



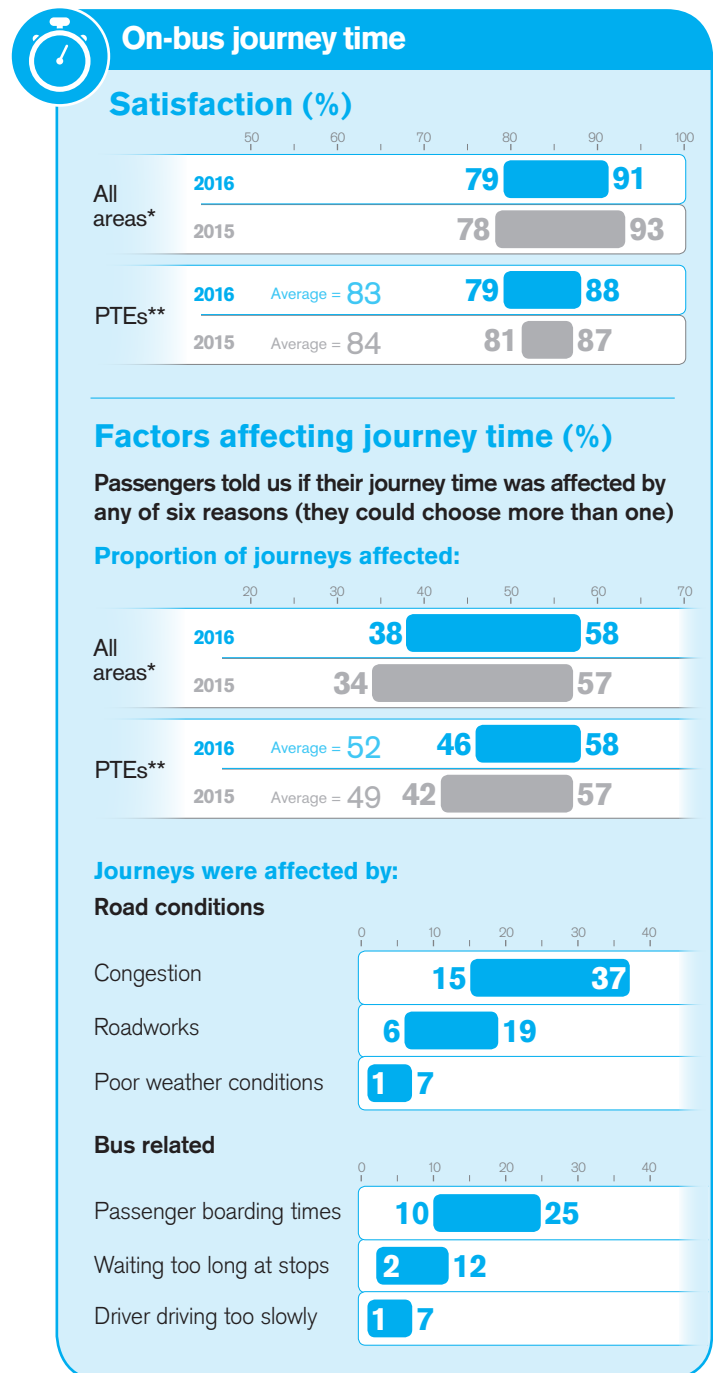
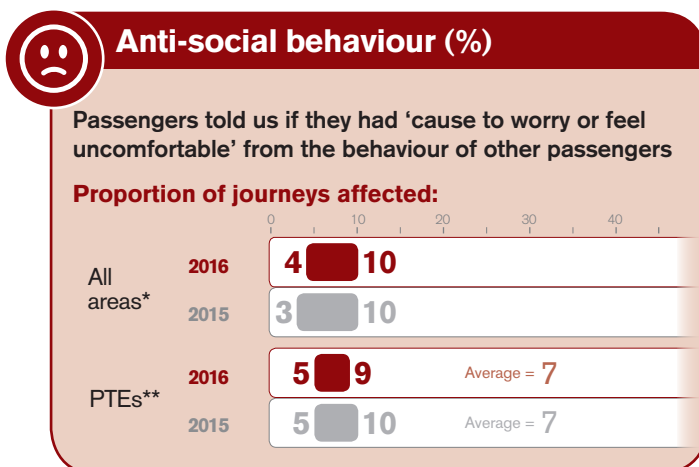
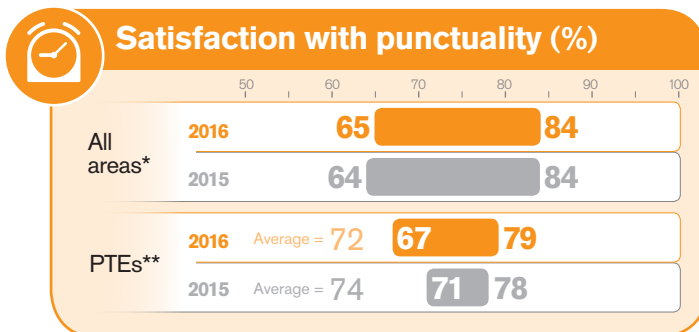
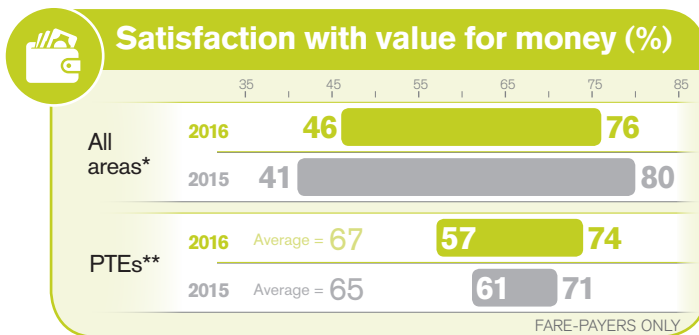
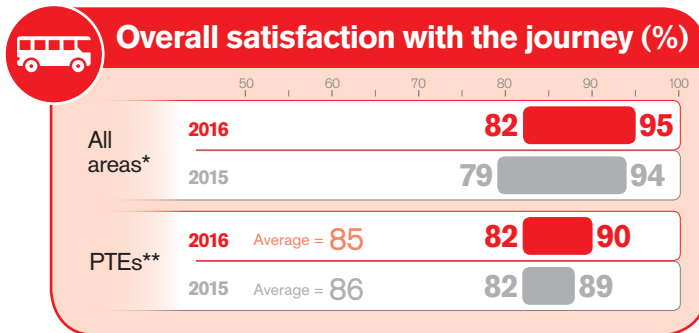
# Bus Passenger Survey

Autumn 2016

Summary of key results in England

# Summary findings by English authority areas\*

The charts below show the range of scores across authority areas.

