

10 - 14
November
2021

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.

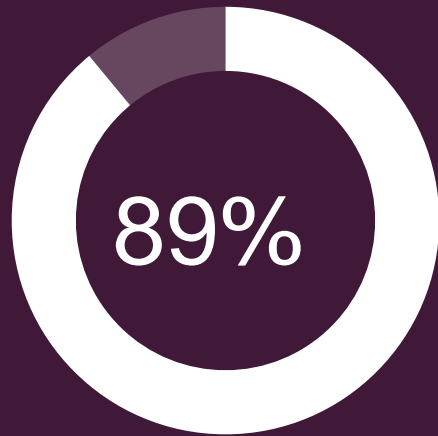
Passengers rated how satisfied they were with their overall journey and a range of aspects including the punctuality of their service, the value for money of their ticket and a number of Covid-related measures.

Transport Focus will initially run this survey until the end of 2021. Results will be reported each week. This report covers online interviews that took place between 10 and 14 November 2021.

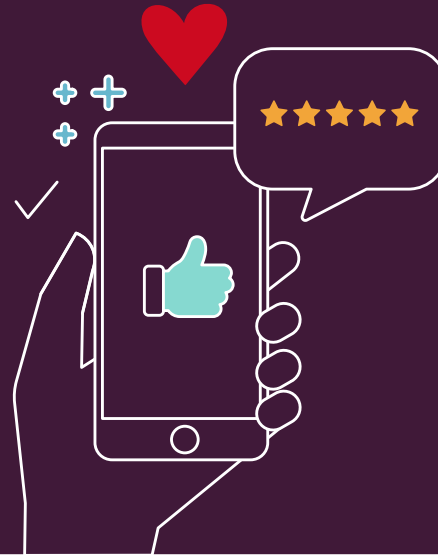
The survey has been developed as an extension to Transport Focus's [Travel during Covid-19 survey](#) and includes many of the core questions from the [Bus Passenger Survey](#).

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

Bus headlines



89% of bus passengers were satisfied with their journey overall.



Satisfaction with information about journeys has risen over last six weeks and is now at 59%.

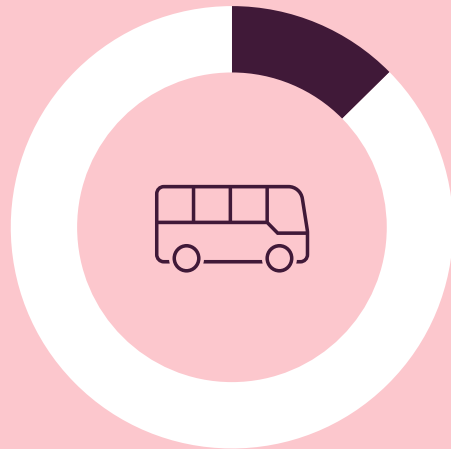


Satisfaction with punctuality has declined since levels seen a few weeks ago.



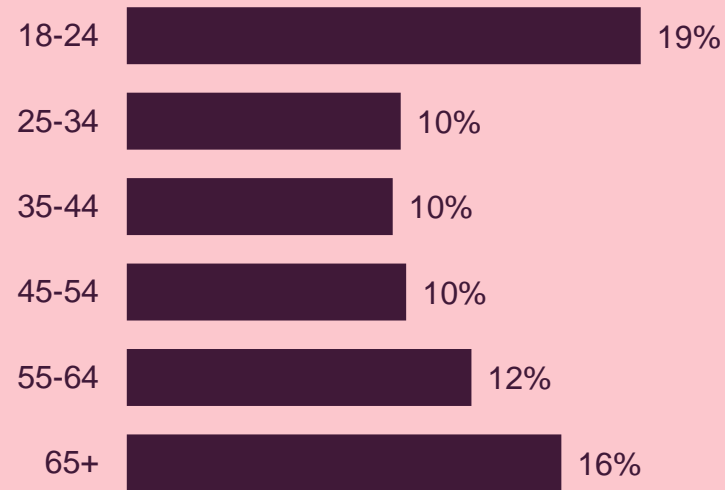
Around one in eight used a bus in the last seven days

