

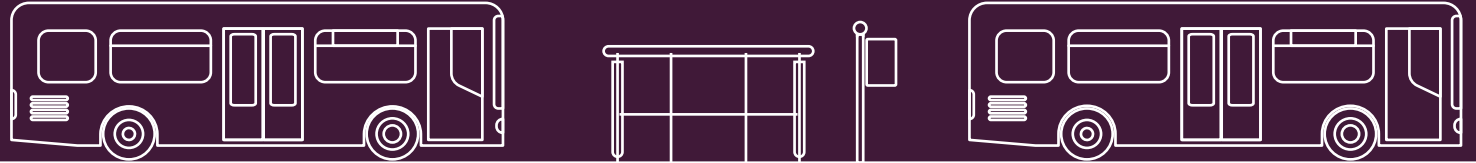
13-17  
October  
2021

Week 5

# 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.

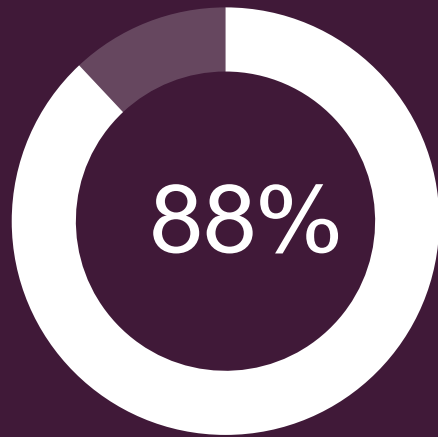
Passengers rated how satisfied they were with their overall journey and a range of aspects including the punctuality of their service, the value for money of their ticket and a number of Covid related measures.

Transport Focus will initially run this survey until the end of 2021. Results will be reported each week. In week 5, online interviews took place between 13 October and 17 October 2021.

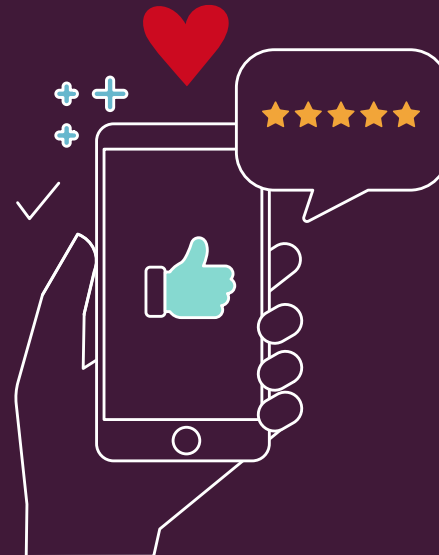
The survey has been developed as an extension to Transport Focus's [Travel during Covid-19 survey](#) and includes many of the core questions from the [Bus Passenger Survey](#).

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

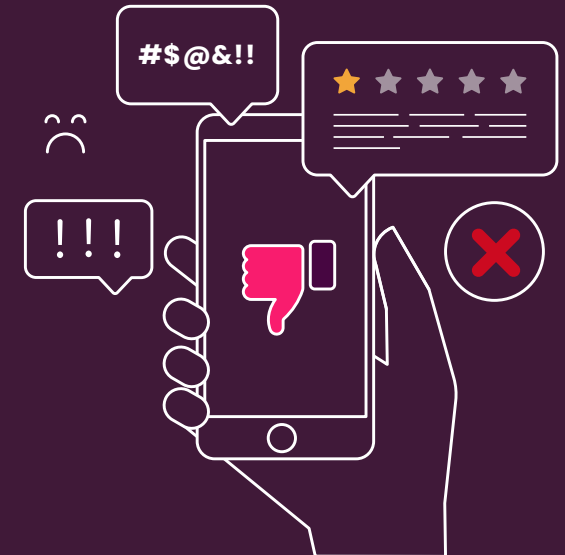
# Bus headlines



88% of bus passengers were satisfied with their journey overall.



Increase in satisfaction with bus stop and steady increase in satisfaction with journey time on the bus.

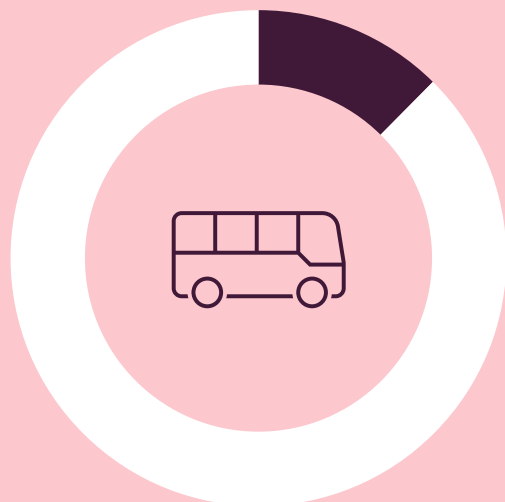


Decline in satisfaction with value for money this week from 70% to 66%.



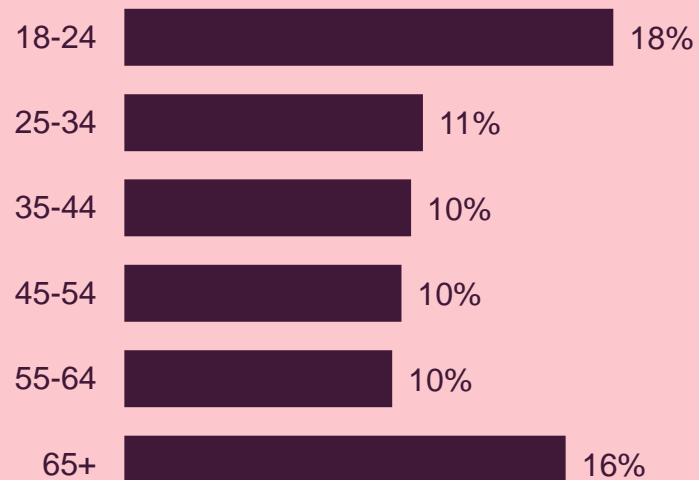
# One in eight used buses outside London in the last seven days

