

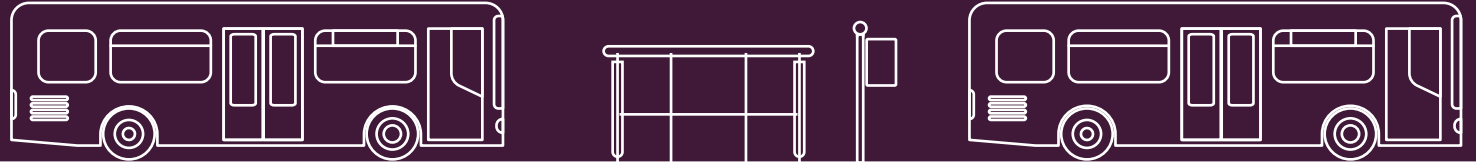
15 - 19
December
2021

Week 14

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.

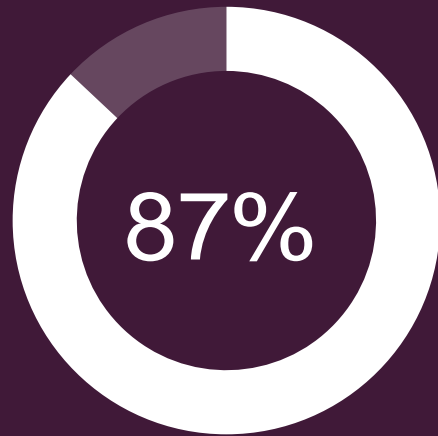
Passengers rated how satisfied they were with their overall journey and a range of aspects including the punctuality of their service, the value for money of their ticket and a number of Covid-related measures.

Results will be reported each week. This report covers online interviews that took place between 15 and 19 December 2021.

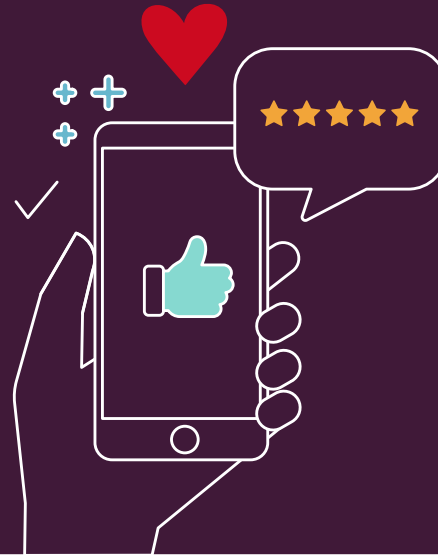
The survey has been developed as an extension to Transport Focus's [Travel during Covid-19 survey](#) and includes many of the core questions from the [Bus Passenger Survey](#).

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

Bus headlines



87% of bus passengers were satisfied with their journey overall.



Satisfaction with other passengers' behaviour increased to 76% this week

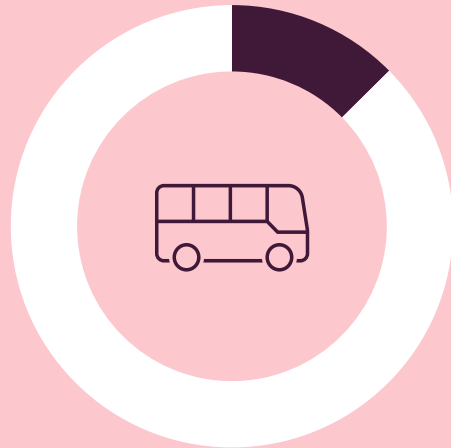


Satisfaction with the bus stop dropped to 74% this week from 77% last week.



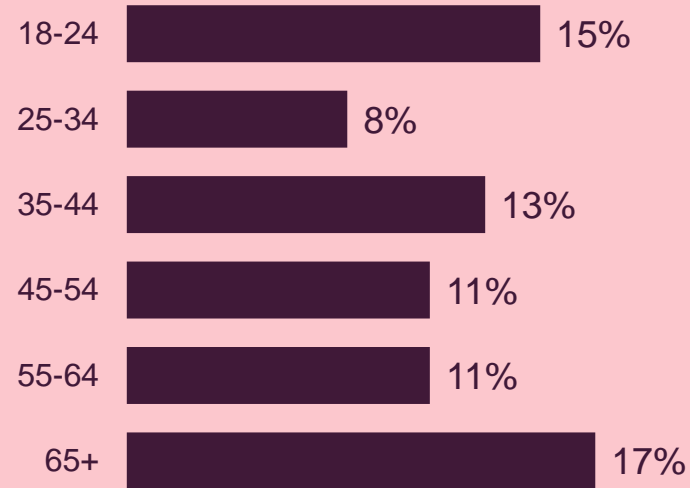
One in eight used a bus in the last seven days

