with Darwen BC timetable stating that one of their supported services calls at Bromley Cross station (at times which were clearly specified) when in reality it did not go within two miles of it, is not acceptable. Likewise, also at Bromley Cross (not in the depths of rural England), the timetable departure time, as displayed in the bus shelter, varied by some 7 or 8 minutes from the time shown on the printed timetable leaflet.
- 4.10 Some well organised city transport systems now have real-time information screens at all their bus stops. These would be an unaffordable luxury for rural areas but it is still useful to be able to find out if one's bus will in fact turn up. Some rural bus stops have mobile phone text codes but it is uncertain whether the resulting information relates to the real-time situation or is just a 'read off' from the timetable. Each rural bus stop should have sufficient information to give people the opportunity to find out exactly what is happening, e.g. by giving the phone number of the operator (and expecting the operator's staff to be available to answer the call).
- 4.11 Rural bus services are, by economic necessity, aligned to need. The morning and afternoon services take students to/from school or college, whilst the once a week service is a lifeline to villagers who wish to shop in the city. However the haphazard nature of many services leaves them unsuitable for non-essential journeys. The example of the poor connection at Brampton into the bus to Alston highlights the problem, in that, if the connection is missed, it is some four hours till the next onward service.
- 4.12 It is of no real concern to passengers using their concessionary passes but, for all others, there is a clear advantage if advance knowledge can be gained of the fare which will be charged for the proposed journey. In contrast to the multi-operator railway network, where fares are readily available either by phone or on the web, the task of finding out a fare for a bus journey is fraught with difficulty and can again become a disincentive to travel. Many buses advertised their daily and weekly tickets within the bus but these offers are of no help to the single journey passenger.

- 4.13 One must wonder if the various county councils, or the operators themselves, have carried out risk assessments of some of their more rural bus stops. A service which picks up or deposits passengers, perhaps in the dark, at a calling point which is no more than a spot on a busy main road edged by a, possibly muddy and certainly unlit, grass verge is inviting accidents. It is perhaps asking too much to provide shelters and lighting at all rural bus stops but, as a minimum, there should be an adequate area of paving around the stop and, ideally, a footpath away from it.
- 4.14 It is worrying that the present economic climate may lead to cut-backs in rural bus service provision with, in the first instance, evening and Sunday services being cut. The obvious result will be a severe limitation for rural residents to use public transport for employment or training and the reduction in opportunities to visit rural areas and hence support village enterprises.

## 5. Data tables

- 5.1 The following pages contain the results of the survey. There is no specific order to the listings, except that each column refers to a single journey. An index number allocated to each journey is shown at the top of each column.



Real-time information !

Photo: David Butterworth



Journey code	001	002	003	004	005	006	007	008	009	010	011	012
Surveyor	MW	MW	MW	MW	MW	MW	MW	MW	MW	MW	MW	MW
Date	13/10	13/10	14/10	14/10	15/10	15/10	15/10	15/10	19/10	19/10	19/10	20/10
Operator	CEB	CEB	SLT	SLT	STA	CHE	CHE	CHE	STO	STO	STO	CHE
Bus	YJ10EZF	YJ10EZG	K2SLT	K2SLT	MX08UPE	GU52HXM	GU52HXM	GU52HXM	OU08WNE	MX07BCY		GU52HXM
Service number	528	528	630	630	375	305	303	303	407	354	353	304
Route - from	ROCHDALE	SOWERBY BR	WIGAN	WIGAN	MARPLE	MARPLE	MARPLE	MARPLE	OLDHAM	DENSHAW	UPPERMILL	HYDE
Route - to	SOWERBY BR	ROCHDALE	ORRELL	PLATT BR	MELLOR	MARPLE	MARPLE (CIRC)	MARPLE	DENSHAW	UPPERMILL	CARRCOTE	MARPLE
TT departure time	1305	1405	1335	1430	1407	1310	1230	1110	1409	1500	1542	1230
TT arrival time	1347	1450	1359	1459	1425	1330	1303	1130	1435	1515	1552	1303
Arrival minutes early (-) or late (+)	-2	0	0	0	-2	-2	2	0	-2	1		1
<b>THE BUS STOP (BOARDING)</b>												
The bus stop sign	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		Y
Accurate timetable info	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		Y
Info easy to read	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		Y
Real time information	N	N	N	N	N	N	N	N	N	N		Y
Text information available	N	Y	N	N	Y	Y	Y	Y	Y	Y		Y
Waiting area safe & illuminated	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		Y
Bus shelter	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		Y
Seats provided	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		Y
Raised kerb	Y	Y	Y	Y	Y	Y	Y	Y	Y	N		Y
<b>BOARDING THE BUS</b>												
Bus pulled into kerb	Y	Y	Y	Y	Y	Y	Y	Y	Y	N		Y
Easy step onto bus	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		Y
If bus late, apology from driver	N	N										
Correct ticket issued	Y	Y	N	N	N	N	N	N	N	N		N
Driver welcome (1 - 5)	4	4	5	5	5	4	4	4	5	4		4
Driver wearing uniform	Y	Y	Y	Y	Y	N	N	N	N	N		N
Driver wearing name badge	N	N	N	N	N	N	N	N	N	N		N
Driver waits for passengers to sit	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		N
<b>THE BUS</b>												
Type	S	S	S	S	S	S	S	S	S	S	NIL	S
Shows route and destination	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		N
Exterior clean and smart	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		Y
Step free floor	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		Y
Wheelchair/buggy space	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		Y
Clear instructions for use	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		Y
Easy handholds & supports	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		Y
Interior clean and fresh	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		Y
Route information	N	N	N	N	N	N	N	N	N	N		N
Fares information	N	N	N	N	Y	N	N	N	N	N		N
Complaints information	N	Y	N	N	N	N	N	N	N	N		N
Properly heated & ventilated	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		Y
Number of seats available	39	39	30	30	27	29	29	29	29	27		29
Number of passengers carried	14	34	7	10	3	6	12	6	17	9		10
%	36%	87%	23%	33%	11%	21%	41%	21%	59%	33%		34%
Interior safe/comfortable (1 - 5)	5	5	5	5	5	5	5	5	5	5		5
Driven with consideration (1 - 5)	5	5	5	5	5	5	5	5	5	5		5
<b>ALIGHTING FROM BUS</b>												
Calling points announce or displayed	N	N				N	N	N	N	N		N
Bus draws into kerb	Y	Y				Y	Y	Y	N	Y		Y
Easy step to kerb	Y	Y				Y	Y	Y	N	Y		Y
Raised kerb	Y	Y				Y	Y	Y	N	Y		Y

