



Looking to the future: transport user's priorities

February 2024

Transport Focus – who we are

The voice of Britain's transport users

As the voice of Britain's transport users we:

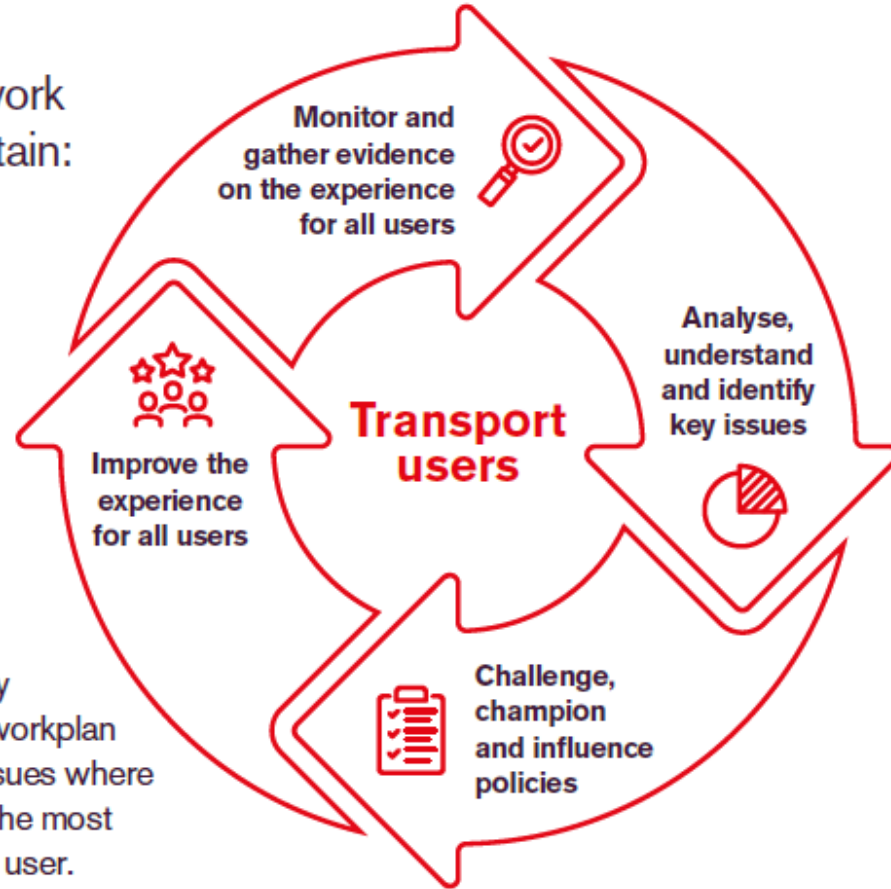
Champion the needs of all transport users **today**.

Ensure that all transport users are at the centre of policy making and decisions for **tomorrow**.

Facilitate and inspire **future** transport thinking.

How we work across Britain:

We will make a difference by ensuring our workplan reflects the issues where we can have the most impact for the user.

