

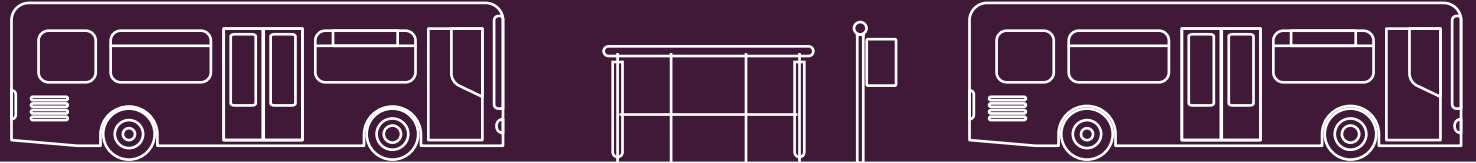
21 April 2023

Edition 13

Bus User Survey



Introduction



Every other weekend the Bus User Survey asks a representative sample of people from across Great Britain which types of transport they have used in the last seven days and for those who used buses outside London, satisfaction overall with their journey and aspects such as value for money, punctuality and cleanliness.

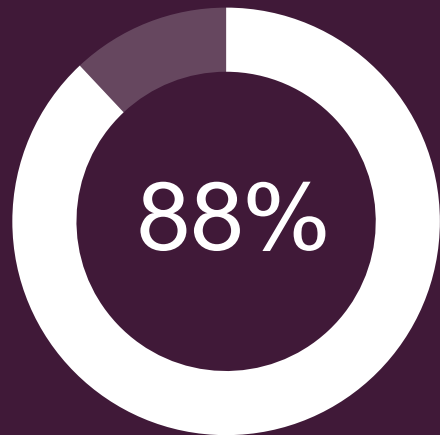
In a typical survey, where around 16 per cent have used buses outside London, we get this detailed information from around 300 people. We report results every four weeks.

Up to the end of March 2023 questions on transport usage ran weekly, but from April it is running fortnightly (although there are three

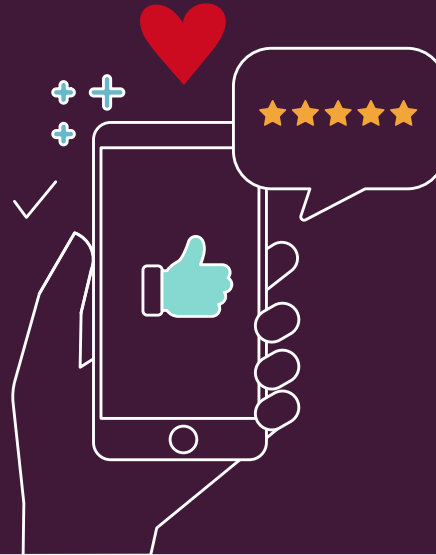
surveys in this four-week reporting period). Charts in this report cover interviews between October 2022 and April 2023.

Further details on how we carried out this survey are available on page 29.

Bus headlines



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



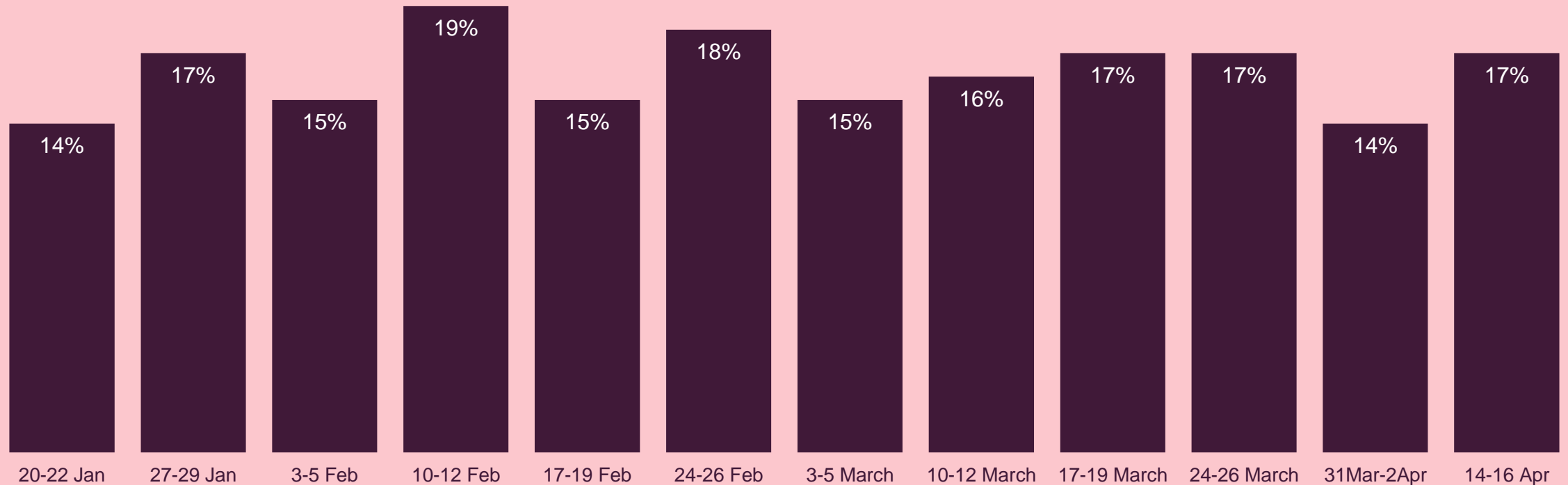
Satisfaction with information on how busy the bus would be before travelling has increased from 62% to 65%



Satisfaction with the provision of information during the journey has dropped from 68% to 63%

Use of bus is relatively stable

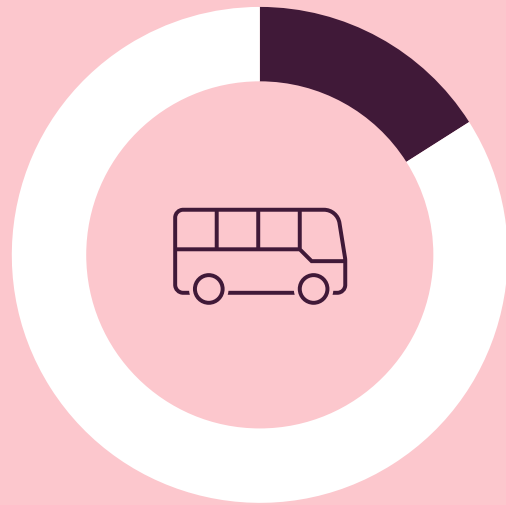
Trend in proportion using bus outside London



21 April report. Bus use is defined as having travelled by bus within seven days of being surveyed. Base size around 2000 per survey

Around one in six used bus

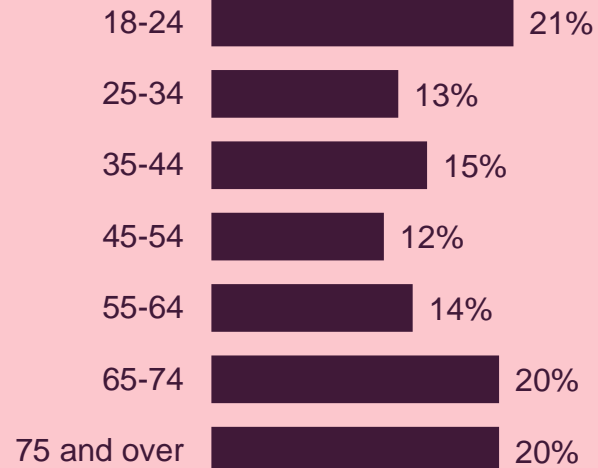
Proportion in Great Britain using a bus outside London in the last seven days



16%

(including those living in London)

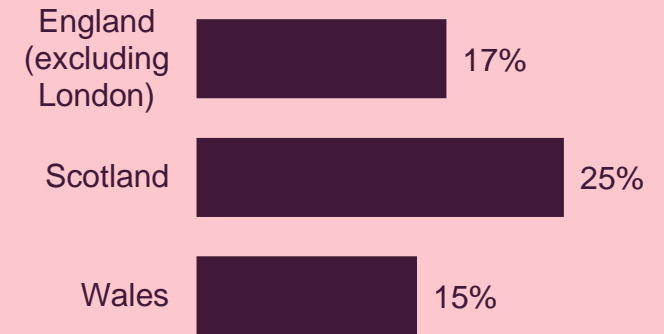
Age



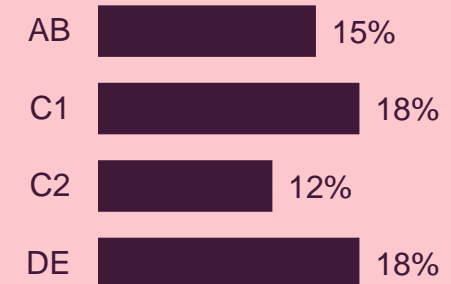
Gender



Region

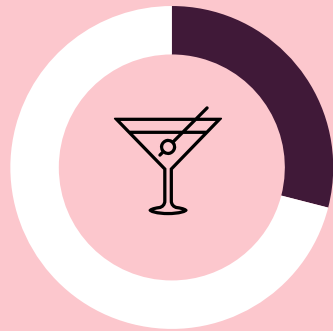


Social grade

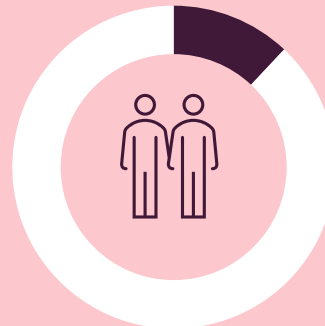


Leisure and commuting are the most common reasons for using bus

Main purpose of bus journey



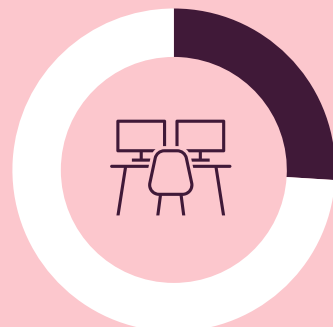
Leisure/eating out/non-essential shopping
29%