Proportion using bus in the last seven days



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

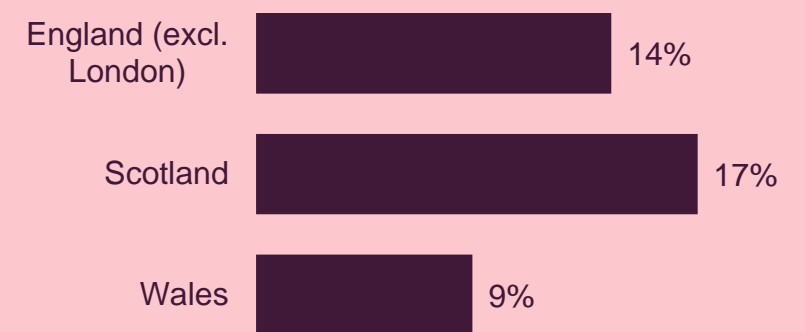
Age



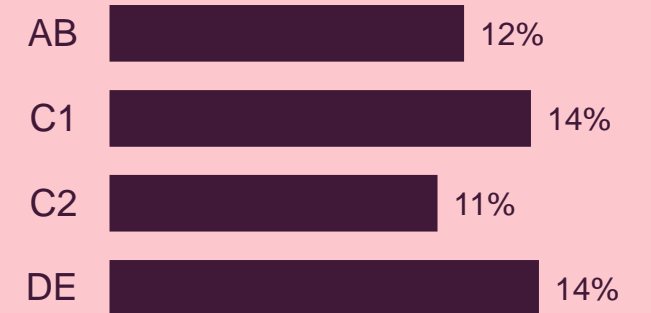
Sex



Region

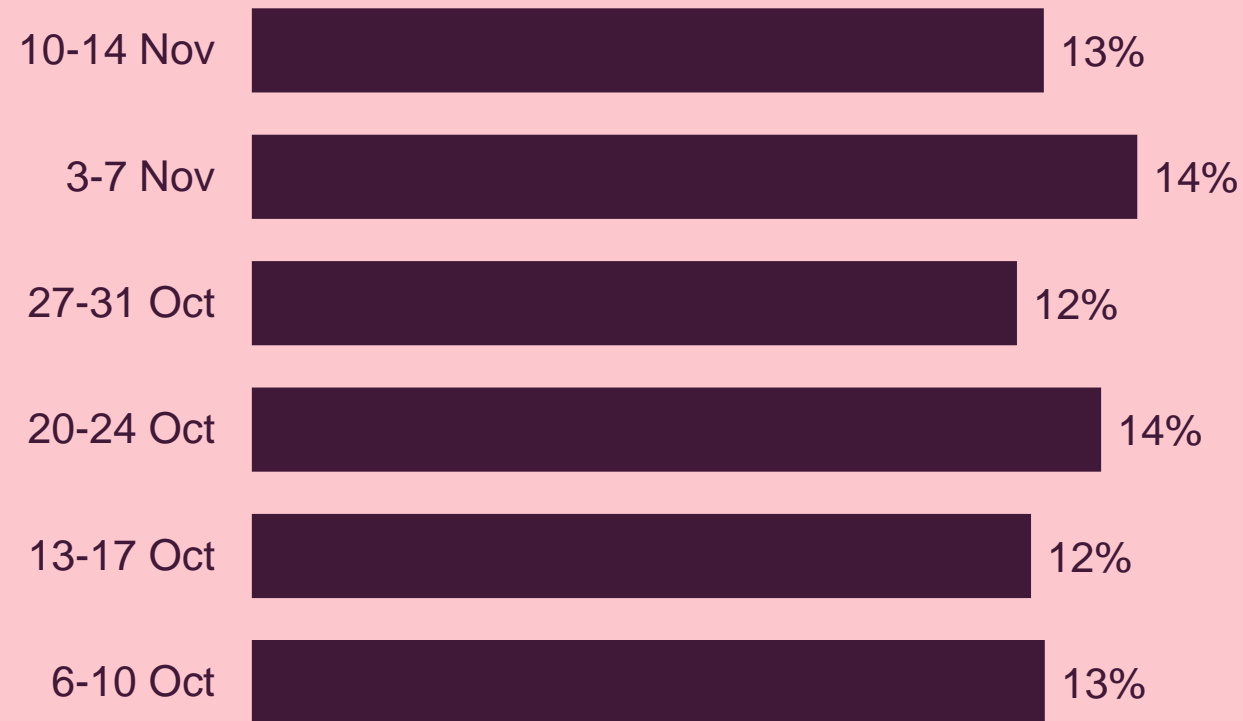


Social grade



Bus use this week remains consistent

Proportion using bus within the last seven days



Leisure and commuting are the most common reason for bus use this week

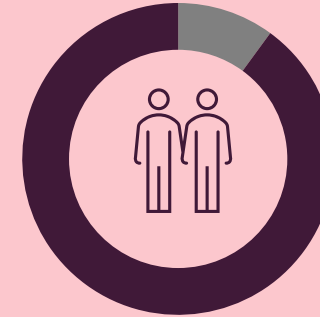
Main purpose of last bus journey



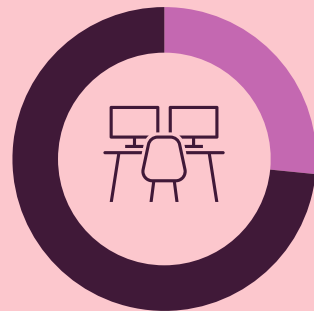
Leisure/eating out/non-essential shopping
27%



Essential shopping
18%



Friends/family
10%



Commuting
27%



Personal matters
11%

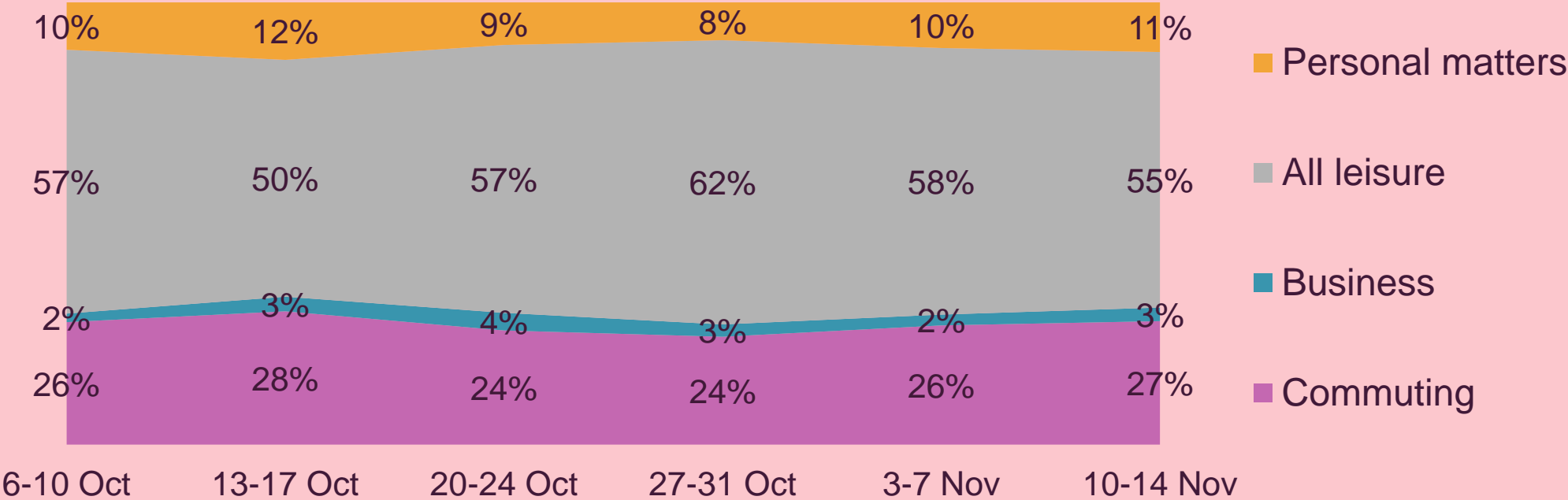


Work travel
3%

10-14 November 2021 report. Base size: 506. Note that sum of the journey purposes above may not add to 100 per cent as some have listed 'other reason'.

Proportion for leisure is decreasing, while commuting has increased

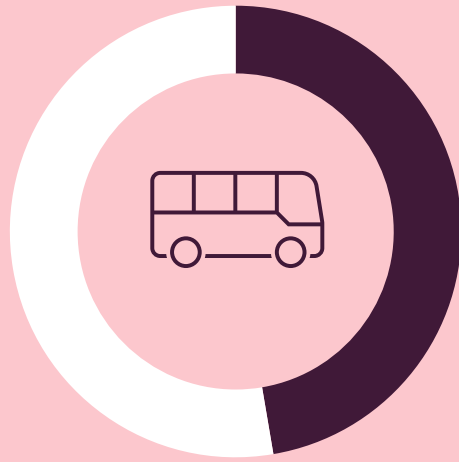
Main purpose of last bus journey



10-14 November 2021 report. Base size weekly circa 480. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family, and 'Essential shopping'.

