

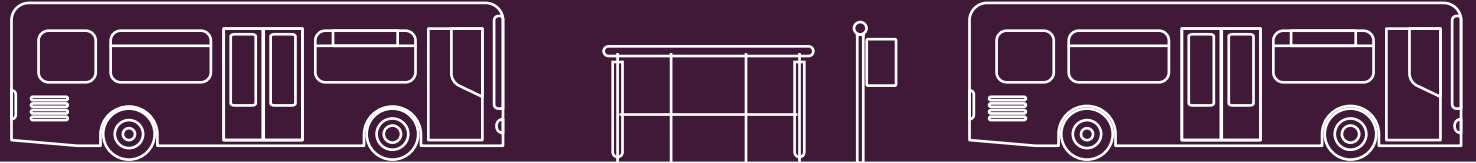
27 January
2023

Edition 10

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.

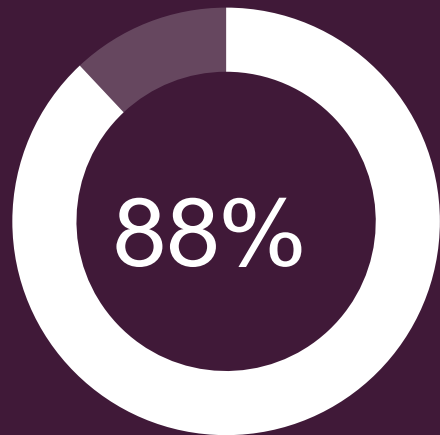
In a typical survey, where around 14 per cent have used a bus outside London, we get this detailed

information from around 250 people.

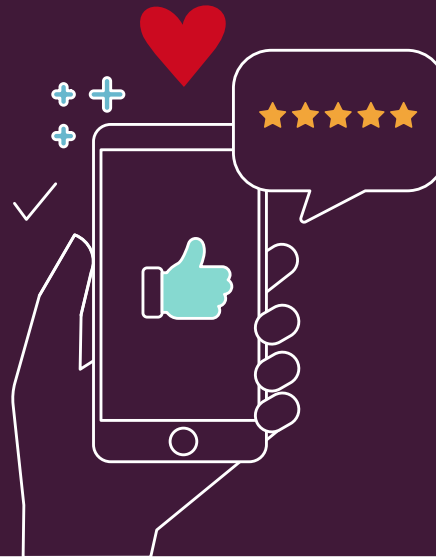
We publish a report every four weeks. This report covers interviews between August 2022 and January 2023. The survey was not conducted over the Christmas/New Year period.

Further details on how we carried out this survey are available on page 31.

Bus headlines



88% of passengers using buses outside London were satisfied with their journey overall



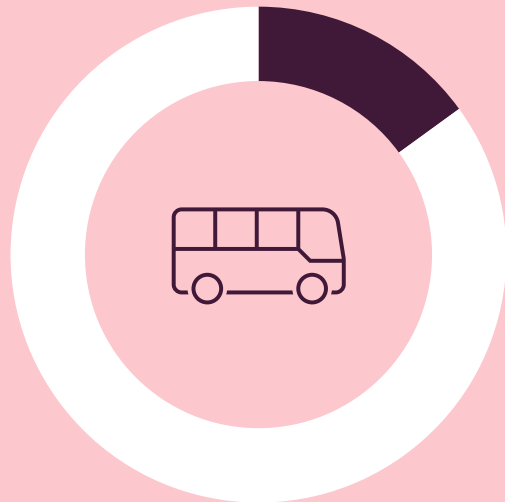
Value for money is up from 70% to 73%



Satisfaction with information on how busy the bus would be has fallen from 63% to 61%

Around one in seven used bus

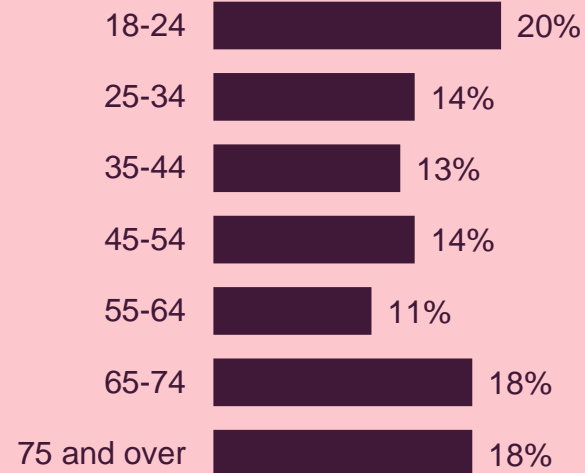
Proportion using a bus outside London in the last seven days



15%

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

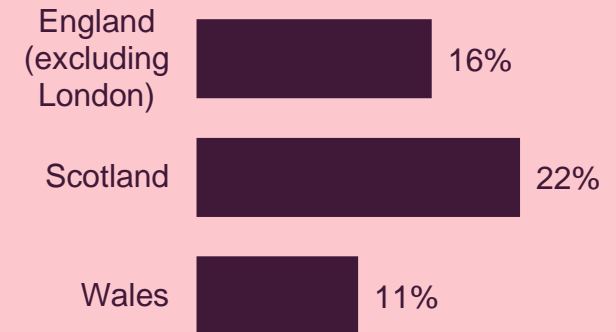
Age



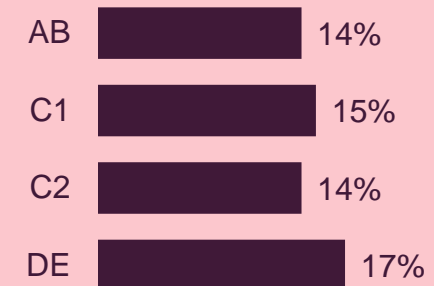
Sex



Region of residence

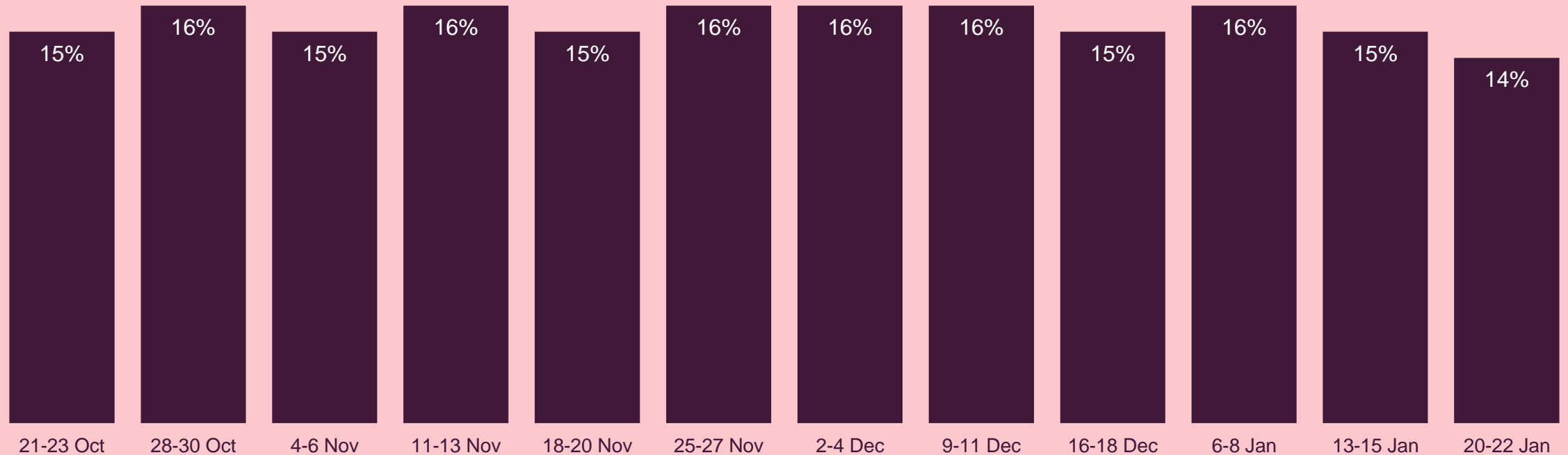


Social grade



Bus use is relatively stable

Proportion using bus outside London



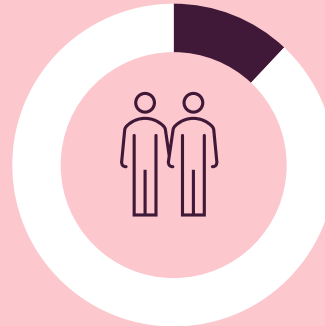
27 January 2023 report. Bus use is defined as having travelled by bus within seven days of being surveyed. Base size circa 2000 per week

