

24 - 28
November
2021

Week 11

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.

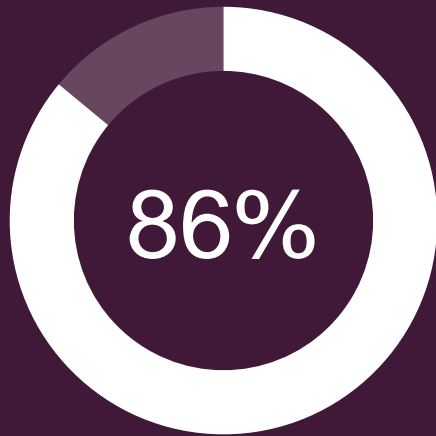
Passengers rated how satisfied they were with their overall journey and a range of aspects including the punctuality of their service, the value for money of their ticket and a number of Covid-related measures.

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 24 and 28 November 2021.

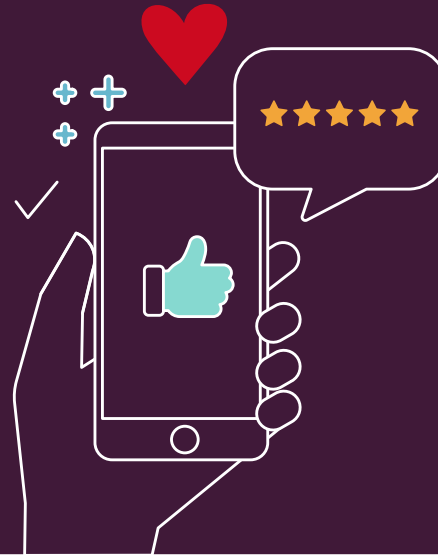
The survey has been developed as an extension to Transport Focus's [Travel during Covid-19 survey](#) and includes many of the core questions from the [Bus Passenger Survey](#).

Further details on how we carried out this survey are available on page 31.

Bus headlines



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



Satisfaction with safety of driving has been slowly improving and is now at 89%.

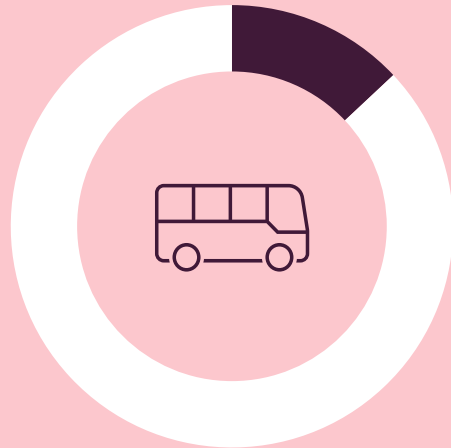


Satisfaction with the temperature on buses dropped to 75%.



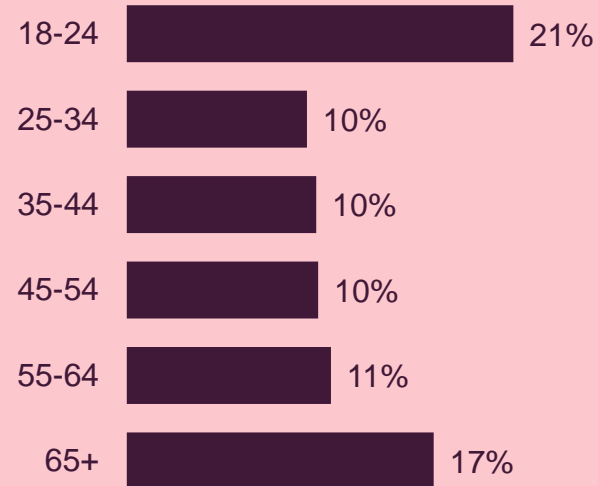
Around one in eight used a bus in the last seven days

Proportion using bus in the last seven days



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

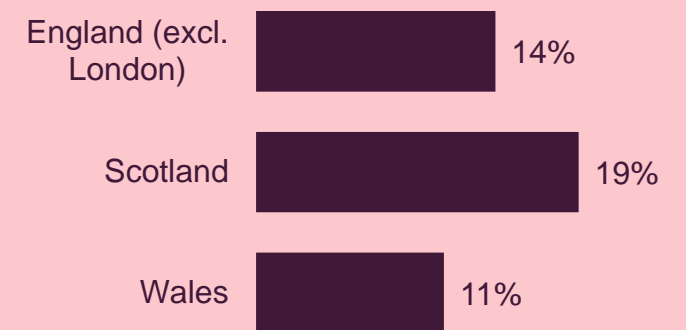
Age



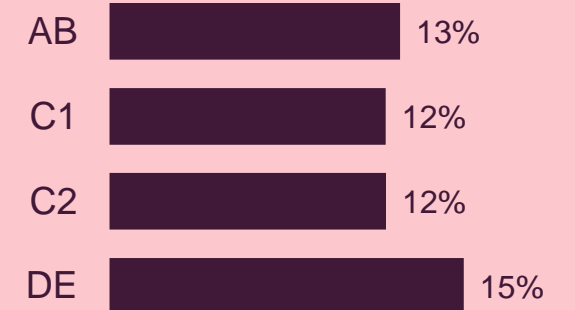
Sex



Region



Social grade



Bus use has been stable over last six weeks

Proportion using bus within the last seven days



24-28 November 2021 report. Base size all respondents: approx. 4,000 weekly.

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

Main purpose of last bus journey



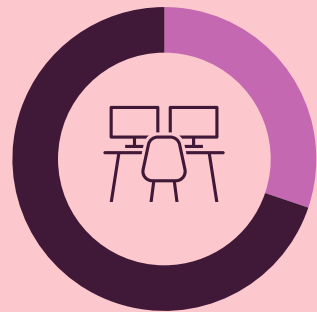
Leisure/eating out/non-essential shopping
27%



Essential shopping
20%



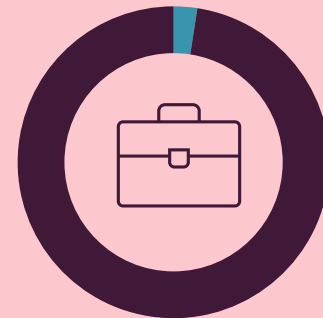
Friends/family
9%



Commuting
30%



Personal matters
9%

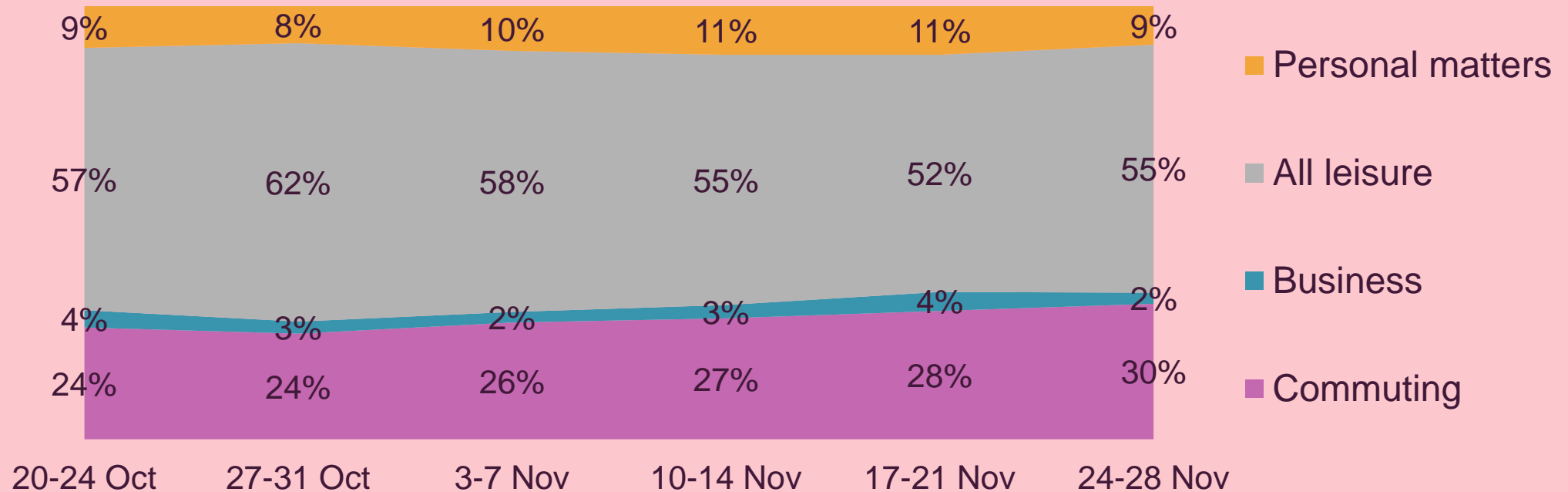


Work travel
2%

24-28 November 2021 report. Base size: 539. Note that sum of the journey purposes above may not add to 100 per cent as some have listed 'other reason'.

