



# Bus Passenger Survey

Autumn 2018

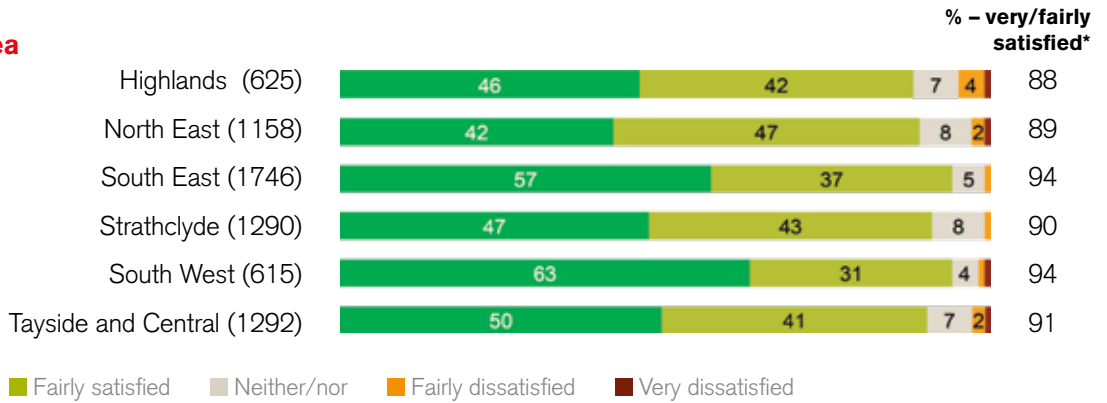
Summary of key results in Scotland

# Key findings by area



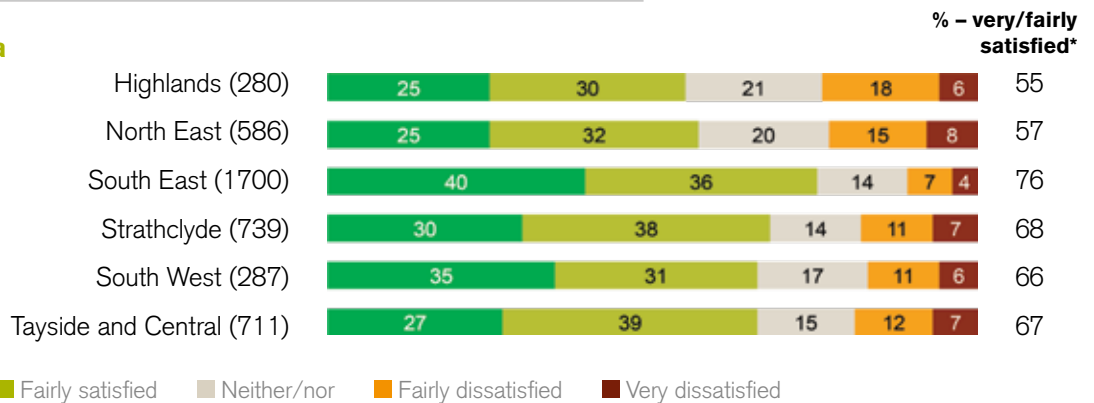
## Overall satisfaction with the bus journey (%)

### Results by area



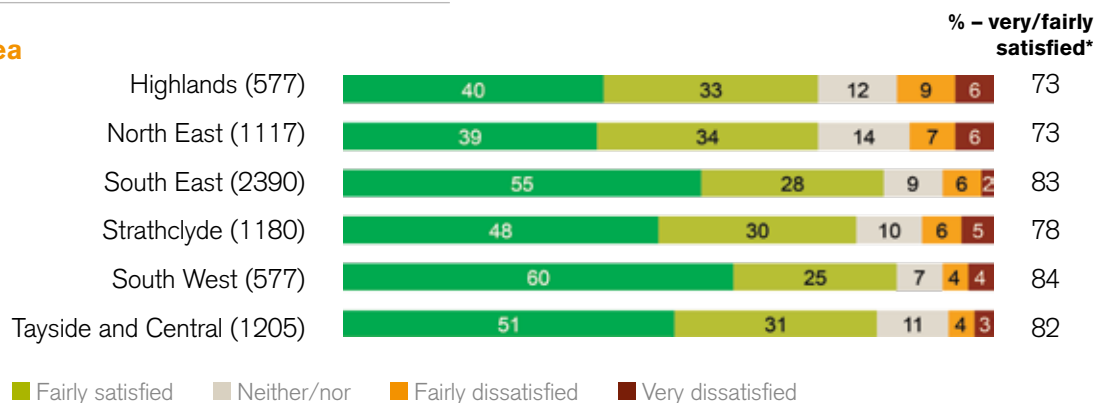
## Satisfaction with value for money (%) – fare-paying passengers

