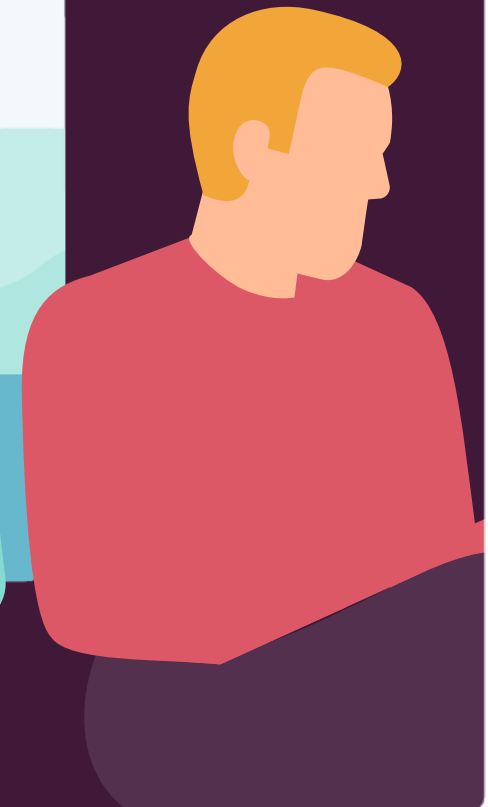


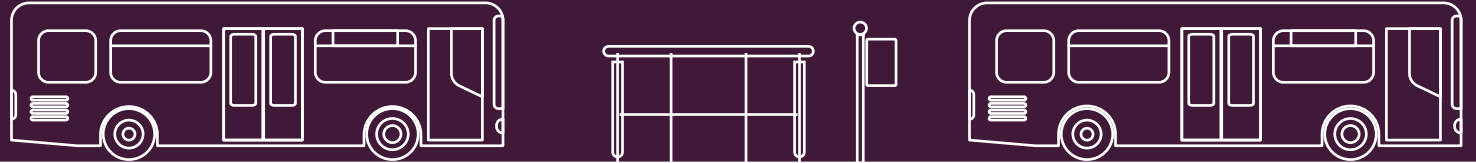
29 April
2022

Bus User Weekly Survey

Journey day
and time
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 obtained the views of approximately 500 passengers each week. They rated how satisfied they were with their overall journey and a range of aspects about their journeys.

This report shows analysis of satisfaction

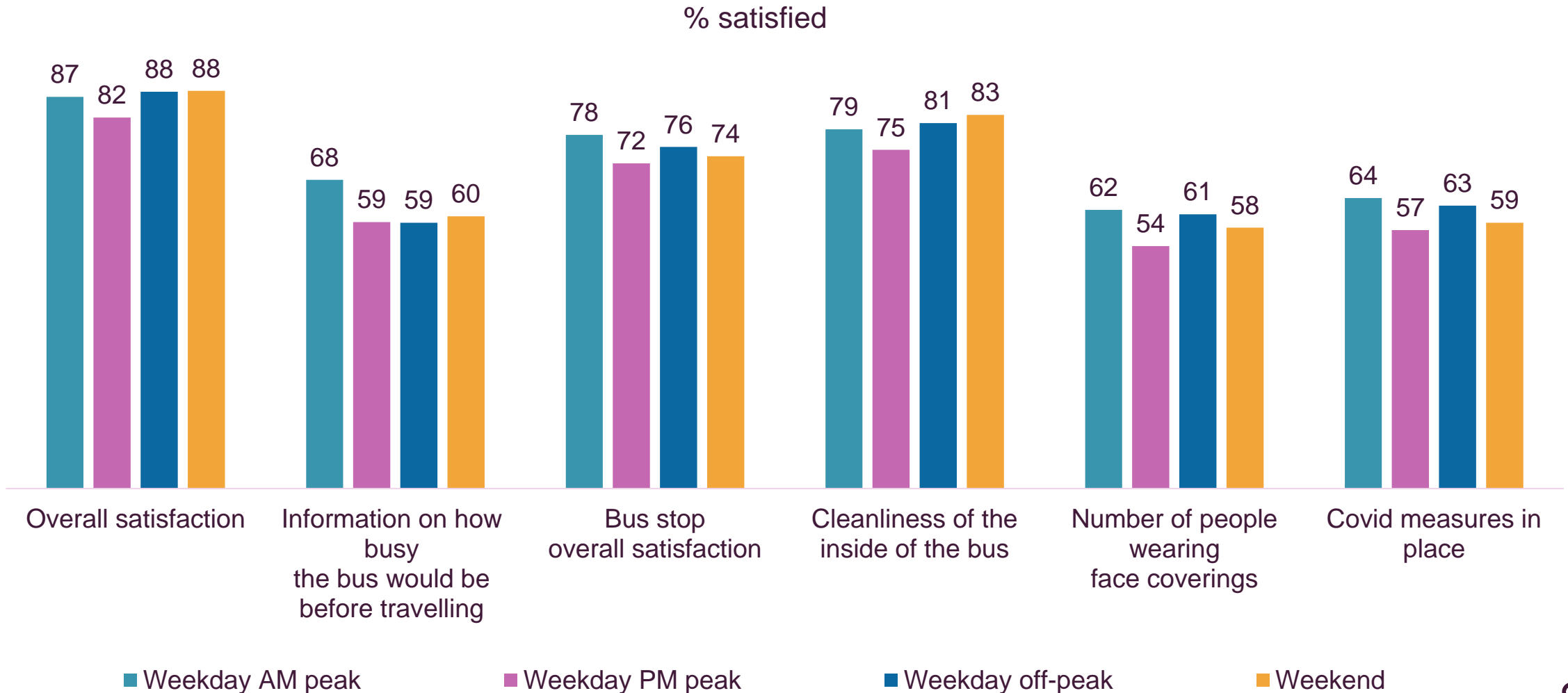
scores (for journeys made between 5 January and 3 April 2022) by journey purpose, day of travel, and whether travelling peak or off-peak.

