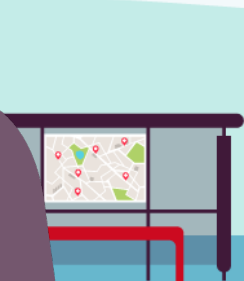


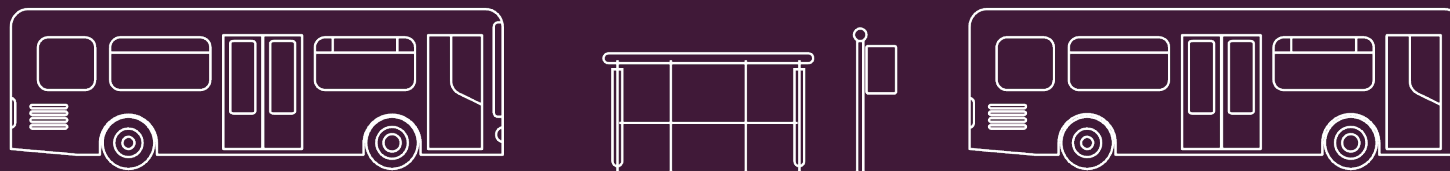
1 July 2022

Edition 3

# 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

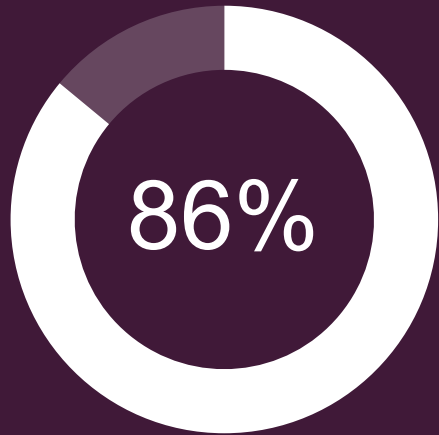
transport use.

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

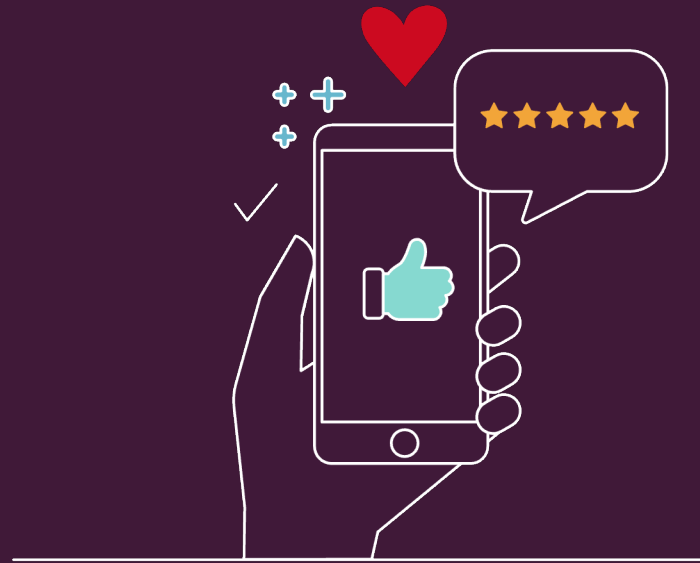
around 12 per cent have used a bus outside London, we get this detailed information from around 250 people.

We publish a report every four weeks. This report covers interviews between February and June 2022. Further details on how we carried out this survey are available on page 31.

# Bus headlines



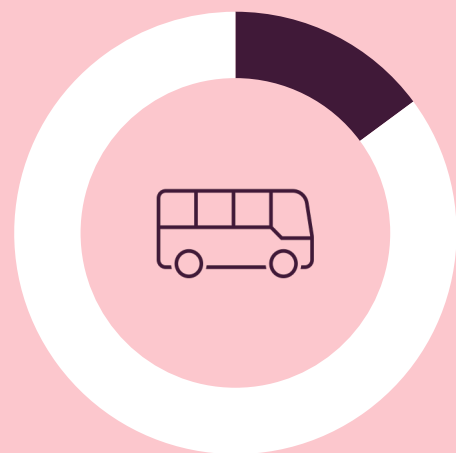
86% of bus passengers were satisfied with their journey overall (average over the last 4 weeks).



Value for money has seen the biggest increase in satisfaction at 71 per cent this period, up from 65 per cent. The individual week score for 24-26 June is the highest weekly result since January at 72 per cent.

# One in seven used bus

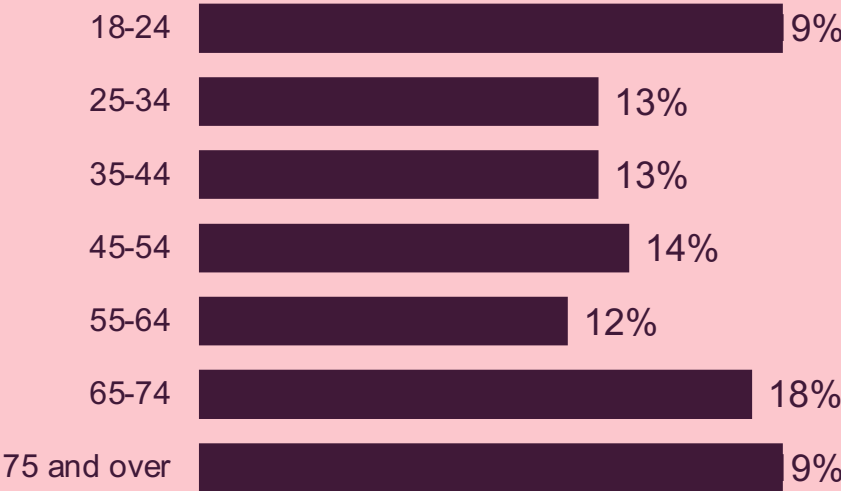
Proportion using bus



15%

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

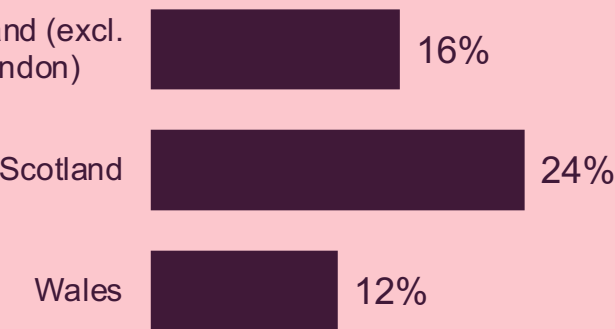
## Age



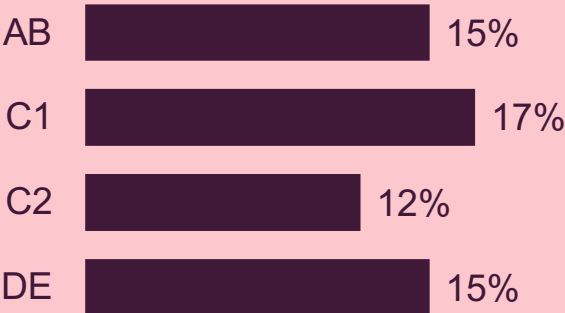
## Sex



## Region



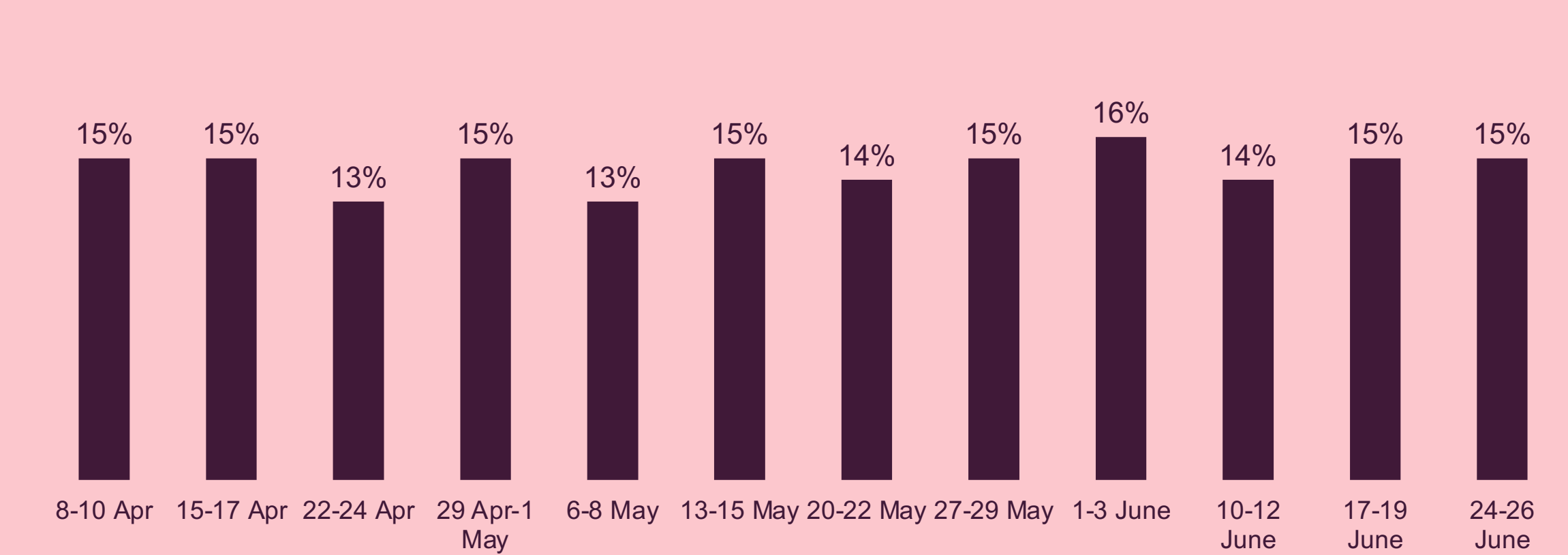
## Social grade



1 July 2022 report. Bus use is defined as having travelled by bus within seven days of being surveyed. Charts show average of the last four weeks' surveys. Base size: 8056.

