

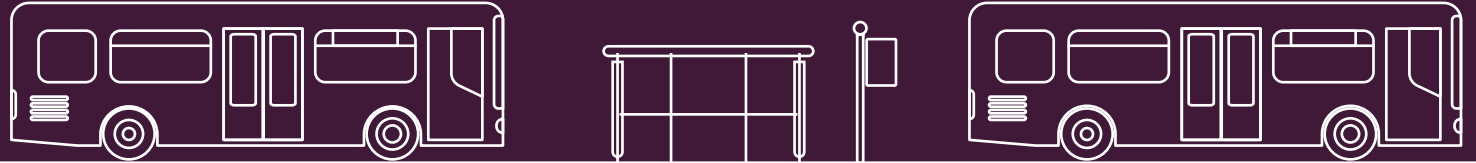
2 - 6
February
2022

Week 19

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.

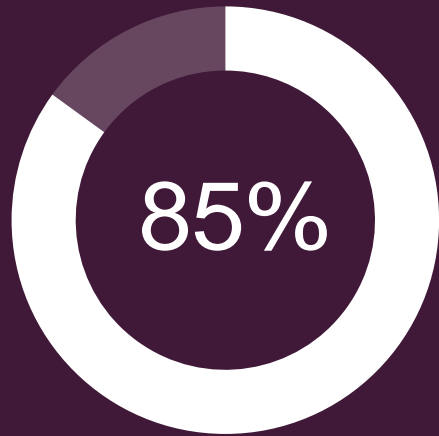
Passengers rated how satisfied they were with their overall journey and a range of aspects including the punctuality of their service, the value for money of their ticket and a number of Covid-related measures.

Results will be reported each week. This report covers online interviews that took place between 2 and 6 February 2022.

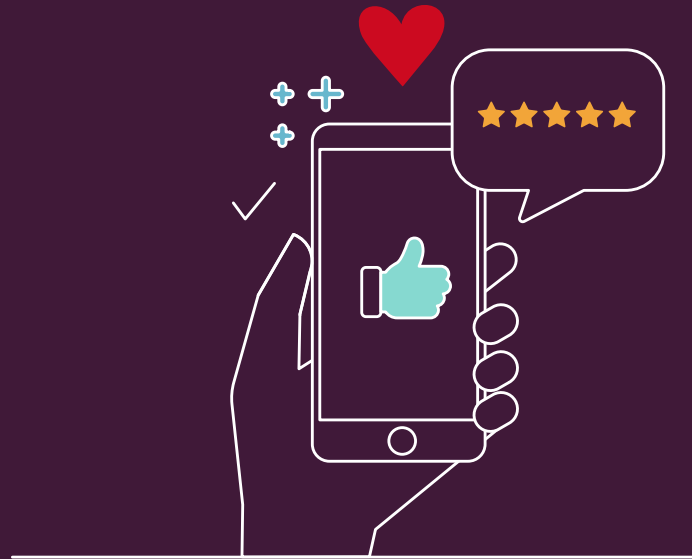
The survey has been developed as an extension to Transport Focus's [Travel during Covid-19 survey](#) and includes many of the core questions from the [Bus Passenger Survey](#).

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

Bus headlines



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



Overall journey satisfaction and satisfaction with punctuality/reliability have been broadly consistent over several weeks, currently at 85% and 74% respectively.

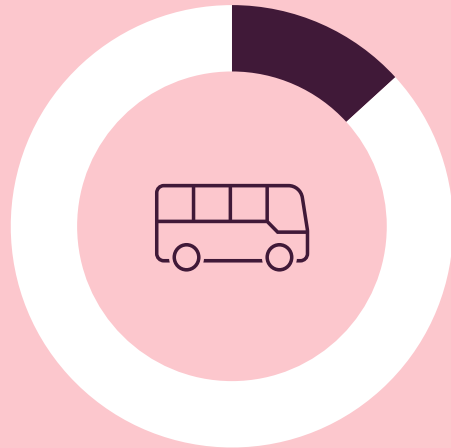


Satisfaction with the number of people wearing face coverings continues to drop from 72% two weeks' ago to 63% this week. Satisfaction with the frequency of buses at 67% remains at the lowest levels seen in this survey.

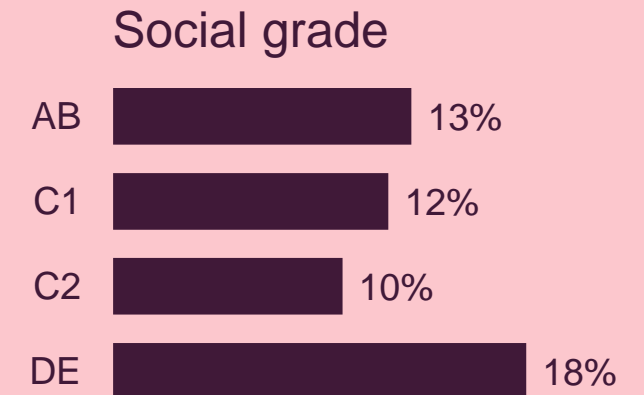
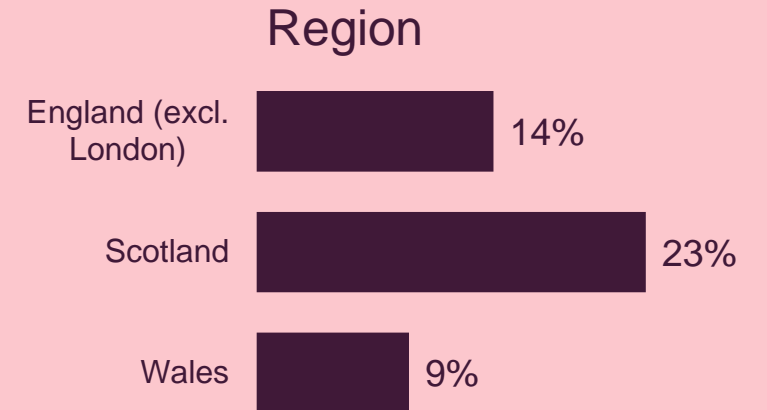
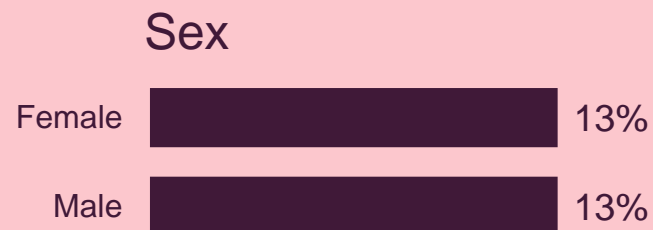
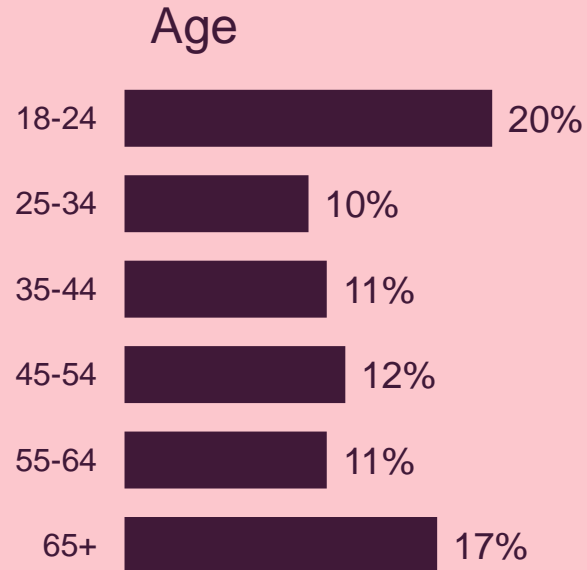


