

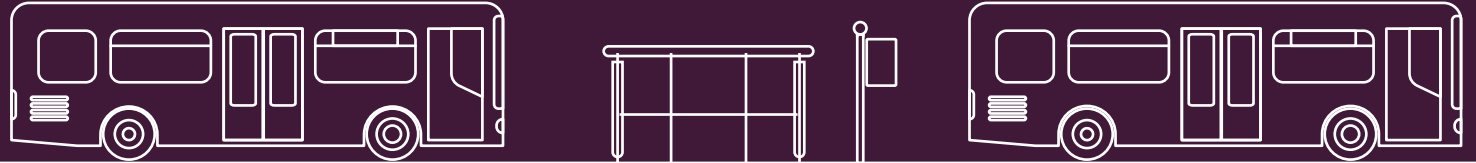
2 - 6
March
2022

Week 23

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.

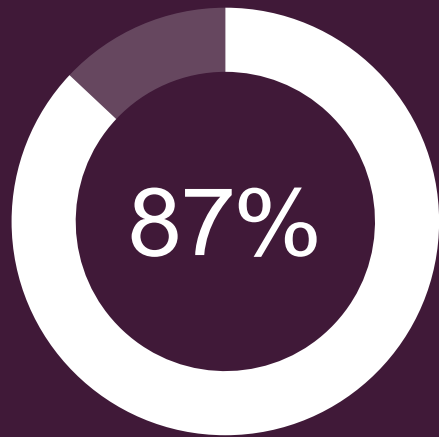
Passengers rated how satisfied they were with their overall journey and a range of aspects including the punctuality of their service, the value for money of their ticket and a number of Covid-related measures.

Results will be reported each week. This report covers online interviews between 2 and 6 March 2022.

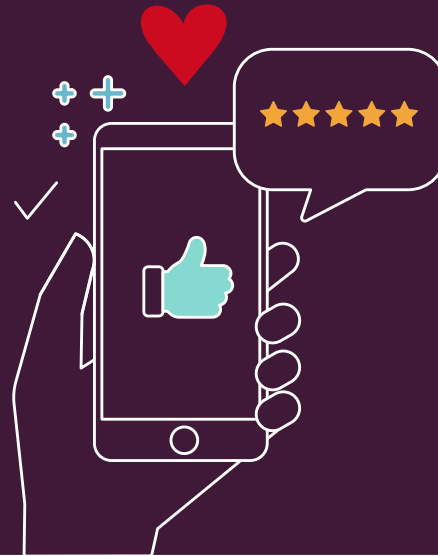
The survey has been developed as an extension to Transport Focus's [Travel during Covid-19 survey](#) and includes many of the core questions from the [Bus Passenger Survey](#).

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

Bus headlines



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



Satisfaction with punctuality and reliability remains relatively stable this week at 74%.

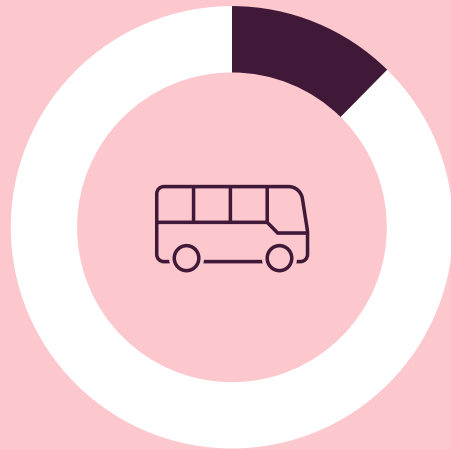


Satisfaction with number of people wearing face coverings has fallen from 72% in mid-January to 51% this week. Those neither satisfied nor dissatisfied has increased to 25% this week.

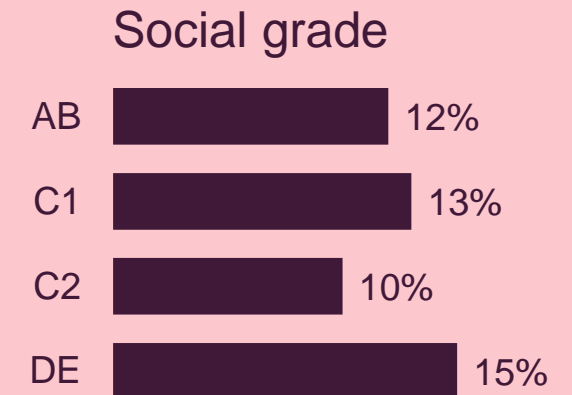
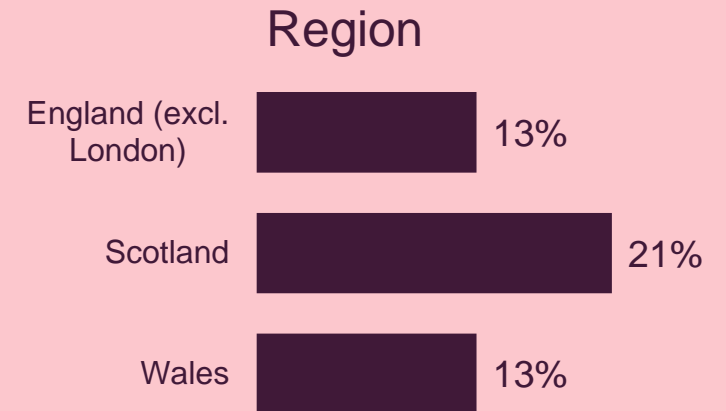
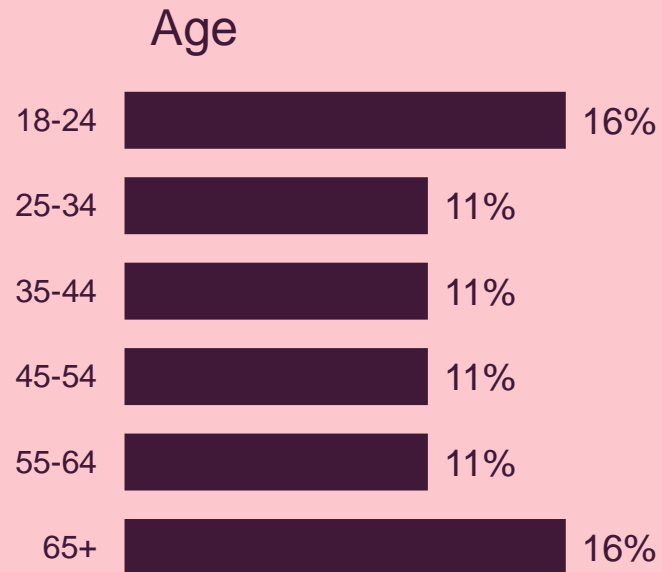


