

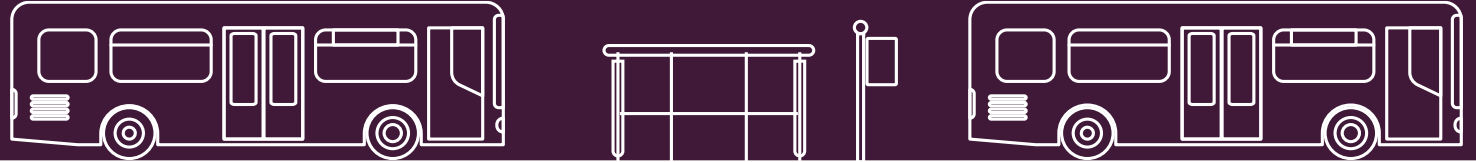
24 March  
2023

Edition 12

# 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.

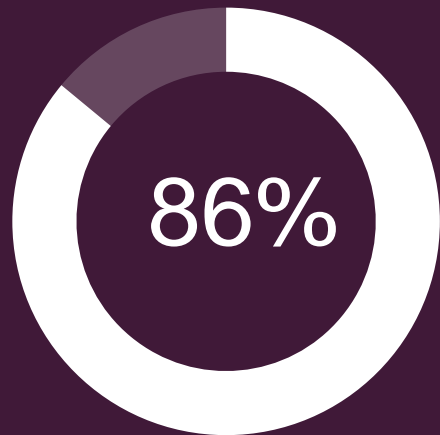
We ask everyone which types of transport they have used and for what purpose. Every fortnight those who used a bus outside London are asked about their overall satisfaction with the journey and with aspects such as value for money, punctuality, cleanliness.

In a typical survey, where around 14

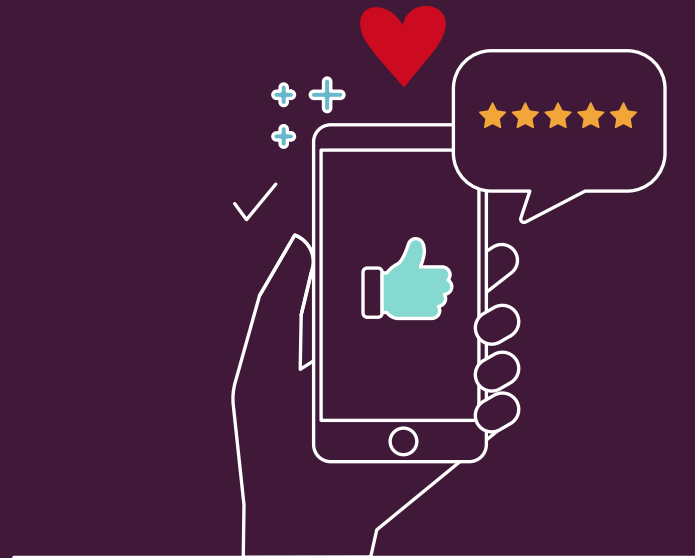
per cent have used a bus outside London, we get this detailed information from around 250 people.

We publish a report every four weeks. This report covers interviews between September 2022 and March 2023. 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



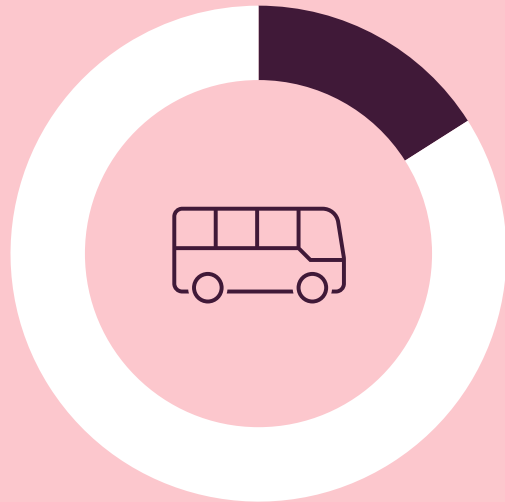
Satisfaction with most measures is stable



Satisfaction with frequency of buses is up from 64% last time to 67%

# Around one in six used bus

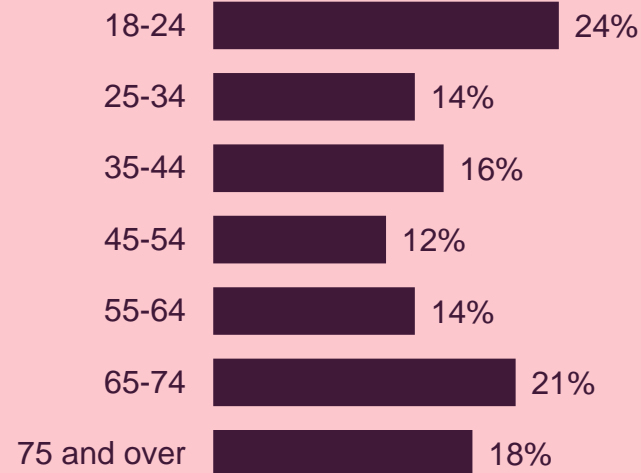
Proportion using a bus outside London in the last seven days



**16%**

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

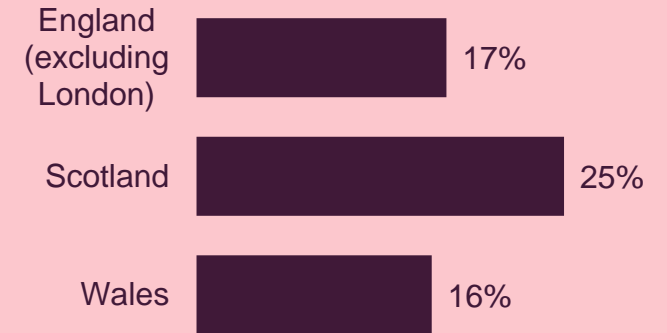
## Age



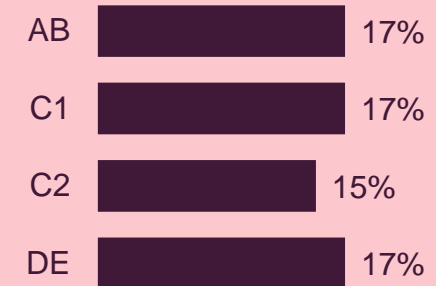
## Gender



## Region of residence

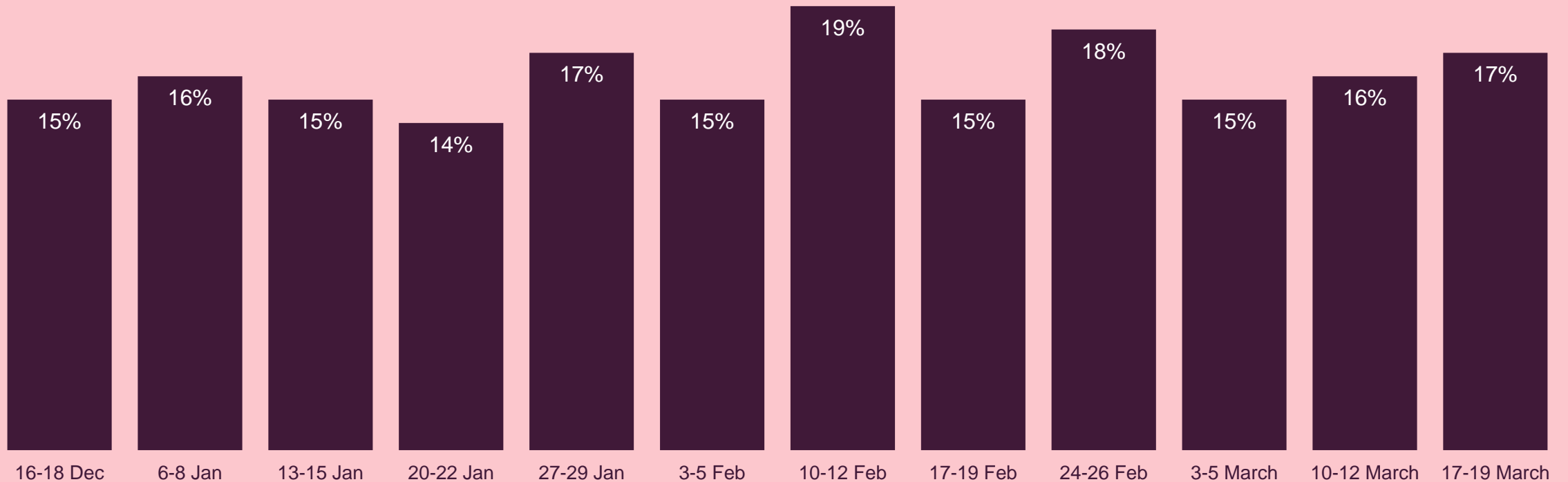


## Social grade



# Use of bus is relatively stable

Proportion using bus outside London



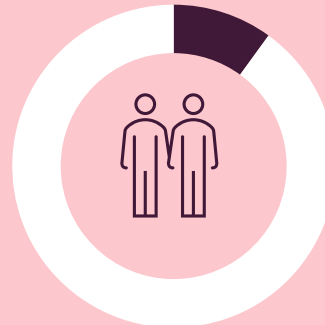
24 March report. Bus use is defined as having travelled by bus within seven days of being surveyed. Base size circa 2000 per week

