

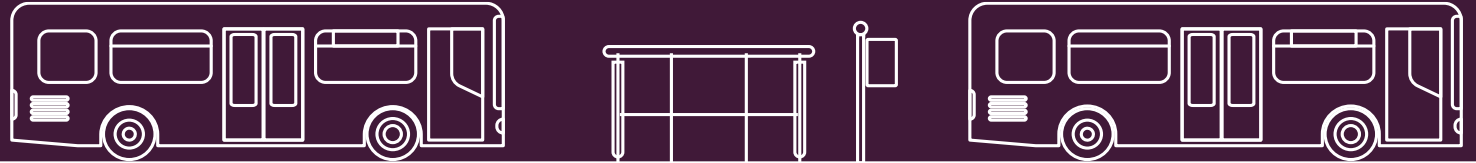
14 July 2023

Edition 16

Bus User Survey



Introduction



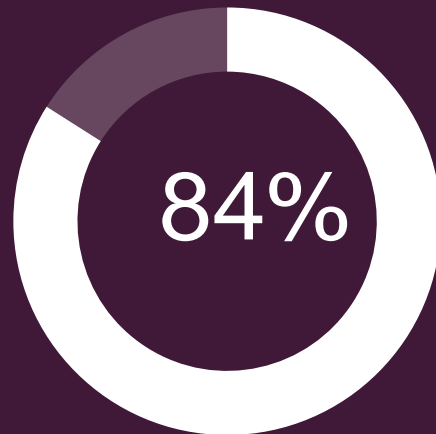
The Bus User Survey asks a representative sample of people in Great Britain about their experience of travelling on buses outside London in the last seven days.

For those that have used buses outside London, the survey asks about their journey purpose and how satisfied they were overall with their journey and with aspects such as value for money, punctuality and cleanliness.

In a typical survey we get this satisfaction information from around 300 people.

We survey passengers every other weekend and report results every four weeks, combining two survey waves. Further details on how we carried out this survey are available on page 29.

Bus headlines

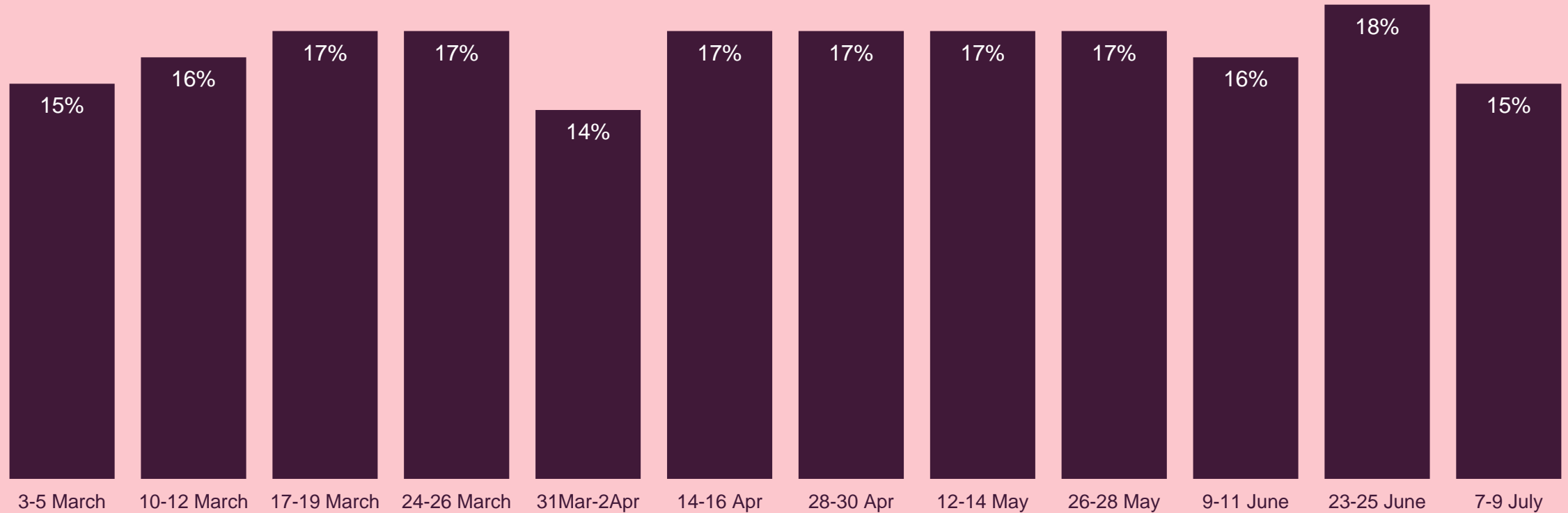


84% of passengers using buses outside London were satisfied with their journey overall



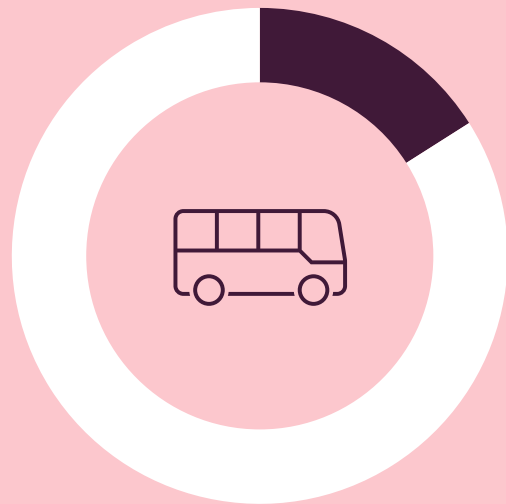
Satisfaction with temperature on the bus has decreased to 70% down from 79% in the previous report

Proportion using bus outside London over time



14 July 2023 report. Bus use is defined as having travelled by bus within seven days of being surveyed. Base size around 2000 per survey

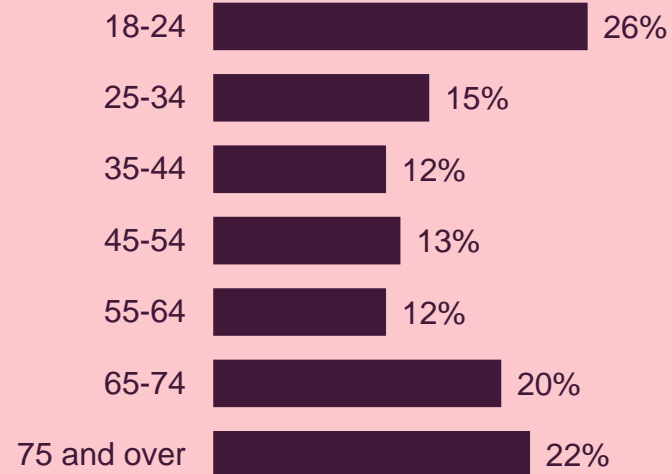
Proportion in Great Britain using a bus outside London in the last seven days



16%

(including those living in London)

