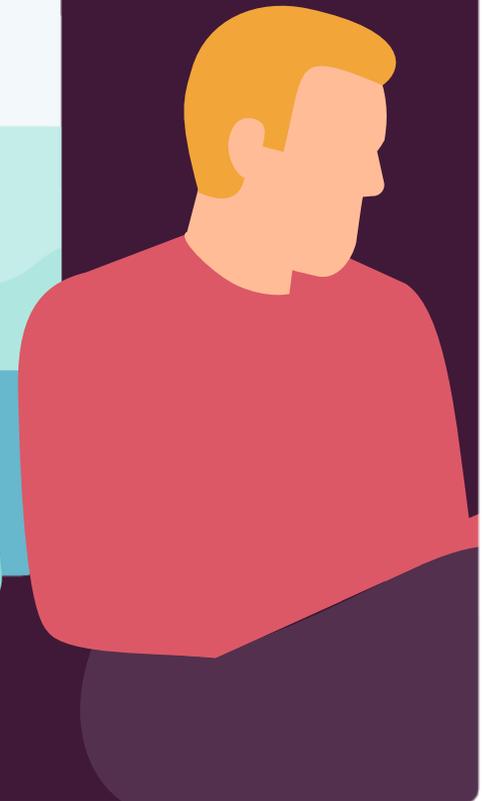


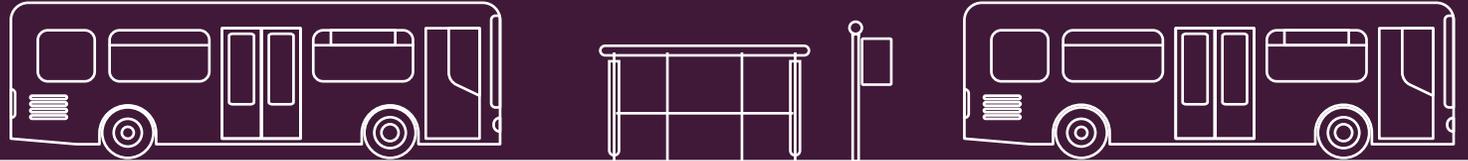
3 - 7
November
2021

Week 8

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.

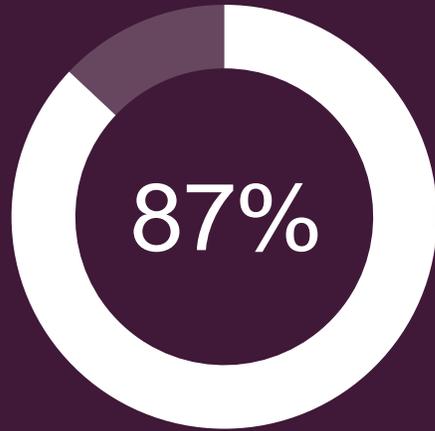
Passengers rated how satisfied they were with their overall journey and a range of aspects including the punctuality of their service, the value for money of their ticket and a number of Covid-related measures.

Transport Focus will initially run this survey until the end of 2021. Results will be reported each week. In week 8, online interviews took place between 3 and 7 November 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 28.

Bus headlines



87% of bus passengers were satisfied with their journey overall.



Satisfaction with value for money increased to 71%.

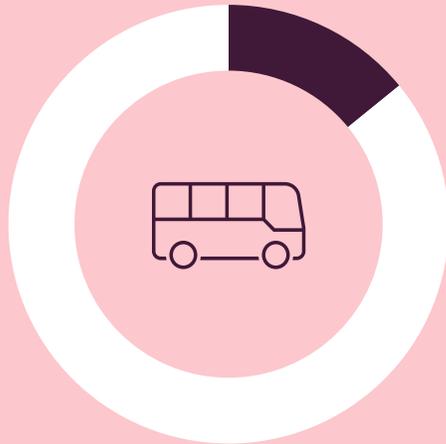


Satisfaction with ventilation and temperature on board the bus both declined, down to 72% and 79% respectively, while for Covid measures in place it fell to 54%.



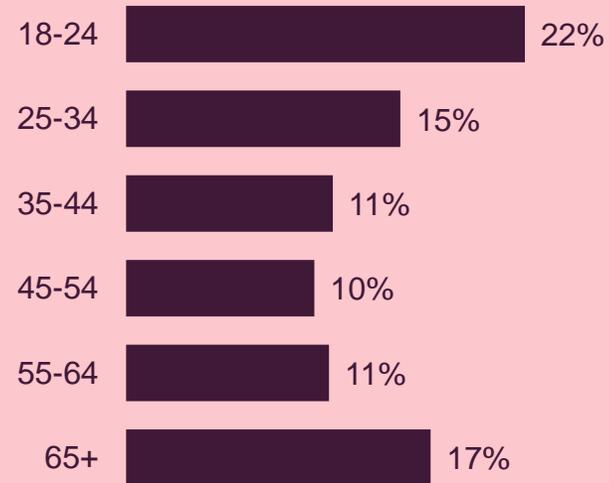
Around one in eight used a bus in the last seven days

