

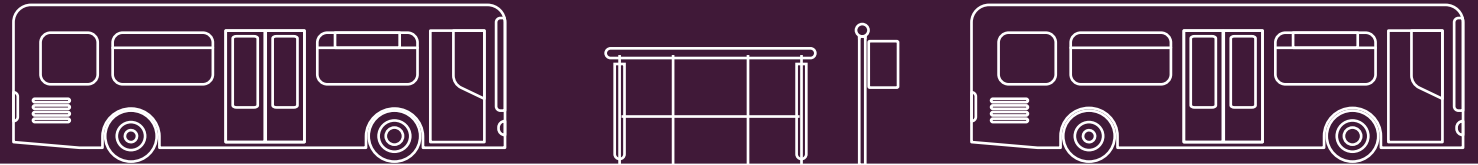
29 July
2022

Bus user survey

Edition 4



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.

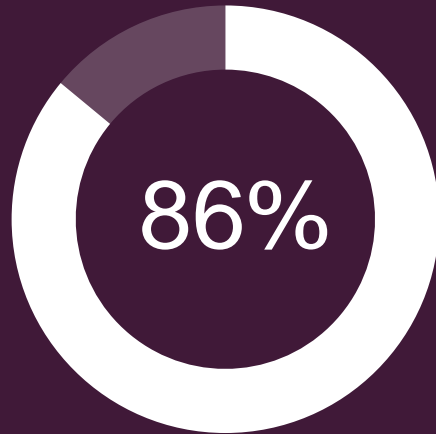
Each weekend a representative sample of 2000 people from across Great Britain are asked questions by Yonder Consulting about their public transport use.

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 14 per cent have used a bus outside London, we get this detailed

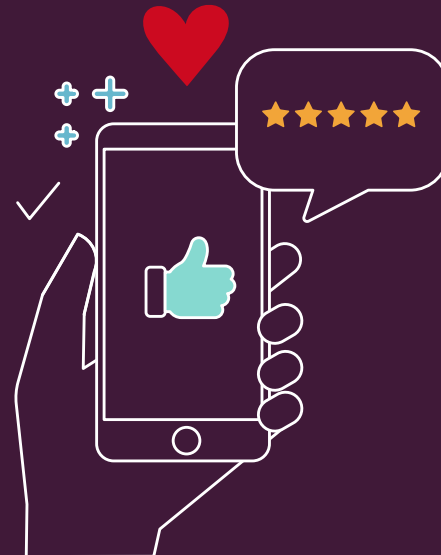
information from around 250 people.

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

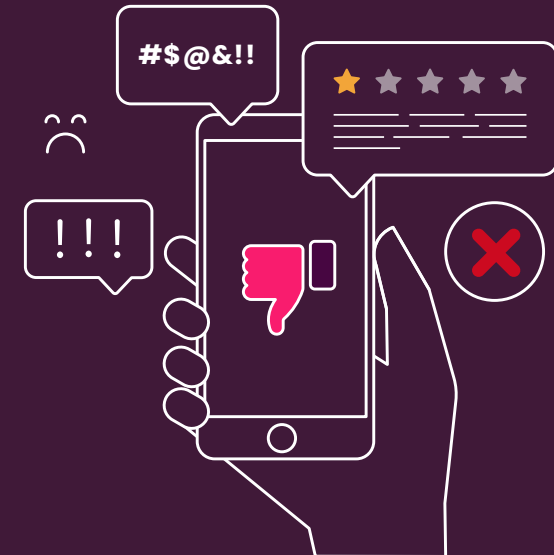
Bus headlines



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



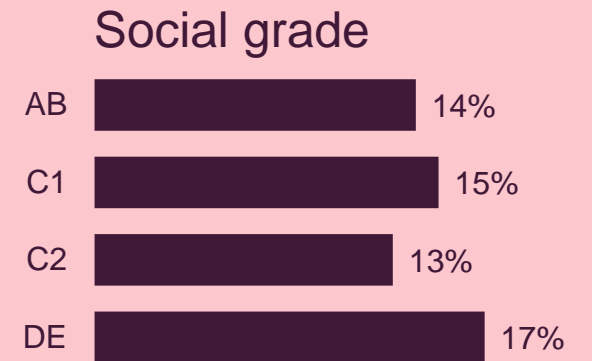
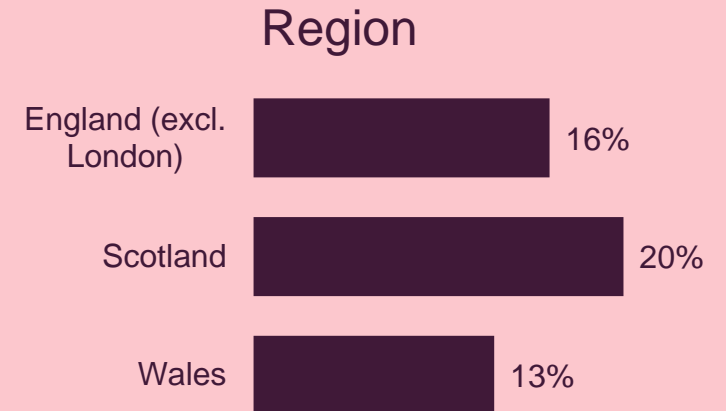
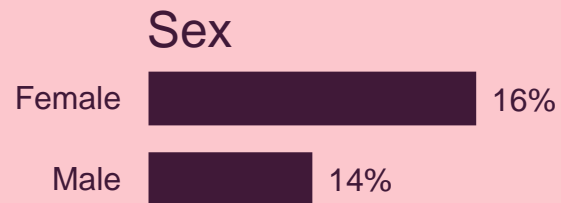
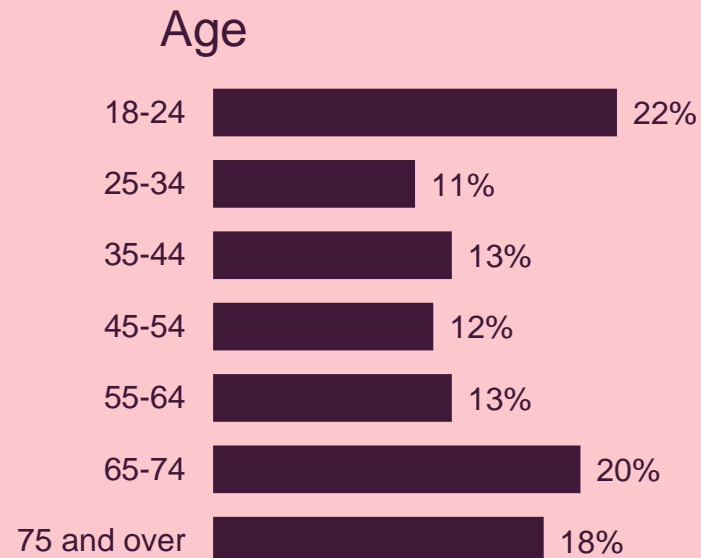
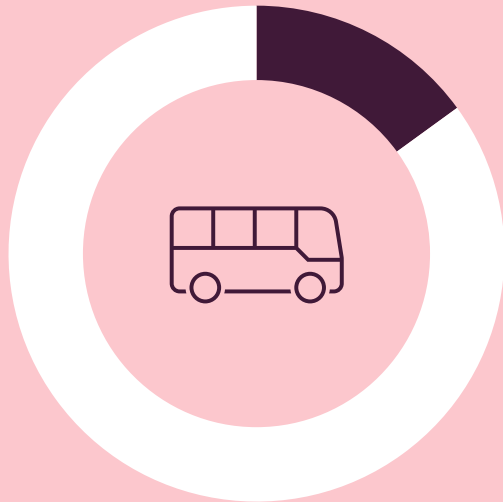
Satisfaction with punctuality and reliability has increased since the last report four weeks ago, now at 74% up from 72%.



There is a decline in the proportion of non-users feeling safe in relation to Covid were they to travel; 70% at the end of July compared to 74% at the end of June.

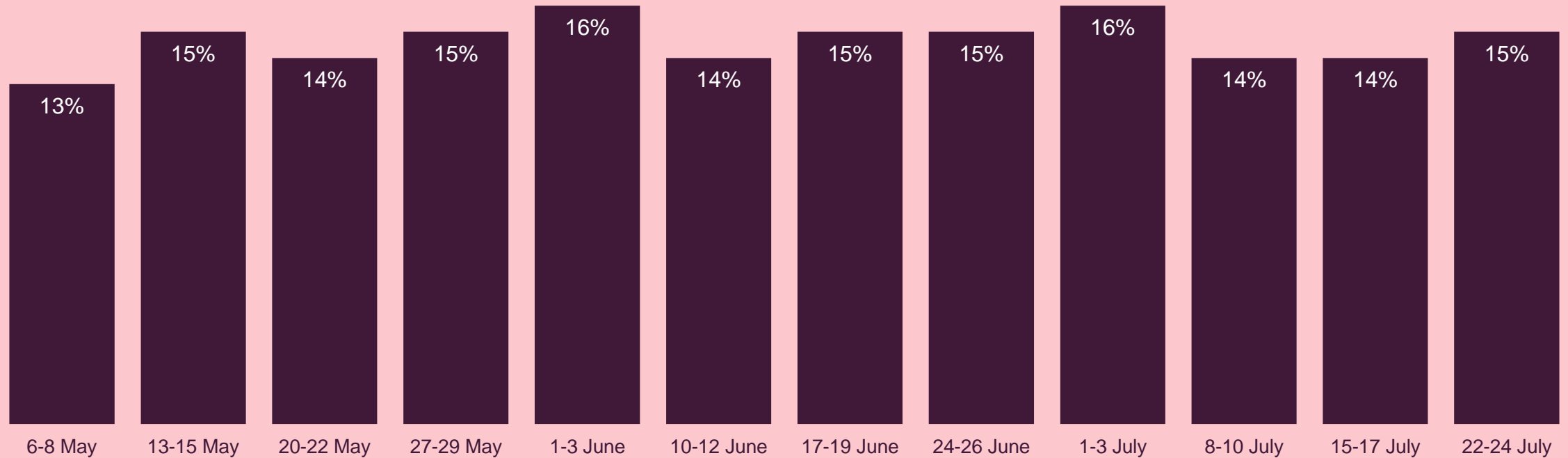
One in seven used bus

Proportion using bus



Bus use is stable over recent weeks

Proportion using bus



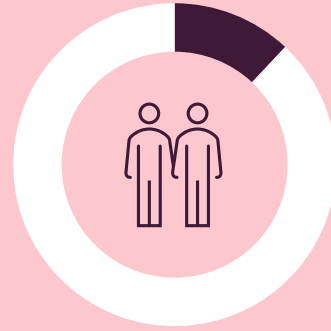
29 July 2022 report. Bus use is defined as having travelled by bus within seven days of being surveyed. Base size circa 2000 per week

