

Total Scotland Interim Report for 2025



September 2025



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About Your Bus Journey



An independent survey

Run by Transport Focus, the independent consumer organisation representing the interests of bus passengers across England outside of London.

We use professional market research suppliers to conduct the survey on the ground, collect and process the responses and analyse the results.

The survey builds on our knowledge and experience of gathering bus passenger feedback since 2010.

We publish all our survey results, making them transparent and available to transport users, bus operators, transport authorities, Governments and other industry stakeholders.



Measuring actual experiences

Passengers provide their feedback about a single leg of a journey, made on the day of recruitment.

We recruit passengers as they make their journeys, at bus stops and on board buses – verified and inclusive.

The structured survey questions focus initially on the essential measures of satisfaction – with follow-on more detailed questions optional but encouraged.

Passengers are also encouraged to tell us in their own words what was good or bad about the journey and what stood out.



Monitoring and evaluating

The survey produces robust metrics that can be used as targets in Bus Service Improvement Plans / Enhanced Partnerships / Franchises.

A consistent survey approach and questions over time and across all participating areas will allow for trend analysis in future years and allows for benchmarking against other areas.

We work to make a difference for all transport users.

Key information about the survey and this report



Fieldwork

Passengers aged 16 years or older are approached at bus stops and on board buses and asked if they would like to take part in the survey about the journey they are making.

Passengers complete the survey themselves, using either an online or paper questionnaire.

Fieldwork is ongoing, with data reported every 3-4 weeks across the year. Fieldwork is spread evenly across the year to give a full view of bus travel in each area.

Fieldwork for the 2025 survey commenced on 17 February, but start dates varied locally, with some areas joining the survey in March.

* The exceptions being for the Reading Buses network survey, where all passengers were approached on board.



Data

Data has been weighted to be representative of the demographics of passengers by gender and age and journey time banding. It has also been weighted according to whether passengers were approached at bus stops or on board a bus to ensure there is a 50:50 split in all areas*. Data is based on journeys rather than passengers, so frequent users are more likely to be sampled.

All data in this report is for All Scotland areas unless otherwise stated.

Only data with a base size of over 75 respondents has been shown. Please note that lower base sizes (below 100) should be treated with caution.

Figures are rounded, so may not add up to 100%. For ratings questions, responses are based on those that gave an opinion (excluding don't know) unless otherwise stated.

In All Scotland areas, 1474 responses were



Definitions

received.

Throughout the report, we refer to 'off peak' and 'peak' travel. Peak travel is defined as weekdays between 7:00-9:29am and 3:30-6:29pm.

The 'All Scotland' total refers to all areas taking part in the survey within Scotland.

These totals are weighted average scores that take account of the number of bus journeys that take place in each area.

Total satisfied scores combine responses for 'very' and 'fairly' satisfied, likewise for Total good scores.

This interim report covers the first 5 months of fieldwork (17th February – 22nd June 2025). A final report will be available after the full year of research.

Areas covered in the 2025 survey (England)

Urban metropolitan

Greater Manchester
Liverpool City Region
Tyne & Wear
South Yorkshire
West Midlands
West Yorkshire

Urban other

Blackpool
Bournemouth, Christchurch & Poole
City of York
Derby City
Lancashire and Blackburn with Darwen
Leicester City
Luton
North East Lincolnshire
Greater Nottingham
Portsmouth
Plymouth
Reading Buses Network

Urban other (cont.d)

Stoke-on-Trent
Surrey
Tees Valley
Thurrock
Warrington
West of England and North Somerset
West Sussex

Semi-rural

Cambridgeshire and Peterborough
Cheshire East
Cheshire West & Chester
Derbyshire
East Sussex
Hampshire

Nottinghamshire

Staffordshire
Warwickshire
Worcestershire

Rural

Cornwall
Durham
East Riding of Yorkshire
Norfolk
North Yorkshire
Northumberland
Oxfordshire
Suffolk

Areas covered in the 2025 survey (Scotland)

Highlands and Islands Transport
Partnership (HITRANS)

North East of Scotland Transport
Partnership (Nestrans)

The South East of Scotland Transport
Partnership (SEStran)

Strathclyde Partnership for Transport
(SPT)

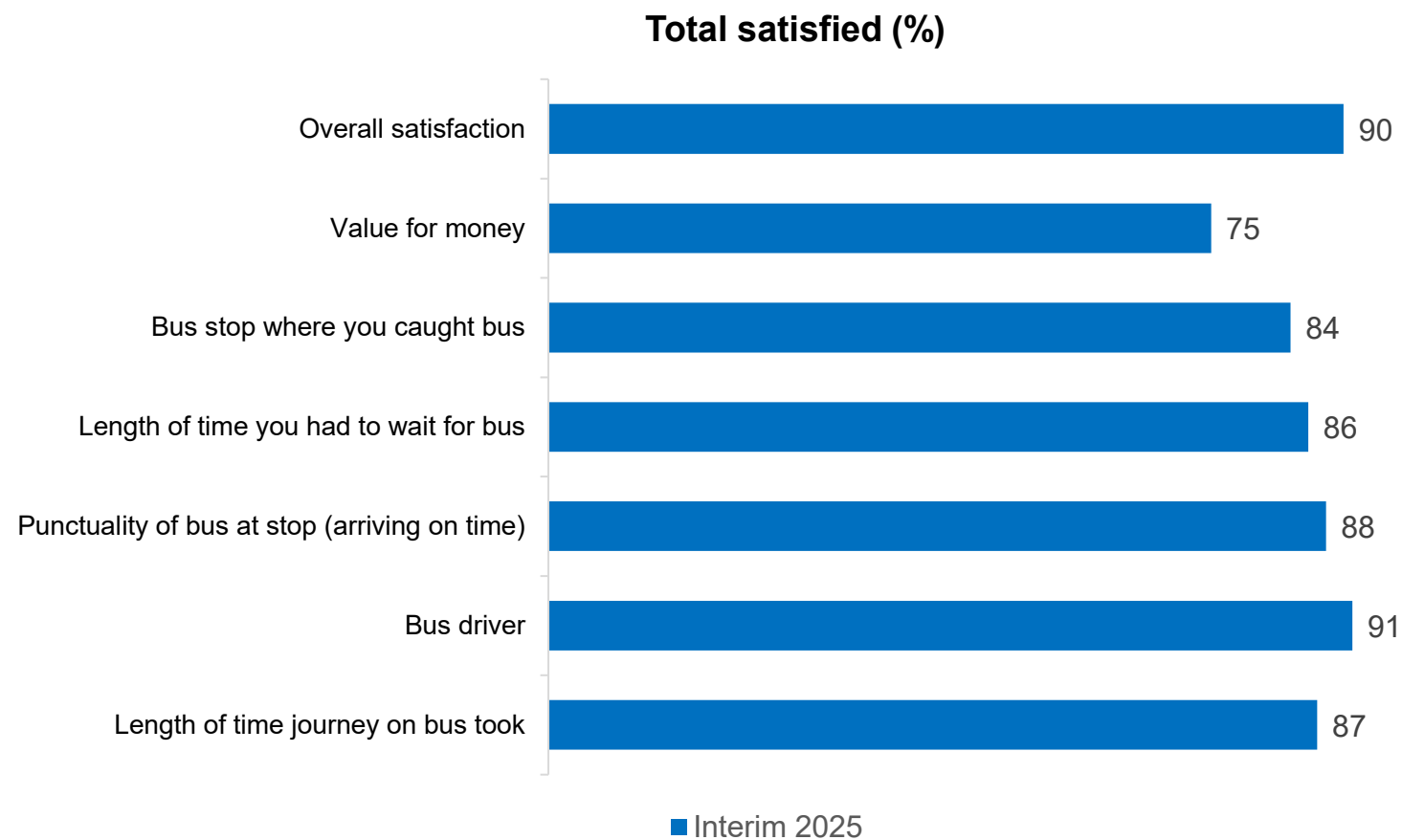
South West of Scotland Transport
Partnership (Swestrans)

Tayside and Central Scotland
Transport Partnership (Tactran)

A stylized illustration on a blue background. On the left, a green bus stop shelter and a vertical signpost are shown. Below them are three green trees. In the center, a large white rectangle with a green border contains the text 'Overall journey ratings'. To the right of this rectangle, a green hand holds a green rectangular ticket. Further right is a green bus. Yellow arrows indicate a path from the bus stop, through the central text box, and towards the bus.

Overall journey ratings

Summary of headline results for All Scotland areas



Q9 Overall taking everything into account from the start to the end, how satisfied were you with your bus journey?

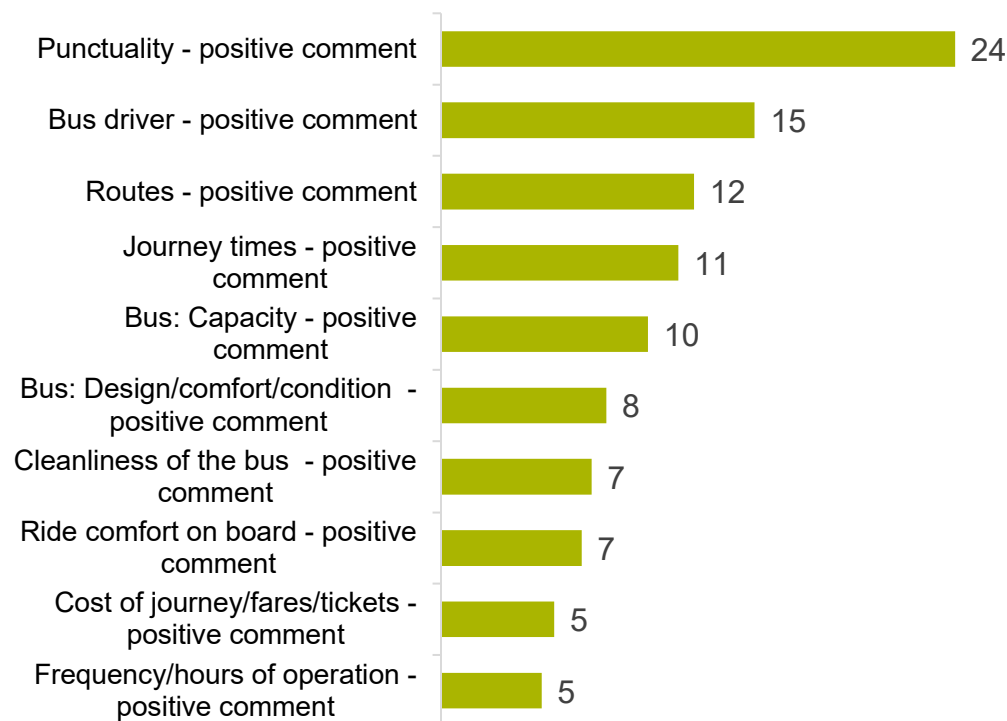
Q10A How satisfied were you with the value for money of your journey?

Q8 How satisfied were you with each of the following during the journey?

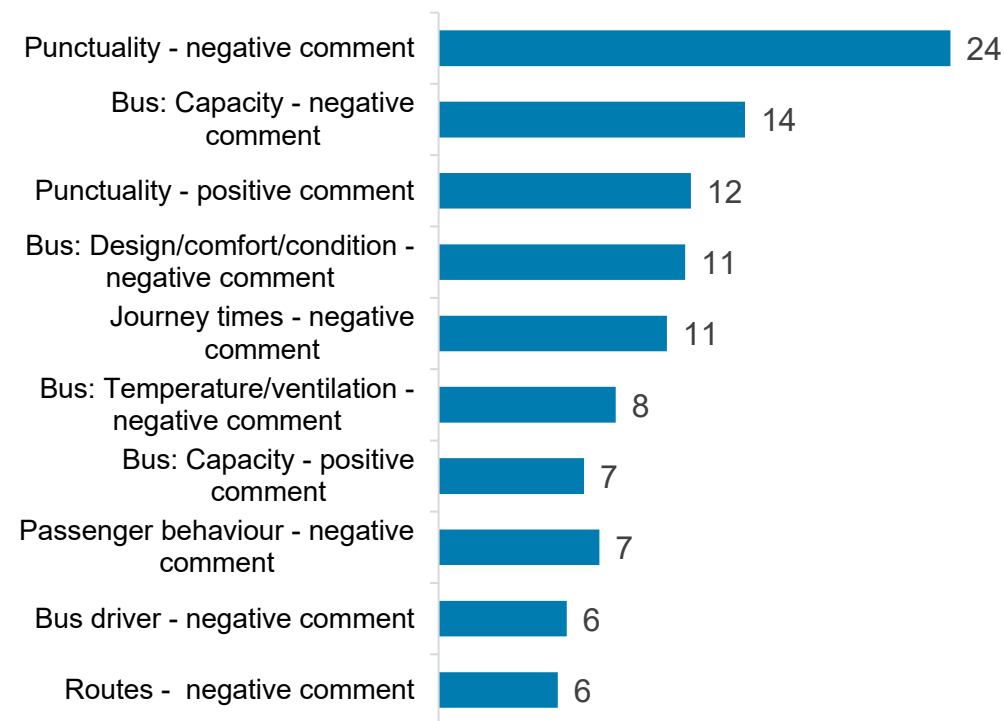
Base: All Scotland areas 642 - 1459;

Stand out moments from this journey

Comments from those “very/fairly satisfied” with journey overall – top ten themes (%)



Comments from those “neither satisfied nor unsatisfied, very/fairly dissatisfied” with journey overall – top ten themes (%)

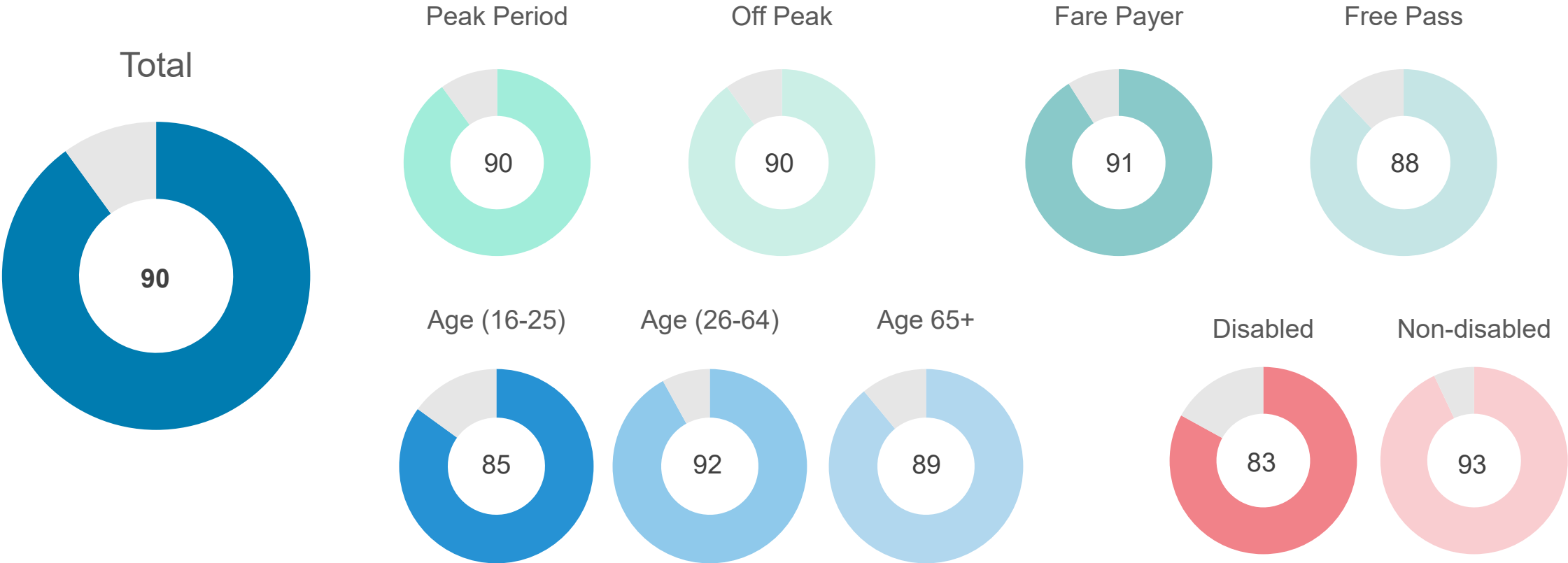


Q7 Please tell us in your own words what was good or bad about this journey. We're interested in anything that stood out about this journey.

Base: Those satisfied with journey overall 1186; Those not satisfied with journey overall 162

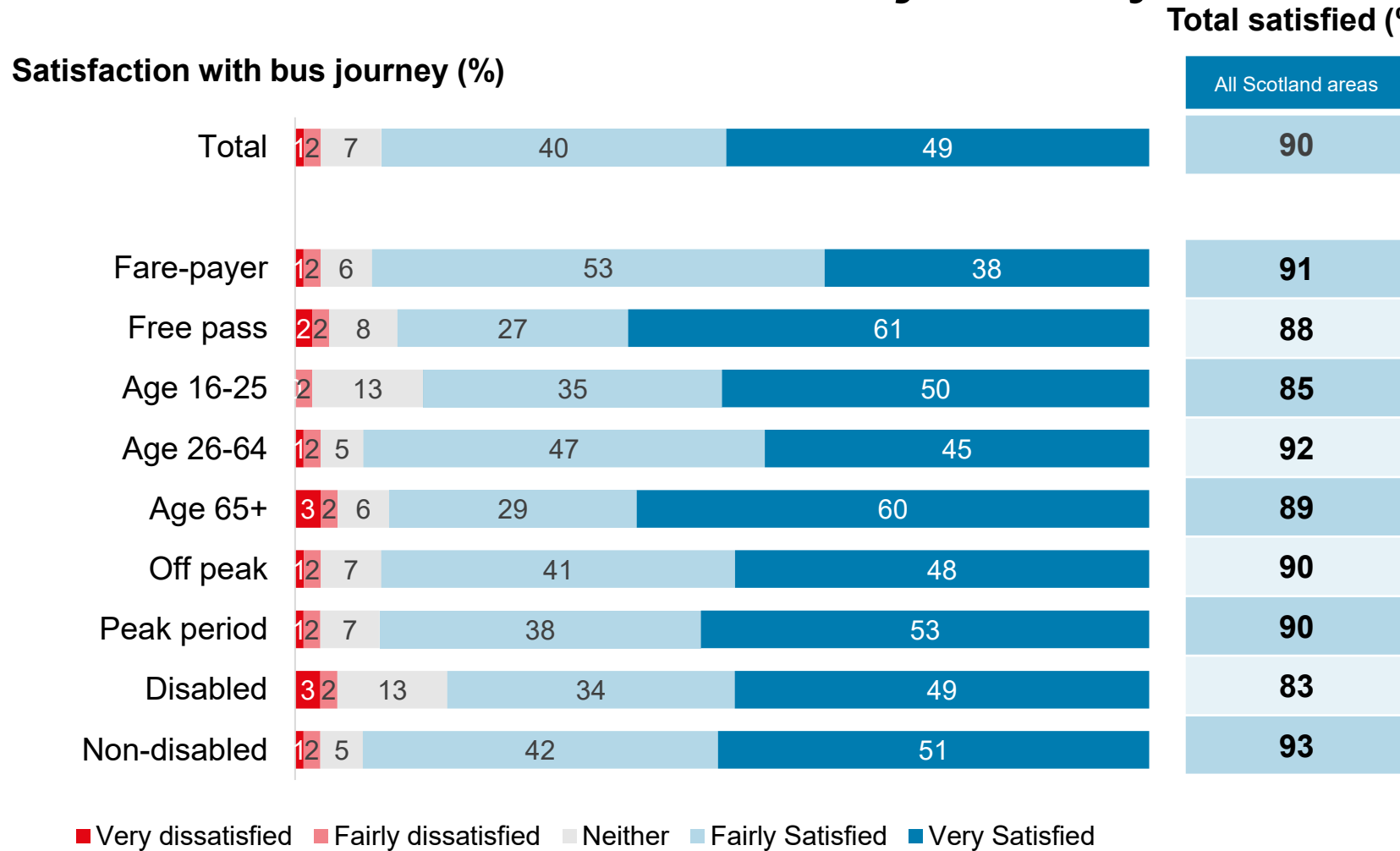
Overall satisfaction with journey - summary

Satisfaction with bus journey (%) Total very and fairly satisfied



Q9 Overall taking everything into account from the start to the end, how satisfied were you with your bus journey?
Base: All Scotland areas 1459; Peak 438; Off Peak 1000; Fare-payer 660; Free pass 787; Age 16-25 356; Age 26-64 771; Age 65+ 318; Disabled 251; Non-disabled 700

Overall satisfaction with journey – in detail



Q9 Overall taking everything into account from the start to the end, how satisfied were you with your bus journey?

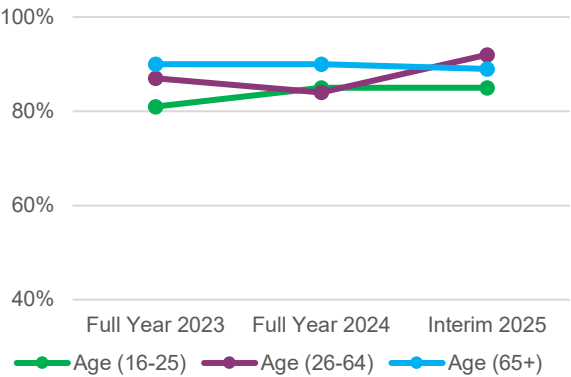
Base: All Scotland areas 1459; Fare-payer 660; Free pass 787; Age 16-25 356; Age 26-64 771; Age 65+ 318; Off Peak 1000; Peak 438; Disabled 251; Non-disabled 700;

Overall satisfaction with journey – in detail

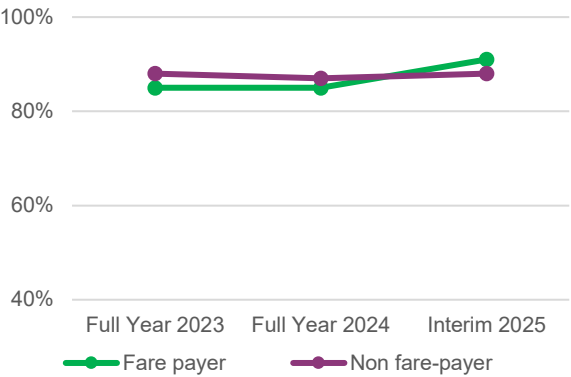
Overall satisfaction with bus journey (%)



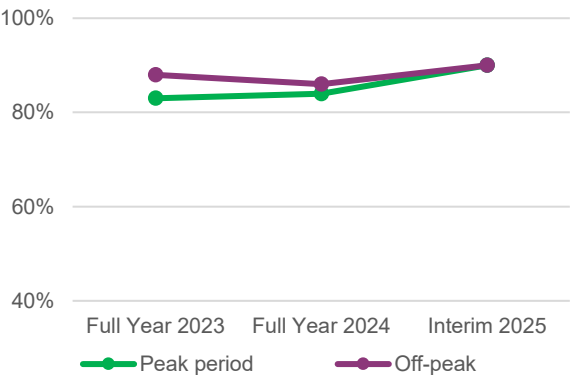
Overall satisfaction with bus journey (%) – Total Scotland by Age



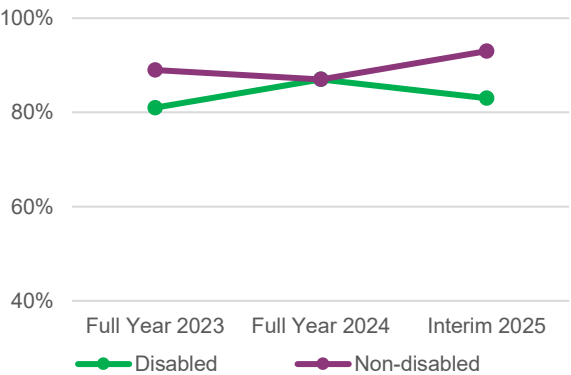
Overall satisfaction with bus journey (%) – Total Scotland by Fare payer vs Non fare payer



Overall satisfaction with bus journey (%) – Total Scotland by Peak vs Off-peak

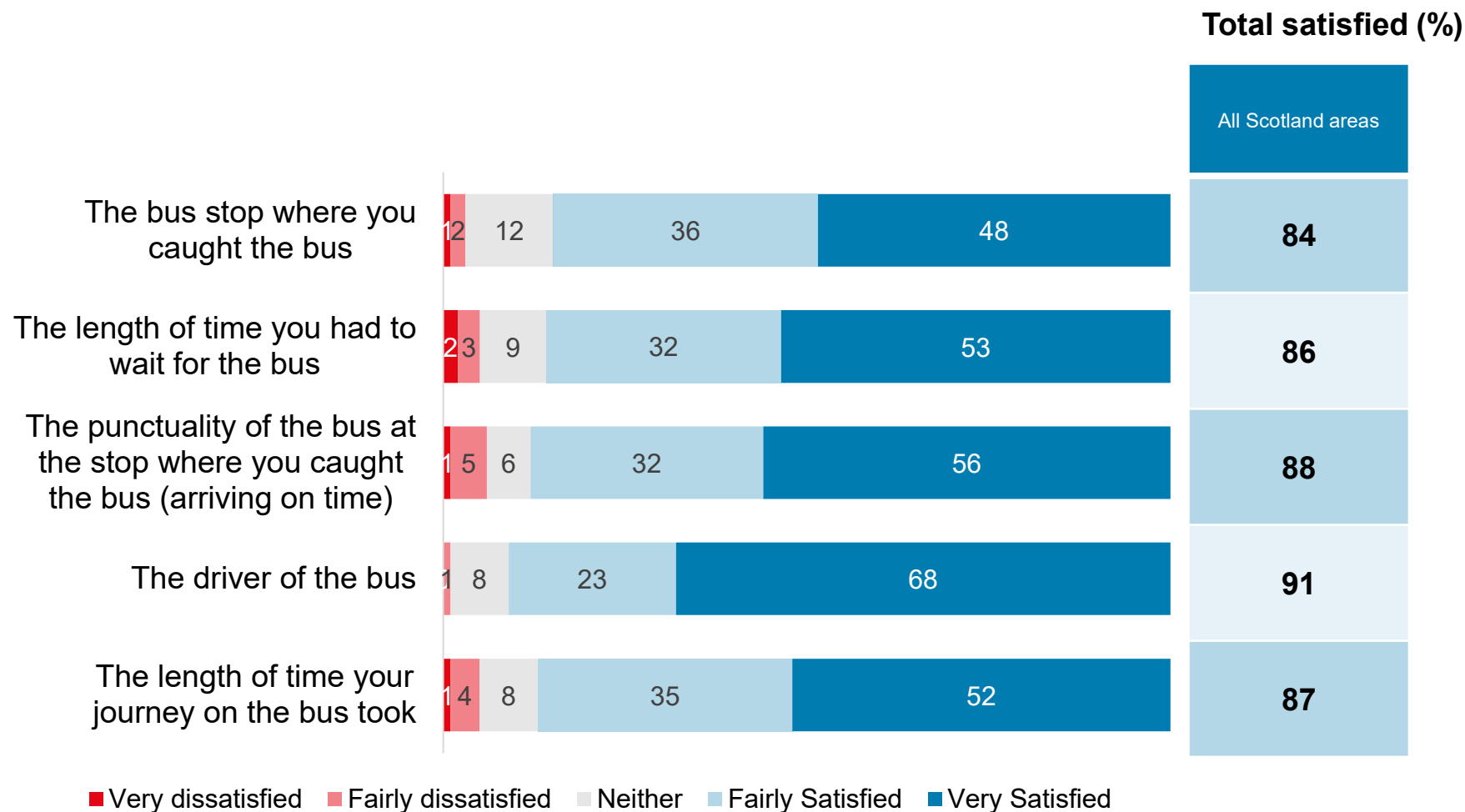


Overall satisfaction with bus journey (%) – Total Scotland by Disabled vs Non-disabled