Proportion using bus in the last seven days



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

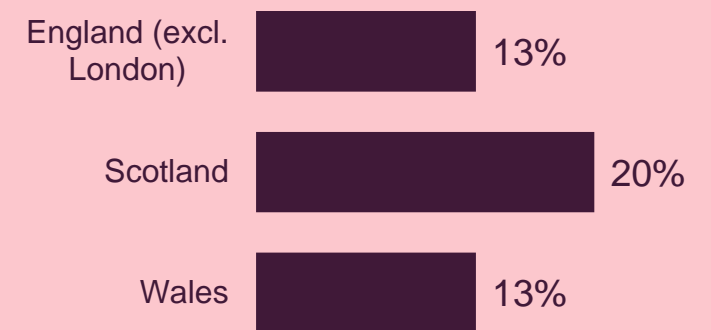
Age



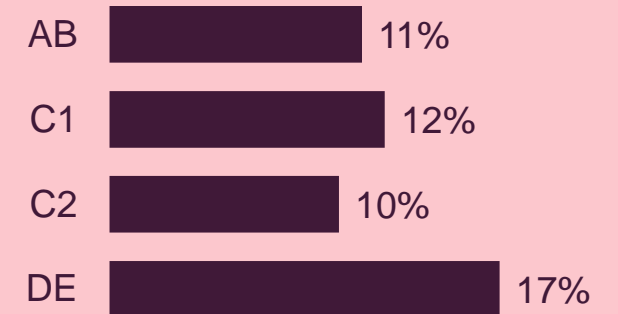
Sex



Region

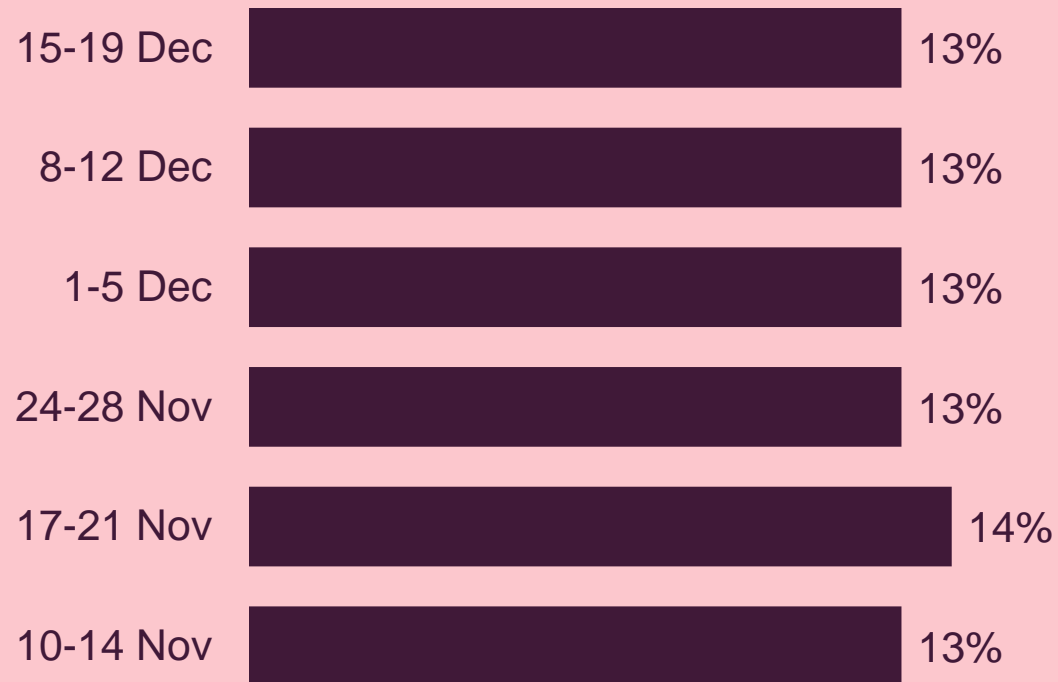


Social grade



Bus use has been stable over last six weeks

Proportion using bus within the last seven days



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

Main purpose of last bus journey



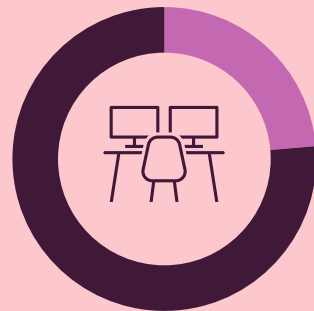
Leisure/eating out/non-essential shopping
28%



Essential shopping
21%



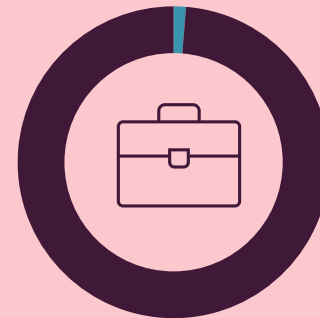
Friends/family
11%



Commuting
24%



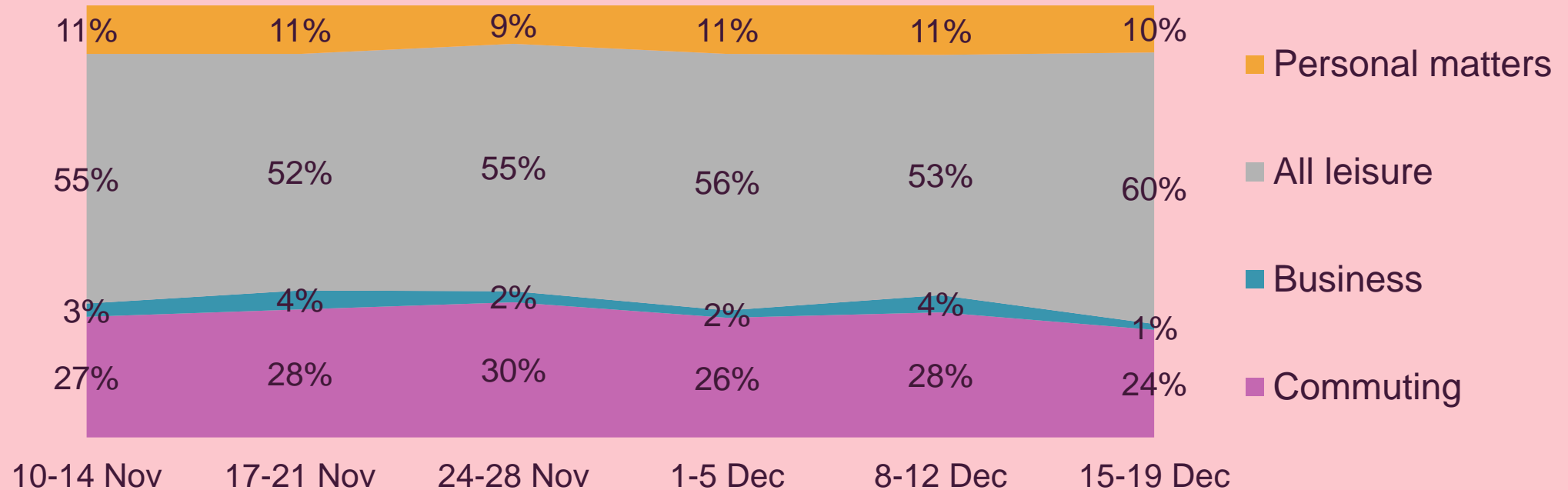
Personal matters
10%



Work travel
1%

All leisure journeys account for three fifths of bus journeys

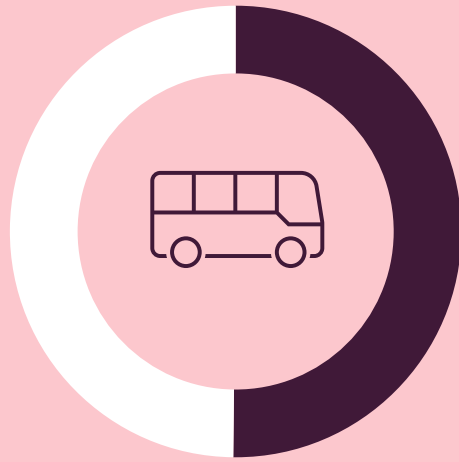
Main purpose of last bus journey



15-19 December 2021 report. Base size weekly around 540. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family, and 'Essential shopping'.

