

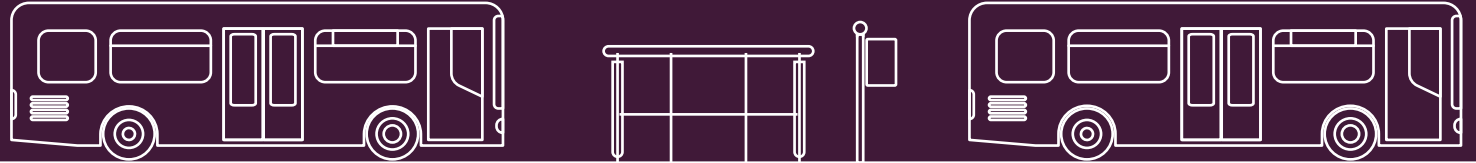
17 - 21
November
2021

Bus User Weekly Survey

Week 10



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.

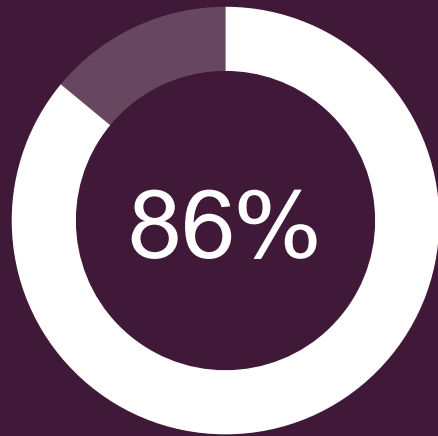
Passengers rated how satisfied they were with their overall journey and a range of aspects including the punctuality of their service, the value for money of their ticket and a number of Covid-related measures.

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 17 and 21 November 2021.

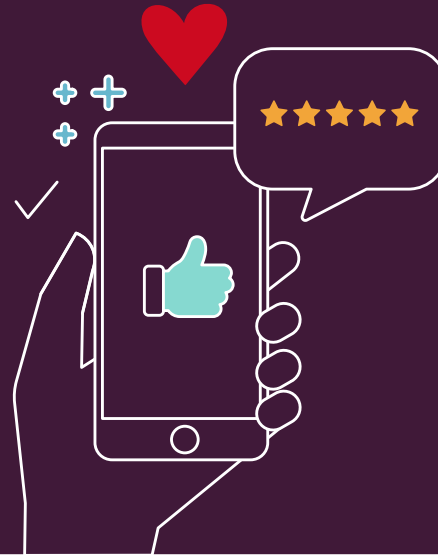
The survey has been developed as an extension to Transport Focus's [Travel during Covid-19 survey](#) and includes many of the core questions from the [Bus Passenger Survey](#).

Further details on how we carried out this survey are available on page 30.

Bus headlines



86% of bus passengers were satisfied with their journey overall.



Satisfaction with helpfulness of staff has been slowly improving and is now at 77%.

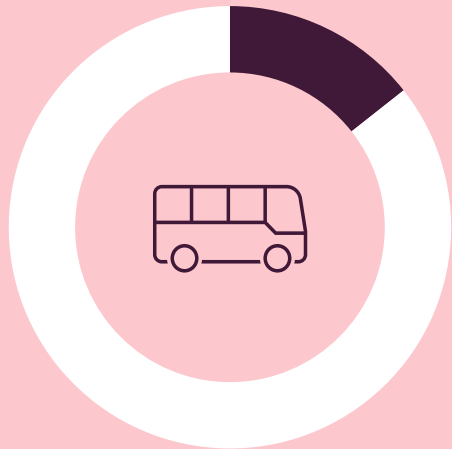


Satisfaction with frequency of buses on the route has continued to decline and now stands at 67%.



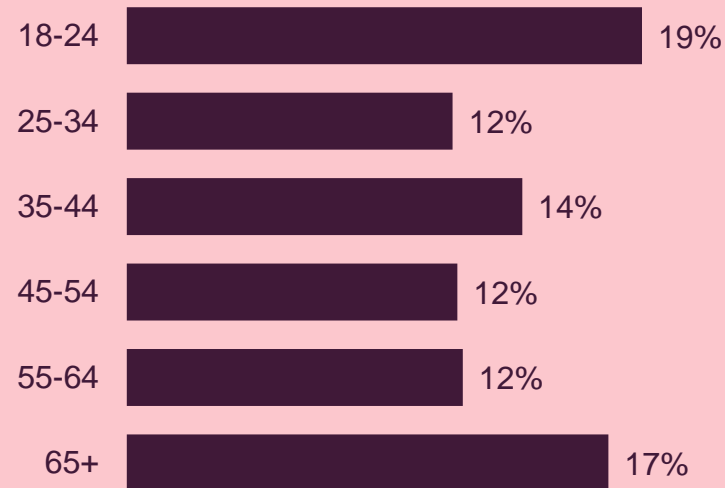
Around one in seven used a bus in the last seven days