Leisure is the most common reason for using bus

Main purpose of bus journey



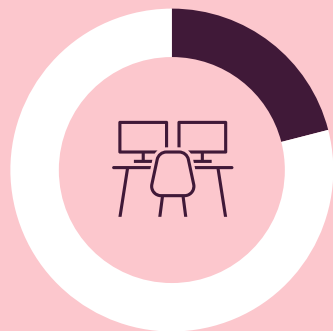
Leisure/eating out/non-essential shopping
33%



Friends/family
12%



Essential shopping
19%



Commuting
21%



Work travel
3%

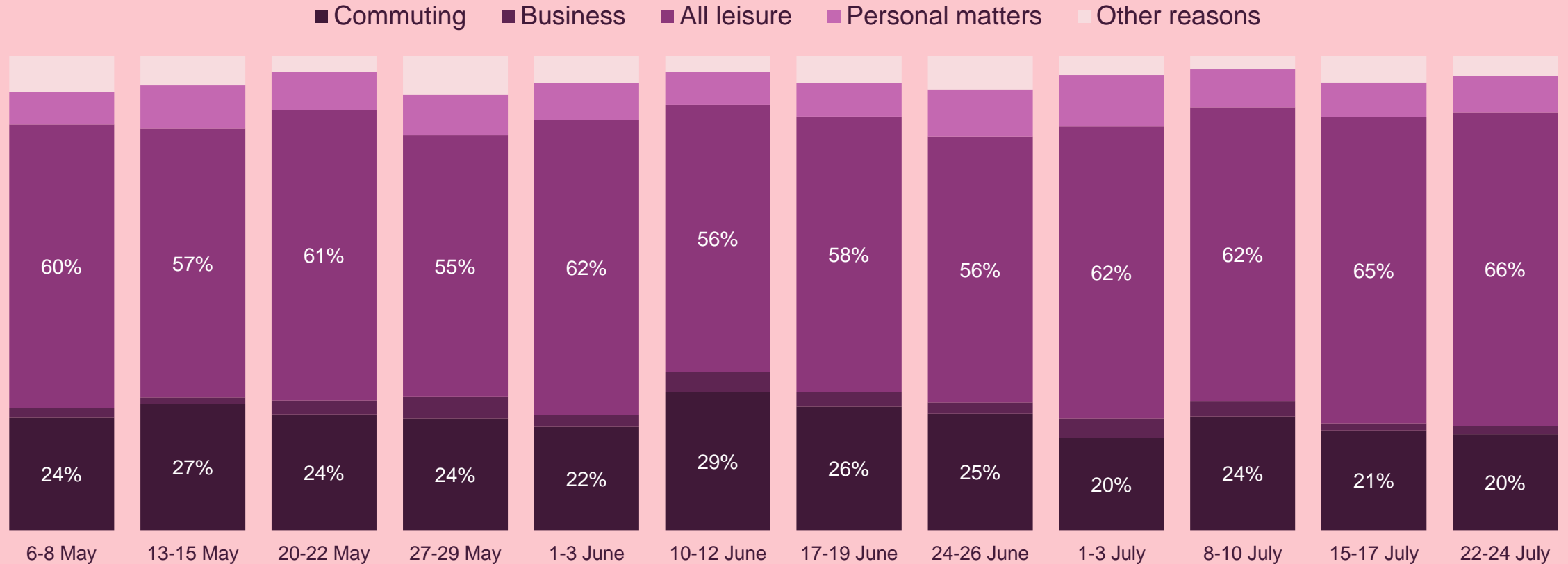


Personal matters
9%

29 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 - 1204. Note that sum of the journey purposes may not add to 100 per cent as some have listed 'other reason'.

Proportion of journeys for leisure has increased

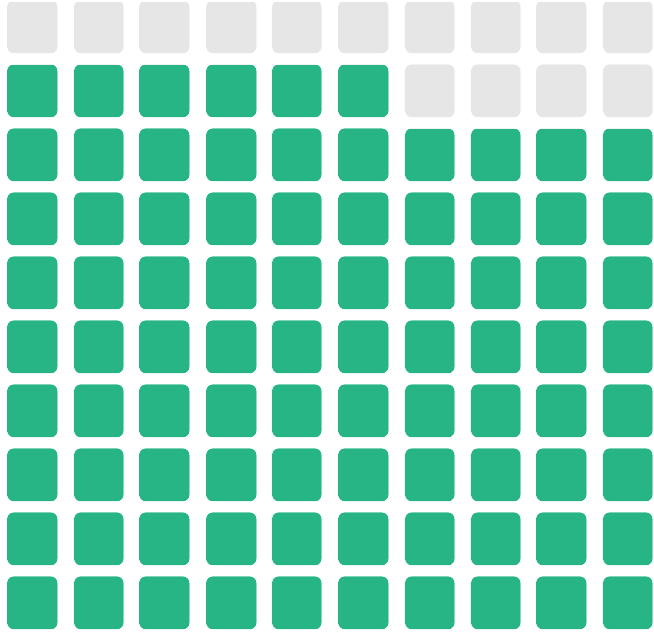
Main purpose of bus journey



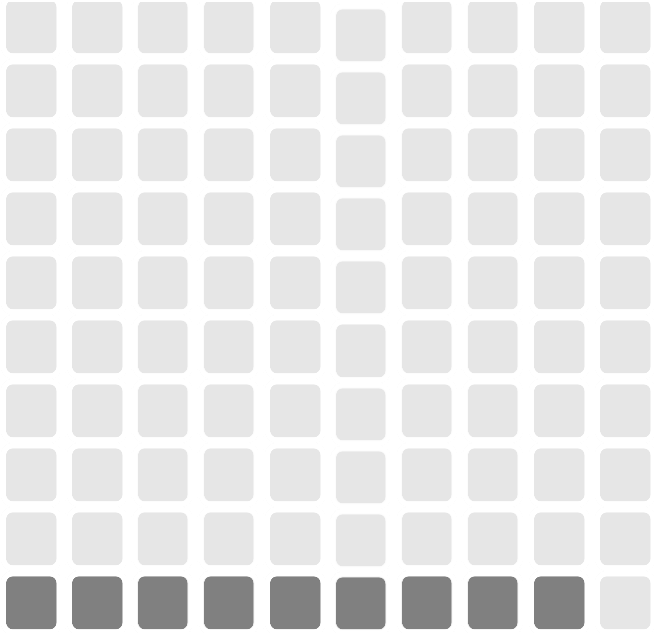
29 July 2022 report. Chart is based on the most recent bus journey made within seven days of being surveyed.
Base size: all bus users, average of 300 per week



