



Bus shelters survey

Transport User Panel report

April 2025

Report contents

Page	Contents
3/4	Introduction
5	Summary of findings
12	Bus use and attitude towards bus travel
18	Priorities and Improvements
24	Seating
30	Accessibility
40	Information
45	Safety
53	Sustainability
57	Impact of potential improvements
60	Conclusions
62	Survey method

Introduction

Transport Focus considers it important for passengers to be involved in the design and delivery of bus services, including the provision of bus shelters. Without proper regard to the importance passengers place on the facilities provided, passengers could end up having to wait at bus shelters that fail to meet both their existing and future needs.

Transport Focus holds a unique place within the industry in having no vested interest other than trying to secure the best possible deal for passengers. We were therefore pleased to be able to work with Clear Channel on this joint piece of research, with the goal of establishing what design features and facilities passengers think bus shelter should incorporate.

Transport Focus agreed to work jointly with Clear Channel because they assured us that those passenger views had a genuine opportunity to shape the future design of bus shelters to meet the needs of all users

Survey background

- Transport Focus wants to ensure that future investment and design in bus shelters takes into account current and future user needs especially key groups such as older and disabled users'. At the end of 2023 Clear Channel (company that design, build and maintain bus shelters) contacted Transport Focus and asked if we'd like to partner with them on a bespoke project to design the bus stop of the future. Clear Channel want their products to set the standard for bus shelters in terms of accessibility, comfort and safety.
- Transport Focus agreed to work with Clear Channel and to approach bus users on our Transport User Panel to ask them about their experience of using bus shelters and their expectations for how bus shelters might be improved in the future. The results from this project will help to inform and validate product designs and features by understanding and reacting to the user challenges, experiences and expectations.
- In June 2024 Clear Channel and Transport Focus began to work on the design of a survey questionnaire which would be sent to members of the Transport User Panel. The online questionnaire was sent to panellists at the end of August 2024 and closed in September. Further details on the survey method and rates of response are provided at the end of this report.

Summary of findings



Summary of findings

Shelter design and priorities for improvement

- 68 per cent of frequent bus users feel that the space available in bus shelters is generally about the right size, while 30 per cent think the space available is too small. While 74 per cent say that when thinking about the bus shelter that they use most often they are satisfied with its accessibility and 58 per cent are satisfied with its safety, around a half say that they are satisfied with the information that is provided in the shelter, the protection from weather, the cleanliness and maintenance of the shelter, and the shelter's appearance. In contrast just 29 per cent are satisfied with the comfort of the shelter that they use most often.
- While 49 per cent say that when they use their local shelter they are well protected from the sun, and 46 per cent say that they are well protected from the rain, just 31 per cent say that they are well protected from wind.
- When provided with a list of items and asked to select up to three that they would most like to see provided within bus shelters, 54 per cent say that they would like rubbish or recycling bins provided, 43 per cent select additional safety measures such as cctv or a 'help' button, and 34 per cent select a community notice board or local information.
- When asked about what improvements they would like to see made to their local bus shelter without being given a list of items, frequent bus users mention a range of things, though improved seating, better protection from weather and the provision of accurate 'real time' information features often.

Summary of findings

Seating

- While 47 per cent of frequent bus users agree that the seats in shelters are at the right height, just 17 per cent agree that they like the material that the seats in bus shelters are made of, and 12 per cent agree that the seats provided in bus shelters are comfortable. Accordingly, just 15 per cent say that the seating in their local bus shelter is comfortable.
- 74 per cent of frequent bus users say that they would prefer to use seats in bus shelters, while 22 per cent say that they prefer to use perches. 80 per cent of frequent bus users agree that they find seats more comfortable than perches, and 49 per cent say that they avoid using perches when possible. Accordingly, just 12 per cent agree that the perches provided in bus stops are comfortable and nine per cent say that they find perches more comfortable than seats.
- There appears to be a general lack of enthusiasm for perch seating at bus shelters among frequent bus users. However, when they are asked to provide a comment about potential improvements to seating, a small number do make positive comments in relation to perches, particularly noting that this type of seating takes up less space making shelters more accessible.

Summary of findings

Accessibility

- 56 per cent of frequent bus users overall agree that bus shelters **in general** are accessible for everyone. 51 per cent of those with a disability agree compared with 58 per cent who do not have a disability. Those with a mobility impairment are less likely than those with other disabilities to agree that bus shelters are accessible. When asked about **the bus shelter they use most often** 74 per cent of frequent bus users overall say that they are satisfied with its accessibility compared with 68 per cent of those who have a disability.
- Just 15 per cent of frequent bus users with a vision impairment think that it is easy for people like themselves to use bus shelters. This compares with 18 per cent of those with mobility impairments who think it is easy for people with their disability to use bus shelters, and 48 per cent of those with hearing impairments who think it is easy for those with hearing impairments to use bus shelters. While 40 per cent of frequent bus users overall think that it is easy for the elderly to use bus shelters, 44 per cent of those aged 65+ agree.
- 69 per cent of frequent bus users think that their needs have been taken into account when it comes to public transport in general. This compares with 60 per cent of those with any disability, and 53 per cent of those with a mobility impairment.

Summary of findings

Information

- 75 per cent of frequent bus users say that they use paper timetable information at least very occasionally compared with 63 per cent who say the same about using digital information. While this is the case, 32 per cent say that they use digital information 'all of the time' compared with only 9 per cent who say the same regarding paper timetable information. A significant proportion, 28 per cent, say that they do not use digital information because it is not available at the bus stop.
- 81 per cent of those using paper timetable information say that it provides useful information, while 75 per cent say that it is easy to read and understand. In comparison 87 per cent of those using digital information say that this provides useful information and 88 per cent say that it is easy to read and understand.
- 66 per cent of frequent bus users say that they use their phone to look for travel information at least some of the time that they are waiting in a bus shelter. 54 per cent say that they use their phone at least some of the time to access the internet, while 24 per cent say the same about making phone calls.
- When provided with a list of types of information and asked to select up to three that they would most like to see provided in bus shelters, 77 per cent select information on other transport connecting times and lines (such as nearby train or tram times, 39 per cent select time and temperature information, and 33 per cent select information on nearby points of interest or local happenings.

Summary of findings

Safety

- 58 per cent of frequent bus users overall are satisfied with the safety of their local bus shelter. 85 per cent say that they feel safe using their local bus shelter during the day, while 50 per cent say the same about using their local bus shelter in the evening or in the dark. 55 per cent of women are satisfied with the safety of their local bus shelter and 44 per cent feel safe using their local bus shelter after dark compared with 60 per cent and 55 per cent of men respectively.
- 85 per cent of frequent bus users say that dim or broken lighting in the bus shelter has at least a moderate impact on how safe they feel waiting for a bus, while 48 per cent say that this has a significant impact. Similarly, 82 per cent say that broken or damaged shelter walls or seating has at least a moderate impact while 41 per cent say that this has a significant impact on their feeling of safety.
- 64 per cent say that the bus shelter that they use most often is well lit, while 36 per cent disagree. 60 per cent agree that the provision of cctv in their local bus shelter would be beneficial while a similar proportion say the same regarding the provision of a 'help' button.

Summary of findings

Sustainability

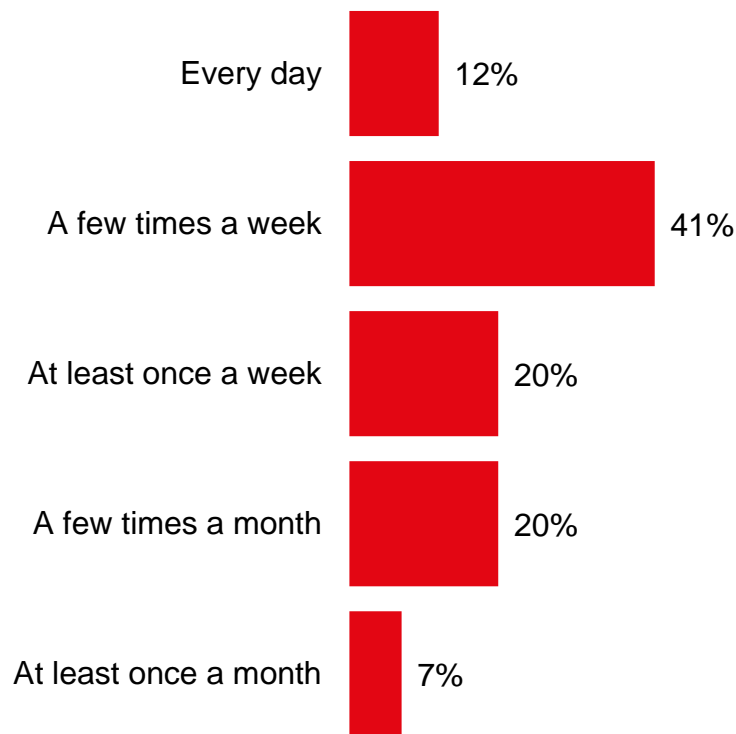
- 92 per cent of frequent bus users believe that people should be encouraged to travel by bus as an environmentally friendly mode of transport. 67 per cent agree that it is important to them that bus shelters are designed to be eco-friendly or sustainable with a low carbon footprint, while 48 per cent say that they think it is important that bus shelters include green initiatives which positively impact local biodiversity.
- While frequent bus users who are younger are no more likely than those that are older to believe that people should be encouraged to travel by bus as an environmentally friendly mode of transport, there is evidence that they are more environmentally conscious than other bus users. Compared with 67 per cent overall, 76 per cent of those aged 18-34 think that it is important that bus shelters are designed to be eco-friendly or sustainable with a low carbon footprint, and 71 per cent of those in this age group believe that it is important that bus shelters include green initiatives which positively impact local biodiversity compared with 48 per cent overall.

Bus use and attitude towards bus travel

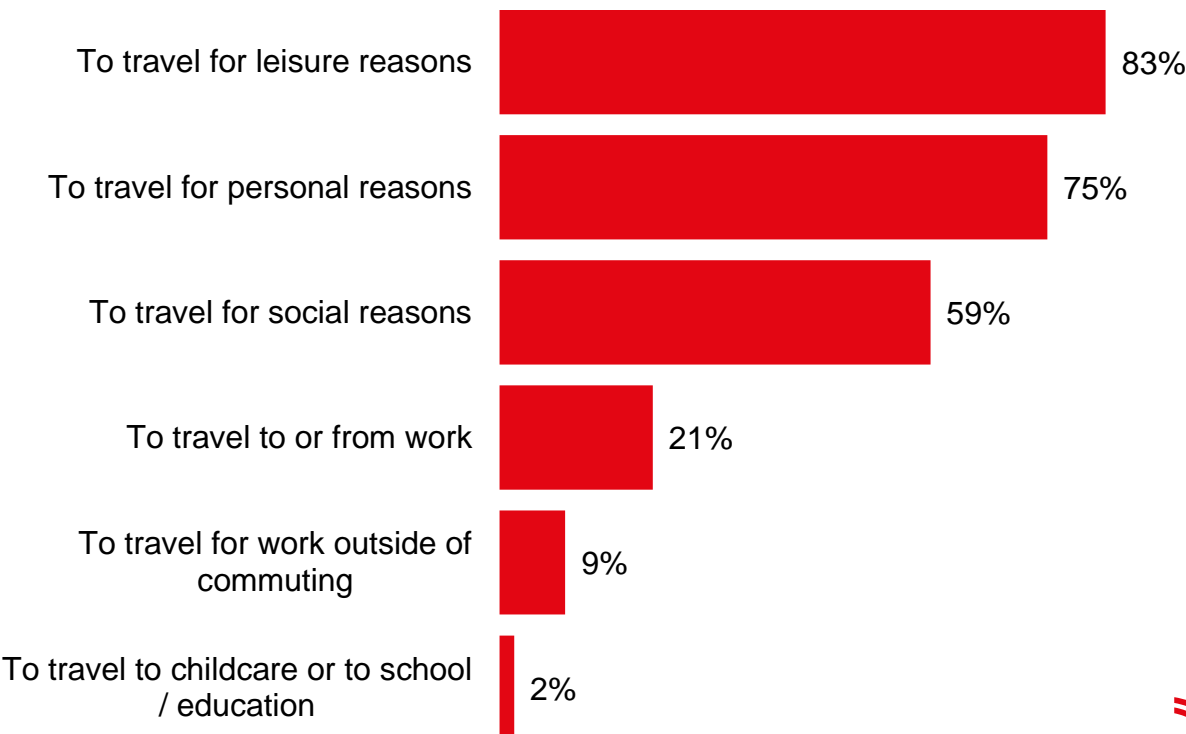


This report focuses on those panellists who use buses at least once a month. These panellists are described in this report as ‘frequent’ bus users. Within this sub-group 53 per cent make bus journeys at least a few times a week. These panellists tend to travel for leisure or for personal reasons, and only 21 per cent are making journeys to or from work.

Approximately how often do you make journeys by bus?

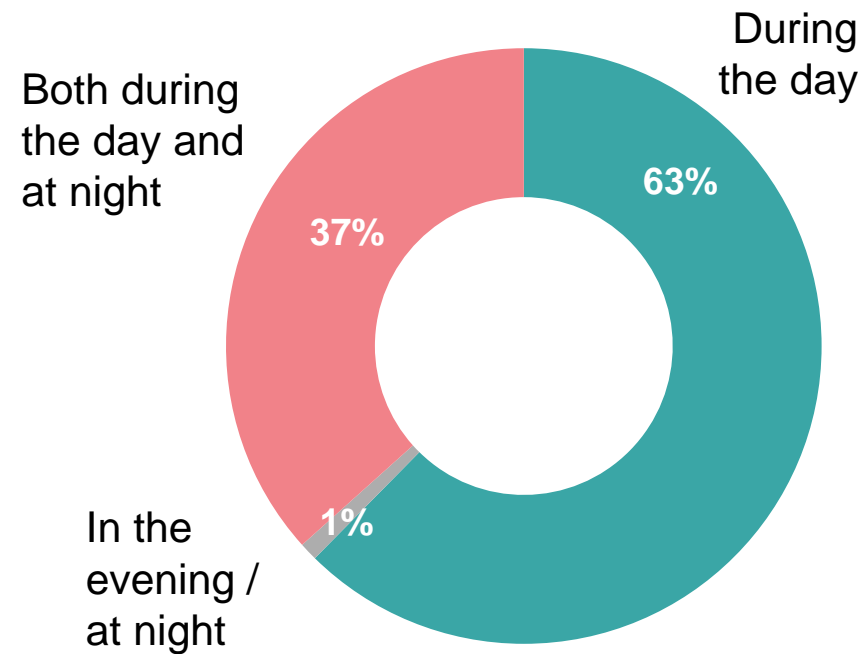


And which of the following reasons describes why you use a bus to make journeys?

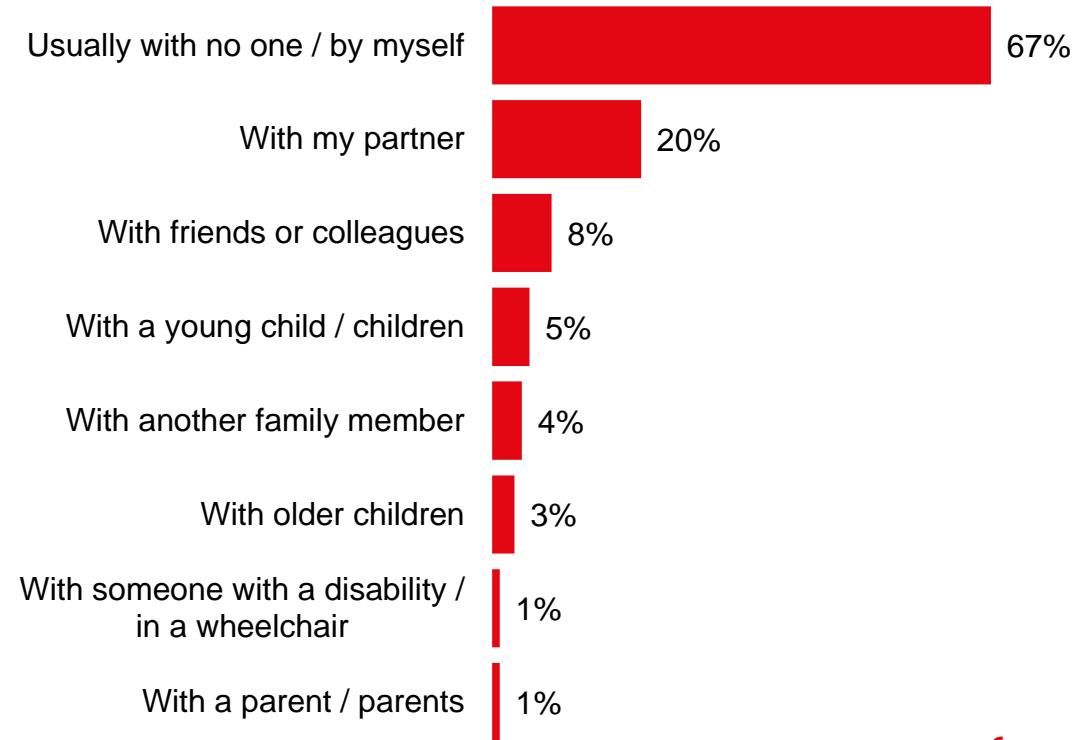


63 per cent of the frequent bus users that responded to the survey say that they usually make bus journeys during the day (before 7pm), while just one per cent say that they make bus journeys in the evening or at night (after 7pm). 37 per cent say that they make bus journeys both during the day, and in the evening. The majority usually make bus journeys alone.

When do you usually use a bus to make journeys?

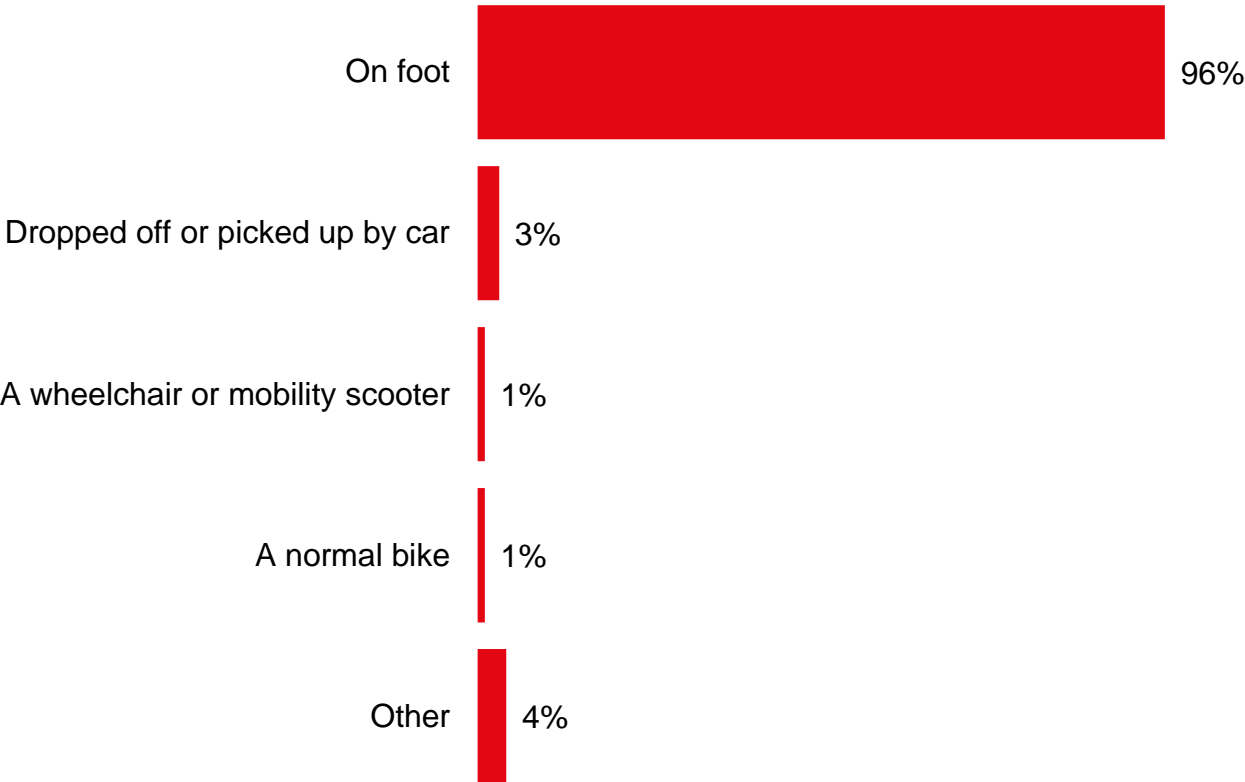


And when you travel by bus, who, if anyone, do you usually travel with?



