

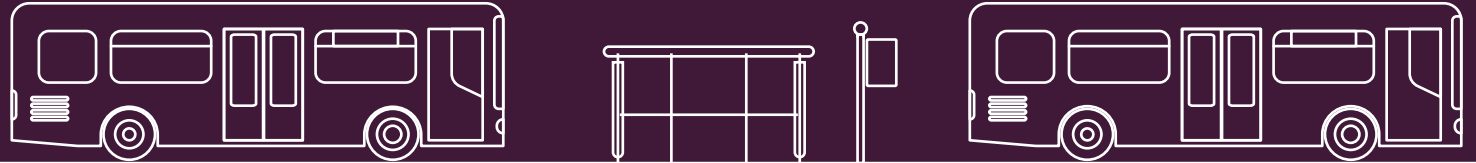
6-10
October
2021

Week 4

Bus User Weekly Survey



Introduction



The Bus User Weekly Survey asks passengers in Great Britain about experiences of travelling by bus outside London and how satisfied they were with their most recent bus journey (made in the last seven days).

Transport Focus obtains the views of approximately 500 bus passengers (outside London) each week.

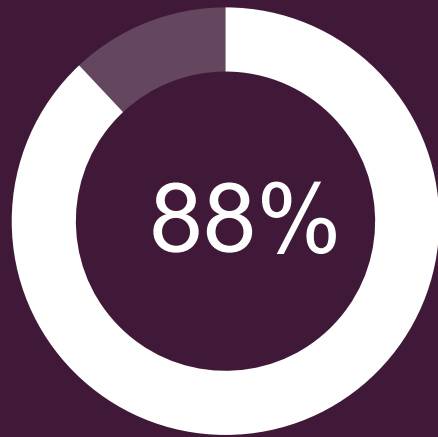
Passengers rated how satisfied they were with their overall journey and a range of aspects including the punctuality of their service, the value for money of their ticket and a number of Covid related measures.

Transport Focus will initially run this survey until the end of 2021. Results will be reported each week. In week 4, online interviews took place between 6 October and 10 October 2021.

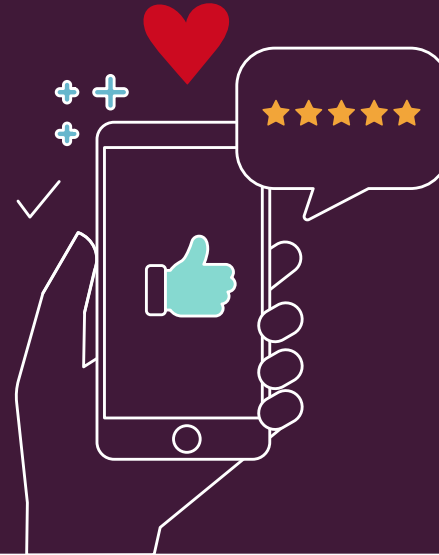
The survey has been developed as an extension to Transport Focus's [Travel during Covid-19 survey](#) and includes many of the core questions from the [Bus Passenger Survey](#).

Further details on how we carried out this survey are available on page 22.

Bus headlines



88% of bus passengers were satisfied with their journey overall



Increase this week in satisfaction with availability of seating/space to stand

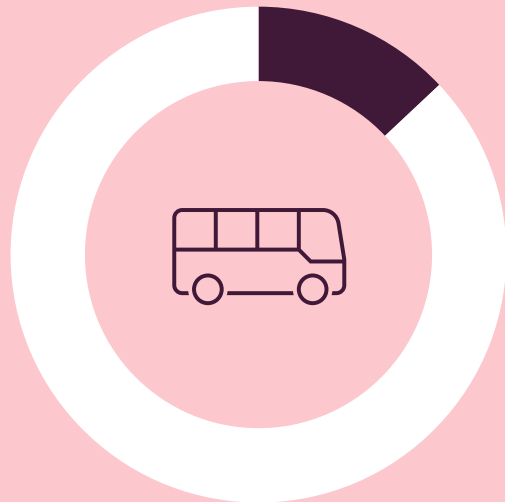


Decline in satisfaction with frequency of buses on that route



One in eight used buses outside London in the last seven days

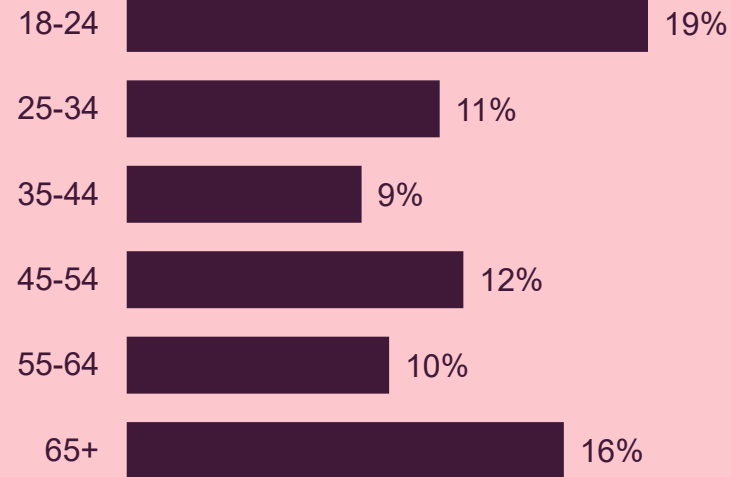
Used bus outside London in last 7 days



13%
of people in
Great Britain used
buses (outside London)
this week

Base size approx. 4000 at total level.

