

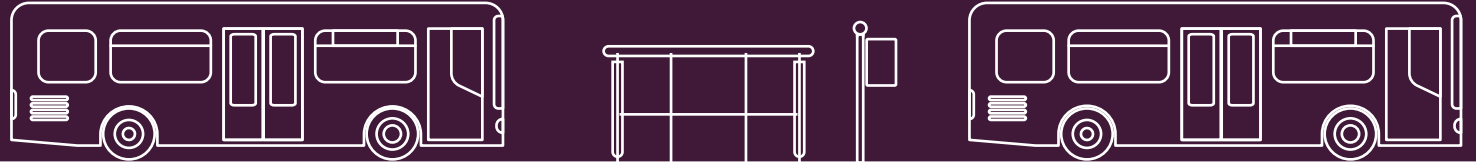
27-31
October
2021

Week 7

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.

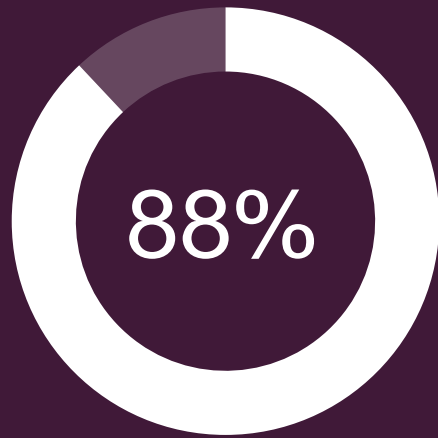
Passengers rated how satisfied they were with their overall journey and a range of aspects including the punctuality of their service, the value for money of their ticket and a number of Covid-related measures.

Transport Focus will initially run this survey until the end of 2021. Results will be reported each week. In week 7, online interviews took place between 27 October and 31 October 2021.

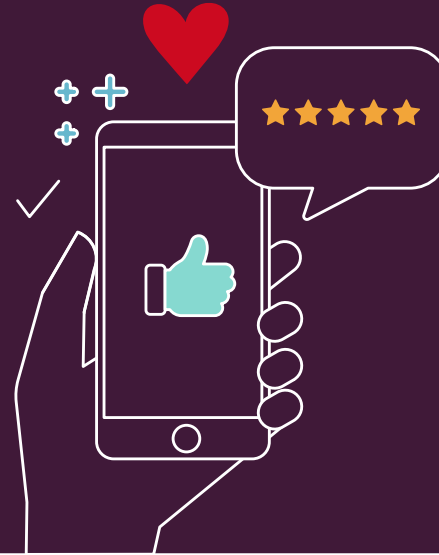
The survey has been developed as an extension to Transport Focus's [Travel during Covid-19 survey](#) and includes many of the core questions from the [Bus Passenger Survey](#).

Further details on how we carried out this survey are available on page 26.

Bus headlines



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



Satisfaction with the length of time the journey took increased to 90%.

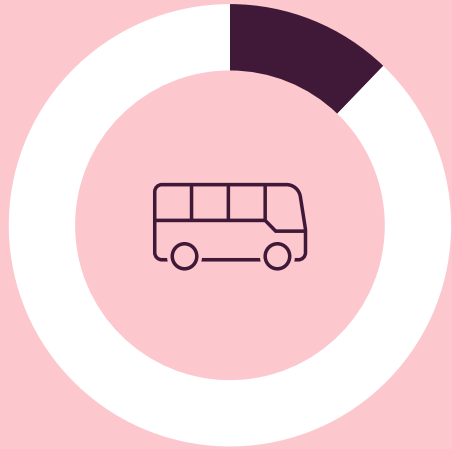


Satisfaction with face coverings has seen a steady decline down to 51%.



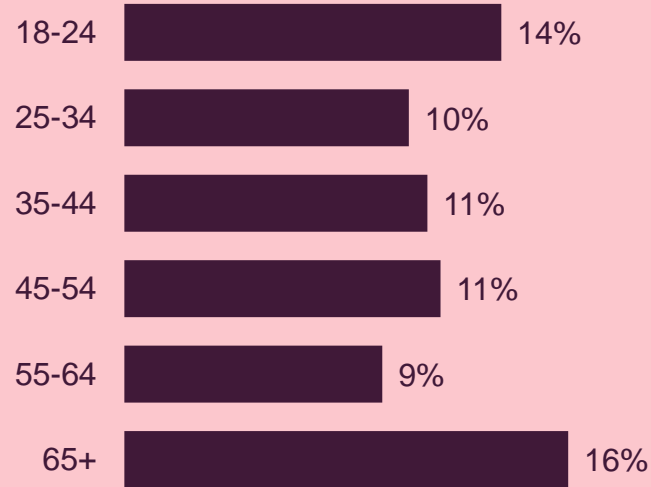
Around one in eight used a bus in the last seven days

