



Bus Passenger Survey

Autumn 2017

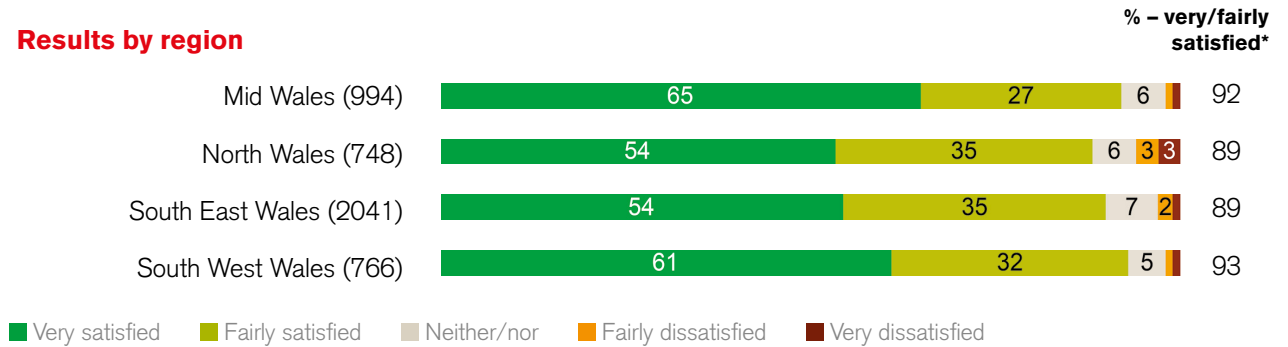
Summary of key results in Wales

Key findings by region



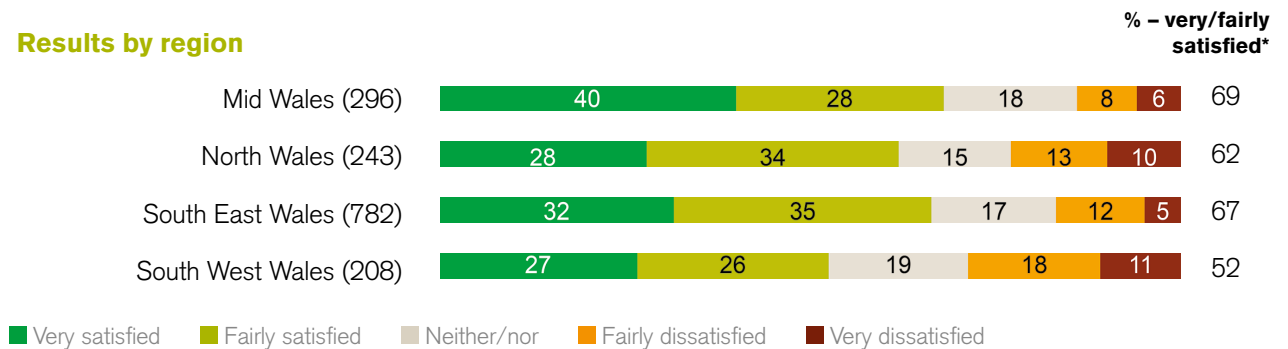
Overall satisfaction with the journey (%)

Results by region



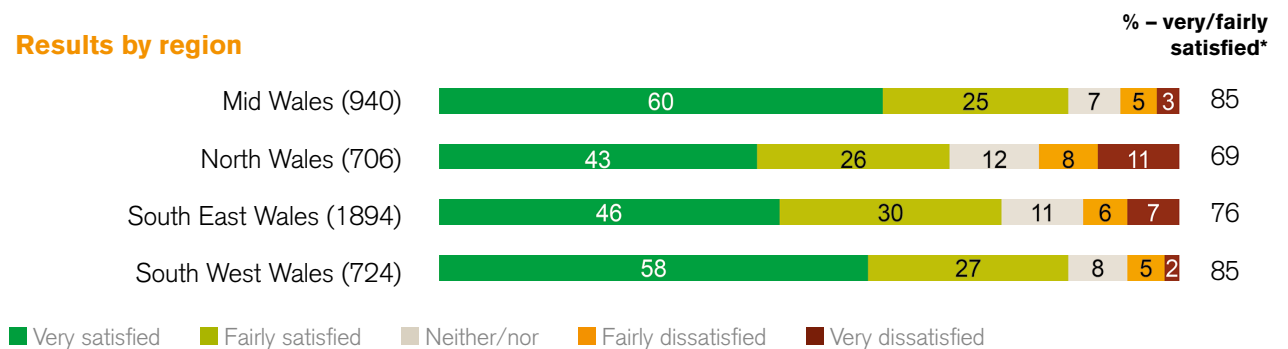
Satisfaction with value for money (%) – fare-paying passengers