Just over one in eight used a bus in the last seven days

Proportion using bus in the last seven days

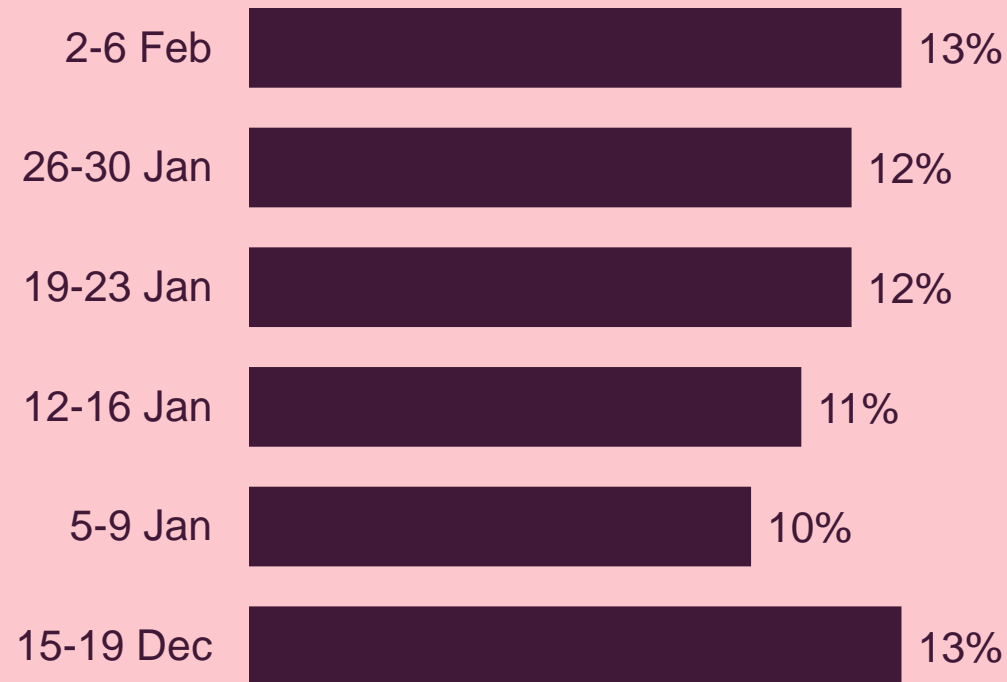


13%
of people in
Great Britain used
buses (outside
London) this week



Bus use is gradually increasing back to levels seen at the end of 2021

Proportion using bus within the last seven days



2-6 February 2022 report. Base size all respondents: approx. 4000 weekly.

Leisure is the most common reason for bus use this week

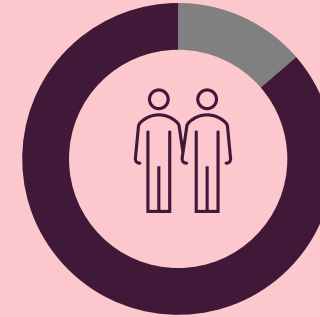
Main purpose of last bus journey



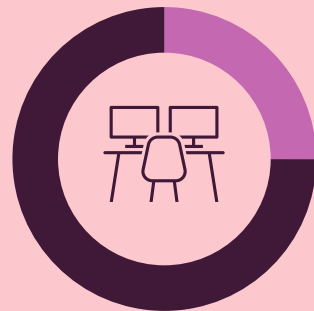
Leisure/eating out/non-essential shopping
26%



Essential shopping
17%



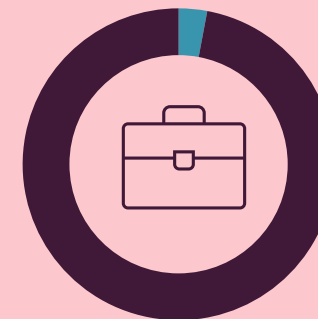
Friends/family
14%



Commuting
25%



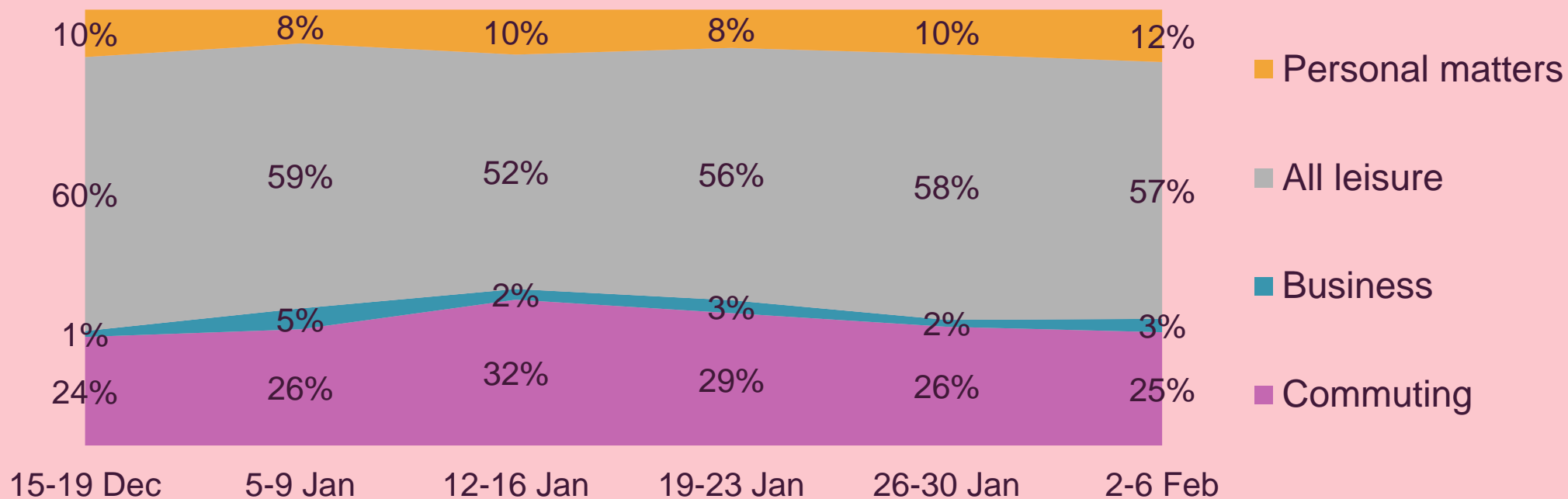
Personal matters
12%



Work travel
3%

A quarter made journeys for commuting journeys

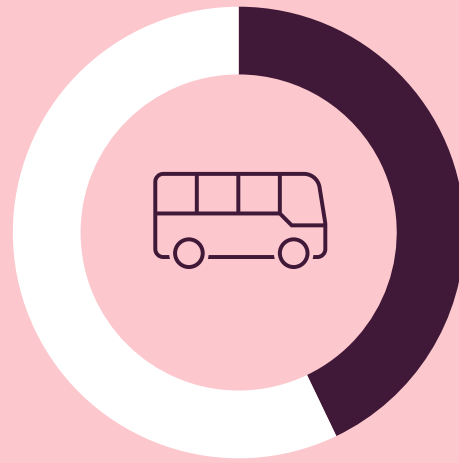
Main purpose of last bus journey



2-6 February 2022 report. Base size weekly average 477. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family, and 'Essential shopping'.

