

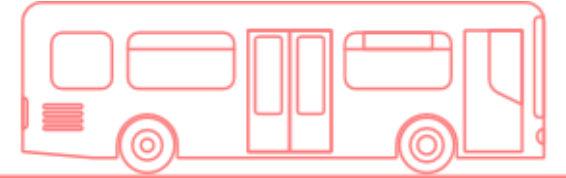
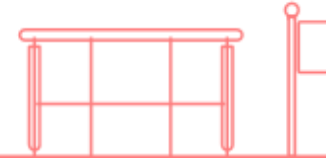
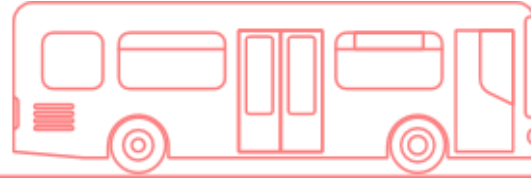


Headline findings by area in England 2023



March 2024

About Your Bus Journey



Passengers feed back about a **single leg of a journey, made on day of recruitment**



Online as main method for survey completion – but paper questionnaires available too



Pro-active recruitment of passengers, at point of usage



Questionnaire focusing initially on essential metrics – with follow-on more detailed questions optional, but encouraged



.... meaning **face to face** interception as passengers make journeys (on board and at stops) – verified and inclusive



Structured questions about overall journey experience, with core measures carried over from previous Bus Passenger Survey.

Areas covered in the 2023 survey (England)

Urban metropolitan

Greater Manchester
Liverpool City Region
Tyne & Wear
South Yorkshire
West Midlands
West Yorkshire

Urban other

Bournemouth, Christchurch & Poole
Brighton and Hove
City of York
Lancashire and Blackburn with
Darwen
Leicester City
Luton
North East Lincolnshire
Greater Nottingham
Portsmouth
Reading Buses Network
Stoke-on-Trent
Surrey

Urban other (cont.d)

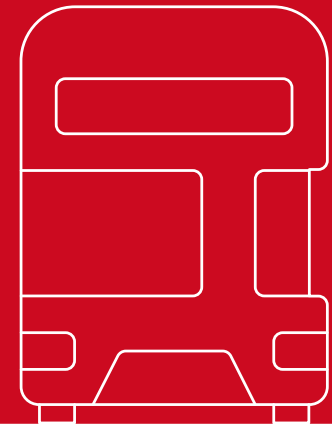
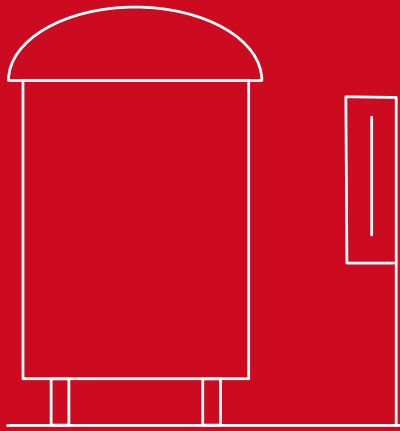
Tees Valley
Thurrock
Warrington
West of England and North
Somerset
West Sussex

Semi-rural
Cheshire East
Cheshire West & Chester
Derbyshire
East Sussex
Nottinghamshire

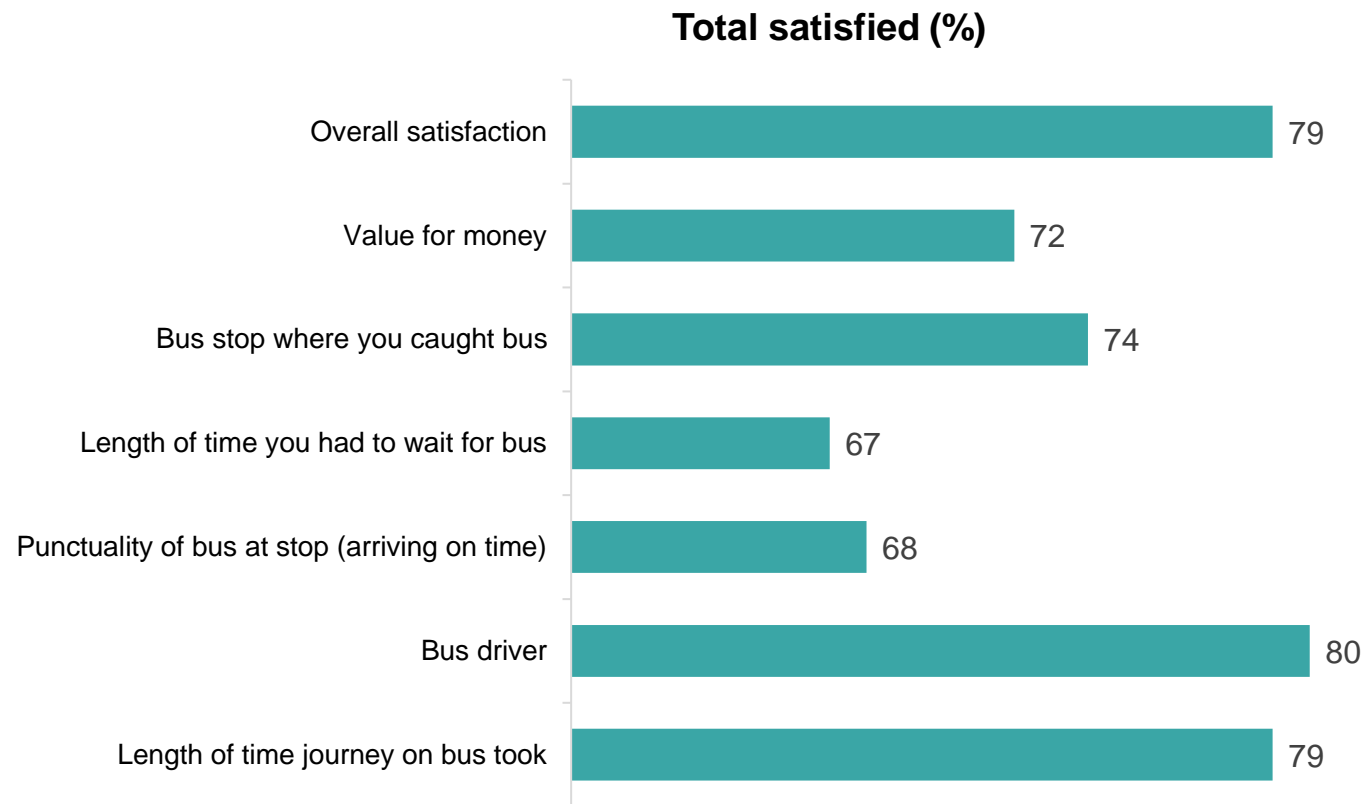
Rural

Cornwall
East Riding of Yorkshire
Norfolk
Durham
Northumberland
Oxfordshire
Suffolk

Urban metropolitan



Summary of headline results for Greater Manchester



	Urban Metropolitan	All England areas
Overall satisfaction	78	80
Value for money	67	67
Bus stop where you caught bus	75	76
Length of time you had to wait for bus	66	68
Punctuality of bus at stop (arriving on time)	68	70
Bus driver	83	85
Length of time journey on bus took	80	81

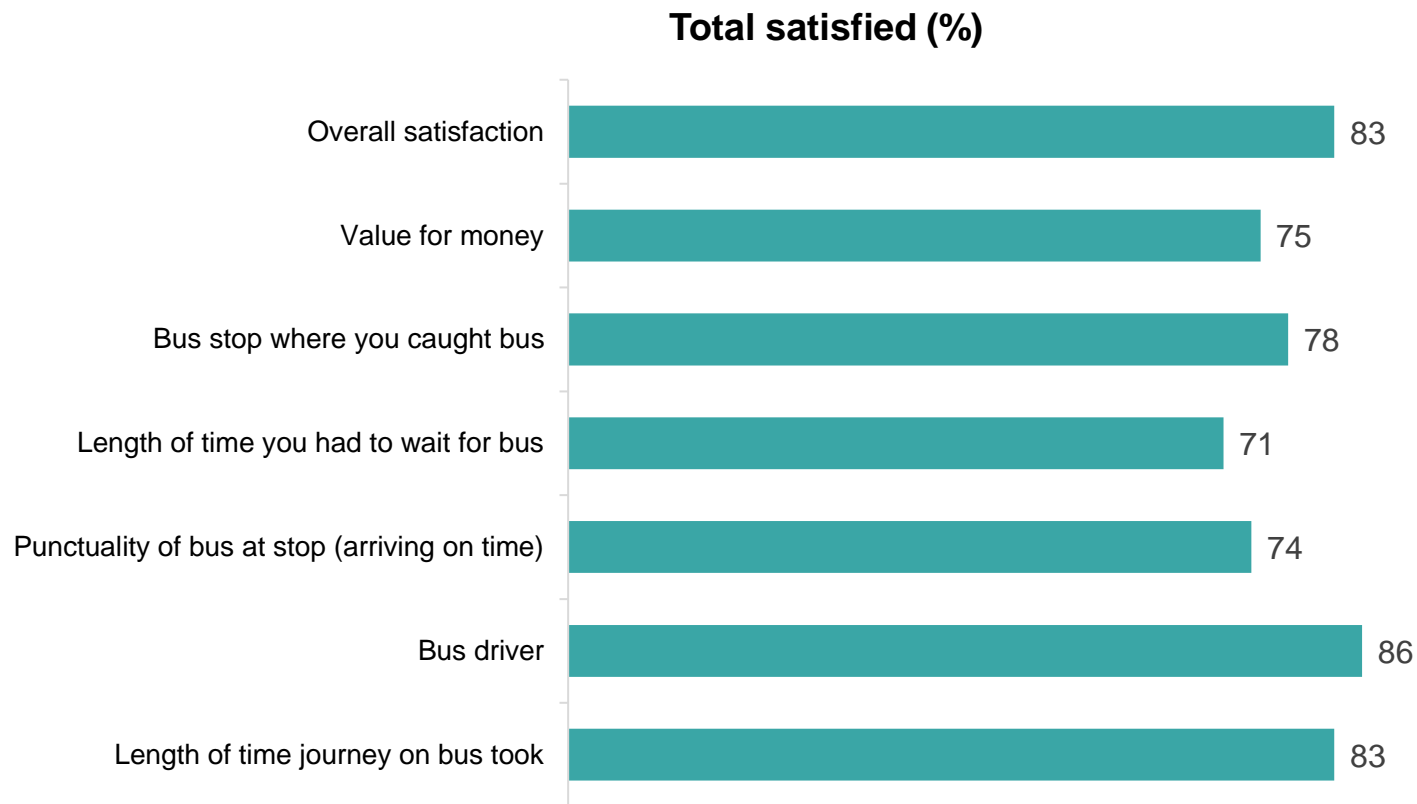
Q9 Overall taking everything into account from the start to the end, how satisfied were you with your bus journey?

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?

Base: Full Year 568 - 868; Urban Metropolitan 4328 - 6476; All England areas 21431 – 34434

Summary of headline results for Liverpool City Region



	Urban Metropolitan	All England areas
Overall satisfaction	78	80
Value for money	67	67
Bus stop where you caught bus	75	76
Length of time you had to wait for bus	66	68
Punctuality of bus at stop (arriving on time)	68	70
Bus driver	83	85
Length of time journey on bus took	80	81

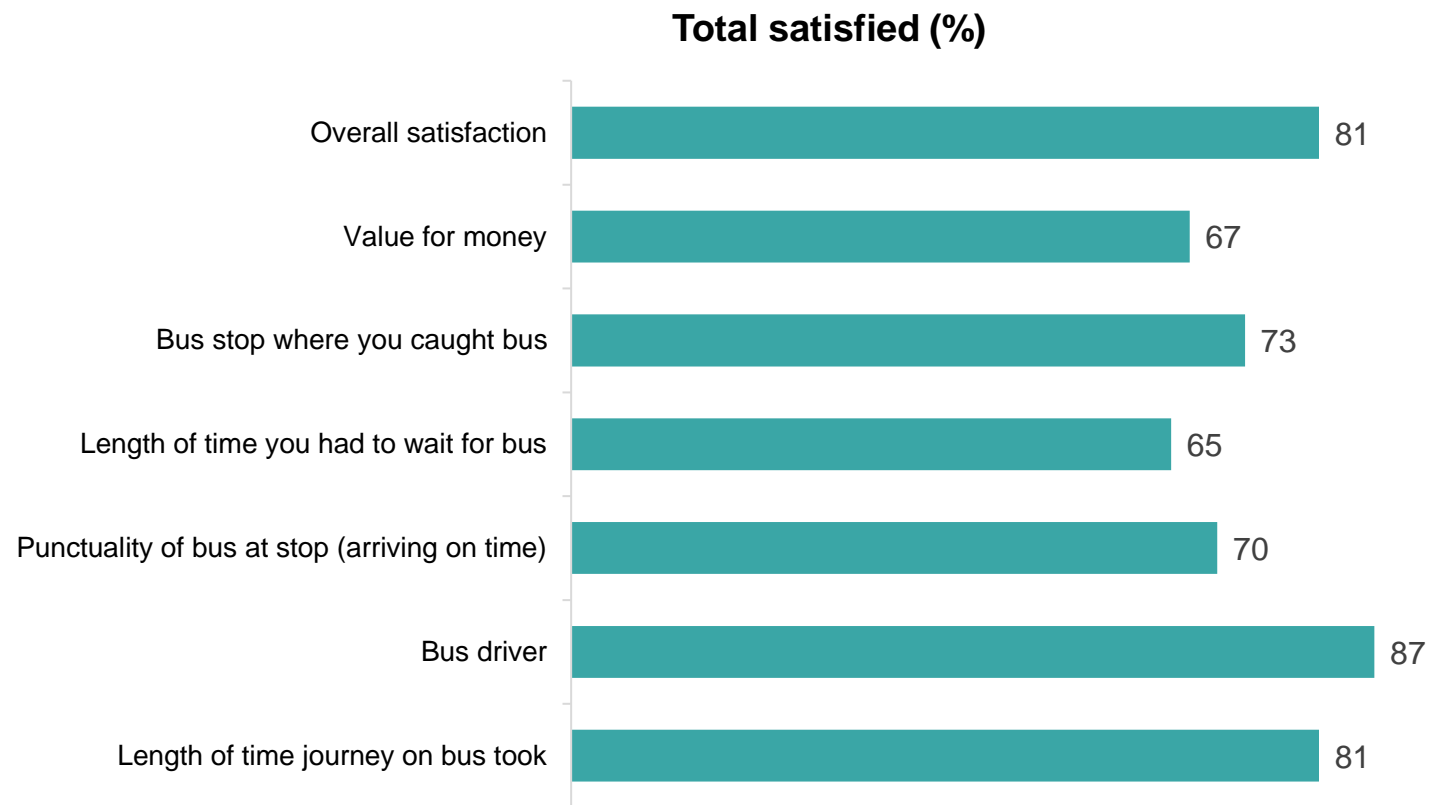
Q9 Overall taking everything into account from the start to the end, how satisfied were you with your bus journey?

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?

Base: Full Year 530 - 843; Urban Metropolitan 4328 - 6476; All England areas 21431 – 34434

Summary of headline results for South Yorkshire



	Urban Metropolitan	All England areas
Overall satisfaction	78	80
Value for money	67	67
Bus stop where you caught bus	75	76
Length of time you had to wait for bus	66	68
Punctuality of bus at stop (arriving on time)	68	70
Bus driver	83	85
Length of time journey on bus took	80	81

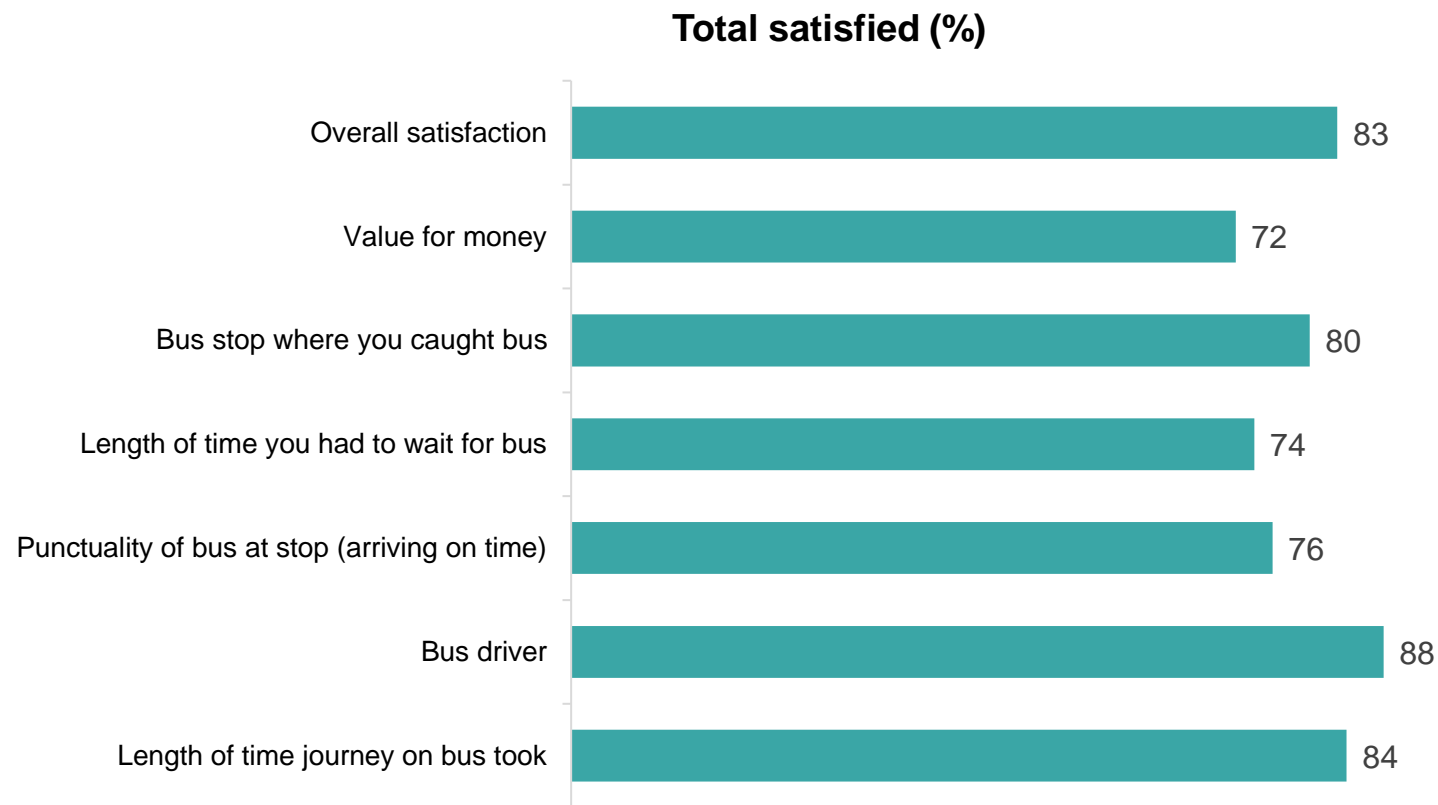
Q9 Overall taking everything into account from the start to the end, how satisfied were you with your bus journey?

