

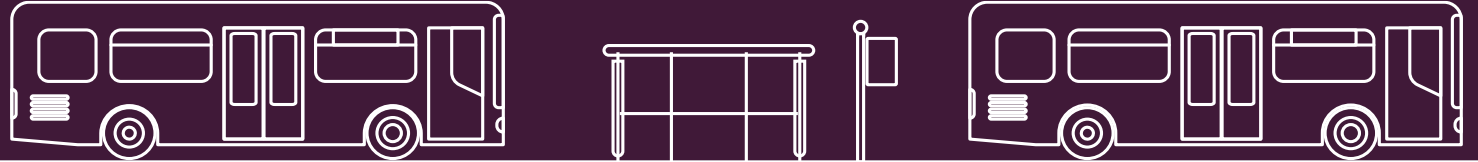
18 November  
2022

Edition 8

# 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.

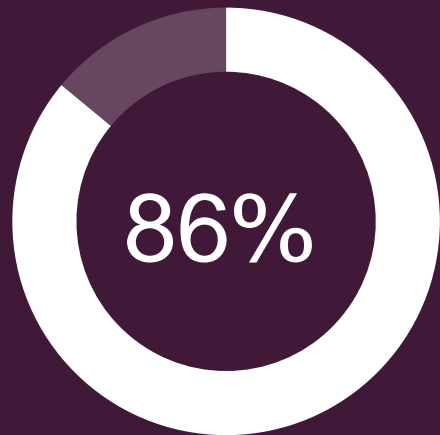
We ask everyone which types of transport they have used and for what purpose. Every fortnight those who used a bus outside London are asked about their overall satisfaction with the journey and with aspects such as value for money, punctuality, cleanliness.

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

# Bus headlines



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



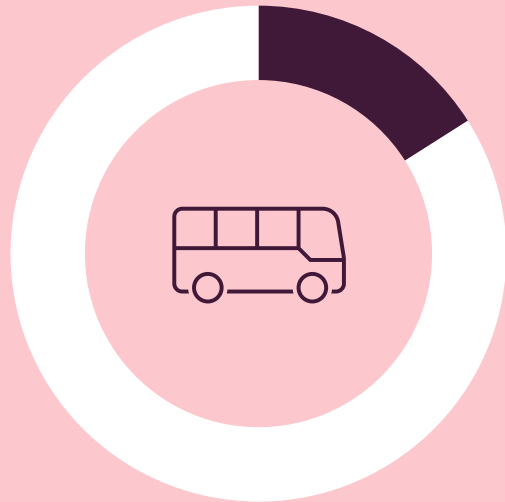
Satisfaction with frequency of buses is up from 61% to 68%



Satisfaction with safety of the driving has fallen from 90% to 85%

# Around one in six used bus

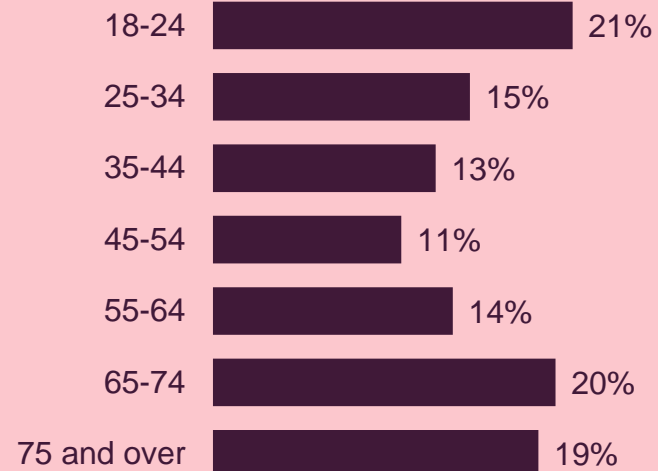
Proportion using a bus outside London in the last seven days



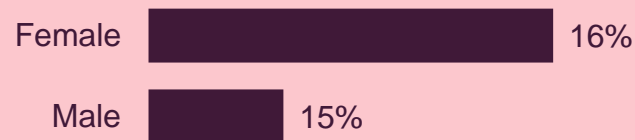
**16%**

of people in  
Great Britain (including  
London) used buses  
outside London

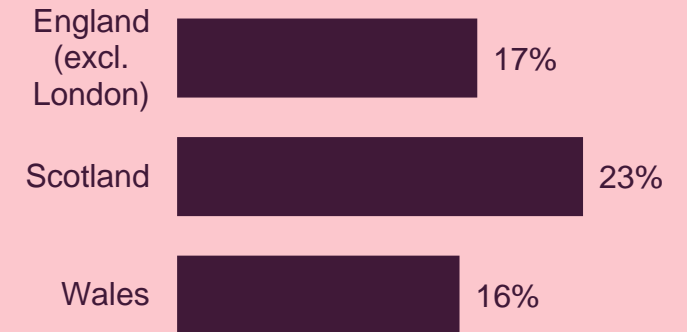
## Age



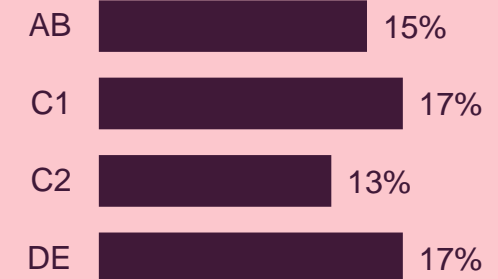
## Sex



## Region

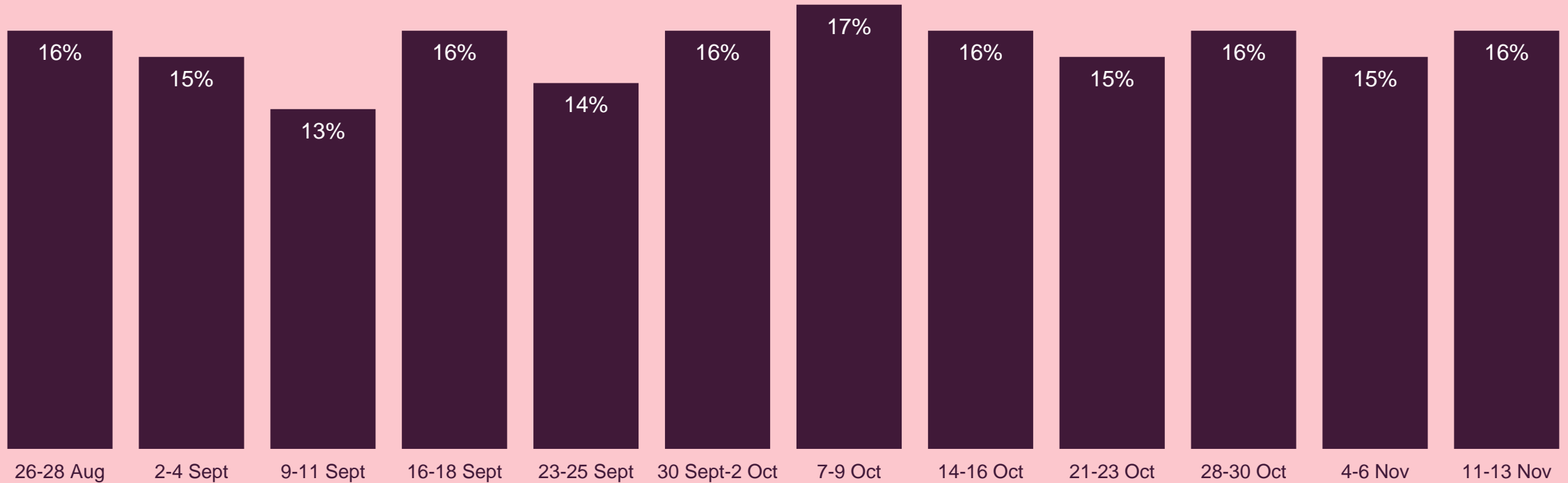


## Social grade



# Bus use is relatively stable

Proportion using bus outside London



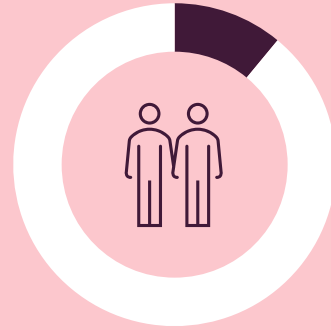
18 November 2022 report. Bus use is defined as having travelled by bus within seven days of being surveyed. Base size circa 2000 per week

# Leisure and commuting are the most common reasons for using bus

## Main purpose of bus journey



Leisure/eating out/non-essential shopping  
**27%**



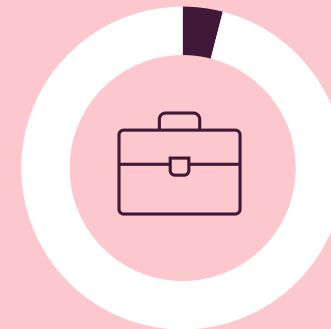
Friends/family  
**11%**



Essential shopping  
**18%**



Commuting  
**26%**



Work travel  
**4%**



Personal matters  
**9%**

18 November 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 - 1305. 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

