

# Bus Occupancy KPI

Mon... ▾

- ☐ January
- ☐ February
- ☐ March
- ☐ April
- ☒ May
- ☐ June
- ☐ July
- ☐ August
- ☐ September

Year ▾

- ☐ 2020
- ☒ 2021

2,25  
Target Value for Bus Occupancy

8,10  
Average number of passengers

● Bus Occupancy Value Status

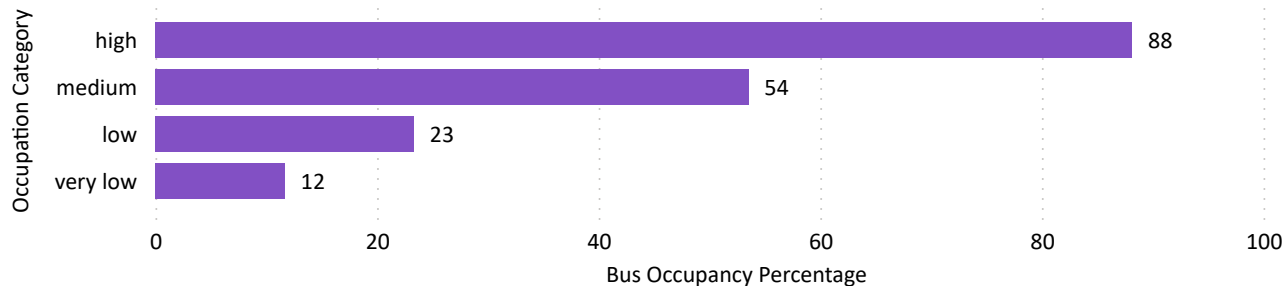


Bus Occupancy — trend

Bus Occupancy i Target Value for Bus Occupancy



Average Bus Occupancy Percentage and Occupation Category



54,05

Bus Occupancy Percentage

70,53 t...

BUS TRAVEL Count

# Passenger Satisfaction KPI

Mon... ▾

- ☐ January
- ☐ February
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- ☐ April
- ☒ May
- ☐ June
- ☐ July
- ☐ August
- ☐ September

Year ▾

- ☐ 2020
- ☒ 2021

5,53

Cel dla wartości Satisfaction Level

5,50

Satisfaction Level



Satisfaction Level Value Status



Satisfaction Level — trend

284,53 ...

Satisfaction Surveys Number

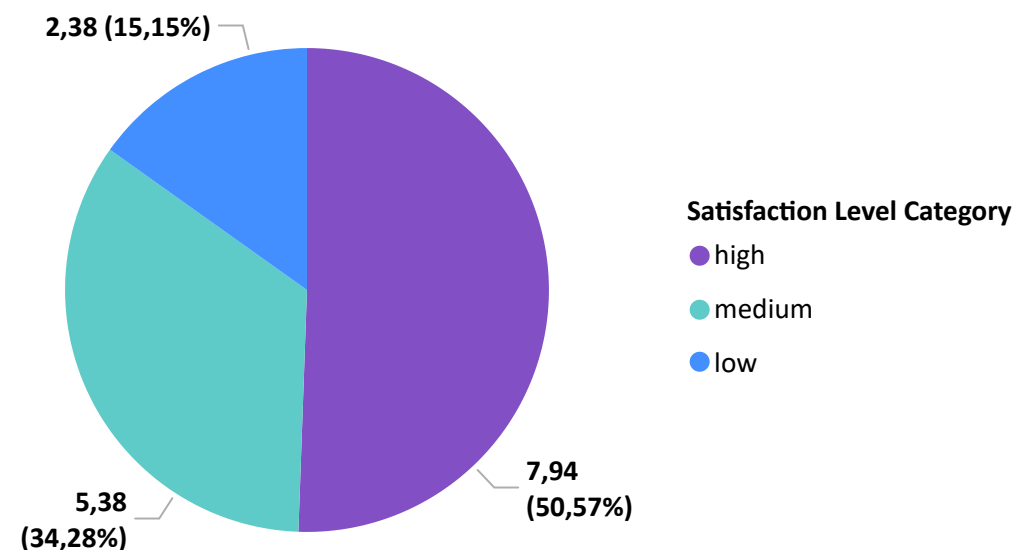
Satisfaction Level i Cel dla wartości  
Satisfaction Level



