

16 December  
2022

Edition 9

# Bus User Survey



# Introduction



The Bus User Survey asks passengers in Great Britain about experiences of travelling by bus outside London 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.

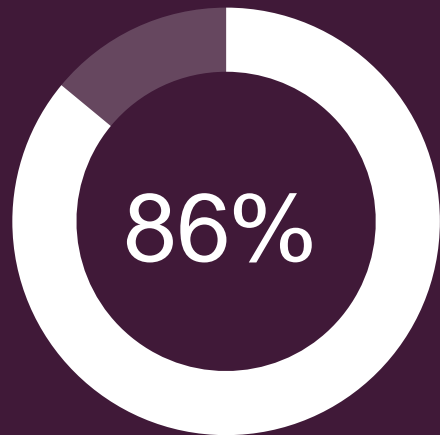
We ask everyone which types of transport they have used and for what purpose. Every fortnight those who used a bus outside London are asked about their overall satisfaction with the journey and with aspects such as value for money, punctuality, cleanliness.

In a typical survey, where around 14

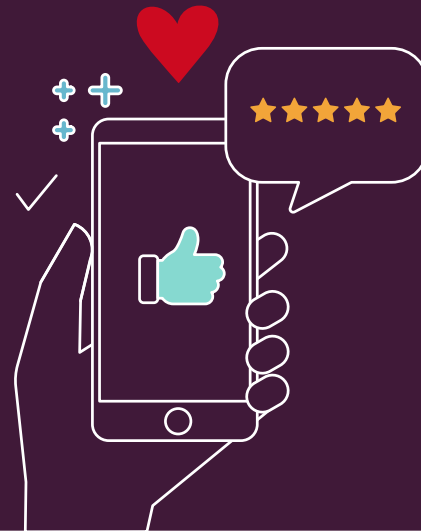
per cent have used a bus outside London, we get this detailed information from around 250 people.

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

# Bus headlines



86% of passengers using buses outside London were satisfied with their journey overall (average over the last four weeks)



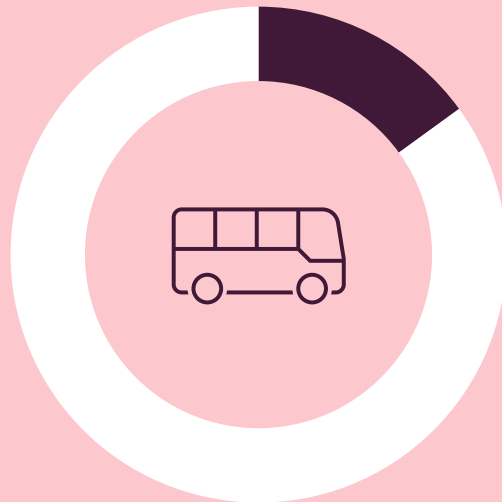
Satisfaction with value for money has improved, up from 66% to 70%



Satisfaction with the frequency of buses has fallen, down from 68% to 65%

# Between one in six and one in seven used bus

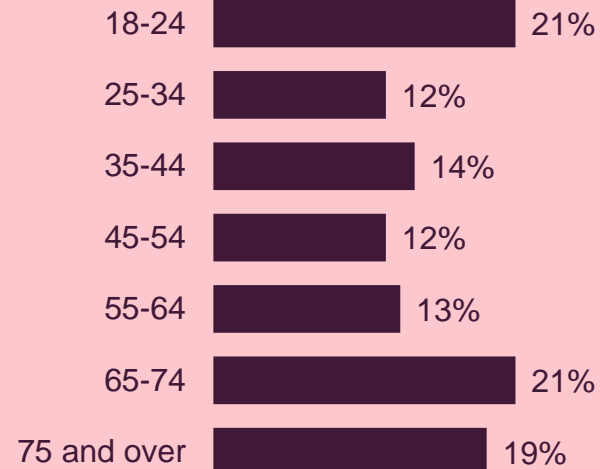
Proportion using a bus outside London in the last seven days



**15%**

of people in  
Great Britain used a bus  
outside London  
(including those living in London)

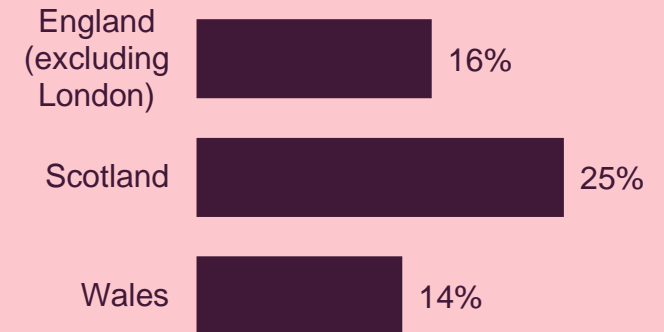
## Age



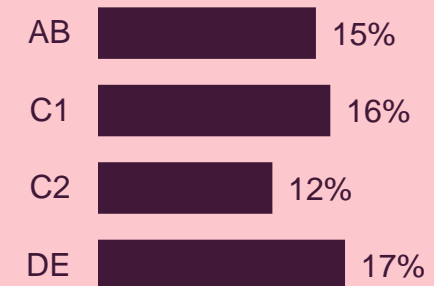
## Sex



## Region of residence

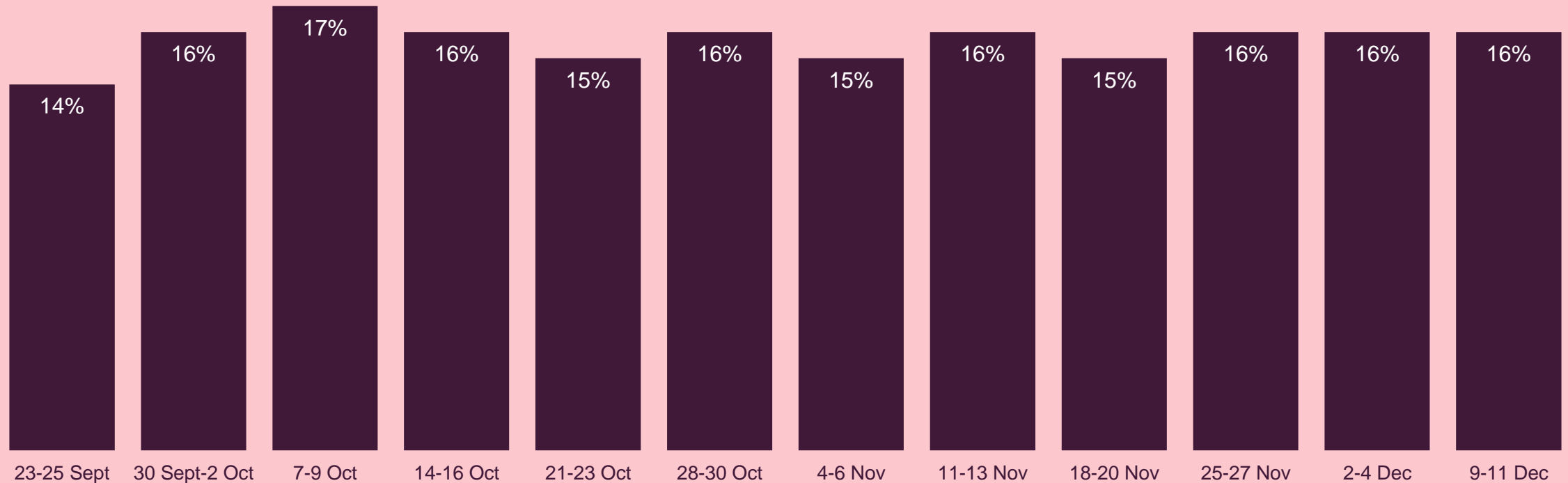


## Social grade



# Bus use is relatively stable

Proportion using bus outside London



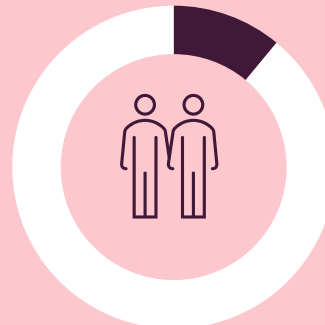
16 December 2022 report. Bus use is defined as having travelled by bus within seven days of being surveyed. Base size circa 2000 per week

