



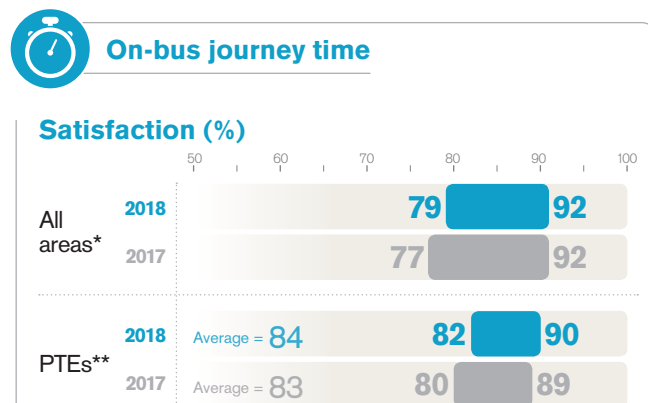
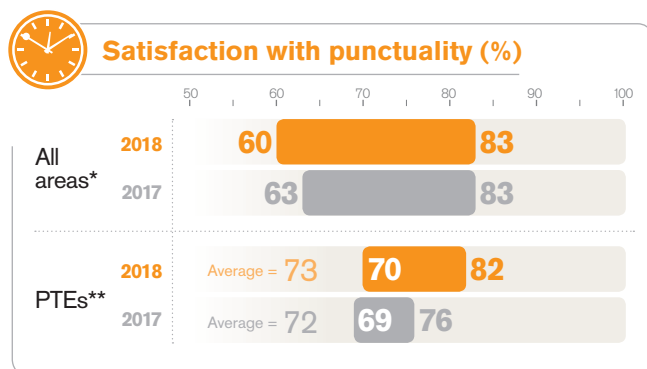
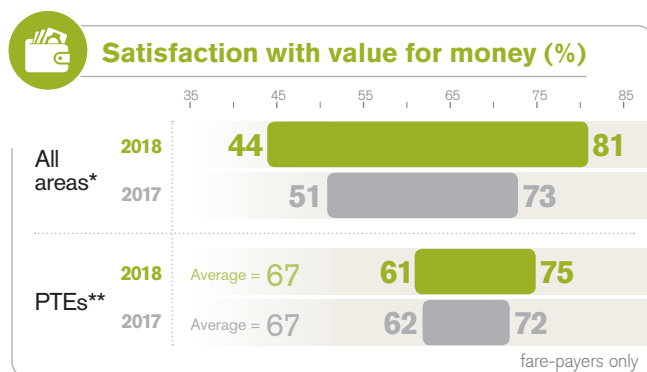
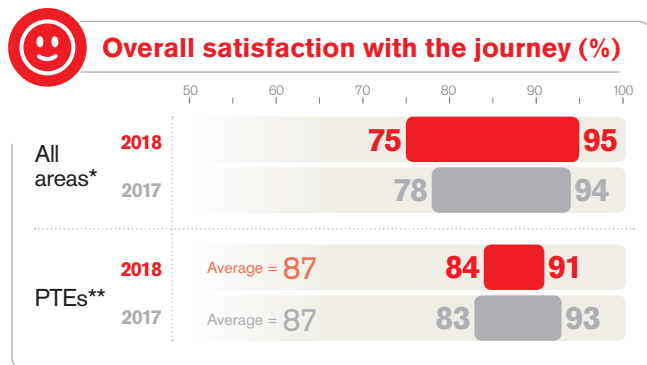
Bus Passenger Survey

Autumn 2018

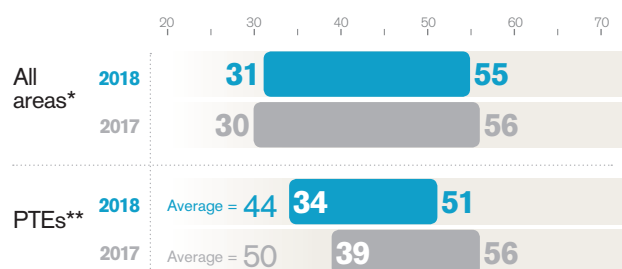
Summary of key results in England

Key findings by authority areas in England

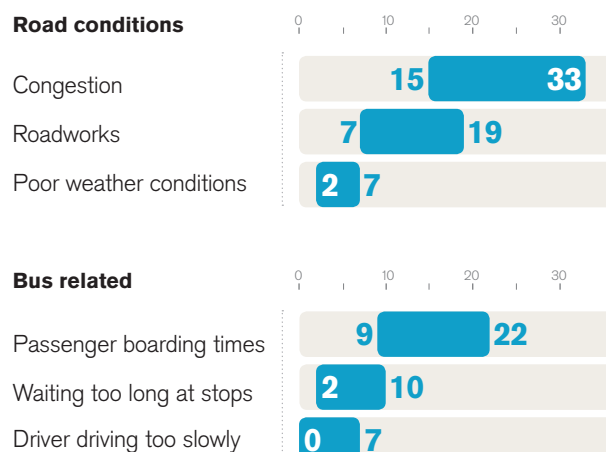
The charts below show the range of scores across authority areas*



Factors affecting journey time (%)
Passengers told us if their journey time was affected by any of six reasons (they could choose more than one)
Proportion of journeys affected:



Journeys were affected by:



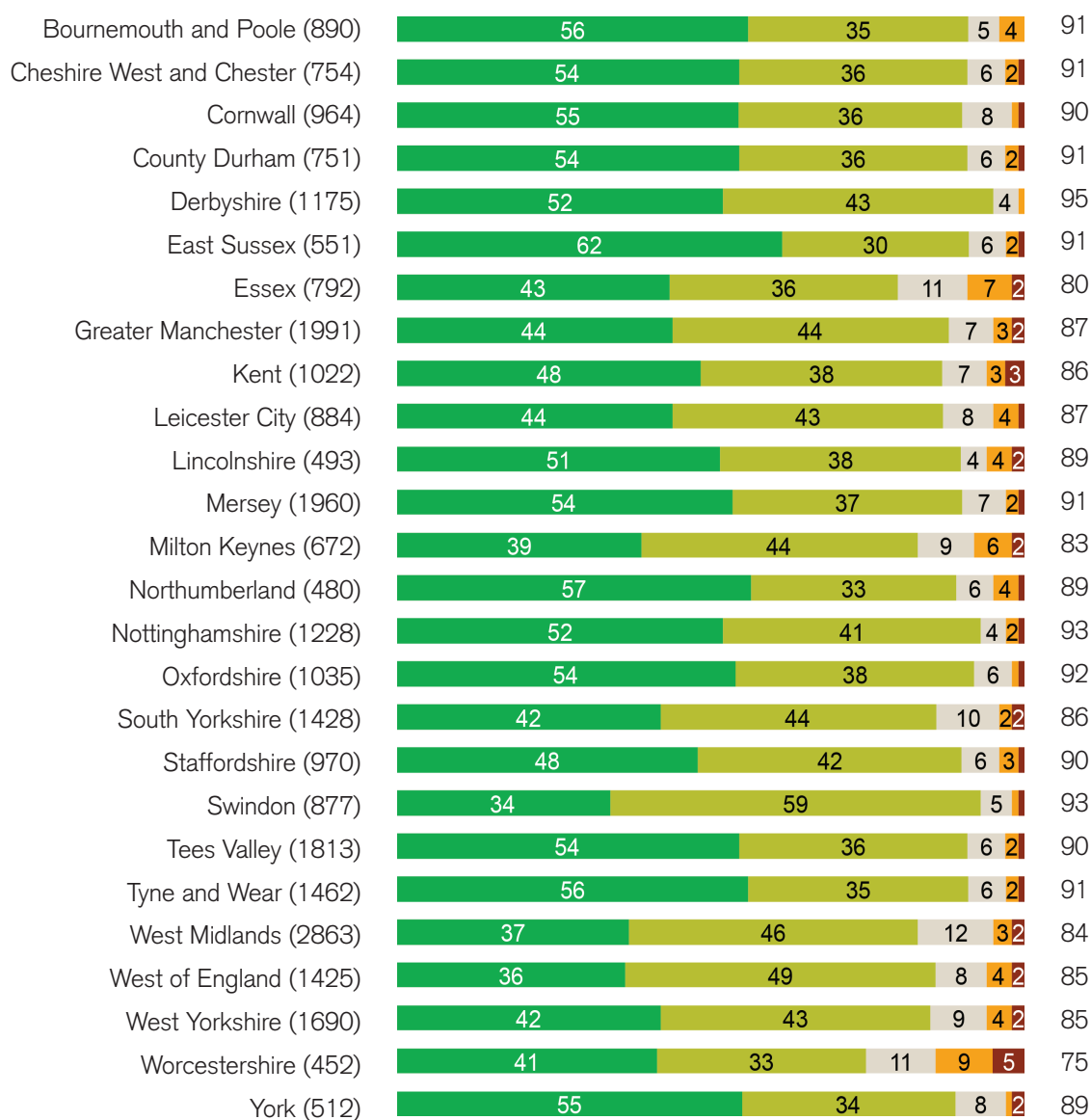
*The authority areas covered in the autumn 2018 survey are not exactly the same as those covered in the autumn 2017 survey, although the majority are the same (including all six PTEs)

