

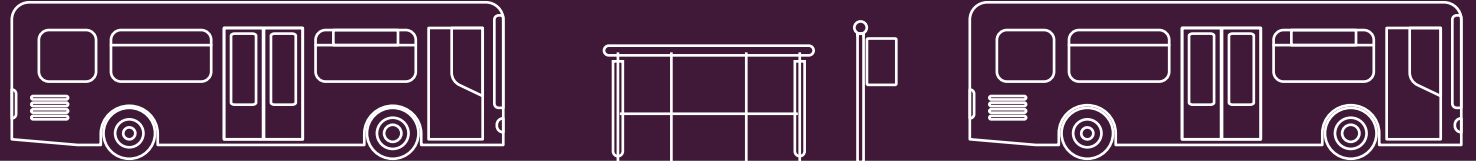
24 February  
2023

Edition 11

# 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.

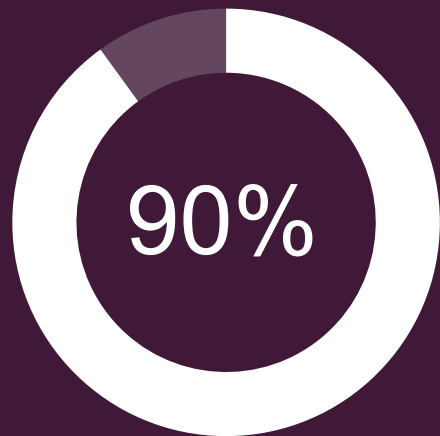
We ask everyone which types of transport they have used and for what purpose. Every fortnight those who used a bus outside London are asked about their overall satisfaction with the journey and with aspects such as value for money, punctuality, cleanliness.

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

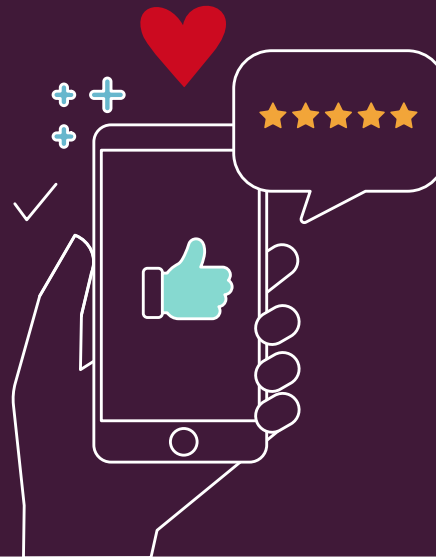
information from around 250 people.

We publish a report every four weeks. This report covers interviews between August 2022 and February 2023. Further details on how we carried out this survey are available on page 31.

# Bus headlines



90% of passengers using buses outside London were satisfied with their journey overall



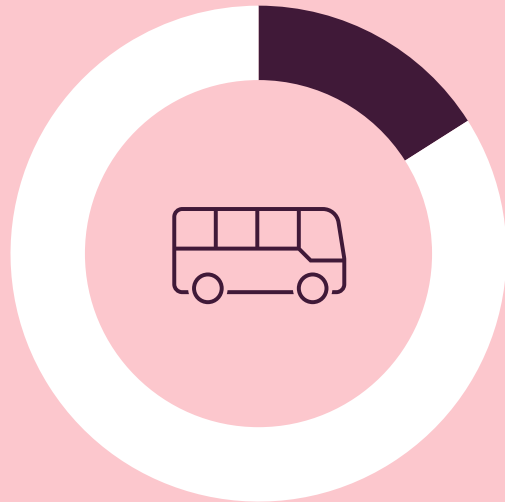
Satisfaction with value for money is up again to 76 per cent from 73 per cent, which itself was the highest rating since the survey began



Satisfaction with frequency of buses is down from 68 per cent to 64 per cent

# Around one in six used bus

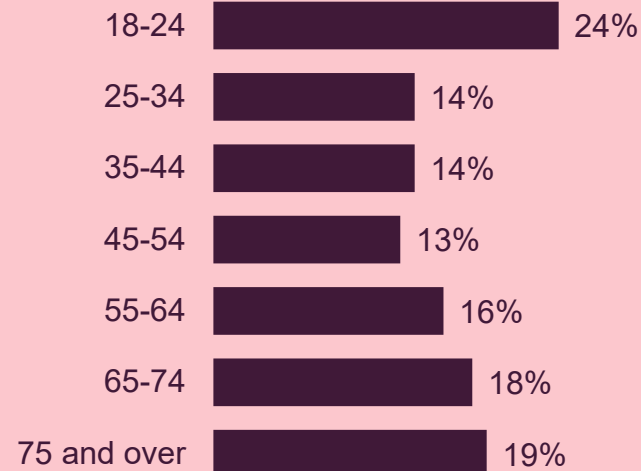
Proportion using a bus outside London in the last seven days



16%

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

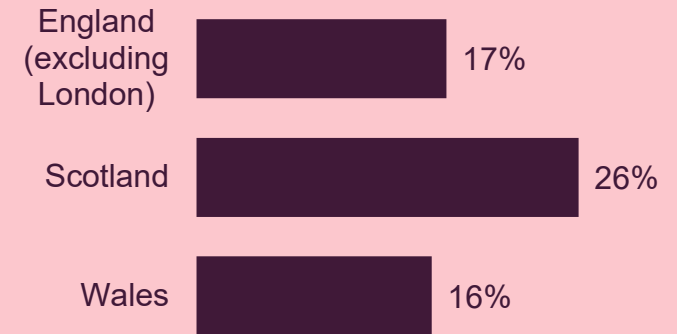
## Age



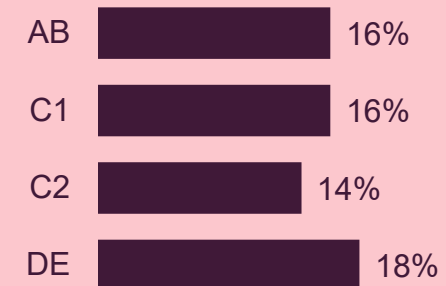
## Sex



## Region of residence

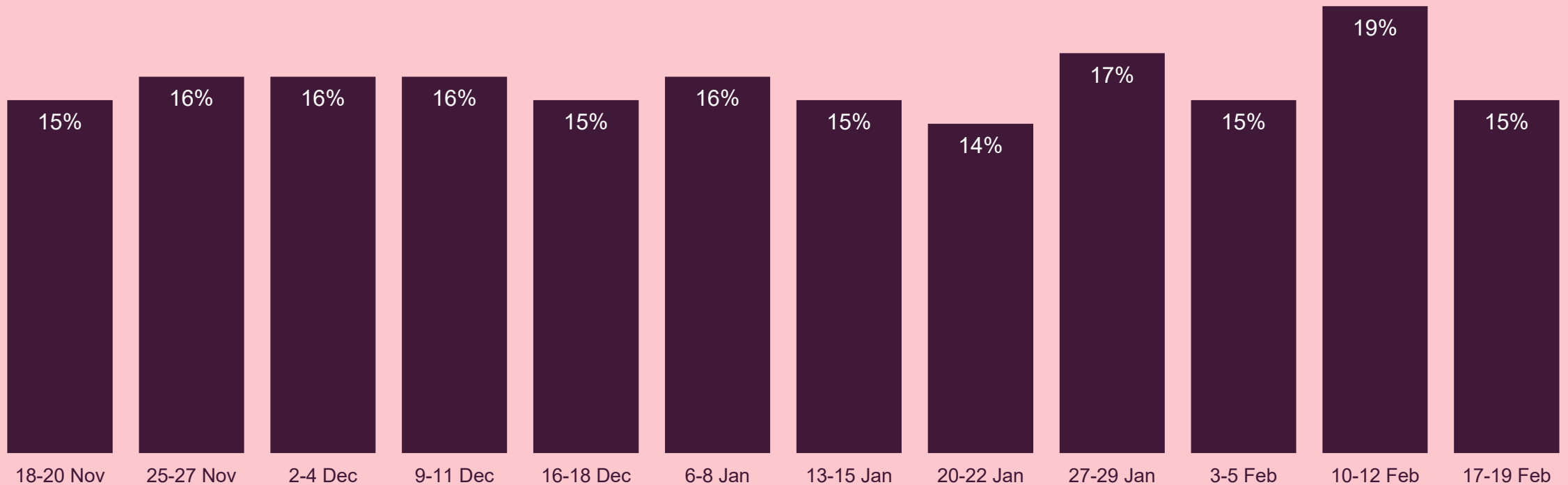


## Social grade



# Bus use is relatively stable

Proportion using bus outside London



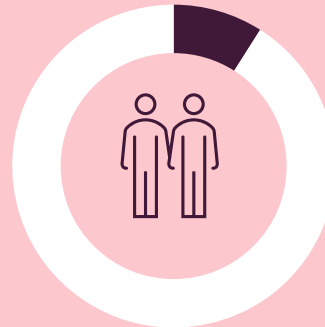
24 February 2023 report. Bus use is defined as having travelled by bus within seven days of being surveyed. Base size circa 2000 per week

