
25 June 2013

Your Bus Matters event report

Your Bus Matters: Leicester

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Held in Humberstone Gate, 25 June 2013, in partnership with:

- First
 - Arriva
 - Stagecoach
 - Kinch
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Usually a few key issues are identified at our Your Bus Matters events, and they tend to dominate proceedings. Unusually at Leicester, there were few consistent issues coming through: no particular pattern showed up and indeed there were some conflicting attitudes.

For example there is quite a lot of praise for the quality of drivers, then an almost equal number of issues with drivers, particularly not letting people sit when the bus pulls away, being unhelpful to disabled people and not stopping for people running for the bus, as well as some general surliness.

One more consistent trend is that people find First's buses dirty and expensive compared to Arriva's, though again there is some inconsistency of people thinking Arriva's buses are immaculate and some finding them dirty too: the latter are often comparing them with Kinch, who come out pretty well.

Most of the complimentary comments seem to relate to Arriva and Kinch, and a strong sense of Arriva being better value than First.

There is quite a strong trend of people wanting better services in the evenings and especially on Sundays. The lack of Sunday service seems a particularly strong issue for services 21/21A. Lack of reliability is mentioned particularly on services 25, 26, 50, 53A, 58/58A (there were a lot of comments about late running on those), 86/87 and comments that Centrebus and First run together on 22 and people would prefer a more even frequency (and would like buses after 20.30). People seem to like and value the Flexiticket, and inevitably there were a few calls from people outside the boundary for it to be extended.