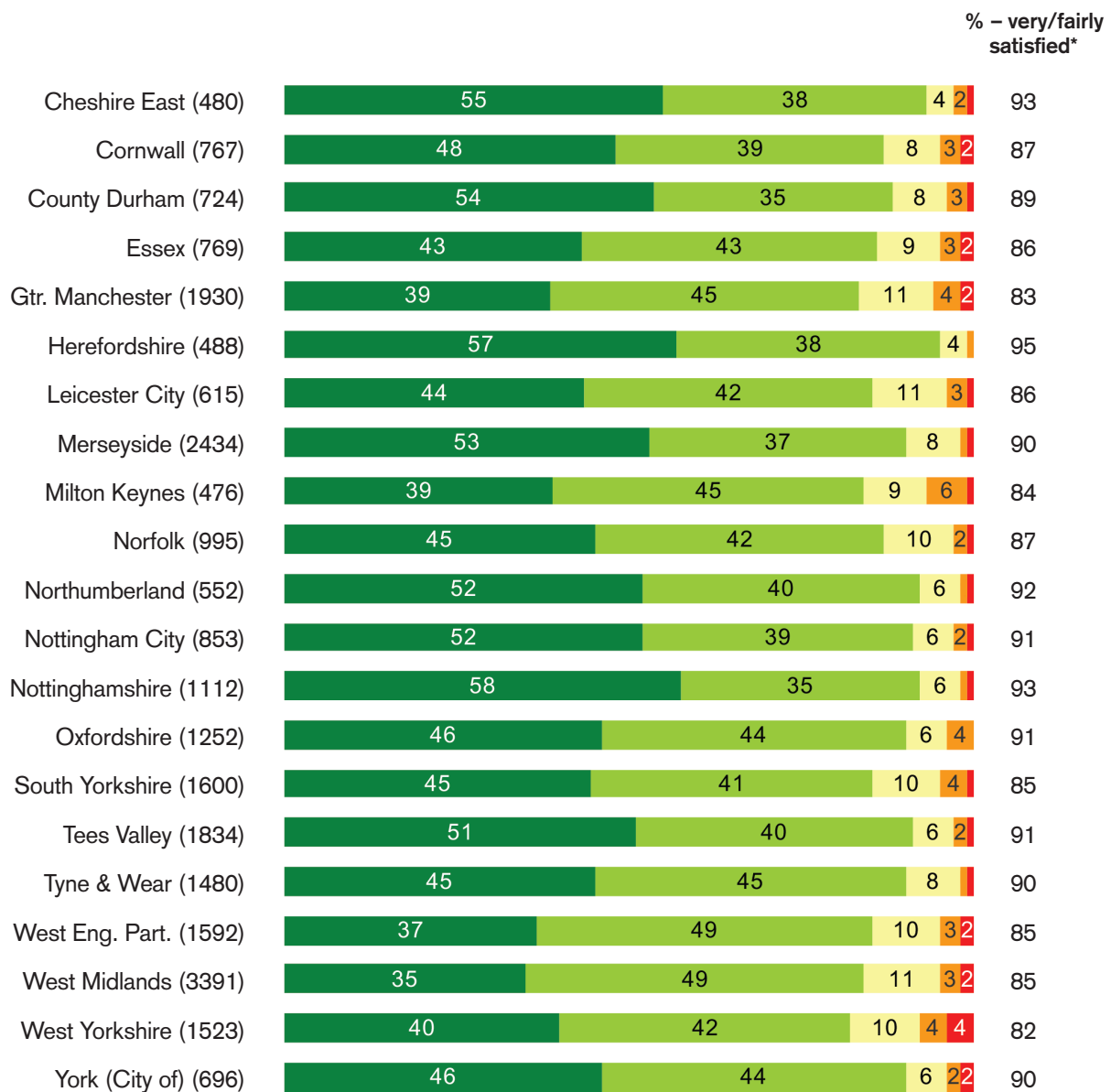


\*The authority areas covered in the autumn 2016 survey are not exactly the same as those covered in the autumn 2015 survey, although the majority are the same (including all six PTEs)

\*\*Passenger Transport Executive areas



## Overall satisfaction with the bus journey (%)



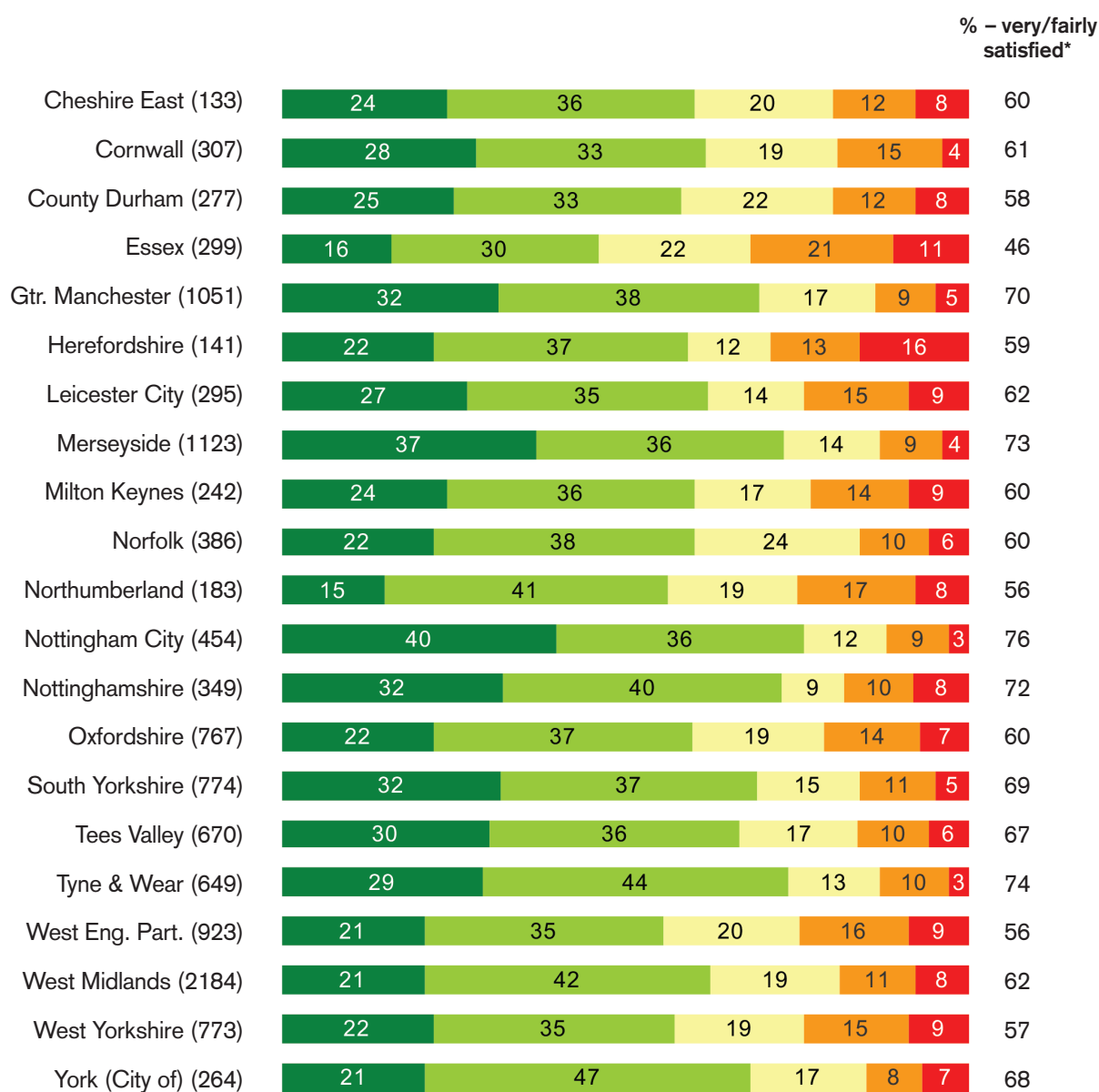
■ Very satisfied  
 ■ Fairly satisfied  
 ■ Neither/nor  
 ■ Fairly dissatisfied  
 ■ Very dissatisfied

**Q Overall, taking everything into account from start to end of the bus journey, how satisfied were you with your bus journey?**

\*Due to rounding the percentage very/fairly satisfied may not always be equal to the sum of the very and fairly satisfied values in the chart



Satisfaction with value for money – fare-paying passengers (%)