The proportion commuting is increasing

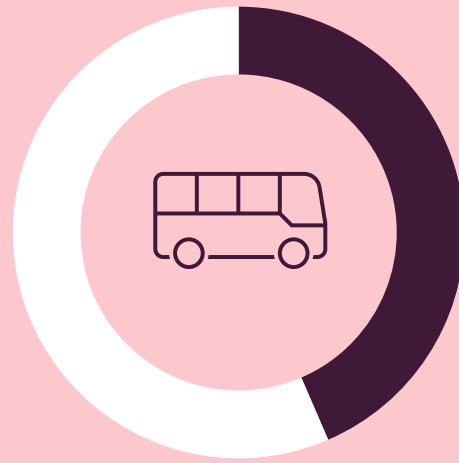
Main purpose of last bus journey



24-28 November 2021 report. Base size weekly around 480. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family, and 'Essential shopping'.

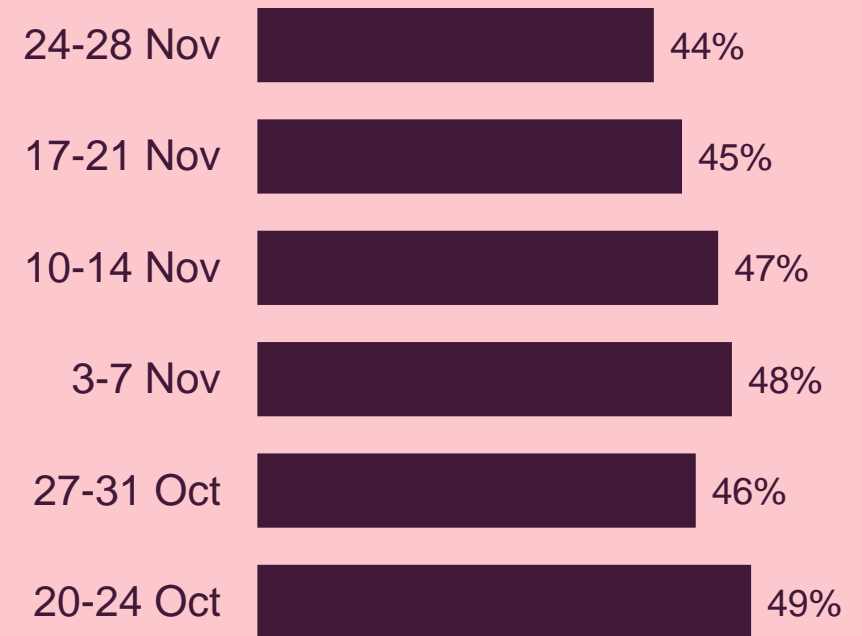
Just over two fifths had other options to make their journey but chose the bus

Proportion who had options to make journey but chose the bus



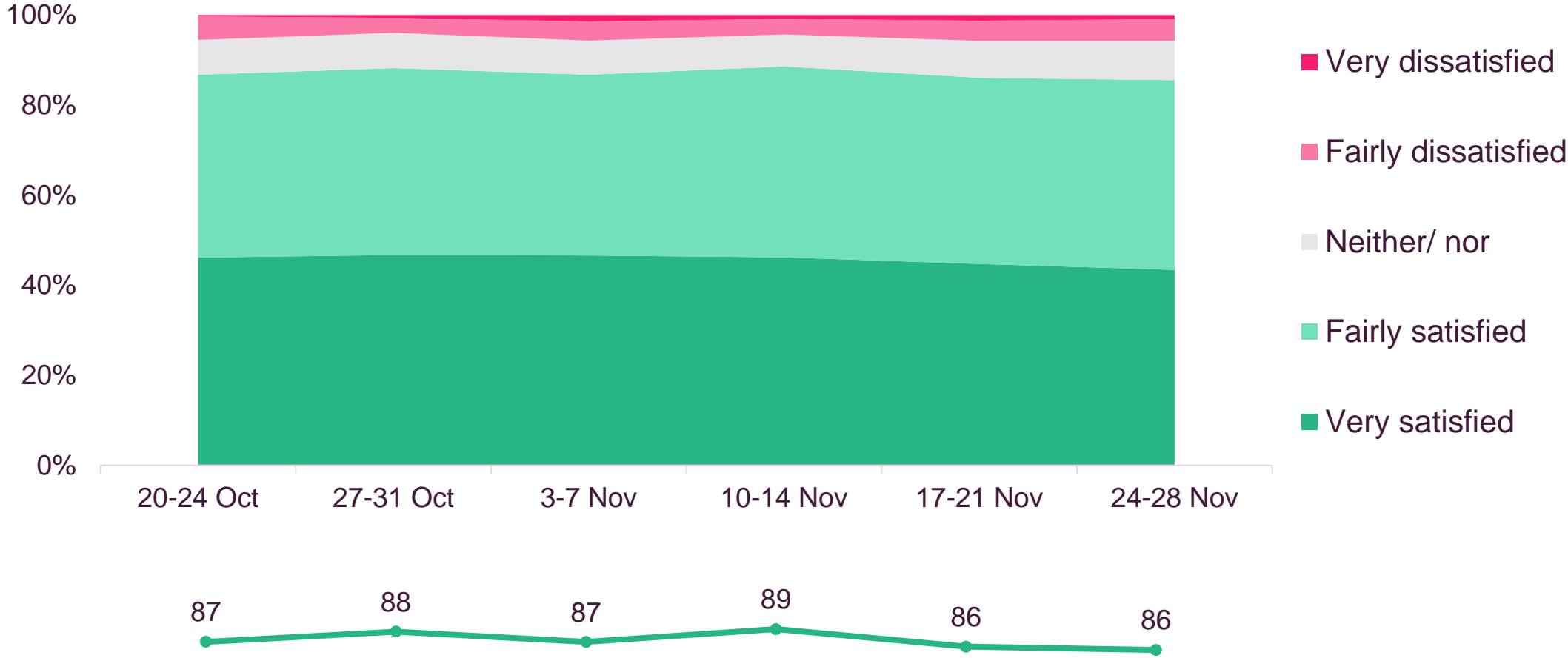
44%

56% said the bus was the only realistic option for that journey



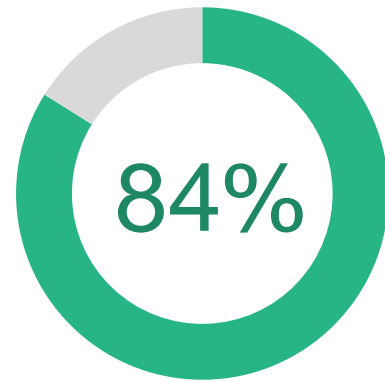


Overall satisfaction with bus journey – over time

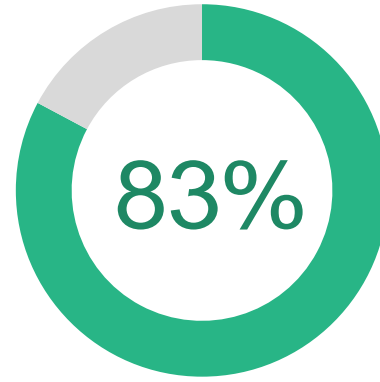


24-28 November 2021 report. Base size (used bus outside London in last seven days and not applicable excluded): around 500 per week

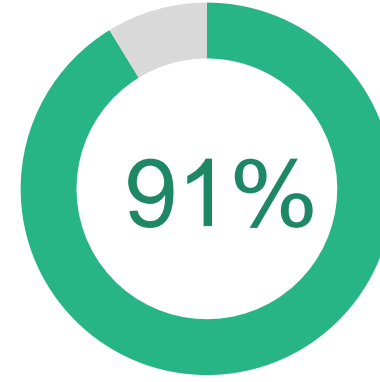
Overall satisfaction with last bus journey by age and sex over last four weeks



