

21 October
2022

Edition 7

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.

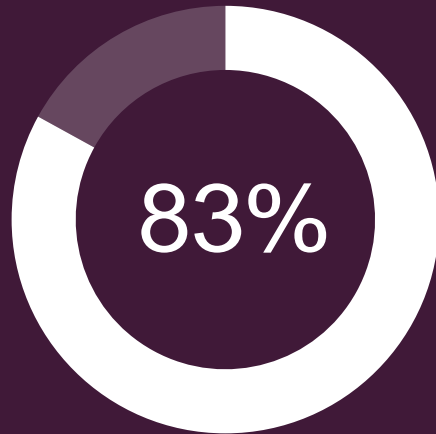
Each weekend a representative sample of 2000 people from across Great Britain are asked questions by Yonder Consulting about their public transport use.

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 May and October 2022. Further details on how we carried out this survey are available on page 31.

Bus headlines



83% of bus passengers were satisfied with their journey overall (average over the last four weeks).



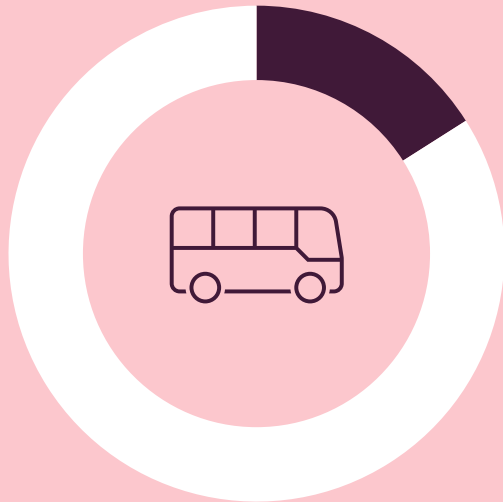
Satisfaction with safety of the driving, up from 87% to 90%.



Satisfaction with frequency of buses is down from 67% to 61%.

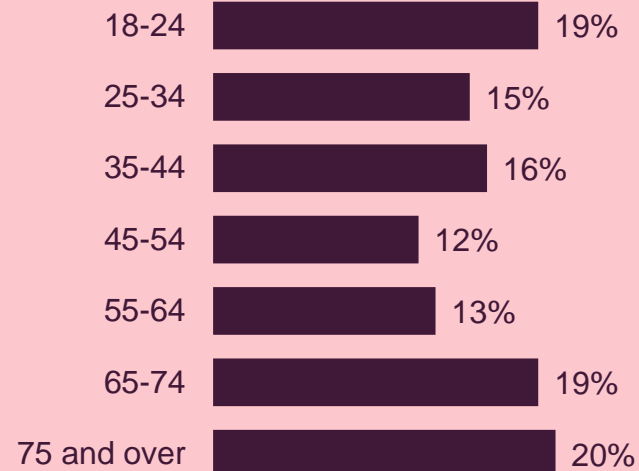
Around one in six used bus

Proportion using bus



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

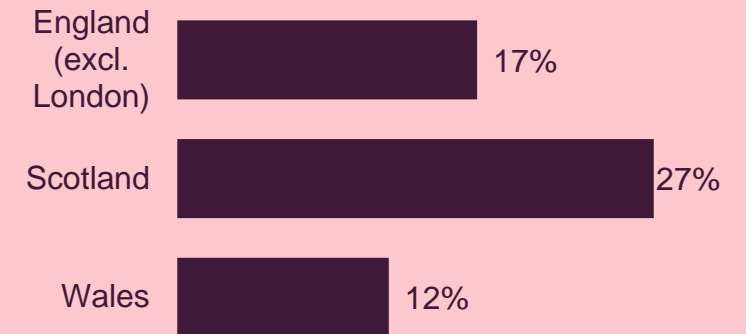
Age



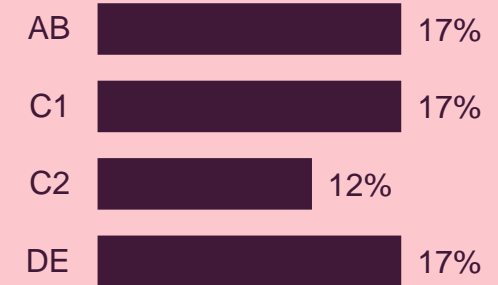
Sex



Region

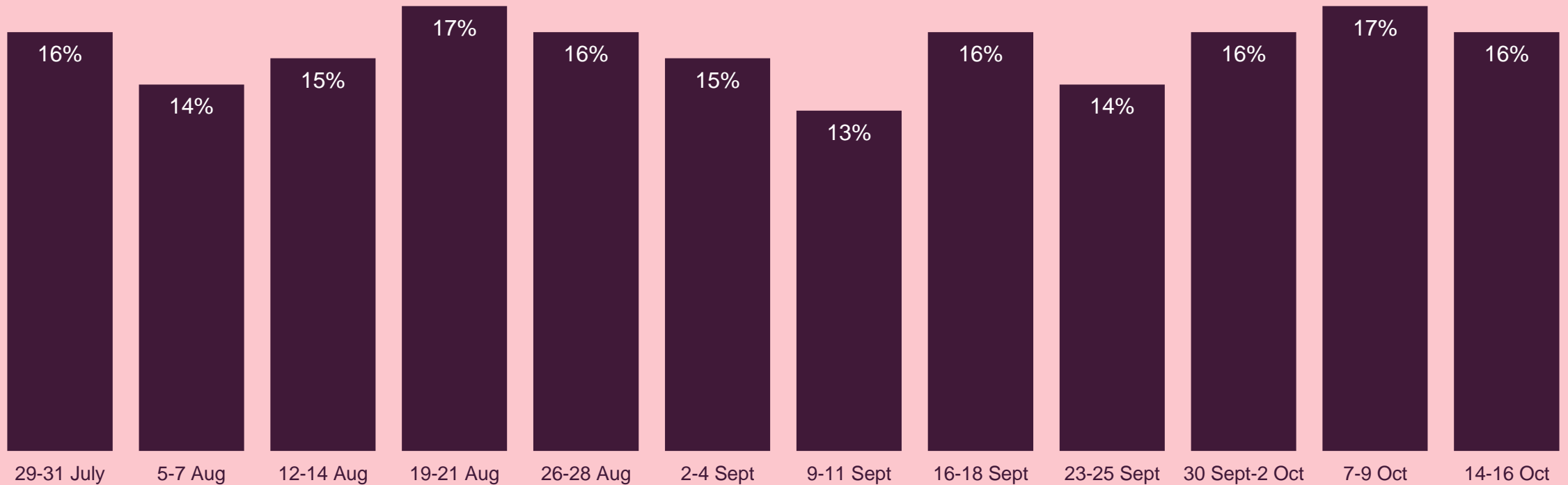


Social grade



Bus use is relatively stable

Proportion using bus



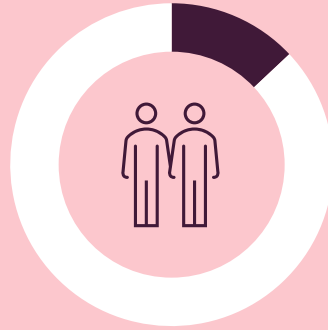
21 October 2022 report. Bus use is defined as having travelled by bus within seven days of being surveyed. Base size circa 2000 per week

Leisure and commuting are the most common reason for using bus

Main purpose of bus journey



Leisure/eating out/non-essential shopping
26%



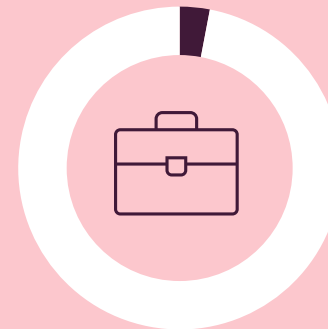
Friends/family
13%



Essential shopping
19%



Commuting
25%



Work travel
3%

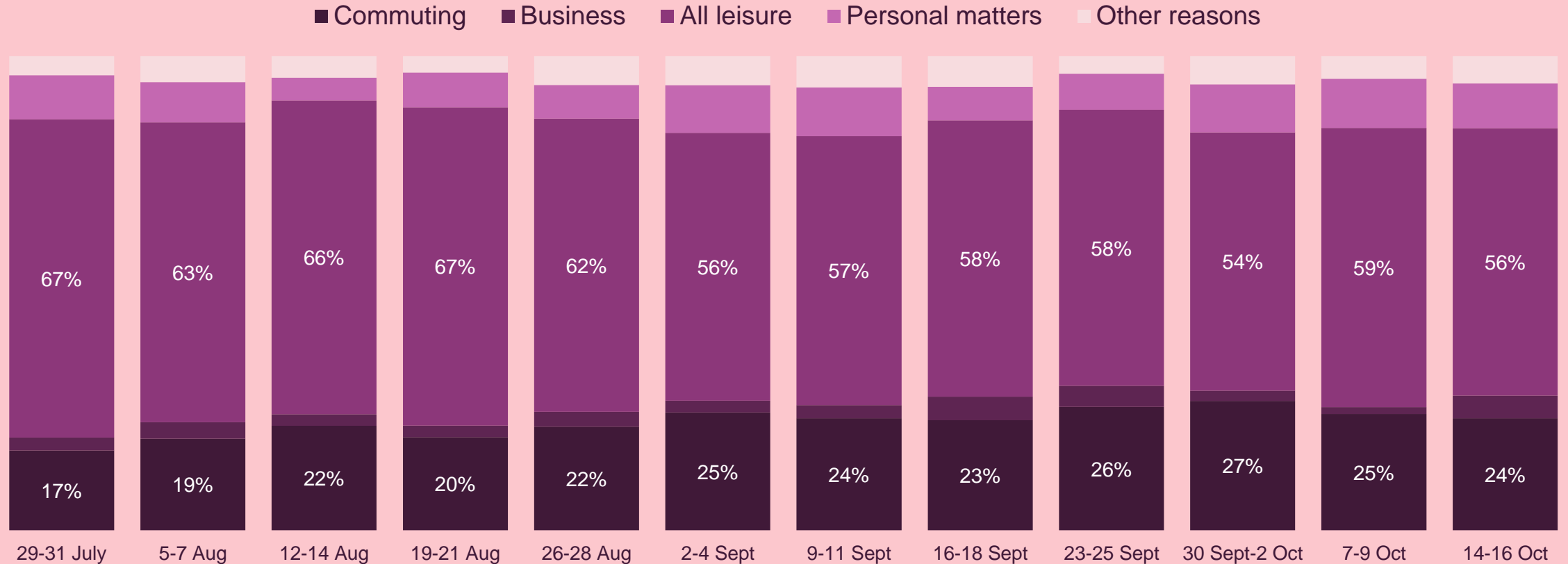


Personal matters
9%

21 October 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 - 1306. 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