Proportion using bus in the last seven days



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

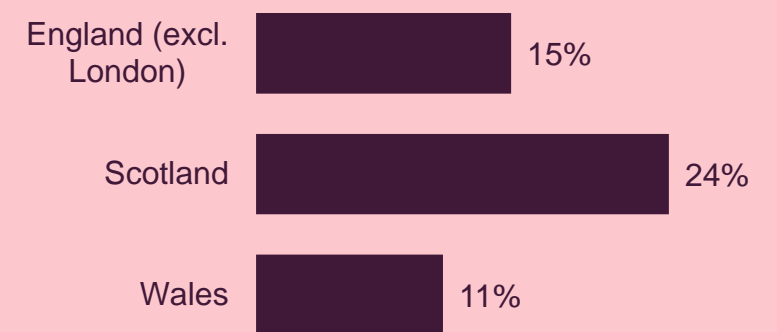
Age



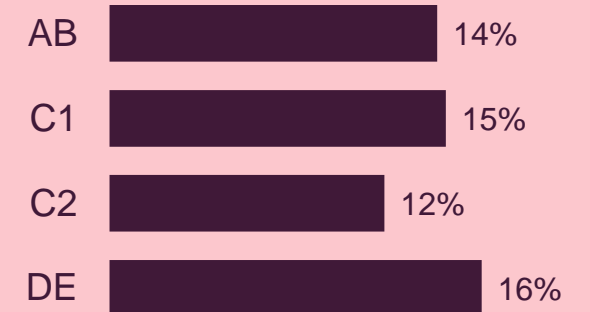
Sex



Region

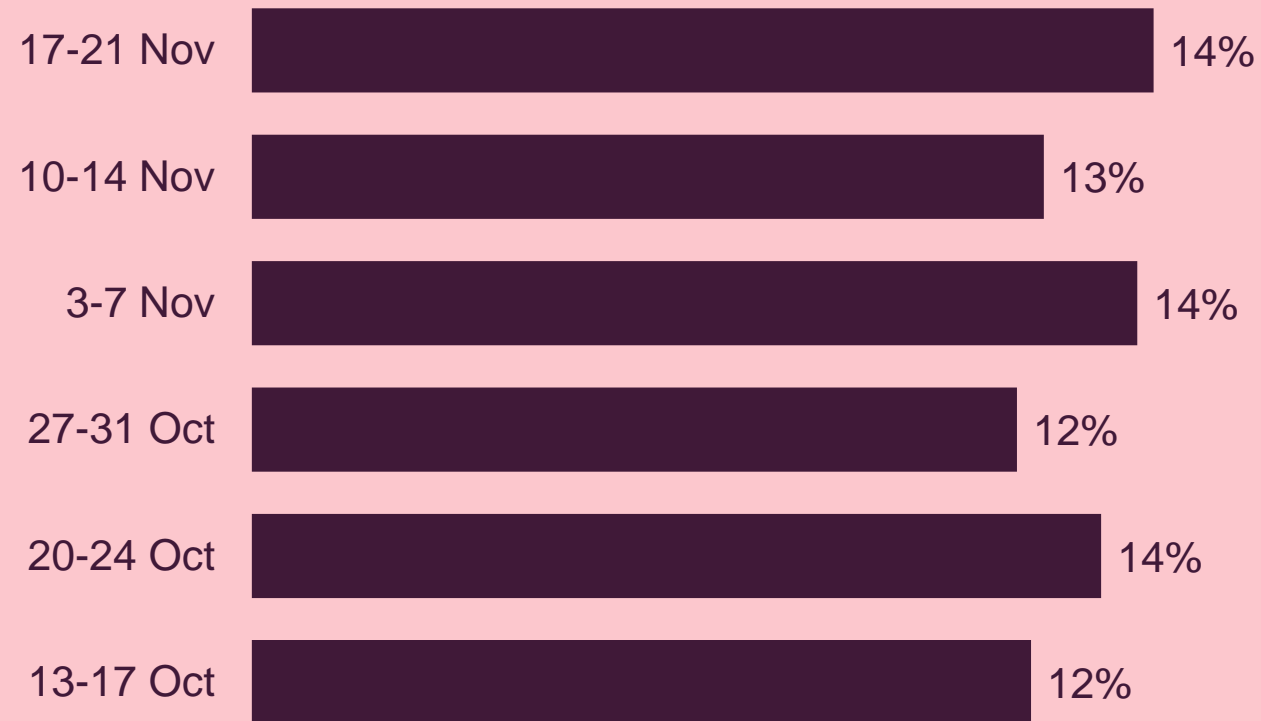


Social grade



Bus use has been stable over last six weeks

Proportion using bus within the last seven days



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

Main purpose of last bus journey



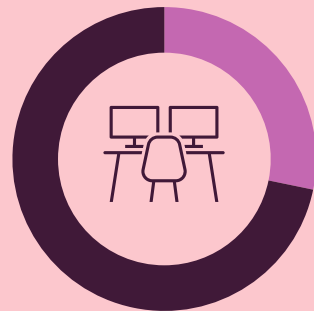
Leisure/eating out/non-essential shopping
27%



Essential shopping
15%



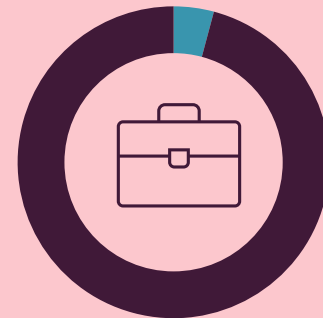
Friends/family
10%



Commuting
28%



Personal matters
11%

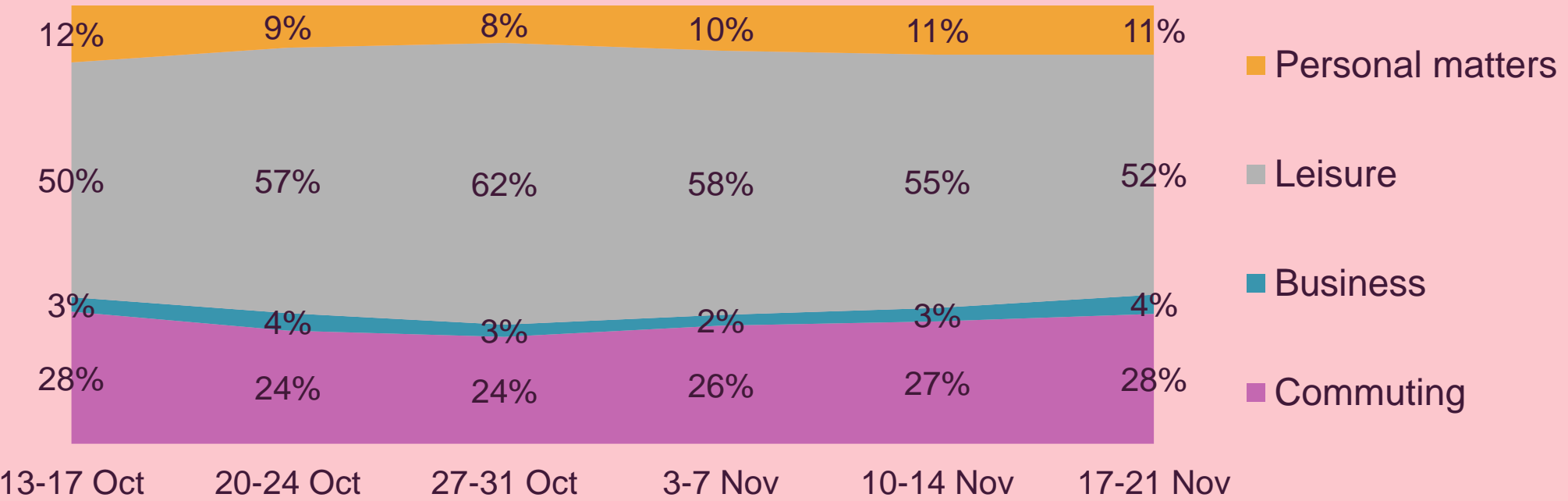


Work travel
4%

17-21 November 2021 report. Base size: 603. 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

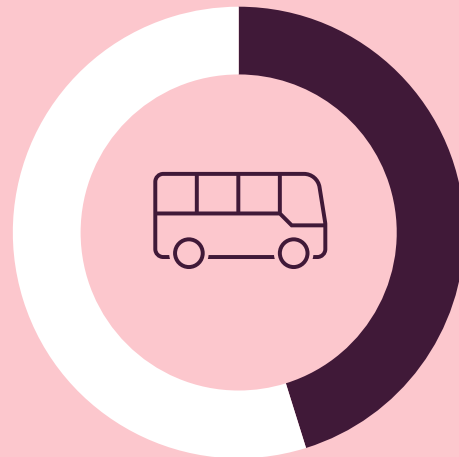
Main purpose of last bus journey



17-21 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'.

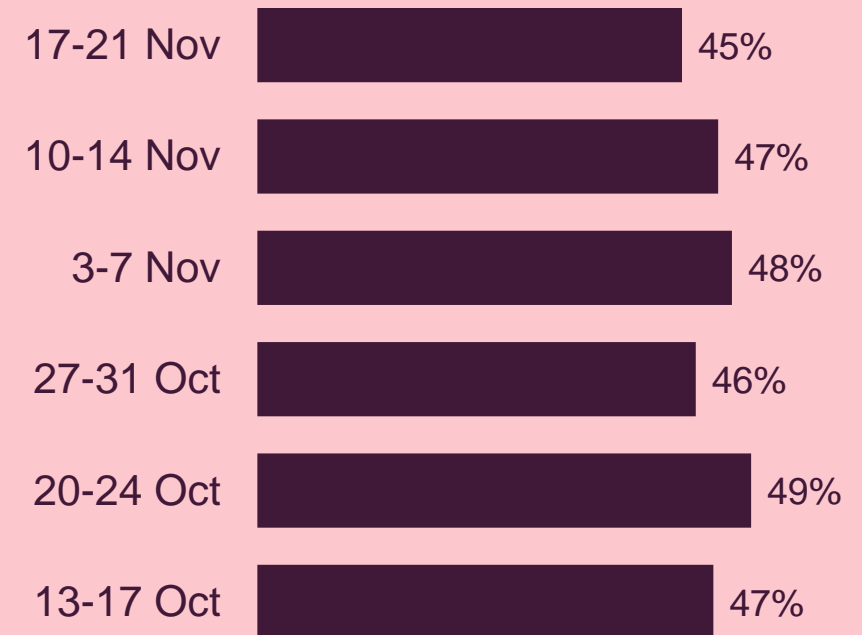
Just under half had other options to make their journey but chose the bus