### Results by area



## Satisfaction with punctuality of the bus (%)

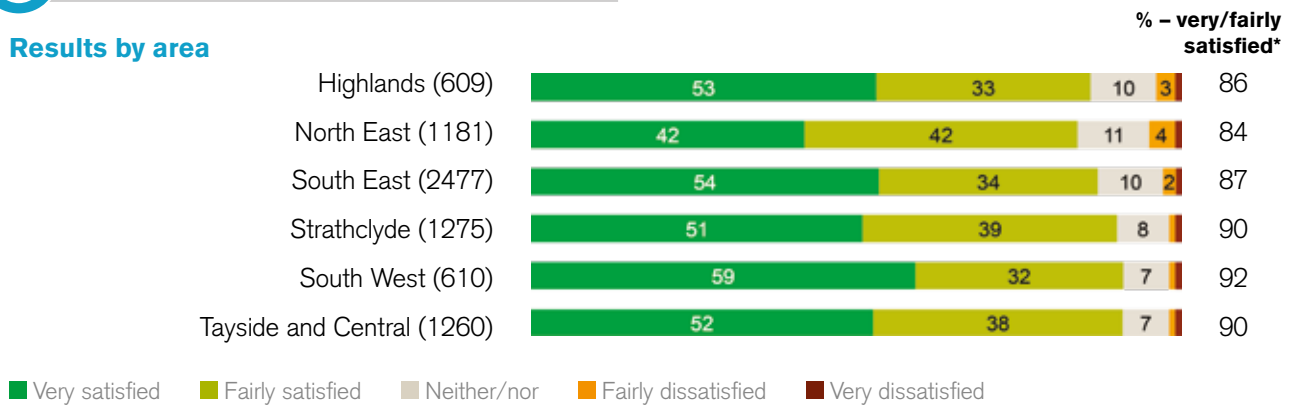
### Results by area





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

### Results by area



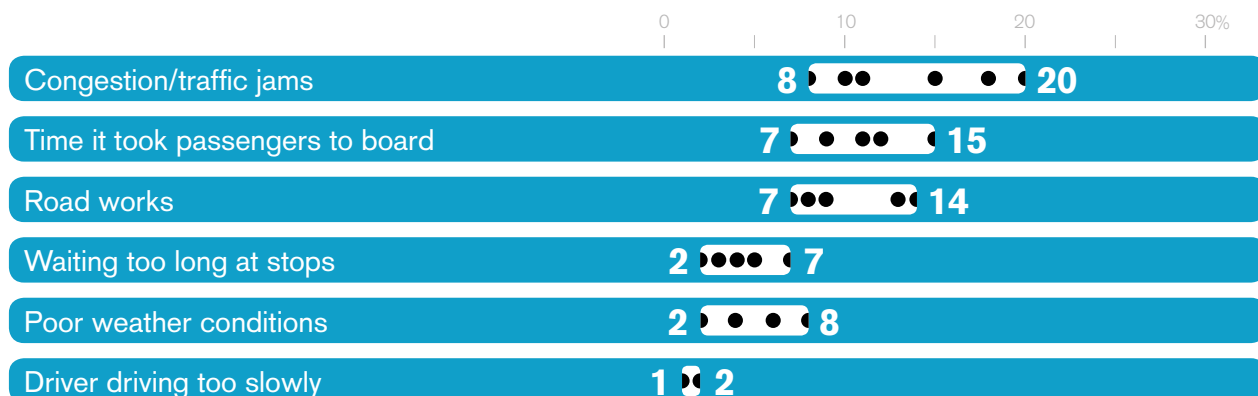
## Factors affecting journey length – how this varies by area (%)

### Overall satisfaction amongst key passenger groups – how scores vary by area

#### Reading the chart

The chart below shows the different factors affecting the length of time that passengers' journeys took and how these varied by the 6 regional transport partnership areas (listed on page 154). The white band shows the range of scores (the percentage of journeys affected) for each factor and the black dots mark the individual scores for each area. The highest and lowest scores are shown at each end of the white bands.