Q9 Overall taking everything into account from the start to the end, how satisfied were you with your bus journey?
Base: Interim 2025 1459; Age 16-25: 356; Age 26-64: 771; Age 65+: 318 2024: 800 2023: 768;
Peak: 438; Off Peak: 1000; Fare-payer:660; Free pass: 787; Disabled: 251; Non-disabled: 700;
Urban other.; All England areas: *For brevity, only 2025 sample sizes are shown*

Satisfaction with headline journey measures

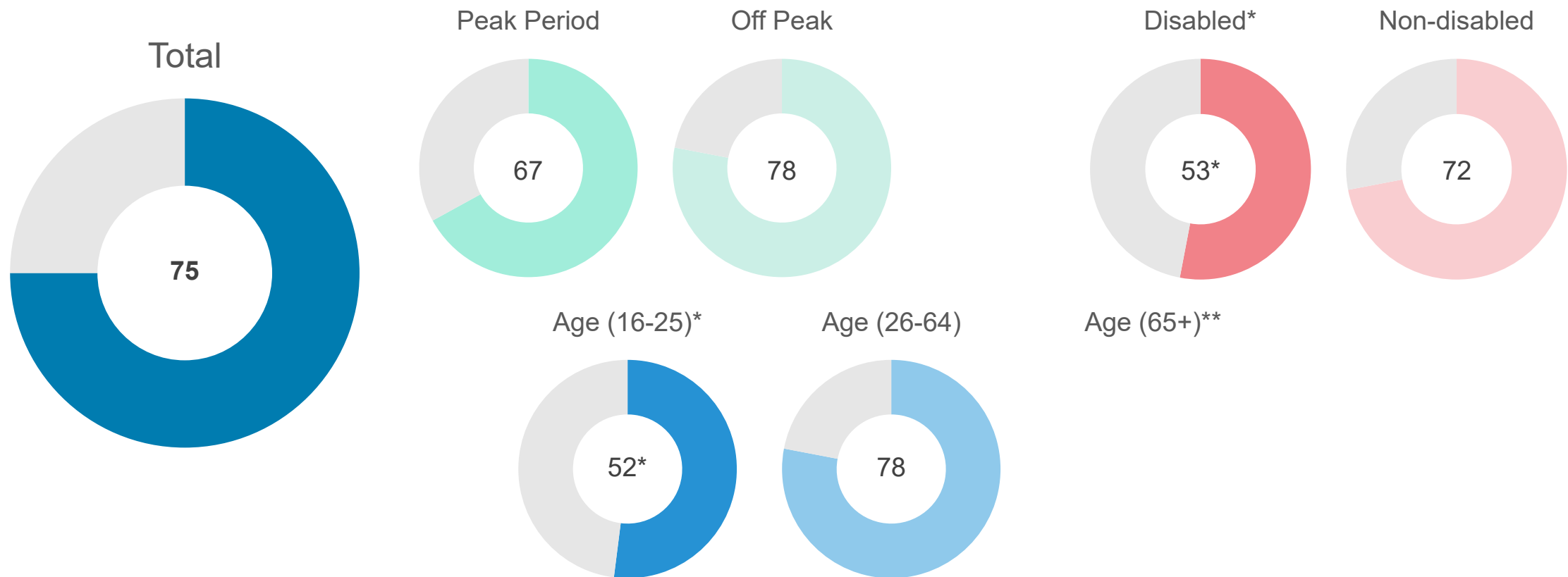


Q8 How satisfied were you with each of the following during the journey?

Base: All Scotland areas 1426 - 1456;

Value for money of the journey - summary

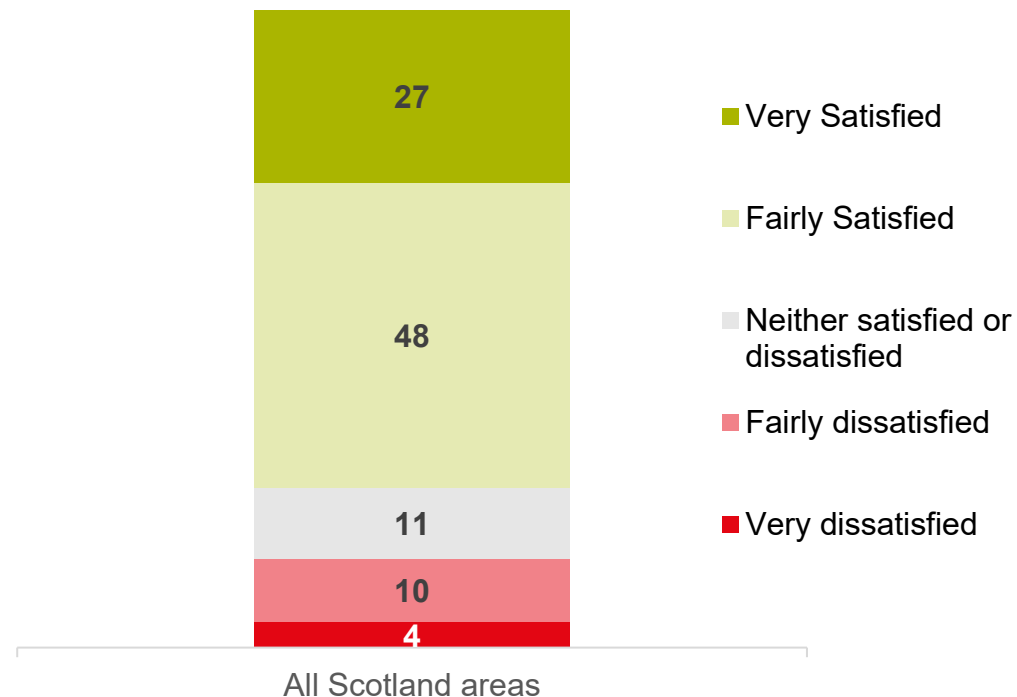
Satisfaction with the journey's value for money (%) amongst fare-payers Total very and fairly satisfied



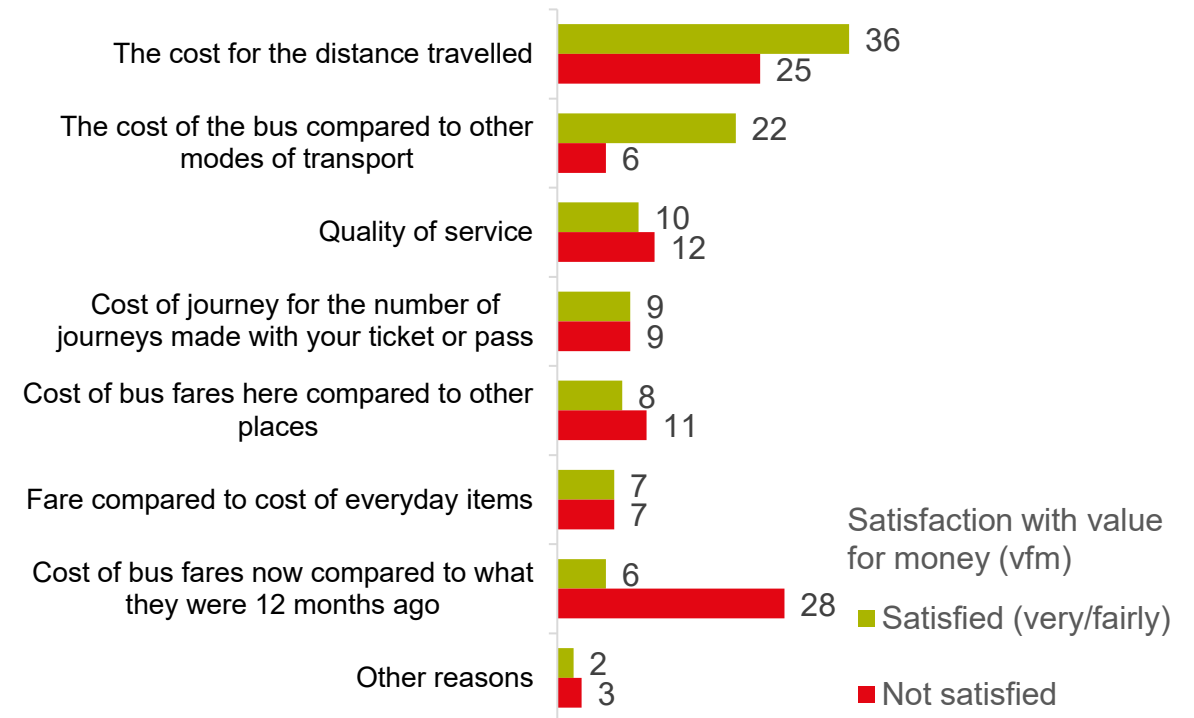
Q10A How satisfied were you with the value for money of your journey?
Base: Fare-payers only 642; Peak 218; Off Peak 424; Age 16-25 97*; Age 26-64 530; Age 65+ 9**; Disabled 80*; Non-disabled 382
** indicates base sizes (under 75) / *indicates base sizes between 75-99.

Value for money of the journey – in detail

Satisfaction with the journey's value for money (%) amongst fare-payers



Influential factors on value for money rating (%) for All Scotland areas



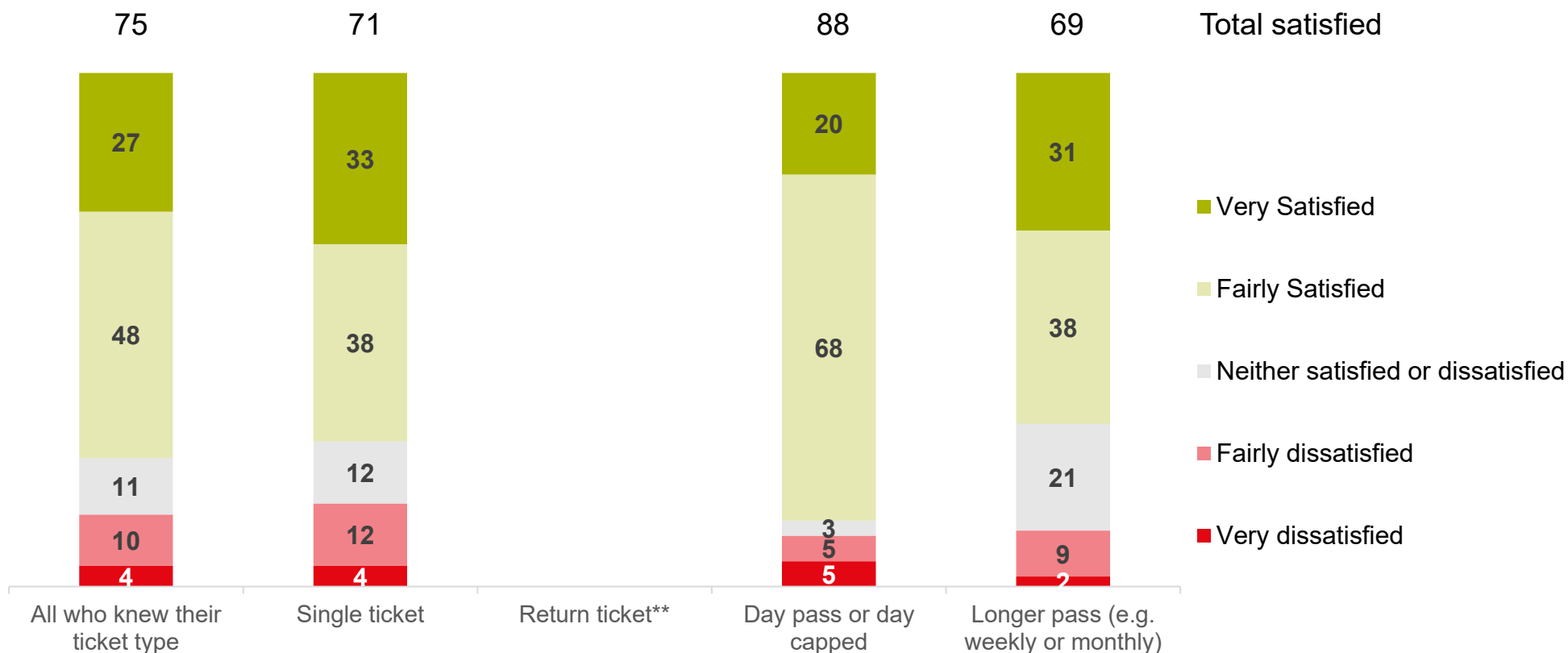
Q10A How satisfied were you with the value for money of your journey?

Q10B What had the biggest influence on your rating of the value for money?

Base: Fare-payers only All Scotland areas 642; Those satisfied with vfm 405; Those not satisfied with vfm 235

Value for money of the journey – by ticket type

Satisfaction with the journey's value for money (%) amongst fare-payers – by main ticket or pass types



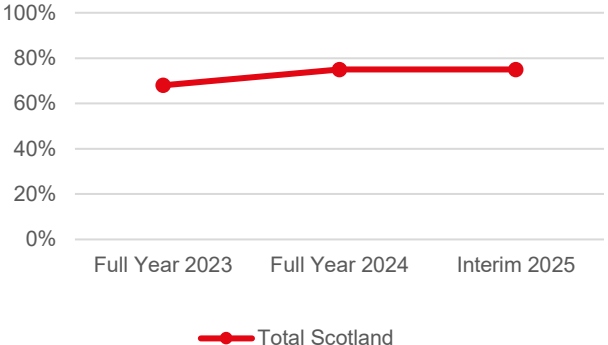
Q10A How satisfied were you with the value for money of your journey?

Base: Fare-payers only 642; Single ticket 157; Return ticket 67**; Day pass 153; Longer pass 158

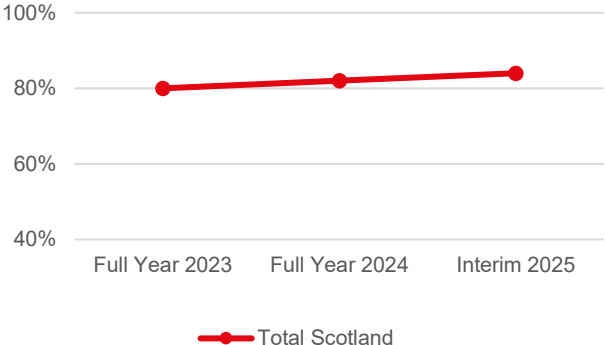
** indicates base sizes (under 75)

Value for money and key metrics – trended data

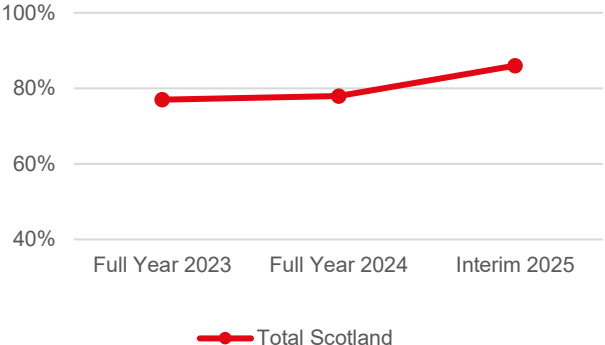
Satisfaction with the journey's value for money (%)



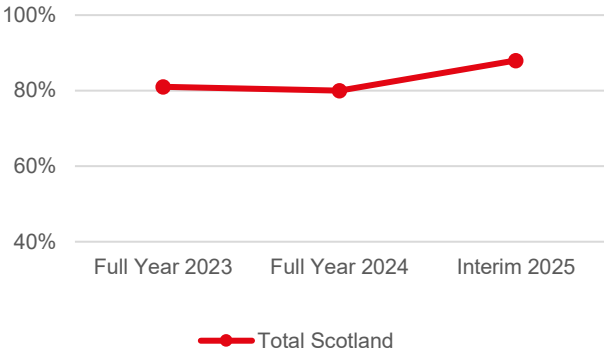
Satisfaction with the bus stop (%)



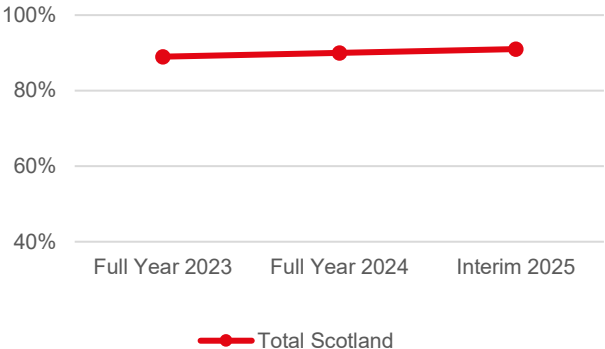
Satisfaction with the waiting time (%)



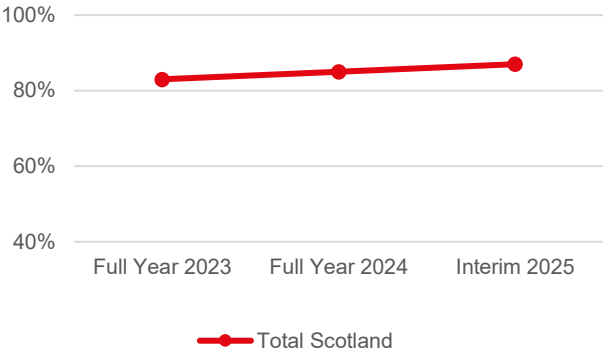
Satisfaction with the bus's punctuality (%)



Satisfaction with the bus driver (%)



Satisfaction with the journey length (%)



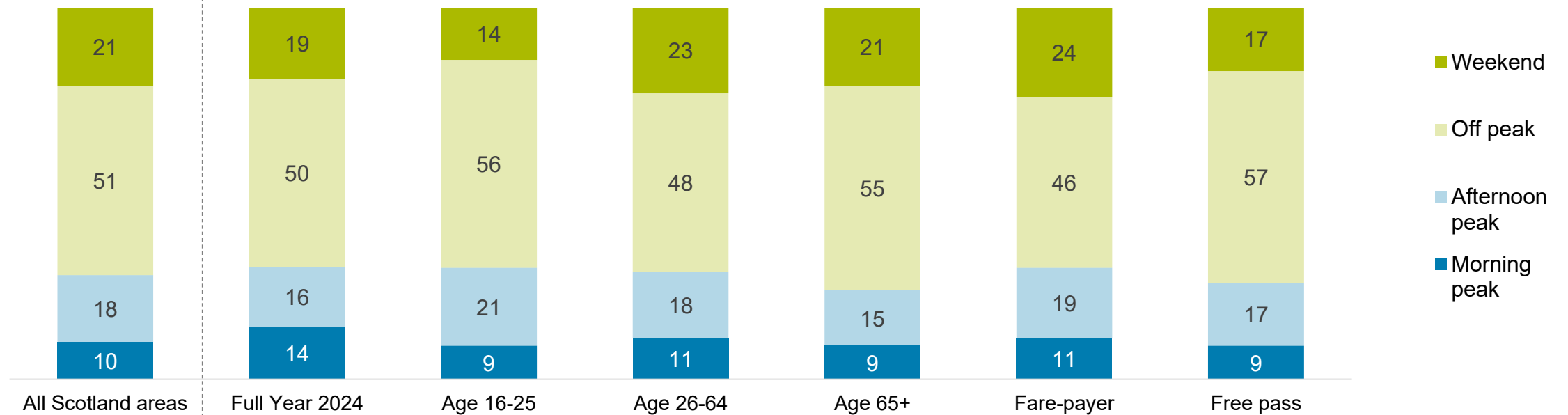
Q8 How satisfied were you with each of the following during the journey?
Q10A How satisfied were you with the value for money of your journey?
Base: Interim 2025: 642 - 1456 - - For brevity, only 2025 sample sizes are shown

A stylized illustration on a blue background. On the left, a green bus stop shelter and a vertical signpost are shown. Below them are three green trees. In the center, a large white rectangle with a green border contains the text 'Journey details'. To the right of this rectangle, a green hand holds a green rectangular ticket. Below the hand is a green bus. Yellow arrows indicate a path from the bus stop, through the central text box, and towards the bus.

Journey details

Journey start times

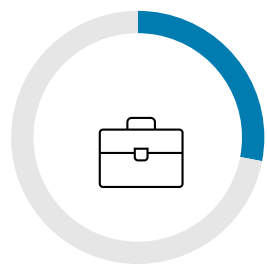
Daypart (%)



Q2a What time did you board the bus for this journey?

Base: All Scotland areas 1451; Full Year 2024 3467; Age 16-25 358; Age 26-64 766; Age 65+ 305; Fare-payer 659; Free pass 772

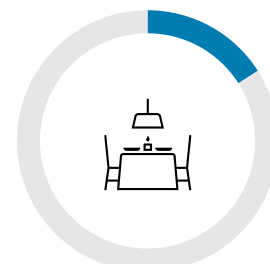
Journey purpose



Commuting for work
28%



Shopping
17%



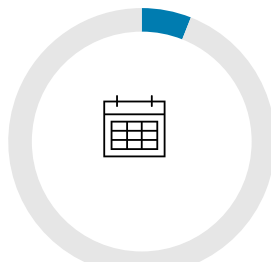
Leisure
16%



Friends or relatives
14%



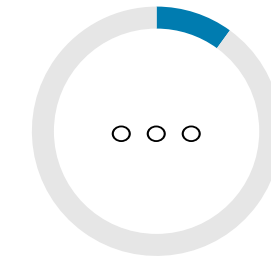
Commuting for education
7%



Appointment
6%



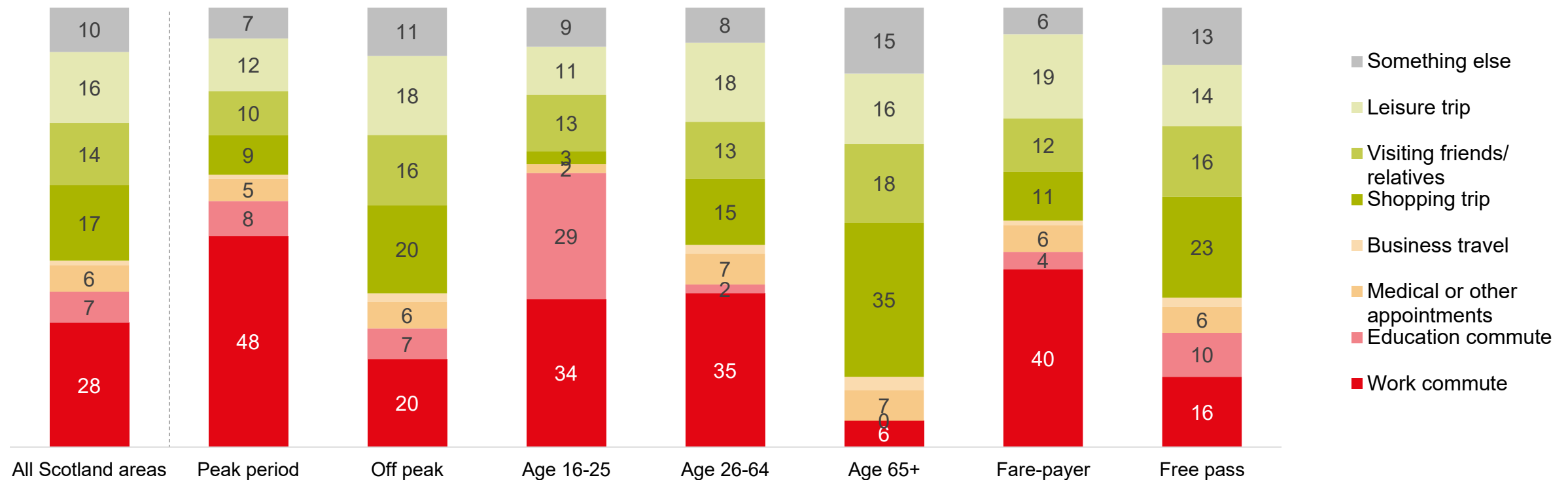
Business
1%



Other
10%

Journey purpose

Purpose of bus journey (%)

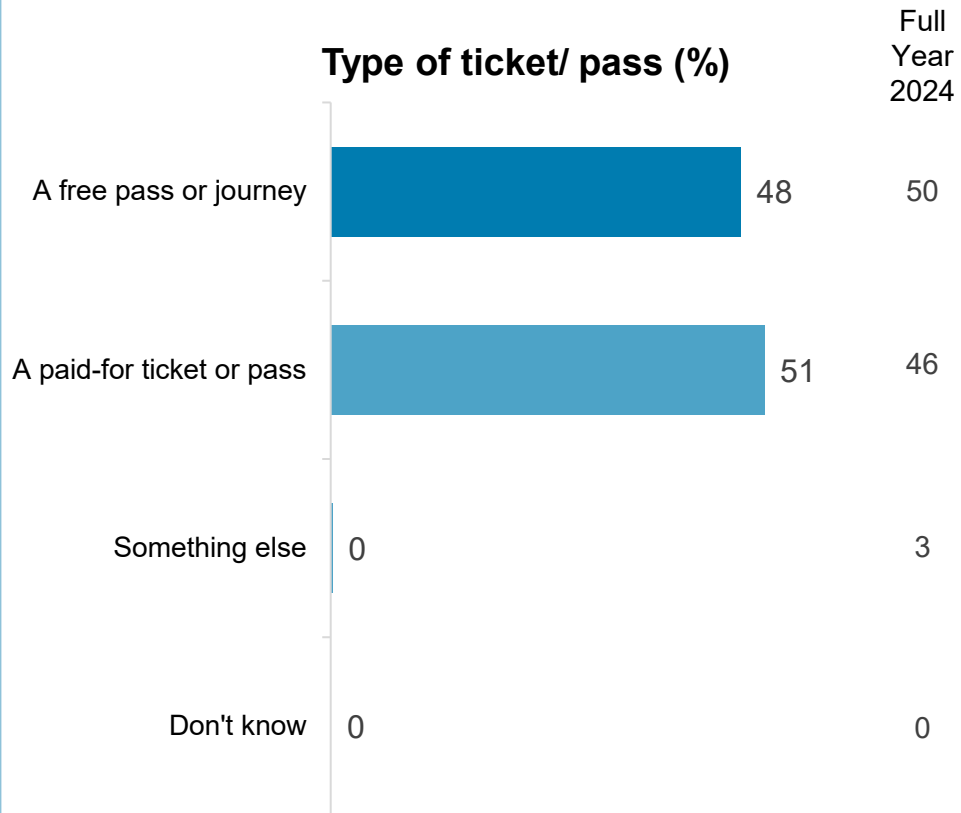


Q5 What was the main purpose of this bus journey?