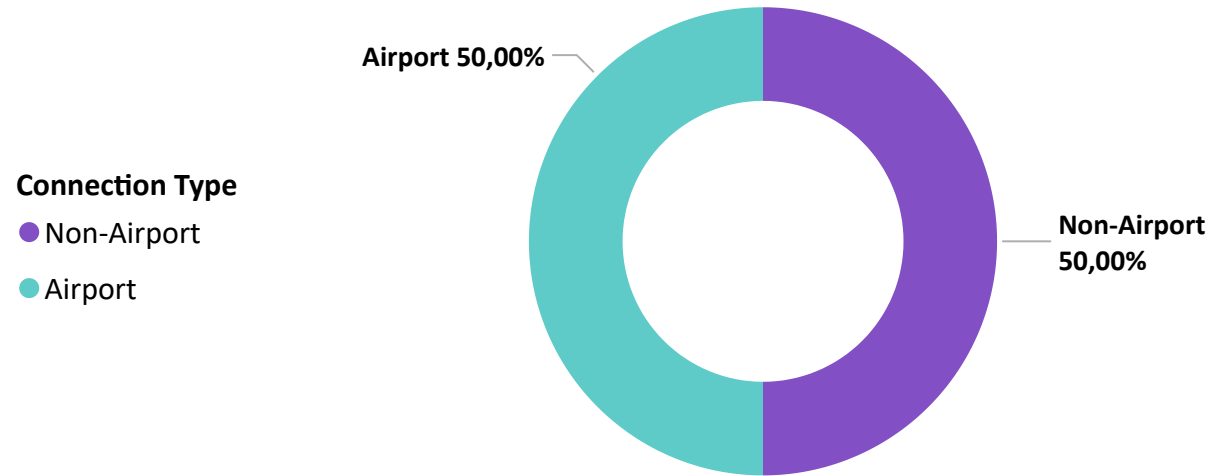
1,56 mln

Total Satisfaction Level Received

Average satisfaction level wg Satisfaction Level Category



## Impact of airport connections on bus occupancy



### Non-airport connection type

53,861

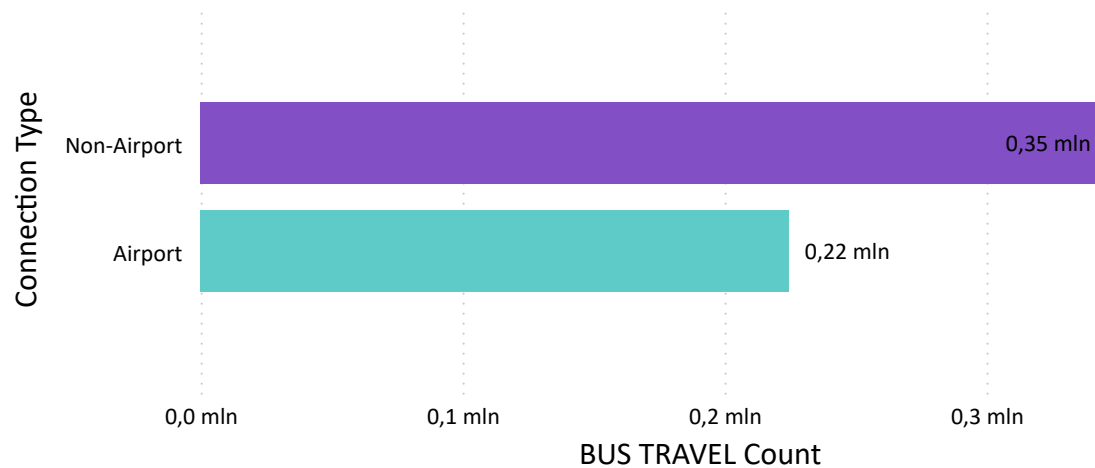
