



Members of the National Assembly for Wales

18 April 2018

Dear Assembly Member

I am writing to draw your attention to the latest Bus Passenger Satisfaction Survey report, published by Transport Focus on Thursday 15 March. I have attached the summary report for Wales for your information.

This is the first time that Wales has taken part in this survey since 2010. Funded jointly by the Welsh Government, bus operators in Wales and undertaken with support from Bus Users Cymru, this survey provides a comprehensive assessment of how bus users feel about the local bus services they use.

In summary, the report illustrates that passenger satisfaction with the overall journey on bus services in Wales (90%) is slightly better than in England (88%) and is comparable with satisfaction reported in the 2010 survey, the last time the survey was conducted in Wales. Noticeably, passenger satisfaction in south west Wales is 17 percentage points lower than Wales overall. Satisfaction with information provided on board buses is higher in Wales than in England overall (71% compared to 68% in England), but satisfaction with information at bus stops is lower in Wales at 66% compared to 73% in England.

Importantly and reflecting the concerns expressed recently by the Economy and Infrastructure's inquiry into congestion, 22% of respondents said that their bus travel for commuting was delayed because of traffic congestion.

The survey also suggests that passengers continue to travel using operators own ticketing products (87% for day pass and 90% for longer term passes) rather than multi operator ticketing options available in some regions of Wales (11% and 10% respectively). Multi modal ticketing options account for only 1% or 2% of journeys being undertaken by respondents.

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Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

More positive are the results for the Trawscymru services co-ordinated by the Welsh Government. Passenger satisfaction recorded for travel on the network is consistently higher than Wales and England averages on most issues, with the exception of frequency and bus stop satisfaction. Also noteworthy is when audio visual next stop or digital announcement systems are fitted, 83% of passengers are satisfied with on board passenger information.

Transport Focus are producing more detailed analysis emerging from this survey, which I expect to be published within the next few weeks and will be available to download by visiting <https://www.transportfocus.org.uk/research-publications/publications/bus-passenger-survey/>

Yours sincerely

A handwritten signature in black ink, appearing to read 'Ken', written in a cursive style.

Ken Skates AC/AM

Ysgrifennydd y Cabinet dros yr Economi a Thrafnidiaeth
Cabinet Secretary for Economy and Transport



