

September -
February
2022

Bus User Weekly Survey

Trend
analysis
report



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.

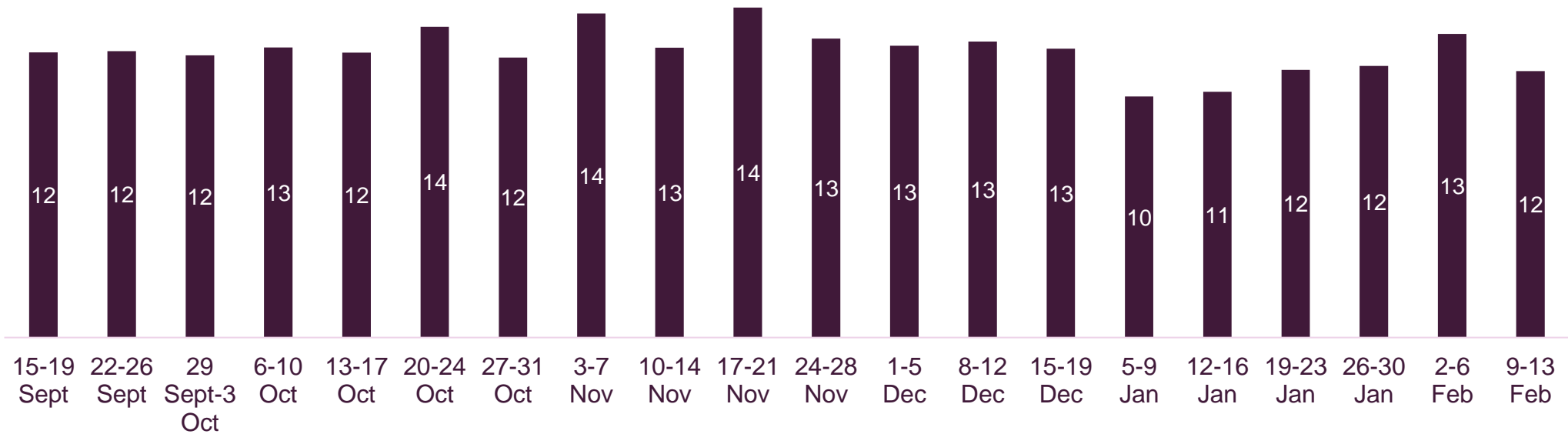
Passengers rated how satisfied they were with their overall journey and a range of aspects including the punctuality of their service, the value for money of their ticket and a number of Covid-related measures.

This report shows results over the twenty weeks the survey has run so far. It covers fieldwork taking place between 26 and 29 September to this most recent week between 9 and 13 February 2022.

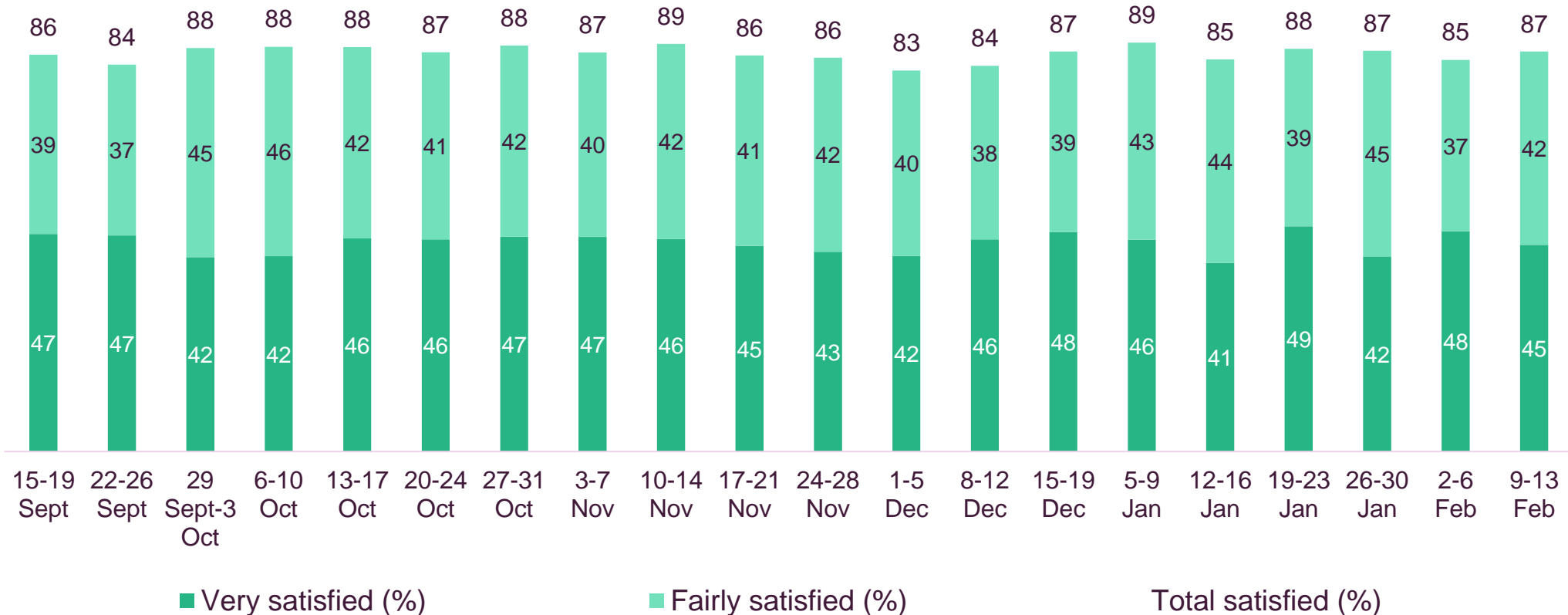
The survey has been developed as an extension to Transport Focus's [Travel during Covid-19 survey](#) and includes many of the core questions from the [Bus Passenger Survey](#).

Further details on how we carried out this survey are available on page 22.

