

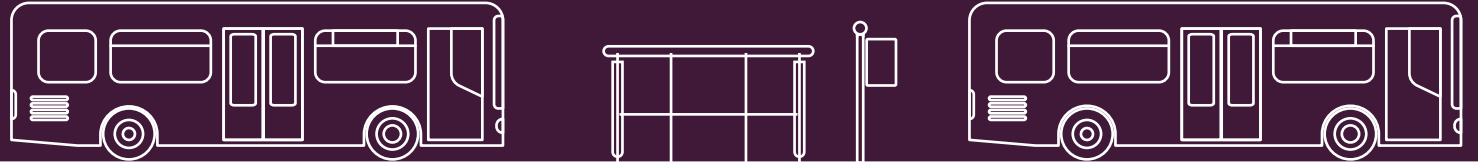
26 - 30
January
2022

Week 18

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.

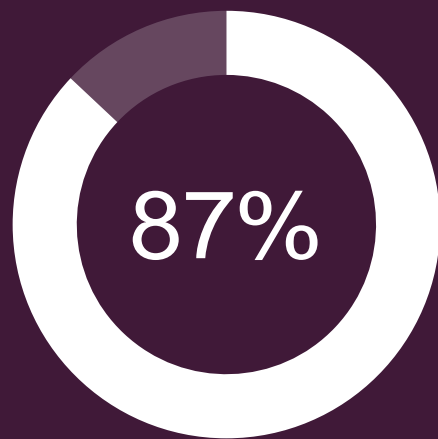
Passengers rated how satisfied they were with their overall journey and a range of aspects including the punctuality of their service, the value for money of their ticket and a number of Covid-related measures.

Results will be reported each week. This report covers online interviews that took place between 26 and 30 January 2022.

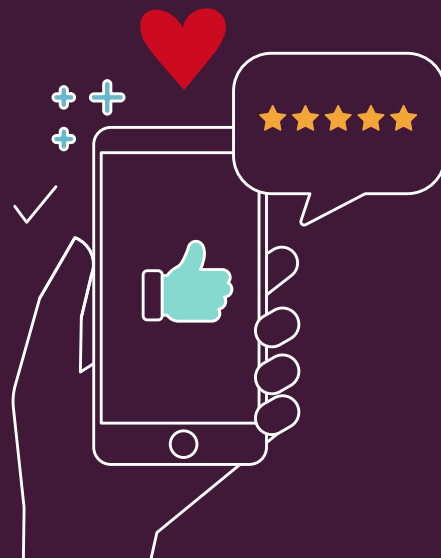
The survey has been developed as an extension to Transport Focus's [Travel during Covid-19 survey](#) and includes many of the core questions from the [Bus Passenger Survey](#).

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

Bus headlines



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



Satisfaction with information on services before travelling rose to 66% from 59% last week.

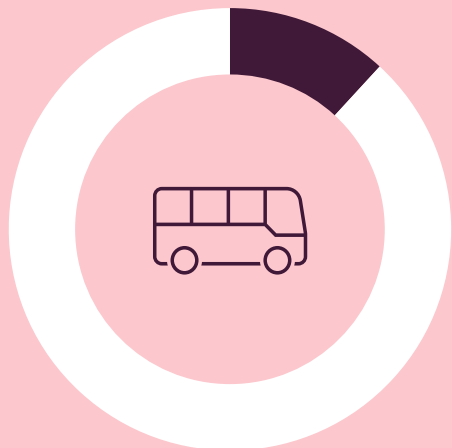


Satisfaction with number of people wearing face masks dropped to 65% from 72% last week.



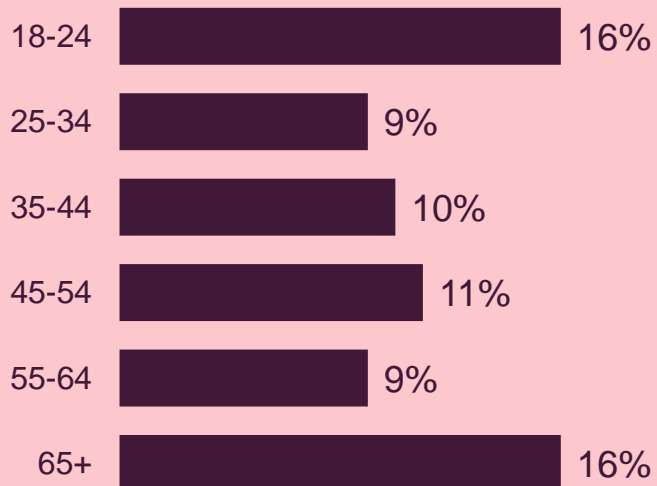
Just over one in nine used a bus in the last seven days