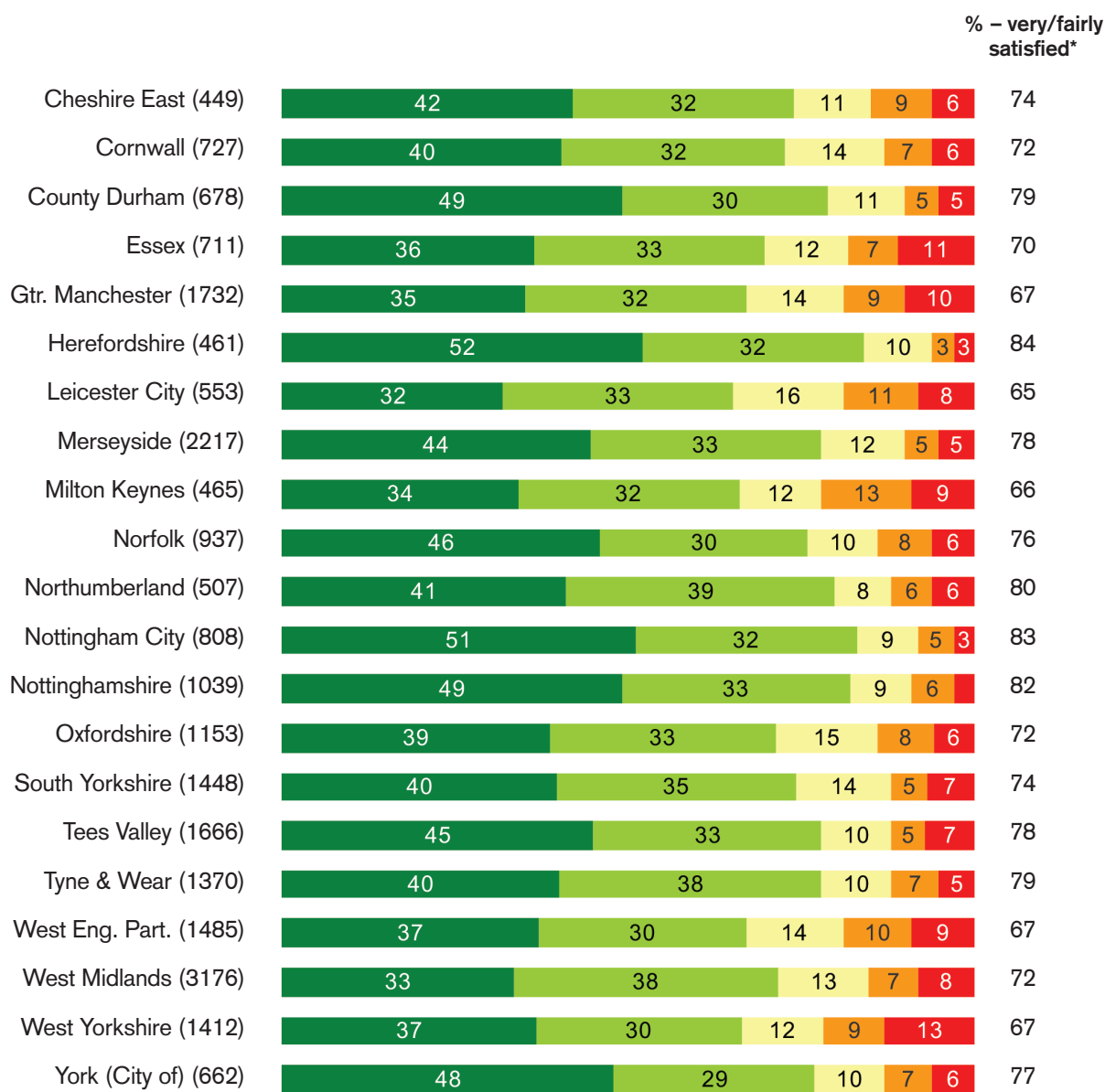
Very satisfied Fairly satisfied Neither/nor Fairly dissatisfied Very dissatisfied

**Q How satisfied were you with the value for money of your journey?**

\*Due to rounding the percentage very/fairly satisfied may not always be equal to the sum of the very and fairly satisfied values in the chart



## Satisfaction with punctuality of the bus (%)



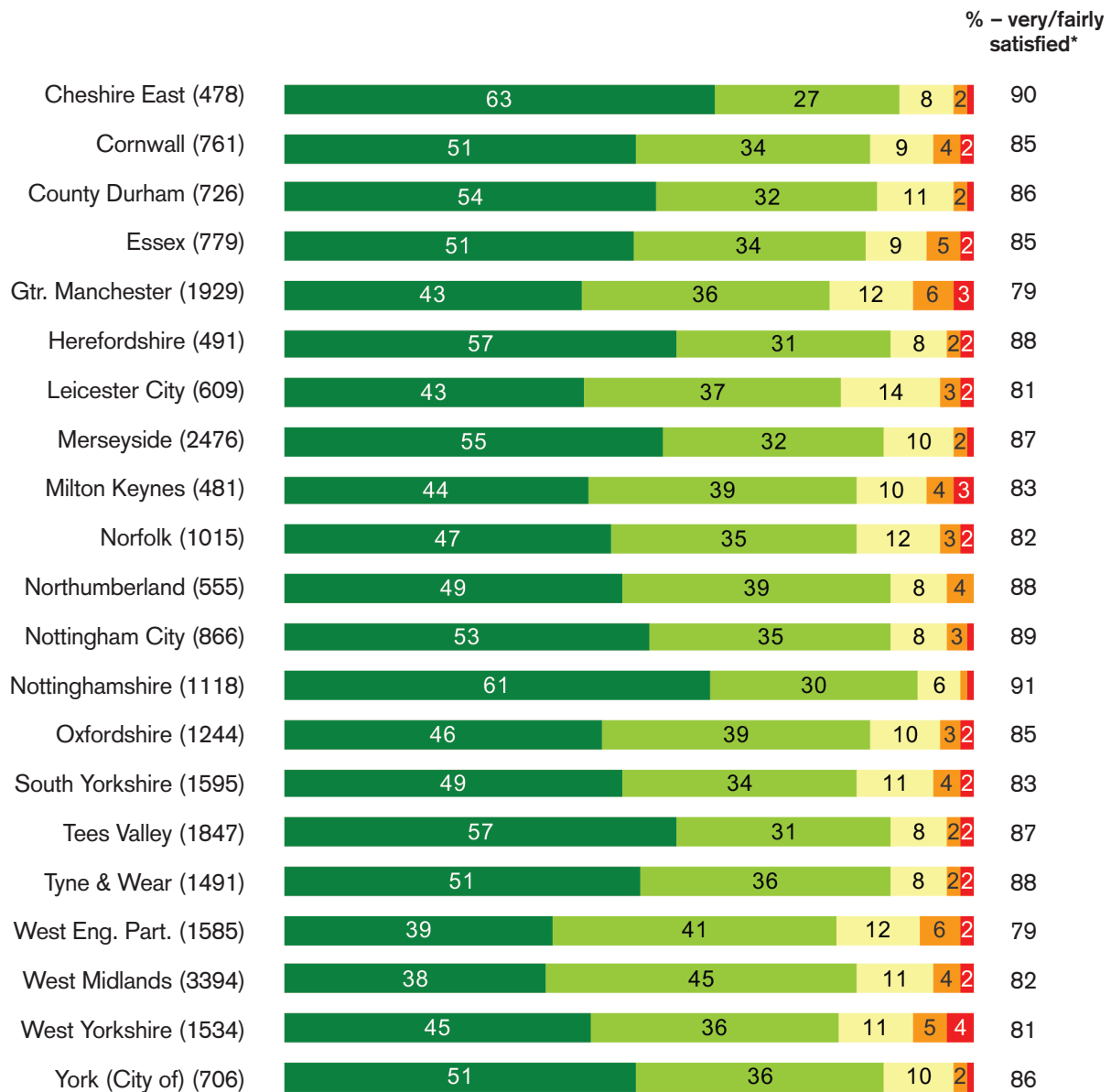
■ Very satisfied  
 ■ Fairly satisfied  
 ■ Neither/nor  
 ■ Fairly dissatisfied  
 ■ Very dissatisfied

### Q How satisfied were you with the punctuality of the bus?

\*Due to rounding the percentage very/fairly satisfied may not always be equal to the sum of the very and fairly satisfied values in the chart



## Satisfaction with on-bus journey time (%)



■ Very satisfied  
 ■ Fairly satisfied  
 ■ Neither/nor  
 ■ Fairly dissatisfied  
 ■ Very dissatisfied

**Q How satisfied were you with the length of time your journey on the bus took?**

\*Due to rounding the percentage very/fairly satisfied may not always be equal to the sum of the very and fairly satisfied values in the chart