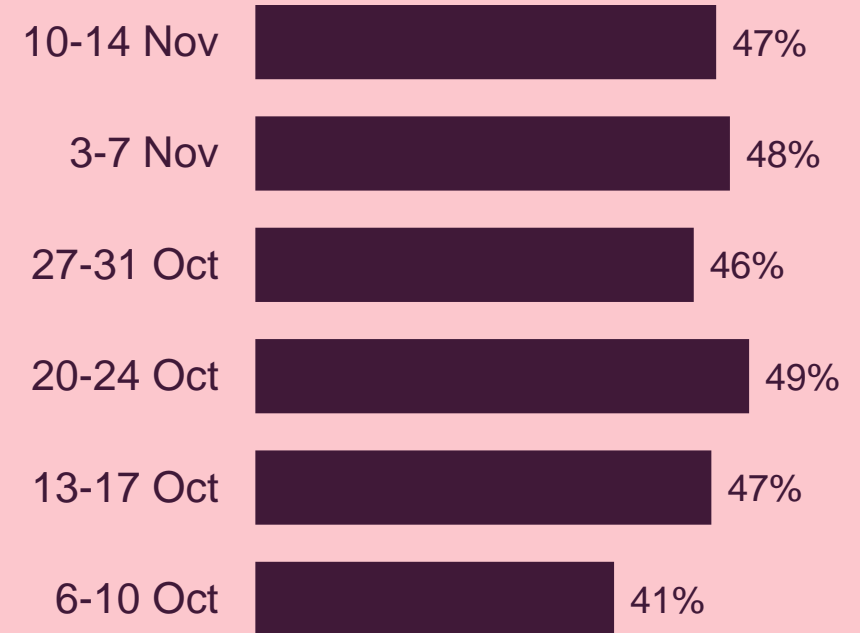
Just under half had other options to make their journey but chose the bus

Proportion who had options to make journey but chose the bus



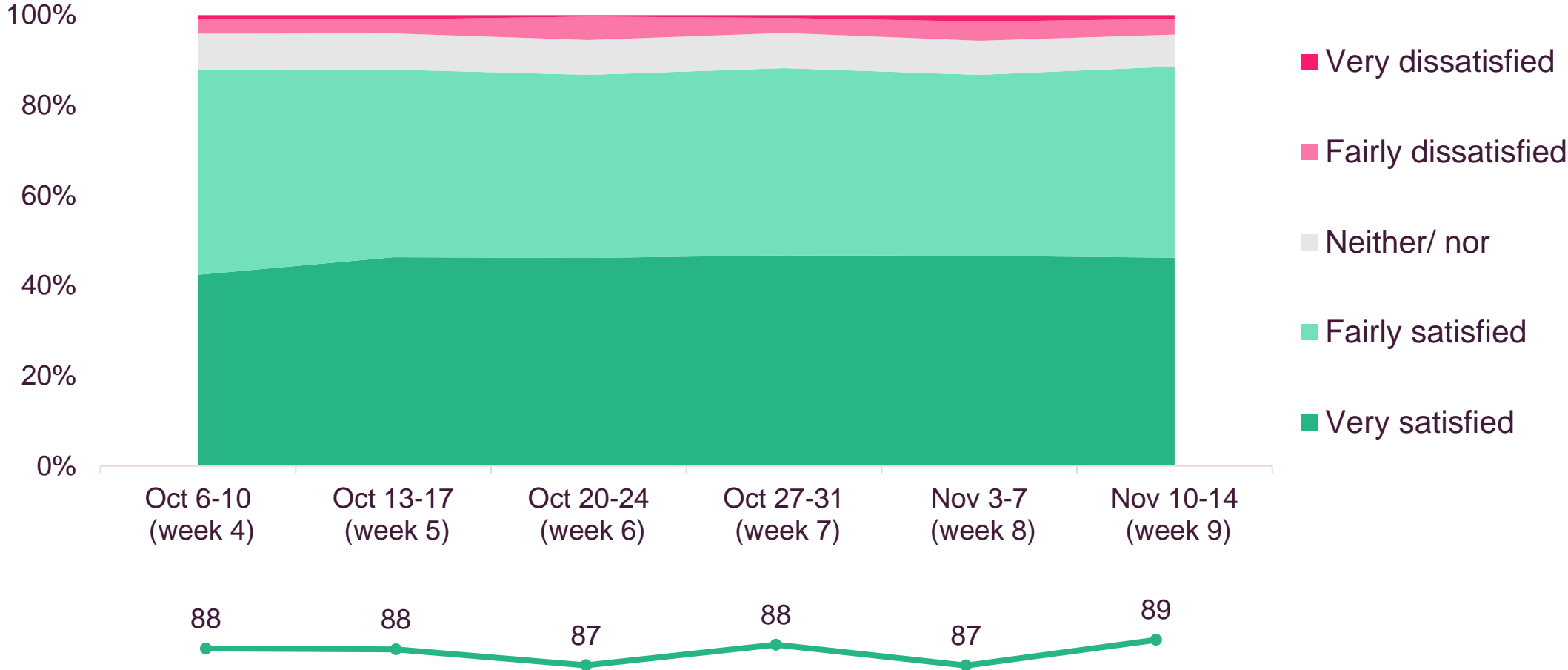
47%

53% said the bus was the only realistic option for that journey



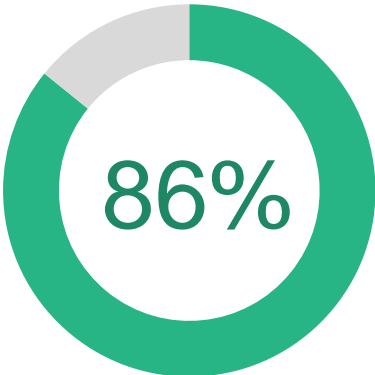


Overall satisfaction with bus journey – over time

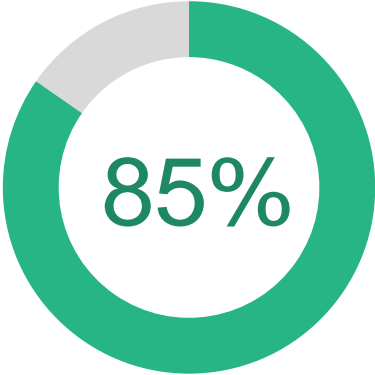


10-14 November 2021 report. Base size (used bus outside London in last 7 days and not applicable excluded): circa 500 per week

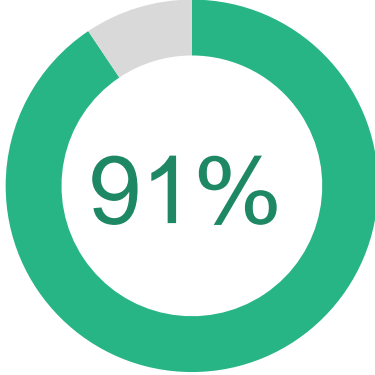
Overall satisfaction with last bus journey by age and sex over last four weeks