Around one in eight used a bus in the last seven days

Proportion using bus in the last seven days

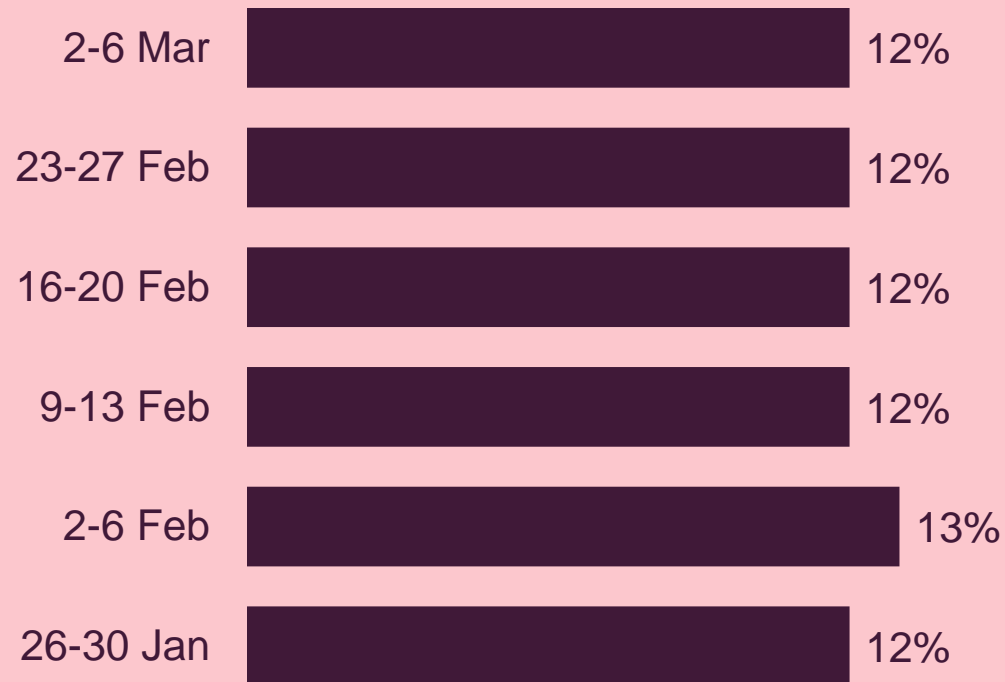


12%
of people in
Great Britain used
buses (outside
London) this week



Bus use is relatively stable

Proportion using bus within the last seven days



2-6 March 2022 report. Base size all respondents: approx. 4000 weekly.

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

Main purpose of last bus journey



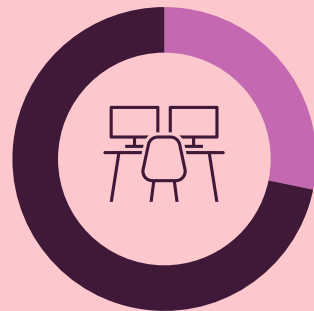
Leisure/eating out/non-essential shopping
25%



Essential shopping
19%



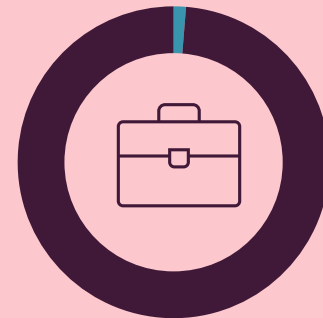
Friends/family
10%



Commuting
28%



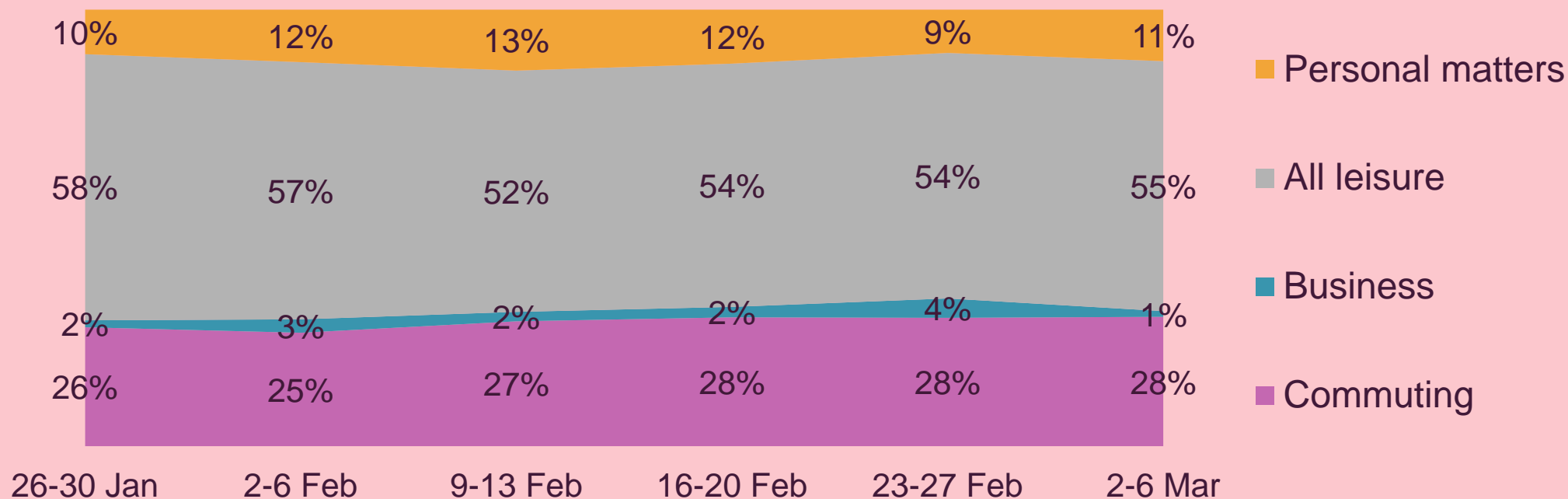
Personal matters
11%



Work travel
1%

Just over a quarter made their last journey for commuting

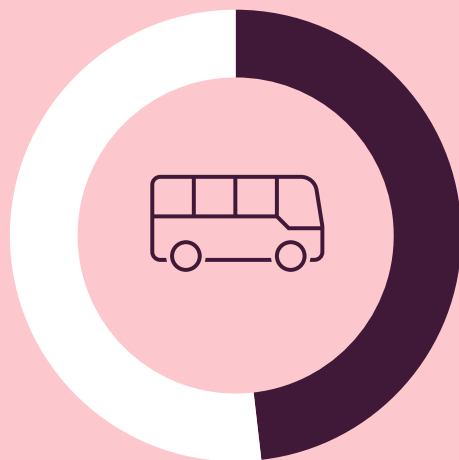
Main purpose of last bus journey



2-6 March 2022 report.. Base size weekly average 509. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family, and 'Essential shopping'.

