



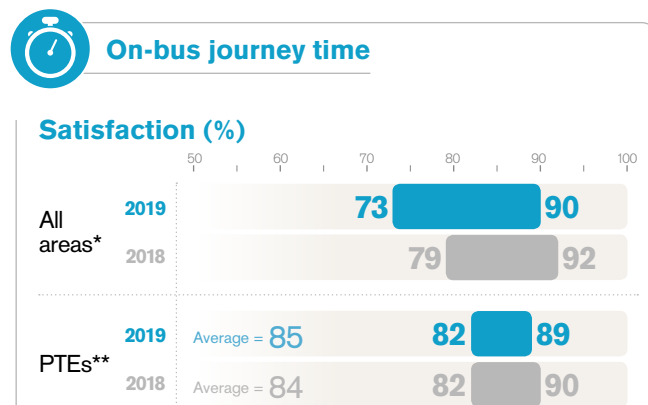
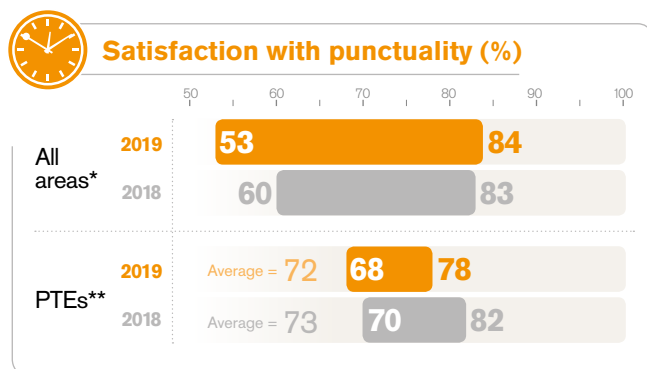
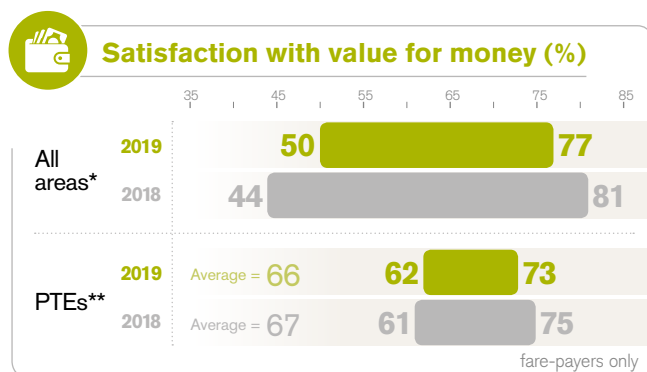
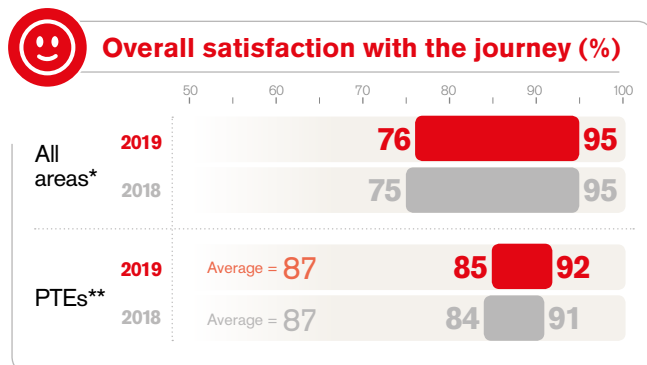
# Bus Passenger Survey

Autumn 2019

Summary of key results in England

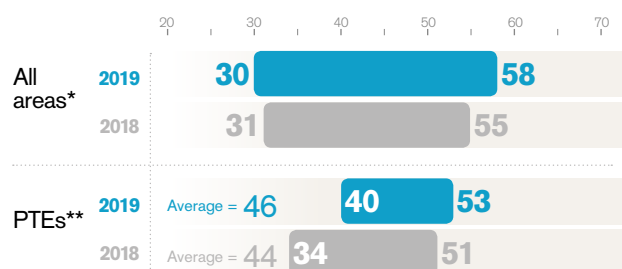
# Key findings by authority areas in England

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

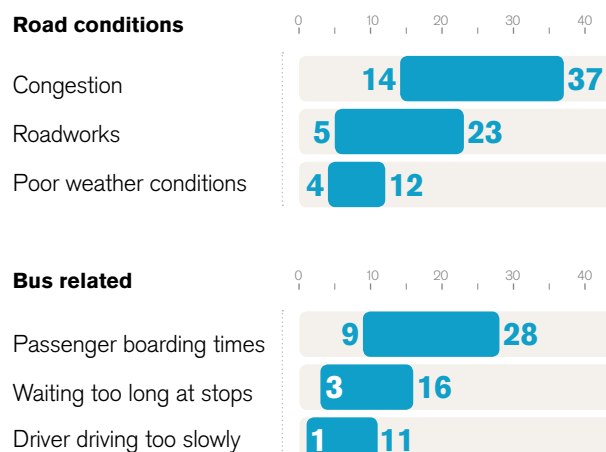


**Factors affecting journey time (%)**  
Passengers told us if their journey time was affected by any of six reasons (they could choose more than one)

