

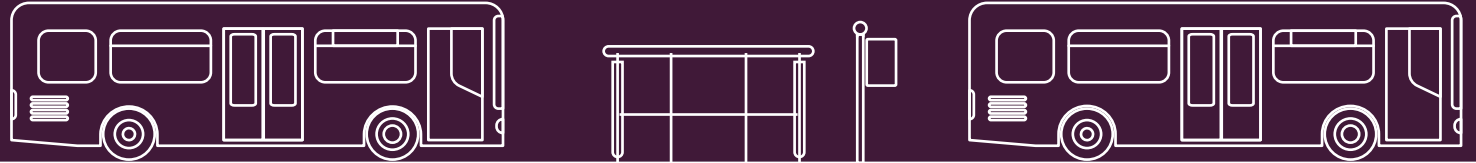
6 June 2022

Edition 2

# 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 journey.

Each weekend a representative sample of 2000 people from across Great Britain are asked questions by Yonder Consulting about their public

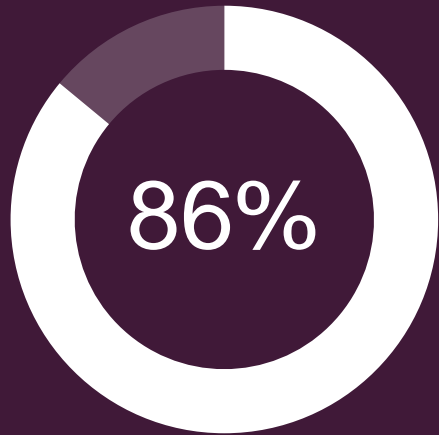
transport use.

We ask everyone which types of transport they have used and for what purpose. Every fortnight those who used a bus outside London are asked about their overall satisfaction with the journey and with aspects such as value for money, punctuality, cleanliness. In a typical survey, where

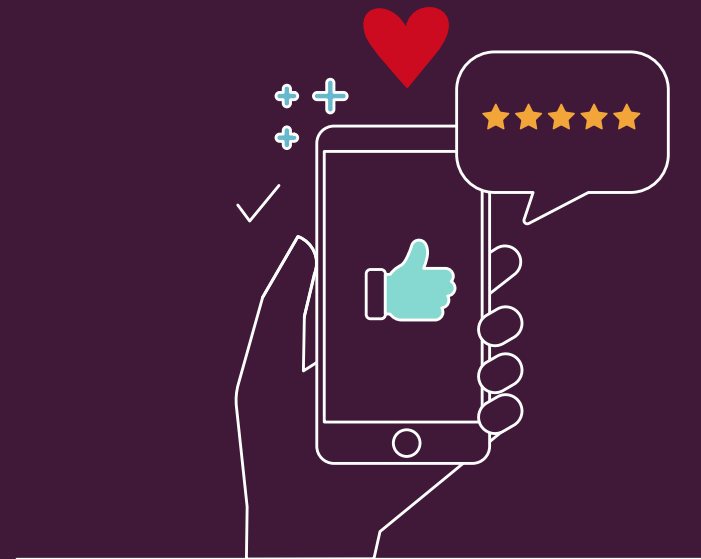
around 12 per cent have used a bus outside London, we get this detailed information from around 250 people.

We publish a report every four weeks. This report covers interviews between February and May 2022. Further details on how we carried out this survey are available on page 33.

# Bus headlines



86% of bus passengers were satisfied with their journey overall (average over the last 4 weeks).



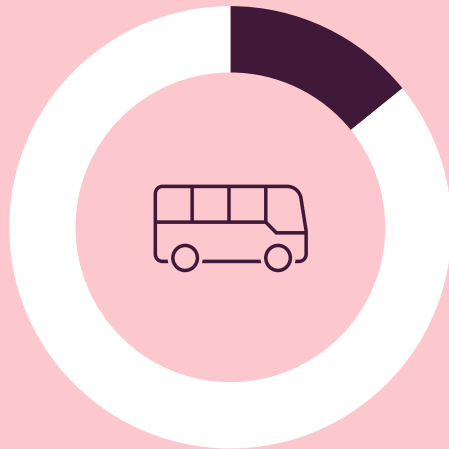
We asked people who have not used a bus within the last seven days if they would feel safe in regard to Covid. 76% of people say they would feel safe if they were to make a journey; up from 62% a month ago.



Satisfaction with the punctuality/reliability has dropped and is now at an average of 73% over the last two surveys.

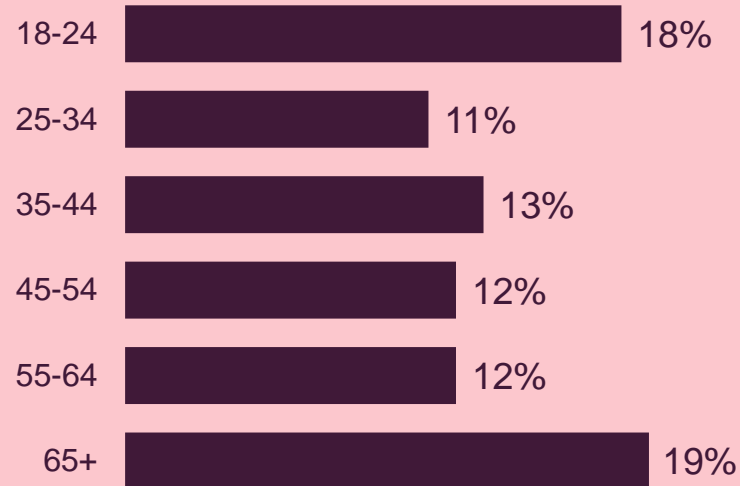
# One in seven used bus

## Proportion using bus



**14%**  
of people in  
Great Britain are using  
buses (outside  
London)

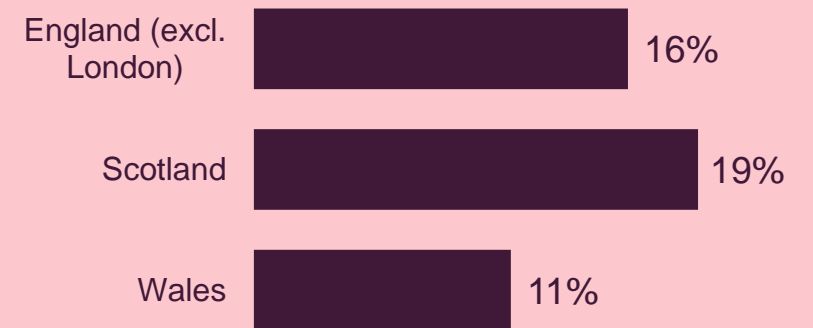
### Age



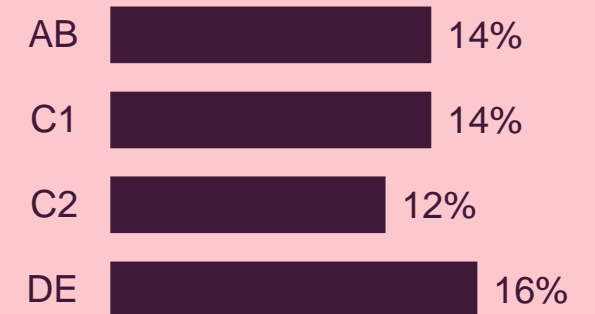
### Sex



### Region

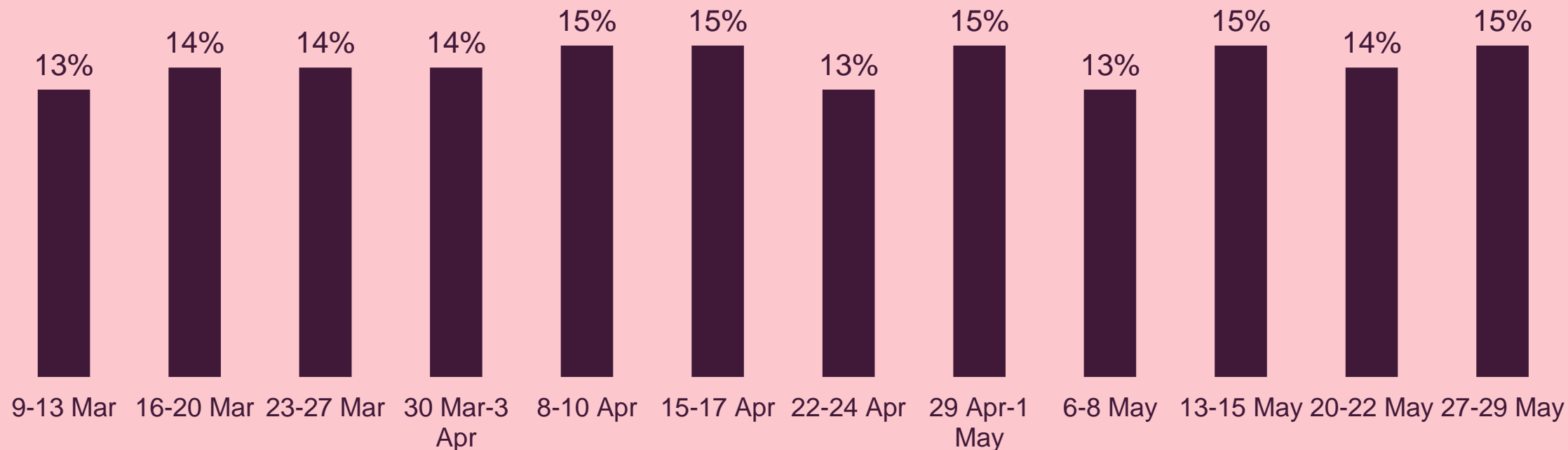


### Social grade



# Bus use is unchanged over recent weeks

Proportion using bus



6 June 2022 report. Bus use is defined as having travelled by bus within seven days of being surveyed. Base size: 4000 per week up to end March, from April 2000 per week

# Leisure is the most common reason for using bus

Main purpose of bus journey



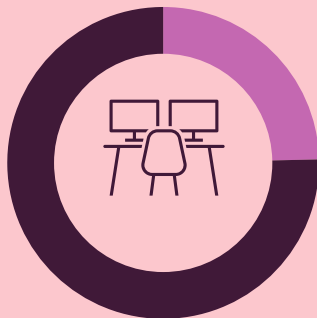
Leisure/eating out/non-essential shopping  
30%