Leisure and commuting are the most common reasons for using bus

Main purpose of bus journey



Leisure/eating out/non-essential shopping
26%



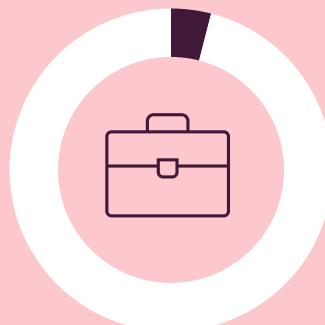
Friends/family
12%



Essential shopping
17%



Commuting
26%



Work travel
4%

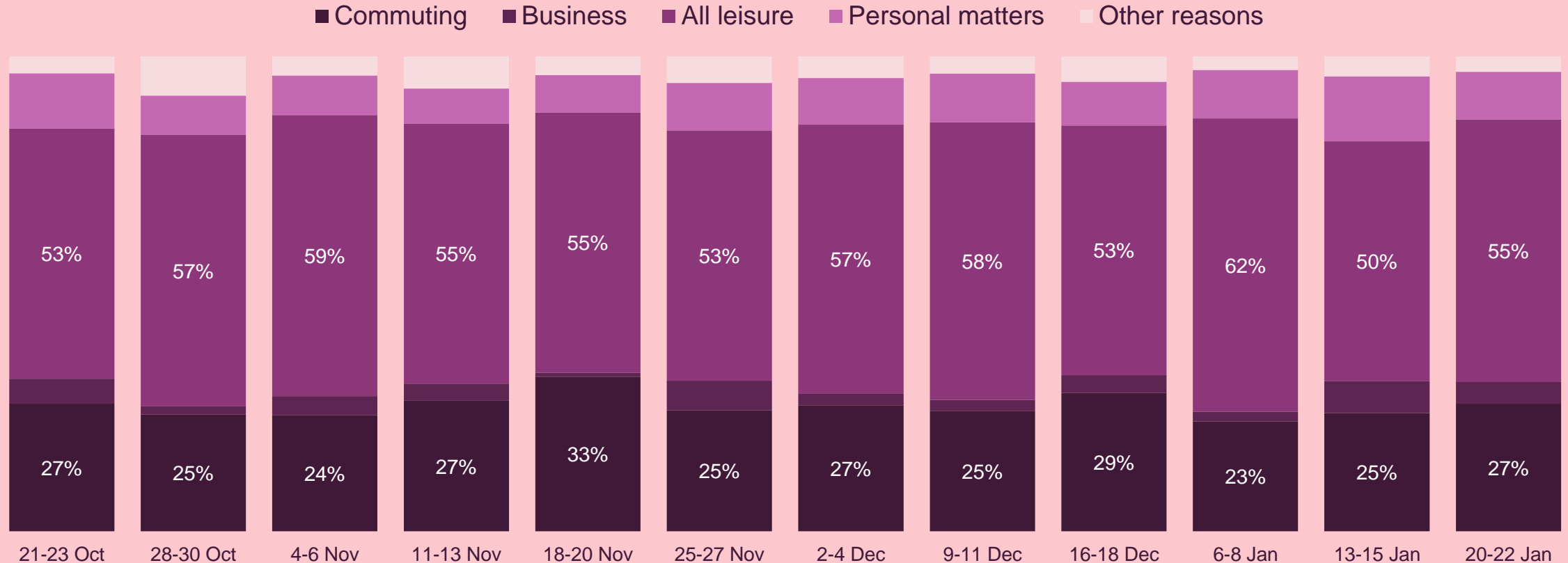


Personal matters
11%

27 January 2023 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 - 1237. 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

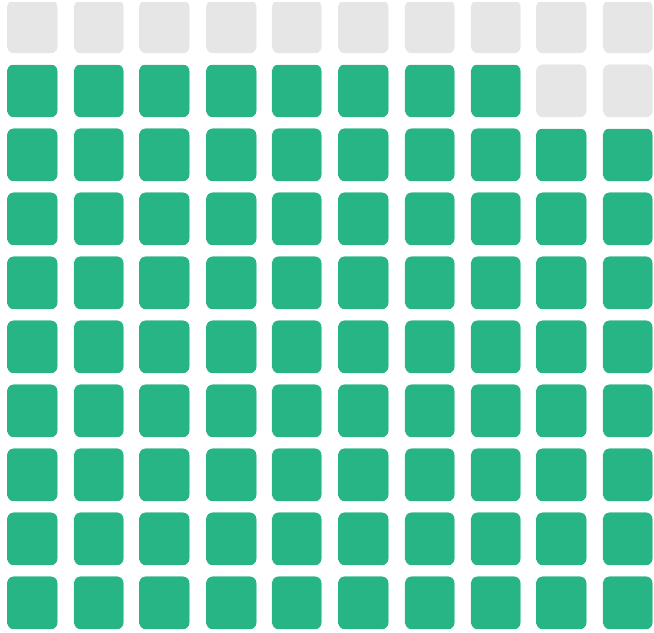
Main purpose of bus journey



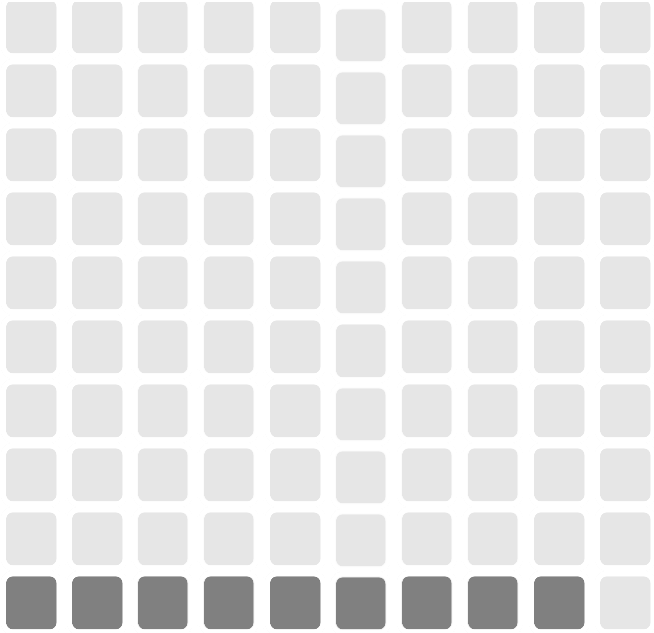
27 January 2023 report. Chart is based on the most recent bus journey made within seven days of being surveyed. Base size: all bus users, average of 318 per week. All leisure includes: leisure/eating out/non-essential shopping; essential shopping; and, friends/family.



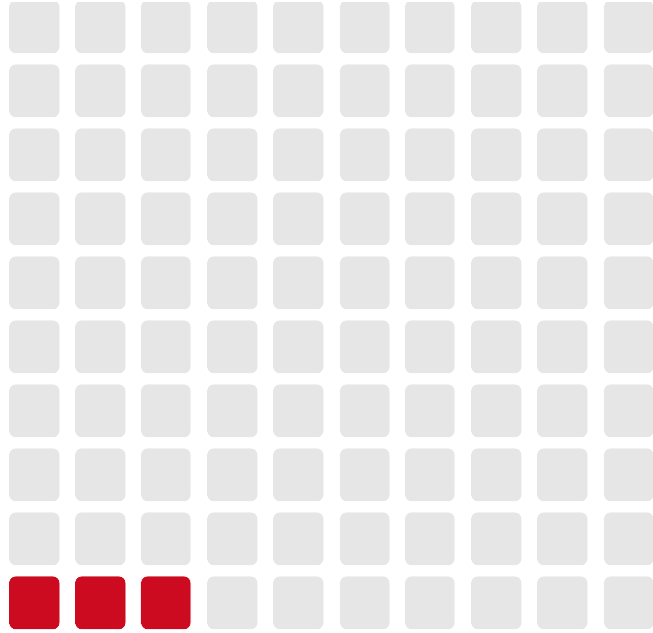
Overall satisfaction with bus journey



88%
satisfied



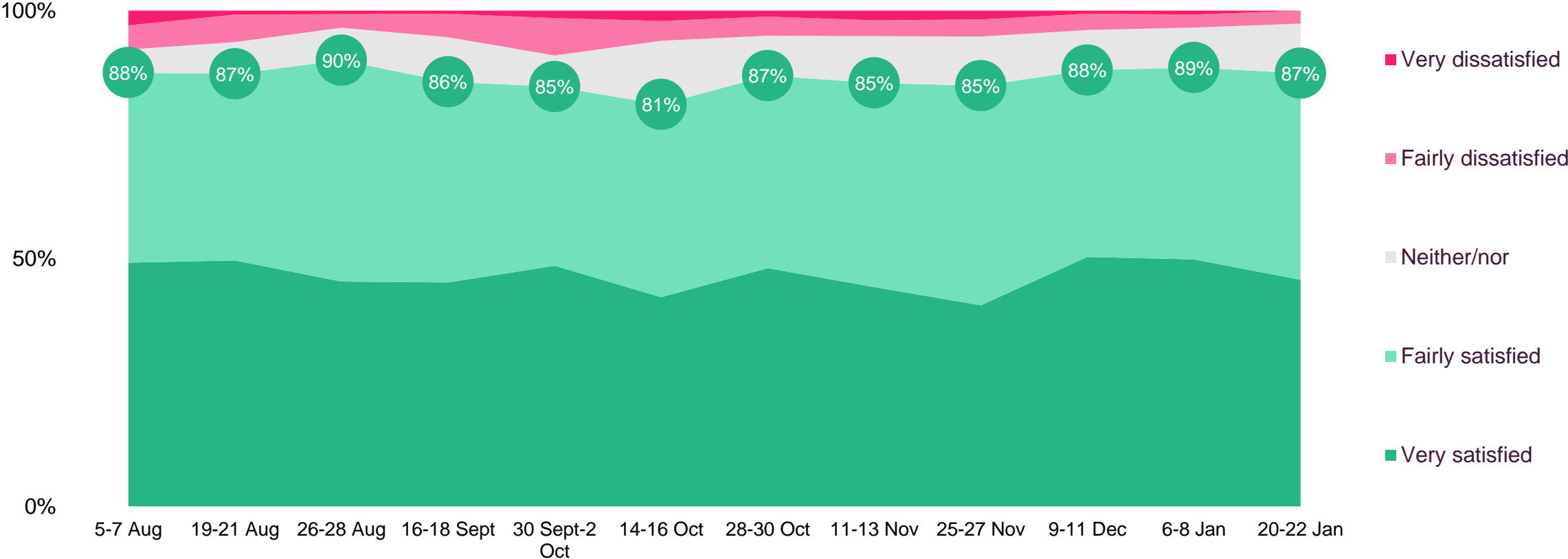
9%
neither/nor



3%
dissatisfied

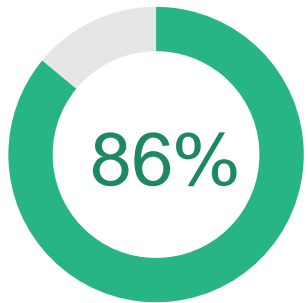
27 January 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base size: 616.

