

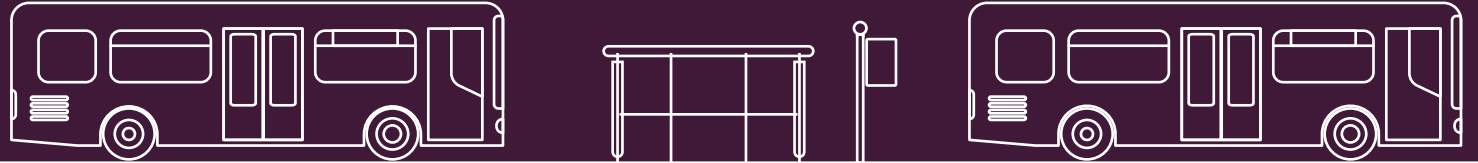
8 - 12  
December  
2021

Week 13

# 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.

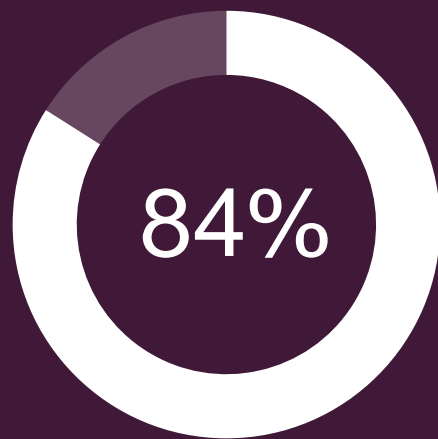
Passengers rated how satisfied they were with their overall journey and a range of aspects including the punctuality of their service, the value for money of their ticket and a number of Covid-related measures.

Results will be reported each week. This report covers online interviews that took place between 8 and 12 December 2021.

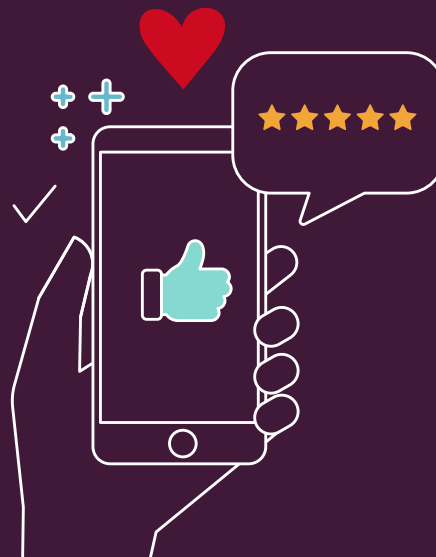
The survey has been developed as an extension to Transport Focus's [Travel during Covid-19 survey](#) and includes many of the core questions from the [Bus Passenger Survey](#).

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

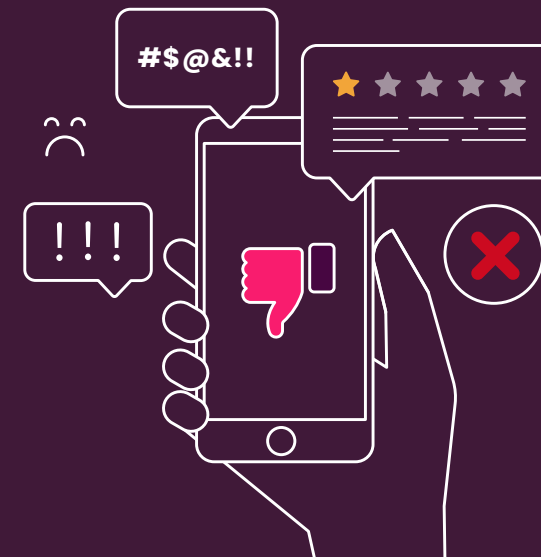
# Bus headlines



84% of bus passengers were satisfied with their journey overall.



Satisfaction with the number of people wearing face coverings has risen from 59% last week to 66% this week.

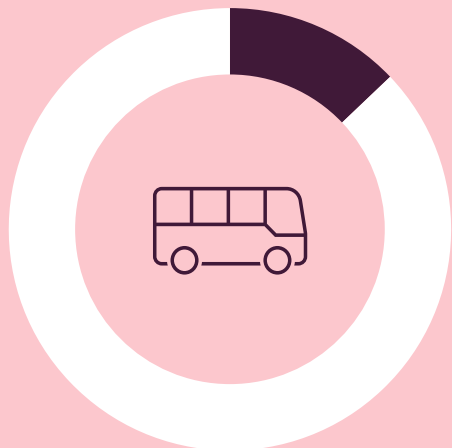


Satisfaction with the length of time journey took dropped from 86% two weeks ago to 82% this week.



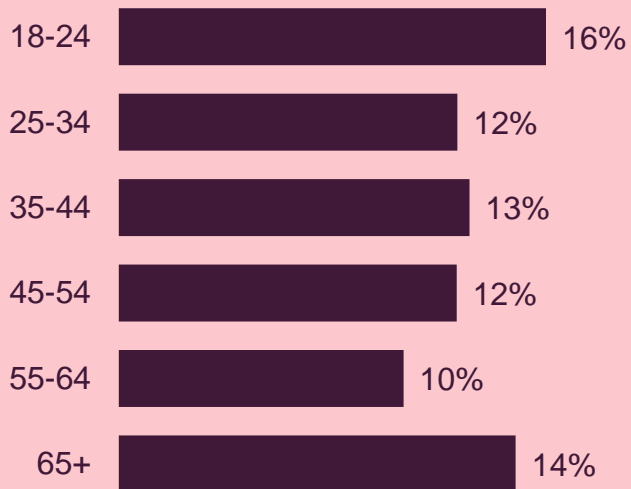
# Just over one in eight used a bus in the last seven days