Proportion using bus outside London in last seven days

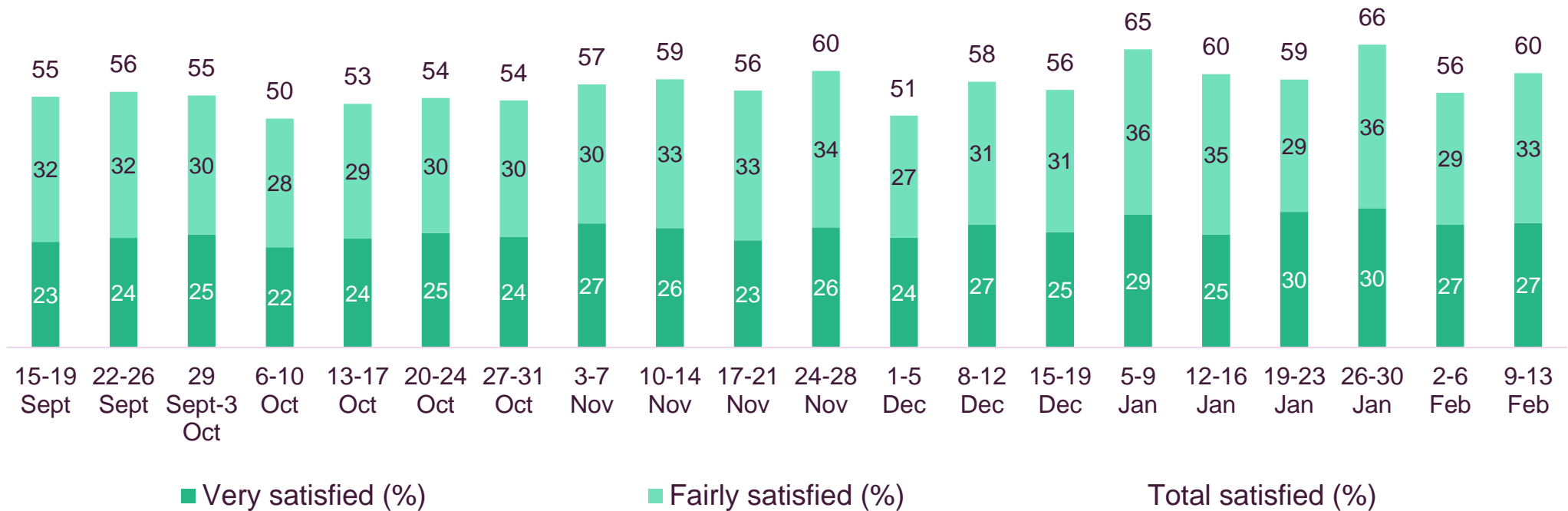


Overall satisfaction with bus journey

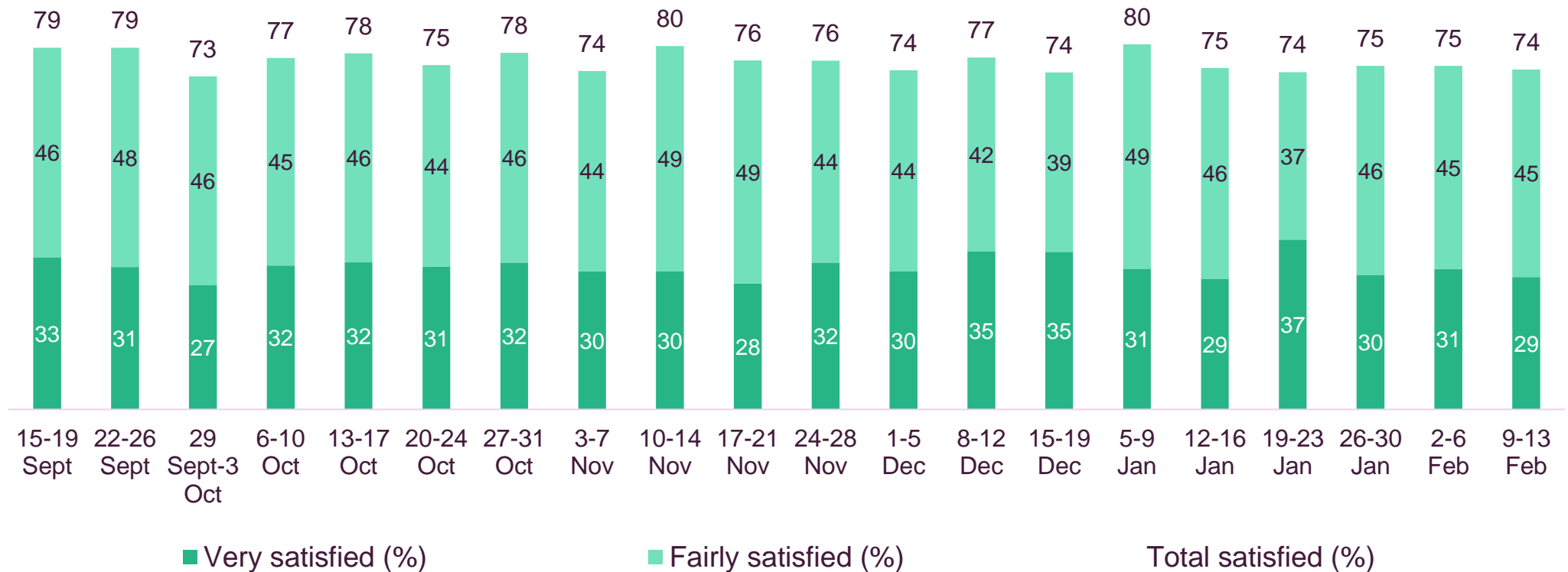


Trend analysis report. Base size average 512 per week.

