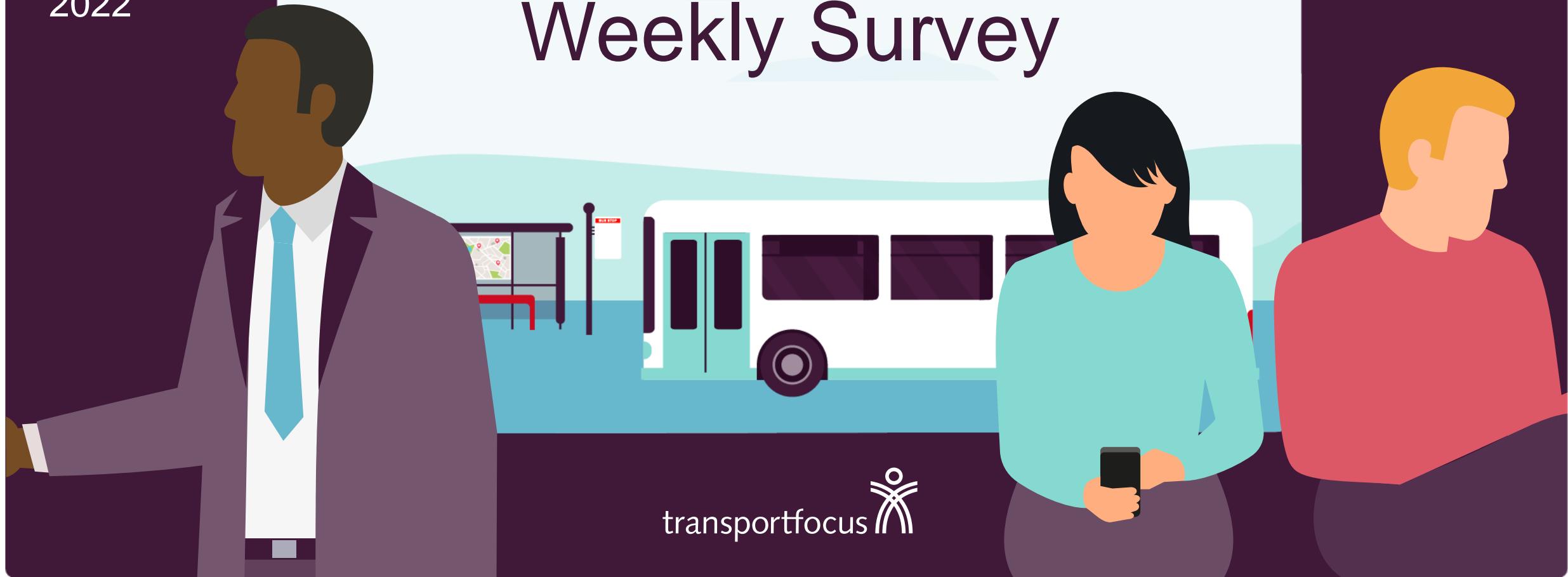


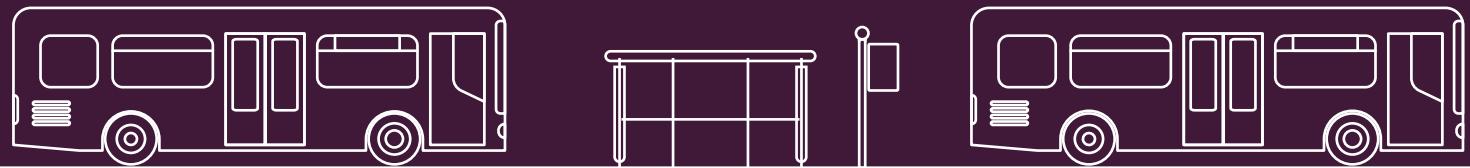
23 - 27
February
2022

Week 22

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.

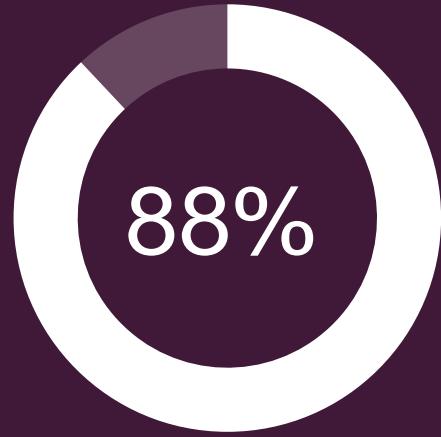
Passengers rated how satisfied they were with their overall journey and a range of aspects including the punctuality of their service, the value for money of their ticket and a number of Covid-related measures.

Results will be reported each week. This report covers online interviews between 23 and 27 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](#).

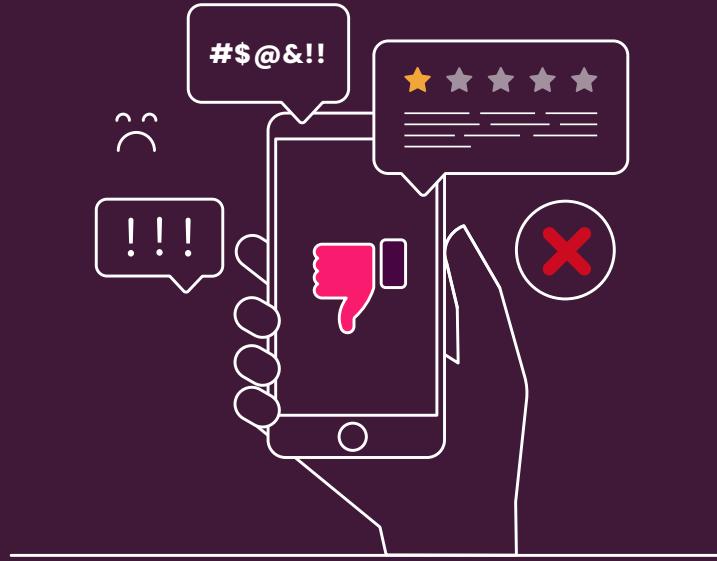
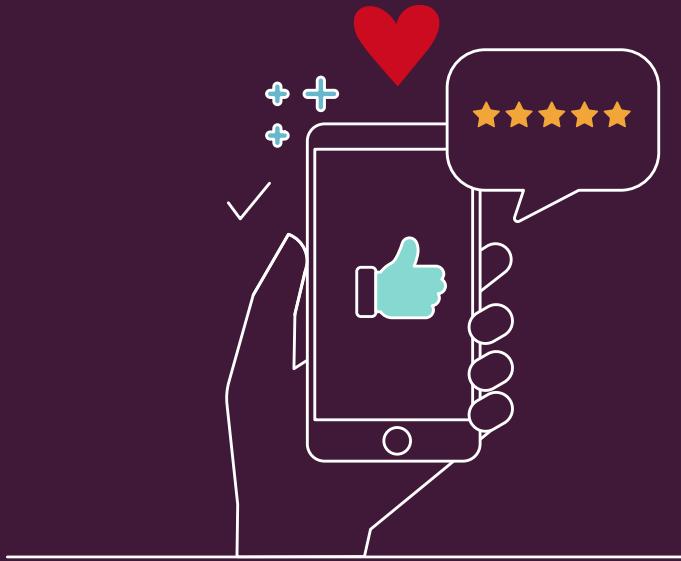
Further details on how we carried out this survey are available on page 26.

Bus headlines



88% of bus passengers were satisfied with their journey overall.

Satisfaction with value for money had fallen to a low of 62% at the beginning of January. It has recovered over the last six weeks and is now at 70%.

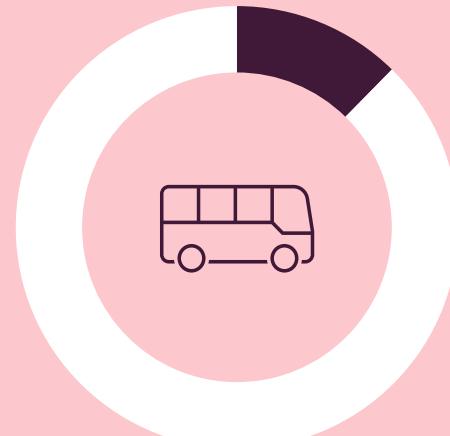


Satisfaction with most measures has been stable this week, with the exception of the Covid related measures, which have fallen as restrictions have lifted.

