

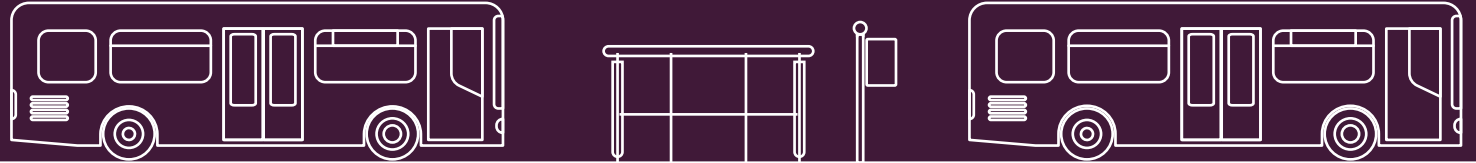
1 - 5
December
2021

Week 12

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.

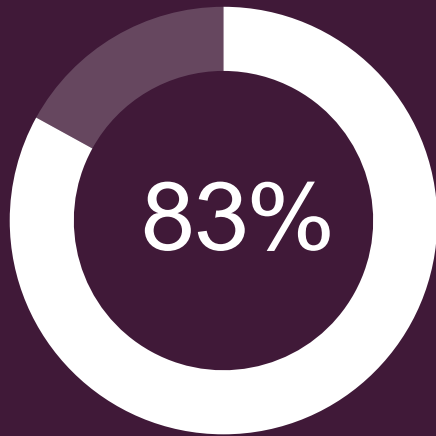
Passengers rated how satisfied they were with their overall journey and a range of aspects including the punctuality of their service, the value for money of their ticket and a number of Covid-related measures.

Results will be reported each week. This report covers online interviews that took place between 1 and 5 December 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



83% of bus passengers were satisfied with their journey overall.



Satisfaction with the number of people wearing face coverings has risen from 50% last week to 59%.

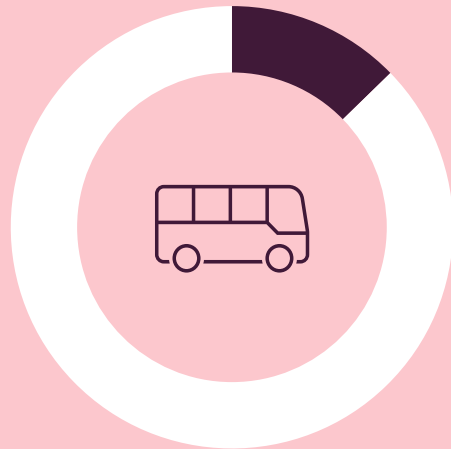


Satisfaction with the information about how busy the bus would be has dropped from 60% last week to 51% this week.



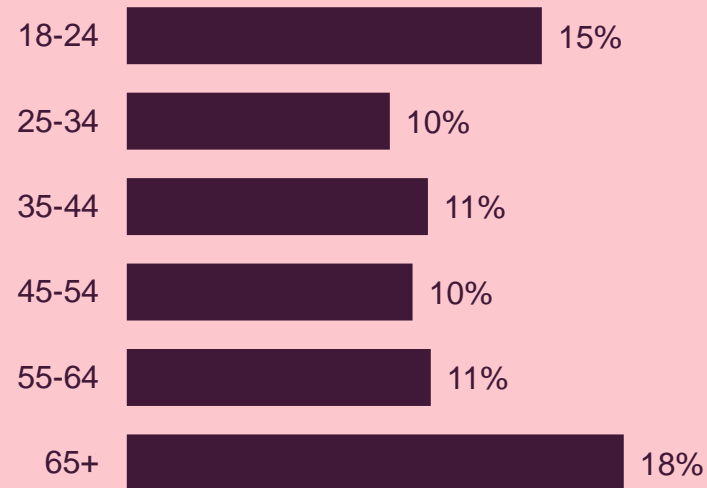
Around one in eight used a bus in the last seven days