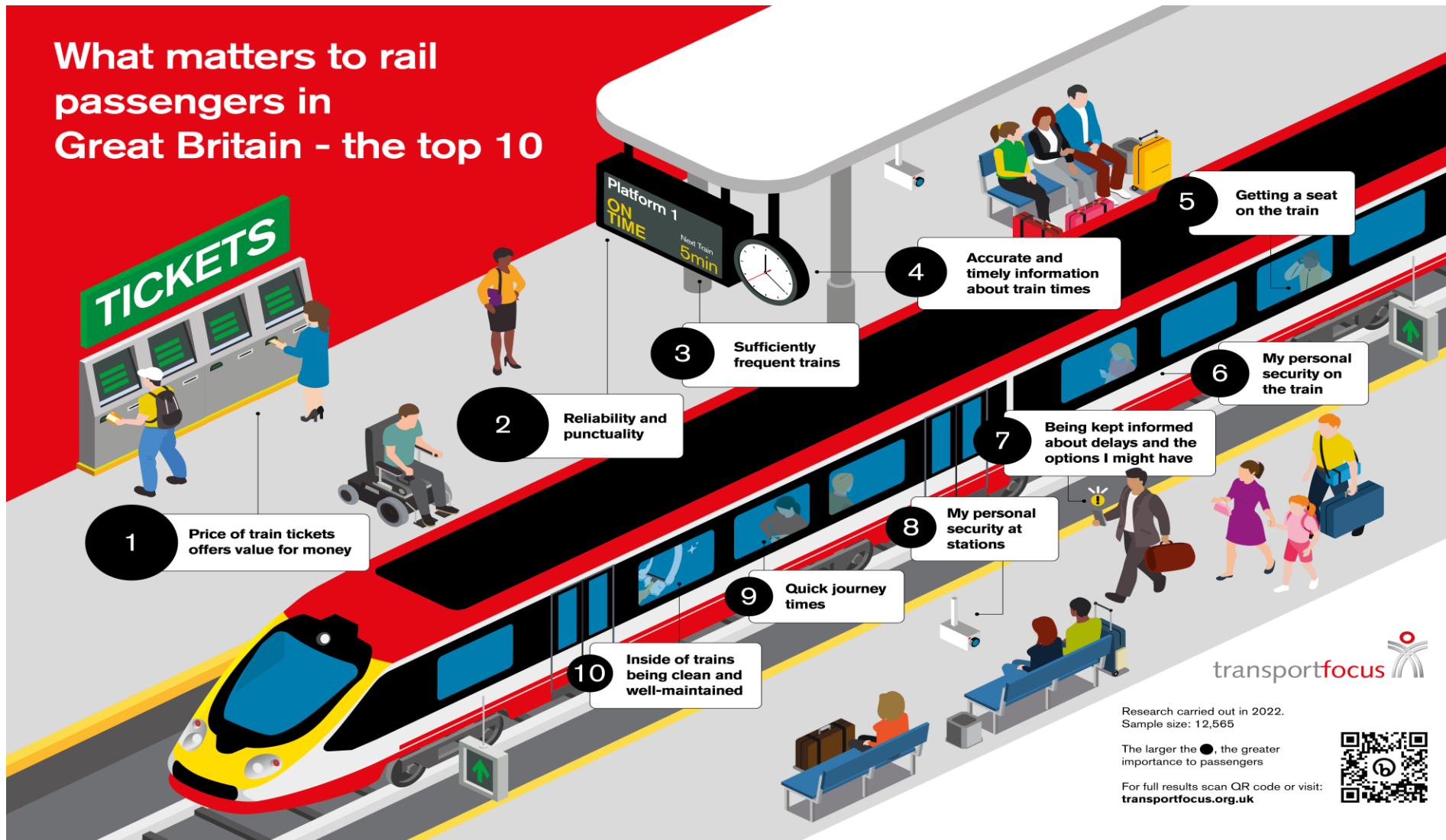


Top ten transport user priorities

	Rail passengers	Bus passengers	Road users	
1	Price of train tickets offers value for money	Buses running more often	Improved quality of road surfaces	1
2	Reliability and punctuality	Buses going to more places	Safer design and upkeep of roads	2
3	Sufficiently frequent trains	More buses on time at stop	Better management of road works	3
4	Accurate and timely information about train times	Better value for money	Better management of unplanned delays such as accidents or breakdowns	4
5	Getting a seat on the train	More bus journeys on time	Better information about unplanned disruption (eg accidents)	5
6	My personal security on the train	More effort to tackle anti-social behaviour	Better behaved drivers	6
7	Being kept informed about delays and the options I might have	Faster journey times	Better information about roadworks happening in future	7
8	My personal security at stations	More bus stops with next bus displays	Better lighting on the network	8
9	Quick journey times	Better quality information at bus stops	Reduced environmental impact of road travel	9
10	Inside of trains being well maintained	More space for wheelchairs and buggies	Better roadside facilities (service areas, laybys)	10
	Britain's railway: what matters to passengers - Transport Focus	Bus passengers' priorities for improvement - Transport Focus	Road users' priorities for improvement - Transport Focus	

