

9 - 13
March
2022

Week 24

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.

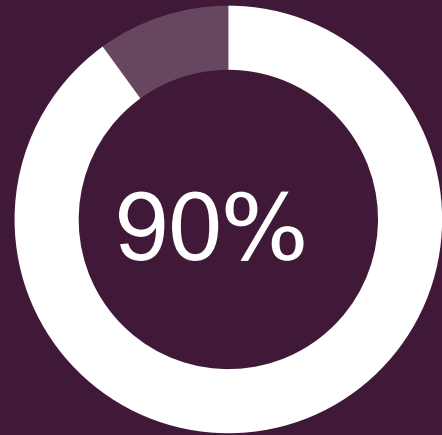
Passengers rated how satisfied they were with their overall journey and a range of aspects including the punctuality of their service, the value for money of their ticket and a number of Covid-related measures.

Results will be reported each week. This report covers online interviews between 9 and 13 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 30.

Bus headlines



90% of bus passengers were satisfied with their journey overall.

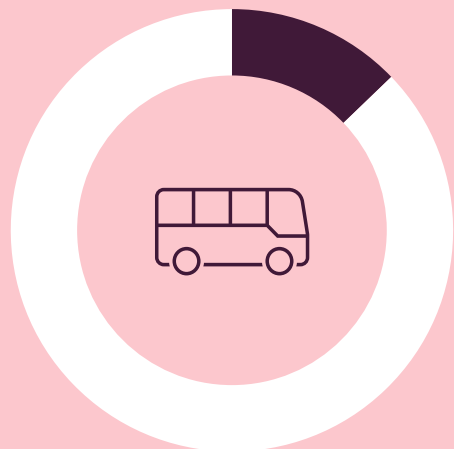


Overall satisfaction with the bus journey is at 90% this week, the highest level since this survey began in September.

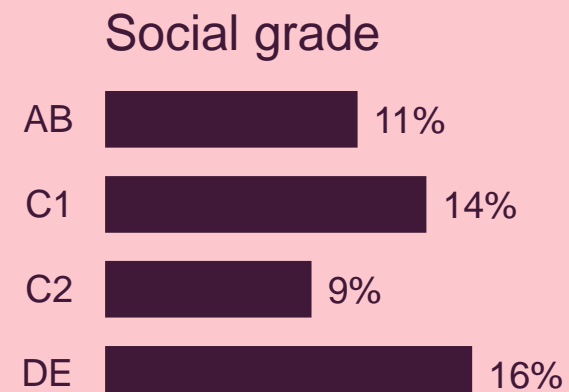
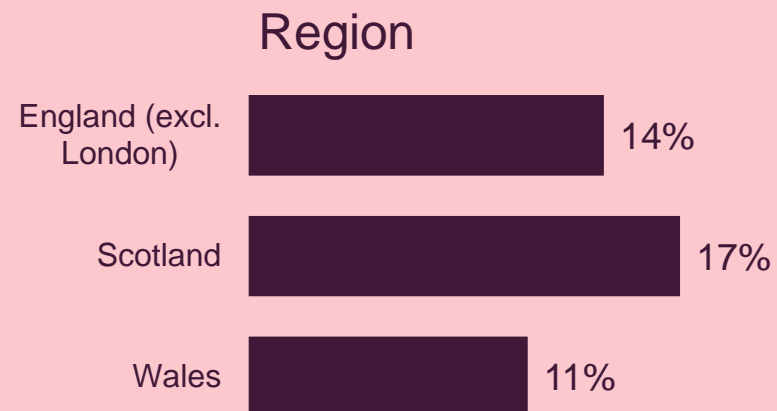
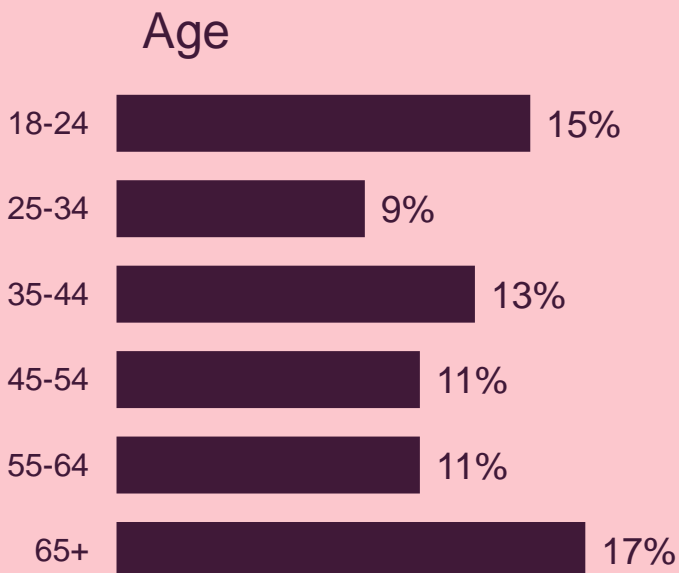


Just over one in eight used a bus in the last seven days

Proportion using bus in the last seven days

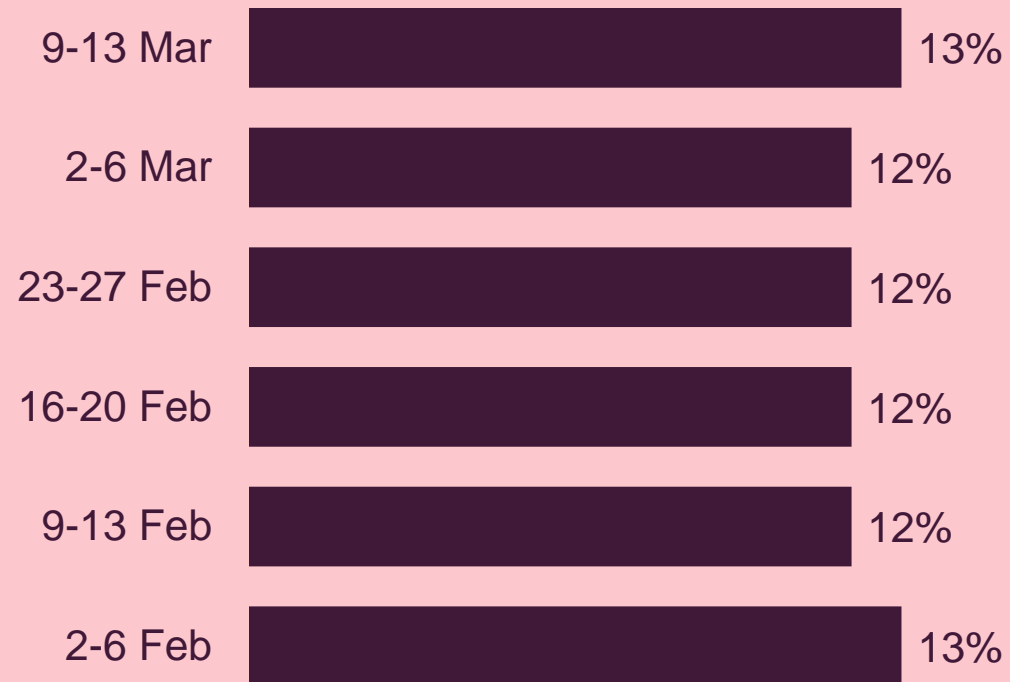


13%
of people in
Great Britain used
buses (outside
London) this week



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



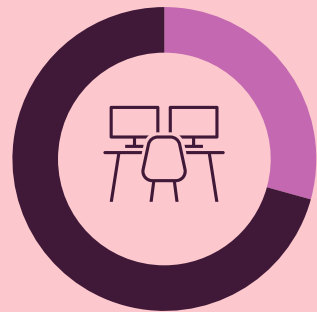
Leisure/eating out/non-essential shopping
30%