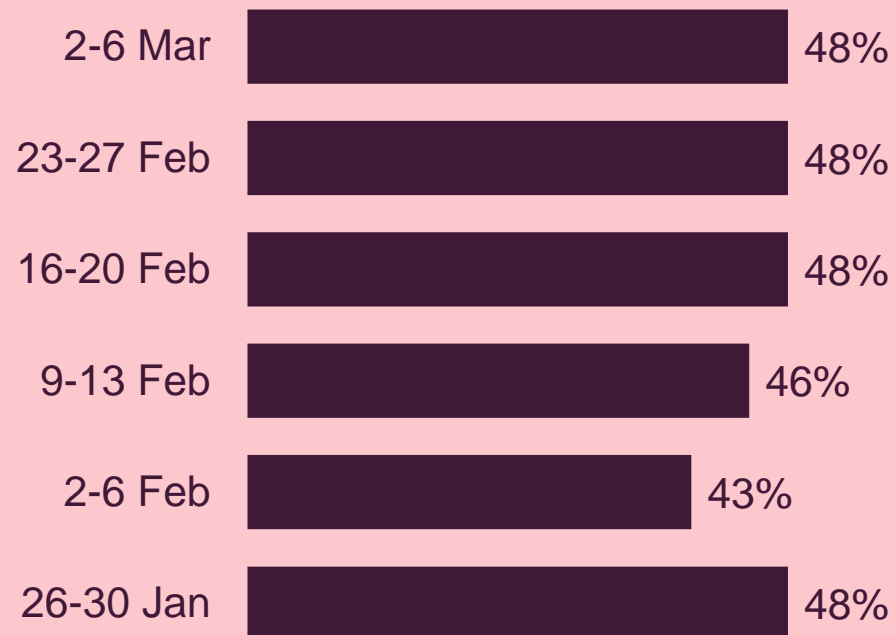
Almost half had other options for their journey but chose the bus

Proportion who had options to make journey but chose the bus



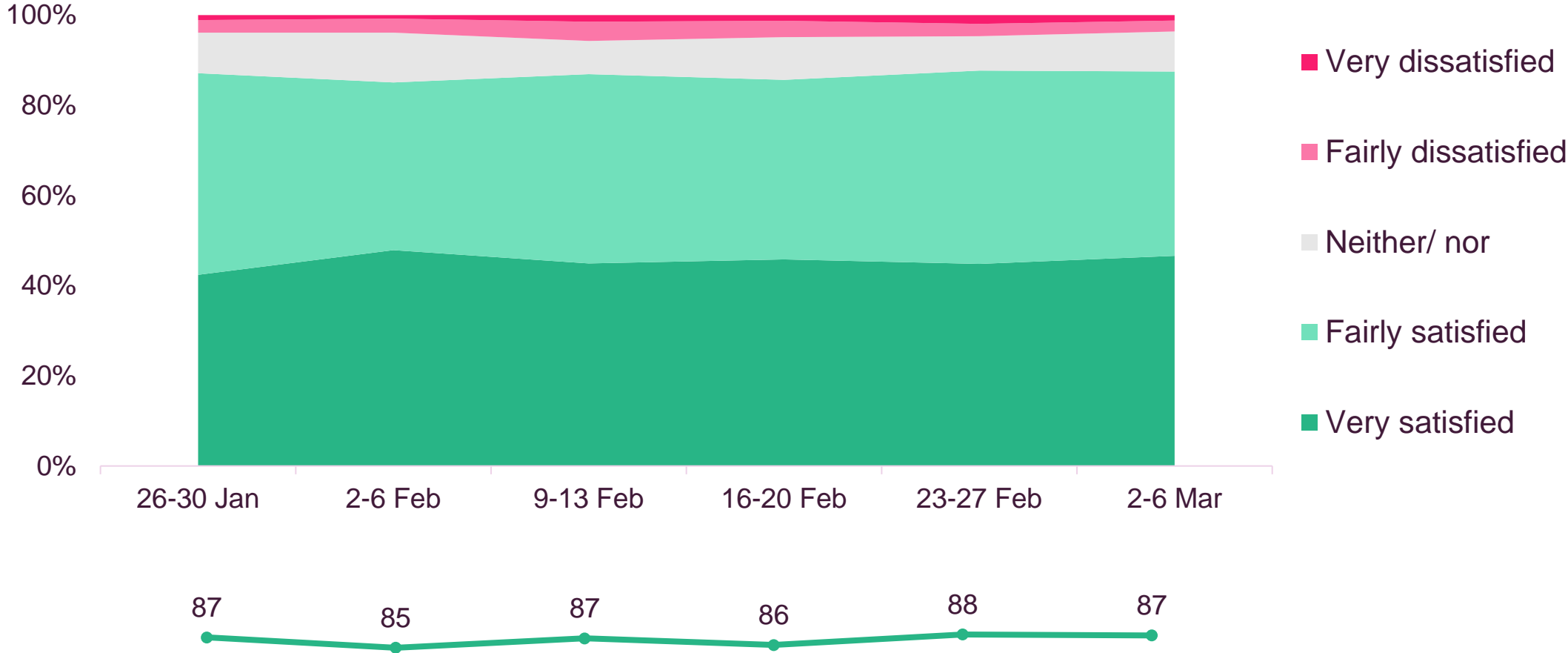
48%

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



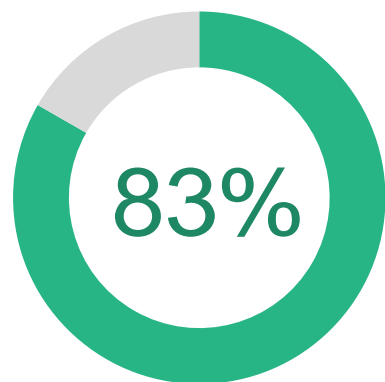


Overall satisfaction with bus journey – over time

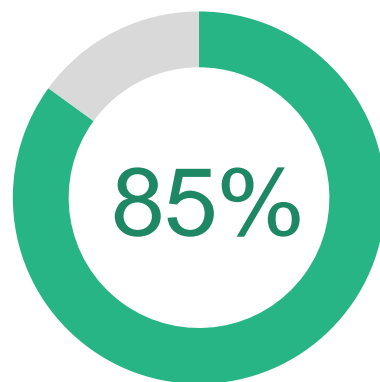


2-6 March 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): average 509 per week

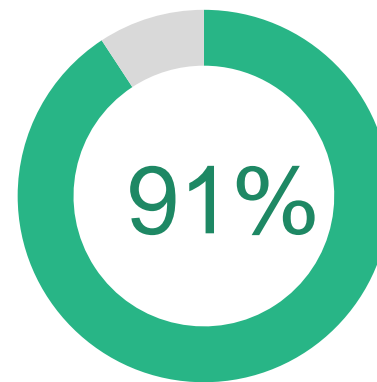
Overall satisfaction with last bus journey by age and sex over last four weeks



