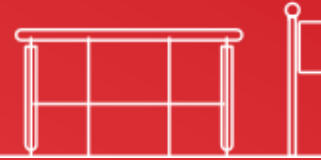
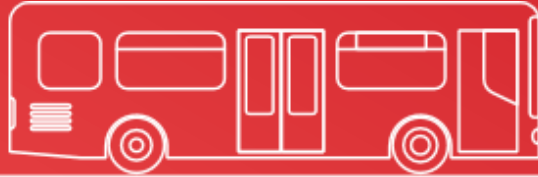




City of York  
Mid-year report  
September 2023



# About Your Bus Journey



## An independent survey

Run by Transport Focus

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 users, operators, authorities, Governments and across the industry.

## Measuring actual experiences

Passengers recruited at bus stops and on-board give feedback about a single journey, made that day. Verified and inclusive.

Structured questions on essential measures of satisfaction – plus more detailed questions.

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

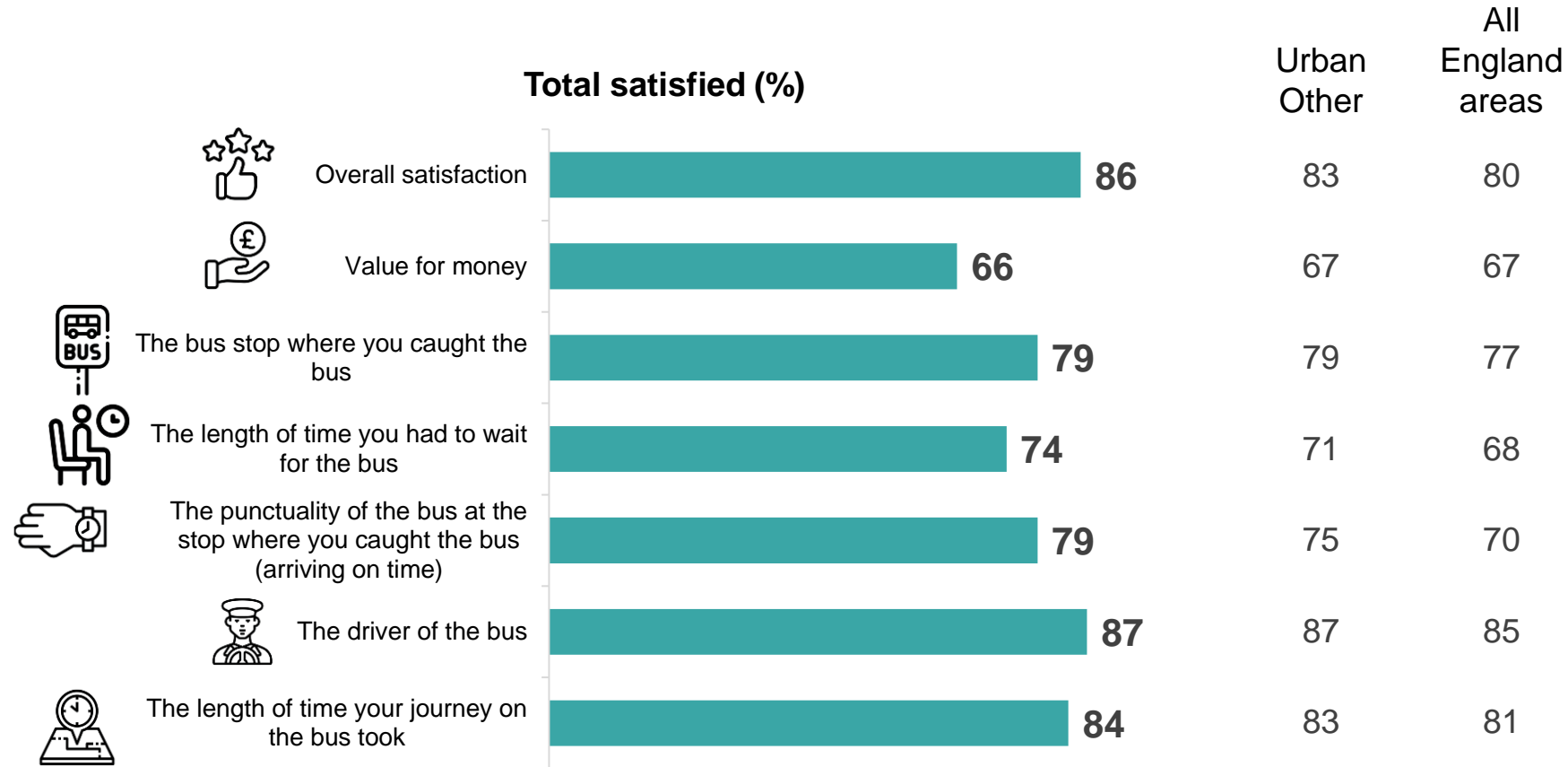
## Monitoring and evaluating

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

Builds over time and across participating areas.

