

26 August
2022

Bus user survey

Edition 5



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.

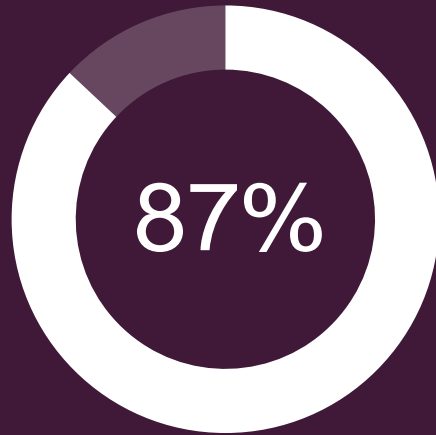
Each weekend a representative sample of 2000 people from across Great Britain are asked questions by Yonder Consulting about their public transport use.

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

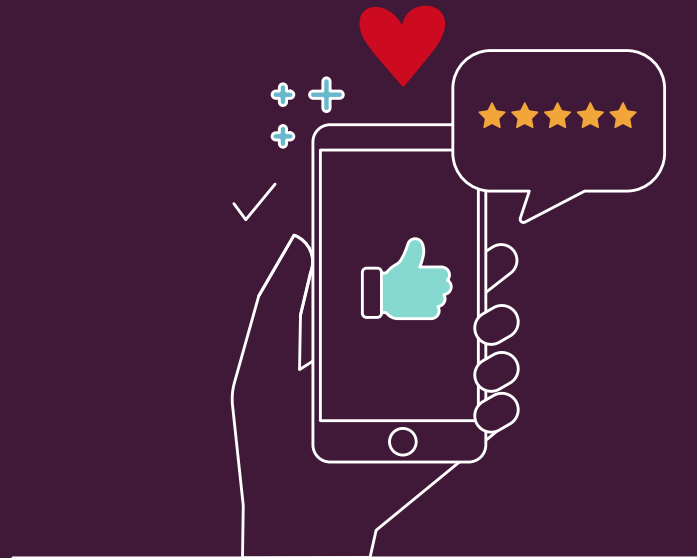
information from around 250 people.

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

Bus headlines



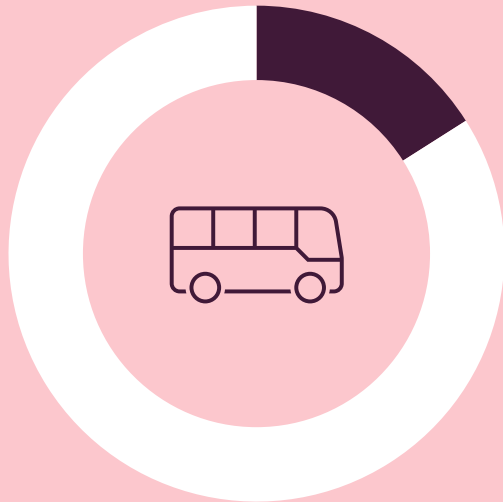
87% of bus passengers were satisfied with their journey overall (average over the last four weeks).



Satisfaction with the frequency of buses is up from 66% to 69%.

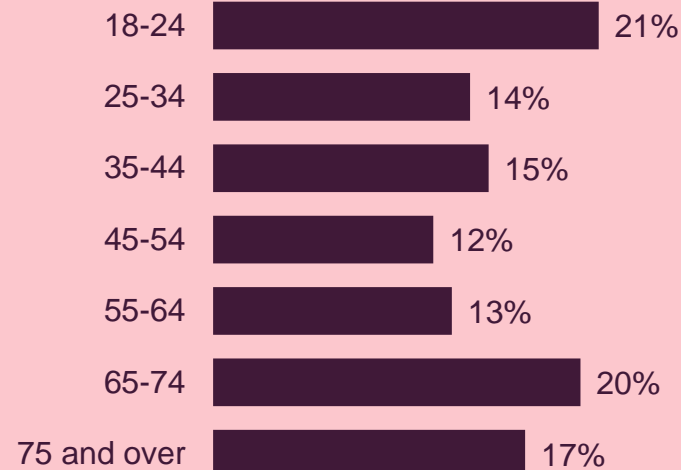
Around one in six used bus

Proportion using bus



16%
of people in
Great Britain are using
buses (outside London)

Age



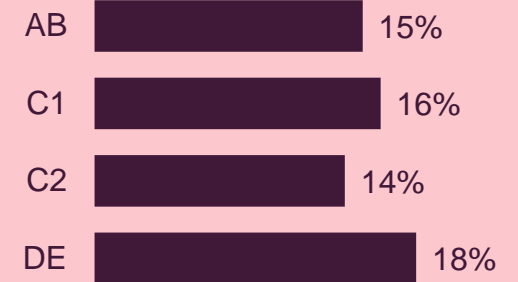
Sex



Region

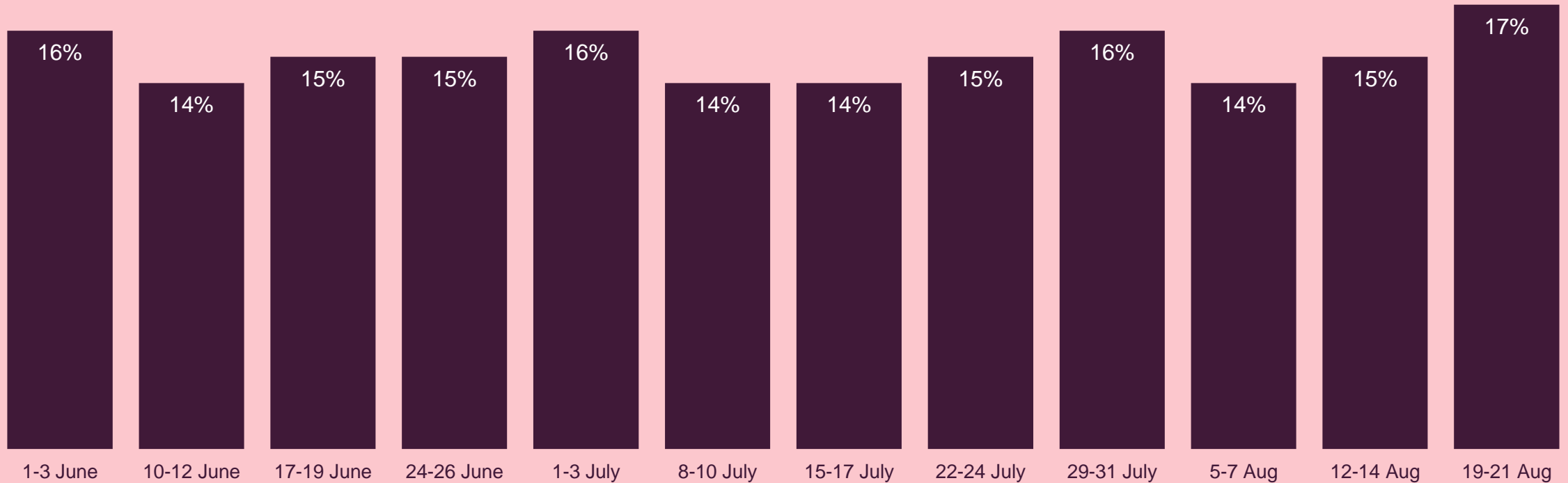


Social grade



Bus use is broadly stable

Proportion using bus



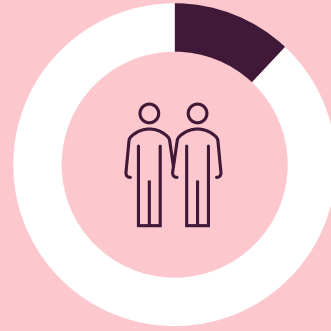
26 August 2022 report. Bus use is defined as having travelled by bus within seven days of being surveyed. Base size circa 2000 per week

Leisure is the most common reason for using bus

Main purpose of bus journey



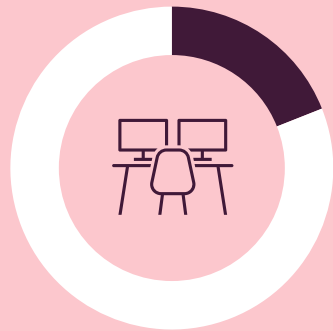
Leisure/eating out/non-essential shopping
38%