Bus Passenger Survey

Autumn 2017

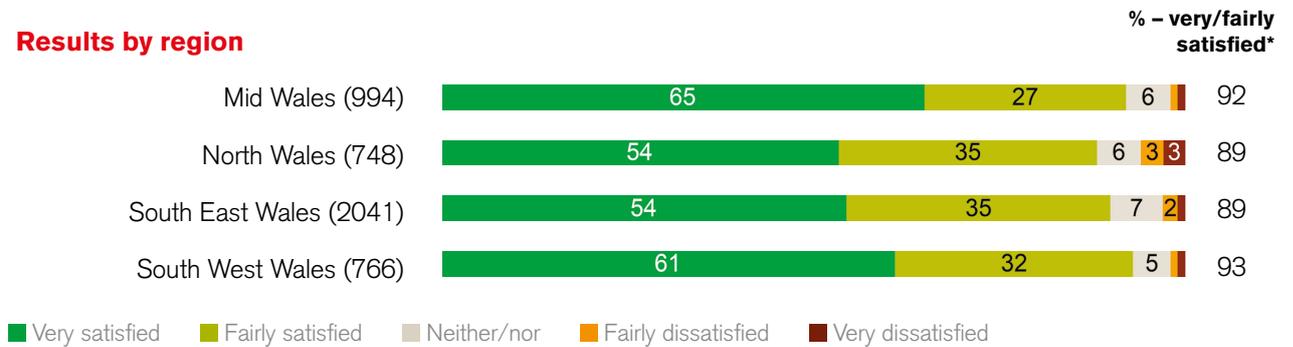
Summary of key results in Wales

Key findings by region



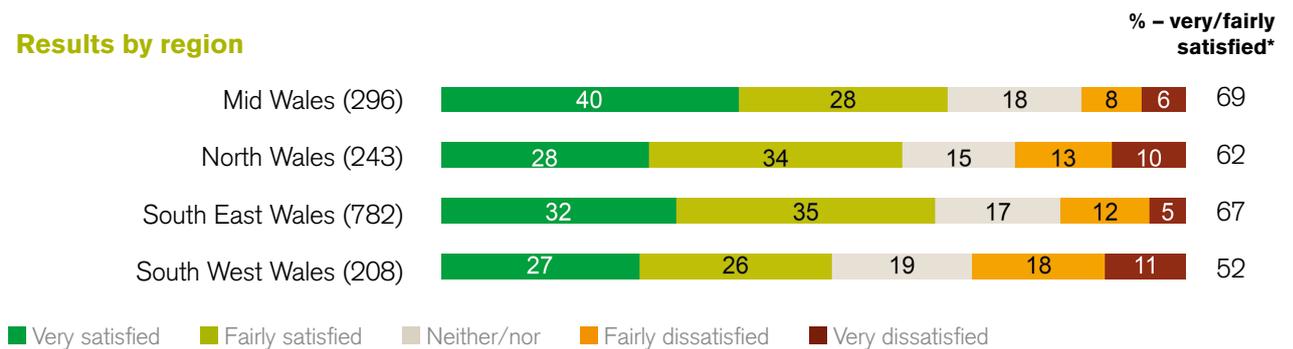
Overall satisfaction with the journey (%)

Results by region



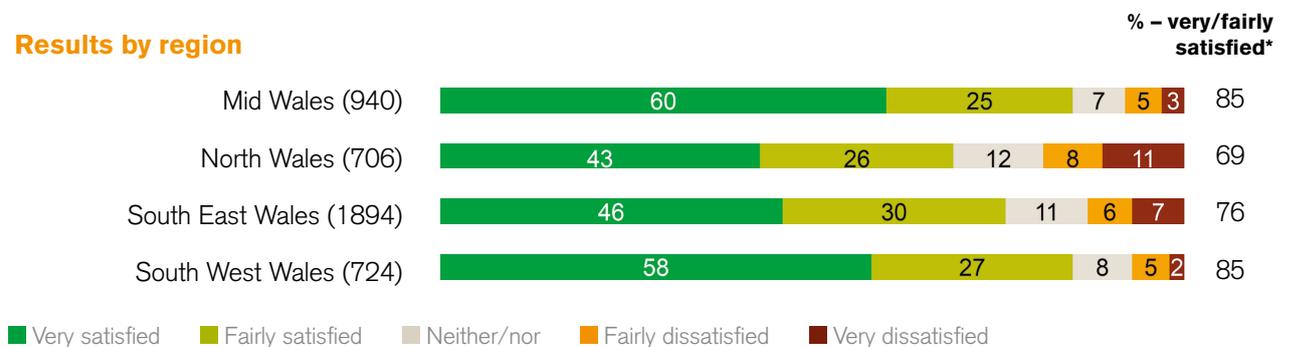
Satisfaction with value for money (%) – fare-paying passengers

Results by region



Satisfaction with punctuality of the bus (%)