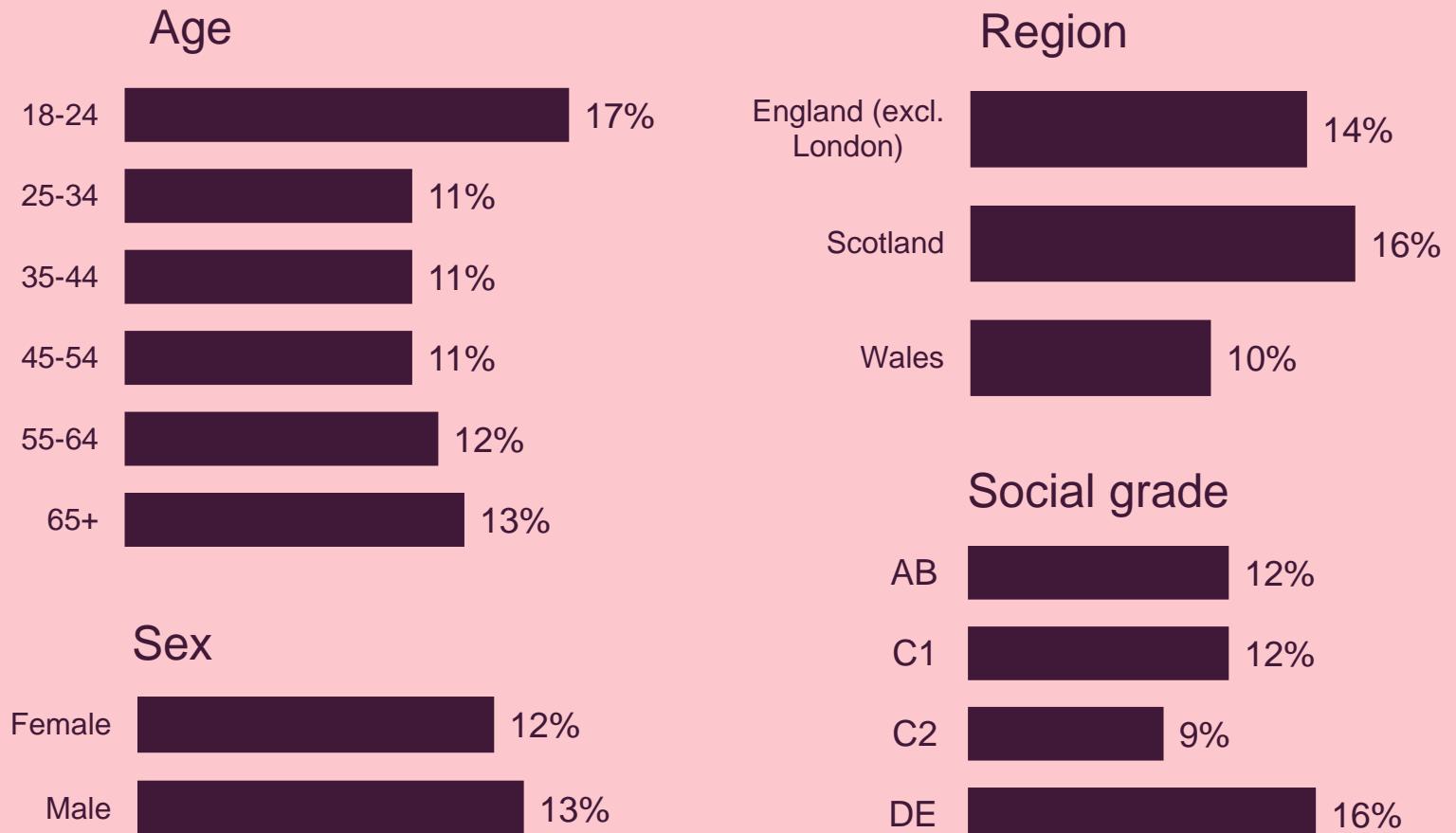


Around one in eight used a bus in the last seven days

Proportion using bus in the last seven days

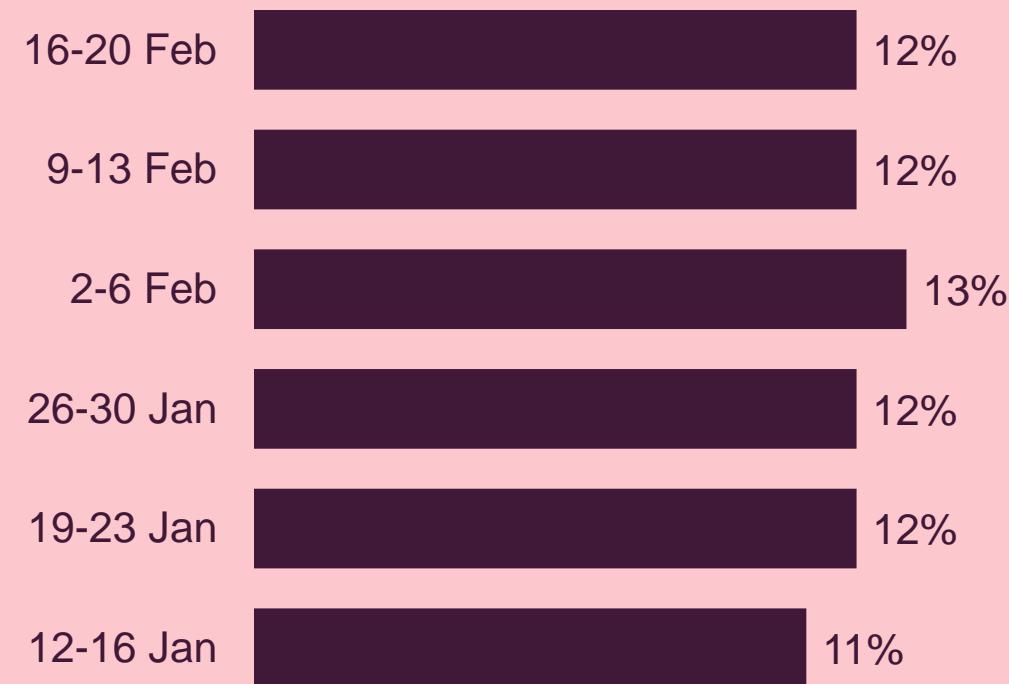


12%
of people in
Great Britain used
buses (outside
London) this week



Bus use is relatively stable

Proportion using bus within the last seven days



Leisure and commuting are the most common reasons for bus use this week

Main purpose of last bus journey



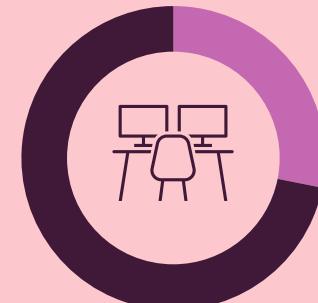
Leisure/eating out/non-essential shopping
28%