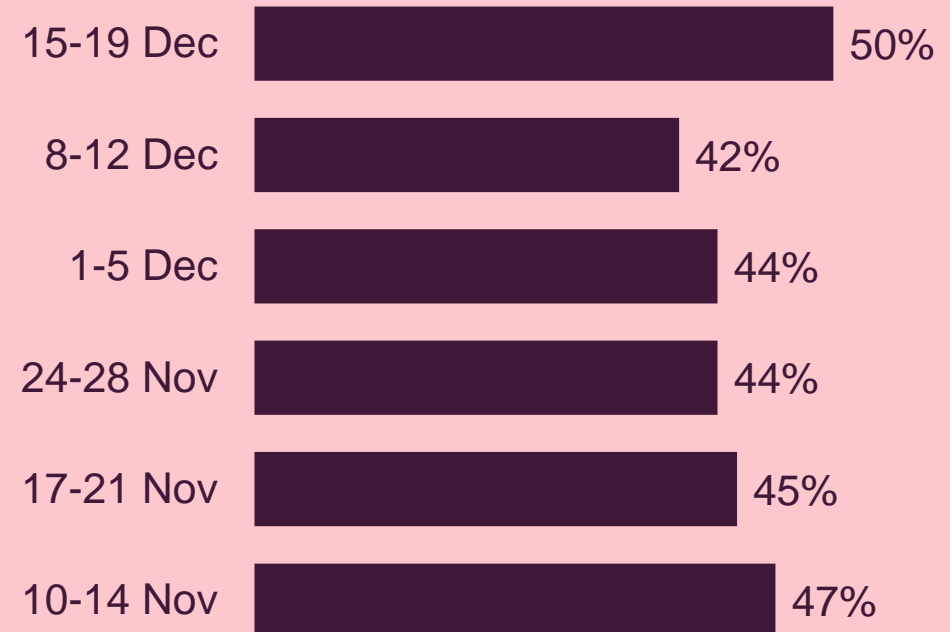
Half had other options to make their journey but chose the bus – higher than in recent weeks

Proportion who had options to make journey but chose the bus



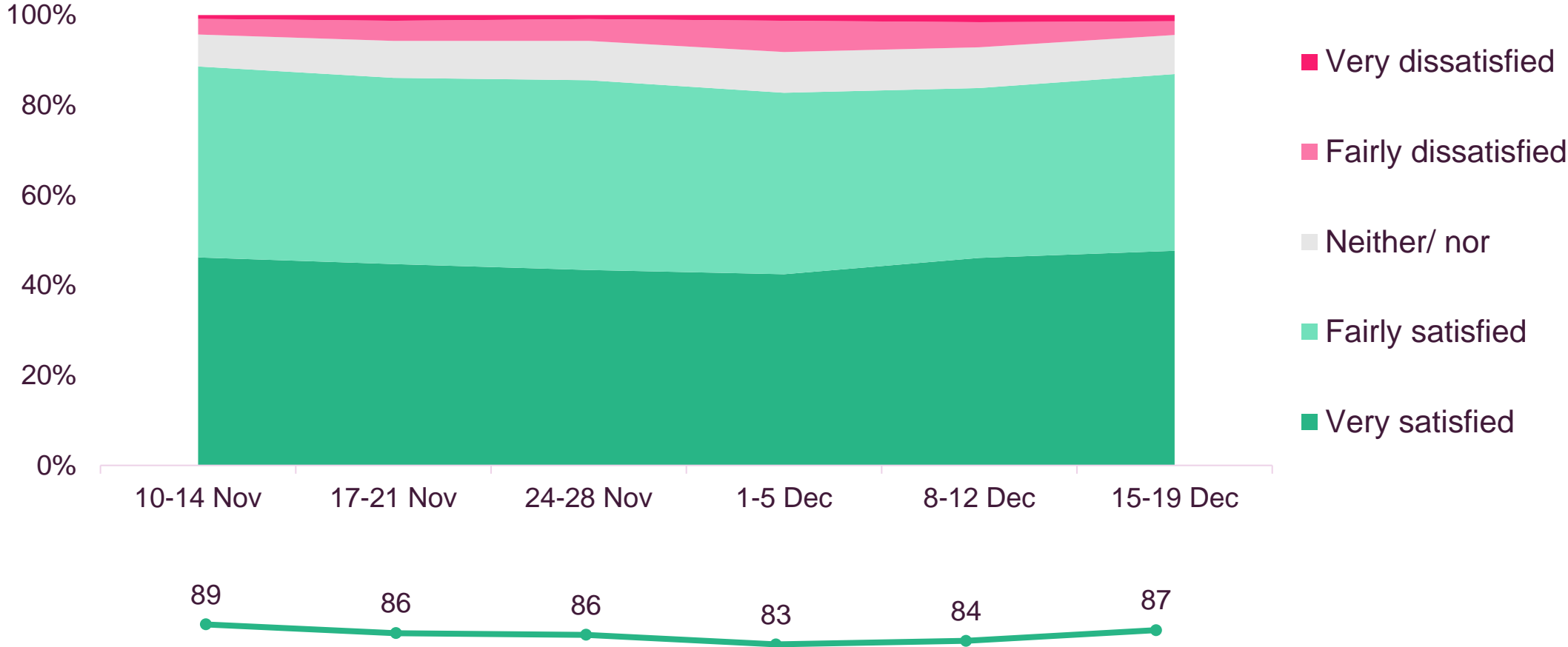
50%

50% said the bus was the only realistic option for that journey



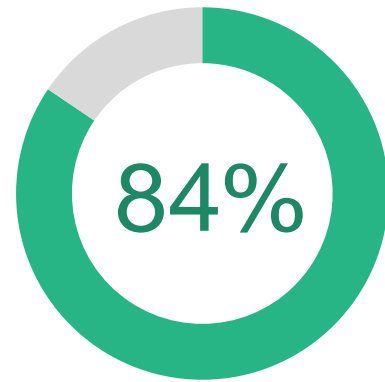


Overall satisfaction with bus journey – over time

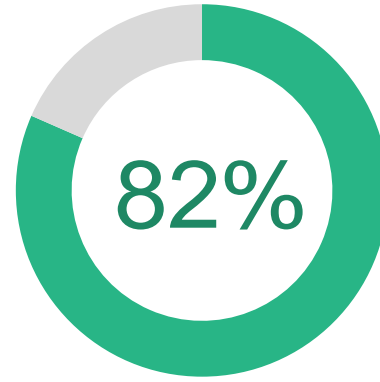


15-19 December 2021 report. Base size (used bus outside London in last seven days and not applicable excluded): around 540 per week

