

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

Spring 2018

**TravelWatch
NORTHWEST**

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1. Introduction

- 1.1. A comprehensive survey of bus services across the North West was carried out by members of TravelWatch NorthWest (TWNW) in 2008. A survey which focussed particularly on rural bus services was produced in 2010 and a further survey focussing on passengers' own experiences took place in 2012.
- 1.2. Since 2012 there have been many changes related to buses and the part they play in moving people, so in 2018 the TWNW board again decided to investigate the state of bus provision across the North West again by sampling passengers' experiences on a wide range of journey types.
- 1.3. There are two significant types of bus user, a) the person who uses a set route or small range of routes on a regular basis and hence knows the timetable and the calling points, and b) the occasional bus passenger (the naive user) for whom the journey on a chosen route is a completely new experience. This survey plan made a determined effort to replicate the experience of the naive user.
- 1.4. Assessors were asked to assume the role of the naive user when planning and making journeys. Thus each assessor was faced with the following challenges:
 - Is there a bus to take me from town A to town B?
 - How do I find out if there is one (either at home or at the bus station)?
 - Will there be a bus around the time I wish to travel?
 - How do I find this information (either at home or at the bus station)?
 - How do I find the bus stop in town/village/rural area A?
 - Can I find out in advance how much the journey will cost?
 - How long will the journey take?
 - How do I recognise I've reached my destination in town/village/rural area B?
- 1.5. Having worked out the plan for the route the assessor boarded the chosen bus and in the course of the journey looked at aspects of the bus operation which affect passengers.
- 1.6. Over a period of approximately six weeks to the end of April 2018 assessments were made of 218 journeys. The results of the pre-planning and the journeys themselves are reported on following pages.

2. Pre-journey planning

- 2.1. There would, on the face of it, appear to be a multitude of ways in which a bus journey can be planned in advance. The increasing number of people who have direct access to computers, tablets or smartphones can make use of wide range of bus travel applications
- 2.2. To determine if a bus journey is even remotely possible the use of Google Maps will normally give a clear indication in two ways:
 - A well zoomed-in map will show the position of bus stops in a chosen area, so clicking the chosen stop will provide a list of service numbers and usually a departure board for the current time.
 - Alternatively a departure point and an arrival point can be selected on the map and, by selecting the form of transport to be used, various journey options will be provided.

- 2.3. A further alternative is to 'ask Google' the direct question, e.g. 'buses from Clitheroe Interchange to Burnley Bus Station '. The result is a route map and a list of bus times. All very efficient!
- 2.4. The nationwide website 'www.traveline.info' has been shown to be less than user friendly. For instance the Clitheroe to Burnley journey request resulted in the use of two buses (change in Whalley) rather than recommending a short wait to catch the direct M2 service.
- 2.5. An increasing number of the larger bus operators now provide 'apps' which can be used on smartphones or tablets. The information provided varies widely in its usefulness but is always limited to the company's own operation. As a minimum the app will provide times of buses (but often on the assumption you already know its route number) and the better ones, e.g. Stagecoach, even provide point-to-point fare information, although this appears to be the exception to the norm.
- 2.6. People who do not have ready access to technology (and there are still many of them) must rely on more traditional methods of finding out. Out in the sticks it might be a bus stop mounted timetable board, which may only provide departure times and not much else. In towns there may be a fully staffed bus station (subject to local authority cuts) or just a series of bus shelters along the street. The level of information given will depend on the enthusiasm of the local transport authority in providing relevant and topical information.
- 2.7. Traditional paper timetable booklets are still provided by bus operators and/or local transport authorities but they tend to be available only at larger bus stations or transport interchanges. Of particular note are the high quality colourful timetable/information booklets provided by the various subsidiaries of Transdev. The route maps are a real asset but fare information is limited to details of daily or weekly tickets.
- 2.8. The availability of printed information is fine, providing it is up to date. One assessor found a bus changes leaflet in a local library dated November 2017 when he visited in March 2018.
- 2.9. Even web live information is not always correct. The X41 Transdev service to Manchester now starts from Accrington, rather than Blackburn, yet at the time of looking (09/05/18), the web page showed it still started from Blackburn.

3. The starting point

- 3.1. A bus journey can commence from any of a wide range of starting points including large staffed travel centres, bus shelters on the main street or, in extreme cases, isolated bus stops with only a muddy verge as a waiting area.
- 3.2. **Bus stations** themselves vary in quality and provision. One of the most modern, in the centre of Blackburn, features a spacious waiting area with information screens denoting the next departures from each bus stand, together with other screens listing all the departures in the next hour or so. Additionally there is a staffed enquiry counter which stocks a full range of easily available timetables for local services. However it was noted that the futuristic computer controlled journey planner failed to do as it was told by returning an error message instead.

- 3.3. Over a number of years older bus stations have been replaced by more customer friendly spaces, as at Nelson, but sadly whilst the bus station itself will remain the crucial human presence may soon be removed as a result of cost cutting by the local transport authority.
- 3.4. In marked contrast to the situation in the railway industry, where information displays show realtime running across the whole country, bus departure screens generally only show planned times. If an inward working is delayed, for example, the screen concerned remains stuck at the timetable time regardless, or the particular reference to that bus may disappear entirely. With an ever increasing number of buses being fitted with GPS devices it seems reasonable that the system could be extended to provide realtime information at major stops and generally within urban areas at least. This facility is sadly lacking at present.
- 3.5. A number of larger and medium sized bus departure points conveniently display a map of the local area, thus assisting new arrivals to the area.
- 3.6. At a time when public toilets are becoming as rare as hens' teeth it is useful if these are present at least at the larger bus stations/interchanges. It was pleasing to see that the free-to-use toilet at Burnley bus station was both open and wonderfully clean and tidy, a credit to the cleaner who was busy about her work. This is in stark contrast to the bus stations which now sadly have boarded up facilities, as at Oldham Bus Station.
- 3.7. **Out of town bus stops** are generally far less endowed with travel information, which can range from a simple list of departure times (but no journey duration or arrival times at destinations) and contact numbers for phone/text advice to a simple bus stop post which lacks any information. Some time ago Lancashire County Council determined it was too expensive to equip each bus stop with even basic timetable information, even though the authority was financially supporting the service which passed that way. There is no incentive for the occasional users to 'hop on the bus' if no information is given as to when it might arrive.
- 3.8. There are known instances where a bus stop poster will happily advertise how it is easy to obtain travel information by phone or text message despite there being a total lack of mobile phone signal in the area. Even when there is a signal such text messages are normally chargeable on top of the system provider's cost.
- 3.9. Again, in contrast to the agreed minimum safety standards across the railway industry, a significant number of bus stops are situated in unsuitable places, especially on busy main roads with no 'standing back' space behind the two flag stones provided. There can be no pleasure in standing even for an on-time bus in such conditions.
- 3.10. It is regrettable that many bus stop signs themselves are no longer clearly readable as no cleaning has taken place for many years.

4. The buses

- 4.1. The North West sees the use of a wide range of bus types, from the super-modern double decker vehicles to the bone shaking 20-seaters used on many rural services.

- 4.2. Larger bus operator have clearly invested heavily in modern vehicles, with those used on the X43 Transdev service between Skipton and Manchester being a good example. Leather seats, large windows, reliable wifi provision and charging points, coupled with smooth riding characteristics, create an attractive space offering a real invitation to use public transport.
- 4.3. Modern medium sized single deck buses operated by the larger companies also offer, and widely advertise, wifi and charging points - a unique selling point to attract younger users (as well as tech-savvy older persons).
- 4.4. Overall the provision of on-board information is improved from only a few years ago. Some urban and inter-urban services now feature automated GPS triggered 'next stop' announcements, often coupled with mention of adjacent features or commercial establishments. Perhaps the bus companies gain advertising revenue from mentioning local shops, etc, to support the provision of the announcements which are appreciated by occasional users of the service. However, the use of GPS linked information remains low across the region.
- 4.5. As a result of the requirements of the Equality Act 2010 all public service buses are now low-floored with boarding ramps and/or kneeling capability to assist the mobility impaired. Buses now have at least half the length of floor space on the same level. Other improvements include numerous grab handles and call-to-stop buttons throughout the bus.
- 4.6. The standard provision of a wheelchair space acknowledges that mobility impaired people have every right to make use of their local buses. However there have been well publicised instances of conflict between wheelchair passengers and those with prams. A recent court hearing determined that the former must take precedence over the latter at all times.
- 4.7. An increasing number of buses now have on-board and exterior CCTV equipment to provide evidence in the event of any unreasonable incident. This provides a greater confidence among the public, especially those travelling alone.
- 4.8. Most buses operated by the larger companies make use of space within their vehicles to advertise travel opportunities, local destinations of note, period ticket offers and, most importantly, the expected standard of behaviour by passengers. Only occasional mention is made of how to complain. Casual observation shows that most passengers are more interested in the content on their smartphones than the content of the panel displays!
- 4.9. It is pleasing to note that most buses, especially those operated by the major companies are clean and tidy both inside and outside. When looking at this aspect the assessors took the type of weather and the time of day into consideration when determining if the vehicle was 'well turned out'.
- 4.10. A significant number of urban buses are used primarily by older passengers who may have restricted mobility. Most drivers considered their needs especially by waiting until they had sat down before setting off. However this consideration was not universally applied.
- 4.11. A further assistance to mobility impaired passengers is the presence of a raised kerb at which the bus is able to stop. There is however little purpose in having

low floor buses if they serve areas where the local authority has failed to provide raised kerbs.

- 4.12. The actual quality of the bus ride is determined by many factors. A ride along the motorway in the Transdev X43 is smooth and pleasurable whilst, just as one example, the ride in the No. 66 Boomerang Travel bus from Clitheroe to Nelson, via the slopes of Pendle Hill is a challenge to the strength of the human skeleton. This small bus is a veritable bone shaker at the best of times so the added occurrence of haphazardly placed potholes adds to the general misery. This is no reflection on the driver who must cope with whatever the excessively hard bus suspension and the badly maintained roads present. It is not surprising that if the choice is available many people will choose the soft ride of the family car.

5. The survey results - an overview

- 5.1. Many of the good and some of the bad aspects of current bus service provision in the North West have been identified above. What now follows is in the form of empirical evidence gleaned as a result of 11 assessors making a total of 218 journeys and examining many aspects of terminal facilities and bus operation. Additionally anecdotal comments were made when appropriate.
- 5.2. The survey covered many areas across North West England, involving buses run by 23 operators. Most operators are stand-alone entities, e.g. Reays Coaches, but some are constituent parts of much larger umbrella groups. Uniquely Transdev runs buses under the individual names of local operators, e.g. Rosso and Burnley Bus Company. For the purpose of this survey the individual names are retained for comparison purposes but the overall performance of Transdev is also considered.

5.3. Planning the journey

- 5.3.1. The most common advance planning method was the use of web based systems, especially those involving bus company 'apps'. Such apps require the possession of a smartphone and the availability of a mobile data signal, not always guaranteed.
- 5.3.2. Fairly common was the use of traditional printed timetables, either obtained in advance or on request at certain bus stations. It was noted that some outlets were either short of printed timetable stock or they were kept hidden away.
- 5.3.3. Other pre-planning methods included the use of web based Traveline, with its limitations noted above. The user of www.traveline.info has to have a reasonable local knowledge to be able to identify the correct starting/ending point from drop-down lists.
- 5.3.4. No-one admitted to using Google to plan their journey(s).

5.4. Bus stations and other joining points

- 5.4.1. **92% of joining points had timetable posters** situated either within the immediate area of the bus station or waiting shelter or on a bus stop post. The 17 places without information were mainly single post stops with either no information whatsoever or out of date or difficult to read material.