**Proportion of journeys affected:**



**Journeys were affected by:**



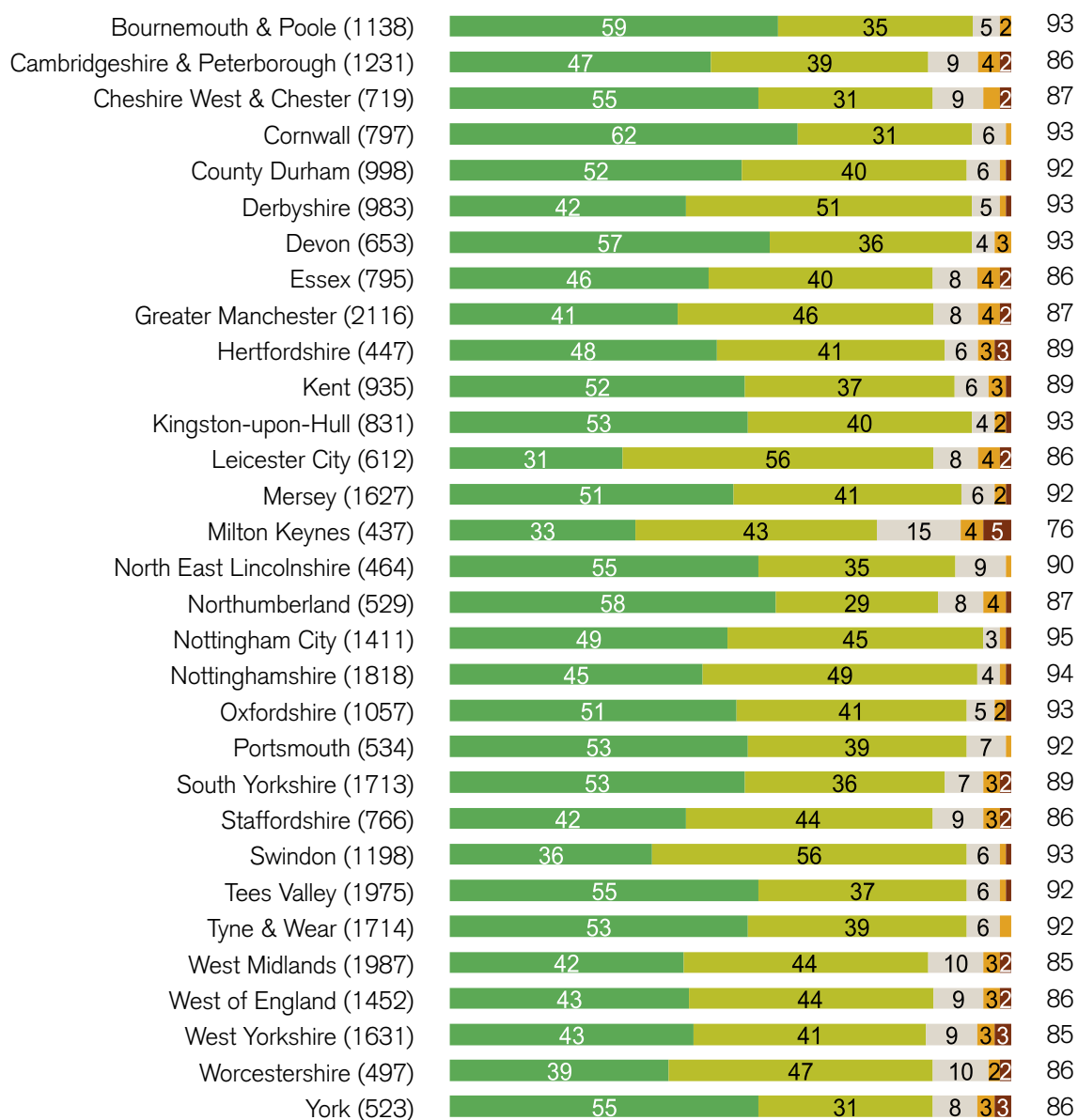
\*The authority areas covered in the autumn 2019 survey are not exactly the same as those covered in the autumn 2018 survey, although the majority are the same (including all six PTEs)

\*\*Passenger Transport Executive areas



## Overall satisfaction with the bus journey (%)

% – very/fairly satisfied\*



Very satisfied Fairly satisfied Neither/nor Fairly dissatisfied Very dissatisfied

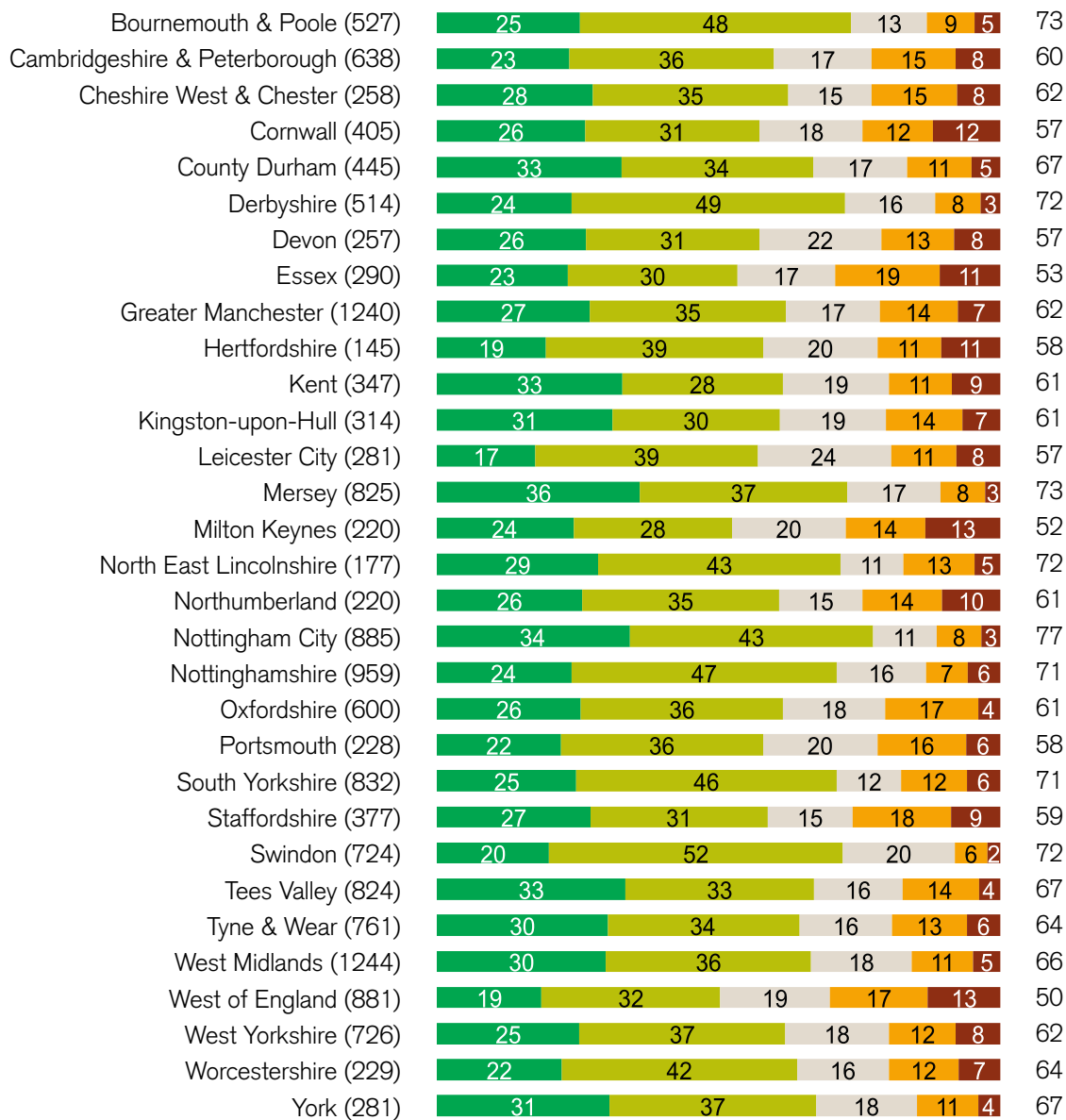
**Q Overall, taking everything into account from start to end of the bus journey, how satisfied were you with your bus journey?**