Used bus outside London in last 7 days

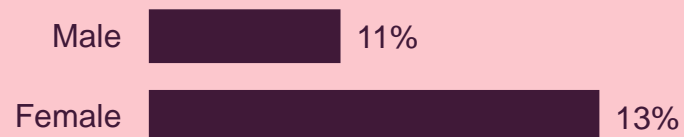


**12%**  
of people in  
Great Britain used  
buses (outside London)  
this week

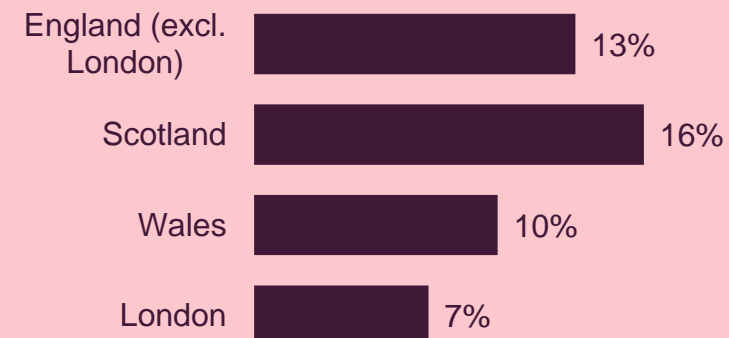
## Age



## Gender



## Region



## Social grade

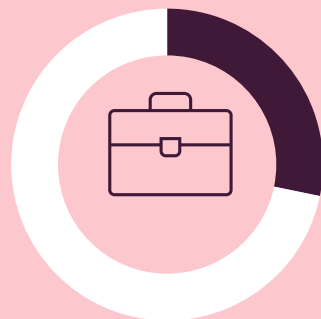


# Commuting was the most common reason for bus travel

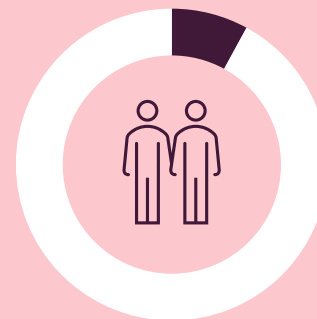
Purpose of bus journey (last 7 days)



Leisure  
26%



Commuting  
28%



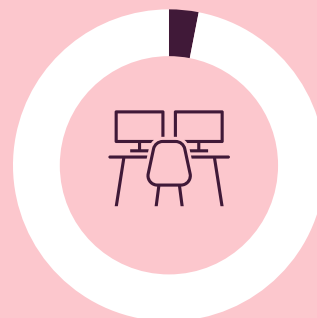
Friends/family  
8%



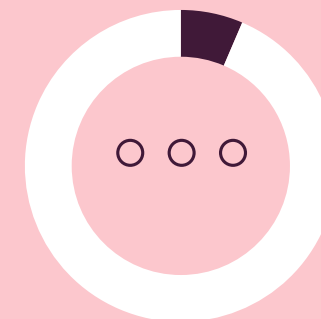
Essential shopping  
16%



Personal matters  
12%



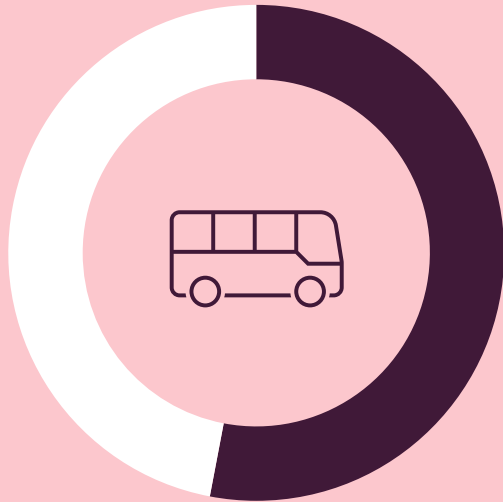
Work travel  
3%



Other reason  
6%

# For just over half the bus was the only realistic option to make the journey; just under half had options and chose the bus

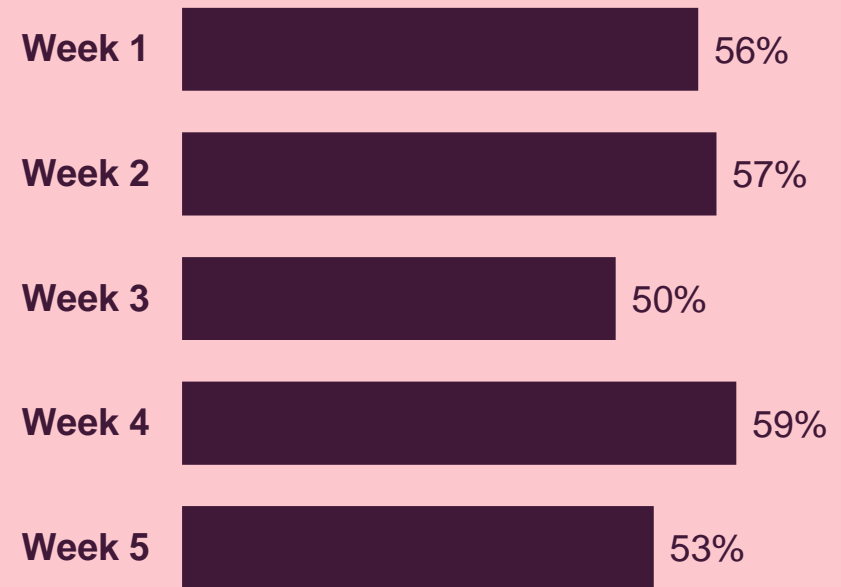
The options available to make that journey



**53% said ...**

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

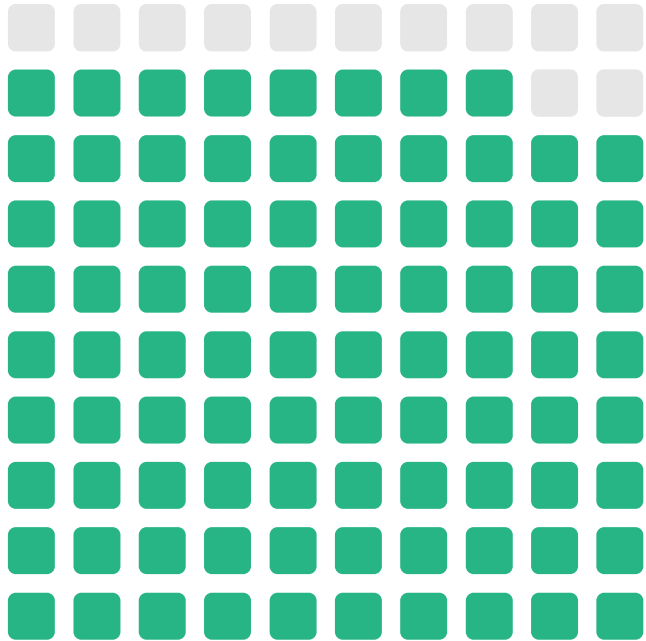
Weekly proportion with no option but to use the bus for that journey



