

# Your Bus, Your Say



## Creating Better Journeys: Report Summary

This summary highlights key data from Creating Better Journeys. The report analyses the Your Bus, Your Say survey that was completed in 2017.

To read Creating Better Journeys, please visit:  
[cas.org.uk/betterbuses](https://cas.org.uk/betterbuses)

### Responses

- > **4,677** survey responses in total
- > Received the **highest number** of responses from Glasgow City
- > **Over a quarter** of respondents travelled by bus at least 5 times or more per week

### Satisfaction

- > **68%** of respondents were generally satisfied with the cleanliness/condition of their local bus
- > **76%** of respondents were generally satisfied with feeling safe on their local bus service
- > **71%** of respondents were generally satisfied with driver behaviour on their local bus service

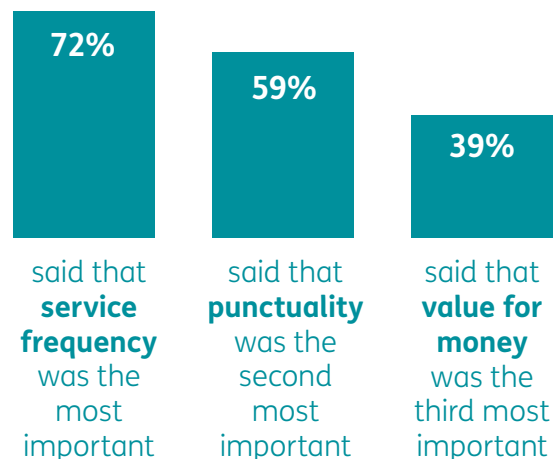
### Dissatisfaction

- > **64%** of respondents were generally dissatisfied with the service frequency of their local bus
- > **72%** of respondents were generally dissatisfied with providing feedback to their local bus service
- > **67%** of respondents were generally dissatisfied with getting help from their local bus service

### Travel

- > **16%** of respondents could not reach their GP surgery or hospital by bus
- > **13%** of respondents could not reach their workplace by bus
- > Only **5%** of respondents never travel by bus
- > Whereas **46%** travelled 3 or more times per week

### Top three most important issues to bus users



## Importance/Satisfaction

When importance is compared with levels of satisfaction, it is possible to see the issues that have a low level of satisfaction but are also important to respondents.

- > In particular, service frequency and punctuality were rated as **important** and had a **low level** of satisfaction, indicating that these areas are priorities for improvement.
- > At the other end of the importance scale, the **majority of respondents** who had an opinion were dissatisfied with fare information, but **relatively few** rated this as an important aspect of service.



## Rural / Urban

- > Respondents in rural areas were **much less likely** to be frequent travellers and also **marginally more likely** to encounter difficulties accessing a range of services such as the bank, hospital/GP and work.
- > In terms of levels of satisfaction with services, those in rural areas were **more likely** to be satisfied with most aspects of their bus service. Both service frequency and timetable information were **more important** to rural respondents.



## Local Authority areas

- > Those living in Aberdeenshire and the Lanarkshires were **least likely** to be able to reach work by bus, while those in Moray were more than **3 times less likely** than the national average to be able to reach a supermarket by bus.
- > Satisfaction with service frequency and timetabling was **highest** in Edinburgh and lowest in Highland.
- > Overall, respondents in Aberdeenshire, Highland, Moray and the Scottish Borders had the **greatest difficulties** in reaching key services by bus.
- > Value for money was of **highest importance** in Aberdeen City and East Lothian, and in least importance in Moray.

## Scottish Index of Multiple Deprivation

Respondents from the most deprived Scottish Index of Multiple Deprivation (SIMD) quintile were more likely to travel by bus 5 or more times per week (**43%**) than respondents in the least deprived quintile (**23%**).

**For more information on the Your Bus, Your Say campaign, please contact Emily Liddle, Campaigns Officer: [emily.liddle@cas.org.uk](mailto:emily.liddle@cas.org.uk)**

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