Overall satisfaction with bus journey

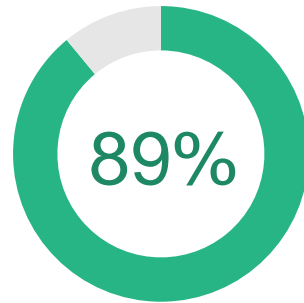


27 January 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Base sizes range from 293 to 342 per survey date.

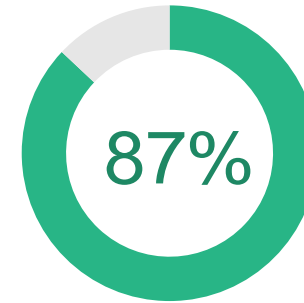
Overall satisfaction by journey purpose, sex and age



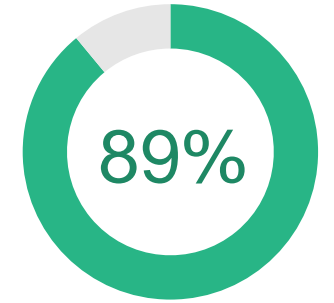
Commute



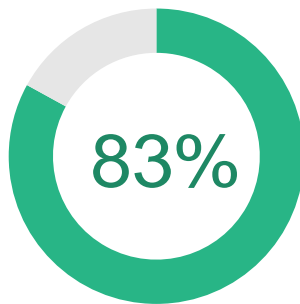
All leisure



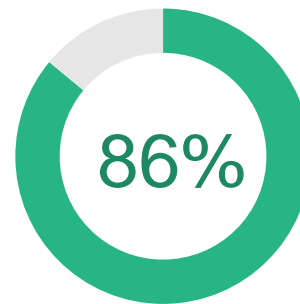
Men



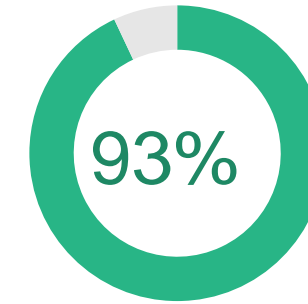
Women



Aged 18-34



Aged 35-54



Aged 55 and over

27 January 2023 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 155 and 356. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family' and 'Essential shopping'

What bus passengers are saying



The bus driver was polite and on time.

Fairly satisfied, National Express passenger

It was even busier due to rail strikes but also due to cancelled buses. As I am also disabled with an invisible illness I also have to put up with some comments from older commuters.

Neither satisfied nor dissatisfied, McGill's Buses passenger

It was on time, not too crowded and they are currently capping prices of single tickets at £2.

Very satisfied, More Bus passenger

Cheaper due to all single bus journeys being £2.

Very satisfied, Stagecoach passenger

The bus was delayed and the bus frequency was low. The route it took was about twice the time a regular car journey would have taken.

Neither satisfied nor dissatisfied, First passenger

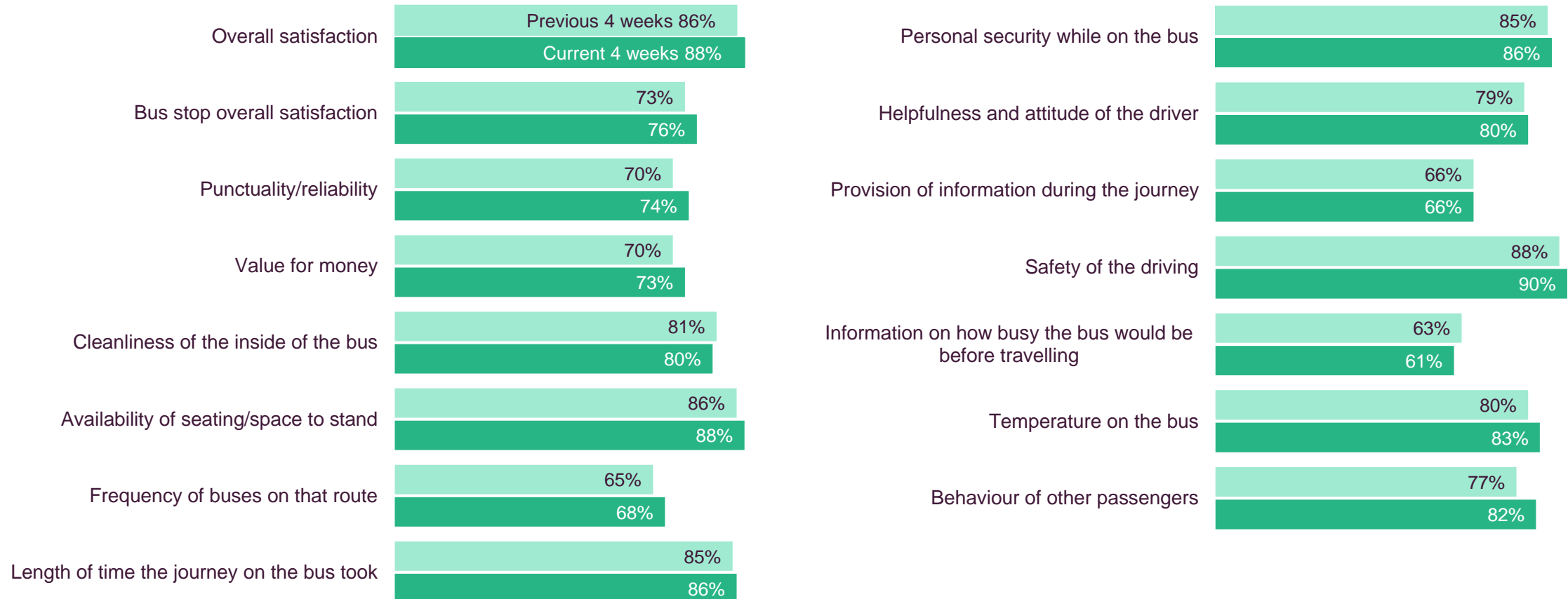
Because it was over half an hour late, it was packed so had no where to sit and barely room to stand.

Fairly dissatisfied, Stagecoach passenger



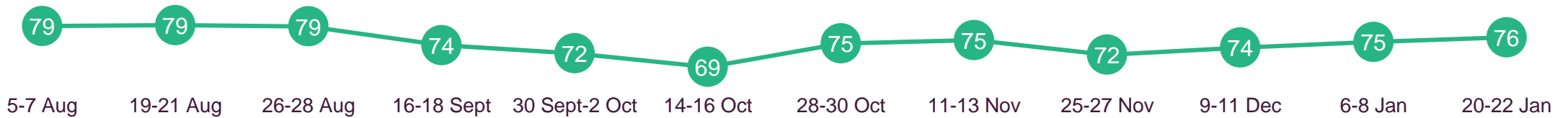
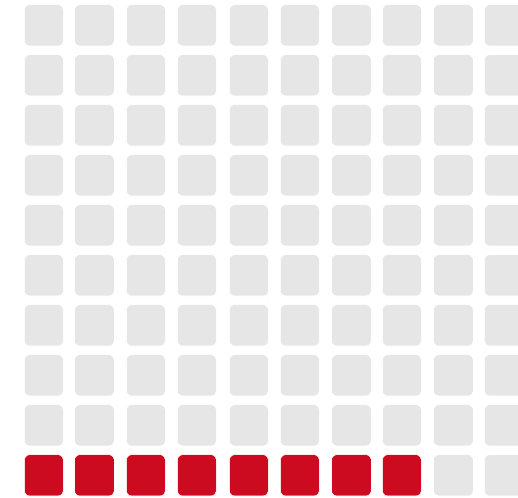
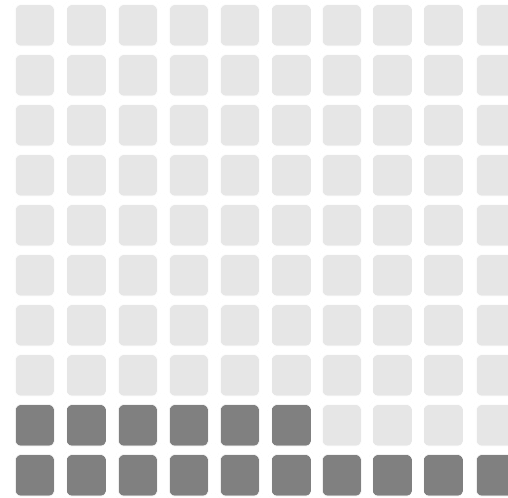
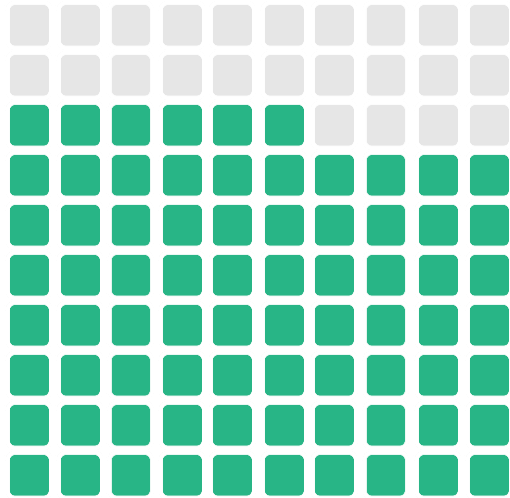


Summary of current and previous four weeks satisfaction



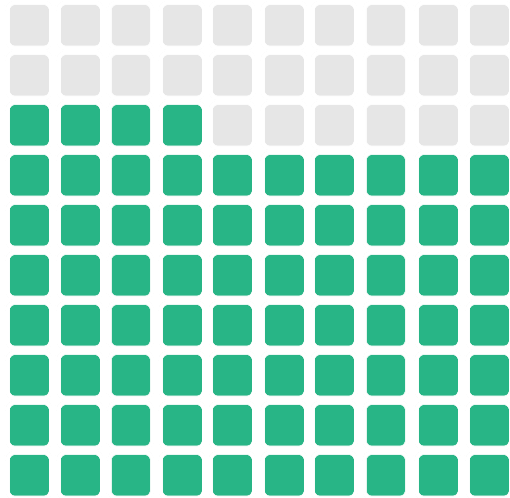
27 January 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. The values above are the average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes per aspect vary current four weeks from 415 to 616; prior four weeks 411 to 640.

