

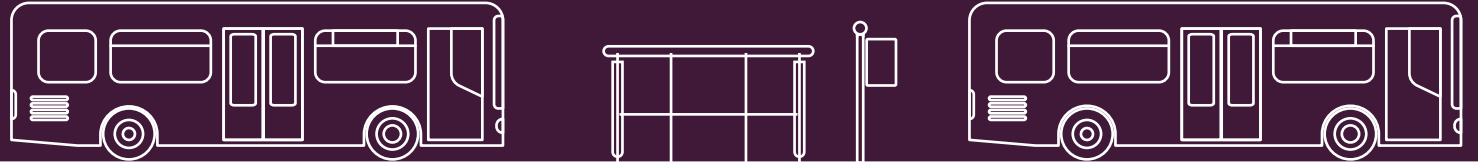
9 - 13
February
2022

Week 20

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.

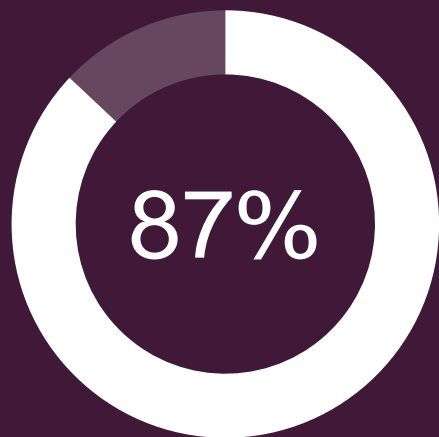
Passengers rated how satisfied they were with their overall journey and a range of aspects including the punctuality of their service, the value for money of their ticket and a number of Covid-related measures.

Results will be reported each week. This report covers online interviews between 9 and 13 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 28.

Bus headlines



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



The proportion using the bus has remained fairly steady for the last few weeks, now at 12%.

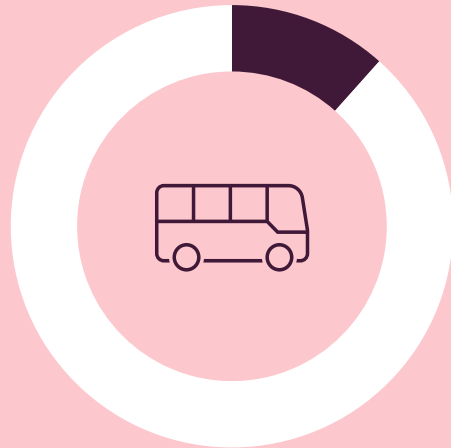


Several measures in the survey showed a peak in satisfaction for at the start of 2022, followed by a fall in satisfaction over the last few weeks.

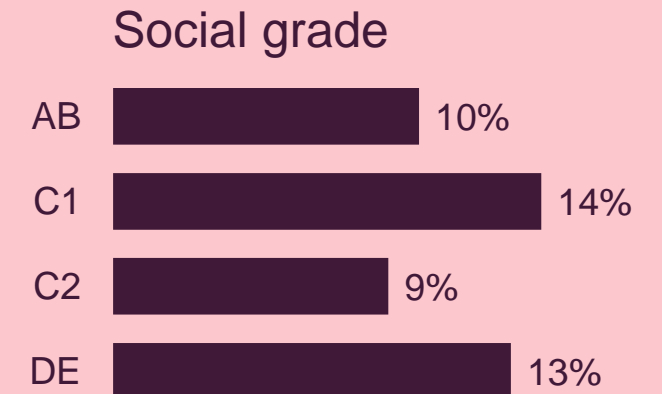
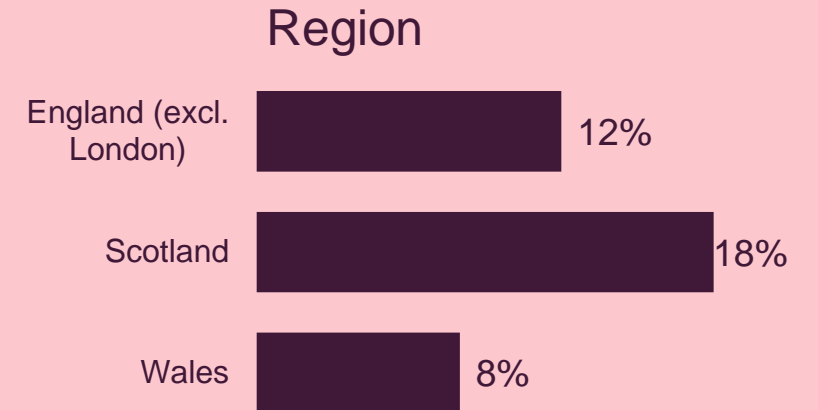
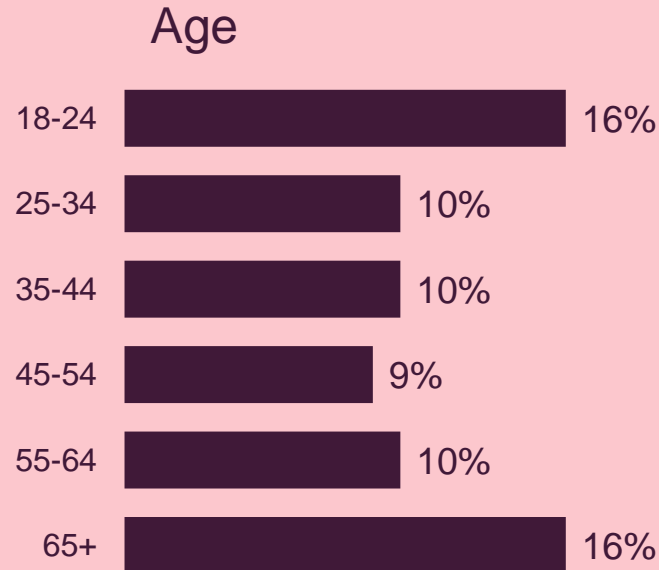