Proportion using bus in the last seven days



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

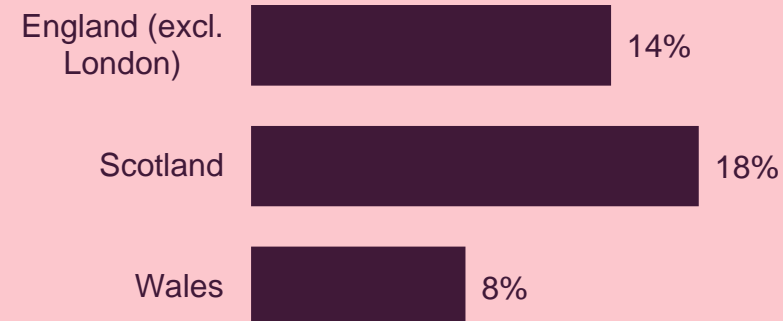
## Age



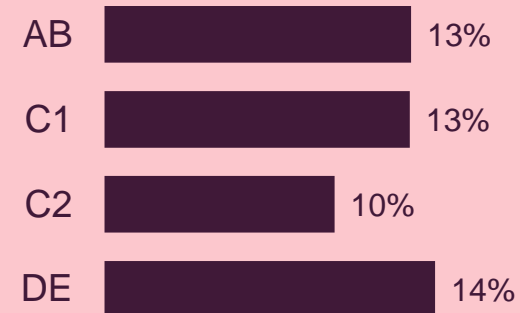
## Sex



## Region

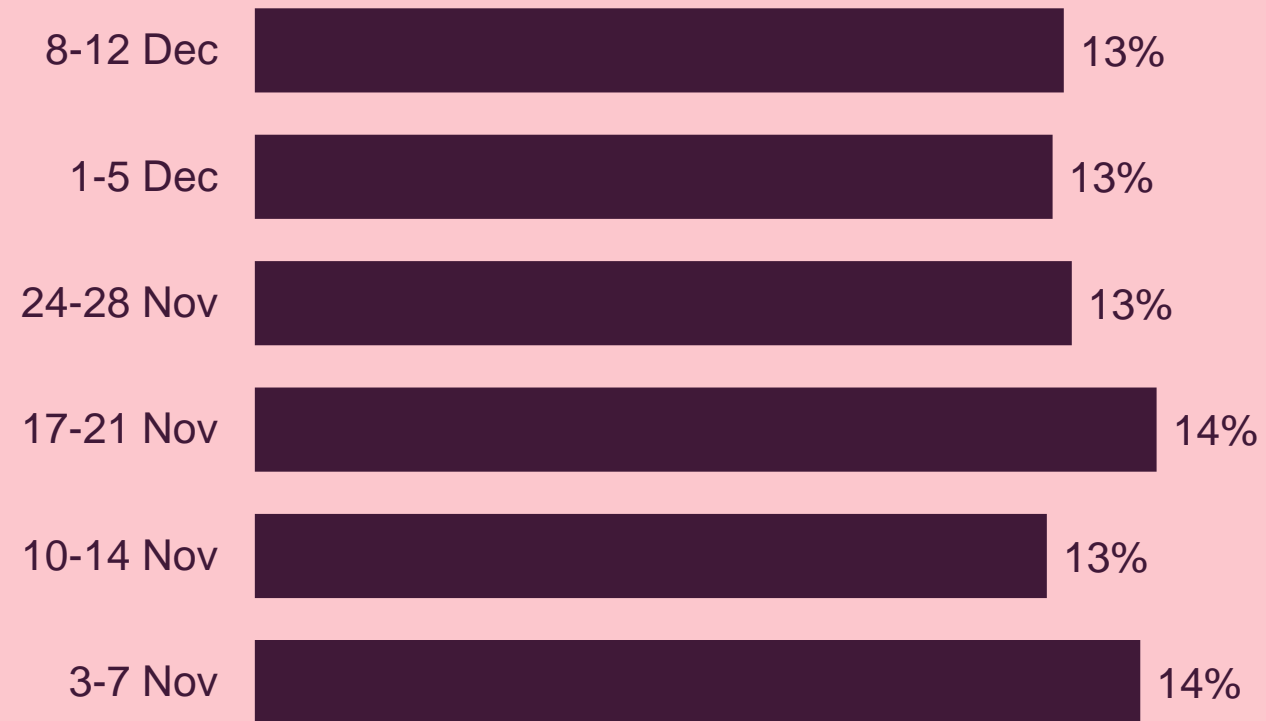


## Social grade



# Bus use has been stable over last six weeks

Proportion using bus within the last seven days



8-12 December 2021 report. Base size all respondents: approx. 4,000 weekly.

# Commuting and leisure are the most common reasons for bus use this week

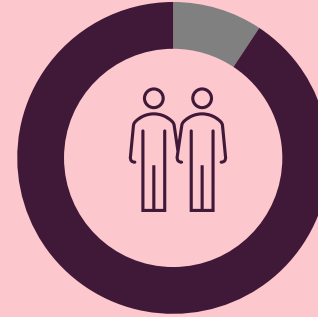
Main purpose of last bus journey



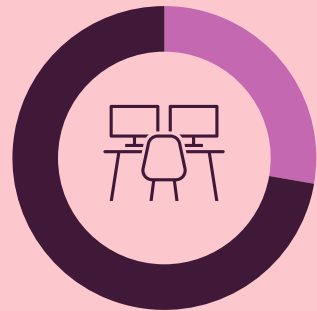
Leisure/eating out/non-essential shopping  
24%