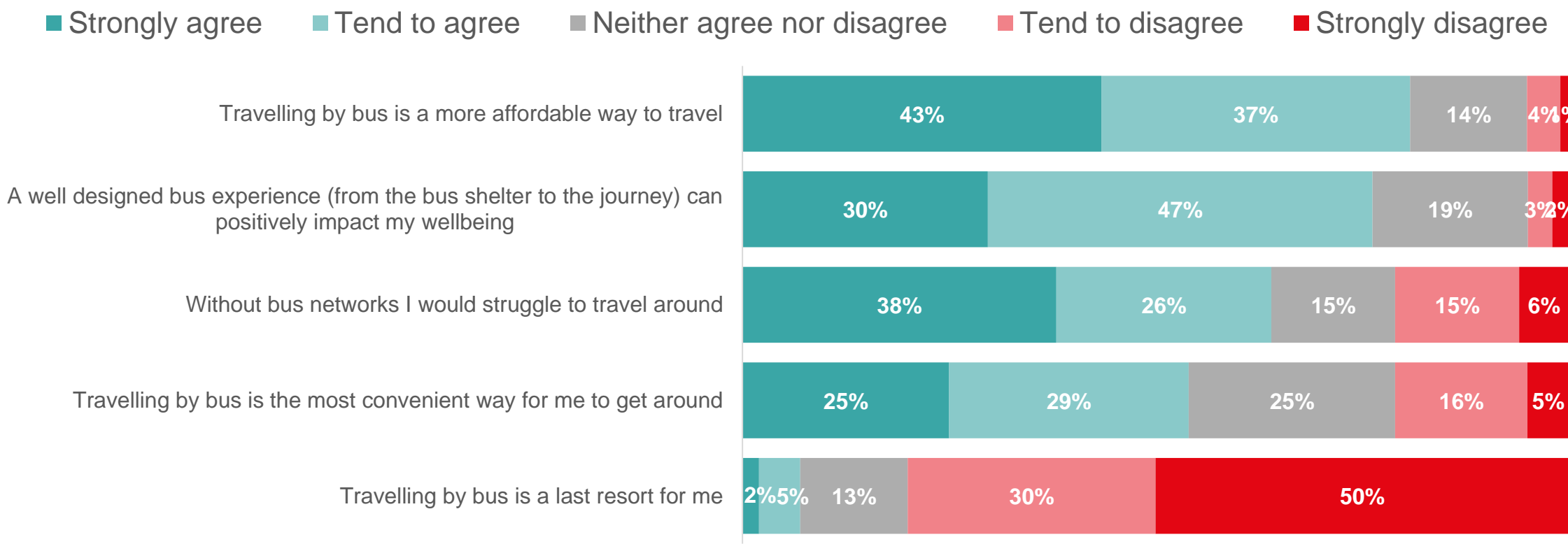
Most of the bus users responding to the survey travel to their local bus shelter on foot.

Do you use any of the following to get to, or to leave the bus shelter that you usually use?



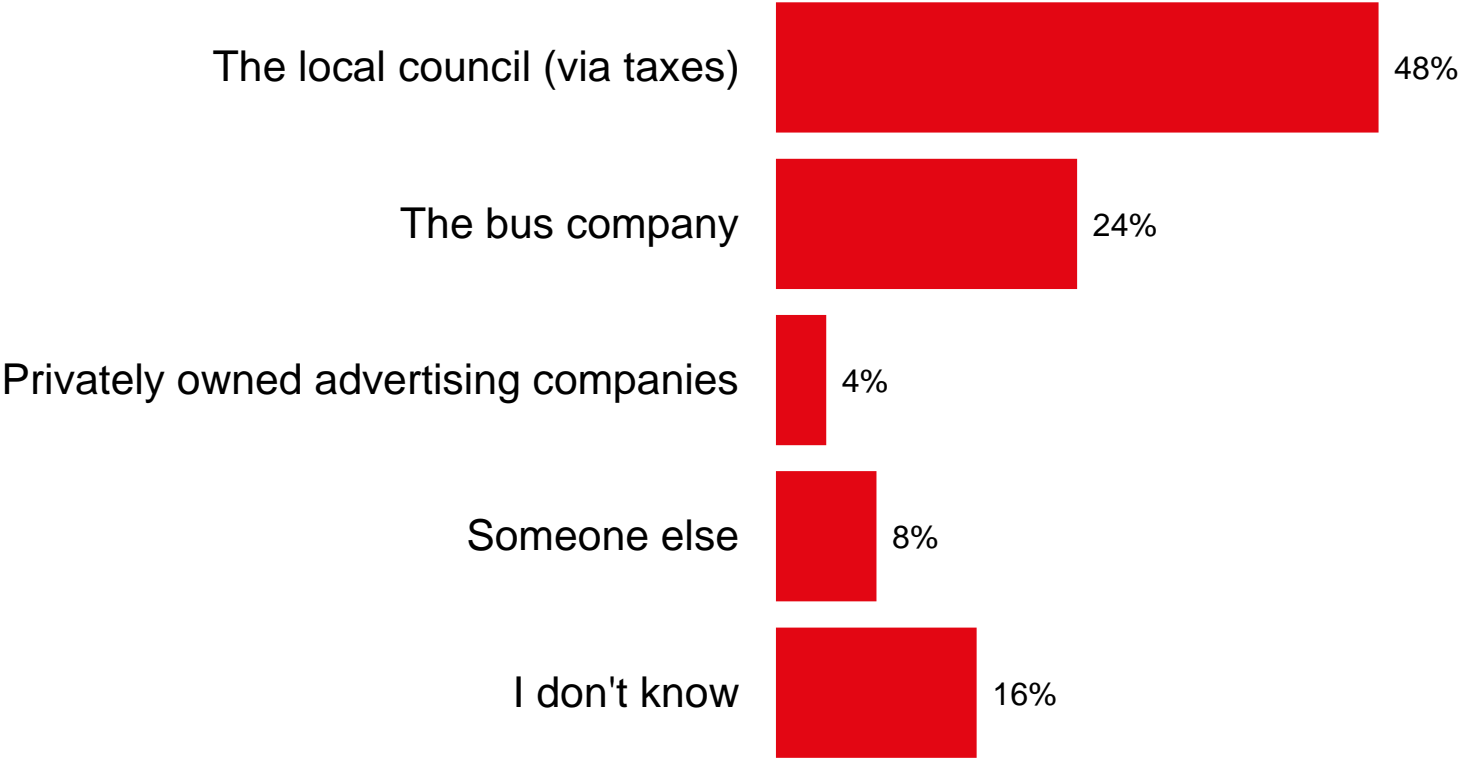
80 per cent of bus users agree that travelling by bus is a more affordable way for them to make journeys. 77 per cent agree that a well-designed bus experience can positively impact their wellbeing, while 64 per cent say that without bus networks they would struggle to travel around.

To what extent do you agree or disagree that..?



48 per cent of frequent bus users think that the local council is responsible for funding their local bus shelter, and that they do so through taxation. 24 per cent believe the bus company to be responsible, while four per cent think that private advertising companies are responsible.

Which one of the following do you think is responsible for the funding of your local bus shelter?

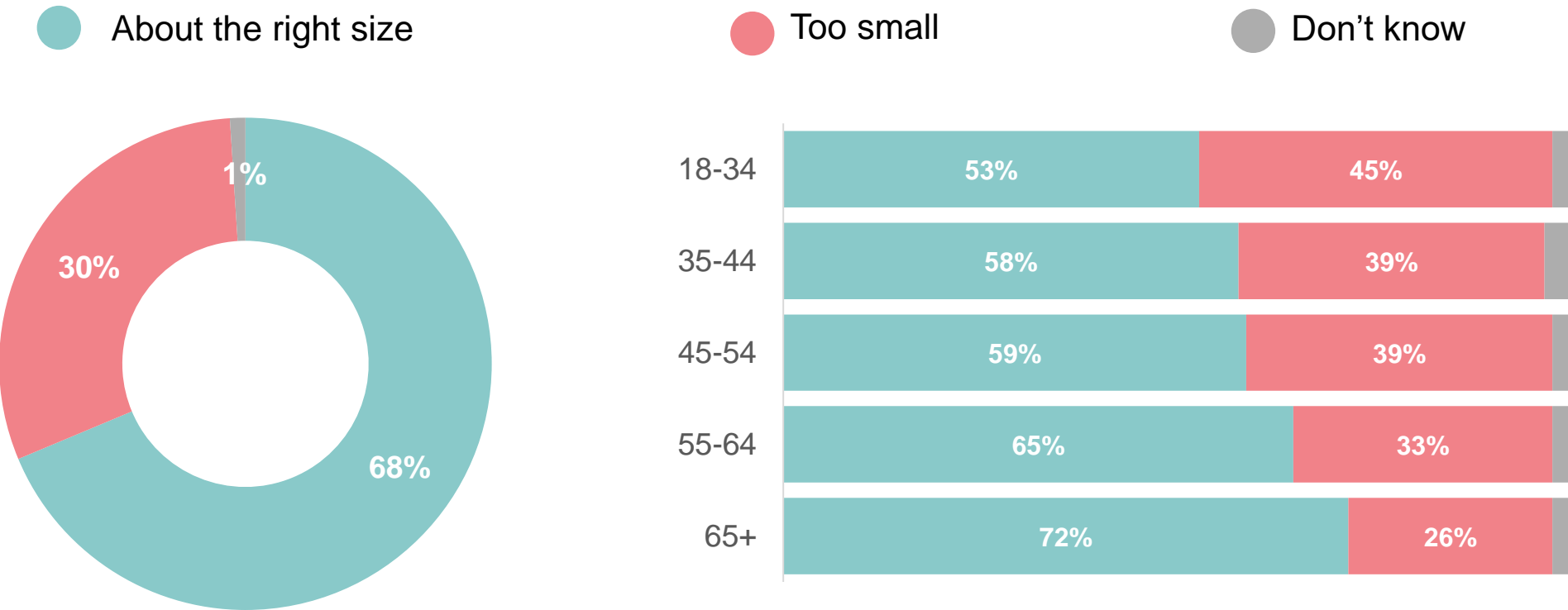


Priorities and improvements



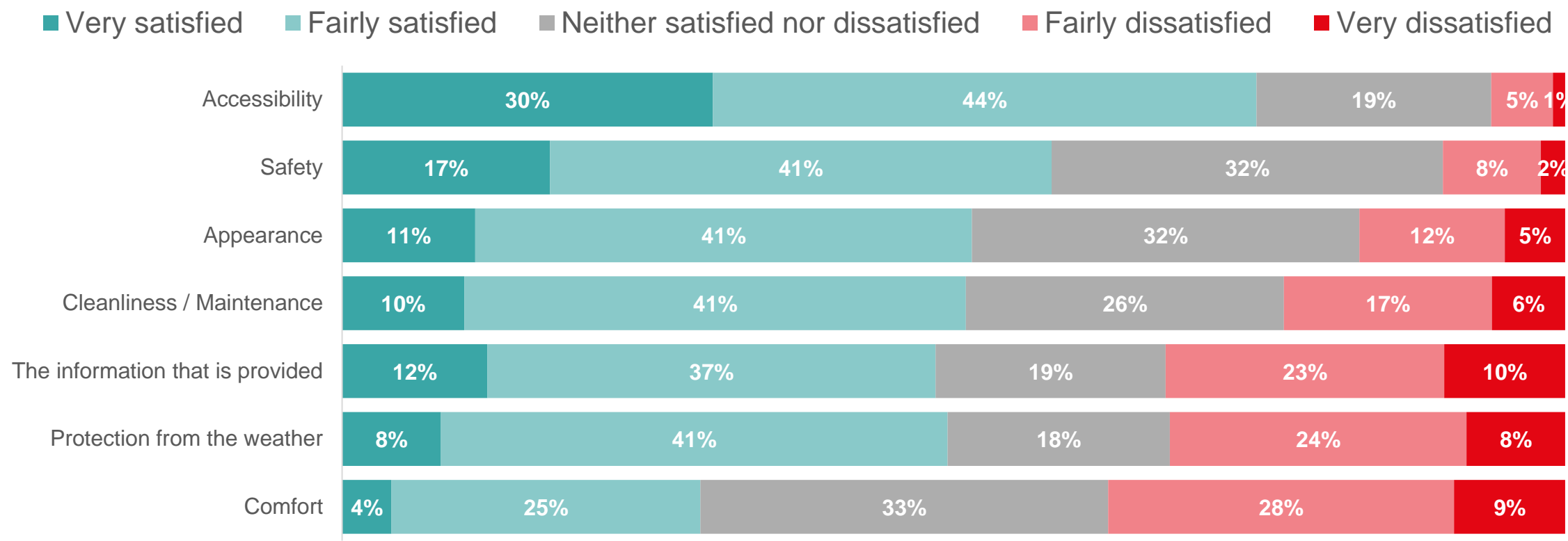
68 per cent of frequent bus users think that shelters are about the right size, while 30 per cent think that they are too small. Older bus users are more likely than those that are younger to be happy with bus shelter size. None of the bus users that we spoke to think that shelters are too big.

Thinking about the space inside the bus shelter, do you feel that bus shelters are generally..?



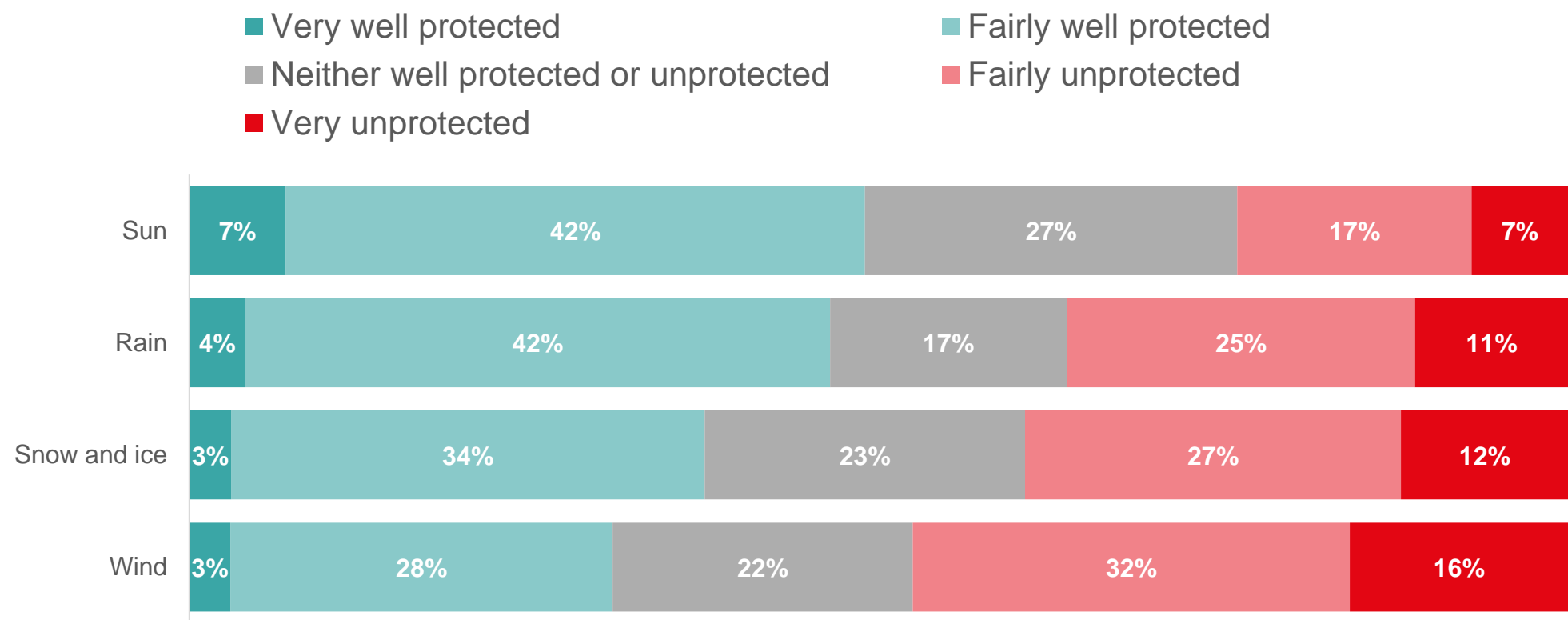
Almost 75 percent of frequent bus users are satisfied with the accessibility of the bus shelter that they use most often, while 58 percent are satisfied with its safety. Only 29 percent are satisfied with the comfort of their bus shelter.

Thinking about the bus shelter that you use most regularly, to what extent are you satisfied or dissatisfied with its..?



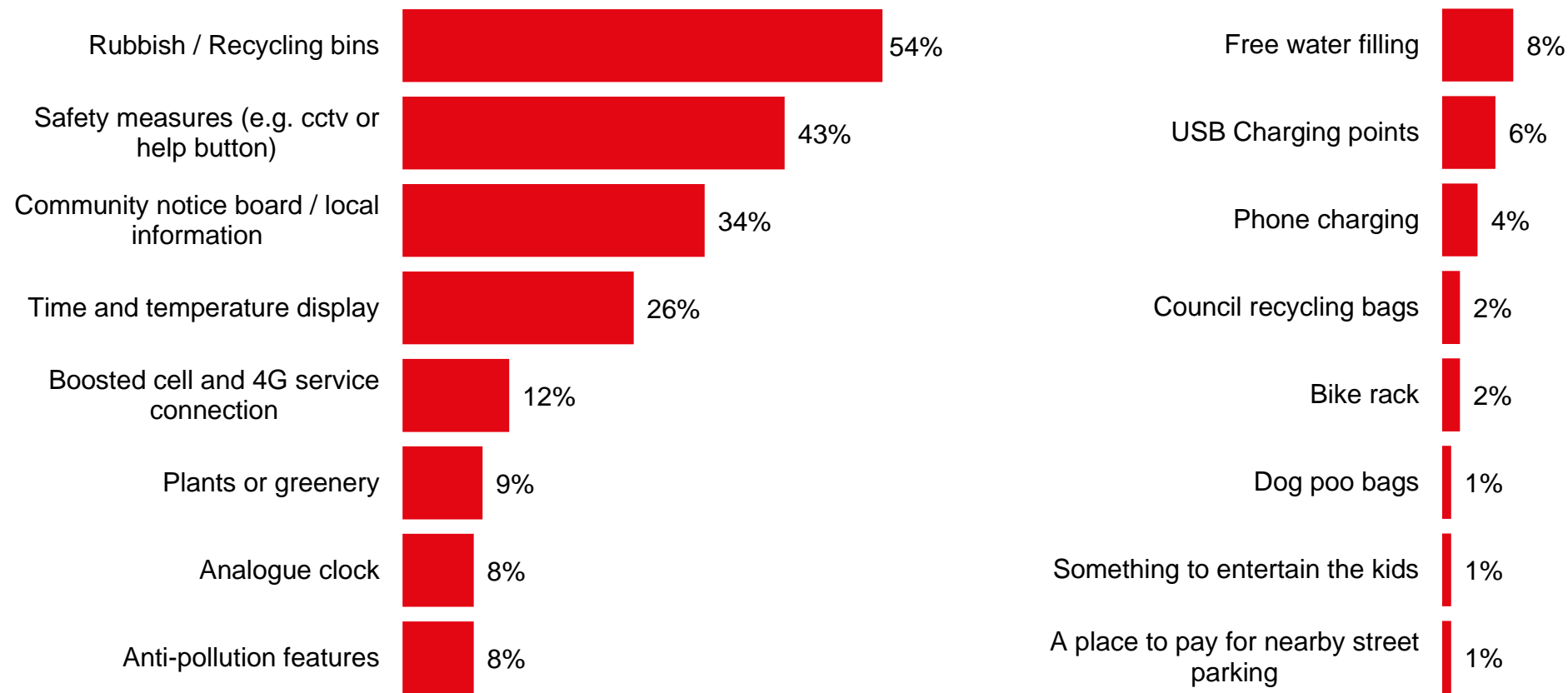
49 per cent of frequent bus users say that they feel well protected from the sun while waiting at their local bus shelter. 46 per cent say the same regarding how well protected they are from rain, while 37 per cent say that they feel well protected from snow and ice, and 31 per cent say that they feel well protected from wind.

When you use your local bus shelter, do you feel well protected from..?



54 per cent of frequent bus users would like to see rubbish / recycling bins provided within their local bus shelters, while 43 per cent would like additional safety measures provided. The provision of community notices or local information is popular with 34 per cent of frequent bus users.

Which three of the following things would you most like to see within your local bus shelters?



When asked about improvements to their local bus shelter, bus users tend to mention improved seating, protection from the weather, and the provision of 'real time' information.

Thinking only about the bus shelter, and not about the overall service provided by the bus company, if you could add one improvement to your local bus shelter, what would it be?

'Accurate live information on the expected arrival time!'

Male bus user making journeys at least once a week, 45-54

'A partial panel at the front and panels at the sides (as well as the back) to provide some shielding when there is wind and rain (some shelters I've seen have this already, I would like more of them).'

Female bus user making journeys a few times a month

'More space, especially if there is a wheelchair or mobility scooter passenger trying to board. Better protection from the weather.'

Male bus user making journeys at least once a week, 65-74

'A seat you can sit on rather than lean against.'

Female bus user making journeys a few times a month, 65-74

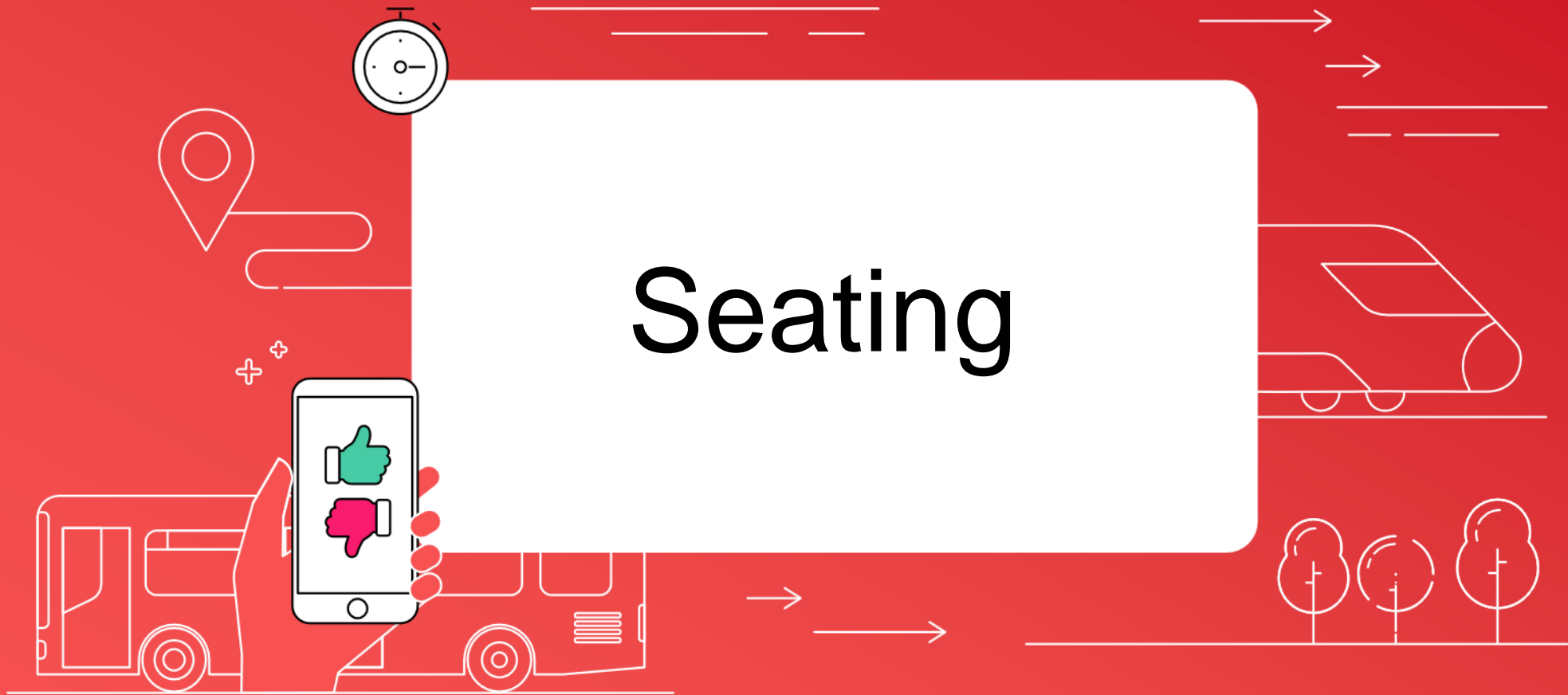
'I use an app for live bus times, but a sign that updates regularly might be useful for those with no access to the app.'