Proportion using bus in the last seven days



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

Age



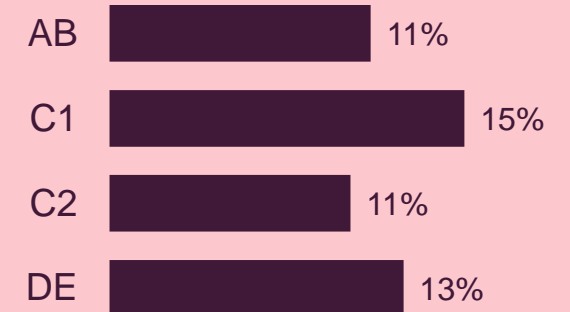
Sex



Region

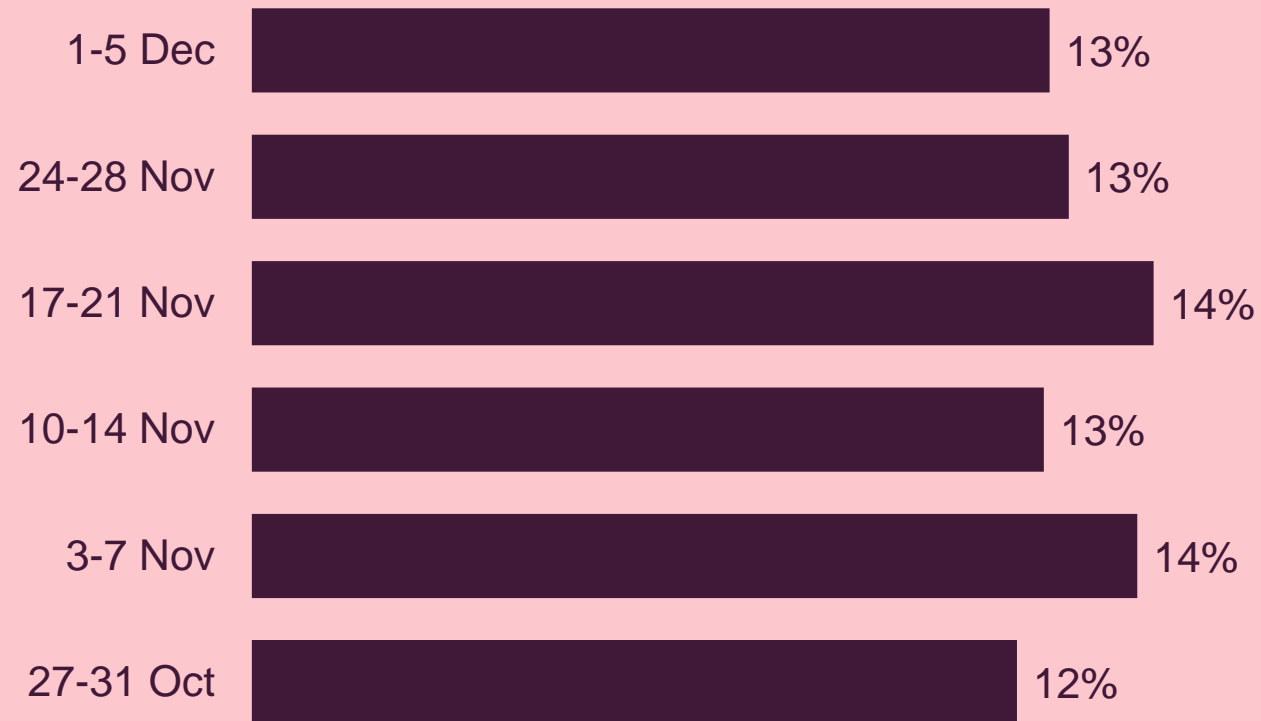


Social grade



Bus use has been stable over last six weeks

Proportion using bus within the last seven days



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

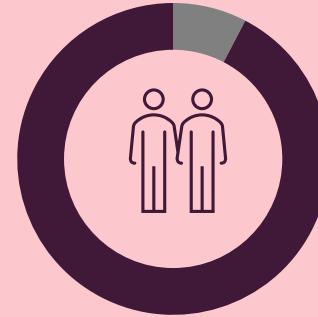
Main purpose of last bus journey



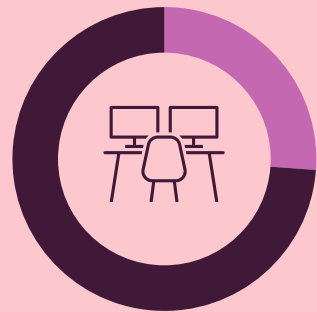
Leisure/eating out/non-essential shopping
28%



Essential shopping
20%



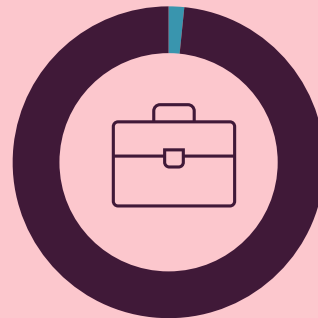
Friends/family
8%



Commuting
26%



Personal matters
11%

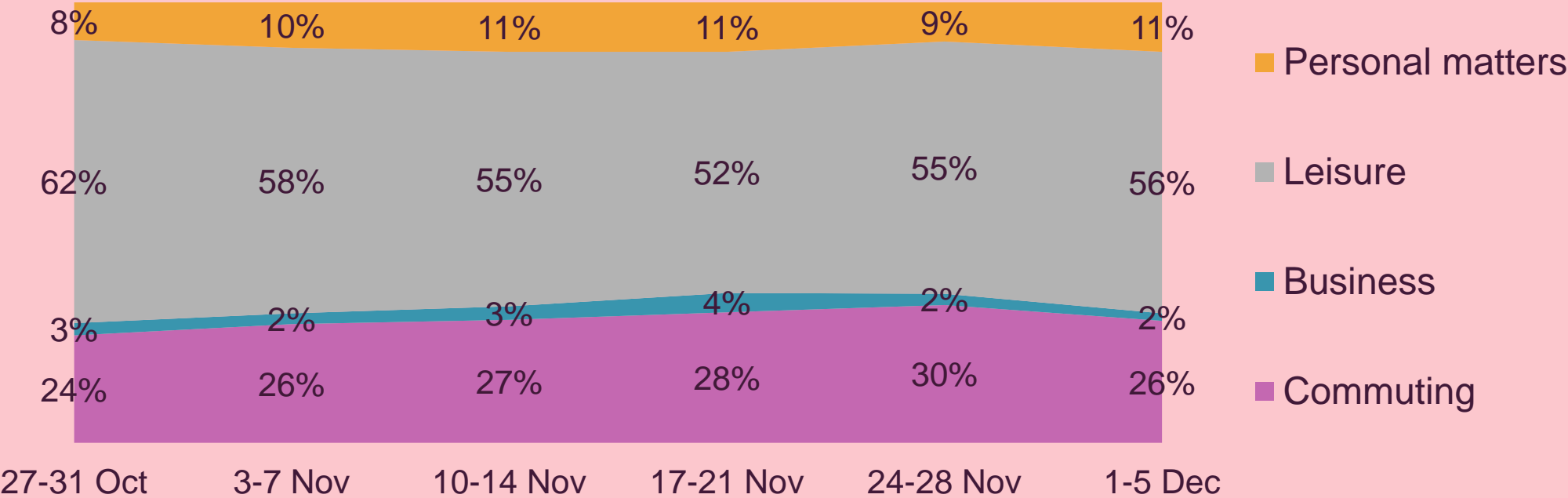


Work travel
2%

1-5 December 2021 report. Base size: 536. Note that sum of the journey purposes may not add to 100% as some have listed 'other reason'.

