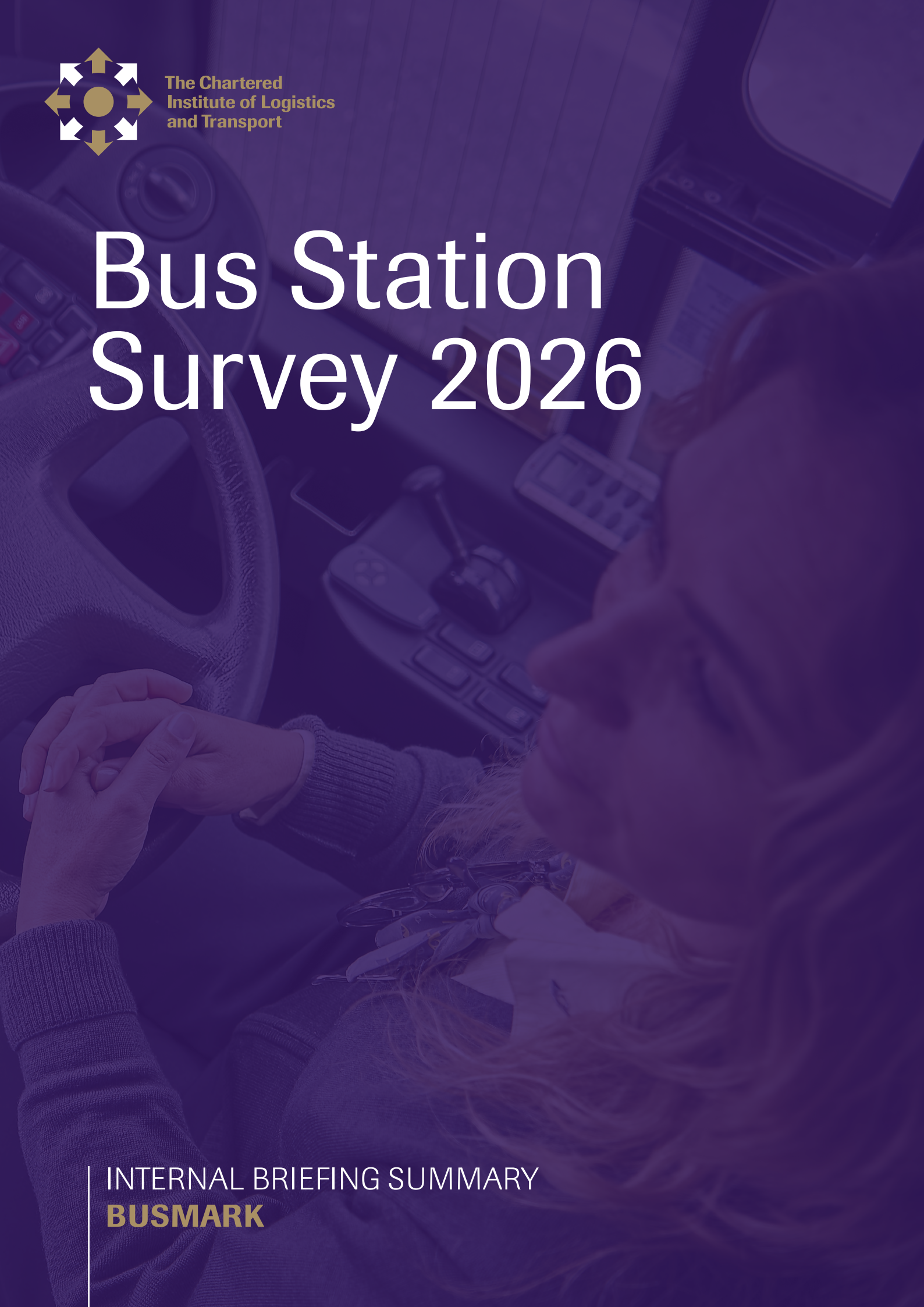
The Chartered Institute of Logistics and Transport

# Bus Station Survey 2026



INTERNAL BRIEFING SUMMARY

**BUSMARK**

# Purpose

This briefing summarises the findings from the Bus Station Survey 2026, capturing feedback from approximately 35 operators and stakeholders across the UK bus station network.

