

12 - 16  
January  
2022

Week 16

# 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.

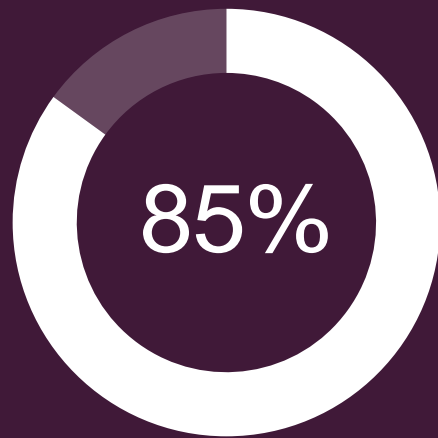
Passengers rated how satisfied they were with their overall journey and a range of aspects including the punctuality of their service, the value for money of their ticket and a number of Covid-related measures.

Results will be reported each week. This report covers online interviews that took place between 12 and 16 January 2022.

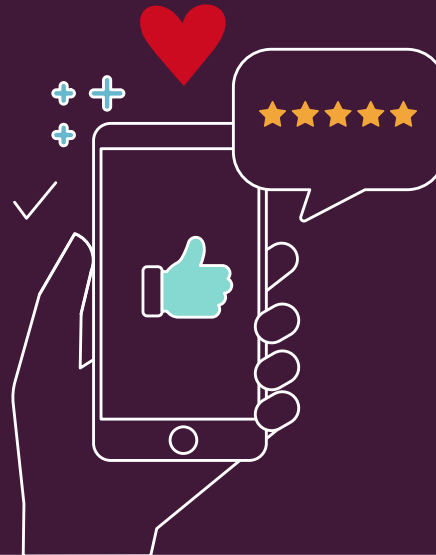
The survey has been developed as an extension to Transport Focus's [Travel during Covid-19 survey](#) and includes many of the core questions from the [Bus Passenger Survey](#).

Further details on how we carried out this survey are available on page 29.

# Bus headlines



85% of bus passengers were satisfied with their journey overall.



None of the satisfaction measures have increased this week.



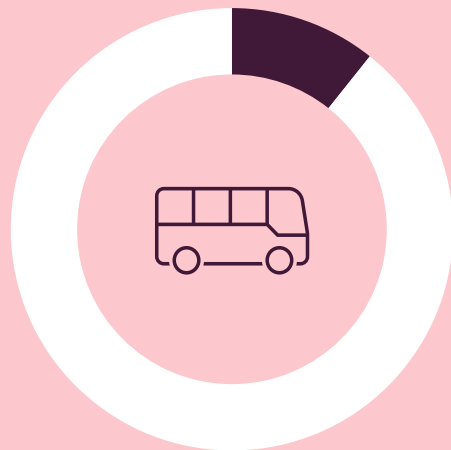
Satisfaction with value for money has dropped from 74% last week to 62% this week.

# Bus usage levels

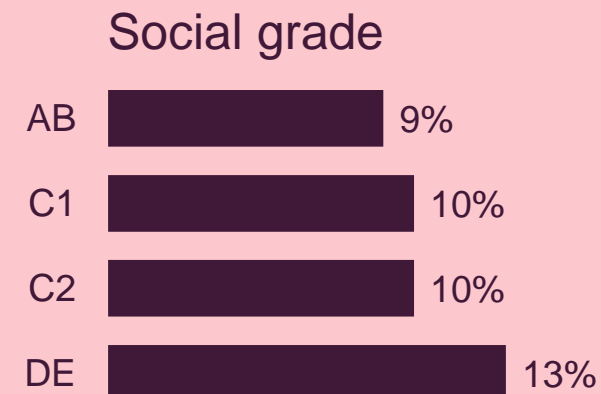
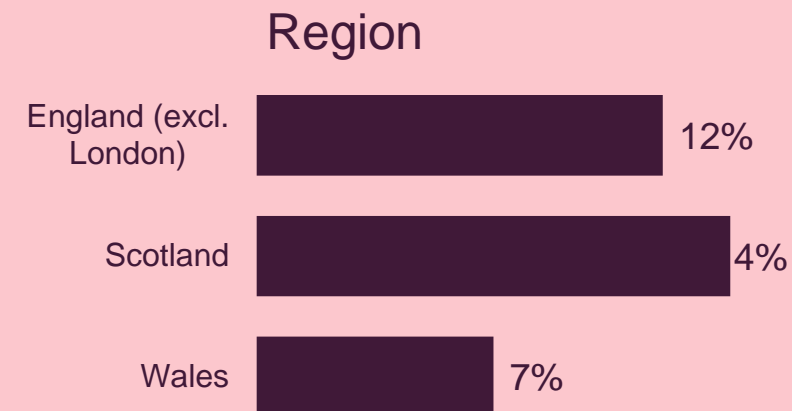
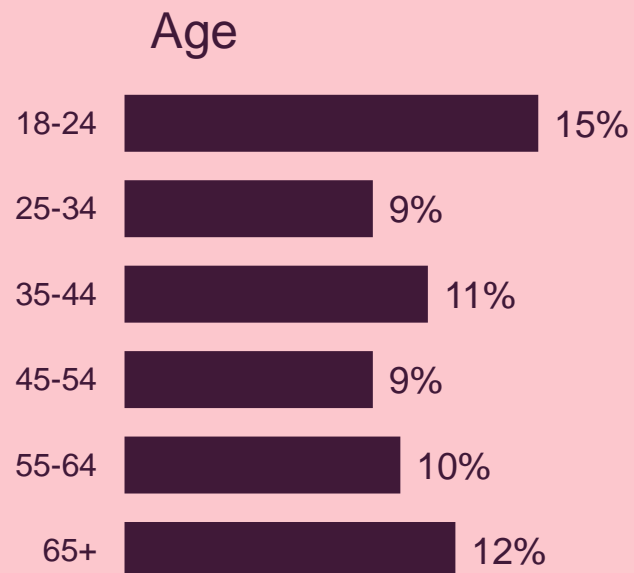


# Almost one in nine used a bus in the last seven days

Proportion using bus in the last seven days

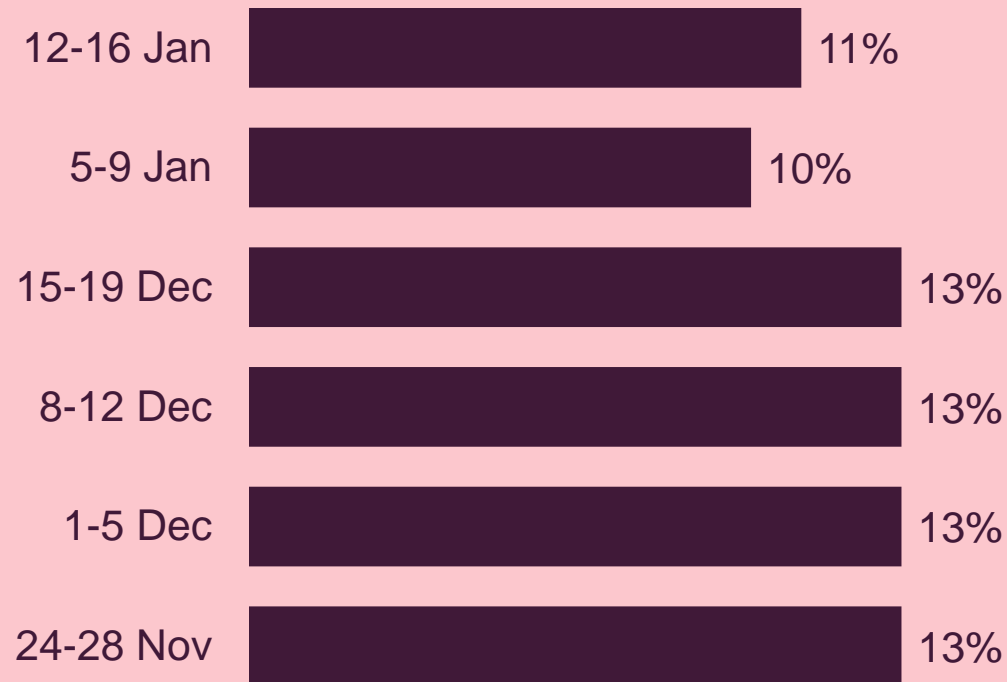


**11%**  
of people in  
Great Britain used  
buses (outside  
London) this week



# Bus use has been lower in the most recent two weeks than at the end of 2021

Proportion using bus within the last seven days



12-16 January 2022 report. Base size all respondents: approx. 4000 weekly.