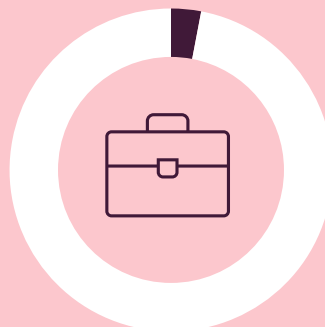
Friends/family
12%



Essential shopping
19%



Commuting
26%



Work travel
3%

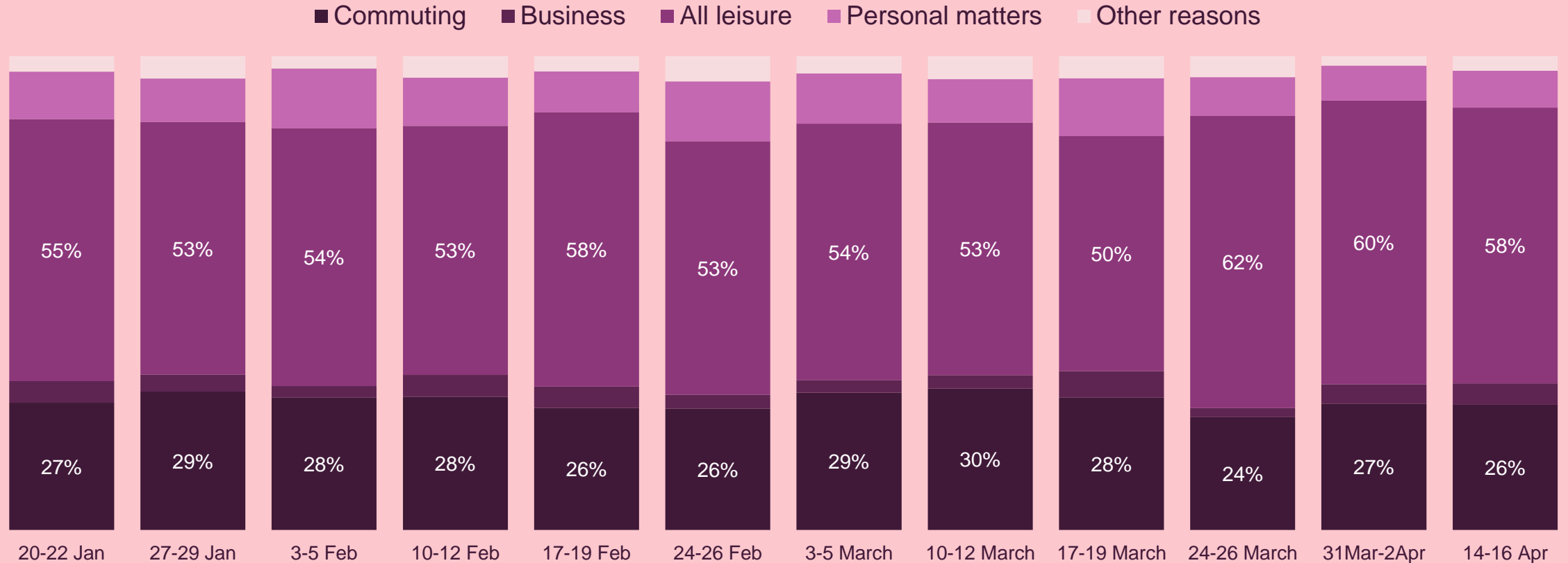


Personal matters
8%

21 April report. Charts are based on the most recent bus journey made within seven days of being surveyed and are the average of three surveys conducted in last four weeks. Base size: all bus users - 980. 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

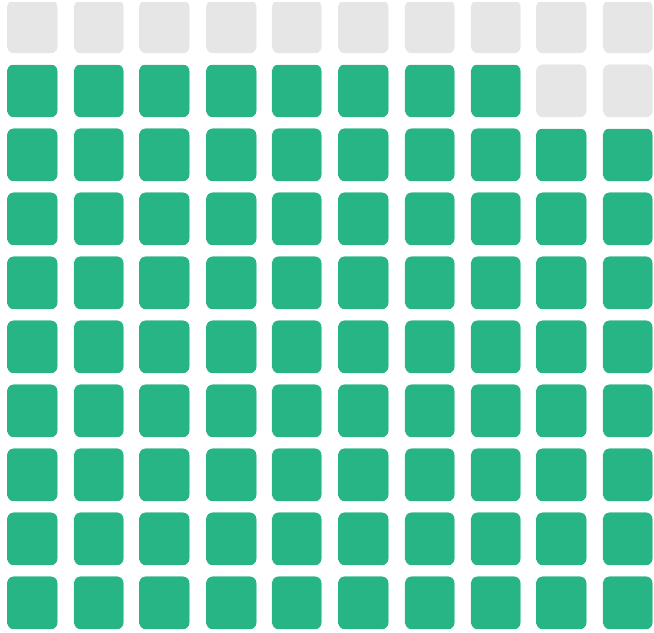
Trend in main purpose of bus journey



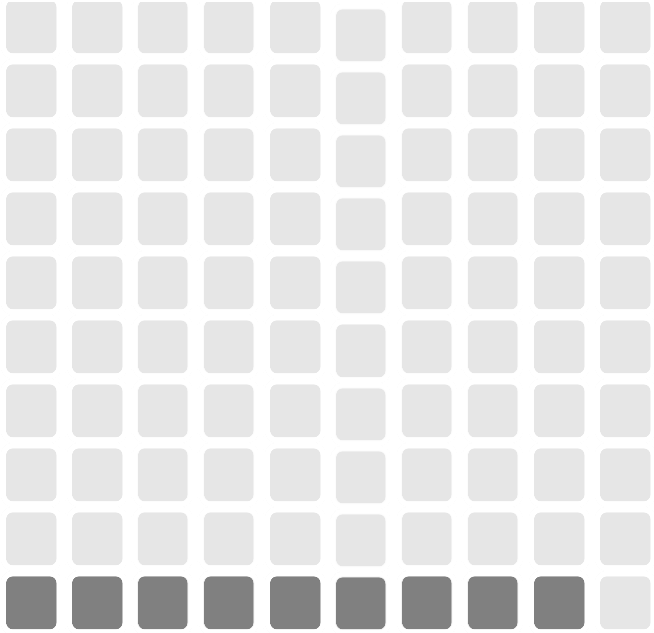
21 April report. Chart is based on the most recent bus journey made within seven days of being surveyed. Base size: all bus users, average of 330 per survey. All leisure includes: leisure/eating out/non-essential shopping; essential shopping; and, friends/family.