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

## Main purpose of bus journey



Leisure/eating out/non-essential shopping  
**28%**



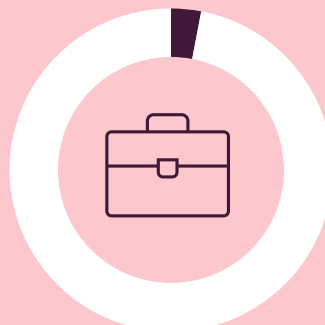
Friends/family  
**11%**



Essential shopping  
**17%**



Commuting  
**27%**



Work travel  
**3%**

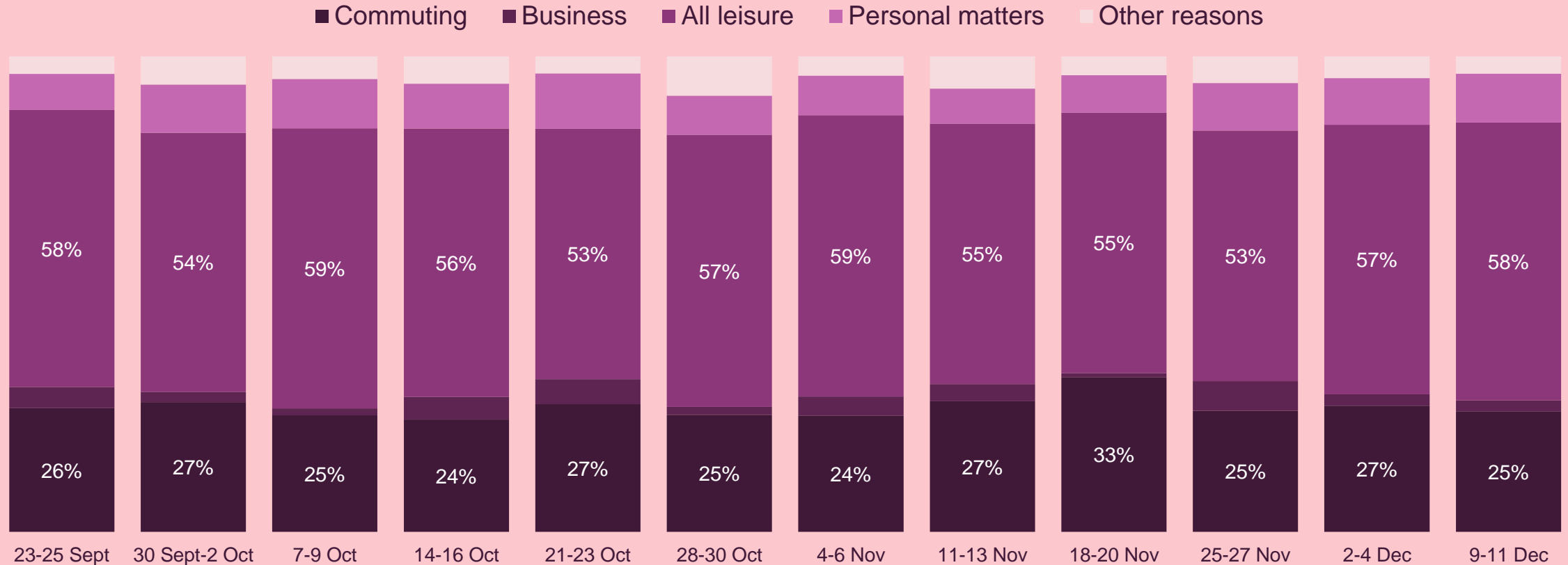


Personal matters  
**10%**

16 December 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 - 1276. 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

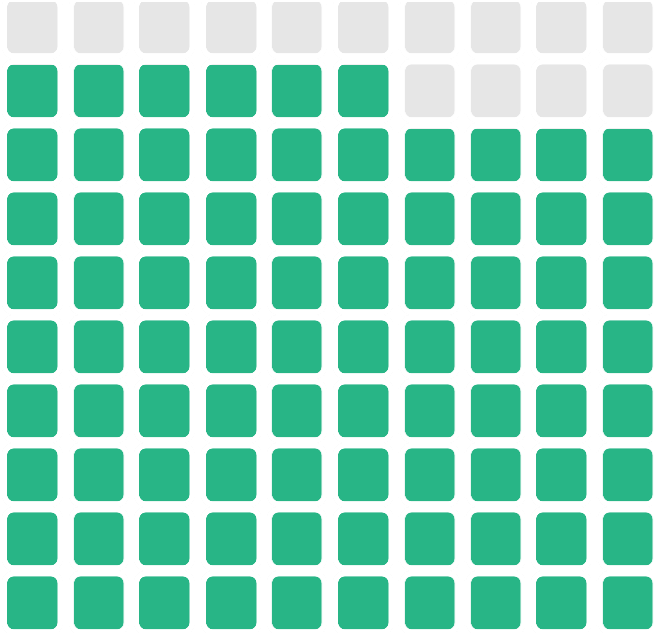


16 December 2022 report. Chart is based on the most recent bus journey made within seven days of being surveyed.  
Base size: all bus users, average of 324 per week

