

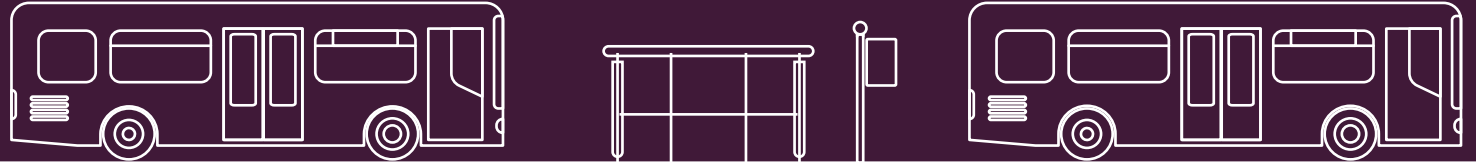
5 - 9
January
2022

Week 15

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.

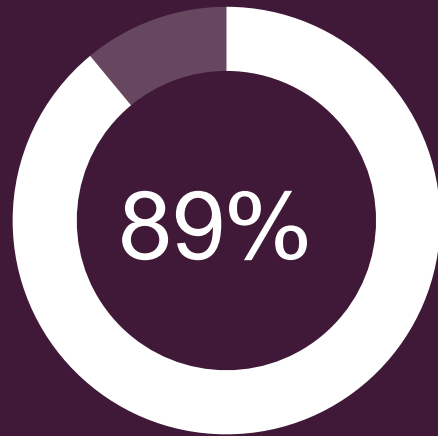
Passengers rated how satisfied they were with their overall journey and a range of aspects including the punctuality of their service, the value for money of their ticket and a number of Covid-related measures.

Results will be reported each week. This report covers online interviews that took place between 5 and 9 January 2022.

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



89% of bus passengers were satisfied with their journey overall.



Satisfaction with value for money increased to 74% this week from 69% last week.

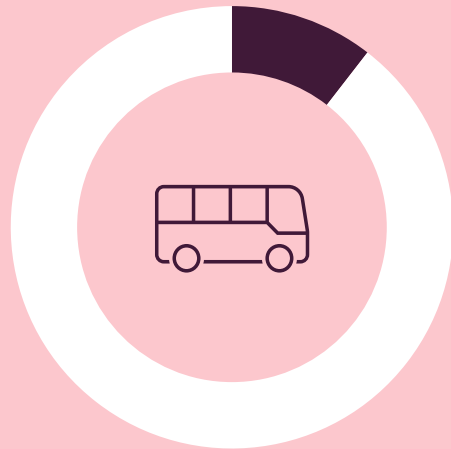


Satisfaction with helpfulness/ attitude of staff has decreased from 79% last week to 77% this week.

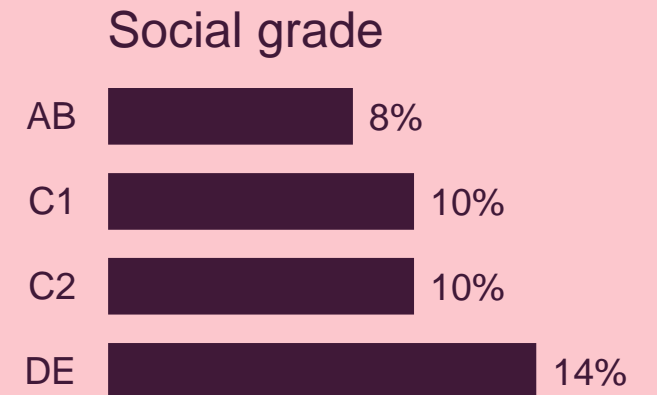
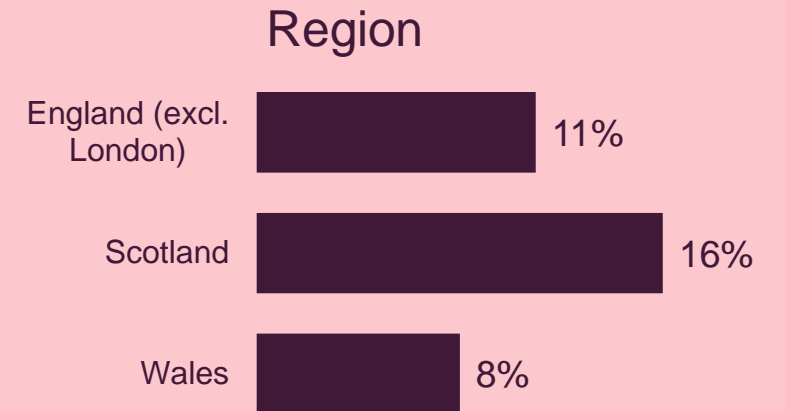
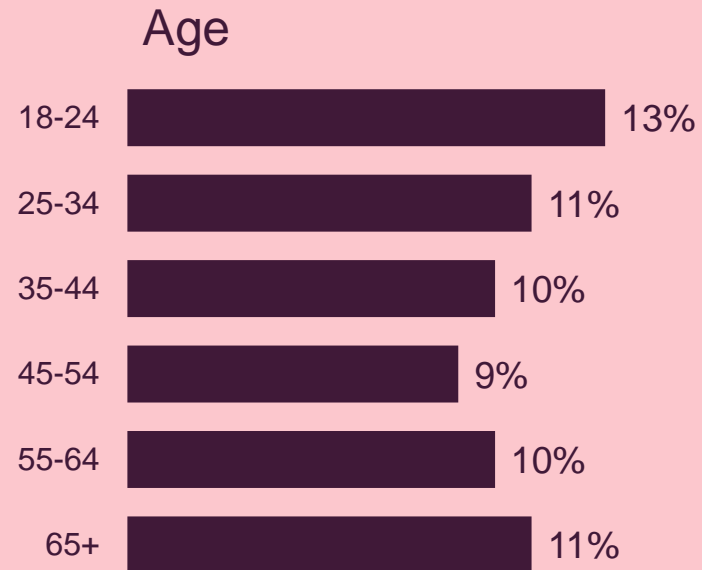


