

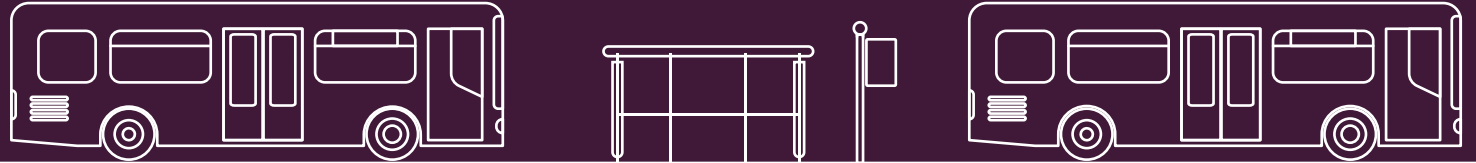
30 March –
3 April
2022

Week 27

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.

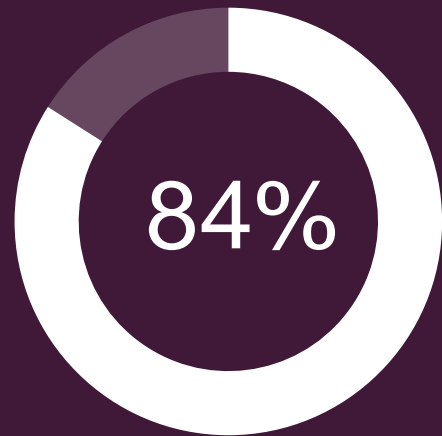
Passengers rated how satisfied they were with their overall journey and a range of aspects including the punctuality of their service, the value for money of their ticket and a number of Covid-related measures.

Results will be reported each week. This report covers online interviews between 30 March and 3 April 2022.

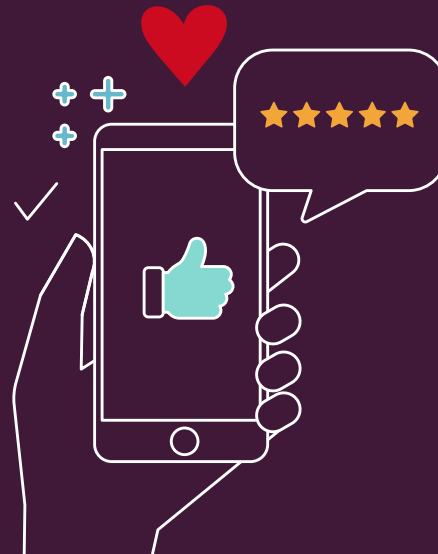
The survey has been developed as an extension to Transport Focus's [Travel during Covid-19 survey](#) and includes many of the core questions from the [Bus Passenger Survey](#).

Further details on how we carried out this survey are available on page 27.

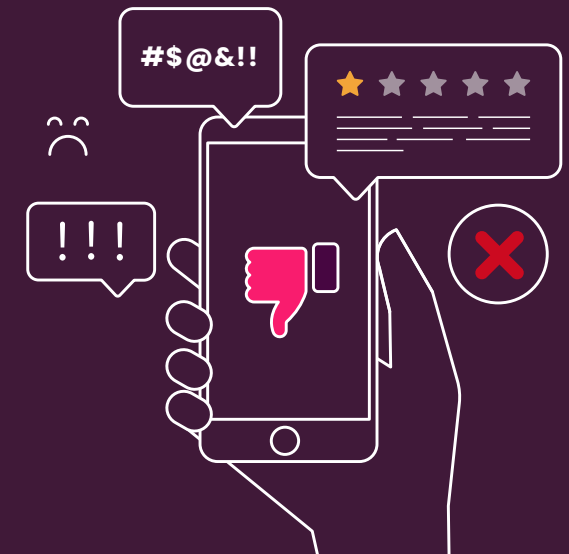
Bus headlines



84% of bus passengers were satisfied with their journey overall.



Satisfaction with the bus stop has been slowly climbing over the last six weeks from 72% to 76%.

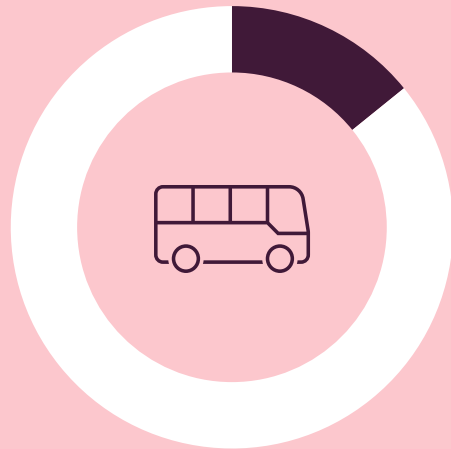


Satisfaction with the number of people wearing face coverings has fallen to 46%, from 54% last week. 27% are dissatisfied, with the rest neither satisfied nor dissatisfied.

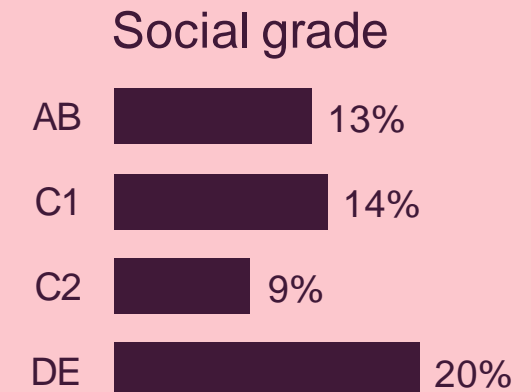
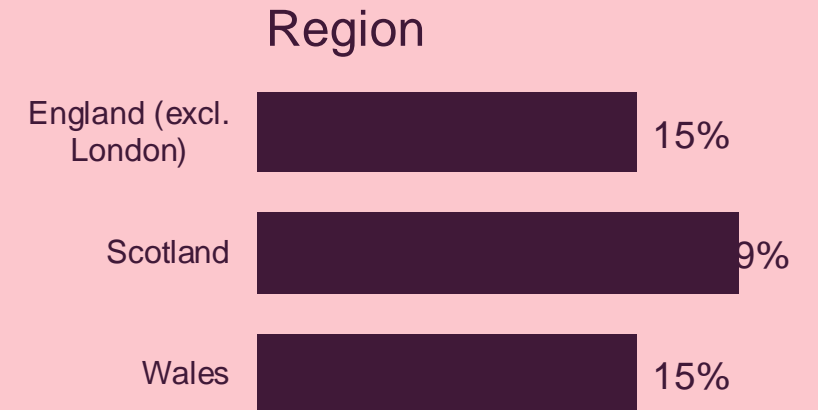
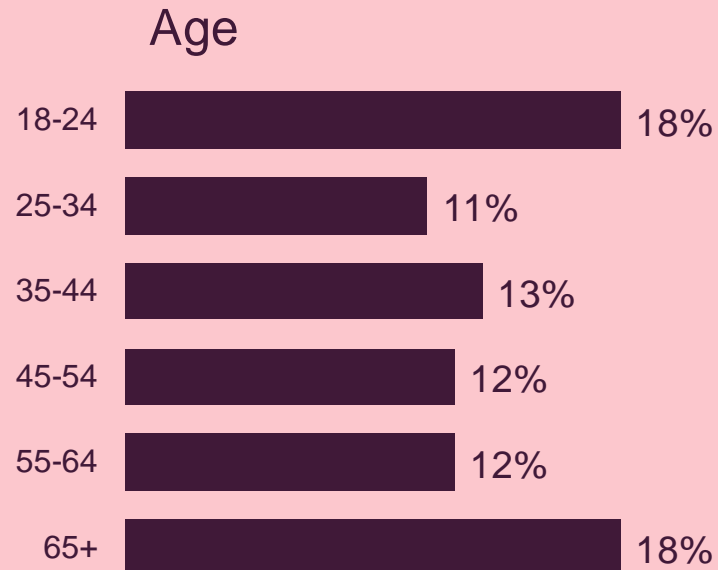