Proportion who had options to make journey but chose the bus



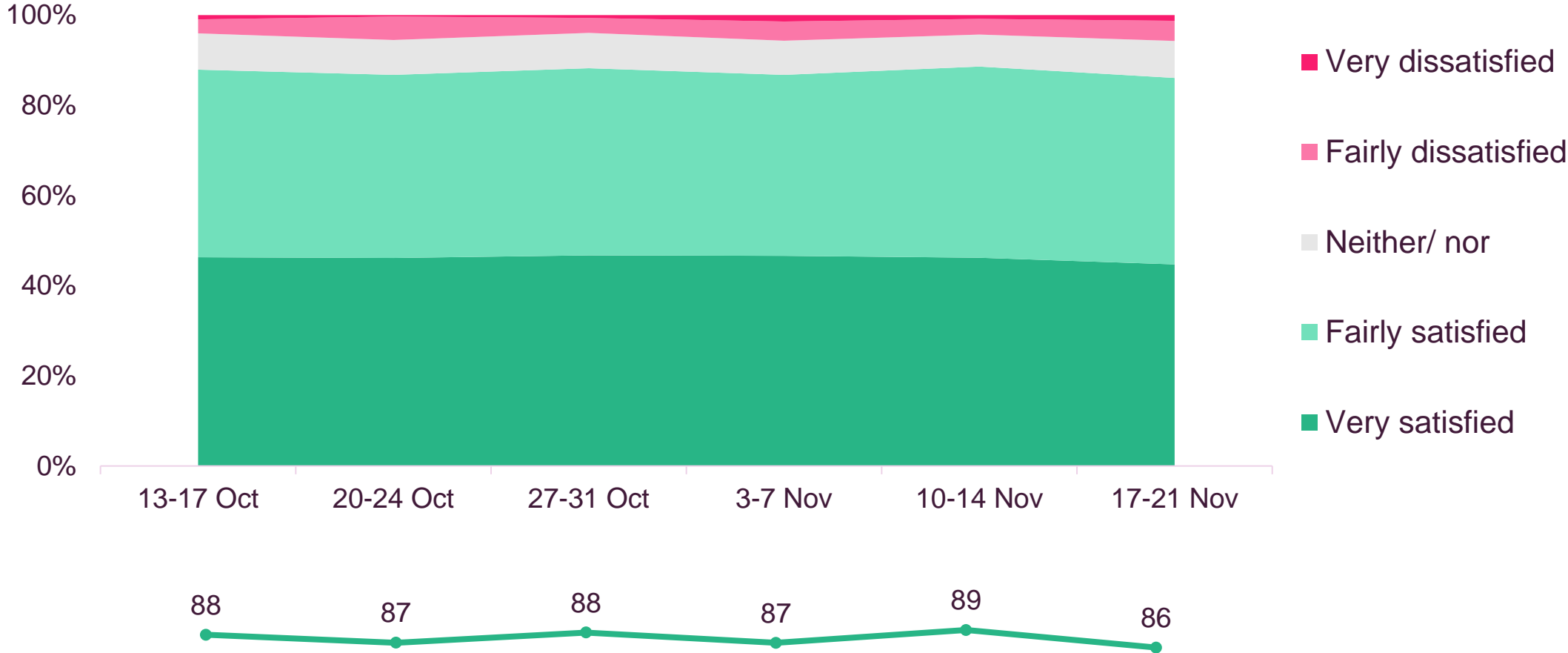
45%

55% said the bus was the only realistic option for that journey



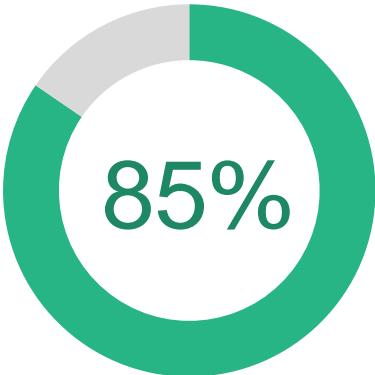


Overall satisfaction with bus journey – over time

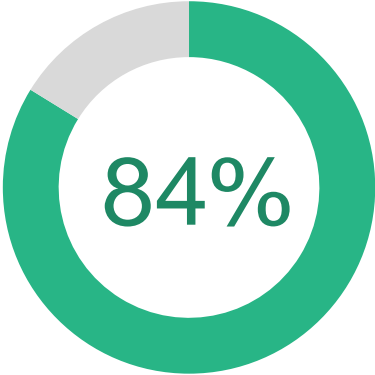


17-21 November 2021 report. Base size (used bus outside London in last 7 days and not applicable excluded): circa 500 per week

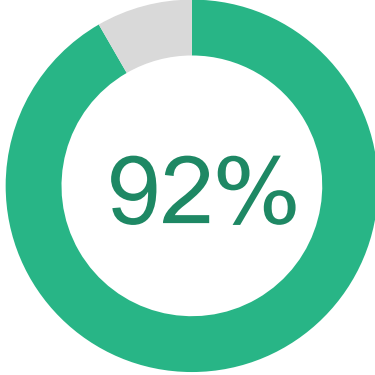
Overall satisfaction with last bus journey by age and sex over last four weeks



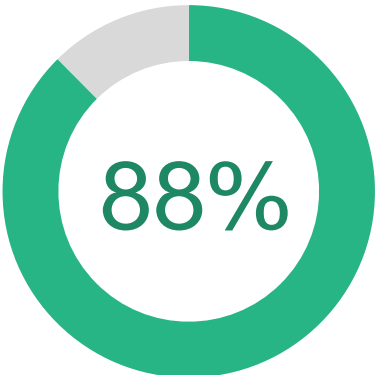
Age 18-34



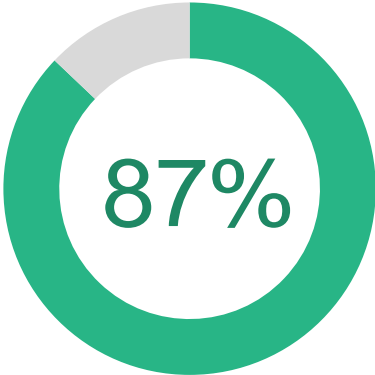
Age 35-54



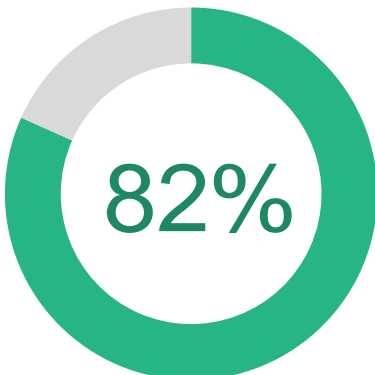
Age 55 and over



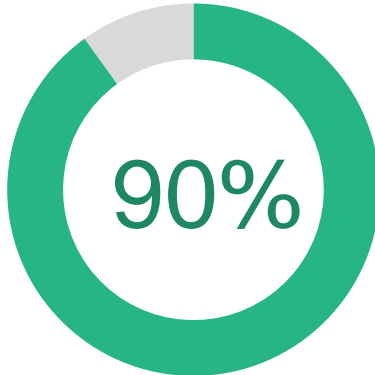
Men



Women



Commute



All leisure

17-21 November 2021 report. Base sizes: age 18-34 700; age 35-54 620; age 55+ 881, male 1066; female 1135; Commute; 583; leisure 1246.

What bus passengers are saying...



I did not have to wait long for the bus and there were no holdups. The driver was pleasant.

Very satisfied, Stagecoach passenger

Bus was on time and was clean with windows open people on bus all had facemask on.

Very satisfied, Xplore Dundee passenger

Bus was clean, driver was friendly and helpful. It was on time.

Very satisfied, First passenger



The buses are filthy, they don't appear to have had a good clean during the pandemic. The handrails seems to be wiped but the seats are disgusting.

Fairly dissatisfied, Arriva passenger

Bus driver is incapable of his job who knows almost nothing about the smartcard bus pass.

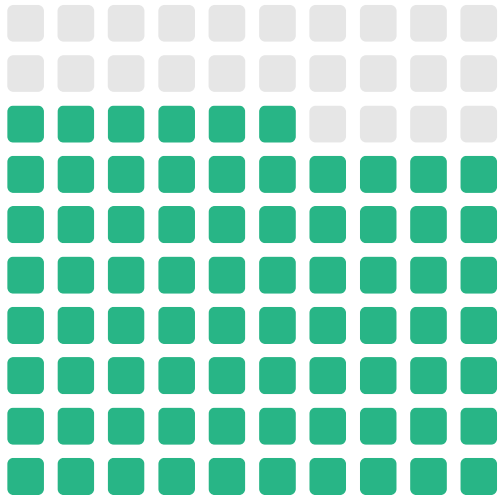
Neither satisfied nor dissatisfied, Stagecoach passenger

Bad driving, rude driver, over crowded, no windows open, hardly any masks being worn, dirty.