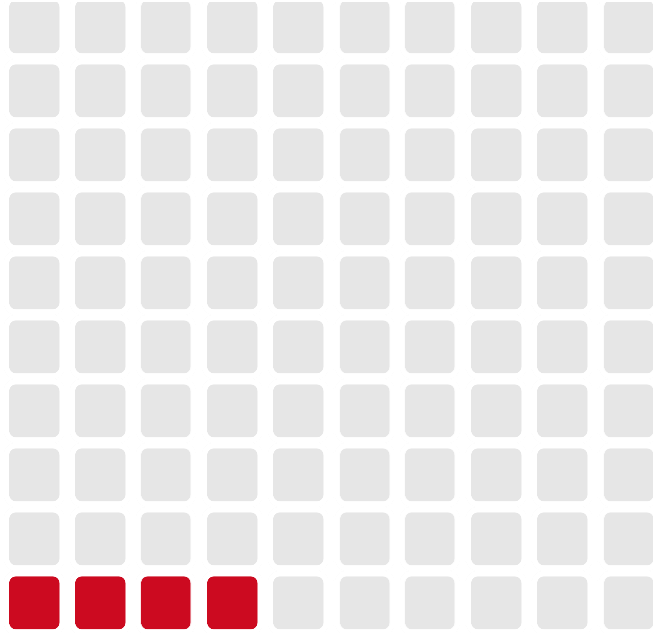
Overall satisfaction with bus journey



88%
satisfied



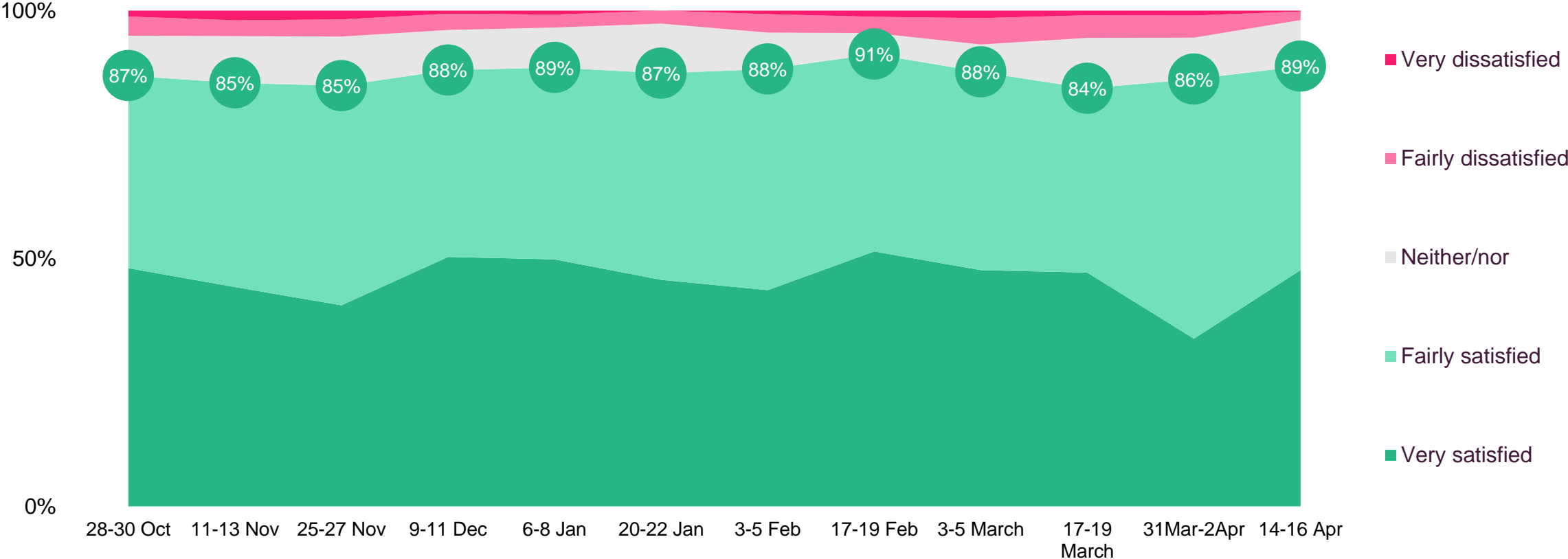
9%
neither/nor



4%
dissatisfied

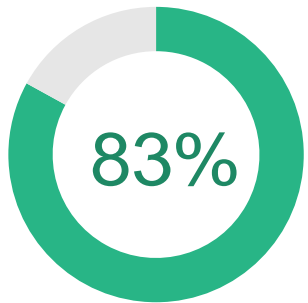
21 April report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base size: 628.

Overall satisfaction with bus journey

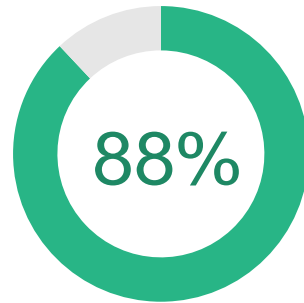


21 April report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Base sizes range from 290 to 342 per survey date.

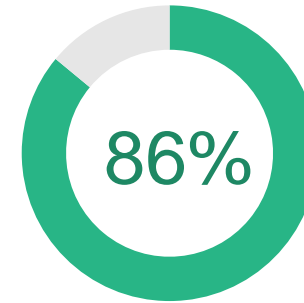
Overall satisfaction by journey purpose, sex and age



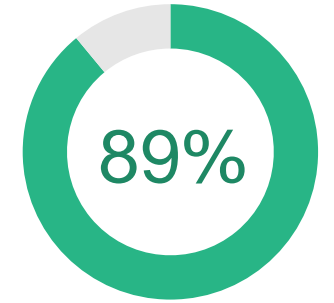
Commute



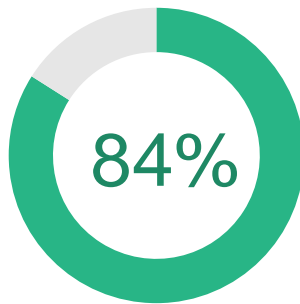
All leisure



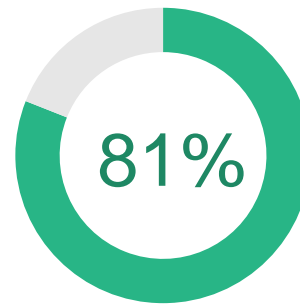
Men



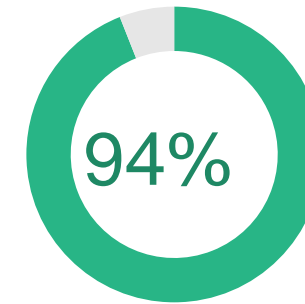
Women



Aged 18-34



Aged 35-54

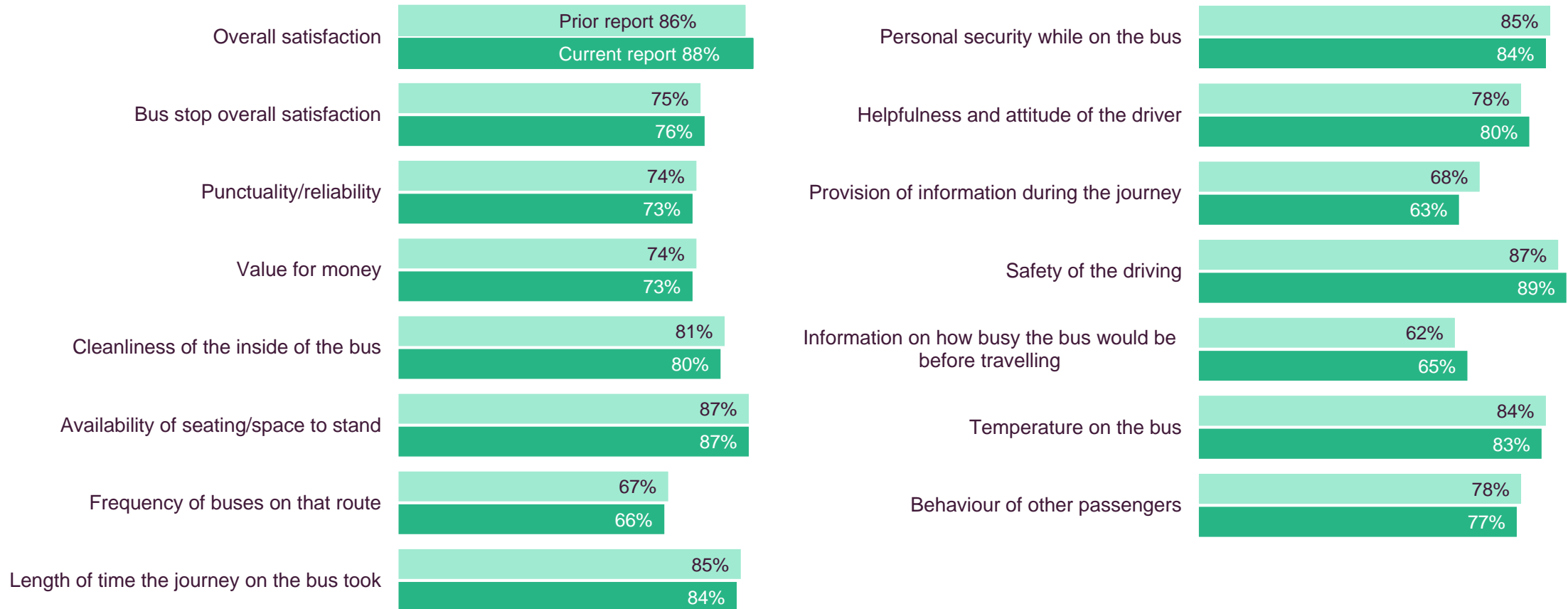


Aged 55 and over

21 April 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 151 and 382. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family' and 'Essential shopping'

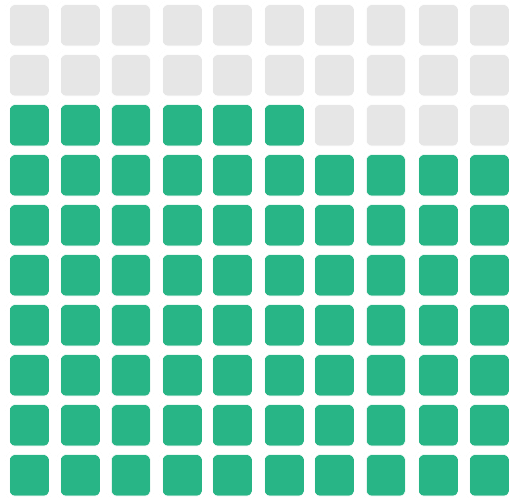


Change in satisfaction levels since last report

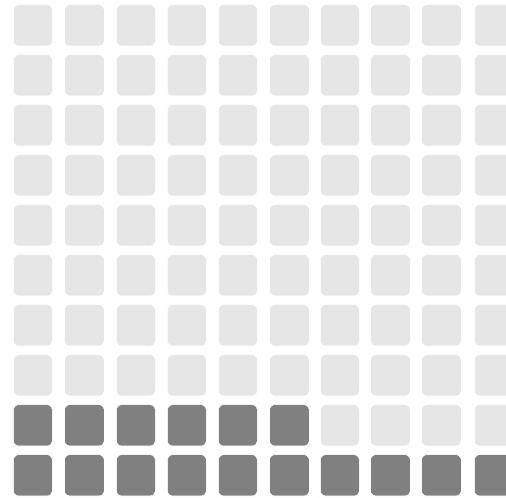


21 April report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. The 'current report' values above are the average of the last two surveys (questions are asked fortnightly), the 'prior report' values are the average of the two surveys previous to those. Base sizes per aspect vary; current report from 446 to 628, prior report 432 to 650.

