



Customers are satisfied, says independent survey.

May 12, 2016 16:00 BST

## Customers are happy and value-for-money has risen, says survey

An independent survey of our customers has revealed that satisfaction with our services remains high, and the amount of people who think we provide good value-for-money has risen by 5%.

The latest bus passenger satisfaction figures have been released by independent consumer body, Passenger Focus.

The survey was carried out last autumn and Go North East's customers sang

their praises, giving them an impressive 89% overall satisfaction rating – down 1% on 2014 and up from 87% in 2013. Go North East's rating is 1% above the Tyne and Wear average. The firm's value-for-money rating has gone up 5% to 67%.

Interestingly, despite an unprecedented level of roadworks across the North East, the amount of people satisfied with bus waiting times has risen four percentage points to 82%.

More than 20,000 passengers take part in the Bus Passenger Survey. Passengers are asked to rate their satisfaction with their journey including the bus stop, waiting for the bus, on the bus, the outside of the bus and the driver as well as their overall satisfaction with that bus journey and value for money.

Kevin Carr, managing director, said: "This is a tremendous vote of confidence from our passengers. I would like extend my gratitude to all our employees who, clearly, are doing a great job.

"We have invested more than £50 million in new vehicles and a brand new depot over the last five years. These investments have evidently been noticed by our passengers."

---

[Go North East website](#)