Just over one in nine used a bus in the last seven days

Proportion using bus in the last seven days

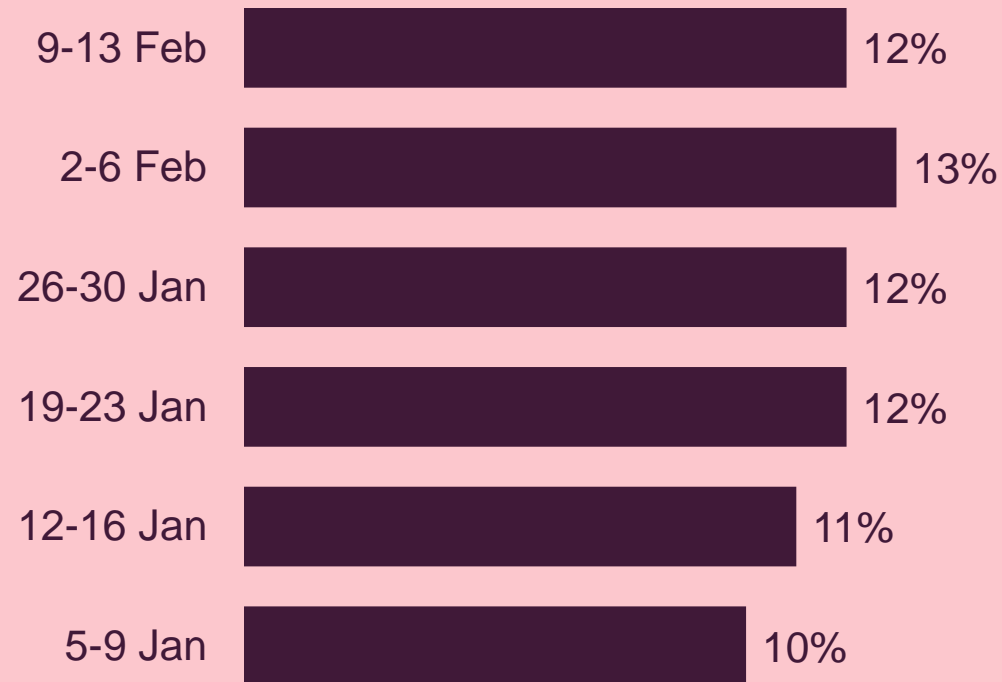


12%
of people in
Great Britain used
buses (outside
London) this week



Bus use is relatively stable

Proportion using bus within the last seven days



Commuting is the most common reason for bus use this week

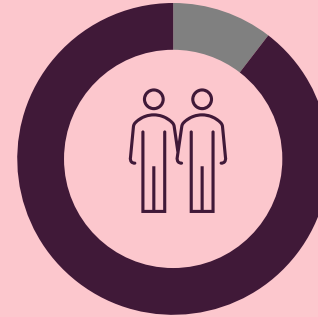
Main purpose of last bus journey



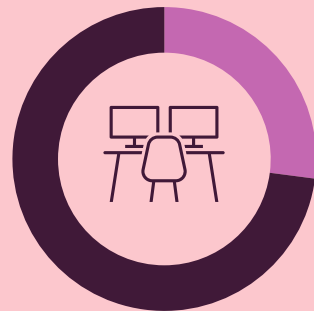
Leisure/eating out/non-essential shopping
24%



Essential shopping
18%



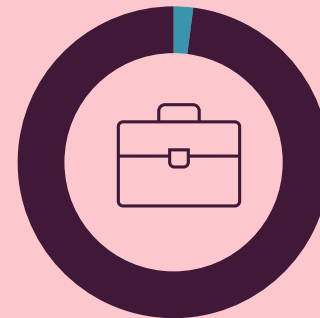
Friends/family
10%



Commuting
27%



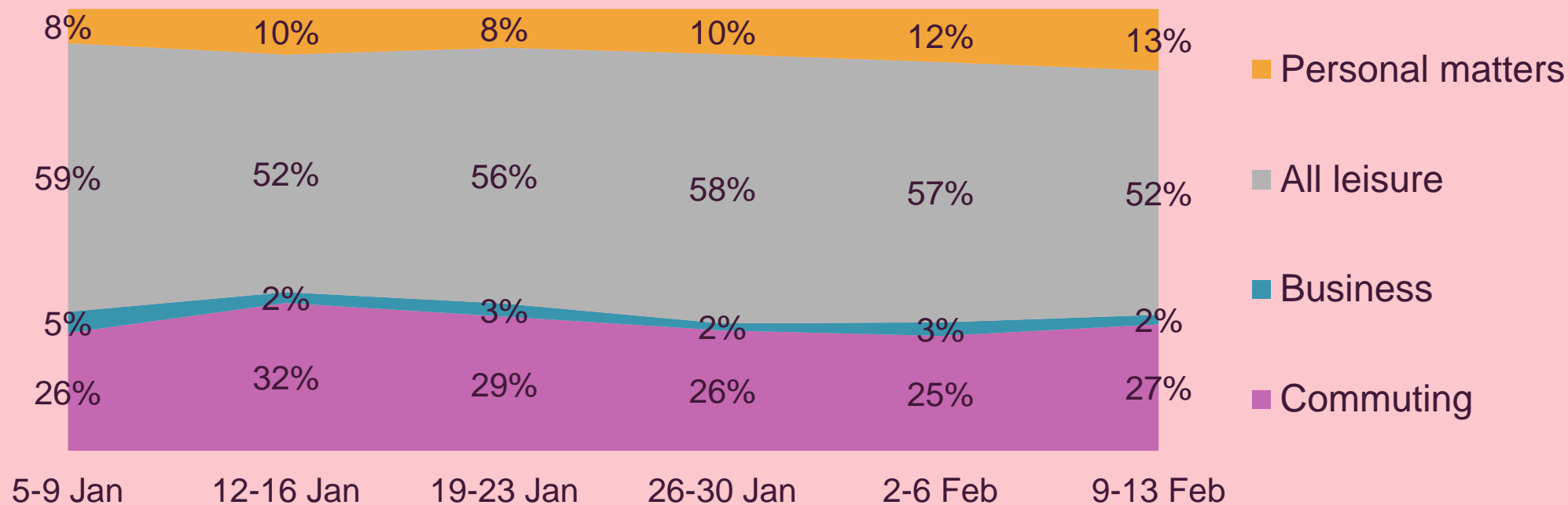
Personal matters
13%



Work travel
2%

Just over a quarter made journeys for commuting journeys

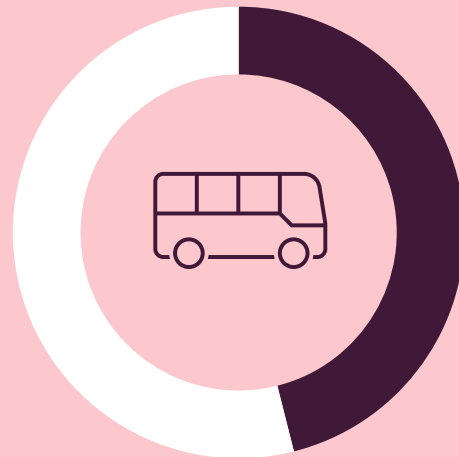
Main purpose of last bus journey



9 -13 February 2022 report. Base size weekly average 476. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family, and 'Essential shopping'.

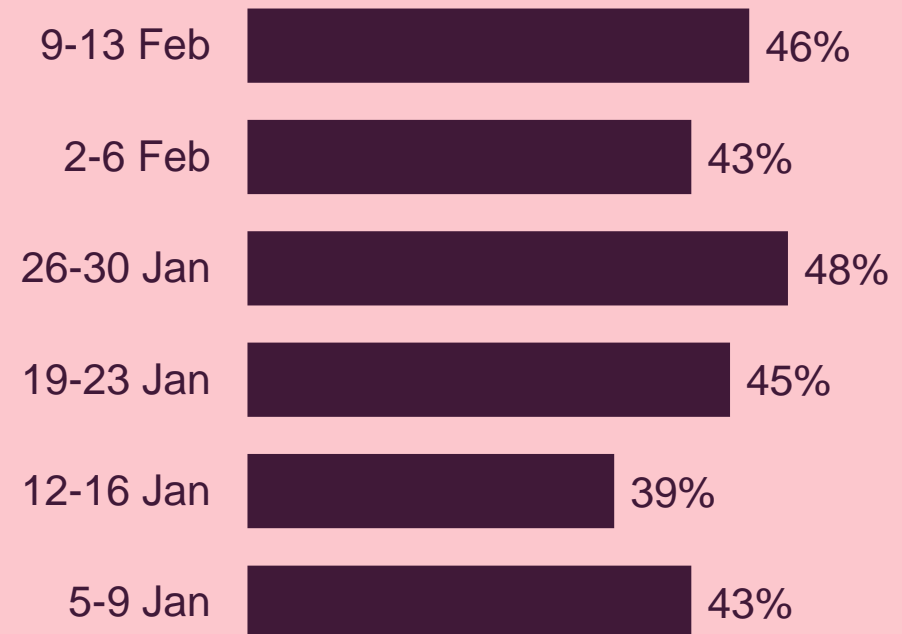
Almost half had other options for their journey but chose the bus

