

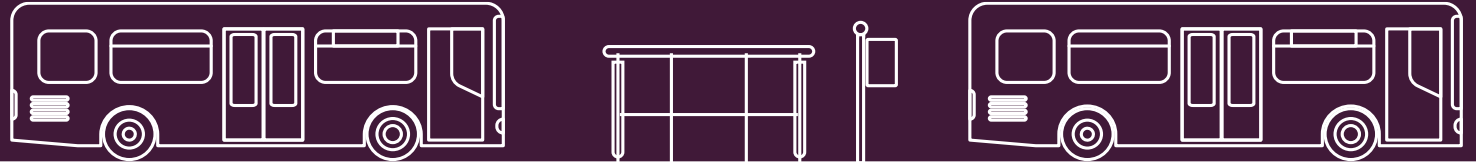
23 September
2022

Edition 6

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.

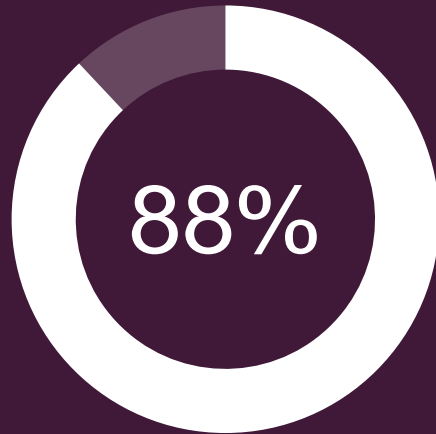
Each weekend a representative sample of 2000 people from across Great Britain are asked questions by Yonder Consulting about their public transport use.

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

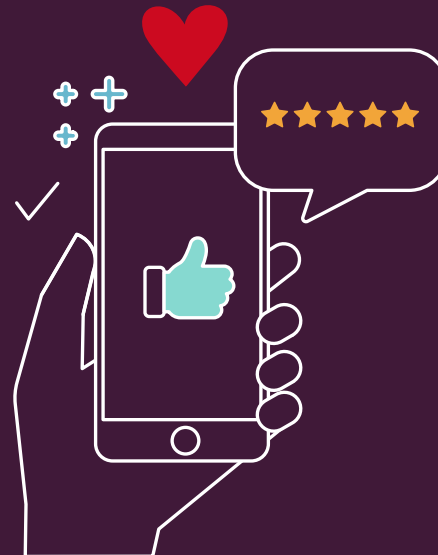
information from around 250 people.

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

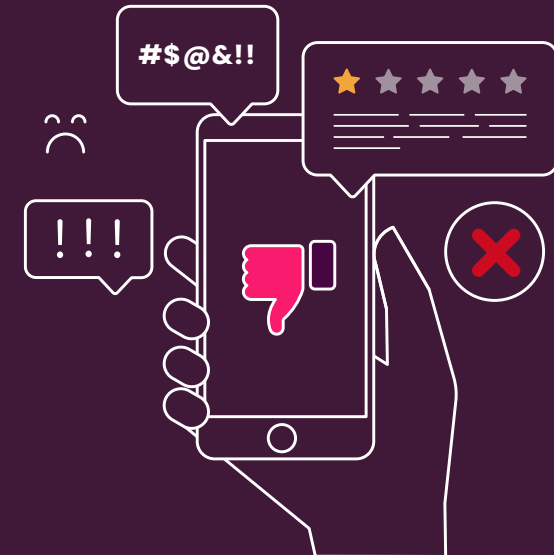
Bus headlines



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



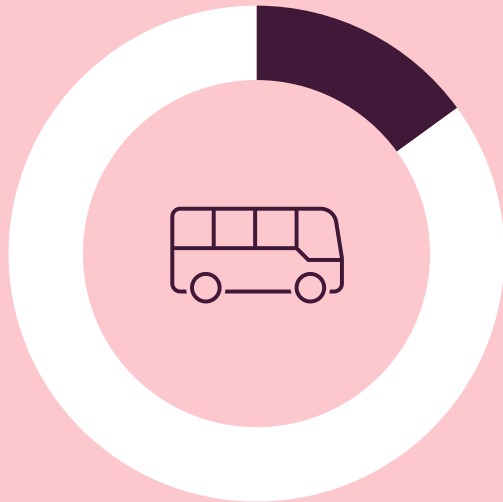
Satisfaction with value for money is up from 66% to 70%.



Satisfaction with punctuality/reliability is down from 75% to 71%.

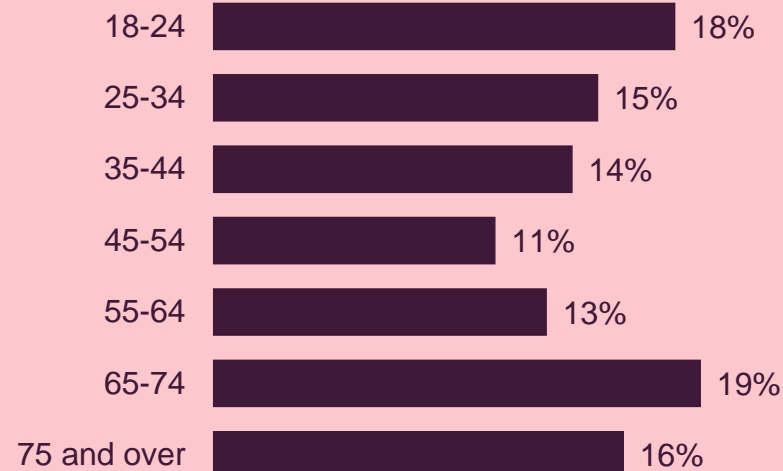
Around one in six used bus

Proportion using bus



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

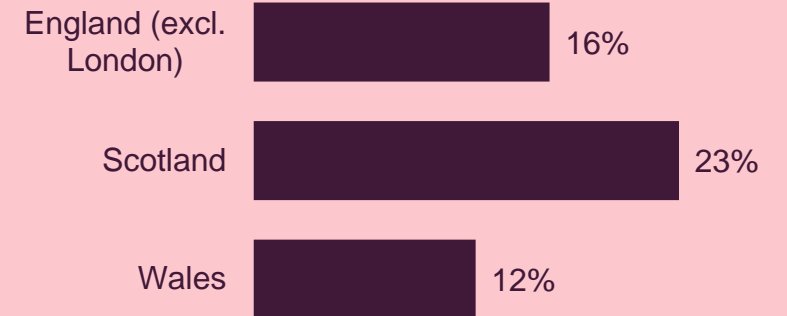
Age



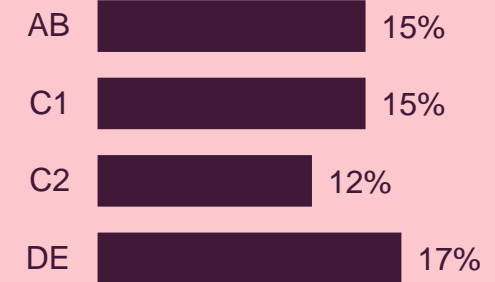
Sex



Region

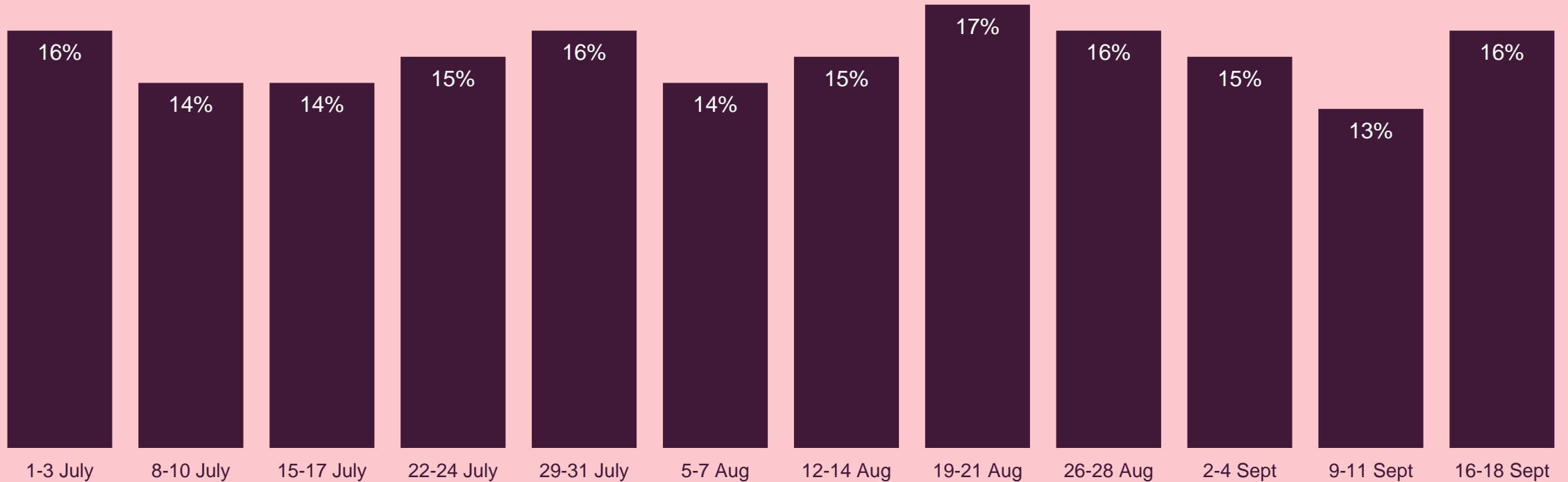


Social grade



Bus use is broadly stable

Proportion using bus



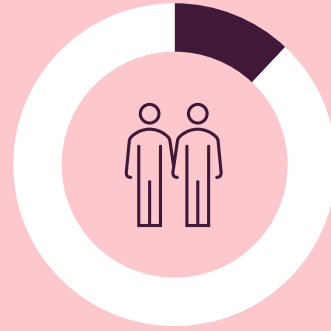
23 September 2022 report. Bus use is defined as having travelled by bus within seven days of being surveyed. Base size circa 2000 per week