# 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  
**10%**



Essential shopping  
**16%**



Commuting  
**28%**



Work travel  
**4%**

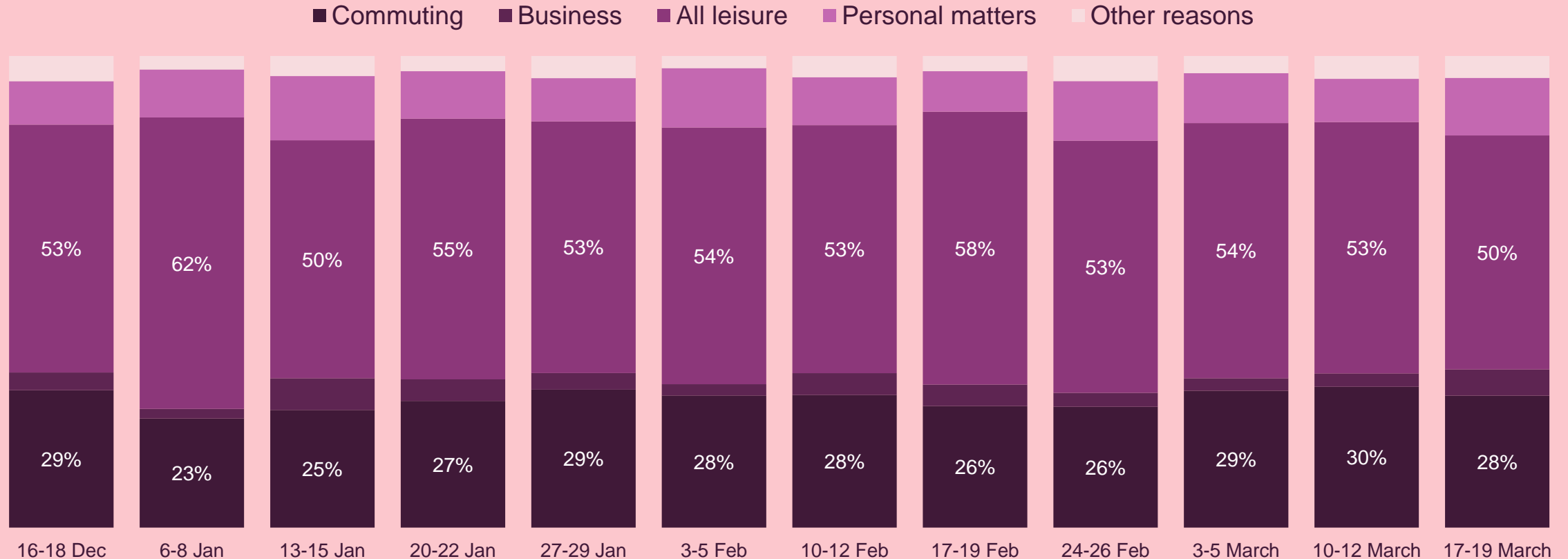


Personal matters  
**11%**

24 March 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 - 1334. 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

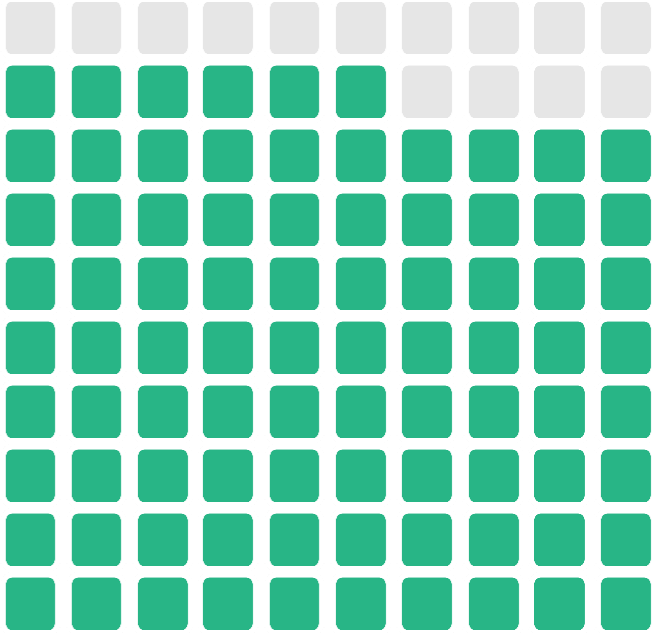


24 March report. Chart is based on the most recent bus journey made within seven days of being surveyed. Base size: all bus users, average of 327 per week. All leisure includes: leisure/eating out/non-essential shopping; essential shopping; and, friends/family.

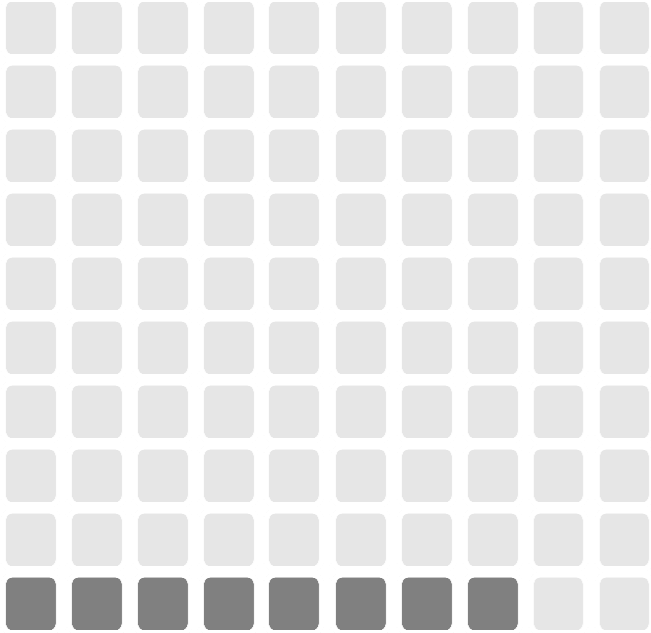




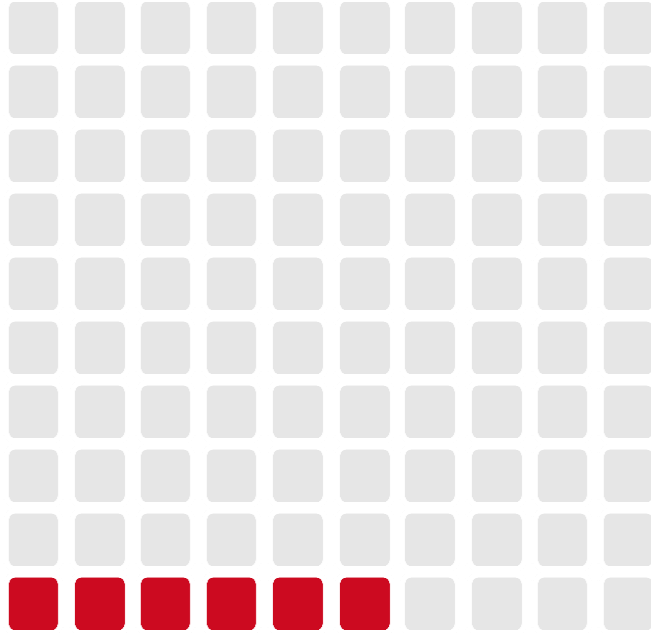
# Overall satisfaction with bus journey



86%  
satisfied



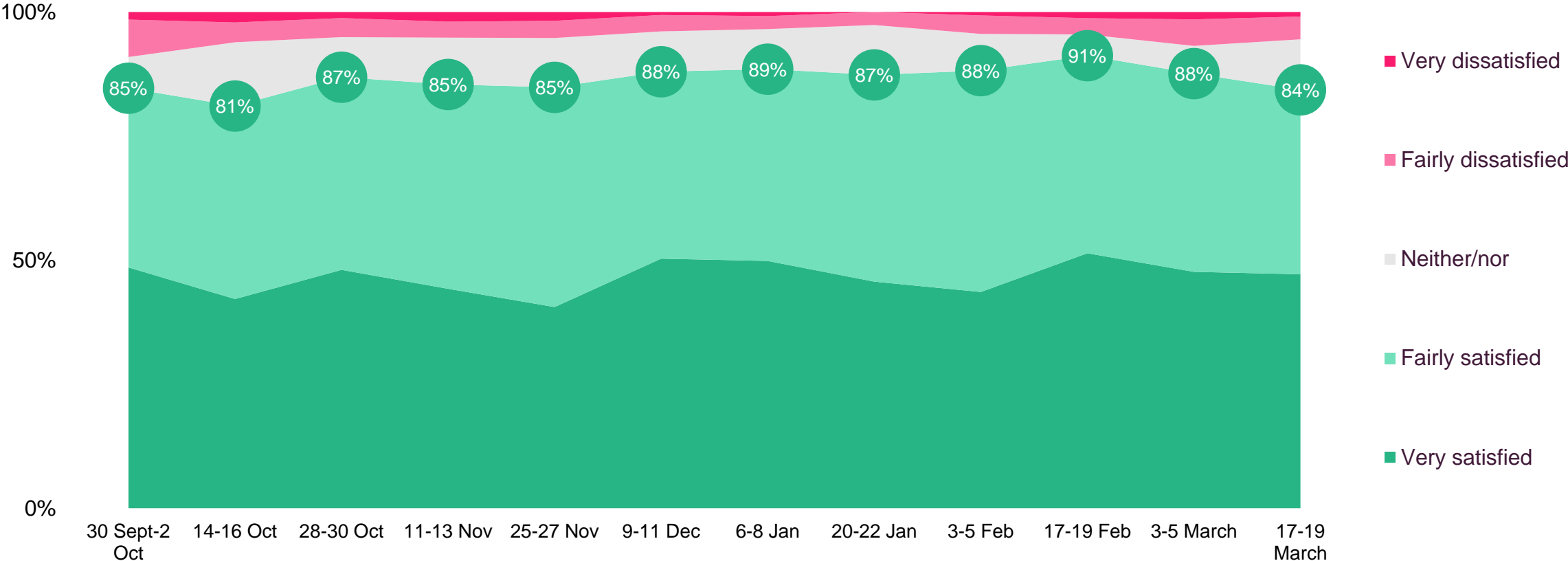
8%  
neither/nor



6%  
dissatisfied

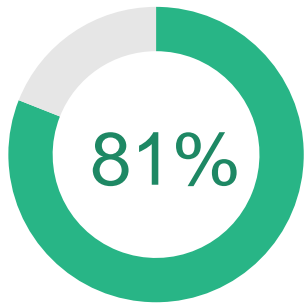
24 March report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base size: 650.