Essential shopping
14%



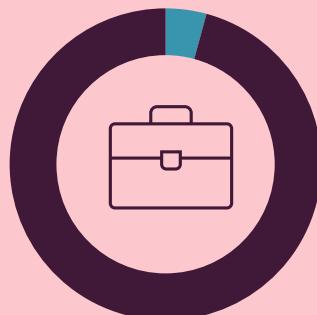
Friends/family
12%



Commuting
28%



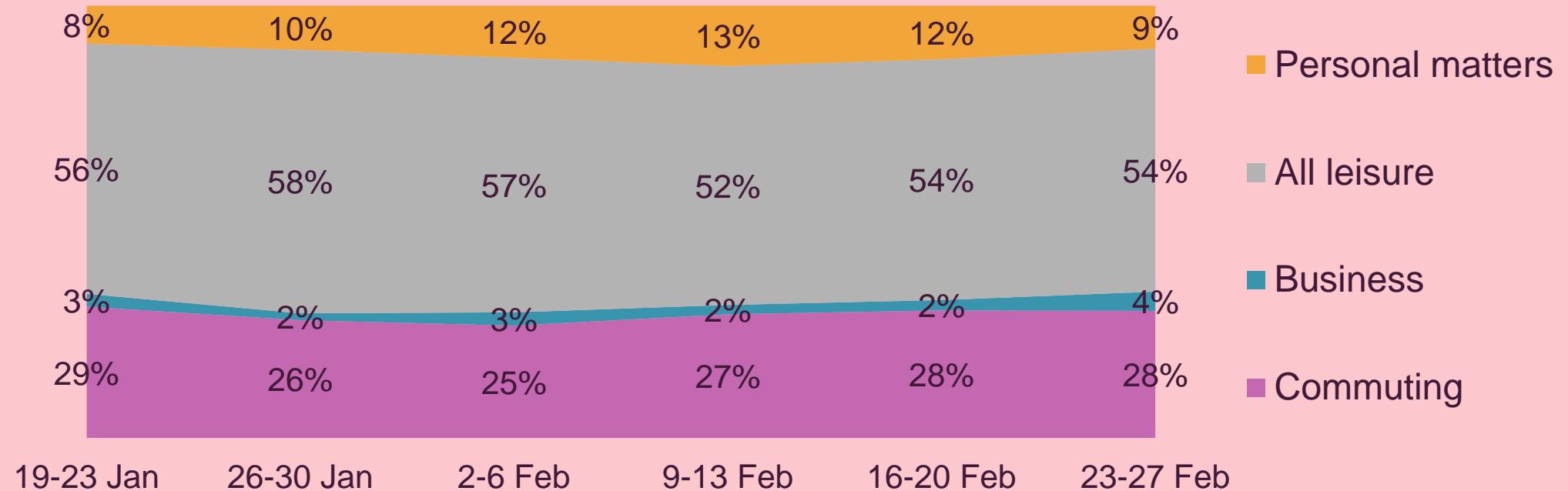
Personal matters
9%



Work travel
4%

Just over a quarter made journeys for commuting journeys

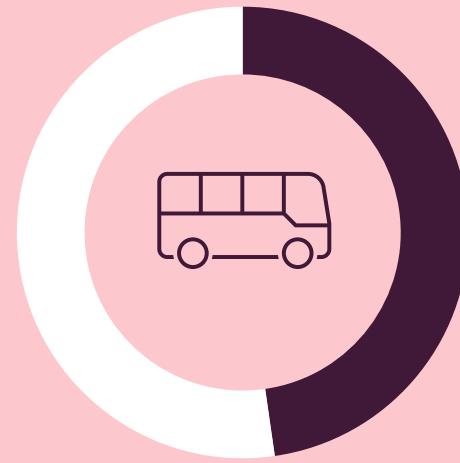
Main purpose of last bus journey



23-27 February 2022 report.. Base size weekly average 502. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family, and 'Essential shopping'.

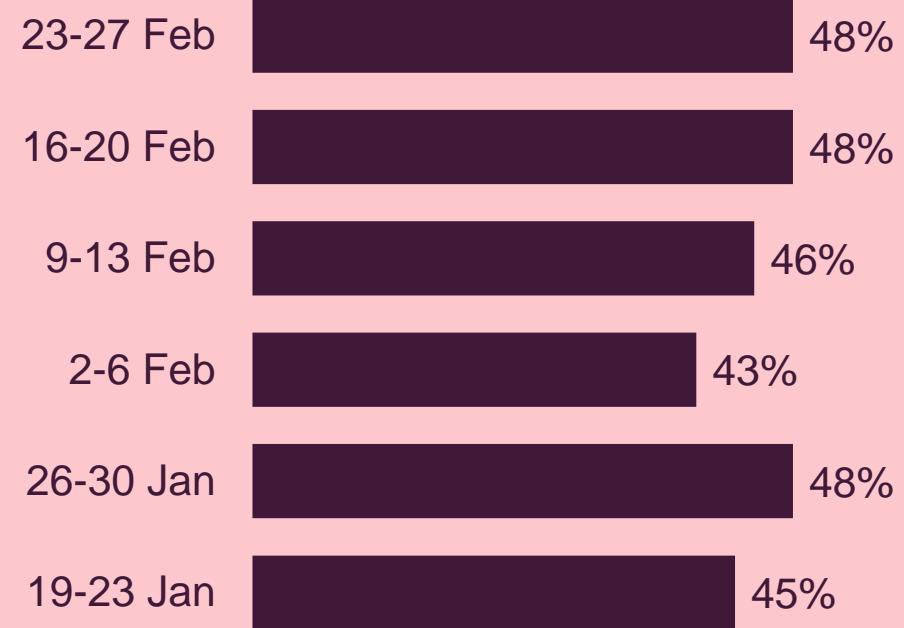
Almost half had other options for their journey but chose the bus

Proportion who had options to make journey but chose the bus



48%

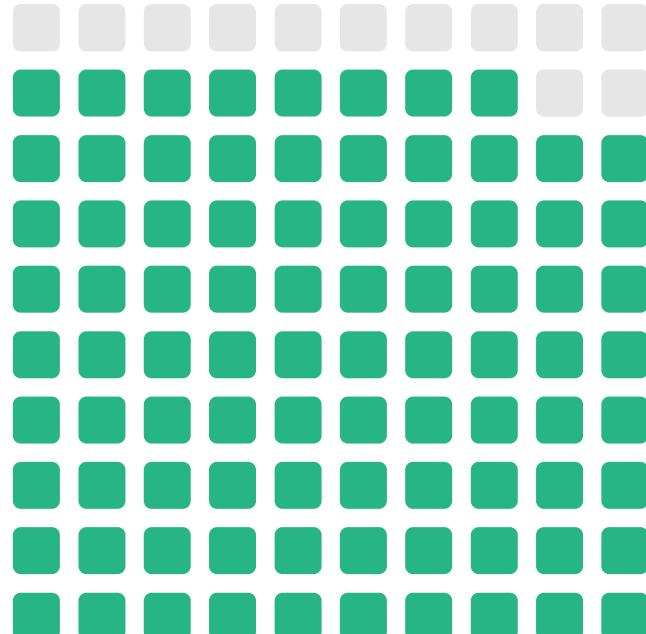
52% said the bus was the only
realistic option for that journey



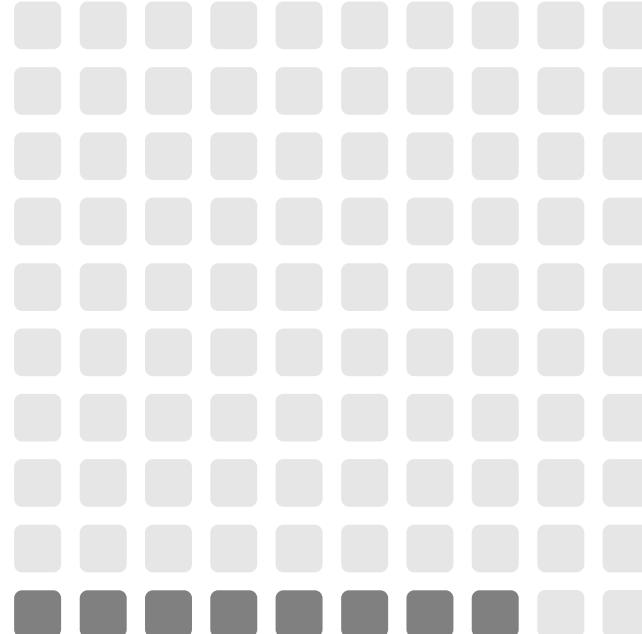
23-27 February 2022 report. Base size: all who used bus outside London in last seven days – average 502 per week.