Male bus user making journeys at least once a week, 65-74

'Facility for a small child to sit in the shelter. On the sloping seat one has to hold them on which is difficult. A high footrest might help.'

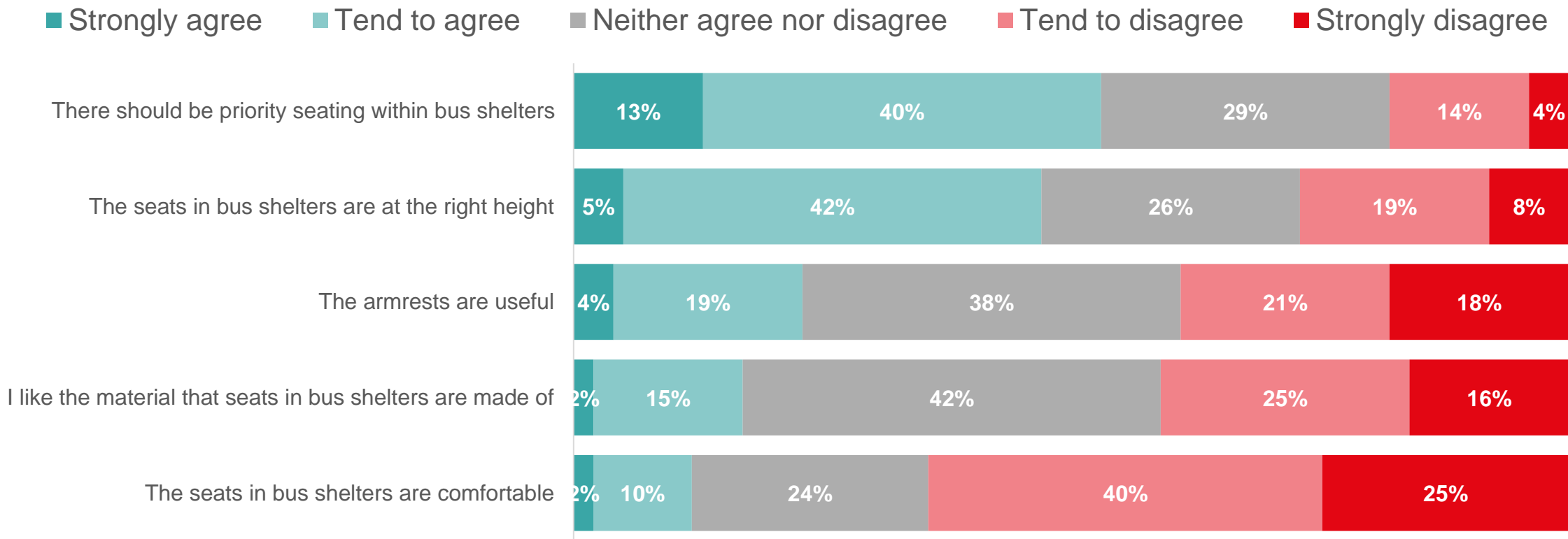
Female bus user making journeys a few times a month, 75+

Seating



53 per cent agree that there should be priority seating within bus shelters and 47 per cent think that seats are at the right height. Conversely, just 12 per cent agree that the seats in bus shelters are comfortable, and 17 per cent like the material that the seats in bus shelters are made of.

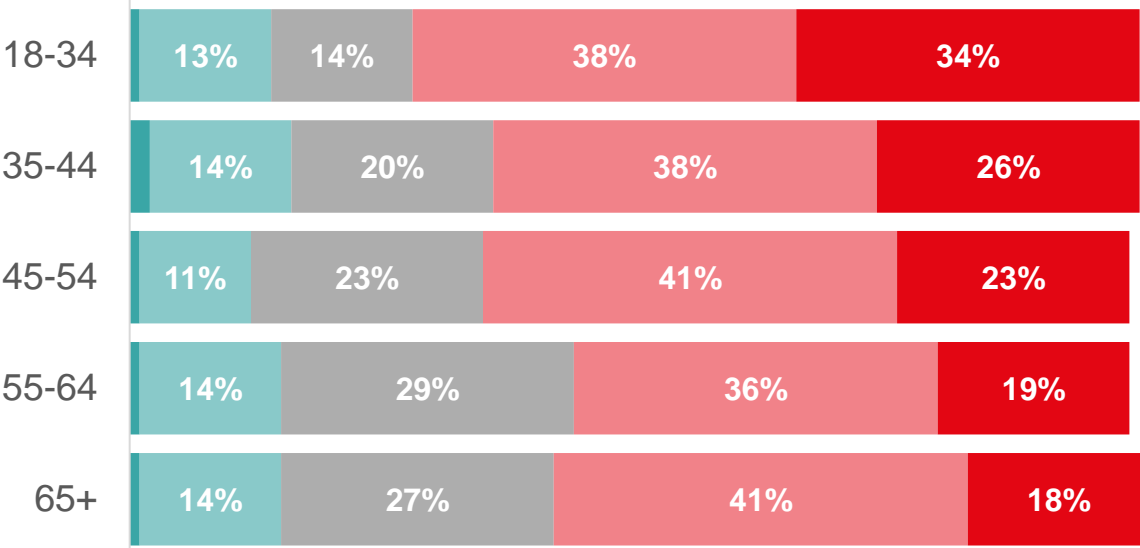
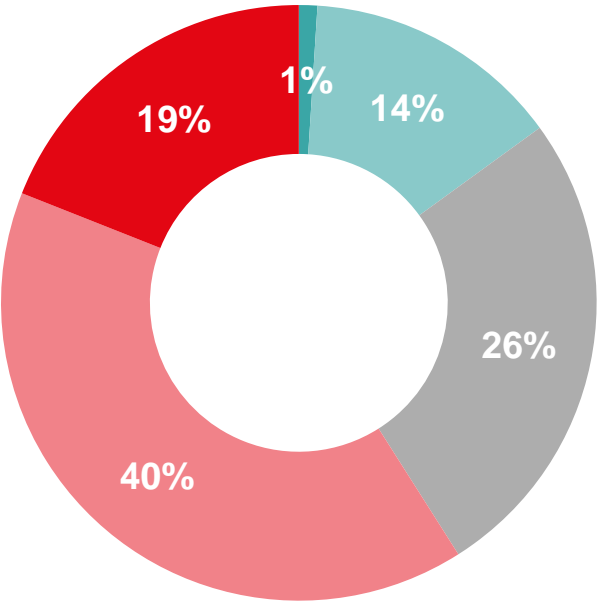
To what extent do you agree or disagree that..?



Just 15 per cent of frequent bus users think that the seating in bus shelters is comfortable, while 59 per cent disagree. In general, bus users that are older are less likely than those that are younger to find the seating at their local bus shelter to be uncomfortable.

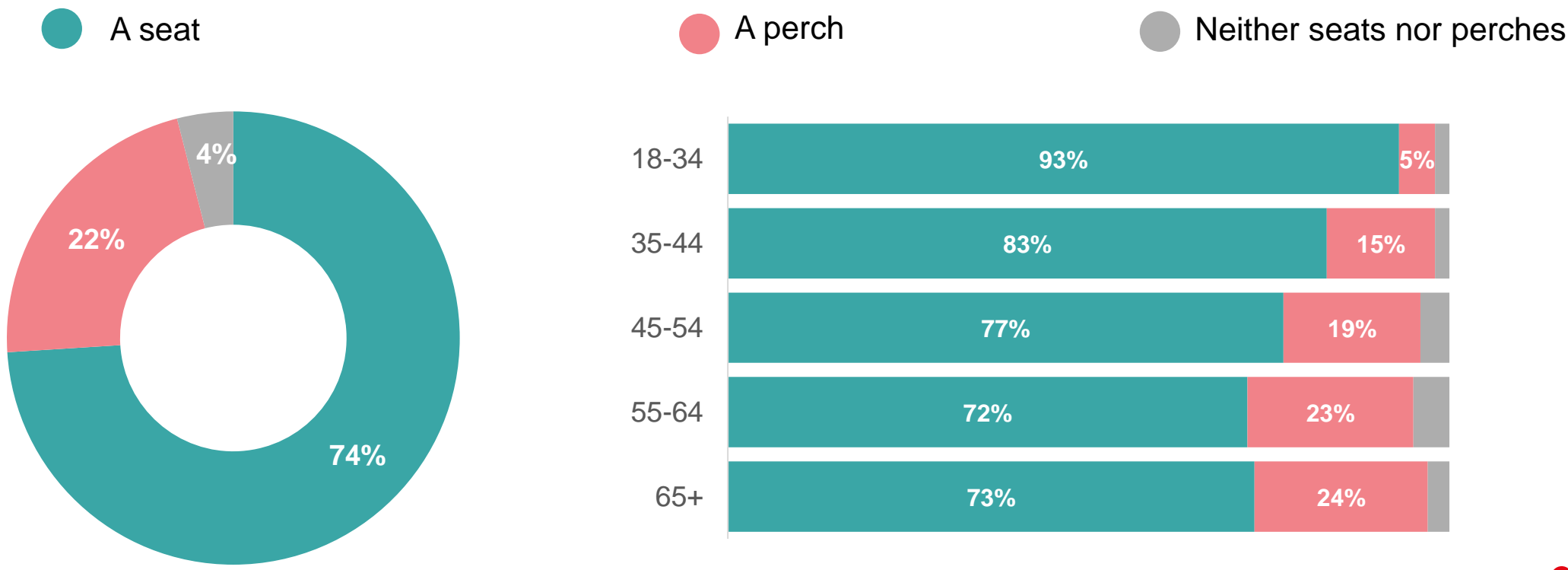
How comfortable is the seating at your local bus shelter?

● Very comfortable ● Fairly comfortable ● Neither comfortable nor uncomfortable ● Fairly uncomfortable ● Very uncomfortable



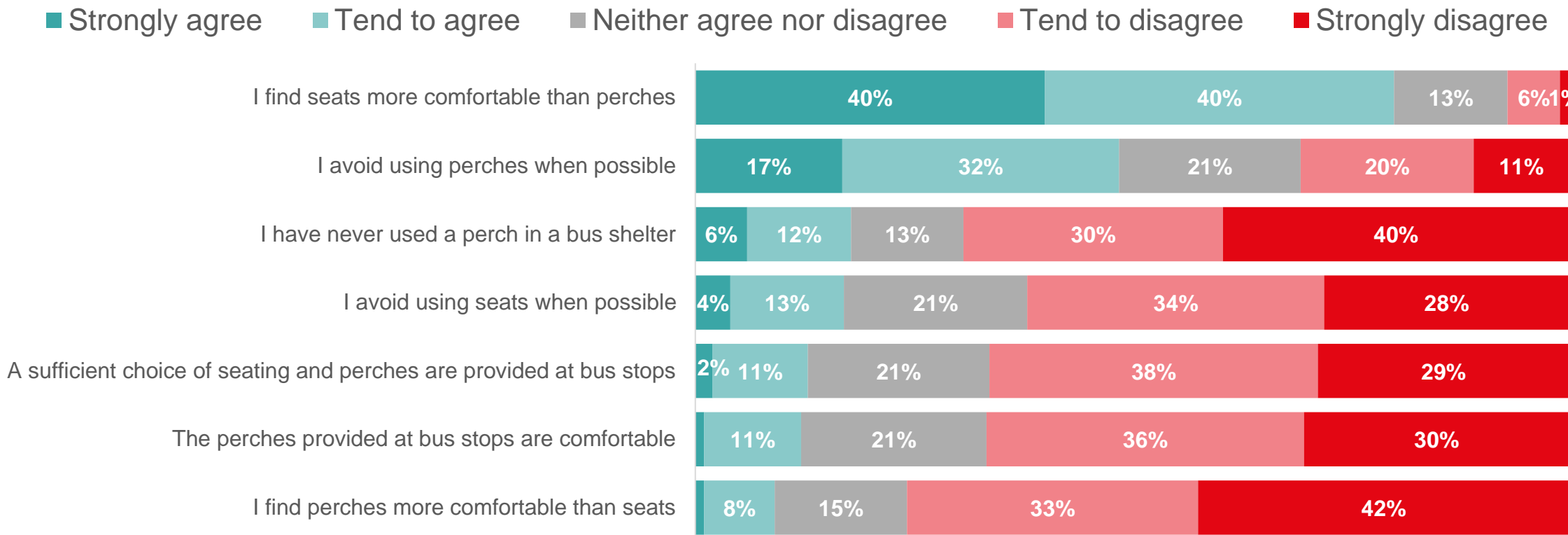
74 per cent of frequent bus users say that they would prefer to use seats rather than perches (high and thin bench-like seats) while waiting in a bus shelter. Younger bus users are more likely than older bus users to say this.

Which of the following seat types would you prefer to use in a bus shelter?



80 per cent of frequent bus users agree that they find the seats which are provided in bus shelters more comfortable than the perches, while 49 per cent agree that they avoid using perches when it is possible to do so. Accordingly, just 12 per cent say that perch seating is comfortable, and nine per cent say that they find perches more comfortable than seats.

To what extent do you agree or disagree that..?



Bus users make a range of comments regarding the seating which is provided within bus shelters. Though seats tend to be preferred to perches, a mixture of opinions are available.

What would you add or change about the seating that is provided at bus shelters?

'Seats / perches of different heights to allow people of differing heights to sit. A space / priority area for wheelchairs.'

Male bus user making journeys at least once a week, 55-64

'Prefer the perches, think seats would take up too much space. Anyone very disabled would be in wheelchair/ scooter anyway. Seats would be in the way of disabled person.'

Female bus user making journeys a few times a week, 65-74

'Not perches.'

Male bus user making journeys a few times a week, 65-74

'Perches are good for me, as I'm able bodied at the moment, if I was unwell or less able, I'd prefer a seat.'

Female bus user making journeys a few times a week, 55-64

'I can stand quite happily so am happy with perches, as they take up less space. Perhaps some elderly people or disabled would like seats, but I wouldn't want to add to street 'clutter'.'

Male bus user making journeys at least once a week, 55-64

'Perches are terrible for children who often get the most tired, wrong height and hard for them to sit on, they then slip off and can get fidgety whilst waiting for a bus (bit dangerous next to a road!).'

Female bus user making journeys a few times a week, 45-54

'More support for sitting - perches are uncomfortable and arms are pointless.'

Female bus user making journeys a few times a week, 25-34

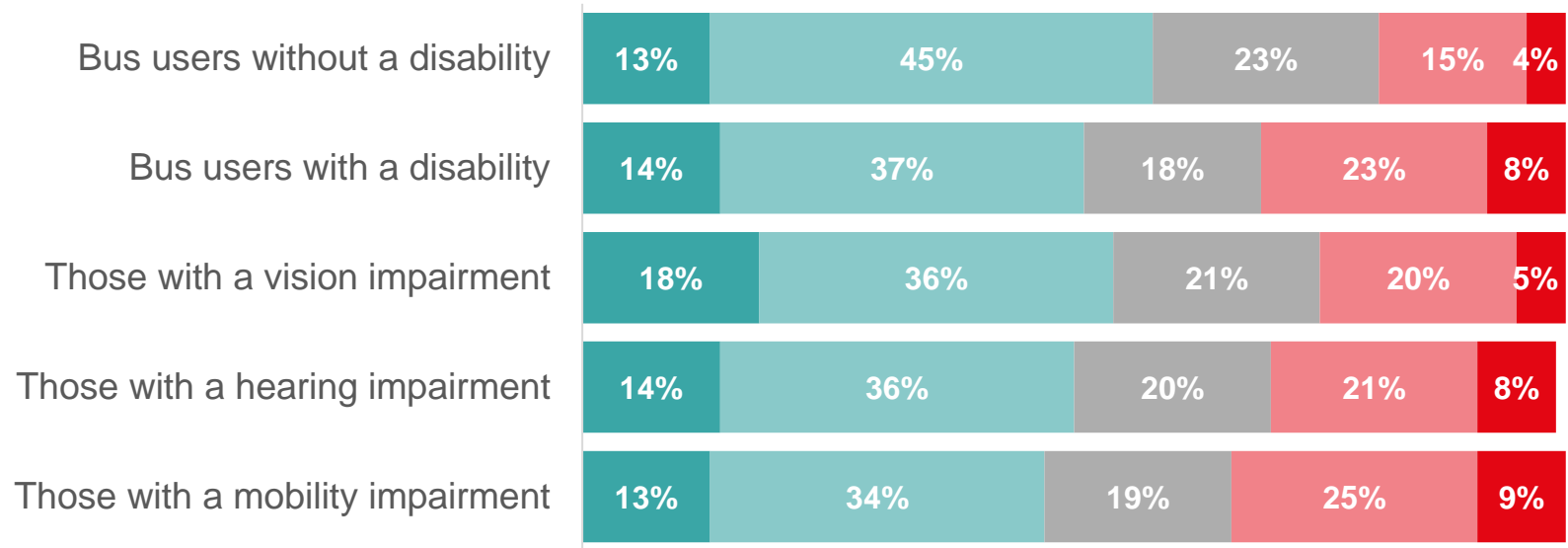
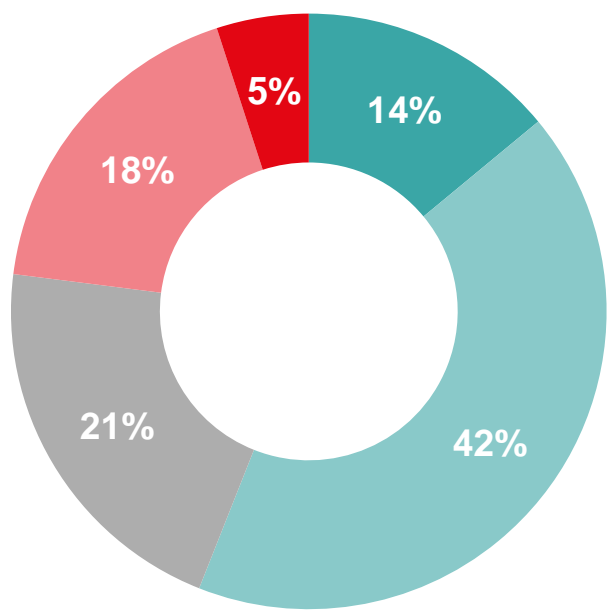
Accessibility



56 per cent of frequent bus users agree that bus shelters **generally** are accessible for everyone. 51 per cent of those with a disability agree compared with 58 per cent of those who do not have a disability. Those with a mobility impairment are less likely than those with other types of impairment to agree that bus shelters are accessible.

To what extent do you agree or disagree that bus shelters are accessible for everyone?