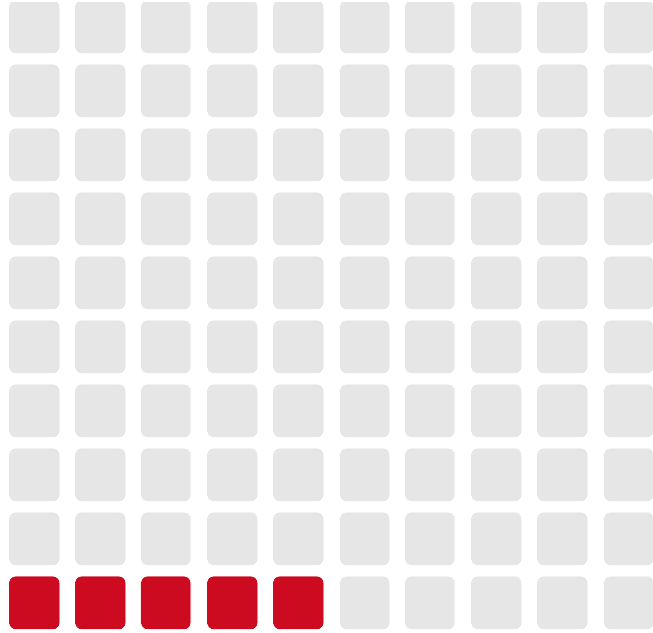
Overall satisfaction with bus journey



86%
satisfied



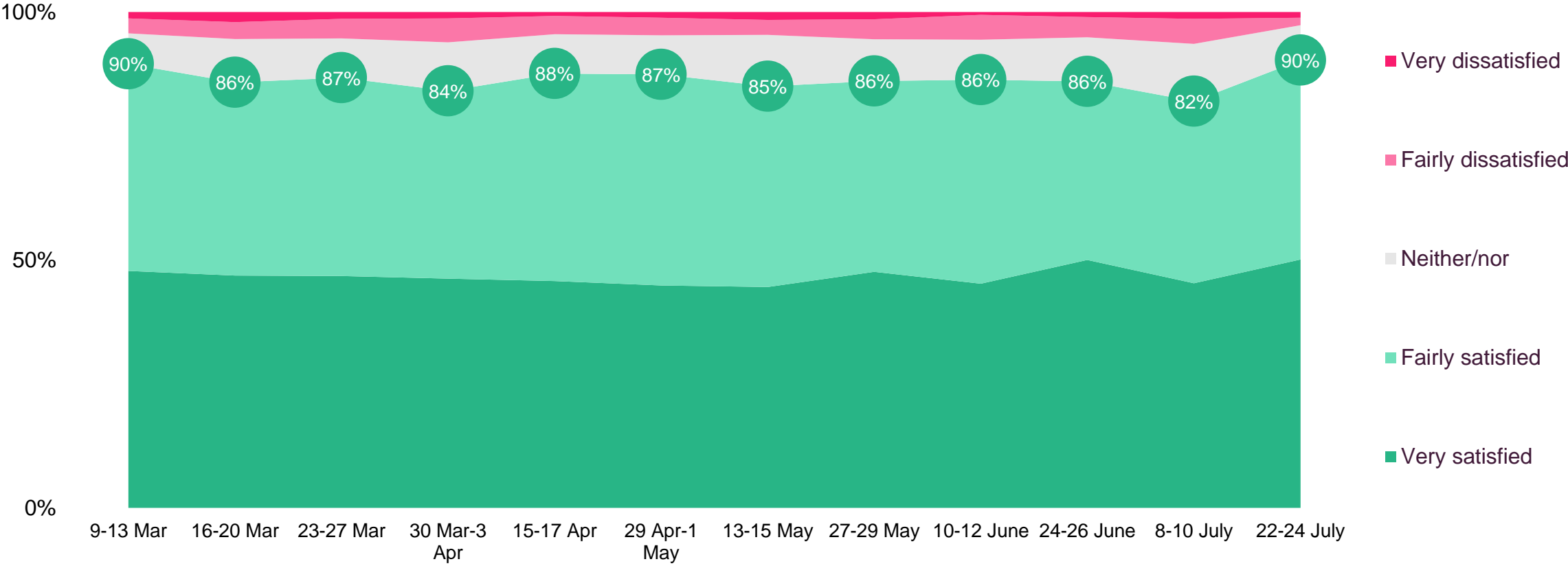
9%
neither/nor



5%
dissatisfied

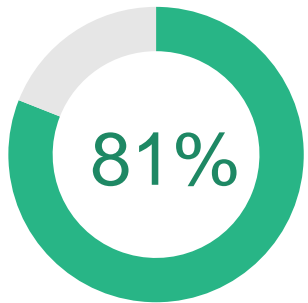
29 July 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base size: 580.

Overall satisfaction with bus journey

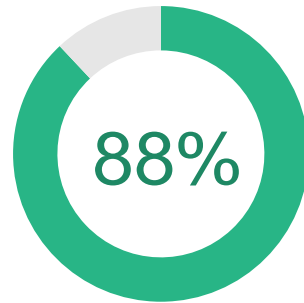


29 July 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Base size: average of 393 per week.

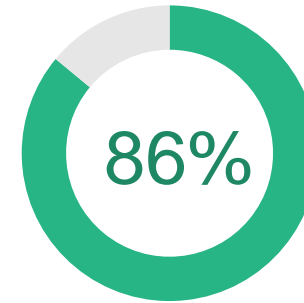
Overall satisfaction by journey purpose, sex and age



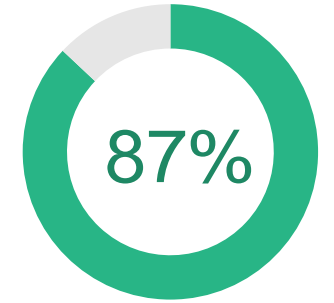
Commute



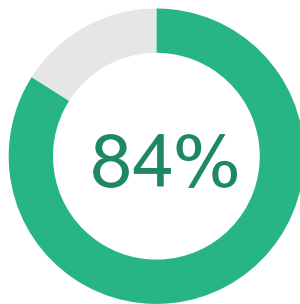
All leisure



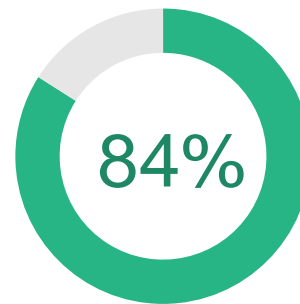
Men



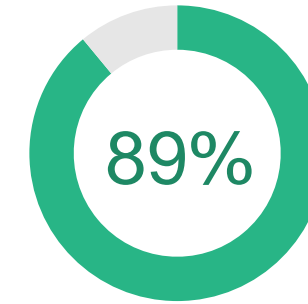
Women



Aged 18-34



Aged 35-54



Aged 55 and over

29 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 136 and 364. '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 clean and punctual. It made a change from paying rip off parking fees.

Very satisfied, Brighton & Hove Bus passenger

The bus was only slightly late - not late enough to be annoying. The bus was old, slow and noisy.

Neither satisfied nor dissatisfied, First passenger

The bus advertised on the electronic noticeboard did not arrive and I had to wait a further 40 minutes for the next one. This is a regular occurrence.

Very dissatisfied, Stagecoach passenger

I think the fare was reasonable, comfort was adequate, and it was punctual.

Very satisfied, Diamond Bus passenger

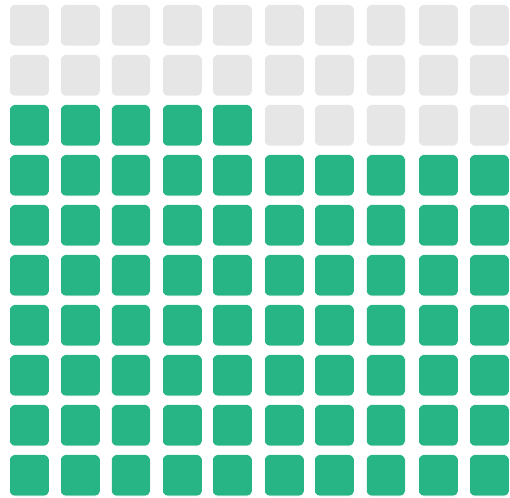
It was okay on the way there, but crowded and unpleasant on the way back.