Leisure remains the reason for more than half of bus journeys

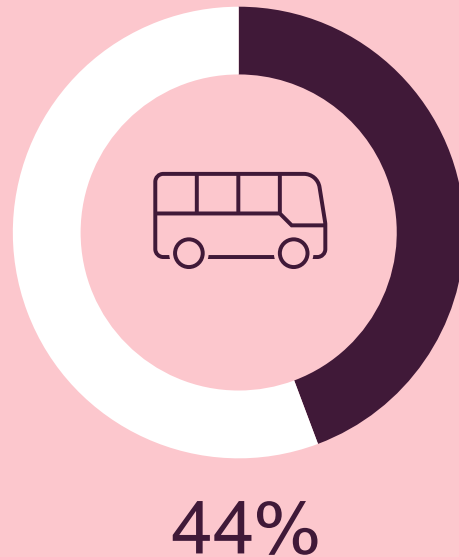
Main purpose of last bus journey



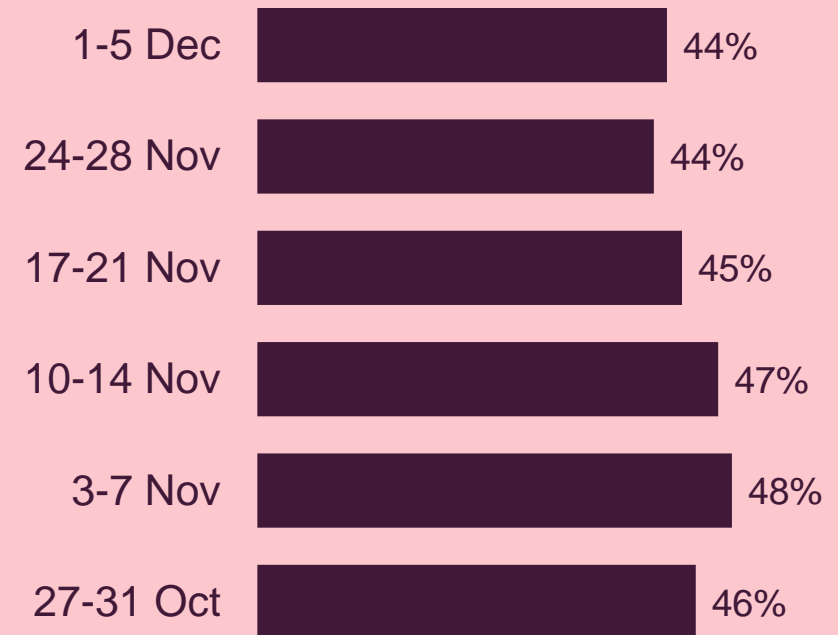
1-5 December 2021 report. Base size weekly around 480. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family, and 'Essential shopping'.

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

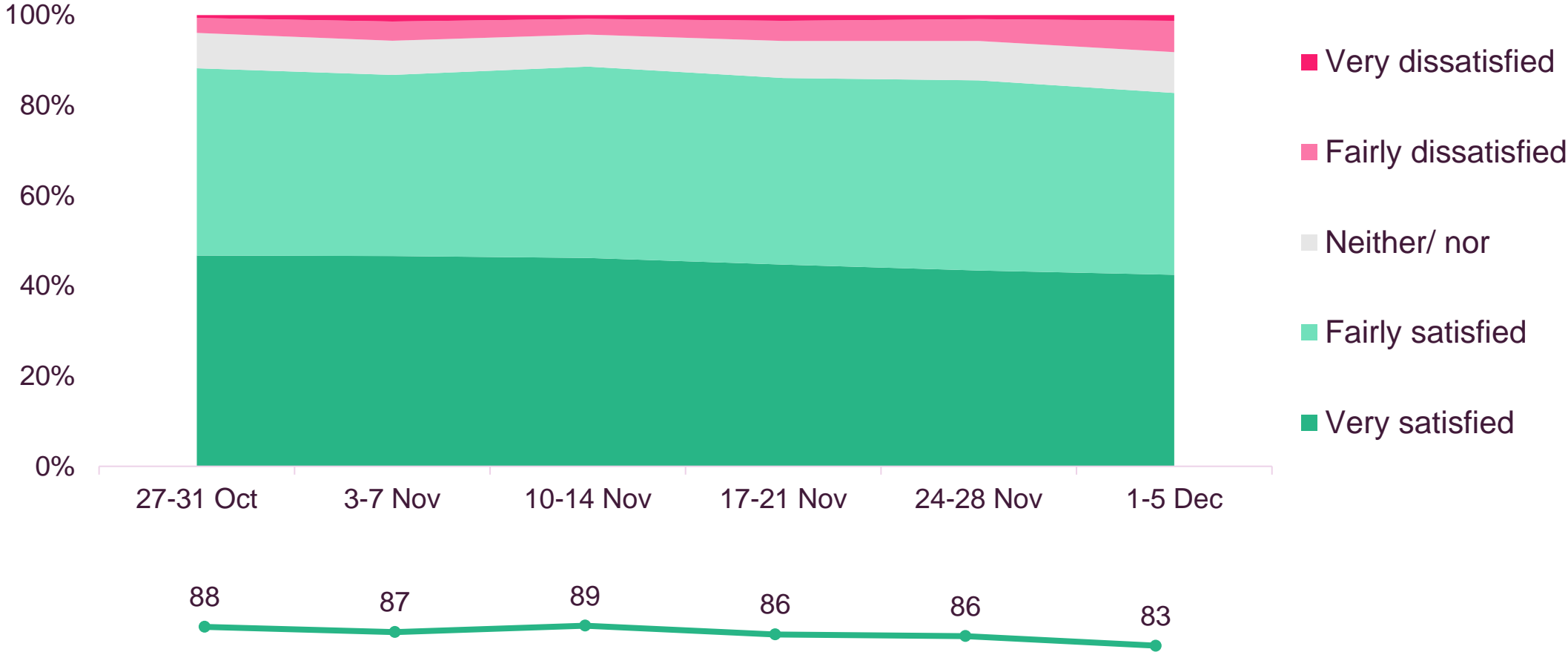


56% said the bus was the only realistic option for that journey



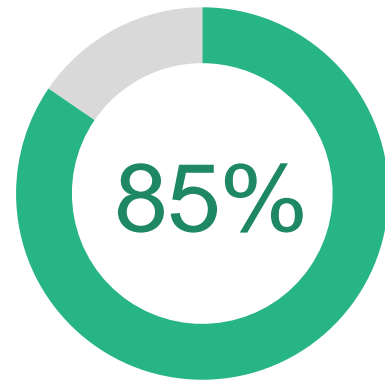


Overall satisfaction with bus journey – over time

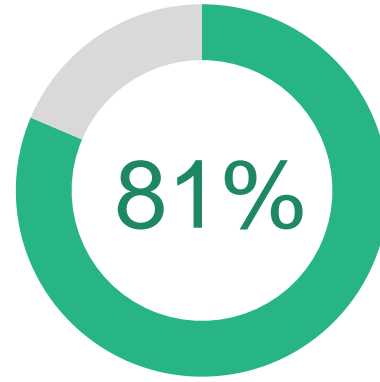


1-5 December 2021 report. Base size (used bus outside London in last seven days and not applicable excluded): around 500 per week

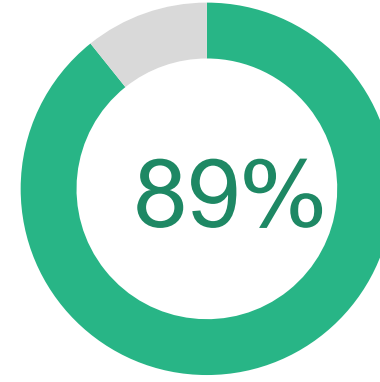
Overall satisfaction with last bus journey by age and sex over last four weeks