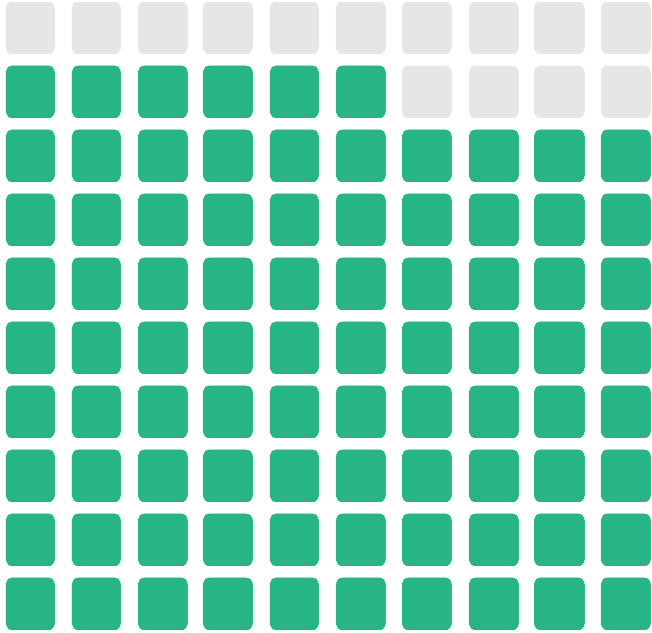


18 November 2022 report. Chart is based on the most recent bus journey made within seven days of being surveyed.  
Base size: all bus users, average of 319 per week

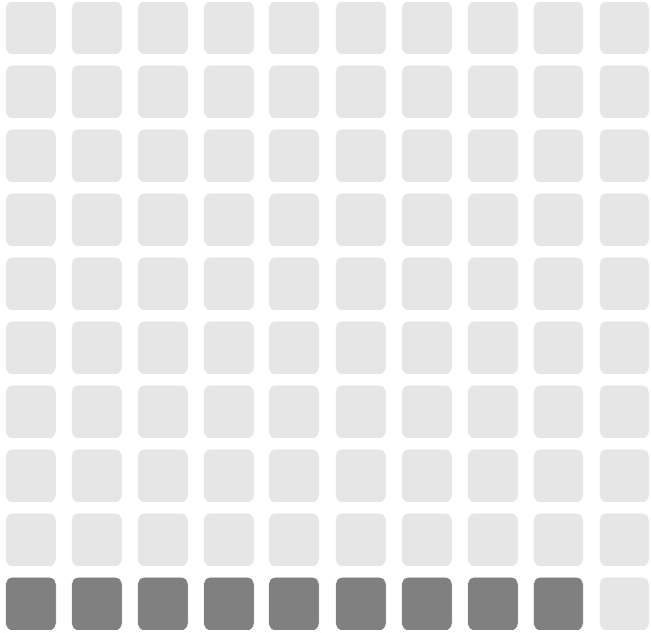




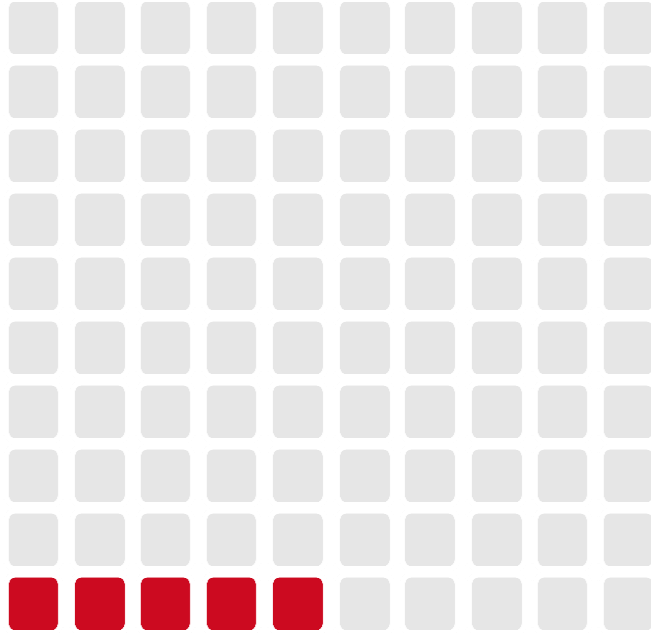
# Overall satisfaction with bus journey



86%  
satisfied



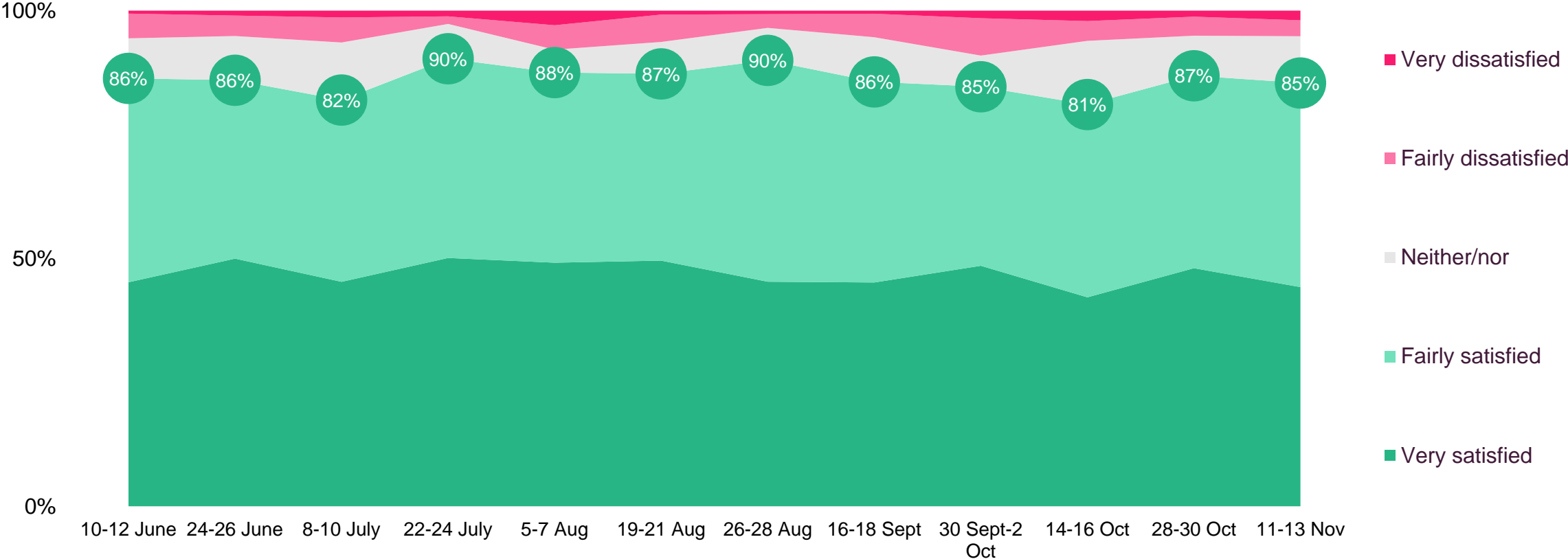
9%  
neither/nor



5%  
dissatisfied

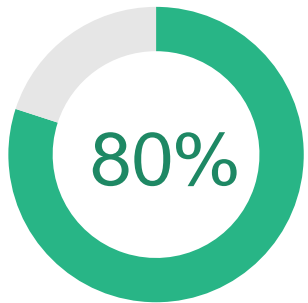
18 November 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base size: 667.

# Overall satisfaction with bus journey

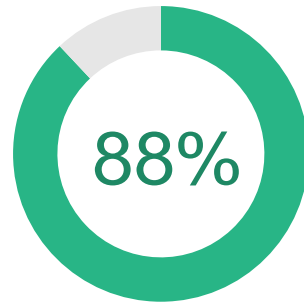


18 November 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Base sizes range from 290 to 342 per survey date.

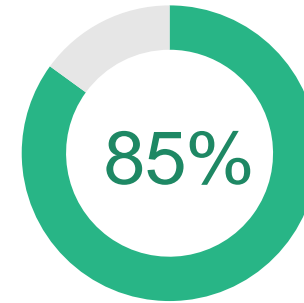
# Overall satisfaction by journey purpose, sex and age



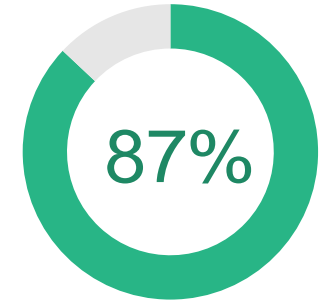
Commute



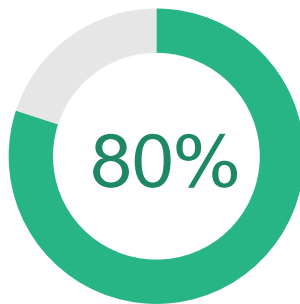
All leisure



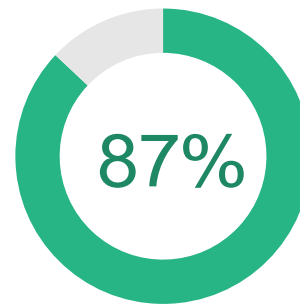
Men



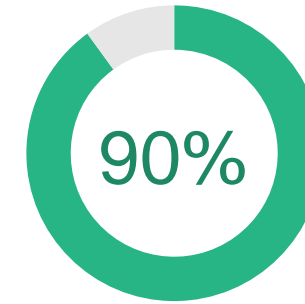
Women



Aged 18-34



Aged 35-54



Aged 55 and over

18 November 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 177 and 355. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family' and 'Essential shopping'

# What bus passengers are saying...



The bus was comfortable and not too crowded.

