

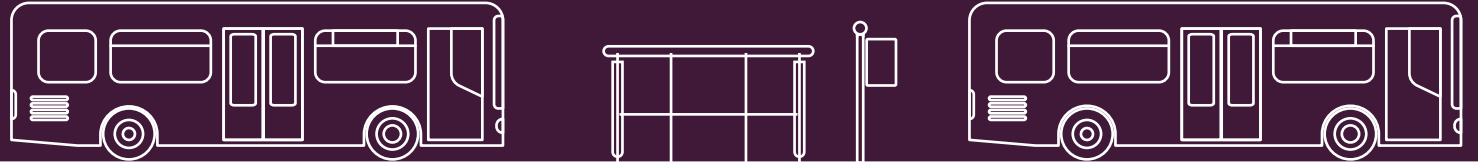
23 - 27
February
2022

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.

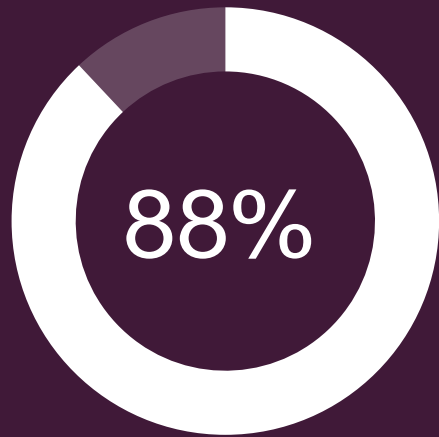
Passengers rated how satisfied they were with their overall journey and a range of aspects including the punctuality of their service, the value for money of their ticket and a number of Covid-related measures.

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%.

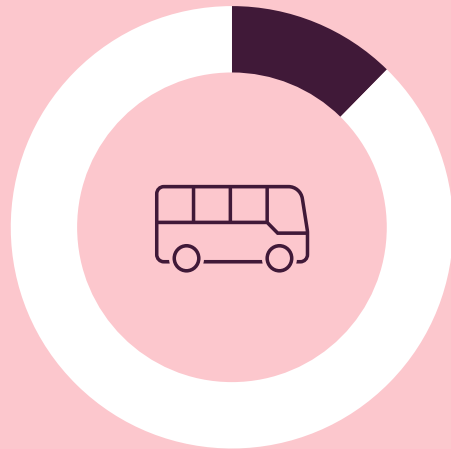


Satisfaction with most measures has been stable this week, with the exception of the Covid related measures, which have fallen as restrictions have lifted.

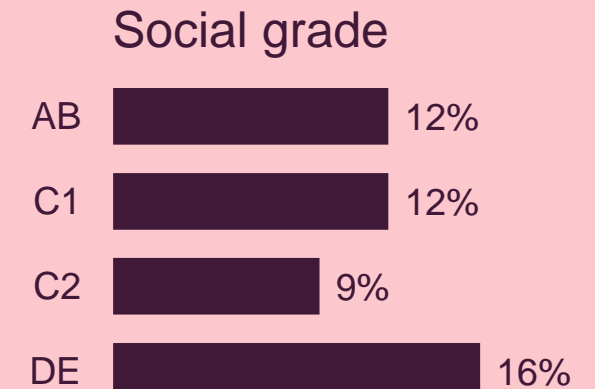
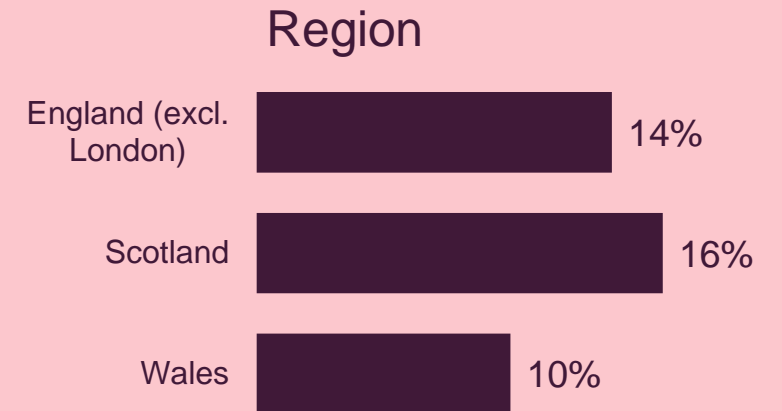
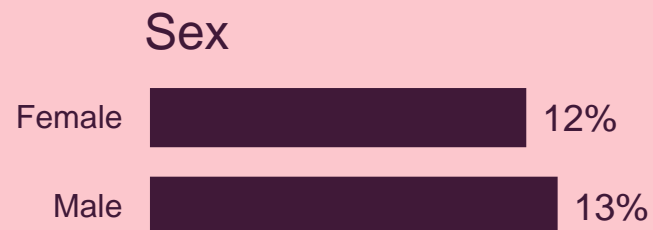
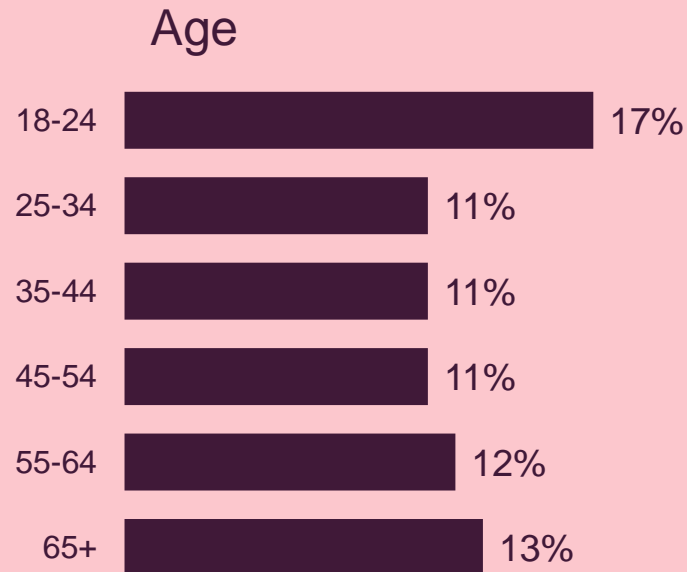