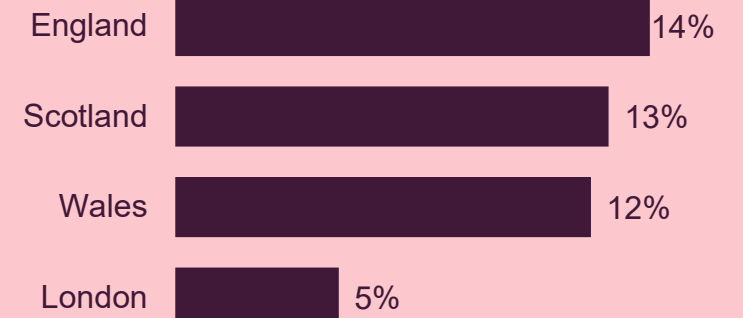
Age



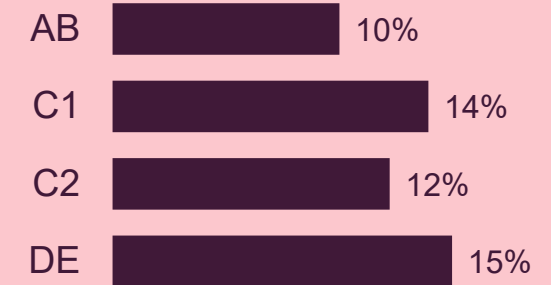
Gender



Region



Social grade

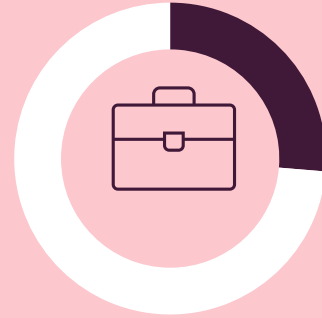


Leisure was the most common reason for bus travel

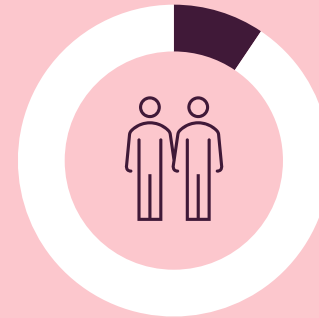
Purpose of bus journey (last 7 days)



Leisure
30%



Commuting
26%



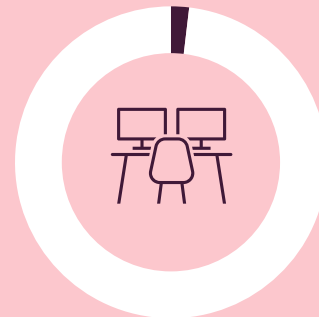
Friends/family
9%



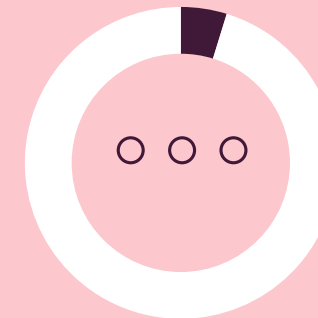
Essential shopping
17%



Personal matters
10%



Work travel
2%

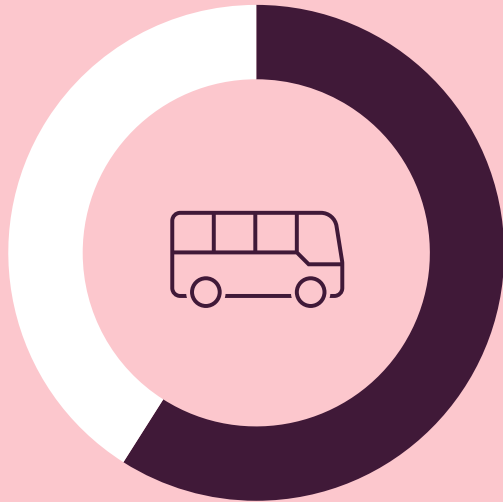


Other reason
5%

Base size = 517

For nearly three in five the bus was the only realistic option to make the journey; just over two in five had options and chose the bus

Used bus in the last 7 days

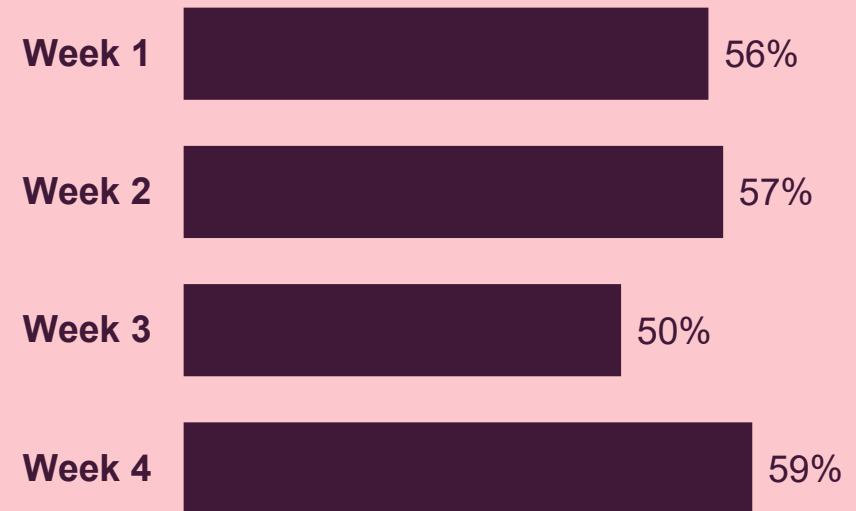


59% said ...

the bus was the only realistic option for that journey. 41% had options but chose the bus