Essential shopping  
19%



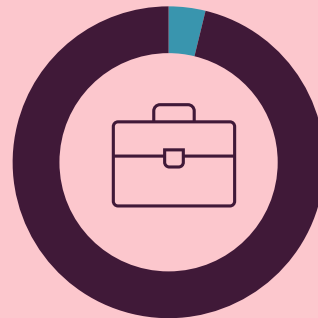
Friends/family  
9%



Commuting  
28%



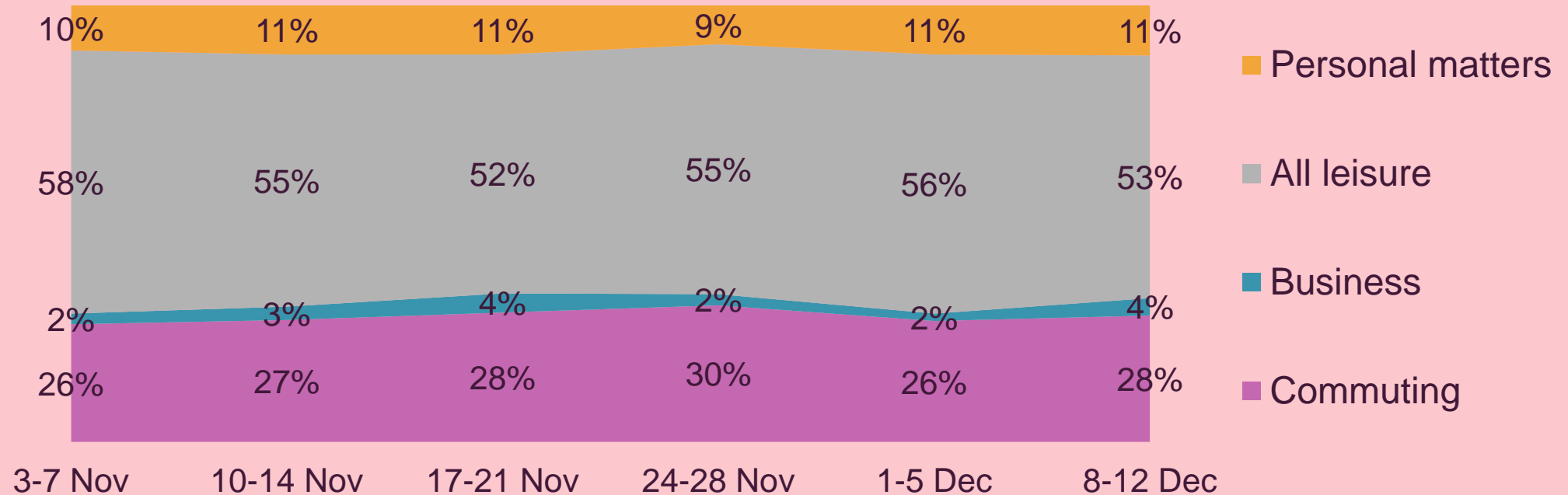
Personal matters  
11%



Work travel  
4%

# All leisure journeys account for more than half of bus journeys

Main purpose of last bus journey

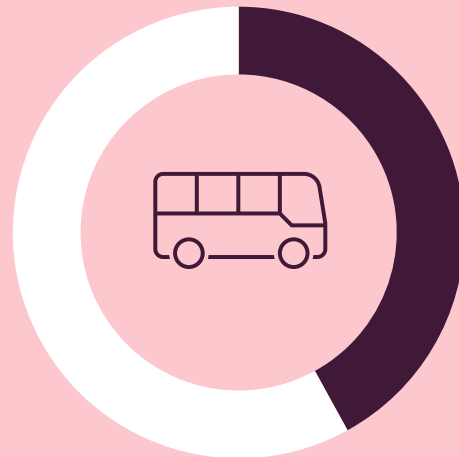


8-12 December 2021 report. Base size weekly around 550. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family, and 'Essential shopping'.



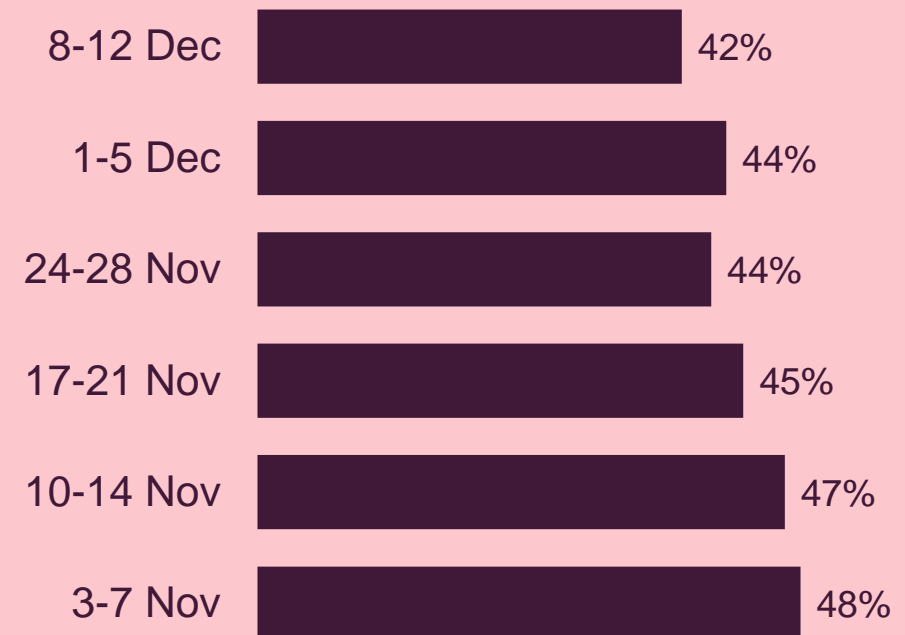
# Around two fifths had other options to make their journey but chose the bus – this amount decreasing over the last six weeks

Proportion who had options to make journey but chose the bus



42%

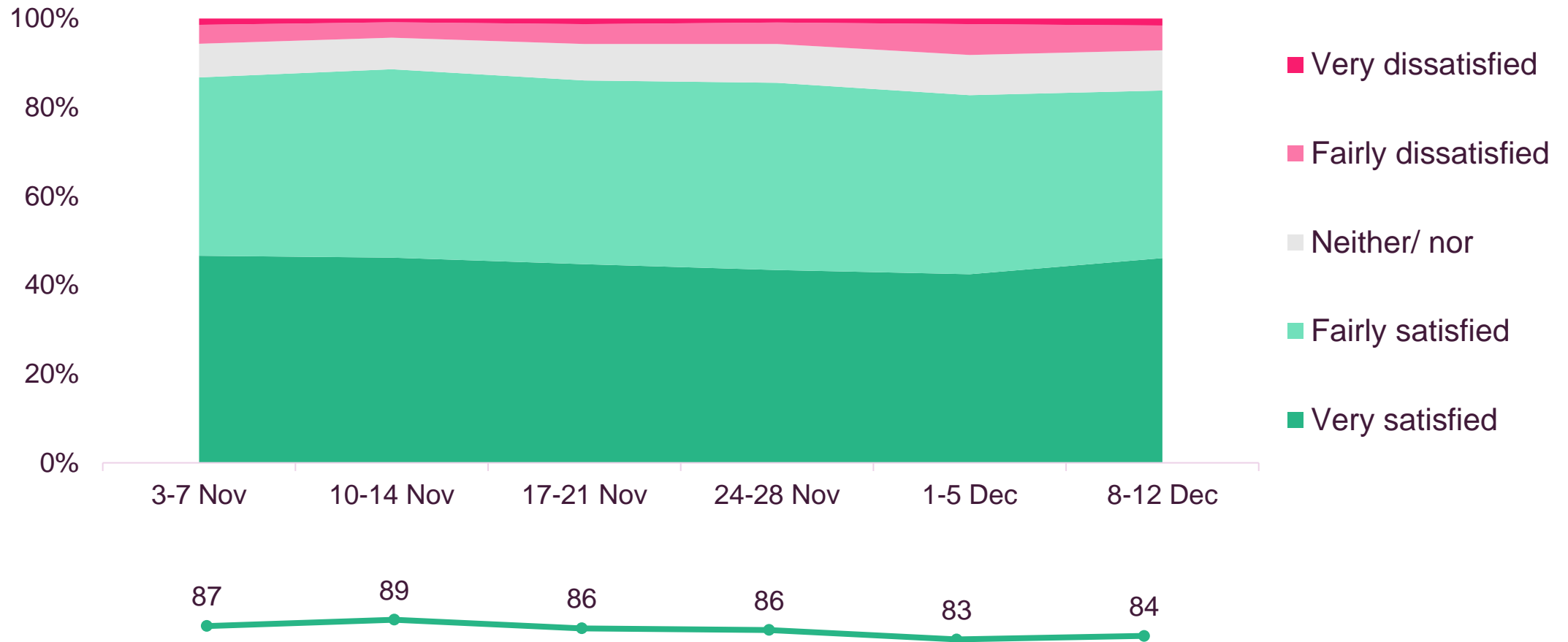
58% said the bus was the only realistic option for that journey