- 5.4.2. **16% of joining points had electronic information screens.** It is sometimes difficult to determine whether these screens offer realtime information but observations suggest that this is rare. It is disappointing that some bus stations which were equipped with expensive information screens (not necessarily realtime) are now not in operation. The screens at Nelson Bus Station are a case in point. Whilst local transport authorities are now desperately short of funds due to government cuts it follows that cuts of this nature are a sure way of deterring people from using buses with confidence.
- 5.4.3. **91% of joining points had contact information** in the form of telephone and/or text numbers. In the case of those recorded as being without it may not have been readily visible.
- 5.4.4. **Only 26% of joining points displayed readily visible route maps.** A significant number of points featured a timetable accompanied by a horizontal line on which were marked major calling points but these did not constitute a true map.

5.5. The bus itself

- 5.5.1. The following results refer to the whole survey of 218 journeys. Data for individual operators is presented later.
- 5.5.2. Whilst in no way statistically significant but merely for the record, 29% of the buses used were double deck, 61% were single deck saloons whilst the remaining 10% were 20-seater style mini-buses.
- 5.5.3. **Cleanliness** ranged from **79% of buses being judged to be externally clean**, with some of the remaining group being less than clean purely as a result of very poor weather conditions. **80% of the buses were judged to be clean and tidy internally** although it was noted that towards the end of the day the amount of accumulated litter was an issue.
- 5.5.4. **It helps passengers if a bus displays its destination. This was true for 99% of the surveyed buses.**
- 5.5.5. **97% of the buses were recorded as having a ramp for a wheelchair.** In the case of the remaining 3% the buses may have had a kneeling capability instead. This is not readily observable unless the facility is in use at the time.
- 5.5.6. **100% of buses had a dedicated space to accommodate wheelchairs.** Most had instructions for use and a few had a clear statement that wheelchairs take precedence over prams, etc.
- 5.5.7. **96% of the buses were deemed to be properly heated/ventilated** appropriate to the time of year although on a few journeys the heaters were full on even though it was warm sunny day.
- 5.5.8. **The record shows that the average loading across all 218 journeys was 38%** although it must be noted that the highest loading was 100% and the least was a journey of just two passengers. Averages can be rather meaningless at times.
- 5.5.9. It is a subjective assessment to determine if the interior of a bus is safe and comfortable. **The average comfort measure on a scale from 1 (poor) to 5 (good) was 4.1.**

- 5.5.10. On a similar basis of measurement **the average rating that the bus was being driven with care and consideration was 4.2.**
- 5.5.11. The matter of transparency of fare information is a contentious issue and this was reflected in the low score of **31% for information about fares.** Many buses had bold adverts about the value of daily, weekly or even monthly tickets but there was little if any information about point to point single fares. Apart from rare examples where such fares are readily available, e.g. the Stagecoach Bus app, these fares must apparently remain a state secret! It can be very embarrassing for a naive user to board a bus only to find that the requested fare is far in excess of what might have been expected.
- 5.5.12. **Route information was provided on only 18% of the buses surveyed.** Sometimes the information was on the external destination screen whilst other buses had rolling information on a screen within the saloon.
- 5.5.13. Information on making complaints was patchy with **36% of the buses having sufficiently clear statements of contact points to raise issues.** As in the railway industry it should be a legal requirement that bus companies publicise their complained procedures.
- 5.5.14. **68% of buses had other information of a general matter,** sometimes referring to timetable changes or pending road works or, less welcoming, news about forthcoming fare increases.

5.6. Alighting from the bus

- 5.6.1. It always helps if the naive user is aware of he/she needs to get off. On the vast majority of journeys it was left to the passenger to work it out. **On only 4% of journeys were the calling points announced aurally whilst 5% of journeys displayed the calling points on an electronic screen.** In some cases, mainly by the larger operators, there was a duplication of aural and visual announcements. To fully satisfy the requirements of the equality legislation operators must make a more positive effort to include both visual and aural announcements (and to cater sympathetically with passengers who obviously have learning difficulties). One assessor noted that all buses in London now have visual and aural notification of forthcoming stops, etc.
- 5.6.2. For safety reasons it is advantageous for passengers to remain seated until the bus has stopped. **37% of buses had notice(s) encouraging passengers to remain seated.**
- 5.6.3. Bell buttons are provided to signal the need for the next stop. Generally pushing a button will illuminate a display (to remind other passengers that the request has been made). **This system appeared to be working correctly in 95 % of journeys.**
- 5.6.4. It was pleasing to note that **in 95% of the journeys the bus was able to draw right up to the kerb.** The remaining 5% of buses were mainly prevented from accessing the correct stopping point due to parked vehicles.
- 5.6.5. Because of the opportunity to lower the ramp or lower the bus itself or, when present, access the raised kerb it was noted that **100% of all buses enabled an easy step off onto the kerb.**

5.7. Detailed analysis of measured criteria:

5.7.1 THE BUS ITSELF (Part 1) - results tabulated by operator

	Journeys	A %	B %	C %	D %	E %	F %	G %	H %
OVERALL RESULTS	218	79	99	97	94	80	96	100	87
Arriva	39	100	100	92	87	69	100	100	95
Burnley Bus Co (Transdev)	16	94	100	100	100	94	94	100	93
Blackburn Bus Co (Transdev)	2	100	100	100	100	100	100	100	50
Rosso (Transdev)	8	50	100	100	100	75	100	100	100
Transdev (aggregated)	26	81	100	100	100	88	96	100	92
Blackpool Transport	8	100	100	100	88	100	100	100	100
D & G Buses	15	87	100	100	100	60	100	100	100
First Manchester	20	40	95	100	100	55	75	100	11
High Peak Buses	11	27	100	100	100	100	100	100	100
Preston Bus	16	69	94	100	94	88	100	100	88
Stagecoach North West	57	86	100	93	88	89	98	100	98
Network Warrington	3	100	100	100	100	67	100	100	100
Minor operators *	28	68	100	100	100	79	96	100	82

The **BOLD** values denote results which are **lower** than the average for the overall results

Criterion key:	A	The exterior of the bus was clean
	B	The destination and route were clearly displayed
	C	There was a ramp for wheelchair access
	D	The floor was step-free (at least for a significant length)
	E	The bus interior was clean and tidy
	F	There were easy to use handholds
	G	There was a wheelchair/buggy space
	H	Clear instruction were displayed for the use of the space

* **Minor Operators** - these mainly independent operators run small fleets which were surveyed a small number of times with results which, when considered separately, are not statistically significant. Therefore for the purpose of this survey they have been grouped together.

Avon Bus, Boomerang Travel, Catch22 Bus, Coastal Coaches, Cumfybus, Diamond Bus, Halton Transport, Hattons Travel, Howards Travel, Kirkby Lonsdale Coaches, Manchester Community Transport, Reays Coaches.

5.7.2 THE BUS ITSELF (Part 2) - results tabulated by operator

	Journeys	I %	J %	K %	L %	N M	N %	O	P
OVERALL RESULTS	218	96	38	31	18	36	68	4.1	4.2
Arriva	39	97	39	38	8	36	72	3.7	3.9
Burnley Bus Co (Transdev)	16	94	40	44	50	38	75	4.6	4.6
Blackburn Bus Co (Transdev)	2	100	30	0	0	0	100	5.0	4.5
Rosso (Transdev)	8	88	19	25	38	25	88	5.0	5.0
Transdev (aggregated)	26	92	33	35	42	31	81	4.8	4.7
Blackpool Transport	8	100	43	38	50	25	100	5.0	5.0
D & G Buses	15	93	32	53	13	73	60	2.7	2.8
First Manchester	20	89	39	5	0	5	25	4.7	4.5
High Peak Buses	11	100	32	27	36	27	91	3.5	4.8
Preston Bus	16	100	49	6	6	0	75	4.7	4.6
Stagecoach North West	57	100	40	39	19	61	67	4.2	4.4
Network Warrington	3	67	33	67	0	100	100	3.3	2.7
Minor operators *	28	96	31	11	11	14	64	4.0	4.0

The **BOLD** values denote results which are **lower** than the average for the overall results (not applicable to 'average loadings' (J) as they were journey dependent)

Criterion key:	I	The bus was properly heated and ventilated
	J	The average maximum load (estimated for each journey)
	K	Information was provided on fares
	L	Route information was provided
	M	Information was available on how to make a complaint
	N	Other general information was displayed
	O	The interior was safe and comfortable (1 = not safe or comfortable, 5 = very safe and comfortable)
	P	The bus was driven with consideration for the passengers and other road users (1 = very badly, 5 = very well)

* See previous page for list of Minor Operators

5.7.3 TYPES OF BUSES use by the operators

	Journeys	Double Decker (%)	Saloon (%)	Minibus (%)
OVERALL RESULTS	218	29	61	10
Arriva	39	38	56	5
Burnley Bus Co (Transdev)	16	56	44	0
Blackburn Bus Co (Transdev)	2	50	50	0
Rosso (Transdev)	8	25	75	0
Transdev (aggregated)	26	42	58	0
Blackpool Transport	8	63	25	13
D & G Buses	15	0	100	0
First Manchester	20	50	45	5
High Peak Buses	11	0	100	0
Preston Bus	16	13	56	31
Stagecoach North West	57	35	60	5
Network Warrington	3	0	100	0
Minor operators *	28	0	64	36

* See earlier page for list of Minor Operators

6. Comments made by assessors

Assessors were invited to comment on particularly positive or negative aspects of their journeys, with special attention being paid to service quality and safety. The following comments are particularly significant:

- **Chorley to Southport (Preston Bus, 347)** Perhaps as an attempt to recover time after a late start the driver significantly exceeded the 20 (achieving 32 mph) and 30 mph speed limits on local roads in Chorley and at certain other points along the route a number of times. The speeds were checked by reference to GPS data.
- **Knott End to Lancaster (Kirkby Lonsdale Coaches, 89)** It was not clear from its exterior who operated this service. The driver obviously knew many of the passengers and greeted them in a friendly manner. The bus noise level was high and the ride was described as '*firm*', to some extent exacerbated by the poor state of road surfaces.
- **Lancaster to Preston (Stagecoach, 41)** The bus was parked well away from the numbered bay. However the driver went along to collect his passengers and waited for an elderly lady to reach the bus.
- **Preston to Lytham (Stagecoach, 68)** The bus was not parked at the stand allocated to this route, but at least not too far away.
- **Lytham to Poulton le Fylde (Diamond [Preston Bus])** The travel ticket bore the name 'Diamond Bus North West' but the bus clearly belonged to Preston Bus, with references to Rotala, the holding group. This feature could lead to uncertainty among some passengers.
- **Blackpool Tower to Cleveleys (Blackpool Transport, 1)** The driver change over at the Tower took over six minutes, during which time the passengers were kept waiting. Had the day not been fine and dry the wait, where there is no shelter, would have been unpleasant. During this journey there were waits at some stops to avoid early running at timing points.
- **Poulton to Asda, Fleetwood (Preston Bus, 75)** It was noted that the vehicle was '*scruffy*' and it did not offer a comfortable ride. The bus arrived at Asda, Fleetwood, 6 minutes early. The driver turned off the engine, left his cab, and announced that the bus would be stopped there for 10 minutes. In doing so the bus would not arrive at its destination, Albert Square at the timetabled 10.41 but would be able to depart on time at 10.45.
- **Rawtenstall to Accrington (Rosso, 464)** The journey took place at a time of heavy snow, with some roads in the area impassable. The assessor noted "The driver was a credit to the company, coping with the severe weather and going out of his way to help passengers".
- **Accrington to Burnley (Burnley Bus Co., M3)** Another bad weather journey where the driver helped passengers inconvenienced due to traffic diversions. A clean warm modern bus with wi-fi.
- **Burnley to Accrington (Burnley Bus Co., 9)** A further bad weather experience which was not helped by the lack of information at Burnley Bus Station, where the information window was closed at 16.20 (posted closure 16.30) and no information about services cancelled due to bad weather. The bus used for this journey was a grey reserve fleet vehicle with hard seats and no heat.