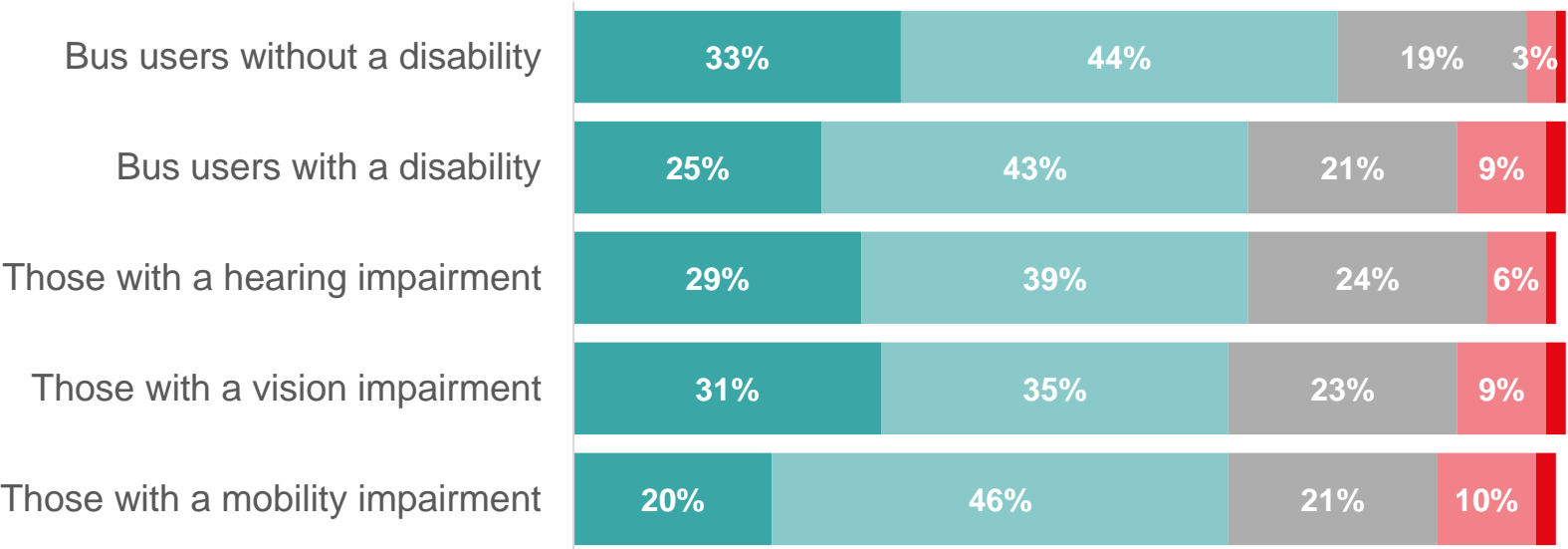
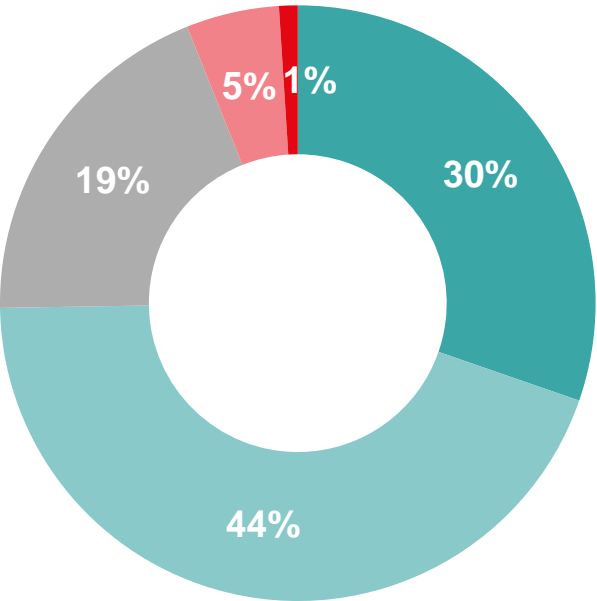
● Strongly agree ● Tend to agree ● Neither agree nor disagree ● Tend to disagree ● Strongly disagree



74 per cent of frequent bus users are satisfied with the accessibility of the bus shelter **that they use most often**. 68 per cent of those with a disability are satisfied compared with 77 per cent of those who do not have a disability. Those with a mobility or vision impairment are less likely than those with a hearing impairment to be satisfied with the accessibility of their local bus shelter.

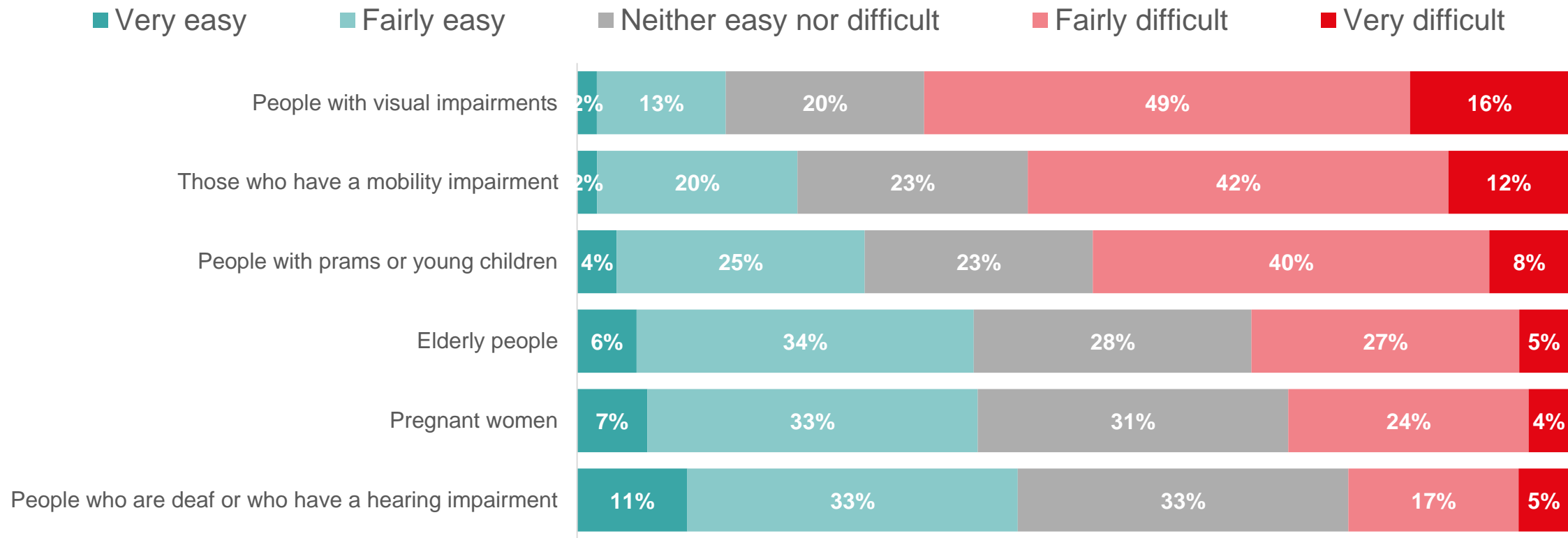
Thinking about the bus shelter that you use most regularly, to what extent are you satisfied or dissatisfied with its accessibility?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied



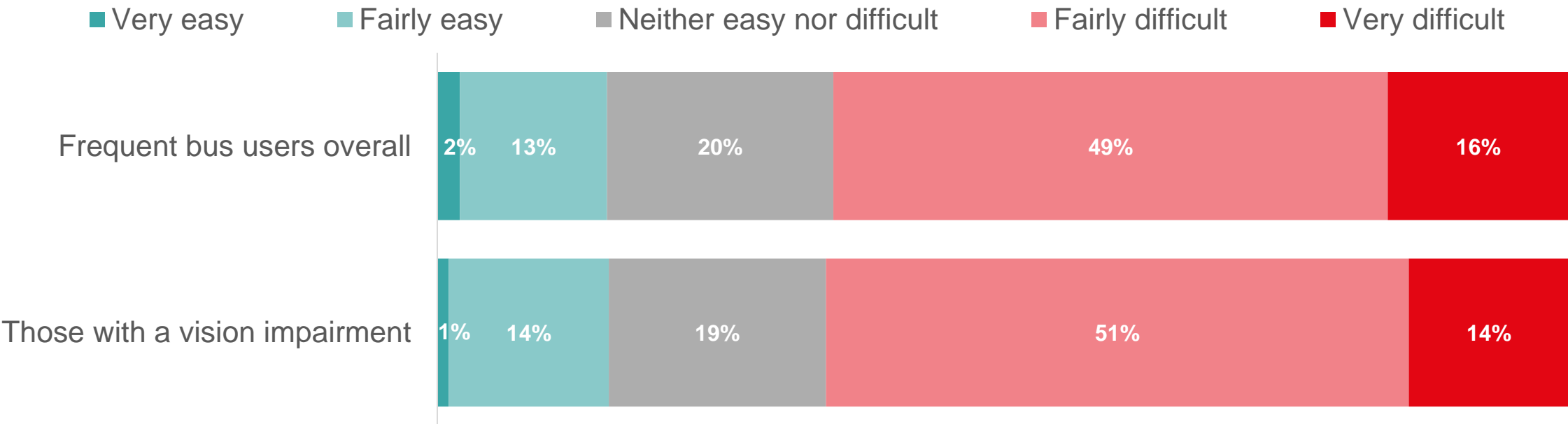
Just 15 per cent of frequent bus users believe that it is easy for those that have a visual impairment to use bus shelters, while 65 per cent believe it is difficult for this group to do so. Similarly, 22 per cent say that it is easy for those who have a mobility impairment to use bus shelters, while 54 per cent disagree.

How easy or difficult do you think it is for people within the following groups to use bus shelters..?



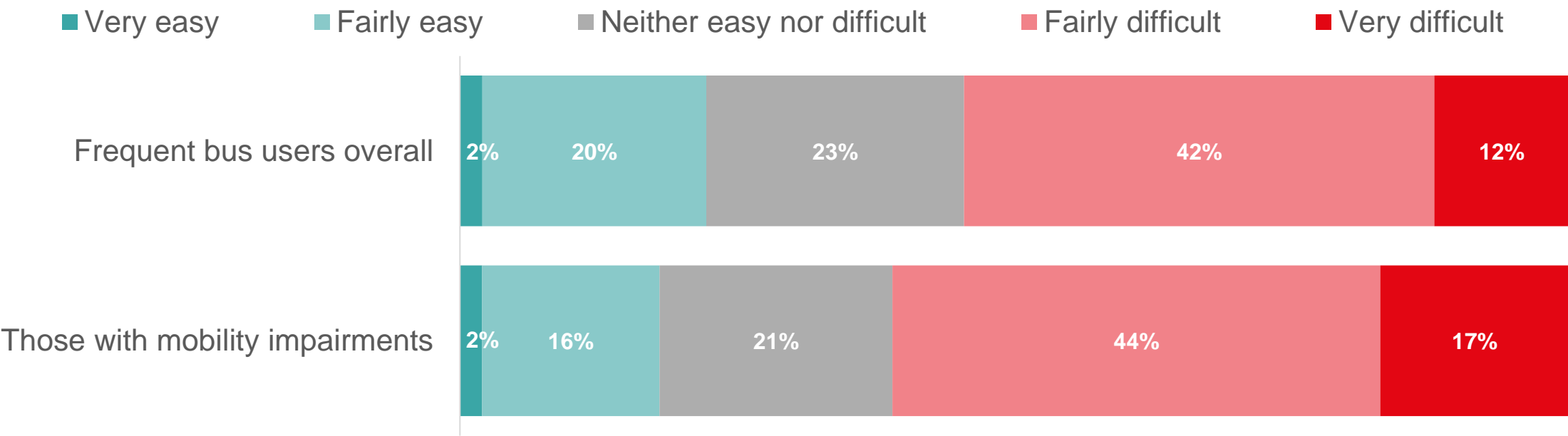
Similar proportions of frequent bus users that have an impairment to their vision and frequent bus users overall, think that it is easy for those with this impairment to use bus shelters.

How easy or difficult do you think it is for people with a visual impairment to use bus shelters..?



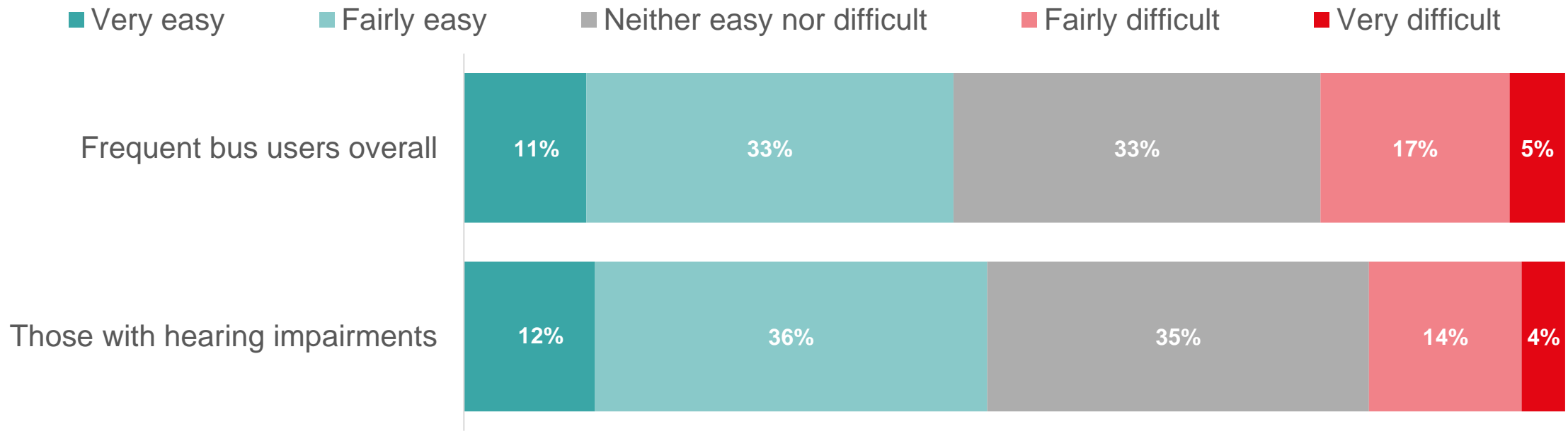
While 22 per cent of frequent bus users overall think that it is easy for those with mobility impairments to use bus shelters, 18 per cent of bus users with this type of disability agree.

How easy or difficult do you think it is for people with a mobility impairment to use bus shelters..?



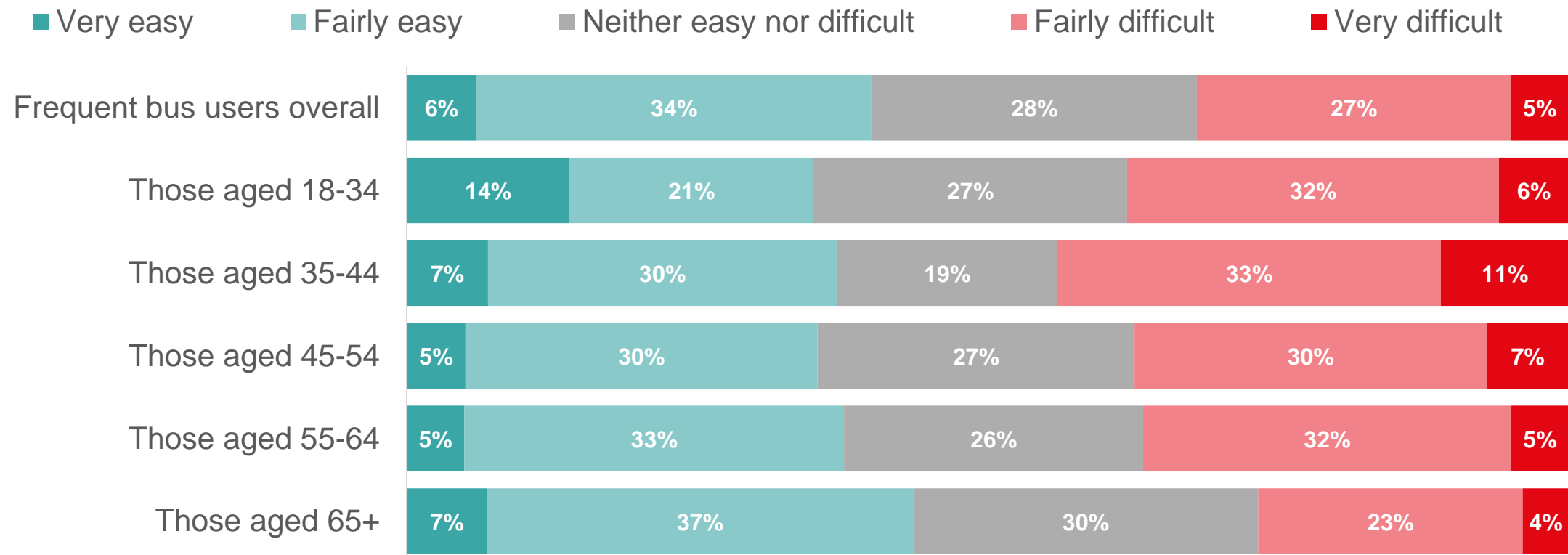
48 per cent of frequent bus users with a hearing impairment say that it is easy for a person with this type of disability to use bus shelters compared with 44 per cent of frequent bus users overall.

How easy or difficult do you think it is for people who are deaf or who have a hearing impairment to use bus shelters..?



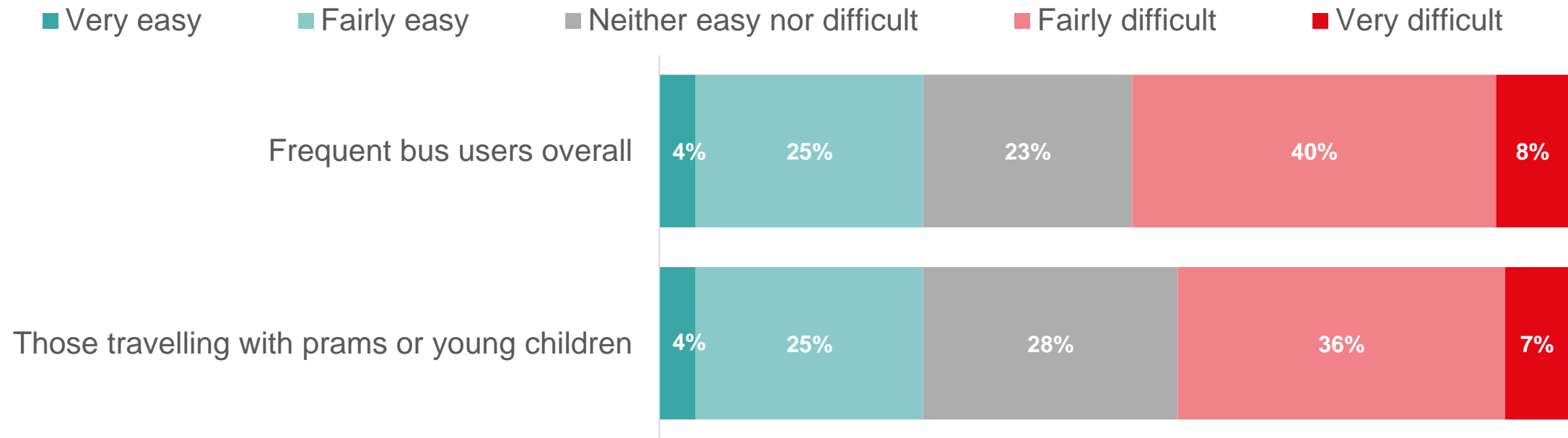
Frequent bus users who are 65 or older are more likely than bus users of other ages to say that it is easy for those that are elderly to use bus shelters.

How easy or difficult do you think it is for elderly people to use bus shelters..?



Similar proportions of frequent bus users who travel with prams or young children and frequent bus users overall think that it is easy for those travelling in this way to use bus shelters. Frequent bus users overall, however, are more likely than those travelling with prams or young children to think that it is difficult for those in this situation to use bus shelters.

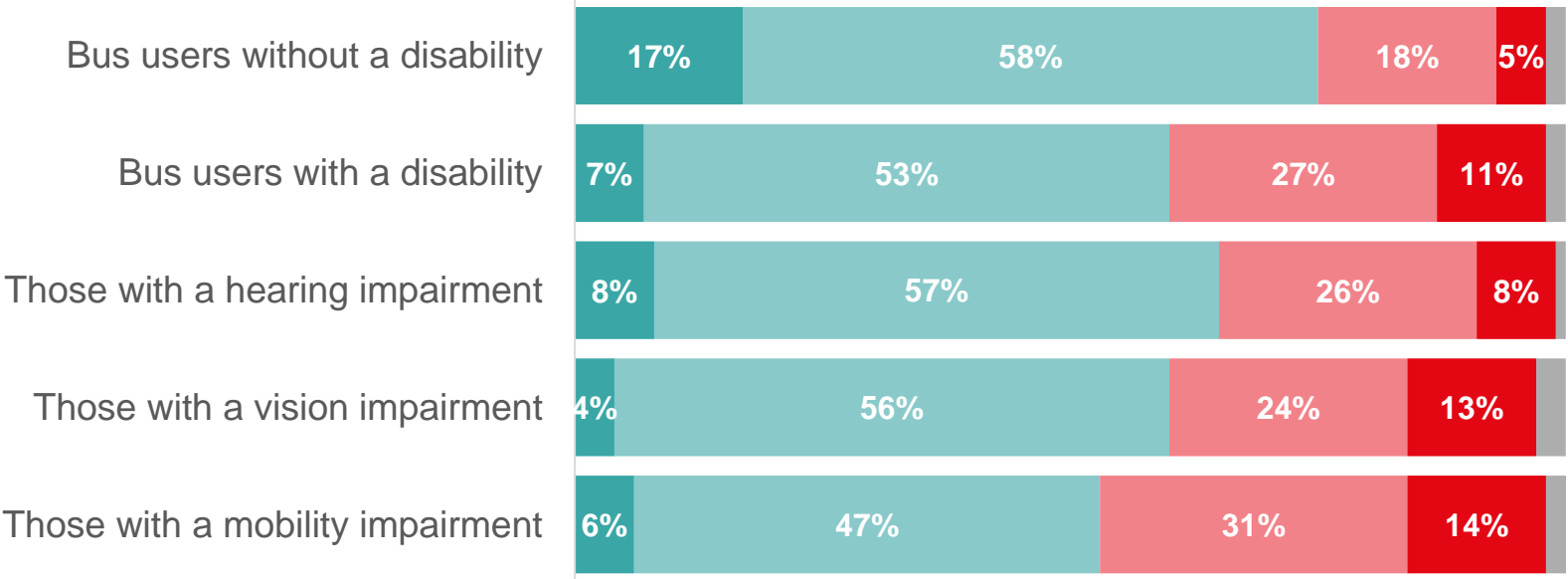
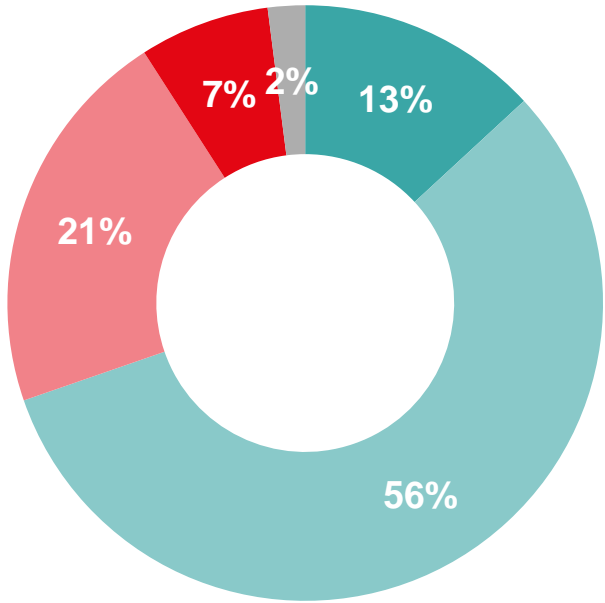
How easy or difficult do you think it is for people travelling with prams or young children to use bus shelters..?