Neither satisfied nor dissatisfied, Trent Barton passenger

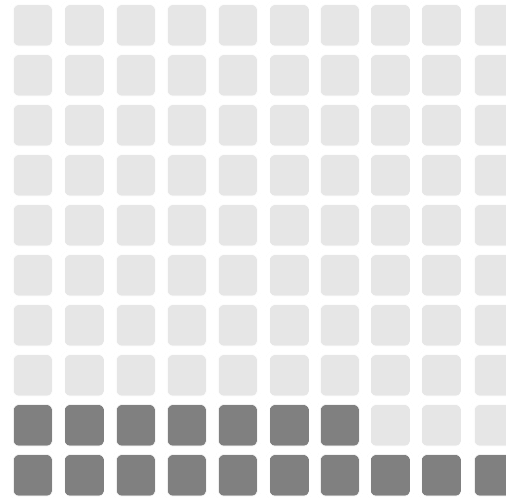




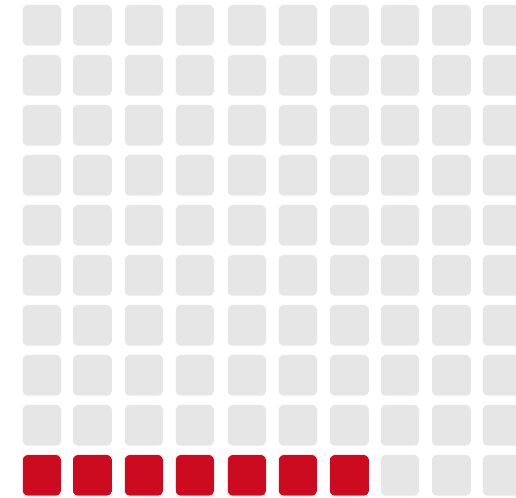
Satisfaction with the bus stop overall



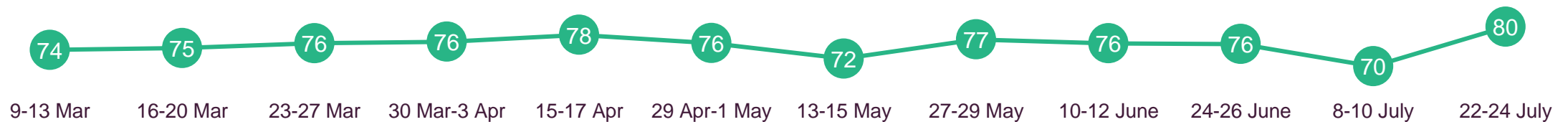
75%
satisfied



17%
neither/nor

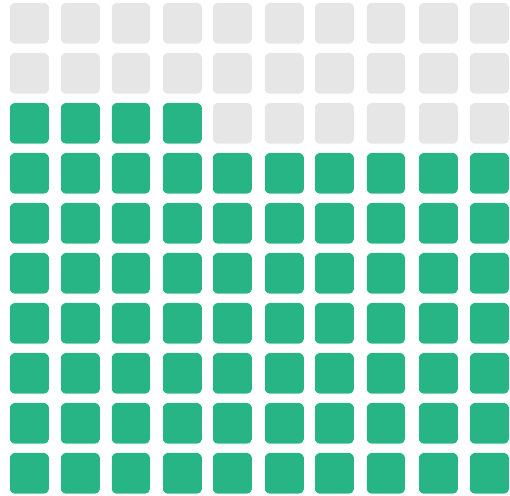


7%
dissatisfied

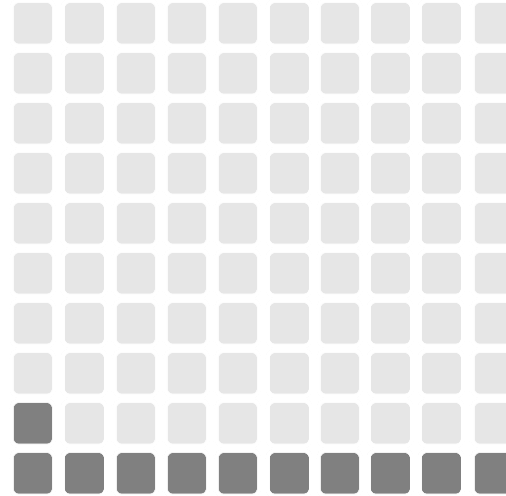


29 July 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 578; trend chart range from 289 to 579 per survey.

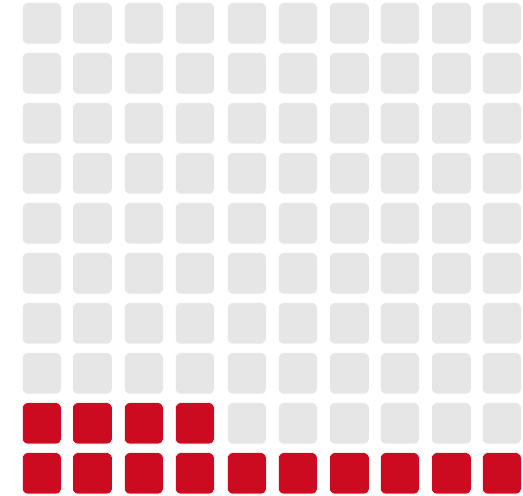
Satisfaction with punctuality/reliability



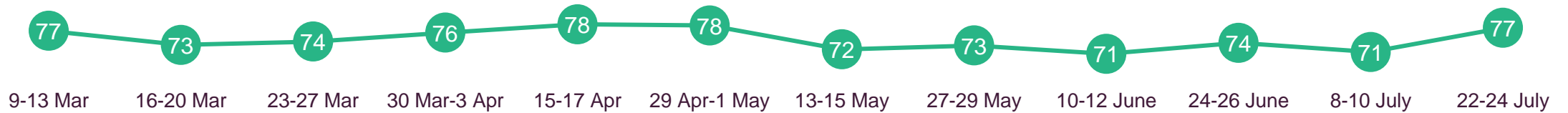
74%
satisfied



11%
neither/nor

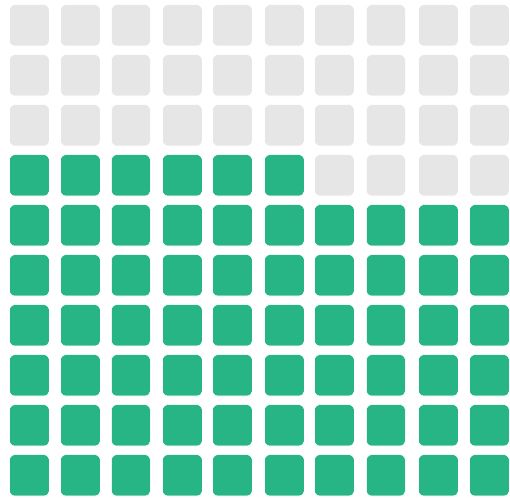


14%
dissatisfied

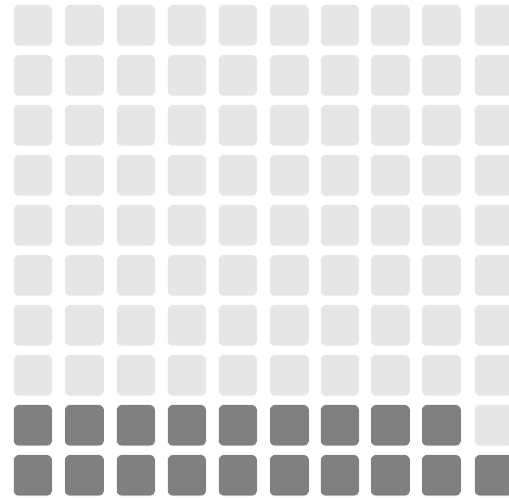


29 July 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 578; trend chart range from 287 to 578 per survey.

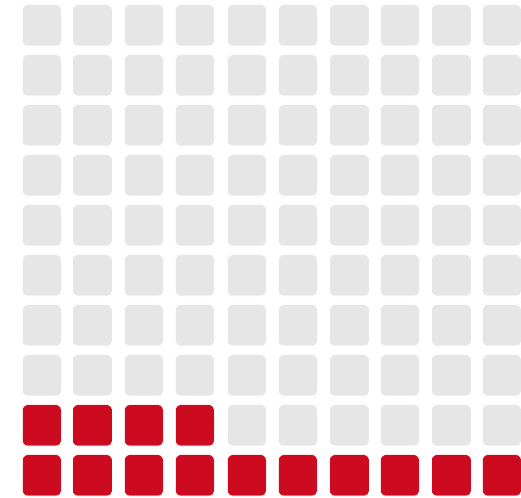
Satisfaction with value for money



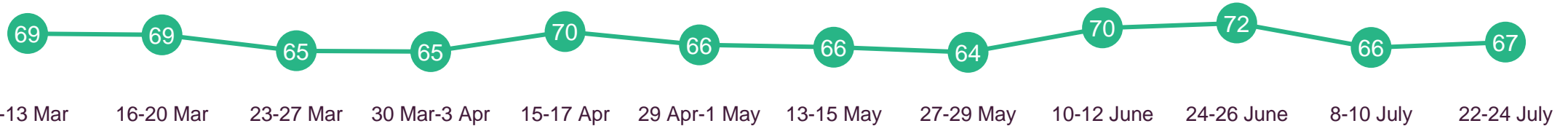
66%
satisfied



19%
neither/nor

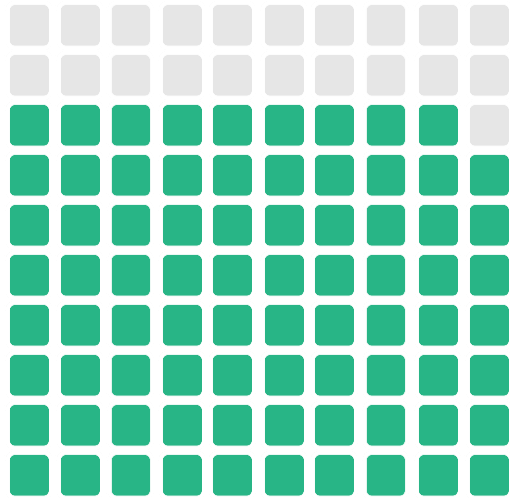


14%
dissatisfied

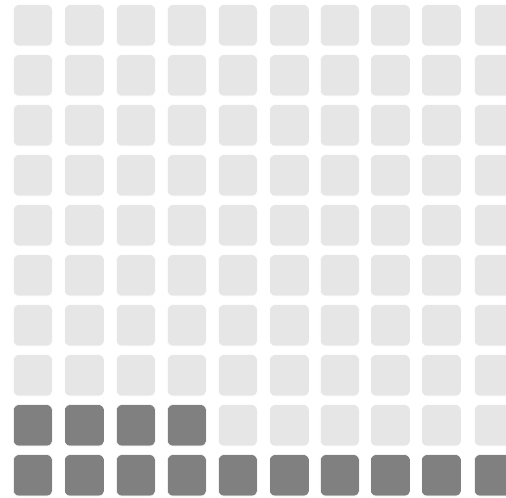


29 July 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 464; trend chart range from 226 to 469 per survey.

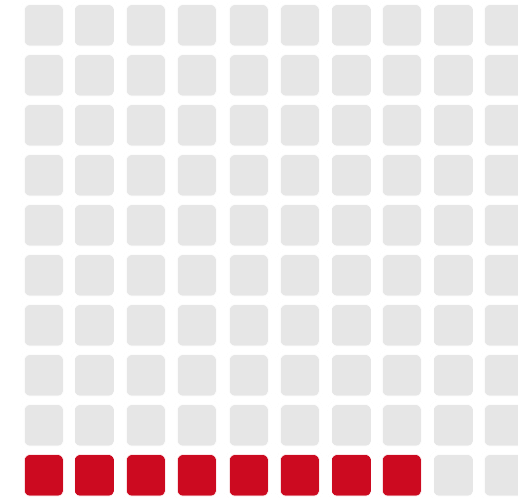
Satisfaction with cleanliness inside the bus