- **Accrington to Rawtenstall (Rosso, 464)** The indicated 17.10 departure either did not run or it left early, the assessor being at the stand 3 minutes early. The vehicle lacked heat on this early March day.
- **Preston Fishergate to Railway Station (Preston Bus, 89)** It was noted that the departure shelter had indicators both internally and externally giving good details of services
- **Aldi, Bury to Fairfield Hospital (Rosso, 468)** The bus had a display of timetables, all of which were for Route 469 !
- **Ashton-under-Lyme Bus Station** It was noted that there are no toilet facilities.
- **High St, Shaw to Highbarn St, Royton (First, 181)** It was noted that the 11 minute journey would have cost £2.80 had the assessor not had an all-day ticket.
- **Milnrow to Shaw (First, 58)** The concept of vehicles having external route branding is pointless when the said vehicle is used off-route, as in this instance.
- **Ramsbottom to Bury (Rosso, 484)** The assessor had intended to catch Route 485. A First Bus 474 was at the stop and the Rosso 485 approached behind but failed to stop long enough for the assessor to reach it.
- **Bolton to Bury (First, 471)** A straightforward journey but, on arrival at Bury the driver left the bus with passengers inside, to get a brew, returning just in time for the departure slot.
- **Aspull to Wigan (Diamond Bus, 715)** There were no concessions towards luxury travel on this service. The bus met the basic requirements to enable a bus service to be run.
- **Bolton to Daubhill (First, 582)** The driver was '*rather curt*' with the boarding passengers and, during the journey, he shouted at a car driver who pulled out near a bus stop.
- **Poulton to Preston (Preston Bus, 77)** The most cheerful driver of all the journeys by this assessor. he knew most of the passengers and greeted them warmly.
- **DDA compliance** Whilst it is now universal that wheelchair users will be accommodated the assessor noted '*the lack of access to information for blind, deaf and people with learning disabilities is deplorable. Look what happens where Transport for London is in control to see what is possible*'.
- **Preston Bus Station to Royal Preston Hospital (Preston Bus, 19)** The bus had a well stocked rack of timetables, except that there was none for Route 19.
- **Preston Bus Station to Moor Nook (Preston Bus, 8)** Despite being only 2 years old, the bus did not feature visual or auditory information regarding the destination and stopping points.
- **Moor Nook to Preston Bus Station (Preston Bus, 8)** In contrast to the above comment, this bus started life in London in 2000 and its age certainly showed. The brakes squealed on every application and the interior looked tired.
- **Preston Bus Station to Blackpool (Stagecoach, 61)** The driver reached the bus at 13.40 (for the 13.45 departure). He took 3 minutes to 'settle in' and then allowed passengers to board. Coupled with long loading at the popular Friargate stop the bus arrived in Blackpool 7 minutes behind schedule.

- **Blackpool to Poulton (Blackpool Transport, 2)** A bus with excellent notices, e.g. use of wheelchair spaces and remaining seated until the bus stops. The bus stop also had running times listed, rather than just departure times.
- **Poulton to Cleveleys (Catch22, 24)** The second-hand bus (W 812 PFB) was in superb condition given its age. The interior was immaculate and a credit to the operator. A further vehicle travelled on later (Y 373 GAX) was in a simple good condition externally and internally.
- **St Annes to Kirkham (Coastal Coaches, 78)** The driver made every effort to assist the passengers. However, as there was already a buggy on board a lady with another buggy was unable to get on, so would have to wait a further 30 minutes.
- **Kirkham to Poulton (Preston Bus, 75)** There were three racks of timetable leaflets, none of which was for Route 75. The ticket machine was not working so the driver could not take fares or record passes. The bus had a scruffy interior.
- **Wigton to Carlisle (Stagecoach, 554)** In contrast to most buses in the area the exterior of the bus was unwashed and the interior was heavily littered.
- **Carlisle Bus Station** The bus timetable displays show only the departure times without information about routing and calling points. The displays themselves were unattractively taped to the back panels of shelters.
- **Clitheroe to Nelson (Boomerang Travel, 66)** This was another example of a driver who exceeded local road speed limits by driving at 27 mph along a 20 mph road in Clitheroe. The rest of the journey proved to be uncomfortable due to many potholes in the roads and hard bus suspension. Seating had to be chosen with care to provide adequate legroom.
- **Nelson to Kelbrook (Burnley Bus Co., M1)** The bus departed Nelson 13 minutes late. There was no apology given for late running at any time throughout the journey.
- **Chapel-en-le-Frith to Stockport (High Peak Buses, 199)** A waiting passenger can only see if the bus is approaching by crossing the busy road. There is no dedicated space for the bus to stop. This service is seriously affected by road works and traffic congestion.
- **Whaley Bridge Station to Chapel-on-le-Frith (High Peak Buses, 190)** The timetable on the bus stop at Whaley Bridge Station is barely legible and out of date.
- **Chinley to Buxton (High Peak Buses, 190)** The bus had to avoid Peak Forest, Peak Dale, etc due to heavy snow, so travelled direct on the A6. The Traveline timetable information was correct for this disrupted day.
- **Runcorn to Chester (Arriva, X30) and Chester to Runcorn (Stagecoach, X2)** Fares are not consistent on this route with the Arriva service being £3.60 single or £5.50 return and the Stagecoach single being £4.00. The quoted return would be operator-specific, thus complicating travel plans for those who do not know 'the system'.
- **Lancaster to Hest Bank (Stagecoach, 55)** Nine journeys were taken on this route during March and April. On 5 occasions the designated stand at Lancaster Bus Station was not used due to other buses being parked there. Passengers were clearly unsure where they should wait for their bus as the display gave incorrect information. The bus could not draw up to the low kerb at Hest Bank due to parked vehicles.

- **Merseytravel area bus stops and bus stations** Generally excellent poster timetables but route maps are only displayed in printed and website timetables. Bus stations have 'Where to catch your bus' and 'Local Area' maps. Railway stations have little or no bus information. Merseytravel have expressed a wish to cease the production of printed bus timetables - to save £140,000 p.a.
- **Crawshawbooth to Rawtenstall (Burnley Bus Co., X43)** It was noted that the single fare for a child from Crawshawbooth to Rawtenstall is £1.80, for a 2 mile journey. This is known as a UGO fare but seems to be excessive for such a short journey.
- **A Traveline issue** For a journey from Burnley to Manchester Piccadilly Station Traveline advised bus to Chorlton Street and the walk to the station. A plan which avoids the walk is to change at Deansgate onto the Metroshuttle direct to the station. Traveline does not acknowledge the Metroshuttle operation.
- **Fare increases** Towards the end of March a significant number of operators displayed posters advising forthcoming changes to fares.
- **Macclesfield to Manchester Piccadilly Gardens (Arriva, 130)** This journey encountered extremely heavy traffic on the outskirts of Manchester, with further heavy delays near the city centre with construction works causing long queues. As a result this journey took 2 hours 15 minutes.
- **Macclesfield to Congleton (D&G Buses, 99)** Two services on this route left Macclesfield 2 and 3 minutes early respectively. The second bus was driven without regard to good timekeeping. The bus floor was heavily littered and dirty.
- **Blackburn to Manchester (Burnley Bus Co. - Transdev, X41)** This route now starts from Accrington rather than Blackburn (changed since the survey). This may be as a result of the recently introduced 30 minute frequency train service from Blackburn to Manchester.
- **X43 (Burnley Bus Co. - Transdev)** This high quality service (leather seats, wi-fi, etc) provides a 30 minute frequency from Skipton to Manchester with additional services each 30 minutes from Burnley. On Sundays many services are extended northwards to Grassington.
- **Liverpool Queens Square to Old Swan (Cumfybus, 139)** The driver was listening to radio in the cab whilst the bus was moving.
- **West Kirby to Heswall (Avon Buses, 88A)** The floor of this vehicle was littered and dirty. It was noted that the seating was cramped. NB This particular problem is common on many single deck buses, large or small.
- **Manchester Chorlton Street to Leeds City Bus Station (Transdev, CZ2)** Another very high quality service with information on all aspects of the journey. Journey time 1 hour 20 minutes.
- **Widnes to Warrington (Arriva, 110)** There was litter on the floor and seats. The heating was full on even though it was very warm outside.
- **Bollington to Hazel Grove Station (Selwyns, 391)** The bus was heavily littered. The driver did not wait for passengers to be seated before moving off.

- **Warrington to Altrincham (Network Warrington, CAT5)** The heating was full on in spite of it being very warm outside. The driver was over cautious, giving the impression he was unsure of the vehicle's size on country roads.
- **Altrincham to Wilmslow (D&G Buses, 88)** The 17.45 service from Altrincham was timetabled to arrive in Wilmslow at 18.17 but actually arrived at 18.08. The last timing point was Morley Green at 18.07 so, if this was adhered to, the normal 10 minute leg to Wilmslow was covered in one minute. It was the last service of the day (to Knutsford) so the driver clearly wanted to get home early.
- **St Helens to Kirkby (Hattons Transport, 297)** Yet another bus with heating full on despite it being over 20° C outside.
- **Halton Lea to Widnes (Halton Transport, 62)** Another saloon with very little leg room - creating an uncomfortable journey.
- **Knutsford to Warrington (Network Warrington, 47)** A sign by the driver's cab stated that passenger must not distract the driver by talking to him/her during the journey. A passenger joined at Lymm and spent the rest of the journey talking to the driver.
- **Crewe to Macclesfield (Arriva, 38)** The bus was branded for service on Route 130 so most of the information provided was irrelevant for this journey. The floor was heavily littered.
- **Macclesfield to New Mills (High Peak Buses, 60)** This was a very smooth journey with passengers being allowed to sit down before the bus moved off.

7. 7. SUMMARY AND RECOMMENDATIONS

- 7.1 There are some areas where improvements have been made, by some operators in some areas, to the advantage of passengers. These include more modern accessible vehicles, brighter on board ambience and generally more consistent driving standards. However, there are still a number of aspects of some journeys which fall well below what the typical passenger will expect.
- 7.2 For preplanning journeys Traveline has its limitations and fares information remains very difficult to glean in many cases.
- 7.3 Bus stops and bus stations still do not have real time bus running information, in stark contrast to London and other points of the country.
- 7.4 Information on the bus about the next stop (especially vital for the many unfamiliar bus users) is very poor - only on 4% (spoken) and 5% (visual) of the journeys made, again in stark contrast to London and other areas. Blackpool Transport is to be commended on leading the field in this regard.
- 7.5 On only 36% of journeys was information on how to complain displayed on buses. This is something that could easily be remedied.