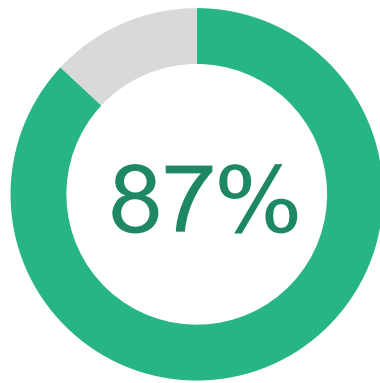
Age 18-34



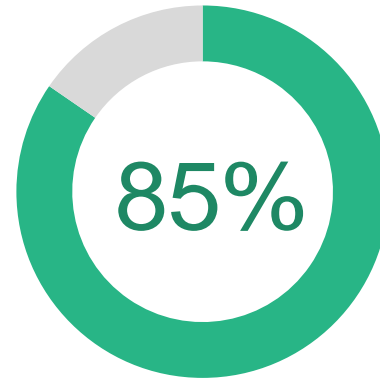
Age 35-54



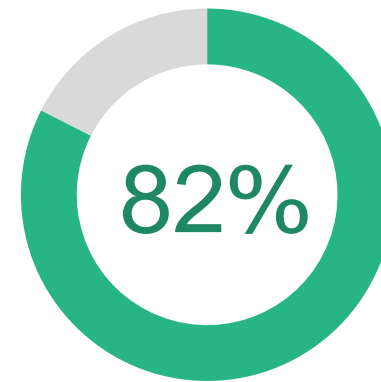
Age 55 and over



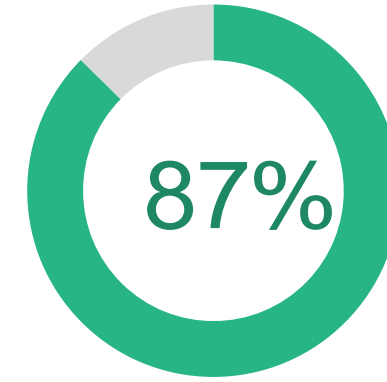
Men



Women



Commute



All leisure

1-5 December 2021 report. Base sizes: age 18-34 654; age 35-54 586; age 55+ 948, male 1071; female 1117; Commute; 598; all leisure 1204 ('All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family, and 'Essential shopping').

What bus passengers are saying...



Nice leg room, free Wi-Fi, able to pay with swift card, runs regularly.

Very satisfied, National Express passenger

Friendly driver, clean vehicle, masked passengers.

Very satisfied, First passenger

There was plenty of room on the bus. All passengers were wearing masks. The driver even refused access to a teenager who refused to don a mask.

Very satisfied, More Bus passenger



Very full and not many wearing masks that were not exempt.

Neither satisfied nor dissatisfied, Stagecoach passenger.

Bus was a bone shaker.

Neither satisfied nor dissatisfied, Arriva passenger.

People were still not wearing masks and the driver was a dangerous driver.

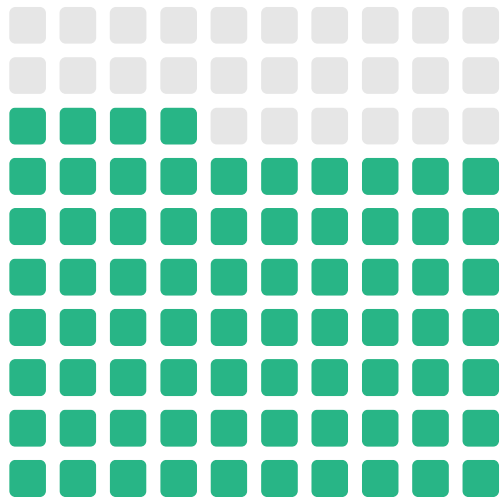
Fairly dissatisfied, Diamond Bus passenger

No windows open and more than half the bus not wearing masks, these people were young parents with prams who were shouting to each other and their children who were sitting at the back of the bus whilst the parents stayed in front with either prams or just waiting to talk in a group.

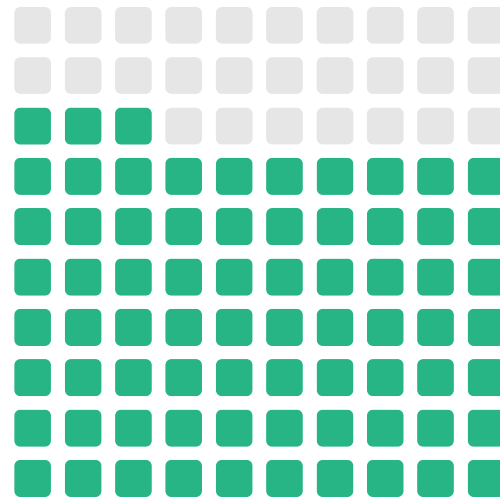
Fairly dissatisfied, Stagecoach passenger