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?

Base: Full Year 653 - 925; Urban Metropolitan 4328 - 6476; All England areas 21431 - 34434

Summary of headline results for Tyne & Wear



	Urban Metropolitan	All England areas
Overall satisfaction	78	80
Value for money	67	67
Bus stop where you caught bus	75	76
Length of time you had to wait for bus	66	68
Punctuality of bus at stop (arriving on time)	68	70
Bus driver	83	85
Length of time journey on bus took	80	81

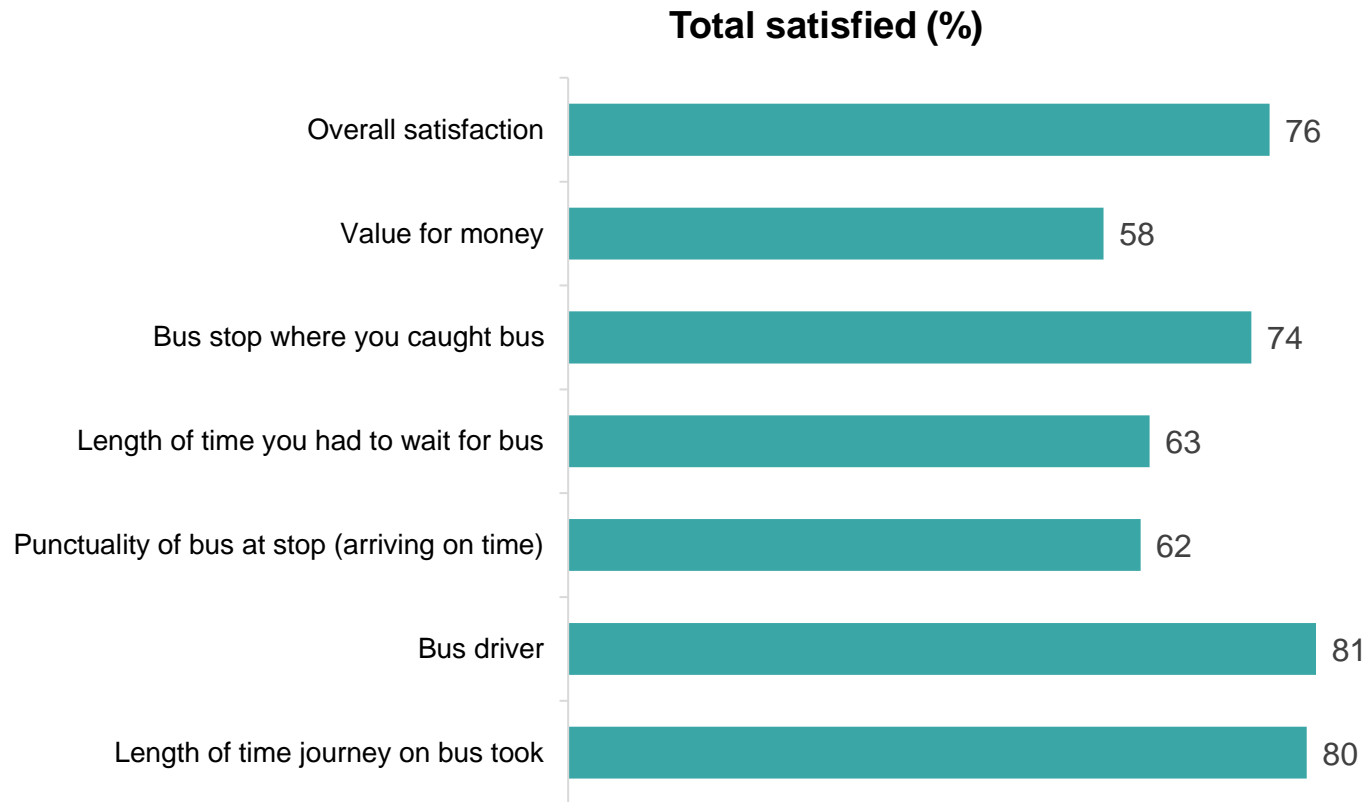
Q9 Overall taking everything into account from the start to the end, how satisfied were you with your bus journey?

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?

Base: Full Year 1310 - 1908; Urban Metropolitan 4328 - 6476; All England areas 21431 - 34434

Summary of headline results for West Midlands



	Urban Metropolitan	All England areas
Overall satisfaction	78	80
Value for money	67	67
Bus stop where you caught bus	75	76
Length of time you had to wait for bus	66	68
Punctuality of bus at stop (arriving on time)	68	70
Bus driver	83	85
Length of time journey on bus took	80	81

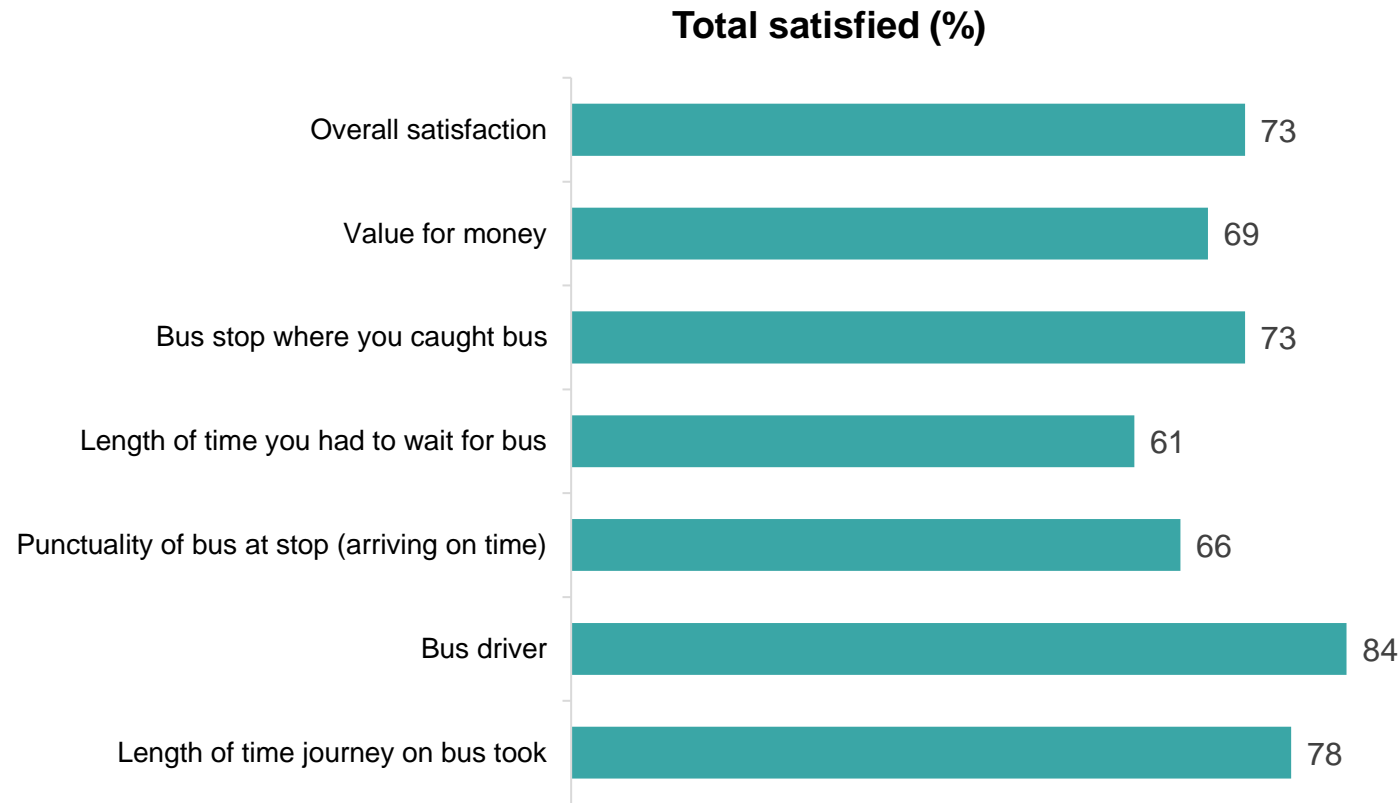
Q9 Overall taking everything into account from the start to the end, how satisfied were you with your bus journey?

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?

Base: Full Year 707 - 1030; Urban Metropolitan 4328 - 6476; All England areas 21431 - 34434

Summary of headline results for West Yorkshire



	Urban Metropolitan	All England areas
Overall satisfaction	78	80
Value for money	67	67
Bus stop where you caught bus	75	76
Length of time you had to wait for bus	66	68
Punctuality of bus at stop (arriving on time)	68	70
Bus driver	83	85
Length of time journey on bus took	80	81

Q9 Overall taking everything into account from the start to the end, how satisfied were you with your bus journey?

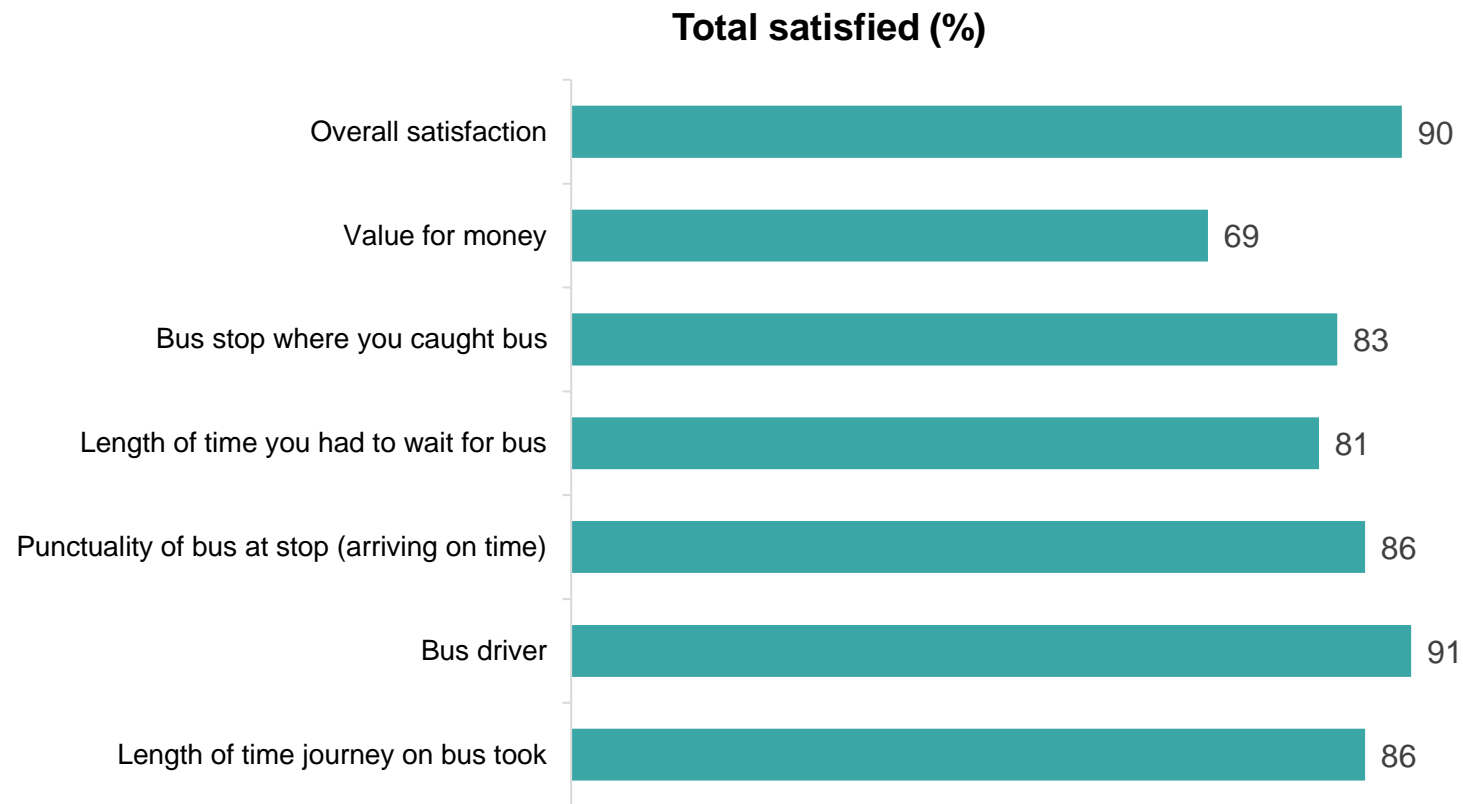
Q10A How satisfied were you with the value for money of your journey?

Q8 How satisfied were you with each of the following during the journey?

Base: Full Year 560 - 904; Urban Metropolitan 4328 - 6476; All England areas 21431 - 34434



Summary of headline results for Bournemouth, Christchurch & Poole



	Urban Other	All England areas
Overall satisfaction	82	80
Value for money	66	67
Bus stop where you caught bus	78	76
Length of time you had to wait for bus	71	68
Punctuality of bus at stop (arriving on time)	74	70
Bus driver	86	85
Length of time journey on bus took	82	81

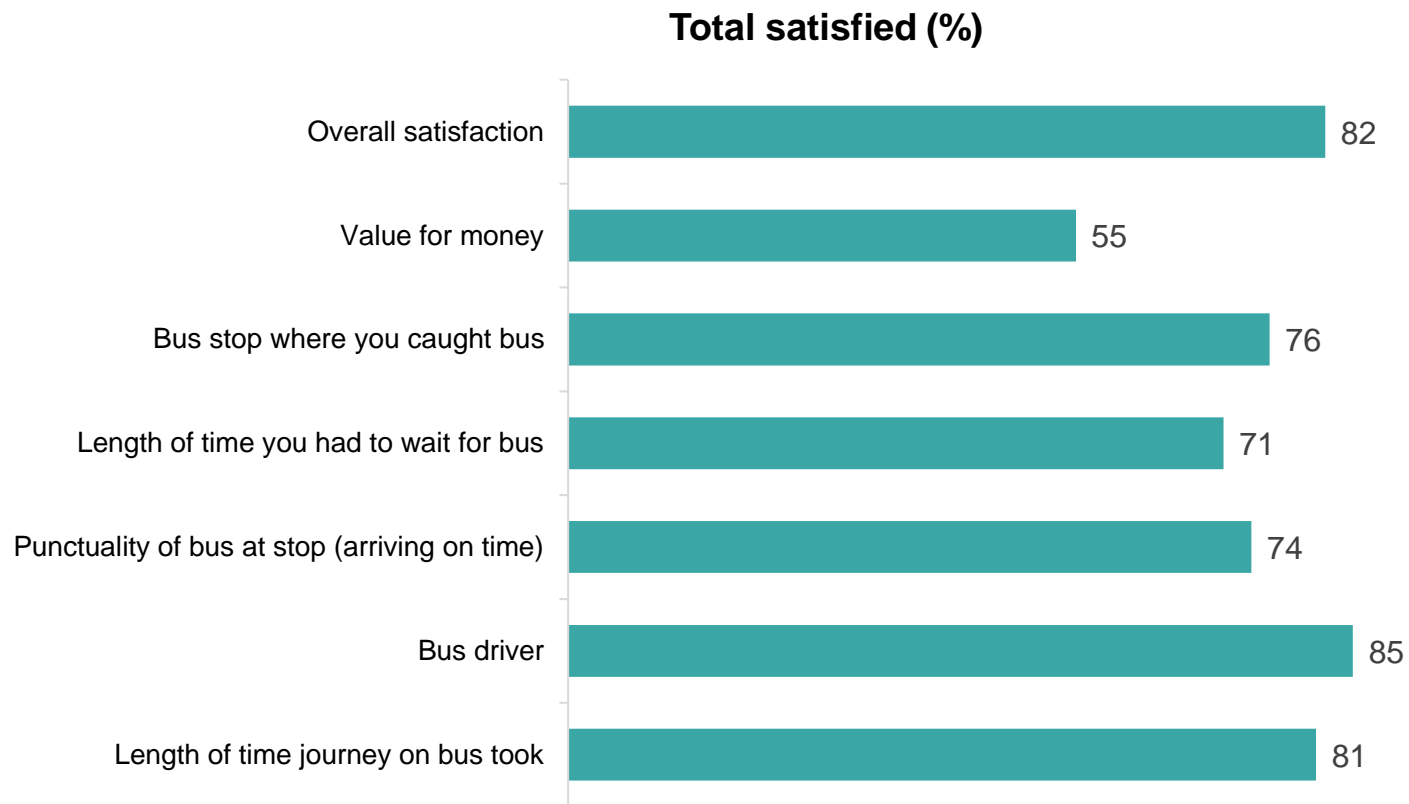
Q9 Overall taking everything into account from the start to the end, how satisfied were you with your bus journey?

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?