Leisure is the most common reason for using bus

Main purpose of bus journey



Leisure/eating out/non-essential shopping
30%



Friends/family
12%



Essential shopping
17%



Commuting
23%



Work travel
3%

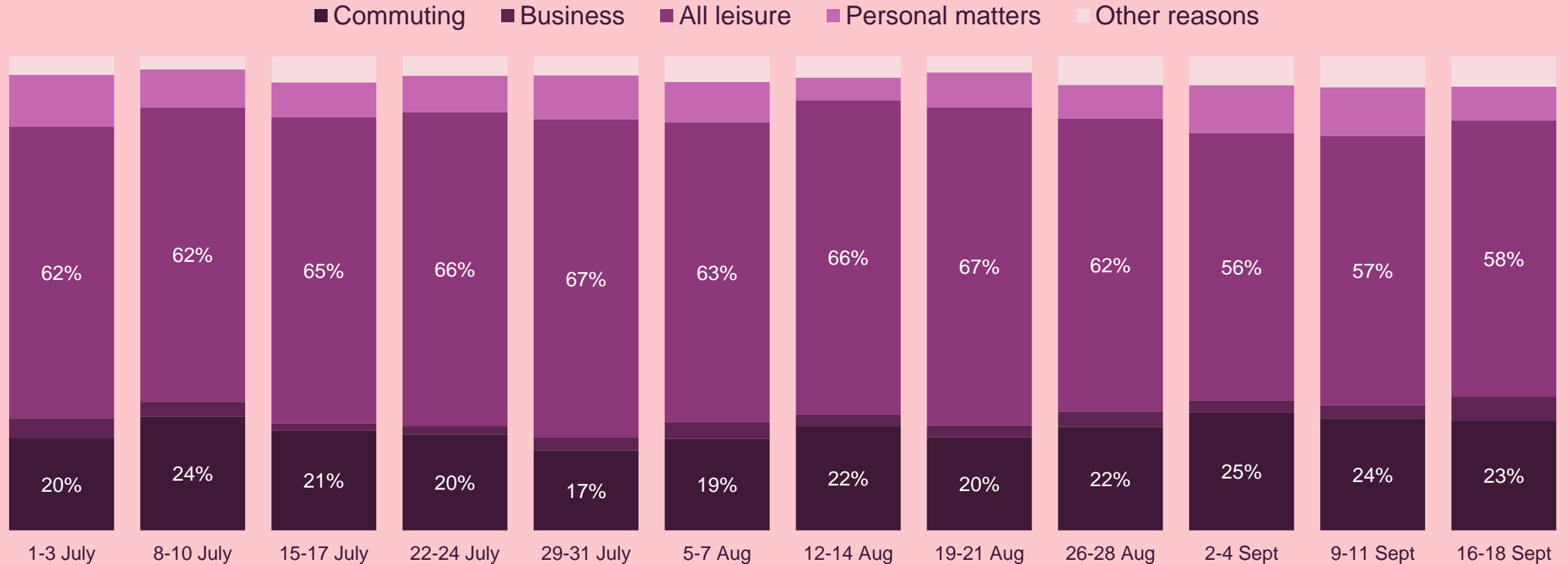


Personal matters
9%

23 September 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 - 1221. 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

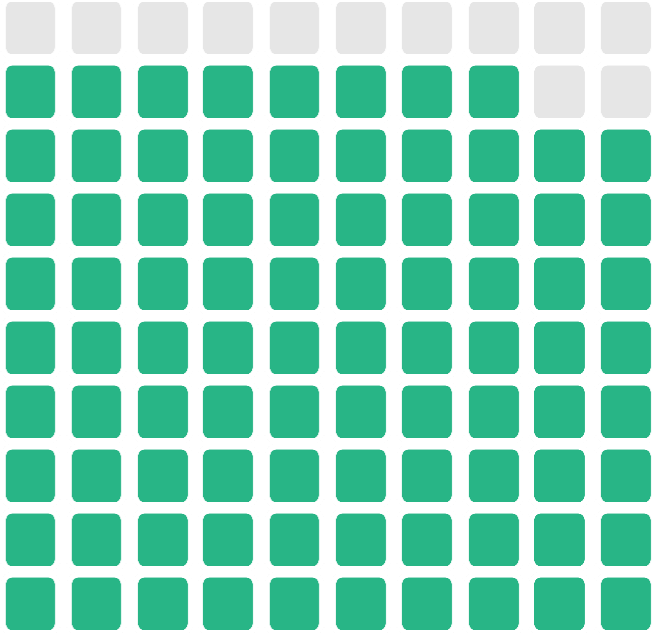
Main purpose of bus journey



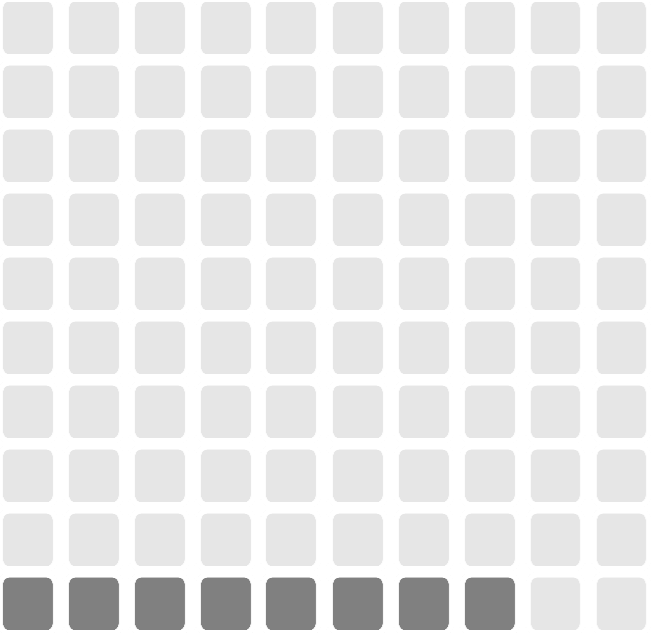
23 September 2022 report. Chart is based on the most recent bus journey made within seven days of being surveyed.
Base size: all bus users, average of 307 per week