Information of how busy the bus would be before travelling

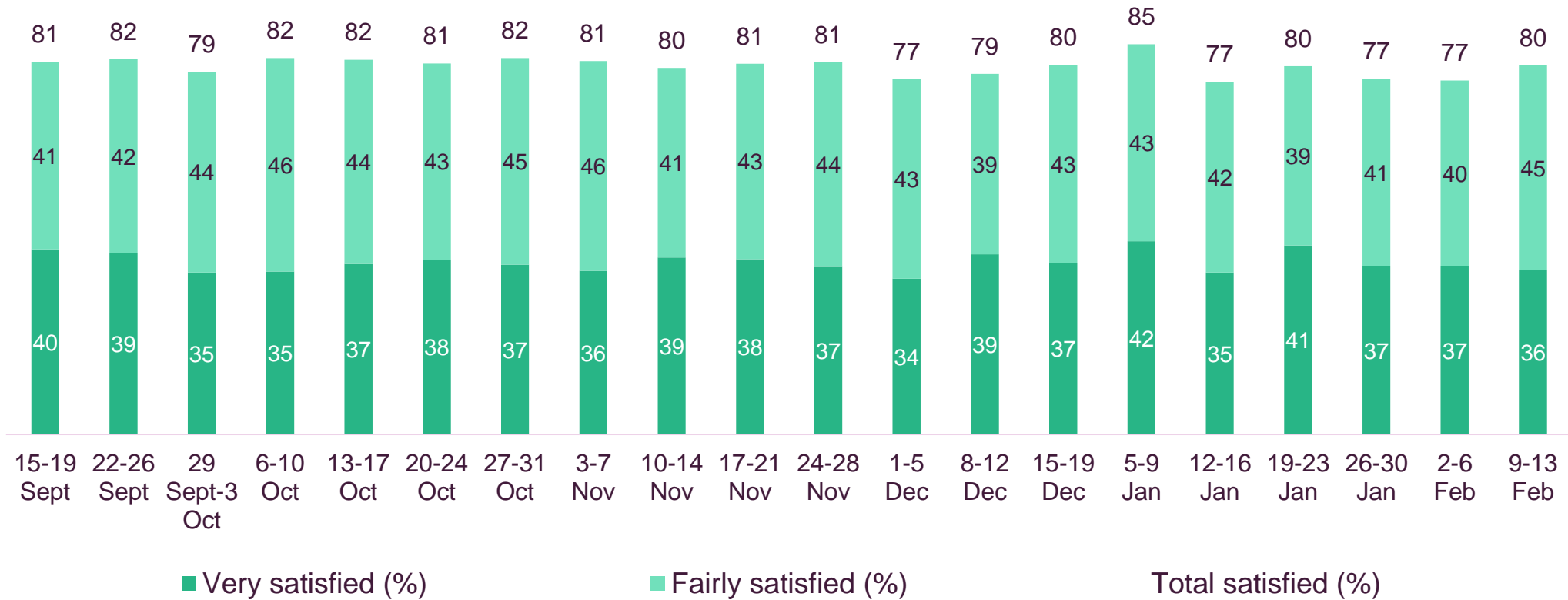


Overall satisfaction with the bus stop or bus station



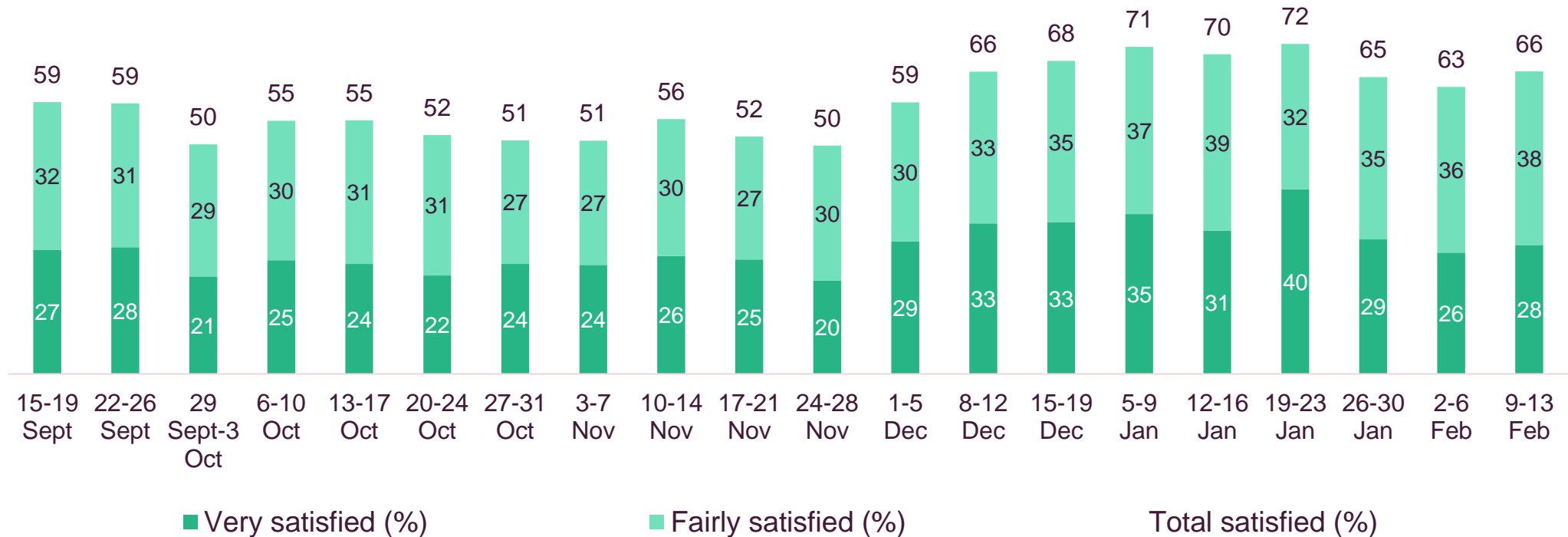
Trend analysis report. Base size average 508 per week.

The cleanliness of the inside of the bus



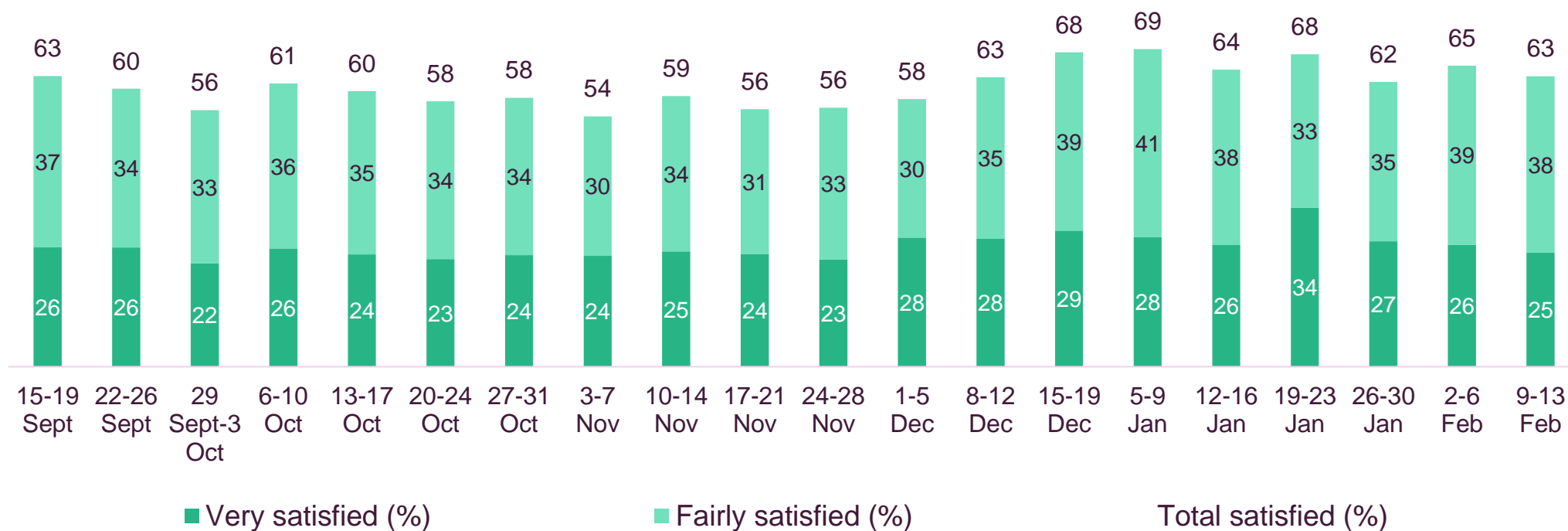
Trend analysis report. Base size average 511 per week.