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

## Main purpose of bus journey



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



Friends/family  
**9%**



Essential shopping  
**18%**



Commuting  
**28%**



Work travel  
**4%**

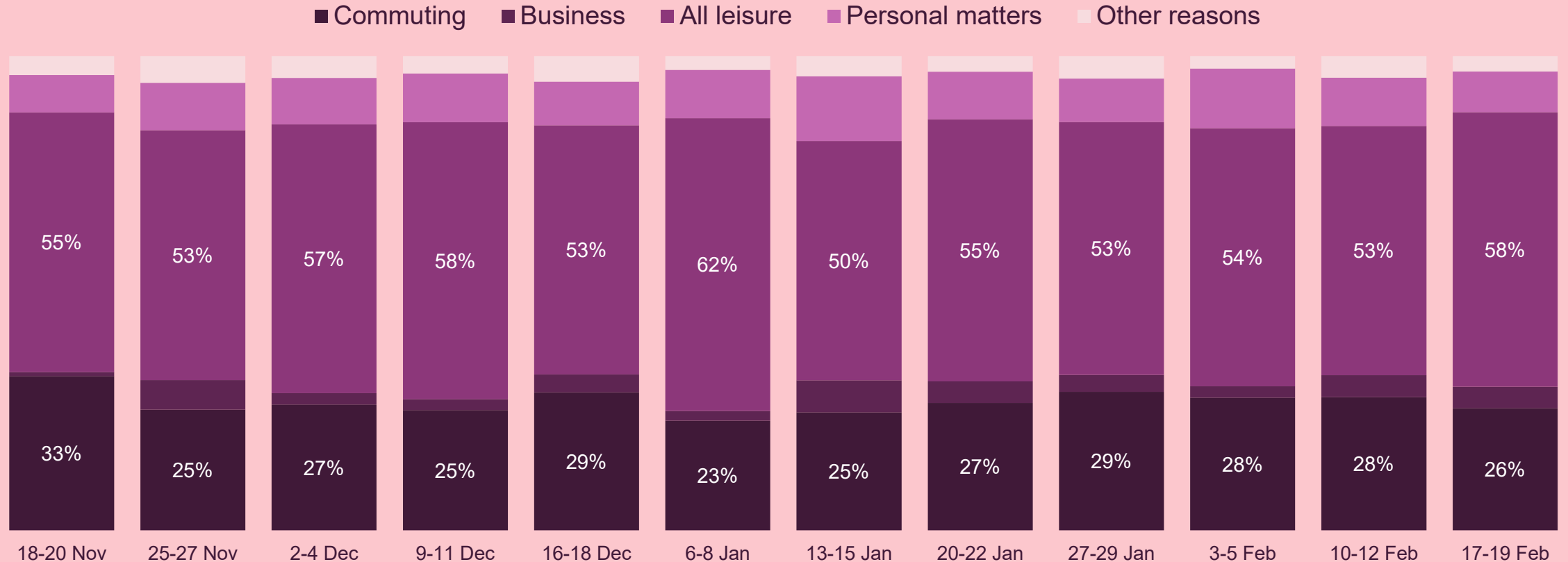


Personal matters  
**10%**

24 February 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 - 1358. 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

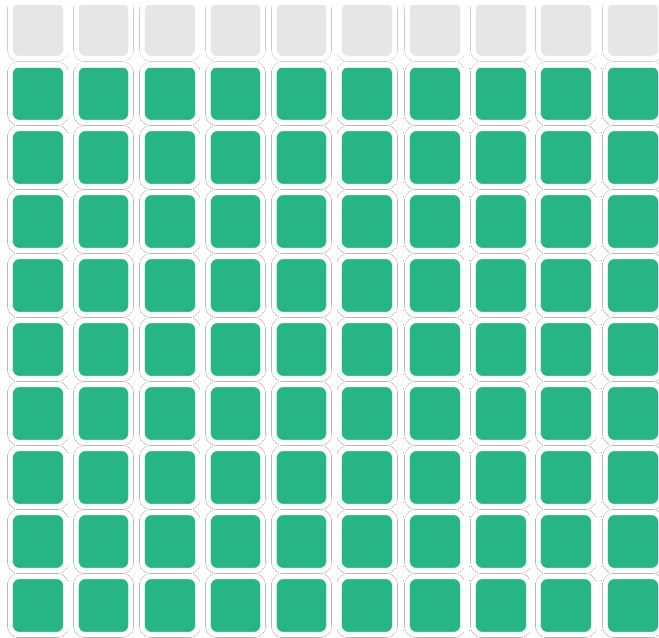


24 February 2023 report. Chart is based on the most recent bus journey made within seven days of being surveyed. Base size: all bus users, average of 323 per week. All leisure includes: leisure/eating out/non-essential shopping; essential shopping; and, friends/family.