Proportion using bus in the last seven days



14%
of people in
Great Britain used
buses (outside London)
this week

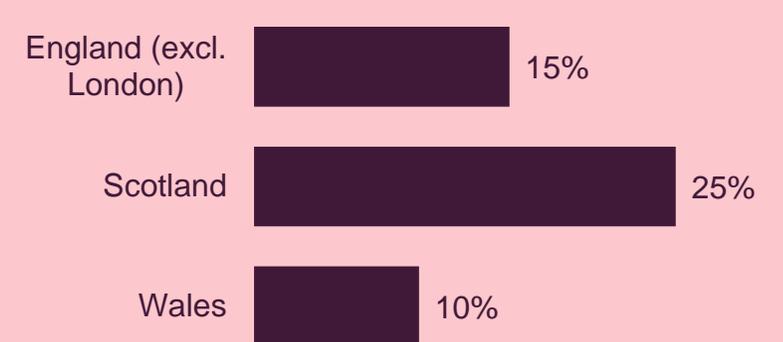
Age



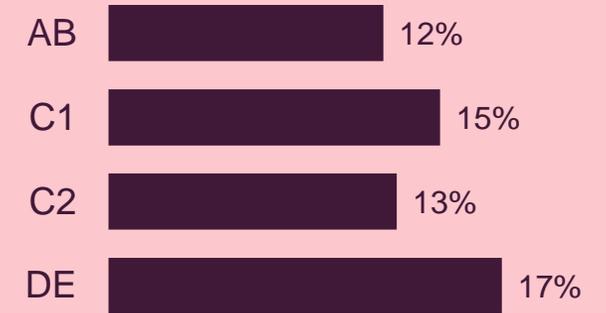
Sex



Region

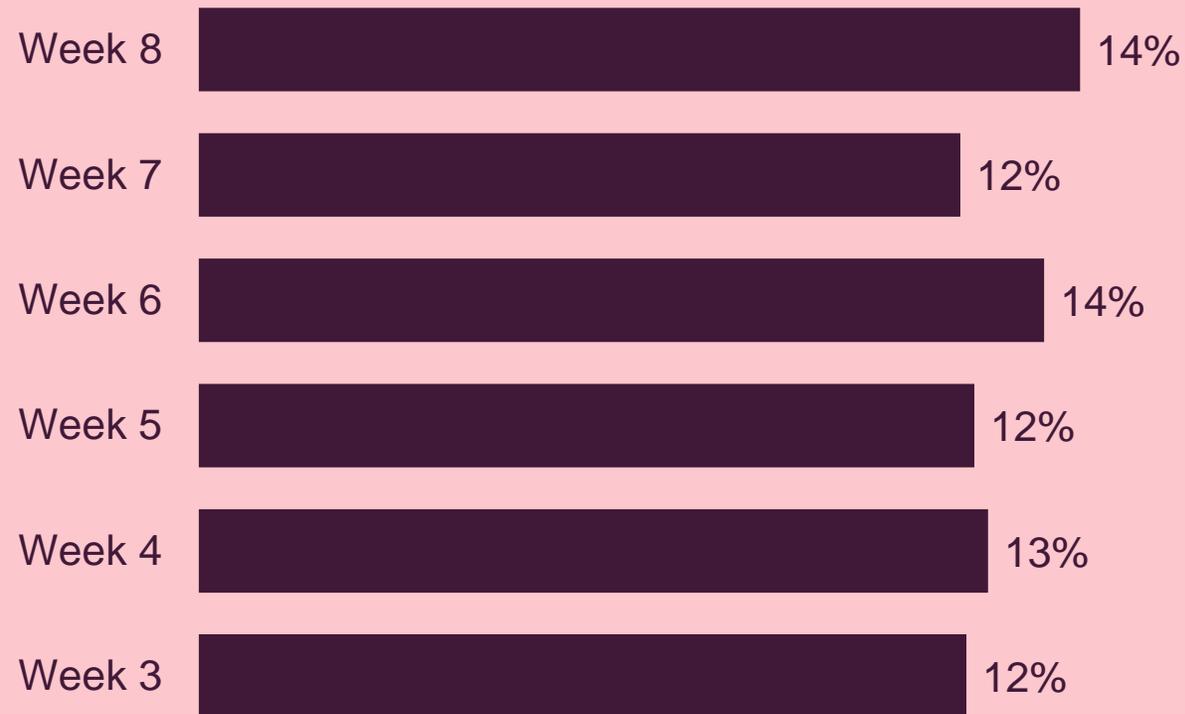


Social grade



Bus use this week has bounced back after half term dip

Proportion using bus within the last seven days



Week 8 report. Base size all respondents: approx. 4,000 weekly.

Leisure is the most common reason for bus use this week

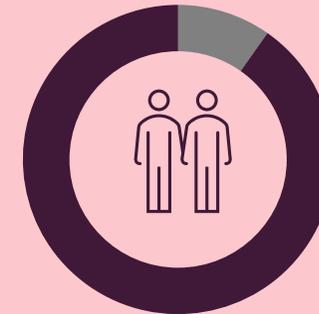
Main purpose of last bus journey



Leisure
31%



Essential shopping
18%



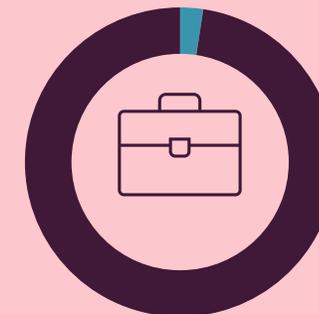
Friends/family
10%



Commuting
26%



Personal matters
10%

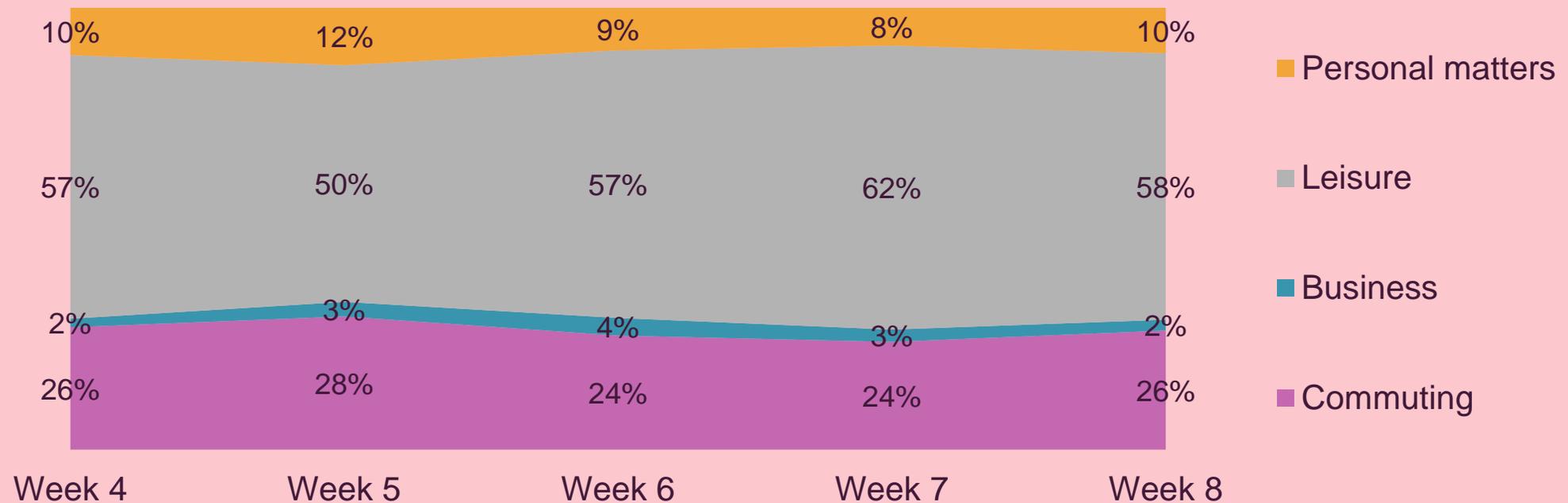


Work travel
2%

Week 8 report. Base size: 588. 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 decreased this week, while commuting increased after half term

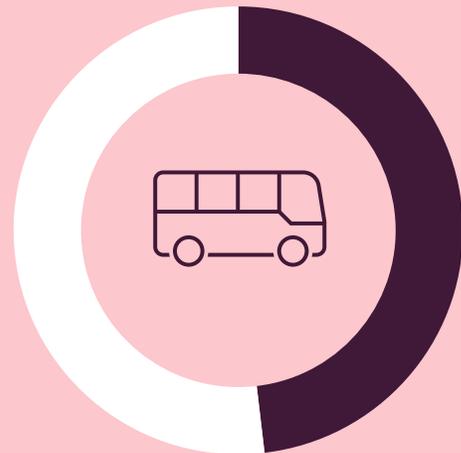
Main purpose of last bus journey*



Week 8 report. Base size: weekly around 530. 'Leisure, shopping, socialising' combines answers from 'Leisure', 'Visiting friends/family, and 'Essential shopping'.
*This question was not asked in this format until week four.