Close to one in seven used a bus in the last seven days

Proportion using bus in the last seven days

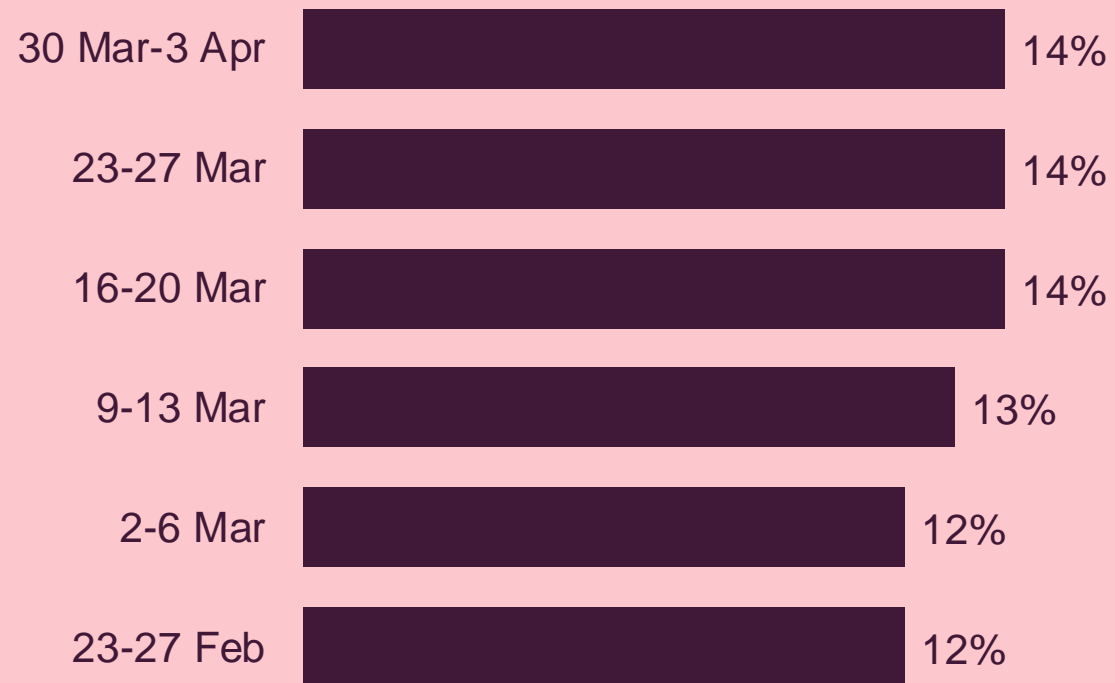


14%
of people in
Great Britain used
buses (outside
London) this week



Bus use has been stable over the last three weeks

Proportion using bus within the last seven days



Commuting is the most common reason for bus use this week

Main purpose of last bus journey



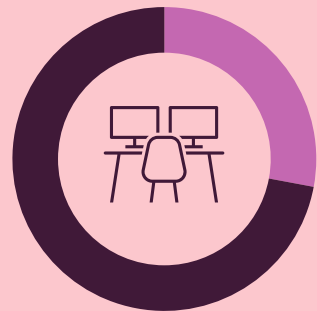
Leisure/eating out/non-essential shopping
23%



Essential shopping
19%



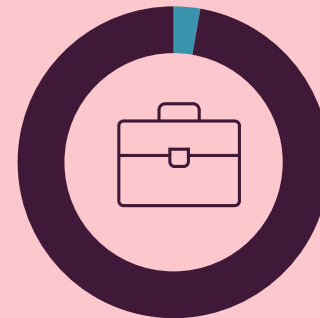
Friends/family
13%



Commuting
28%



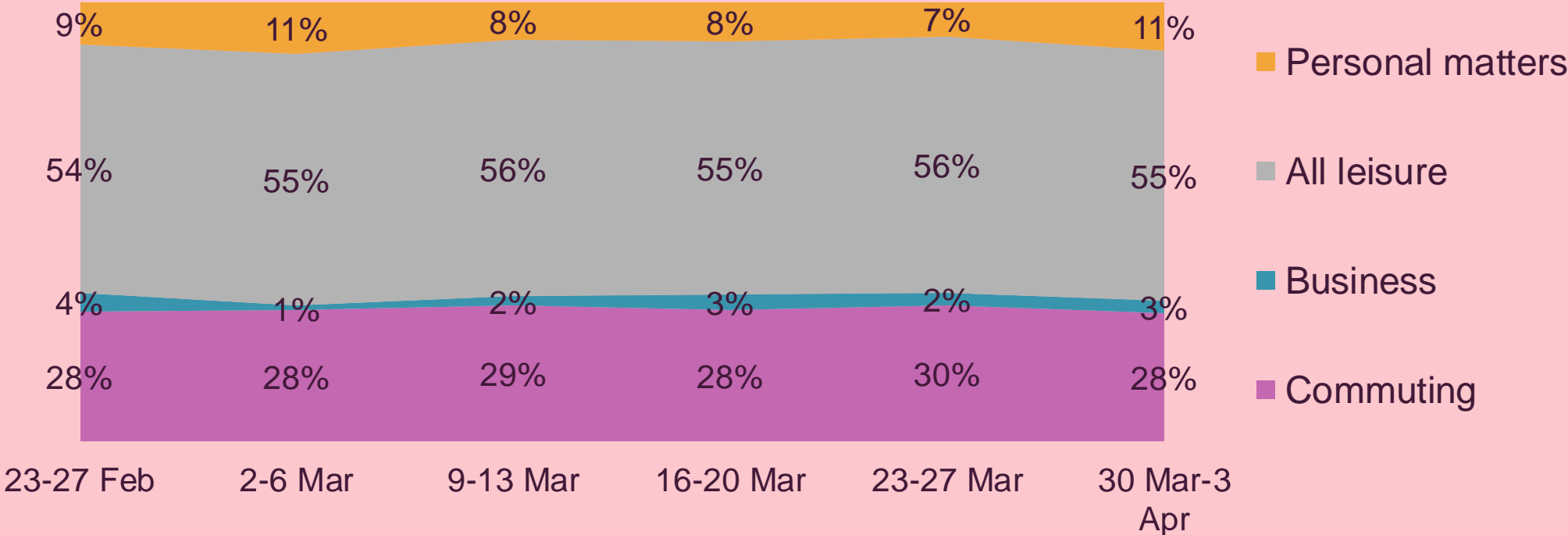
Personal matters
11%



Work travel
3%

Close to three in ten made their last journey for commuting reasons

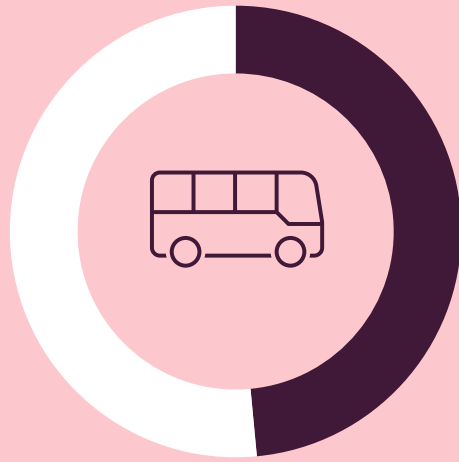
Main purpose of last bus journey



30 March to 03 April 2022 report. Base size weekly average 549. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family, and 'Essential shopping'.