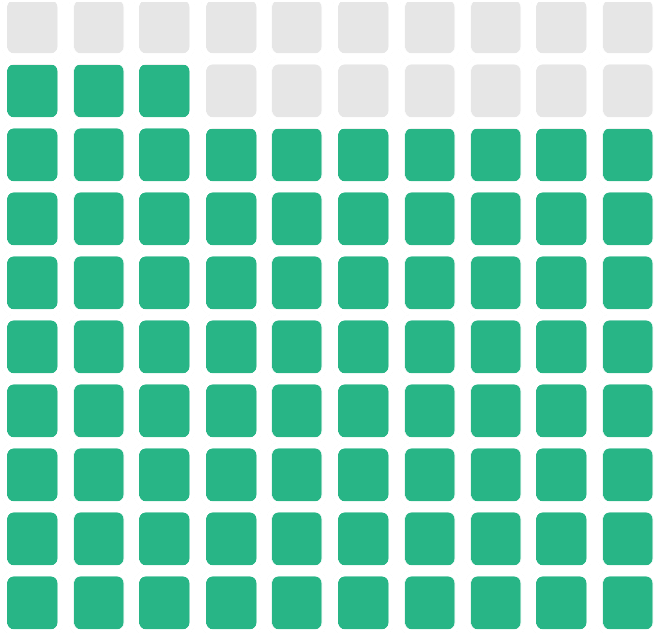
Main purpose of bus journey



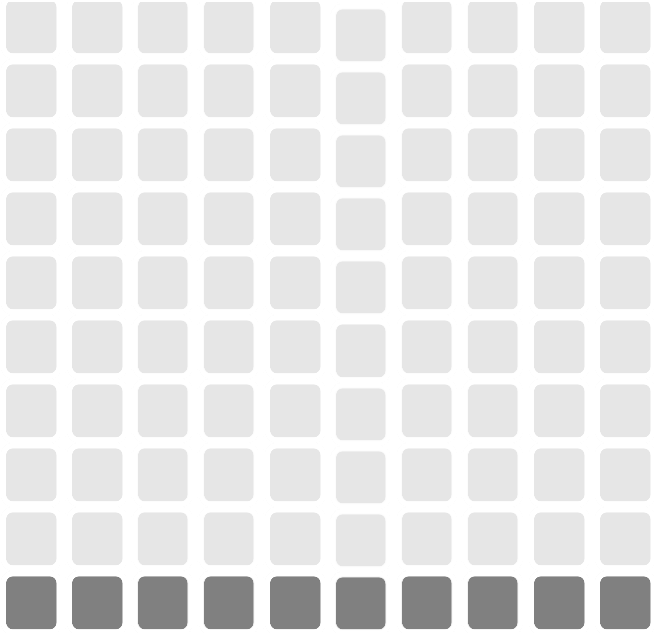
21 October 2022 report. Chart is based on the most recent bus journey made within seven days of being surveyed. Base size: all bus users, average of 316 per week



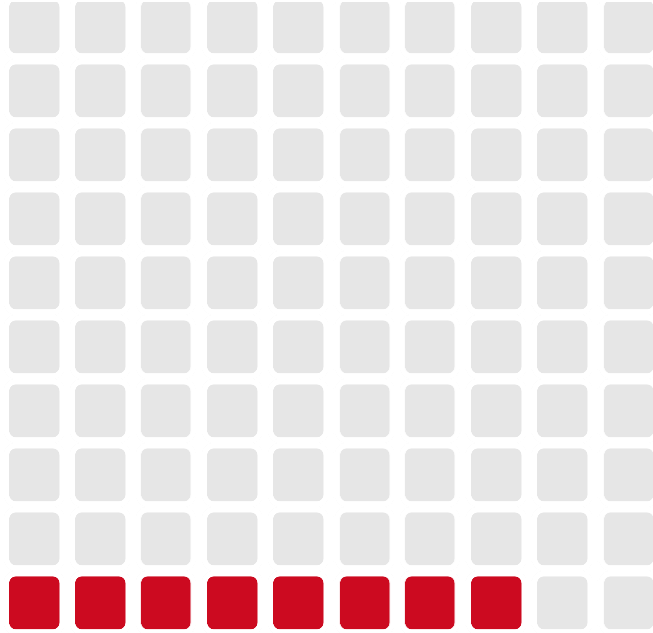
Overall satisfaction with bus journey



83%
satisfied



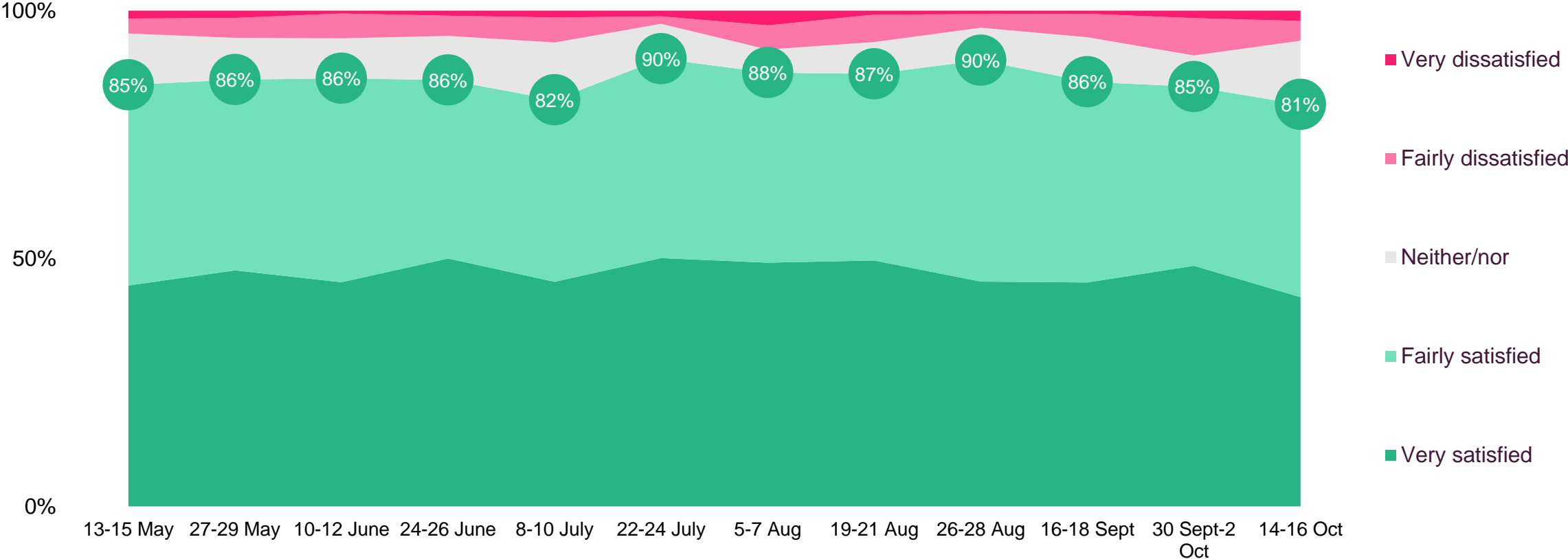
10%
neither/nor



8%
dissatisfied

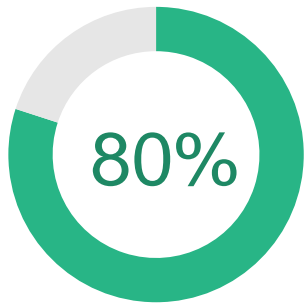
21 October 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base size: 674.