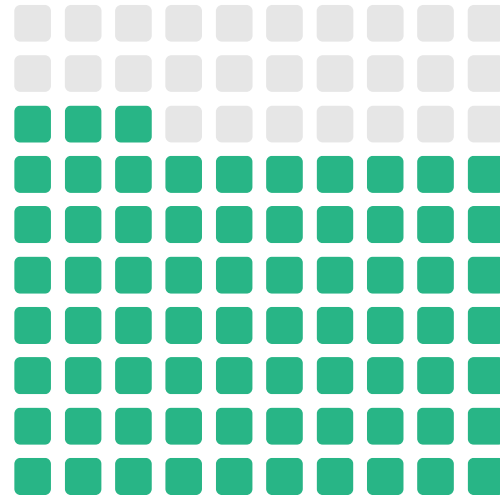
Very dissatisfied, Stagecoach passenger



Satisfaction with the bus stop and punctuality

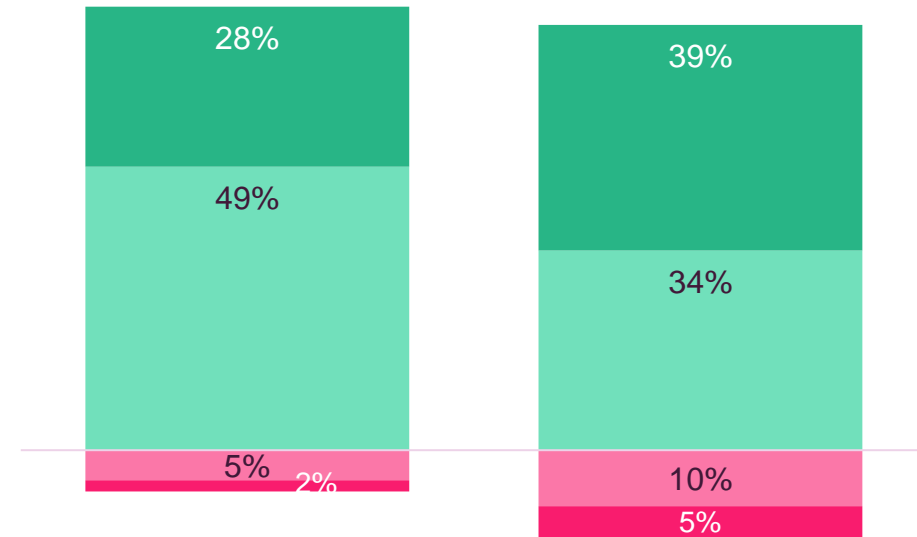


Bus stop - overall satisfaction
76%



Punctuality/reliability
73%

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

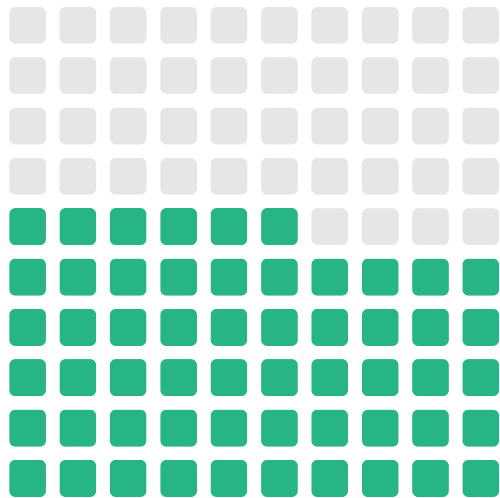


Bus stop overall satisfaction

Punctuality/reliability

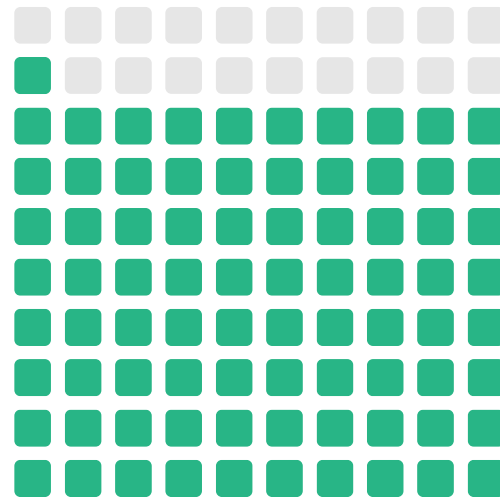
17-21 November 2021 report. Base size (used bus outside London in last 7 days and not applicable excluded): bus stop 596 punctuality 600.

Satisfaction with information, cleanliness and Covid-related measures



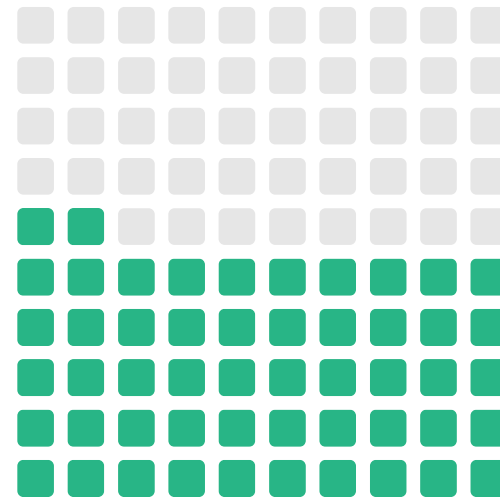
Information on how busy the bus would be before travelling

56%



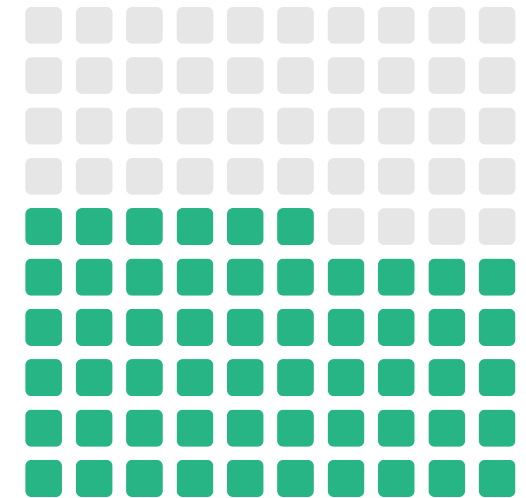
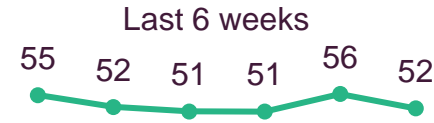
Cleanliness of the inside of the bus

81%



Number of people wearing face coverings

52%



Covid measures in place on the bus

56%



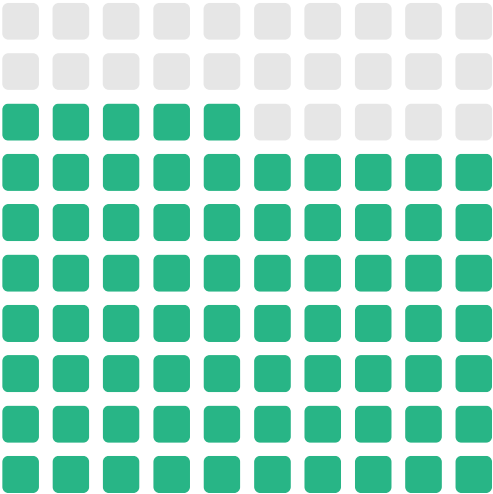
Satisfaction with information, cleanliness and Covid-related measures

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



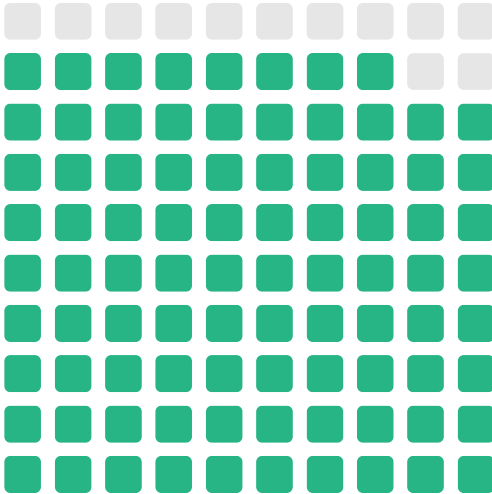
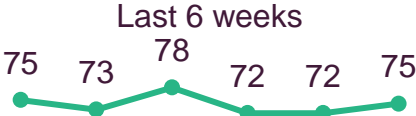
17-21 November 2021 report. Base size (used bus outside London in last 7 days and not applicable excluded): 401; 602; 585; 580. Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

Satisfaction with ventilation, seating, other passenger behaviour and temperature