Very satisfied, National Express passenger

It was on time for once and the driver was polite enough.

Neither satisfied nor dissatisfied, First passenger

My first bus was cancelled. The next was late. On my return journey that bus was also late and when it turned up it was full so me and my baby were turned away next bus was late also but we managed to find room.

Very dissatisfied, Arriva passenger

The bus is a cheap and convenient way of travelling however the timetable is useless and you just have to guess when the bus will arrive.

Fairly satisfied, Arriva passenger

I travel by buses that much, I'm used to delays, bad drivers and all aspects of travelling by bus.

Neither satisfied nor dissatisfied, Diamond Bus passenger

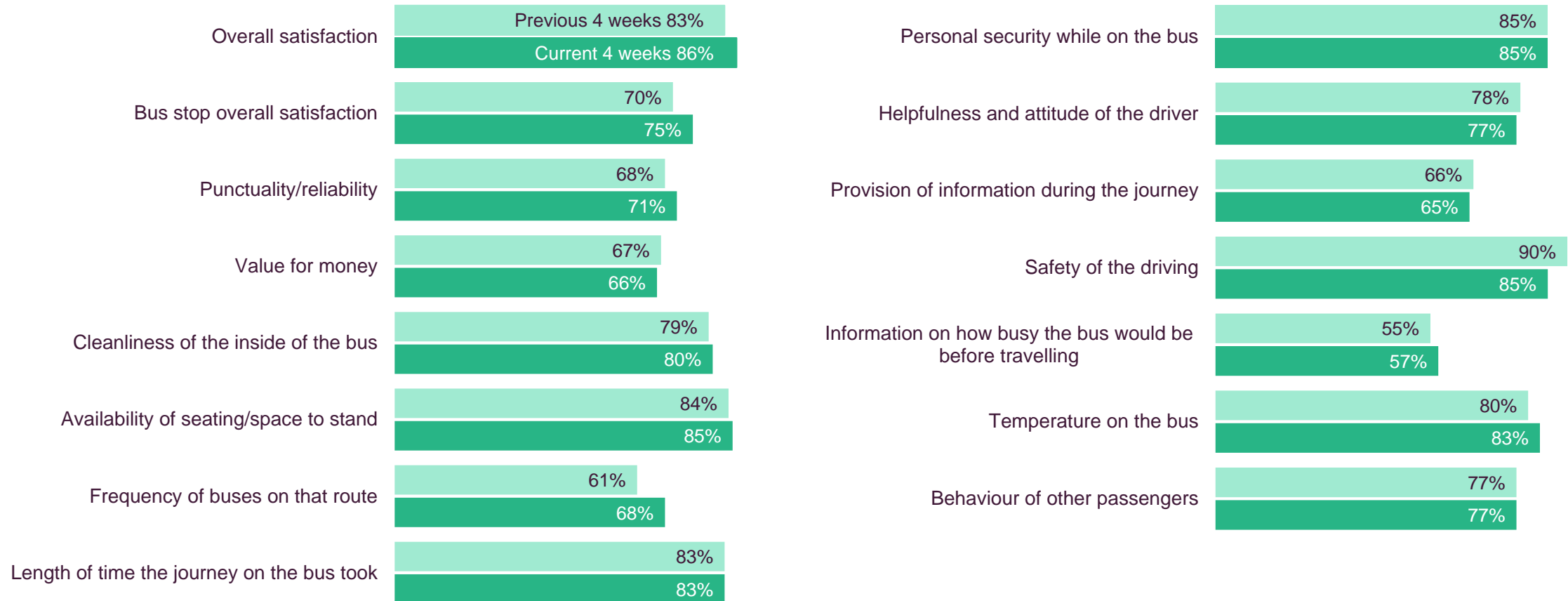
Bus stunk and was expensive, overcrowded and slow.

Fairly dissatisfied, Bluestar passenger



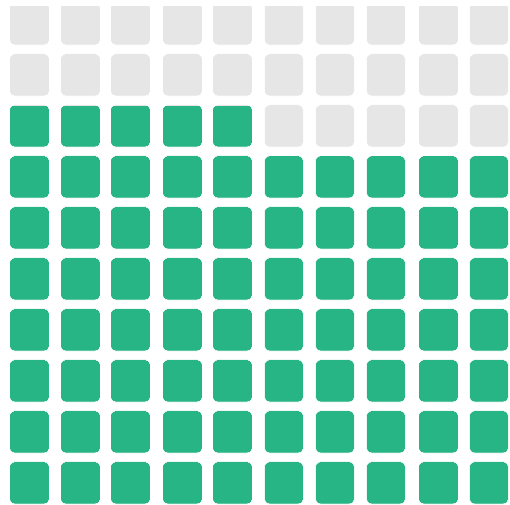


# Summary of current and previous four weeks satisfaction

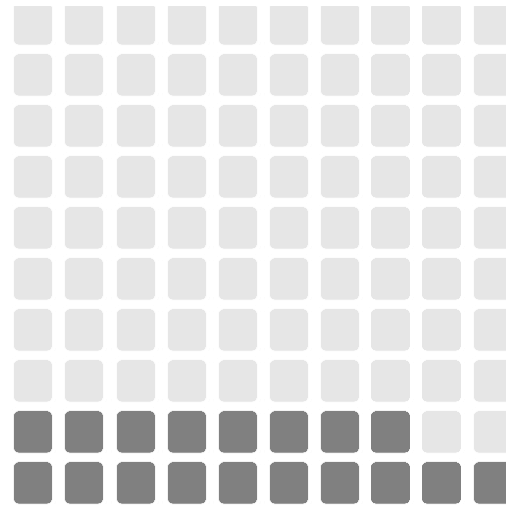


18 November 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. The values above are the average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes per aspect vary current four weeks from 440 to 667; prior four weeks 453 to 674.

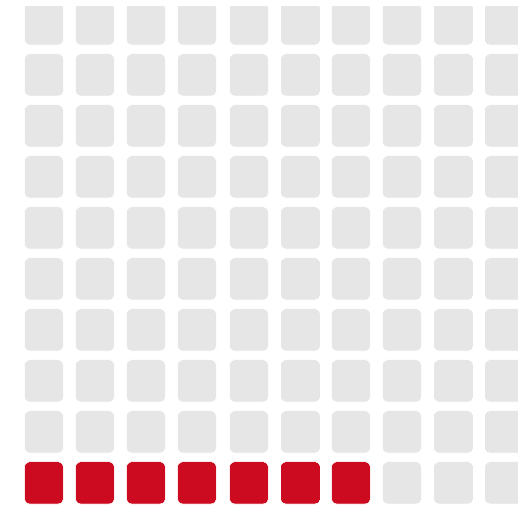
# Satisfaction with the bus stop overall



75%  
satisfied



18%  
neither/nor

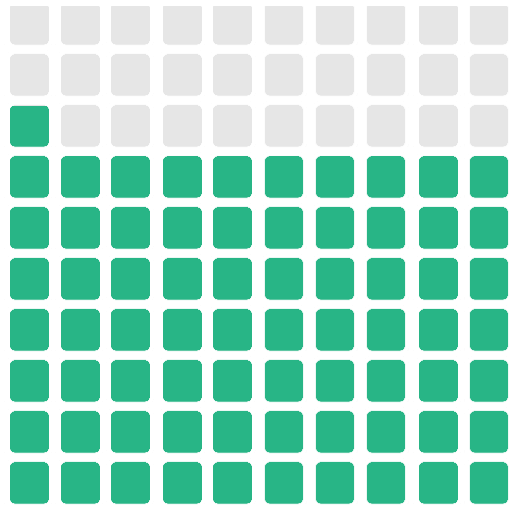


7%  
dissatisfied

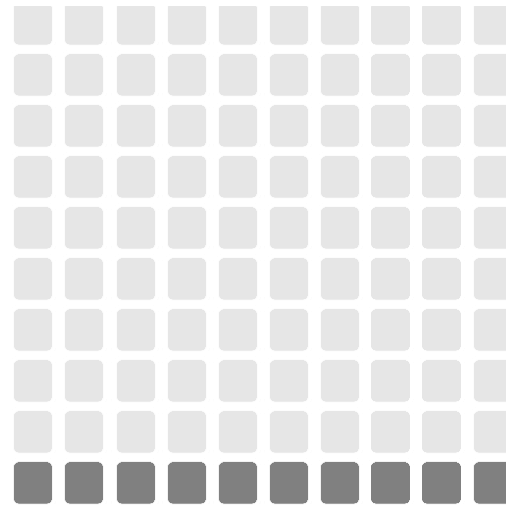


18 November 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 654; trend chart range from 288 to 342 per survey.

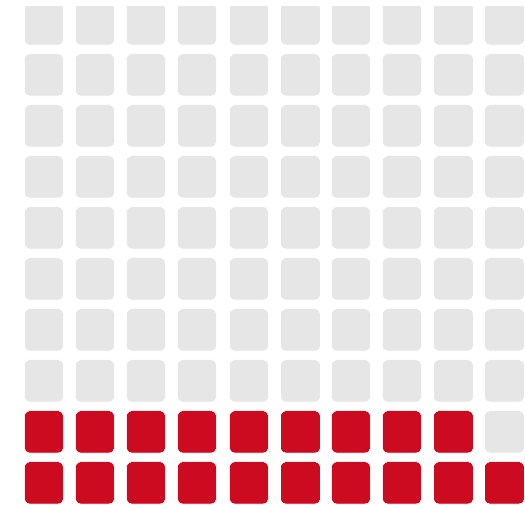
# Satisfaction with punctuality/reliability