# Bus use is unchanged over recent weeks

Proportion using bus



1 July 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



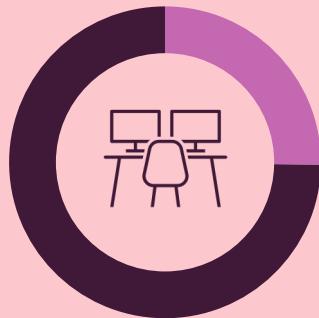
Leisure/eating out/non-essential shopping  
30%



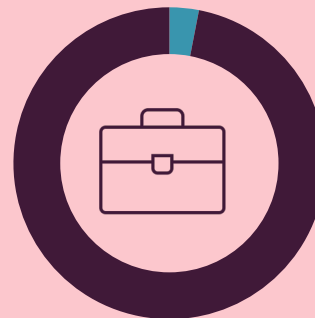
Friends/family  
11%



Essential shopping  
17%



Commuting  
25%



Work travel  
3%

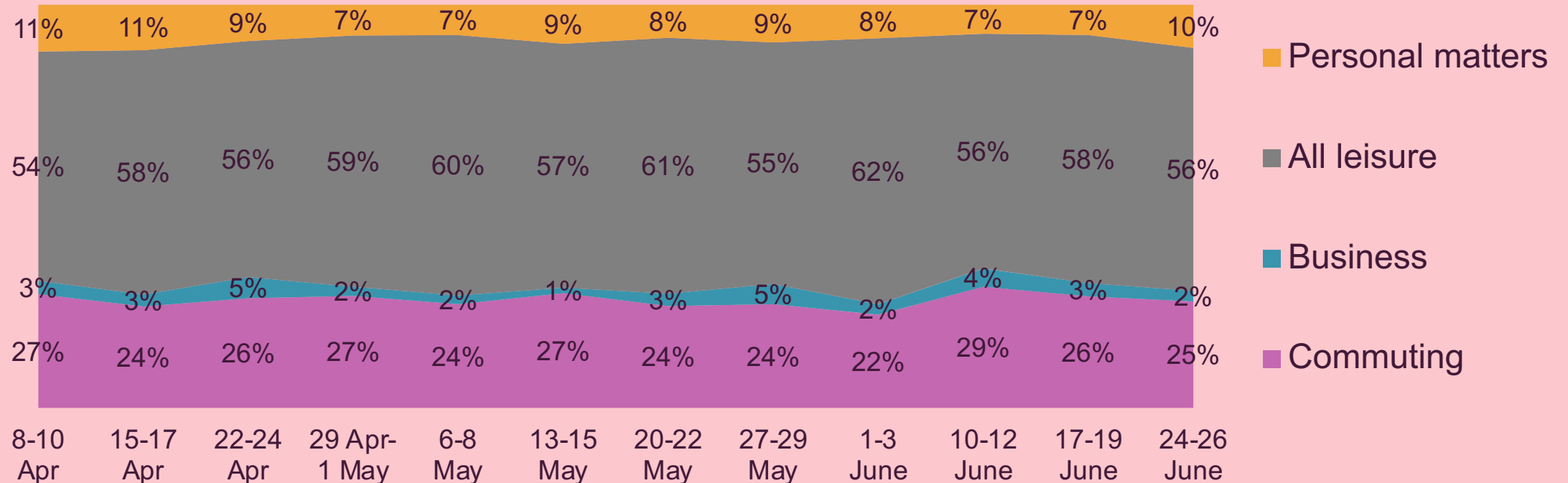


Personal matters  
8%

1 July 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'.

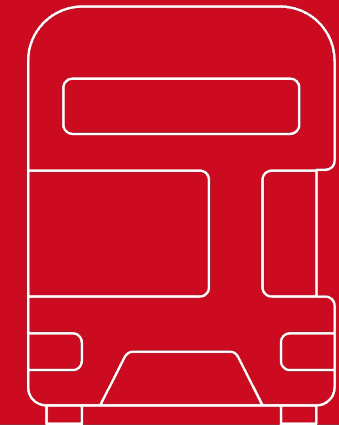
# The proportions of reasons for journeys are stable

## Main purpose of bus journey



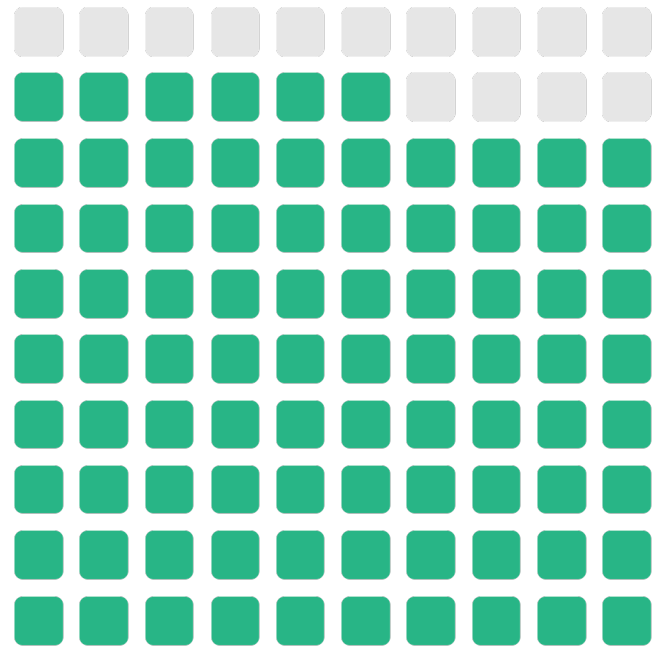
1 July 2022 report. Chart is based on the most recent bus journey made within seven days of being surveyed. Base size: all bus users, average of 388 per week

# Bus satisfaction



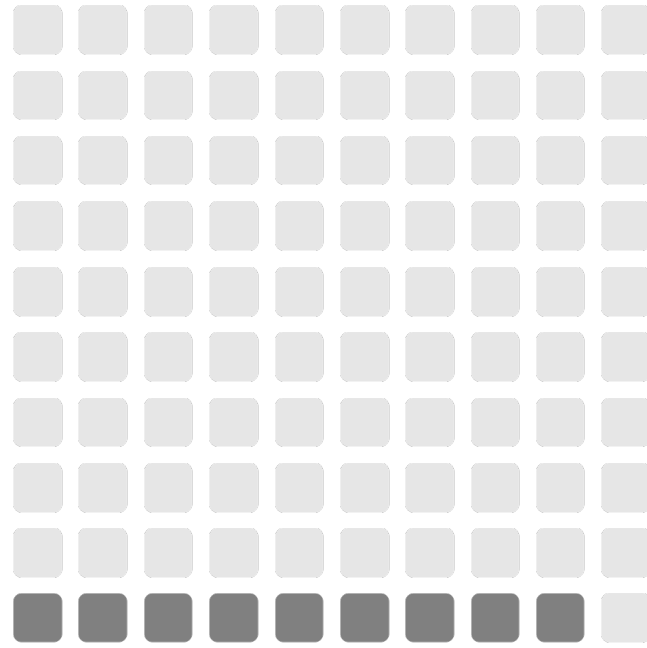


# Overall satisfaction with bus journey



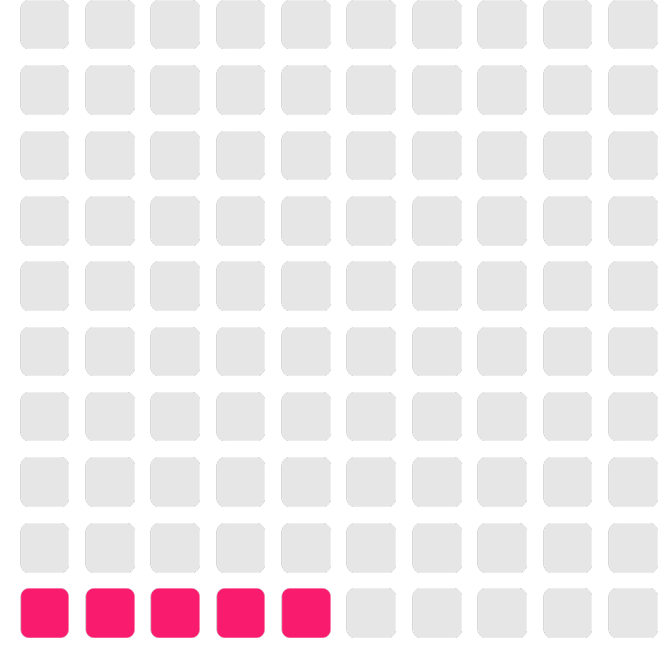
86%

satisfied



9%

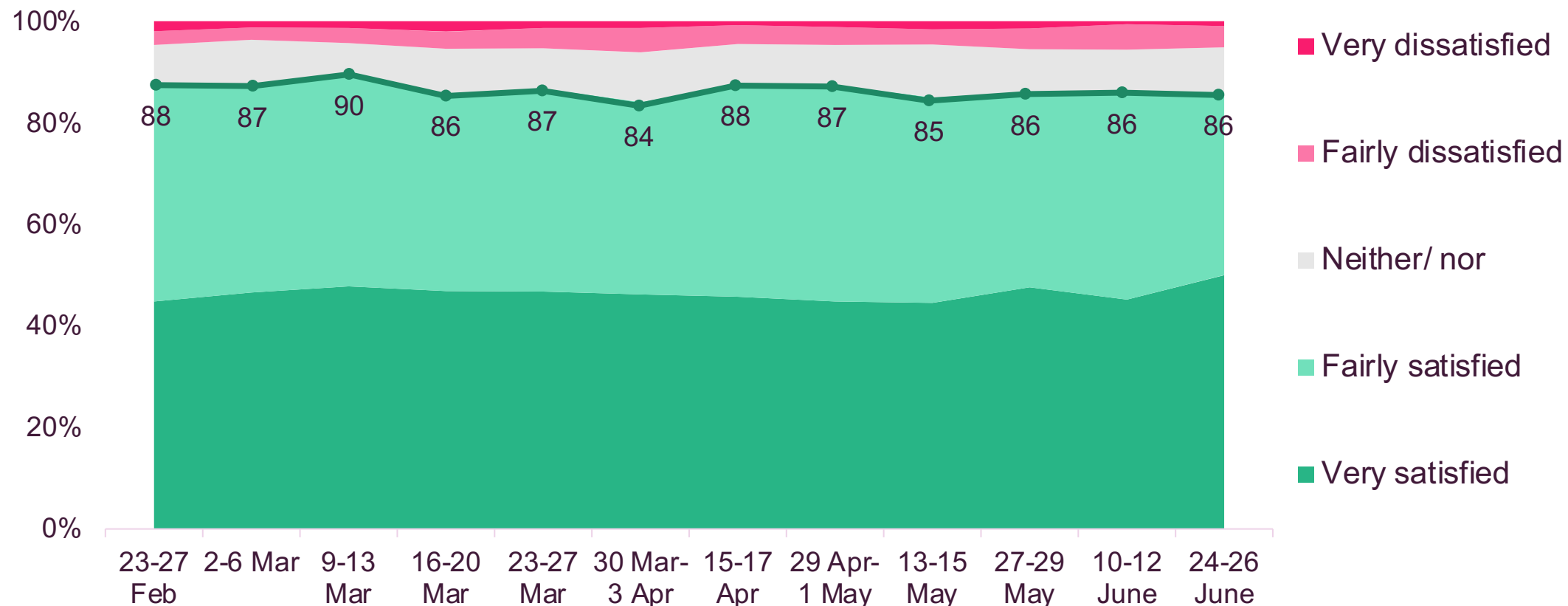
neither/nor



5%

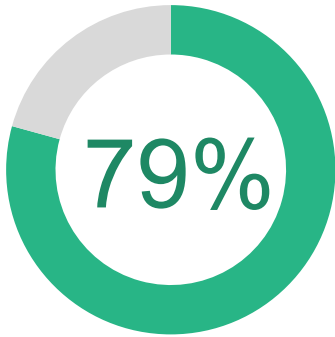
dissatisfied

# Overall satisfaction with bus journey

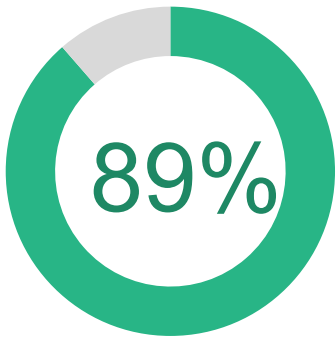


1 July 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Base sizes range from 295 to 585 per survey.

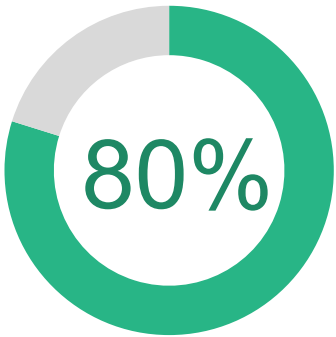
# Overall satisfaction by journey purpose, sex and age



