



Your Bus Journey

The independent bus user survey - 2024 results



Foreword

More than 4 billion passenger journeys were made by bus across Great Britain last year. That's two and a half times more journeys than were made by train. Buses matter to people. They connect us to work and education, to families and friends, to hospital appointments and leisure activities. Done right they can offer affordable and accessible ways to travel. More people travelling by bus grows the economy, keeps the roads moving smoothly, benefits the environment. With so much at stake it makes sense to listen to the people using bus and understand their perspective.

The Your Bus Journey survey provides independent insight on 48,000 journeys in England, Scotland and for the first time, Wales. It builds understanding across the three nations for benchmarking and comparison. These results inform the decisions made by governments, local transport authorities, bus partnerships and bus operators. It allows targets to be monitored, and changes responded to. It helps funding and resources to be focused where they will have most impact.

The first year of this survey in 2023 provided a baseline. These 2024 results are about seeing what progress has been made. Has the significant government investment and hard work on the ground paid off in delivering better services for passengers?

In England overall satisfaction with the bus journey is up from 80 per cent to 83 per cent. In Scotland overall satisfaction has remained flat but still high at 86 per cent. Wales establishes a new baseline for satisfaction this year at 84 per cent.

It's positive to see that disabled passengers have seen an increase in satisfaction in line with the national average. However, it's concerning that access to buses continues to feel more limited for disabled people than others.

In England the increase in satisfaction is underpinned by improvements across all aspects of the bus service, with big increases in two areas which are particularly important to passengers: value for money (up from 67 per cent to 73 per cent), and punctuality (up from 70 per cent to 75 per cent). Of course, beneath the headline figures a more complex picture emerges with differences between individual areas and types of areas. The big win in rural and semi-rural areas is around perceptions of value for money. Urban areas have seen improvements to punctuality in particular, metropolitan areas have seen improved satisfaction but at a slower pace. As we move towards greater devolution of transport powers across the English regions there will be interest in exploring these results in more detail to understand what lies beneath these headlines.

At authority area level these results show that you can make a real, tangible difference to customer experience even over a 12-month period. East Sussex and Warrington saw the biggest increases in satisfaction, both up eight percentage points. No surprise given their clear focus on what customers want (more detail in the case studies on page 11).

Transport Focus is working closely with every one of the 49 areas in the survey, sharing detailed results and helping to interpret the findings. We'll be holding webinars in the next few months, focusing on a couple of the most important areas, getting into the detail, sharing best practice, creating an opportunity for authorities and operators to come together and see what's working in other areas.

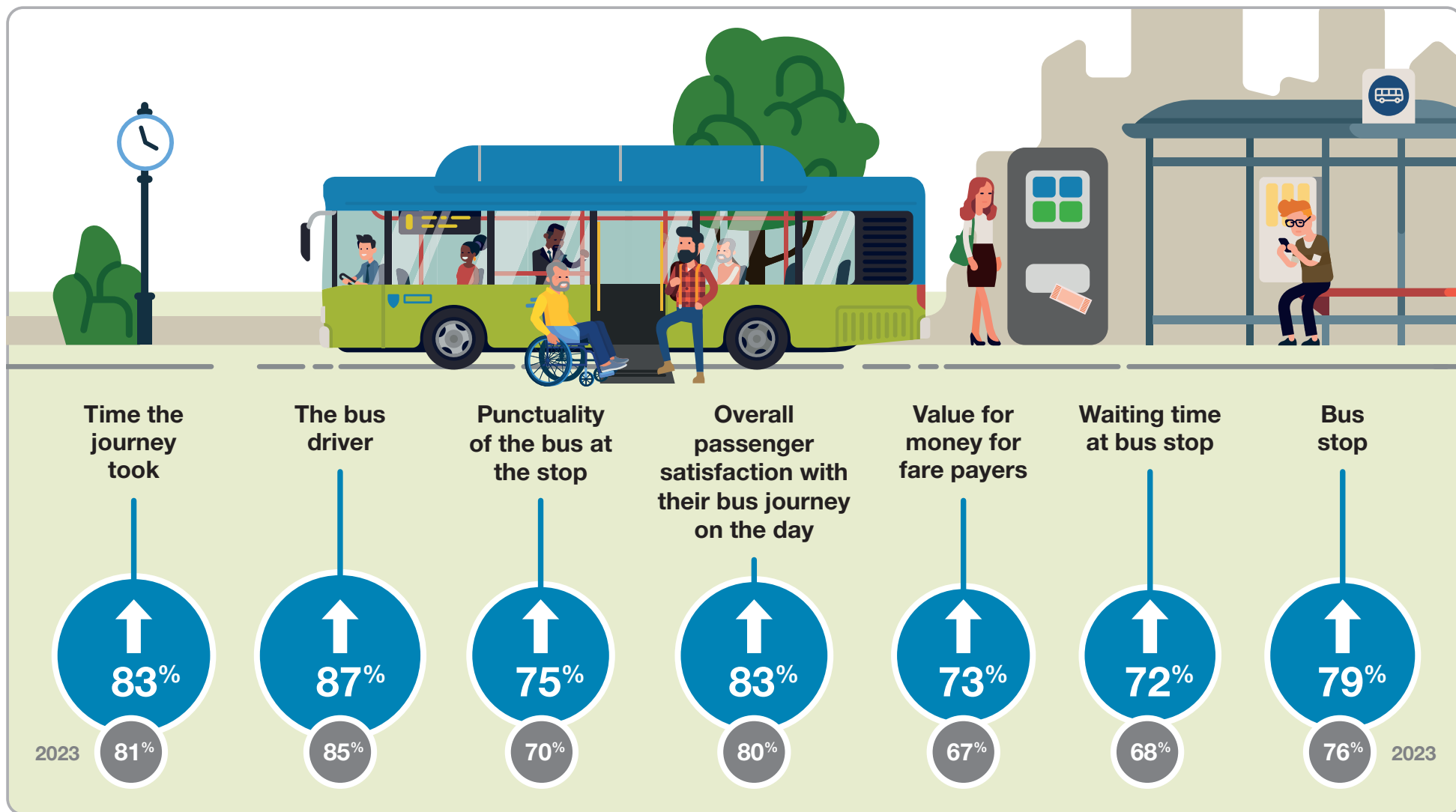
Working with the Department for Transport we'll provide support to understand, monitor and respond to the results of government investment. We believe a Your Bus Journey survey covering the whole of England would be even more useful and will continue to work with the Government and local authorities towards that goal.