Results by region



Satisfaction with punctuality of the bus (%)

Results by region

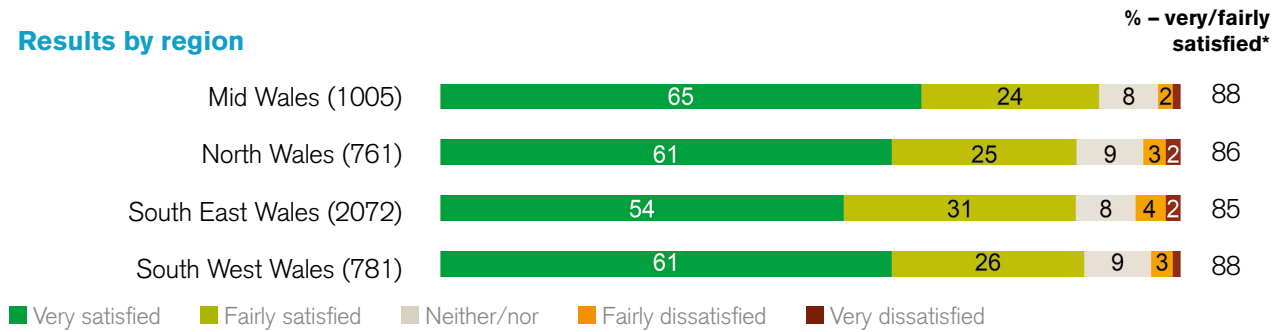


*Due to rounding the percentage very/fairly satisfied may not always be equal to the sum of the very and fairly satisfied values in the chart



Satisfaction with on-bus journey time (%)

Results by region



*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

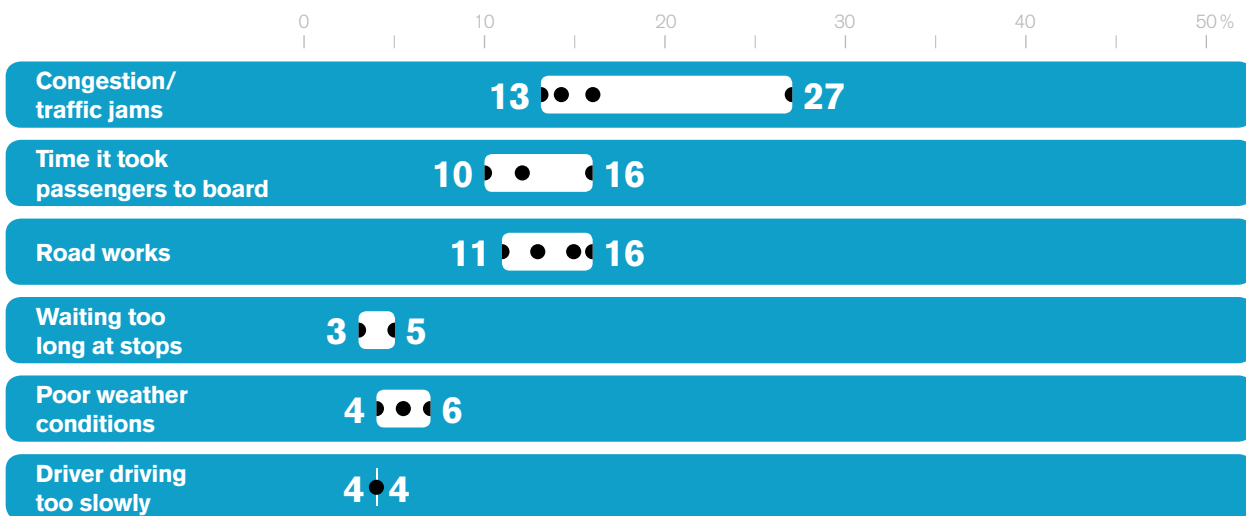


Factors affecting journey length (%) – how this varies by region

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.