Base: Full Year 693 - 1196; Urban Other 10538 - 16620; All England areas 21431 – 34434

Summary of headline results for Brighton and Hove



	Urban Other	All England areas
Overall satisfaction	82	80
Value for money	66	67
Bus stop where you caught bus	78	76
Length of time you had to wait for bus	71	68
Punctuality of bus at stop (arriving on time)	74	70
Bus driver	86	85
Length of time journey on bus took	82	81

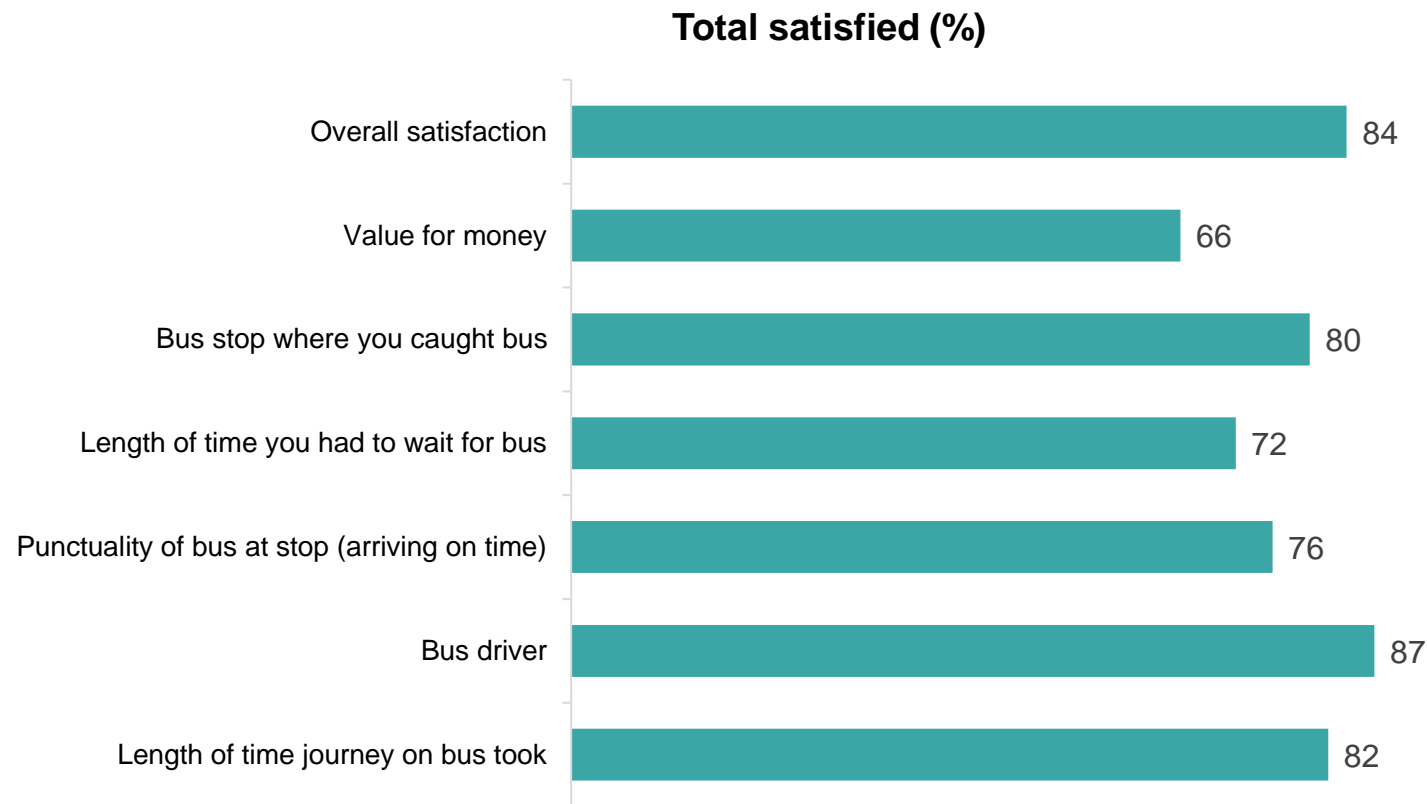
Q9 Overall taking everything into account from the start to the end, how satisfied were you with your bus journey?

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?

Base: Full Year 772 - 1065; Urban Other 10538 - 16620; All England areas 21431 – 34434

Summary of headline results for City of York



	Urban Other	All England areas
Overall satisfaction	82	80
Value for money	66	67
Bus stop where you caught bus	78	76
Length of time you had to wait for bus	71	68
Punctuality of bus at stop (arriving on time)	74	70
Bus driver	86	85
Length of time journey on bus took	82	81

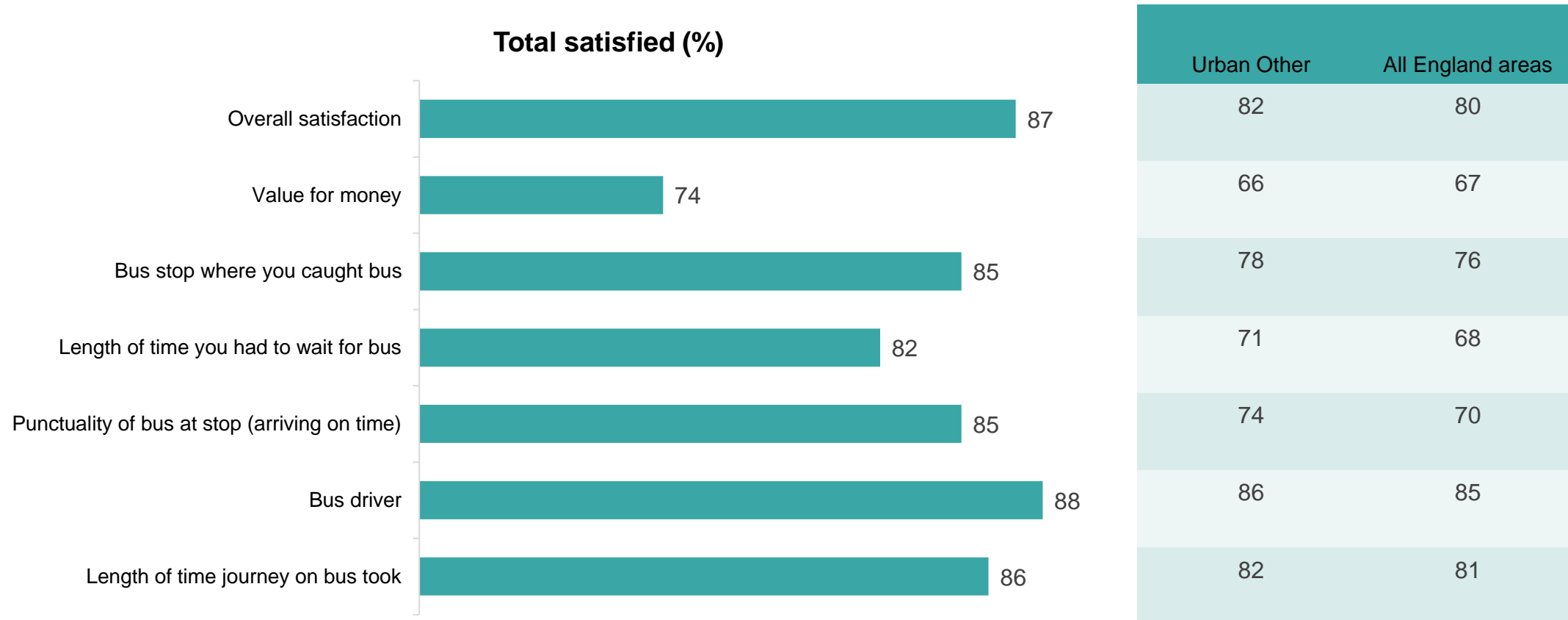
Q9 Overall taking everything into account from the start to the end, how satisfied were you with your bus journey?

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?

Base: Full Year 597 - 929; Urban Other 10538 - 16620; All England areas 21431 – 34434

Summary of headline results for Greater Nottingham



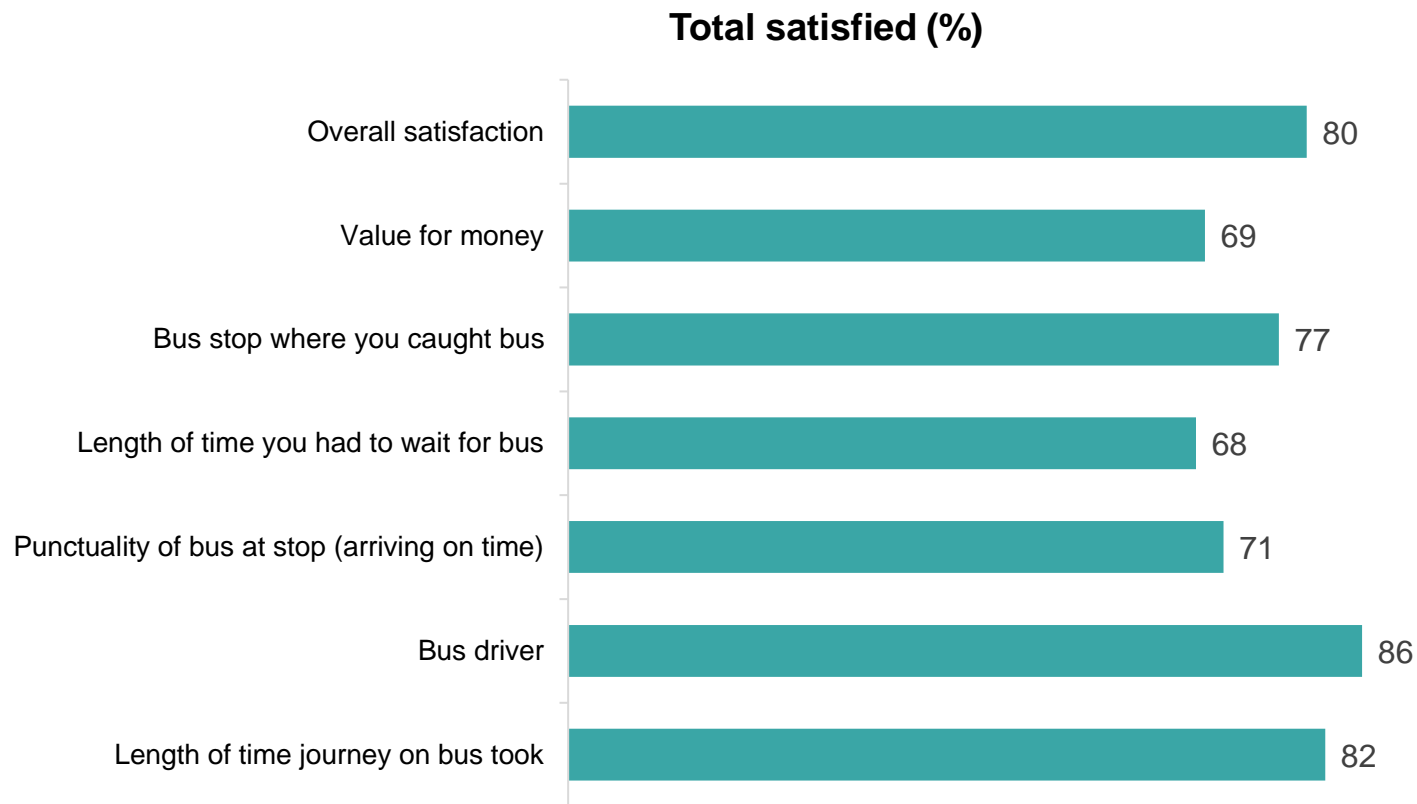
Q9 Overall taking everything into account from the start to the end, how satisfied were you with your bus journey?

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?

Base: Full Year 528 - 767; Urban Other 10538 - 16620; All England areas 21431 – 34434

Summary of headline results for Lancashire and Blackburn with Darwen



	Urban Other	All England areas
Overall satisfaction	82	80
Value for money	66	67
Bus stop where you caught bus	78	76
Length of time you had to wait for bus	71	68
Punctuality of bus at stop (arriving on time)	74	70
Bus driver	86	85
Length of time journey on bus took	82	81

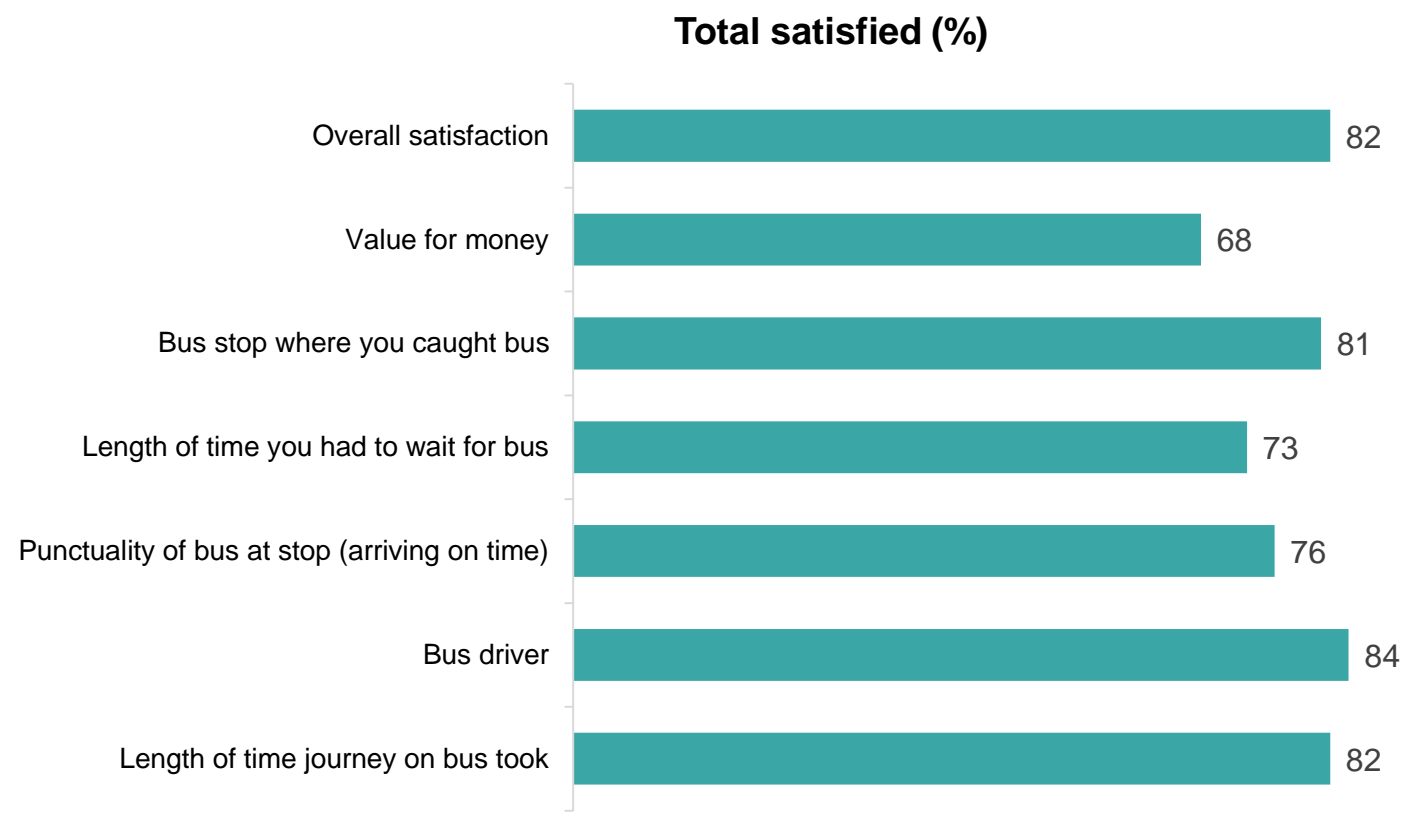
Q9 Overall taking everything into account from the start to the end, how satisfied were you with your bus journey?

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?

Base: Full Year 501 - 913; Urban Other 10538 - 16620; All England areas 21431 – 34434

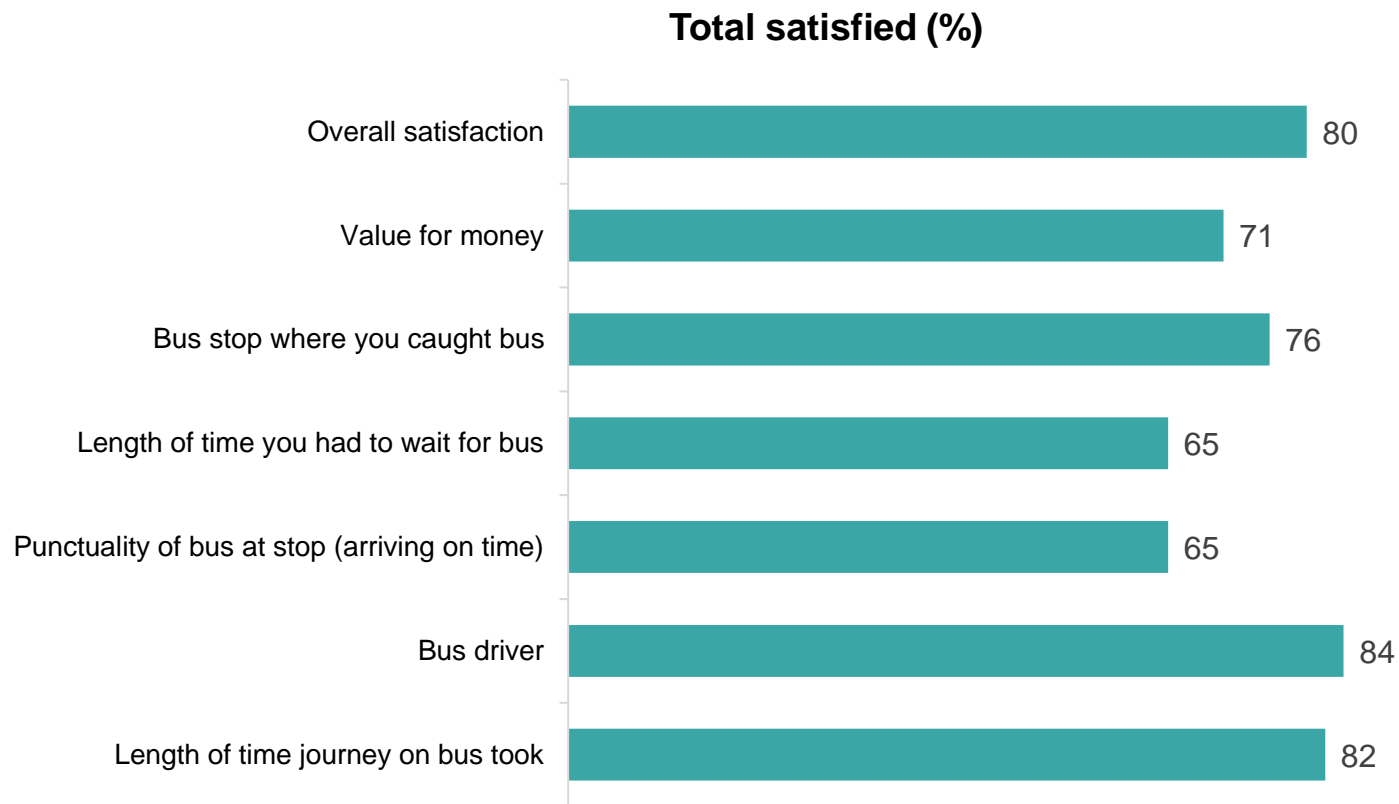
Summary of headline results for Leicester City



	Urban Other	All England areas
Overall satisfaction	82	80
Value for money	66	67
Bus stop where you caught bus	78	76
Length of time you had to wait for bus	71	68
Punctuality of bus at stop (arriving on time)	74	70
Bus driver	86	85
Length of time journey on bus took	82	81

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?
 Base: Full Year 661 - 1044; Urban Other 10538 - 16620; All England areas 21431 – 34434

Summary of headline results for Luton



	Urban Other	All England areas
Overall satisfaction	82	80
Value for money	66	67
Bus stop where you caught bus	78	76
Length of time you had to wait for bus	71	68
Punctuality of bus at stop (arriving on time)	74	70
Bus driver	86	85
Length of time journey on bus took	82	81