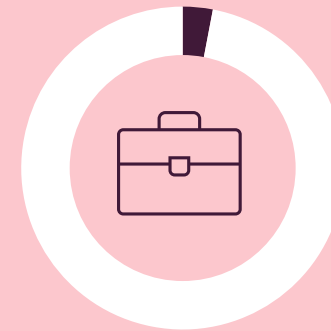
Friends/family
12%



Essential shopping
16%



Commuting
19%



Work travel
3%

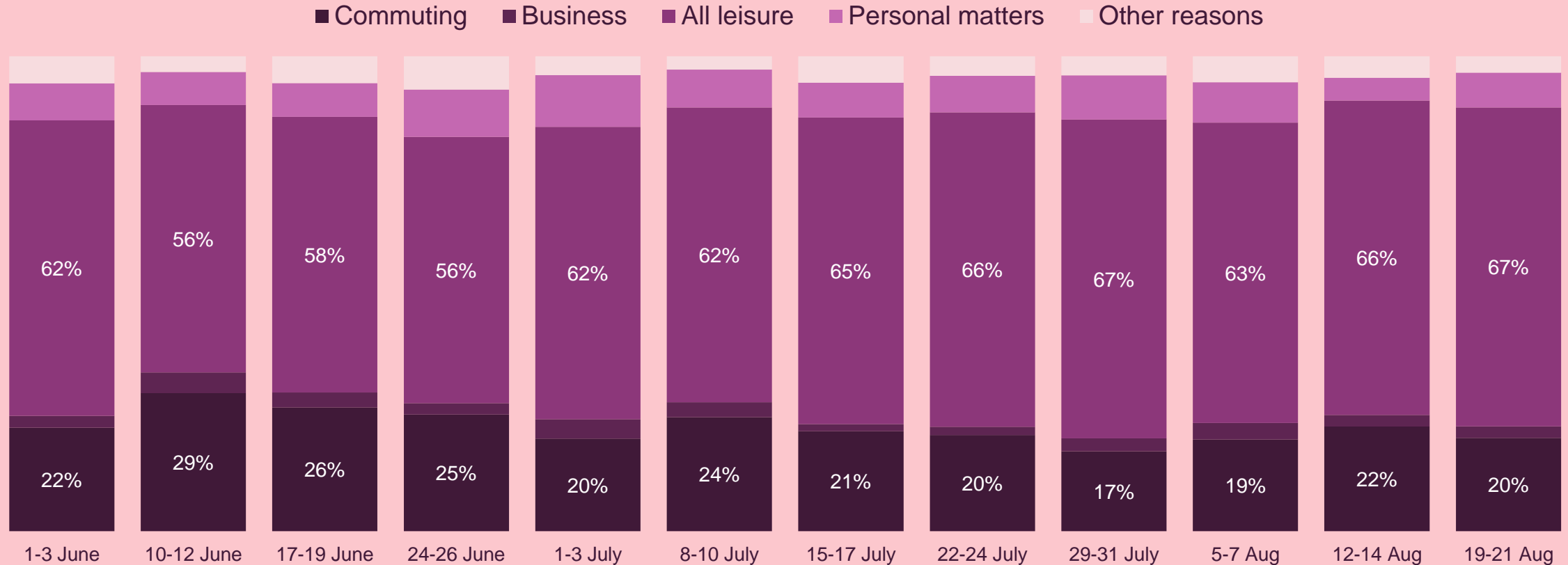


Personal matters
7%

26 August 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 - 1264. Note that sum of the journey purposes may not add to 100 per cent as some have listed 'other reason'.

Leisure remains main purpose for bus journeys

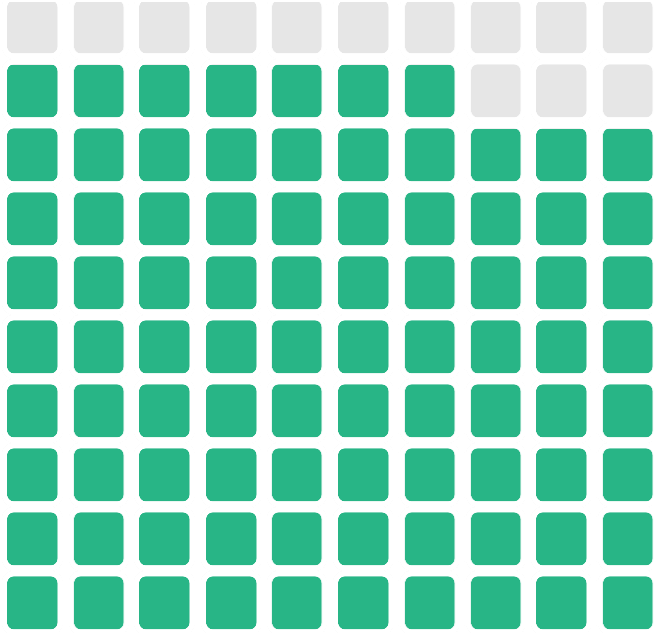
Main purpose of bus journey



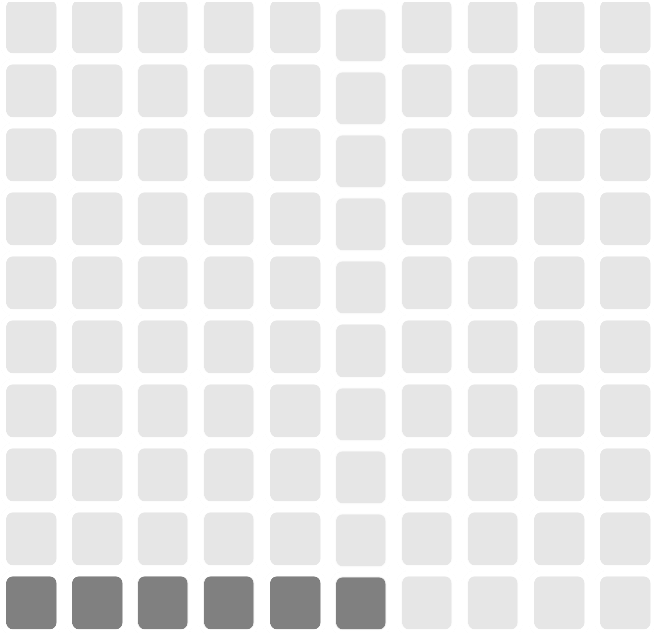
26 August 2022 report. Chart is based on the most recent bus journey made within seven days of being surveyed.
Base size: all bus users, average of 308 per week



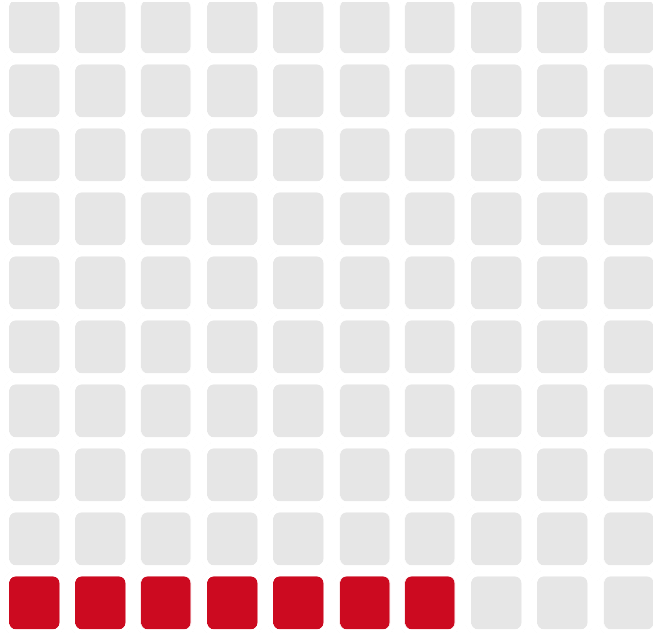
Overall satisfaction with bus journey



87%
satisfied



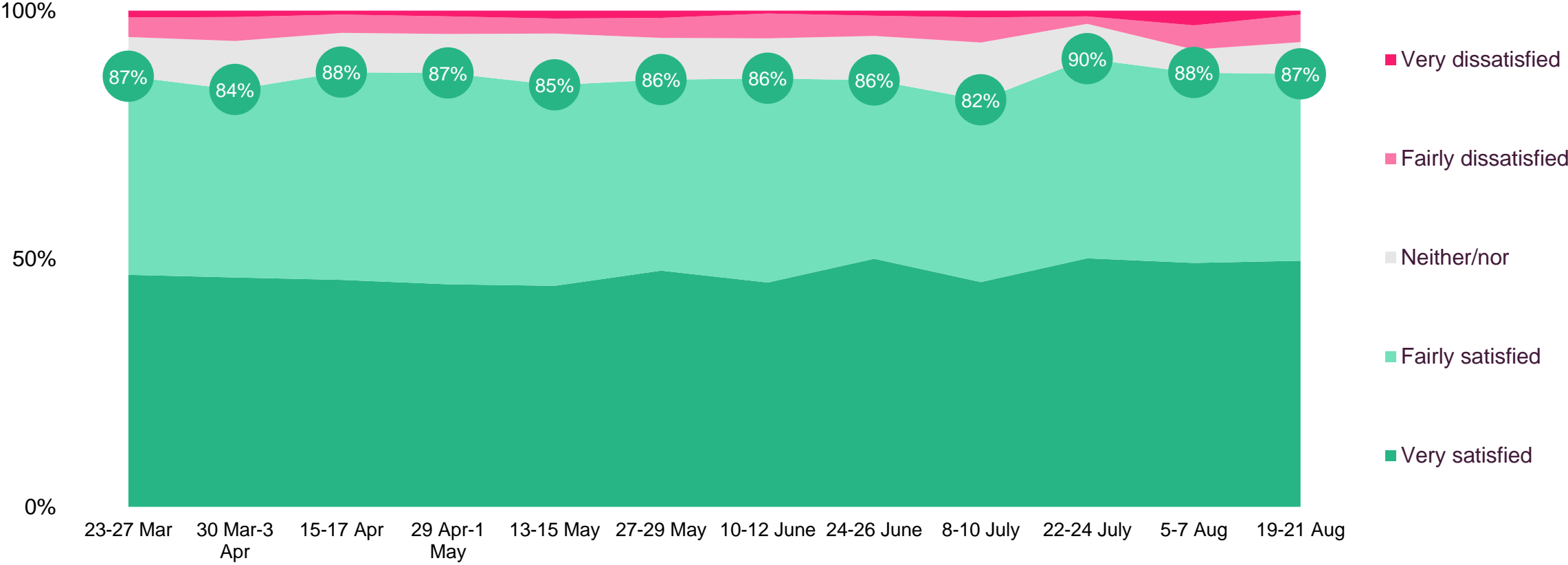
6%
neither/nor



7%
dissatisfied

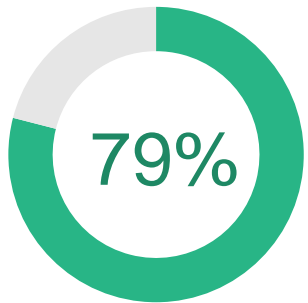
26 August 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base size: 632.