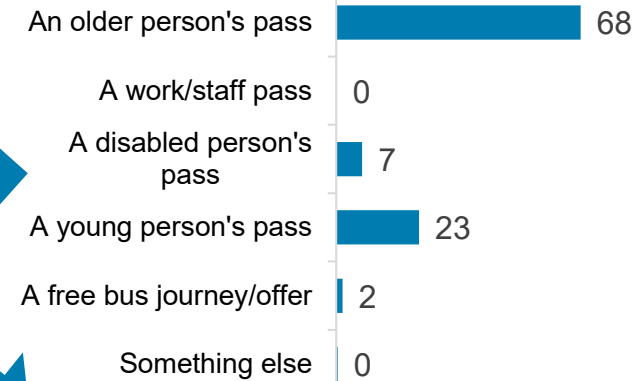
Base: All Scotland areas 1460; Peak 438; Off Peak 1002; Fare-payer 660; Free pass 788; Age 16-25 358; Age 26-64 772; Age 65+ 316

Ticket type

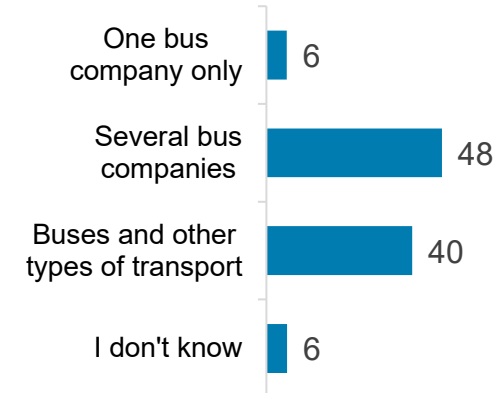
Type of ticket/ pass (%)



Pass/ticket used (free pass only) (%)



Ticket/pass validity (free pass only) (%)



Q6 What type of ticket or pass did you use for this bus journey?

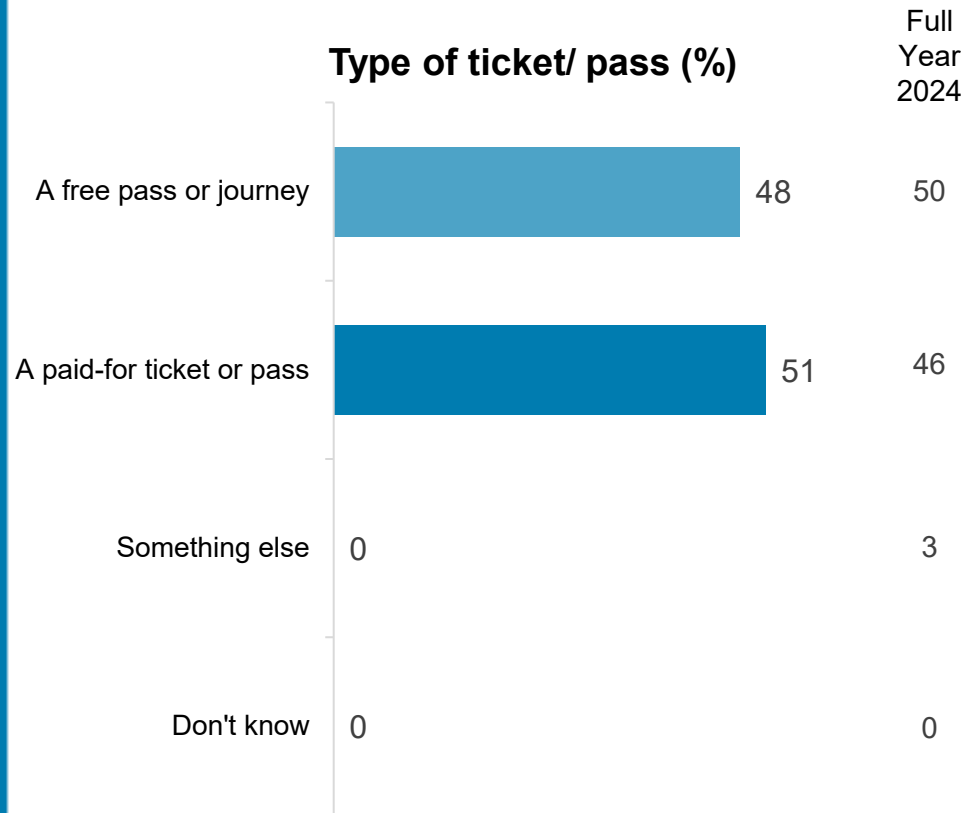
B17 Could you tell us a bit more about the pass or ticket you used for this journey?

B19 Who could you use your ticket or pass with?

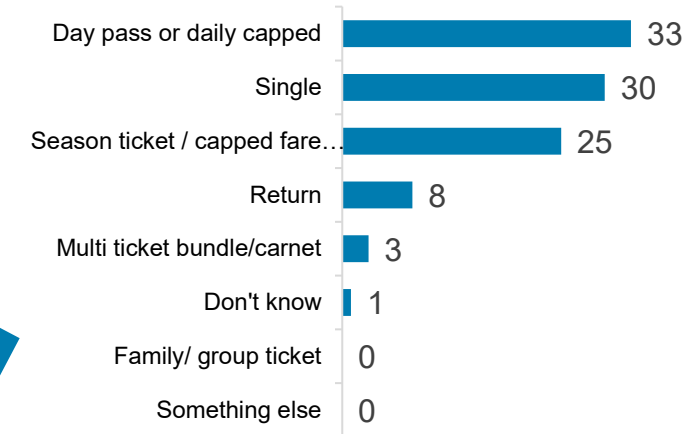
Base: All Scotland areas 1457; Full Year 2024 3405; Free pass only 714 - 720;

Ticket type

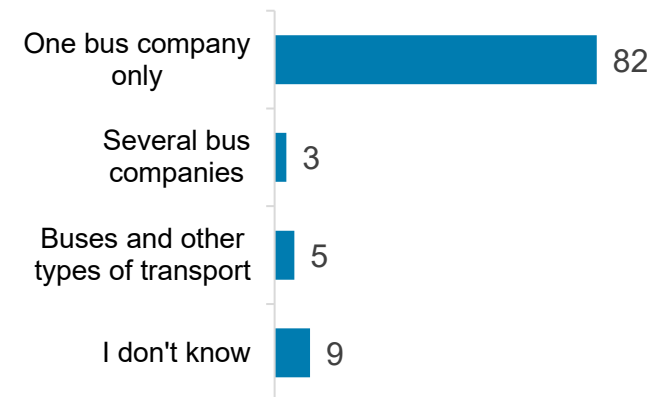
Type of ticket/ pass (%)



Pass/ticket used (paid journey only) (%)



Ticket/pass validity (paid journey only) (%)



Q6 What type of ticket or pass did you use for this bus journey?

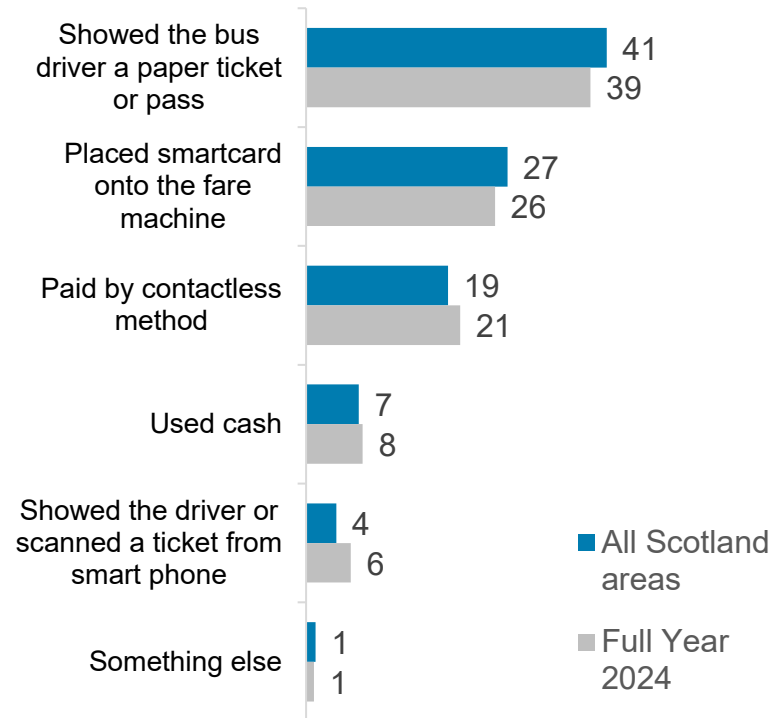
B18 Could you tell us a bit more about the pass or ticket you used for this journey?

B19 Who could you use your ticket or pass with?

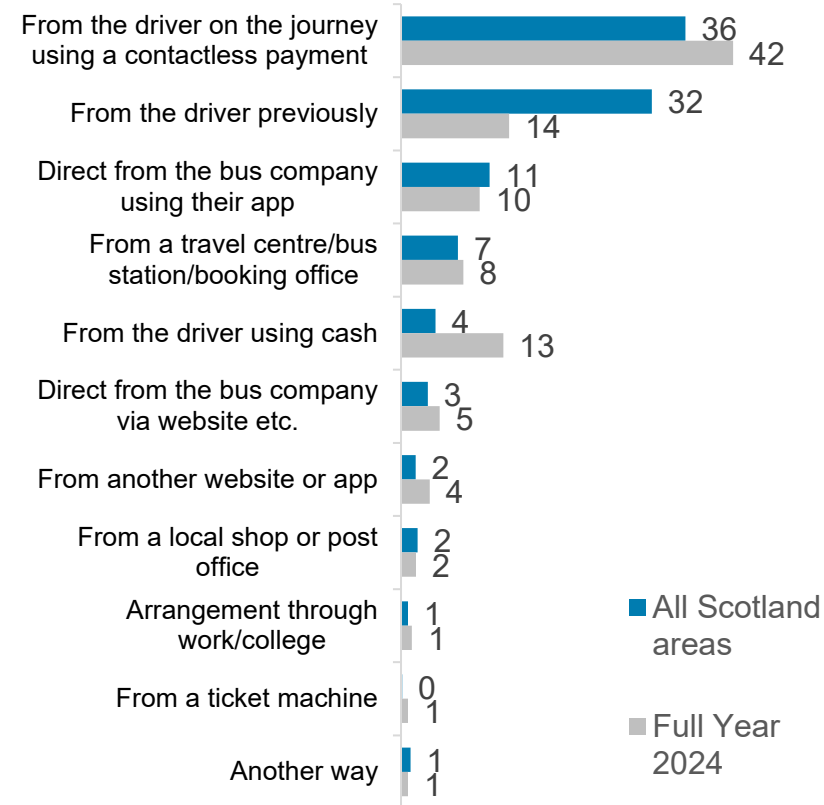
Base: All Scotland areas 1457; Full Year 2024 3405; Paid for ticket or pass only 576 - 587;

All passengers purchasing ticket or pass

Ticket or pass format used when boarding the bus (%)



Way of purchasing ticket or pass by fare-payers (%)



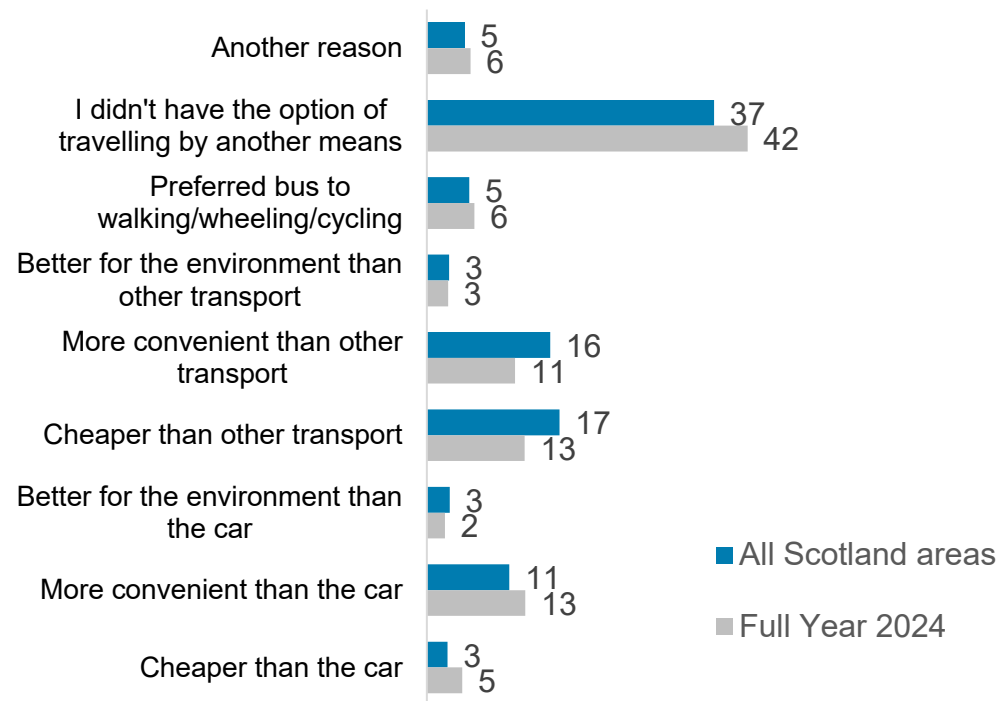
B20 On boarding the bus, did you?

B21 How did you buy your ticket or pass?

Base: All Scotland areas 1299; Full Year 2024 3048; Fare-payers only 566; Fare-payers only 2024 1342;

Reason for taking the bus

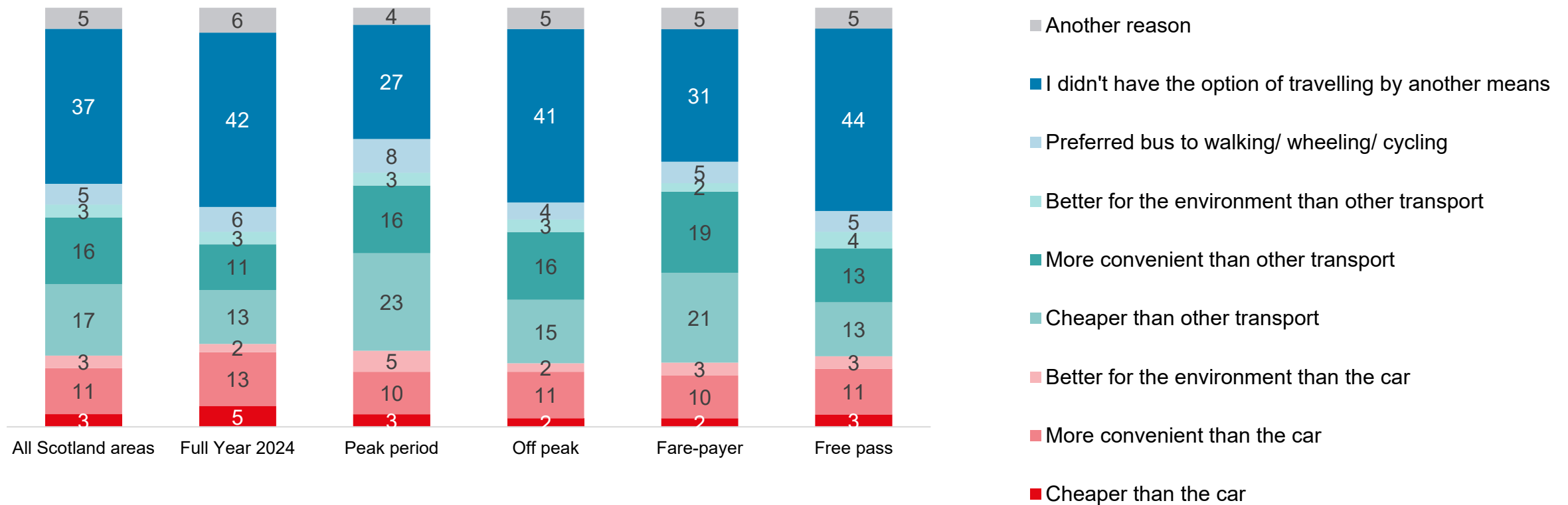
Main reason for taking the bus (%)



B1 What was the **main** reason you chose to take the bus for that journey?
Base: All Scotland areas 1428; Full Year 2024 3325;

Reason for taking the bus by time and fare type

Main reason for taking the bus (%)

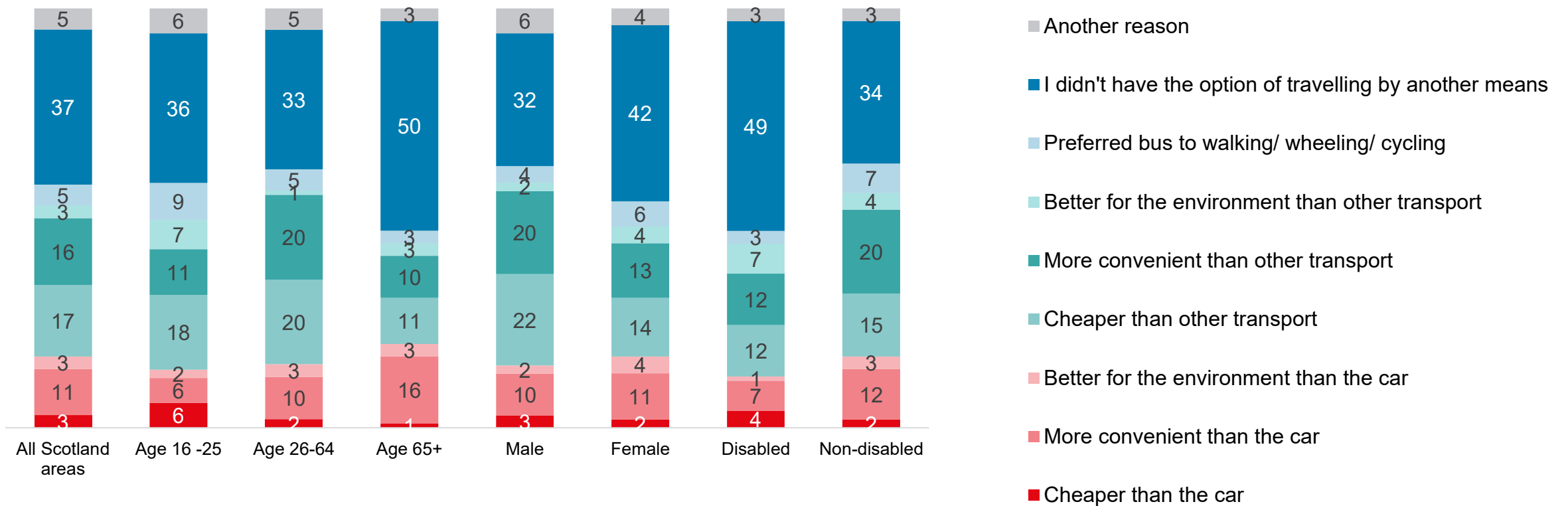


B1 What was the **main** reason you chose to take the bus for that journey?

Base: All Scotland areas 1428; Full Year 2024 3325; Peak 426; Off Peak 982; Fare-payer 652; Free pass 767

Reason for taking the bus by demographics

Main reason for taking the bus (%)

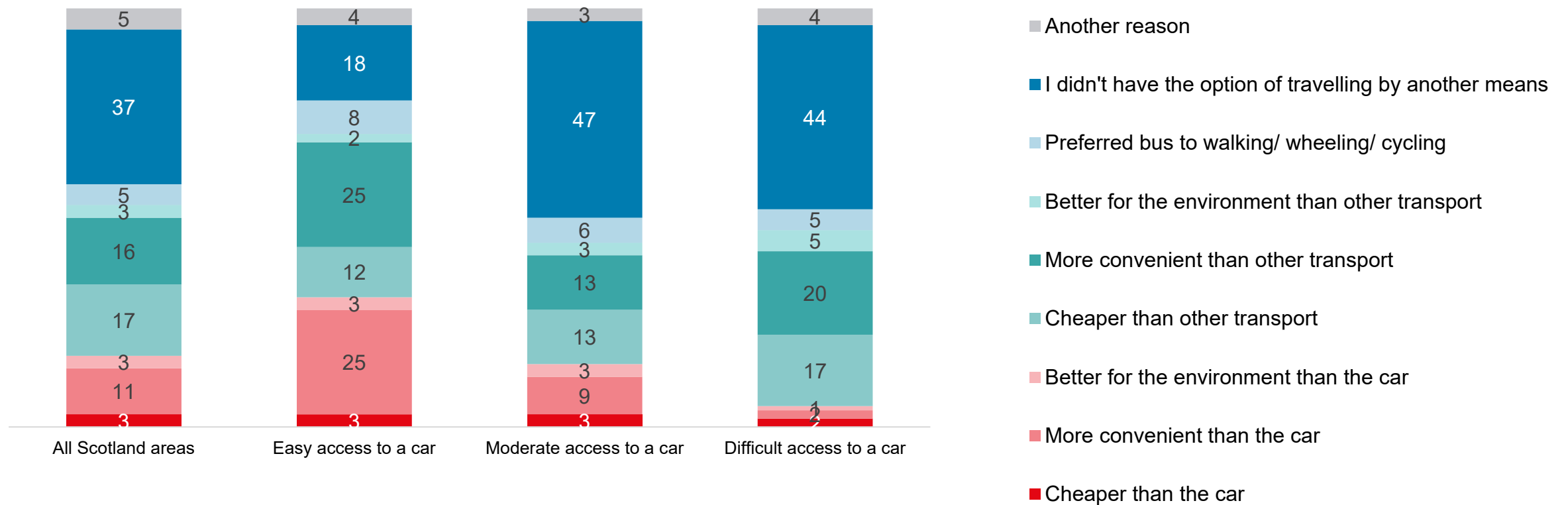


B1 What was the **main** reason you chose to take the bus for that journey?

Base: All Scotland areas 1428; Age 16-25 354; Age 26-64 762; Age 65+ 299; Male 554; Female 834; Disabled 246; Non-disabled 693

Reason for taking the bus by access to a car

Main reason for taking the bus (%)

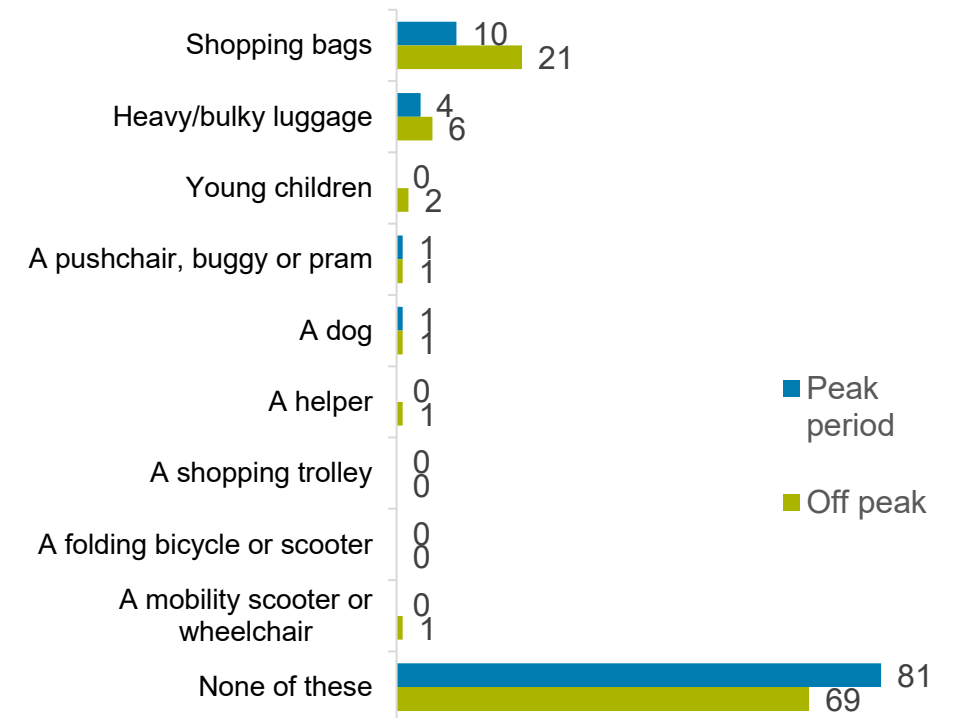


B1 What was the **main** reason you chose to take the bus for that journey?

Base: All Scotland areas 1428; Easy access to a car 278; Moderate access to a car 396; Difficult access to a car 308

Who or what passengers were travelling with

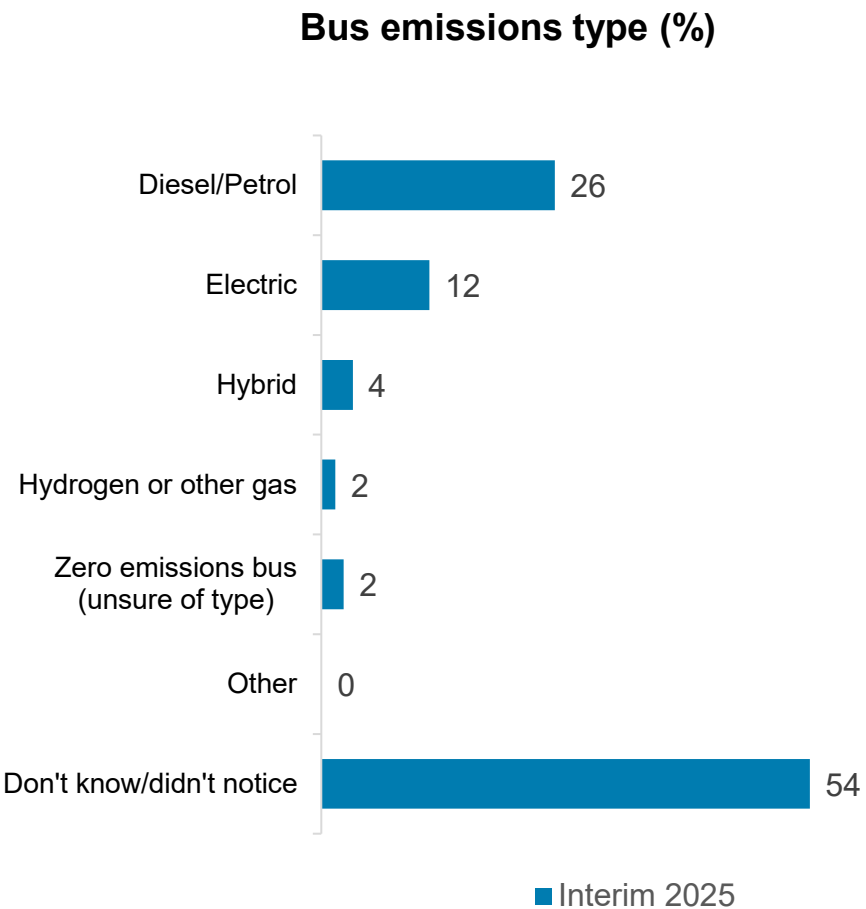
Items travelling with (%)



B2 Were you travelling with ...