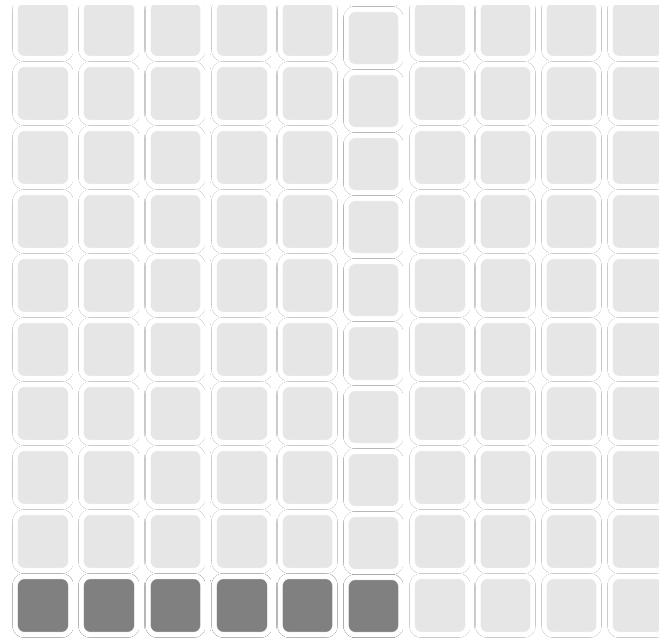




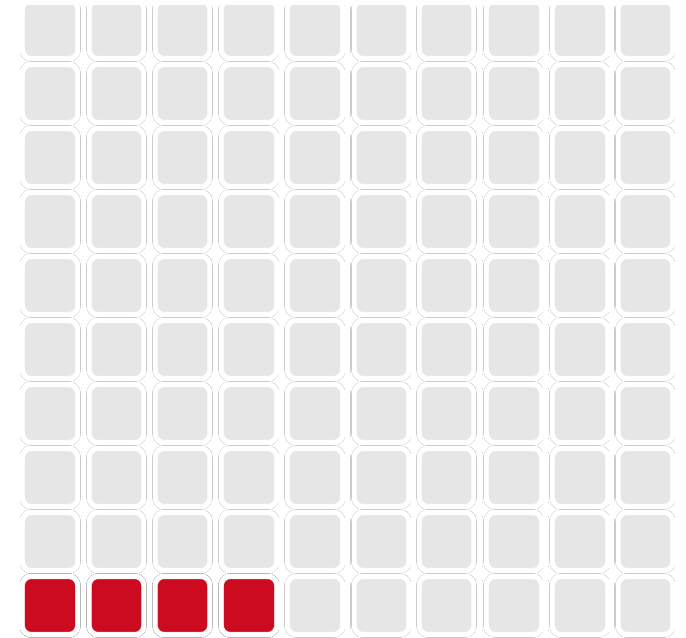
# Overall satisfaction with bus journey



90%  
satisfied



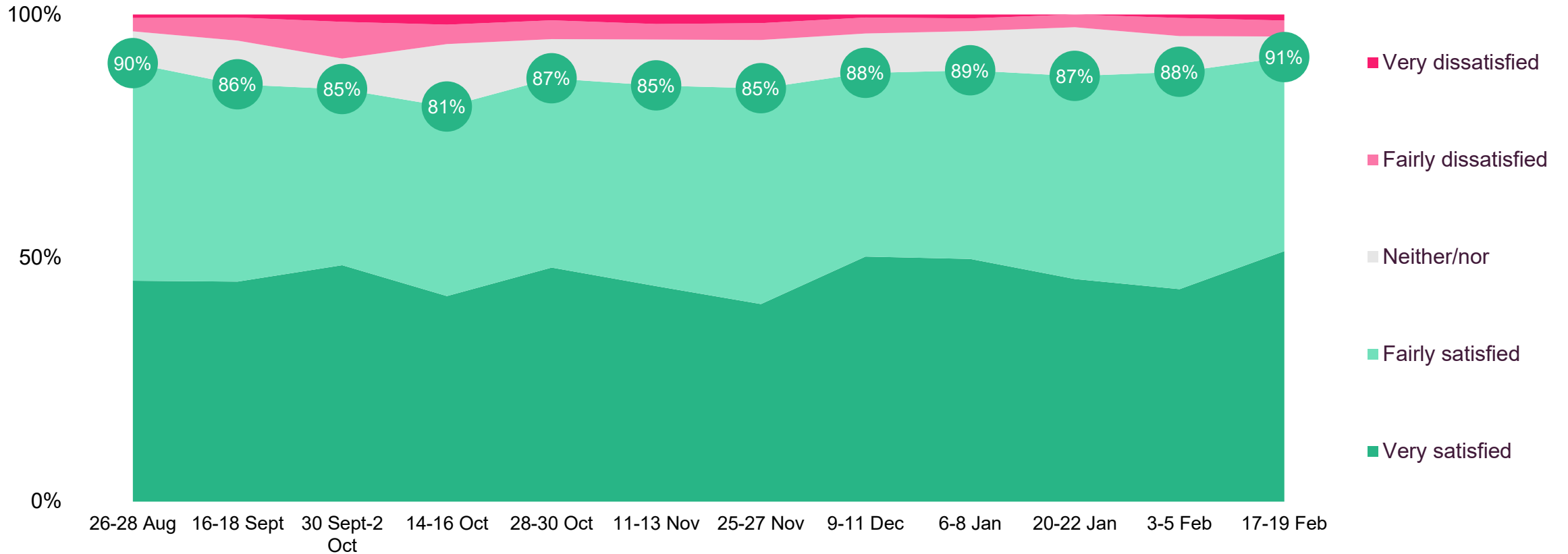
6%  
neither/nor



4%  
dissatisfied

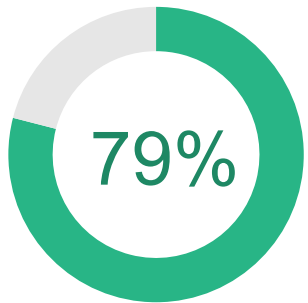
24 February 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base size: 632.

# Overall satisfaction with bus journey

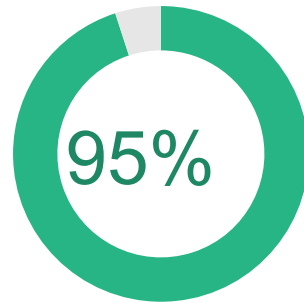


24 February 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Base sizes range from 293 to 338 per survey date.

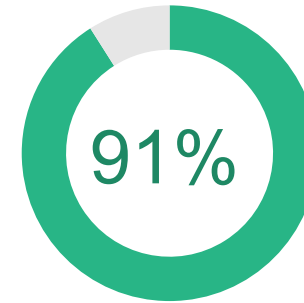
# Overall satisfaction by journey purpose, sex and age



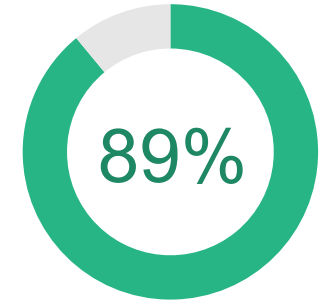
Commute



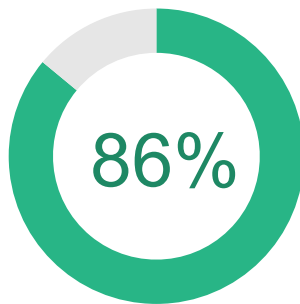
All leisure



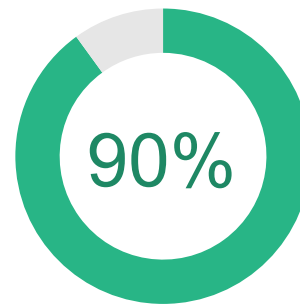
Men



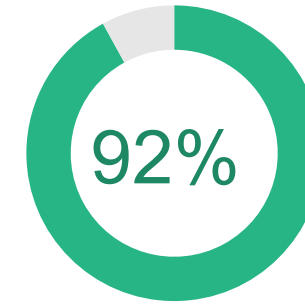
Women



Aged 18-34



Aged 35-54



Aged 55 and over

24 February 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 169 and 319. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family' and 'Essential shopping'

# What bus passengers are saying



Bus on time, driver friendly and polite. Bus was clean and tidy/modern. Cost was reasonable.

Very satisfied, East Yorkshire Buses passenger

As I am retired and have a bus pass I feel satisfied that I can see my friends without spending any money as if I had to pay I wouldn't be able to afford to see them.

Very satisfied, Brighton & Hove Bus passenger

The bus smelled and it was quite dirty.

Neither satisfied nor dissatisfied, First passenger

The bus I travelled on was ok but I intended catching the earlier timetabled bus which failed to arrive causing me to lose a morning.

Very dissatisfied, Arriva passenger

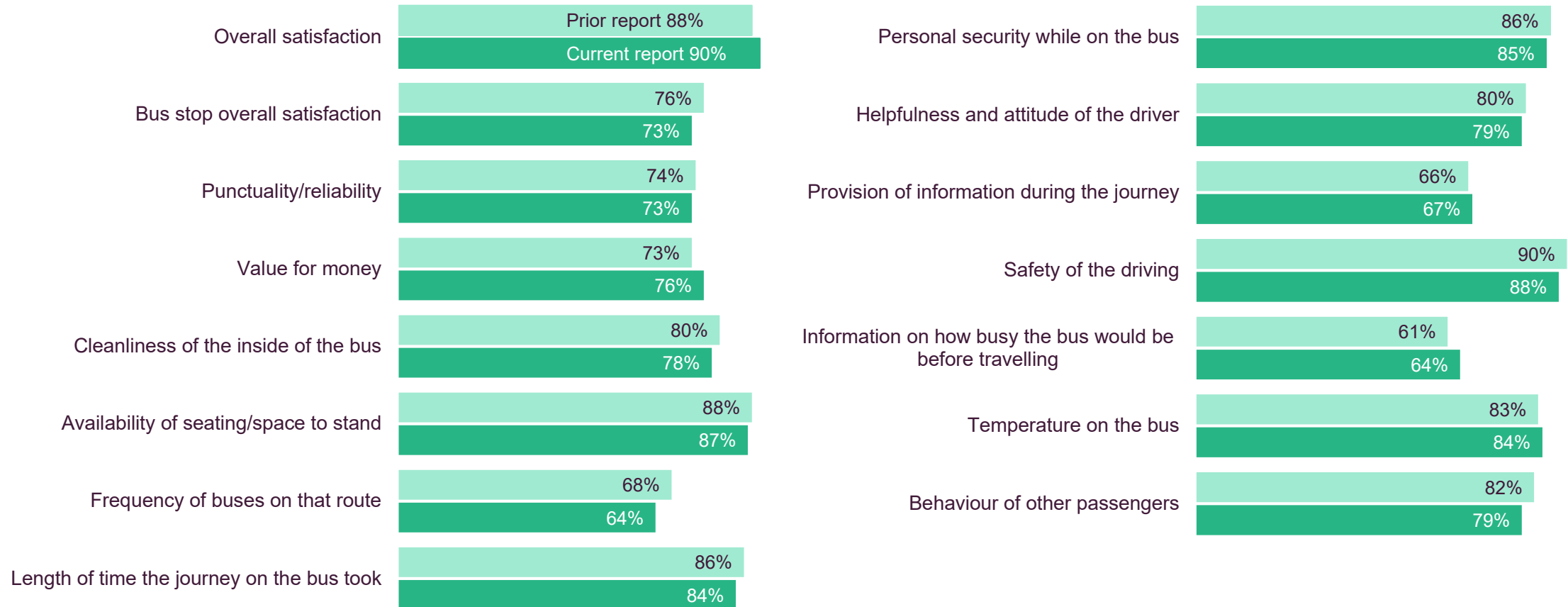
As usual the bus I was originally waiting for was taken out of service without any notice/warning so I was left waiting in the cold for another 25 minutes until the next bus actually turned up. As a consequence of this the bus was extremely busy and very crowded.

Very dissatisfied, Stagecoach passenger



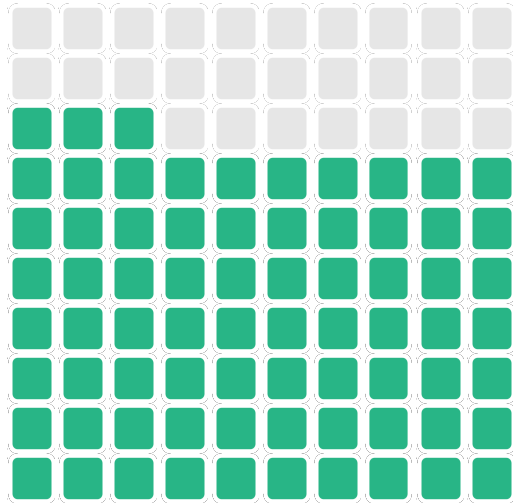


# Change in satisfaction levels since last report

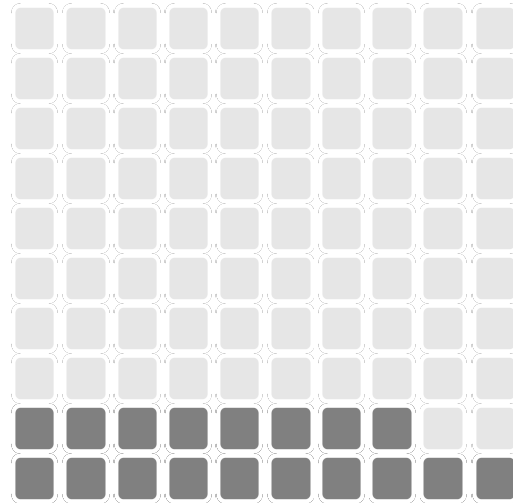


24 February 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. The 'current report' values above are the average of the last two surveys (bus satisfaction questions are asked fortnightly), the 'prior report' values are the average of the two surveys previous to those. Base sizes per aspect vary; current report from 417 to 632, prior report 415 to 616.

