bus users
bringing people together
dod â phobl ynghyd

Annual Impact Report for Wales 2025/26

www.bususers.org

"The only approved Alternative Dispute Resolution Body for the bus and coach industry"

About us

Bus Users UK champions the rights of passengers and campaigns for inclusive, accessible transport. Our work with local communities, transport bodies and government at all levels is helping to improve services for everyone.

The only approved Alternative Dispute Resolution Body for the bus and coach industry, we are also the designated body for handling complaints under the Passenger Rights in Bus and Coach Legislation and part of the Sustainable Transport Alliance, a group dedicated to promoting the benefits of public, shared and active travel.

As well as handling complaints, our Bus Compliance Officers carry out regular checks to ensure transport providers fully meet their responsibilities and we make sure local communities are at the heart of transport planning and delivery across Wales.

You can find out more about our work and keep up-to-date with our latest news at **www.bususers.org**

Headlines

	2025/26	2024/25
Complaints	164	144
Issues raised	298	262
Complaints about service reliability	7%	12%
Complaints about driver/staff attitude	27%	25%
Cases referred to BAB	0	0
Events	14	19
Issues raised at events	172	221
People at “Let’s Talk Buses” events	147	186
Stakeholders met	83	78
Operators monitored by BCOs	21	24
Areas monitored for BSSG	3	3
Areas monitored for punctuality/reliability	116	83
Services monitored	314	272
Hours of roadside monitoring	2,457	2,479
No further action by Traffic Commission	5	8
Operator Public Enquiries	0	0

Complaints

In 2025/26 we successfully resolved 164 complaints on behalf of bus passengers in Wales.

Bus Users UK is an approved ADR body for the bus and coach industry. If a passenger raises a complaint with an operator and they are not happy with the response, we act on their behalf. In 2025/26, Bus Users in Wales received 164 (144) complaints covering 298 (262) issues, with a further 172 (221) issues raised at our “Let’s Talk Buses” events.

"If a passenger raises a complaint with an operator and they are not happy with the response, we act on their behalf"

Complaints by category	2025/26					2024/25
	Q1	Q2	Q3	Q4	Total	Total
Bus Failed to stop or show	17	12	13	18	60	63
Driver and staff attitude	16	27	20	13	76	66
Service reliability	9	6	5	2	22	32
Ticketing	16	6	23	20	65	51
Information	7	3	9	7	26	17
Level of service	0	0	0	0	0	1
Other	3	2	6	2	13	10
Vehicle condition	5	2	1	1	9	8
Capacity	1	1	1	0	3	1
Access	5	2	1	1	9	6
Disability	1	1	0	1	3	3
Luggage	0	0	1	0	1	0
Personal Injury	0	1	2	0	3	2
Smoking	0	0	0	0	0	2
Infrastructure	2	3	0	0	5	0
Compliment	0	0	0	0	0	0
EPRR/AIR	0	3	0	0	3	0
Total	**82**	**69**	**82**	**65**	**298**	**262**

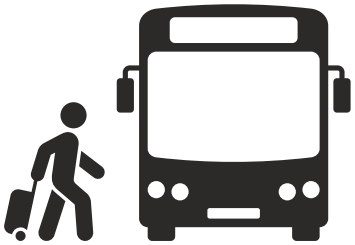
Passenger engagement

In 2025/2 there were 14 "Let's Talk Buses/CTBM" events across Wales

Date	Location	Partners
8.8.25	Newport	Newport Bus, RSPB Wetlands Centre
1.9.25	Brynmawr	Phil Anslow Coaches
2.9.25	Coventry	Welsh Government, TfWM, CPT
9.9.25	Cardiff	Cardiff Council
10.9.25	Crosskeys College	Stagecoach
11.9.25	Rhondda College	Stagecoach
12.9.25	Llantrisant	Edwards Coaches
17.9.25	Swansea University	First Cymru
19.9.25	Treforest University	Stagecoach
23.9.25	Cardiff University	Stagecoach
24.9.25	Swansea	Swansea Council/Swansea Disability Forum
7.10.25	Aberdare	Stagecoach/RCT Council
2410.25	Llantrisant	Edwards Coaches
29.10.25	Porth	Stagecoach/RCT Council

Our "Let's Talk Buses" events bring together the people who run bus services with the communities who rely on them.