# Overall satisfaction with bus journey

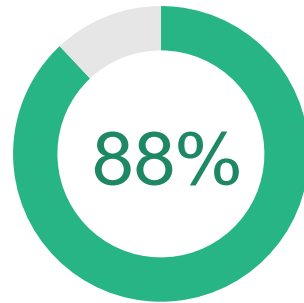


24 March report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Base sizes range from 293 to 342 per survey date.

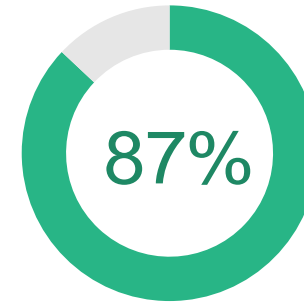
# Overall satisfaction by journey purpose, sex and age



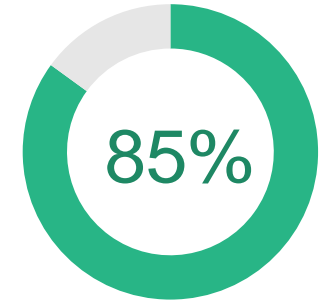
Commute



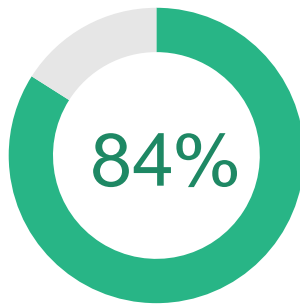
All leisure



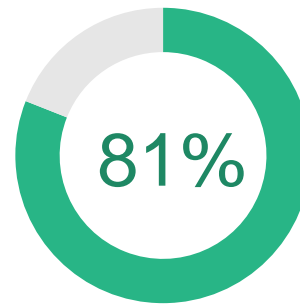
Men



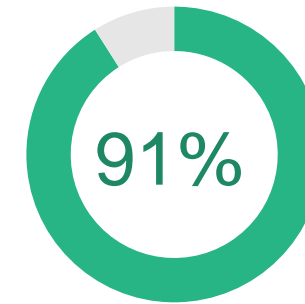
Women



Aged 18-34



Aged 35-54



Aged 55 and over

24 March 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 338. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family' and 'Essential shopping'

# What bus passengers are saying



There had been snow and the normal service was disrupted. The express bus which wouldn't normally stop at ours stopped at our and every other stop to ensure people didn't have to wait unnecessarily long.

Very satisfied, Go North East passenger

I waited more than 35 minutes for a service that is supposed to be every 11 minutes, the bus was crowded. Passengers were vaping on board which is forbidden and the bus was dirty.

Very dissatisfied, National Express passenger

The bus was a new electric vehicle so it was clean and quiet. However, I had to wait for 35 minutes for a service that is supposed to run every 15 minutes.

Neither satisfied nor dissatisfied, Cardiff Bus passenger

The bus ran to time, it was fairly clean and the £2 fare was good.

Fairly satisfied, First passenger

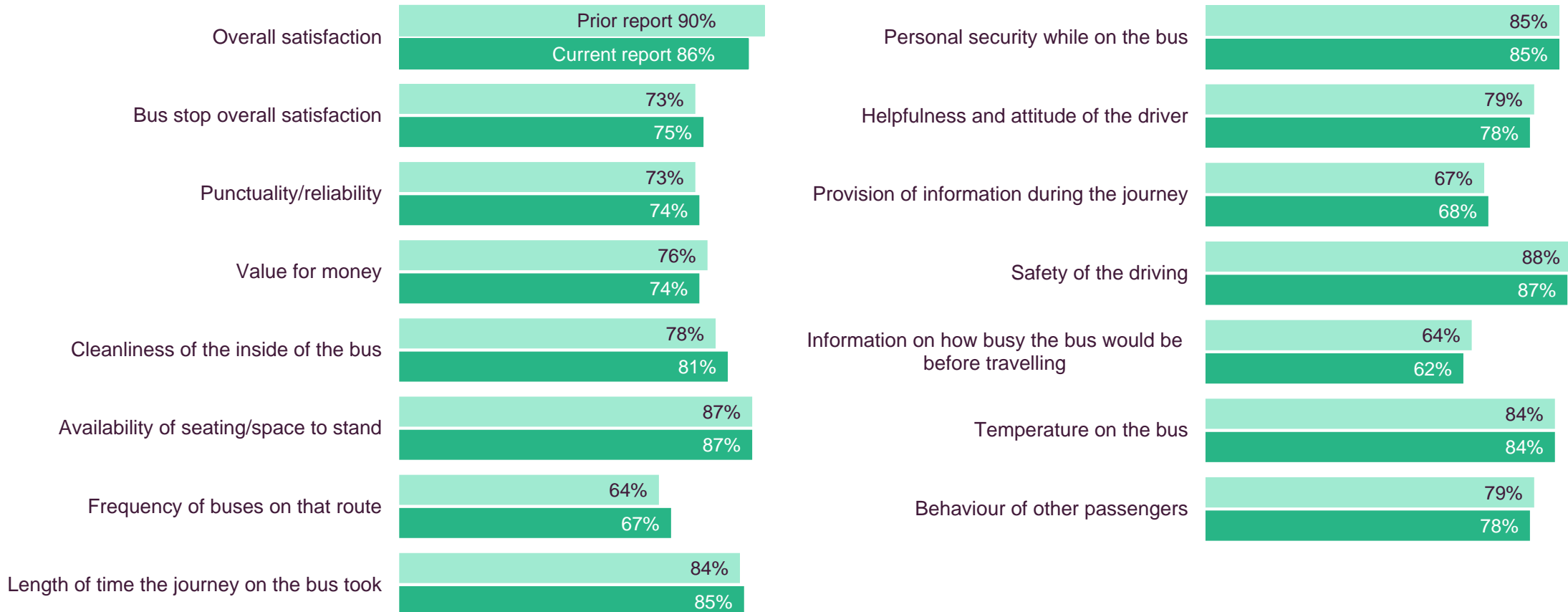
On time not overcrowded but was damp inside and bumpy trip due to road surface and route.

Fairly satisfied, Stagecoach passenger



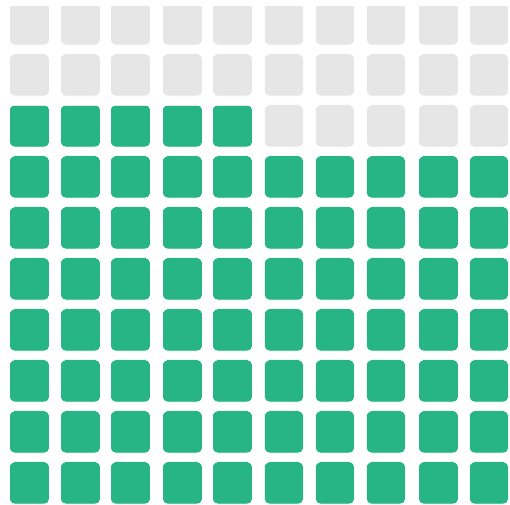


# Change in satisfaction levels since last report

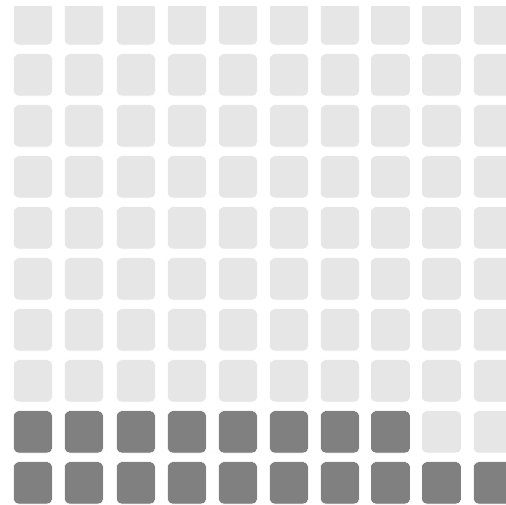


24 March report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. The 'current report' values above are the average of the last two surveys (bus satisfaction questions are asked fortnightly), the 'prior report' values are the average of the two surveys previous to those. Base sizes per aspect vary; current report from 432 to 650, prior report 417 to 632.

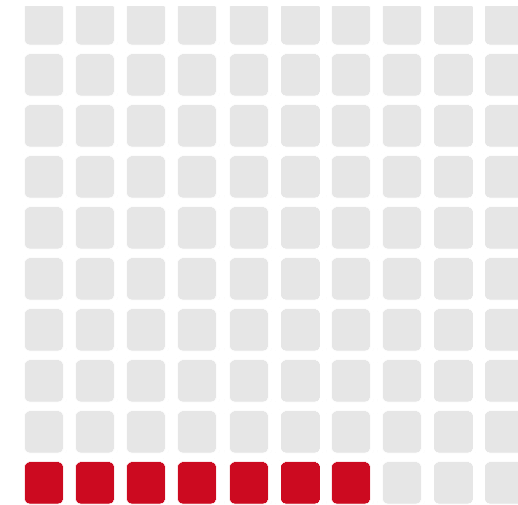
# Satisfaction with the bus stop overall