Around one in eight used a bus in the last seven days

Proportion using bus in the last seven days

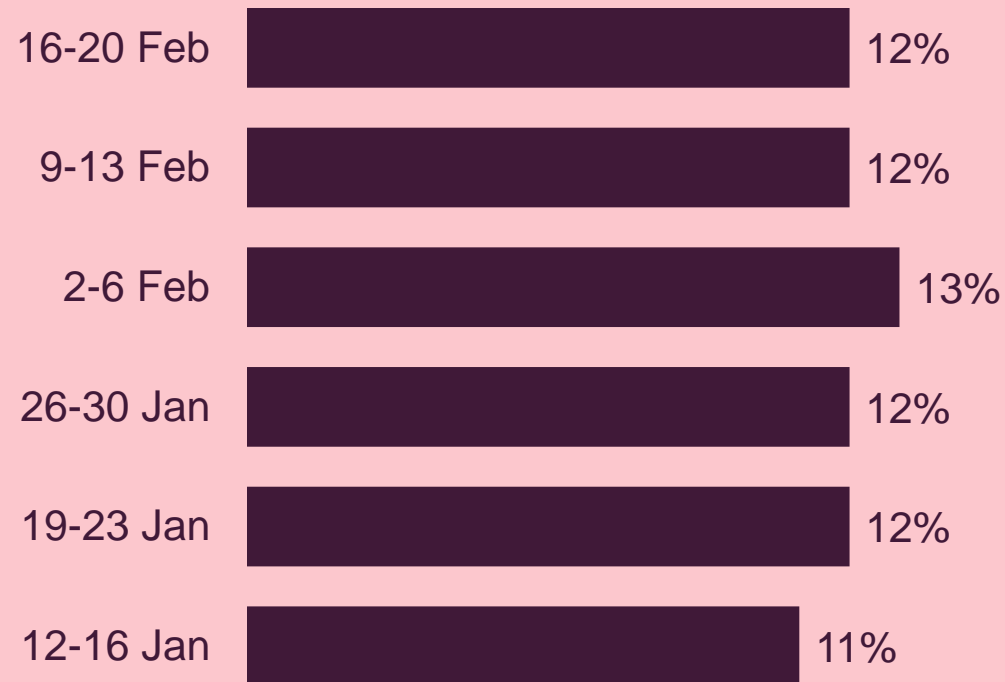


12%
of people in
Great Britain used
buses (outside
London) this week



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



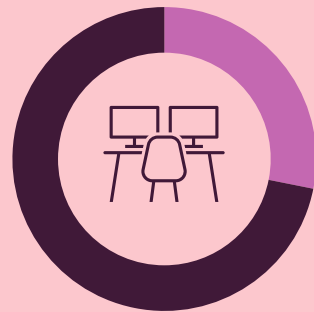
Leisure/eating out/non-essential shopping
28%



Essential shopping
14%



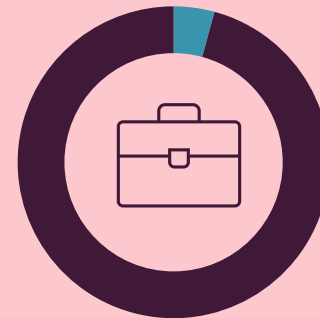
Friends/family
12%



Commuting
28%



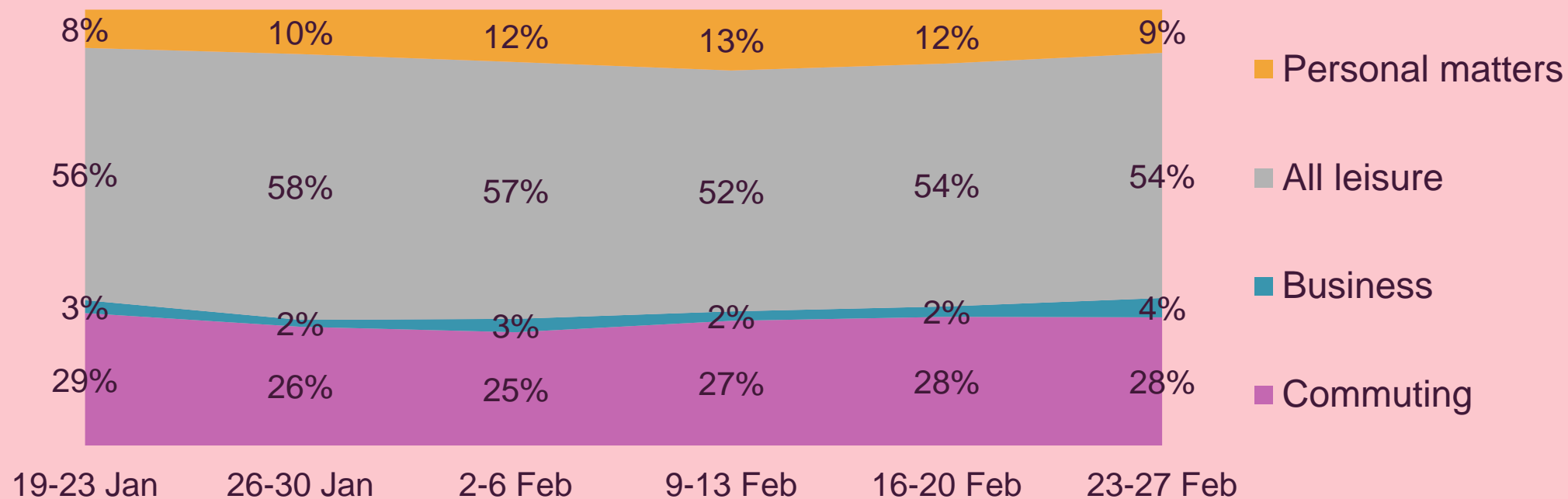
Personal matters
9%



Work travel
4%

Just over a quarter made journeys for commuting journeys

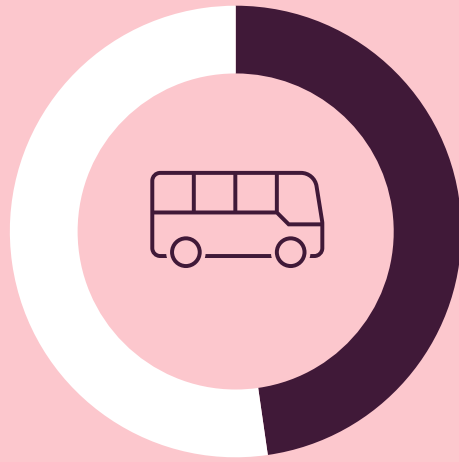
Main purpose of last bus journey



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'.