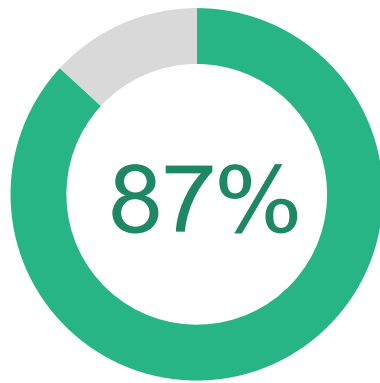
Age 18-34



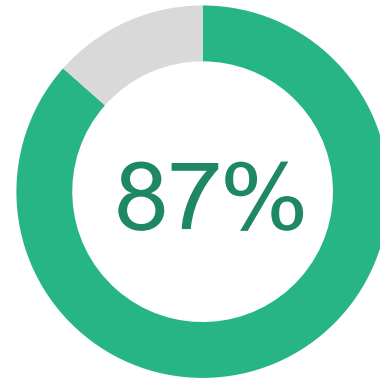
Age 35-54



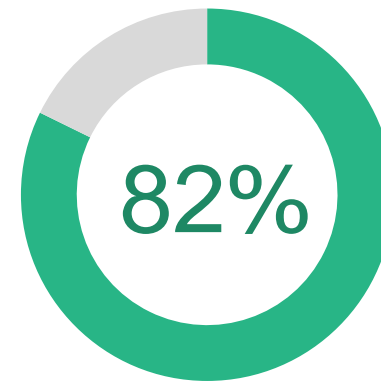
Age 55 and over



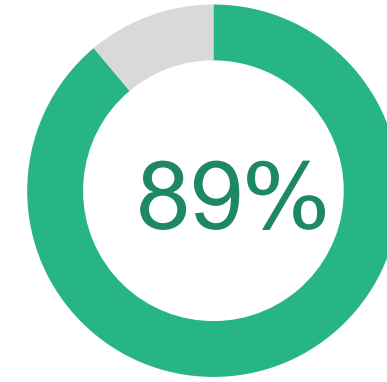
Men



Women



Commute



All leisure

24-28 November 2021 report. Base sizes: age 18-34 733; age 35-54 601; age 55+ 906, male 1117; female 1123 Commute; 623; all leisure 1239 ('All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family, and 'Essential shopping').

What bus passengers are saying...



Bus was on time, comfortable ride and nice driver.

Very satisfied, Nottingham City Transport passenger

On time but driver was poor especially when braking.

Fairly satisfied, Stagecoach passenger

Windows open, people wearing masks friendly bus driver.

Very satisfied, Arriva passenger

Covid restrictions were adhered to and the bus was timely.

Very satisfied, Bluestar passenger



Rather uncomfortable as the state of the roads in Bristol is appalling.

Neither satisfied nor dissatisfied, Bus company not stated.

Bus I was meant to catch did not turn up, so was an hour late home.

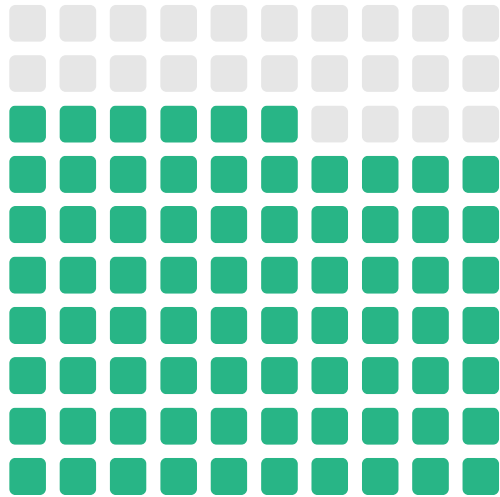
Very dissatisfied, Stagecoach passenger

It was ram packed I'm sorry I hate complaining but that was ridiculous, if someone had covid on the bus everyone would have gotten it, the bus driver allowed too many on the bus, every seat was taken the bus aisle were full of people standing and by the door as well, it was stupid, not impressed at all, with the bus strikes on now no buses will be running till next Saturday. It isn't a good time for it at all.

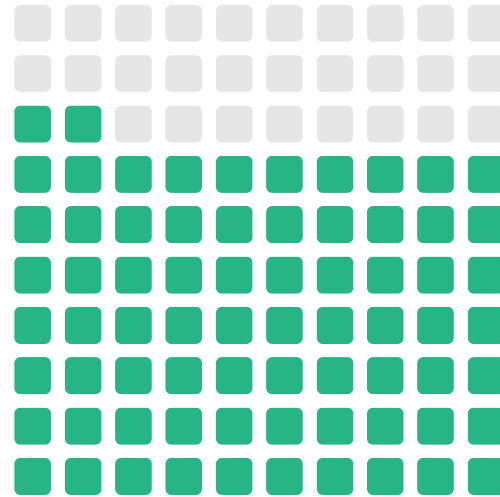
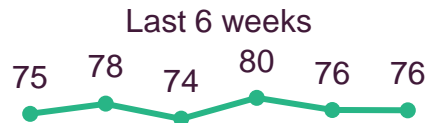
Fairly dissatisfied, Stagecoach passenger



Satisfaction with the bus stop and punctuality



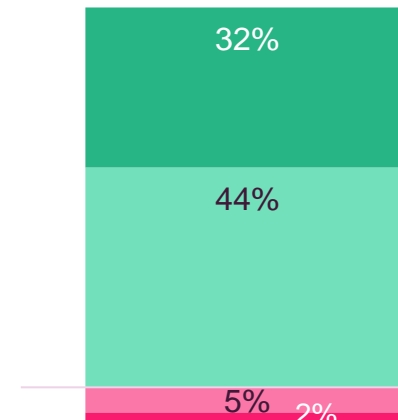
Bus stop - overall satisfaction
76%



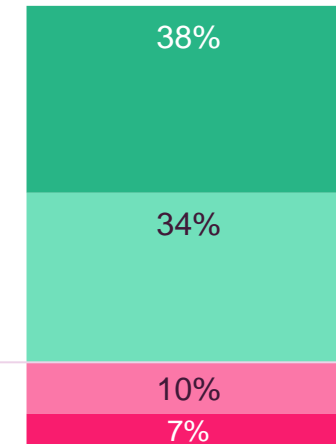
Punctuality/reliability
72%



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

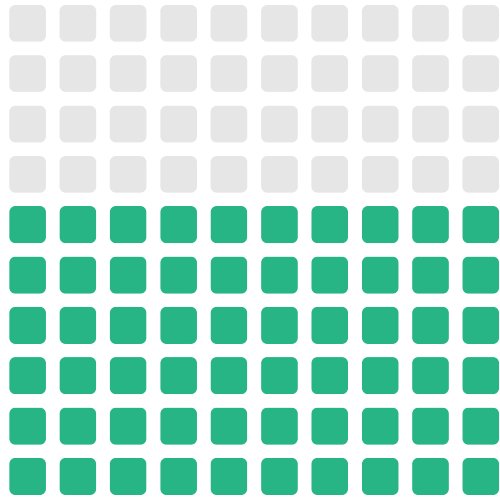


Bus stop
overall satisfaction



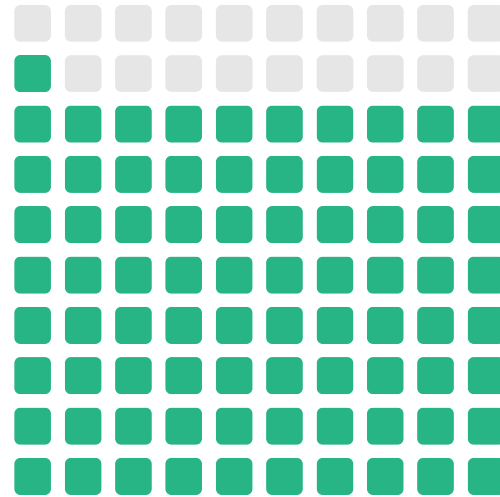
Punctuality/reliability

Satisfaction with information, cleanliness and Covid-related measures



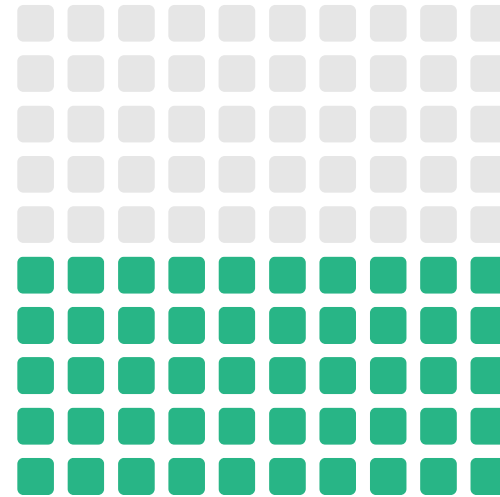
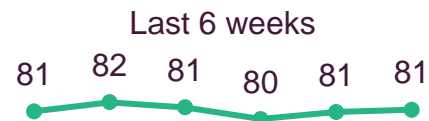
Information on how busy the bus would be before travelling