Louise Collins

Director

Transport Focus

England 2024 satisfaction results



▶ Scotland – views on 2024 results

Understanding the experience of bus passengers is fundamental in encouraging more people to travel by public transport for work, study and leisure, and satisfaction with services is key to doing this. The Your Bus Journey Survey provides valuable insights for Transport Scotland and the bus sector in Scotland more generally.

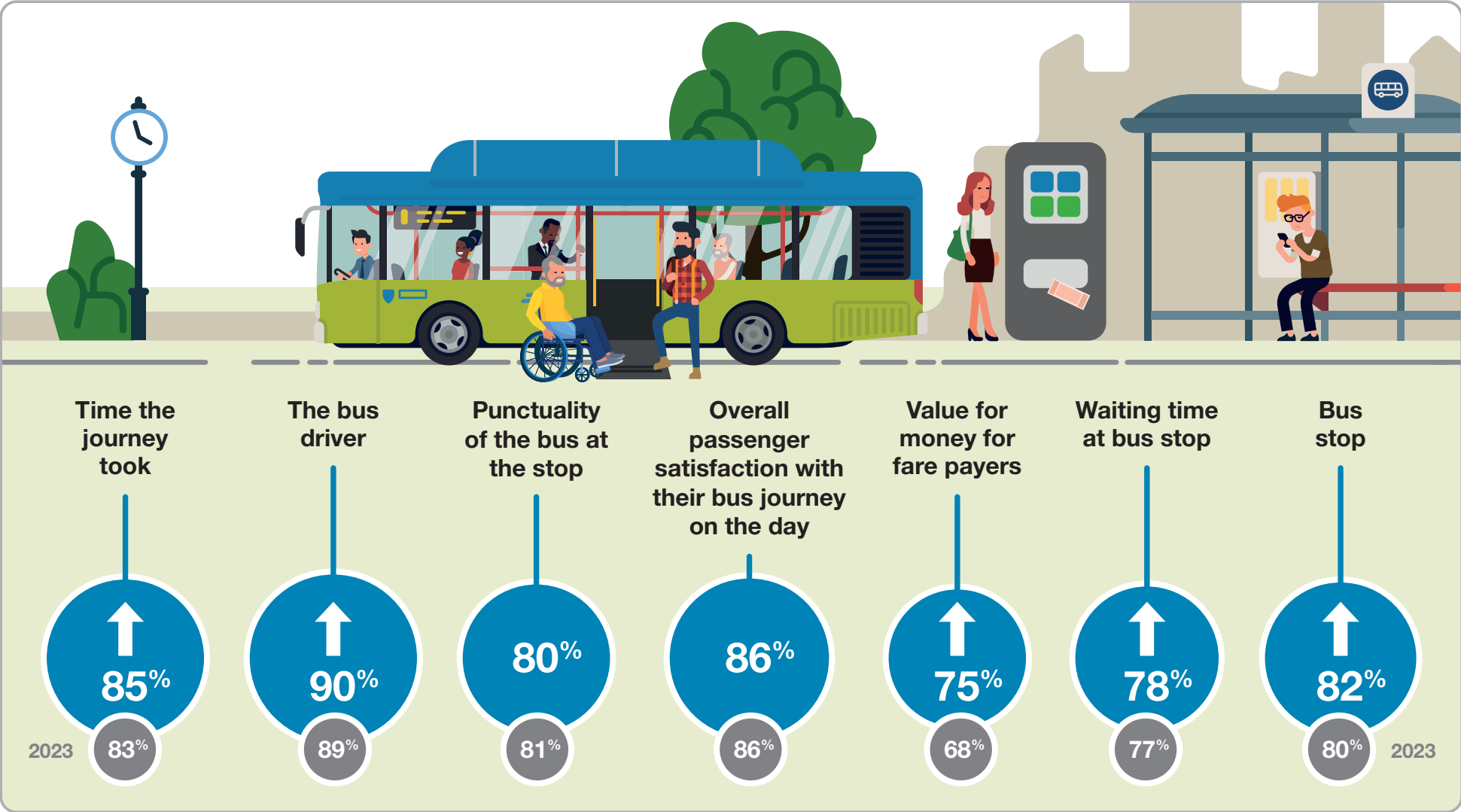
The ongoing nature of the survey and breadth of issues it covers provides extensive analysis which is used within Transport Scotland to inform our policy approach to bus travel. This analysis is also shared with our Regional Transport Partnerships and the sector as a whole.

