



Bus Passenger Survey

Autumn 2017

Summary of key results

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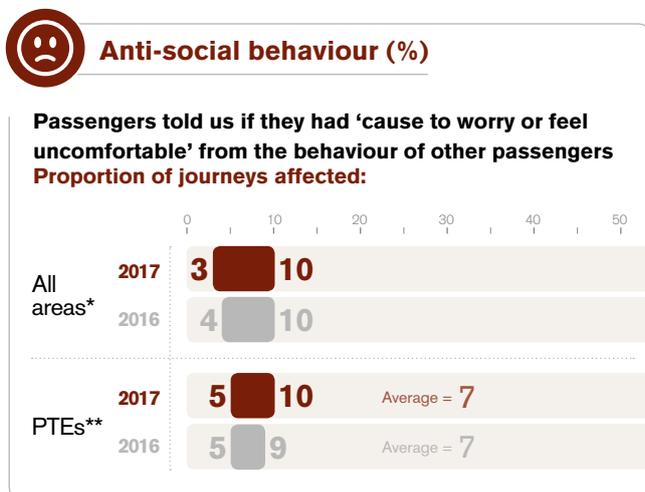
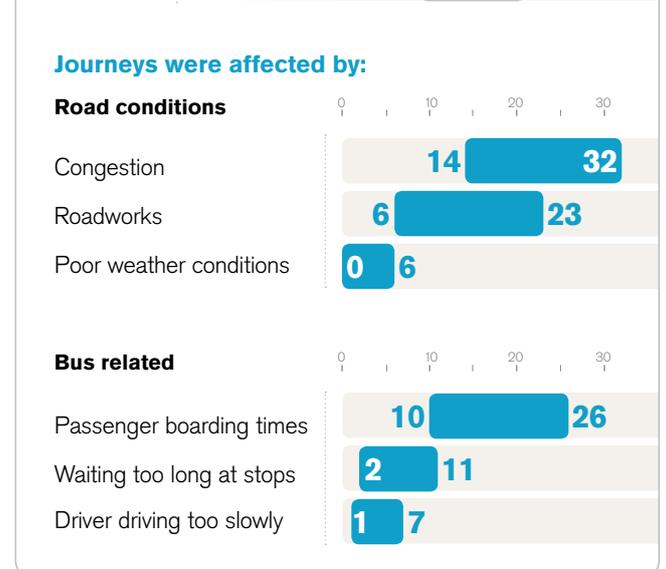
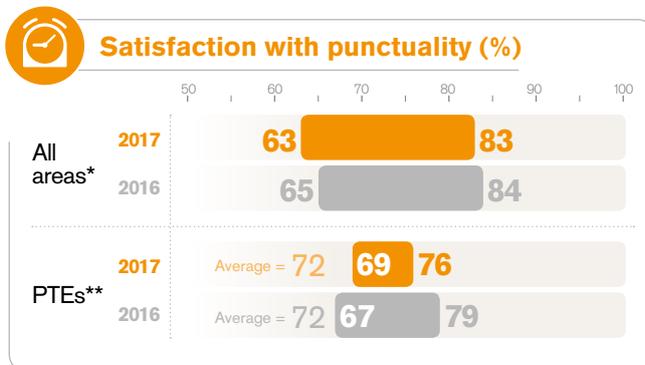
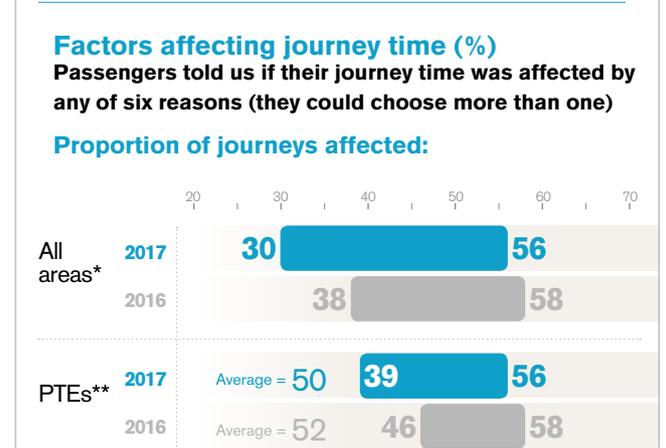
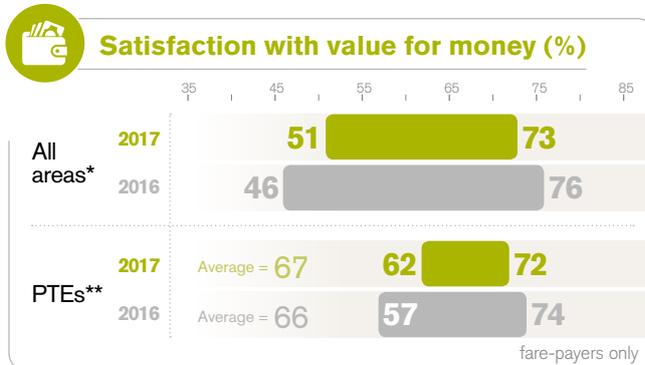
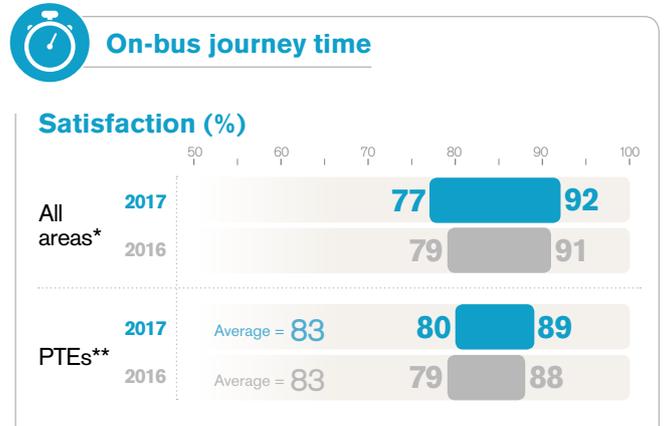
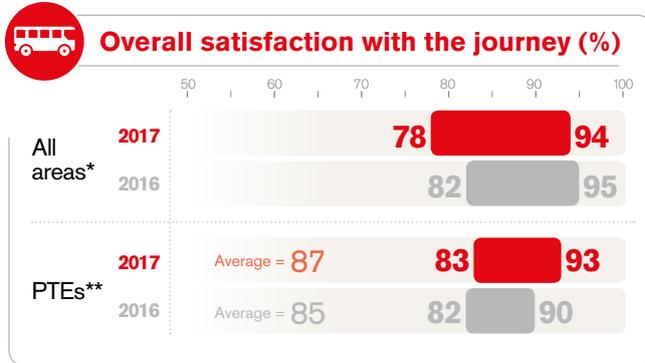
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Any authority or operator that might like to be included in future survey waves should contact Robert Pain at robert.pain@transportfocus.org.uk

Key findings by authority areas in England*

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

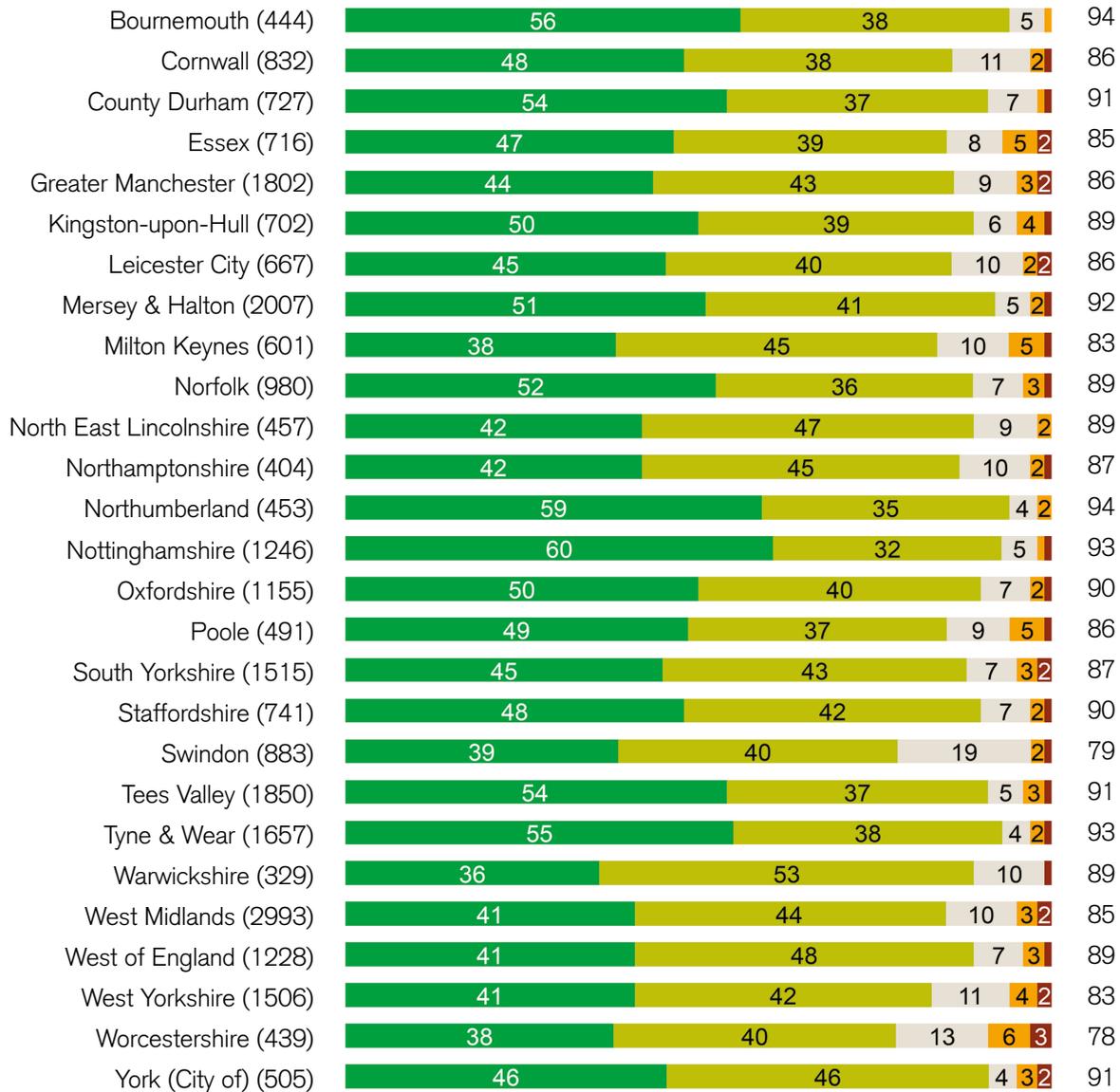


*The authority areas covered in the autumn 2017 survey are not exactly the same as those covered in the autumn 2016 survey, although the majority are the same (including all six PTEs)
**Passenger Transport Executive areas



Overall satisfaction with the bus journey (%)