60%



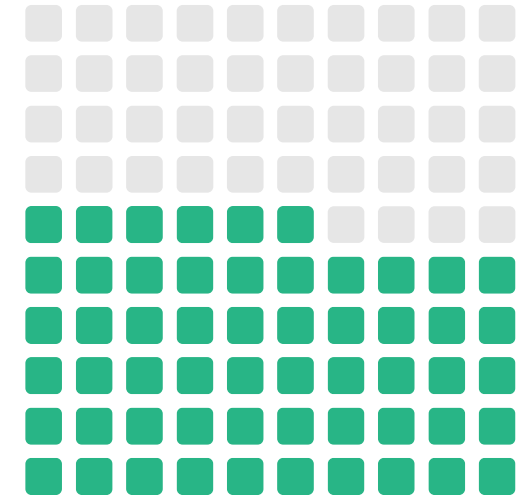
Cleanliness of the inside of the bus

81%



Number of people wearing face coverings

50%



Covid measures in place on the bus

56%



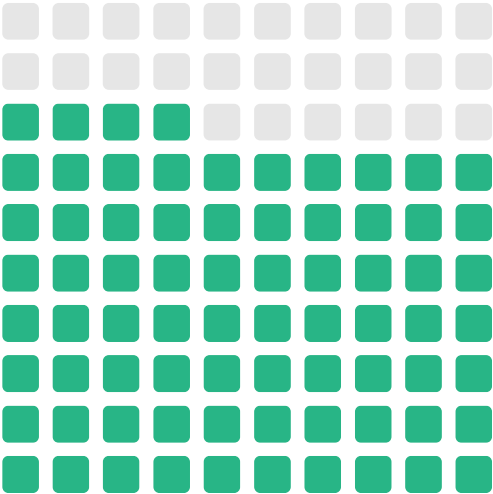
Satisfaction with information, cleanliness and Covid-related measures

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



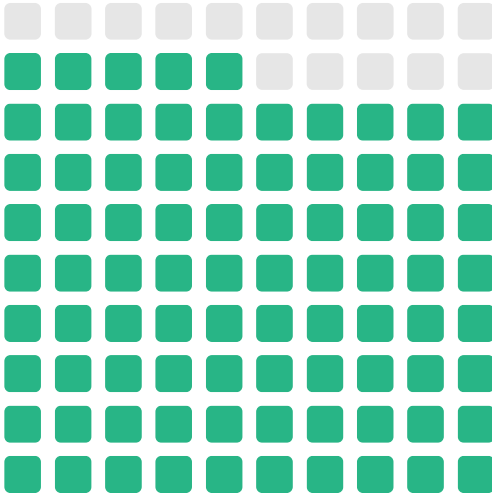
24-28 November 2021 report. Base size (used bus outside London in last seven days and not applicable excluded): 361; 539; 523; 516..
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

Satisfaction with ventilation, seating, other passenger behaviour and temperature



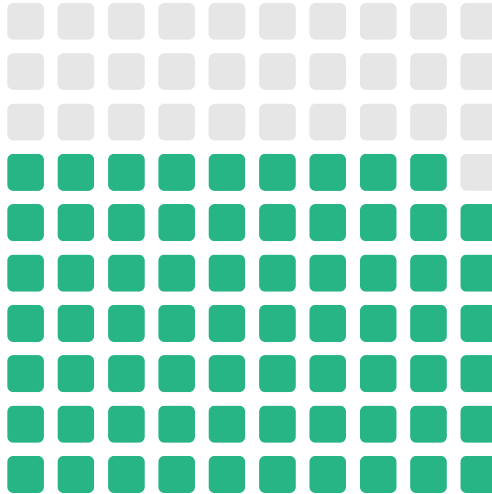
Ventilation on the bus

74%



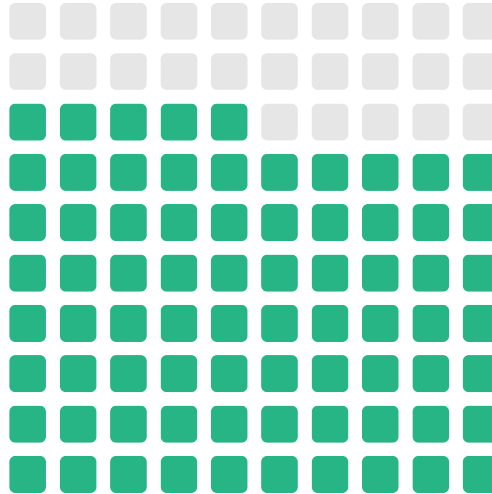
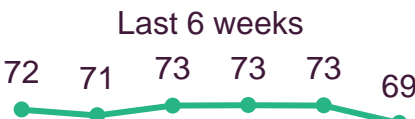
Availability of seating/space to stand

85%



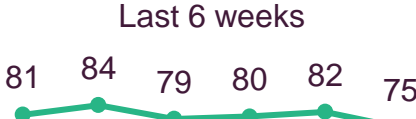
Behaviour of other passengers

69%



Temperature on the bus

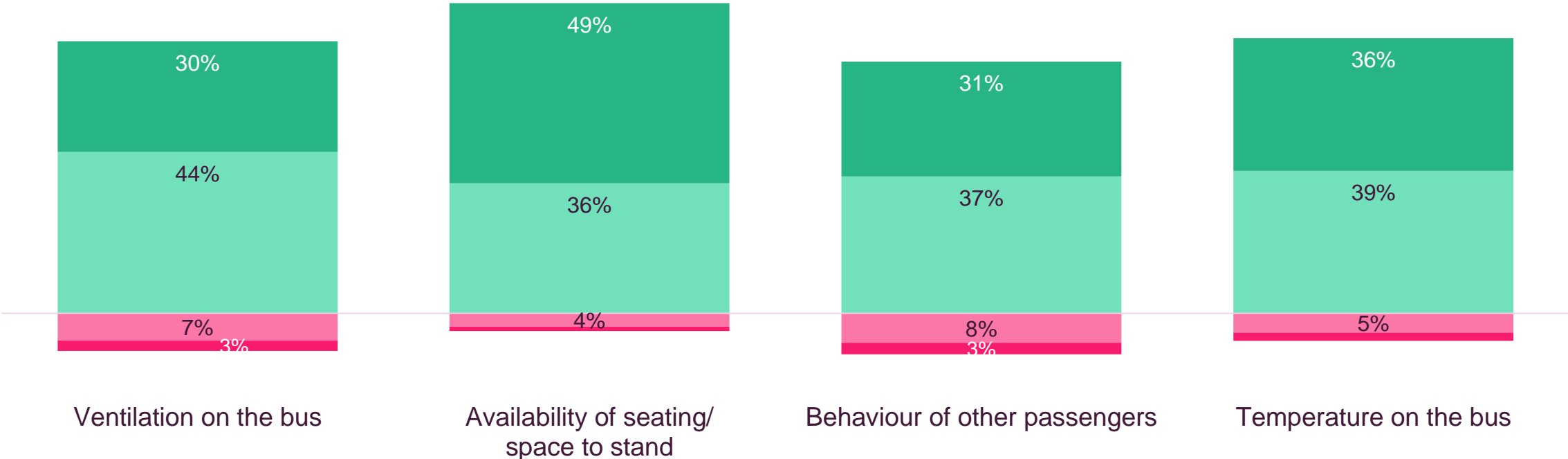
75%



24-28 November 2021 report. Base size (used bus outside London in last seven days and not applicable excluded): 535; 539; 536; 538.