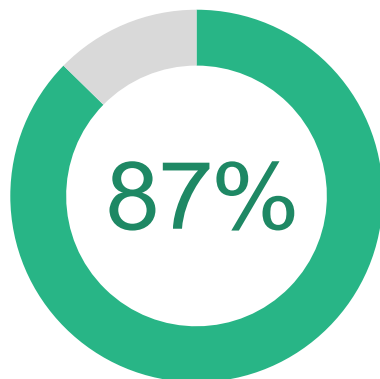
Age 18-34



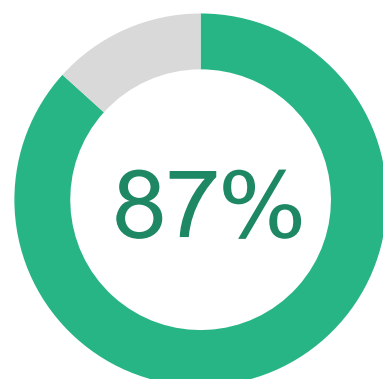
Age 35-54



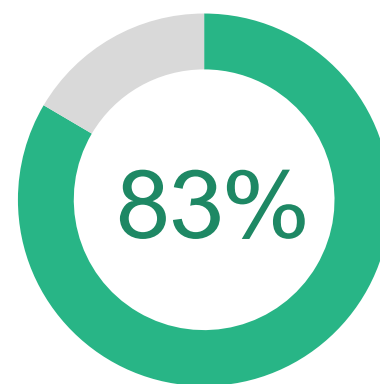
Age 55 and over



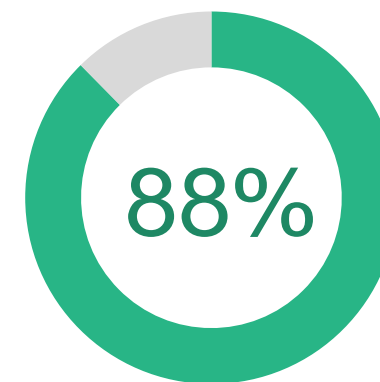
Men



Women



Commute



All leisure

2-6 March 2022 report.. Base sizes: age 18-34 620 age 35-54 552 age 55+ 859; male 1027; female 995. Commute; 563; all leisure 1091. ('All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family, and 'Essential shopping').

What bus passengers are saying...



The bus wasn't very late, there was space to sit down, the driver was really nice.

Very satisfied, Stagecoach passenger

Bus I was waiting for didn't turn up so had to wait for the next one. There was no warning or heads up that this was gonna happen. This happens often.

Fairly dissatisfied, First passenger



Many people weren't wearing masks and all the windows were closed so no ventilation.

Neither satisfied nor dissatisfied, McGill's Buses passenger

Buses in Plymouth are like riding dodgem cars. Lurching from slow to fast all the time.

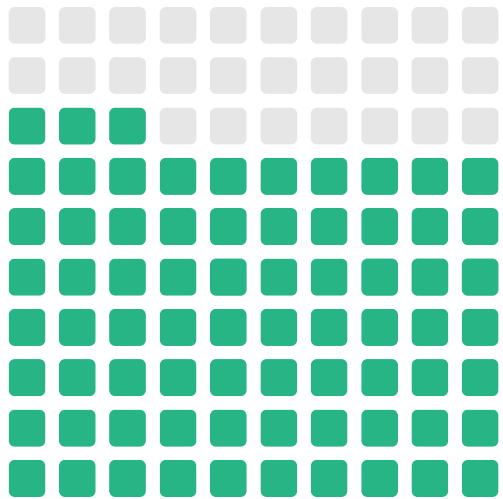
Fairly dissatisfied, Plymouth City Bus passenger

The bus arrived on time and was large enough to fit more than enough people with space around them.

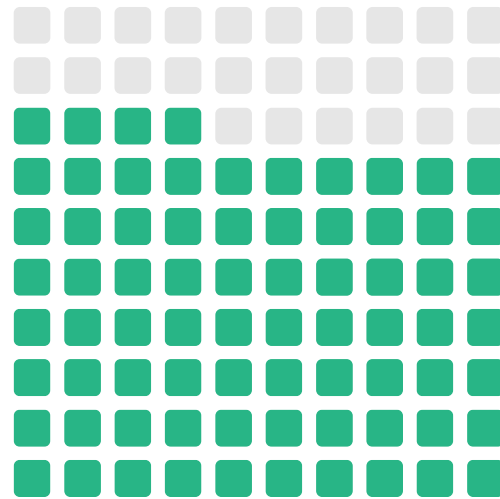
Fairly satisfied, National Express passenger