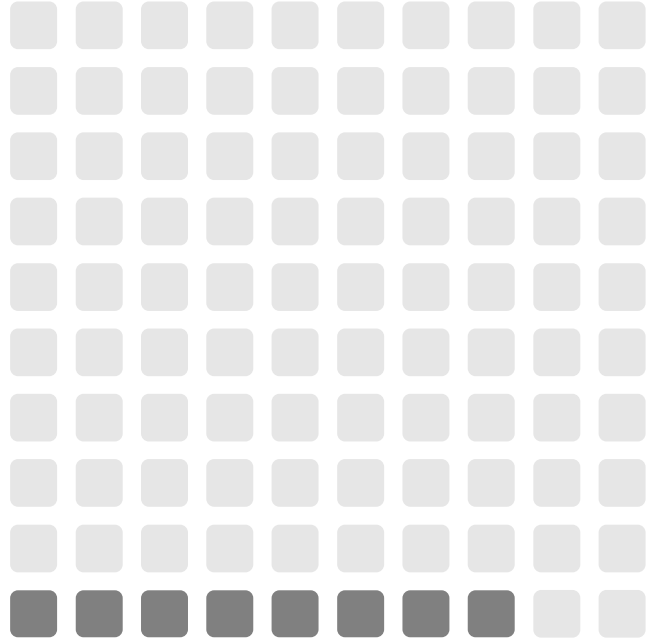




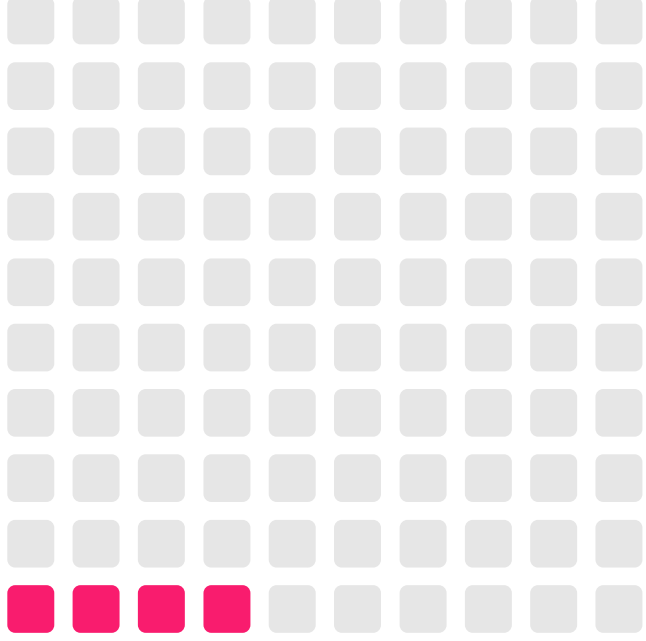
# Overall satisfaction with last bus journey – week 5



88%  
satisfied



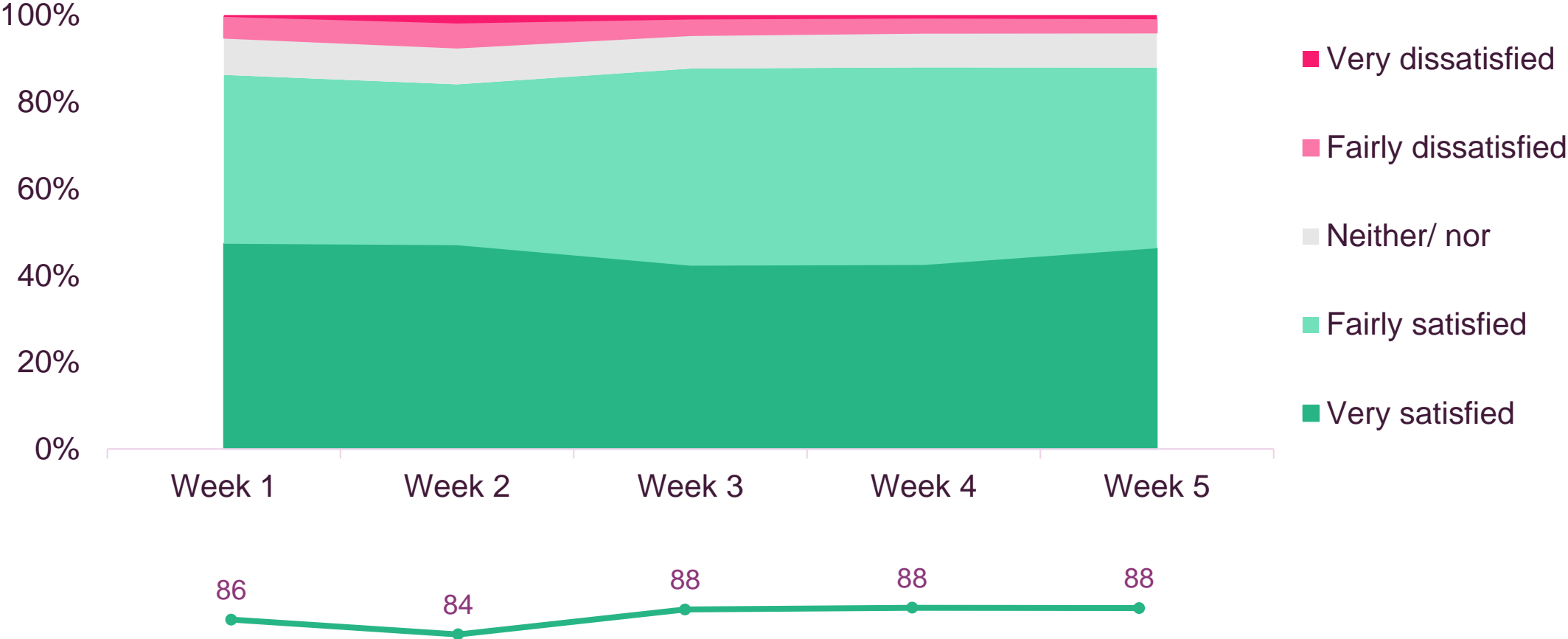
8%  
neither/nor



4%  
dissatisfied

Week 5 report. Base size (used bus outside London in last 7 days and not applicable excluded): 497

# Overall satisfaction with bus journey – over time



Week 5 report. Base size (used bus outside London in last 7 days and not applicable excluded): circa 500 per week

# What bus passengers are saying...



Very satisfied, driver was polite. Bus pretty clean and well ventilated.

