

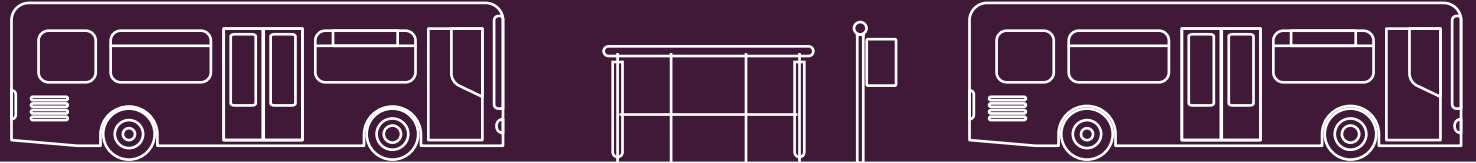
23 - 27
March
2022

Week 26

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.

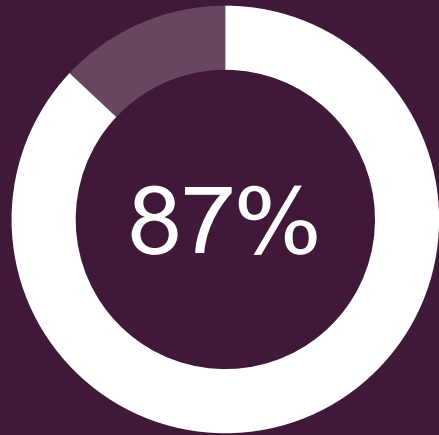
Passengers rated how satisfied they were with their overall journey and a range of aspects including the punctuality of their service, the value for money of their ticket and a number of Covid-related measures.

Results will be reported each week. This report covers online interviews between 23 and 27 March 2022.

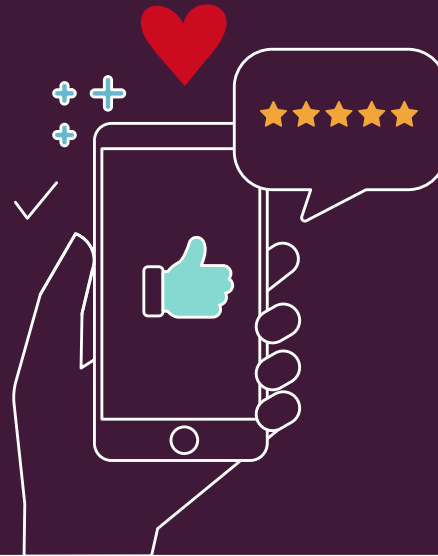
The survey has been developed as an extension to Transport Focus's [Travel during Covid-19 survey](#) and includes many of the core questions from the [Bus Passenger Survey](#).

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 the ventilation on the bus has climbed over the last few weeks, probably linked to improved weather conditions. It is at 78% this week compared to 71% at the beginning of March.

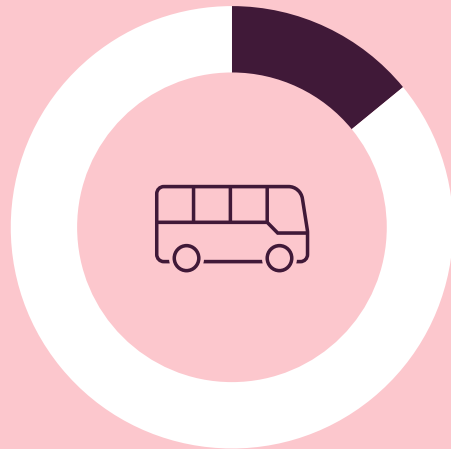


23% are dissatisfied with the number of people wearing face coverings this week.

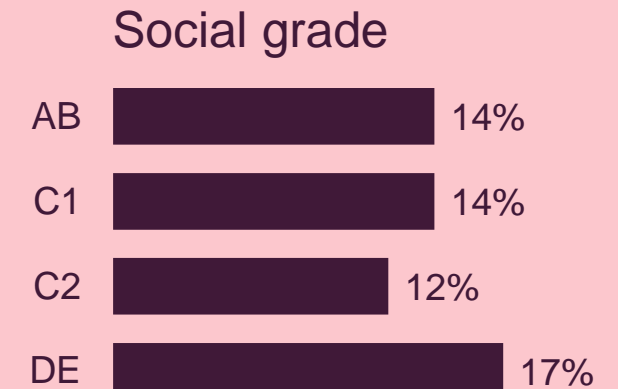
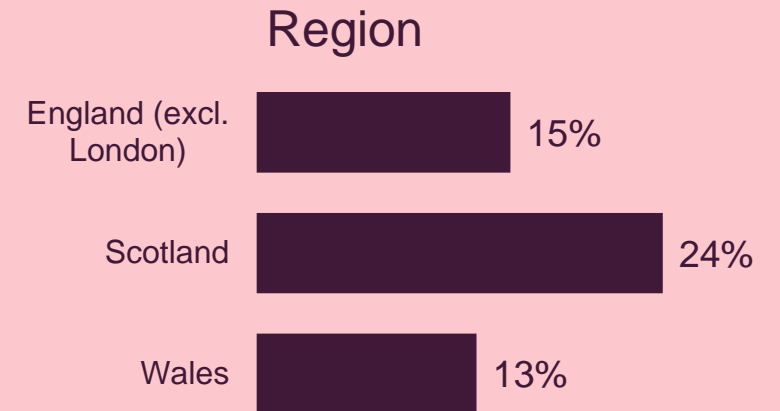
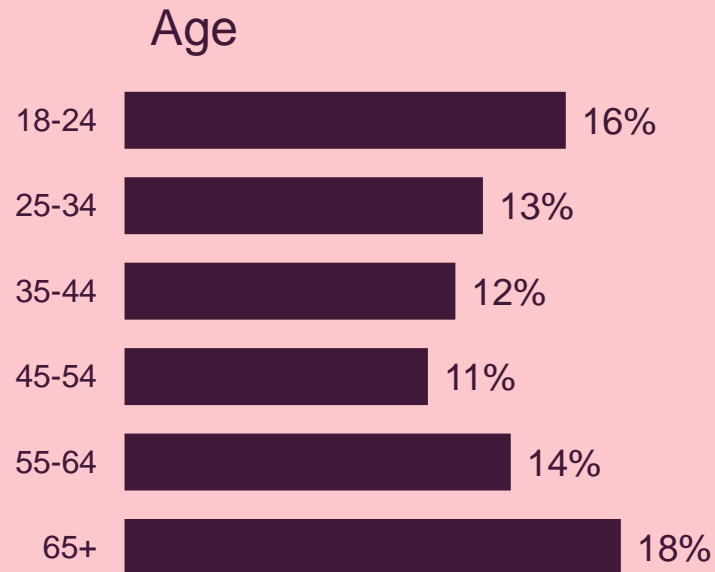