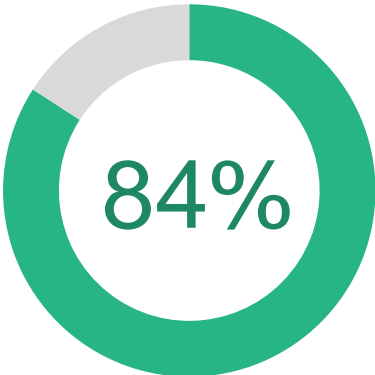


# Overall satisfaction with bus journey – over time

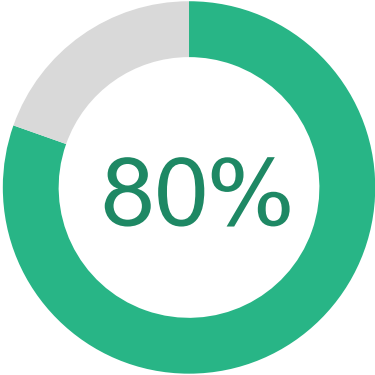


8-12 December 2021 report. Base size (used bus outside London in last seven days and not applicable excluded): around 550 per week

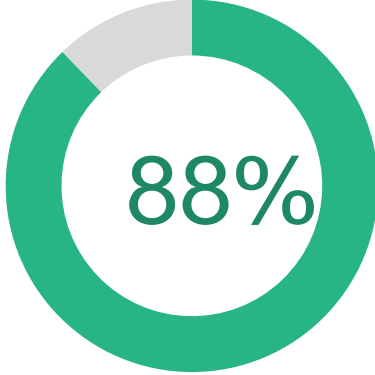
# Overall satisfaction with last bus journey by age and sex over last four weeks



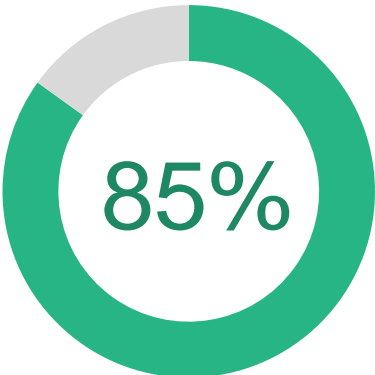
Age 18-34



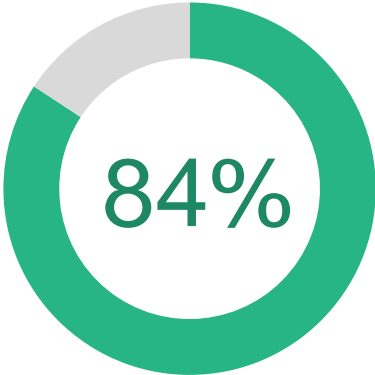
Age 35-54



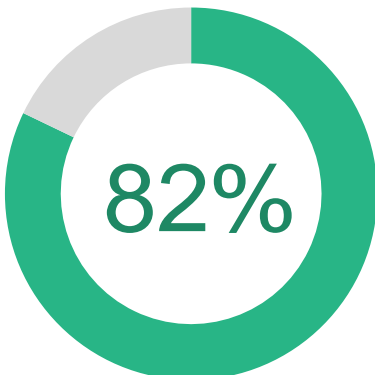
Age 55 and over



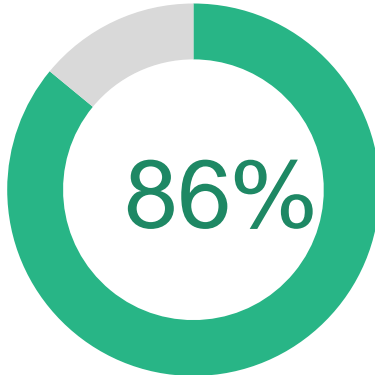
Men



Women



Commute



All leisure

8-12 December 2021 report. Base sizes: age 18-34 659; age 35-54 618; age 55+ 928, male 1056; female 1149; Commute; 617; all leisure 1196 ('All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family, and 'Essential shopping').

# What bus passengers are saying...



Arrived nice and early and was quick to my destination. Not too many people on board and no delays.

Very satisfied, Lothian Buses passenger

Passengers were all masked up, any who wasn't was asked to do so.

Very satisfied, Stagecoach passenger

Comfortable buses very clean drivers friendly.

Very satisfied, Trent Barton passenger

On time/had hand gel available/most people wore masks.

Fairly satisfied, More Bus passenger



A return journey of less than 10 minutes each way cost £4.30!

Neither satisfied nor dissatisfied, Yellow Buses passenger.

I waited with my two year old daughter in the pouring rain for over 45 minutes. Three buses didn't turn up. All were showing on the stagecoach app, but not one turned up.

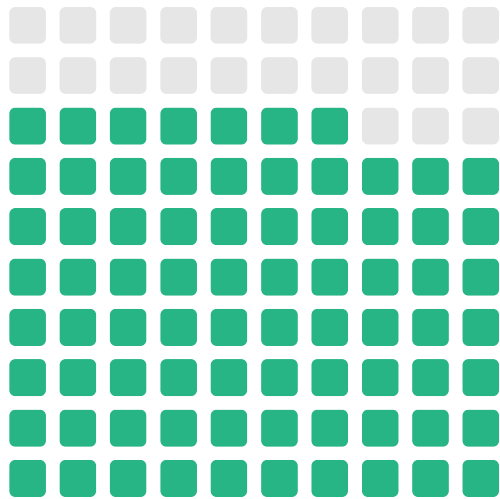
Very dissatisfied, Stagecoach passenger

I steamed up due to mask and could not find my bus pass. The driver refused to proceed until I found it, even though I am obviously an OAP and walk with 2 sticks. Rude and unhelpful.