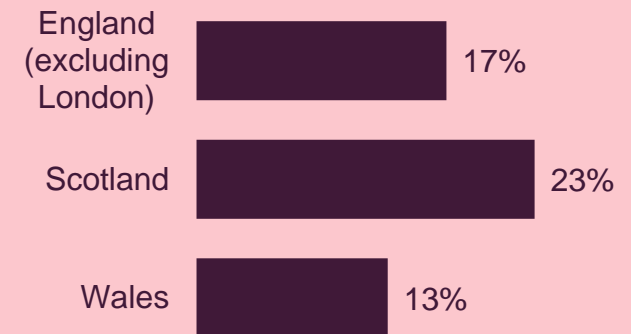
Age



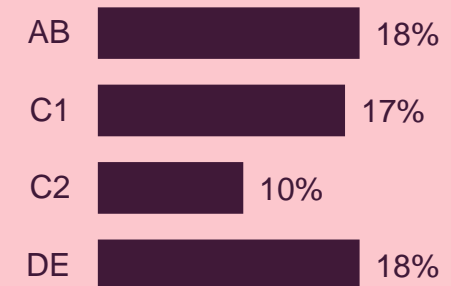
Gender



Region



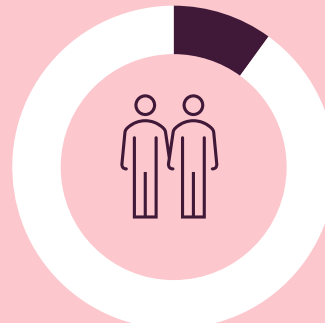
Social grade



Main purpose of bus journey



Leisure/eating out/non-essential shopping
25%



Friends/family
10%



Essential shopping
19%



Commuting
28%



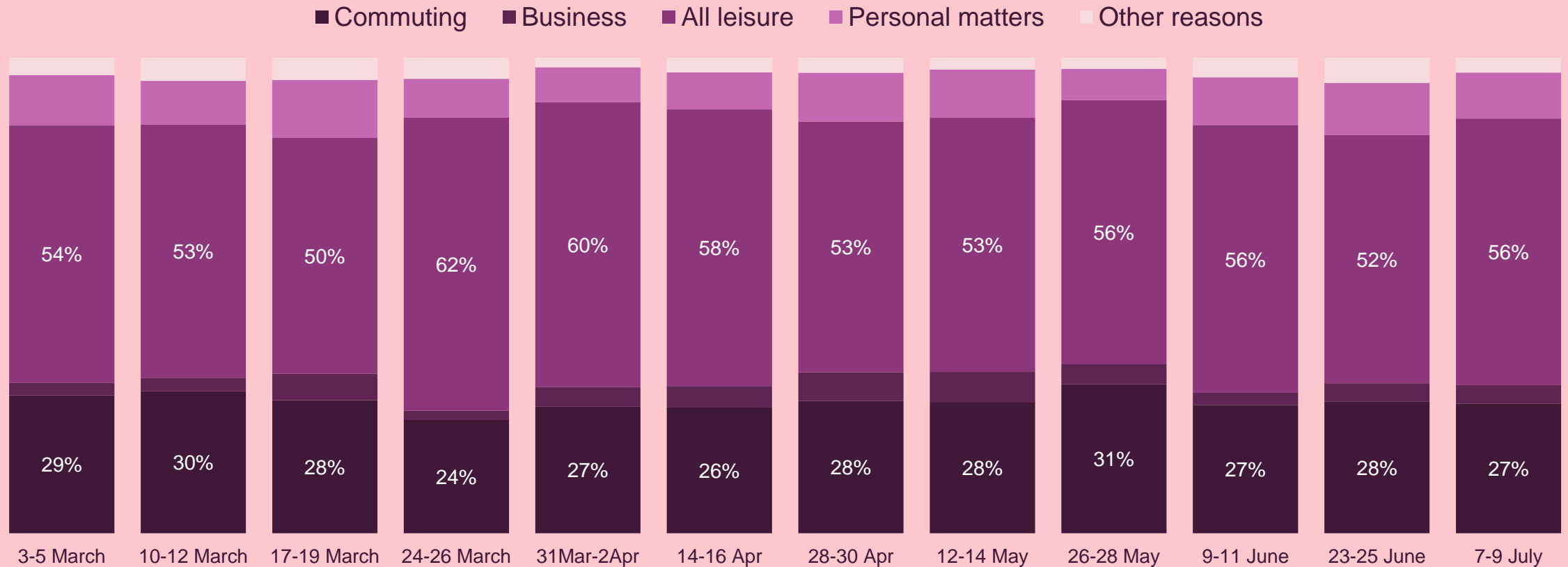
Work travel
4%



Personal matters
10%

14 July 2023 report. Charts are based on the most recent bus journey made within seven days of being surveyed and are the average of the two surveys conducted in the last four weeks. Base size: all bus users - 690. Note that sum of the journey purposes may not add to 100 per cent as some have listed 'other reason'.

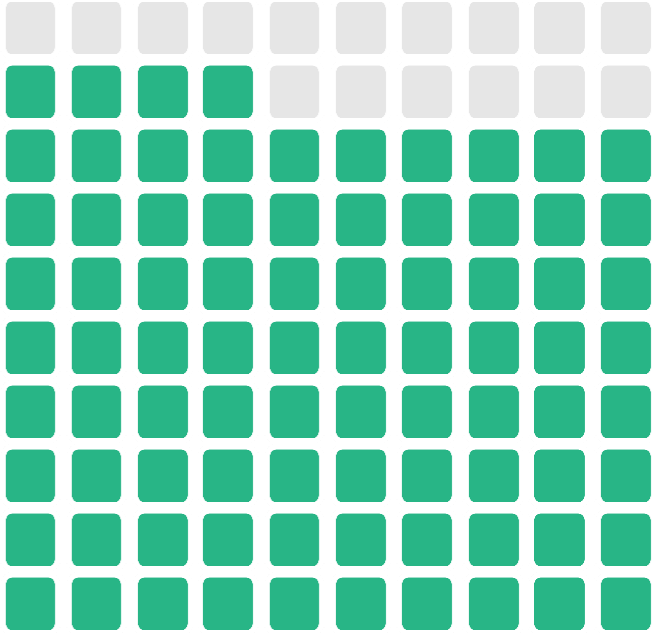
Main purpose of bus journey over time



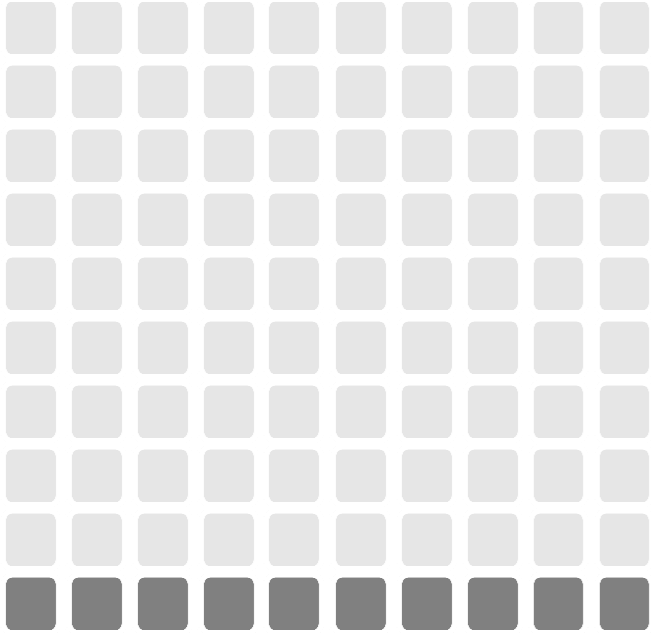
14 July 2023 report. Chart is based on the most recent bus journey made within seven days of being surveyed. Base size: all bus users, average of 333 per survey. All leisure includes: leisure/eating out/non-essential shopping; essential shopping; and, friends/family.



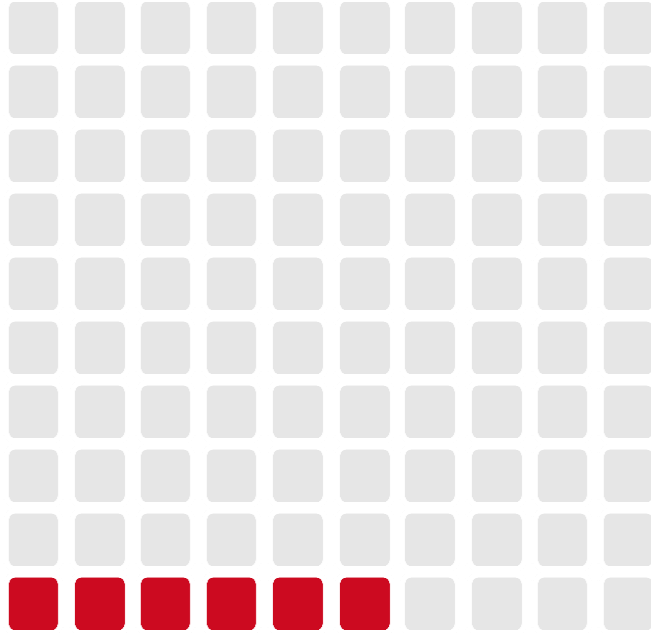
Overall satisfaction with bus journey



84%
satisfied



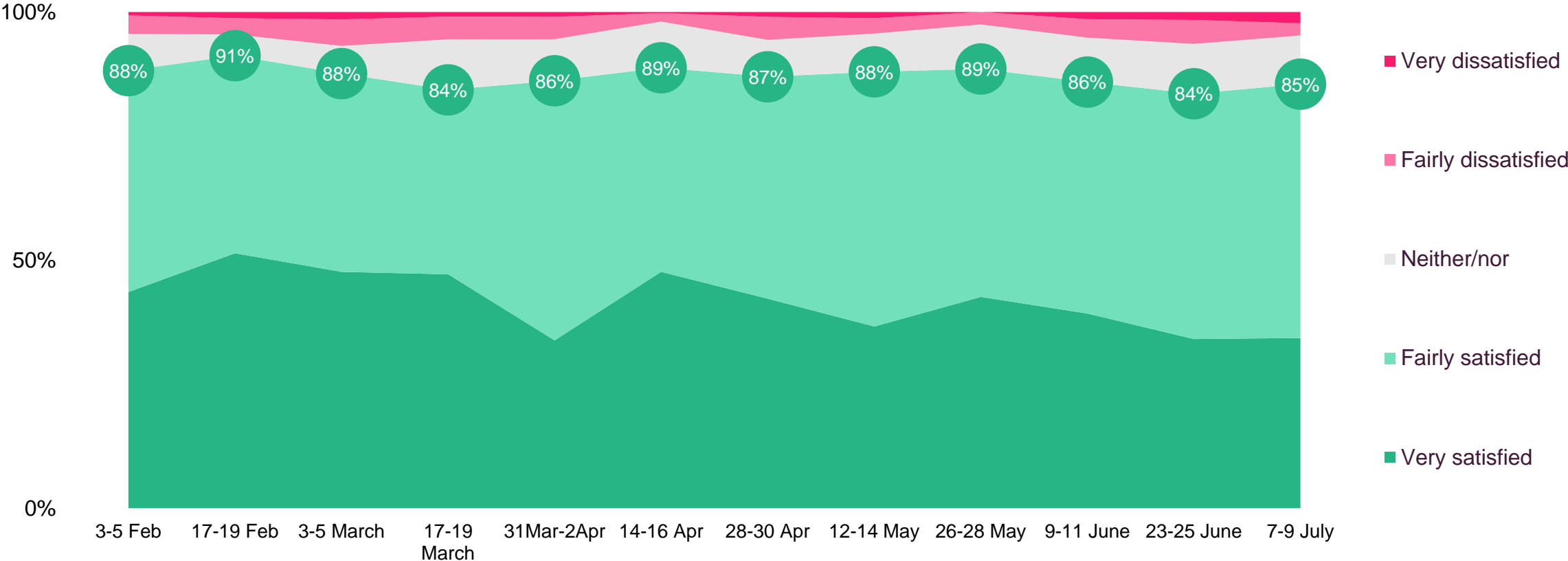
10%
neither/nor



6%
dissatisfied

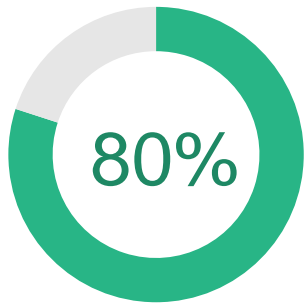
14 July 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base size: 659.