Journey code	013	014	015	016	017	018	019	020	021	022	023	024
Surveyor	MW	MW	KP	KP	KP	KP	KP	KP	KP	KP	KP	KP
Date	20/10	20/10	15/10	15/10	15/10	16/10	11/10	16/10	15/10	15/10	12/10	15/10
Operator	SPE	STA	GHA	D&G	D&G	TOM	BOW	TOM	GHA	GHA	D&G	D&G
Bus	?	S149TRJ	YJ59GHA	YJ54UBD	YJ54ZYC	M365KVR	CE52UWZ	YM52TPV	R276CBU	R276CBU	YJ54ZYA	YJ54ZYA
Service number	397	237	39	42	42	49	60	E69	72	73	78	78
Route - from	HYDE	GLOSSOP	CREWE	CONGLETON	HOLMES CH	NORTHWICH	MACCLES'D	ALD EDGE	WHITCHURCH	NANTWICH	SANDBACH CM	NANTWICH
Route - to	GLOSSOP	ASHTON	NANTWICH	HOLMES CH	CREWE	HOLMES CH	WHALEY BR	ASHLEY	NANTWICH	WHITCHURCH	ALSAGER	SANDBACH STA
TT departure time	1505	1618	1125	1436	0952	1330	1050	1002	1355	1305	1213	1503
TT arrival time	1551	1706	1220	1452	1050	1418	1122	1034	1443	1349	1242	1555
Arrival minutes early (-) or late (+)	2	15	-2	19	4	-5	-2	-1	-2	-1	2	-3
<b>THE BUS STOP (BOARDING)</b>												
The bus stop sign	Y	Y	N	Y	N	N	Y	Y	Y	N	N	N
Accurate timetable info	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Info easy to read	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Real time information	Y	N	N	N	N	N	N	Y	N	N	N	N
Text information available	Y	N	Y	Y	Y	Y	Y	Y	N	Y	Y	Y
Waiting area safe & illuminated	Y	Y	Y	N	Y	Y	Y	Y	N	Y	Y	Y
Bus shelter	Y	N	Y	N	Y	Y	Y	Y	N	Y	Y	Y
Seats provided	Y	N	Y	N	Y	Y	Y	Y	N	Y	Y	Y
Raised kerb	Y	N	N	Y	Y	N	Y	Y	N	Y	Y	Y
<b>BOARDING THE BUS</b>												
Bus pulled into kerb	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	N
Easy step onto bus	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
If bus late, apology from driver		N	N	Y				N	N	N	N	
Correct ticket issued	N	N	Y	Y	Y	N	Y	N	Y	Y	N	Y
Driver welcome (1 - 5)	4	5	4	4	3	3	4	4	4	4	5	2
Driver wearing uniform	N	Y	Y	N	Y	N	Y	N	Y	Y	Y	Y
Driver wearing name badge	N	N	N	N	N	N	N	N	N	N	N	N
Driver waits for passengers to sit	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
<b>THE BUS</b>												
Type	S	S	S	M	S	S	S	S	S	S	S	S
Shows route and destination	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Exterior clean and smart	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Step free floor	Y	Y	N	N	N	Y	N	N	Y	Y	N	N
Wheelchair/buggy space	Y	Y	Y	Y	Y	N	Y	Y	N	N	Y	Y
Clear instructions for use	Y	Y	Y	Y	Y		Y	Y			Y	Y
Easy handholds & supports	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Interior clean and fresh	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Route information	N	N	N	N	N	N	N	N	N	N	Y	N
Fares information	N	N	N	N	Y	N	N	N	N	N	Y	Y
Complaints information	N	N	N	N	N	N	N	N	N	N	N	N
Properly heated & ventilated	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Number of seats available	33	42	28	24	28	29	31	29	31	31	28	28
Number of passengers carried	33	29	6	8	16	22	9	5	4	4	10	5
%	100%	69%	21%	33%	57%	76%	29%	17%	13%	13%	36%	18%
Interior safe/comfortable (1 - 5)	5	4	4	3	4	3	3	3	2	2	4	3
Driven with consideration (1 - 5)	5	5	3	4	3	3	4	3	3	3	4	3
<b>ALIGHTING FROM BUS</b>												
Calling points announce or displayed	N	N	N	N	N	N	N	N	N	N	N	N
Bus draws into kerb	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Easy step to kerb	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Raised kerb	Y	Y	Y	Y	N	Y	Y	N	N	N	Y	N