Allows for trend analysis in future and benchmarking against other areas.

# Summary of headline results for City of York



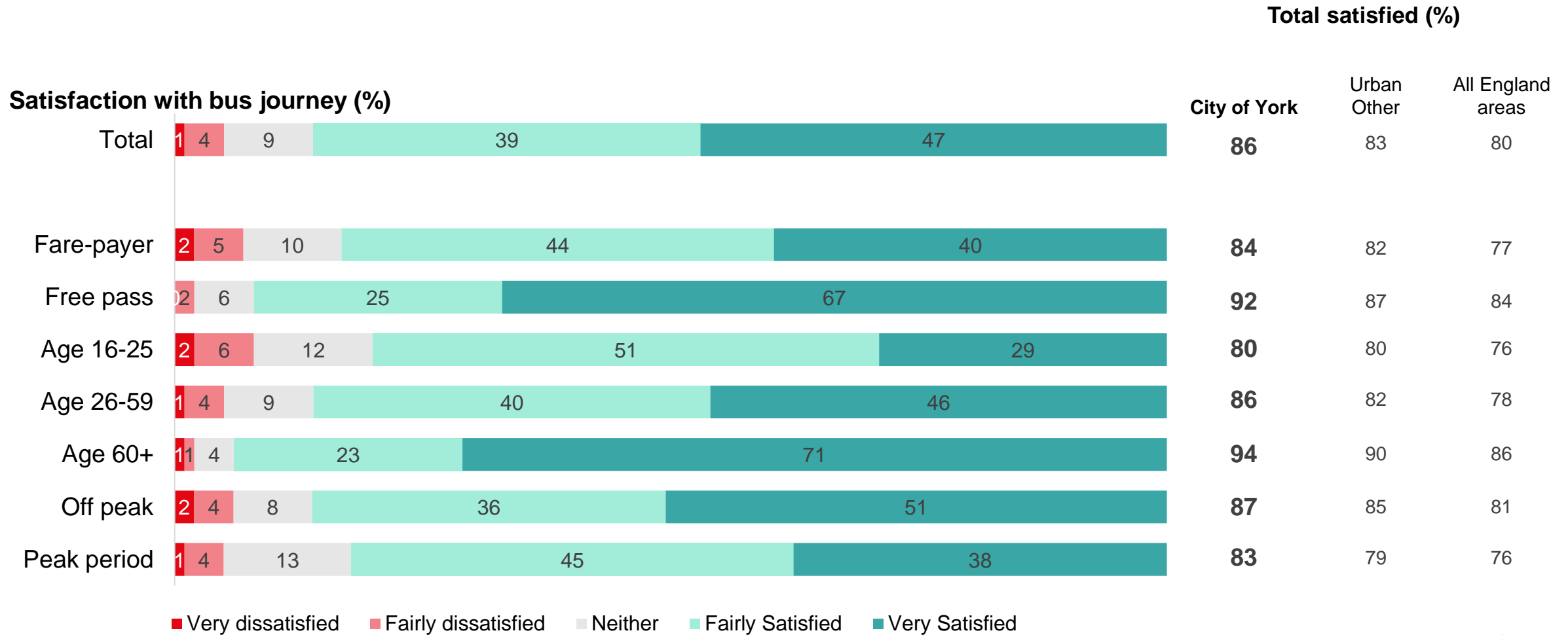
Q9 Overall taking everything into account from the start to the end, how satisfied were you with your bus journey?