Essential shopping
18%



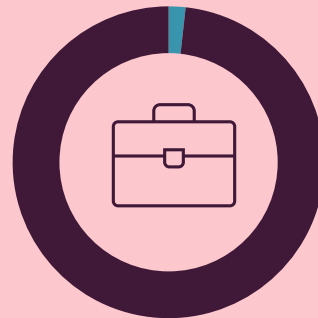
Friends/family
8%



Commuting
29%



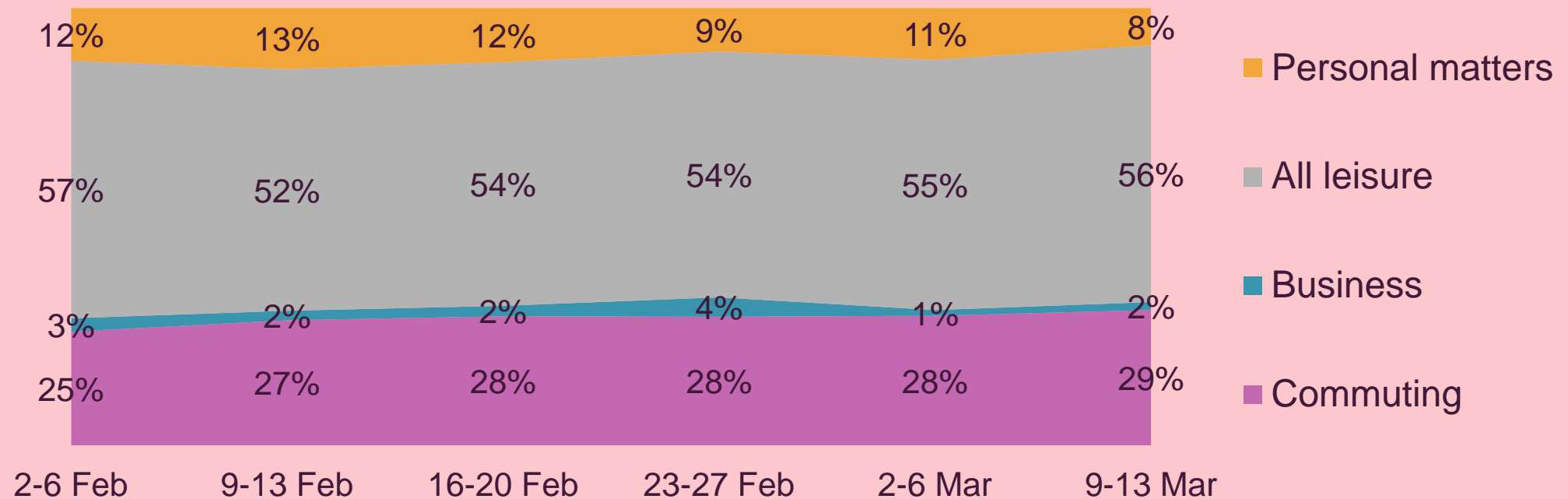
Personal matters
8%



Work travel
2%

Almost three in ten made their last journey for commuting reasons

Main purpose of last bus journey



9-13 March 2022 report.. Base size weekly average 515. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family, and 'Essential shopping'.

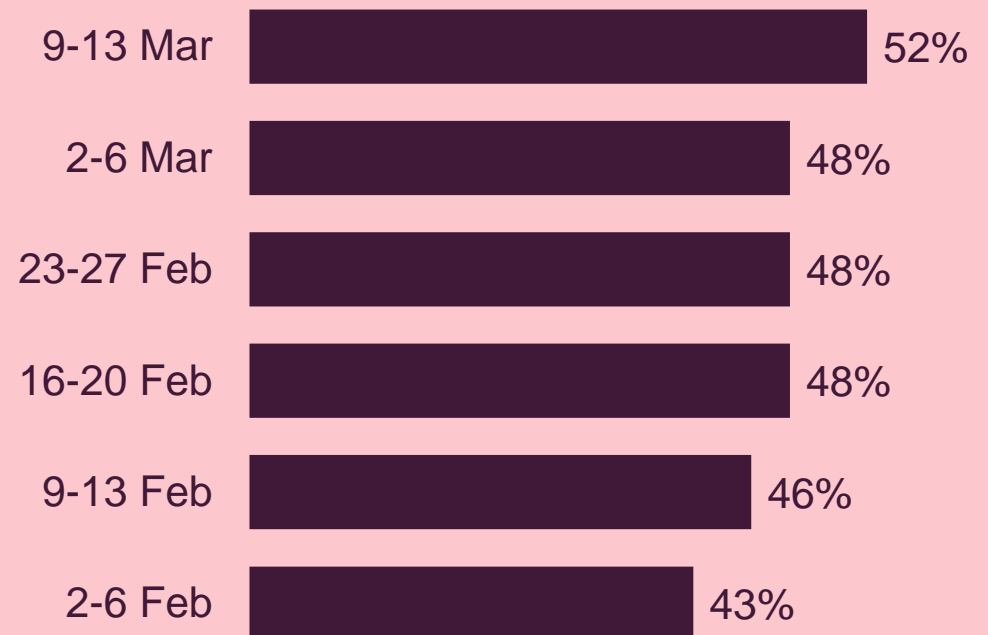
Just over half had other options for their journey but chose the bus

