



**TRANSPORT  
SCOTLAND**  
CÒMHDHAIL ALBA

# Scottish Transport Statistics 2022

## Bus and Coach Travel

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## 1. Introduction

1.1 This chapter provides information on bus and coach travel, such as the numbers of passenger journeys and vehicle-kilometres, passenger receipts and local bus fare indices, the numbers of vehicles of various types and the numbers of staff employed.

1.2 Estimates of passenger numbers, receipts and fares are based on a survey by the DfT and are therefore subject to sampling error. Figures from 2004-05 onwards are based on an improved methodology and may not be directly comparable with previous years. See the bus and coach section of the user guide.

**Bus travel in Scotland was profoundly affected by the Covid-19 pandemic, with restrictions on travel and daily activity in place for large parts of 2020. Comparisons with 2020 should therefore be treated with caution.**

## Key points

- **234 million journeys were made by bus in 2021-22. This is an increase of 87 per cent on 2020-21. Almost two fifths of these were made under the National Concessionary Travel Scheme.**
- **There were 1.5 million people with National Concessionary Travel cards in Scotland in 2022.**
- **The bus industry received £329 million in funding from local or central government in 2021-22. Passenger revenue in 2021-22 stood at £265 million in Scotland.**

## 2. Main Points

### Vehicles and Passengers

2.1 Around 234 million passenger journeys were made by bus in Scotland in 2021-22. This is an increase of 87 per cent on 2020-21 and a 52 per cent fall from a peak in 2007-08. Journeys under the National Concessionary Travel Scheme make up almost two fifths of this figure (37%). (*Table 2.2a*)

2.2 The distance covered by local bus services (expressed in terms of 'vehicle kilometres') can be seen as a measure of bus service provision. Although this risen in 2021 by 13%, this was a much smaller rise than the increase in passenger numbers (87%). (*Table 2.3a*)

2.3 The number of buses in operators' fleets decreased by 8 per cent since 2016-17 and there was a 14 per cent decrease in the number of staff employed in the industry over the same period. (*Table 2.1a and 2.4*)

2.4 Passenger journeys in Great Britain fell by 37% and Scotland by 40% over the past five years. Vehicle kilometres in Scotland fell by 13% and Great Britain 14% over the same period. (*Table 2.2a and 2.3a*)

2.5 The declining trend in bus use contrasts with train travel in Scotland. Train accounts for only a quarter of the passenger journeys made by bus, but saw steady increases in passenger numbers over the years leading up to the Covid-19 pandemic. (*Table SGB1*)

2.6 Bus travel in the South West and Strathclyde and South East (corresponding to the Regional Transport Partnership areas of SPT, SWestrans (Dumfries and Galloway) and SEStran) accounts for 84 per cent of bus journeys in Scotland. (*Table 2.2b*)

2.7 Bus use is higher in urban areas and lower in rural areas. The Scottish Household Survey travel diary shows 62 per cent of those who used the bus the previous day lived in large urban areas compared to three per cent of users living in accessible rural areas. (This compares to population estimates of 35% living in large urban areas and 6% living in remote rural areas.) These figures are supported by the results of the more general question on bus use included in the Transport and Travel in Scotland publication which shows 21 per cent of respondents in large urban areas had used the bus in the last month compared to 4 per cent of those in accessible rural areas. (*Table 2.10*)

## Operator revenue

2.8 Bus operators in Scotland received £594 million in revenue in 2021-22, an increase of 27 per cent on the previous year. Adjusting for the effects of inflation, total passenger revenue was 24 per cent less than 5 years ago. (*Table 2.8*)

2.9 In 2021-22, almost over half (£329 million, 55%) of operator revenue came from local or central government: through concessionary travel reimbursement, Bus Service Operators Grant (BSOG) or supported services. In the year previous, government support only accounted for 72% of operator revenue. Passenger revenue (i.e. ticket sales to non-concessionary passengers) accounted for around 45 per cent of operators' revenue (£265 million). Additional non-revenue support is excluded from these figures, specifically the Scottish Green Bus Fund and the Bus Investment Fund. (*Table 2.8*)

2.10 In real terms (adjusting for the effects of inflation), funding from local and national government is now 2 per cent lower than five years ago and overall passenger revenue is 24 percent less than it was 5 years ago. When looking at these figures it is necessary to consider the passenger number figures in Table 2.2a and the fares data in Table 2.5. Passenger revenue over the last five years has not increased due to a 40 per cent decrease in passengers, although fares have

decreased by 3 per cent below general inflation over the same period. (*Table 2.8, 2.2a and 2.5*)

## Fares

2.11 Bus fares in Scotland have decreased by 3 per cent in real terms (adjusting for the effects of inflation) over the past five years, while there was no change for Great Britain. In current prices, i.e. viewing fare increases in the way that a consumer would, fares have risen by almost 11 per cent over the past five years. The increase in current prices is less than in Great Britain as a whole which has seen a 14% increase over the last five years. (*Table 2.5*)