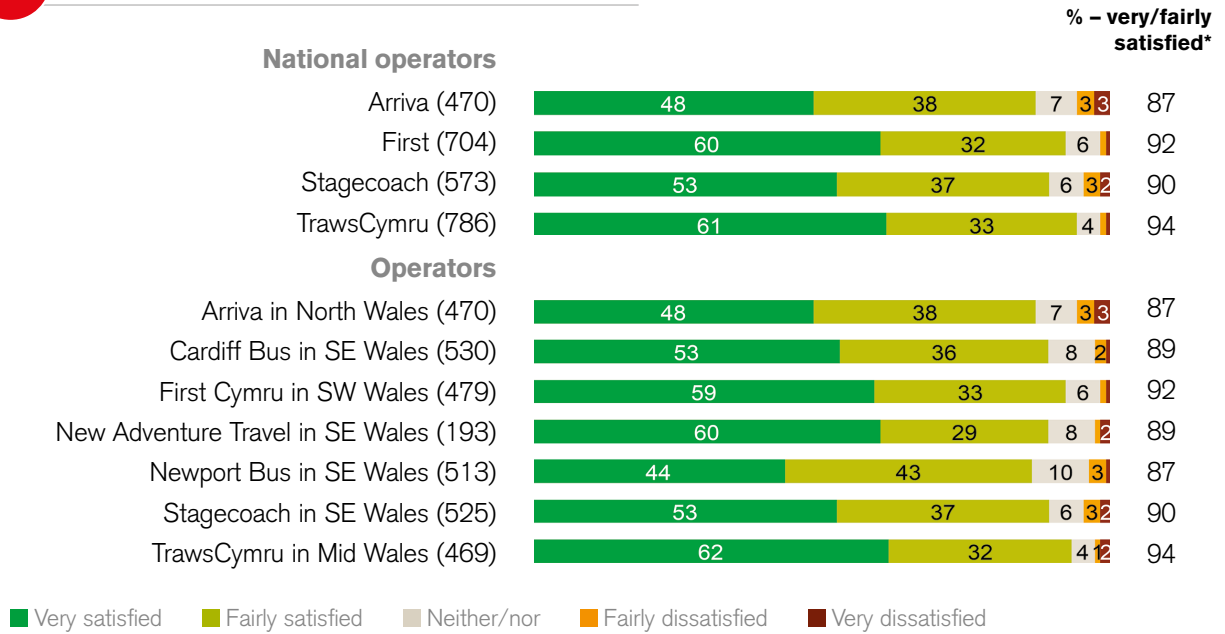
Q Was the length of your journey affected by any of the following?

Passengers could provide more than one answer

Key findings by bus operators



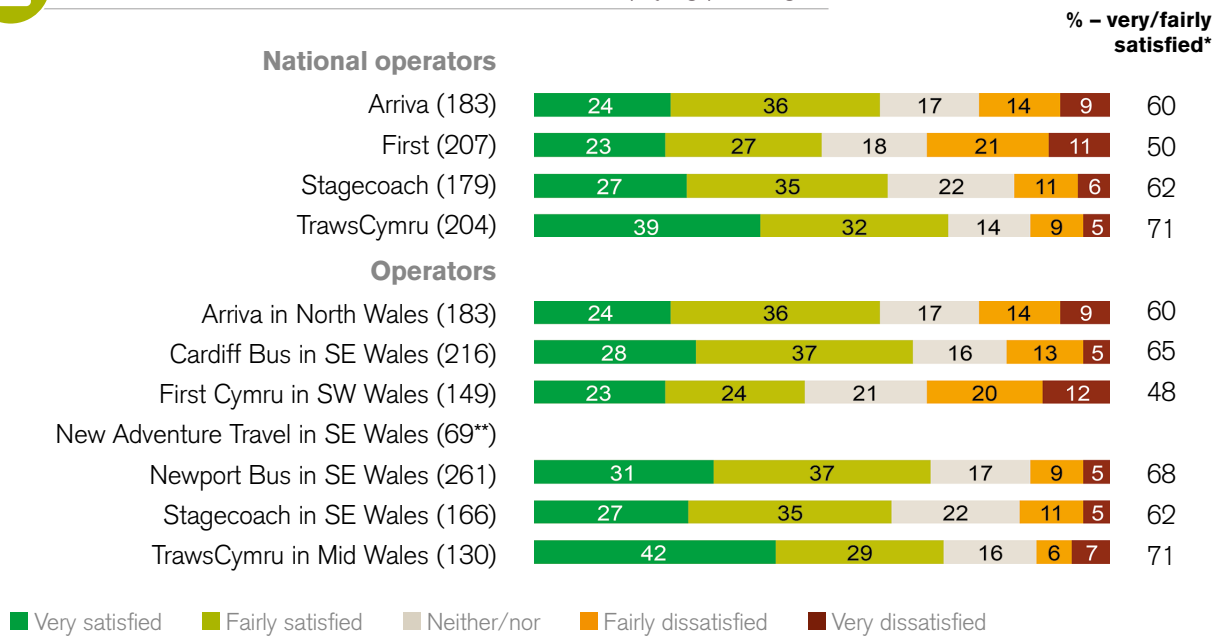
Overall satisfaction with the bus journey (%)