Journey code	025	026	027	028	029	030	031	032	033	034	035	036
Surveyor	KP	KP	KP	IKW	IKW	IKW	IKW	IKW	IKW	IKW	IKW	IKW
Date	16/10	12/10	12/10	22/10	22/10	22/10	22/10	20/10	18/10	15/10	15/10	27/10
Operator	SWA	STW	BIR	WRI	ALB	REA	TEL	CAL	STY	REA	STA	STA
Bus	MX59AWC	DX07WFA	YP52BPO	CIW290	YJ10EZA	B13CWR	Y54WCT	SF06KHV	SN55GBU	B10CWR	34717	16343
Service number	289	315	319	681	AD122	95	680	620	101	60	38	108
Route - from	KNUTSFORD	ALSAGER	HOLMES CH	LAMBLEY CH	HALTWHISTLE	CARLISLE	BRAMPTON	CARLISLE	STANWIX	SILLOTH	CARLISLE	GLENRIDDING
Route - to	NANTWICH	CONGLETON	SANDBACH CM	HALTWHISTLE	CARLISLE	BRAMPTON	LAMLEY CH	RAUGHTON HD	STAINTON LNE	MARYPORT	SILLOTH	PENRITH
TT departure time	1124	1347	1112	0938	0958	0815	0840	0932	1536	1210	1042	1415
TT arrival time	1200	1430	1152	1056	11	0837	0905	1042	1545	1235	1134	1444
Arrival minutes early (-) or late (+)	-2	8	-2	0	-5	7	1	5	0	-10	0	18
<b>THE BUS STOP (BOARDING)</b>												
The bus stop sign	Y	Y	Y	N	Y	Y	Y	Y	N	N	Y	Y
Accurate timetable info	Y	Y	Y	Y		Y	Y	Y	N	N	Y	Y
Info easy to read	Y	Y	Y			Y		Y			Y	
Real time information	N	N	N	N		N	N	N	N	N	N	N
Text information available	Y	Y	Y	N		N	N	N	N	N	N	N
Waiting area safe & illuminated	Y	Y	Y	N		Y	Y	Y	Y	N	Y	Y
Bus shelter	Y	Y	Y	Y		N	N	Y	N	N	Y	Y
Seats provided	Y	Y	Y	Y		N	N	Y	N	N	Y	Y
Raised kerb	N	Y	Y	N		N	N	Y	N	N	Y	N
<b>BOARDING THE BUS</b>												
Bus pulled into kerb	Y	Y	Y	Y	Y	Y	N	Y	Y	N	N	Y
Easy step onto bus	Y	Y	Y		Y		N	N	N	N	Y	Y
If bus late, apology from driver	N	N				N			N			N
Correct ticket issued	N	N	N	N	Y		Y	Y	Y	Y	Y	Y
Driver welcome (1 - 5)	3	1	5	4	3	5	5	5	4	3	3	5
Driver wearing uniform	N	N	Y	N	Y	N	Y	N	Y	Y	Y	Y
Driver wearing name badge	N	N	N	N	N	N	N	N	N	N	N	N
Driver waits for passengers to sit	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	N	Y
<b>THE BUS</b>												
Type	S	M	M	S	S	M	S	S	M	M	S	D
Shows route and destination	Y	Y	Y	Y	Y	N	Y	N	Y	N	Y	Y
Exterior clean and smart	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Step free floor	N	N	Y	N	Y	N	N	N	N	N	Y	Y
Wheelchair/buggy space	Y	Y	N	N	Y	N	N	N	N	N	Y	Y
Clear instructions for use	Y	Y										
Easy handholds & supports	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y
Interior clean and fresh	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y
Route information	N	N	N	N	Y	N	N	N	N	N	N	N
Fares information	N	N	N	N	N	N	N	N	N	N	N	N
Complaints information	N	N	N	N	N	N	N	N	N	N	Y	N
Properly heated & ventilated	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Number of seats available	29	24	16	33	30	25	33	31	25	23	38	75
Number of passengers carried	13	3	6	5	5	7	1	13	2	4	15	11
%	45%	13%	38%	15%	17%	28%	3%	42%	8%	17%	39%	15%
Interior safe/comfortable (1 - 5)	4	3	3	4	5	4	4	4	4	4	4	4
Driven with consideration (1 - 5)	3	2	3	4	3	3	4	4	3	1	3	3
<b>ALIGHTING FROM BUS</b>												
Calling points announce or displayed	N	N	N	Y	N	N	Y	N	N	N	N	N
Bus draws into kerb	Y	Y	Y	N			Y	Y	Y	Y	Y	Y
Easy step to kerb	Y	Y	Y	N			N	N	N	N	N	Y
Raised kerb	Y	Y	Y	N			N	N	N	N	N	N