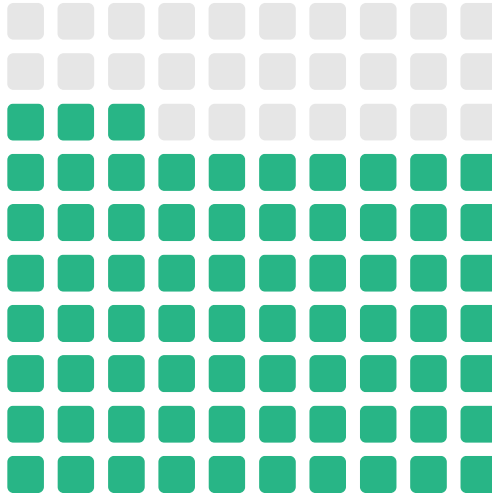
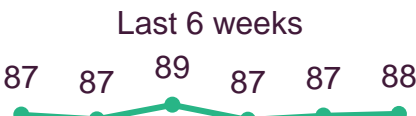
Ventilation on the bus

75%



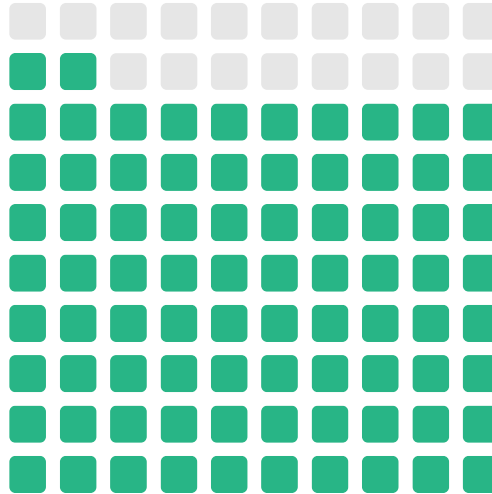
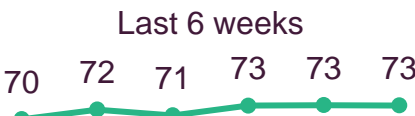
Availability of seating/space to stand

88%



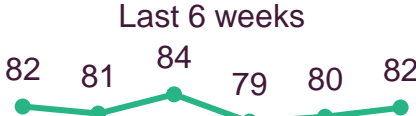
Behaviour of other passengers

73%



Temperature on the bus

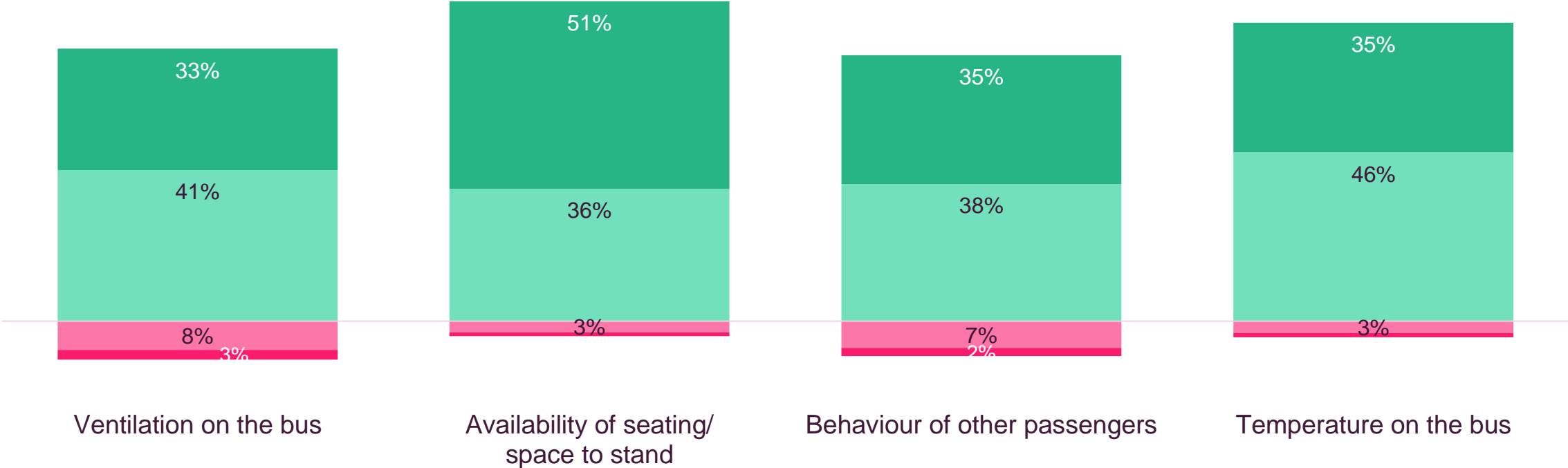
82%



17-21 November 2021 report. Base size (used bus outside London in last 7 days and not applicable excluded): 597; 600; 597; 602.

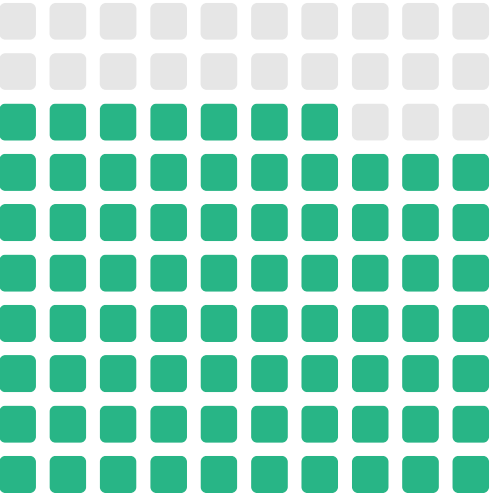
Satisfaction with ventilation, seating, other passenger behaviour and temperature

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



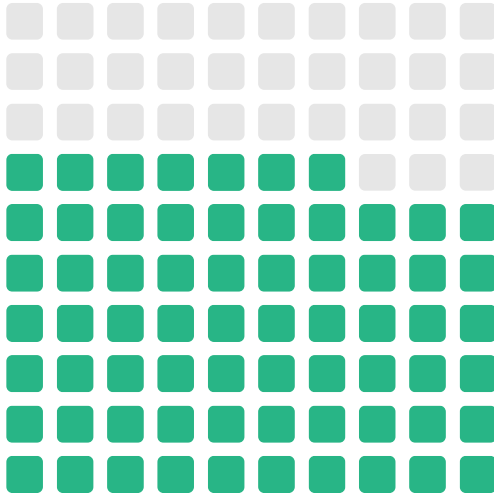
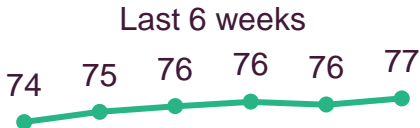
17-21 November 2021 report. Base size (used bus outside London in last 7 days & not applicable excluded): 597; 600; 597; 602. Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

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



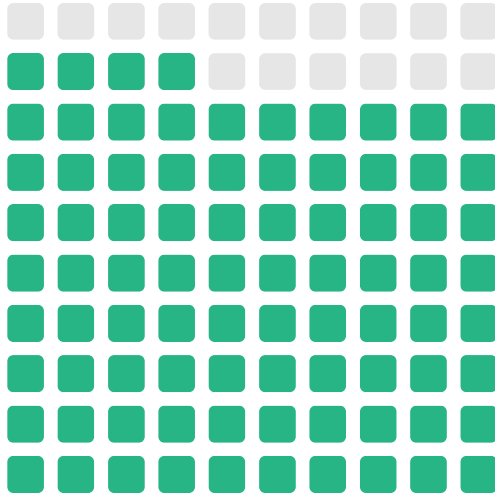
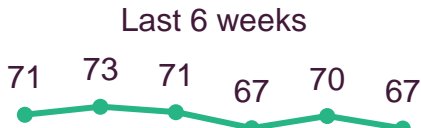
Helpfulness and attitude of the driver

77%



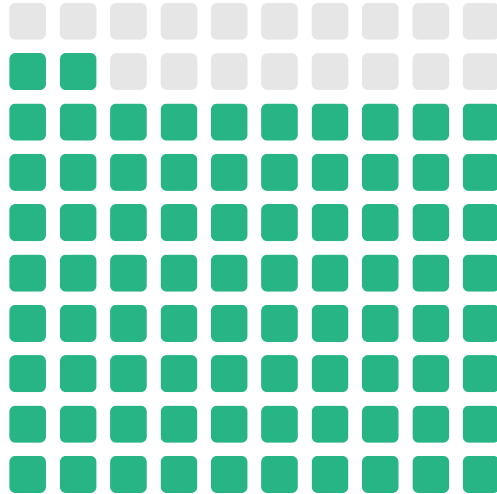
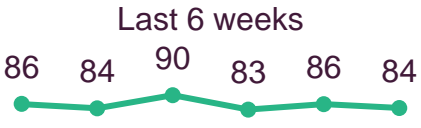
Frequency of buses on that route