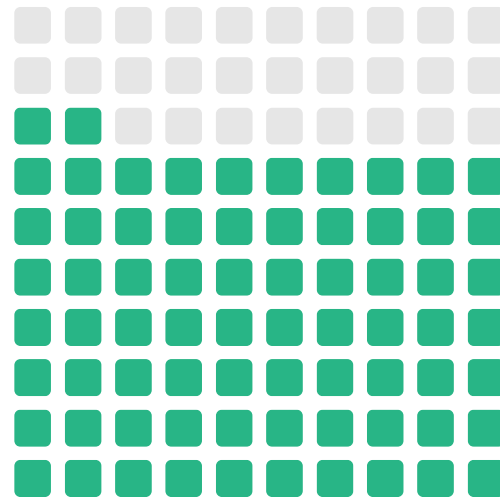
Fairly dissatisfied, First passenger



# Satisfaction with the bus stop and punctuality



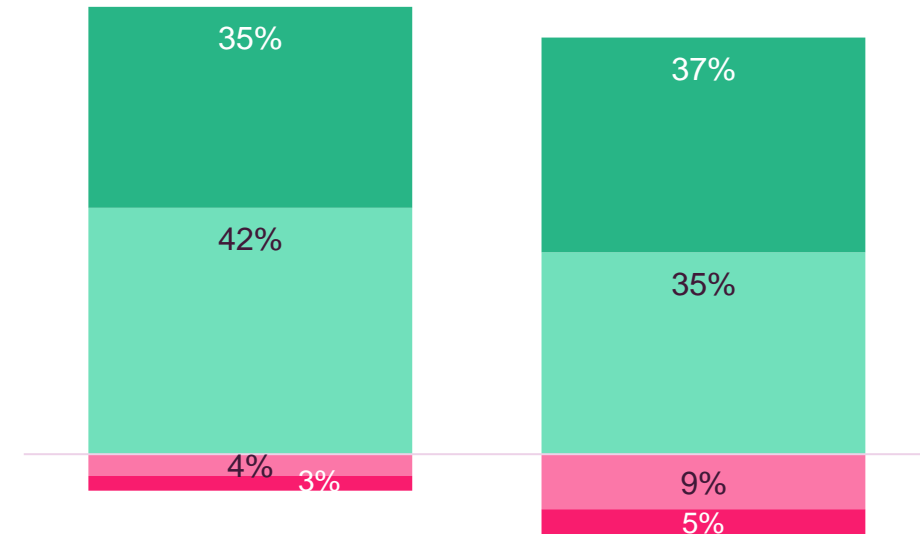
Bus stop - overall satisfaction  
**77%**



Punctuality/reliability  
**72%**



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



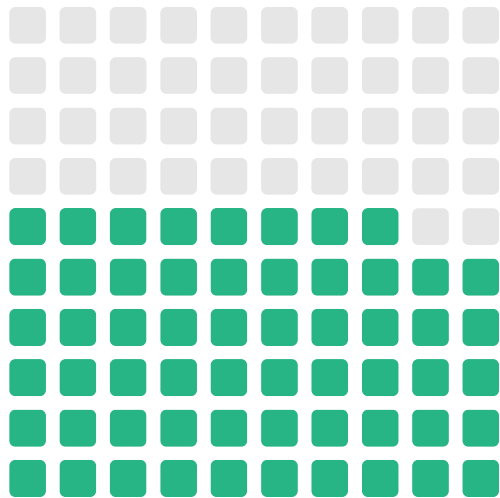
Bus stop overall satisfaction

Punctuality/reliability

8-12 December 2021 report. Base size (used bus outside London in last seven days and not applicable excluded): bus stop 518; punctuality 523.

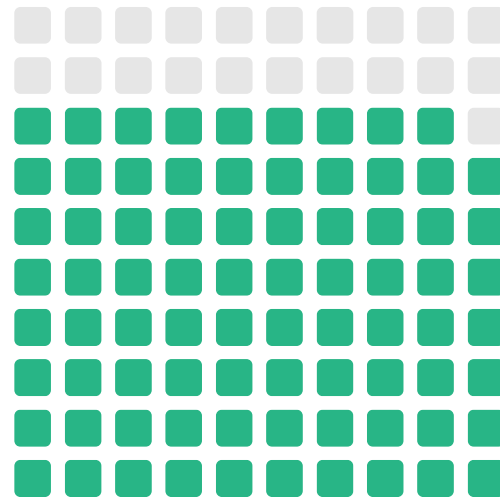


# Satisfaction with information, cleanliness and Covid-related measures



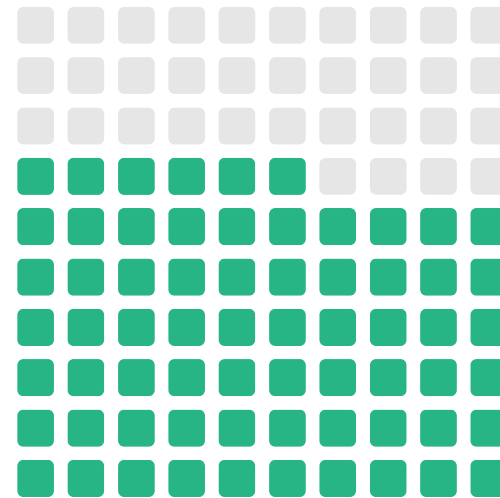
Information on how busy the bus would be before travelling

58%



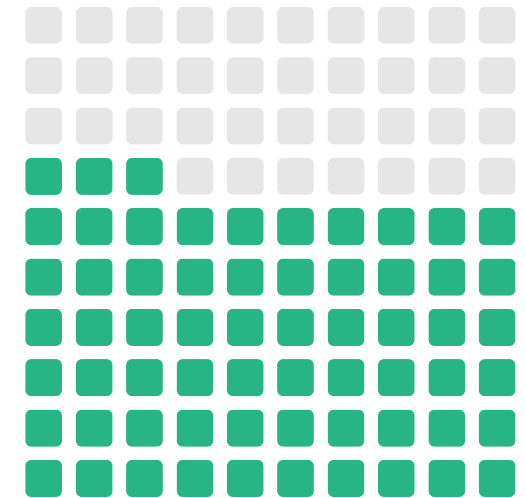
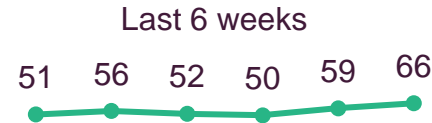
Cleanliness of the inside of the bus

79%



Number of people wearing face coverings

66%



Covid measures in place on the bus

63%



8-12 December 2021 report. Base size (used bus outside London in last seven days and not applicable excluded): 361; 523; 516; 511.

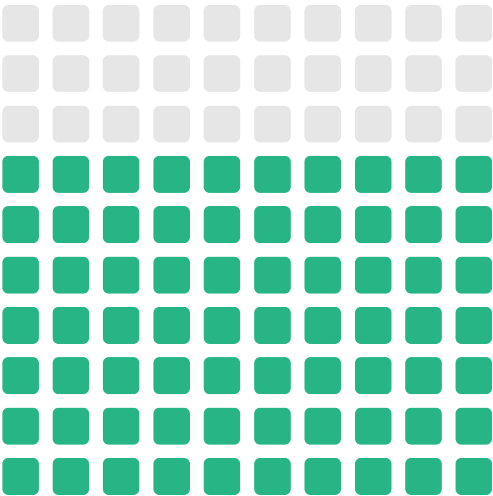
# Satisfaction with information, cleanliness and Covid-related measures

Very satisfied Fairly satisfied Fairly dissatisfied Very dissatisfied



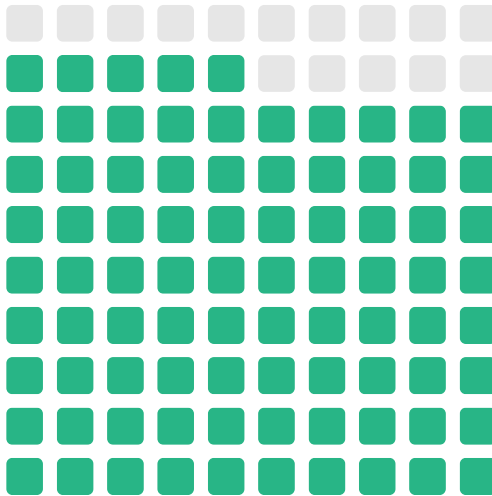
8-12 December 2021 report. Base size (used bus outside London in last seven days and not applicable excluded): 361; 523; 516; 511.  
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