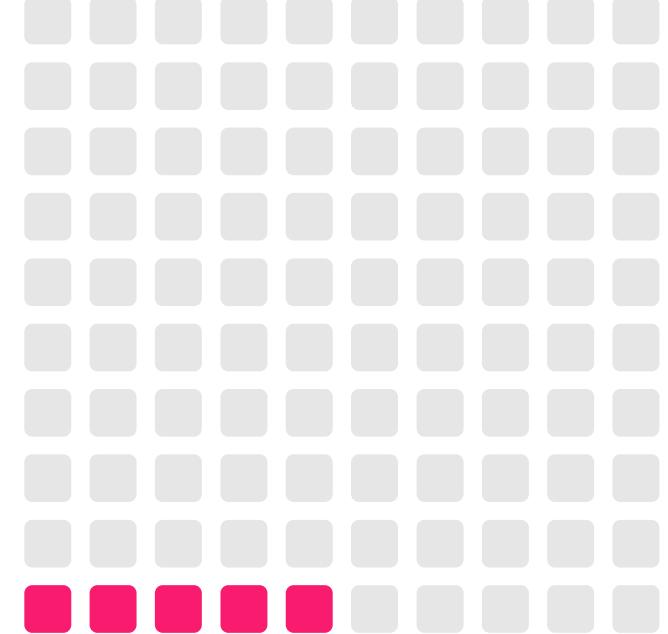
Overall satisfaction with last bus journey



88%
satisfied



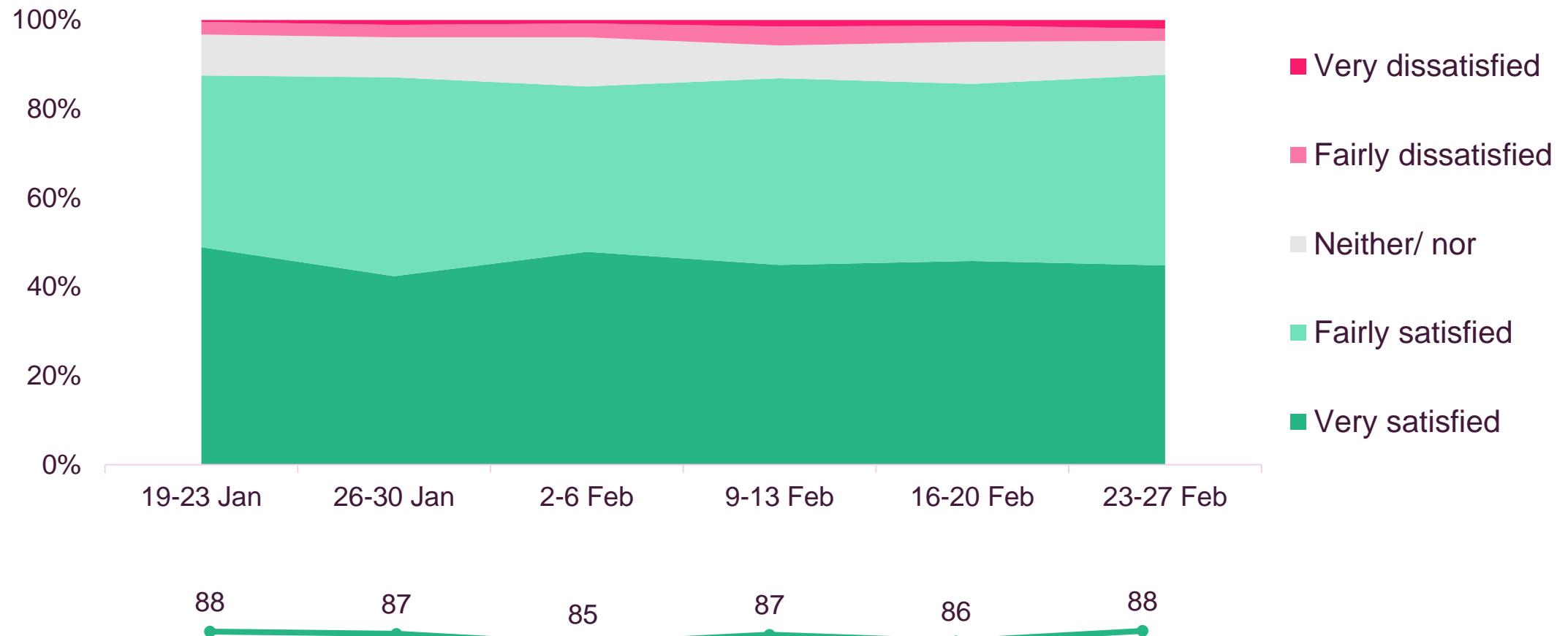
8%
neither/nor



5%
dissatisfied

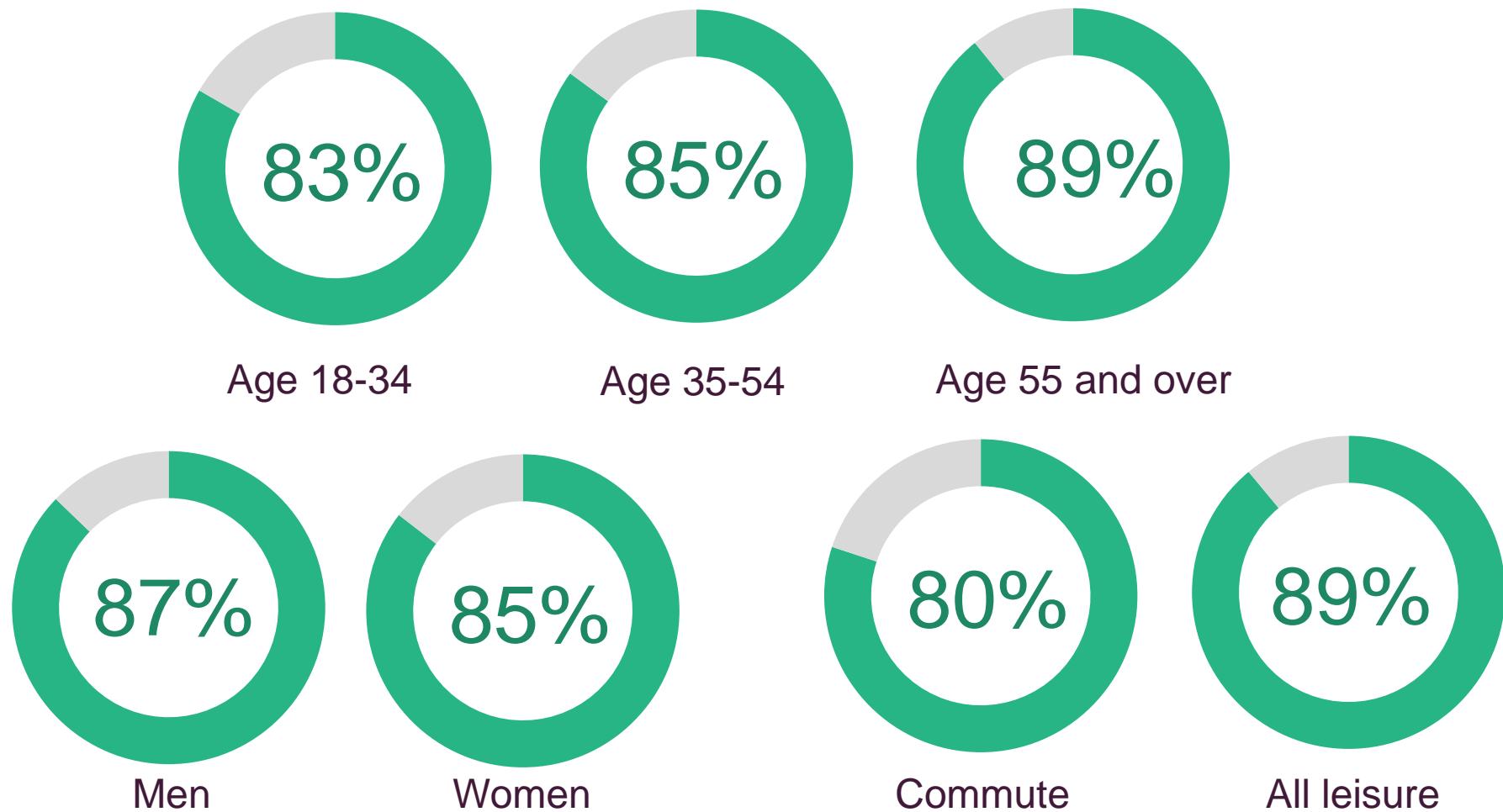
23-27 February 2022 report.. Base size (used bus outside London in last seven days and not applicable excluded): 515.