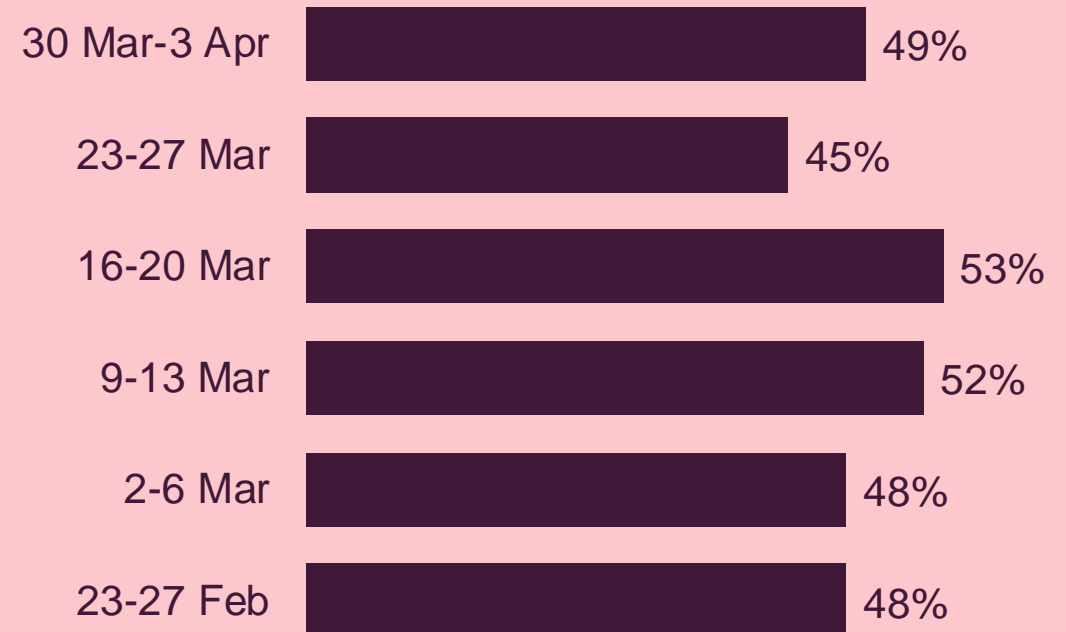
Just less than half had other options for their journey but chose the bus

Proportion who had options to make journey but chose the bus



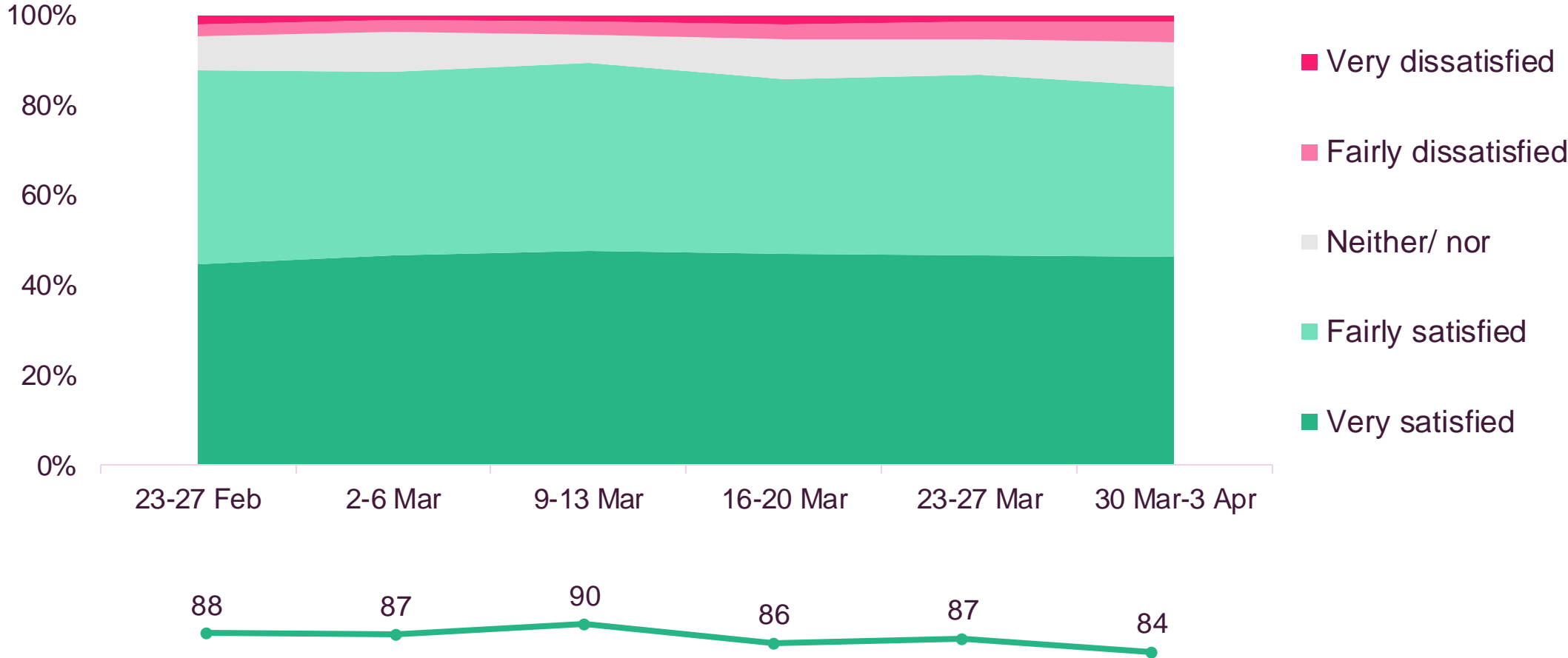
49%

51% said the bus was the only realistic option for that journey



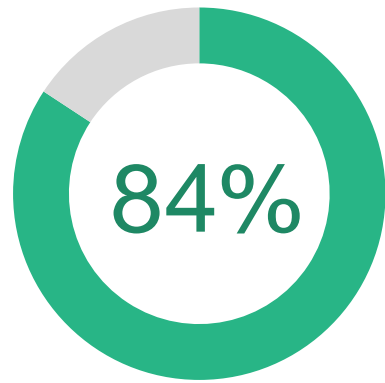


Overall satisfaction with bus journey – over time

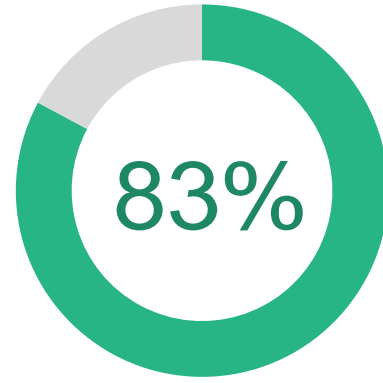


30 March to 03 April 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): average 550 per week.

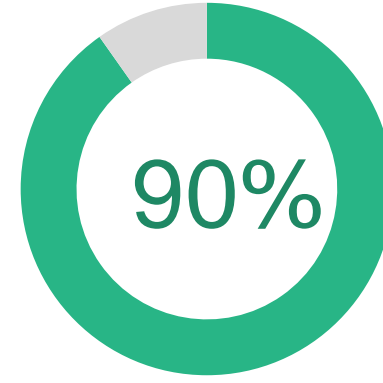
Overall satisfaction with last bus journey by age and sex over last four weeks