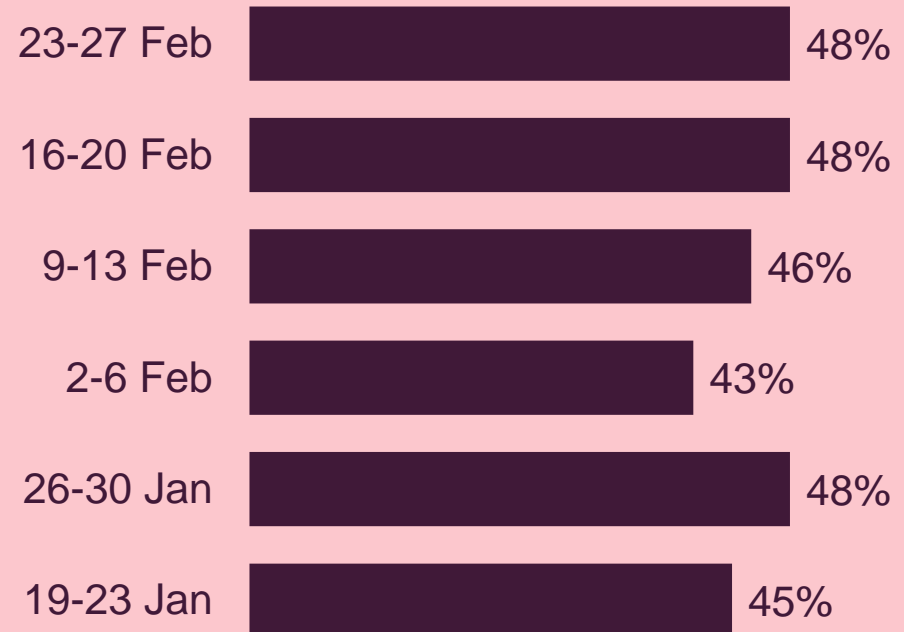
Almost half had other options for their journey but chose the bus

Proportion who had options to make journey but chose the bus



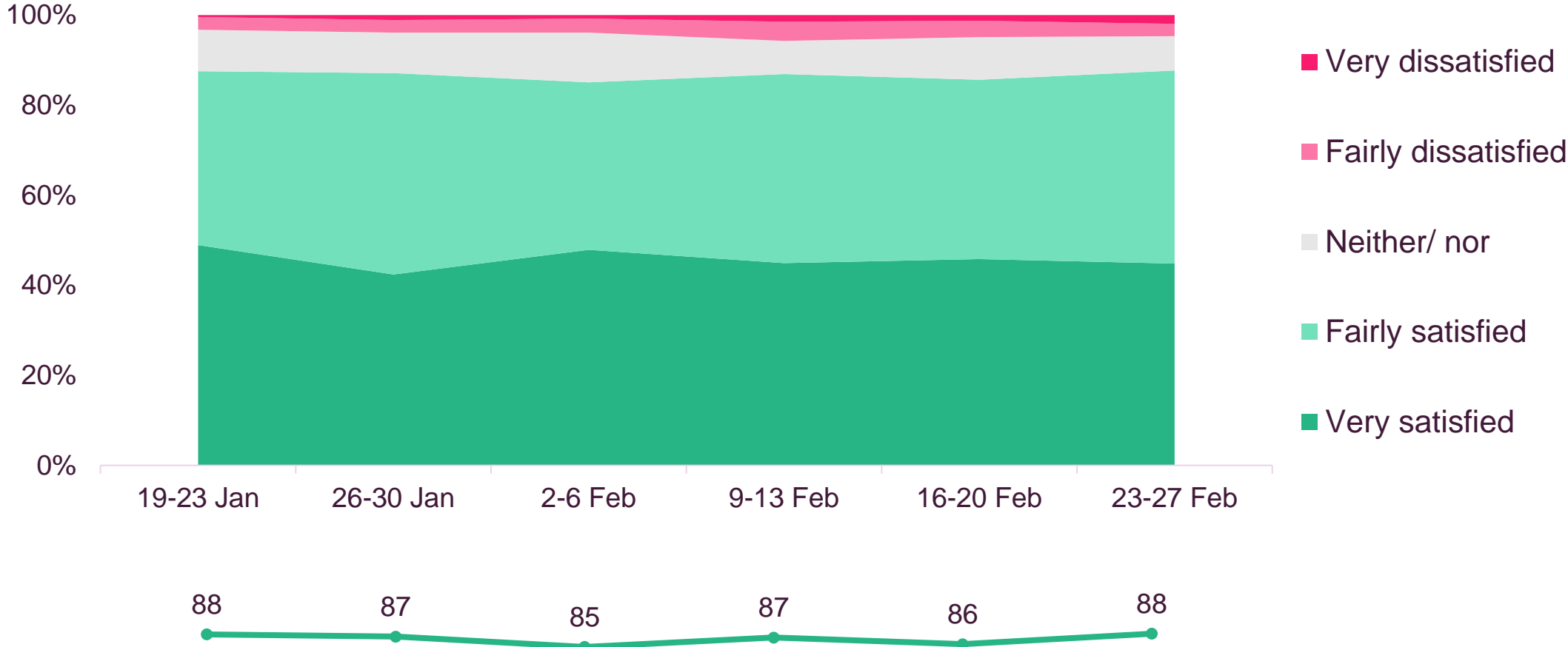
48%

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





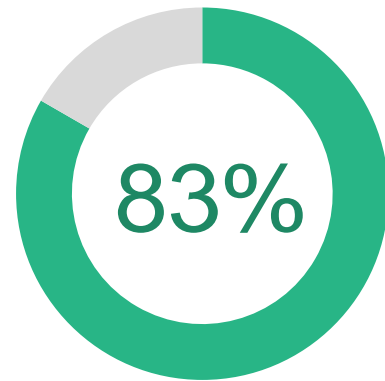
Overall satisfaction with bus journey – over time



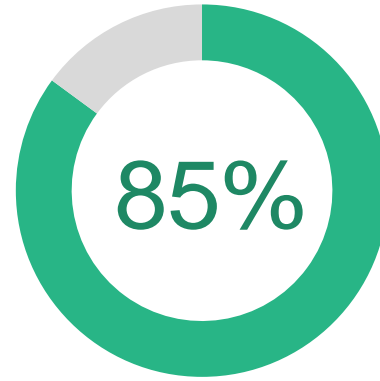
23-27 February 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): average 502 per week