Overall satisfaction with bus journey – over time



23-27 February 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): average 502 per week

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



23-27 February 2022 report.. Base sizes: age 18-34 631; age 35-54 564 age 55+ 858; male 1001; female 1042. Commute; 547; all leisure 1116. ('All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family, and 'Essential shopping').

What bus passengers are saying...

“

Always a polite driver and it runs on time.

Very satisfied, Plymouth City Bus passenger

The windows were open and it was absolutely freezing cold.

Very dissatisfied, Stagecoach passenger

Mostly on time to arrive, friendly drivers, hop on and off easily.

Very satisfied, Arriva passenger

Too many cancellations, buses breaking down or not showing up.

Neither satisfied nor dissatisfied, Stagecoach passenger

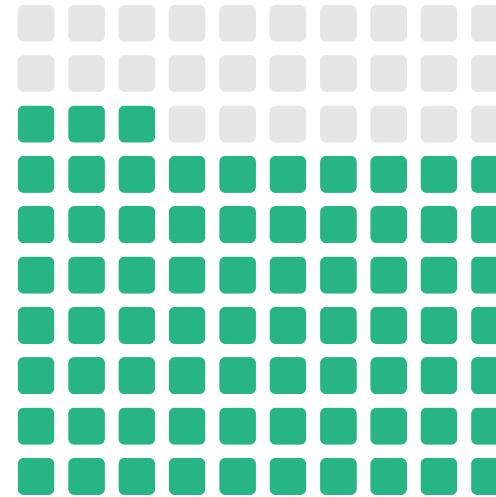
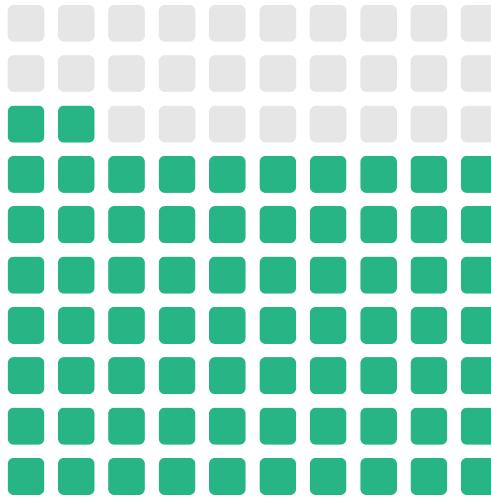
The bus felt like it was going to fall apart at any second! Whenever we stopped at a junction it rattled and vibrated so hard I had to move from my initial seat at the front of the bus to one further down - not that it was much more comfortable.

Fairly dissatisfied, First passenger

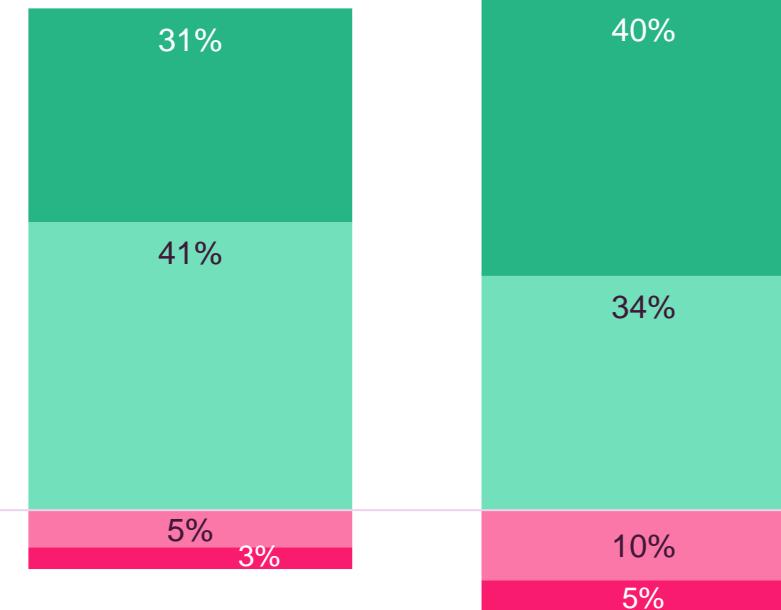
”



Satisfaction with the bus stop and punctuality



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

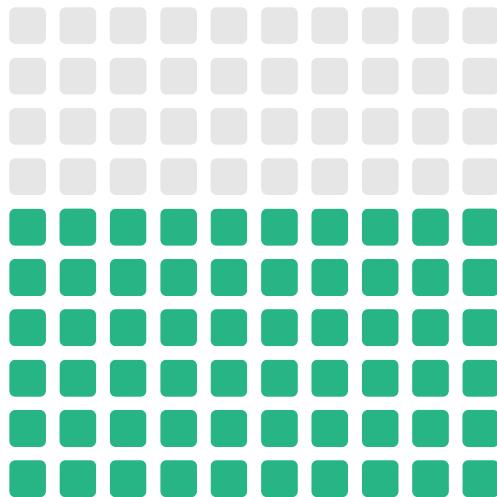


Bus stop
overall satisfaction

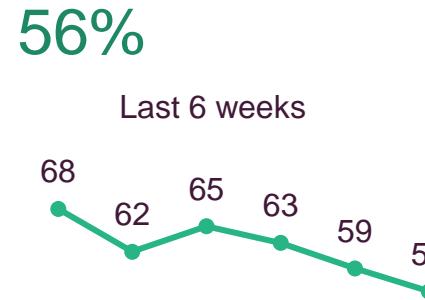
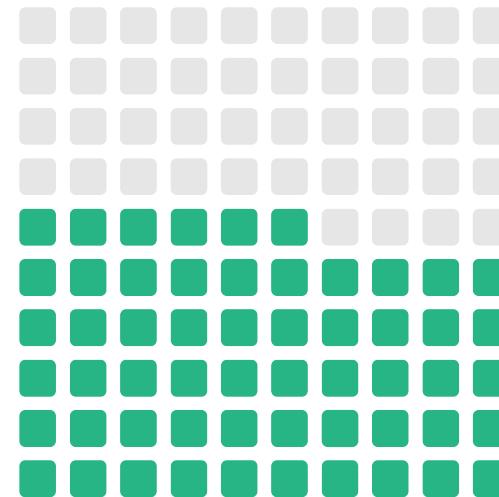
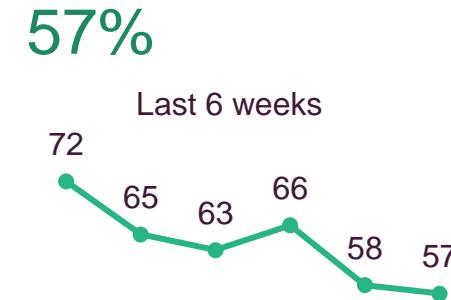
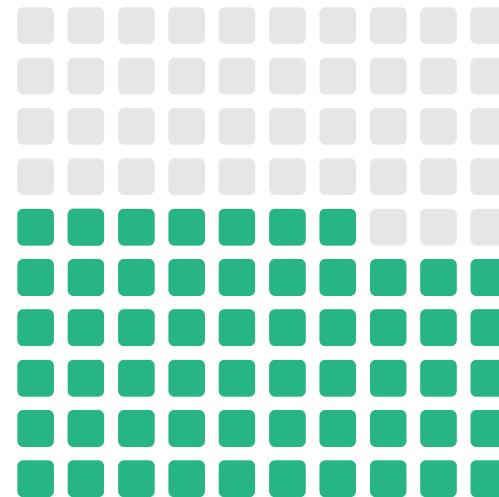
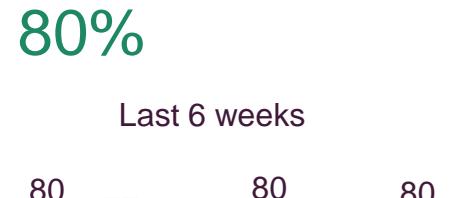
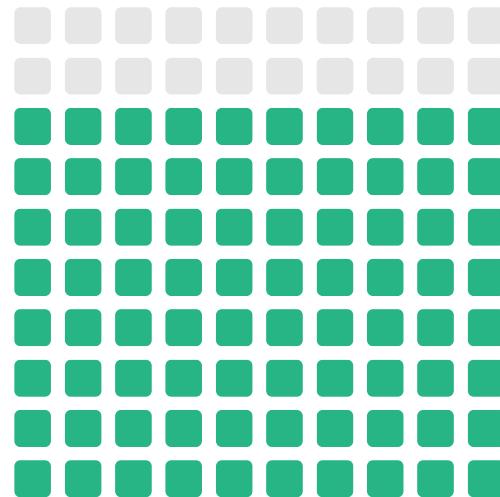
Punctuality/reliability

23-27 February 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): bus stop 510; punctuality 512.