Proportion using bus in the last seven days



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

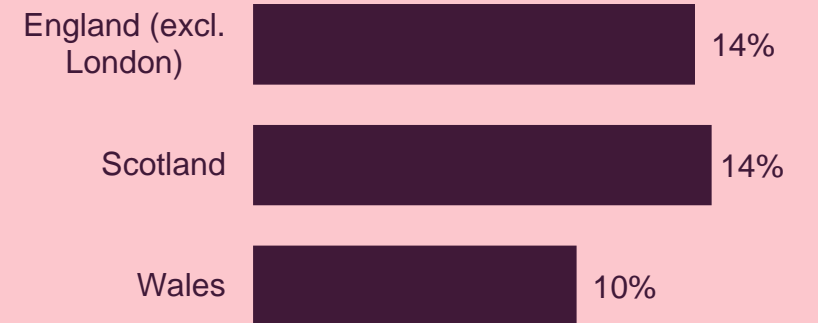
Age



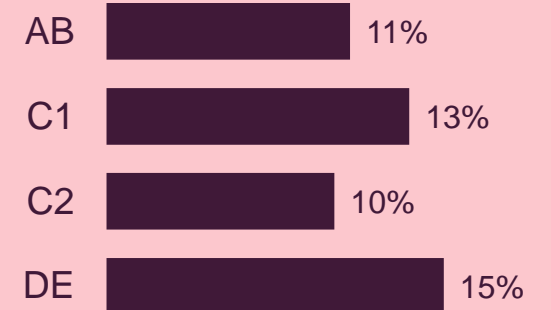
Sex



Region

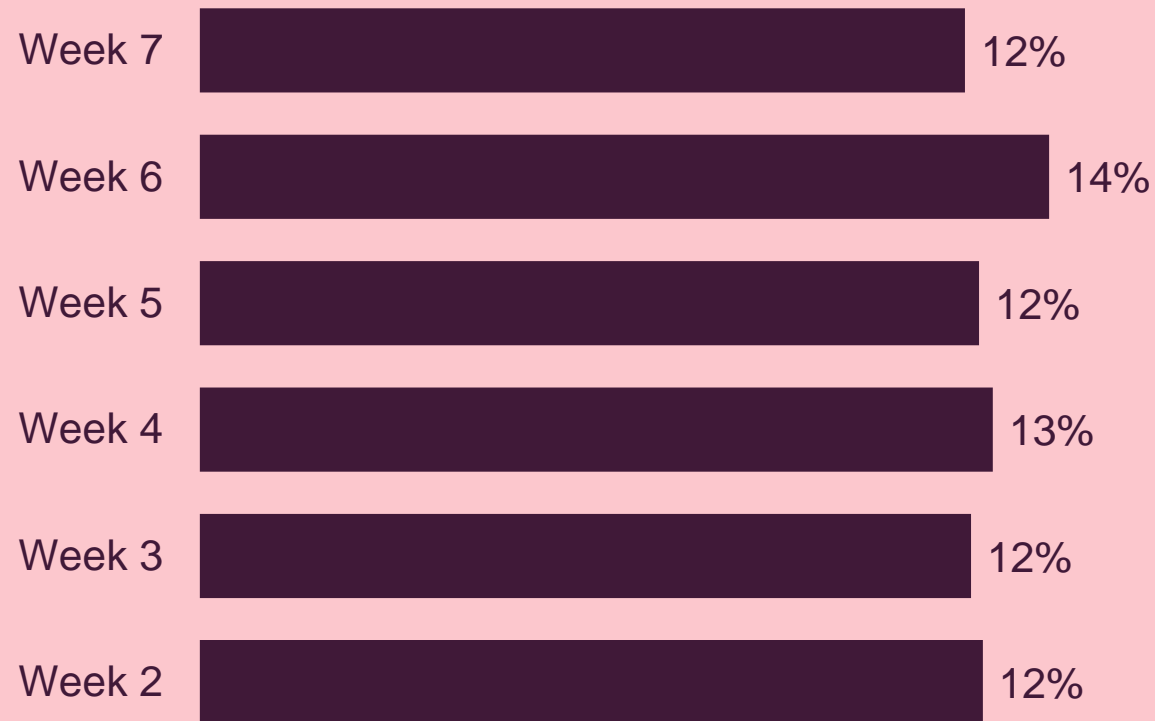


Social grade



Bus use this week has dipped from a high last week

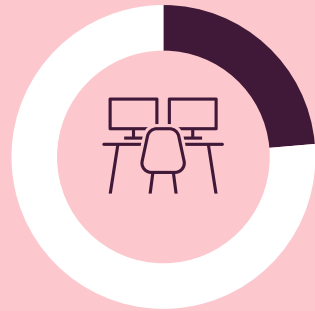
Proportion using bus within the last seven days



Week 7 report. Base size all respondents: approx. 4,000 weekly.

Leisure is the most common reason for bus use this week

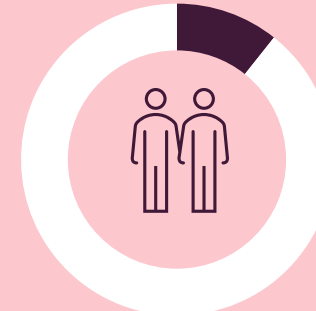
Main purpose of last bus journey



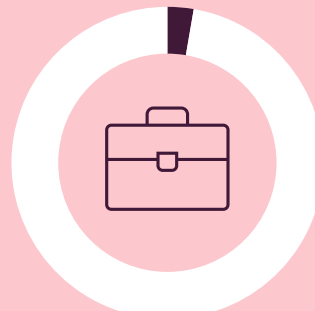
Commuting
24%



Leisure
29%



Friends/family
11%



Work travel
3%



Essential shopping
22%

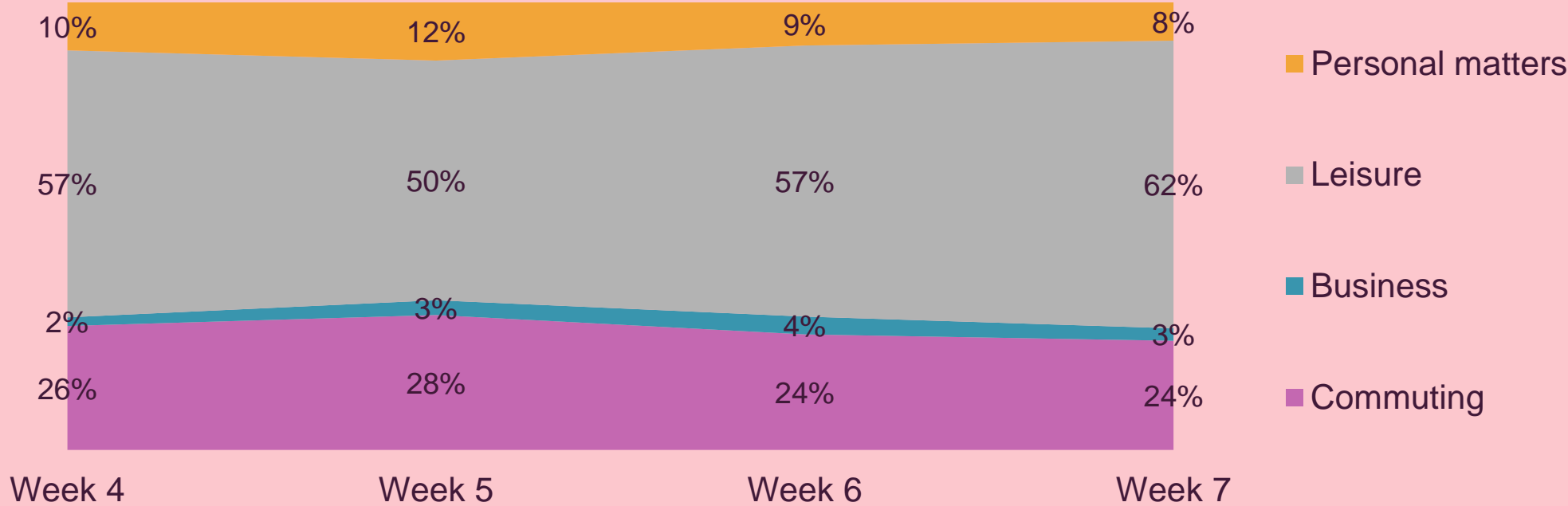


Personal matters
8%

Week 7 report. Base size: 500. Note that sum of the journey purposes above may not add to 100 per cent as some have listed 'other reason'.