Bus Occupancy Percentage

### Airport connection type

53,860

Bus Occupancy Percentage

## Number of bus travels per Connection Type



### Non-airport connection type

346,04

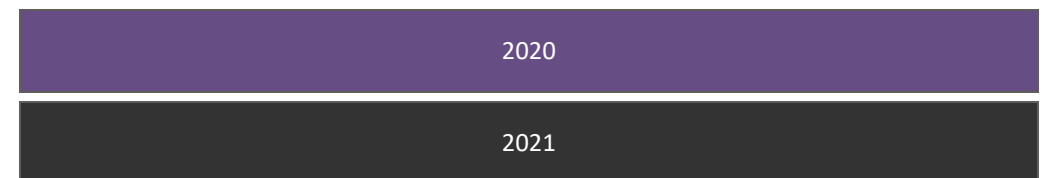
tys.  
BUS TRAVEL Count

### Airport connection type

224,59

tys.  
BUS TRAVEL Count

Year



Year

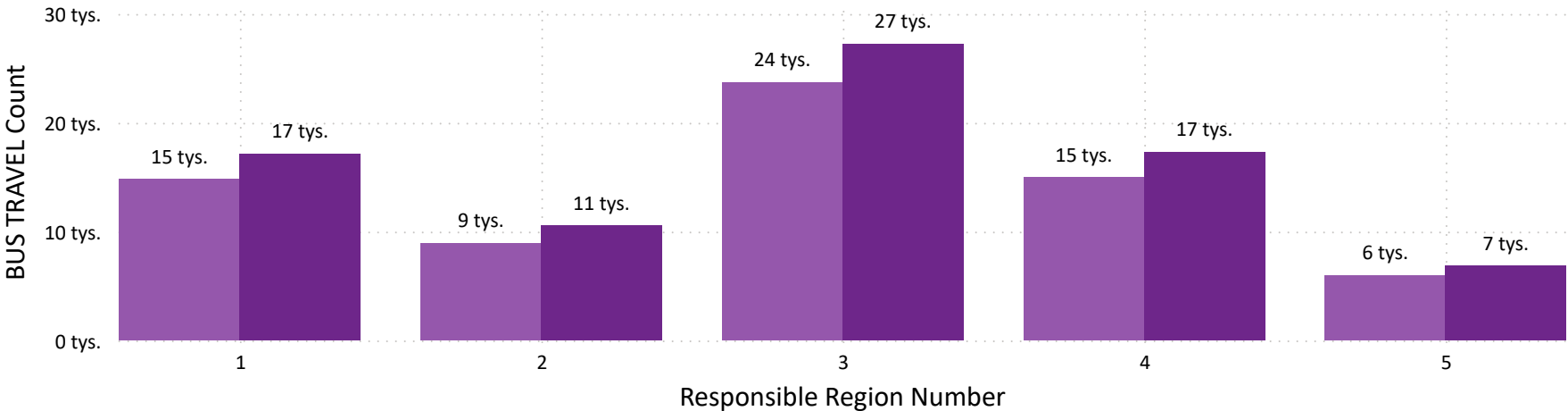


2020

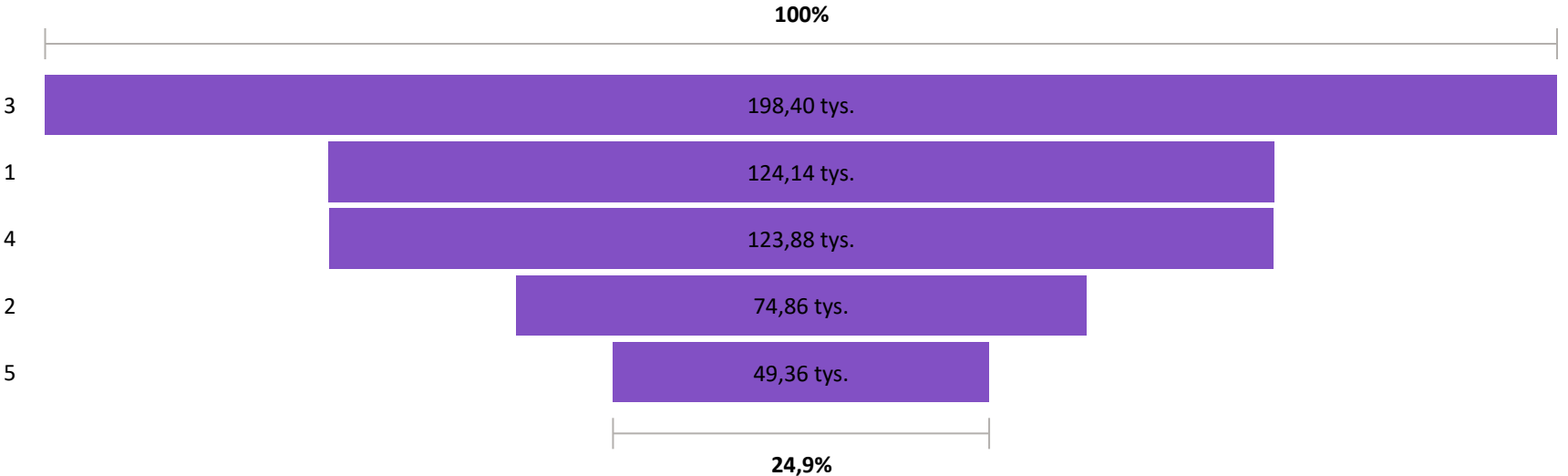
2021

Number of bus travels in each Responsible Region

Month June July



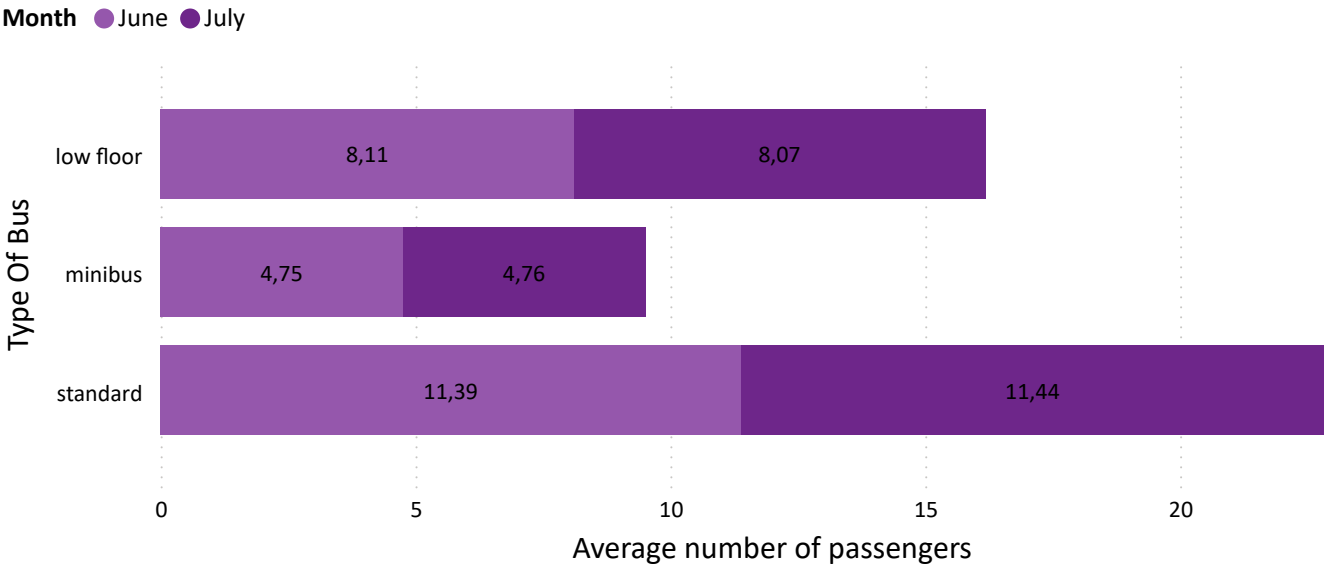
Number of bus travels in each Responsible Region