Overall satisfaction with bus journey

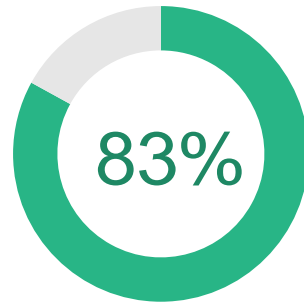


21 October 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Base sizes range from 289 to 342 per survey date.

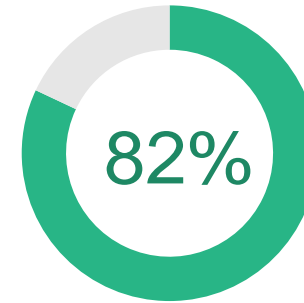
Overall satisfaction by journey purpose, sex and age



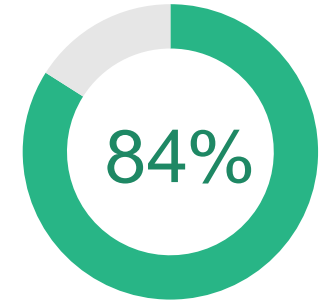
Commute



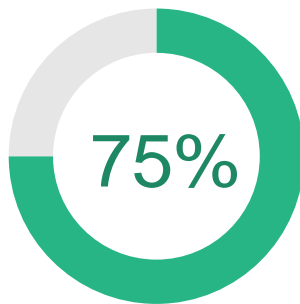
All leisure



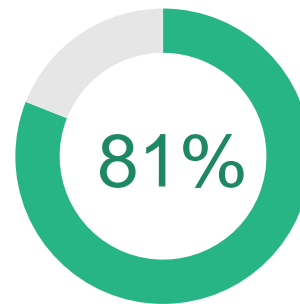
Men



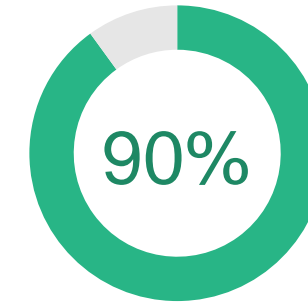
Women



Aged 18-34



Aged 35-54



Aged 55 and over

21 October 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 171 and 371. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family' and 'Essential shopping'

What bus passengers are saying...



Clean bus, very direct and timely service, good amenities on the bus (charger), safe driver, no traffic on journey.

Very satisfied, Arriva passenger

It's just a bus would be better if the fares were cheaper.

Neither satisfied nor dissatisfied, Stagecoach passenger

Noisy, cold, dirty, unsanitary, unsafe, rudeness, poor staff, poor design, slow, inefficient, overpriced.

Very dissatisfied, Bus passenger

The tickets were cheap and good value, and I got an NHS discount. The bus was on time and the journey was the stated time. The bus was clean and comfortable.

Very satisfied, National Express passenger

Got there in the end but the traffic was a nightmare.

Neither satisfied nor dissatisfied, Stagecoach passenger

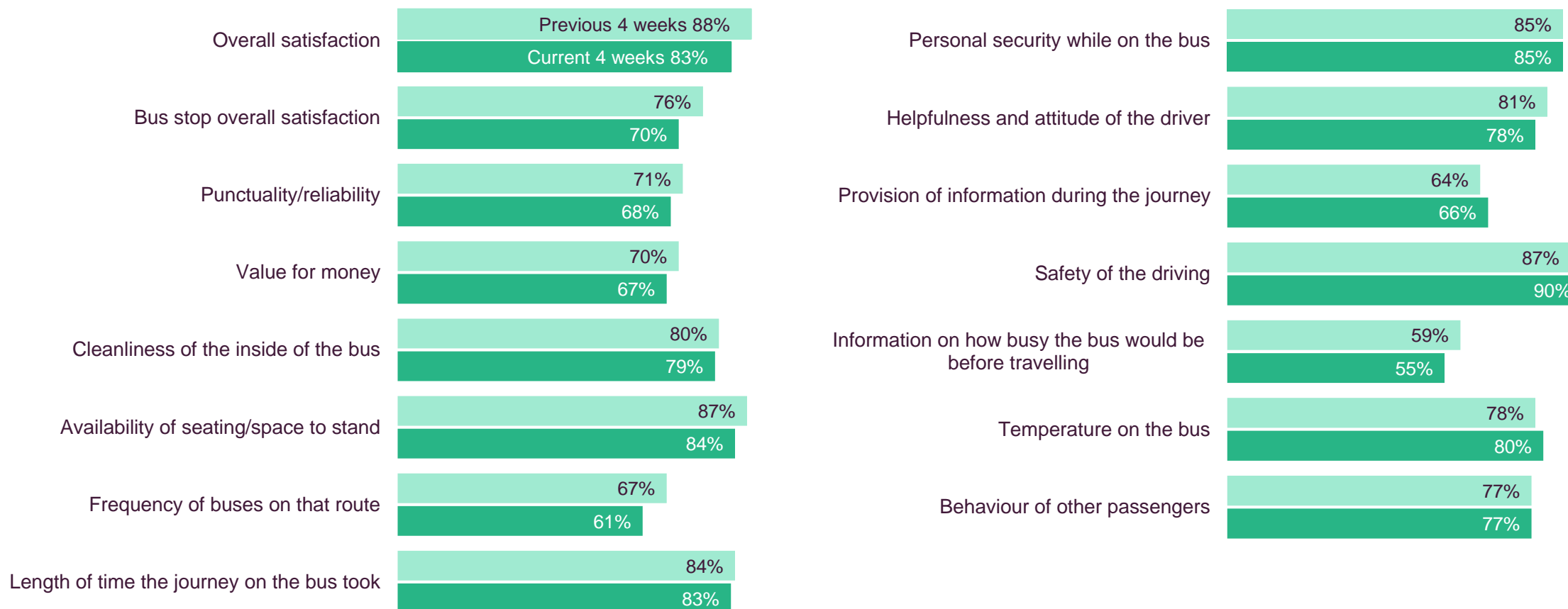
The bus was on time and the price was good. There were a lot of people crowded on it though.

Fairly satisfied, First passenger



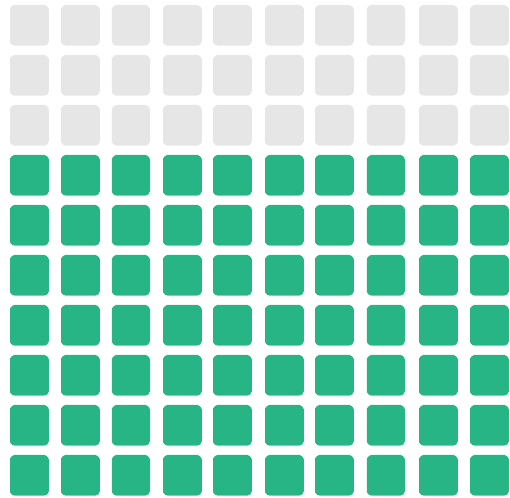


Summary of current and previous four weeks satisfaction

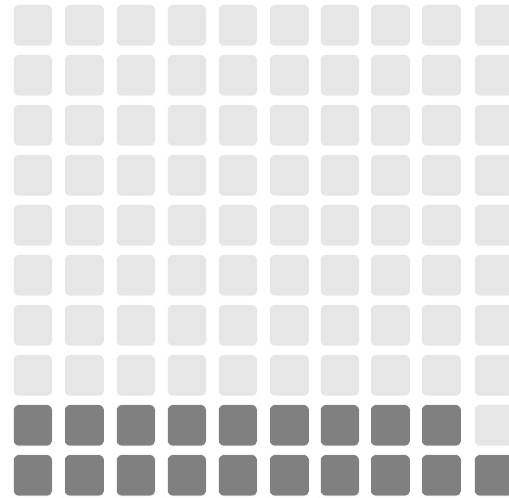


21 October 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. The values above are the average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes per aspect vary current four weeks from 453 to 674; prior four weeks 437 to 639.