The number of people wearing face coverings during your bus journey



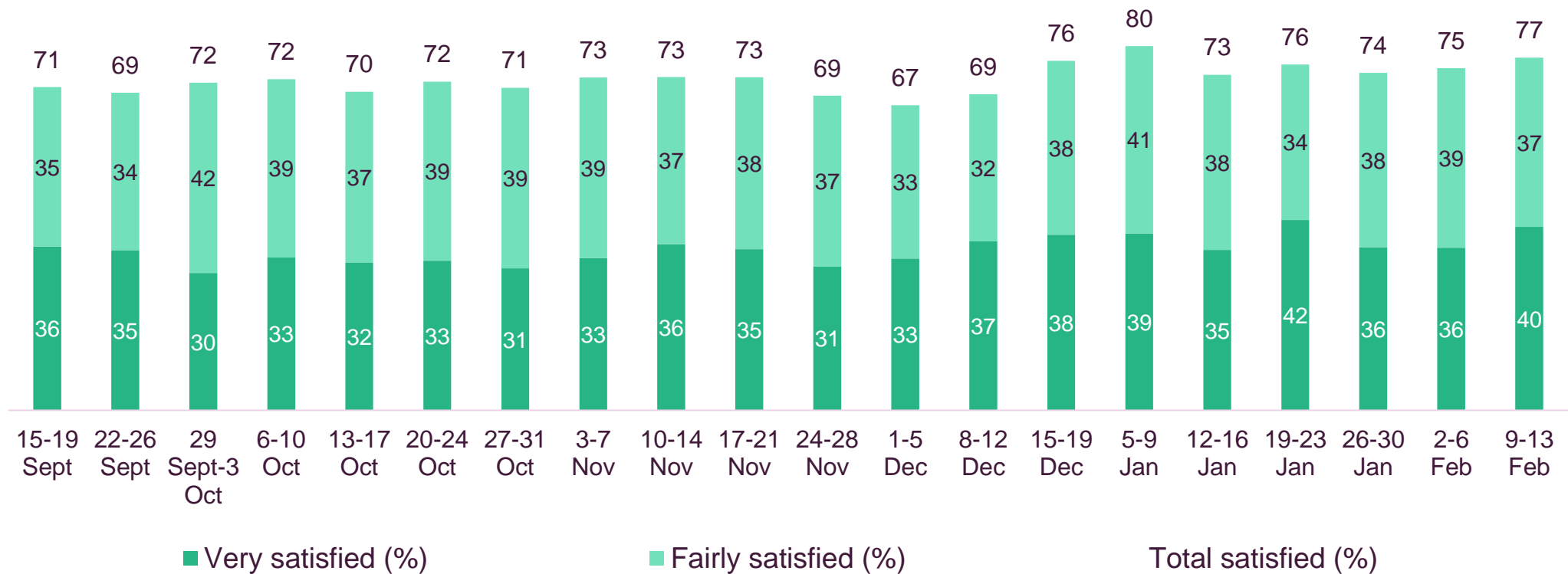
Trend analysis report. Base size average 499 per week.

Covid measures in place on the bus



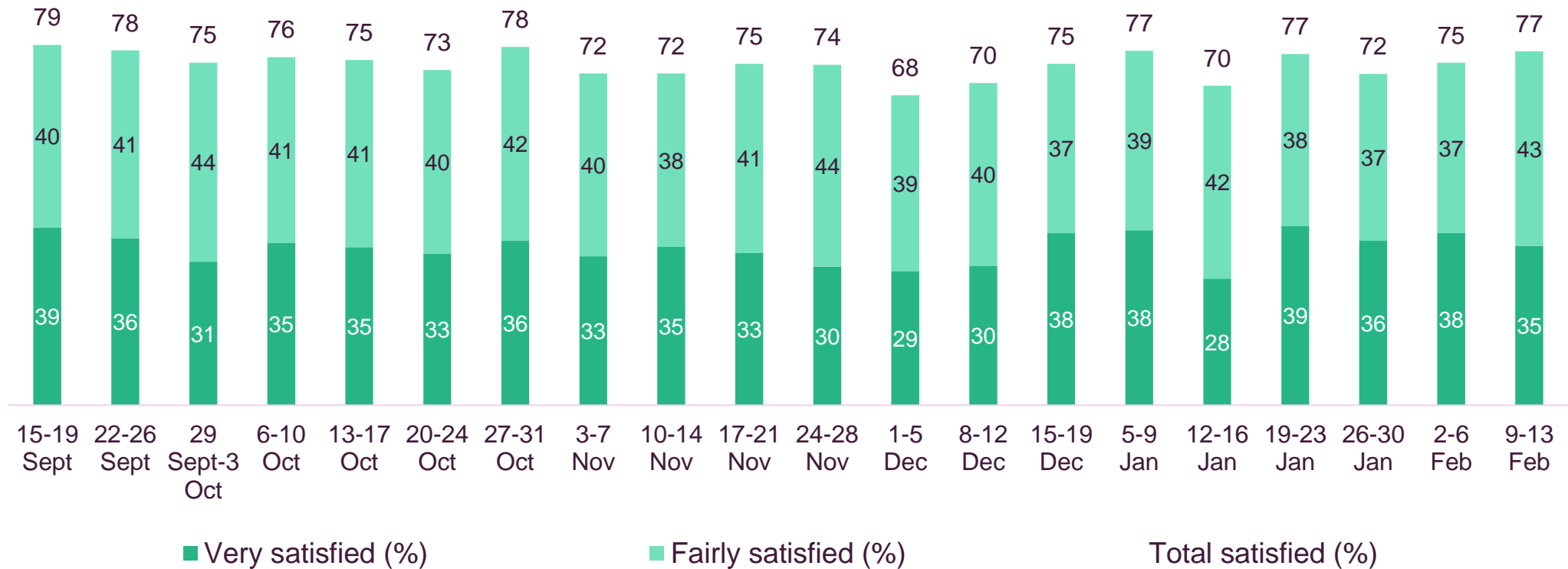
Trend analysis report. Base size average 495 per week.