One in seven used a bus in the last seven days

Proportion using bus in the last seven days

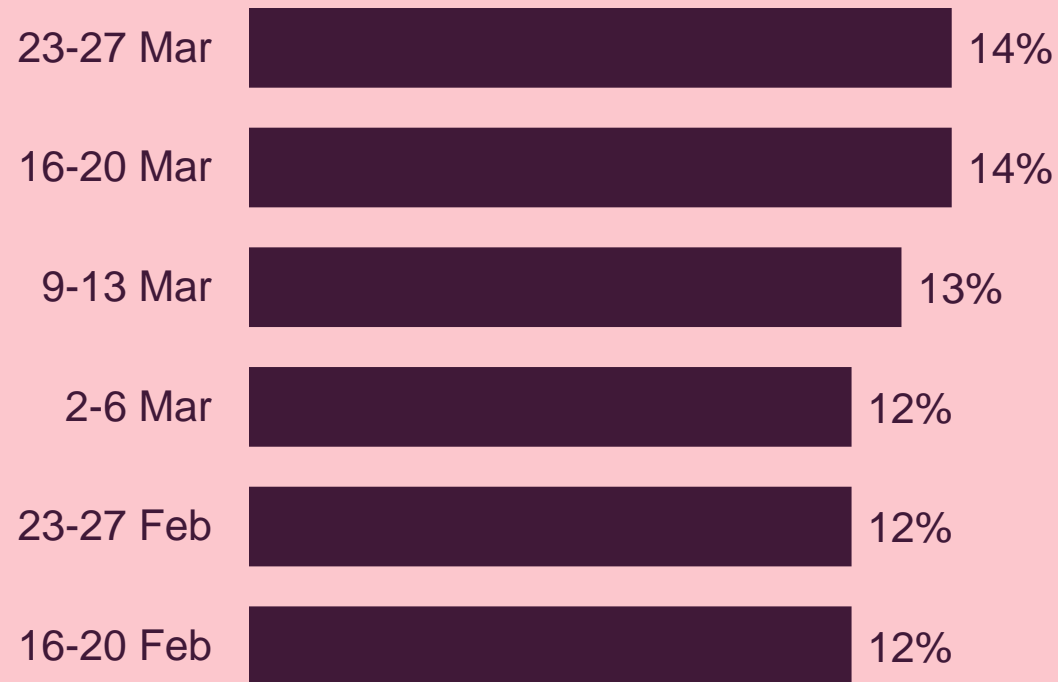


14%
of people in
Great Britain used
buses (outside
London) this week



It appears that bus use is slowly increasing

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



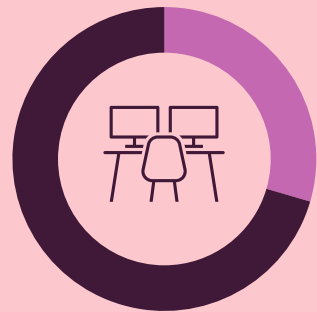
Leisure/eating out/non-essential shopping
27%



Essential shopping
20%



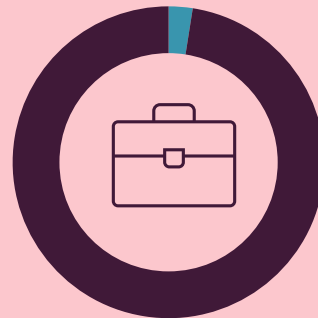
Friends/family
9%



Commuting
30%



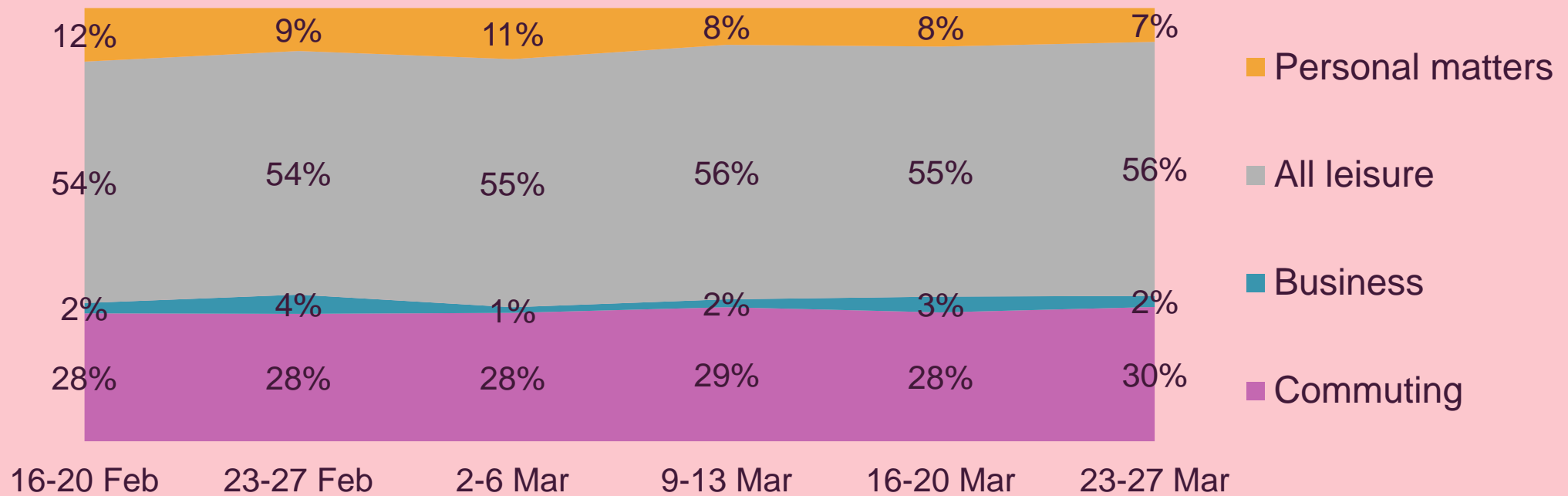
Personal matters
7%



Work travel
2%

Three in ten made their last journey for commuting reasons

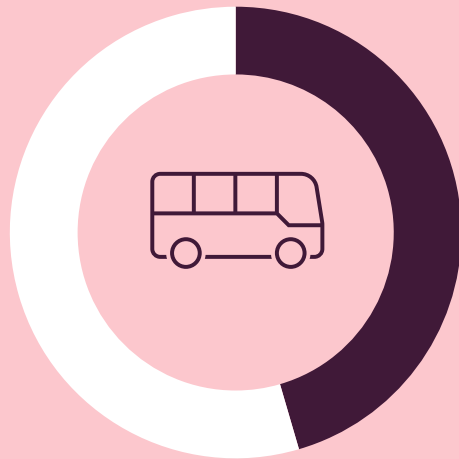
Main purpose of last bus journey



23-27 March 2022 report. Base size weekly average 534. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family, and 'Essential shopping'.