**Important note:** Findings should be presented as reflecting the views of survey respondents and not necessarily the wider UK bus station estate.

# Summary

The survey paints a picture of a bus station network that is generally delivering its core operational function but facing increasing pressure from anti-social behaviour, ageing infrastructure and constrained investment.

The strongest message emerging from the survey is the impact of safety and security concerns on both operators and passengers. Respondents also identified a clear need for continued investment in station facilities, passenger information and the overall customer experience.

Overall, the network is viewed as functional, but many stations are perceived as meeting minimum standards rather than offering a high-quality passenger environment.

# Findings



## Safety and security

- 72% of respondents report anti-social behaviour occurs either often or sometimes
- Only 11% report having security staff present at all times
- Anti-social behaviour was the single most frequently cited operational challenge



## Passenger information

- 46% rate real-time passenger information as only adequate
- Only 38% rate information provision as good or very good
- Reliability during disruption remains a common concern



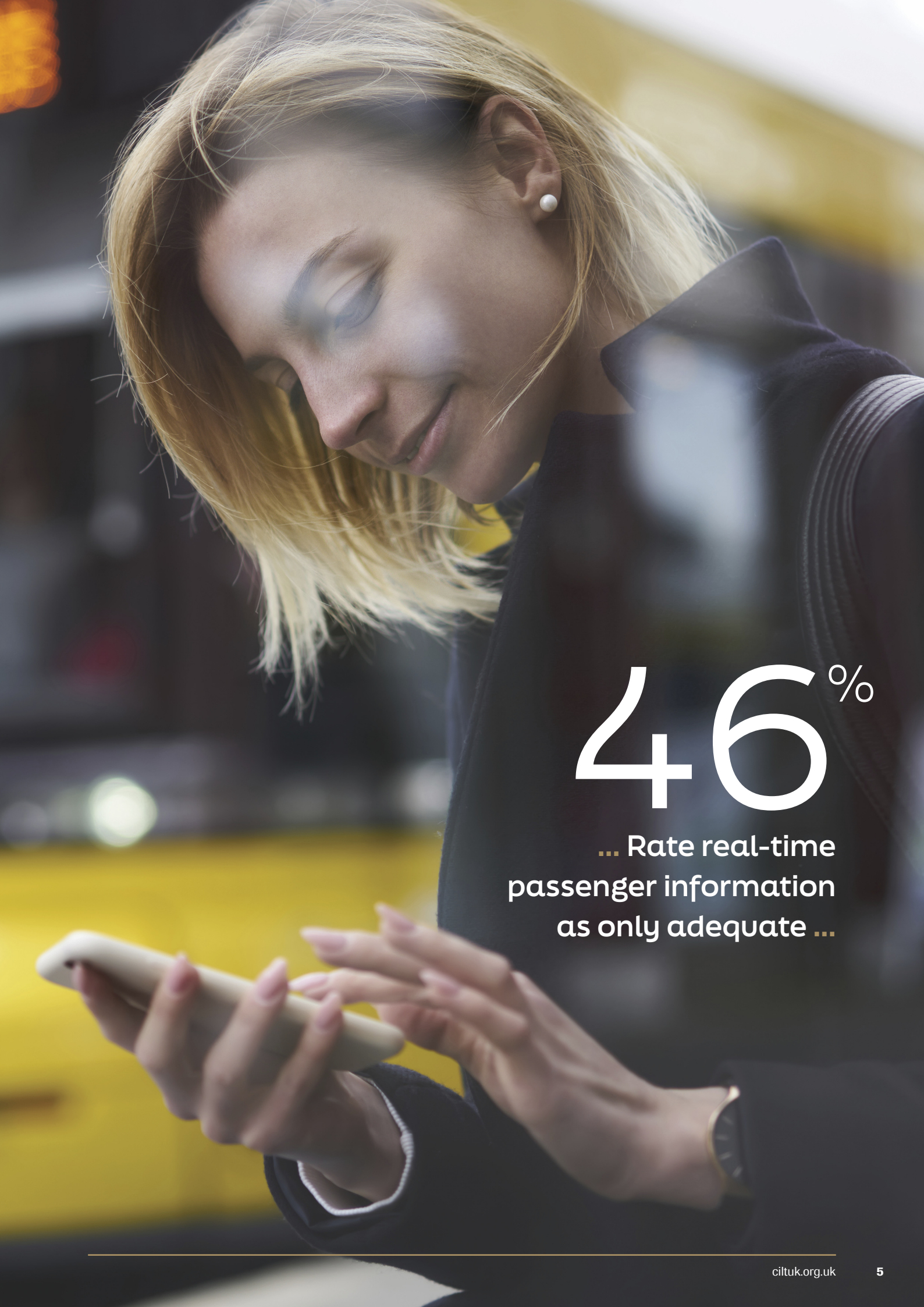
## Cleanliness

- 52% rate station cleanliness as adequate
- Only 37% rate cleanliness as good or very good
- Concerns focus on maintenance standards and public toilets



## Infrastructure and investment

- Many respondents described stations as:
  - Ageing
  - Tired
  - Dated
  - Run down
  - Requiring refurbishment
- Investment and refurbishment emerged as one of the most common requests for improvement


46%
... Rate real-time passenger information as only adequate ...

# Results

... The strongest message emerging from the survey is the impact of safety and security concerns on both operators and passengers. Respondents also identified a clear need for continued investment in station facilities, passenger information and the overall customer experience ...

1

# Bus station ownership

| Ownership type | Approximate position |
|---|---|
| Local authority/Combined authority | Significant majority |
| Bus operator | Small minority |
| Retail/shopping centre | Small minority |
| Mixed ownership arrangements | Small minority |