Satisfaction with the bus stop and punctuality

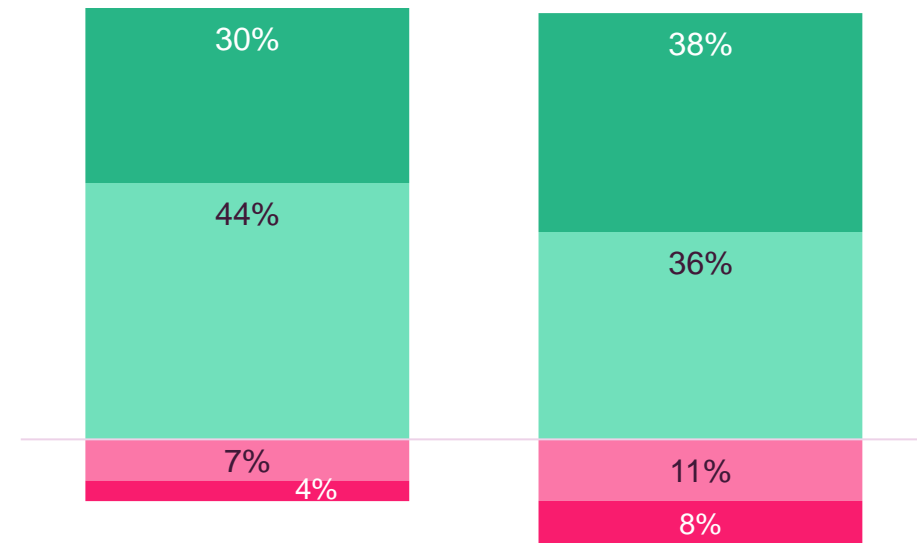


Bus stop - overall satisfaction
74%



Punctuality/reliability
73%

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



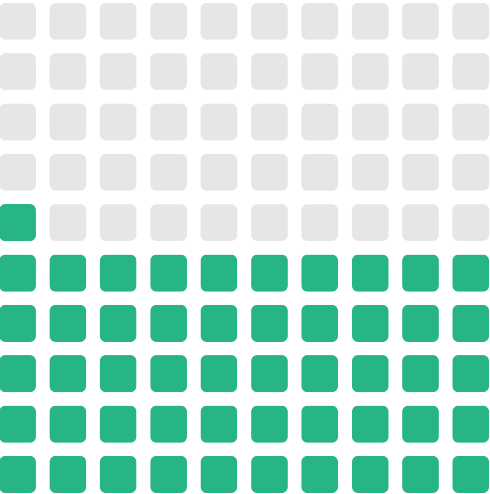
Bus stop overall satisfaction

Punctuality/reliability



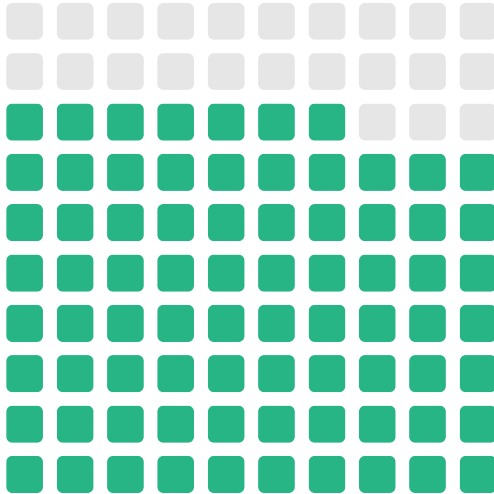
1-5 December 2021 report. Base size (used bus outside London in last seven days and not applicable excluded): bus stop 534; punctuality 532.

Satisfaction with information, cleanliness and Covid-related measures



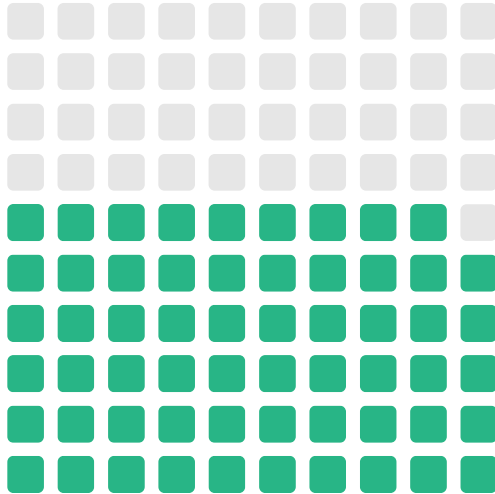
Information on how busy the bus would be before travelling

51%



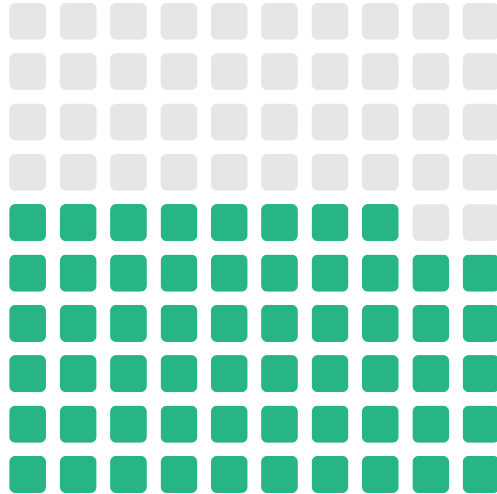
Cleanliness of the inside of the bus

77%



Number of people wearing face coverings

59%



Covid measures in place on the bus

58%



1-5 December 2021 report. Base size (used bus outside London in last seven days and not applicable excluded): 380; 536; 525; 526.

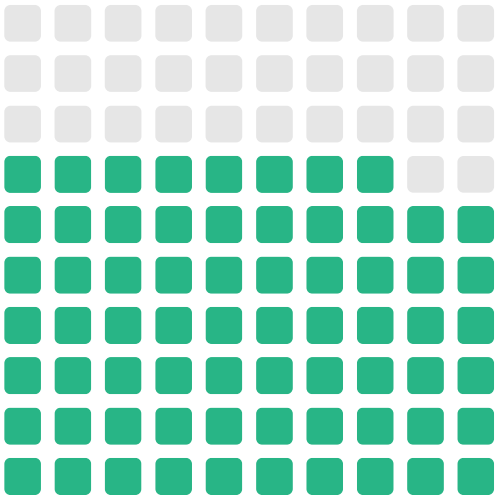
Satisfaction with information, cleanliness and Covid-related measures

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



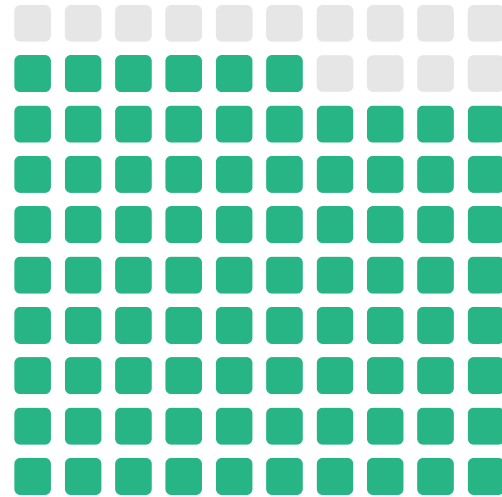
1-5 December 2021 report. Base size (used bus outside London in last seven days and not applicable excluded): 380; 536; 525; 526.
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

Satisfaction with ventilation, seating, other passenger behaviour and temperature



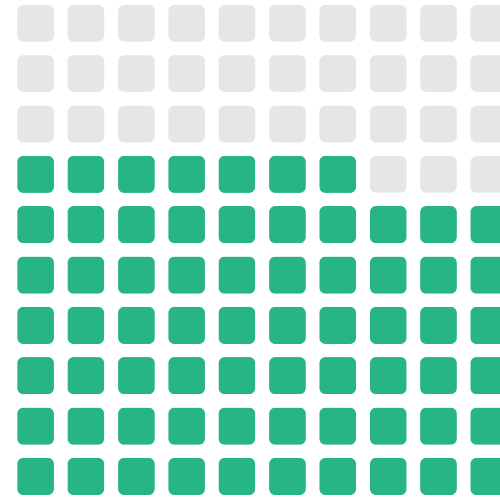
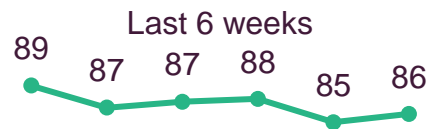
Ventilation on the bus