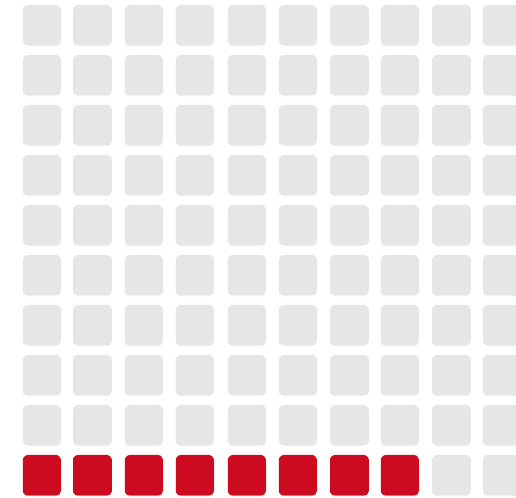
Satisfaction with the bus stop overall



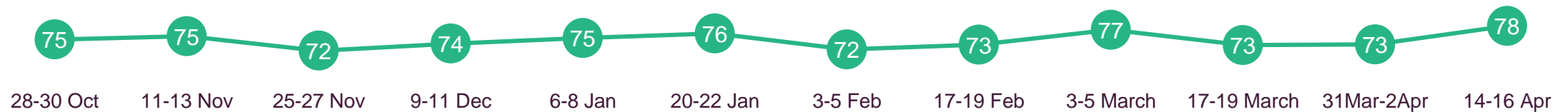
76%
satisfied



16%
neither/nor

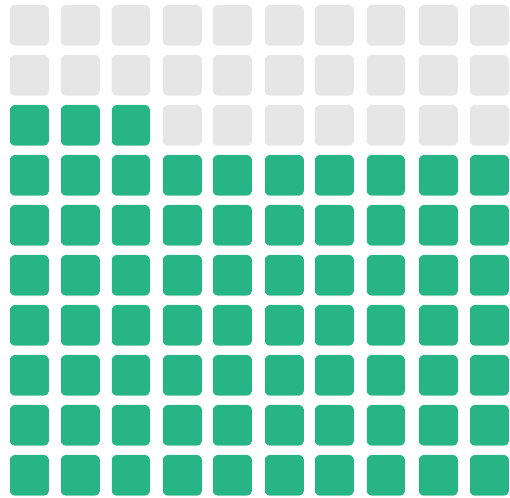


8%
dissatisfied

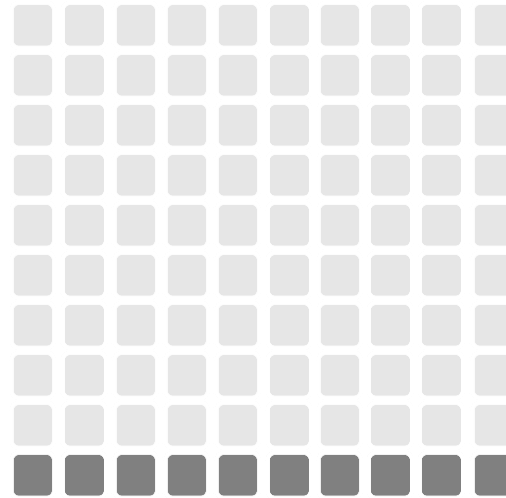


21 April report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 624; trend chart range from 288 to 342 per survey.

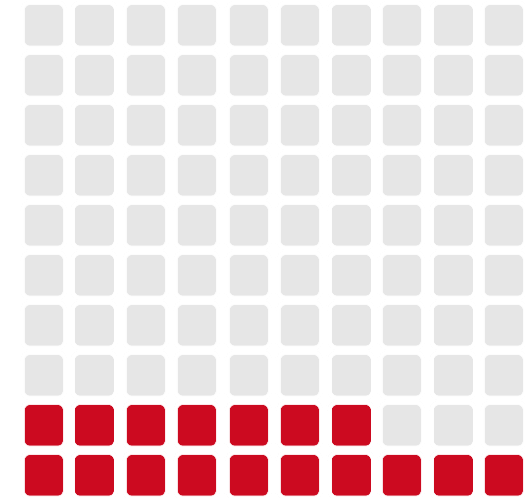
Satisfaction with punctuality/reliability



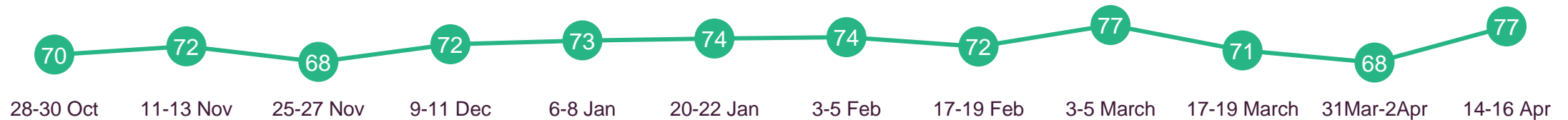
73%
satisfied



10%
neither/nor

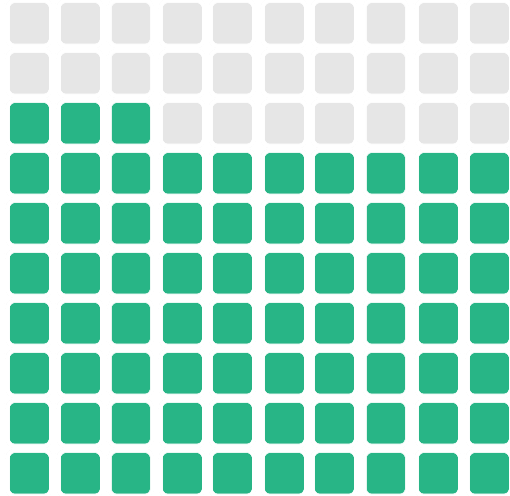


17%
dissatisfied

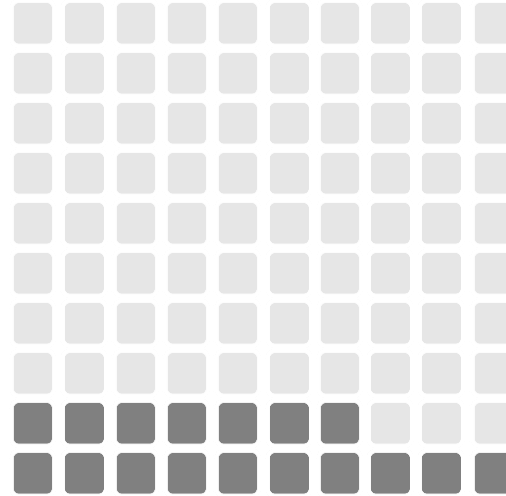


21 April report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 627; trend chart range from 290 to 341 per survey.

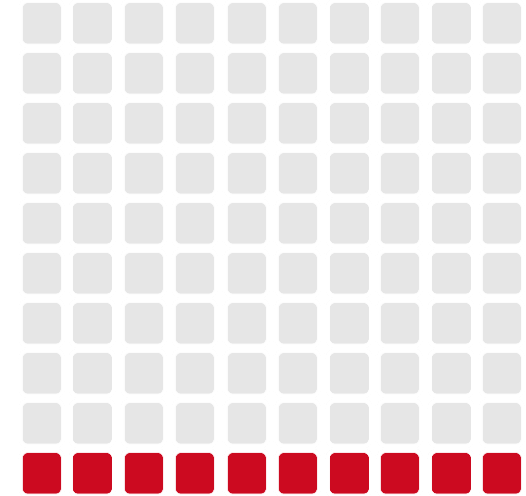
Satisfaction with value for money



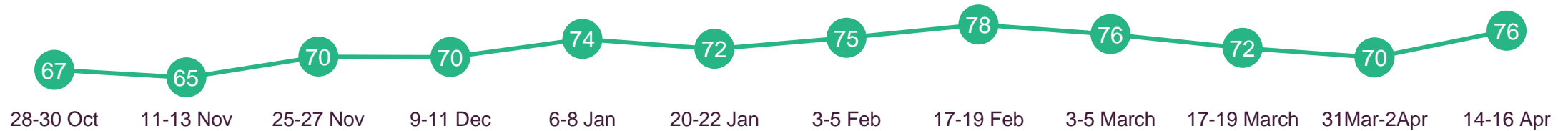
73%
satisfied



17%
neither/nor

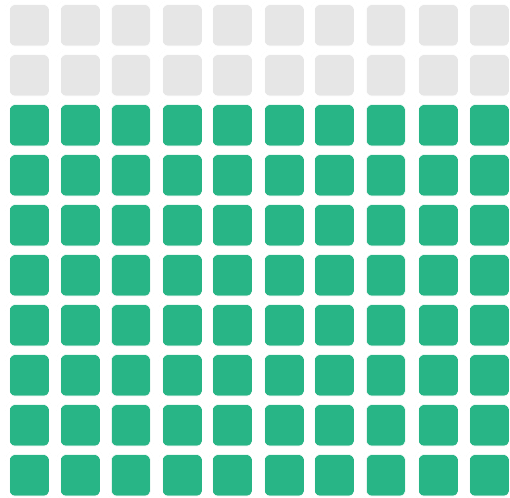


10%
dissatisfied

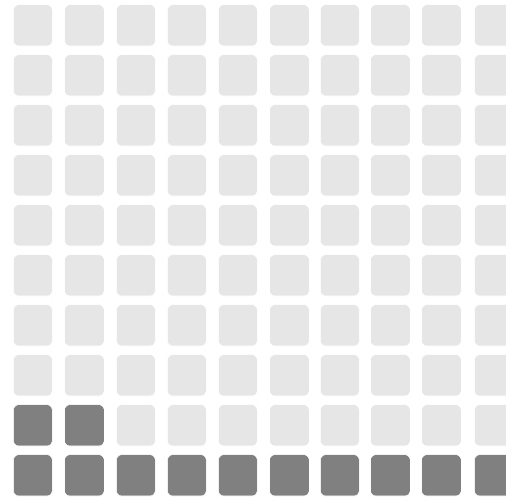


21 April report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 507; trend chart range from 237 to 294 per survey.

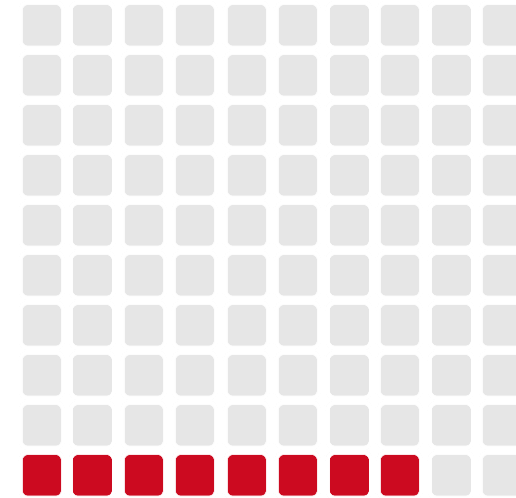
Satisfaction with cleanliness inside the bus



