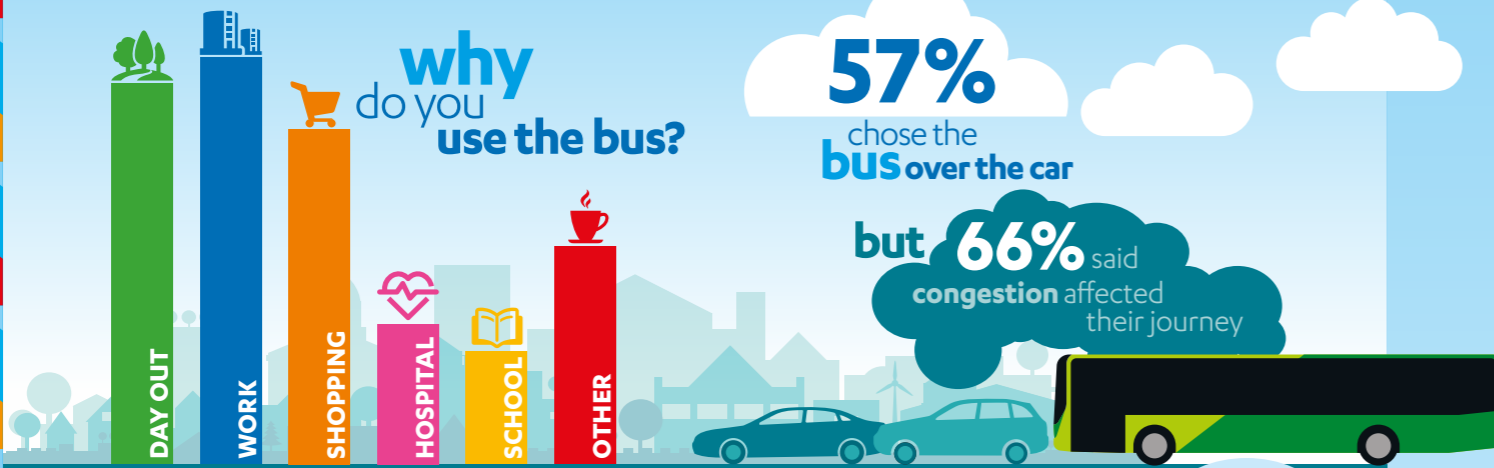


why do you use the bus?



57% chose the bus over the car

but 66% said congestion affected their journey

37% said our buses didn't keep to good time

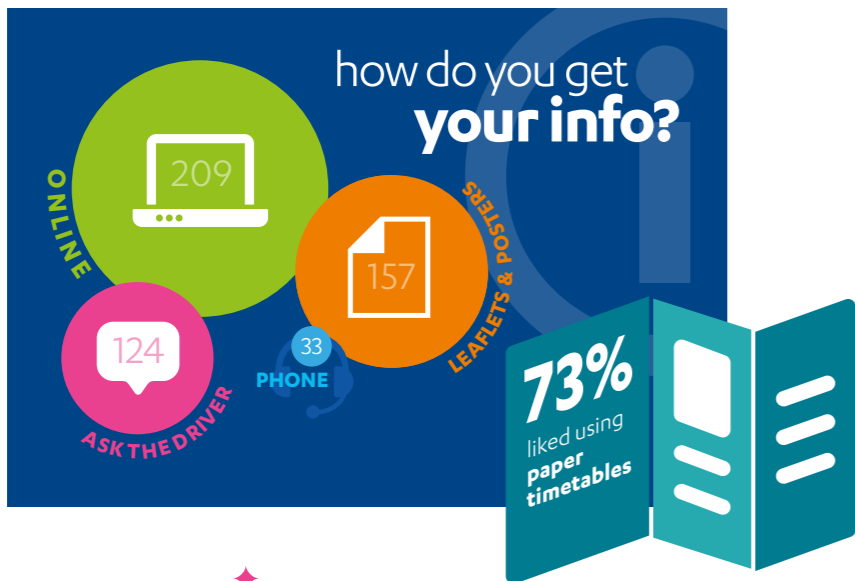
40% said we don't take complaints seriously

but we're opening a new dedicated customer service centre

7 days a week

and we are working with local authorities on schemes to aid buses through the traffic and improve our timekeeping

how do you get your info?



73% liked using paper timetables

85% the buses are clean inside

66% having a name for my route helps me identify it

34% low emission buses encourage me to travel

91% free WiFi & USB power is a good idea

92% the destination display is clear & informative

45% condition of bus stops & shelters was poor - which we are following up with those responsible

tickets & fares

81% using the bus is cheaper than driving or parking
 83% understand the best value tickets for my journey
 80% value for money

85% thought our drivers were helpful & friendly

Drivers are much more friendly than other bus companies

Love u have cleaner waiting at the Bus Station

Good value K Day ticket fare, your paper timetables are very good please retain them

I like the fact I am able to recognise some of the drivers

The bus driver didn't apologise when the bus was late.

Really like driver's customer service. I always find them friendly and helpful.

Drivers wait until passengers are seated-particularly the elderly

we would like more buses in the evening



We are looking at this where there's a case. In April we will add later buses in Blackburn with more to come. We need to make evening buses more popular to help the case, so we are extending our £1 fare after 7pm until the summer.



please do better at telling us when buses are cancelled

Our problem here is not all our systems talk to each other so it's a manual process at the moment. We are working with suppliers so we only have to report a cancellation in one place to update the App, next stop screens and bus stations at the same time.



we would like a faster response when we get in touch

We are recruiting more colleagues in a new dedicated 7 days a week customer services centre. This will really improve our response to you.