

5 January –
6 March
2022

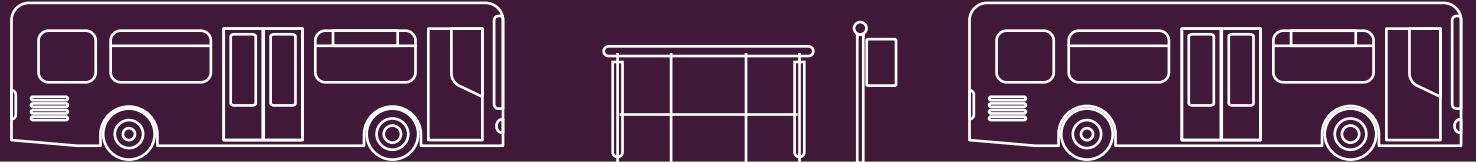
Passenger voices

Comments on cleanliness and staff from
the Bus User Weekly Survey

Comments
analysis



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.

The following analysis was carried out using Wordnerds – software that uses machine learning and advanced linguistics to identify themes and sentiment in open text comments. This helps us to understand the reasons behind the satisfaction scores passengers provide and dig further into any prominent or interesting themes that emerge.

Why passengers were satisfied/dissatisfied with their journey (5 Jan – 6 March 2022)



Satisfied (very/fairly)

87%

(2 – 6 March)

Bus on time

Driver was friendly

Passengers wearing masks

Journey was quick

Bus not too crowded

Windows were open/bus ventilated

Dissatisfied (very/fairly)

4%

(2 – 6 March)

Bus was late

Passengers not wearing masks

Bus cancelled

Cleanliness on the bus is important to a comfortable journey and is often linked to overall satisfaction

“It’s never really on time but it’s comfortable, **clean** and convenient.”

Oxford Bus passenger, Fairly satisfied

“The bus was on time, **clean** and tidy and all covid measures were in place.”

Nottingham City passenger, Very satisfied

Satisfied (very/fairly) with journey

“It was a very comfortable ride and I felt very safe. **The bus was also very clean** and ventilated.”

National Express passenger, Very satisfied

“Bus arrived on time. Polite driver and **bus interior was clean.**”

East Yorkshire Buses passenger, Very satisfied

“**Bus was clean** and well-ventilated, not too many passengers.”

Arriva passenger, Very Satisfied

An unclean bus can lead to feelings of discomfort or being unsafe

“The **bus was rather dirty** and busy so it didn’t feel very safe.”

National Express passenger, Fairly dissatisfied

“**Bus quite dirty** - floor was sticky and my boots were sticking to floor so obviously not cleaned thoroughly - would have expected higher standard of cleanliness especially with covid virus about.”

Stagecoach passenger, Fairly satisfied

Mentions of a dirty/unclean bus

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

Stagecoach passenger, Very dissatisfied

“**Rubbish everywhere** - food wrappers, newspapers, drink cans/bottles. Also crowded because people not using upper deck. Only a few people wearing masks.”

First passenger, Fairly dissatisfied

“The **bus windows were so dirty** you couldn't see out properly. If they were that bad what was the level of cleaning inside the bus?”

Southern Vectis passenger, Neither satisfied nor dissatisfied

A positive experience with the bus driver is key to a good overall journey; this includes how the driver interacts with everyone, not just the passenger themselves

“Driver very friendly and helpful to all passengers especially when a lady got on in a wheelchair. Buses on time and clean.”
Oxford Bus, Very satisfied

“Friendly and pleasant driver, made me feel welcome.”
Blackpool Transport passenger, Very satisfied

Satisfied (very/fairly) with journey

“Bus was on time, not very busy, **bus driver friendly,** bus driver waited for someone running for the bus.”
First passenger, Very satisfied

“The bus was on time, **the driver was friendly and informative** (and drove very well) and the bus was clean and tidy and there were seats available to sit on.”
Bus company unknown, Very satisfied

“It was accessible for my wheelchair and the **driver was friendly** and helpful when getting my wheelchair on and off the bus. It was well ventilated and not too crowded. The bus arrived and departed on time.”
Arriva passenger, Very satisfied

Equally, a negative experience with the driver is memorable and can be linked to dissatisfaction with the overall journey

“The **driver was rude**, he ignored me both getting on and off even though I said thank you each time. Hardly anyone was wearing masks which felt very unsafe to me.”

First passenger, Fairly dissatisfied

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

Stagecoach passenger, Very dissatisfied

Dissatisfied (very/fairly) with journey

“The **driver was extremely abrupt** when we first got on the bus and didn't speak at all.”

Stagecoach passenger, Very dissatisfied

“**Driver drove badly.** He sat on the tail of a car that was going slowly and beeped horn at it unnecessarily. Driving was quite erratic, lots of fast speeding up and sharp braking - made it hard for me to get down the stairs at my stop. This is very common.”

Stagecoach passenger, Fairly dissatisfied

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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