Proportion who had options to make journey but chose the bus



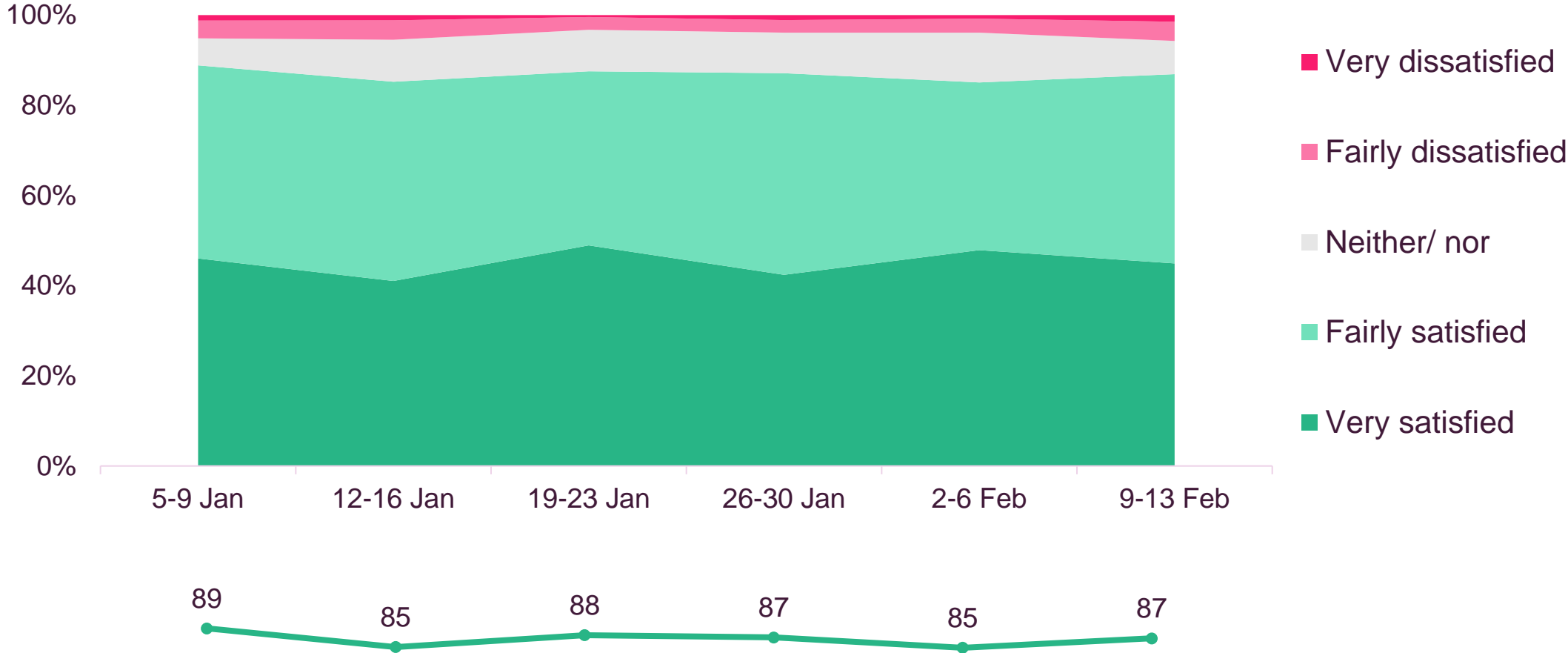
46%

54% said the bus was the only realistic option for that journey



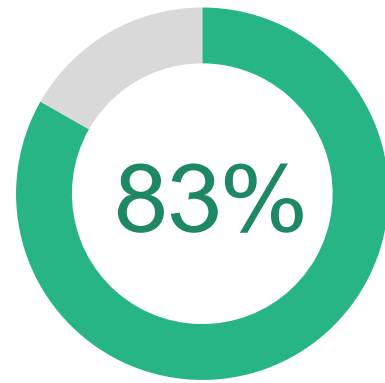


Overall satisfaction with bus journey – over time

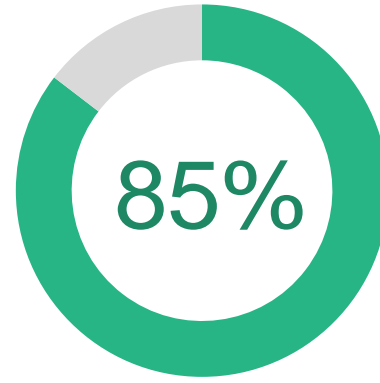


9 - 13 February 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): average 476 per week

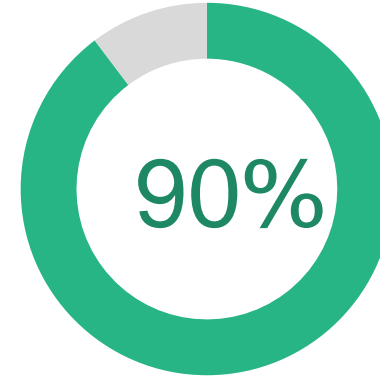
Overall satisfaction with last bus journey by age and sex over last four weeks



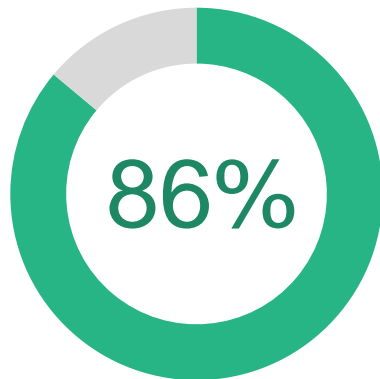
Age 18-34



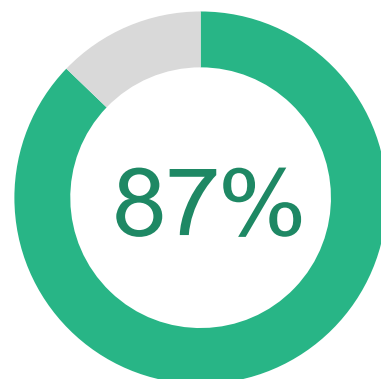
Age 35-54



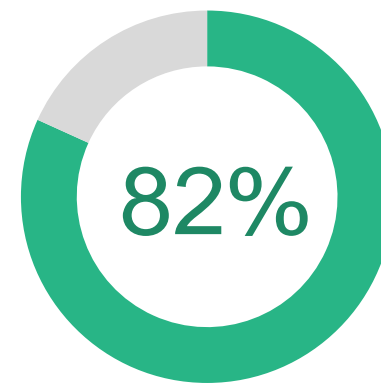
Age 55 and over



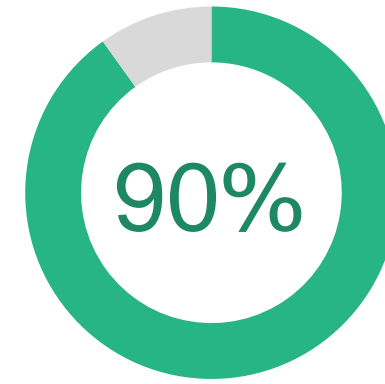
Men



Women



Commute



All leisure

What bus passengers are saying...



Driver was good friendly and helpful. Helped my lady with her mobility scooter, joked nicely with all passengers.

Fairly satisfied, Plymouth City Bus passenger

Bus arrived at the stop on time. Was not overcrowded.

Very satisfied, First passenger

It was average but I don't expect any difference anymore.

Neither satisfied nor dissatisfied, Stagecoach passenger



Mannerism of the bus driver and driving skills.