This shows, for example, that congestion/traffic jams tend to impact upon a higher percentage of journeys than roadworks, as the white band is further to the right. However, there is wider variation in scores for congestion/traffic jams than there is for roadworks.



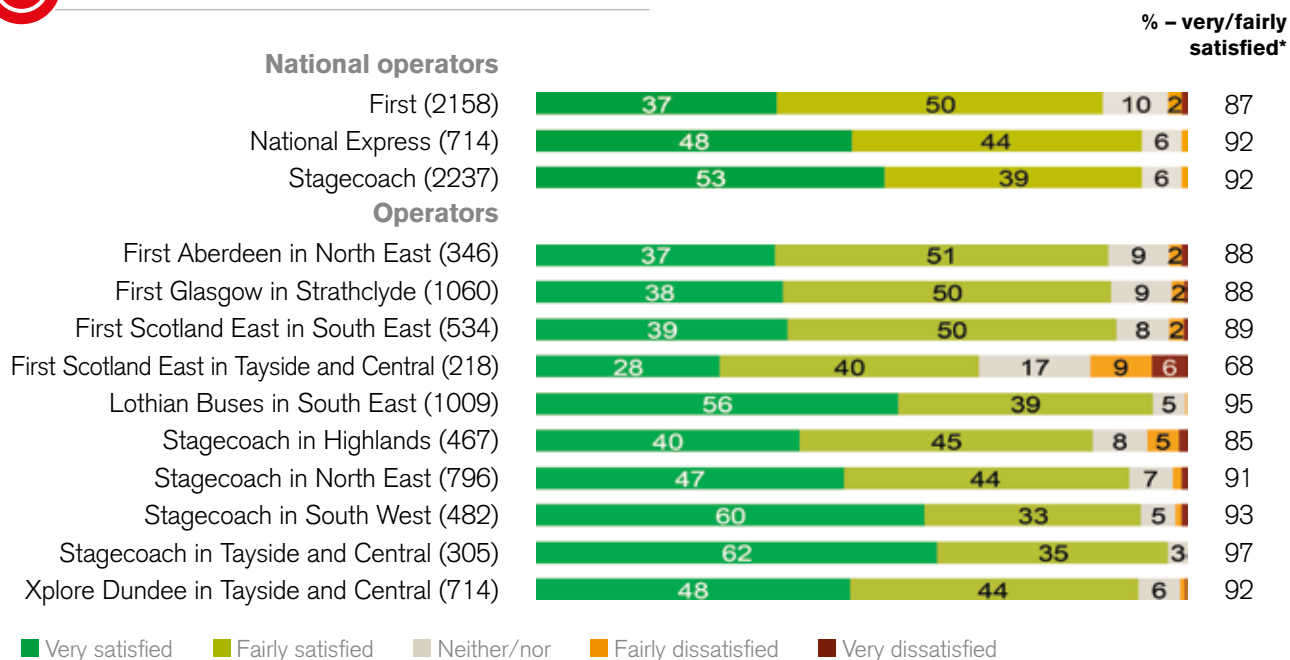
### Q Was the length of your journey affected by any of the following?