Journey code	037	038	039	040	041	042	043	044	045	046	047	048	
Surveyor	IKW	GK	GK	GK	GK	GK	GK	GK	GK	GK	GK	GK	
Date	27/10	14/10	14/10	14/10	14/10	14/10	14/10	14/10	18/10	18/10	18/10	18/10	
Operator	STA	TYR	TYR	TYR	LAN	PEN	TYR	TYR	S&S	S&S	DAR	DAR	
Bus	16336	YJ05WCM	YJ05WCM	YJ05WCM	1842	M828RCP	KX03HZC	MX57CBO	N467EHA	N467EHA	L630VCV	L630VCV	
Service number	108	P71	B11	B11	280	215	65	65	237	237	320	322	
Route - from	PENRITH	NELSON	CLITHEROE	NEWTON	CLITHEROE	BARNOLDSWICK	BURNLEY	NELSON	BLACKBURN	EDGWORTH	BROMLEY X	DARWEN	
Route - to	PATTERDALE	CLITHEROE	NEWTON	CLITHEROE	BARNOLDSWICK	BURNLEY	NELSON	ROSE GROVE	EDGWORTH	CHAPELTOWN	DARWEN	BLACKBURN	
TT departure time	1115	0930	1025	1050	1134	1225	1320	1406	1510	1045	1126	1217	1250
TT arrival time	1159	1020	1040	1130	1157	1320	1406	1544	1544	1123	1134	1247	1318
Arrival minutes early (-) or late (+)	5	0	3	-3	3	-8	-1	6	7	7	-3	-2	
<b>THE BUS STOP (BOARDING)</b>													
The bus stop sign	Y	Y	Y	N	Y	Y	Y	Y	Y		Y	Y	
Accurate timetable info	Y	Y	Y	Y	Y	Y	Y	Y	Y		N	Y	
Info easy to read	Y	Y	Y	Y	Y	Y	Y	Y	Y		Y	Y	
Real time information	N	Y	N	N	N	N	Y	Y	N		N	N	
Text information available	N	Y	Y	N	Y	Y	Y	Y	Y		Y	Y	
Waiting area safe & illuminated	Y	Y	Y	Y	Y	Y	Y	Y	Y		Y	Y	
Bus shelter	Y	Y	Y	N	Y	Y	Y	Y	Y		Y	Y	
Seats provided	Y	Y	Y	Y	Y	Y	Y	Y	Y		Y	Y	
Raised kerb	Y	Y	N	N	N	Y	Y	Y	Y		N	Y	
<b>BOARDING THE BUS</b>													
Bus pulled into kerb	Y	Y	N	N	Y	Y	Y	Y	N		Y	Y	
Easy step onto bus	Y	Y	Y	Y	Y	N	Y	Y	N		N	N	
If bus late, apology from driver	N			N				N	N				
Correct ticket issued	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
Driver welcome (1 - 5)	4	3	3	2	3	4	4	4	5	5	4	4	
Driver wearing uniform	Y	Y	Y	Y	Y	N	Y	Y	N	N	N	N	
Driver wearing name badge	N	N	N	N	N	N	N	N	Y	N	N	N	
Driver waits for passengers to sit	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		Y	
<b>THE BUS</b>													
Type	D	M	M	M	S	S	M	S	S	S	M	M	
Shows route and destination	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
Exterior clean and smart	N	Y	Y	Y	Y	Y	Y	Y	N	N	Y	Y	
Step free floor	Y	N	N	N	N	N	N	N	N	N	N	N	
Wheelchair/buggy space	Y	Y	Y	Y	Y	N	Y	Y	N	N	N	N	
Clear instructions for use		Y	Y	Y	Y		Y	Y					
Easy handholds & supports	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	
Interior clean and fresh	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
Route information	N	N	N	N	Y	Y	N	N	N	N	N	N	
Fares information	N	N	N	N	N	Y	N	N	N	N	N	N	
Complaints information	N	N	N	N	N	N		N	Y	Y	N	N	
Properly heated & ventilated	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
Number of seats available	75	23	23	23	44	39	23	28	31	31	23	23	
Number of passengers carried	25	11	3	4	26	12	11	13	8	2	0	3	
%	33%	48%	13%	17%	59%	31%	48%	46%	26%	6%	0%	13%	
Interior safe/comfortable (1 - 5)	4	5	5	5	5	4	5	5	3	3	3	3	
Driven with consideration (1 - 5)	3	4	4	4	5	5	4	5	4	4	4	4	
<b>ALIGHTING FROM BUS</b>													
Calling points announce or displayed	N	N	N	N	N	N	N	N	N	N	N	N	
Bus draws into kerb	N	N	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	
Easy step to kerb	N	Y	N	Y	Y	Y	Y	Y	N	N	Y	Y	
Raised kerb	N	N	N	N	Y	Y	Y	N	N	N	Y	Y	

Journey code	049	050	051	052	053	054	055	056	057	058	059	060
Surveyor	GK	GK	GK	GK	GK	GK	CD	CD	CD	CD	CD	CD
Date	18/10	18/10	18/10	18/10	29/10	19/10	29/10	29/10	29/10	29/10	29/10	29/10
Operator	S&S	ARR	LRB	TYR	LAN	LAN	STA	STA	KLC	STA	KLC	KLC
Bus	R510YWC	T10BLU	LK56BTF	MX57CBO	1851	1851	47022	20906	W361SNN	20219	WA56SYG	WA56SYG
Service number	223	535	B1	B10	X80	X80	81B	567	550	552	564	564
Route - from	BLACKBURN	BLEMONT	HORTON IN R	SLAIDBURN	CLITHEROE	MELLOR BRK	LANCASTER	KIRKBY L'DALE	KENDAL	MILNTHORPE	KENDAL	SEDBURGH
Route - to	BELMONT	BOLTON	SLAIDBURN	CLITHEROE	MELLOR BRK	SKIPTON	KIRKBY L'DALE	KENDAL	MILNTHORPE	KENDAL	SEDBURGH	KENDAL
TT departure time	1345	1412	1110	1210	1301	1407	0945	1100	1220	1334	1405	1548
TT arrival time	1410	1433	1200	1230	1330	1511	1035	1128	1250	1400	1440	1620
Arrival minutes early (-) or late (+)	-4	-1	4	4	10	6	6	12	1	4	-3	6
<b>THE BUS STOP (BOARDING)</b>												
The bus stop sign	Y	Y	N	N	Y	Y	Y	Y	N	Y	N	N
Accurate timetable info	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Info easy to read	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	Y
Real time information	N	N	N	N	N	N	N	N	N	N	N	N
Text information available	Y	Y	N	N	Y	Y	Y	N	N	N	N	N
Waiting area safe & illuminated	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N
Bus shelter	Y	Y	N	N	Y	Y	Y	N	Y	Y	Y	N
Seats provided	Y	N	Y	N	Y	N	Y	N	Y	N	Y	N
Raised kerb	Y	N	N	N	N	N	N	N	Y	N	Y	N
<b>BOARDING THE BUS</b>												
Bus pulled into kerb	Y	Y	Y	N	Y	N	N	N	Y	Y	Y	Y
Easy step onto bus	N	Y	N	Y	Y	Y	Y	N	N	Y	Y	Y
If bus late, apology from driver					N	N	N	N	N	N		N
Correct ticket issued	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Driver welcome (1 - 5)	4	3	5	5	3	3	5	3	5	4	4	4
Driver wearing uniform	N	Y	Y	Y	Y	Y	Y	Y	N	Y	N	N
Driver wearing name badge	N	N	N	N	N	N	N	N	N	N	N	N
Driver waits for passengers to sit	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	N	N
<b>THE BUS</b>												
Type	S	S	M	S	S	S	S	S	M	S	S	S
Shows route and destination	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Exterior clean and smart	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	Y
Step free floor	N	N	N	N	N	N	Y	N	N	N	Y	Y
Wheelchair/buggy space	N	Y	N	Y	Y	Y	Y	N	N	N	Y	Y
Clear instructions for use		Y		Y	Y	Y	Y				Y	Y
Easy handholds & supports	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Interior clean and fresh	Y	Y	Y	Y	Y	Y	Y	Y	N	N	Y	Y
Route information	N	N	N	N	Y	Y	N	N	N	N	N	N
Fares information	N	N	N	N	Y	Y	N	N	N	N	N	N
Complaints information	N	N	N	N	Y	Y	N	N	N	Y	N	N
Properly heated & ventilated	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Number of seats available	29	29	16	28	44	44	27	49	24	48	27	27
Number of passengers carried	2	2	9	1	17	20	10	18	10	5	6	5
%	7%	7%	56%	4%	39%	45%	37%	37%	42%	10%	22%	19%
Interior safe/comfortable (1 - 5)	4	5	5	5	5	5	4	3	3	3	5	5
Driven with consideration (1 - 5)	3	3	5	5	4	4	5	3	5	5	4	3
<b>ALIGHTING FROM BUS</b>												
Calling points announce or displayed	N	N	N	N	N	N	N	N	N	N	N	N
Bus draws into kerb	Y	Y	N	Y	N	Y	Y	Y	Y	Y	Y	Y
Easy step to kerb	Y	Y	N	Y	N	Y	Y	Y	Y	Y	N	Y
Raised kerb	N	Y	N	N	N	Y	N	N	N	N	N	N