Issues raised	2025/26
Level of service	82
Reliability of service	37
Information and infrastructure	21
Driver/staff attitude	17
Access	12
Vehicle condition	3



Catch the Bus Month / Mis Dal Y Bws

To mark Catch the Bus Month 2025 we ran a series of events in Aberdare, Brynmawr, Cardiff, Crosskeys, Llantrisant, Llwynypia, Porth, Swansea and Treforest.

Our bilingual campaign materials focused on the social, environmental and economic benefits of buses and our social media campaigns attracted huge attention from across the industry and among passenger groups, charities and local authorities.

We had excellent support again from Sioned Williams MS in support of the campaign.

Catch the Bus Month Awards for 2025 were presented to Cardiff Interchange, Monmouthshire Council in partnership with Newport Bus, and RNIB.

Our impact

The long-awaited Accessibility Information Regulations 2023 officially came into force in October 2024 for vehicles which first entered service in 2019. From October 2025 this extended to vehicles from 2014 onwards. We have worked extensively with governments on these regulations which will improve inclusion and have a huge impact on the ability of people with disabilities to travel safely and with confidence. In October 2026, vehicles that were first registered since January 1973 will fall within scope of the Regulations.

As operators and transport providers move towards cashless ticketing and digital apps, we have continued to warn against digital and financial exclusion. Many people in Wales are without access to a mobile device or bank account, or travel in areas with poor connectivity. We have been calling for exact change ticketing and printed timetable and ticketing options, so no-one is excluded from travelling.

Resolving complaints

A passenger travelling with a 6 month old baby in a buggy had bought their ticket ahead of their journey. When the bus pulled up at the stop the driver was rude and unhelpful, claiming the bus was too full for them to travel. The passenger offered to collapse their buggy but as they started to do so, the bus drove off without them.

The passenger was forced to pay for a taxi in addition to having an un-used bus ticket. When they complained, however, the operator said they would address the issue with the driver but would not offer compensation.

While we are not able to seek compensation for passengers, we took up the complaint and contacted the operator. Not only did they accept that the passenger's experience fell short of expectations, they also offered the passenger two day-travel tickets as a gesture of goodwill.

Feedback

"Thank you for all of your help, the process was so easy and you guys have been brilliant. I really appreciate it!"

"I had a good response in the end and was kindly gifted some bus tickets. Thank you for helping me get a proper response from the bus company after a lot of back and forth."

"Thank you for your support with my complaint. I have received a refund for the return leg of my journey, so I am satisfied that the complaint has now been resolved."

Morgan Stevens, Newport Bus MD: "We support and endorse the work of Bus Users Cymru. We firmly believe that the support that is provided to both customers and operators is invaluable in ensuring the needs of customers are heard and taken into account".

Representation

We represent the interests of passengers at the **Strategic Management Delivery Group** meetings of TrawsCymru and Fflecsi services, highlighting issues affecting passengers and making the case for rural services that meet local needs.

We have continued to work alongside eight other active, shared and public transport groups as part of the **Sustainable Transport Alliance**. Our shared aim is to support and galvanise work to cut greenhouse gas emissions and ensure inclusive, sustainable mobility for all.

We are a member of the **European Passengers Federation**, a group of passenger representative groups from across Europe. We attend meetings, respond to consultations and share passenger experiences and insight.

Improving services

We work with operators to improve access to information, particularly when it comes to service updates and cancellations. We share best practice and encourage operators to use as many channels as possible so passengers can make informed decisions about their journeys.

Our work to highlight pinch points in services is helping operators to change timetables to accurately reflect journey times, making services more reliable for passengers.

Raising issues

We are active on social media with X (formerly Twitter), Facebook, and we have an Instagram account for Catch the Bus Month and a Bus Users UK LinkedIn page.