**Passenger Transport Executive areas



Overall satisfaction with the bus journey (%)

% – very/fairly satisfied*



Very satisfied Fairly satisfied Neither/nor Fairly dissatisfied Very dissatisfied

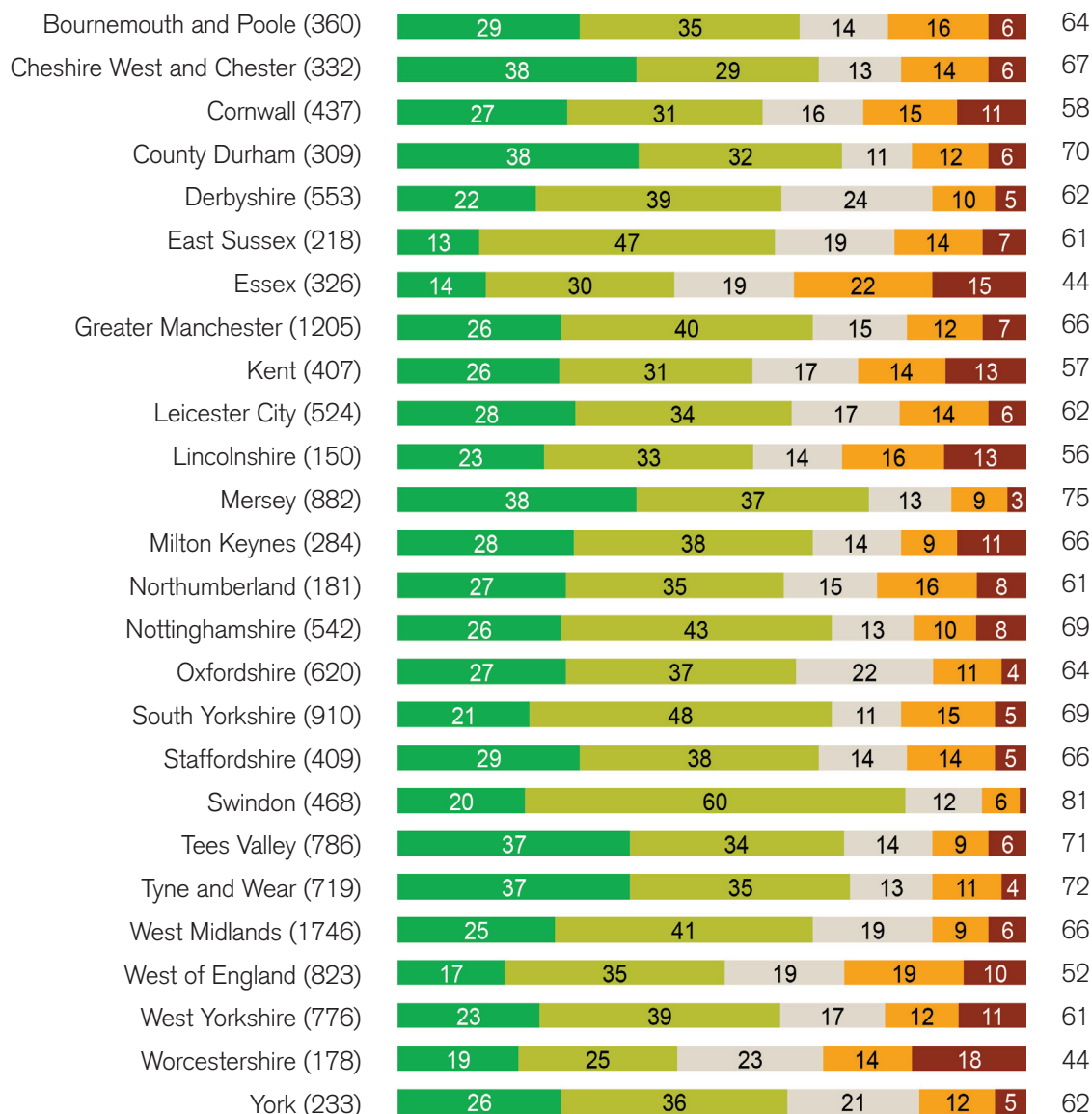
Q Overall, taking everything into account from start to end of the bus journey, how satisfied were you with your bus journey?

*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/fairly satisfied*



Very satisfied Fairly satisfied Neither/nor Fairly dissatisfied Very dissatisfied

