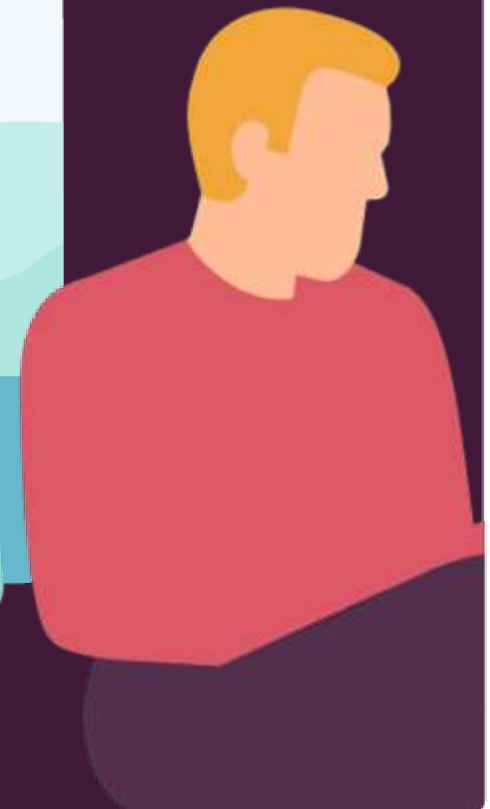


10 May
2022

Edition 1

Bus User Survey



Introduction



The Bus User Survey asks passengers in Great Britain about experiences of travelling by bus and how satisfied they were with their most recent bus journey (made in the last seven days).

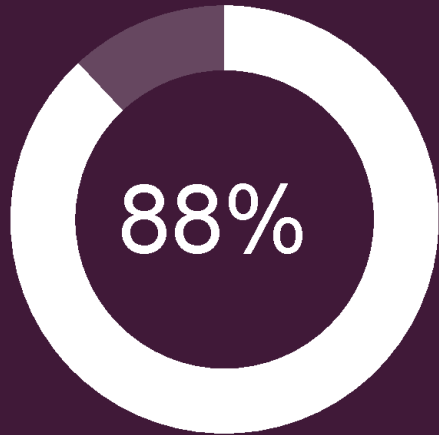
Transport Focus obtains journey details from approximately 250 bus passengers each week on whether they have travelled by bus and for what purpose. Every other week those who are bus users are further asked about satisfaction with a range of aspects of their journeys. From April 2022, results will be reported every four weeks. Note that prior to 9 April the survey had around 450 responses per week.

In this report the last two survey waves of satisfaction questions were from fieldwork over the weekends of 15/17 April and 29 April/1 May. 12-week trends cover the fieldwork periods stated on the chart axes.

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 33.

Bus headlines



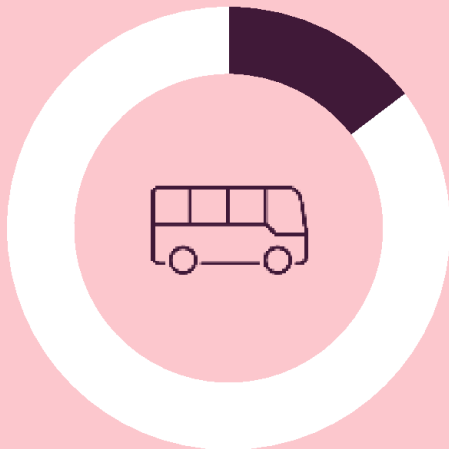
88% of bus passengers were satisfied with their journey overall (average over the last 4 weeks).



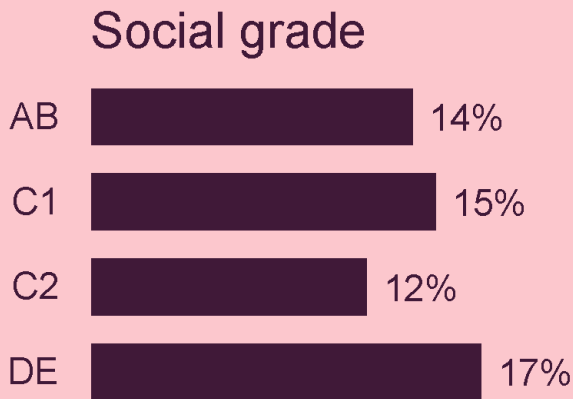
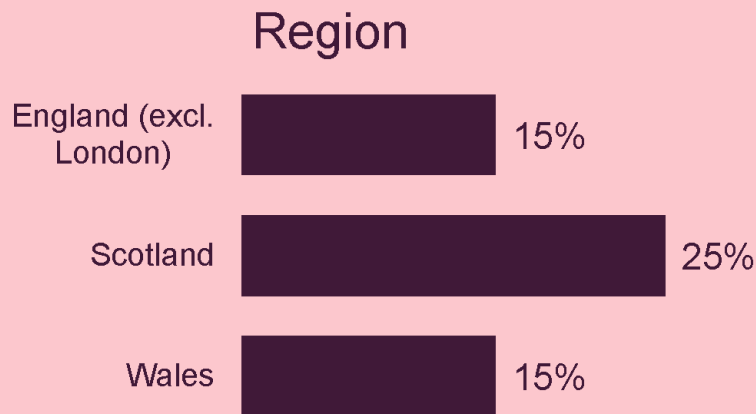
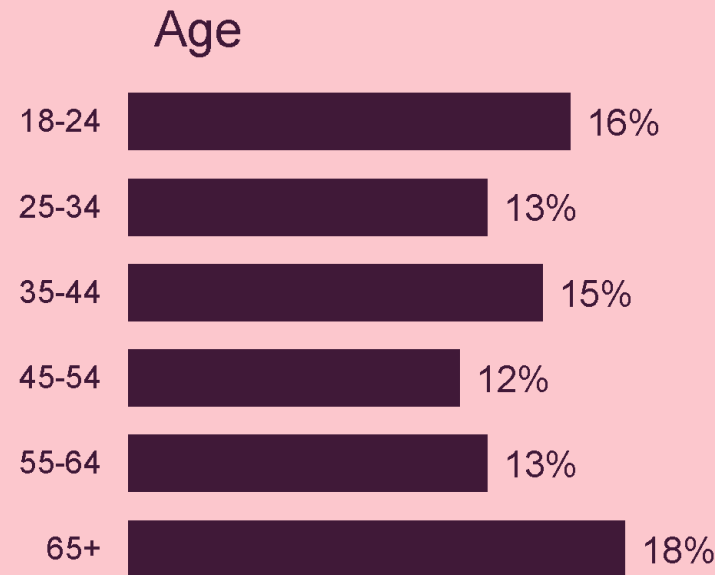
There has been a slight increase in satisfaction with the punctuality/reliability of the bus journey, now at 78%.

On average over the last four weeks just over one in seven used bus within the last seven days

Proportion using bus in the last seven days

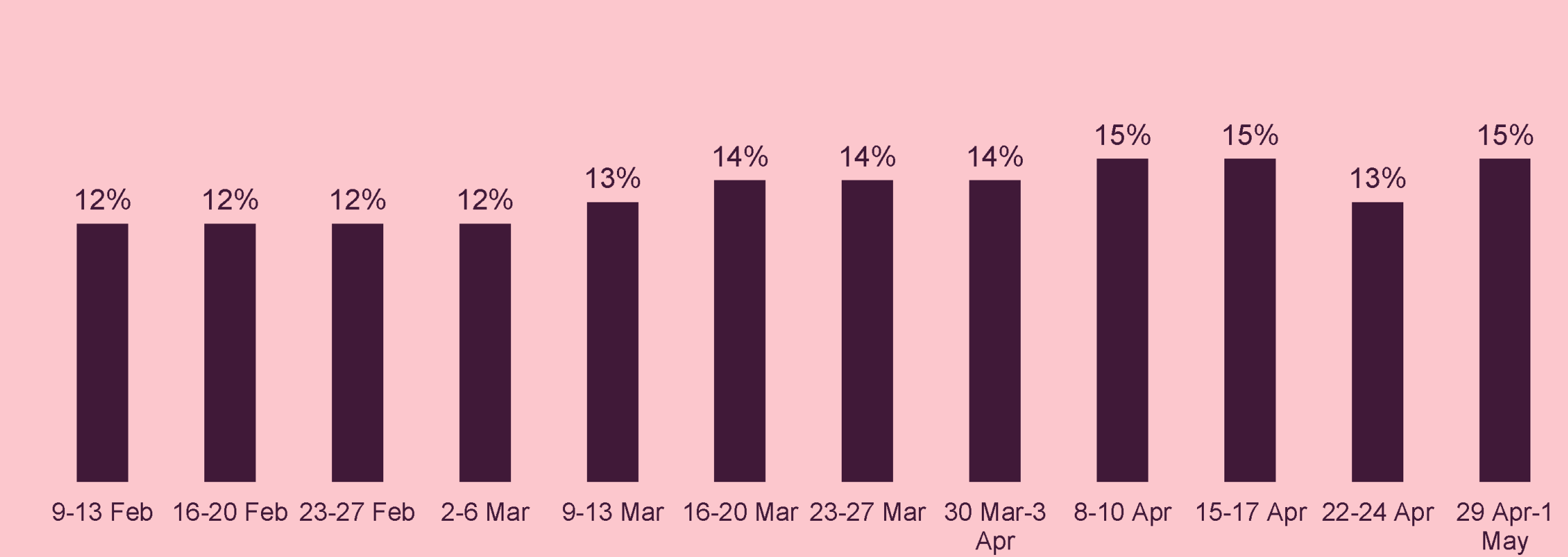


15%
of people in
Great Britain used
buses (outside
London)



Bus use has increased a little over recent weeks

Proportion using bus within the last seven days



10 May report. Base size all respondents: approx. 4000 weekly up to end March thereafter circa 2000 per week.

Leisure is the most common reason for using bus (average of last four weeks)

Main purpose of last bus journey



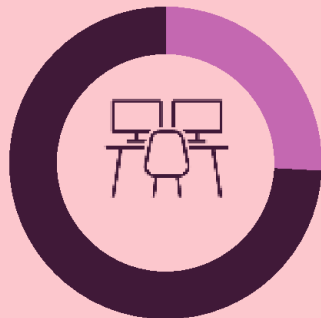
Leisure/eating out/non-essential shopping
28%



