

# How late is late, asks Passenger Focus

Passenger Focus has published new research exploring bus passengers' views of punctuality and timetable information – and what they want in future.

Key findings show that bus passengers:

- Are tolerant of some lateness – within reason
- Are generally prepared to turn up early or catch an earlier service when their journey is time-critical
- See timetables as a 'guide' rather than a promise, saying that five

minutes' leeway feels about right

- Would prefer a timetable that is accurate and harder to remember than one that is easy to remember but less accurate
- Feel that there is no point complaining directly to bus operators because they won't get a response.

David Sidebottom, acting CEO of Passenger Focus while Anthony Smith is away taking a career break until late April, says: "Our bus passenger survey shows

punctuality is one of the main reasons for people to be unhappy with their bus service. We wanted to explore this, and find out what people actually want from published timetables.

"We'll now take the results of this and our other work on punctuality round to local authorities and bus operators, as a way of bringing to life what makes a good service for passengers."

- Report at [www.zigs.me/4P2](http://www.zigs.me/4P2)