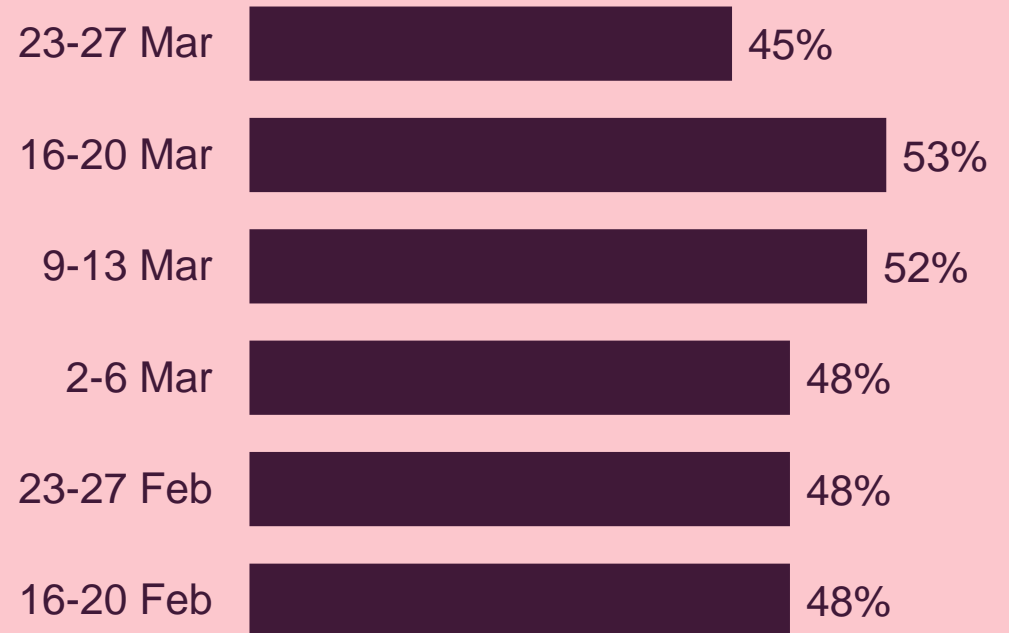
Just less than half had other options for their journey but chose the bus

Proportion who had options to make journey but chose the bus



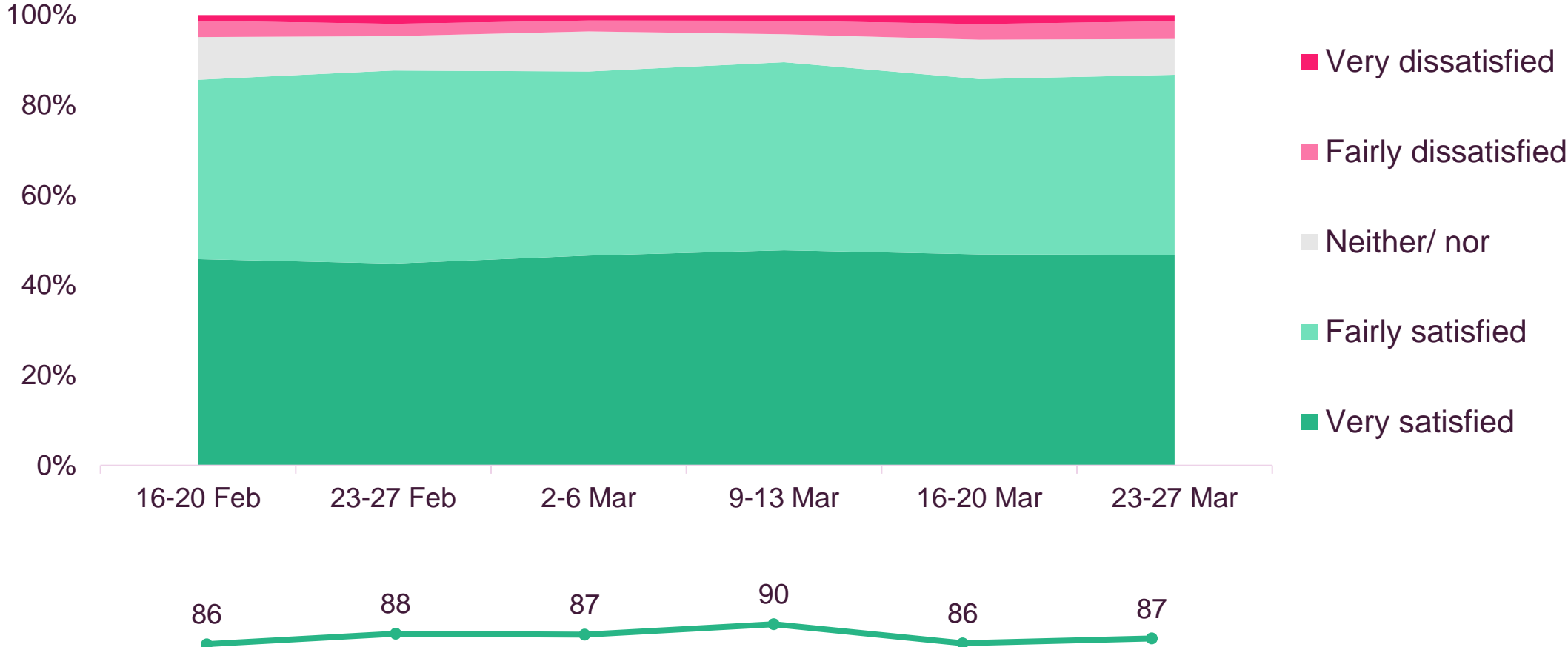
45%

55% said the bus was the only realistic option for that journey



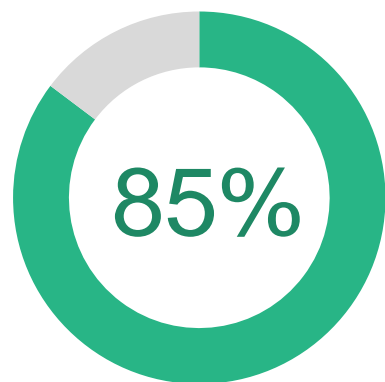


Overall satisfaction with bus journey – over time

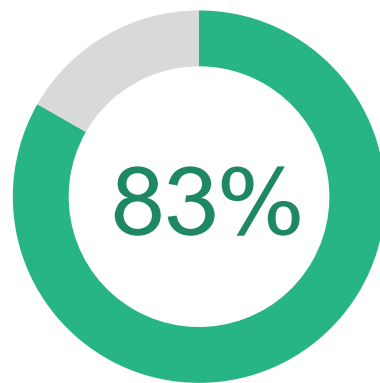


23-27 March 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): average 537 per week