Proportion using bus in the last seven days



12%
of people in
Great Britain used
buses (outside
London) this week

Age



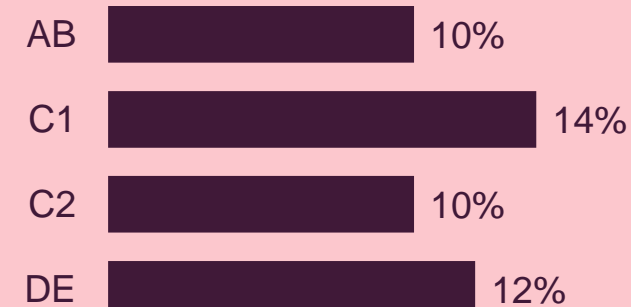
Sex



Region

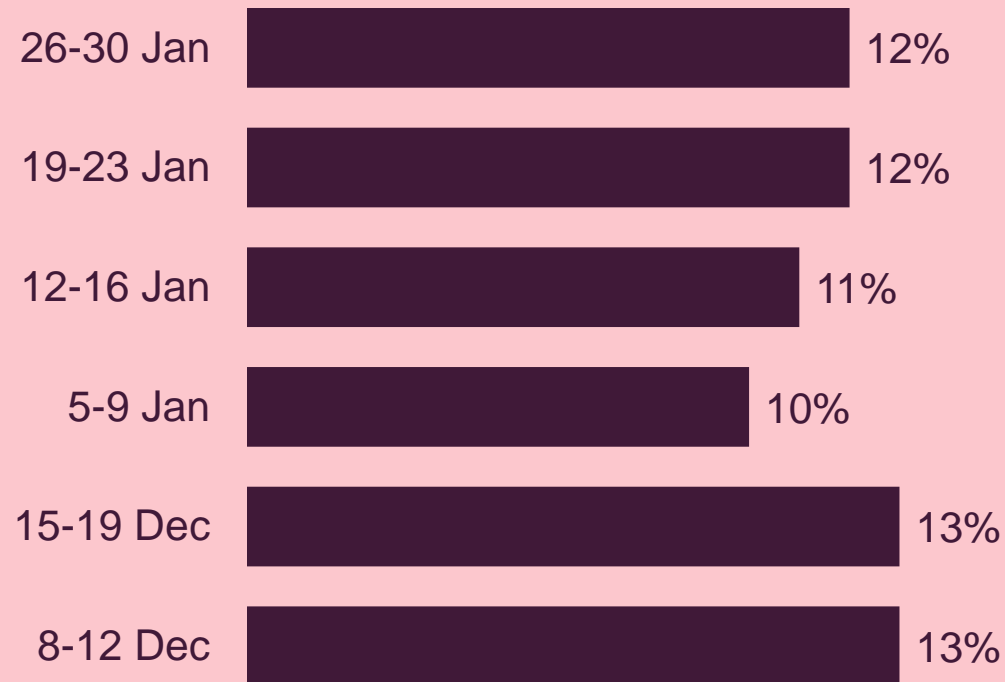


Social grade



Bus slowly increasing back to levels at the end of 2021

Proportion using bus within the last seven days



Leisure is the most common reason for bus use this week

Main purpose of last bus journey



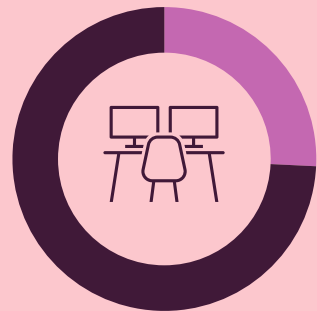
Leisure/eating out/non-essential shopping
29%



Essential shopping
19%



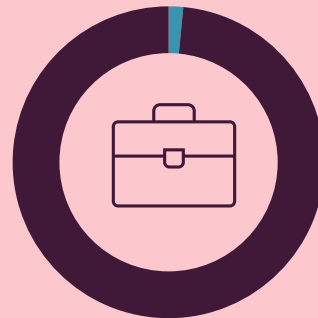
Friends/family
10%



Commuting
26%



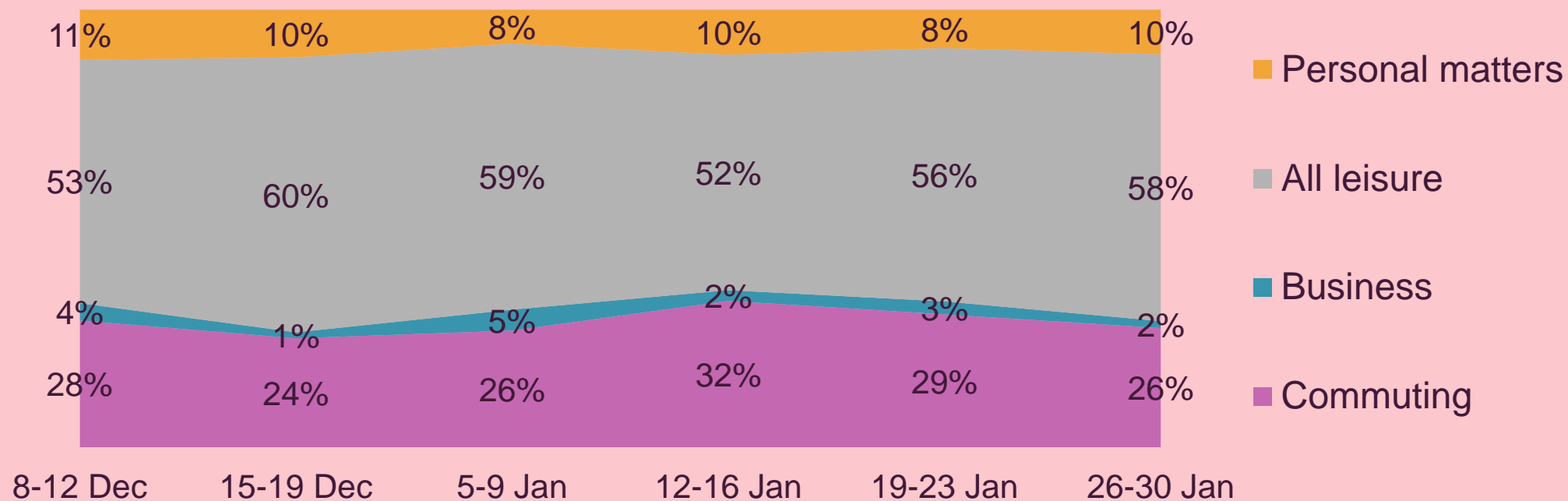
Personal matters
10%



Work travel
2%

A quarter made journeys for commuting journeys

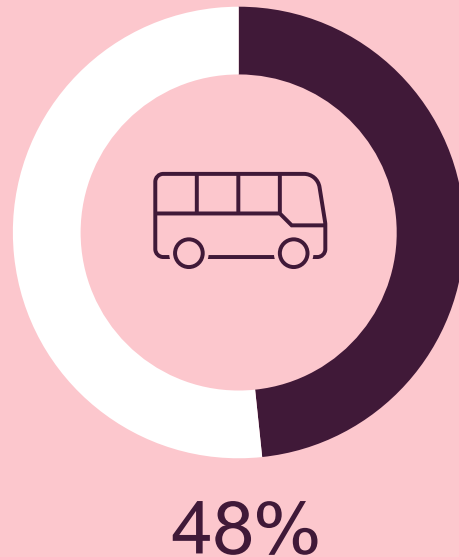
Main purpose of last bus journey



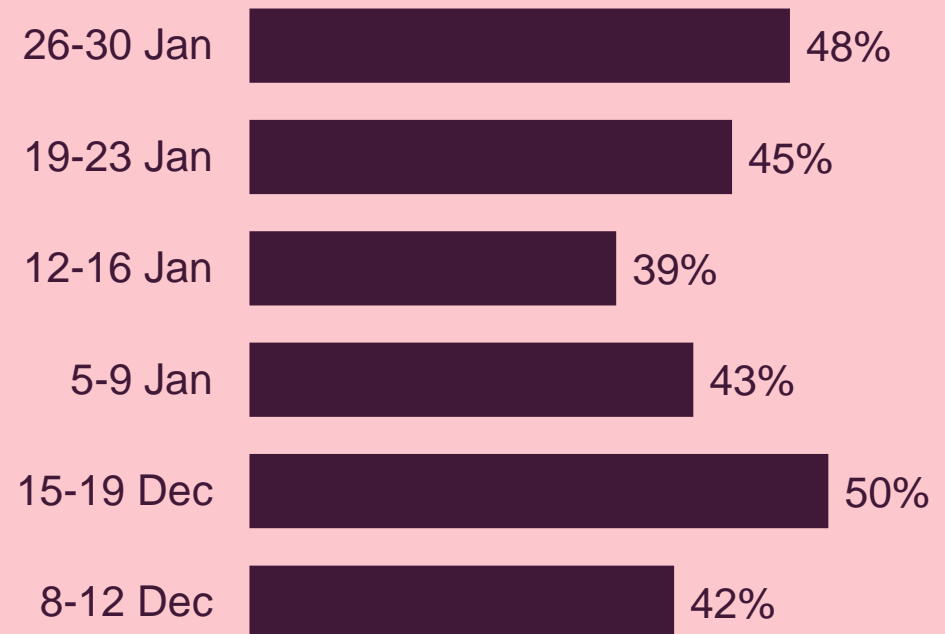
26-30 January 2022 report. Base size weekly average 475. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family, and 'Essential shopping'.