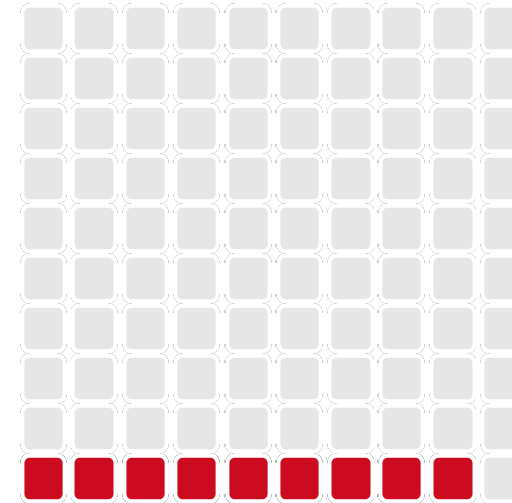
# Satisfaction with the bus stop overall



73%  
satisfied



18%  
neither/nor

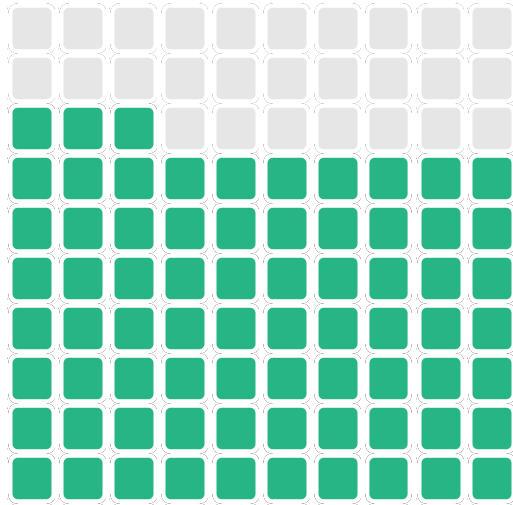


9%  
dissatisfied

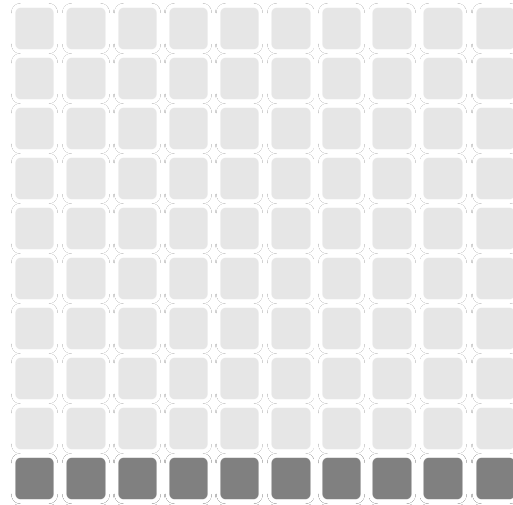


24 February 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 630; trend chart range from 293 to 334 per survey.

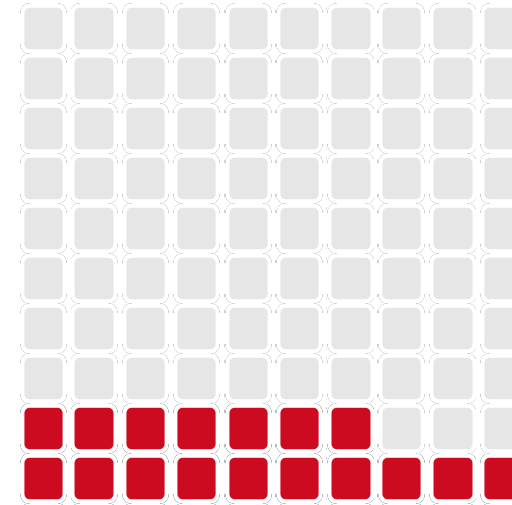
# Satisfaction with punctuality/reliability



73%  
satisfied



10%  
neither/nor



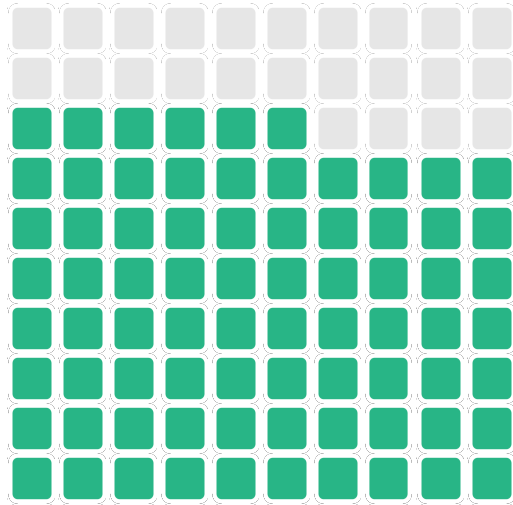
17%  
dissatisfied



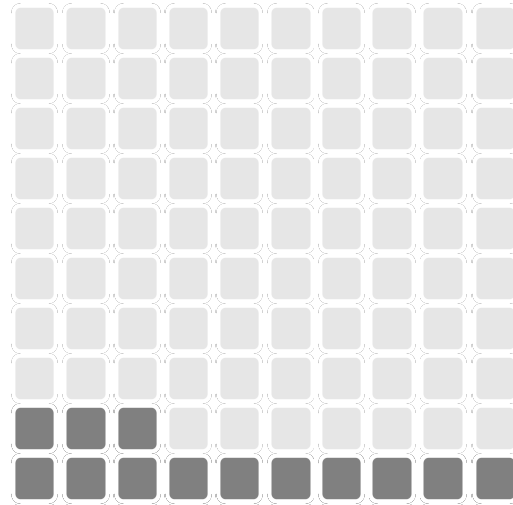
24 February 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 629; trend chart range from 292 to 337 per survey.