Transport Scotland therefore welcomes the results of the Your Bus Journey Survey for 2024 and this report.

Paul Sloan
Transport Analytical Services
Transport Scotland



Scotland 2024 satisfaction results



Wales – views on 2024 results

Buses connect communities and people across Wales, and account for three quarters of all public transport journeys. Buses are for everyone across society and people use them for a wide range of reasons from accessing work, learning and health to meeting up with family and friends, shopping or connecting to other modes of transport. It's good to see these different uses reflected in the Your Bus Journey survey.

We're encouraged by the results of the Your Bus Journey survey here in Wales with an overall satisfaction rate of 84 per cent. There's more work to do to but the shift to more fare-paying passengers using the services and paying with contactless technology demonstrates we are heading in the right direction with many people choosing the bus over other modes of transport.

Buses are important to individuals and communities across Wales, reaching isolated communities and providing a lifeline for some of the most vulnerable in society. The bus reform measures we're proposing will fundamentally change the way bus services are delivered here in Wales.

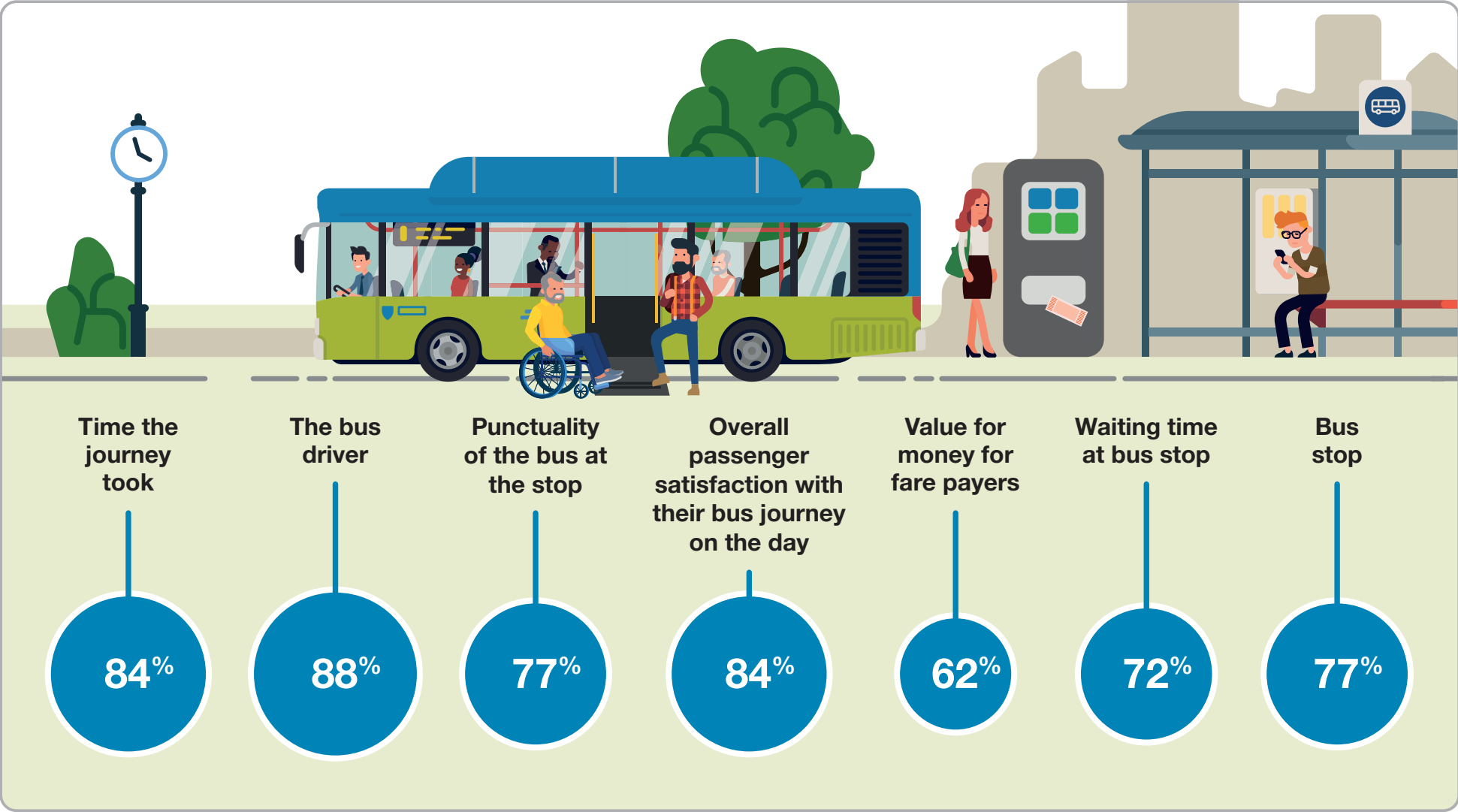
We believe that bus franchising is the best approach for Wales, because it allows us to design a bus network that puts people first. We're transforming how people travel by introducing equitable fares and easy to understand ticketing, simplifying travel information and timetables, improving reliability and ensuring better connections.