Base: All Scotland areas 1474; Full Year 2024 3467; Peak period journeys 441; Off peak period journeys 1010

Bus emissions type

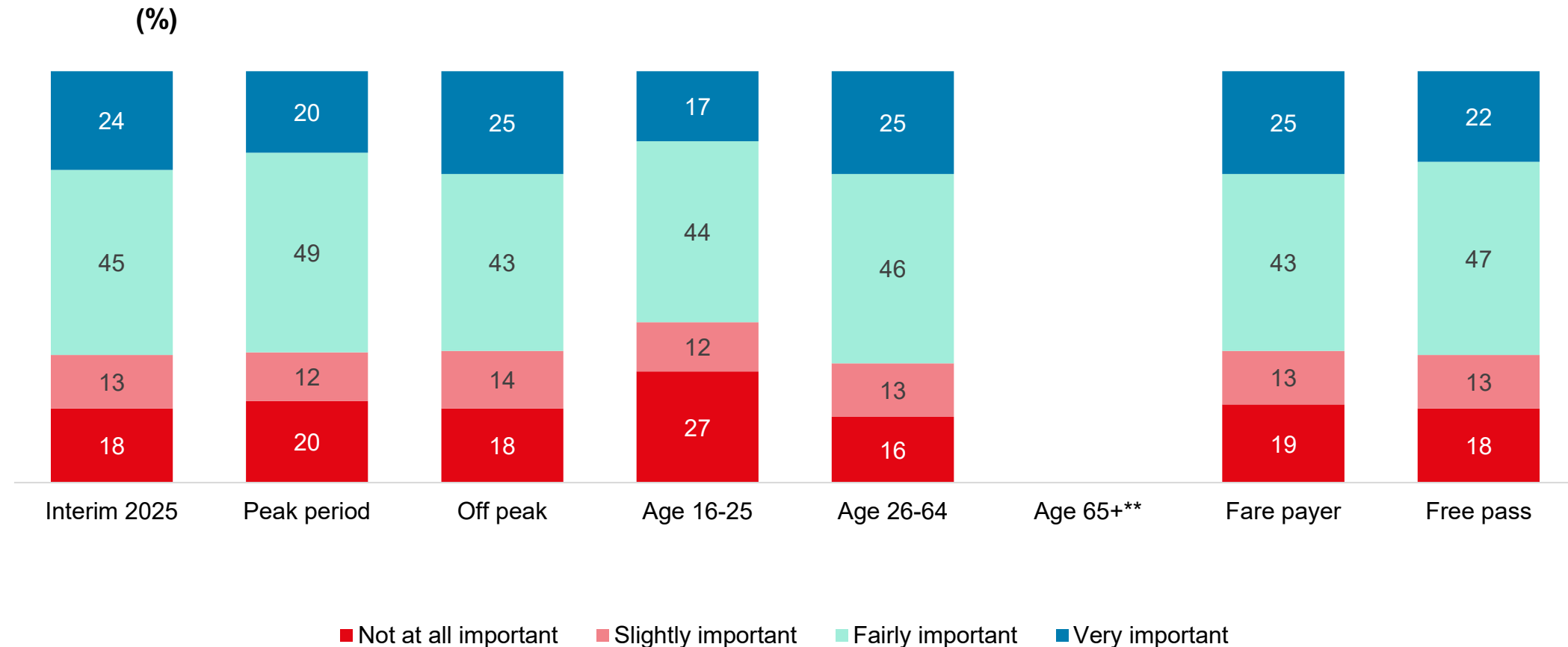


Whether this affected decision to use bus (%)

Diesel/Petrol		Total Scotland interim 2025
	More likely	4%
	No effect	94%
	Less likely	2%
Zero/lower emissions	More likely	30%
	No effect	68%
	Less likely	2%

B21a Was the bus you travelled on for this journey...
B21b Did this affect your decision to use the bus for this journey?.
Base: Interim 2025: 869: :: Diesel/Petrol bus: 210: :: Zero/lower emissions: 206: :

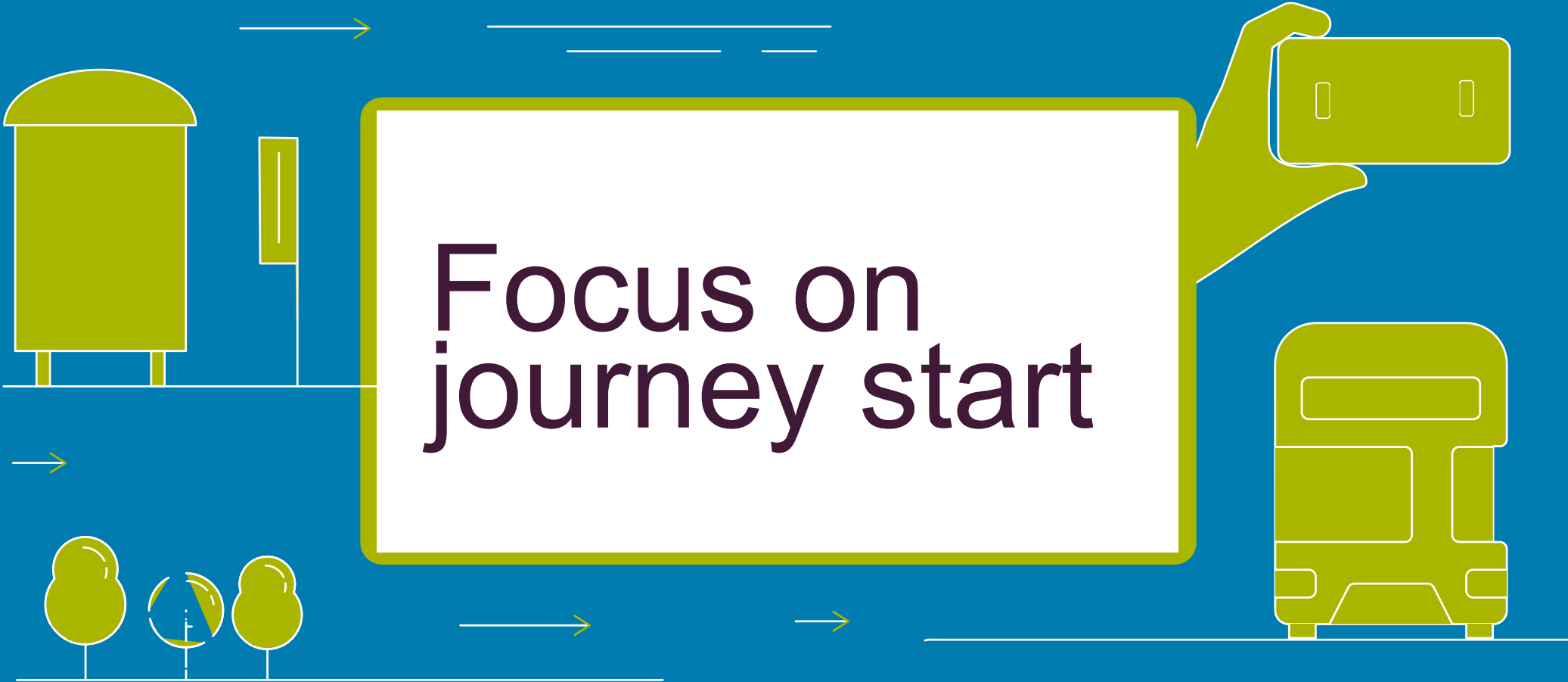
Importance of bus not producing emissions



B21c How important is it to you that the bus you travel on does not produce emissions?

Base: Interim 2025 866; Peak: 286; Off peak: 580; 16-25: 276; 26-64: 513; 65+: 69**; Fare payer: 465; Free pass: 398.

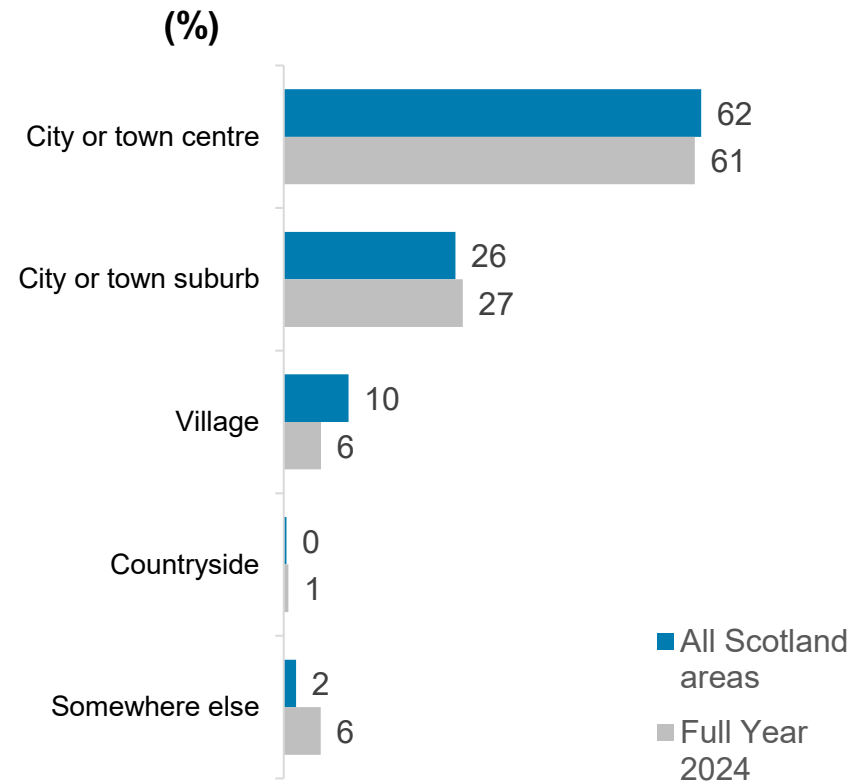
** indicates base sizes (under 75)



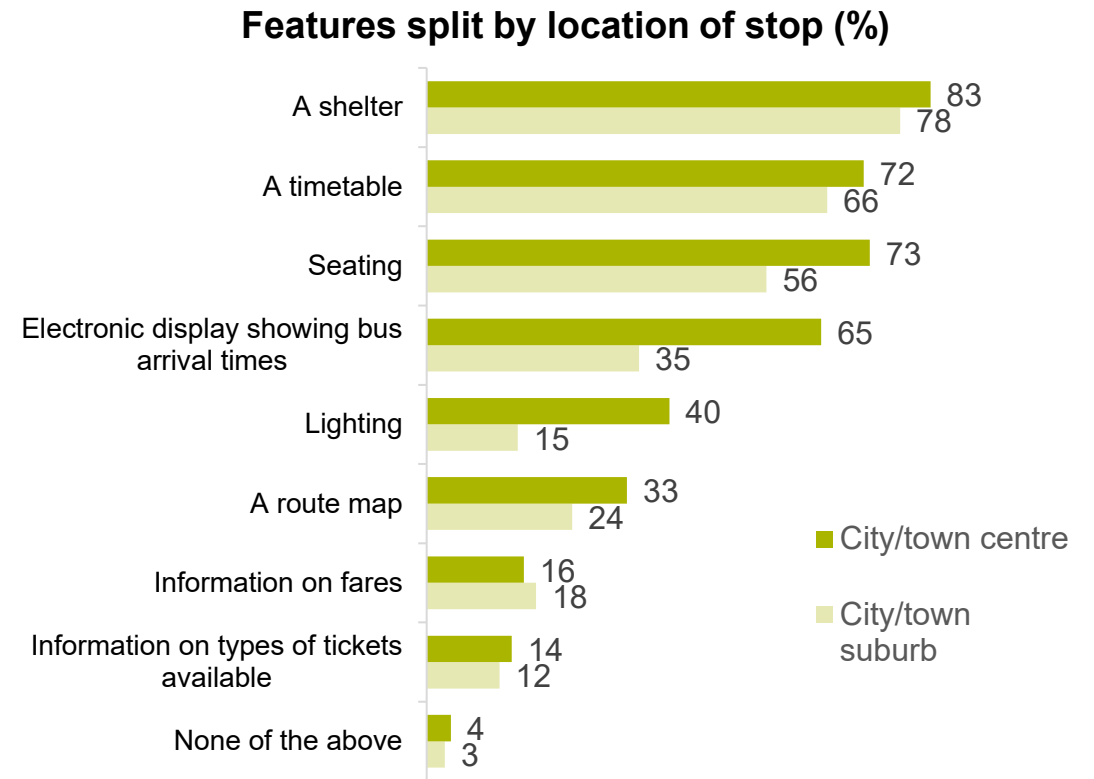
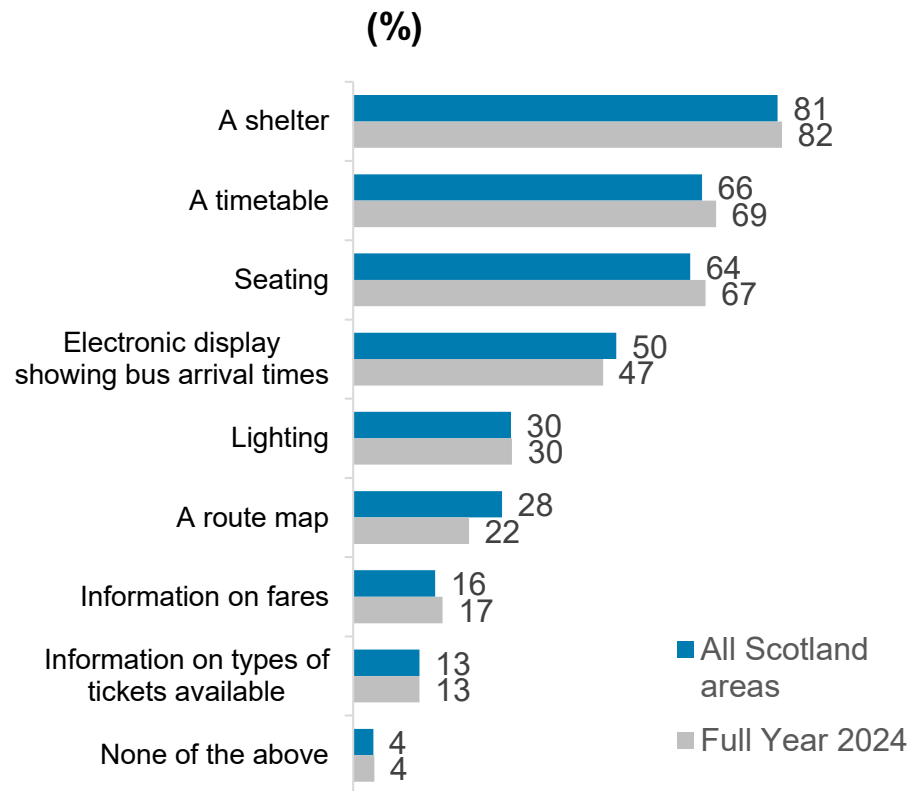
Focus on
journey start

The illustration depicts a public transport journey starting at a bus stop. On the left, there is a green bus shelter and a small green rectangular signpost. Below them are three stylized green trees. A white horizontal line represents the ground, with several yellow arrows indicating movement from left to right. In the center, a large white rectangular box with a green border contains the text 'Focus on journey start'. To the right of this box, a green hand is shown holding a green rectangular card or ticket. Further right, a green bus is parked on the ground line.

Area of boarding bus stop



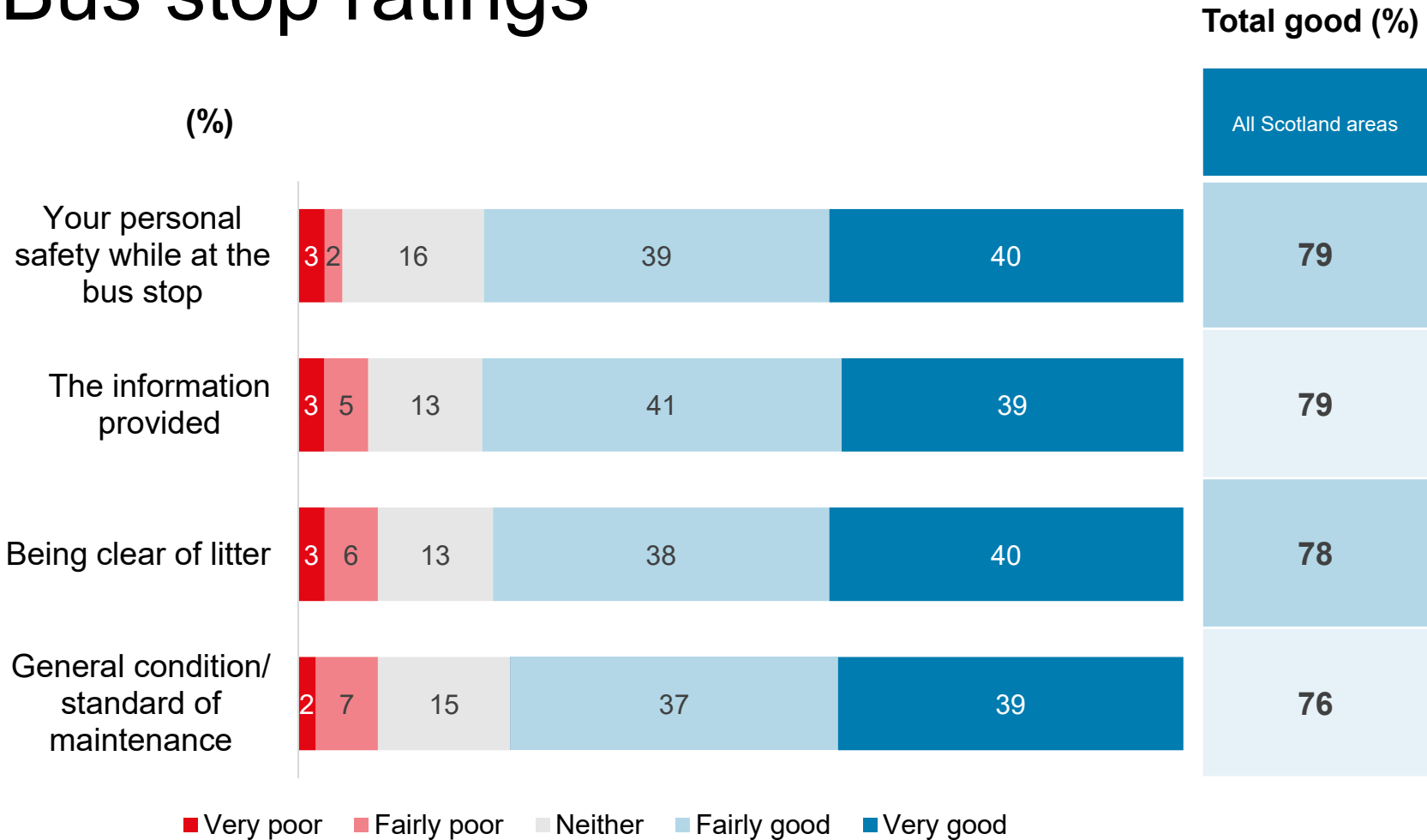
Bus stop facilities



B4 Which of these did the bus stop where you caught the bus have?

Base: All Scotland areas 1474; Full Year 2024 3467; Those boarding bus in city/town centre 917; Those boarding bus in city/town suburb 323

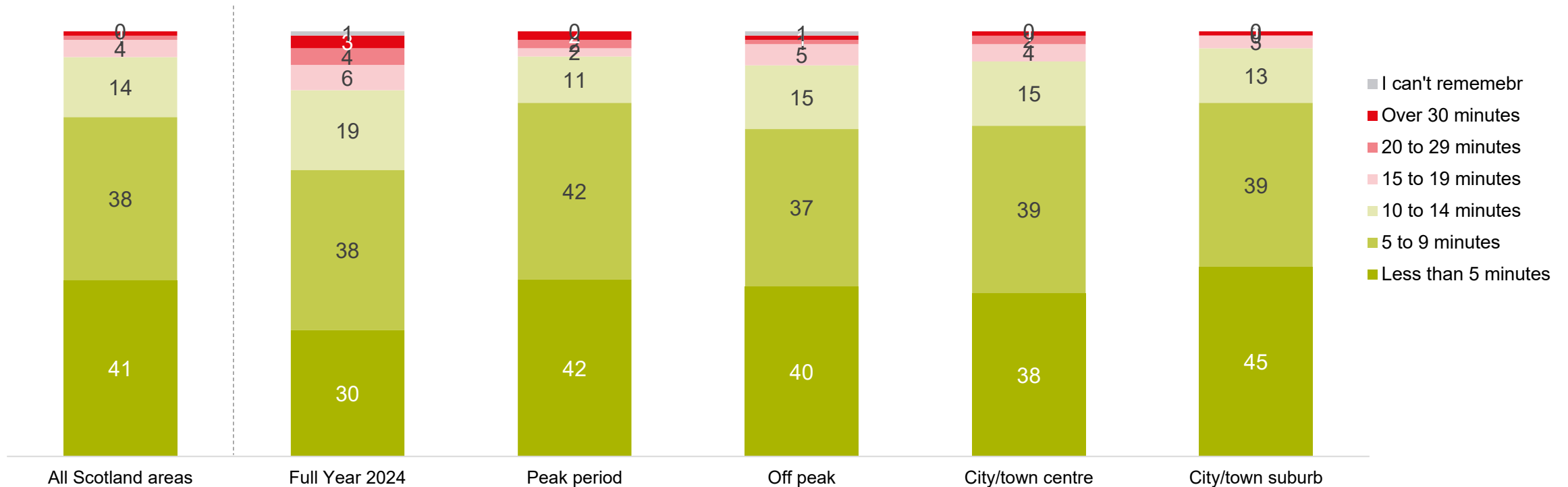
Bus stop ratings



B5 Thinking about the bus stop itself, how would you rate the following...?
Base: All Scotland areas 1337 - 1395; Full Year 2024 3098 - 3232;

Waiting for the bus

Length of wait for the bus (%)

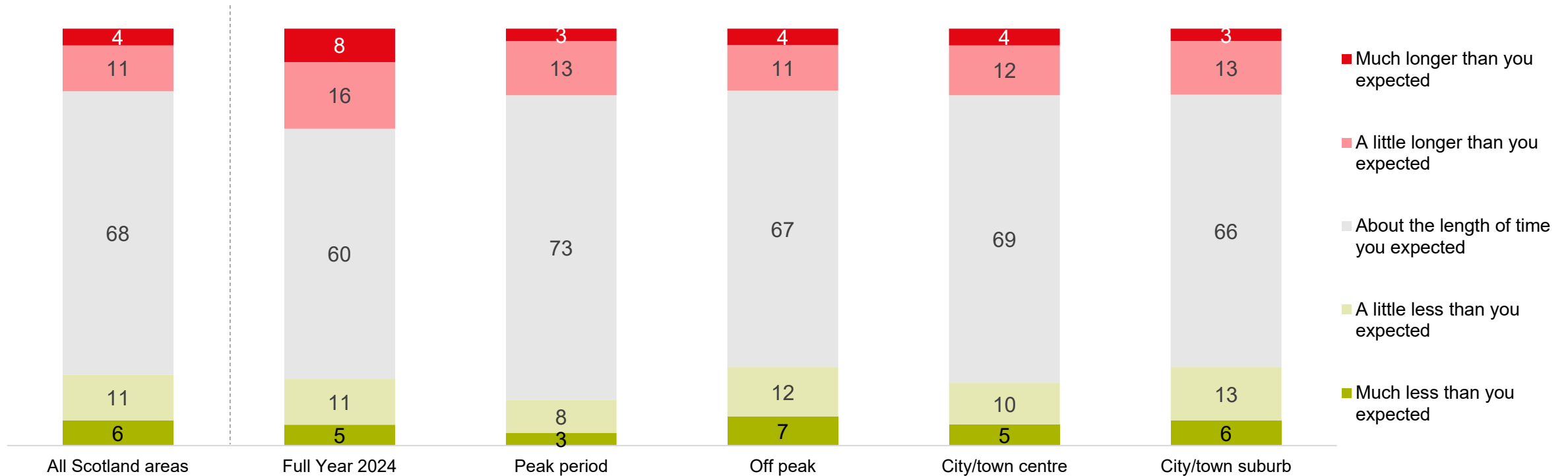


B6A How long did you wait for your bus?

Base: All Scotland areas 1424; Full Year 2024 3324; Peak 425; Off Peak 980; City/town centre 899; City/town suburb 318

Wait compared to expectations

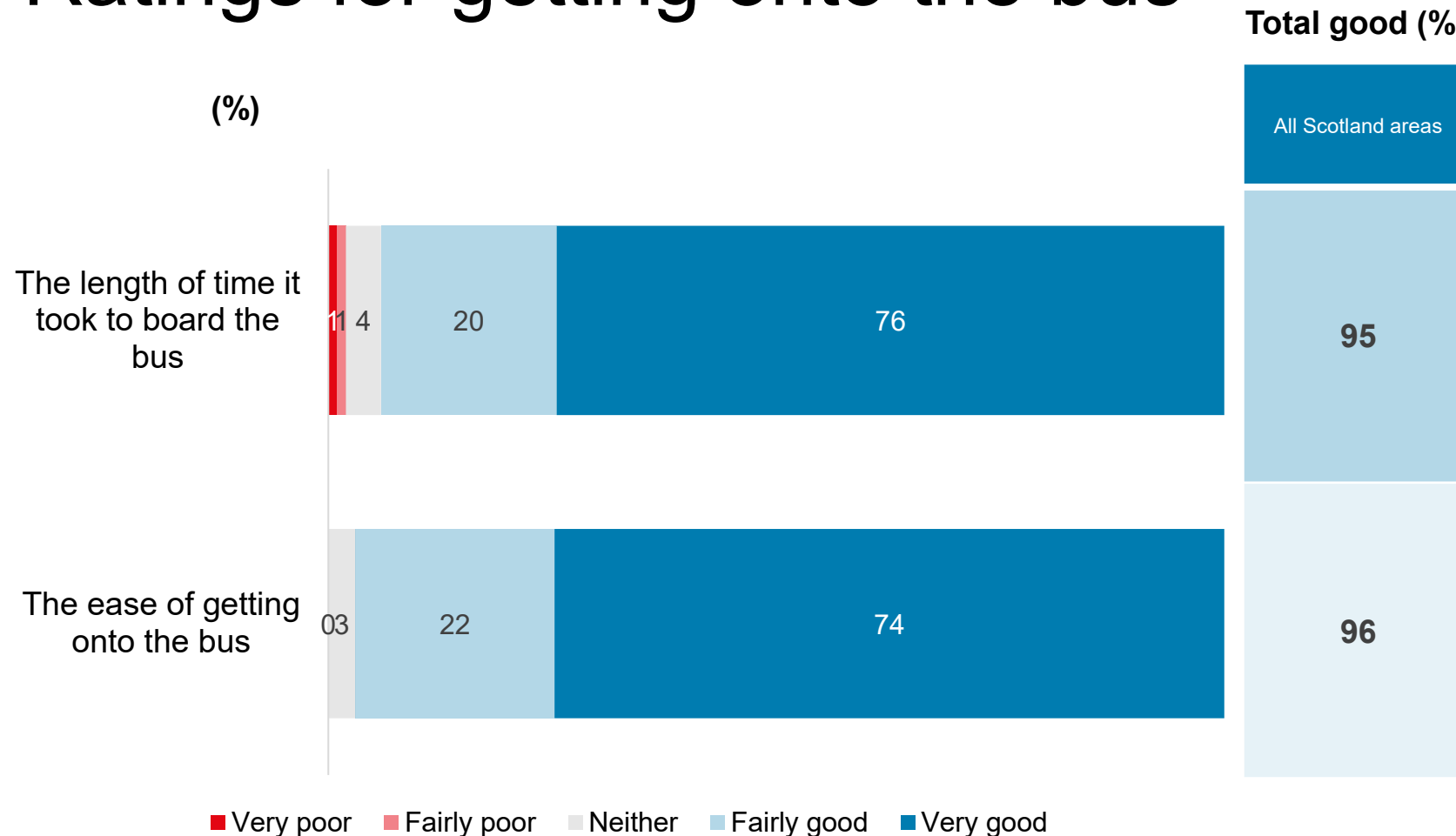
How long the wait was compared to expectations (%)



B6B Was this wait time...?