Journey code	061	062	063	064	065	066	067	068	069	070	071	072
Surveyor	CD	CD	CD	CD	CD	MW	MW	MW	MW	MW	MW	MW
Date	02/11	02/11	02/11	02/11	02/11	17/11	17/11	05/11	05/11	27/10	27/10	28/10
Operator	KLC	KLC	LEC	LEC	TRA	CHE	CHE	EAS	EAS	FIM	FIL	EAS
Bus	AV02LVD	AV02LVD	BX06BYN	BX06BYN	CX55DVK	YG52DHK	YG52DHK	YJ05JWP	YJ05JWP	MX58DWN	MX07BTE	PF51KMU
Service number	532	532	511	511	618	304	306	477	477	184	184	480
Route - from	GRANGE	CARTMEL	ULVERSTON	BROUGHTON	ULVERSTON	HYDE	MARPLE	BURY INT	NANGRAVES	OLDHAM	HUDDERSFIELD	BURY INT
Route - to	CARTMEL	GRANGE	FOXFIELD	ULVERSTON	BARROW	MARPLE	ROWARTH	NANGREAVES	BURY INT	HUDDERSFIELD	OLDHAM	BOLTON
TT departure time	1100	1212	1350	1424	1530	1230	1305	1405	1430	1205	1530	1415
TT arrival time	1136	1250	1415	1449	1556	1303	1330	1426	1451	1320	1652	1507
Arrival minutes early (-) or late (+)	0	-2	2	2	3	0	2	4	5	2	-1	4
<b>THE BUS STOP (BOARDING)</b>												
The bus stop sign	Y	N	N	N	Y	Y	Y	Y	Y	Y	Y	Y
Accurate timetable info	Y	Y	N	N	N	Y	Y	N	Y	Y	Y	Y
Info easy to read	N	N	N	N	N	Y	Y	N	Y	Y	Y	Y
Real time information	N	N	N	N	N	Y	N	N	N	N	Y	N
Text information available	N	N	N	N	N	Y	Y	Y	Y	N	Y	Y
Waiting area safe & illuminated	N	N	Y	N	N	Y	Y	Y	Y	Y	Y	Y
Bus shelter	Y	N	Y	Y	N	Y	Y	Y	N	Y	Y	Y
Seats provided	Y	N	N	N	N	Y	Y	N	N	Y	Y	Y
Raised kerb	N	N	N	N	N	Y	Y	N	N	Y	Y	Y
<b>BOARDING THE BUS</b>												
Bus pulled into kerb	Y	N	Y	Y	Y	Y	Y	N	N	Y	Y	Y
Easy step onto bus	Y	N	N	N	Y	Y	Y	N	Y	Y	Y	Y
If bus late, apology from driver	N	N	N	N	N	N	N	Y	Y	N	N	N
Correct ticket issued	N	N	Y	Y	N	N	N	N	Y	N	Y	Y
Driver welcome (1 - 5)	4	4	5	5	4	5	5	5	5	4	3	5
Driver wearing uniform	N	N	N	N	N	N	N	Y	Y	Y	Y	Y
Driver wearing name badge	N	N	N	N	N	N	N	N	N	N	N	N
Driver waits for passengers to sit	Y	Y	Y	Y	Y	Y	Y	N	Y	N	N	Y
<b>THE BUS</b>												
Type	S	S	M	M	S	S	S	S	S	D	D	S
Shows route and destination	N	N	N	N	Y	Y	Y	Y	Y	Y	Y	Y
Exterior clean and smart	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Step free floor	N	N	N	N	Y	Y	Y	Y	Y	Y	Y	Y
Wheelchair/buggy space	N	N	N	N	Y	Y	Y	Y	Y	Y	Y	Y
Clear instructions for use	N	N	N	N	N	Y	Y	Y	Y	Y	Y	Y
Easy handholds & supports	Y	Y	N	N	Y	Y	Y	Y	Y	Y	Y	Y
Interior clean and fresh	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Route information	N	N	N	N	N	N	N	N	N	N	N	N
Fares information	N	N	N	N	N	N	N	N	N	N	N	N
Complaints information	N	N	N	N	N	N	N	N	N	N	N	N
Properly heated & ventilated	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Number of seats available	31	31	16	16	29	29	26	25	25	74	74	36
Number of passengers carried	19	13	2	1	7	9	0	19	2	106	87	38
%	61%	42%	13%	6%	24%	31%	0%	76%	8%	143%	118%	106%
Interior safe/comfortable (1 - 5)	4	4	4	4	5	5	5	5	5	5	5	5
Driven with consideration (1 - 5)	4	4	5	5	5	5	5	5	5	5	5	5
<b>ALIGHTING FROM BUS</b>												
Calling points announce or displayed	N	N	N	N	N	N	N	N	N	N	N	N
Bus draws into kerb	N	Y	Y	Y	Y	Y	N	N	N	Y	Y	Y
Easy step to kerb	N	Y	N	N	Y	Y	N	N	N	Y	Y	Y
Raised kerb	N	N	N	N	N	Y	N	N	N	Y	Y	Y

