

Bus Passenger Priorities in London

23rd March 2010

Project so far:-

- Joint project with Passenger Focus
- Will allow comparisons with National results
- Asked 676 people in 3 locations
- Brixton, Harrow and Victoria
- Weighted to reduce bias

Bus Passenger Priorities

1. More buses are on time or within 5 minutes of when they are scheduled to arrive.
2. Buses run more frequently at times when you want to use the bus
3. Electronic displays showing the correct length of time until the next bus is due to arrive are available at all bus stops

Bus Passenger Priorities

- 4.The correct route number and destination is clearly displayed on the outside of all buses
- 5.All bus drivers are helpful and have a positive attitude
- 6.Personal security onboard the bus is improved through the use of CCTV cameras on all buses
- 7.All passengers are able to get a seat on the bus for the duration of their journey
- 8.Buses go to a wider range of destinations in your local area
- 9.Bus fares, tickets and passes offer better value for money
- 10.All buses drive at an appropriate speed and are free from jolting

Commentary

1. This relates to priority (or smoothing of journey times) for buses in traffic
2. More frequent services
3. Knowing when your bus is going to arrive
4. Knowing that you are getting on the right bus and going in the right direction
5. Staff that are polite and considerate

Commentary (2)

6. Personal security improved – all buses in London do have CCTV and have done for several years.
7. Everyone wants a seat
8. A comprehensive network but with direct links from area to area
9. Value for money
10. Reflects the concerns particularly of senior citizens

What Next?