Satisfaction with the bus stop and punctuality

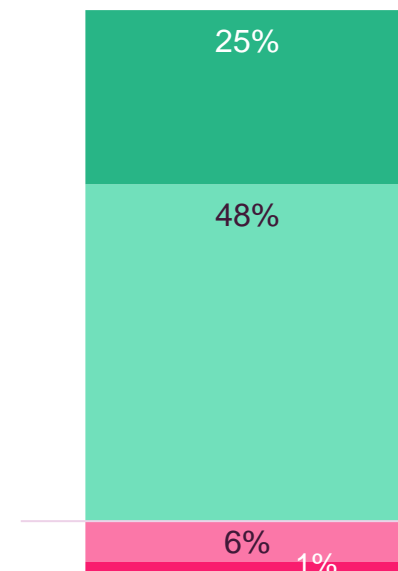


Bus stop - overall satisfaction
73%

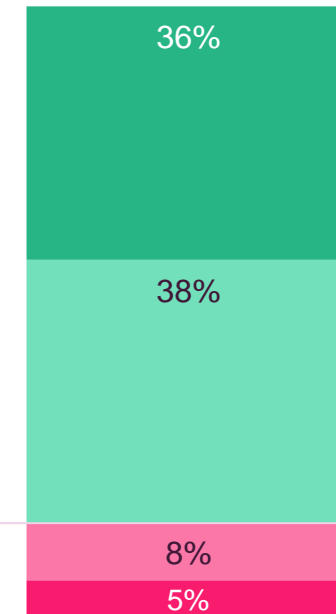


Punctuality/reliability
74%

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



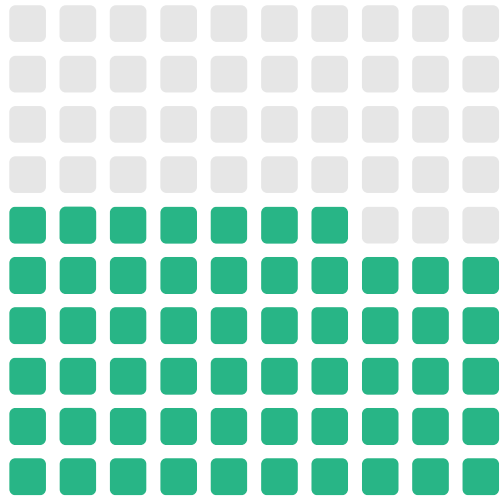
Bus stop
overall satisfaction



Punctuality/reliability

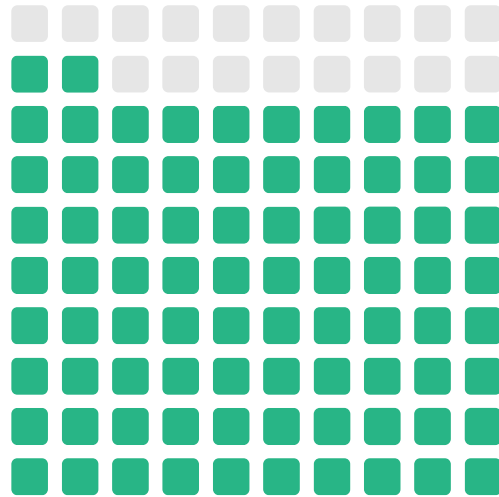
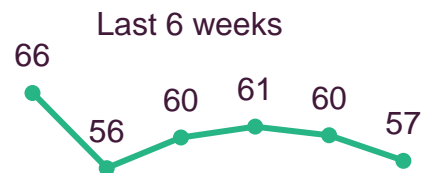


Satisfaction with information, cleanliness and Covid-related measures



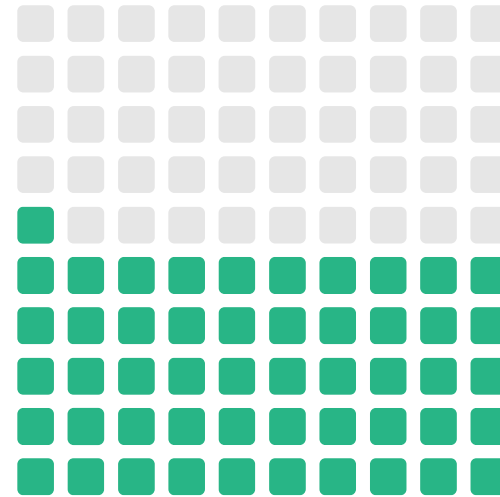
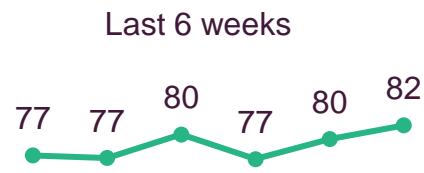
Information on how busy the bus would be before travelling

57%



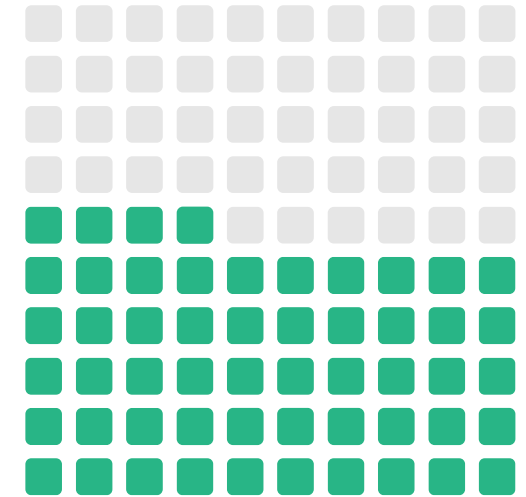
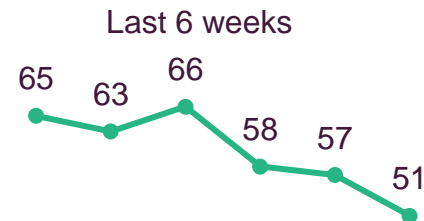
Cleanliness of the inside of the bus

82%



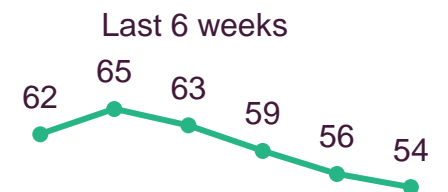
Number of people wearing face coverings

51%



Covid measures in place on the bus

54%



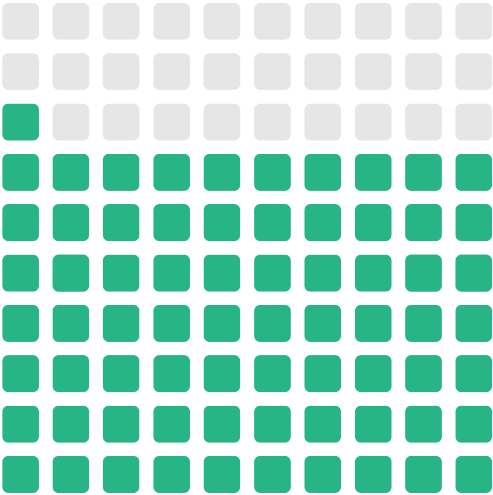
Satisfaction with information, cleanliness and Covid-related measures

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



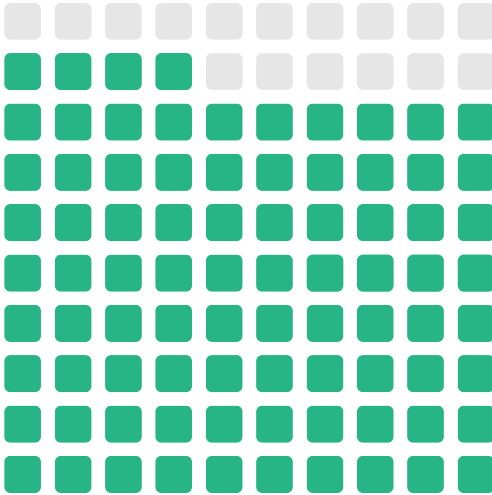
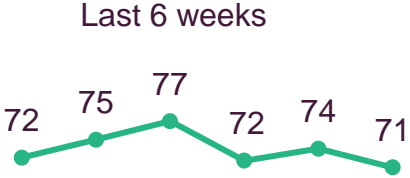
2-6 March 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 327; 515; 481; 467.
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

Satisfaction with ventilation, seating, other passenger behaviour and temperature