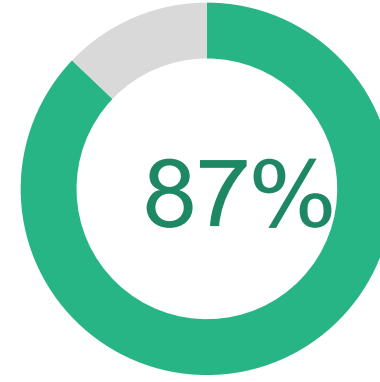
Overall satisfaction with last bus journey by age and sex over last four weeks



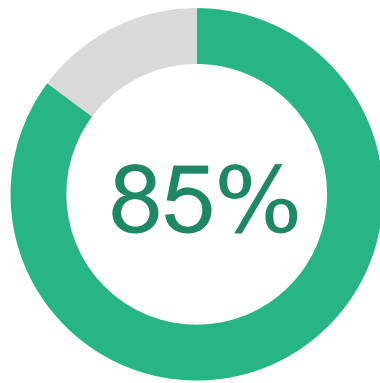
Age 18-34



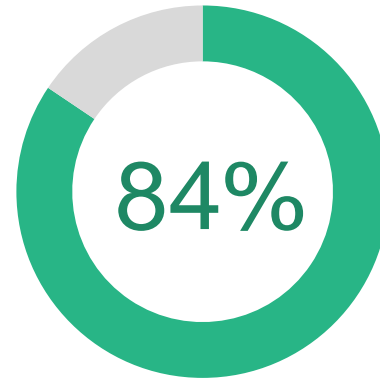
Age 35-54



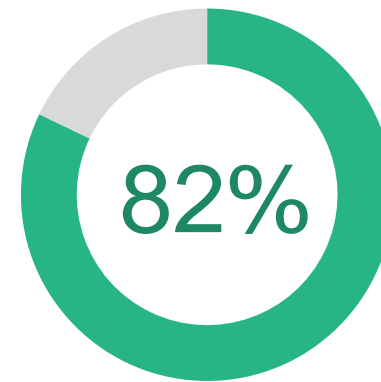
Age 55 and over



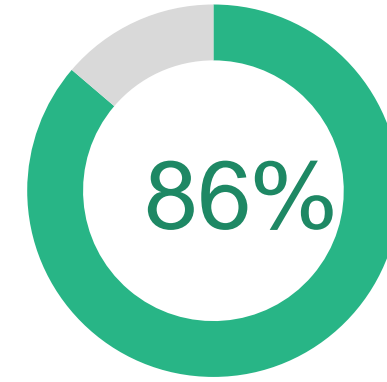
Men



Women



Commute



All leisure

What bus passengers are saying...



Buses are clean, fast, on time, masks are worn.

Very satisfied, Go North East passenger

Well organised covid restrictions, on time and comfortable.

Very satisfied, Arriva passenger

About one third of people were not wearing masks.

Fairly satisfied, Metrobus passenger



Crowded bus, fairly comfortable and clean.

Neither satisfied nor dissatisfied, First passenger.

Several people not wearing masks but on the phone, windows closed which should be open.

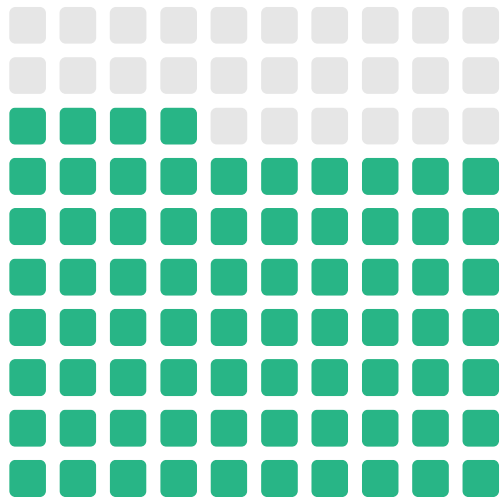
Fairly dissatisfied, National Express passenger

40 mins to wait for an overcrowded bus with no attempt at social distancing or enforcing mask wearing.

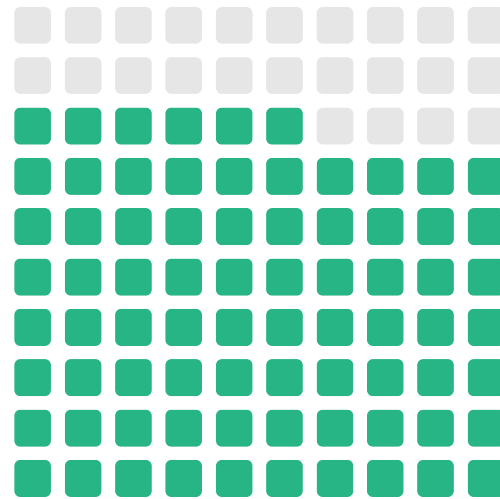
Very dissatisfied, Stagecoach passenger



Satisfaction with the bus stop and punctuality

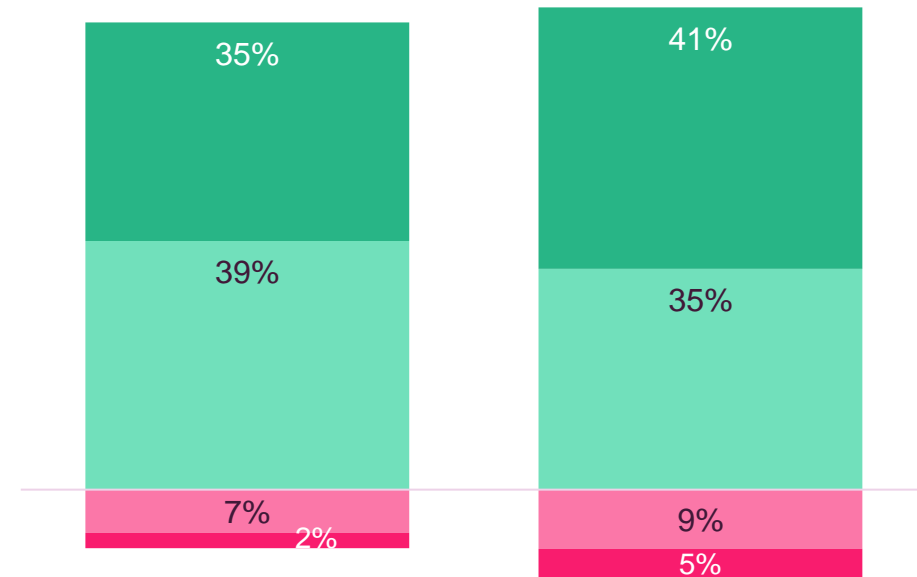
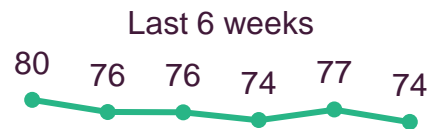