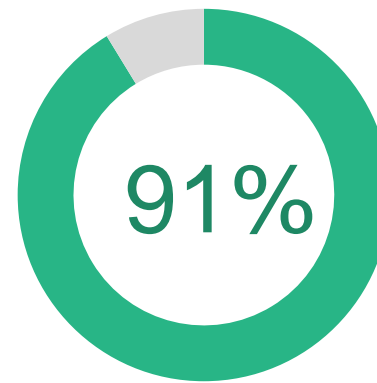
Overall satisfaction with last bus journey by age and sex over last four weeks



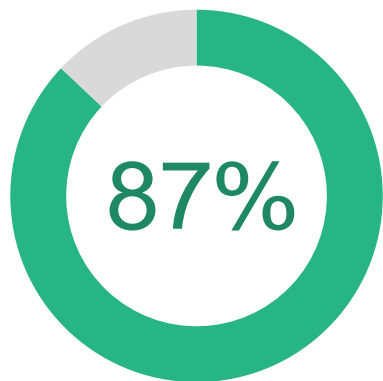
Age 18-34



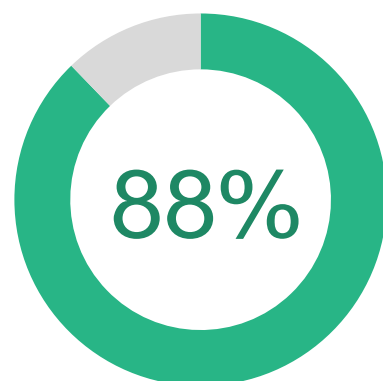
Age 35-54



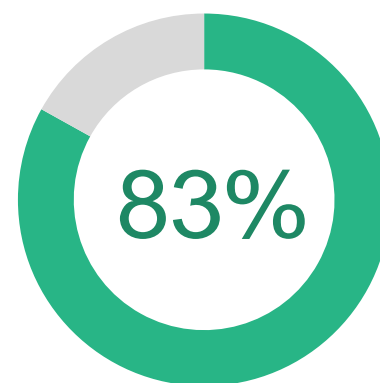
Age 55 and over



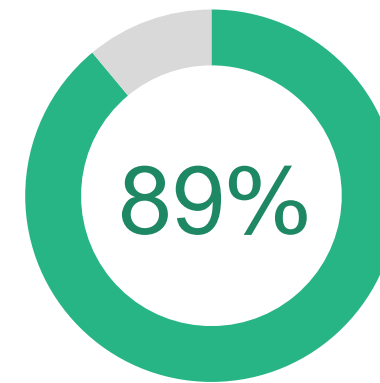
Men



Women



Commute



All leisure

23-27 March 2022 report.. Base sizes: age 18-34 614 age 35-54 632 age 55+ 959; male 1066; female 1118. Commute; 624; all leisure 1227. ('All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family, and 'Essential shopping').

What bus passengers are saying...



Bus on time. Covid friendly. Good driver. Clean bus. Felt safe.

Very satisfied, First passenger

The bus driver was driving a little to fast. But it got me home quicker.

Neither satisfied nor dissatisfied, Diamond Bus passenger

The scheduled buses kept disappearing off the board so I ended up waiting 30 mins.

Fairly dissatisfied, First passenger



Prompt trackable service. Bus was clean and driver was polite.

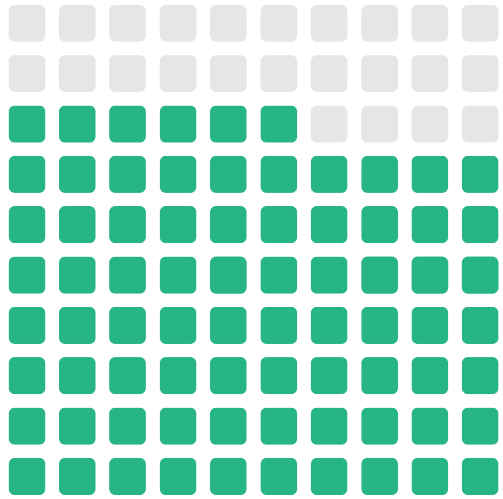
Very satisfied, East Yorkshire Buses passenger

The bus was very late. The previous scheduled buses didn't turn up at all. The bus sounded like it was about to fall apart and the driver was horrible.