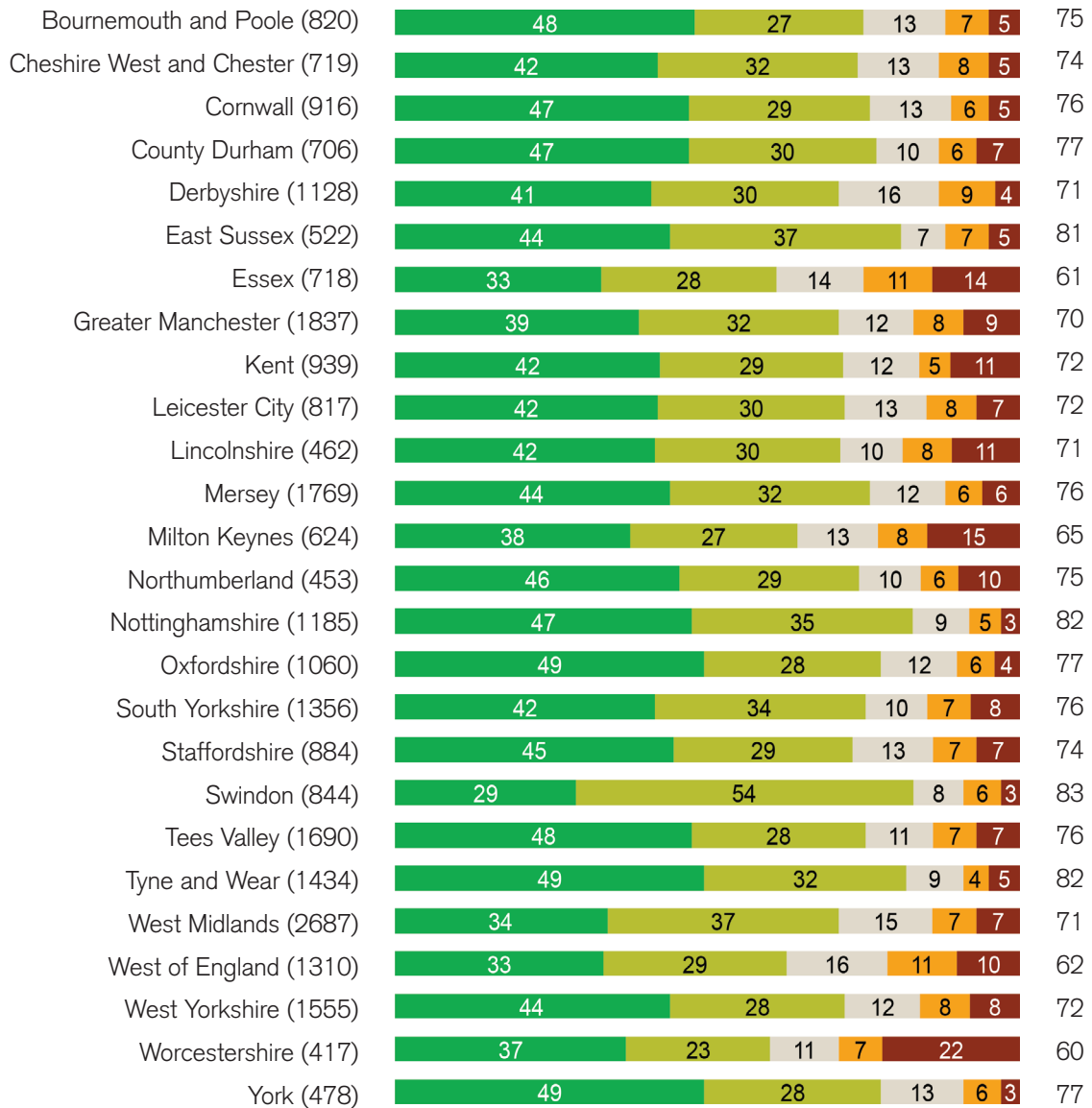
Q How satisfied were you with the value for money of your journey?

*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/fairly satisfied*



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

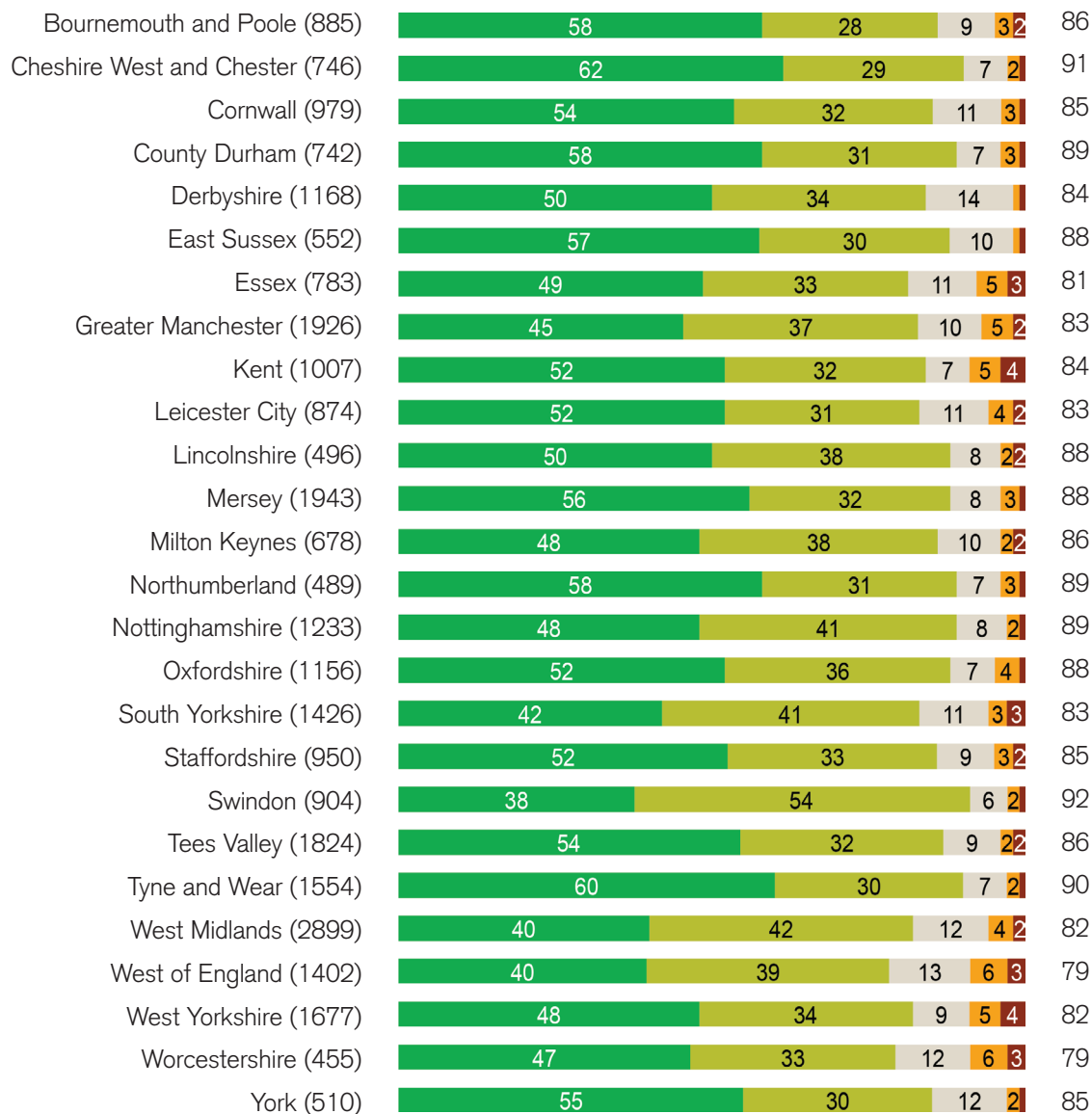
Q How satisfied were you with the punctuality of the bus?

