

RESEARCH SUMMARY

Title	Bus User Survey 2008
Objective	Profile of customers who use buses
Date	January 2009
Methodology	67,548 self-completion questionnaires returned by passengers during May - July 2008 as they got off buses

Key findings

- As is true of the London population, day bus passengers are slightly more likely to be female than male. By contrast, nearly two thirds of night bus passengers are male. These figures have not changed over time.
- Compared to their proportion in the population, older people are less likely to be bus passengers than other age groups. Since 1999, passengers aged 25 - 45 have increased, and over 60s have halved. These changes - and those below to ethnic profile and use of other modes - may be related to the shift whereby a larger proportion of bus services are now provided in peak times.
- Day bus passengers are less likely to be white British or white Irish than in the past. One third are white British/Irish, down from four in ten in 2003 (compared to nearly two thirds of London residents). During the day white passengers are equally as likely to take a bus to work as black, Asian and minority ethnic (BAME) passengers (both at just under half), but more night bus users for work are from BAME groups. White passengers are more than twice as likely to use a night bus for leisure as BAME passengers.
- Over half of bus passengers live in a household where the head is in a high, intermediate or junior managerial position. Although not directly comparable, this approximates to ABC1 social grade, which suggests that bus passengers are broadly representative of Londoners in terms of income.
- Bus passengers make more use of the Underground and Docklands Light Railway (DLR) than they did five years ago. Just under a third of day bus passengers are now also frequent users of the Underground / DLR.
- One in ten day bus passengers are not resident in London (very slightly more among night bus passengers).
- As would be expected due to greater service density, passengers who live in inner London travel by bus more often than those from outer London.

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