% – very/fairly satisfied*



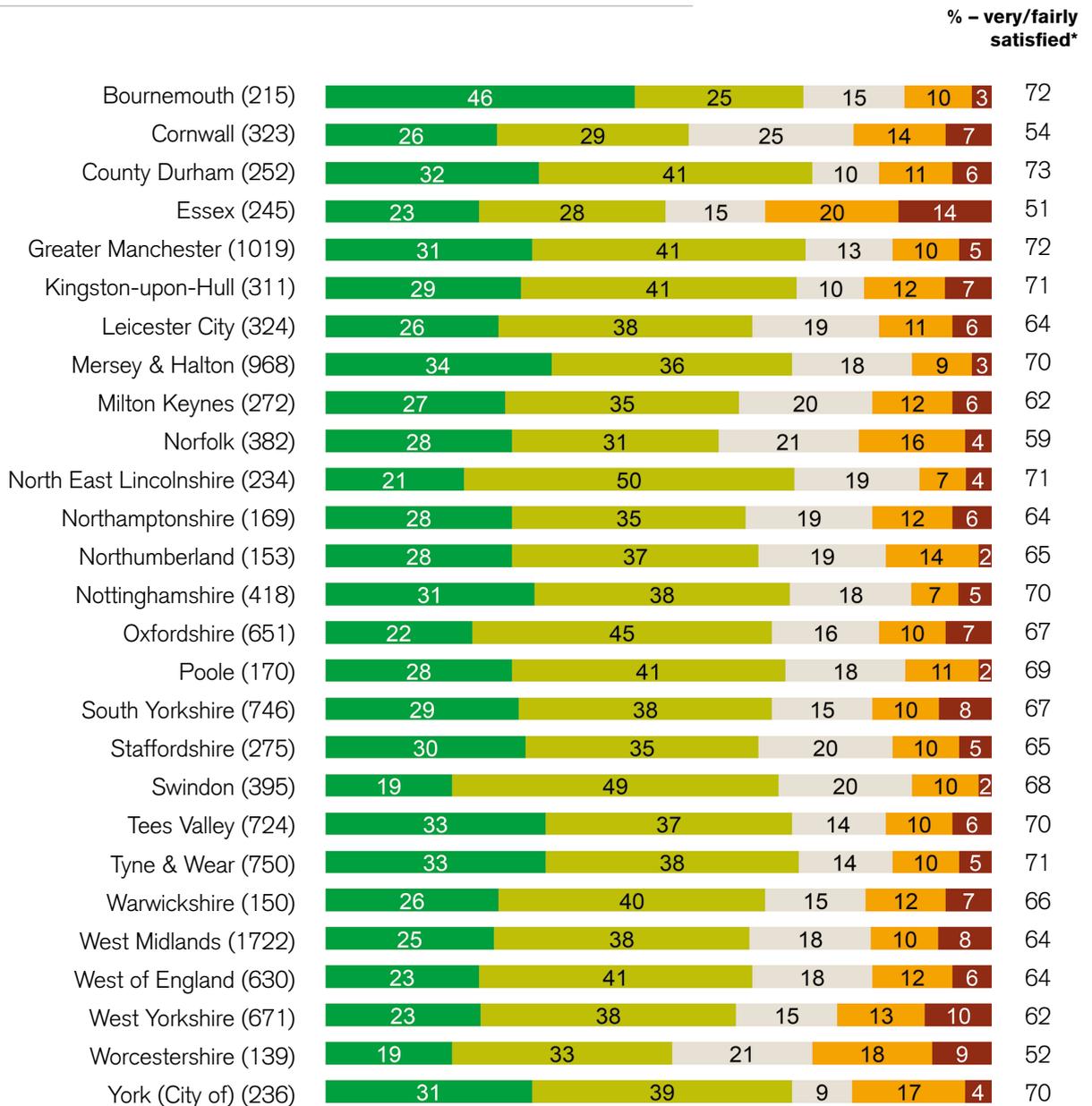
Very satisfied Fairly satisfied Neither/nor Fairly dissatisfied Very dissatisfied

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

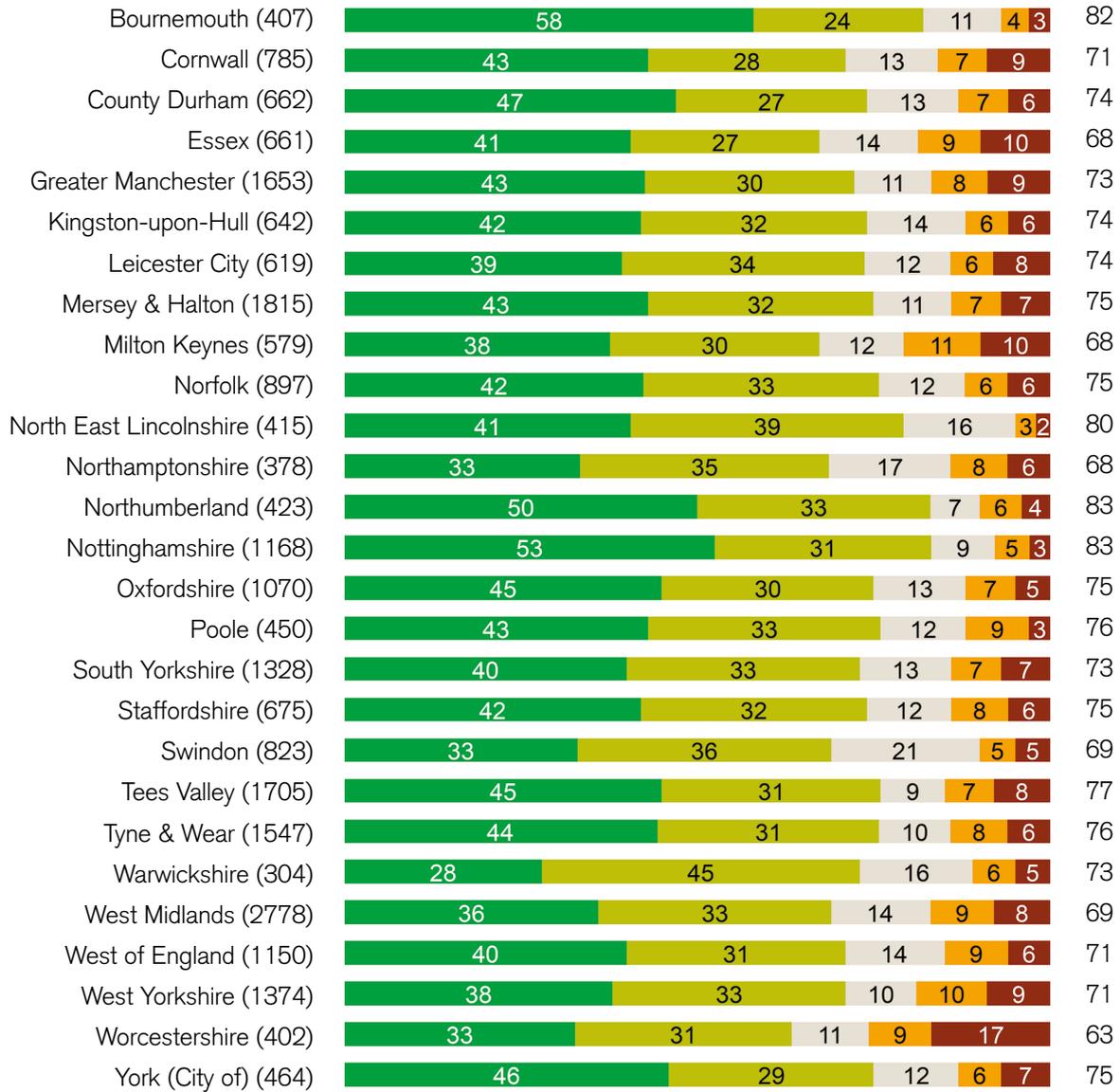
Q How satisfied were you with the value for money of your journey?

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Satisfaction with punctuality of the bus (%)

% – very/fairly satisfied*



Very satisfied Fairly satisfied Neither/nor Fairly dissatisfied Very dissatisfied

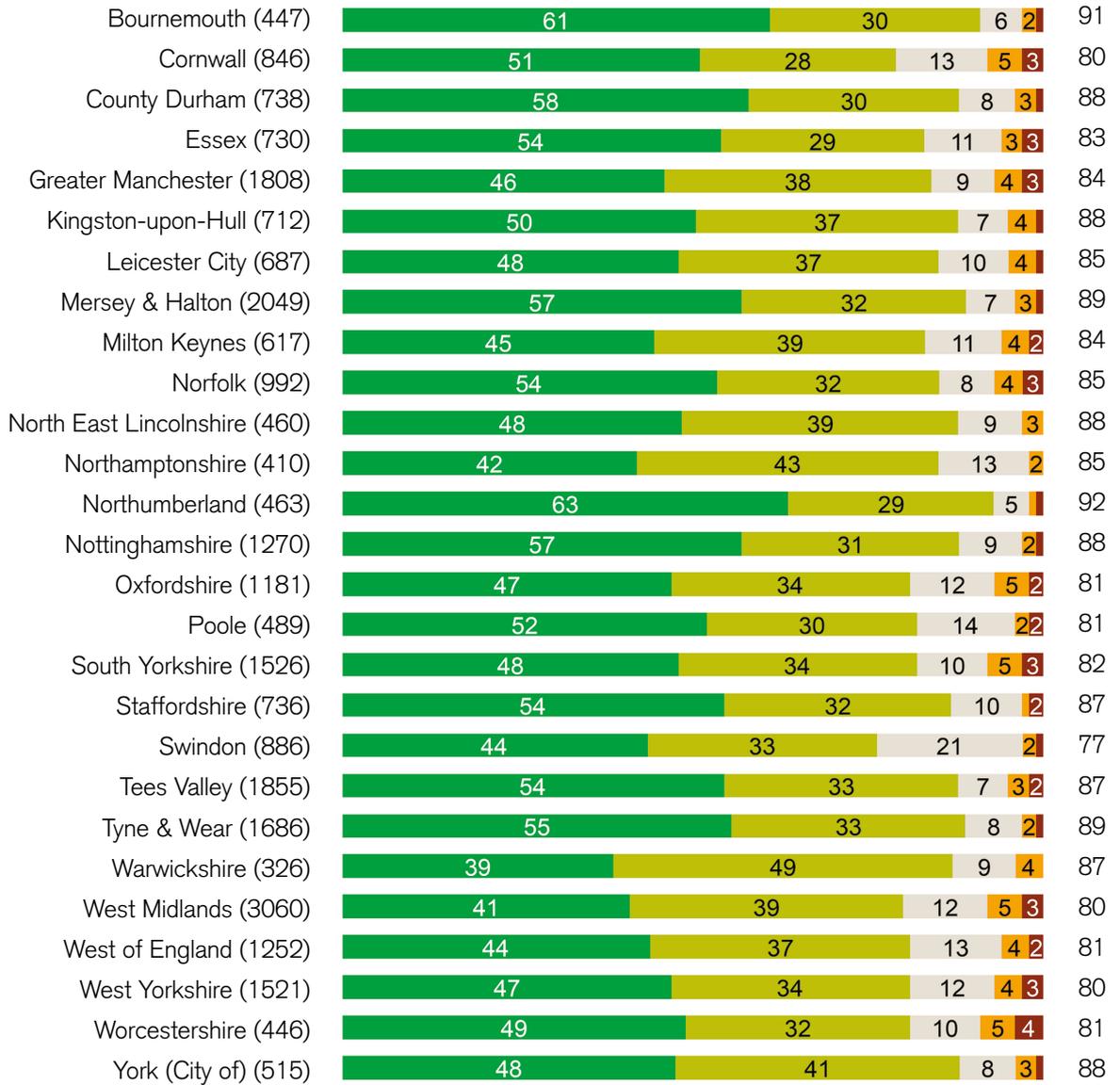
Q How satisfied were you with the punctuality of the bus?