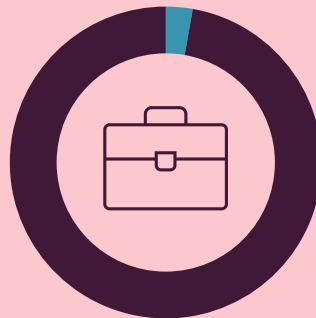
Friends/family  
12%



Essential shopping  
16%



Commuting  
25%



Work travel  
3%

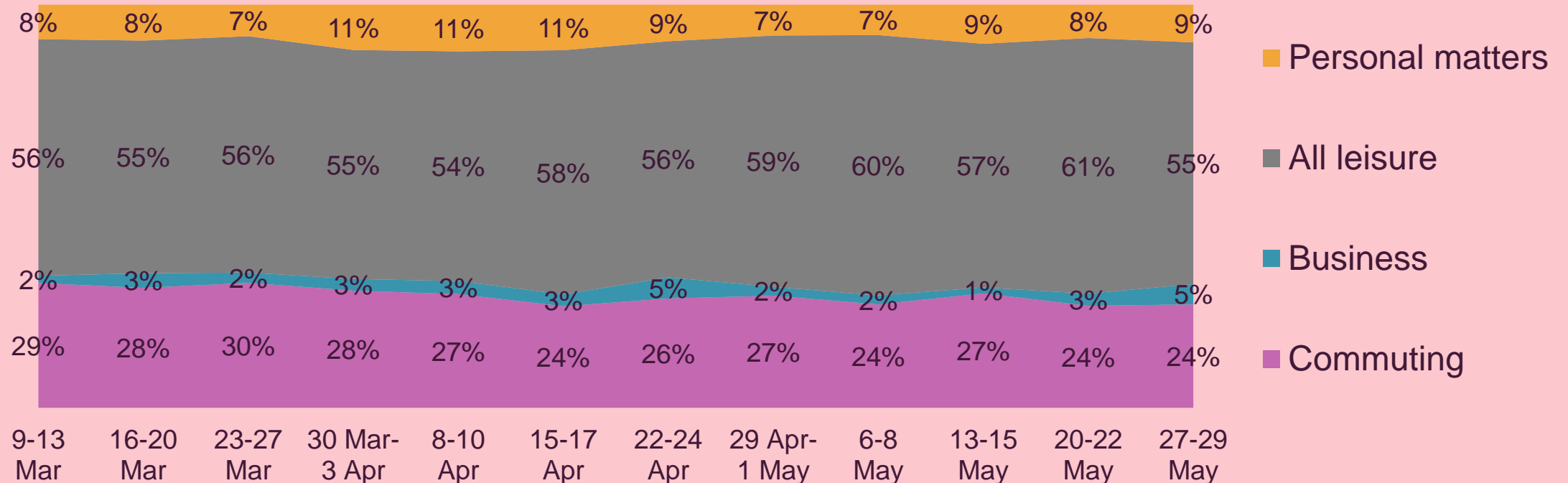


Personal matters  
8%

6 June 2022 report. Charts are based on the most recent bus journey made within seven days of being surveyed and are the average of the last four weeks' surveys. Base size: all bus users - 1171. Note that sum of the journey purposes may not add to 100 per cent as some have listed 'other reason'.

# The proportions of reasons for journeys are stable

## Main purpose of bus journey

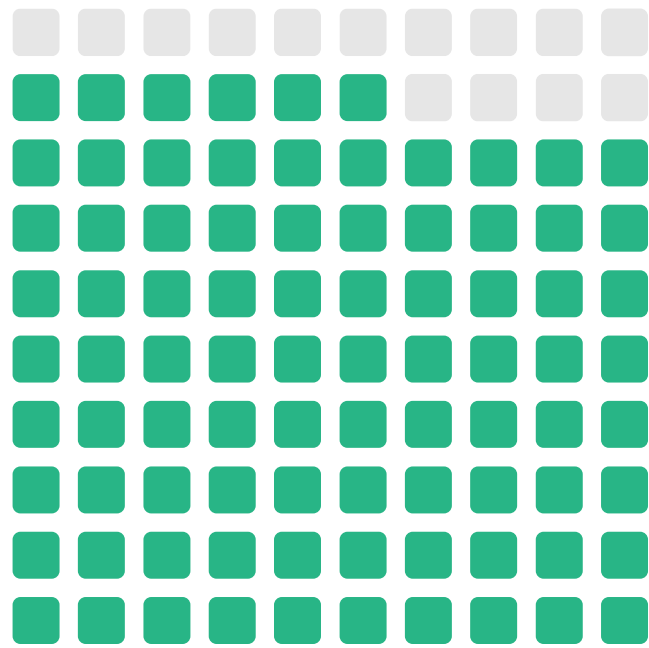


6 June 2022 report. Chart is based on the most recent bus journey made within seven days of being surveyed.  
Base size: all bus users, average of 388 per week

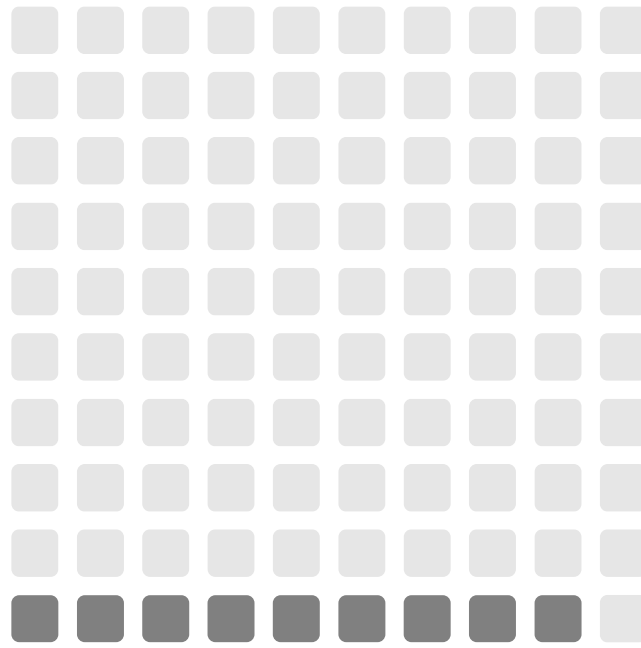




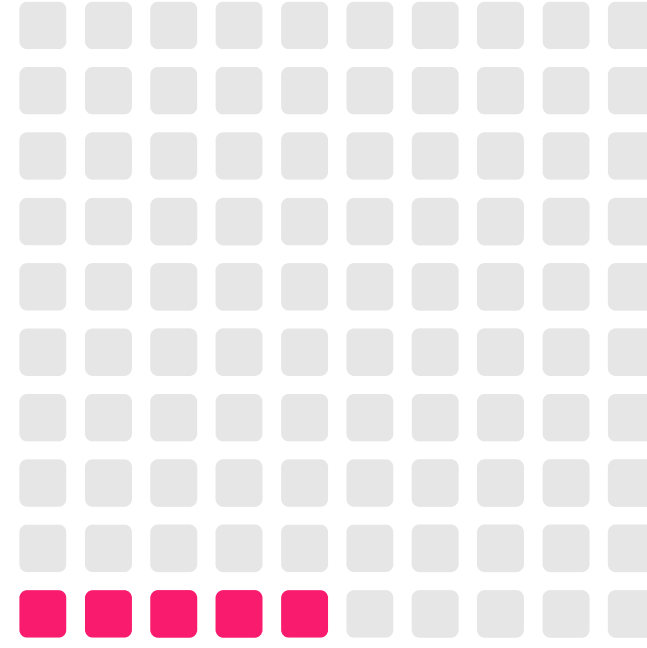
# Overall satisfaction with bus journey



86%  
satisfied



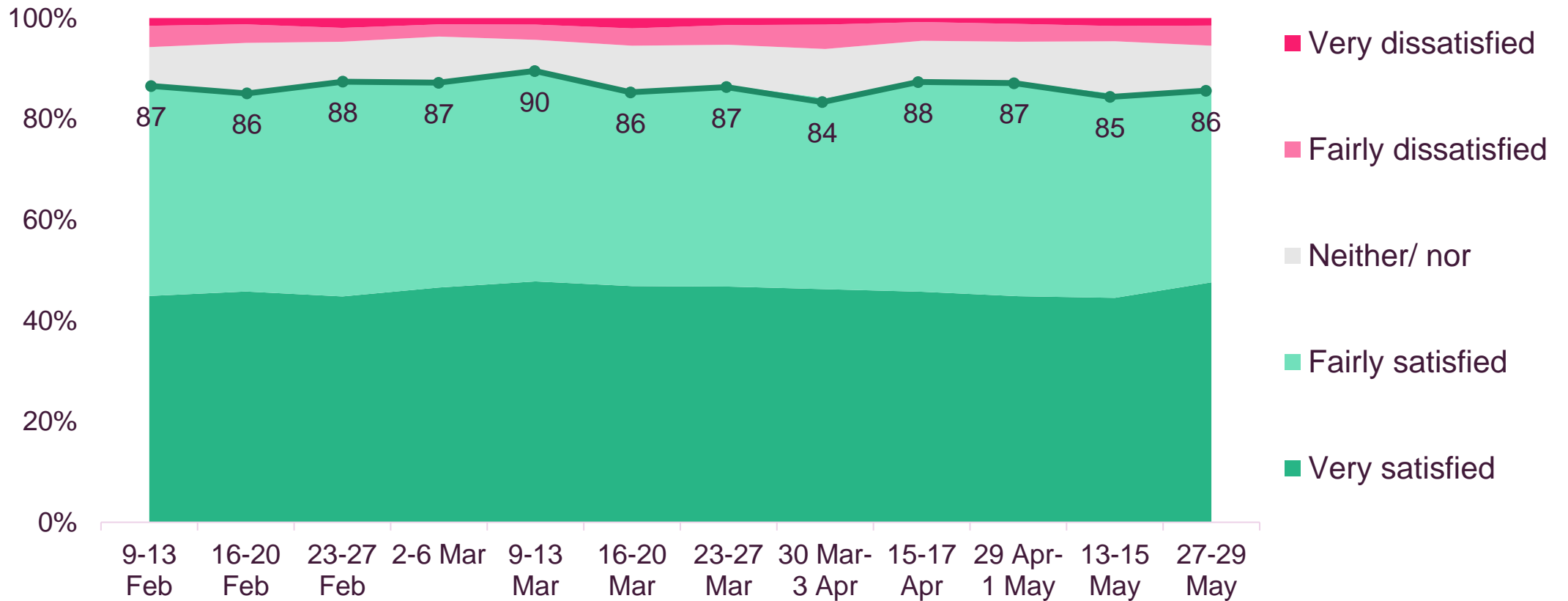
9%  
neither/nor



5%  
dissatisfied

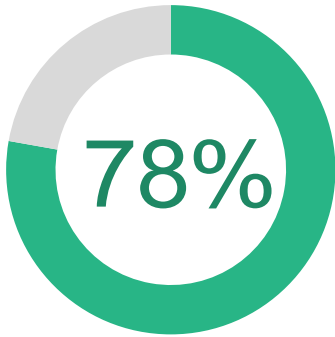
6 June 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base size: 604