The behaviour of other bus passengers



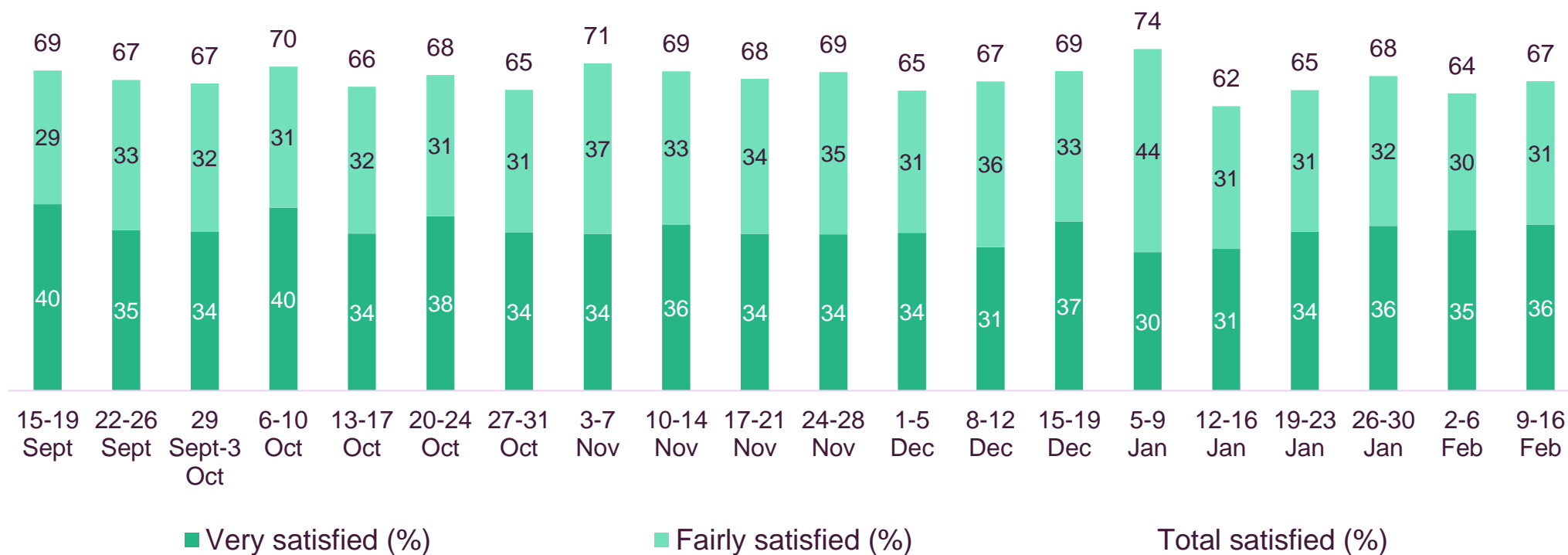
Trend analysis report. Base size average 508 per week.

Ventilation on the bus



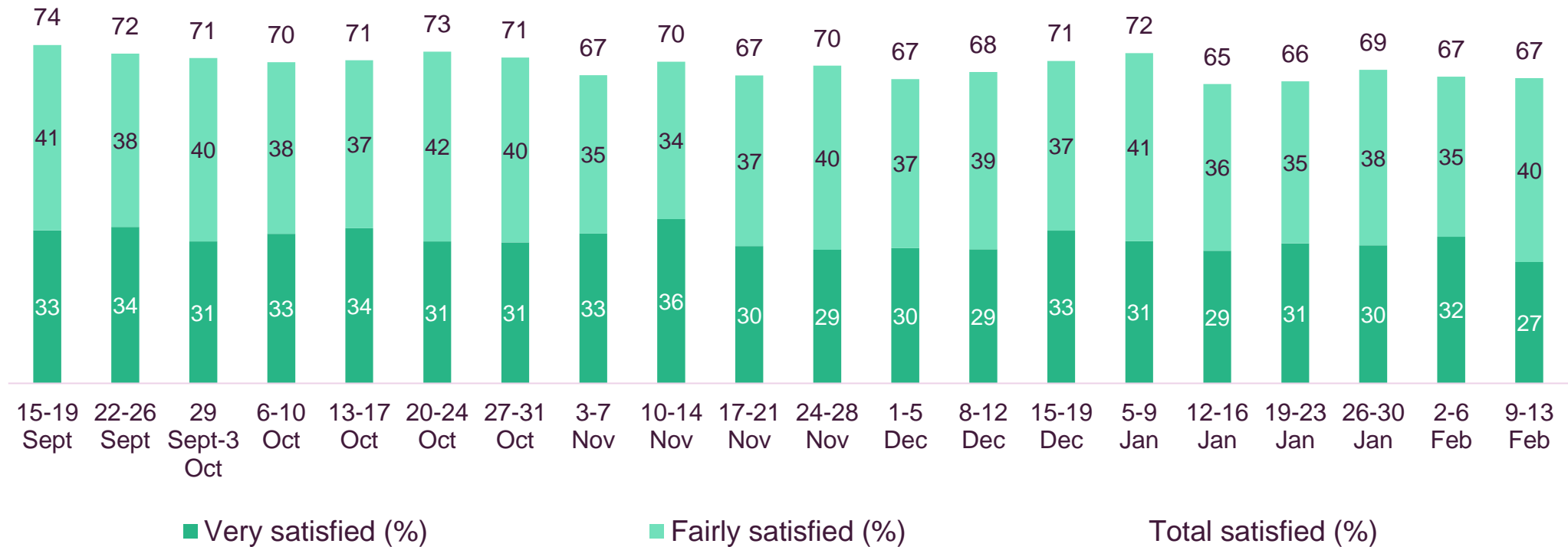
Trend analysis report. Base size average 508 per week.

Value for money of your bus ticket



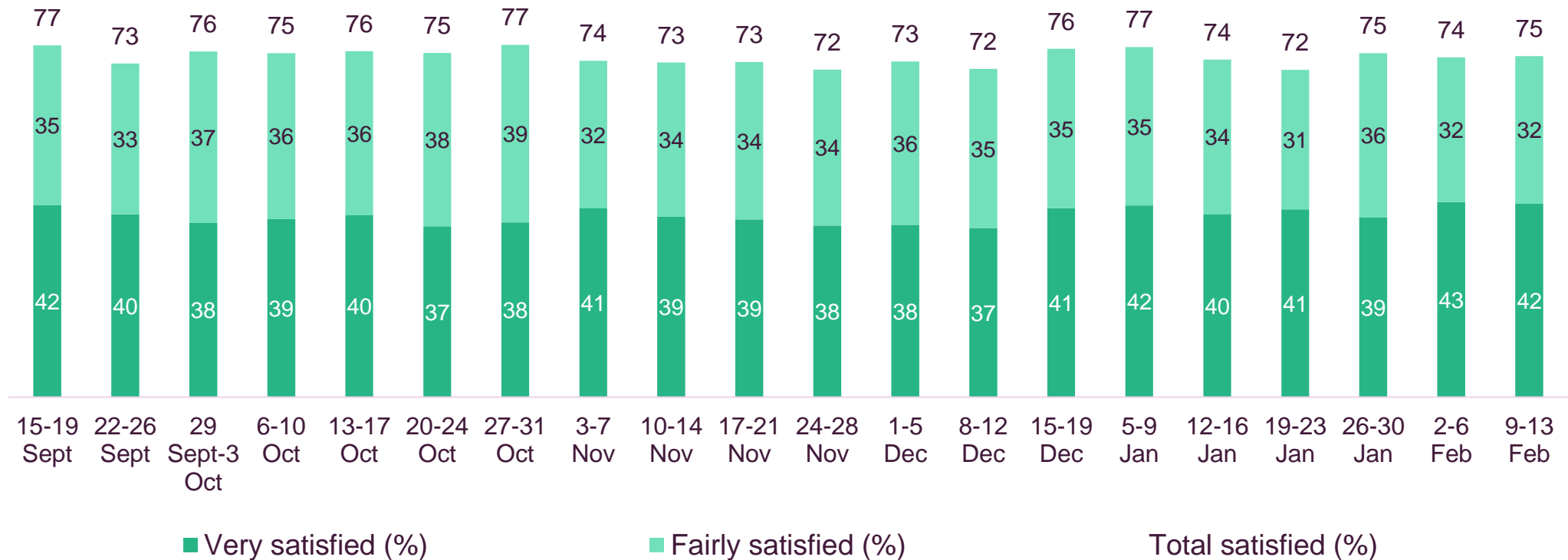
Trend analysis report. Base size average 428 per week.