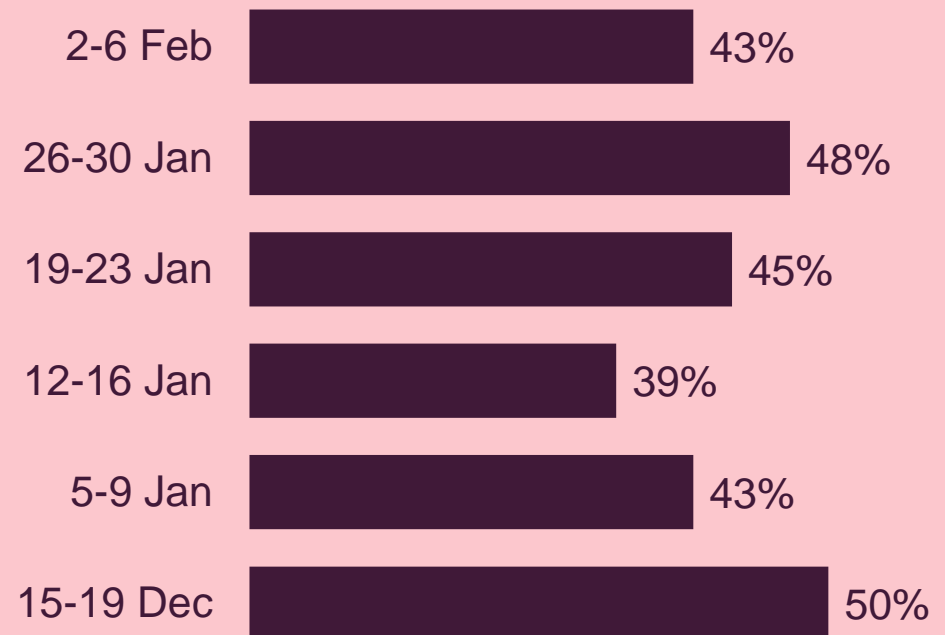
Just over two fifths had other options to make their journey but chose the bus

Proportion who had options to make journey but chose the bus



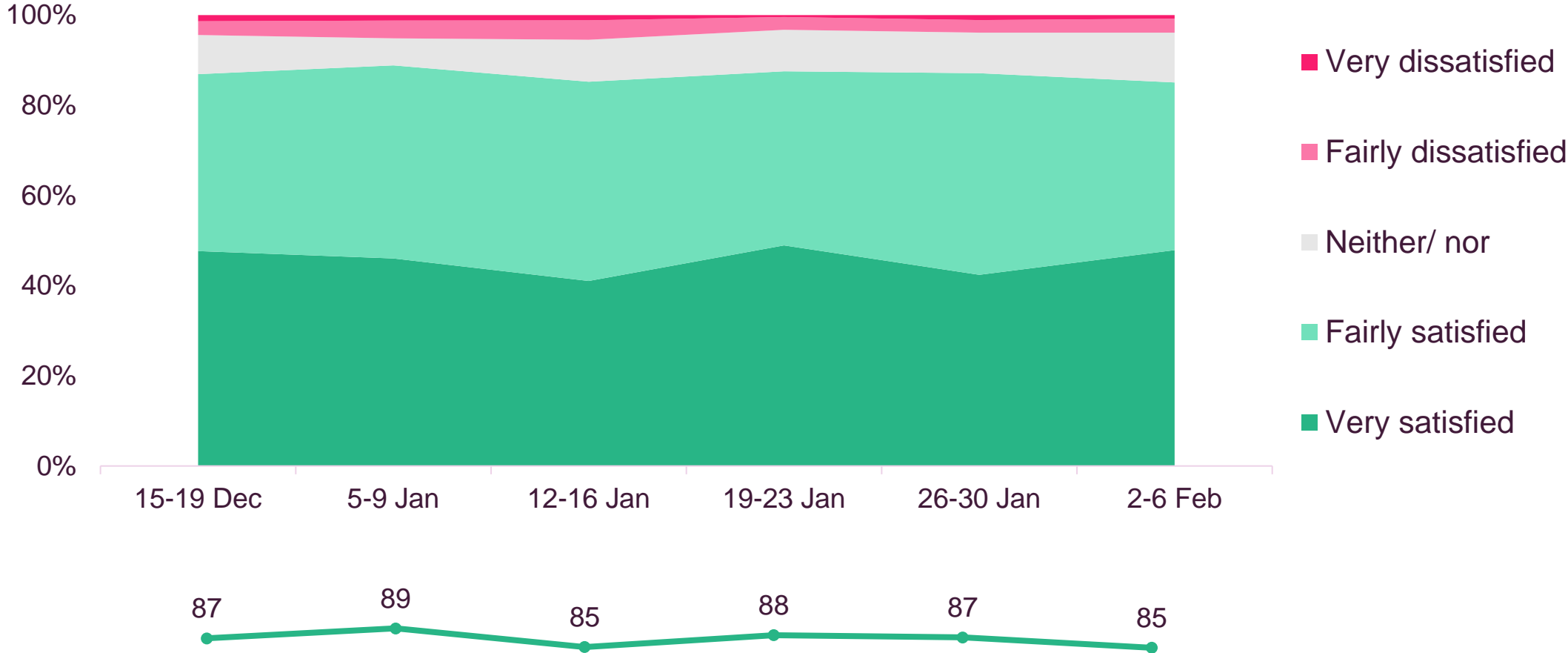
43%

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



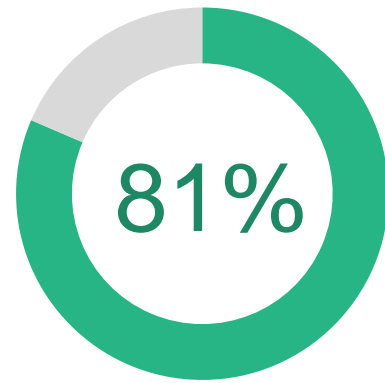


Overall satisfaction with bus journey – over time

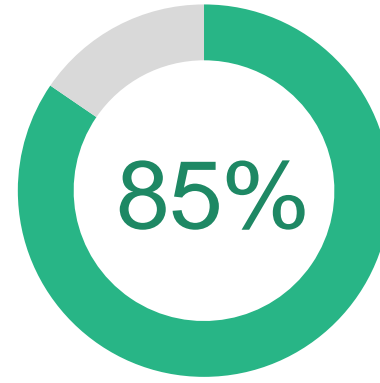


2-6 February 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): average 477 per week