79%
satisfied



14%
neither/nor

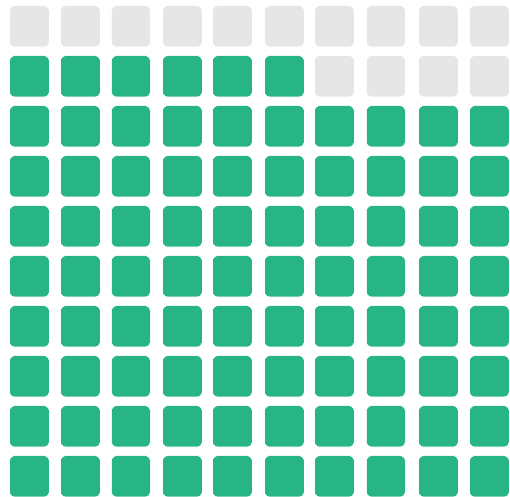


8%
dissatisfied

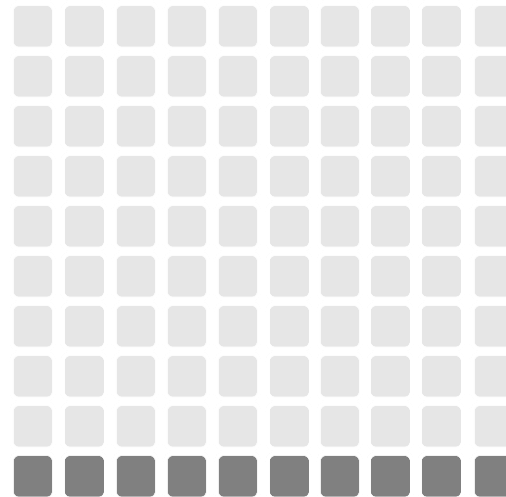


29 July 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 577; trend chart range from 288 to 581 per survey.

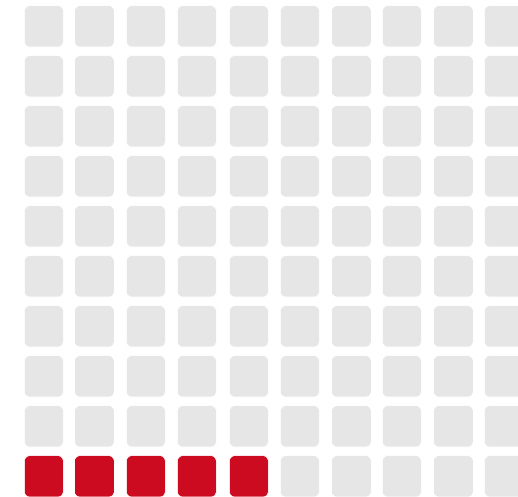
Satisfaction with availability of seating or space to stand



86%
satisfied



10%
neither/nor

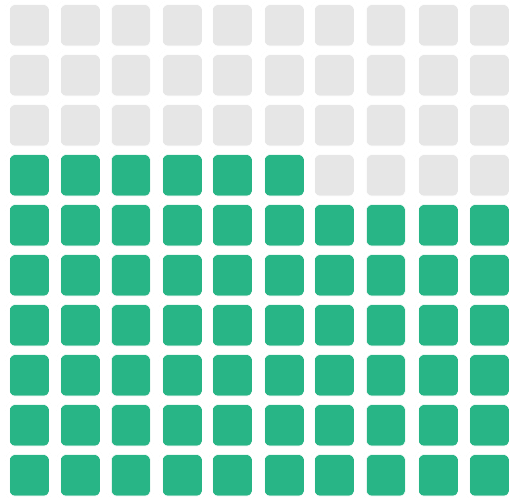


5%
dissatisfied

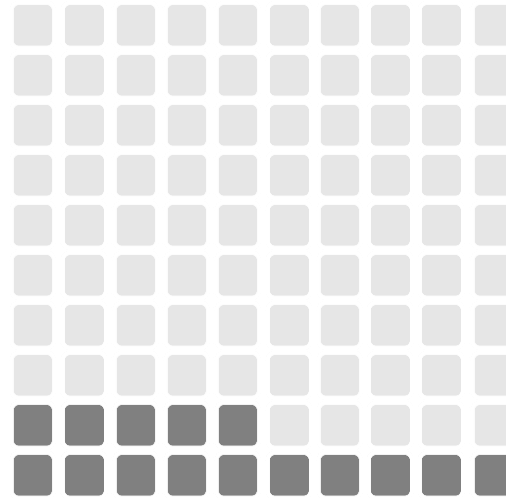


29 July 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 576; trend chart range from 286 to 580 per survey.

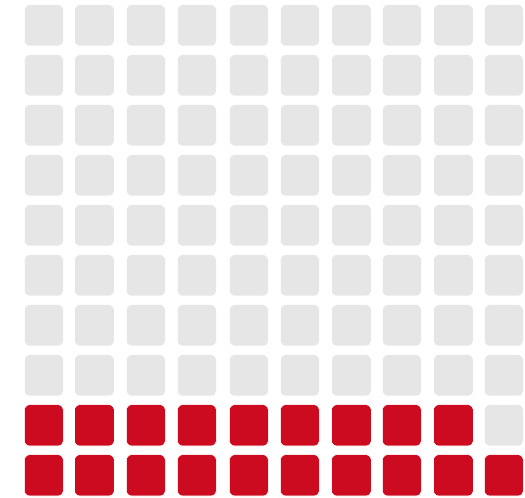
Satisfaction with frequency of buses on that route



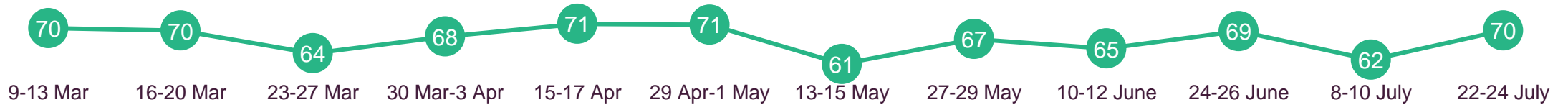
66%
satisfied



15%
neither/nor

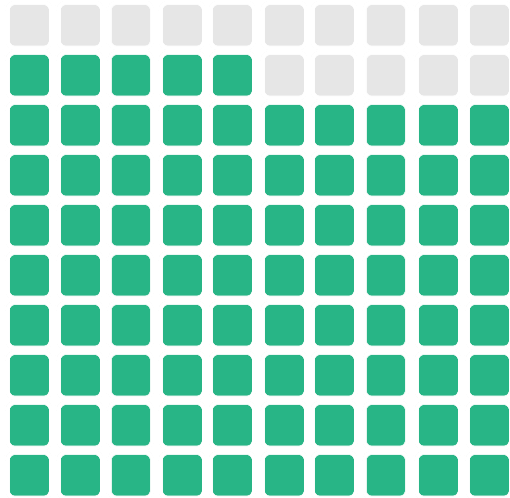


19%
dissatisfied

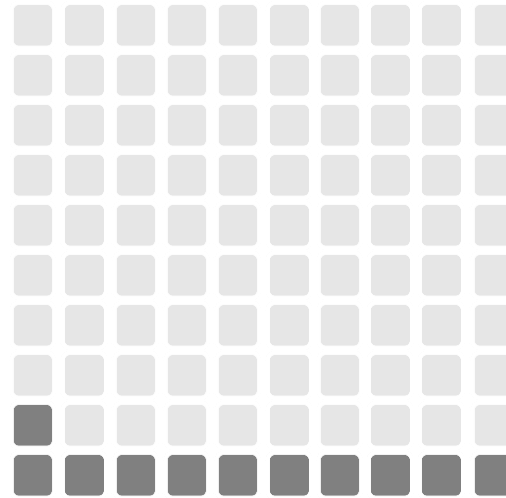


29 July 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 574; trend chart range from 287 to 582 per survey.

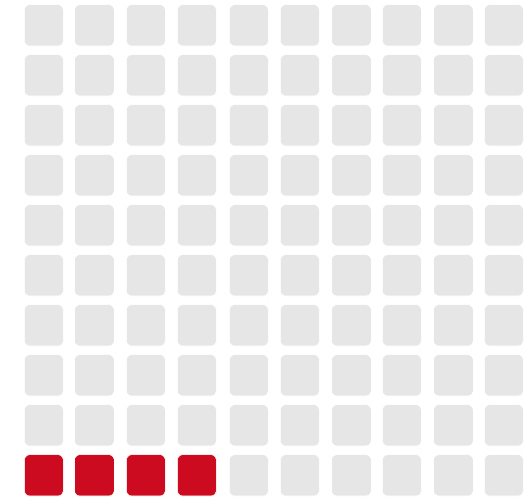
Satisfaction with the time the journey on the bus took



85%
satisfied



11%
neither/nor

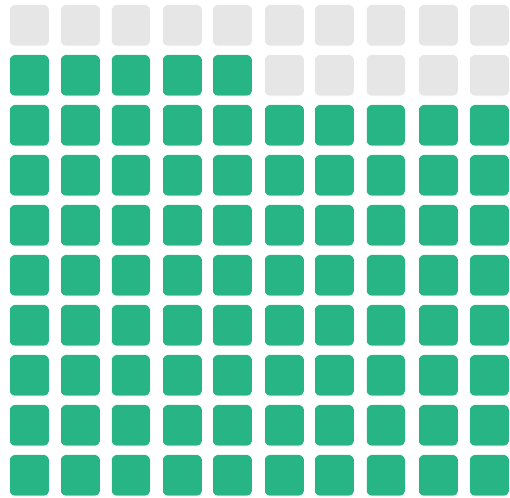


4%
dissatisfied

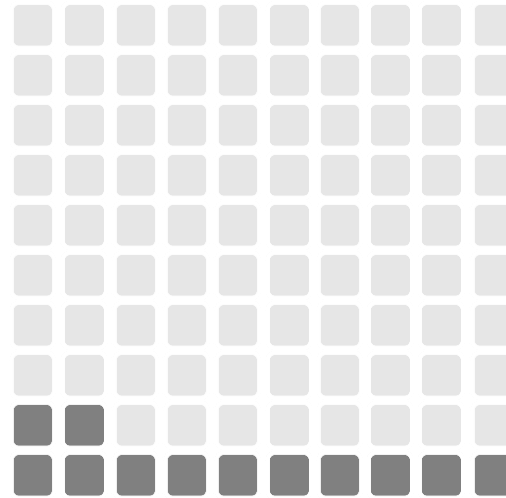


29 July 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 580; trend chart range from 289 to 581 per survey.

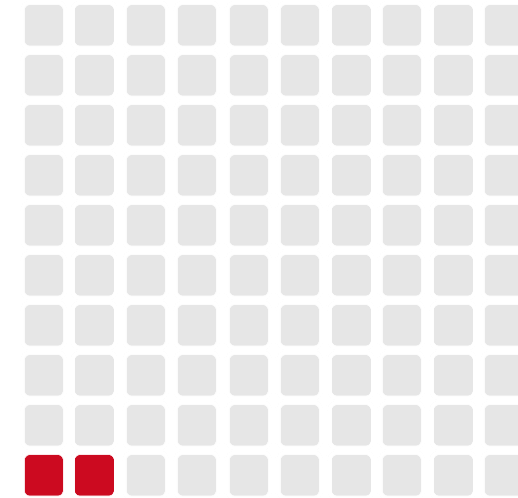
Satisfaction with personal security on the bus