Overall satisfaction with bus journey

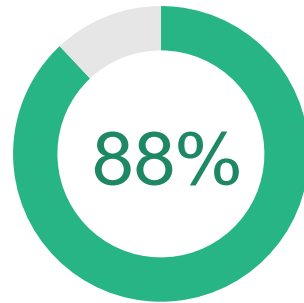


14 July 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Base sizes range from 290 to 364 per survey date.

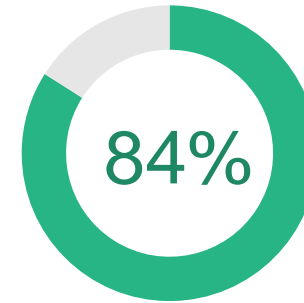
Overall satisfaction by journey purpose, gender and age



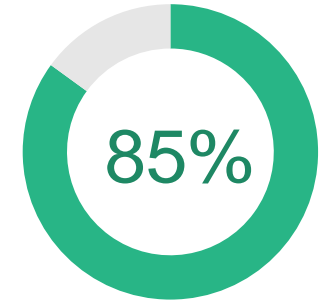
Commute



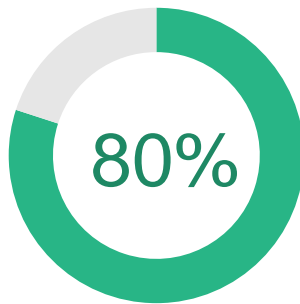
All leisure



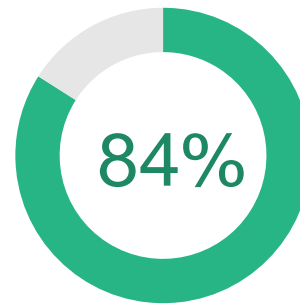
Men



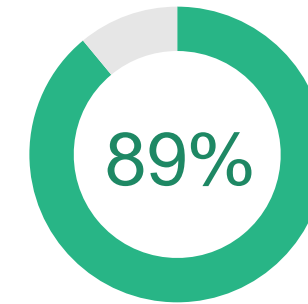
Women



Aged 18-34



Aged 35-54

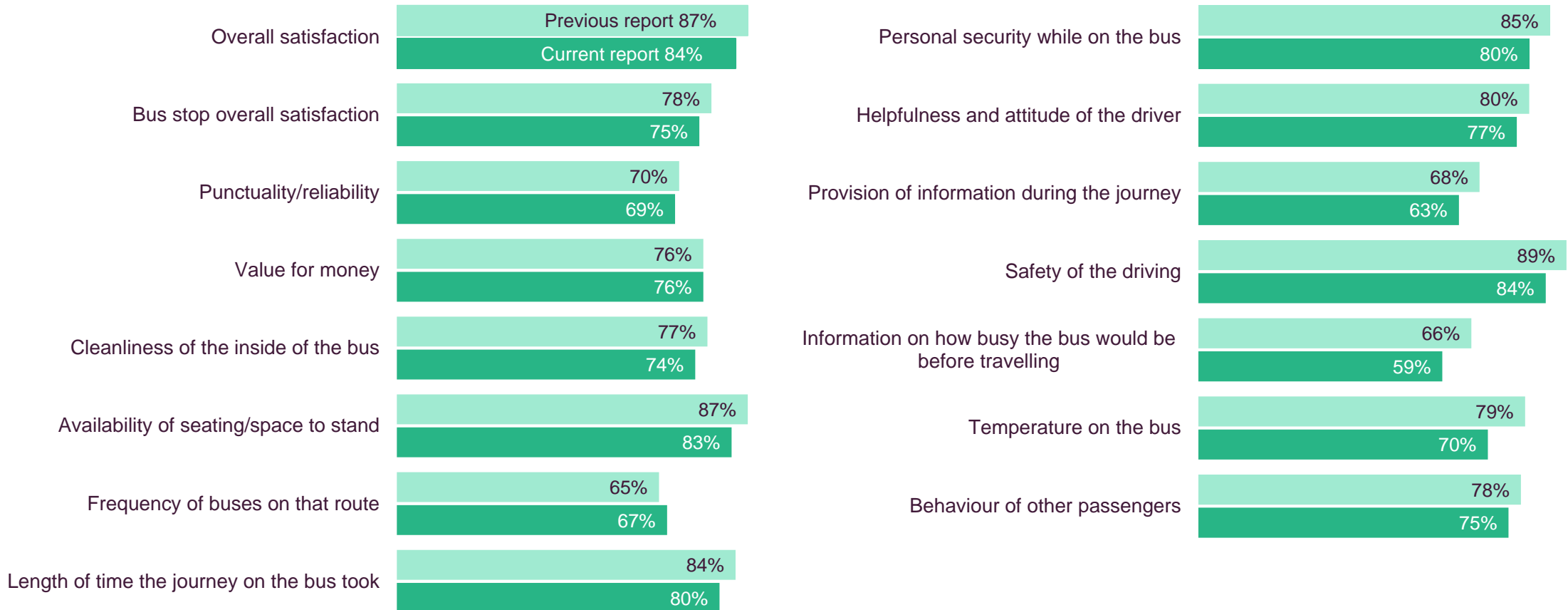


Aged 55 and over

14 July 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 166 and 357. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family' and 'Essential shopping'

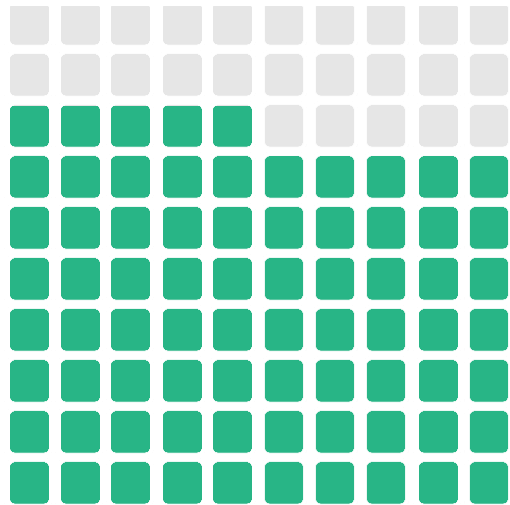


Change in satisfaction levels since last report

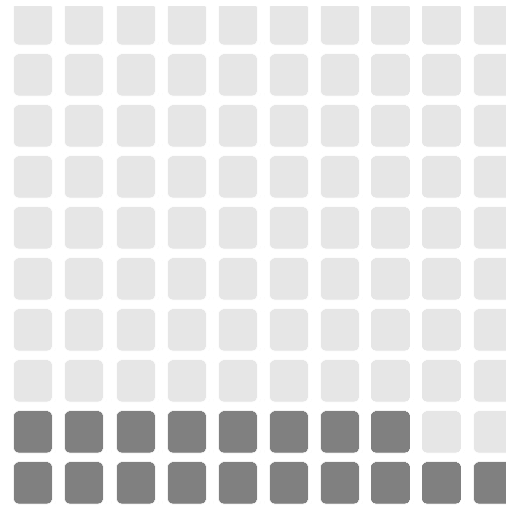


14 July 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. The 'current report' values above are the average of the two surveys in the last four weeks, the 'prior report' values are the average of the two surveys conducted in the prior four weeks. Base sizes per aspect vary; current report from 484 to 659, prior report 501 to 693.