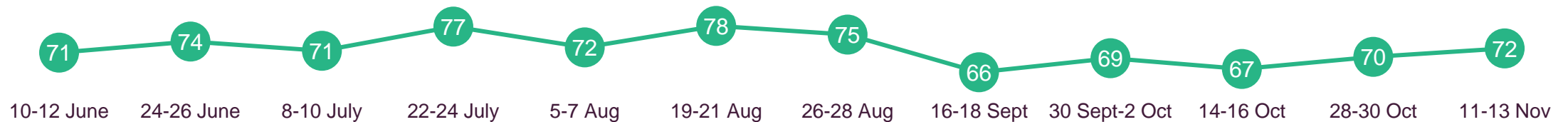
71%  
satisfied



10%  
neither/nor



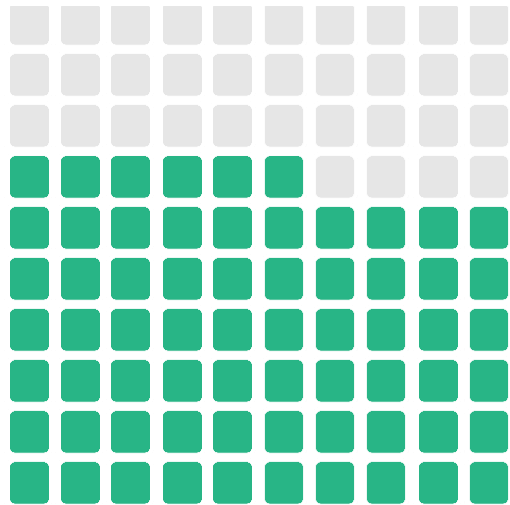
19%  
dissatisfied



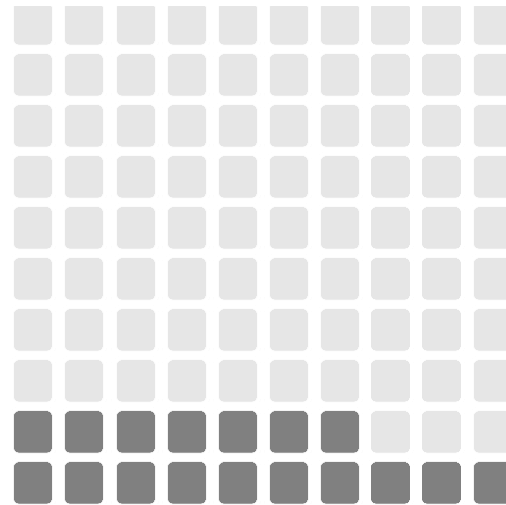
18 November 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 663; trend chart range from 287 to 342 per survey.



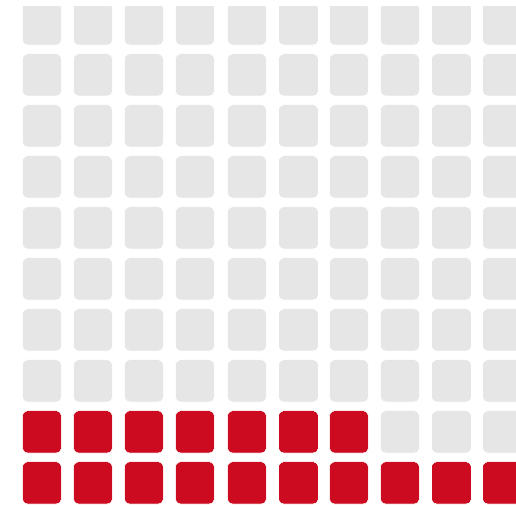
# Satisfaction with value for money



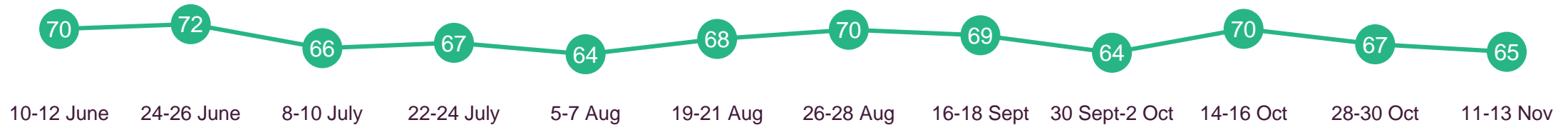
66%  
satisfied



17%  
neither/nor

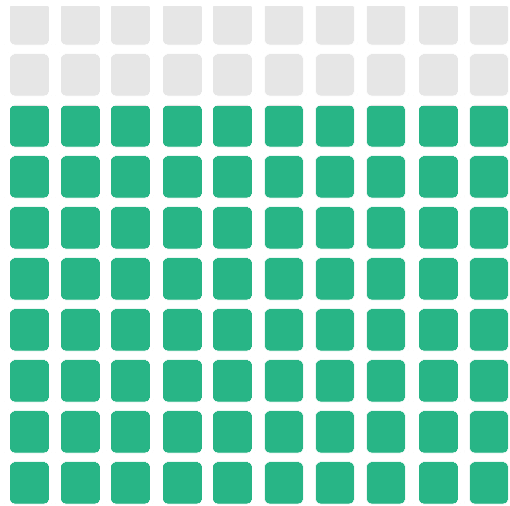


17%  
dissatisfied

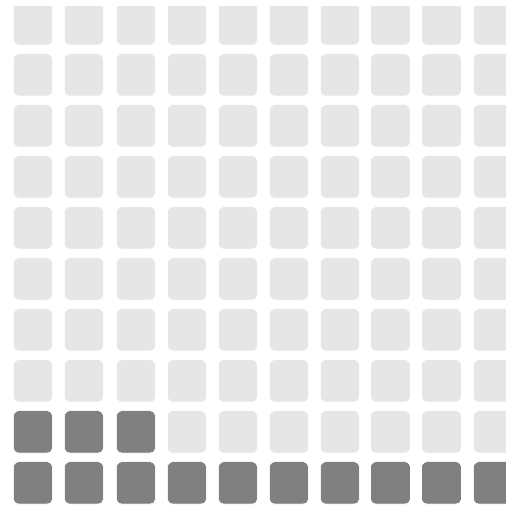


18 November 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 533; trend chart range from 226 to 282 per survey.

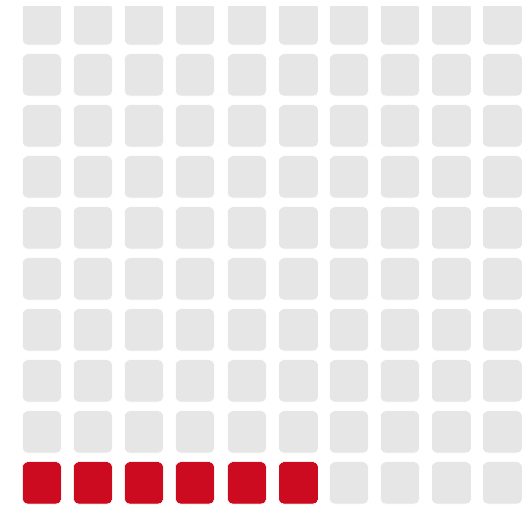
# Satisfaction with cleanliness inside the bus