67%



Length of time the journey on the bus took

84%



Personal security while on the bus

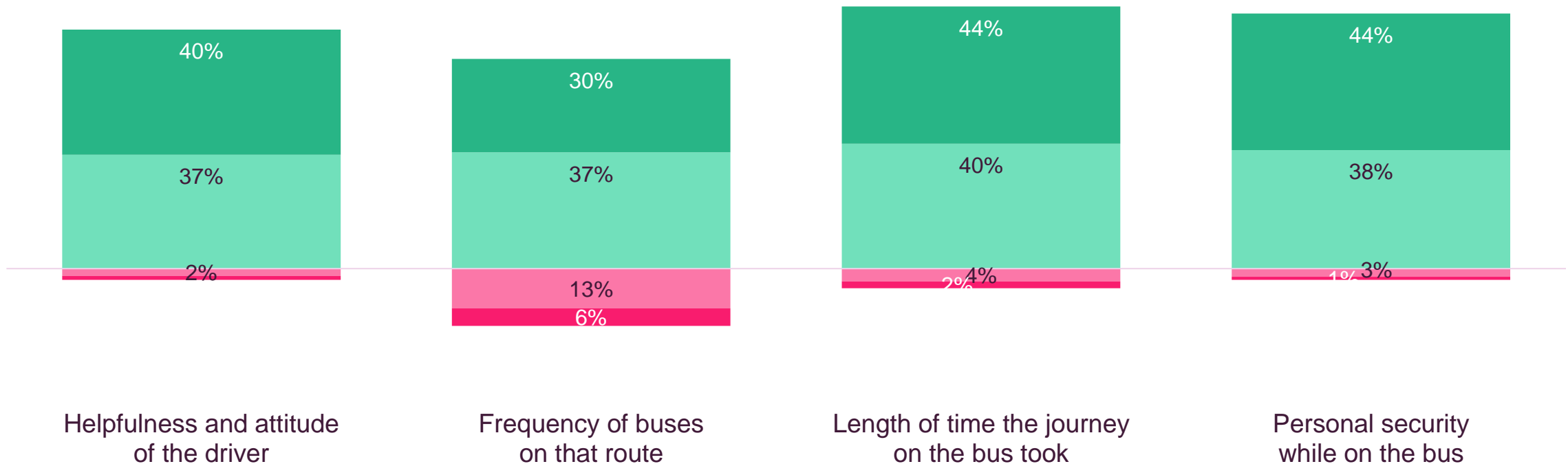
82%



17-21 November 2021 report. Base size (used bus outside London in last 7 days and not applicable excluded): 578; 596; 602; 587.

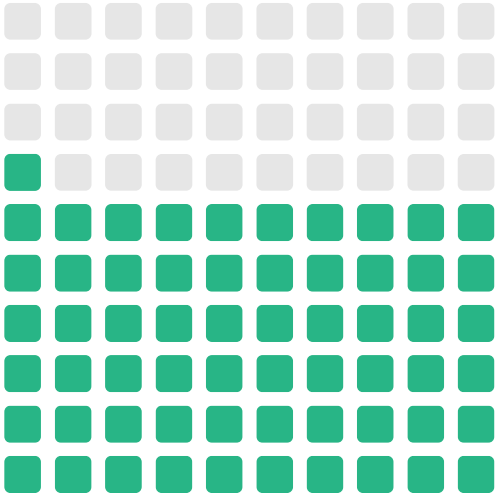
Satisfaction with driver, frequency, journey time, and personal security

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



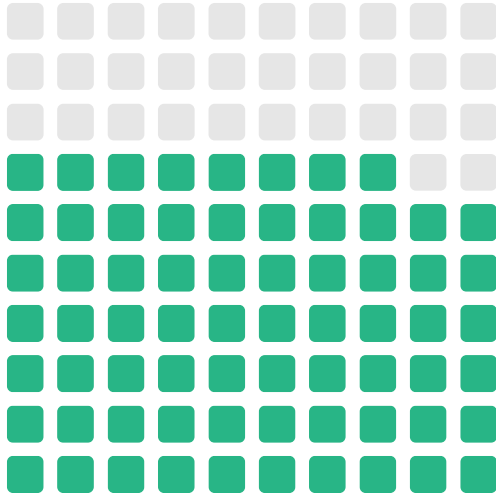
17-21 November 2021 report. Base size (used bus outside London in last 7 days and not applicable excluded): 578; 596; 602; 587.
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

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



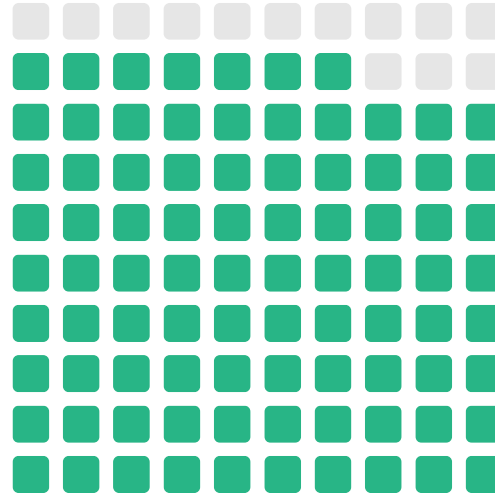
Provision of information during the journey

61%



Value for money

68%



Safety of the driving

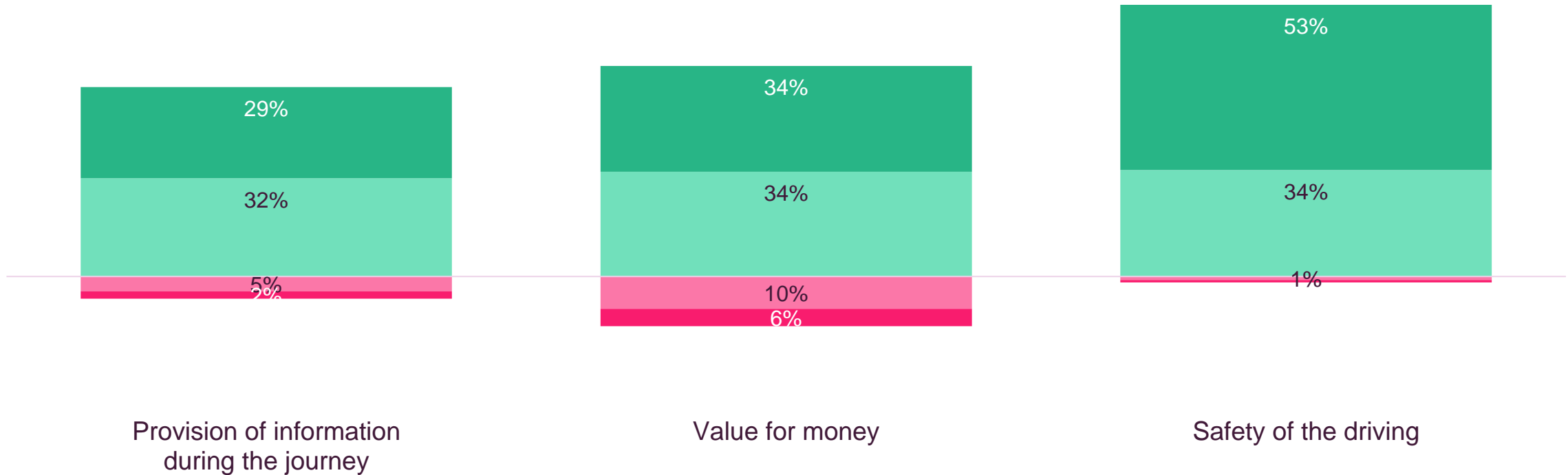
87%



17-21 November 2021 report. Base size (used bus outside London in last 7 days and not applicable excluded): 475; 512; 601.