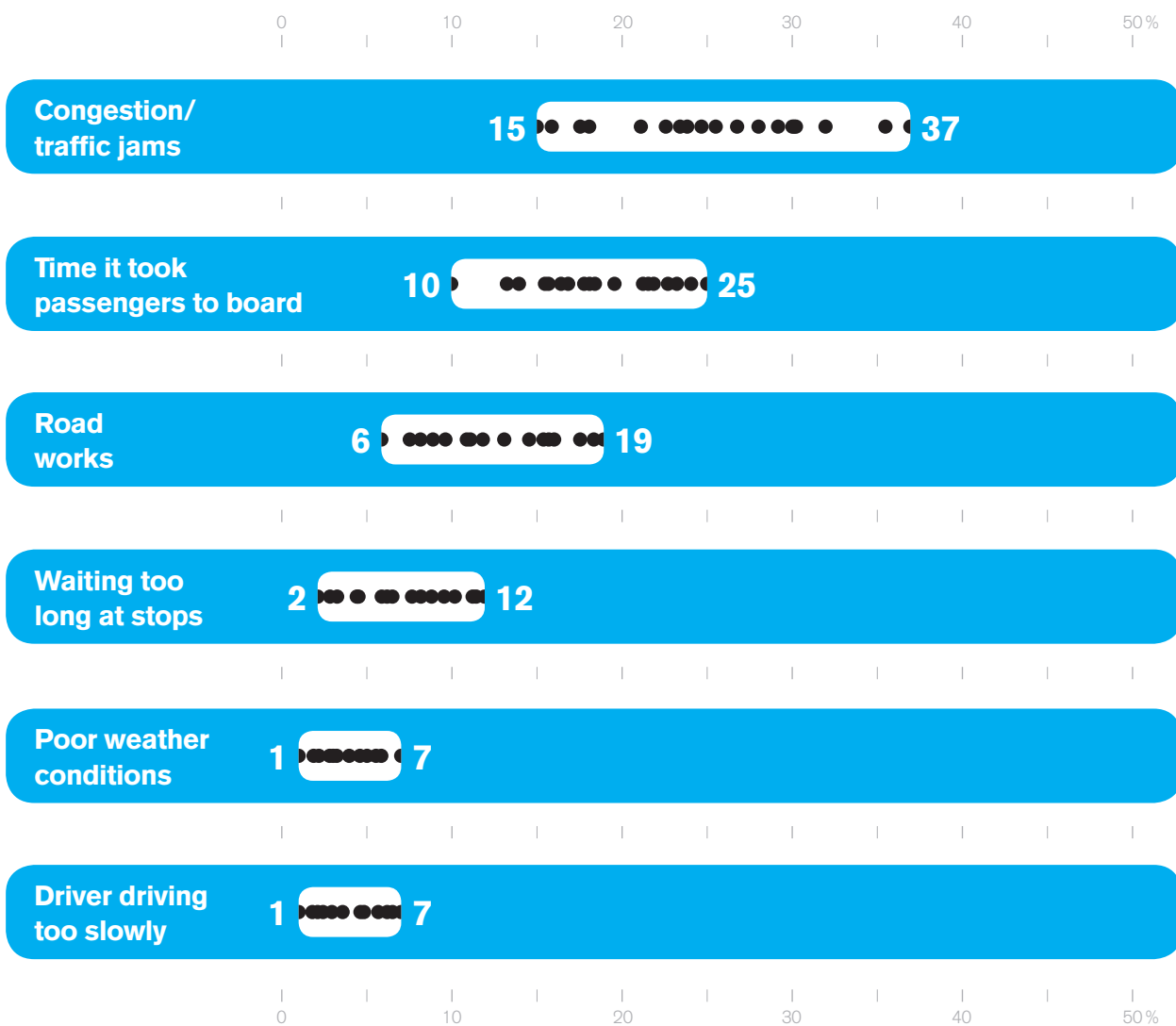


## Factors affecting journey length – how this varies by area (%)

### Reading the chart

The chart below shows the different factors affecting the length of time that passengers' journeys took and how these varied by the 21 authority areas. The white band shows the range of scores (the percentage of journeys affected) for each factor and the black dots mark the individual scores for each area. The highest and lowest scores are shown at each end of the white bands.

This shows, for example, that congestion/traffic jams tend to impact upon a higher percentage of journeys than roadworks, as the white band is further to the right. However, there is wider variation in scores for congestion/traffic jams than there is for roadworks.

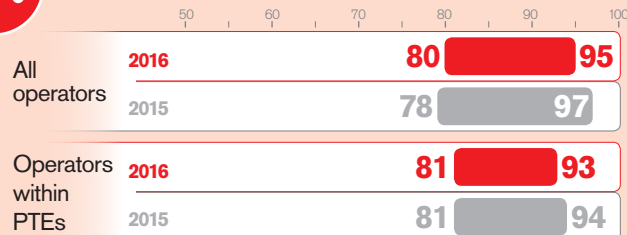


**Q Was the length of your journey affected by any of the following?**

(Note: more than one response was permissible)