Satisfaction with the bus stop overall

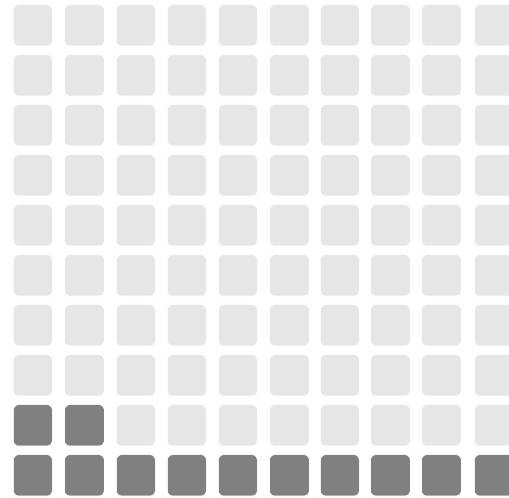


27 January 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 613; trend chart range from 288 to 342 per survey.

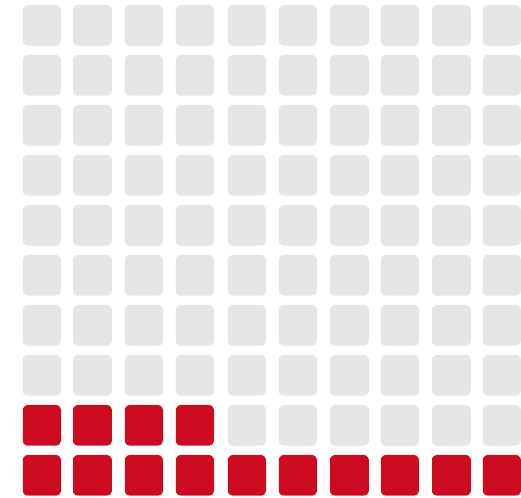
Satisfaction with punctuality/reliability



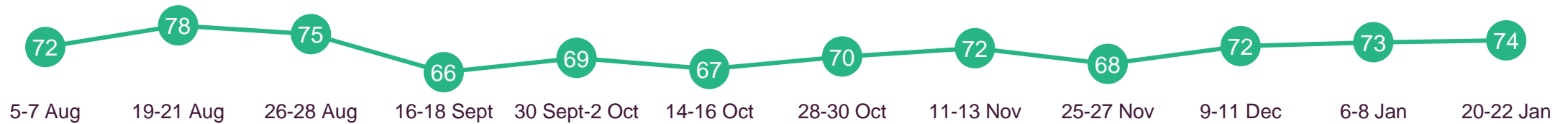
74%
satisfied



12%
neither/nor

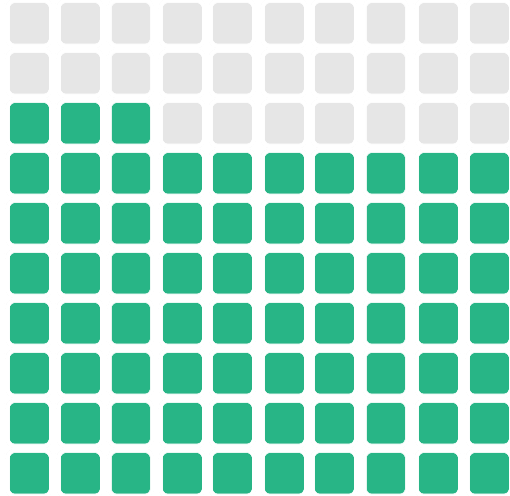


14%
dissatisfied

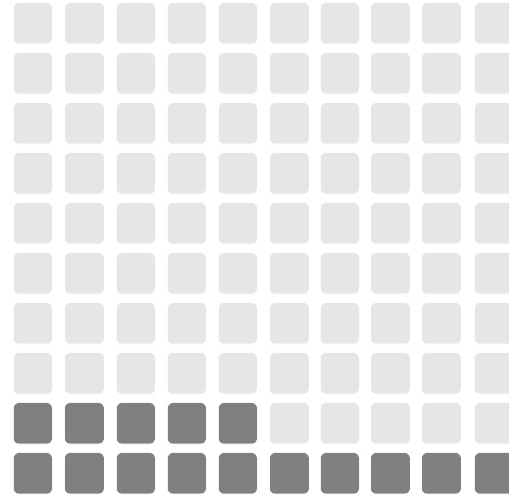


27 January 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 614; trend chart range from 289 to 342 per survey.

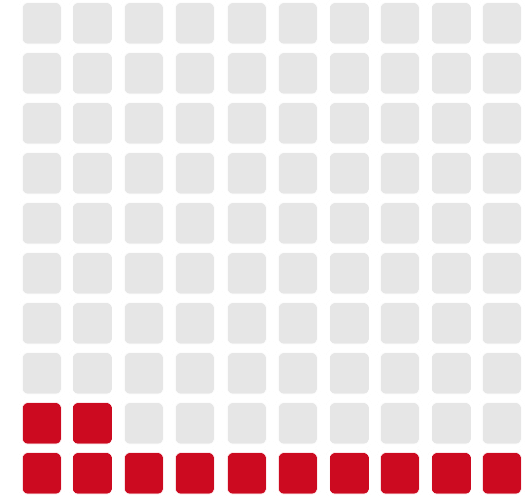
Satisfaction with value for money



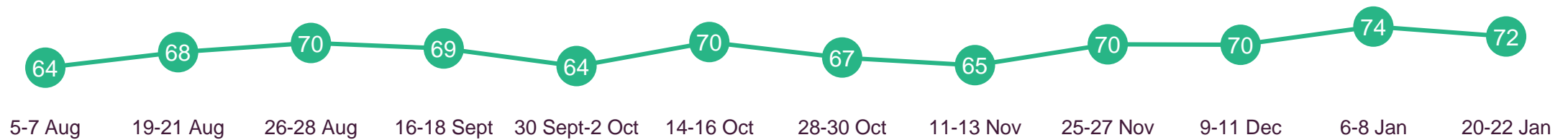
73%
satisfied



15%
neither/nor

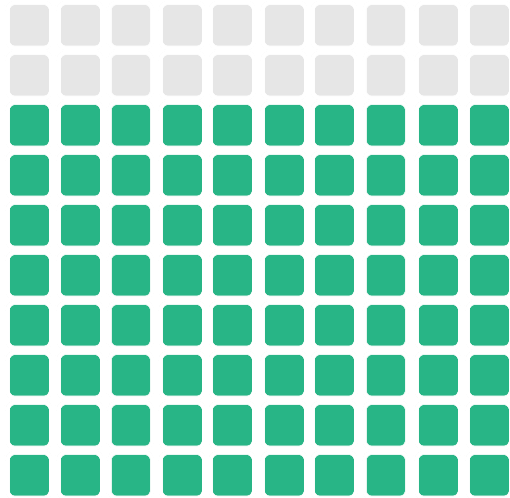


12%
dissatisfied

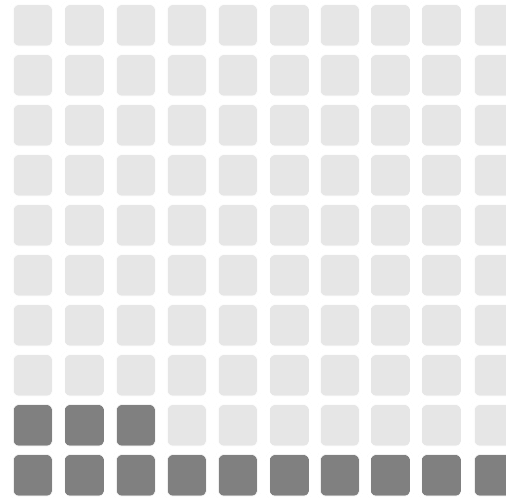


27 January 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 507; trend chart range from 239 to 282 per survey.

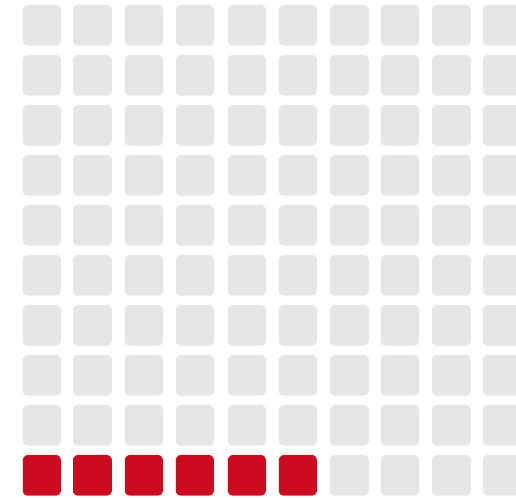
Satisfaction with cleanliness inside the bus