Overall satisfaction with bus journey

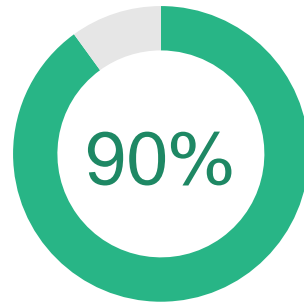


26 August 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Base sizes range from 289 to 585 per survey date.

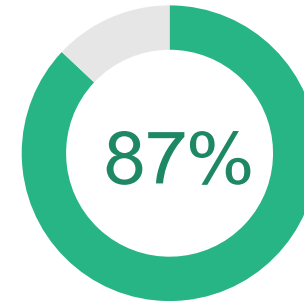
Overall satisfaction by journey purpose, sex and age



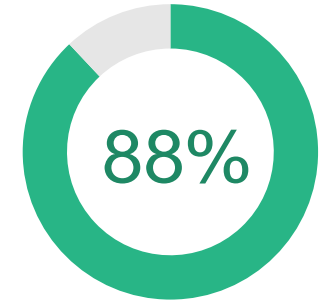
Commute



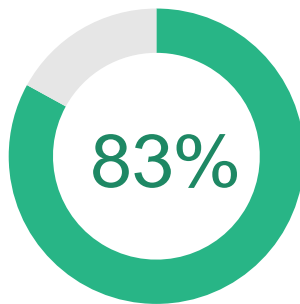
All leisure



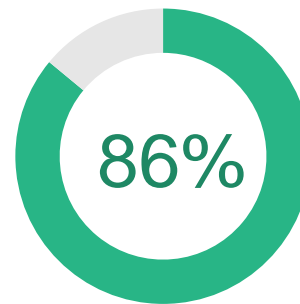
Men



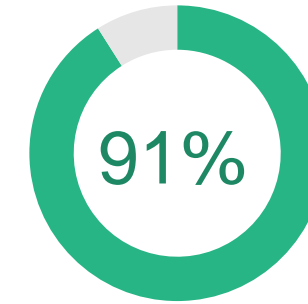
Women



Aged 18-34



Aged 35-54



Aged 55 and over

26 August 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 115 and 418. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family' and 'Essential shopping'

What bus passengers are saying...



This is a local route that I use as I do not drive I regularly use public transport. I was fairly satisfied because First has upgraded some of their buses. Previously many have been in very poor condition.

Fairly satisfied, First passenger

The timetable and app are a joke and bear no resemblance to reality.

Neither satisfied nor dissatisfied, Arriva passenger

Three buses did not show up and I had to wait for over an hour.

Very dissatisfied, Diamond Bus passenger

We are a small village that has an excellent bus service 6 days a week, the buses are usually on time with very helpful drivers.

Very satisfied, Stagecoach passenger

The bus smelled. It was very dusty/dirty and the seats were very uncomfortable.

Fairly dissatisfied, Stagecoach passenger

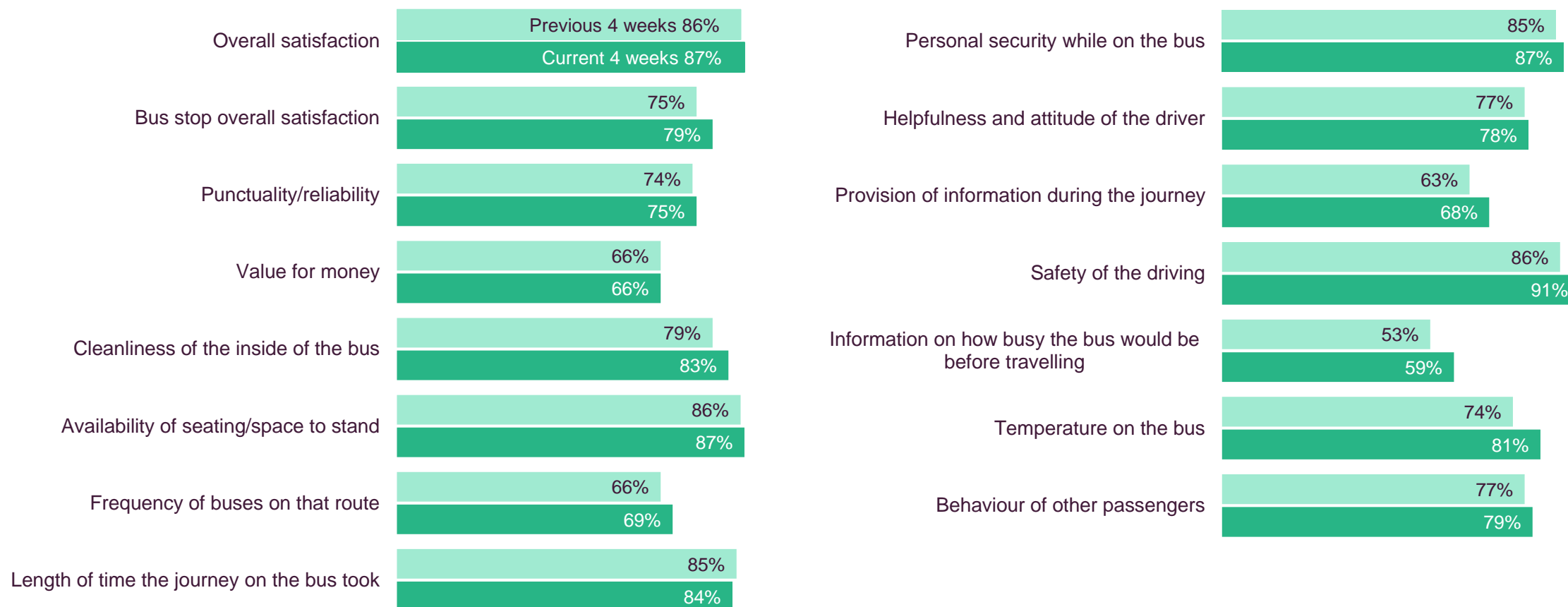
Bus was on time, stress free journey, comfortable seat, passengers maintaining social distancing.

Very satisfied, Go North East passenger



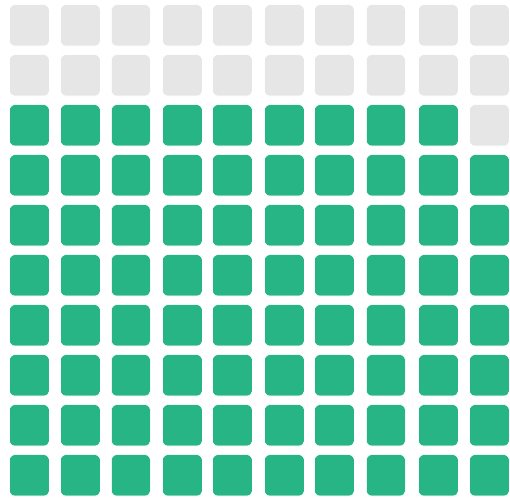


Summary of current and previous four weeks satisfaction

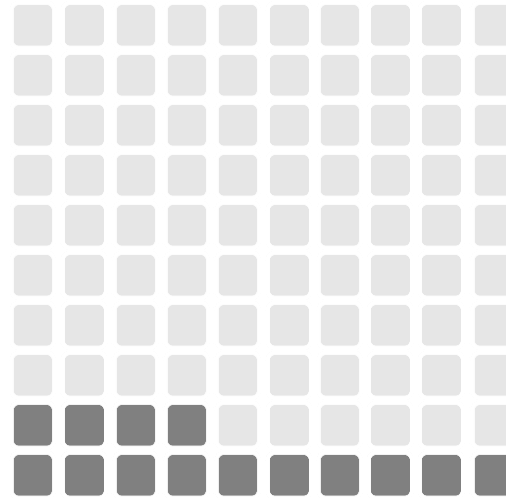


26 August 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. The values above are the average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes per aspect vary current four weeks from 425 to 632; prior 4 weeks 389 to 580.