80%
satisfied



12%
neither/nor

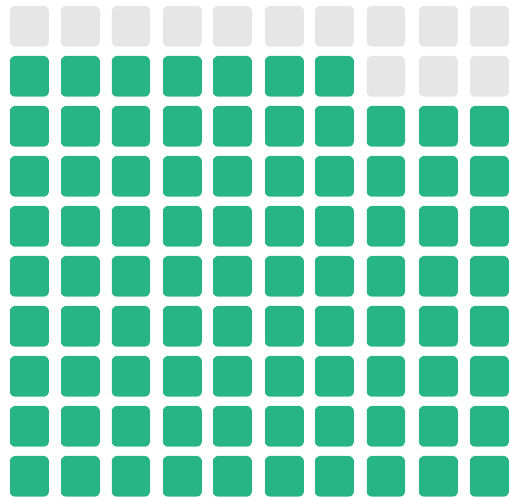


8%
dissatisfied

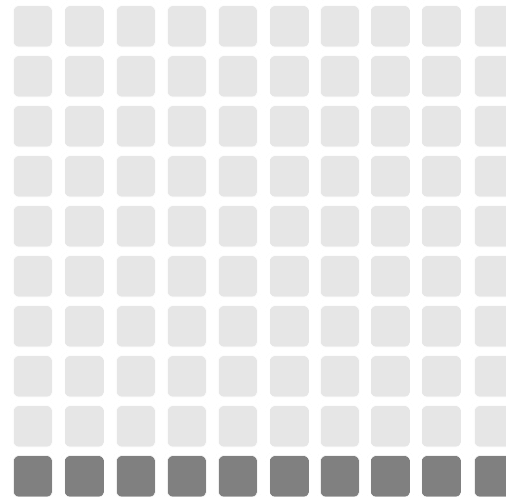


21 April report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 628; trend chart range from 290 to 342 per survey.

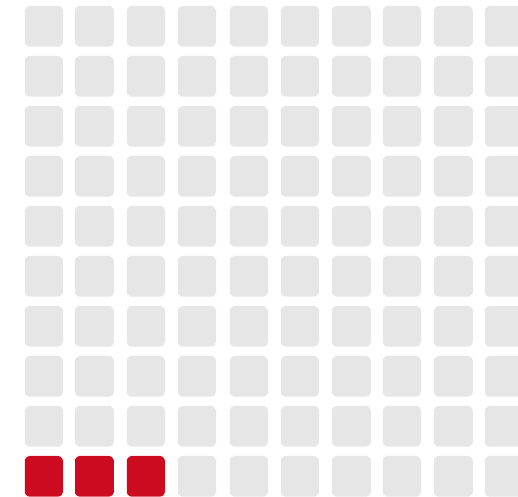
Satisfaction with availability of seating or space to stand



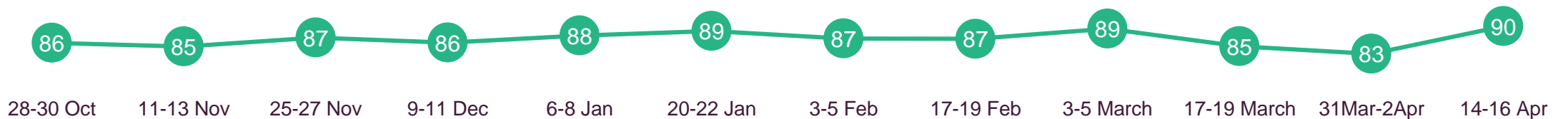
87%
satisfied



10%
neither/nor

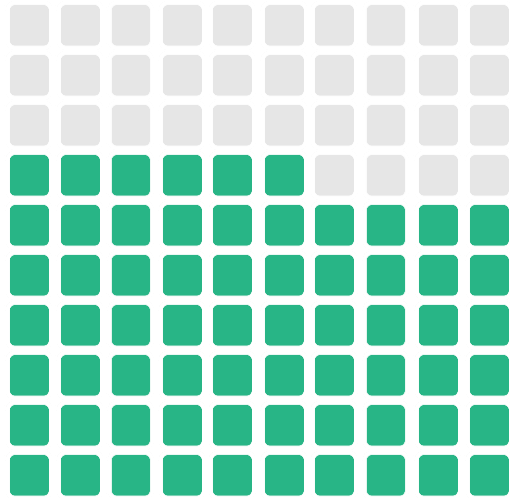


3%
dissatisfied

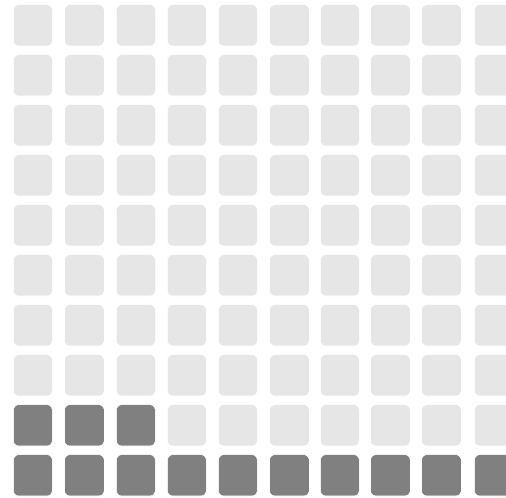


21 April report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 628; trend chart range from 290 to 342 per survey.

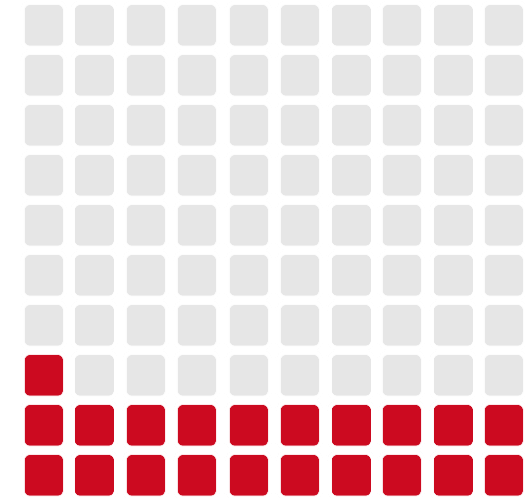
Satisfaction with frequency of buses on that route



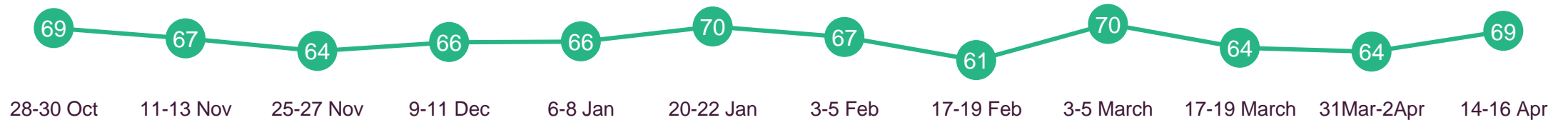
66%
satisfied



13%
neither/nor

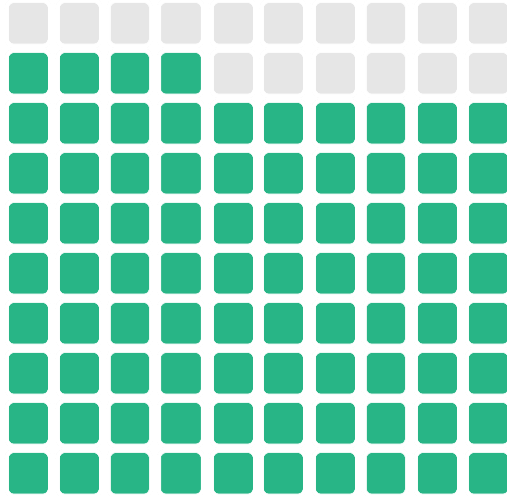


21%
dissatisfied

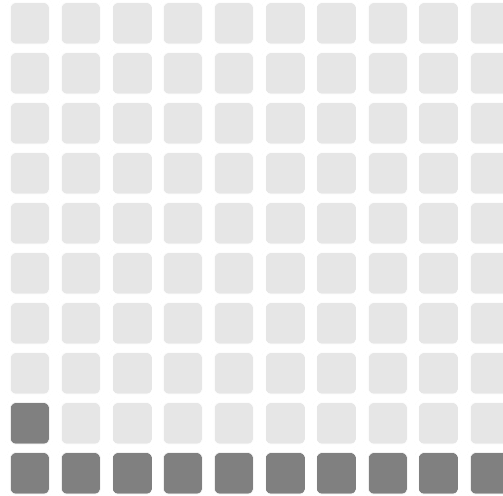


21 April report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 626; trend chart range from 289 to 342 per survey.

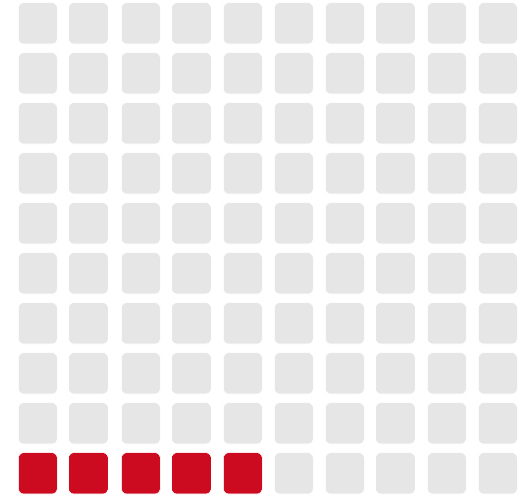
Satisfaction with the time the journey on the bus took