80%
satisfied



13%
neither/nor

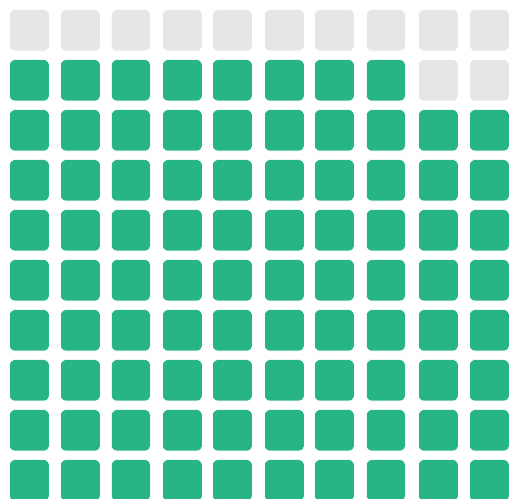


6%
dissatisfied

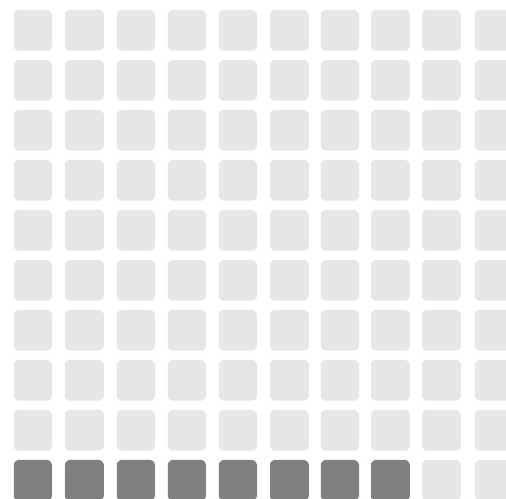


27 January 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 616; trend chart range from 289 to 342 per survey.

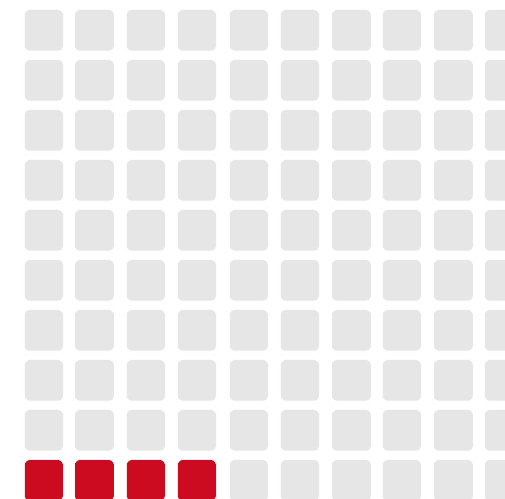
Satisfaction with availability of seating or space to stand



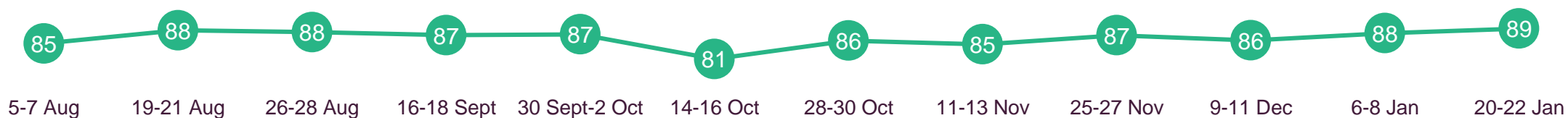
88%
satisfied



8%
neither/nor

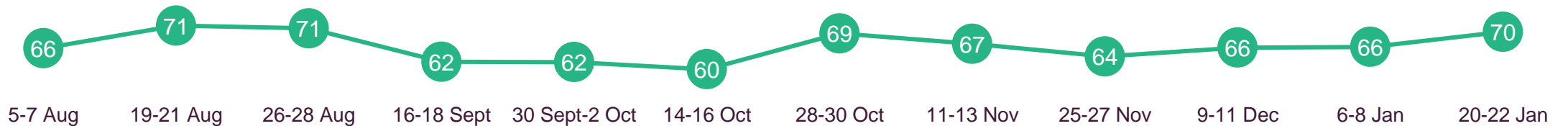
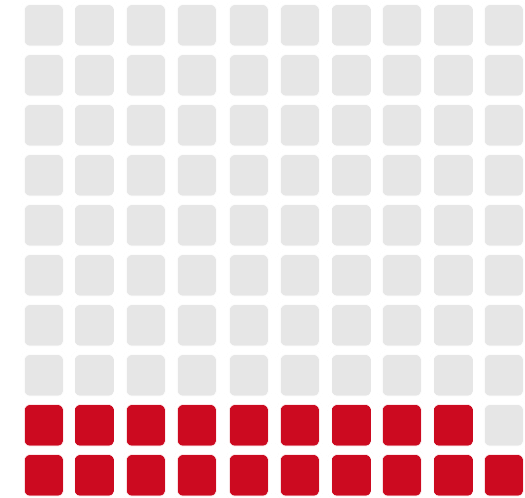
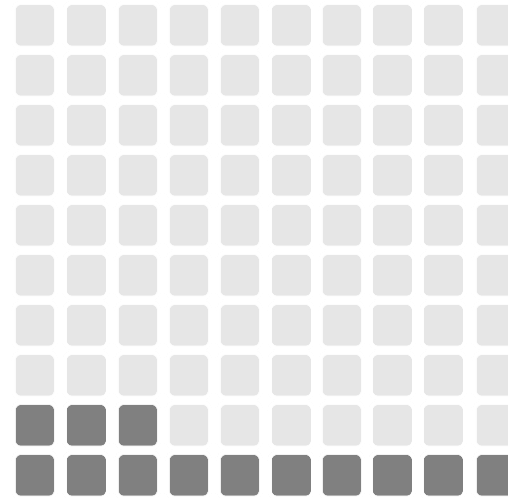
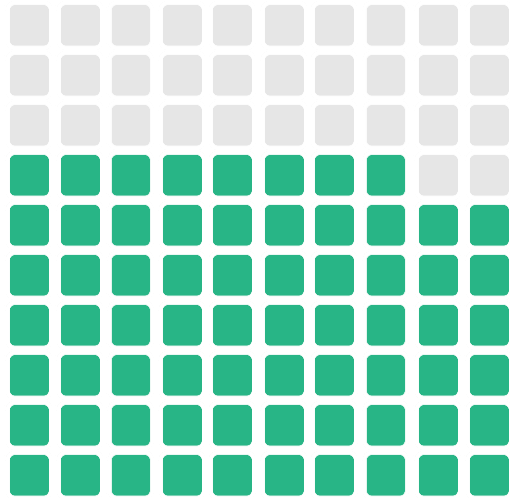


4%
dissatisfied



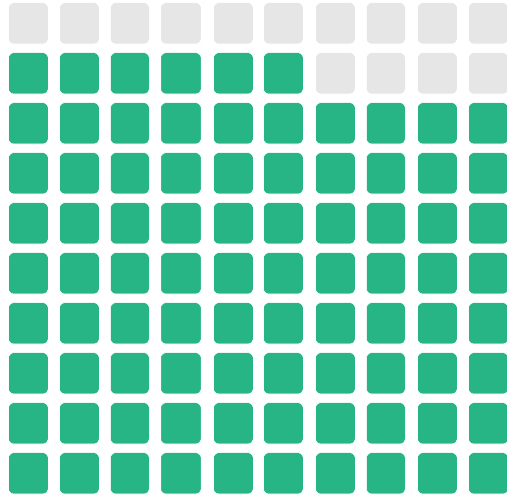
27 January 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 613; trend chart range from 290 to 341 per survey.

Satisfaction with frequency of buses on that route

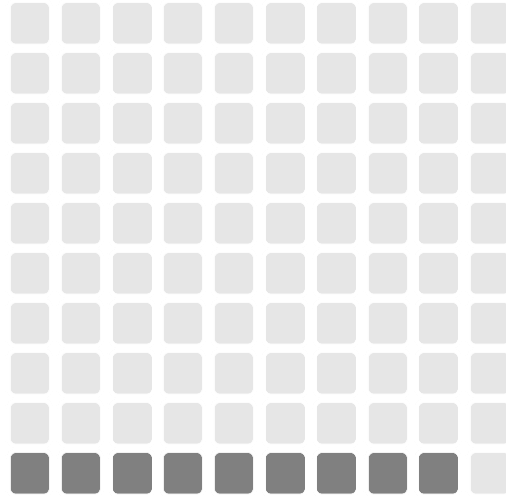


27 January 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 612; trend chart range from 288 to 341 per survey.

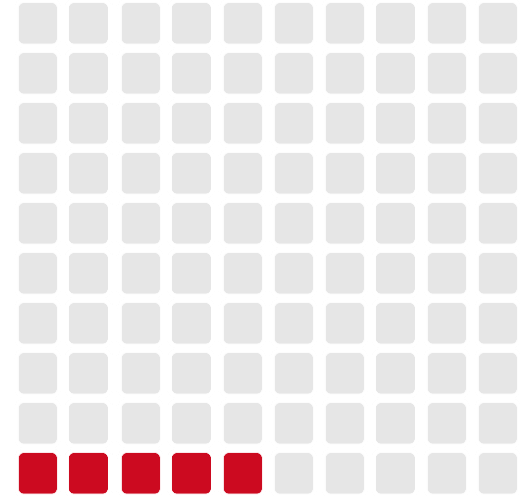
Satisfaction with the time the journey on the bus took