Very satisfied, Arriva passenger

Finished night shift, caught bus at 8am, it was late. It was dirty, the alcohol dispenser was empty, there was visible dirt and a build up of gel all around the dispenser. At least half passengers not wearing masks, coughing and sneezing on bus. No windows were open and when I attempted to open one I got shouted at by another passenger.

Very dissatisfied, Yellow Bus passenger



Passengers were still not wearing masks. They had their bags on the other seat next to them, forcing other passengers to stand up.

Neither satisfied nor dissatisfied, National Express passenger

Bus was on time and well ventilated. Would have liked more people to have worn masks.

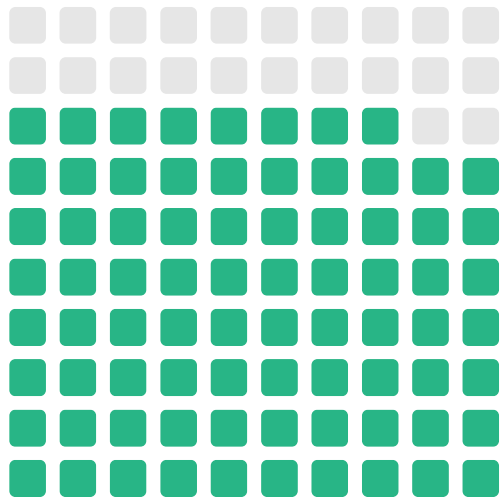
Fairly satisfied, Stagecoach passenger

There are numerous bus routes in Nottingham and it is easy to get a bus more or less when you want to. The buses are clean and the drivers are friendly and helpful.

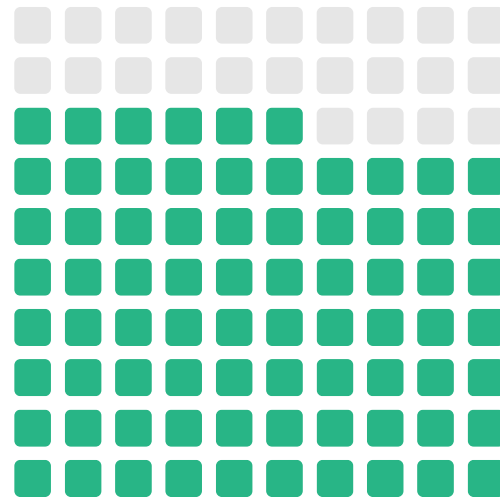
Very satisfied, Nottingham City Transport passenger



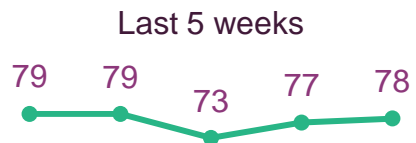
# Satisfaction with the bus stop and punctuality



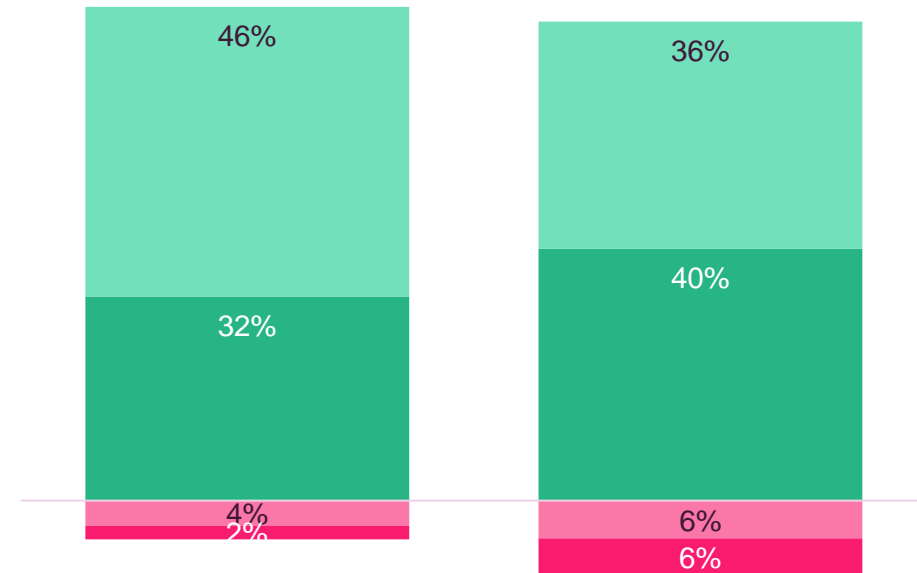
Bus stop - overall satisfaction  
**78%**



Punctuality/reliability  
**76%**



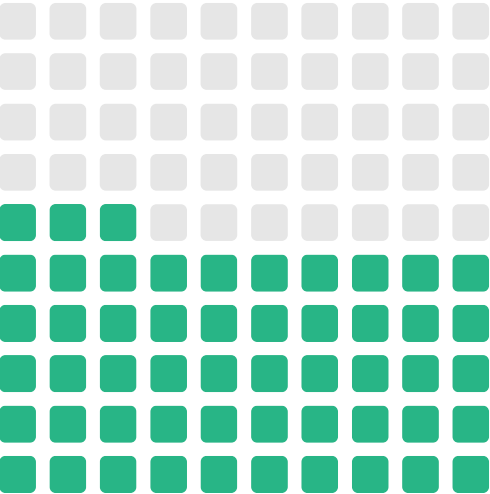
■ Very satisfied    ■ Fairly satisfied  
■ Fairly dissatisfied    ■ Very dissatisfied