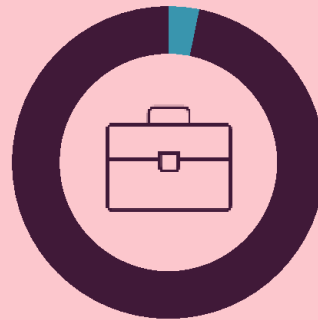
Friends/family
13%



Essential shopping
16%



Commuting
26%



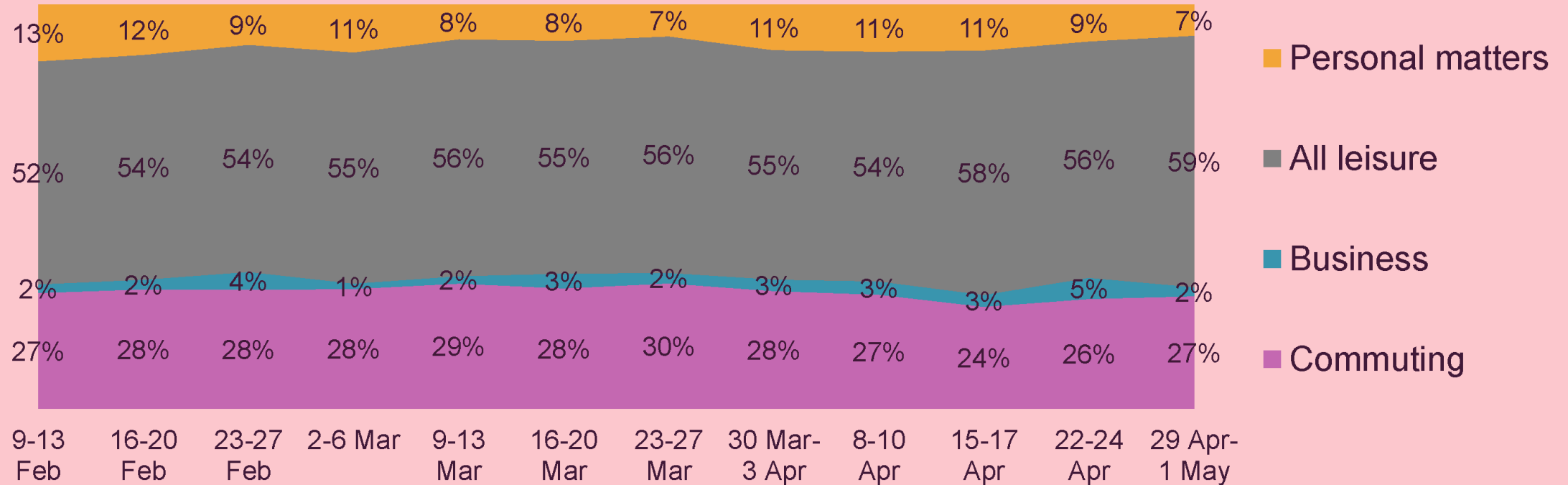
Work travel
3%



Personal matters
9%

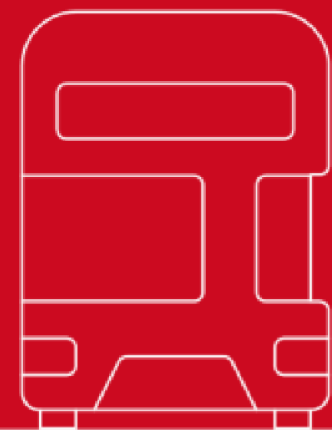
Over the last 12 weeks - proportion of journeys made for commuting dropped over Easter but has recovered

Main purpose of last bus journey

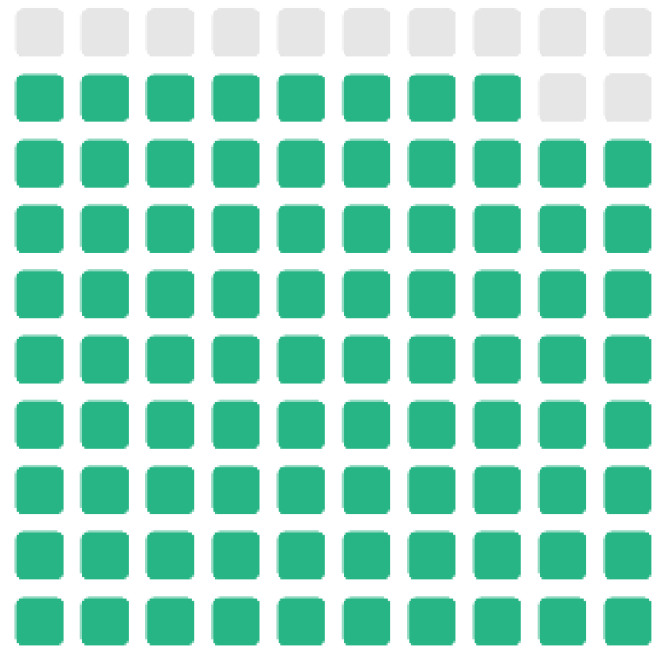


10 May report. Base size: up to end March average 538 per week, April onwards 306 per week.

Bus satisfaction

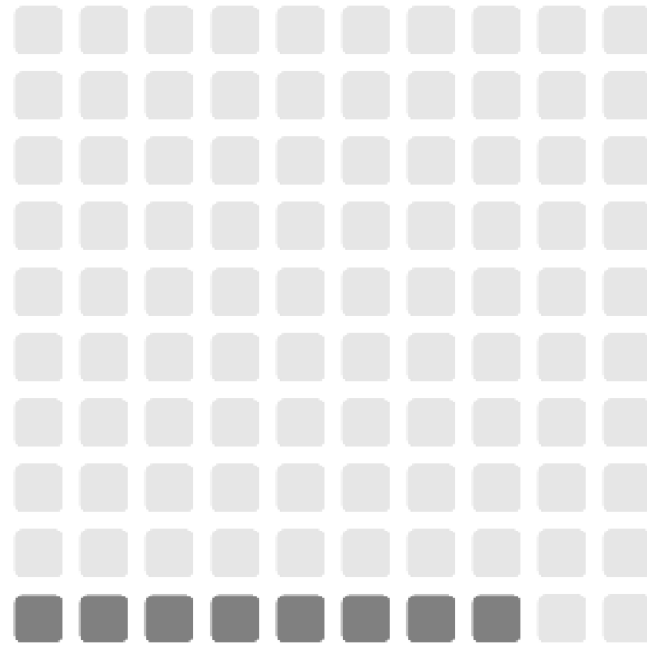


Overall satisfaction with last bus journey - average over the last two surveys



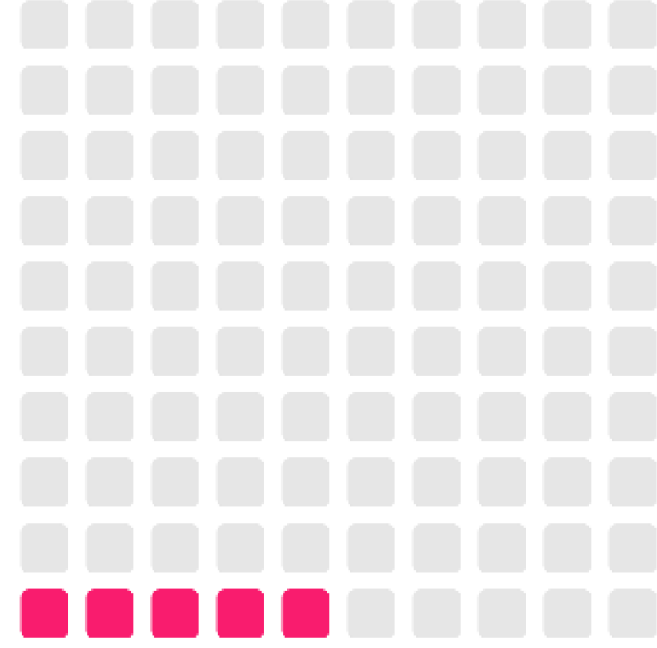
88%

satisfied



8%

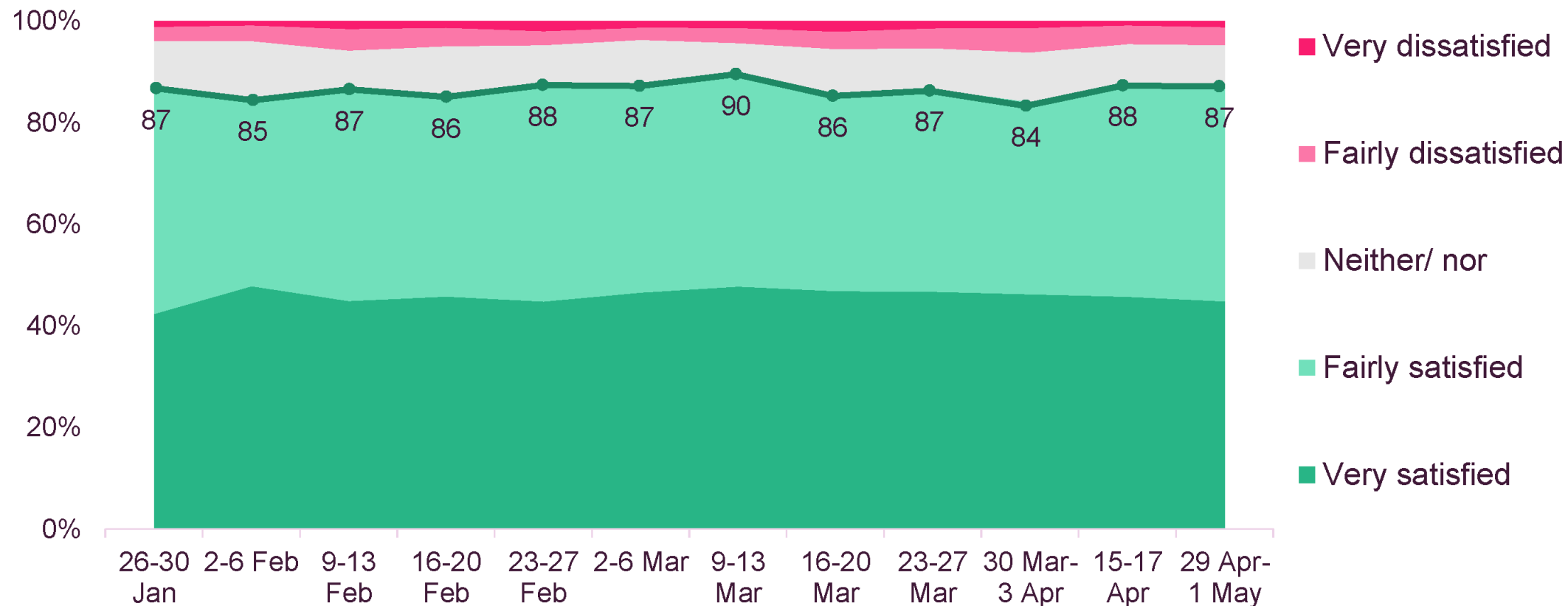
neither/nor



5%

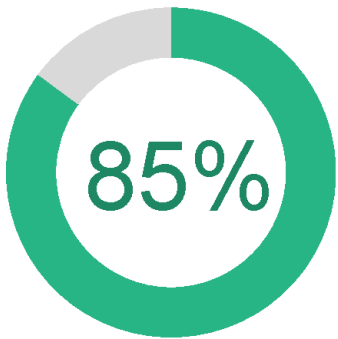
dissatisfied

Overall satisfaction with bus journey - over the last 12 surveys

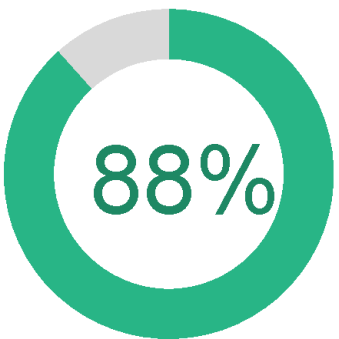


10 May report. Base size: average of 498 per week

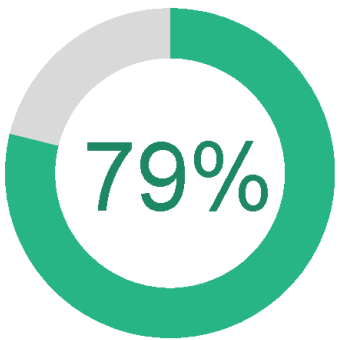
Overall satisfaction with last bus journey by journey purpose; sex and age group (average over the last two surveys)