Close to half had other options to make their journey but chose the bus

Proportion who had options to make journey but chose the bus

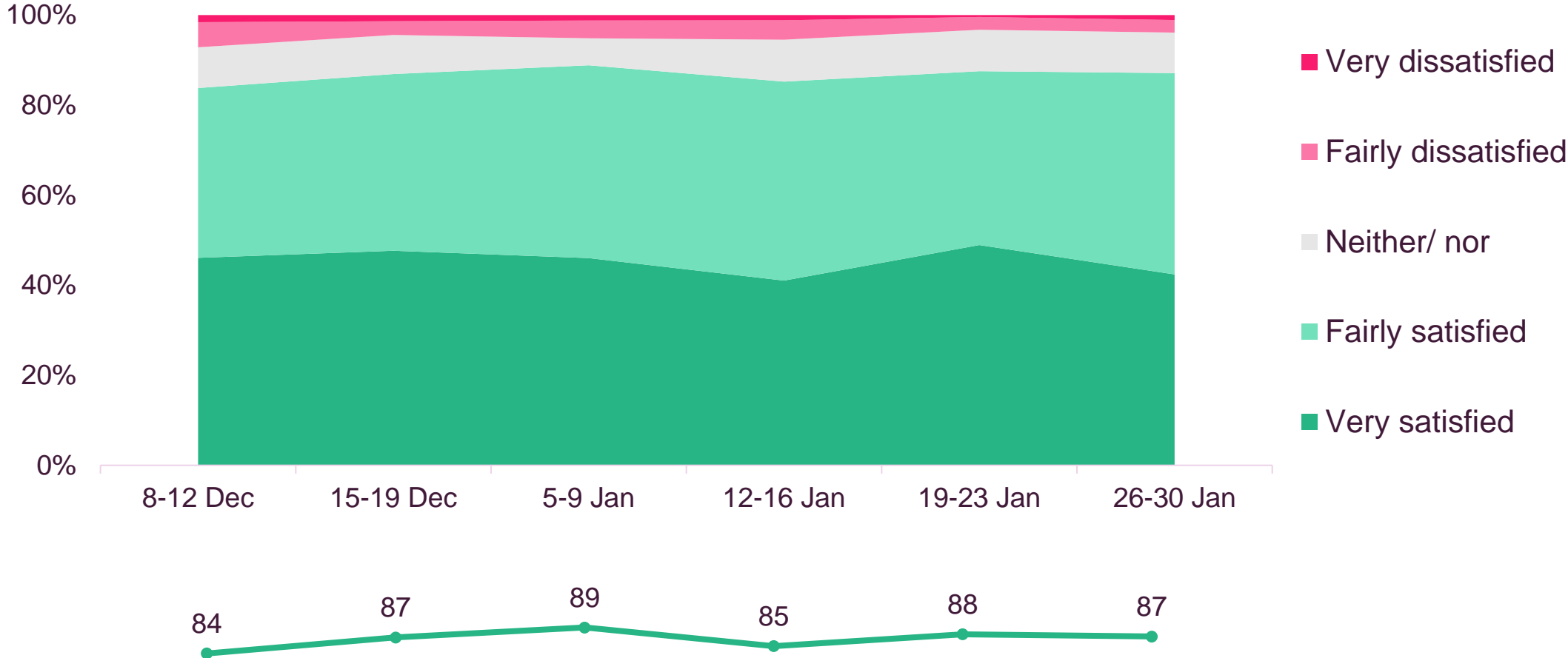


52% said the bus was the only realistic option for that journey



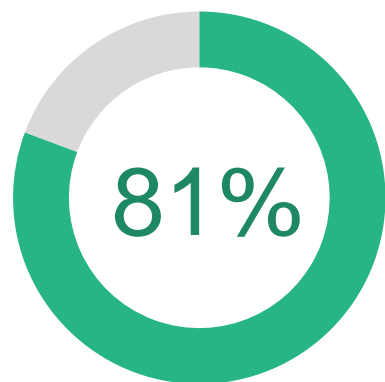


Overall satisfaction with bus journey – over time

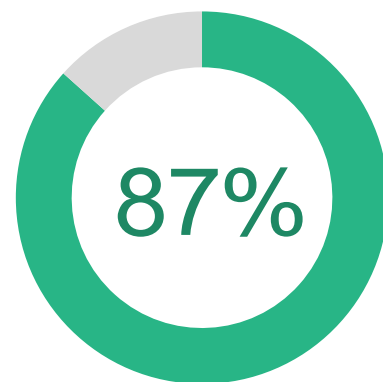


26-30 January 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): average 475 per week

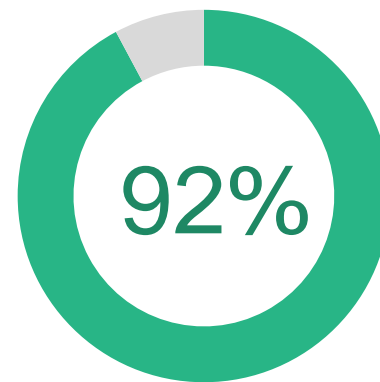
Overall satisfaction with last bus journey by age and sex over last four weeks