Rail – passenger priorities

What matters to rail passengers in Great Britain - the top 10



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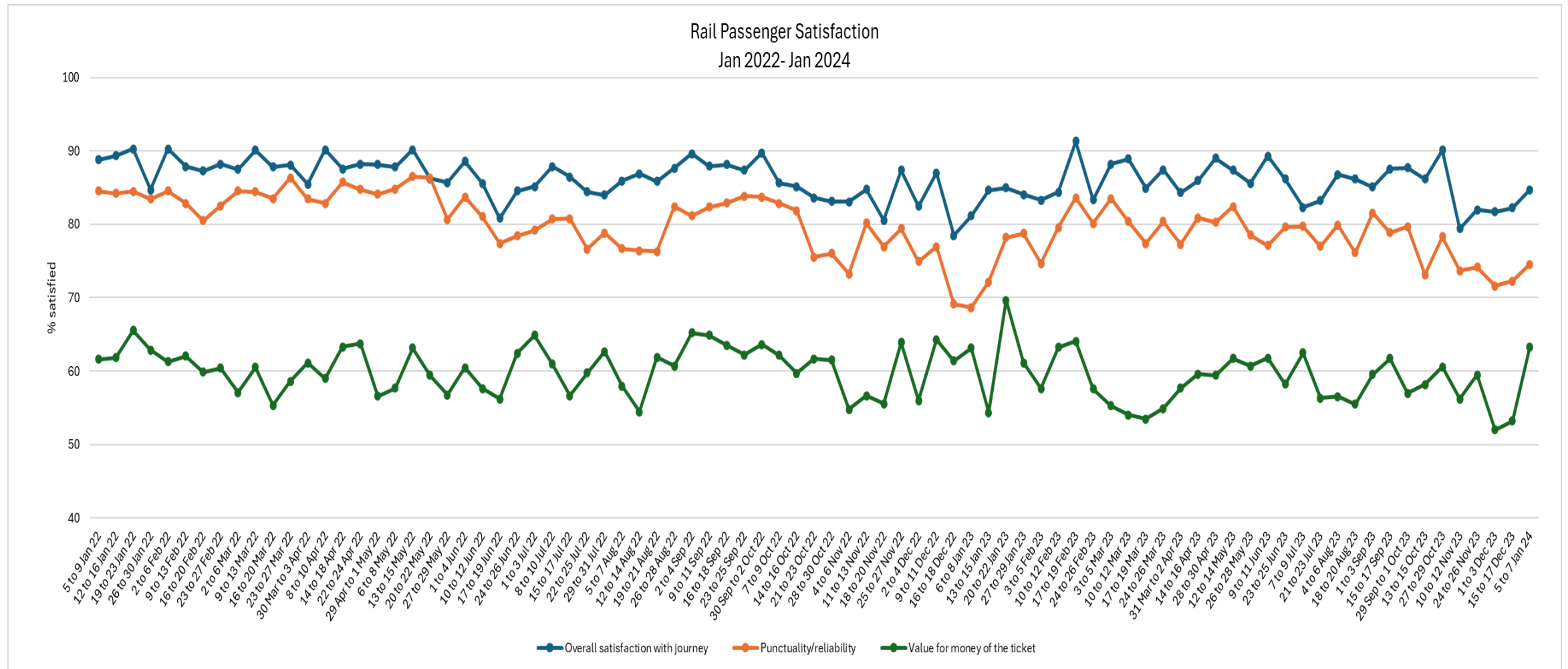
Research carried out in 2022.
Sample size: 12,565

The larger the ●, the greater importance to passengers

For full results scan QR code or visit:
transportfocus.org.uk



Rail – passenger satisfaction



Transport Focus – Rail User Survey. Source: [Transport Focus data hub](https://www.transportfocus.co.uk/data-hub). Current data series began September 2021. Prior to Covid satisfaction was monitored through the National Rail Passenger Survey (NRPS)

Rail – challenges and reform

Challenges facing Rail

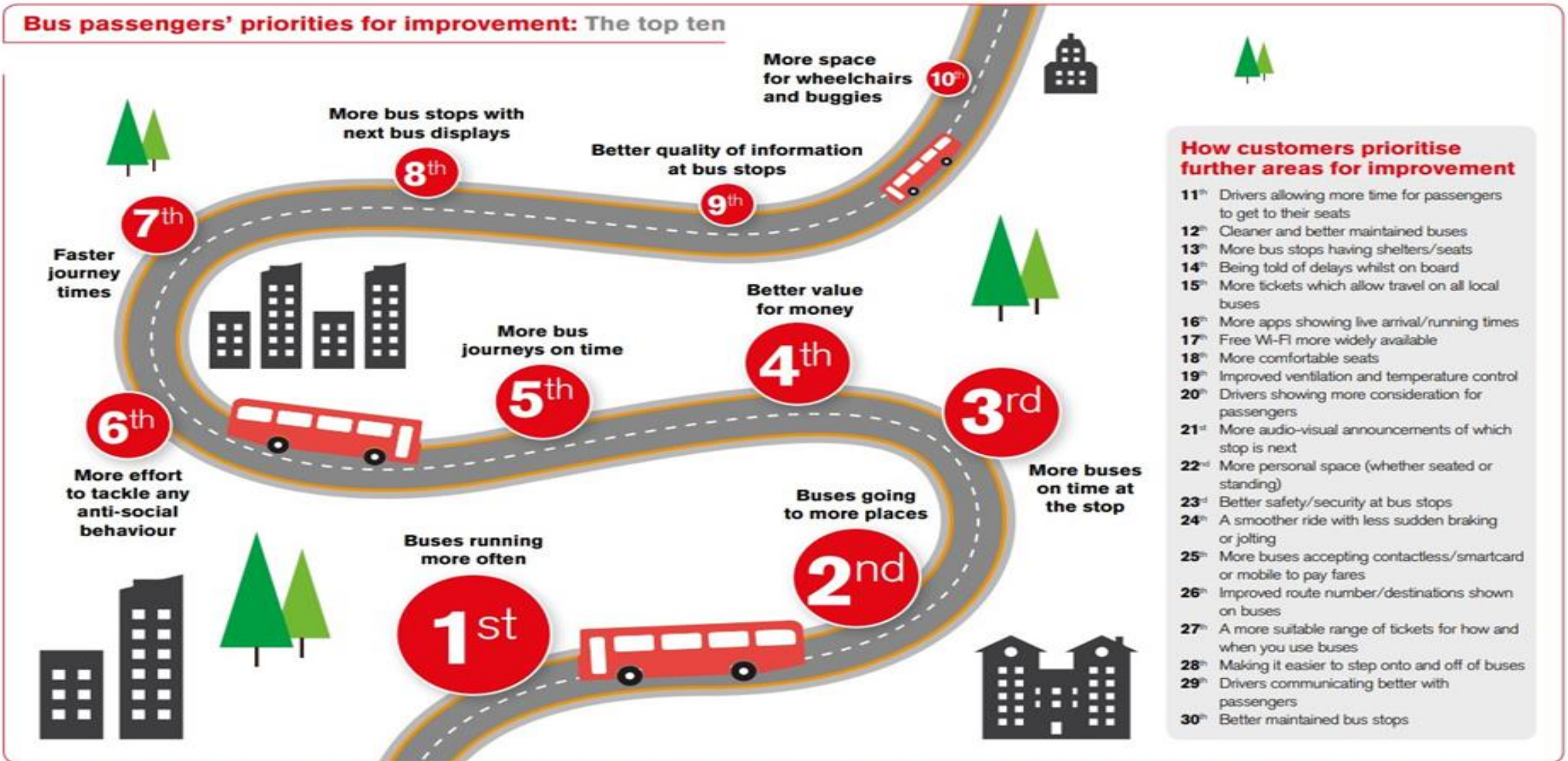
- Structure – complex, lots of different bodies
- Funding - £2.5bn gap between passenger train company income (£9.2bn) and costs (£11.7bn)
[source: ORR Rail industry finance (UK) April 2022 to March 2023]
- Industrial relations / workforce reform
- Changing patterns of use post Covid
- Performance / resilience, in particular to changing weather patterns