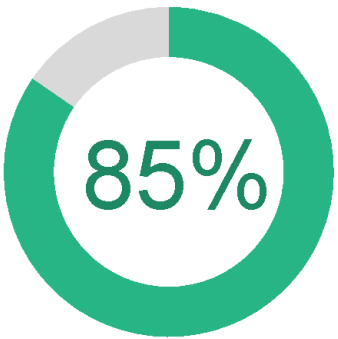
Commute



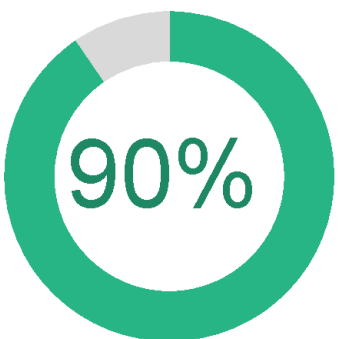
All leisure



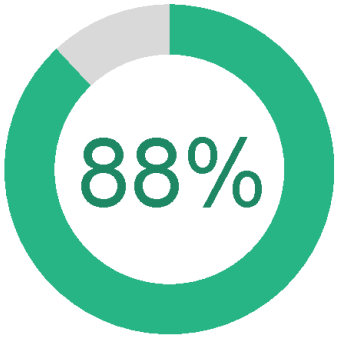
Age 18-34



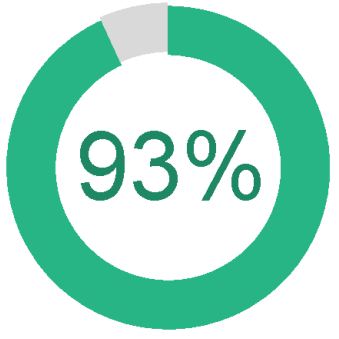
Men



Women



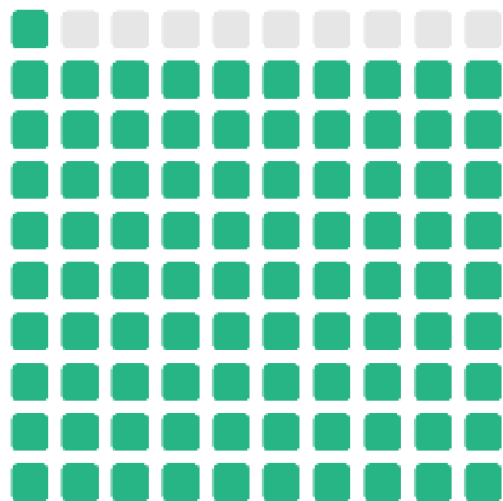
Age 35-54



Age 55 and over

10 May report. Base sizes: age 18-34 190; age 35-54 195; age 55+ 262; male 313; female 331; commute; 161; all leisure 377. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family' and 'Essential shopping'.

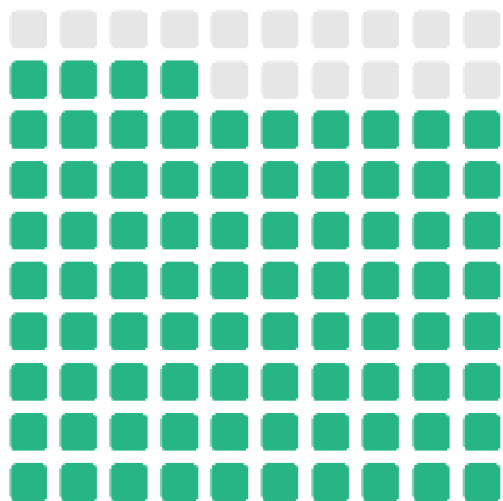
Overall satisfaction with last bus journey by whether had choice of ways to make journey or not (average over the last four weeks)



Had a choice of ways

91%

satisfied



Did not have a choice of ways

84%

satisfied

What bus passengers are saying...



It wasn't too crowded. The windows were open. The driver was friendly and polite. it was a smooth journey with no problems.

Very satisfied, First passenger

Everything's alright but too expensive for the distance.

Neither satisfied nor dissatisfied, First passenger

I waited nearly an hour for a service which is mean to be 3 times an hour - 2 then came at once.

Very dissatisfied, Stagecoach passenger



Easy payment method, timetable well displayed and bus was clean. Was a fairly new bus too which is always better than the older ones (dirtier, nosier, outdated etc.). On time as well.

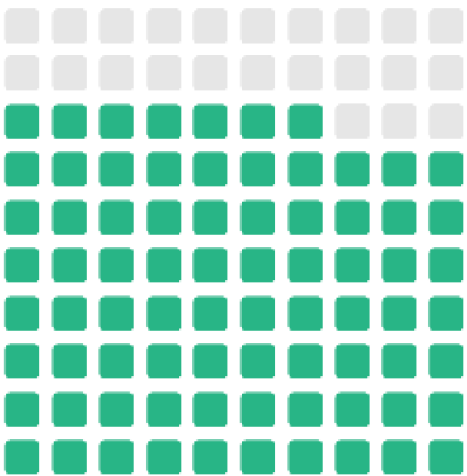
Very satisfied, First passenger

Driver was rude and miserable. Didn't bother to look at my bus pass and told me it was invalid. The stop button on my seat didn't work, so I missed my stop and was 20 minutes late for work.

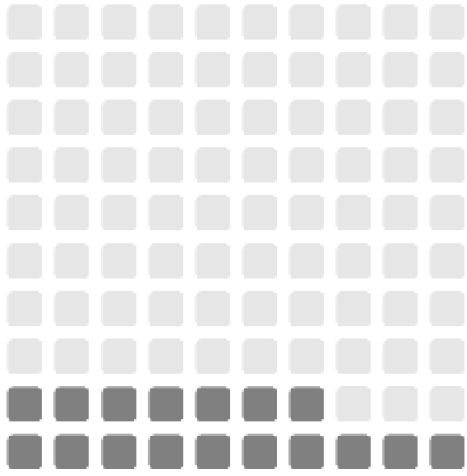
Very dissatisfied, Bus passenger

Satisfaction with the bus stop overall

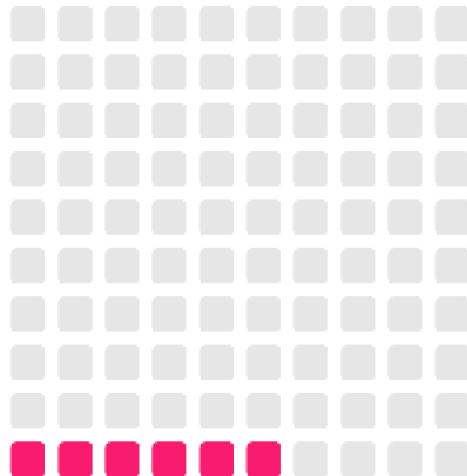
Average of the last two survey waves



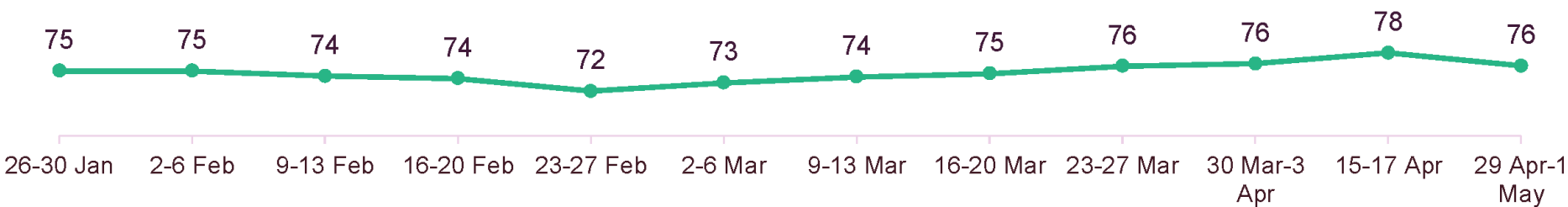
77%
satisfied



17%
neither/nor



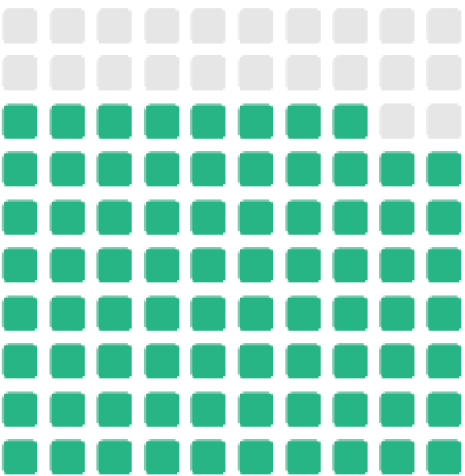
6%
dissatisfied



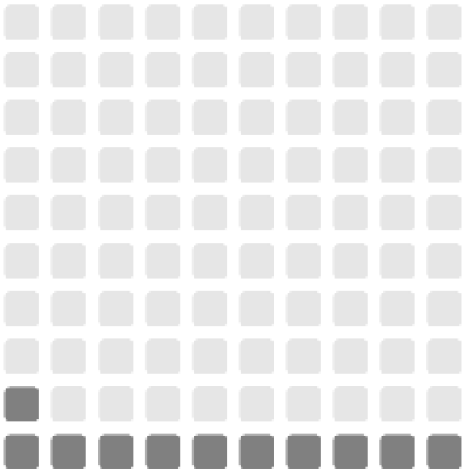
10 May report. Base sizes: average of the last two survey waves 643; last 12 surveys average 494 per week.

Satisfaction with punctuality/reliability

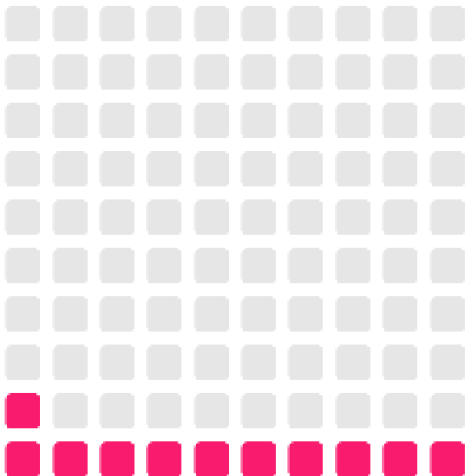
Average of the last two survey waves



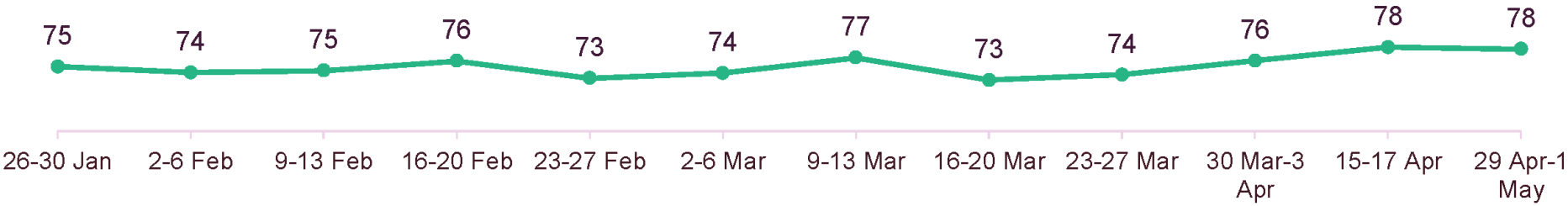
78%
satisfied



11%
neither/nor



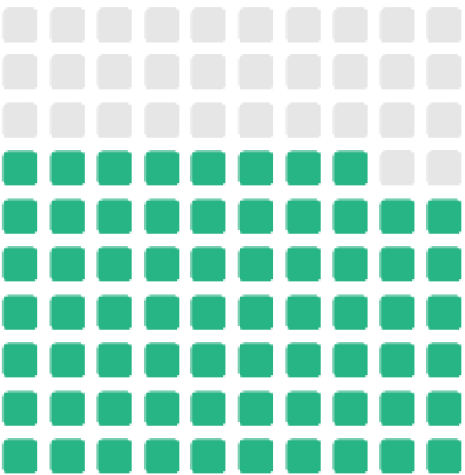
11%
dissatisfied



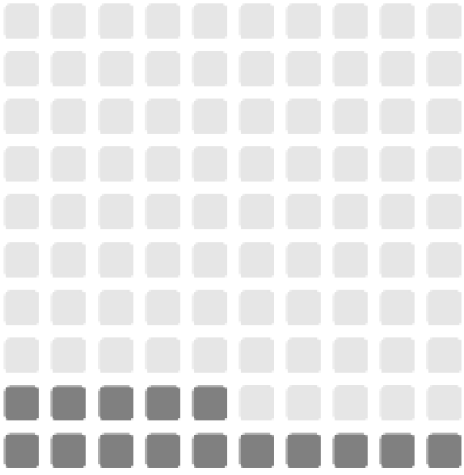
10 May report. Base sizes: average of the last two survey waves 646; last 12 surveys average 496 per week.