Around one in 10 used a bus in the last seven days

Proportion using bus in the last seven days

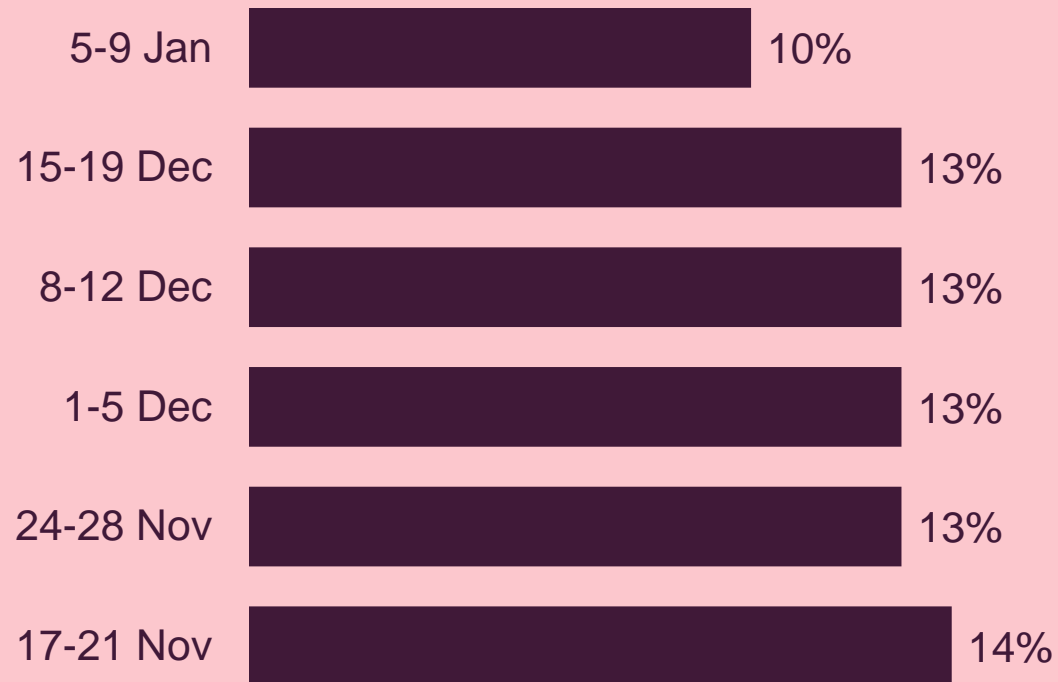


10%
of people in
Great Britain used
buses (outside London)
this week



Bus use has dropped in the recent week

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



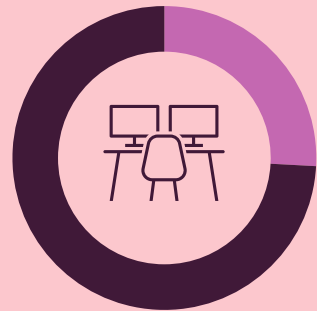
Leisure/eating out/non-essential shopping
26%



Essential shopping
22%



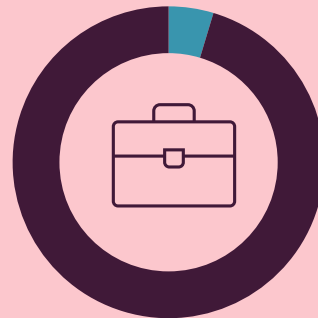
Friends/family
11%



Commuting
26%



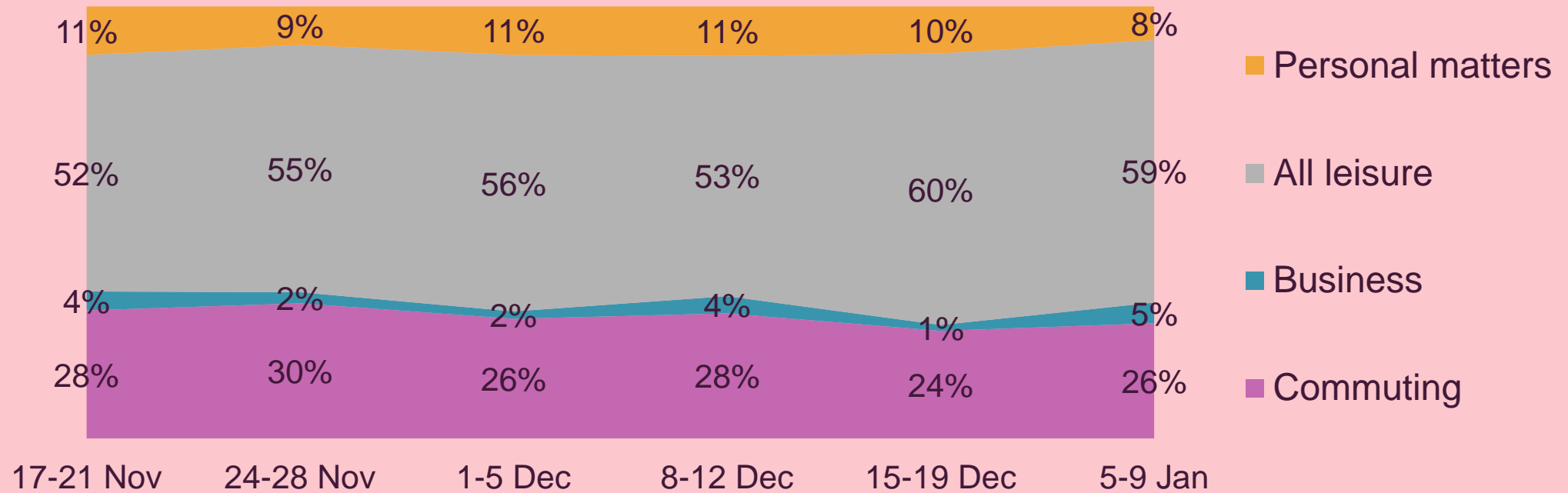
Personal matters
8%



Work travel
5%

All leisure journeys account for three fifths of bus journeys

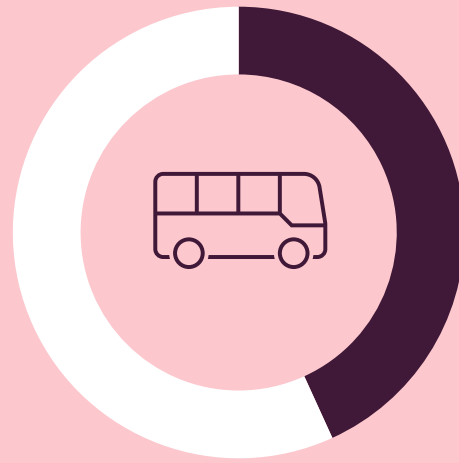
Main purpose of last bus journey



5-9 January 2022 report. Base size weekly around 510. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family, and 'Essential shopping'.