Bus stop - overall satisfaction

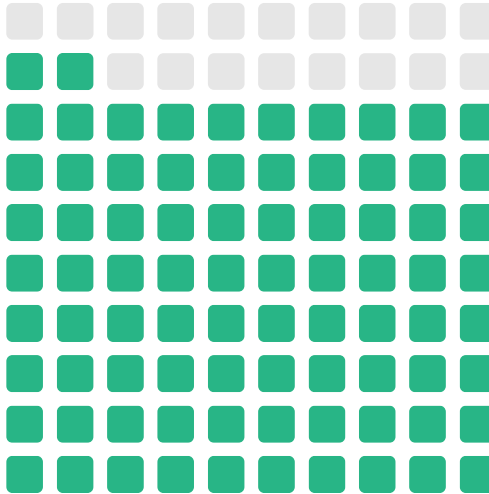
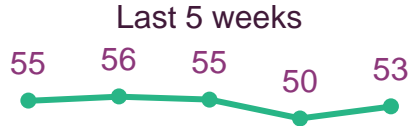
Punctuality/reliability

# Satisfaction with information, cleanliness and Covid related measures



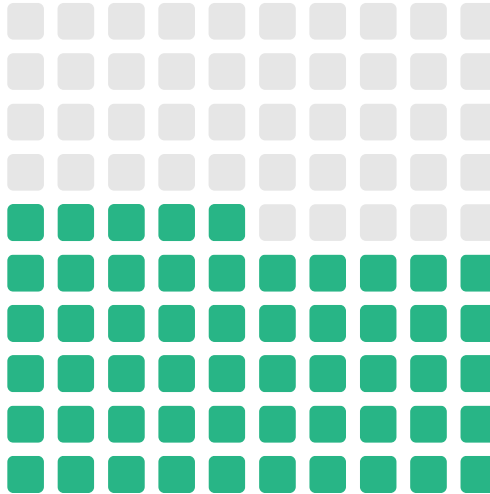
Information on how busy the bus would be before travelling

53%



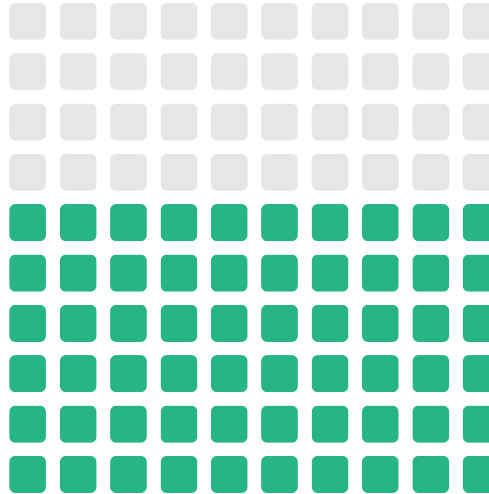
Cleanliness of the inside of the bus

82%



Number of people wearing face coverings

55%



Covid measures in place on the bus

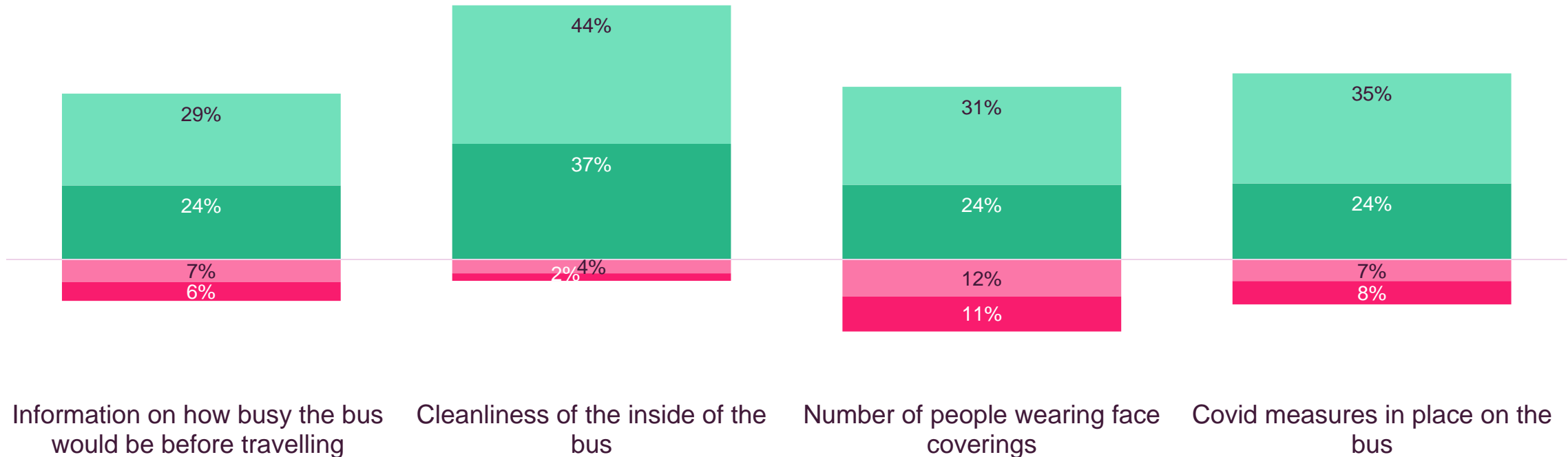
60%



Week 5 report. Base size (used bus outside London in last 7 days and not applicable excluded): 341; 494; 496; 485.