Satisfaction with information, cleanliness and Covid-related measures

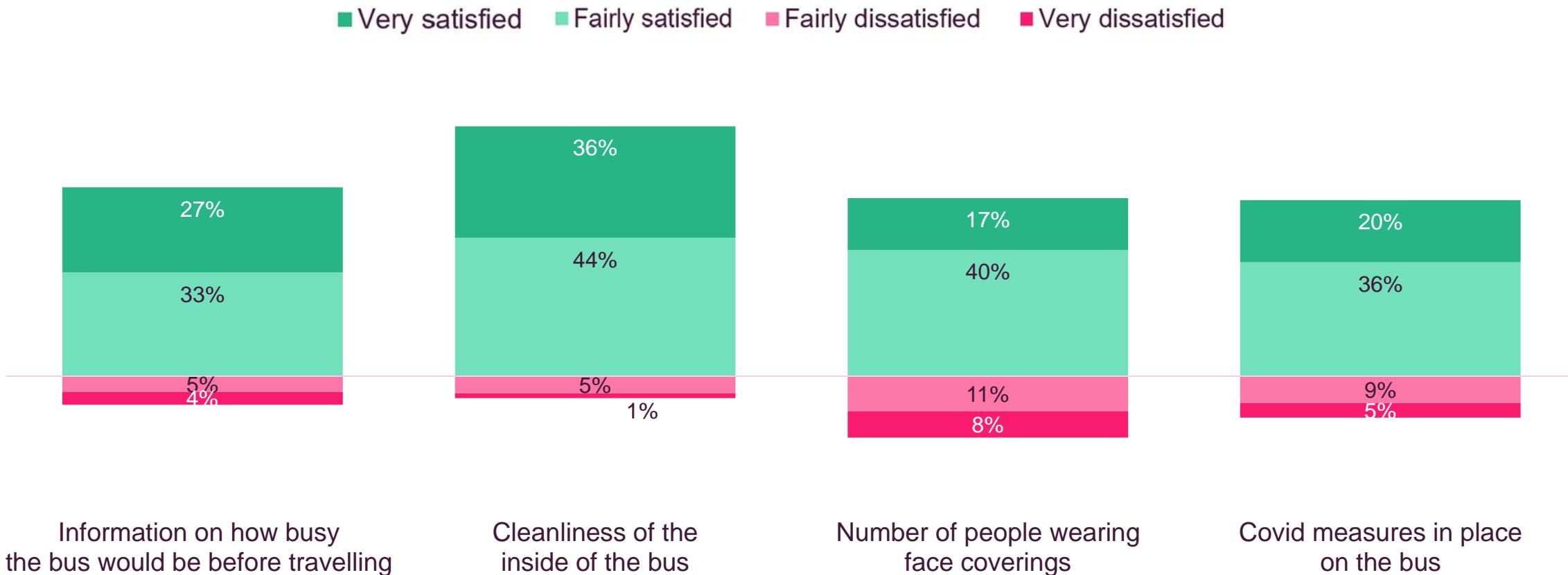


60%



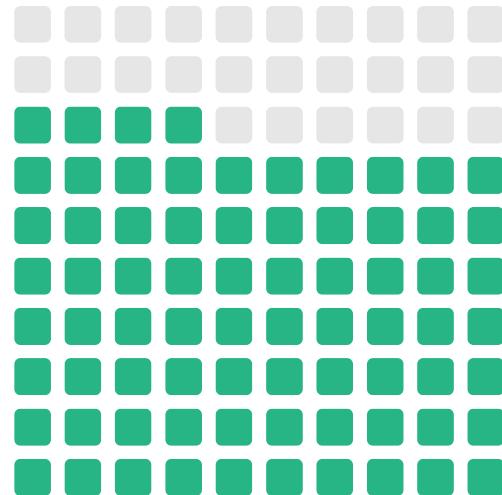
23-27 February 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 344; 513; 488; 482.

Satisfaction with information, cleanliness and Covid-related measures



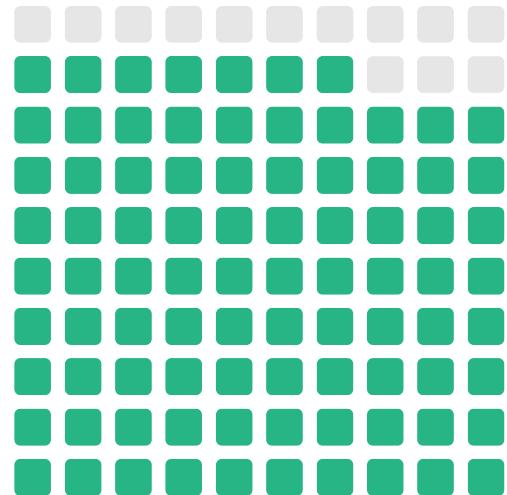
23-27 February 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 344; 513; 488; 482.
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

Satisfaction with ventilation, seating, other passenger behaviour and temperature