## Operator costs

2.12 As would be expected with the recovery in passenger numbers and increase in service provision (as reflected in vehicle kilometres), operator costs per passenger journey decreased significantly in 2021-22. In 2021-22 operating costs per passenger journey fell by 40 per cent from £4.61 per passenger journey to £2.78. Although the operating costs per vehicle km is lower than for the rest of GB (excluding London), operating costs per passenger journey remain higher than GB (£2.78 in Scotland, compared to £2.46 for GB excluding London). See also 'Other sources of data', as more detailed costs data is available from the Confederation of Passenger Transport. (*Table 2.6 and 2.7*)

## Passenger Satisfaction

2.13 In 2021, the majority of people were satisfied with most aspects of bus services that the Scottish Household Survey asked them about (the relevant questions are currently included in the survey every second year). At least 80 per cent of respondents were satisfied with the extent to which buses ran to timetable; the cleanliness of buses; bus service is stable and not regularly changing; the ease of finding out route and timetable information; feel safe/secure on bus during day; and the simplicity of deciding which ticket they need. (*Table 2.11*)

2.15 Respondents gave lower satisfaction scores for the extent to which buses were environmentally friendly (53%) and whether the fares were good value (60%).

2.16 Additionally there was a noticeable difference in those who felt safe on the bus during the day and in the evening. Ninety-five per cent of respondents agreed that they felt safe using the bus during the day compared to 73 per cent in the evening.

## Concessionary Travel

2.17 The National Concessionary Travel Scheme for older and disabled people was rolled out across Scotland in April 2006. The scheme enables individuals aged 60+ or those with an eligible disability to travel free on buses across Scotland using a valid National Entitlement Card (NEC).

On 31 January 2022, the new Young Persons' Free Bus Travel Scheme was launched, which provides free bus travel for everyone living in Scotland between the ages of 5 and 21 (Table 2.13).

Residents on the Western Isles, Orkney and Shetland who qualify for free bus travel under the Older and Disabled Persons' scheme can also get two free return ferry journeys to the mainland each year. Residents on the Western Isles, Orkney and Shetland, plus North Ayrshire, Argyle and Bute and Highland Council who are aged 16-18 also receive two free return ferry journeys to the mainland each year.

Before the Young Persons' scheme was introduced, those aged 16-18 and young volunteers aged 19-25 were also entitled to discounted bus and rail travel. 149,000 young people were eligible to access the travel concessions available through their Young Scot NEC in 2020.

Young volunteers aged 22-25, who live in Scotland and volunteer more than 30 hours a week, can still access a third off the adult single fare on almost all local and long-distance buses in Scotland with a valid Young Scot NEC. Additionally, young people aged 16-18 (16-25 for full time volunteers) with a Young Scot NEC can access some additional rail discounts, including a third off rail travel and season tickets at a 50% discount (some restrictions apply).

The young persons scheme is excluded from the analysis in paragraph 2.19 and 2.20 but is included in table 11.29 .

In addition to the Scottish Government's concessionary travel schemes, some local authorities offer other non-bus concessions which are also delivered on the NEC. These non-bus concessions are available to cardholders who live in that area and available on a local basis.

The Scottish National Blind Persons' Scheme is also delivered on the NEC, but is not operated by the Scottish Government. This is a voluntary arrangement between local authorities, COSLA and participating transport operators and provides free rail and ferry travel throughout Scotland for cardholders who have the eye symbol on their NEC indicating they have a card due to a visual impairment.

2.18 90% of young people (16-18) had access to concessionary travel with a Young Scot NEC in 2021. Over 50% of eligible young people (5-21) have a concessionary pass under the new scheme as of 1 November 22, and 89% of those aged 60 or over had a pass. These uptakes have changed little over the period since the introduction of the national scheme, though there has been a steady increase in pass holder numbers over the period. (Table 2.12 and 2.13)

2.19 The majority of pass holders (90%) in the Older and Disabled Persons' Scheme hold a pass on the basis of age. Of those who have a pass for disabilities or visual impairments, 78% have a companion card which allows someone to travel with them on the bus. Cardholder numbers by local authority are shown in Table 2.14. (Table 2.13)

2.20 Details of trips made on buses under the National Concessionary Travel Schemes are included in Table 2.2a. Further details of journeys made on all modes of transport under the National Schemes and current and previous local schemes are shown in table 11.29. Bus journeys account for almost all (98%) of journeys made under concessionary travel schemes. See the personal and cross modal travel section of the user guide for more detail around what is included in this table.

## **Other sources of data** (not National Statistics)

2.21 Some industry data are available, though as they are not produced by Government they are not National Statistics and do not comply with the Code of Practice for Official Statistics. They are included here as an alternative information source which may be of interest to readers.

2.22 The Confederation of Passenger Transport (CPT) publish a Cost Index on their website. This shows that wages, staffing and labour accounted for around 60% of operating costs, with fuel accounting for 16%. Total costs have been above inflation for the last few years.

2.23 The Office of the Traffic Commissioner are responsible for the licensing of the operators of buses and coaches and the registration of local bus services (routes). Statistics are published in the Traffic Commissioners of Great Britain Annual Reports. There were 7 cases of action taken at public inquiry for non-compliance (under the Public Passenger Vehicles Act 1981) in Scotland in 2021-22, one more than in 2020-21.



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