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: 346 - 503 Urban Other 4131 - 6483 All England areas 9063 - 14390

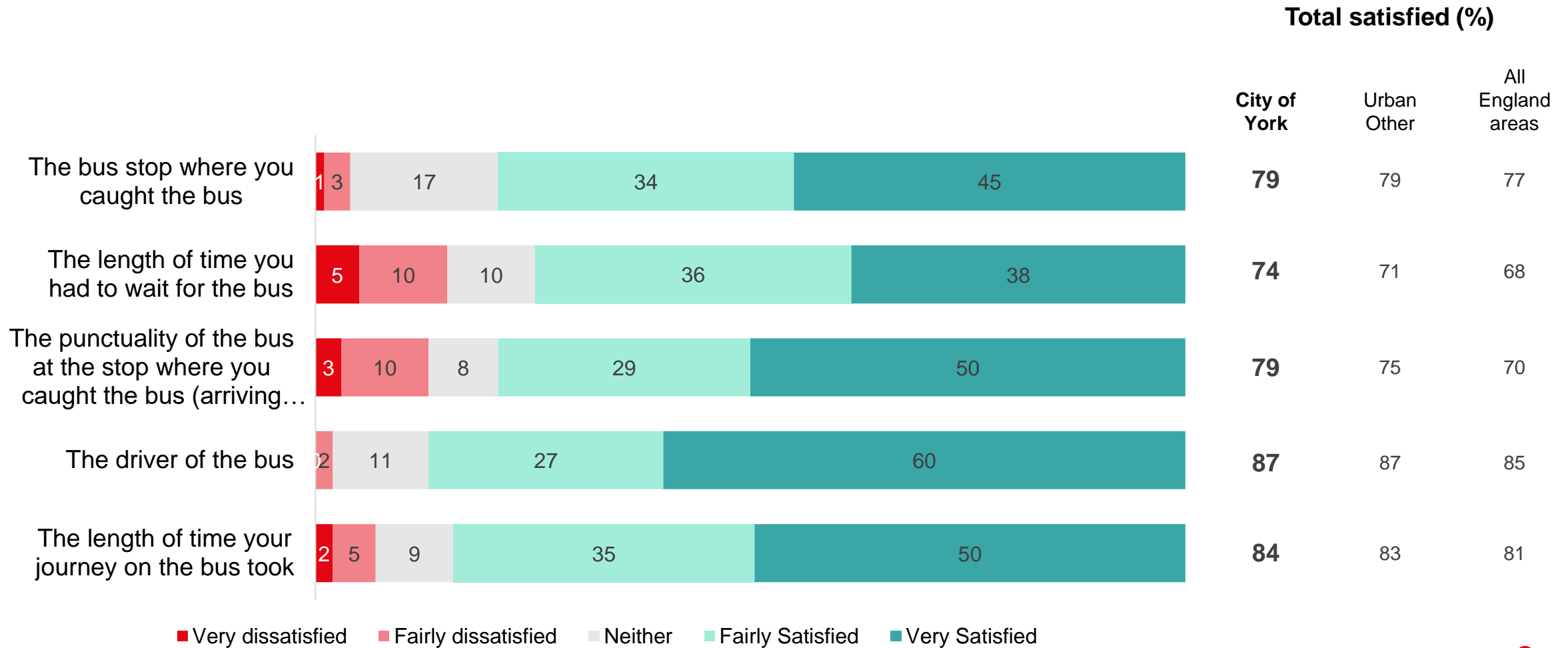
# Overall satisfaction with journey – in detail



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

Base: 502 Peak 161 Off Peak 334 Fare-payer 346 Free pass 128 Age 16-25 111 Age 26-59 213 Age 60+ 171 Urban Other 6483 All England Total 14390