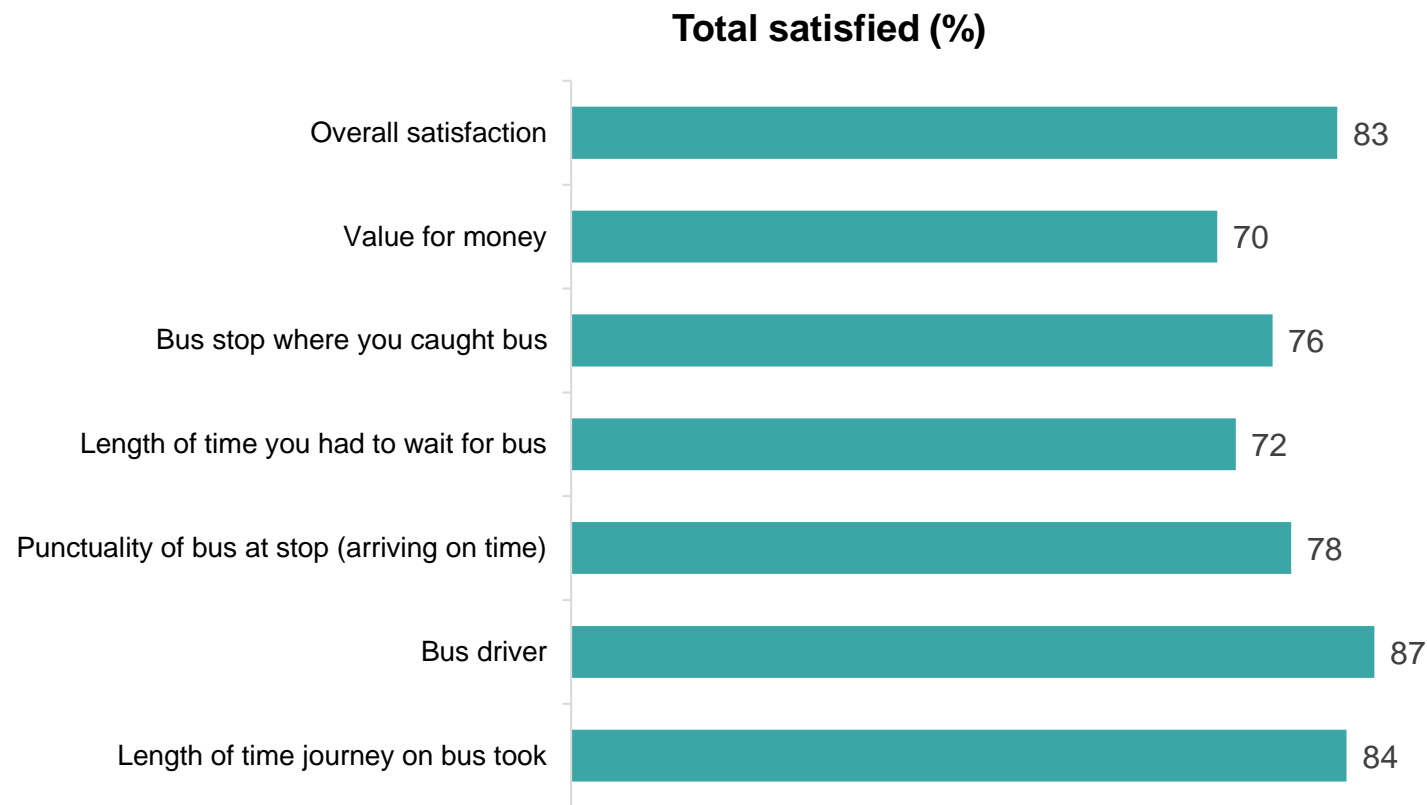
Q9 Overall taking everything into account from the start to the end, how satisfied were you with your bus journey?

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?

Base: Full Year 459 - 614; Urban Other 10538 - 16620; All England areas 21431 – 34434

Summary of headline results for North East Lincolnshire



	Urban Other	All England areas
Overall satisfaction	82	80
Value for money	66	67
Bus stop where you caught bus	78	76
Length of time you had to wait for bus	71	68
Punctuality of bus at stop (arriving on time)	74	70
Bus driver	86	85
Length of time journey on bus took	82	81

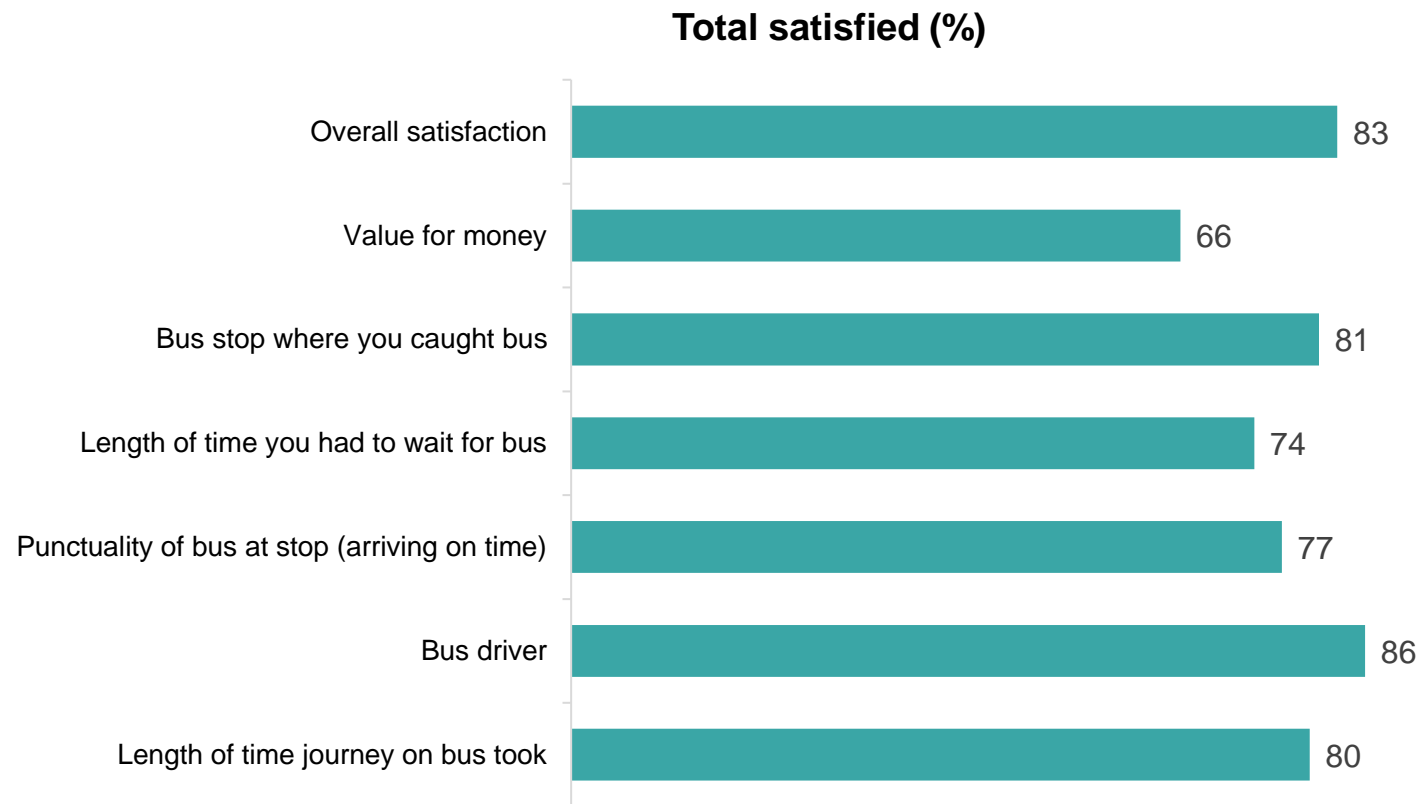
Q9 Overall taking everything into account from the start to the end, how satisfied were you with your bus journey?

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?

Base: Full Year 502 - 784; Urban Other 10538 - 16620; All England areas 21431 – 34434

Summary of headline results for Portsmouth



	Urban Other	All England areas
Overall satisfaction	82	80
Value for money	66	67
Bus stop where you caught bus	78	76
Length of time you had to wait for bus	71	68
Punctuality of bus at stop (arriving on time)	74	70
Bus driver	86	85
Length of time journey on bus took	82	81

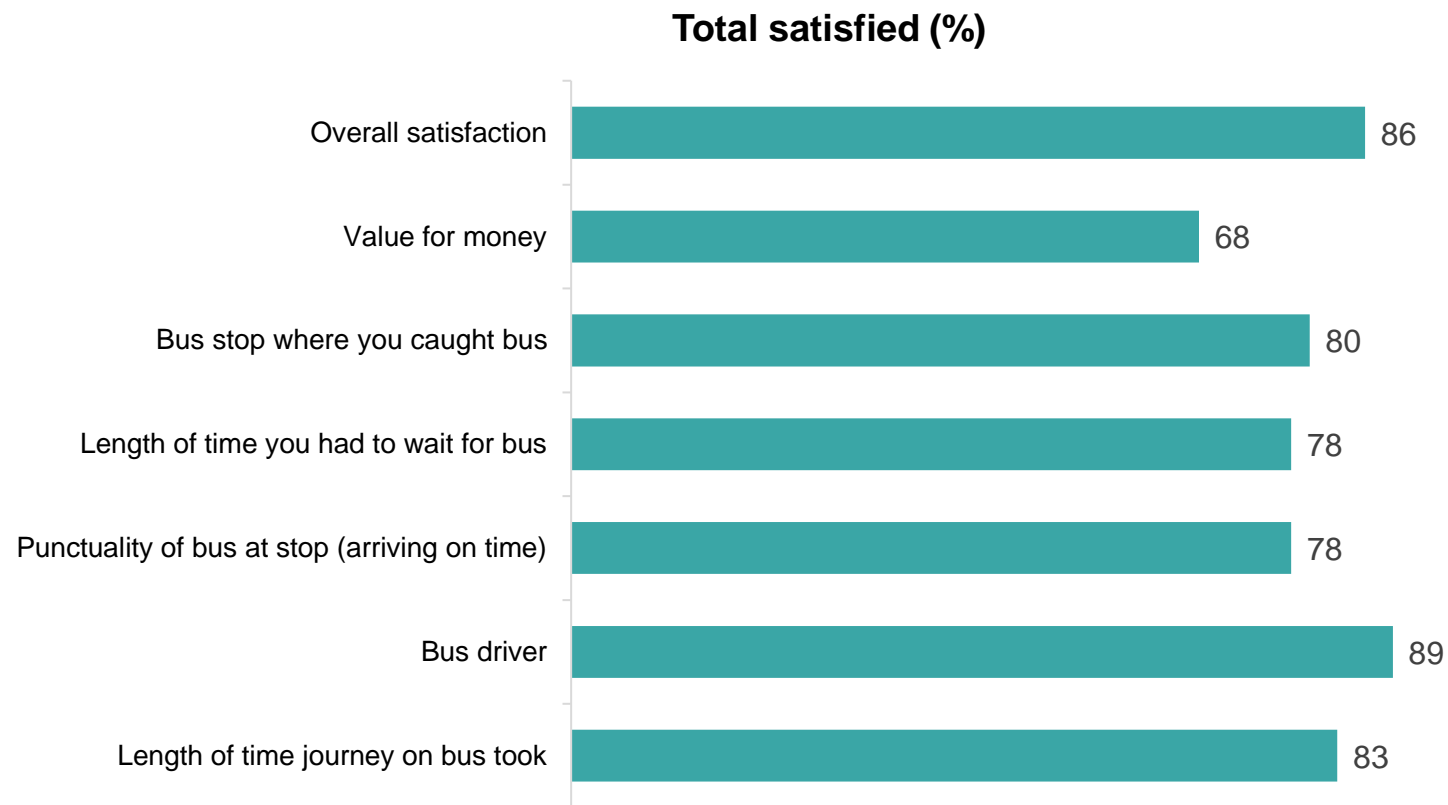
Q9 Overall taking everything into account from the start to the end, how satisfied were you with your bus journey?

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?

Base: Full Year 748 - 1273; Urban Other 10538 - 16620; All England areas 21431 – 34434

Summary of headline results for Reading Buses Network



	Urban Other	All England areas
Overall satisfaction	82	80
Value for money	66	67
Bus stop where you caught bus	78	76
Length of time you had to wait for bus	71	68
Punctuality of bus at stop (arriving on time)	74	70
Bus driver	86	85
Length of time journey on bus took	82	81

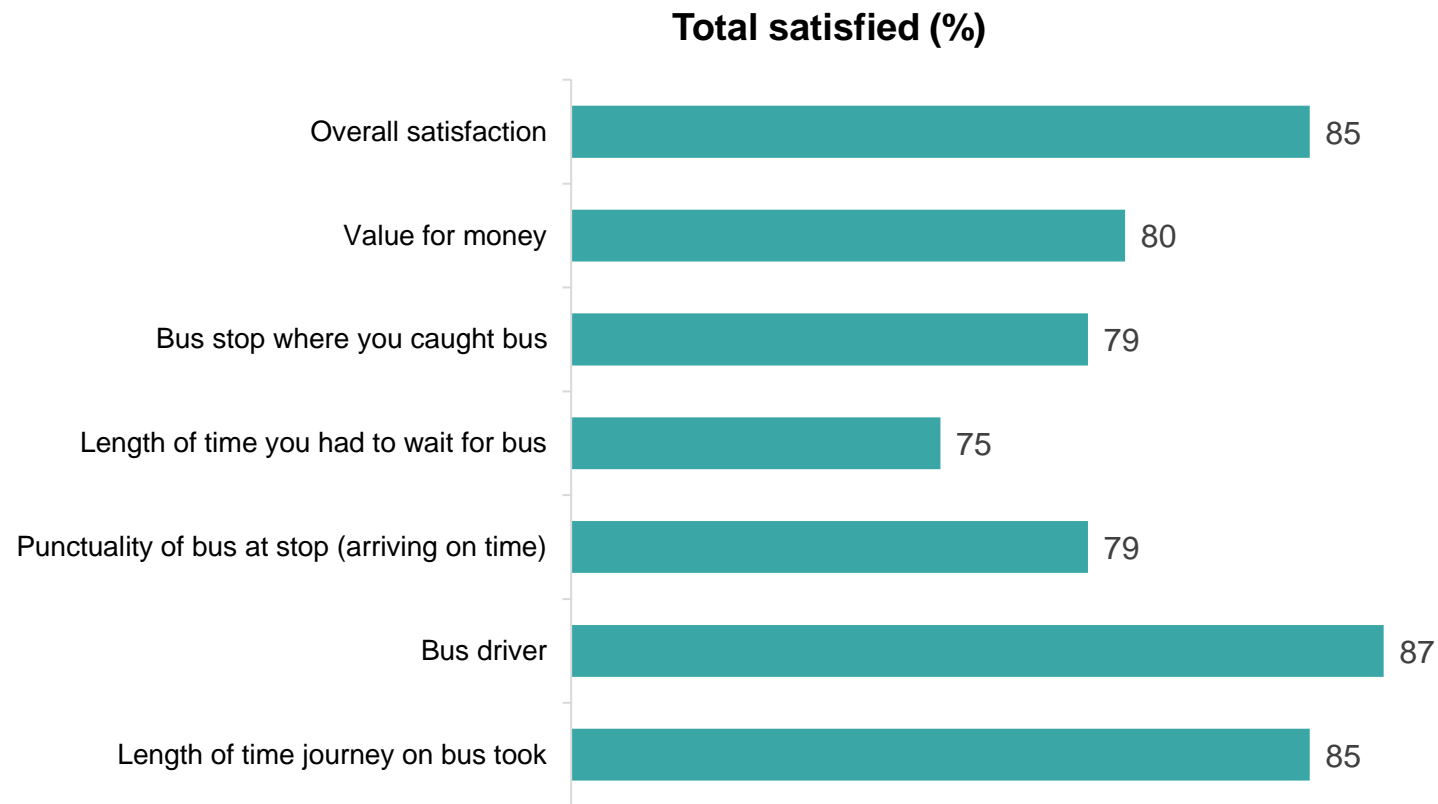
Q9 Overall taking everything into account from the start to the end, how satisfied were you with your bus journey?

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?

Base: Full Year 784 - 1152; Urban Other 10538 - 16620; All England areas 21431 – 34434

Summary of headline results for Stoke-on-Trent



	Urban Other	All England areas
Overall satisfaction	82	80
Value for money	66	67
Bus stop where you caught bus	78	76
Length of time you had to wait for bus	71	68
Punctuality of bus at stop (arriving on time)	74	70
Bus driver	86	85
Length of time journey on bus took	82	81

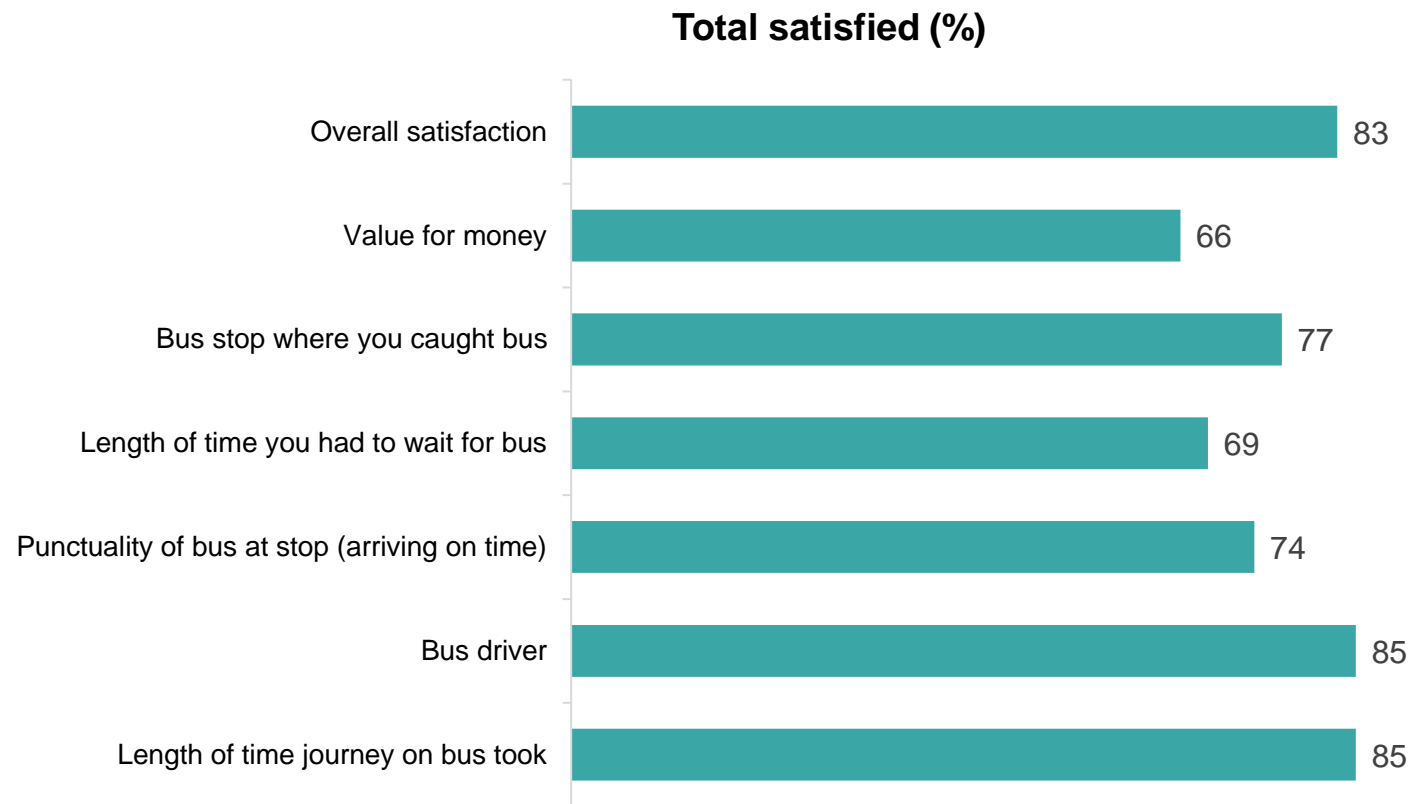
Q9 Overall taking everything into account from the start to the end, how satisfied were you with your bus journey?