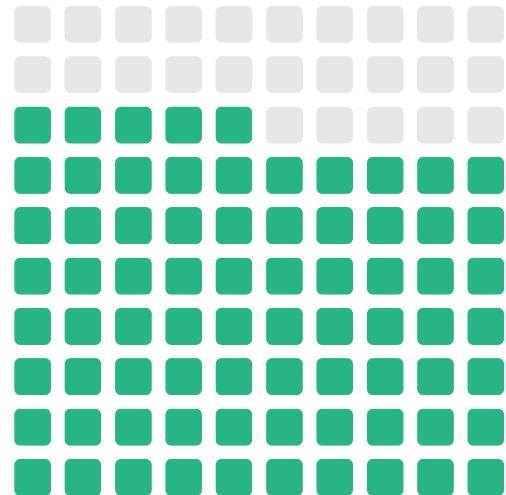
74%

Last 6 weeks



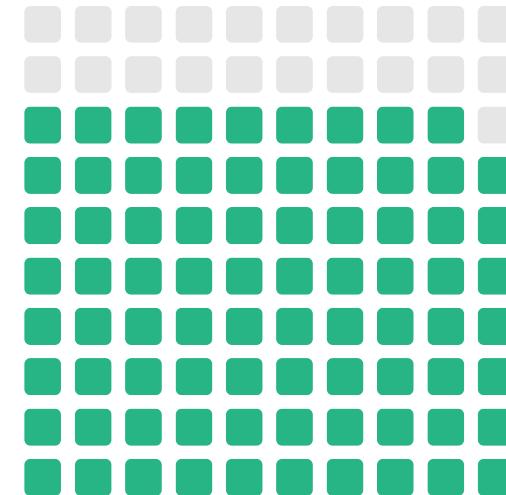
87%

Last 6 weeks



75%

Last 6 weeks



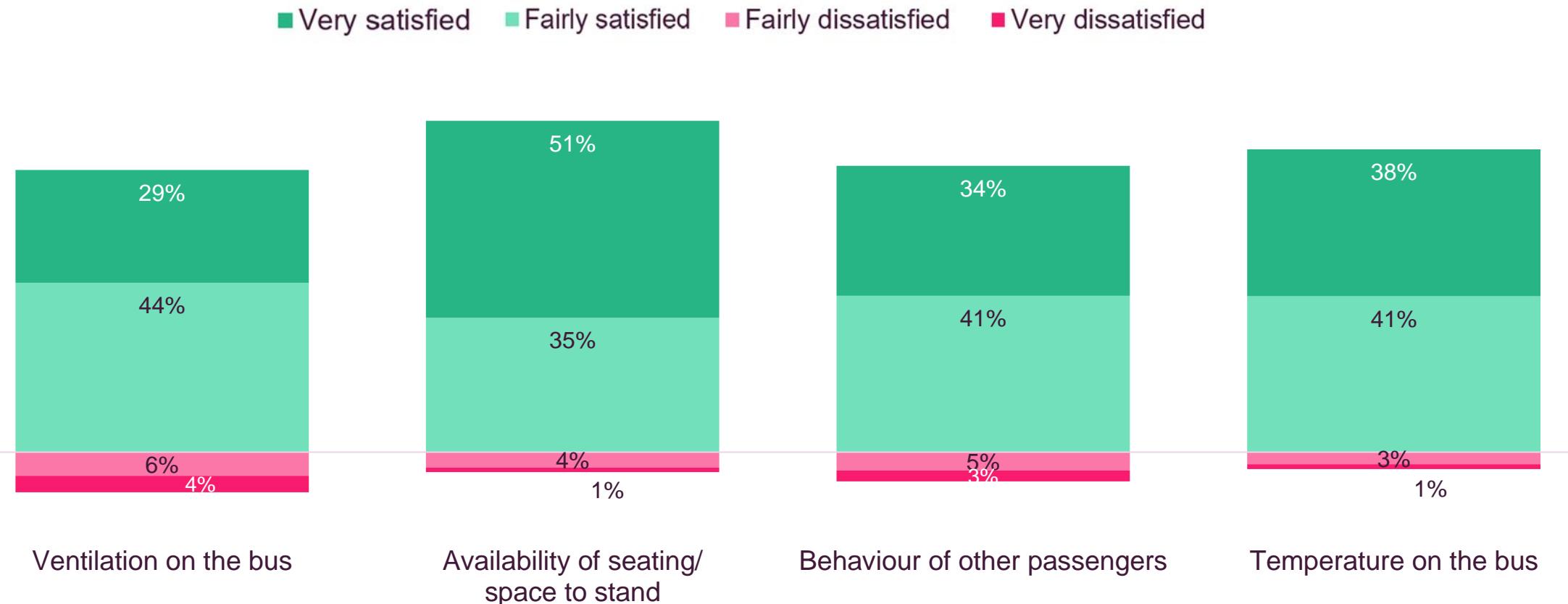
79%

Last 6 weeks



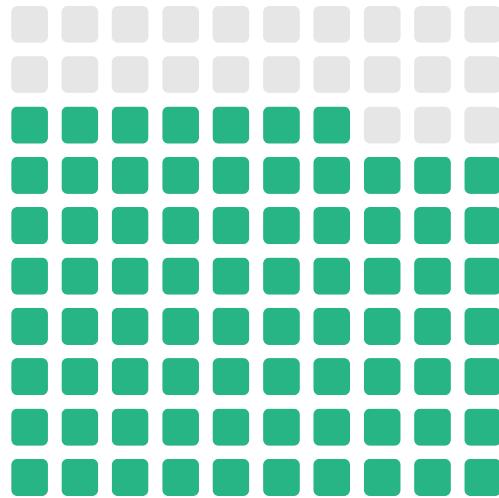
23-27 February 2022 report.. Base size (used bus outside London in last seven days and not applicable excluded): 513; 513; 511; 514.

Satisfaction with ventilation, seating, other passenger behaviour and temperature



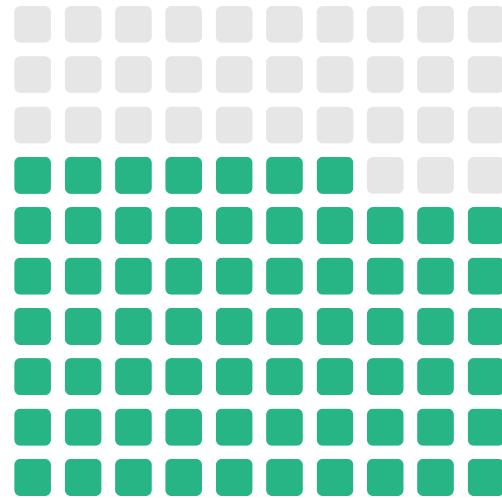
23-27 February 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 513; 513; 511; 514.
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

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



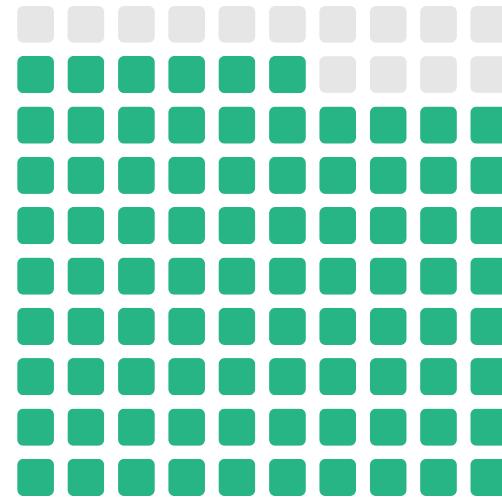
77%

Last 6 weeks



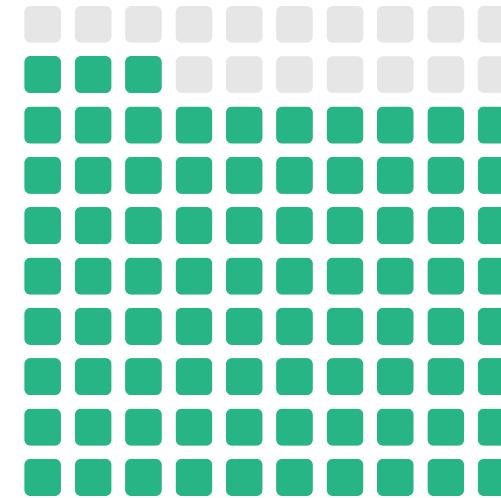
67%

Last 6 weeks



86%

Last 6 weeks



83%

Last 6 weeks



23-27 February 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 490; 512; 514; 505.

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



Helpfulness and attitude
of the driver

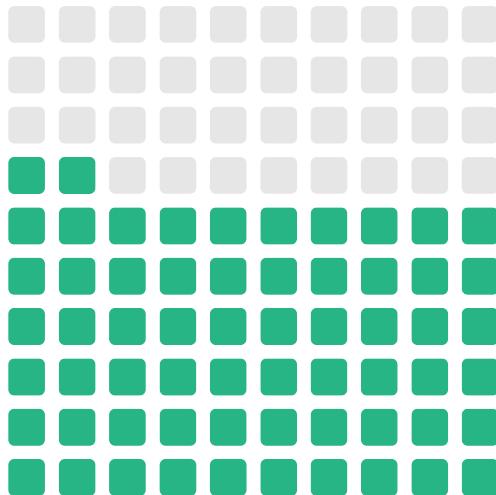
Frequency of buses
on that route

Length of time the journey
on the bus took

Personal security
while on the bus

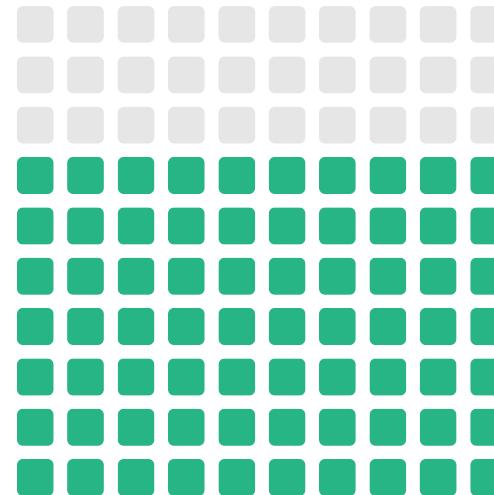
23-27 February 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 490; 512; 514; 505.
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