# Commuting is the most common reason for bus use this week

Main purpose of last bus journey



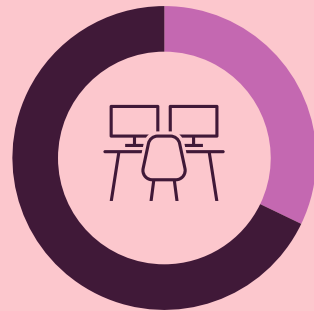
Leisure/eating  
out/non-essential  
shopping  
25%



Essential shopping  
16%



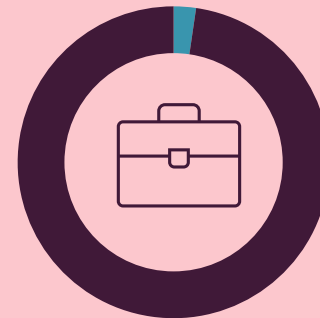
Friends/family  
10%



Commuting  
32%



Personal matters  
10%

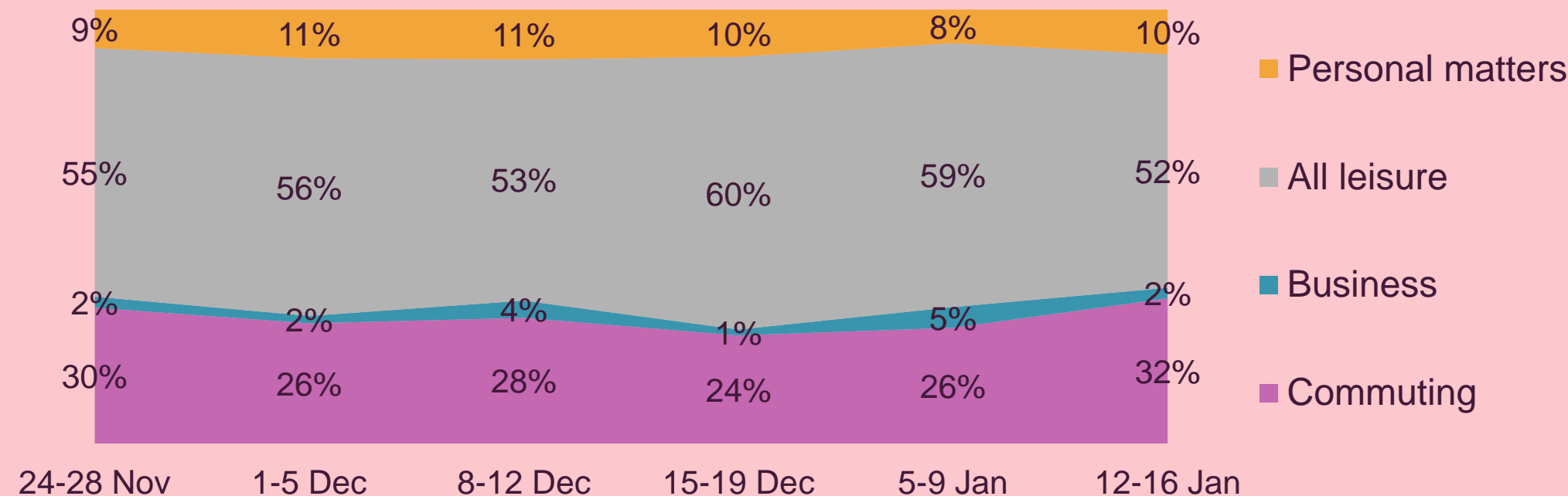


Work travel  
2%

12-16 January 2022 report. Base size: 450. Note that sum of the journey purposes may not add to 100 per cent as some have listed 'other reason'.

# Commuting increased as a proportion of this week's bus journeys and 'all leisure' reduced

Main purpose of last bus journey



12-16 January 2022 report. Base size weekly around 495. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family, and 'Essential shopping'.



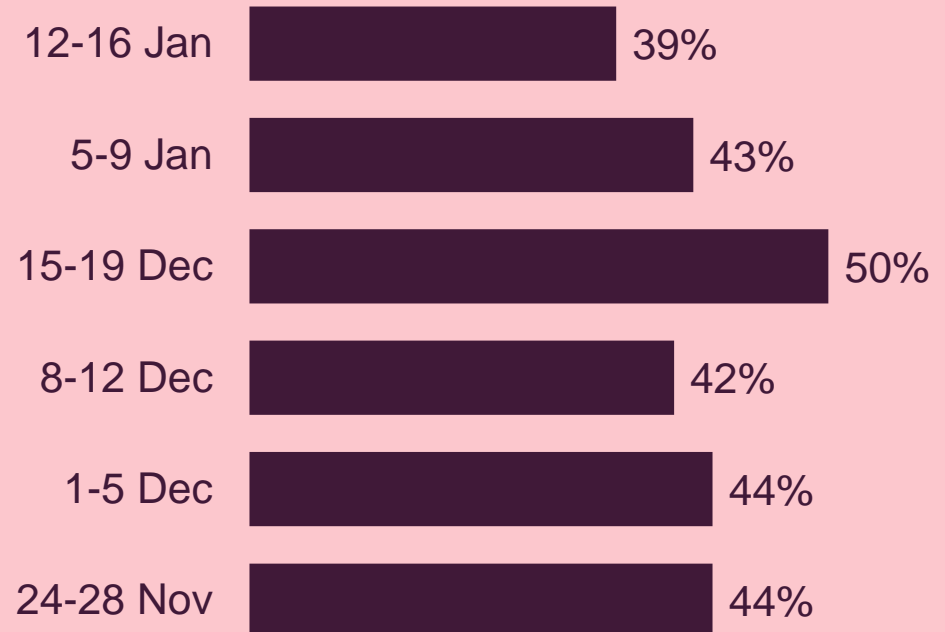
# Just under two fifths had other options to make their journey but chose the bus

Proportion who had options to make journey but chose the bus

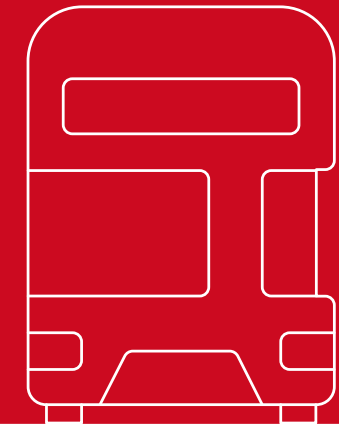


39%

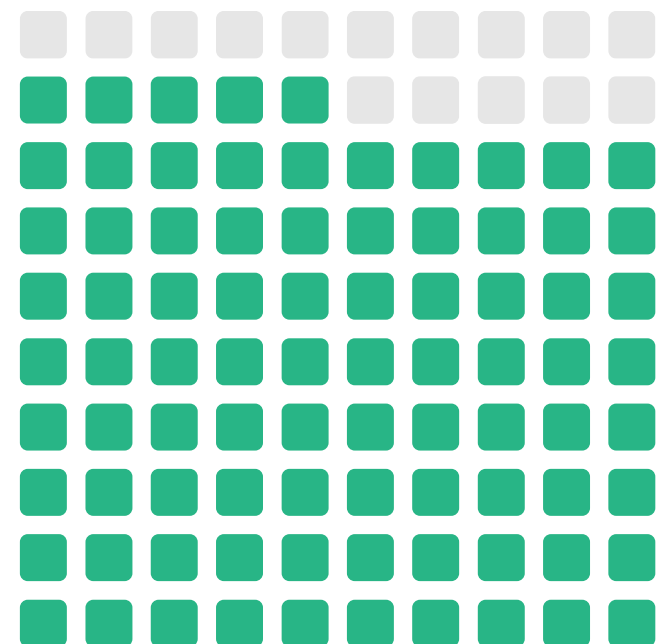
61% said the bus was the only realistic option for that journey