*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/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

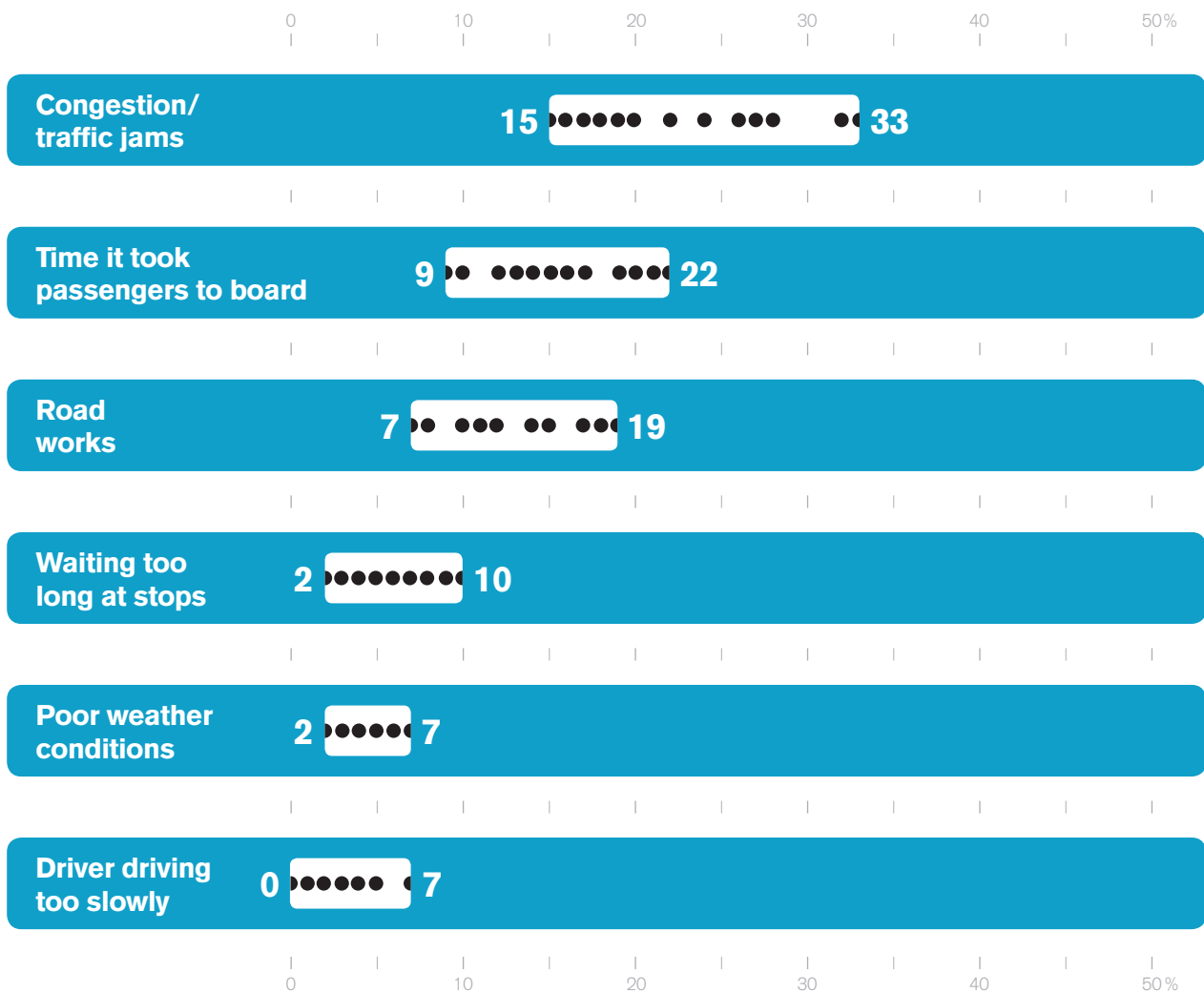


Factors affecting journey length (%) – how scores vary by area

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 26 authority areas (listed on page 5). 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.



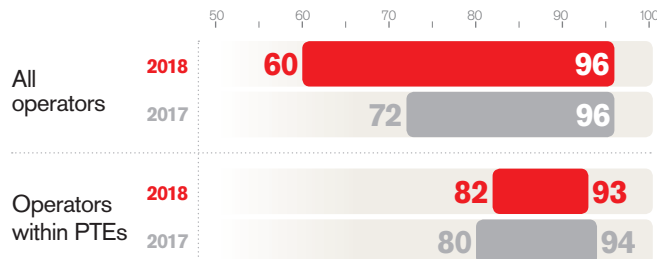
Q Was the length of your journey affected by any of the following?

Passengers could provide more than one answer

Key findings by bus operators in England*



Overall satisfaction with the journey (%)



National operators – averages

2017

Arriva 87%

First 84%

Go-Ahead 91%

National Express 85%

Stagecoach 90%

2018

Arriva **87%**

First **83%**

Go-Ahead **92%**

National Express **84%**

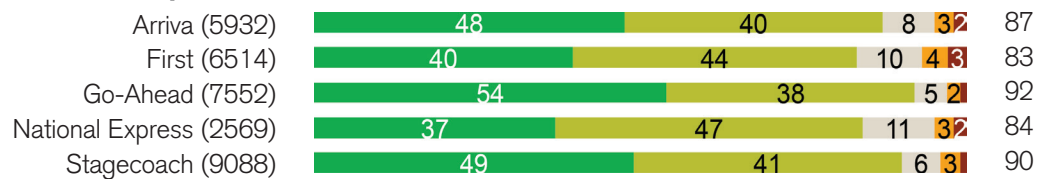
Stagecoach **90%**



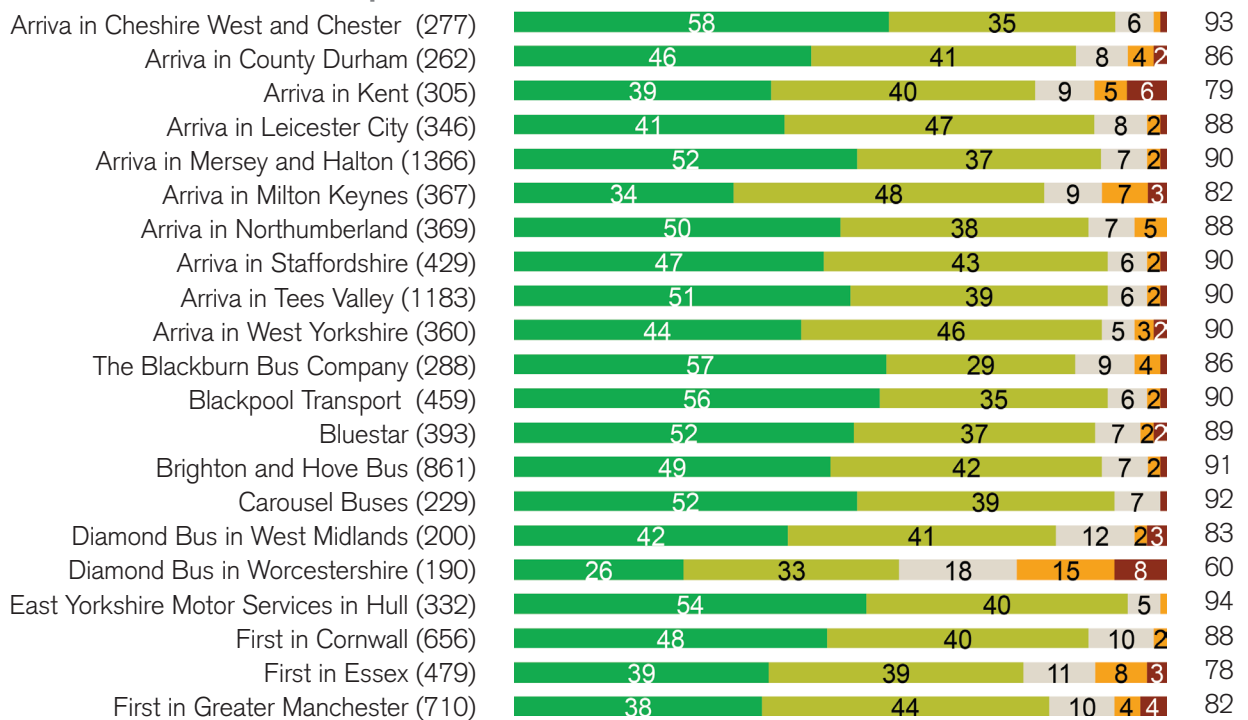
Overall satisfaction with the bus journey (%)