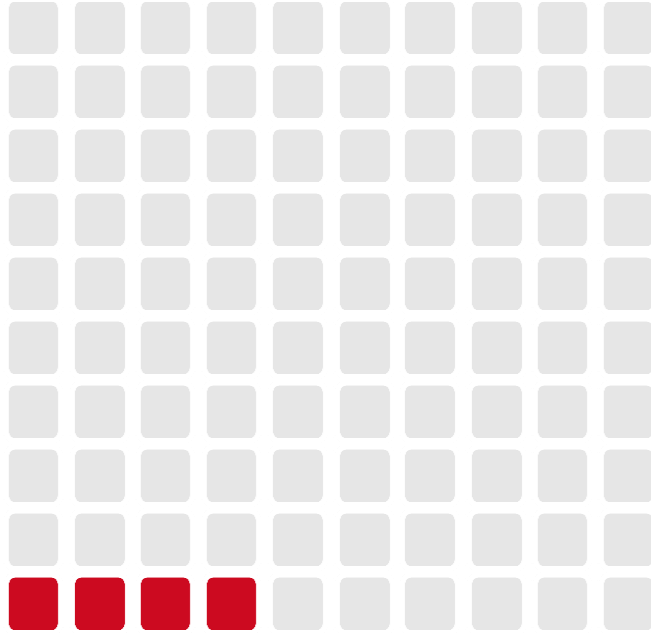
Overall satisfaction with bus journey



88%
satisfied



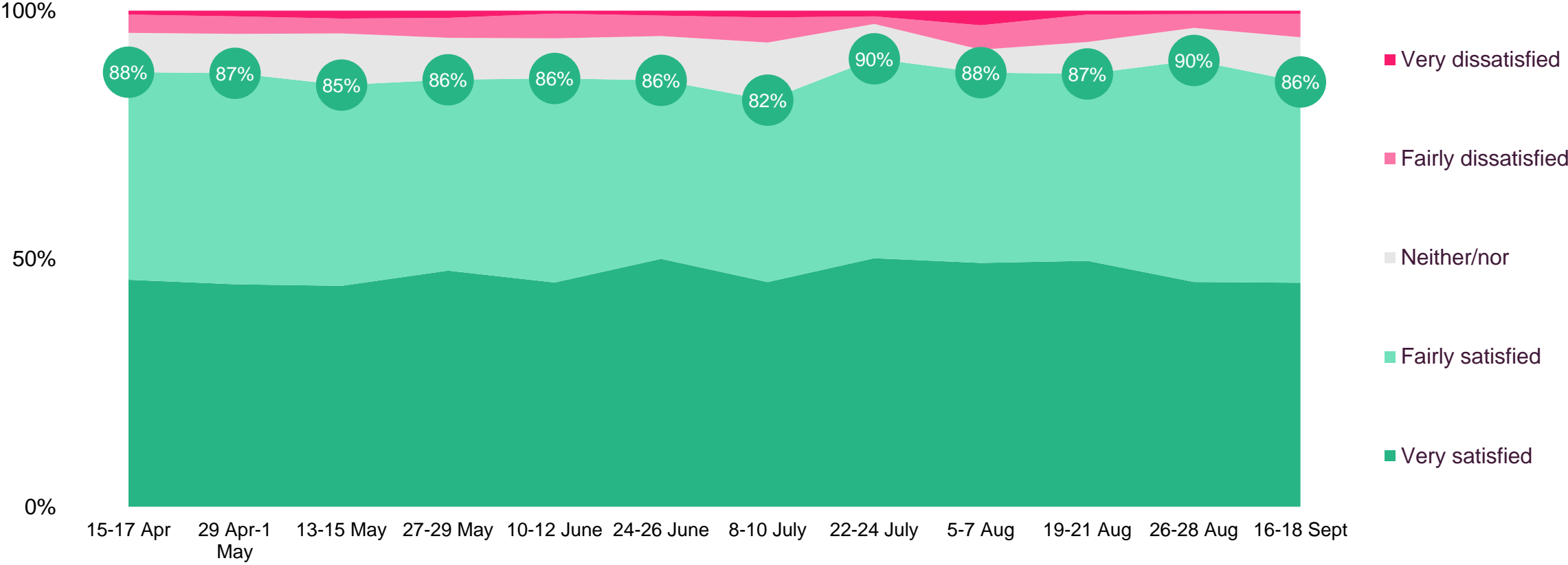
8%
neither/nor



4%
dissatisfied

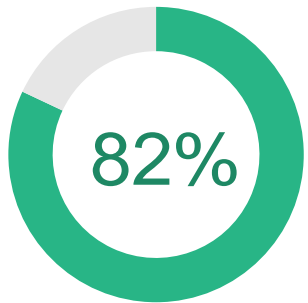
23 September 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base size: 639.

Overall satisfaction with bus journey

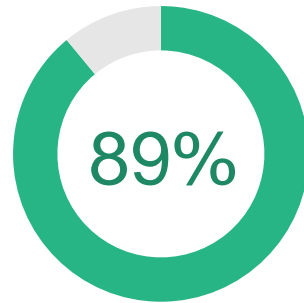


23 September 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Base sizes range from 289 to 342 per survey date.

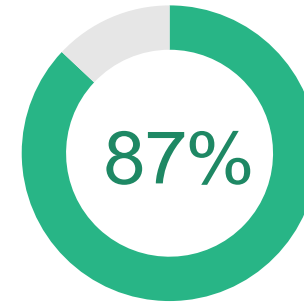
Overall satisfaction by journey purpose, sex and age



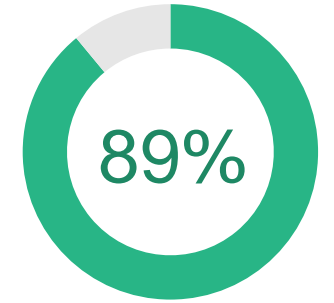
Commute



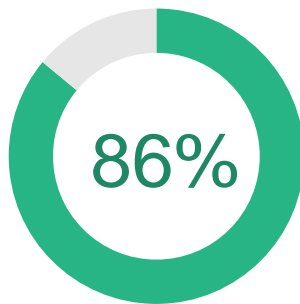
All leisure



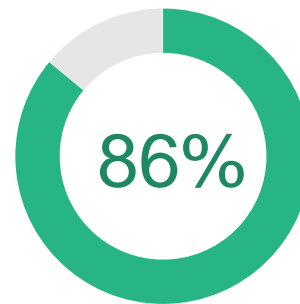
Men



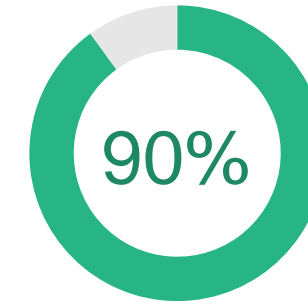
Women



Aged 18-34



Aged 35-54



Aged 55 and over

23 September 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 146 and 379. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family' and 'Essential shopping'

What bus passengers are saying...



The bus came on time; the driver was pleasant and drove well. The bus was clean.

Very satisfied, Stagecoach passenger

Punctuality is awful and there are cancellations all the time.

Neither satisfied nor dissatisfied, Go North East passenger

The bus was very late (traffic congestion) and thus was full to capacity on a very hot day. The tiny windows were insufficient to provide cooling air.

Very dissatisfied, Arriva passenger

The usual miserable driver. Just enough seats to sit down. High prices which never go down.

Fairly satisfied, First passenger

I had to wait 30 minutes for a bus that is supposed to be every 10 minutes.

Fairly dissatisfied, National Express passenger

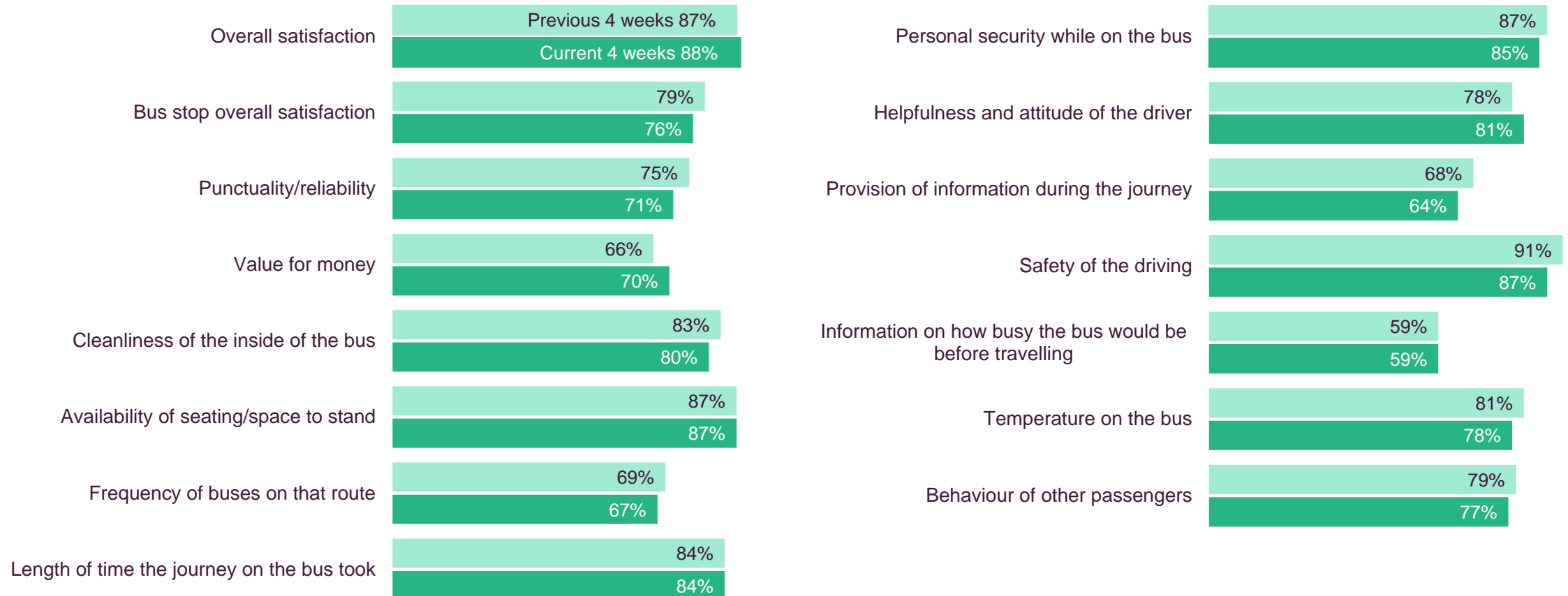
Bus was showing on bus stop indicator then just vanished.

Neither satisfied nor dissatisfied, First passenger



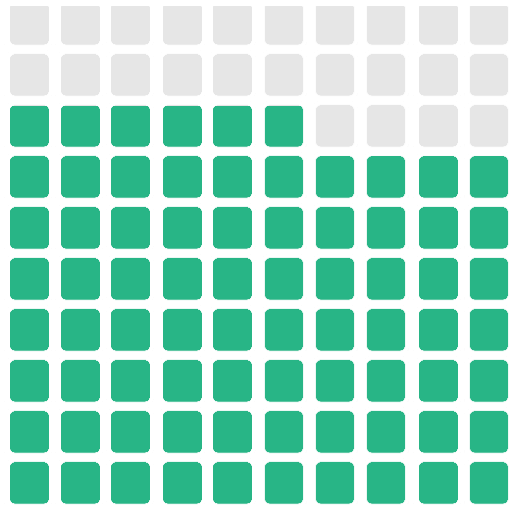


Summary of current and previous four weeks satisfaction

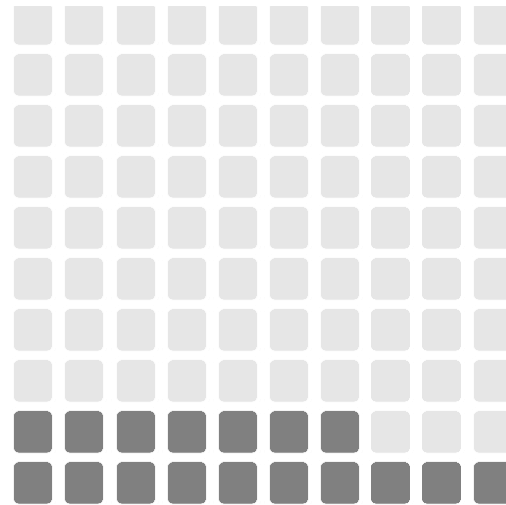


23 September 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. The values above are the average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes per aspect vary current four weeks from 437 to 639; prior four weeks 425 to 632.

