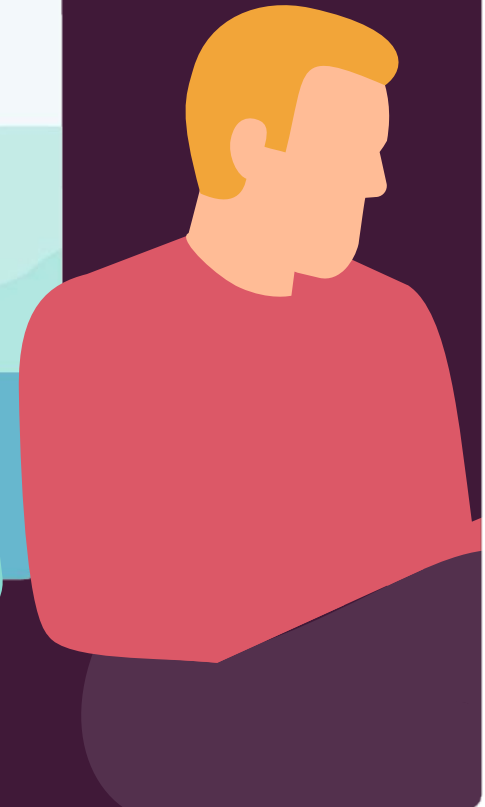


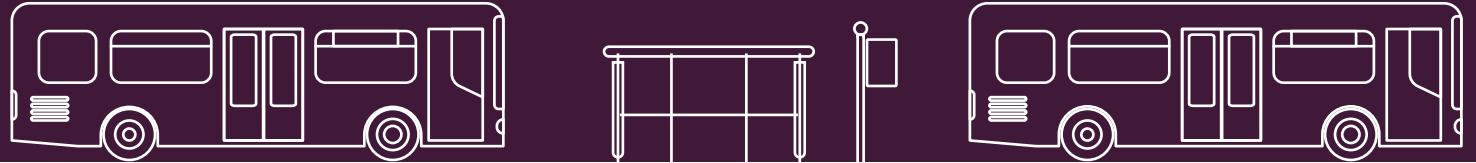
16 - 20
February
2022

Week 21

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.

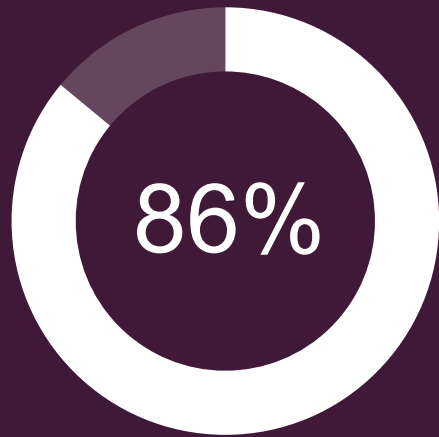
Passengers rated how satisfied they were with their overall journey and a range of aspects including the punctuality of their service, the value for money of their ticket and a number of Covid-related measures.

Results will be reported each week. This report covers online interviews between 16 and 20 February 2022.

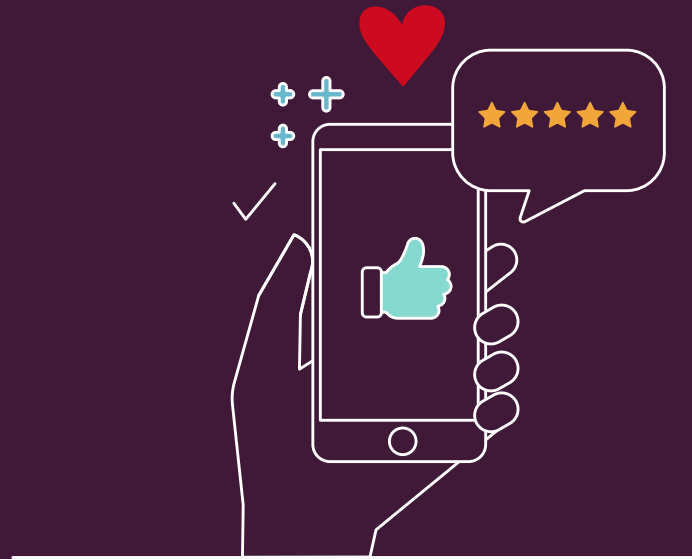
The survey has been developed as an extension to Transport Focus's [Travel during Covid-19 survey](#) and includes many of the core questions from the [Bus Passenger Survey](#).

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

Bus headlines



86% of bus passengers were satisfied with their journey overall.



Satisfaction with punctuality has stabilised since the start of 2022, this week it is at 76%.

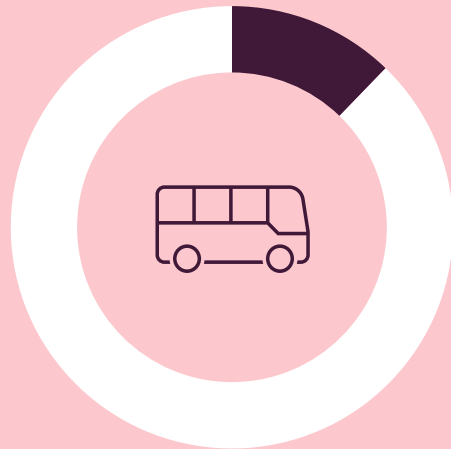


Satisfaction with the number of people wearing face coverings has fallen to 58% the lowest since the beginning of December.

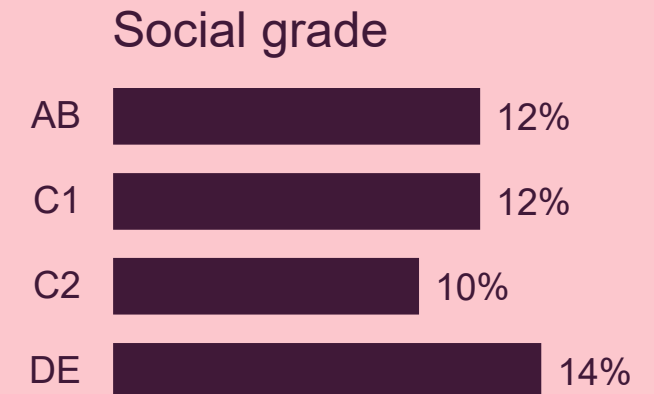
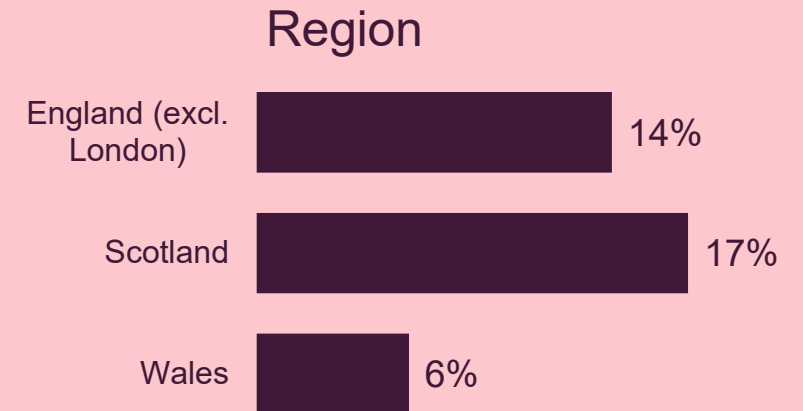
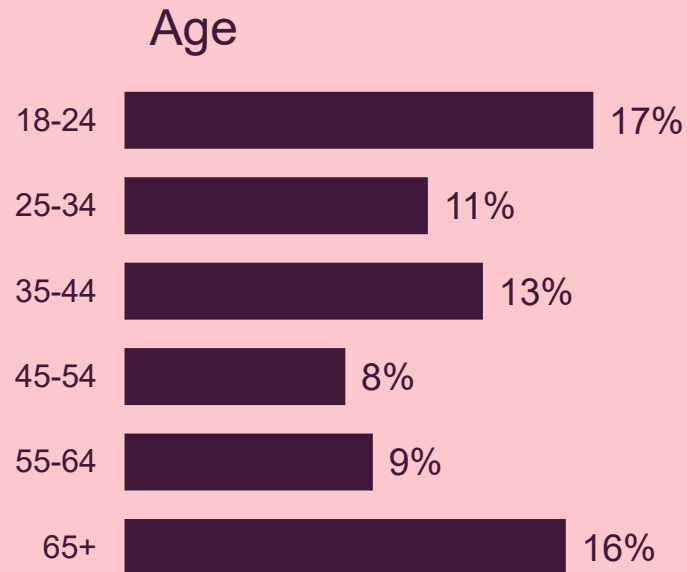