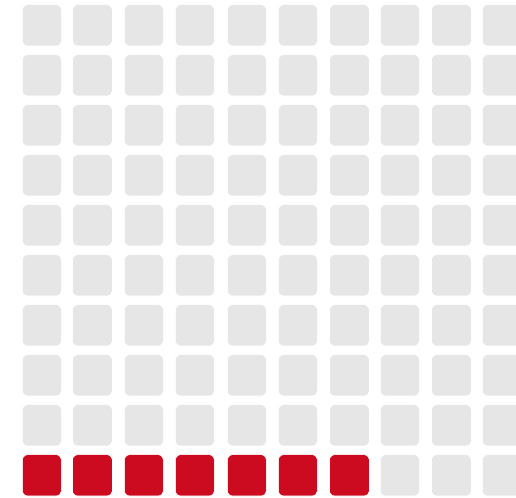
Satisfaction with the bus stop overall



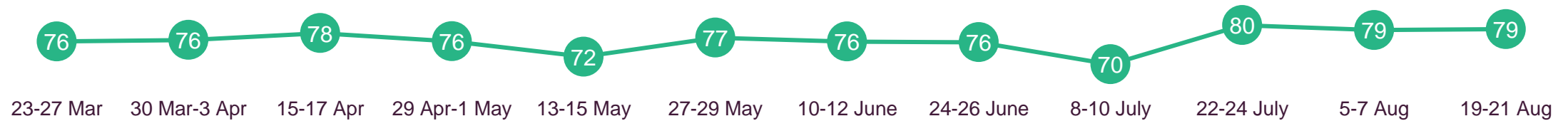
79%
satisfied



14%
neither/nor

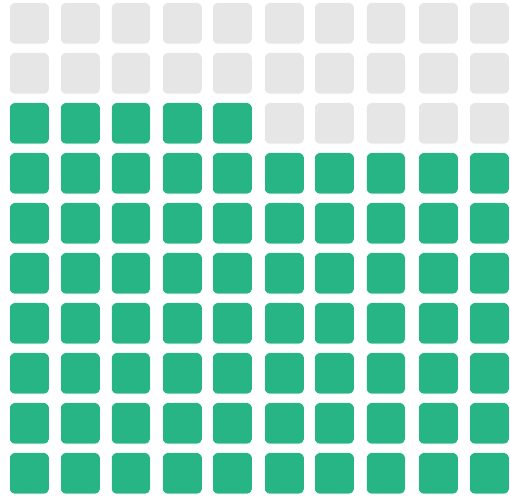


7%
dissatisfied

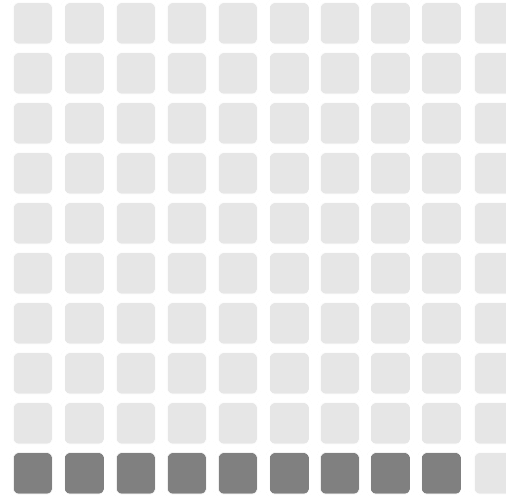


26 August 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 630; trend chart range from 288 to 579 per survey.

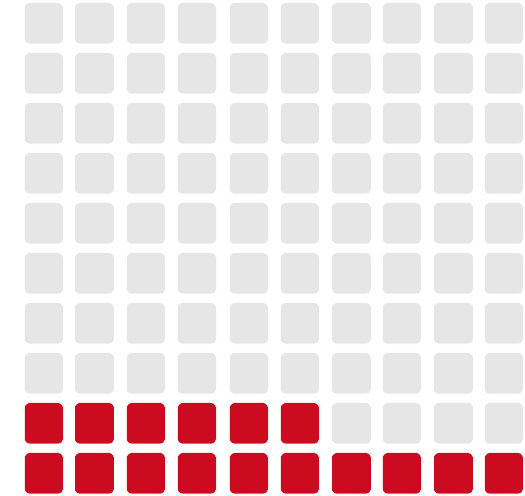
Satisfaction with punctuality/reliability



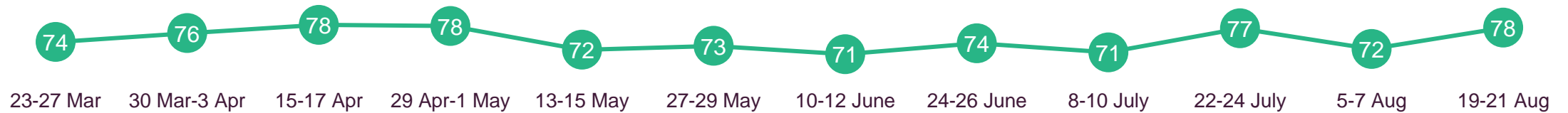
75%
satisfied



9%
neither/nor

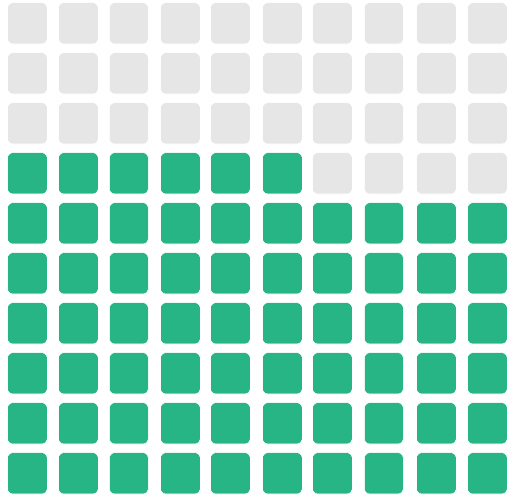


16%
dissatisfied



26 August 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 631; trend chart range from 287 to 578 per survey.

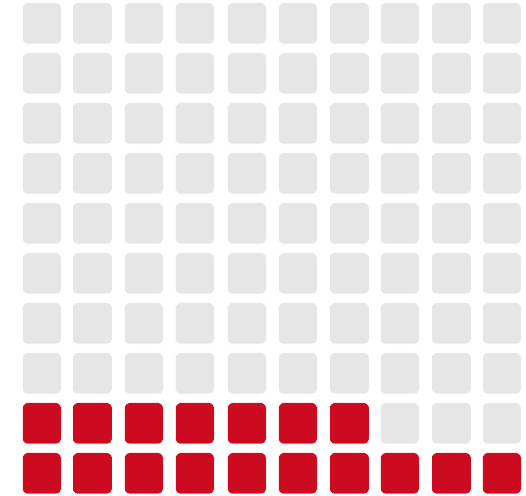
Satisfaction with value for money



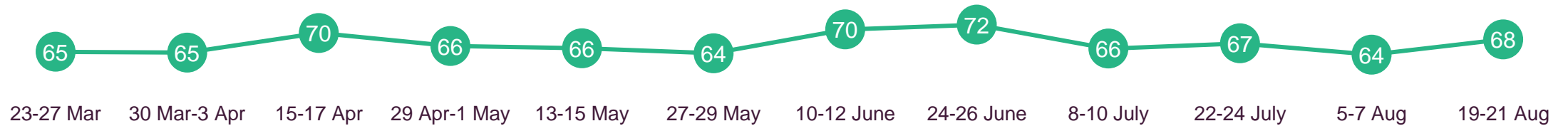
66%
satisfied



17%
neither/nor

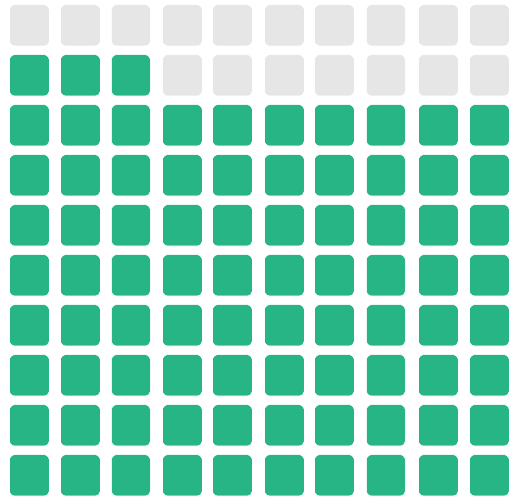


17%
dissatisfied



26 August 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 516; trend chart range from 226 to 462 per survey.

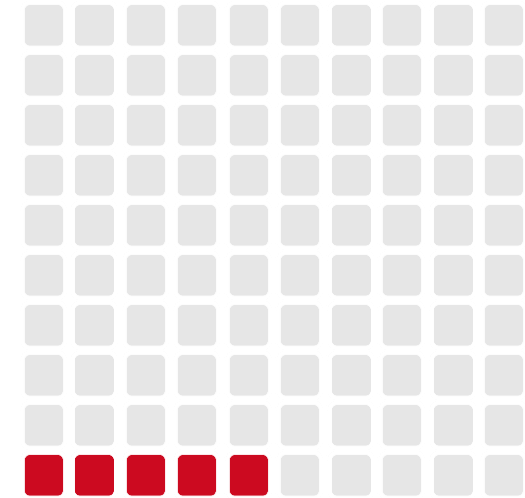
Satisfaction with cleanliness inside the bus