Bus stop - overall satisfaction
74%



Punctuality/reliability
76%

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

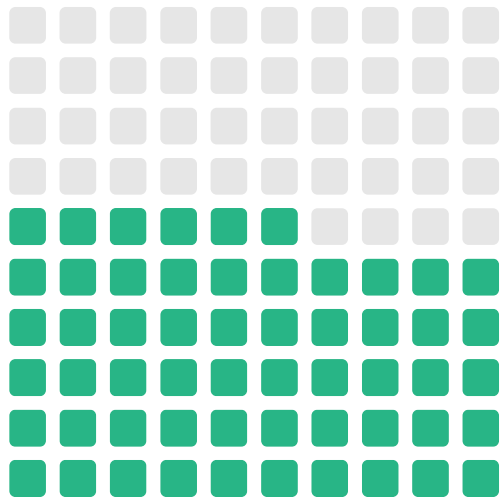


Bus stop overall satisfaction

Punctuality/reliability

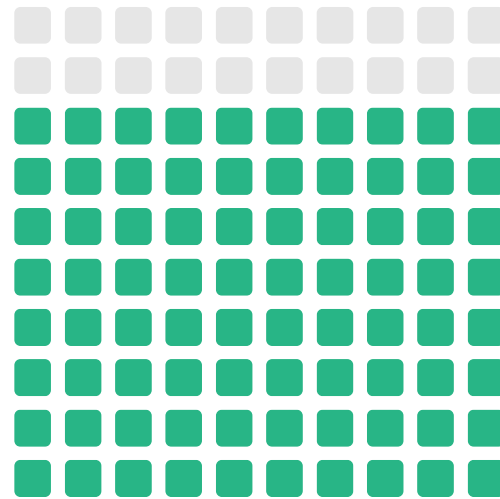
15-19 December 2021 report. Base size (used bus outside London in last seven days and not applicable excluded): bus stop 496; punctuality 500.

Satisfaction with information, cleanliness and Covid-related measures



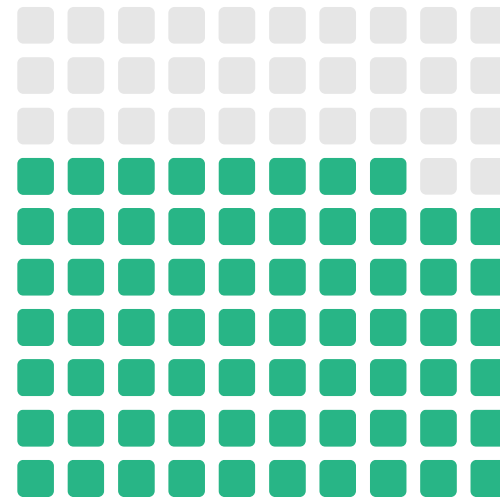
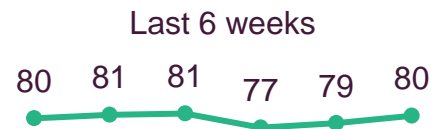
Information on how busy the bus would be before travelling

56%



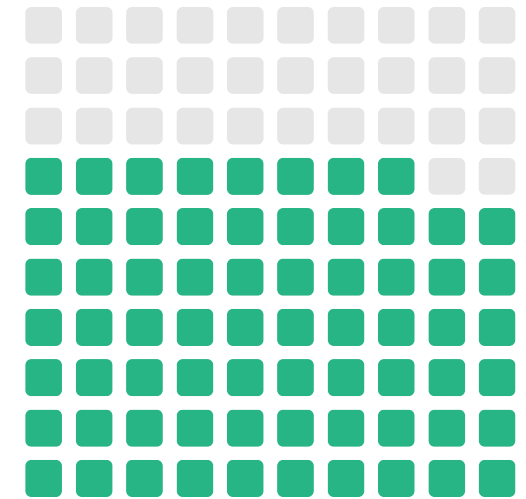
Cleanliness of the inside of the bus

80%



Number of people wearing face coverings

68%



Covid measures in place on the bus

68%



15-19 December 2021 report. Base size (used bus outside London in last seven days and not applicable excluded): 335; 501; 494; 488.

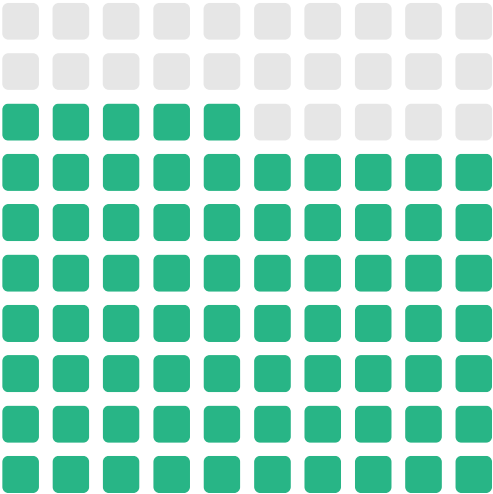
Satisfaction with information, cleanliness and Covid-related measures

Very satisfied Fairly satisfied Fairly dissatisfied Very dissatisfied



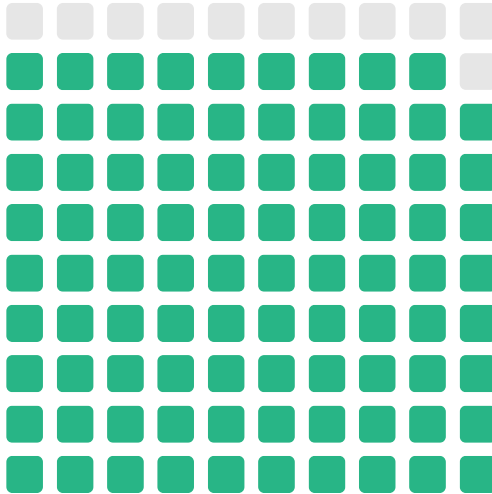
15-19 December 2021 report. Base size (used bus outside London in last seven days and not applicable excluded): 335; 501; 494; 488.
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

Satisfaction with ventilation, seating, other passenger behaviour and temperature