8. BUSES IN ENGLAND - The current situation

Department for Transport Analysis dated September 2017

- 4.4 billion local bus passenger journeys were made in England in the year ending September 2017, a 1.5% decrease on the year earlier.
- Bus use in England (excluding London) has declined progressively since 2009. Bus journeys in London have declined since 2015.
- Bus journeys in London represent 51% of the total across England
- between 2015 and 2017 bus fares have risen by a faster rate in metropolitan areas (84%) than in non-metropolitan areas (57%). In the year to September 2017 local bus fares across England rose by 3.3%, slower than the RPI (3.9%).
- The average annual percentage change in bus fares was 2.8% between September 2012 and September 2017, similar to the average annual increase in rail fares (2.4%).
- Concessionary journeys (elderly, disabled or youth concessions) made up 34% of all bus passenger journeys in England in 2015/16, a total of 1.53 billion.
- Since 2005/6 there has been a 36.7% decrease in local authority supported mileage

"It is disappointing to see bus use falling again, but hardly surprising given year on year cuts to local authority bus budgets. The good news is councils now have new powers in the Bus Services Act to improve bus networks, restore connections and set standards. There's a huge opportunity here to make bus services more attractive, affordable and environmentally friendly, bringing benefits not just to passengers but to the wider community."

Lianna Etkind, Campaign for Better Transport

"It is pleasing to see that there have been many improvements in the quality of bus provision in the North West region, particularly among the larger operators. However there is still room for improvement, especially with respect to making it easier to plan journeys, knowing what single journey or return fares will be and making a bus journey a pleasant experience. Local transport authorities must appreciate that buses are a lifeline for rural and even urban residents, many of whom have no access to alternative transport."

Chris Dale, Chairman, TravelWatch NorthWest

9. Survey personnel

Administration, co-ordination and questionnaire design	John Moorhouse
Data analysis and report	David Butterworth
Assessors	David Butterworth Chris Dale Alan Goater Leonard Green David Harrison Alan Hurst Colin Kennington Mike Laycock John Owen Steve Perryman Richard Rollins Miriam Walton

110. TravelWatch NorthWest

TWNW is an independent organisation representing all users of public transport in the North West. Membership is open to any not for profit organisation representing the interests of users or potential users of public transport. TravelWatch holds conferences in public at various locations in the North West, where issues of concern to public transport users are debated. TWNNW's chief purpose is to influence, by research and campaigning, public transport policy in the North West always with the passengers' interests foremost.

North West Public Transport Users' Forum Community Interest Company
(TravelWatch NorthWest)
Company No. 6181713

Registered Office: 11 Harvelin Park, Todmorden, OL14 6HX

APPENDIX A

THE SURVEY QUESTIONNAIRE

TravelWatch North West - Bus Journey Survey 2018

Surveyor: _____ Date: ____ / ____ / 2018 Service operator: _____

Service No : _____ Commercial or Subsidised (if known): C / S .

Joining Point/ Scheduled time : _____

Alighting Point/ Scheduled time : _____

Comment on punctuality : _____

Planning your *Entire* Journey: (please indicate) Printed timetables/ Traveline Phone/ Operator Phone/ Transport Direct/Traveline Website/ Internet other/ Random selection/ bus station/ tourist information/ Other method.

Describe Ease of Planning: _____

Bus Station/Stop:

Describe Information available (e.g. timetable poster/real time indicator/telephone/text number/route map)

The buses:	Decker / saloon / mini		Exterior clean and smart					Y / N	
	Shows route and destination		Y / N	Ramp for wheelchair					Y / N
	Step-free floor		Y / N	Interior clean and fresh					Y / N
	Easy hand-holds to assist boarding/alighting								Y / N
	Wheelchair/buggy space		Y / N	. . . with clear instructions for use					Y / N / NA
	Properly heated/ventilated		Y/N	Max Load factor (estimate) _____ %					
	Interior safe and comfortable		(1 poor 5 good)	1	2	3	4	5	
	Info re fares and services		Y / N	Route information displayed					Y / N
	Info on making complaints		Y / N	Other info for passengers					Y / N
	Driven with consideration for passengers (ditto)		1	2	3	4	5		

Fare Information _____

Further Comments _____

Alighting from the bus: Calling points announced or displayed

Y / N
Y / N

Passenger instruction to remain seated until bus stops

Y / N

Bell works when pressed

Y / N

Apology for delay

Y / N / NA

Bus draws into kerb

Y / N

Easy step to kerb

Y / N

Please write your comments and impressions of your total journey experience on reverse of this page (or expand as necessary if emailing).

APPENDIX B

THE COMPLETE DATASET

The assessors were asked to complete the questionnaire as fully as possible. However there were a few cases where this was not achievable. For instance, when a connection at a bus station was tight, perhaps because the first bus was running late, it was not possible to assess the facilities at the interchange point.

The provision of information at bus stations tended to be haphazard, e.g. information screens above eye level, route maps within advertising posters, contact phone numbers in other places, such that it was possible to miss vital information without spending time to search it out.

Because of the fragmented nature of the bus industry and the style of bus provision across the region there are no set standards for the provision of information. Each transport authority and/or bus operator determines its own style which may or maybe not consistent across the area.

The attached dataset has been collated and presented in good faith but there may be a few instances where factual errors have occurred.

The tables are subdivided into operator or groups of operators if the number of journeys assessed was small for each operator concerned.

ARRIVA (1)

Journey code	6	9	111	112	124	125	129	130	133	134	135	136	140	141	142	145	158	160	161	162
Date	10/03	10/03	27/04	27/04	30/04	30/04	30/04	24/02	24/02	24/02	17/02	02/03	02/03	10/03	10/03	20/03	21/03	23/03	25/03	25/03
Operator	ARR	ARR	ARR	ARR	ARR	ARR	ARR	ARR	ARR	ARR	ARR	ARR	ARR	ARR	ARR	ARR	ARR	ARR	ARR	ARR
Service number	575	575	X30	31	X4	4	1A	407	407	790	84	414	410	407	464	82	130	130	130	130
Commercial or Supported	C	C	C	?	?	?	C	C	C	C	C	C	C	C	C	C	C	C	S	S
FROM	WIGAN	HORWICH	RUNCORN	NORTHWICH	CHESTER	MOLD	CHESTER	MORETON	L'POOL	L'POOL BUS	CHESTER	NEW BRN	C'B HOSP	MORETON	B'HEAD	AIGBURTH V	WILMSLOW	ALD EDGE	MACC'FIELD	MAN PICC
TT departure time	13.56	14.43	11.31	16.18	10.25	12.33	14.55	08.12	10.25	12.07	11.05	14.13	13.20	08.31	08.58	12.52	13.36	16.53	1200	14.29
TO	HORWICH	WIGAN	CHESTER	CREWE	MOLD	CHESTER	BLACON	L'POOL	MORETON	L'POOL MT P	CREWE	MORETON	NEW BRN	B'HEAD	NEW FERRY	L'POOL BUS	MACC'FIELD	MACC'FIELD	MAN PICC	MACC'FIELD
TT arrival time	14.31	15.18	12.26	17.29	11.34	13.35	15.06	08.41	10.59	12.17	12.31	14.58	14.10	08.51	09.20	13.12	14.07	17.16	14.15	15.46
Arrival minutes early (-) or late (+)	0	0	0	0	0	0	0	0	0	10	15	0	0	3	0	0	0	5	48	30
ADVANCE PLANNING METHOD	BUS STA	TT	TT	BUS STA	TT	TT	BUS STA	TT	TT	TT	WEB	WEB	WEB	WEB	WEB	TT	TT	TT	TT	TT
									WEB		TT	TT	TT	TT	TT	WEB				
THE BUS STATION / STOP																				
Timetable poster	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Info screen (maybe not realtime)	N	N	N	Y	N	N	Y	N	N	N	N	N	N	N	N	N	N	N	N	N
Telephone or text number	N	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Route map	Y	Y	Y	Y	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
THE BUS																				
Type (double deck/saloon/mini)	S	S	S	S	S	S	S	D	D	D	S	D	S	D	D	D	S	D	M	M
Exterior clean	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Shows route & destination	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Ramp for wheelchair	Y	Y	N	N	N	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Step-free floor	Y	Y	N	N	N	N	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Interior clean	Y	Y	Y	N	Y	N	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	N	N
Easy hand holds	Y	Y	Y	Y	Y	Y	Y	Y	Y	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	Y	Y	Y	Y	Y	Y	Y	Y	Y
Clear instructions for above	N		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Properly heated/ventilated	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Max load (%)	20%	40%	98%	50%	30%	45%	30%	15%	10%	80%	40%	35%	25%	45%	5%	90%	30%	60%	100%	10%
Interior safe/comfortable (1-5)	4	4	5	3	4	4	3	5	5	5	5	5	5	5	5	5	3	3	2	2
Info re fares/services	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	Y	Y	N	N
Route information displayed	Y	N	N	Y	N	N	N	N	N	N	N	N	N	N	N	N	N	Y	N	N
Info on making complaints	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	Y	N	N	N
Other general info	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	N
Driven with consideration (1-5)	5	3	3	2	4	5	5	5	5	5	5	5	5	5	5	5	3	3	3	4
ALIGHTING FROM BUS																				
Calling points announced	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
Calling points displayed	Y	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
Pax instruction to remain seated	N	N	N	N	N	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Bell works when pressed	Y	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Apology for delay										N	N			Y				N	Y	Y
Bus draws to kerb	Y	Y	Y	Y	Y	Y	Y	Y	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	Y	Y	Y	Y	Y	Y	Y	Y

ARRIVA (2)

Journey code	171	173	176	178	182	185	188	190	196	198	201	203	204	207	208	210	212	213	215
Date	19/04	19/04	19/04	19.04	10/04	10/04	10/04	21/04	21/04	24/04	21/04	21/04	21/04	21/04	21/04	26/04	26/04	26/04	26/04
Operator	ARR	ARR	ARR	ARR	ARR	ARR	ARR	ARR	ARR	ARR	ARR	ARR	ARR	ARR	ARR	ARR	ARR	ARR	ARR
Service number	10	61	329	89	432	410	437	110	130	10	82	84	38	X30	37A	84	38	7	9
Commercial or Supported	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C
FROM	PRESCOTT	KNOTTY ASH	WARRINGTON	ST HELENS	LIVERPOOL	NEW B'TON	BIKENHEAD	WIDNES	WILMSLOW	MCCFIELD	NORTHWICH	TARVIN	MACC'FIELD	FRODSHAM	MIDDLEWICH	CHESTER	CREWE	WARRINGTON	HUYTON
TT departure time	09.02	09.21	07.37	08.5	09.41	10.25	11.03	15.29	18.32	10.05	10.27	11.38	07.05	14.03	09.25	17.15	18.49	10.55	11.45
TO	KNOTTY ASH	OAK VALE	ST HELENS	PRESCOTT	NEW B'TON	BIKENHEAD	WEST KIRBY	WARRINGTON	PRESCOT	BOLLINGTON	TARVIN	CHESTER	CONGLETON	HALTON LEA	NORTHWICH	CREWE	MACC'FIELD	HUYTON	LIVERPOOL
TT arrival time	09.18	09.34	08.18	08.59	10.11	10.57	11.43	15.52	19.01	10.28	11.08	11.57	07.32	14.26	10.12	18.44	19.48	11.32	12.36
Arrival minutes early (-) or late (+)	0	0	0	0	0	0	3	8	+6	0	0	18	0	16	0	0	0	0	0
ADVANCE PLANNING METHOD	WEB	WEB	WEB	WEB	WEB	WEB	WEB	RANDOM	TT	WEB	WEB	WEB	WEB	WEB	WEB	WEB	WEB	WEB	WEB
THE BUS STATION / STOP																			
Timetable poster	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Info screen (maybe not realtime)	N	N	N	N	N	N	Y	Y	N	N	N	N	N	N	N	N	N	Y	N
Telephone or text number	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Route map	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
THE BUS																			
Type (double deck/saloon/mini)	S	D	S	D	D	S	D	S	D	S	D	D	S	S	S	S	S	S	S
Exterior clean	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Shows route & destination	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Ramp for wheelchair	Y	Y	Y	Y	Y	Y	Y	Y	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	Y	Y	Y	Y	Y	Y	Y	Y
Interior clean	Y	Y	Y	Y	Y	N	Y	N	Y	Y	Y	Y	Y	Y	Y	N	N	N	N
Easy hand holds	Y	Y	Y	Y	Y	Y	Y	Y	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	Y	Y	Y	Y	Y	Y	Y	Y
Clear instructions for above	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Properly heated/ventilated	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Max load (%)	30%	20%	50%	20%	10%	50%	50%	40%	20%	20%	50%	50%	10%	50%	60%	40%	20%	30%	40%
Interior safe/comfortable (1-5)	3	4	4	4	3	3	3	2	3	3	4	4	3	3	3	3	4	3	3
Info re fares/services	Y	Y	Y	Y	N	N	N	Y	Y	Y	N	N	Y	N	Y	Y	Y	Y	Y
Route information displayed	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
Info on making complaints	Y	Y	Y	Y	Y	Y	Y	N	N	Y	N	N	Y	N	N	Y	Y	Y	Y
Other general info	N	Y	Y	N	Y	Y	Y	N	Y	N	N	N	Y	N	Y	N	N	Y	Y
Driven with consideration (1-5)	3	4	4	3	3	3	4	4	3	3	3	3	4	3	5	4	2	4	4
ALIGHTING FROM BUS																			
Calling points announced	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
Calling points displayed	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
Pax instruction to remain seated	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	N	N	Y	N	N	N	N
Bell works when pressed	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Apology for delay							N	Y			N		N						
Bus draws to kerb	Y	Y	Y	Y	Y	Y	Y	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	Y	Y	Y	Y	Y	Y	Y