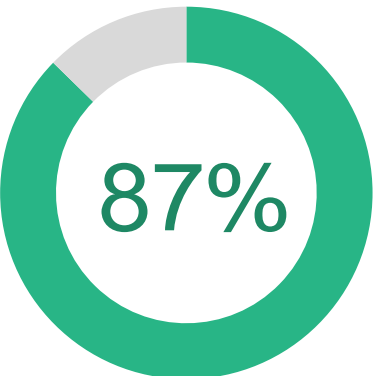
Age 18-34



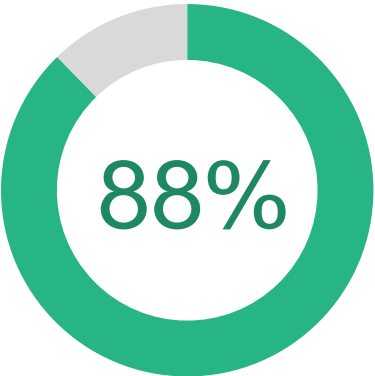
Age 35-54



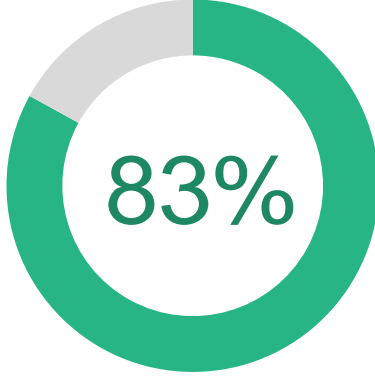
Age 55 and over



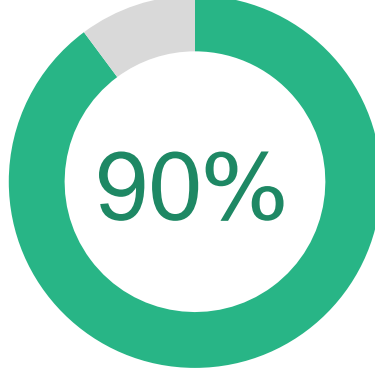
Men



Women



Commute



All leisure

10-14 November 2021 report. Base sizes: age 18-34 683; age 35-54 582; age 55+ 889. Male 1019; Female 1135; Commute; 546; leisure 1245.

What bus passengers are saying...



£1.50 ticket, (cheaper than train). Journey time was fine and it dropped me off conveniently and involved less of a walk (compared to train journey going the opposite way), reliable and punctual.

Very satisfied, Stagecoach passenger

It was very clean and well ventilated.

Very satisfied, Metrobus passenger

All Covid protocols were observed and overall journey was smooth.

Very satisfied, First passenger



The journey would be 40 mins by car. My bus journey involves 3 different buses, with a 20 min wait for the last one.

Fairly dissatisfied, Stagecoach passenger

The journey was neither bad nor fantastic.

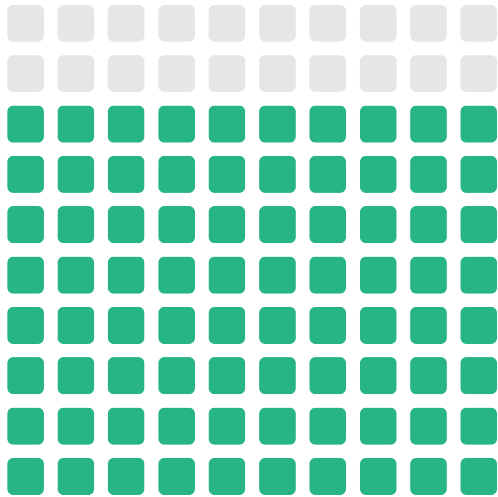
Neither satisfied nor dissatisfied, Arriva passenger

The infrequency and early finishing of the busses along with the high cost. The bus is often overcrowded and people don't wear masks.

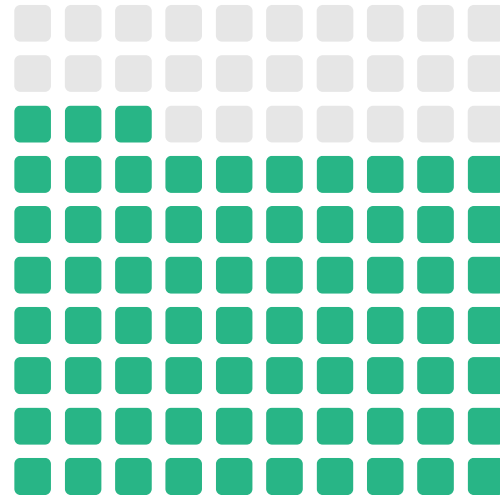
Very dissatisfied, Blackburn Bus Company passenger