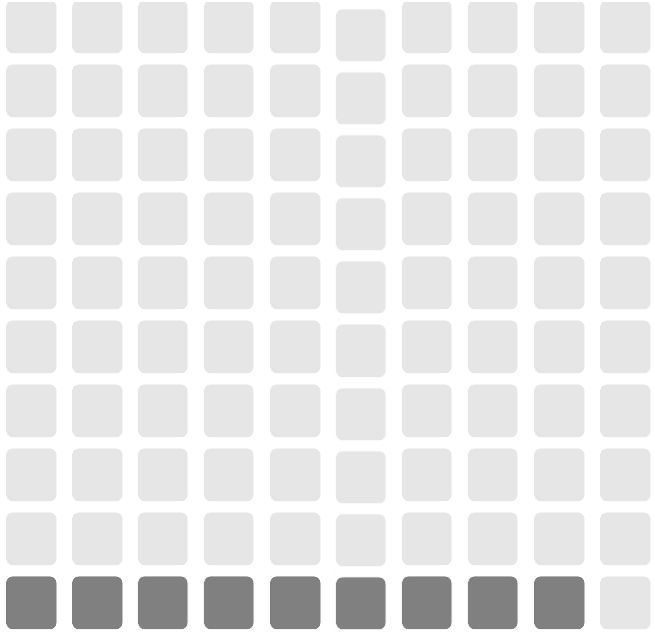




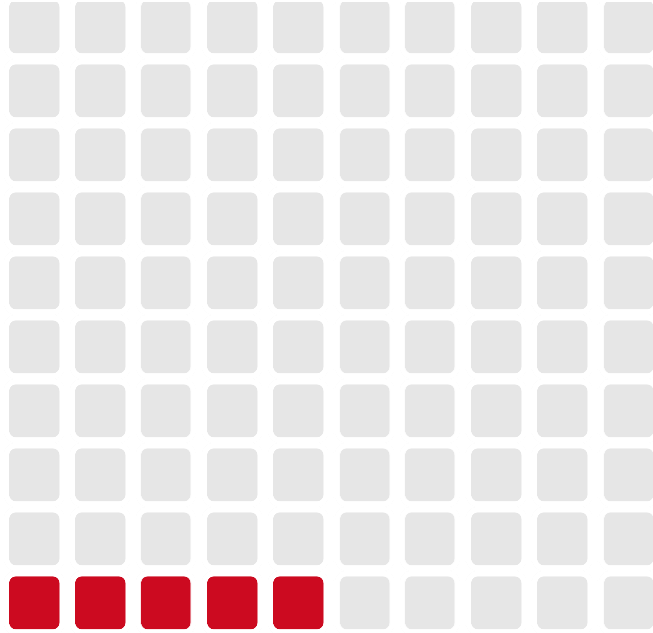
# Overall satisfaction with bus journey



86%  
satisfied



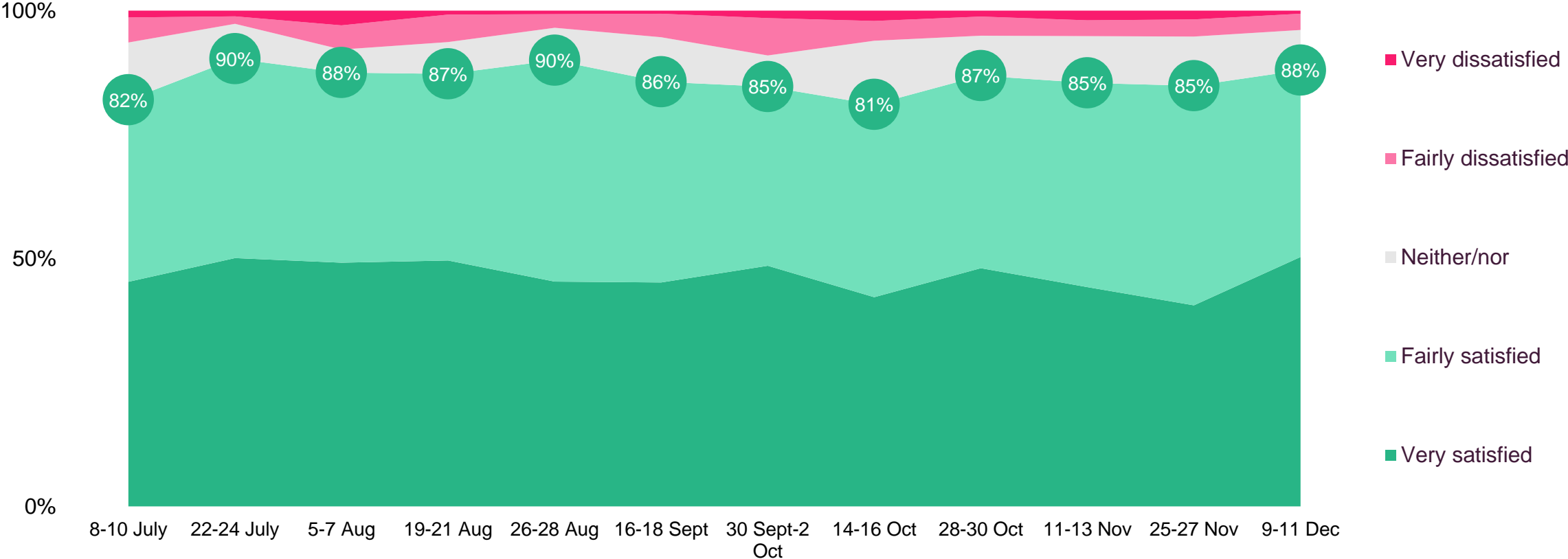
9%  
neither/nor



5%  
dissatisfied

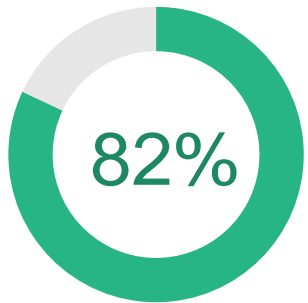
16 December 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base size: 640.

# Overall satisfaction with bus journey

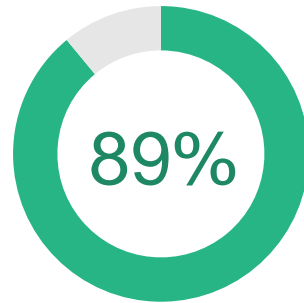


16 December 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Base sizes range from 289 to 342 per survey date.

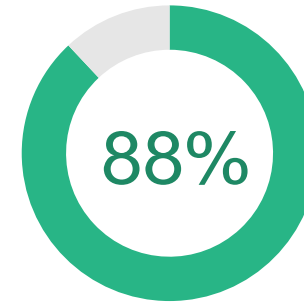
# Overall satisfaction by journey purpose, sex and age



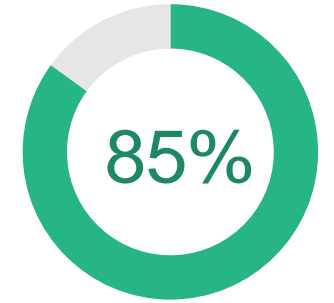
Commute



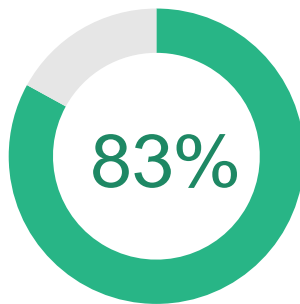
All leisure



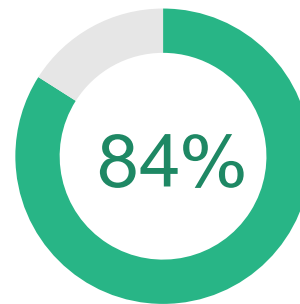
Men



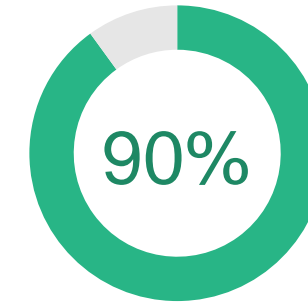
Women



Aged 18-34



Aged 35-54



Aged 55 and over

16 December 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 160 and 357. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family' and 'Essential shopping'

# What bus passengers are saying...



Arrived on time and didn't take long to get to where I wanted to be and clean.

Very satisfied, Blackpool Transport passenger

Too many people on the bus. The bus was very slow.

Fairly dissatisfied, First passenger

Journey was jerky, noisy, cold, windows fogged up. Heater on bus not working, Loose panels, fasteners, etc. rattling due to potholes in road. Drivers style of driving caused whiplash head motions. He fluttered the pedal to keep speed.

Neither satisfied nor dissatisfied, Stagecoach passenger

The bus was on time. There were plenty of seats near the front. The driver was very pleasant and cheery. The seats were comfortable and the bus was pleasantly warm.

Very satisfied, Stagecoach passenger

Had space for disabled and dropped bus height for me to get on .

Very satisfied, bus passenger

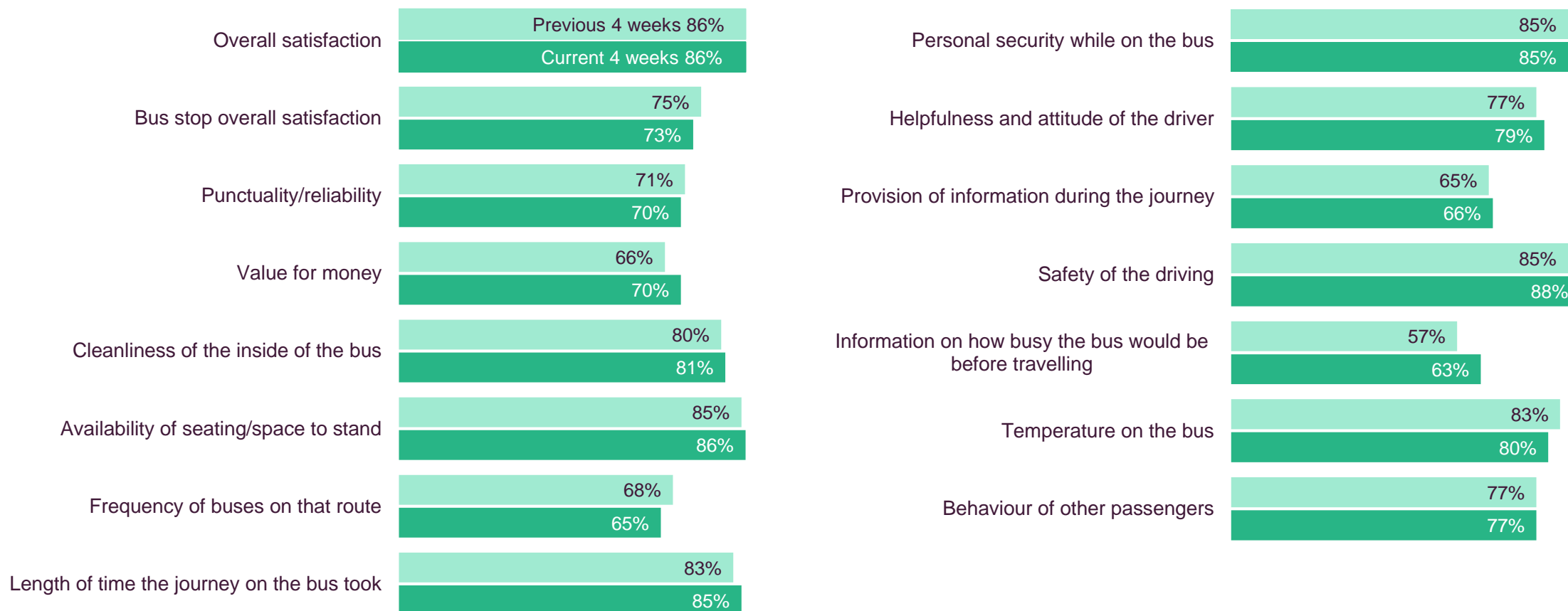
Bus was punctual, was not too busy. Driver wasn't rude but could of been more welcoming.

Fairly satisfied, Trent Barton passenger



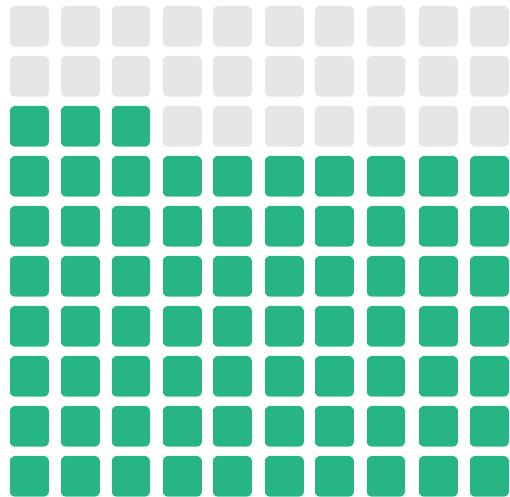


# Summary of current and previous four weeks satisfaction

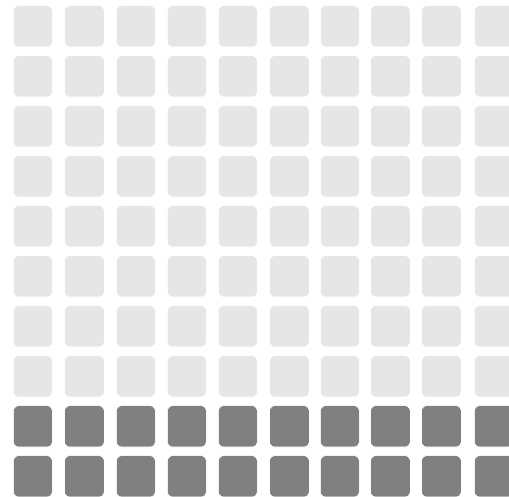


16 December 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. The values above are the average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes per aspect vary current four weeks from 411 to 640; prior four weeks 440 to 667.