Proportion of journeys for leisure, shopping and socialising increased this week*

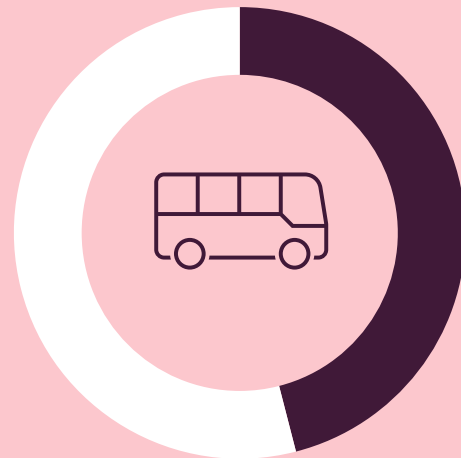
Main purpose of last bus journey



Week 7 report. Base size: weekly around 500. 'Leisure, shopping, socialising' combines answers from 'Leisure', 'Visiting friends/family, and 'Essential shopping'.
*This question was not asked in this format until week four.

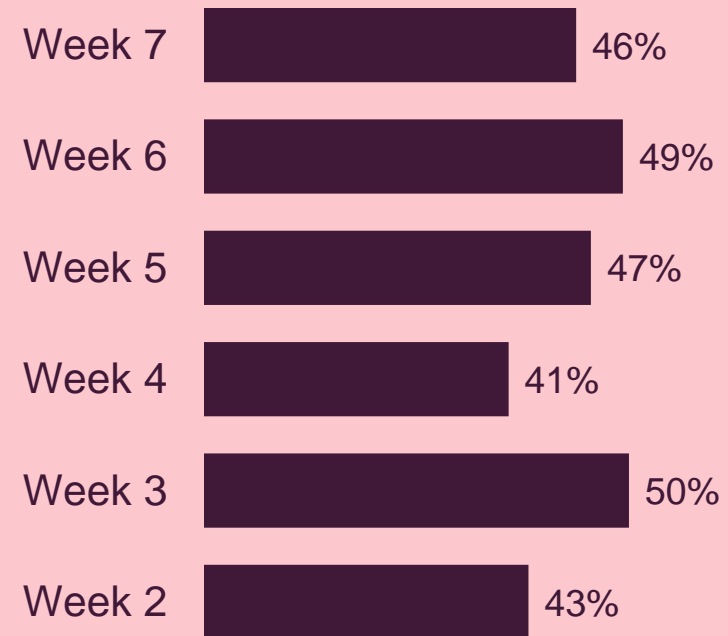
Just under half had other options to make their journey but chose the bus

Proportion who had options to make journey but chose the bus



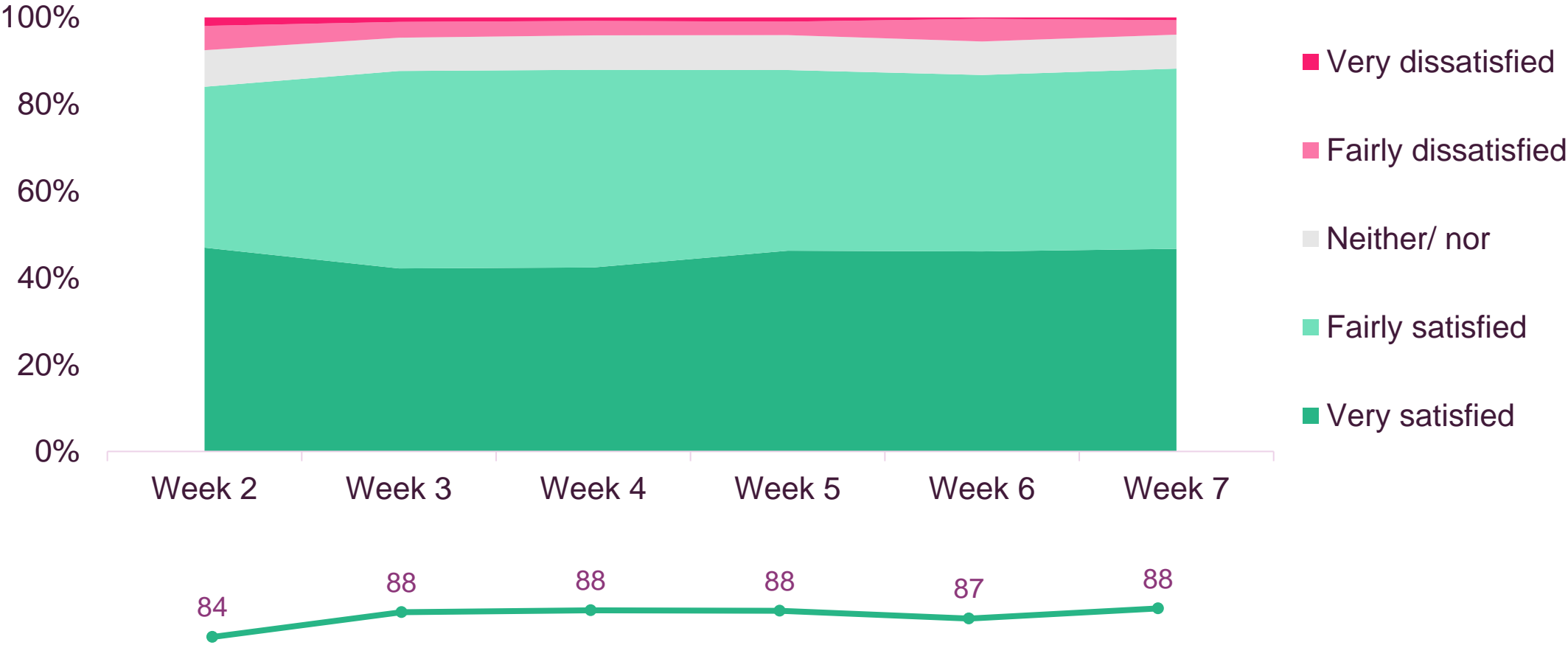
46%

54% said the bus was the only realistic option for that journey





Overall satisfaction with bus journey – over time



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

Why passengers were satisfied/dissatisfied with their journey – weeks 1-7



Why satisfied (very/fairly)

88%

Week 7

- Bus was clean
- Driver was friendly
- Arrived on time
- Passengers wearing masks
- Pleasant journey
- Windows were open

Why dissatisfied (very/fairly)

4%

Week 7

- Passengers not wearing masks
- Bus was late
- Unable to maintain social distancing

What bus passengers are saying...