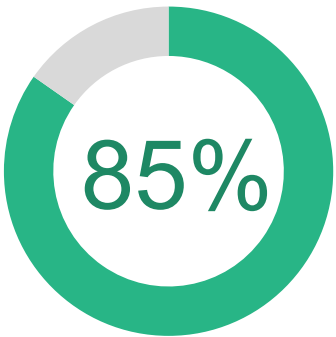
Commute



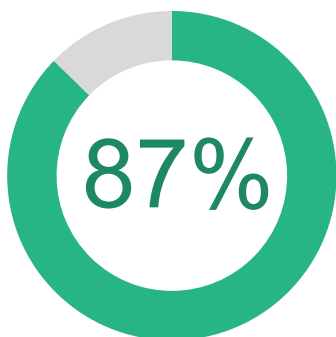
All leisure



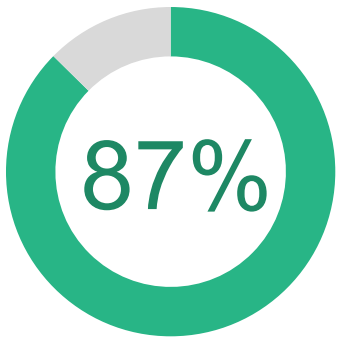
Age 18-34



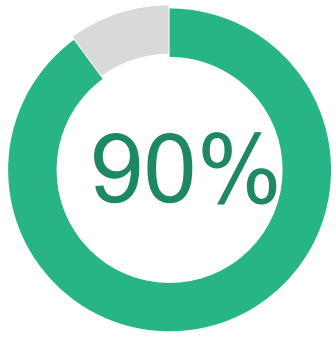
Men



Women



Age 35-54



Age 55 and over

1 July 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 162 and 325. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family' and 'Essential shopping'

# What bus passengers are saying...



Bus arrived on time and was in sync with the tracking information provided by the bus companies app. Fares were reasonably priced and the journey was efficient and trouble free.

Very satisfied, Go North East passenger

I wait 10 minutes and a bus came with full of people and I cannot get on it. Then I waited another 10 minutes. Two buses came together.

Fairly dissatisfied, Nottingham City Transport passenger



Yesterday was fine but the day before was 15 minutes late so I had to call for a lift to make it on time for school run.

Neither satisfied nor dissatisfied, Stagecoach passenger

They changed the morning bus times so workers from my village can no longer get to town where they work before 7am, unless they walk and that takes 50 minutes for a fit person. They also changed a connection time at a major bus station, so workers now have to wait half an hour, on their morning commute, which makes them late for work. Some can work on, many lose money from their already low pay, amplifying the cost of living crisis and wasting their time, hanging around. Grim.

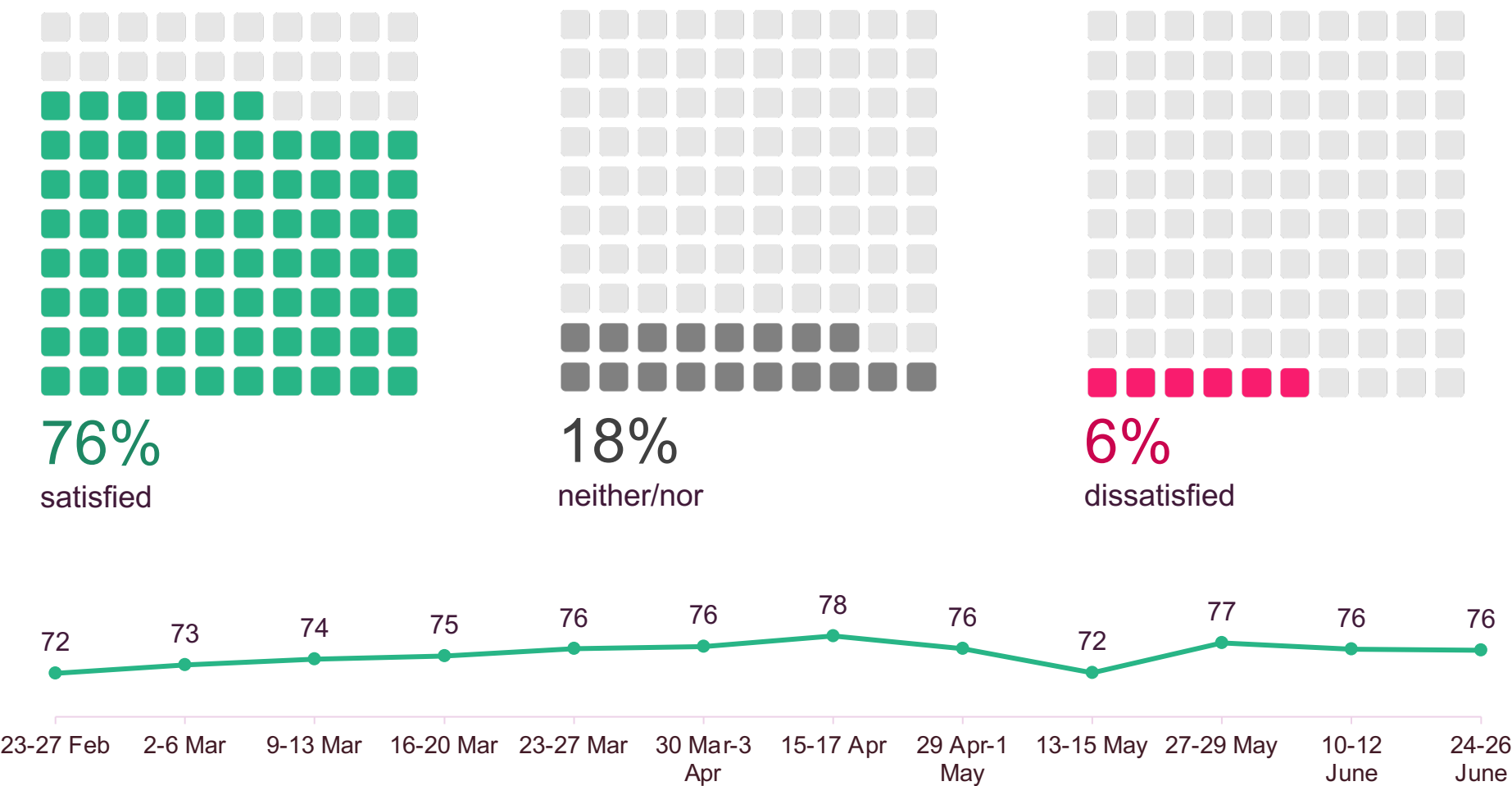
Fairly dissatisfied, Stagecoach passenger



The diagram illustrates the components of a bus journey. On the left, a bus stop shelter and a vertical signpost are shown. Below them are three stylized trees. On the right, a double-decker bus is depicted. A speech bubble containing thumbs-up and thumbs-down icons is connected to the bus by a line. A central white box contains the text 'Satisfaction with aspects of bus journey'. Arrows indicate a flow from the bus stop area, through the central text box, and towards the bus.

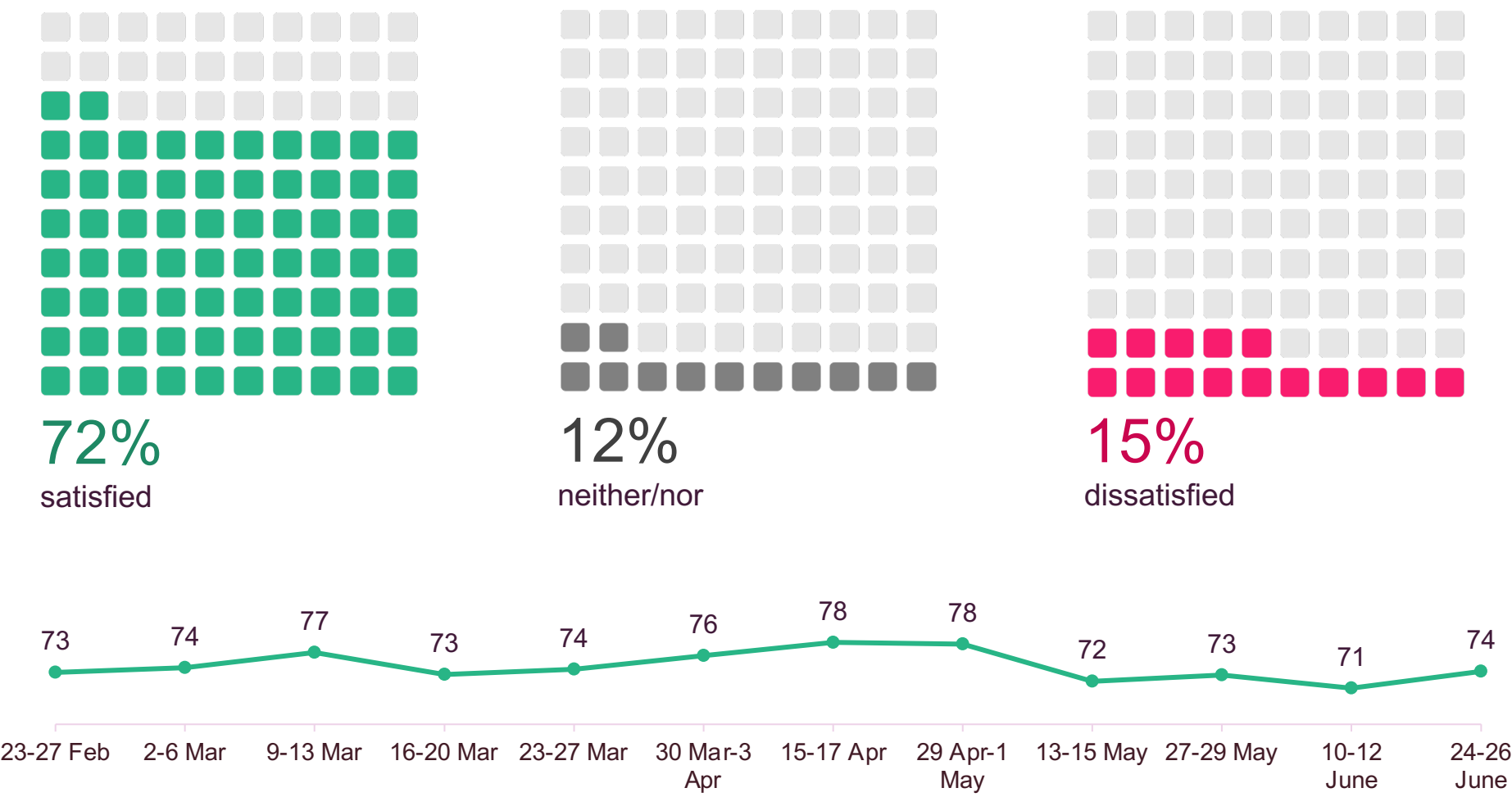
# Satisfaction with aspects of bus journey