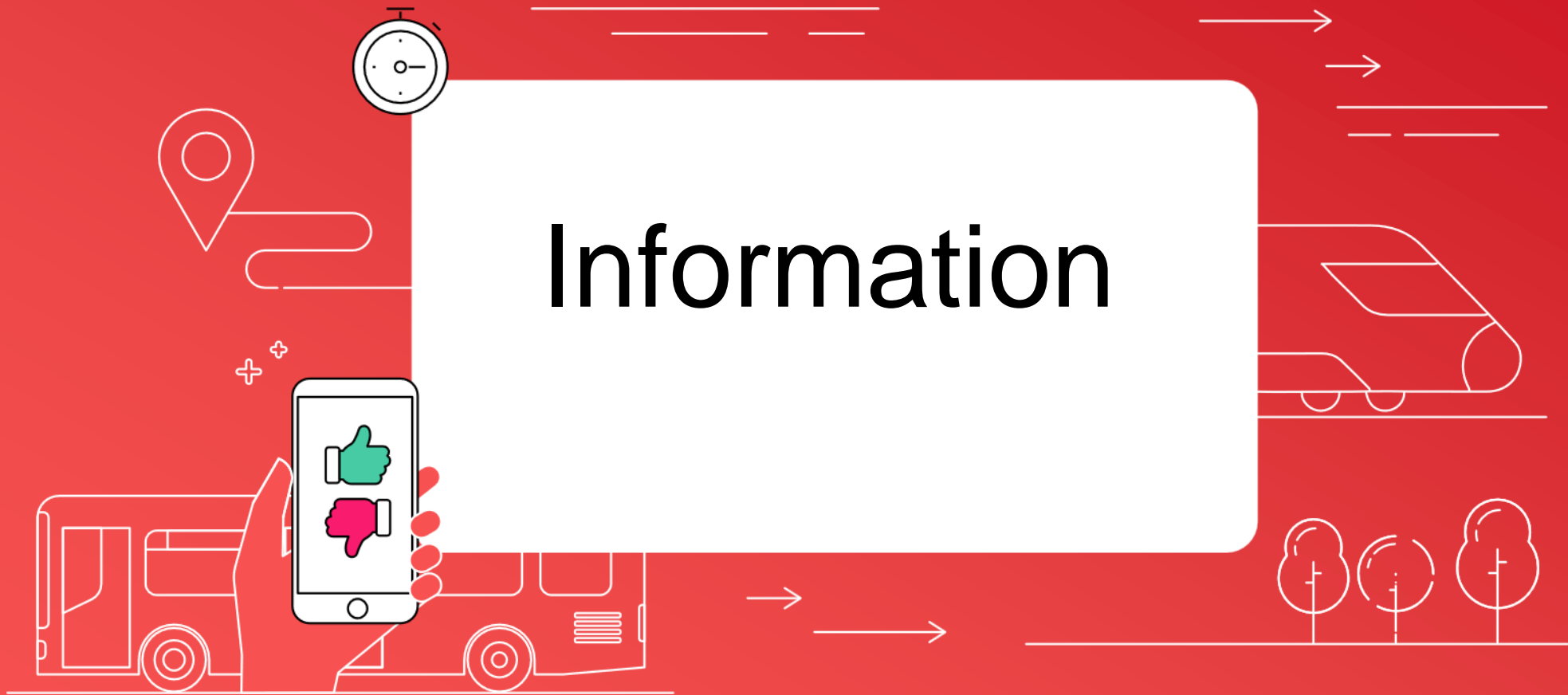
69 per cent of those who use buses frequently feel that their needs have been considered, at least to some extent, when it comes to the design of public transport in general. Those with a mobility impairment are less likely than those with other disabilities to have this view.

Do you feel that your needs have been taken into account when it comes to public transport in general?

Very much To some extent Not very much Not at all I don't know

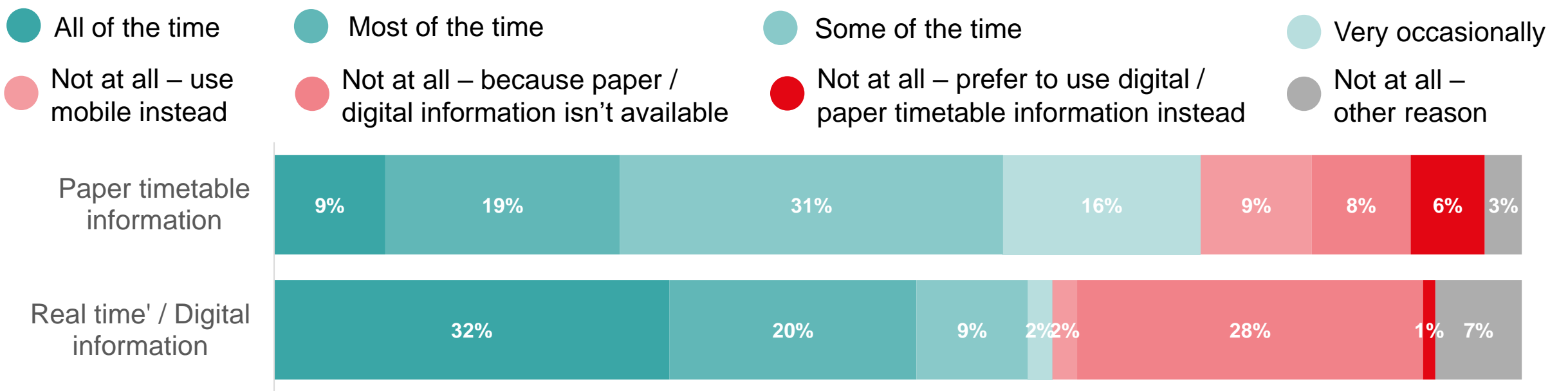


Information



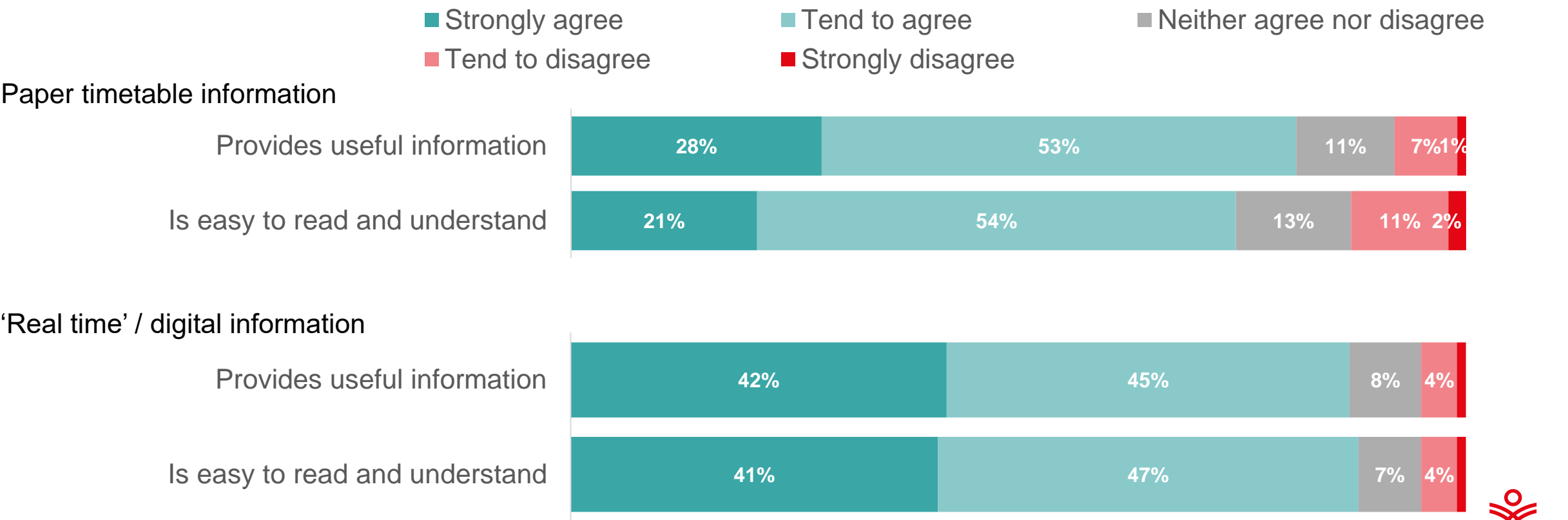
75 per cent of frequent bus users say that they use paper bus timetable information at least very occasionally compared with 63 per cent of those who say the same about using digital information. While this is the case, 32 per cent say that they use digital information ‘all of the time’, compared with only nine per cent who say the same about using paper timetable information. A significant proportion of bus users say that they do not use digital information because it is not available at the bus stop.

How often do you use the paper bus timetable / ‘real time’ / digital information which is provided at the bus shelter?



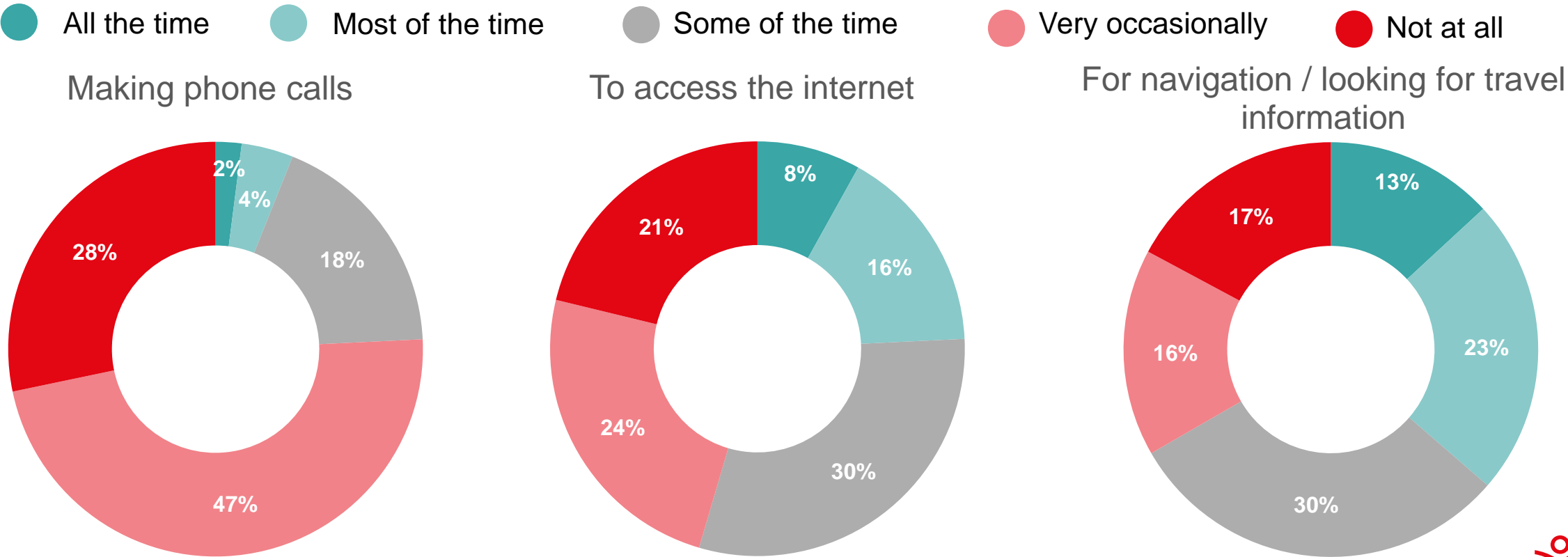
81 per cent of frequent bus users say that paper timetable information provided at the shelter provides useful information, while 75 per cent say that this is easy to read and understand. In relation to digital information provided at the shelter, 87 per cent say that this provides useful information, while 88 per cent say that it is easy to read and understand.

To what extent do you agree or disagree that the paper bus timetable information / 'real time' / digital information provided at the shelter..?



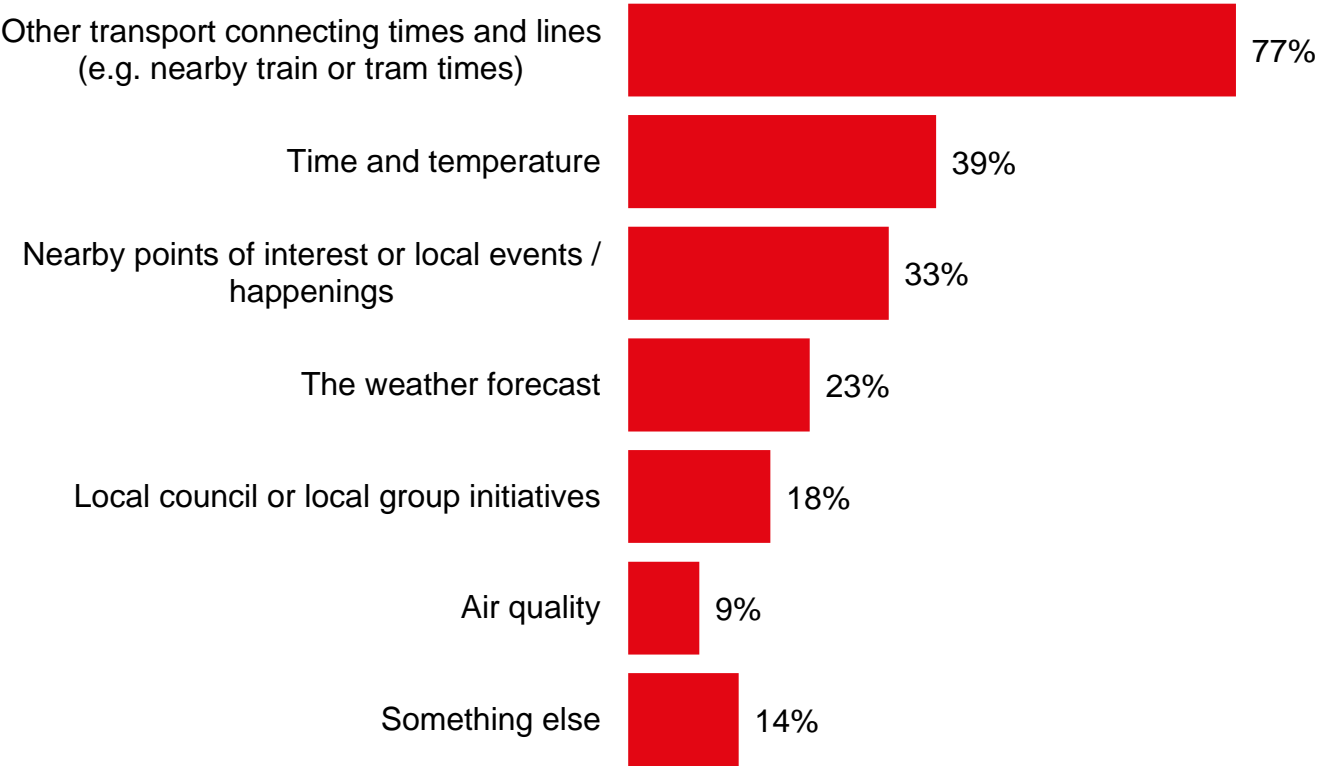
66 per cent of frequent bus users say that they use their phone to look for travel information at least some of the time when they are waiting in a bus shelter. 54 per cent say that they use their phone to access the internet at least some of the time while waiting, while 24 per cent say the same about making phone calls.

While waiting in a bus shelter, do you use your phone to do the following..?



77 per cent of frequent bus users say that they would like to see information on other transport connecting times and lines provided at bus shelters. 39 per cent say that they would like to see information on time and temperature, while 33 per cent say the same about nearby points of interest or local happenings.

Besides bus timetable information, which three of the following other types of information would you most like to see at the bus stop? Information on...



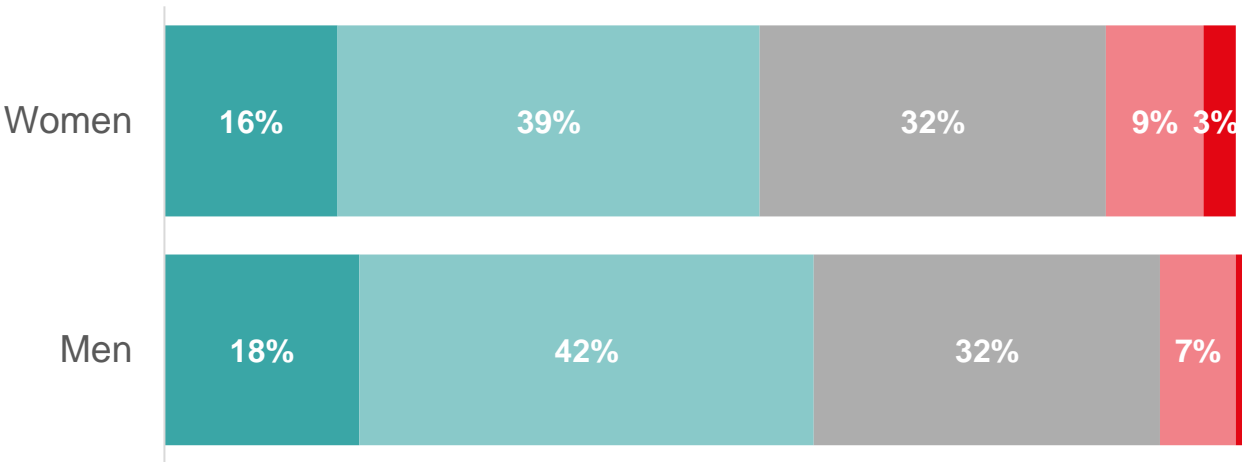
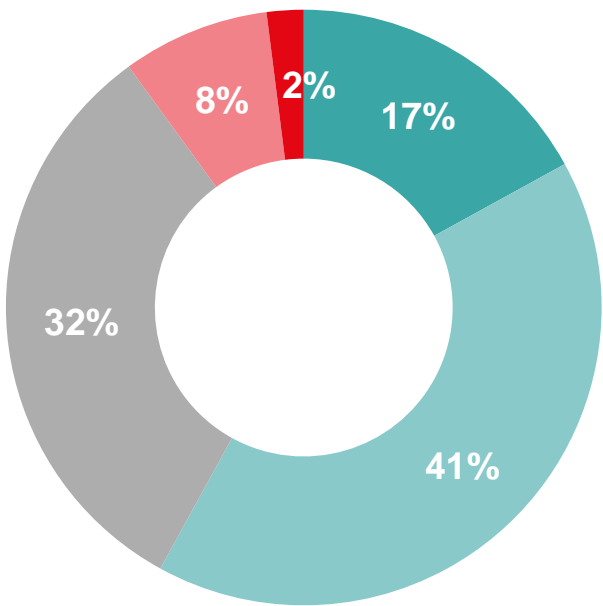
A graphic on a red background featuring a central white rounded rectangle with the word "Safety" in black. Surrounding the rectangle are white line-art icons: an alarm clock at the top left, a location pin to its left, a hand holding a smartphone with thumbs up/down icons below the pin, a bus at the bottom left, a train at the bottom right, and three trees at the bottom right. Horizontal lines with arrows above and below the central box suggest movement or flow.

Safety

58 per cent of frequent bus users are satisfied with the safety of the bus shelter that they use most often. 55 per cent of those that are women are satisfied with this aspect of their local bus shelter compared with 60 per cent of men.

Thinking about the bus shelter that you use most regularly, to what extent are you satisfied or dissatisfied with its safety?

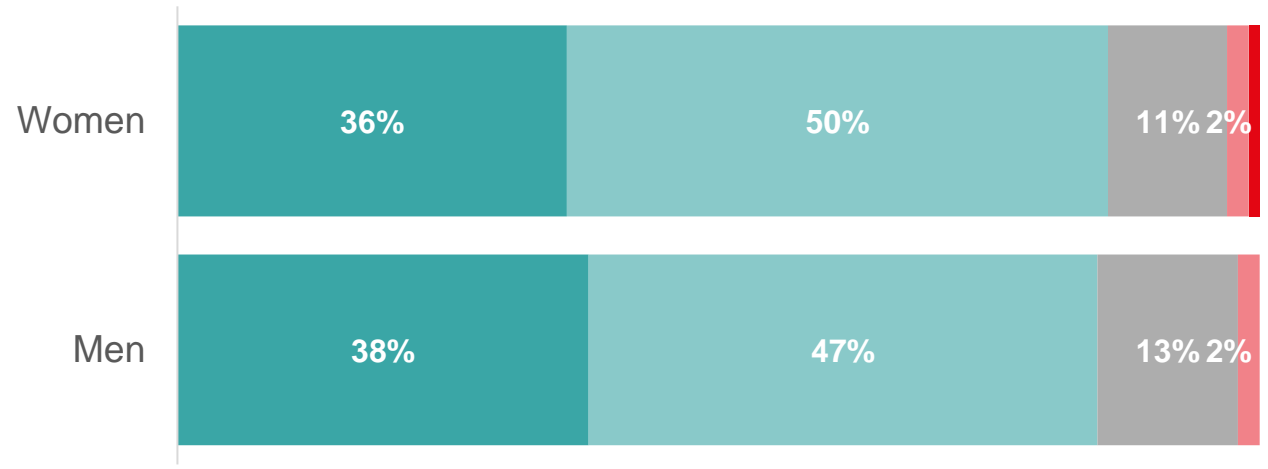
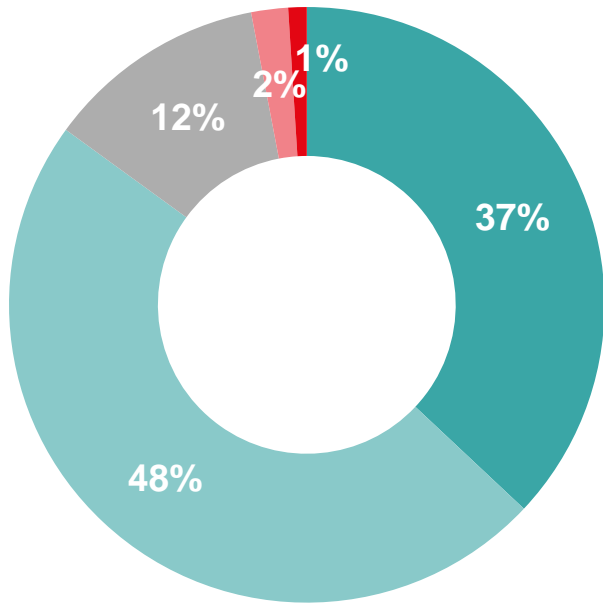
Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied



85 per cent of frequent bus users feel safe at their local bus shelter during the day. Women are equally as likely as men to feel safe in bus shelters during the day.