Results by region

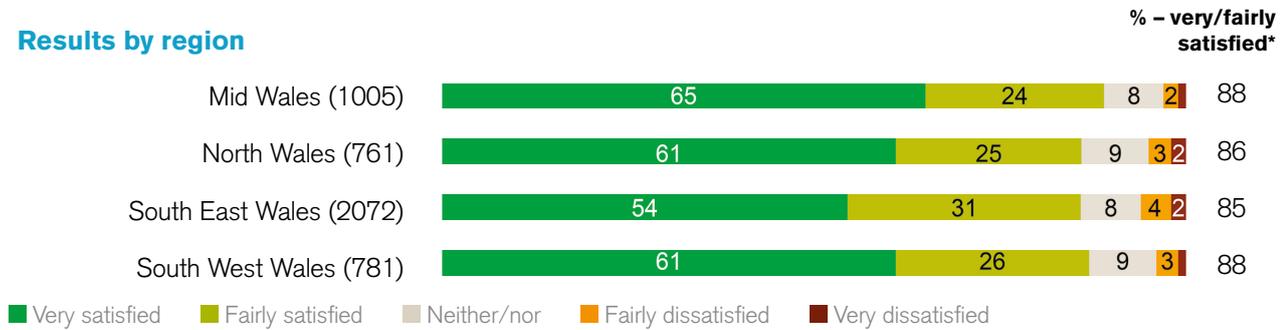


*Due to rounding the percentage very/fairly satisfied may not always be equal to the sum of the very and fairly satisfied values in the chart



Satisfaction with on-bus journey time (%)

Results by region



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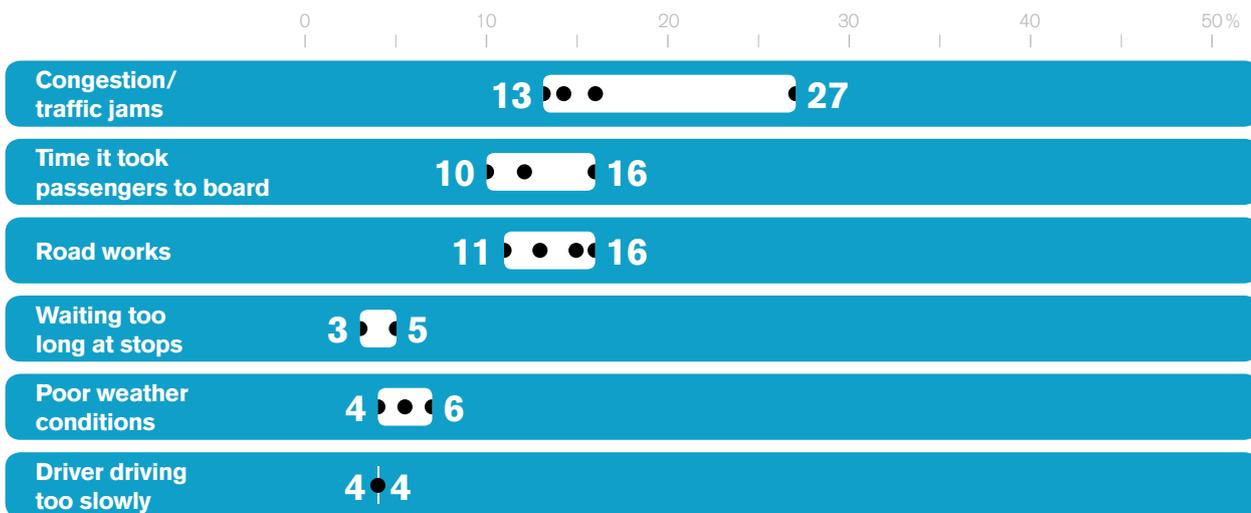


Factors affecting journey length (%) – how this varies by region

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 four regions. 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 region. 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. There is also wider variation in scores for congestion/traffic jams than there is for roadworks.