Very satisfied, Reading Buses passenger

Turned up late, utter shambles on way back.

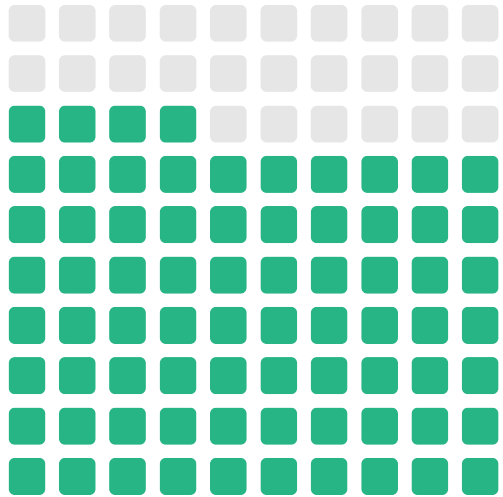
Fairly dissatisfied, Diamond Bus passenger

Lothian buses are locally owned, well organised, clean and generally on time.

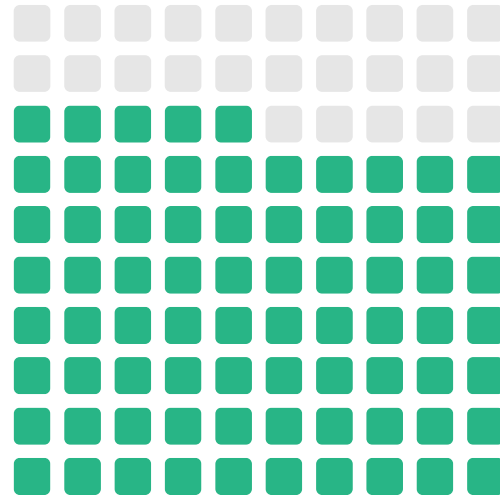
Very satisfied, Lothian Buses passenger



Satisfaction with the bus stop and punctuality



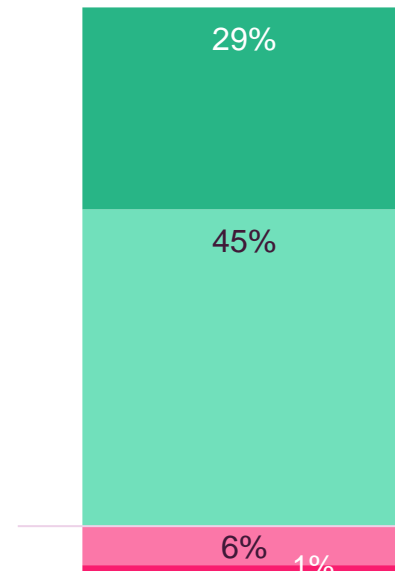
Bus stop - overall satisfaction
74%



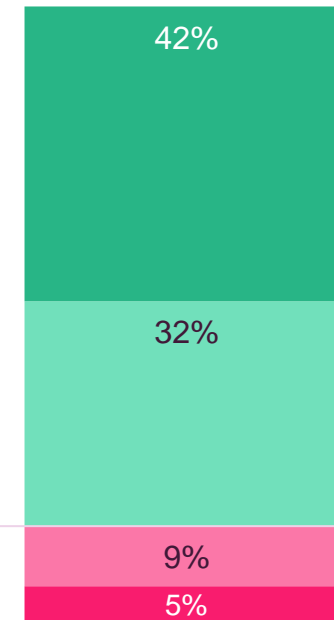
Punctuality/reliability
75%



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

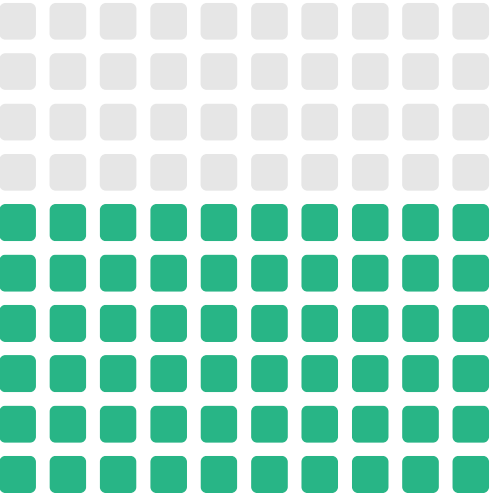


Bus stop overall satisfaction



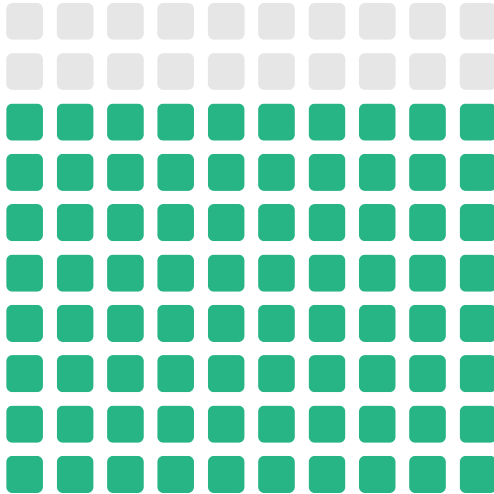
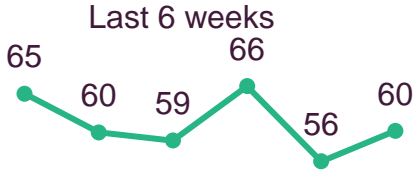
Punctuality/reliability

Satisfaction with information, cleanliness and Covid-related measures



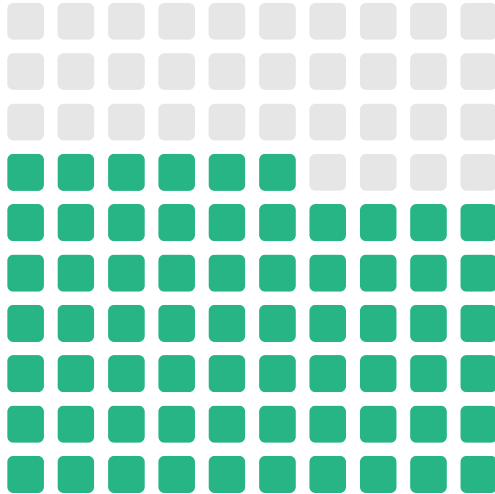
Information on how busy the bus would be before travelling

60%



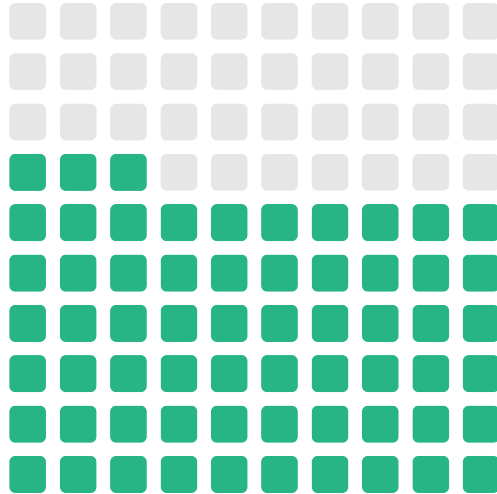
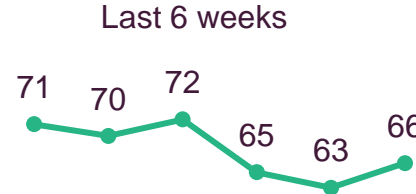
Cleanliness of the inside of the bus