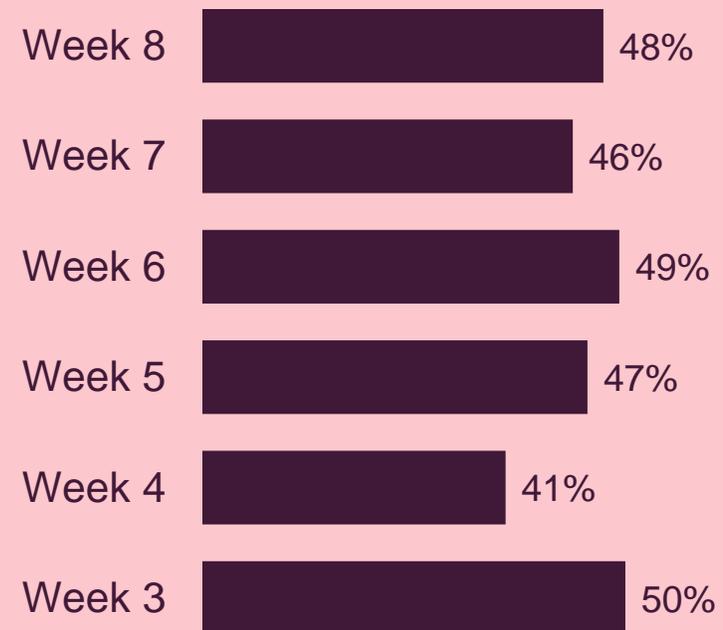
Just under half had other options to make their journey but chose the bus

Proportion who had options to make journey but chose the bus



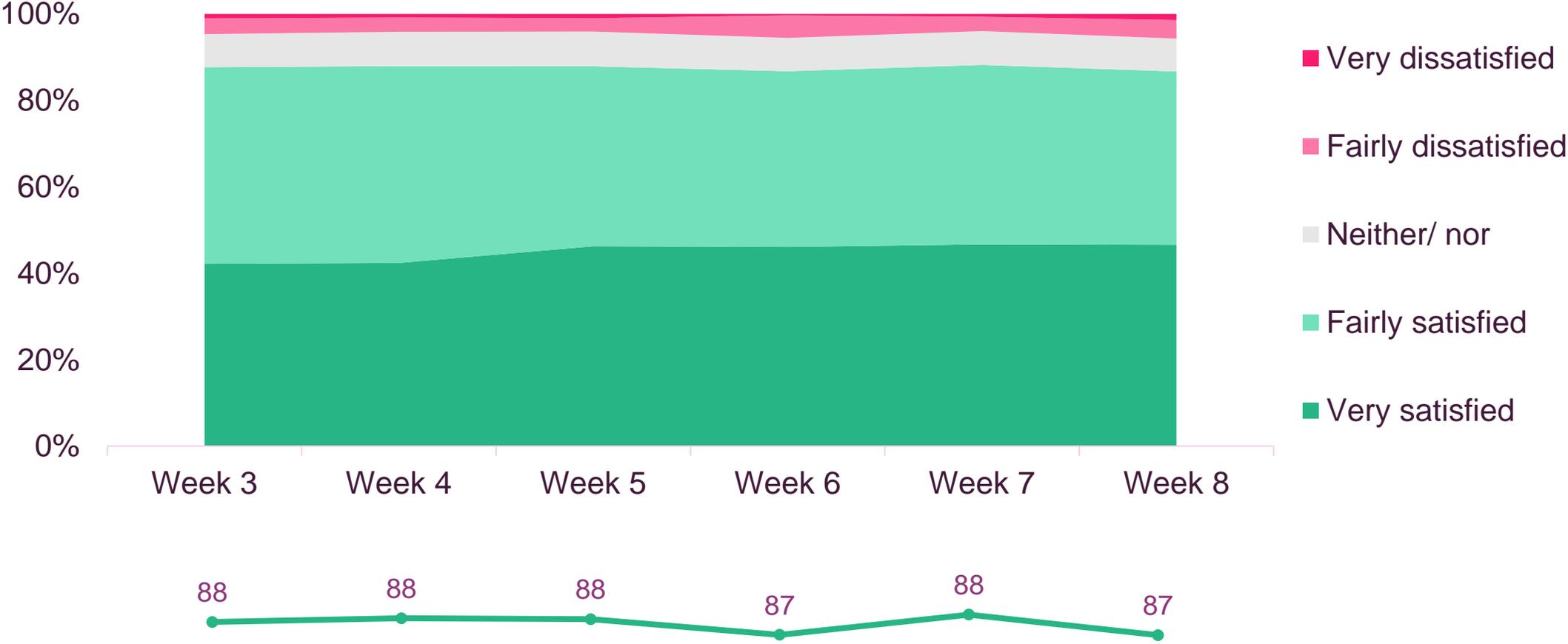
48%

52% said the bus was the only realistic option for that journey





Overall satisfaction with bus journey – over time



Week 8 report. Base size (used bus outside London in last 7 days and not applicable excluded): circa 500 per week

What bus passengers are saying...



The bus got me to work on time and I felt safe in terms of the covid-19 pandemic. The driver was friendly pleasant and helpful.

Very satisfied, Stagecoach passenger

Got me to and from my hospital appointment with no hassle. It was cold as all windows were open but I understood why. On way home driver didn't stop when I rang bell though so had to walk an extra mile and a bit home.

Very satisfied, First passenger



One of my buses was early and was pulling out as my bus pulled in so I missed my connection.

Fairly dissatisfied, Go North East passenger

I had to sit next to a stranger, the bus was full nobody wore masks and many of the windows weren't open so I felt at risk of getting covid.