Satisfaction with value for money of your ticket

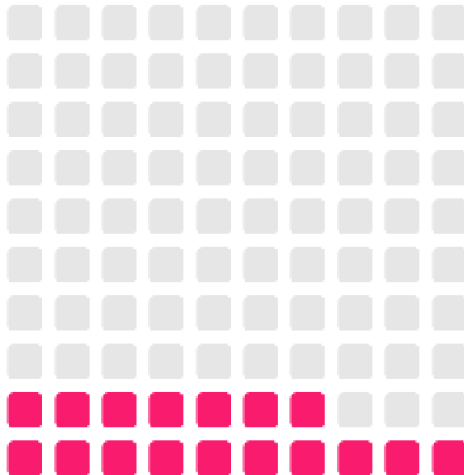
Average of the last two survey waves



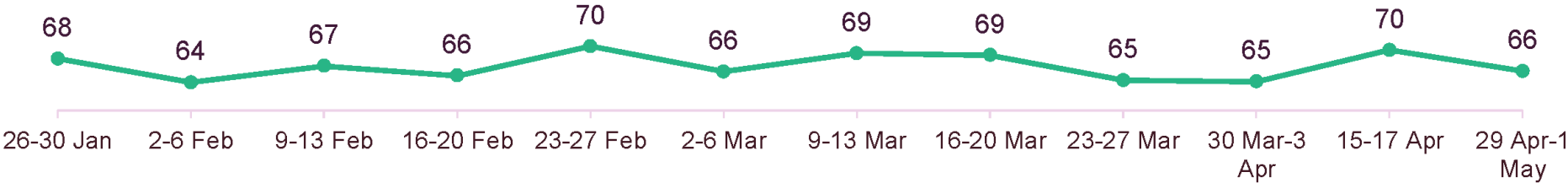
68%
satisfied



15%
neither/nor



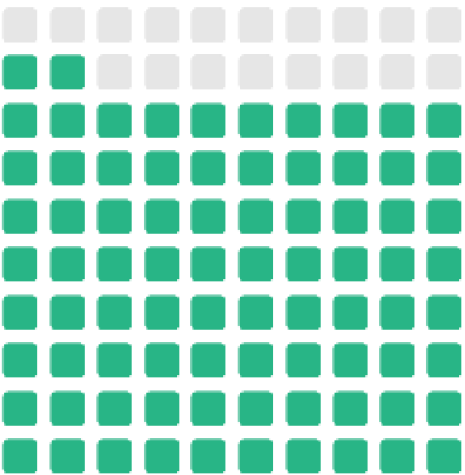
17%
dissatisfied



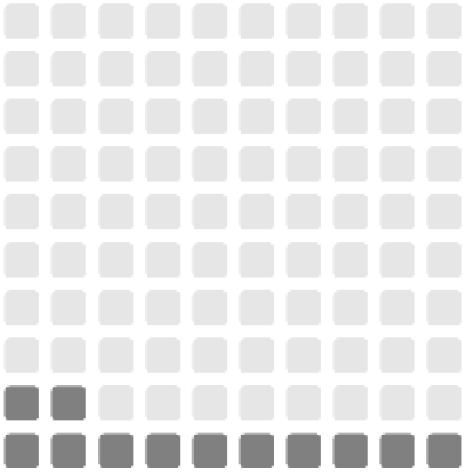
10 May report. Base sizes: average of the last two survey waves 535; last 12 surveys average 405 per week.

Satisfaction with cleanliness inside the bus

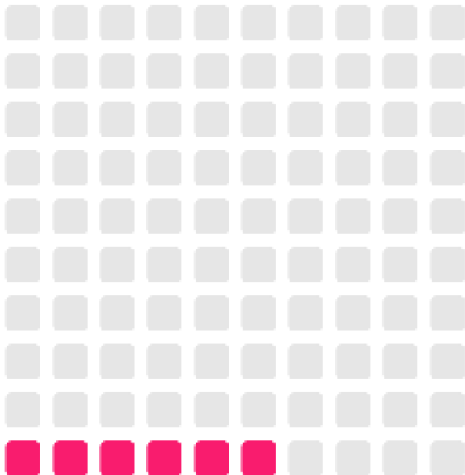
Average of the last two survey waves



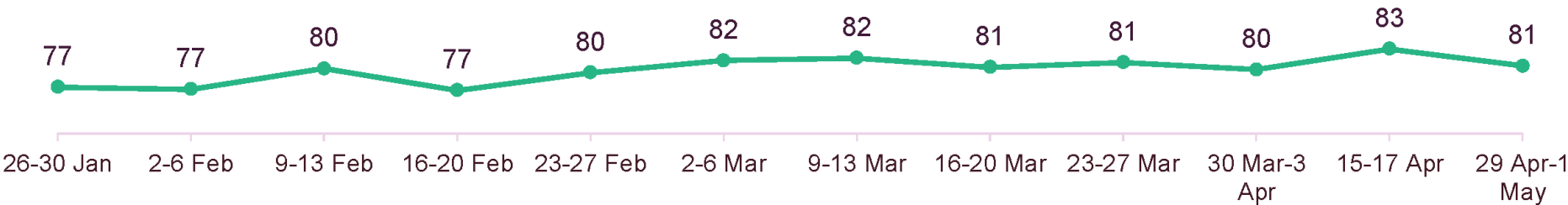
82%
satisfied



12%
neither/nor



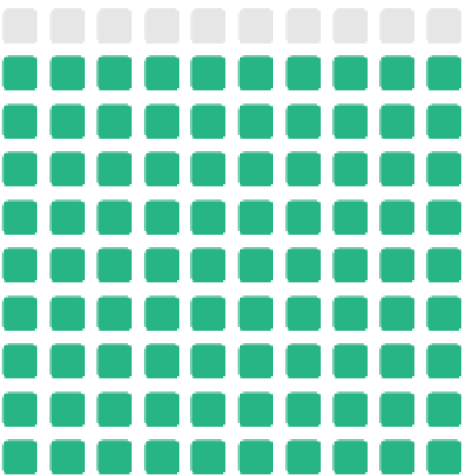
6%
dissatisfied



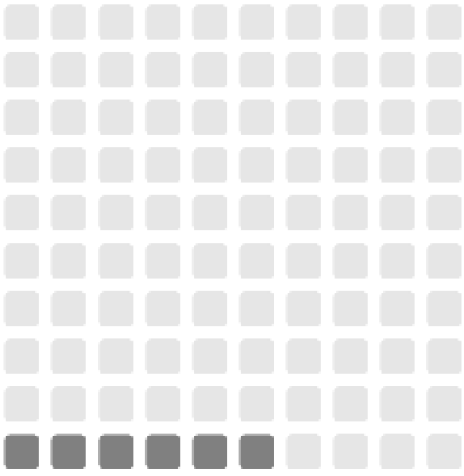
10 May report. Base sizes: average of the last two survey waves 647; last 12 surveys average 497 per week.

Satisfaction with availability of seating or space to stand

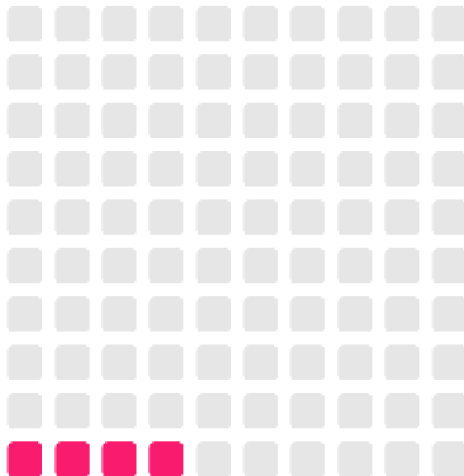
Average of the last two survey waves



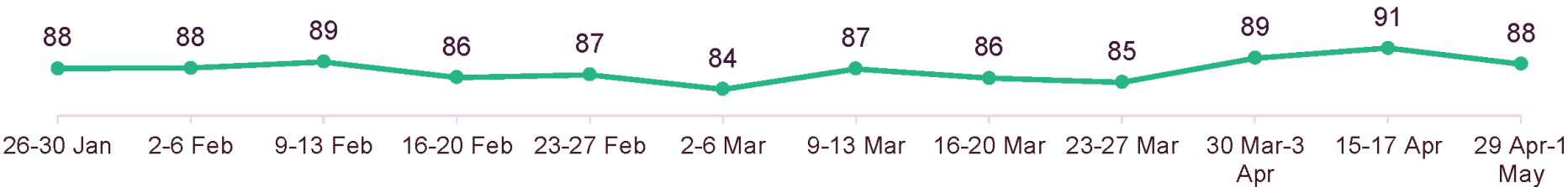
90%
satisfied



6%
neither/nor



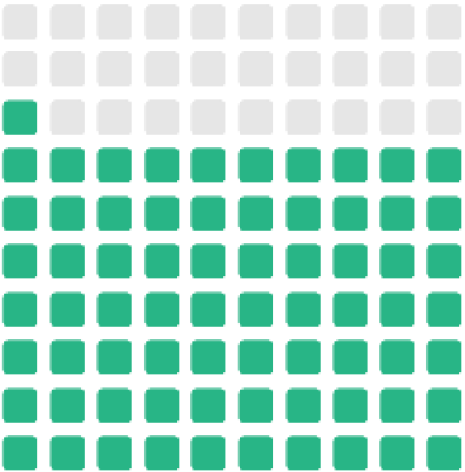
4%
dissatisfied



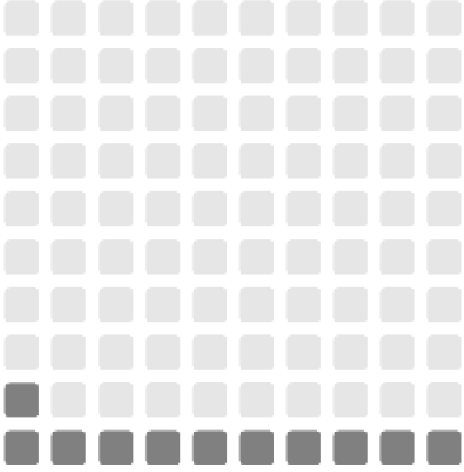
10 May report. Base sizes: average of the last two survey waves 645; last 12 surveys average 496 per week.