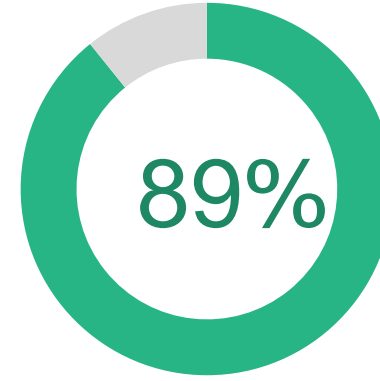
Overall satisfaction with last bus journey by age and sex over last four weeks



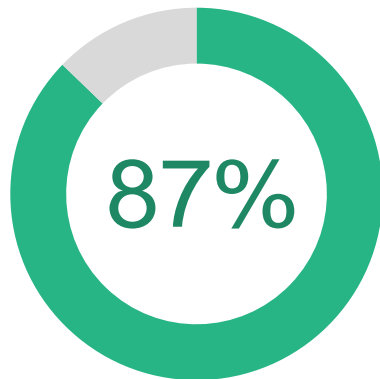
Age 18-34



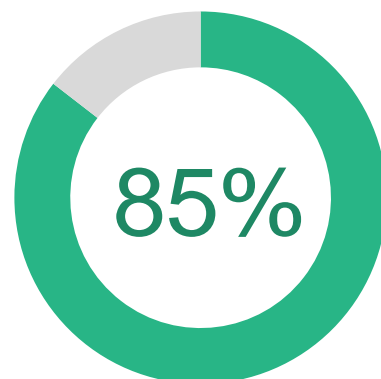
Age 35-54



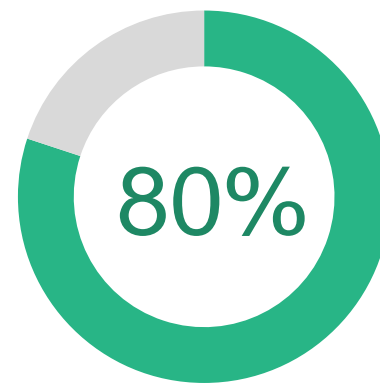
Age 55 and over



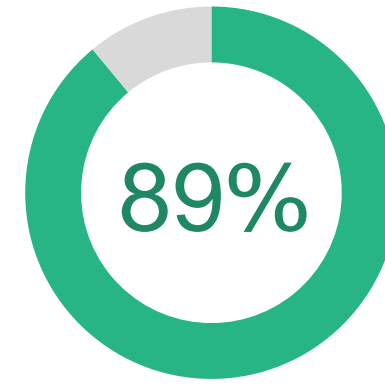
Men



Women



Commute



All leisure

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.

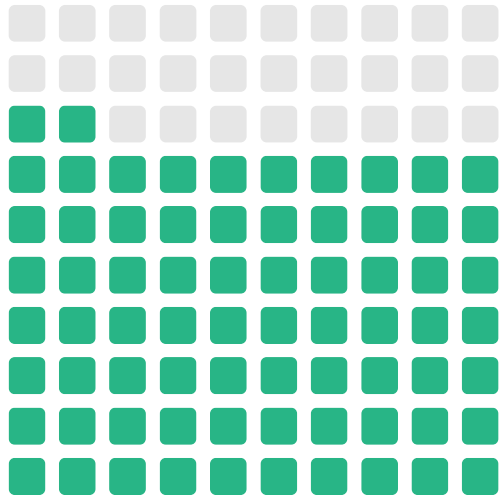
Neither satisfied nor dissatisfied, Stagecoach passenger

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.

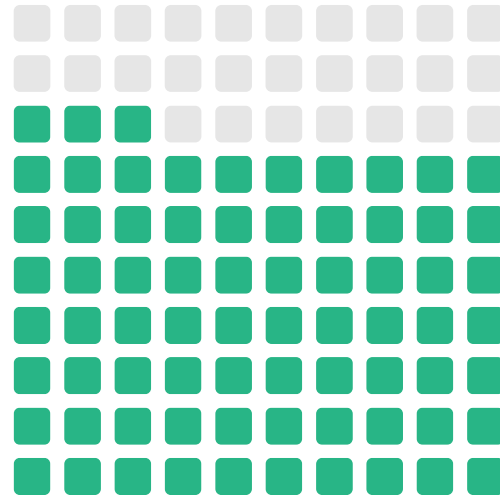
Fairly dissatisfied, First passenger



Satisfaction with the bus stop and punctuality



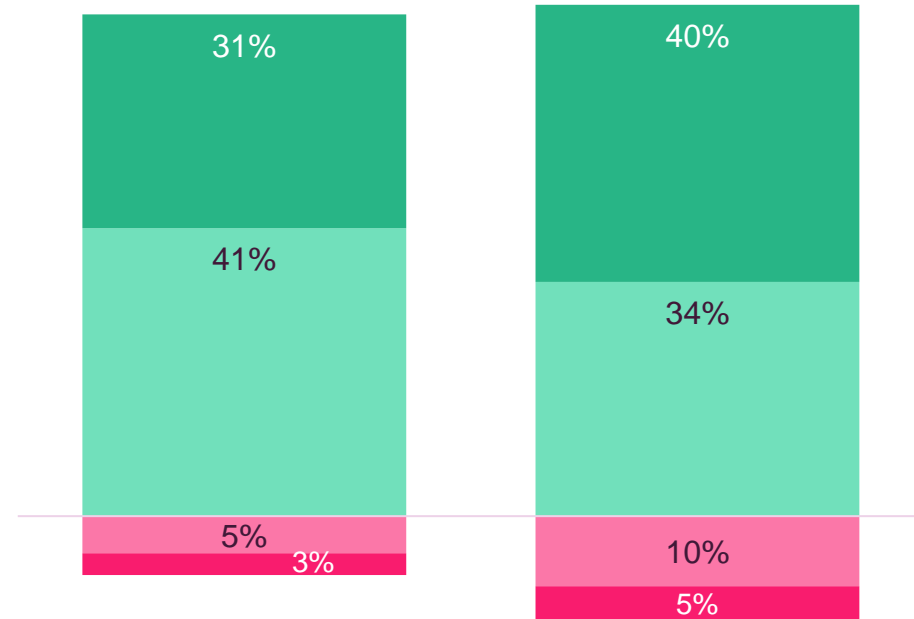
Bus stop - overall satisfaction
72%



Punctuality/reliability
73%



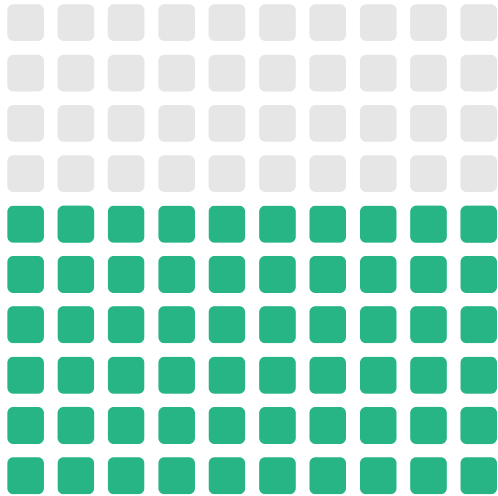
■ Very satisfied
 ■ Fairly satisfied
 ■ Fairly dissatisfied
 ■ Very dissatisfied