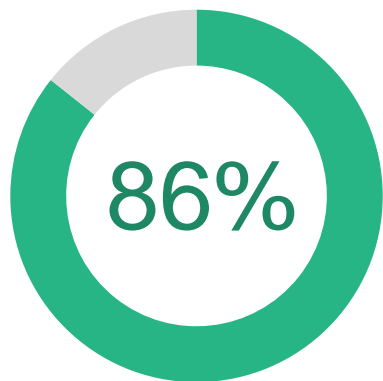
Age 18-34



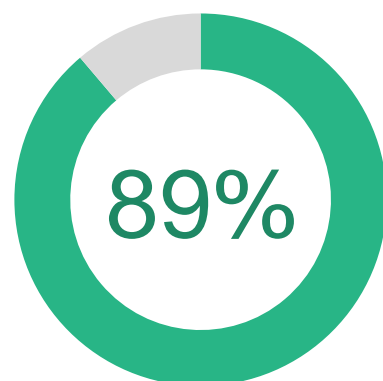
Age 35-54



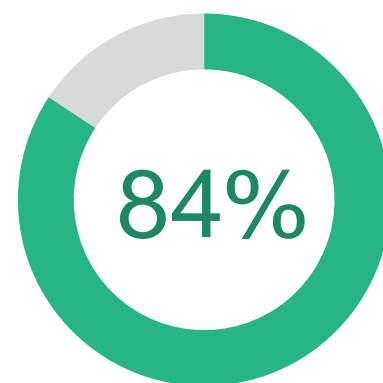
Age 55 and over



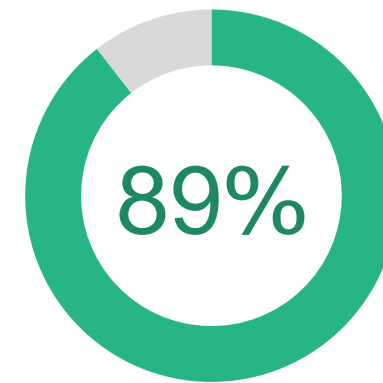
Men



Women



Commute



All leisure

26-30 January 2022 report. Base sizes: age 18-34 560; age 35-54 533 age 55+ 729; male 900; female 910; Commute; 517; all leisure 1014. ('All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family, and 'Essential shopping').

What bus passengers are saying...



Dirty, busy, reckless driving, no covid measures being followed.

Very dissatisfied, Stagecoach passenger

It took quite a while to reach my destination.

Neither satisfied nor dissatisfied, First passenger

Came on time, got there quickly, plenty of seats.

Very satisfied, National Express passenger



The bus was late and the journey was delayed even more by driver changeover. The switch of driver must have wasted at least another ten minutes while they were just chatting and no effort was made to recoup the lost time.

Fairly dissatisfied, Arriva passenger

It was on time and felt safe. Friendly and helpful driver.

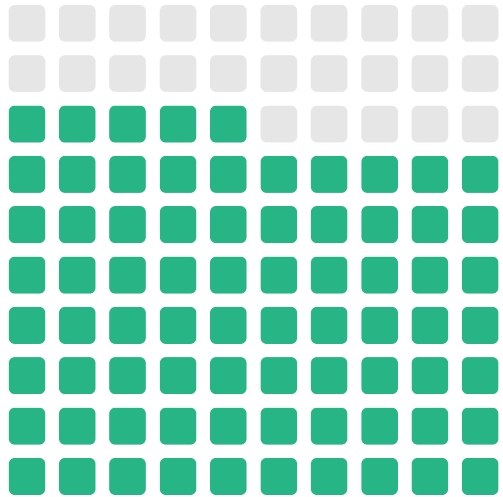
Very satisfied, East Yorkshire Buses passenger

It was way too busy, stood up all the way, people singing football songs.

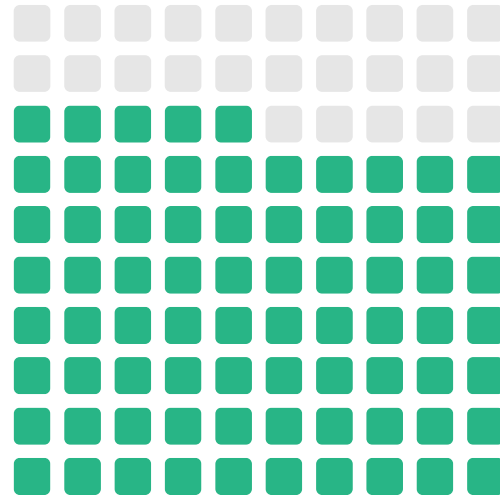
Neither satisfied nor dissatisfied, Arriva passenger



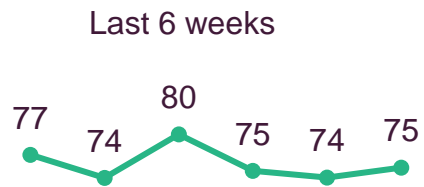
Satisfaction with the bus stop and punctuality



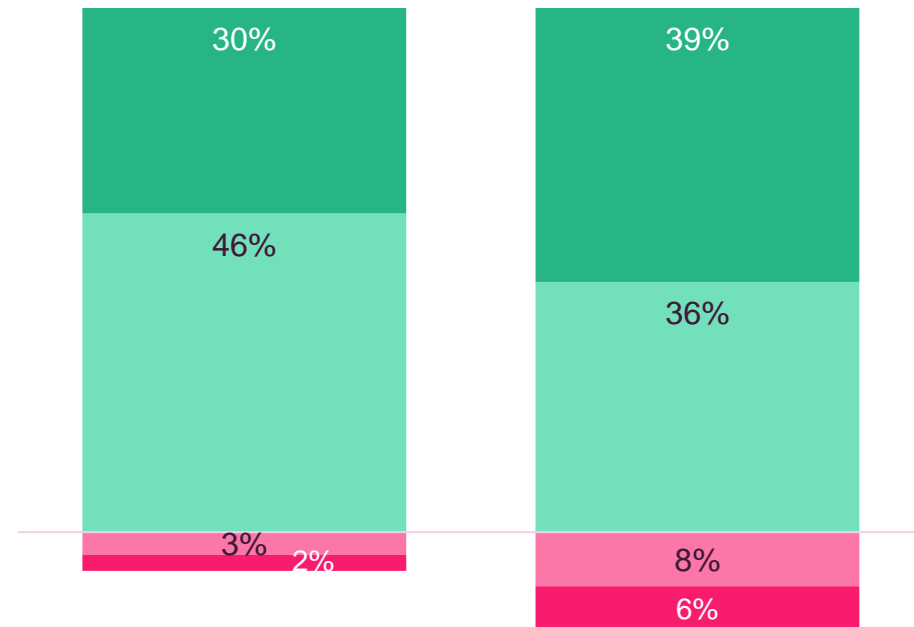
Bus stop - overall satisfaction
75%



Punctuality/reliability
75%



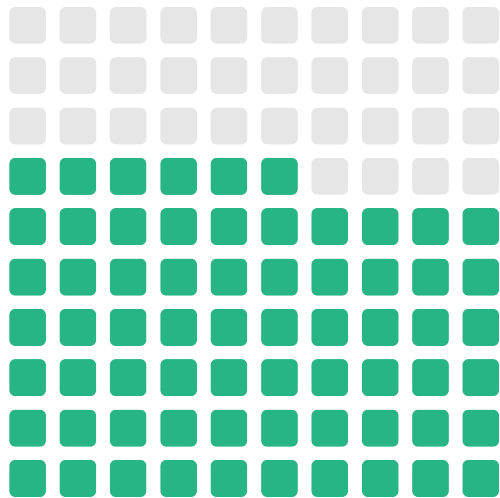
■ Very satisfied
 ■ Fairly satisfied
 ■ Fairly dissatisfied
 ■ Very dissatisfied