% – very/fairly satisfied**

National operators



Operators

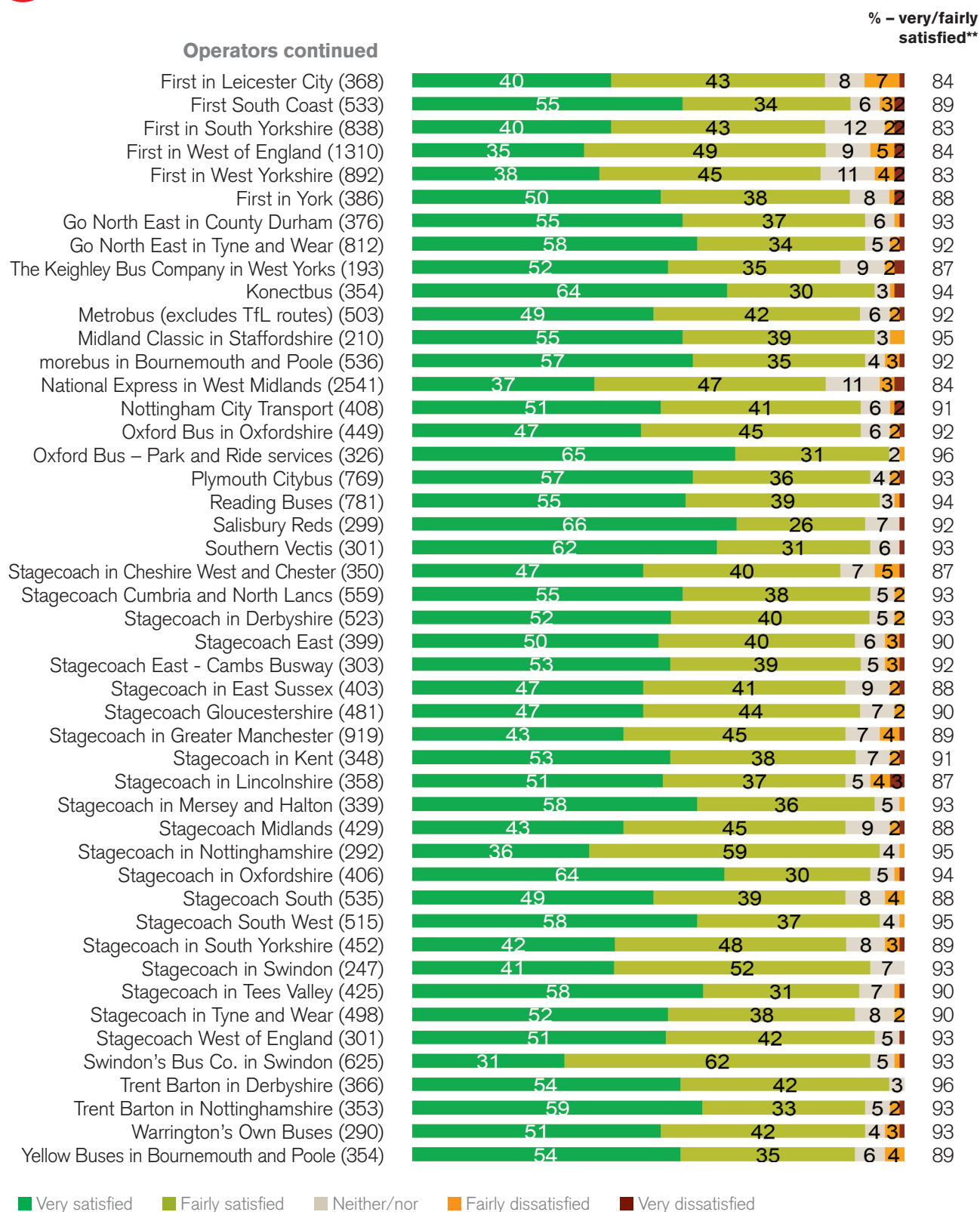


*As a result of the areas selected, the proportion of each major operator's services covered by the survey will vary

**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



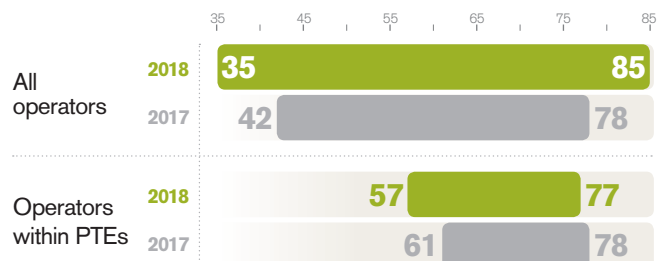
Overall satisfaction with the bus journey (%)