80%  
satisfied



13%  
neither/nor

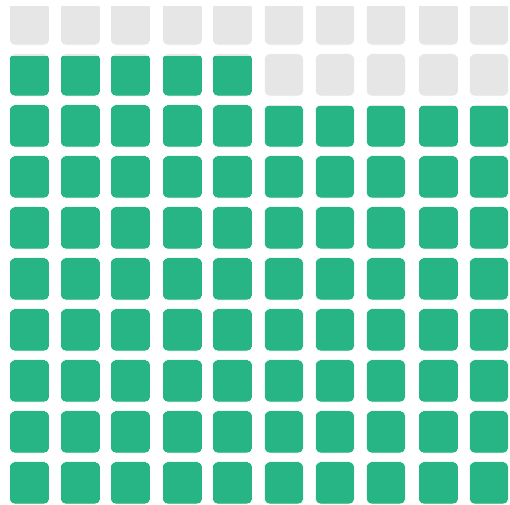


6%  
dissatisfied

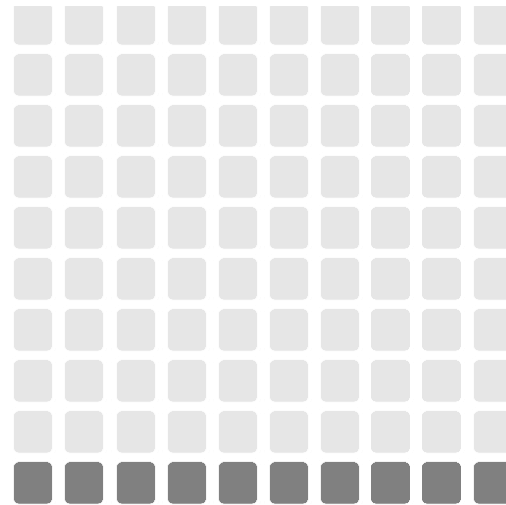


18 November 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 665; trend chart range from 288 to 342 per survey.

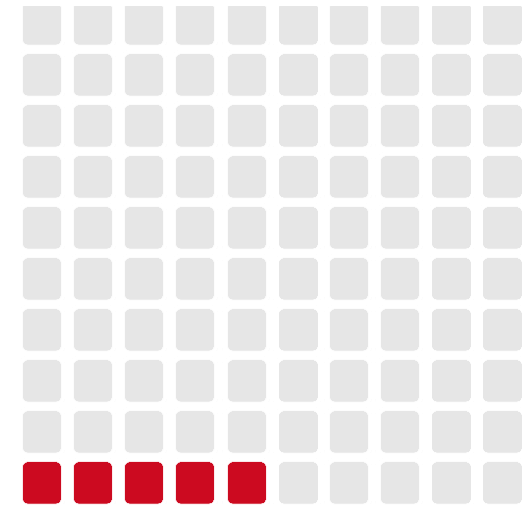
# Satisfaction with availability of seating or space to stand



85%  
satisfied



10%  
neither/nor

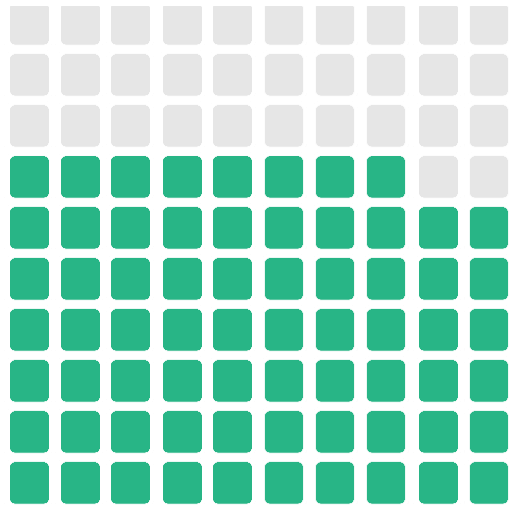


5%  
dissatisfied

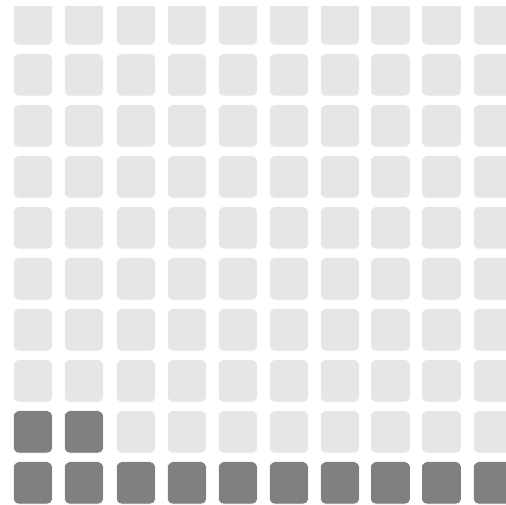


18 November 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 661; trend chart range from 286 to 341 per survey.

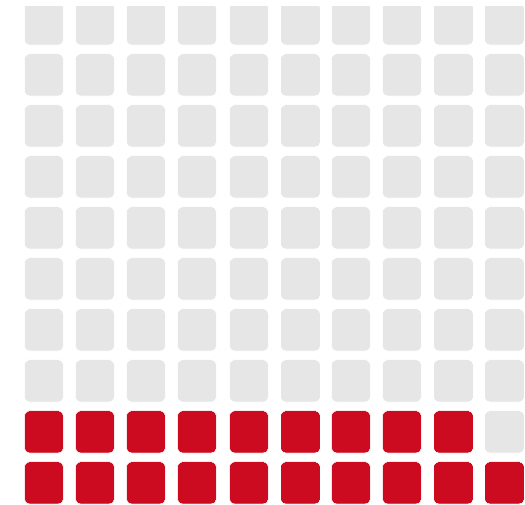
# Satisfaction with frequency of buses on that route



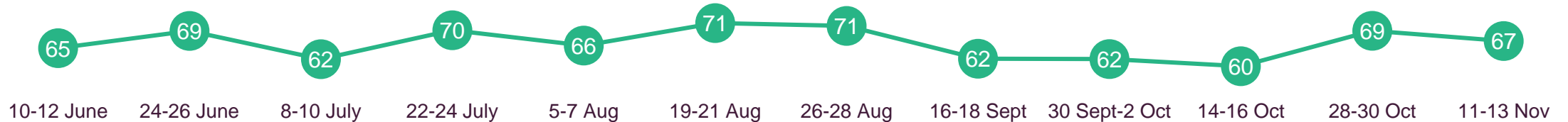
68%  
satisfied



12%  
neither/nor

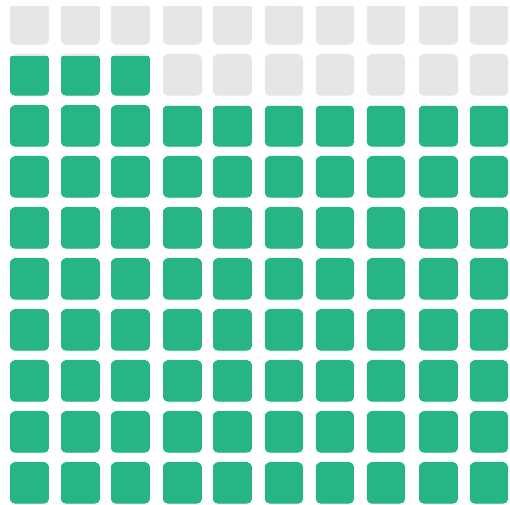


19%  
dissatisfied

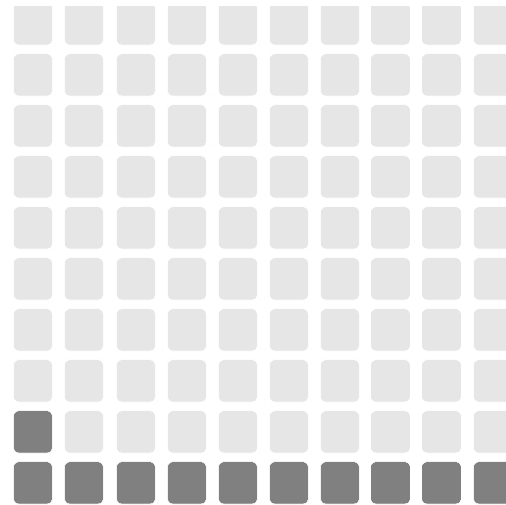


18 November 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 661; trend chart range from 287 to 341 per survey.

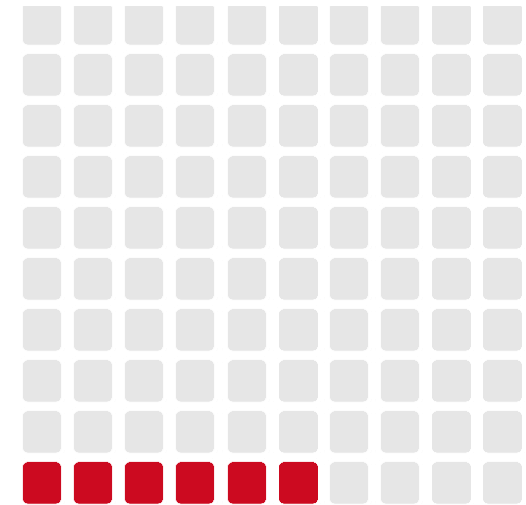
# Satisfaction with the time the journey on the bus took