We regularly take part in media interviews and in 2025/26 we were interviewed on BBC Radio and ITV News on the Buses Bill (Wales), and the impact of social isolation and loneliness resulting from bus service cuts. We highlighted the vital importance of buses in connecting communities, particularly in rural areas where fewer people have access to a car.

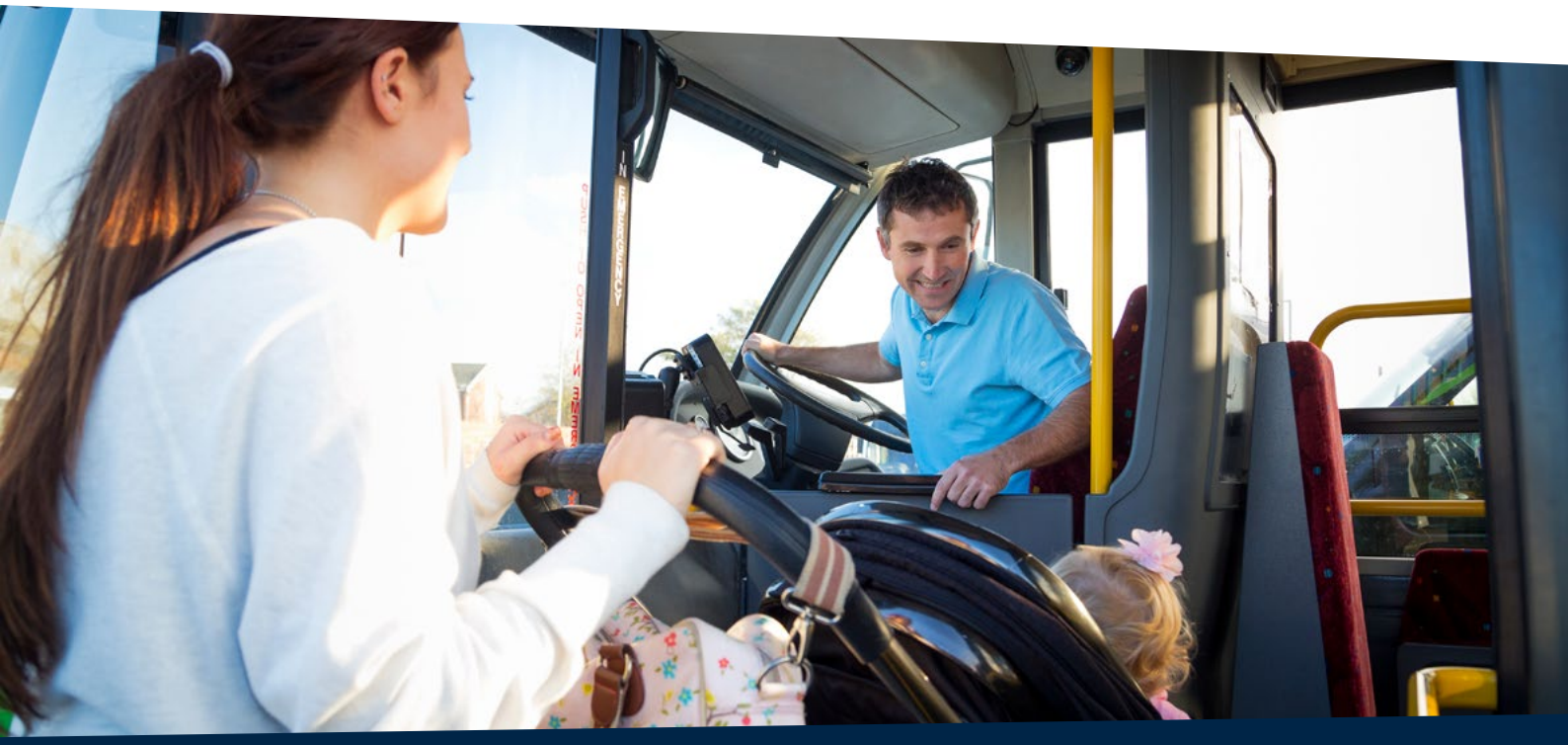
We joined a panel at the Transport Ticketing Global Conference in London on tackling ticketing and fare challenges in the UK's bus franchising era; we took part in the European Passengers Federation Conference in Swindon discussing bus franchising; and we moderated a panel at the MOVE 25 Conference in London on how operators and authorities can encourage public transport use.