Proportion who had options to make journey but chose the bus



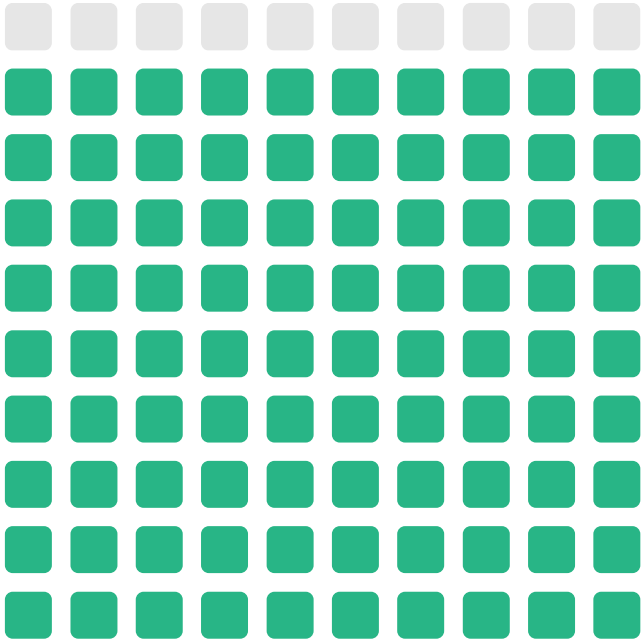
52%

48% said the bus was the only realistic option for that journey

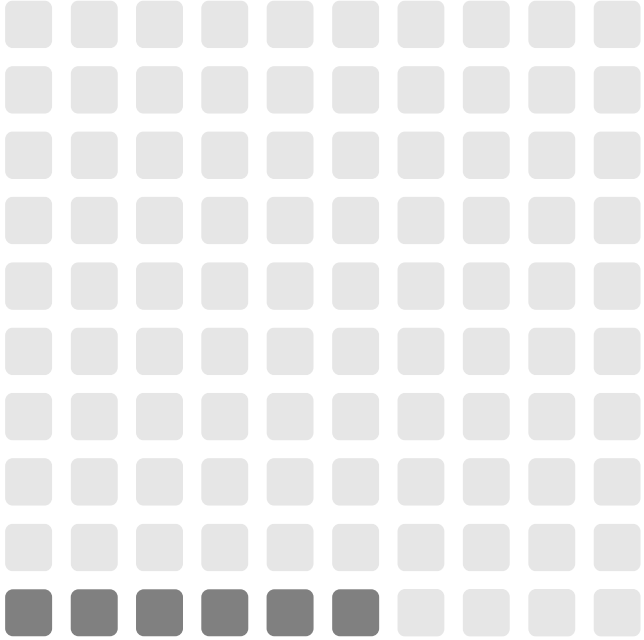




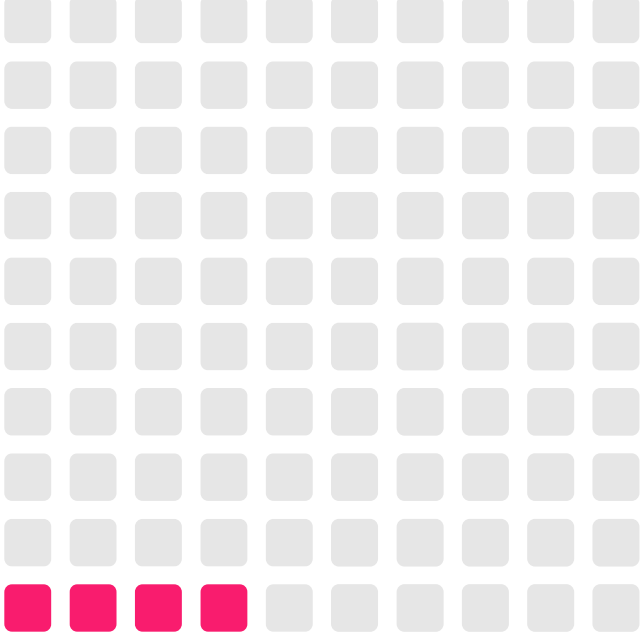
Overall satisfaction with last bus journey



90%
satisfied



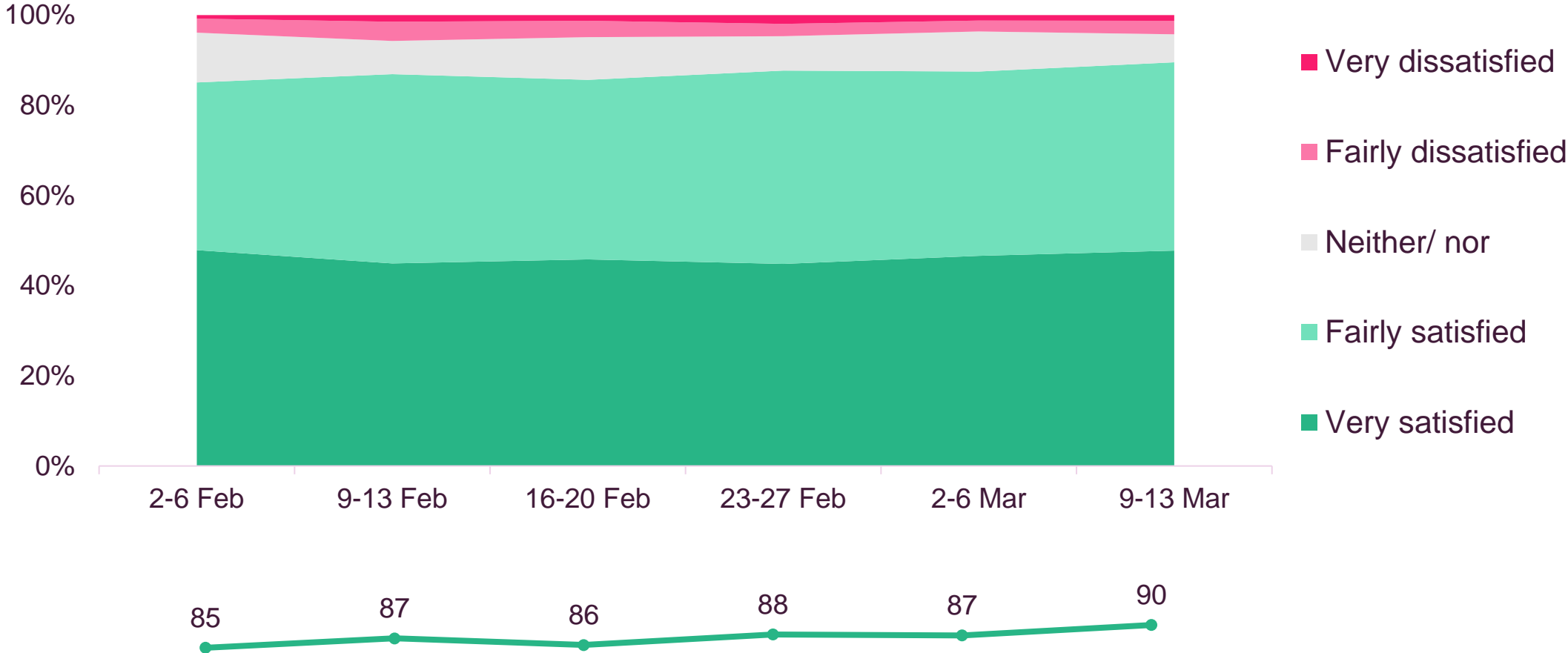
6%
neither/nor



4%
dissatisfied

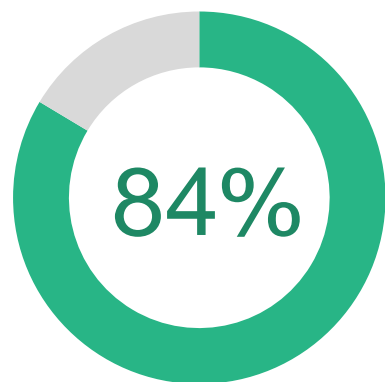
9-13 March 2022 report.. Base size (used bus outside London in last seven days and not applicable excluded): 534.