68%



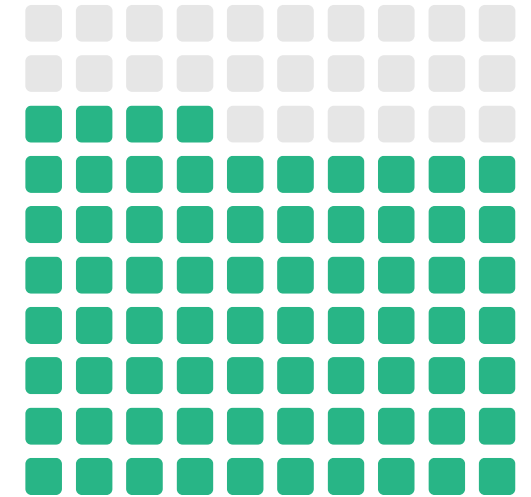
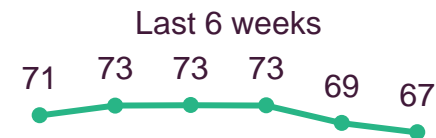
Availability of seating/space to stand

86%



Behaviour of other passengers

67%



Temperature on the bus

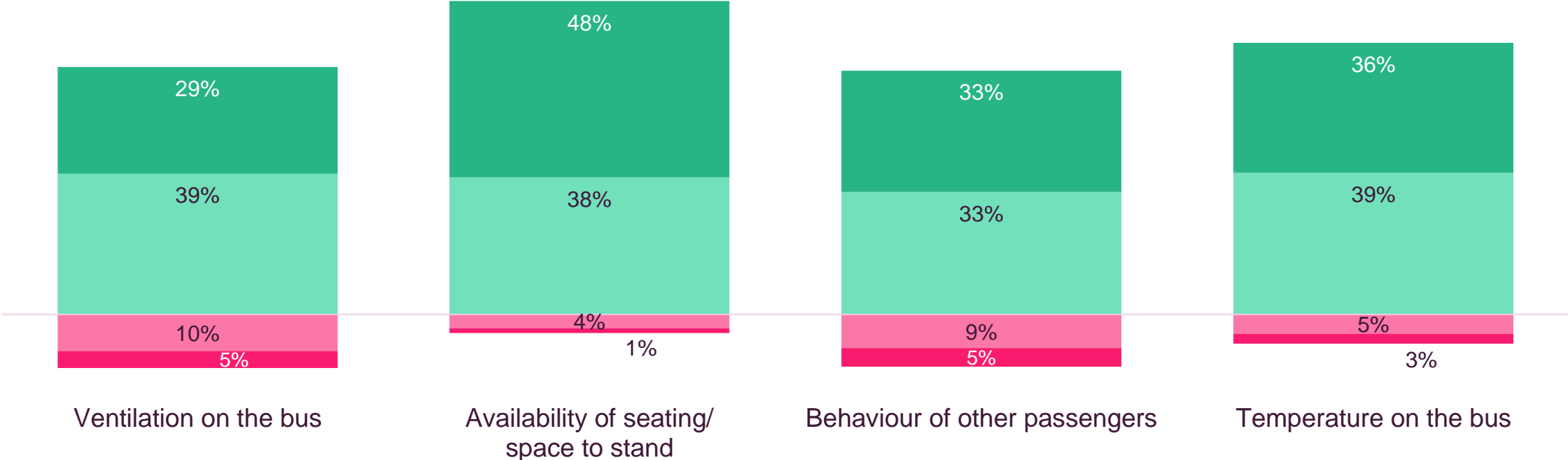
74%



1-5 December 2021 report. Base size (used bus outside London in last seven days and not applicable excluded): 536; 536; 532; 536.

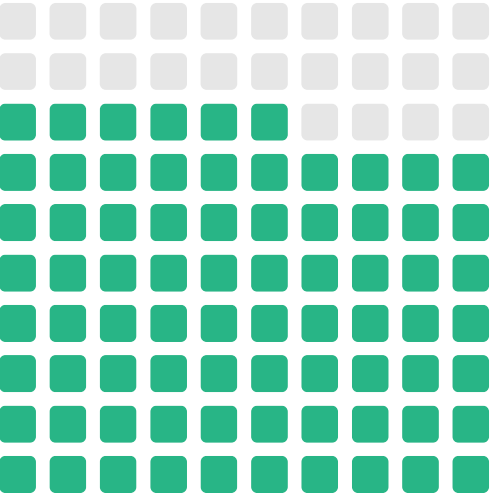
Satisfaction with ventilation, seating, other passenger behaviour and temperature

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

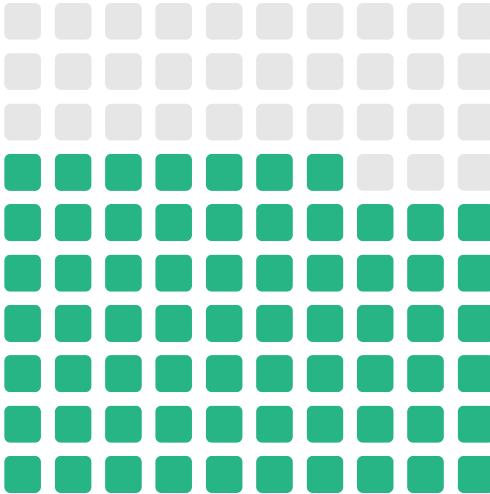


1-5 December 2021 report. Base size (used bus outside London in last seven days and not applicable excluded): 536; 536; 532; 536. Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

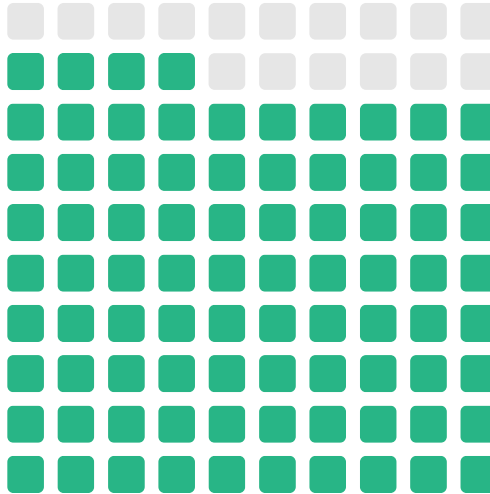
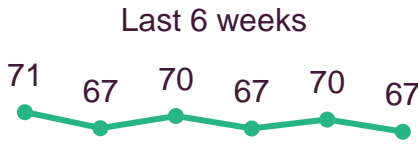
Satisfaction with driver, frequency, journey time, and personal security