Frequency of buses on that route



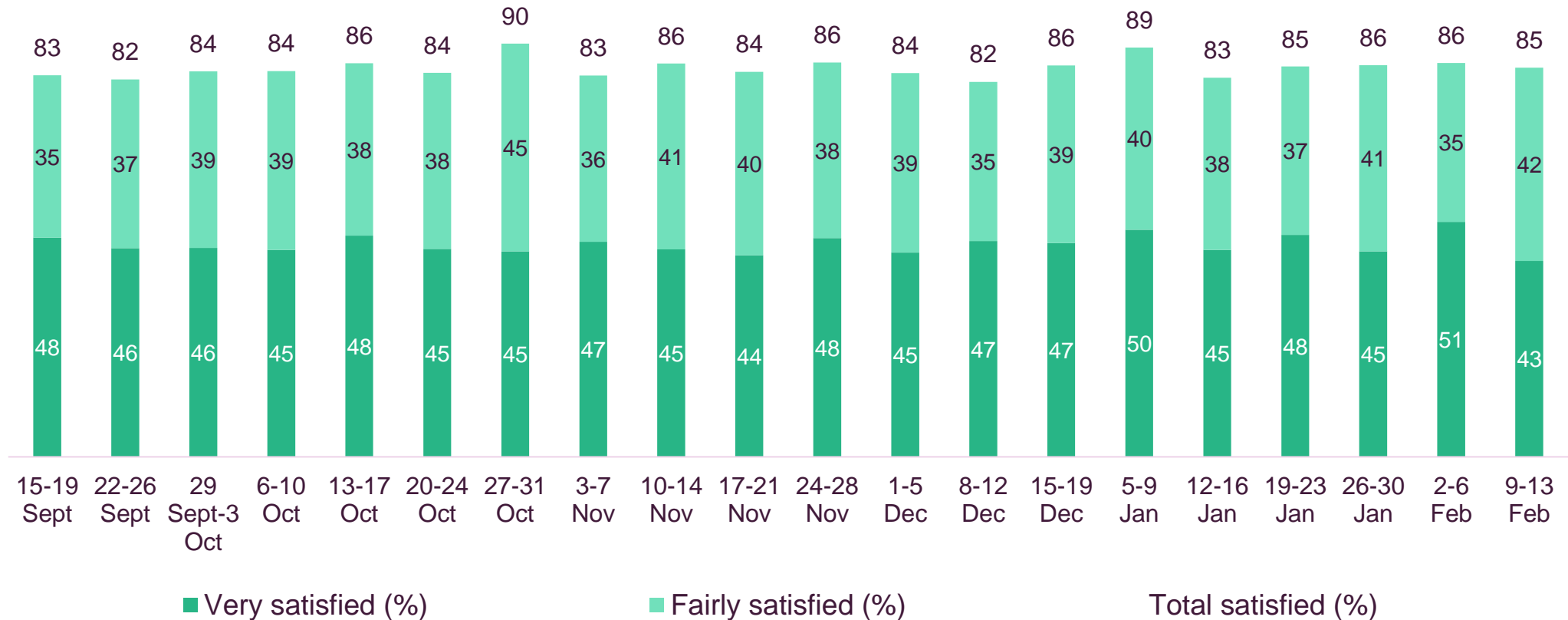
Trend analysis report. Base size average 509 per week.

Punctuality/reliability (the bus leaving/arriving on time)



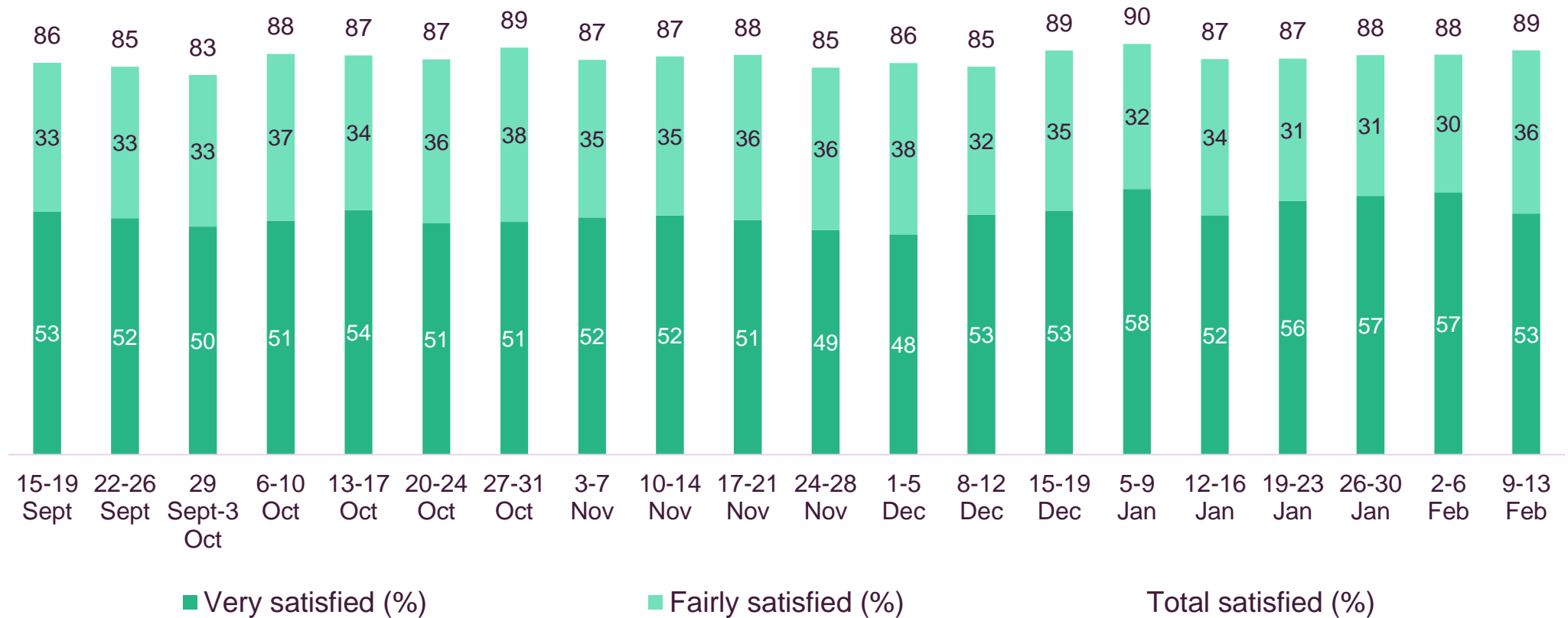
Trend analysis report. Base size average 510 per week.