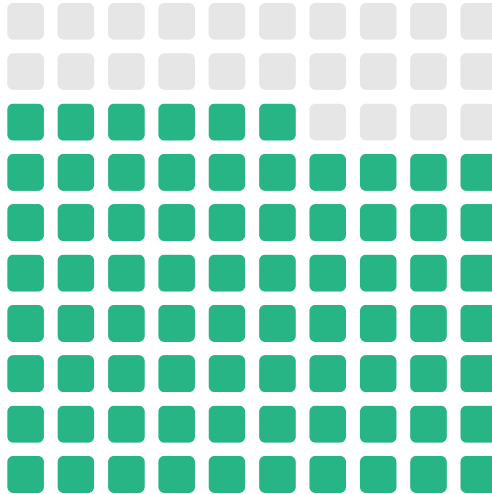
Ventilation on the bus

75%



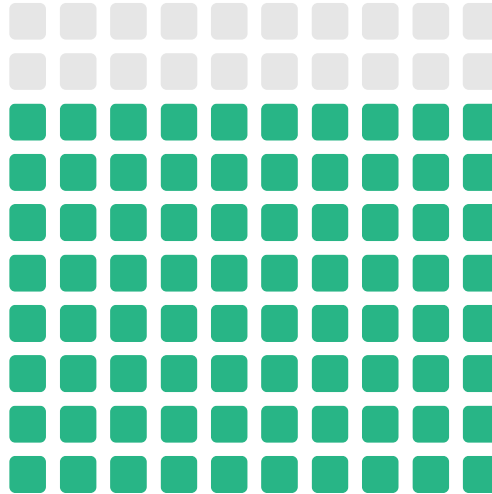
Availability of seating/space to stand

89%



Behaviour of other passengers

76%



Temperature on the bus

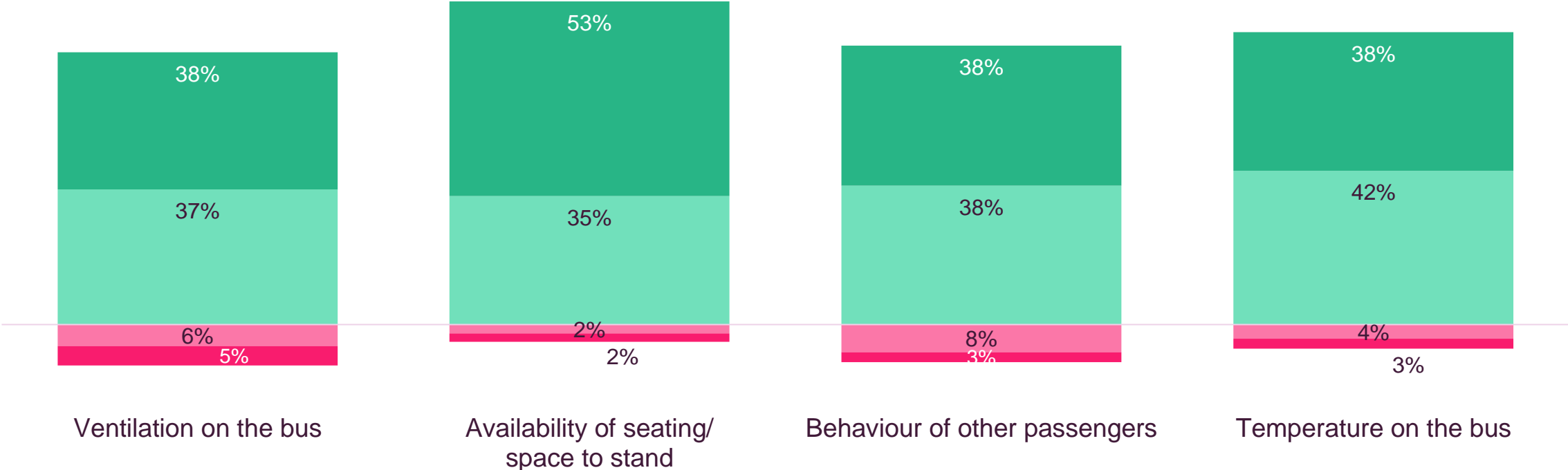
80%



15-19 December 2021 report. Base size (used bus outside London in last seven days and not applicable excluded): 497; 494; 494; 500.

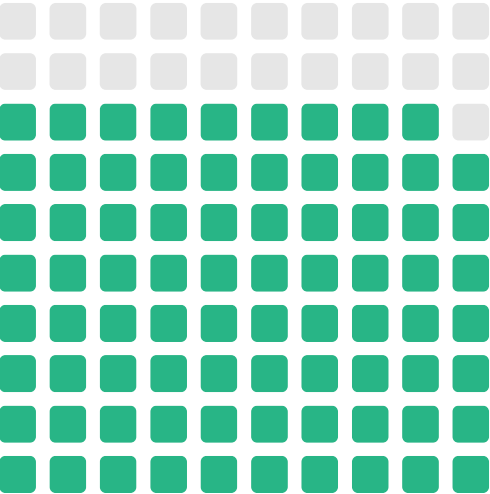
Satisfaction with ventilation, seating, other passenger behaviour and temperature

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

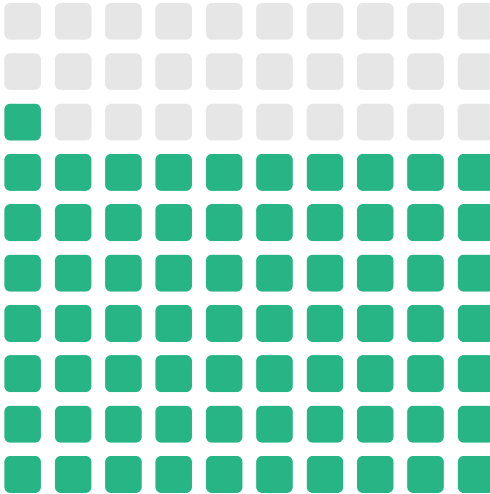
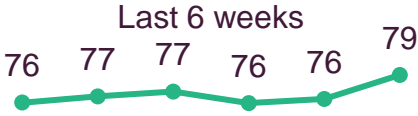


15-19 December 2021 report. Base size (used bus outside London in last seven days and not applicable excluded): 497; 494; 494; 500. Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

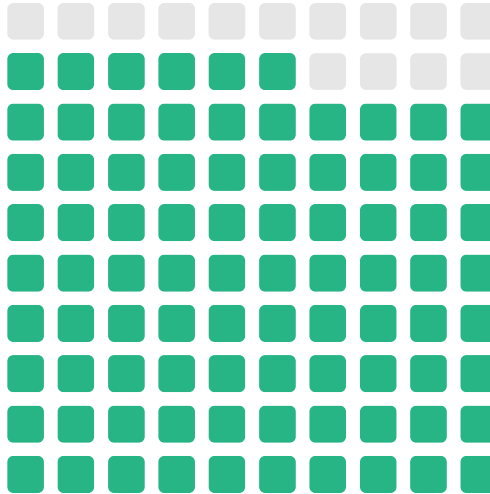
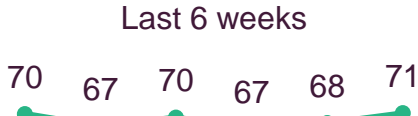
Satisfaction with driver, frequency, journey time, and personal security