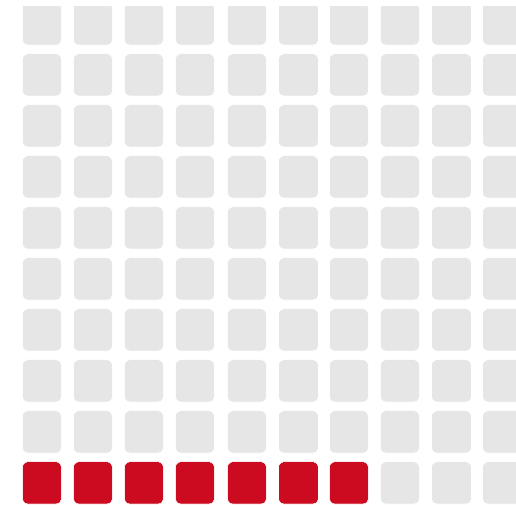
Satisfaction with the bus stop overall



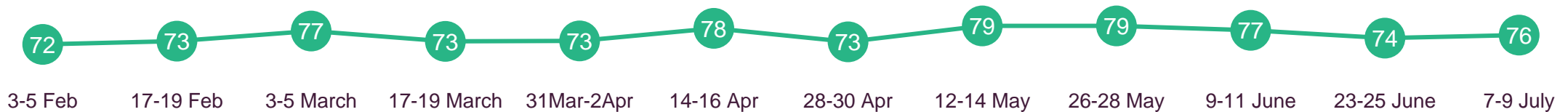
75%
satisfied



18%
neither/nor

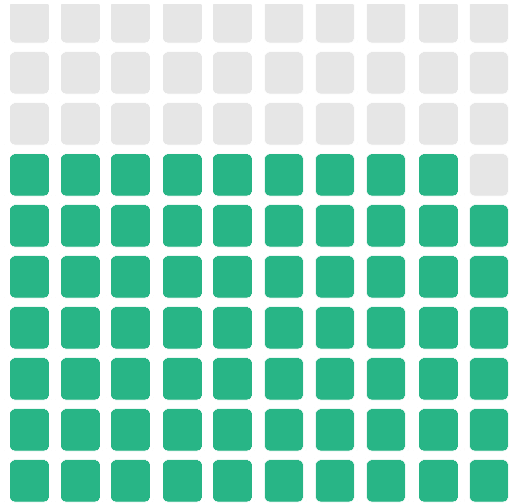


7%
dissatisfied

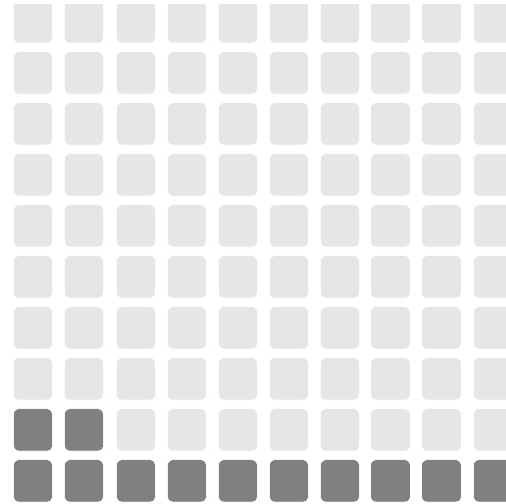


14 July 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 653; trend chart range from 288 to 362 per survey.

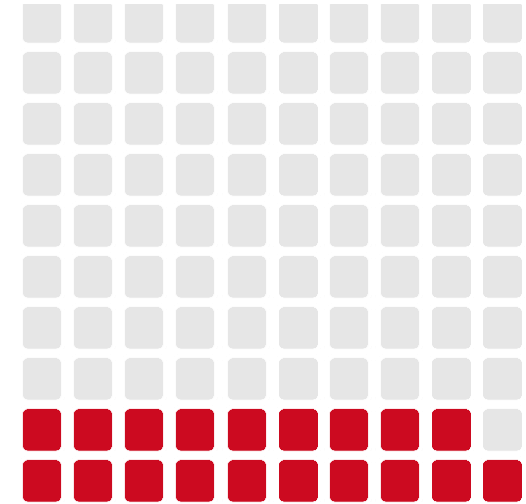
Satisfaction with punctuality/reliability



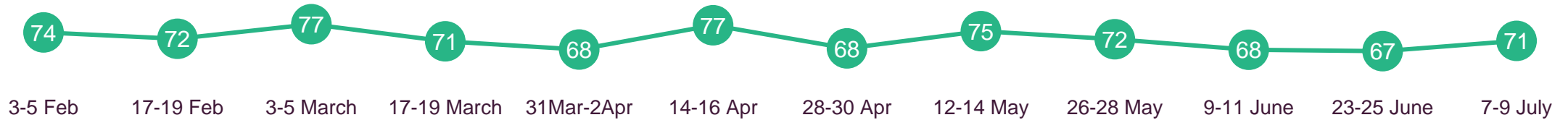
69%
satisfied



12%
neither/nor

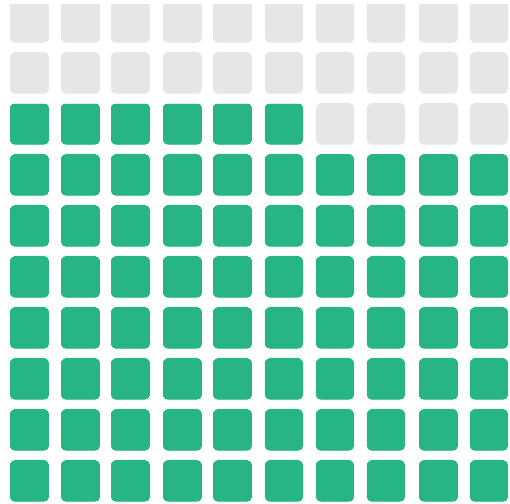


19%
dissatisfied

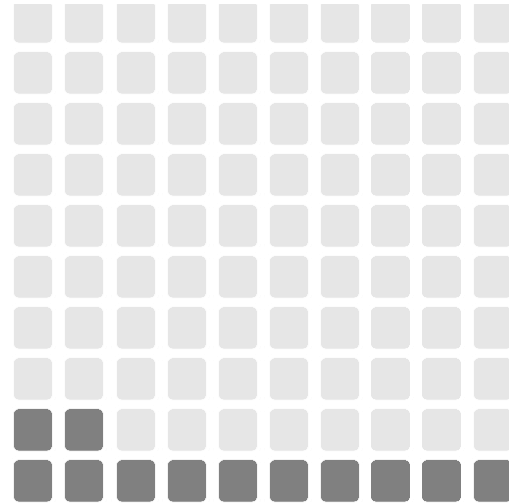


14 July 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 657; trend chart range from 290 to 362 per survey.

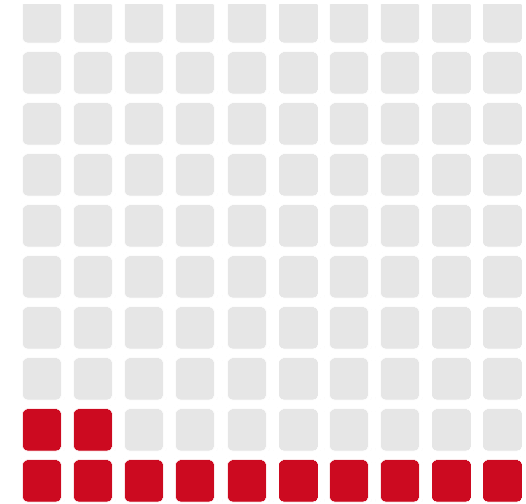
Satisfaction with value for money



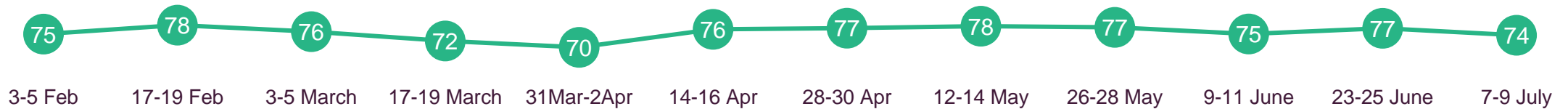
76%
satisfied



12%
neither/nor

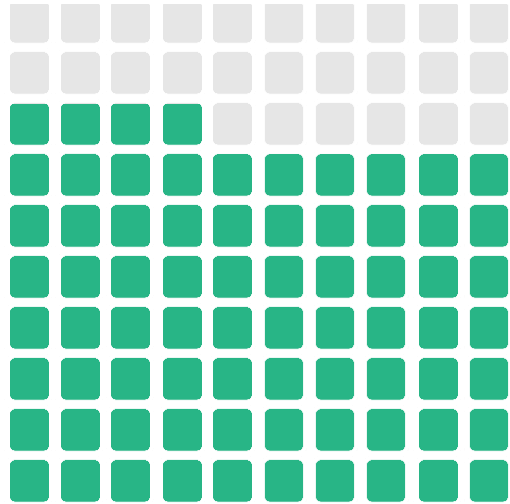


12%
dissatisfied

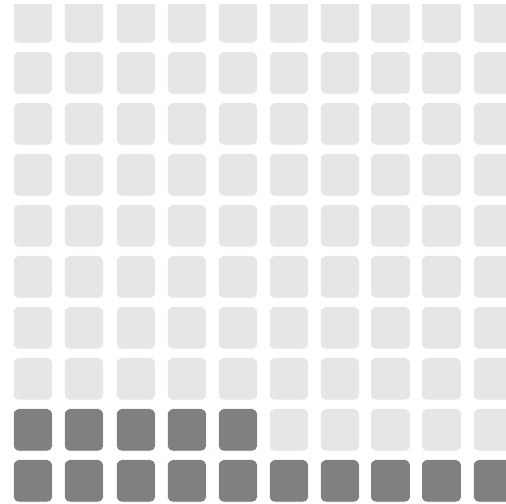


14 July 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 549; trend chart range from 237 to 309 per survey.

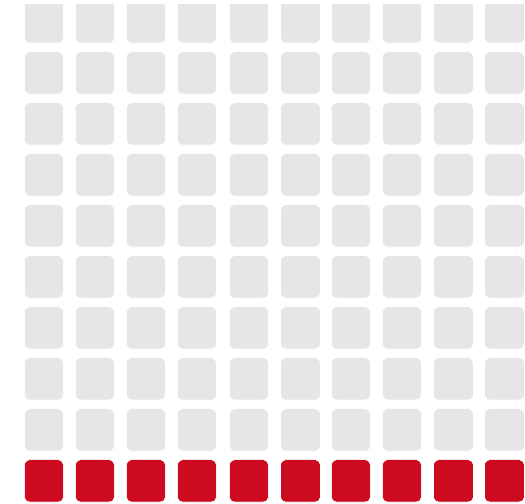
Satisfaction with cleanliness inside the bus