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 12.



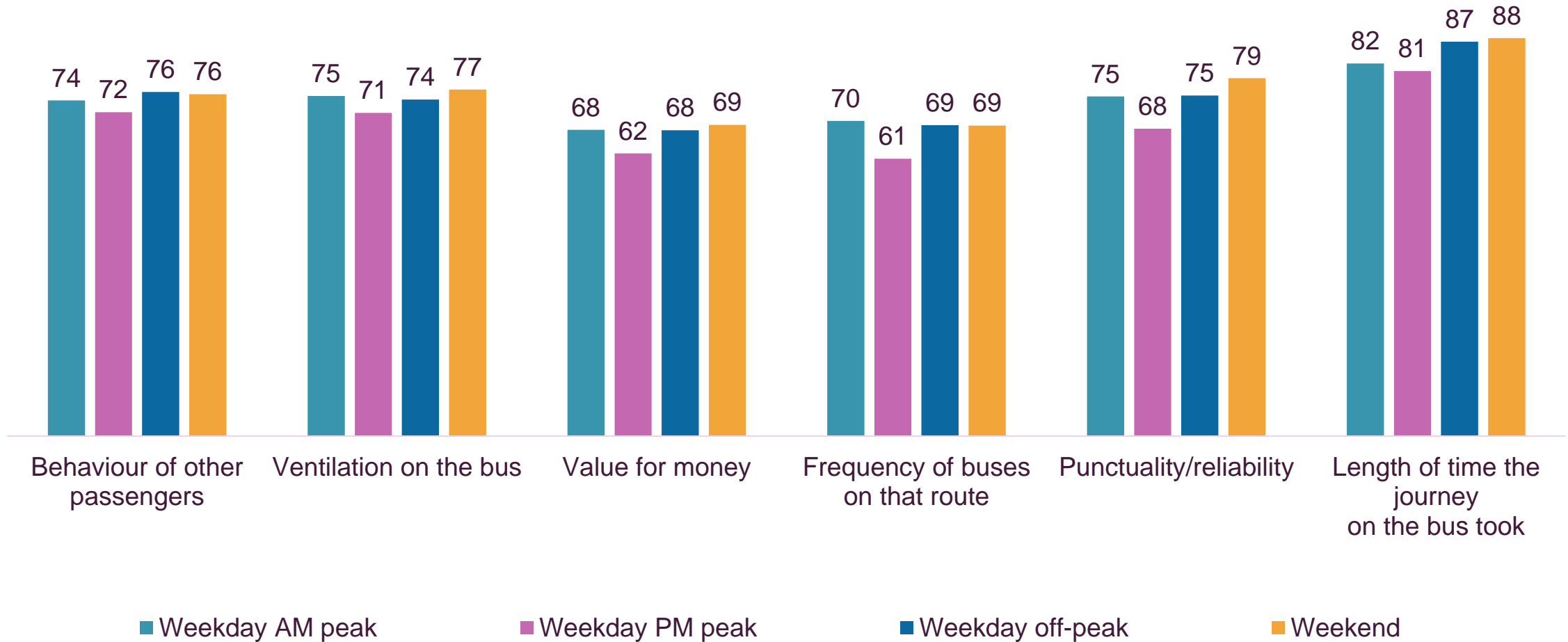
Bus satisfaction measures by time period of use (part 1)