83%
satisfied



11%
neither/nor

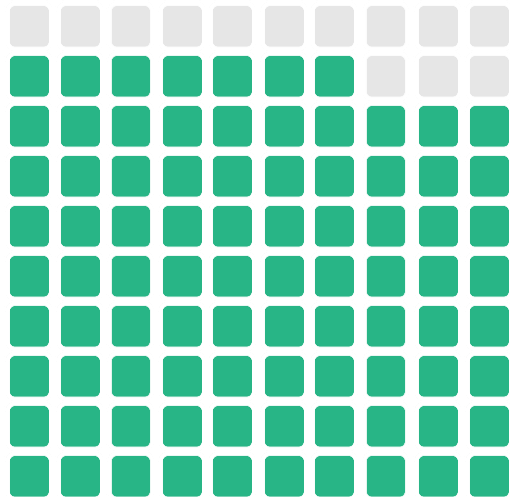


5%
dissatisfied

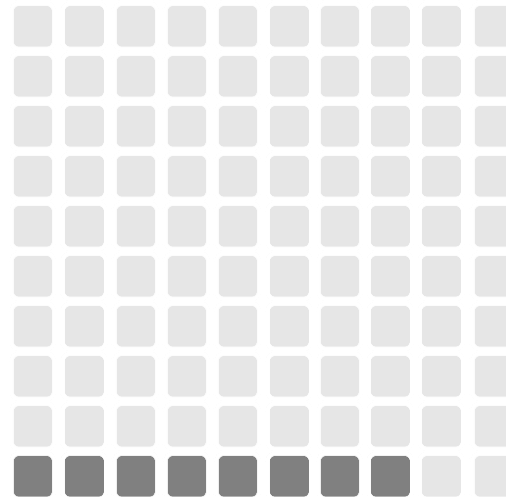


26 August 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 631; trend chart range from 288 to 581 per survey.

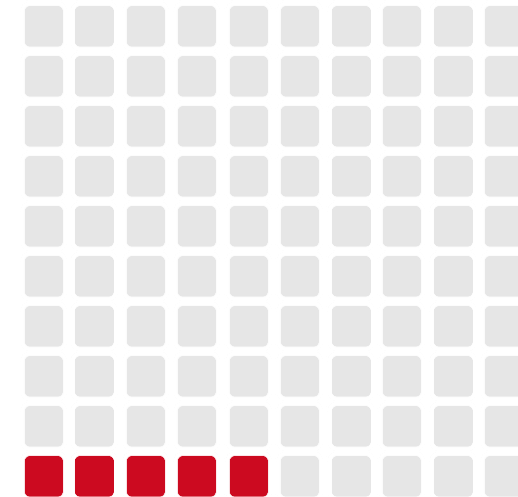
Satisfaction with availability of seating or space to stand



87%
satisfied



8%
neither/nor

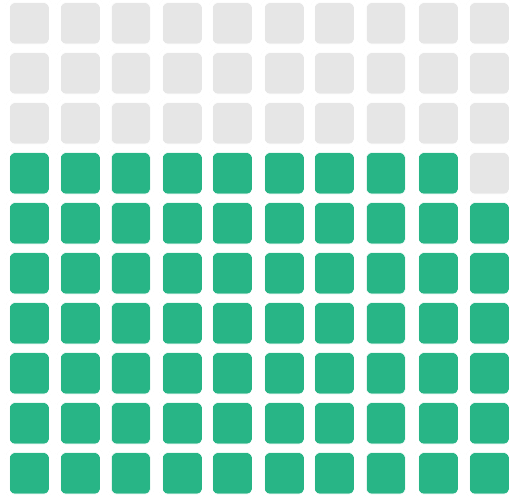


5%
dissatisfied

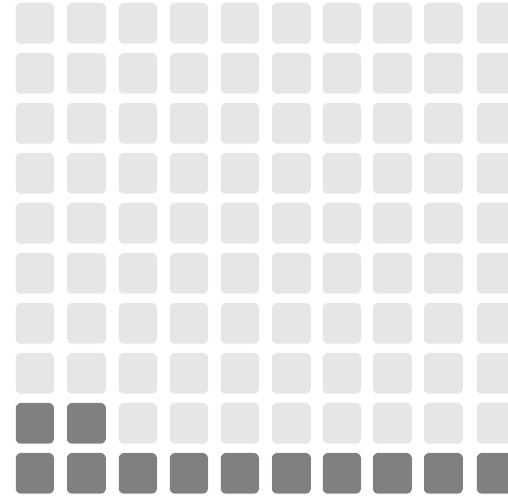


26 August 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 631; trend chart range from 286 to 580 per survey.

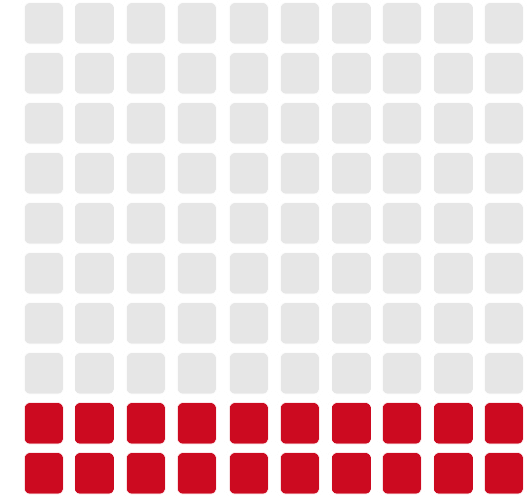
Satisfaction with frequency of buses on that route



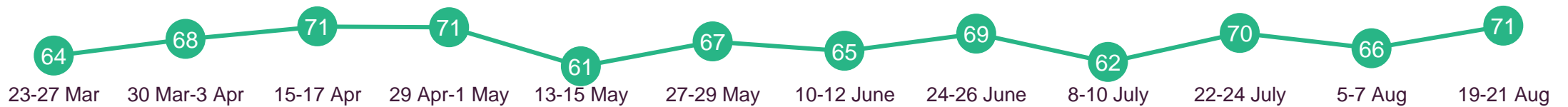
69%
satisfied



12%
neither/nor

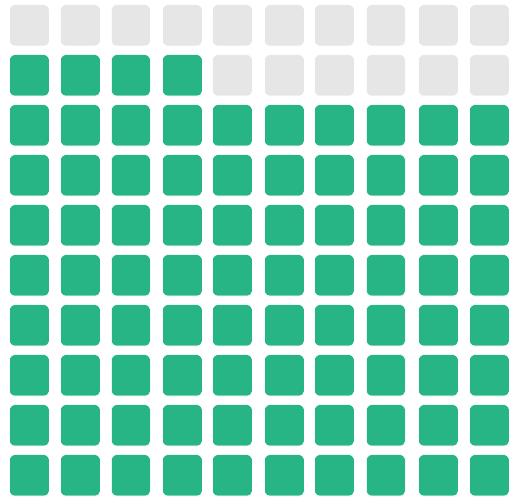


20%
dissatisfied

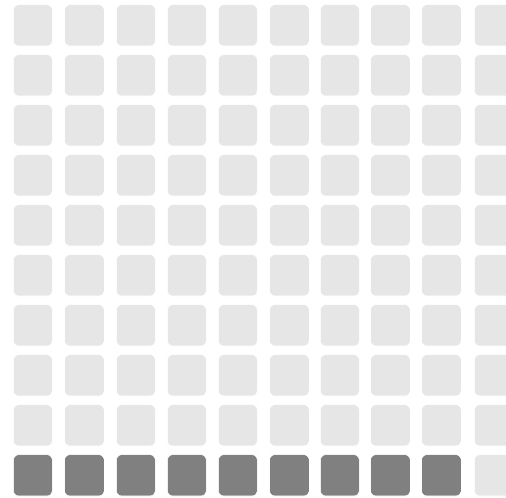


26 August 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 631; trend chart range from 287 to 582 per survey.

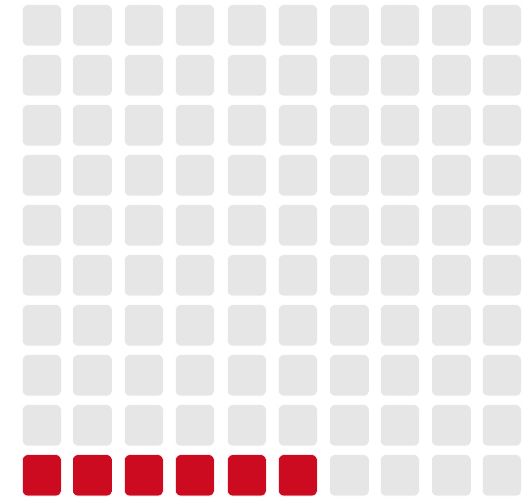
Satisfaction with the time the journey on the bus took