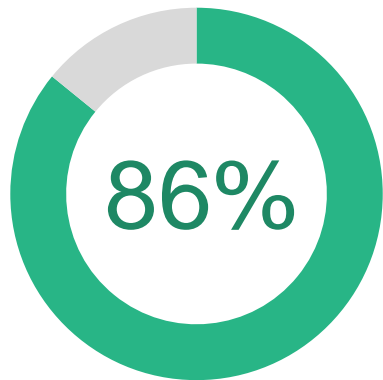
Age 18-34



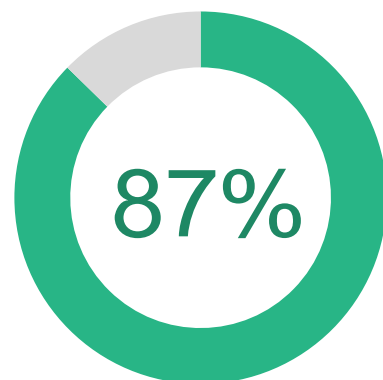
Age 35-54



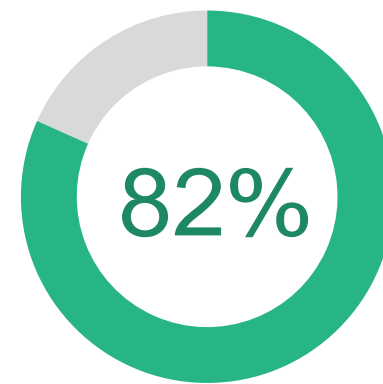
Age 55 and over



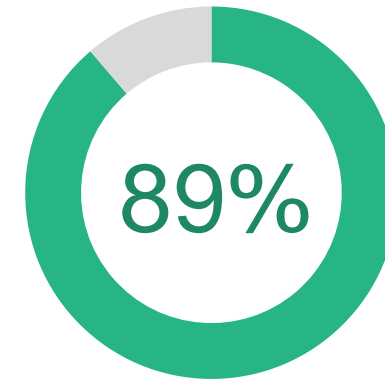
Men



Women



Commute



All leisure

30 March to 03 April 2022 report.. Base sizes: age 18-34 617; age 35-54 659; age 55+ 996; male 1095; female 1155; commute; 636; all leisure 1263. ('All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family, and 'Essential shopping').

What bus passengers are saying...



The bus was on time it was clean and well ventilated.

Very satisfied, National Express passenger

The bus was late it was quite an old bus and was quite tatty.

Neither satisfied nor dissatisfied, Arriva passenger

Dirty buses. Poorly maintained and old and noisy. Lack of social distancing.

Fairly dissatisfied, Konectbus passenger



They are literally never on time... but once they arrive it's ok.

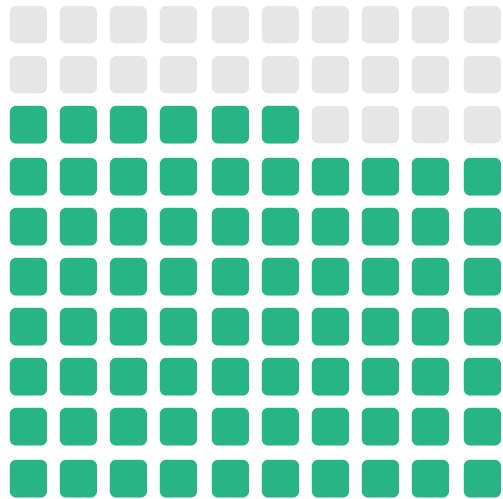
Fairly satisfied, First passenger

2 buses did not turn up, I was at the bus stop for 1 hour.

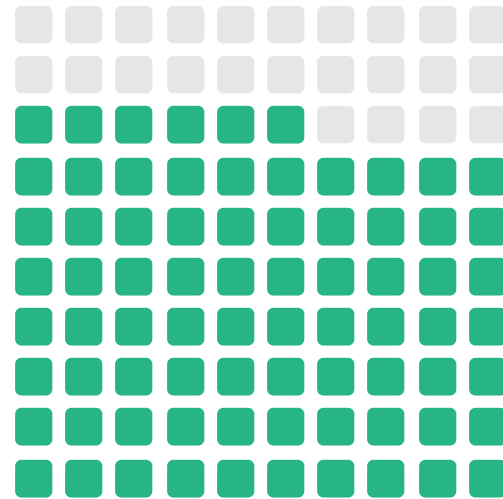
Very dissatisfied, Diamond Bus passenger



Satisfaction with the bus stop and punctuality



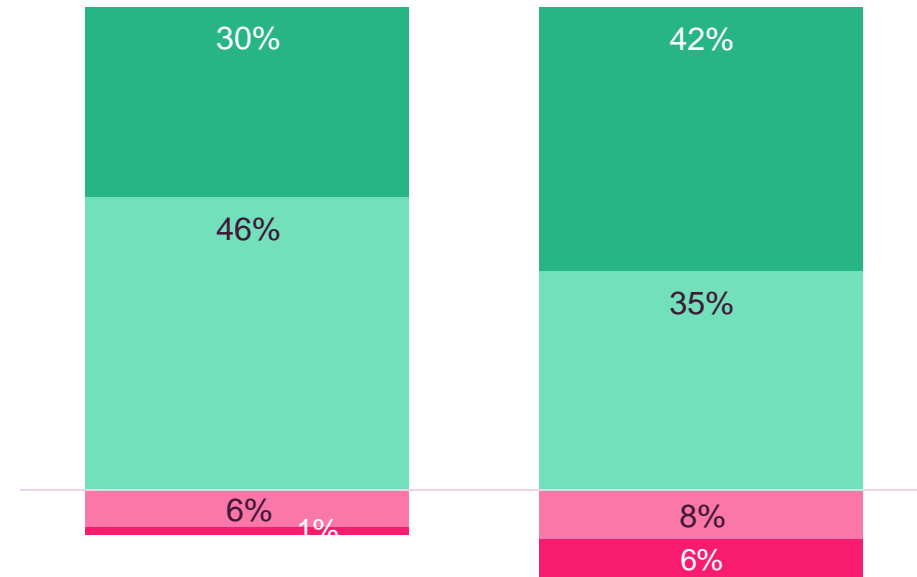
Bus stop - overall satisfaction
76%



Punctuality/reliability
76%



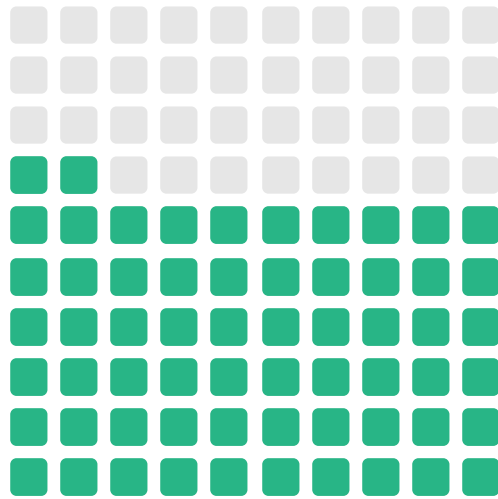
■ Very satisfied
 ■ Fairly satisfied
 ■ Fairly dissatisfied
 ■ Very dissatisfied