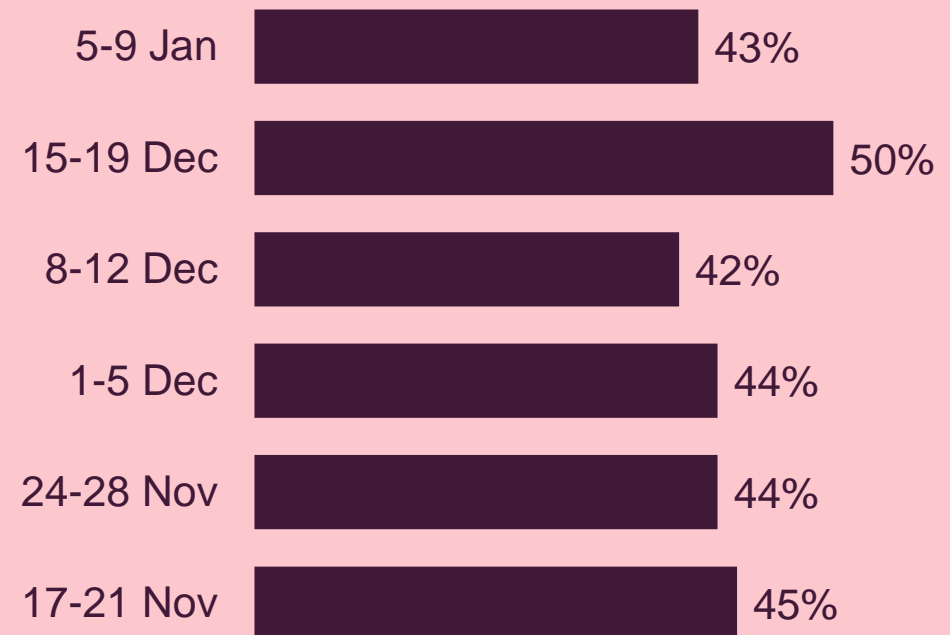
Just over two fifths had other options to make their journey but chose the bus

Proportion who had options to make journey but chose the bus



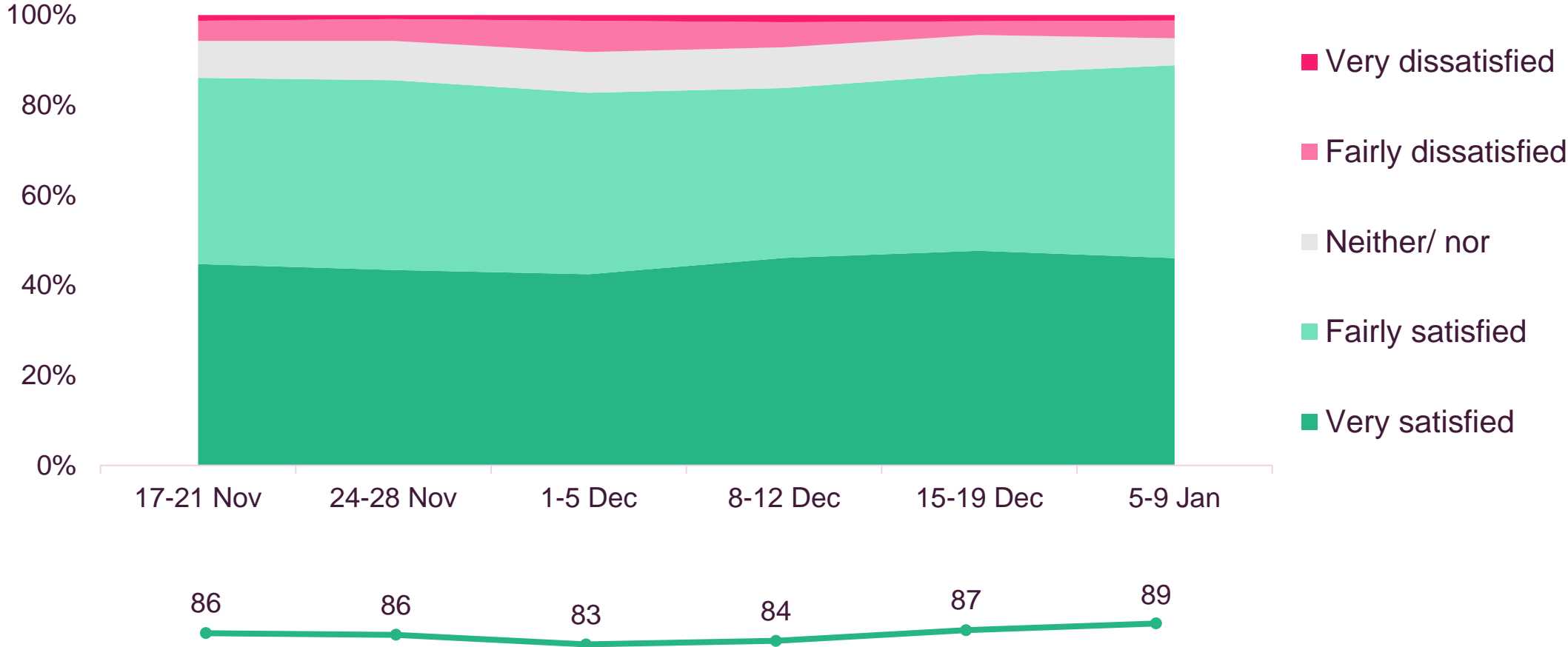
43%

57% said the bus was the only realistic option for that journey



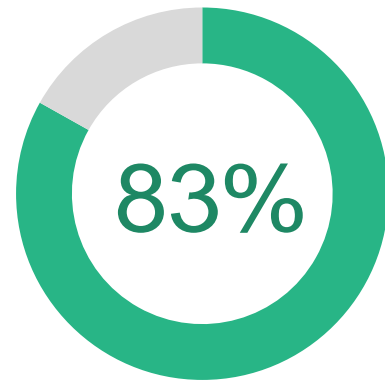


Overall satisfaction with bus journey – over time

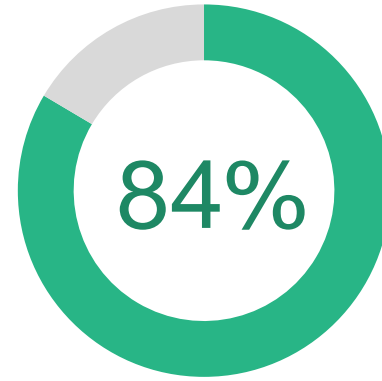


5-9 January 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): around 540 per week

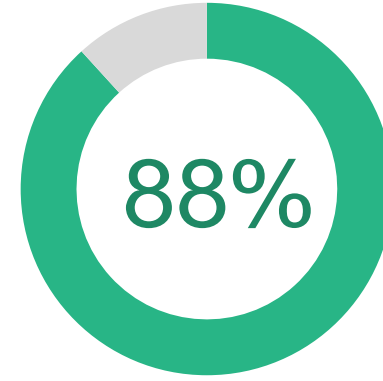
Overall satisfaction with last bus journey by age and sex over last four weeks