BURNLEY BUS CO. (BBC) & BLACKBURN BUS CO. (BLB) (TRANSDEV)

Journey code	23	24	25	34	78	96	97	98	148	149	152	168	170	172	174	189	99	100
Date	01/03	01/03	01/03		13/03	30/04	30/04	30/04	09/03	15/03	16/03	06/04	14/04	14/04	14/04	14/04	30/04	30/04
Operator	BBC	BBC	BBC	BBC	BBC	BBC	BBC	BBC	BBC	BBC	BBC	BBC	BBC	BBC	BBC	BBC	BLB	BLB
Service number	M3	M1	9	X43	1	M1	X43	M3	X43	X43	X41	X41	X43	483	X43	CZ2	7	22
Commercial or Supported	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C
FROM	ACCRINGTON	QUEENSGATE	BURNLEY	R'STALL	BOLTON IC	NELSON	KELBROOK	BURNLEY	MANCHESTER	CS'BOOTH	M'CHESTER	BLACKBURN	SKIPTON	BURNLEY	R'STALL	M'CHESTER	CCRINGTON	BLACKBURN
TT departure time	12.43	16.09	16.41		13.52	10.50	11.46	12.27	14.25	15.22	10.40	09.55	15.20	16.35	17.17	10.05	13.23	14.25
TO	B'LEY Q'GATE	BURNLEY	ACCRINGTON	M'CHESTER	ASTLEY BR	KELBROOK	BURNLEY	ACCRINGTON	CS'BOOTH		BLACKBURN	M'CHESTER	BURNLEY	R'STALL	M'CHESTER	LEEDS	LACKBURN	CLITHEROE
TT arrival time					14.06	11.13	10.15	13.13			12.35	11.33	16.15	17.10	18.10	11.25	14.04	15.08
Arrival minutes early (-) or late (+)	?	?	5	0	0	13	0	7	0	0	0	0	11	0	7	0	0	0
ADVANCE PLANNING METHOD	TT	TT		WEB	TT	WEB	TT	TT	TT	TT	WEB	WEB	WEB	WEB	WEB	WEB	TT	TT
						TT			WEB									BUS STA
THE BUS STATION / STOP																		
Timetable poster	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	?	Y
Realtime screen (maybe not realtime)	N	N	N	N	Y	N	N	Y	Y	N	N	Y	N	Y	N	N	?	Y
Telephone or text number		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	?	Y
Route map		N	Y			Y	N	Y	Y	N	N	N	N	N	N	N	?	Y
THE BUS																		
Type (double deck/saloon/mini)	S	S	D	D	S	S	D	S	D	D	D	D	D	S	D	S	S	S
Exterior clean	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Shows route & destination	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Ramp for wheelchair	Y	Y		Y	Y	Y	Y	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	Y	Y	Y	Y	Y	Y	Y
Interior clean	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Easy hand holds	Y	Y	N	Y	Y	Y	Y	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	Y	Y	Y	Y	Y	Y	Y
Clear instructions for above	Y	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	N
Properly heated/ventilated	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Max load (%)	5%	10%	15%	45%	80%	80%	15%	70%	10%	10%	50%	60%	40%	50%	70%	30%	10%	50%
Interior safe/comfortable (1-5)	5	5	2	5	5	5	5	5	5	5	4	5	5	3	5	5	5	5
Info re fares/services	N	N	N	N	N	Y	N	N	N	N	Y	Y	Y	Y	Y	Y	N	N
Route information displayed	N	N	N	N	Y	N	N	Y	Y	N	Y	Y	Y	N	Y	Y	N	N
Info on making complaints	N	N	N	N	N	N	N	N	N	N	Y	Y	Y	Y	Y	Y	N	N
Other general info	Y	Y	N	N	Y	Y	Y	Y	N	Y	Y	Y	Y	N	Y	Y	Y	Y
Driven with consideration (1-5)	5	5	5	5	5	5	5	5	5		4	4	4	3	4	5	5	4
ALIGHTING FROM BUS																		
Calling points announced	Y	N	N	N	N	Y	N	Y	N	N	N	N	N	N	N	N	Y	N
Calling points displayed	Y	Y	N	N	N	Y	N	Y	N	N	N	N	N	N	N	N	N	N
Pax instruction to remain seated	N	N	N	N	N	N	N	N	N	N	Y	Y	Y	Y	Y	Y	N	N
Bell works when pressed	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Apology for delay	Y					N		N					Y		N			
Bus draws to kerb	Y	Y	Y	Y	Y	Y	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	Y	Y	Y	Y	Y	Y

D & G BUSES

Journey code	150	151	153	154	157	163	164	165	169	180	184	186	194	199	206
Date	24/02	24/02	17/03	17/03	21/03	29/03	29/03	30/03	09/04	09/04	09/04	10/04	21/04	26/04	21/04
Operator	D&G	D&G	D&G	D&G	D&G	D&G	D&G	D&G	D&G	D&G	D&G	D&G	D&G	D&G	D&G
Service number	130	130	130	88	88	99	99	38	130	130	288	130	88	88	42
Commercial or Supported	C	C	C	C	C	S	S	S	C	C	S	C	C	S	S
FROM	MACC'FIELD	HANDFORTH	MACC'FIELD	WILMSLOW	KNUTSFORD	MACC'FIELD	CONGLETON	MACC'FIELD	MACC'FIELD	ALDERLEY E	MIA	WILMSLOW	ALTRINCHAM	MACC'FIELD	CONGLETON
TT departure time	10.50	11.46	09.56	10.38	12.35	12.40	13.50	12.50	12.56	17.17	14.40	17.08	17.45	08.36	07.45
TO	HANDFORTH	MACC'FIELD	WILMSLOW	ALTRINCHAM	WILMSLOW	CONGLETON	MACC'FIELD	NATWICH	MIA	MACC'FIELD	ALTRINCHAM	MCC'FIELD	WILMSLOW	KNUTSFORD	MIDDLEWICH
TT arrival time	14.43	12.32	11.26	11.09	13.08	13.05	14.22	14.30	13.44	17.48	15.05	17.42	18.17	09.08	08.27
Arrival minutes early (-) or late (+)	-4	0	0	0	0	0	+4	2	+3	9	0	0	+9	24	0
ADVANCE PLANNING METHOD	TT	TT	TT	WEB	TT	TT	TT	WEB	TT	TT	RANDOM	TT	TT	TT	WEB
THE BUS STATION / STOP															
Timetable poster	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Realtime screen (maybe not realtime)	N	N	N	N	N	N	N	N	N	N	N	N	Y	N	N
Telephone or text number	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Route map	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
THE BUS															
Type (double deck/saloon/mini)	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
Exterior clean	Y	Y	Y	Y	Y	N	N	Y	Y	Y	Y	Y	Y	Y	Y
Shows route & destination	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Ramp for wheelchair	Y	Y	Y	Y	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	Y	Y	Y	Y
Interior clean	Y	Y	Y	Y	Y	N	N	Y	Y	N	Y	Y	N	N	N
Easy hand holds	Y	Y	Y	Y	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	Y	Y	Y	Y
Clear instructions for above	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Properly heated/ventilated	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	Y
Max load (%)	40%	40%	20%	20%	30%	30%	30%	80%	15%	20%	15%	50%	10%	70%	10%
Interior safe/comfortable (1-5)	3	3	3	3	3	2	2	2	3	2	3	3	3	3	3
Info re fares/services	Y	Y	Y	Y	Y	N	N	Y	N	N	N	N	N	Y	Y
Route information displayed	N	N	Y	Y	N	N	N	N	N	N	N	N	N	N	N
Info on making complaints	Y	Y	Y	Y	Y	N	N	N	Y	Y	Y	N	Y	Y	Y
Other general info	Y	Y	Y	Y	Y	N	N	N	N	N	N	Y	Y	Y	Y
Driven with consideration (1-5)	3	3	3	3	3	2	2	3	3	3	3	3	3	2	3
ALIGHTING FROM BUS															
Calling points announced	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
Calling points displayed	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
Pax instruction to remain seated	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	N
Bell works when pressed	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Apology for delay										N				N	
Bus draws to kerb	Y	Y	Y	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	Y	Y	Y

FIRST (MANCHESTER)