80%



Number of people wearing face coverings

66%



Covid measures in place on the bus

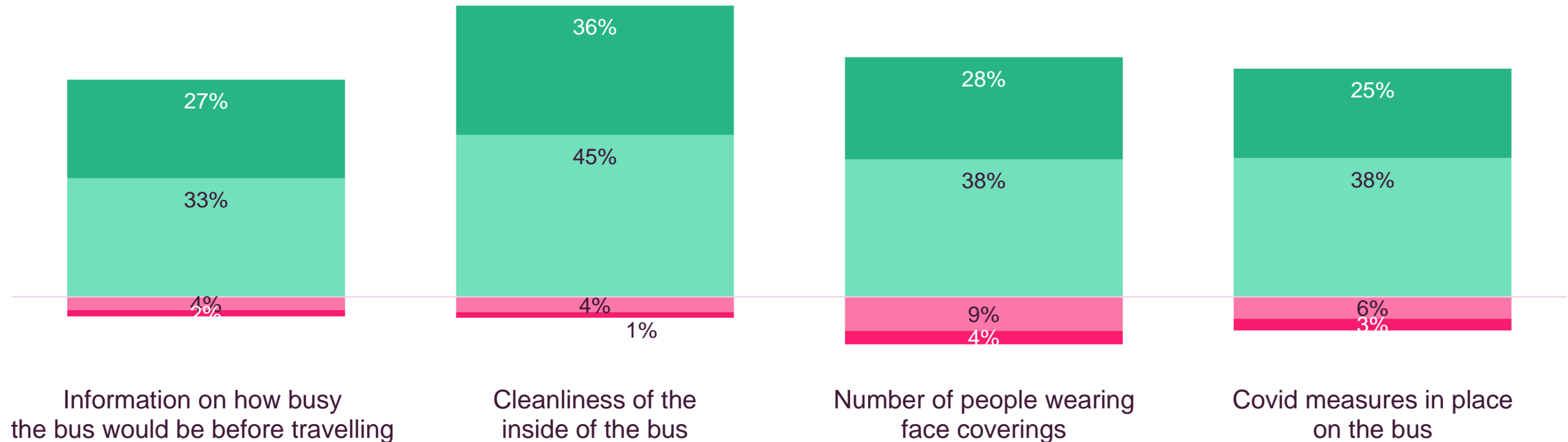
63%



9 - 13 February 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 323; 495; 478; 480.

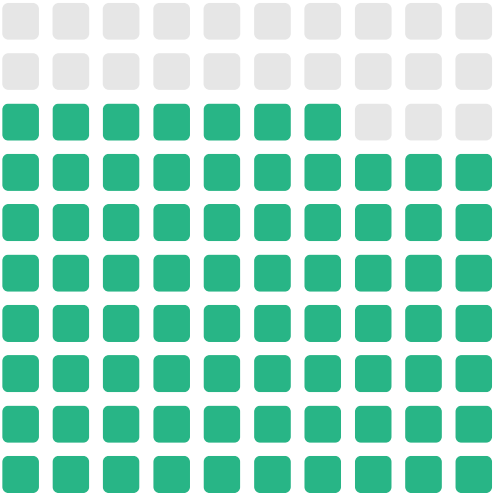
Satisfaction with information, cleanliness and Covid-related measures

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



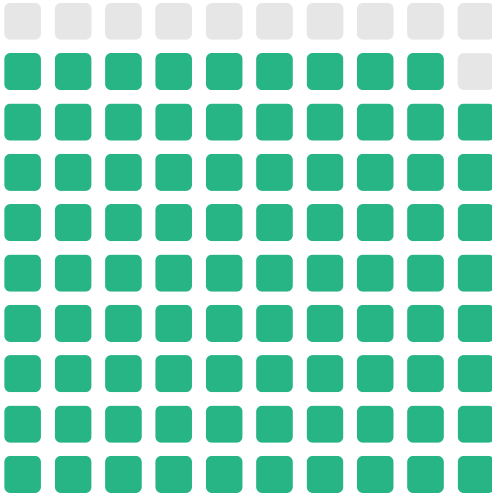
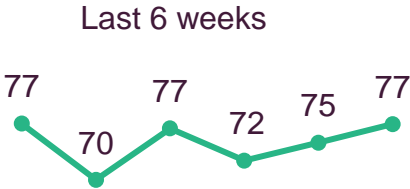
9 - 13 February 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 323; 495; 478; 480. Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

Satisfaction with ventilation, seating, other passenger behaviour and temperature



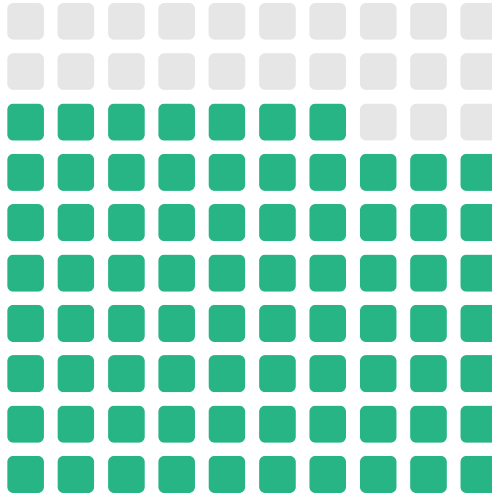
Ventilation on the bus

77%



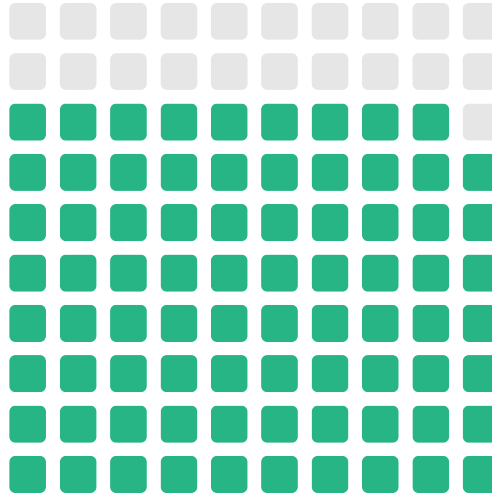
Availability of seating/space to stand

89%



Behaviour of other passengers

77%



Temperature on the bus

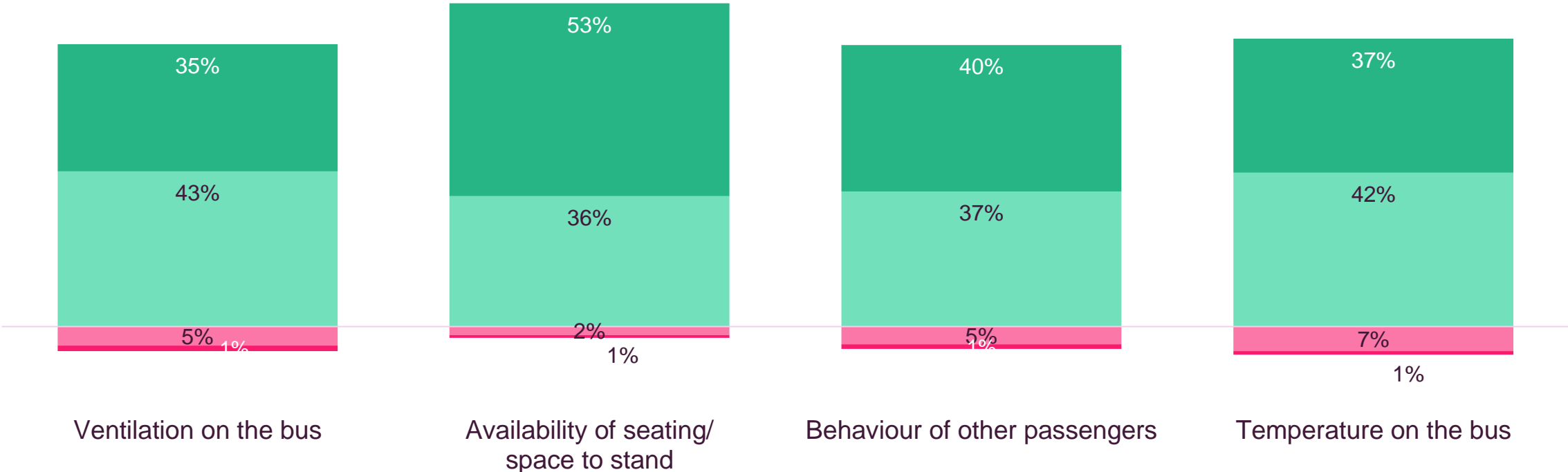
79%



9 -13 February 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 495; 496; 491; 496.