Lee Robinson

Cyfarwyddwr Gweithredol Trafnidiaeth Rhanbarthol ac Integreiddio /
Executive Director for Regional Transport and Integration
Trafnidiaeth Cymru / Transport for Wales



Wales 2024 satisfaction results



What do the results tell us?

Your Bus Journey is Transport Focus's comprehensive measurement of what it's like to travel on buses across Great Britain. Through the survey, passengers themselves give structured feedback about all aspects of the bus journey, from waiting at the stop, to being on board, the driver, and overall timeliness. They also tell us what matters to them, in their own words.

It represents nearly 80 per cent of passenger journeys in England, all mainland regions of Scotland and, for the first time in 2024, Wales. Each survey response corresponds to an individual journey, and participants are invited to take part as they make that journey; this means the feedback is specific and based directly on recent, often immediate, experience.

Overall satisfaction and overview

In 2024, passengers were satisfied with 83 per cent of bus journeys across Great Britain – an improving picture compared to 2023. The biggest influence on satisfaction with bus services remains whether or not buses run on time, with the bus driver and on-board environment (for example the cleanliness and comfort inside) the next most important factor, followed by the bus stop and the experience of boarding.

Driving this increase in satisfaction is an improved perception of buses being on time in England. On average, satisfaction with punctuality was up 5 percentage points compared to 2023, with 31 out of 34 English authority areas seeing a gain. For most journeys (63 per cent), people said they waited less than 10 minutes at the stop for their bus to arrive.

This improved timeliness in England has been accompanied by reported improvements across all aspects of bus services. These include the experience at the bus stop and on board, but in particular, bus users say that bus frequency, reliability and information in their areas is better – all of which contribute to more positive perceptions of punctuality.

Nevertheless, there remains room for improvement, with passengers still waiting longer than they had expected to, for a third of journeys in England.

In Scotland, satisfaction has remained high at 86 per cent. As for England, general impressions of bus services have improved, especially around frequency, reliability and information provision.

There is greater inconsistency across Scotland, however.

The best – and improving – experiences tend to be concentrated in the central belt, where facilities, information and the environment at stops and on board are all typically rated better – especially in Glasgow. Many aspects of service are also felt to have improved in the Highlands.

Passengers in other parts of the country are typically less satisfied. In particular, the quality of bus travel in the South West appears to have declined; this is felt across all areas of service, but bus stops appear to be a key issue here, with poor ratings for their condition, and reported lack of seating, lighting and information.

In Wales, 84 per cent of journeys were felt to be satisfactory during 2024, driven by punctuality and journey times (performance of which are comparable to England and Scotland). Bus drivers also have a notably high impact on the journey experience here, and were rated well on 88 per cent of journeys (with two thirds of passengers saying they were 'very satisfied' with the driver).

While satisfaction with existing services is fairly high, broader impressions of bus provision are not as good in Wales compared to England and Scotland – especially in terms of frequency, information, connections with other modes, and ticket cost. General perceptions of local services suggest that people are not able to travel by buses as easily here as in many other areas of Great Britain. Wales clearly faces certain challenges given population density and rural nature of some places, however, this is still an area worth focusing efforts on.