Reform

- Creation of Great British Railways (GBR)
 - Act as a guiding mind / give strategic direction
 - Integration of track and train
 - Put passengers at the heart of decision making
- Fares and Ticketing reform
- Relentless focus on performance

Bus – passenger priorities

Bus passengers' priorities for improvement: The top ten



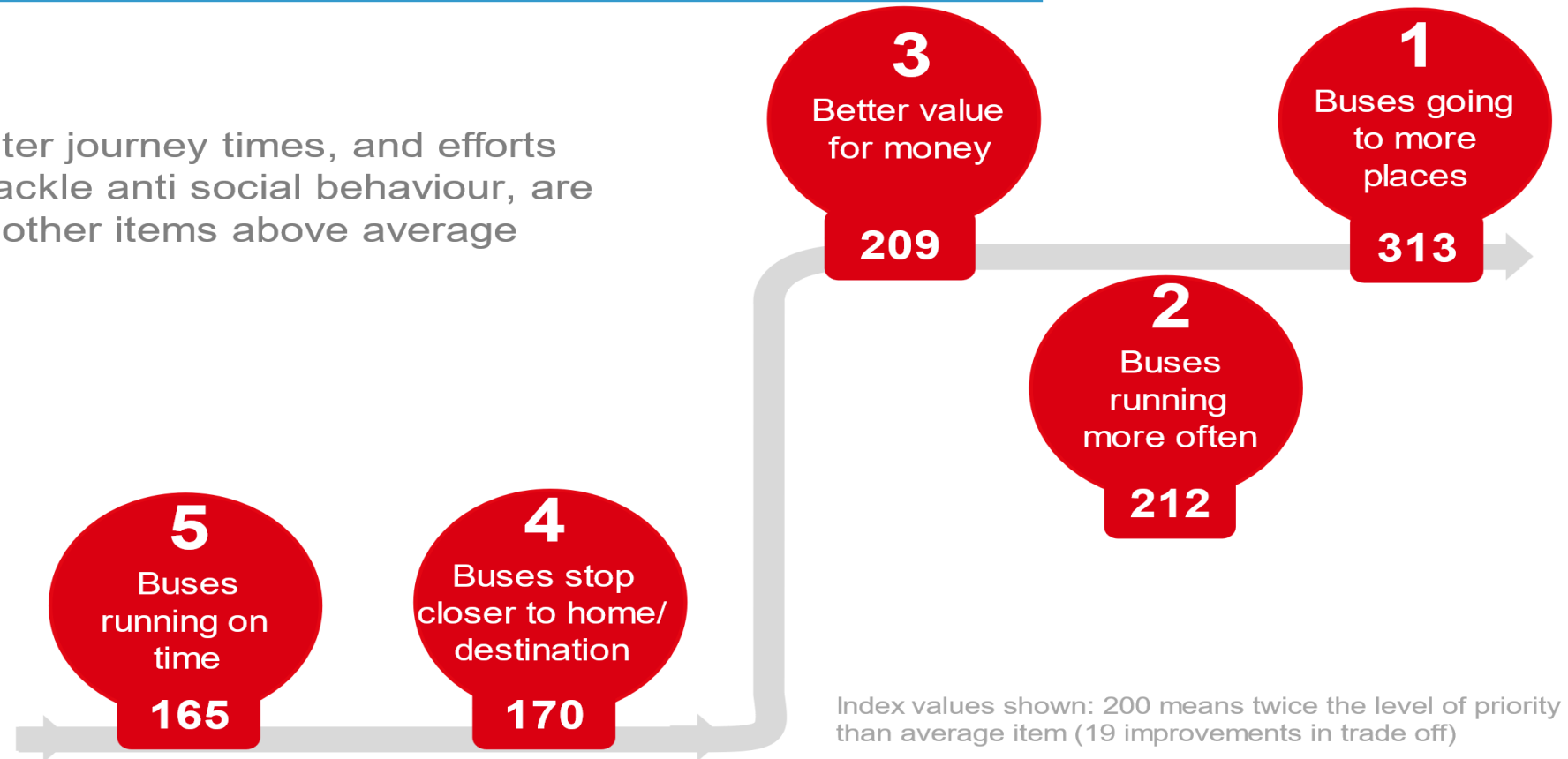
How customers prioritise further areas for improvement