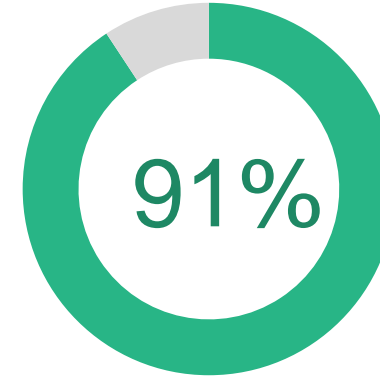
Overall satisfaction with last bus journey by age and sex over last four weeks



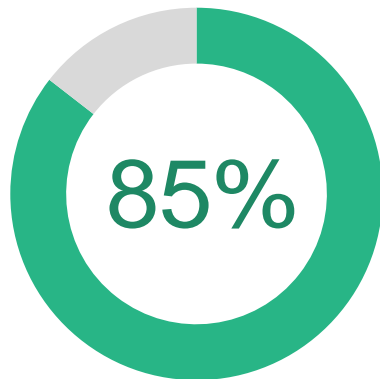
Age 18-34



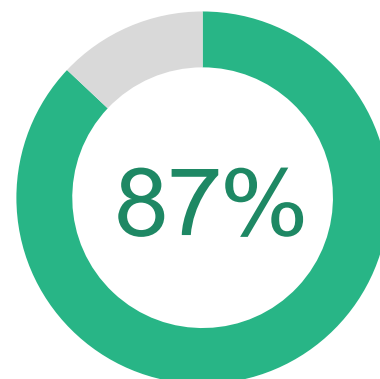
Age 35-54



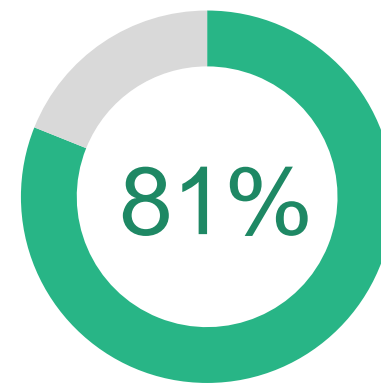
Age 55 and over



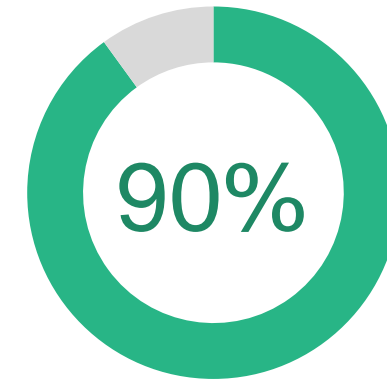
Men



Women



Commute



All leisure

2-6 February 2022 report. Base sizes: age 18-34 589; age 35-54 563 age 55+ 792; male 946; female 987; Commute; 546; all leisure 1072. ('All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family, and 'Essential shopping').

What bus passengers are saying...



Prompt on-time, clean, safe, cost-effective.

Very satisfied, Nottingham City Transport passenger

Old cold rickety noisy bus, no masks worn by other passengers.

Fairly dissatisfied, First passenger

It was a nice ride but there were too many kids screaming.

Fairly satisfied, National Express passenger



Bus is expensive for what it is. Frequent and good service though.

Neither satisfied nor dissatisfied, Trent Barton passenger

On time and bus was clean, bus stops were close to both the starting point and end of my journey.

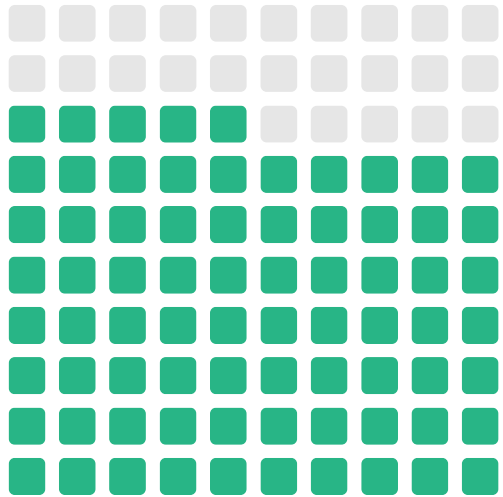
Very satisfied, First passenger

There were no open windows. I tried opening and someone shut them. Barely anyone wearing face covering. Leftover chip shop food lying up the back.

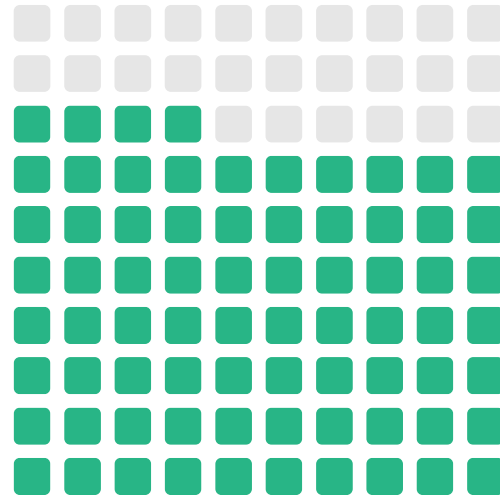
Fairly dissatisfied, Stagecoach passenger