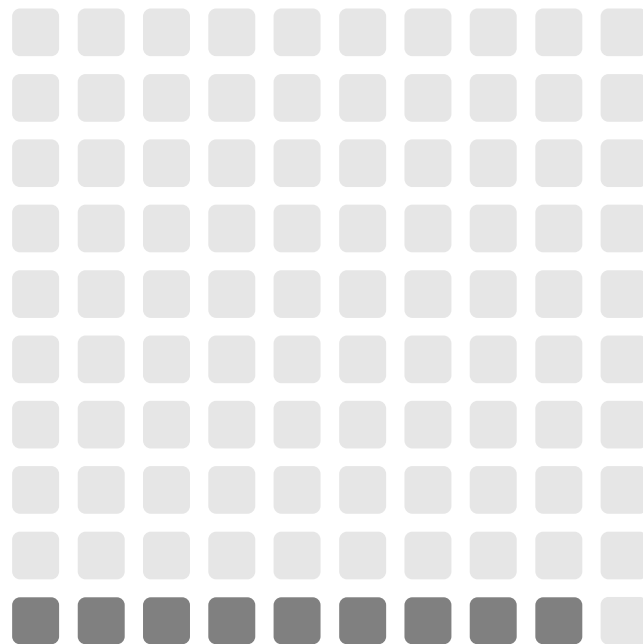
# Bus satisfaction



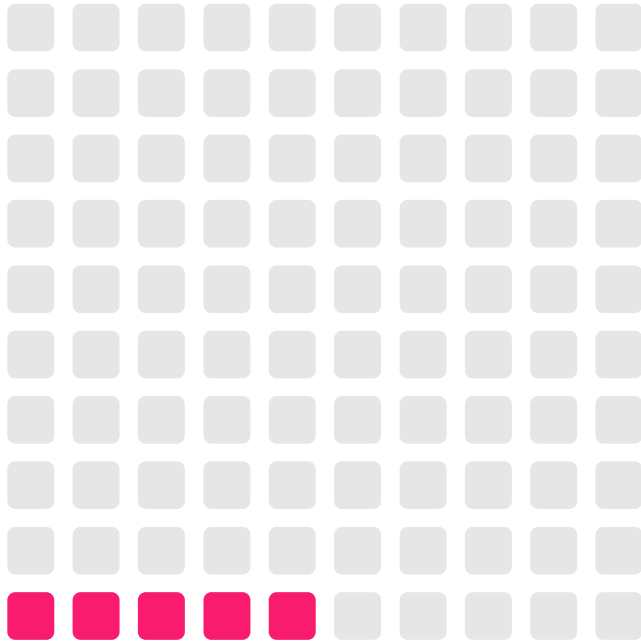
# Overall satisfaction with last bus journey



85%  
satisfied



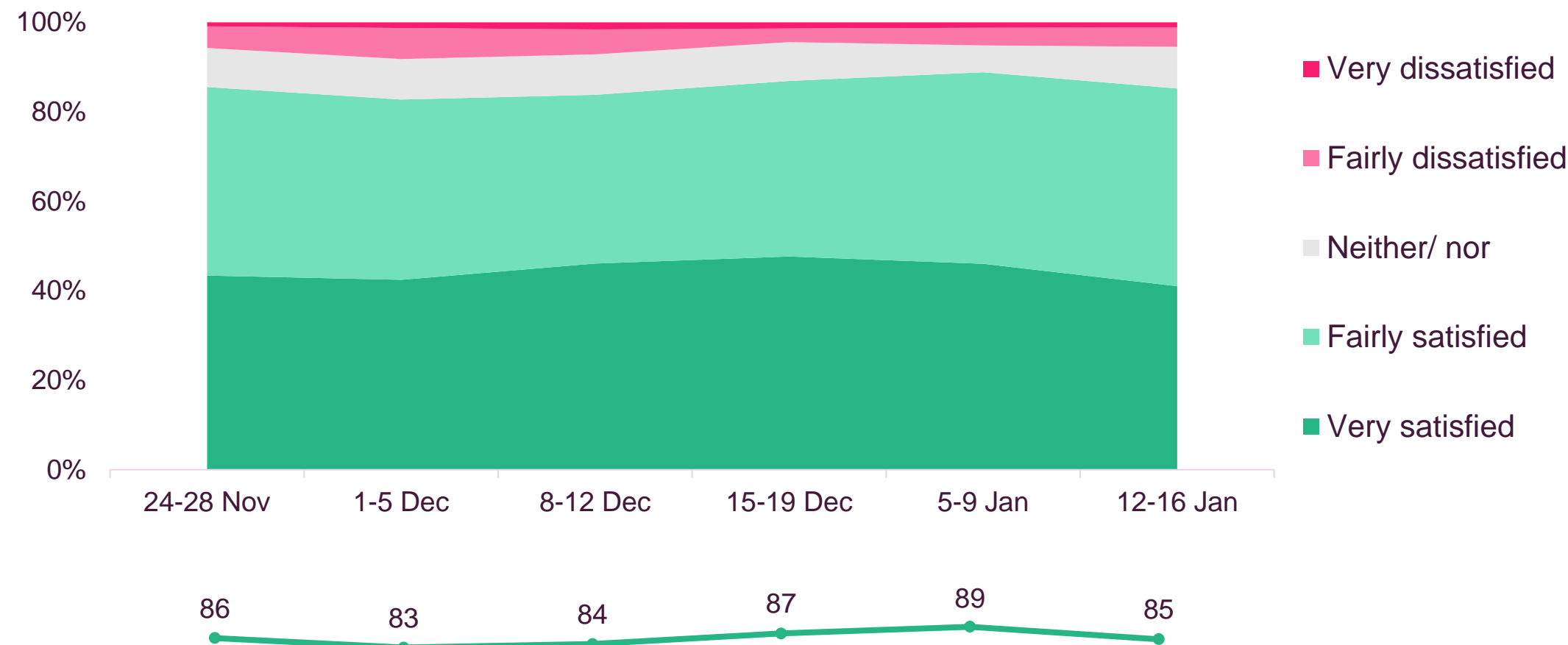
9%  
neither/nor



5%  
dissatisfied

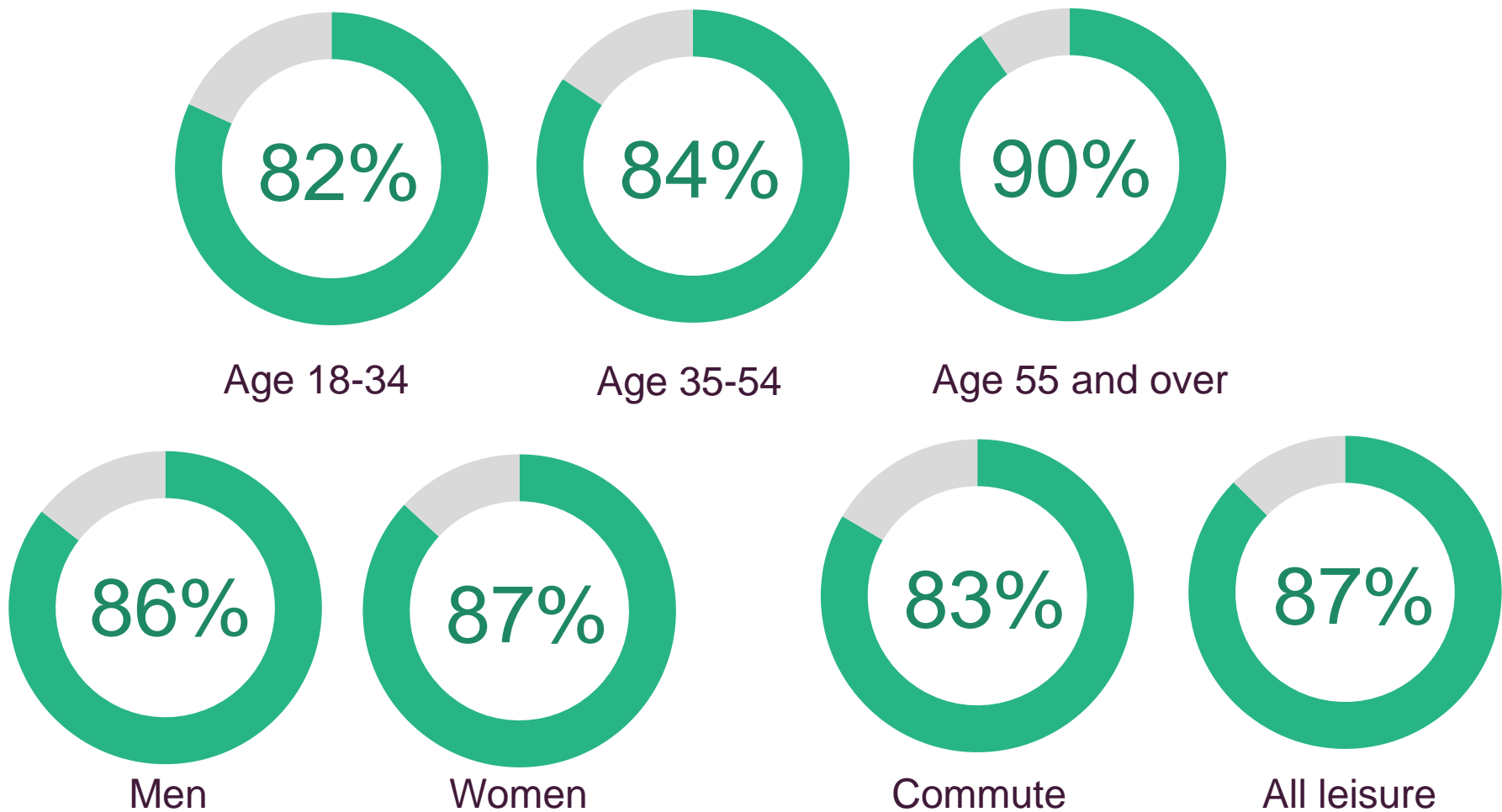
12-16 January 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 451.