Value for money

Passengers in England and Scotland have been more satisfied with the value for money of bus services through 2024, compared to 2023; approximately three quarters of journeys are felt to be good value.

People feel they get good value when the ticket price reflects the distance they travel, and when they compare bus travel to other modes. In England in 2023, they also noticed the price difference compared to the previous twelve months – suggesting that the £2 cap on fares, introduced in early 2023, had an important overall contribution to the way people felt about bus travel. The same price cap continued through 2024, and people continued to compare prices favourably to the past, but inevitably the impact has begun to subside.

Instead, while the fare cap has remained important in England, the increased value for money perception in 2024 reflects improved quality of service in the areas outlined above. It is clear that value perceptions for bus travel come from a combination of both the absolute price of tickets, and the journey experience. Indeed the survey has also highlighted examples of local authorities where the cost of services appears to have been kept low, but service quality has declined or remained poor, leading to poorer overall satisfaction in those areas despite the price controls.

All of this may have implications for whether consistent fare caps are considered in Scotland and Wales, where broader impressions of the cost of travel are much poorer (only around half of bus users in Scotland feel that the cost of buses is good, and this is lower still in Wales at only 43 per cent). The learning from England is that cost control measures clearly do drive value for money perceptions, but there are also clear indications that this must go hand in hand with reliable, comfortable services, about which people feel well informed.

Variations across Britain

While satisfaction with bus travel has improved on average across Britain, there are variations by country. Some of the differences between England, Scotland and Wales are highlighted above, and there are further differences in individual areas.

Some examples of the most improved areas are given later in this report, providing learnings for other parts of the country.

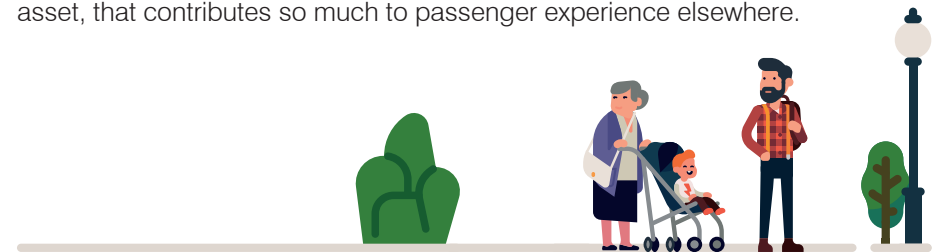
The more rural areas have tended to improve the most since 2023 (up 6 percentage points overall), with the largest metropolitan areas improving, but at a much slower pace (up 2 percentage points).

The slower rate of improvement in urban metropolitan areas is partly due to the passenger audience being harder to please: these areas have more frequent commuters, younger and usually fare-paying passengers, and a slightly more male skew than in other areas. As a broad trend, across this and other transport surveys, people with these characteristics tend to rate otherwise similar journey experiences more negatively.

As elsewhere, punctuality is the most critical part of the service that drives satisfaction or dissatisfaction in these urban metropolitan areas. It is telling that the areas which have improved most dramatically from a poorer punctuality performance in 2023, also tend to be those with the biggest increases in journey satisfaction overall. These include the West Midlands and West Yorkshire, which, while they remain bottom of the table, have seen improvements of three and four percentage points respectively in overall satisfaction – a great achievement relative to other urban metropolitan areas.

Greater Manchester is the only metro area where punctuality has not improved, with only two thirds of passengers being satisfied that buses are on time. It is acknowledged that Greater Manchester is still only part of the way through its process of bringing buses under local control, with multiple operator contracts changing during 2024 that may have affected the smoothness of bus service operations temporarily. Nonetheless there are signs that wider impressions of bus services are improving here, with better perceptions of frequency, connections, information and getting to and from different places, for example. Value for money and bus driver impressions have also improved.

This is a real positive for Manchester, because typically, outside of large urban metropolitan areas, bus drivers have a strong influence on the journey experience overall. It may be more difficult for drivers to interact with passengers in urban metropolitan areas, with busier buses and in some cases different logistics for boarding, alighting and paying, but urban metropolitan areas could potentially do more here to capitalise on this staff asset, that contributes so much to passenger experience elsewhere.



The experience of disabled bus passengers

Improvements to bus services over the last year have been felt widely. This includes disabled passengers, among whom overall journey satisfaction has risen by three percentage points, in line with the national average.

Nevertheless, access to buses continues to feel more limited for disabled people than others. While they have similar perceptions of the cost and fare options of buses in their areas, disabled people still find it harder to get to local amenities, and are less happy with the frequency and reliability of services, and the information provided about them.