# Satisfaction with the bus stop overall



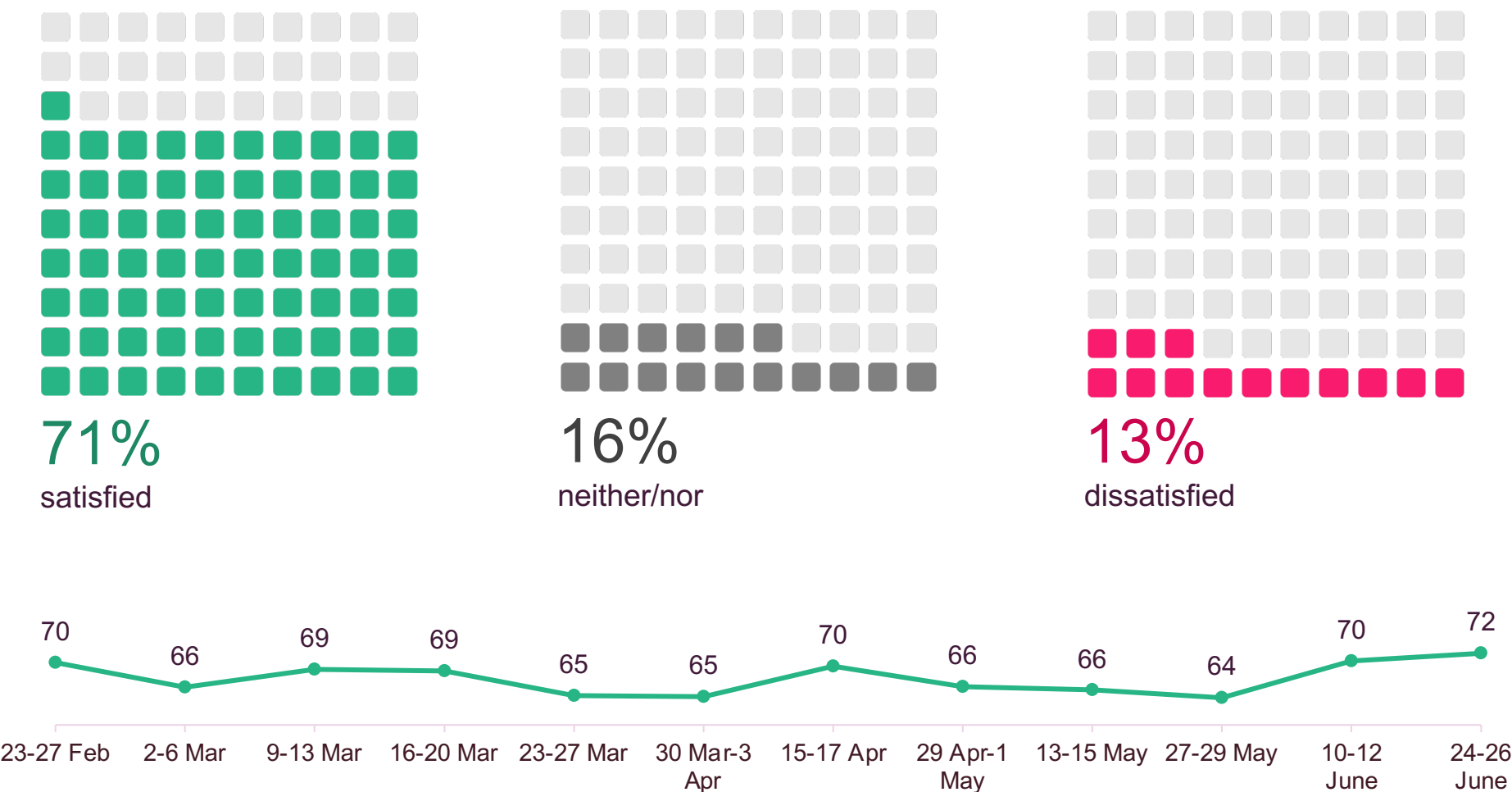
1 July 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 612; trend chart range from 293 to 579 per survey.