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Satisfaction with on-bus journey time (%)

% – very/fairly satisfied*



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

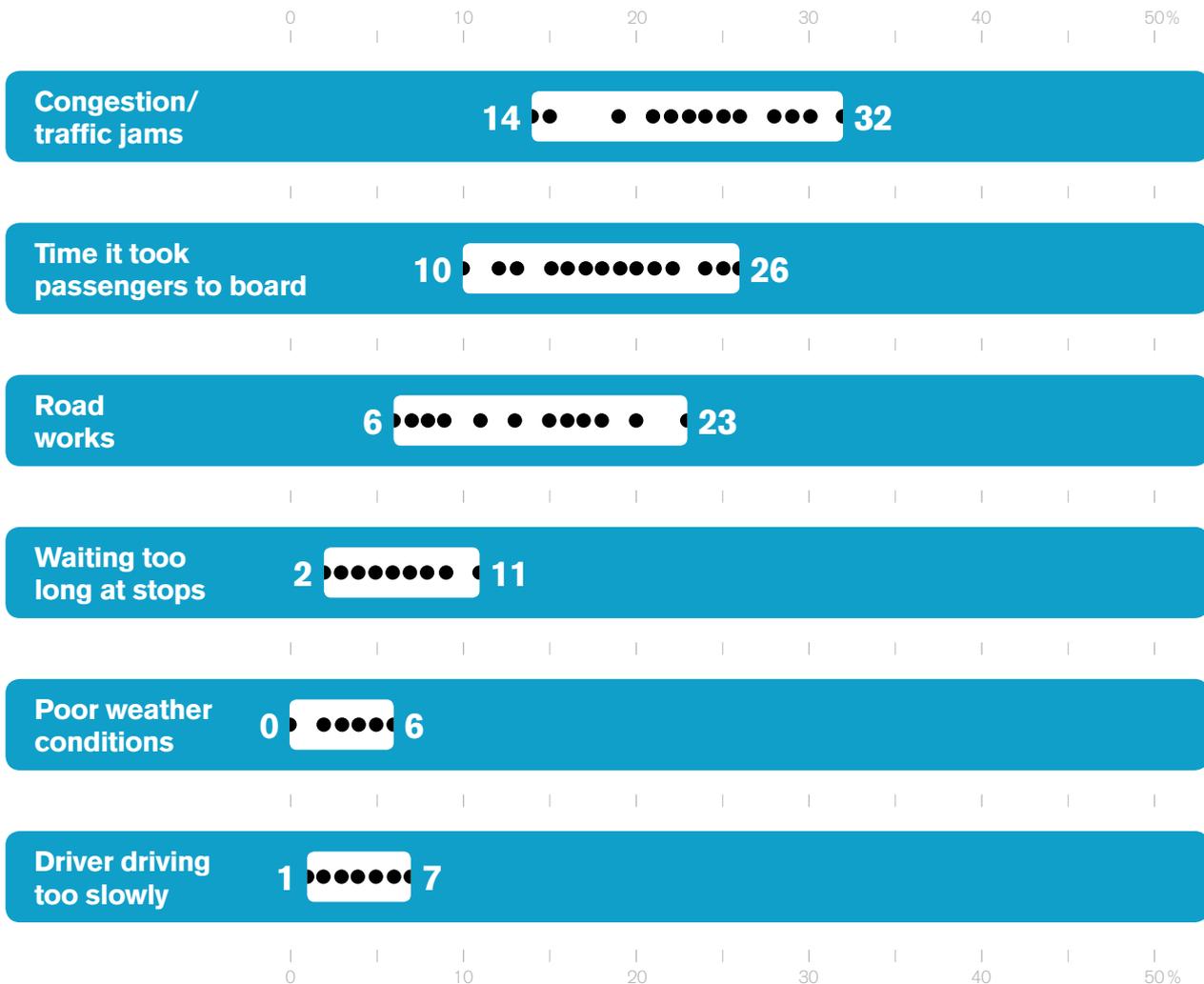


Factors affecting journey length (%) – how scores vary by area

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 27 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.

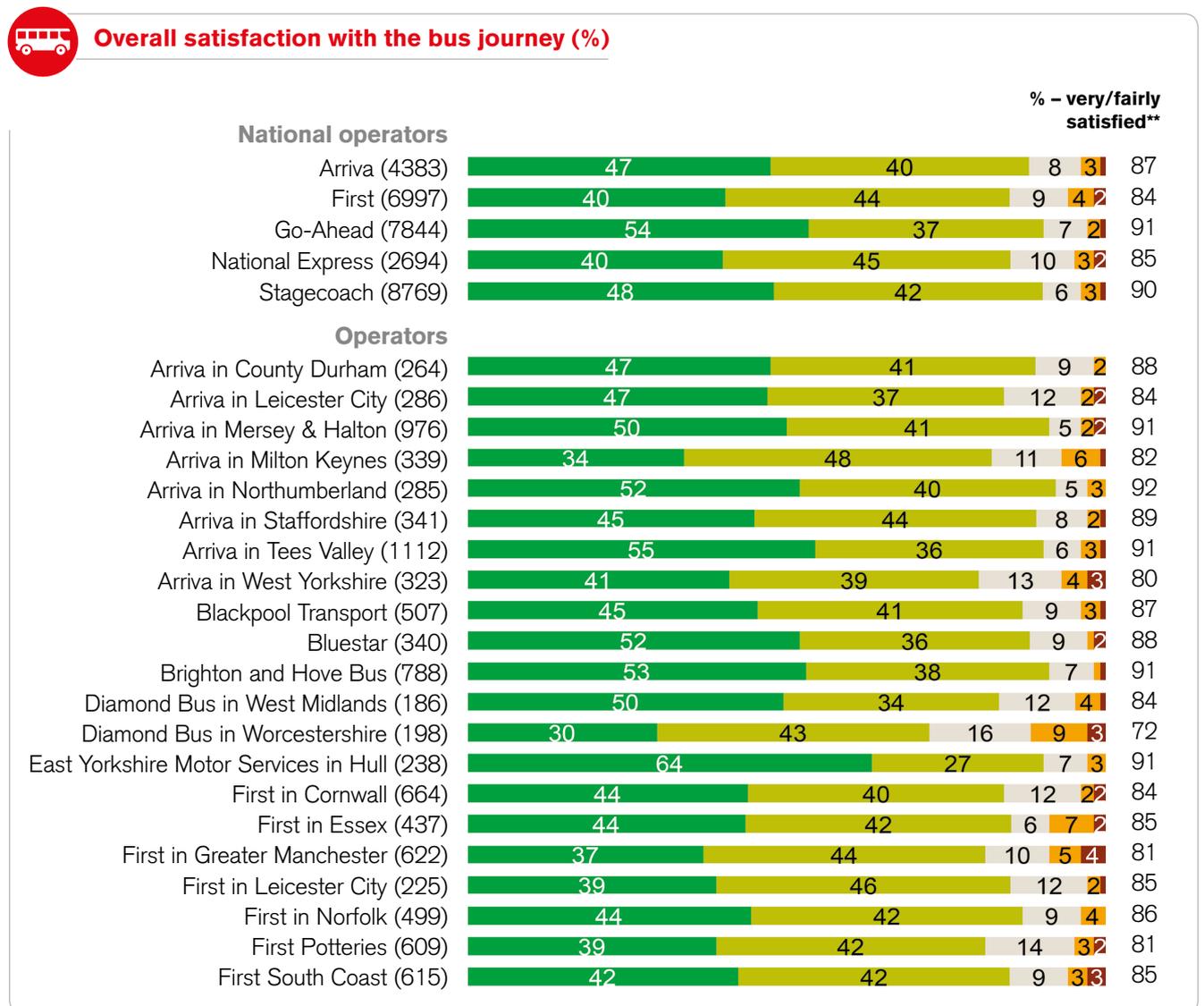
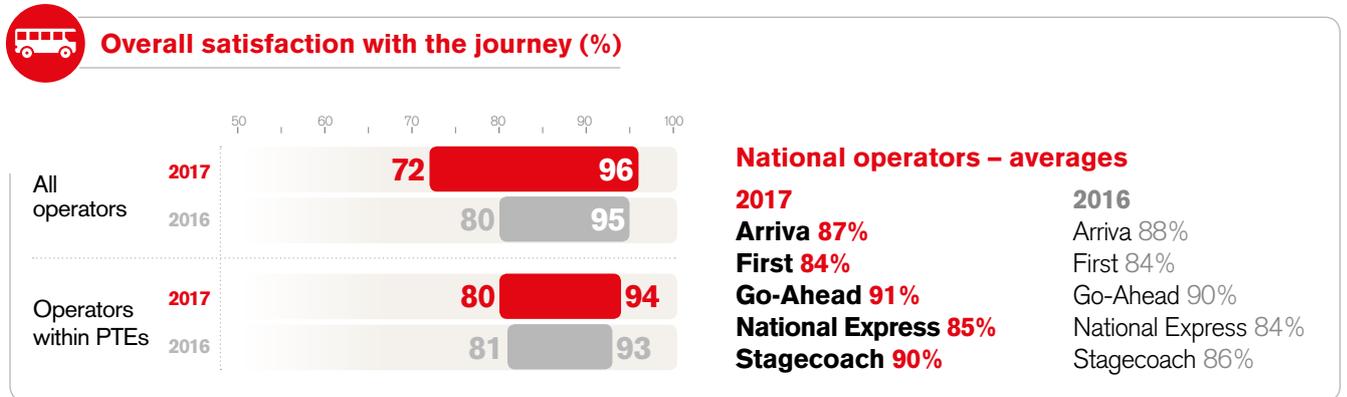
This shows, for example, that congestion/traffic jams tend to impact upon a higher percentage of journeys than roadworks, as the white band is further to the right. However, the variation in scores for congestion/traffic jams and roadworks is similar.