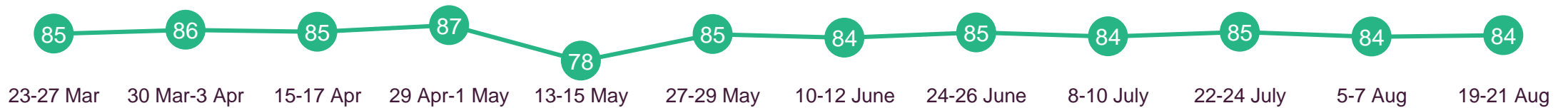
84%
satisfied



9%
neither/nor

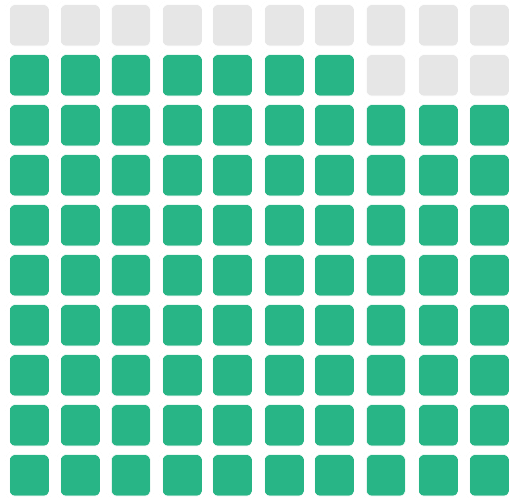


6%
dissatisfied

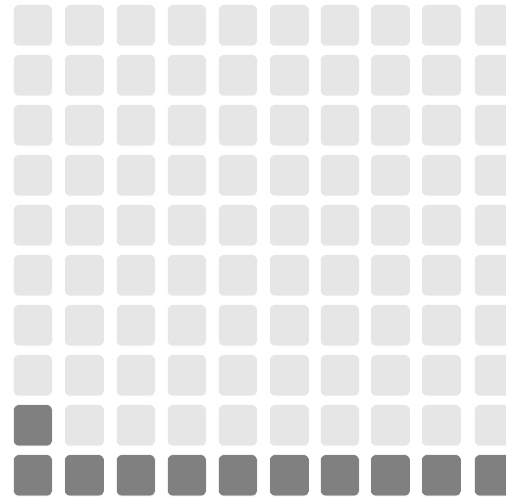


26 August 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 631; trend chart range from 289 to 581 per survey.

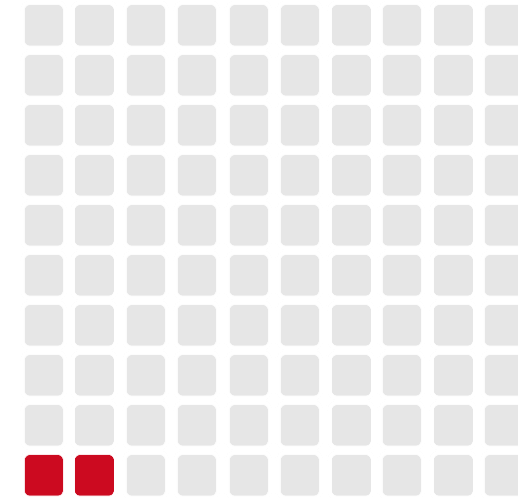
Satisfaction with personal security on the bus



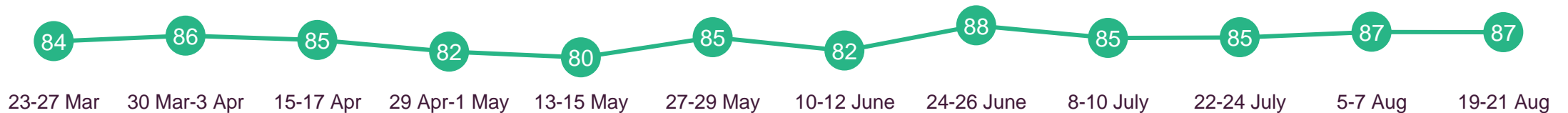
87%
satisfied



11%
neither/nor

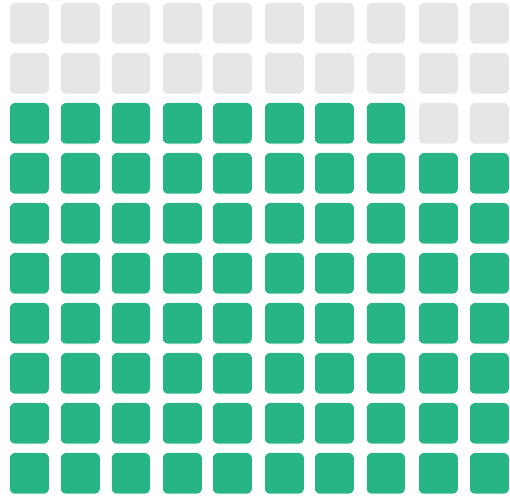


2%
dissatisfied

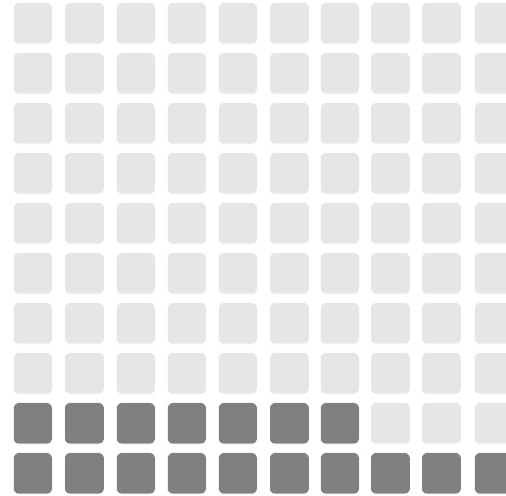


26 August 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 629; trend chart range from 286 to 573 per survey.

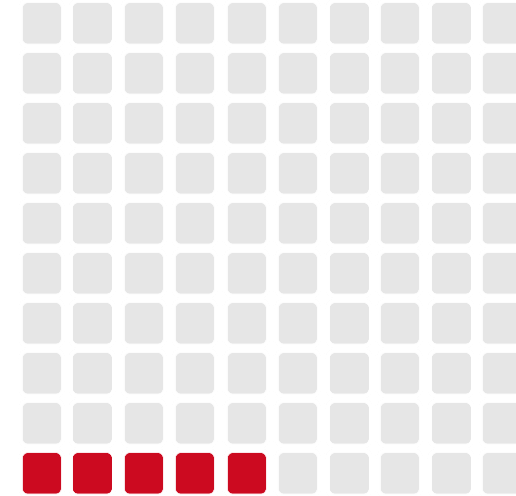
Satisfaction with helpfulness and attitude of the driver



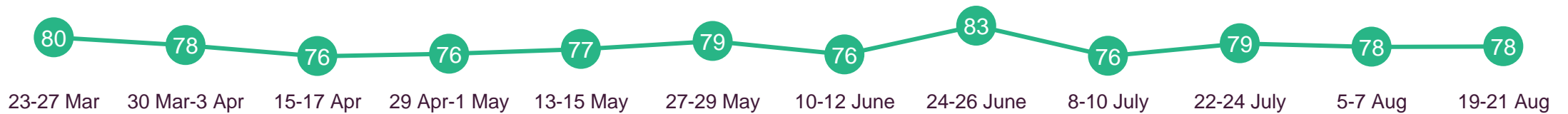
78%
satisfied



17%
neither/nor

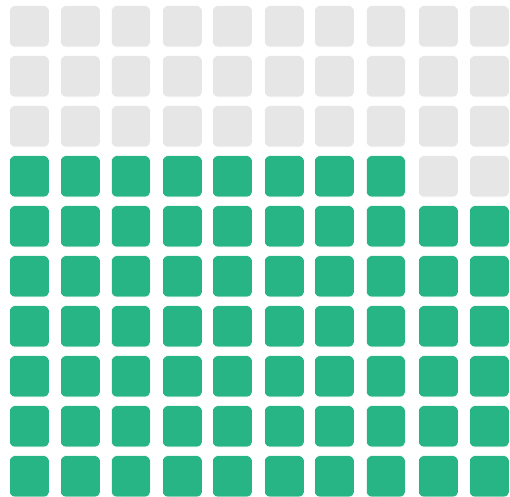


5%
dissatisfied

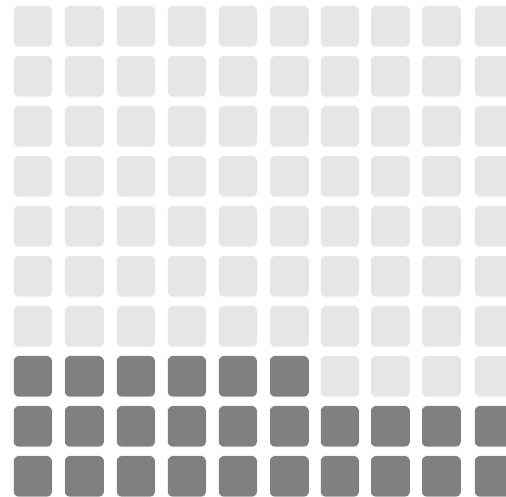


26 August 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 612; trend chart range from 276 to 560 per survey.

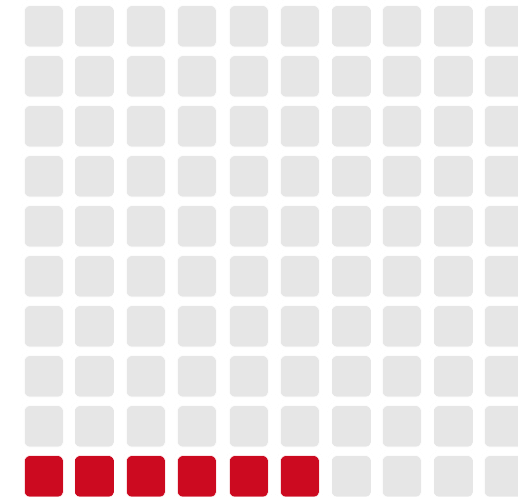
Satisfaction with information provided during the journey