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

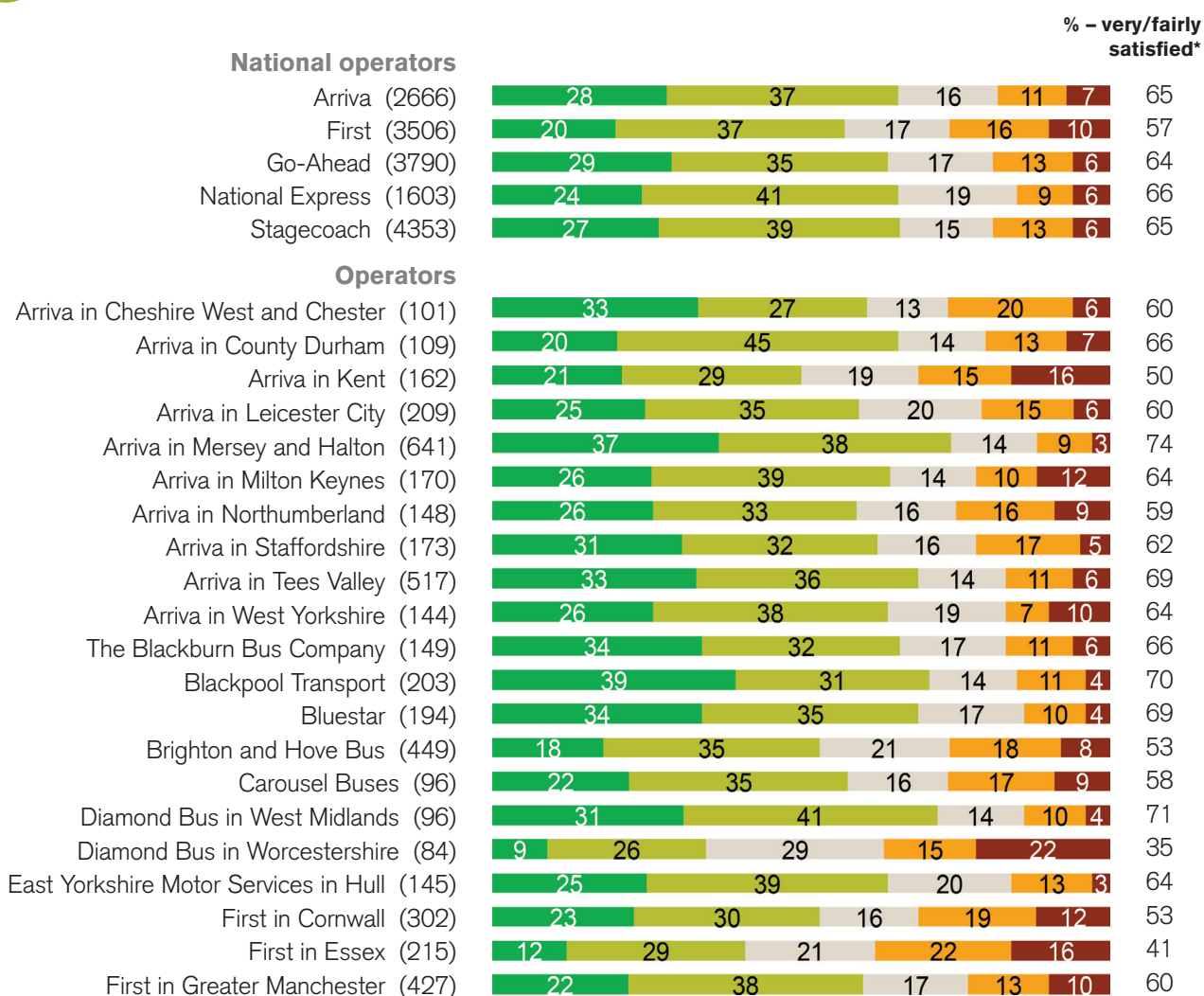


National operators – averages

| 2017 | 2018 |
|----------------------|-----------------------------|
| Arriva 65% | Arriva 65% |
| First 63% | First 57% |
| Go-Ahead 65% | Go-Ahead 64% |
| National Express 63% | National Express 66% |
| Stagecoach 68% | Stagecoach 65% |



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

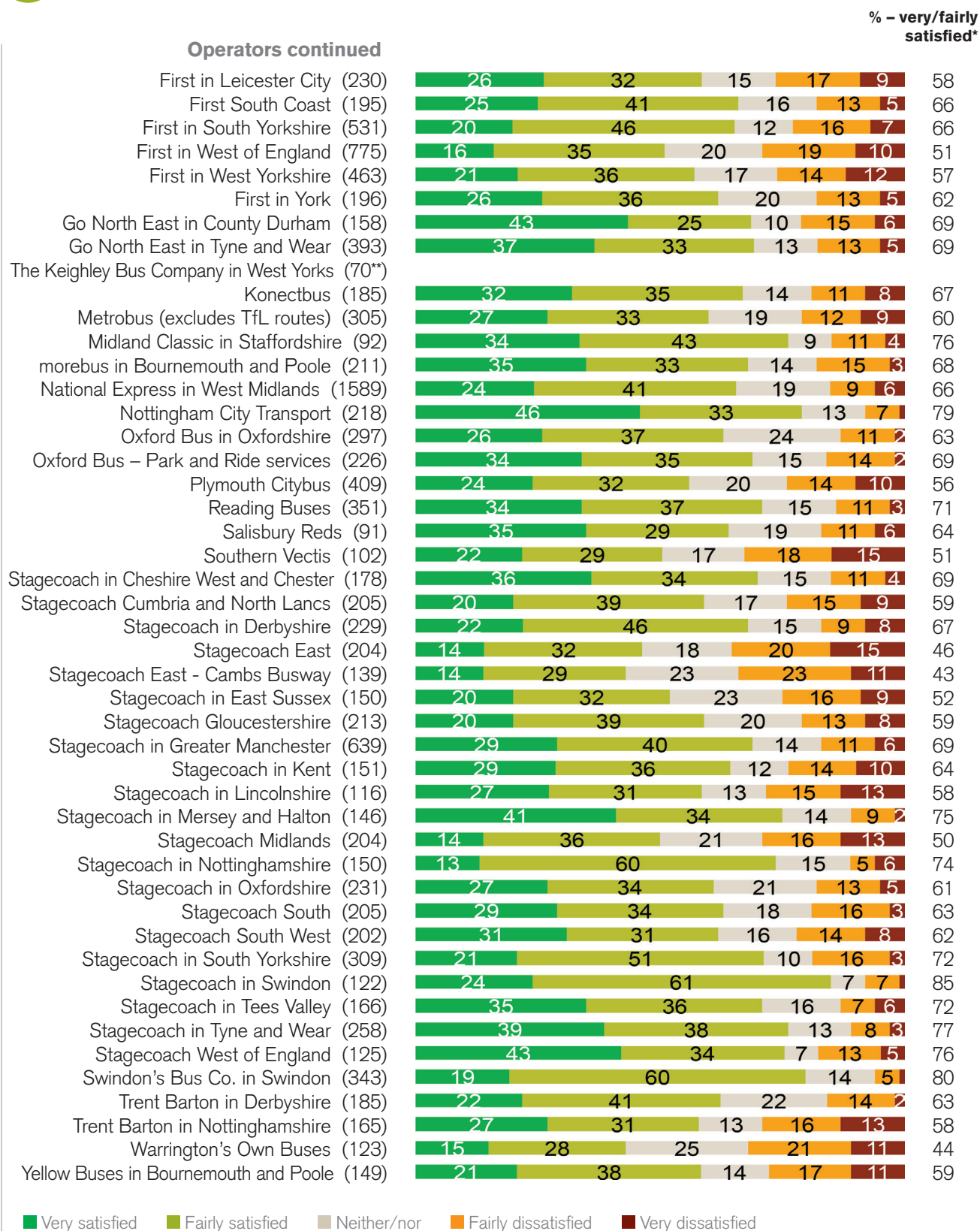


*Due to rounding the percentage very/fairly satisfied may not always be equal to the sum of the very and fairly satisfied values in the chart

**Low base size



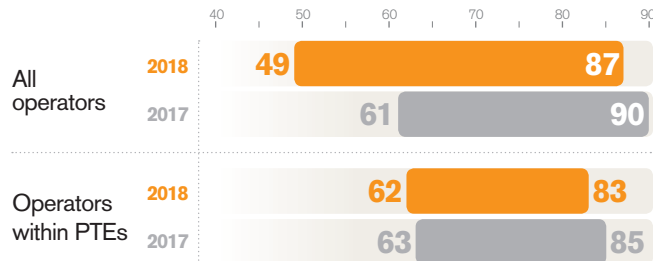
Satisfaction with value for money (%) – fare-paying passengers



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



Punctuality (%)