Bus stop overall satisfaction

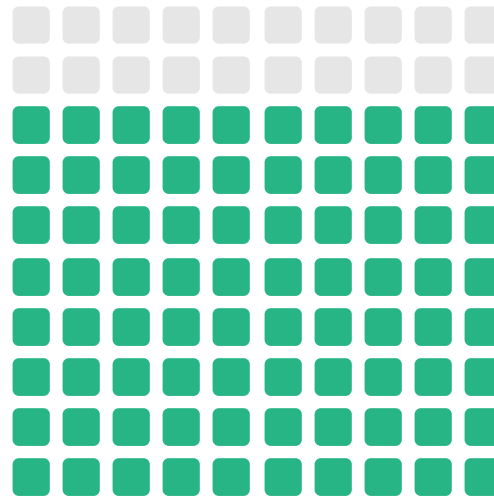
Punctuality/reliability

Satisfaction with information, cleanliness and number wearing face coverings



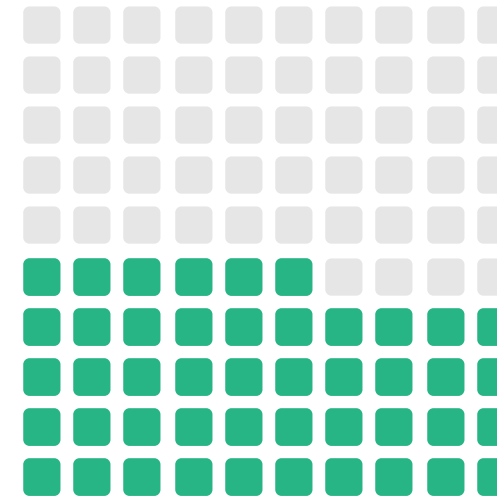
Information on how busy the bus would be before travelling

62%



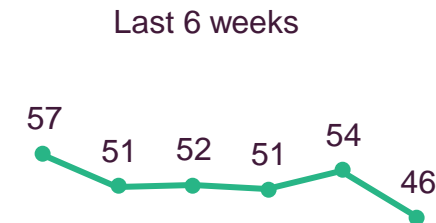
Cleanliness of the inside of the bus

80%



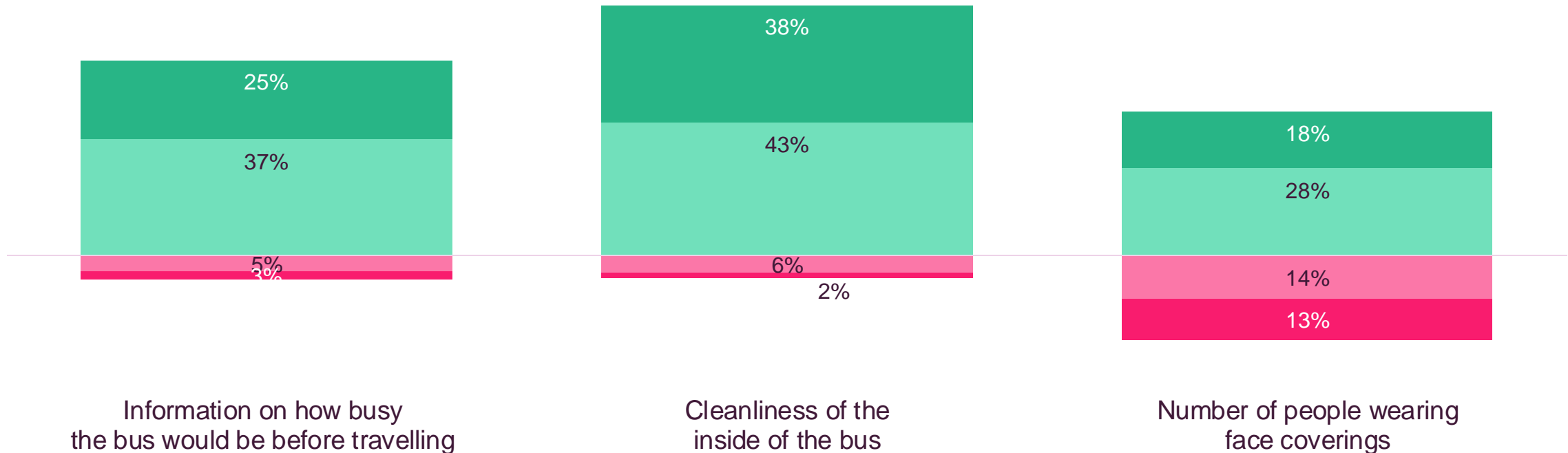
Number of people wearing face coverings

46%



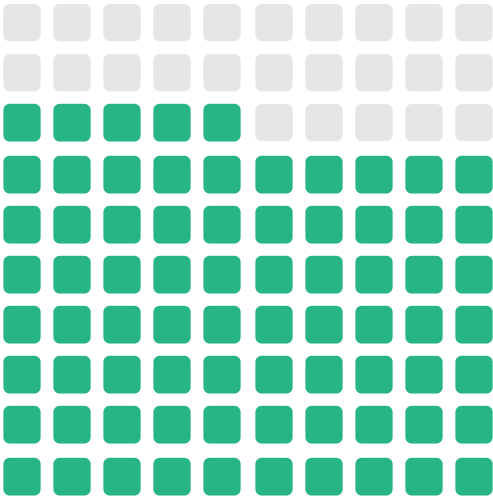
Satisfaction with information, cleanliness and number wearing face coverings

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



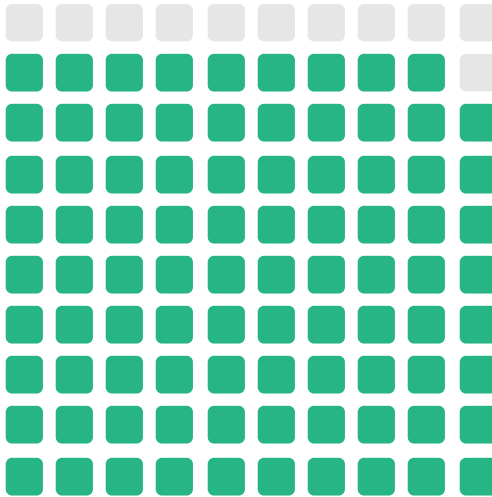
30 March to 03 April 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 355; 581; 535.
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

Satisfaction with ventilation, seating, other passenger behaviour and temperature



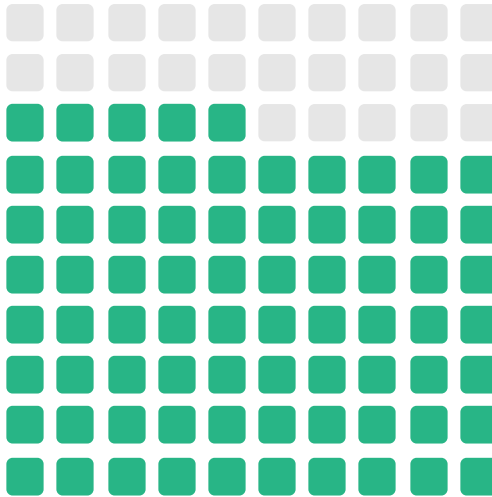
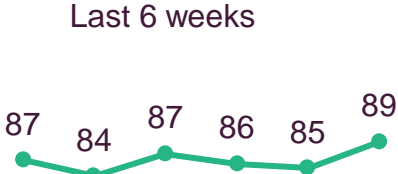
Ventilation on the bus