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

Passengers could provide more than one answer

Key findings by bus operators in England*



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

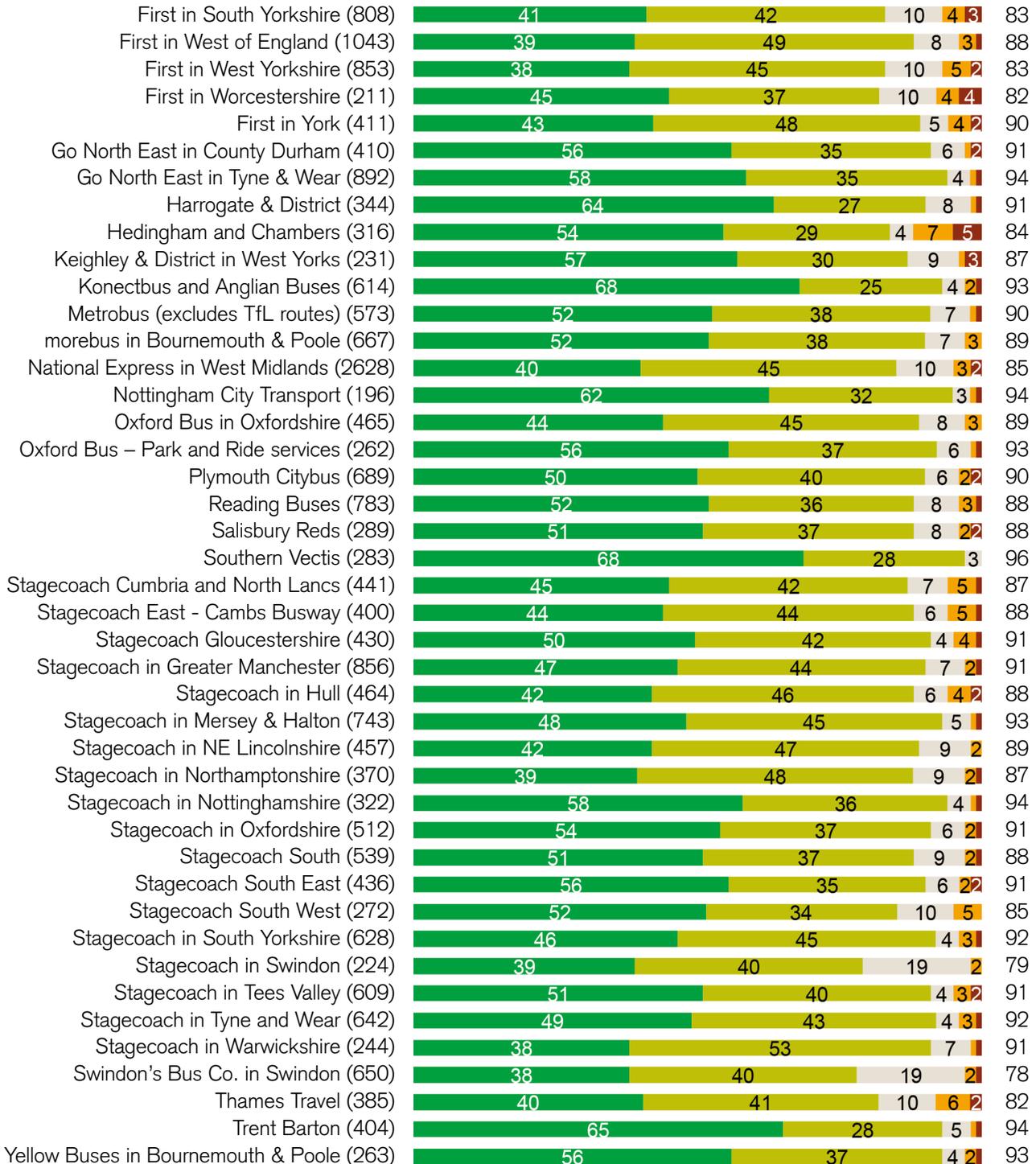
**Due to rounding the percentage very/fairly satisfied may not always be equal to the sum of the very and fairly satisfied values in the chart



Overall satisfaction with the bus journey (%)

% – very/fairly satisfied**

Operators continued

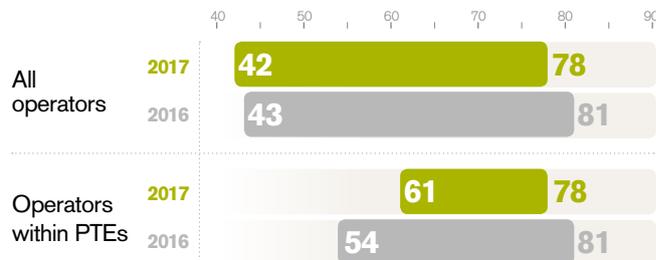


Very satisfied Fairly satisfied Neither/nor Fairly dissatisfied Very dissatisfied

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 (%) – fare-paying passengers

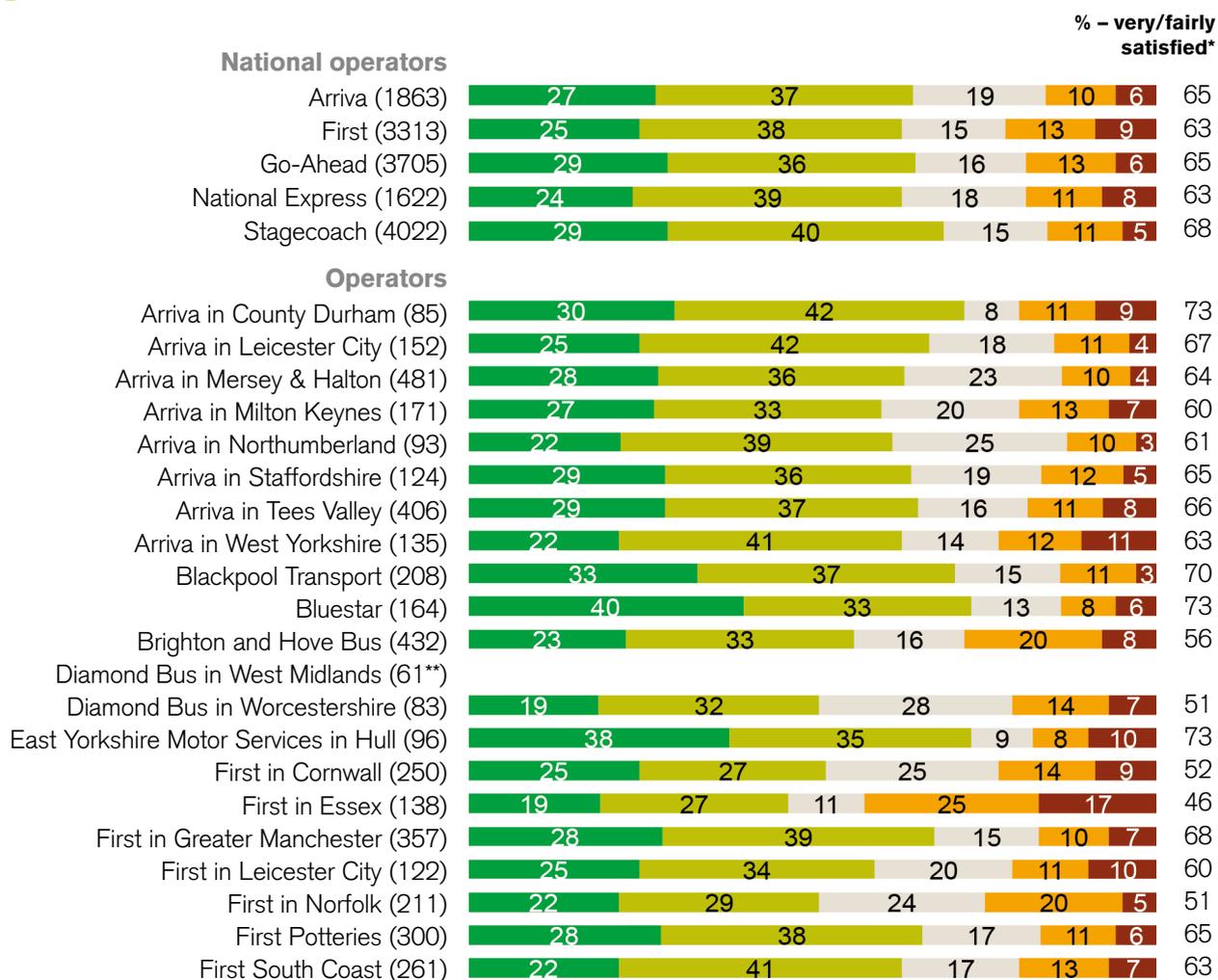


National operators – averages

2017	2016
Arriva 65%	Arriva 66%
First 63%	First 60%
Go-Ahead 65%	Go-Ahead 63%
National Express 63%	National Express 62%
Stagecoach 68%	Stagecoach 68%



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

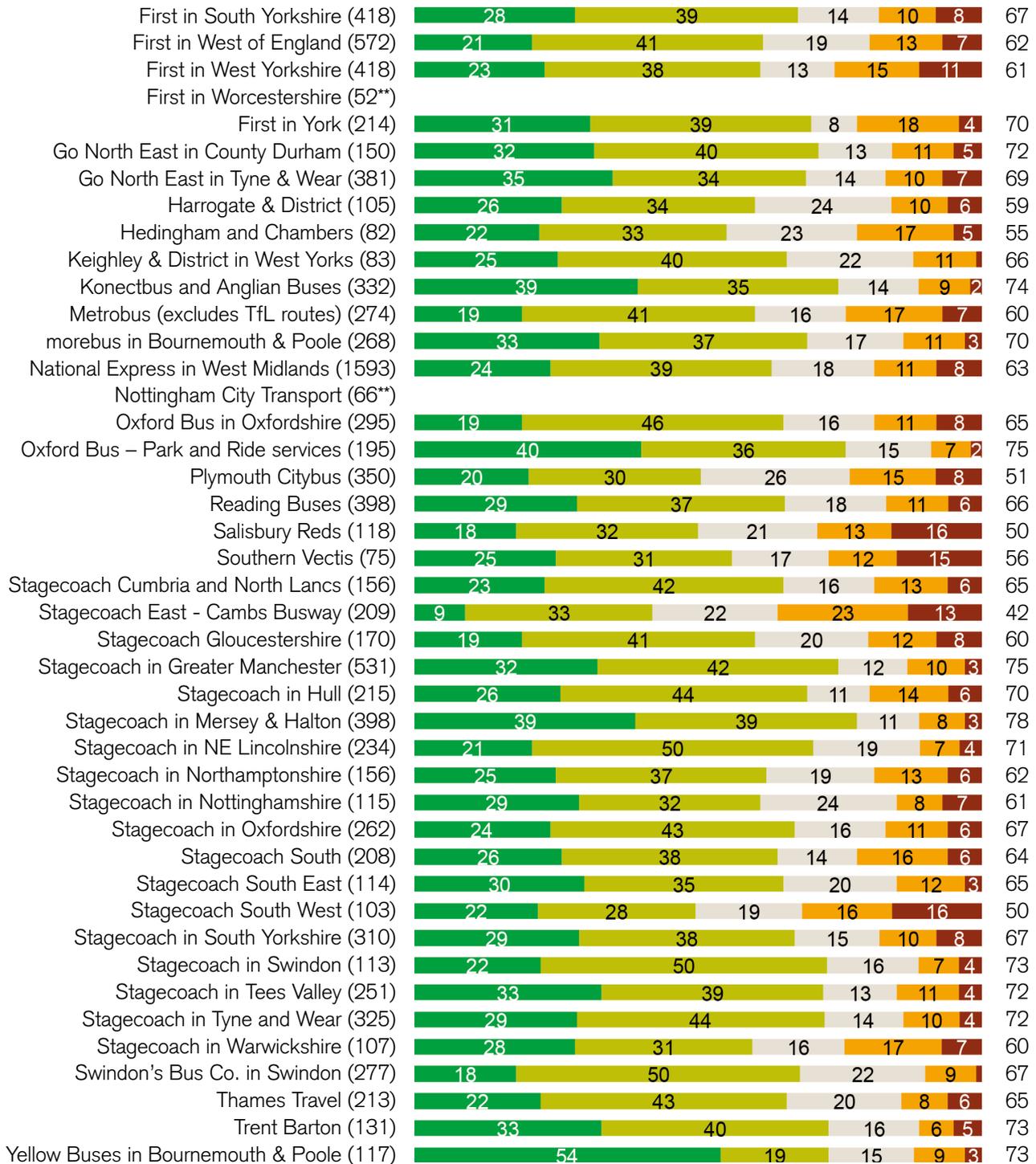
**Low base size



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

% – very/fairly satisfied*

Operators continued

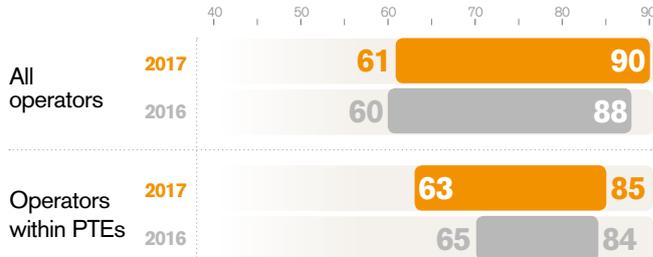


■ Very satisfied
 ■ Fairly satisfied
 ■ Neither/nor
 ■ Fairly dissatisfied
 ■ Very dissatisfied