The time the journey on the bus took



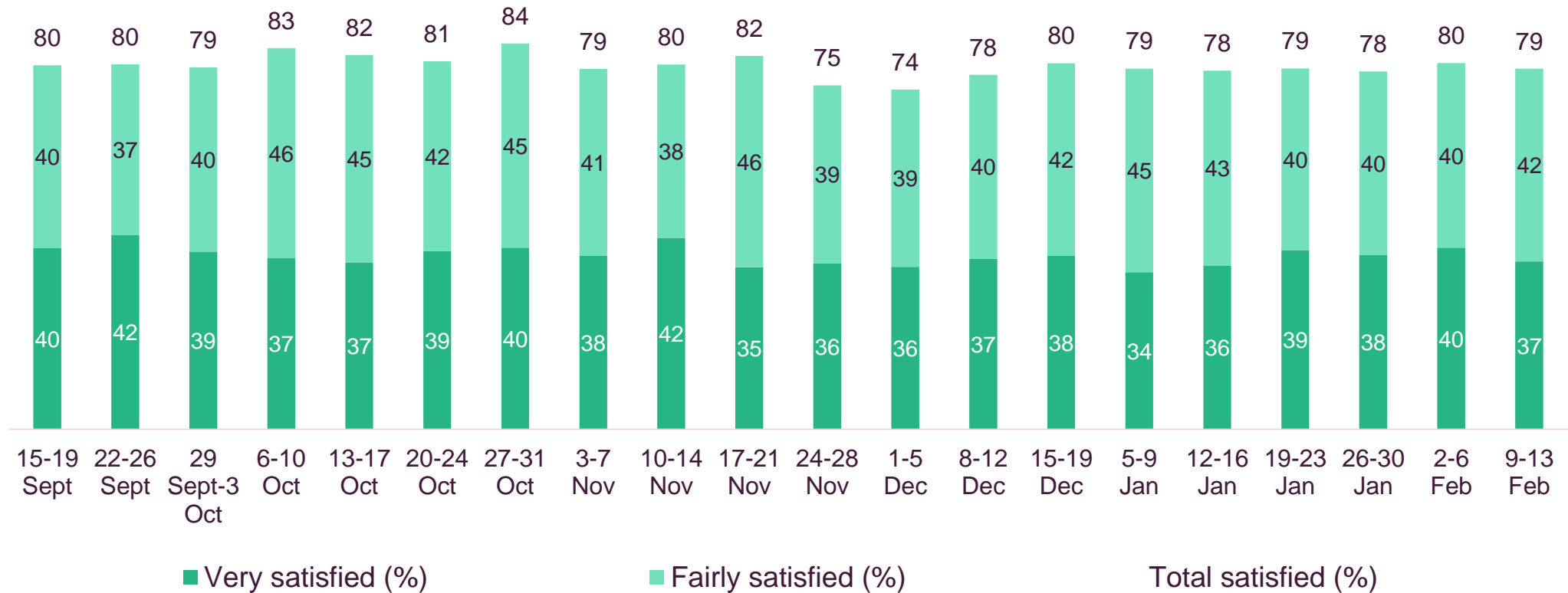
Trend analysis report. Base size average 512 per week.

Availability of seating or space to stand on the bus



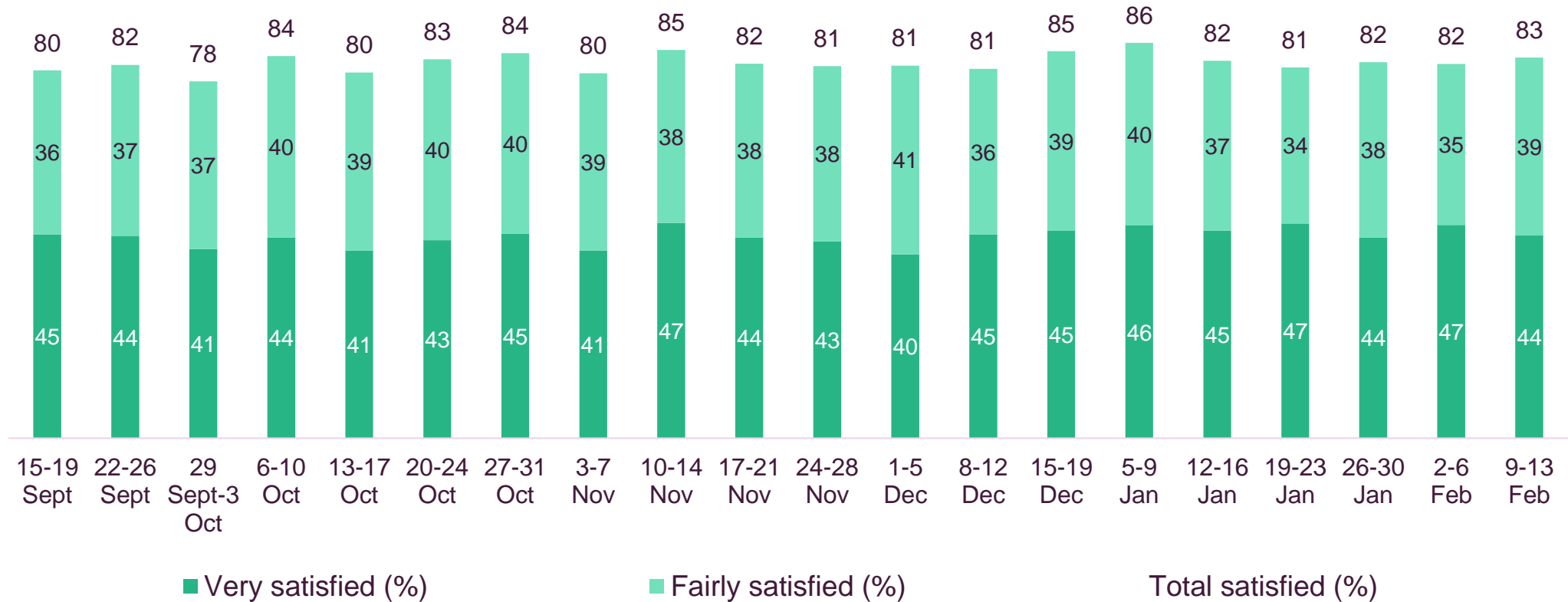
Trend analysis report. Base size average 511 per week.