Just under one in eight used a bus in the last seven days

Proportion using bus in the last seven days

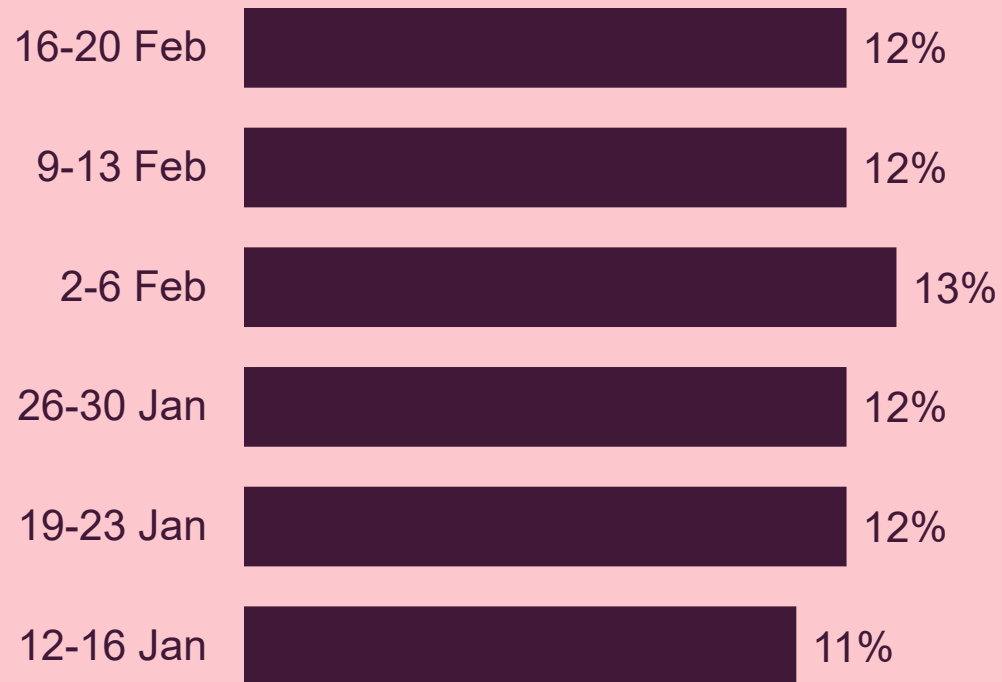


12%
of people in
Great Britain used
buses (outside
London) this week



Bus use is relatively stable

Proportion using bus within the last seven days



Leisure is the single most common reason for bus use this week

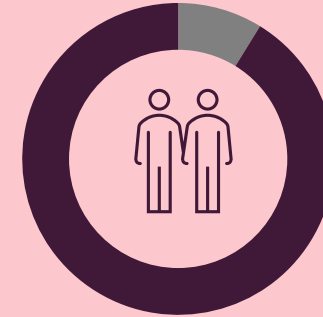
Main purpose of last bus journey



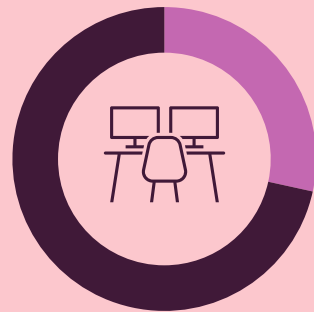
Leisure/eating out/non-essential shopping
29%