TOP 3 Regions with highest number of bus travels

Responsible Region Number	BUS TRAVEL Count
3	198398
1	124141
4	123875
Suma	446414

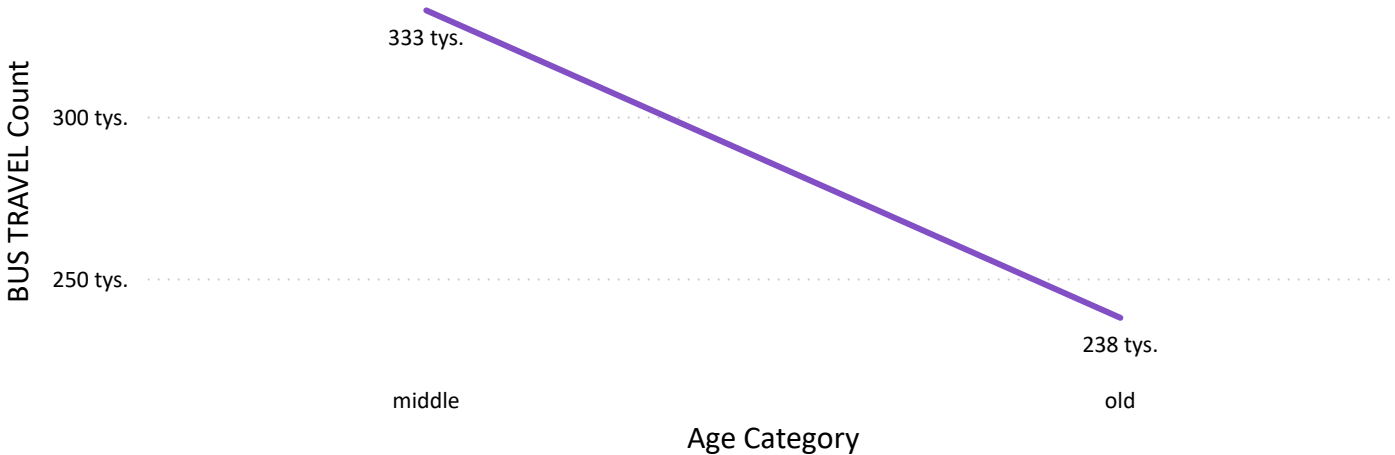
Average number of passengers depending on the type of bus in current and previous month