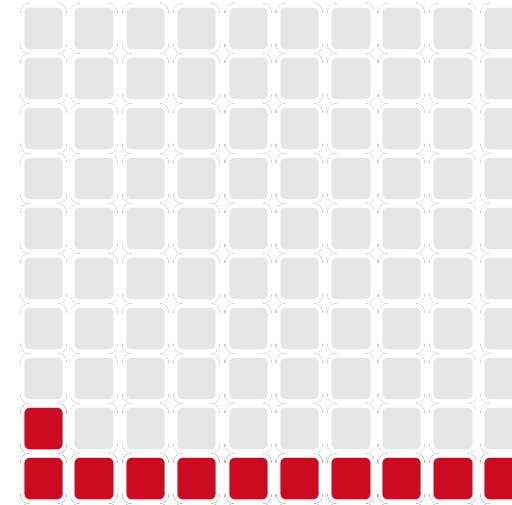
# Satisfaction with value for money



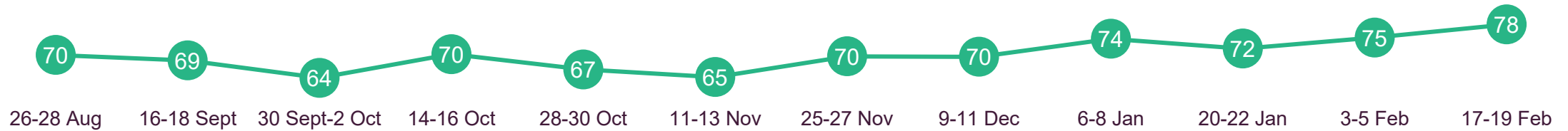
76%  
satisfied



13%  
neither/nor

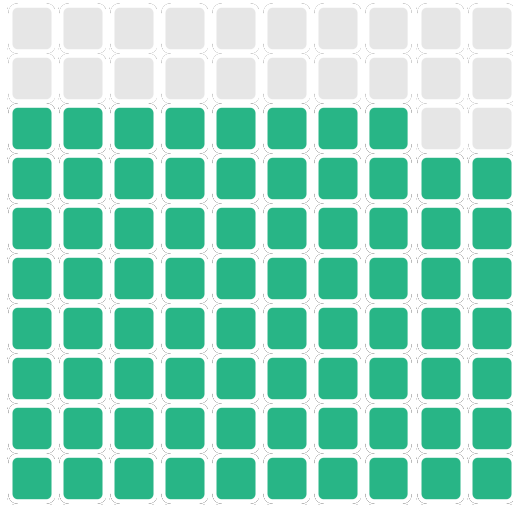


11%  
dissatisfied

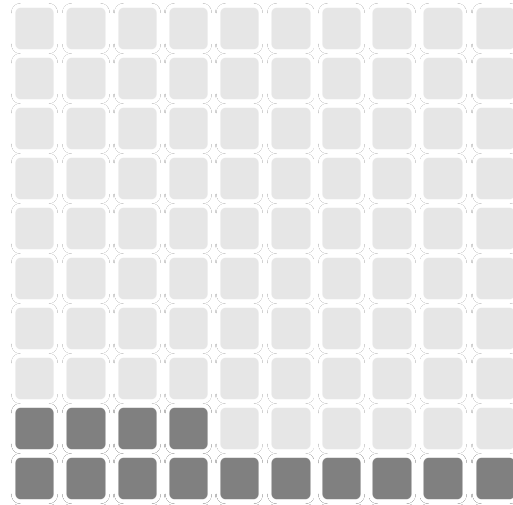


24 February 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 523; trend chart range from 239 to 282 per survey.

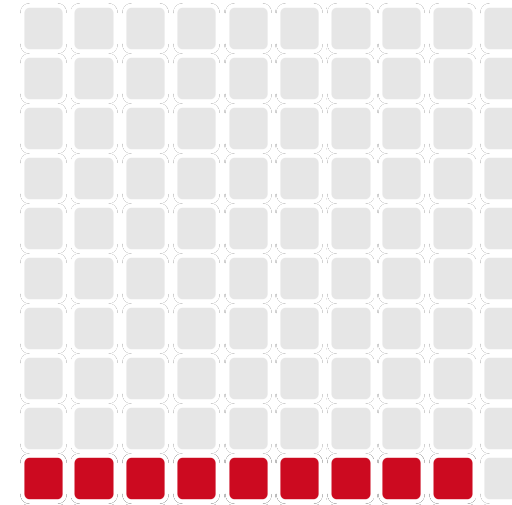
# Satisfaction with cleanliness inside the bus



78%  
satisfied



14%  
neither/nor

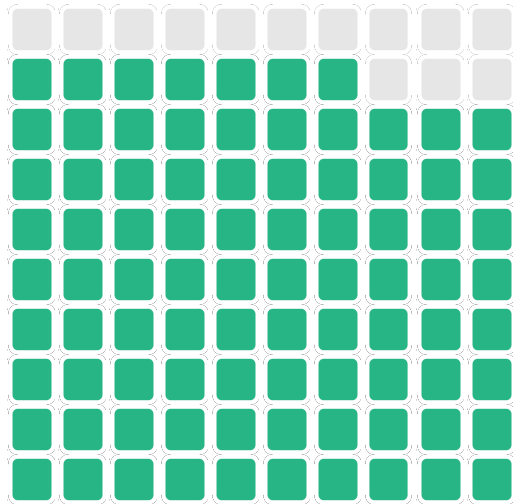


9%  
dissatisfied

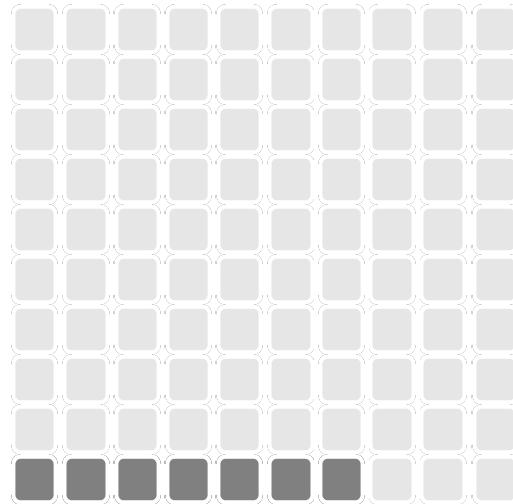


24 February 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 632; trend chart range from 293 to 334 per survey.

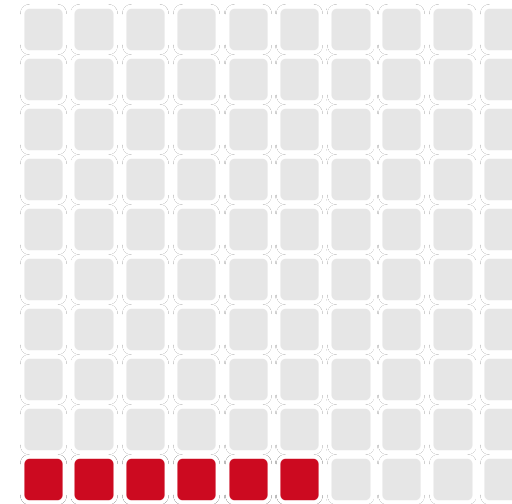
# Satisfaction with availability of seating or space to stand



87%  
satisfied



7%  
neither/nor

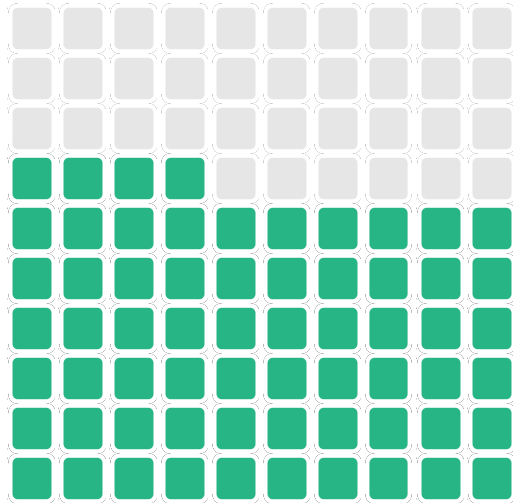


6%  
dissatisfied

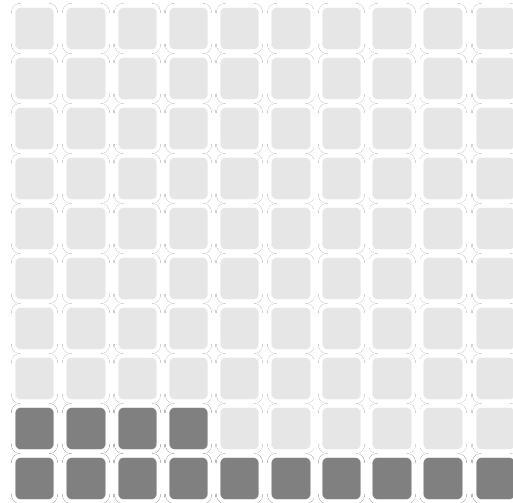


24 February 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 628; trend chart range from 290 to 338 per survey.

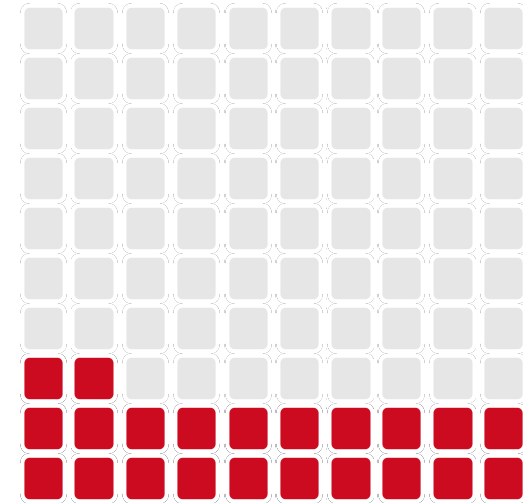
# Satisfaction with frequency of buses on that route



64%  
satisfied



14%  
neither/nor

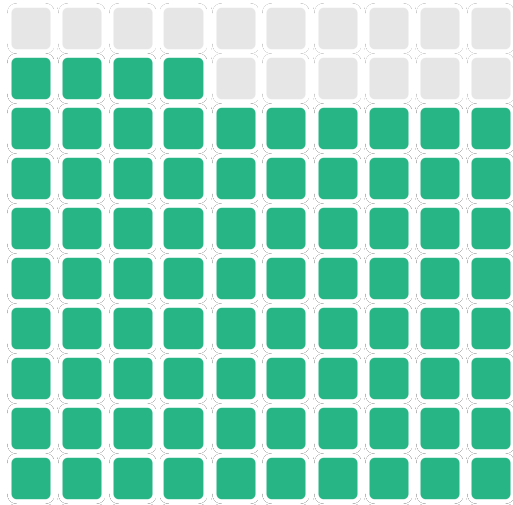


22%  
dissatisfied

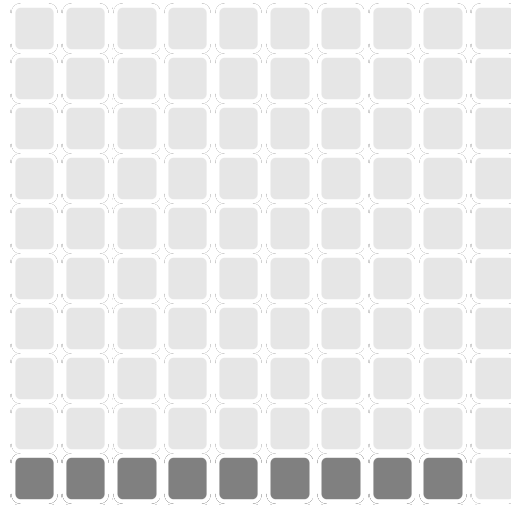


24 February 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 630; trend chart range from 291 to 337 per survey.

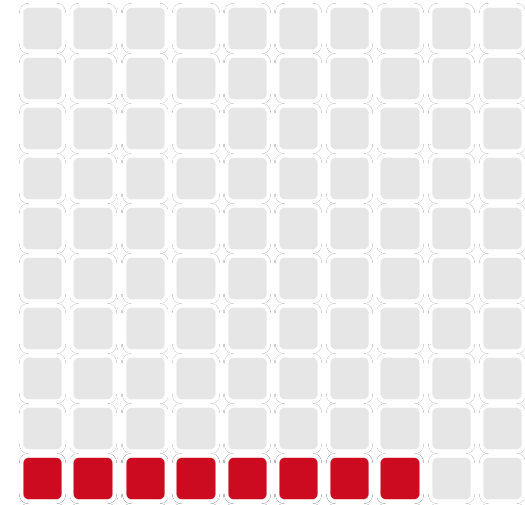
# Satisfaction with the time the journey on the bus took