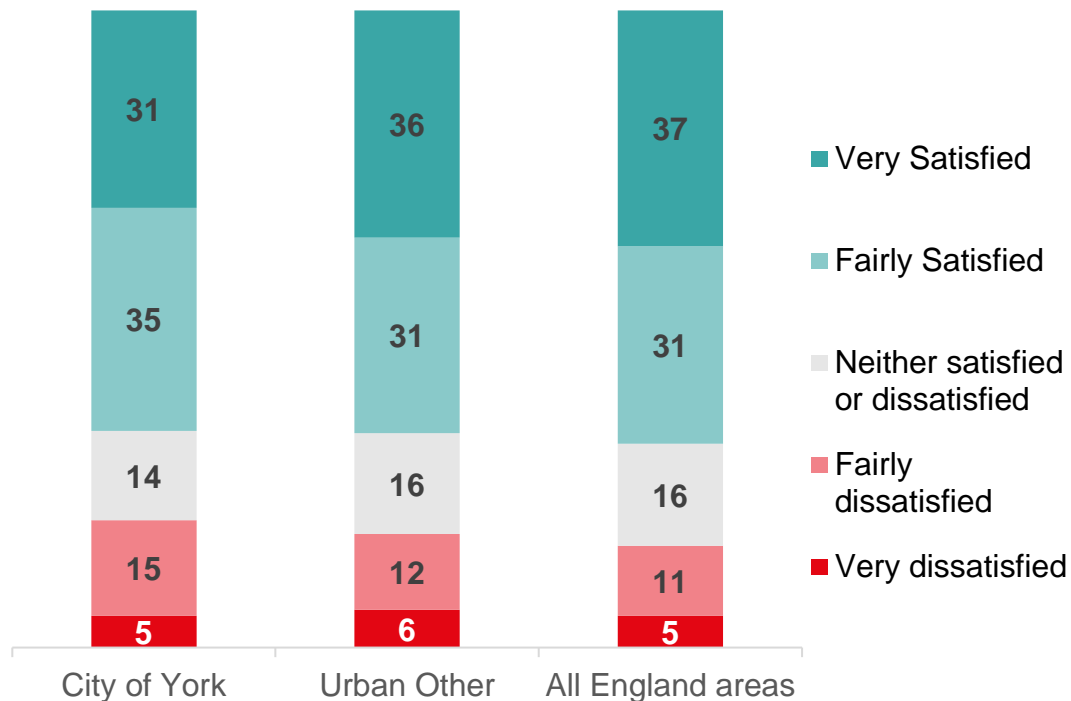
# Satisfaction with headline journey measures



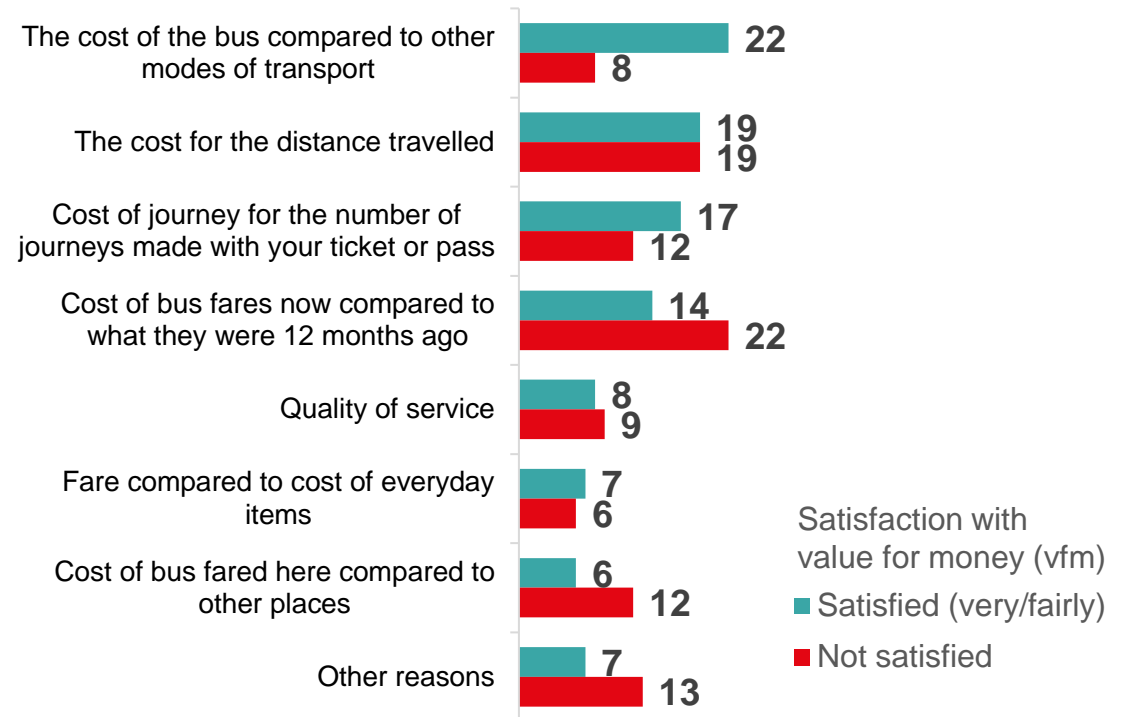
Q8 How satisfied were you with each of the following during the journey?  
 Base: 486-503 Urban Other 6354-6457 All England areas 14120-14312