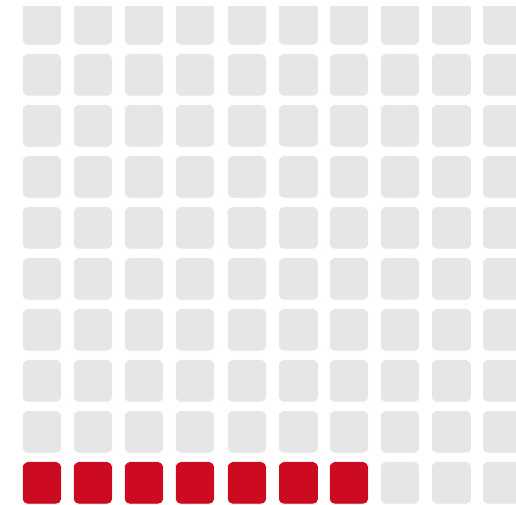
Satisfaction with the bus stop overall



76%
satisfied



17%
neither/nor

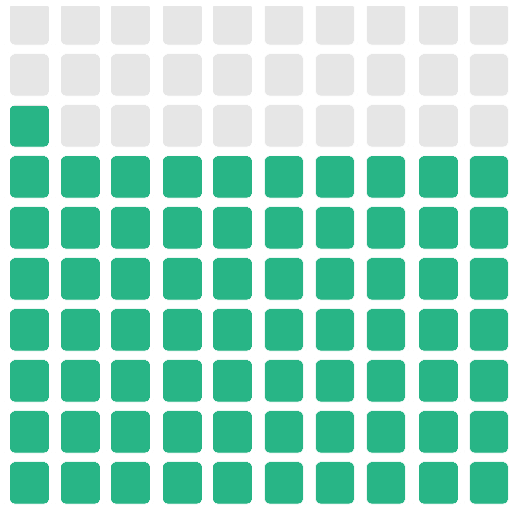


7%
dissatisfied

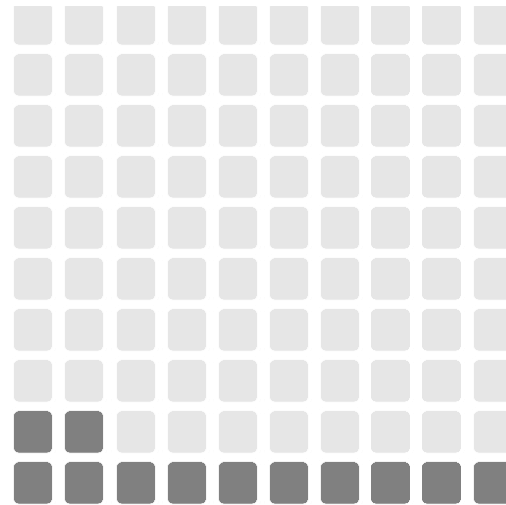


23 September 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 633; trend chart range from 288 to 342 per survey.

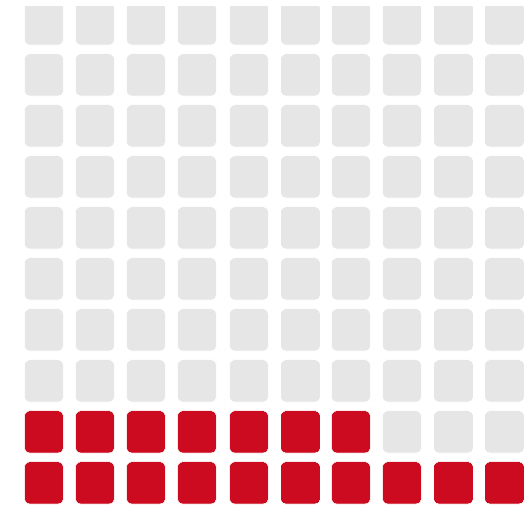
Satisfaction with punctuality/reliability



71%
satisfied



12%
neither/nor

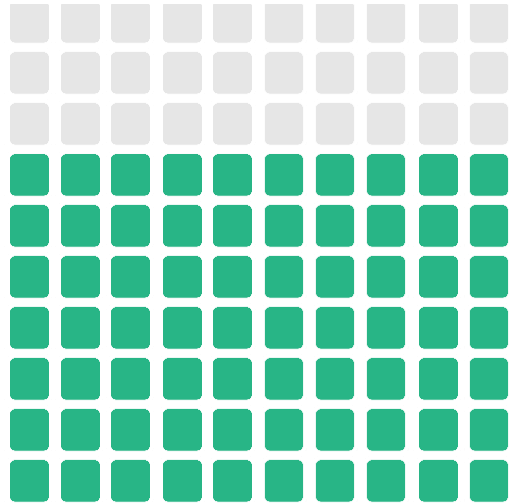


17%
dissatisfied

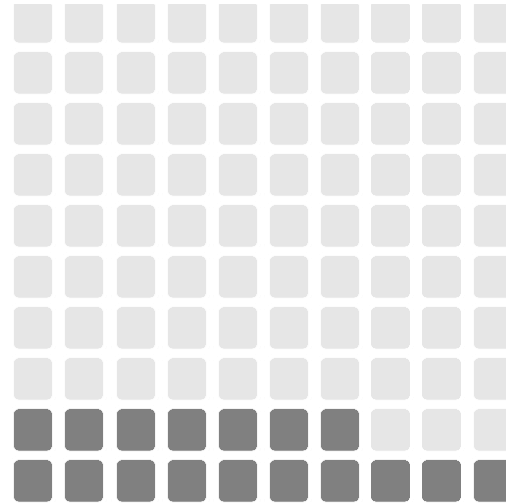


23 September 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 634; trend chart range from 287 to 342 per survey.

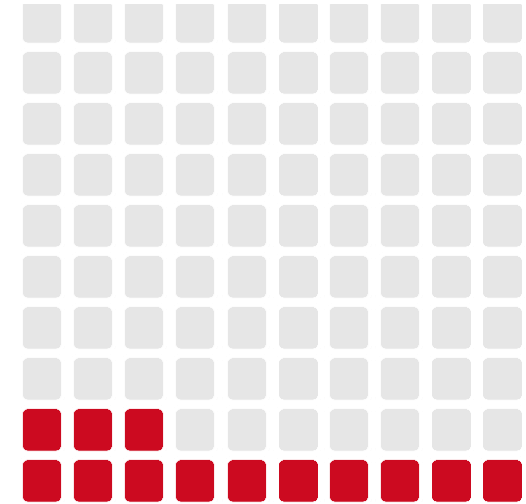
Satisfaction with value for money



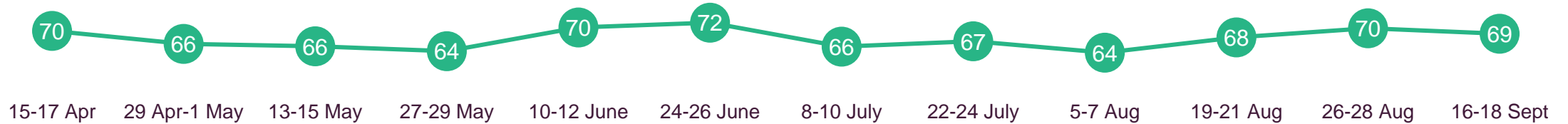
70%
satisfied



17%
neither/nor

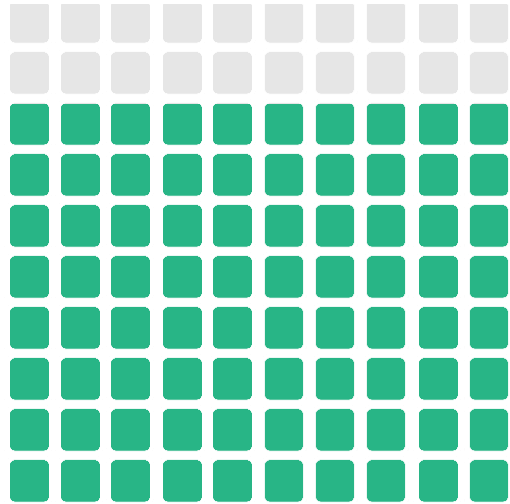


13%
dissatisfied

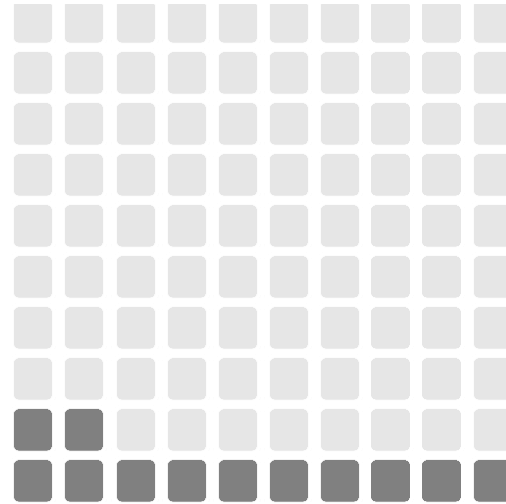


23 September 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 540 trend chart range from 226 to 277 per survey.

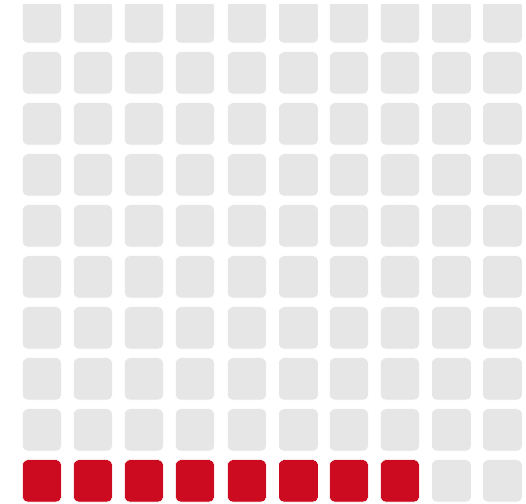
Satisfaction with cleanliness inside the bus