Passengers could provide more than one answer

# Key findings by bus operators



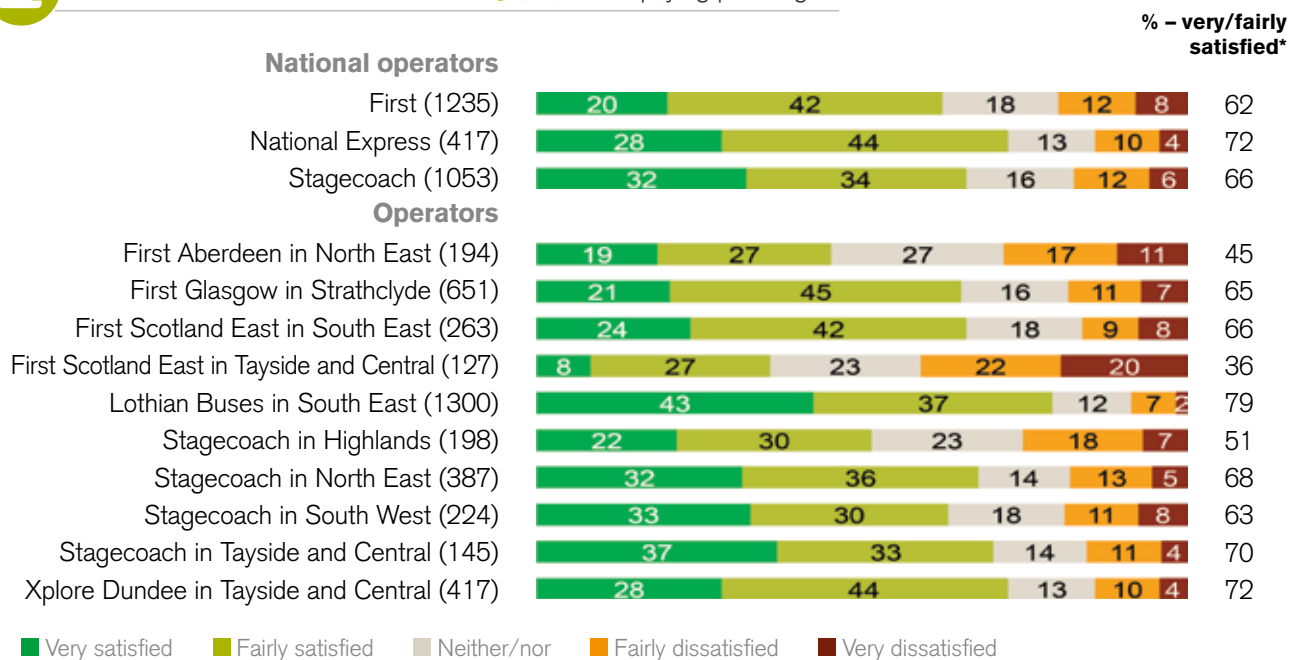
## Overall satisfaction with the bus journey (%)