Satisfaction with frequency of buses on that route

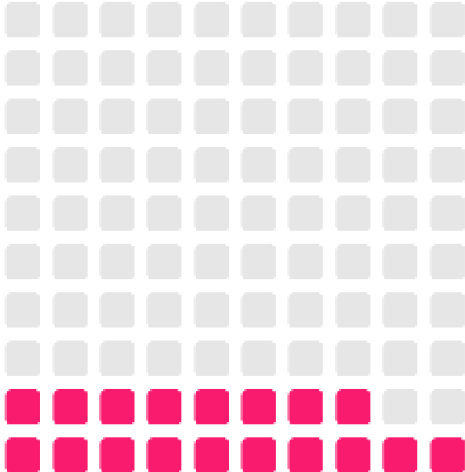
Average of the last two survey waves



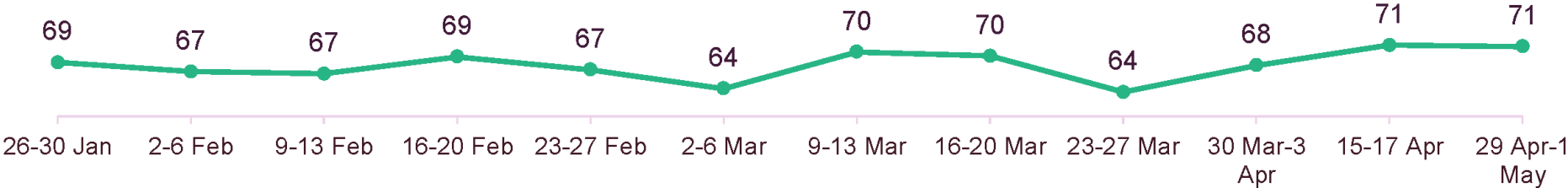
71%
satisfied



11%
neither/nor



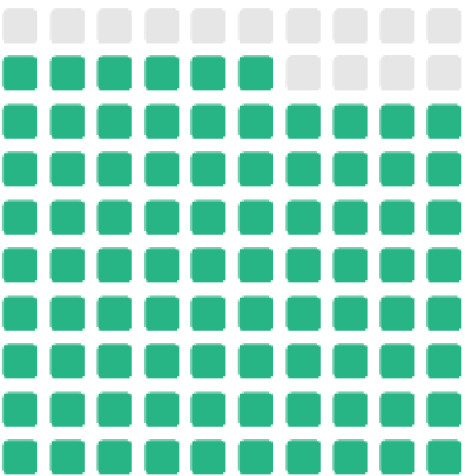
18%
dissatisfied



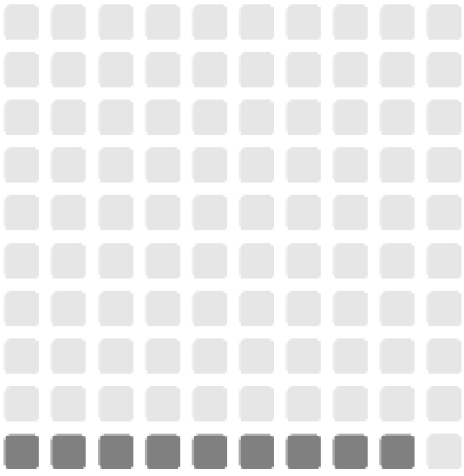
10 May report. Base sizes: average of the last two survey waves 642; last 12 surveys average 495 per week.

Satisfaction with the time the journey on the bus took

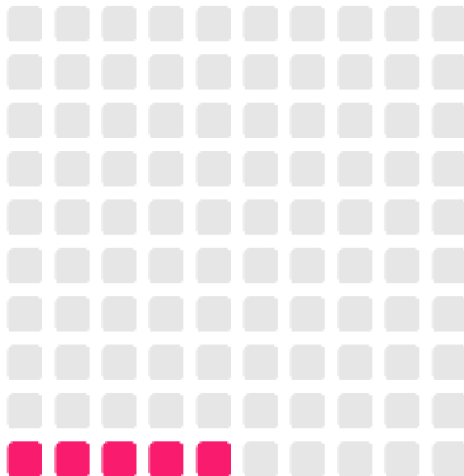
Average of the last two survey waves



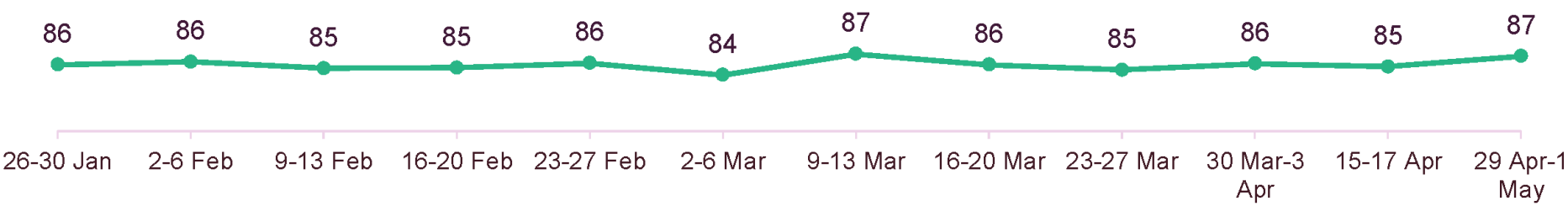
86%
satisfied



9%
neither/nor



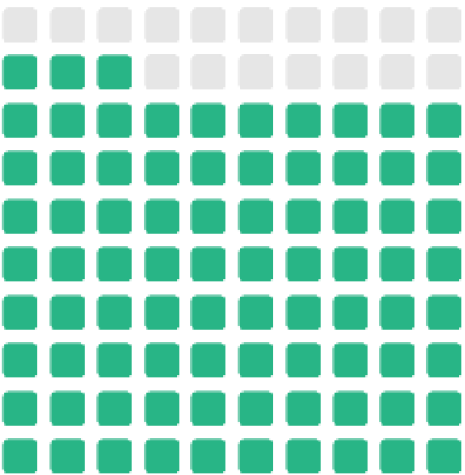
5%
dissatisfied



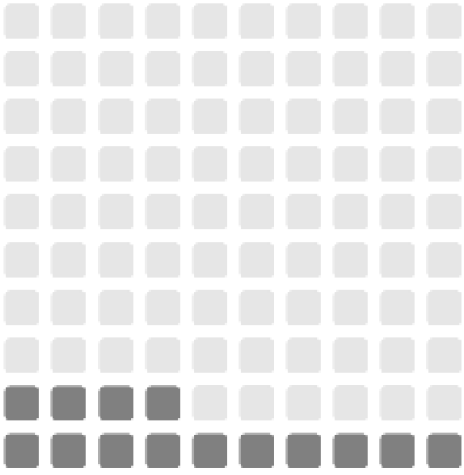
10 May report. Base sizes: average of the last two survey waves 647; last 12 surveys average 497 per week.

Satisfaction with personal security on the bus

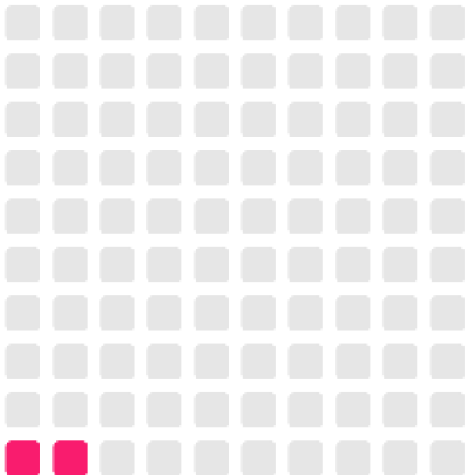
Average of the last two survey waves



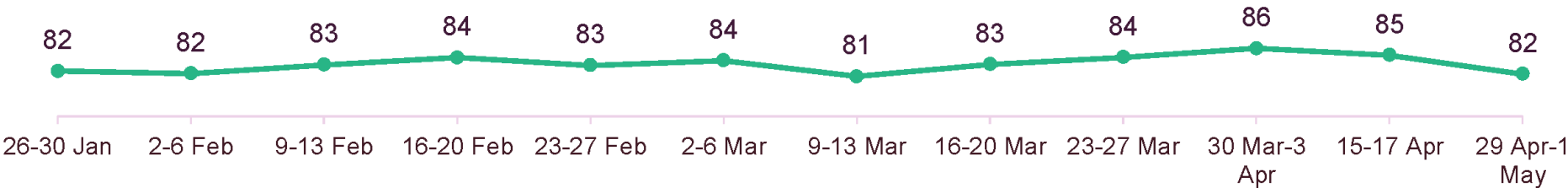
83%
satisfied



14%
neither/nor



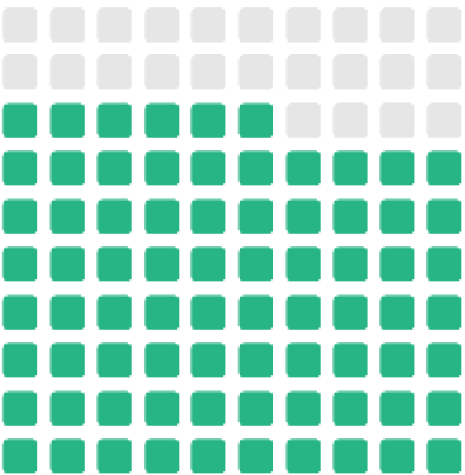
2%
dissatisfied



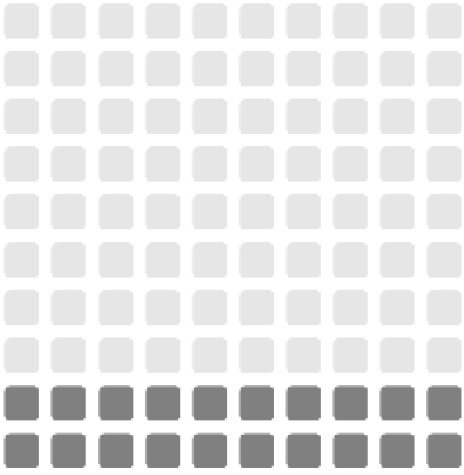
10 May report. Base sizes: average of the last two survey waves 641; last 12 surveys average 491 per week.