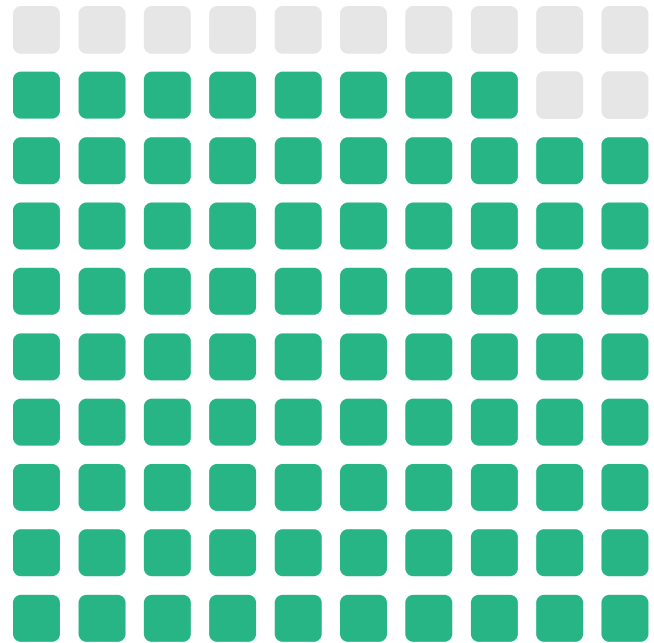
Base size approx. 4000 at total level.

Weekly proportion with no option

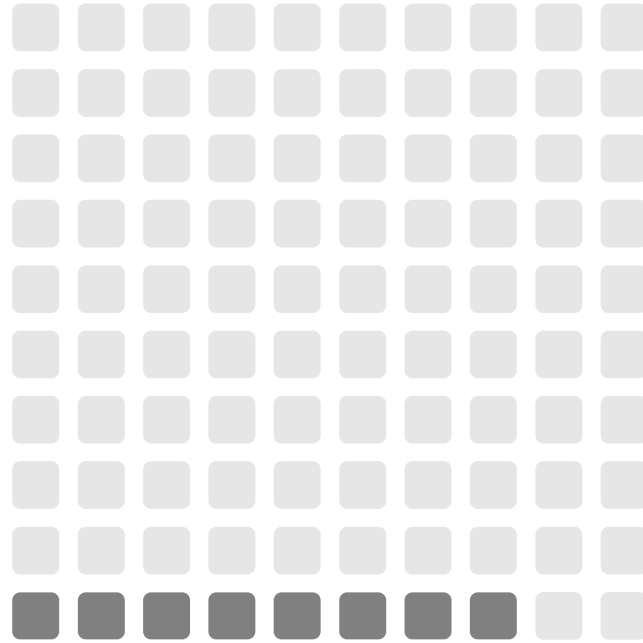




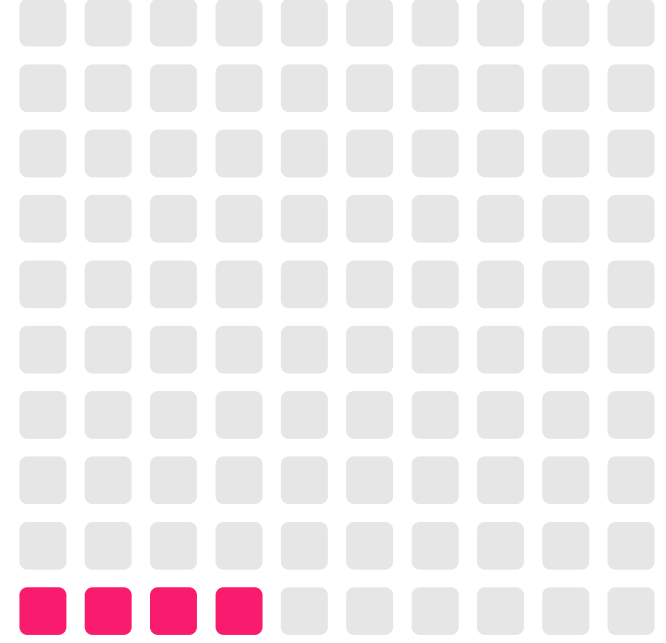
Overall satisfaction with last bus journey – week 4