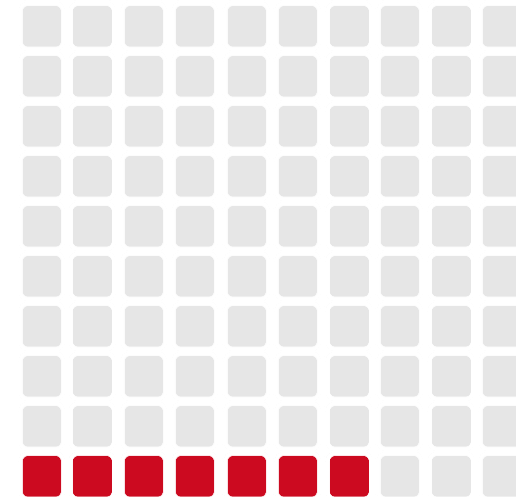
# Satisfaction with the bus stop overall



73%  
satisfied



20%  
neither/nor

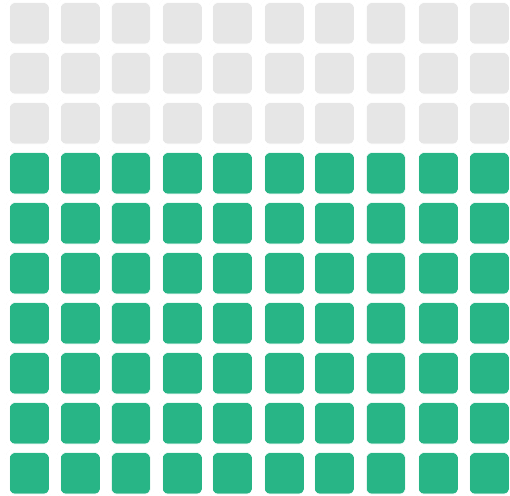


7%  
dissatisfied

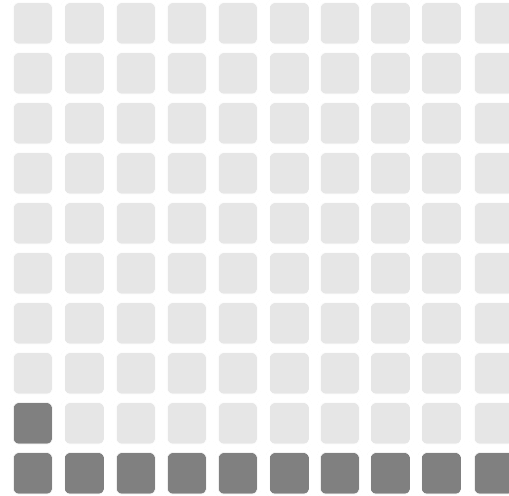


16 December 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 637; trend chart range from 288 to 342 per survey.

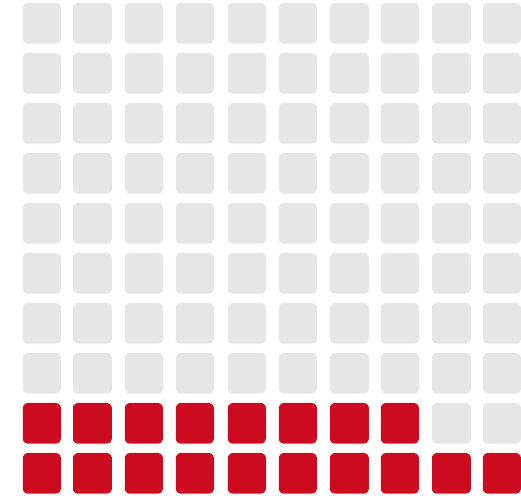
# Satisfaction with punctuality/reliability



70%  
satisfied



11%  
neither/nor



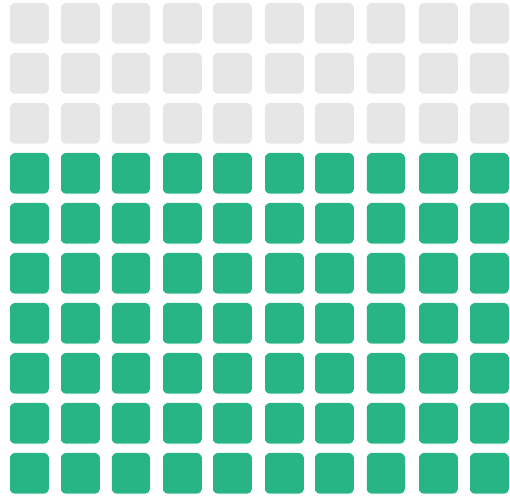
18%  
dissatisfied



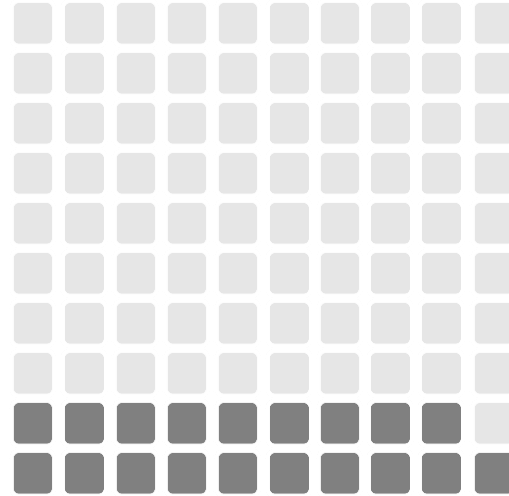
16 December 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 637; trend chart range from 287 to 342 per survey.



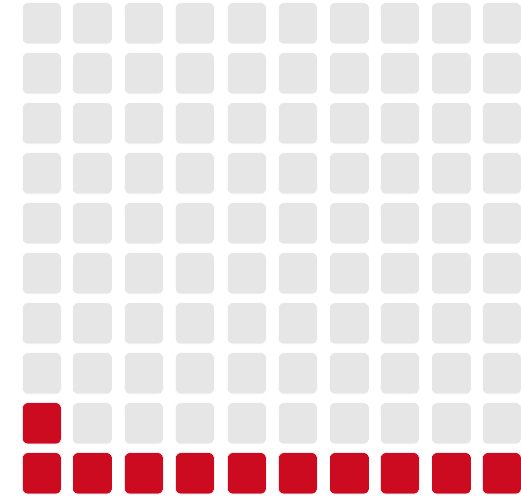
# Satisfaction with value for money



70%  
satisfied



19%  
neither/nor

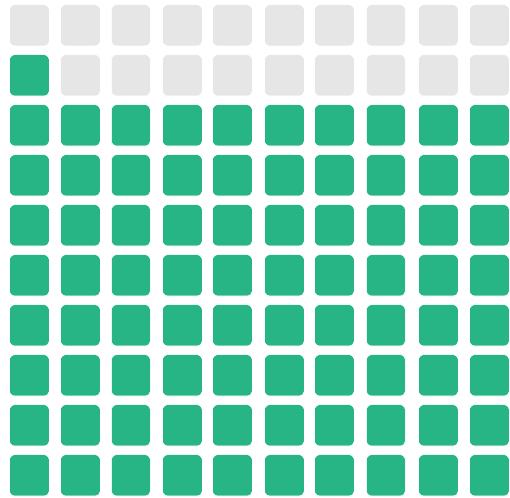


11%  
dissatisfied

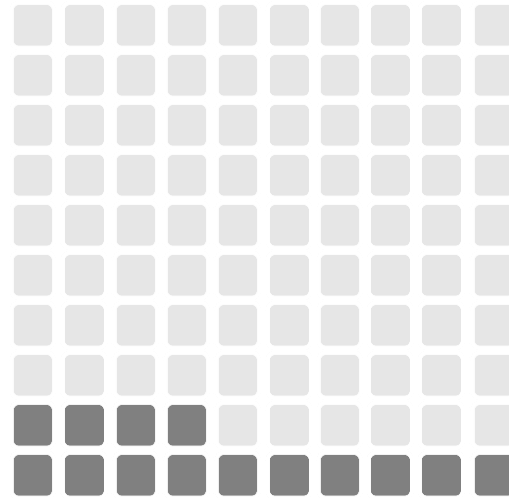


16 December 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 519; trend chart range from 226 to 282 per survey.

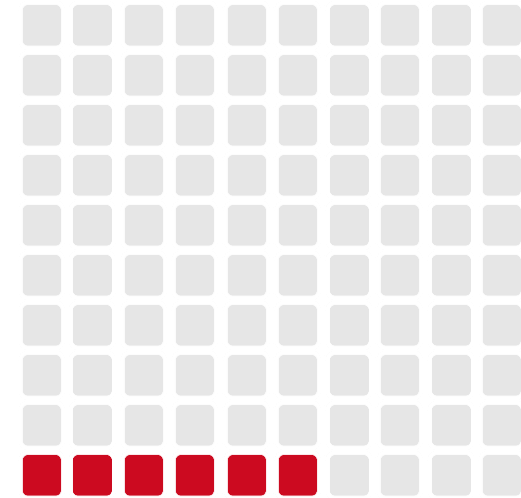
# Satisfaction with cleanliness inside the bus