Journey code	073	074	075	076	077	078	079	080	081	082	083	084
Surveyor	MW	MW	MW	MW	MW	MW	AH	AH	AH	AH	AH	AH
Date	28/10	28/10	28/10	03/11	03/11	03/11	02/11	02/11	02/11	02/11	02/11	03/11
Operator	EAS	EAS	EAS	CHE	STA	STA	STA	STA	STA	STA	BPT	JST
Bus	X131JCW	YJ54BUF	YJ54BUF		T179MVM	T179MVM	22827	20131	20131	25234	221	KX51UCT
Service number	273	477	477	304	358	358	42	81A	81B	89	2C	347
Route - from	BOLTON	RAMSBOTTOM	NANGREAVES	HYDE	MARPLE	HAYFIELD	POULTON	LANCASTER	KIRKBY L'DALE	LANCASTER	KNOTT END	CHORLEY
Route - to	RAMSBOTTOM	NANGREAVES	BURY INT	MARPLE	HAYFIELD	STOCKPORT	LANCASTER	KIRKBY L'DALE	LANCASTER	KNOTT END F	SKIPPOOL AVE	SOUTHPORT
TT departure time	1143	1229	1330	1230	1356	1529	0934	1045	1144	1240	1333	0930
TT arrival time	1215	1326	1401	1303	1424	1619	1033	1135	1232	1336	1357	1025
Arrival minutes early (-) or late (+)	0	-1	-2		0	3	6	-2	3	-1	0	14
<b>THE BUS STOP (BOARDING)</b>												
The bus stop sign	Y	Y			Y	Y	Y	Y	N	Y	Y	Y
Accurate timetable info	Y	Y			Y	Y	Y	Y	N	Y	N	Y
Info easy to read	Y	Y			Y	Y	Y	Y		Y		Y
Real time information	N	N			N	N	N	Y	N	Y	N	Y
Text information available	N	Y			Y	Y	Y	Y	N	Y	N	Y
Waiting area safe & illuminated	Y	Y			Y	Y	N	Y	N	Y	N	Y
Bus shelter	Y	Y			Y	Y	N	Y	N	Y	Y	Y
Seats provided	Y	Y			Y	Y	Y	Y	N	Y	Y	Y
Raised kerb	Y	N			Y	Y	Y	Y	N	Y	Y	Y
<b>BOARDING THE BUS</b>												
Bus pulled into kerb	Y	Y	Y		Y	Y	Y	Y	N	Y	Y	Y
Easy step onto bus	Y	Y	Y		Y	Y	Y	N	N	Y	Y	Y
If bus late, apology from driver							N					N
Correct ticket issued	Y	Y	Y		N	N	Y	Y	Y	Y	Y	Y
Driver welcome (1 - 5)	5	5	5		5	5	2	3	3	3	3	2
Driver wearing uniform	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	N
Driver wearing name badge	N	N	N		N	N	N	N	N	N	N	N
Driver waits for passengers to sit	N	N	N		N	N	Y	Y	Y	Y	N	Y
<b>THE BUS</b>												
Type	S	S	S	NIL	S	S	S	S	S	S	S	S
Shows route and destination	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y
Exterior clean and smart	Y	Y	Y		Y	Y	Y	N	N	Y	Y	N
Step free floor	Y	Y	Y		Y	Y	Y	N	N	Y	Y	Y
Wheelchair/buggy space	Y	Y	Y		Y	Y	Y	N	N	Y	Y	Y
Clear instructions for use	Y	Y	Y		Y	Y	Y			Y	Y	Y
Easy handholds & supports	Y	Y	Y		Y	Y	Y	N	N	Y	Y	Y
Interior clean and fresh	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	N
Route information	N	N	N		N	N	N	N	N	N	N	N
Fares information	N	N	N		Y	N	N	N	N	N	N	N
Complaints information	N	N	N		N	N	Y	Y	Y	Y	Y	N
Properly heated & ventilated	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y
Number of seats available	36	25	25		42	42	42	49	49	35	41	26
Number of passengers carried	17	12	5		26	44	29	17	7	17	5	7
%	47%	48%	20%		62%	105%	69%	35%	14%	49%	12%	27%
Interior safe/comfortable (1 - 5)	5	5	5		4	5	4	3	3	4	4	3
Driven with consideration (1 - 5)	5	5	5		5	5	4	3	3	3	4	3
<b>ALIGHTING FROM BUS</b>												
Calling points announce or displayed	N	N	N		N	N	N	N	N	N	N	N
Bus draws into kerb	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	N
Easy step to kerb	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	N
Raised kerb	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y