# Overall satisfaction with bus journey – over time



12-16 January 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): around 495 per week

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



# What bus passengers are saying...



Bus was on time and clean and comfortable.

Very satisfied Diamond Bus passenger

Too crowded, no ventilation, no one wearing masks.

Very dissatisfied, Stagecoach passenger

Because it arrived on time and I had a safe journey.

Fairly satisfied, First passenger



Crowded, messy, loud, unmasked riders.

Fairly dissatisfied, Arriva passenger

Teenagers not following any Covid guidelines, but friendly staff and good drive.

Neither satisfied nor dissatisfied, Arriva passenger

The bus was extremely clean all the windows were open to circulate air for the covid regulations and the driver was extremely polite.

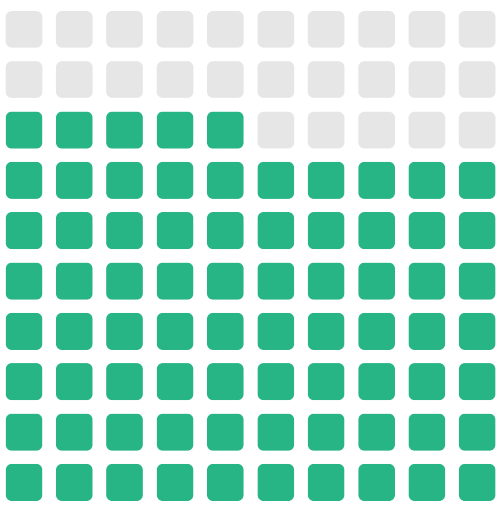
Very satisfied, Arriva passenger



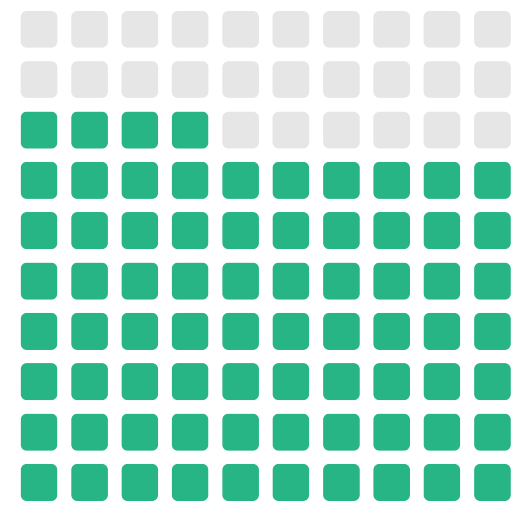
The diagram is set against a solid red background. In the center is a white rounded rectangle containing the text 'Satisfaction with aspects of bus journey'. To the left of this box, there is a line-art illustration of a bus stop shelter and a vertical signpost. Below the shelter, three stylized trees are shown. To the right of the central box is a line-art illustration of a double-decker bus. Above the bus is a speech bubble containing two icons: a thumbs-up and a thumbs-down. Several white arrows indicate a flow: one points from the bus stop area towards the central box; another points from the central box towards the bus; a third points from the bus towards the feedback speech bubble; and a fourth points from the feedback bubble back towards the central box. Additionally, there are horizontal lines with arrows above and below the central box, suggesting a continuous journey.

# Satisfaction with aspects of bus journey

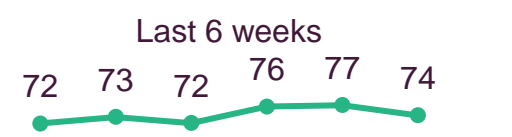
# Satisfaction with the bus stop and punctuality



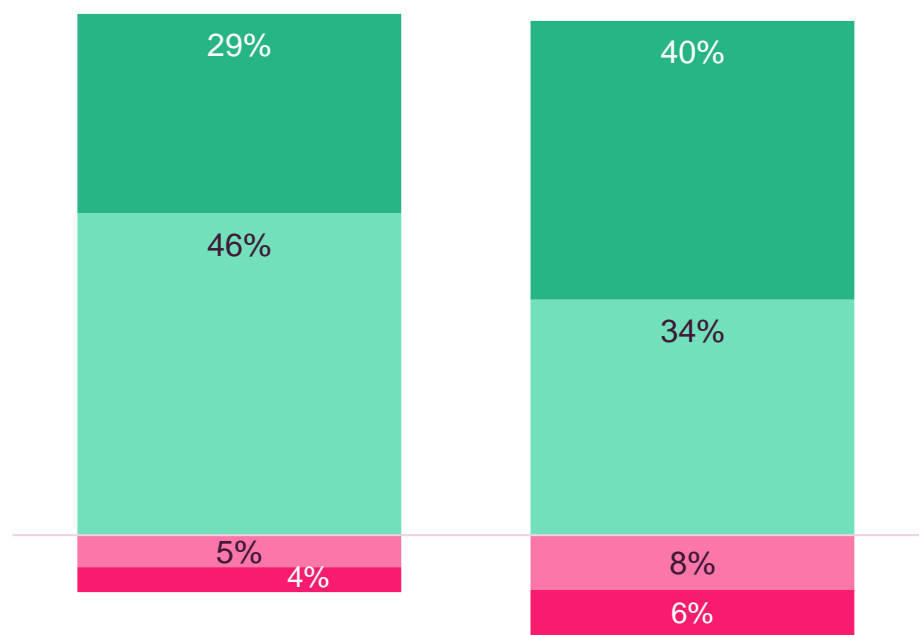
Bus stop - overall satisfaction  
**75%**



Punctuality/reliability  
**74%**



Very satisfied   Fairly satisfied   Fairly dissatisfied   Very dissatisfied

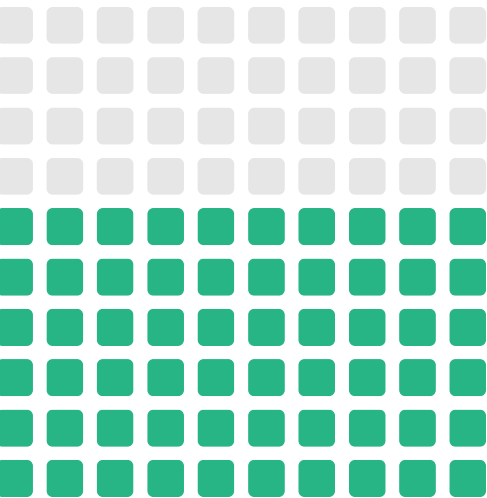


Bus stop overall satisfaction   Punctuality/reliability

12-16 January 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): bus stop 446; punctuality 448.

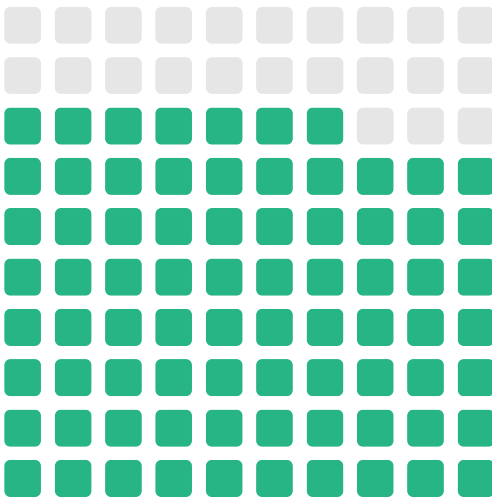
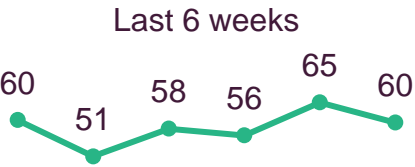


# Satisfaction with information, cleanliness and Covid-related measures



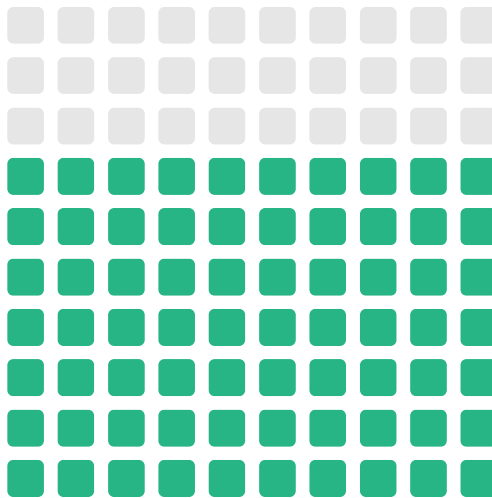
Information on how busy the bus would be before travelling