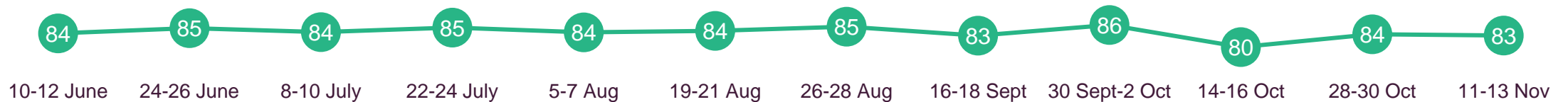
83%  
satisfied



11%  
neither/nor

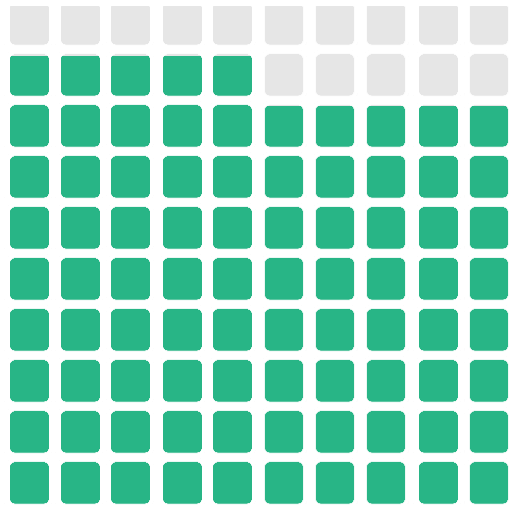


6%  
dissatisfied

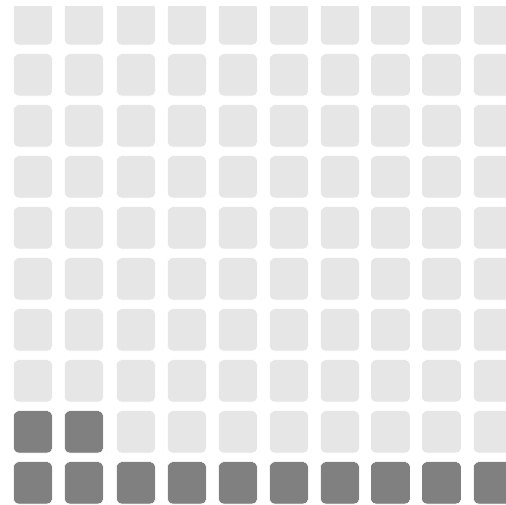


18 November 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 665; trend chart range from 289 to 341 per survey.

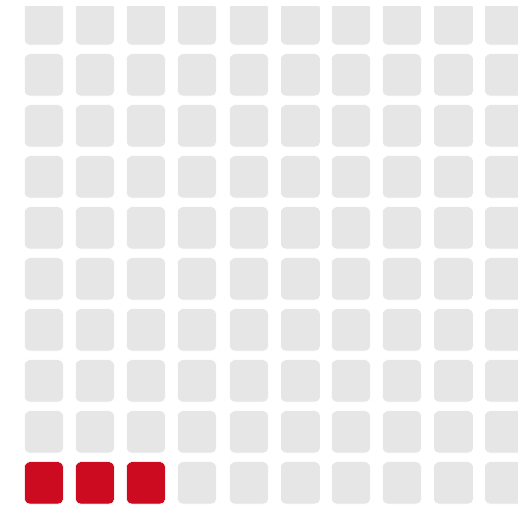
# Satisfaction with personal security on the bus



85%  
satisfied



12%  
neither/nor

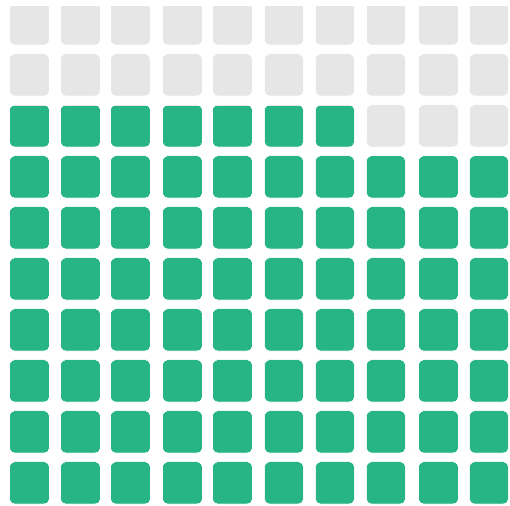


3%  
dissatisfied

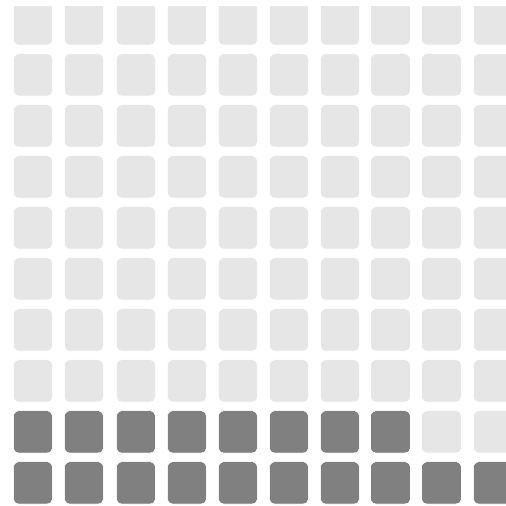


18 November 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 659; trend chart range from 286 to 341 per survey.

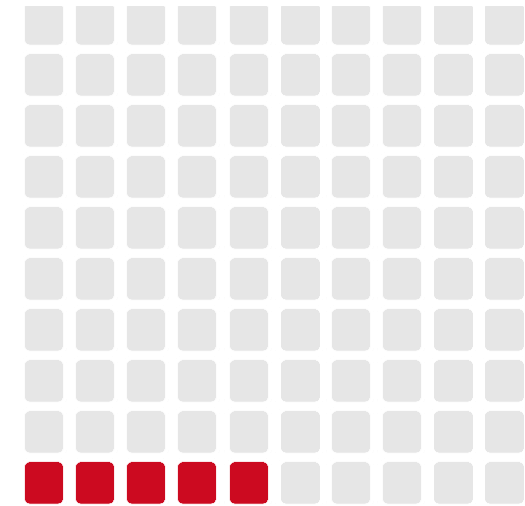
# Satisfaction with helpfulness and attitude of the driver



77%  
satisfied



18%  
neither/nor

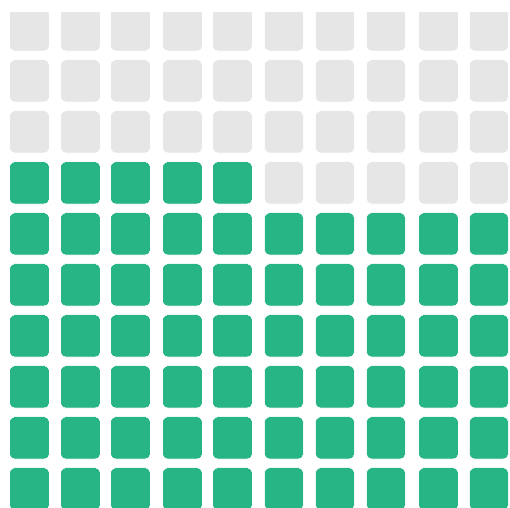


5%  
dissatisfied

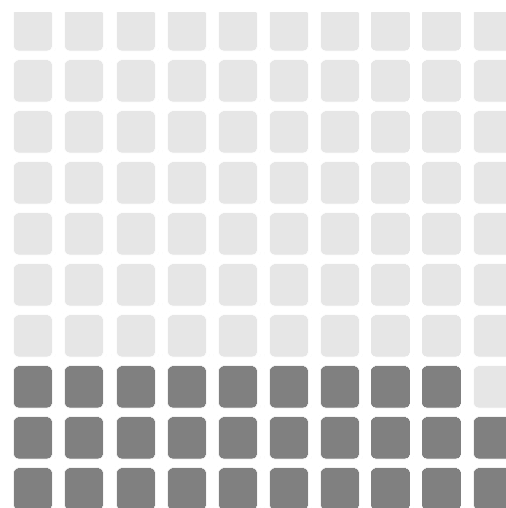


18 November 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 640; trend chart range from 276 to 332 per survey.

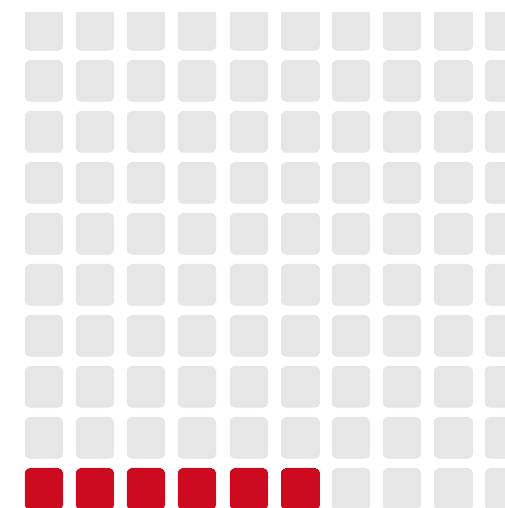
# Satisfaction with information provided during the journey