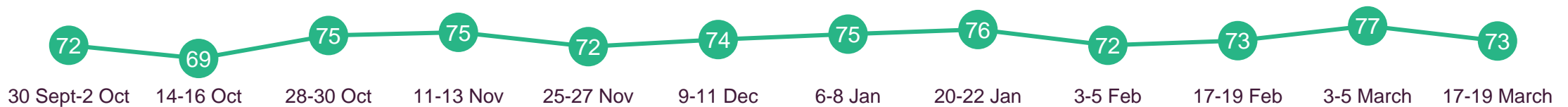
75%  
satisfied



18%  
neither/nor

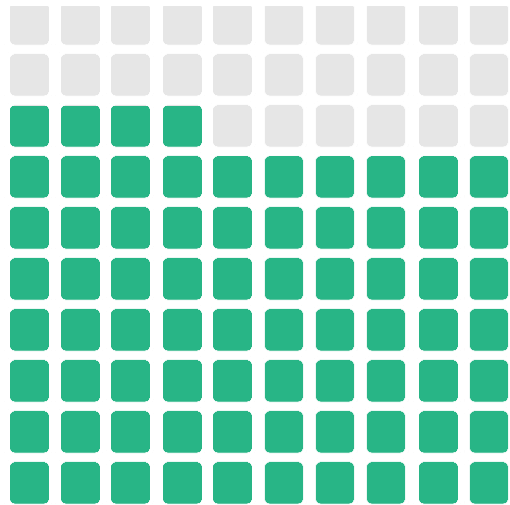


7%  
dissatisfied

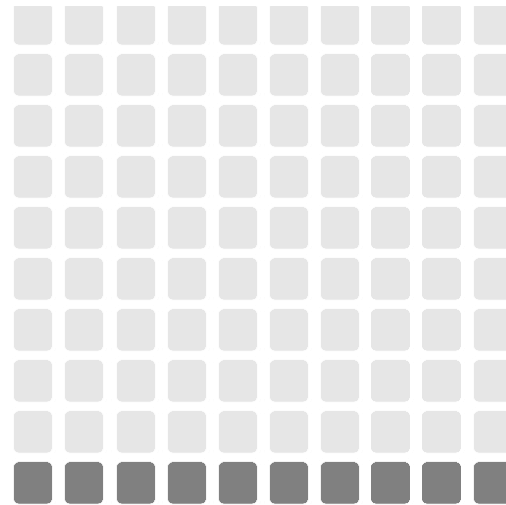


24 March report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 650; trend chart range from 293 to 342 per survey.

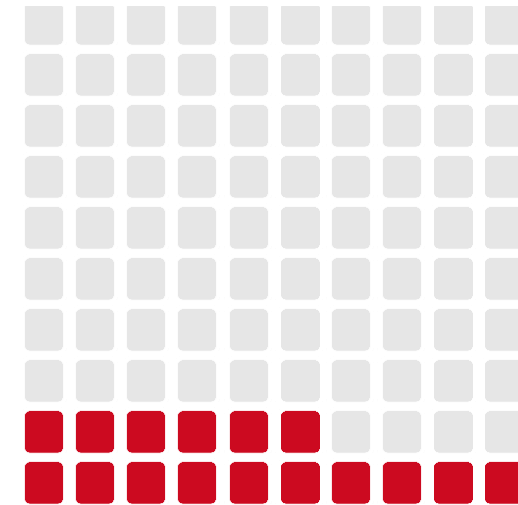
# Satisfaction with punctuality/reliability



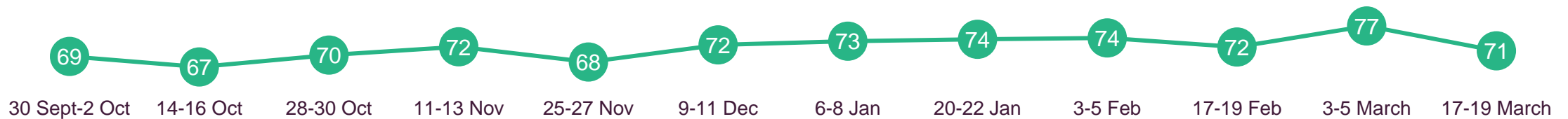
74%  
satisfied



10%  
neither/nor



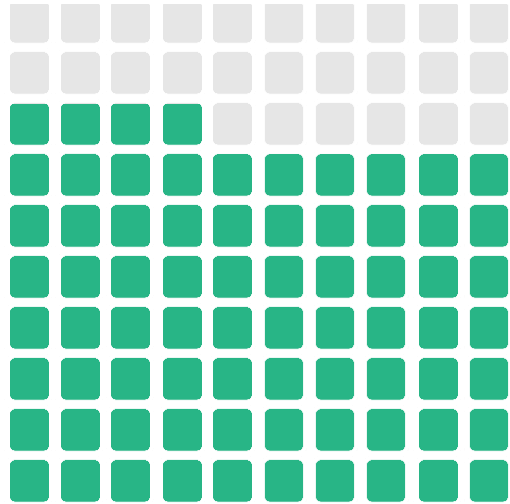
16%  
dissatisfied



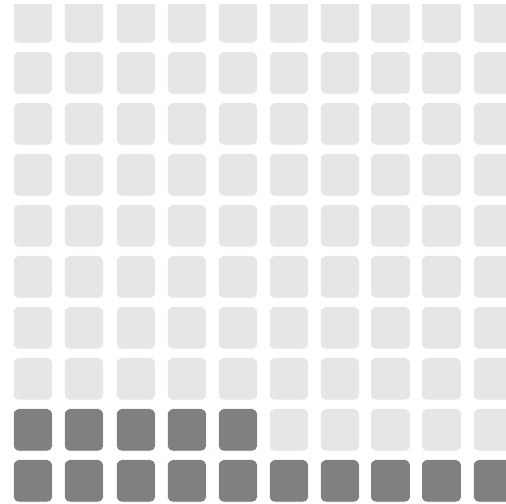
24 March report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 648; trend chart range from 292 to 341 per survey.



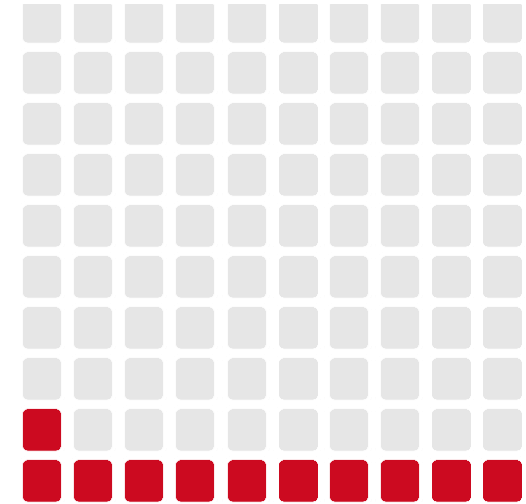
# Satisfaction with value for money



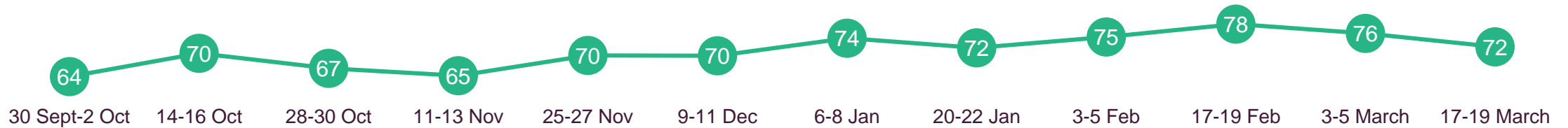
74%  
satisfied



15%  
neither/nor

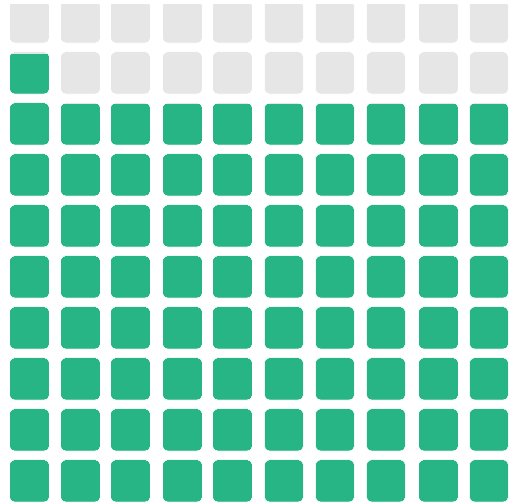


11%  
dissatisfied

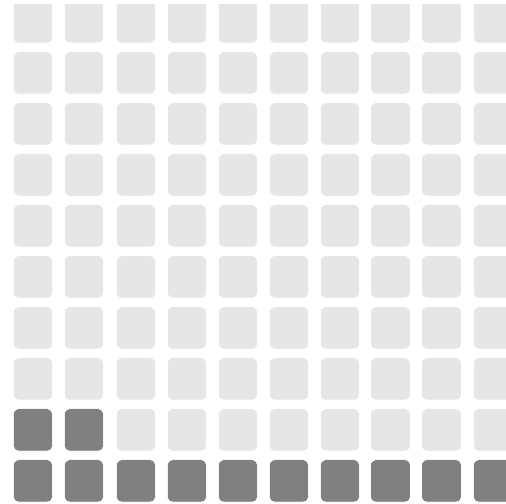


24 March report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 538; trend chart range from 239 to 294 per survey.

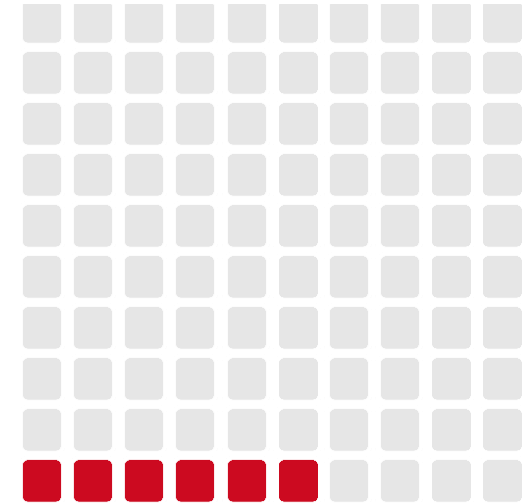
# Satisfaction with cleanliness inside the bus