Disabled passengers' experience of bus travel also continues to lag that of other, non-disabled people, when they do travel. Through 2024, disabled passengers were satisfied with 83 per cent of journeys, compared to 85 per cent on average across all of Britain among non-disabled passengers. This lower satisfaction is the case for people with different types of disabilities and impairments, but is most evident among those with mobility impairments, including those who have difficulty with dexterity and stamina. They are less satisfied with their journeys overall, and feel the effects more keenly when things go wrong. For example, disabled people are more likely to report anti-social behaviour – they report this on just under a tenth of all journeys. They are no more likely to see things like graffiti, vandalism and violence, but they do report more instances of rowdy or threatening behaviour, and the presence of other people who appear to be intoxicated. This suggests that these passengers may be feeling more vulnerable to potential threats and require more reassurance measures, and access to help if things go wrong.



Case studies

East Midlands

Local authority areas who will transfer transport functions to the newly formed East Midlands Combined Authority (EMCCA) have collectively achieved some of the strongest results across Your Bus Journey in 2024, with an average of 91 per cent overall journey satisfaction, which builds on an already strong performance in 2023. They include Derby City (new to the survey this year) which is the top-ranked area overall, Derbyshire and Nottinghamshire which are the two highest-performing semi-rural areas, and Greater Nottingham which is also ranked highly.

These high levels of satisfaction have built further on strong results from 2023, in context of a number of Bus Service Improvement Plan (BSIP) initiatives which have been implemented or begun through 2024.

Some of the particularly successful initiatives appear to be:

- The introduction of a variety of fare interventions aimed at different target groups (such as fares for young people including non-students, a commuter discount scheme, holiday group travel discounts, capping of fares alongside contactless payment systems, and others). The effect of this is most noticeable in Nottinghamshire, where value for money perceptions have increased by 19 percentage points to make Nottinghamshire top for value across the country.
- Introduction of bus priority measures at traffic lights and additional priority routes including between Derby and Nottingham to improve intercity reliability, and specific targeting of almost 50 specific pinch points across the area to reduce delays. Perceived punctuality has improved across the area and is a real stand-out improvement for Derbyshire in particular, where punctuality is up 9 percentage points at 86 per cent.
- Passenger feedback also highlights bus stops as a particular strength across the East Midlands. This was the case in 2023 but has improved further alongside the rebuilding of bus stations in Derbyshire and installation of more Real Time Information (RTI) displays in Nottinghamshire, for example. Nottinghamshire now has the largest number of RTI displays of all

similar authorities in England, and indeed is the highest-rated area by passengers, for bus stops. This increase in information provision is also likely to have contributed to the more positive perceptions of punctuality and waiting times at stops.

Notably, these initiatives do not focus in one or two areas only, but have been holistic, providing a range of improvements in the things which matter to bus users, all adding up to better services overall. Indeed, the strong value for money scores across the four local authorities are given not just because of the price (though this is important), but more often because people feel the overall quality of the service is good.

This is all supported further with wider initiatives to enhance transportation in the region. These include, for example, increased frequency and operating hours for key routes in Nottinghamshire and Derbyshire, integrated bus and tram smart ticketing (Nottingham), and work to widen bus access like increasing On Demand services (Nottinghamshire), and working to increase travel confidence with local Special Educational Needs bus users (Derbyshire).



Warrington

In Warrington, passengers were satisfied with 85 per cent of bus journeys in 2024. This is similar to the average for urban areas – but Warrington is one of the most improved of all areas, having been among the lower ranked performers in 2023.

Significant investment has been made over the last year in, for example, new electric buses, driver training, and in retaining low fares (some capped at £1). This is reflected in improved passenger feedback, not least in terms of value for money (up nine percentage points), and general perceptions of bus services in the area, especially around cost and reliability.

A particular area of concern highlighted in the 2023 survey was the passenger experience at bus stops (for which Warrington was the second-lowest ranked area surveyed).

In 2024, a number of steps were taken to improve on this, including replacing over 200 bus shelters, installing new timetable casing and improved information at stops, and introducing security staff at the main interchange and working with local agencies on anti-social behaviour.

While Warrington has seen many areas of improvement in passenger feedback from the survey, the biggest area is that about bus stops. Satisfaction with bus stops overall is up 10 percentage points to 80 per cent, putting Warrington in line with the average for English urban areas – a huge achievement. In particular, passengers' perception of personal security at bus stops has improved greatly, up 12 percentage points, and reports of anti-social behaviour in the survey have reduced. We hope that this validates the great work done in this area, and gives Warrington and other authorities a strong incentivisation to continue with similar measures.

Warrington also continues to work on its BSIP, including connecting closely with the municipal operator here through the Enhanced Partnership, as well as the other commercial operators in the area. We look forward to seeing where this takes the passenger experience in 2025.



East Sussex

East Sussex is the most pronounced example of the upward trend in satisfaction in semi-rural areas; passengers here were satisfied with 87 per cent of journeys (up eight percentage points from 2023).

Like Warrington, the County Council has targeted several areas of bus provision through its BSIP, delivering a range of benefits to passengers.