85%
satisfied



12%
neither/nor

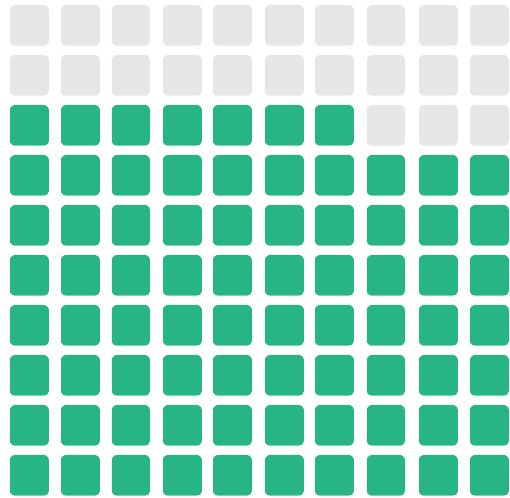


2%
dissatisfied

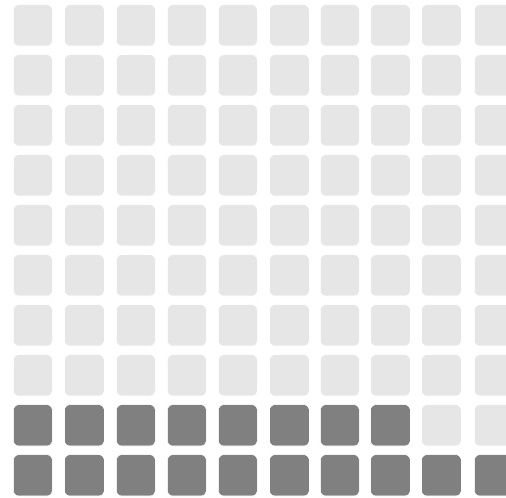


29 July 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 574; trend chart range from 286 to 573 per survey.

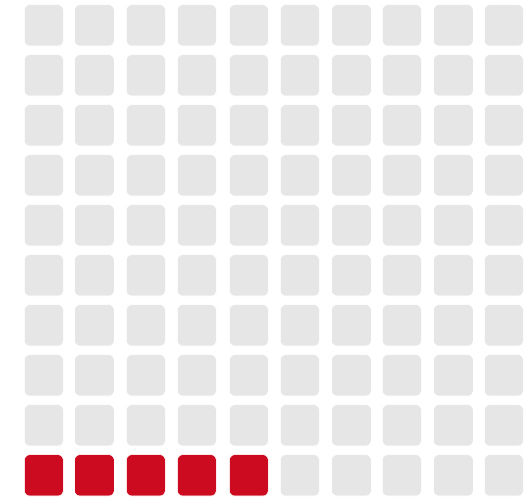
Satisfaction with helpfulness and attitude of the driver



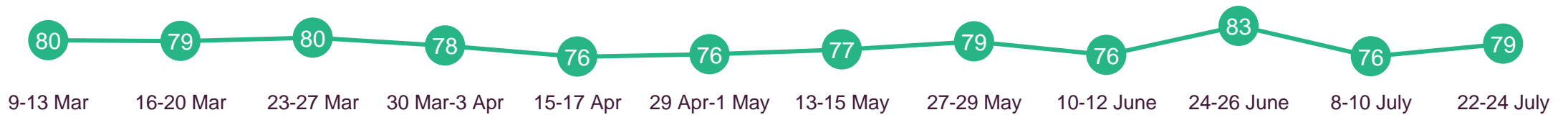
77%
satisfied



18%
neither/nor

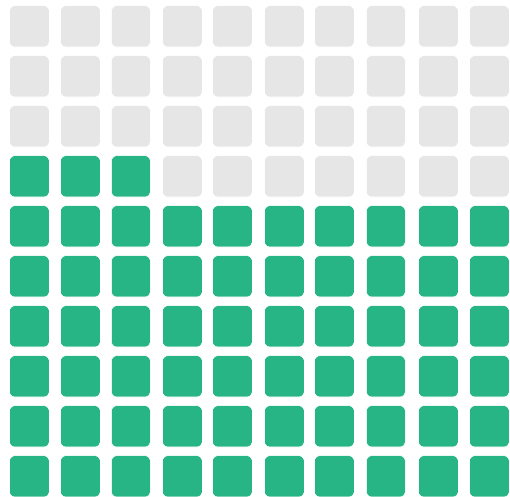


5%
dissatisfied

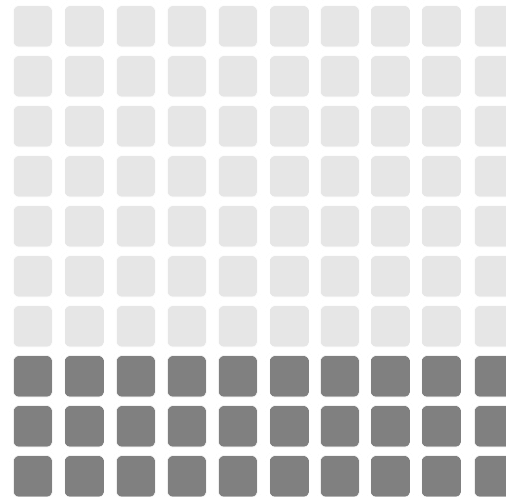


29 July 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 559; trend chart range from 276 to 560 per survey.

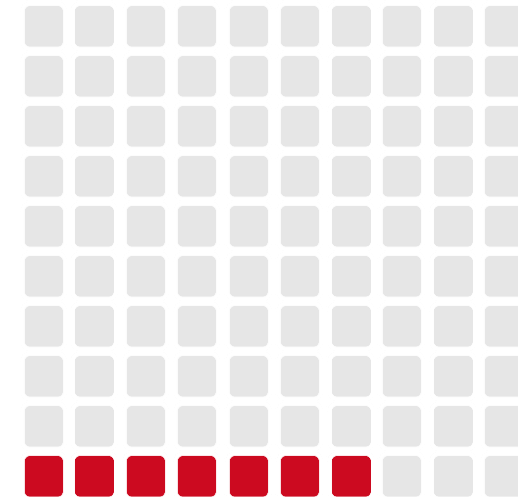
Satisfaction with information provided during the journey