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



Punctuality (%)

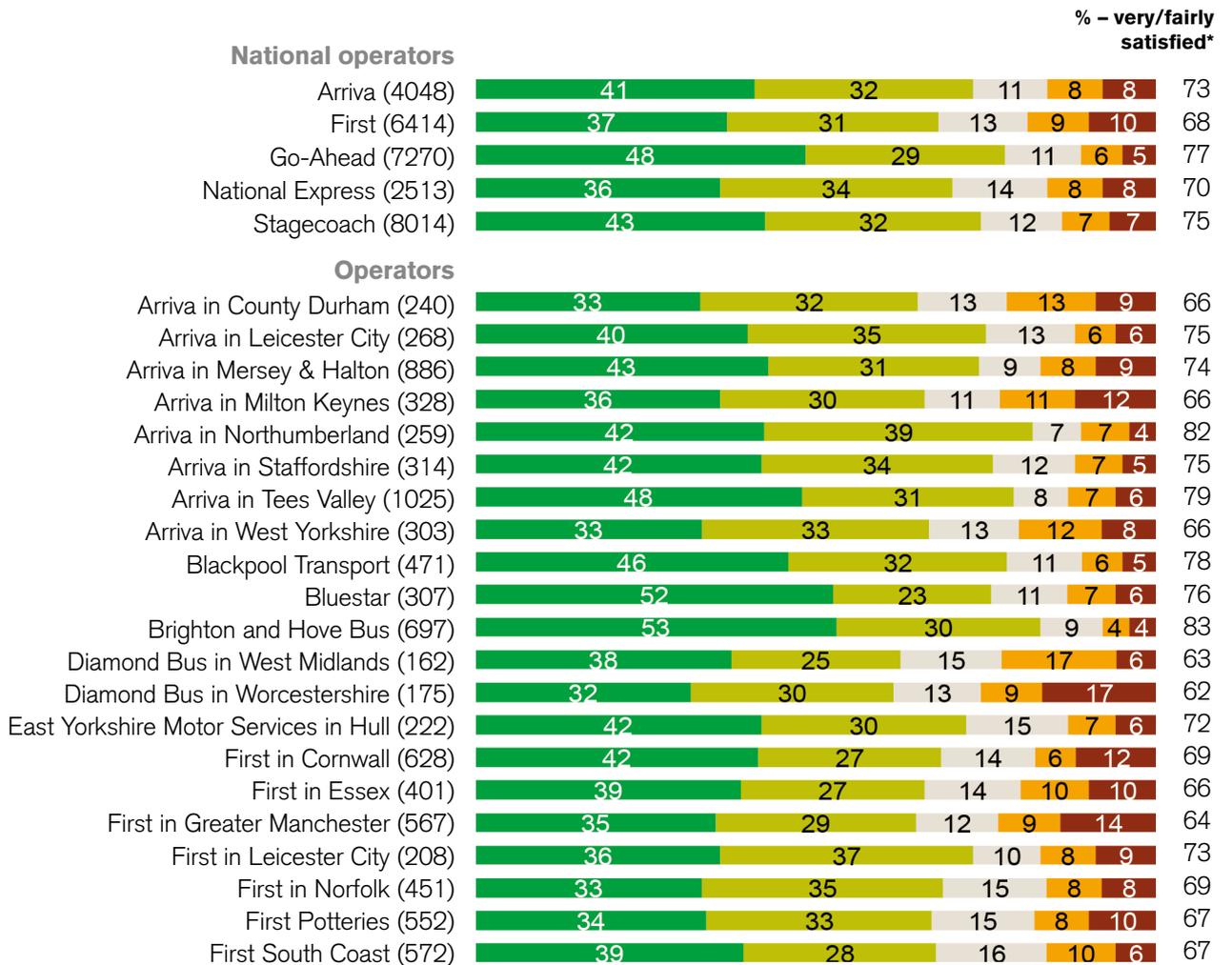


National operators – averages

2017	2016
Arriva 73%	Arriva 74%
First 68%	First 67%
Go-Ahead 77%	Go-Ahead 79%
National Express 70%	National Express 70%
Stagecoach 75%	Stagecoach 72%



Satisfaction with punctuality of the bus (%)



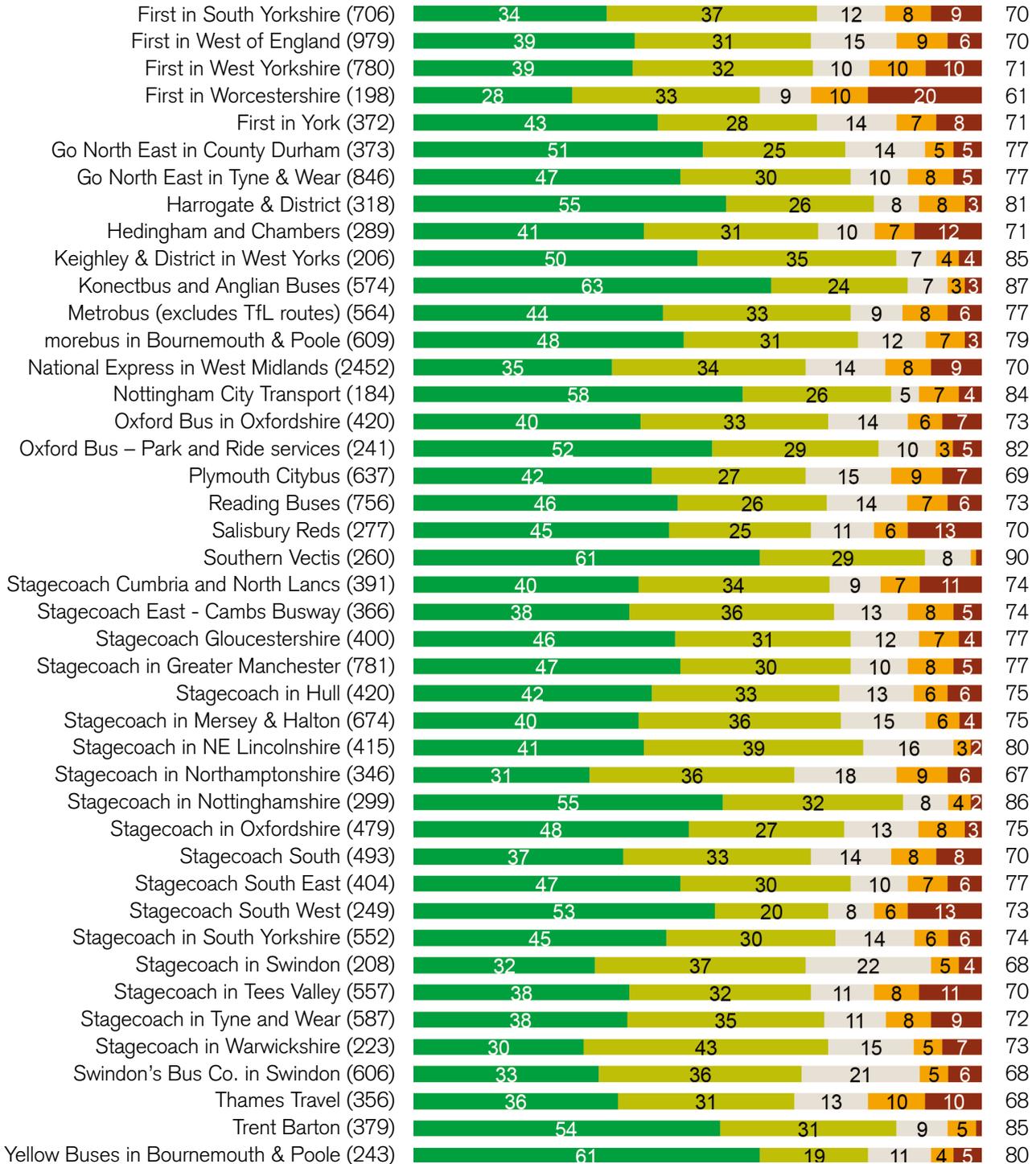
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Satisfaction with punctuality of the bus (%)

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Operators continued

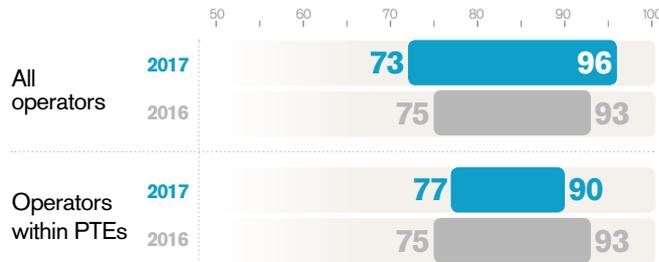


Very satisfied Fairly satisfied Neither/nor Fairly dissatisfied Very dissatisfied

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



On-bus journey time (%)