A substantial amount of investment has helped improve the bus network, providing more services to more places, including increased frequency and operating times and more weekend services, particularly improving Sunday provision.

Bus users have noticed, and while there is still room for further improvement, significantly more people now say that they can get to places they need to go, and that buses in the area are frequent and reliable (and that information is good).

RTI at stops has been improved in 2024 with QR codes at every stop enabling online access to RTI from a smartphone. Reflecting such measures, East Sussex's strongest area of improvement in the survey has been in punctuality and waiting time satisfaction, both up 11 percentage points. This is despite congestion and roadworks being reported in line with 2023 (and in line with similar areas), suggesting that these BSIP interventions are helping to diminish the impact of such disruption.

In addition to information, other bus stop facilities have been upgraded across the county, including new shelters and better roadside infrastructure and accessibility. The experience at bus stops has been the next most improved area of passenger satisfaction here in 2024, up six percentage points.

Alongside these improvements, East Sussex has provided a variety of fare reductions that have complemented the national single fare cap from multi-operator day tickets to young person fare reductions.

Looking ahead, additional fares have been introduced to complement the new national £3 cap at the beginning of 2025, alongside the continuation of the previously introduced fare reductions. It's great to see that passengers will continue to benefit from the various BSIP measures being implemented, without having to pay more as a result. There will also be further improvements in 2025, with more upgraded RTI signs, bus priority measures across the county. We hope therefore to see a continuation in the improvements in customer satisfaction in 2025.



England local authority results

Overall satisfaction by area

Rank	Area	Satisfaction 2024	Satisfaction 2023	Per cent difference or change in rank	Area type
1	Derby City*	92%	-	-	Urban other
2	Lincolnshire*	91%	-	-	Rural
3	Bournemouth Christchurch and Poole	91%	90%	up 2%	Urban other
4	East Riding of Yorkshire	91%	90%	up 1%	Rural
5	Derbyshire	91%	83%	up 7%	Semi-rural
6	Nottinghamshire	90%	85%	up 6%	Semi-rural
7	Greater Nottingham	90%	87%	up 3%	Urban other
8	Reading Buses**	89%	86%	up 3%	Urban other
9	Cheshire East	88%	83%	up 5%	Semi-rural
10	Portsmouth	88%	83%	up 5%	Urban other
11	City of York	88%	84%	up 4%	Urban other
12	Surrey	88%	83%	up 5%	Urban other
13	East Sussex	87%	79%	up 8% (up from rank 26)	Semi-rural
14	North East Lincolnshire	87%	83%	up 4%	Urban other
15	Cheshire West and Chester	87%	81%	up 5%	Semi-rural
16	Leicester City	87%	82%	up 5%	Urban other
17	Brighton and Hove	86%	82%	up 5%	Urban other
18	Norfolk	86%	81%	up 5%	Rural
19	Hampshire*	86%	-	-	Semi-rural
20	Suffolk	86%	85%	up 2% (down from rank 6)	Rural
21	North Yorkshire*	86%	-	-	Rural
22	Cornwall	86%	85%	up 1% (down from rank 7)	Rural
23	Blackpool*	86%	-	-	Urban other
24	West Sussex	86%	81%	up 4%	Urban other

* These areas did not take part on the Your Bus Journey survey in 2023.

**Covers Reading Buses network around the Reading area.

England local authority results - continued

Overall satisfaction by area

Rank	Area	Satisfaction 2024	Satisfaction 2023	Per cent difference or change in rank	Area type
25	Tyne & Wear	85%	83%	up 2% (down from rank 13)	Urban metropolitan
26	Warrington	85%	76%	up 8% (up from rank 30)	Urban other
27	Oxfordshire	84%	78%	up 6%	Rural
28	Liverpool City Region	84%	83%	up 1% (down from rank 15)	Urban metropolitan
29	Lancashire and Blackburn with Darwen	83%	80%	up 4%	Urban other
30	Stoke-on-Trent	82%	85%	down 2% (down from rank 4)	Urban other
31	County Durham	82%	75%	up 7%	Rural
32	West of England and North Somerset	81%	77%	up 4%	Urban other
33	Tees Valley	80%	76%	up 4%	Urban other
34	Northumberland	80%	83%	down 3% (down from rank 11)	Rural
35	Luton	80%	80%	0% (down from rank 25)	Urban other
36	Greater Manchester	79%	79%	0% (down from rank 27)	Urban metropolitan
37	South Yorkshire	79%	81%	down 2% (down from rank 23)	Urban metropolitan
38	West Midlands	79%	76%	up 3%	Urban metropolitan
39	West Yorkshire	77%	73%	up 4%	Urban metropolitan

* These areas did not take part on the Your Bus Journey survey in 2023.