We participated in workshops looking at the issues around complaint handling, ticketing and terminals under the Bus and Coach Passenger Rights Regulations, and we met with the Department for Transport to discuss enforcement of the Regulations.

CATCH THE BUS MONTH #CTBM
GET ON BOARD

Local action

We held face-to-face “Let’s Talk Buses” events in Aberdare and Porth in addition to our Catch the Bus Month events run throughout September. Our events bring together the people who plan and deliver services with the communities who rely on them.



Monitoring

Our Bus Compliance Officers (BCOs) carry out roadside monitoring and investigate complaints around punctuality. Their feedback is passed immediately onto the operator so services can be improved, and problems corrected. In extreme cases, BCO reports are passed to the Traffic Commissioner who has the option to call an operator before a Public Inquiry.

Here are just some examples of the impact our BCO work has had on services:

By law, audible and visual information must be available to passengers while travelling. As part of our monitoring work, we let operators and local authorities know whenever this technology is not functioning. This has led directly to improvements in reporting and addressing issues, improving journeys and accessibility for people across the country.

Passengers were experiencing delays on their bus service so we stepped in to identify the issues. The route in question was particularly long so delays at the start made it difficult for drivers to make up lost time. The operator addressed the issues we identified by changing timetables on other routes to allow for driver changes, and asking all drivers to arrive at their stands a few minutes early to account for potential ticketing issues or large passenger numbers.

We were notified that a bus service was regularly missing a stop listed on its timetable, creating major issues for passengers. Our BCOs set out to investigate and, having established that the stop was being missed, we held a series of meetings with the operator and the stop is now being fully serviced.

We received a number of complaints over punctuality from passengers on a service in West Wales. Our BCOs monitored the service and raised the issues with the operator and contracting local authority. As a result, changes were made to the timetable and the service now runs to time.

Our BCOs monitored a hospital bus service after we received a number of complaints about the service failing to run. We were able to corroborate their complaints when we identified a pattern of poor service which we raised with the operator. The operator carried out an internal investigation and made adjustments to the timetable. We have received no further passenger complaints.

Stakeholder Liaison

We continued to collaborate with key stakeholders across the sector throughout 2025/26 to improve services, build partnerships and strengthen passenger representation.

Arriva Buses Wales	NAT
ATCO/CSS	National Express
BBC	Newport Transport
Bus Centre of Excellence	North Wales Transport Commission
Cardiff Bus	O Ddrws I Ddrws
Cardiff People First	Older Peoples Commissioner
CaBAC	Phil Anslow Coaches
Campaign for Better Transport	Richards Bros
CIHT	RNIB
Climate Change Committee	RTIG
CILT	Senedd Cross Party Transport Group
CPT Cymru	Stagecoach in south Wales
CTA Cymru	Sustrans
CTSI	South East Wales Bus Working Group
DfT	South Wales Transport
Disability Wales	Swansea Transport Forum
DVSA	Stagecoach in South Wales
EHRC	Tanat Valley Coaches
Euro Bus Expo	The Rail Ombudsman
European Passengers Federation	Traffic Commissioner
First Cymru	Transport for Wales
Flixbus	Transport for West Midlands
Guide Dogs	Transform Cymru
GWR	TrawsCymru
ITS (IUK)	Traveline Cymru
Llew Jones Coaches	Transport Focus
Lloyds Coaches	UK Bus Awards
Local authorities x18	Unite the Union
M&H Coaches	Welsh Government
Mid Wales Travel	Western Gateway
MSs x5	
MPs x2	

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Support our work

The work of Bus Users is funded by operators, by the governments in Wales, Scotland and England and by voluntary donations.

As a registered charity, all the funding we receive goes towards achieving our mission and helping to keep people and communities connected.

To support this vital work, get in touch with us on the details below or visit our website to find out how you can make a donation.

You can also sign up to our free, electronic newsletter at **www.bususers.org**

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