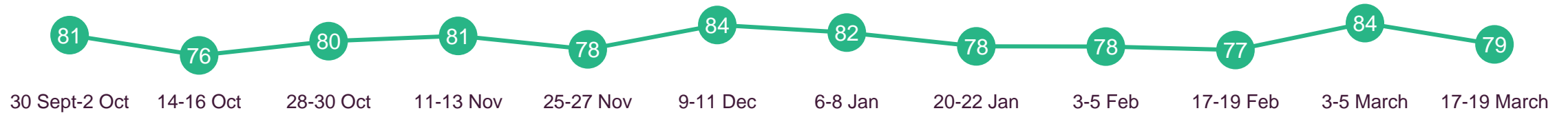
81%  
satisfied



12%  
neither/nor

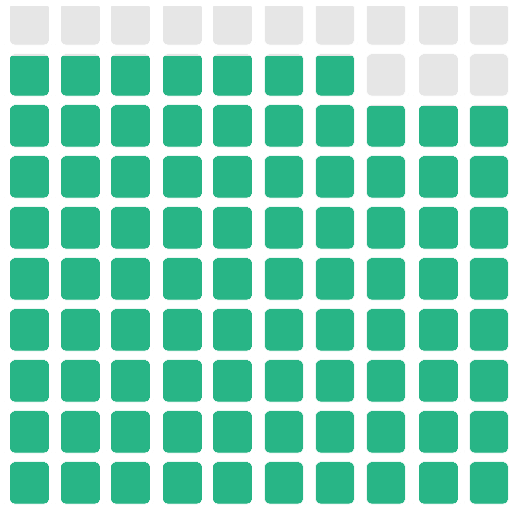


6%  
dissatisfied

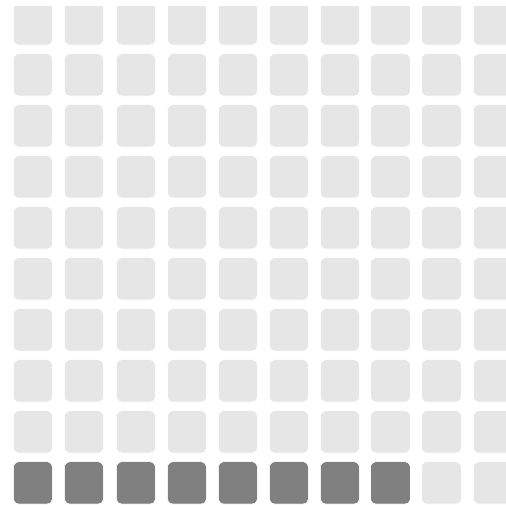


24 March report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 650; trend chart range from 293 to 342 per survey.

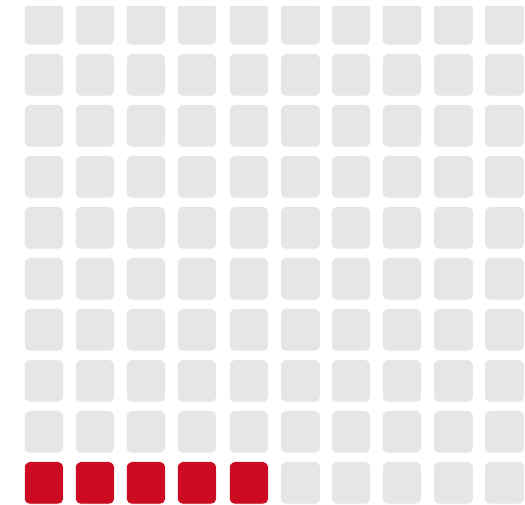
# Satisfaction with availability of seating or space to stand



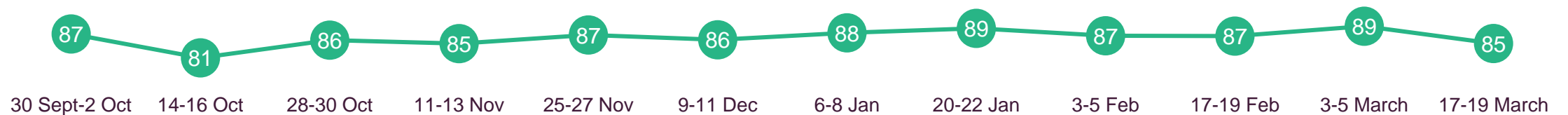
87%  
satisfied



8%  
neither/nor

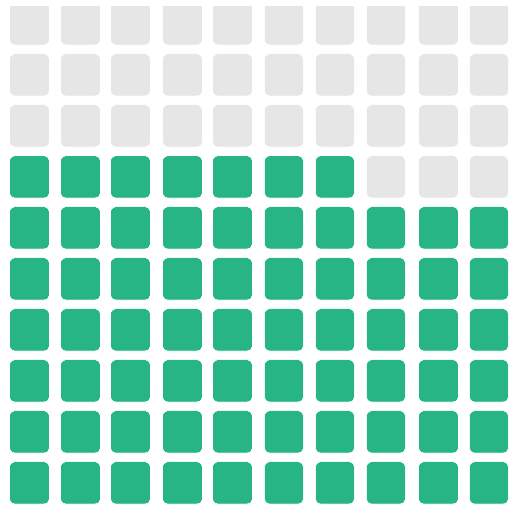


5%  
dissatisfied

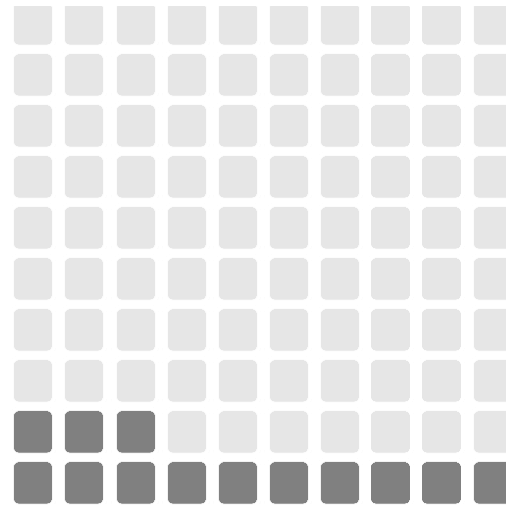


24 March report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 649; trend chart range from 290 to 342 per survey.

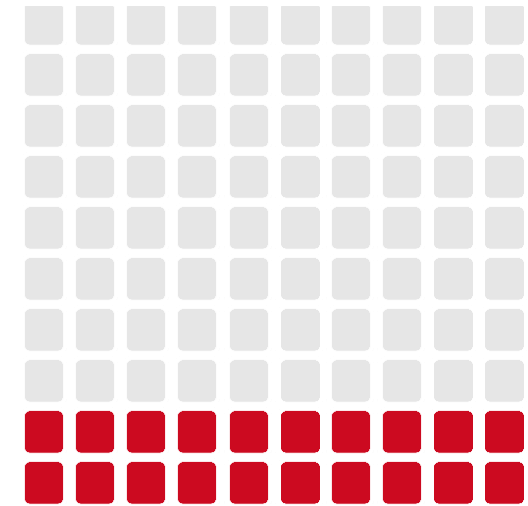
# Satisfaction with frequency of buses on that route



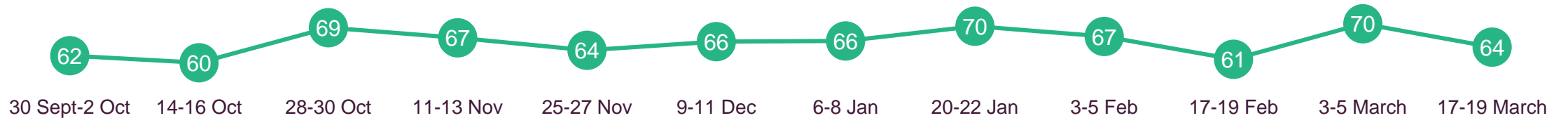
67%  
satisfied



13%  
neither/nor

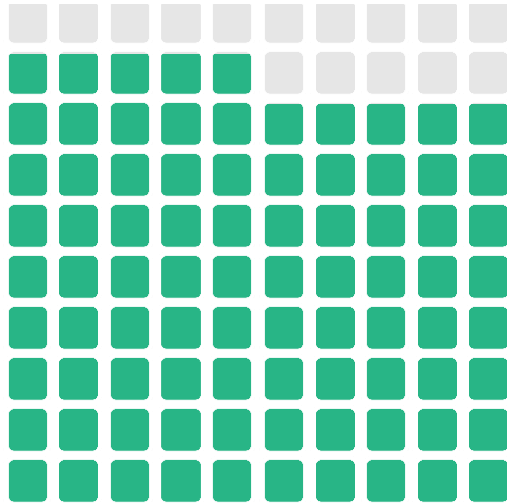


20%  
dissatisfied

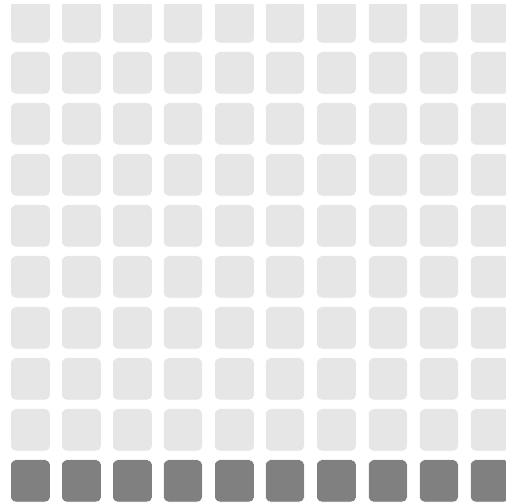


24 March report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 649; trend chart range from 291 to 342 per survey.

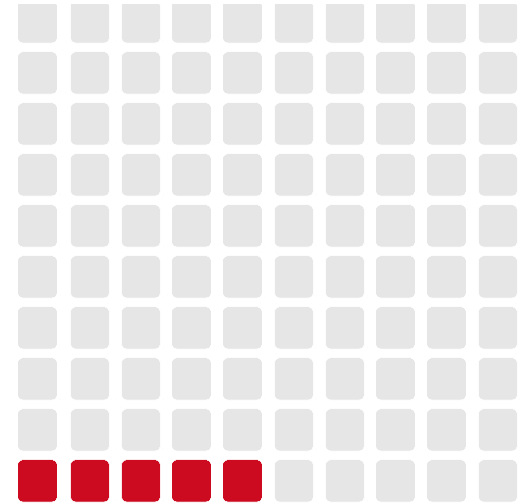
# Satisfaction with the time the journey on the bus took