68%
satisfied



26%
neither/nor

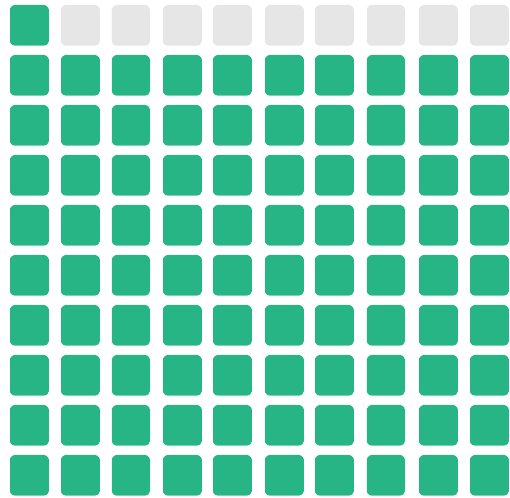


6%
dissatisfied

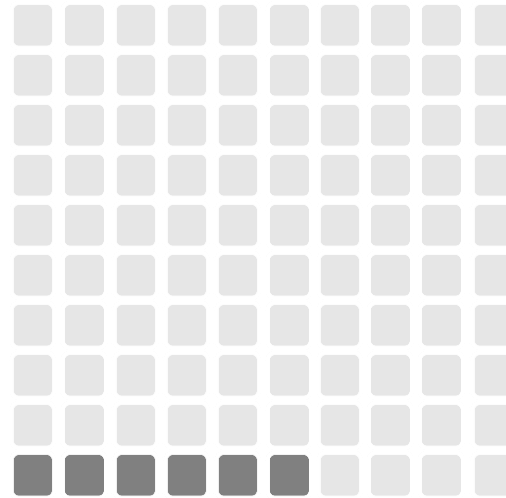


26 August 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 505; trend chart range from 221 to 437 per survey.

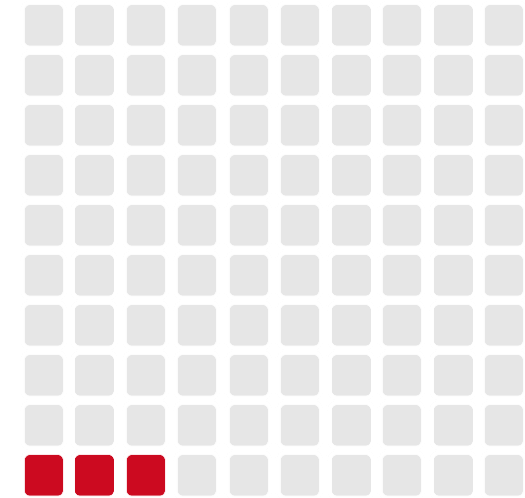
Satisfaction with safety of the driving



91%
satisfied



6%
neither/nor

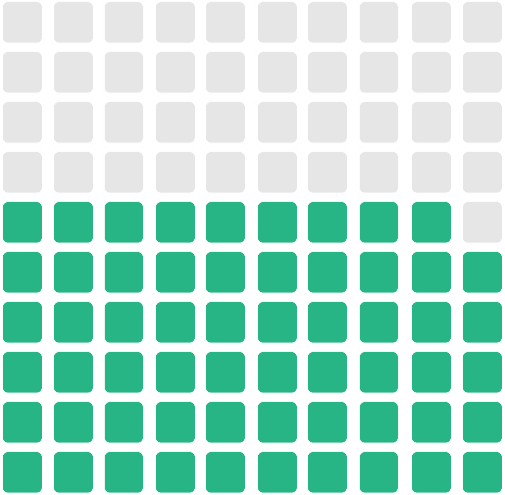


3%
dissatisfied

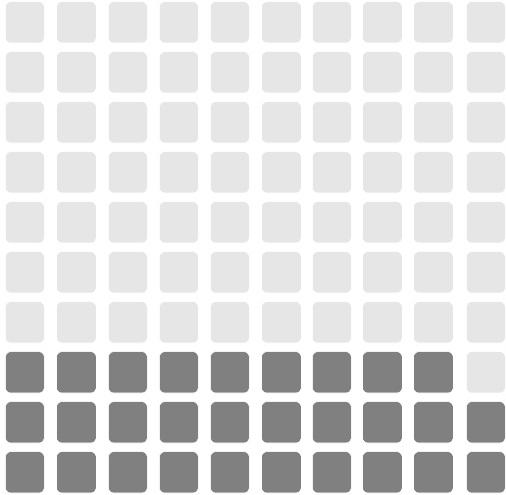


26 August 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 631; trend chart range from 289 to 583 per survey.

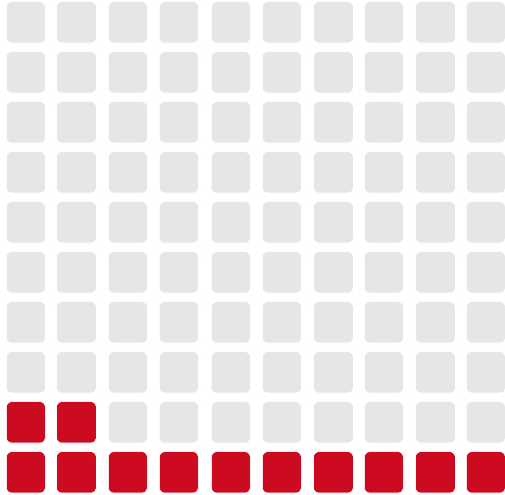
Satisfaction with information on how busy the bus was before travelling



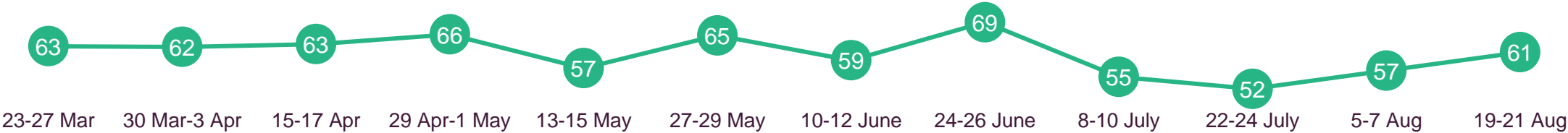
59%
satisfied



29%
neither/nor

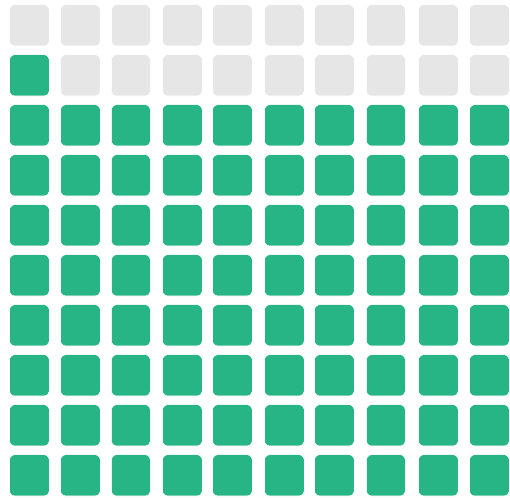


12%
dissatisfied

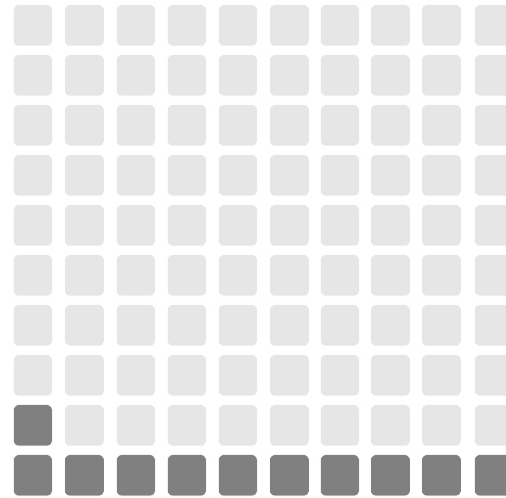


26 August 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 425; trend chart range from 188 to 361 per survey.

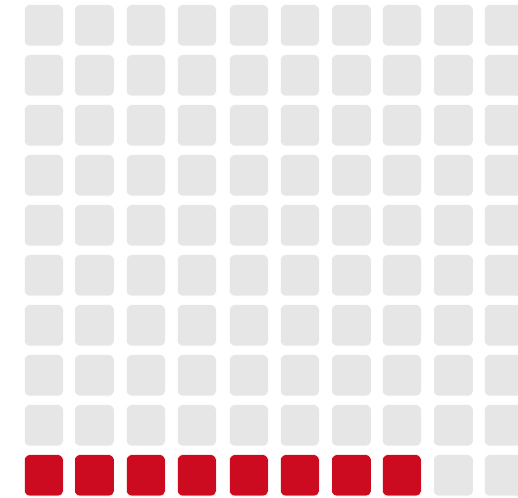
Satisfaction with temperature inside the bus