# Overall satisfaction with bus journey

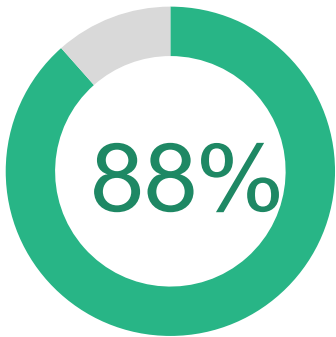


6 June 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Base size: average of 472 per week.

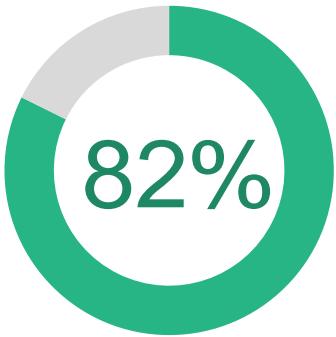
# Overall satisfaction by journey purpose, sex and age



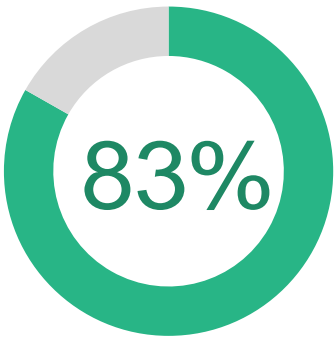
Commute



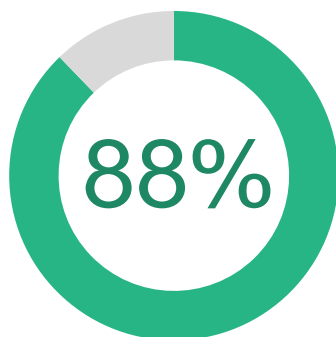
All leisure



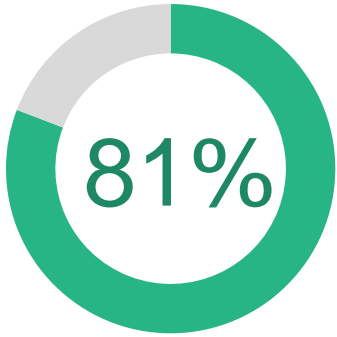
Age 18-34



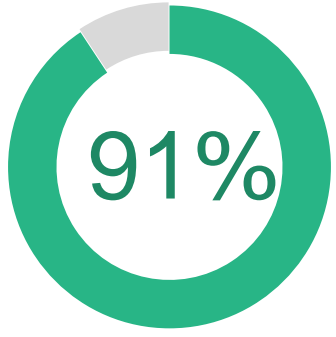
Men



Women



Age 35-54



Age 55 and over

6 June 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes vary by chart ranging between 151 and 339. '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, not overcrowded, well-driven and clean/tidy. The tap on/off system worked fine.

Very satisfied, Arriva passenger

It's a journey I make regularly and it was no better or worse than other journeys I have made.

Neither satisfied nor dissatisfied, Go North East passenger

I waited 45 mins for this bus, as 2 previous buses did not turn up.

Very dissatisfied, National Express passenger



My anxiety flared up due to there being a lot of shouting youths on the bus.

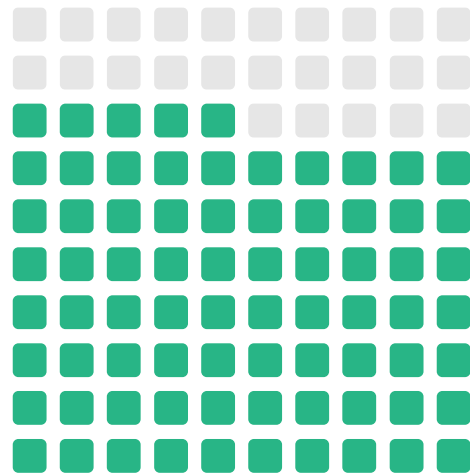
Fairly satisfied, First passenger

It was a standard journey, nothing stood out. The bus was fairly crowded but the journey was quick. I do feel the price of the bus ticket was most unsatisfactory, it was too expensive.

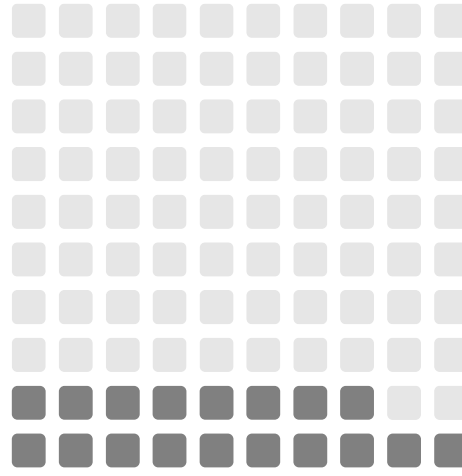
Neither satisfied nor dissatisfied, Stagecoach passenger



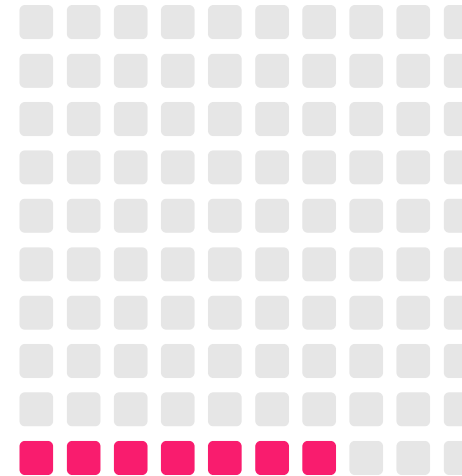
# Satisfaction with the bus stop overall



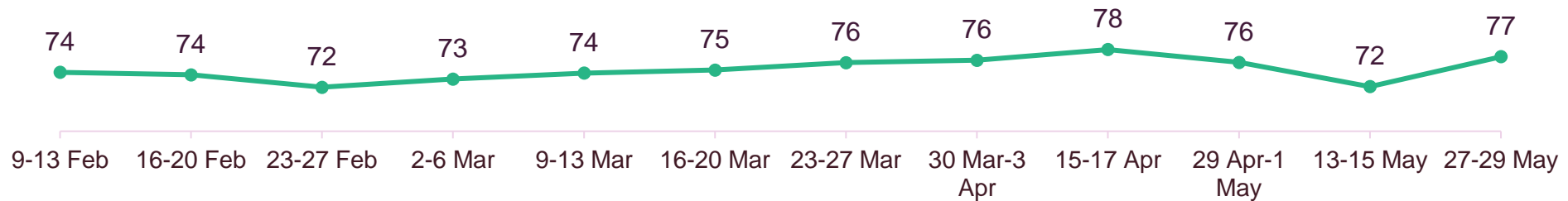
**75%**  
satisfied



**18%**  
neither/nor

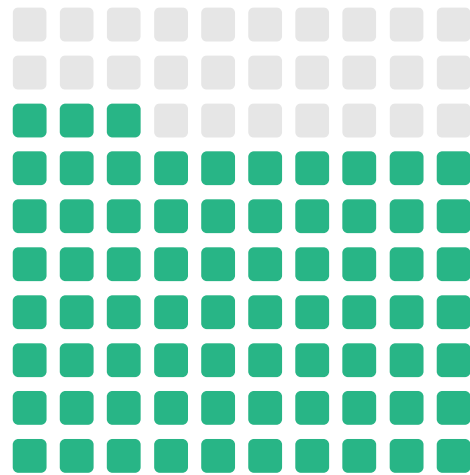


**7%**  
dissatisfied

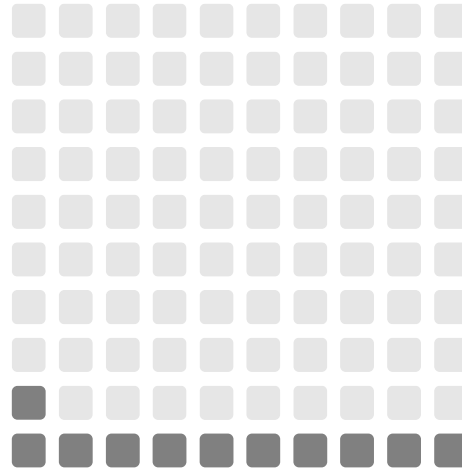


6 June 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 598; trend chart range from 297 to 579 per survey.

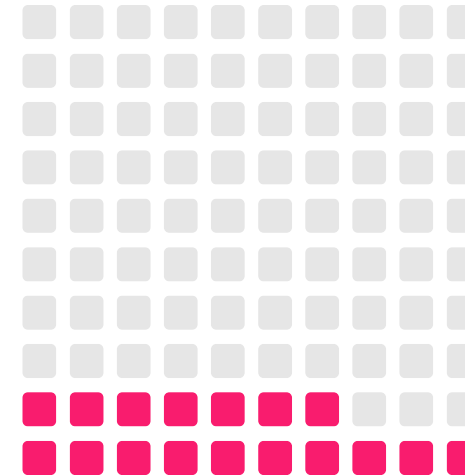
# Satisfaction with punctuality/reliability