81%  
satisfied



14%  
neither/nor

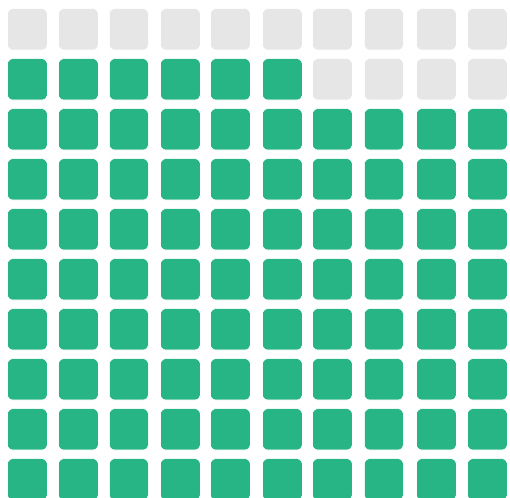


6%  
dissatisfied

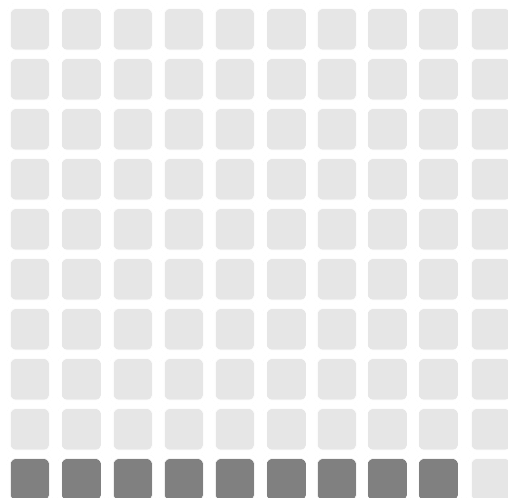


16 December 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 637; trend chart range from 288 to 342 per survey.

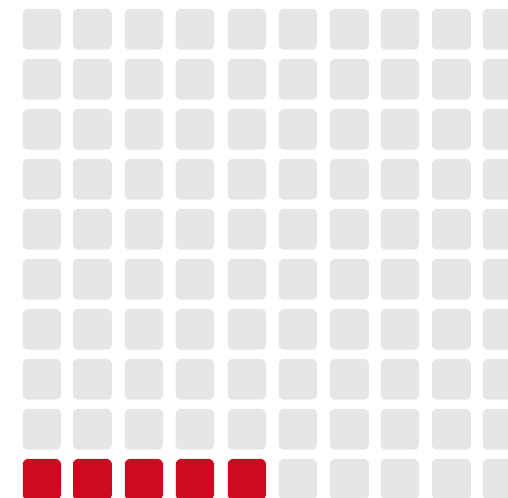
# Satisfaction with availability of seating or space to stand



86%  
satisfied



9%  
neither/nor

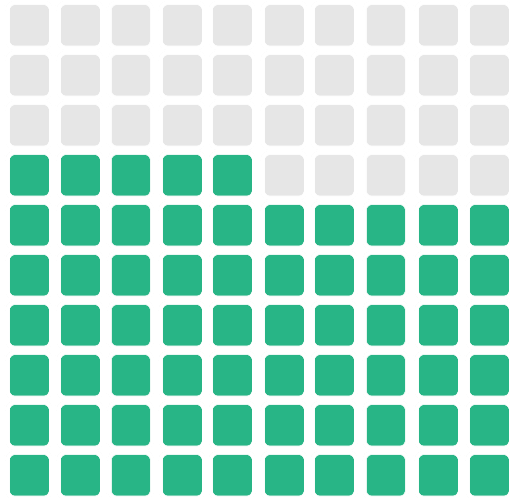


5%  
dissatisfied

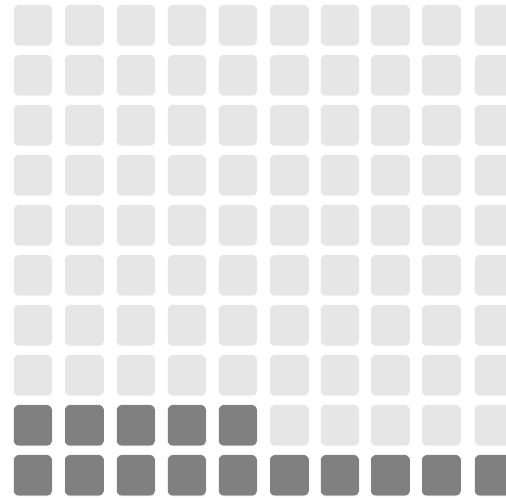


16 December 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 637; trend chart range from 286 to 341 per survey.

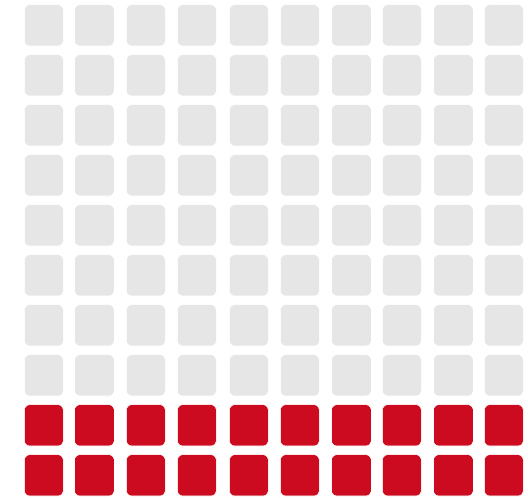
# Satisfaction with frequency of buses on that route



65%  
satisfied



15%  
neither/nor

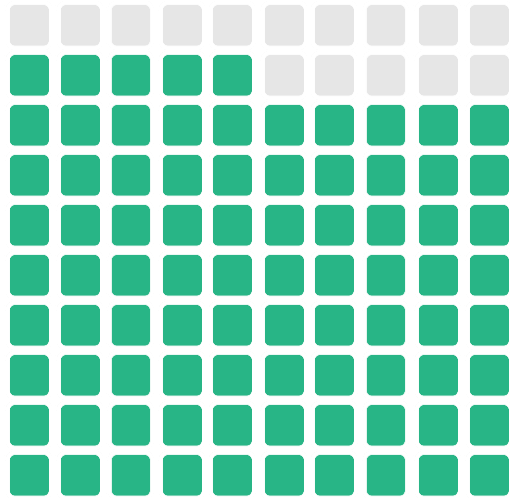


20%  
dissatisfied

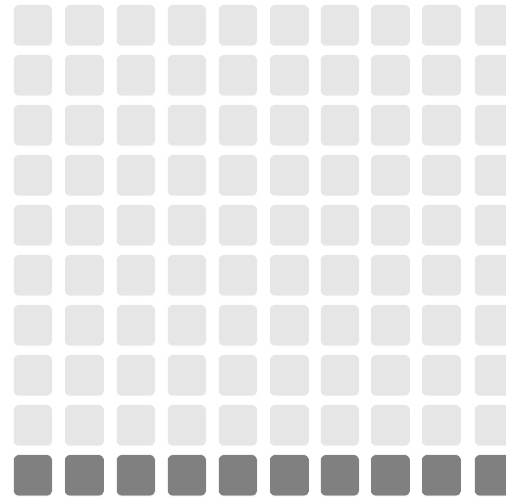


16 December 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 636; trend chart range from 287 to 341 per survey.

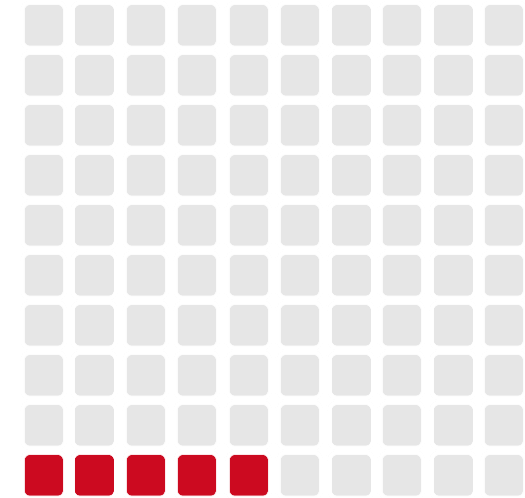
# Satisfaction with the time the journey on the bus took