88%
satisfied

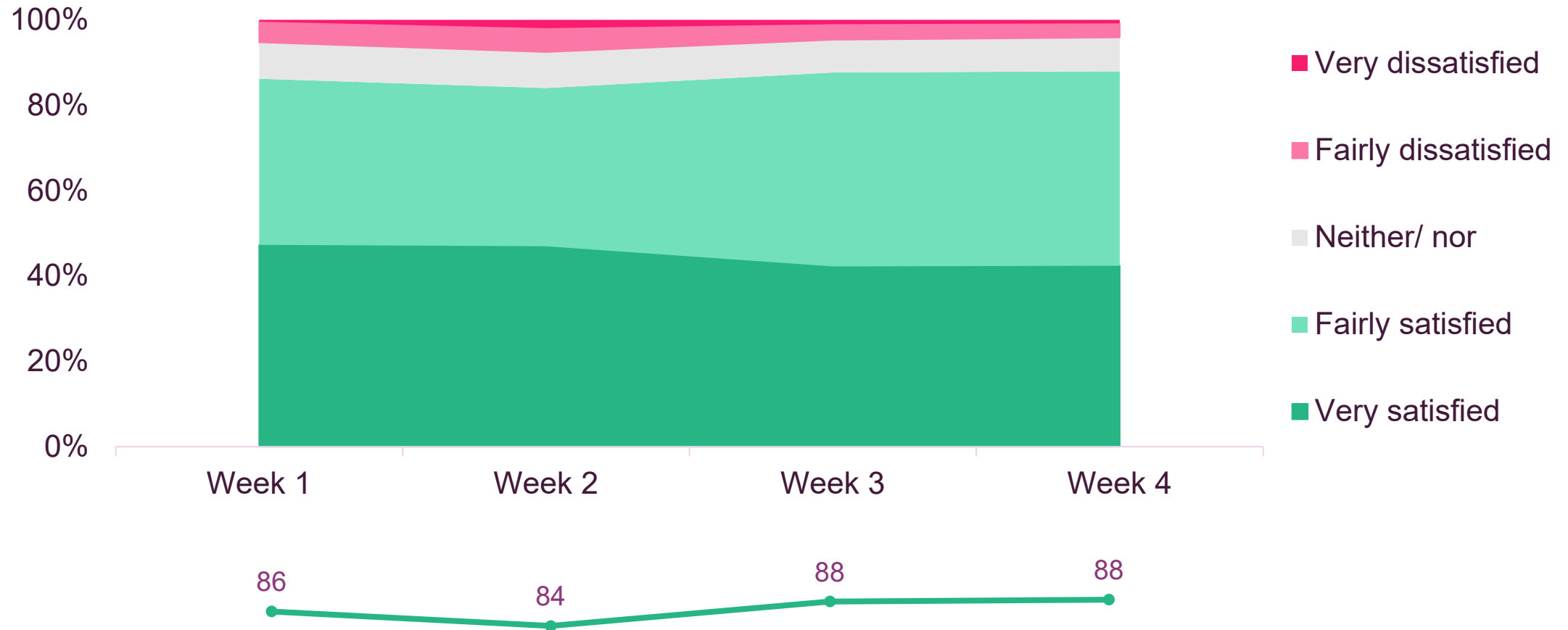


8%
neither/nor



4%
dissatisfied

Overall satisfaction with bus journey – over time



Base size circa 505 per week

What bus passengers are saying...



First of all the bus was on time. This is always a plus. It was not overcrowded. It was well ventilated. The majority of passengers wore a face mask. The bus was clean.

Very satisfied, Stagecoach passenger

Recently altered bus routes and reduced services have extended a 15 minute journey to 30 minutes. Buses are always late.

Fairly dissatisfied, Go North East passenger



Bus was clean and comfy, had music playing which was fun. Also a friendly driver.

Very satisfied, First passenger

Lots of people were not wearing masks. I had to sit next to someone who did not wear a mask.

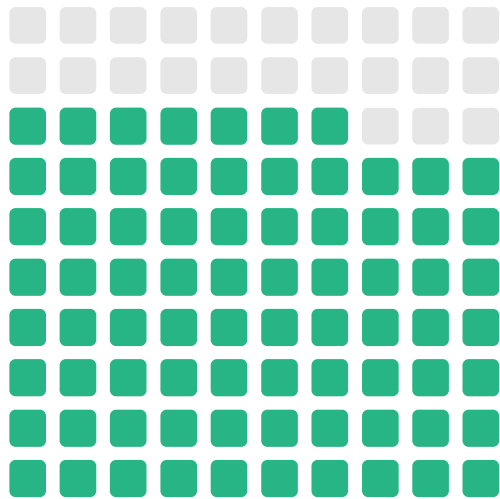
Very dissatisfied, First passenger

I have zero complaints. It got there on time, was quick, comfortable and not crowded, with a nice driver.