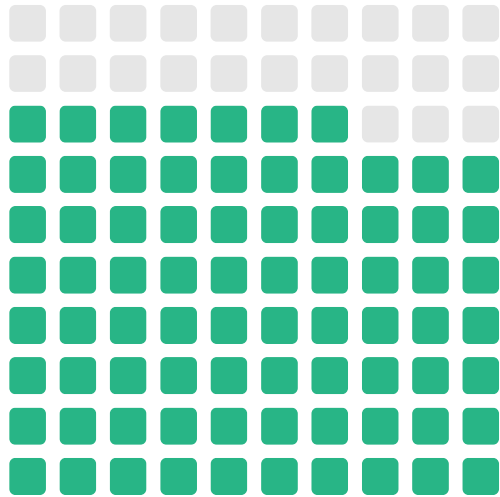
Satisfaction with ventilation, seating, other passenger behaviour and temperature

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



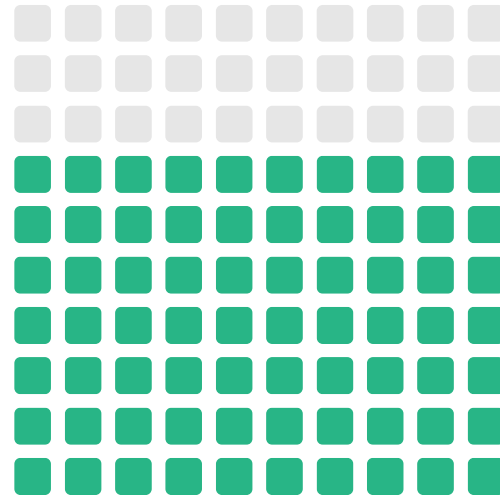
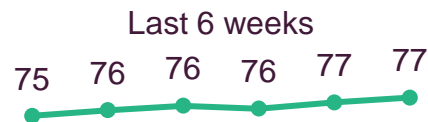
24-28 November 2021 report. Base size (used bus outside London in last seven days & not applicable excluded): 535; 539; 536; 538. Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

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



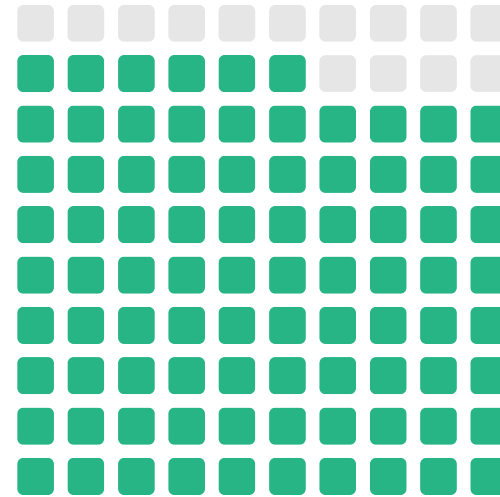
Helpfulness and attitude of the driver

77%



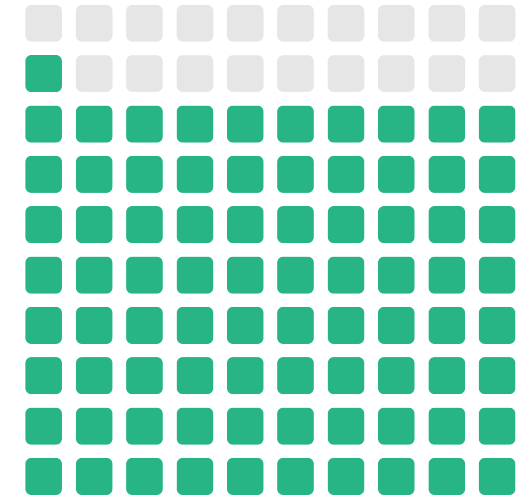
Frequency of buses on that route

70%



Length of time the journey on the bus took

86%



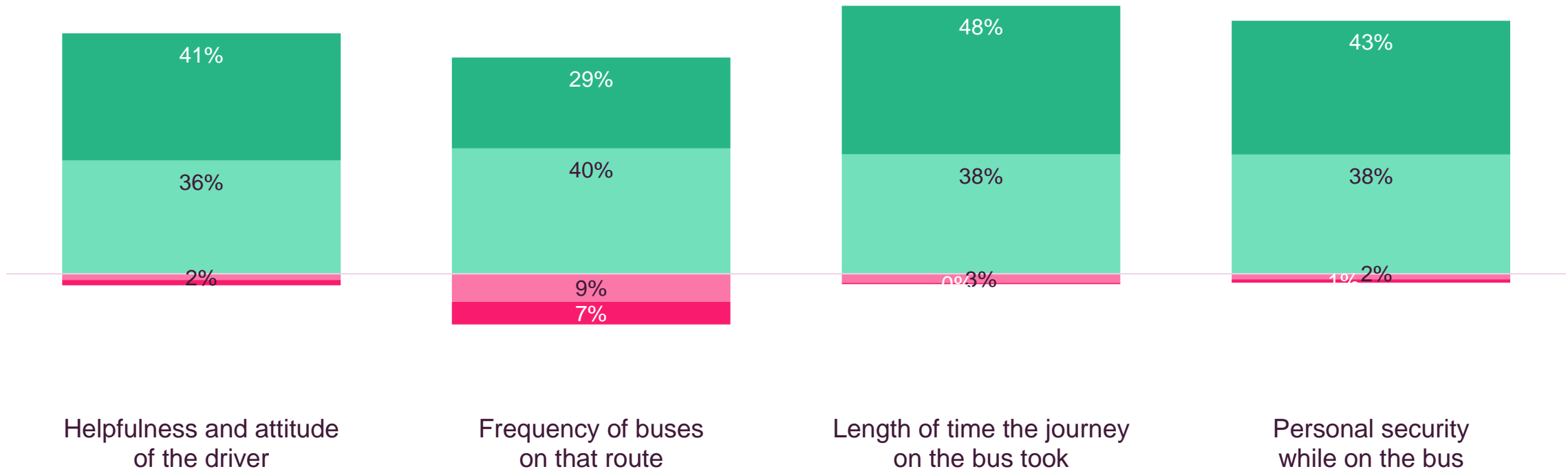
Personal security while on the bus

81%



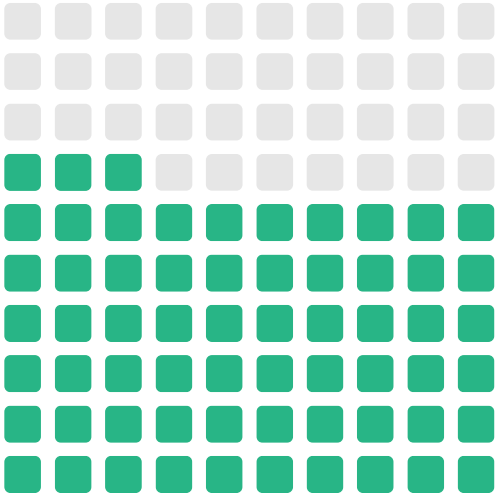
Satisfaction with driver, frequency, journey time, and personal security

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



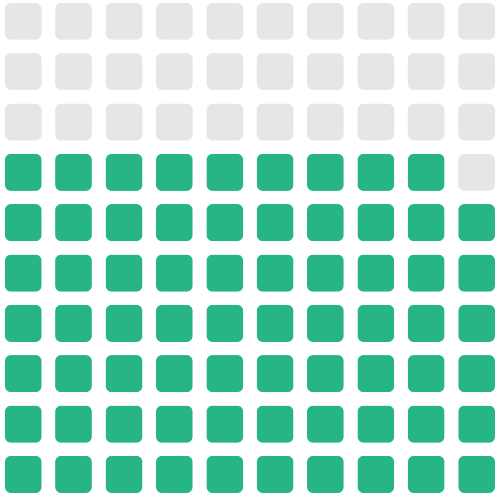
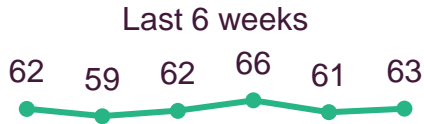
24-28 November 2021 report. Base size (used bus outside London in last 7 days and not applicable excluded): 519; 536; 539; 530.
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

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



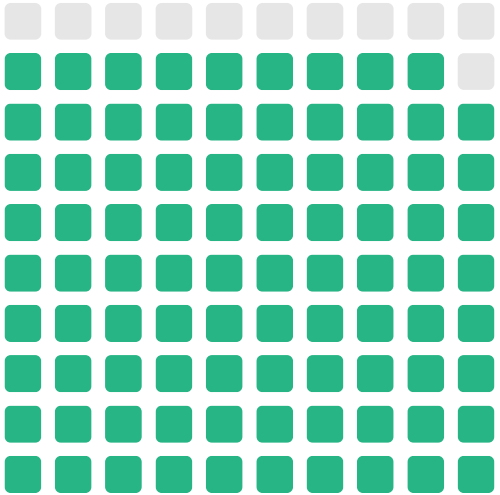
Provision of information during the journey