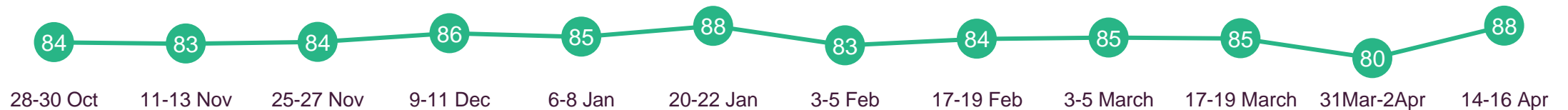
84%
satisfied



11%
neither/nor

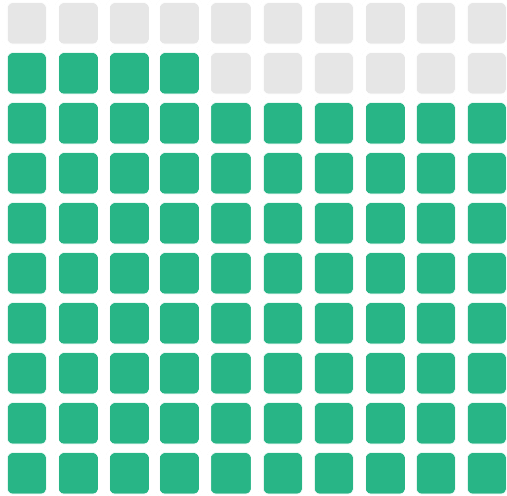


5%
dissatisfied

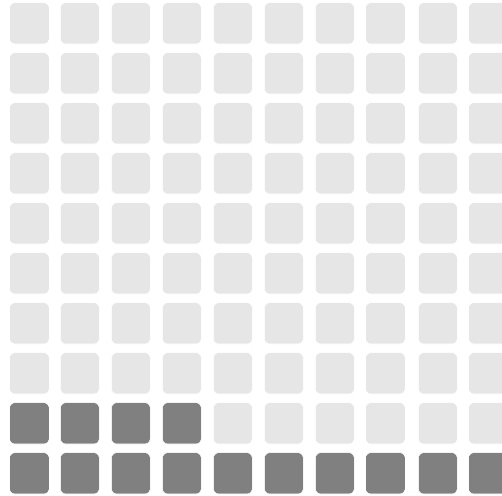


21 April report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 627; trend chart range from 290 to 342 per survey.

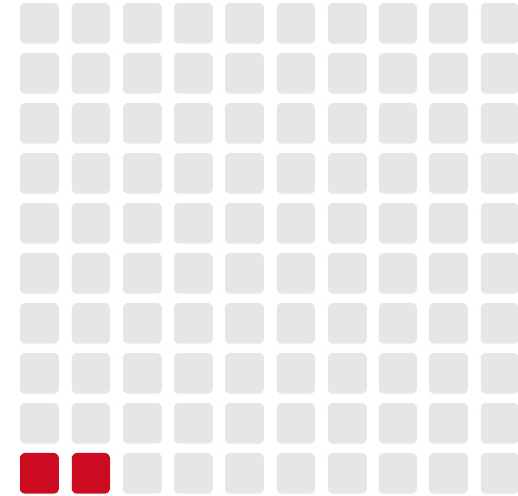
Satisfaction with personal security on the bus



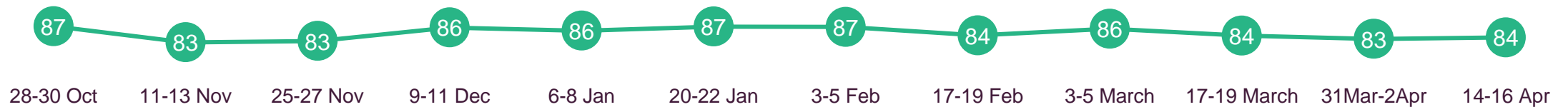
84%
satisfied



14%
neither/nor

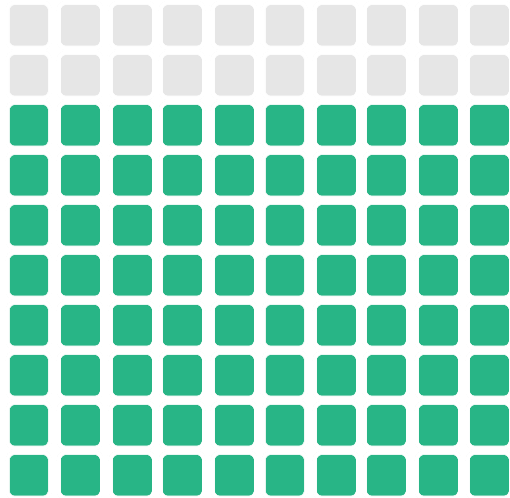


2%
dissatisfied

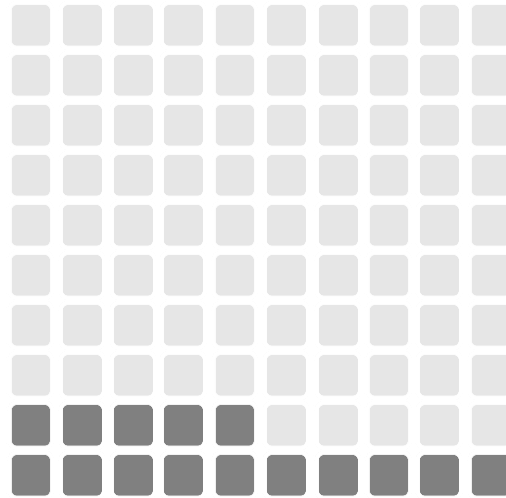


21 April report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 624; trend chart range from 288 to 341 per survey.

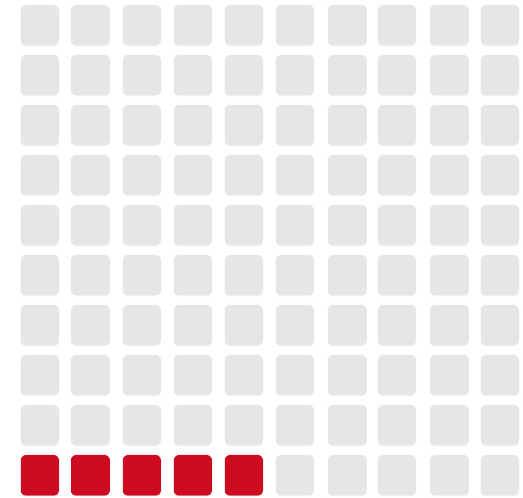
Satisfaction with helpfulness and attitude of the driver



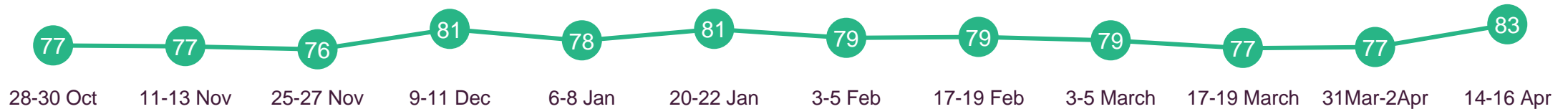
80%
satisfied



15%
neither/nor

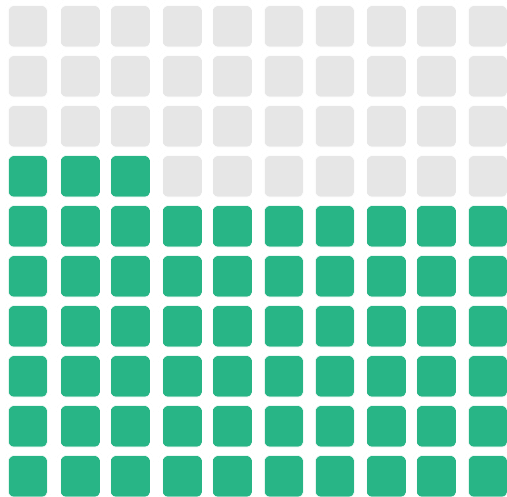


5%
dissatisfied

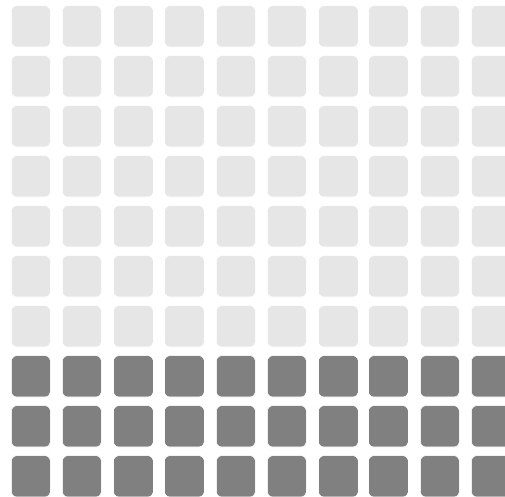


21 April report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 610; trend chart range from 283 to 332 per survey.

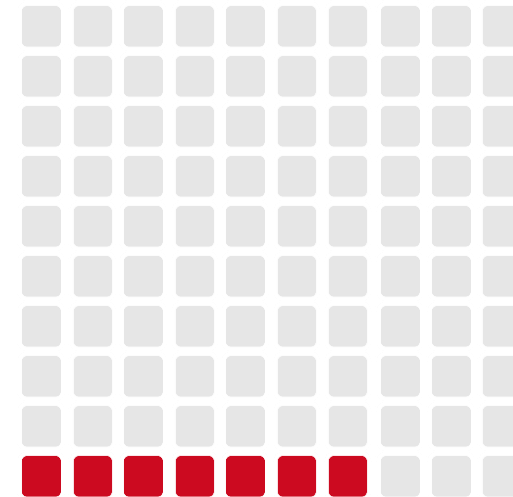
Satisfaction with information provided during the journey