# Satisfaction with punctuality/reliability



1 July 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 611; trend chart range from 293 to 582 per survey.

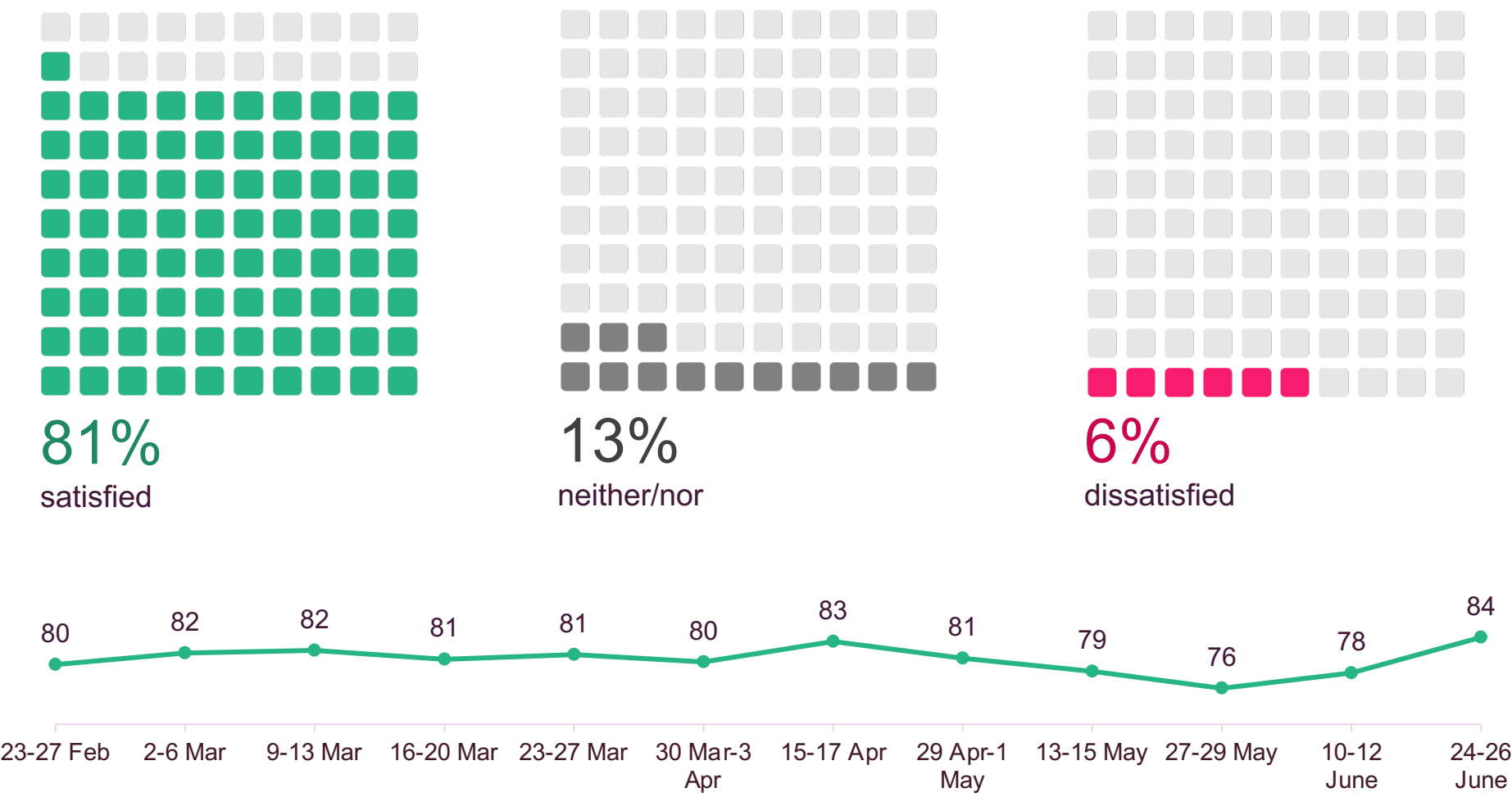
# Satisfaction with value for money



1 July 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 501; trend chart range from 233 to 469 per survey.

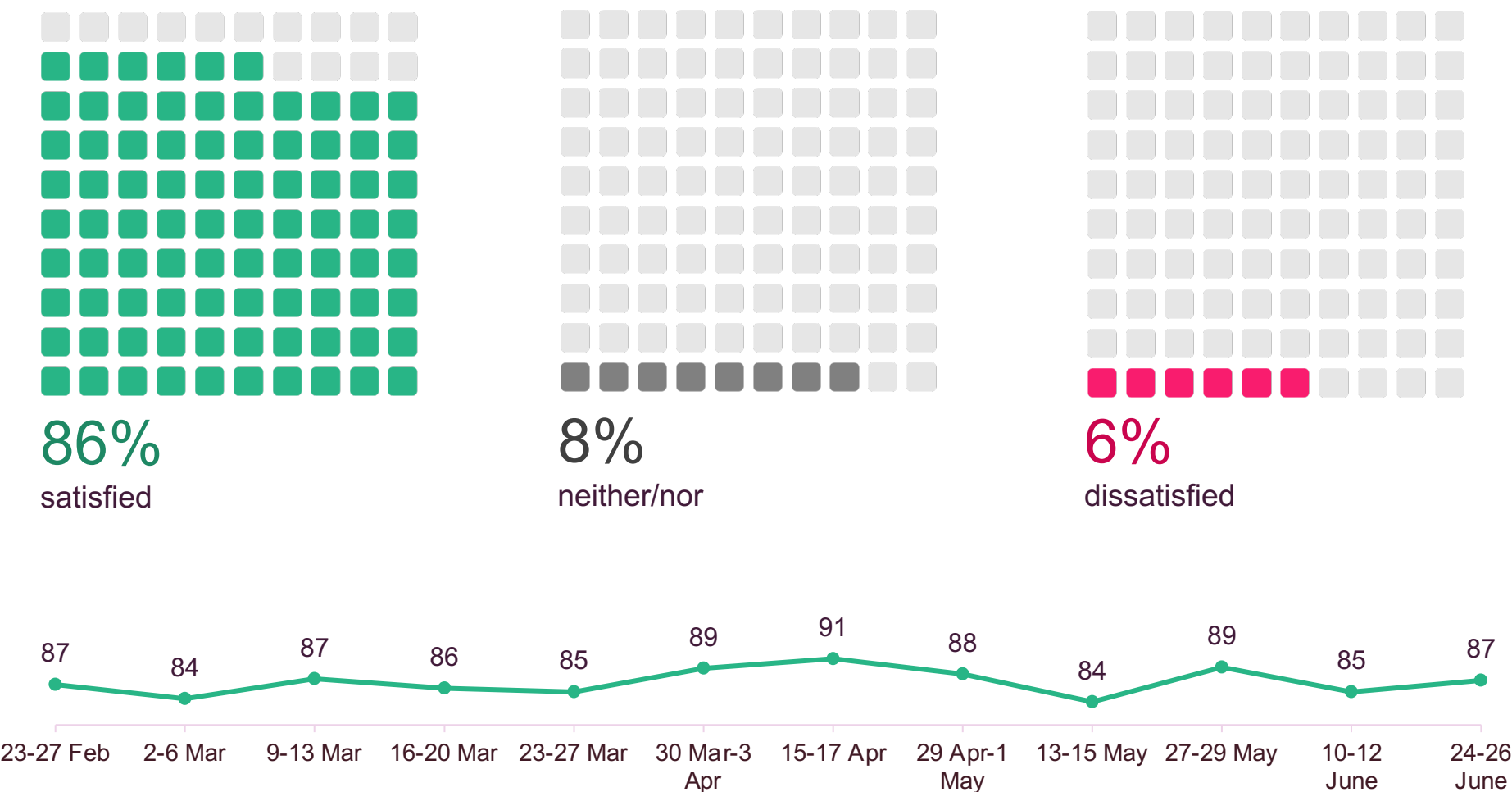


# Satisfaction with cleanliness inside the bus



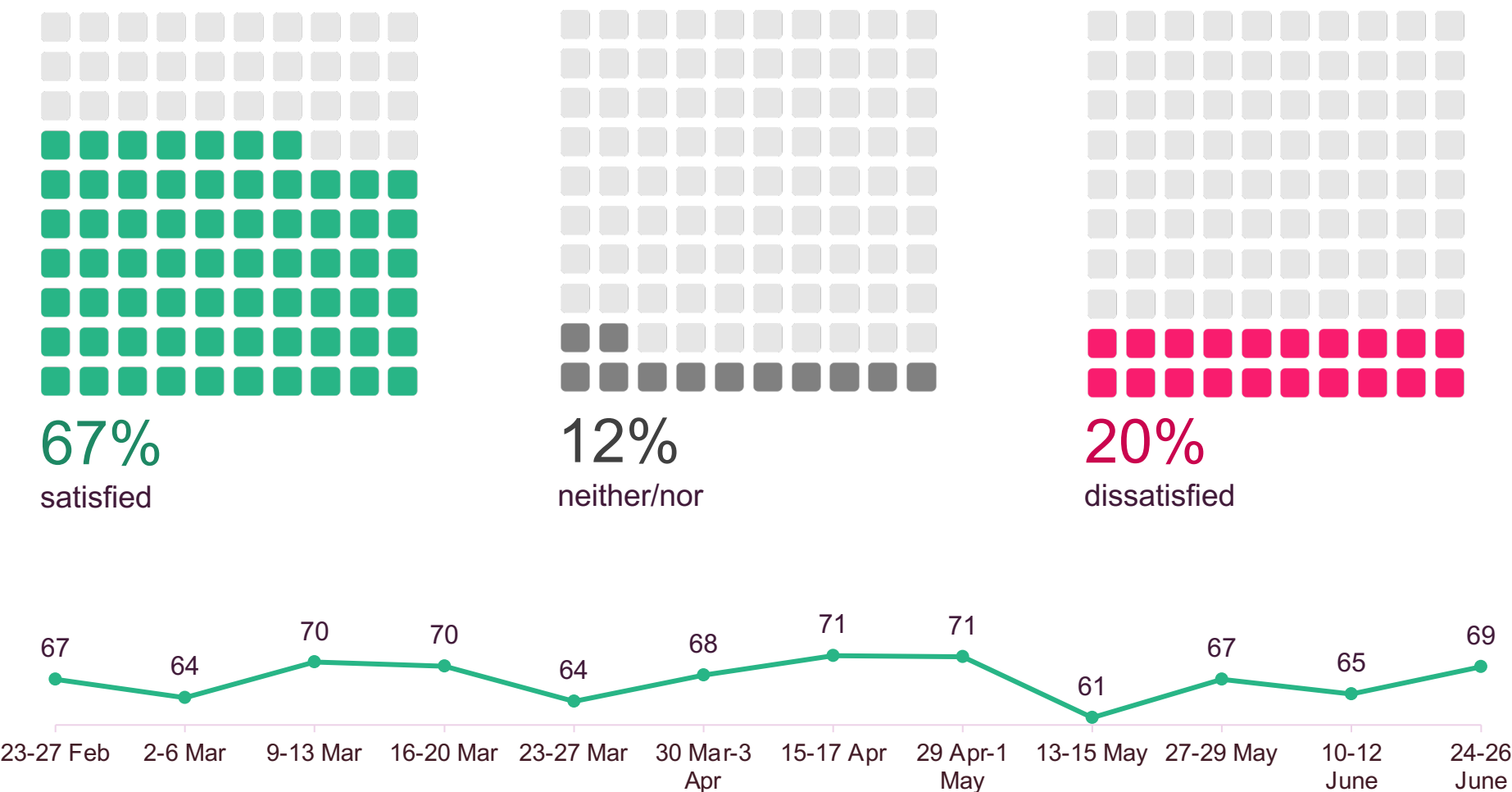
1 July 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 613; trend chart range from 295 to 581 per survey.

# Satisfaction with availability of seating or space to stand



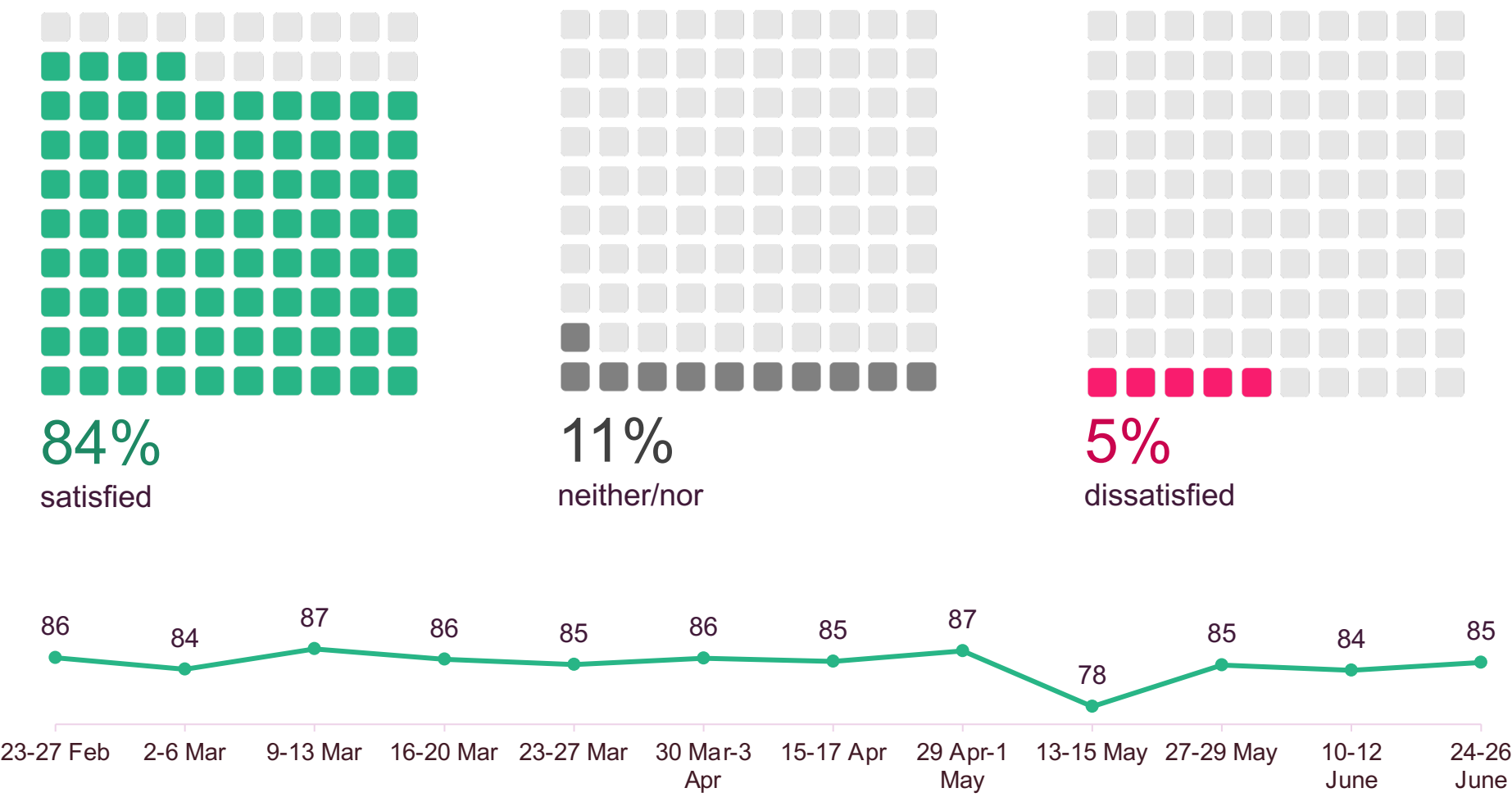
1 July 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 615; trend chart range from 295 to 580 per survey.

# Satisfaction with frequency of buses on that route



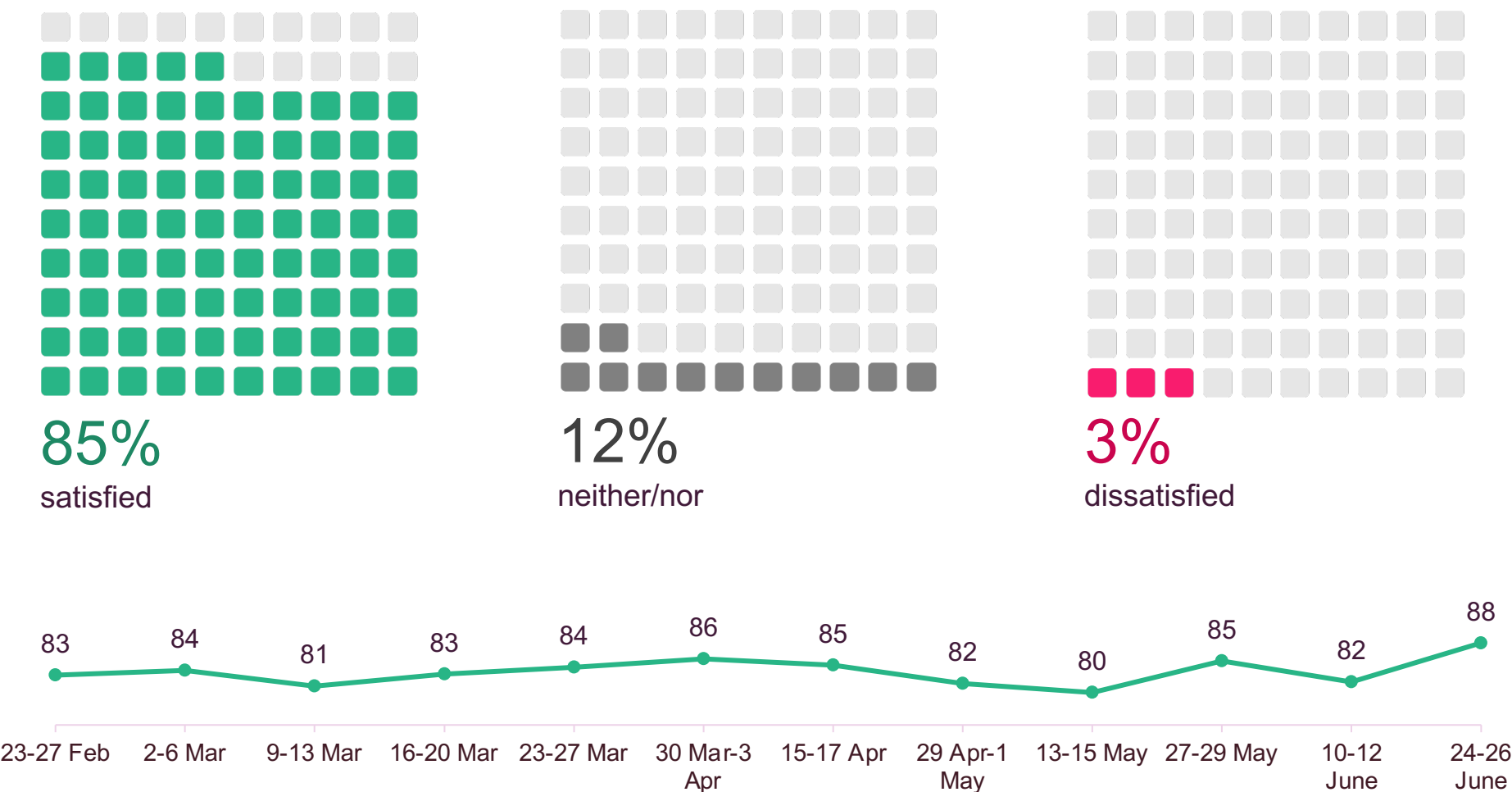
1 July 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 611; trend chart range from 292 to 578 per survey.