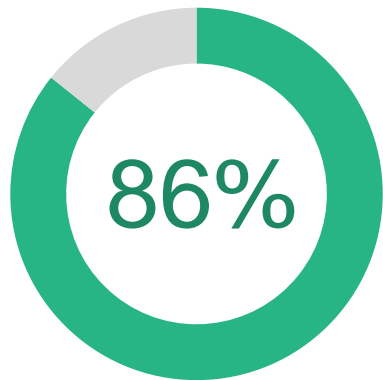
Age 18-34



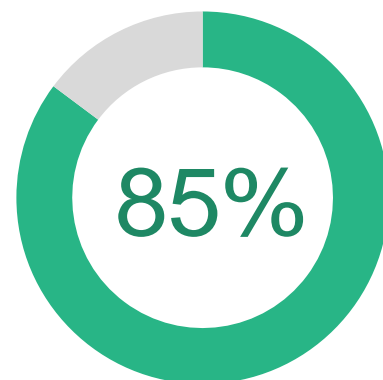
Age 35-54



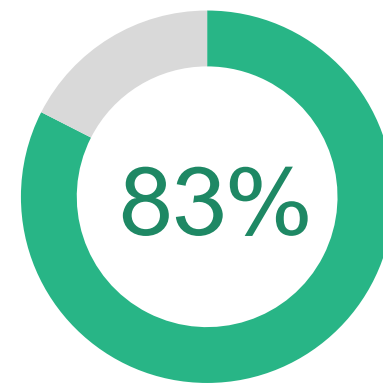
Age 55 and over



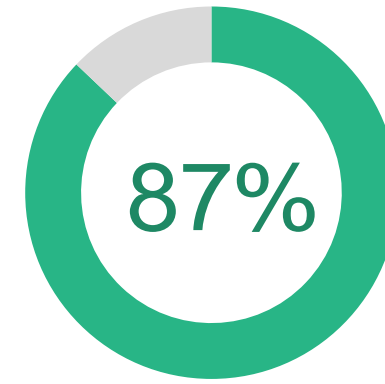
Men



Women



Commute



All leisure

5-9 January 2022 report. Base sizes: age 18-34 533; age 35-54 584; age 55+ 860; male 942; female 1030; Commute; 503; all leisure 1122 ('All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family, and 'Essential shopping').

What bus passengers are saying...



Always has friendly drivers on this service and it is quick and efficient.

Very satisfied passenger

It did what it said on the tin - arrived at the stop as scheduled and took the expected time for the journey.

Fairly satisfied, Brighton & Hove Bus passenger

The bus was clean, it wasn't overcrowded and the windows were slightly open.

Very satisfied, First passenger



I don't feel comfortable on public transport with covid. None of the windows were open.

Neither satisfied nor dissatisfied, Stagecoach passenger

A reliable service, regular into town, Covid regulations adhered to and bus have been cleaned well.

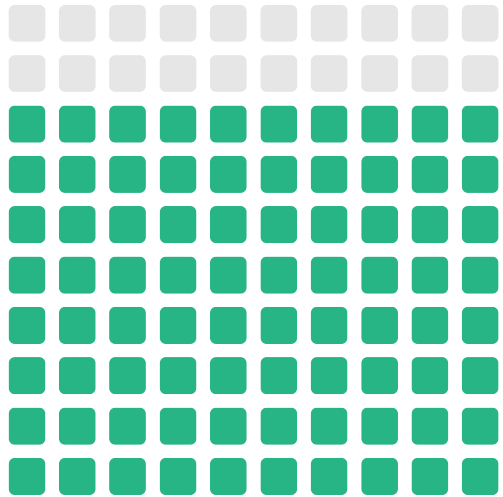
Very satisfied, Arriva passenger

As usual, few people were wearing masks (or lowered/took them off once seated) and nothing at all was done about it.

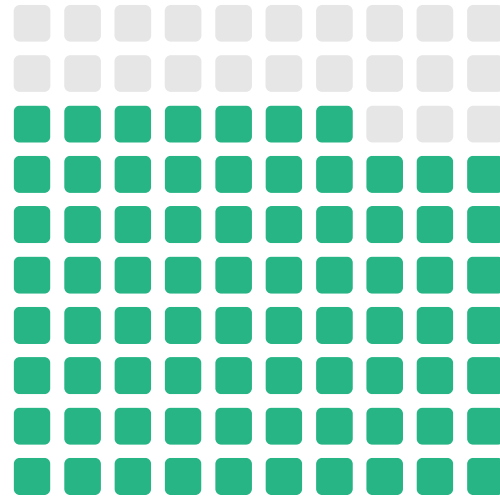
Very dissatisfied, Metrobus passenger



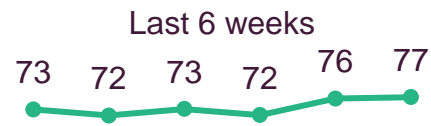
Satisfaction with the bus stop and punctuality



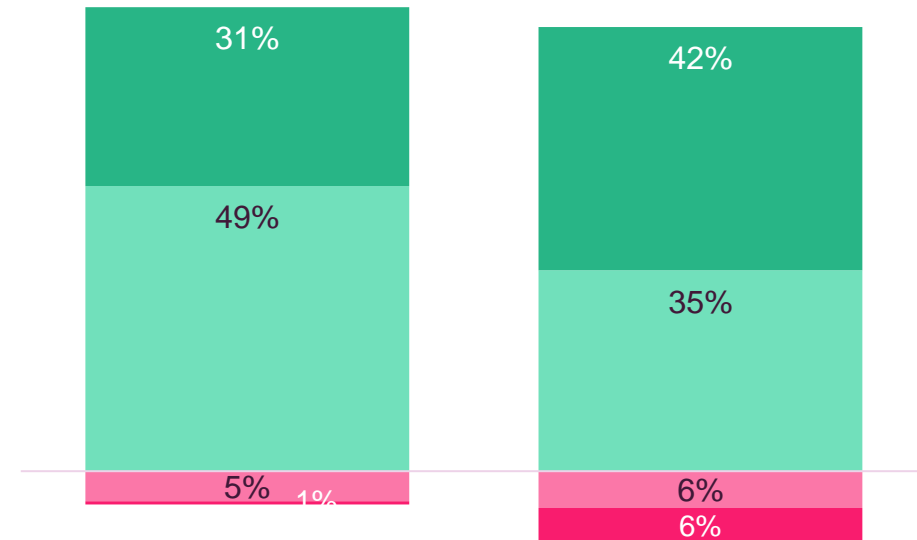
Bus stop - overall satisfaction
80%



Punctuality/reliability
77%



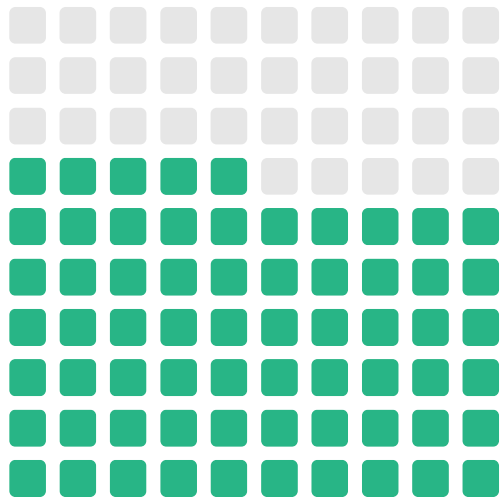
■ Very satisfied
 ■ Fairly satisfied
 ■ Fairly dissatisfied
 ■ Very dissatisfied