Bus stop overall satisfaction

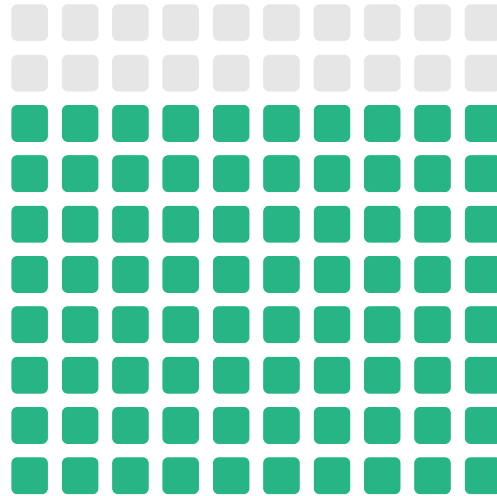
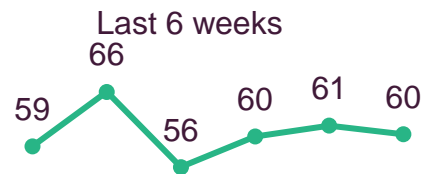
Punctuality/reliability

Satisfaction with information, cleanliness and Covid-related measures



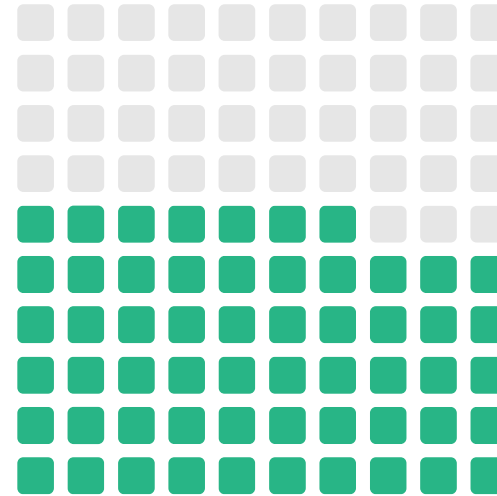
Information on how busy the bus would be before travelling

60%



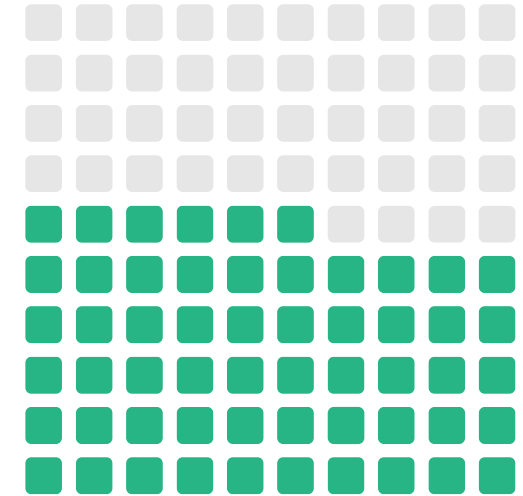
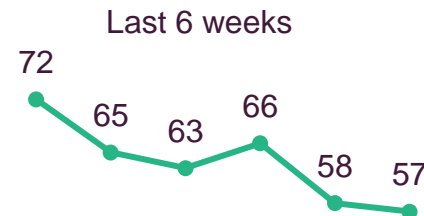
Cleanliness of the inside of the bus

80%



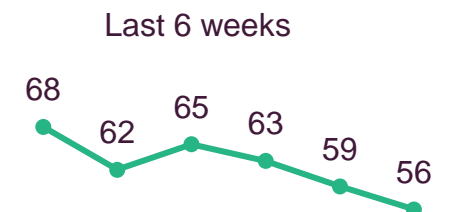
Number of people wearing face coverings

57%



Covid measures in place on the bus

56%



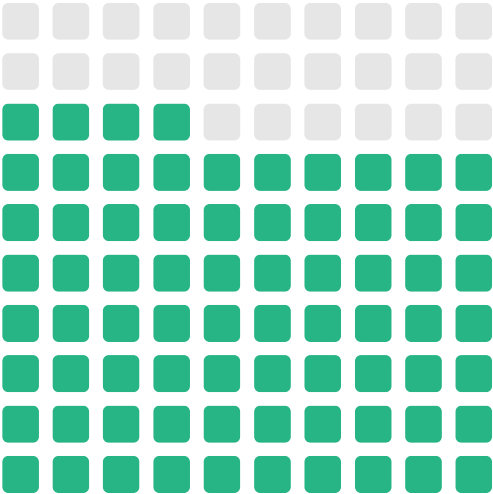
Satisfaction with information, cleanliness and Covid-related measures

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



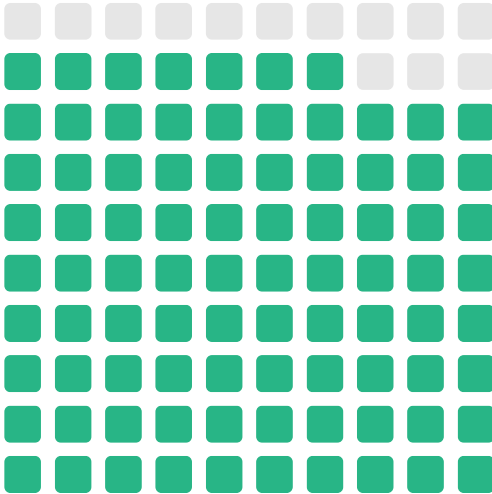
23-27 February 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 344; 513; 488; 482.
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

Satisfaction with ventilation, seating, other passenger behaviour and temperature