# Value for money of the journey – in detail

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



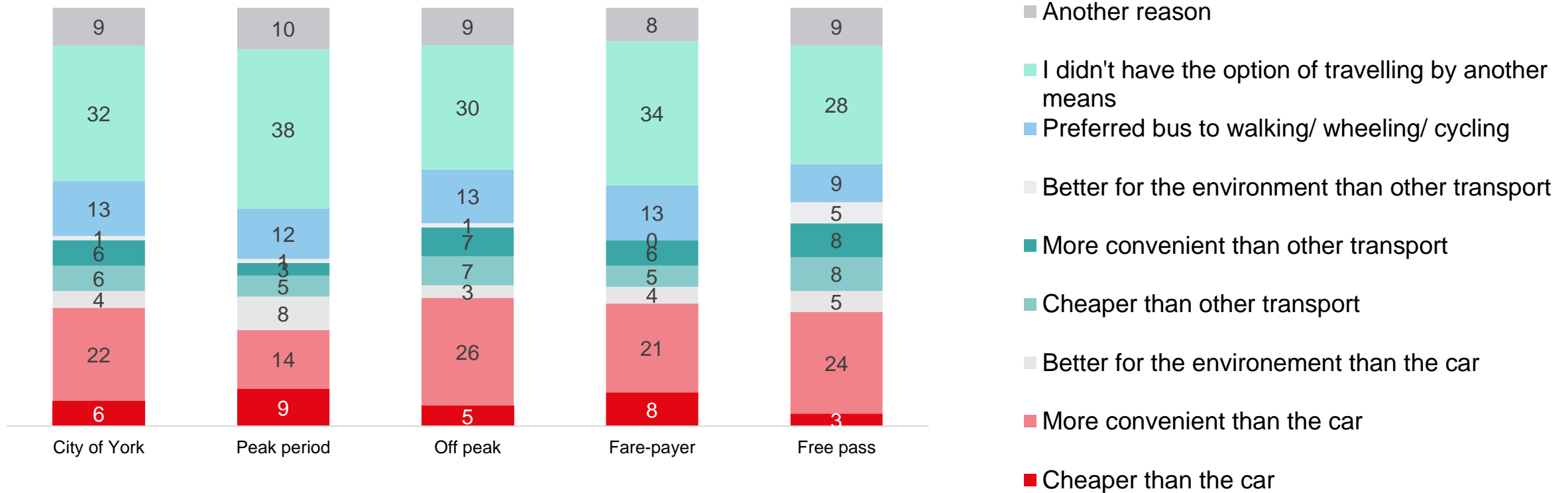
**Influential factors on value for money rating (%) in City of York**



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 346 Those satisfied with vfm 236 Those not satisfied with vfm 110