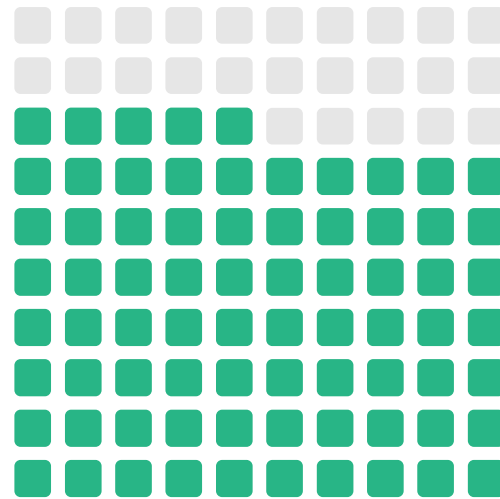
Very satisfied, Arriva passenger



Satisfaction with the bus stop and punctuality

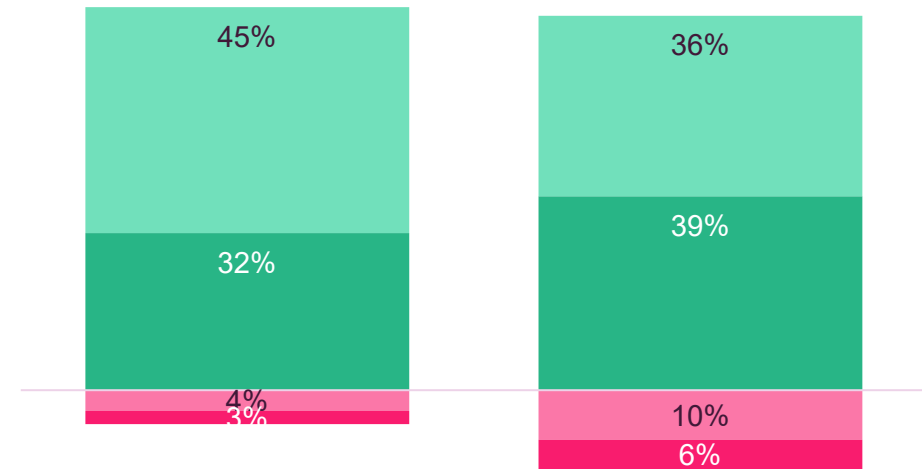


Bus stop - overall satisfaction
77%



Punctuality/reliability
75%

■ Very satisfied ■ Fairly satisfied
■ Fairly dissatisfied ■ Very dissatisfied



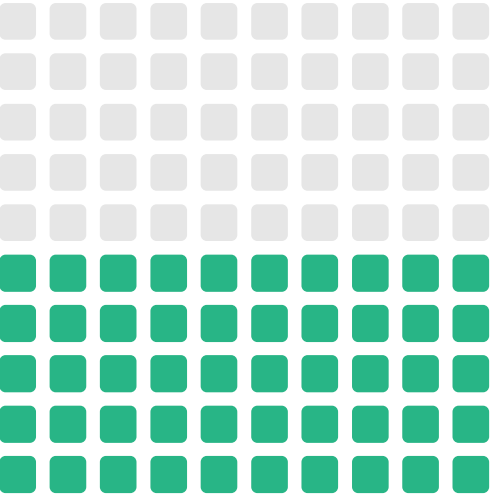
Bus stop - overall satisfaction

Punctuality/reliability



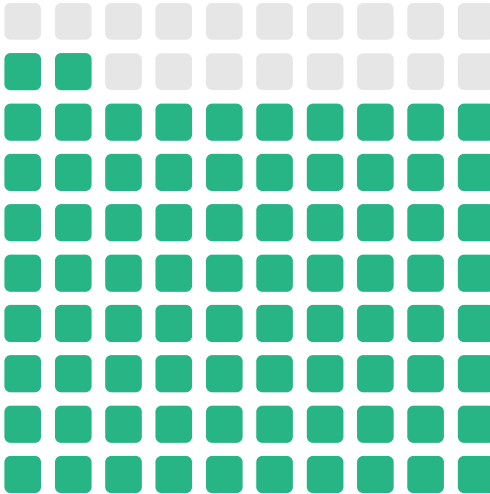
Base sizes in chart order: 516; 517; 516; 517. (Not applicable are excluded)

Satisfaction with information, cleanliness and Covid related measures



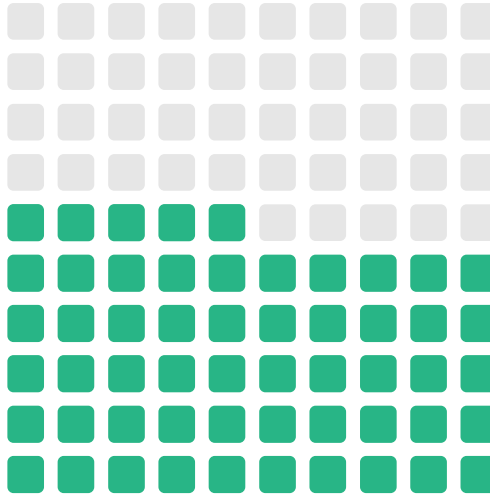
Information on how busy the bus would be before travelling

50%



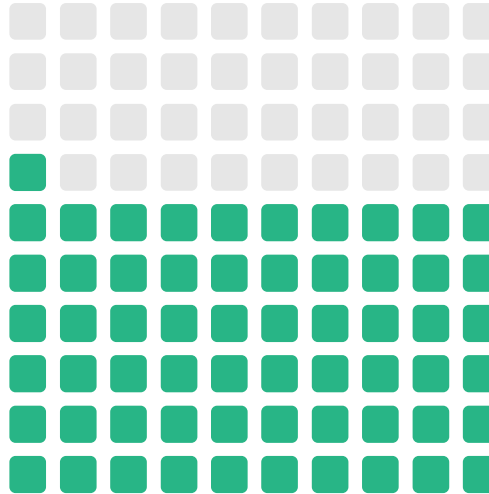
Cleanliness of the inside of the bus

82%



Number of people wearing face coverings

55%



Covid measures in place on the bus

61%



Base sizes in chart order (week 4): 346; 518; 502; 505 (Not applicable are excluded)

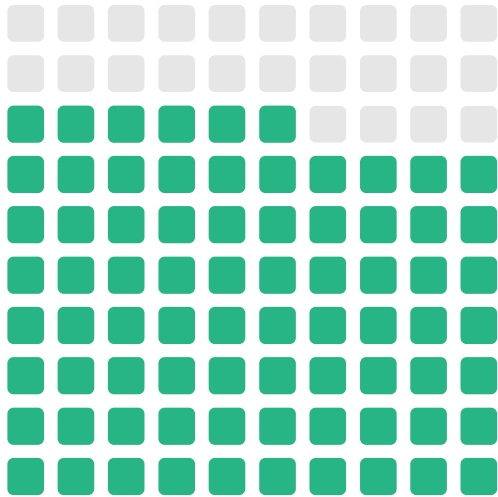
Satisfaction with information, cleanliness and Covid related measures

Very satisfied Fairly satisfied Fairly dissatisfied Very dissatisfied



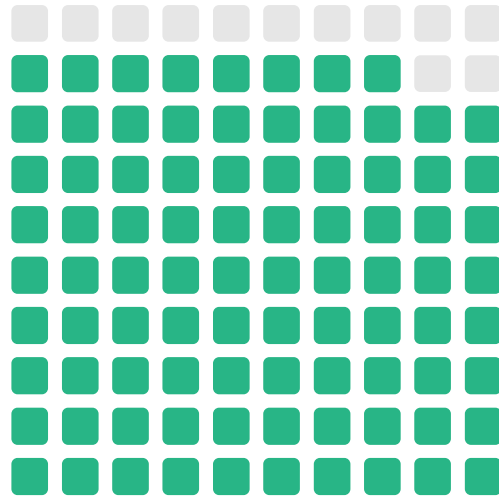
Base sizes for week 4 in chart order: 346; 518; 502; 505