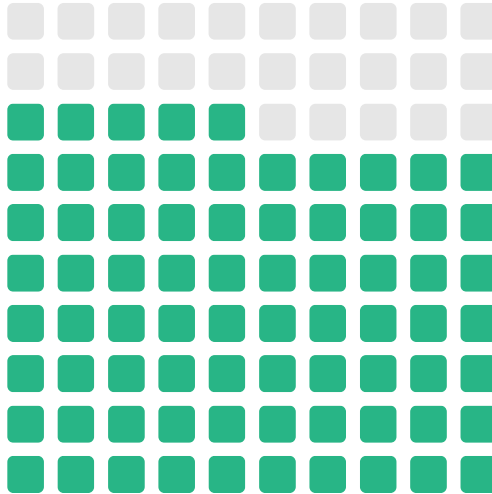
Ventilation on the bus

74%



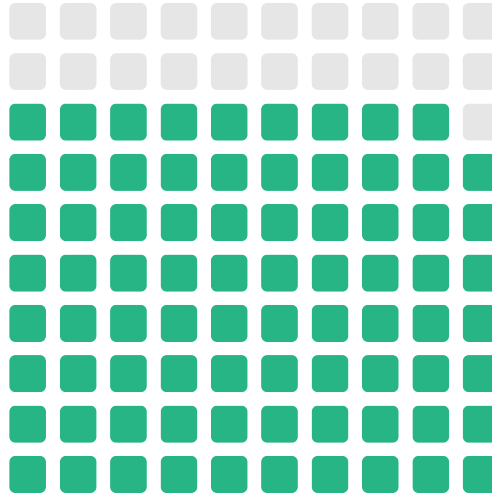
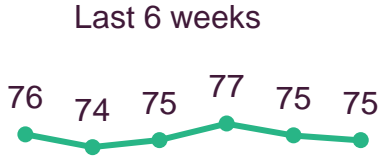
Availability of seating/space to stand

87%



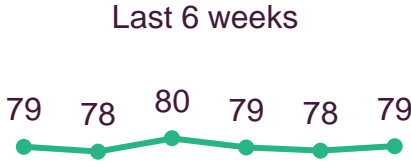
Behaviour of other passengers

75%



Temperature on the bus

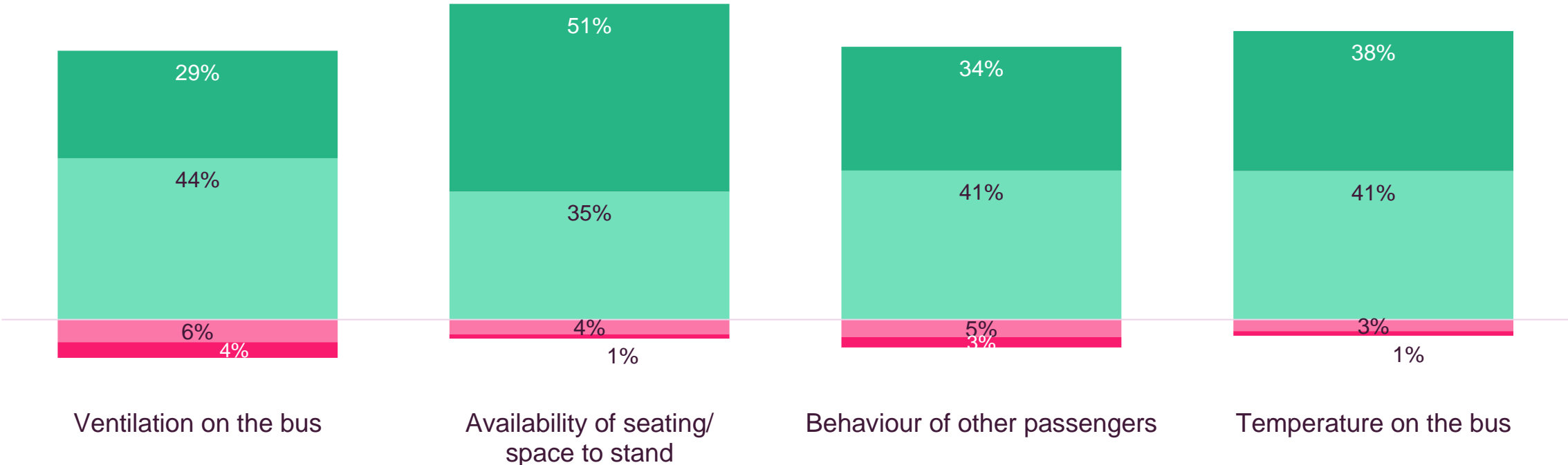
79%



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

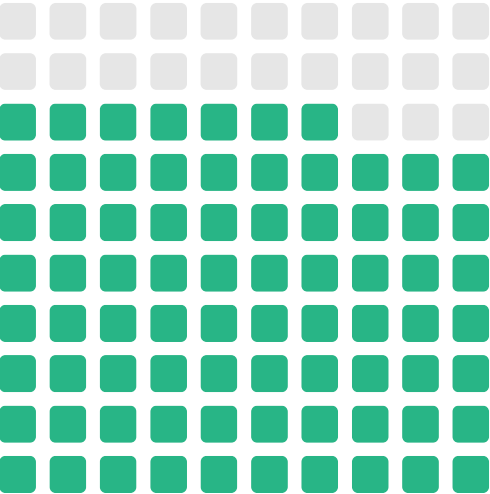
Satisfaction with ventilation, seating, other passenger behaviour and temperature

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



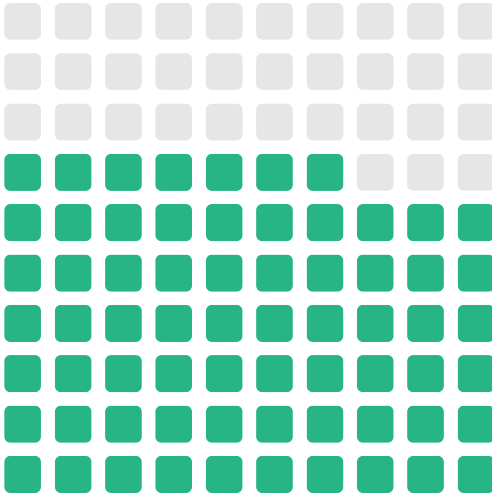
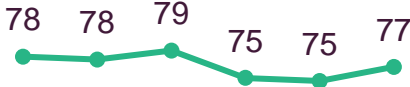
23-27 February 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 513; 513; 511; 514.
 Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