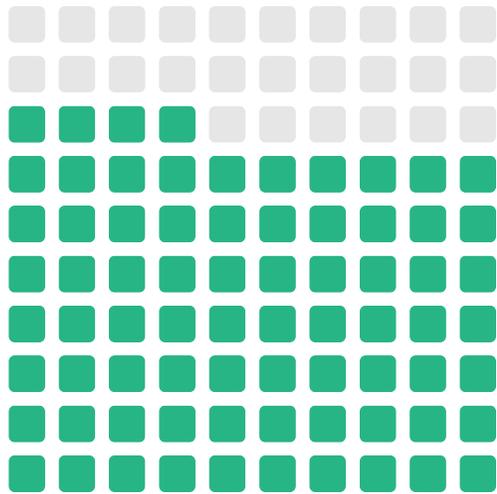
Neither satisfied nor dissatisfied, Wilts & Dorset passenger

Bus was very late and overcrowded.

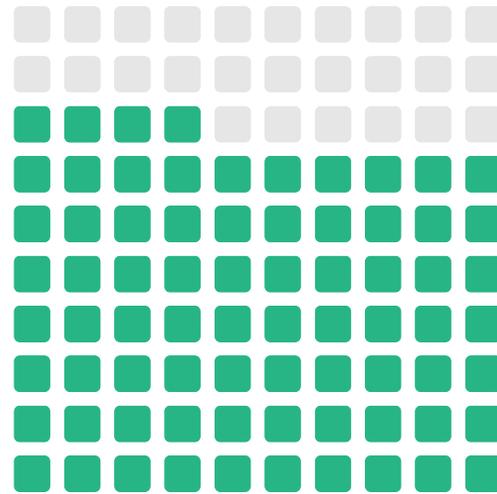
Very dissatisfied, Preston Bus passenger



Satisfaction with the bus stop and punctuality

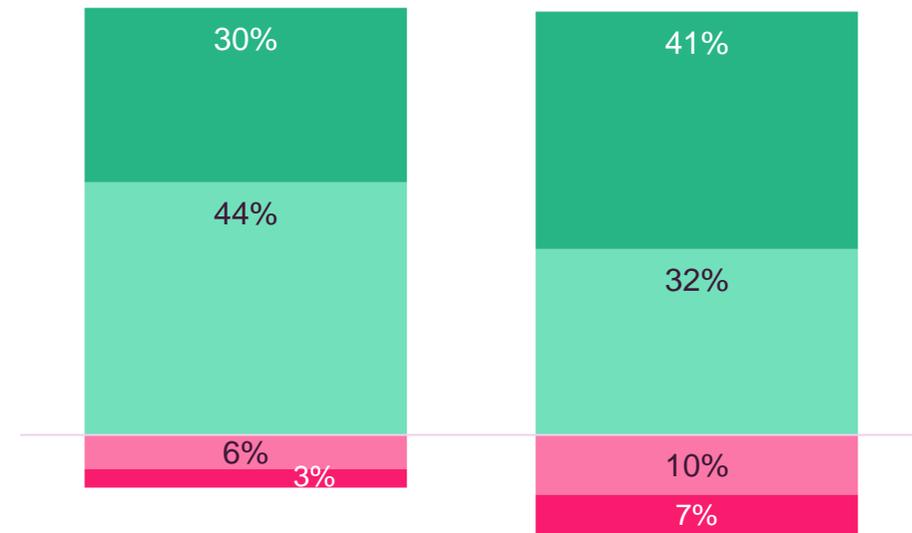


Bus stop - overall satisfaction
74%



Punctuality/reliability
74%

Very satisfied Fairly satisfied Fairly dissatisfied Very dissatisfied

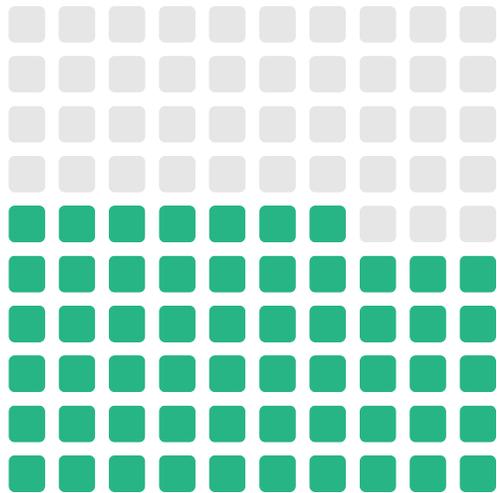


Bus stop - overall satisfaction

Punctuality/reliability

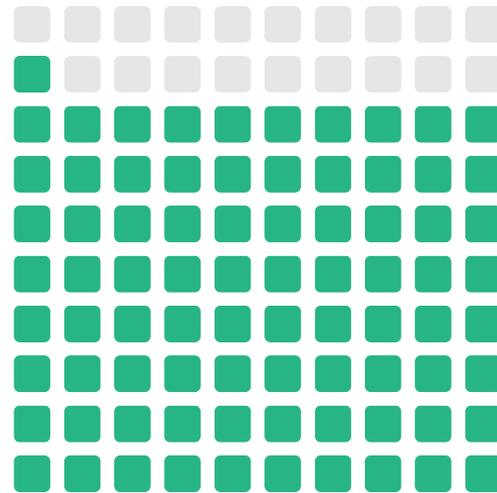


Satisfaction with information, cleanliness and Covid-related measures



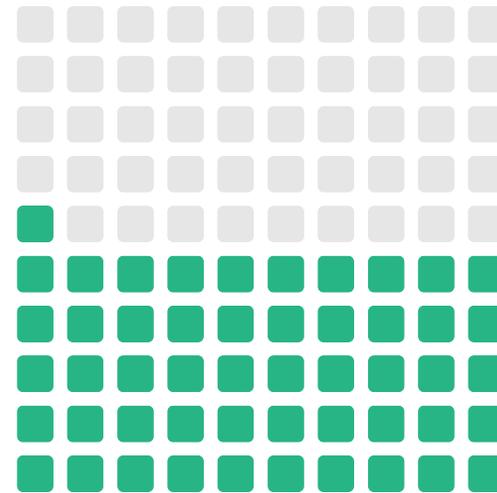
Information on how busy the bus would be before travelling

57%



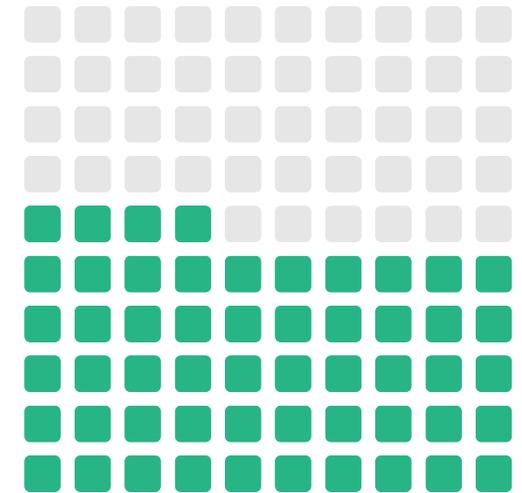
Cleanliness of the inside of the bus

81%



Number of people wearing face coverings

51%



Covid measures in place on the bus

54%



Week 8 report. Base size (used bus outside London in last 7 days and not applicable excluded): 415; 589; 567; 564.