## Analysis

The majority of responding bus stations are publicly owned or managed. This reinforces the critical role local authorities and combined authorities play in maintaining passenger facilities, security arrangements and investment programmes.

## Key message

Bus station quality remains heavily influenced by local authority investment priorities and funding availability.

2

# Charging arrangements

| Response | Approximate share |
|---|---|
| No charge to operators | Around half |
| Charge applies | Around half |
| Mixed arrangements | Small minority |

## Analysis

There appears to be no consistent industry-wide approach to charging structures. Some respondents suggested that charging arrangements are generally accepted where facilities are maintained to an appropriate standard.

3

# Real-time passenger information

| Rating | Responses |
|---|---|
| Very good | 3 |
| Good | 7 |
| Adequate | 12 |
| Poor | 3 |
| Very poor | 1 |
| N/A | 3 |
| Not answered | 6 |

## Analysis

Real-time information is widely available across the network, but quality and reliability remain inconsistent.

The fact that almost half of respondents selected 'Adequate' suggests that many systems are meeting basic expectations but not delivering an outstanding passenger experience.

## Key message

Passenger information is available in most locations but there is significant scope to improve reliability, accuracy and disruption management.

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# Cleanliness

| Rating | Responses |
|---|---|
| Very good | 3 |
| Good | 7 |
| Adequate | 14 |
| Poor | 3 |
| Not answered | 8 |

## Analysis

Cleanliness receives generally positive but unremarkable ratings.

The dominant response was ‘Adequate’, indicating many facilities are considered acceptable but do not stand out as particularly clean or well-presented.

## Key message

Many stations are achieving acceptable standards, but relatively few are exceeding passenger expectations.

5

# Condition and maintenance

| Rating | Responses |
|---|---|
| Very good | 4 |
| Good | 9 |
| Adequate | 13 |
| Poor | 3 |
| Very poor | 1 |
| Not answered | 5 |

## Analysis

Results suggest a mixed picture.

Whilst a substantial proportion of respondents regard facilities as good or very good, an equal proportion selected 'Adequate'.

Comments indicate that many stations are experiencing the effects of underinvestment and deferred maintenance rather than fundamental operational failure.

## Key message

The network appears functional but many facilities require ongoing refurbishment to remain attractive and fit for purpose.