The temperature inside the bus



Trend analysis report. Base size average 511 per week.

Personal security on the bus



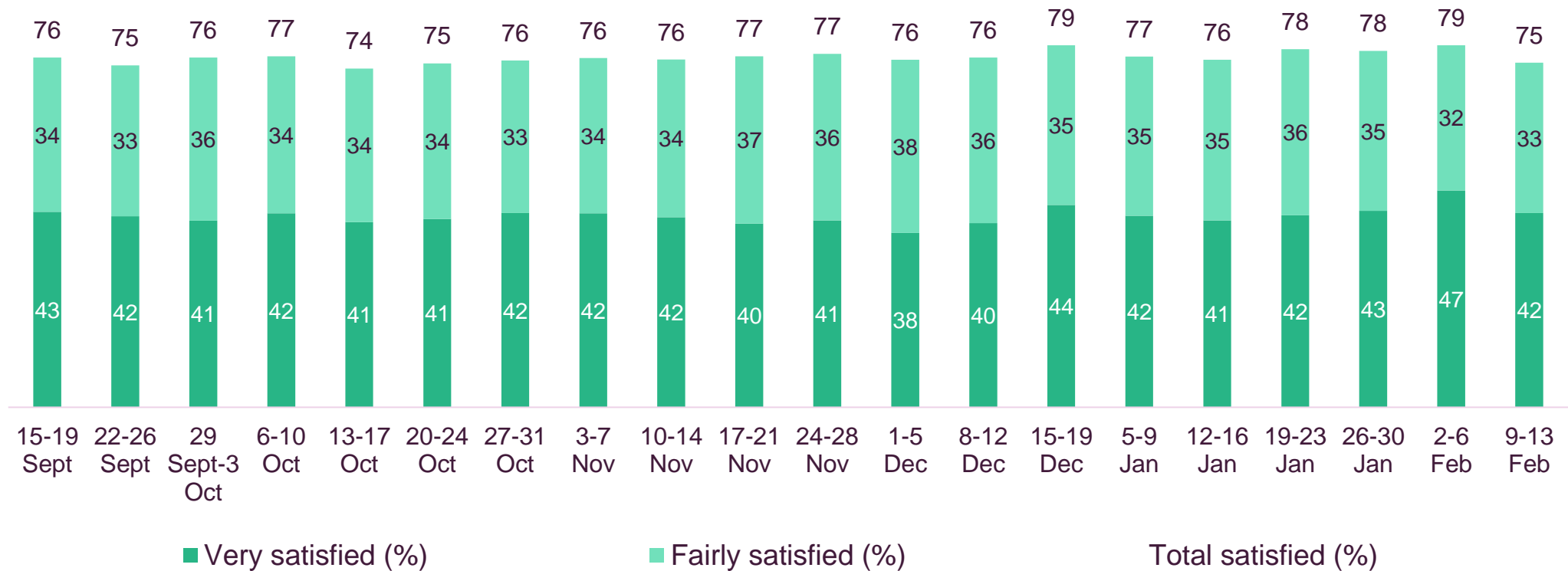
Trend analysis report. Base size average 505 per week.

Provision of information during the journey



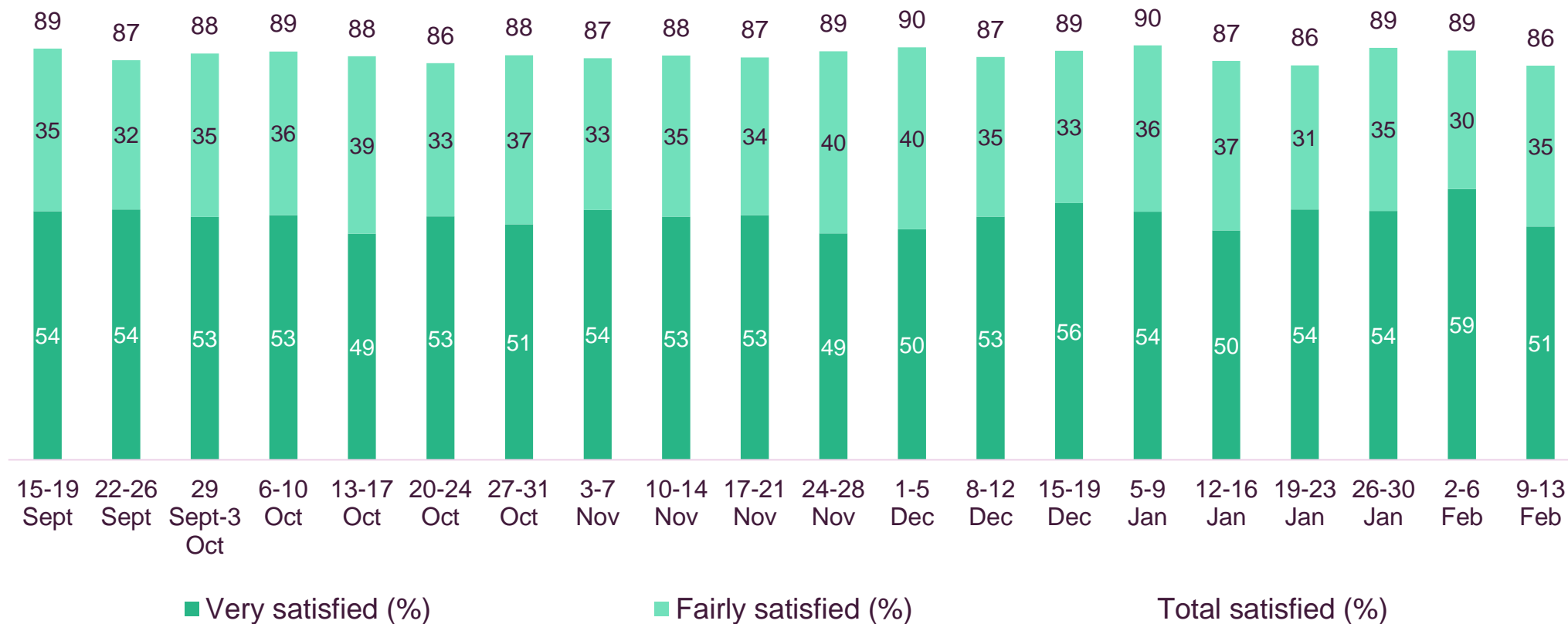
Trend analysis report. Base size average 406 per week.

The helpfulness and attitude of the bus driver



Trend analysis report. Base size average 494 per week.

Safety of the driving



Trend analysis report. Base size average 511 per week.

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 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.

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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