60%



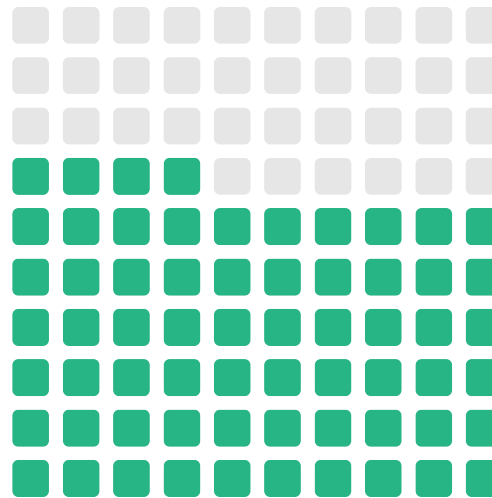
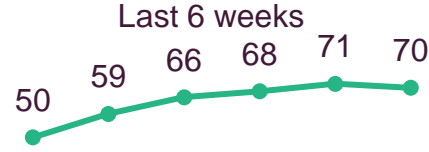
Cleanliness of the inside of the bus

77%



Number of people wearing face coverings

70%



Covid measures in place on the bus

64%



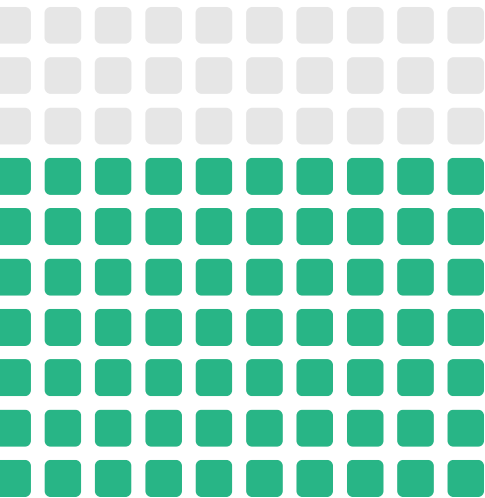
12-16 January 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 300; 449; 446; 438.

# Satisfaction with information, cleanliness and Covid-related measures



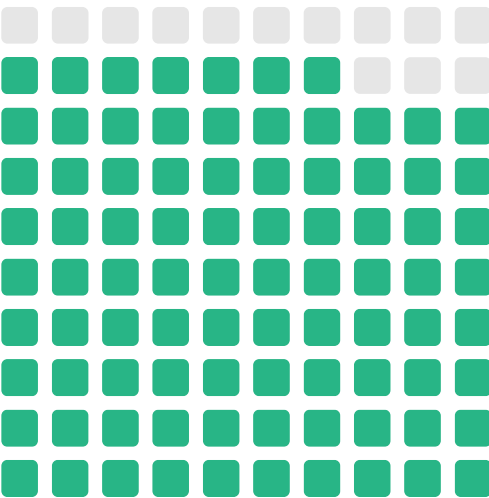
12-16 January 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 300; 449; 446; 438.  
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

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



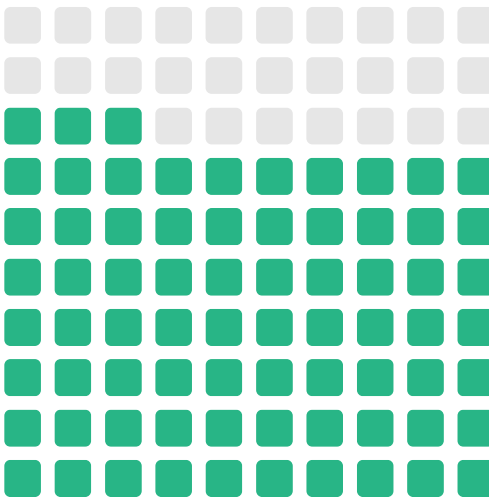
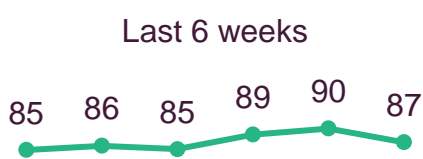
Ventilation on the bus

70%



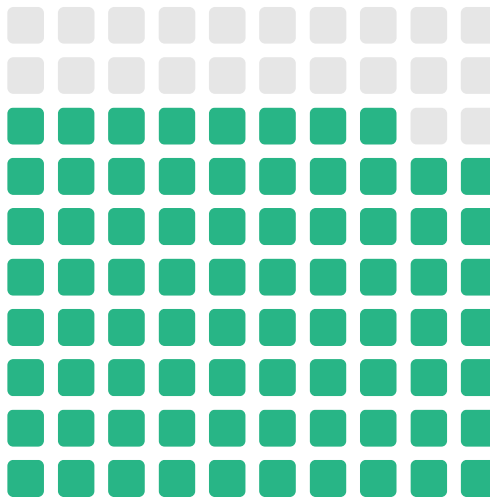
Availability of seating/space to stand

87%



Behaviour of other passengers

73%



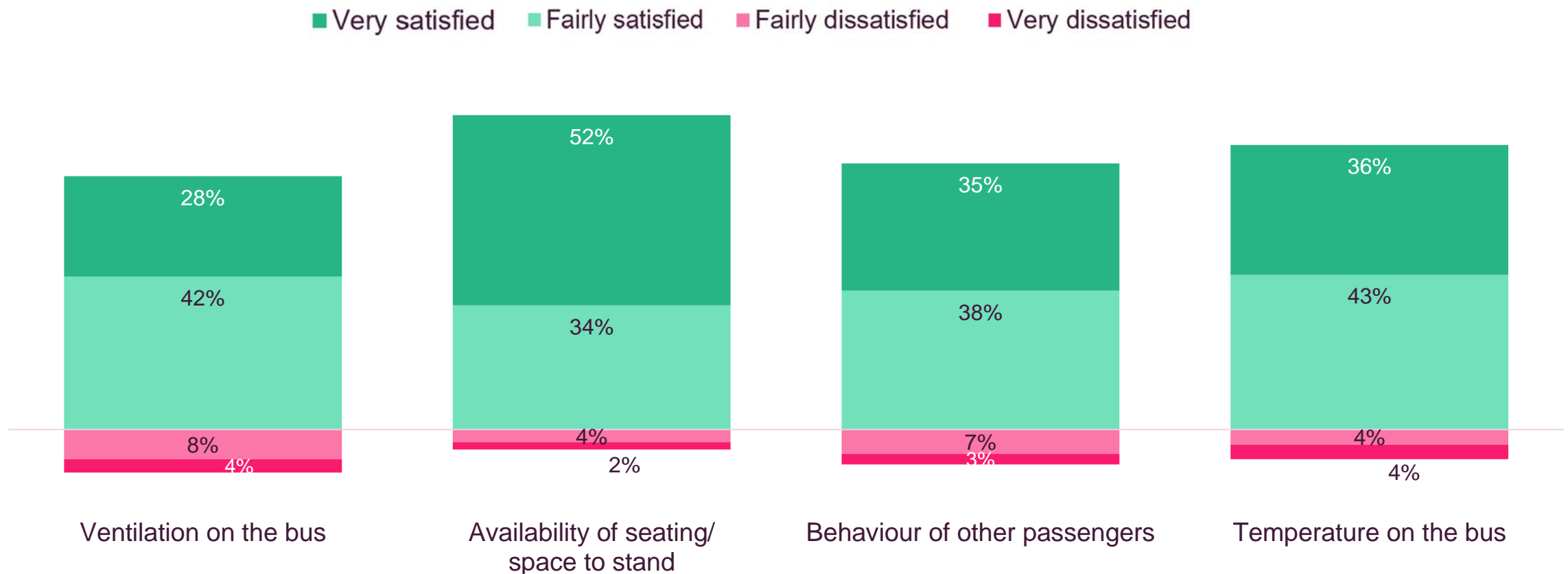
Temperature on the bus

78%



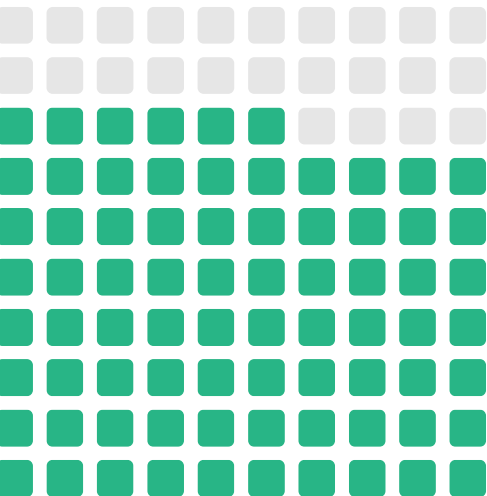
12-16 January 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 444; 450; 449; 449.