63%
satisfied



30%
neither/nor

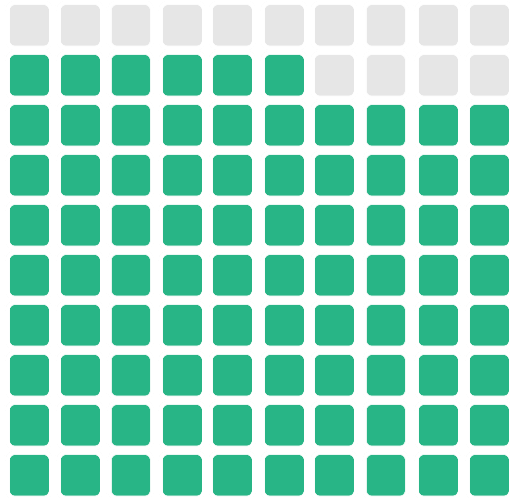


7%
dissatisfied

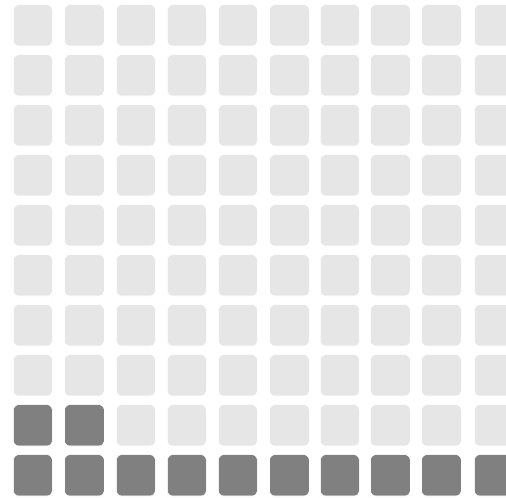


29 July 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 443; trend chart range from 221 to 438 per survey.

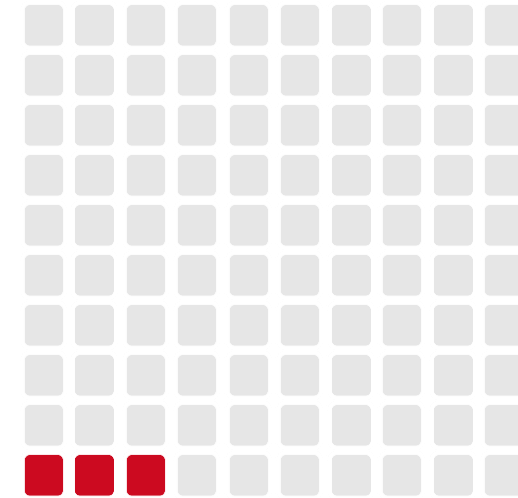
Satisfaction with safety of the driving



86%
satisfied



12%
neither/nor

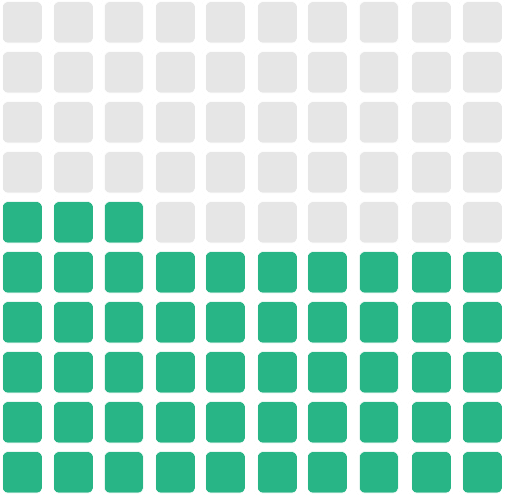


3%
dissatisfied

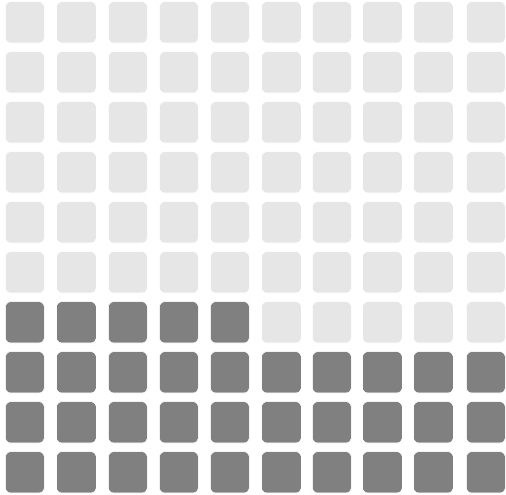


29 July 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 580; trend chart range from 289 to 583 per survey.

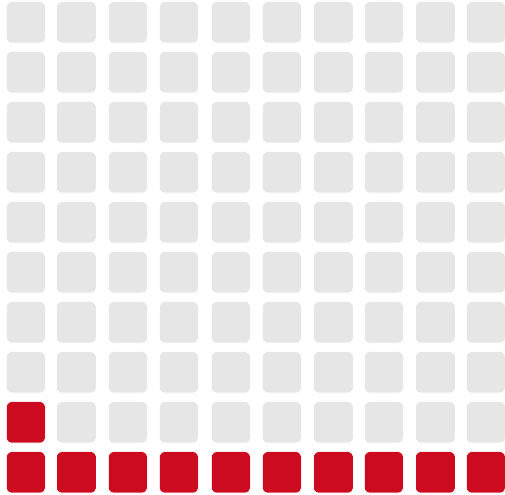
Satisfaction with information on how busy the bus was before travelling



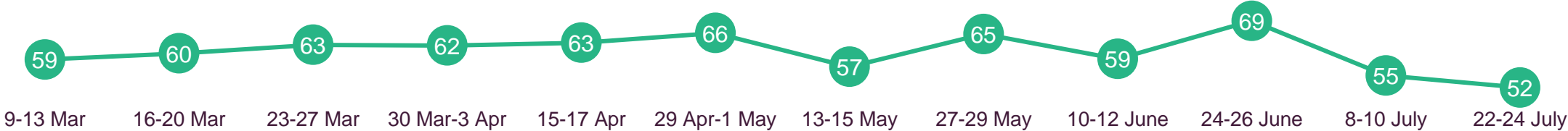
53%
satisfied



35%
neither/nor

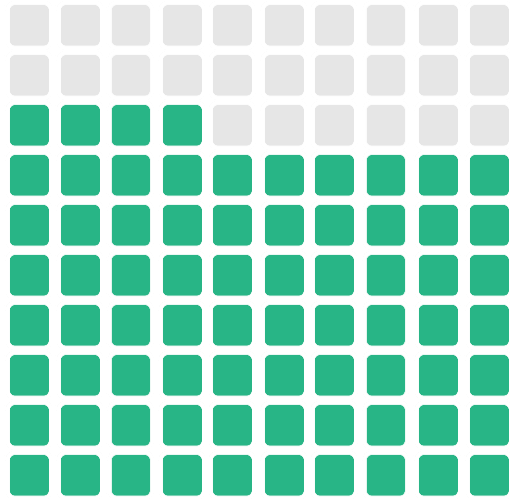


11%
dissatisfied

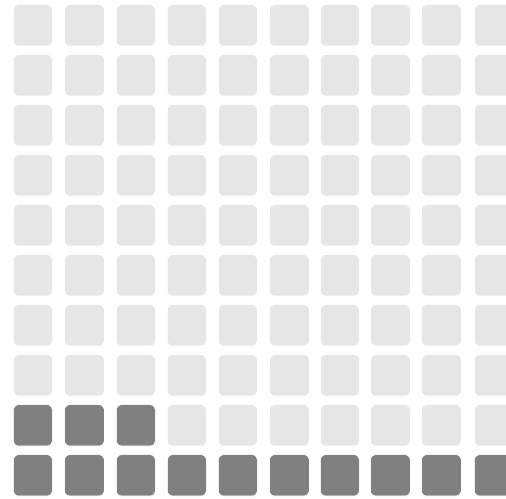


29 July 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 389; trend chart range from 188 to 380 per survey.

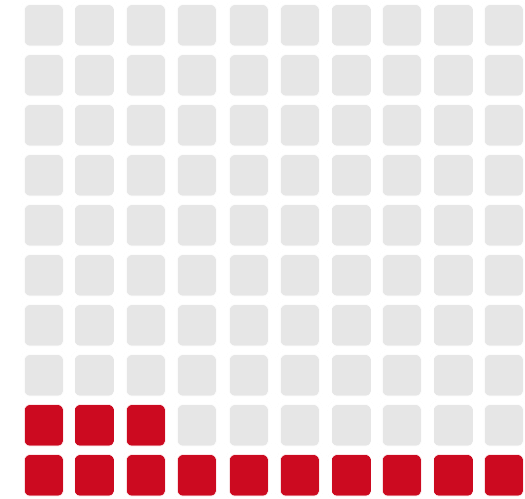
Satisfaction with temperature inside the bus



74%
satisfied



13%
neither/nor

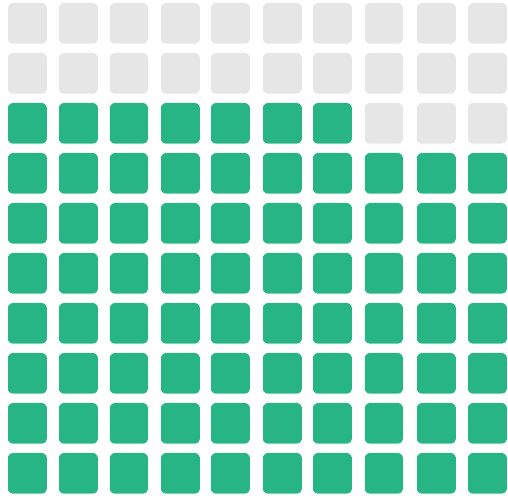


13%
dissatisfied

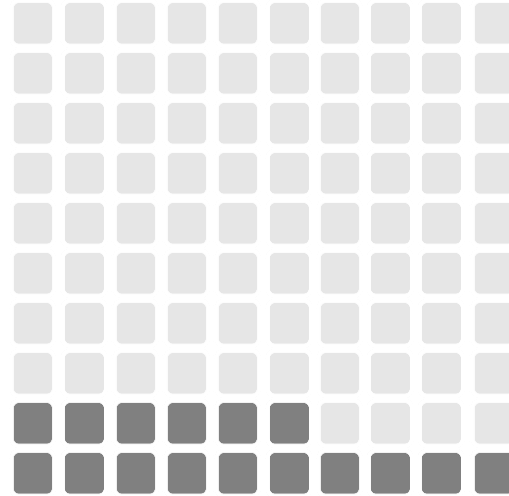


29 July 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 577; trend chart range from 287 to 583 per survey.

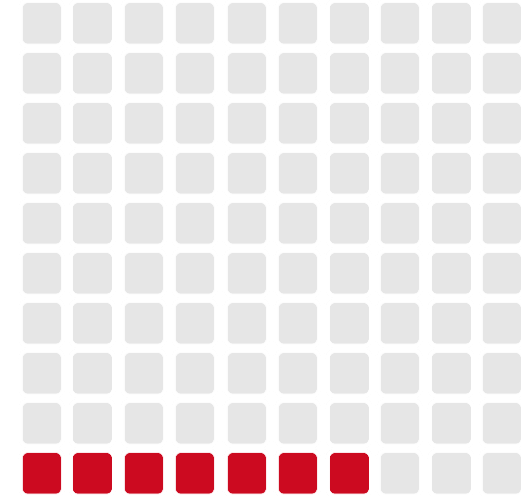
Satisfaction with other passengers' behaviour