\*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

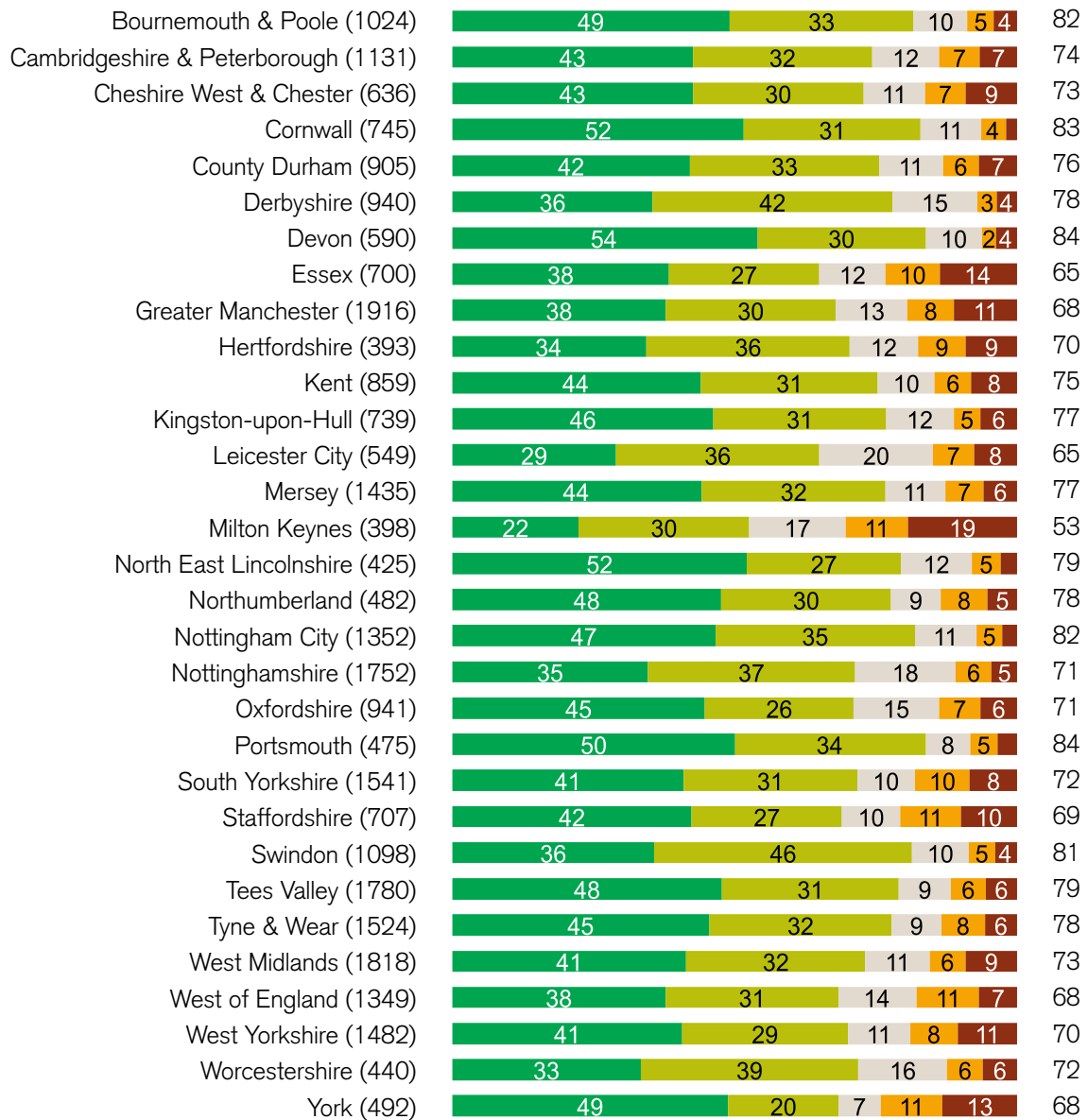
### Q How satisfied were you with the value for money of your journey?

\*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

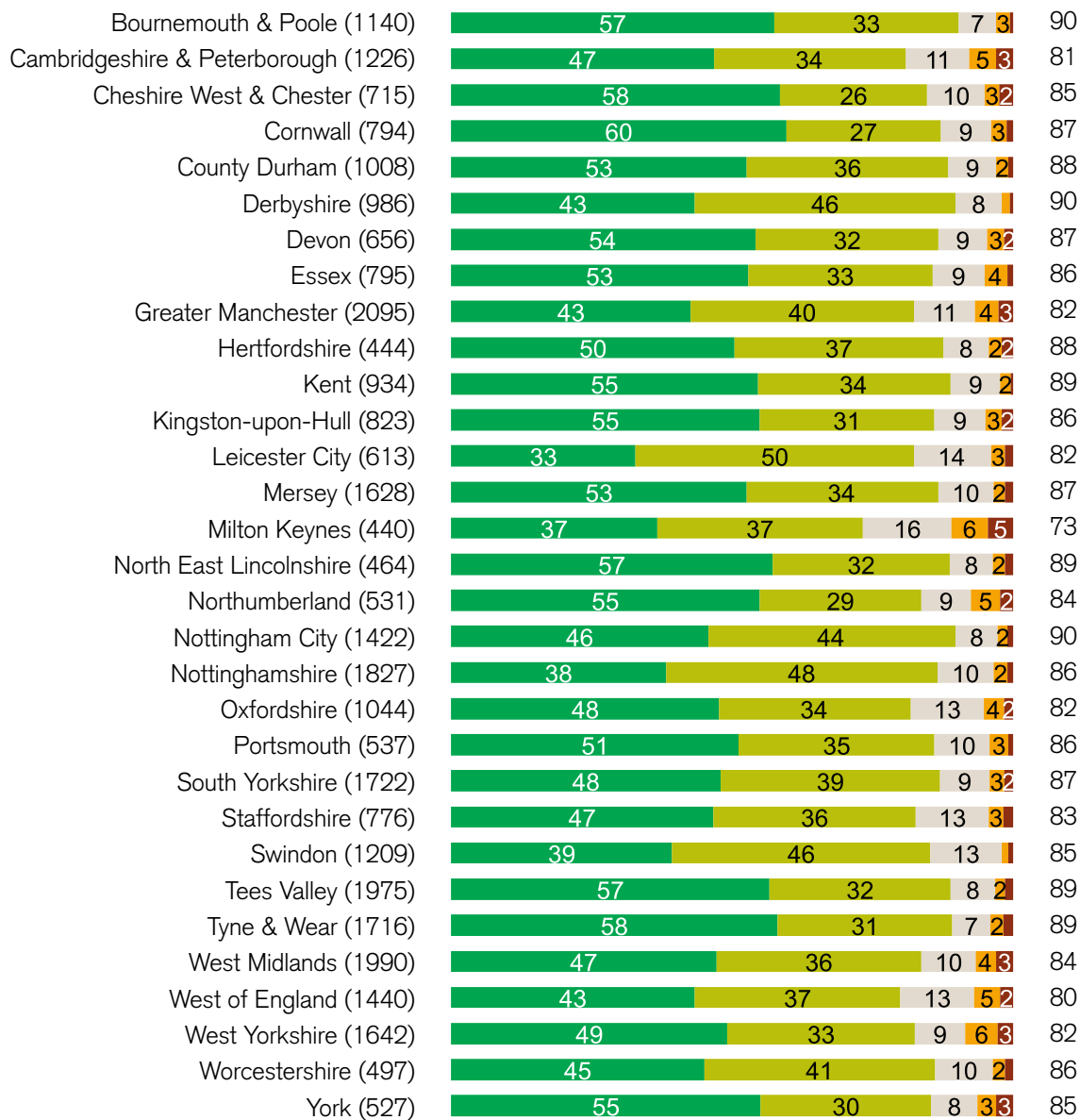
### Q How satisfied were you with the punctuality of the bus?