Base: All Scotland areas 2024 1416; Full Year 2024 3302; Peak 420; Off Peak 978; City/town centre 896; City/town suburb 315

Ratings for getting onto the bus

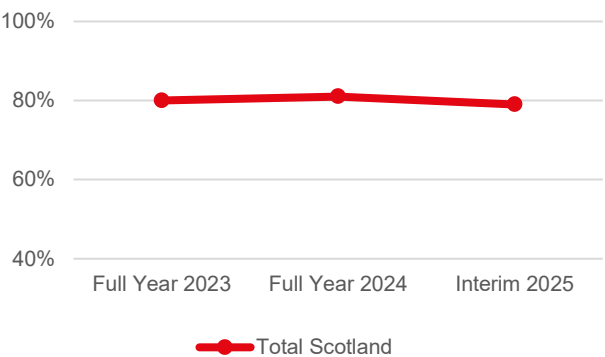


B7 Thinking about when the bus arrived, how would you rate the following...?

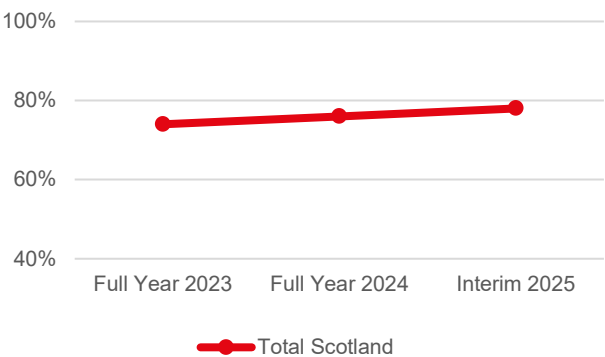
Base: All Scotland areas 1375 - 1411; Full Year 2024 3165 - 3284;

Bus stop and boarding metrics – trended data

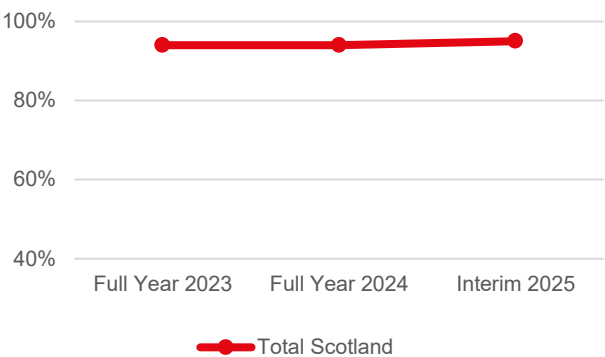
Rating of personal security at bus stop (%)



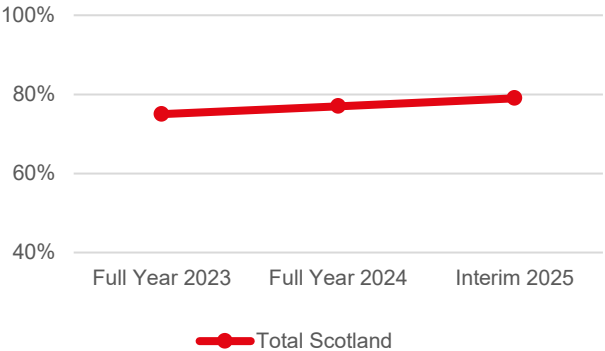
Rating of bus stop being clear of litter (%)



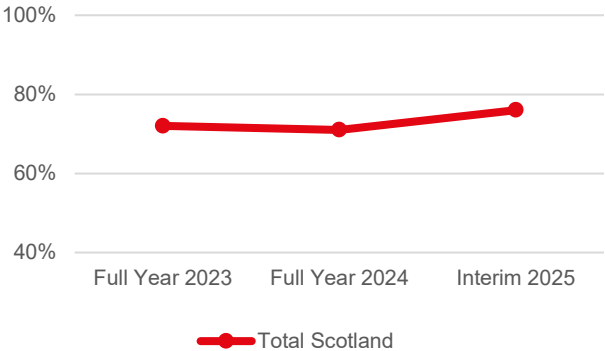
Rating of length of time to board (%)



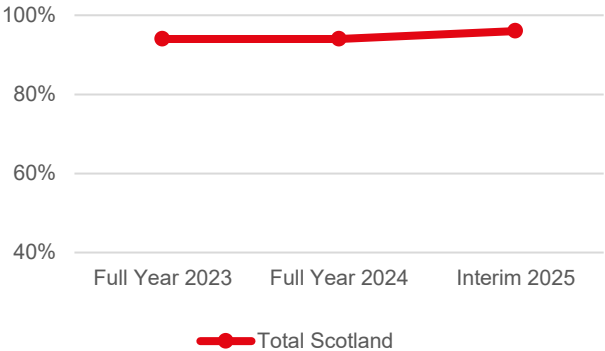
Rating of info at bus stop (%)



Rating of general condition of bus stop (%)

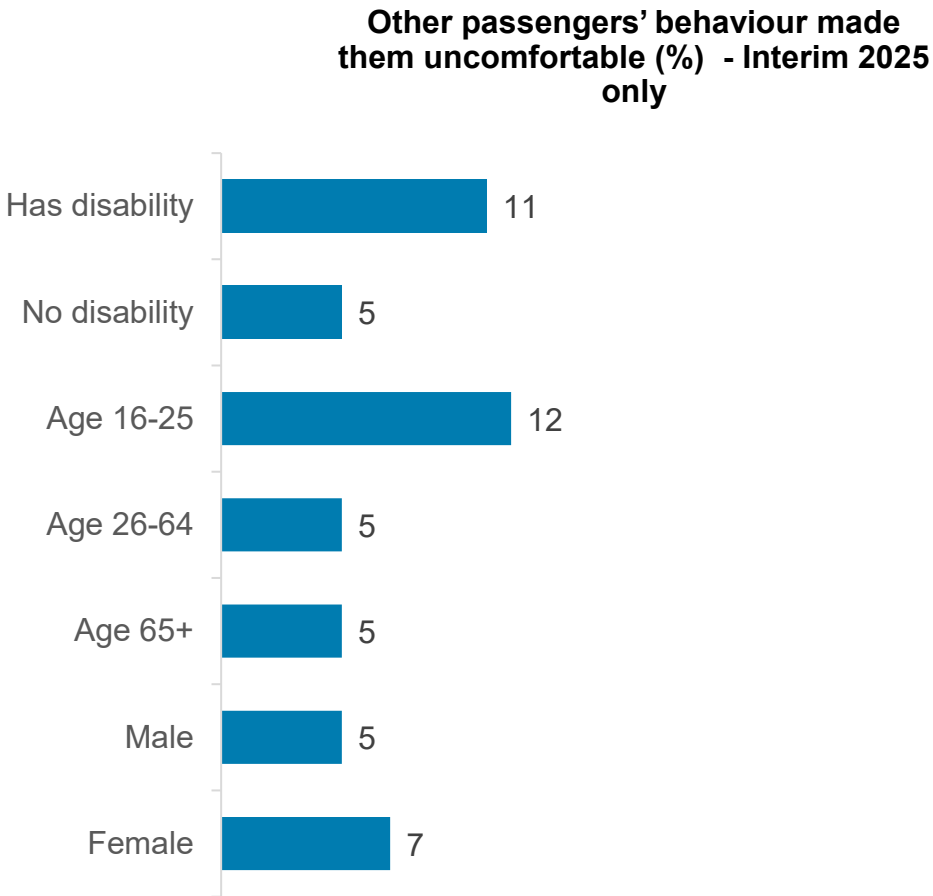
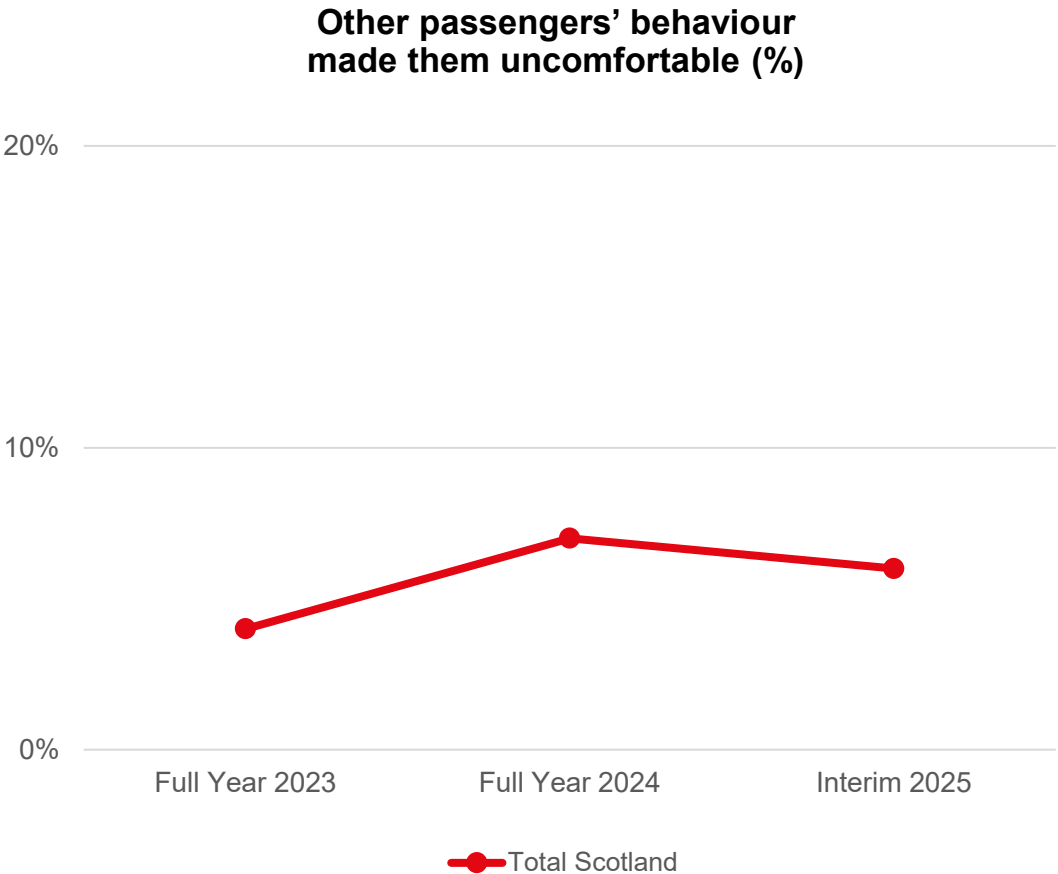


Rating of ease of boarding (%)



B5 Thinking about the bus stop itself, how would you rate the following...?
Base: Interim 2025 1337 – 1411; #none: #none – #none: For brevity, only 2025 sample sizes are shown

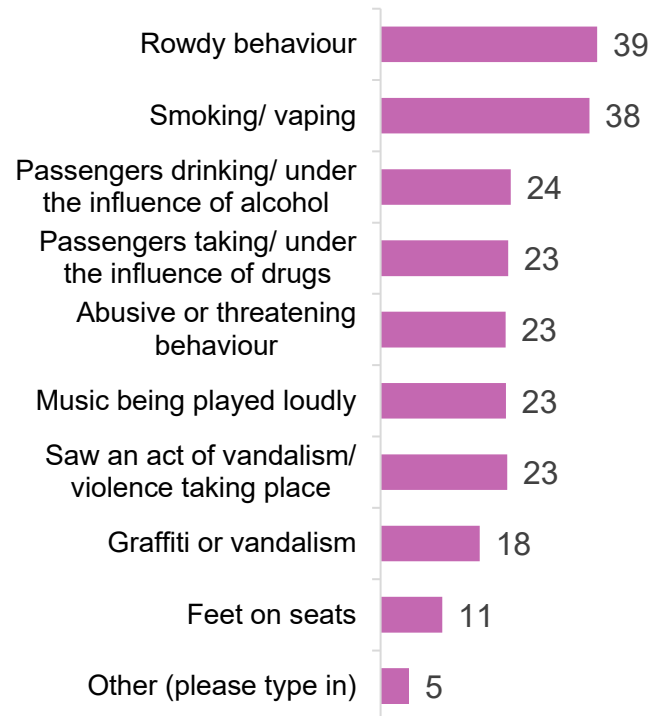
Behaviour of other passengers at the bus stop



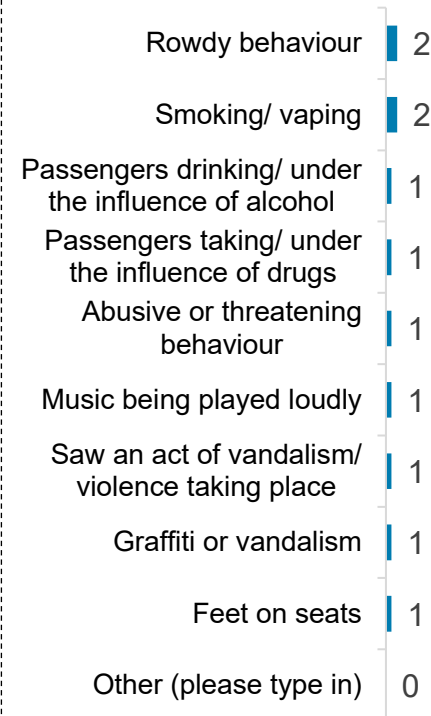
B12 Did other passengers' behaviour make you feel worried or uncomfortable during your journey at the bus stop?
Base: All Scotland areas 1373; Full Year 2024 3208; Full year 2023 2872; Has disability 250; No disability 699; Age 16-25 321; Age 26-64 726; Age 65+ 304; Male 526; Female 799

Behaviour of other passengers at the bus stop

What behaviours made them uncomfortable
(% of those who were worried or made to feel uncomfortable)



What behaviours made them uncomfortable
(% of all passengers)



B13 Which of the following were reason(s) for this?

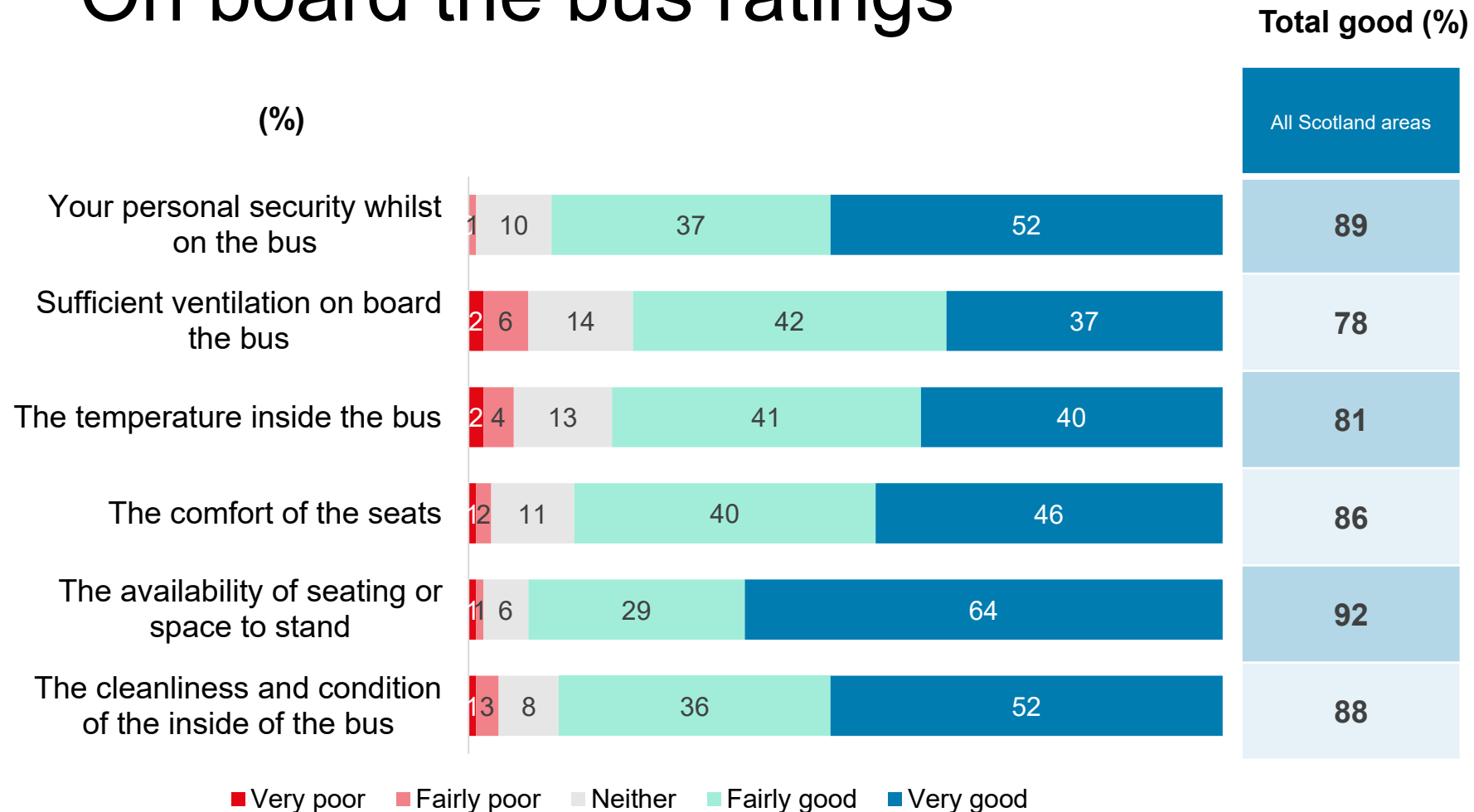
Base: All passengers who were worried or made to feel uncomfortable 109; All passengers 1474



On board the
bus

The illustration depicts a bus stop environment. On the left, there is a green trash can and a green rectangular signpost. Below these, three stylized green trees are shown. In the center, a large white rectangular box with a green border contains the text 'On board the bus'. To the right of this box, a green hand is shown holding a green rectangular card. Below the hand, a green bus is depicted. Several yellow arrows indicate movement: one above the signpost pointing right, one below the trees pointing right, one below the central box pointing right, and one below the bus pointing right. Additionally, there are horizontal white lines above the signpost and below the bus.

On board the bus ratings



B8 Thinking about when you were on the bus, how would you rate the following...?

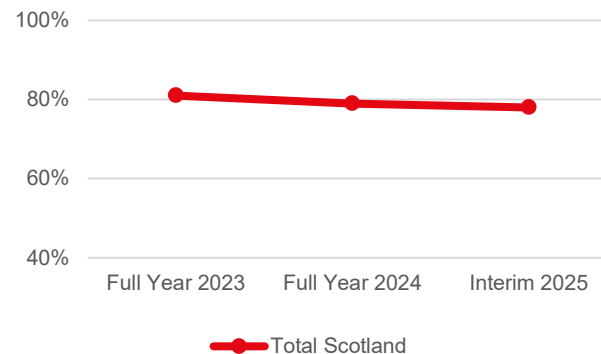
Base: All Scotland areas 1335 - 1390;

On-board metrics – trended data

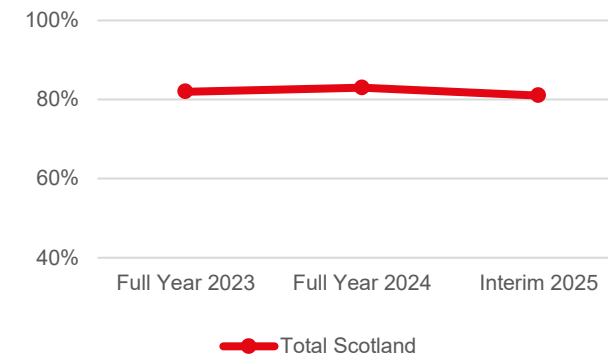
Rating of personal security on the bus (%)



Rating of the ventilation on the bus (%)



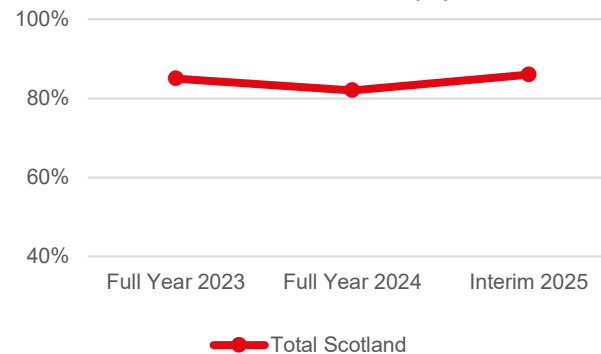
Rating of the temperature on the bus (%)



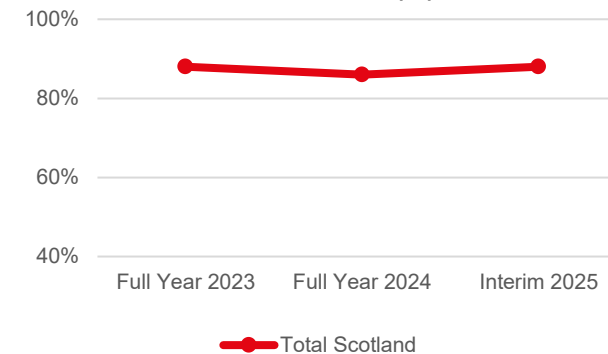
Rating of seat availability on the bus (%)



Rating of seat comfort on the bus (%)

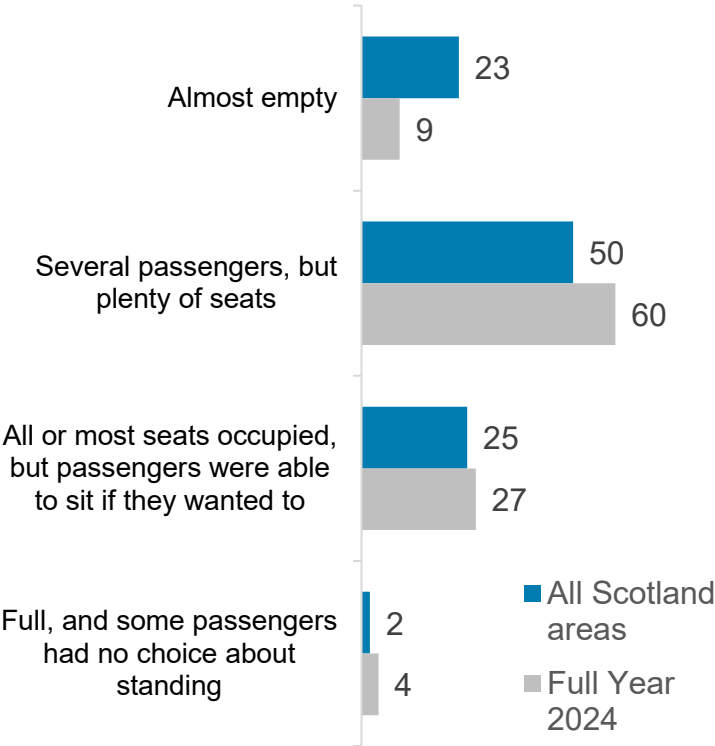


Rating of cleanliness on the bus (%)

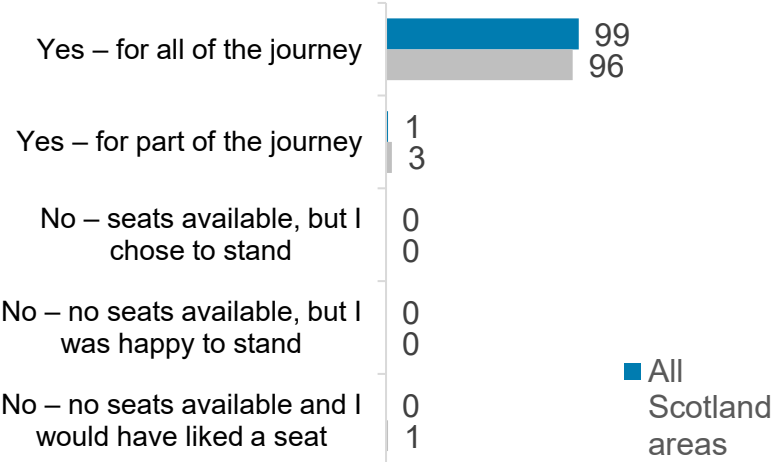


How busy the bus was

How busy the bus was (%)



Whether got a seat on the bus(%)