# Satisfaction with ventilation, seating, other passenger behaviour and temperature



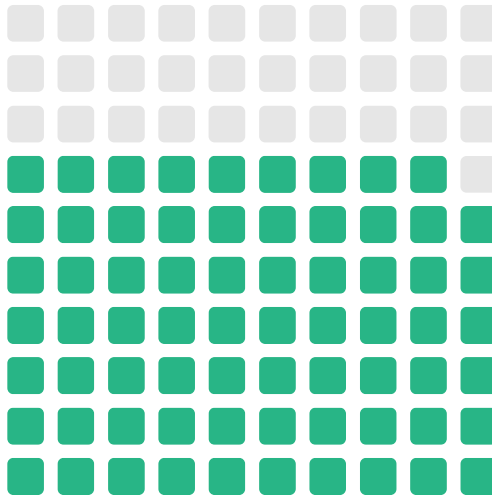
Ventilation on the bus

70%



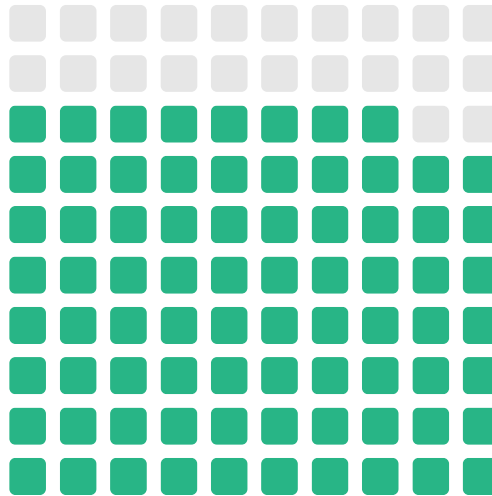
Availability of seating/space to stand

85%



Behaviour of other passengers

69%



Temperature on the bus

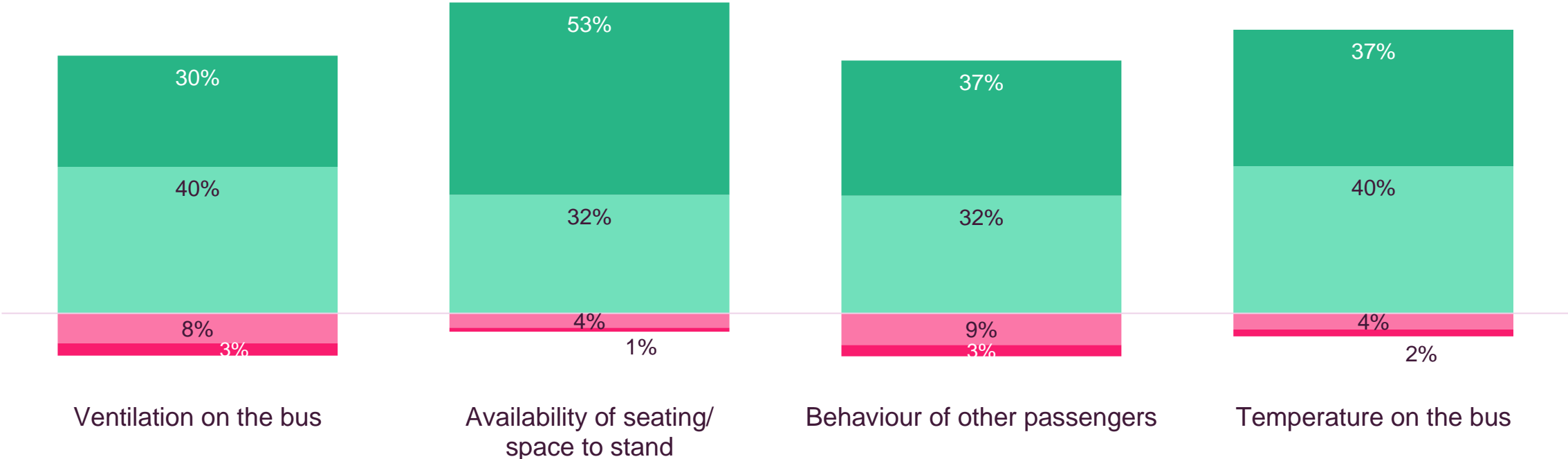
78%



8-12 December 2021 report. Base size (used bus outside London in last seven days and not applicable excluded): 518; 524; 520; 522.

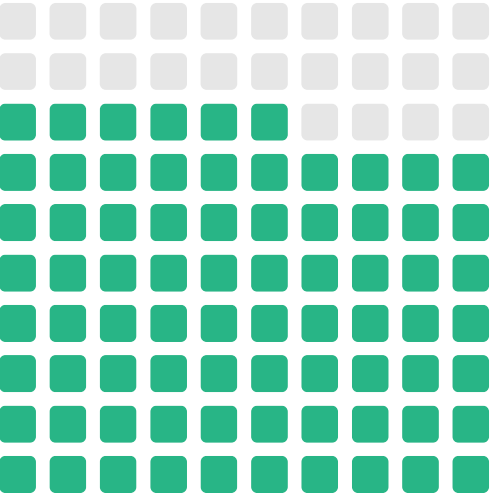
# Satisfaction with ventilation, seating, other passenger behaviour and temperature

Very satisfied   Fairly satisfied   Fairly dissatisfied   Very dissatisfied

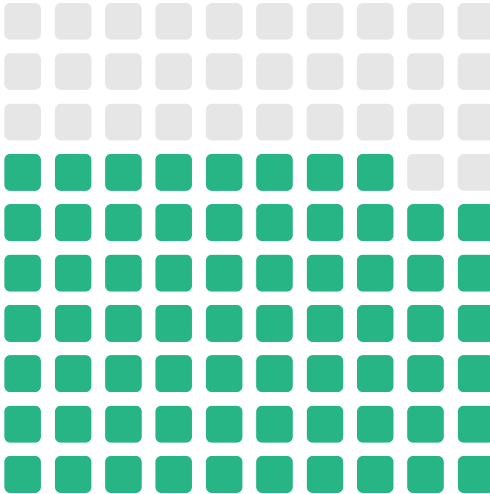
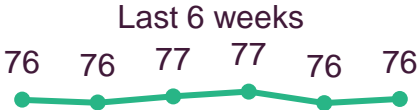


8-12 December 2021 report. Base size (used bus outside London in last seven days and not applicable excluded): 518; 524; 520; 522.  
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