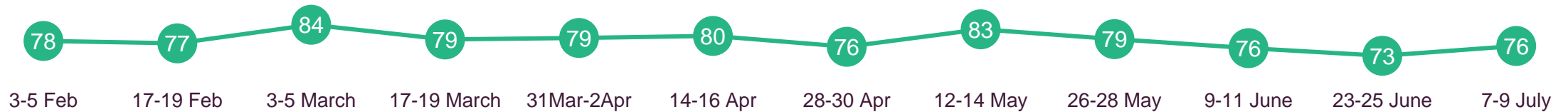
74%
satisfied



15%
neither/nor

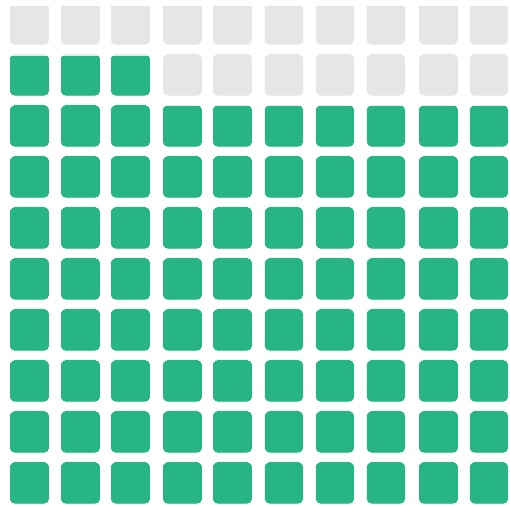


10%
dissatisfied

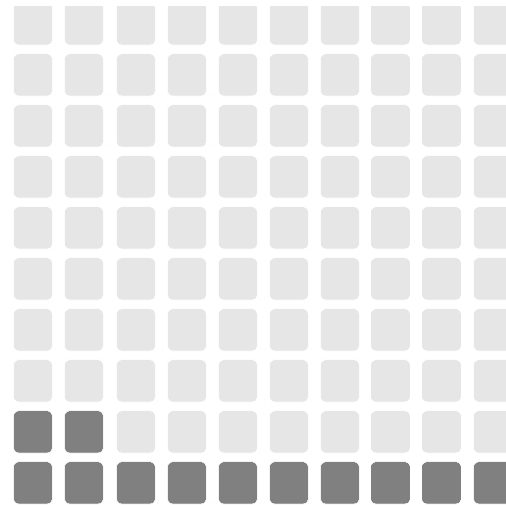


14 July 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 659; trend chart range from 290 to 363 per survey.

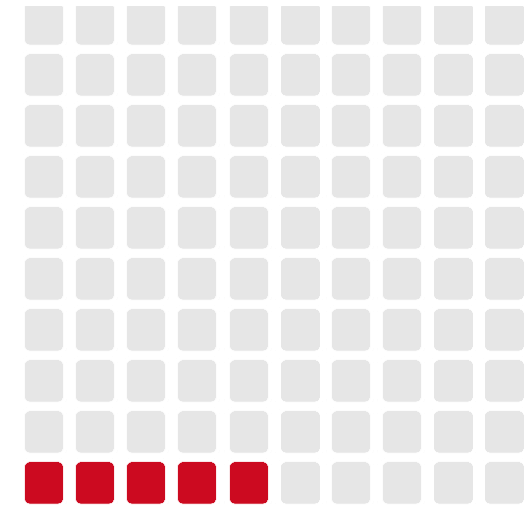
Satisfaction with availability of seating or space to stand



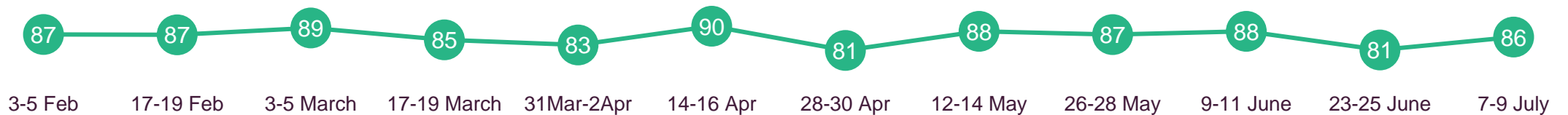
83%
satisfied



12%
neither/nor

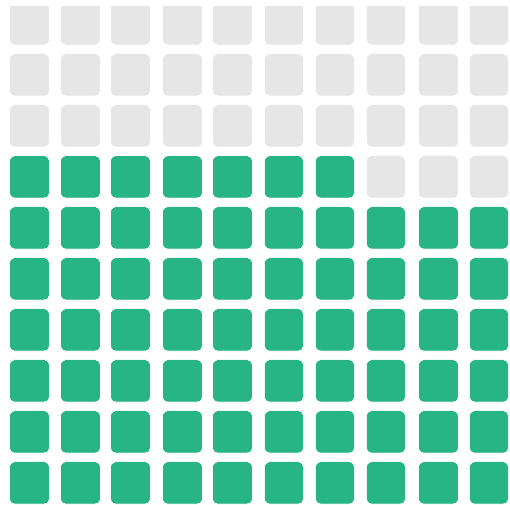


5%
dissatisfied

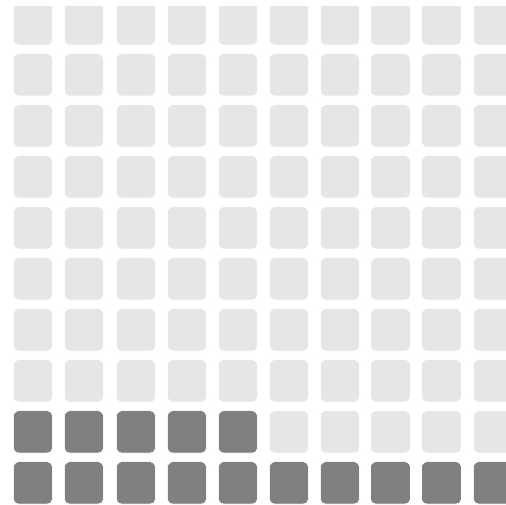


14 July 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 657; trend chart range from 290 to 363 per survey.

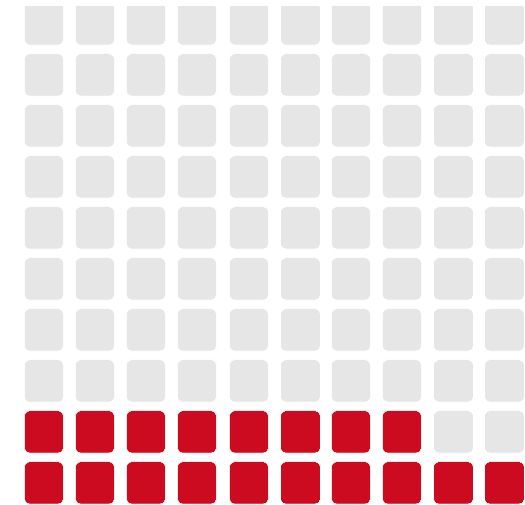
Satisfaction with frequency of buses on that route



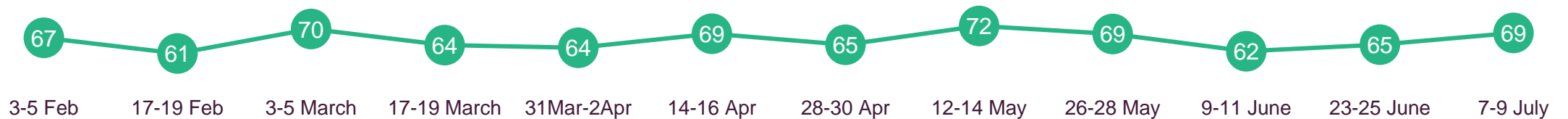
67%
satisfied



15%
neither/nor

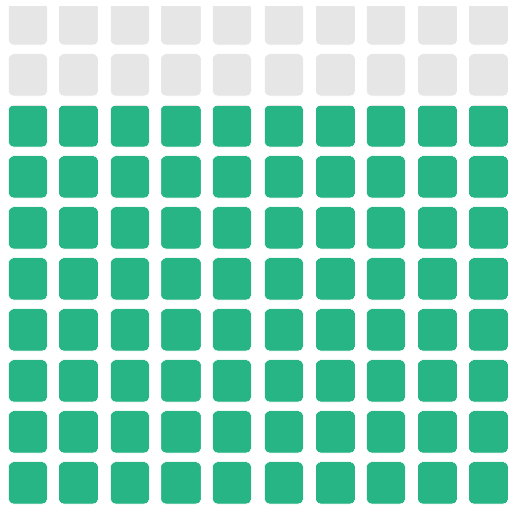


18%
dissatisfied

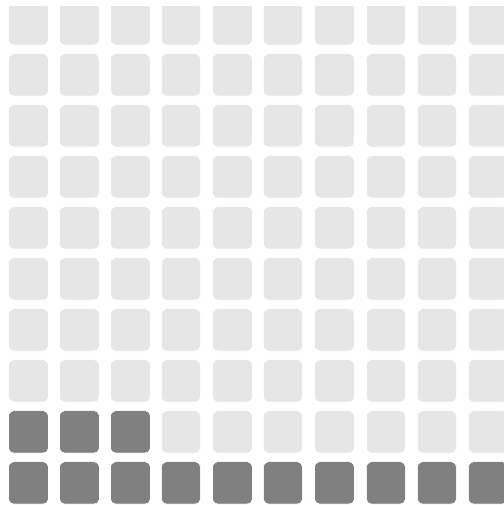


14 July 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 656; trend chart range from 289 to 363 per survey.

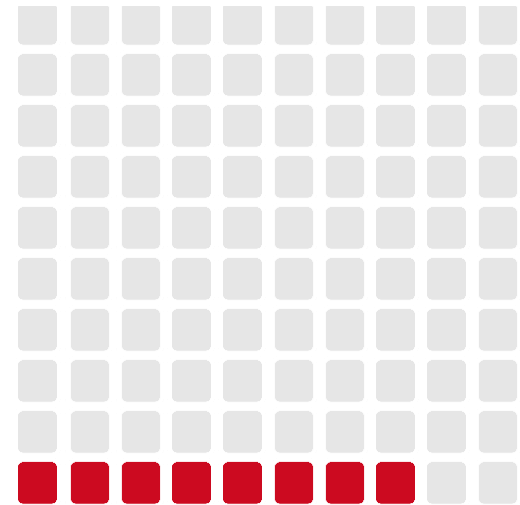
Satisfaction with the time the journey on the bus took