Satisfaction with ventilation, seating, passengers and temperature



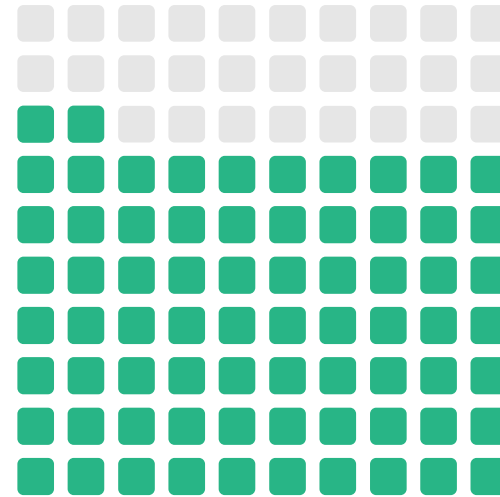
Ventilation on the bus

76%



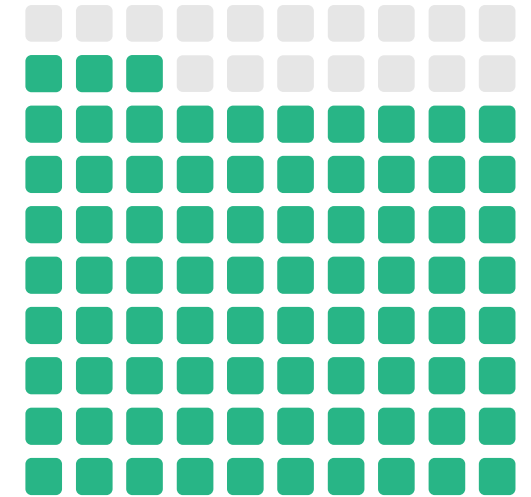
Availability of seating/space to stand

88%



Behaviour of other passengers

72%



Temperature on the bus

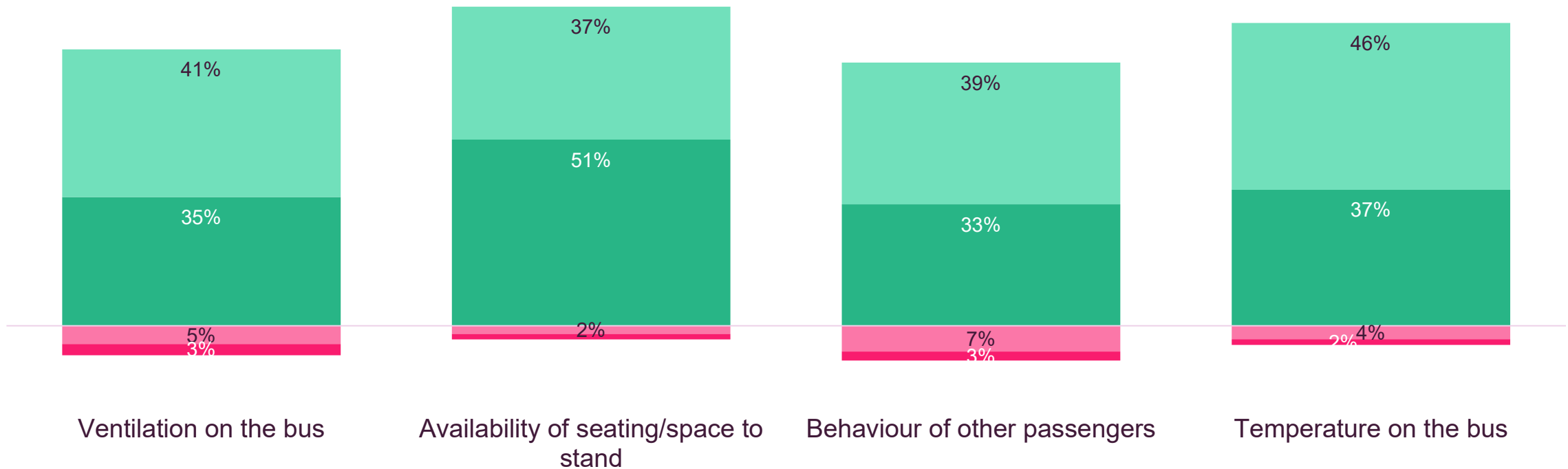
83%



Base sizes in chart order (week 4): 513; 518; 514, 518. (Not applicable are excluded)

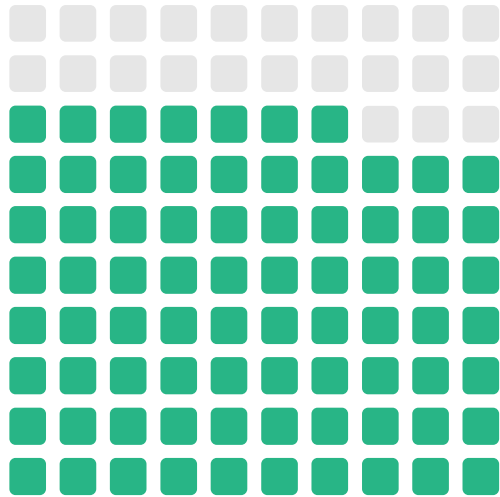
Satisfaction with ventilation, seating, passengers and temperature

Very satisfied Fairly satisfied Fairly dissatisfied Very dissatisfied



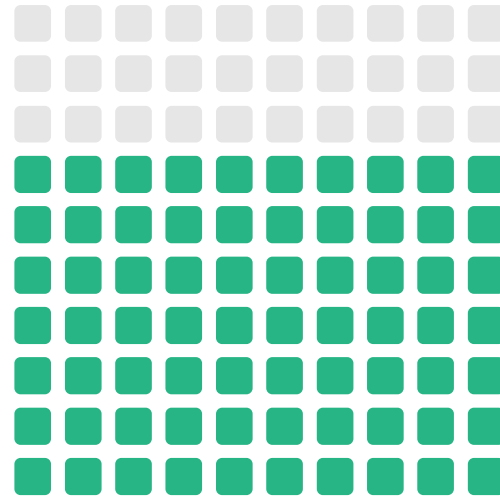
Base sizes for week 4 in chart order: 513; 518; 514, 518.