80%
satisfied



12%
neither/nor

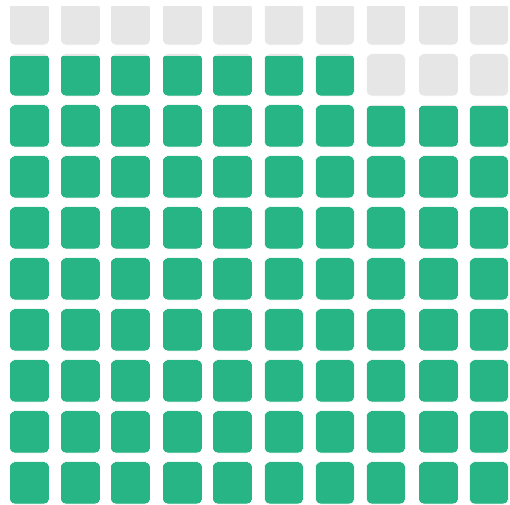


8%
dissatisfied

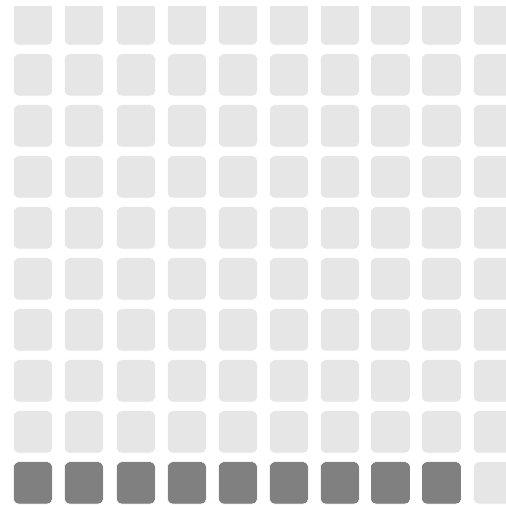


23 September 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 638; trend chart range from 288 to 342 per survey.

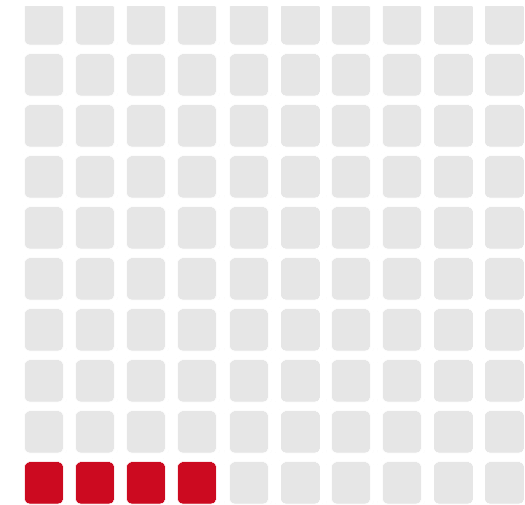
Satisfaction with availability of seating or space to stand



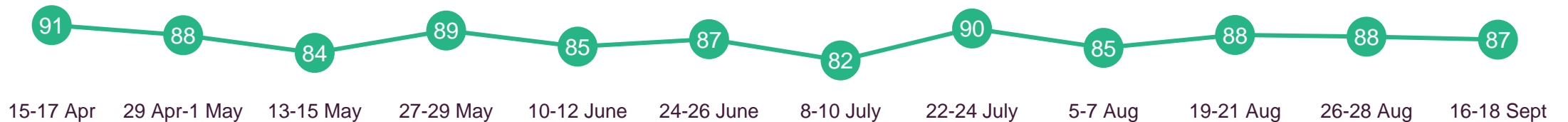
87%
satisfied



9%
neither/nor

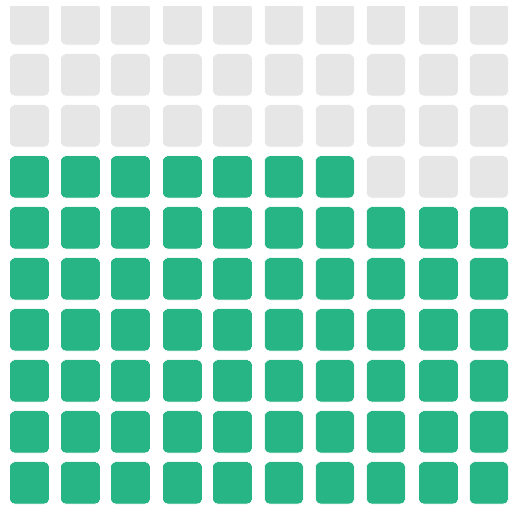


4%
dissatisfied

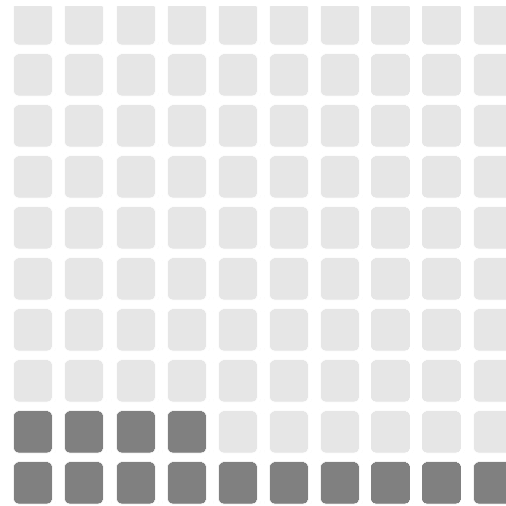


23 September 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 638; trend chart range from 286 to 341 per survey.

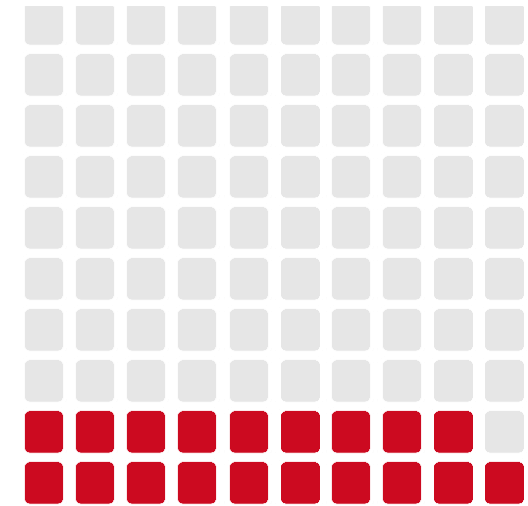
Satisfaction with frequency of buses on that route



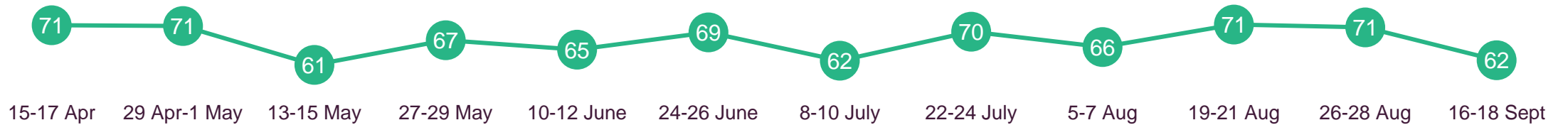
67%
satisfied



14%
neither/nor

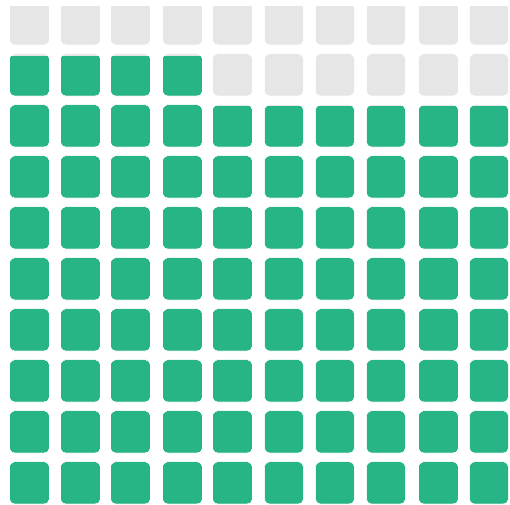


19%
dissatisfied

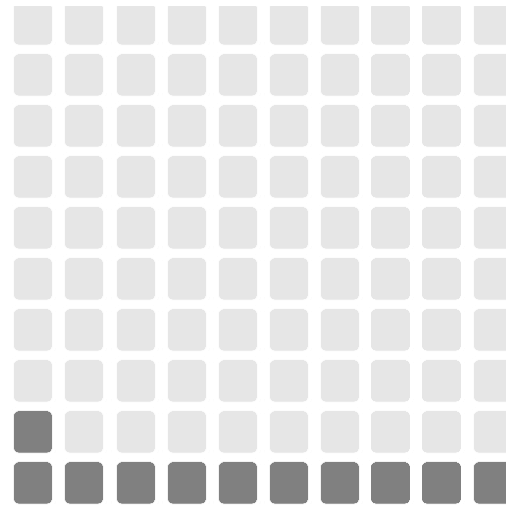


23 September 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 633; trend chart range from 287 to 341 per survey.

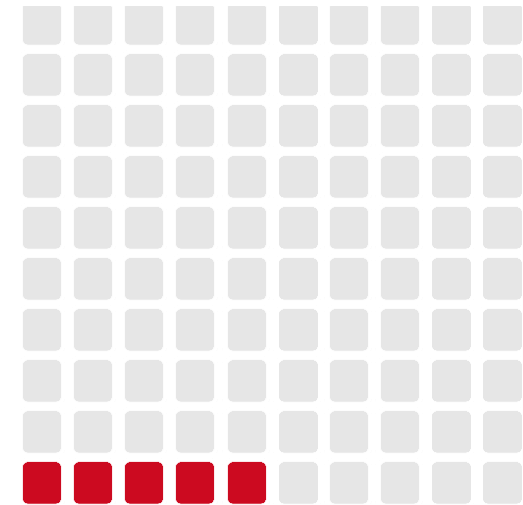
Satisfaction with the time the journey on the bus took