Journey code	085	086	087	088	089	090	091	092	093	094	095	096
Surveyor	AH	AH	AH	AH	AH	AH	AH	AH	AH	AH	AH	CD
Date	03/11	03/11	03/11	04/11	04/11	04/11	04/11	04/11	04/11	04/11	04/11	24/11
Operator	HOM	STA	HEG	STA	ELI	ELI	ELI	ELI	STA	STA	BPT	VTR
Bus	L4HWD	19036	YY52URG	20545	Y355YHB	Y355YHB	Y355YHB	Y355YHB	16659	25225	223	CA05GHA
Service number	315	2A	77	42	85	85	8C	8C	42	89	2C	C89
Route - from	SOUTHPORT	ORMSKIRK	PRESTON	POULTON	GARSTANG	SCORTON	GARSTANG	CALDER VALE	GARSTANG	LANCASTER	KNOTT END	NORTHWICH
Route - to	ORMSKIRK	PRESTON	KIRKHAM	GARSTANG	SCORTON	GARSTANG	CALDER VALE	GARSTANG	LANCASTER	KNOTT END	SKIPPOOL AVE	TARPOLEY
TT departure time	1135	1248	1425	0934	1045	1105	1120	1135	1300	1440	1536	1235
TT arrival time	1222	1355	1521	0958	1105	1118	1133	1150	1330	1530	1557	1320
Arrival minutes early (-) or late (+)	0	0	-4	2	-4	0	0	-2	9	3	0	-5
<b>THE BUS STOP (BOARDING)</b>												
The bus stop sign	Y	Y	Y	Y	Y	N	Y	N	Y	Y	Y	Y
Accurate timetable info	Y	Y	Y	Y	N	N	N	N	Y	Y	N	Y
Info easy to read	Y	Y	Y	Y	Y	N	Y	N	Y	Y	Y	Y
Real time information	N	N	N	N	N	N	N	N	N	Y	N	N
Text information available	Y	Y	Y	Y	Y	N	Y	N	Y	Y	N	Y
Waiting area safe & illuminated	N	Y	Y	Y	Y	N	Y	N	Y	Y	Y	Y
Bus shelter	N	Y	Y	N	Y	N	Y	N	Y	Y	N	Y
Seats provided	N	Y	Y	Y	Y	N	Y	N	Y	Y	N	Y
Raised kerb	Y	Y	Y	Y	Y	N	Y	N	Y	Y	Y	Y
<b>BOARDING THE BUS</b>												
Bus pulled into kerb	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Y
Easy step onto bus	Y	Y	N	N	Y	Y	Y	Y	N	Y	Y	Y
If bus late, apology from driver									N			
Correct ticket issued	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Driver welcome (1 - 5)	1	3	4	3	4	5	5	5	3	3	3	3
Driver wearing uniform	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	N
Driver wearing name badge	N	N	N	N	Y	Y	Y	Y	N	N	N	N
Driver waits for passengers to sit	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	N	Y
<b>THE BUS</b>												
Type	S	D	S	S	M	M	M	M	D	S	S	S
Shows route and destination	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	N
Exterior clean and smart	Y	N	N	Y	Y	Y	Y	Y	Y	Y	Y	Y
Step free floor	Y	Y	N	N	Y	Y	Y	Y	N	Y	Y	Y
Wheelchair/buggy space	Y	Y	N	N	Y	Y	Y	Y	N	Y	Y	Y
Clear instructions for use	Y	Y			Y	Y	Y	Y		Y	Y	Y
Easy handholds & supports	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Interior clean and fresh	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	Y
Route information	Y	N	N	N	N	N	N	N	N	N	N	N
Fares information	N	N	N	N	N	N	N	N	N	N	N	N
Complaints information	N	Y	N	Y	N	N	N	N	Y	Y	Y	N
Properly heated & ventilated	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Number of seats available	29	80	29	49	21	21	21	21	87	35	41	29
Number of passengers carried	2	15	4	16	4	9	5	6	23	19	7	11
%	7%	19%	14%	33%	19%	43%	24%	29%	26%	54%	17%	38%
Interior safe/comfortable (1 - 5)	5	5	5	4	5	5	5	5	4	5	3	5
Driven with consideration (1 - 5)	3	4	3	4	5	5	5	5	4	3	3	4
<b>ALIGHTING FROM BUS</b>												
Calling points announce or displayed	N	N	N	N	N	N	N	N	N	N	N	N
Bus draws into kerb	Y	Y	Y	Y	N	Y	N	Y	Y	Y	Y	Y
Easy step to kerb	Y	Y	N	N	N	Y	N	Y	Y	Y	Y	Y
Raised kerb	Y	Y	Y	Y	N	Y	N	Y	Y	Y	Y	N