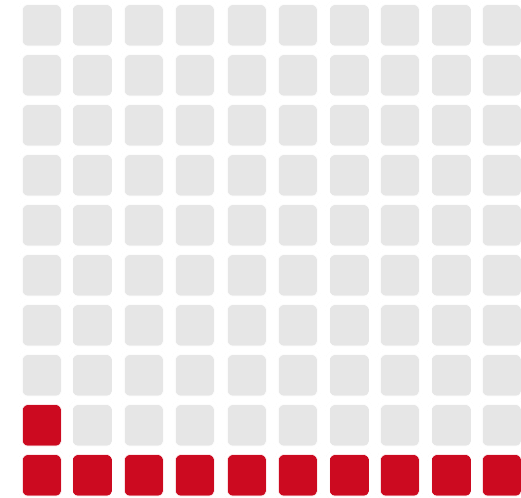
Satisfaction with the bus stop overall



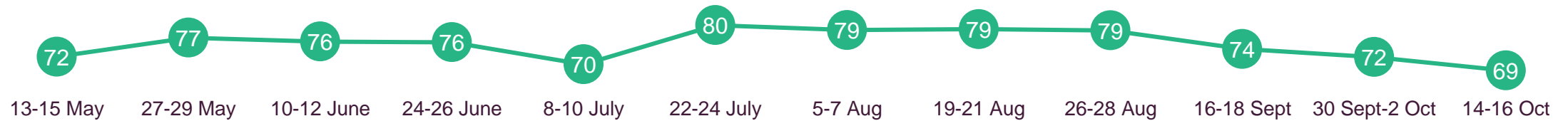
70%
satisfied



19%
neither/nor

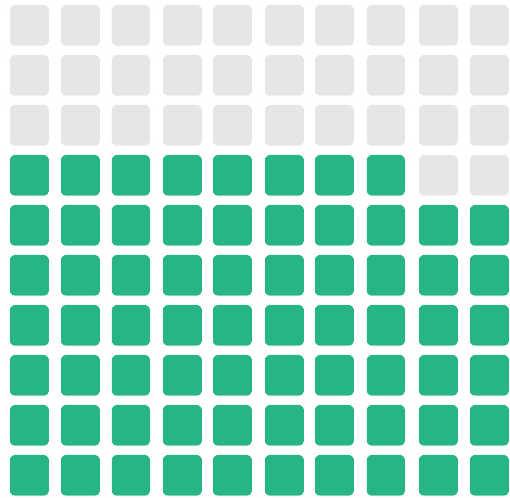


11%
dissatisfied

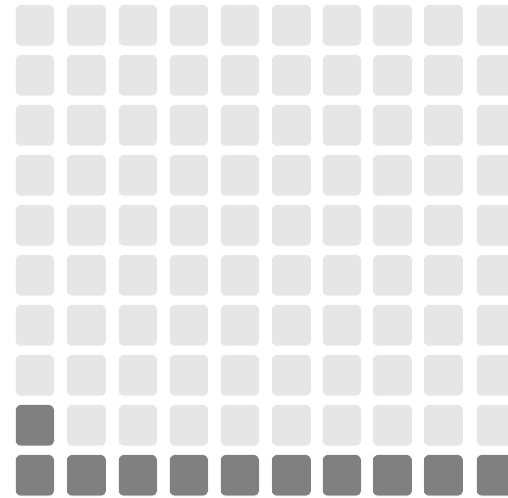


21 October 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 667; trend chart range from 288 to 342 per survey.

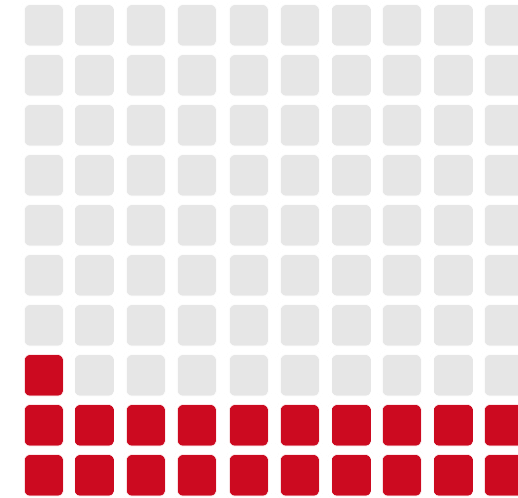
Satisfaction with punctuality/reliability



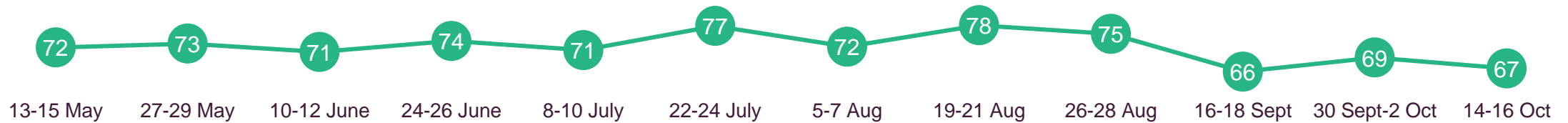
68%
satisfied



11%
neither/nor

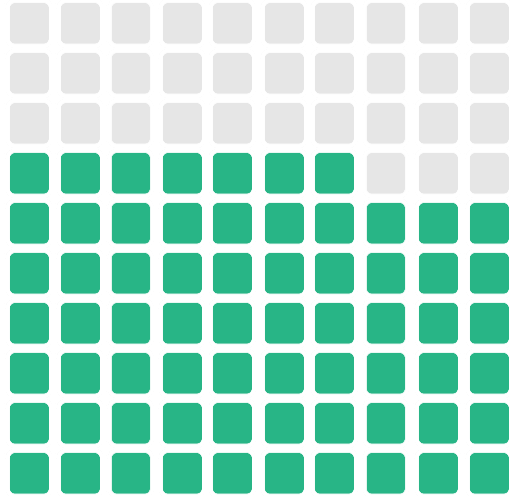


21%
dissatisfied

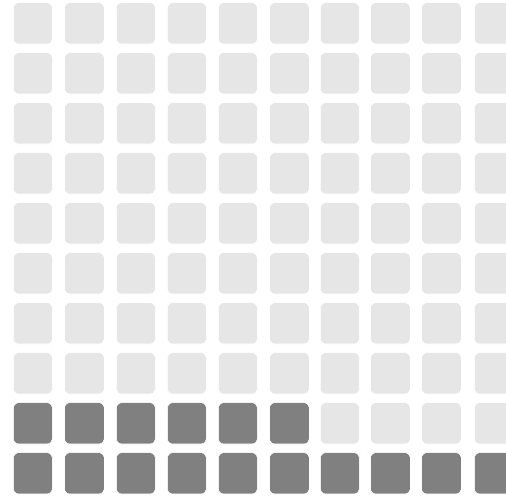


21 October 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 671; trend chart range from 287 to 342 per survey.

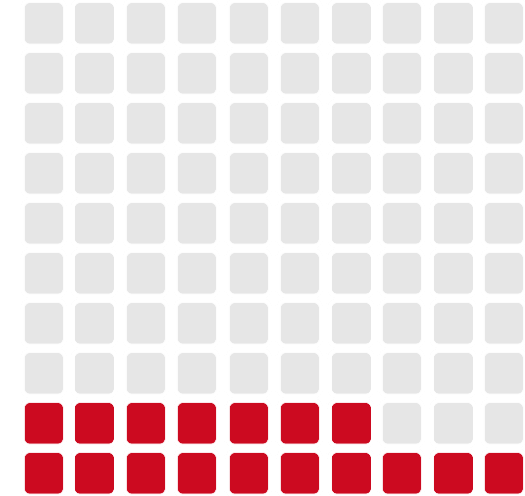
Satisfaction with value for money



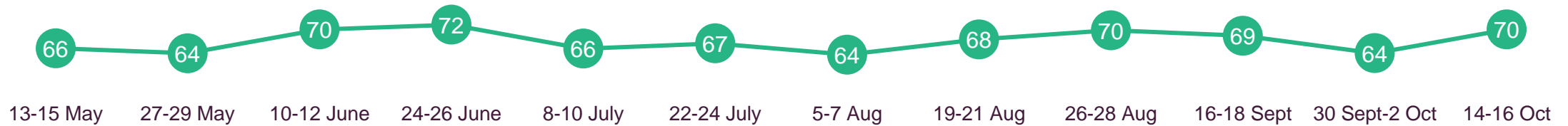
67%
satisfied



16%
neither/nor

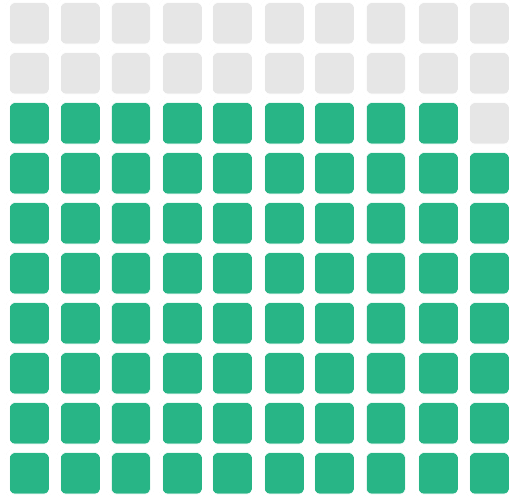


17%
dissatisfied

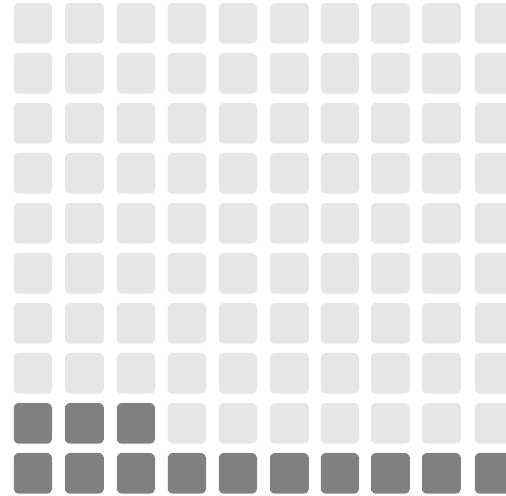


21 October 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 559 trend chart range from 226 to 282 per survey.

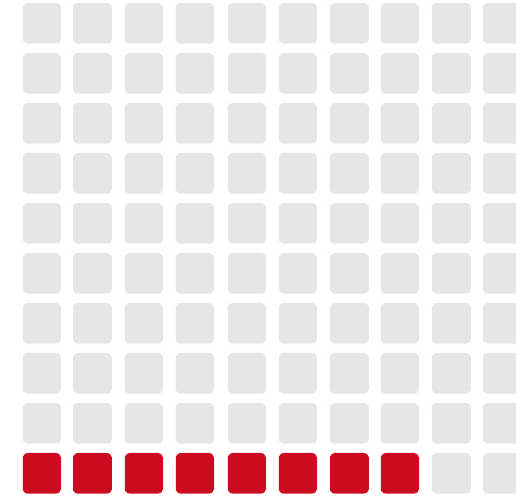
Satisfaction with cleanliness inside the bus