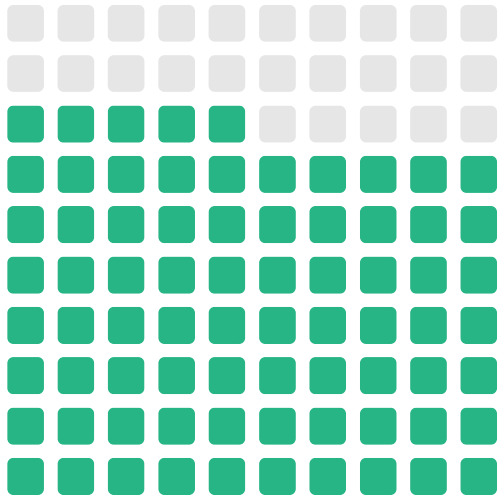
# Satisfaction with information, cleanliness and Covid related measures

Very satisfied   Fairly satisfied   Fairly dissatisfied   Very dissatisfied



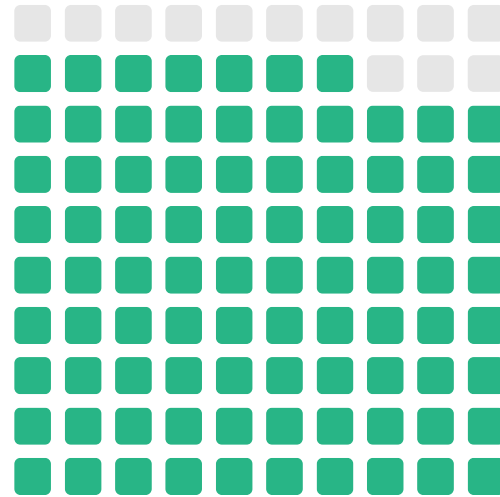
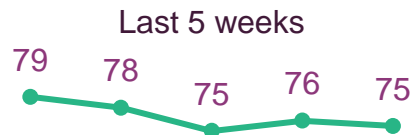
Week 5 report. Base size (used bus outside London in last 7 days and not applicable excluded): 341; 494; 496; 485.

# Satisfaction with ventilation, seating, passengers and temperature



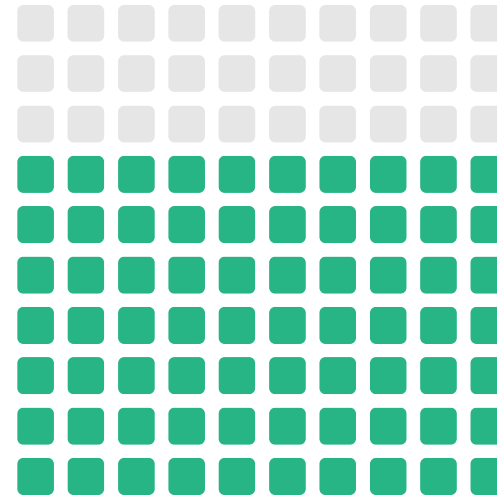
Ventilation on the bus

75%



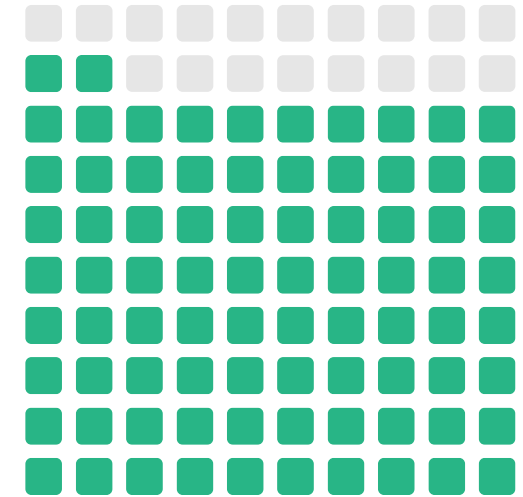
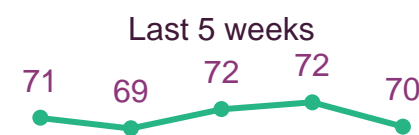
Availability of seating/space to stand

87%



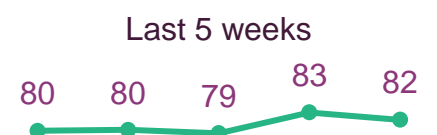
Behaviour of other passengers

70%



Temperature on the bus

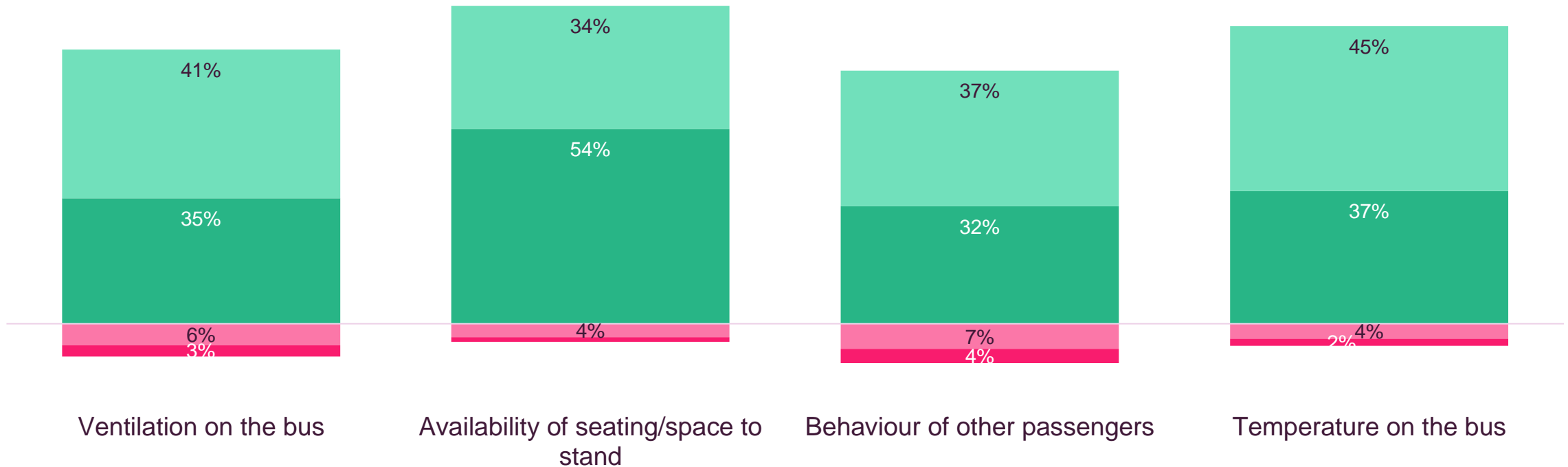
82%





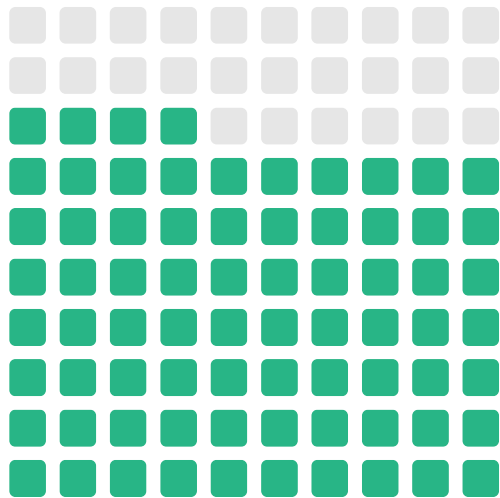
# Satisfaction with ventilation, seating, passengers and temperature