Data from fieldwork 5 January to 3 April 2022. Participants from each category were: weekday AM peak 878; weekday PM peak 1098; weekday off peak 3648; and weekend 1038. Response numbers to individual satisfaction questions vary; these are available on request.

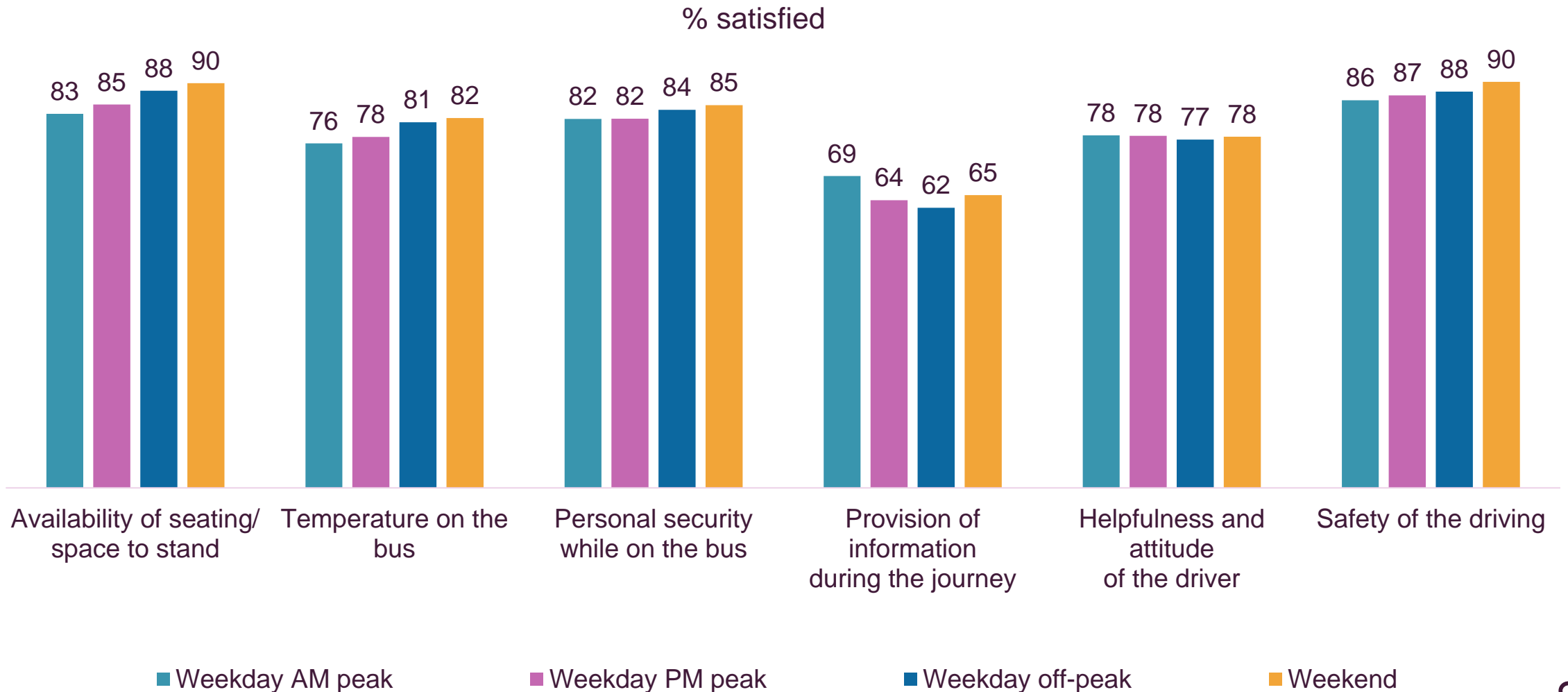
Bus satisfaction measures by time period of use (part 2)

% satisfied



Data from fieldwork 5 January to 3 April 2022. Participants from each category were: weekday AM peak 878; weekday PM peak 1098; weekday off peak 3648; and weekend 1038. Response numbers to individual satisfaction questions vary; these are available on request.