65%  
satisfied



29%  
neither/nor



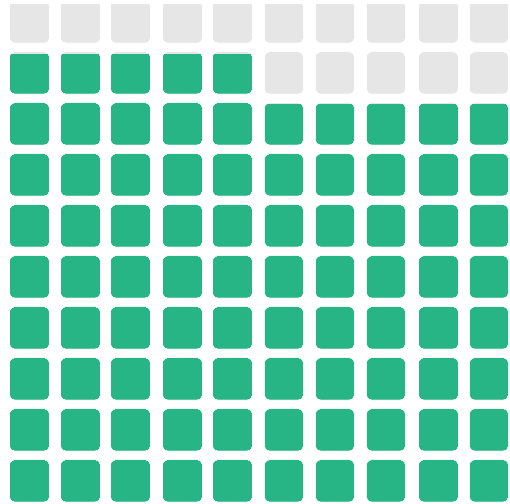
6%  
dissatisfied



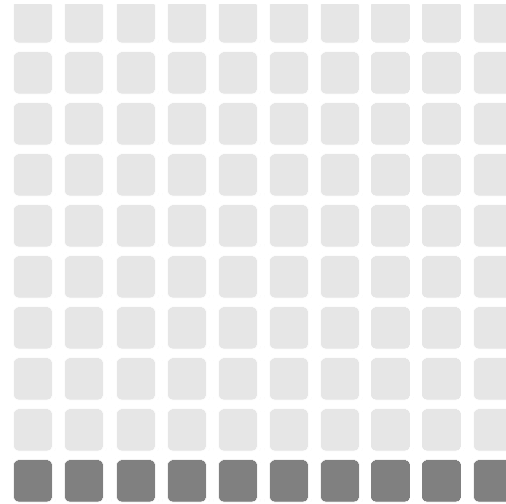
18 November 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 493; trend chart range from 221 to 271 per survey.



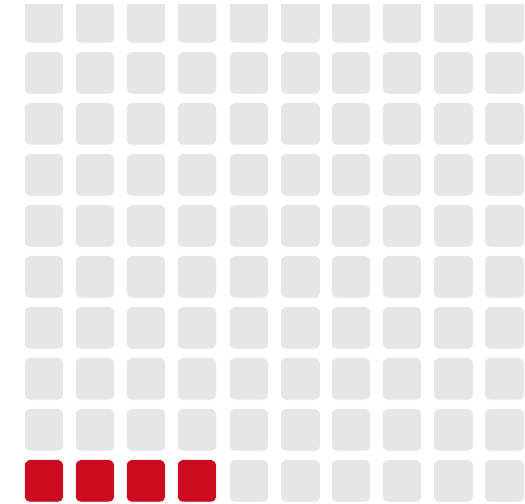
# Satisfaction with safety of the driving



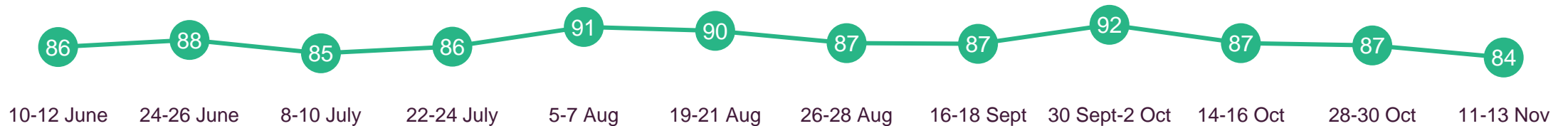
85%  
satisfied



10%  
neither/nor

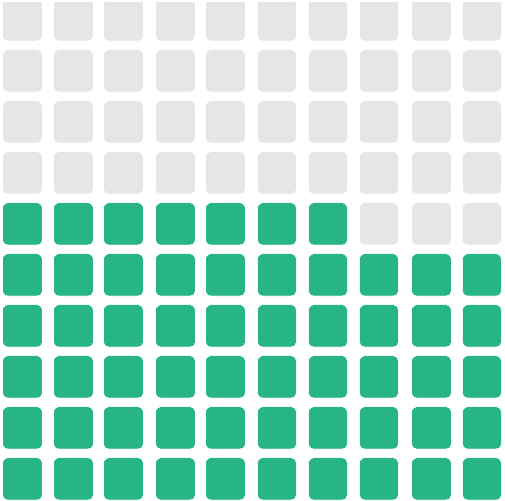


4%  
dissatisfied

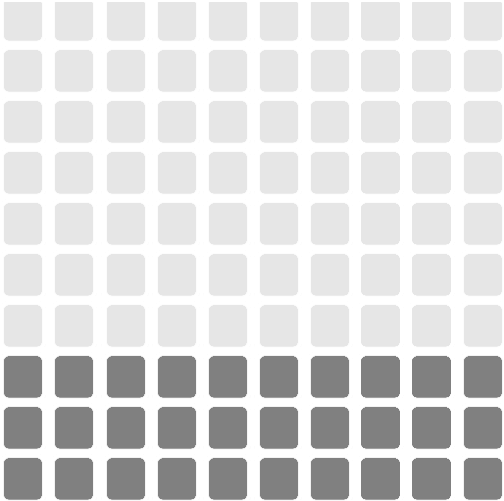


18 November 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 665; trend chart range from 289 to 342 per survey.

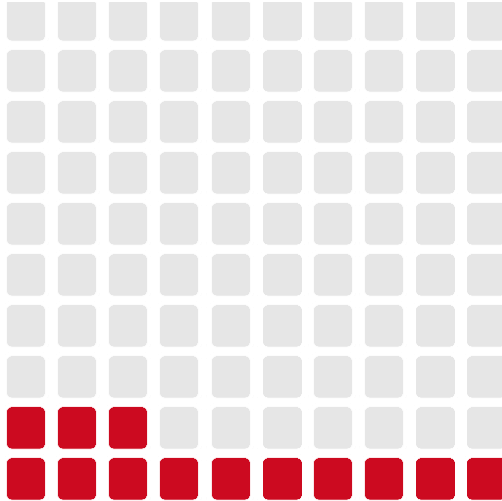
# Satisfaction with information on how busy the bus was before travelling



57%  
satisfied



30%  
neither/nor

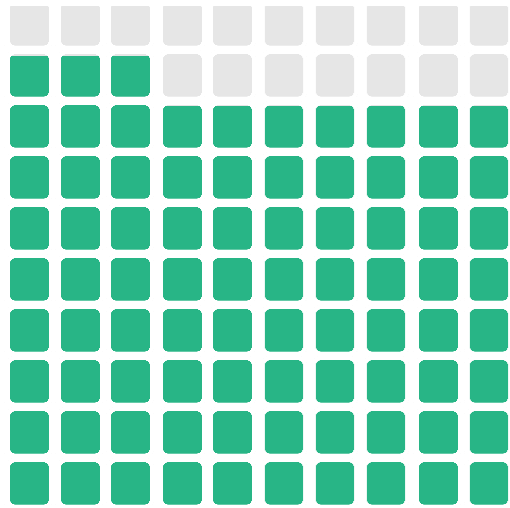


13%  
dissatisfied

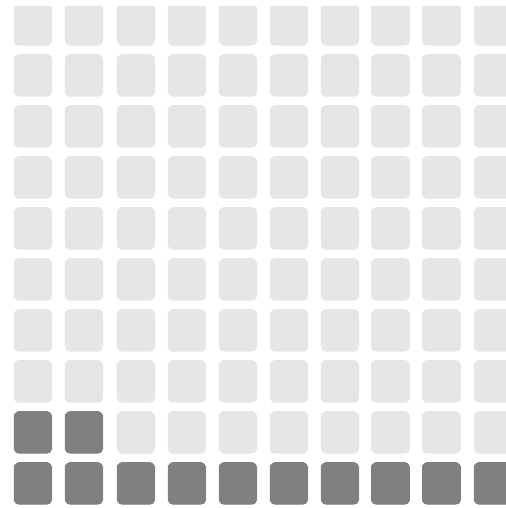


18 November 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 440; trend chart range from 188 to 229 per survey.

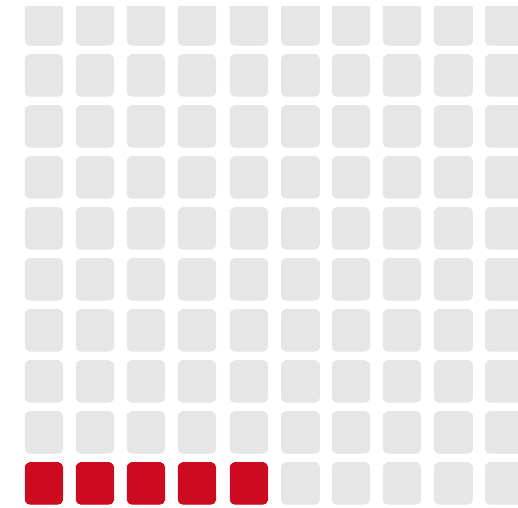
# Satisfaction with temperature inside the bus