Year



Number of bus travels per each Age Category

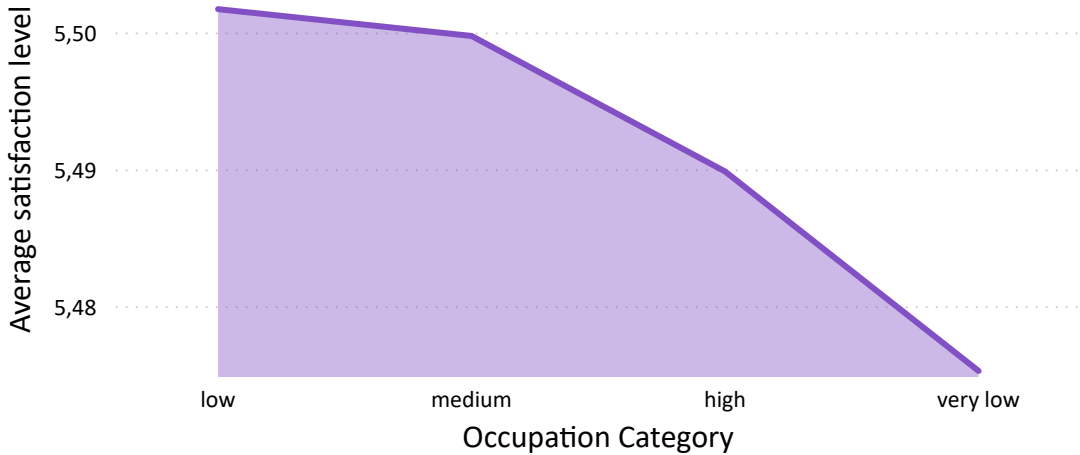


8,074

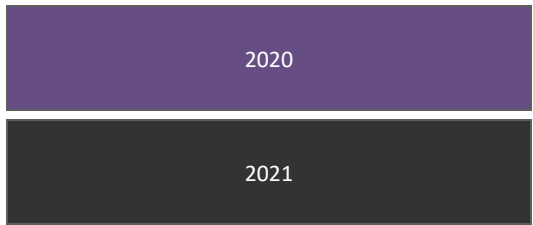
Average number of passengers

Age Category	BUS TRAVEL Count
middle	332773
old	237858
Suma	570631

Average satisfaction level wg Occupation Category



Year



Month

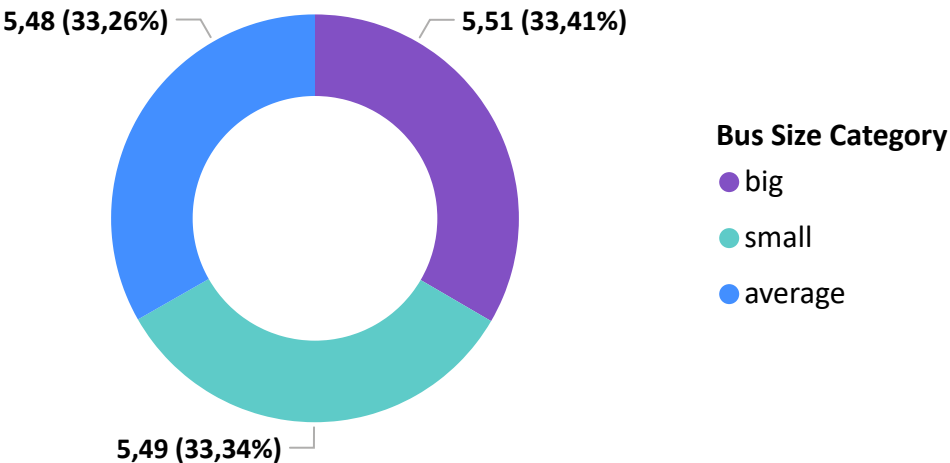
- ☐ January
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- ☐ June
- ☒ July
- ☐ August