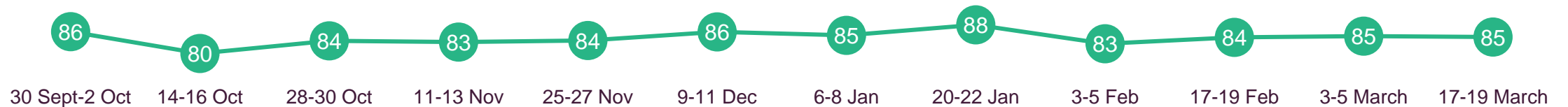
85%  
satisfied



10%  
neither/nor

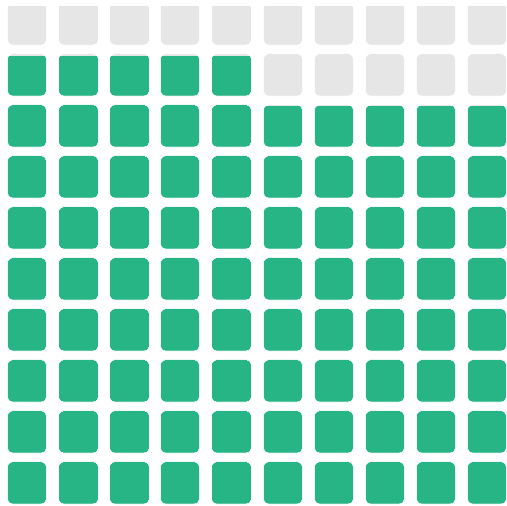


5%  
dissatisfied

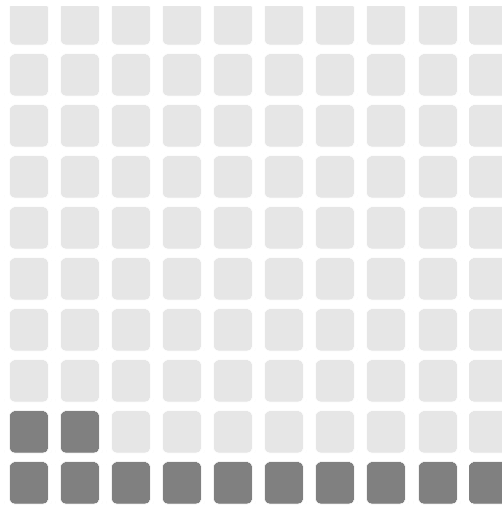


24 March report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 650; trend chart range from 293 to 342 per survey.

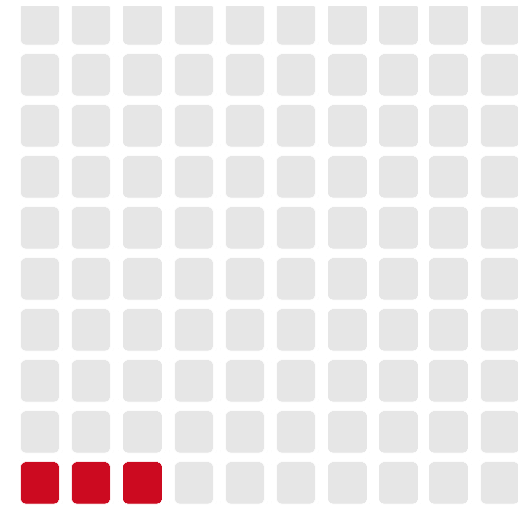
# Satisfaction with personal security on the bus



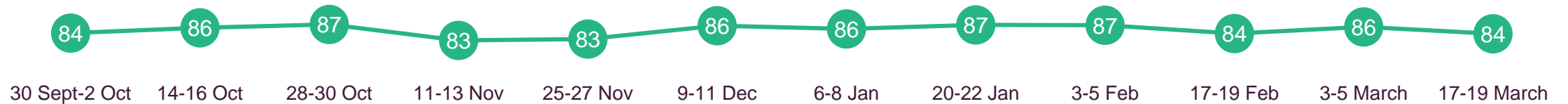
85%  
satisfied



12%  
neither/nor

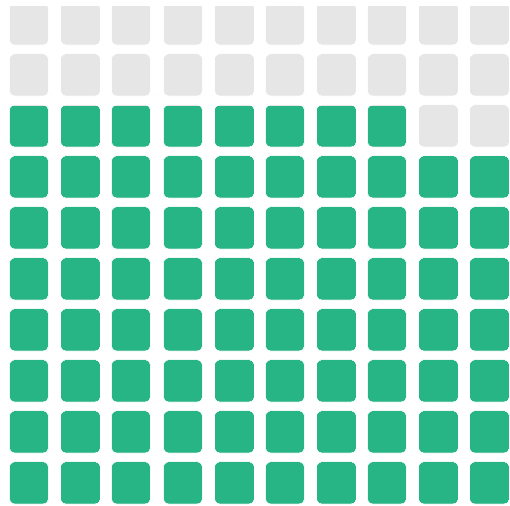


3%  
dissatisfied

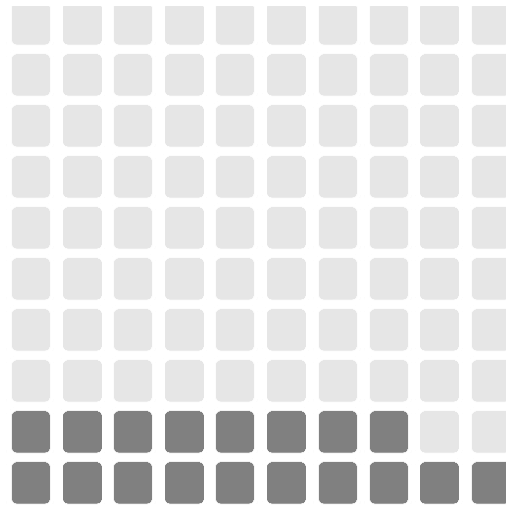


24 March report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 649; trend chart range from 290 to 341 per survey.

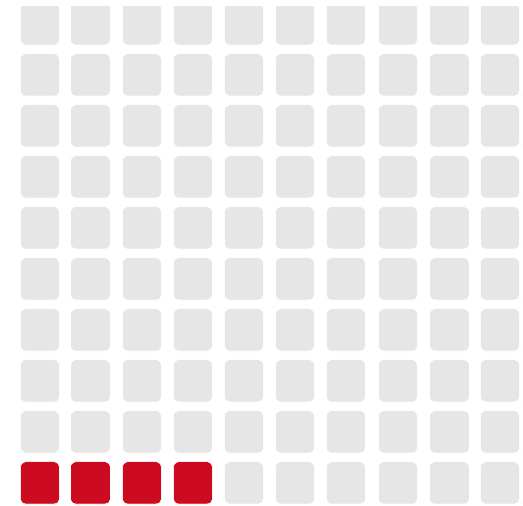
# Satisfaction with helpfulness and attitude of the driver



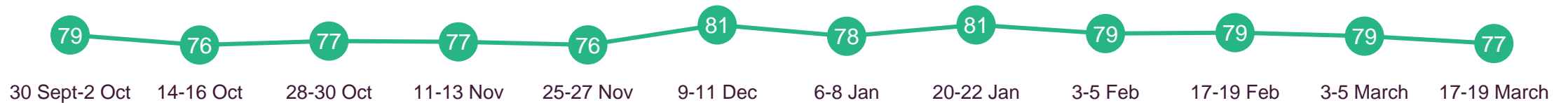
78%  
satisfied



18%  
neither/nor

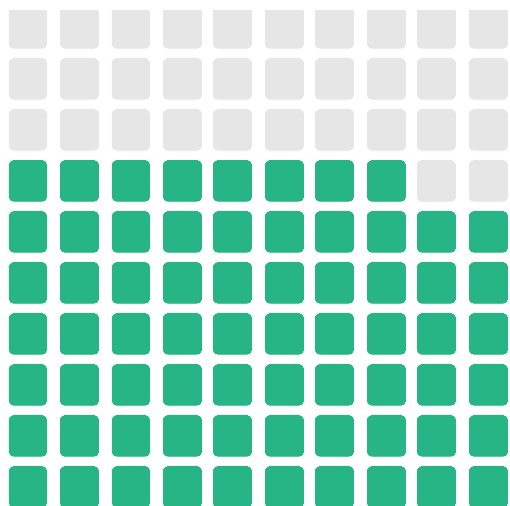


4%  
dissatisfied

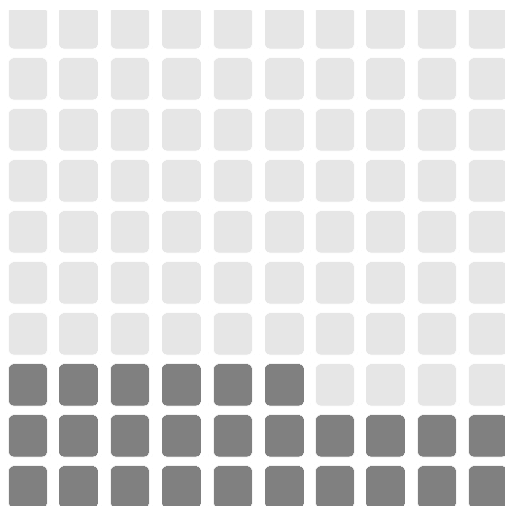


24 March report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 629; trend chart range from 284 to 332 per survey.

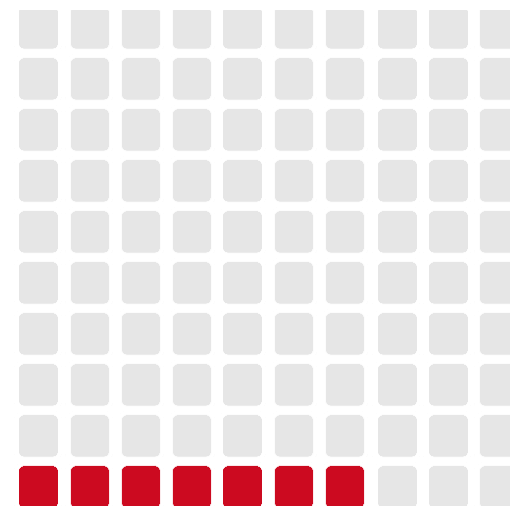
# Satisfaction with information provided during the journey