Overall satisfaction with bus journey – over time

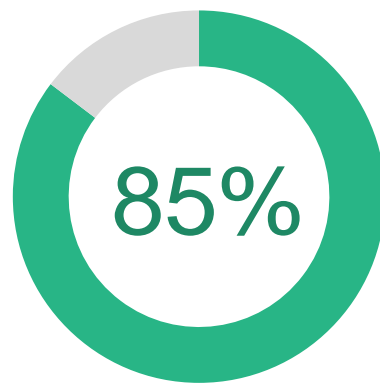


9-13 March 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): average 517 per week

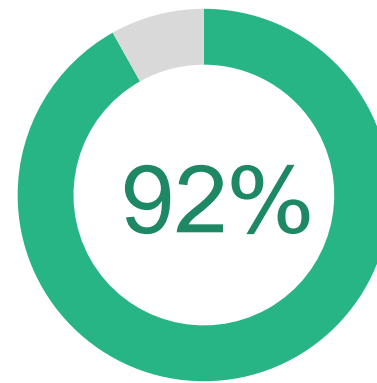
Overall satisfaction with last bus journey by age and sex over last four weeks



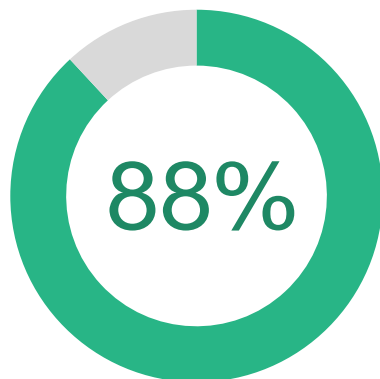
Age 18-34



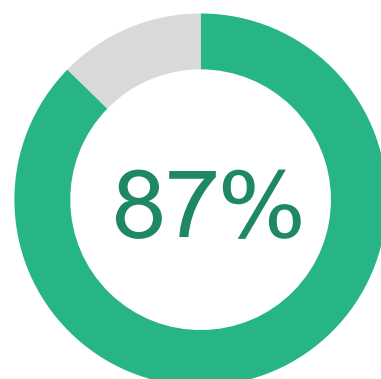
Age 35-54



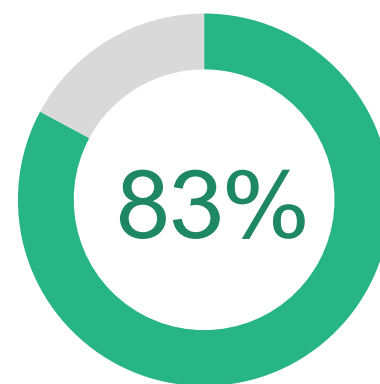
Age 55 and over



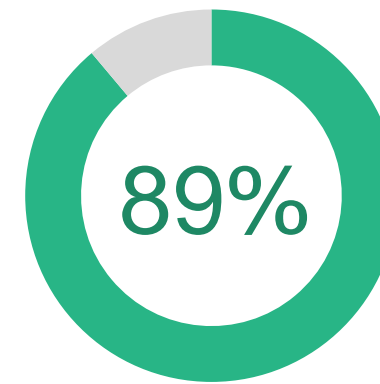
Men



Women



Commute



All leisure

9-13 March 2022 report.. Base sizes: age 18-34 610 age 35-54 590 age 55+ 868; male 1018; female 1031. Commute; 578; all leisure 1136. ('All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family, and 'Essential shopping').

What bus passengers are saying...



Bus was clean, arrived promptly, and was not too busy.

Fairly satisfied, Stagecoach passenger

Paid with cash but they do not give change. So ended up paying £5 for a ticket when it should have been £2.90.

Fairly dissatisfied, Reading Buses passenger



It was quite bumpy, the seats were pretty average, but it was cheap and on time.

Fairly satisfied, Bus passenger

Late as usual, highly unreliable service but the driver was pleasant and safe so it balanced out.

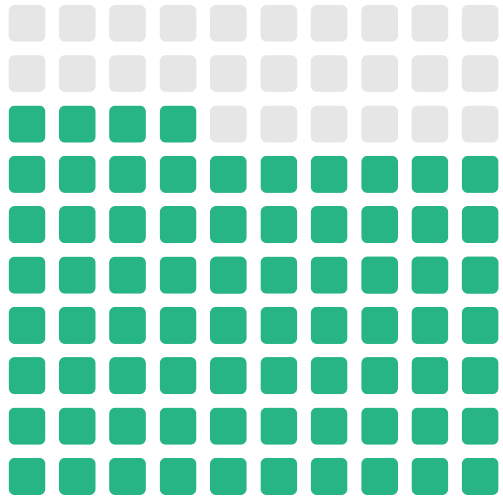
Neither satisfied nor dissatisfied, Arriva passenger

They are now very punctual and the ride is good.

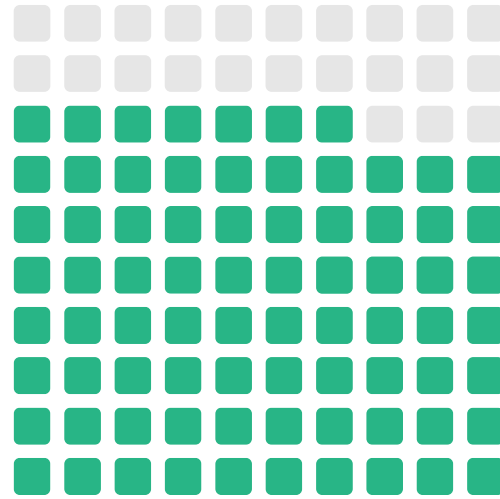
Very satisfied, National Express passenger