Journey code	38	39	40	41	43	44	46	47	48	49	51	52	53	54	56	57	58	63	64	81
Date	15/03	15/03	15/03	15/03	15/03	15/03	15/03	15/03	15/03	15/03	15/03	15/03	15/03	15/03	06/03	06/03	06/03	13/03	13/03	13/03
Operator	FST	FST	FST	FST	FST	FST	FST	FST	FST	FST	FST	FST	FST	FST	FST	FST	FST	FST	FST	FST
Service number	181	182	184	353	389	348	409	59	415	425	425	181	58	474	524	471	468	582	582	534
Commercial or Supported	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C
FROM	SHAW	ROYTON	UPPERMILL	SHATON	ST'BRIDGE	ASHTON	OLDHAM	MIDDLETON	OLDHAM	OLDHAM	OLDHAM	SHAW	MILNROW	BURY	BURY	BOLTON	BURY	BOLTON IC	DAUBHILL	GREENMOUNT
TT departure time	18.01	17.32	16.42	14.55	12.26		10.43	10.41	10.29	10.03	09.46	08.52	08.39	11.58	13.00	16.05	16.58	12.57	13.20	16.20
TO	MILNROW	SHAW	OLDHAM	UPPERMILL	HYDE	ST'BRIDGE	ASHTON	OLDHAM	MIDDLETON	OLDHAM	OLDHAM	ROYTON	SHAW	R'BOTTOM	BOLTON	BURY	JERICO	DAUBHILL	BOLTON IC	BOLTON IC
TT arrival time	18.13	17.40	17.10	15.38	12.47			10.43	10.34	10.15		09.03	08.52	12.16	13.50	16.38	17.11	13.09	13.32	16.32
Arrival minutes early (-) or late (+)	0	3	5	8	0	0		-2				14	10			-3	-2			2
ADVANCE PLANNING METHOD	TT	TT	TT	TT	TT	TT	TT	TT	TT			APP	APP	TT	TT	WEB		TT	TT	WEB
THE BUS STATION / STOP																				
Timetable poster	Y	Y	Y	Y	Y	N	Y	Y	Y	Y		Y	Y	Y	Y	Y		Y	N	Y
Realtime screen (maybe not realtime)	N	N	N	N	N	N												Y	N	N
Telephone or text number	Y	Y	Y	Y	Y	N												Y	Y	Y
Route map	Y	Y	Y	Y	Y	N			Y			Y	Y	Y	Y	Y		Y	N	Y
THE BUS																				
Type (double deck/saloon/mini)	D	D	D	S	S	D	D	D	M	D	S	D	D	S	S	D	S	S	S	S
Exterior clean	N	Y	Y	N	Y	N	Y	N	N	N	Y	N	N	N	N	N	N	Y	Y	Y
Shows route & destination	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	Y
Ramp for wheelchair	Y	Y	Y	Y	Y	Y	Y	Y	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	Y	Y	Y	Y	Y	Y	Y	Y	Y
Interior clean	Y	Y	Y	N	Y	N	Y	N	N	N	Y	N	N		N	N	Y	Y	Y	Y
Easy hand holds	Y	Y	Y	Y	N	N	N	N	N	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Wheelchair/buggy space	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Clear instructions for above	N	N	N	N	N	N	N	N	N	N	N	N	N	N	Y	N	N	N		Y
Properly heated/ventilated	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	N	Y	Y	Y	Y	Y	Y	Y
Max load (%)	50%	50%	50%	90%	10%	20%	20%	20%	20%	25%	15%	15%	5%	15%	60%	95%	50%	60%	80%	35%
Interior safe/comfortable (1-5)	5	5	5	5	5	5	4	4	4	5	5	5	5	5	5	4	5	4	4	4
Info re fares/services	N	N	N	N	N	N	N	N	N	Y	N	N	N	N	N	N	N	N	N	N
Route information displayed	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
Info on making complaints	N	N	Y	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
Other general info	N	N	N	N	N	N	N	N	N	N	N	Y	Y	N	N	Y	N	Y	Y	N
Driven with consideration (1-5)	5	5	5	5	3	5	4	4	4	4	5	4	5	5	5	4	5	3	5	5
ALIGHTING FROM BUS																				
Calling points announced	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
Calling points displayed	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
Pax instruction to remain seated	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
Bell works when pressed	N	N	N	N	N	N	N	N	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Apology for delay	N	N	N	N					N		N	N	N							
Bus draws to kerb	Y	Y	Y	Y	Y	Y	Y	Y	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	Y	Y	Y	Y		Y	Y	Y

HIGH PEAK BUSES

Journey code	101	102	103	104	105	106	107	108	195	197	214
Date	23/02	23/02	23/02	03/03	03/03	03/03	26/04	26/04	24/04	24/04	28/04
Operator	HPK	HPK	HPK	HPK	HPK	HPK	HPK	HPK	HPK	HPK	HPK
Service number	190	199	190	190	199	190	190	199	199	58	60
Commercial or Supported	S	C	S	S	C	S	S	C	C	S	S
FROM	CHINLEY	CHAPEL ELF	WHA BR STA	CHINLEY	BUXTON	WHA BR STA	CHINLEY	WHA BR	STOCKPORT	BUXTON	MACC'FIELD
TT departure time	09.57	10.25	14.35	09.57	13.05	14.35	18.11	18.51	16.07	18.08	08.50
TO	CHAPEL ELF	STOCKPORT	CHAPEL ELF	BUXTON	WHA BR STA	CHINLEY	WHA BR STA	HAZEL GRV	BUXTON	MACC'FIELD	NEW MILLS
TT arrival time	10.05	11.20	14.47	10.30	13.35	14.47	18.22	19.12	17.18	18.43	09.34
Arrival minutes early (-) or late (+)	0	32	0	-10	20	0	3	12	45	0	0
ADVANCE PLANNING METHOD	TT	TT	TT	TT	TT	TT	TT	TT	WEB	WEB	WEB
	T LINE	T LINE		T LINE							
THE BUS STATION / STOP											
Timetable poster	N	N	Y	N	N	N	N	N	Y	Y	Y
Realtime screen (maybe not realtime)	N	N	N	N	N	N	N	N	N	N	N
Telephone or text number	N	N	N	N	N	N	N	N	Y	Y	Y
Route map	N	N	N	N	N	N	N	N	N	N	N
THE BUS											
Type (double deck/saloon/mini)	S	S	S	S	S	S	S	S	S	S	S
Exterior clean	N	N	N	N	N	N	N	N	Y	Y	Y
Shows route & destination	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Ramp for wheelchair	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
Interior clean	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Easy hand holds	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 above	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Properly heated/ventilated	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Max load (%)	30%	90%	10%	30%	85%	10%	6%	30%	30%	10%	20%
Interior safe/comfortable (1-5)	3	5	3	3	5	3	3	5	3	3	3
Info re fares/services	N	N	N	N	N	N	N	N	Y	Y	Y
Route information displayed	N	Y	N	N	Y	N	N	Y	Y	N	N
Info on making complaints	N	N	N	N	N	N	N	N	Y	Y	Y
Other general info	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N
Driven with consideration (1-5)	5	5	5	5	5	5	5	5	4	4	5
ALIGHTING FROM BUS											
Calling points announced	N	N	N	N	N	N	N	N	N	N	N
Calling points displayed	N	N	N	N	N	N	N	N	N	N	N
Pax instruction to remain seated	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N
Bell works when pressed	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Apology for delay		N		Y	N		N	N	Y		
Bus draws to kerb	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

PRESTON BUS

Journey code	1	3	5	14	21	27	28	29	30	31	65	68	69	70	71	77
Date	23/03	23/03	23/03	05/04	13/03	28/02	28/02	05/03	05/03	05/03	11/04	11/04	11/04	11/04	11/04	12/04
Operator	PRE	PRE	PRE	PRE	PRE	PRE	PRE	PRE	PRE	PRE	PRE	PRE	PRE	PRE	PRE	PRE
Service number	280	347	280	76	75	1	1	1	89	1	77	16	19	8	8	75
Commercial or Supported	C	S	C	S	S	C?	C?	C?	C	C?	S	C	C	C	C	?
FROM	CLITHEROE	CHORLEY	PRESTON	LYTHAM	POULTON	W LE D P&R	PRESTON	W LE D P&R	FISHERGATE	PRESTON	POULTON	FARRINGDON	PRESTON	PRESTON	MOOR NK	KIRKHAM
TT departure time	10.00	12.25	16.10	15.20	10.04			11.50	11.59	12.30	09.12	11.50	12.07	12.54	13.19	15.34
TO	PRESTON	SOUTHPORT	CLITHEROE	POULTON LF	FLEETWOOD	PRESTON	W LE D P&R	PRESTON	RLY STA	W LE D P&R	PRE RLY	PRESTON	PRE HOSP	MOOR NK	PRESTON	POULTON
TT arrival time	10.52	13.43	17.01	16.19	10.32						10.06	12.02	12.23	13.09	13.31	16.10
Arrival minutes early (-) or late (+)	0	10	8	4	-6	0	0	0	0	0	0	0	0	0	0	0
ADVANCE PLANNING METHOD	WEB	WEB	TT	WEB	TL WEB	HOP ON	HOP ON	HOP ON	HOP ON	HOP ON	TT	TT	TT	TT	TT	TT
	TT	TT			WEB						WEB	WEB	WEB	WEB	WEB	WEB
THE BUS STATION / STOP																
Timetable poster	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	Y
Realtime screen (maybe not realtime)	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
Telephone or text number	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Route map	N	N	N	Y	N	Y	Y	Y	Y	Y	Y	N	N	N	N	N
THE BUS																
Type (double deck/saloon/mini)	S	M	S	M	M	S	S	S	S	S	M	D	S	S	D	M
Exterior clean	N	N	N	N	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Shows route & destination	Y	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Ramp for wheelchair	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Step-free floor	Y	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Interior clean	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	N
Easy hand holds	Y	Y	Y	Y	Y	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	Y	Y	Y	Y	Y
Clear instructions for above	N	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Properly heated/ventilated	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Max load (%)	60%	90%	90%	20%	33%	100%	60%	90%	30%	95%	33%	12%	33%	5%	10%	20%
Interior safe/comfortable (1-5)	5	3	4	5	5	5	5	5	5	5	5	5	5	5	3	5
Info re fares/services	N	N	N	N	N	N	N	N	N	N	N	N	Y	N	N	N
Route information displayed	N	N	N	N	N	N	N	N	Y	N	N	N	N	N	N	N
Info on making complaints	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
Other general info	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	N	Y	Y	N	Y
Driven with consideration (1-5)	4	1	5	5	4	5	5	5	5	5	5	5	5	5	5	5
ALIGHTING FROM BUS																
Calling points announced	N	N	N	N	N	N		N	N	N	N	N	N	N	N	N
Calling points displayed	N	N	N	N	N	N		N	N	N	N	N	N	N	N	N
Pax instruction to remain seated	N	N	N	N	N	Y		Y	N	N	N	N	N	N	N	Y
Bell works when pressed	Y	Y	Y	Y	Y	Y		Y			Y	Y	Y	Y	Y	Y
Apology for delay			N	N												
Bus draws to kerb	Y	Y	Y	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	Y	Y	

ROSSO (TRANSDEV)

Journey code	22	26	32	33	36	37	55	59
Date	01/03	01/03	07/03	07/03	06/03	06/03	06/03	06/03
Operator	ROS	ROS	ROS	ROS	ROS	ROS	ROS	ROS
Service number	464	464	468	468	435	468	484	467
Commercial or Supported	C	C	C	C	C	C	C	C
FROM	RAW'STALL	ACCRINGTON	ALDI BURY	F'FIELD HOSP	TURF HILL	ROCHDALE	R'BOTTOM	JERICO
TT departure time	11.29	17.15	13.39	15.51	09.42	10.40	12.23	17.18
TO	ACCRINGTON	RAWTENSTALL	F'FIELD HOSP	ALDI BURY	ROCHDALE	BURY	BURY	ROCHDALE
TT arrival time					09.54	11.19	12.45	17.46
Arrival minutes early (-) or late (+)	?	0	0	0	11			0
ADVANCE PLANNING METHOD		TT	HOP ON	HOP ON	TT		TT	TT
THE BUS STATION / STOP								
Timetable poster		Y	Y	Y	Y	Y	Y	Y
Realtime screen (maybe not realtime)		N	N	N	N	N		
Telephone or text number		Y	Y	Y	N	N		
Route map		Y		Y	N	N	Y	
THE BUS								
Type (double deck/saloon/mini)	S	S	S	S	D	S	D	S
Exterior clean	Y	Y	Y	Y	N	N	N	N
Shows route & destination	Y	Y	Y	Y	Y	Y	Y	Y
Ramp for wheelchair	Y	Y	Y	Y	Y	Y	Y	Y
Step-free floor	Y	Y	Y	Y	Y	Y	Y	Y
Interior clean	Y	Y	Y	N	Y	Y	N	Y
Easy hand holds	Y	Y	Y	Y	Y	Y		Y
Wheelchair/buggy space	Y	Y	Y	Y	Y	Y	Y	Y
Clear instructions for above	Y	Y	Y	Y	Y	Y	Y	Y
Properly heated/ventilated	Y	N	Y	Y	Y	Y	Y	Y
Max load (%)	5%	25%	15%	25%	10%	10%	10%	50%
Interior safe/comfortable (1-5)	5	5	5	5	5	5	5	5
Info re fares/services	N	N	N	N	N	Y	N	Y
Route information displayed	N	N	N	Y	N	Y	N	Y
Info on making complaints	N	N	N	N	Y	Y	N	N
Other general info	Y	Y	Y	Y	Y	Y	N	Y
Driven with consideration (1-5)	5		5	5	5	5	5	5
ALIGHTING FROM BUS								
Calling points announced	N	N	N	N	N	N	N	N
Calling points displayed	N	N	N	N	N	N	N	N
Pax instruction to remain seated	N	N	N	N	N	N	N	N
Bell works when pressed	Y	Y	Y	Y	Y	Y	Y	Y
Apology for delay	Y							
Bus draws to kerb	Y	Y	Y	Y	Y	Y	Y	Y
Easy step to kerb	Y	Y	Y	Y	Y	Y	Y	Y