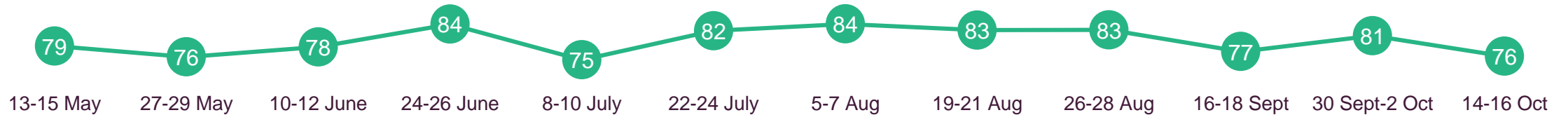
79%
satisfied



13%
neither/nor

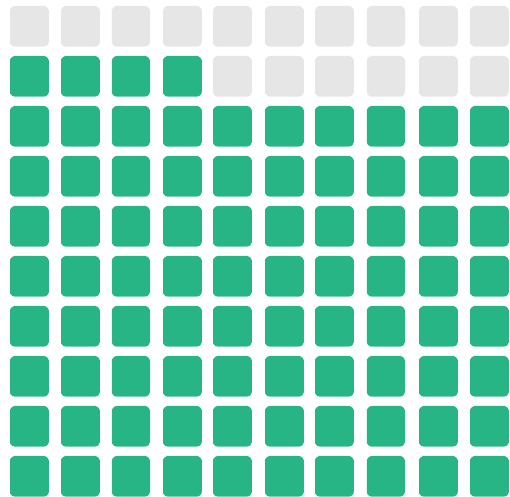


8%
dissatisfied

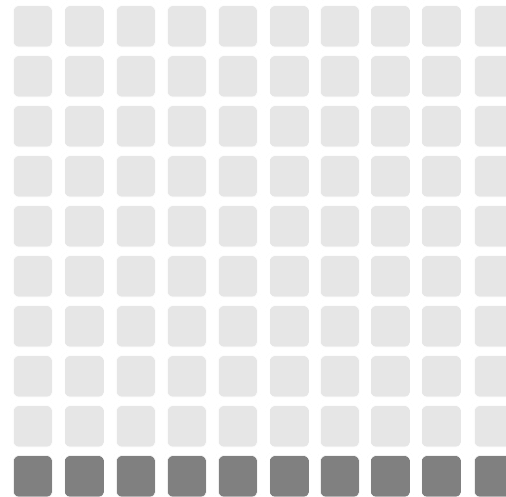


21 October 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 674; trend chart range from 288 to 342 per survey.

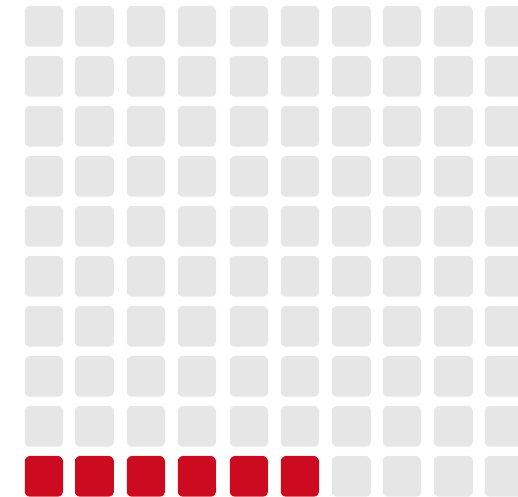
Satisfaction with availability of seating or space to stand



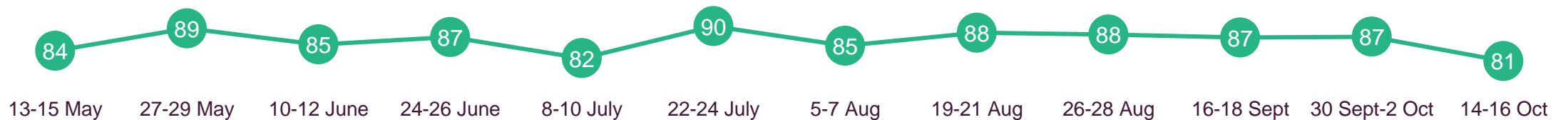
84%
satisfied



10%
neither/nor

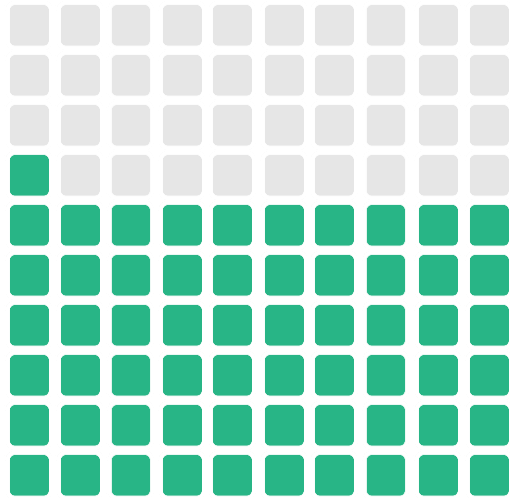


6%
dissatisfied

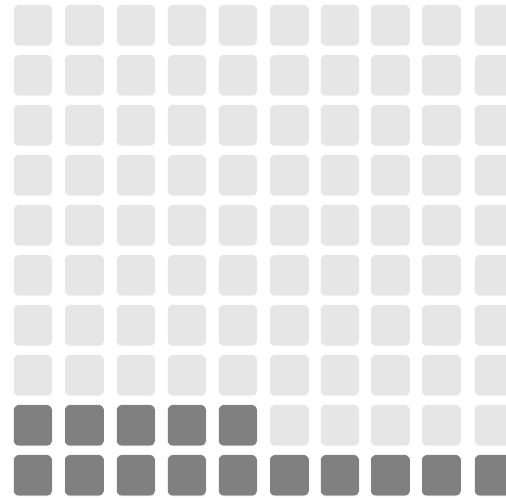


21 October 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 674; trend chart range from 286 to 341 per survey.

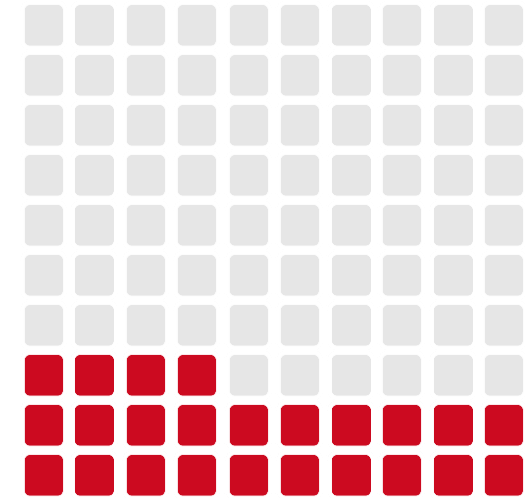
Satisfaction with frequency of buses on that route



61%
satisfied



15%
neither/nor

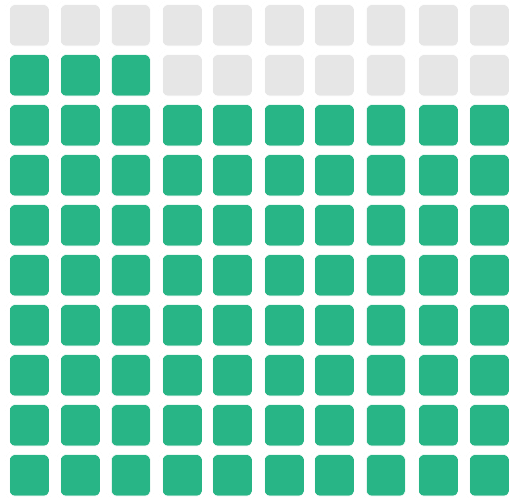


24%
dissatisfied

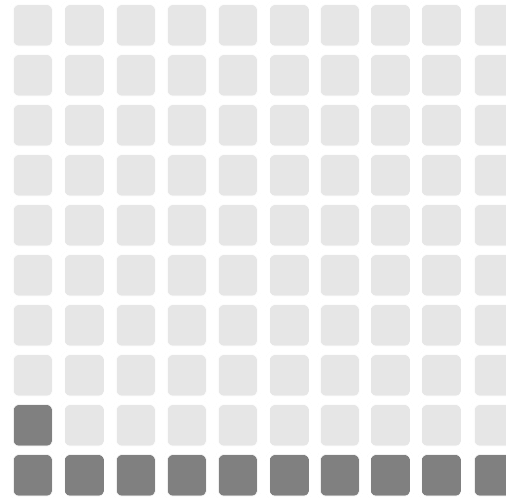


21 October 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 672; trend chart range from 287 to 341 per survey.

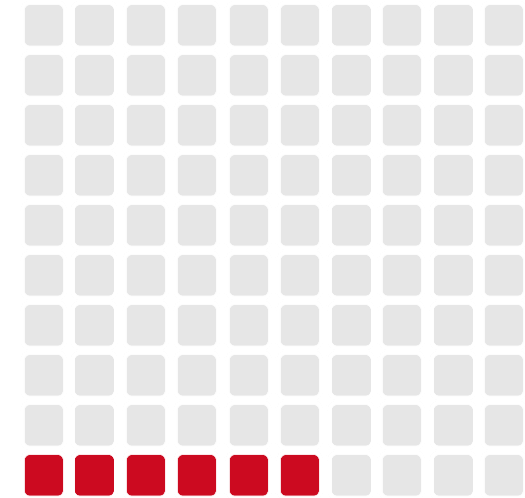
Satisfaction with the time the journey on the bus took