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

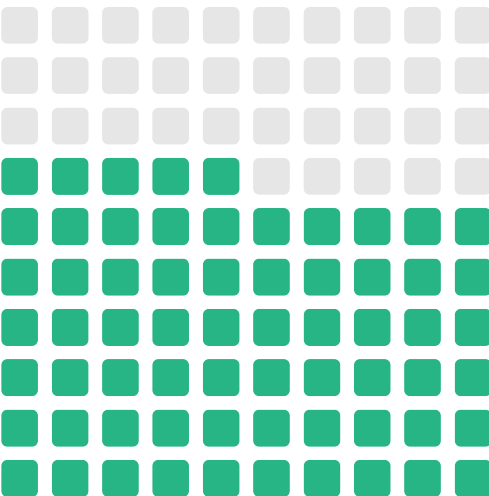


12-16 January 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 444; 450; 449; 449.  
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

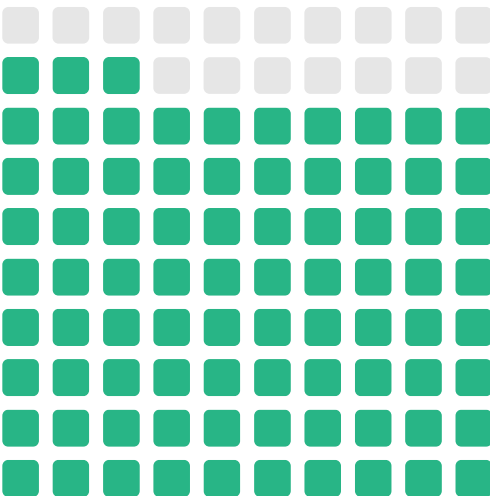
# Satisfaction with driver, frequency, journey time, and personal security



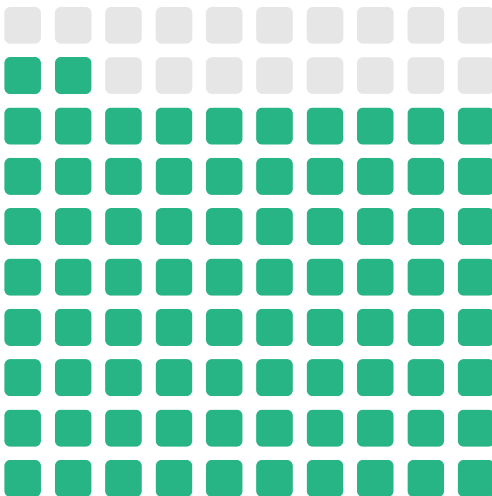
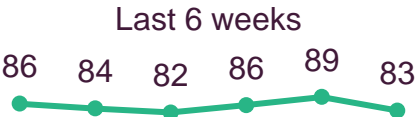
Helpfulness and attitude of the driver  
**76%**



Frequency of buses on that route  
**65%**



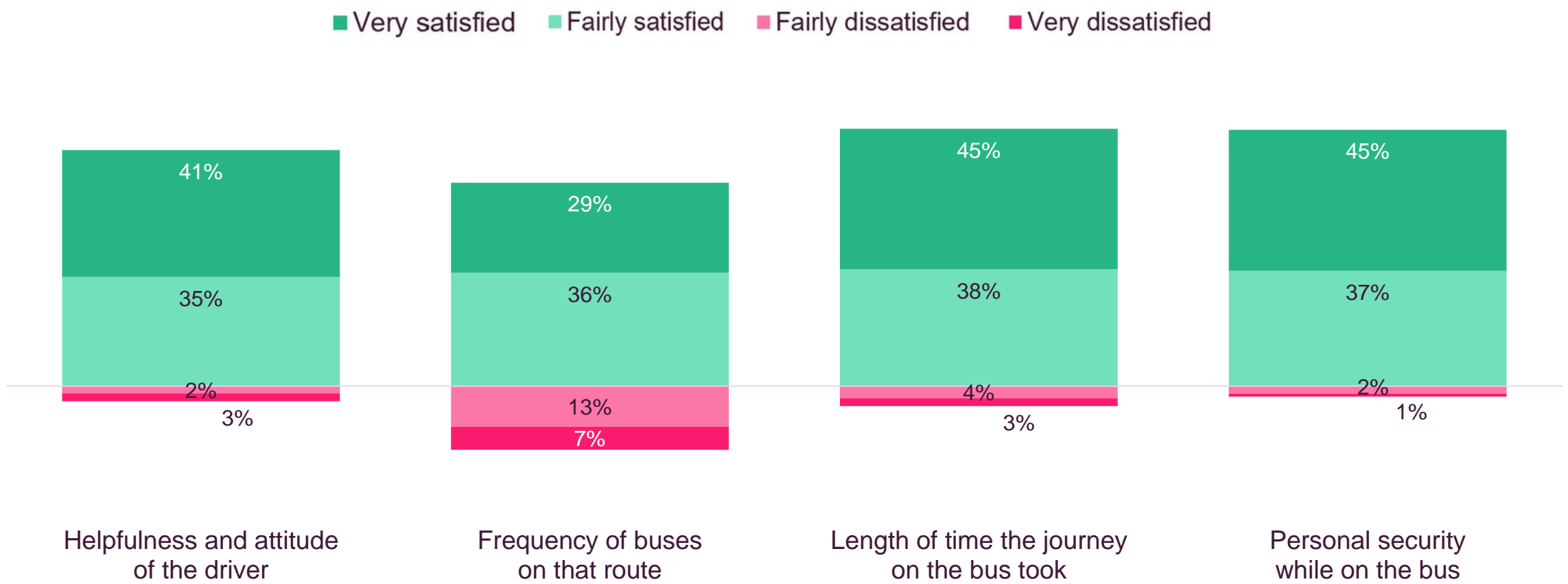
Length of time the journey on the bus took  
**83%**



Personal security while on the bus  
**82%**

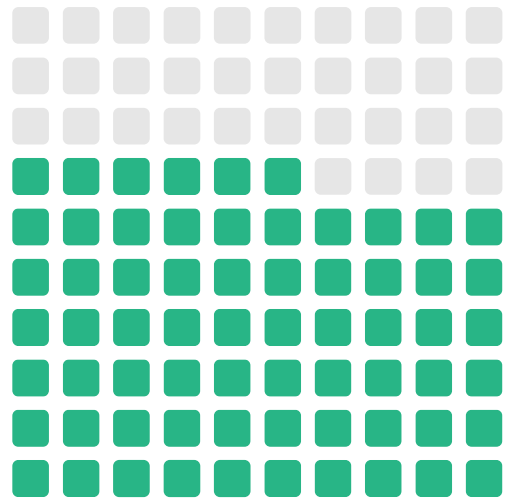


# Satisfaction with driver, frequency, journey time, and personal security



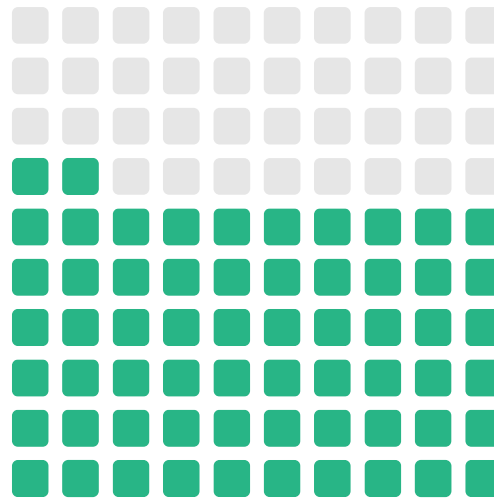
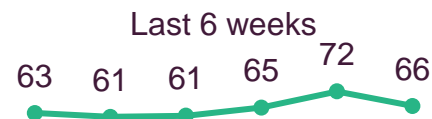
12-16 January 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 426; 450; 450; 438.  
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

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



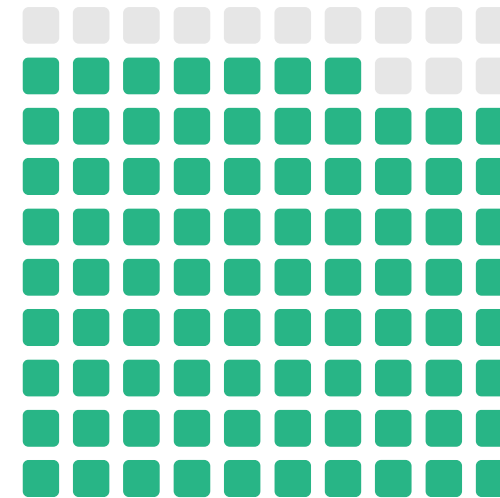
Provision of information during the journey