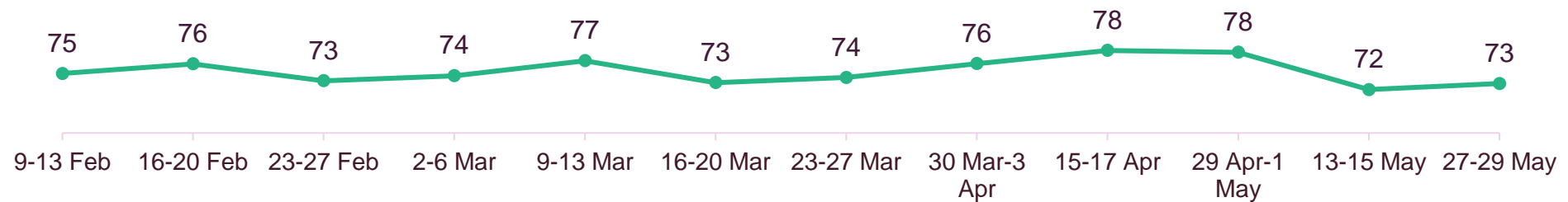
**73%**  
satisfied



**11%**  
neither/nor

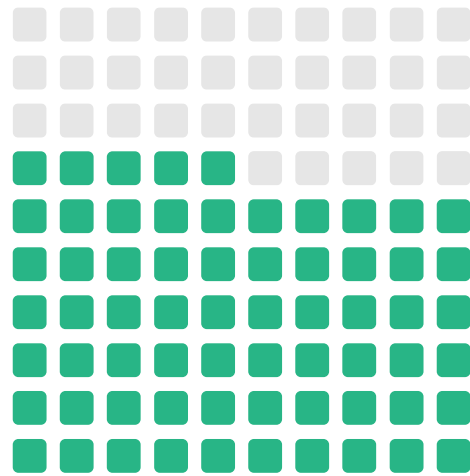


**17%**  
dissatisfied

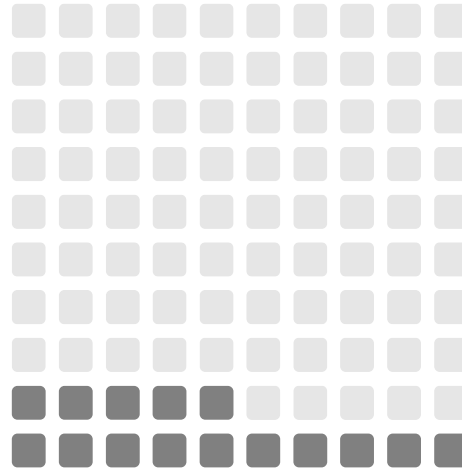


6 June 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 602; trend chart range from 301 to 582 per survey.

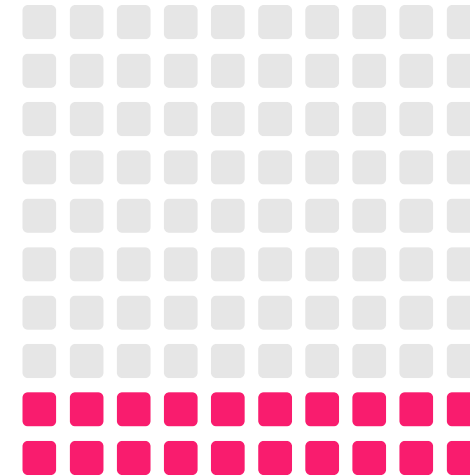
# Satisfaction with value for money



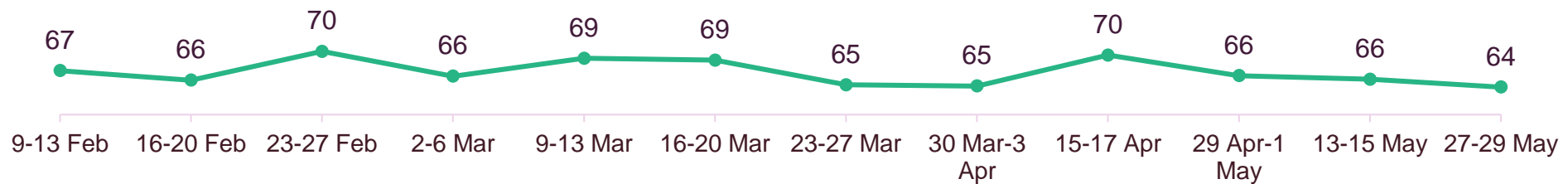
65%  
satisfied



15%  
neither/nor



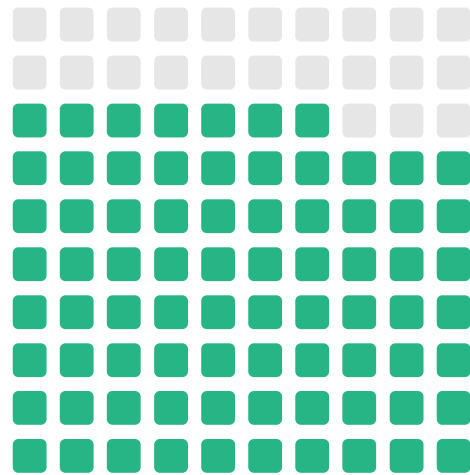
20%  
dissatisfied



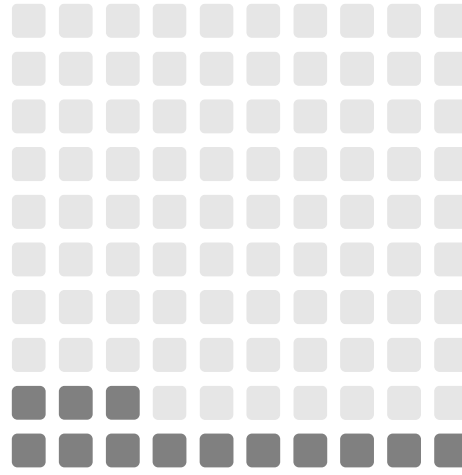
6 June 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 481; trend chart range from 233 to 469 per survey.



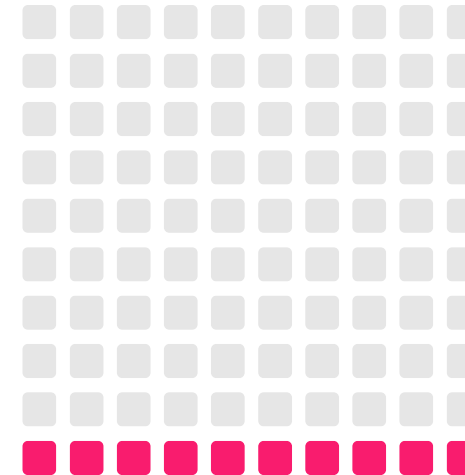
# Satisfaction with cleanliness inside the bus



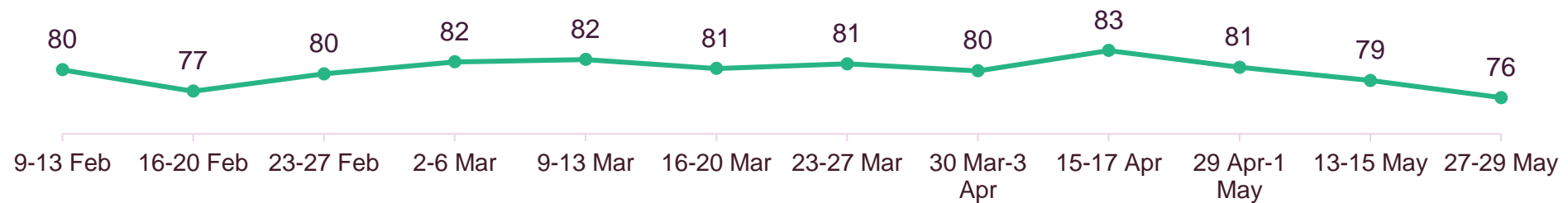
77%  
satisfied



13%  
neither/nor

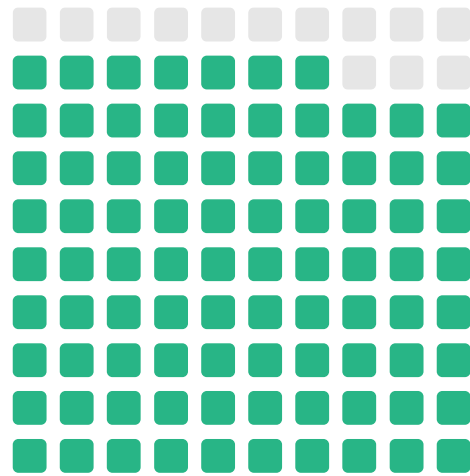


10%  
dissatisfied

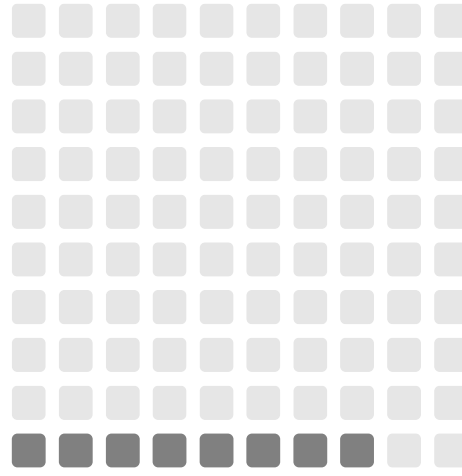


6 June 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 603; trend chart range from 301 to 581 per survey.

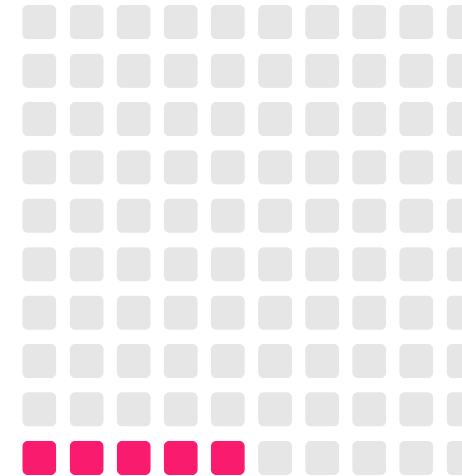
# Satisfaction with availability of seating or space to stand



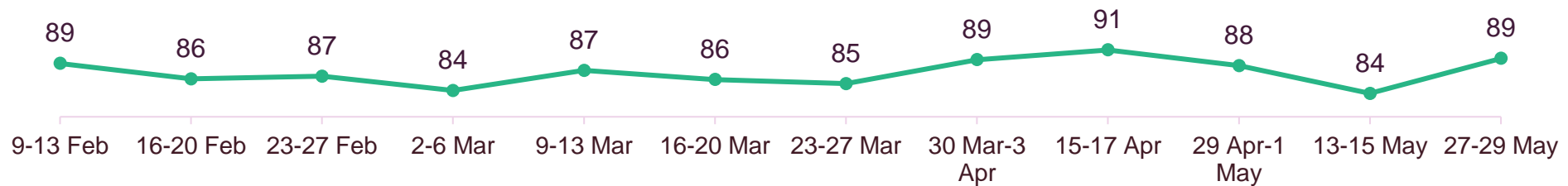
87%  
satisfied



8%  
neither/nor

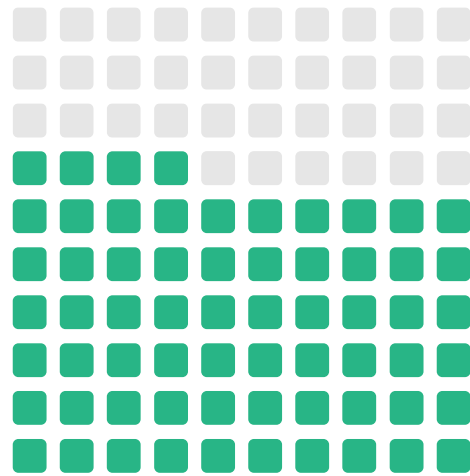


5%  
dissatisfied

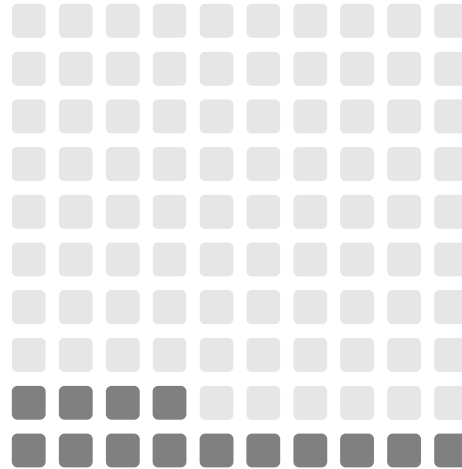


6 June 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 601; trend chart range from 300 to 580 per survey.

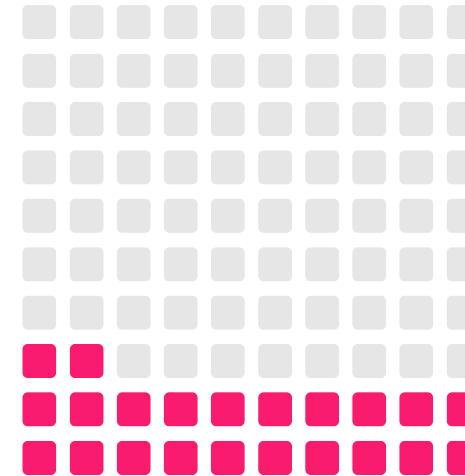
# Satisfaction with frequency of buses on that route