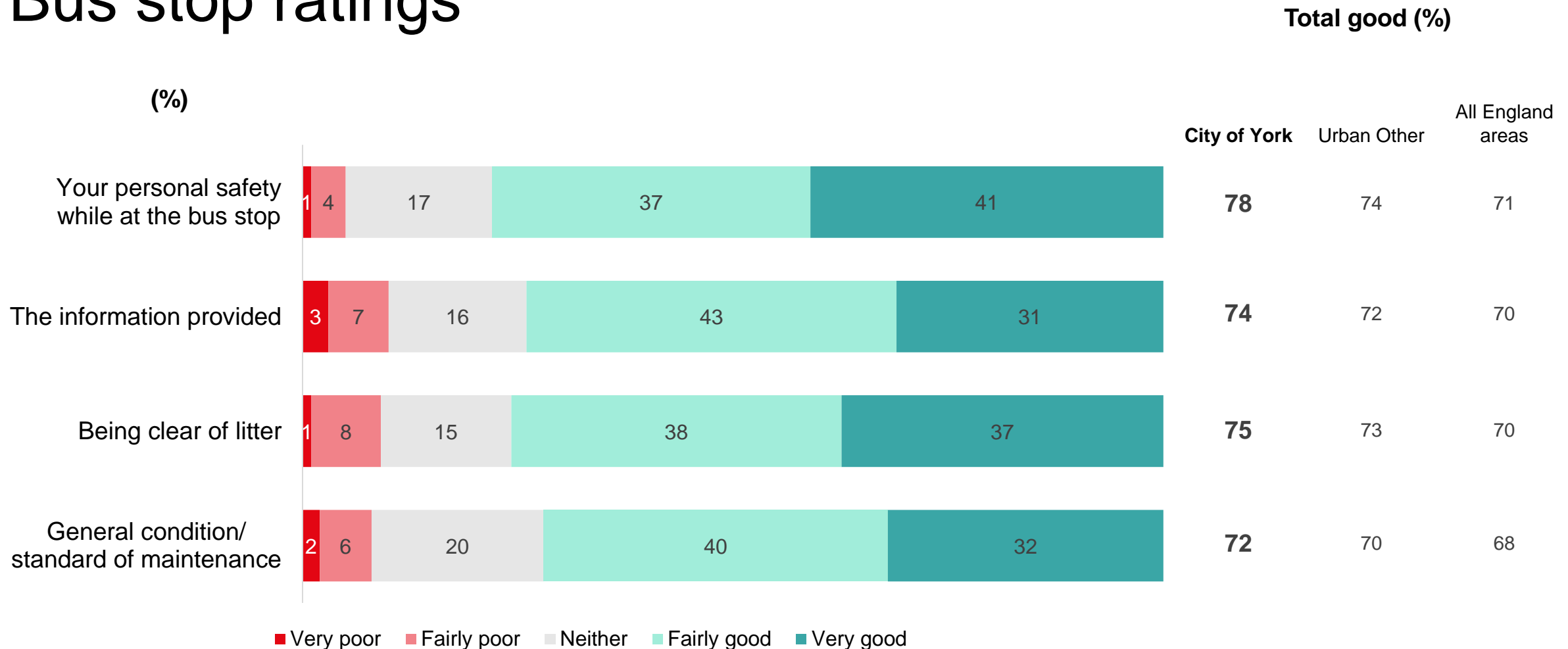
# Reason for taking the bus by time and fare type

## Main reason for taking the bus (%)



B1 What was the **main** reason you chose to take the bus for that journey?  
 Base: 497 Peak 160 Off Peak 330 Fare-payer 345 Free pass 126