- 11th Drivers allowing more time for passengers to get to their seats
- 12th Cleaner and better maintained buses
- 13th More bus stops having shelters/seats
- 14th Being told of delays whilst on board
- 15th More tickets which allow travel on all local buses
- 16th More apps showing live arrival/running times
- 17th Free Wi-Fi more widely available
- 18th More comfortable seats
- 19th Improved ventilation and temperature control
- 20th Drivers showing more consideration for passengers
- 21st More audio-visual announcements of which stop is next
- 22nd More personal space (whether seated or standing)
- 23rd Better safety/security at bus stops
- 24th A smoother ride with less sudden braking or jolting
- 25th More buses accepting contactless/smartcard or mobile to pay fares
- 26th Improved route number/destinations shown on buses
- 27th A more suitable range of tickets for how and when you use buses
- 28th Making it easier to step onto and off of buses
- 29th Drivers communicating better with passengers
- 30th Better maintained bus stops

Bus – priorities of non-users:

Non-users want a better network and improved value for money

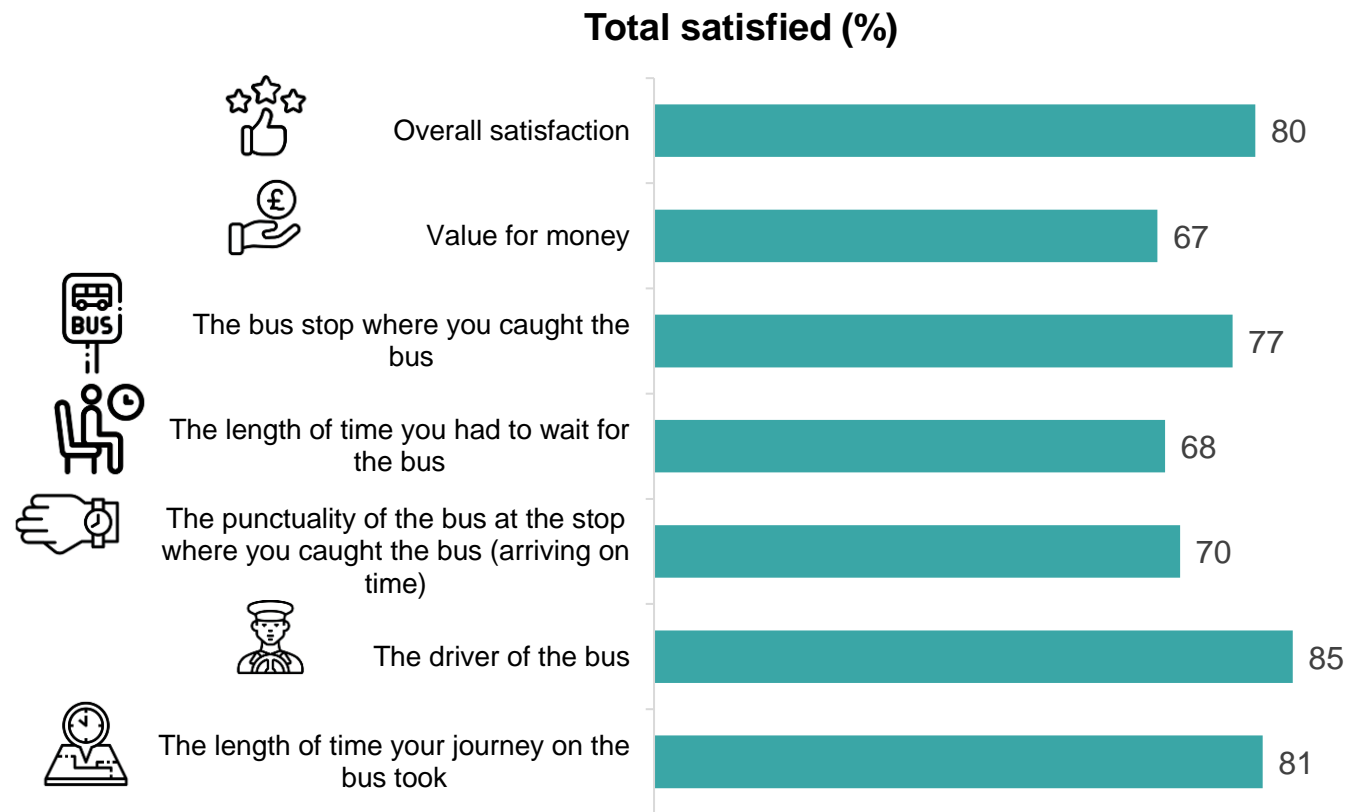
- Faster journey times, and efforts to tackle anti social behaviour, are the other items above average