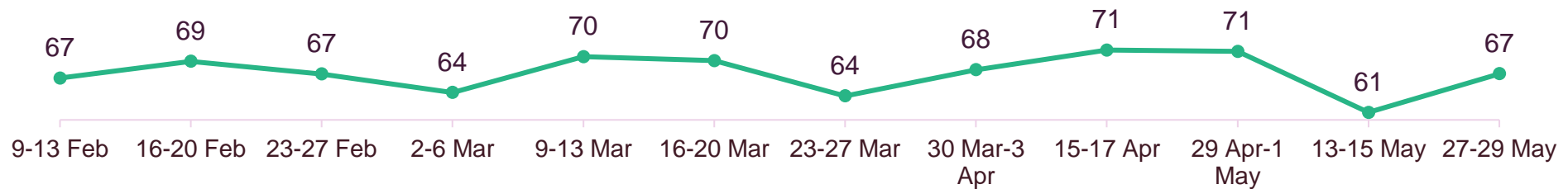
64%  
satisfied



14%  
neither/nor

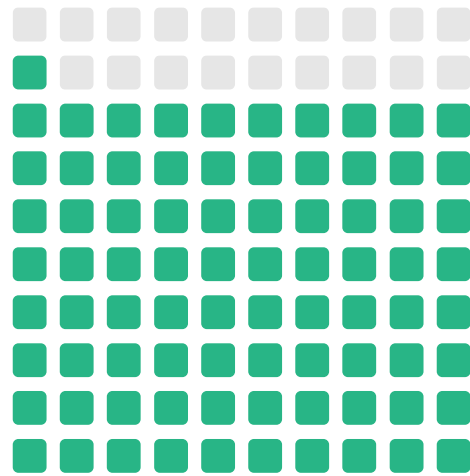


22%  
dissatisfied

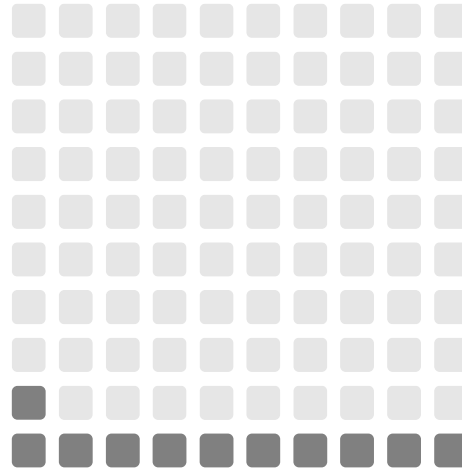


6 June 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 600; trend chart range from 299 to 578 per survey.

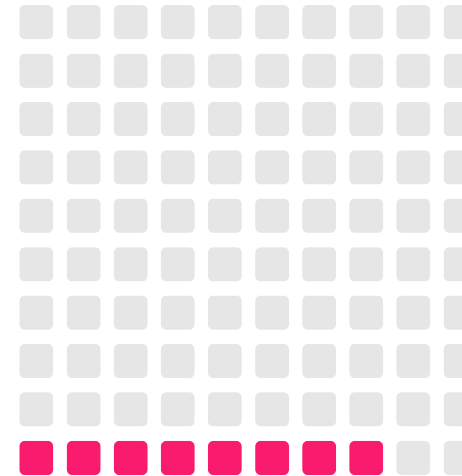
# Satisfaction with the time the journey on the bus took



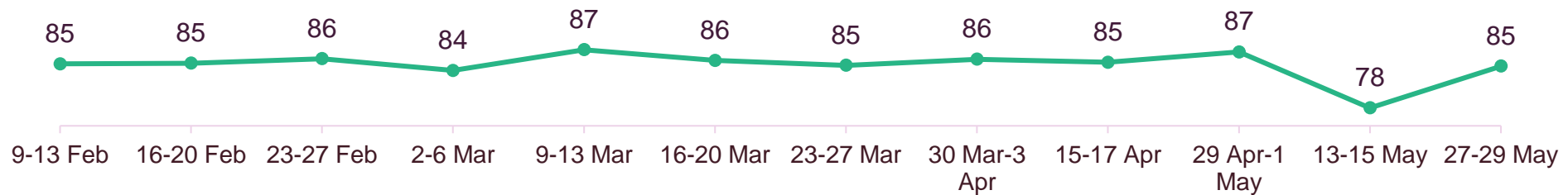
81%  
satisfied



11%  
neither/nor

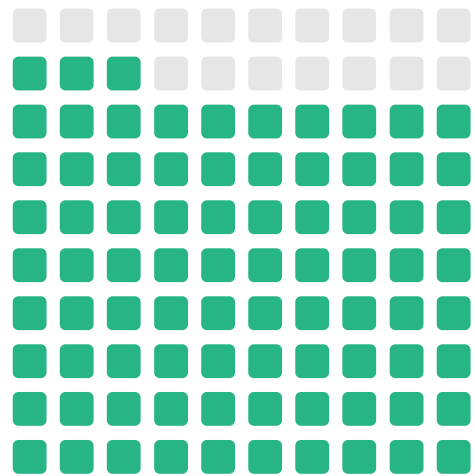


8%  
dissatisfied

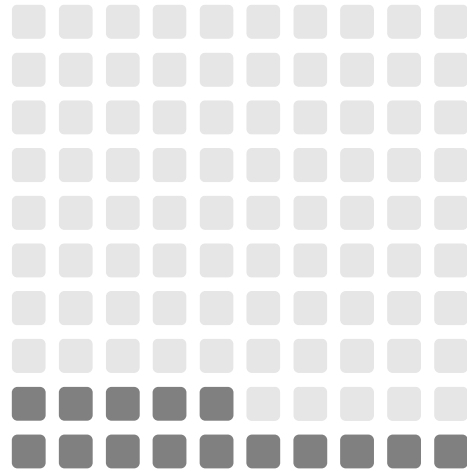


6 June 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 604; trend chart range from 302 to 581 per survey.

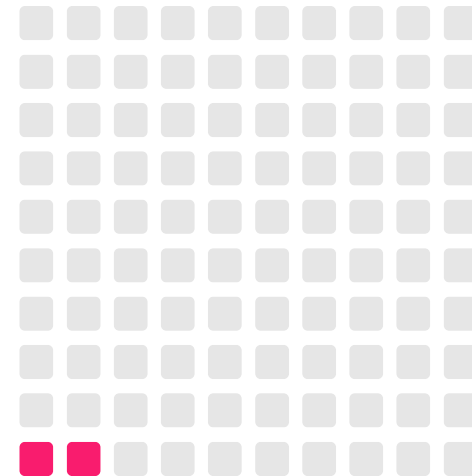
# Satisfaction with personal security on the bus



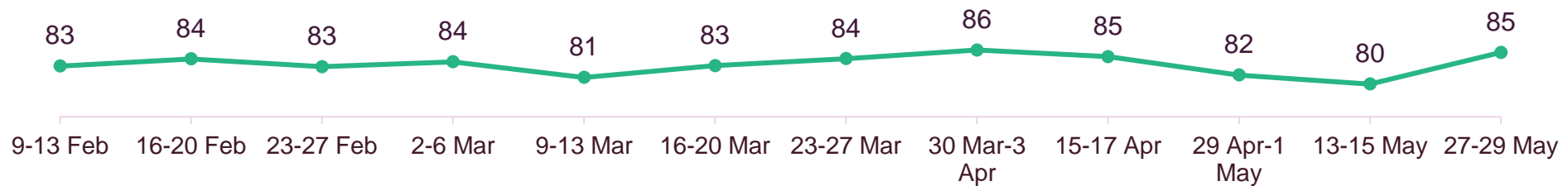
83%  
satisfied



15%  
neither/nor

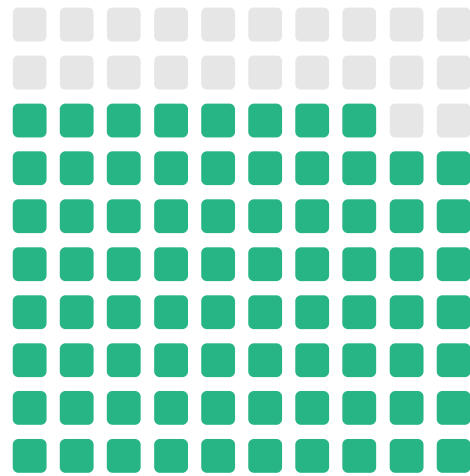


2%  
dissatisfied

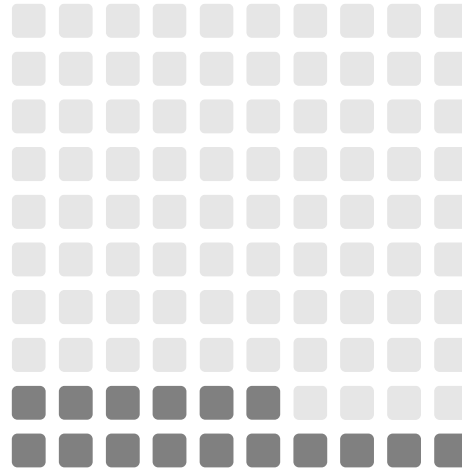


6 June 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 597; trend chart range from 297 to 573 per survey.

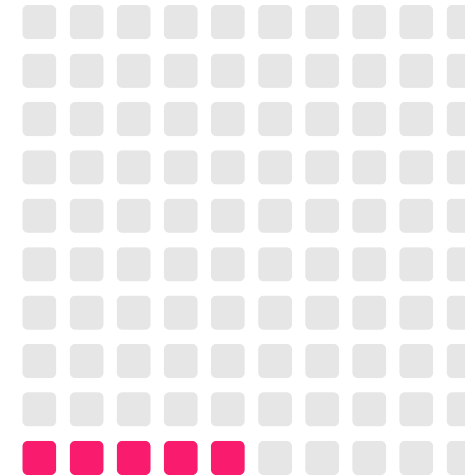
# Satisfaction with helpfulness and attitude of the driver