Age Category

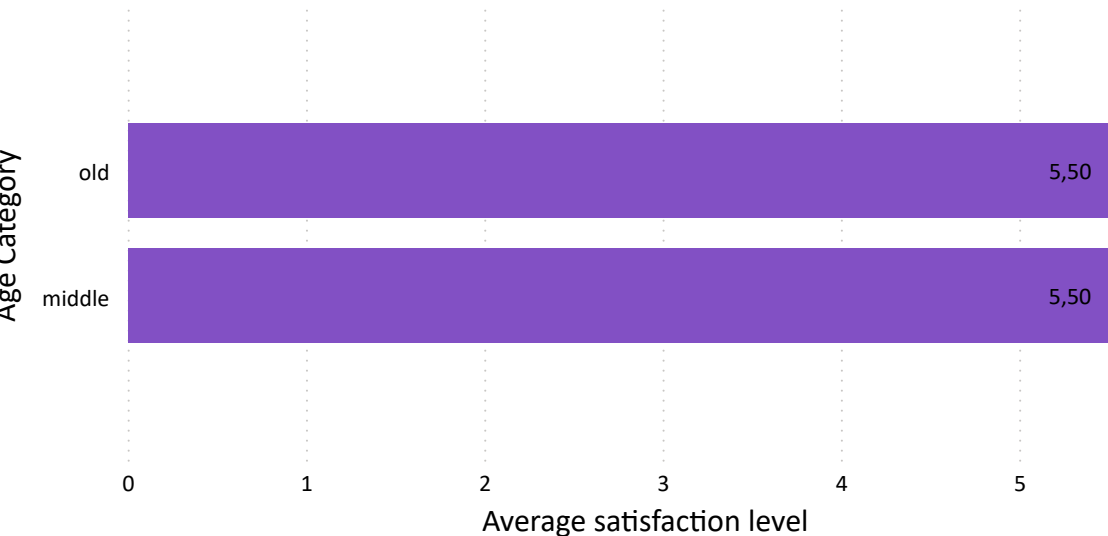
Average satisfaction level

old	5,50
middle	5,50
Suma	5,50

Average satisfaction level wg Bus Size Category

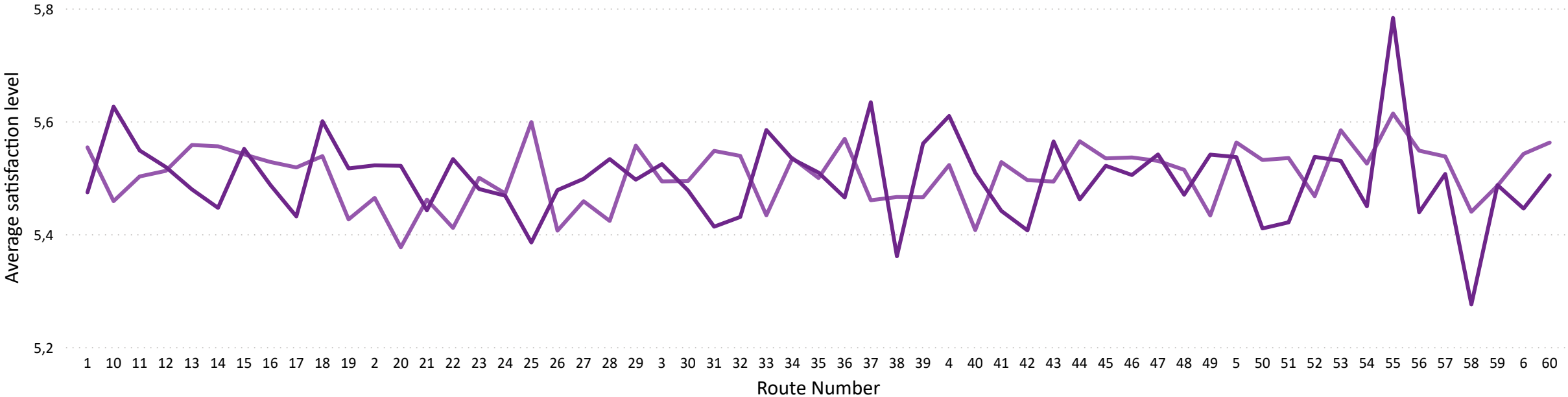


Impact of Age Category of the bus on ratings



Average satisfaction level for all routes in current and previous month

Month ● June ● July



TOP 3 Routes with the highest average satisfaction level

Route Name	Average satisfaction level
Elbląg - Radom	5,55
Szczecin - Olsztyn	5,53
Bydgoszcz - Olsztyn	5,53
Suma	5,54