Journey code	097	098	099	100	101	102	103	104	105	106	107
Surveyor	CD	CD	CD	CD	CD	CD	CD	CD	CD	CD	CD
Date	24/11	24/11	24/11	27/11	27/11	27/11	27/11	04/12	04/12	04/12	04/12
Operator	GHA	WAR	WAR	HEL	HEL	JON	JON	AVO	AVO	AVO	AVO
Bus	YJ 59GHF	60	60	101	101	DK07NPY	YJ05JXX	406	507	207	923
Service number	48	45	46	41	41	C56	C56	77	85	85	77
Route - from	NORTHWICH	WARRINGTON	NORTHWICH	CHESTER	MALPAS	CHESTER	FARNDON	BIRKENHEAD	HESWALL	BROOKHURST	HESWALL
Route - to	FRODSHAM	NORTHWICH	WARRINGTON	MALPAS	CHASTER	FARNDON	CHESTER	HESWALL	BROOKHURST	HESWALL	BIRKENHEAD
TT departure time	1505	1725	1900	0930	1136	1350	1522	0931	1025	1058	1154
TT arrival time	1555	1814	1940	1034	1235	1416	1547	1008	1052	1125	1230
Arrival minutes early (-) or late (+)	4	1	-4	3	4	4	0	0	0	-1	9
<b>THE BUS STOP (BOARDING)</b>											
The bus stop sign	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Y
Accurate timetable info	Y	Y	Y	Y	N	Y	N	Y	Y	Y	Y
Info easy to read	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Real time information	N	Y	N	N	N	N	N	N	N	N	N
Text information available	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Y
Waiting area safe & illuminated	Y	Y	Y	Y	Y	Y	N	N	Y	Y	Y
Bus shelter	Y	Y	Y	Y	N	Y	N	Y	Y	N	Y
Seats provided	Y	Y	Y	Y	N	Y	N	Y	Y	N	Y
Raised kerb	Y	Y	Y	Y	N	Y	N	N	Y	Y	Y
<b>BOARDING THE BUS</b>											
Bus pulled into kerb	Y	N	Y	N	Y	Y	Y	Y	Y	N	N
Easy step onto bus	Y	Y	Y	N	N	Y	Y	Y	Y	Y	N
If bus late, apology from driver	N	Y	Y	Y	N	N	N	N	N	N	N
Correct ticket issued	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Driver welcome (1 - 5)	5	4	2	4	4	3	4	4	3	5	2
Driver wearing uniform	N	Y	Y	N	N	Y	Y	Y	Y	Y	Y
Driver wearing name badge	N	N	N	N	N	N	N	N	N	N	N
Driver waits for passengers to sit	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
<b>THE BUS</b>											
Type	S	S	S	S	S	S	S	S	S	S	S
Shows route and destination	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Exterior clean and smart	Y	Y	Y	Y	Y	N	N	N	N	N	N
Step free floor	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Wheelchair/buggy space	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Clear instructions for use	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Easy handholds & supports	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Interior clean and fresh	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	N
Route information	N	N	N	N	N	Y	Y	N	N	N	N
Fares information	N	Y	Y	N	N	N	N	N	N	N	N
Complaints information	Y	Y	Y	N	N	N	N	N	N	N	N
Properly heated & ventilated	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Number of seats available	29	39	39	34	34	32	32	32	32	32	30
Number of passengers carried	18	28	3	19	19	16	7	5	4	5	13
%	62%	72%	8%	56%	56%	5%	22%	16%	13%	16%	43%
Interior safe/comfortable (1 - 5)	5	5	5	5	5	3	5	4	4	5	5
Driven with consideration (1 - 5)	5	5	5	5	5		5	4	4	5	3
<b>ALIGHTING FROM BUS</b>											
Calling points announce or displayed	N	N	N	N	N	N	N	N	N	N	N
Bus draws into kerb	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	N
Easy step to kerb	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	N
Raised kerb	Y	Y	Y	Y	N	N	N	Y	Y	Y	N

## 6. The operators whose buses featured in the survey

### OPERATORS

		No. of journeys
ALB	Alba Travel	1
ARR	Arriva	1
AVO	Avon Buses	4
BIR	Birtles Mini Coaches	1
BOW	Bowers	1
BPT	Blackpool Transport	2
CAL	Caldew Coaches	1
CEB	Centre Bus	2
CHE	Checkmate	7
D&G	D&G Coach and Bus	4
DAR	Darwen Coaches	2
EAS	Rossendale Easyride	6
ELI	Elite	4
FIL	First Leeds	1
FIM	First Manchester	1
GHA	GHA Coaches	4
HEG	Hegarty Travel	1
HEL	Lems of Eastham	2
HOM	Holmeswood	1
JON	G Jones & Son	2
JST	JS Travel	1
KLC	Kirkby Lonsdale Coaches	5
LAN	Lancashire United	3
LEC	Leck's Travel	2
LRB	Little Red Bus	1
PEN	Pennine Motor Services	1
REA	Reay's	2
S&S	S&S Travel	3
SLT	South Lancs Travel	2
SPE	Speedwell	1
STA	Stagecoach	18
STO	Stotts	3
STW	Stanway Coaches	1
STY	Stacey's	1
SWA	Swans Travel	1
TEL	Telford's	1
TOM	Tomlinson Travel	2
TRA	Traveller's Choice	1
TYR	Tyrer Bus	6
VTR	Vale Travel	1
WAR	Warrington Transport	2
WRI	Wrights	1

## 7. The survey sheet

### TravelWatch **NORTHWEST** Rural Bus Survey

Surveyor ..... Date ..... Operator ..... Bus .....

Route No. .... From ..... Dep. Time .....

Boarding Point ..... Sched Time ..... Actual .....

Alighting Point ..... Sched Time ..... Actual .....

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#### The Bus Stop (Boarding)

Bus stop sign	Y N	Accurate Timetable Information	Y N
Information easy to read by all	Y N N/A	Real Time information	Y N
Text information available	Y N	Waiting area safe and illuminated	Y N
Bus shelter provided	Y N	Seats provided	Y N
Raised kerb	Y N		

#### Boarding The Bus

Bus pulled into kerb	Y N	Easy step onto bus	Y N
If bus late, apology from driver	Y N N/A	Correct ticket issued	Y N
Driver welcome on boarding (1 = poor to 5 = very good)		1 2 3 4 5	
Driver wearing uniform	Y N	Driver wearing name badge	Y N
Driver waits for passengers to sit down before driving off			Y N

#### The bus

**Decker      Saloon      Mini      Other**

Shows route and destination	Y N	(Please note details)	
Exterior clean and smart	Y N	Step free floor	Y N
Wheelchair / buggy space	Y N	Clear instructions for use	Y N N/A
Easy hand holds and supports	Y N	Interior clean and fresh	Y N
Route information	Y N	Fares information	Y N
Complaints information	Y N	Properly heated or ventilated	Y N
Seats available	.....	Passengers carried	.....
Interior safe and comfortable (1 = poor to 5 = very good)		1 2 3 4 5	
Driven with consideration for passengers (1 = poor to 5 = very good)		1 2 3 4 5	

#### Alighting from bus

Calling points announced / displayed	Y N	Bus draws into kerb	Y N
Easy step to kerb	Y N	Raised kerb	Y N

**Please make any notes on reverse of this form**

## 8. The survey team

Co-ordinator	John Owen
Survey design & general organisation	Chris Dale
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Data analysis and report	David Butterworth

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