\*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 31 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?

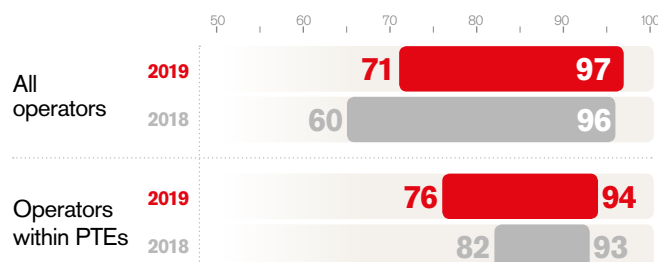
Passengers could provide more than one answer



# Key findings by bus operators in England\*



## Overall satisfaction with the journey (%)



## National operators – averages

2018

Arriva 87%

First 83%

Go-Ahead 92%

National Express 84%

Stagecoach 90%

2019

**Arriva 88%**

**First 84%**

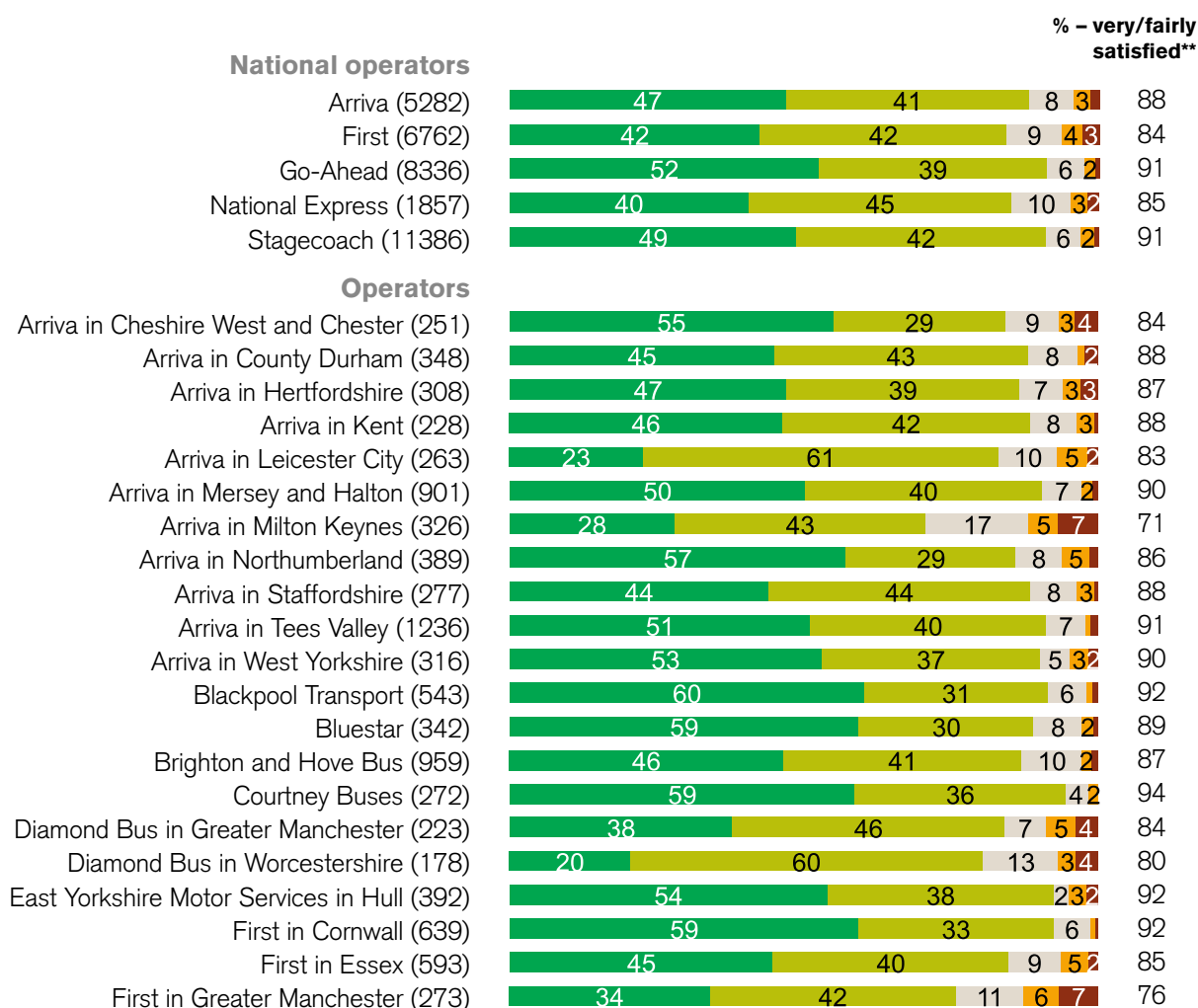
**Go-Ahead 91%**

**National Express 85%**

**Stagecoach 91%**



## 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

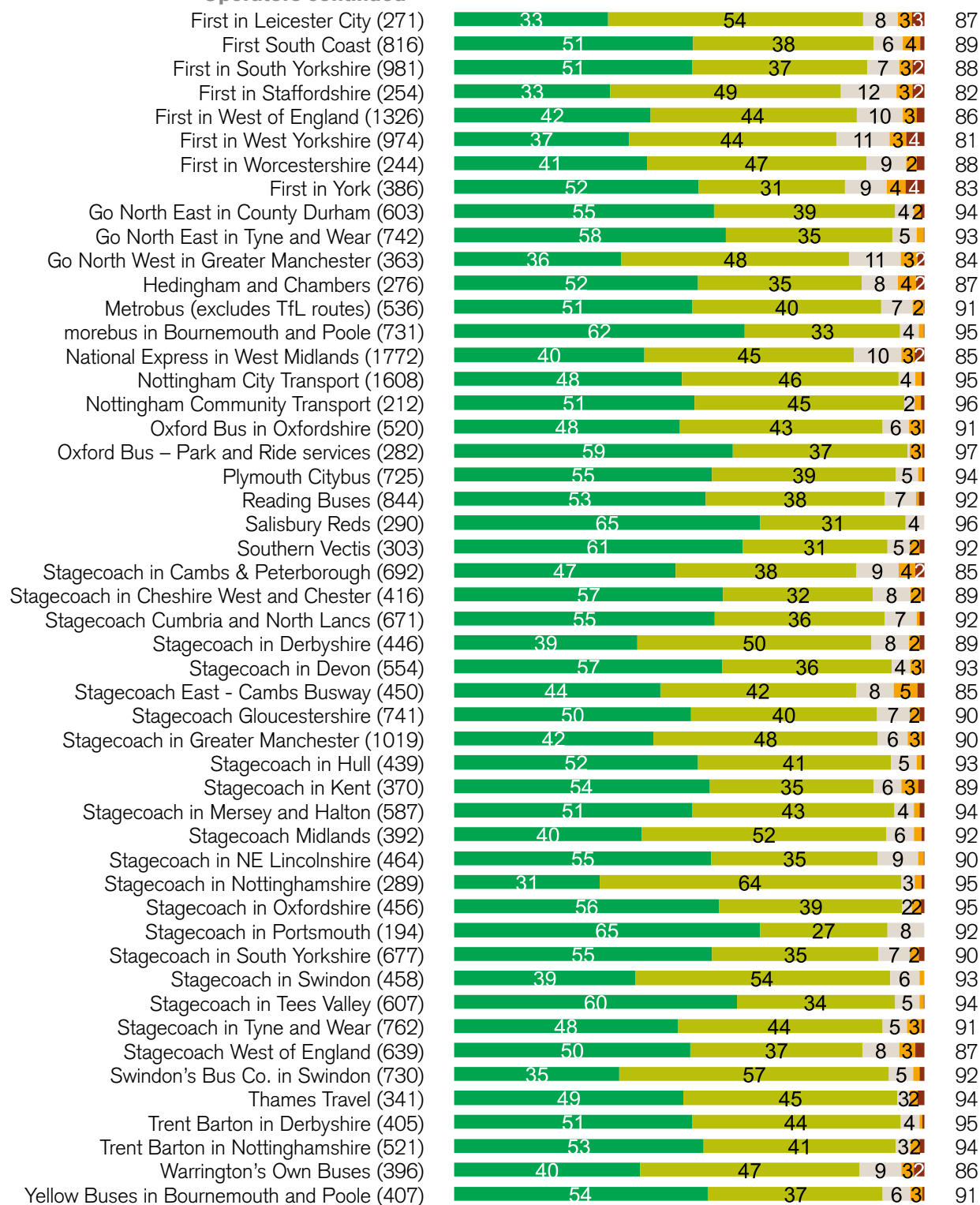