STAGECOACH (1)

Journey code	2	4	7	8	12	13	42	61	66	67	72	79	80	82	83
Date	23/03	23/03	10/03	10/03	05/04	05/04	15/03	10/03	11/04	11/04	11/04	13/03	13/03	16/04	16/04
Operator	STA	STA	STA	STA	STA	STA	STA	STA	STA	STA	STA	STA	STA	STA	STA
Service number	125	X2	628	628	41	68	330	113	3	3	61	125	125	76	76
Commercial or Supported	C	C	C	C	C	C	C	?	C	C	C	C	C	C	C
FROM	PRESTON	SOUTHPORT	KITT GRN	WIGAN	LANCASTER	PRESTON	HYDE	STANDISH	PRE RLY	KINGSFOLD	PRESTON	BOLRON IC	DOFFCOCKER	CARLISLE	ST ANNES H
TT departure time	11.02	14.27	13.00	12.25	12.26	14.00	13.46	15.49	10.15	10.37	13.45	15.23	15.40	11.20	11.57
TO	CHORLEY	PRESTON	WIGAN	KITT GRN	PRESTON	LYTHAM	ASHTON	WIGAN	KINGSFOLD	PRE RLY	B'POOL	DOFFCOCKER	BOLTON IC	ST ANNES H	CARLISLE
TT arrival time	11.51	15.20	13.13	12.40	13.48	14.44	14.01	16.04	10.27	11.00	14.56	15.37	15.53	11.35	12.15
Arrival minutes early (-) or late (+)	0	0	20	2	0	0	0	0	0	0	7	4	0	0	0
ADVANCE PLANNING METHOD	WEB	WEB	WEB	MAP	TT	TT	TT	TT	TT	TT	TT	TT	TT	WEB	WEB
		BUS STOP			WEB	WEB			WEB	WEB	WEB			APP	APP
THE BUS STATION / STOP															
Timetable poster	Y	Y	N	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Realtime screen (maybe not realtime)	N	Y	N	N	Y	N	N		N	N	N	Y	N	N	N
Telephone or text number	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Route map	N	N	N	Y	Y	Y	Y	Y	N	N	N			N	N
THE BUS															
Type (double deck/saloon/mini)	D	D	S	S	D	D	D	D	S	S	D	D	D	S	S
Exterior clean	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Shows route & destination	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Ramp for wheelchair	Y	Y	N	Y	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	Y	Y	Y	Y
Interior clean	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Easy hand holds	Y	Y	Y	Y	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	Y	Y	Y	Y
Clear instructions for above	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	Y
Properly heated/ventilated	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Max load (%)	20%	80%	30%	60%	35%	30%	20%	10%	16%	12%	60%	40%	100%	60%	60%
Interior safe/comfortable (1-5)	5	5	4	5	5	5	5	5	5	5	5	5	1	5	5
Info re fares/services	N	N	N	N	N	N	N	N	Y	Y	N	N	Y	N	N
Route information displayed	N	N	N	N	N	N	N	N	N	Y	N	N	N	Y	Y
Info on making complaints		N	N	N	N	N	N	N	Y	Y	Y	N	N	Y	Y
Other general info	N	N	N	N	Y	Y	N	Y	Y	Y	Y	N	Y	N	N
Driven with consideration (1-5)	5	5	4	4	5	5	5	5	5	5	5	5	4	5	5
ALIGHTING FROM BUS															
Calling points announced	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
Calling points displayed	N	N	Y	Y	N	N	N	N	N	N	N	N	N	N	N
Pax instruction to remain seated	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
Bell works when pressed	N	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	Y
Apology for delay			N								N				
Bus draws to kerb	Y	Y	Y	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	Y	Y	Y

STAGECOACH (2)

Journey code	84	85	86	87	88	89	90	93	94	109	110	113	114	115	116
Date	16/04	16/04	16/04	16/04	18/04	18/04	18/04	18/04	18/04	27/04	27/04	27/04	09/03	14/03	06/03
Operator	STA	STA	STA	STA	STA	STA	STA	STA	STA	STA	STA	STA	STA	STA	STA
Service number	600	554	67	67	300	30	31	30	X5	1A	X2	1	55	55	55
Commercial or Supported	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C
FROM	CARLISLE	WIGTON	CARLISLE	INFIRMARY	WIGTON	MARYPORT	WORKINGTON	WHITEHAVEN	WORKINGTON	BLACON PT	CHESTER	CHESTER	LANCSTER	LANCSTER	LANCSTER
TT departure time	13.33	14.20	14.59	15.19	09.39	10.35	11.25	14.28	15.15	09.14	09.31	18.40	17.30	17.3	18.00
TO	WIGTON	CARLISLE	INFIRMARY	CARLISLE	MARYPORT	WORKINGTON	WHITEHAVEN	WORKINGTON	PENRITH	CHESTER	RUNCORN HL	BLACON PT	HEST BANK	HEST BANK	HEST BANK
TT arrival time	13.59	14.50	15.11	15.34	10.15	10.55	12.02	15.06	17.03	09.24	10.48	18.48	17.54	17.54	18.24
Arrival minutes early (-) or late (+)	0	0	0	0	7	0	0	0	0	0	5	0	0	0	0
ADVANCE PLANNING METHOD	WEB	WEB	WEB	WEB	WEB	WEB	WEB	WEB	WEB	TT	WEB	BUS STA	KNOWN	KNOWN	KNOWN
	APP	APP	APP	APP	APP	APP	APP		APP						
THE BUS STATION / STOP															
Timetable poster	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Realtime screen (maybe not realtime)	N	N	N	N	N	N	N	N	N	Y	Y	Y	Y	Y	Y
Telephone or text number	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Route map	N	N	N	N	N	N	N	N	Y	Y	Y	Y	N	N	N
THE BUS															
Type (double deck/saloon/mini)	S	D	S	S	S	S	S	S	D	S	D	S	S	S	S
Exterior clean	Y	N	Y	Y	N	N	N	N	N	Y	Y	Y	Y	Y	N
Shows route & destination	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Ramp for wheelchair	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	N	N	Y	Y	Y
Step-free floor	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	N	N	Y	Y	Y
Interior clean	Y	N	Y	Y	Y	Y	Y	N	Y	Y	Y	N	Y	Y	Y
Easy hand holds	Y	Y	Y	Y	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	Y	Y	Y	Y
Clear instructions for above	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Properly heated/ventilated	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		Y	Y	Y	Y
Max load (%)	20%	2%	70%	70%	80%	40%	70%	60%	10%	20%	15%	50%	25%	20%	10%
Interior safe/comfortable (1-5)	4	4	5	5	5	5	5	5	5	5	5	4	4	2	3
Info re fares/services	N	N	N	N	N	N	N	N	Y	N	N	N	Y	Y	Y
Route information displayed	N	N	Y	Y	N	N	Y	N	Y	N	N	Y	Y	Y	N
Info on making complaints	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	Y
Other general info	Y	N	N	N	N	N	N	Y	Y	Y	Y	Y	Y	Y	Y
Driven with consideration (1-5)	4	5	5	5	5	5	5	5	5	5	5	4	4	2	4
ALIGHTING FROM BUS															
Calling points announced	N	N	N	N	N	N	N	N	Y	N	N	N	N	N	N
Calling points displayed	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
Pax instruction to remain seated	N	N	N	N	N	N	N	N	N	Y	Y	N	N	N	N
Bell works when pressed	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		Y	Y	Y
Apology for delay											N				
Bus draws to kerb	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	N	N
Easy step to kerb	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y

STAGECOACH (3)

Journey code	117	118	119	120	121	122	123	126	127	128	131	132	137	138	143
Date	20/03	21/03	03/04	10/04	14/04	24/04	30/04	30/04	30/04	30/04	24/02	24/02	02/03	02/03	10/03
Operator	STA	STA	STA	STA	STA	STA	STA	STA	STA	STA	STA	STA	STA	STA	STA
Service number	55	55	55	55	55	55	5	16	51	53	82	82	38	472	38
Commercial or Supported	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C
FROM	LANCSTER	LANCSTER	LANCSTER	LANCSTER	LANCSTER	LANCSTER	SIANSBURYS	HOUGH GR	CHESTER BUS	UPTON	L'POOL BUS	ST MICHAELS	MORETON	B'HEAD	NEW FERRY
TT departure time	17.30	17.30	18.00	17.30	20.00	18.00	10.12	13.58	14.08	14.37	09.08	09.58	11.12	11.55	09.51
TO	HEST BANK	HEST BANK	HEST BANK	HEST BANK	HEST BANK	HEST BANK	CHESTER RLY	CHESTER BUS	UPTON	CHESTER BUS	ST MICHAELS	L'POOL BUS	B'HEAD	HESWALL	B'HEAD
TT arrival time	17.54	17.54	18.24	17.54	20.24	18.24	10.23	14.12	14.30	14.50	09.32	10.10	11.36	12.31	10.05
Arrival minutes early (-) or late (+)	0	0	0	5	0	0	0	0	5	0	9	0	0	0	0
ADVANCE PLANNING METHOD	KNOWN	KNOWN	KNOWN	KNOWN	KNOWN	KNOWN	TT	TT	TT	TT	TT	TT	TT	TT	TT
											WEB	WEB	WEB	WEB	WEB
THE BUS STATION / STOP															
Timetable poster	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Realtime screen (maybe not realtime)	Y	Y	Y	Y	Y	Y	N	N	Y	N	N	N	N	N	N
Telephone or text number	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Route map	N	N	N	N	N	N	N	N	Y	N	N	N	N	N	N
THE BUS															
Type (double deck/saloon/mini)	S	S	S	S	D	S	M	S	M	M	S	S	S	D	S
Exterior clean	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Shows route & destination	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Ramp for wheelchair	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Step-free floor	Y	Y	Y	Y	Y	Y	N	N	N	N	Y	Y	Y	Y	Y
Interior clean	Y	Y	Y	Y	Y	Y	N	Y	N	Y	Y	Y	Y	Y	Y
Easy hand holds	Y	N	Y	Y	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	Y	Y	Y	Y
Clear instructions for above	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Properly heated/ventilated	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Max load (%)	45%	23%	30%	30%	5%	30%	50%	11%	30%	25%	30%	90%	50%	30%	60%
Interior safe/comfortable (1-5)	3	3	4	4	4	3	3	5	2	3	5	5	5	5	5
Info re fares/services	Y	Y	Y	Y	Y	Y	Y	N	N	Y	N	N	N	N	N
Route information displayed	N	N	N	N	N	N	Y	N	N	N	N	N	N	N	N
Info on making complaints	Y	Y	Y	Y	Y	Y	N	N	N	N	N	N	N	N	N
Other general info	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Driven with consideration (1-5)	2	4	4	4	4	4	5	5	5	3	5	5	5	5	5
ALIGHTING FROM BUS															
Calling points announced	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
Calling points displayed	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
Pax instruction to remain seated	N	N	N	N	N	N	N	N	N	N	Y	Y	Y	Y	Y
Bell works when pressed	Y	Y	Y	Y	Y	Y	Y			Y	Y	Y	Y	Y	Y
Apology for delay				N							N				
Bus draws to kerb	N	N	N	N	N	N	Y		Y	Y	Y	Y	Y	Y	Y
Easy step to kerb	Y	Y	Y	Y	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y