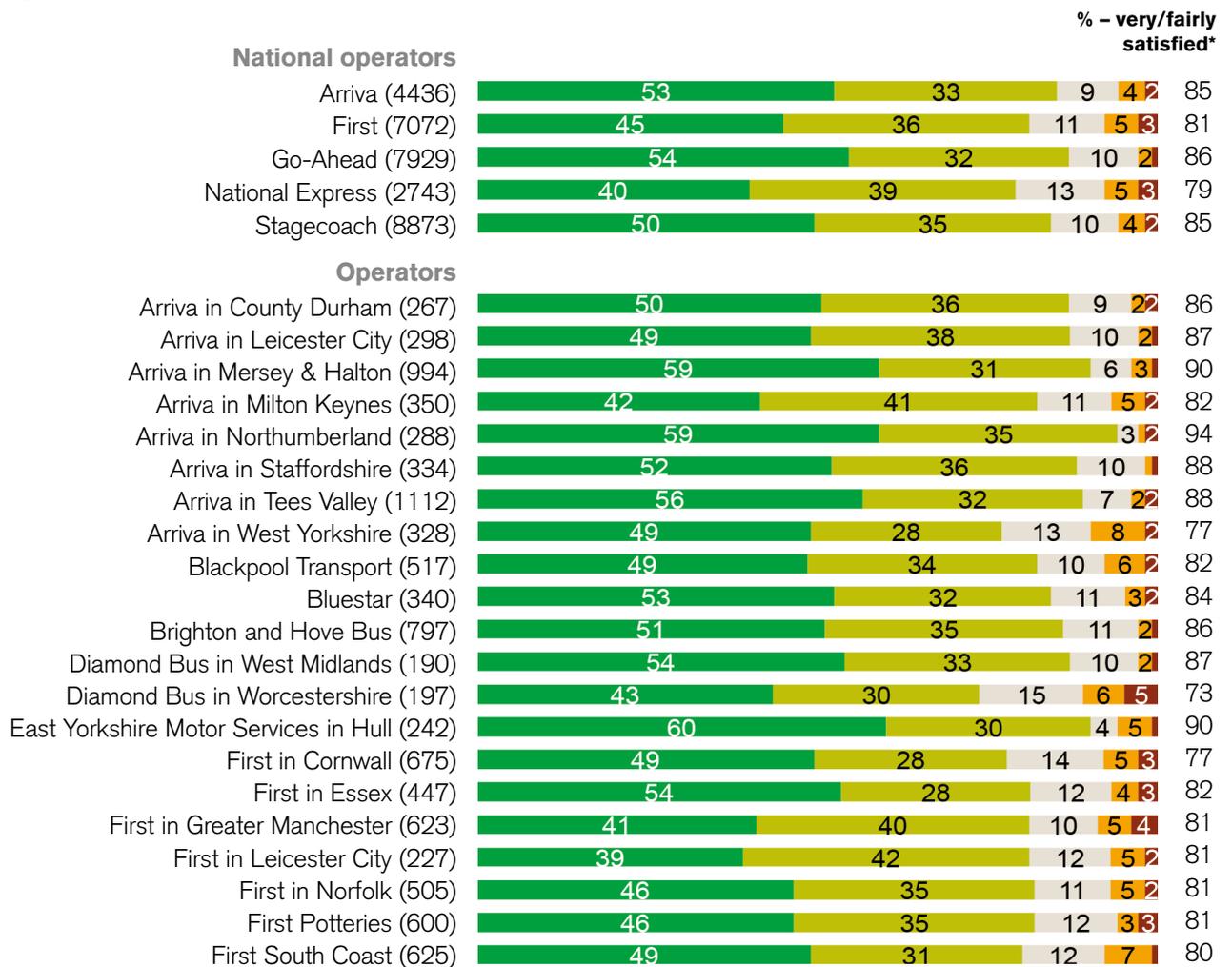


National operators – averages

Year	Arriva	First	Go-Ahead	National Express	Stagecoach
2017	85%	81%	86%	79%	85%
2016	84%	81%	87%	82%	82%



Satisfaction with on-bus journey time (%)



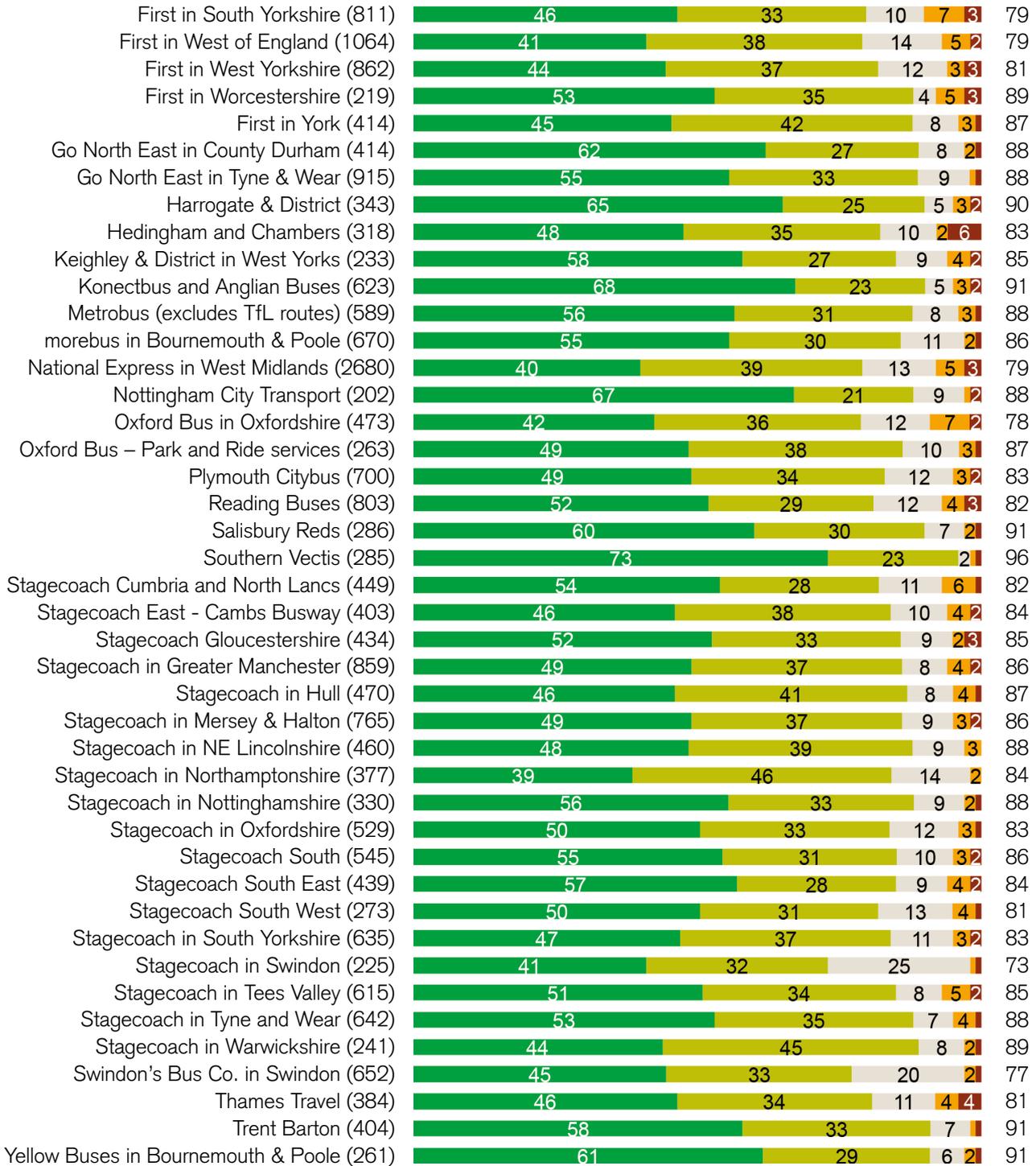
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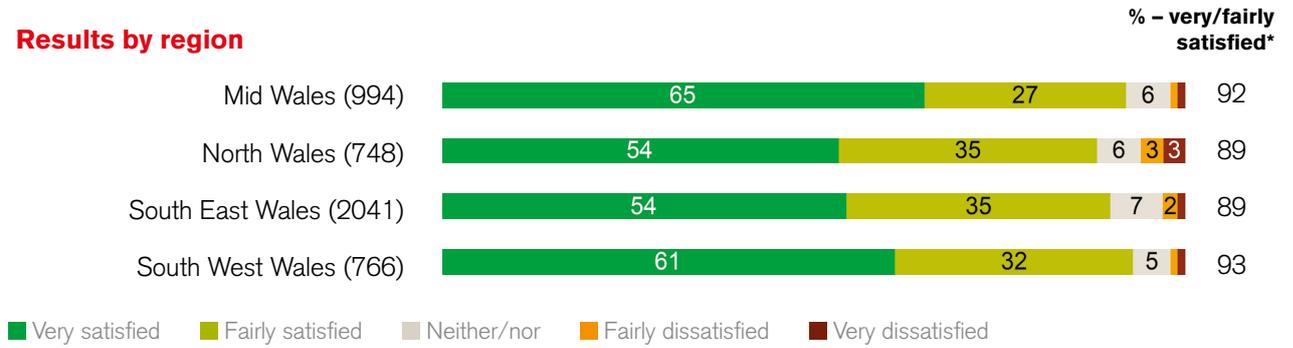
Q How satisfied were you with the length of time your journey on the bus took?

Key findings by region in Wales



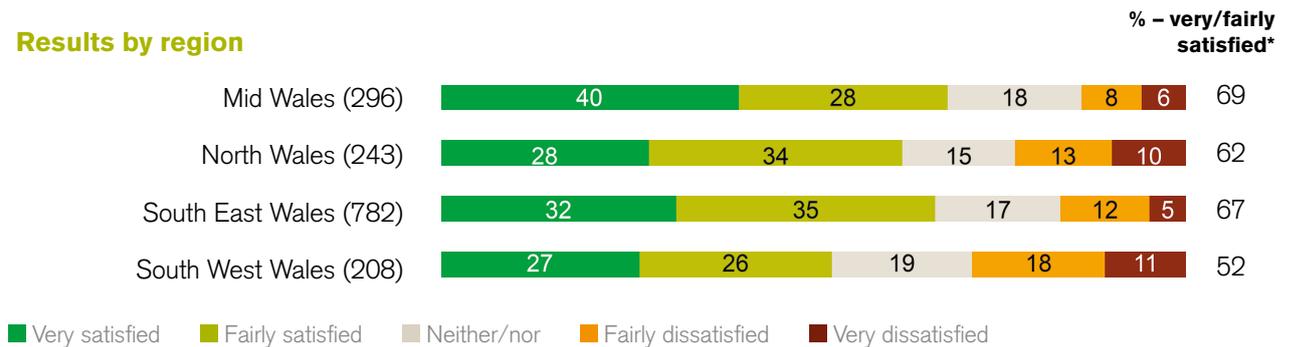
Overall satisfaction with the journey (%)

Results by region



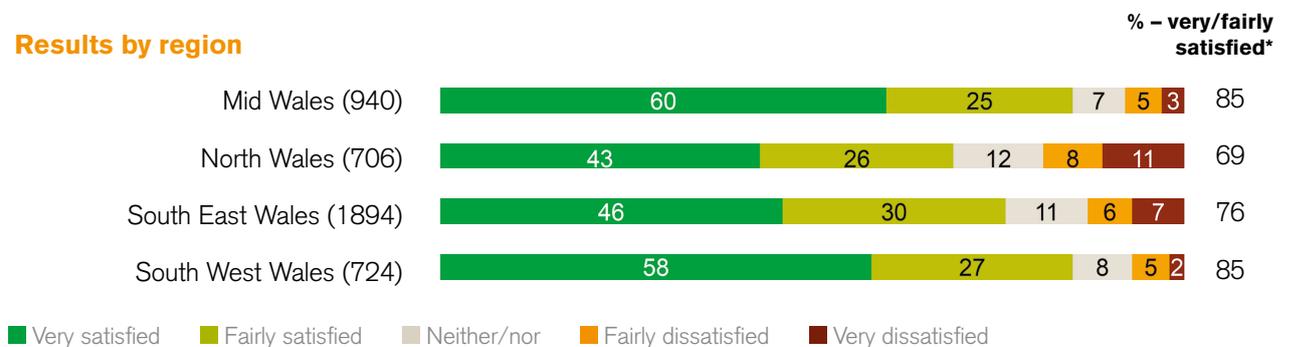
Satisfaction with value for money (%) – fare-paying passengers

Results by region



Satisfaction with punctuality of the bus (%)