63%



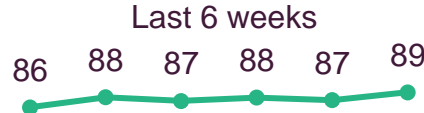
Value for money

69%



Safety of the driving

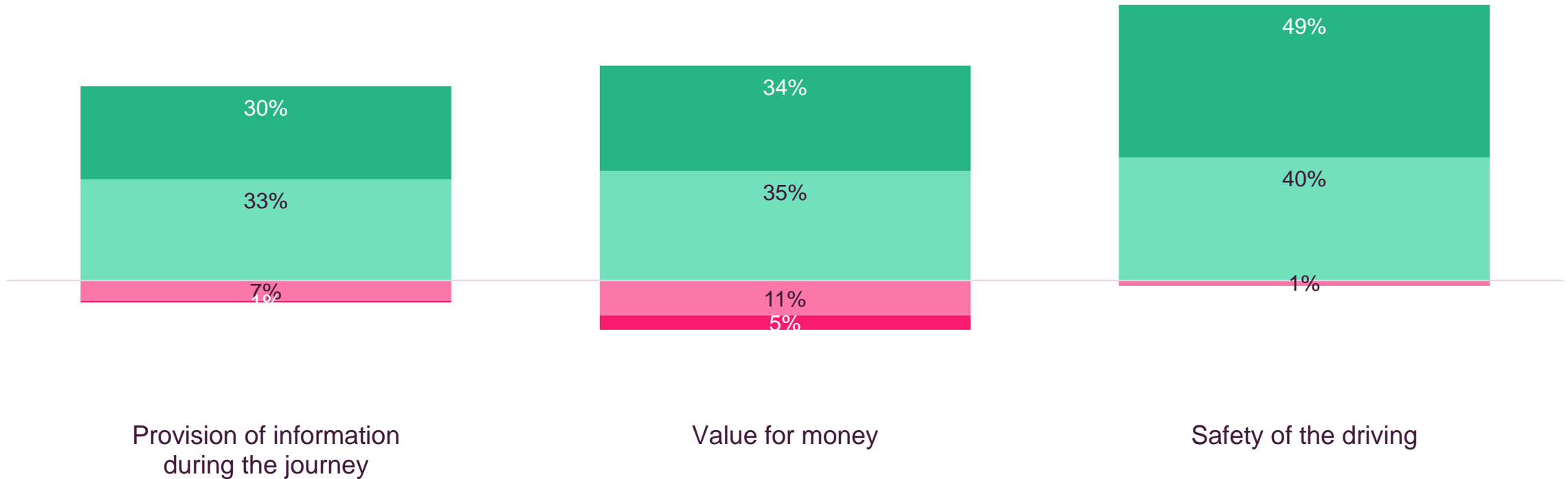
89%



24-28 November 2021 report. Base size (used bus outside London in last seven days and not applicable excluded): 418; 536; 539.

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

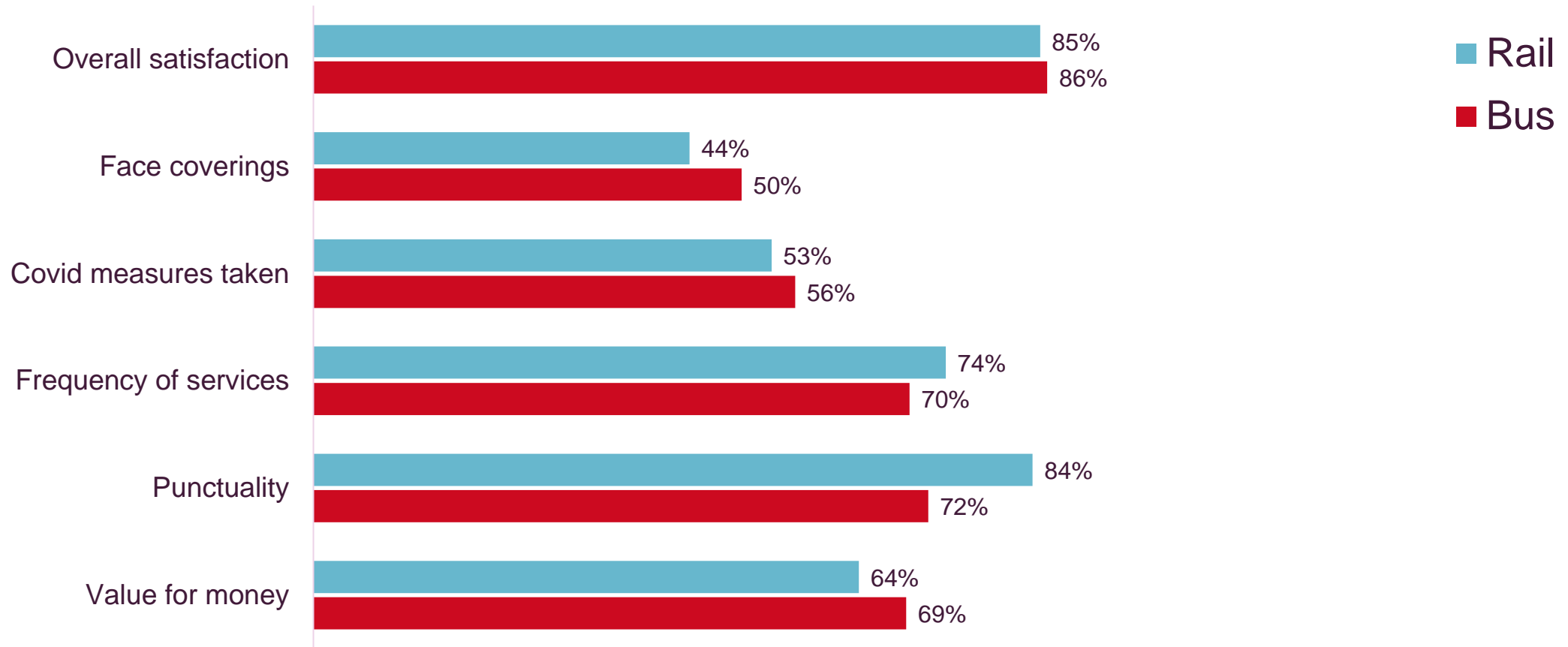
■ Very satisfied ■ Fairly satisfied ■ Fairly dissatisfied ■ Very dissatisfied



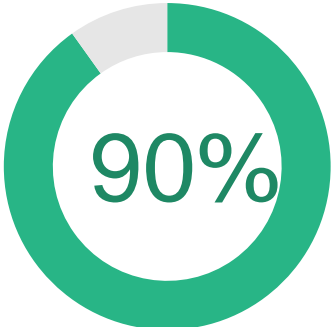
24-28 November 2021 report. Base size (used bus outside London in last seven days and not applicable excluded): 418; 536; 539. Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

Bus to rail comparison – current week

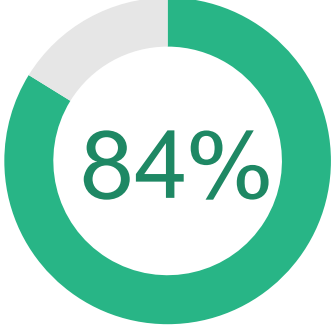
Higher satisfaction on bus for value for money and face coverings, but lower for punctuality.