85%  
satisfied



10%  
neither/nor

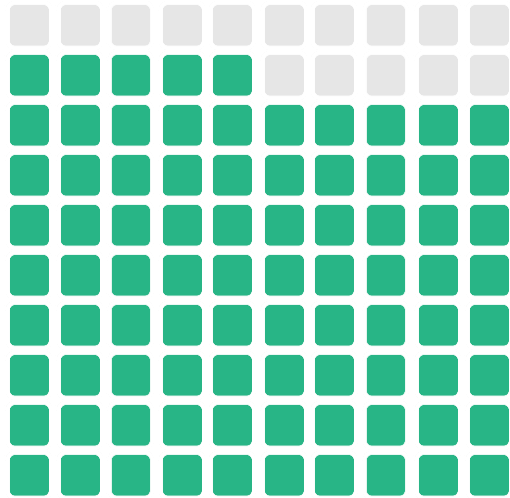


5%  
dissatisfied

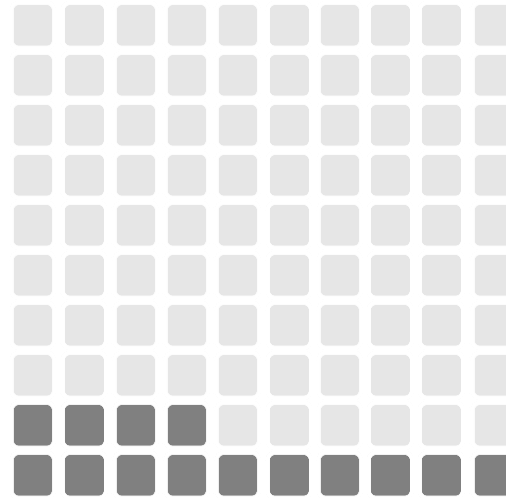


16 December 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 638; trend chart range from 289 to 341 per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

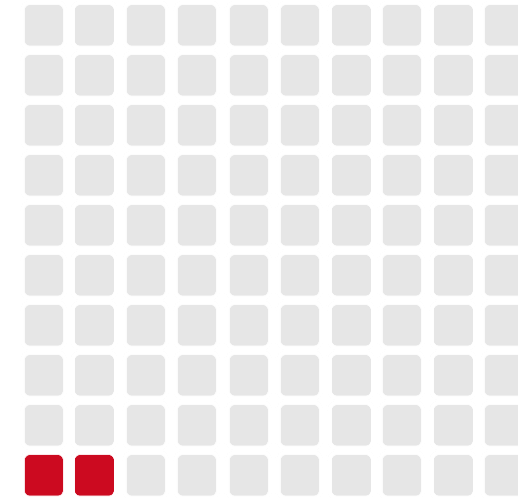
# Satisfaction with personal security on the bus



85%  
satisfied



14%  
neither/nor

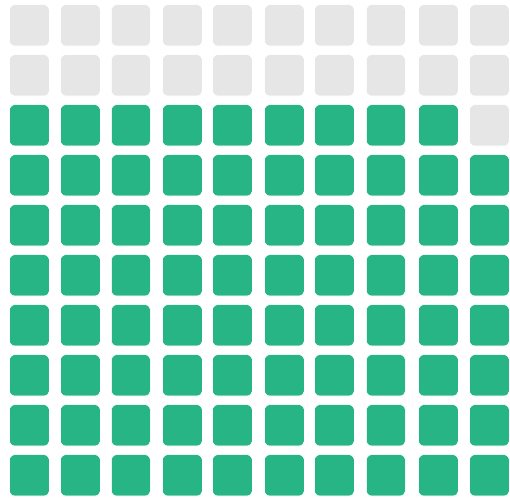


2%  
dissatisfied

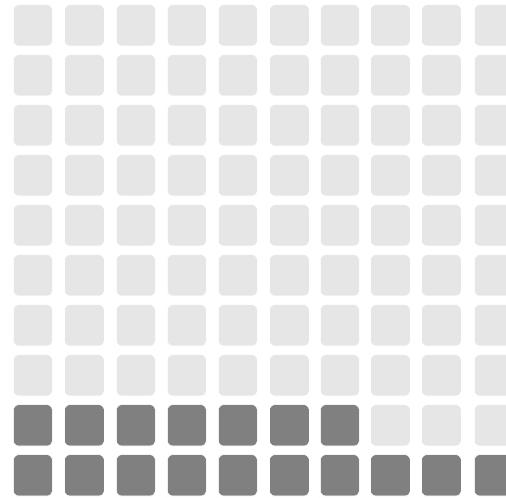


16 December 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 633; trend chart range from 286 to 341 per survey.

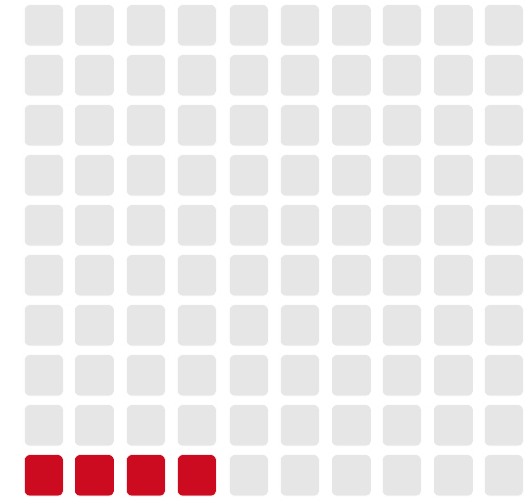
# Satisfaction with helpfulness and attitude of the driver



79%  
satisfied



17%  
neither/nor

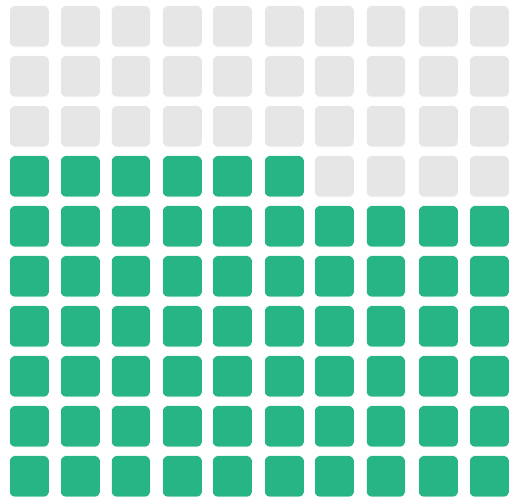


4%  
dissatisfied

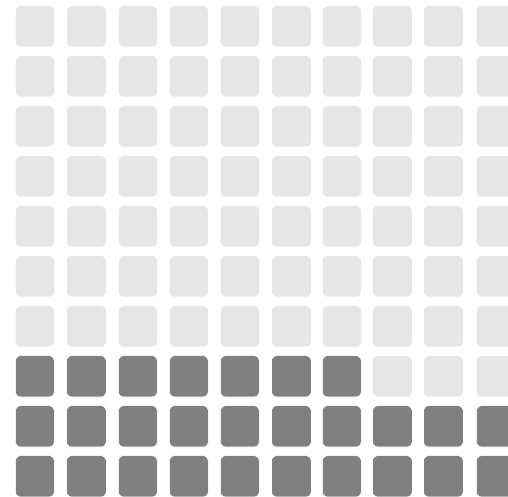


16 December 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 615; trend chart range from 276 to 332 per survey.

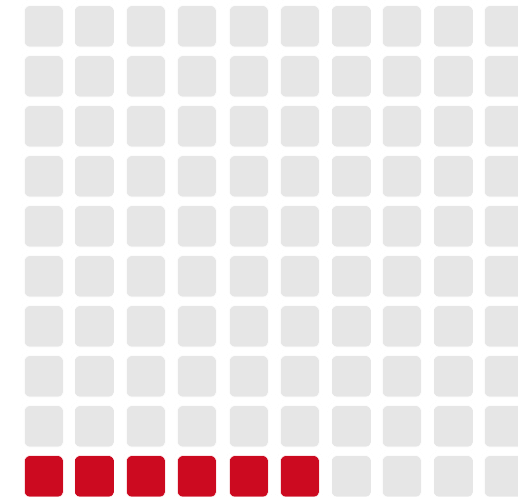
# Satisfaction with information provided during the journey