Results by region

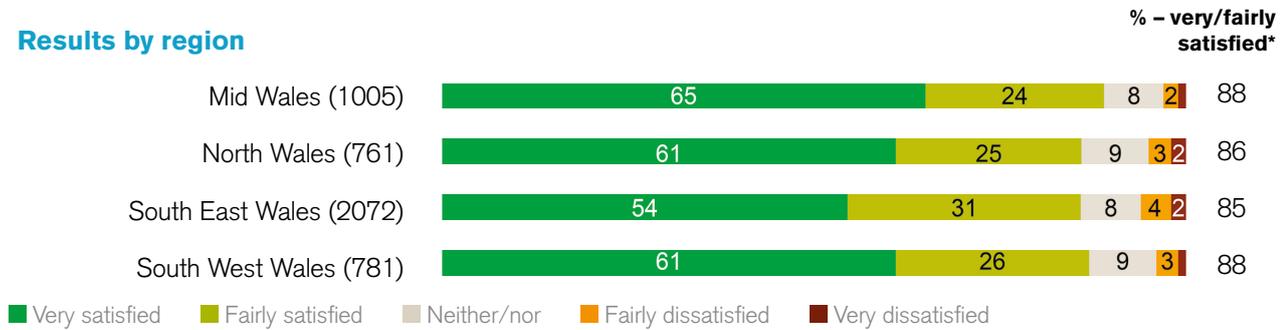


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Satisfaction with on-bus journey time (%)

Results by region



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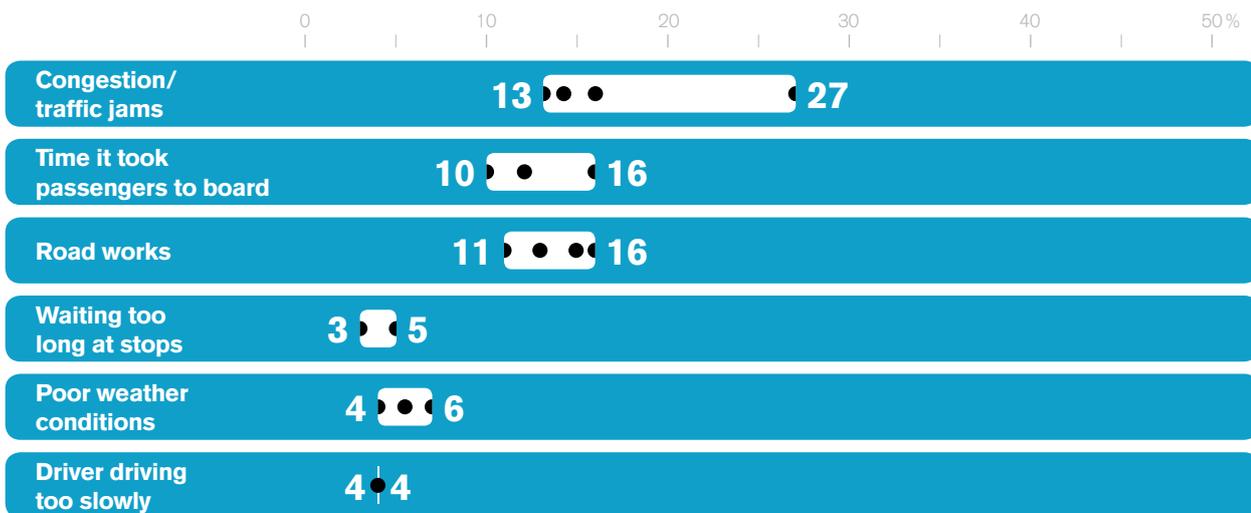


Factors affecting journey length (%) – how this varies by region

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 four regions. 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 region. 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. There is also wider variation in scores for congestion/traffic jams than there is for roadworks.



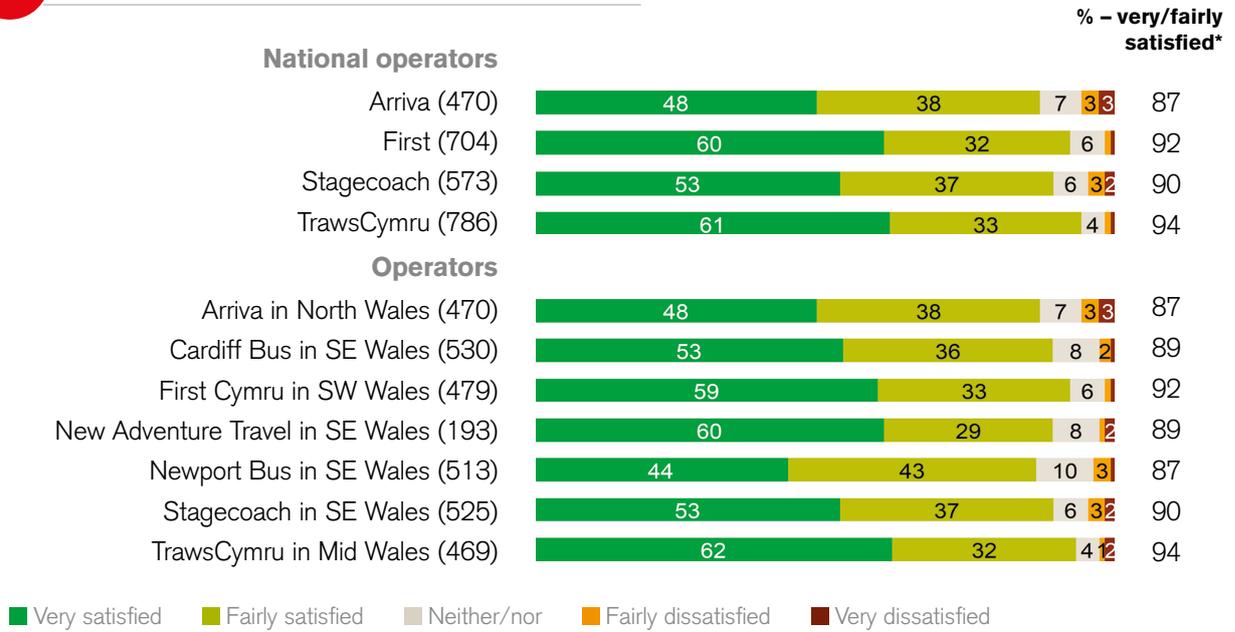
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Key findings by bus operators in Wales



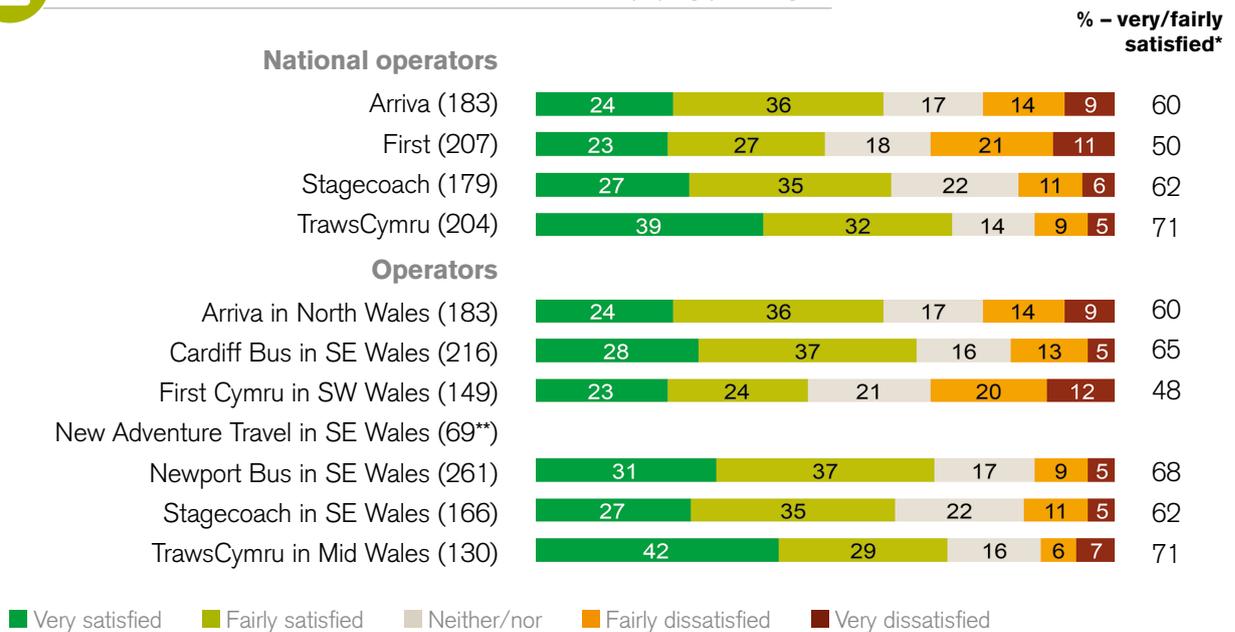
Overall satisfaction with the bus journey (%)



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



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



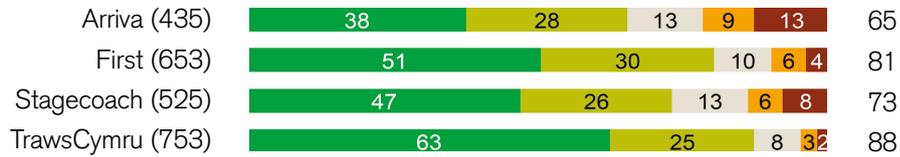
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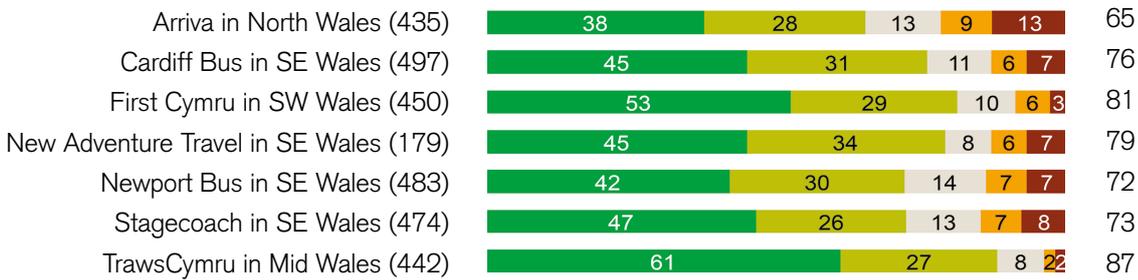
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National operators



Operators



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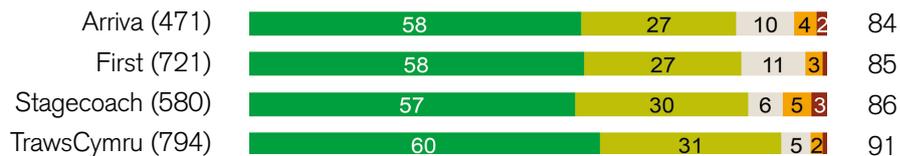
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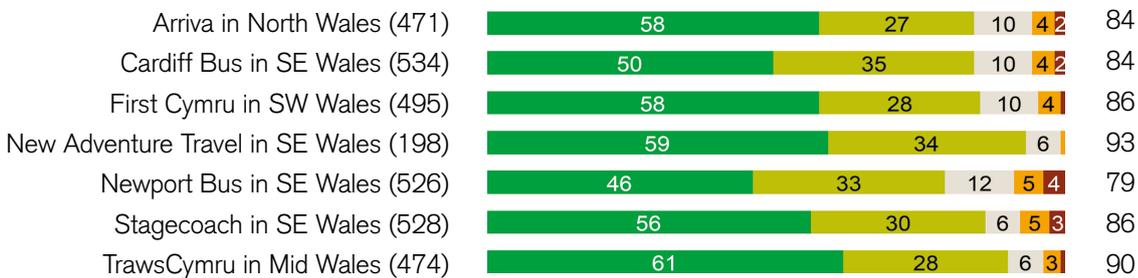
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National operators