The service was not busy, I was able to maintain distance from others. The trip was quick and I did not have to wait long for the bus.

Very satisfied, First passenger

The bus was roughly on time, I have an app which updates the time of arrival. Payment by contactless card, hand gel available and was able to have a double seat to myself. Some windows were open to aid ventilation and a notice to say not to close the windows. The bus was clean inside and I arrived at my destination on time.

Very satisfied, Stagecoach passenger



An argument with another passenger who didn't like that I wanted the window open for fresh air.

Fairly dissatisfied, First passenger

It was packed, people standing, hardly anyone wearing masks and little ventilation.

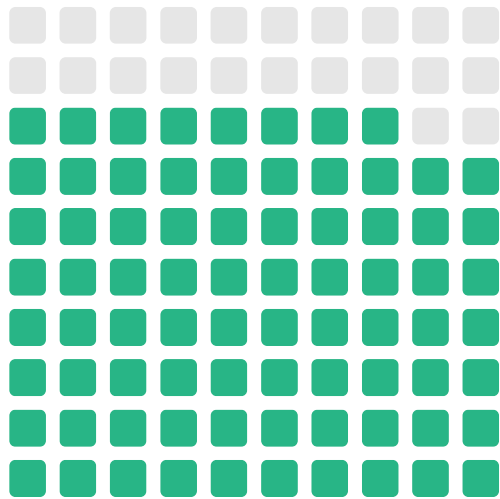
Fairly dissatisfied, Arriva passenger

I am seriously disabled, and all the drivers look after me very well, helping me secure my place in the wheelchair area of the bus.