86%
satisfied



9%
neither/nor

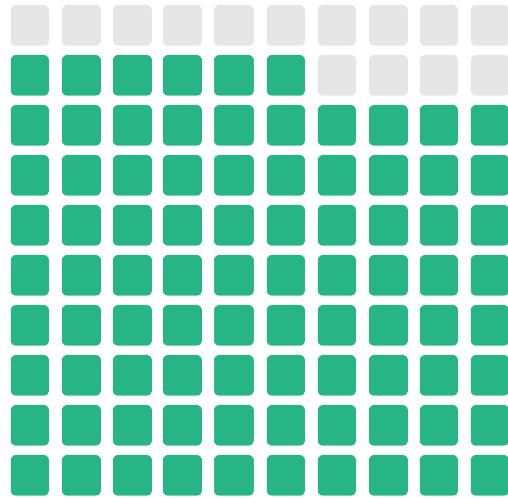


5%
dissatisfied

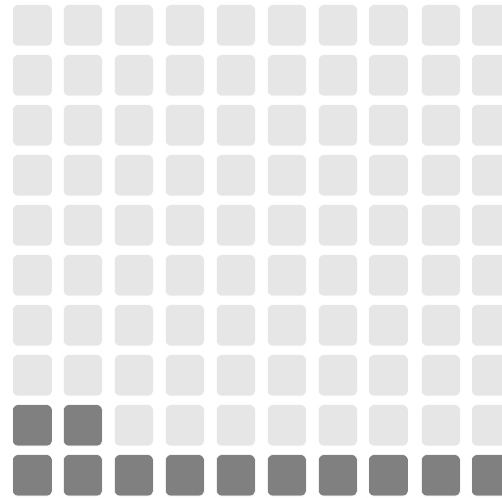


27 January 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 616; trend chart range from 290 to 341 per survey.

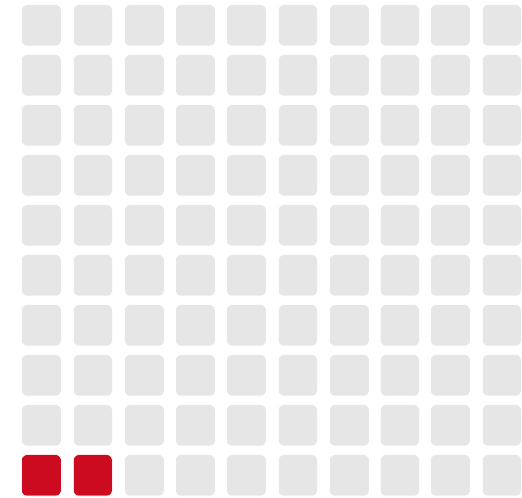
Satisfaction with personal security on the bus



86%
satisfied



12%
neither/nor

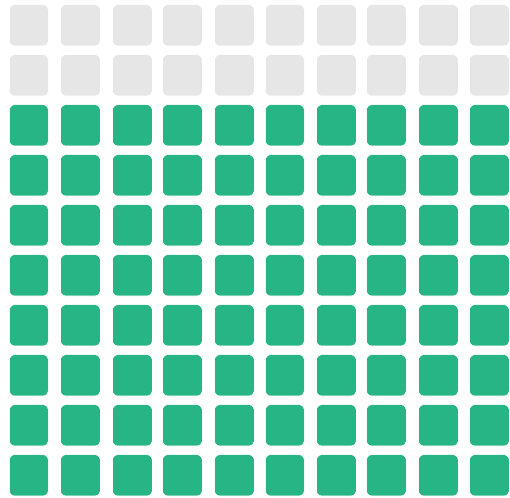


2%
dissatisfied

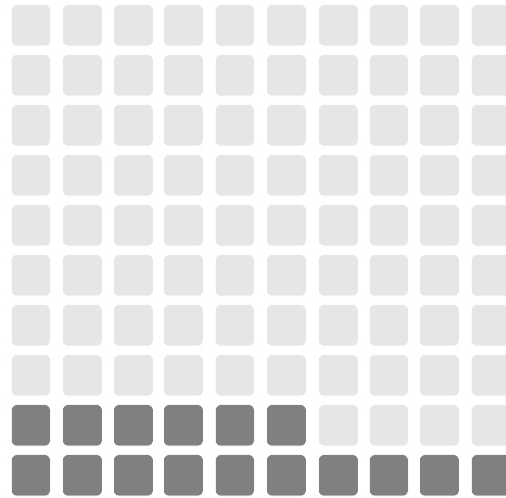


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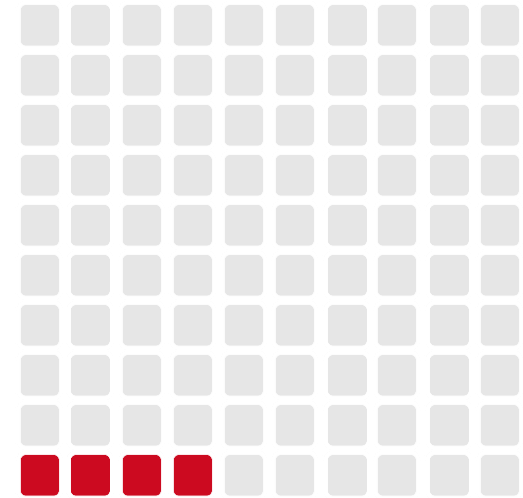
Satisfaction with helpfulness and attitude of the driver



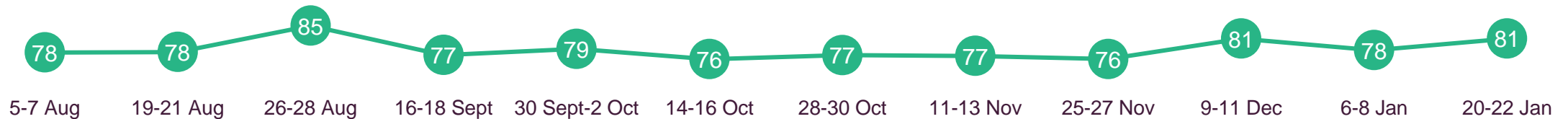
80%
satisfied



16%
neither/nor

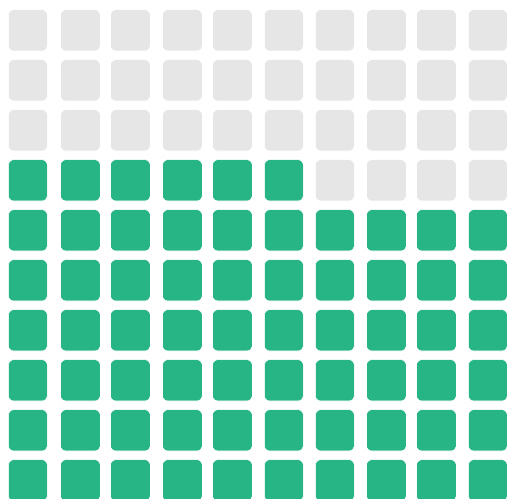


4%
dissatisfied

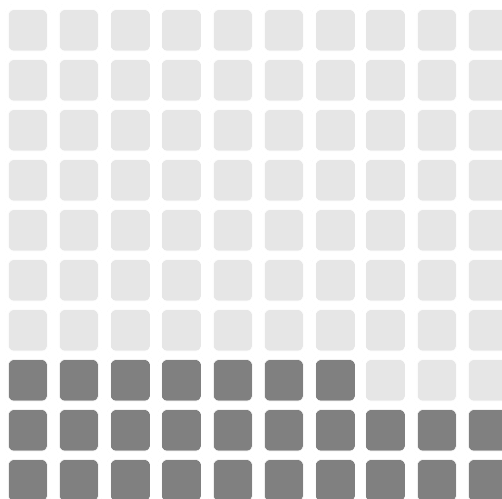


27 January 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 590; trend chart range from 280 to 332 per survey.

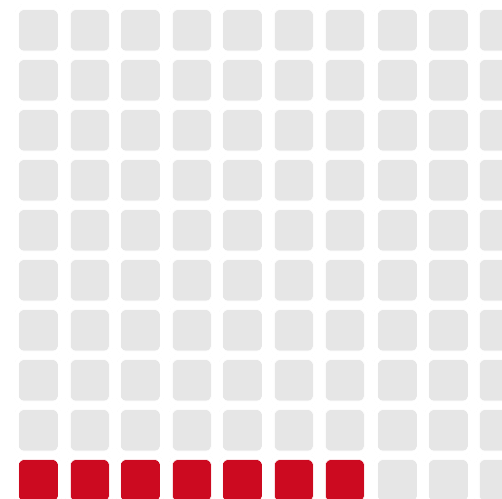
Satisfaction with information provided during the journey