Bus stop overall satisfaction

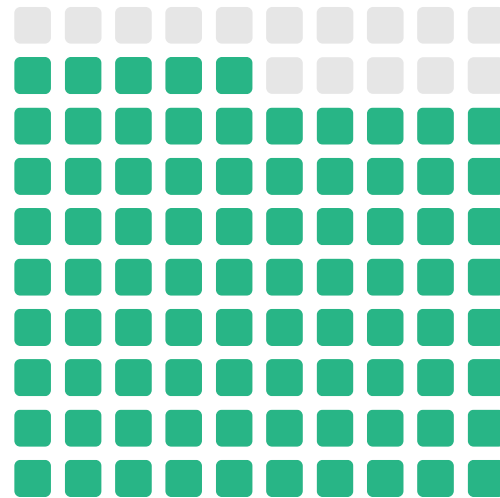
Punctuality/reliability

Satisfaction with information, cleanliness and Covid-related measures



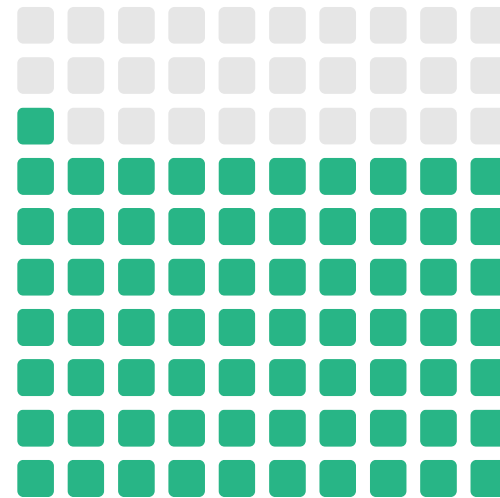
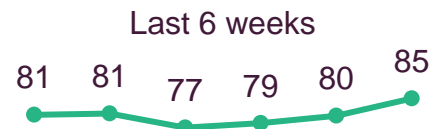
Information on how busy the bus would be before travelling

65%



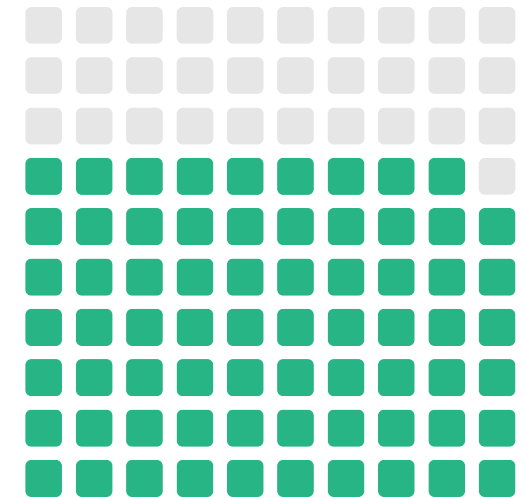
Cleanliness of the inside of the bus

85%



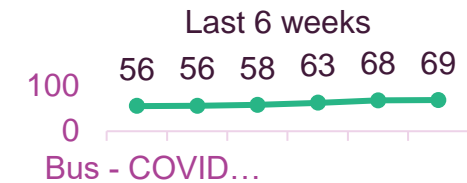
Number of people wearing face coverings

71%



Covid measures in place on the bus

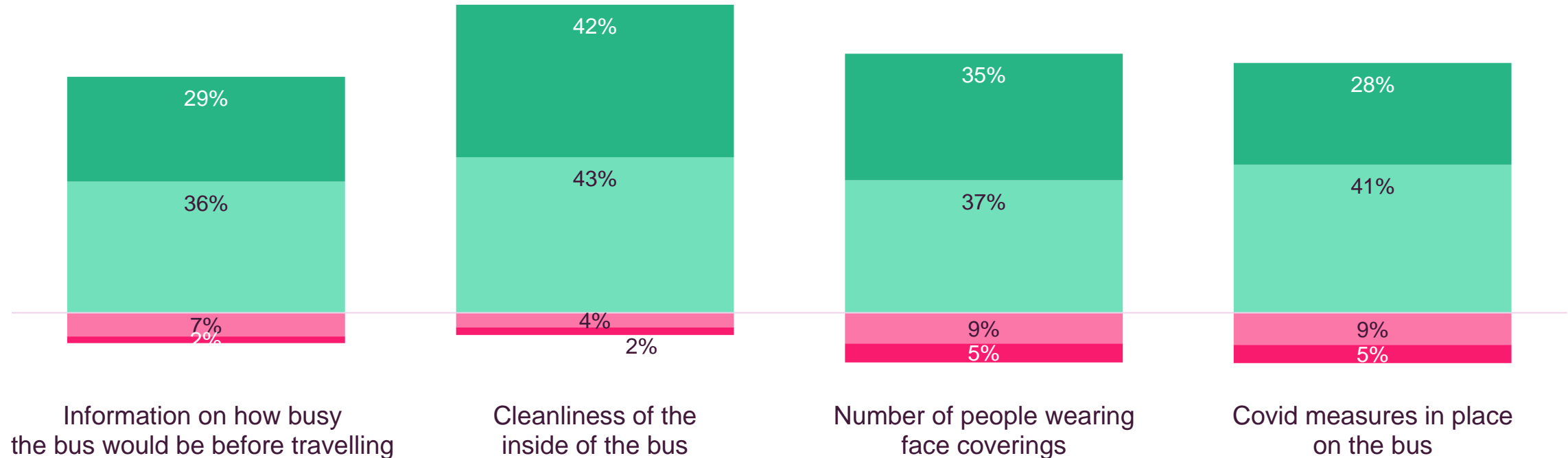
69%



5-9 January 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 285; 413; 409; 404.

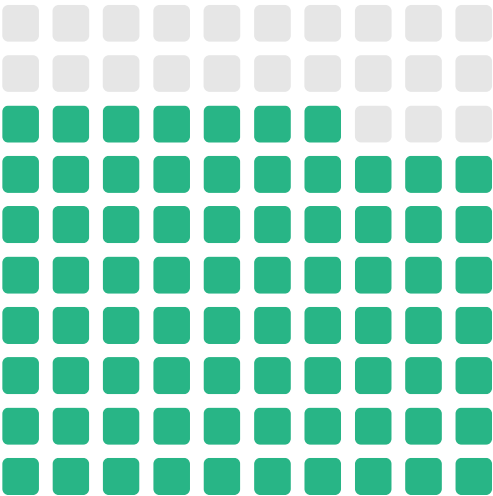
Satisfaction with information, cleanliness and Covid-related measures

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



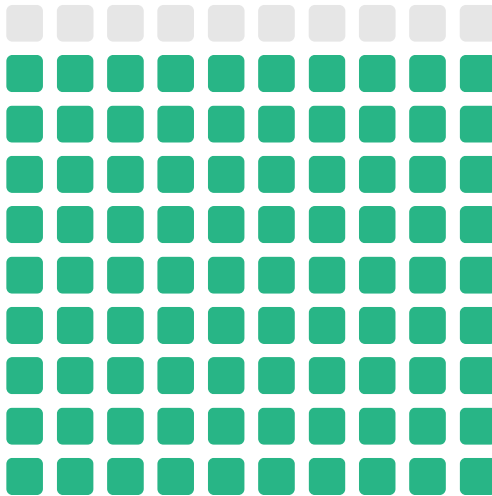
5-9 January 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 285; 413; 409; 404. Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