75%



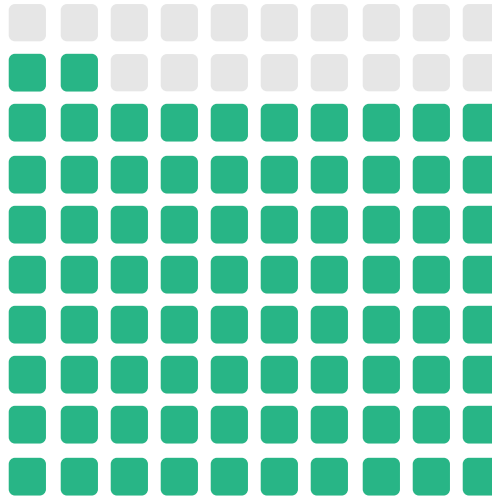
Availability of seating/space to stand

89%



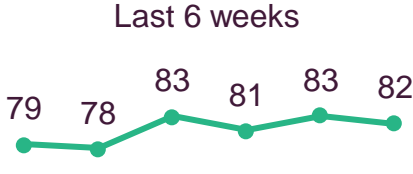
Behaviour of other passengers

75%



Temperature on the bus

82%



30 March to 03 April 2022 report.. Base size (used bus outside London in last seven days and not applicable excluded): 578; 580; 576; 583.

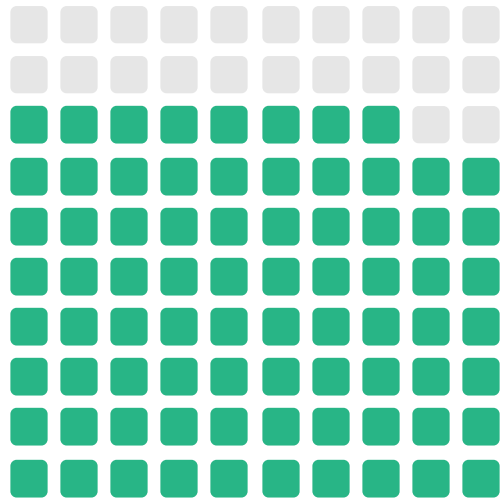
Satisfaction with ventilation, seating, other passenger behaviour and temperature

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



30 March to 03 April 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 578; 580; 576; 583. Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

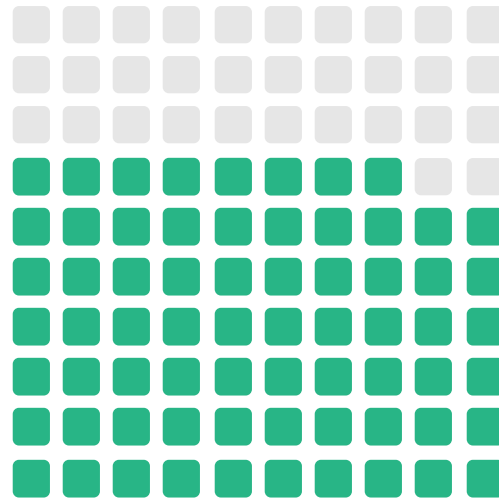
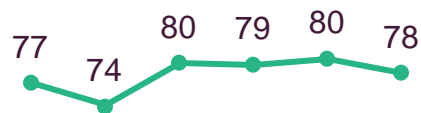
Satisfaction with driver, frequency, journey time, and personal security



Helpfulness and attitude of the driver

78%

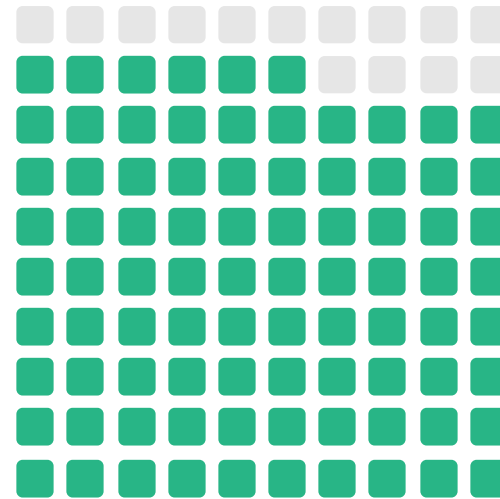
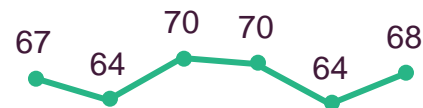
Last 6 weeks