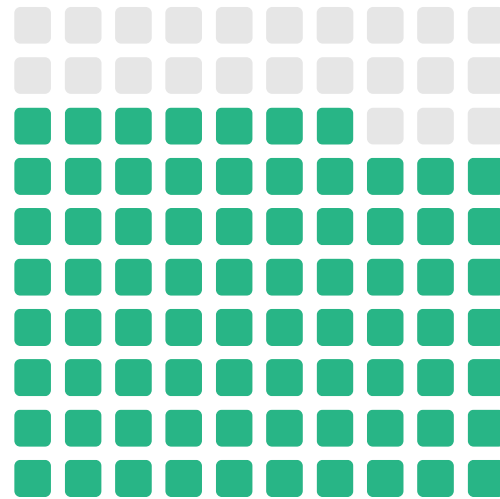
Very satisfied, Stagecoach passenger



Satisfaction with the bus stop and punctuality

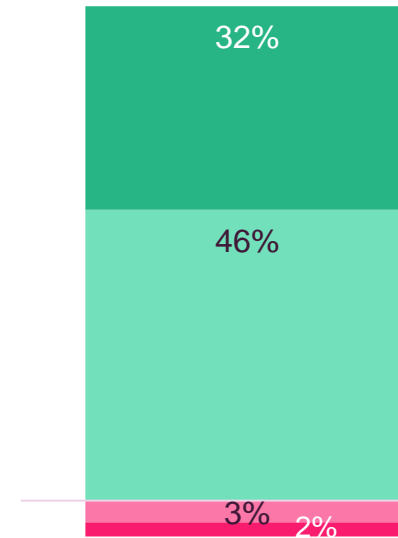


Bus stop - overall satisfaction
78%

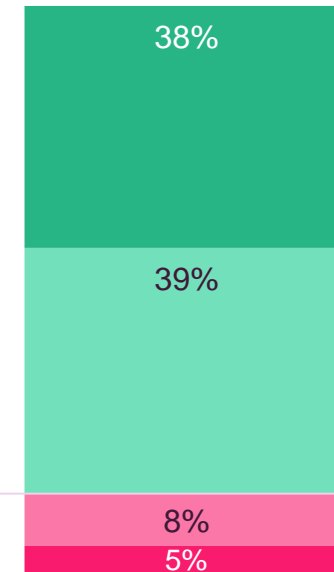


Punctuality/reliability
77%

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



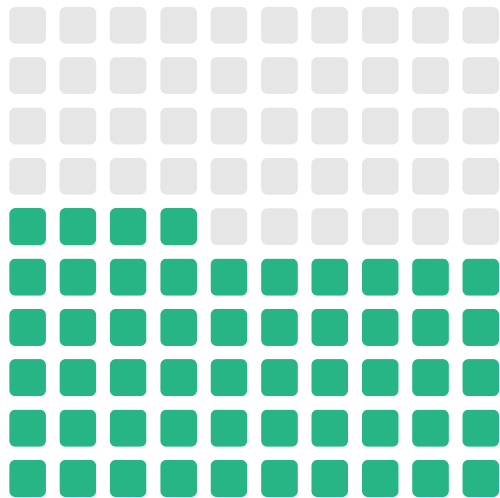
Bus stop - overall satisfaction



Punctuality/reliability

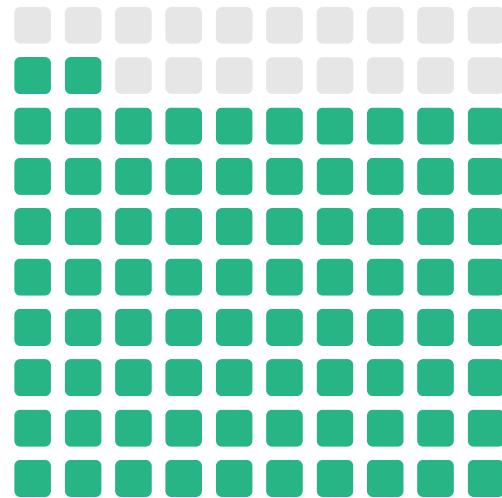


Satisfaction with information, cleanliness and Covid-related measures



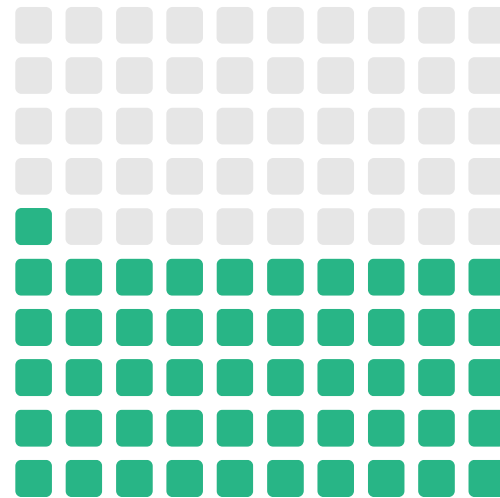
Information on how busy the bus would be before travelling

54%



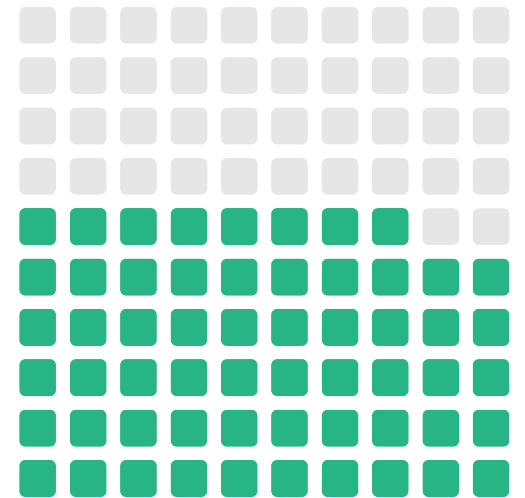
Cleanliness of the inside of the bus

82%



Number of people wearing face coverings

51%



Covid measures in place on the bus

58%



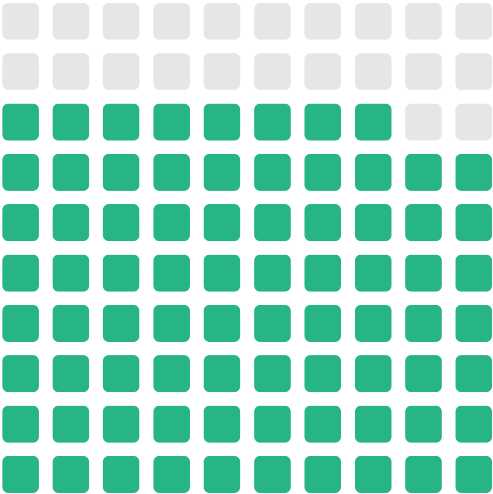
Satisfaction with information, cleanliness and Covid-related measures

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



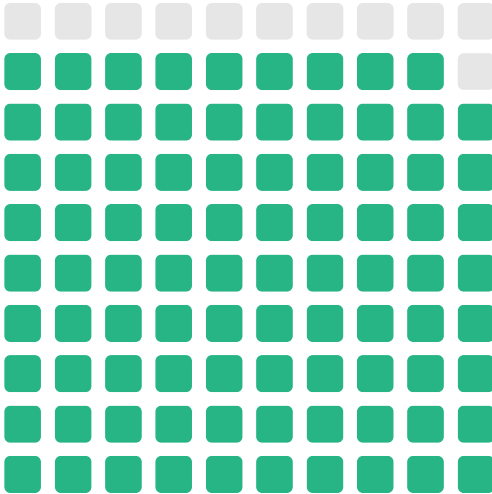
Week 7 report. Base size (used bus outside London in last 7 days and not applicable excluded): 333; 500; 491; 485. Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

Satisfaction with ventilation, seating, other passenger behaviour and temperature