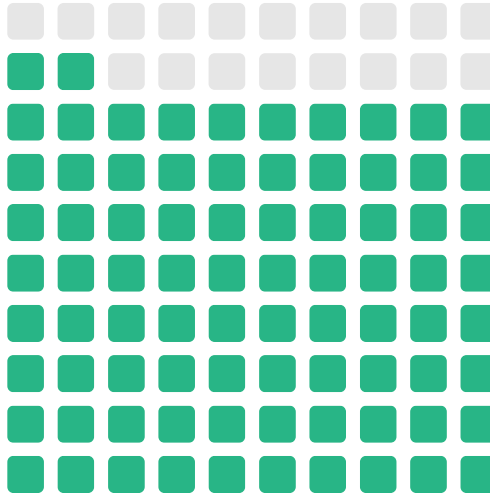
# Satisfaction with driver, frequency, journey time, and personal security



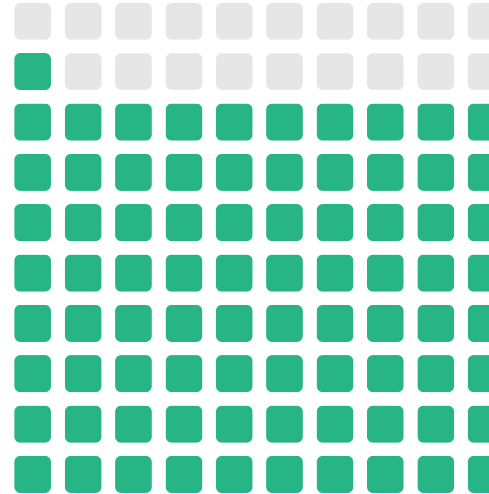
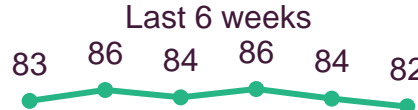
Helpfulness and attitude of the driver  
**76%**



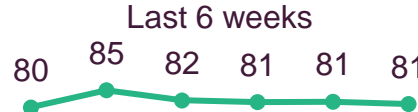
Frequency of buses on that route  
**68%**



Length of time the journey on the bus took  
**82%**



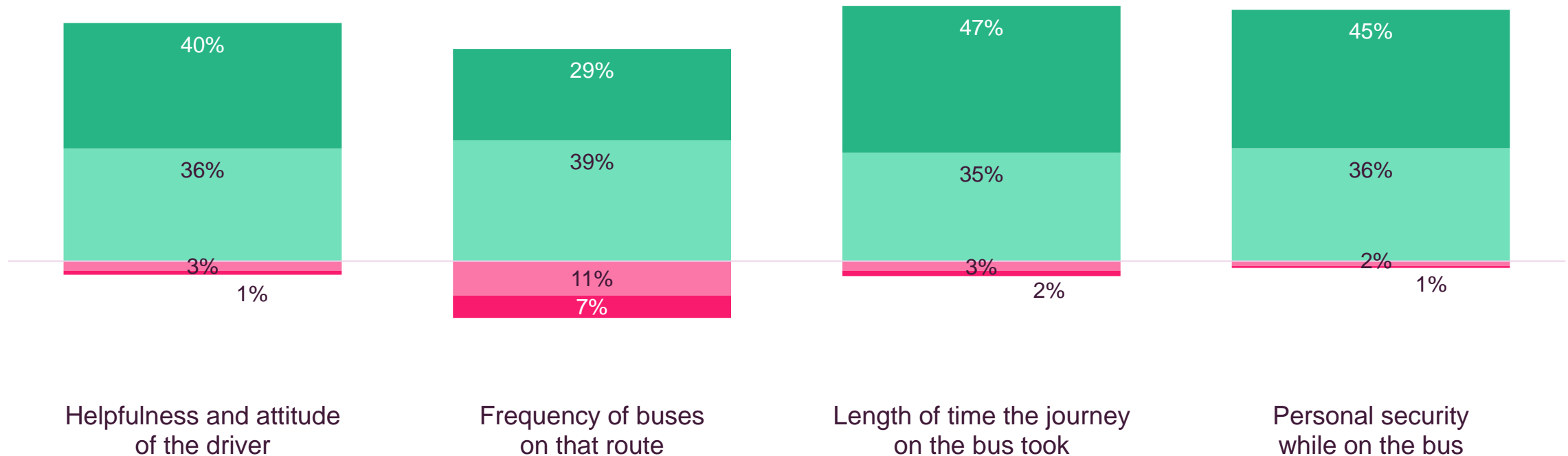
Personal security while on the bus  
**81%**



8-12 December 2021 report. Base size (used bus outside London in last seven days and not applicable excluded): 502; 522; 524; 519.

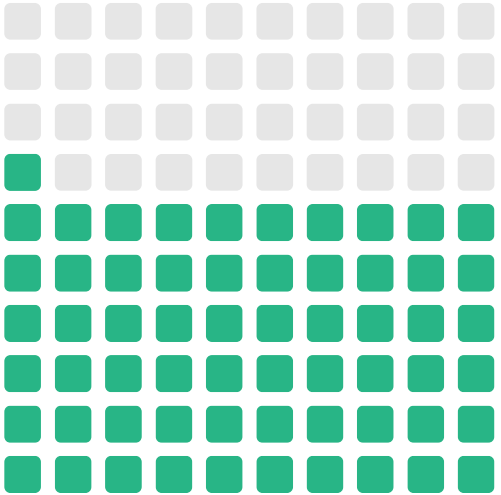
# Satisfaction with driver, frequency, journey time, and personal security

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



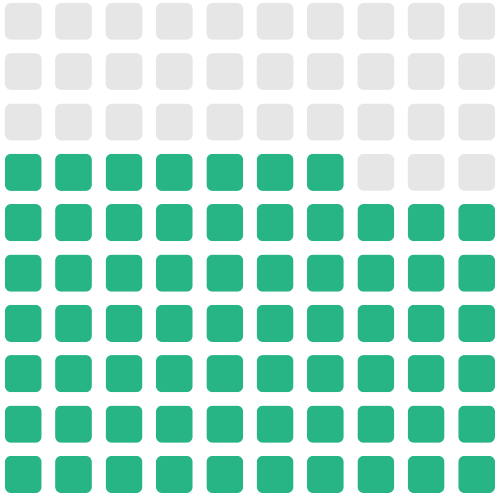
8-12 December 2021 report. Base size (used bus outside London in last seven days and not applicable excluded): 502; 522; 524; 519.  
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

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



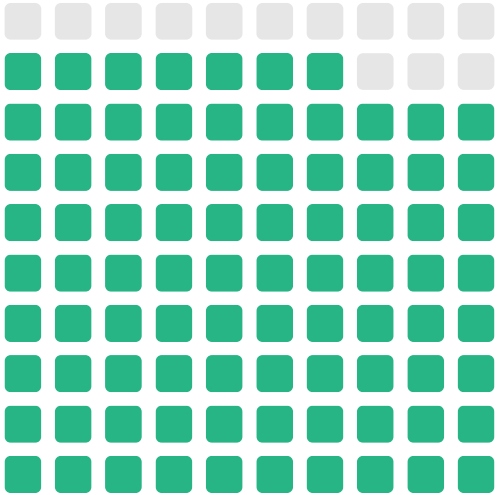
Provision of information during the journey