Frequency of buses on that route

68%

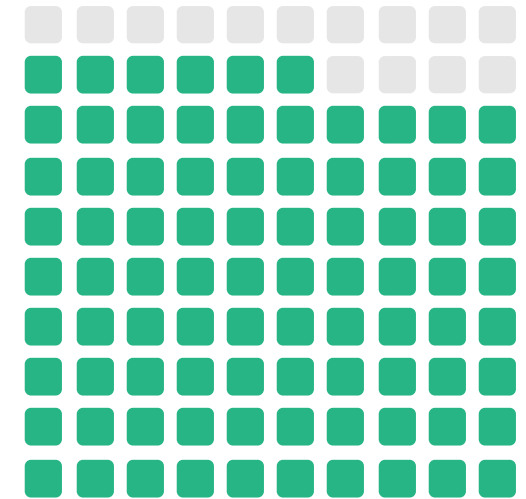
Last 6 weeks



Length of time the journey on the bus took

86%

Last 6 weeks



Personal security while on the bus

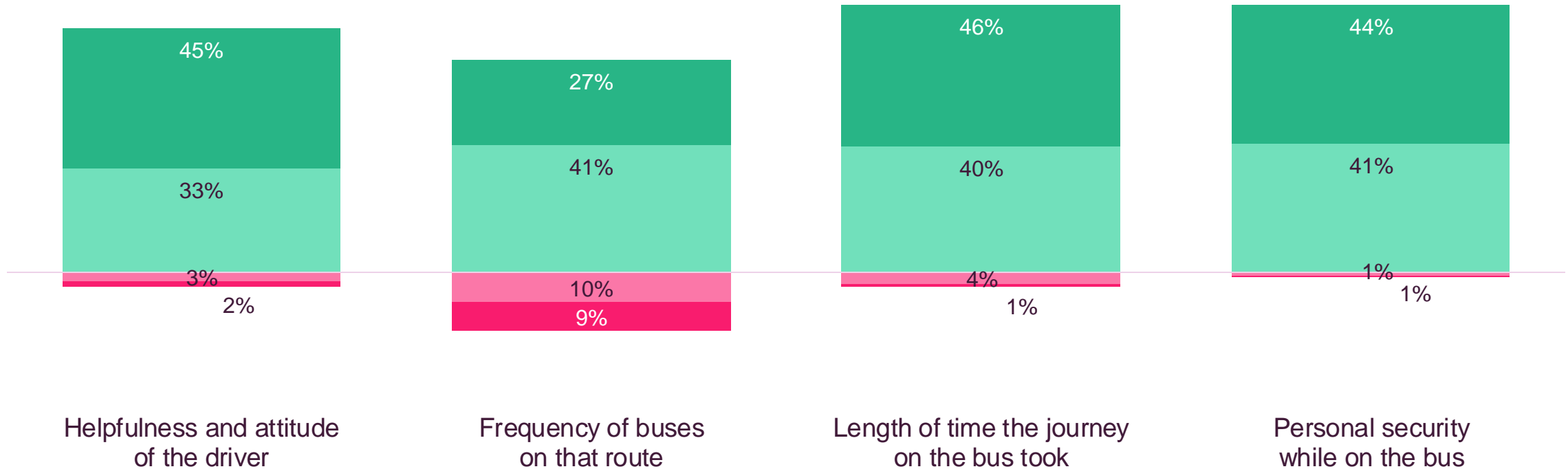
86%

Last 6 weeks



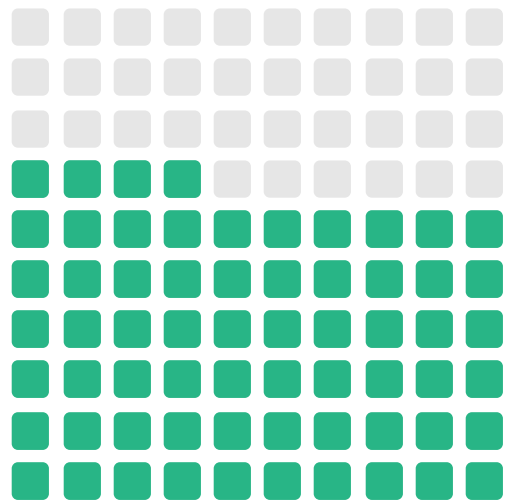
Satisfaction with driver, frequency, journey time, and personal security

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



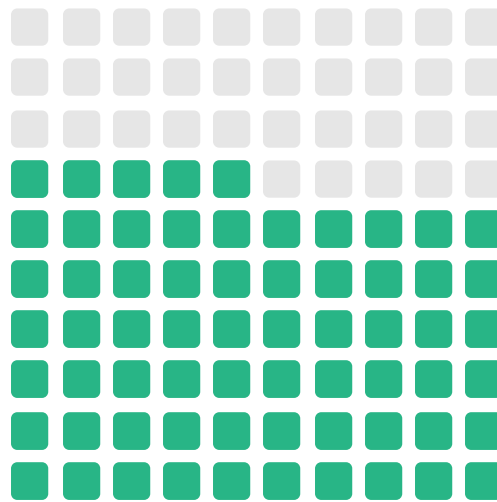
30 March to 03 April 2022 report. Base size (used bus outside London in last seven days and not applicable excluded): 560; 578; 581; 573.
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

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



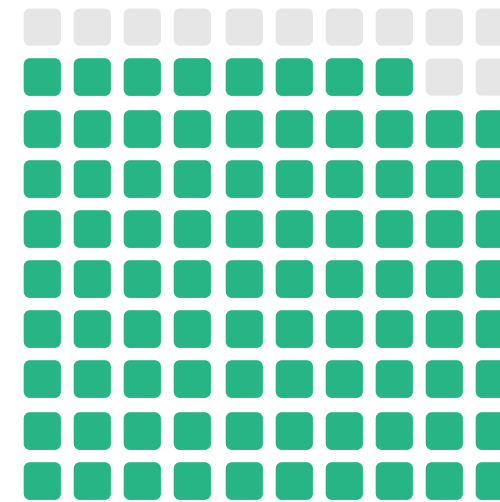
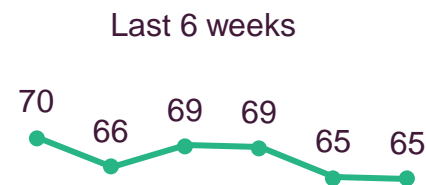
Provision of information during the journey

64%



Value for money

65%



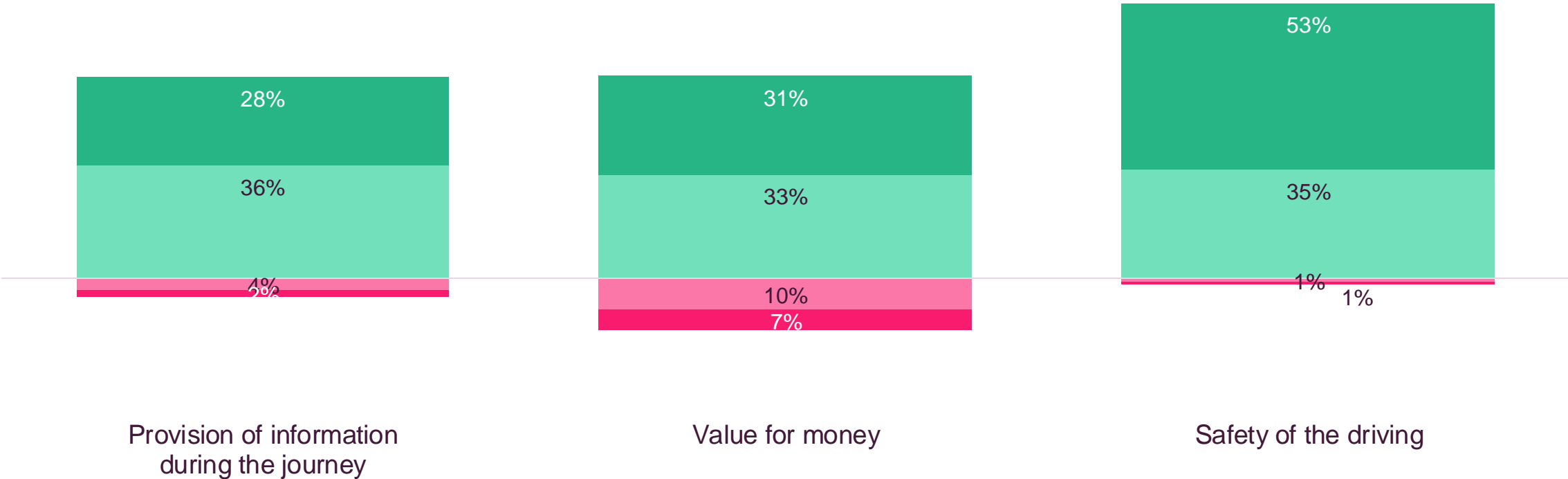
Safety of the driving

88%



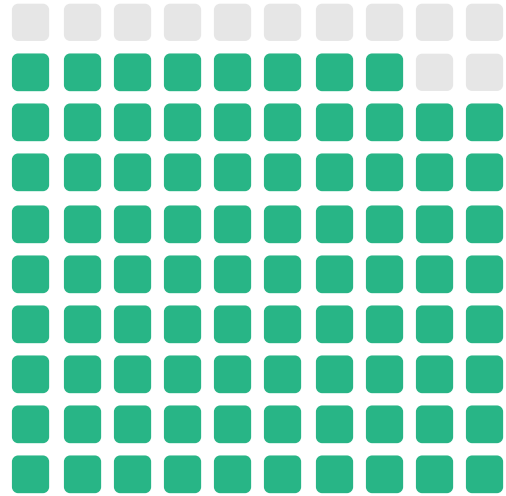
Satisfaction with information on board, value for money and safety of driving

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

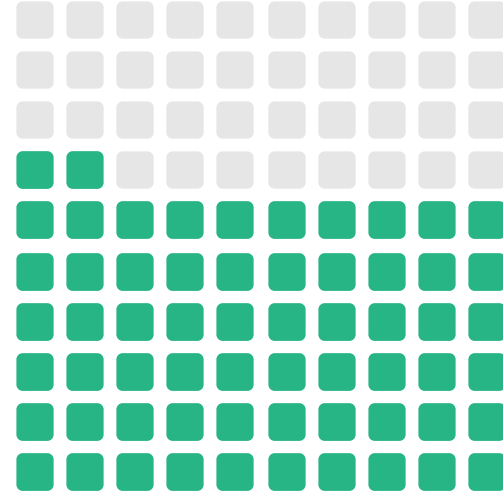


30 March to 03 April 2022 report.. Base size (used bus outside London in last seven days and not applicable excluded): 437; 454; 583.
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