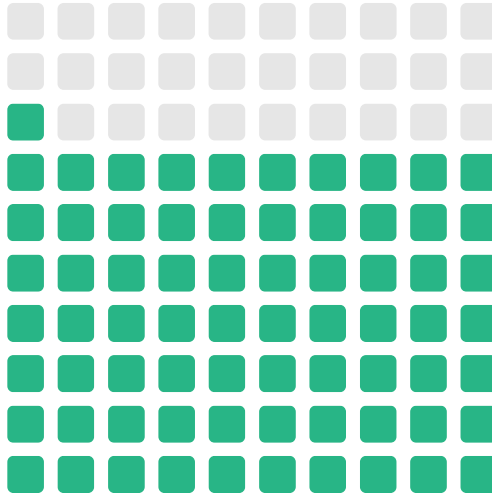
Ventilation on the bus

78%



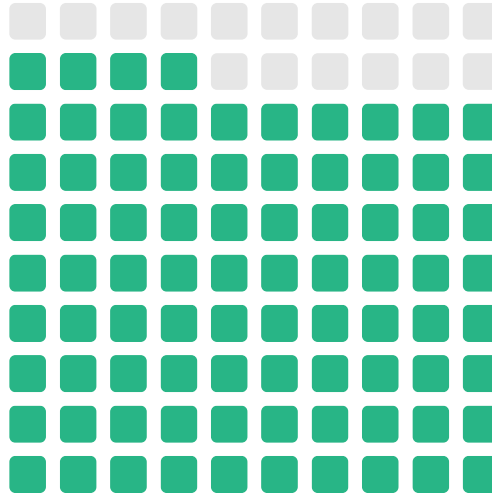
Availability of seating/space to stand

89%



Behaviour of other passengers

71%



Temperature on the bus

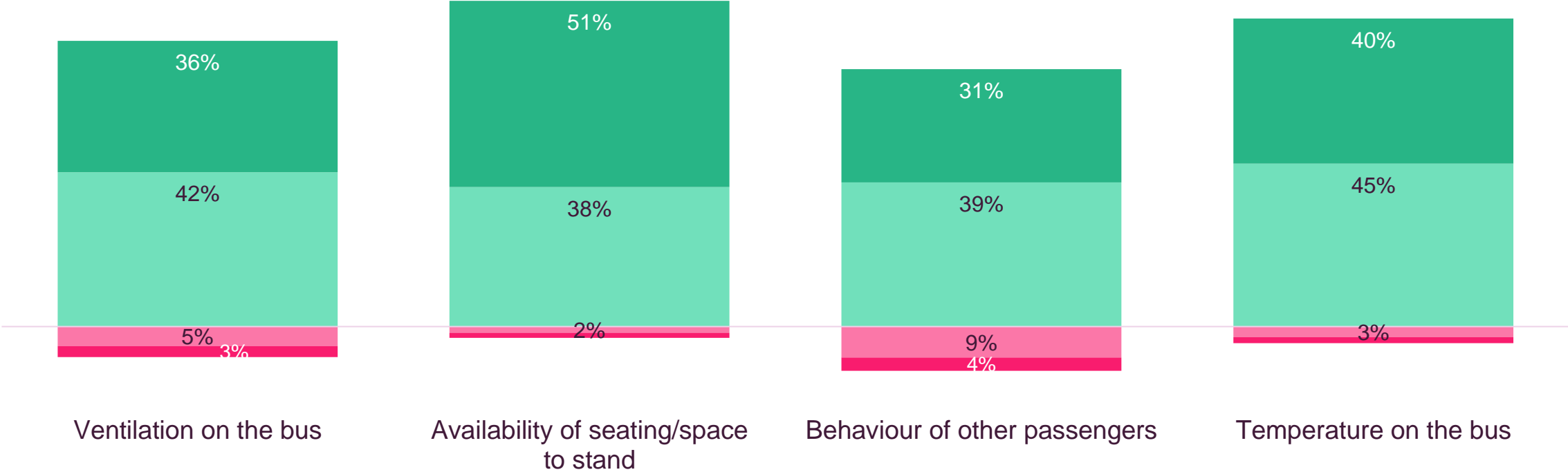
84%



Week 7 report. Base size (used bus outside London in last 7 days and not applicable excluded): 499; 499; 498; 500.

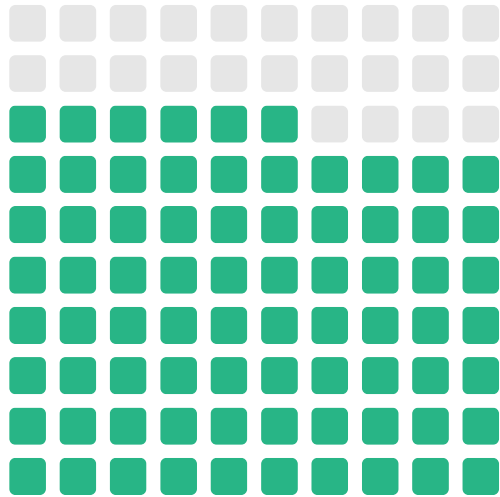
Satisfaction with ventilation, seating, other passenger behaviour and temperature

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



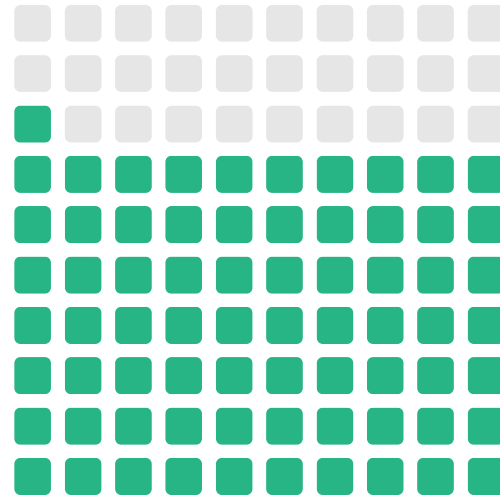
Week 7 report. Base size (used bus outside London in last 7 days & not applicable excluded): 499; 499; 498; 500. Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

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



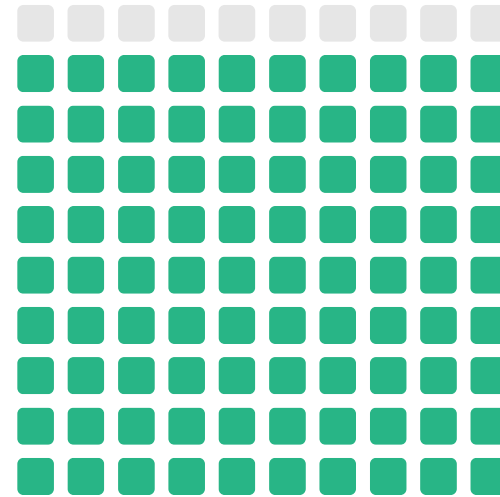
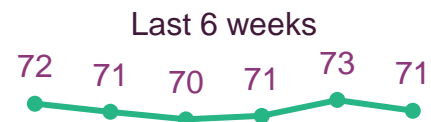
Helpfulness and attitude of the driver

76%



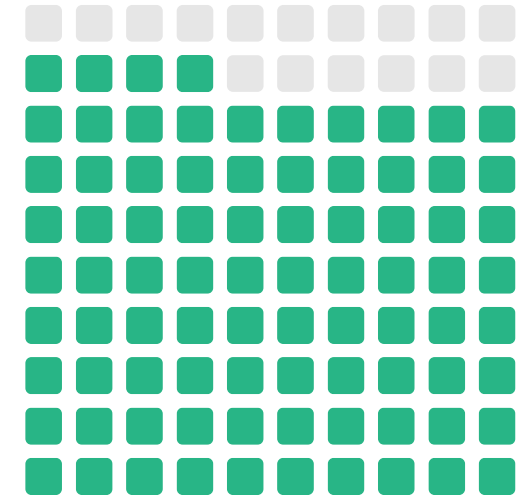
Frequency of buses on that route

71%



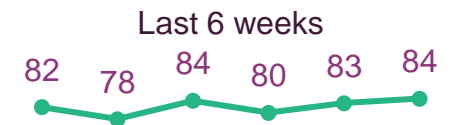
Length of time the journey on the bus took