Satisfaction with driver, frequency, journey time, and personal security



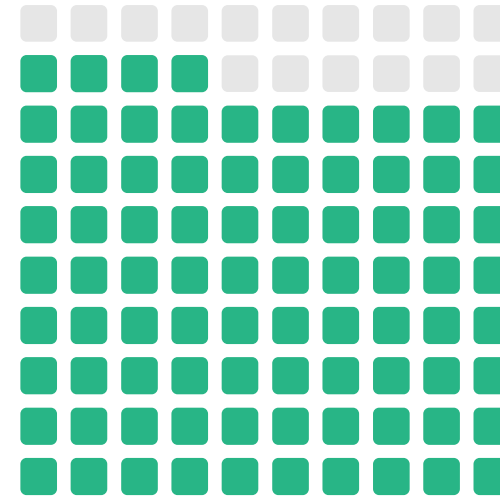
Helpfulness and attitude of the driver

77%



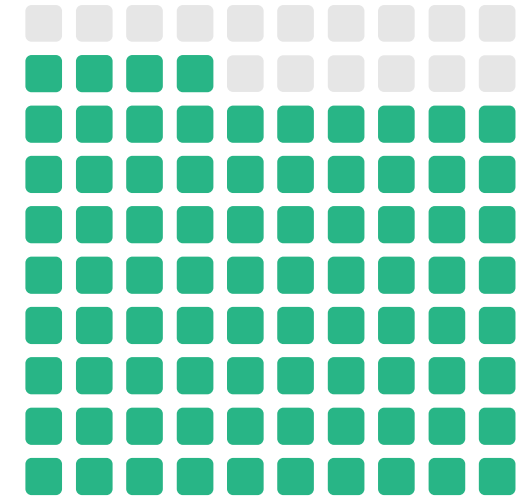
Frequency of buses on that route

70%



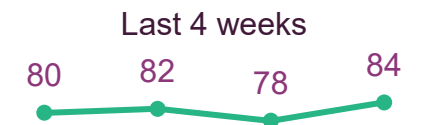
Length of time the journey on the bus took

84%



Personal security while on the bus

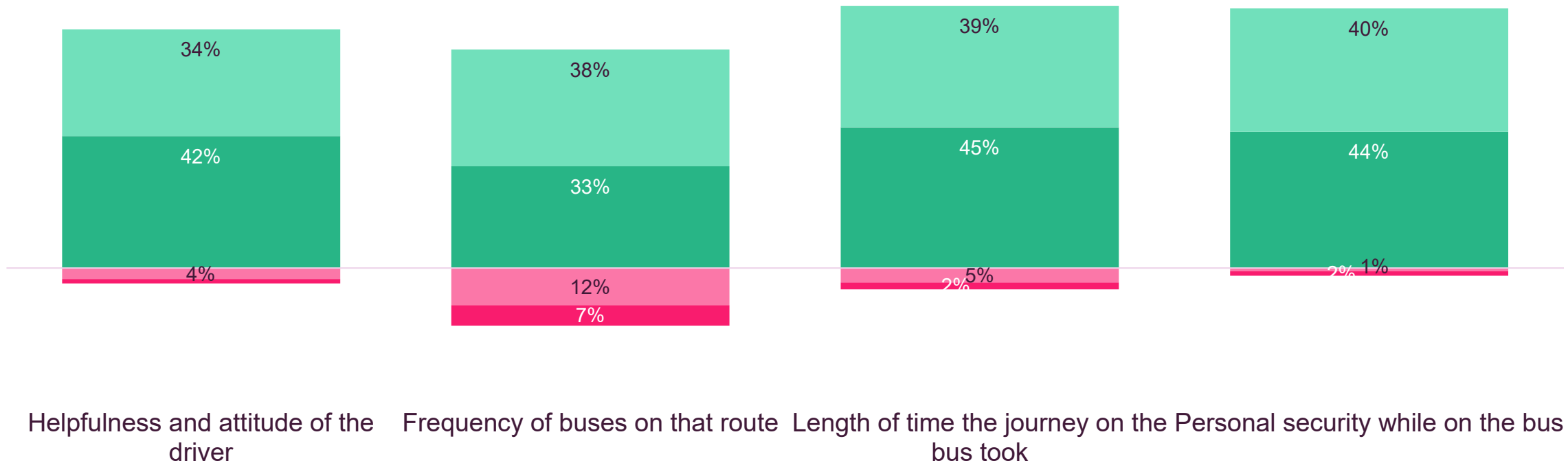
84%



Base sizes in chart order (week 4): 504; 512, 518, 512. (Not applicable are excluded)

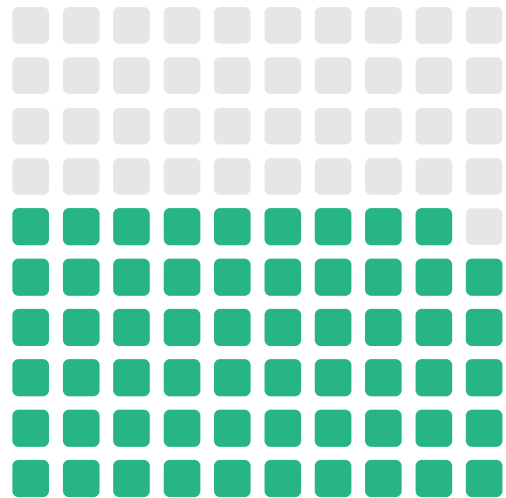
Satisfaction with driver, frequency, journey time, and personal security

■ Very satisfied
 ■ Fairly satisfied
 ■ Fairly dissatisfied
 ■ Very dissatisfied

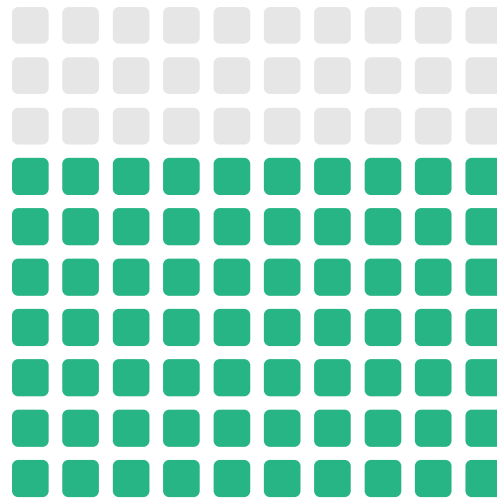


Base sizes for week 4 in chart order: 504; 512, 518, 512.