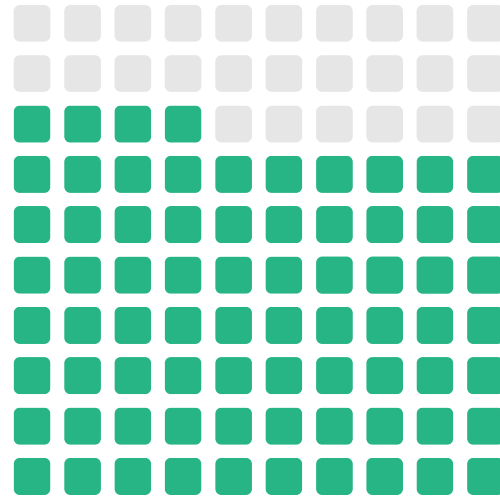
Very dissatisfied, Arriva passenger



Satisfaction with the bus stop and punctuality

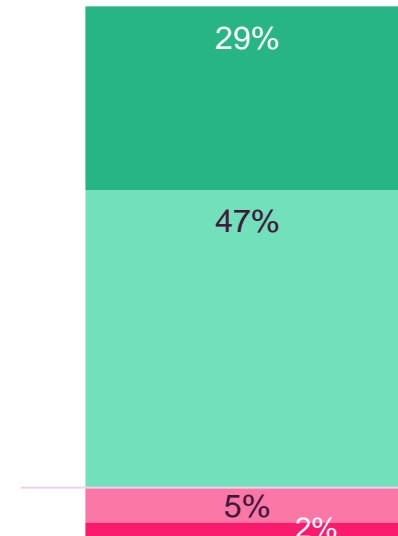


Bus stop - overall satisfaction
76%

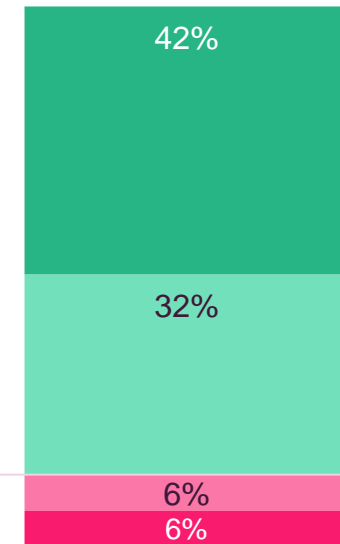


Punctuality/reliability
74%

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



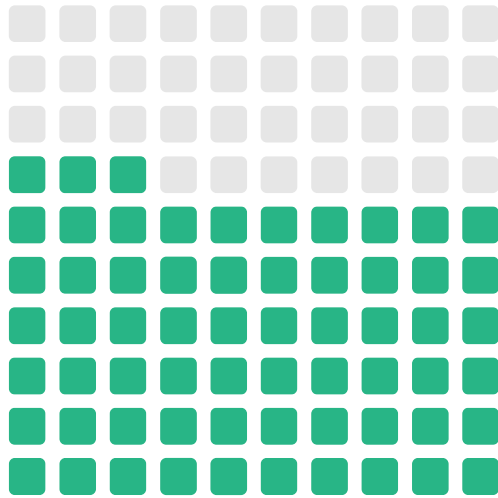
Bus stop overall satisfaction



Punctuality/reliability

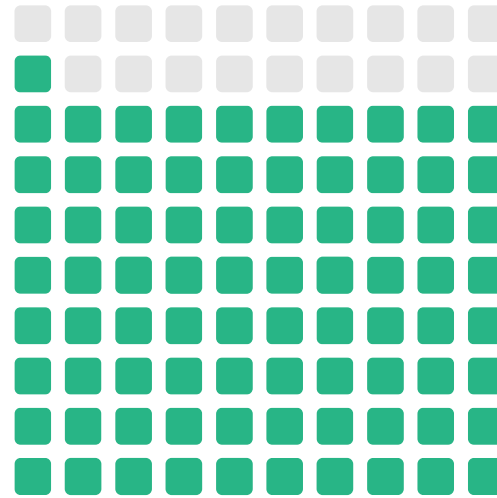


Satisfaction with information, cleanliness and number wearing face masks



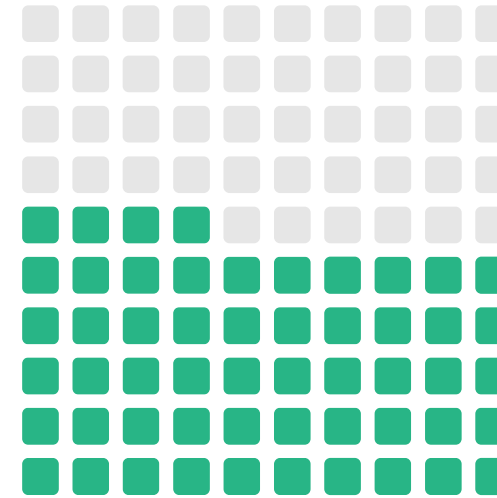
Information on how busy the bus would be before travelling

63%



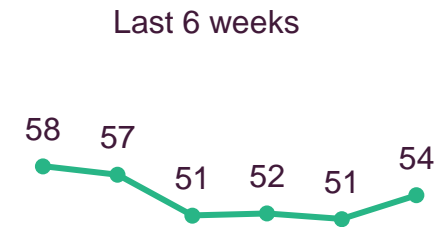
Cleanliness of the inside of the bus

81%



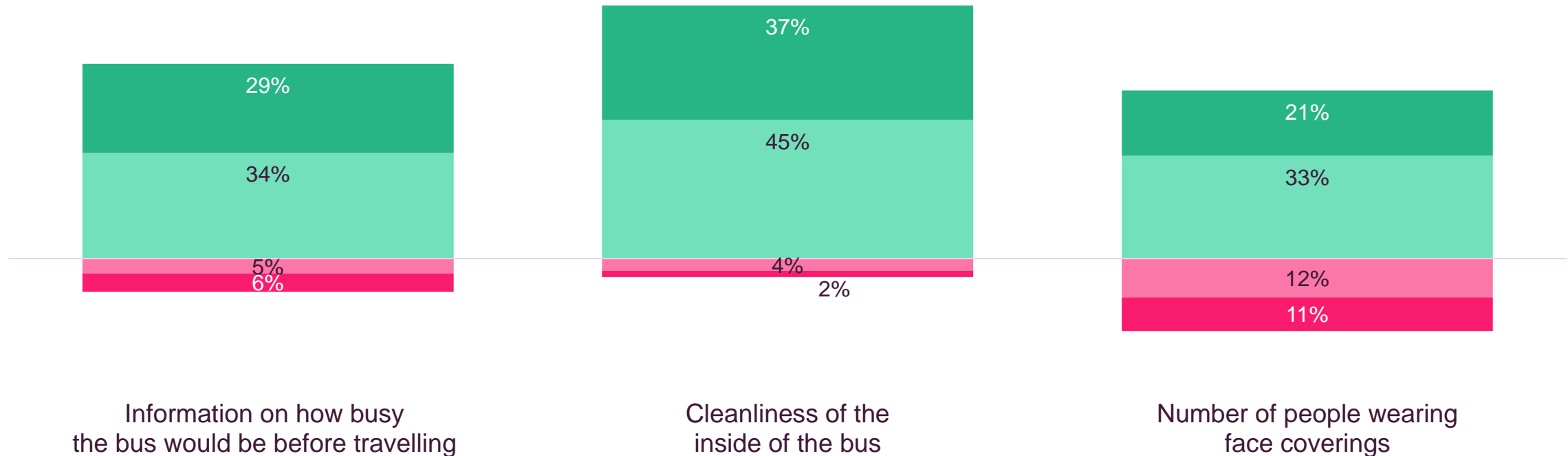
Number of people wearing face coverings

54%



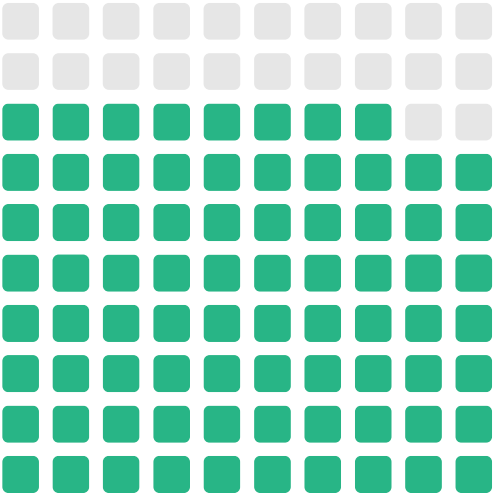
Satisfaction with information, cleanliness and number wearing face masks

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



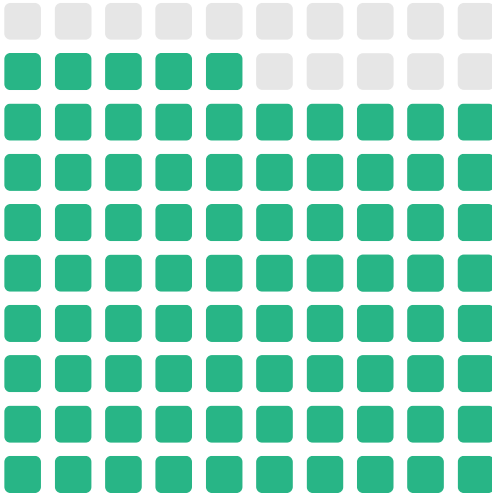
23-27 March 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 361; 574; 533.
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

Satisfaction with ventilation, seating, other passenger behaviour and temperature