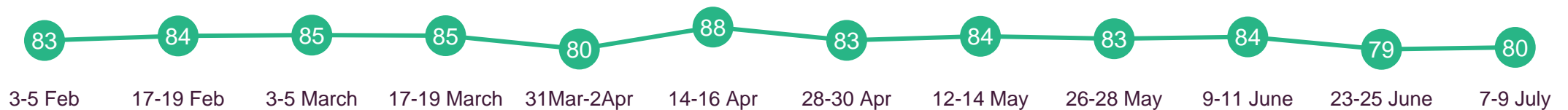
80%
satisfied



13%
neither/nor

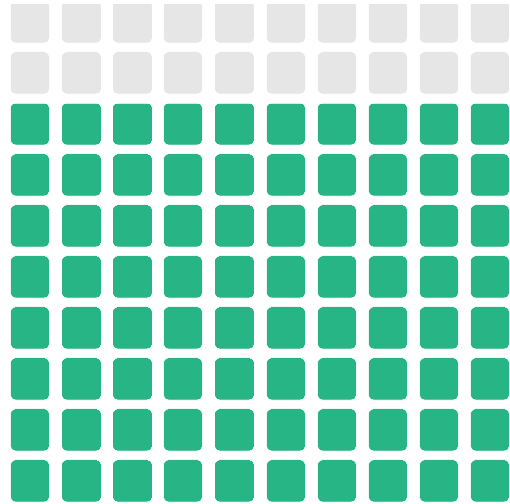


8%
dissatisfied

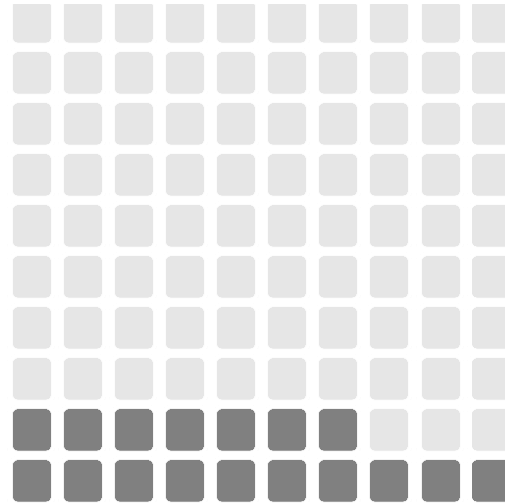


14 July 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 658; trend chart range from 290 to 363 per survey.

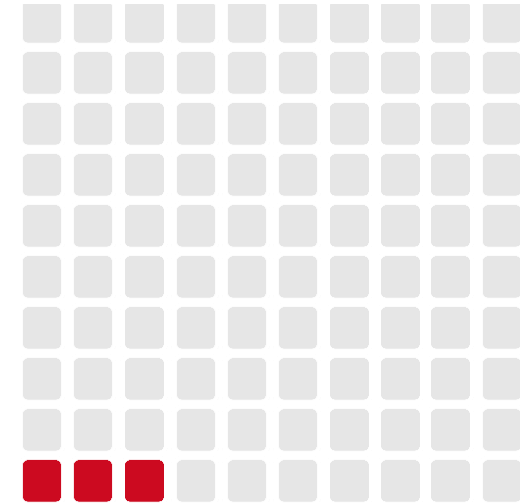
Satisfaction with personal security on the bus



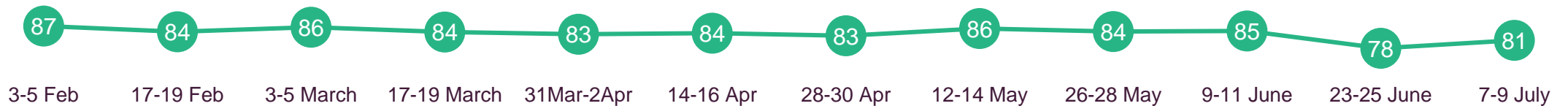
80%
satisfied



17%
neither/nor

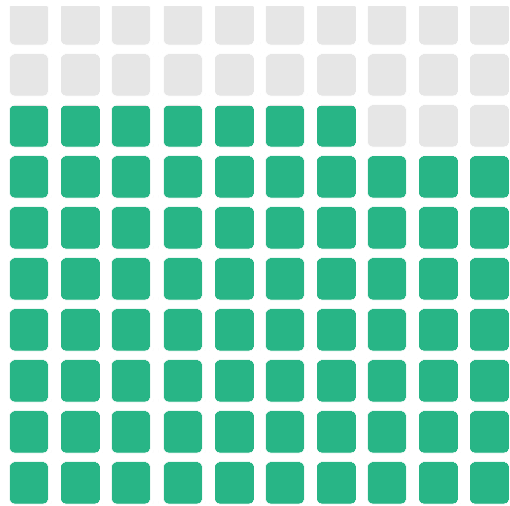


3%
dissatisfied

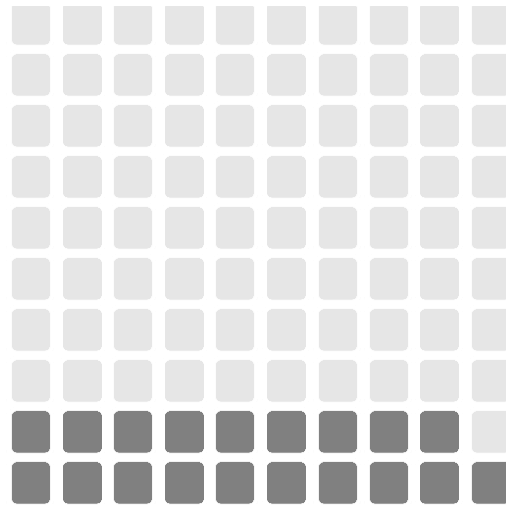


14 July 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 653; trend chart range from 288 to 361 per survey.

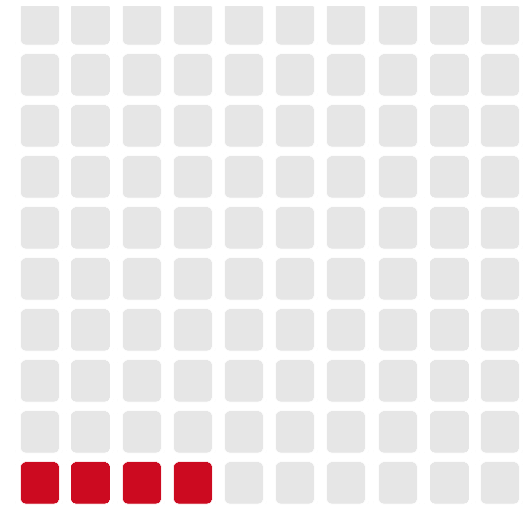
Satisfaction with helpfulness and attitude of the driver