# Summary findings by bus operators\*

## Overall satisfaction with the journey (%)



### National operators – averages

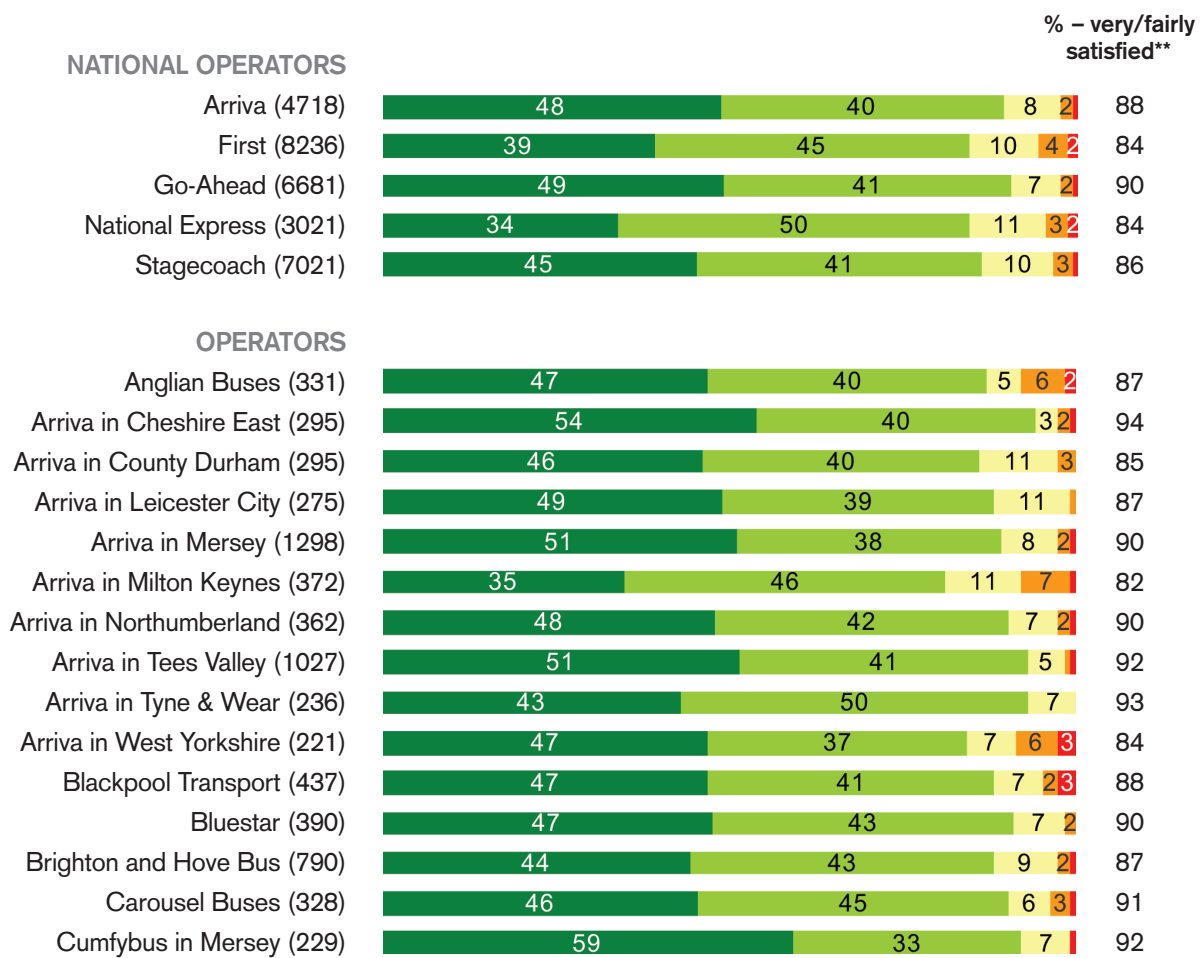
2016

- Arriva 88%
- First 84%
- Go-Ahead 90%
- National Express 84%
- Stagecoach 86%

2015

- Arriva 89%
- First 84%
- Go-Ahead 89%
- National Express 85%
- Stagecoach 86%

## Overall satisfaction with the bus journey (%)



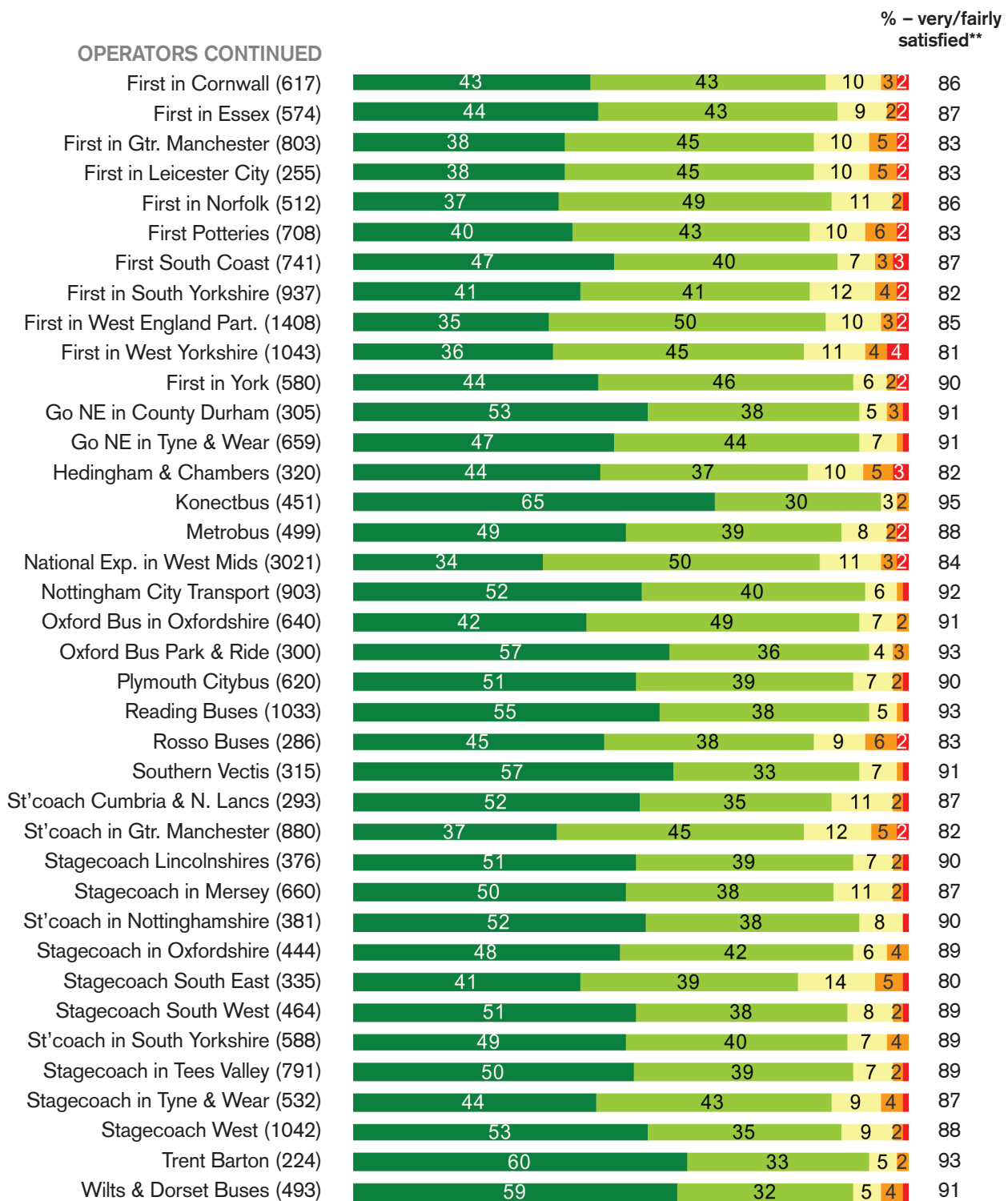
\*As a result of the areas selected, the proportion of each major operator's services covered by the survey will vary

\*\*Due to rounding the percentage very/fairly satisfied may not always be equal to the sum of the very and fairly satisfied values in the chart





## Overall satisfaction with the bus journey (%)

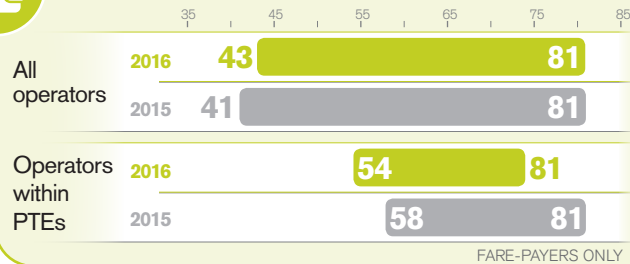


■ Very satisfied   
 ■ Fairly satisfied   
 ■ Neither/nor   
 ■ Fairly dissatisfied   
 ■ Very dissatisfied

**Q Overall, taking everything into account from start to end of the bus journey, how satisfied were you with your bus journey?**



## Value for money (%)



## National operators – averages

2016

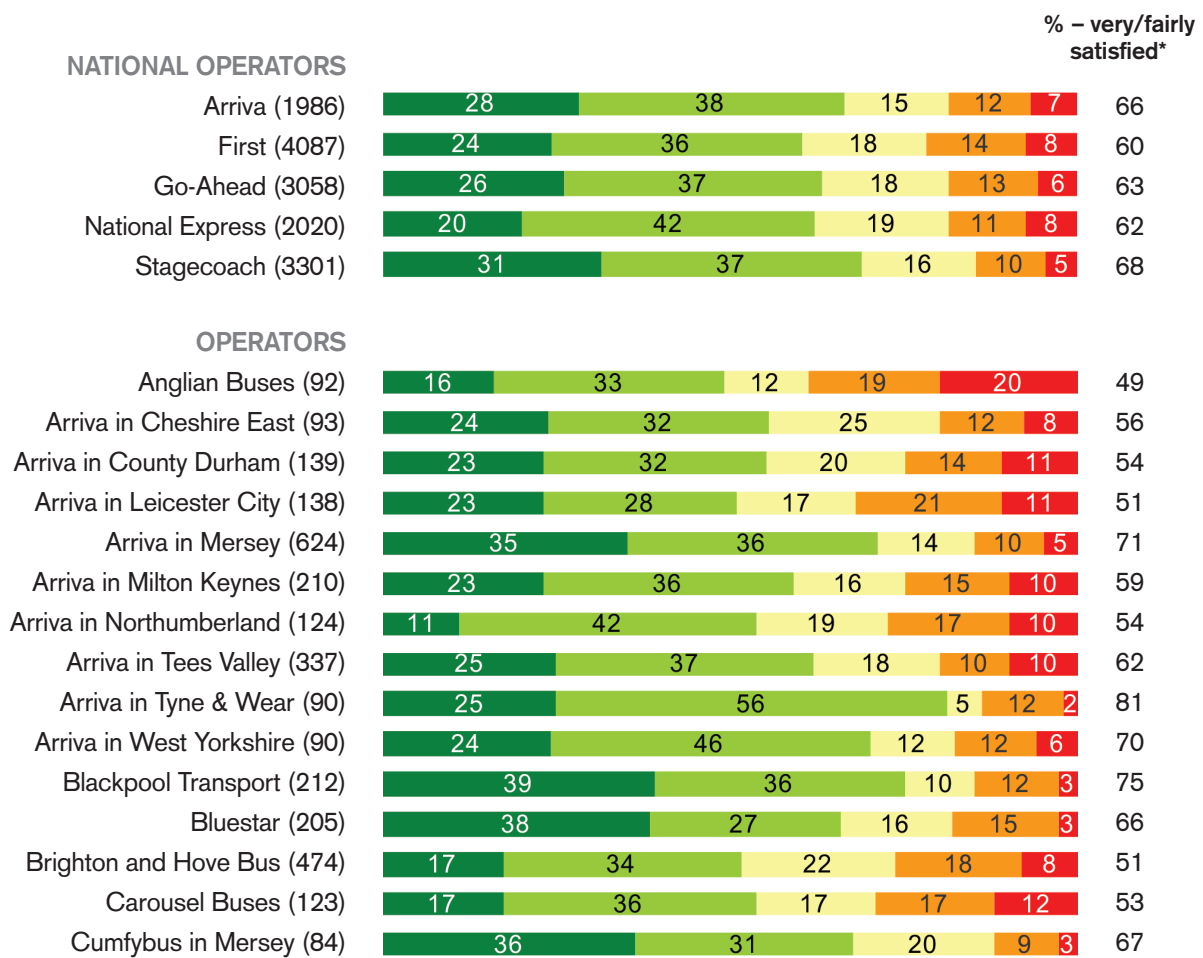
- Arriva 66%
- First 60%
- Go-Ahead 63%
- National Express 62%
- Stagecoach 68%