66%  
satisfied



27%  
neither/nor



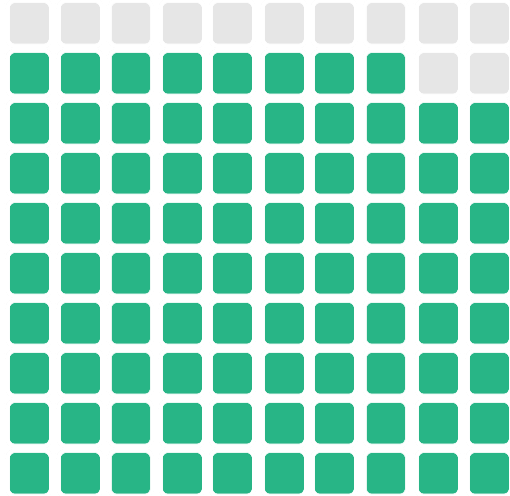
6%  
dissatisfied



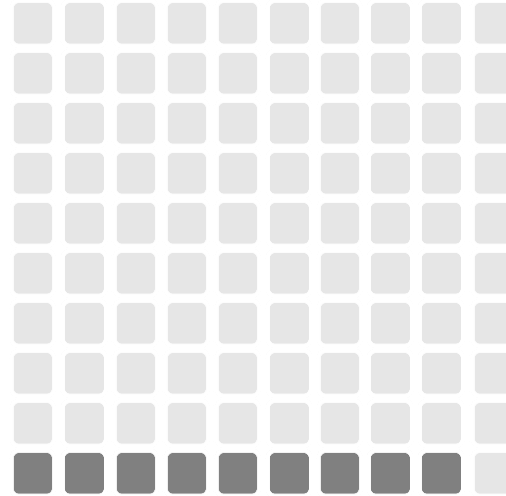
16 December 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 486; trend chart range from 221 to 271 per survey.



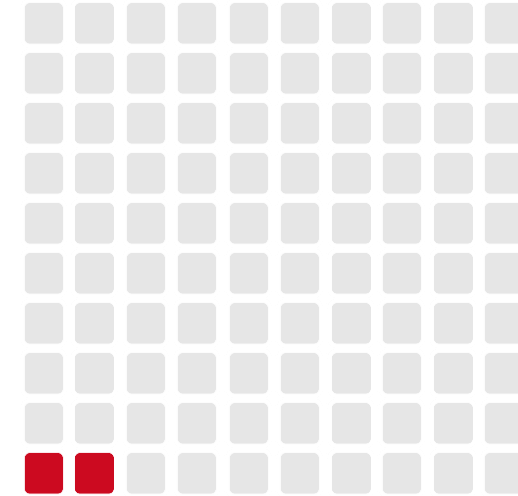
# Satisfaction with safety of the driving



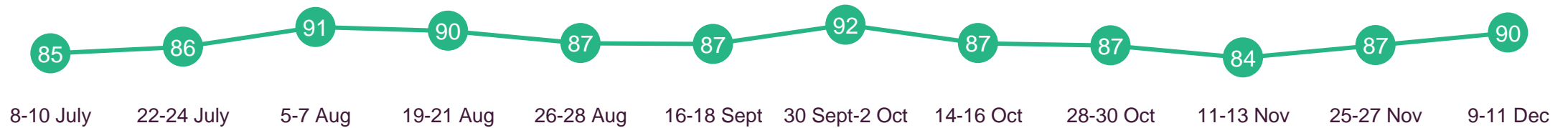
88%  
satisfied



9%  
neither/nor

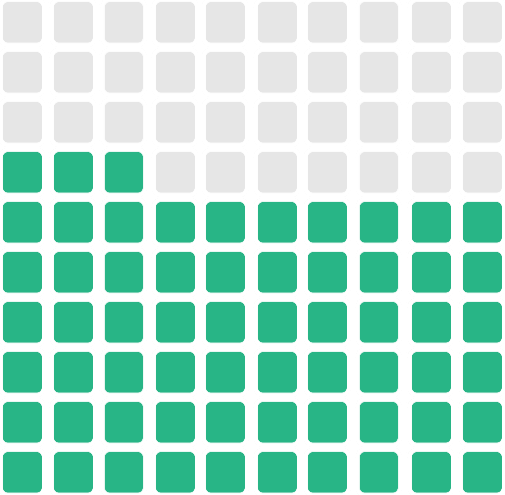


2%  
dissatisfied

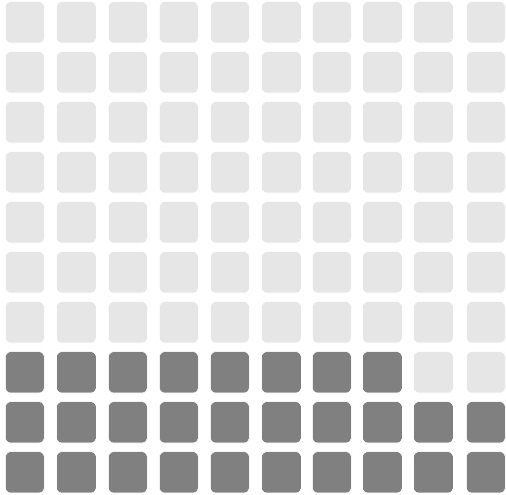


16 December 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 638; trend chart range from 289 to 342 per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

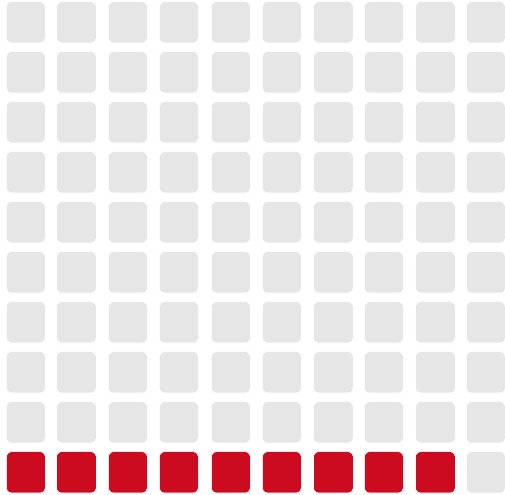
# Satisfaction with information on how busy the bus was before travelling



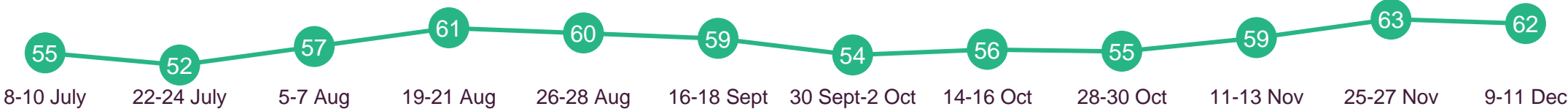
63%  
satisfied



28%  
neither/nor

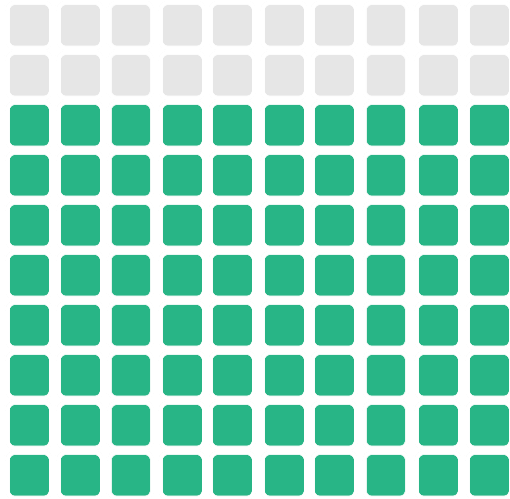


9%  
dissatisfied

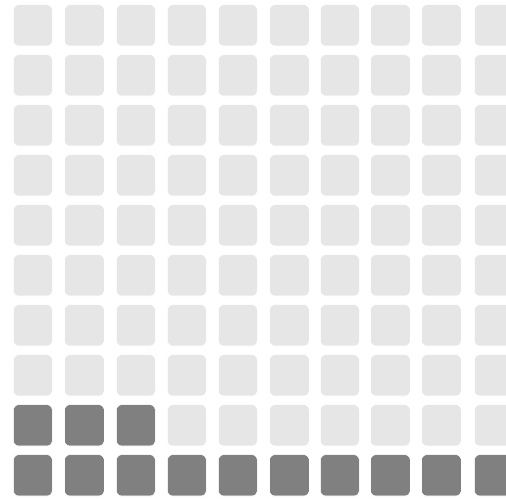


16 December 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 411; trend chart range from 188 to 229 per survey.

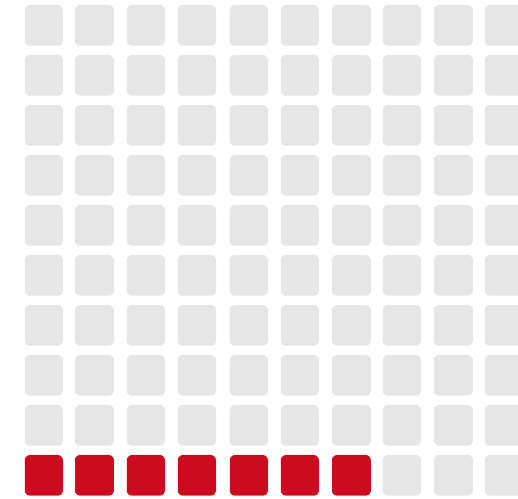
# Satisfaction with temperature inside the bus