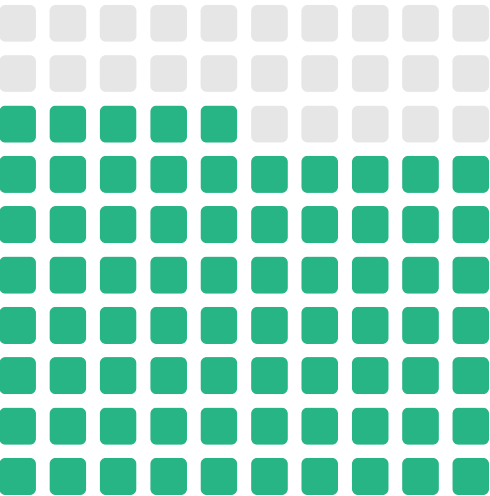
Satisfaction with ventilation, seating, other passenger behaviour and temperature

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

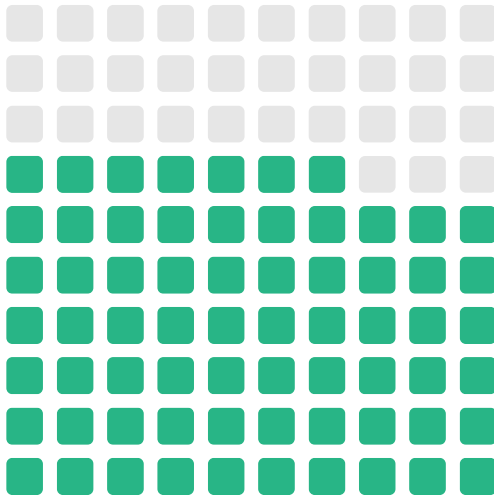


9 - 13 February 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 495; 496; 491; 496.
 Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

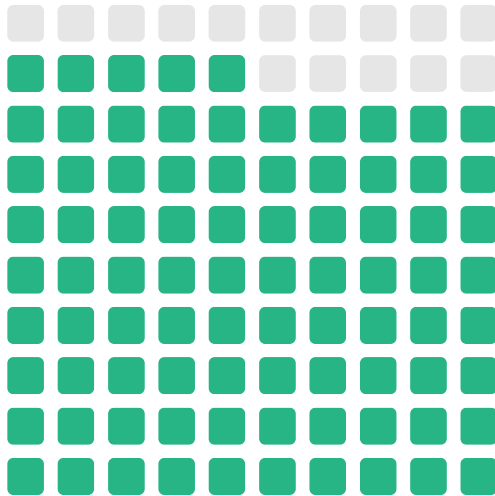
Satisfaction with driver, frequency, journey time, and personal security



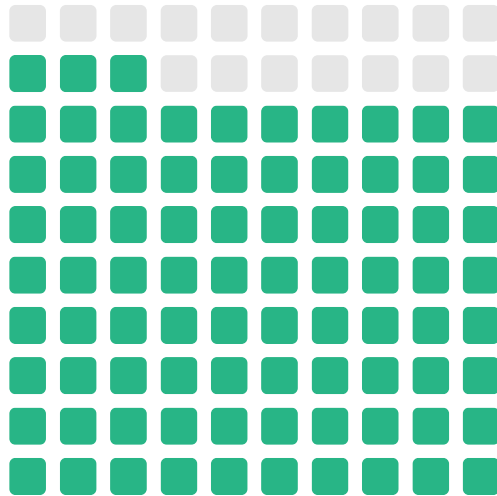
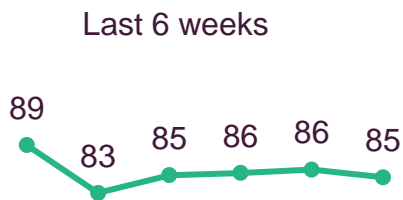
Helpfulness and attitude of the driver
75%



Frequency of buses on that route
67%



Length of time the journey on the bus took
85%



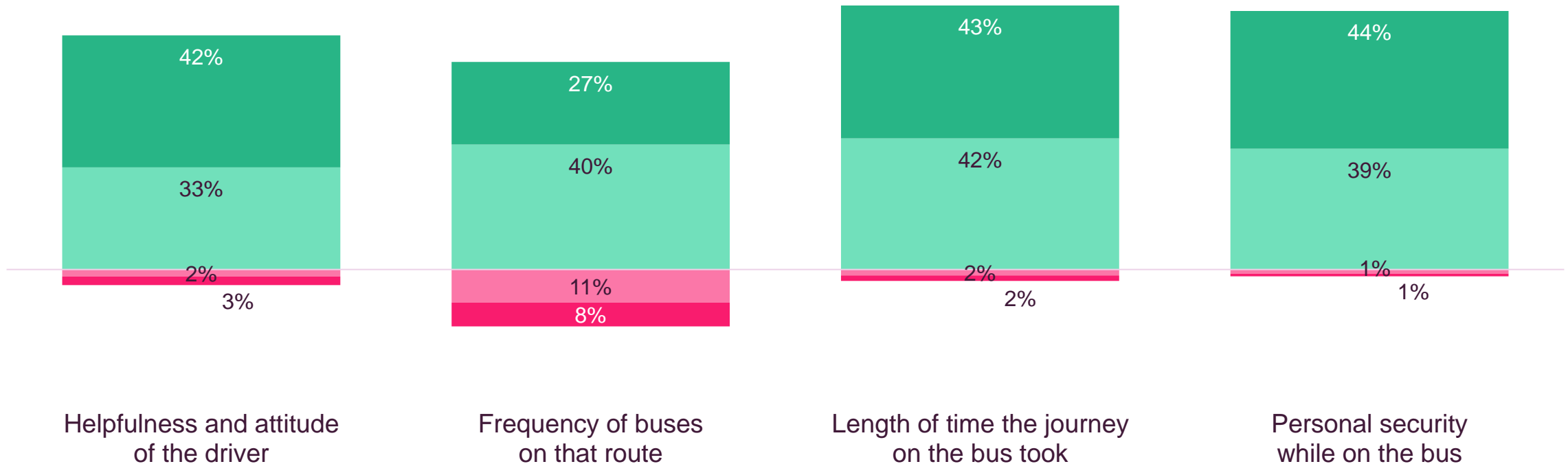
Personal security while on the bus
83%



9 - 13 February 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 473; 496; 496; 493.