2015

- Arriva 63%
- First 59%
- Go-Ahead 62%
- National Express 61%
- Stagecoach 67%



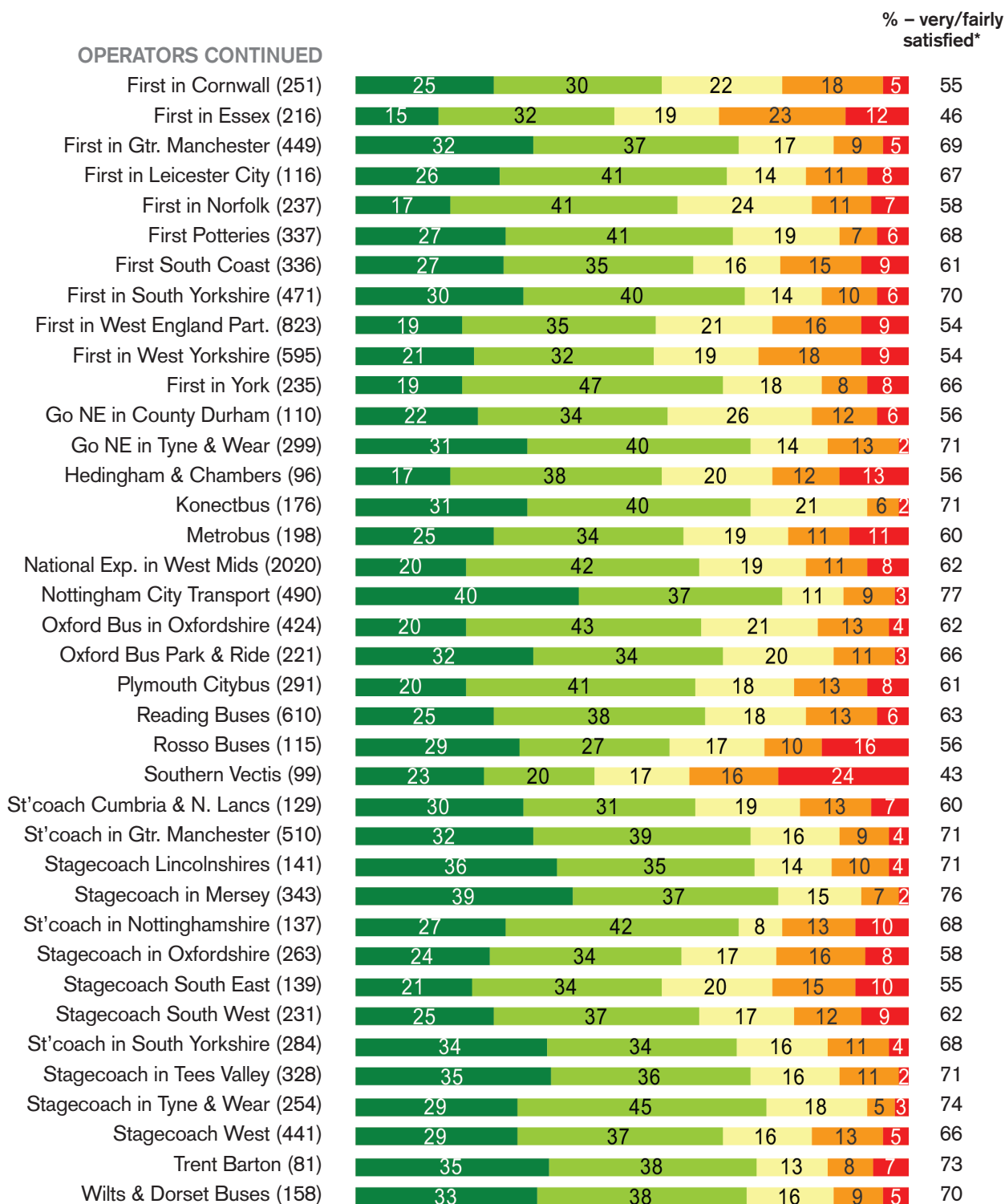
## Satisfaction with value for money – fare-paying passengers (%)



\*Due to rounding the percentage very/fairly satisfied may not always be equal to the sum of the very and fairly satisfied values in the chart



## Satisfaction with value for money – fare-paying passengers (%)

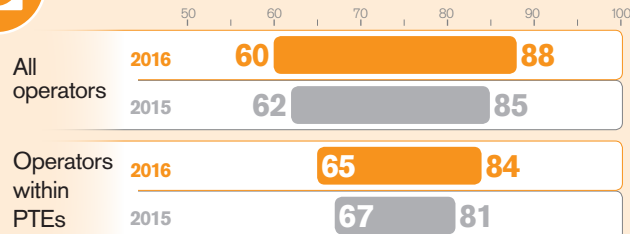


■ Very satisfied   
 ■ Fairly satisfied   
 ■ Neither/nor   
 ■ Fairly dissatisfied   
 ■ Very dissatisfied

**Q How satisfied were you with the value for money of your journey?**



### Punctuality (%)



### National operators – averages

2016

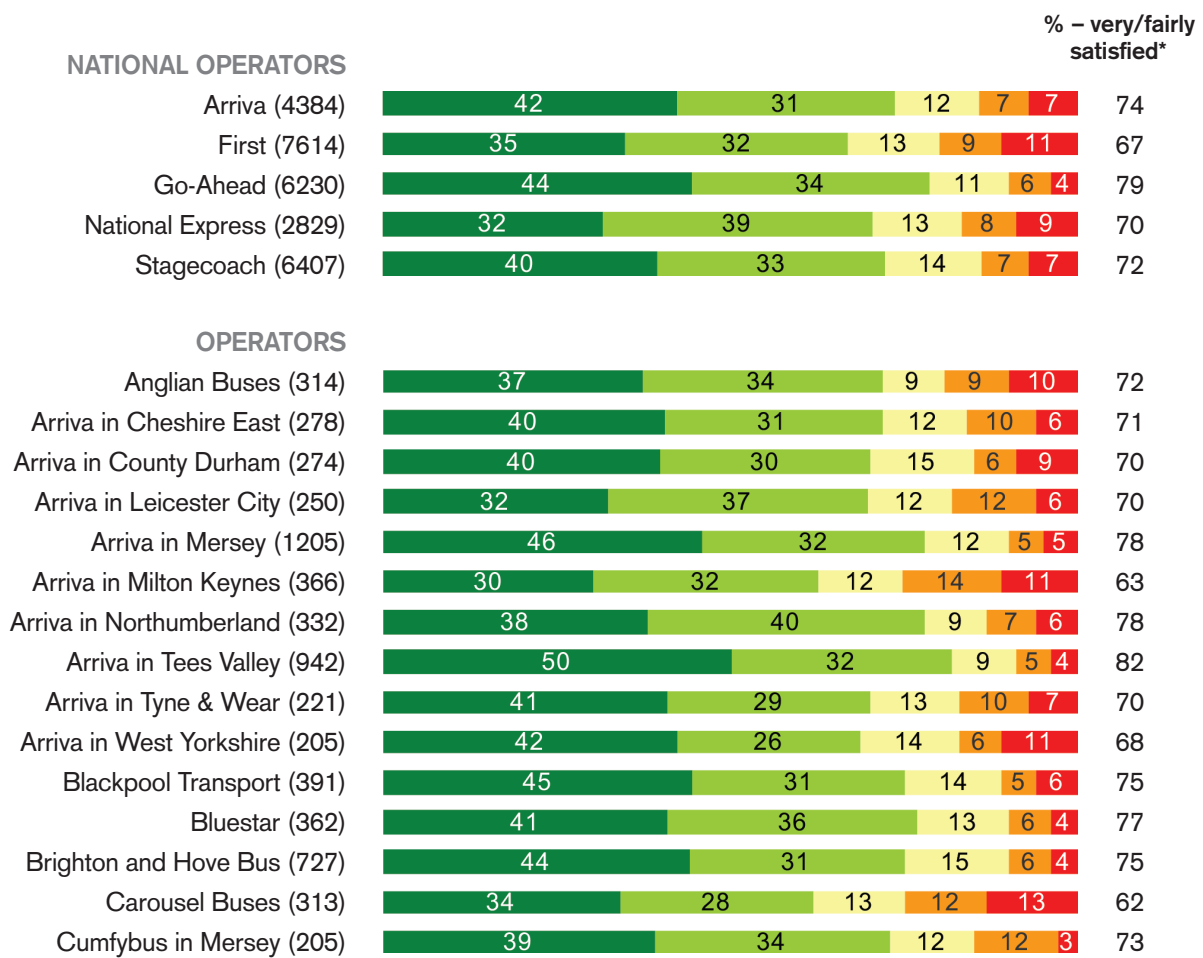
- Arriva 74%
- First 67%
- Go-Ahead 79%
- National Express 70%
- Stagecoach 72%