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



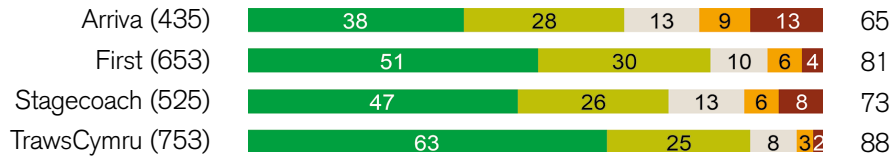
Q How satisfied were you with the value for money of your journey?



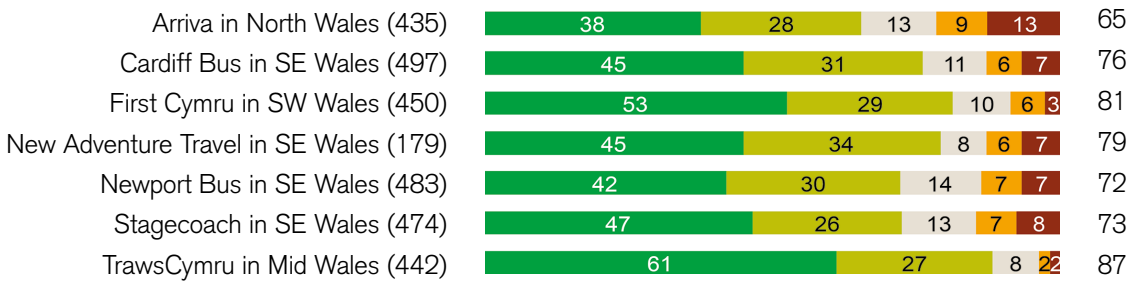
Satisfaction with punctuality of the bus (%)

% – very/fairly satisfied*

National operators



Operators



Very satisfied Fairly satisfied Neither/nor Fairly dissatisfied Very dissatisfied

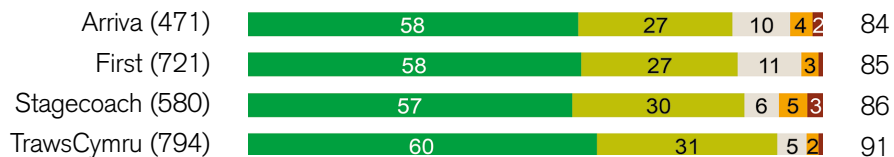
Q How satisfied were you with the punctuality of the bus?



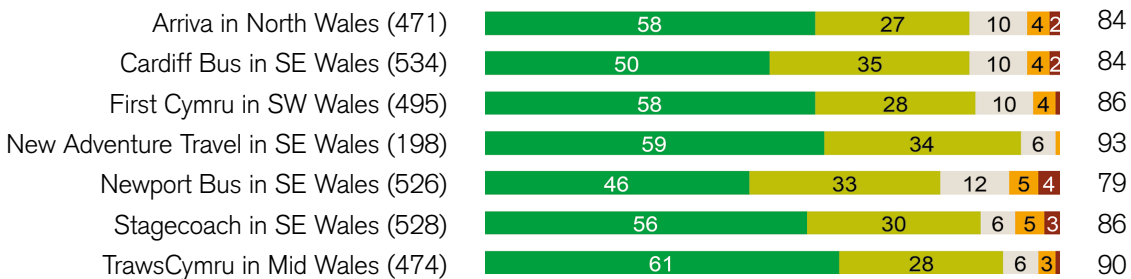
Satisfaction with on-bus journey time (%)

% – very/fairly satisfied*

National operators



Operators



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

**Low base size

Contact Transport Focus

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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