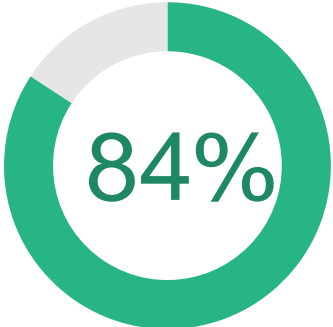
Overall satisfaction with last bus journey by bus operating group over the last six weeks



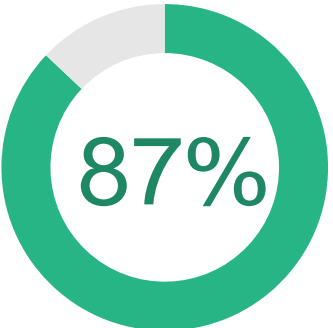
Arriva



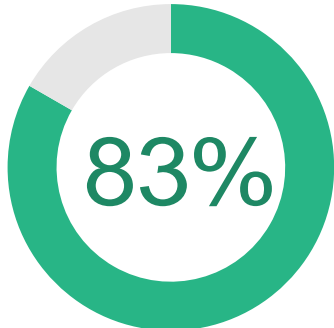
First



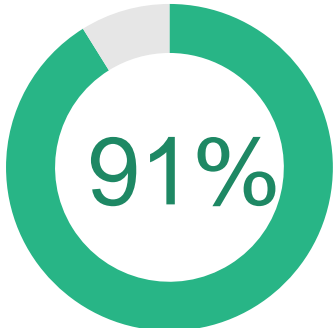
Go-Ahead



National Express



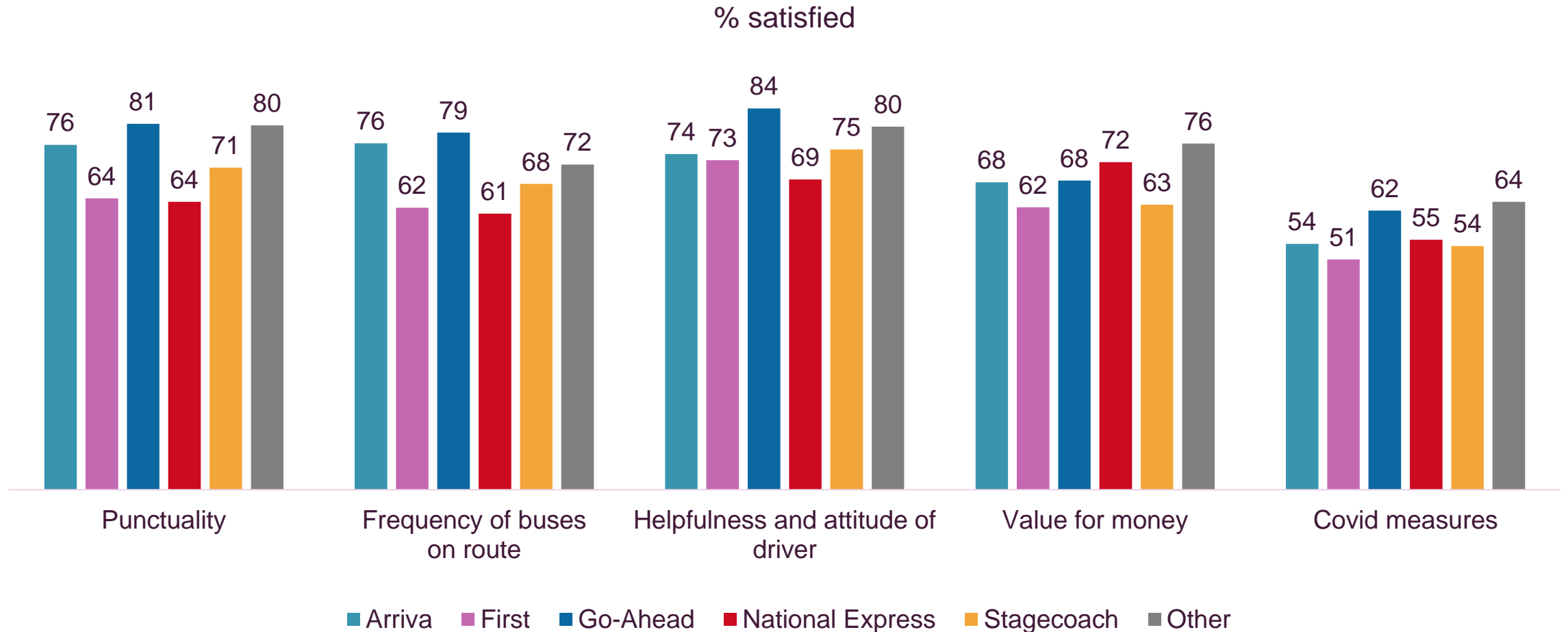
Stagecoach



Other

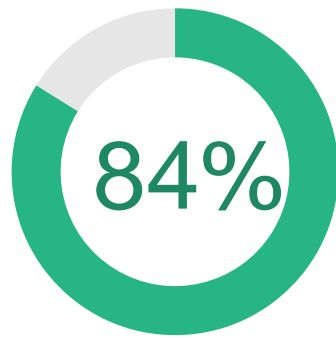
24-28 November 2021 report.
Base sizes: Arriva 486, First 579, Go-Ahead 307, National Express 178, Stagecoach 689, Other 896.

Key measures by bus operating group over last six weeks

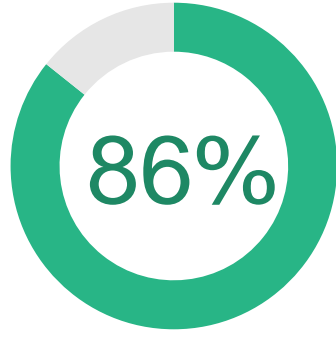


24-28 November 2021 report. Base sizes (not applicable excluded): Arriva 486, First 579, Go-Ahead 307, National Express 178, Stagecoach 689, Other 896.

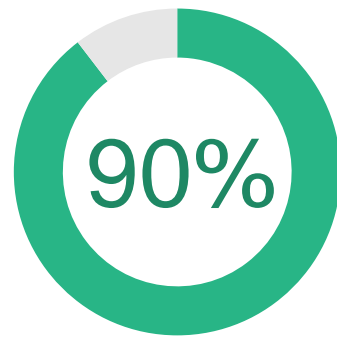
Overall satisfaction with last bus journey by country/region over last six weeks*