Satisfaction with the bus stop and punctuality



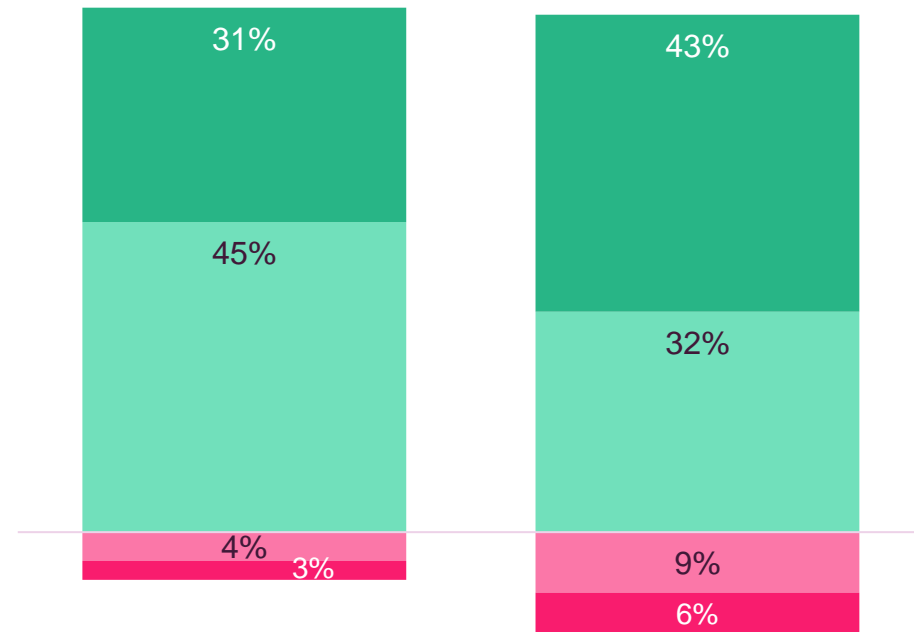
Bus stop - overall satisfaction
75%



Punctuality/reliability
74%



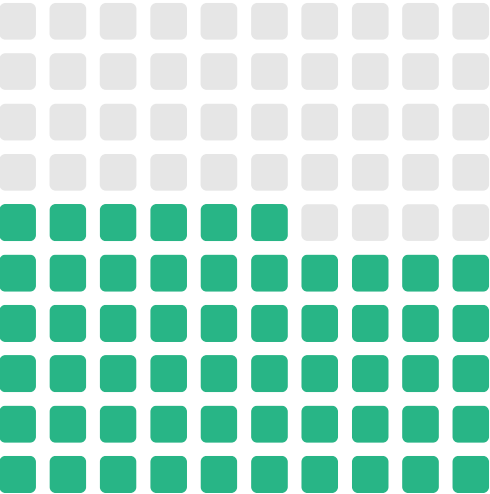
■ Very satisfied
 ■ Fairly satisfied
 ■ Fairly dissatisfied
 ■ Very dissatisfied



Bus stop overall satisfaction

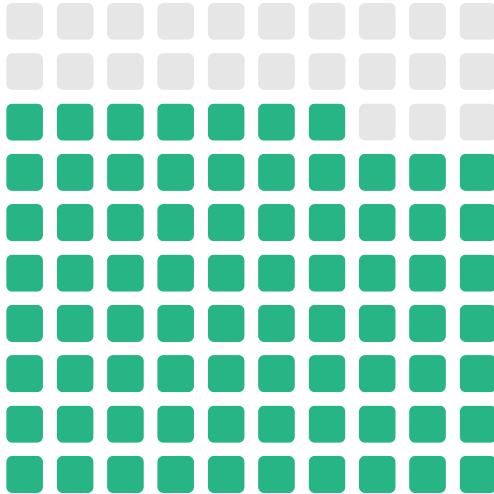
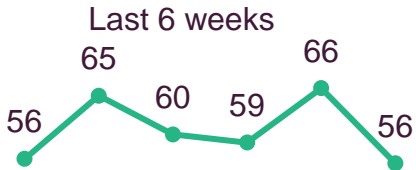
Punctuality/reliability

Satisfaction with information, cleanliness and Covid-related measures



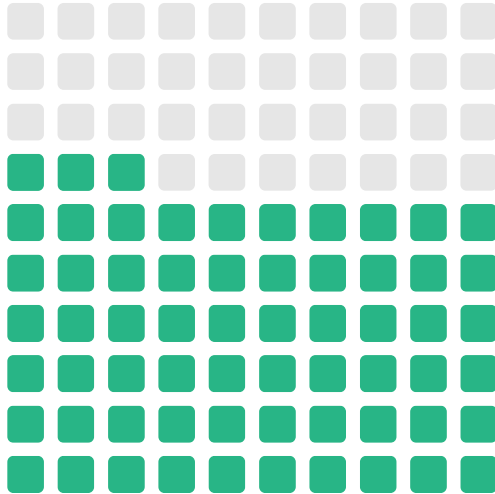
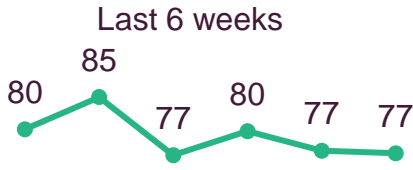
Information on how busy the bus would be before travelling

56%



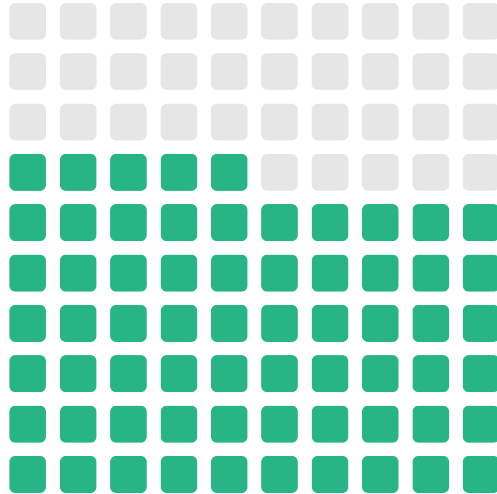
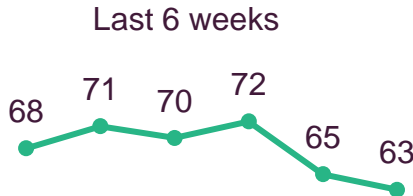
Cleanliness of the inside of the bus

77%



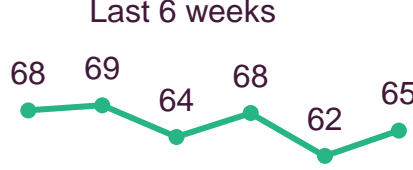
Number of people wearing face coverings

63%



Covid measures in place on the bus

65%



2-6 February 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 355; 537; 516; 506.

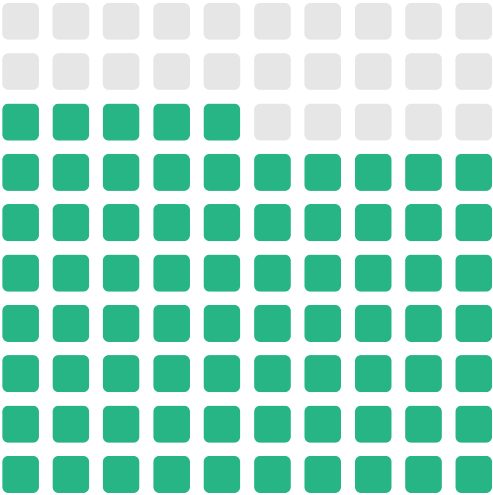
Satisfaction with information, cleanliness and Covid-related measures

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



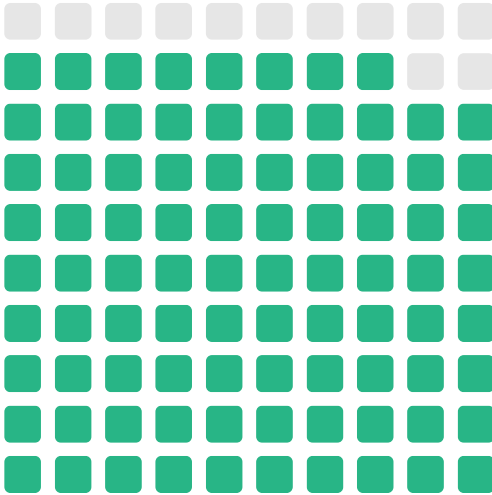
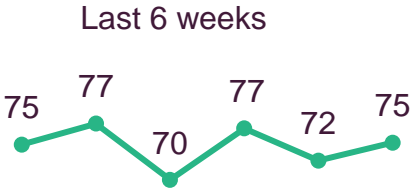
2-6 February 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 355; 537; 516; 506.
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