# Satisfaction with the time the journey on the bus took



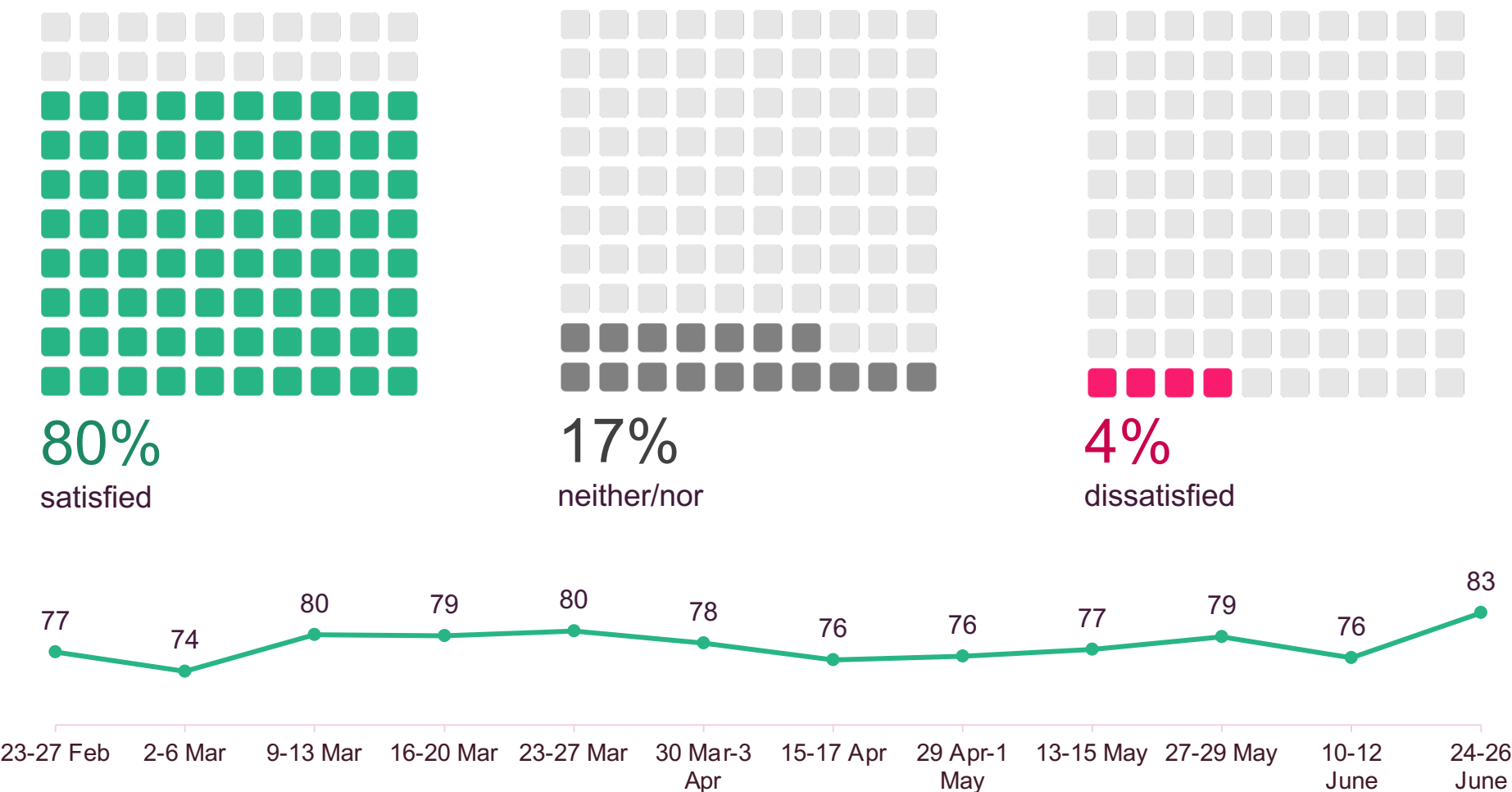
1 July 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 615; trend chart range from 295 to 581 per survey.

# Satisfaction with personal security on the bus



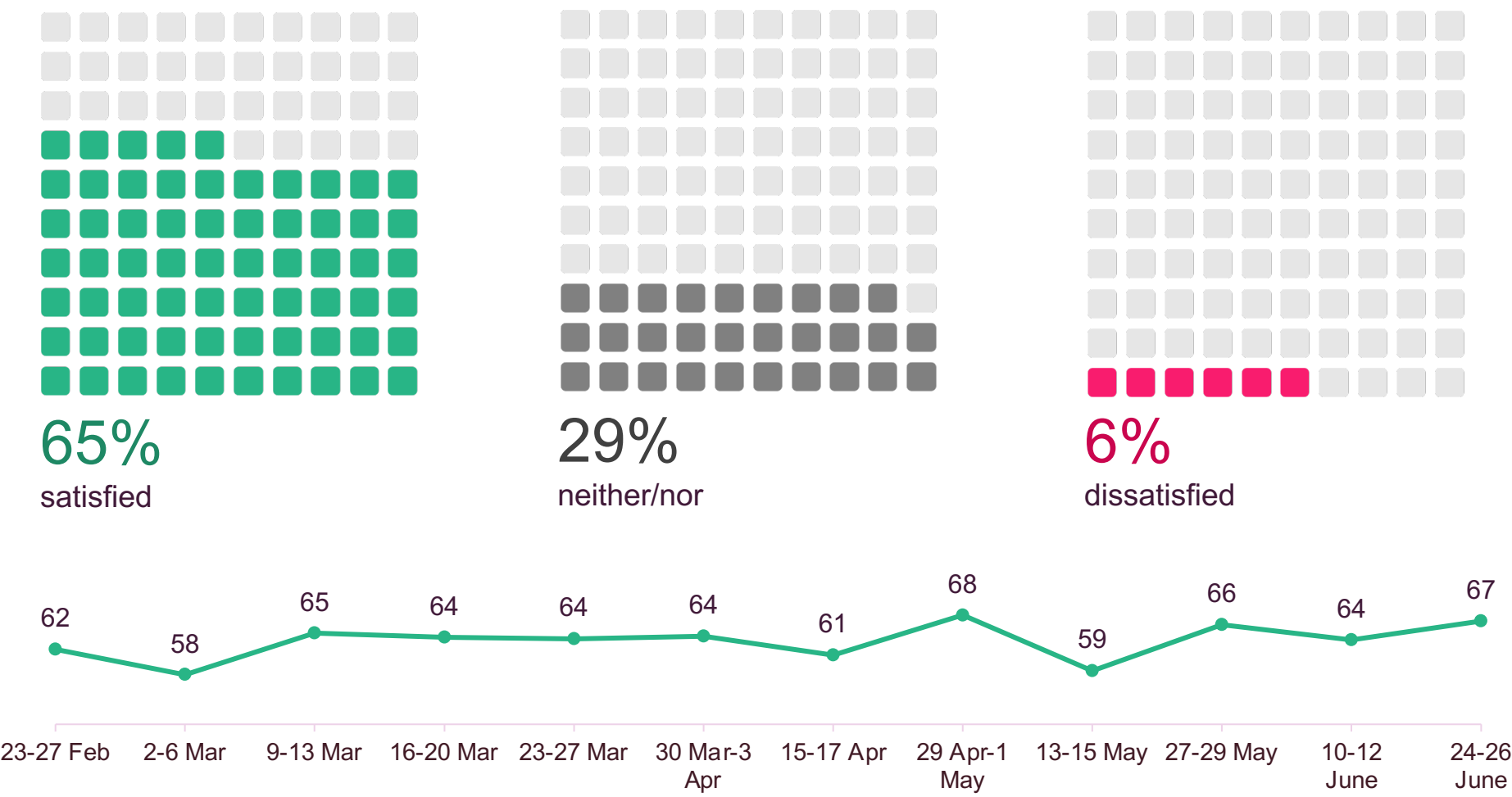
1 July 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 608; trend chart range from 293 to 573 per survey.