Satisfaction with ventilation, seating, other passenger behaviour and temperature



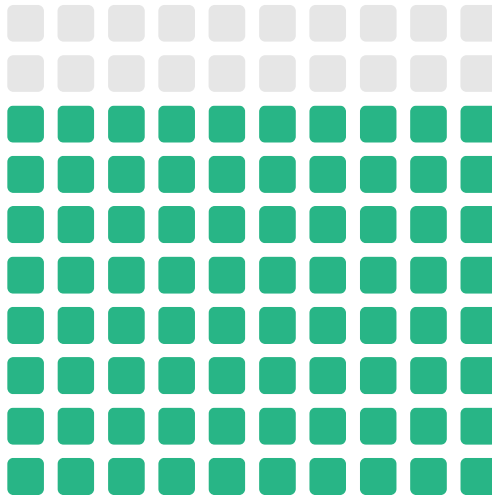
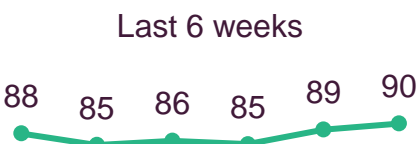
Ventilation on the bus

77%



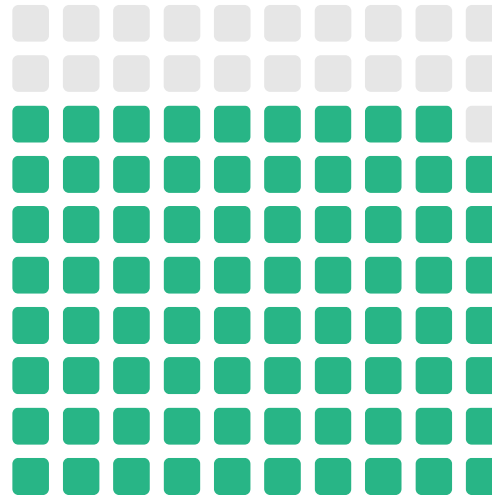
Availability of seating/space to stand

90%



Behaviour of other passengers

80%



Temperature on the bus

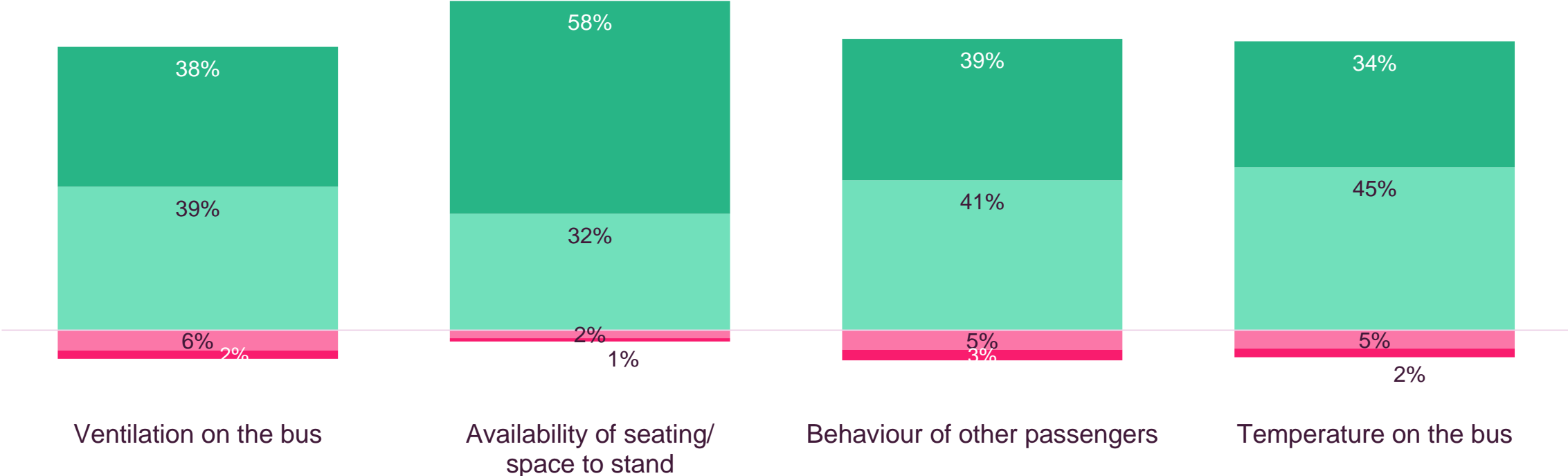
79%



5-9 January 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 412; 413; 409; 411.

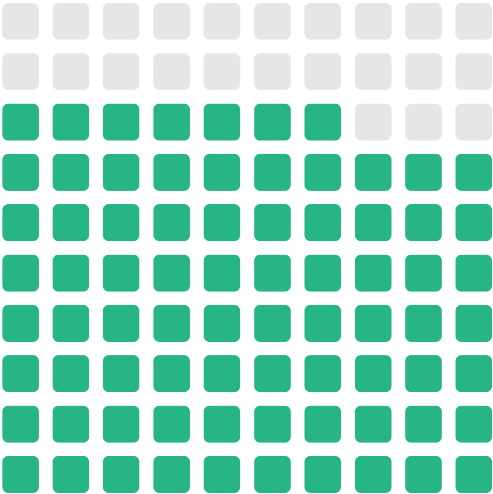
Satisfaction with ventilation, seating, other passenger behaviour and temperature

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



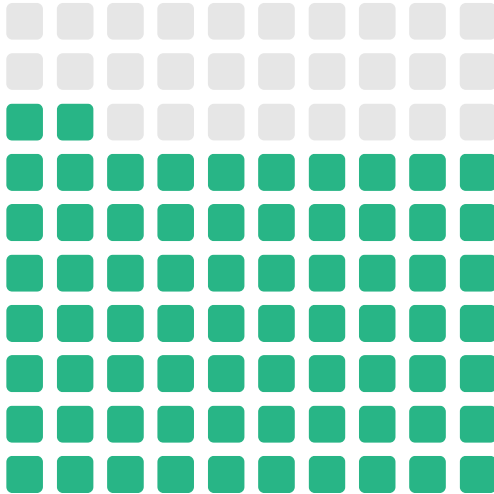
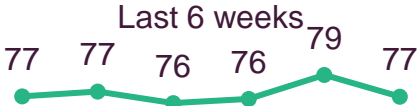
5-9 January 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 412; 413; 409; 411.
 Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