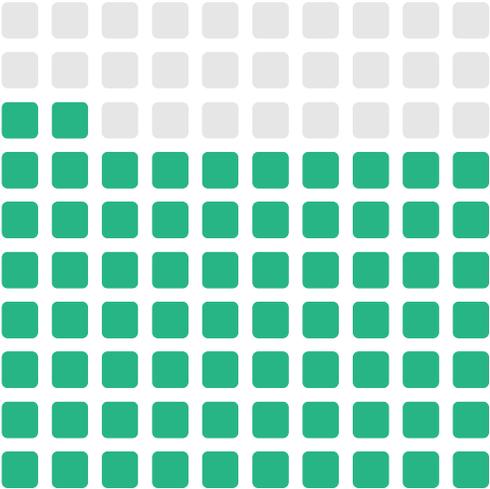
Satisfaction with information, cleanliness and Covid-related measures

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



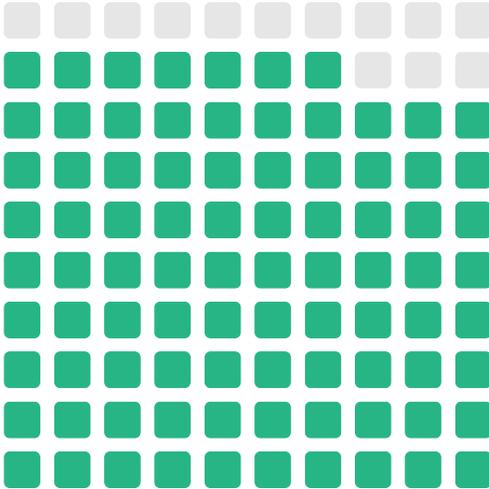
Week 8 report. Base size (used bus outside London in last 7 days and not applicable excluded): 415; 589; 567; 564. Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

Satisfaction with ventilation, seating, other passenger behaviour and temperature



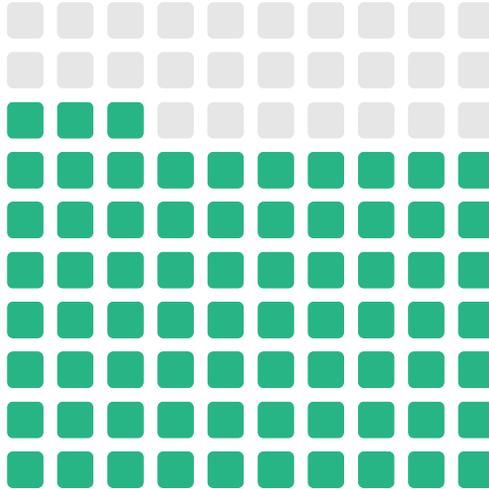
Ventilation on the bus

72%



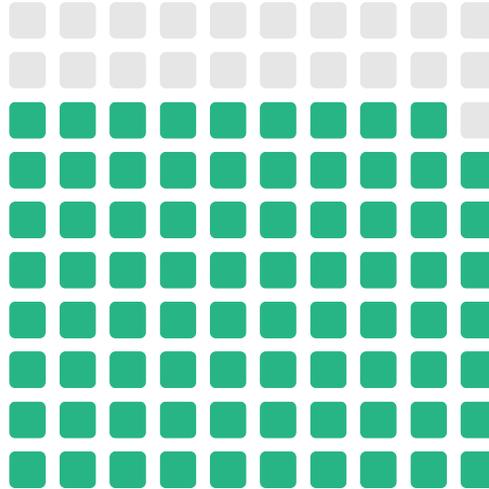
Availability of seating/space to stand

87%



Behaviour of other passengers

73%



Temperature on the bus

79%



Week 8 report. Base size (used bus outside London in last 7 days and not applicable excluded): 587; 589; 583; 589.

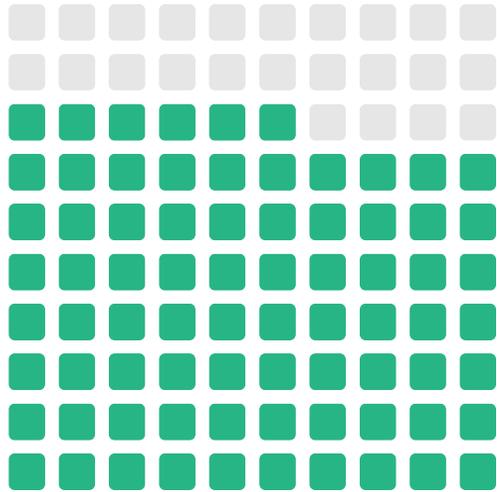
Satisfaction with ventilation, seating, other passenger behaviour and temperature

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



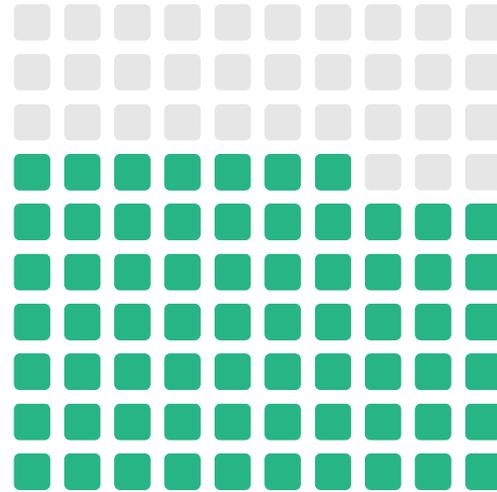
Week 8 report. Base size (used bus outside London in last 7 days & not applicable excluded): 587; 589; 583; 589. Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