2015

- Arriva 77%
- First 70%
- Go-Ahead 77%
- National Express 75%
- Stagecoach 74%



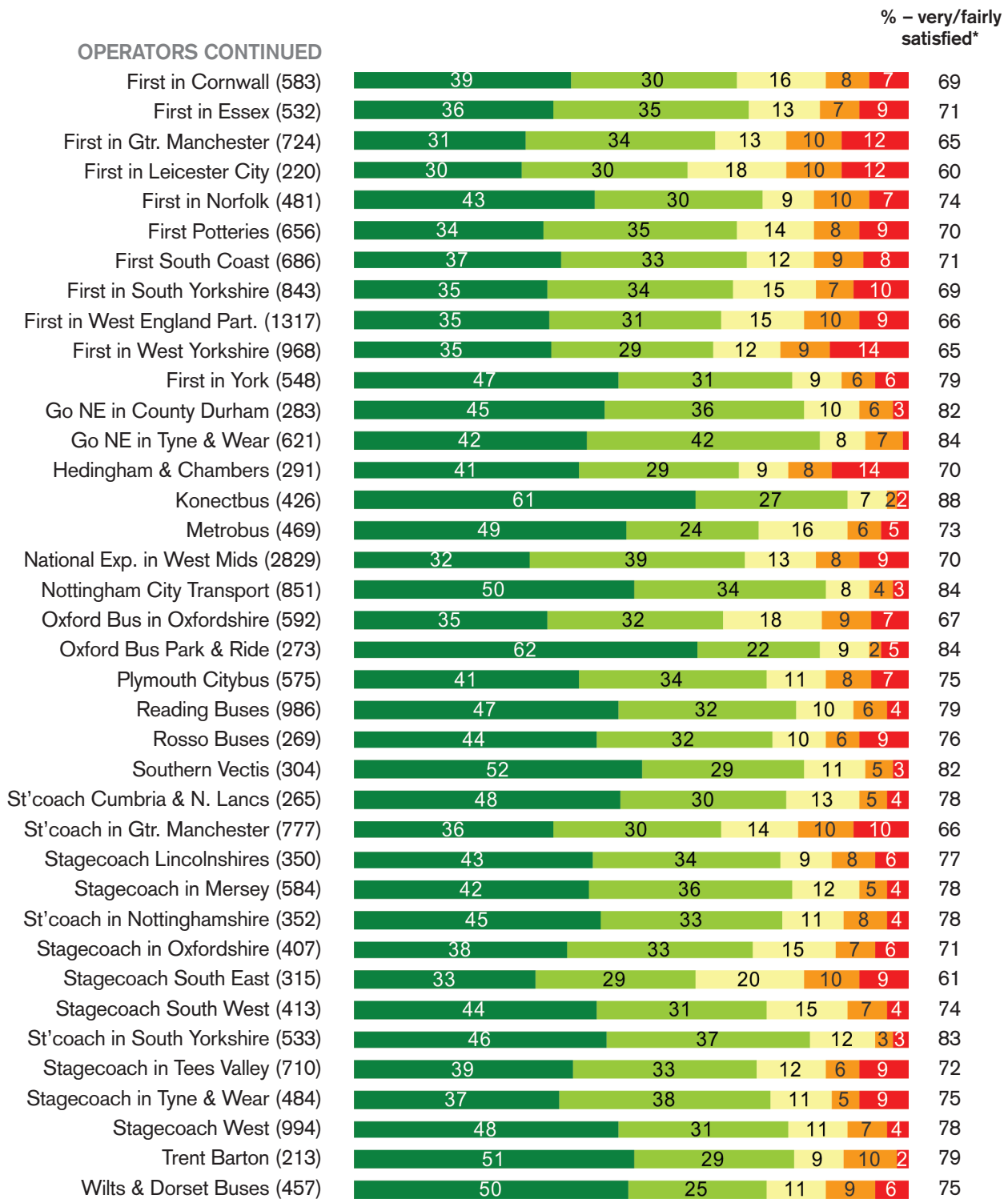
### Satisfaction with punctuality of the bus (%)



\*Due to rounding the percentage very/fairly satisfied may not always be equal to the sum of the very and fairly satisfied values in the chart



## Satisfaction with punctuality of the bus (%)

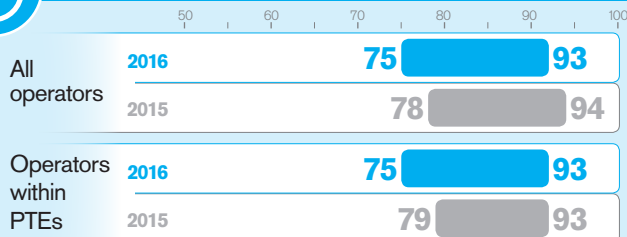


■ Very satisfied  
 ■ Fairly satisfied  
 ■ Neither/nor  
 ■ Fairly dissatisfied  
 ■ Very dissatisfied

**Q How satisfied were you with the punctuality of the bus?**



### On-bus journey time (%)



### National operators – averages

2016

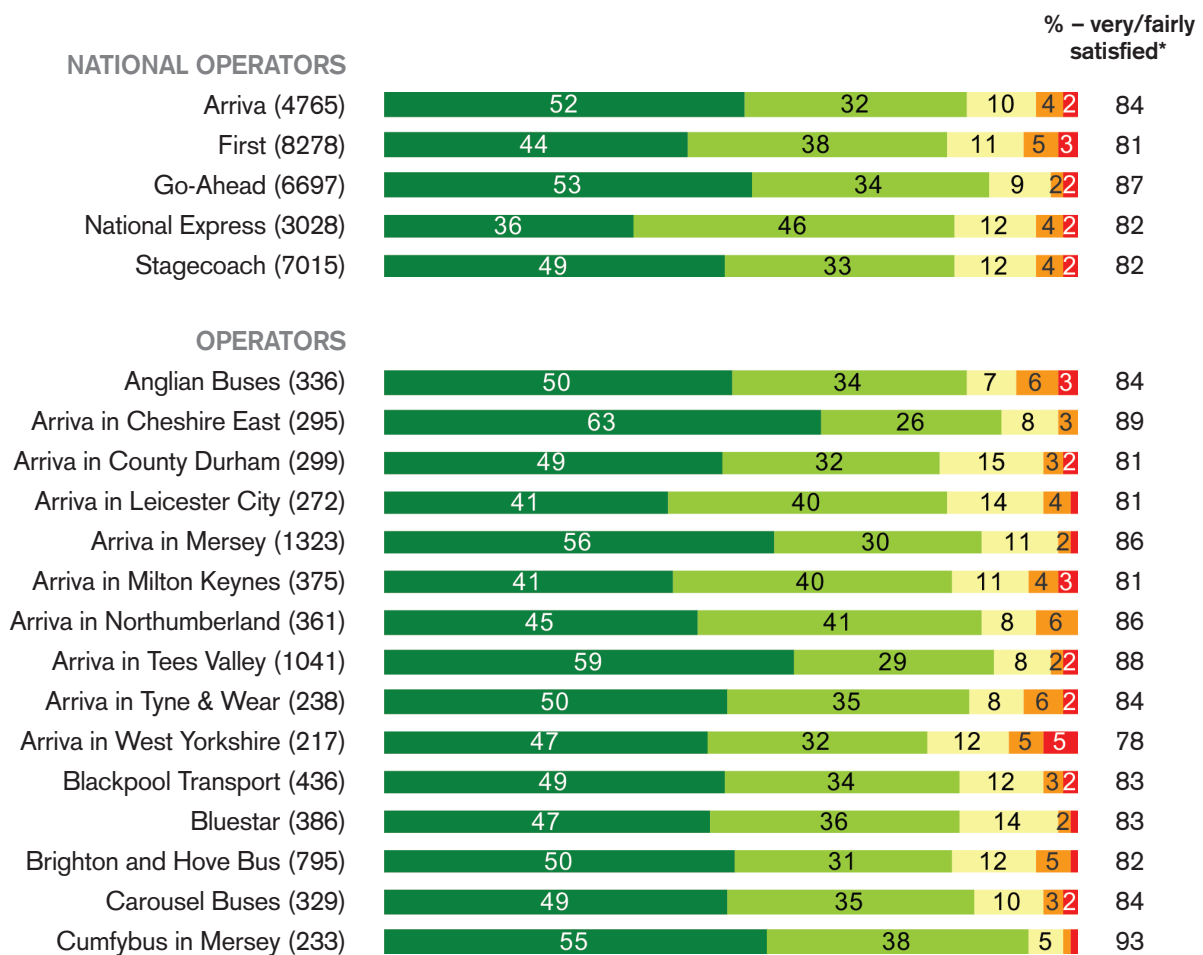
- Arriva 84%
- First 81%
- Go-Ahead 87%
- National Express 82%
- Stagecoach 82%