## Overall satisfaction with the bus journey (%)

% – very/fairly satisfied\*\*

### Operators continued

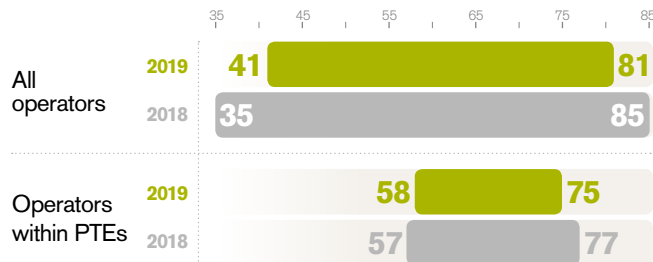


Very satisfied Fairly satisfied Neither/nor Fairly dissatisfied Very dissatisfied

**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

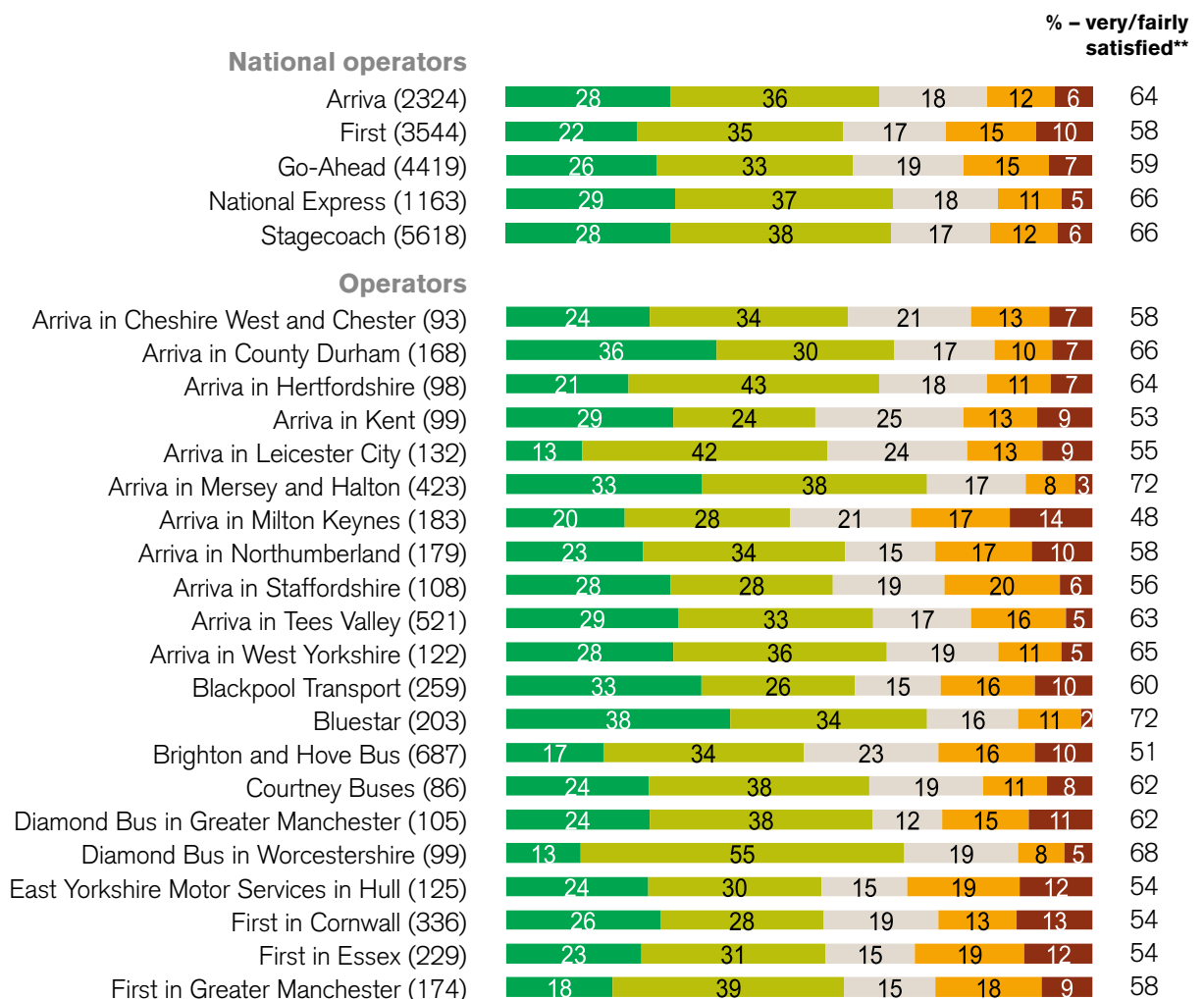


### National operators – averages

2018	2019
Arriva 65%	<b>Arriva 64%</b>
First 57%	<b>First 58%</b>
Go-Ahead 64%	<b>Go-Ahead 59%</b>
National Express 66%	<b>National Express 66%</b>
Stagecoach 65%	<b>Stagecoach 66%</b>