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



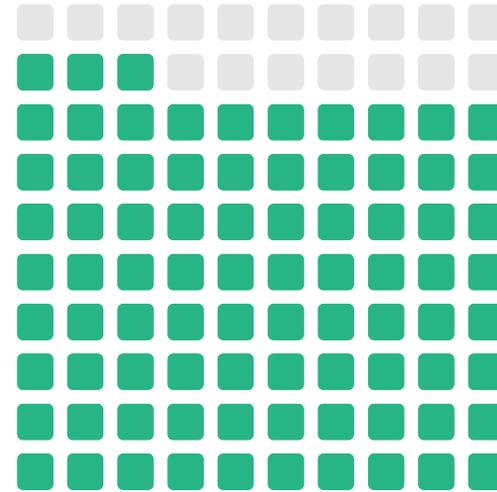
Helpfulness and attitude of the driver

76%



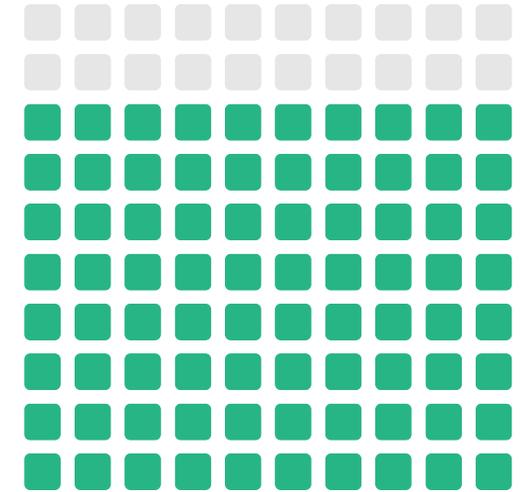
Frequency of buses on that route

67%



Length of time the journey on the bus took

83%



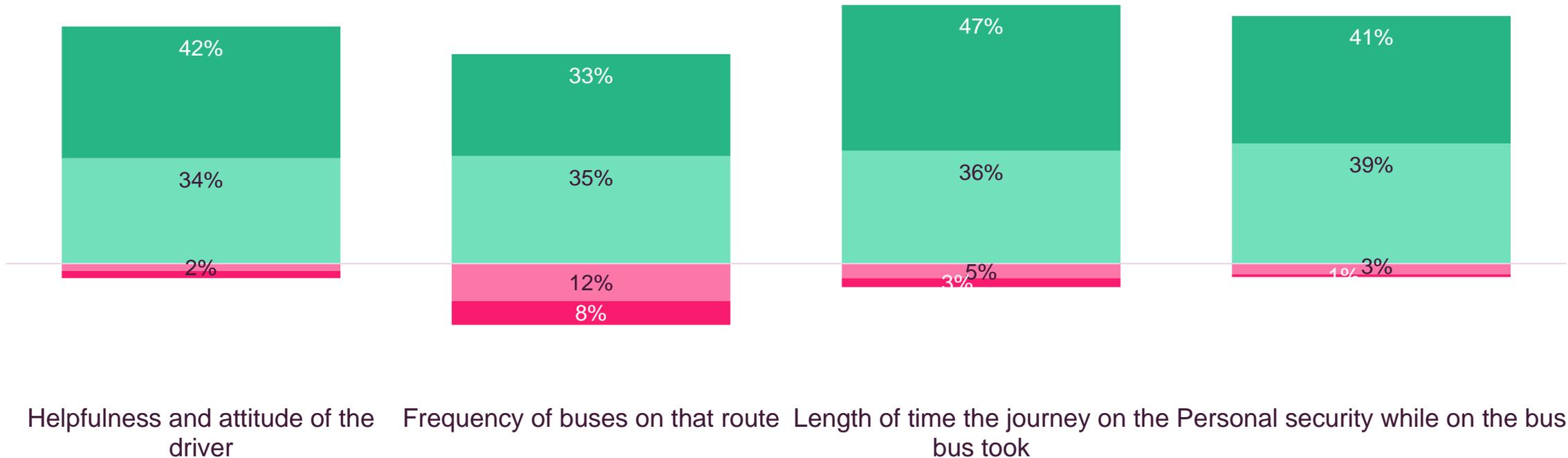
Personal security while on the bus

80%



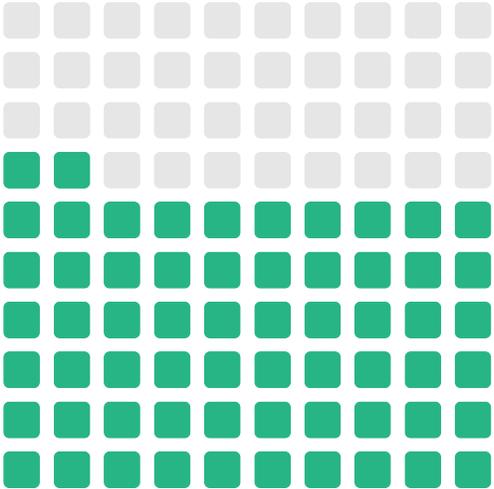
Satisfaction with driver, frequency, journey time, and personal security

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



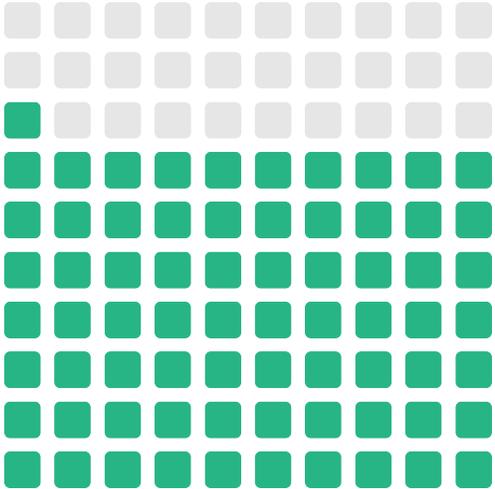
Week 8 report. Base size (used bus outside London in last 7 days and not applicable excluded): 574; 586; 589; 579.
 Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

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



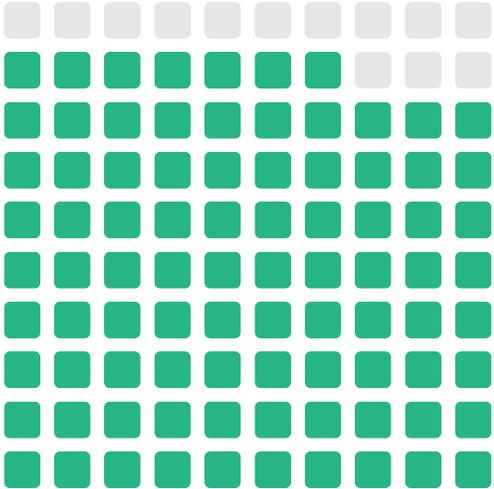
Provision of information during the journey