Online survey to those living in England (outside London). Fieldwork spring 2019. Non-users sample size 1,700. Non-users use bus less than once every 3 months.

Bus

Your Bus Journey – passenger satisfaction results all England areas June 2023



Q9 Overall taking everything into account from the start to the end, how satisfied were you with your bus journey? Q10A How satisfied were you with the value for money of your journey? Q8 How satisfied were you with each of the following during the journey? Jan-June 2023 Base: 9063 - 14390

<https://www.transportfocus.org.uk/publication/your-bus-journey-interim-results/>.

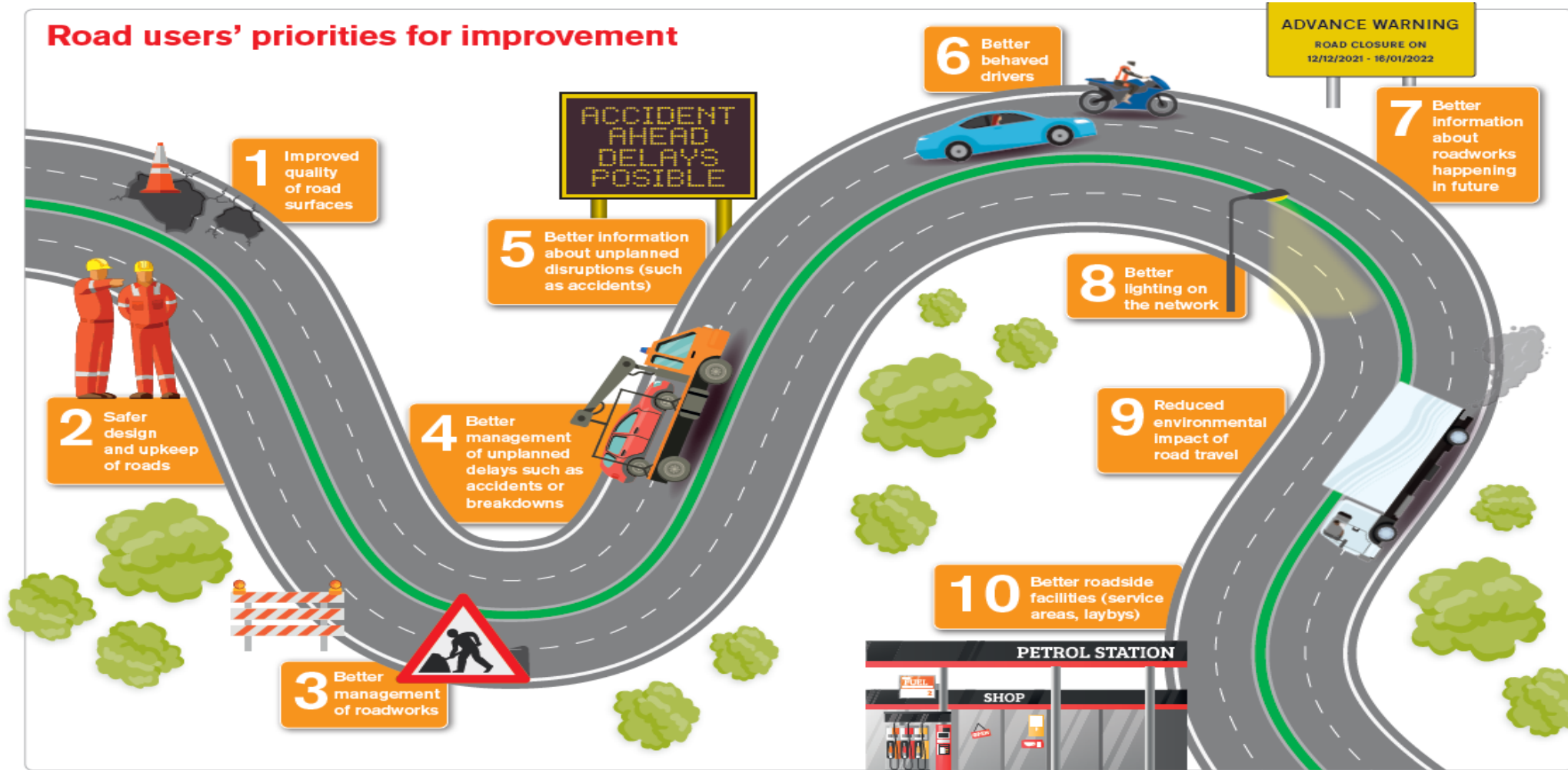
Bus – a passenger-centric service

A framework to include:

- **Passenger-centric targets and benchmarks**, including punctuality performance and user satisfaction, that can be measured so providers can be accountable
- **A charter** setting out what passengers can expect (e.g. Bee Network in Greater Manchester and bus partnerships across England)
- **Measurement of passenger satisfaction** to assess whether the targets and plans are being met and to demonstrate this to the public for accountability
- **Involve local passengers** in decisions about their service

<https://www.transportfocus.org.uk/home/national-bus-strategy/>

Roads – user priorities for improvement to journeys on motorways and major A roads (strategic roads managed by National Highways)



Road users - satisfaction

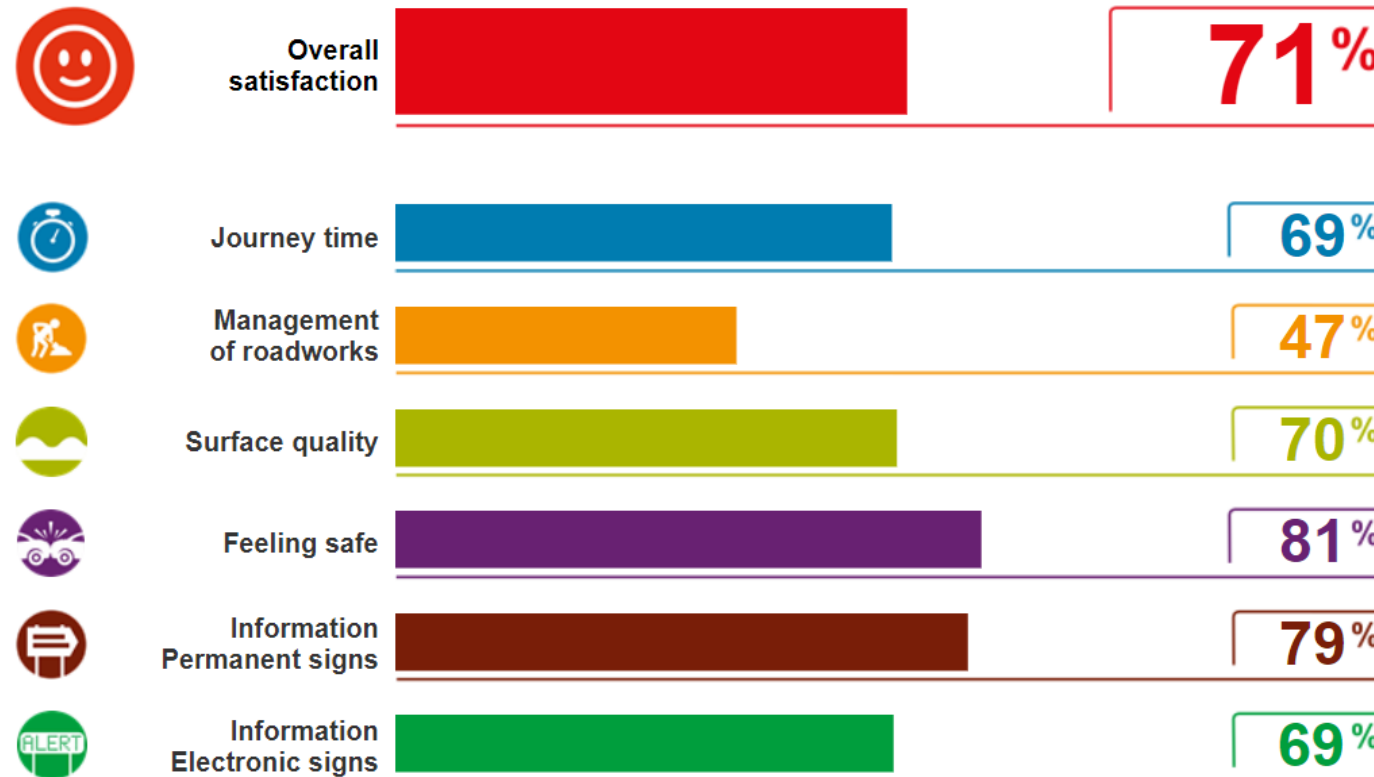
Strategic Roads User Survey

(Measuring satisfaction with journeys on England's motorways and major A roads)

The survey was not run between April 2020 and March 2021 due to Covid-19. It restarted in April 2021 with a new methodology, so results prior to March 2020 and from April 2021 are not directly comparable



% satisfied



¹ Last 12 months*** Nov 2023 (last 12 months)

*caution – based on 75-99 responses
** result hidden as less than 75 responses
*** Before March 2019 and from April 2021 to February 2022 this is year-to-date, not past 12 months.