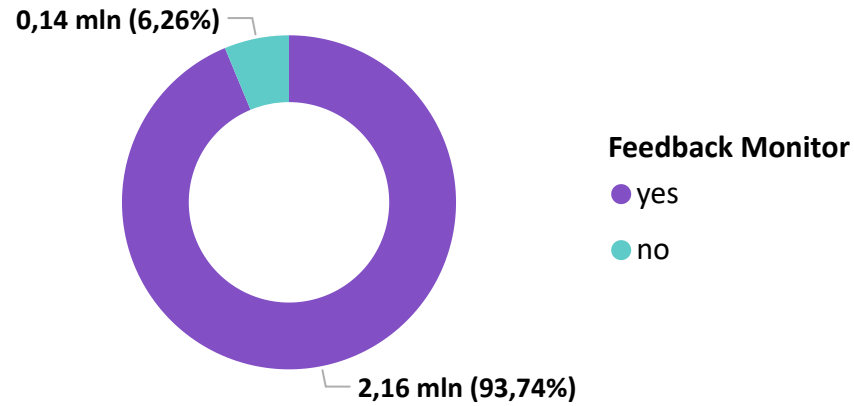
TOP 3 Routes with the lowest average satisfaction level

Route Name	Average satisfaction level
Olsztyn - Gdynia	5,46
Bydgoszcz - Koszalin	5,44
Gdańsk - Warszawa	5,44
Suma	5,45

Year



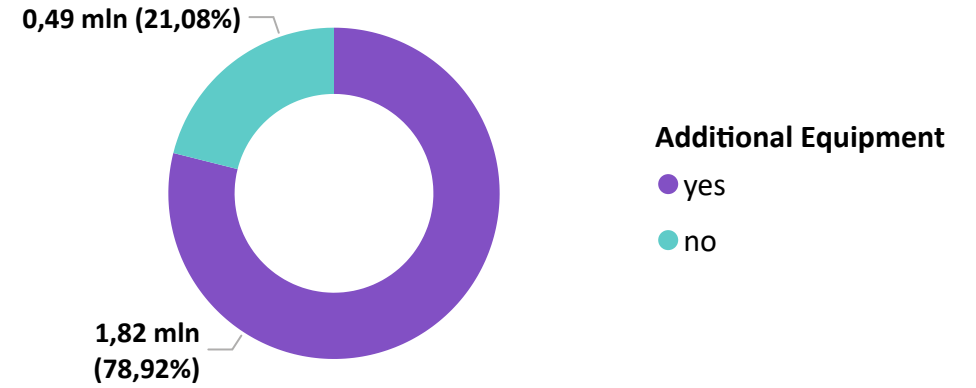
### Impact of installed feedback monitor on Satisfaction Surveys Number



2,305  
mln

Satisfaction Surveys Num...

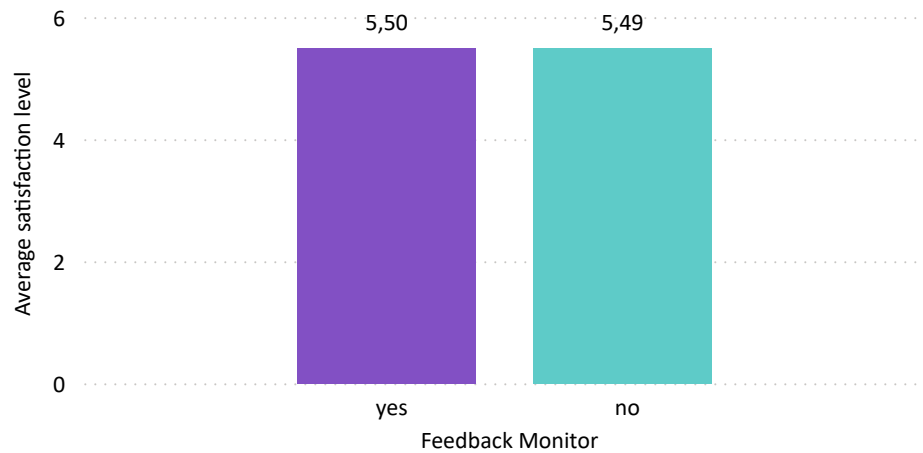
### Impact of Additional Equipment on Satisfaction Surveys Number



Year



### Impact of Feedback Monitor on Average Satisfaction Level



5,498

Average satisfaction level

### Impact of Additional Equipment on Average Satisfaction Level