### 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

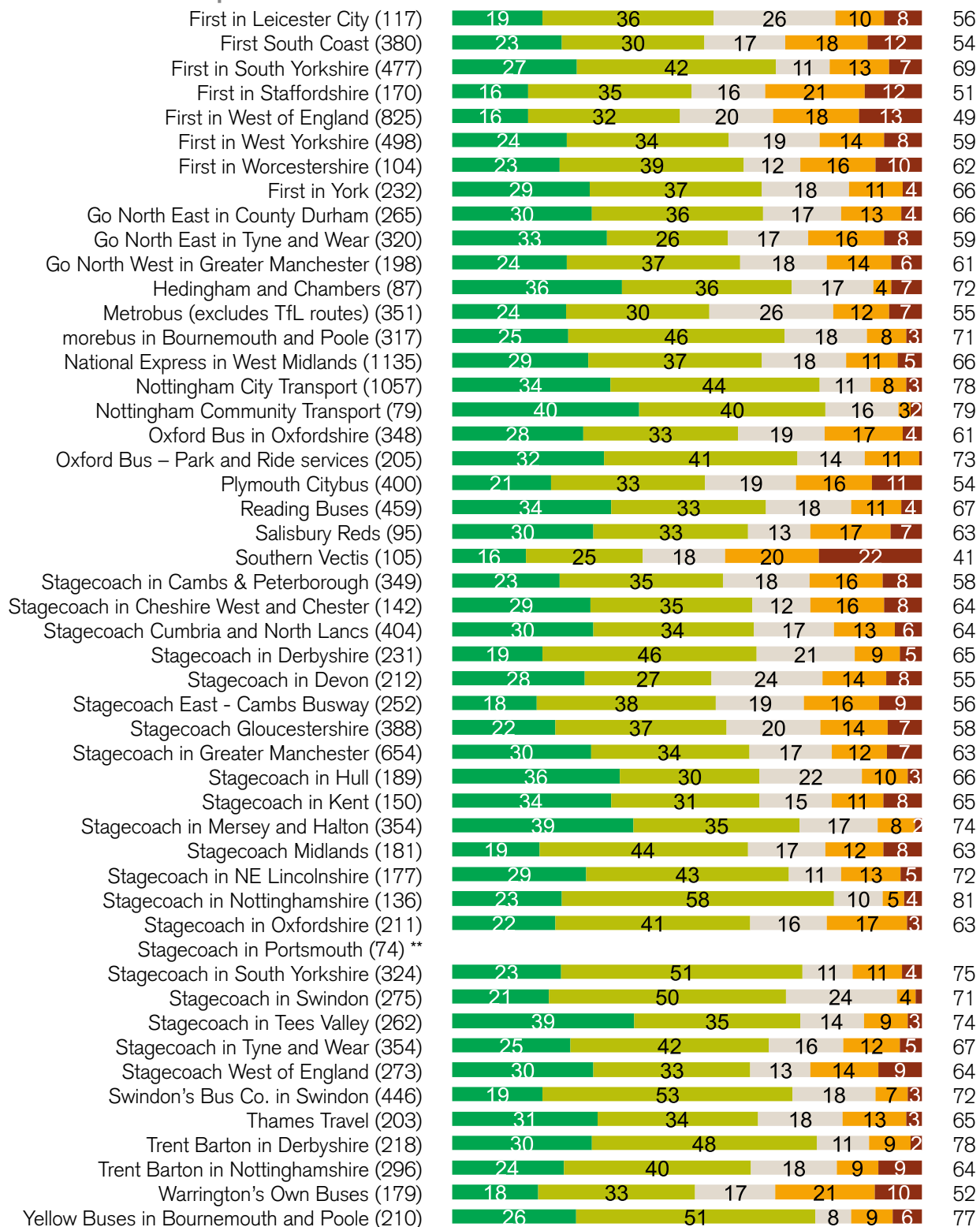
\*\*Low base size



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

% – very/fairly satisfied\*\*

### Operators continued

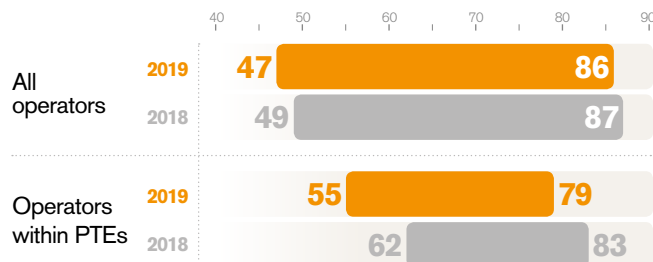


Very satisfied Fairly satisfied Neither/nor Fairly dissatisfied Very dissatisfied