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



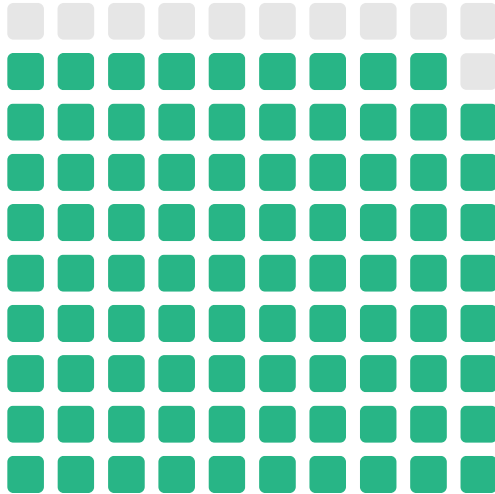
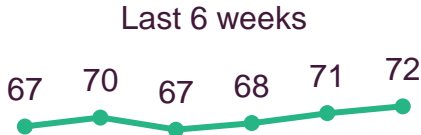
Helpfulness and attitude of the driver

77%



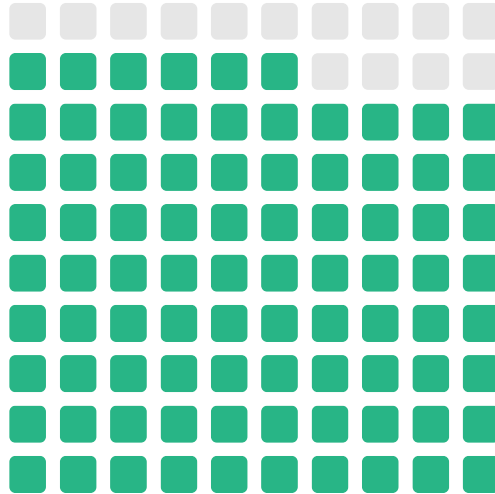
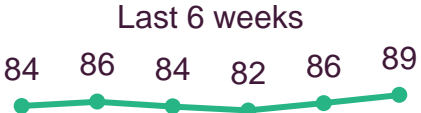
Frequency of buses on that route

72%



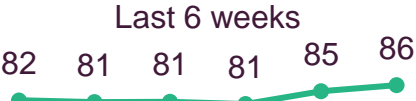
Length of time the journey on the bus took

89%



Personal security while on the bus

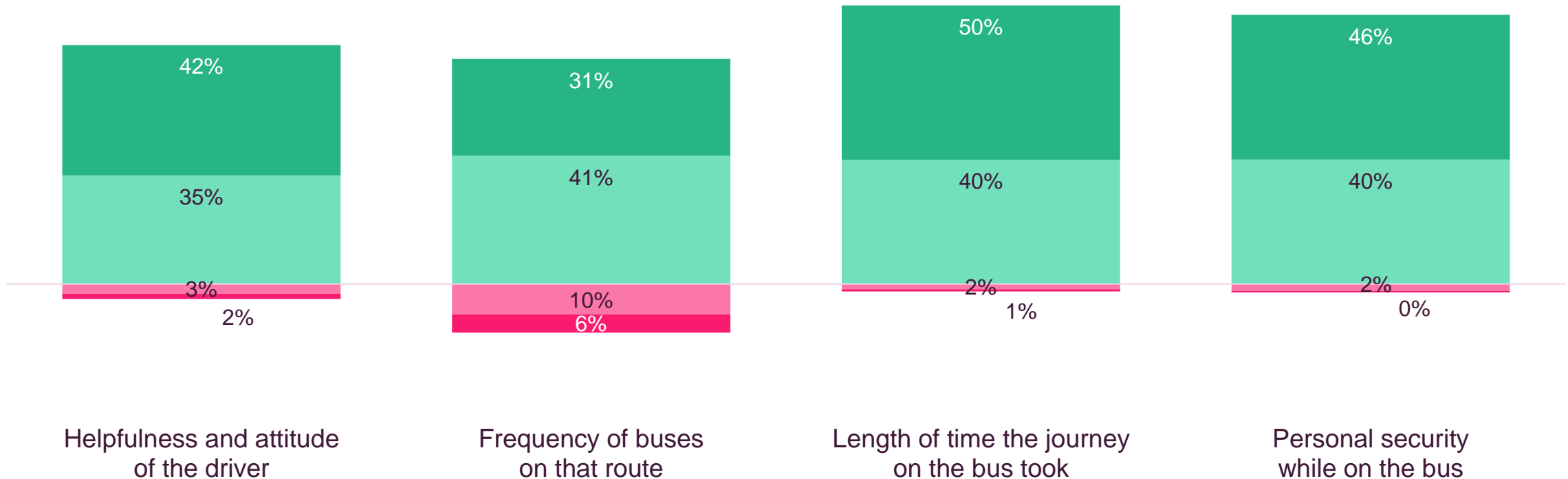
86%



5-9 January 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 395; 411; 413; 409.

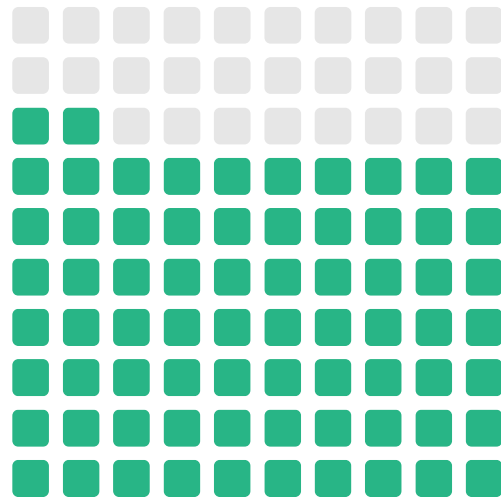
Satisfaction with driver, frequency, journey time, and personal security

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

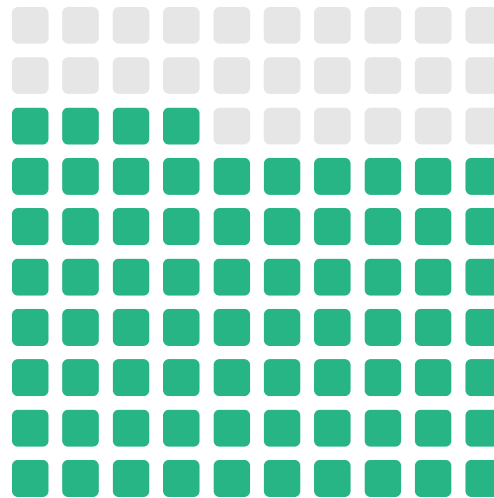


5-9 January 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 395; 411; 413; 409.
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

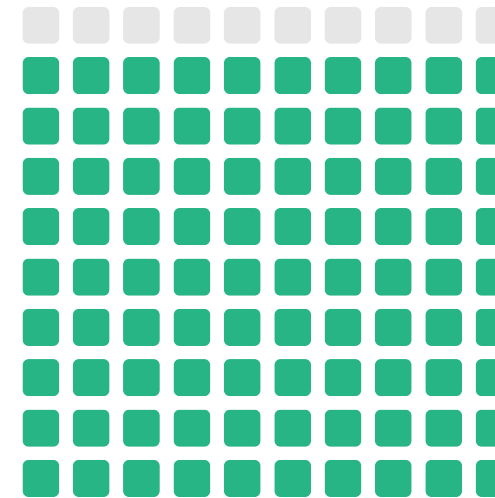
Satisfaction with information on board, value for money and safety of driving