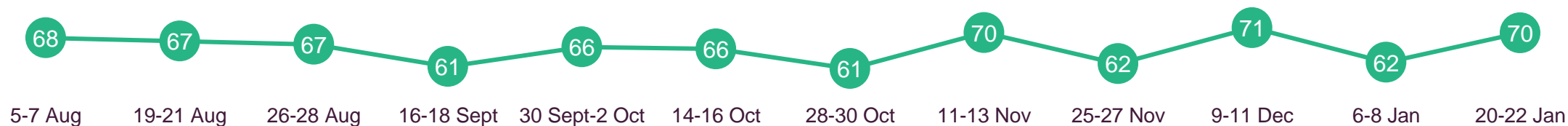
66%
satisfied



27%
neither/nor

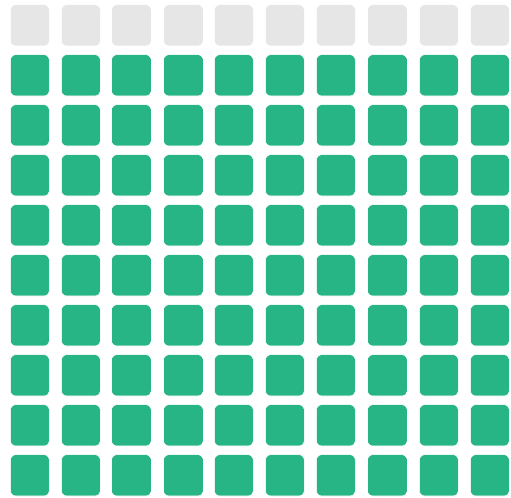


7%
dissatisfied

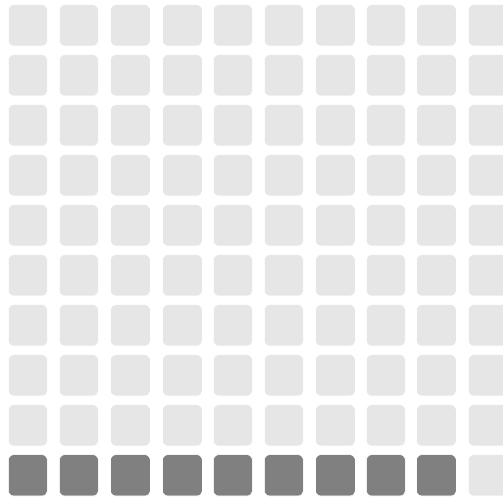


27 January 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 484; trend chart range from 230 to 271 per survey.

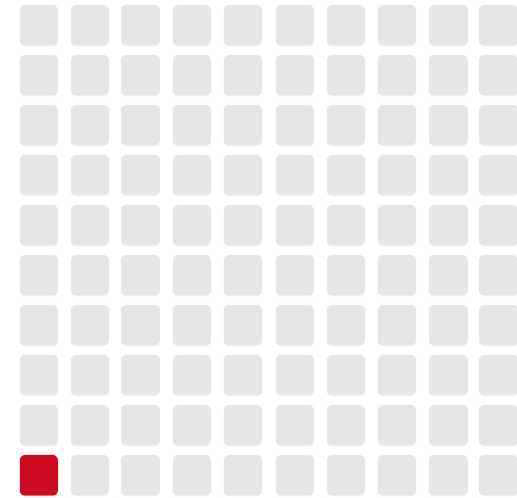
Satisfaction with safety of the driving



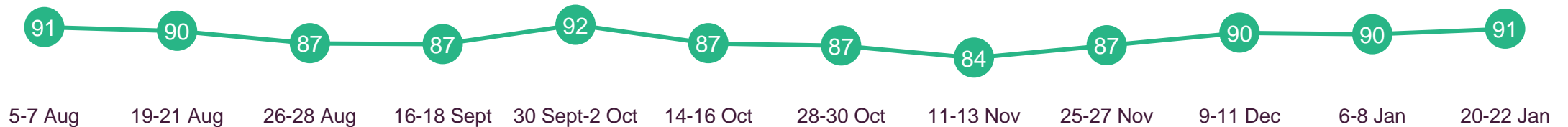
90%
satisfied



9%
neither/nor

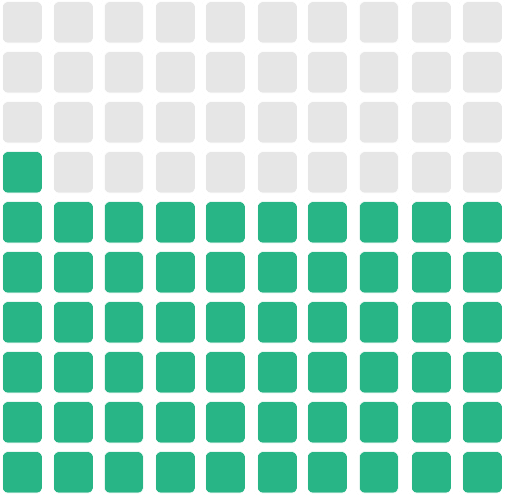


1%
dissatisfied

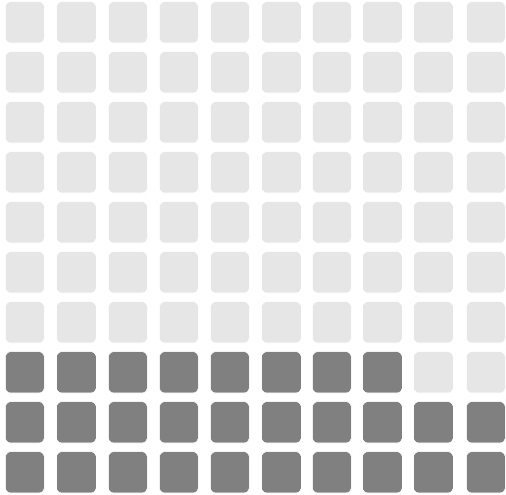


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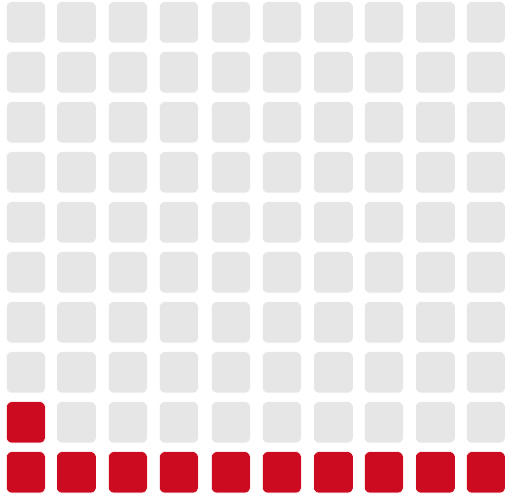
Satisfaction with information on how busy the bus was before travelling



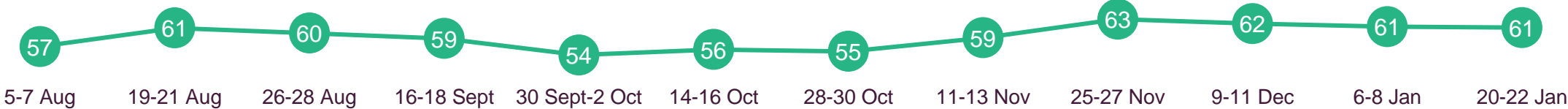
61%
satisfied



28%
neither/nor

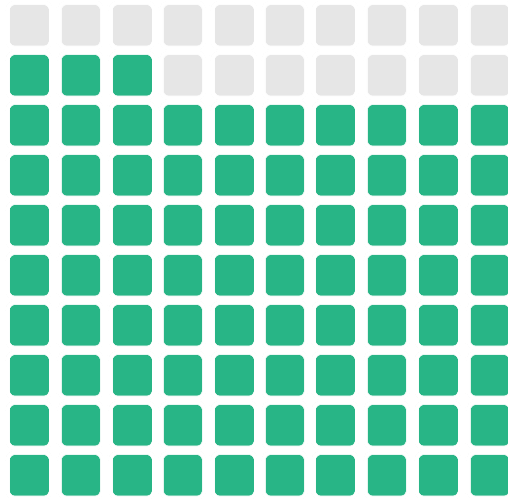


11%
dissatisfied

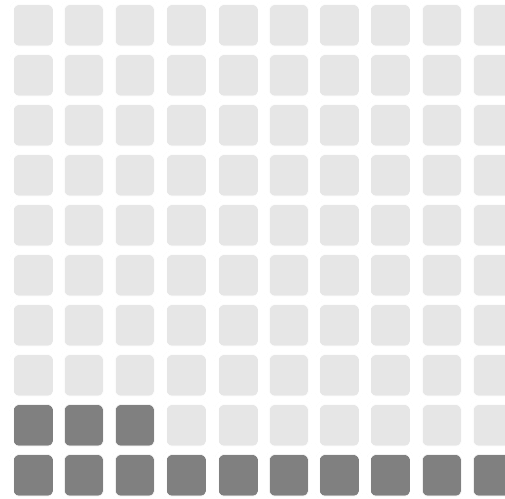


27 January 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 415; trend chart range from 196 to 229 per survey.

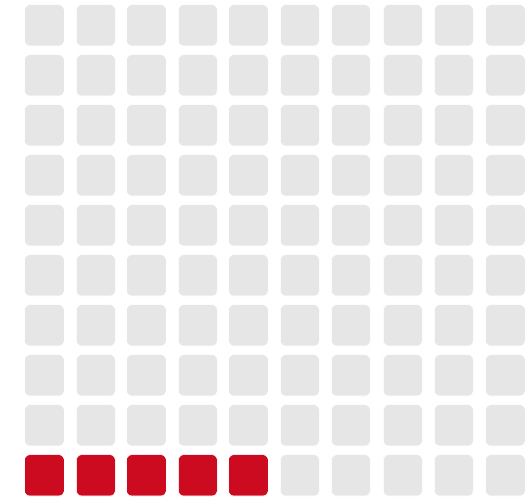
Satisfaction with temperature inside the bus