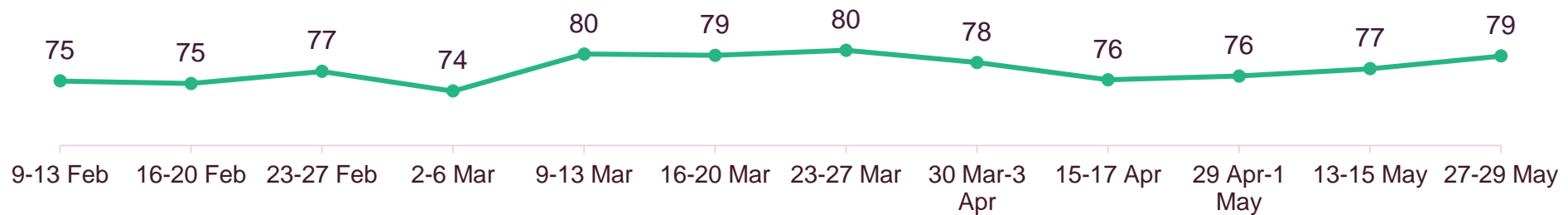
**78%**  
satisfied



**16%**  
neither/nor

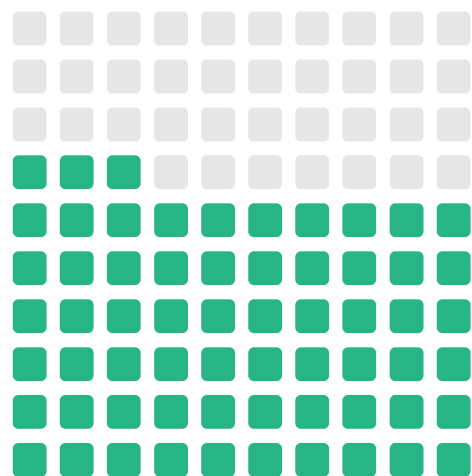


**5%**  
dissatisfied

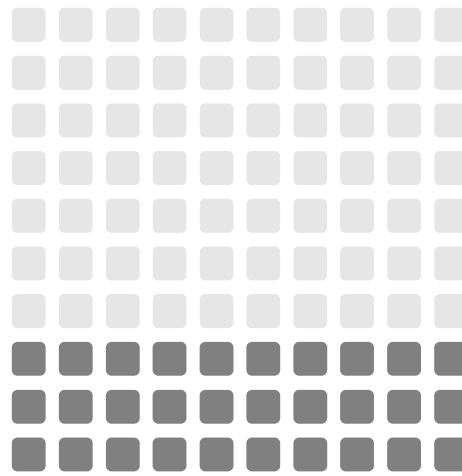


6 June 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 585; trend chart range from 291 to 560 per survey.

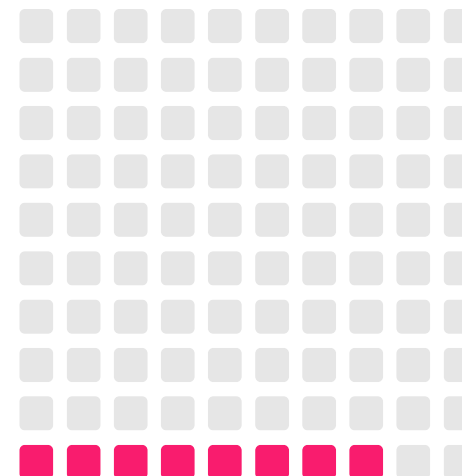
# Satisfaction with information provided during the journey



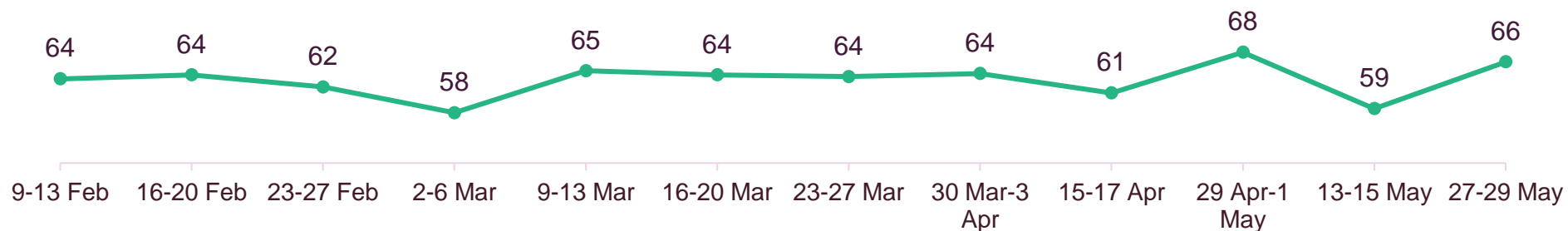
63%  
satisfied



30%  
neither/nor

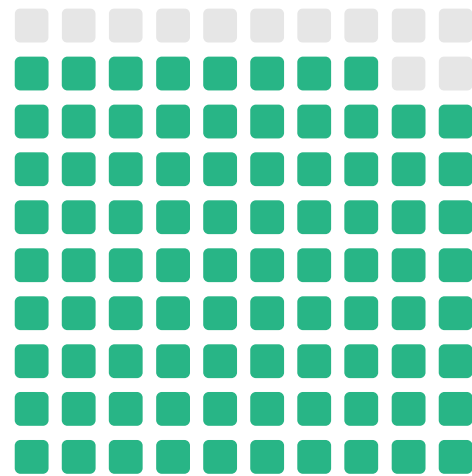


8%  
dissatisfied

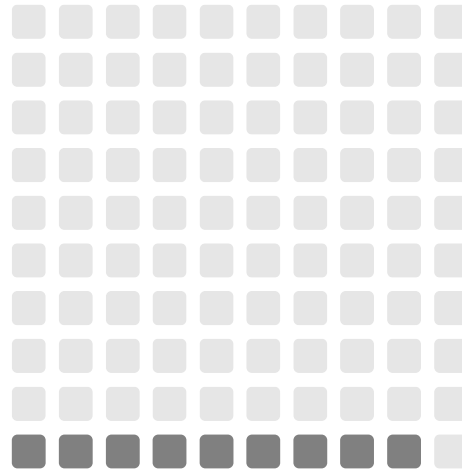


6 June 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 457; trend chart range from 227 to 438 per survey.

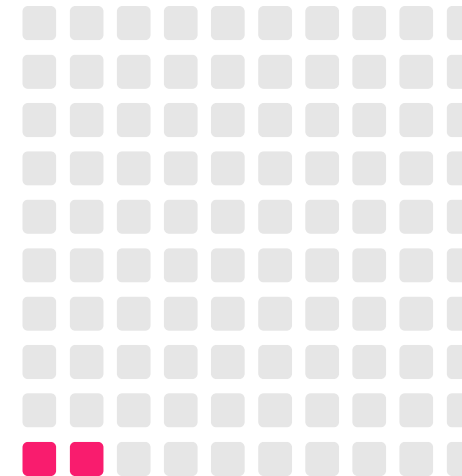
# Satisfaction with safety of the driving



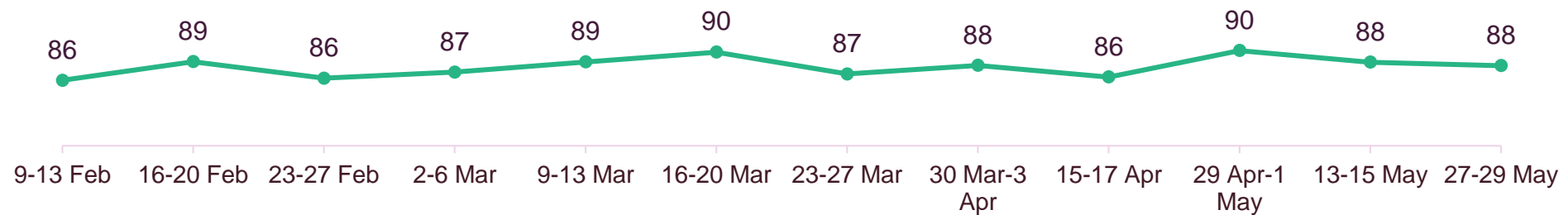
88%  
satisfied



9%  
neither/nor



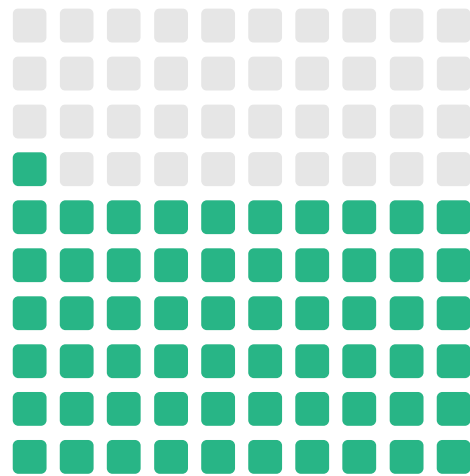
2%  
dissatisfied



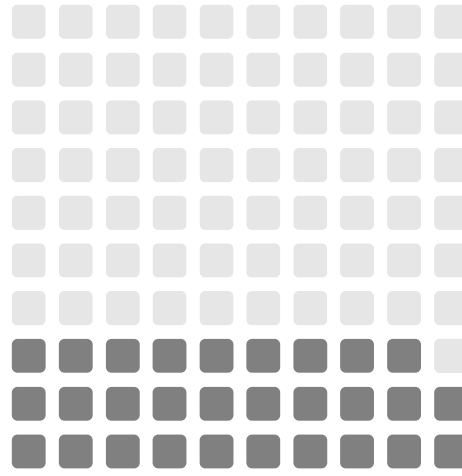
6 June 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 602; trend chart range from 300 to 583 per survey.