66%



Value for money

62%

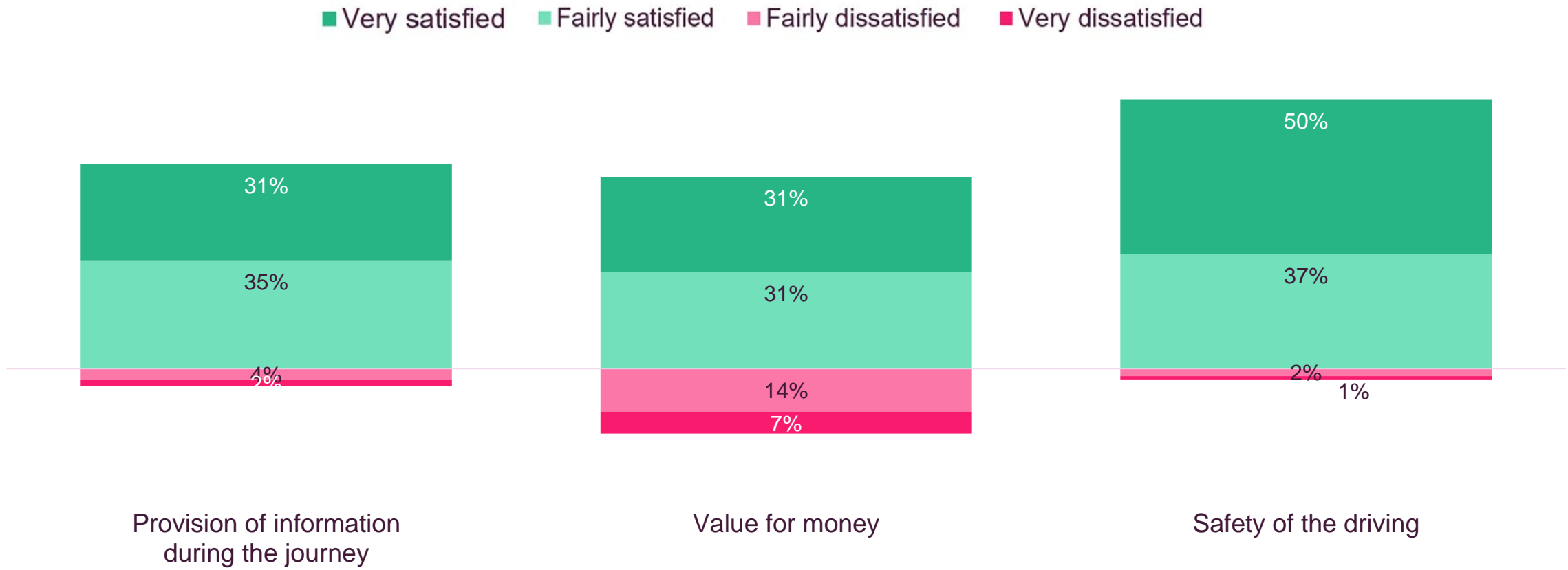


Safety of the driving

87%



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

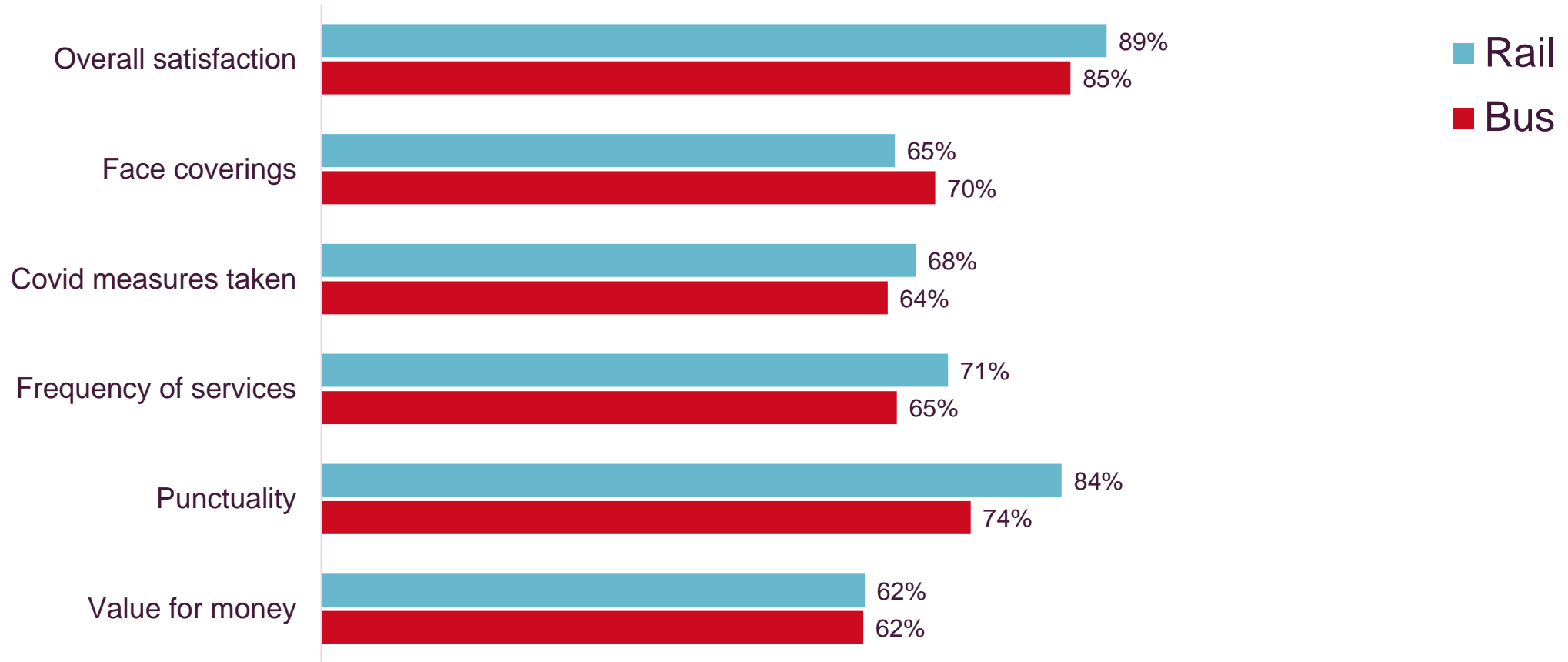


12-16 January 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 354; 385; 450. Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

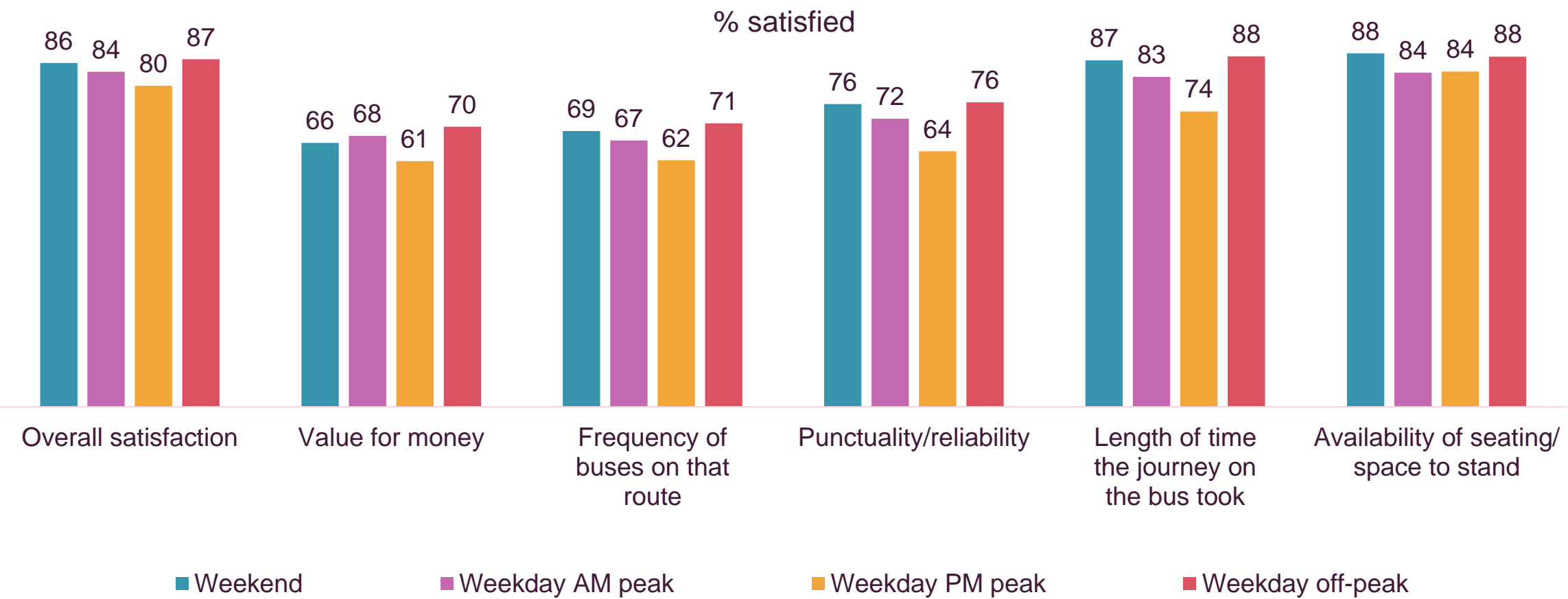


# Bus to rail comparison – current week

Bus passenger satisfaction higher on face coverings, but lower for punctuality and frequency of services