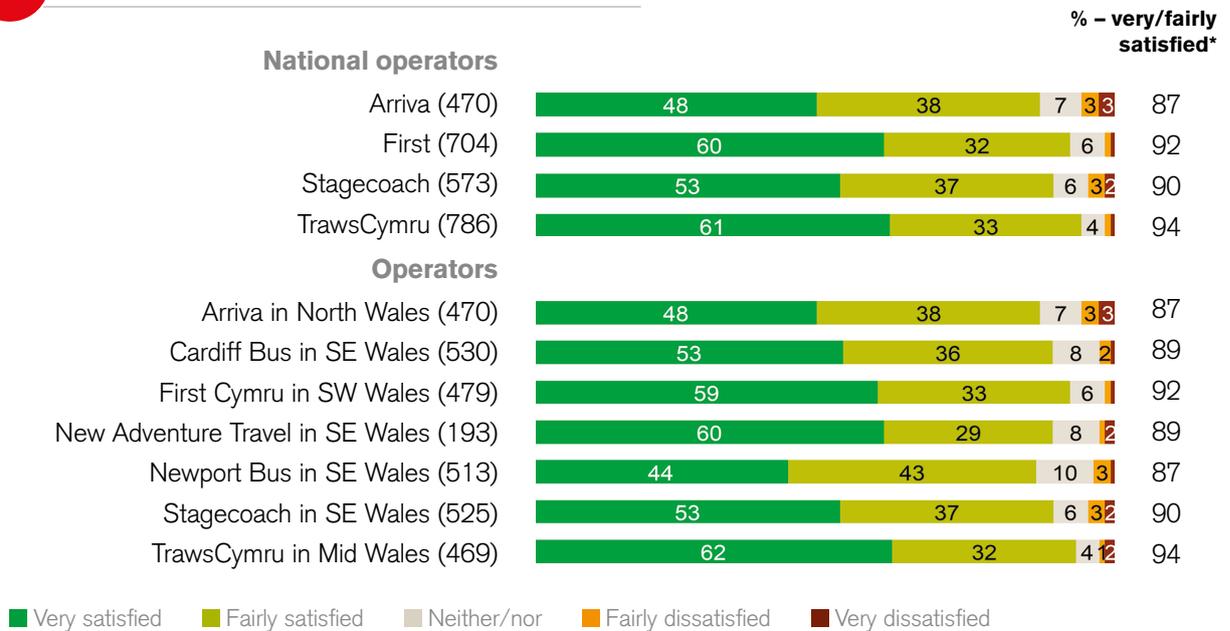
Q Was the length of your journey affected by any of the following?

Passengers could provide more than one answer

Key findings by bus operators



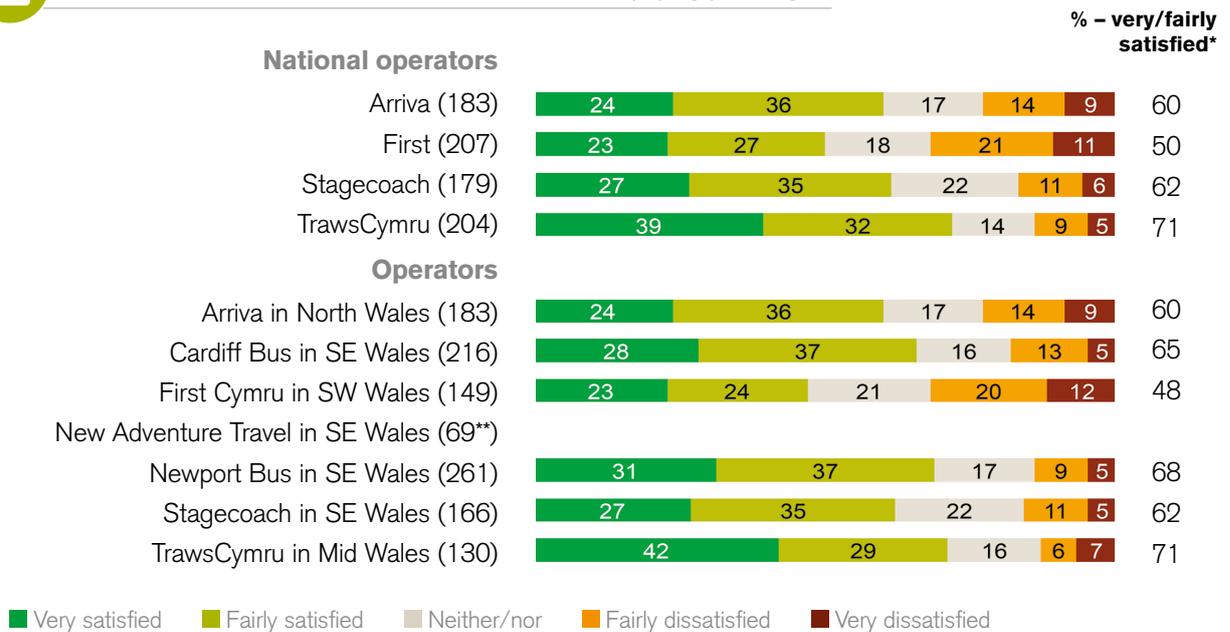
Overall satisfaction with the bus journey (%)