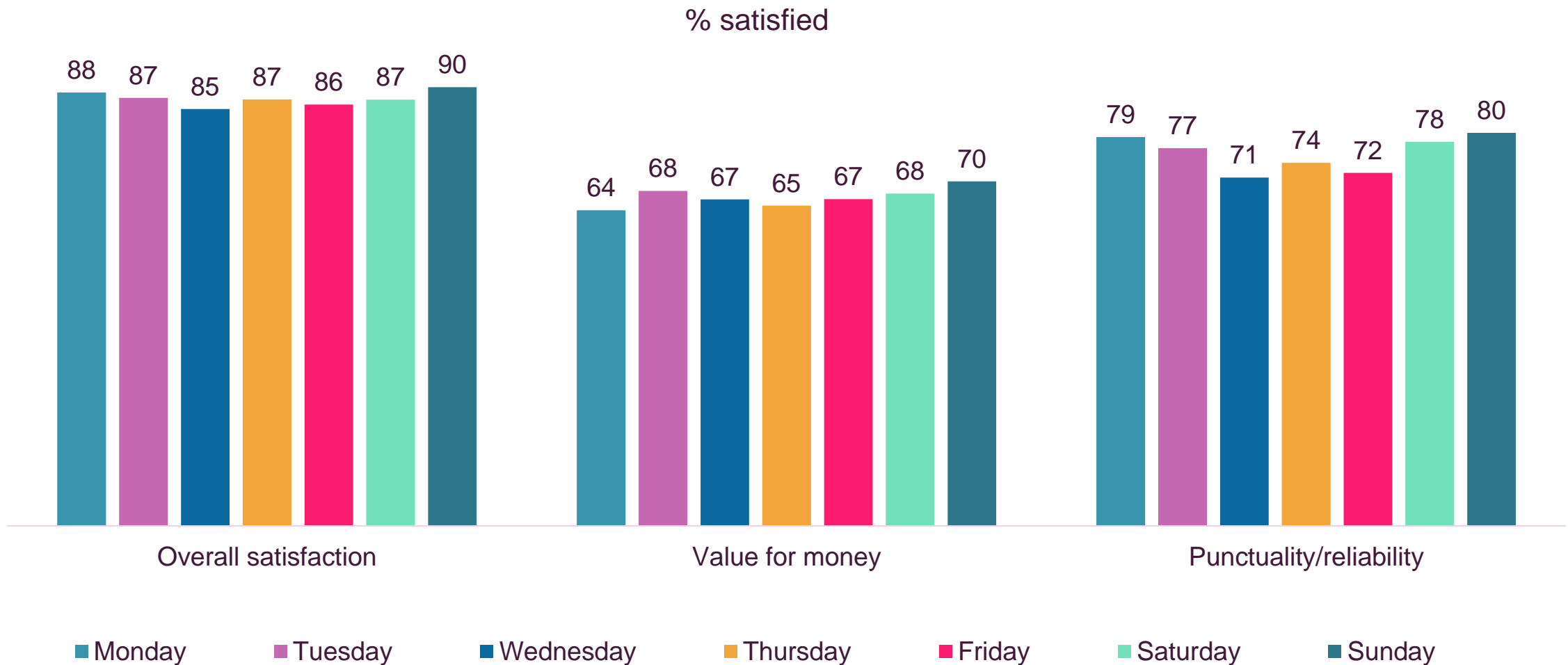
Bus satisfaction measures by time period of use (part 3)



Data from fieldwork 5 Jan to 3 April 2022. Participants from each category were: weekday AM peak 878; weekday PM peak 1098; weekday off peak 3648; and weekend 1038. Response numbers to individual satisfaction questions vary; these are available on request.