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?

Base: Full Year 865 - 1292; Urban Other 10538 - 16620; All England areas 21431 – 34434

Summary of headline results for Surrey



	Urban Other	All England areas
Overall satisfaction	82	80
Value for money	66	67
Bus stop where you caught bus	78	76
Length of time you had to wait for bus	71	68
Punctuality of bus at stop (arriving on time)	74	70
Bus driver	86	85
Length of time journey on bus took	82	81

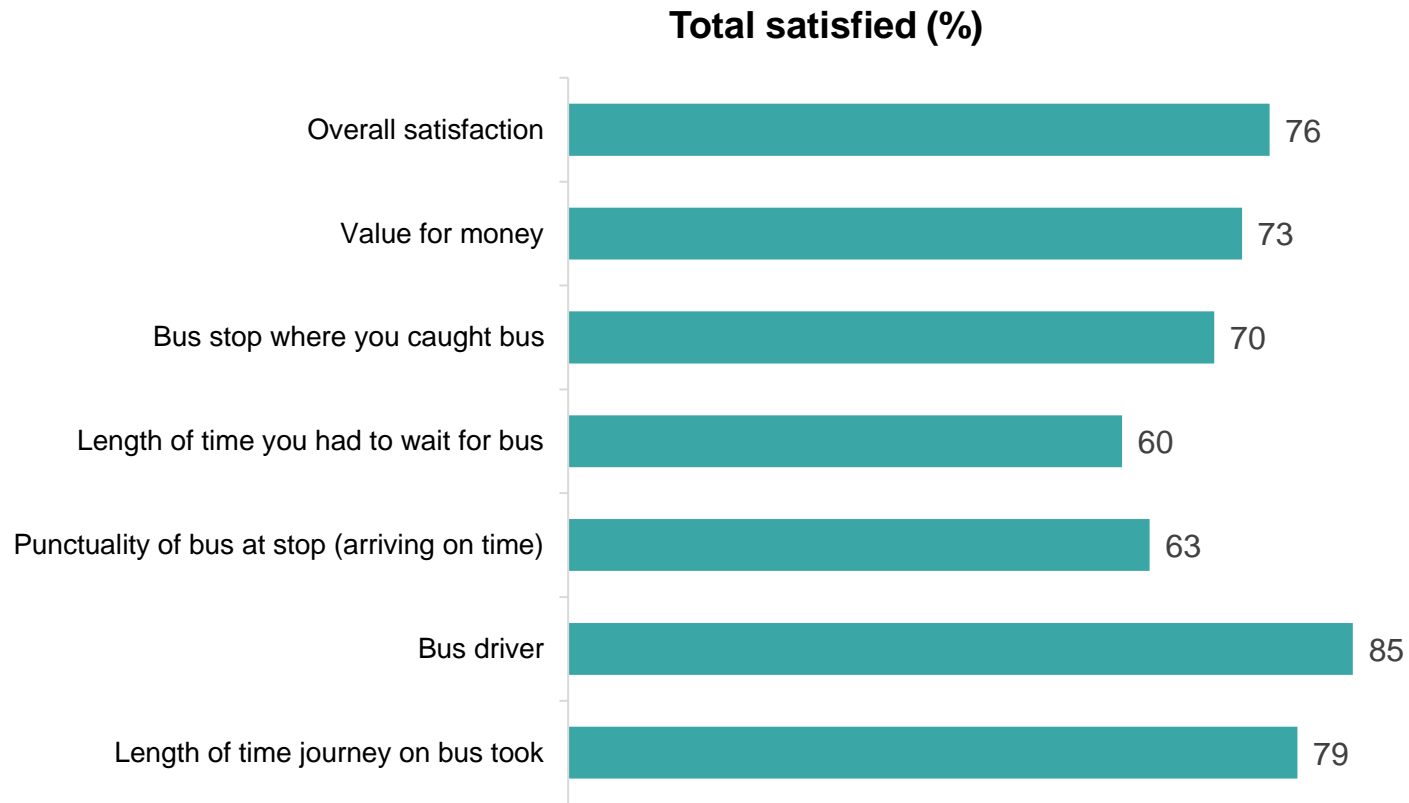
Q9 Overall taking everything into account from the start to the end, how satisfied were you with your bus journey?

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?

Base: Full Year 654 - 1148; Urban Other 10538 - 16620; All England areas 21431 – 34434

Summary of headline results for Tees Valley



	Urban Other	All England areas
Overall satisfaction	82	80
Value for money	66	67
Bus stop where you caught bus	78	76
Length of time you had to wait for bus	71	68
Punctuality of bus at stop (arriving on time)	74	70
Bus driver	86	85
Length of time journey on bus took	82	81

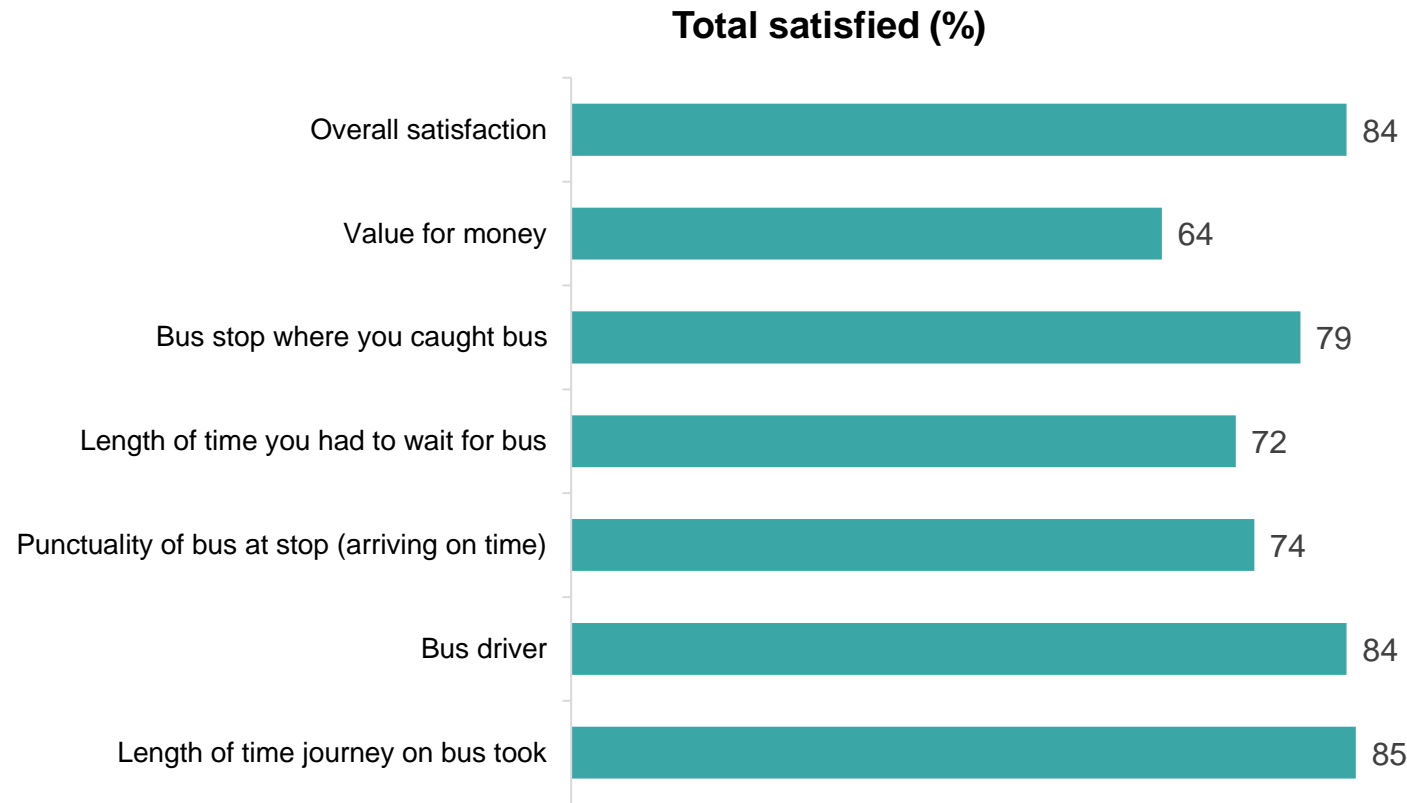
Q9 Overall taking everything into account from the start to the end, how satisfied were you with your bus journey?

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?

Base: Full Year 386 - 662; Urban Other 10538 - 16620; All England areas 21431 - 34434

Summary of headline results for Thurrock



	Urban Other	All England areas
Overall satisfaction	82	80
Value for money	66	67
Bus stop where you caught bus	78	76
Length of time you had to wait for bus	71	68
Punctuality of bus at stop (arriving on time)	74	70
Bus driver	86	85
Length of time journey on bus took	82	81

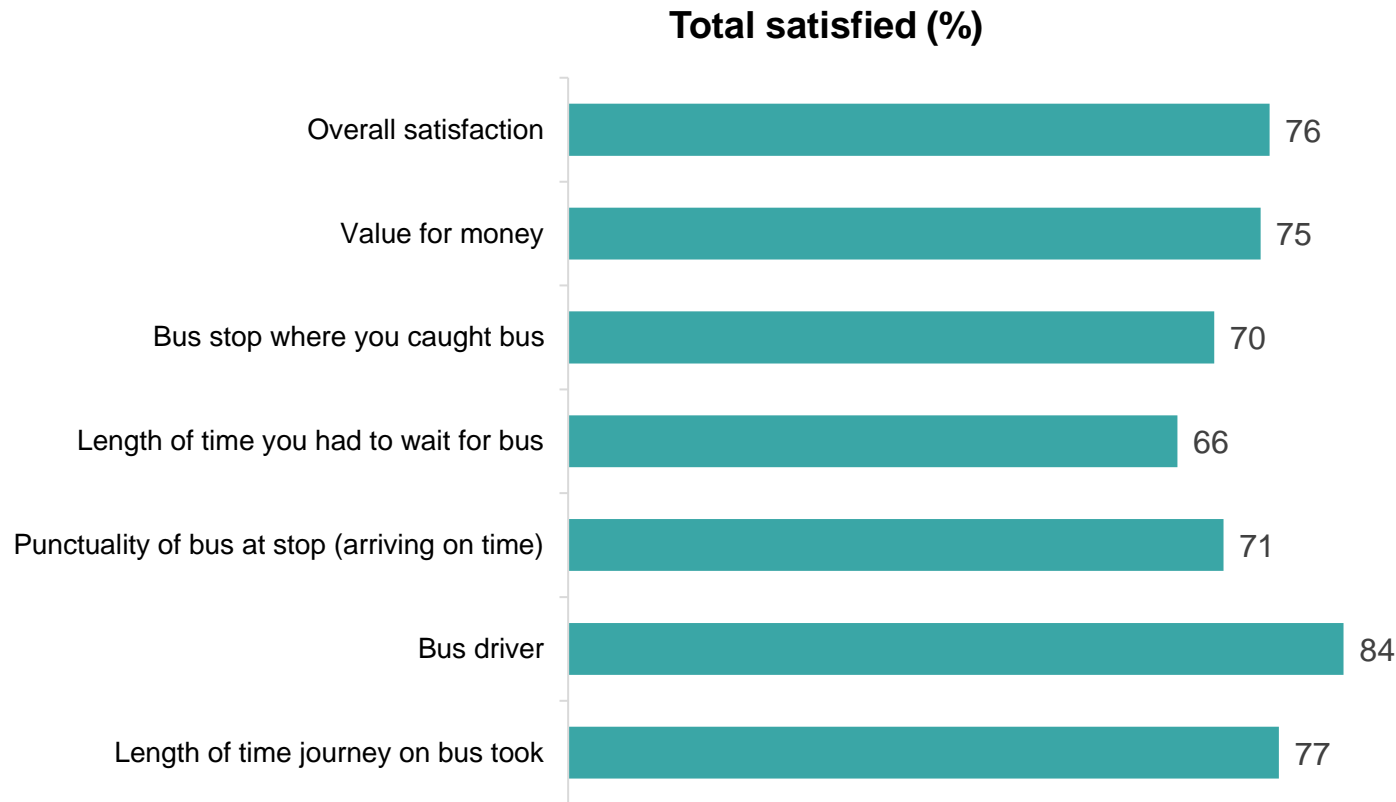
Q9 Overall taking everything into account from the start to the end, how satisfied were you with your bus journey?

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?

Base: Full Year 308 - 466; Urban Other 10538 - 16620; All England areas 21431 - 34434

Summary of headline results for Warrington



	Urban Other	All England areas
Overall satisfaction	82	80
Value for money	66	67
Bus stop where you caught bus	78	76
Length of time you had to wait for bus	71	68
Punctuality of bus at stop (arriving on time)	74	70
Bus driver	86	85
Length of time journey on bus took	82	81

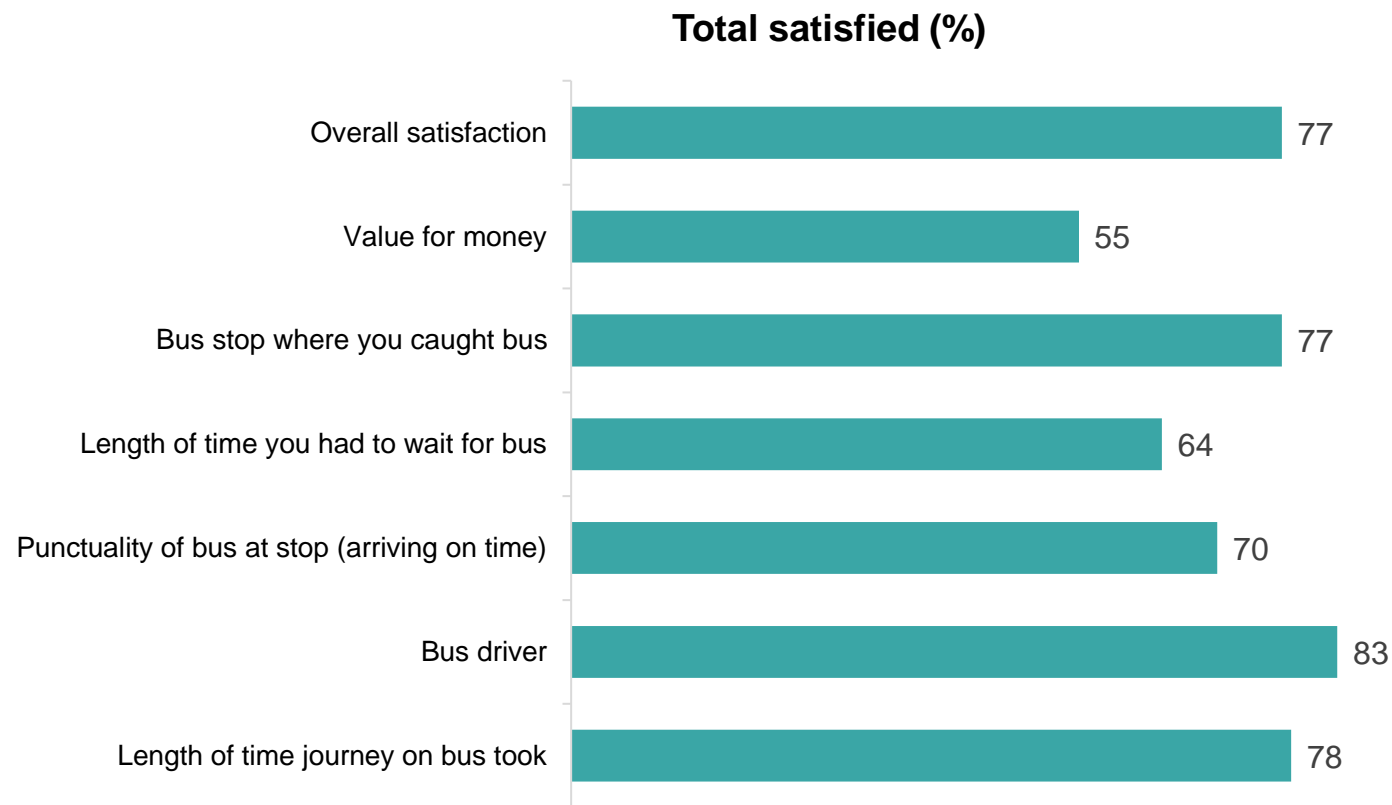
Q9 Overall taking everything into account from the start to the end, how satisfied were you with your bus journey?

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?