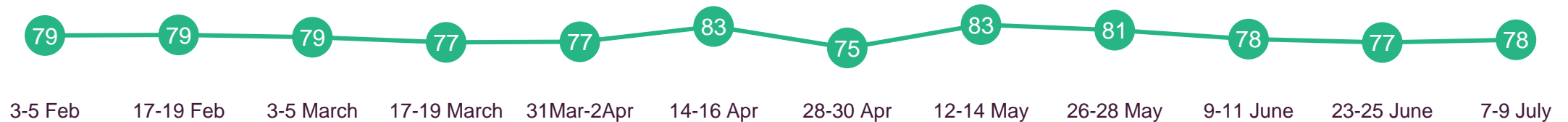
77%
satisfied



19%
neither/nor

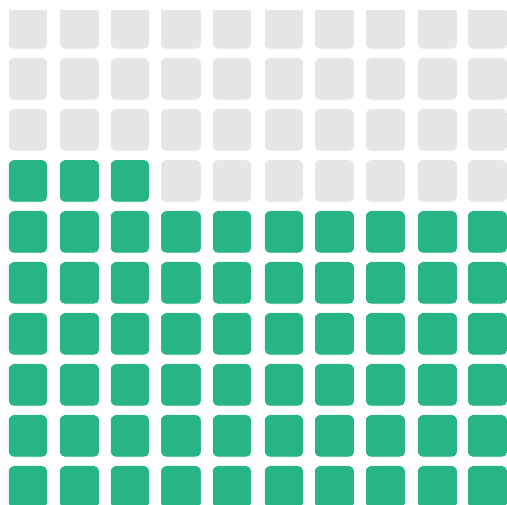


4%
dissatisfied

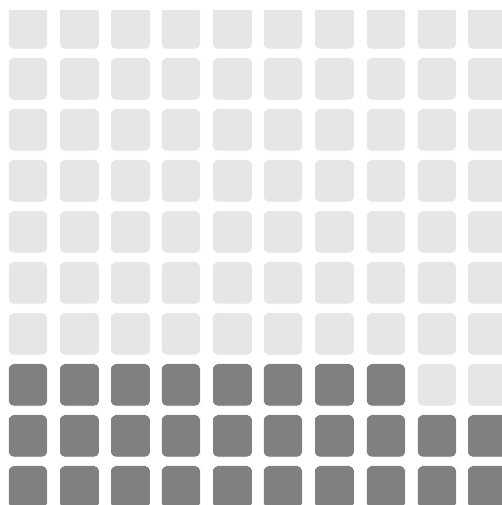


14 July 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 646; trend chart range from 283 to 353 per survey.

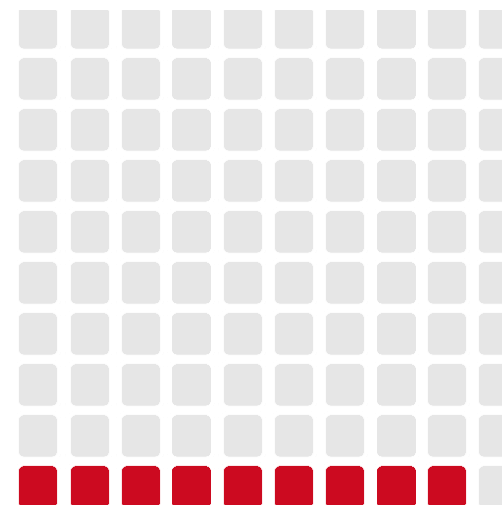
Satisfaction with information provided during the journey



63%
satisfied



28%
neither/nor

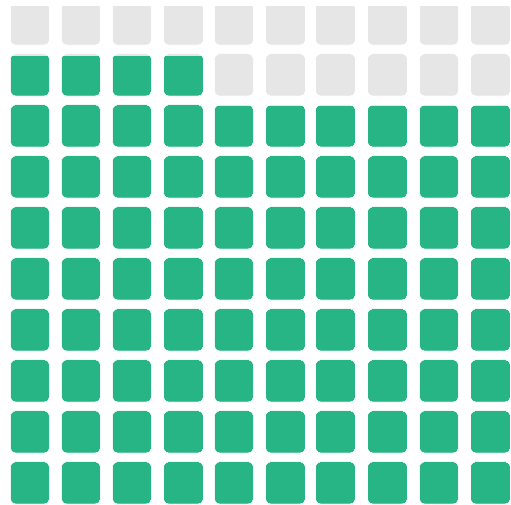


9%
dissatisfied

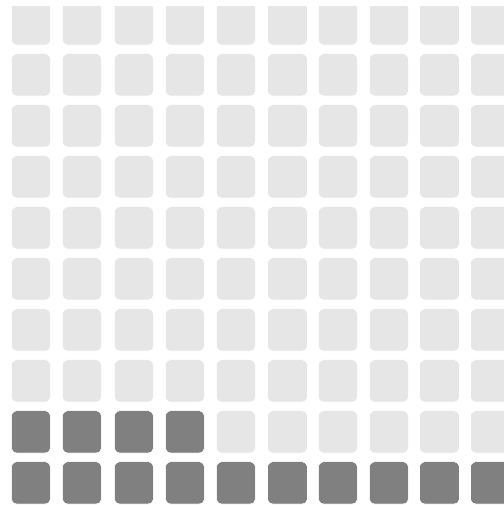


14 July 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 532; trend chart range from 229 to 300 per survey.

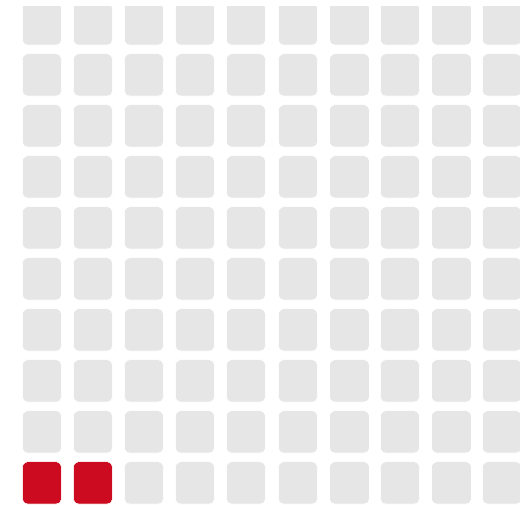
Satisfaction with safety of the driving



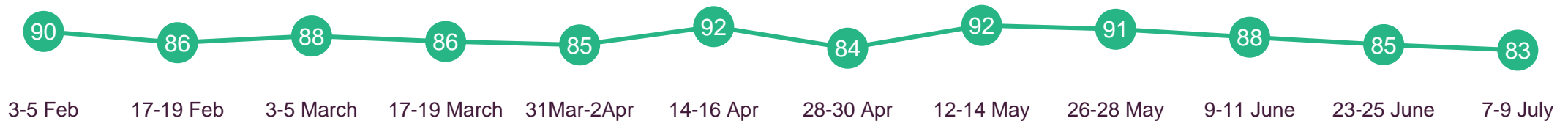
84%
satisfied



14%
neither/nor

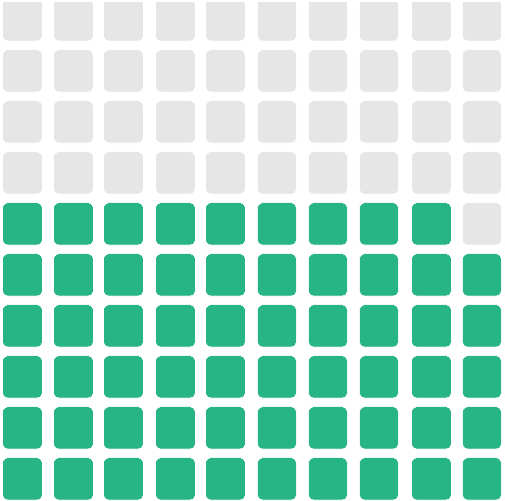


2%
dissatisfied

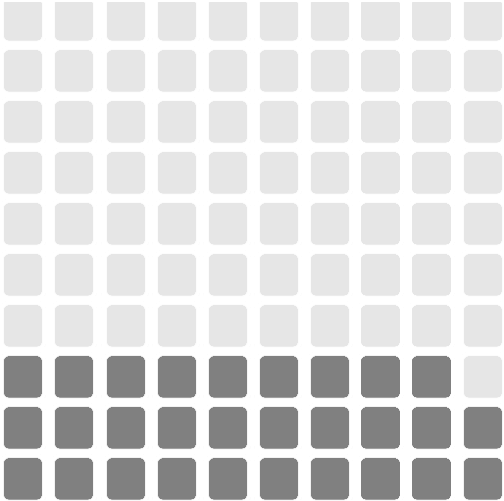


14 July 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 659; trend chart range from 289 to 363 per survey.

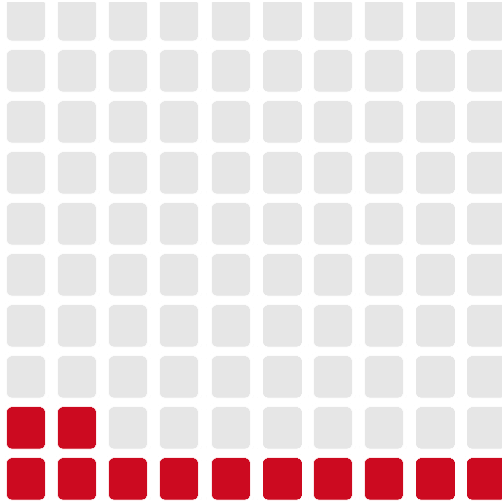
Satisfaction with information on how busy the bus was before travelling



59%
satisfied



29%
neither/nor

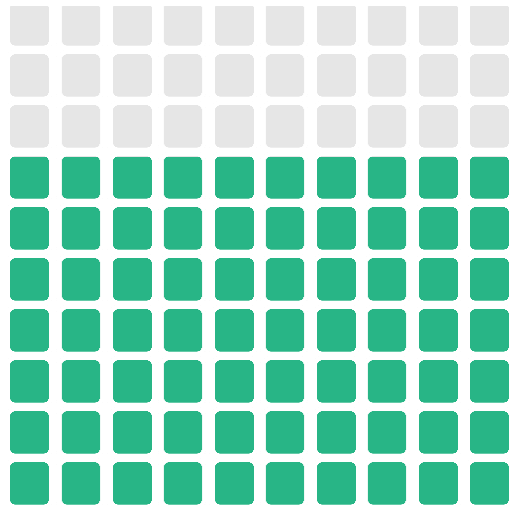


12%
dissatisfied

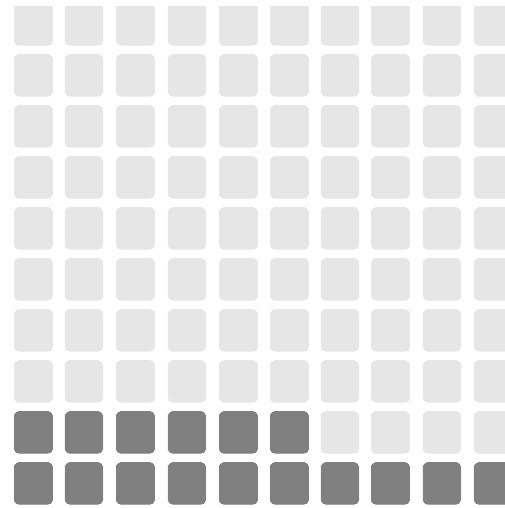


14 July 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 484; trend chart range from 203 to 282 per survey.

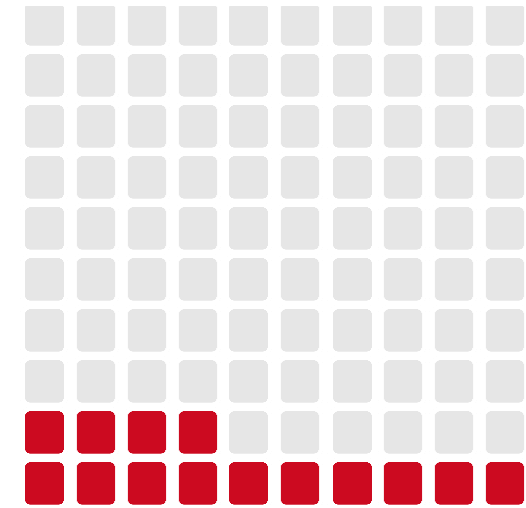
Satisfaction with temperature inside the bus