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



## Punctuality (%)

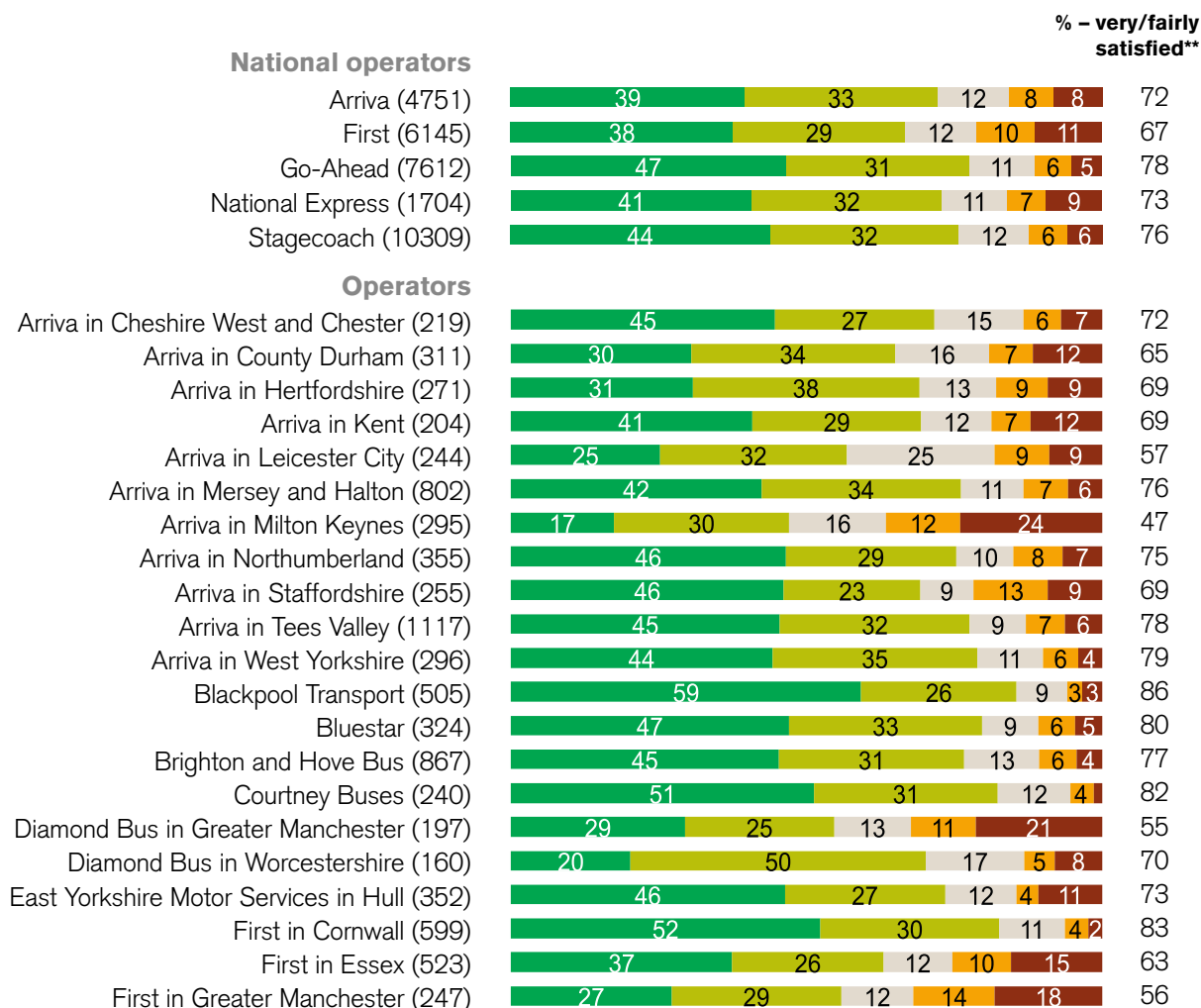


## National operators – averages

2018	2019
Arriva 72%	<b>Arriva 72%</b>
First 66%	<b>First 67%</b>
Go-Ahead 80%	<b>Go-Ahead 78%</b>
National Express 70%	<b>National Express 73%</b>
Stagecoach 75%	<b>Stagecoach 76%</b>



## Satisfaction with punctuality of the bus (%)



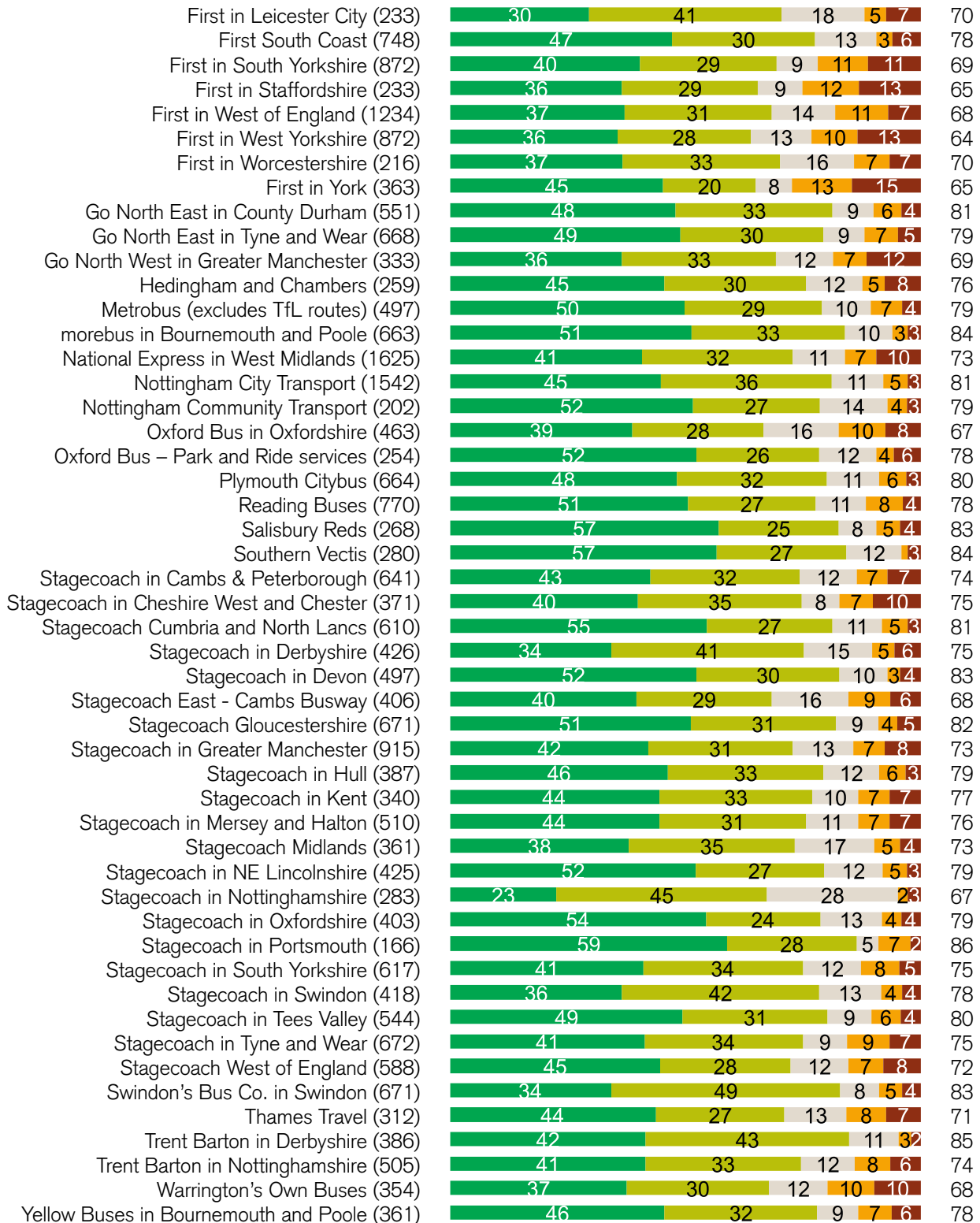
\*Due to rounding the percentage very/fairly satisfied may not always be equal to the sum of the very and fairly satisfied values in the chart



## Satisfaction with punctuality of the bus (%)

% – very/fairly satisfied\*\*

### Operators continued

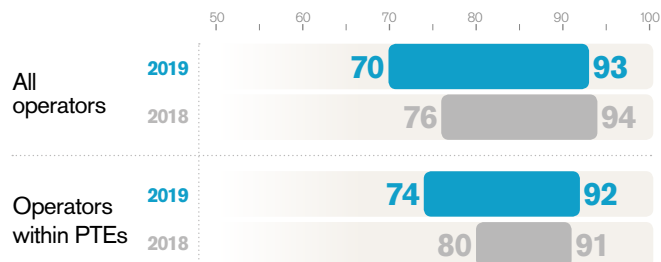


Very satisfied Fairly satisfied Neither/nor Fairly dissatisfied Very dissatisfied