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



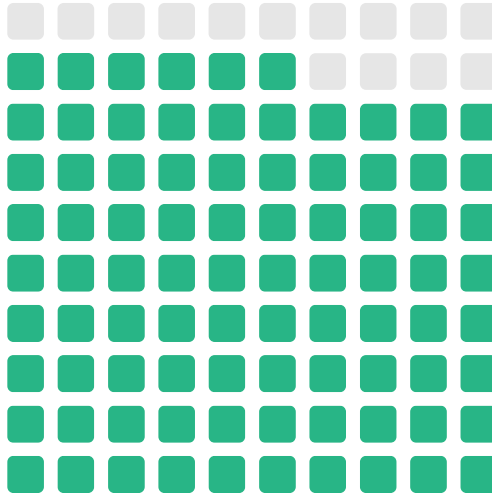
Helpfulness and attitude of the driver
77%

Last 6 weeks



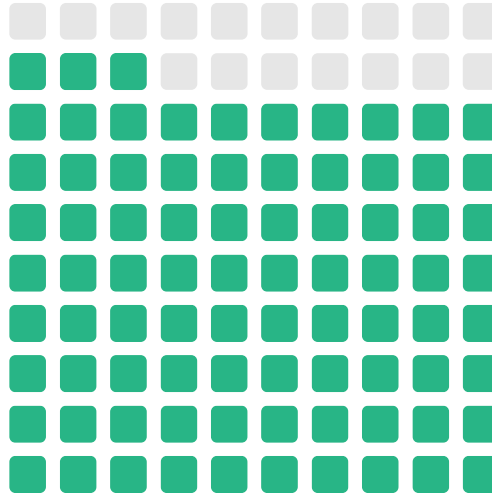
Frequency of buses on that route
67%

Last 6 weeks



Length of time the journey on the bus took
86%

Last 6 weeks



Personal security while on the bus
83%

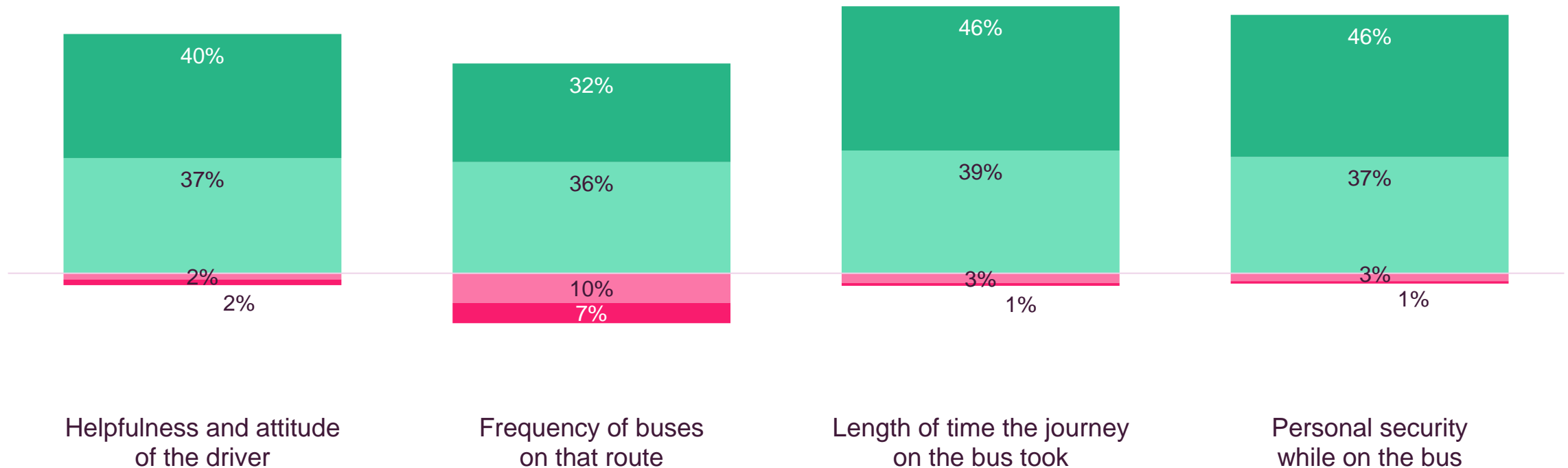
Last 6 weeks



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

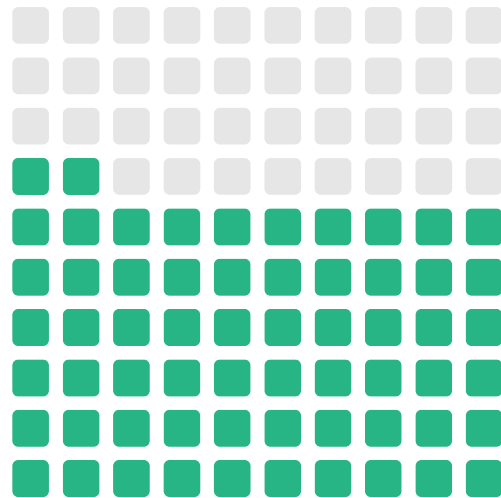
Satisfaction with driver, frequency, journey time, and personal security

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



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.

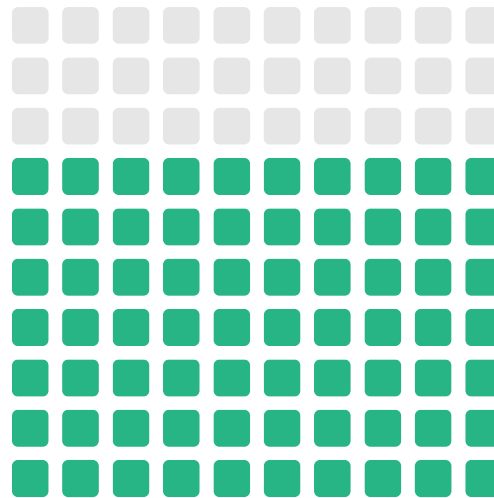
Satisfaction with information on board, value for money and safety of driving