Satisfaction with the bus stop and punctuality

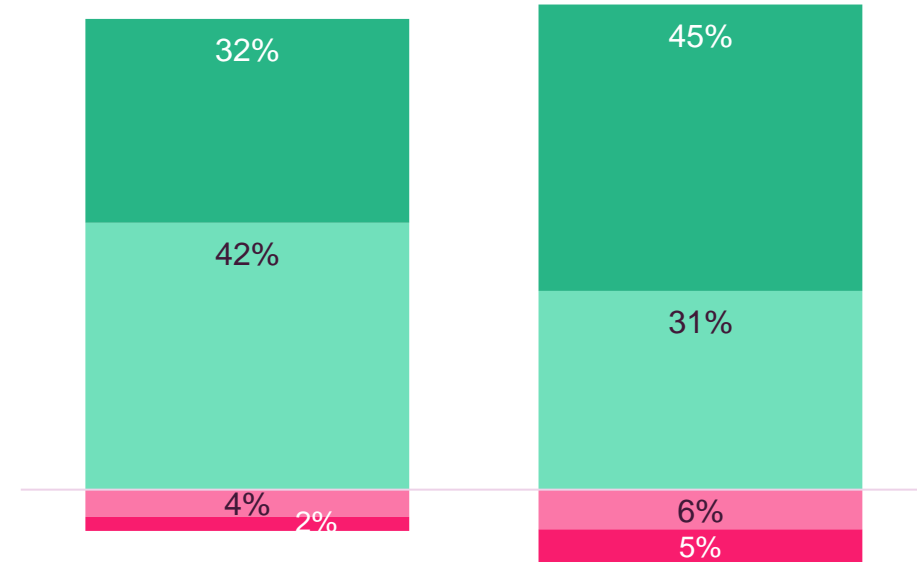


Bus stop - overall satisfaction
74%



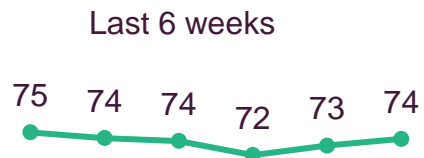
Punctuality/reliability
77%

Very satisfied Fairly satisfied Fairly dissatisfied Very dissatisfied

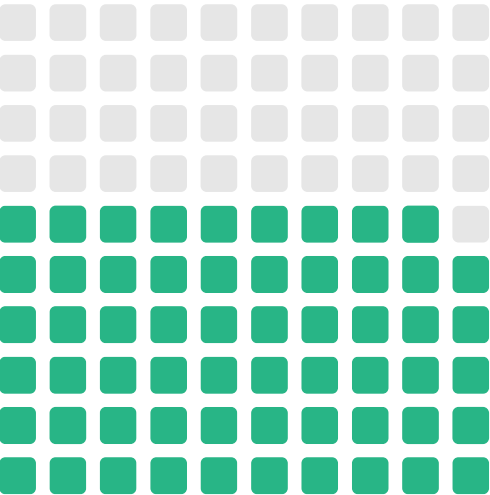


Bus stop overall satisfaction

Punctuality/reliability

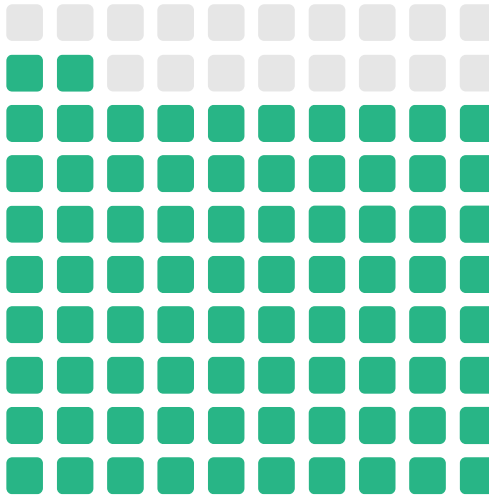
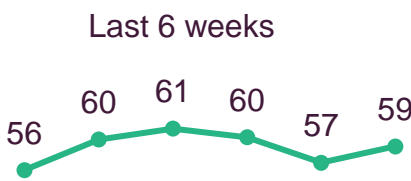


Satisfaction with information, cleanliness and Covid-related measures



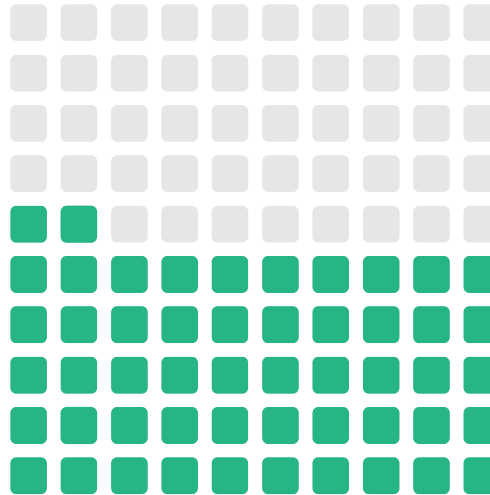
Information on how busy the bus would be before travelling

59%



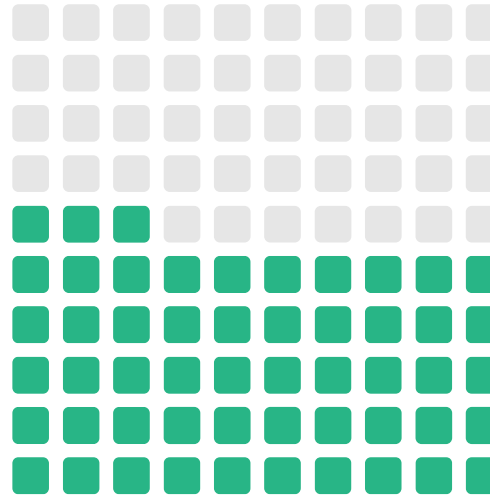
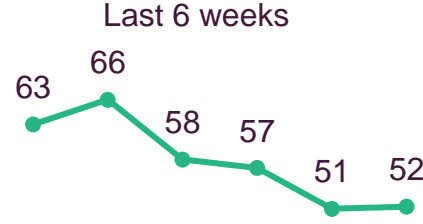
Cleanliness of the inside of the bus

82%



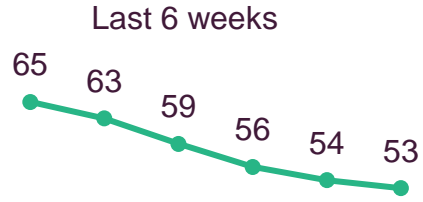
Number of people wearing face coverings

52%



Covid measures in place on the bus

53%



9-13 March 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 351; 533; 503; 493.

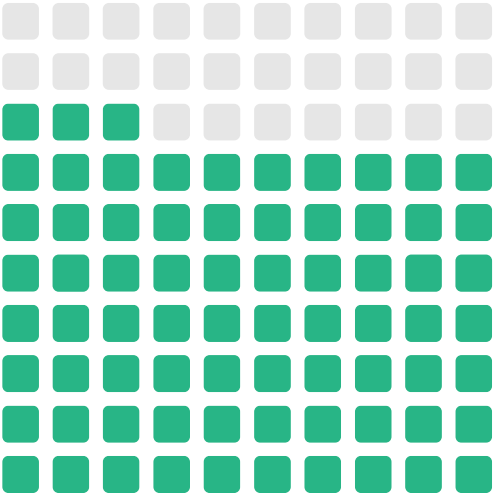
Satisfaction with information, cleanliness and Covid-related measures

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



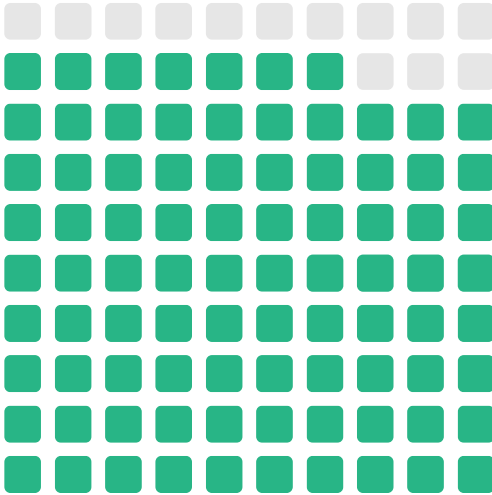
9-13 March 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 351; 533; 503; 493.
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