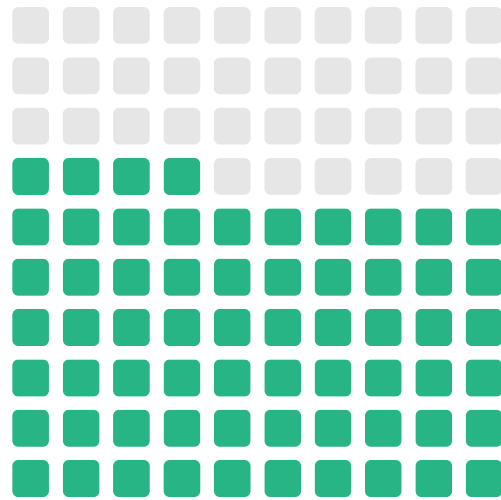
Satisfaction with driver, frequency, journey time, and personal security

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



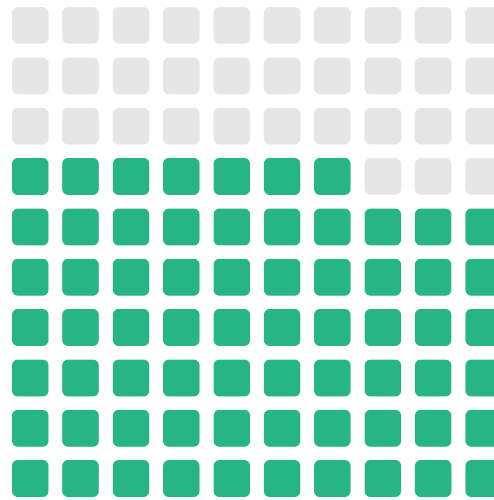
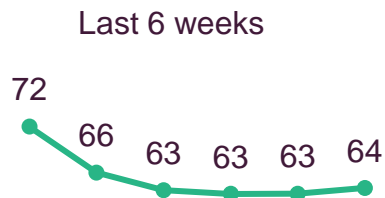
9-13 February 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 473; 496; 496; 493.
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

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



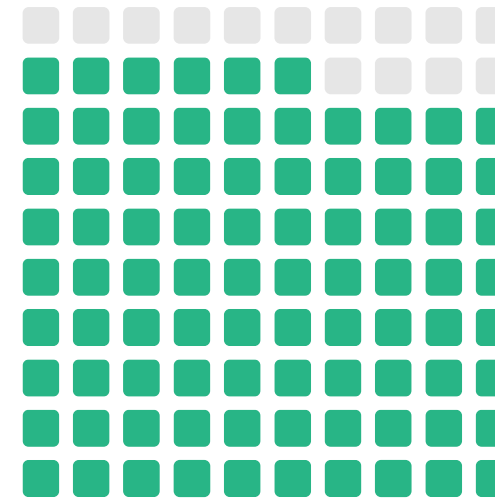
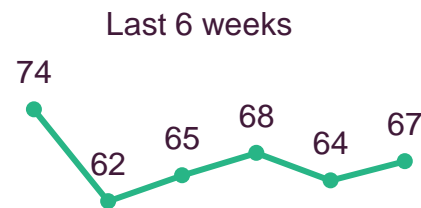
Provision of information during the journey

64%



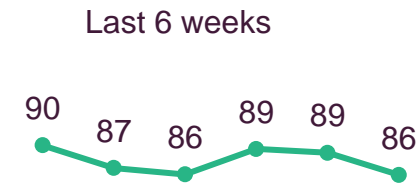
Value for money

67%



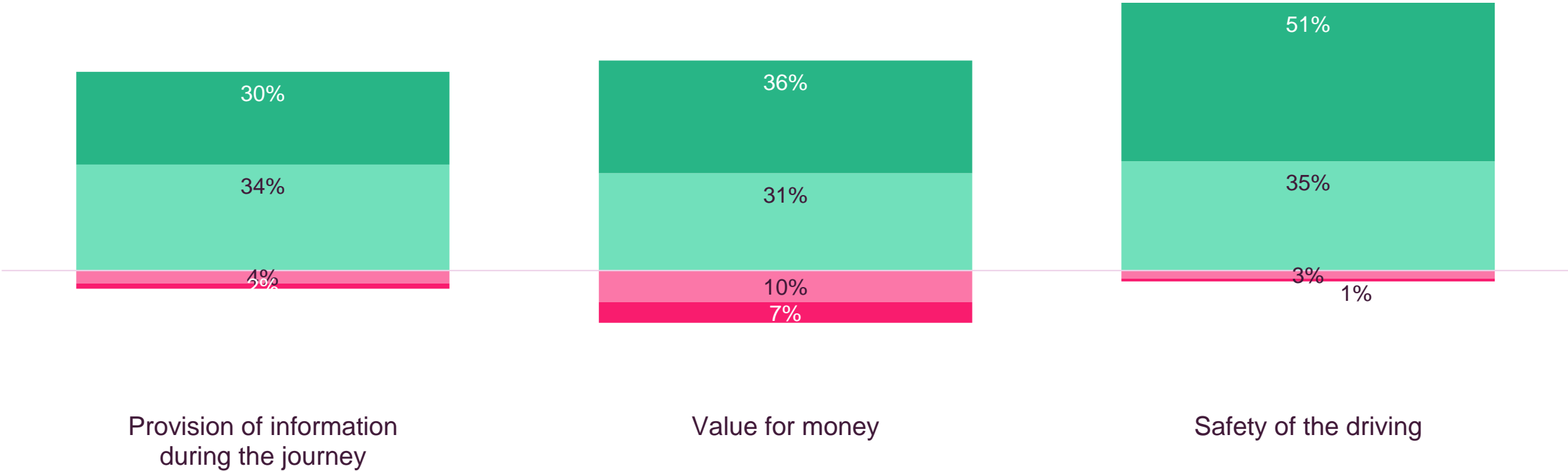
Safety of the driving

86%



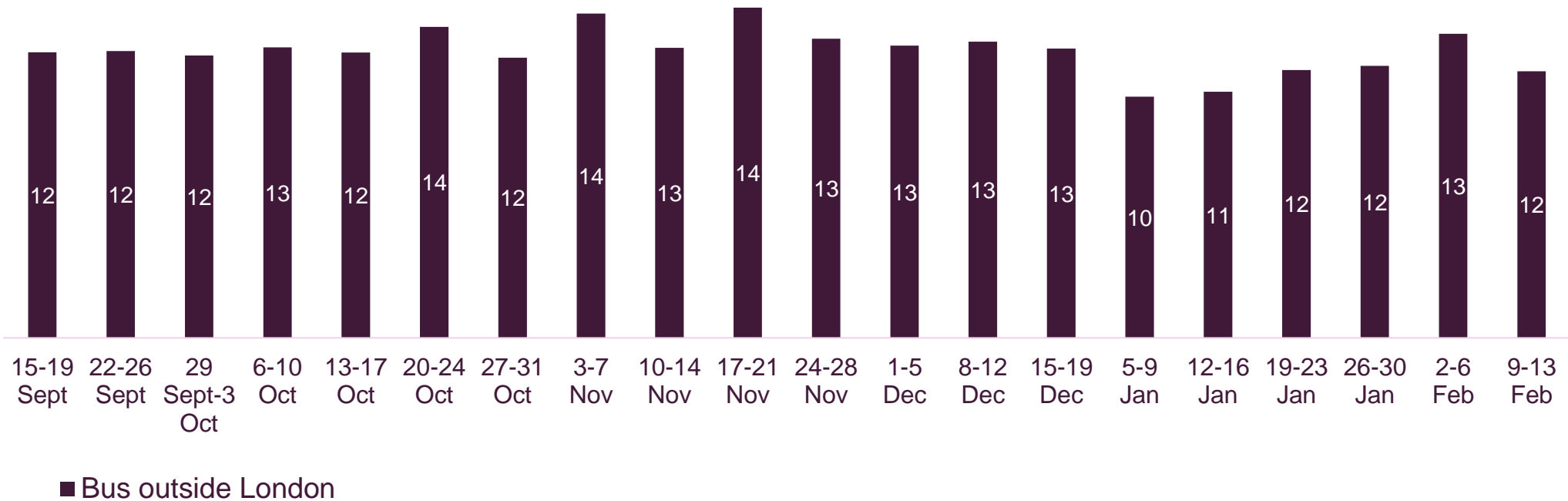
Satisfaction with information on board, value for money and safety of driving