Essential shopping
16%



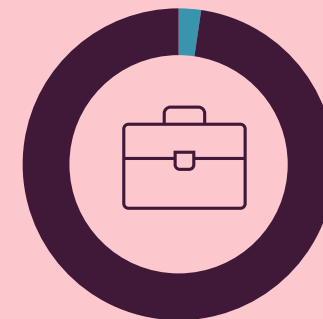
Friends/family
9%



Commuting
28%



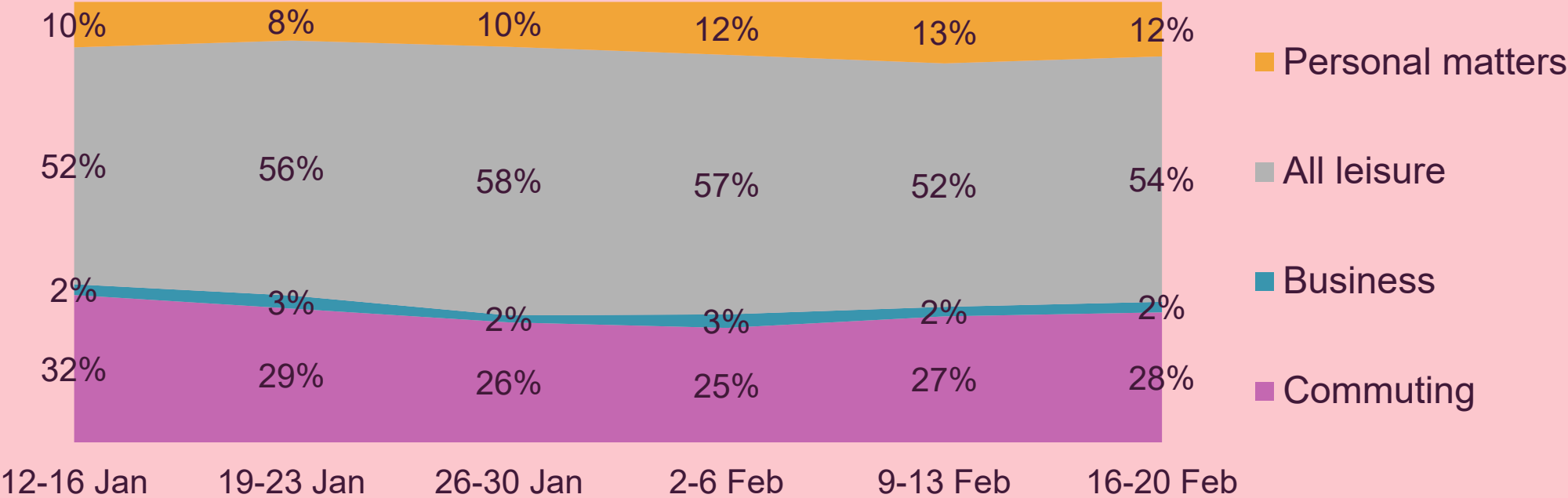
Personal matters
12%



Work travel
2%

Just over a quarter made journeys for commuting journeys

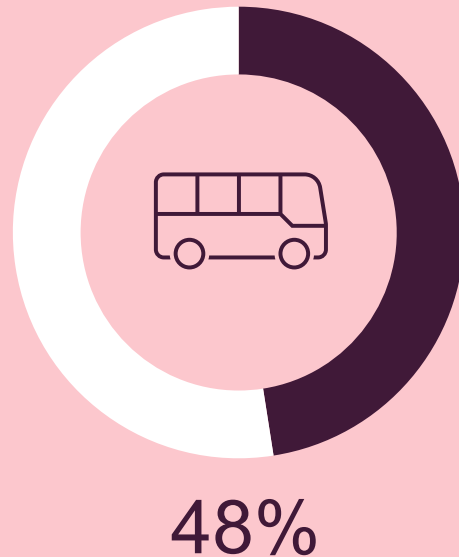
Main purpose of last bus journey



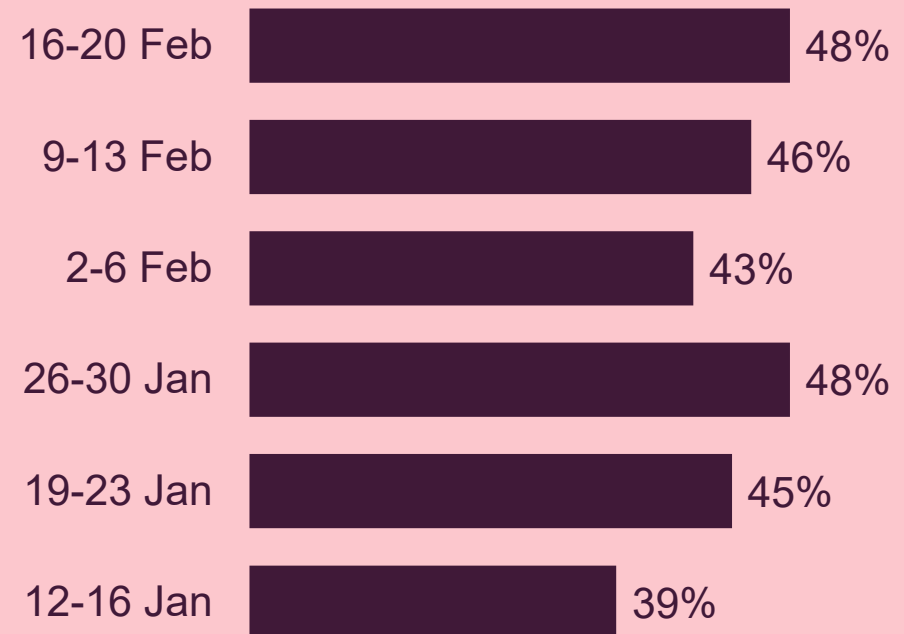
16-20 February 2022 report. Base size weekly average 491. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family' and 'Essential shopping'.

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

Proportion who had options to make journey but chose the bus

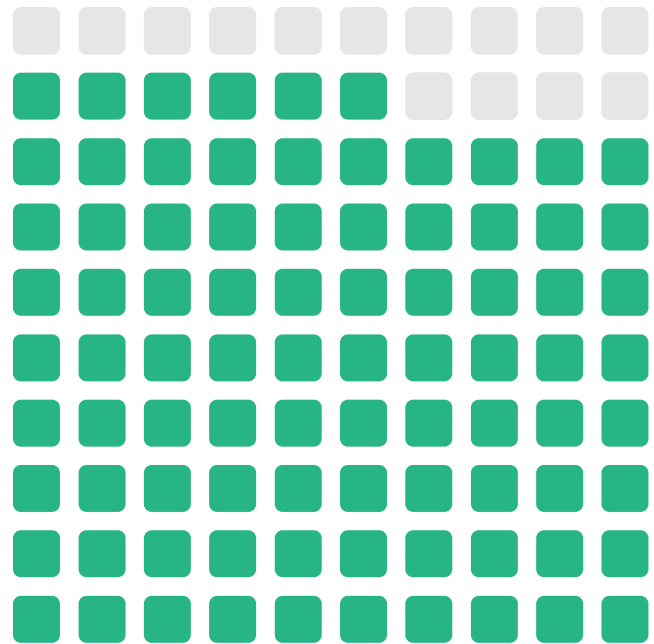


52% said the bus was the only realistic option for that journey

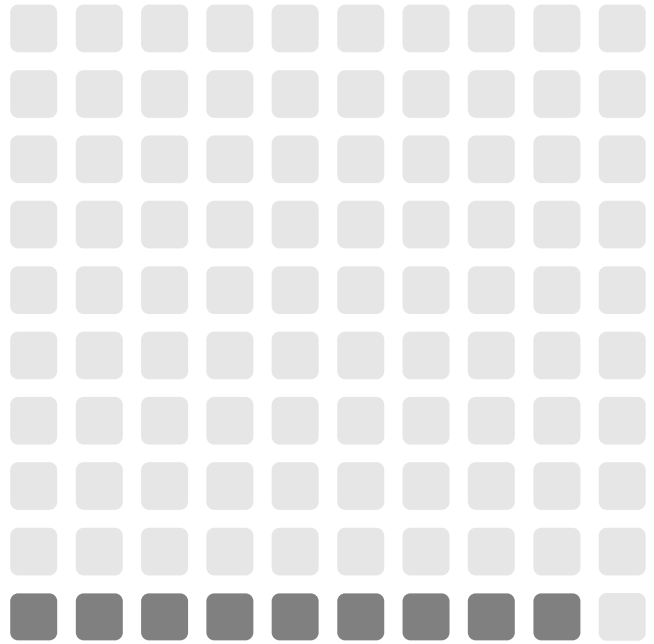




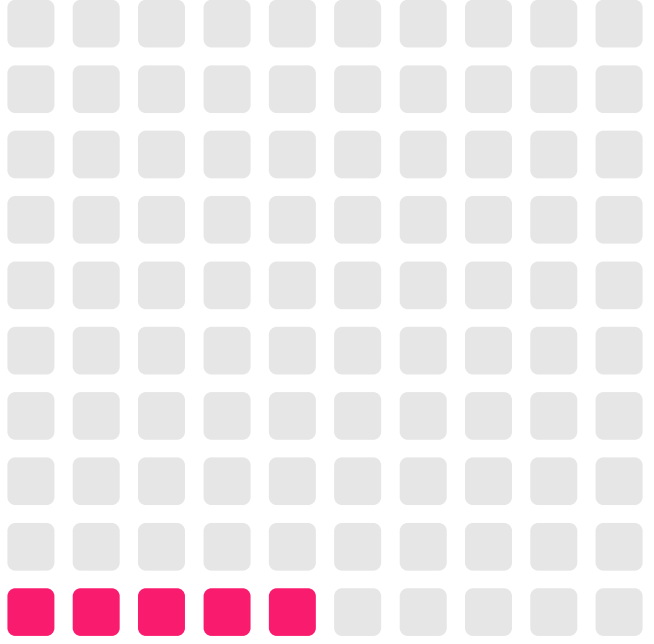
Overall satisfaction with last bus journey