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



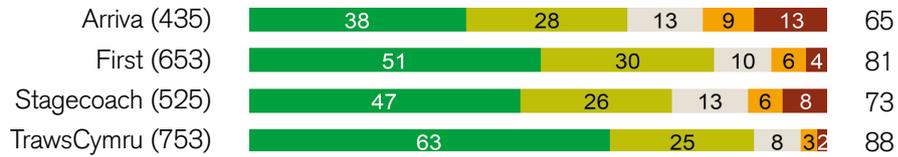
Q How satisfied were you with the value for money of your journey?



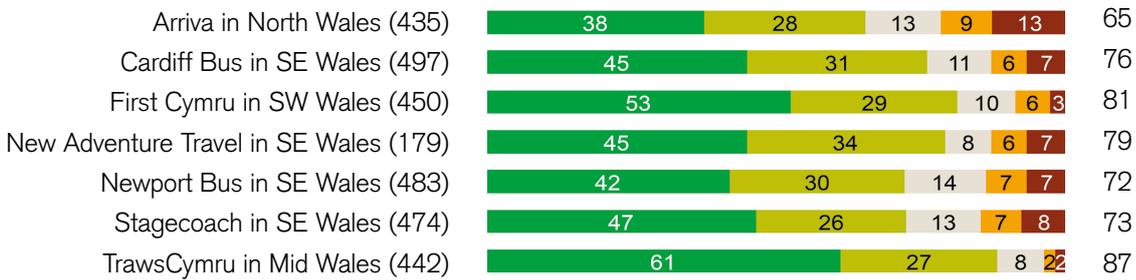
Satisfaction with punctuality of the bus (%)

% – very/fairly satisfied*

National operators



Operators



Very satisfied Fairly satisfied Neither/nor Fairly dissatisfied Very dissatisfied

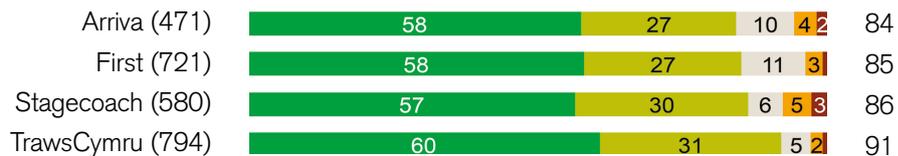
Q How satisfied were you with the punctuality of the bus?



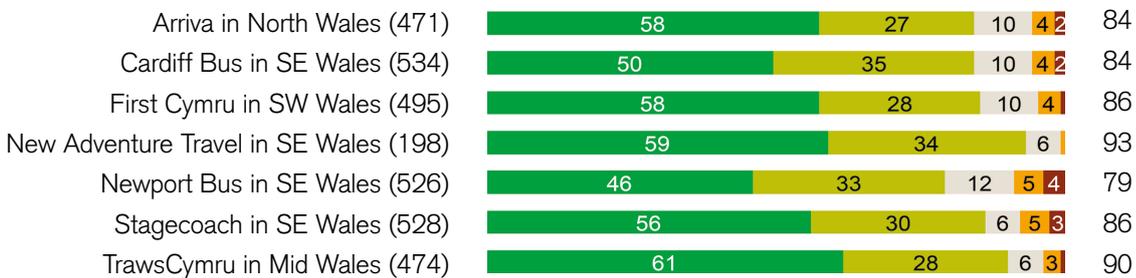
Satisfaction with on-bus journey time (%)

% – very/fairly satisfied*

National operators



Operators



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

**Low base size

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