How Covid-safe bus travel is felt to be this week

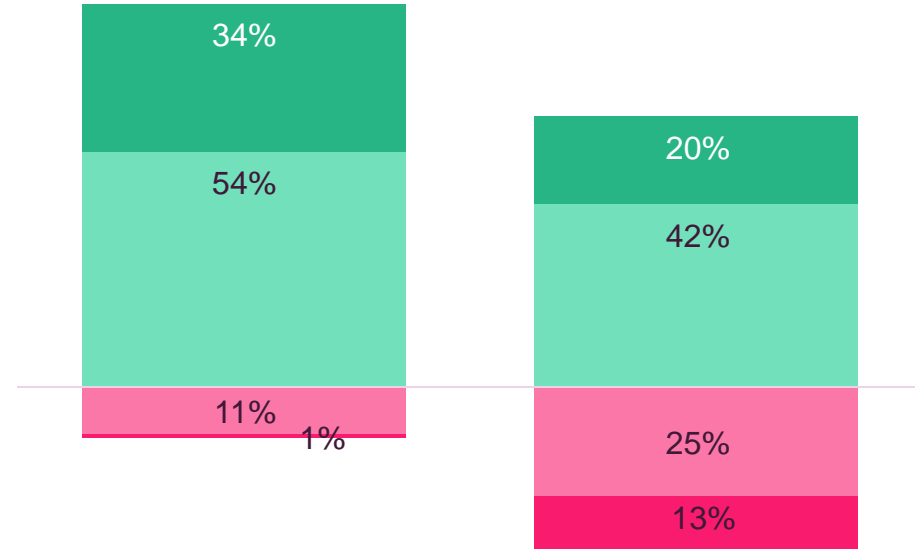


Users of buses in last 7 days
88%



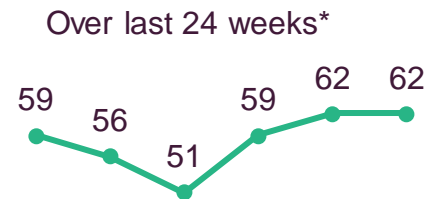
Non-users of buses in last 7 days
62%

Fairly safe Very safe Fairly unsafe Very unsafe



Used bus
in last 7 days

Not used bus
in last 7 days

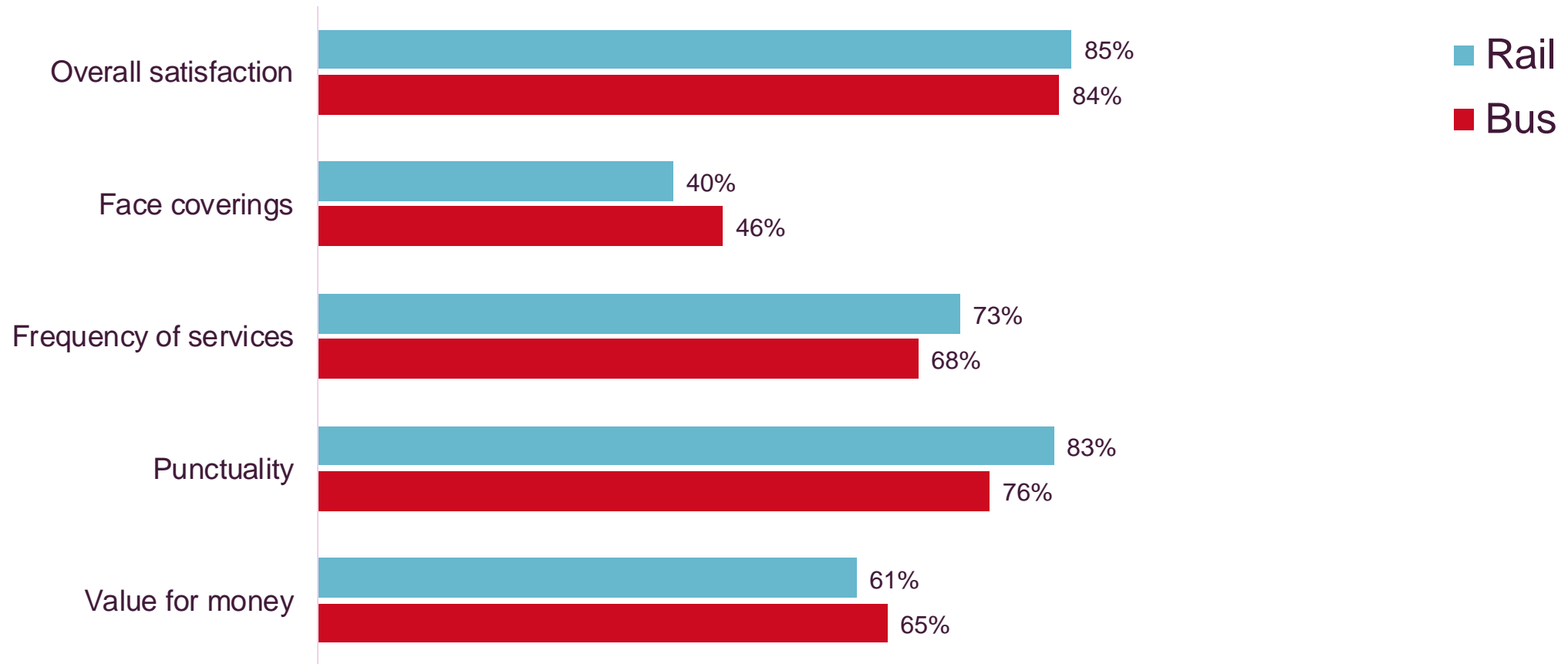


23-27 March 2022 report. Base sizes: used bus (outside London) in last 7 days 295 (run in weekend omnibus only); not used bus 1592

* Six data points plotted at four-week intervals. Fieldwork dates for each point are (left to right) 8-10 Oct; 26-28 Nov; 7-9 Jan; 4-6 Feb; 4-6 March; 1-3 April.

Bus to rail comparison – current week

Bus passenger satisfaction higher on numbers wearing face coverings, 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: 23 - 27 February	Fieldwork: 2 - 6 March	Fieldwork: 9 - 13 March	Fieldwork: 16 - 20 March	Fieldwork: 23 - 27 March	Fieldwork: 30 March - 3 April
Week 22	Week 23	Week 24	Week 25	Week 26	Week 27
515	515	534	578	575	585

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 | i. Frequency of buses on that route |
| b. Overall satisfaction with the bus stop or bus station | j. Punctuality/ reliability (the bus leaving/ arriving on time) |
| c. The cleanliness on the inside of the bus | k. The time the journey on the bus took |
| d. The number of people wearing face coverings during your journey | l. The availability of seating or space to stand |
| e. The Covid measures in place on the bus | m. The temperature inside the bus |
| f. The behaviour of other passengers | n. Your personal security on the bus |
| g. The ventilation on the bus | o. Provision of information during the journey |
| h. Value for money of your ticket | 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 a) The only realistic option available to you to get there; b) You had other options available, but chose to use the bus.

4. Safety questions when asked a) bus users in last 7 days: Specifically in relation to coronavirus, how safe do you feel at the moment when using buses; b) non-users in last 7 days: Specifically in relation to coronavirus, if you had to make a journey at the moment, how safe would you feel when making a journey by 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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