84%  
satisfied



9%  
neither/nor

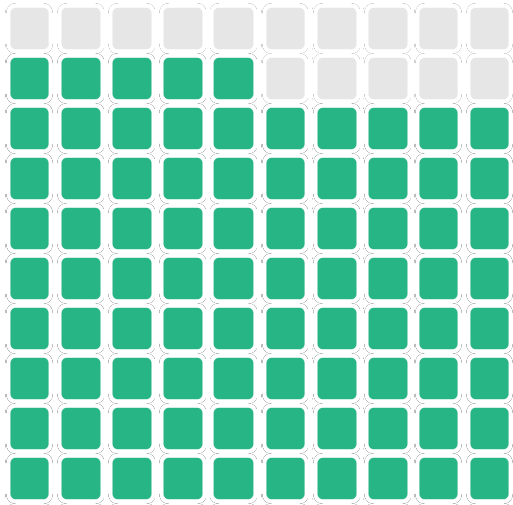


8%  
dissatisfied

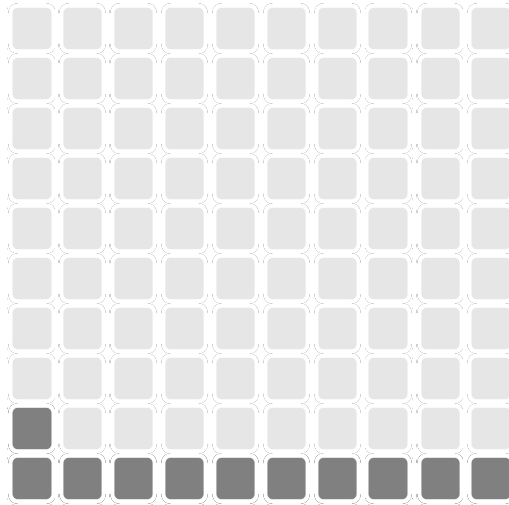


24 February 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 632; trend chart range from 293 to 338 per survey.

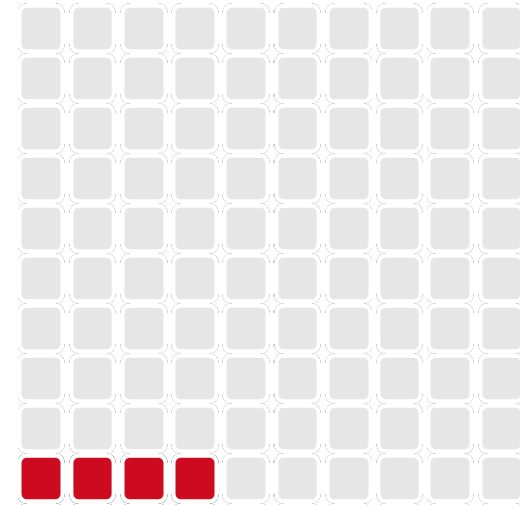
# Satisfaction with personal security on the bus



85%  
satisfied



11%  
neither/nor

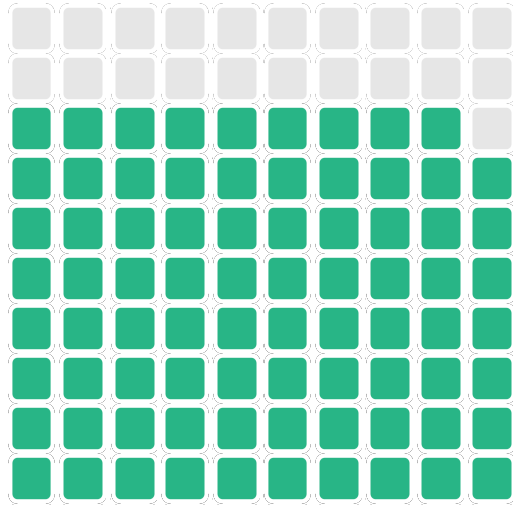


4%  
dissatisfied

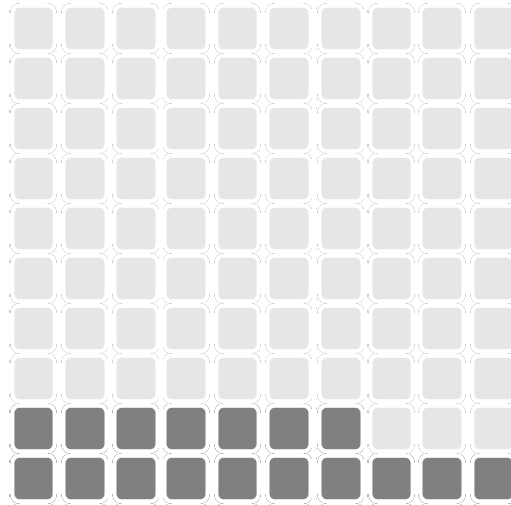


24 February 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 627; trend chart range from 290 to 336 per survey.

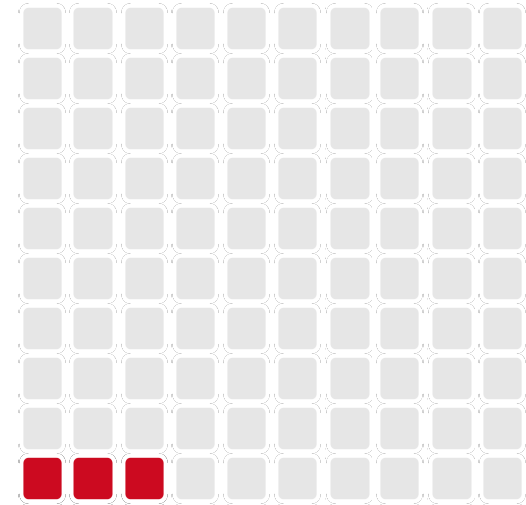
# Satisfaction with helpfulness and attitude of the driver



79%  
satisfied



17%  
neither/nor

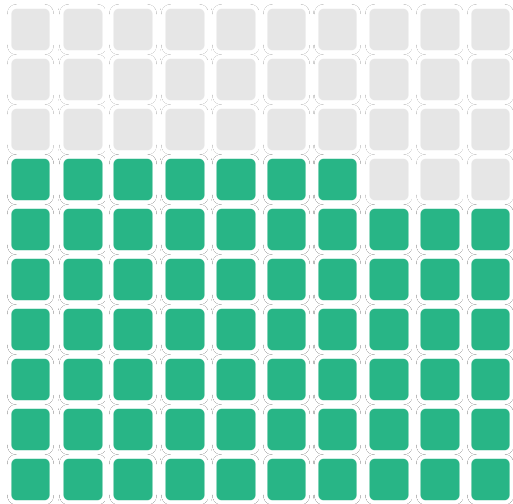


3%  
dissatisfied

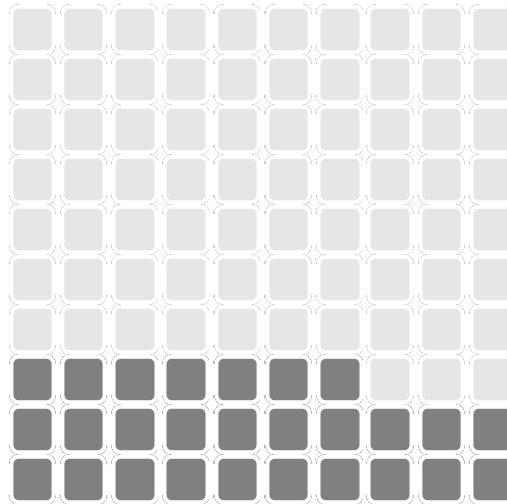


24 February 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 615; trend chart range from 284 to 328 per survey.

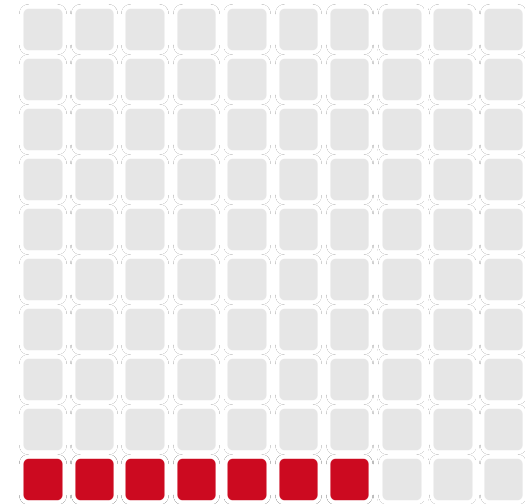
# Satisfaction with information provided during the journey