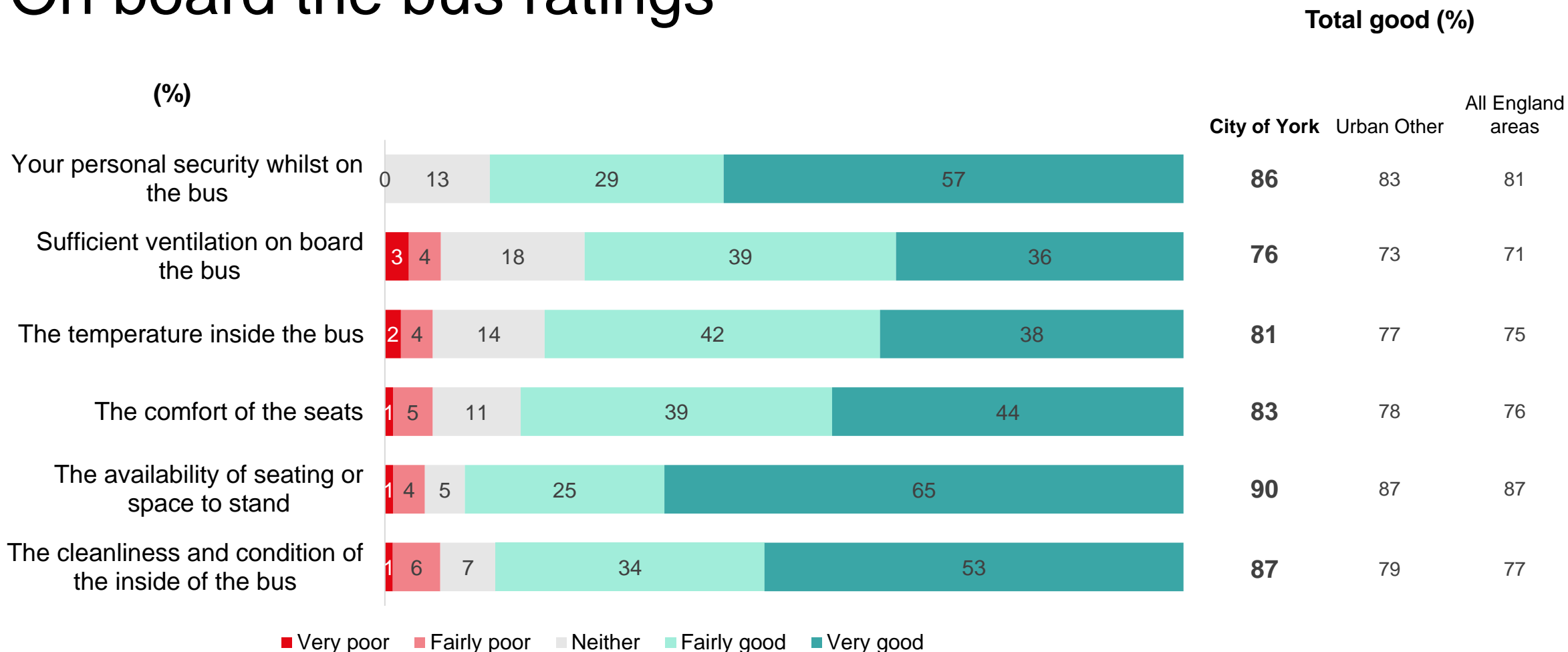
# Bus stop ratings



B5 Thinking about the bus stop itself, how would you rate the following...?  
 Base: 474 - 498 Urban Other 5906 - 6230 All England areas 13085 - 13815