62%



Value for money

71%



Safety of the driving

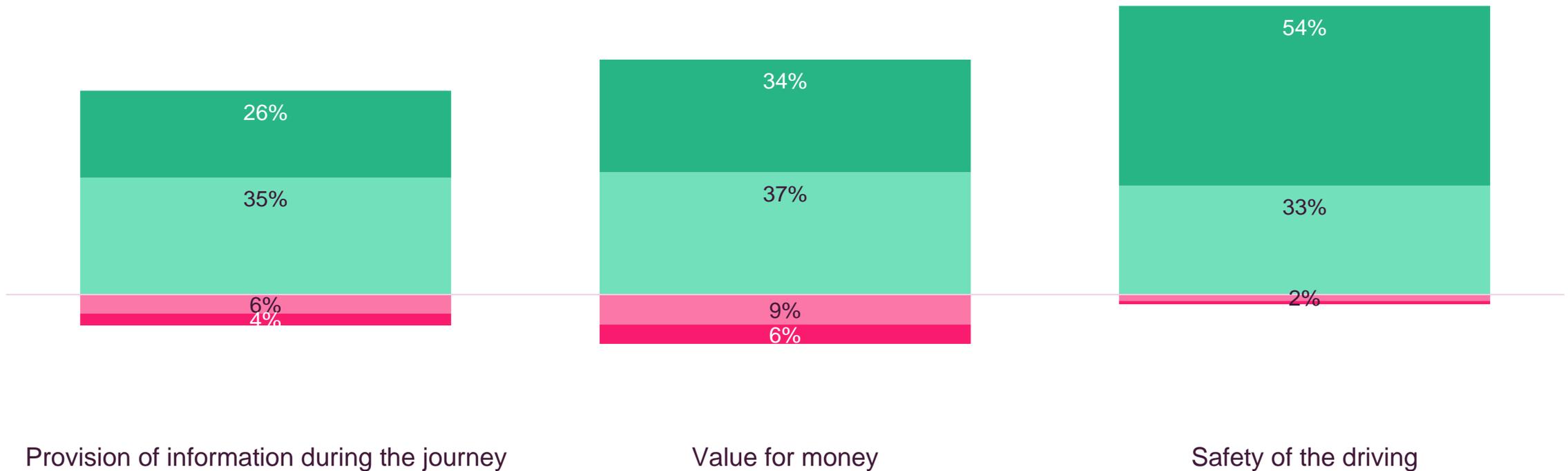
87%



Week 8 report. Base size (used bus outside London in last 7 days and not applicable excluded): 469, 514, 589.

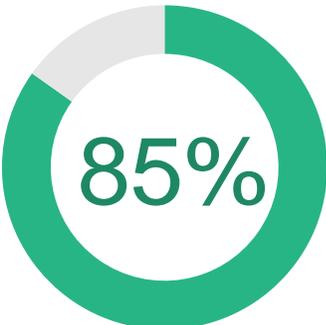
Satisfaction with information on board, value for money and driving safety

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

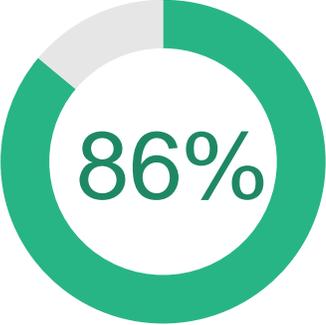


Week 8 report. Base size (used bus outside London in last 7 days and not applicable excluded): 469, 514, 589.
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

Overall satisfaction with last bus journey (outside London) by age and sex – last four weeks combined



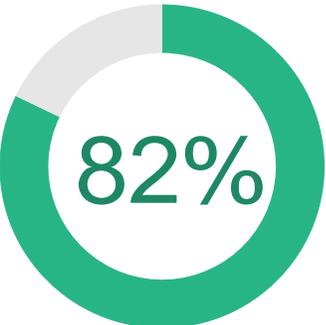
Age 18-24



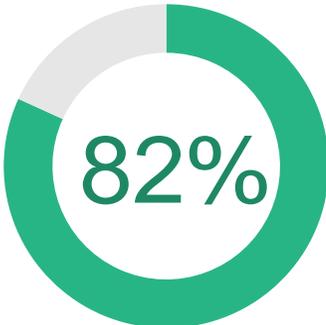
Age 24-34



Age 35-44



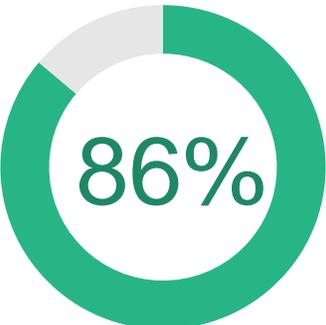
Age 45-54



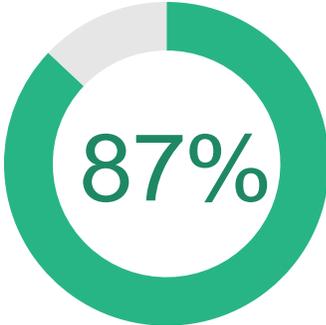
Age 55-64



Age 65+



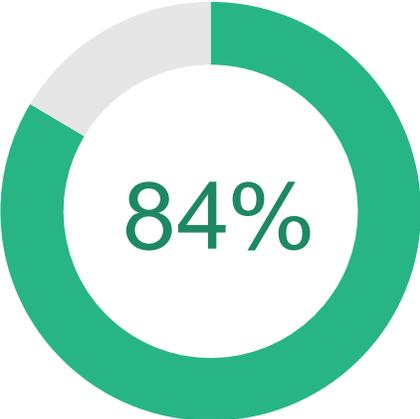
Men



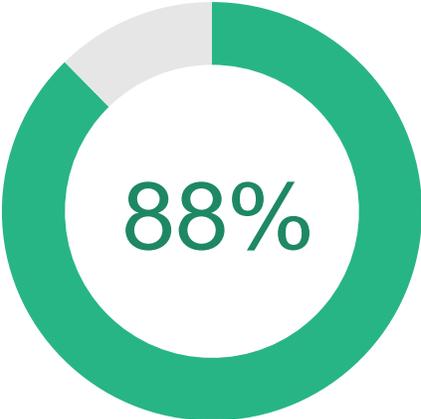
Women

Week 8 report (combined data for weeks 5 to 8).
Base sizes: 18-24 551, 25-34 580, 35-44 493, 45-54 454, 55-64 372, 65+ 782, Men 1542, Women 1690.

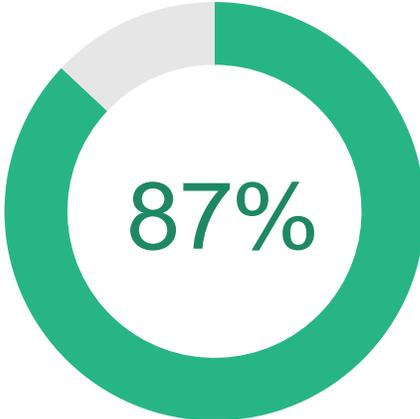
Overall satisfaction with last bus journey (outside London) by journey purpose – last four weeks combined