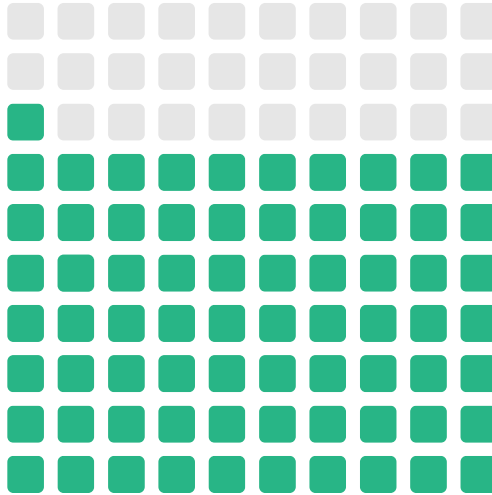
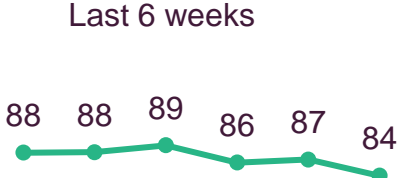
Ventilation on the bus

71%



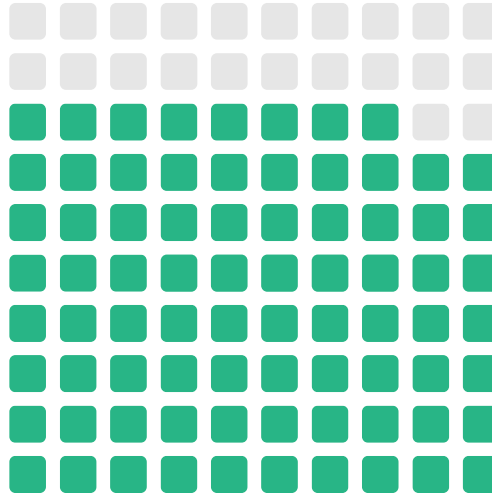
Availability of seating/space to stand

84%



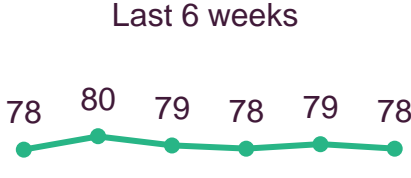
Behaviour of other passengers

71%



Temperature on the bus

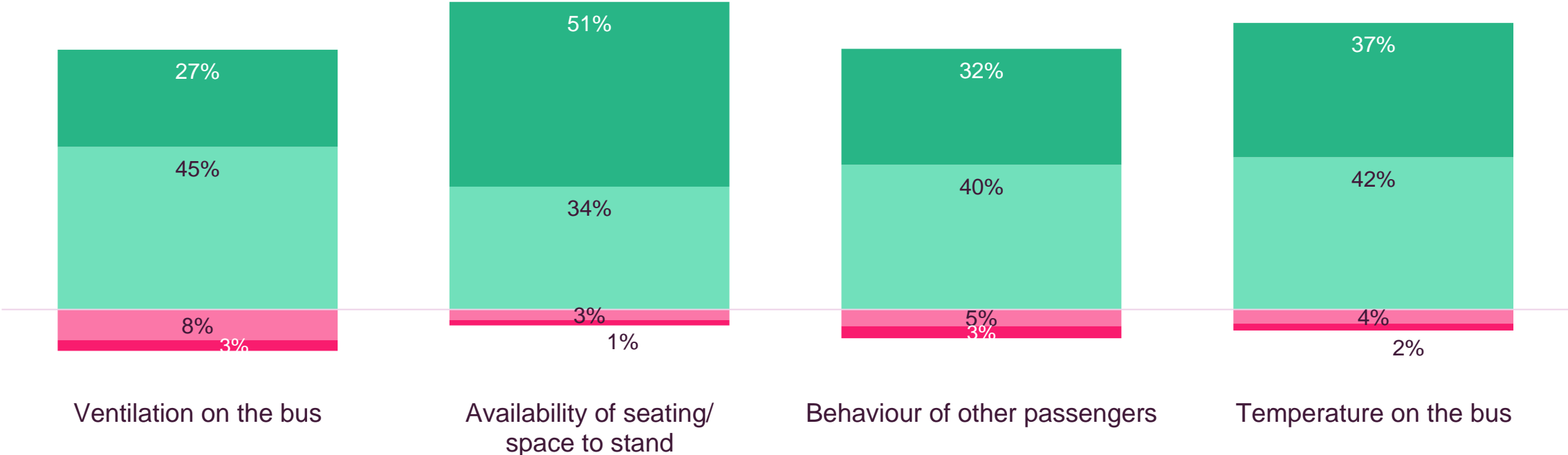
78%



2-6 March 2022 report.. Base size (used bus outside London in last seven days and not applicable excluded): 514; 515; 512; 515.

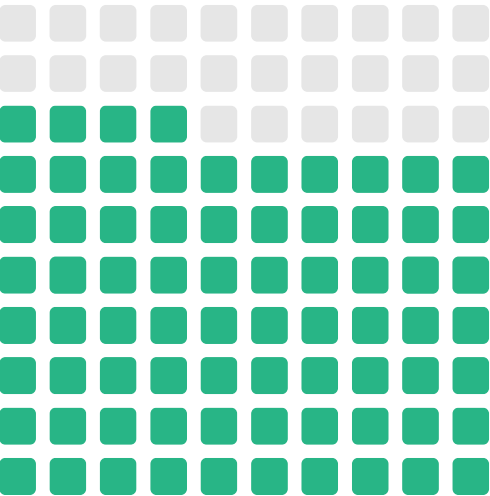
Satisfaction with ventilation, seating, other passenger behaviour and temperature

Very satisfied Fairly satisfied Fairly dissatisfied Very dissatisfied



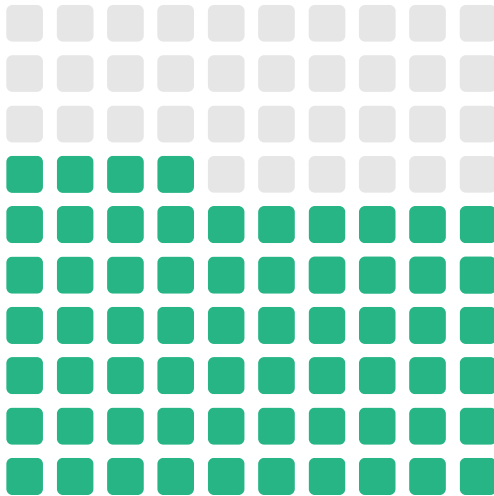
2-6 March 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 514; 515; 512; 515.
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

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



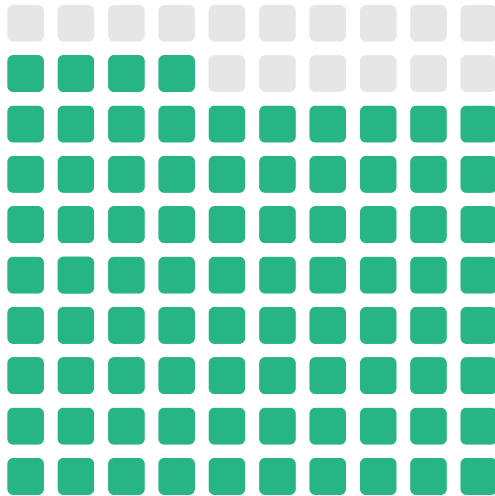
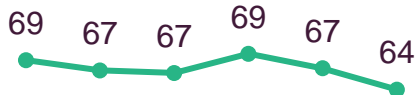
Helpfulness and attitude of the driver
74%