Satisfaction with the bus stop and punctuality

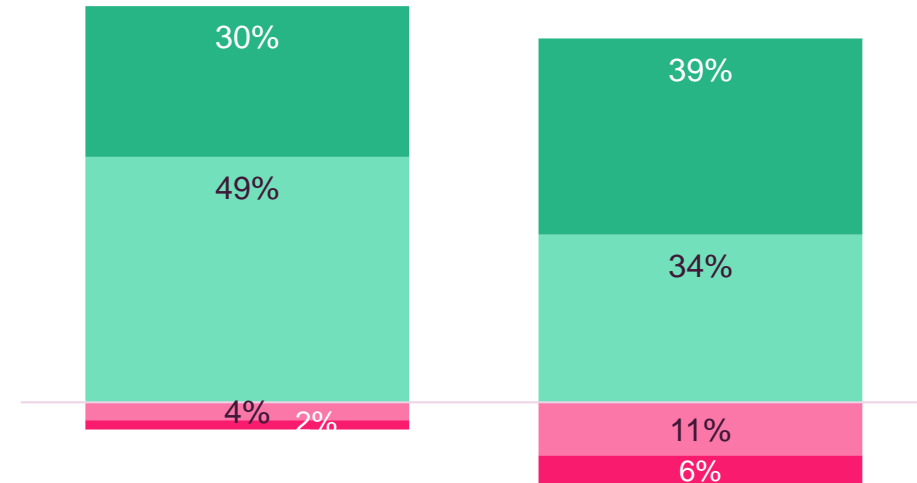


Bus stop - overall satisfaction
80%



Punctuality/reliability
73%

Very satisfied Fairly satisfied Fairly dissatisfied Very dissatisfied

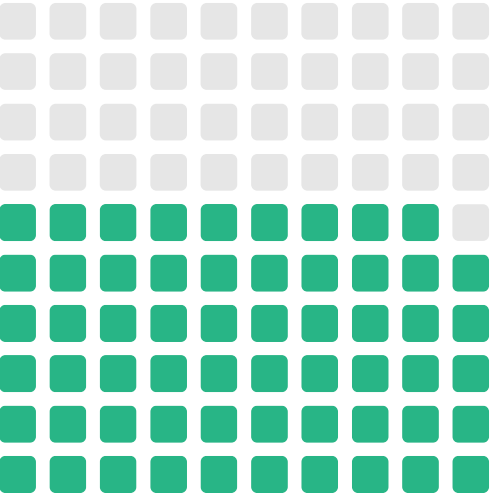


Bus stop overall satisfaction

Punctuality/reliability

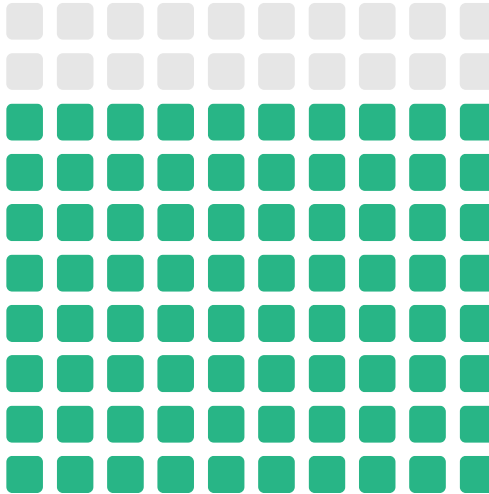
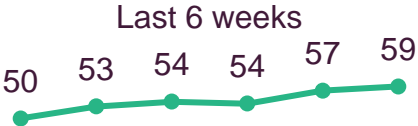


Satisfaction with information, cleanliness and Covid-related measures



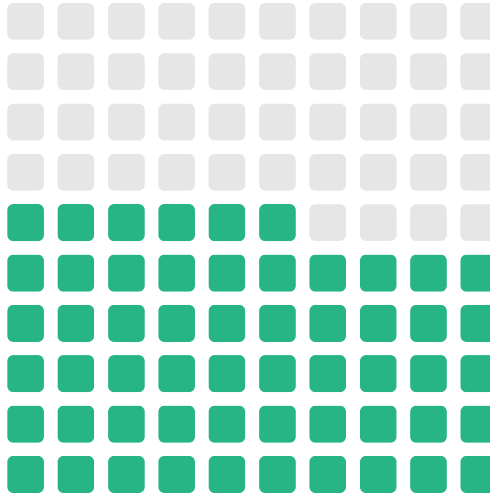
Information on how busy the bus would be before travelling

59%



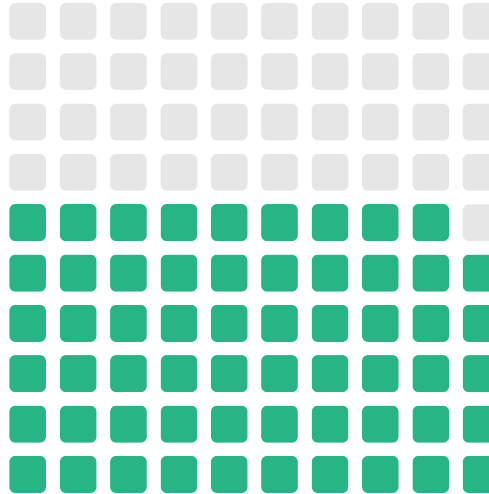
Cleanliness of the inside of the bus

80%



Number of people wearing face coverings

56%



Covid measures in place on the bus

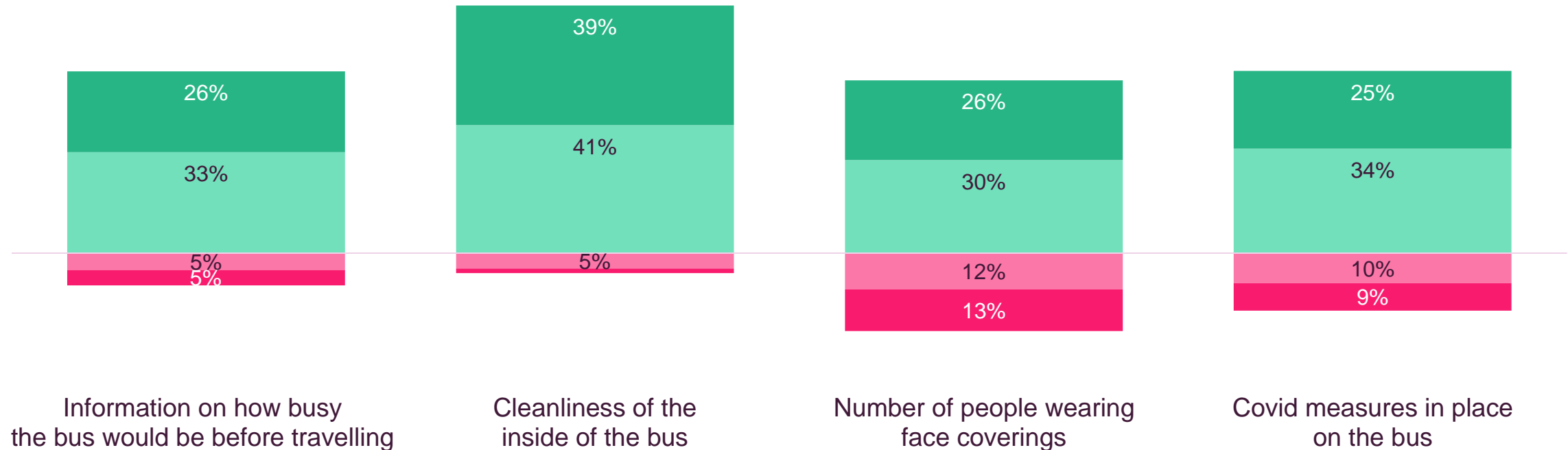
59%



10-14 November 2021 report. Base size (used bus outside London in last 7 days and not applicable excluded): 340; 502; 494; 487.

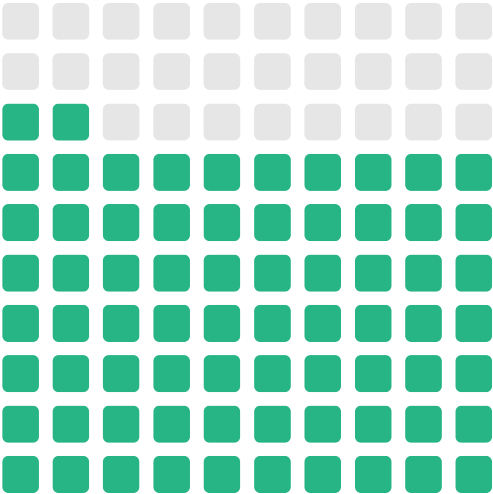
Satisfaction with information, cleanliness and Covid-related measures

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



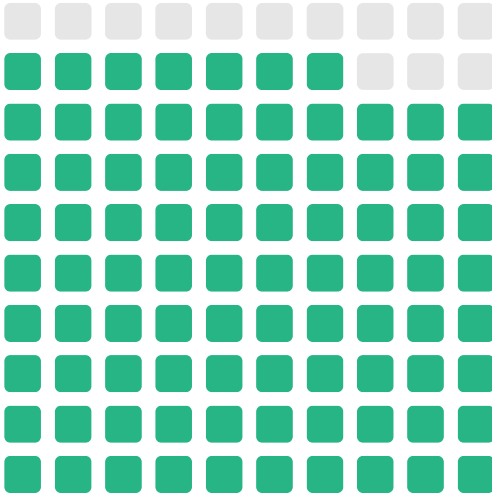
10-14 November 2021 report. Base size (used bus outside London in last 7 days and not applicable excluded): 340; 502; 494; 487. Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