Satisfaction with ventilation, seating, other passenger behaviour and temperature



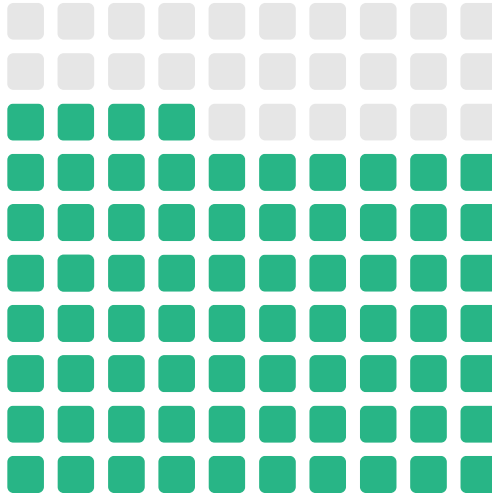
Ventilation on the bus

73%



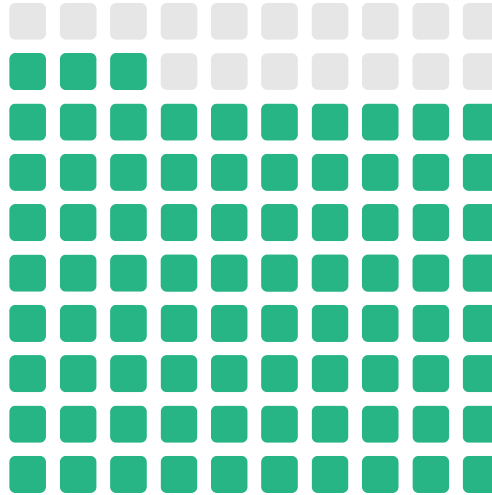
Availability of seating/space to stand

87%



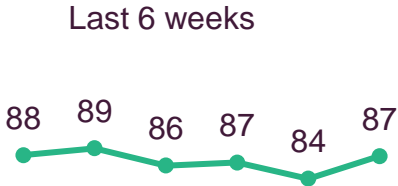
Behaviour of other passengers

74%



Temperature on the bus

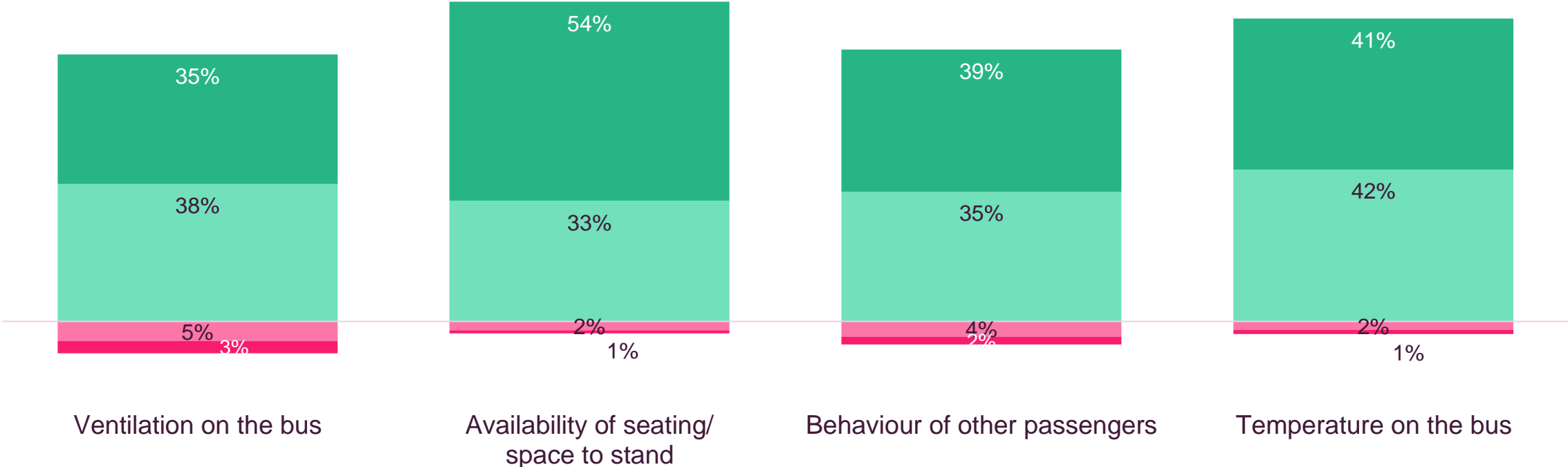
83%



9-13 March 2022 report.. Base size (used bus outside London in last seven days and not applicable excluded): 529; 531; 532; 532.

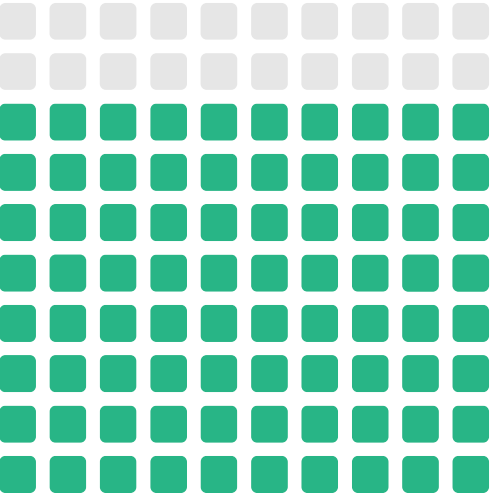
Satisfaction with ventilation, seating, other passenger behaviour and temperature

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



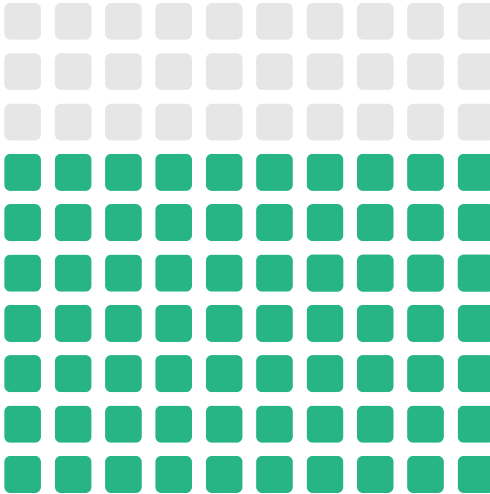
9-13 March 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 529; 531; 532; 532.
 Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