Satisfaction with ventilation, seating, other passenger behaviour and temperature



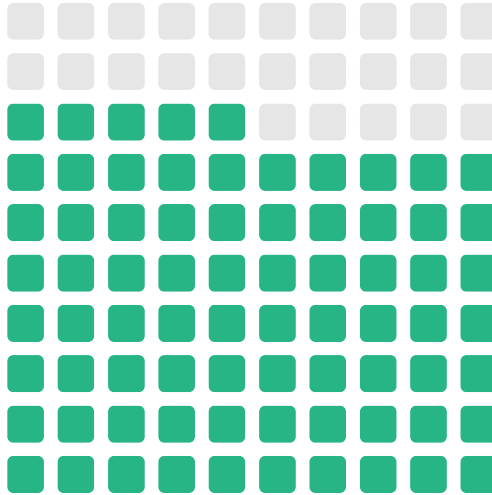
Ventilation on the bus

75%



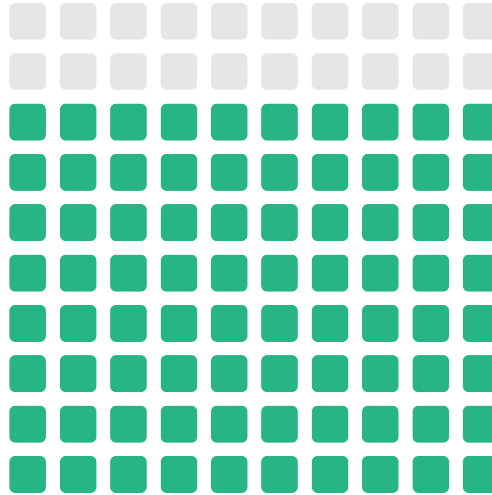
Availability of seating/space to stand

88%



Behaviour of other passengers

75%



Temperature on the bus

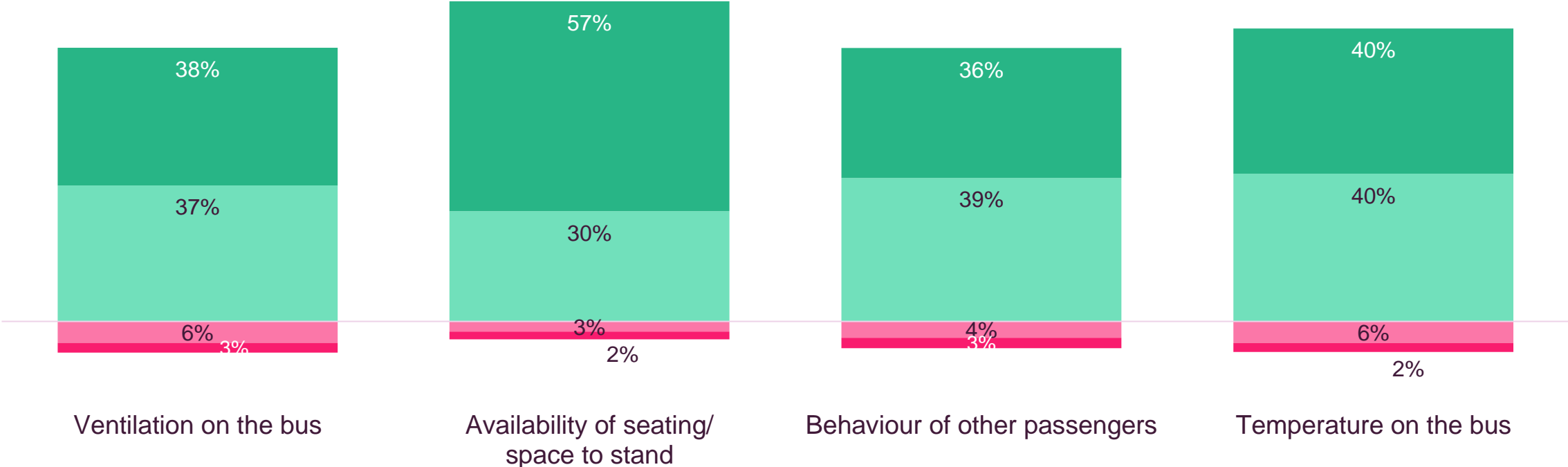
80%



2-6 February 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 530; 537; 530; 535.

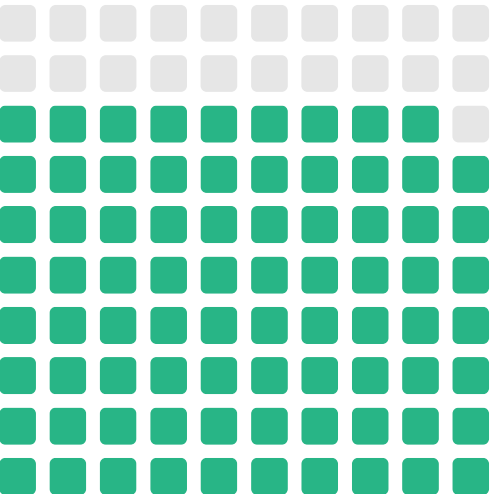
Satisfaction with ventilation, seating, other passenger behaviour and temperature

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

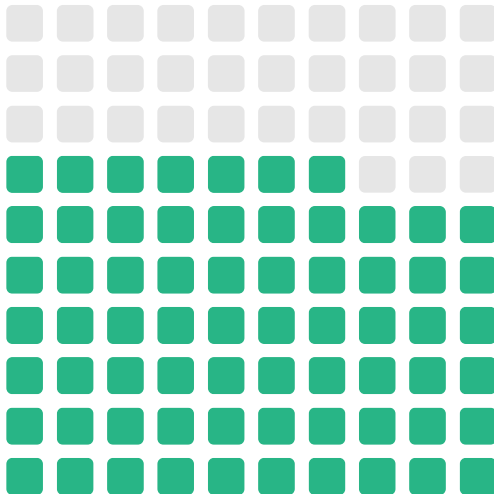


2-6 February 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 530; 537; 530; 535.
 Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