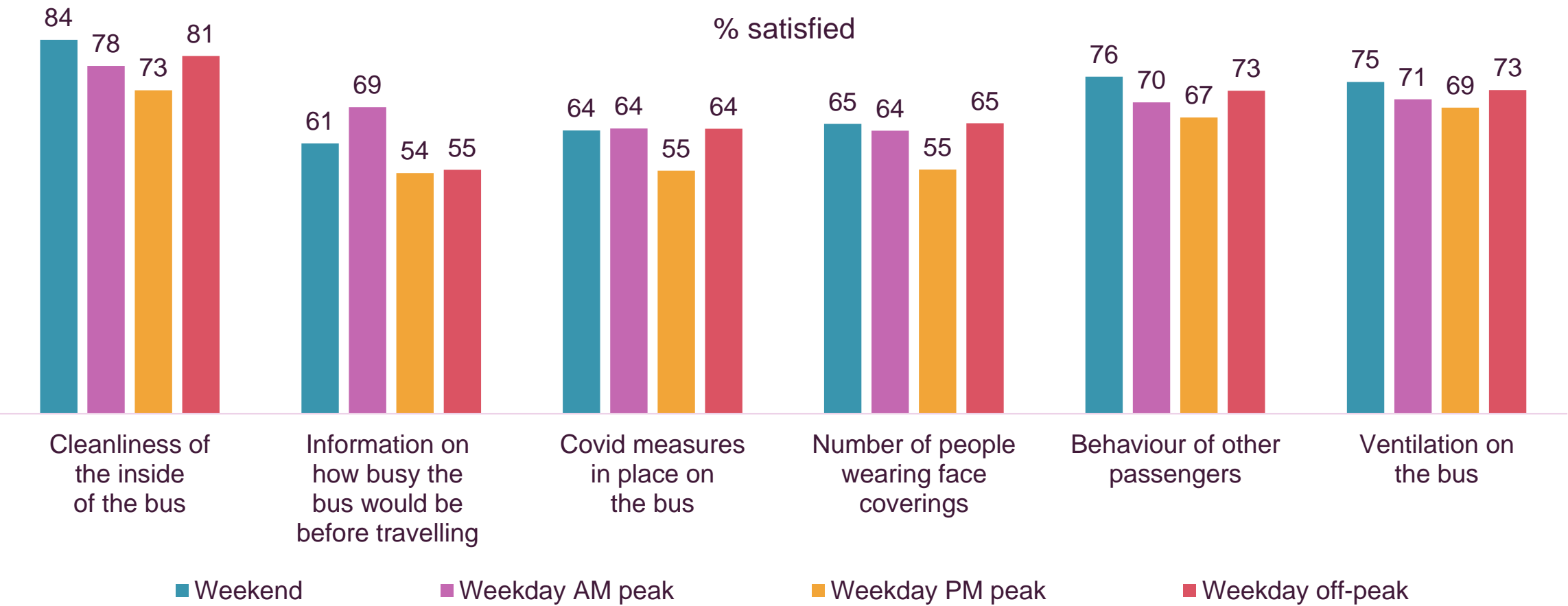
# Journeys made in the weekday afternoon peak have the lowest level of satisfaction across all measures (over last six weeks)



12-16 January 2022 report. Base size: weekend circa 500; weekday AM peak circa 400; Weekday PM peak circa 400; weekday off-peak circa 1600.

Weekday (Mon. to Fri.): AM peak before 9.30; PM peak 4-7pm; off-peak all other times. Weekend: any time Saturday or Sunday.

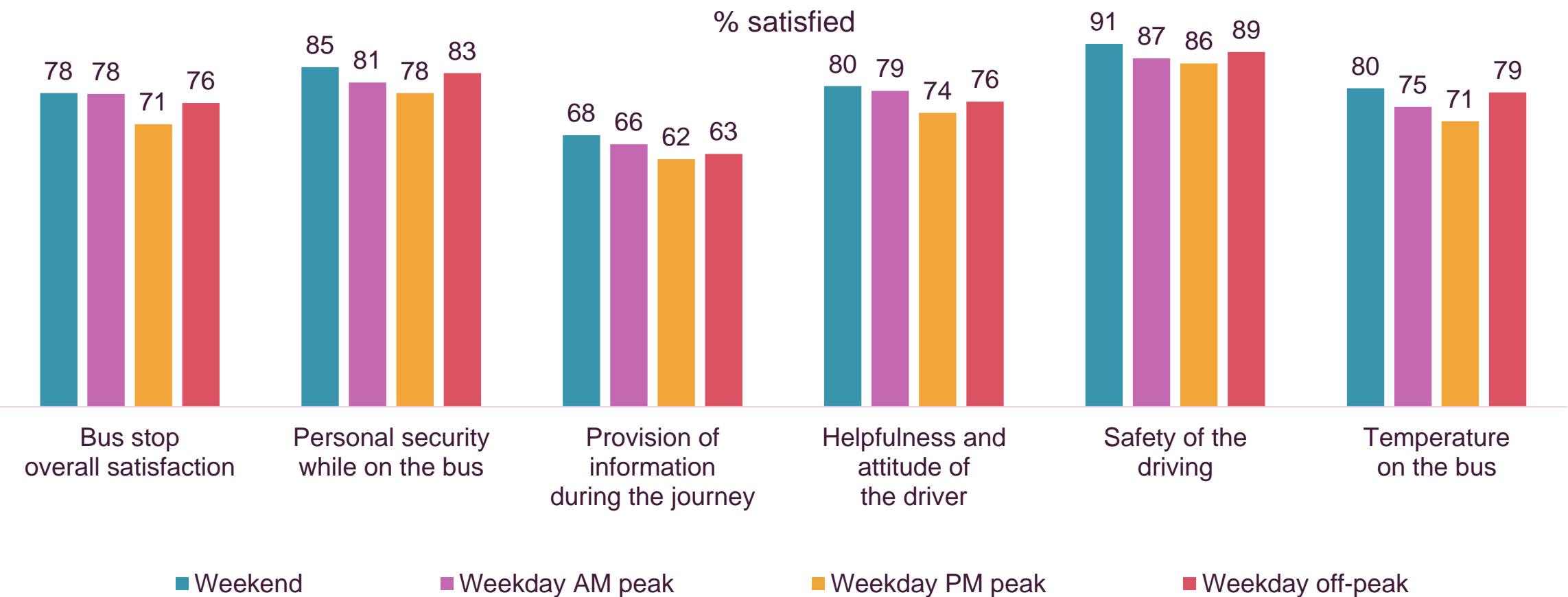
# Satisfaction with the cleanliness of the inside of the bus is highest at weekend (over last six weeks)



12-16 January 2022 report. Base size: weekend circa 500; weekday AM peak circa 400; Weekday PM peak circa 400; weekday off-peak circa 1600.

Weekday (Mon. to Fri.): AM peak before 9.30; PM peak 4-7pm; off-peak all other times. Weekend: any time Saturday or Sunday.

# Satisfaction with the helpfulness and attitude of the driver is higher at weekend and during the weekday morning peak (over last six weeks)



12-16 January 2022 report. Base size: weekend circa 500; weekday AM peak circa 400; Weekday PM peak circa 400; weekday off-peak circa 1600.

Weekday (Mon. to Fri.): AM peak before 9.30; PM peak 4-7pm; off-peak all other times. Weekend: any time Saturday or Sunday.

# 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: 24 - 28 November	Fieldwork: 1 - 5 December	Fieldwork: 8 - 12 December	Fieldwork: 9 - 15 December	Fieldwork: 5 - 9 January	Fieldwork: 12 - 16 January
Week 11	Week 12	Week 13	Week 14	Week 15	Week 16
540	537	524	501	415	451

# 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     | i. Frequency of buses on that route                             |
| b. Overall satisfaction with the bus stop or bus station           | j. Punctuality/ reliability (the bus leaving/ arriving on time) |
| c. The cleanliness on the inside of the bus                        | k. The time the journey on the bus took                         |
| d. The number of people wearing face coverings during your journey | l. The availability of seating or space to stand                |
| e. The Covid measures in place on the bus                          | m. The temperature inside the bus                               |
| f. The behaviour of other passengers                               | n. Your personal security on the bus                            |
| g. The ventilation on the bus                                      | o. Provision of information during the journey                  |
| h. Value for money of your ticket                                  | 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:

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consumer organisation representing the  
interests of:

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- 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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