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

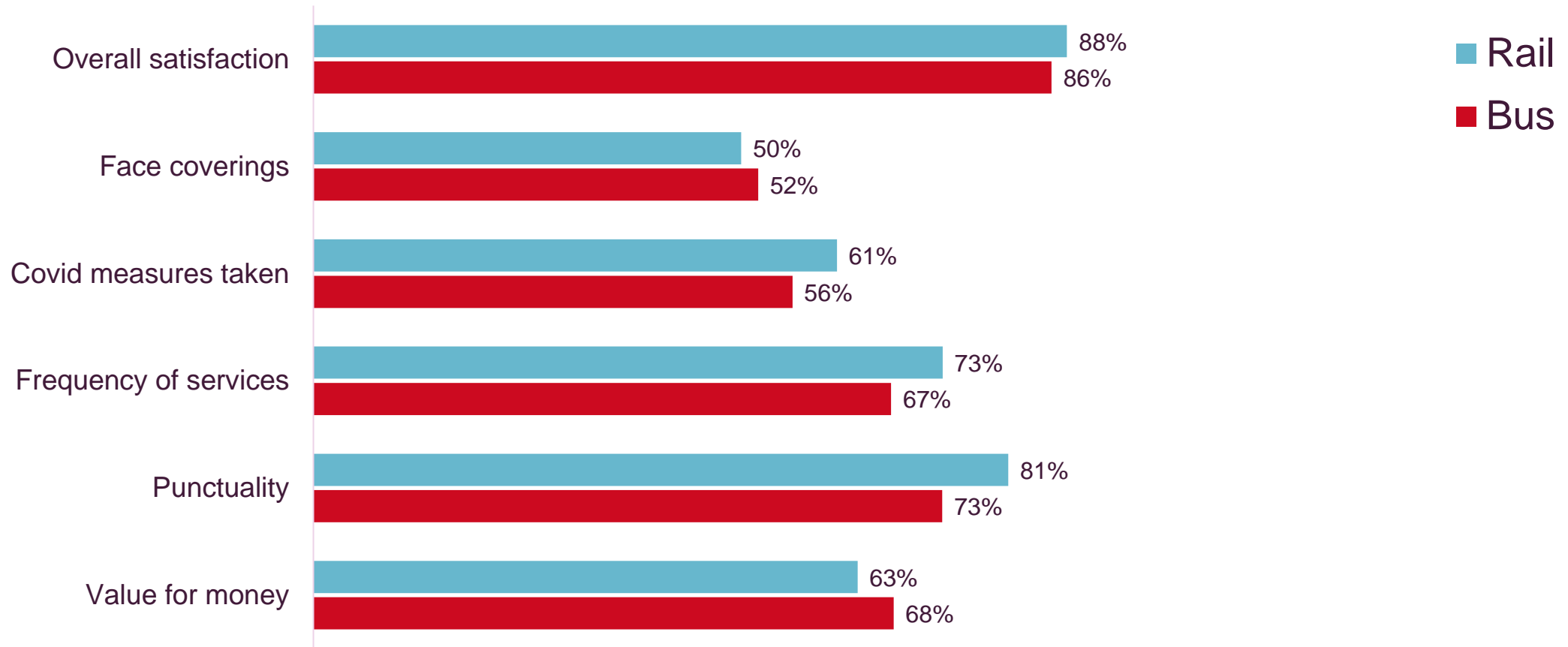
■ Very satisfied ■ Fairly satisfied ■ Fairly dissatisfied ■ Very dissatisfied



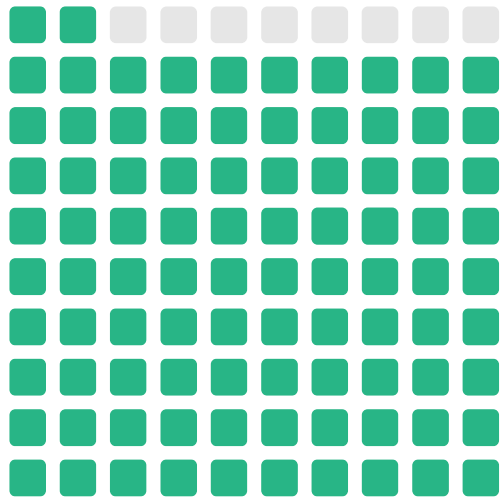
17-21 November 2021 report. Base size (used bus outside London in last 7 days and not applicable excluded): 475; 512; 601. Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

Bus to rail comparison – current week

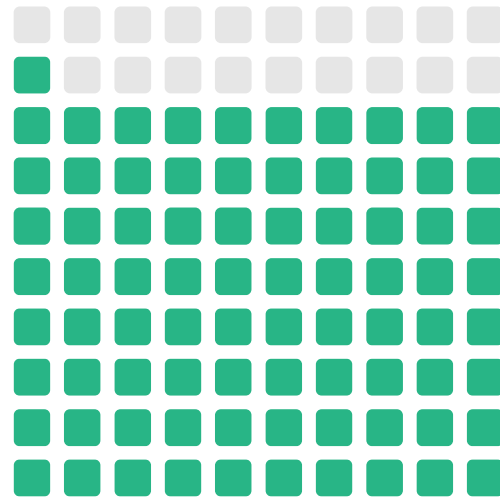
Higher satisfaction on bus for value for money but lower for punctuality and frequency of services