83%
satisfied



11%
neither/nor

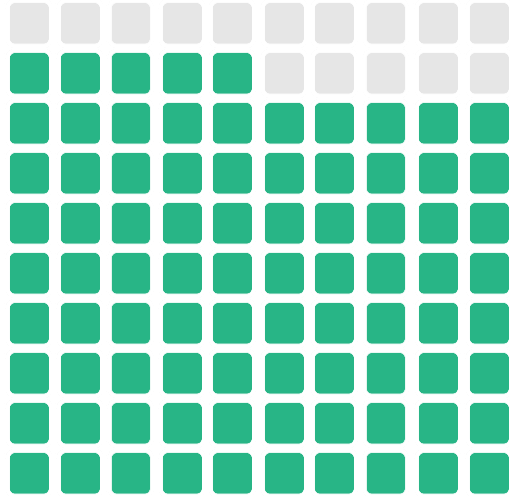


6%
dissatisfied

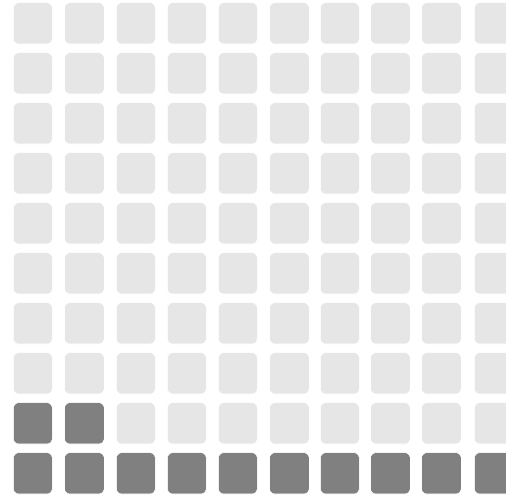


21 October 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 673; trend chart range from 289 to 341 per survey.

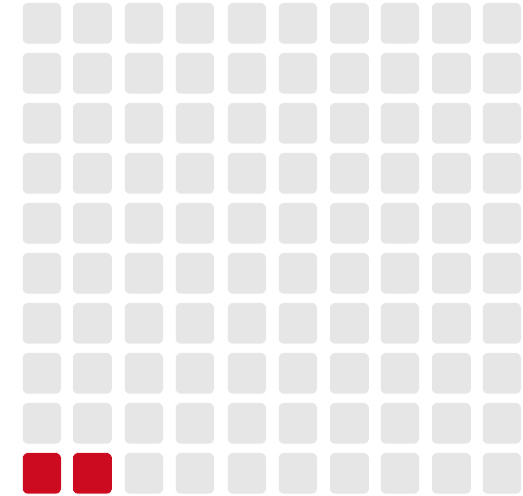
Satisfaction with personal security on the bus



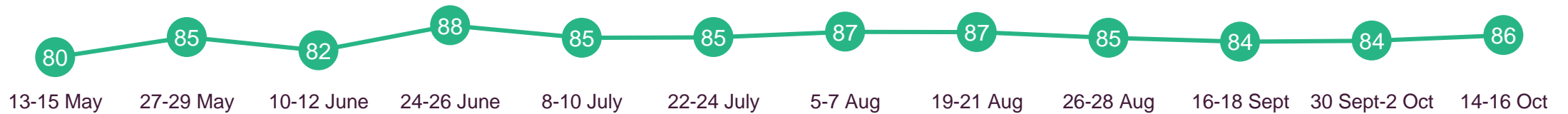
85%
satisfied



12%
neither/nor

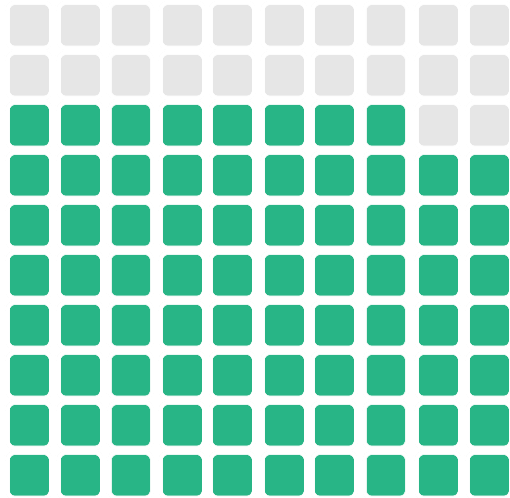


2%
dissatisfied

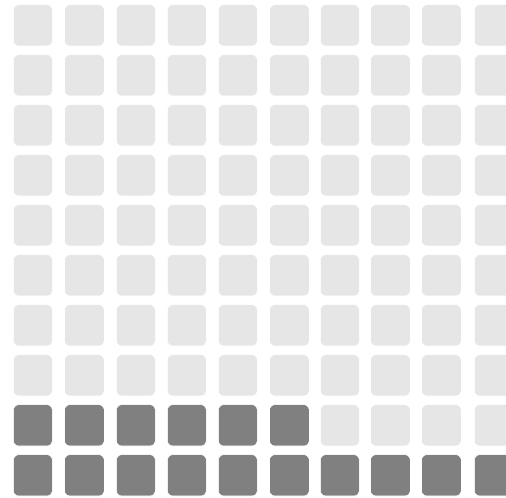


21 October 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 666; trend chart range from 286 to 341 per survey.

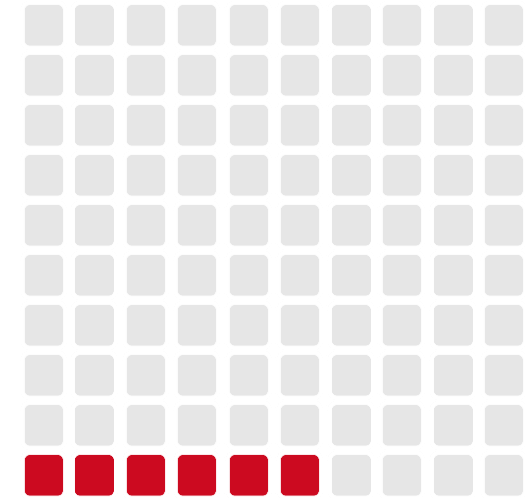
Satisfaction with helpfulness and attitude of the driver



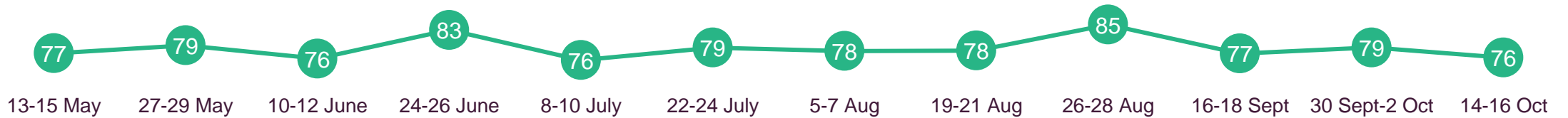
78%
satisfied



16%
neither/nor

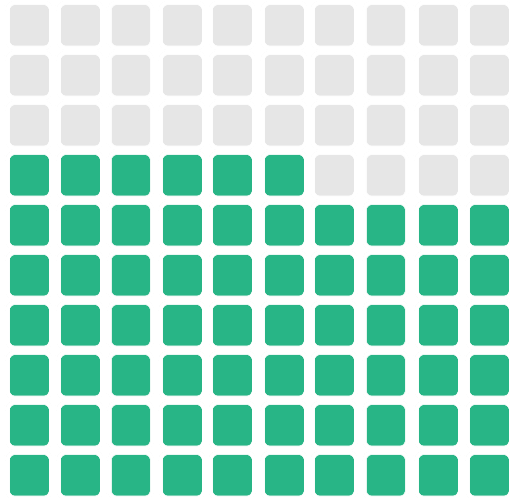


6%
dissatisfied

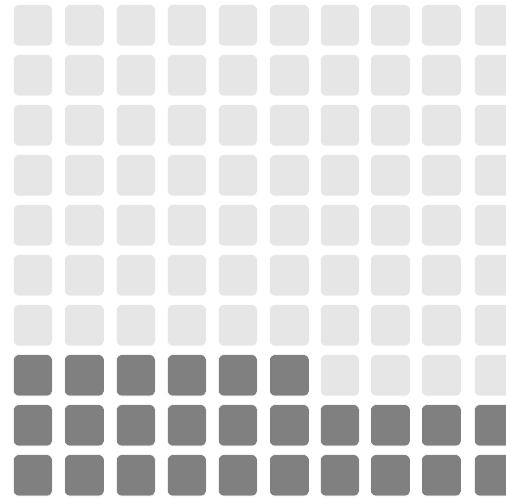


21 October 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 655; trend chart range from 276 to 332 per survey.

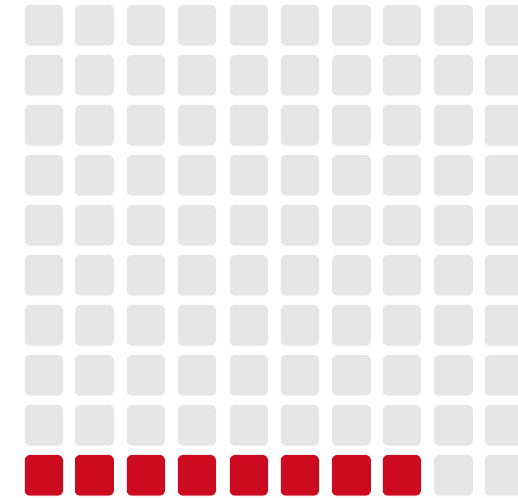
Satisfaction with information provided during the journey