Last 6 weeks



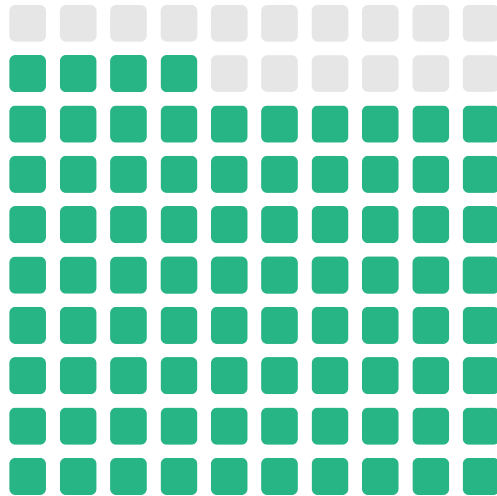
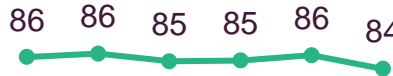
Frequency of buses on that route
64%

Last 6 weeks



Length of time the journey on the bus took
84%

Last 6 weeks



Personal security while on the bus
84%

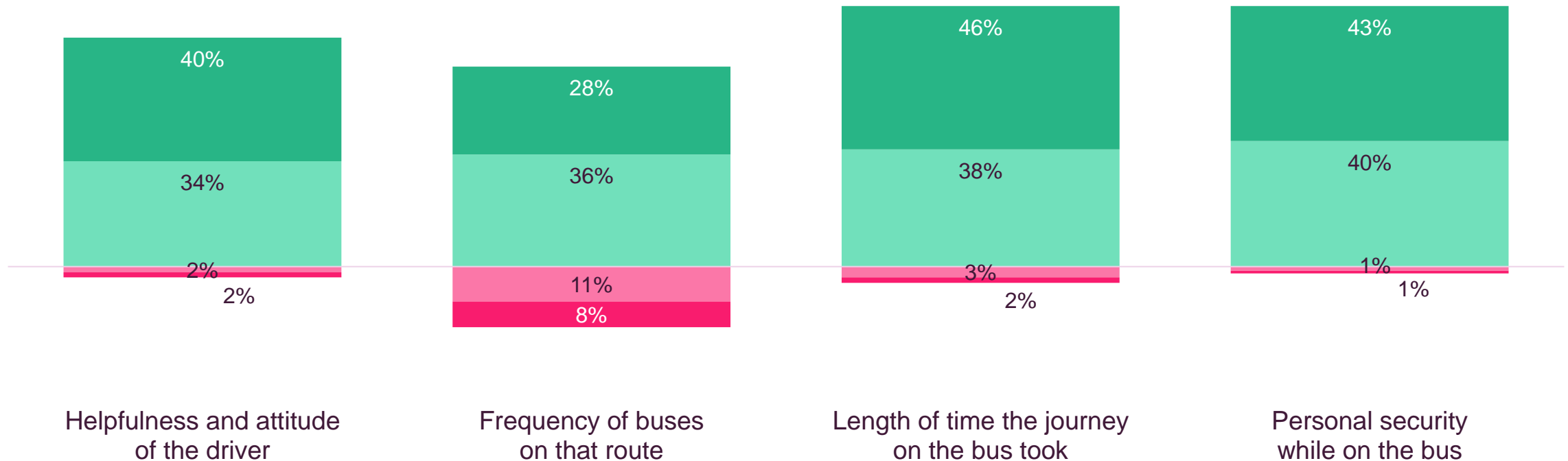
Last 6 weeks



2-6 March 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 500; 513; 515; 511.

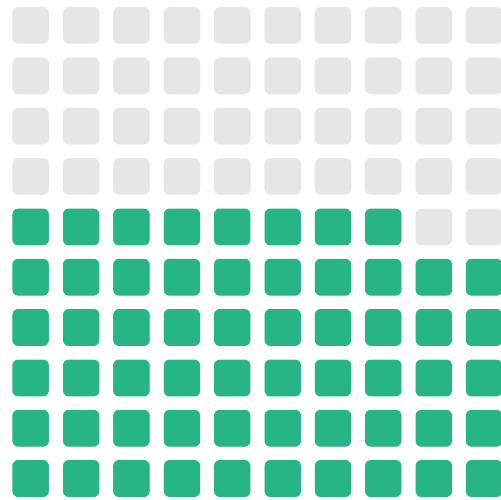
Satisfaction with driver, frequency, journey time, and personal security

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

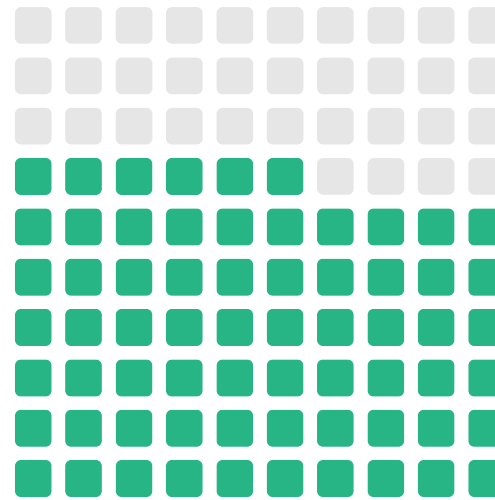


2-6 March 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 500; 513; 515; 511.
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

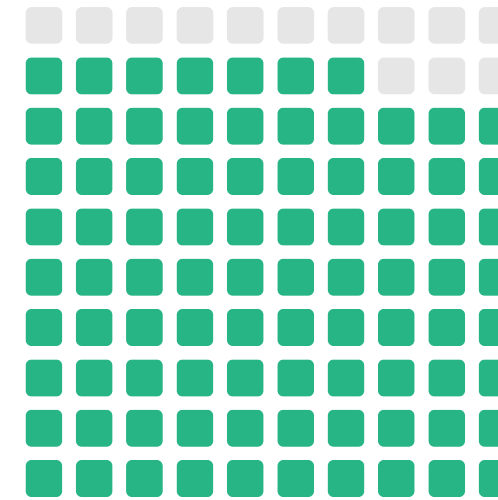
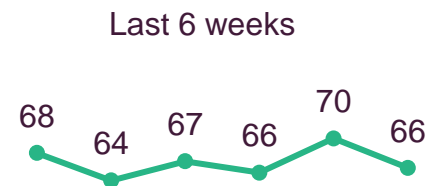
Satisfaction with information on board, value for money and safety of driving