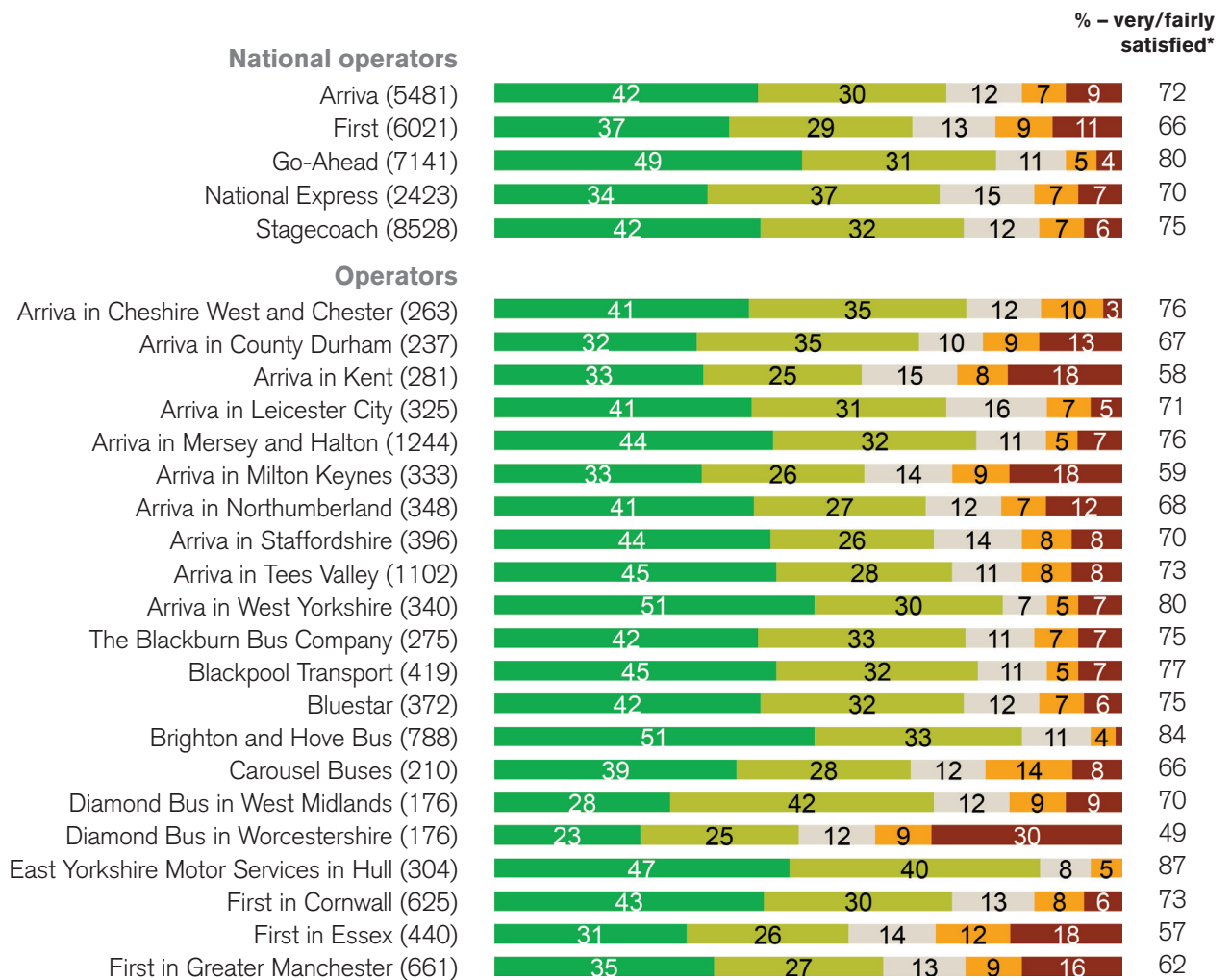


National operators – averages

| 2017 | 2018 |
|----------------------|-----------------------------|
| Arriva 73% | Arriva 72% |
| First 68% | First 66% |
| Go-Ahead 77% | Go-Ahead 80% |
| National Express 70% | National Express 70% |
| Stagecoach 75% | Stagecoach 75% |



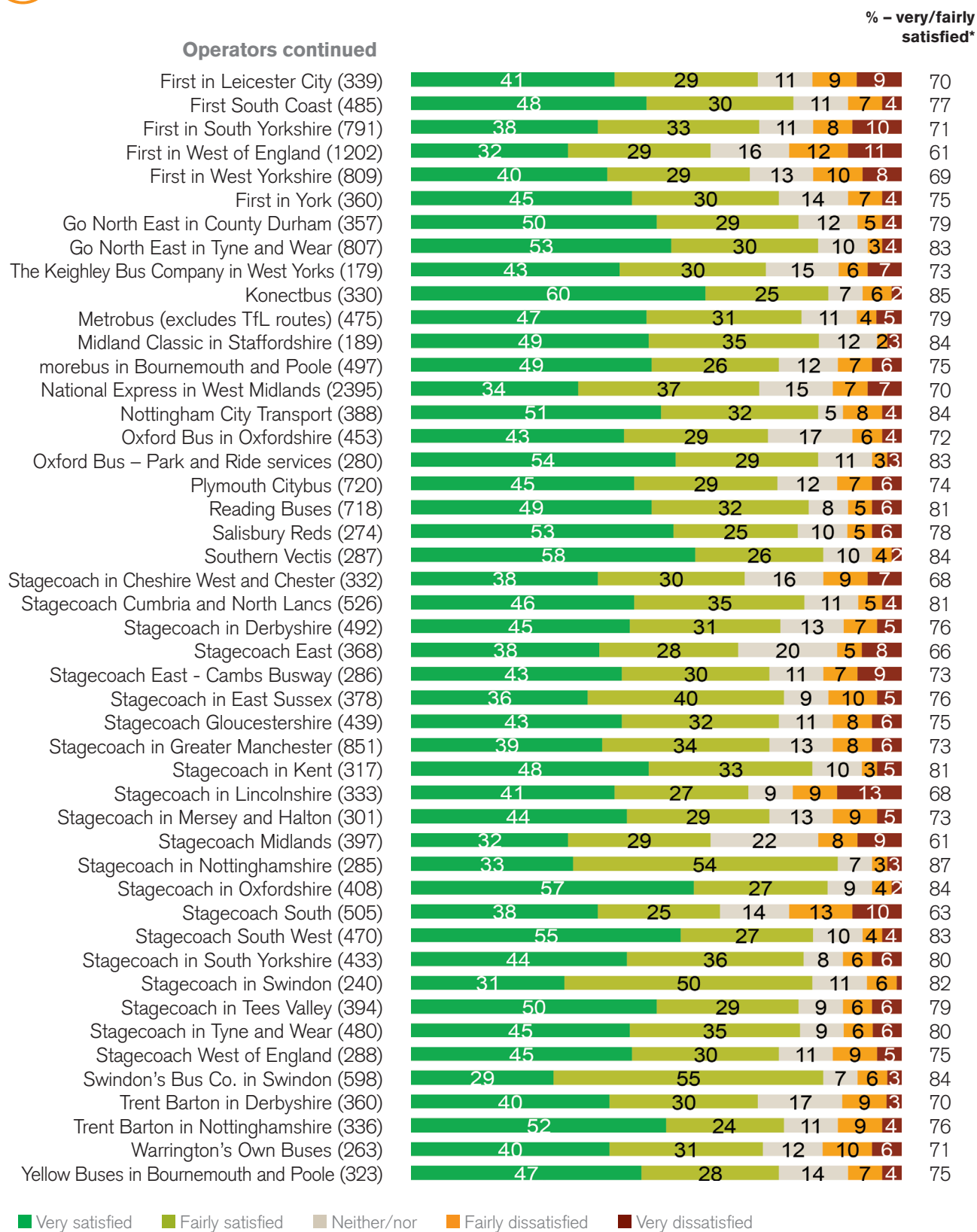
Satisfaction with punctuality of the bus (%)



*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



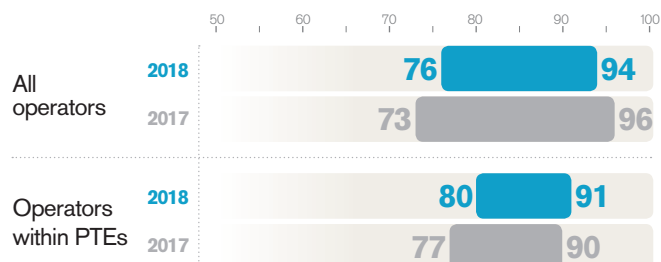
Satisfaction with punctuality of the bus (%)



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



On-bus journey time (%)