90%



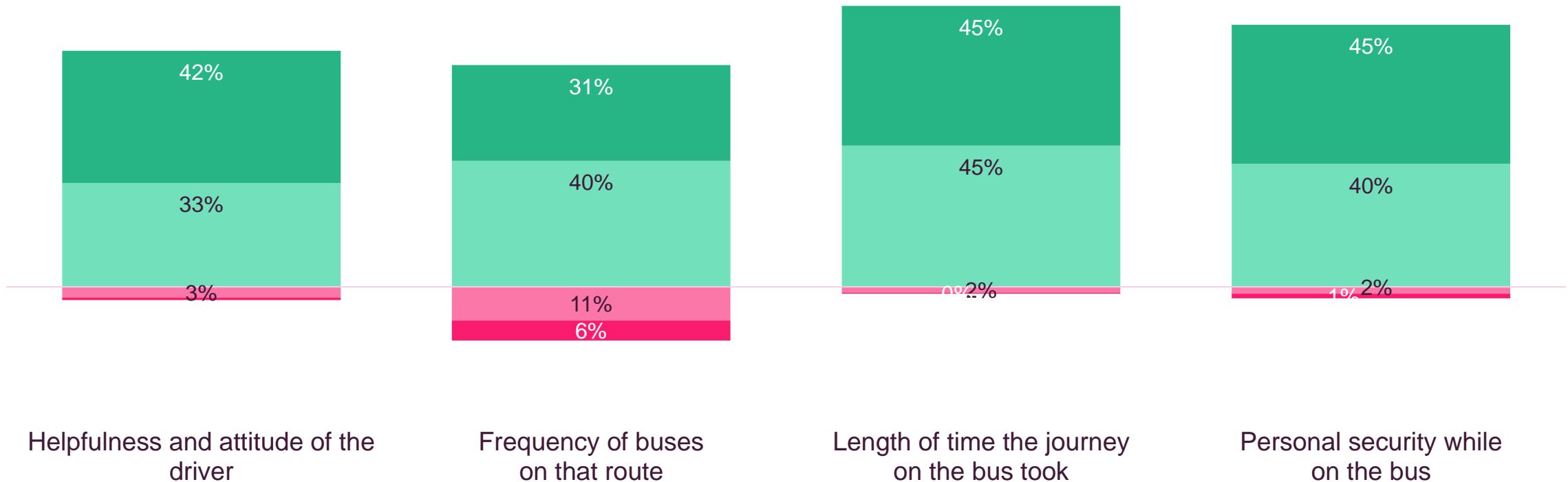
Personal security while on the bus

84%



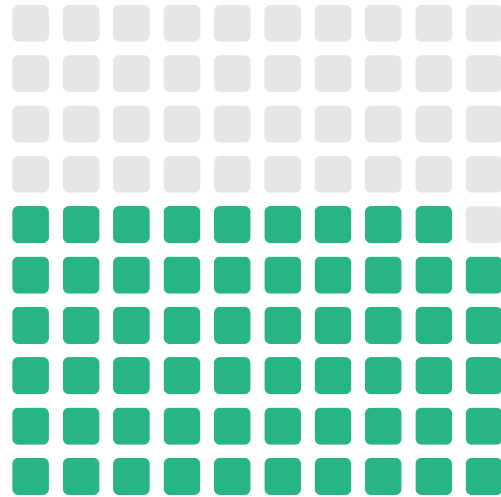
Satisfaction with driver, frequency, journey time, and personal security

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



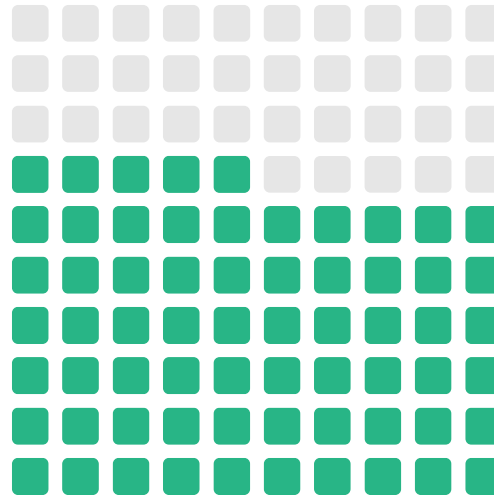
Week 7 report. Base size (used bus outside London in last 7 days and not applicable excluded): 493; 497; 501; 498.
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

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



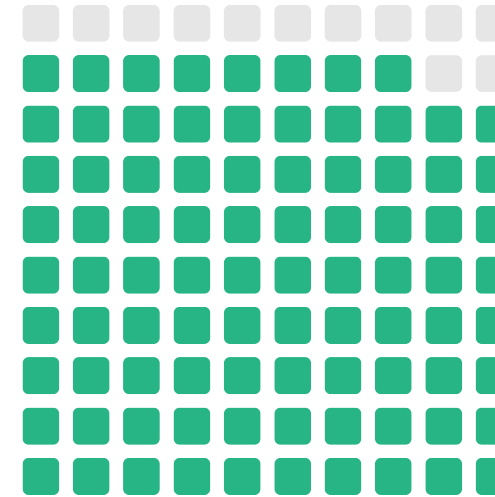
Provision of information during the journey