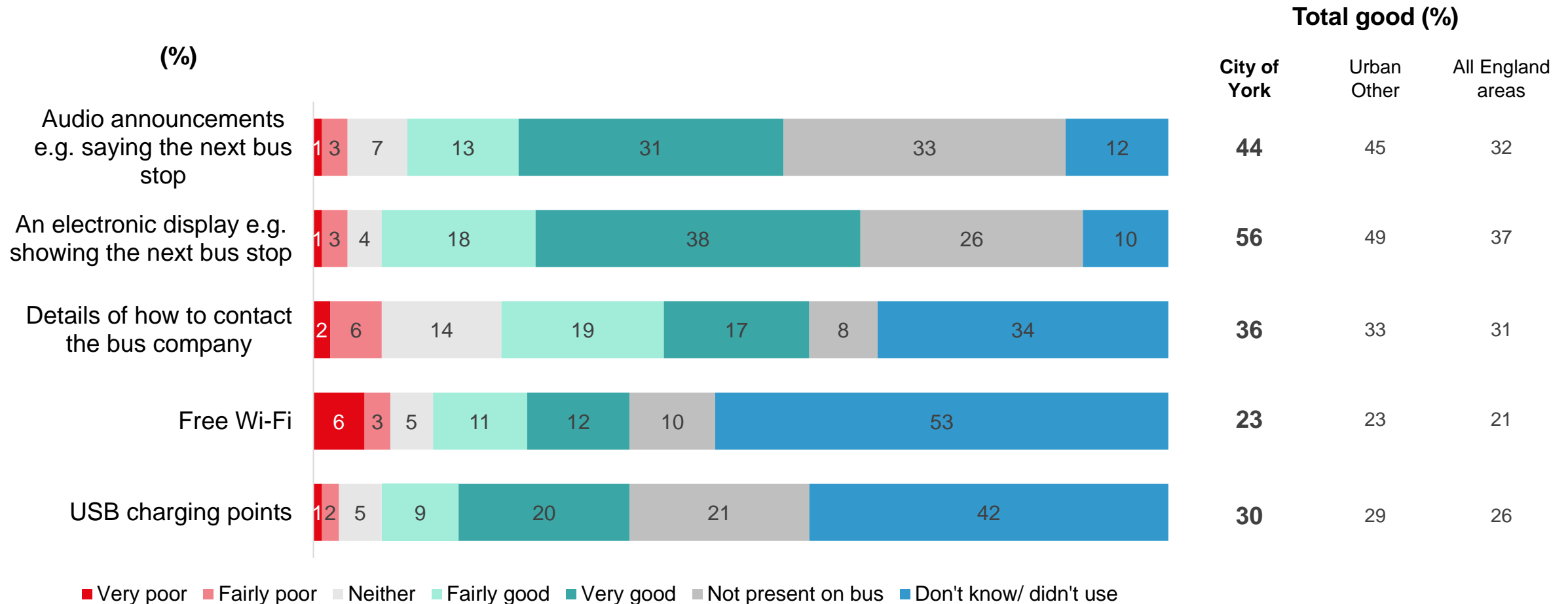


# On board the bus ratings



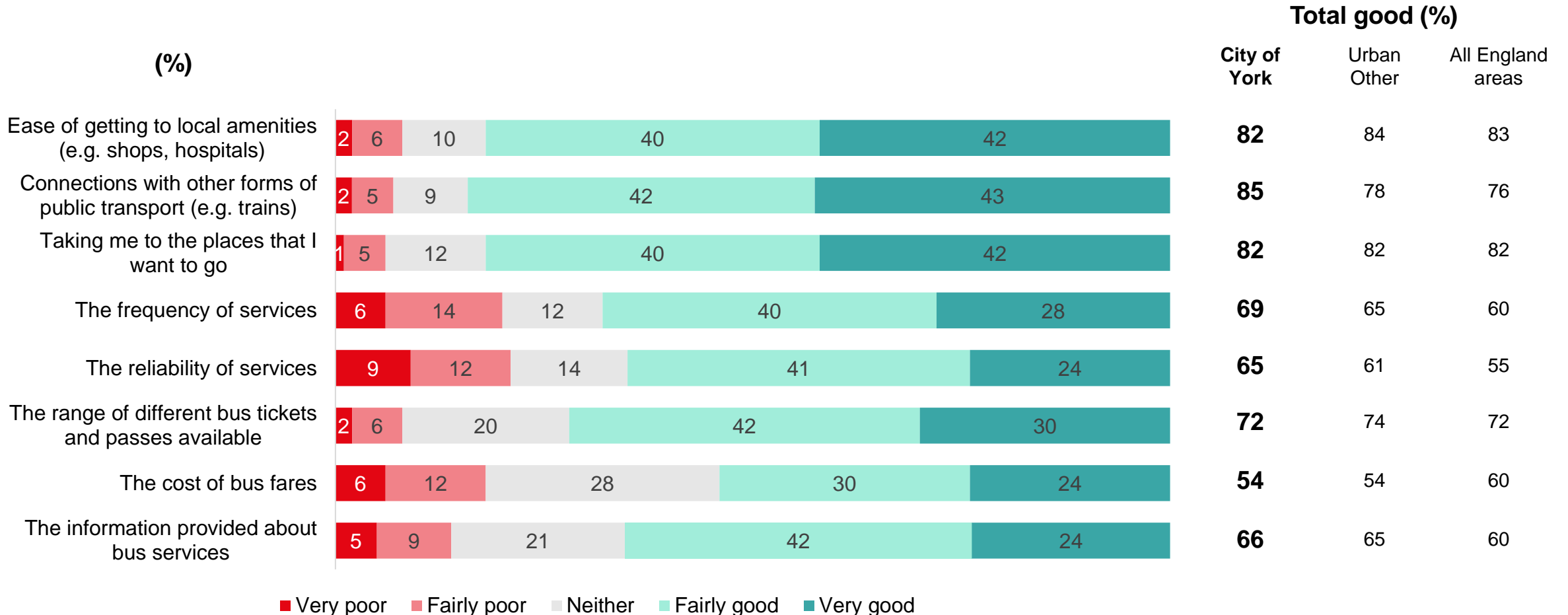
B8 Thinking about when you were on the bus, how would you rate the following...?  
 Base: 474 - 484 Urban Other 6010 - 6186 All England areas 13325 - 13760

# Ratings of bus facilities amongst all passengers



B15 How would you rate the following facilities on the bus?  
 Base: 486 - 486 Urban Other 6106 - 6106 All England areas 13644 - 13644

# 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: 323 - 443 Urban Other 4341 - 5697 All England areas 9714 - 12749

# Contact

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@transportfocus

**As the voice of Britain's transport users,  
Transport Focus:**

- champions the needs of the transport user **today**
- ensures the transport user is at the centre of policy making and decisions for **tomorrow**
- inspires **future** transport thinking.

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