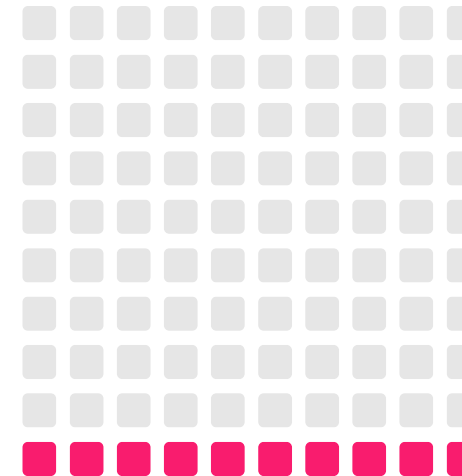
# Satisfaction with information on how busy the bus was before travelling



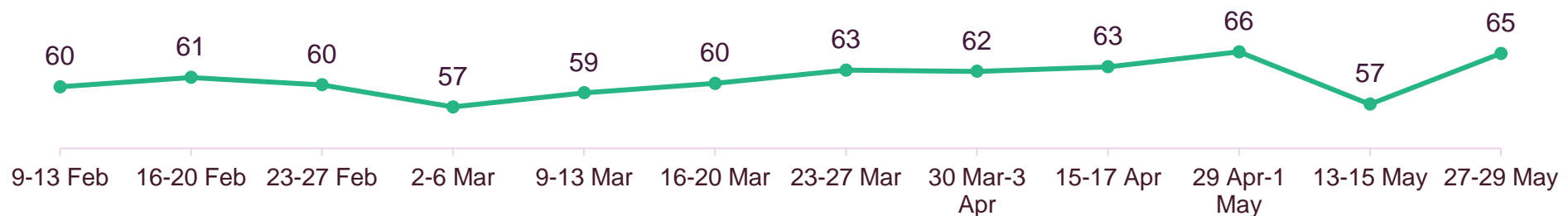
**61%**  
satisfied



**29%**  
neither/nor

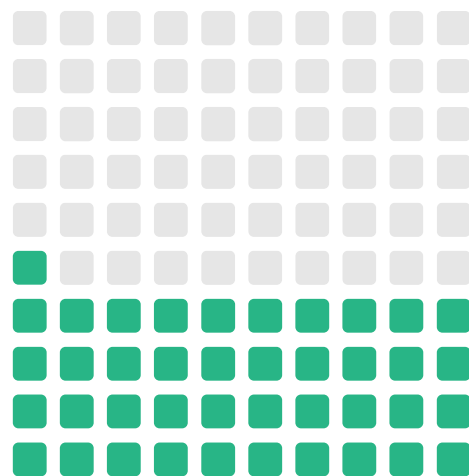


**10%**  
dissatisfied

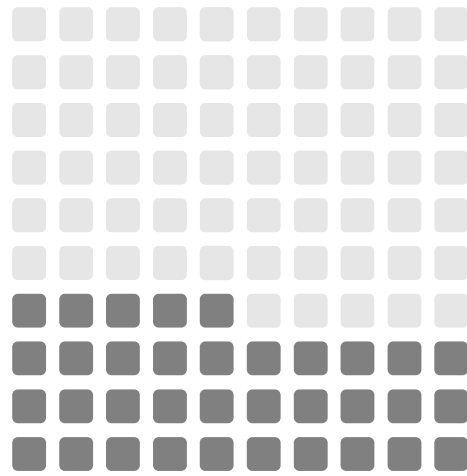


6 June 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 397; trend chart range from 188 to 380 per survey.

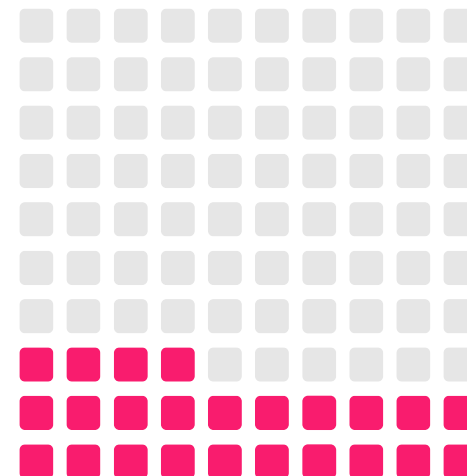
# Satisfaction with number of people wearing face coverings



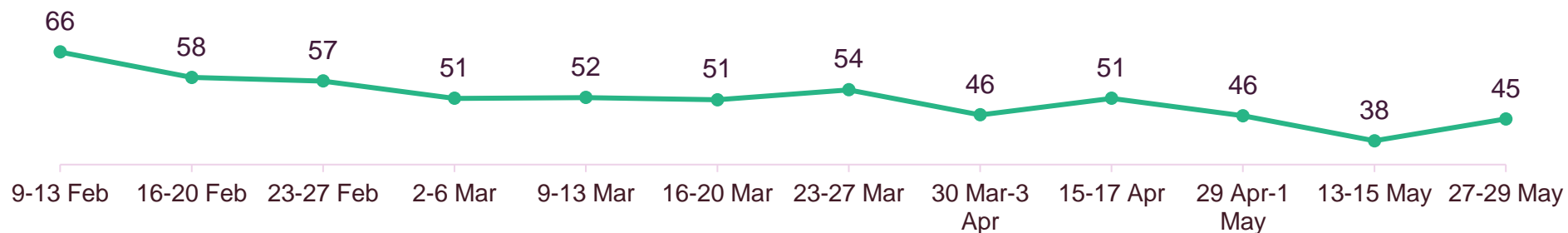
41%  
satisfied



35%  
neither/nor

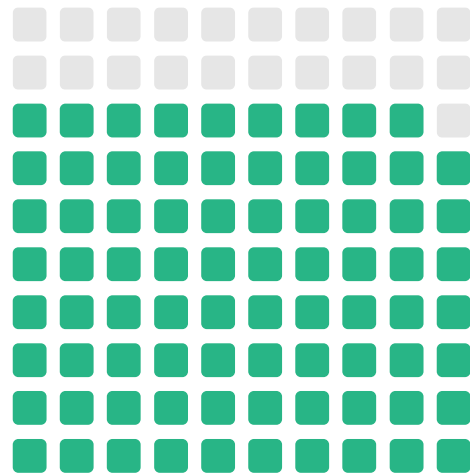


24%  
dissatisfied

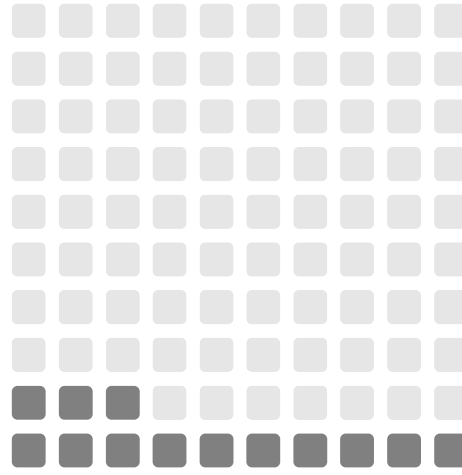


6 June 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 517; trend chart range from 254 to 536 per survey.

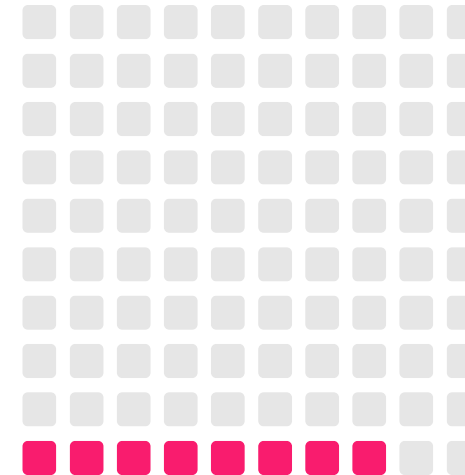
# Satisfaction with the ventilation on the bus



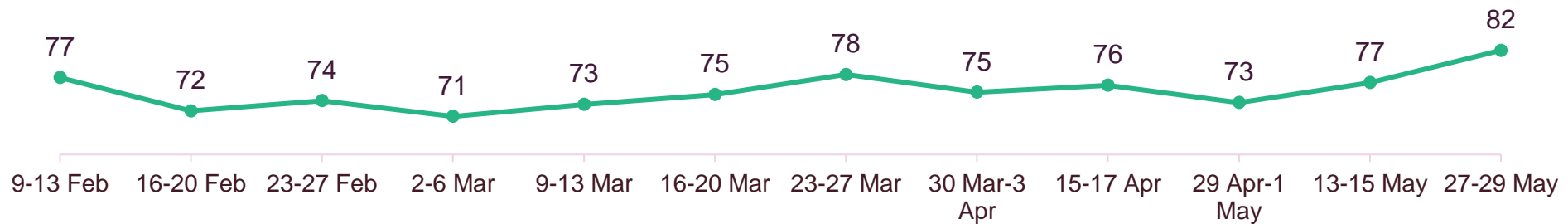
79%  
satisfied



13%  
neither/nor

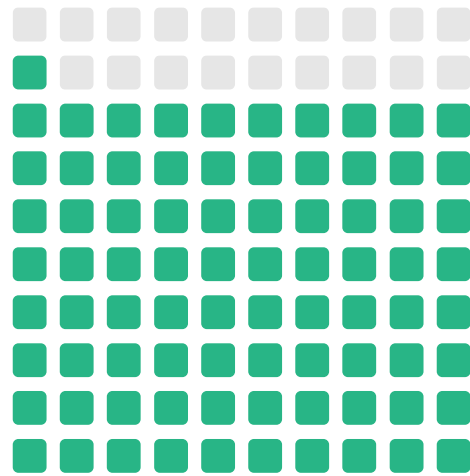


8%  
dissatisfied

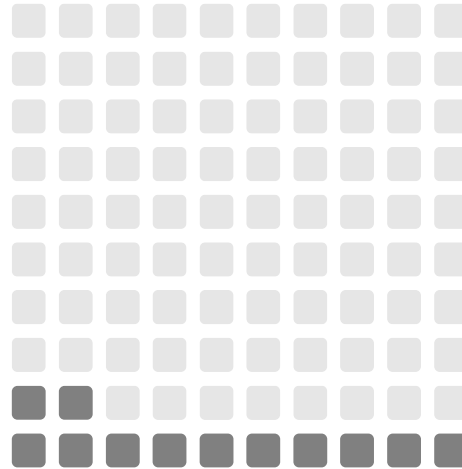


6 June 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 597; trend chart range from 298 to 578 per survey.

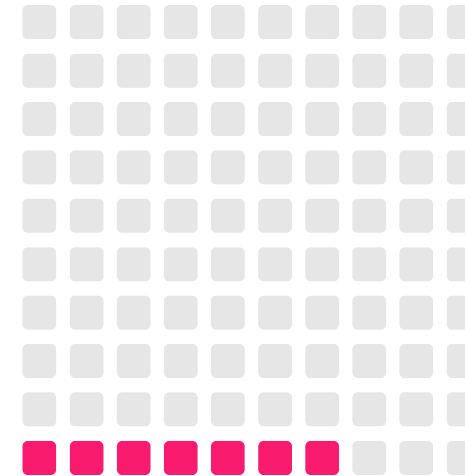
# Satisfaction with temperature inside the bus