86%
satisfied



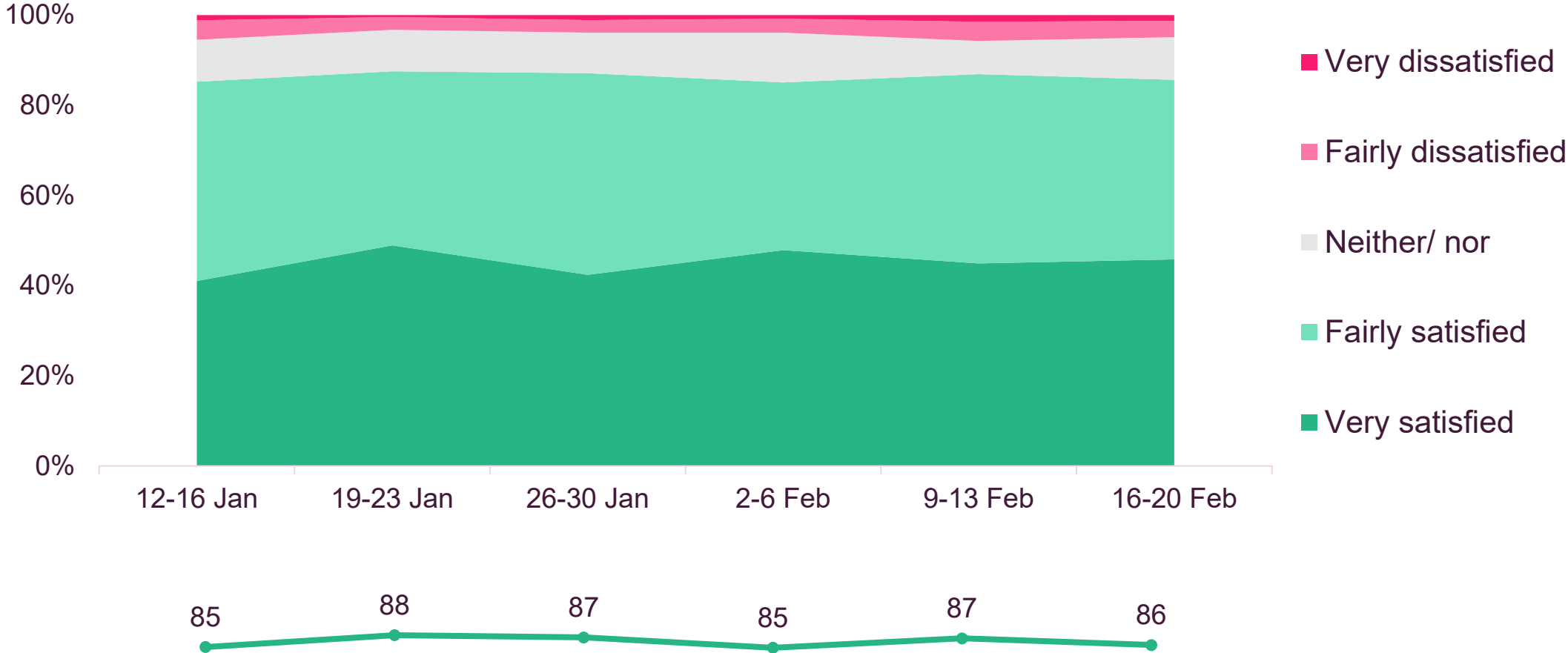
9%
neither/nor



5%
dissatisfied

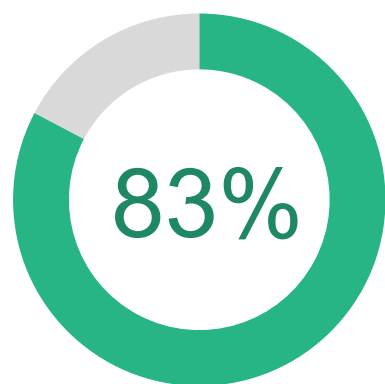
16-20 February 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 504.

Overall satisfaction with bus journey – over time

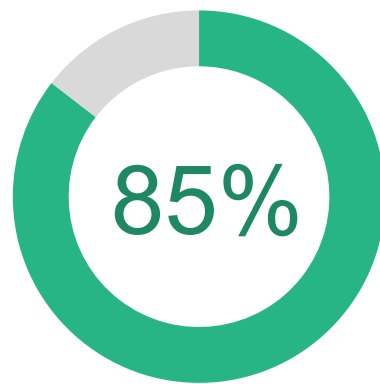


16-20 February 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): average 491 per week

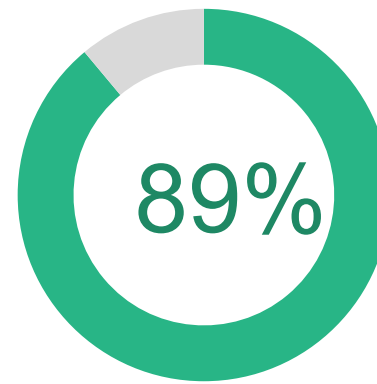
Overall satisfaction with last bus journey by age and sex over last four weeks



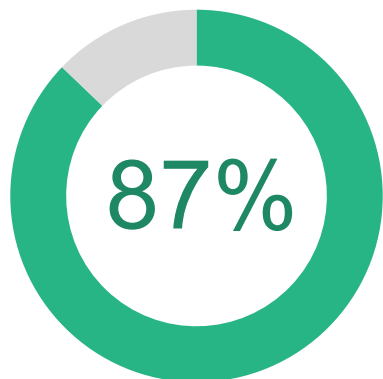
Age 18-34



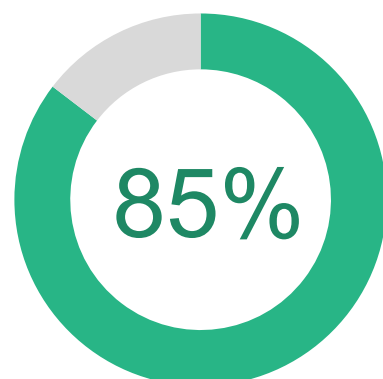
Age 35-54



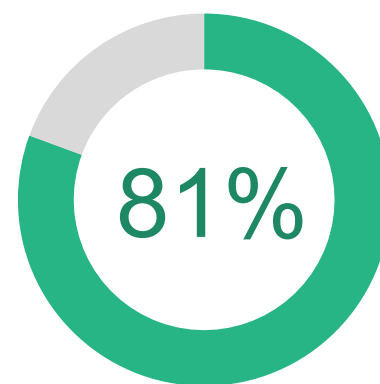
Age 55 and over



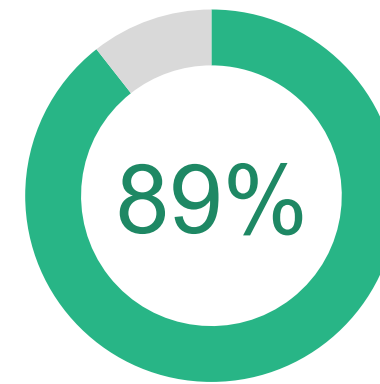
Men



Women



Commute



All leisure

16-20 February 2022 report. Base sizes: age 18-34 618; age 35-54 555 age 55+ 849; male 976; female 1036. Commute; 537; all leisure 1107. ('All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family' and 'Essential shopping').

What bus passengers are saying...



Clean and tidy. Comfy seats and pleasant driver.

Very satisfied, East Yorkshire Buses passenger

The Arriva service has become very unreliable and disruptive.

Neither satisfied nor dissatisfied, Arriva passenger

I am disabled (wheelchair bound) and new to using the bus. The friendliness of the driver and the speed at which we resolved my onboarding were better than I could have imagined.

Very satisfied, Reading Buses passenger



Dirty, overcrowded, no covid measures being followed, dangerous driving, rude driver.

Very dissatisfied, Stagecoach passenger

It was safe and the bus driver was friendly.