Overall satisfaction by whether had a choice to use bus



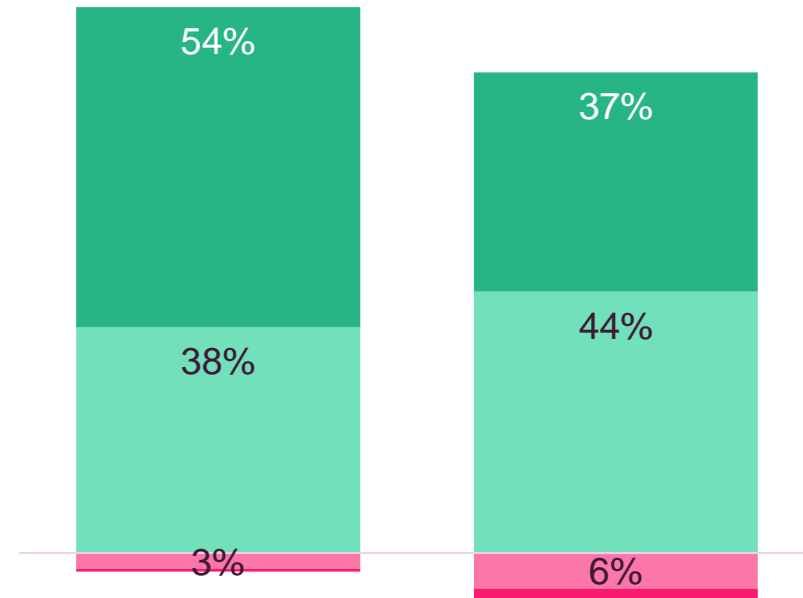
Had a choice and took bus
92%



No choice but to use bus
81%



Very satisfied Fairly satisfied
Fairly dissatisfied Very dissatisfied

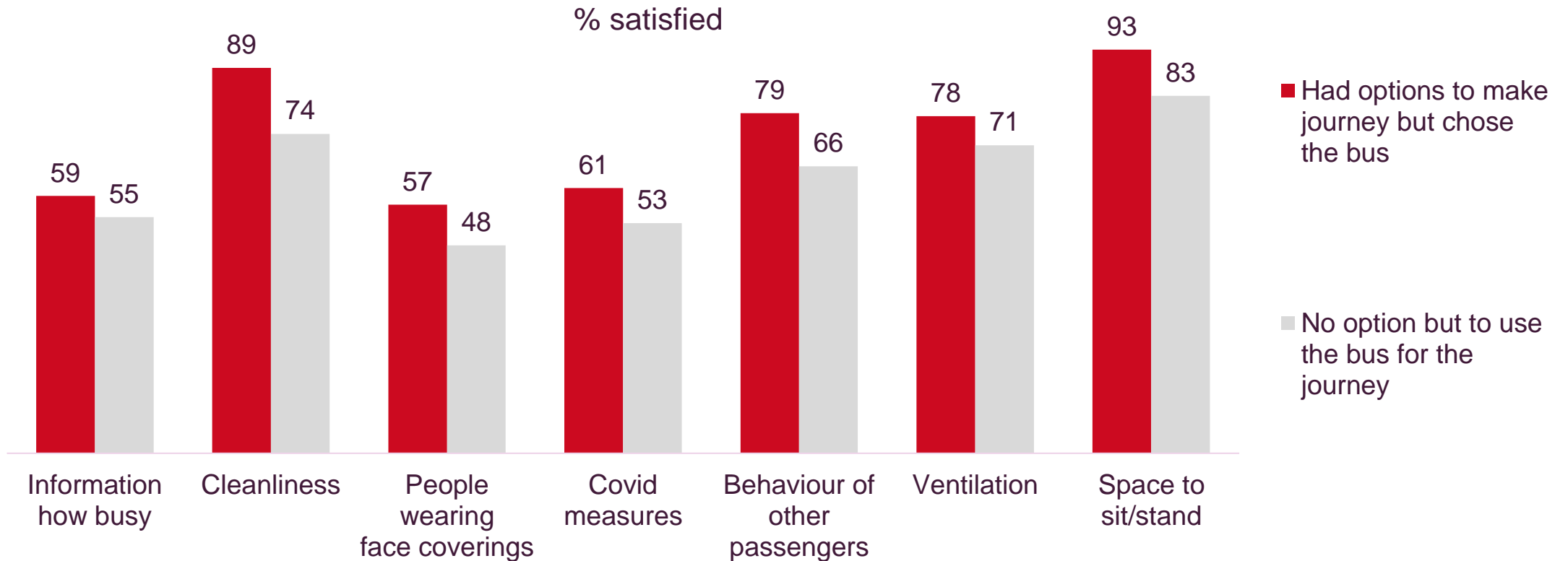


Had a choice and took bus

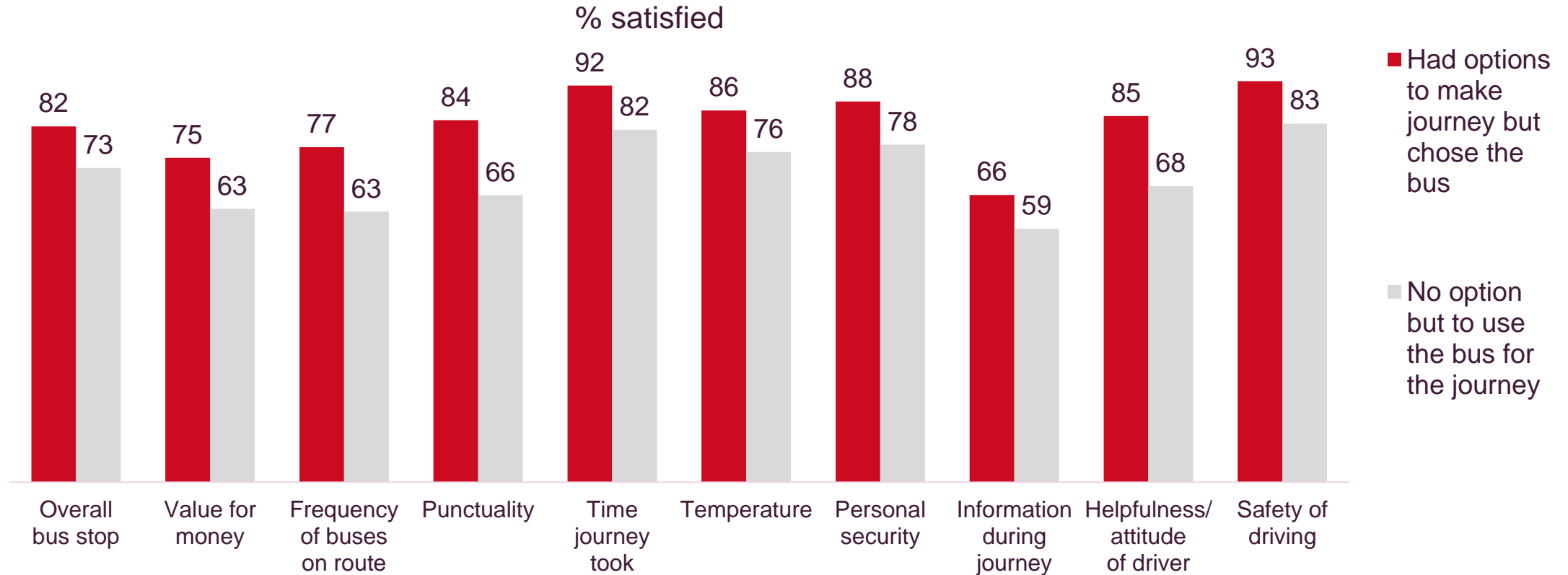
No choice but to use bus

17-21 November 2021 report. . Base sizes: approximately 287 weekly for 'had a choice'; 255 weekly for 'no option'. Note: the values of 'neither satisfied nor dissatisfied' are omitted from the chart on the right.

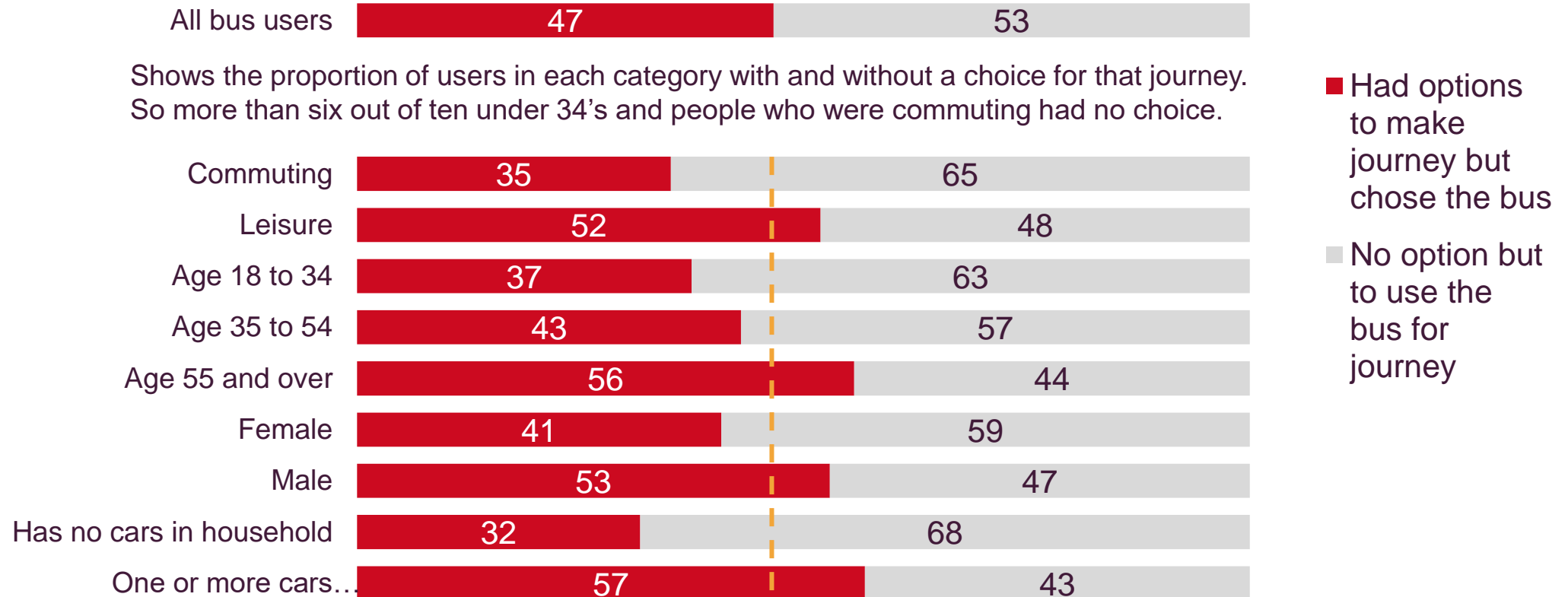
Those with a choice of modes were consistently more satisfied on all measures related to Covid



Those who could have used an alternative mode were also more satisfied with all the more traditional measures of satisfaction



Those making leisure journeys, aged over 55, or with a car in the household had more choice whether to travel by bus for that journey



17-21 November 2021 report. Based on most recent 4 weeks of data. Commuting 583; Leisure 1246; Age 18 to 34 700; Age 35 to 54 620; Age 55 and over 881; female 1135; male 1066; Has no cars in household 947; One or more cars in household 1254.

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

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	Fieldwork: 17 to 21 November
Week 5	Week 6	Week 7	Week 8	Week 9	Week 10
497	557	501	589	507	604

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