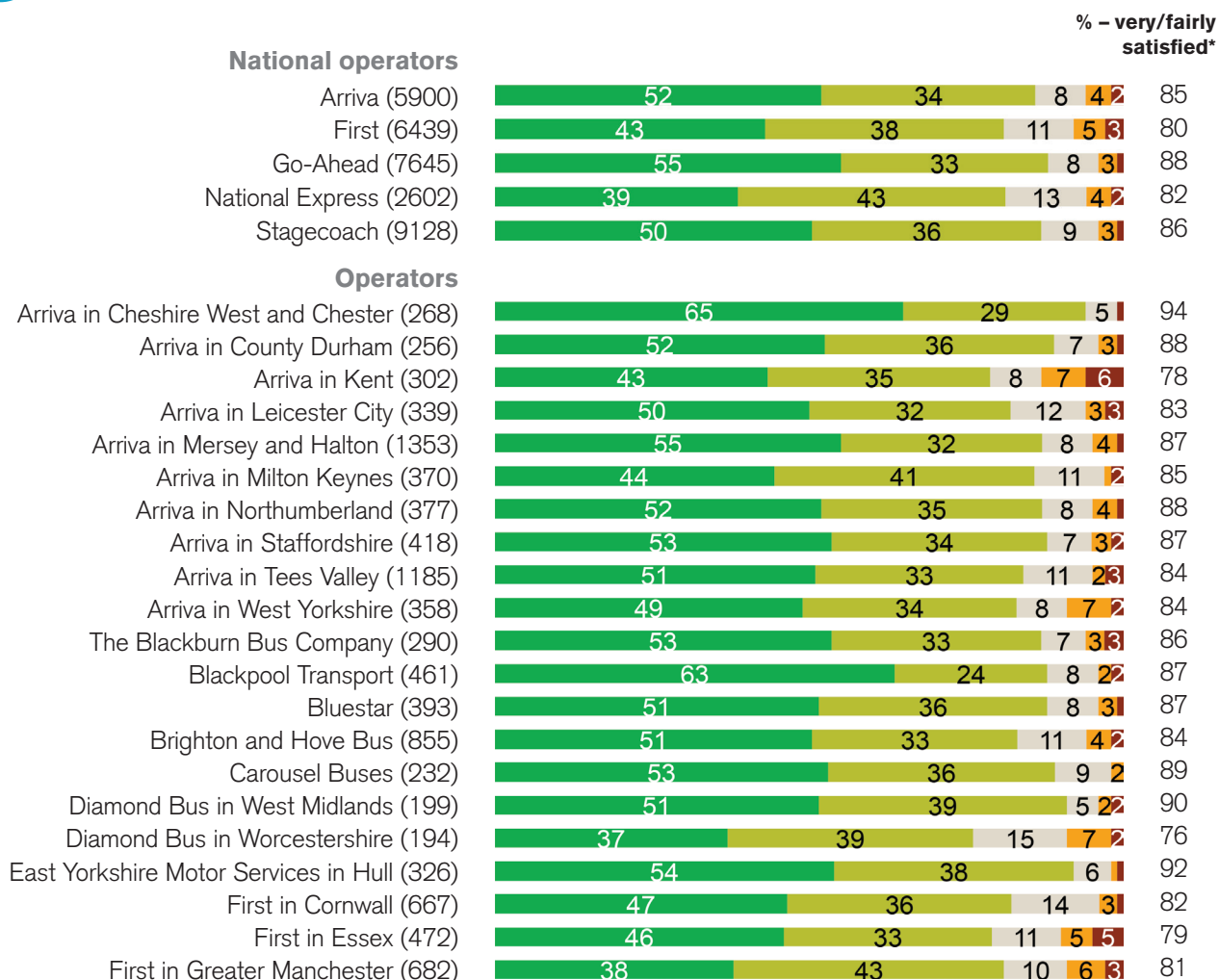


National operators – averages

| 2017 | 2018 |
|----------------------|-----------------------------|
| Arriva 85% | Arriva 85% |
| First 81% | First 80% |
| Go-Ahead 86% | Go-Ahead 88% |
| National Express 79% | National Express 82% |
| Stagecoach 85% | Stagecoach 86% |



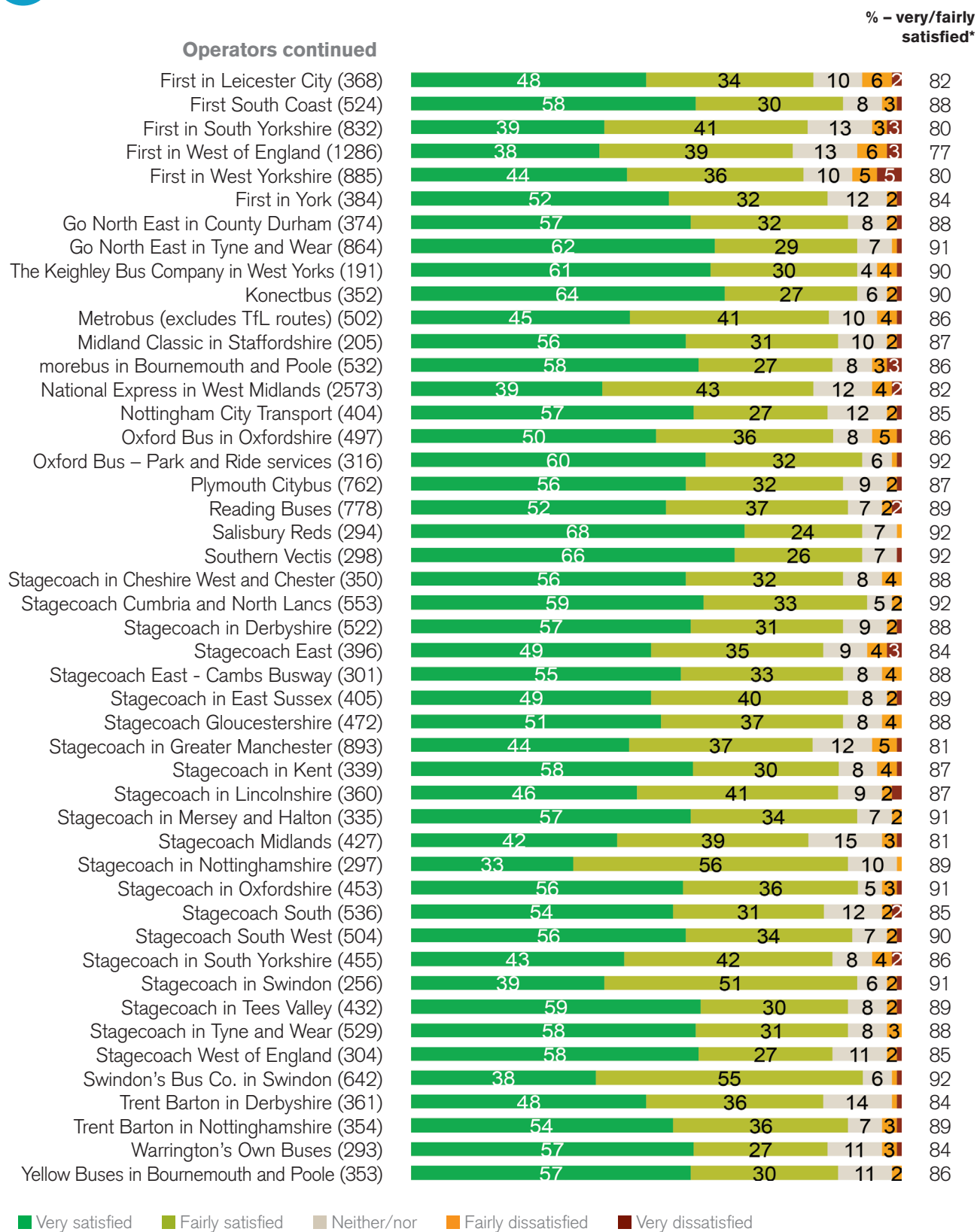
Satisfaction with on-bus journey time (%)



*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 (%)



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

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