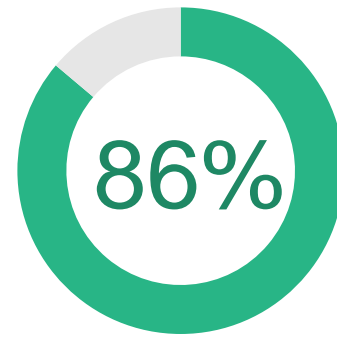
Scotland



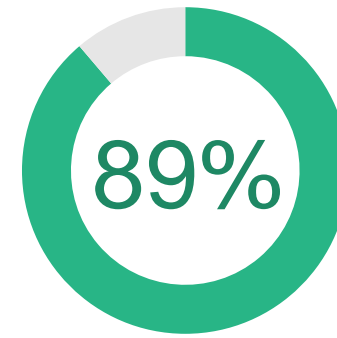
North East



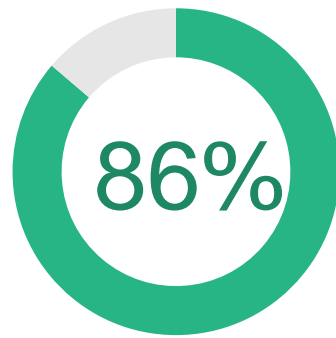
North West



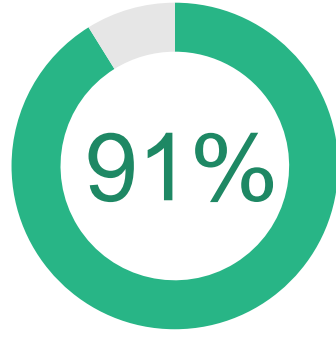
Yorkshire &
Humberside



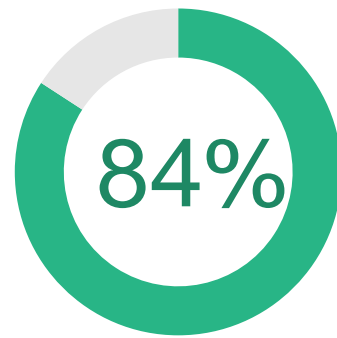
West Midlands



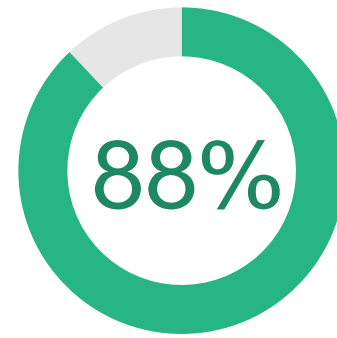
East Midlands



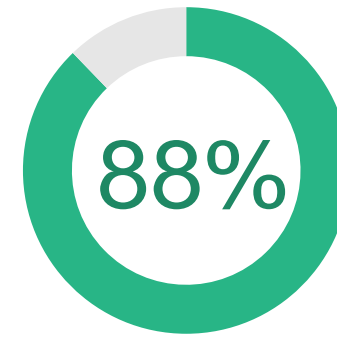
Wales



Eastern



South East

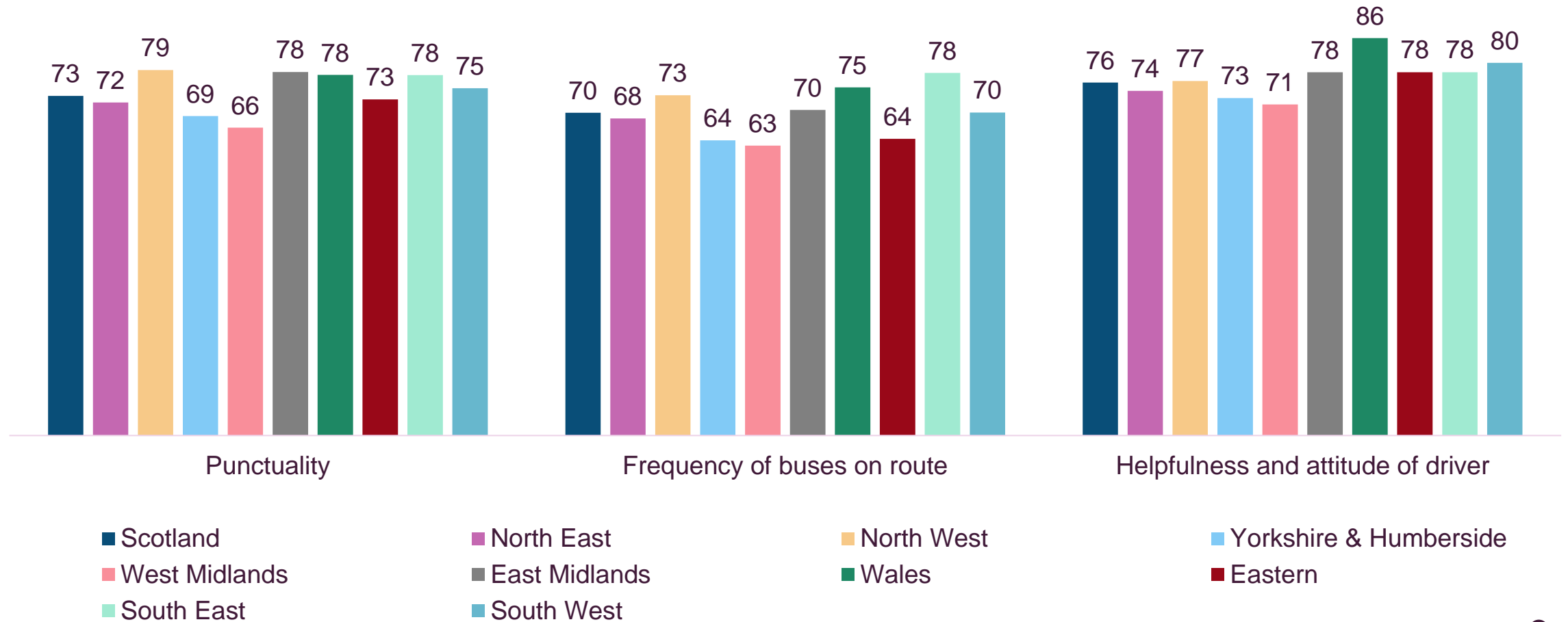


South West

24-28 November 2021 report. *These are the Government Office regions within Great Britain. Base sizes: Scotland 421, North East 208, North West 447, Yorkshire & Humberside 398, West Midlands 321, East Midlands 256, Wales 129, Eastern 251, South East 446, South West 268.

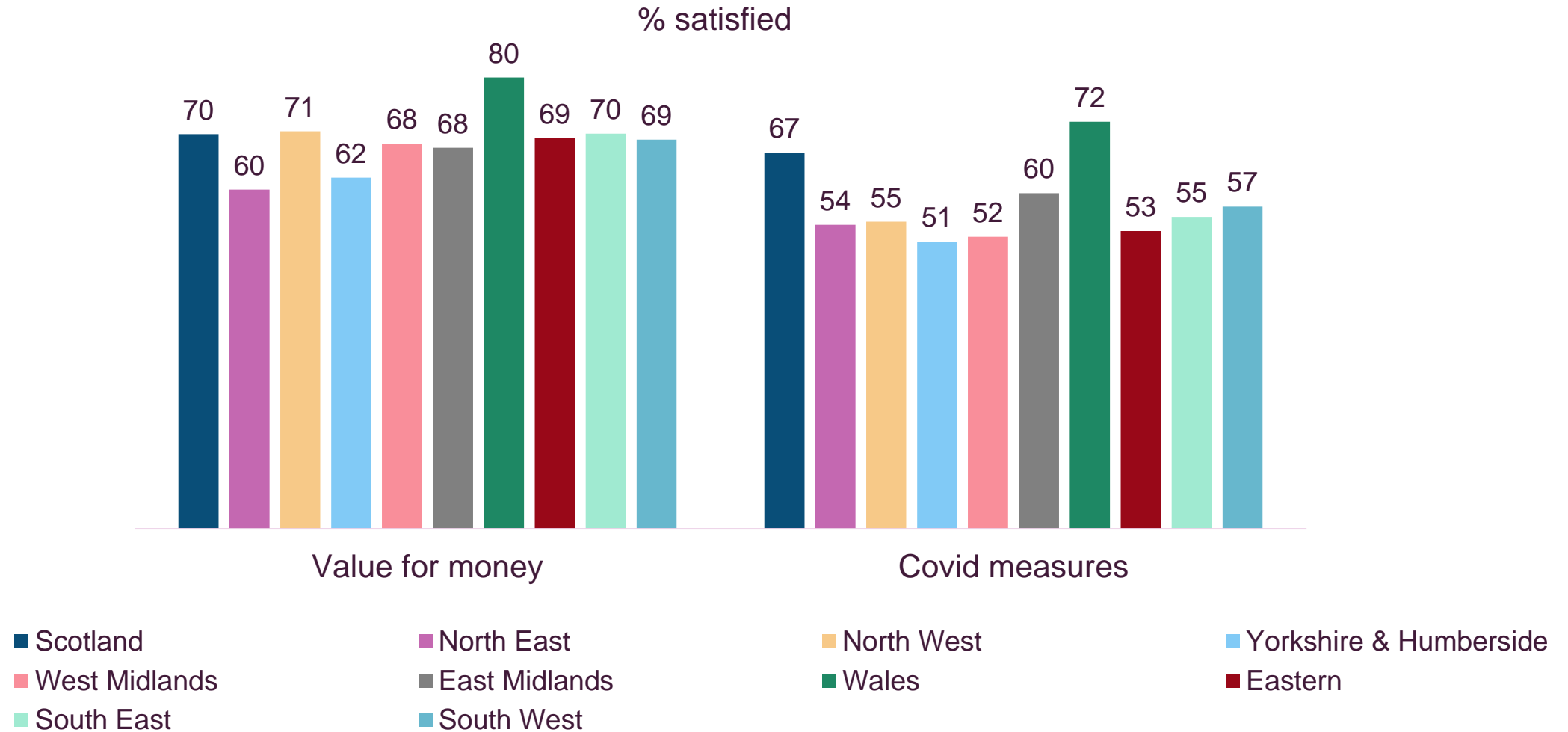
Key measures by country/region over last six weeks*

% satisfied



24-28 November 2021 report. *These are the Government Office Regions within Great Britain. Base sizes (not applicable excluded): Scotland 421, North East 208, North West 447, Yorkshire & Humberside 398, West Midlands 321, East Midlands 256, Wales 129, Eastern 251, South East 446, South West 268.

Key measures by country/region over last six weeks*



24-28 November 2021 report. *These are the Government Office Regions within Great Britain. Base sizes (not applicable excluded): Scotland 421, North East 208, North West 447, Yorkshire & Humberside 398, West Midlands 321, East Midlands 256, Wales 129, Eastern 251, South East 446, South West 268

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.

Numbers may not add up to 100 per cent, due to rounding.

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	Fieldwork: 24 to 28 November
Week 6	Week 7	Week 8	Week 9	Week 10	Week 11
557	501	589	507	604	540

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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