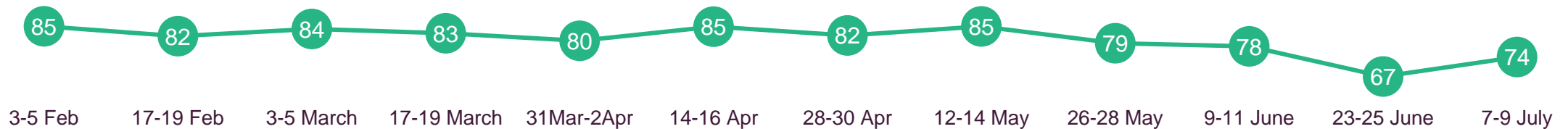
70%
satisfied



16%
neither/nor

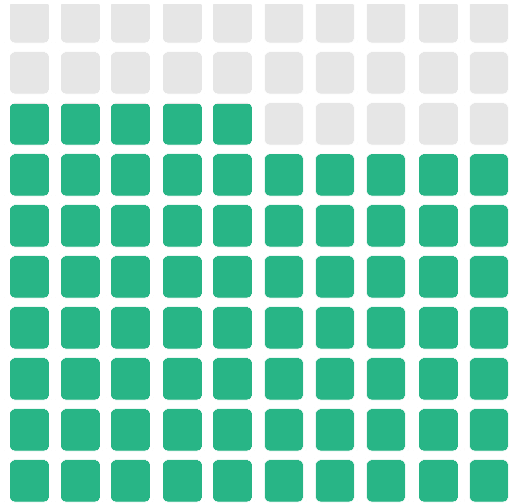


14%
dissatisfied

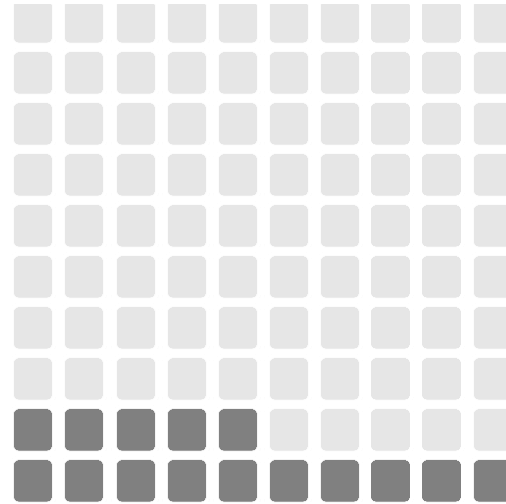


14 July 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 657; trend chart range from 290 to 363 per survey.

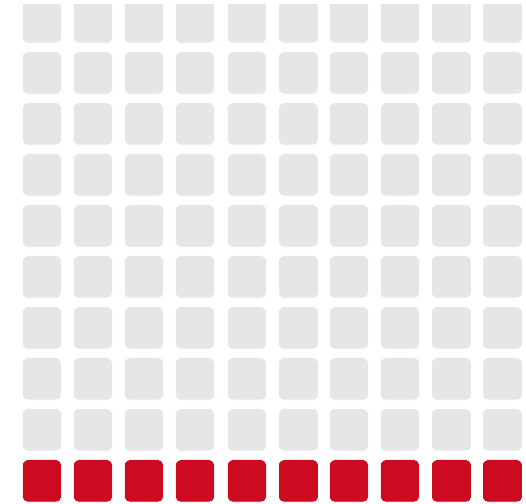
Satisfaction with other passengers' behaviour



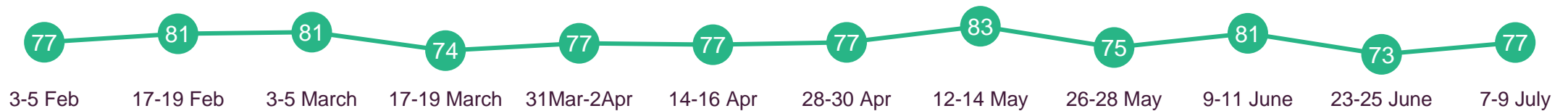
75%
satisfied



15%
neither/nor



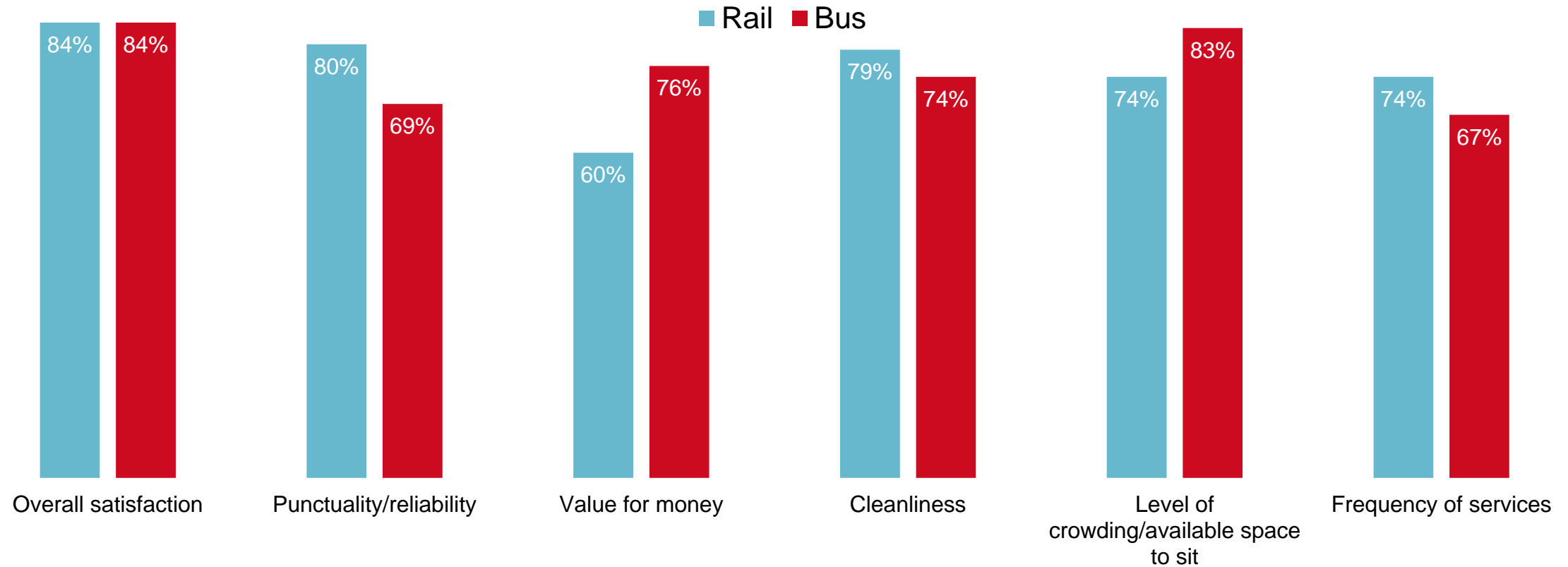
10%
dissatisfied



14 July 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 two surveys conducted in the last four weeks. Base sizes: square charts 655; trend chart range from 290 to 362 per survey.

Rail to bus comparison

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



14 July 2023 report. Satisfaction questions are based on the most recent journey made within seven days of being surveyed. Rail and bus values are based on the two surveys conducted in last four weeks. Rail base sizes vary from 590 to 609; bus base sizes from 549 to 695.

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. Users then answer questions about satisfaction with their journey. The total number of rail users we spoke to each week is shown in the table opposite with the dates of fieldwork. We report results every four weeks

Yonder Consulting's omnibus is weighted to be nationally representative of the population of Great Britain. The analysis of satisfaction questions excludes those who say that the question is not applicable. The questions asked are on the next slide.

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 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
Wave 79	28-30 April	339
Wave 80	12-14 May	364
Wave 81	26-28 May	362
Wave 82	9-11 June	331
Wave 83	23-25 June	349
Wave 84	7-9 July	310

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

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www.transportfocus.org.uk

Transport Focus is the operating name
of the Passengers' Council

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

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

We work to make a difference for all
transport users.

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