# Satisfaction with helpfulness and attitude of the driver



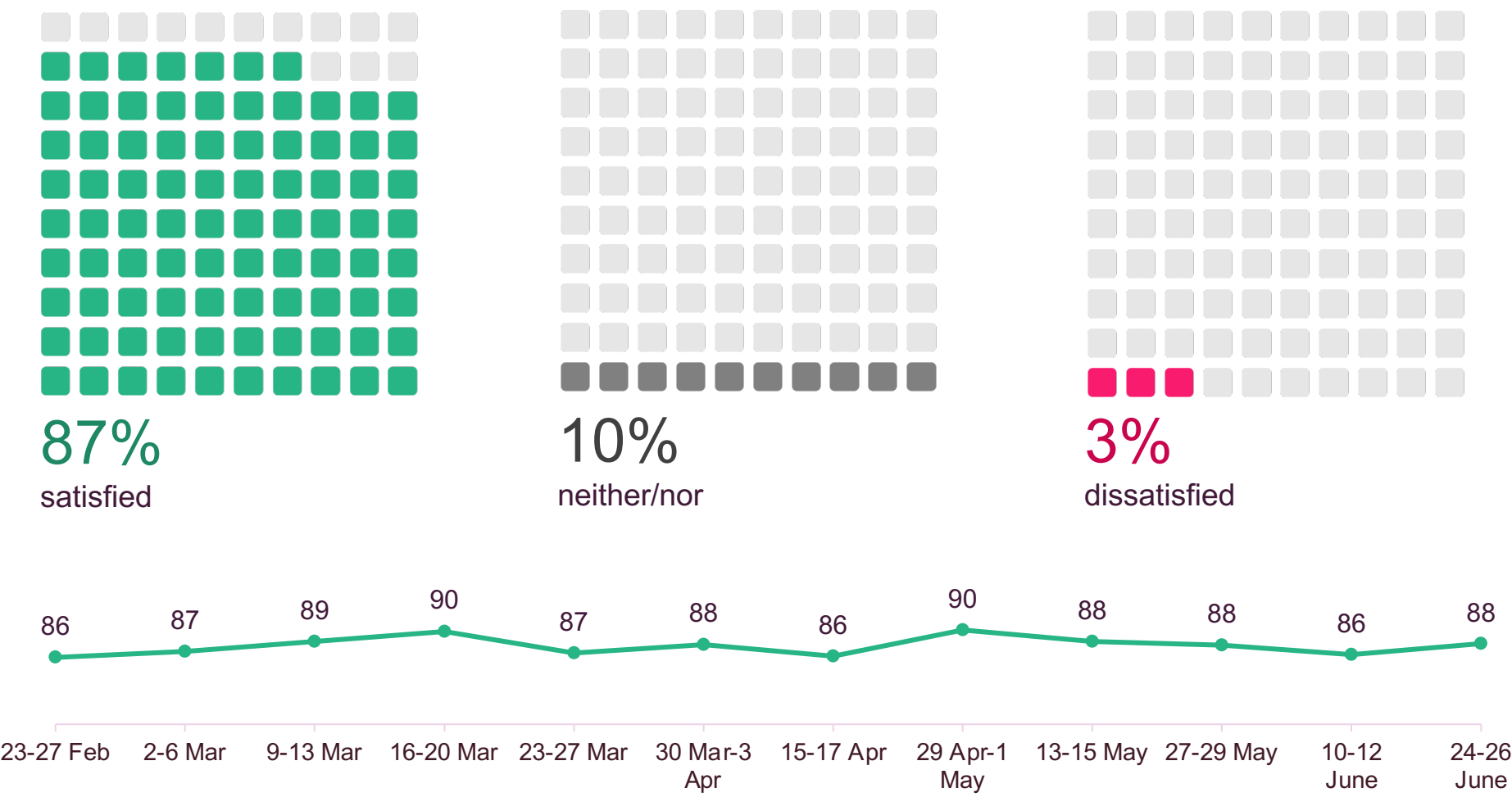
1 July 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 587; trend chart range from 280 to 560 per survey.

# Satisfaction with information provided during the journey



1 July 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 471; trend chart range from 227 to 438 per survey.

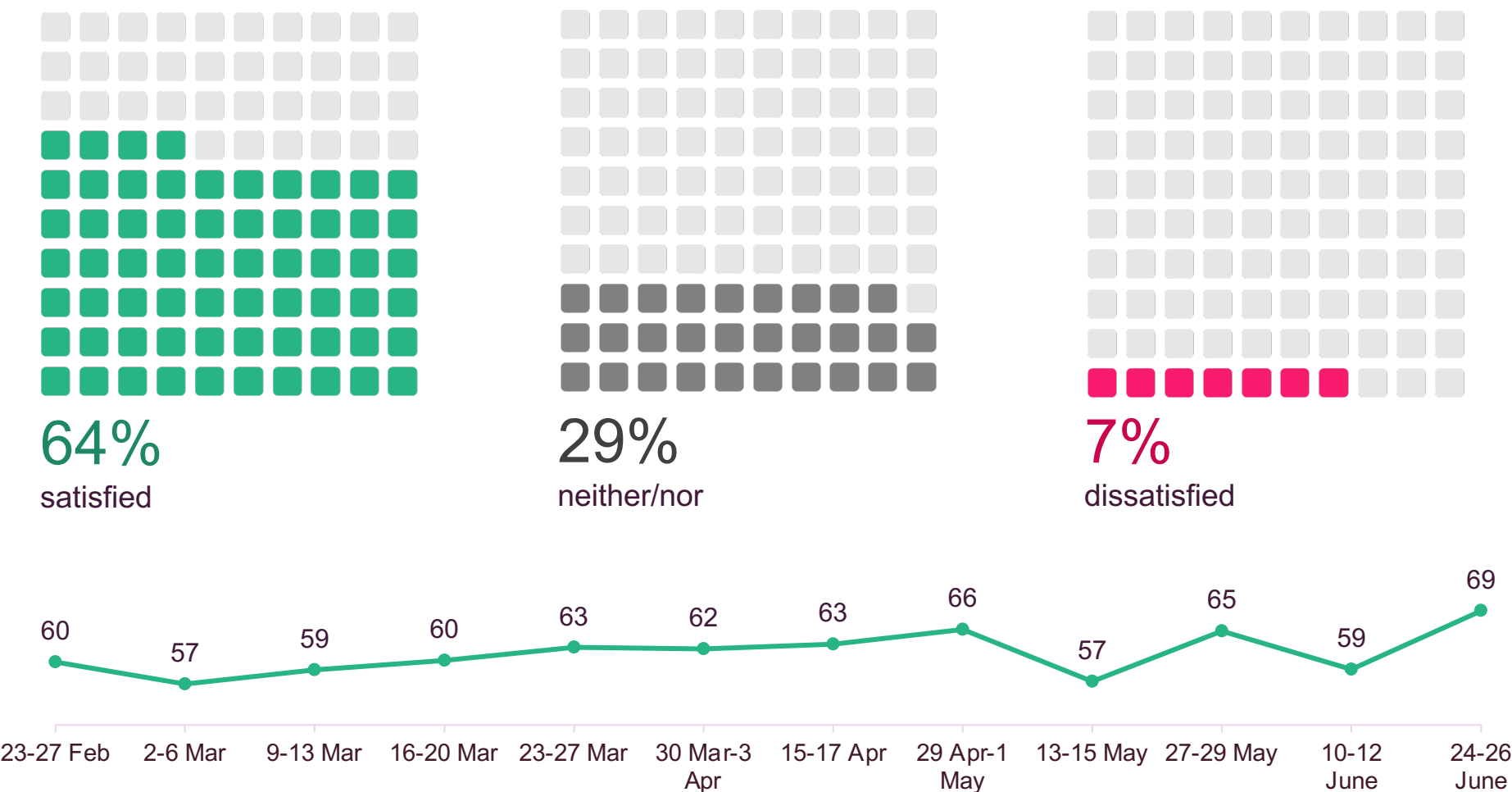
# Satisfaction with safety of the driving