Very satisfied Fairly satisfied Fairly dissatisfied Very dissatisfied



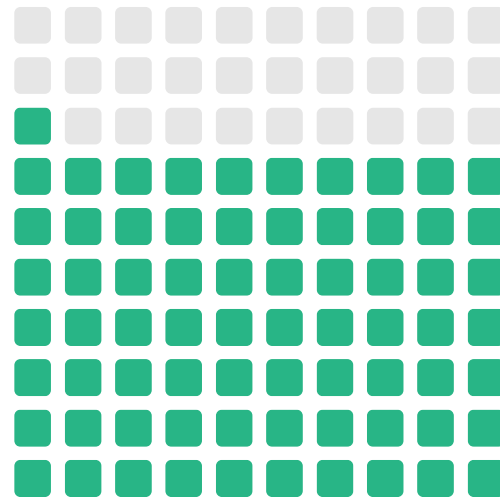
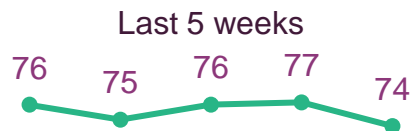
Week 5 report. Base size (used bus outside London in last 7 days & not applicable excluded): 490; 496; 496, 493.

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



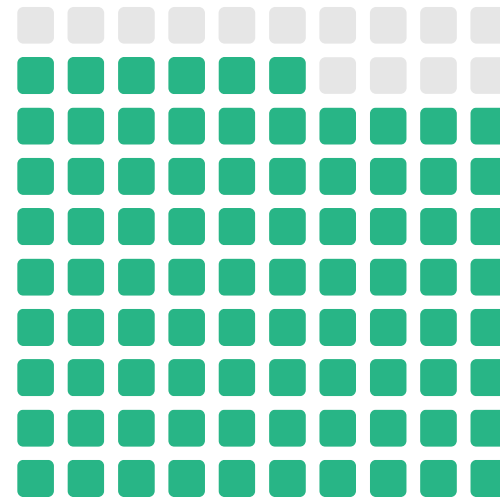
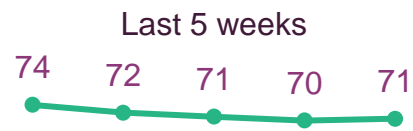
Helpfulness and attitude of the driver

74%



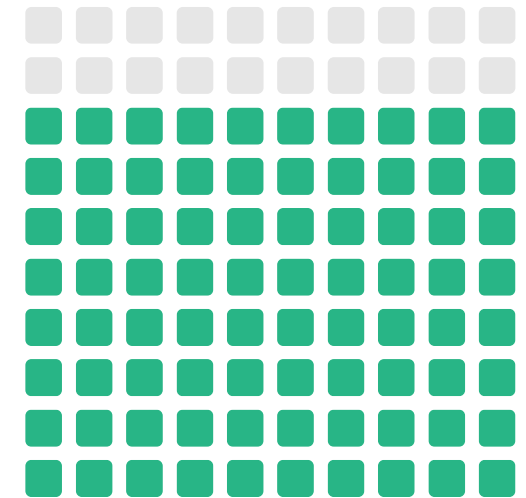
Frequency of buses on that route

71%



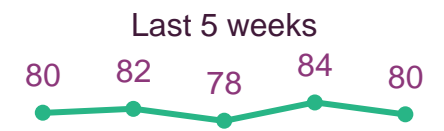
Length of time the journey on the bus took