84%
satisfied



11%
neither/nor

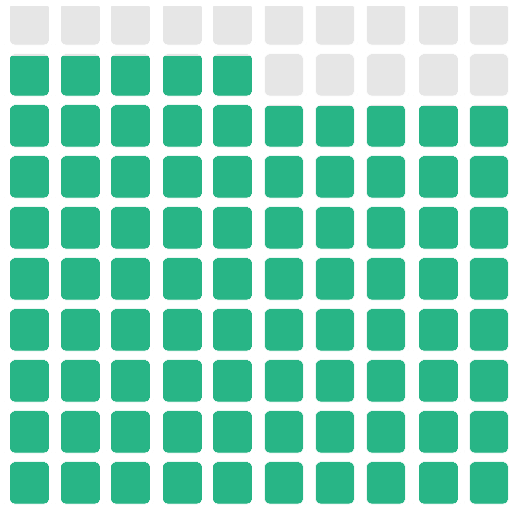


5%
dissatisfied

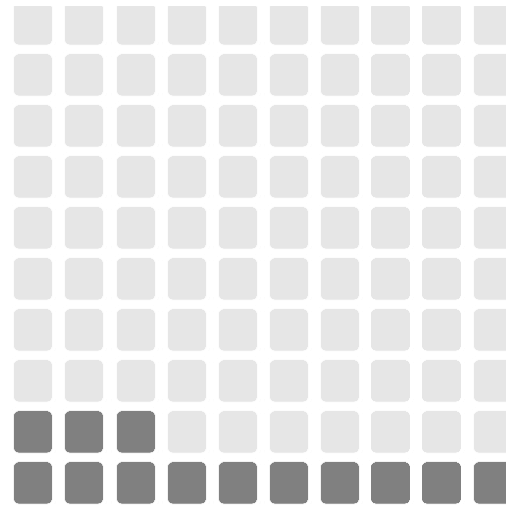


23 September 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 638; trend chart range from 289 to 341 per survey.

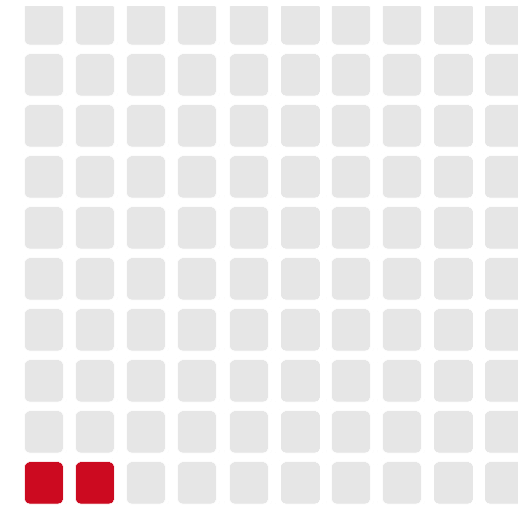
Satisfaction with personal security on the bus



85%
satisfied



13%
neither/nor

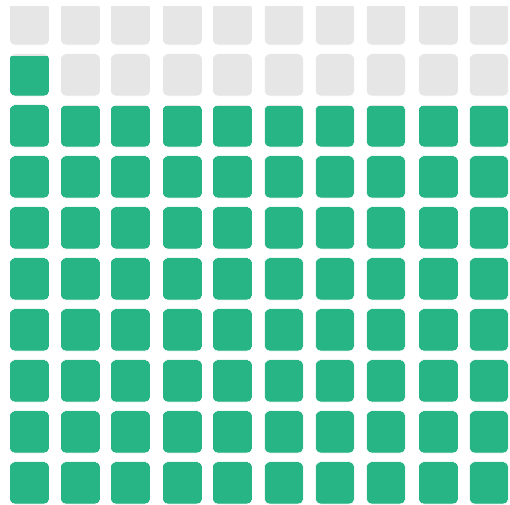


2%
dissatisfied

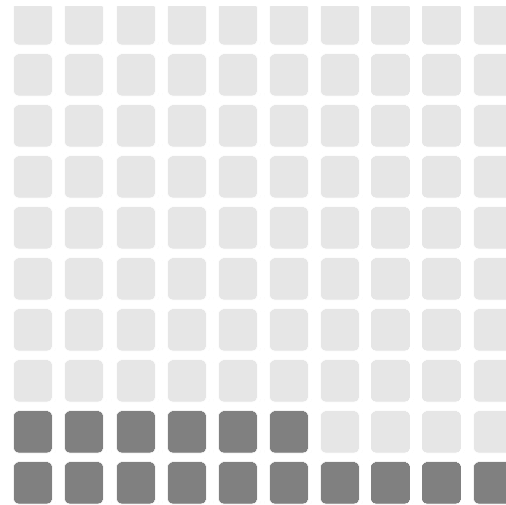


23 September 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 636; trend chart range from 286 to 341 per survey.

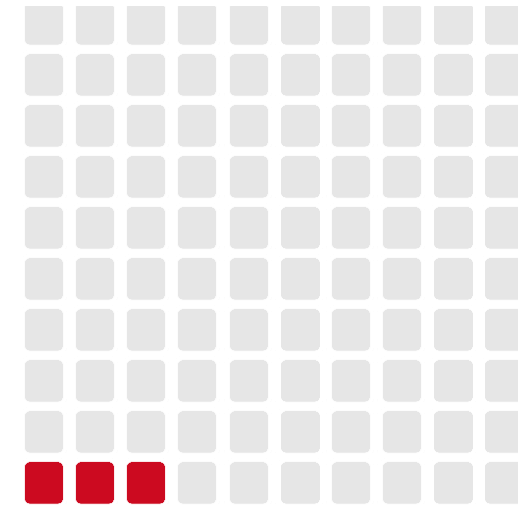
Satisfaction with helpfulness and attitude of the driver



81%
satisfied



16%
neither/nor

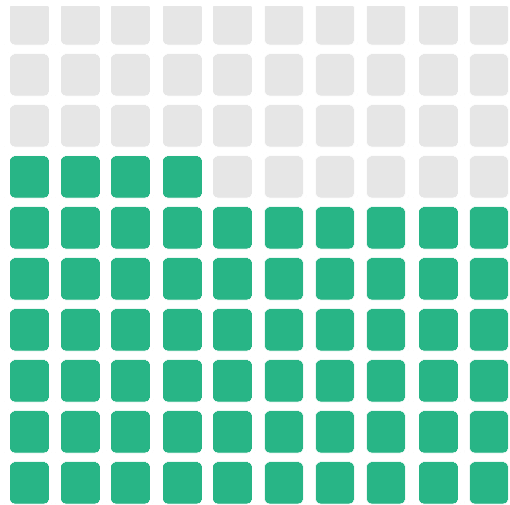


3%
dissatisfied

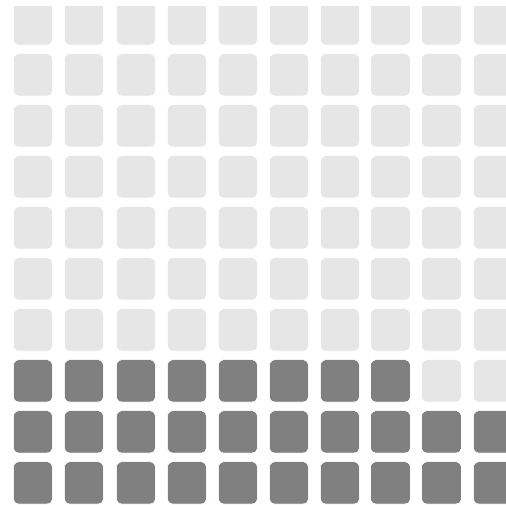


23 September 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 611; trend chart range from 276 to 332 per survey.

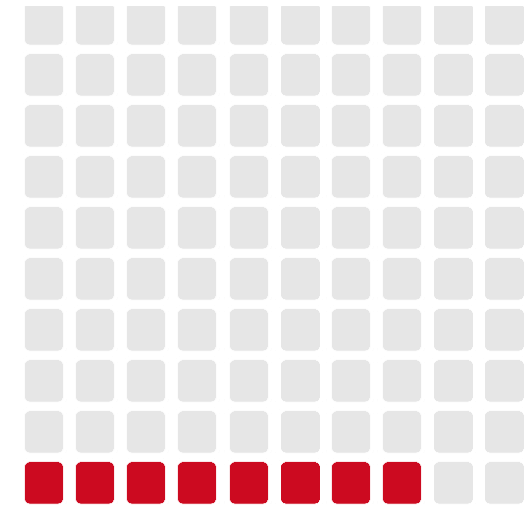
Satisfaction with information provided during the journey