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



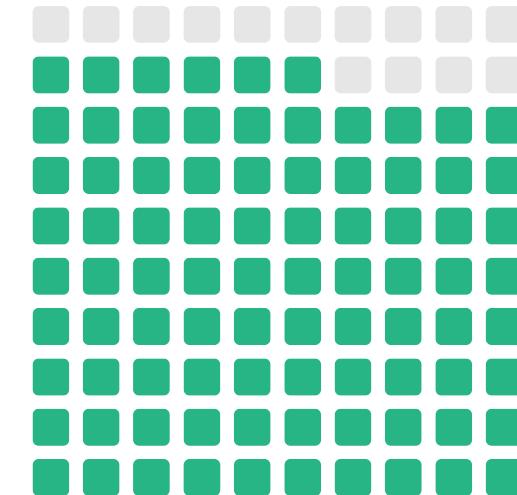
Last 6 weeks

63 63 63 64 64 62



Last 6 weeks

65 68 64 67 66 70

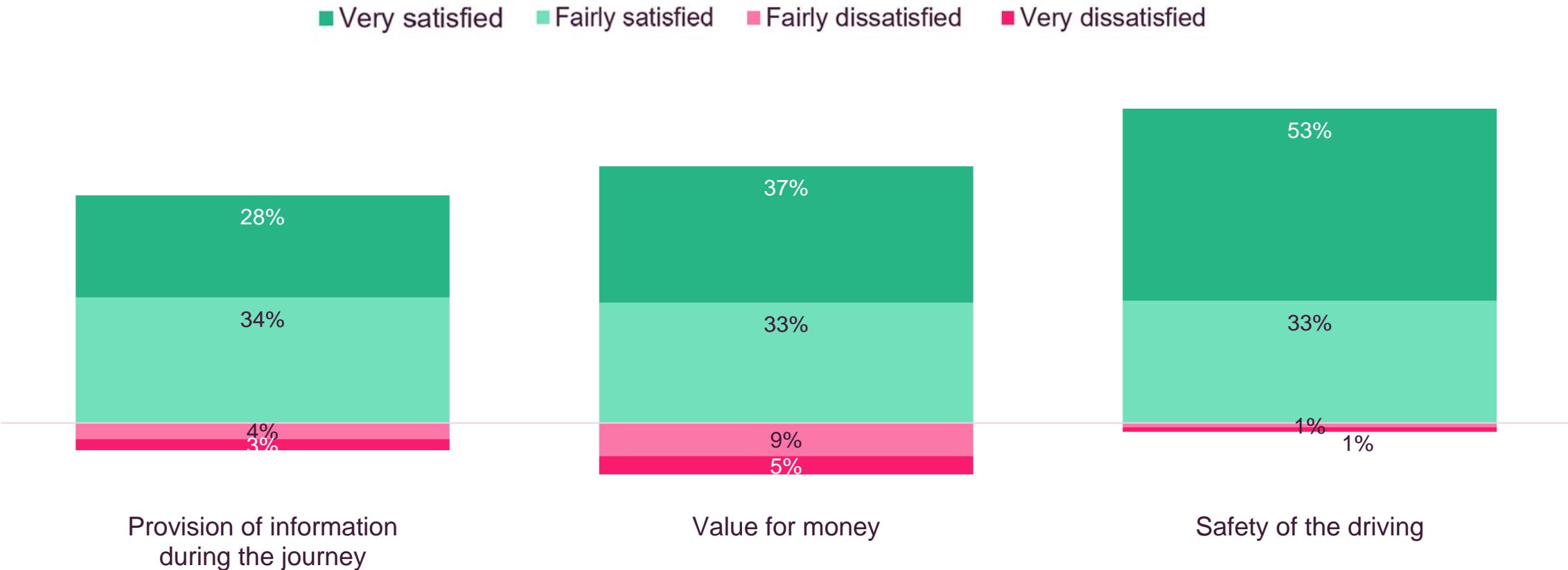


Last 6 weeks

86 89 89 86 89 86

23-27 February 2022 report.. Base size (used bus outside London in last seven days and not applicable excluded): 411; 435; 514.

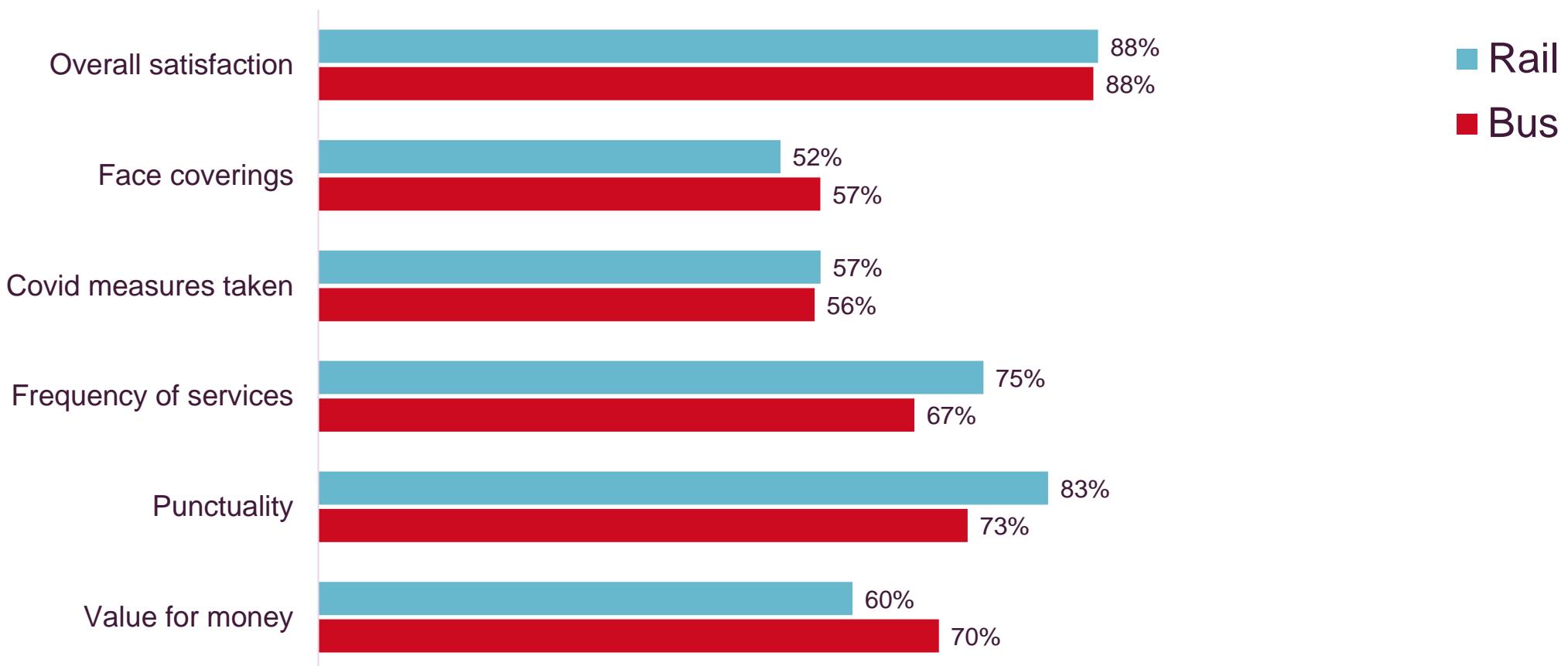
Satisfaction with information on board, value for money and safety of driving



23-27 February 2022 report.. Base size (used bus outside London in last seven days and not applicable excluded): 411; 435; 514.
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 and frequency of services



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: 19 - 23 January	Fieldwork: 26 - 30 January	Fieldwork: 2 - 6 February	Fieldwork: 9 - 13 February	Fieldwork: 16 - 20 February	Fieldwork: 23 - 27 February
Week 17	Week 18	Week 19	Week 20	Week 21	Week 21
472	484	537	497	504	515

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

Any enquiries about this report should be addressed to:

Murray Leader

Senior insight adviser

Murray.Leader@transportfocus.org.uk

Transport Focus

Albany House

86 Petty France

London

SW1H 9EA

www.transportfocus.org.uk

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.

© 2022 Transport Focus