Base: Full Year 466 - 806; Urban Other 10538 - 16620; All England areas 21431 – 34434

Summary of headline results for West of England and North Somerset



	Urban Other	All England areas
Overall satisfaction	82	80
Value for money	66	67
Bus stop where you caught bus	78	76
Length of time you had to wait for bus	71	68
Punctuality of bus at stop (arriving on time)	74	70
Bus driver	86	85
Length of time journey on bus took	82	81

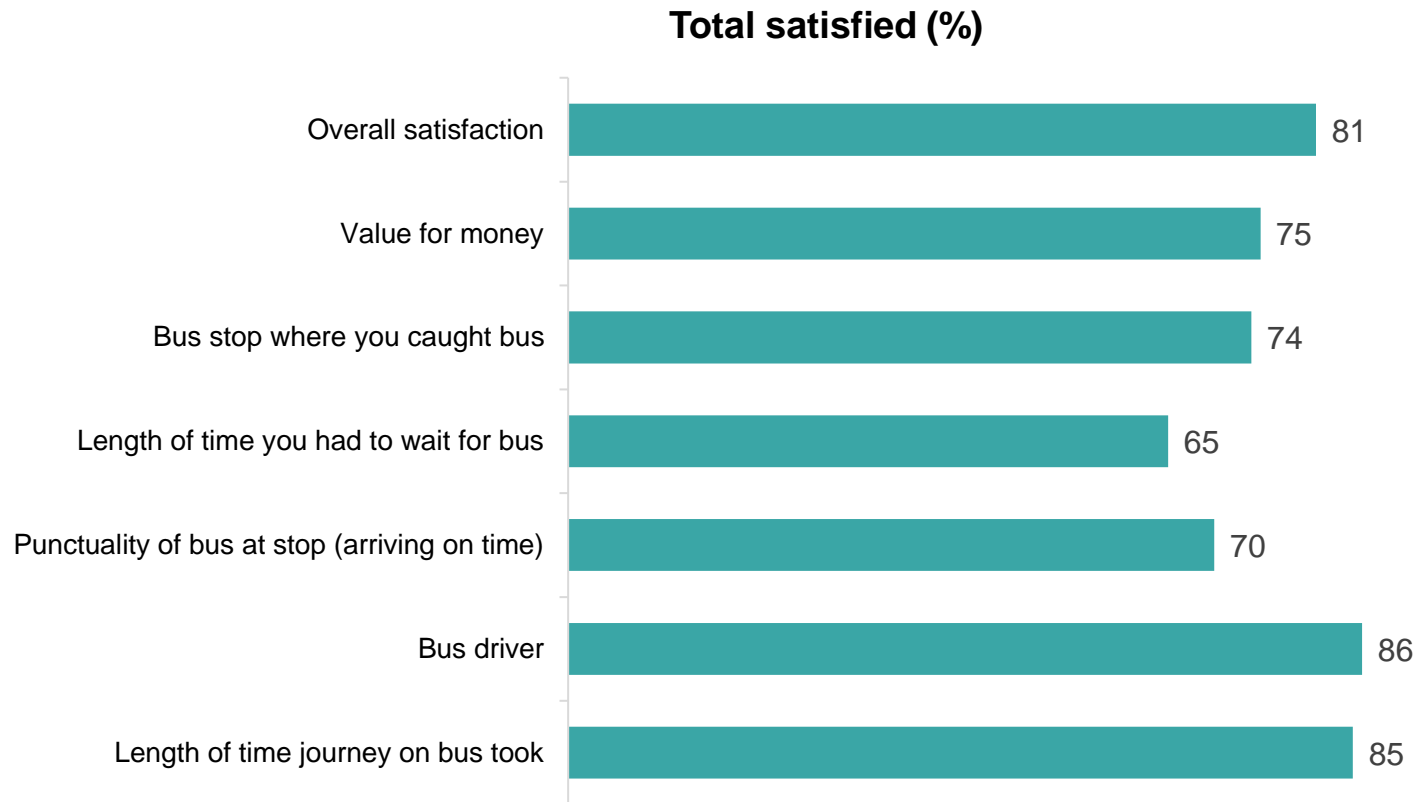
Q9 Overall taking everything into account from the start to the end, how satisfied were you with your bus journey?

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?

Base: Full Year 1041 - 1511; Urban Other 10538 - 16620; All England areas 21431 – 34434

Summary of headline results for West Sussex



	Urban Other	All England areas
Overall satisfaction	82	80
Value for money	66	67
Bus stop where you caught bus	78	76
Length of time you had to wait for bus	71	68
Punctuality of bus at stop (arriving on time)	74	70
Bus driver	86	85
Length of time journey on bus took	82	81

Q9 Overall taking everything into account from the start to the end, how satisfied were you with your bus journey?

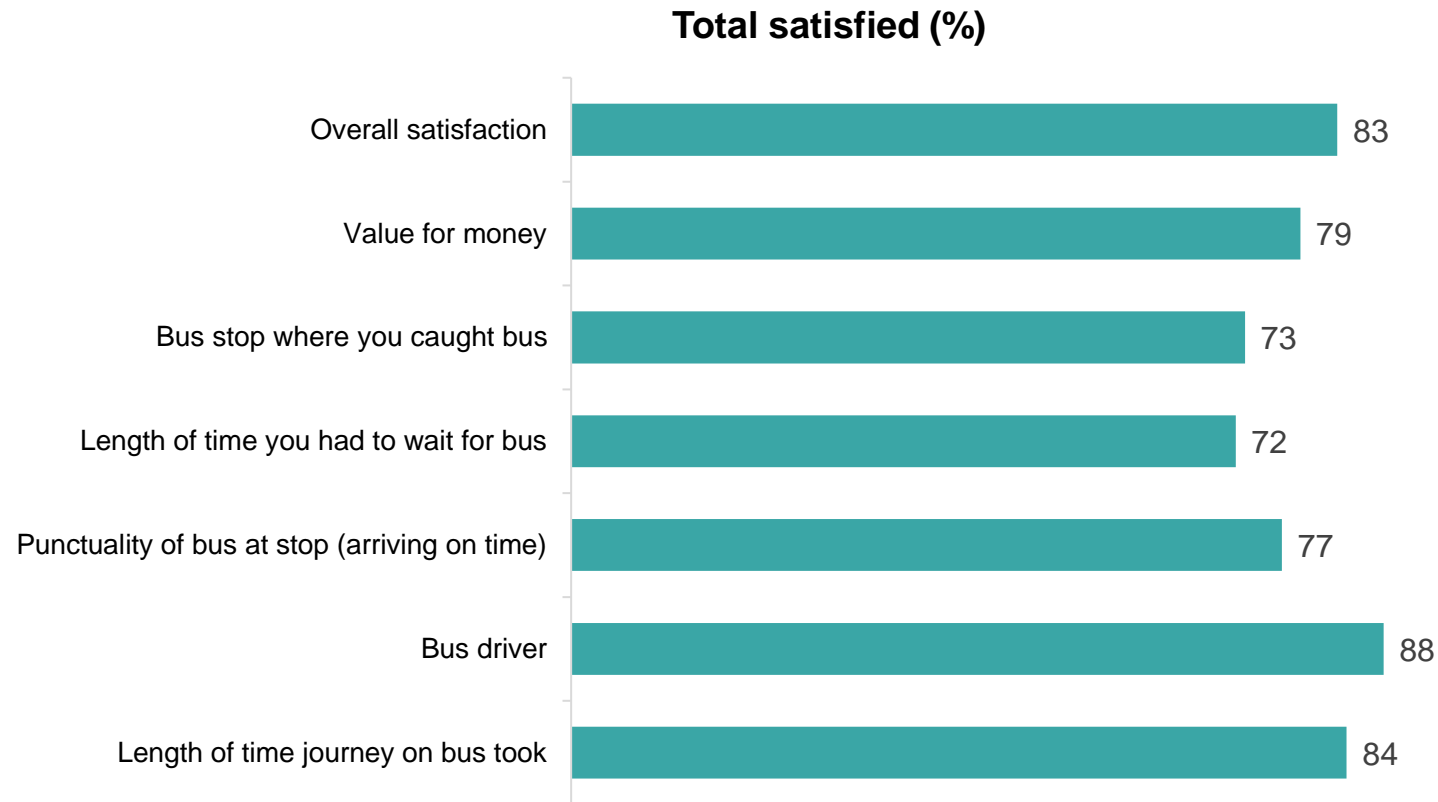
Q10A How satisfied were you with the value for money of your journey?

Q8 How satisfied were you with each of the following during the journey?

Base: Full Year 573 - 1001; Urban Other 10538 - 16620; All England areas 21431 – 34434



Summary of headline results for Cheshire East



	Semi-rural	All England areas
Overall satisfaction	83	80
Value for money	73	67
Bus stop where you caught bus	79	76
Length of time you had to wait for bus	72	68
Punctuality of bus at stop (arriving on time)	75	70
Bus driver	89	85
Length of time journey on bus took	84	81

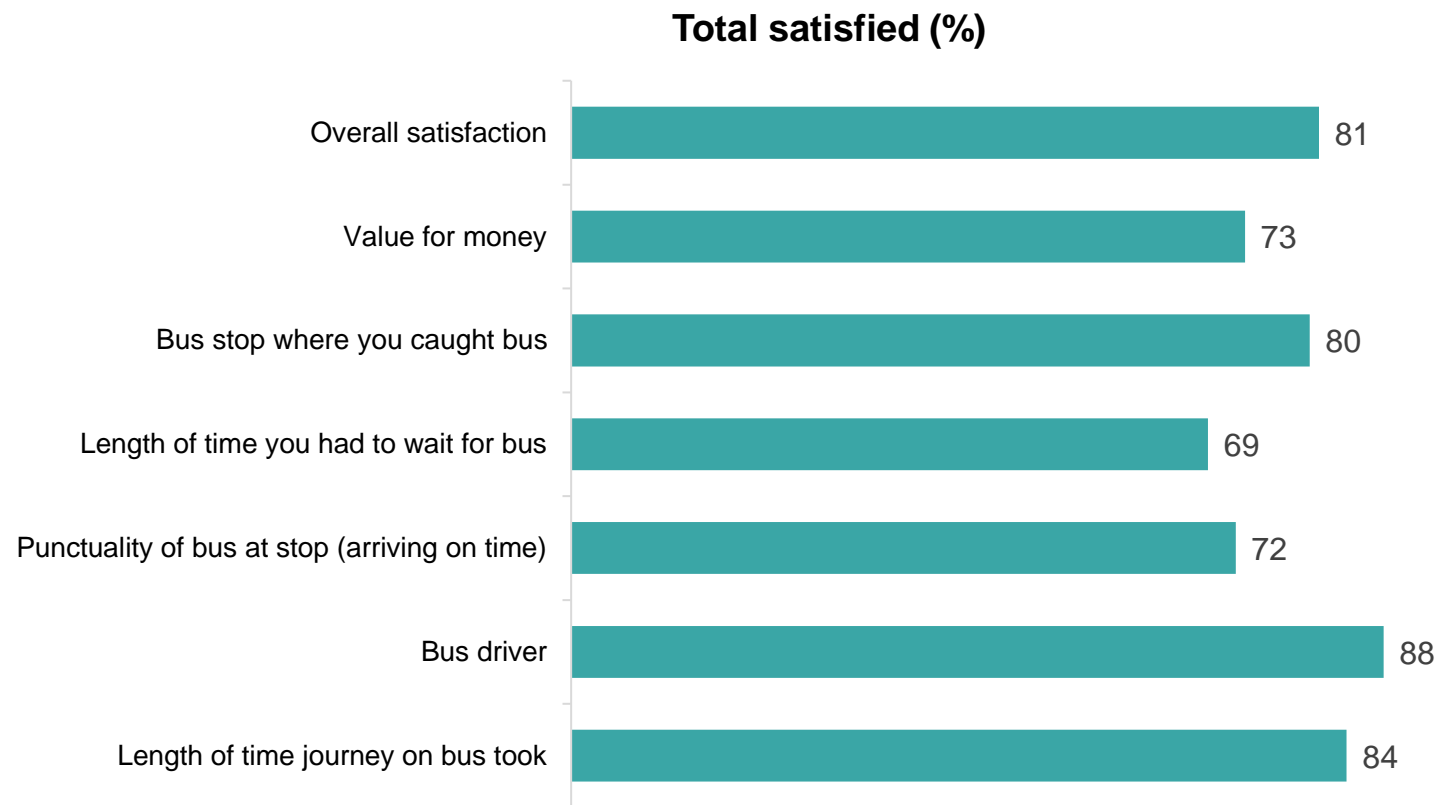
Q9 Overall taking everything into account from the start to the end, how satisfied were you with your bus journey?

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?

Base: Full Year 481 - 941; Semi-rural 3193 – 5418; All England areas 21431 – 34434

Summary of headline results for Cheshire West & Chester



	Semi-rural	All England areas
Overall satisfaction	83	80
Value for money	73	67
Bus stop where you caught bus	79	76
Length of time you had to wait for bus	72	68
Punctuality of bus at stop (arriving on time)	75	70
Bus driver	89	85
Length of time journey on bus took	84	81

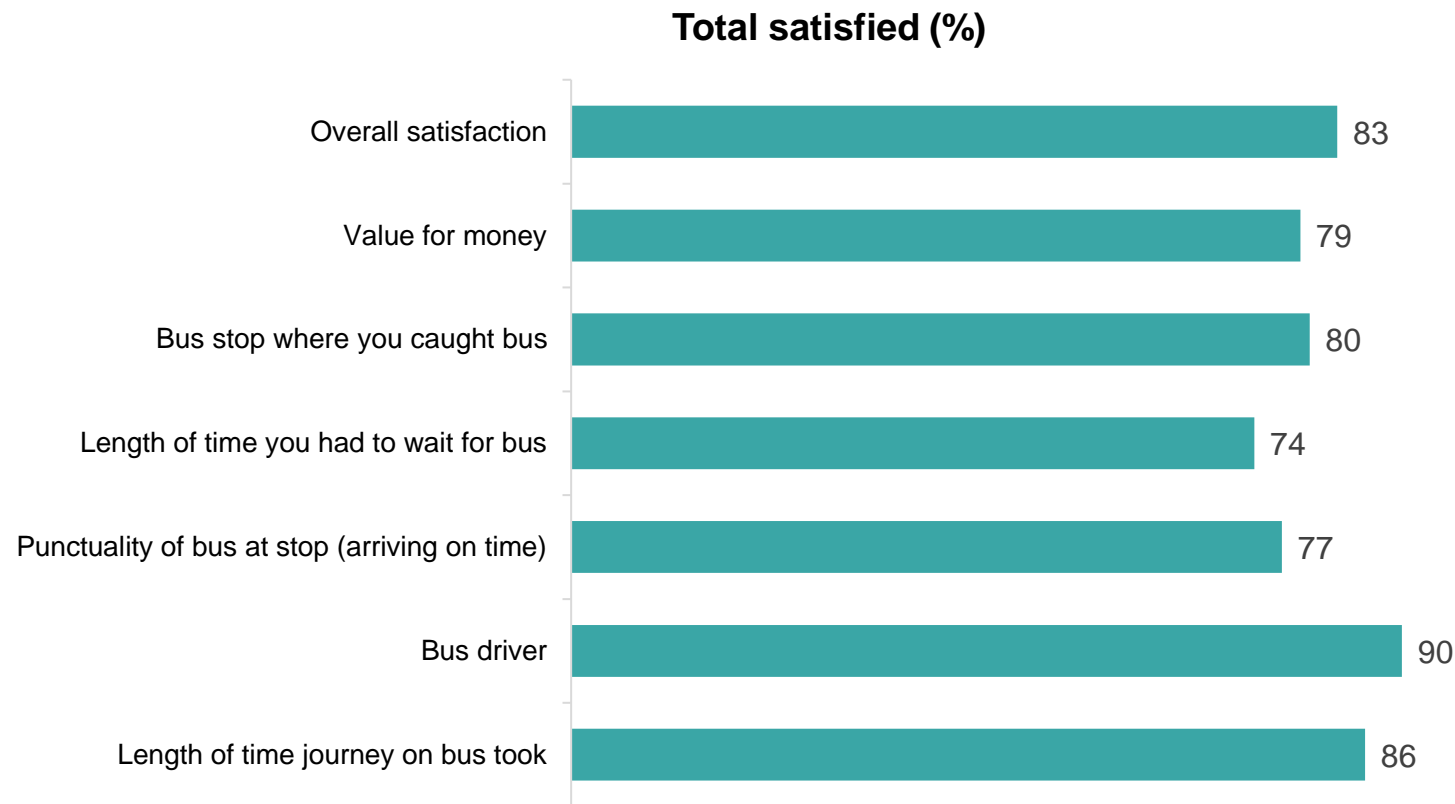
Q9 Overall taking everything into account from the start to the end, how satisfied were you with your bus journey?

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?

Base: Full Year 491 – 805; Semi-rural 3193 – 5418; All England areas 21431 – 34434

Summary of headline results for Derbyshire



	Semi-rural	All England areas
Overall satisfaction	83	80
Value for money	73	67
Bus stop where you caught bus	79	76
Length of time you had to wait for bus	72	68
Punctuality of bus at stop (arriving on time)	75	70
Bus driver	89	85
Length of time journey on bus took	84	81

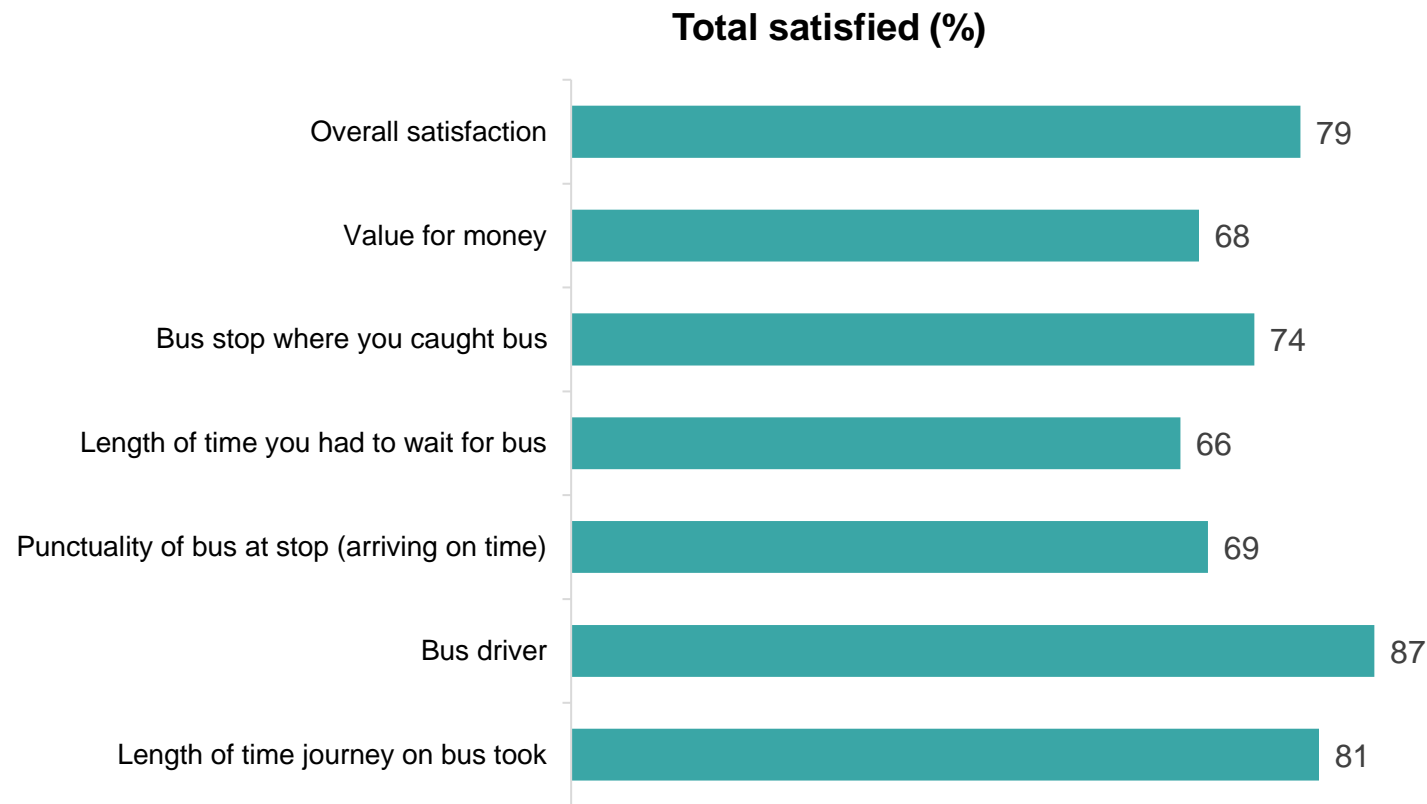
Q9 Overall taking everything into account from the start to the end, how satisfied were you with your bus journey?