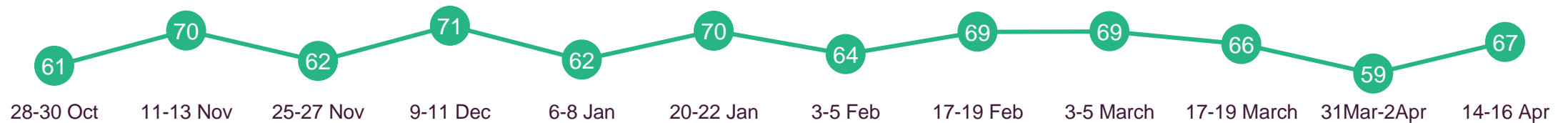
63%
satisfied



30%
neither/nor

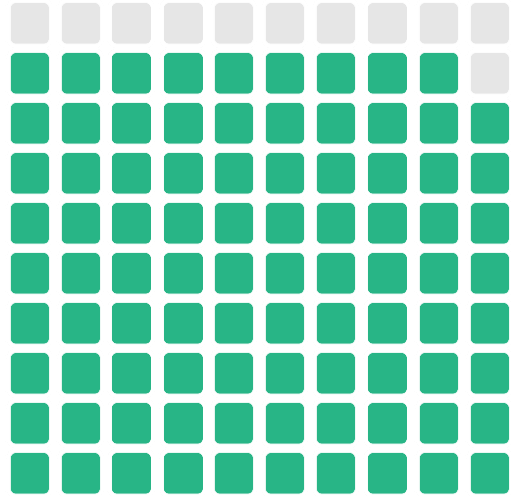


7%
dissatisfied

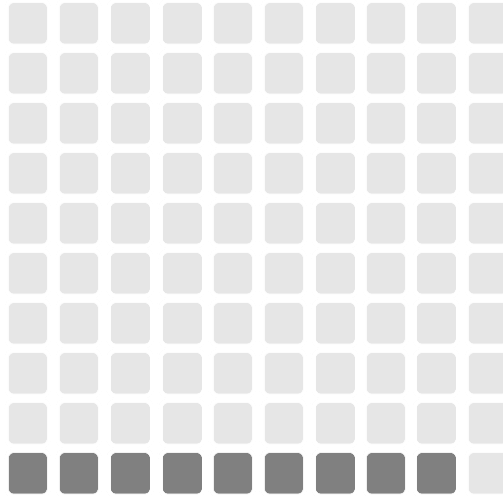


21 April report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 505; trend chart range from 229 to 263 per survey.

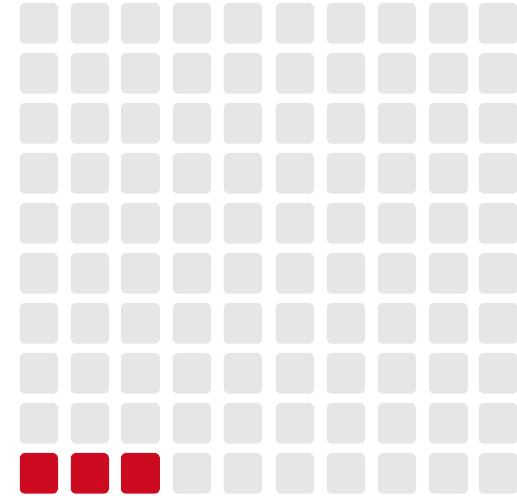
Satisfaction with safety of the driving



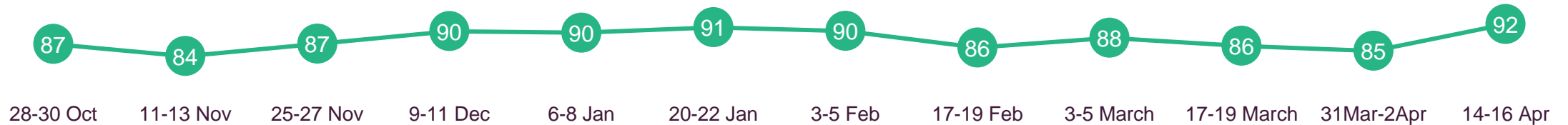
89%
satisfied



9%
neither/nor

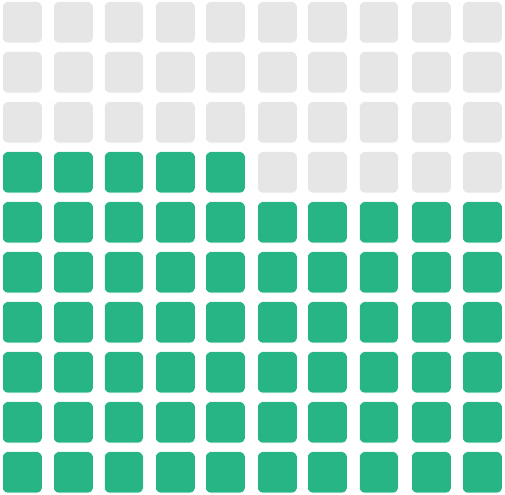


3%
dissatisfied

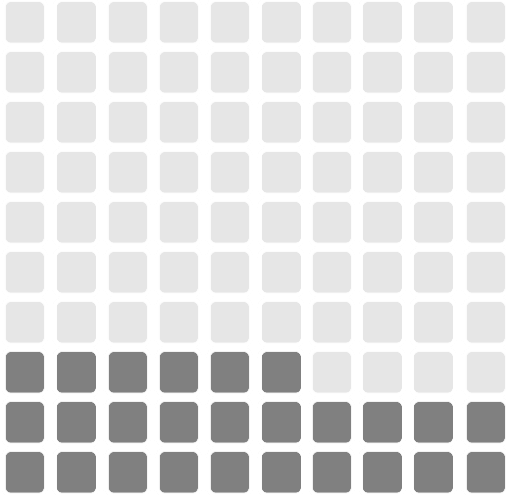


21 April report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 627; trend chart range from 289 to 341 per survey.

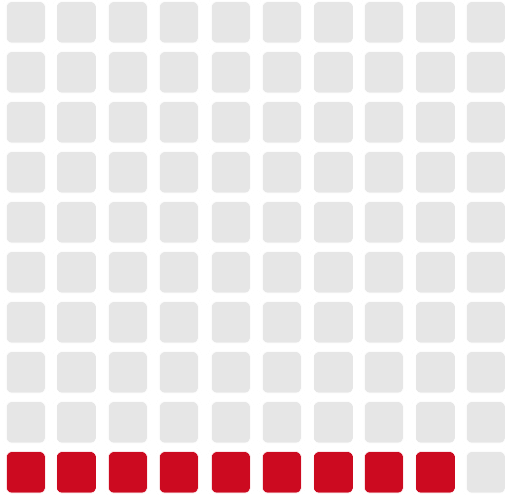
Satisfaction with information on how busy the bus was before travelling



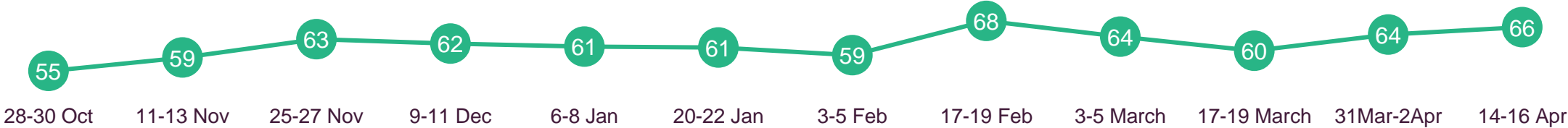
65%
satisfied



26%
neither/nor

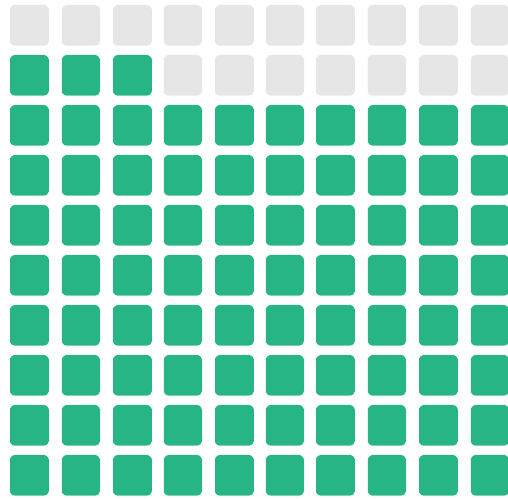


9%
dissatisfied

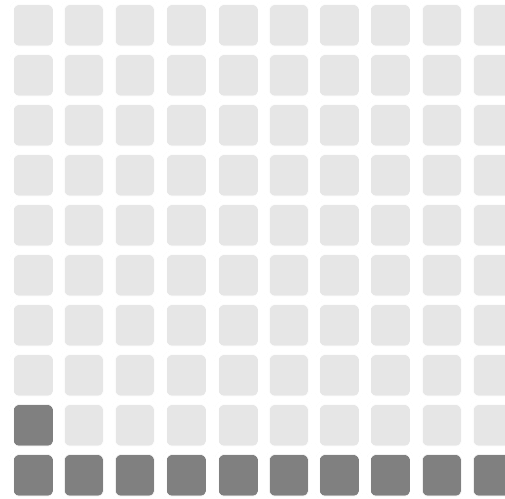


21 April report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 446; trend chart range from 200 to 235 per survey.

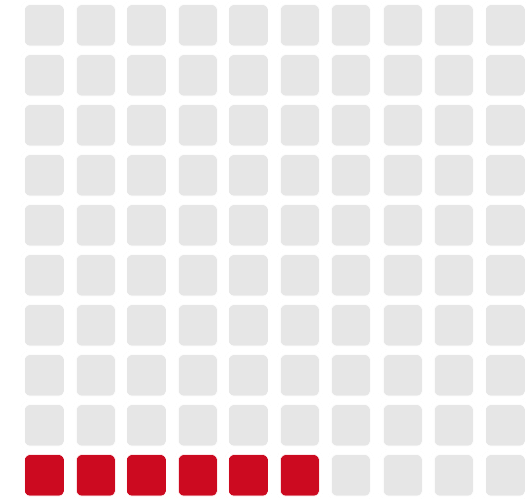
Satisfaction with temperature inside the bus