Road users – overall satisfaction

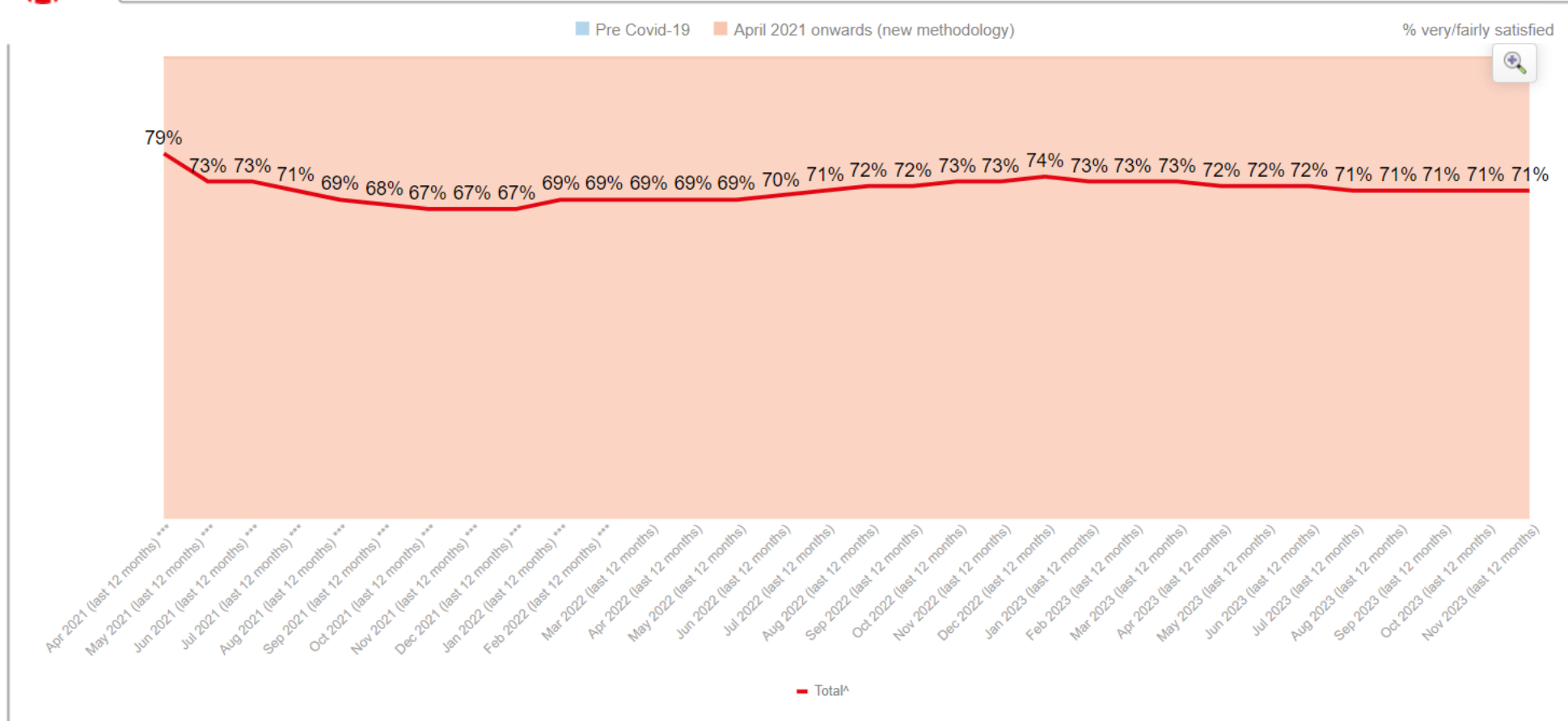
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Strategic Roads User Survey



Overall satisfaction - trends over time (rolling last 12 months)

[More information](#)



*caution – based on 75-99 responses

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*** Before March 2019 and from April 2021 to February 2022 this is year-to-date, not past 12 months.

^The 'Total' is the total according to the filters you have applied



Road users - maintain what we have or build new?

Car and van drivers' view:

- “It is very important to properly maintain the existing motorways and major ‘A’ roads” – 91% agree, 69% strongly agree
- “It is very important to build new motorways/‘A’ roads/add new lanes to existing roads” – 69% agree, 29% strongly agree
- Almost two thirds (65%) say maintenance of existing is more important than building new

Road users

Key messages from a road user perspective:

- Having National Highways as an arms-length body running strategic roads with agreed 5-year funding is good for road users – allows long-term focus
- Continue National Highways on its journey from infrastructure builder/maintainer to provider of a service to its users
- Fund operation, maintenance and renewal of existing roads over delivering enhancements, with the exception of safety (1,500 plus killed or seriously injured on National Highways' roads each year)
- Accelerate power supply upgrades to motorway services for EV charging (other government departments, not just DfT)
- Implement the Road Safety Investigation Branch (RSIB), announced but not yet in operation