Satisfaction with helpfulness and attitude of the driver

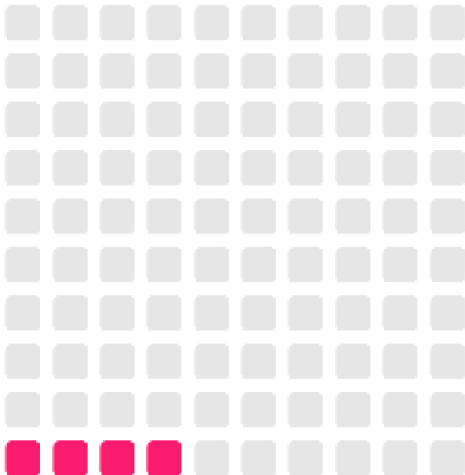
Average of the last two survey waves



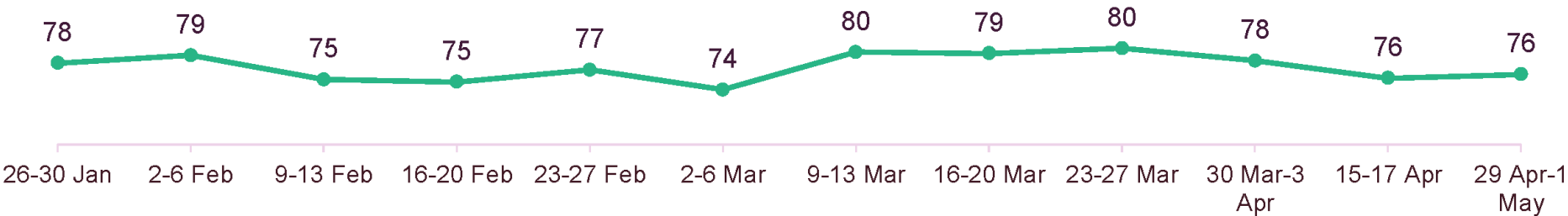
76%
satisfied



20%
neither/nor



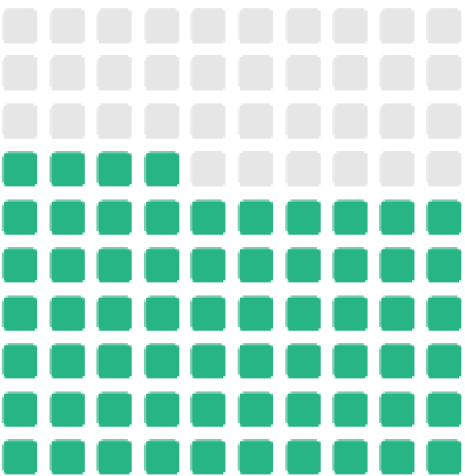
4%
dissatisfied



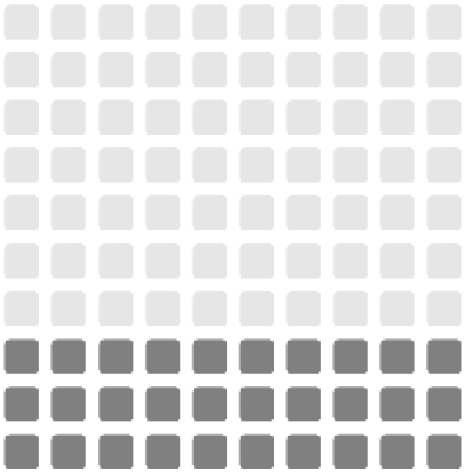
10 May report. Base sizes: average of the last two survey waves 622; last 12 surveys average 477 per week.

Satisfaction with information provided during the journey

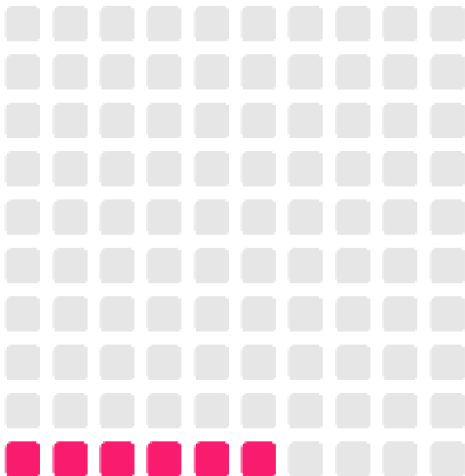
Average of the last two survey waves



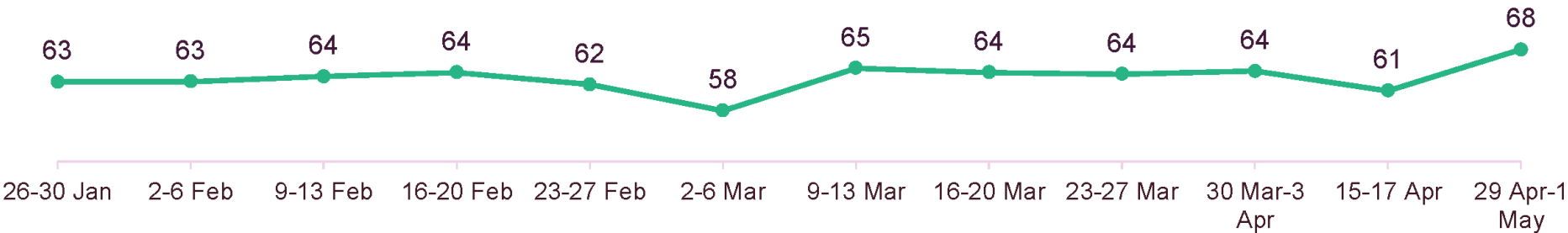
64%
satisfied



30%
neither/nor



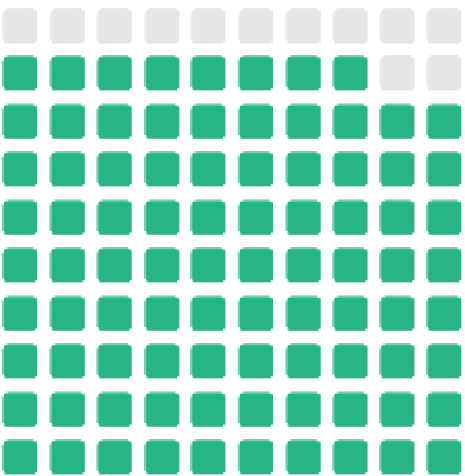
6%
dissatisfied



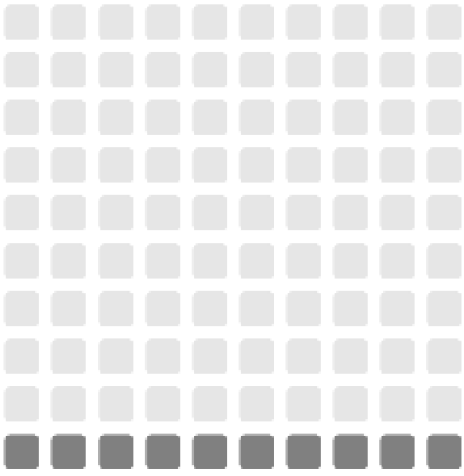
10 May report. Base sizes: average of the last two survey waves 487; last 12 surveys average 383 per week.

Satisfaction with safety of the driving

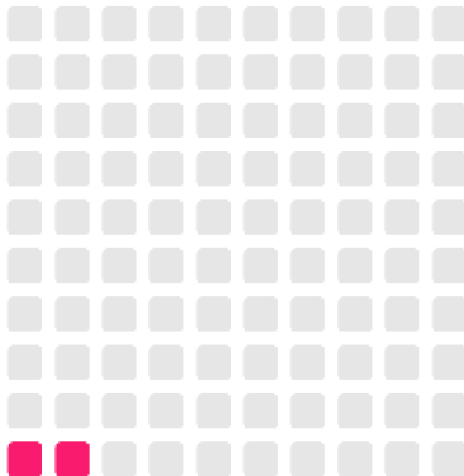
Average of the last two survey waves



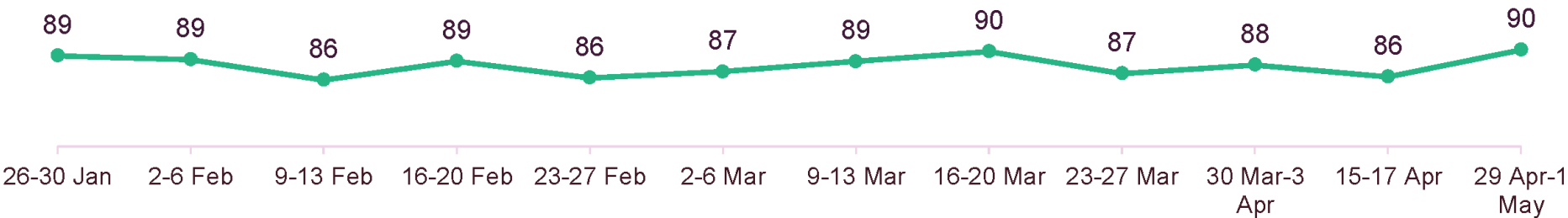
88%
satisfied



10%
neither/nor



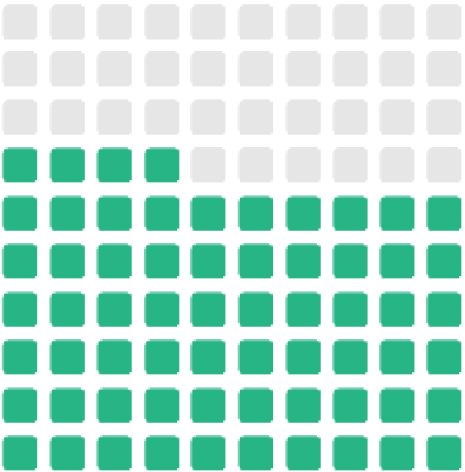
2%
dissatisfied



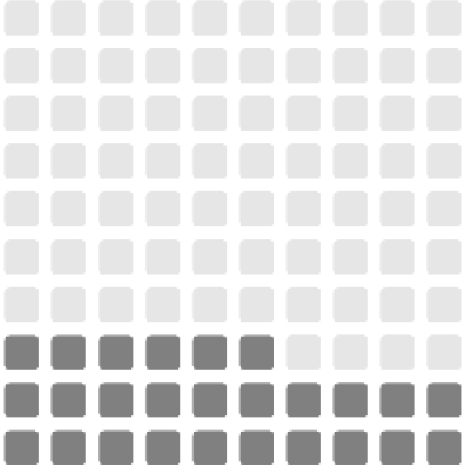
10 May report. Base sizes: average of the last two survey waves 647; last 12 surveys average 497 per week.

Satisfaction with information on how busy the bus was before travelling

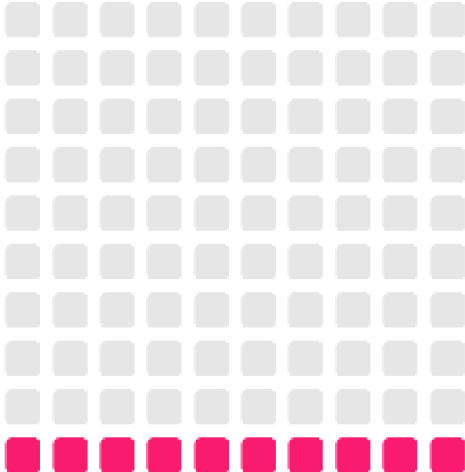
Average of the last two survey waves



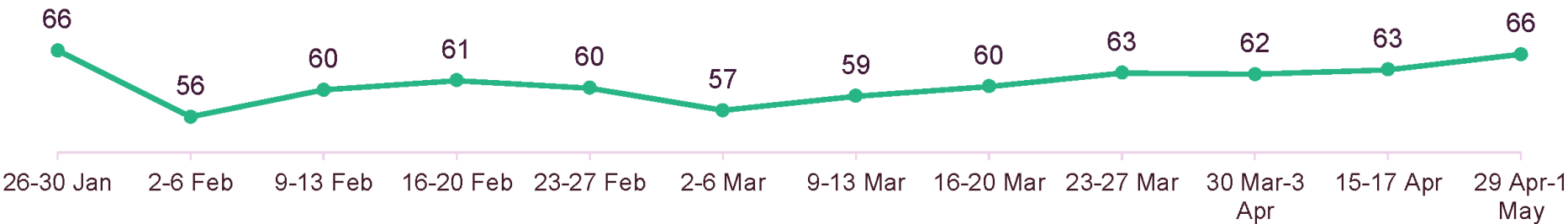
64%
satisfied



26%
neither/nor



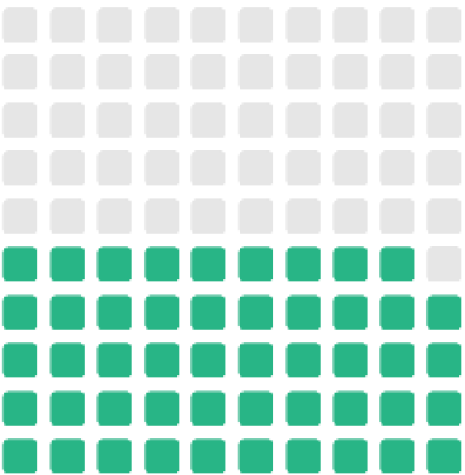
10%
dissatisfied



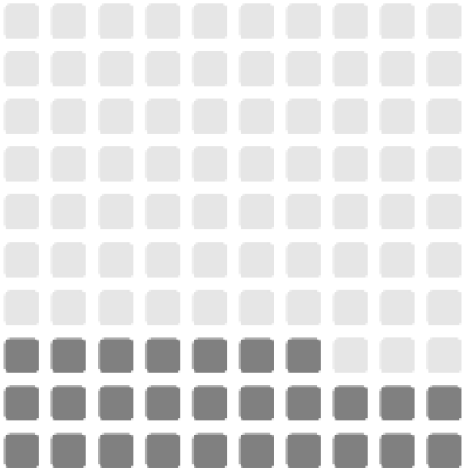
10 May report. Base sizes: average of the last two survey waves 412; last 12 surveys average 322 per week.