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

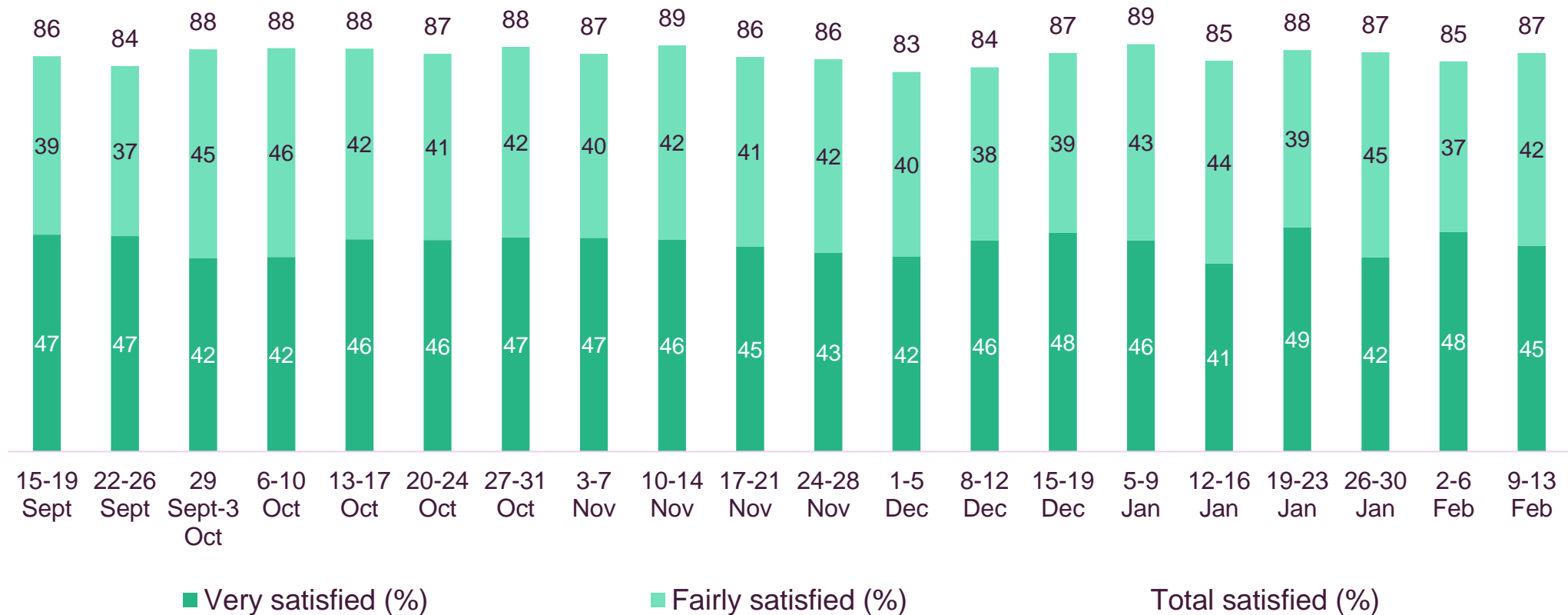


9 -13 February 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 373; 408; 496.
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

Proportion using bus in last seven days since September 2021



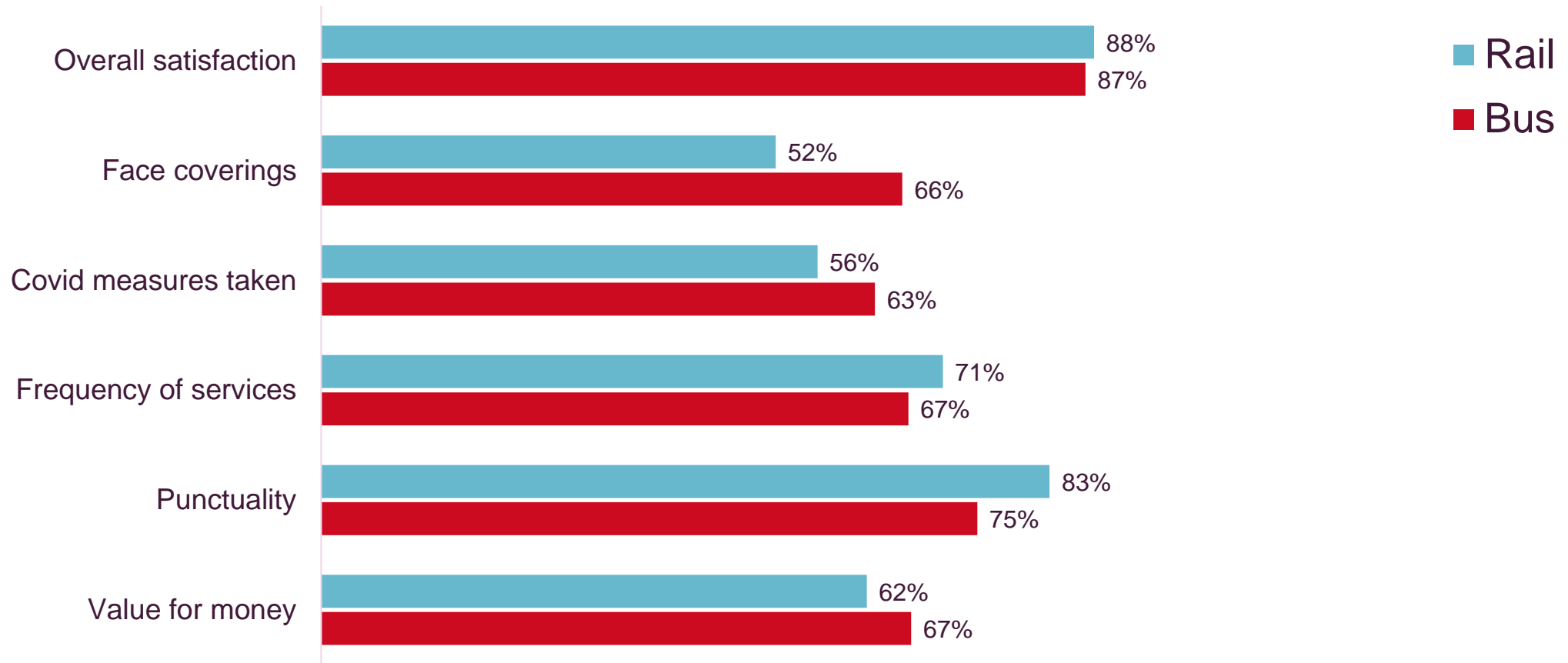
Overall satisfaction with bus journey since September 2021



9 - 13 February 2022 report. Bus base size approx. 512 per week.

Bus to rail comparison – current week

Bus passenger satisfaction higher on value for money and Covid aspects, but lower on 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: 5 - 9 January	Fieldwork: 12 - 16 January	Fieldwork: 19 - 23 January	Fieldwork: 26 - 30 January	Fieldwork: 2 - 6 February	Fieldwork: 9 - 13 February
Week 15	Week 16	Week 17	Week 18	Week 19	Week 20
415	451	472	484	537	497

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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