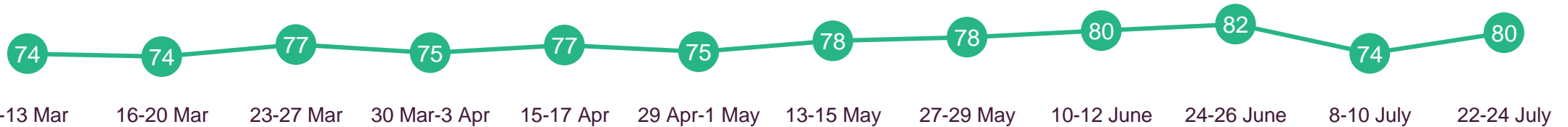
77%
satisfied



16%
neither/nor

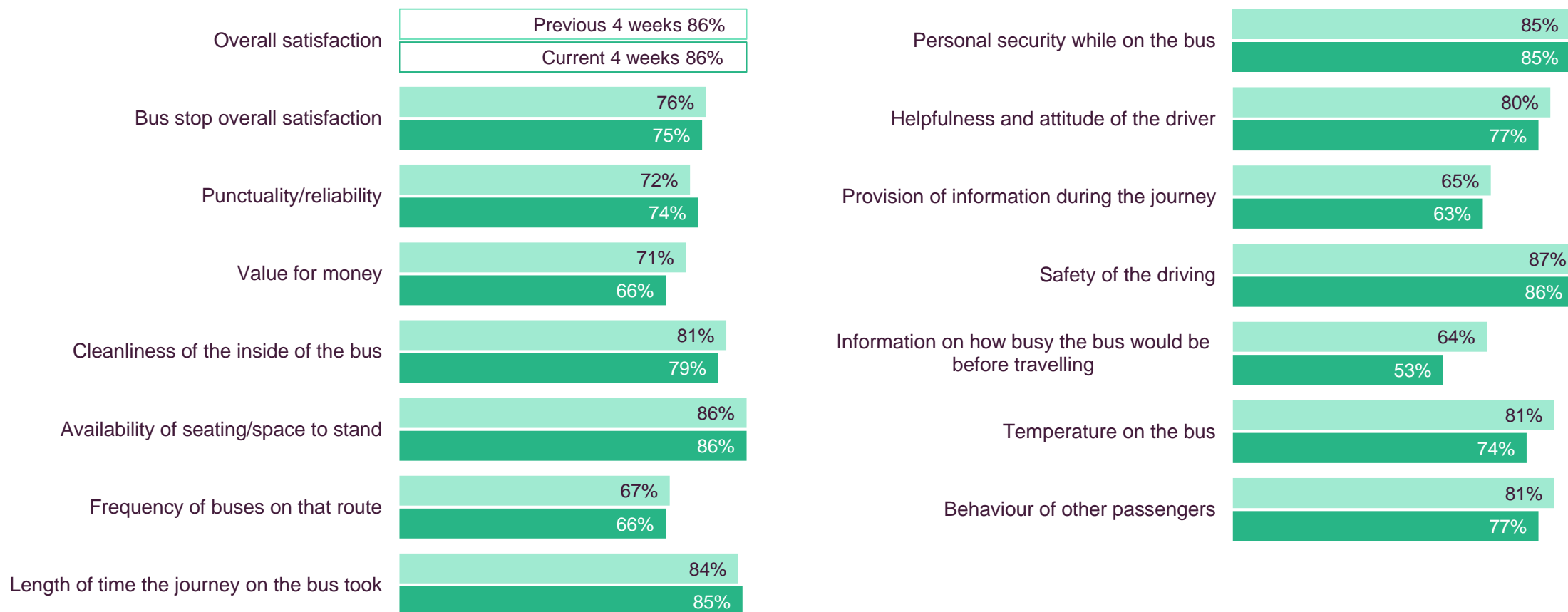


7%
dissatisfied



29 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 573; trend chart range from 284 to 576 per survey.

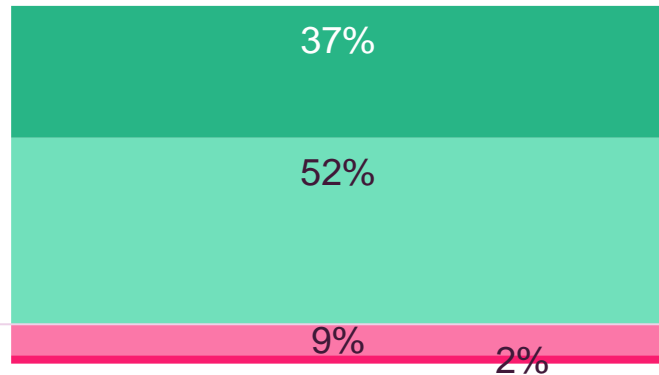
Summary of current and previous four weeks satisfaction



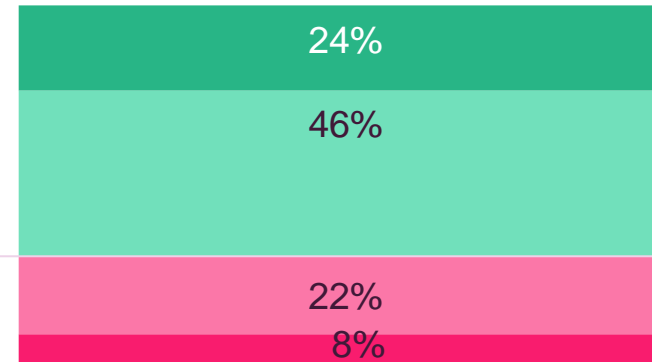
29 July 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. The values above are the average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes per aspect vary current four weeks from 389 to 580; prior 4 weeks 420 to 615.

Feeling safe on bus with regard to Covid

Used bus
in last 7 days



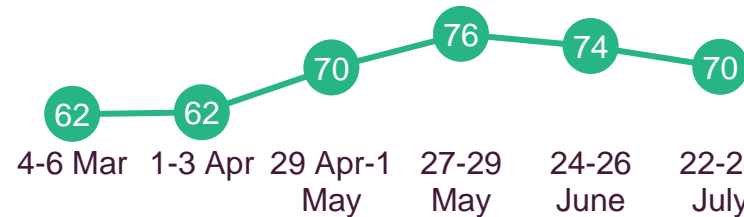
Not used bus
in last 7 days



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



4-6 Mar 1-3 Apr 29 Apr-1 May 27-29 May 24-26 June 22-24 July

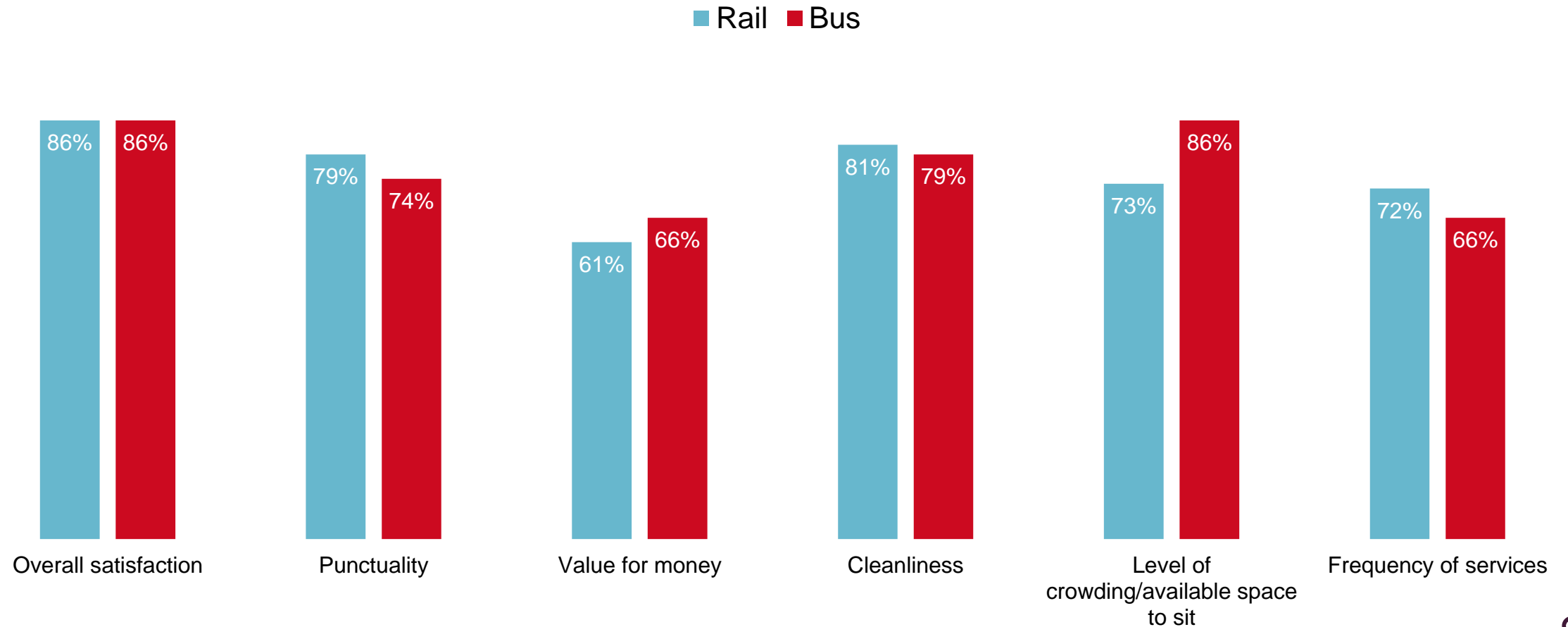


4-6 Mar 1-3 Apr 29 Apr-1 May 27-29 May 24-26 June 22-24 July

29 July 2022 report. Bus use is defined as having travelled by bus within seven days of being surveyed. Bar charts are the latest survey (22-24 July) with base sizes for users of 289 and non-users 1583. Base sizes for trend charts range on users from 289 to 320, and non-users from 1530 to 1592.

Rail to bus comparison

Bus passengers have higher satisfaction with available space and value for money but lower satisfaction on punctuality and frequency of services



29 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 1127 to 1160; bus base sizes from 464 to 580.

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.

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 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
Week 41	8-10 July	291
Week 43	22-24 July	289

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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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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