67%  
satisfied



27%  
neither/nor



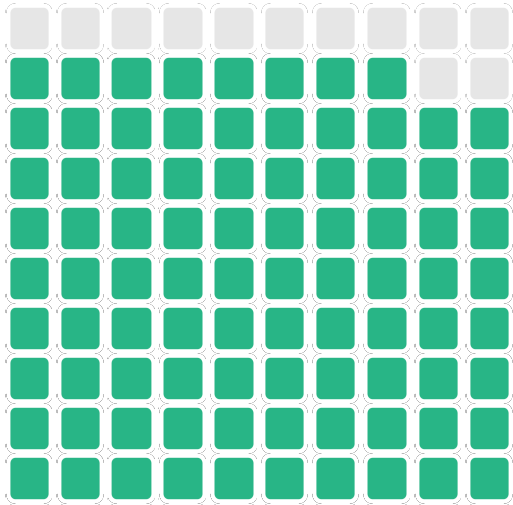
7%  
dissatisfied



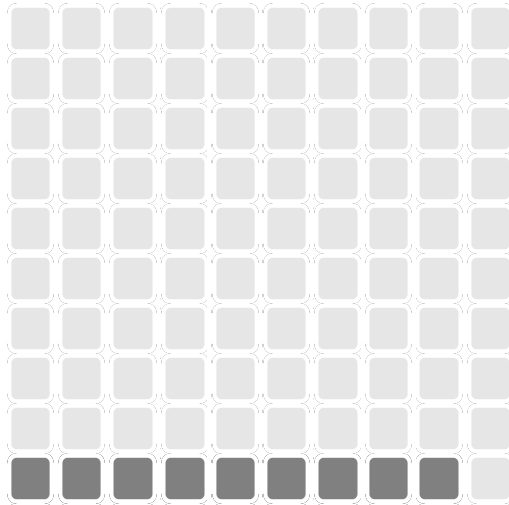
24 February 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 489; trend chart range from 229 to 271 per survey.



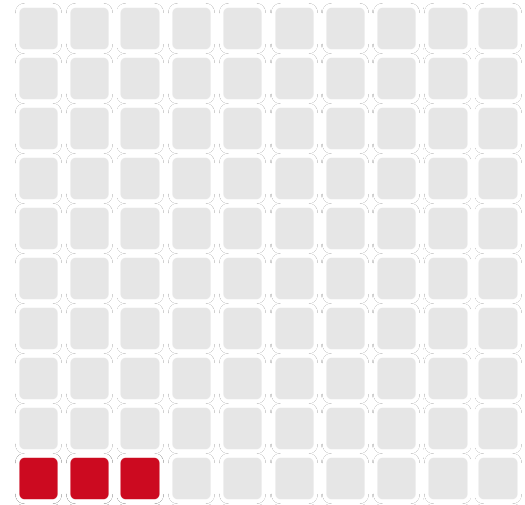
# Satisfaction with safety of the driving



88%  
satisfied



9%  
neither/nor

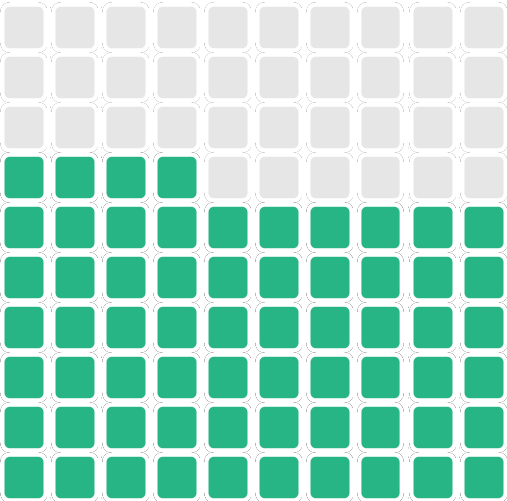


3%  
dissatisfied

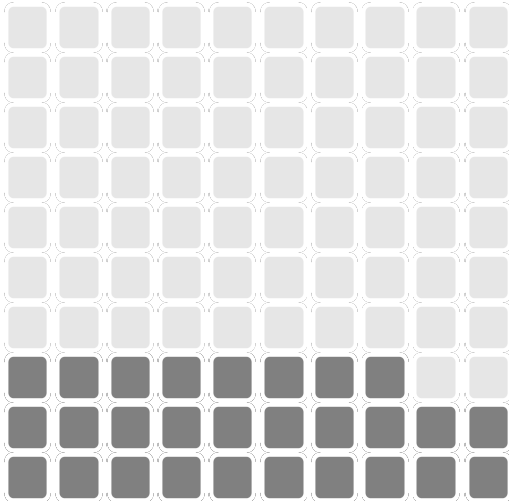


24 February 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 632; trend chart range from 293 to 337 per survey.

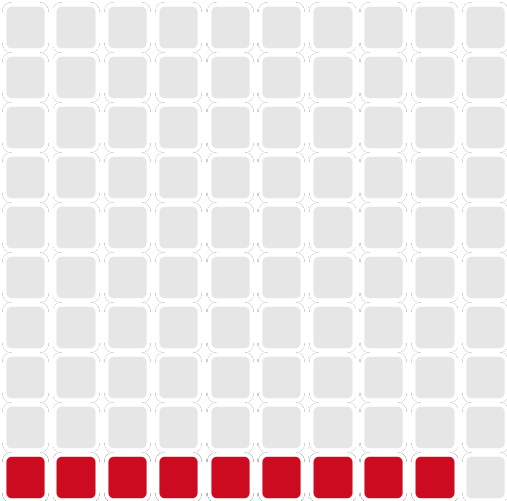
# Satisfaction with information on how busy the bus was before travelling



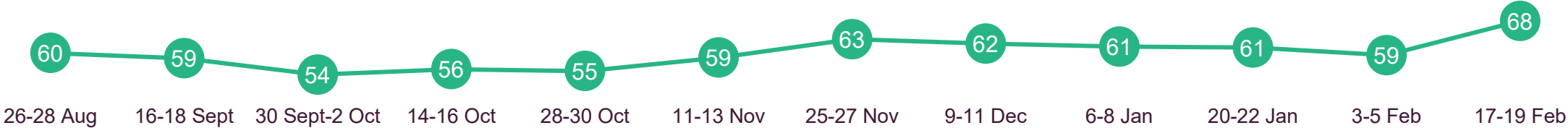
64%  
satisfied



28%  
neither/nor

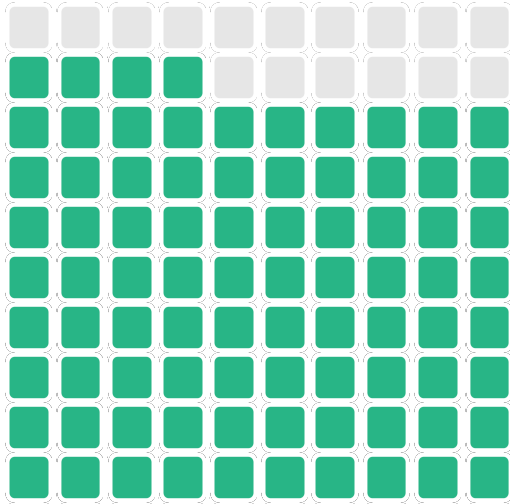


9%  
dissatisfied

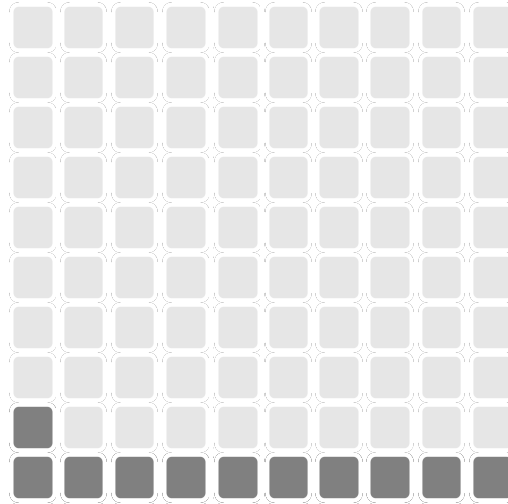


24 February 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 417; trend chart range from 200 to 228 per survey.

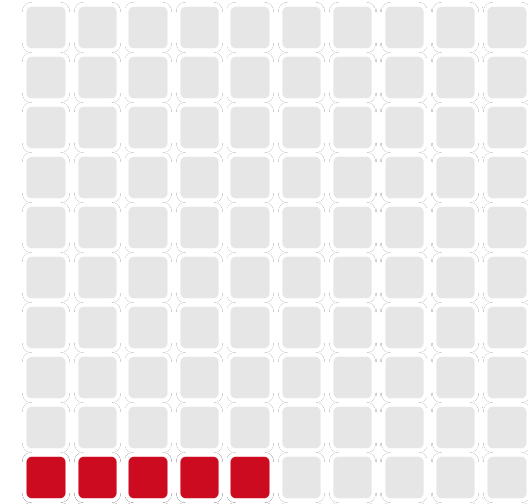
# Satisfaction with temperature inside the bus