Bus stop overall satisfaction

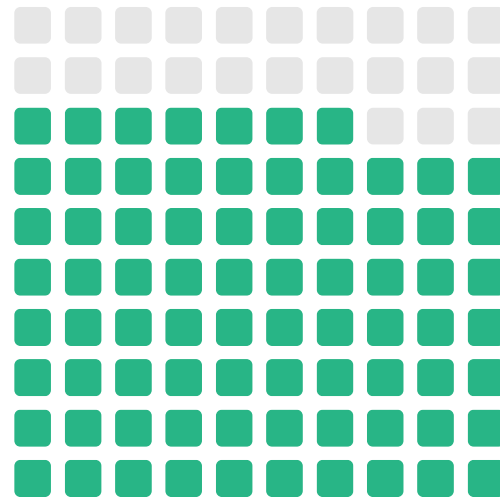
Punctuality/reliability

Satisfaction with information, cleanliness and Covid-related measures



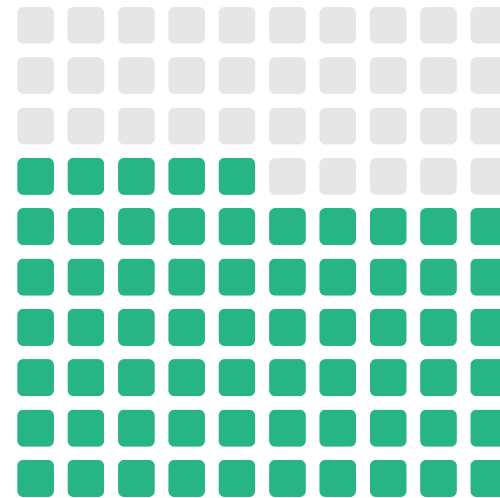
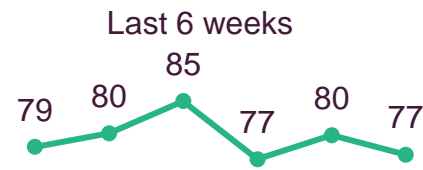
Information on how busy the bus would be before travelling

66%



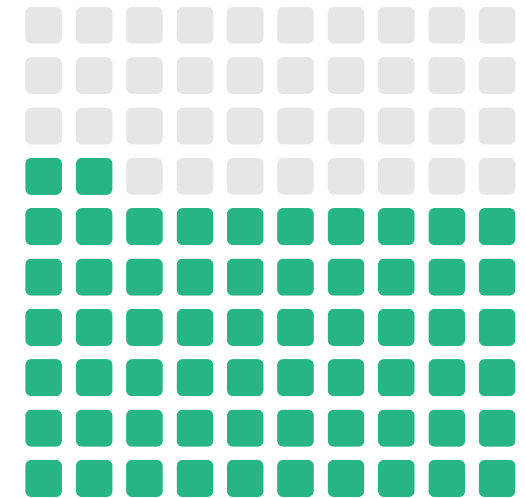
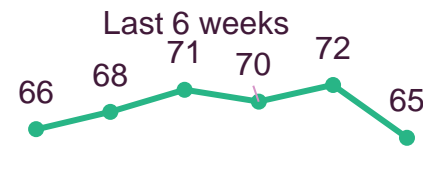
Cleanliness of the inside of the bus

77%



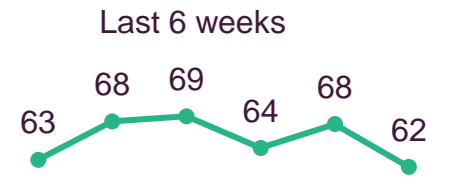
Number of people wearing face coverings

65%



Covid measures in place on the bus

62%



26-30 January 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 316; 483; 469; 475.

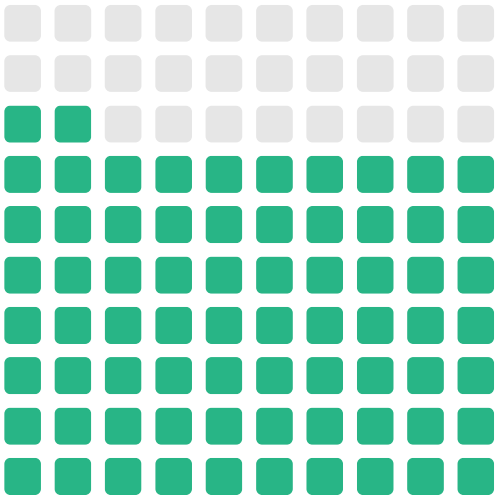
Satisfaction with information, cleanliness and Covid-related measures

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



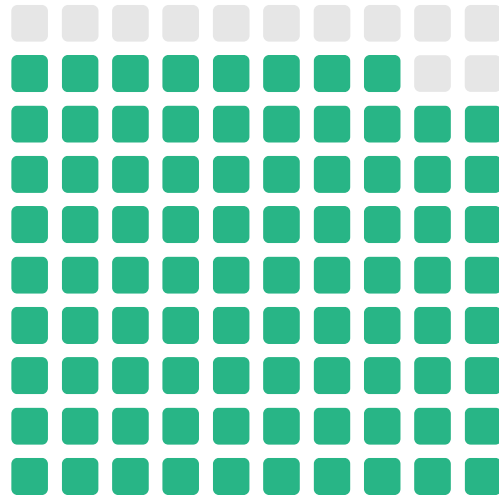
26-30 January 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 316; 483; 469; 475.
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

Satisfaction with ventilation, seating, other passenger behaviour and temperature



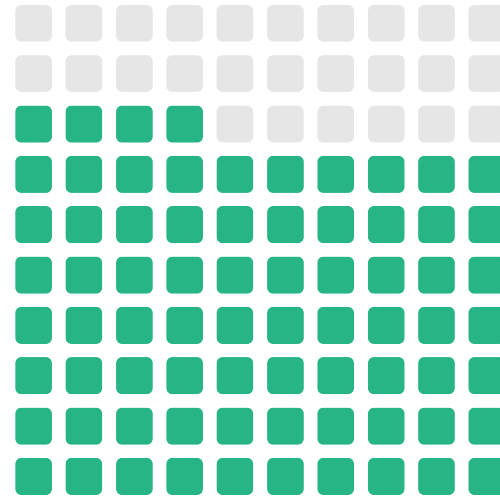
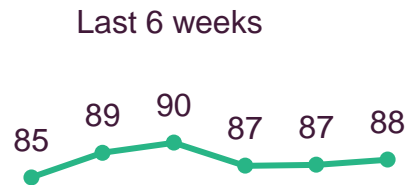
Ventilation on the bus