Satisfaction with number of people wearing face coverings

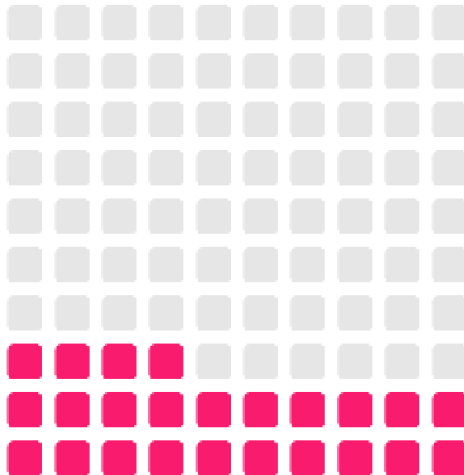
Average of the last two survey waves



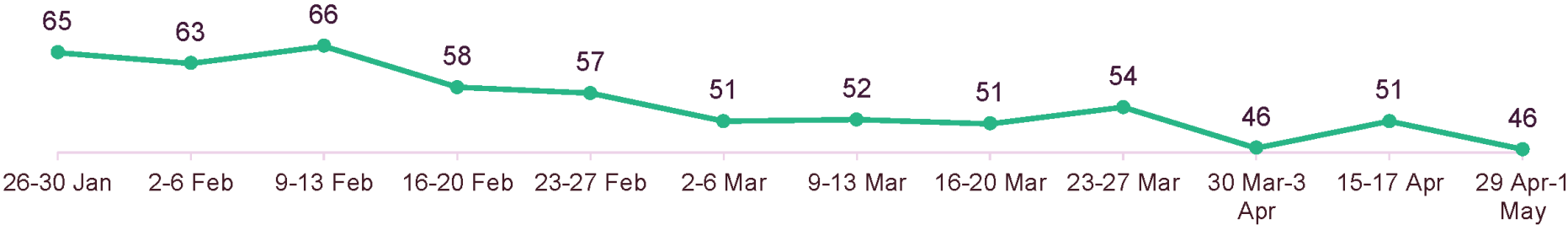
49%
satisfied



27%
neither/nor



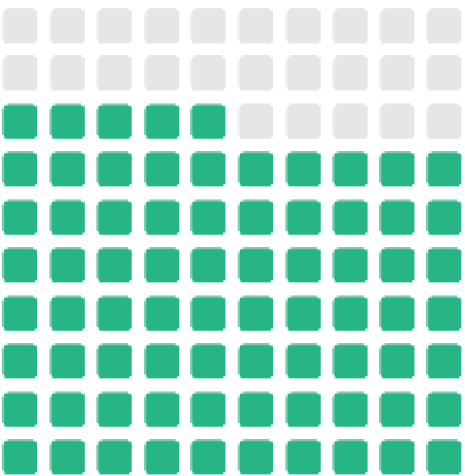
24%
dissatisfied



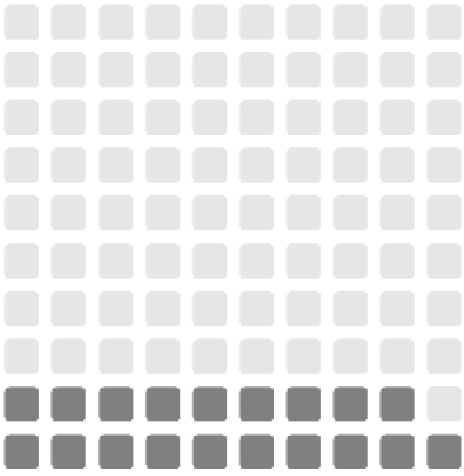
10 May report. Base sizes: average of the last two survey waves 602; last 12 surveys average 469 per week.

Satisfaction with the ventilation on the bus

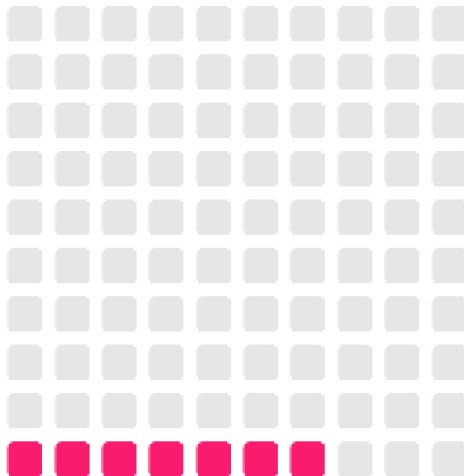
Average of the last two survey waves



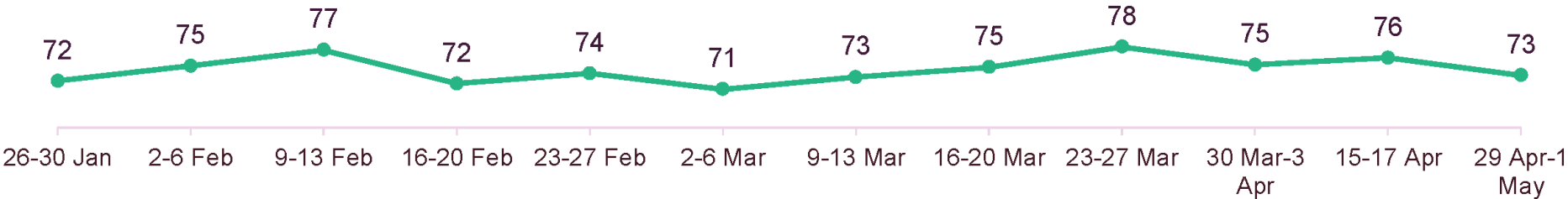
75%
satisfied



19%
neither/nor



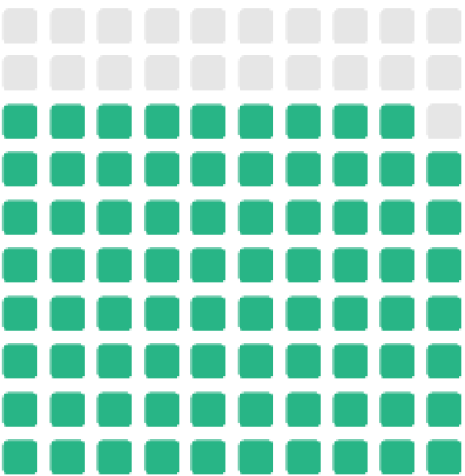
7%
dissatisfied



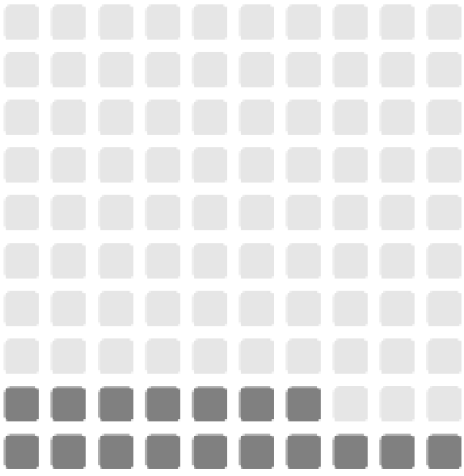
10 May report. Base sizes: average of the last two survey waves 640; last 12 surveys average 493 per week.

Satisfaction with temperature inside the bus

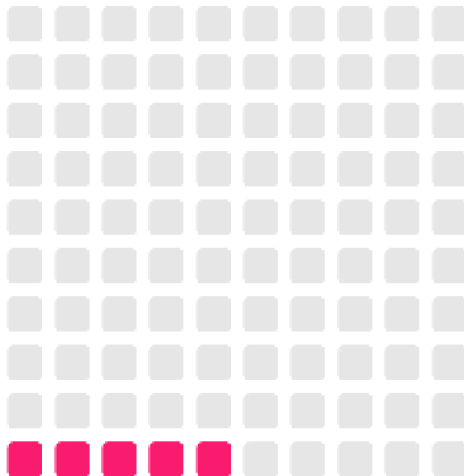
Average of the last two survey waves



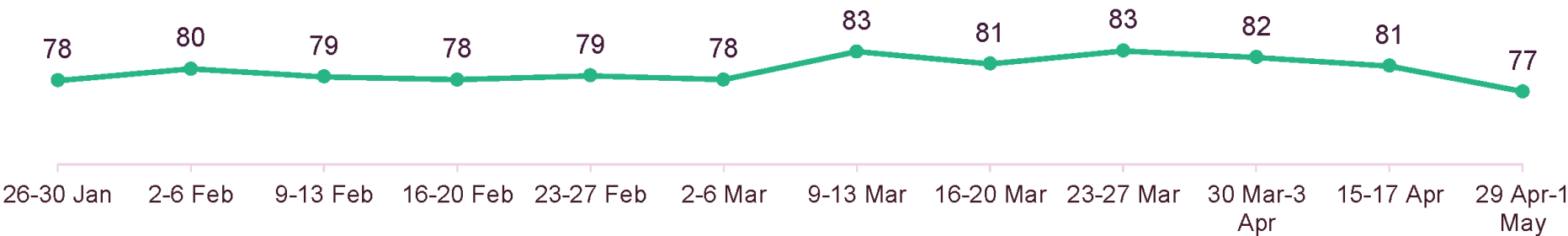
79%
satisfied



17%
neither/nor



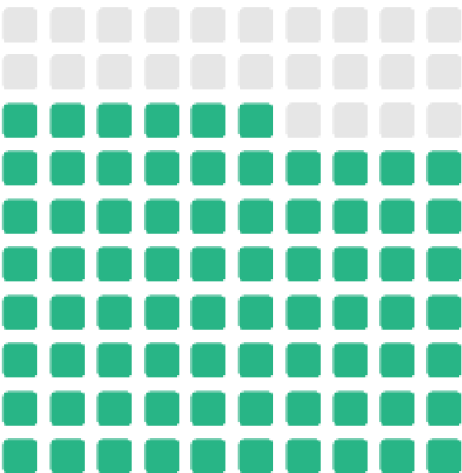
5%
dissatisfied



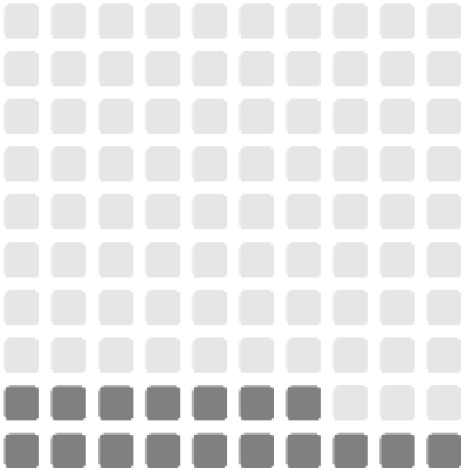
10 May report. Base sizes: average of the last two survey waves 646; last 12 surveys average 497 per week.