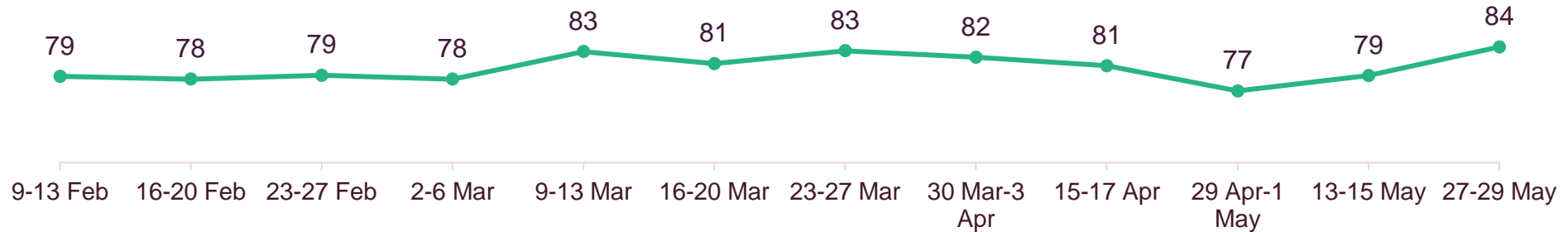
81%  
satisfied



12%  
neither/nor

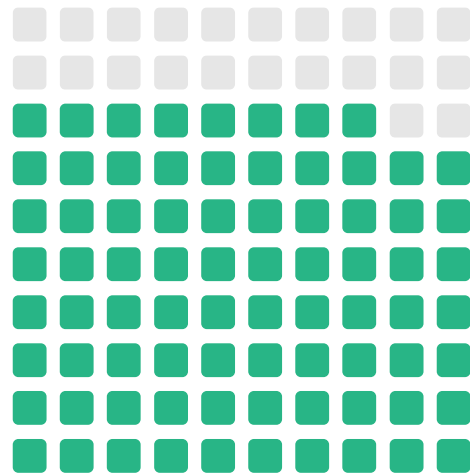


7%  
dissatisfied

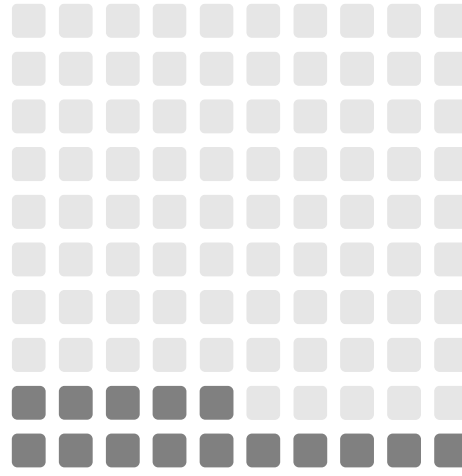


6 June 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 601; trend chart range from 300 to 583 per survey.

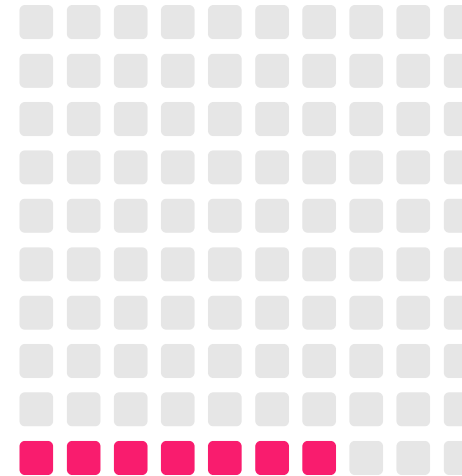
# Satisfaction with other passengers' behaviour



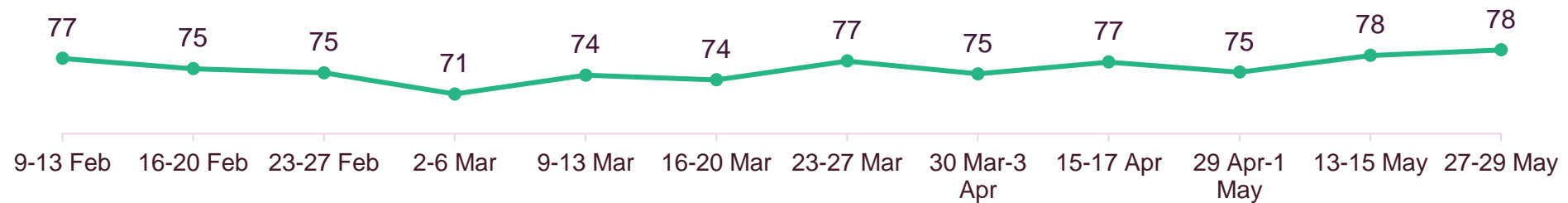
**78%**  
satisfied



**15%**  
neither/nor



**7%**  
dissatisfied



6 June 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 596; trend chart range from 298 to 576 per survey.

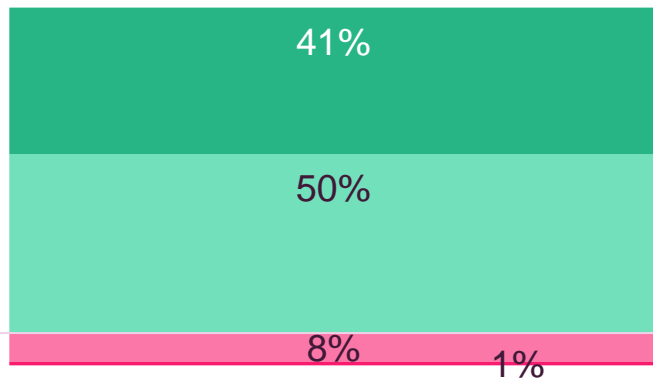
# Satisfaction across all journey aspects



6 June 2022 report . Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. The values above are the average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes per aspect vary from 397 to 604.

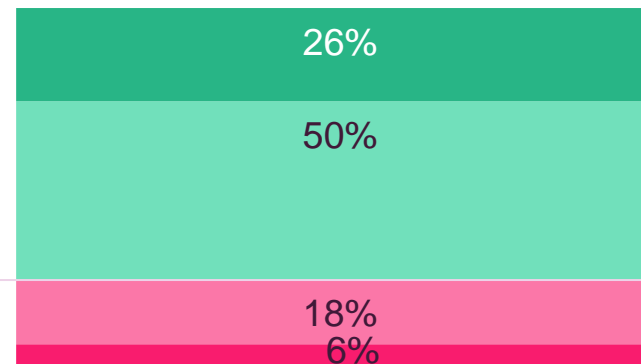
# Feeling safe on bus with regard to Covid

Used bus  
in last 7 days



7-9 Jan 4-6 Feb 4-6 March 1-3 April 29 Apr-1 May 27-29 May

Did not use bus  
in last 7 days



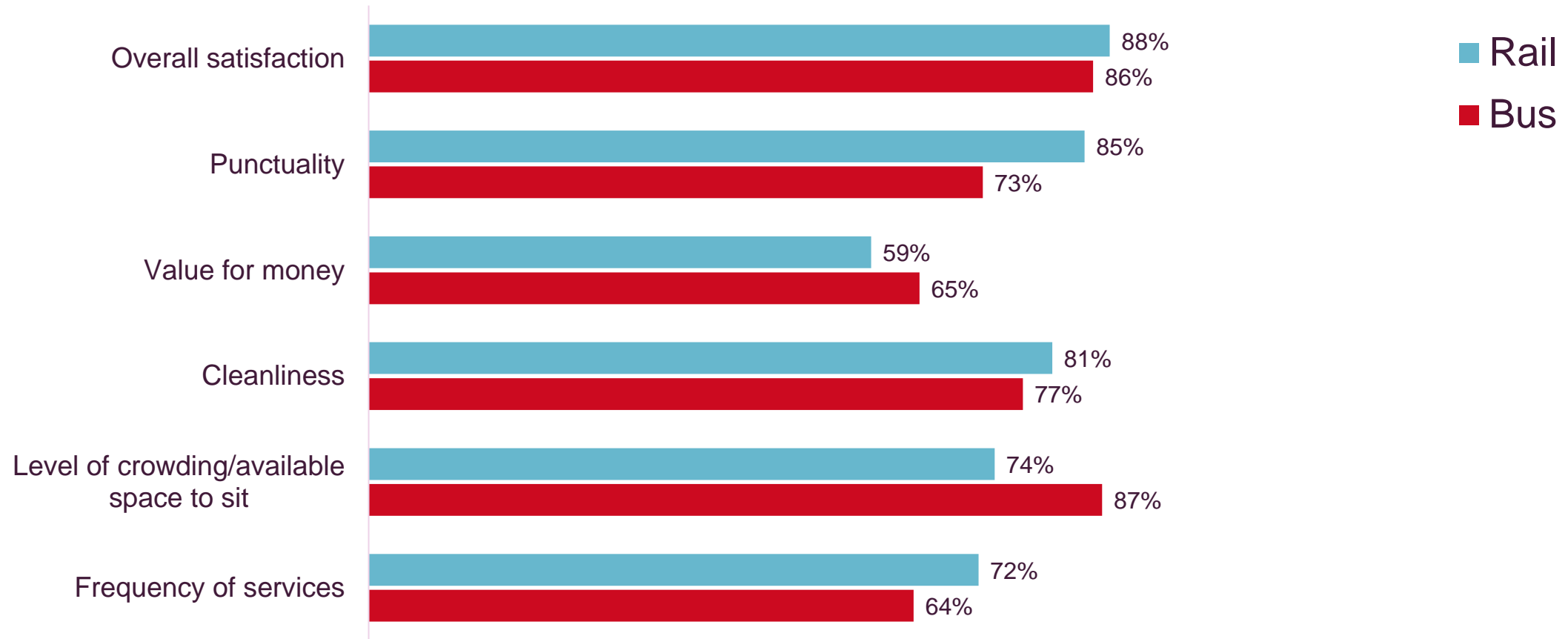
7-9 Jan 4-6 Feb 4-6 March 1-3 April 29 Apr-1 May 27-29 May

- Very safe
- Fairly safe
- Not very safe
- Not at all safe

6 June 2022 report. Bus use is defined as having travelled by bus within seven days of being surveyed. Bar charts are the latest survey (27-29 May). Base sizes of each survey date: users: around 300; non-users around 1700.

# Rail to bus comparison

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



6 June 2022 report. Satisfaction questions are based on the most recent journey made within seven days of being surveyed. Values shown are the average of surveys conducted in the last four weeks (rail - each week, bus - fortnightly). Rail base sizes vary from 915 to 957; bus base sizes from 481 to 604.



# Methodology

Transport Focus's Bus User Survey 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 and the purpose of the journey. Every fortnight, those who have used bus answer questions about the satisfaction with their journey; the question texts are provided in the appendix.

Between September 2021 and March 2022 we used two waves of the Omnibus each week, so screening 4000 people per week, and around 500 answering the satisfaction questions.

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 number of bus users for any survey's satisfaction data within this report are shown in the table together with their corresponding 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 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 29	15 - 17 April	327
Week 31	29 Apr - 1 May	320
Week 33	13 - 15 May	302
Week 35	27 - 29 May	302

# 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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[www.transportfocus.org.uk](http://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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