Satisfaction with ventilation, seating, other passenger behaviour and temperature



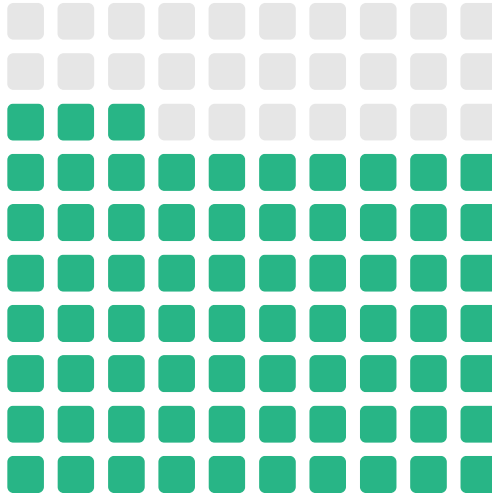
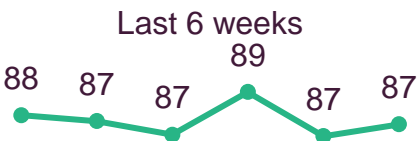
Ventilation on the bus

72%



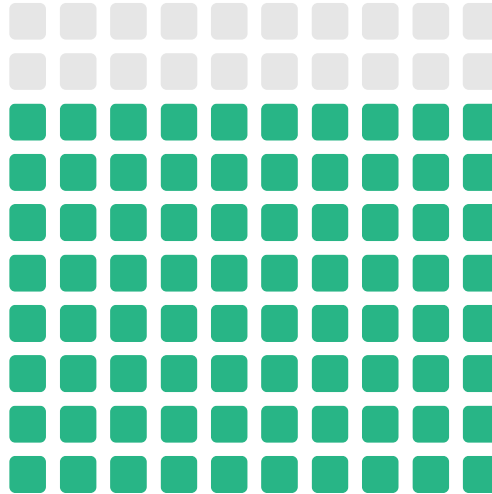
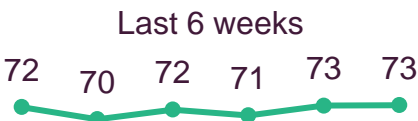
Availability of seating/space to stand

87%



Behaviour of other passengers

73%



Temperature on the bus

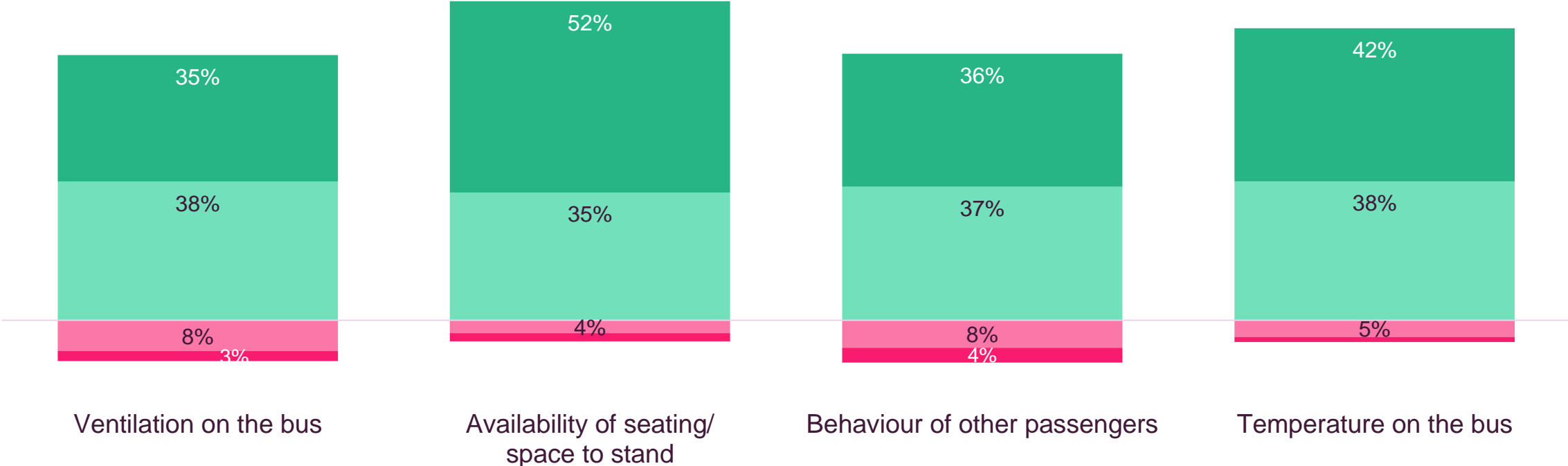
80%



10-14 November 2021 report. Base size (used bus outside London in last 7 days and not applicable excluded): 501; 504; 502; 503.

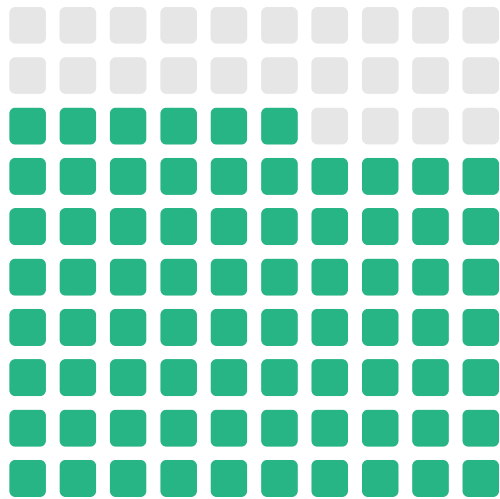
Satisfaction with ventilation, seating, other passenger behaviour and temperature

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



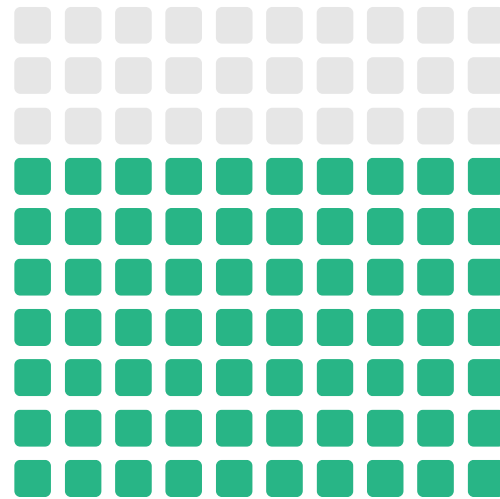
10-14 November 2021 report. Base size (used bus outside London in last 7 days & not applicable excluded): 501; 504; 502; 503. Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