64%
satisfied



28%
neither/nor

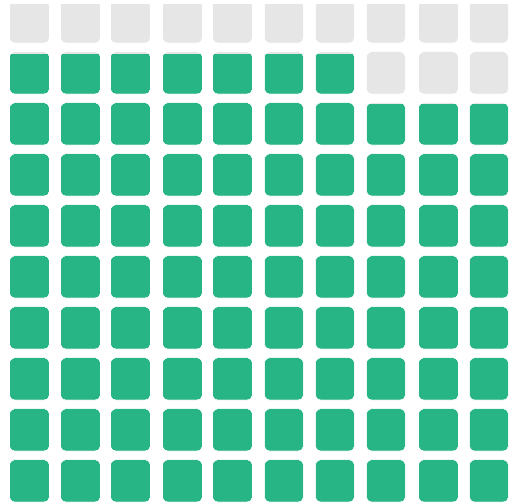


8%
dissatisfied

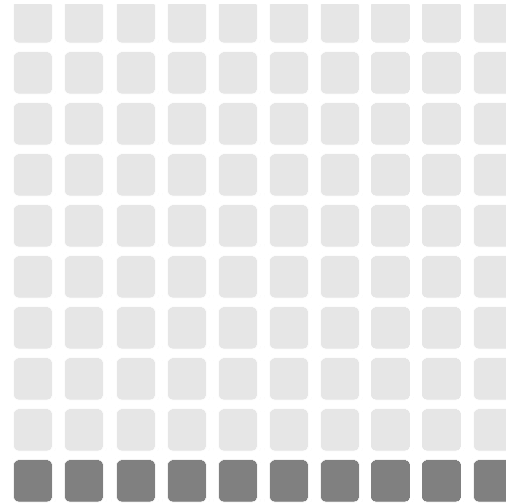


23 September 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 498; trend chart range from 221 to 271 per survey.

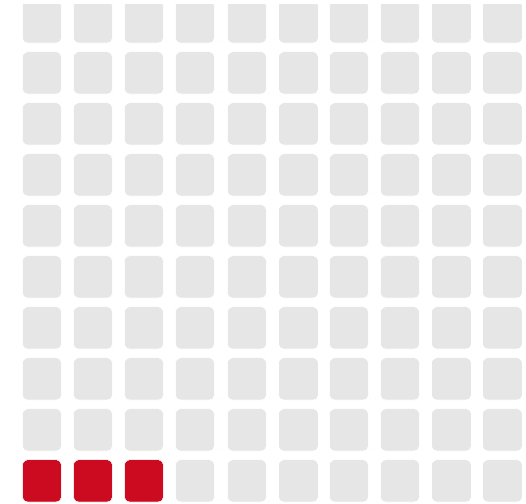
Satisfaction with safety of the driving



87%
satisfied



10%
neither/nor

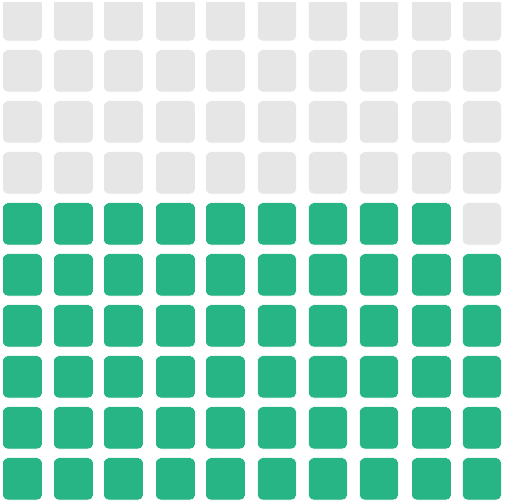


3%
dissatisfied

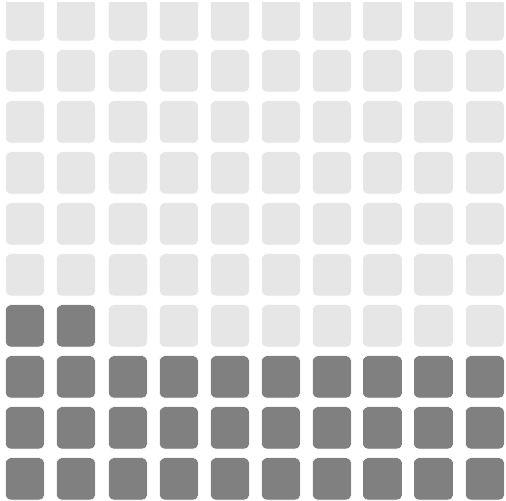


23 September 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 638; trend chart range from 289 to 342 per survey.

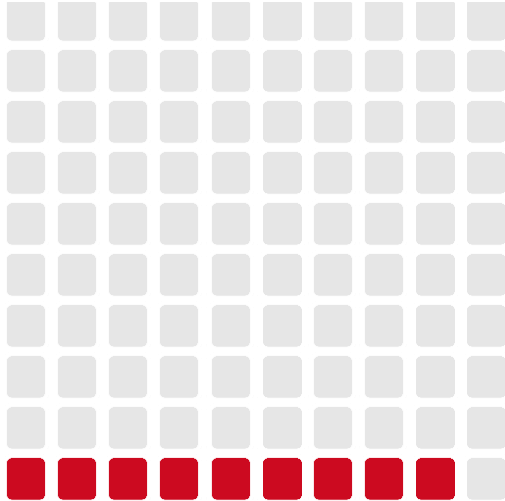
Satisfaction with information on how busy the bus was before travelling



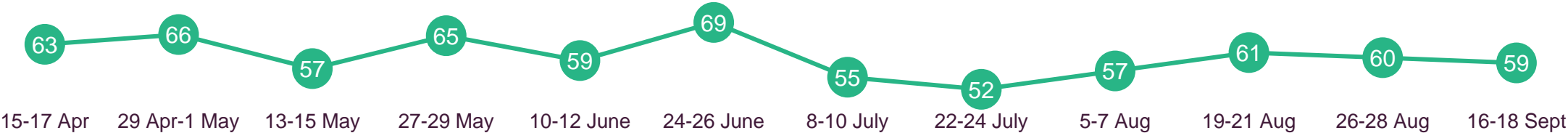
59%
satisfied



32%
neither/nor

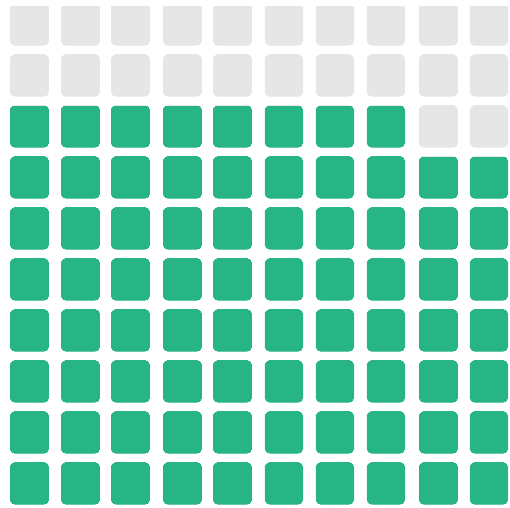


9%
dissatisfied

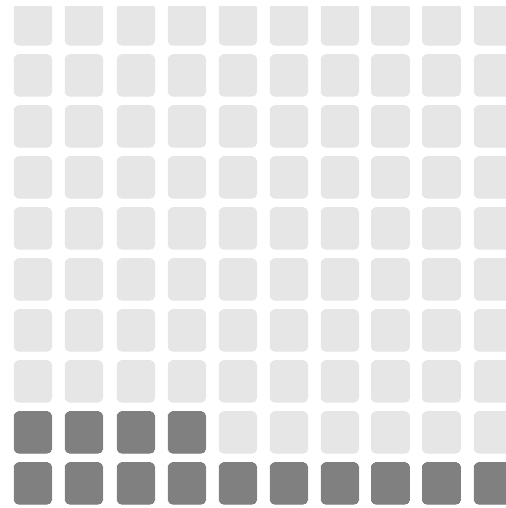


23 September 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 437; trend chart range from 188 to 229 per survey.

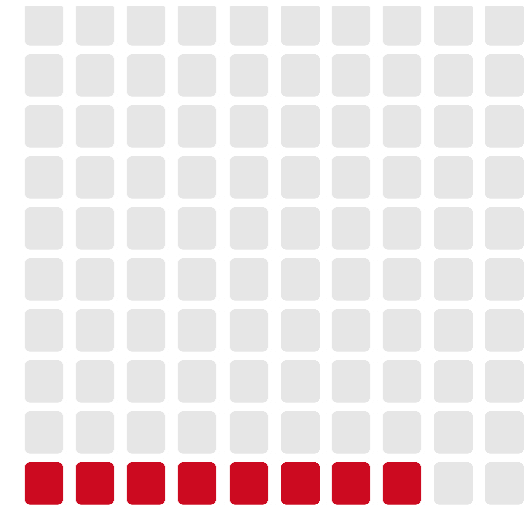
Satisfaction with temperature inside the bus