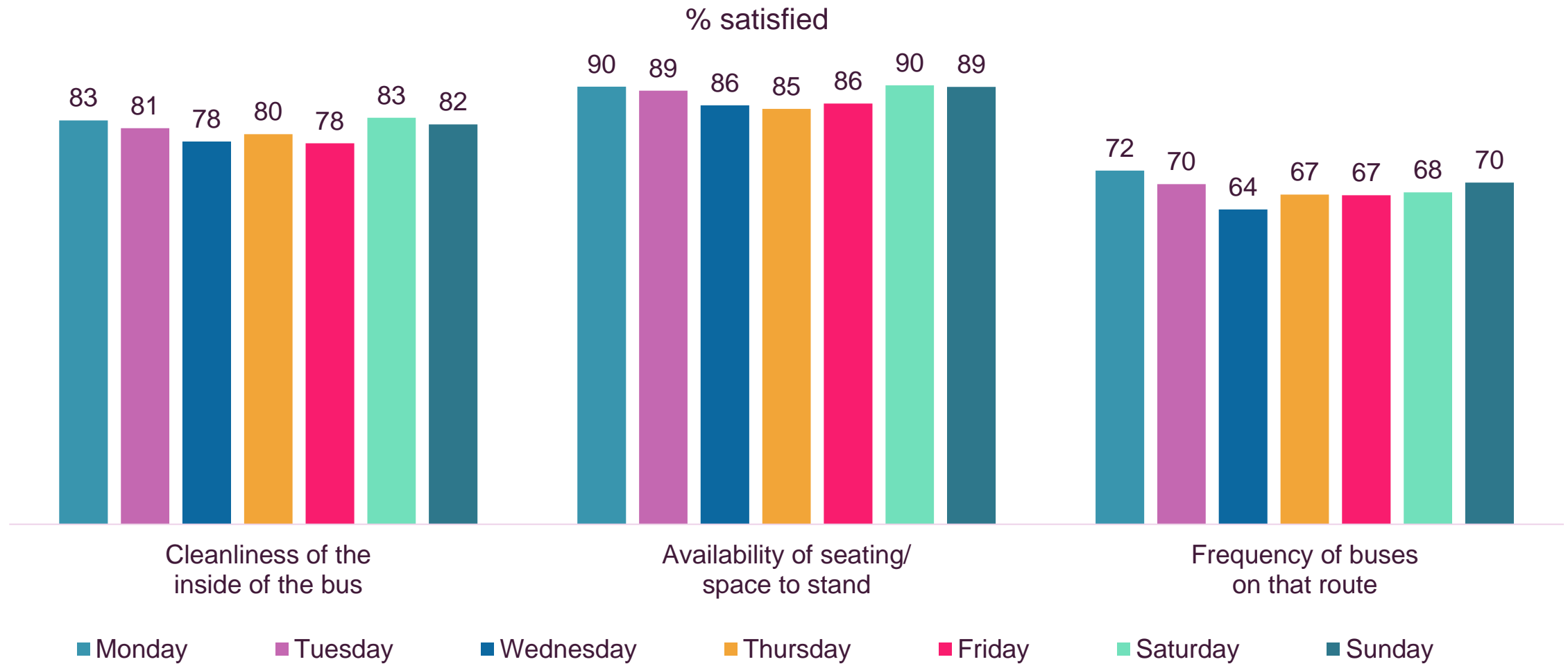


Key bus satisfaction measures by day of week (part 1)



Data from fieldwork 5 January to 3 April 2022. Participants from each category were: Monday 580; Tuesday 980; Wednesday 1654; Thursday 1050; Friday 1360; Saturday 653; Sunday 385. Response numbers to individual satisfaction questions vary; these are available on request.