STAGECOACH (4)

Journey code	144	147	156	159	179	187	193	202	205	216	217	218
Date	10/03	13/04	20/03	23/03	19/04	09/04	24/04	19/04	21/04	28/04	26/04	28/04
Operator	STA	STA	STA	STA	STA	STA	STA	STA	STA	STA	STA	STA
Service number	38	2	38	68	10A	11	372	20	X2	358	X8	358
Commercial or Supported	C	C	C	C	C	C	S	C	C	C	C	C
FROM	B'HEAD	B'HEAD	SALFORD U	SQUIRES GT	OLD SWAN	ALTRINCHAM	HAZEL GROVE	KIRKBY	CHESTER	NEW MILLS	LIVERPOOL	MARPLE
TT departure time	10.39	10.54	14.45	11.53	11.48	15.09	11.42	14.05	12.31	09.41	15.34	10.10
TO	MORETON	CHESTER	M'CHESTER	BLACKPOOL	ST HELENS	STOCKPORT	STOCKPORT	LIVERPOOL	FRODSHAM	MARPLE	CHESTER	STOCKPORT
TT arrival time	10.59	12.21	14.59	12.04	12.40	16.37	12.17	14.51	13.33	09.54	16.50	10.36
Arrival minutes early (-) or late (+)	5	0	0	0	0	0	0	0	7	0	18	0
ADVANCE PLANNING METHOD	TT	TT	BUS STA	BUS STA	RANDOM	RANDOM	WEB	WEB	RANDOM	WEB	WEB	WEB
	WEB	WEB										
THE BUS STATION / STOP												
Timetable poster	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Realtime screen (maybe not realtime)	N	N	N	N	N	Y	N	N	N	N	N	N
Telephone or text number	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Route map	N	N	N	N	N	N	N	N	N	N	N	N
THE BUS												
Type (double deck/saloon/mini)	S	D	S	D	S	S	S	D	D	S	D	D
Exterior clean	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Shows route & destination	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Ramp for wheelchair	Y	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	Y
Interior clean	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	Y
Easy hand holds	Y	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	Y
Clear instructions for above	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Properly heated/ventilated	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Max load (%)	90%	30%	70%	50%	90%	80%	30%	20%	30%	30%	30%	20%
Interior safe/comfortable (1-5)	5	5	3	2	3	3	3	4	4	4	4	4
Info re fares/services	N	N	Y	N	Y	Y	N	N	Y	Y	Y	Y
Route information displayed	N	N	N	N	N	N	N	N	N	N	N	N
Info on making complaints	N	N	Y	Y	Y	Y	Y	N	Y	Y	Y	Y
Other general info	Y	Y	Y	Y	Y	N	Y	Y	N	N	N	N
Driven with consideration (1-5)	5	5	3	3	4	3	3	4	3	3	4	4
ALIGHTING FROM BUS												
Calling points announced	N	N	N	N	N	N	N	N	N	N	N	N
Calling points displayed	N	N	N	N	N	N	N	N	N	N	N	N
Pax instruction to remain seated	Y	Y	Y	Y	N	Y	Y	N	N	N	N	N
Bell works when pressed	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Apology for delay	N								N		Y	
Bus draws to 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

MINOR OPERATORS (1)

Journey code	139	139	146	146	175	175	181	181	183	183	95	74	75	76	177	62
Date	02/03	02/03	03/04	03/04	19/04	19/04	10/04	10/04	10/04	10/04	30/04	12/04	12/04	12/04	19/04	10/03
Operator	AVN	AVN	AVN	AVN	AVN	AVN	AVN	AVN	AVN	AVN	BOO	C22	C22	CC	CFB	DIA
Service number	84	84	22	22	204	204	88A	88A	22	22	66	24	21	78	139	715
Commercial or Supported	C	C	C	C	C	C	C	C	C	C	S	C	C	?	C	?
FROM	HESWALL	HESWALL	CHESTER	CHESTER	BROAD GR	BROAD GR	WEST KIRBY	WEST KIRBY	HESWALL	HESWALL	CLITHEROE	POULTON	CLEVELEYS	ST ANNES	LIVERPOOL	ASPULL
TT departure time	12.53	12.53	12.29	12.29	0943	0943	12.28	12.28	13.20	13.20	09.36	12.50	13.32	14.25	11.15	16.46
TO	CLATTERBR	CLATTERBR	MORETON	MORETON	LIVERPOOL	LIVERPOOL	HESWALL	HESWALL	CHESTER	CHESTER	NELSON	CLEVELEYS	ST ANNES	KIRKHAM	OLD SWAN	WIGAN
TT arrival time	13.06	13.06	14.16	14.16	09.57	09.57	12.52	12.52	14.19	14.19	10.38	13.20	14.10	15.15	11.43	17.00
Arrival minutes early (-) or late (+)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9
ADVANCE PLANNING METHOD	TT	TT	BUS STA	BUS STA	WEB	WEB	WEB	WEB	WEB	WEB	WEB	TT	TT	TT	WEB	WEB
	WEB	WEB	WEB	WEB							TT	WEB	WEB	WEB		
THE BUS STATION / STOP																
Timetable poster	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N
Realtime screen (maybe not realtime)	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
Telephone or text number	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N
Route map	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
THE BUS																
Type (double deck/saloon/mini)	S	S	S	S	S	S	S	S	S	S	M	S	S	M	S	S
Exterior clean	Y	Y	Y	Y	N	N	N	N	N	N	Y	Y	Y	Y	Y	Y
Shows route & destination	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Ramp for wheelchair	Y	Y	Y	Y	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	Y	Y	Y	Y	Y
Interior clean	Y	Y	Y	Y	N	N	N	N	Y	Y	Y	Y	Y	Y	Y	Y
Easy hand holds	Y	Y	Y	Y	Y	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	Y	Y	Y	Y	Y
Clear instructions for above	Y	Y	Y	Y	Y	Y	Y	Y	N	N	Y	Y	Y	Y	Y	N
Properly heated/ventilated	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Max load (%)	5%	5%	30%	30%	20%	20%	10%	10%	30%	30%	5%	33%	25%	33%	30%	10%
Interior safe/comfortable (1-5)	5	5	5	5	3	3	2	2	2	2	4	5	5	5	3	2
Info re fares/services	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
Route information displayed	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
Info on making complaints	N	N	N	N	N	N	Y	Y	N	N	N	N	N	N	N	N
Other general info	Y	Y	Y	Y	N	N	Y	Y	Y	Y	Y	N	N	N	Y	N
Driven with consideration (1-5)	5	5	5	5	2	2	2	2	3	3	5	5	5	5	2	4
ALIGHTING FROM BUS																
Calling points announced	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
Calling points displayed	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
Pax instruction to remain seated	Y	Y	Y	Y	N	N	Y	Y	Y	Y	N	N	N	N	N	N
Bell works when pressed	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Apology for delay							N	N								N
Bus draws to kerb	Y	Y	Y	Y	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	Y	Y	Y	Y

MINOR OPERATORS & NETWORK WARRINGTON

Journey code	209	200	166	167	11	35	45	50	60	91	92	191	155	192	211
Date	21/04	19/04	31/03	31/03	05/04	06/03	15/03	15/03	06/03	18/04	18/04	24/04	17.03	21/04	26/04
Operator	HAL	HAT	HOW	HOW	KLC	MCT	MCT	MCT	MCT	REA	REA	SEL	WAR	WAR	WAR
Service number	62	297	27	27B	89	451	419	408	462	20	20	391	35	CAT5	47
Commercial or Supported	C	C	S	S	S	CT	CT	CT	CT	C	C	S	C	C	S
FROM	HALTON LEA	ST HELENS	MACC'FIELD	KNUTSFORD	KNOTT END	MILNROW	ASHTON	ROYTON	ROCHDALE	WHITEHAVEN	EGREMONT	BOLLINGTON	ALTRINCHAM	WARRINGTON	KNUTSFORD
TT departure time	14.53	13.00	08.30	09.15	11.01	09.28	11.22	09.20	18.00	12.13	13.50	10.44	11.38	16.10	09.40
TO	WIDNES	KIRKBY	KNUTSFORD	MACC'FIELD	LANCASTER	ROCHDALE	ASHTON	OLDHAM	?	EGREMONT	WHITEHAVEN	HAZEL GROVE	WARRINGTON	ALTRINCHAM	WARRINGTON
TT arrival time	15.23	13.58	09.04	09.54	12.05	09.45		09.30		13.03	14.13	11.23	12.22	17.12	10.25
Arrival minutes early (-) or late (+)	6	3	5	0	0	0	4	5		0	0	29	0	13	0
ADVANCE PLANNING METHOD	WEB	WEB	WEB	WEB	TT	TFGM APP	TT	TT	TT	WEB	WEB	TT	WEB	ENQUIRY	WEB
					WEB									OFFICE	
THE BUS STATION / STOP															
Timetable poster	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	Y
Realtime screen (maybe not realtime)	N	N	N	N	N	N	N			N	N	N	N	Y	N
Telephone or text number	Y	Y	Y	Y	Y	N	N			Y	Y	Y	Y	Y	Y
Route map	N	N	N	N	Y	N	N	Y	Y	N	N	N	N	N	N
THE BUS															
Type (double deck/saloon/mini)	S	S	S	S	M	M	M	M	M	M	M	M	S	S	S
Exterior clean	Y	Y	Y	Y	Y	N	N	Y	N	Y	Y	Y	Y	Y	Y
Shows route & destination	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Ramp for wheelchair	Y	Y	Y	Y	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	Y	Y	Y	Y
Interior clean	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	N	Y	N	Y
Easy hand holds	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	Y
Wheelchair/buggy space	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Clear instructions for above	Y	Y	Y	Y	Y	Y	N	N	Y	Y	Y	Y	Y	Y	Y
Properly heated/ventilated	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	Y	N	Y
Max load (%)	40%	90%	5%	40%	60%	25%	30%	25%	10%	80%	80%	50%	50%	30%	20%
Interior safe/comfortable (1-5)	2	3	3	3	5	5	4	5	5	5	5	3	3	3	4
Info re fares/services	N	N	N	N	N	Y	N	N	N	Y	Y	N	Y	N	Y
Route information displayed	N	N	N	N	N	Y	N	N	N	Y	Y	N	N	N	N
Info on making complaints	N	N	N	N	N	N	N	N	N	Y	Y	N	Y	Y	Y
Other general info	Y	Y	N	N	Y	Y	N	Y	Y	Y	Y	N	Y	Y	Y
Driven with consideration (1-5)	3	4	4	4	5	5	4	4	5	5	5	2	3	3	2
ALIGHTING FROM BUS															
Calling points announced	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
Calling points displayed	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
Pax instruction to remain seated	N	N	Y	Y	N	N	N	N	N	N	N	Y	Y	N	N
Bell works when pressed	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	Y
Apology for delay	N	N	N				N					N		N	
Bus draws to kerb	Y	Y	Y	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	Y	Y	Y