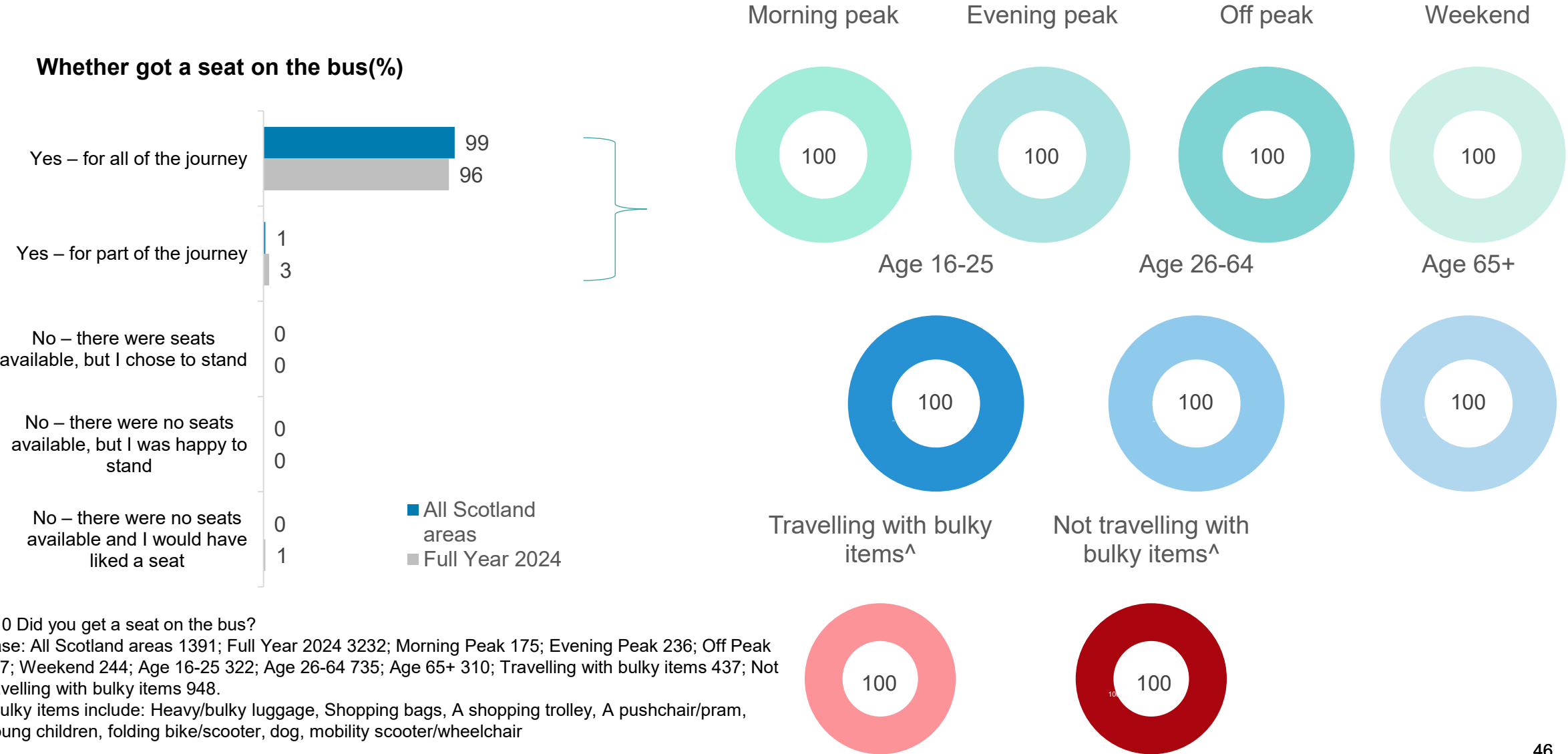


Whether sat next to someone on the bus (%)



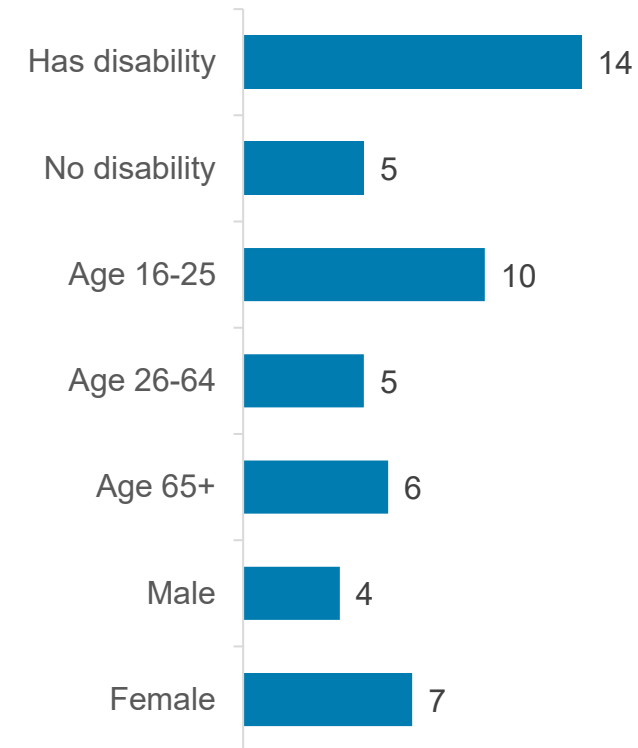
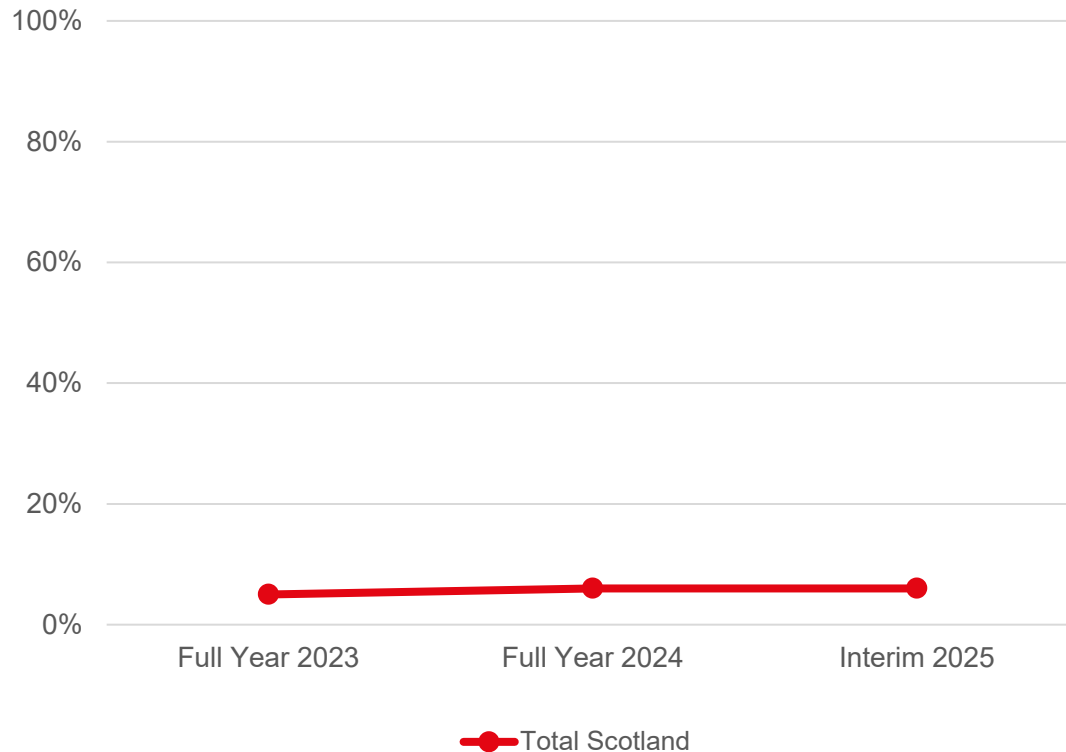
B9 How busy was the bus during most of your journey?
B10 Did you get a seat on the bus?
B11 And did anyone sit next to you on the bus?
Base: All Scotland areas 233 - 1397; Full Year 2024 458 - 3232;

Seating on the bus by journey details



Behaviour of other passengers on board

Other passengers' behaviour made them uncomfortable (%)

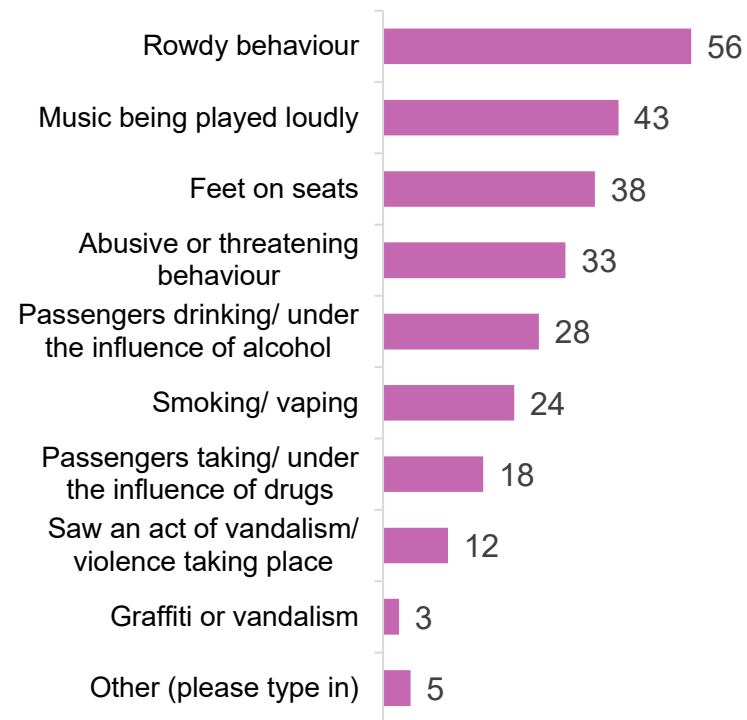


B12 Did other passengers' behaviour make you feel worried or uncomfortable during your journey on the bus?

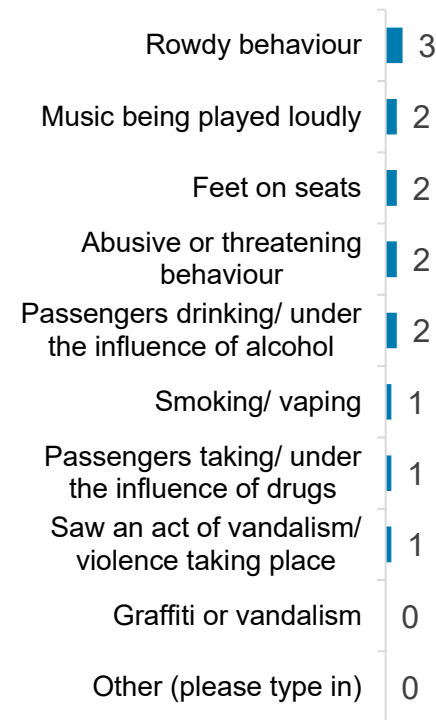
Base: All Scotland areas 1372; Full Year 2024 3195; Full Year 2023 2857; Has disability 249; No disability 700; Age 16-25 321; Age 26-64 729; Age 65+ 300; Male 525; Female 800

Behaviour of other passengers on board

What behaviours made them uncomfortable
(% of those who were worried or made to feel uncomfortable)



What behaviours made them uncomfortable
(% of all passengers)

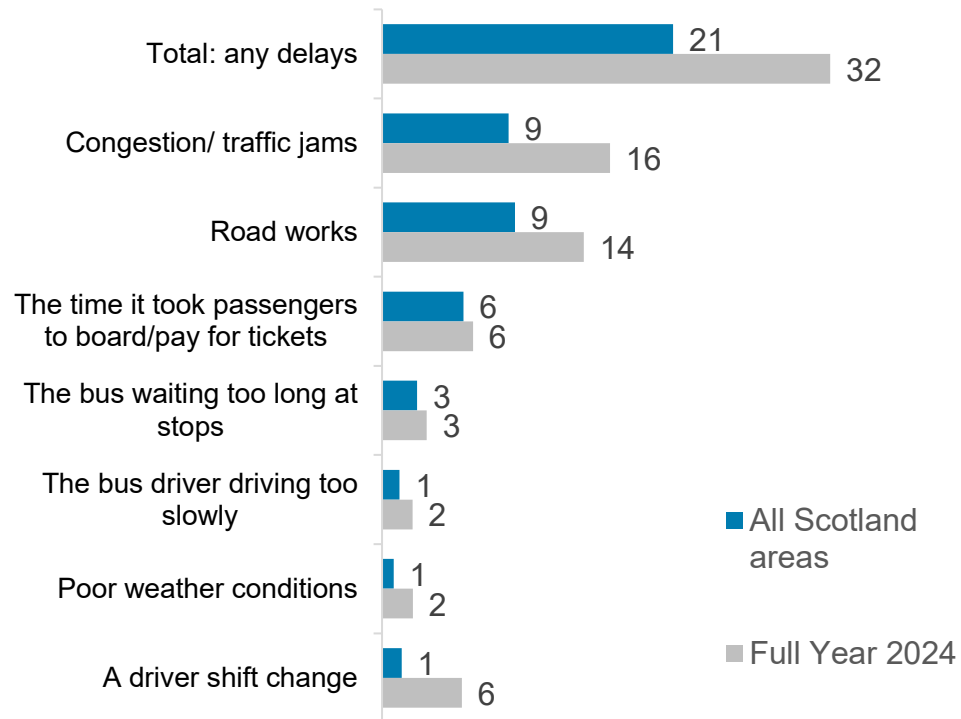


B13 Which of the following were reason(s) for this?

Base: All passengers who were worried or made to feel uncomfortable 108; All passengers 1474

Journey delays

Reasons for delay (%)



Congestion/ traffic jams



Road works



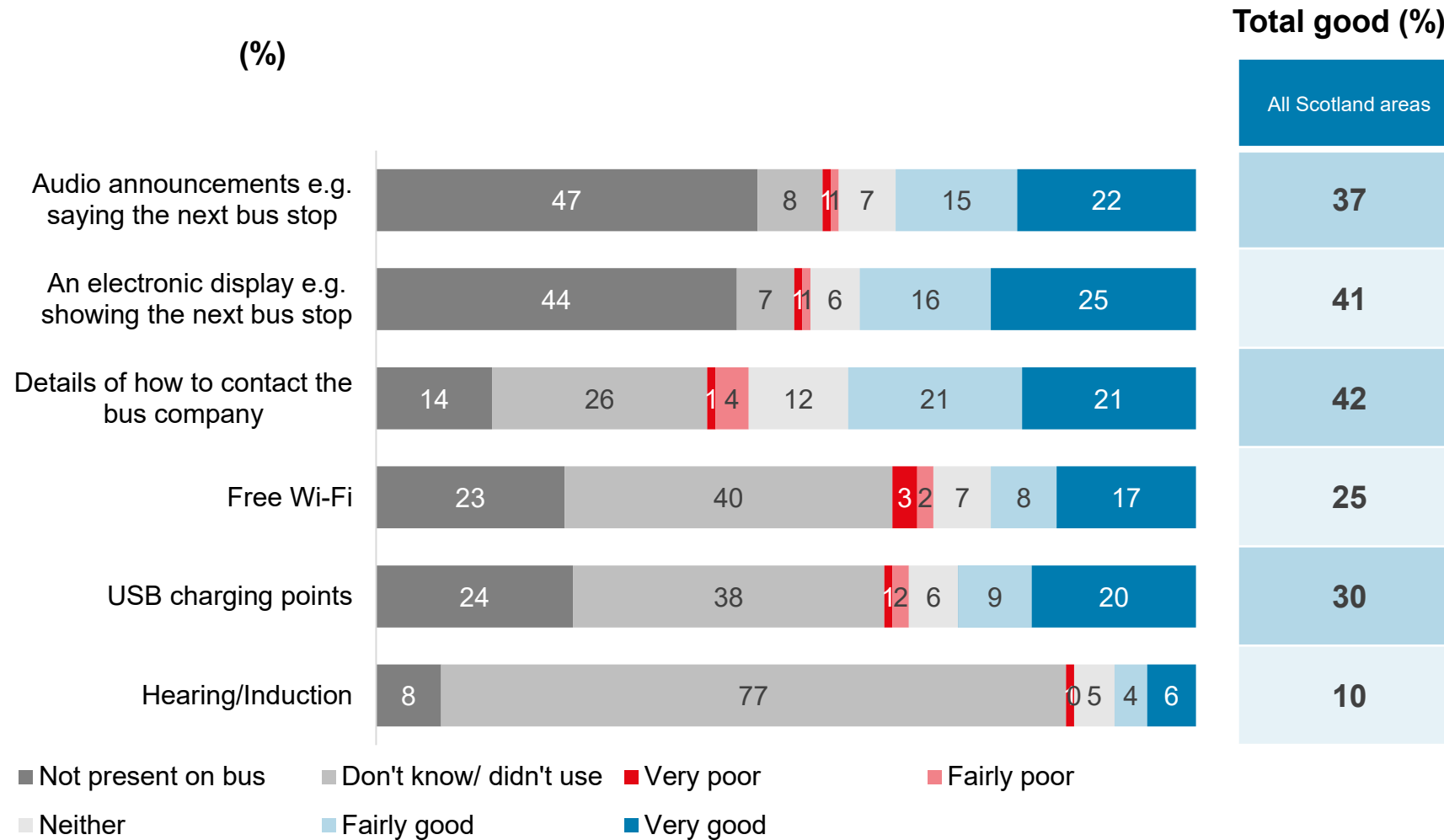
Time taken to board



B14 Was your journey delayed by...?

Base: All Scotland areas 1021; Full Year 2024 3181; Peak 290; Off Peak 719

Ratings of bus facilities amongst all passengers

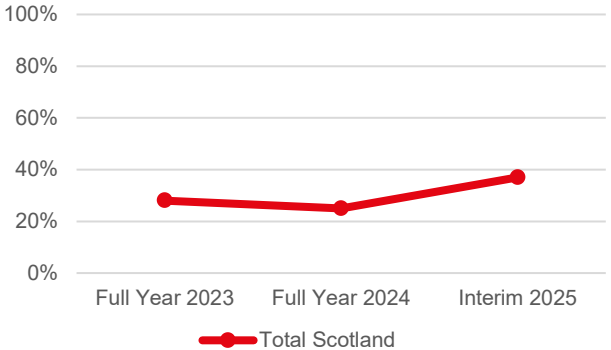


B15 How would you rate the following facilities on the bus?

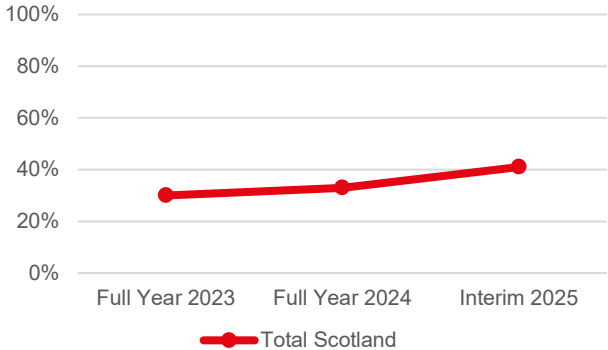
Base: All Scotland areas 1338 - 1321;

Bus facility metrics – trended data amongst all

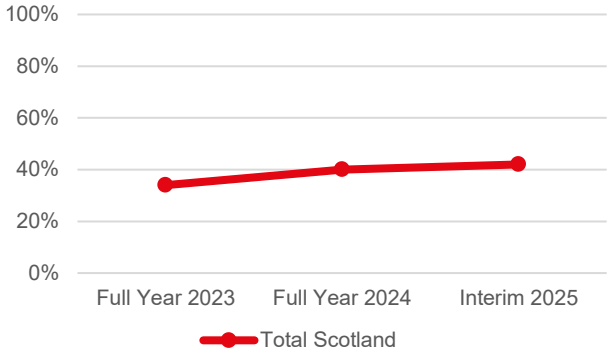
Rating of audio announcements on the bus (%)



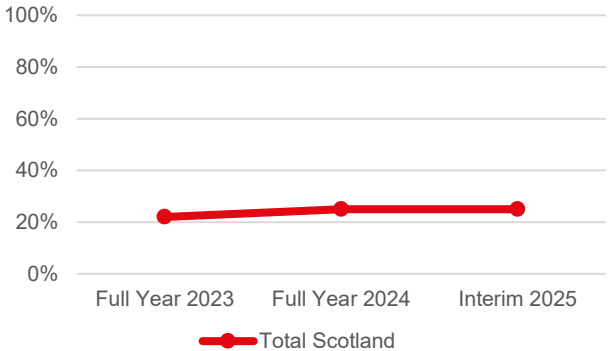
Rating of electronic display on the bus (%)



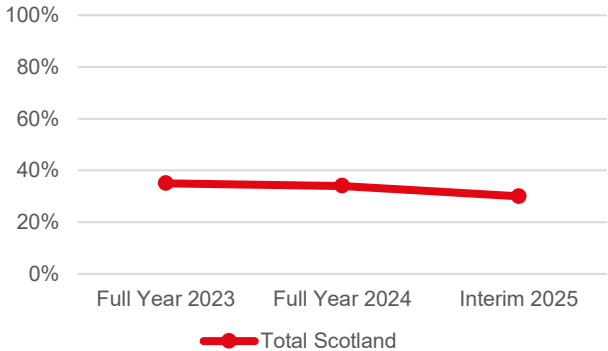
Rating of details outlining how to contact the bus company (%)



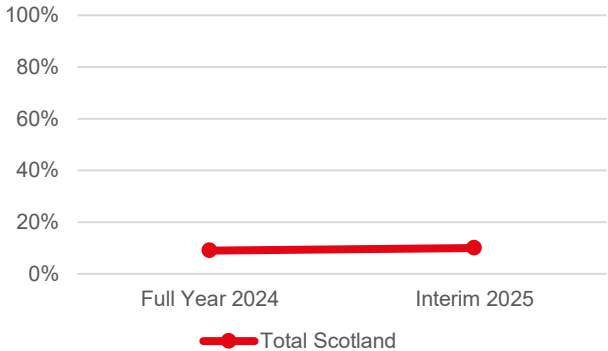
Rating of free Wi-Fi on the bus (%)



Rating of USB charging points on the bus (%)

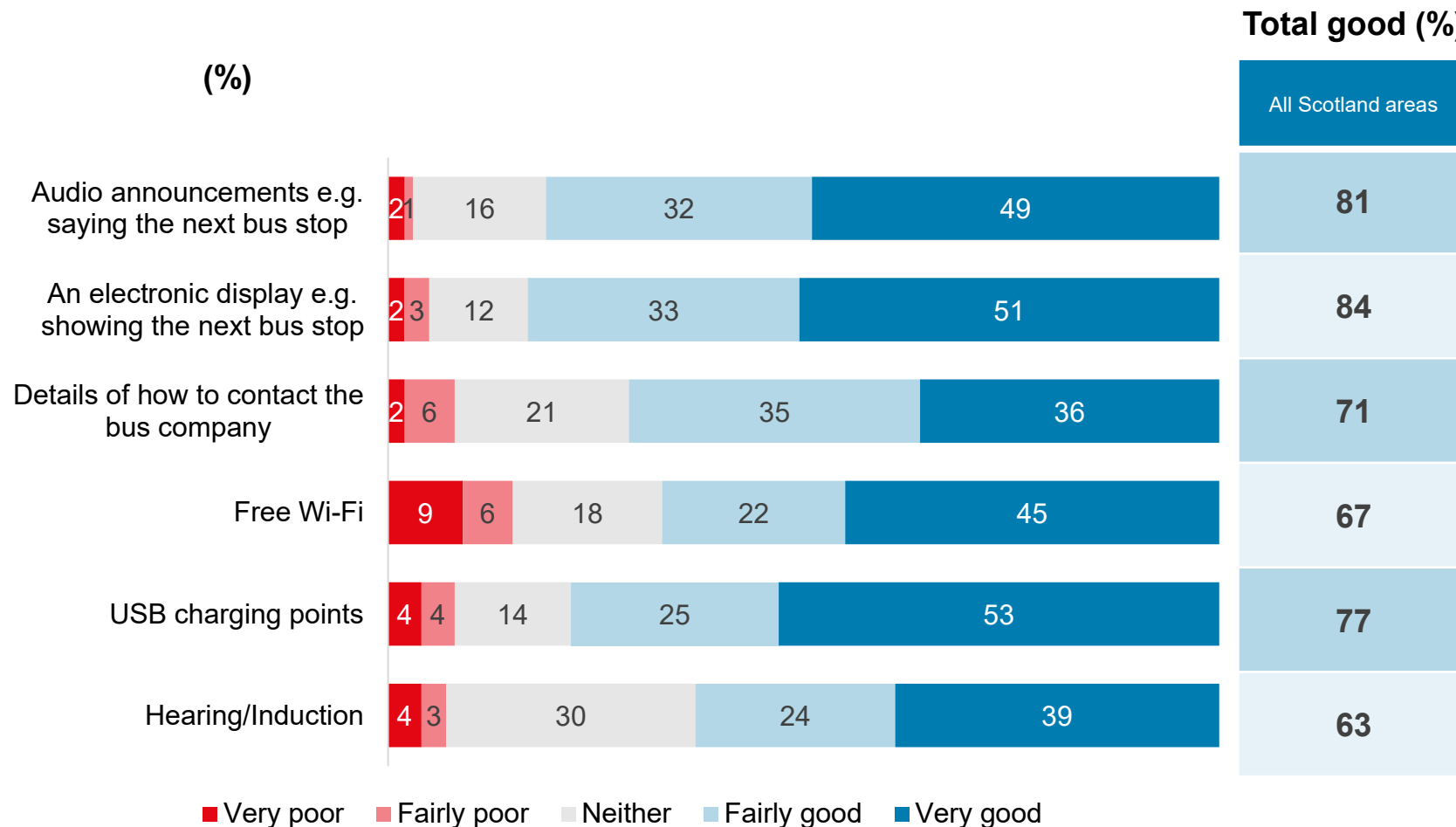


Rating of hearing/ induction loop on the bus (%)



B15 How would you rate the following facilities on the bus?
Base: Interim 2025 1304 – 1338; For brevity, only 2025 sample sizes are shown

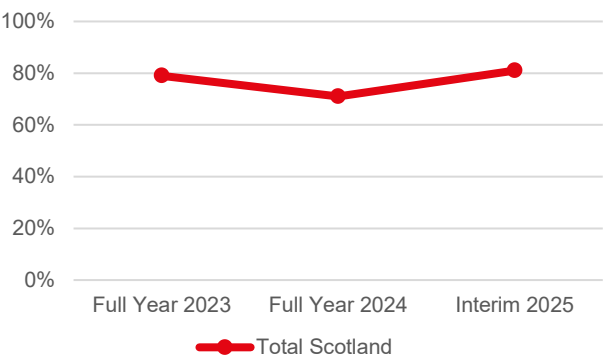
Ratings of bus facilities amongst those using them



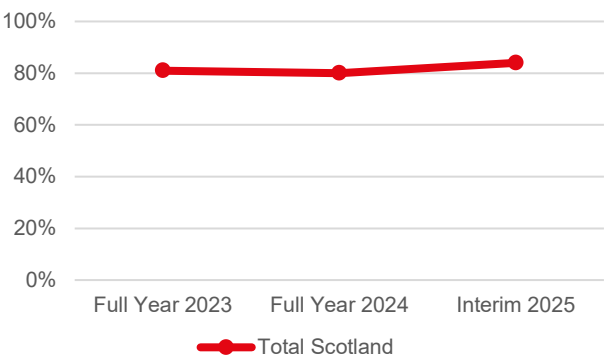
B15 How would you rate the following facilities on the bus?
 Base: All Scotland areas 248 - 783; All those using each facility 248 - 783;