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



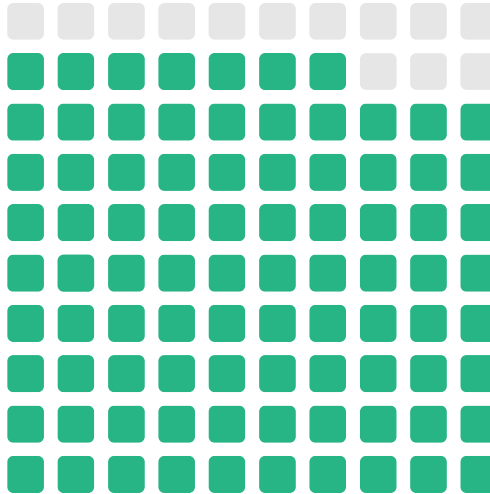
Helpfulness and attitude of the driver
80%

Last 6 weeks



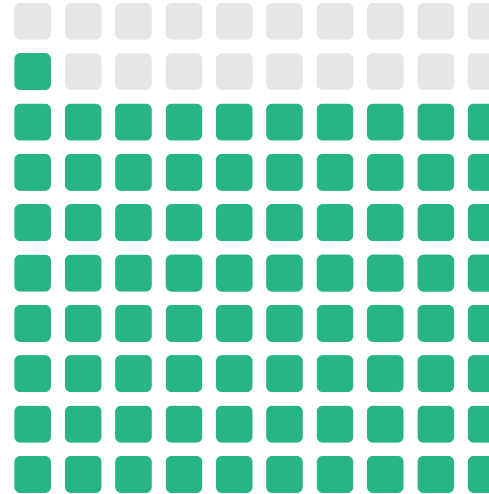
Frequency of buses on that route
70%

Last 6 weeks



Length of time the journey on the bus took
87%

Last 6 weeks



Personal security while on the bus
81%

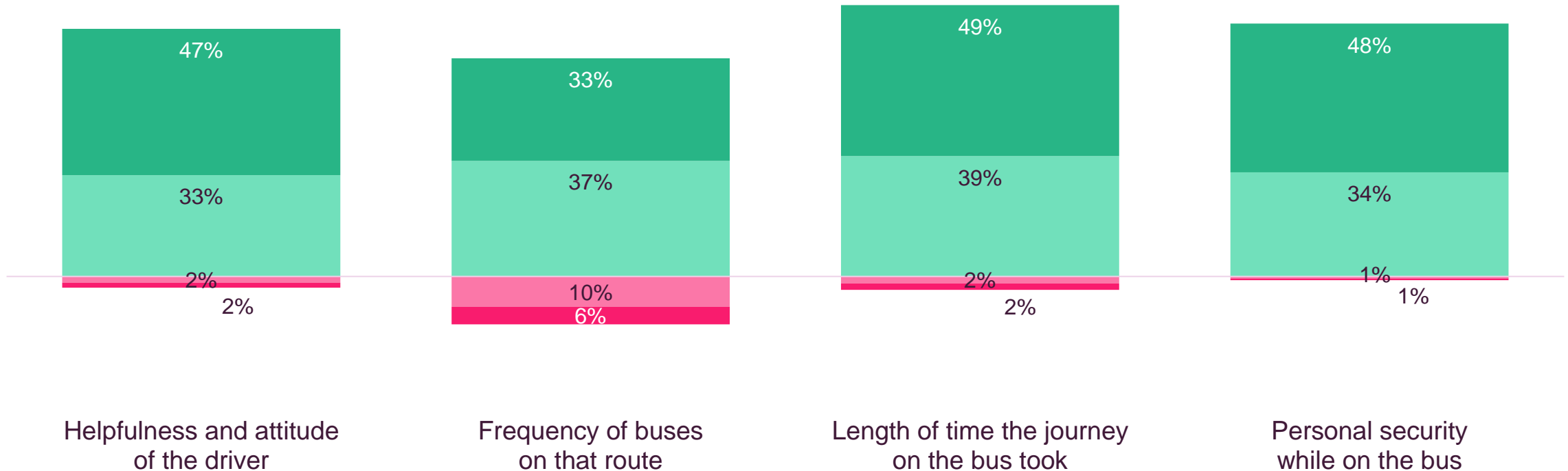
Last 6 weeks



9-13 March 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 518; 531; 534; 524.

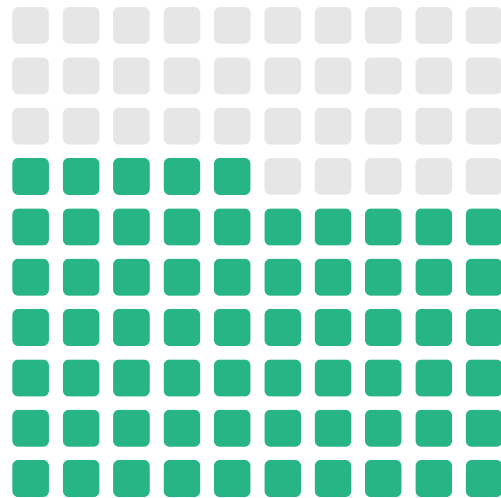
Satisfaction with driver, frequency, journey time, and personal security

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



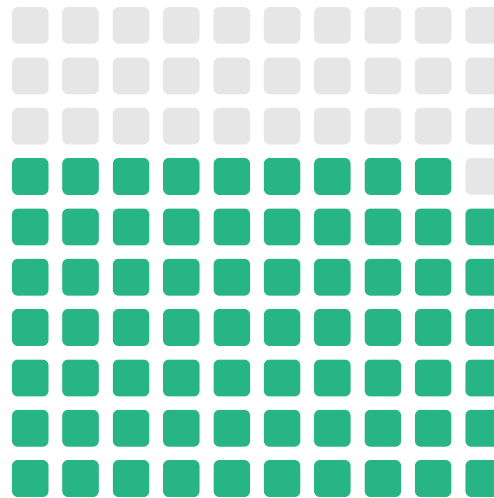
9-13 March 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 518; 531; 534; 524.
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

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



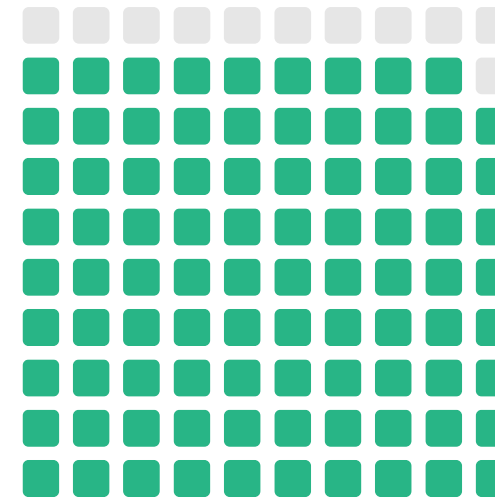
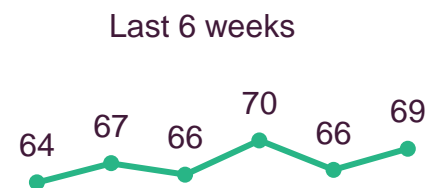
Provision of information during the journey