1 July 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 612; trend chart range from 293 to 583 per survey.

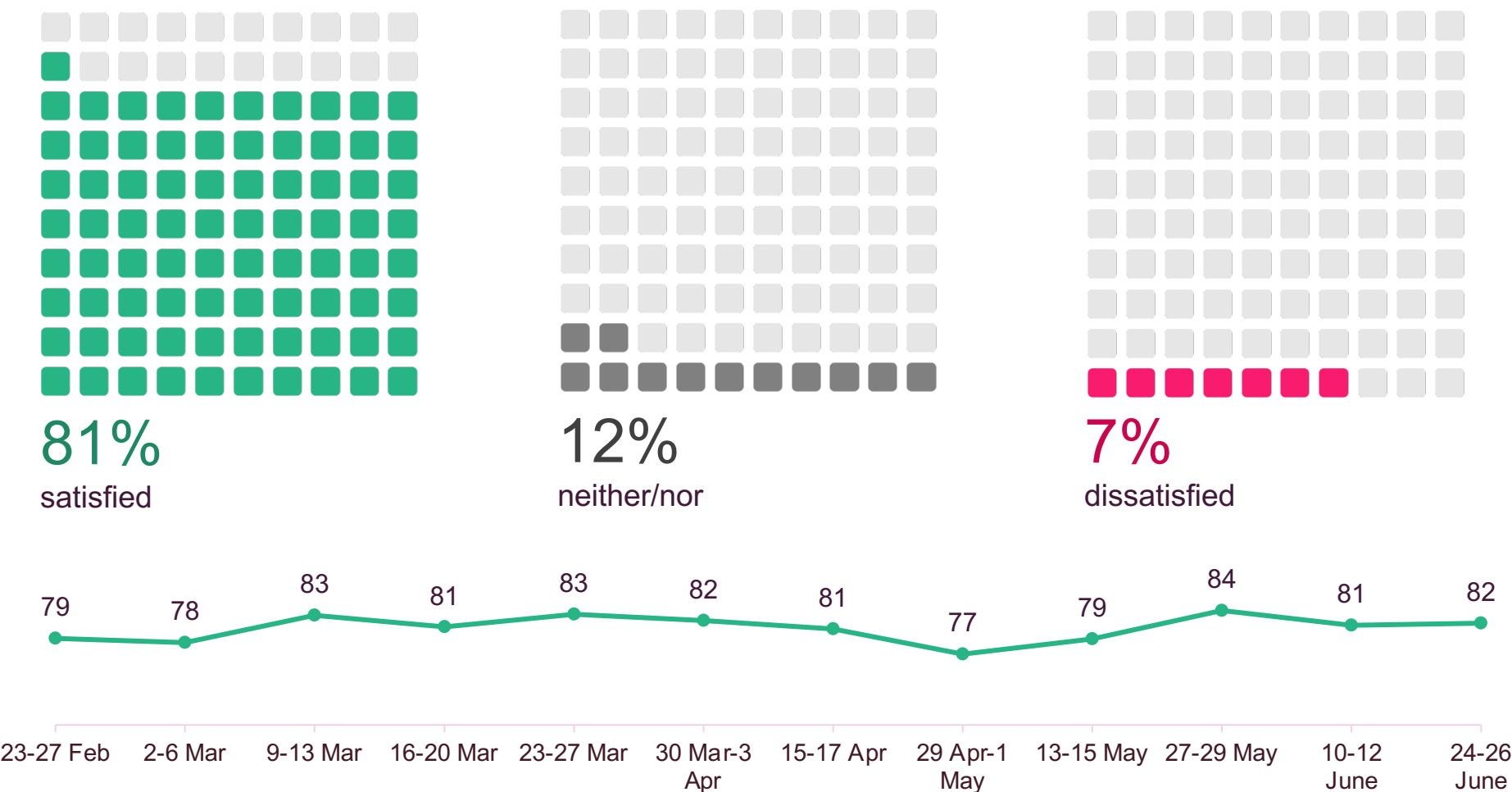


# Satisfaction with information on how busy the bus was before travelling



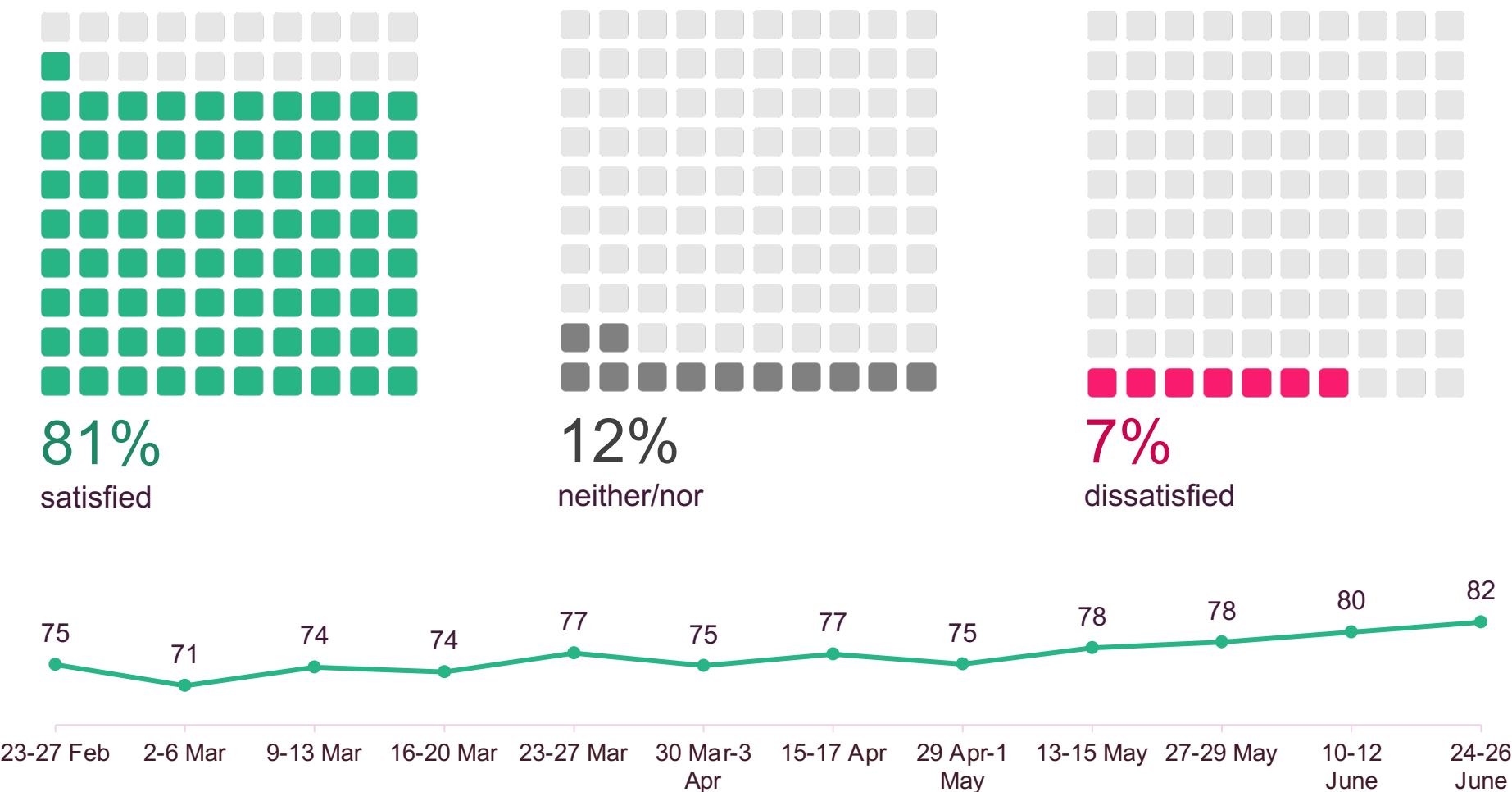
1 July 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 420; trend chart range from 188 to 380 per survey.

# Satisfaction with temperature inside the bus



1 July 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 614; trend chart range from 295 to 583 per survey.

# Satisfaction with other passengers' behaviour



1 July 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 608; trend chart range from 293 to 576 per survey.

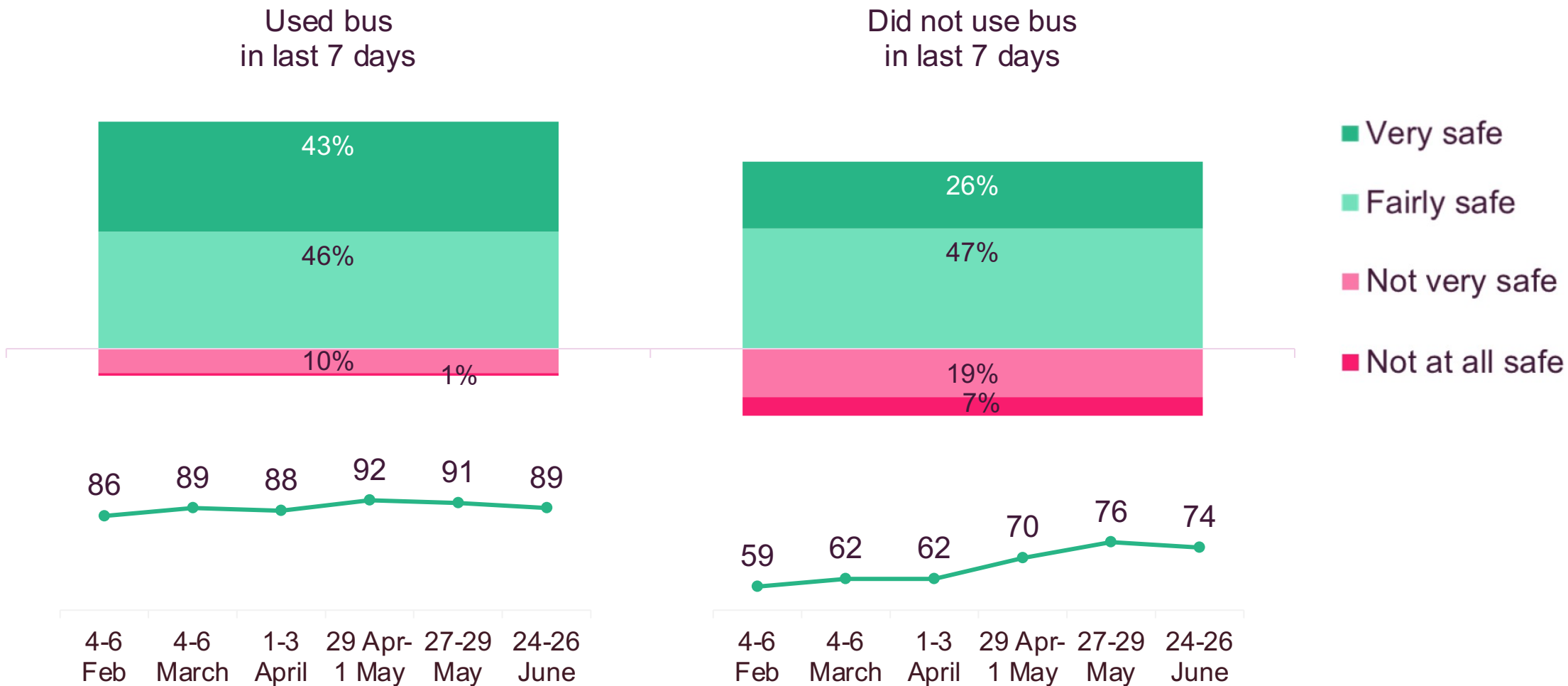
# Summary of current and previous bus satisfaction



Axis starts at 40% and goes to 100% to better show satisfaction differences

1 July 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 current 4 weeks from 420 to 615; prior 4 weeks 397 to 604.

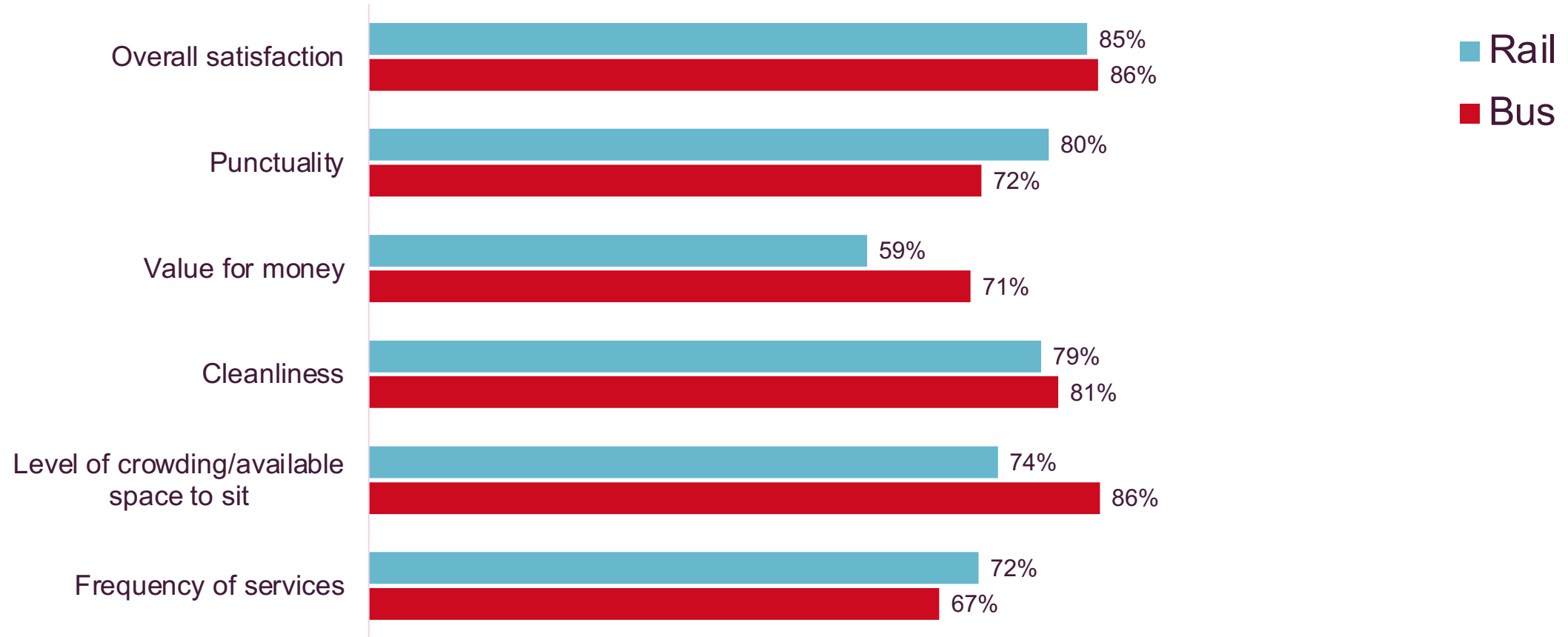
# Feeling safe on bus with regard to Covid



1 July 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 with punctuality



1 July 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 963 to 1011; bus base sizes from 501 to 615.

# 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 22	23 - 27 Feb	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
Week 37	10 - 12 June	295
Week 39	24 - 26 June	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  | h. The time the journey on the bus took          |
| b. Overall satisfaction with the bus stop or bus station        | i. The availability of seating or space to stand |
| c. The cleanliness on the inside of the bus                     | j. The temperature inside the bus                |
| d. The behaviour of other passengers                            | k. Your personal security on the bus             |
| e. Value for money of your ticket                               | l. Provision of information during the journey   |
| f. Frequency of buses on that route                             | m. The helpfulness and attitude of the driver    |
| g. Punctuality/ reliability (the bus leaving/ arriving on time) | n. 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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of the Passengers' Council

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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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