Bus facility metrics – trended data amongst those using them

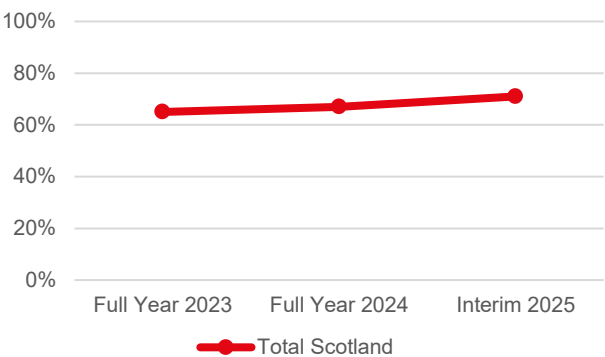
Rating of audio announcements on the bus (%)



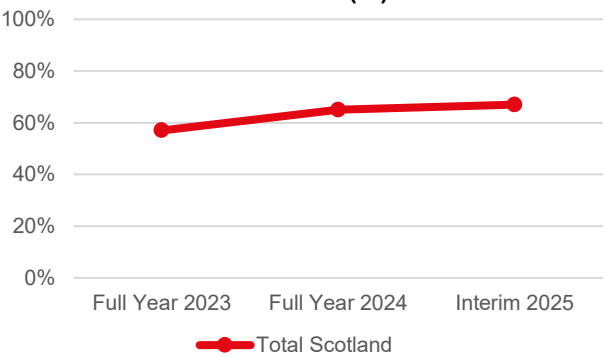
Rating of electronic display on the bus (%)



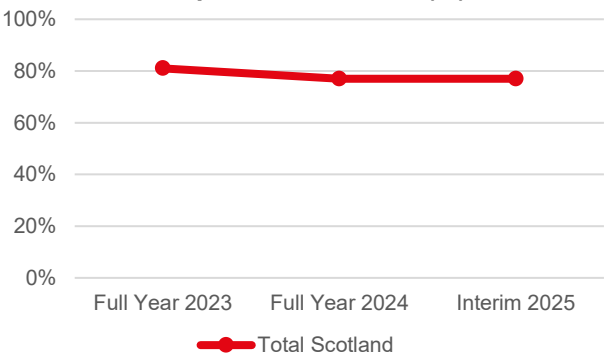
Rating of details outlining how to contact the bus company (%)



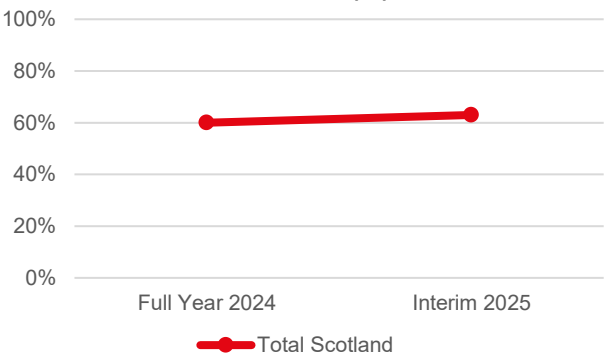
Rating of free Wi-Fi on the bus (%)



Rating of USB charging points on the bus (%)

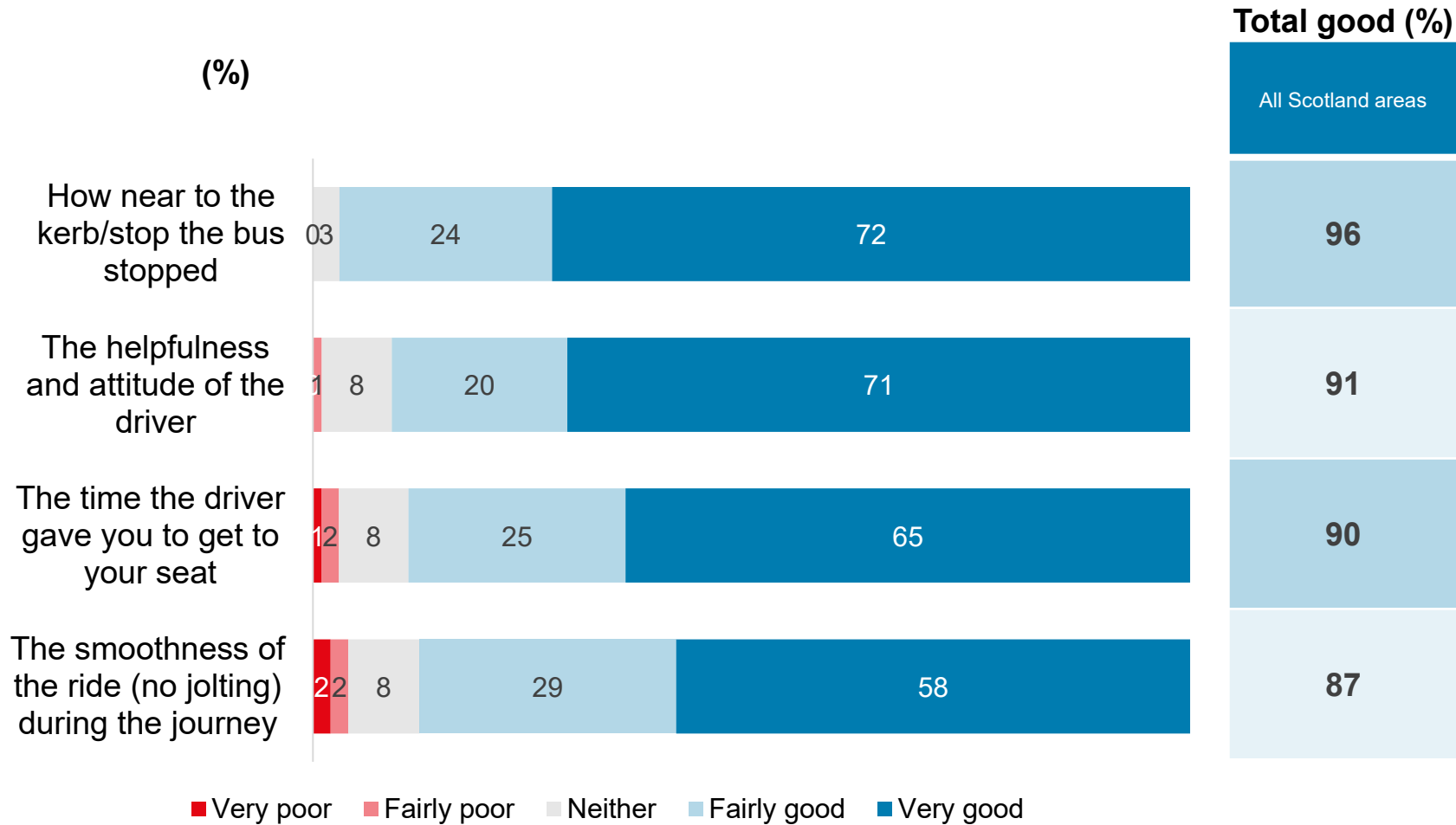


Rating of hearing/ induction loop on the bus (%)



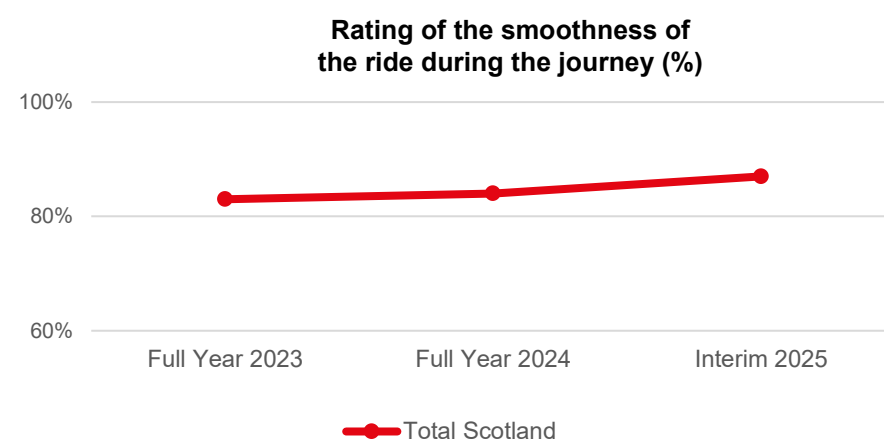
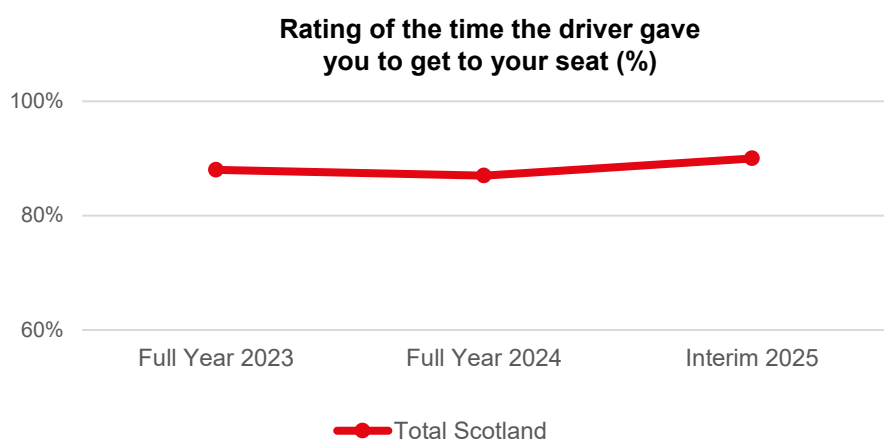
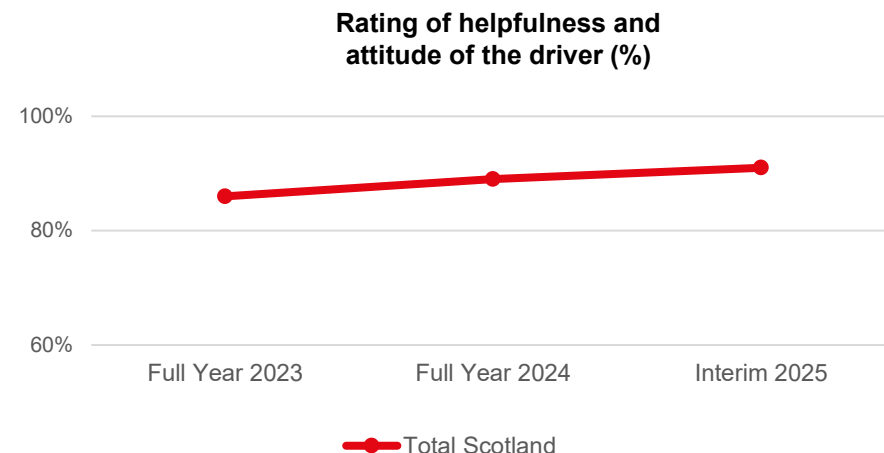
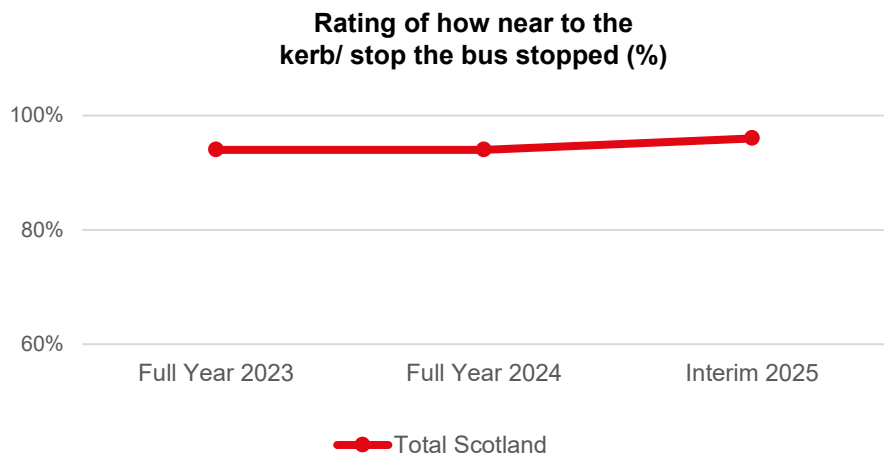
B15 How would you rate the following facilities on the bus? (Excluding not present/ don't know)
Base: Interim 2025 248 – 783; For brevity, only 2025 sample sizes are shown

Ratings of the bus driver



B16 Thinking about the driver and the driving, how would you rate the following...?
 Base: All Scotland areas 1279 - 1309;

Bus driver and driving metrics – trended data

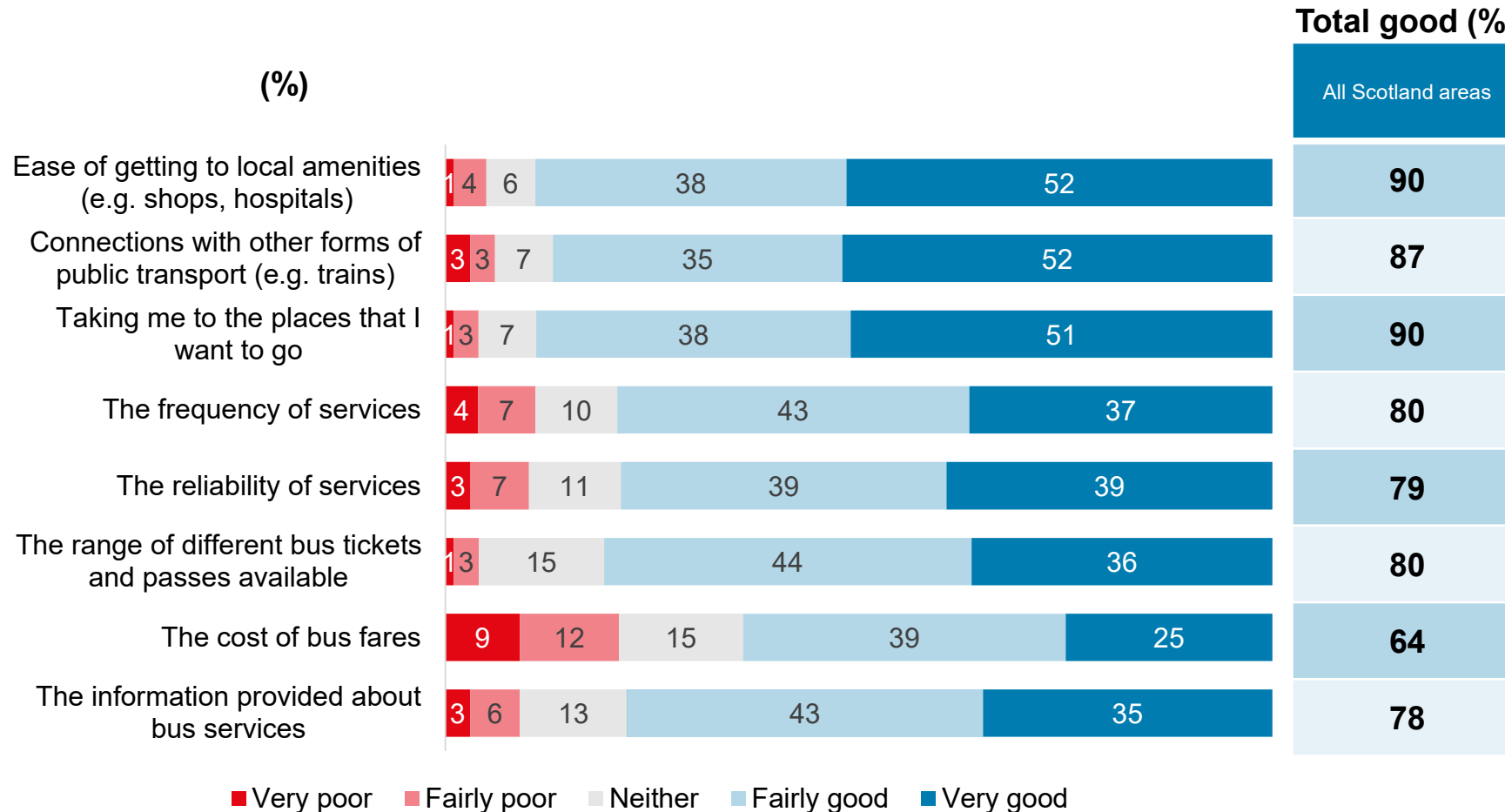


B16 Thinking about the driver and the driving, how would you rate the following...?
Base: Interim 2025 1279 – 1309; *For brevity, only 2025 sample sizes are shown*

Bus services in general

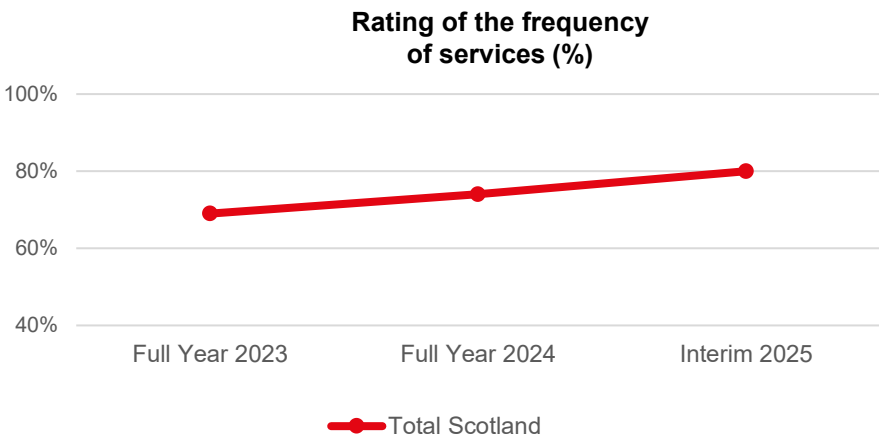
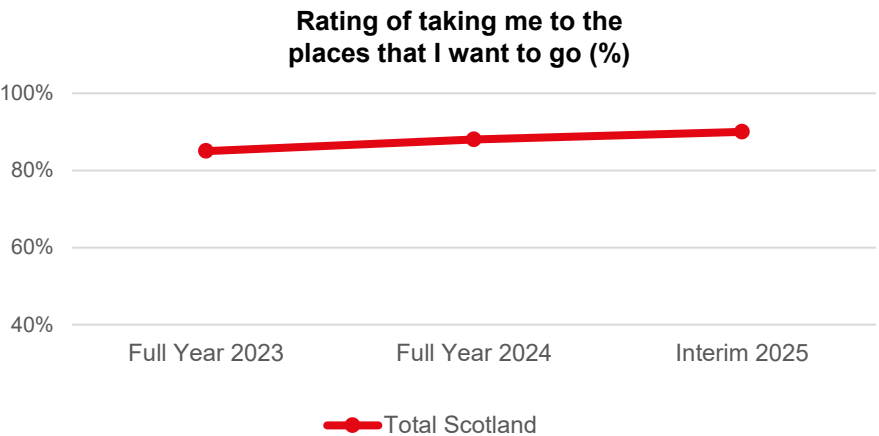
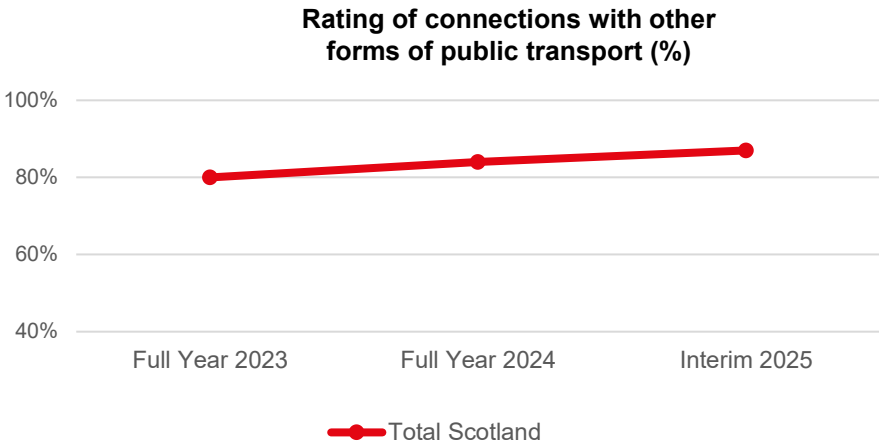
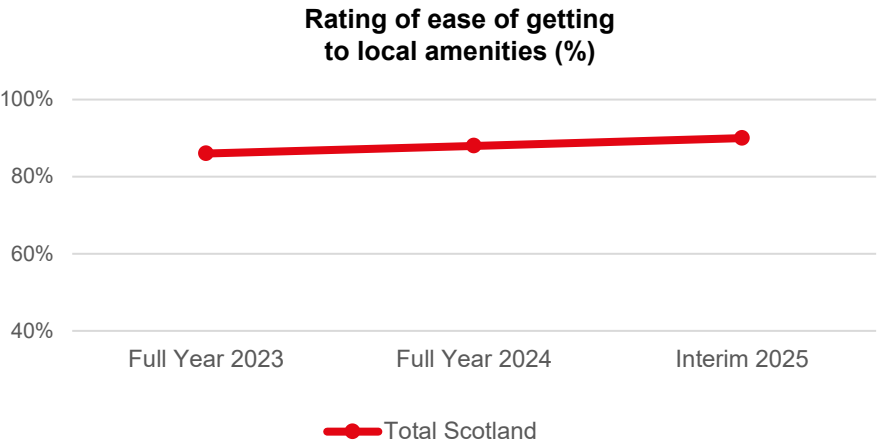


Ratings for local bus services in general



B22 Thinking more generally about the bus services where you were making this journey (so not just about this particular journey) how would you rate them for the following?
 Base: All Scotland areas 903 - 1255;

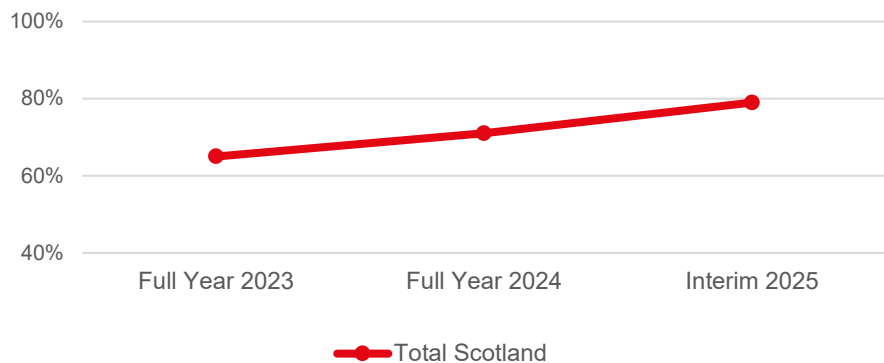
General bus perception metrics – trended data (1)



B22 Thinking more generally about the bus services where you were making this journey (so not just about this particular journey) how would you rate them for the following?
Base: Interim 2025 1172 – 1255; *For brevity, only 2025 sample sizes are shown*

General bus perception metrics – trended data (2)

Rating of the reliability of services (%)



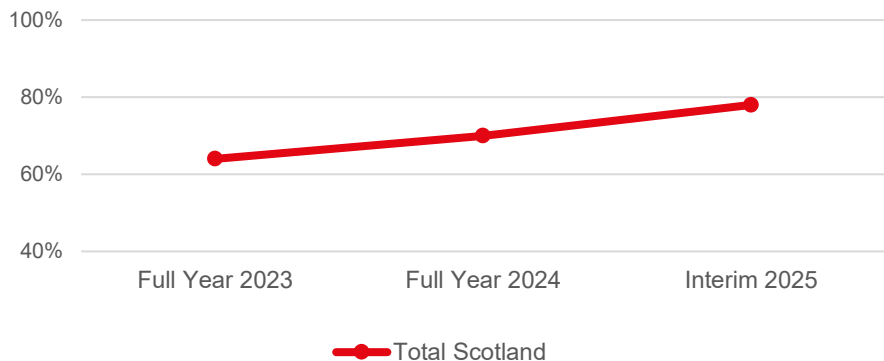
Rating of the range of different bus tickets & passes available (%)



Rating of the cost of bus fares (%)



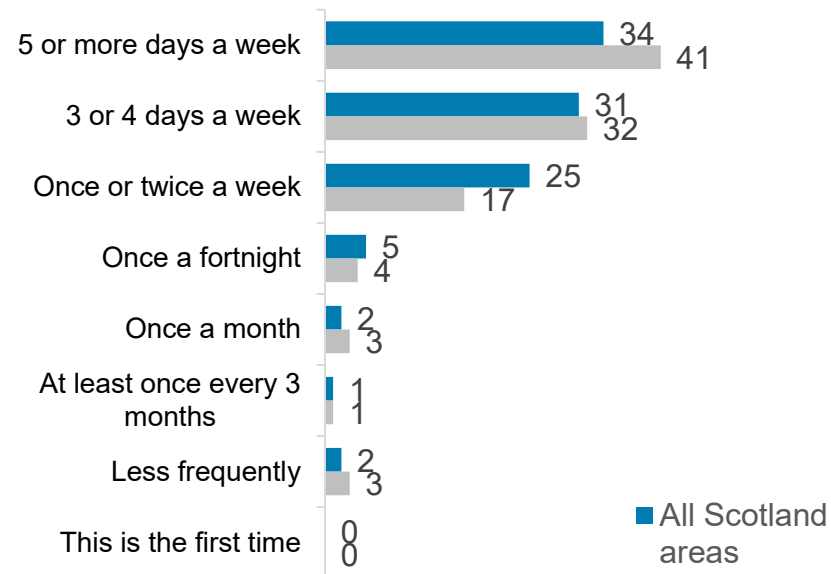
Rating of the information provided about bus services (%)



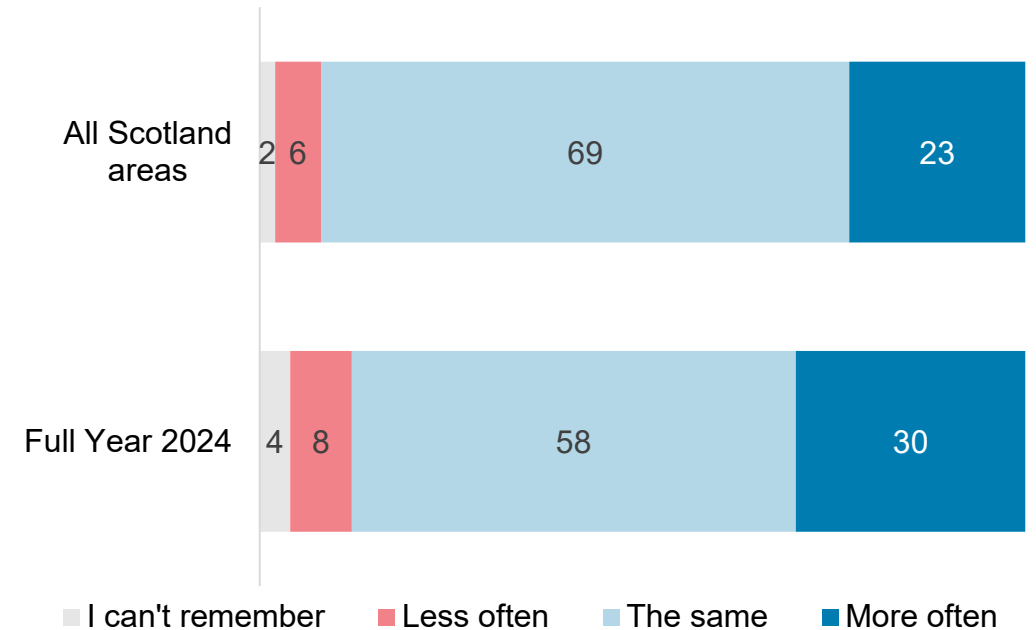
B22 Thinking more generally about the bus services where you were making this journey (so not just about this particular journey) how would you rate them for the following?
Base: Interim 2025 903 – 1241; For brevity, only 2025 sample sizes are shown

Frequency of bus travel

Frequency of bus travel (%)



Change in bus use in past 12 months (%)



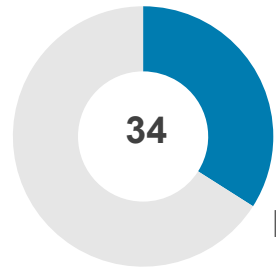
B23 How often do you typically travel by bus?