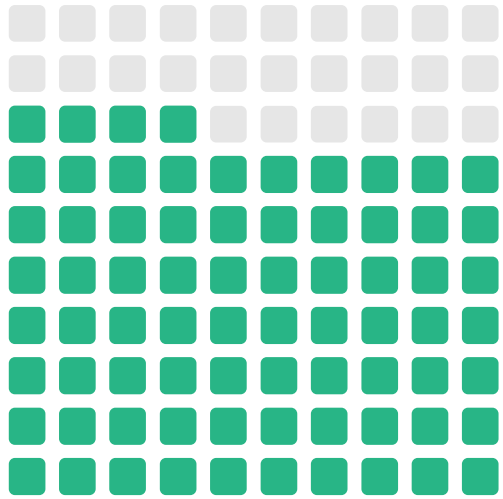
Very satisfied, National Express passenger

It was running on time and was a brand new electric bus.

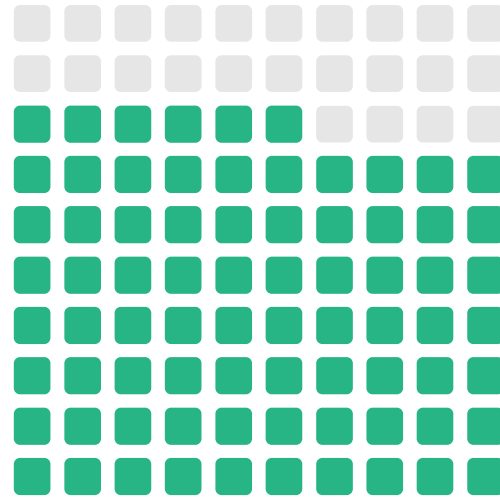
Very satisfied, First passenger



Satisfaction with the bus stop and punctuality

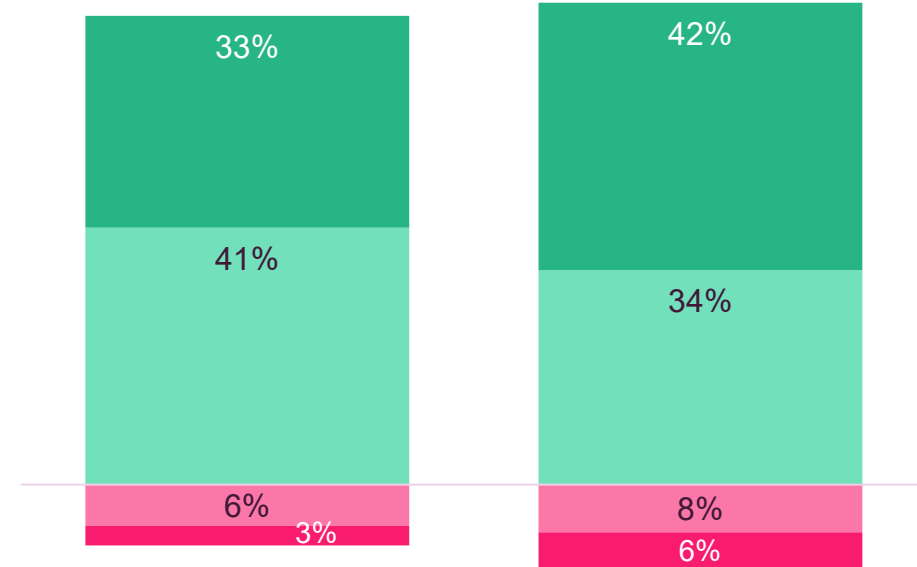


Bus stop - overall satisfaction
74%



Punctuality/reliability
76%

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

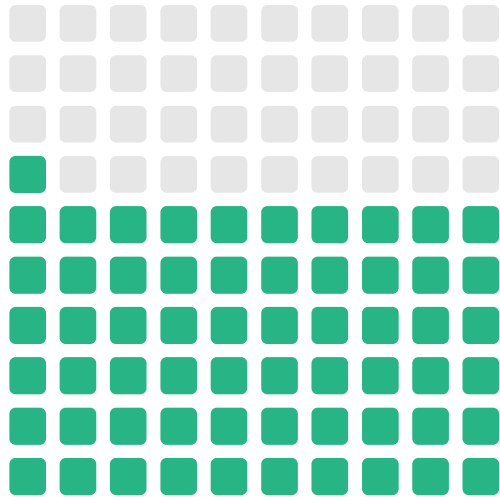


Bus stop overall satisfaction

Punctuality/reliability

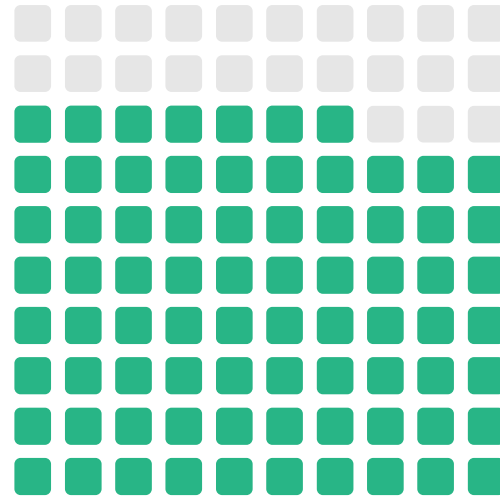
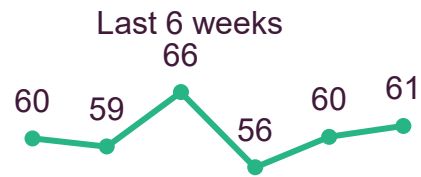


Satisfaction with information, cleanliness and Covid-related measures



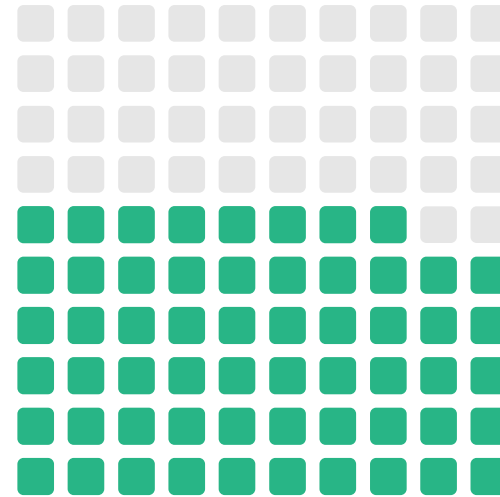
Information on how busy the bus would be before travelling

61%



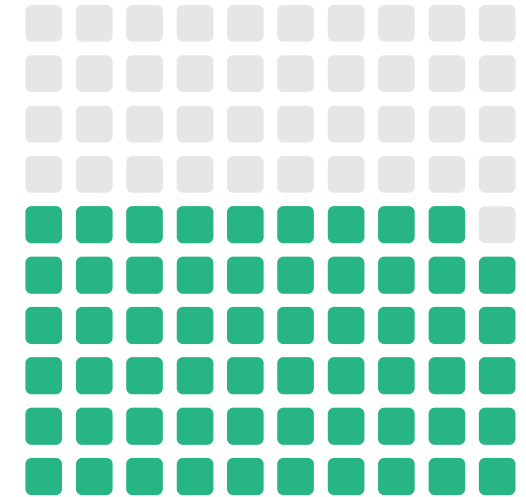
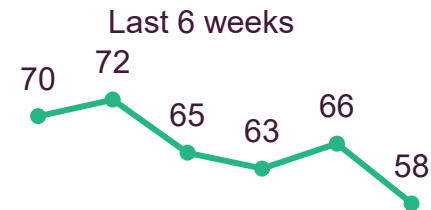
Cleanliness of the inside of the bus

77%



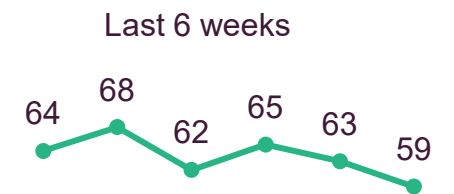
Number of people wearing face coverings

58%



Covid measures in place on the bus

59%



16-20 February 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 341; 504; 504; 487.