72%



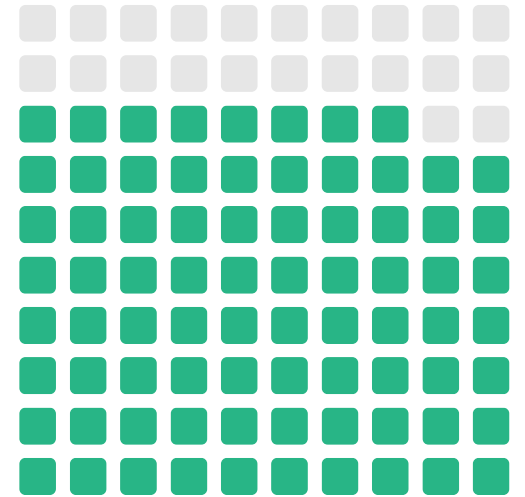
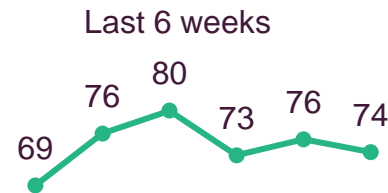
Availability of seating/space to stand

88%



Behaviour of other passengers

74%



Temperature on the bus

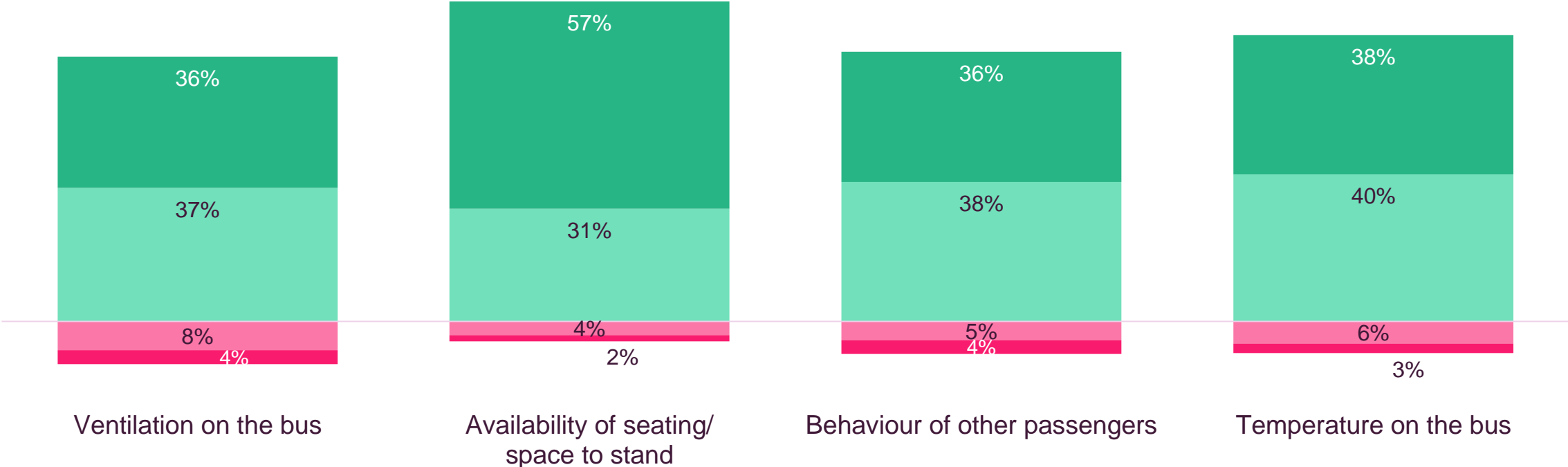
78%



26-30 January 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 477; 484; 481; 483.

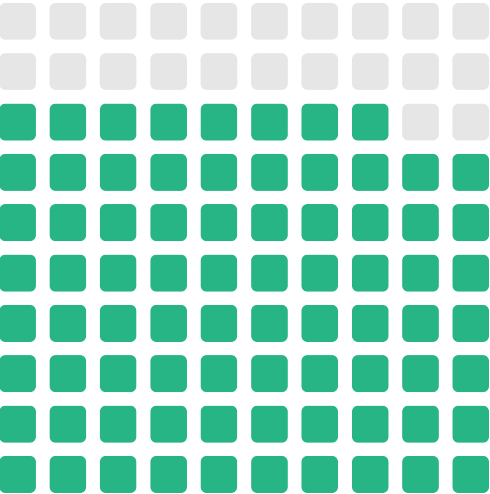
Satisfaction with ventilation, seating, other passenger behaviour and temperature

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



26-30 January 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 477; 484; 481; 483.
 Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

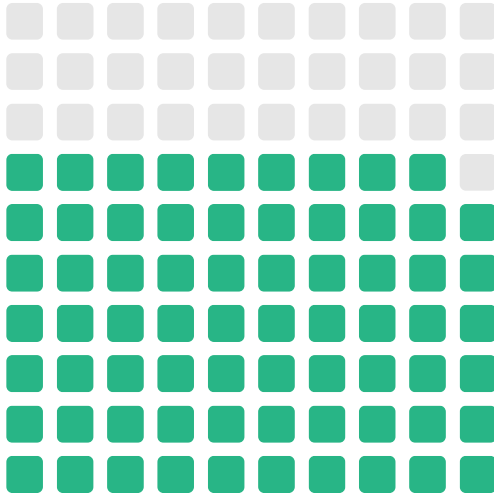
Satisfaction with driver, frequency, journey time, and personal security



Helpfulness and attitude of the driver

78%

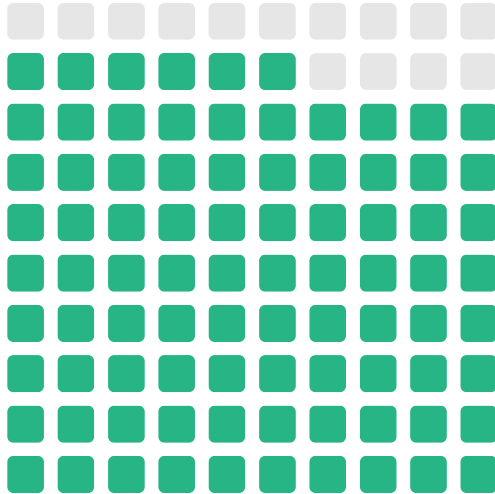
Last 6 weeks



Frequency of buses on that route

69%

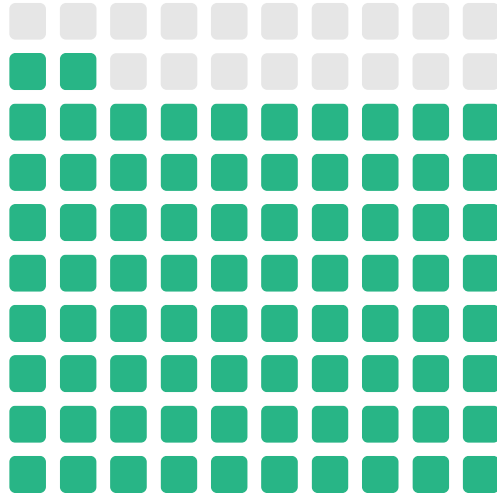
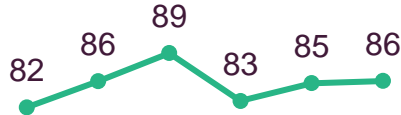
Last 6 weeks