86%



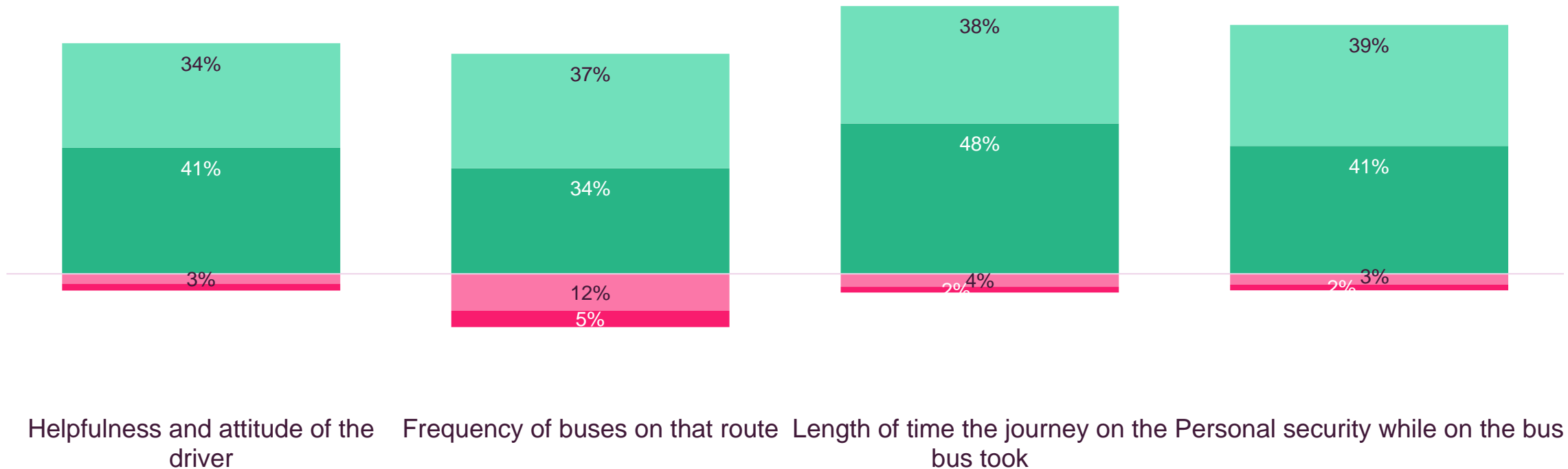
Personal security while on the bus

80%

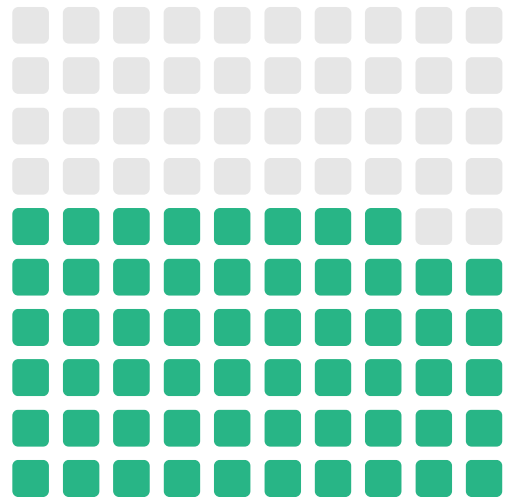


# Satisfaction with driver, frequency, journey time, and personal security

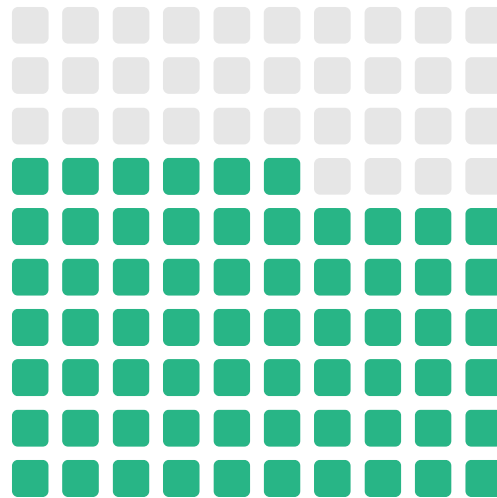
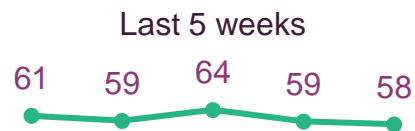
■ Very satisfied  
 ■ Fairly satisfied  
 ■ Fairly dissatisfied  
 ■ Very dissatisfied



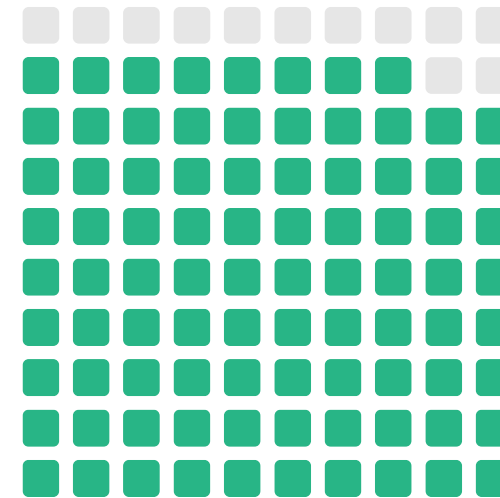
# Satisfaction with information on board, value for money and driving safety



Provision of information during the journey  
**58%**



Value for money  
**66%**

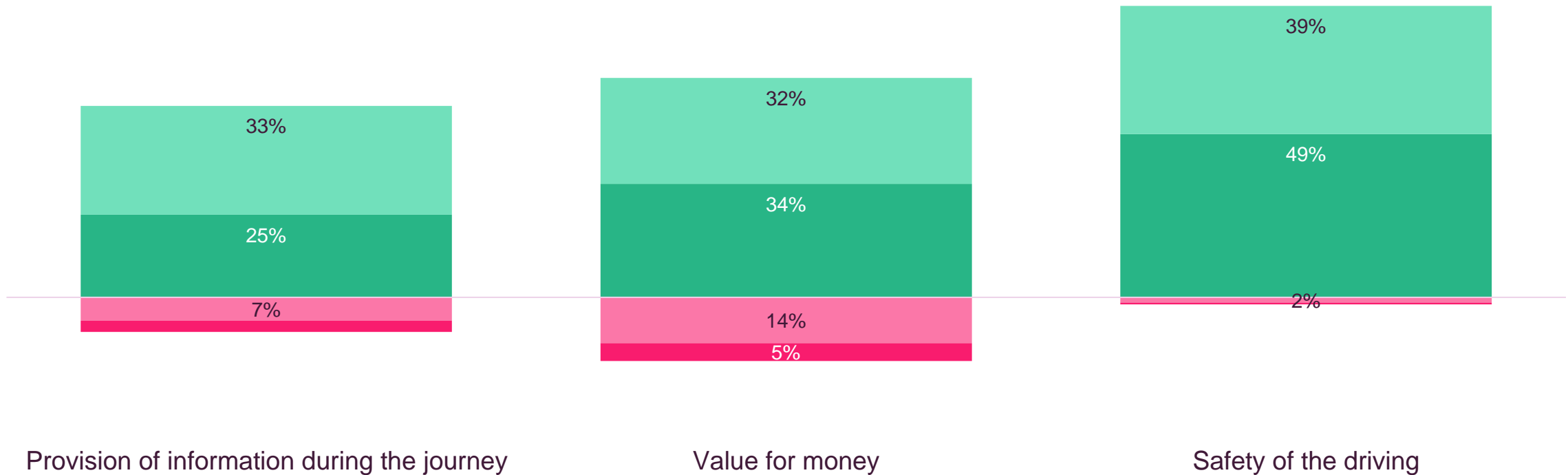


Safety of the driving  
**88%**



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

Very satisfied   Fairly satisfied   Fairly dissatisfied   Very dissatisfied



Week 5 report. Base size (used bus outside London in last 7 days and not applicable excluded): 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. In total approximately 4000 per week are screened to identify those who have made a journey on a bus outside London in the last seven days. These people 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 outside London users within the survey each week is shown in the table below, together with the dates of fieldwork. 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	Week 5
Fieldwork: 15 to 19 September	Fieldwork: 22 to 26 September	Fieldwork: 29 September to 3 October	Fieldwork: 6 to 10 October	Fieldwork: 13 to 17 October
502	507	509	518	497

# Contact Transport Focus

Any enquiries about this report should be addressed to:

Murray Leader  
Senior Insight Adviser  
Murray.Leader@transportfocus.org.uk

Transport Focus  
Albany House  
86 Petty France  
London  
SW1H 9EA

[www.transportfocus.org.uk](http://www.transportfocus.org.uk)

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.

© 2021 Transport Focus