84%  
satisfied



11%  
neither/nor

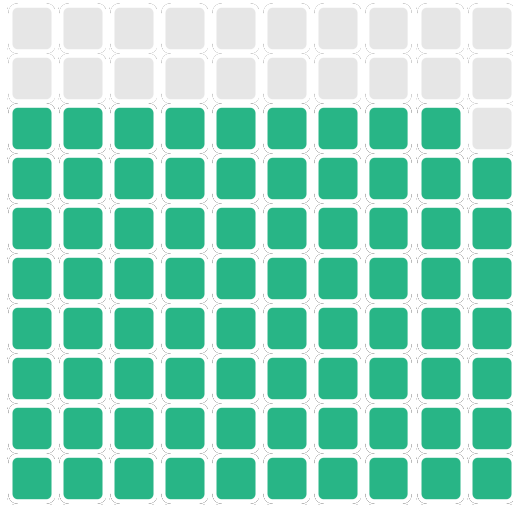


5%  
dissatisfied

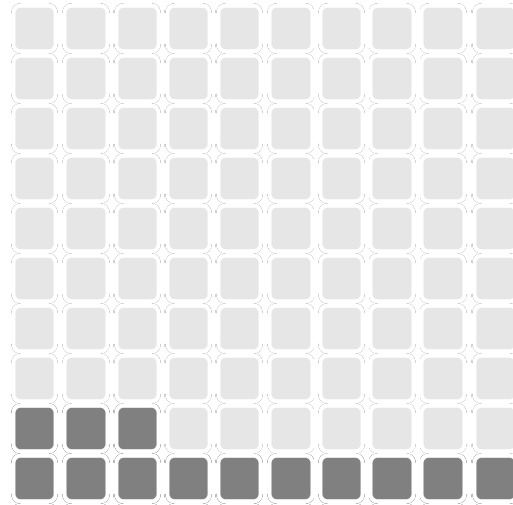


24 February 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 631; trend chart range from 293 to 338 per survey.

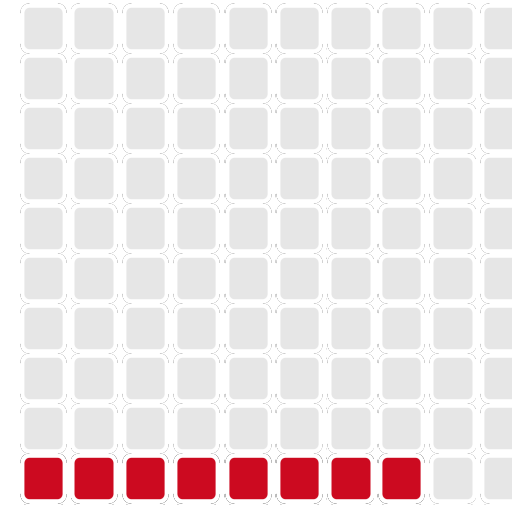
# Satisfaction with other passengers' behaviour



79%  
satisfied



13%  
neither/nor



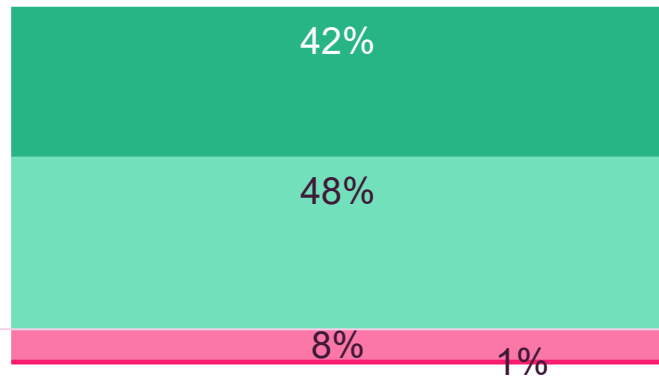
8%  
dissatisfied



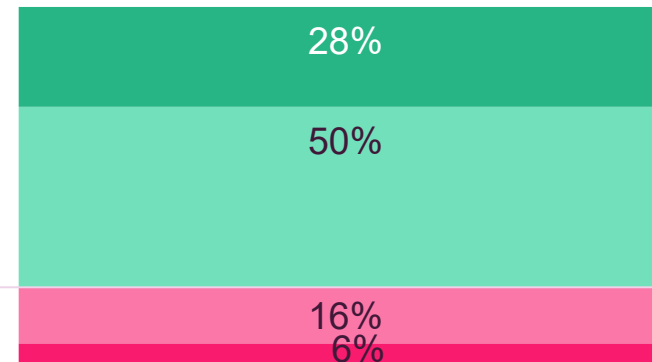
24 February 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 628; trend chart range from 291 to 337 per survey.

# Feeling safe on bus in relation to Covid

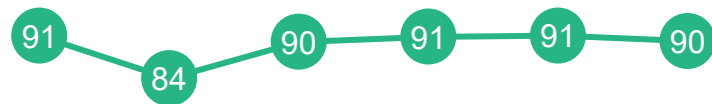
Used bus  
in last 7 days



Not used bus  
in last 7 days



- Very safe
- Fairly safe
- Not very safe
- Not at all safe



16-18 Sept    14-16 Oct    11-13 Nov    9-11 Dec    20-22 Jan    17-19 Feb

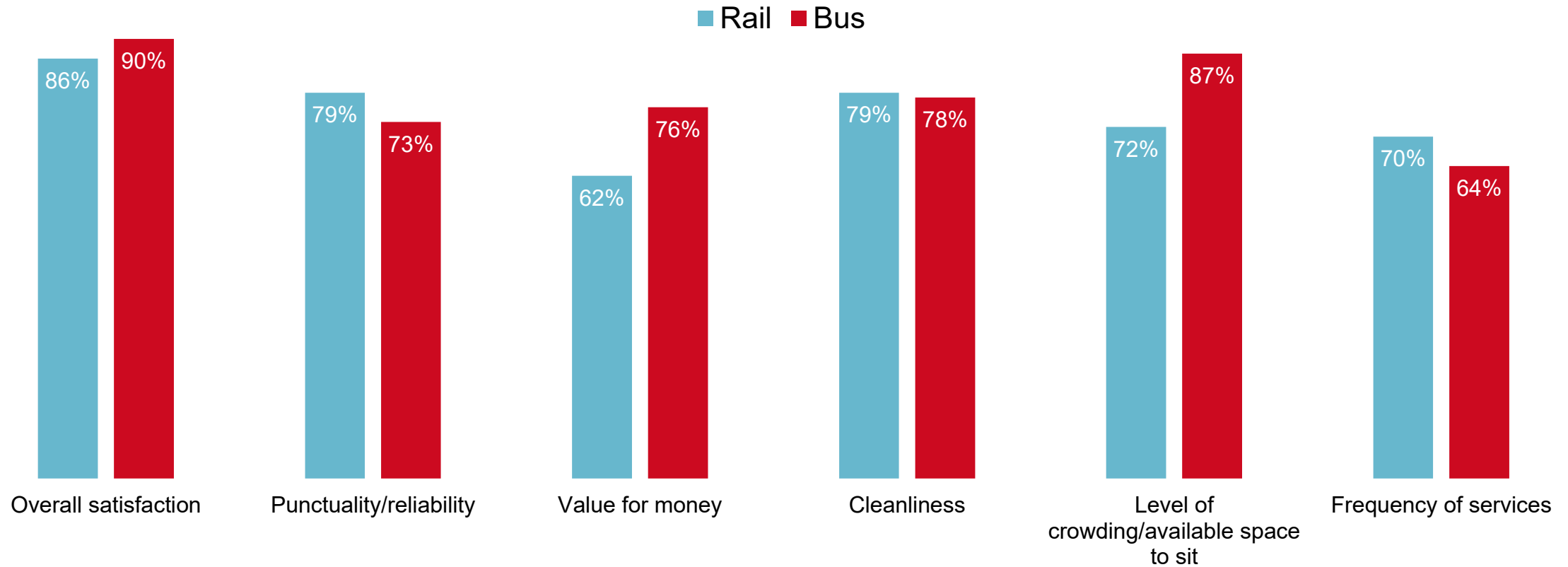


16-18 Sept    14-16 Oct    11-13 Nov    9-11 Dec    20-22 Jan    17-19 Feb

24 February 2023 report. Bus use is defined as having travelled by bus within seven days of being surveyed. Bar charts are the latest survey (17-19 February 2023) with base sizes for users of 328 and non-users 1535. Base sizes for trend charts range on users from 293 to 338, 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, but lower for punctuality and frequency of services



24 February 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 1063 to 1102; bus base sizes from 523 to 632.

# 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 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              |
| Week 69 | 3-5 February      | 304              |
| Week 71 | 17-19 February    | 328              |

# 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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