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?

Base: Full Year 559 - 967; Semi-rural 3193 – 5418; All England areas 21431 – 34434

Summary of headline results for East Sussex



	Semi-rural	All England areas
Overall satisfaction	83	80
Value for money	73	67
Bus stop where you caught bus	79	76
Length of time you had to wait for bus	72	68
Punctuality of bus at stop (arriving on time)	75	70
Bus driver	89	85
Length of time journey on bus took	84	81

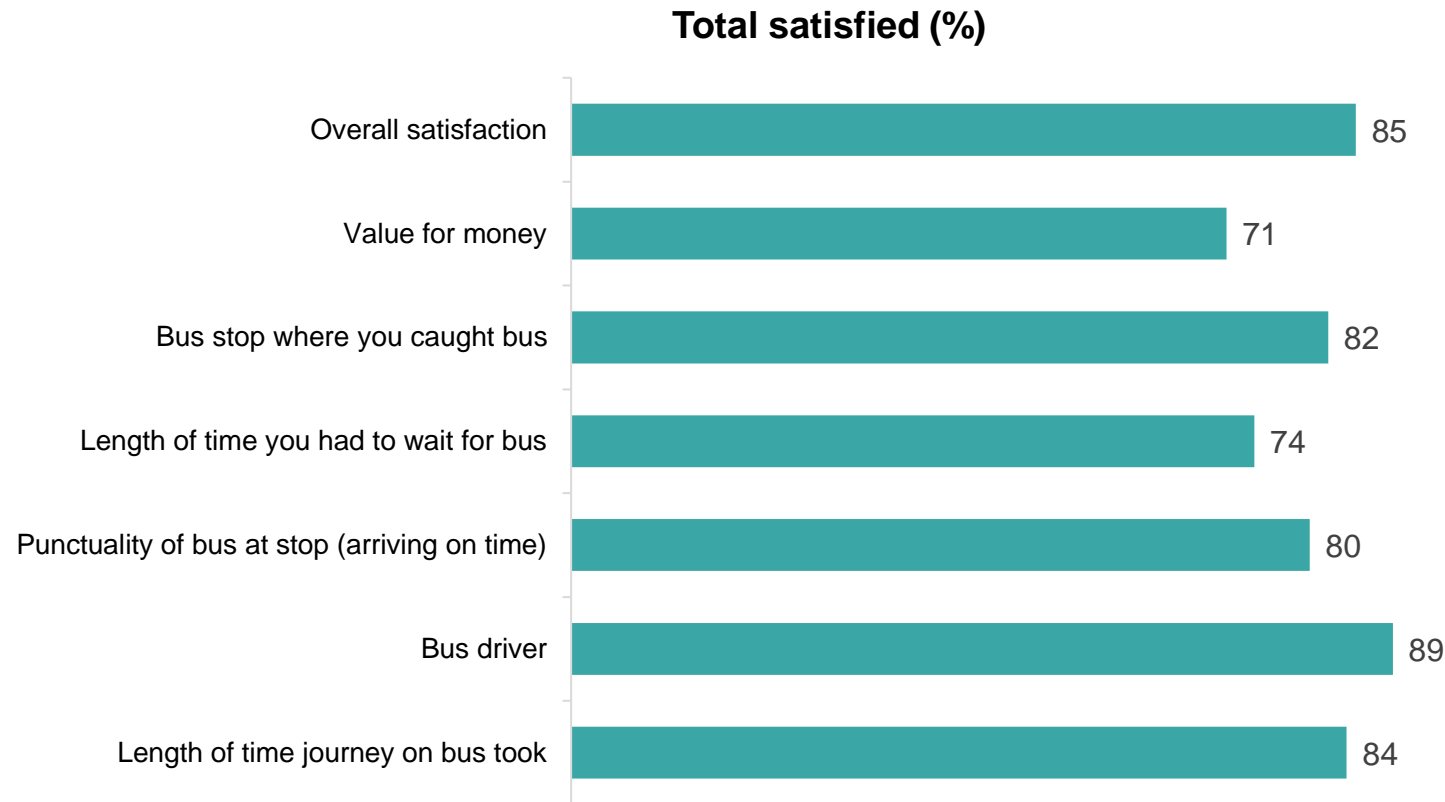
Q9 Overall taking everything into account from the start to the end, how satisfied were you with your bus journey?

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?

Base: Full Year 454 - 892; Semi-rural 3193 – 5418; All England areas 21431 – 34434

Summary of headline results for Nottinghamshire



	Semi-rural	All England areas
Overall satisfaction	83	80
Value for money	73	67
Bus stop where you caught bus	79	76
Length of time you had to wait for bus	72	68
Punctuality of bus at stop (arriving on time)	75	70
Bus driver	89	85
Length of time journey on bus took	84	81

Q9 Overall taking everything into account from the start to the end, how satisfied were you with your bus journey?

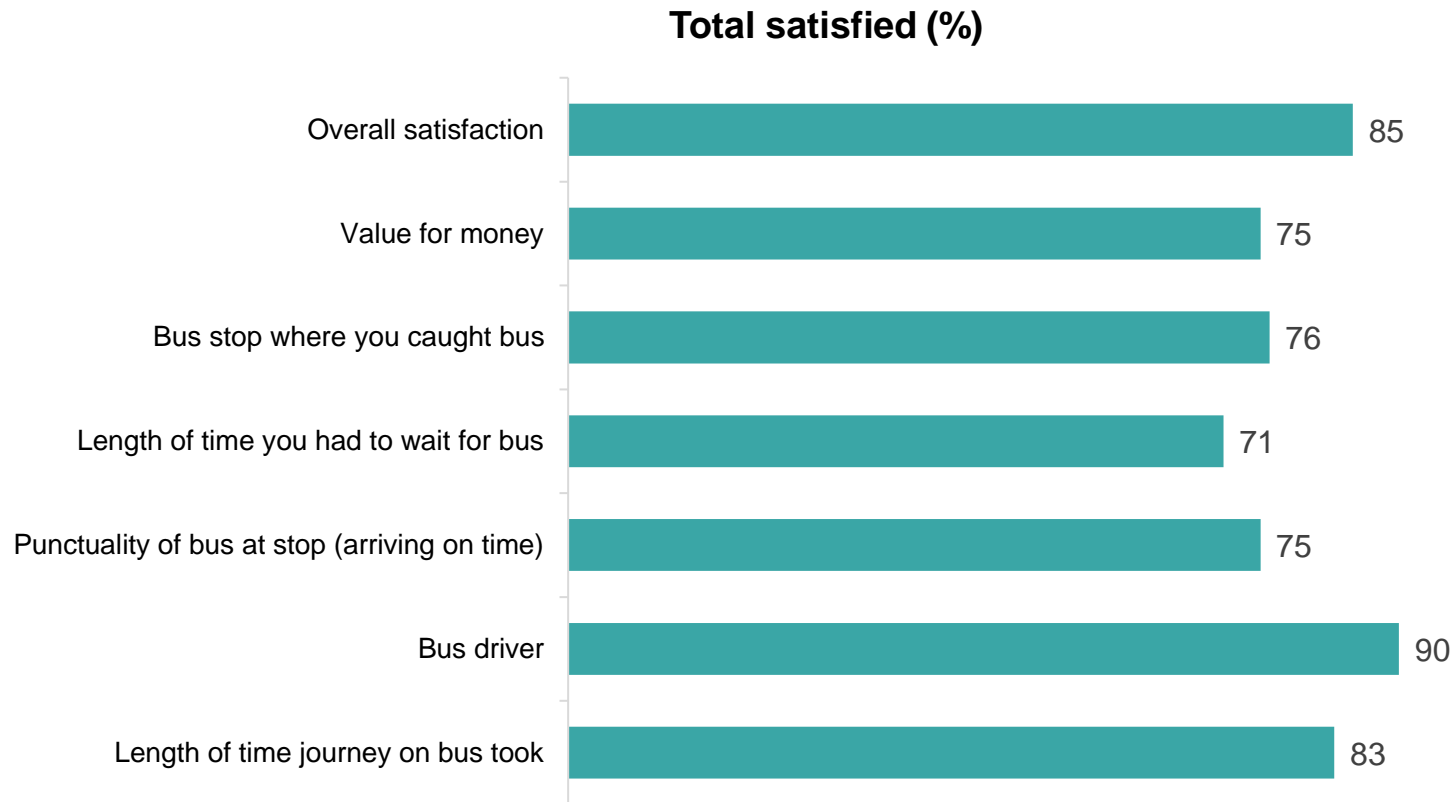
Q10A How satisfied were you with the value for money of your journey?

Q8 How satisfied were you with each of the following during the journey?

Base: Full Year 471 - 733; Semi-rural 3193 – 5418; All England areas 21431 – 34434



Summary of headline results for Cornwall



	Rural	All England areas
Overall satisfaction	80	80
Value for money	69	67
Bus stop where you caught bus	75	76
Length of time you had to wait for bus	69	68
Punctuality of bus at stop (arriving on time)	72	70
Bus driver	87	85
Length of time journey on bus took	80	81

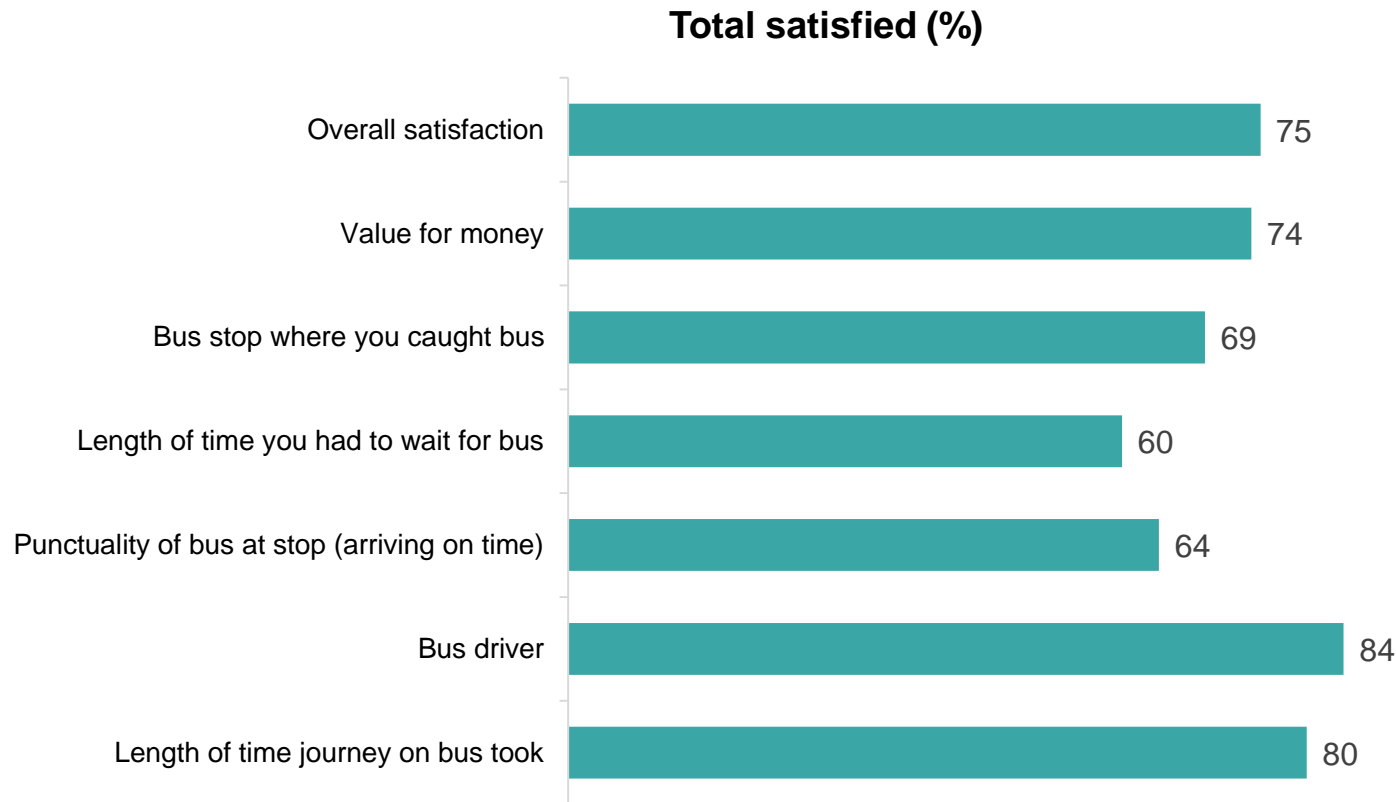
Q9 Overall taking everything into account from the start to the end, how satisfied were you with your bus journey?

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?

Base: Full Year 839 - 1400; Rural 3372 - 5920; All England areas 21431 - 34434

Summary of headline results for Durham



	Rural	All England areas
Overall satisfaction	80	80
Value for money	69	67
Bus stop where you caught bus	75	76
Length of time you had to wait for bus	69	68
Punctuality of bus at stop (arriving on time)	72	70
Bus driver	87	85
Length of time journey on bus took	80	81

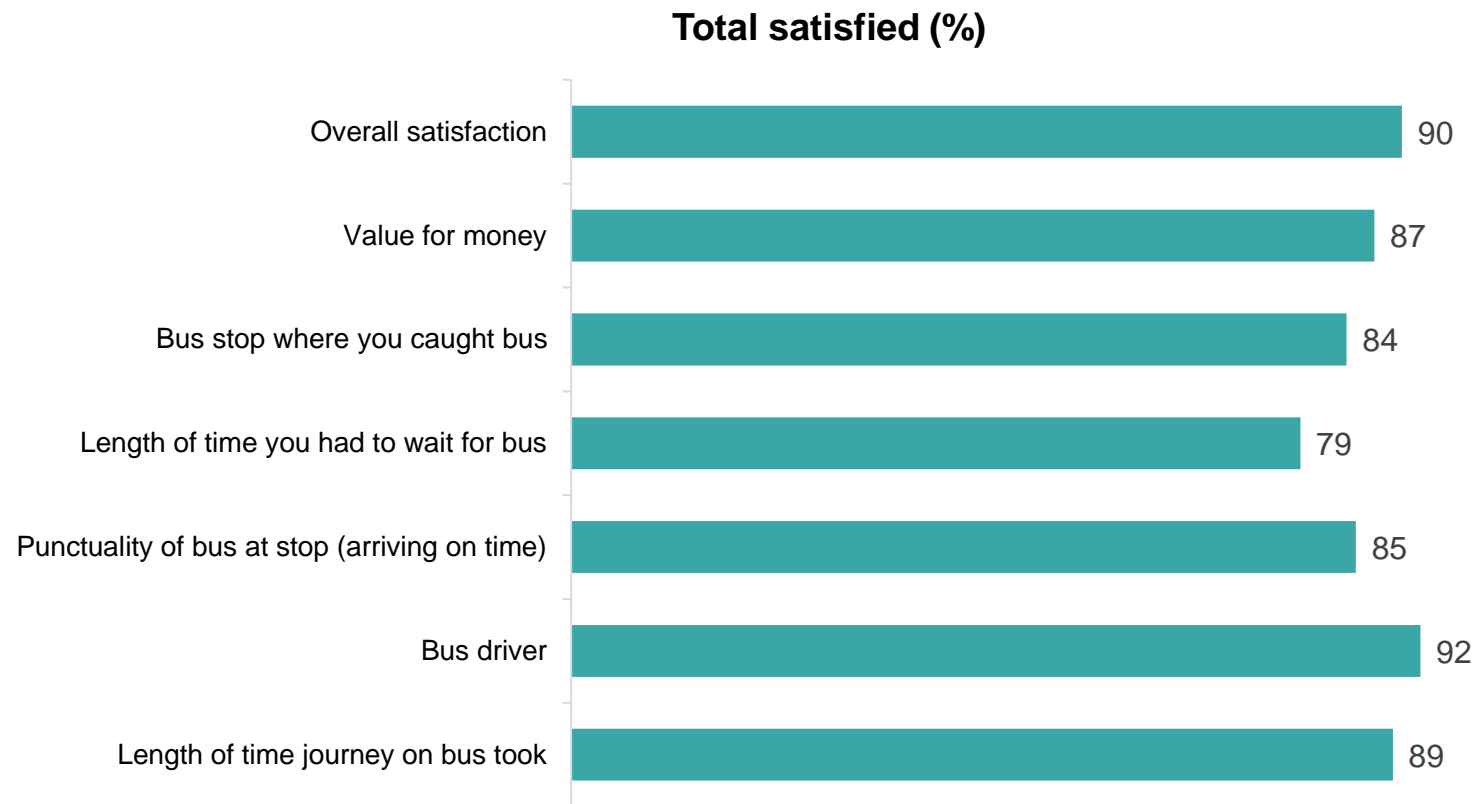
Q9 Overall taking everything into account from the start to the end, how satisfied were you with your bus journey?

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?