Length of time the journey on the bus took

86%

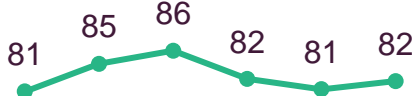
Last 6 weeks



Personal security while on the bus

82%

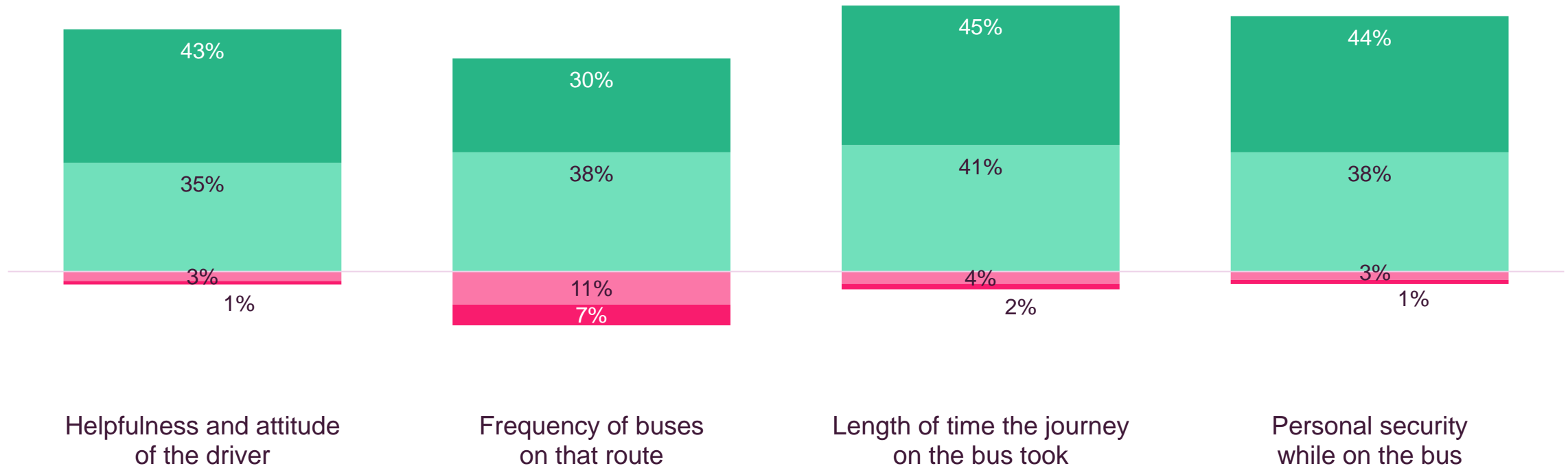
Last 6 weeks



26-30 January 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 463; 482; 484; 477.

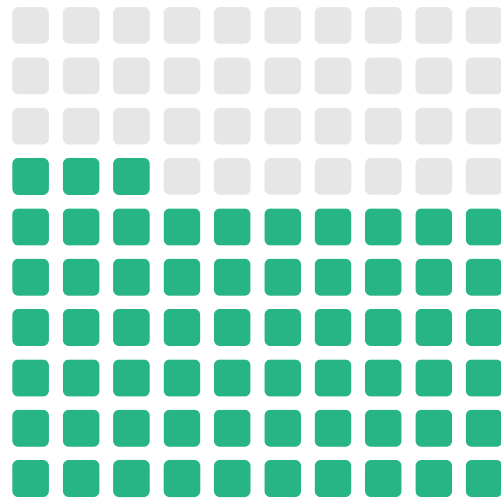
Satisfaction with driver, frequency, journey time, and personal security

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



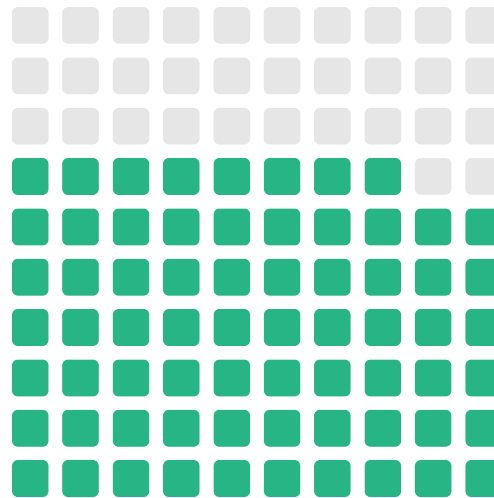
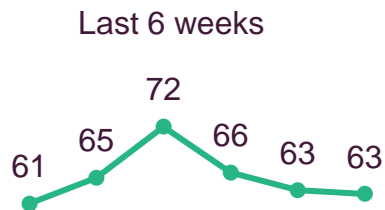
26-30 January 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 463; 482; 484; 477.
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

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



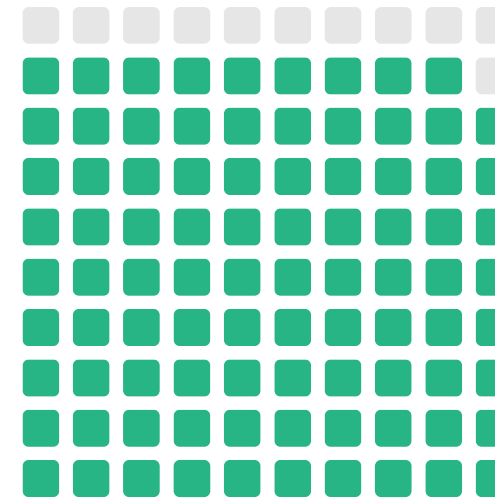
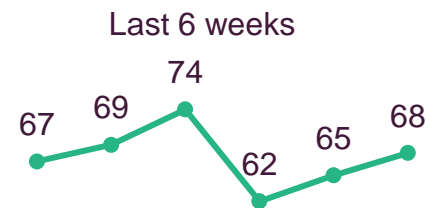
Provision of information during the journey