Operators



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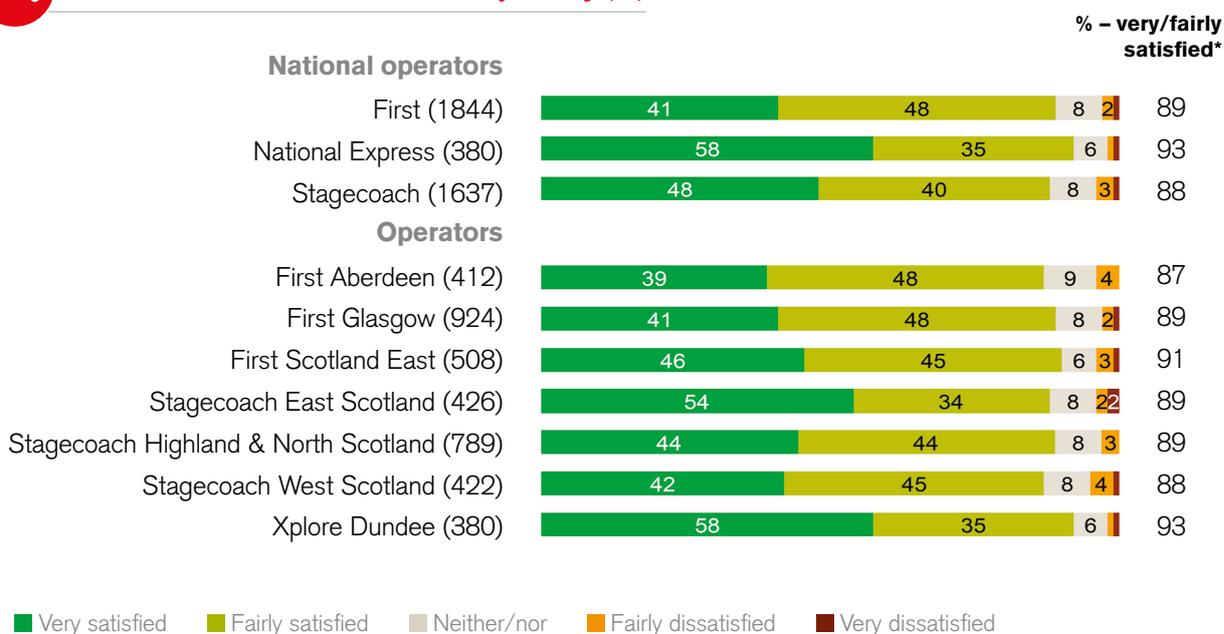
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**Low base size

Key findings by bus operators in Scotland



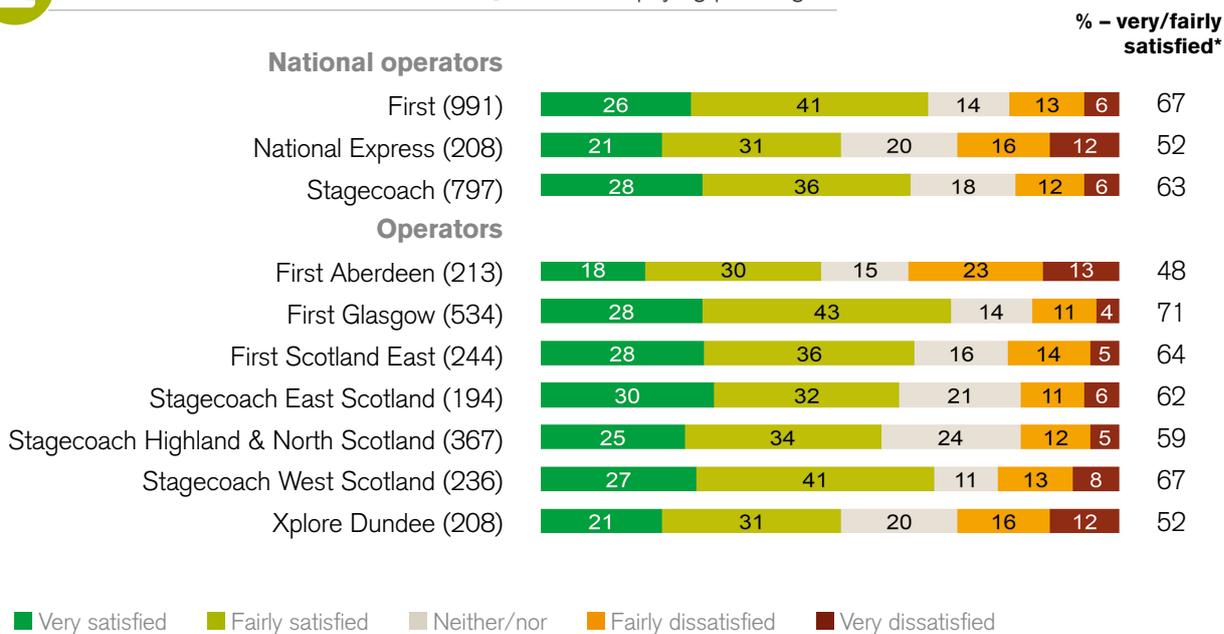
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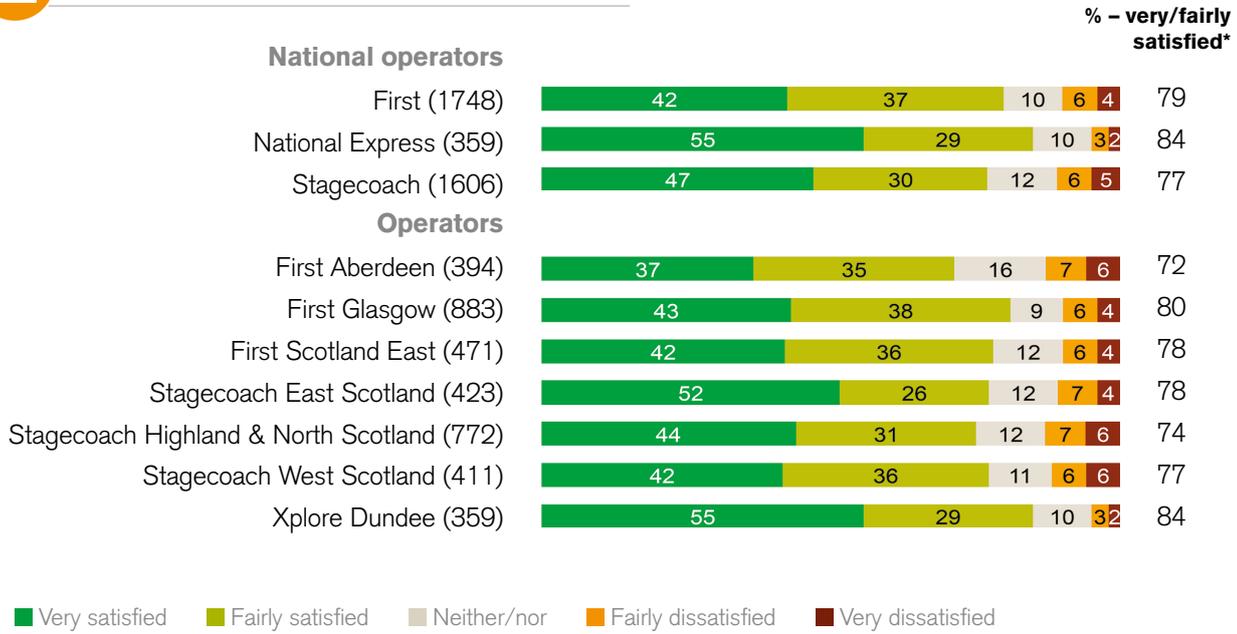
Satisfaction with value for money (%) – fare-paying passengers



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



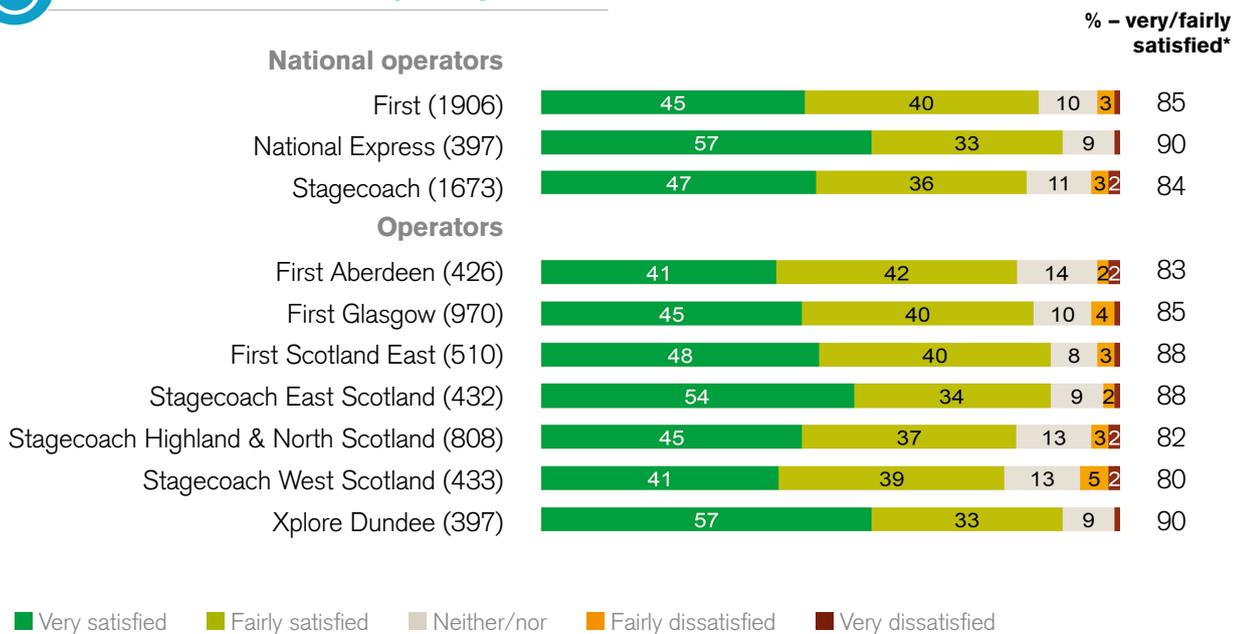
Satisfaction with punctuality of the bus (%)



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



Satisfaction with on-bus journey time (%)



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

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Contact Transport Focus

Any enquiries about this research should be addressed to:

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www.transportfocus.org.uk

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Transport Focus is the operating name of the Passengers' Council

Transport Focus is the independent consumer organisation representing the interests of:

- all users of England's motorways and major 'A' roads (the Strategic Road Network)
- rail passengers in Great Britain
- bus, coach and tram users across England outside London.

We work to make a difference for all transport users

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