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



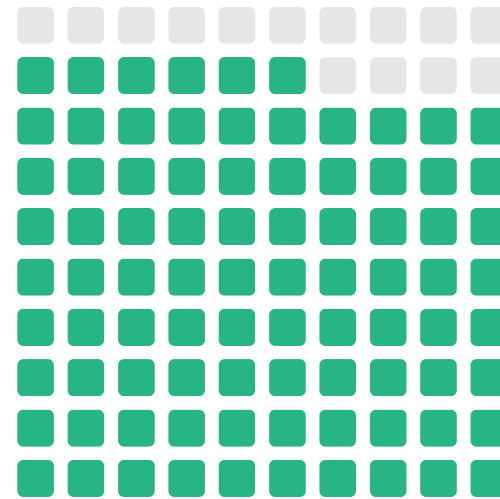
Helpfulness and attitude of the driver

76%



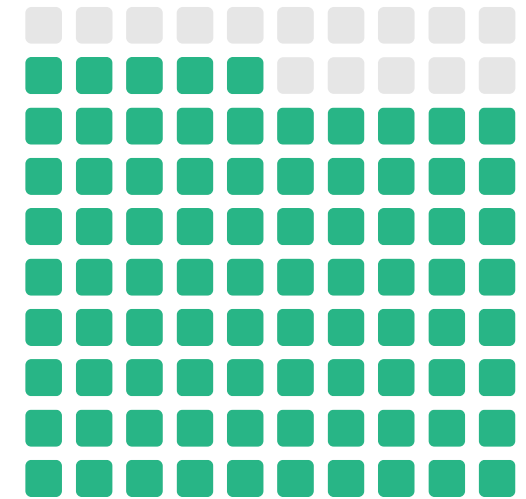
Frequency of buses on that route

70%



Length of time the journey on the bus took

86%



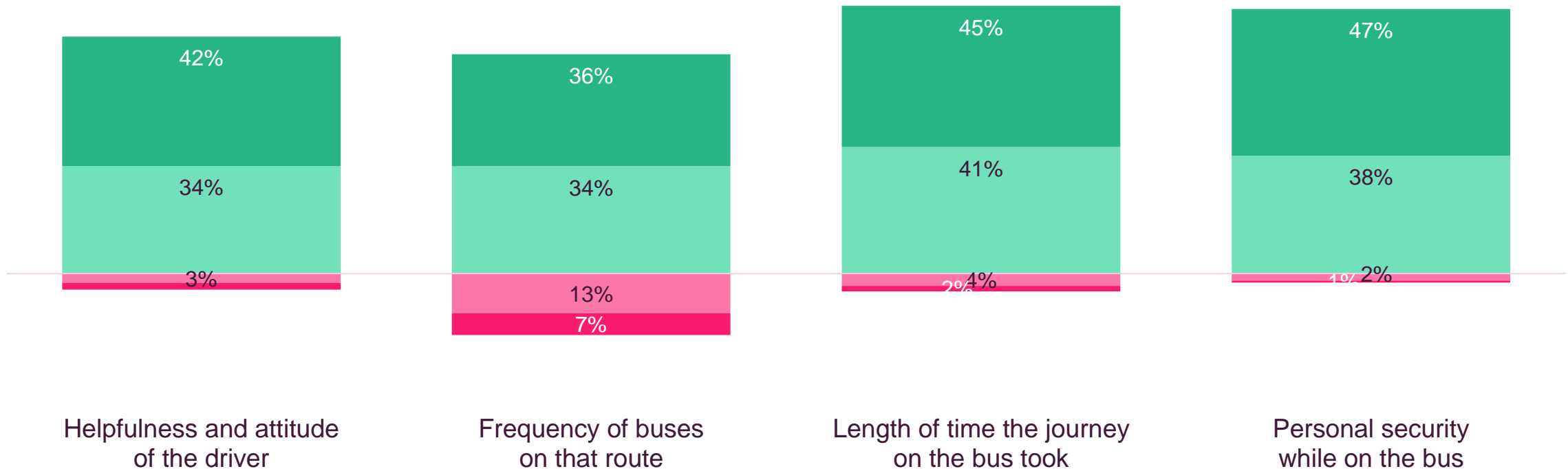
Personal security while on the bus

85%



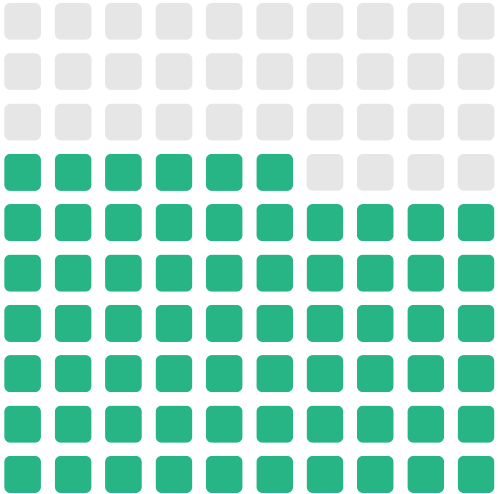
Satisfaction with driver, frequency, journey time, and personal security

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



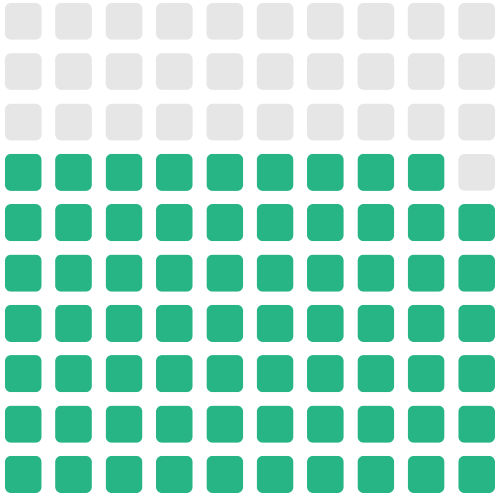
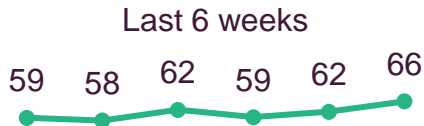
10-14 November 2021 report. Base size (used bus outside London in last 7 days and not applicable excluded): 490; 503; 504; 495. Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

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



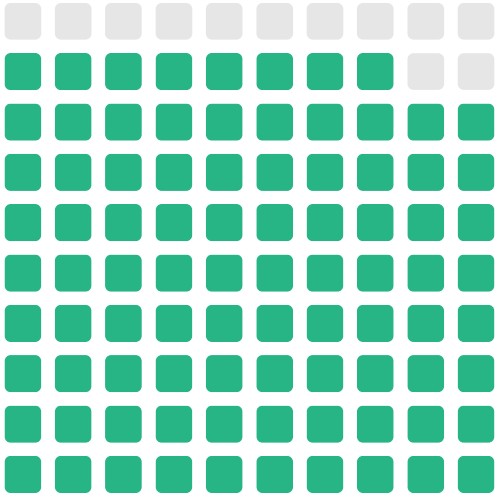
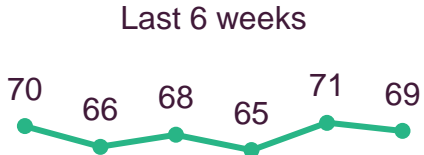
Provision of information during the journey