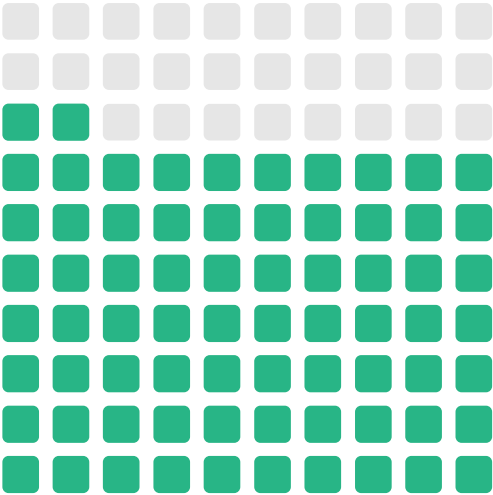
Satisfaction with information, cleanliness and Covid-related measures

Very satisfied Fairly satisfied Fairly dissatisfied Very dissatisfied



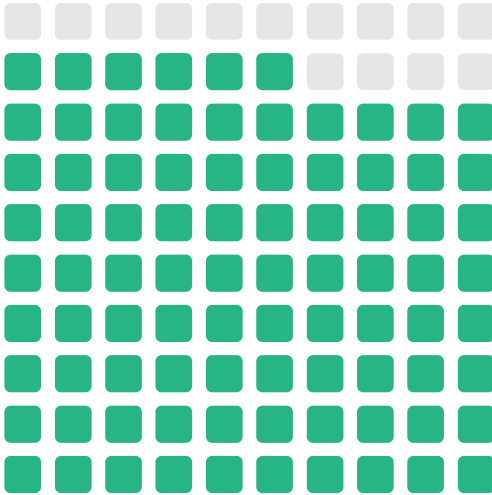
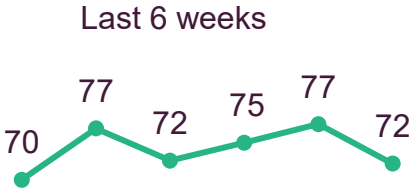
16-20 February 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 341; 504; 504; 487.
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

Satisfaction with ventilation, seating, other passenger behaviour and temperature



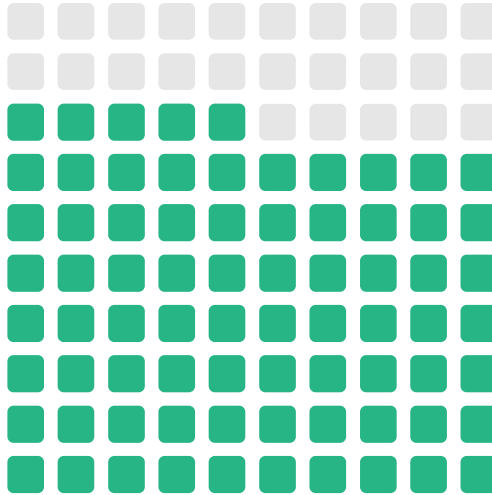
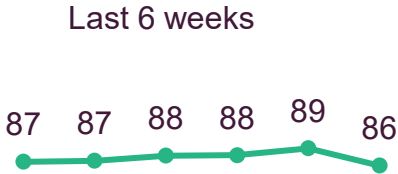
Ventilation on the bus

72%



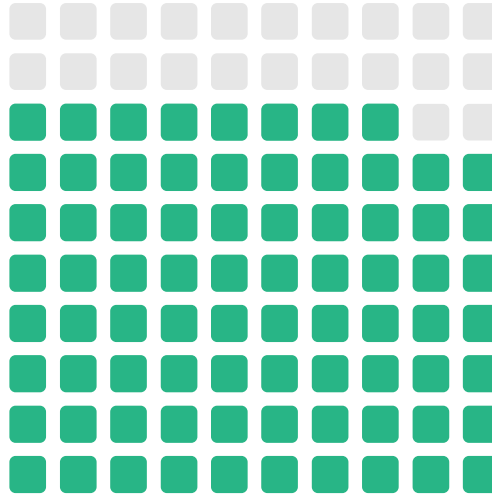
Availability of seating/space to stand

86%



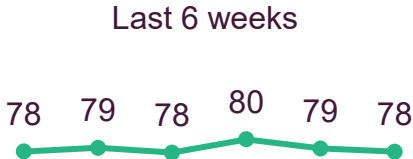
Behaviour of other passengers

75%



Temperature on the bus

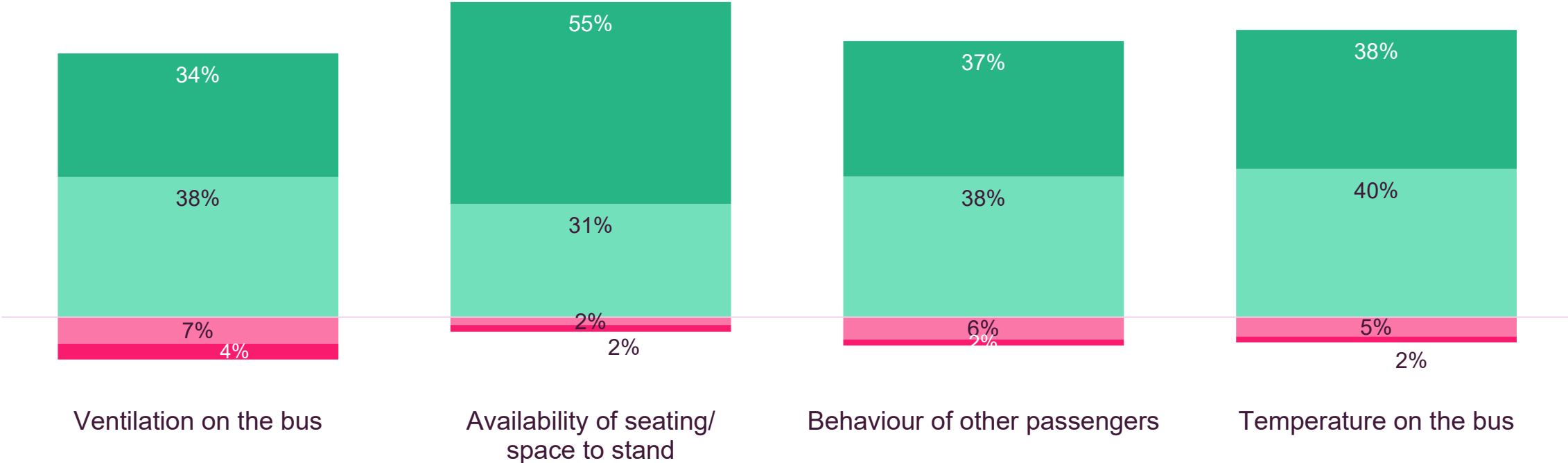
78%



16-20 February 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 501; 500; 503; 504.