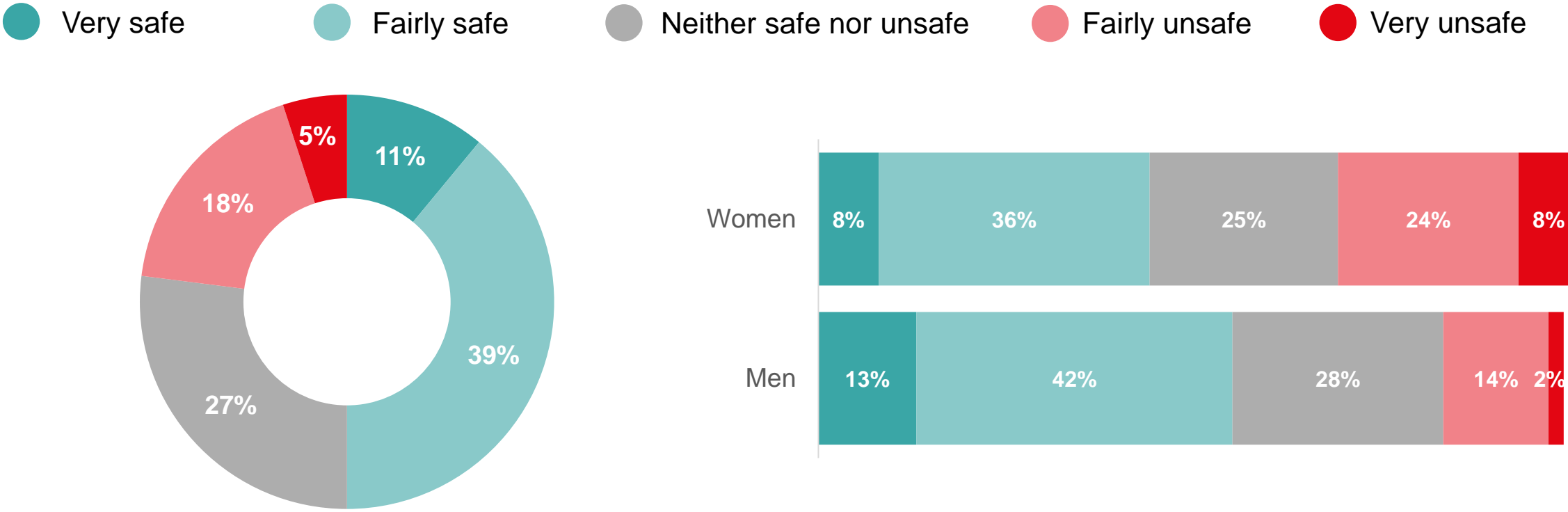
How safe do you feel using your bus shelter during the day?

Very safe Fairly safe Neither safe nor unsafe Fairly unsafe Very unsafe



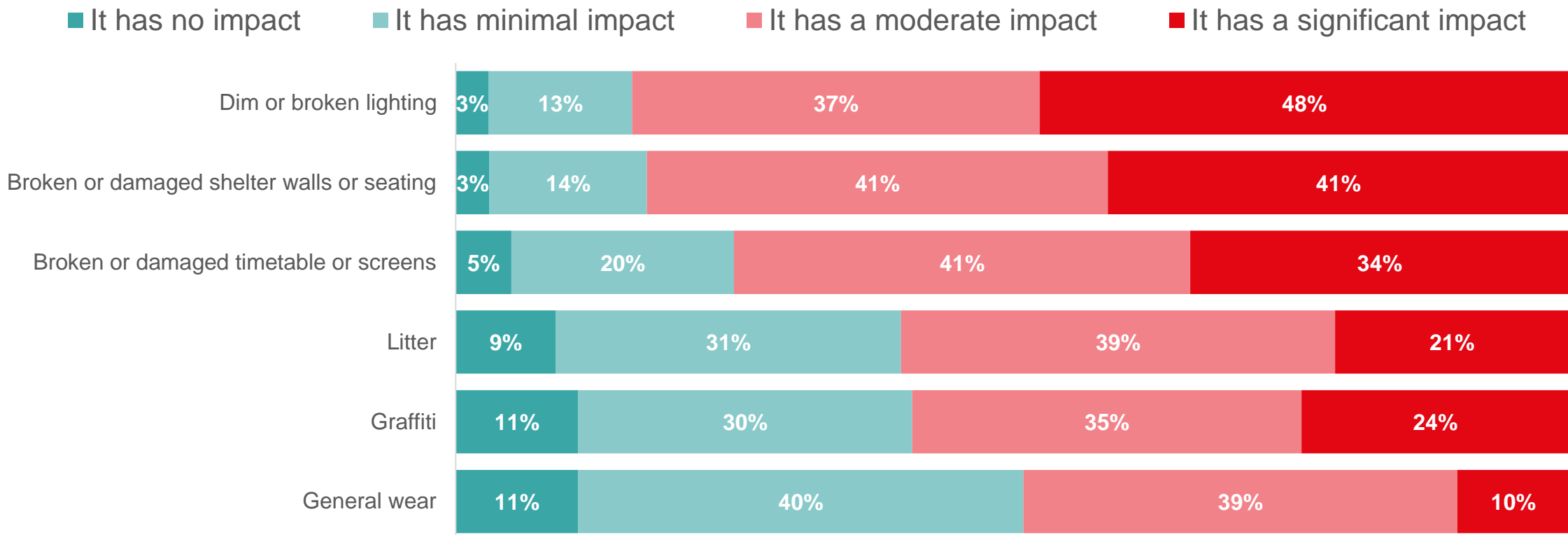
Conversely, 50 per cent of frequent bus users feel safe at their local bus shelter during the evening or in the dark. 44 per cent of women say that they feel safe using the bus shelter at this time compared with 55 per cent of men.

How safe do you feel using your bus shelter during the evening / in the dark?



85 per cent of frequent bus users say that dim or broken lighting has at least a moderate impact on how safe they feel while waiting for a bus; 48 per cent say that this has a significant impact on how safe they feel. Similarly, 82 per cent say that broken or damaged shelter walls or seating has at least a moderate impact on how safe they feel, while 41 per cent say that this has a significant impact.

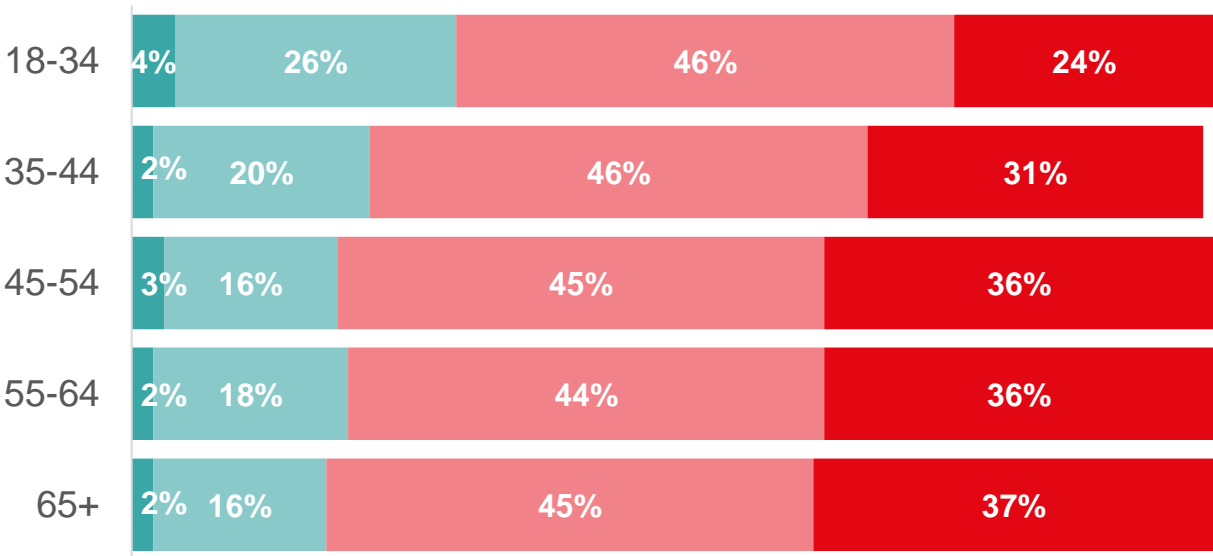
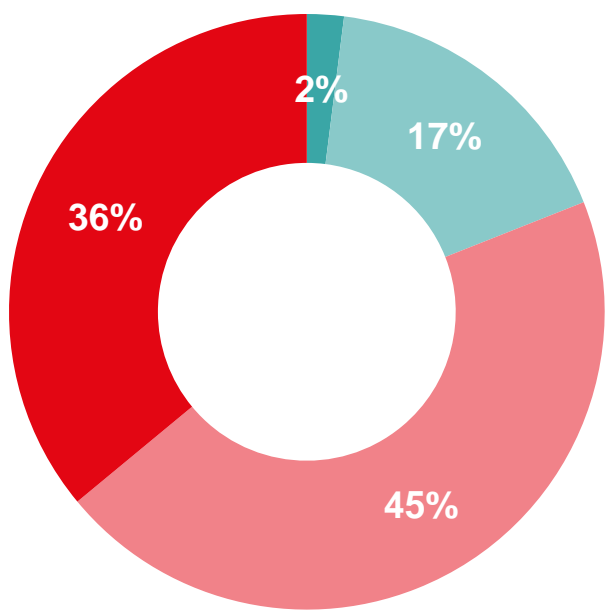
To what extent does each of the following have an impact on how safe you feel when waiting for a bus?



81 per cent of frequent bus users say that damaged bus shelters have at least a moderate impact on how safe they perceive their community to be, while 36 per cent say that this has a significant impact. In general, those that are older are more likely than younger bus users to say that damaged bus shelters has at least a moderate impact on their perception of the safety of their community.

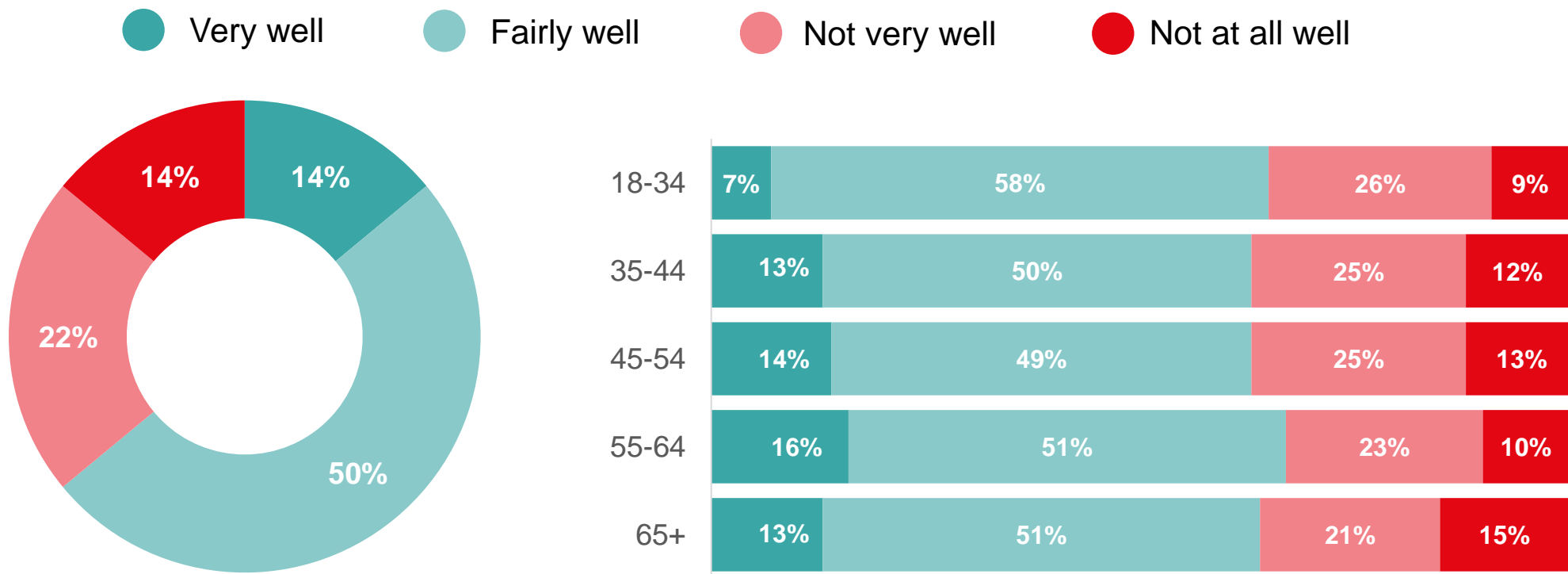
To what extent do damaged bus shelters (e.g. those that are vandalised, graffiti'd, unmaintained) impact on how safe you perceive your local community to be..?

● It has no impact ● It has minimal impact ● It has a moderate impact ● It has a significant impact



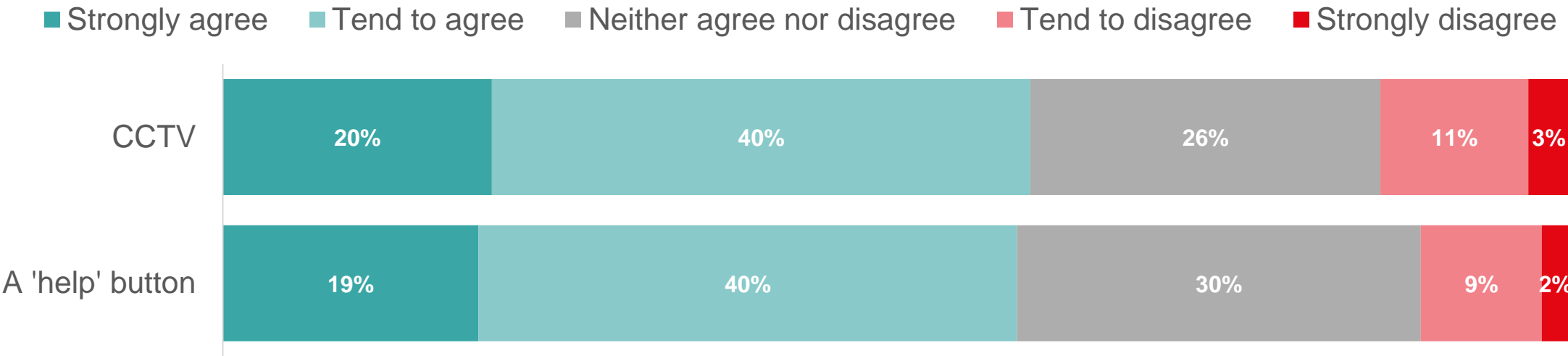
64 per cent of frequent bus users say that they bus shelter that they use most often is well lit, while 36 per cent disagree. Older bus users are, in general, no more likely than those that are younger to feel that their local bus shelter is well lit.

Thinking that the bus shelter that you use most often, how well lit is this?



60 per cent of frequent bus users agree that CCTV would be beneficial in the bus shelter that they use most often. Similar proportions say the same regarding the provision of a 'help' button.

To what extent do you agree or disagree that the following would be beneficial in the bus shelter that you use most often?



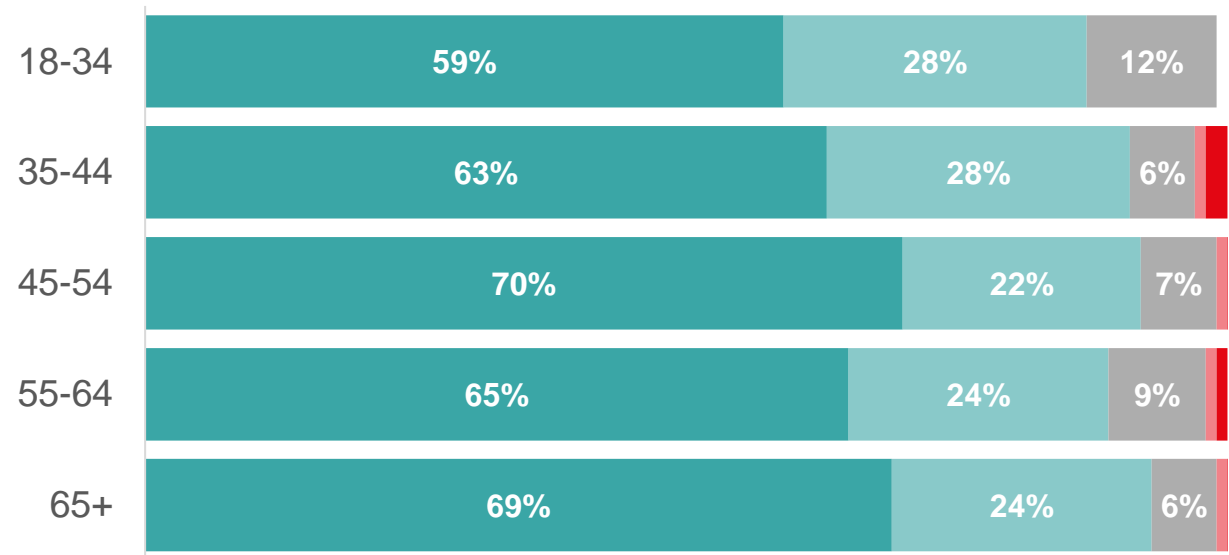
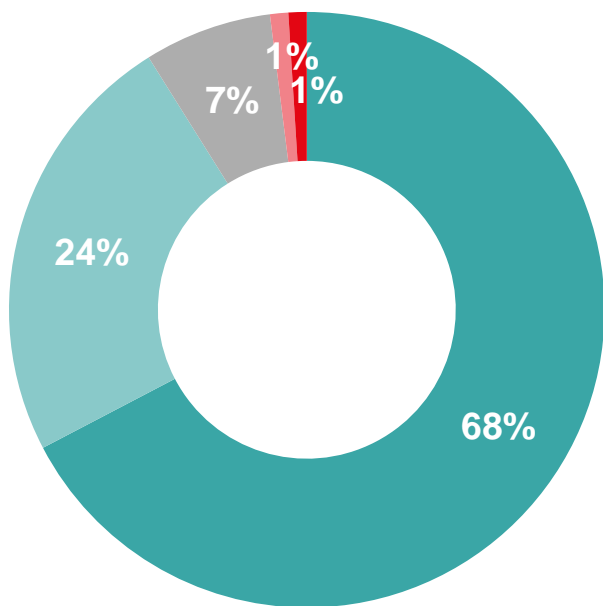
Sustainability



92 per cent of frequent bus users believe that people should be encouraged to travel by bus as an environmentally friendly transport mode. Older bus users are, in general, no more likely than those that are younger to feel that people should be encouraged to travel by bus.

To what extent do you agree or disagree that people should be encouraged to travel by bus as an environmentally friendly transport mode?

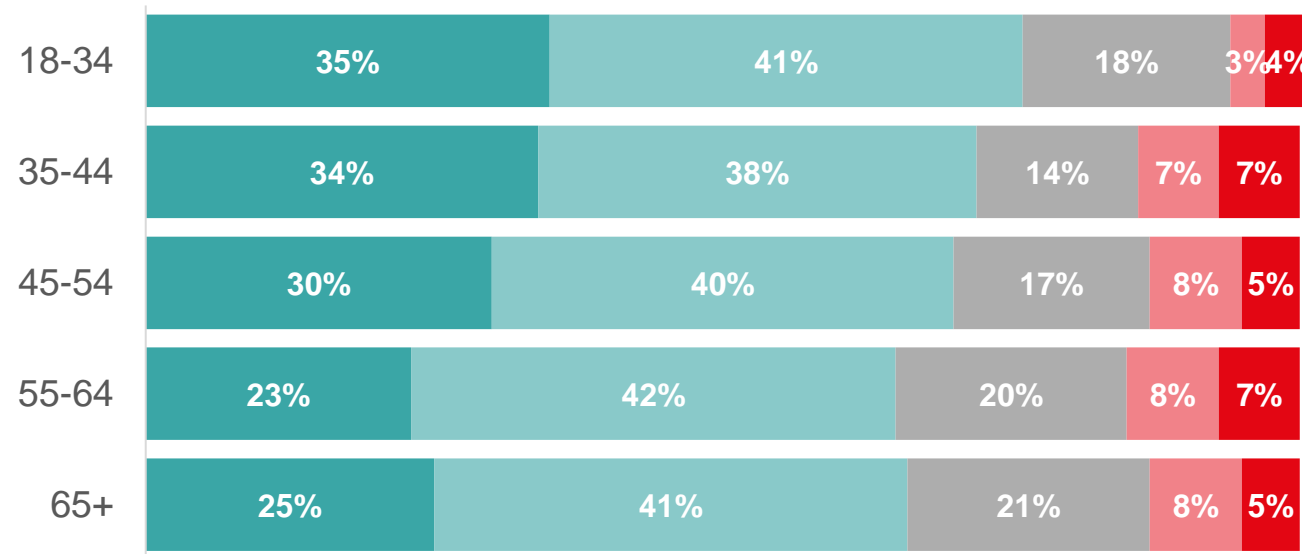
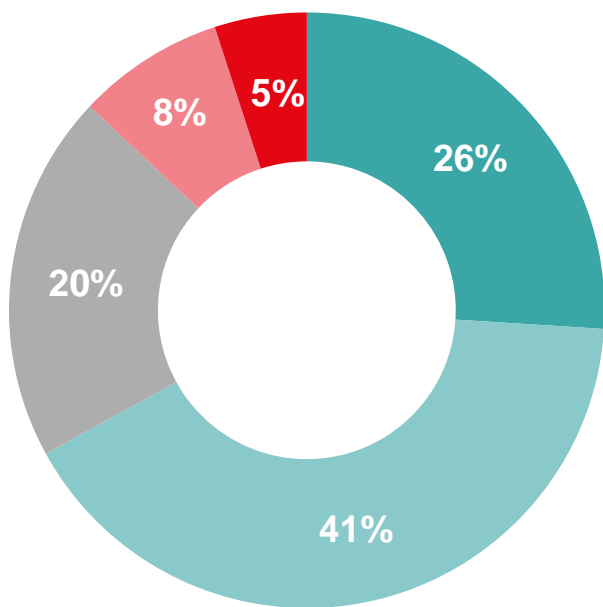
● Strongly agree ● Tend to agree ● Neither agree nor disagree ● Tend to disagree ● Strongly disagree



67 per cent of frequent bus users say that is important to them that bus shelters are designed to be eco-friendly and sustainable with a low carbon footprint. Frequent bus users who are younger are more likely than those that are older to believe that this is an important consideration in terms of bus shelter design.