Satisfaction with other passengers' behaviour

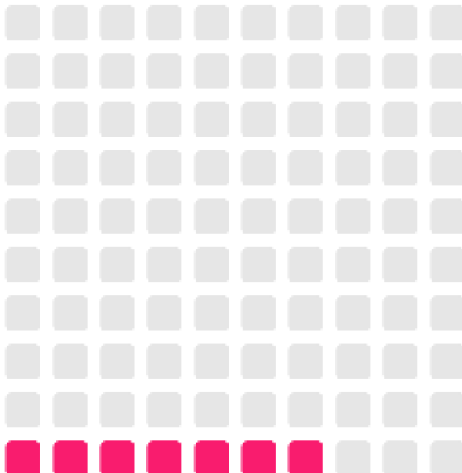
Average of the last two survey waves



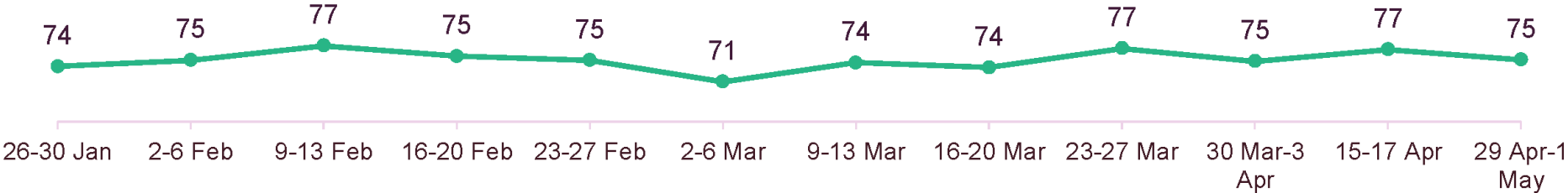
76%
satisfied



17%
neither/nor



7%
dissatisfied



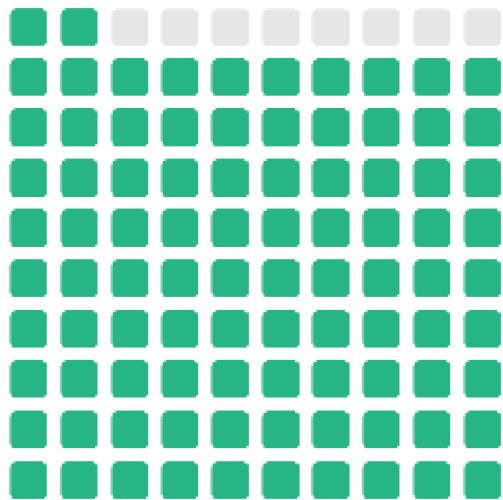
10 May report. Base sizes: average of the last two survey waves 643; last 12 surveys average 494 per week.

Summary of bus satisfaction with journey aspects - average of the last two surveys

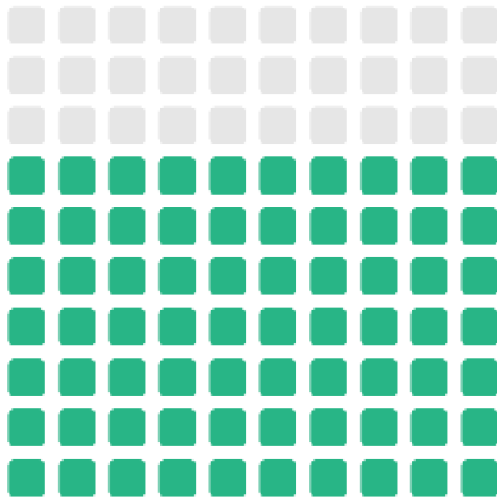


10 May report . Base size all rail users. Sizes from top to bottom are: 642; 643; 646; 535; 647; 645; 642; 647; 641; 622; 487; 647; 412; 602; 640; 646; 643.

How Covid safe bus travel is felt to be this most recent week



Users of buses in last 7 days
92%

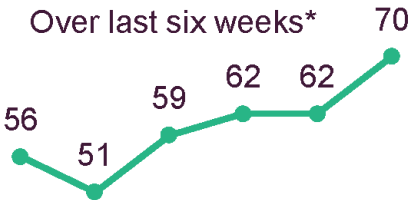


Non-users of buses in last 7 days
70%

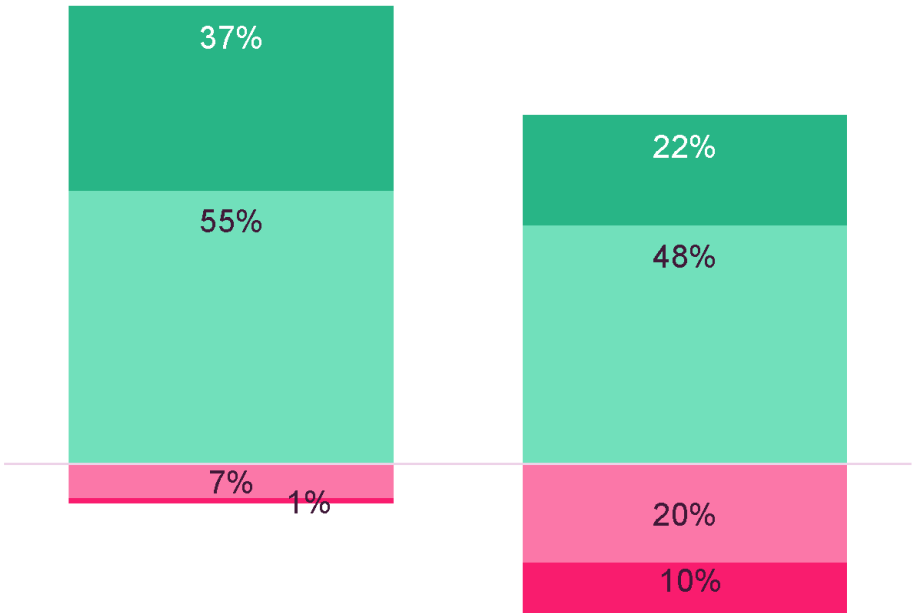
Over last six surveys*



Over last six weeks*



Fairly safe Very safe Not very safe Not at al safe



Used bus
in last 7 days

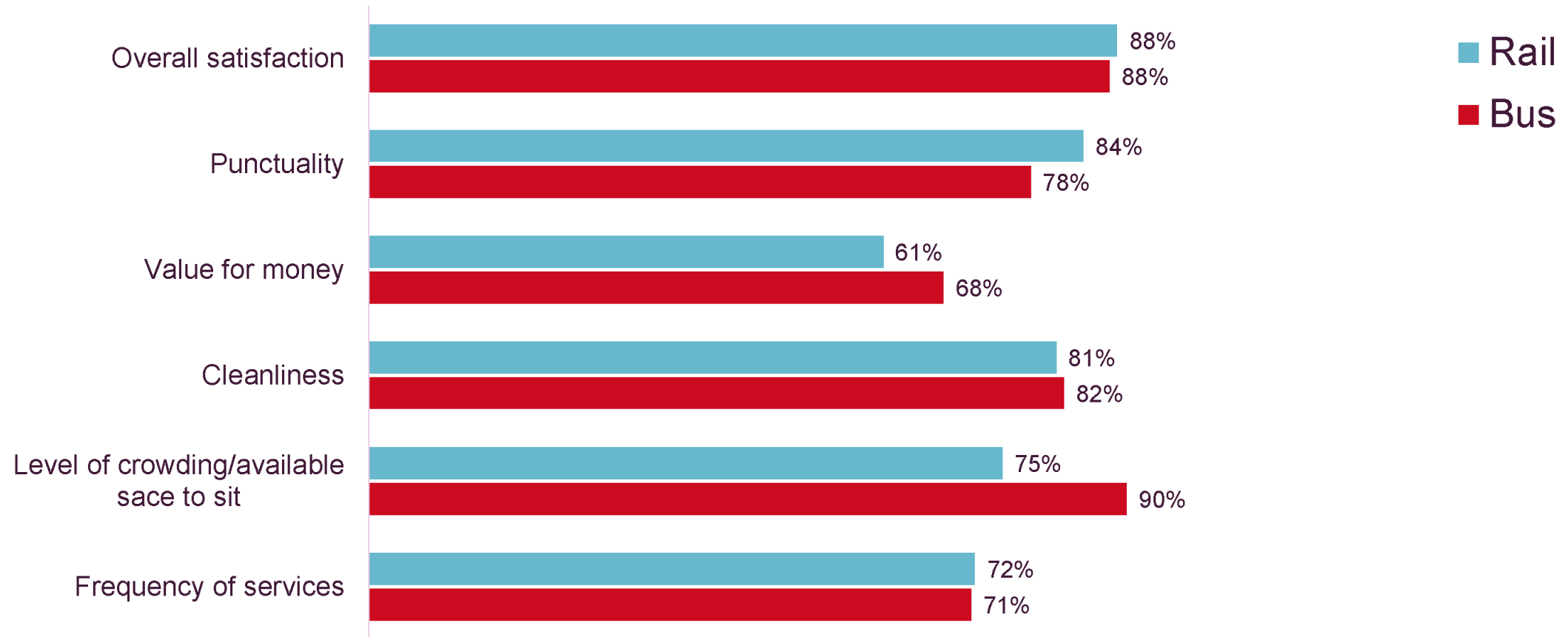
Not used bus
in last 7 days

10 May 2022 report. Base sizes: used bus (outside London) in last 7 days 320 (run in weekend omnibus only); not used bus 1694

* Six data points plotted at four-week intervals. Fieldwork dates for each point are (left to right): 26-28 Nov; 7-9 Jan; 4-6 Feb; 4-6 March; 1-3 April; 29 Apr-1 May.

Rail to bus comparison - results from surveys in the last four weeks

Bus passengers have higher satisfaction with level of crowding and value for money but lower satisfaction on punctuality



Methodology

Transport Focus's *Bus User Survey* from April runs on the weekend waves of Yonder Consulting's omnibus. In total approximately 2000 per week are screened to identify those who have made a journey on a bus outside London in the last seven days. These people who have used a bus in the last seven days answer questions about the time they made their journey, its purpose and length of time on the bus. Every other week these bus users answer our dedicated Bus User Weekly Survey 'satisfaction' 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 users within the survey over the last twelve 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 dates	Response numbers
Week 18	26 - 30 Jan	484
Week 19	2 - 9 Feb	537
Week 20	9 - 13 February	497
Week 21	16 - 20 February	504
Week 22	23 - 27 February	515
Week 23	2 - 5 March	515
Week 24	9 - 13 March	534
Week 25	16 - 20 March	578
Week 26	23 - 27 March	575
Week 27	30 March - 3 April	585
Week 28	8 - 10 April	308
Week 29	15 - 17 April	327
Week 30	22 - 24 April	268
Week 31	29 Apr - 1 May	320

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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