6

# Security provision

| Security presence | Responses |
|---|---|
| All times | 4 |
| Certain times | 16 |
| No security presence | 8 |
| Unsure | 4 |
| Not answered | 3 |

## Analysis

Whilst CCTV and other security measures are common, visible security staffing is much less prevalent.

Only 11% of respondents reported security being present at all times, while almost a quarter reported no security presence.

## Key message

Visible security remains limited in many locations despite safety concerns being widespread.

7

# Anti-social behaviour

| Frequency | Responses |
|---|---|
| Often | 4 |
| Sometimes | 19 |
| Rarely | 7 |
| Never | 2 |
| Not answered | 3 |

## Analysis

This is the clearest finding in the survey.

Of respondents who answered the question:

- 72% report anti-social behaviour occurs often or sometimes
- Only 6% report it never occurs

Issues cited include:

- Youth congregation
- Abusive behaviour
- Begging
- Alcohol misuse
- Drug misuse
- Vandalism
- Passenger intimidation

## Key message

Anti-social behaviour is the most significant challenge identified by respondents and has a direct impact on passenger confidence.

8

# Most common passenger complaints

| Respondents most frequently identified | |
|---|---|
| Anti-social behaviour and safety | Confusing stand allocations |
| Public toilet provision and cleanliness | Quality of passenger information |
| General cleanliness | Accessibility issues |
| Insufficient seating | Lighting |
| Poor maintenance and ageing facilities | Driver welfare facilities |

## Analysis

Importantly, most complaints relate to the quality of the waiting environment rather than bus services themselves.

Passengers appear to place greatest value on:

- Feeling safe
- Accessing accurate information
- Accessing clean toilets
- Having comfortable waiting facilities
- Being able to navigate stations easily

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# Most frequently requested improvements

## Respondents most frequently identified

**Safety & security**
Increased security presence
More visible staff
Enhanced enforcement measures

**Passenger facilities**
Improved toilets
More seating
Better customer information

**Infrastructure**
Refurbishment programmes
Modern waiting facilities
Improved lighting
Better maintenance

**Accessibility**
Improved step-free access
Better boarding arrangements
More inclusive design features

# Conclusion

The survey suggests three clear priorities for bus station operators and stakeholders. Bus stations that perform well tend to deliver consistently across all these areas:

1

**Safety improvements**

Anti-social behaviour is the most significant issue identified and is having a direct impact on passenger perception and confidence.

2

**Infrastructure investment**

Many respondents described facilities as ageing and in need of refurbishment. Investment is required to maintain station quality and enhance the customer experience.

3

**Enhance passenger experience**

Many respondents described facilities as ageing and in need of refurbishment. Investment is required to maintain station quality and enhance the customer experience.

**... The survey provides valuable insight into current operational challenges and priorities ...**

## Suggested internal headline

Safety, security and investment emerge as the key priorities for UK bus stations, with nearly three-quarters of respondents reporting anti-social behaviour issues and many highlighting a need for refurbishment and improved passenger facilities.

## Assessment of risk and limitations

The findings presented in this report should be interpreted as the views and experiences of survey respondents and are not necessarily representative of the entire UK bus station network.

The survey provides valuable insight into current operational challenges and priorities; however, the sample size is relatively modest and responses were received from a range of locations with differing ownership, management arrangements, passenger volumes and operating environments. As a result, findings may not be directly comparable across all sites.

Several questions also attracted varying response rates, meaning percentages have been calculated based on those respondents who answered the relevant question. In addition, qualitative comments reflect individual experiences and perceptions rather than independently verified operational data.

Despite these limitations, the consistency of themes across both quantitative and qualitative responses provides confidence in the key findings. In particular, concerns relating to safety and anti-social behaviour, infrastructure investment, cleanliness, passenger information and accessibility were raised repeatedly by respondents from different parts of the network, suggesting these are genuine areas of sector-wide interest and concern.

Accordingly, the survey should be viewed as an indicative assessment of current operator perspectives, providing a useful evidence base to inform future discussion, policy development and investment priorities, rather than a statistically representative assessment of all UK bus stations.

# Next steps

We plan to engage with national government and local authorities, but we are always interested to hear from or about other interested parties, so if you have any comments on what you have read, please contact the BusMark Group:

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