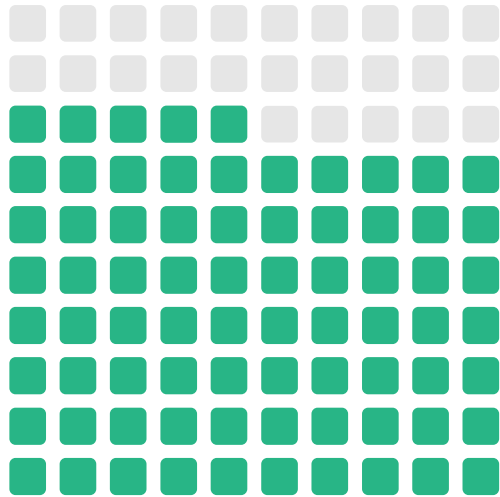
Satisfaction with ventilation, seating, other passenger behaviour and temperature

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



16-20 February 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 501; 500; 503; 504.
 Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

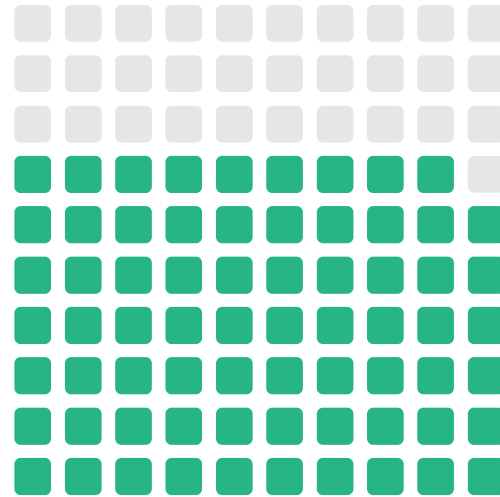
Satisfaction with driver, frequency, journey time, and personal security



Helpfulness and attitude of the driver

75%

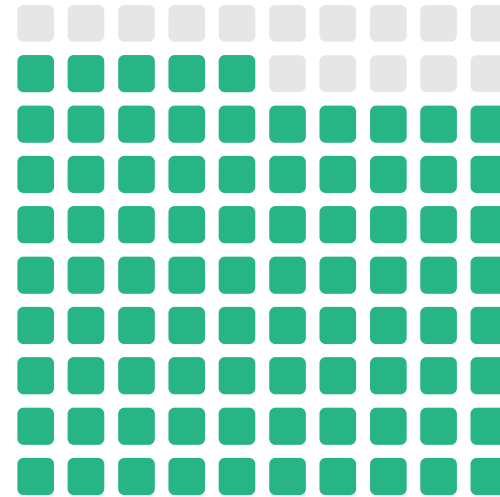
Last 6 weeks



Frequency of buses on that route

69%

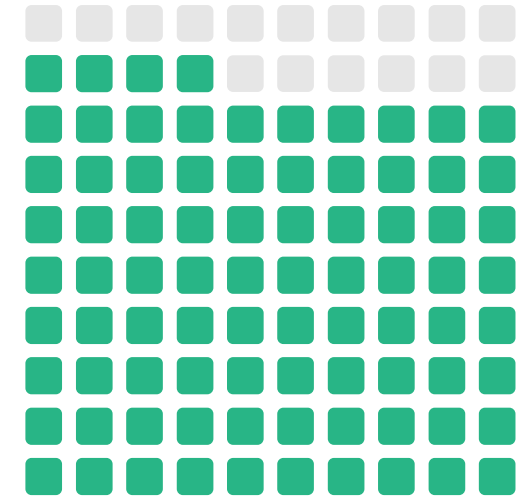
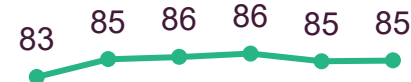
Last 6 weeks



Length of time the journey on the bus took

85%

Last 6 weeks



Personal security while on the bus

84%

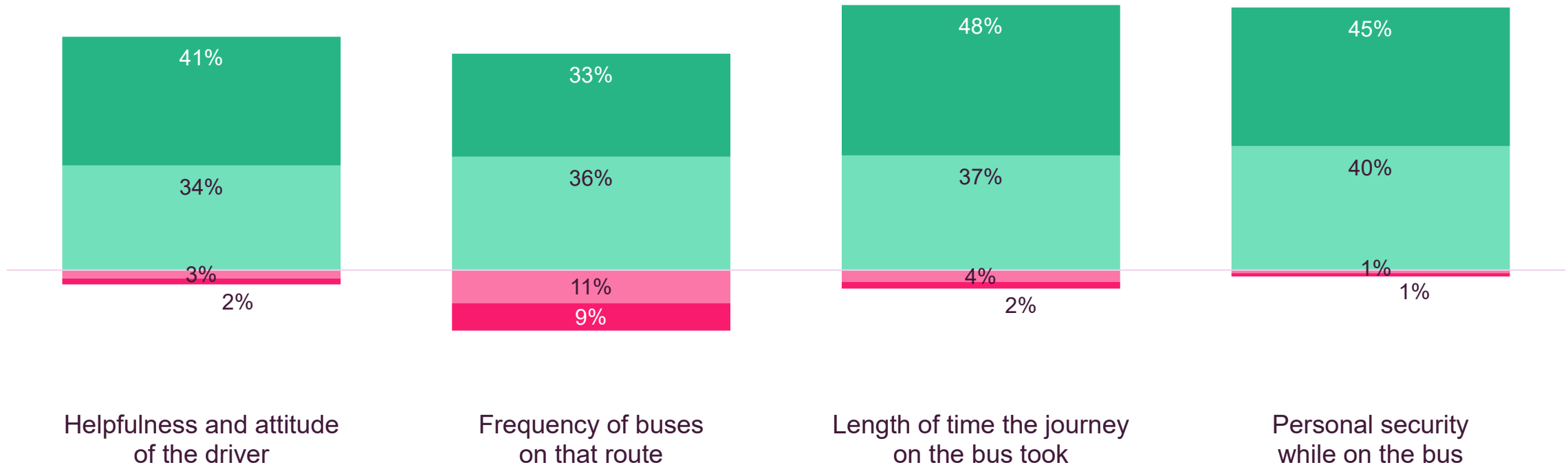
Last 6 weeks



16-20 February 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 485; 500; 504; 498.

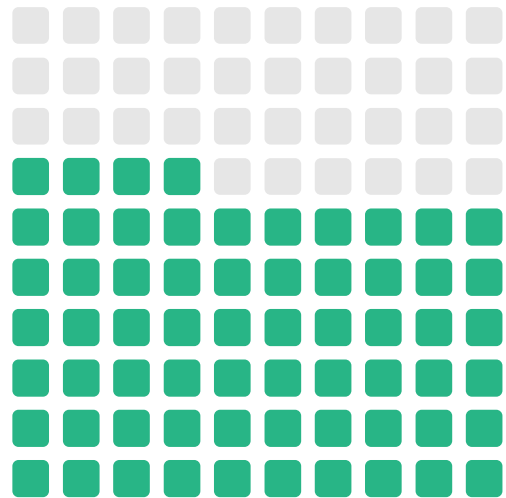
Satisfaction with driver, frequency, journey time, and personal security

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



16-20 February 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 485; 500; 504; 498.
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

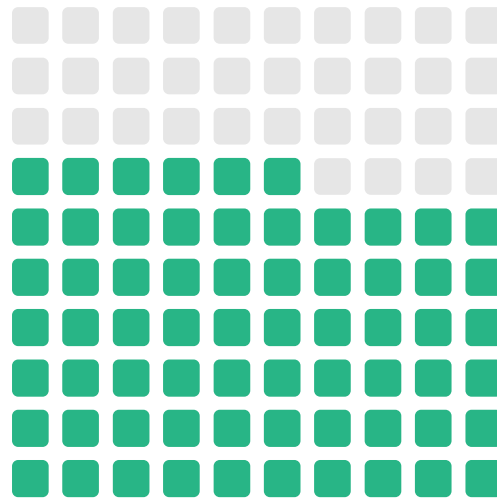
Satisfaction with information on board, value for money and safety of driving