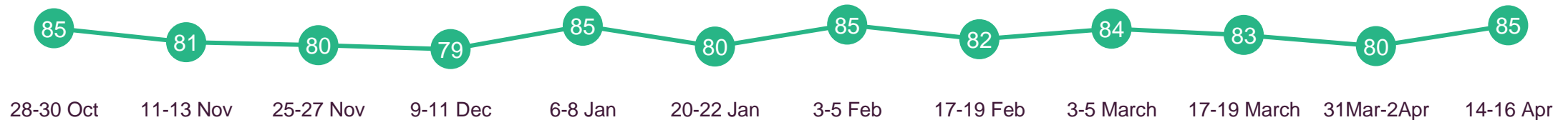
83%
satisfied



11%
neither/nor

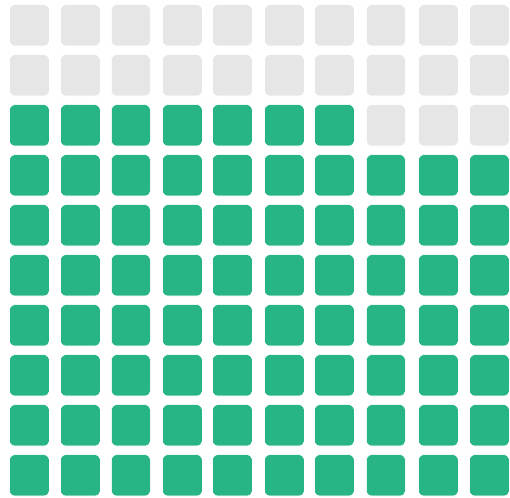


6%
dissatisfied

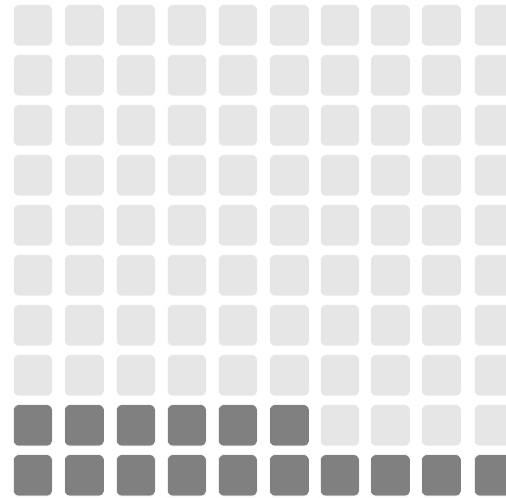


21 April report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base sizes: square charts 627; trend chart range from 290 to 342 per survey.

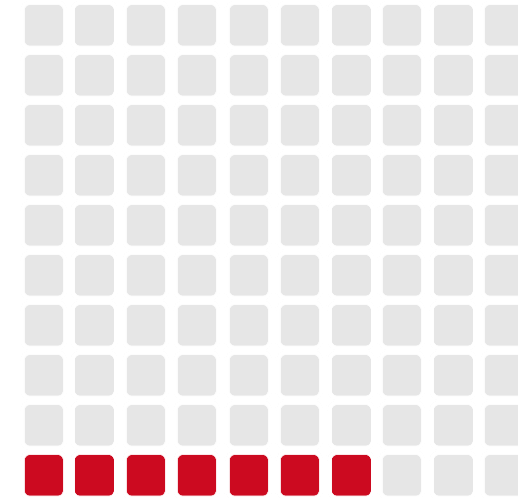
Satisfaction with other passengers' behaviour



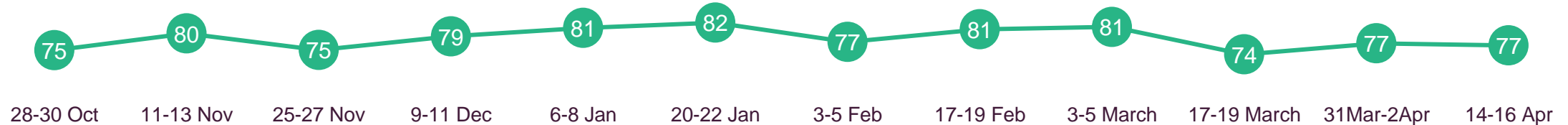
77%
satisfied



16%
neither/nor



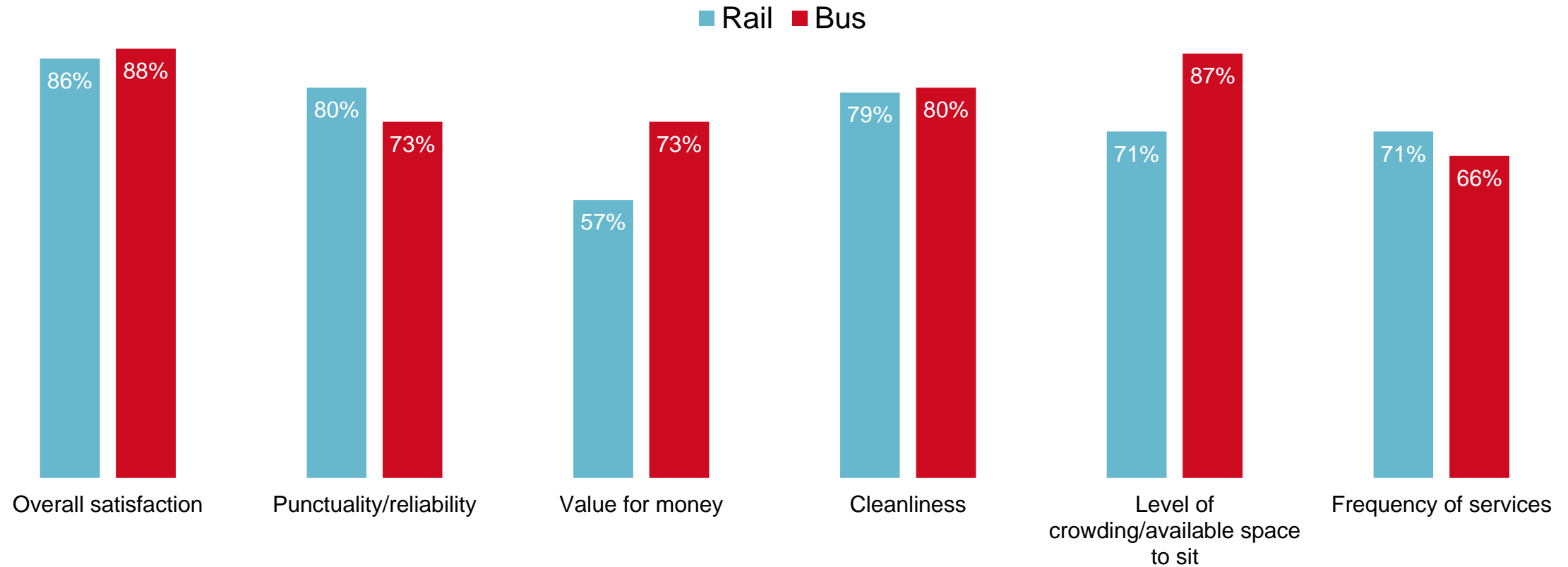
7%
dissatisfied



21 April 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 339 per survey.

Rail to bus comparison

Bus passengers have higher satisfaction with value for money and level of crowding but lower satisfaction with punctuality



21 April report. Satisfaction questions are based on the most recent journey made within seven days of being surveyed. Rail values are based on three surveys conducted in last four weeks, bus values on two surveys conducted in the last four weeks. Rail base sizes vary from 795 to 817; bus base sizes from 507 to 628.

Methodology

Transport Focus surveys 2000 people who are nationally representative of the population of Great Britain every other weekend in Yonder Consulting's omnibus (this was weekly up to the end of March 2023). This looks at the proportion who have used 'buses outside London' in the last seven days and the purpose of those journeys.

Every other weekend the survey proceeds to ask those that have used buses outside London their satisfaction with those journeys.

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 applicable. The texts of the questions is shown on the next slide.

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
Wave 57	28-30 October	337
Wave 59	11-13 November	330
Wave 61	25-27 November	317
Wave 63	9-11 December	323
Wave 65	6-8 January	323
Wave 67	20-22 January	293
Wave 69	3-5 February	304
Wave 71	17-19 February	328
Wave 73	3-5 March	308
Wave 75	17-19 March	342
Wave 76	31 March -2 April	290
Wave 77	14-16 April	338

Appendix: survey question text

Q. 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 (except overall satisfaction).

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

Contact Transport Focus

Any enquiries about this report should be addressed to:

Murray Leader

Senior insight adviser

Murray.Leader@transportfocus.org.uk

Transport Focus

Albany House

94 - 98 Petty France

London

SW1H 9EA

www.transportfocus.org.uk

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.

© 2023 Transport Focus