Commuting



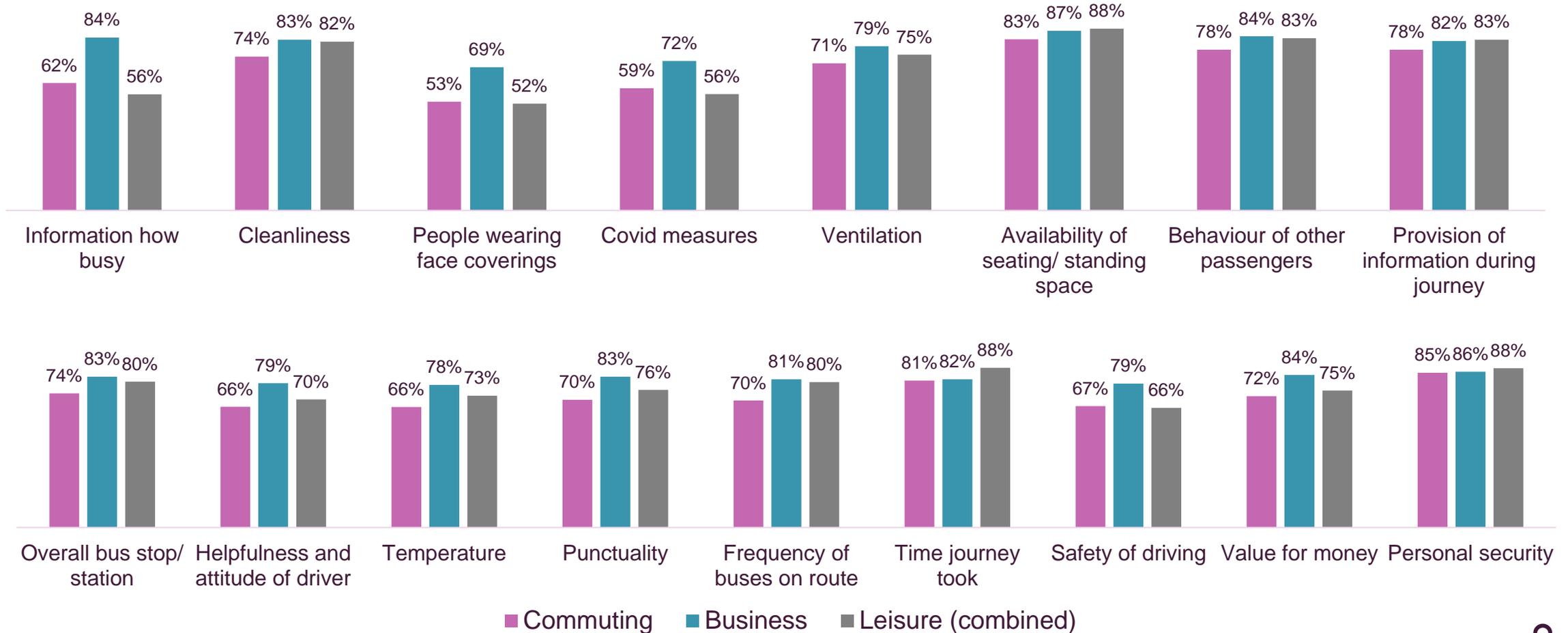
Business



Leisure
(combined)

Week 8 report (combined data for weeks 5 to 8). 'Leisure' combines answers from 'Leisure', 'Visiting friends/family, and 'Essential shopping'.
Base sizes: Commuting 903, Business 131, Leisure 1744.

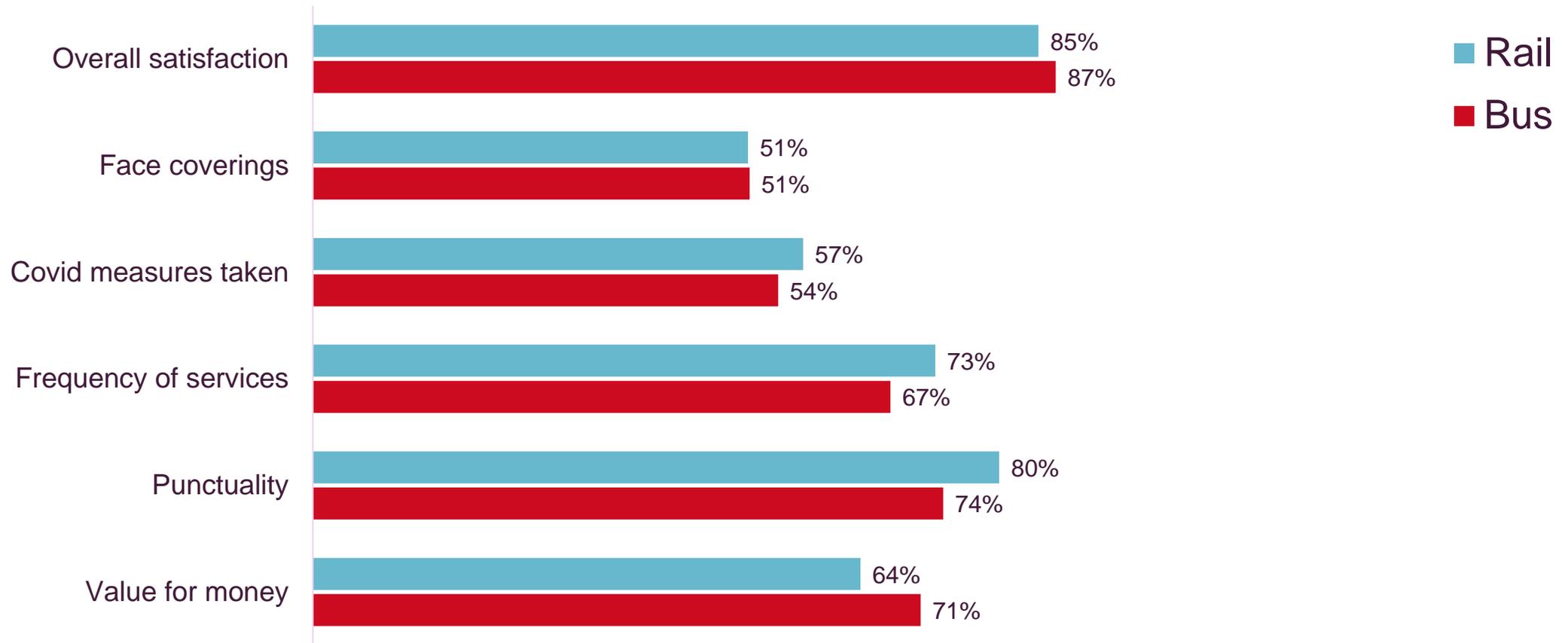
Satisfaction measures by journey purpose - no clear patterns in satisfaction



Week 8 report (combined data for weeks 5 to 8). 'Leisure' combines answers from 'Leisure', 'Visiting friends/family, and 'Essential shopping'.
 Base sizes average (not applicable excluded): Commuting 879, Business 128, Leisure 1656.

Bus to rail comparison – current week

Higher satisfaction on bus for value for money but lower for punctuality and frequency of services



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 3	Week 4	Week 5	Week 6	Week 7	Week 8
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	Fieldwork: 3 to 7 November
509	518	497	557	501	589

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