80%  
satisfied



13%  
neither/nor

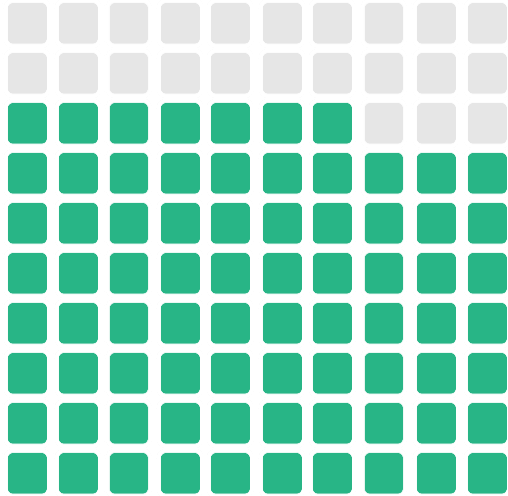


7%  
dissatisfied

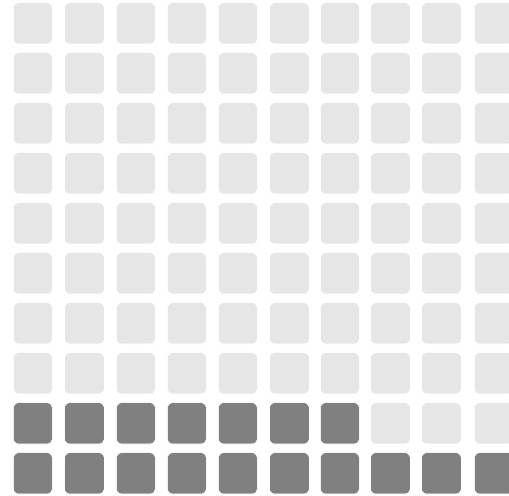


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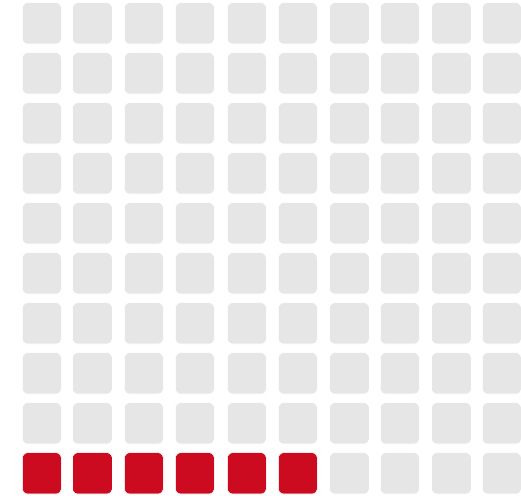
# Satisfaction with other passengers' behaviour



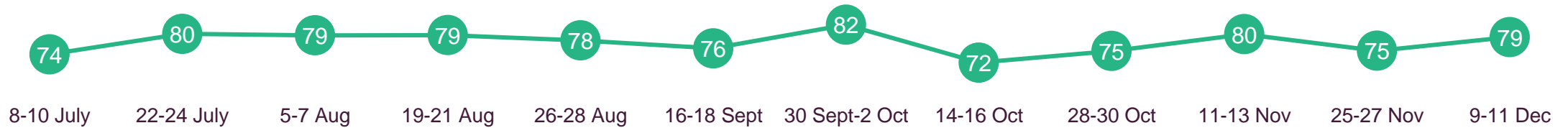
77%  
satisfied



17%  
neither/nor



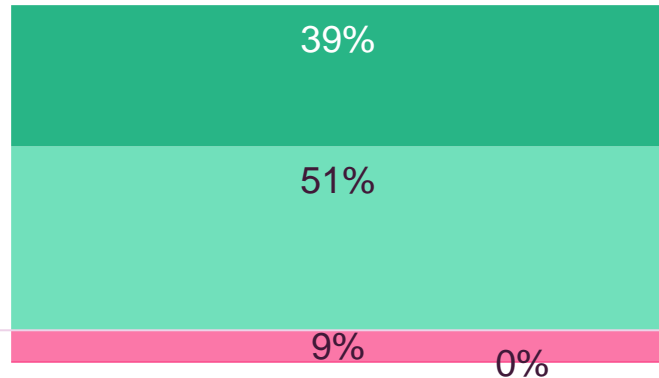
6%  
dissatisfied



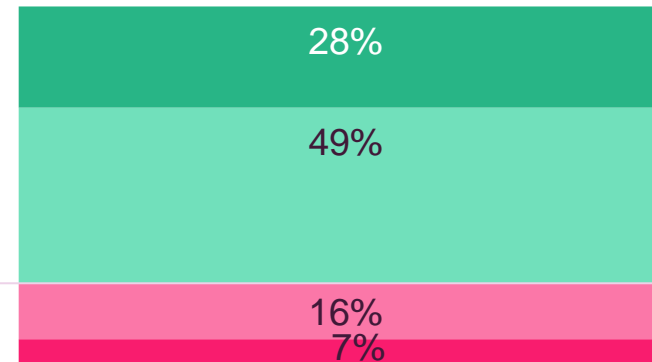
16 December 2022 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 632; trend chart range from 284 to 341 per 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



22-24 July    19-21 Aug    16-18 Sept    14-16 Oct    11-13 Nov    9-11 Dec

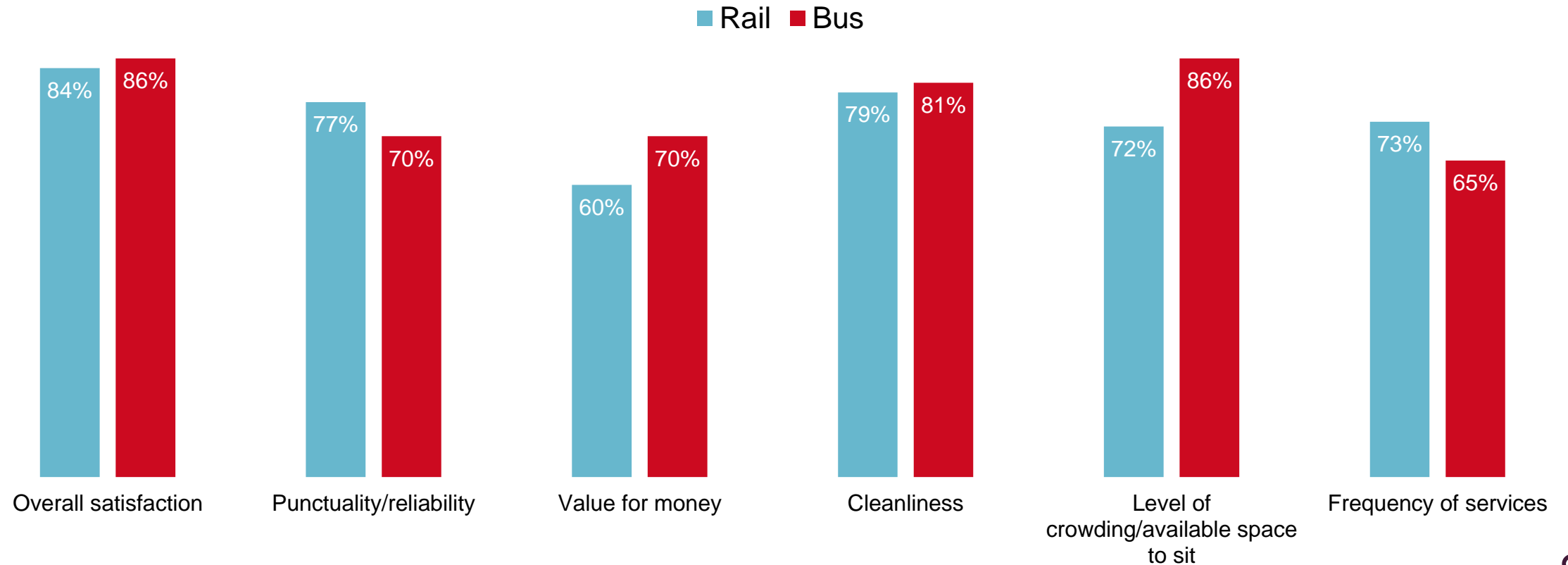


22-24 July    19-21 Aug    16-18 Sept    14-16 Oct    11-13 Nov    9-11 Dec

16 December 2022 report. Bus use is defined as having travelled by bus within seven days of being surveyed. Bar charts are the latest survey (9-11 Dec) with base sizes for users of 323 and non-users 1561. 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



16 December 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 1019 to 1060; bus base sizes from 519 to 640.

# 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 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
Week 61	25-27 November	317
Week 63	9-11 December	323

# 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](http://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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