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



### On-bus journey time (%)

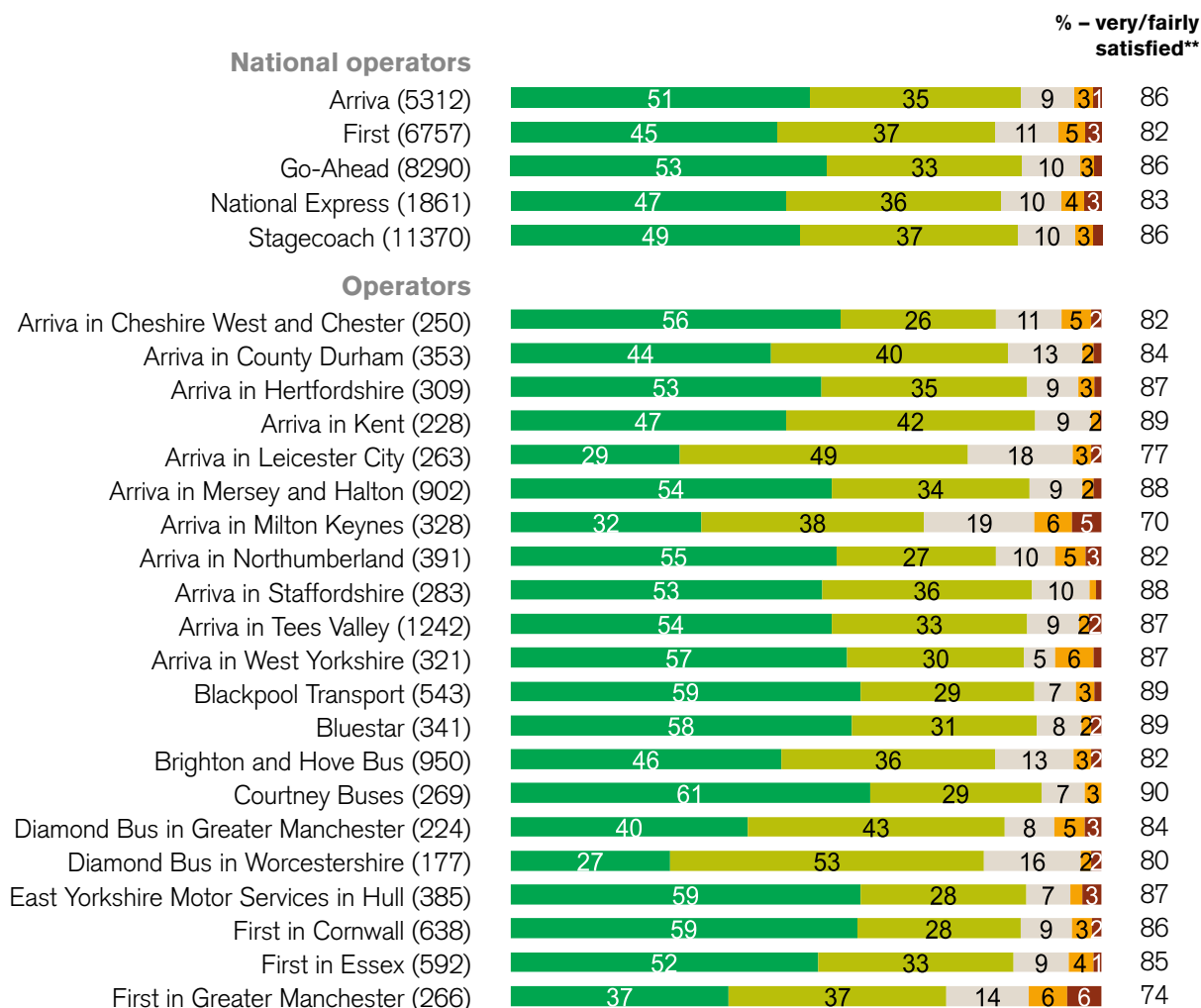


### National operators – averages

2018	2019
Arriva 85%	Arriva <b>86%</b>
First 80%	First <b>82%</b>
Go-Ahead 88%	Go-Ahead <b>86%</b>
National Express 82%	National Express <b>83%</b>
Stagecoach 86%	Stagecoach <b>86%</b>



### 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

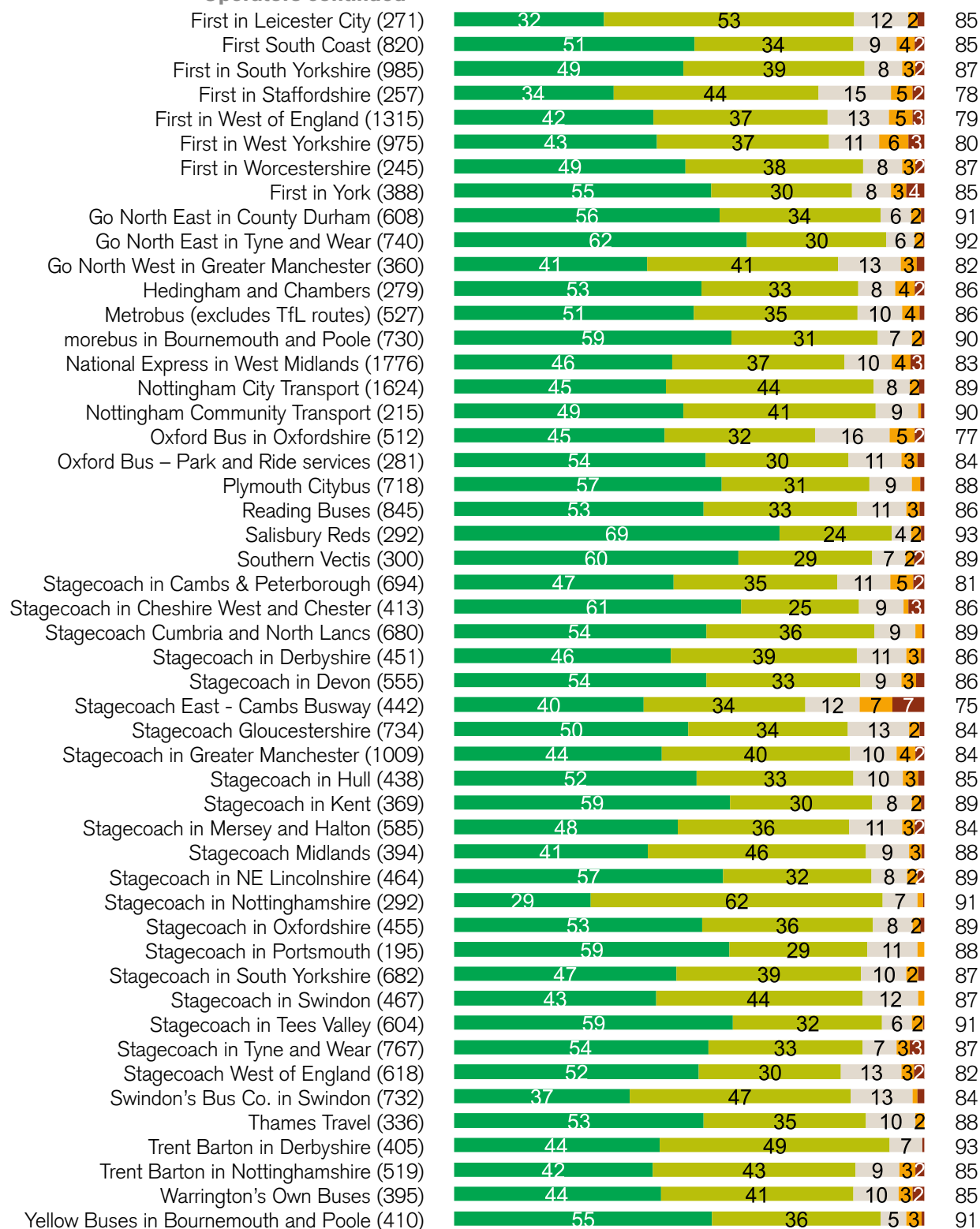




## Satisfaction with on-bus journey time (%)

% – very/fairly satisfied\*\*

### Operators continued



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?**



## 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](http://www.transportfocus.org.uk/research-publications/research/bus-passenger-survey)