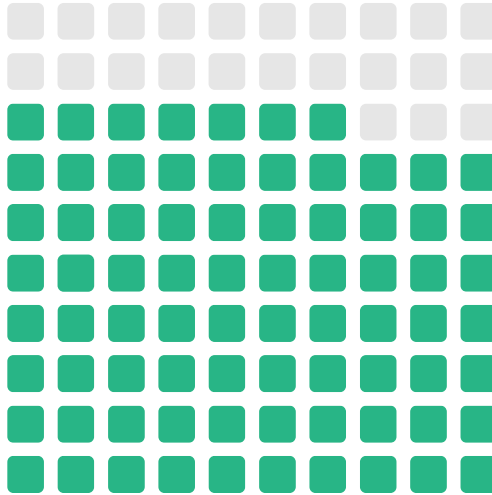
Ventilation on the bus

78%



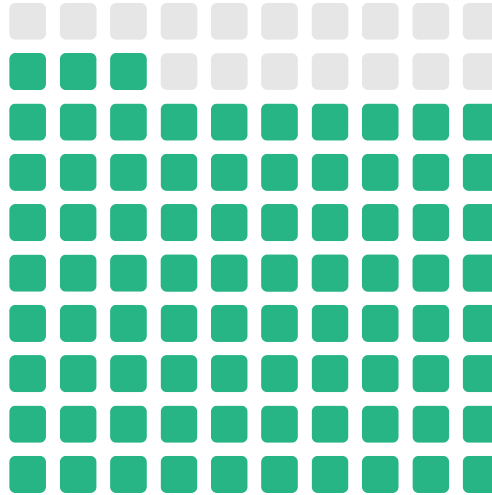
Availability of seating/space to stand

85%



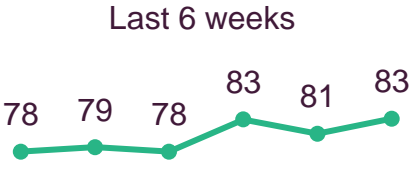
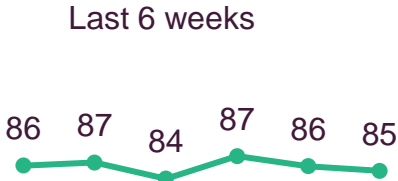
Behaviour of other passengers

77%



Temperature on the bus

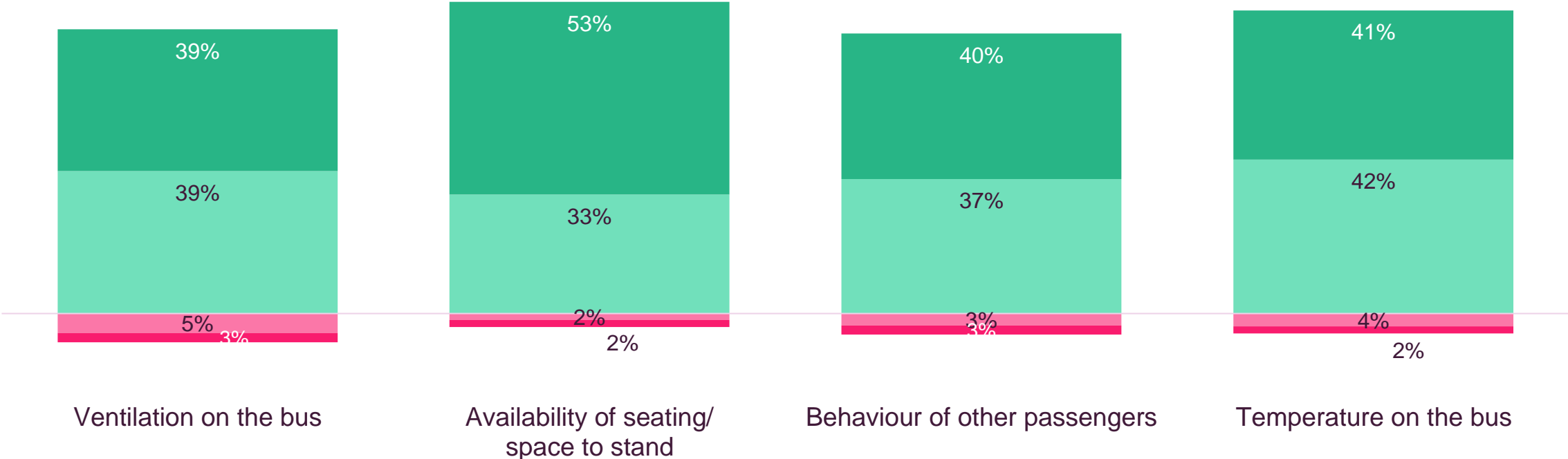
83%



23-27 March 2022 report.. Base size (used bus outside London in last seven days and not applicable excluded): 572; 574; 573; 572.

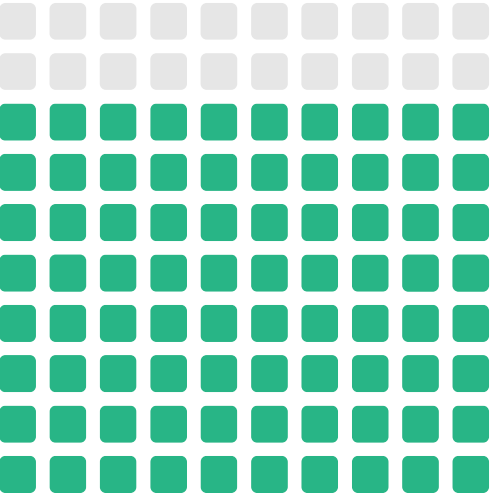
Satisfaction with ventilation, seating, other passenger behaviour and temperature

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



23-27 March 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 572; 574; 573; 572.
 Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

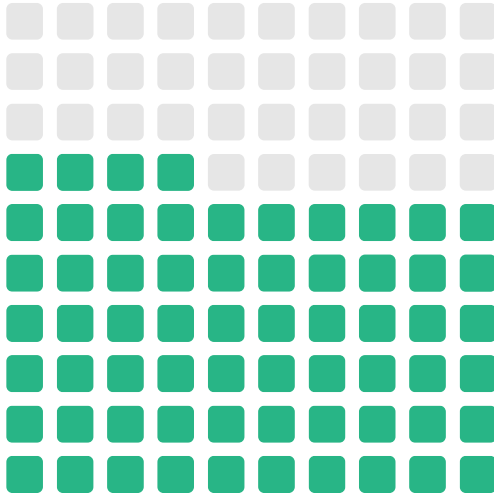
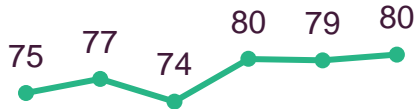
Satisfaction with driver, frequency, journey time, and personal security