Base: Full Year 497 - 853; Rural 3372 - 5920; All England areas 21431 - 34434

Summary of headline results for East Riding of Yorkshire



	Rural	All England areas
Overall satisfaction	80	80
Value for money	69	67
Bus stop where you caught bus	75	76
Length of time you had to wait for bus	69	68
Punctuality of bus at stop (arriving on time)	72	70
Bus driver	87	85
Length of time journey on bus took	80	81

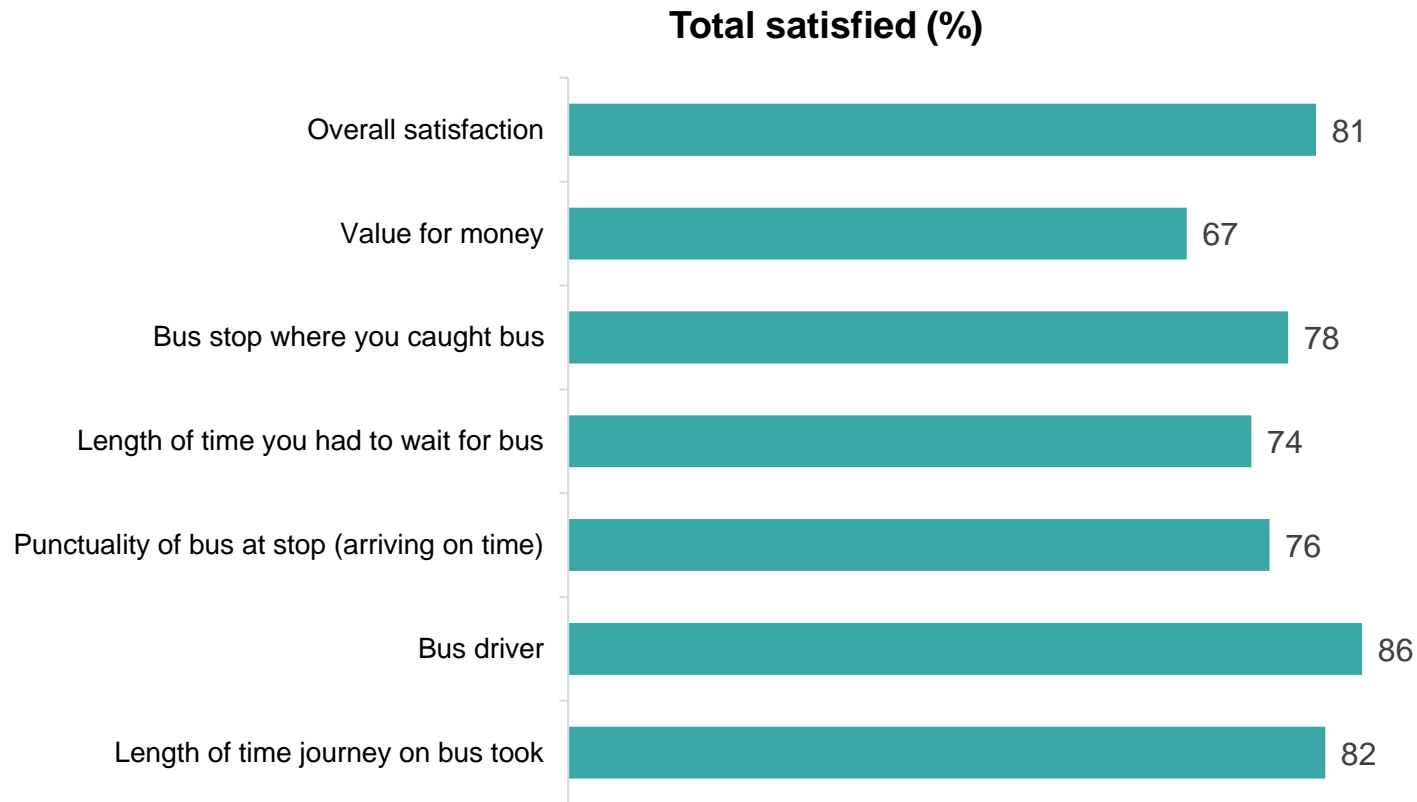
Q9 Overall taking everything into account from the start to the end, how satisfied were you with your bus journey?

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?

Base: Full Year 373 - 850; Rural 3372 - 5920; All England areas 21431 – 34434

Summary of headline results for Norfolk



	Rural	All England areas
Overall satisfaction	80	80
Value for money	69	67
Bus stop where you caught bus	75	76
Length of time you had to wait for bus	69	68
Punctuality of bus at stop (arriving on time)	72	70
Bus driver	87	85
Length of time journey on bus took	80	81

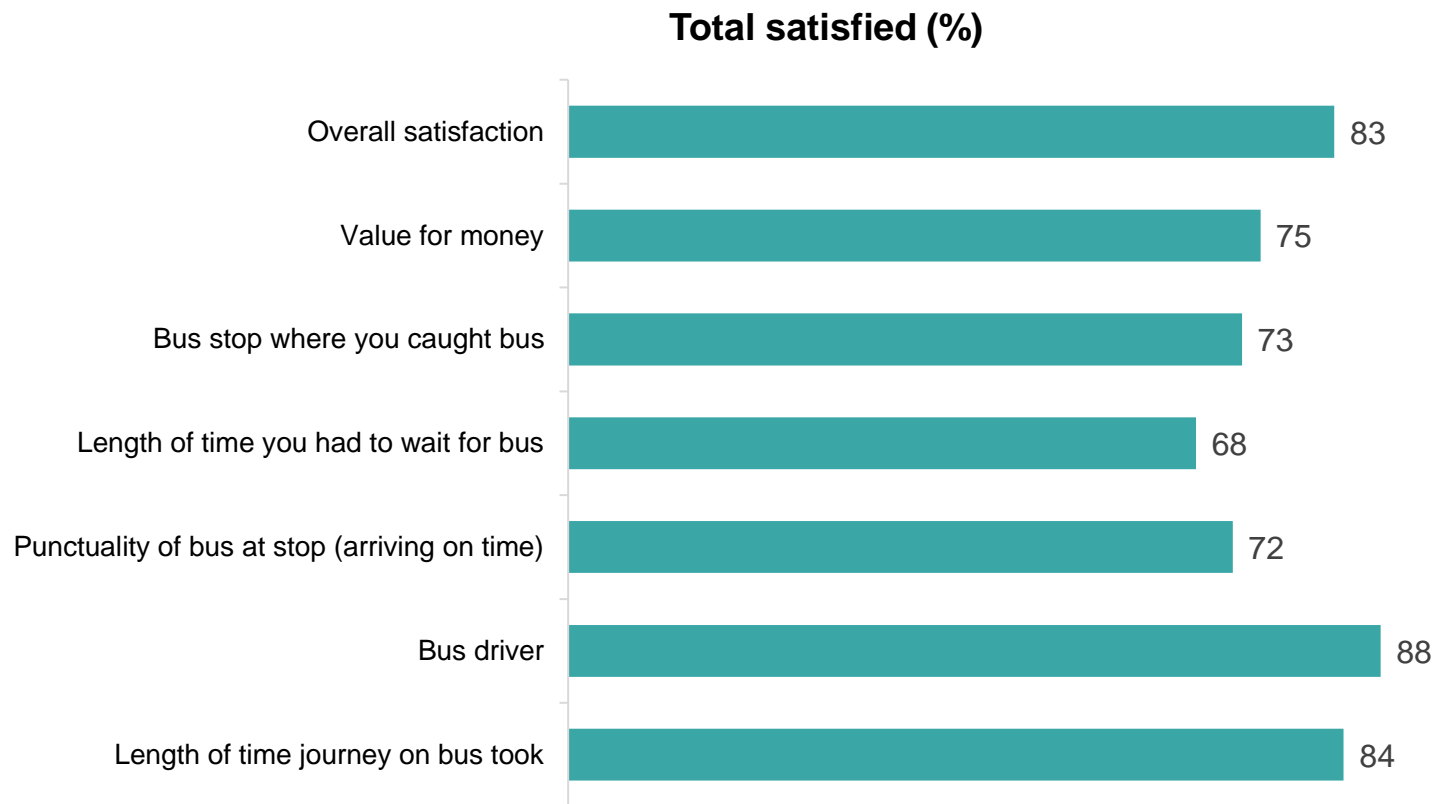
Q9 Overall taking everything into account from the start to the end, how satisfied were you with your bus journey?

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?

Base: Full Year 724 - 1172; Rural 3372 - 5920; All England areas 21431 - 34434

Summary of headline results for Northumberland



	Rural	All England areas
Overall satisfaction	80	80
Value for money	69	67
Bus stop where you caught bus	75	76
Length of time you had to wait for bus	69	68
Punctuality of bus at stop (arriving on time)	72	70
Bus driver	87	85
Length of time journey on bus took	80	81

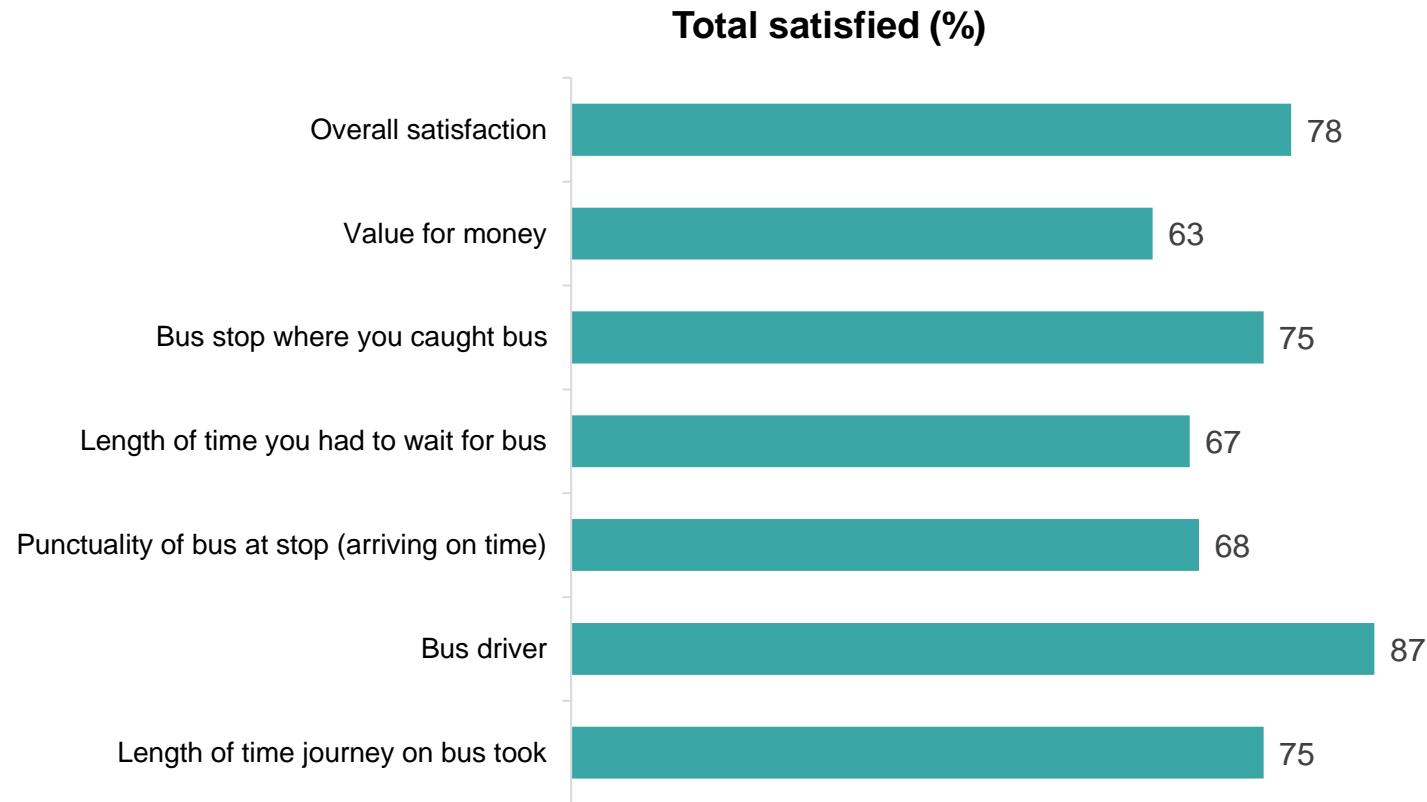
Q9 Overall taking everything into account from the start to the end, how satisfied were you with your bus journey?

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?

Base: Full Year 351 - 666; Rural 3372 - 5920; All England areas 21431 – 34434

Summary of headline results for Oxfordshire



	Rural	All England areas
Overall satisfaction	80	80
Value for money	69	67
Bus stop where you caught bus	75	76
Length of time you had to wait for bus	69	68
Punctuality of bus at stop (arriving on time)	72	70
Bus driver	87	85
Length of time journey on bus took	80	81

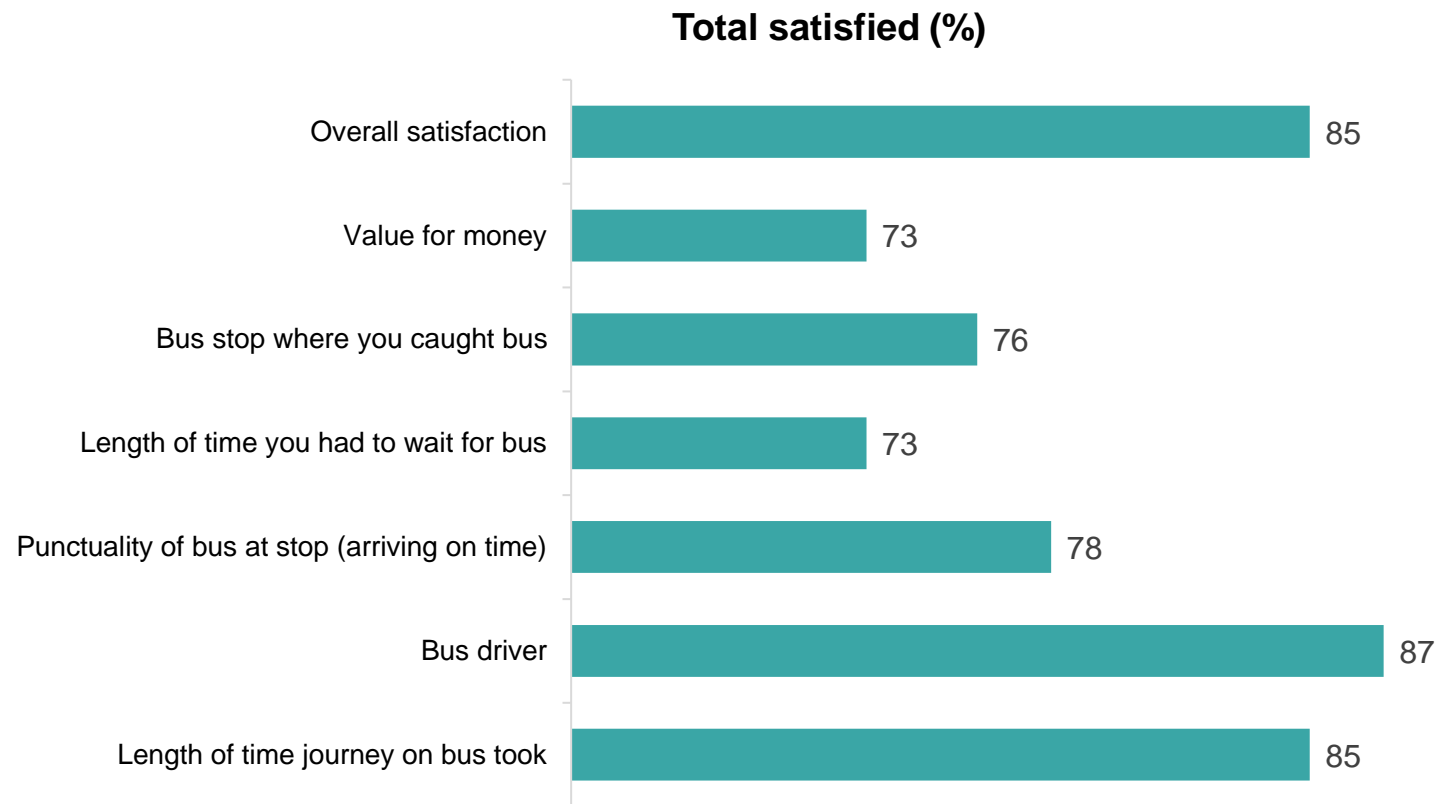
Q9 Overall taking everything into account from the start to the end, how satisfied were you with your bus journey?

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?

Base: Full Year 737 - 1082; Rural 3372 - 5920; All England areas 21431 - 34434

Summary of headline results for Suffolk



	Rural	All England areas
Overall satisfaction	80	80
Value for money	69	67
Bus stop where you caught bus	75	76
Length of time you had to wait for bus	69	68
Punctuality of bus at stop (arriving on time)	72	70
Bus driver	87	85
Length of time journey on bus took	80	81

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?

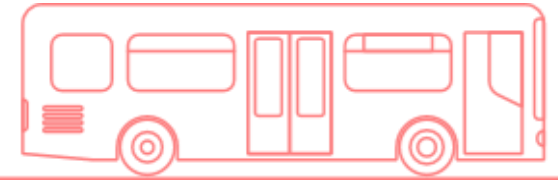
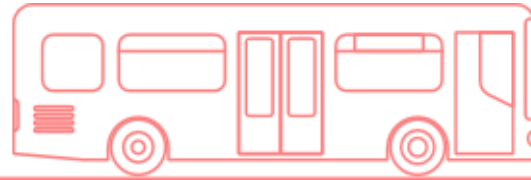
Q8 How satisfied were you with each of the following during the journey?

Base: Full Year 588 - 979; Rural 3372 - 5920; All England areas 21431 - 34434

Appendix



About Your Bus Journey



An independent survey

Run by Transport Focus, the independent consumer organisation representing the interests of bus passengers across England outside of London.

We use professional market research suppliers to conduct the survey on the ground, collect and process the responses and analyse the results.

The survey builds on our knowledge and experience of gathering bus passenger feedback since 2010, including trialling the methodology for Your Bus Journey in 2022.

We publish all our survey results, making them transparent and available to transport users, bus operators, transport authorities, Governments and other industry stakeholders.

Measuring actual experiences

Passengers provide their feedback about a single leg of a journey, made on the day of recruitment.

We recruit passengers as they make their journeys, at bus stops and on board buses – verified and inclusive.

The structured survey questions focus initially on the essential measures of satisfaction – with follow-on more detailed questions optional but encouraged.

Passengers are also encouraged to tell us in their own words what was good or bad about the journey and what stood out.

Monitoring and evaluating

The survey produces robust metrics that can be used as targets in Bus Service Improvement Plans / Enhanced Partnerships / Franchises.

A consistent survey approach and questions over time and across all participating areas will allow for trend analysis in future years and allows for benchmarking against other areas.

We work to make a difference for all transport users.

Key information about the survey and this report



Fieldwork

Passengers aged 16 years or older are approached at bus stops and on board buses and asked if they would like to take part in the survey about the journey they are making.

Passengers complete the survey themselves, using either an online or paper questionnaire.

Fieldwork is ongoing, with data reported every 4 weeks across the year. Fieldwork is spread evenly across the year to give a full view of bus travel in each area.

This report covers the first full year of research, with fieldwork running from late January to mid-December.

* The one exception being for the Reading Buses network survey, where all passengers were approached on board.

Data

Data has been weighted to be representative of the demographics of passengers by gender and age and journey time banding. It has also been weighted according to whether passengers were approached at bus stops or on board a bus to ensure there is a 50:50 split in all areas*. Data is based on journeys rather than passengers, so frequent users are more likely to be sampled.

All data in this report is for All England areas unless otherwise stated.

Only data with a base size of over 75 respondents has been shown. Please note that lower base sizes (below 100) should be treated with caution.

Figures are rounded, so may not add up to 100%. For ratings questions, responses are based on those that gave an option (excluding don't know) unless otherwise stated.

In All England areas, 35044 responses were received.

Definitions

Throughout the report, we refer to 'off peak' and 'peak' travel. Peak travel is defined as weekdays between 7:00-9:29am and 3:30-6:29pm.

The 'All England areas' total refers to all areas taking part in the survey within England.

This total is weighted average scores that take account of the number of bus journeys that take place in each area.

Total satisfied scores combine responses for 'very' and 'fairly' satisfied, likewise for Total good scores.

Further details can be found in the appendix.

Contact

If you have any queries about the data or wish to discuss the survey in more detail, please contact your nominated Transport Focus representative in the first instance.

Alternatively, you can email us at:

YourBusJourney@transportfocus.org.uk

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www.transportfocus.org.uk

Transport Focus is the operating name of the
Passengers' Council