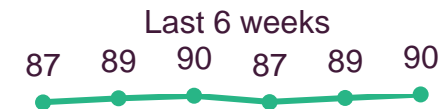
Provision of information during the journey
72%



Value for money
74%

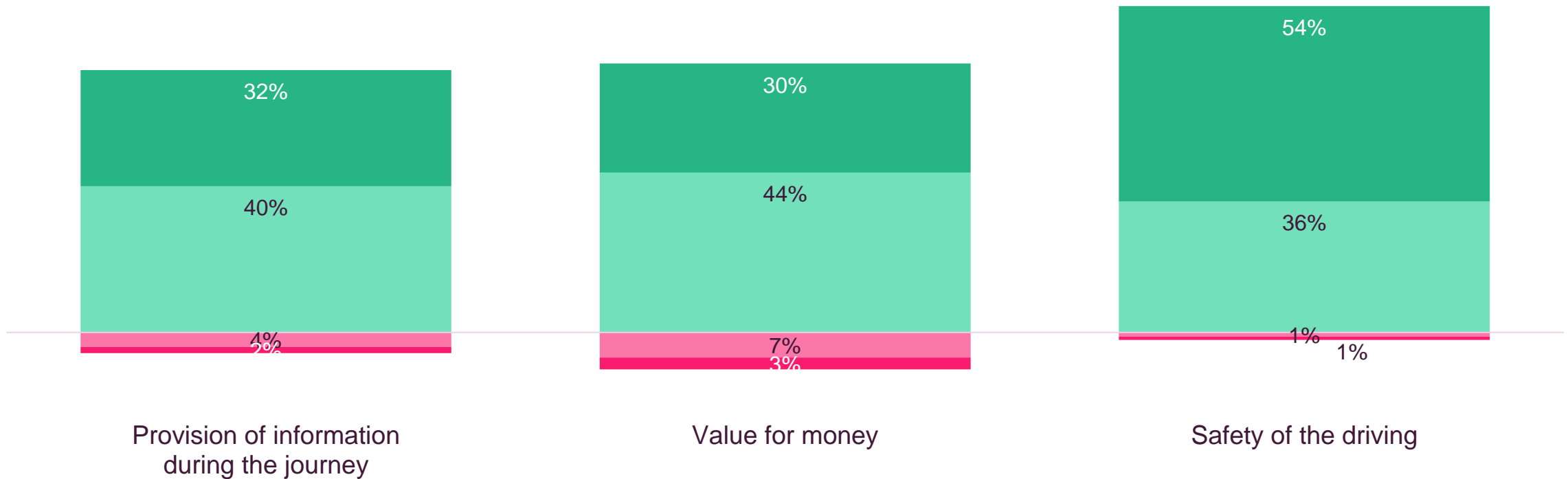


Safety of the driving
90%



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

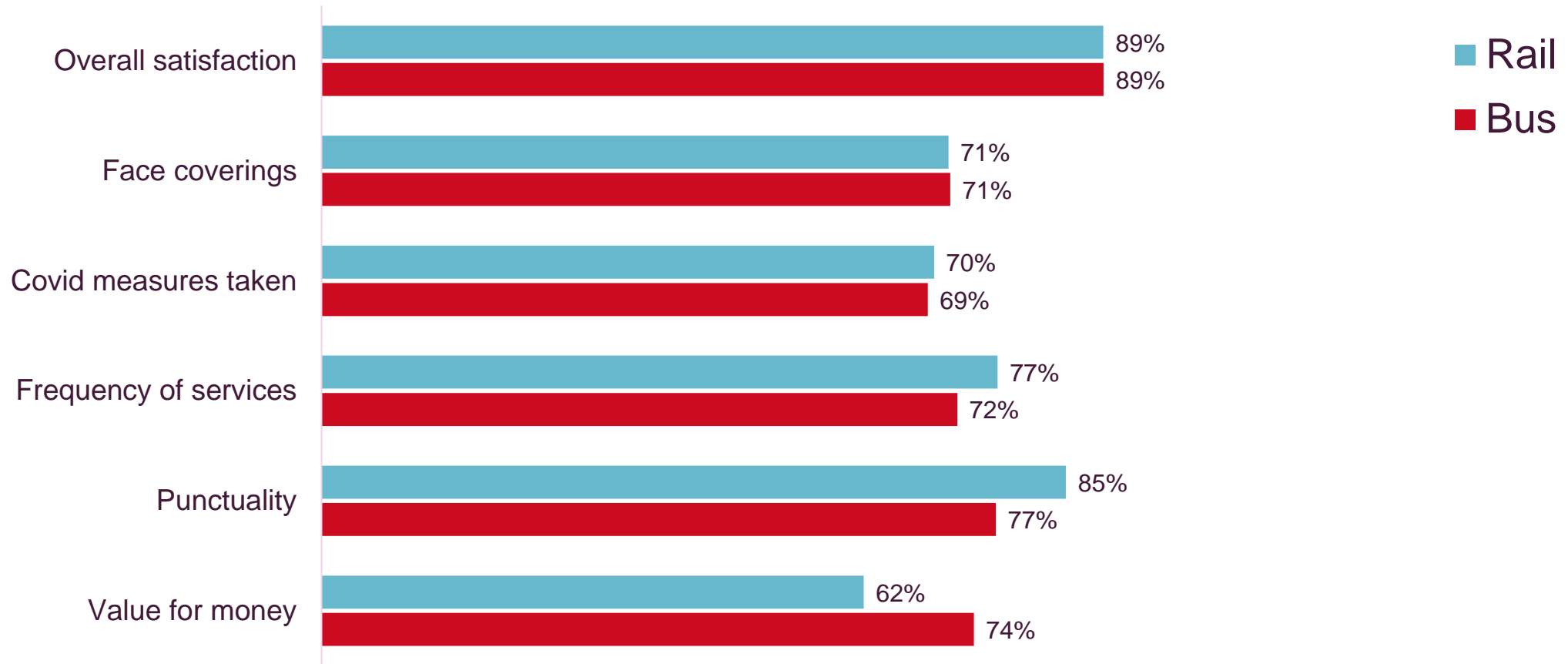
■ Very satisfied ■ Fairly satisfied ■ Fairly dissatisfied ■ Very dissatisfied



5-9 January 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 330; 356; 413.
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

Bus to rail comparison – current week

Bus passenger satisfaction higher on 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: 17 - 21 November	Fieldwork: 24 - 28 November	Fieldwork: 1 - 5 December	Fieldwork: 8 - 12 December	Fieldwork: 9 - 15 December	Fieldwork: 5 - 9 January
Week 10	Week 11	Week 12	Week 13	Week 14	Week 15
604	540	537	524	501	415

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.

© 2022 Transport Focus