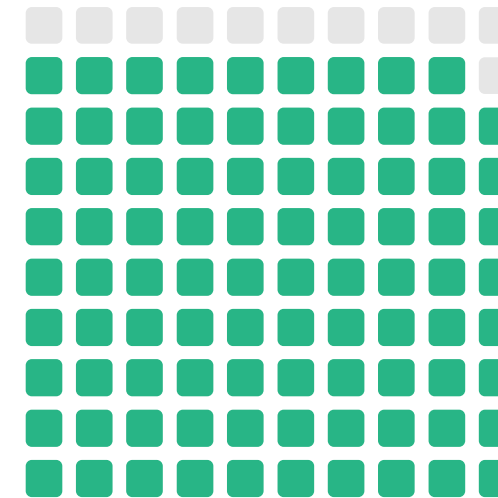
Satisfaction with information on board, value for money and driving safety



Provision of information during the journey
59%



Value for money
70%



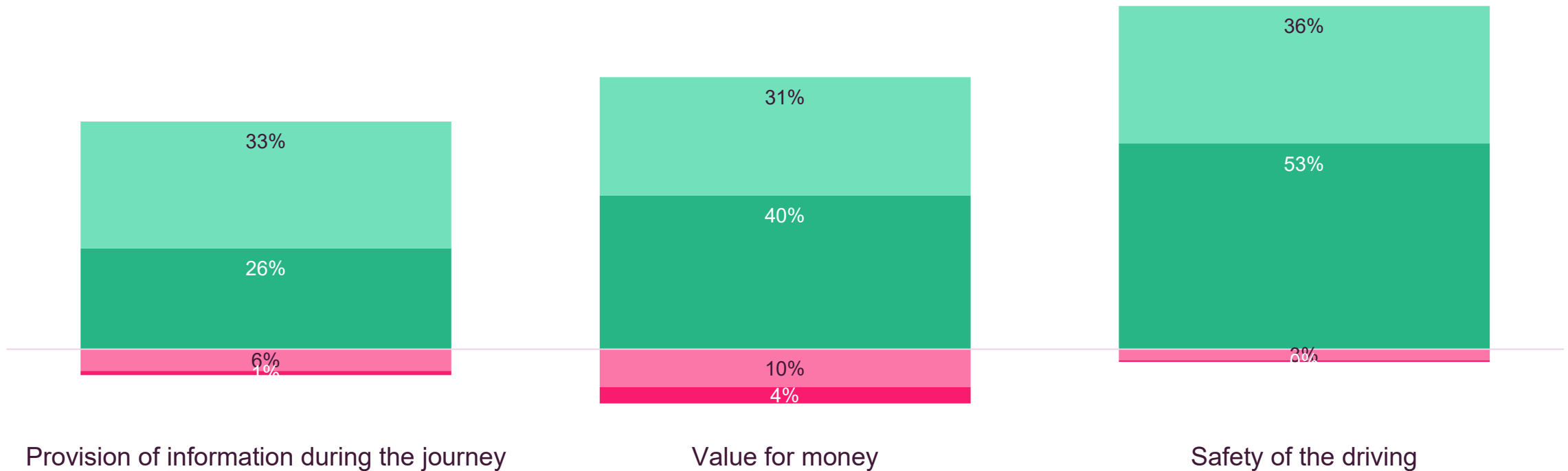
Safety of the driving
89%



Base sizes in chart order (week 4): 397, 454, 517. (Not applicable are excluded)

Satisfaction with information on board, value for money and driving safety

■ Very satisfied ■ Fairly satisfied ■ Fairly dissatisfied ■ Very dissatisfied



Base sizes for week 4 in chart order: 397, 454, 517

Methodology

Transport Focus's *Bus User Weekly Survey* runs on the Wednesday to Friday and weekend waves of Yonder Consulting's omnibus. Responses come from among the approximately 4000 reached by the omnibus who have made a bus journey in the last seven days. Those that have then answer our dedicated Bus User Weekly Survey question set.

Yonder Consulting's omnibus is weighted to be nationally representative of the population of Great Britain. The analysis of satisfaction questions excludes responses from those who say that the question is not applicable to them. The total bus users within the survey each week is shown in the table below, together with the dates of fieldwork.

Yonder Consulting conducts c2000 online interviews three times a week (6,000 in total). The omnibus survey asks questions about a variety of matters from a range of client organisations. Not all those interviewed through Yonder Consulting's omnibus are passengers on public transport.

Week 1	Week 2	Week 3	Week 4
Fieldwork: 15 to 19 September	Fieldwork: 22 to 26 September	Fieldwork: 29 September to 3 October	Fieldwork: 6 to 10 October
502	507	509	518

Contact Transport Focus

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Transport Focus is the operating name
of the Passengers' Council

Transport Focus is the independent consumer organisation representing the interests of:

- rail passengers in Great Britain
- bus, coach and tram users across England outside London
- all users of England's motorways and major 'A' roads (the Strategic Road Network).

We work to make a difference for all transport users.

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