78%
satisfied



14%
neither/nor

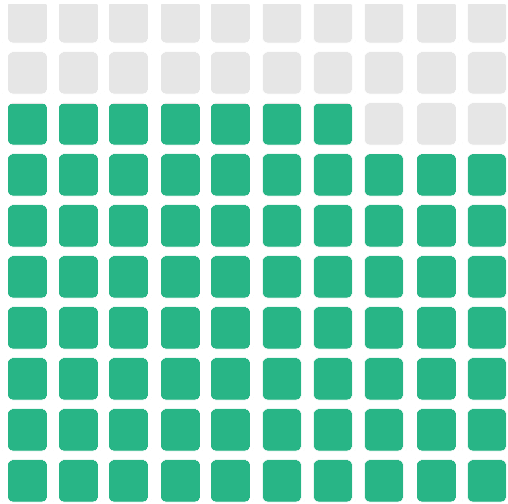


8%
dissatisfied

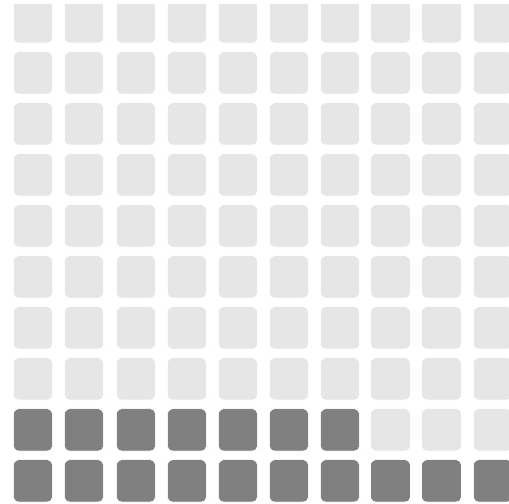


23 September 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 635; trend chart range from 287 to 342 per survey.

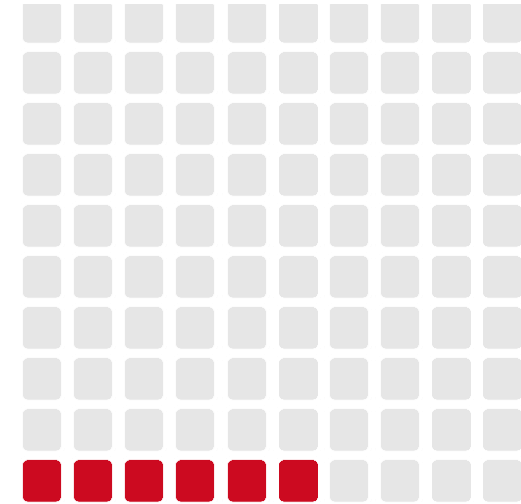
Satisfaction with other passengers' behaviour



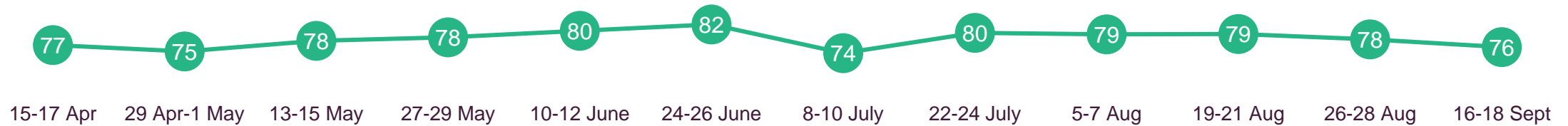
77%
satisfied



17%
neither/nor



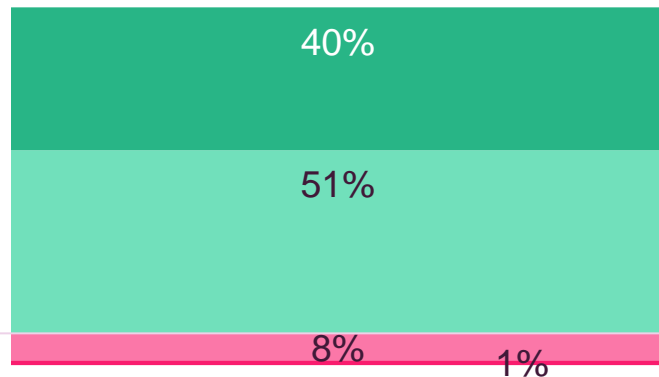
6%
dissatisfied



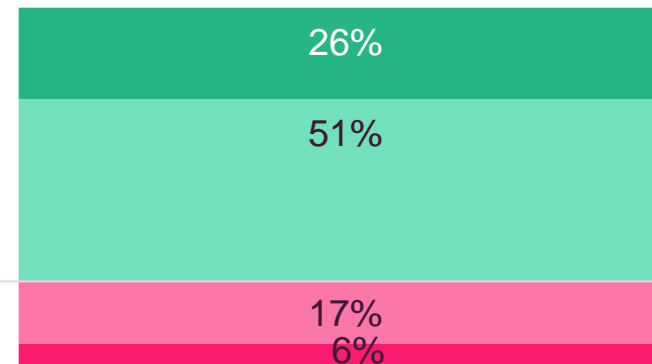
23 September 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 636; trend chart range from 284 to 341 per 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



29 Apr-1 May 27-29 May 24-26 June 22-24 July 19-21 Aug 16-18 Sept

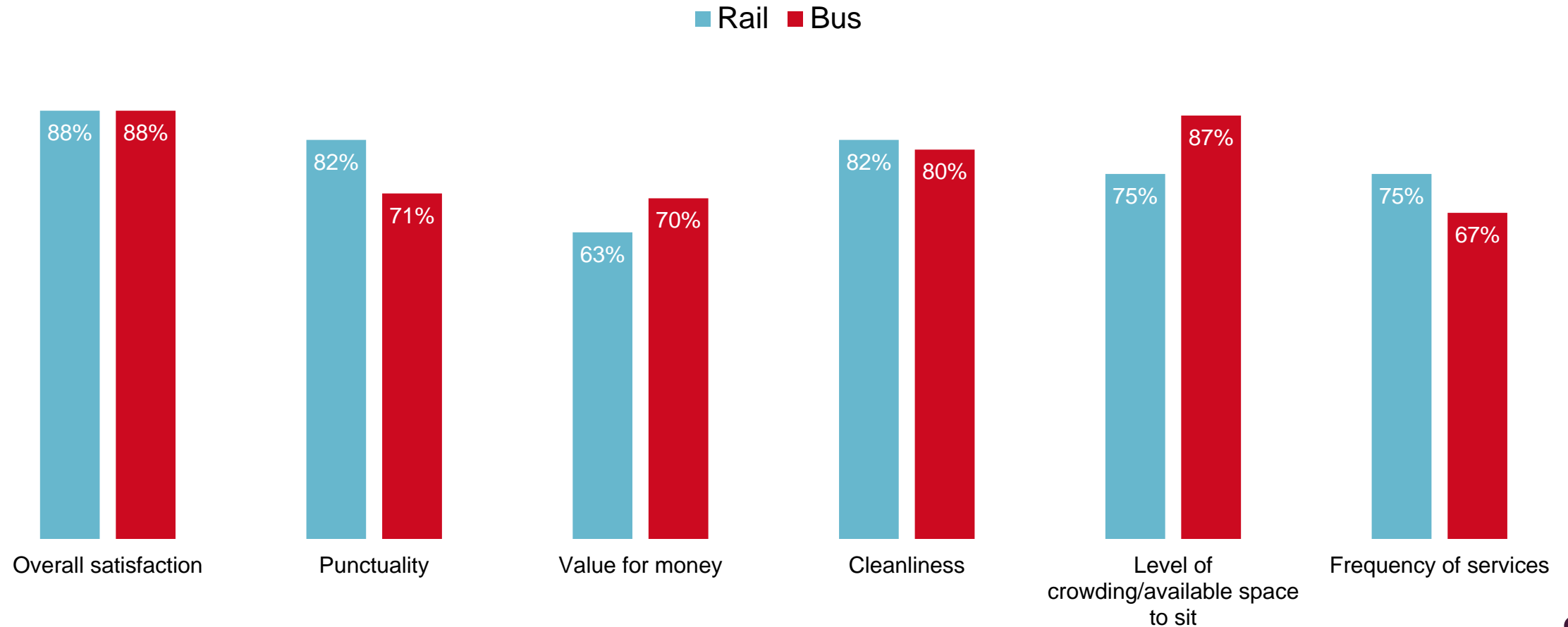


29 Apr-1 May 27-29 May 24-26 June 22-24 July 19-21 Aug 16-18 Sept

23 September 2022 report. Bus use is defined as having travelled by bus within seven days of being surveyed. Bar charts are the latest survey (16-18 Sept) with base sizes for users of 330 and non-users 1507. Base sizes for trend charts range on users from 289 to 342, and non-users from 1507 to 1583.

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



23 September 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 1071 to 1106; bus base sizes from 540 to 639.

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.

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 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
Week 48	26-28 August	309
Week 51	16-18 September	330

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

Any enquiries about this report should be addressed to:

Murray Leader
Senior insight adviser
Murray.Leader@transportfocus.org.uk

Transport Focus
Albany House
94 - 98 Petty France
London
SW1H 9EA

www.transportfocus.org.uk

Transport Focus is the operating name
of the Passengers' Council

Transport Focus is the independent consumer organisation representing the interests of:

- rail passengers in Great Britain
- bus, coach and tram users across England outside London
- all users of England's motorways and major 'A' roads (the Strategic Road Network).

We work to make a difference for all transport users.

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