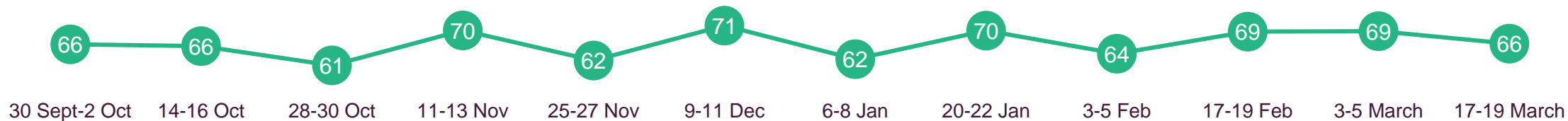
68%  
satisfied



26%  
neither/nor



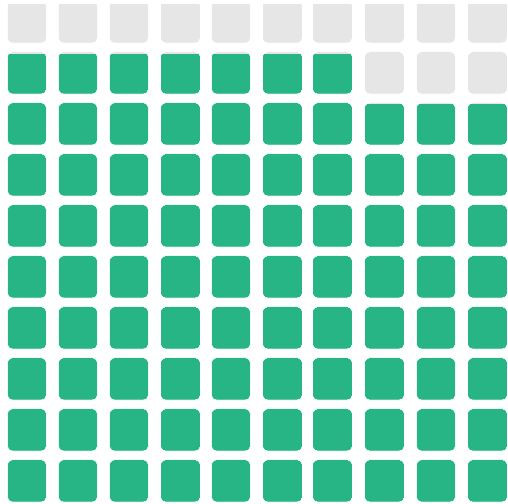
7%  
dissatisfied



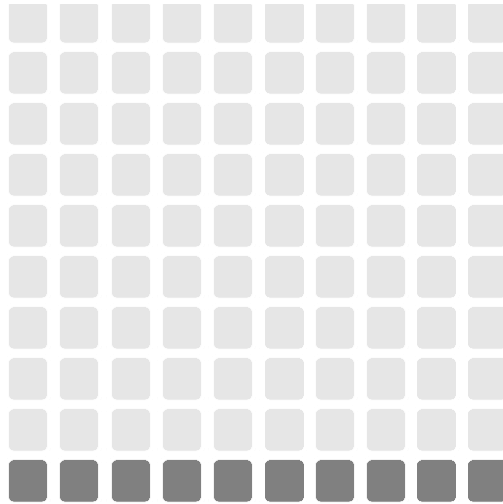
24 March report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 498; trend chart range from 229 to 271 per survey.



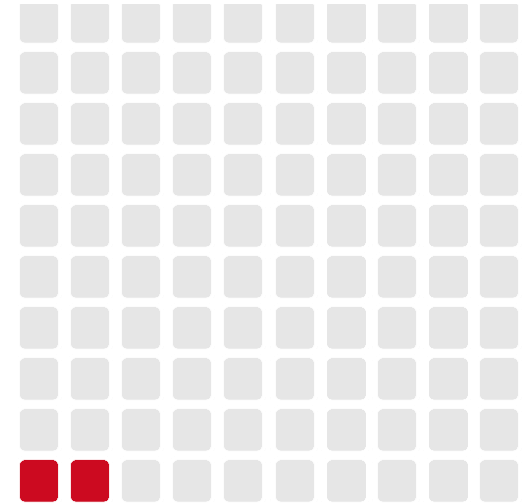
# Satisfaction with safety of the driving



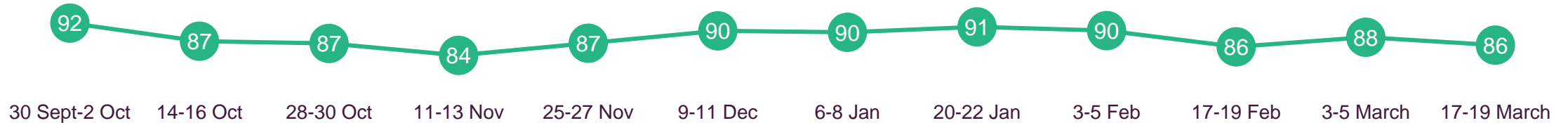
87%  
satisfied



10%  
neither/nor

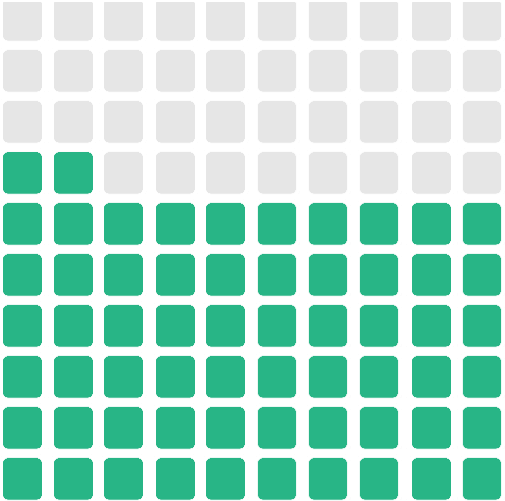


2%  
dissatisfied

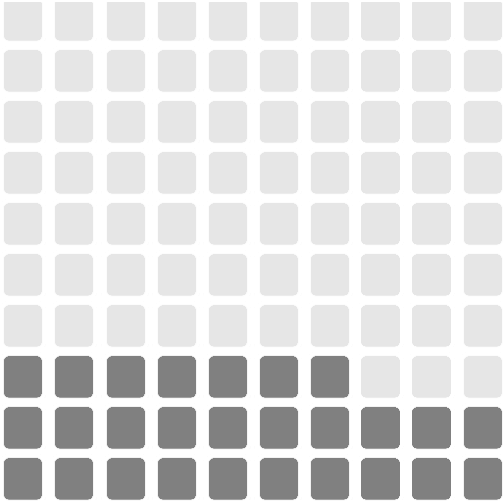


24 March report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 649; trend chart range from 293 to 341 per survey.

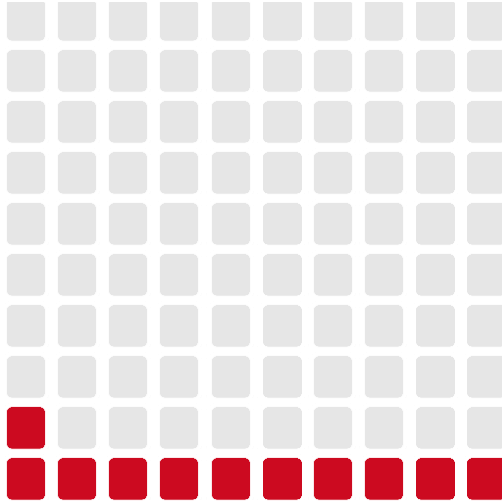
# Satisfaction with information on how busy the bus was before travelling



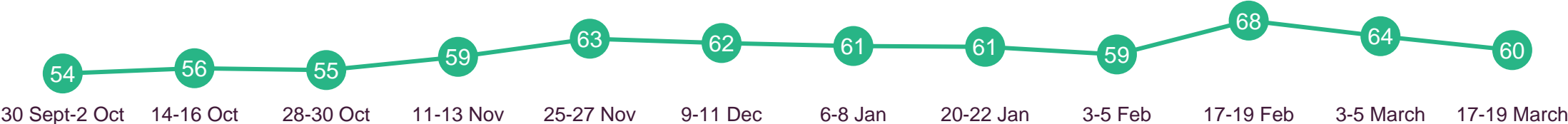
62%  
satisfied



27%  
neither/nor

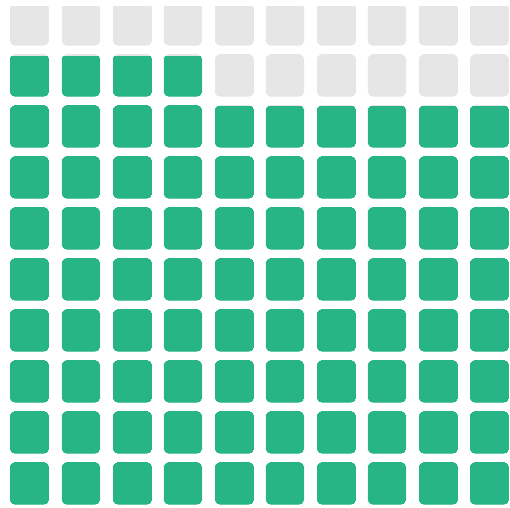


11%  
dissatisfied

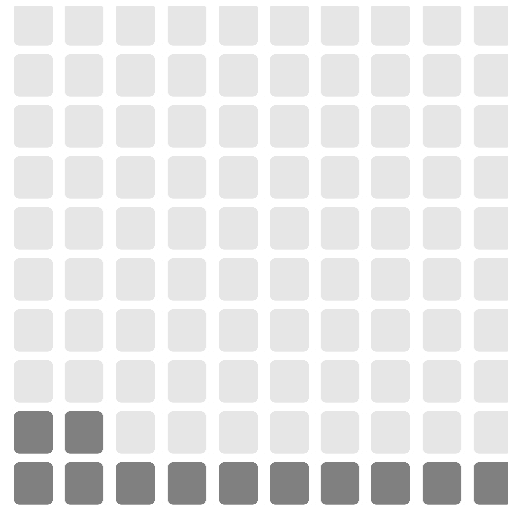


24 March report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 432; trend chart range from 200 to 228 per survey.

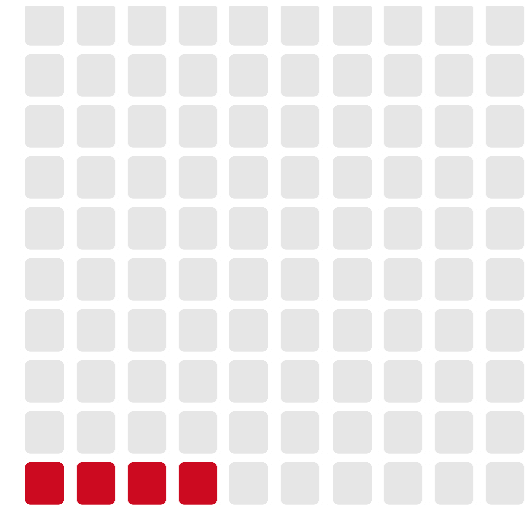
# Satisfaction with temperature inside the bus