Helpfulness and attitude of the driver

80%

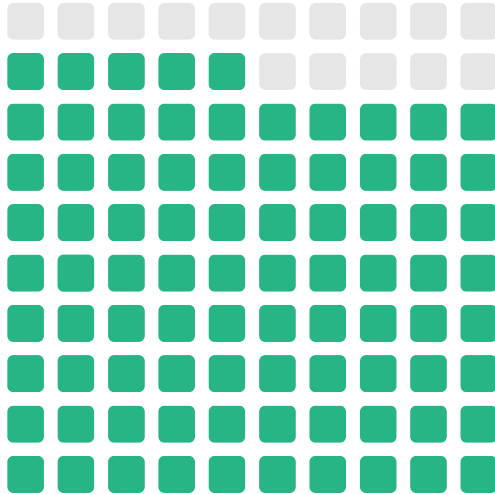
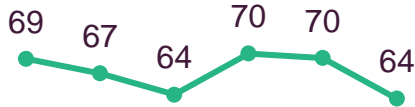
Last 6 weeks



Frequency of buses on that route

64%

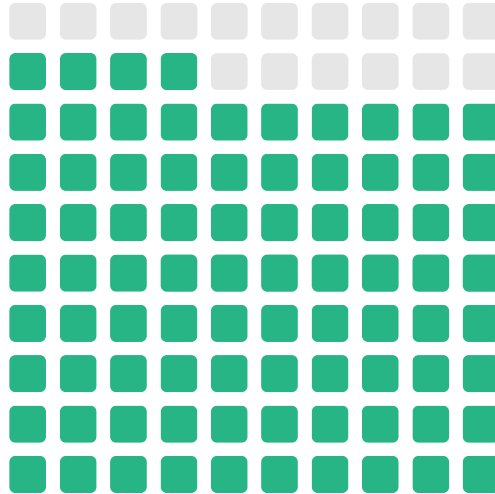
Last 6 weeks



Length of time the journey on the bus took

85%

Last 6 weeks



Personal security while on the bus

84%

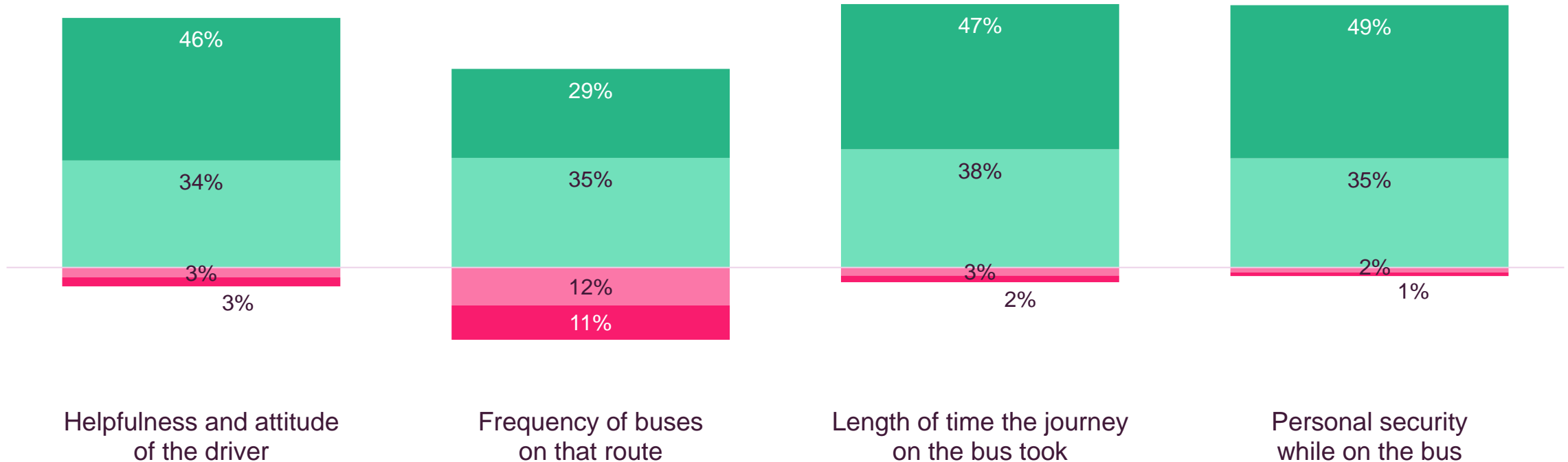
Last 6 weeks



23-27 March 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 556; 571; 573; 569.

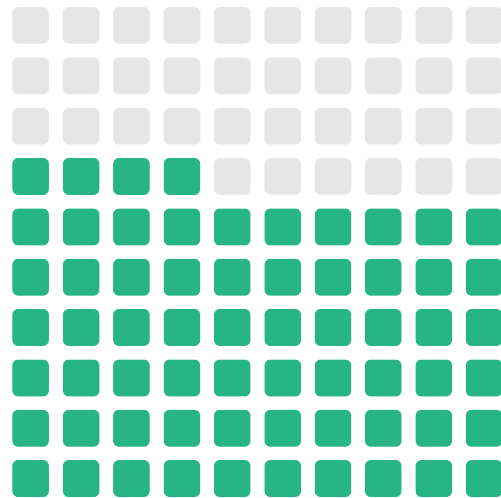
Satisfaction with driver, frequency, journey time, and personal security

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



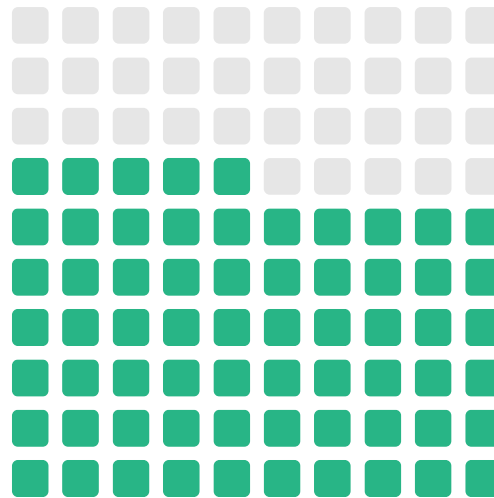
23-27 March 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 556; 571; 573; 569.
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

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



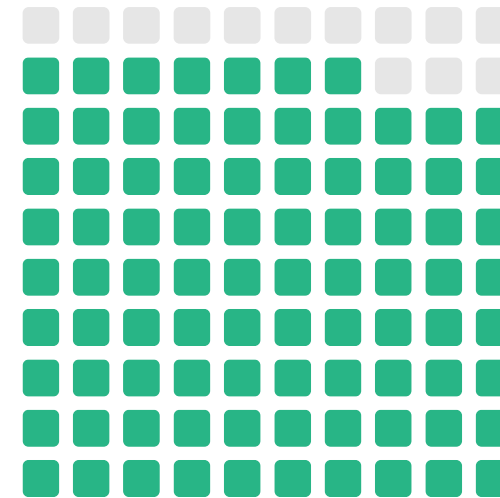
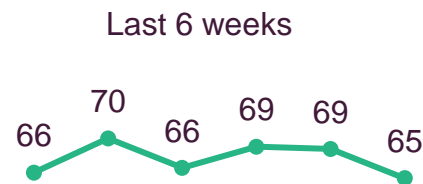
Provision of information during the journey