How important is it to you that bus shelters are designed to be eco-friendly with a low carbon footprint?

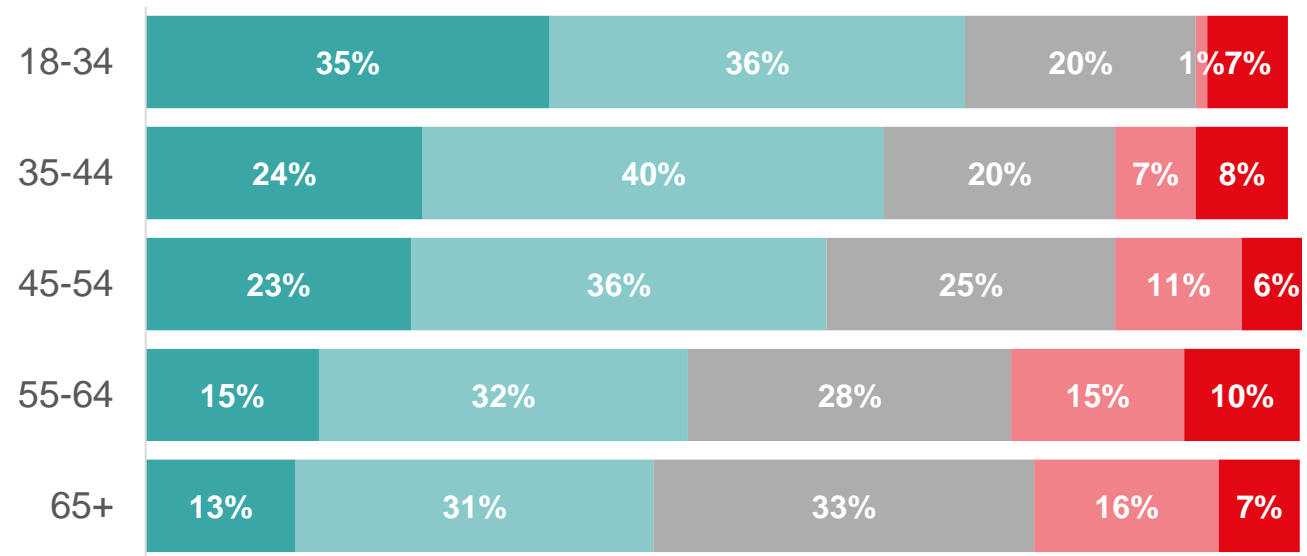
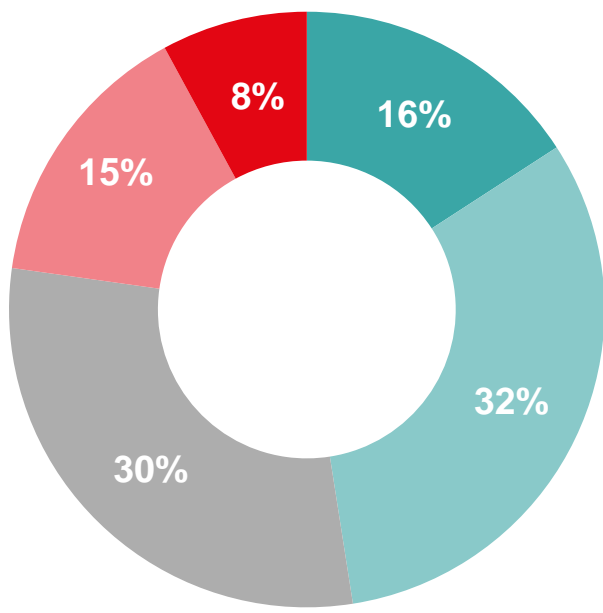
Very important Fairly important Neither important or unimportant Fairly unimportant Very unimportant



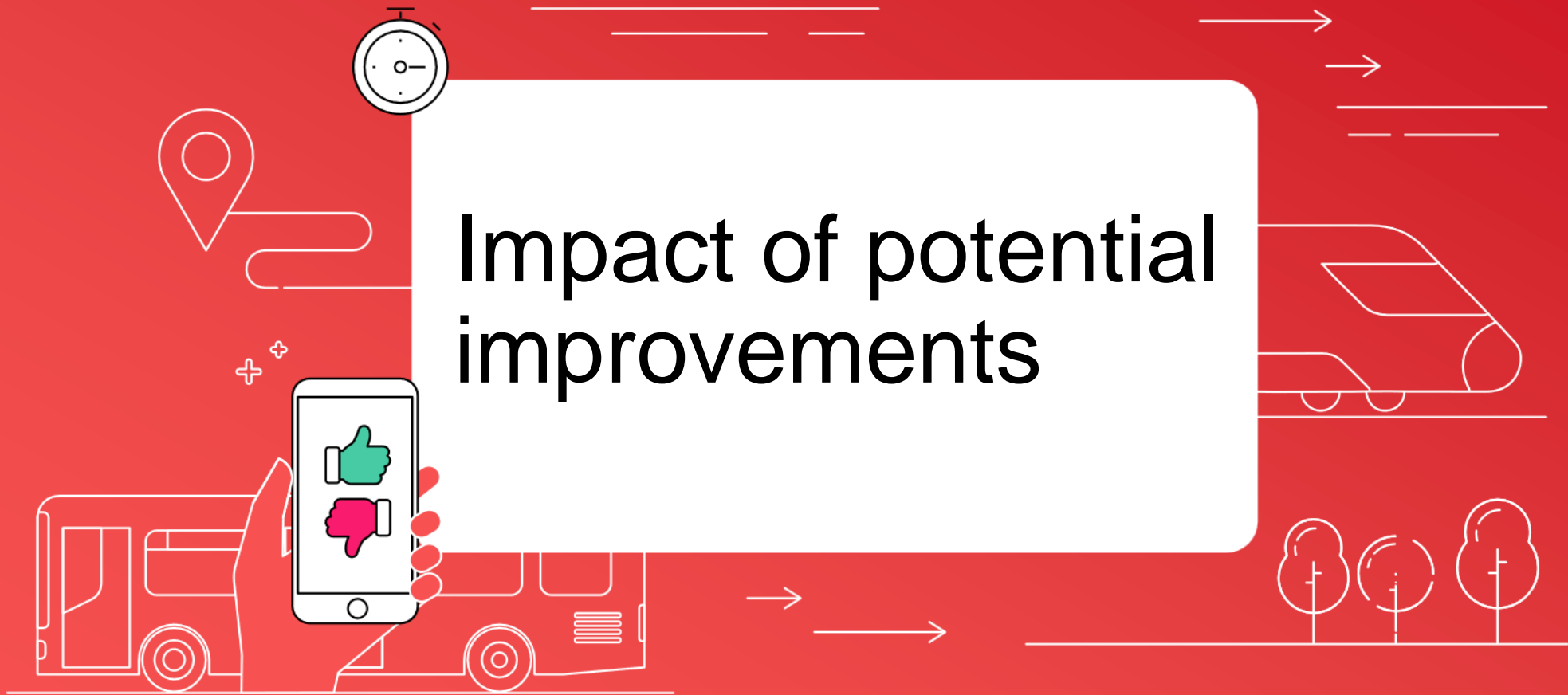
48 per cent of frequent bus users say that is important to them that bus shelters are designed to include green initiatives which positively impact local biodiversity. Similarly with regards to designing bus shelters to have a low carbon footprint, frequent bus users who are younger are more likely than those that are older to believe that green initiatives are an important consideration in terms of bus shelter design.

How important is it to you that bus shelters are designed to include green initiatives which positively impact local biodiversity (e.g. include planters and a roof with plants)?

Very important Fairly important Neither important or unimportant Fairly unimportant Very unimportant

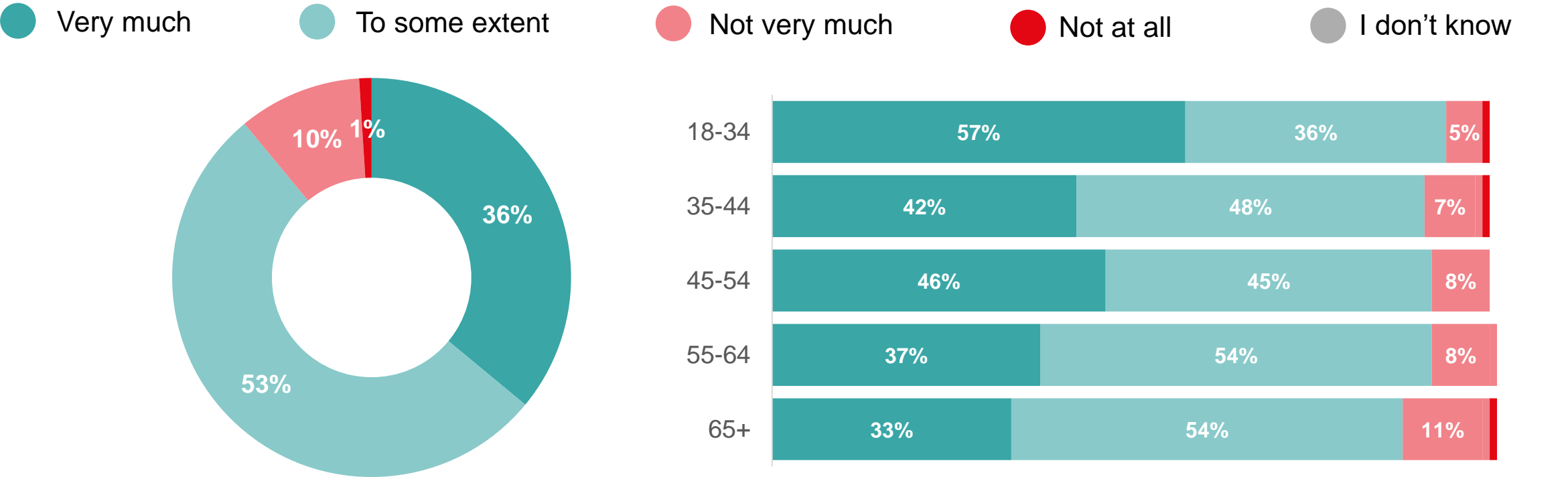


Impact of potential improvements



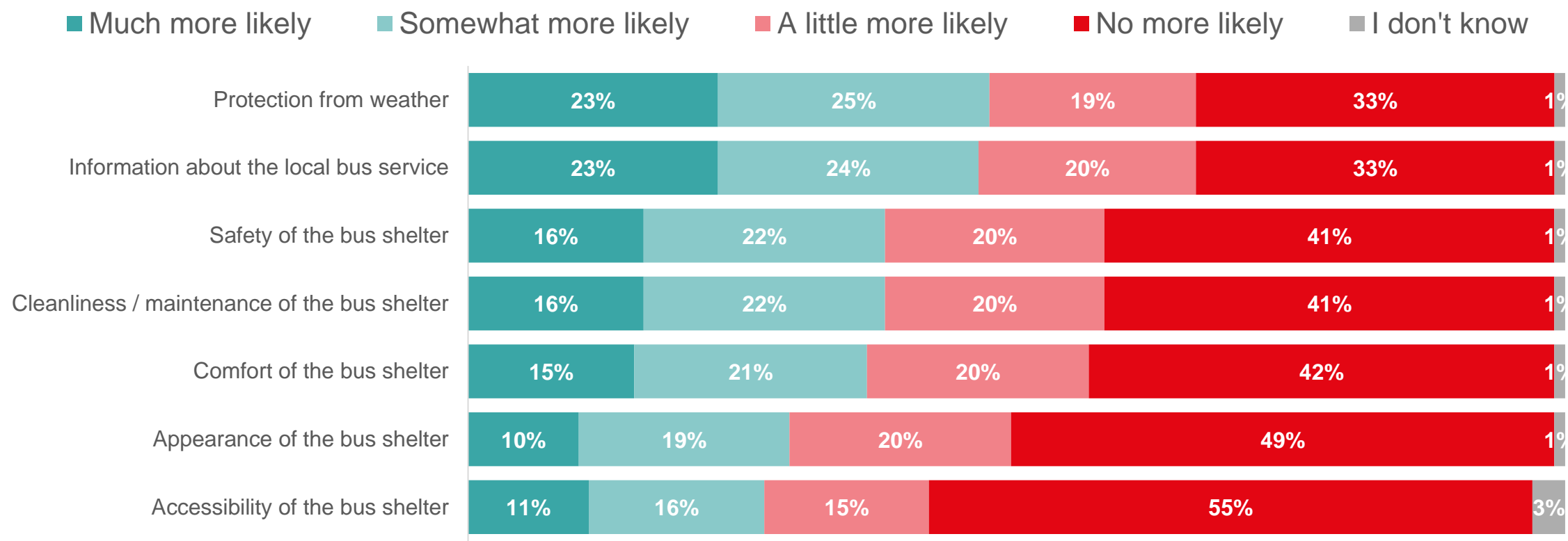
89 per cent of frequent bus users, after thinking about bus shelters, say that they would like to see improvements made to the bus shelters that they use. Older bus users are generally less likely to say that they would very much like to see improvements compared with those that are younger.

Thinking about everything we've asked in this questionnaire, to what extent would you like to see improvements made to the bus shelters that you use?

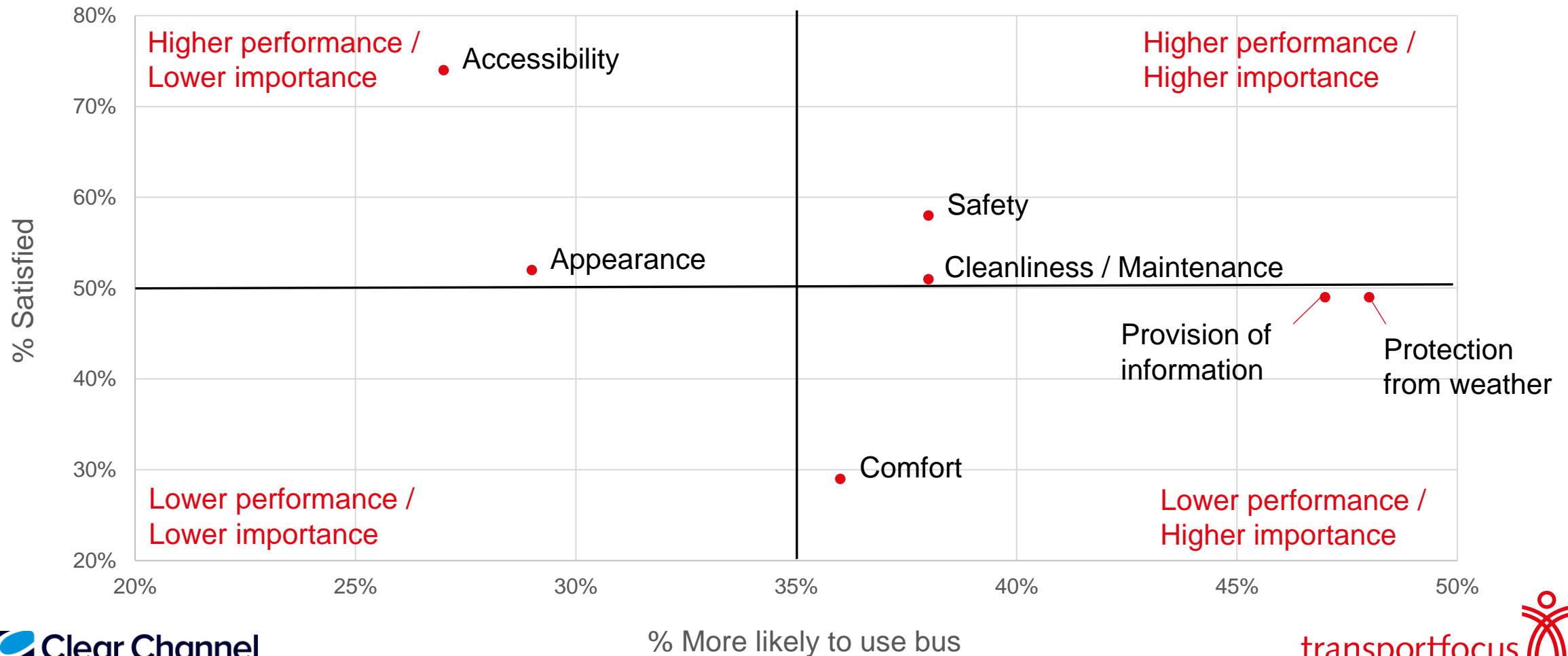


67 per cent of frequent bus users say that they would be more likely to use buses if shelters offered better protection from weather. A similar proportion also say that they would be more likely to use bus shelters if they provided better information about the local bus service.

Thinking only about the design of local bus shelters, and not about the quality of the bus service provided by the bus company, how much more likely would you be to use buses if you had improvements to each of the following?



A 'quadrant analysis' which plots bus shelter 'performance' in terms of satisfaction with its various aspects against the extent to which aspect is important to bus users in terms of driving bus use suggests some potential priority areas of improvement. Provision of information, protection from weather, and particularly bus shelter comfort show high importance to bus users but lower levels of satisfaction.



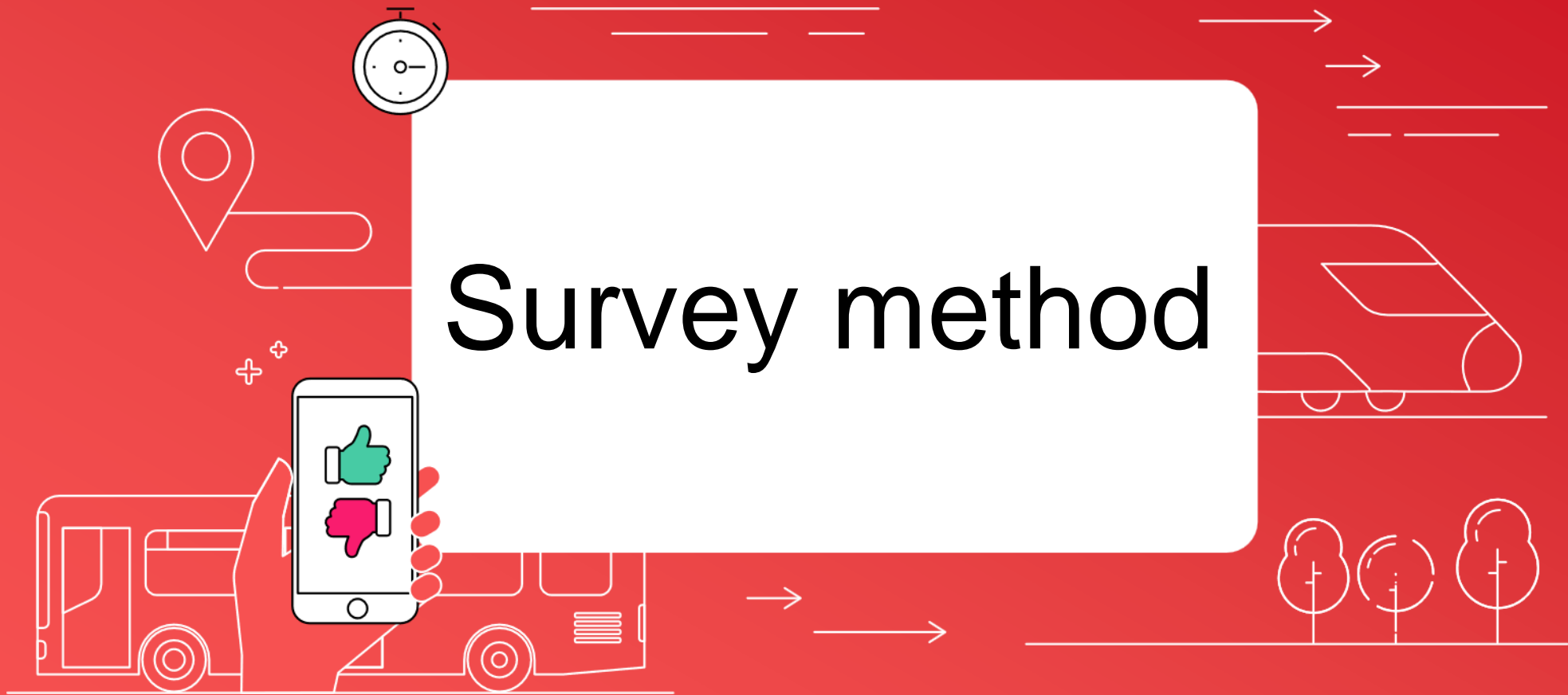
Conclusions



Conclusions

- This report aims to provide all those involved in the provision of bus shelters, the user perspective of what are important considerations when providing bus shelters to ensure they are accessible to all, providing the facilities that users value. This report we hope will also inform authorities responsible for the provision of bus shelters with practical measures to improve the passenger environment.
- Transport Focus has helped Clear Channel listen to what passengers want from bus shelters, on factors including seating, accessibility, information, safety and sustainability. As frequent bus users the respondents are the 'voice' of the end user and were asked to provide feedback on a number of key design considerations and priorities for improvement.
- We recognise that bus stops vary considerably. Some have seating and shelter; others are simple pole and sign stops. The provision of bus shelters can be constrained by space and other restrictions such as those associated with the surrounding infrastructure, wheelchair turning space, slopes and others. However, where they can be accommodated, the user needs identified must be a priority.
- Bus shelters should be designed with passengers' requirements in mind, so the experience will be as comfortable and convenient as possible. It is therefore valuable to understand the importance passengers' place on various facilities.
- This research illustrates that whilst passengers are at present broadly satisfied with bus shelters, there are several ways in which the shelter environment can be further developed and enhanced.
- The environment of the passenger waiting area is a key component of passengers' perception of the quality of the bus service and safety. The potential exists for improving the perception of safety in the evenings and in the dark, when only a minority of women feeling safe, with dim lighting and damage to shelters, having a significant impact.
- There are many different user groups who have diverse needs with regard to bus shelter design. Specific user groups that need special consideration include those passengers that have limited mobility, visually impaired, or hearing impaired. The difficulties experienced by these groups must be considered when looking at accessibility needs of passengers.