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



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

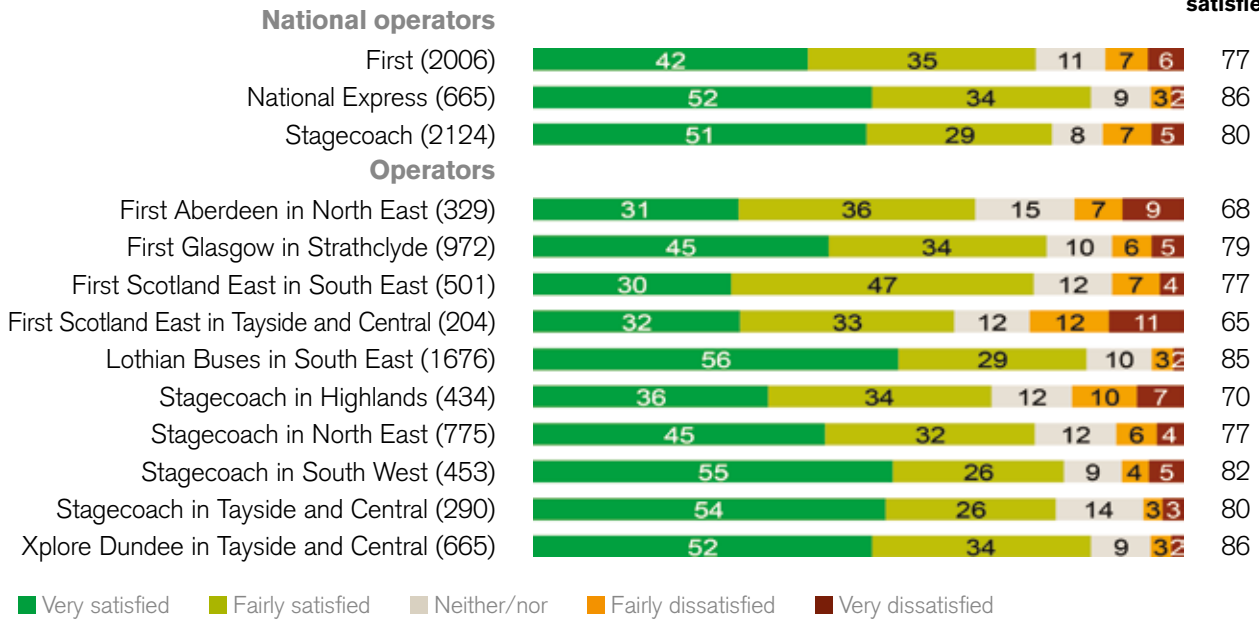


**Q How satisfied were you with the value for money of your journey?**



### Satisfaction with punctuality of the bus (%)

% – very/fairly satisfied\*



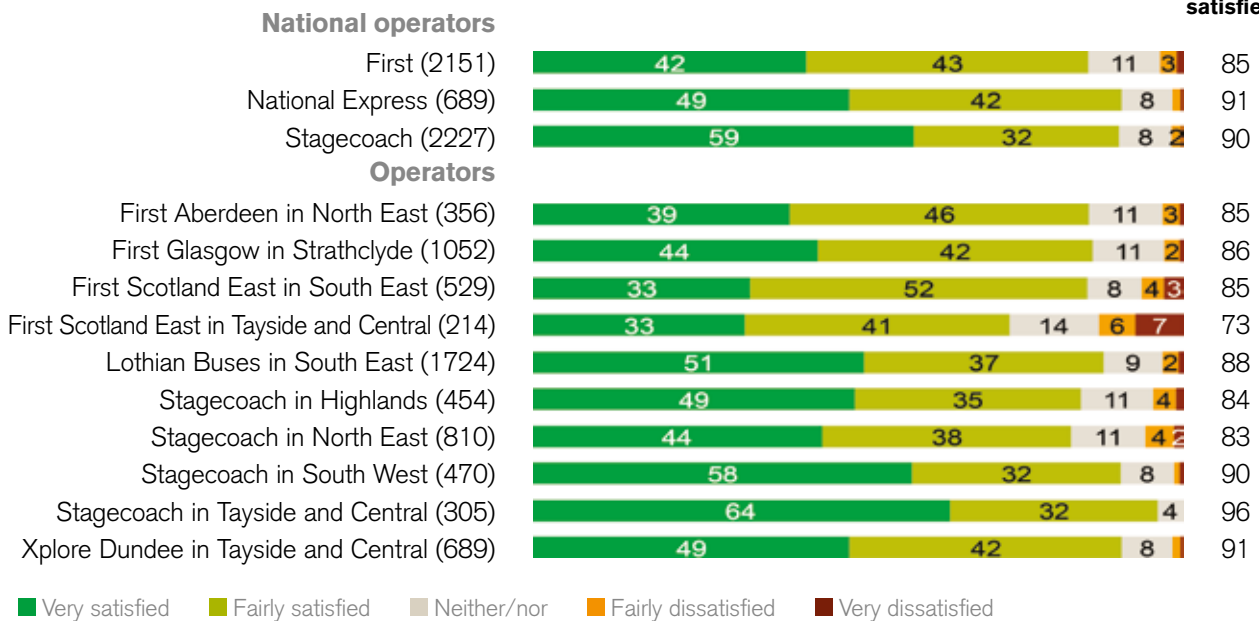
Very satisfied Fairly satisfied Neither/nor Fairly dissatisfied Very dissatisfied

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



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

% – very/fairly satisfied\*



Very satisfied Fairly satisfied Neither/nor Fairly dissatisfied Very dissatisfied

Q How satisfied were you with the length of time your journey on the bus took?

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

## Contact Transport Focus

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Transport Focus is the operating name of the Passengers' Council

**Transport Focus is the independent consumer organisation representing the interests of:**

- all users of England's motorways and major 'A' roads (the Strategic Road Network)
- rail passengers in Great Britain
- bus, coach and tram users across England outside London.

**We work to make a difference for all transport users**

This is a summary of the full survey report, which is available here:  
[www.transportfocus.org.uk/research-publications/research/bus-passenger-survey](http://www.transportfocus.org.uk/research-publications/research/bus-passenger-survey)