



# Bus passenger priorities for improvement

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# Bus Passenger's Priorities for Improvement

- Bus passengers at a cross-section of rural, urban and metropolitan locations in each English Government Office region were given a self-completion questionnaire
- Passengers were asked to:
  - Rate how well their reasonable expectations are being met by the bus services they use; and
  - Prioritise aspects of the services that should be improved
  - Over 3,800 questionnaires were returned and these were fairly evenly split across the eight regions

# Priorities for improvement

- Improved punctuality is the highest priority for all passengers
- Rural passengers ranked:
  - being able to get a seat for duration of journey (2<sup>nd</sup>)
  - wider range of local destinations as (3<sup>rd</sup>).

# Priorities for improvement

## **Bus Stop – rural passengers**

- The highest bus stop priority for rural passengers is that all bus stops have well maintained shelters (5<sup>th</sup>)
- All buses have low floors and are easy to get on and off (6<sup>th</sup>)
- Accurate timetable and route information is available at all stops (9<sup>th</sup>)

# Passenger expectations at the stop

- Rural passengers are less likely to feel their expectations are being met by bus stops in their local area
- They gave higher priority to improving the range of destinations they can travel to by bus in their local area and the provision of a shelter at all bus stops.

# Bus Passenger Survey – Suffolk 2012 to 2013

- Overall satisfaction increased from 86% to 93%
- Value for money increased from 58% to 64%
- Punctuality satisfaction dipped from 77% to 75%
- Bus stop satisfaction increased from 77%.to 79%

# Demand responsive transport

- We are planning to carry out research into the use of community transport following cuts to bus services across the country.
- We will be working with a number of authorities who have had to reduce or remove funding for conventional bus services to particular places but have chosen to support community transport services to those places.