Scotland results

Overall satisfaction by area

Rank	Area	Satisfaction 2024	Satisfaction 2023	Per cent difference or change in rank
1	Strathclyde Partnership for Transport (SPT)	88%	89%	down 1%
2	South East of Scotland Transport Partnership (SESTran)	85%	86%	0%
3	Highlands and Islands Transport Partnership (HITRANS)	84%	83%	up 1%
4	South West of Scotland Transport Partnership (SWesTrans)	82%	87%	down 5% (down from rank 2)
5	Tayside and Central Scotland Transport Partnership (TaCTran)	82%	80%	up 1%
6	Regional Transport Partnership for Aberdeen and Aberdeenshire (Nestrans)	81%	80%	up 1%

Wales results

Overall satisfaction by area

Rank	Area	Satisfaction 2024
1	Wales - Mid	88%
2	Wales - North	86%
3	Wales - South West	84%
4	Wales - South East	83%

England operator results

Overall satisfaction by operator

Rank	Overall satisfaction	Operator	Rank	Overall satisfaction	Operator
1	99%	High Peak	23	87%	East Yorkshire
2	95%	Compass Travel	24	87%	Stagecoach in North East Lincolnshire
3	92%	Ipswich Buses	25	87%	First in Portsmouth
4	91%	morebus	26	87%	The Keighley Bus Company
5	91%	Nottingham City Transport	27	86%	D & G Bus
6	91%	Stagecoach in Portsmouth	28	86%	First in Leicester City
7	90%	Stagecoach in Lincolnshire	29	86%	Stagecoach in Tyne & Wear
8	90%	Arriva in Derby City	30	86%	Stagecoach in Cheshire West and Chester
9	90%	Stagecoach in Nottinghamshire	31	85%	Arriva in Cheshire West and Chester
10	90%	First in Hampshire	32	85%	Go North East
11	90%	Stagecoach in Surrey	33	85%	Metrobus
12	89%	Trentbarton	34	85%	Stagecoach in West Sussex
13	89%	Centrebus	35	85%	Arriva in Leicester City
14	89%	Bluestar	36	84%	Warrington's Own Buses
15	89%	Go Cornwall	37	84%	Stagecoach in Hampshire
16	88%	Stagecoach in Derbyshire	38	84%	Blackpool Transport
17	88%	Konectbus	39	83%	First in Norfolk
18	88%	Oxford Bus Company	40	83%	Arriva in Liverpool City Region
19	88%	First in City of York	41	83%	Stagecoach in Liverpool City Region
20	88%	Stagecoach in Lancashire and Blackburn with Darwen	42	83%	Stagecoach in East Sussex
21	87%	The Harrogate Bus Company	43	82%	Arriva in Tees Valley
22	87%	Brighton & Hove Bus Company	44	82%	First Kernow

England operator results - continued

Overall satisfaction by operator

Rank	Overall satisfaction	Operator
45	82%	First in Stoke-on-Trent
46	81%	First in Suffolk
47	81%	Stagecoach in South Yorkshire
48	81%	Arriva in Tyne & Wear
49	81%	Stagecoach in Greater Manchester
50	81%	Transdev
51	81%	Stagecoach in Oxfordshire
52	80%	First in West of England and North Somerset
53	80%	First in South Yorkshire
54	79%	National Express
55	79%	Stephensons
56	79%	Arriva in Luton
57	77%	Arriva in County Durham
58	76%	Stagecoach in Tees Valley
59	76%	First in West Yorkshire
60	73%	Arriva in Northumberland
61	69%	Arriva in West Yorkshire

➔ Scotland operator results

Overall satisfaction by operator

Rank	Overall satisfaction	Operator
1	89%	First in SPT
2	88%	McGills Bus Service
3	85%	Lothian Buses
4	84%	Stagecoach in Nestrans
5	83%	Stagecoach in Tactran
6	82%	Xplore Dundee
7	80%	First in Nestrans
8	79%	Stagecoach in HITRANS
9	79%	Stagecoach in Swestrans

➔ Wales operator results

Overall satisfaction by operator

Rank	Overall satisfaction	Operator
1	89%	Newport Bus
2	84%	Arriva in Wales
3	83%	Stagecoach in Wales
4	82%	First in Wales
5	80%	Cardiff Bus

Contact Transport Focus

Louise Coward
Head of Insight and Evidence
Transport Focus
10th Floor
25 Cabot Square
London E14 4QZ

yourbusjourney@transportfocus.org.uk
www.transportfocus.org.uk

Transport Focus is the operating name
of the Passengers' Council.

Transport Focus

The voice of Britain's transport users

We listen to the public and find out their experience of using, or trying to use, Britain's railways and England's buses, coaches, trams and motorways and major 'A' roads. We protect the interests and champion the needs of all transport users today and ensure they're at the centre of tomorrow's policy decisions and future investment.