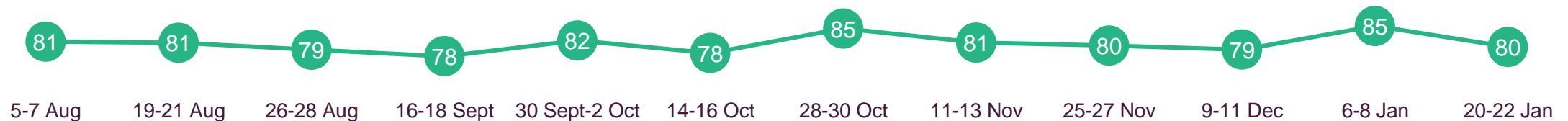
83%
satisfied



13%
neither/nor

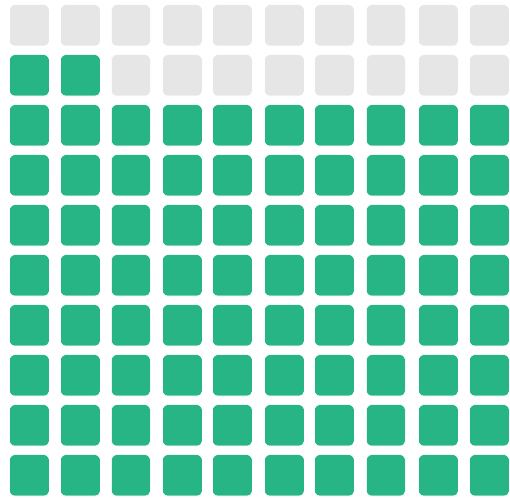


5%
dissatisfied

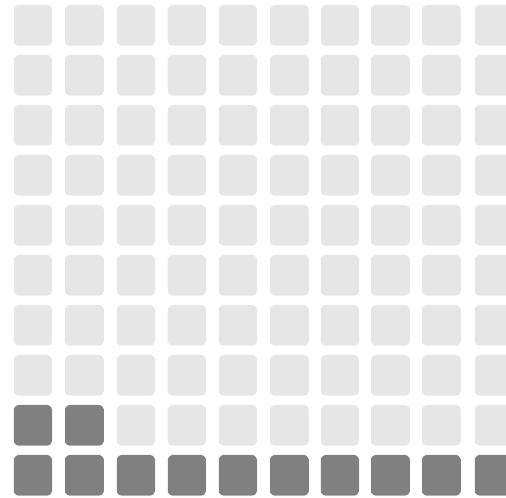


27 January 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 616; trend chart range from 289 to 342 per survey.

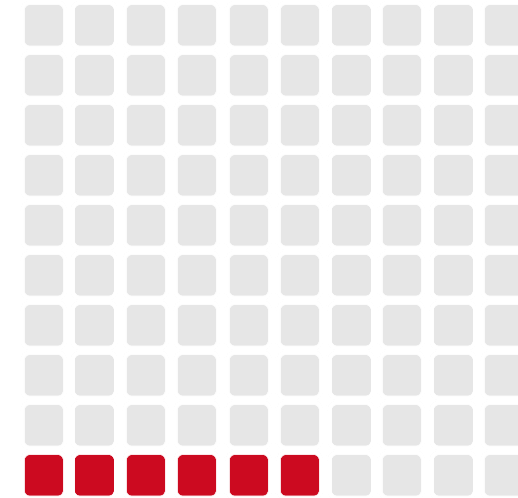
Satisfaction with other passengers' behaviour



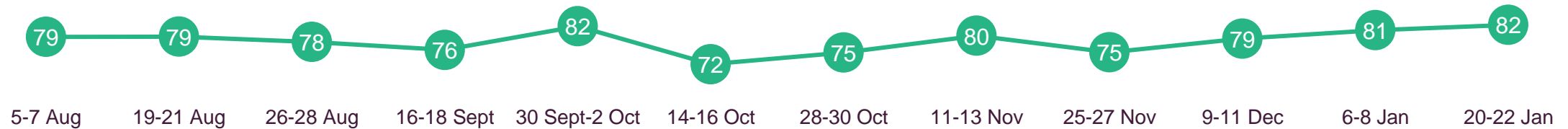
82%
satisfied



12%
neither/nor



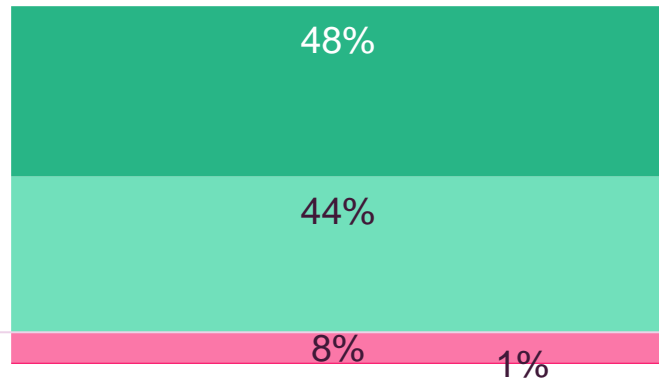
6%
dissatisfied



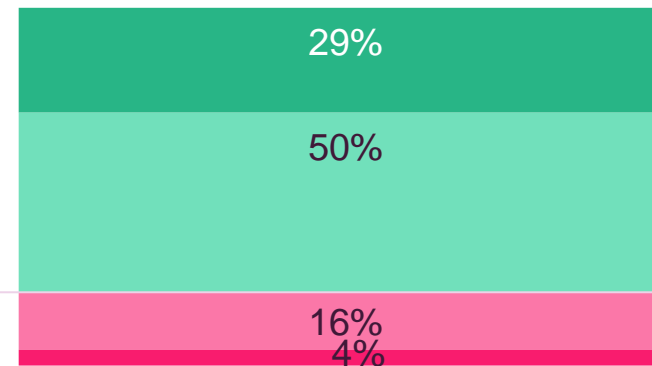
27 January 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 610; trend chart range from 287 to 341 per 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



19-21 Aug 16-18 Sept 14-16 Oct 11-13 Nov 9-11 Dec 20-22 Jan

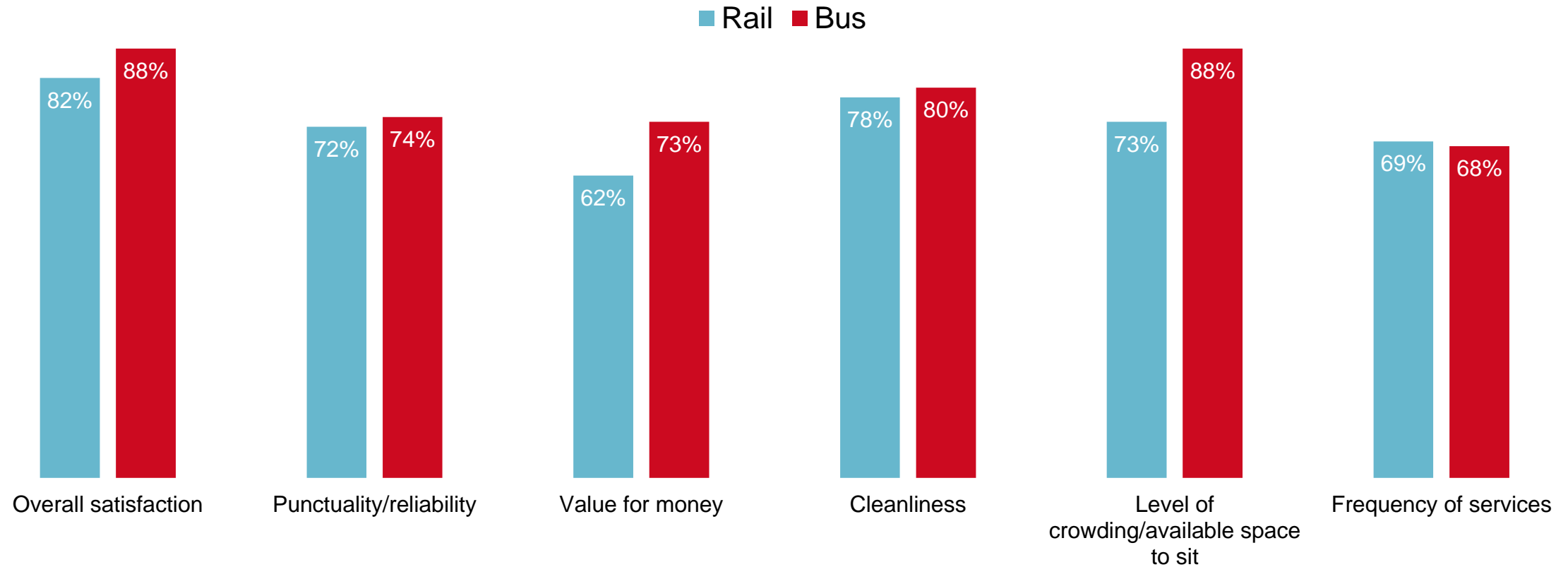


19-21 Aug 16-18 Sept 14-16 Oct 11-13 Nov 9-11 Dec 20-22 Jan

27 January 2023 report. Bus use is defined as having travelled by bus within seven days of being surveyed. Bar charts are the latest survey (20-22 January 2023) with base sizes for users of 293 and non-users 1582. Base sizes for trend charts range on users from 293 to 342, and non-users from 1507 to 1582.

Rail to bus comparison

Bus passengers have higher satisfaction overall, with value for money and with space/crowding



27 January 2023 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 810 to 849; bus base sizes from 507 to 616.

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 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
Week 65	6-8 January	323
Week 67	20-22 January	293

Appendix: survey question text

1. Overall satisfaction: Overall how satisfied were you with this bus journey?

Scale: Very satisfied to Very dissatisfied

2. Individual satisfaction measures: Thinking about this most recent journey you made by bus, how satisfied or dissatisfied were you with? Scale: Very satisfied to Very dissatisfied and Not applicable.

- | | |
|---|--|
| a. The information how busy the bus would be before travelling | h. The time the journey on the bus took |
| b. Overall satisfaction with the bus stop or bus station | i. The availability of seating or space to stand |
| c. The cleanliness on the inside of the bus | j. The temperature inside the bus |
| d. The behaviour of other passengers | k. Your personal security on the bus |
| e. Value for money of your ticket | l. Provision of information during the journey |
| f. Frequency of buses on that route | m. The helpfulness and attitude of the driver |
| g. Punctuality/ reliability (the bus leaving/ arriving on time) | n. Safety of the driving |

3. Choice of mode: And thinking about this most recent bus journey, was it a) The only realistic option available to you to get there; b) You had other options available, but chose to use the bus.

4. Safety questions when asked a) bus users in last 7 days: Specifically in relation to coronavirus, how safe do you feel at the moment when using buses; b) non-users in last 7 days: Specifically in relation to coronavirus, if you had to make a journey at the moment, how safe would you feel when making a journey by bus.

Contact Transport Focus

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Transport Focus is the operating name of the Passengers' Council

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

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

We work to make a difference for all transport users.

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