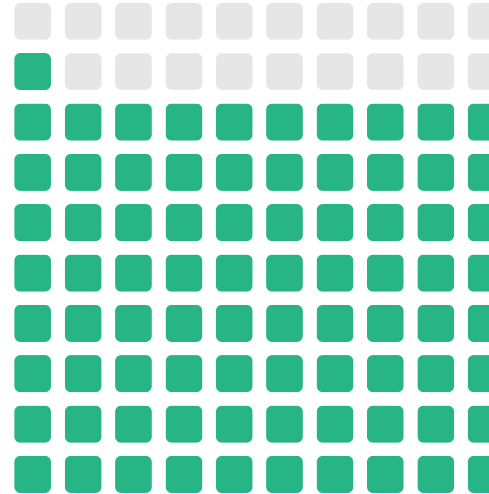
Helpfulness and attitude of the driver
76%



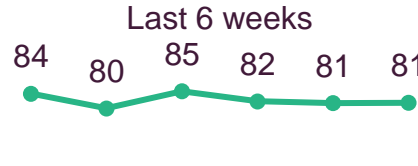
Frequency of buses on that route
67%



Length of time the journey on the bus took
84%



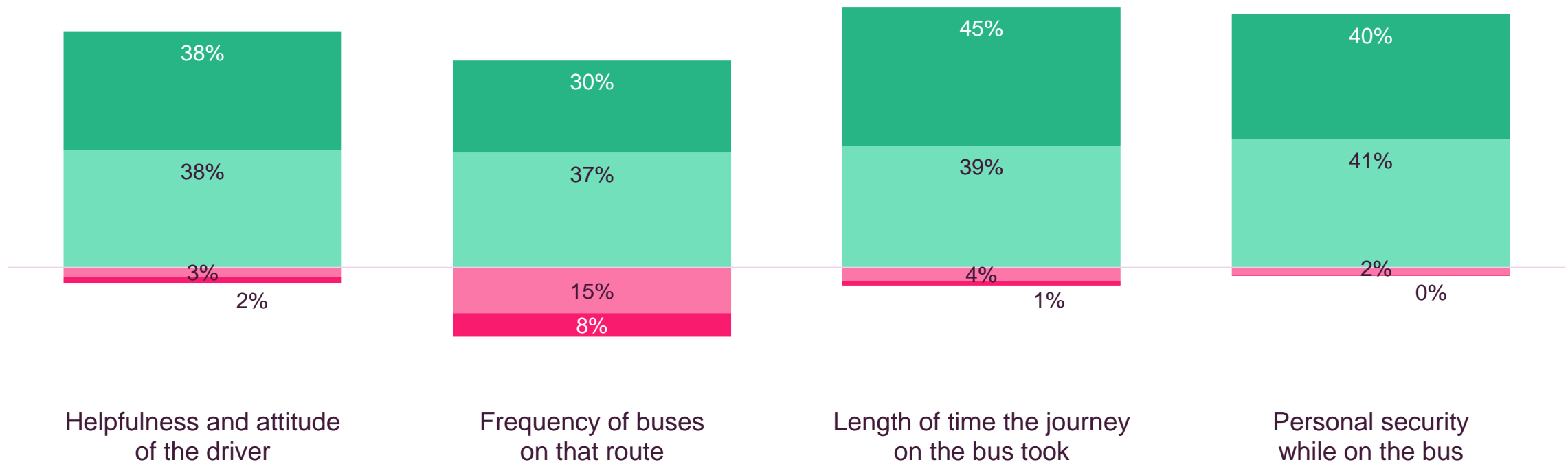
Personal security while on the bus
81%



1-5 December 2021 report. Base size (used bus outside London in last seven days and not applicable excluded): 522; 534; 536; 536.

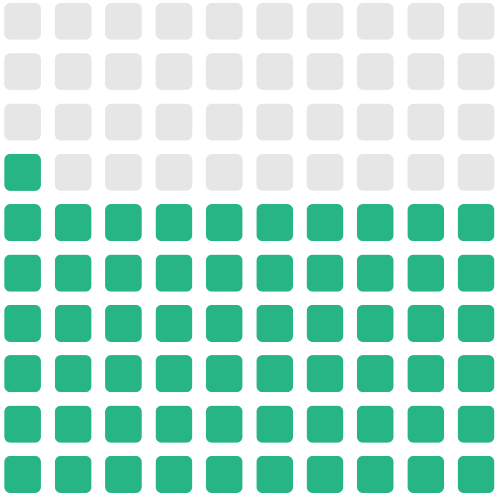
Satisfaction with driver, frequency, journey time, and personal security

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



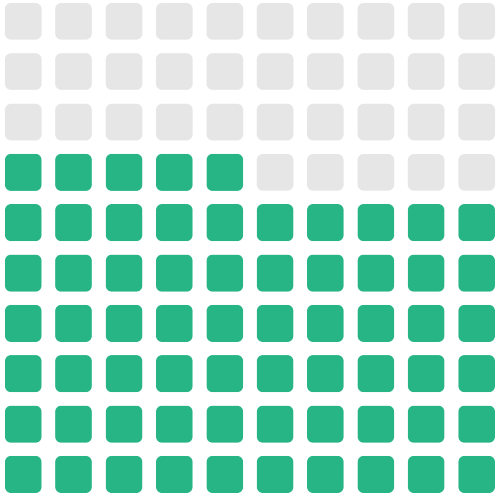
1-5 December 2021 report. Base size (used bus outside London in last seven days and not applicable excluded): 522; 534; 536; 536. Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

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



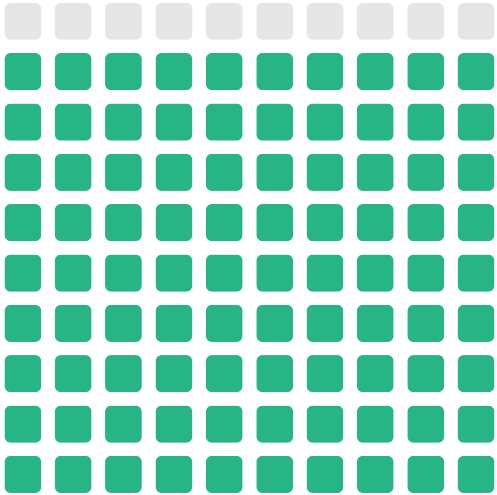
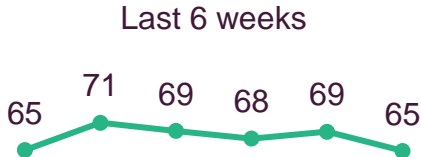
Provision of information during the journey