59%



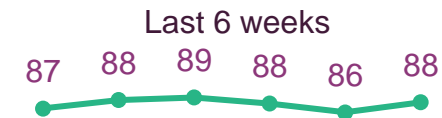
Value for money

65%



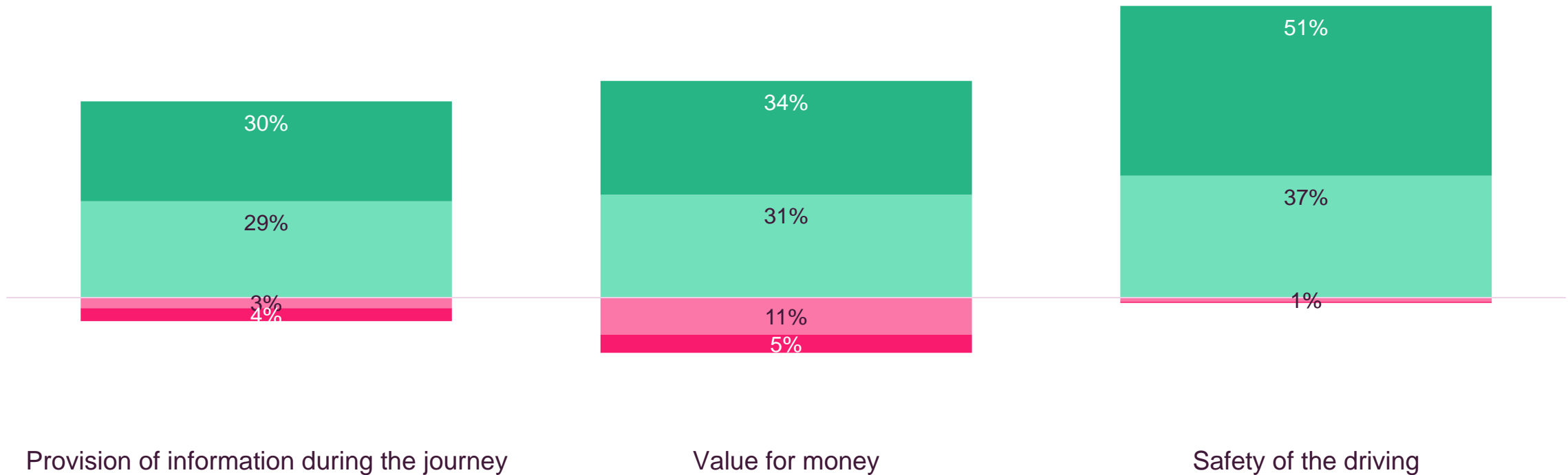
Safety of the driving

88%



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

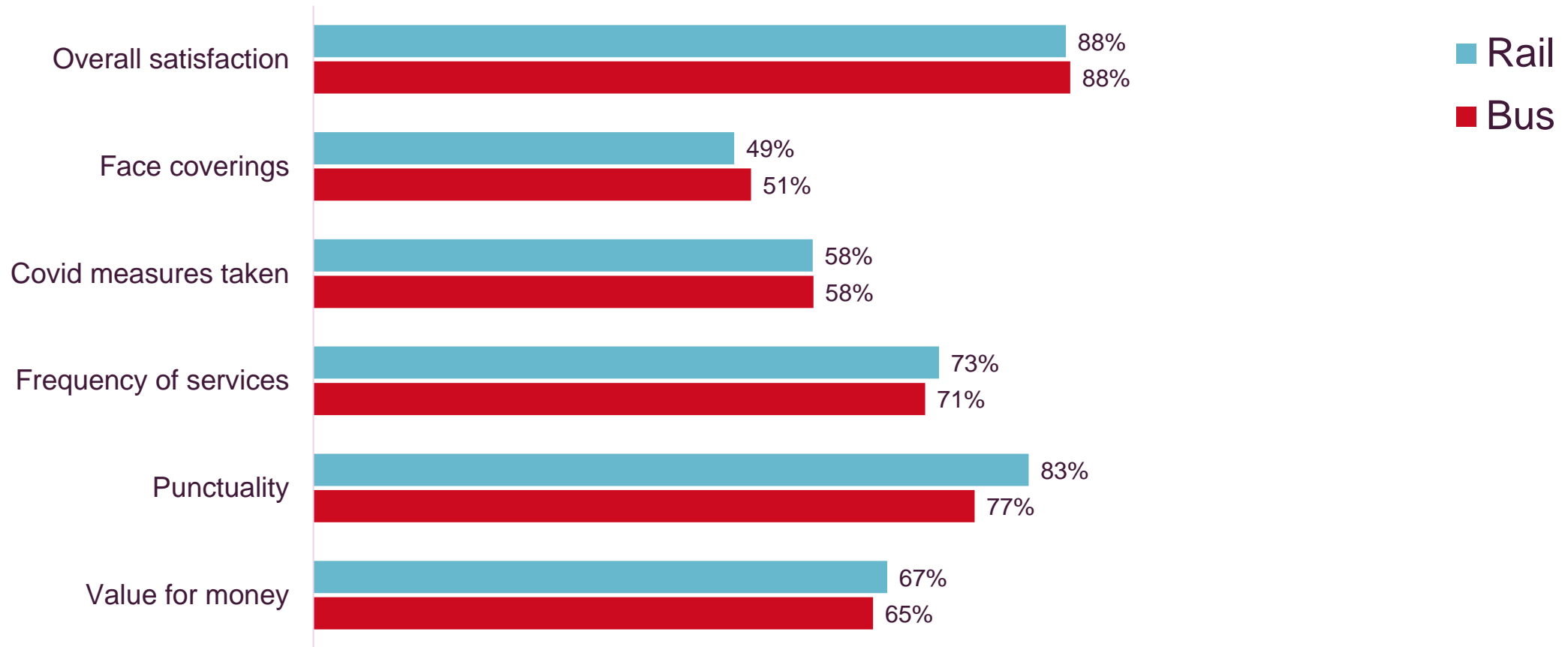
■ Very satisfied ■ Fairly satisfied ■ Fairly dissatisfied ■ Very dissatisfied



Week 7 report. Base size (used bus outside London in last 7 days and not applicable excluded): 407, 420, 500.
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

Bus to rail comparison – current week

Higher satisfaction on rail for punctuality



Week 7 report. Base size: rail 439; bus 501.

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; the

question text is provided in the following appendix.

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 over the last six weeks 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 2	Week 3	Week 4	Week 5	Week 6	Week 7
Fieldwork: 22 to 26 September	Fieldwork: 29 September to 3 October	Fieldwork: 6 to 10 October	Fieldwork: 13 to 17 October	Fieldwork: 20 to 24 October	Fieldwork: 27 to 31 October
507	509	518	497	557	501

Appendix: survey question text

1. Overall satisfaction: Overall how satisfied were you with this bus journey?

Scale: Very satisfied to Very dissatisfied

2. Individual satisfaction measures: Thinking about this most recent journey you made by bus, how satisfied or dissatisfied were you with? Scale: Very satisfied to Very dissatisfied and Not applicable.

- a. The information how busy the bus would be before travelling
- b. Overall satisfaction with the bus stop or bus station
- c. The cleanliness on the inside of the bus
- d. The number of people wearing face coverings during your journey
- e. The Covid measures in place on the bus
- f. The behaviour of other passengers
- g. The ventilation on the bus
- h. Value for money of your ticket
- i. Frequency of buses on that route
- j. Punctuality/ reliability (the bus leaving/ arriving on time)
- k. The time the journey on the bus took
- l. The availability of seating or space to stand
- m. The temperature inside the bus
- n. Your personal security on the bus
- o. Provision of information during the journey
- p. The helpfulness and attitude of the driver
- q. Safety of the driving

3. Choice of mode: And thinking about this most recent bus journey, was it

Options: a) The only realistic option available to you to get there; b) You had other options available, but chose to use the bus.

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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