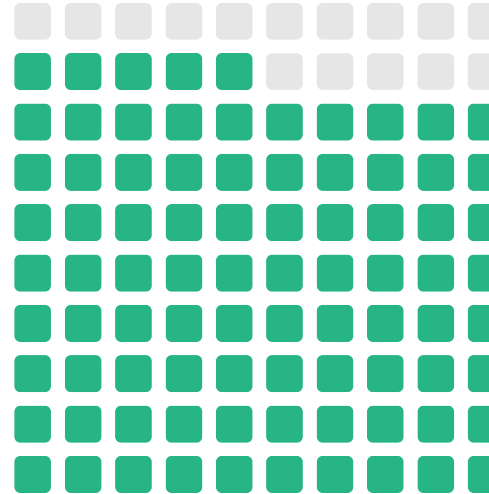
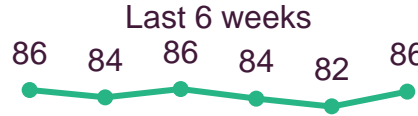
Helpfulness and attitude of the driver
79%



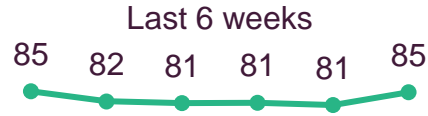
Frequency of buses on that route
71%



Length of time the journey on the bus took
86%



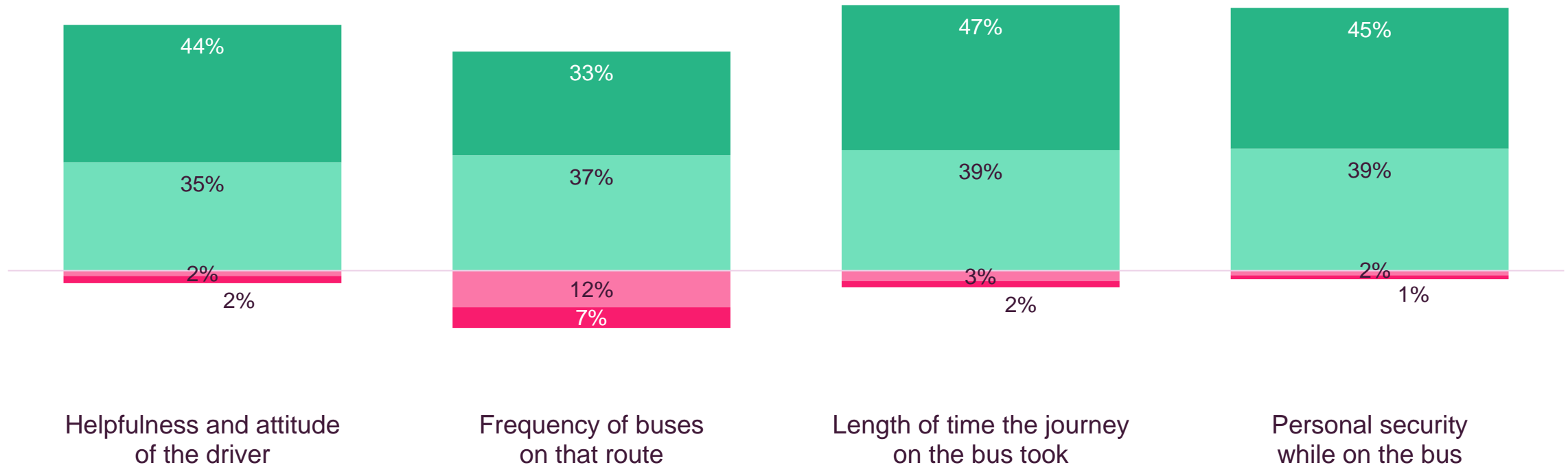
Personal security while on the bus
85%



15-19 December 2021 report. Base size (used bus outside London in last seven days and not applicable excluded): 490; 500; 500; 495.

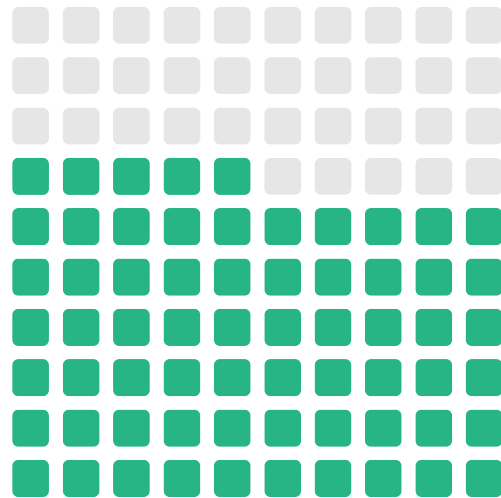
Satisfaction with driver, frequency, journey time, and personal security

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

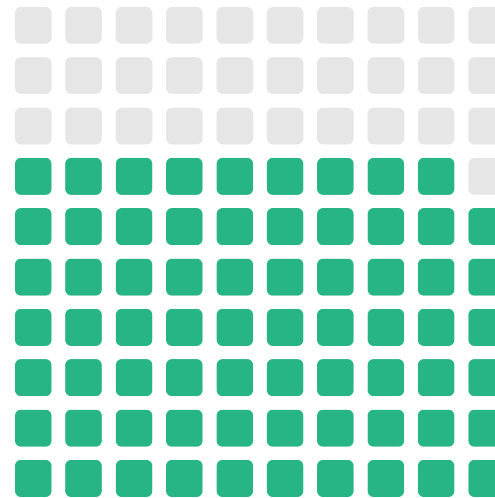


15-19 December 2021 report. Base size (used bus outside London in last seven days and not applicable excluded): 490; 500; 500; 495.
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

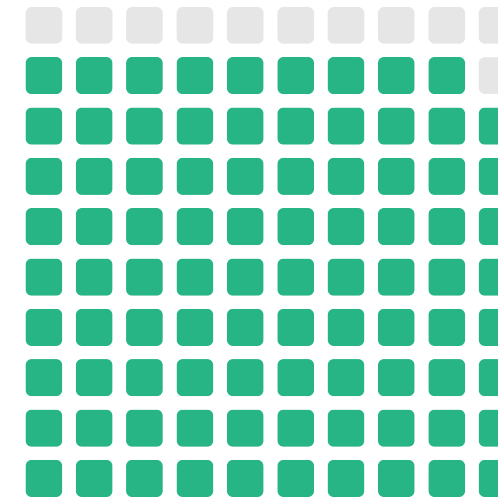
Satisfaction with information on board, value for money and safety of driving