B24 And is this more often, the same, or less often than 12 months ago?

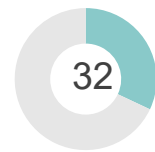
Base: All Scotland areas 1294 - 1304;

Frequency of bus travel

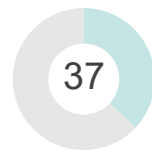
5 or more days per week (%)



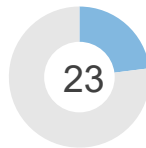
Fare-payer



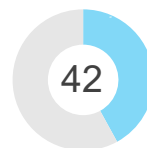
Free pass



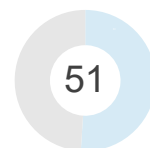
Easy access to car



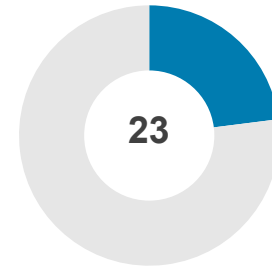
Moderate access to car



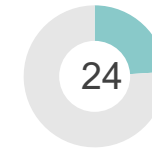
Difficult access to car



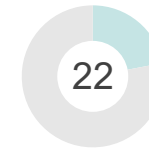
Use bus more than 12 months ago (%)



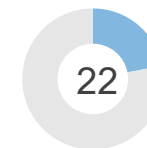
Fare-payer



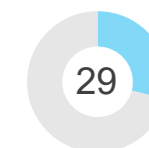
Free pass



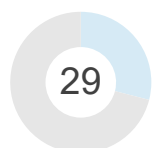
Easy access to car



Moderate access to car



Difficult access to car



B23 How often do you typically travel by bus?

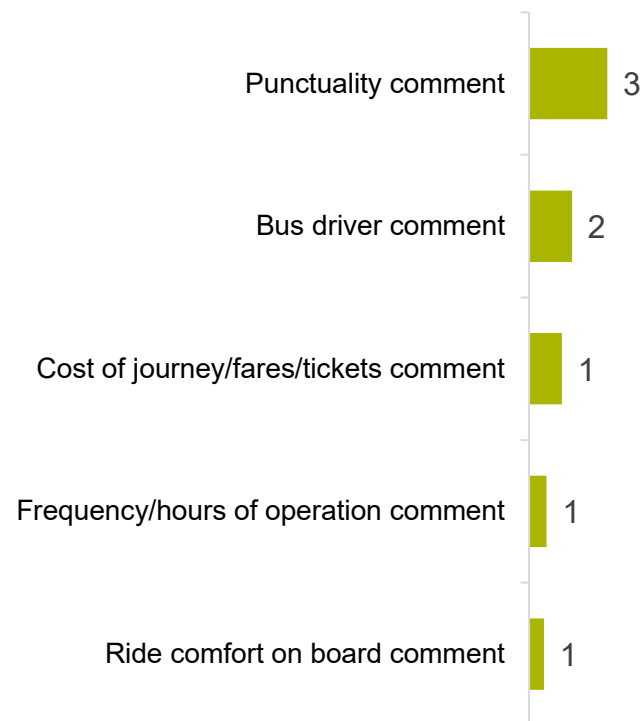
B24 And is this more often, the same, or less often than 12 months ago?

Base: All Scotland areas 1294 – 1304; Fare-payer 573 – 578; Free pass 705 – 709; Easy access to car 277 – 281; Moderate access to car 401 – 402; Difficult access to car 312 – 313

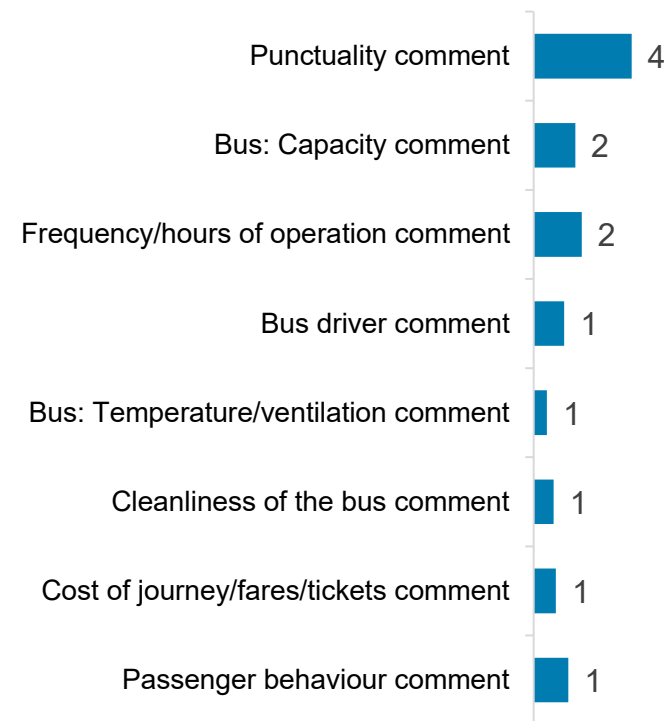
Comments made about other bus journeys

(provided by passengers in addition to comments about the current journey)

Positive comments (%) – top ten themes



Negative comments (%) – top ten themes



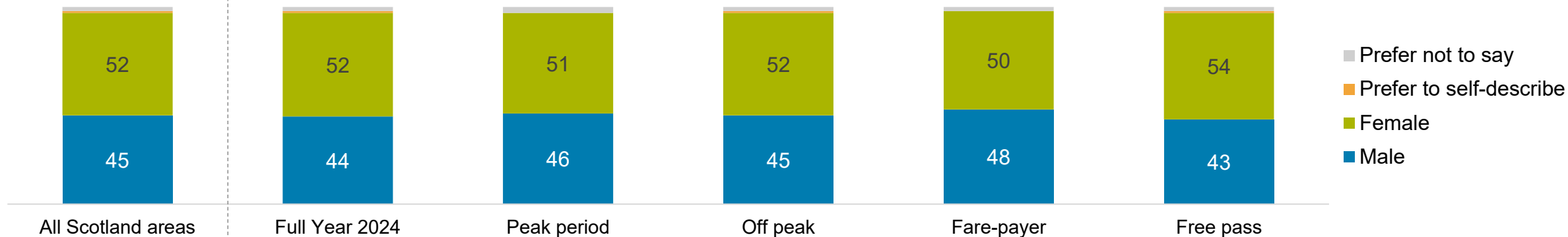
Q7 Please tell us in your own words what was good or bad about this journey.
We're interested in anything that stood out about this journey.
Base: All Scotland areas 1352

Passenger profiles

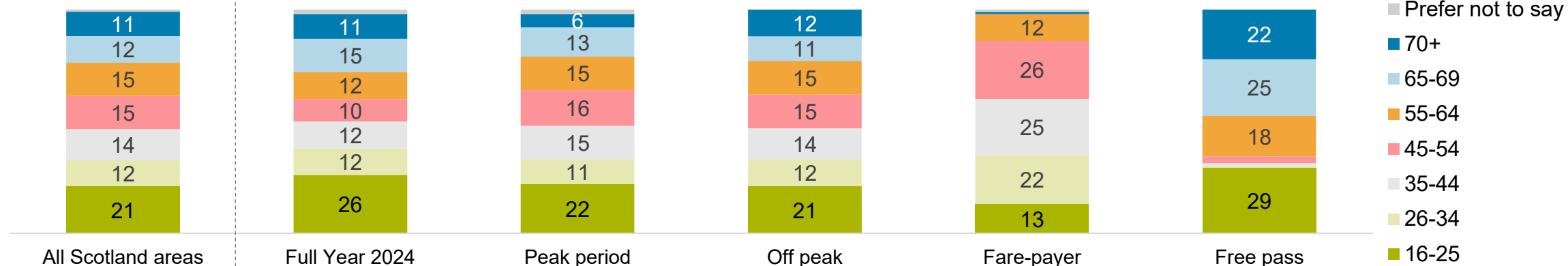


Profile of passengers

Gender (%)



Age (%)



Q11 How would you describe yourself?

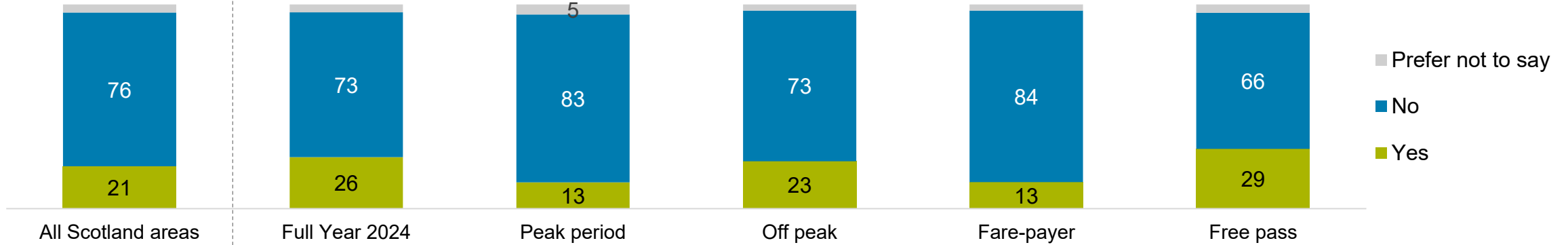
Q12 Which age group are you in?

Base Q11: All Scotland areas 1461; Full Year 2024 3467 Peak 439; Off Peak 1001; Fare-payer 660; Free pass 788

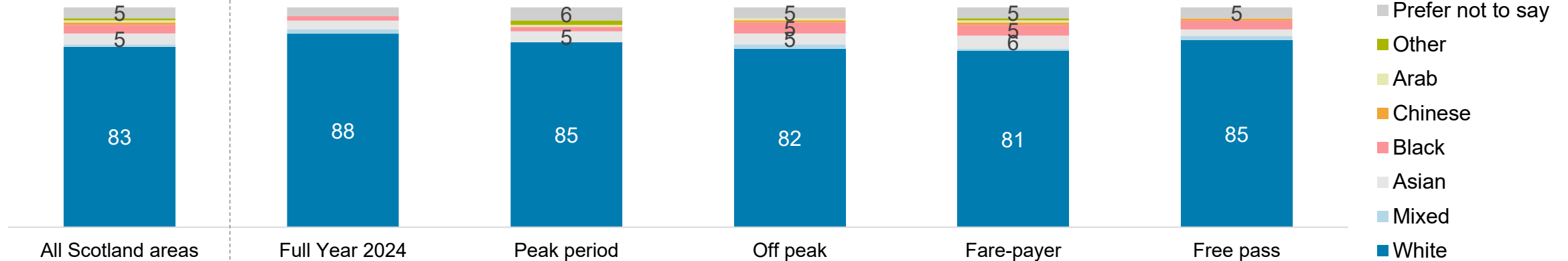
Base Q12: All Scotland areas 1460; Full Year 2024 3457 Peak 438; Off Peak 1001; Fare-payer 658; Free pass 790

Profile of passengers

Disability (%)



Ethnicity (%)



D1 Are you affected by any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?

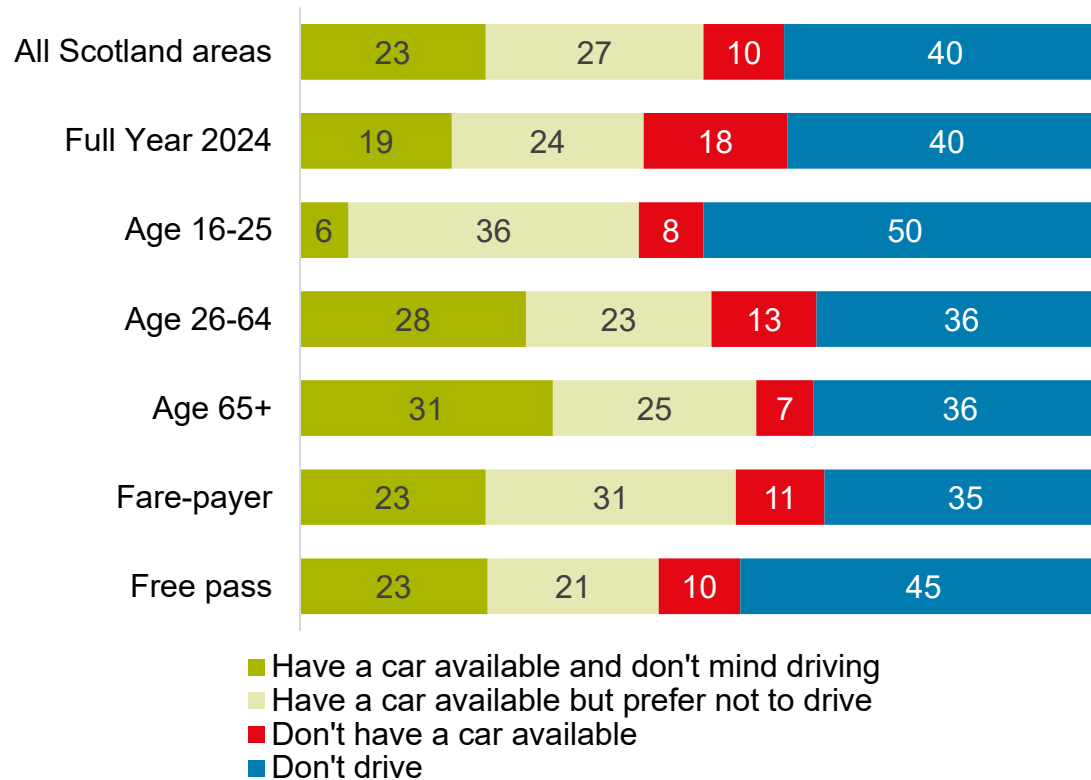
D2 Which of the following best describes your ethnic background?

Base D1: All Scotland areas 1011; Full Year 2024 3011; Peak 317; Off Peak 686; Fare-payer 500; Free pass 506

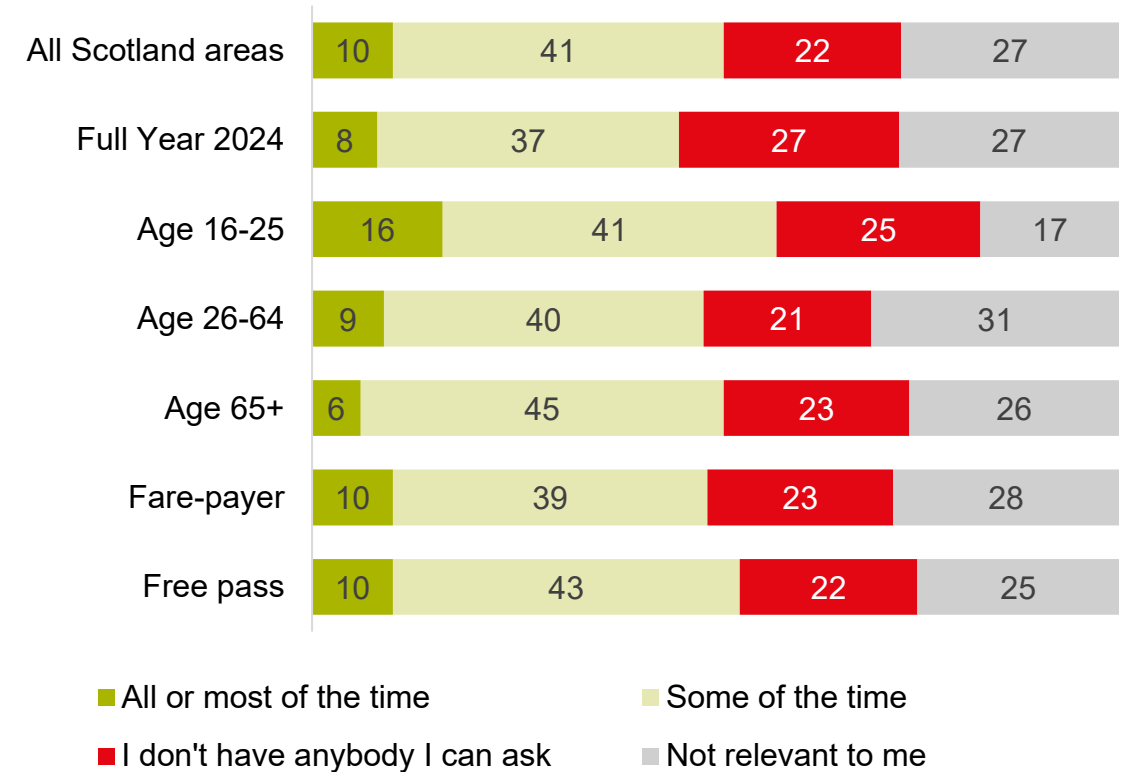
Base D2: All Scotland areas 1009; Full Year 2024 3019; Peak 315; Off Peak 686; Fare-payer 498; Free pass 506

Access to a car

Personal access to a car (%)



Access to a car through others (%)



D3 In terms of having a car to drive, which of the following applies?

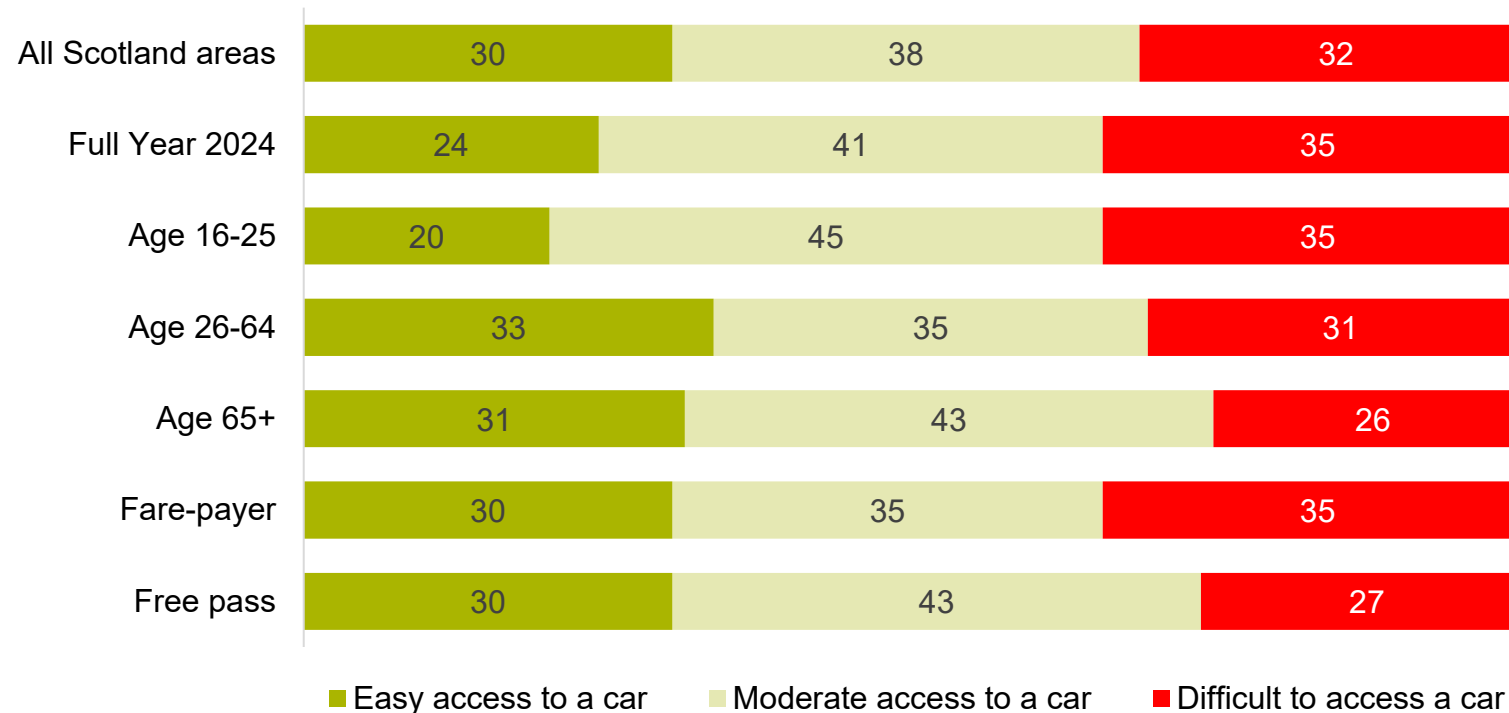
D4 How often are you able to ask someone else to drive you for local journeys?

Base D3: All Scotland areas 995; Full Year 2024 3017; Fare-payer 491; Free pass 498; Age 16-25 263; Age 26-64 565; Age 65+ 155

Base D4: All Scotland areas 1004; Full Year 2024 2992; Fare-payer 496; Free pass 502; Age 16-25 263; Age 26-64 569; Age 65+ 160

Access to a car

Overall ease of car access (%)



Easy access to car:

Have a car and don't mind driving or can ask someone else to drive all or most of the time

Moderate access: Have a car but prefer not to drive or can ask someone else some of the time

Difficult to access: don't have a car/don't drive/don't have anyone to ask

D3 In terms of having a car to drive, which of the following applies?

D4 How often are you able to ask someone else to drive you for local journeys?

Base: All Scotland areas 997; Full Year 2024 3001; Fare-payer 491; Free pass 500; Age 16-25 263; Age 26-64 564; Age 65+ 158

Appendix



Operators

Operator^	Number of responses
Stagecoach	673
Lothian Buses	246
First	146
Xplore Dundee	95
McGills Bus Service	88
Midland Bluebird	31
Citylink	29

Q4 And which bus company runs this route?

Base: 1474

^All responses over 25 shown

Further details about the survey (1)

Overview of the methodology

The survey has been designed to provide results that are representative of bus passenger journeys made within each area, that is at the level of a local/transport authority, or a designated operator area.

The sampling method is 'systematic', derived from two sources*:

- the list of all bus stops within each area sourced from the Department for Transport's Bus Open Data, which were then grouped on locality to clusters of stops within a 100 metre radius of a central point. During their three-hour shift, fieldworkers were able to move between bus stops within the selected cluster to focus on those where the most passengers could be seen. They discussed the survey with passengers waiting for a bus or

disembarking from a bus at the stop and gave them the chance to participate.

- the list of the area's bus services and the times that they run (sourced from the Department for Transport's Bus Open Data). Services available for selection were those running between 6am to 10pm, seven days of the week; only school bus services were systematically excluded[^]. During their three-hour shift, fieldworkers made as many return trips as possible on that selected service. They discussed the survey with passengers who boarded that bus service and gave them the chance to participate.

Those wishing to take part were offered four options: to scan a QR code taking

them to an online version of the survey, to provide their email address or mobile phone number so that an online version of the survey could be emailed or sent via text to them, or to take a self-completion paper questionnaire.

Questions primarily referred to the journey they were making at the time, but also included some more general questions about local bus services.

Fieldwork for the interim results of the 2025 survey was conducted between 17 February and 22nd June 2025, but start dates varied locally, with some areas joining the survey in March

The survey was conducted among passengers aged 16 or over.

* The exceptions to this being for Reading Buses network, for which all passengers were recruited on board buses to ensure that they were using the correct services.

[^] In some areas bordering London, services running under a Transport for London franchise were also excluded.

Further details about the survey (2)

Overview of the methodology (continued)

Responses were weighted in three stages: the first was to weight to the age, gender and 'daypart' profile of bus passengers within each area ('dayparts' are morning peaks, weekday off-peaks, afternoon peaks, and weekends).

As there was no nationally available data at area level on the age/gender/daypart profile of passengers this was estimated: for age and gender the profile of passengers was recorded on two occasions during each fieldwork shift.

Daypart was taken from the Department for Transport's Bus Open Data, using the proportion of bus journeys taking place

during each part of the day and calculating weights to be representative of the total number of journeys on this basis.

The second stage was to weight by where the passengers were recruited for the survey within each area, so that 50% came from passengers recruited at bus stops and 50% on board buses*. The third stage was at area level to ensure that in the final data each participating area (within the survey) was represented in proportion to its total annual journey volume. Journey volume information was sourced from the DfT's published statistics, and in a minority of cases with input from operators.

Transport Focus was supported by BVA BDRC in conducting the survey. There is an accompanying methodology document that provides more detail on the survey process, available at www.transportfocus.org.uk.

* The exceptions to this being for Reading Buses network, for which all passengers were recruited on board buses to ensure that they were using the correct services.

Further details about the survey (3)

Interpreting results

Throughout the report, behavioural results are based on all survey respondents, and passengers' opinion ratings are based on those respondents that gave an opinion (so it excludes those who gave a 'don't know' response or no response). All results are based on weighted values. In the report where base sizes are shown in the footnotes these are the actual numbers of passenger responses generating the answer value shown (in some cases, where a series of questions has been asked, the base numbers shown are an average across those questions).

For ease of use, figures are reported rounded up to whole numbers, that is, without decimal places. Note: 'all satisfied' results are the sum of the 'very satisfied' and 'fairly satisfied' responses and calculated on the underlying values which include decimal places. As a consequence, these true

summations can appear up to one per cent different to the sum of the individual rounded 'very satisfied' and 'fairly satisfied' numbers. The same is true for the 'all good' results.

Percentages quoted at 'grouped area' level that is: Urban - metropolitan, Urban - other, Semi-rural and Rural, are the aggregate scores achieved across all the areas surveyed in that group. Each individual area counts towards the area group aggregate score in proportion to the number of passenger journeys made annually in that area.

Where we refer to passengers as having a disability, these have been self-identified within the survey based on the question 'Are you affected by any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?' With options for conditions being: Vision, Hearing, Mobility, Dexterity,

Difficulty with learning, understanding or concentrating, Memory, Mental health, Stamina or breathing or fatigue, Socially or behaviourally, or Something else.

Waiver

Transport Focus has taken care to ensure that the information contained in this report is correct. However, no warranty, express or implied, is given as to its accuracy and Transport Focus does not accept any liability for error or omission.

Transport Focus is not responsible for how the information is used, how it is interpreted or what reliance is placed on it. Transport Focus does not guarantee that the information contained in the Your Bus Journey survey is fit for any particular purpose.

Contact

If you have any queries about the data or wish to discuss the survey in more detail, please contact your nominated Transport Focus representative in the first instance.

Alternatively, you can email us at:

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