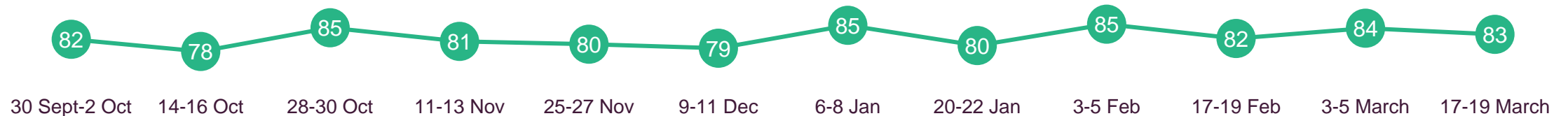
84%  
satisfied



12%  
neither/nor

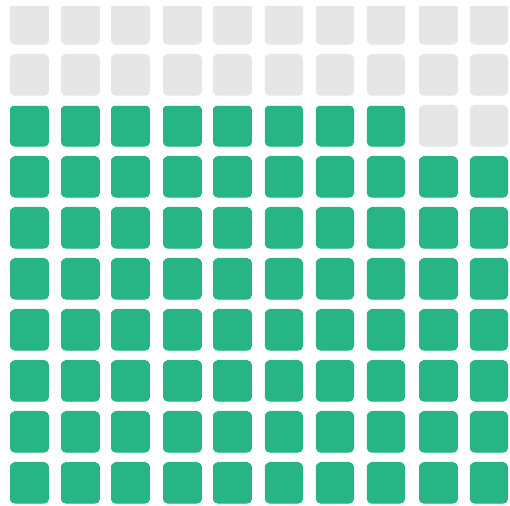


4%  
dissatisfied

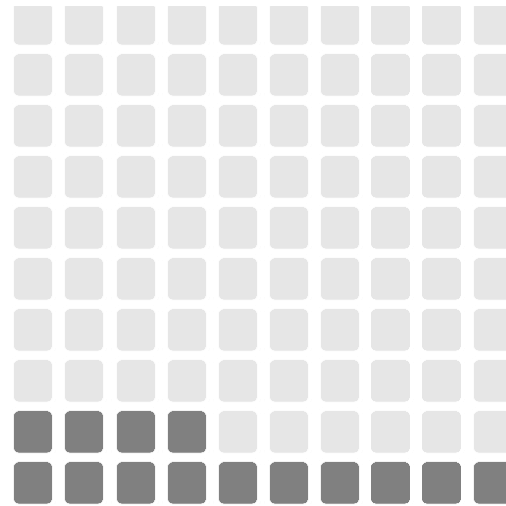


24 March report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 650; trend chart range from 293 to 342 per survey.

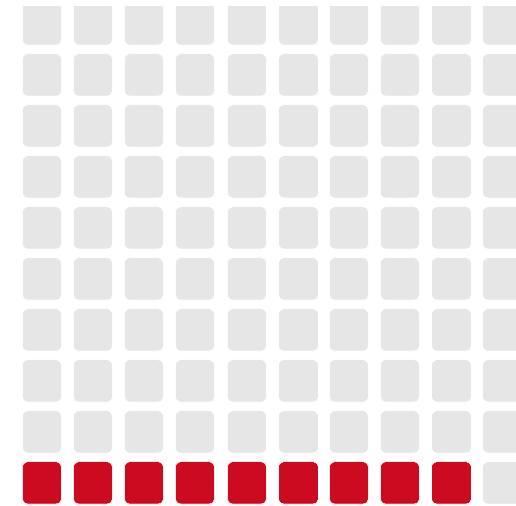
# Satisfaction with other passengers' behaviour



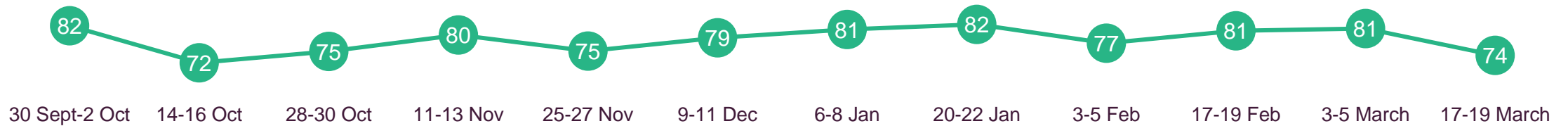
78%  
satisfied



14%  
neither/nor



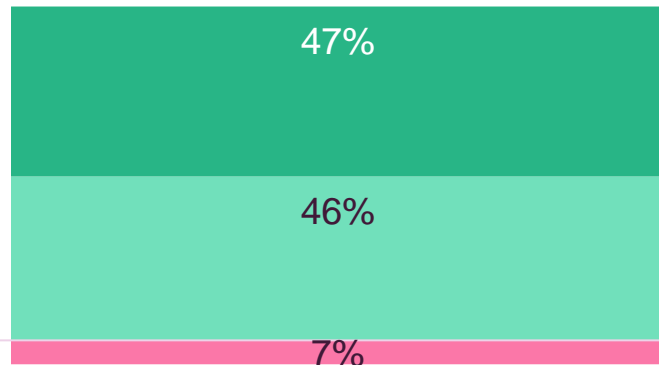
9%  
dissatisfied



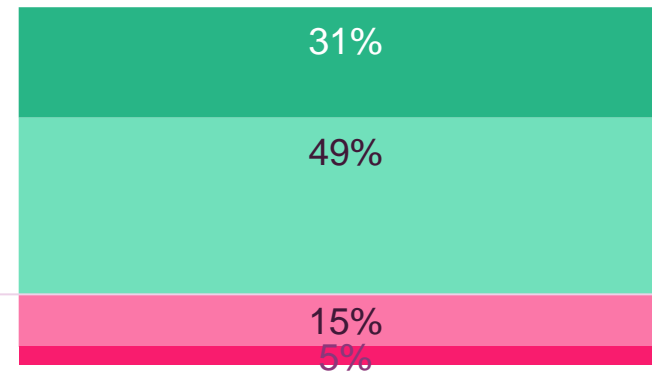
24 March report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 645; trend chart range from 291 to 339 per survey.

# 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



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

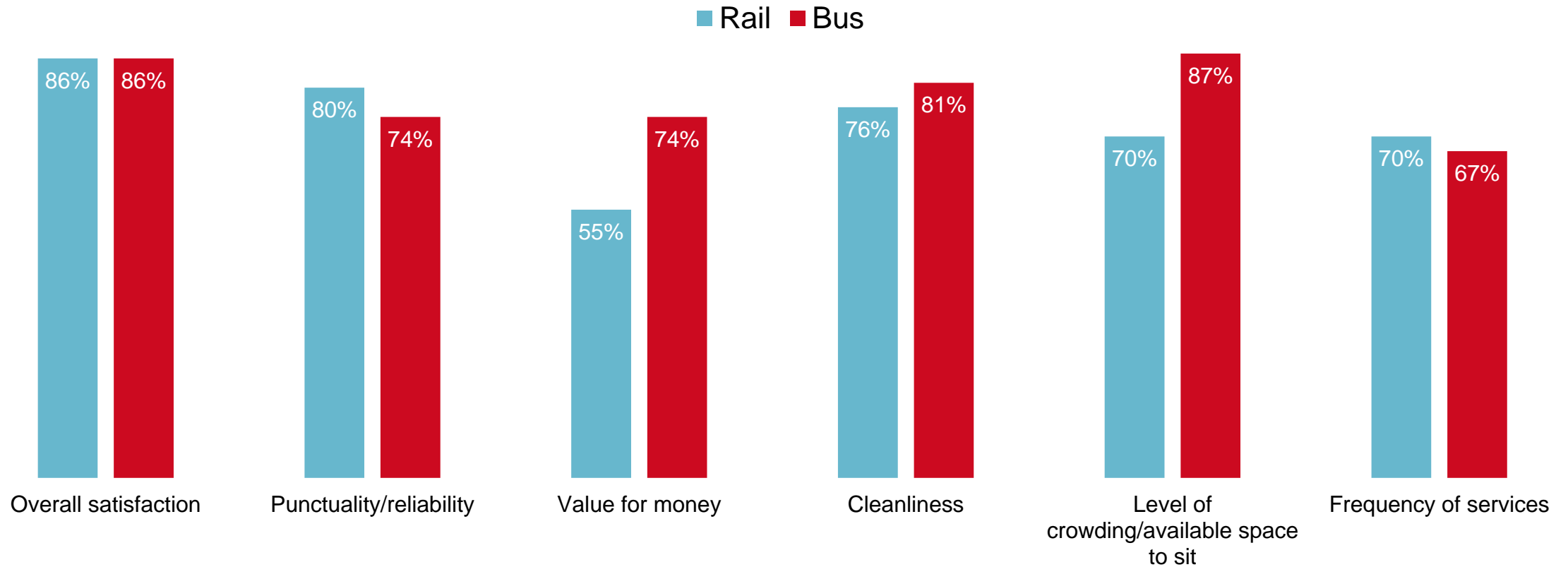


14-16 Oct    11-13 Nov    9-11 Dec    20-22 Jan    17-19 Feb    17-19 March

24 March report. Bus use is defined as having travelled by bus within seven days of being surveyed. Bar charts are the latest survey (17-19 March 2023) with base sizes for users of 342 and non-users 1501. Base sizes for trend charts range on users from 293 to 342, and non-users from 1501 to 1582.

# Rail to bus comparison

Bus passengers have higher satisfaction with value for money but lower satisfaction with punctuality



24 March 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 1110 to 1165; bus base sizes from 538 to 650.

# 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 on next slide.

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 with 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 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
Week 73	3-5 March	308
Week 75	17-19 March	342

# Appendix: survey question text

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

Scale: Very satisfied to Very dissatisfied

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

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

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

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



# Contact Transport Focus

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Transport Focus is the operating name  
of the Passengers' Council

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

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

We work to make a difference for all transport users.

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