Provision of information during the journey

62%

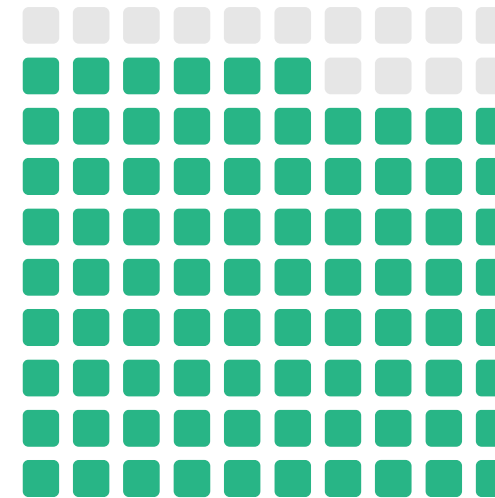
Last 6 weeks



Value for money

70%

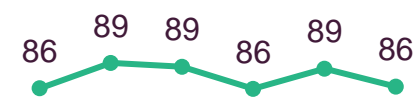
Last 6 weeks



Safety of the driving

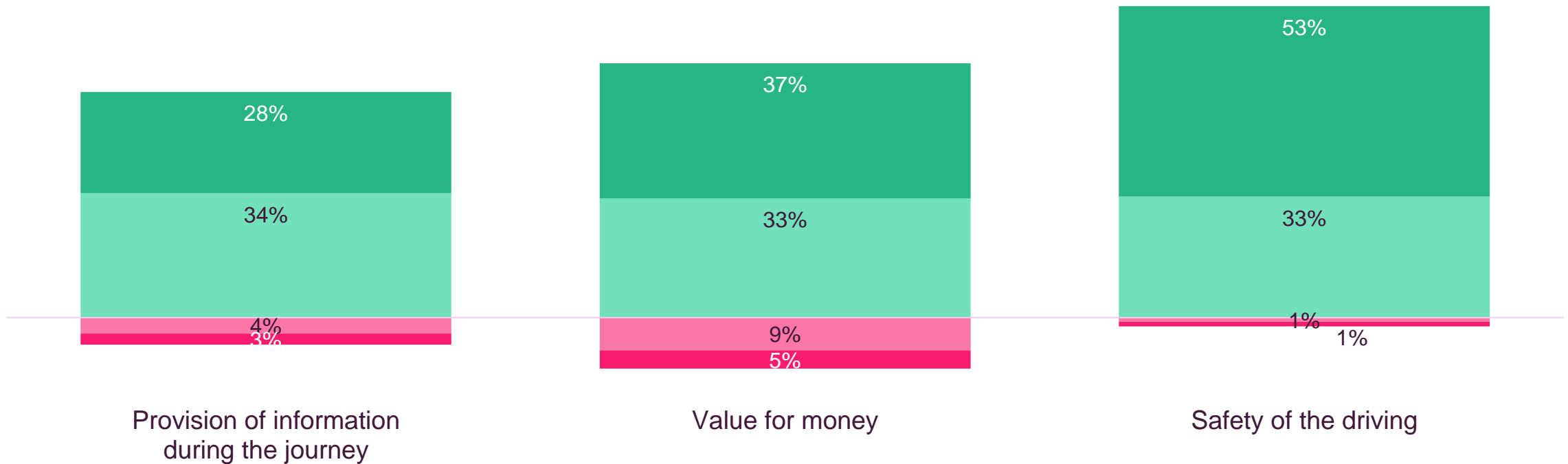
86%

Last 6 weeks



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

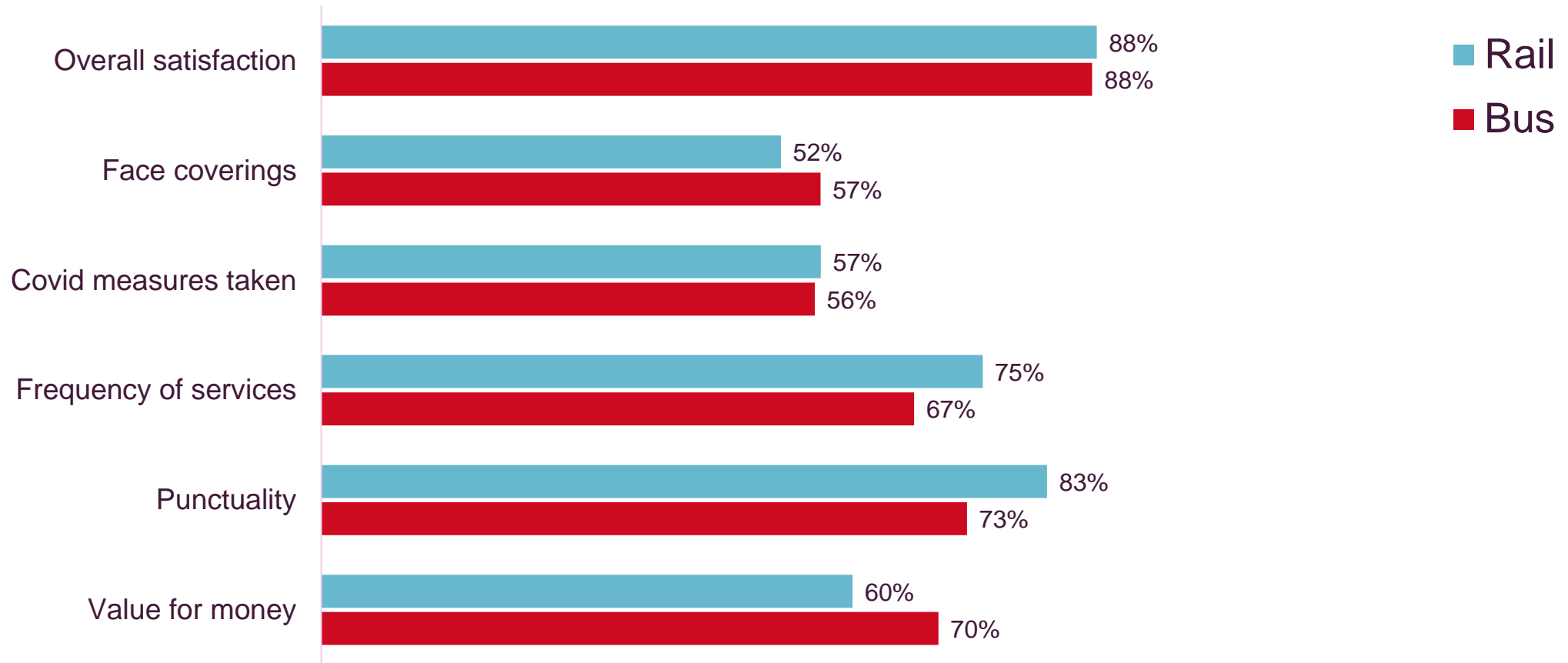
■ Very satisfied ■ Fairly satisfied ■ Fairly dissatisfied ■ Very dissatisfied



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

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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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