Provision of information during the journey
65%



Value for money
69%

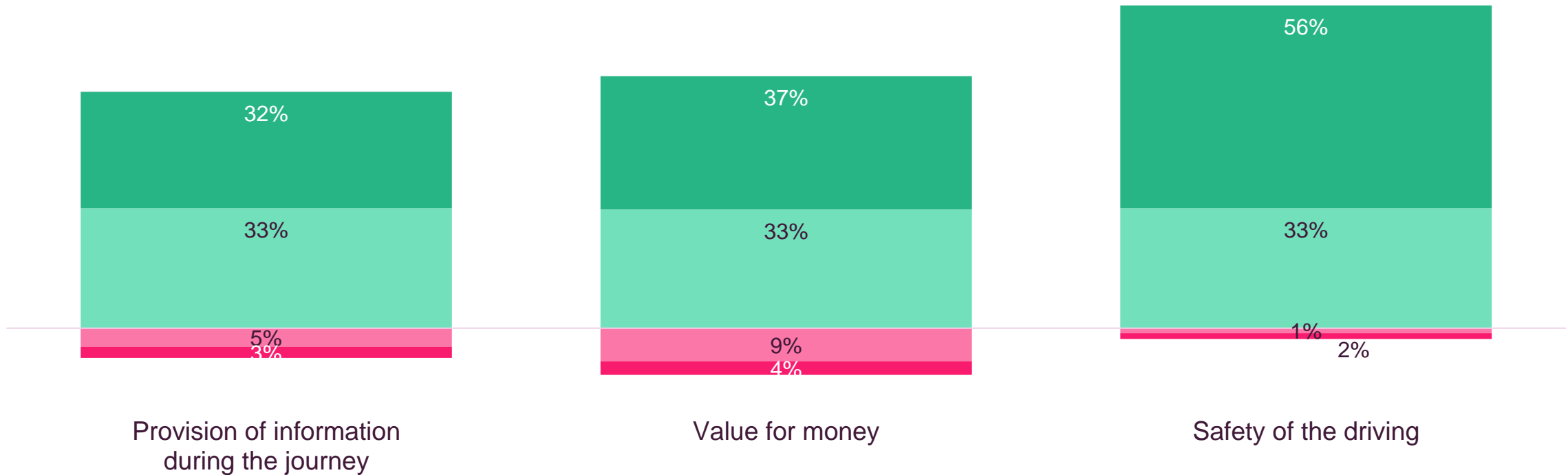


Safety of the driving
89%



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

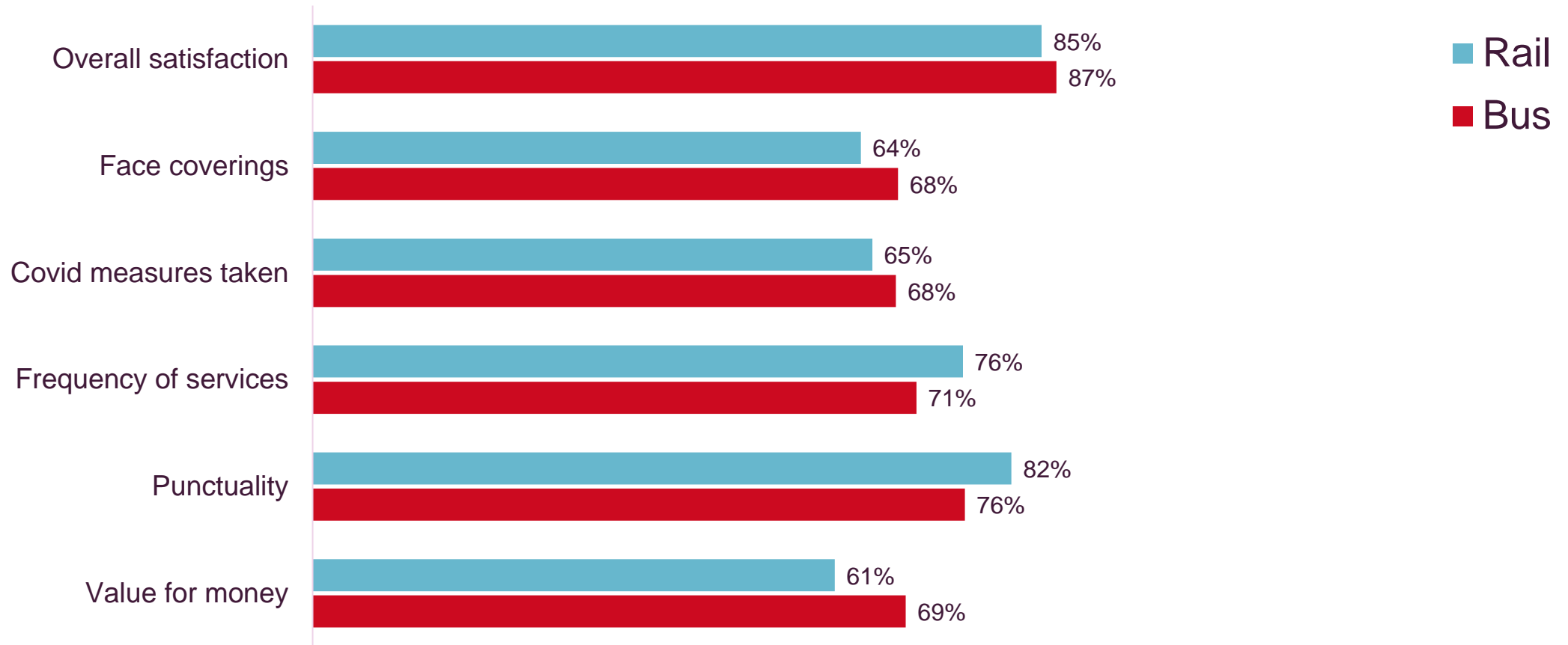
■ Very satisfied ■ Fairly satisfied ■ Fairly dissatisfied ■ Very dissatisfied



15-19 December 2021 report. Base size (used bus outside London in last seven days and not applicable excluded): 399; 403; 500. 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 and compliance with face coverings, 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: 10 to 14 November	Fieldwork: 17 to 21 November	Fieldwork: 24 to 28 November	Fieldwork: 1 to 5 December	Fieldwork: 8 to 12 December	Fieldwork: 9 to 15 December
Week 9	Week 10	Week 11	Week 12	Week 13	Week 14
507	604	540	537	524	501

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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