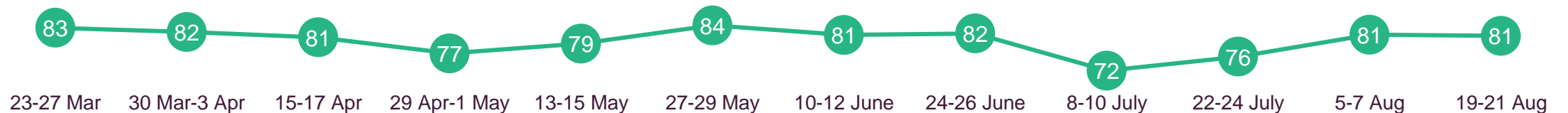
81%
satisfied



11%
neither/nor

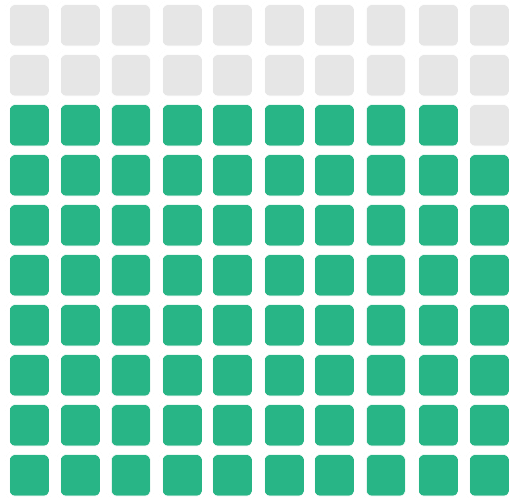


8%
dissatisfied

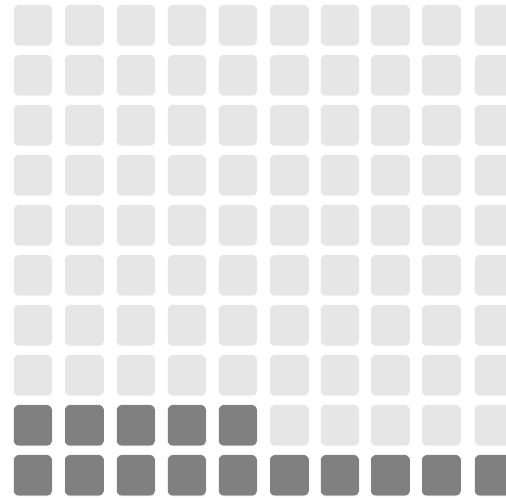


26 August 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 631; trend chart range from 287 to 583 per survey.

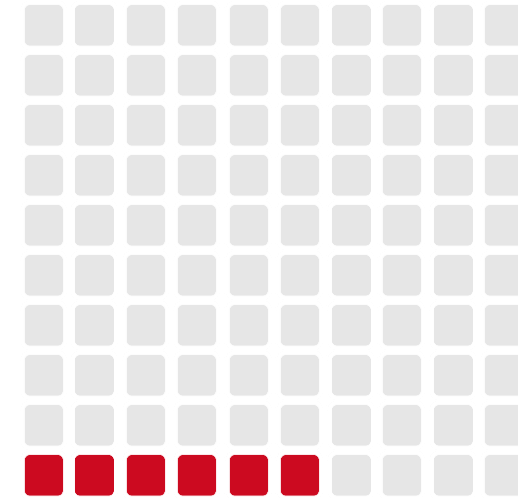
Satisfaction with other passengers' behaviour



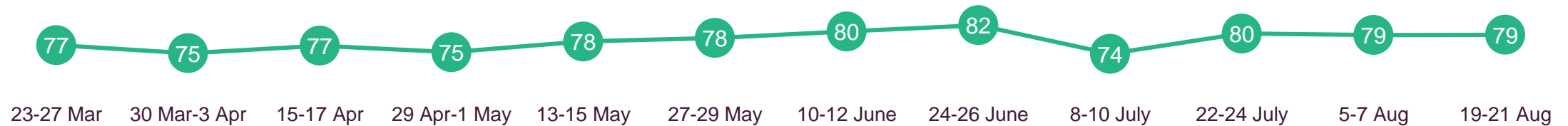
79%
satisfied



15%
neither/nor



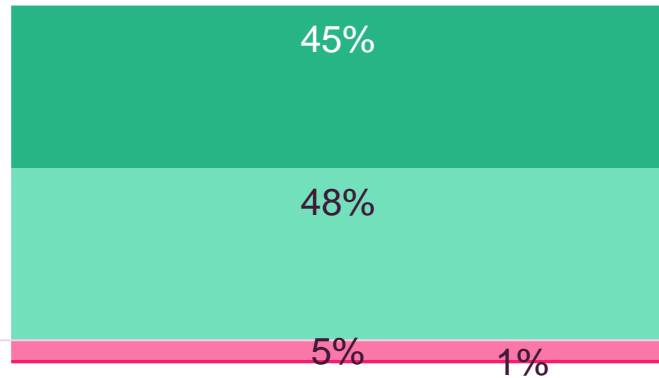
6%
dissatisfied



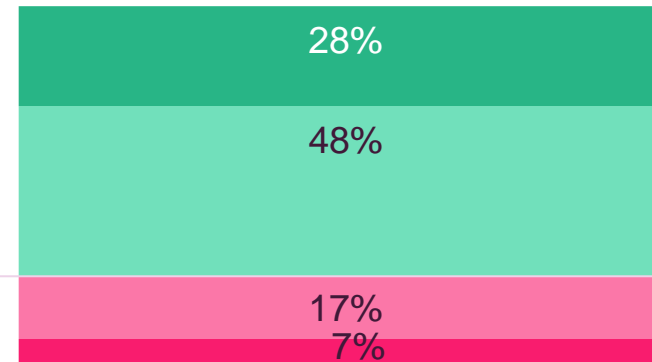
26 August 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 628; trend chart range from 284 to 576 per survey.

Feeling safe on bus in relation to Covid

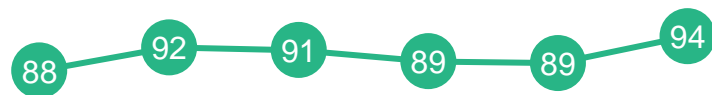
Used bus in last 7 days



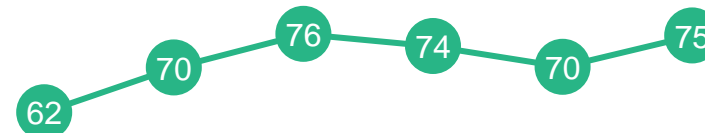
Not used bus in last 7 days



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



30 Mar-3 Apr
29 Apr-1 May
27-29 May
24-26 June
22-24 July
19-21 Aug

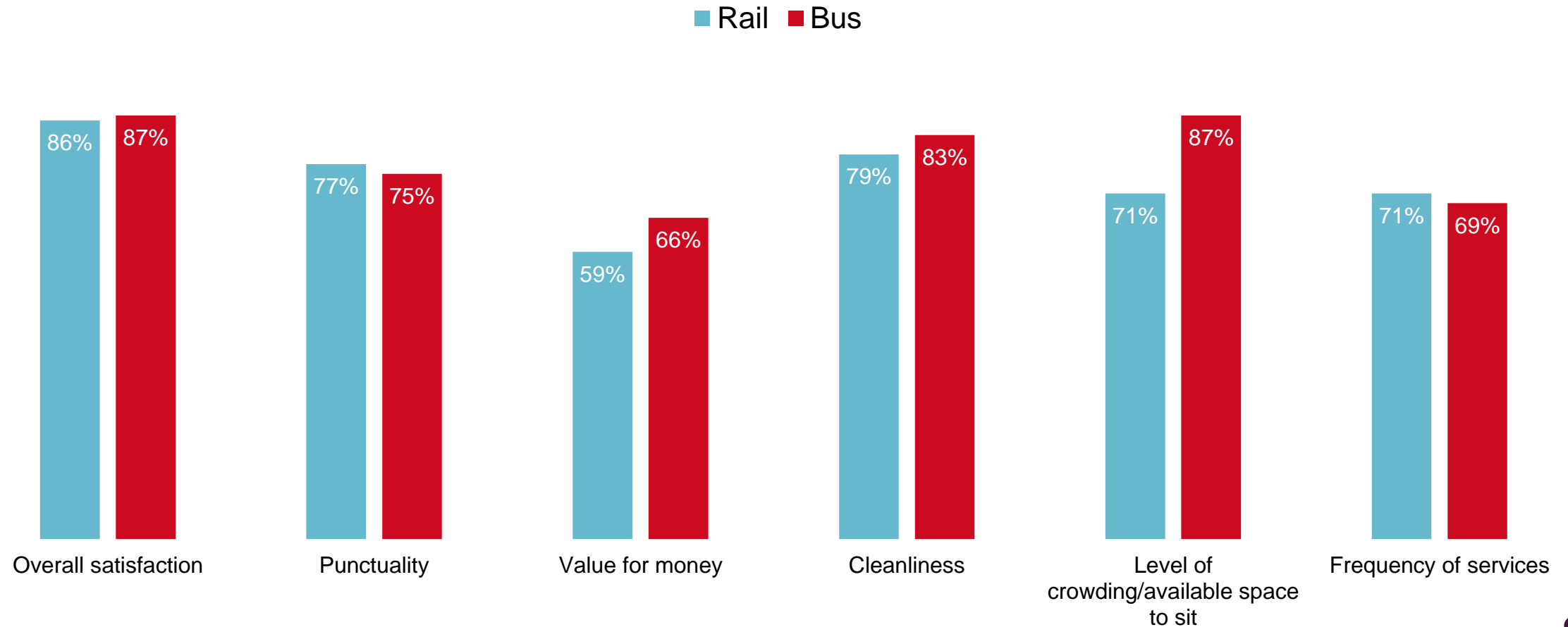


30 Mar-3 Apr
29 Apr-1 May
27-29 May
24-26 June
22-24 July
19-21 Aug

26 August 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 342 and non-users 1526. Base sizes for trend charts range on users from 295 to 342, and non-users from 1526 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



26 August 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 1085 to 1121; bus base sizes from 516 to 632.

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 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
Week 45	5-7 August	290
Week 47	19-21 August	342

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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