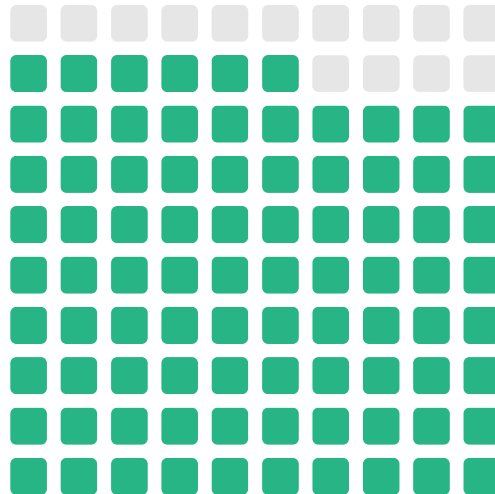
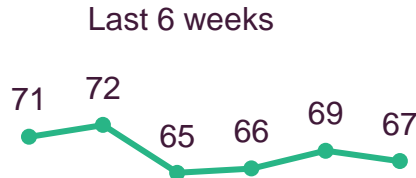
Satisfaction with driver, frequency, journey time, and personal security



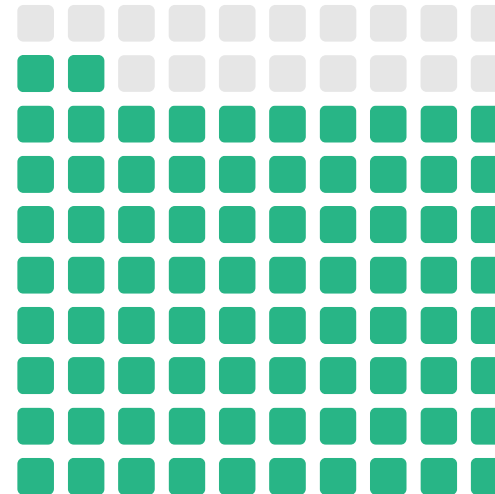
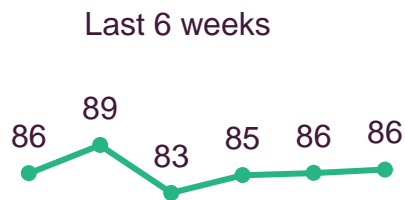
Helpfulness and attitude of the driver
79%



Frequency of buses on that route
67%



Length of time the journey on the bus took
86%



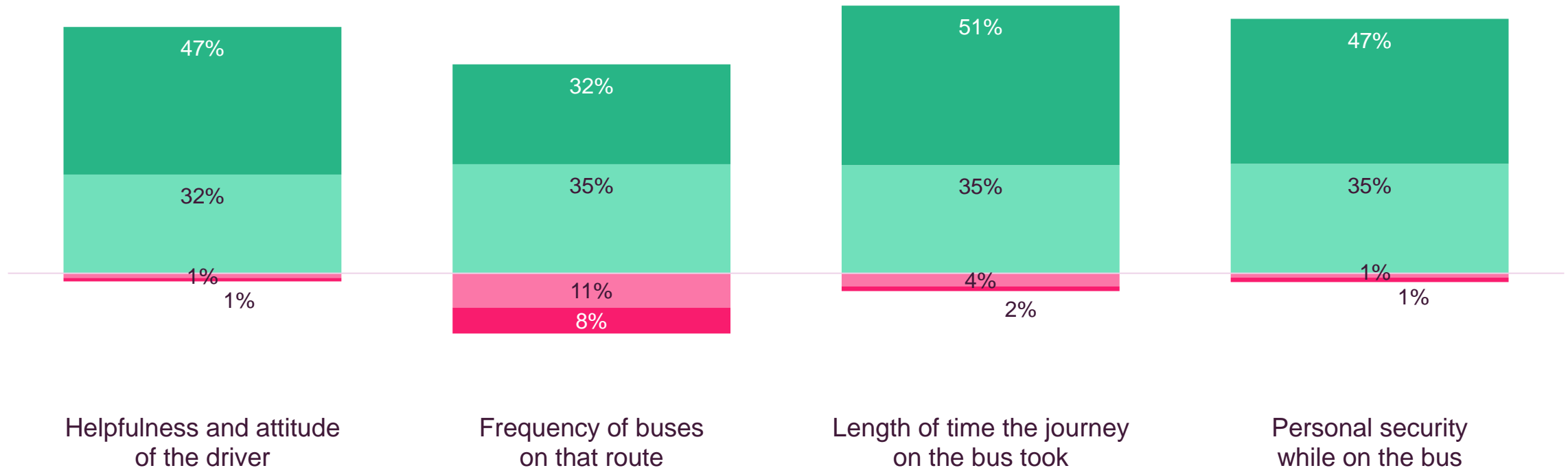
Personal security while on the bus
82%



2-6 February 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 510; 535; 537; 531.

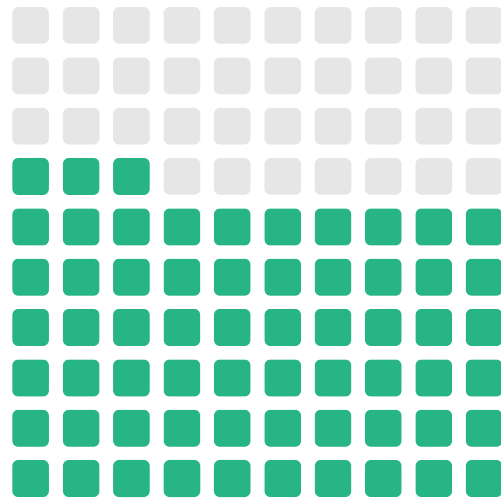
Satisfaction with driver, frequency, journey time, and personal security

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



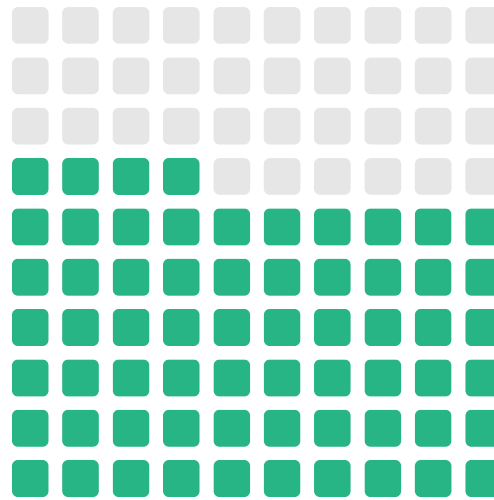
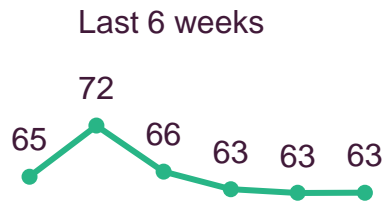
2-6 February 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 510; 535; 537; 531.
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

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



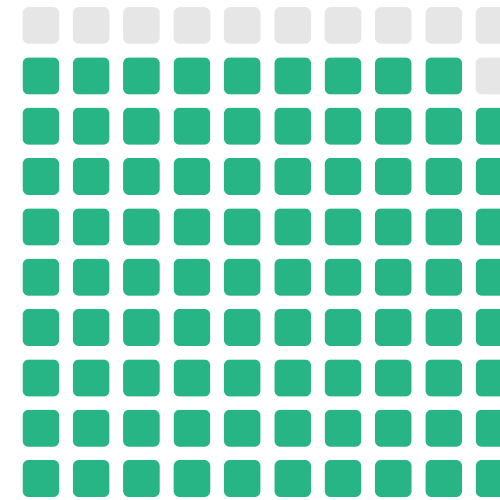
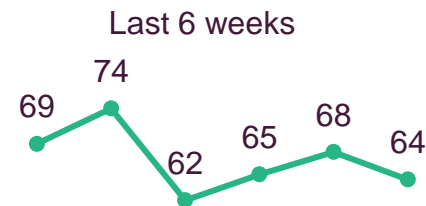
Provision of information during the journey