65%



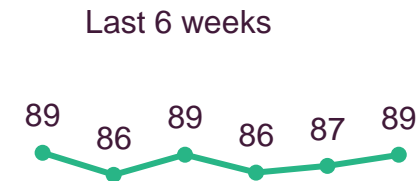
Value for money

69%



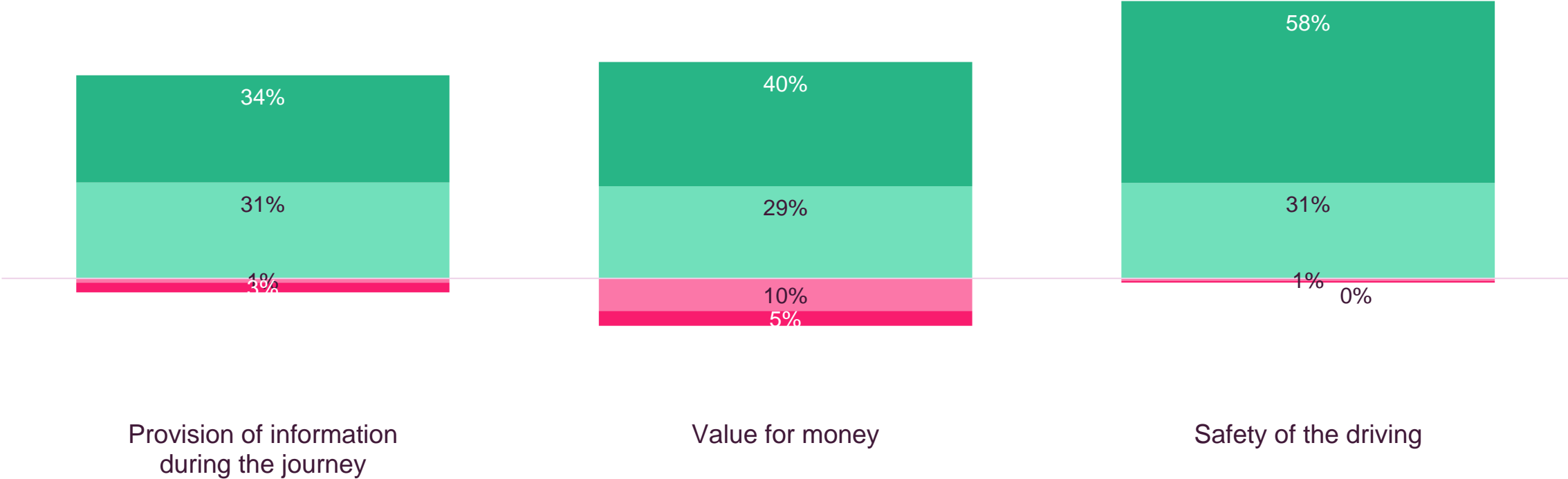
Safety of the driving

89%



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

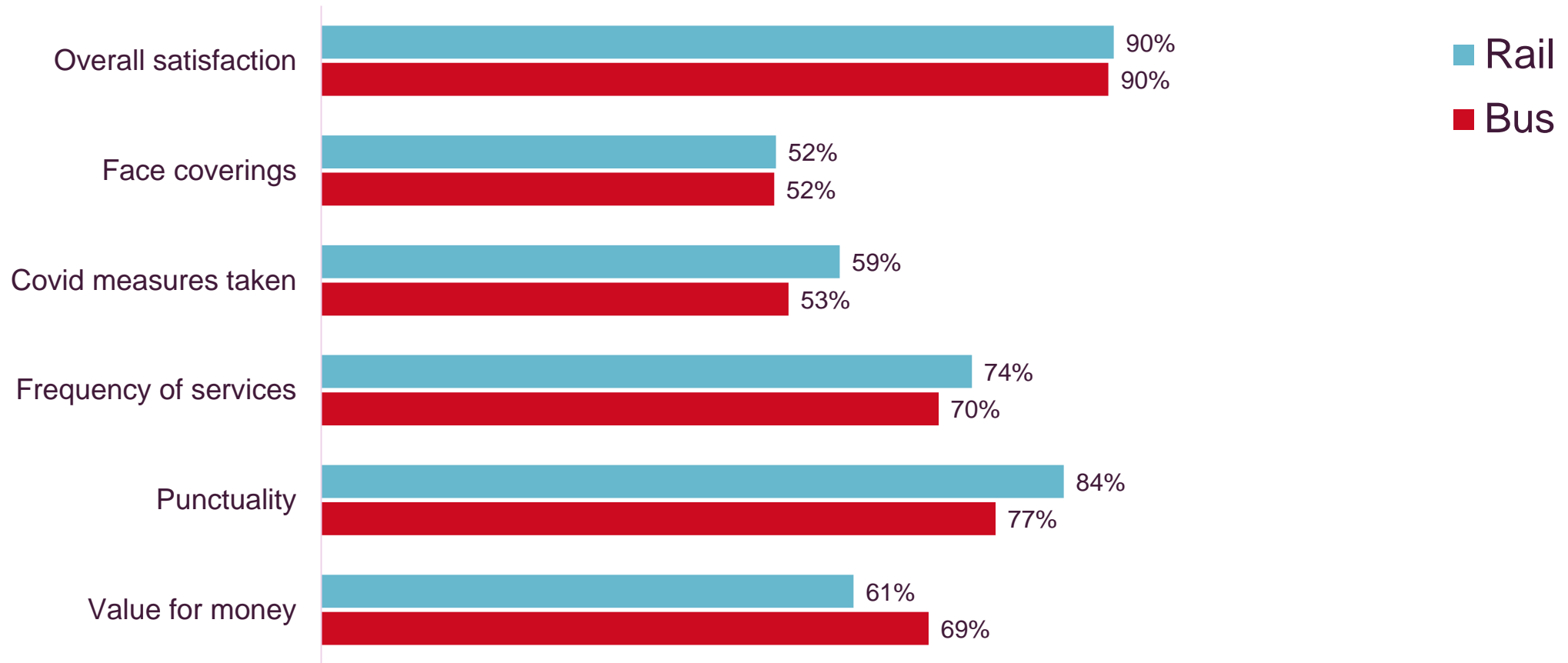
■ Very satisfied ■ Fairly satisfied ■ Fairly dissatisfied ■ Very dissatisfied



9-13 March 2022 report.. Base size (used bus outside London in last seven days and not applicable excluded): 412; 439; 534.
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 Covid measures taken



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: 2 - 6 February | Fieldwork: 9 - 13 February | Fieldwork: 16 - 20 February | Fieldwork: 23 - 27 February | Fieldwork: 2 - 6 March | Fieldwork: 9 - 13 March |
|---------------------------------|----------------------------------|-----------------------------------|-----------------------------------|------------------------------|-------------------------------|
| Week 19 | Week 20 | Week 21 | Week 22 | Week 23 | Week 24 |
| 537 | 497 | 504 | 515 | 515 | 534 |

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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