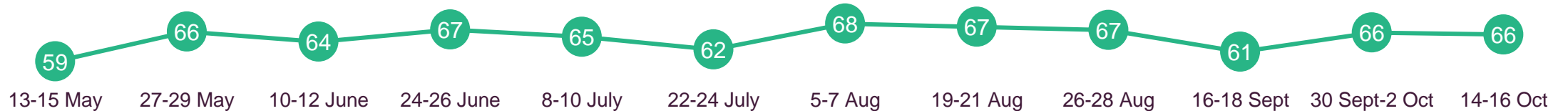
66%
satisfied



26%
neither/nor

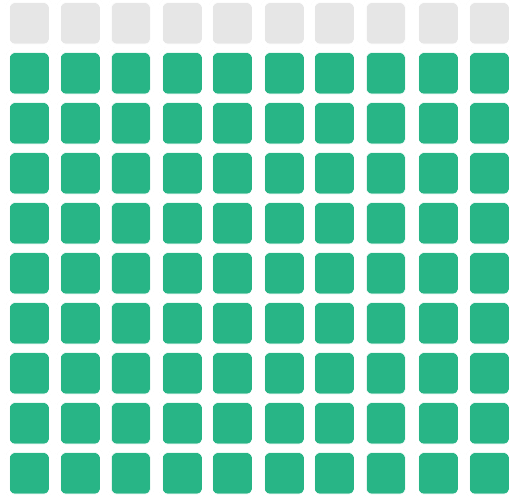


8%
dissatisfied

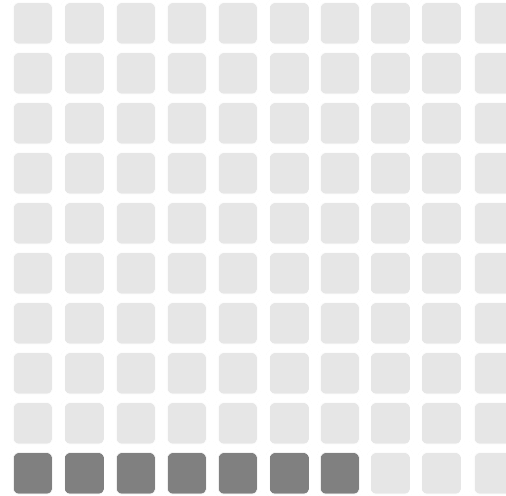


21 October 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 530; trend chart range from 221 to 271 per survey.

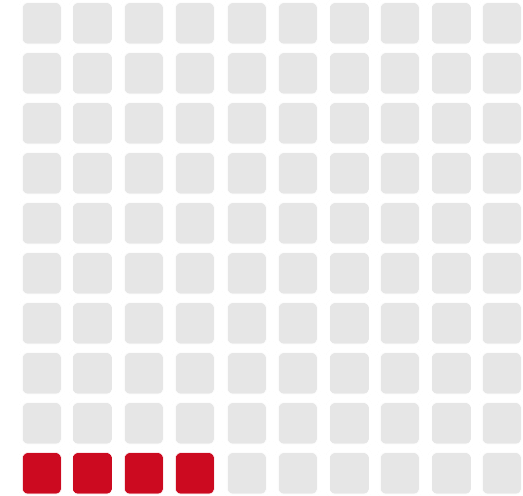
Satisfaction with safety of the driving



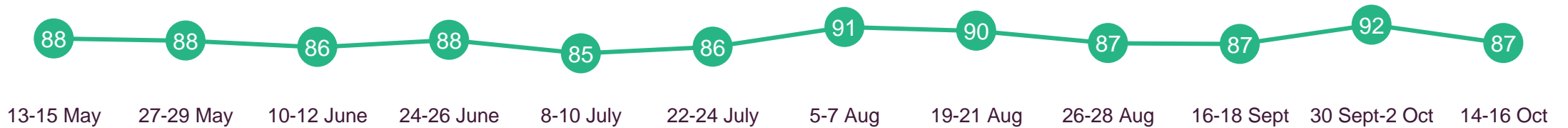
90%
satisfied



7%
neither/nor

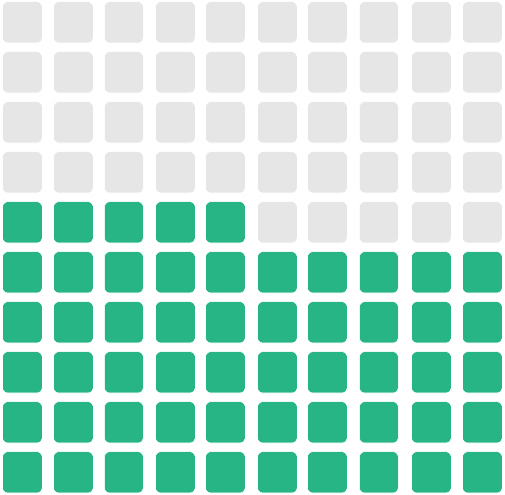


4%
dissatisfied

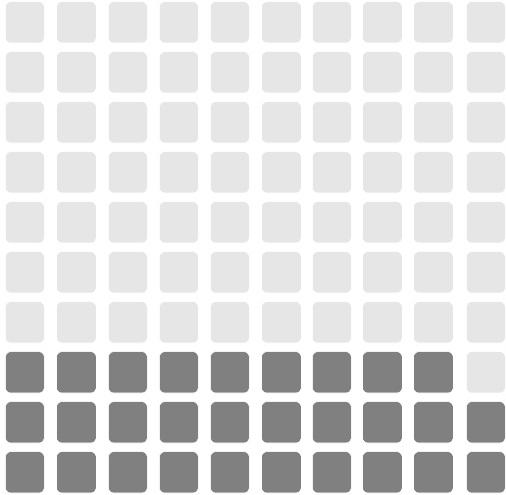


21 October 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 672; trend chart range from 289 to 342 per survey.

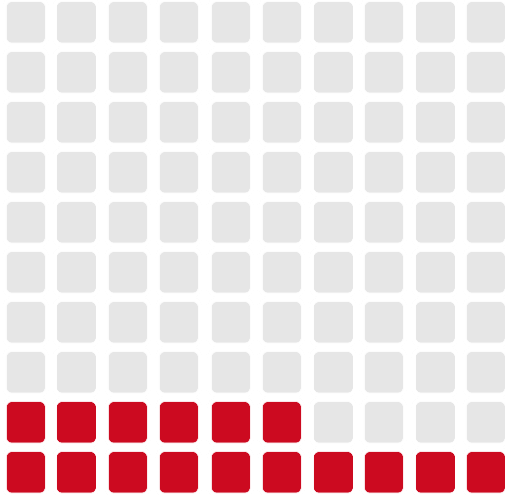
Satisfaction with information on how busy the bus was before travelling



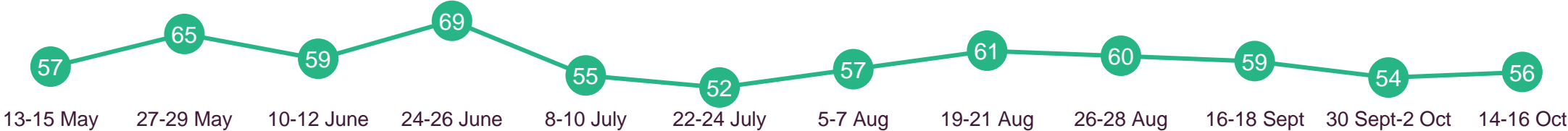
55%
satisfied



29%
neither/nor

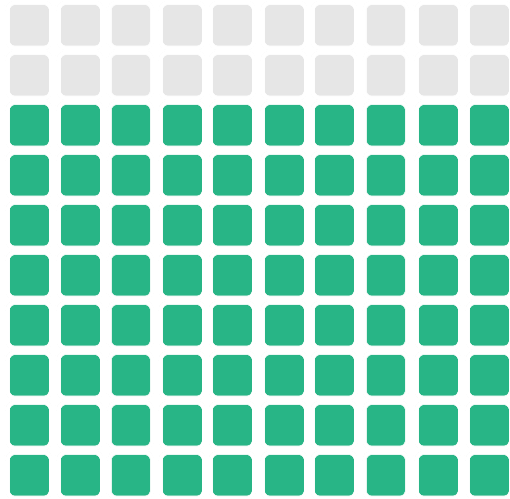


16%
dissatisfied

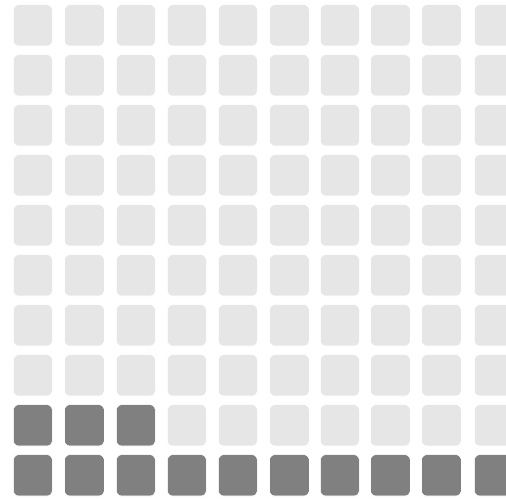


21 October 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 453; trend chart range from 188 to 229 per survey.

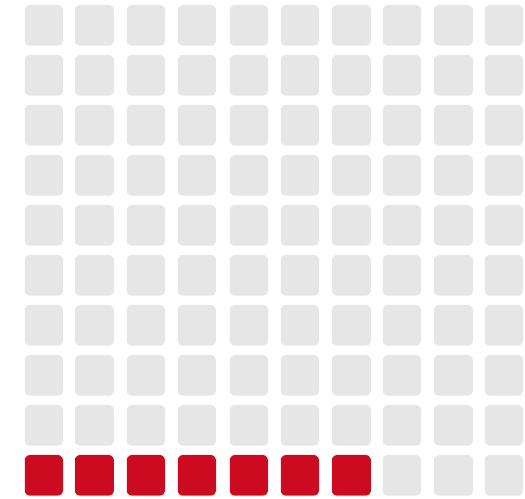
Satisfaction with temperature inside the bus