Key bus satisfaction measures by day of week (part 2)

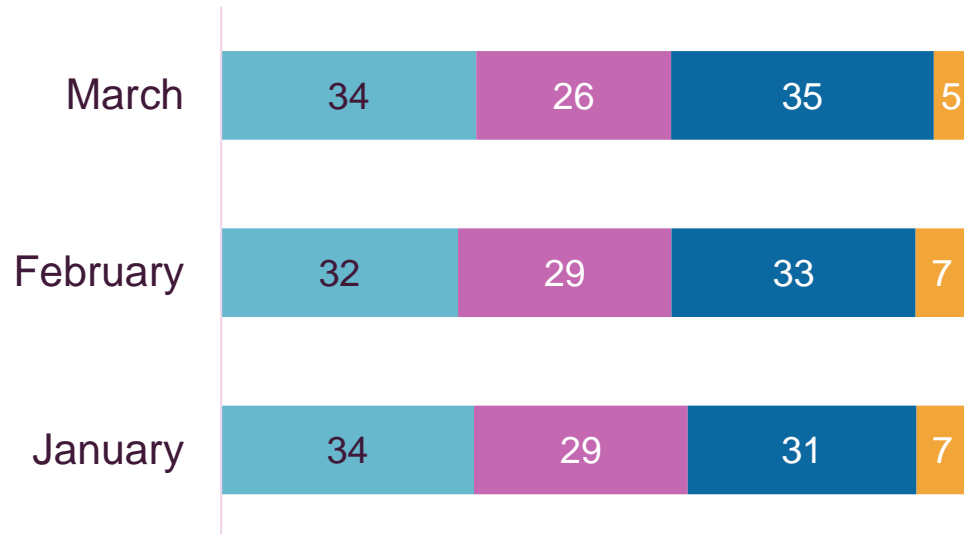


Data from fieldwork 5 January to 3 April 2022. Participants from each category were: Monday 580; Tuesday 980; Wednesday 1654; Thursday 1050; Friday 1360; Saturday 653; Sunday 385. Response numbers to individual satisfaction questions vary; these are available on request.



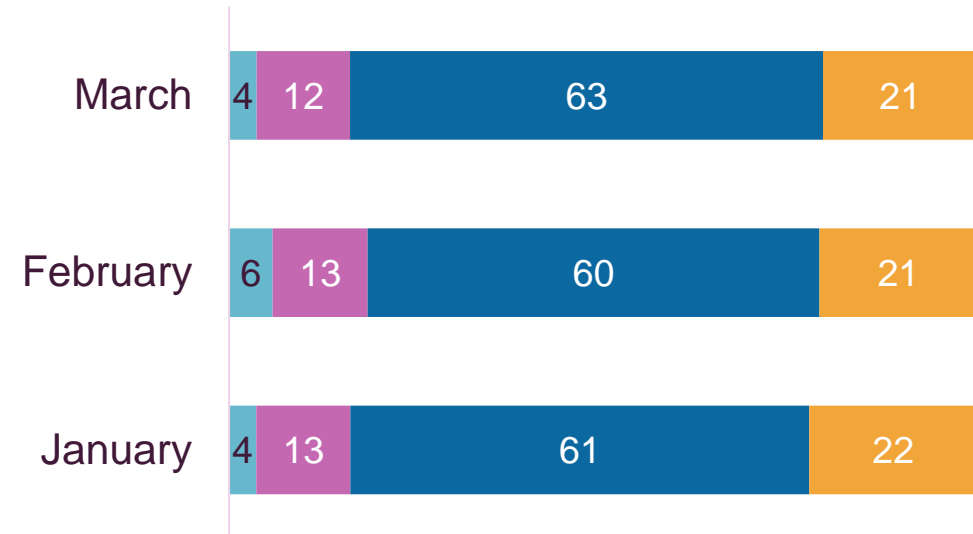
When commuter and leisure journeys were made January to March

% time period of commute journeys



■ Weekday AM peak ■ Weekday PM peak
■ Weekday off-peak ■ Weekend

% time period of leisure journeys



■ Weekday AM peak ■ Weekday PM peak
■ Weekday off-peak ■ Weekend

Data from fieldwork 5 January to 3 April 2022. Participants from each category were: Commute - January 529; February 547; and March 720; Leisure - January 1124; February 1102; and March 1377. Leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family' and 'Essential shopping'.

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 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.

Time period definitions

- Weekend is Saturday and Sunday.
- Weekday AM peak is Monday to Friday before 9.30 am
- Weekday PM peak is Monday to Friday between 4 pm and 7 pm.
- Weekday off peak is Monday to Friday between 9.30 am and 4 pm and after 7 pm.

Care should be taken in drawing conclusions from survey results based on low sample sizes. Differences may not be statistically significant particularly when sample sizes are low.

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.

* This question ceased being asked in early March.

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