Survey method

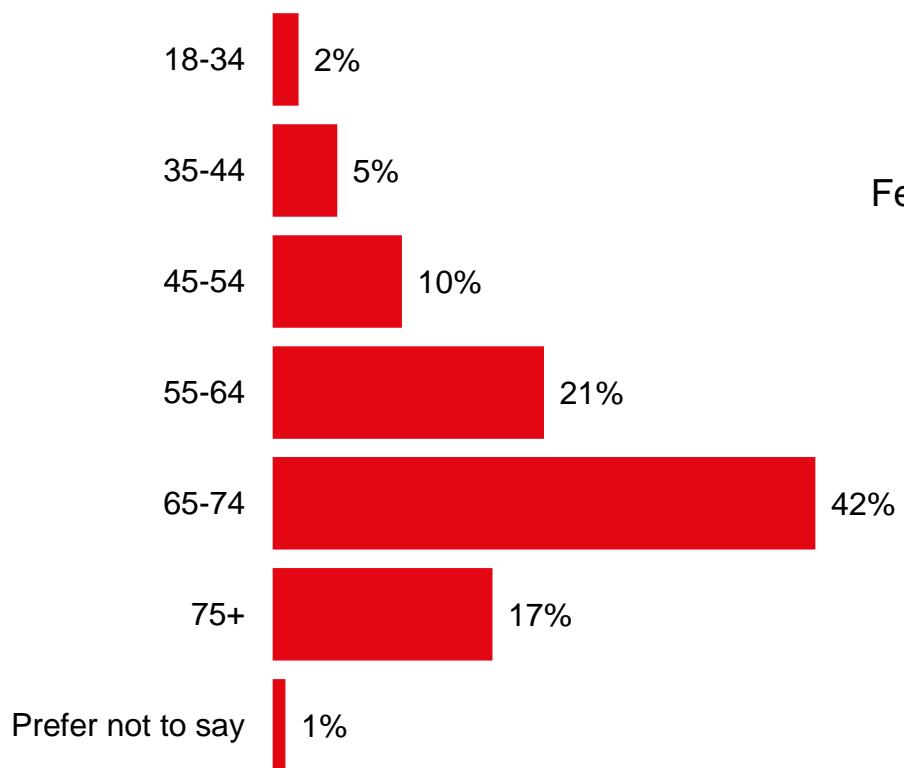


How we completed the survey

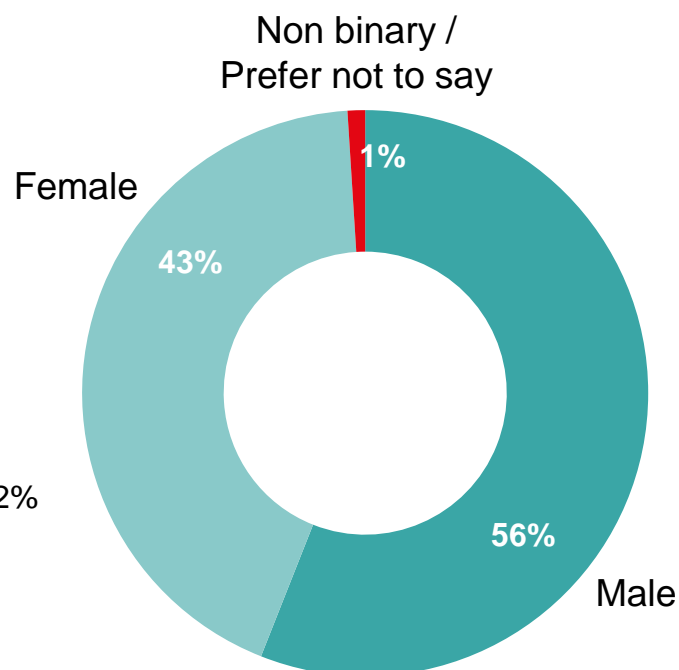
- On Wednesday 28 August 2024 we sent an email to 7,260 members of our 'Transport User Panel' who had previously told us that they use buses to make journeys. The email invited these panellists to complete an online questionnaire which concerned their experiences of using bus shelters, and their preferences for bus shelter design. Those panellists who did not use bus stops which have a shelter or roof and that use those marked by a pole only were screened out of the survey.
- Reminder emails were sent to those who had not started, or who had only partially completed the questionnaire on Friday 6 September, and again on Monday 9 September when it was indicated that the survey would close on Wednesday 11 September
- When the survey was closed on 11 September, 3,627 people had completed the questionnaire, 3,276 of which indicating that they use buses to make journeys at least once a month. This represents an overall response rate of 50 per cent
- The profile of those whose responses are included in this report is not representative of the overall population of those who use buses at least once a month, and data has not been weighted to this profile. Therefore, results should be seen as indicative, rather than statistically representative, of the view of this population.

Profile of respondents by age, gender and region

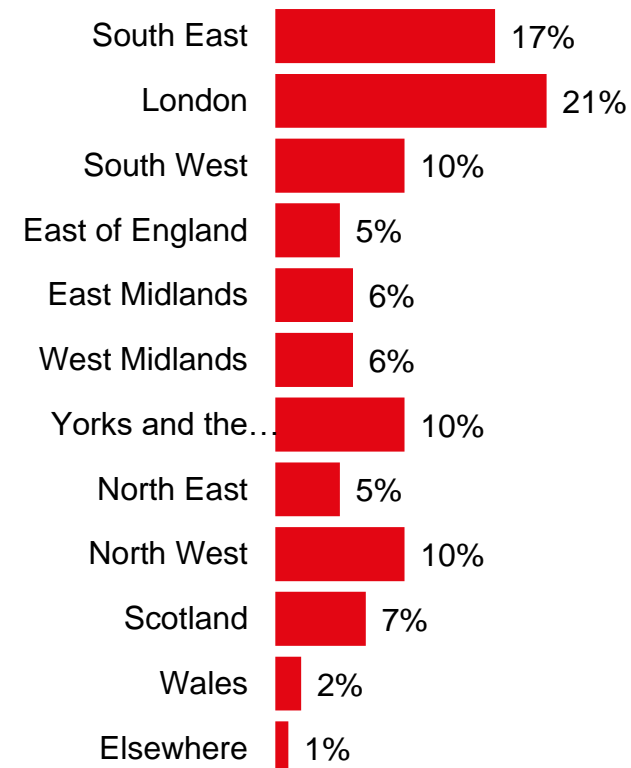
Age profile of respondents



Gender profile of respondents

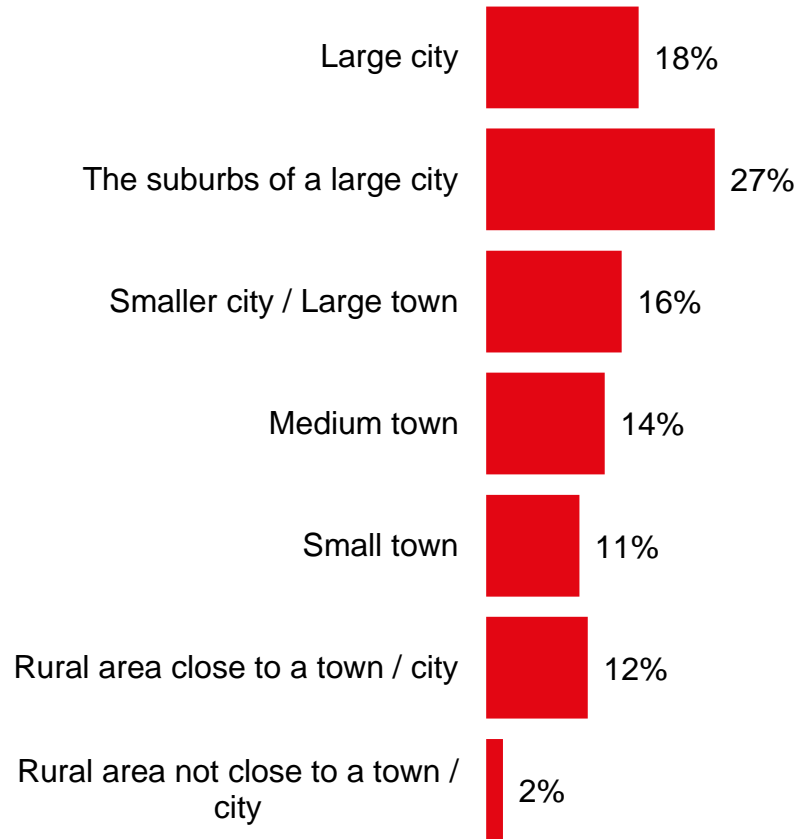


Regional profile of respondents

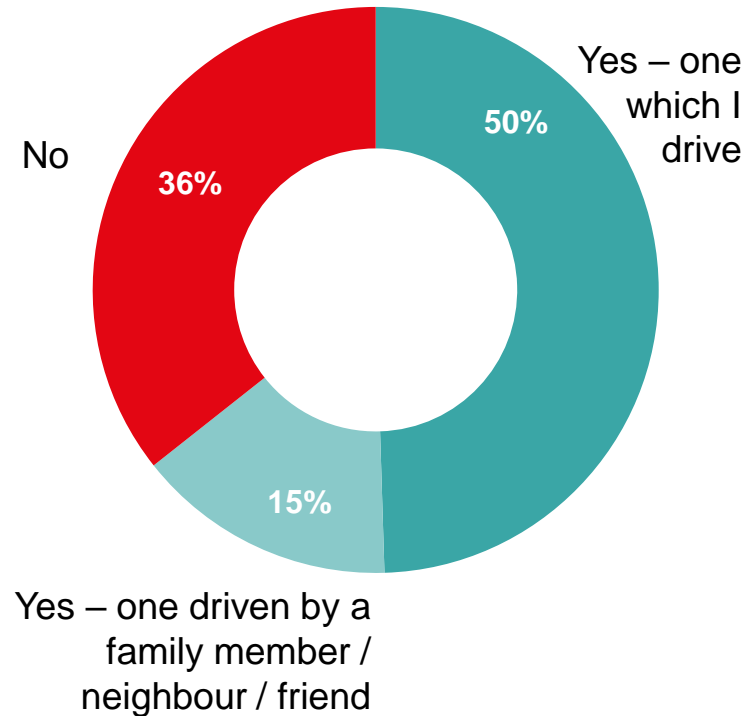


Profile of respondents by rurality, access to a car, and income

Which of the following best describes where you live?



Do you have access to a car?

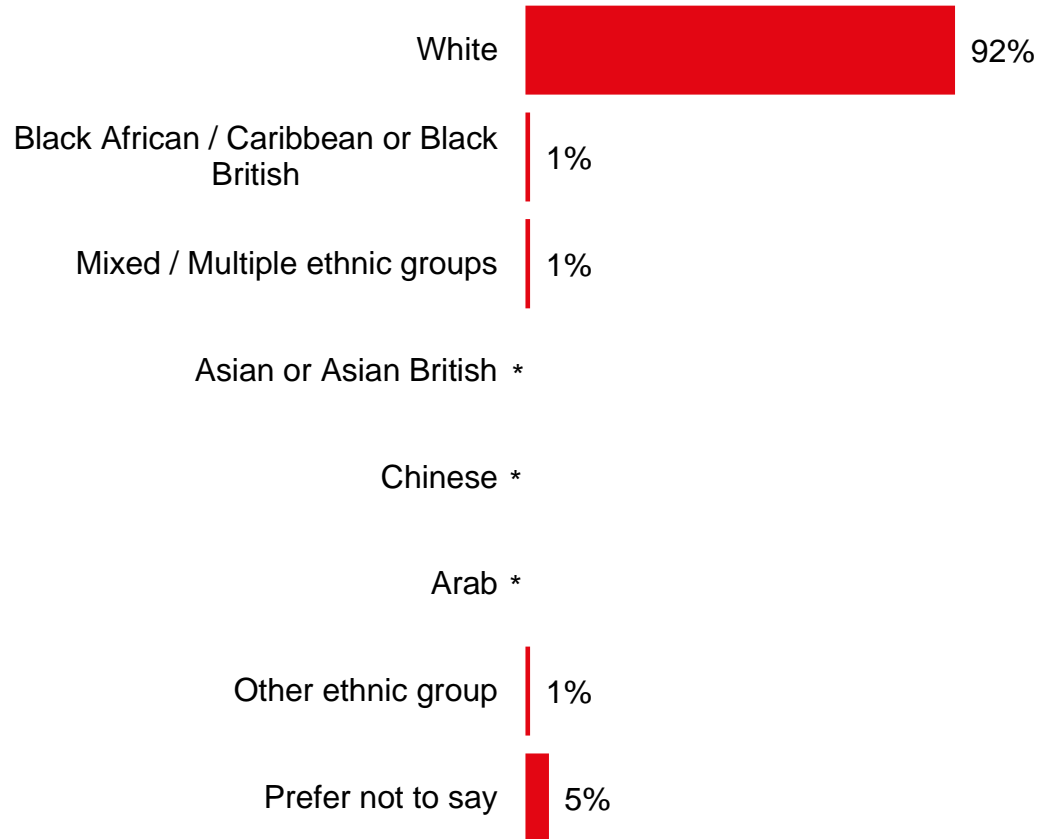


Income

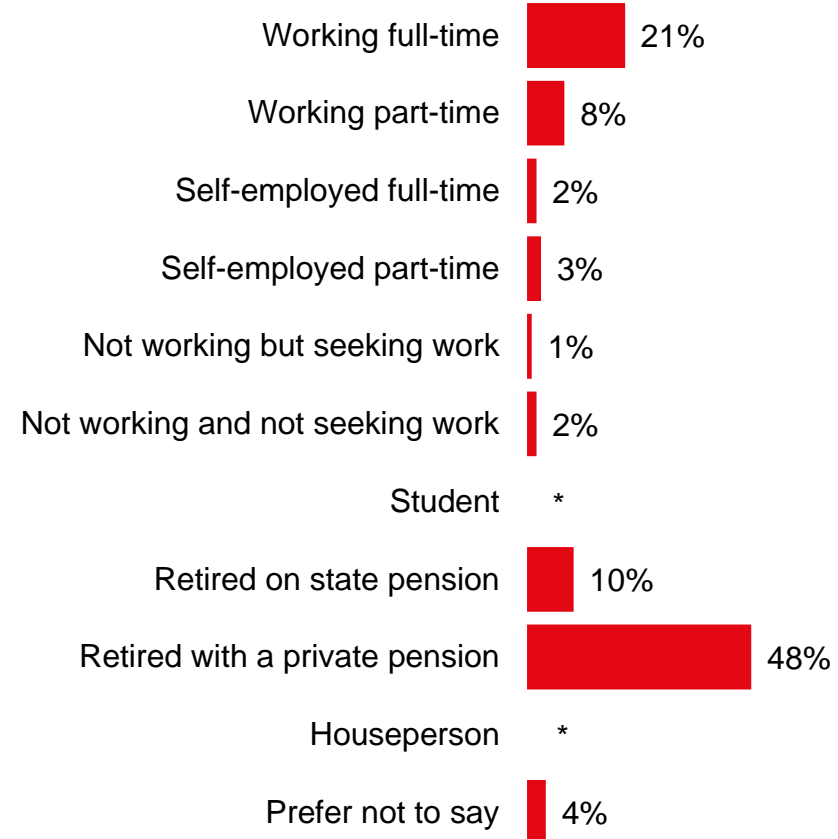


Profile of respondents by ethnicity and working status

Ethnicity

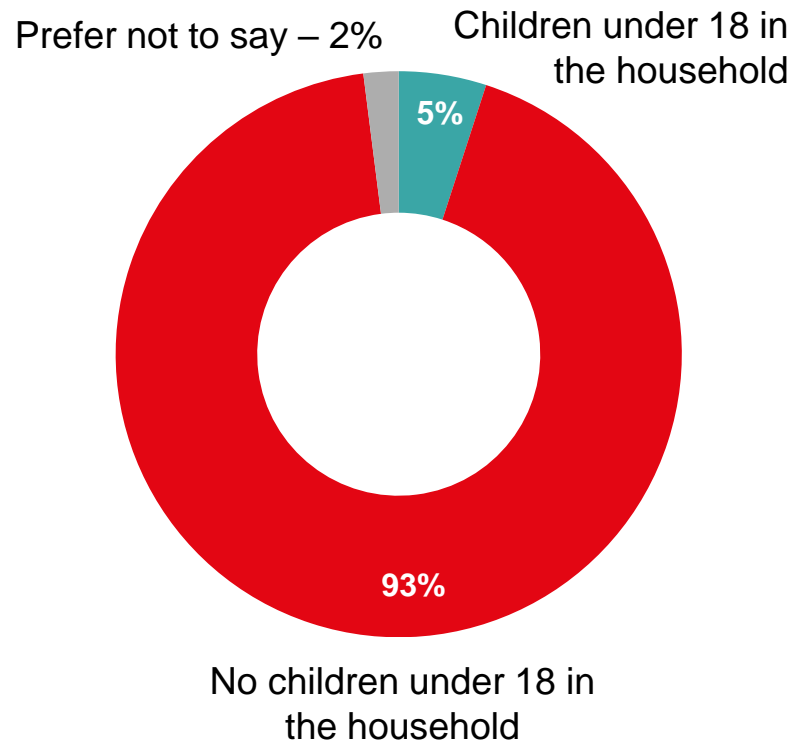


Working status

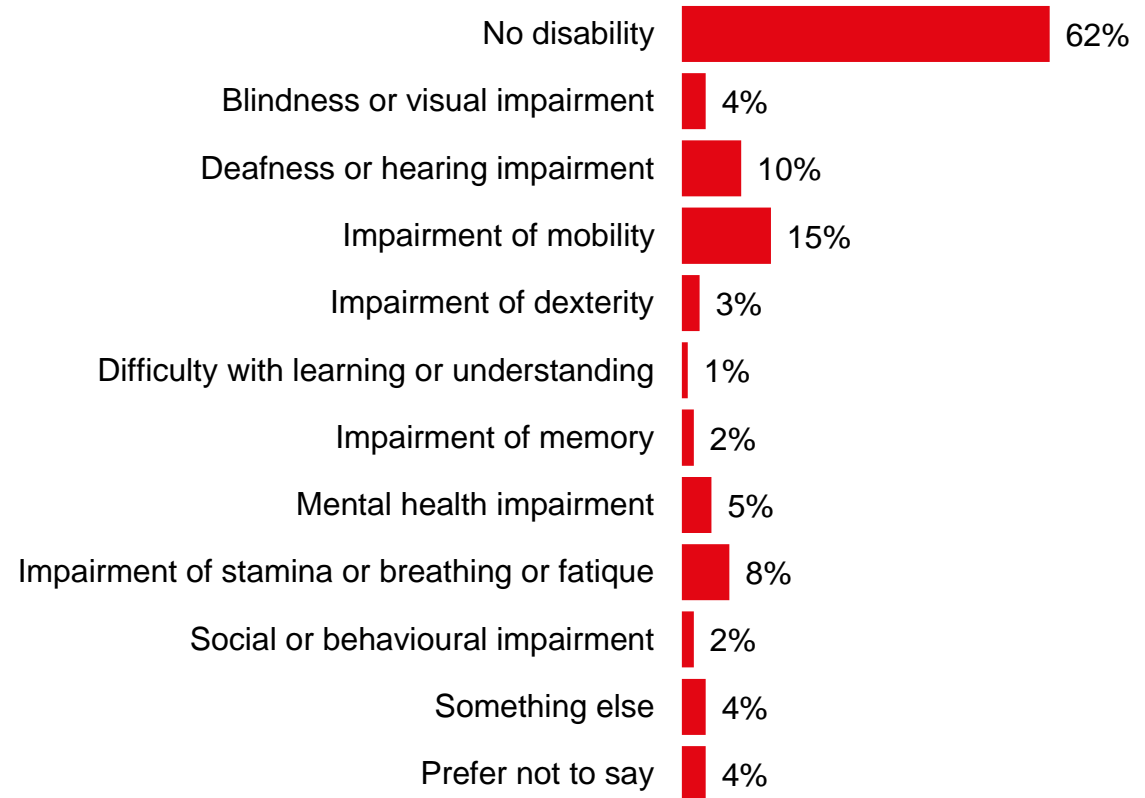


Profile of respondents by children in the household and disability

Children under 18 in the household



Disability



Contact Transport Focus

Any enquiries about this report
should be addressed to:

Toby Cotton
Insight and Evidence Manager
Toby.Cotton@transportfocus.org.uk

Transport Focus
25 Cabot Square
London
E14 4QZ

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.