Provision of information during the journey

64%

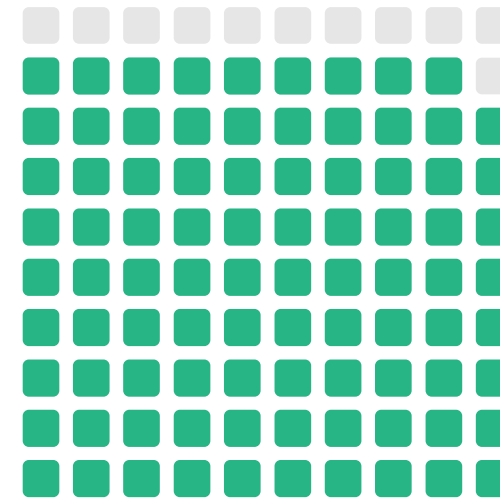
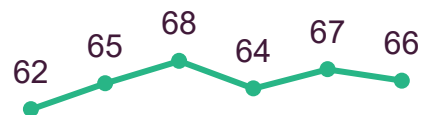
Last 6 weeks



Value for money

66%

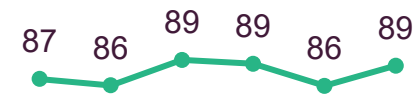
Last 6 weeks



Safety of the driving

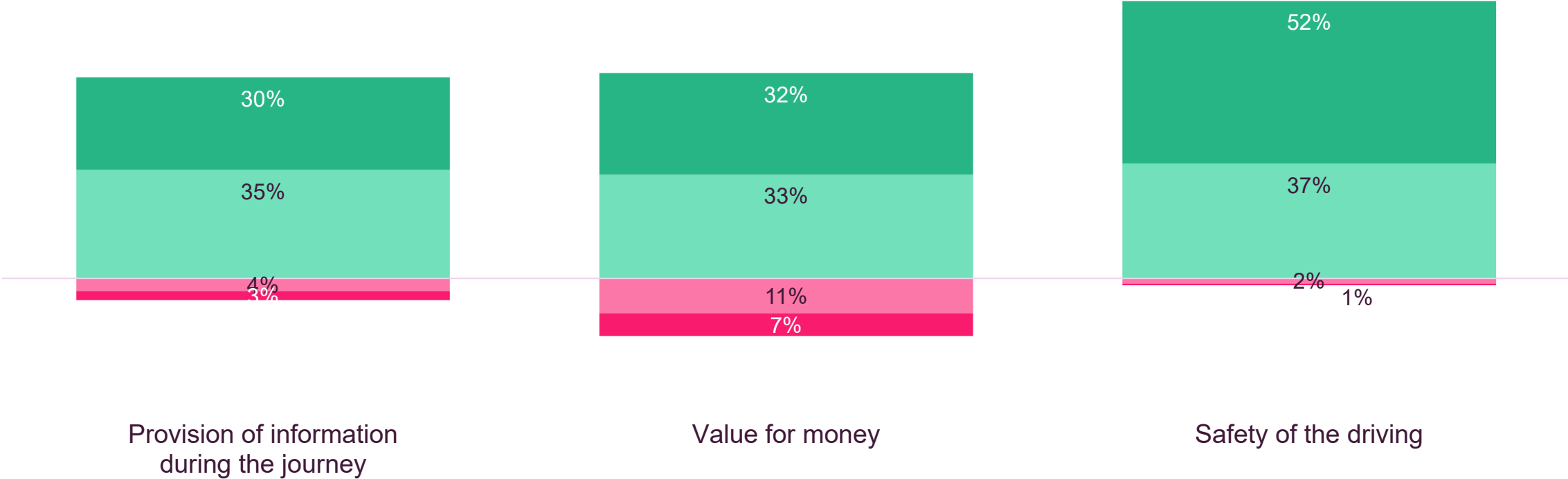
89%

Last 6 weeks



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

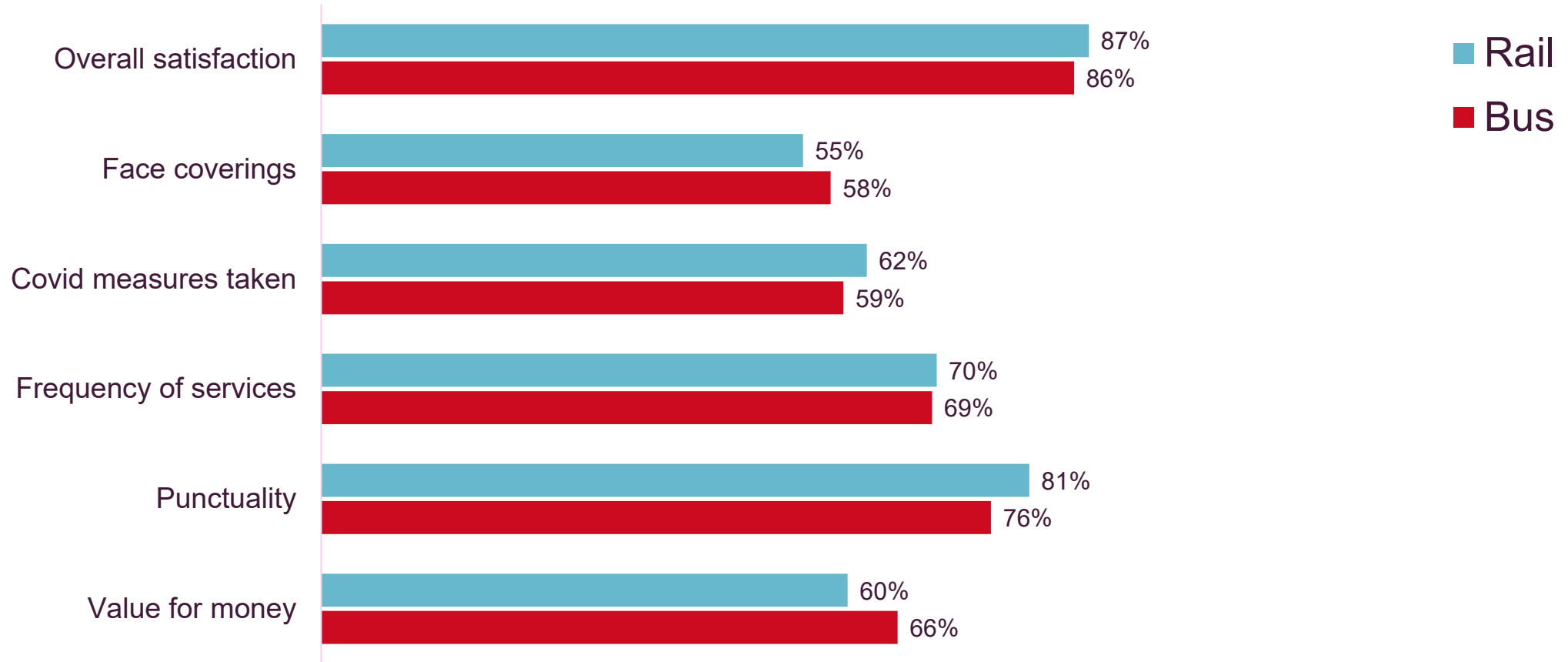
■ Very satisfied ■ Fairly satisfied ■ Fairly dissatisfied ■ Very dissatisfied



16-20 February 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 386; 404; 504.
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 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: 12 - 16 January	Fieldwork: 19 - 23 January	Fieldwork: 26 - 30 January	Fieldwork: 2 - 6 February	Fieldwork: 9 - 13 February	Fieldwork: 16 - 20 February
Week 16	Week 17	Week 18	Week 19	Week 20	Week 21
451	472	484	537	497	504

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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