61%



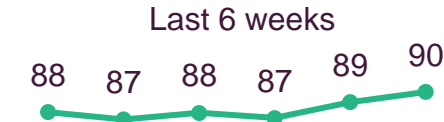
Value for money

65%



Safety of the driving

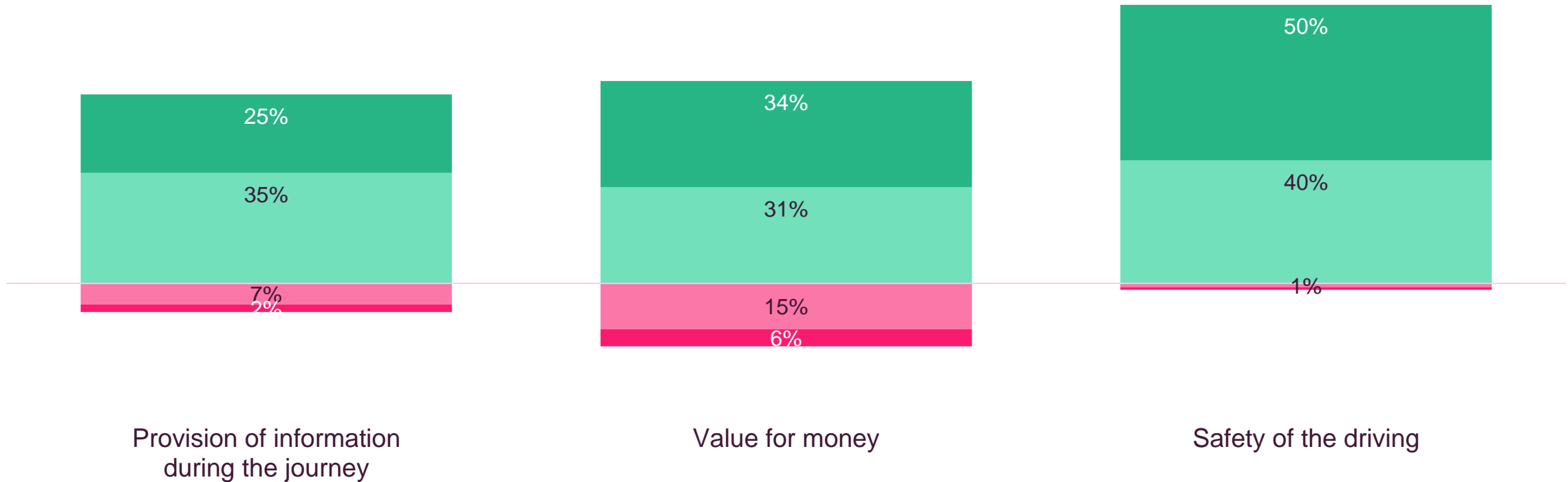
90%



1-5 December 2021 report. Base size (used bus outside London in last seven days and not applicable excluded): 438; 441; 537.

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

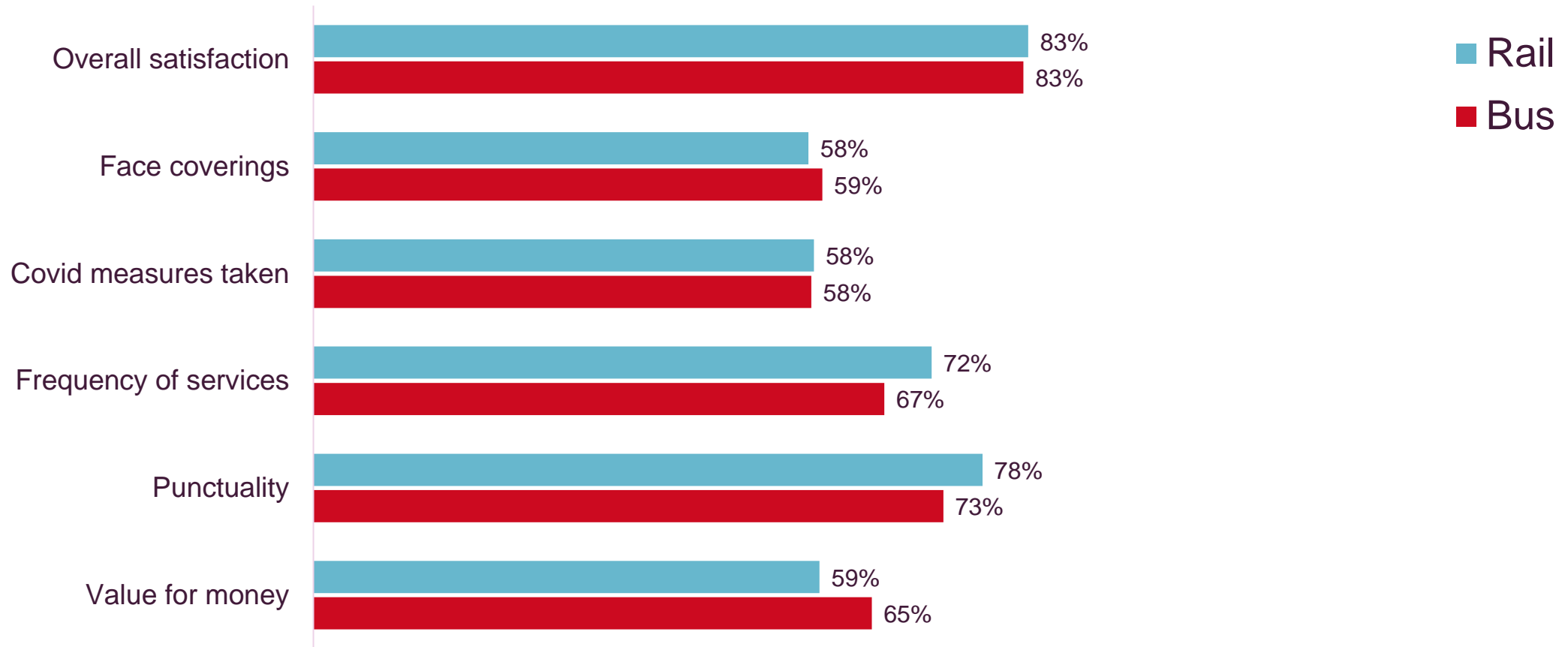
■ Very satisfied ■ Fairly satisfied ■ Fairly dissatisfied ■ Very dissatisfied



1-5 December 2021 report. Base size (used bus outside London in last seven days and not applicable excluded): 438; 441; 537. 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.

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

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	Fieldwork: 1 to 5 December
Week 7	Week 8	Week 9	Week 10	Week 11	Week 12
501	589	507	604	540	537

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