63%



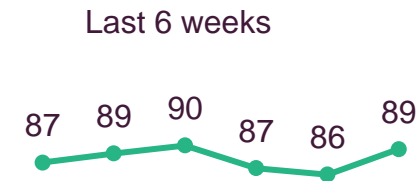
Value for money

68%



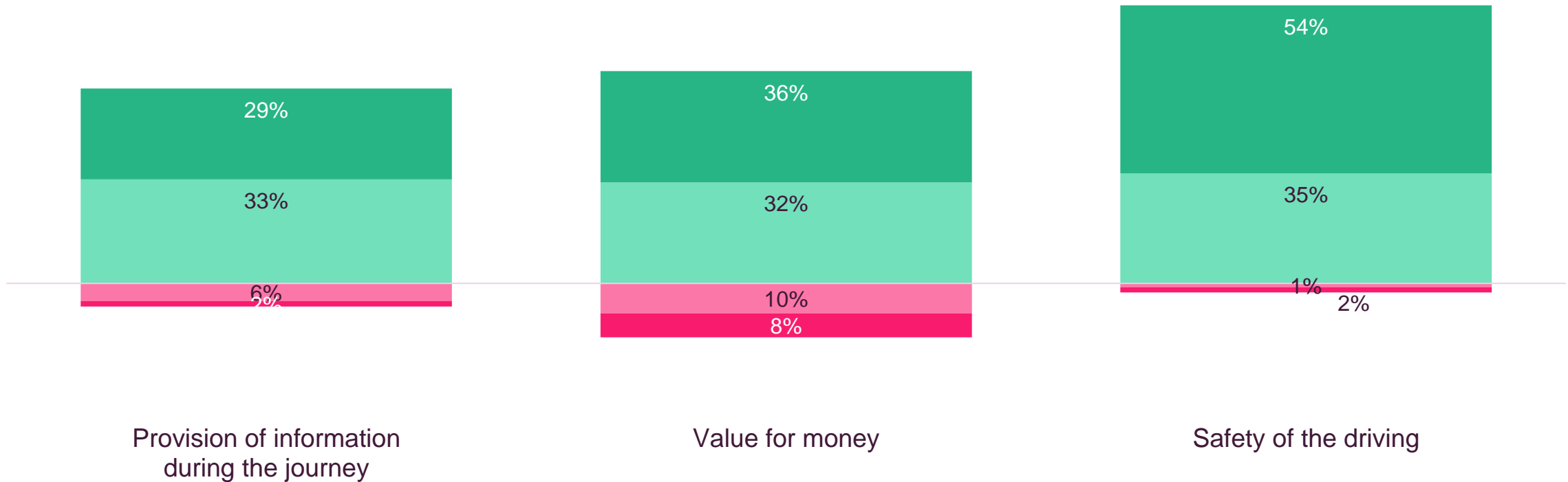
Safety of the driving

89%



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

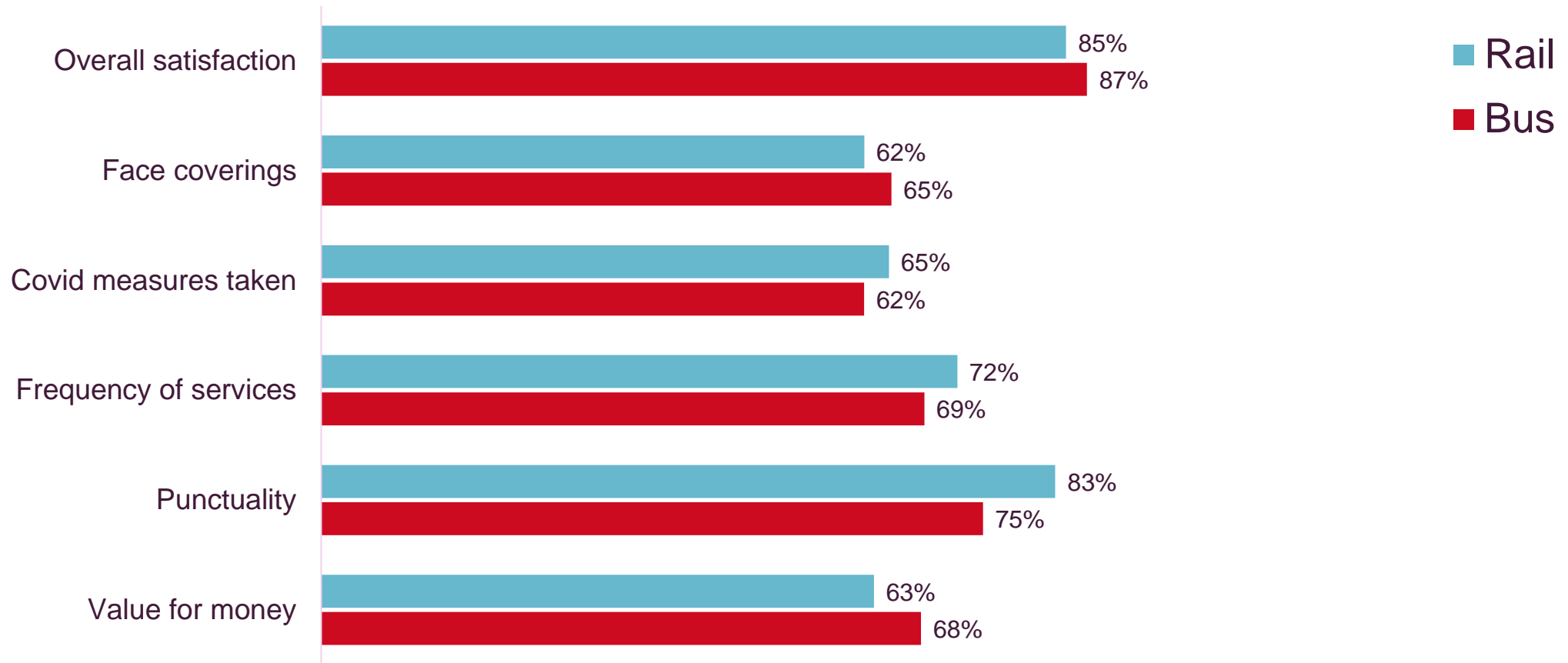
■ Very satisfied ■ Fairly satisfied ■ Fairly dissatisfied ■ Very dissatisfied



26-30 January 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 371; 392; 470.
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



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: 8 - 12 December | Fieldwork: 9 - 15 December | Fieldwork: 5 - 9 January | Fieldwork: 12 - 16 January | Fieldwork: 19 - 23 January | Fieldwork: 26 - 30 January |
|----------------------------------|----------------------------------|--------------------------------|----------------------------------|----------------------------------|----------------------------------|
| Week 13 | Week 14 | Week 15 | Week 16 | Week 17 | Week 18 |
| 524 | 501 | 415 | 451 | 472 | 484 |

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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