83%  
satisfied



12%  
neither/nor

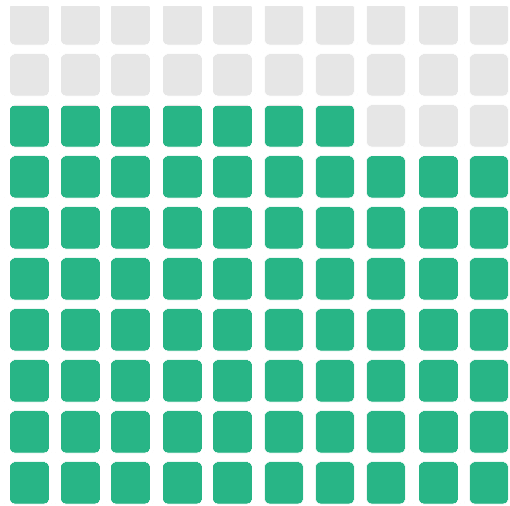


5%  
dissatisfied

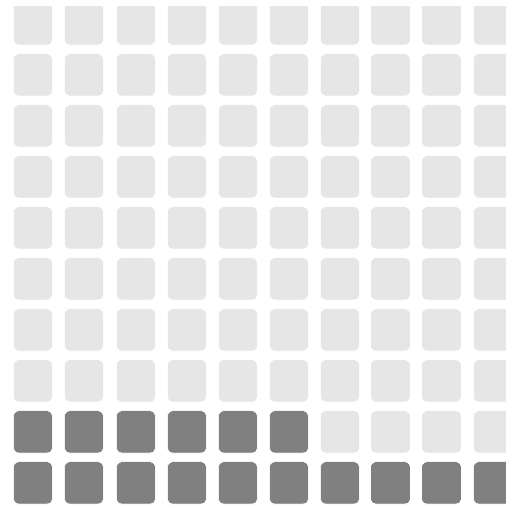


18 November 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 663; trend chart range from 287 to 342 per survey.

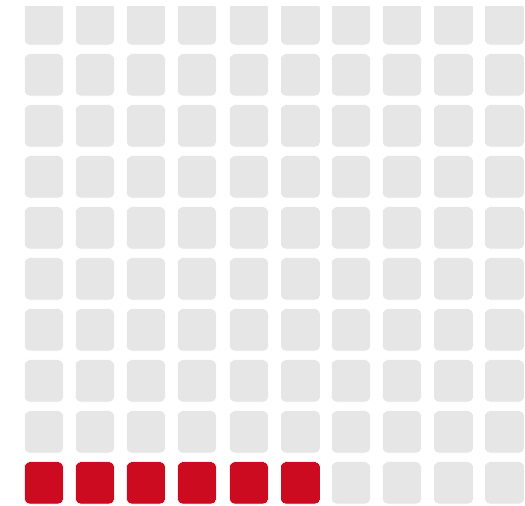
# Satisfaction with other passengers' behaviour



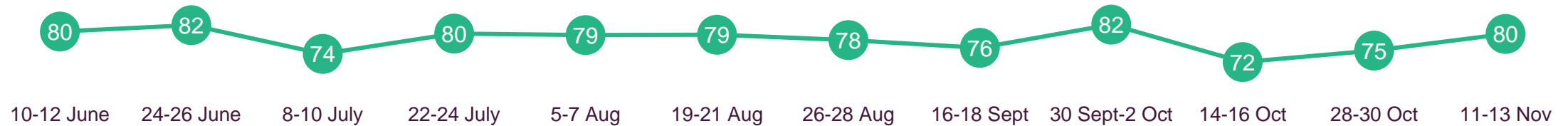
77%  
satisfied



16%  
neither/nor



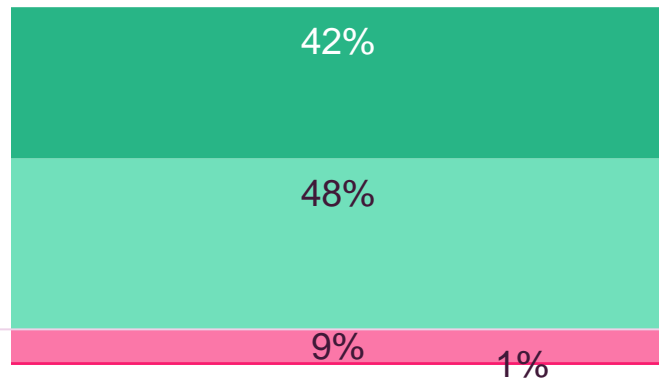
6%  
dissatisfied



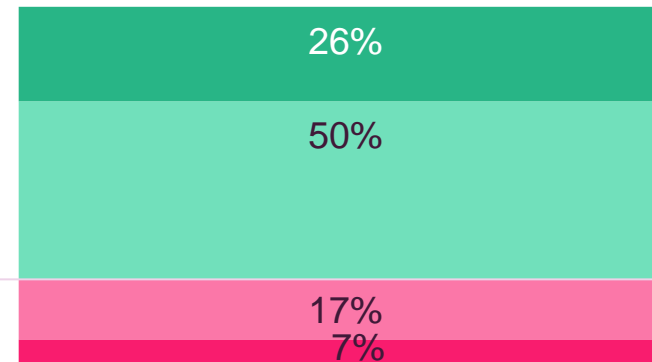
18 November 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 659; trend chart range from 284 to 341 per 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



24-26 June    22-24 July    19-21 Aug    16-18 Sept    14-16 Oct    11-13 Nov

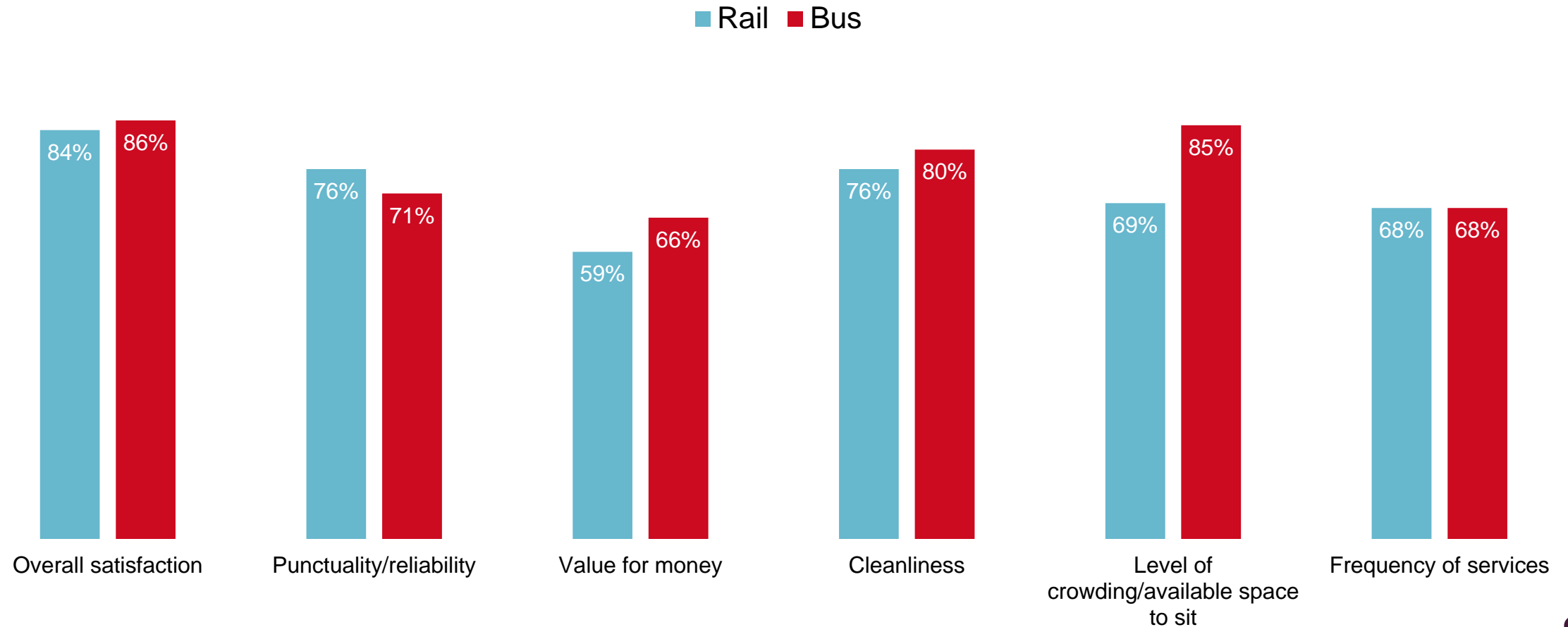


24-26 June    22-24 July    19-21 Aug    16-18 Sept    14-16 Oct    11-13 Nov

18 November 2022 report. Bus use is defined as having travelled by bus within seven days of being surveyed. Bar charts are the latest survey (11-13 Nov) with base sizes for users of 330 and non-users 1531. 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



18 November 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 1070 to 1098; bus base sizes from 533 to 1070.

# 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 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
Week 57	28-30 October	337
Week 59	11-13 November	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
- b. Overall satisfaction with the bus stop or bus station
- c. The cleanliness on the inside of the bus
- d. The behaviour of other passengers
- e. Value for money of your ticket
- f. Frequency of buses on that route
- g. Punctuality/ reliability (the bus leaving/ arriving on time)
- h. The time the journey on the bus took
- i. The availability of seating or space to stand
- j. The temperature inside the bus
- k. Your personal security on the bus
- l. Provision of information during the journey
- m. The helpfulness and attitude of the driver
- 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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