61%



Value for money

67%



Safety of the driving

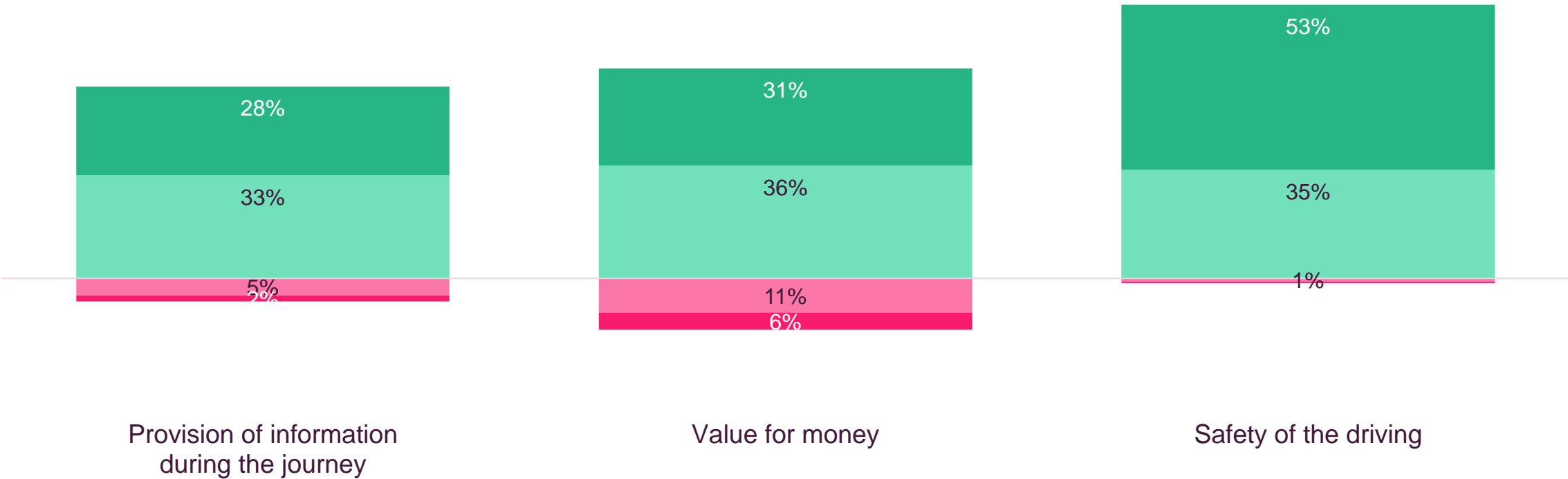
87%



8-12 December 2021 report. Base size (used bus outside London in last seven days and not applicable excluded): 421; 438; 522.

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

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

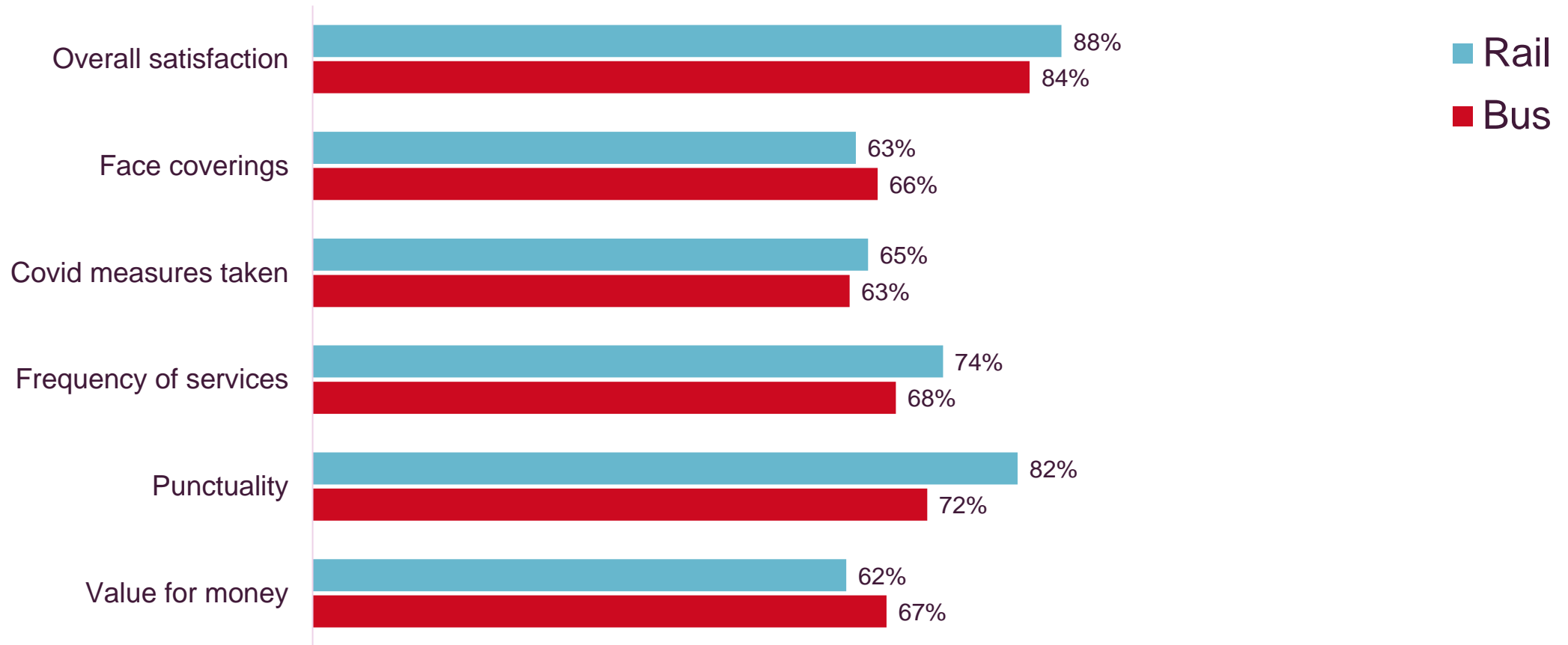


8-12 December 2021 report. Base size (used bus outside London in last seven days and not applicable excluded): 438; 441; 537. Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.



# Bus to rail comparison – current week

Bus higher on value for money, but lower for punctuality, frequency of services, and overall satisfaction.



# 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: 3 to 7 November	Fieldwork: 10 to 14 November	Fieldwork: 17 to 21 November	Fieldwork: 24 to 28 November	Fieldwork: 1 to 5 December	Fieldwork: 8 to 12 December
Week 8	Week 9	Week 10	Week 11	Week 12	Week 13
589	507	604	540	537	524

# 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](http://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.

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