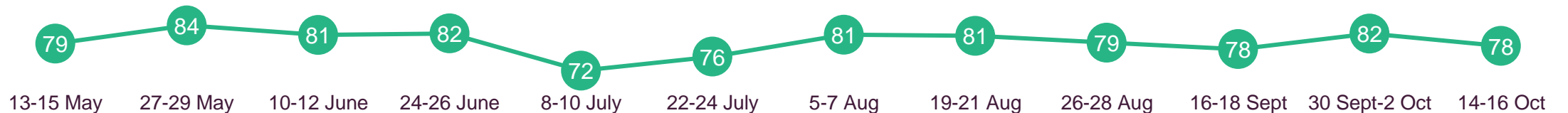
80%
satisfied



13%
neither/nor

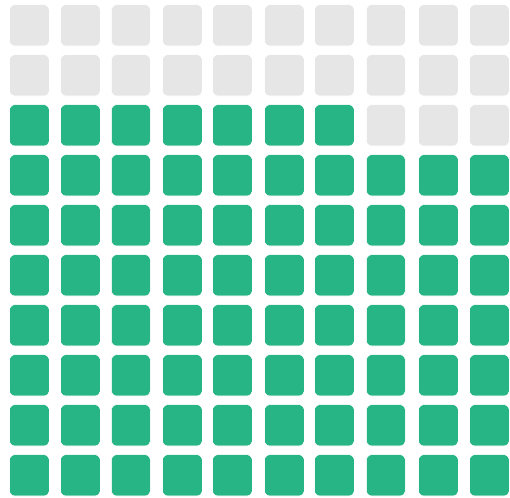


7%
dissatisfied

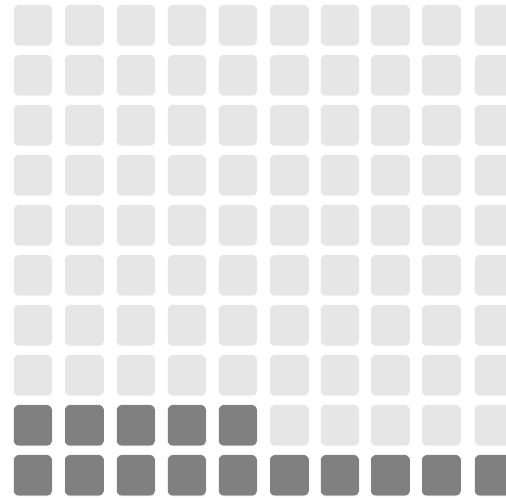


21 October 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 673; trend chart range from 287 to 342 per survey.

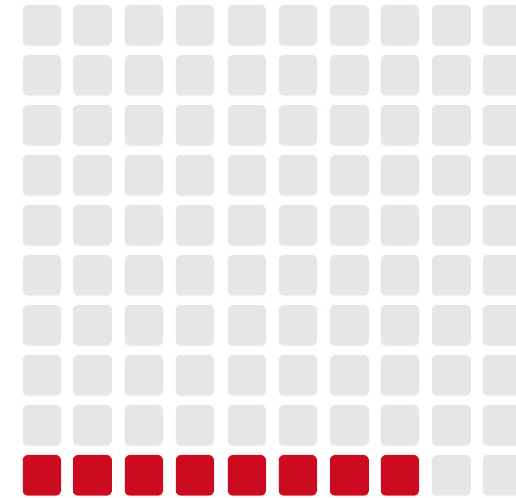
Satisfaction with other passengers' behaviour



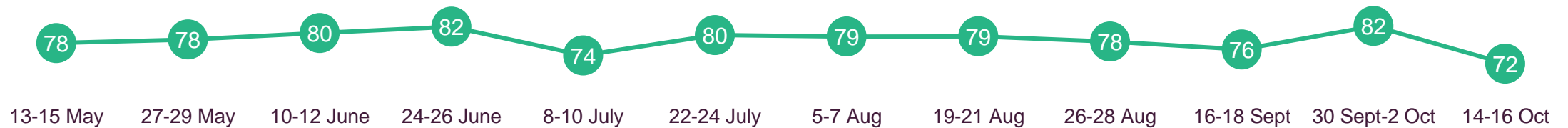
77%
satisfied



15%
neither/nor



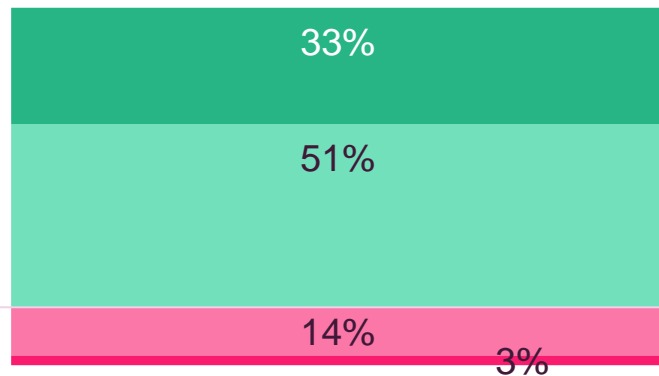
8%
dissatisfied



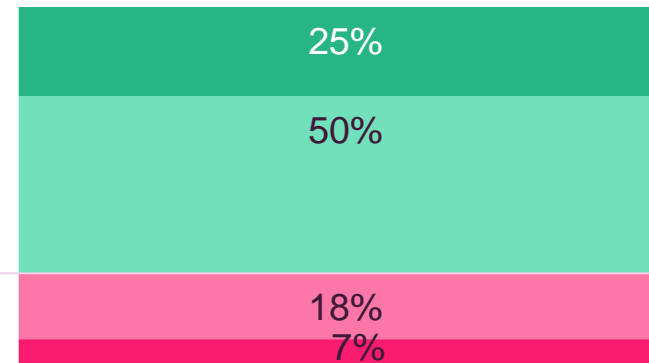
21 October 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 672; trend chart range from 284 to 341 per 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



27-29 May 24-26 June 22-24 July 19-21 Aug 16-18 Sept 14-16 Oct

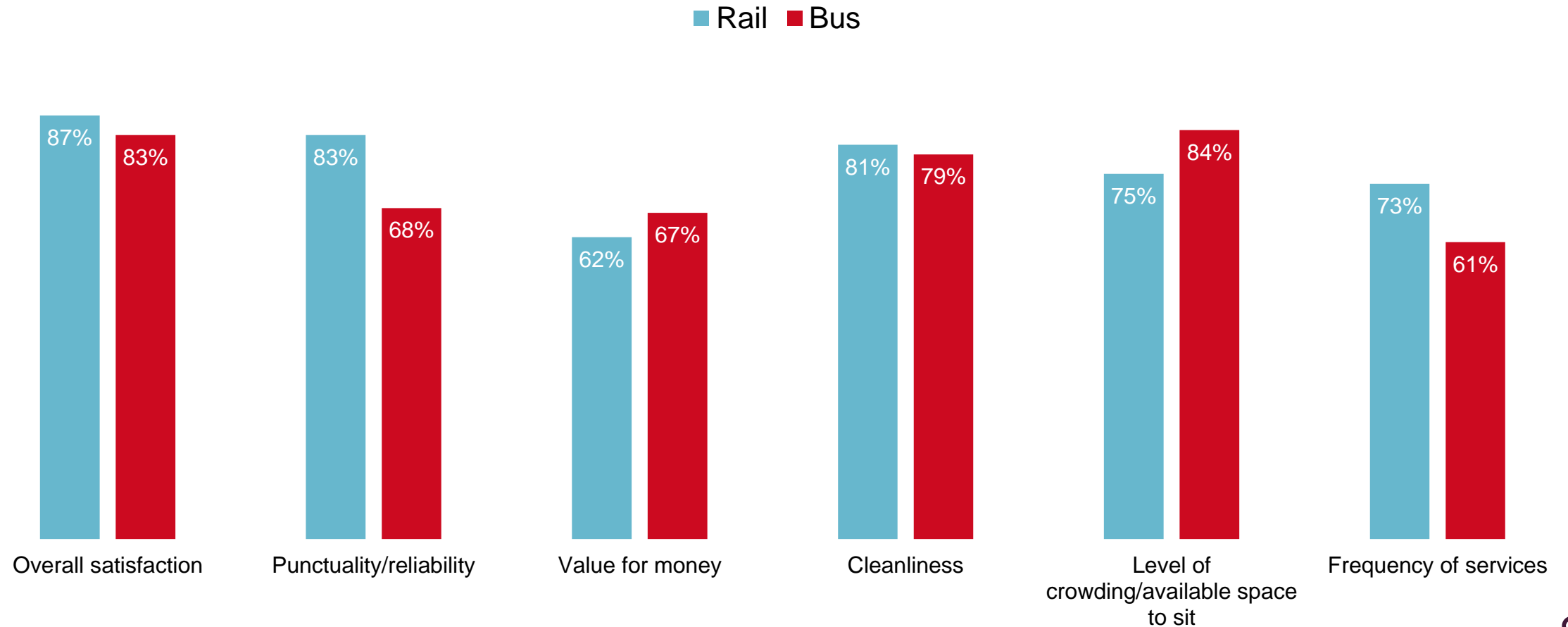


27-29 May 24-26 June 22-24 July 19-21 Aug 16-18 Sept 14-16 Oct

21 October 2022 report. Bus use is defined as having travelled by bus within seven days of being surveyed. Bar charts are the latest survey (14-16 Oct) with base sizes for users of 338 and non-users 1563. 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



21 October 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 1075 to 1109; bus base sizes from 559 to 674.

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 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
Week 53	30 Sept-2 October	336
Week 55	14-16 October	338

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.

© 2022 Transport Focus