2015

- Arriva 86%
- First 84%
- Go-Ahead 85%
- National Express 80%
- Stagecoach 84%



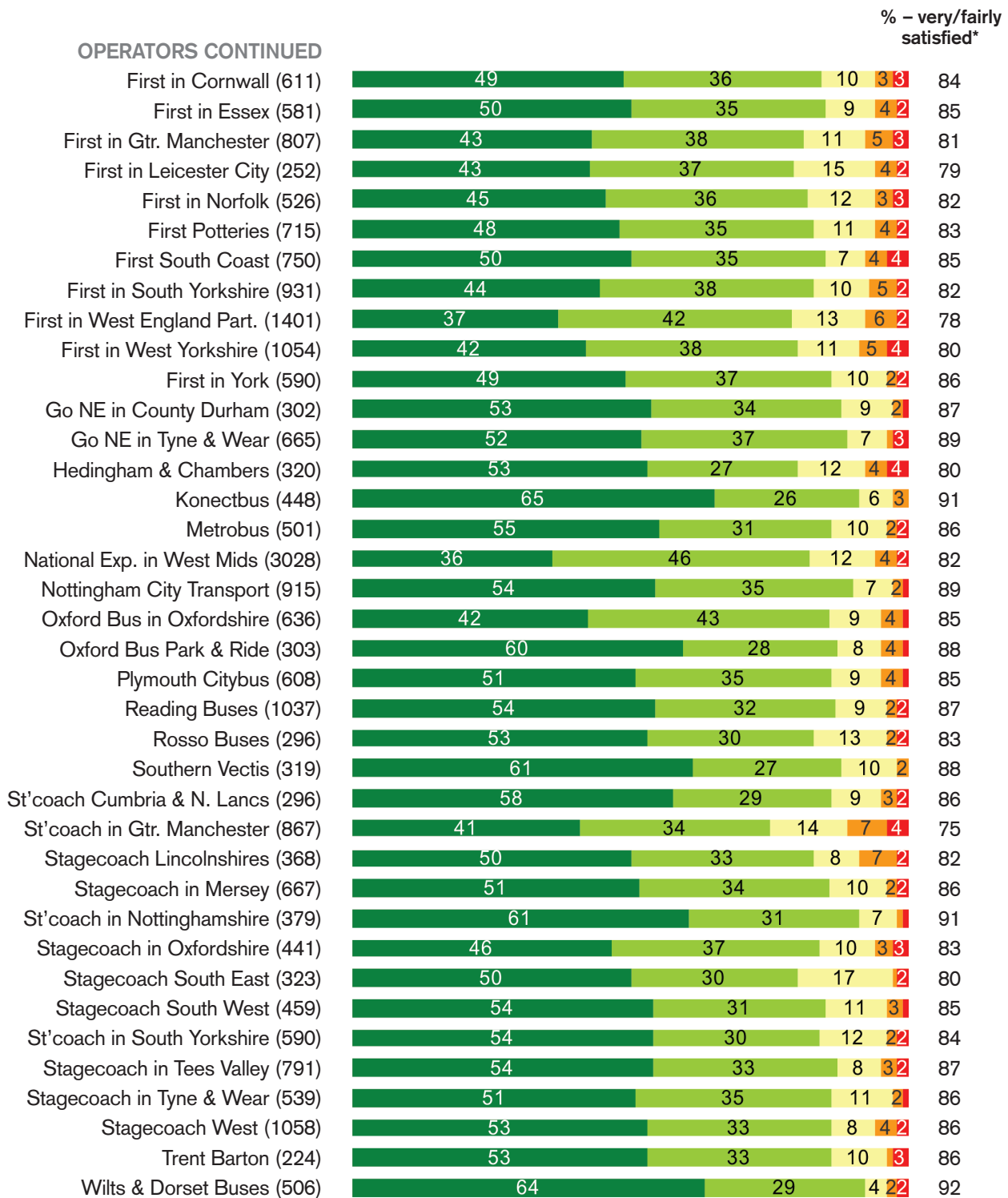
### Satisfaction with on-bus journey time (%)



\*Due to rounding the percentage very/fairly satisfied may not always be equal to the sum of the very and fairly satisfied values in the chart

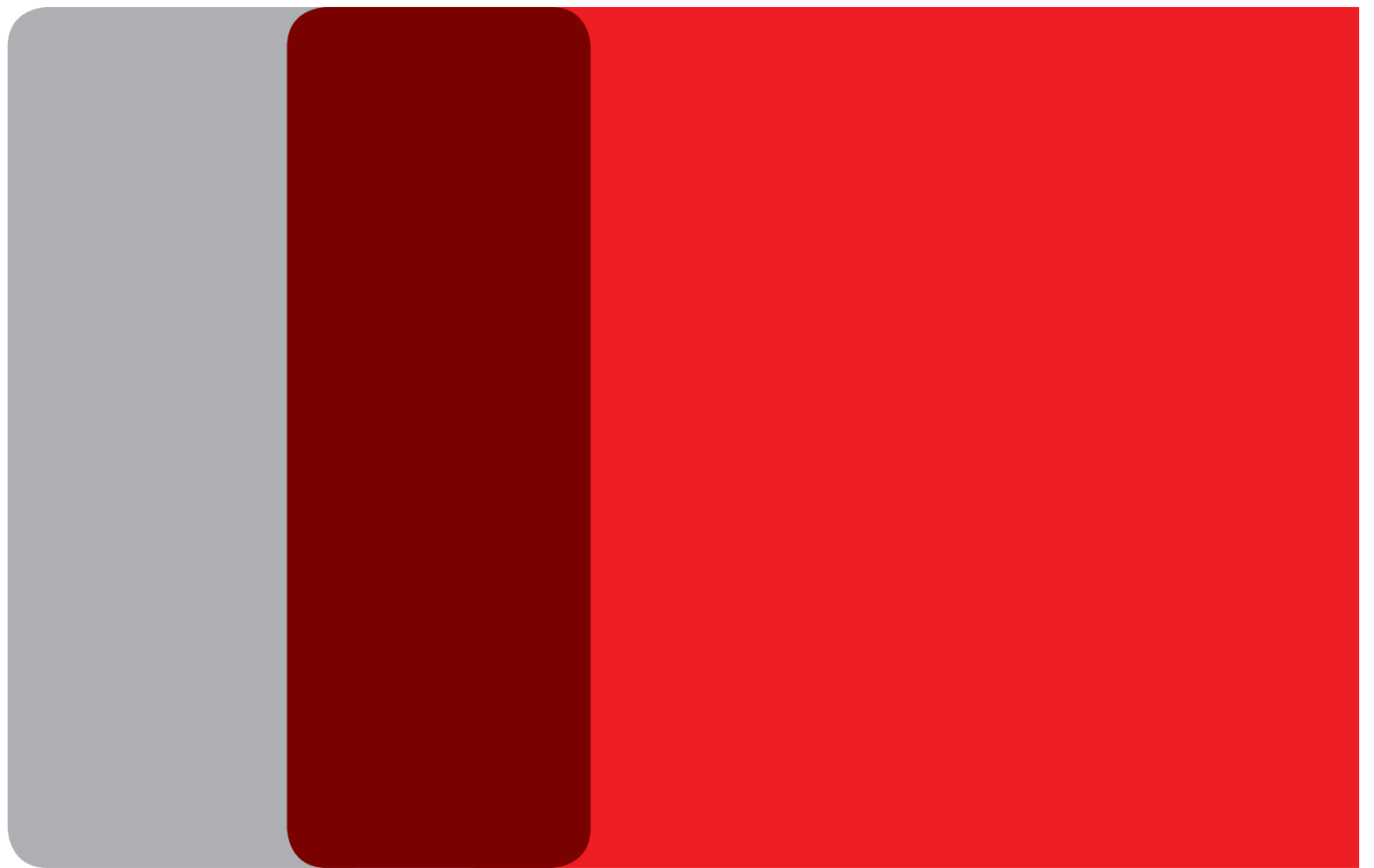


## Satisfaction with on-bus journey time (%)



■ Very satisfied   
 ■ Fairly satisfied   
 ■ Neither/nor   
 ■ Fairly dissatisfied   
 ■ Very dissatisfied

**Q How satisfied were you with the length of time your journey on the bus took?**



This is a summary of the full survey report, which is available here:  
[www.transportfocus.org.uk/research-publications/research/bus-passenger-survey](http://www.transportfocus.org.uk/research-publications/research/bus-passenger-survey)

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