64%



Value for money

65%



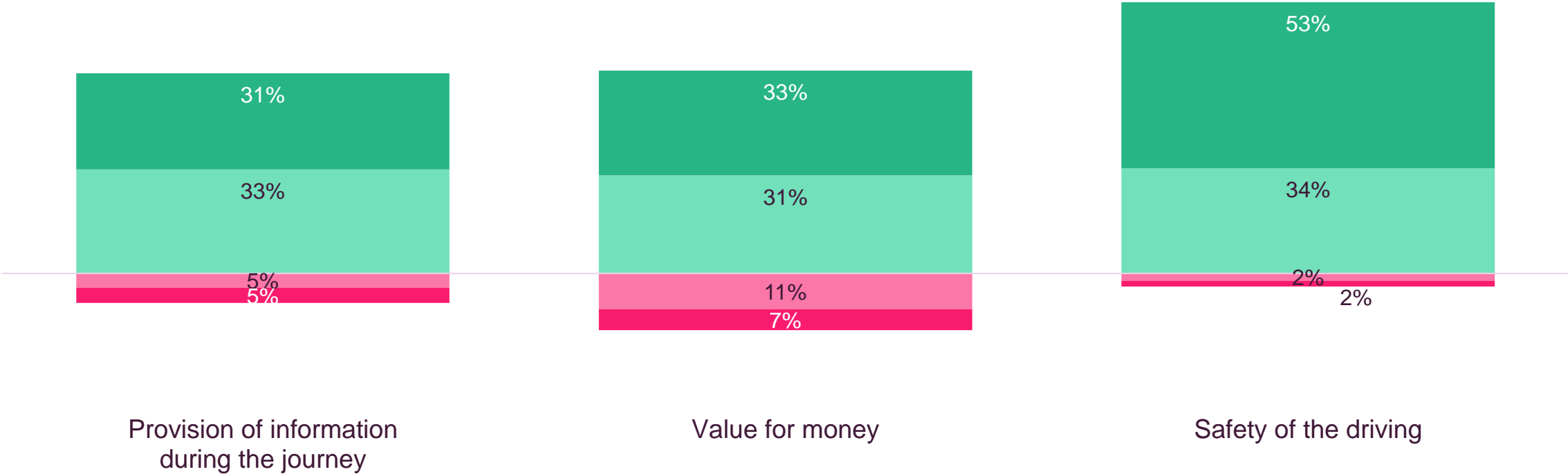
Safety of the driving

87%



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

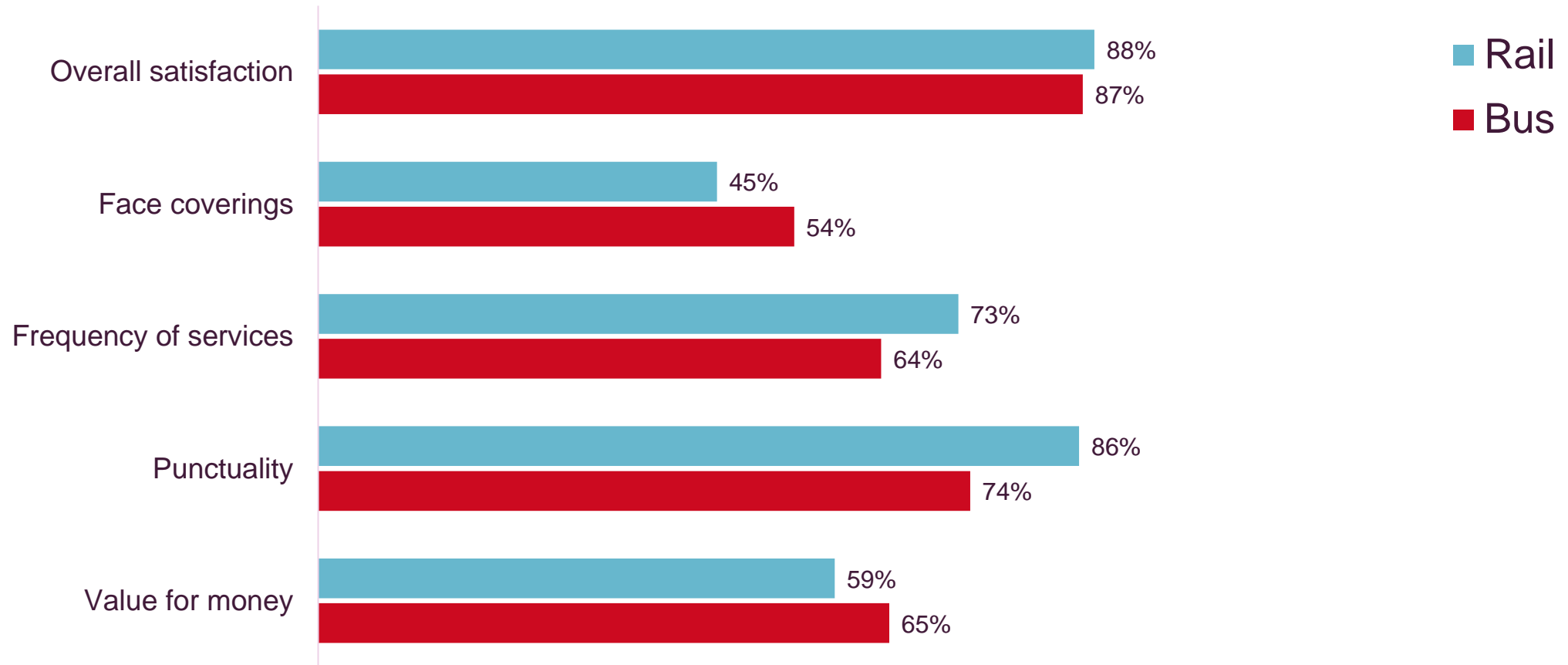
■ Very satisfied ■ Fairly satisfied ■ Fairly dissatisfied ■ Very dissatisfied



23-27 March 2022 report.. Base size (used bus outside London in last seven days and not applicable excluded): 423; 462; 573.
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

Bus to rail comparison – current week

Bus passenger satisfaction higher on numbers wearing face coverings value for money, but lower on punctuality



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: 16 - 20 February	Fieldwork: 23 - 27 February	Fieldwork: 2 - 6 March	Fieldwork: 9 - 13 March	Fieldwork: 16 - 20 March	Fieldwork: 23 - 27 March
Week 21	Week 22	Week 23	Week 24	Week 25	Week 26
504	515	515	534	578	575

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