66%



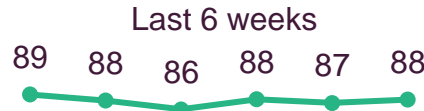
Value for money

69%



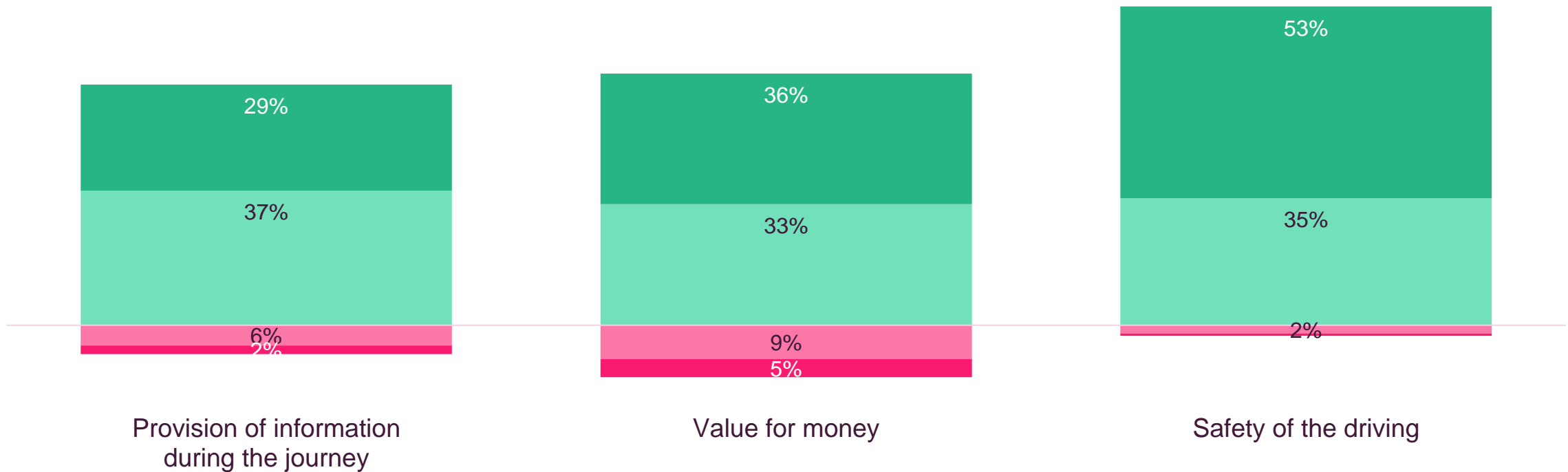
Safety of the driving

88%



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

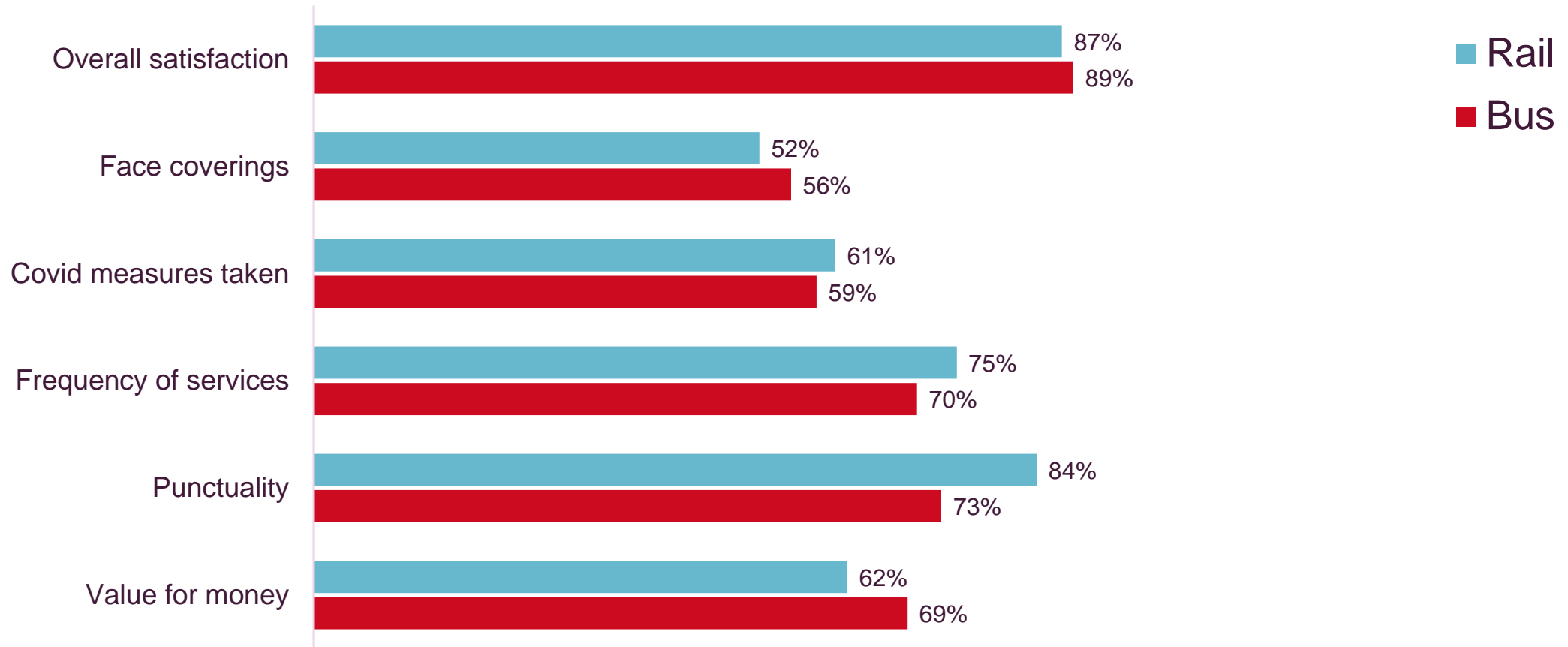
■ Very satisfied ■ Fairly satisfied ■ Fairly dissatisfied ■ Very dissatisfied



10-14 November 2021 report. Base size (used bus outside London in last 7 days and not applicable excluded): 397; 423; 504. Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

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 4	Week 5	Week 6	Week 7	Week 8	Week 9
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	Fieldwork: 10 to 14 November
518	497	557	501	589	507

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

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

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