63%



Value for money

64%



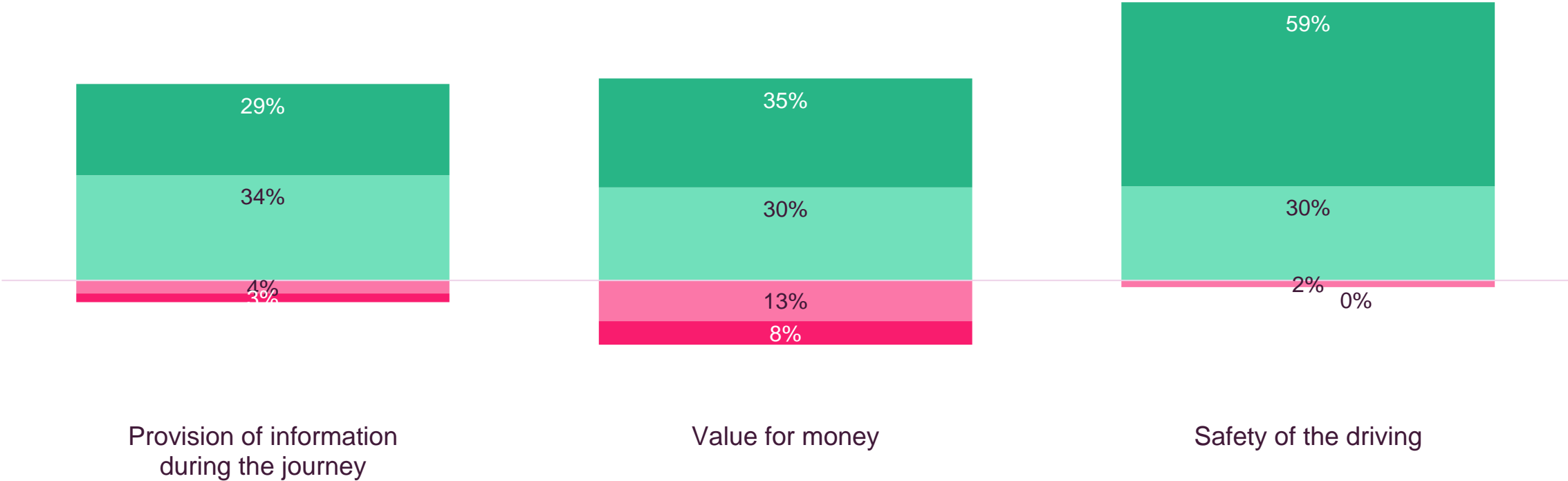
Safety of the driving

89%



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

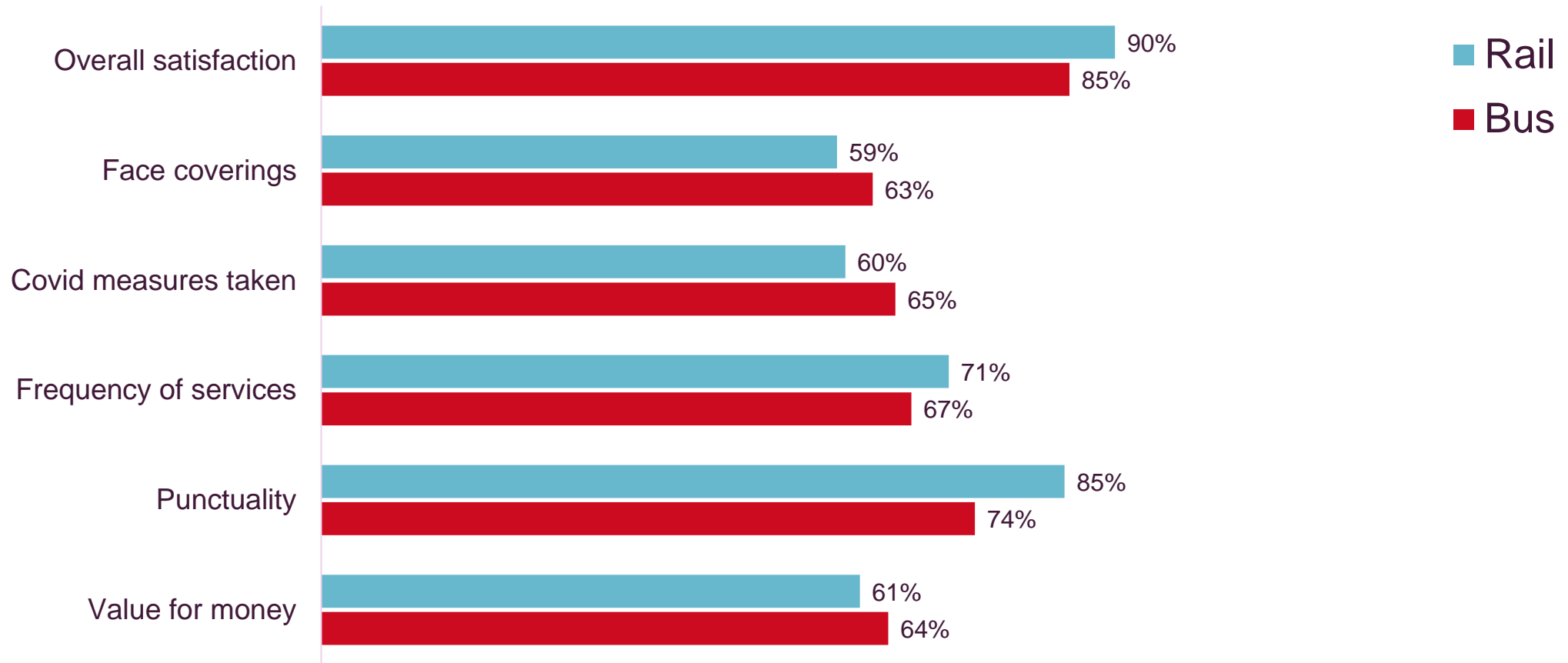
■ Very satisfied ■ Fairly satisfied ■ Fairly dissatisfied ■ Very dissatisfied



2-6 February 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 423; 439; 537.
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

Bus to rail comparison – current week

Bus passenger satisfaction higher on Covid measures taken, but lower on overall satisfaction and 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: 9 - 15 December	Fieldwork: 5 - 9 January	Fieldwork: 12 - 16 January	Fieldwork: 19 - 23 January	Fieldwork: 26 - 30 January	Fieldwork: 2 - 6 February
Week 14	Week 15	Week 16	Week 17	Week 18	Week 19
501	415	451	472	484	537

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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