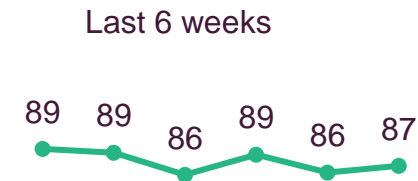
Provision of information during the journey
58%



Value for money
66%

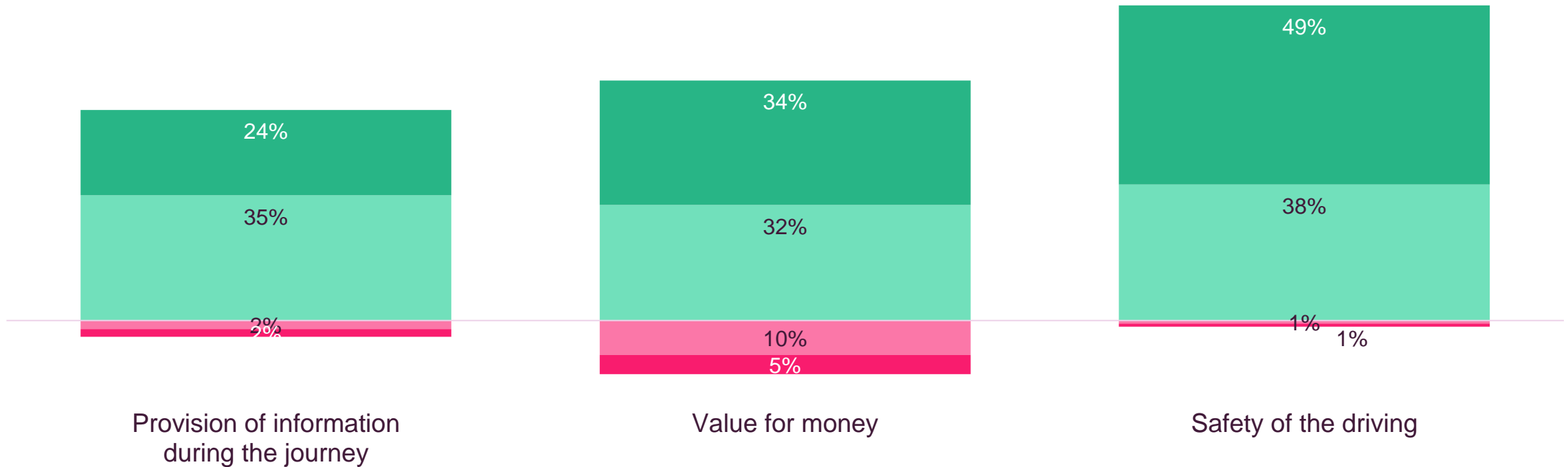


Safety of the driving
87%



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

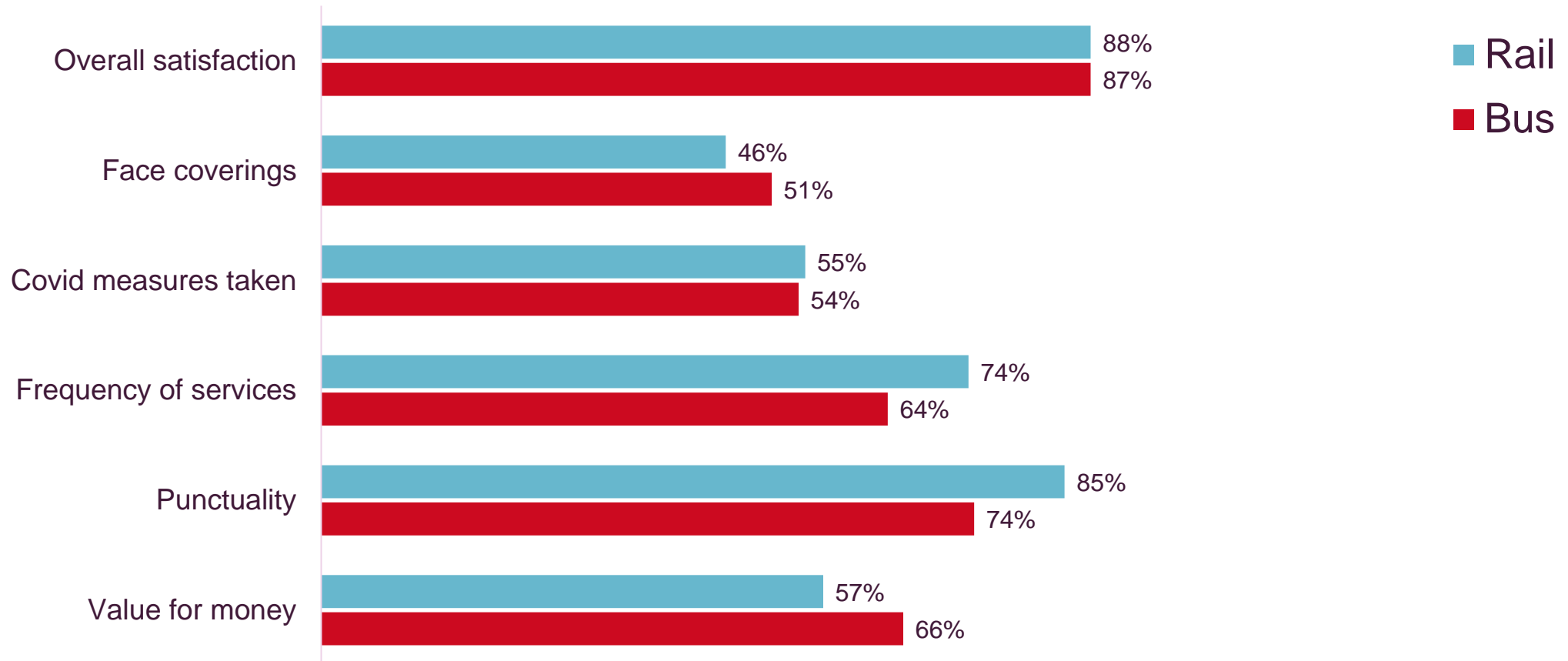
■ Very satisfied ■ Fairly satisfied ■ Fairly dissatisfied ■ Very dissatisfied



2-6 March 2022 report.. Base size (used bus outside London in last seven days and not applicable excluded): 409; 416; 513.
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: 26 - 30 January	Fieldwork: 2 - 6 February	Fieldwork: 9 - 13 February	Fieldwork: 16 - 20 February	Fieldwork: 23 - 27 February	Fieldwork: 2 - 6 March
Week 18	Week 19	Week 20	Week 21	Week 22	Week 23
484	537	497	504	515	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.

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