

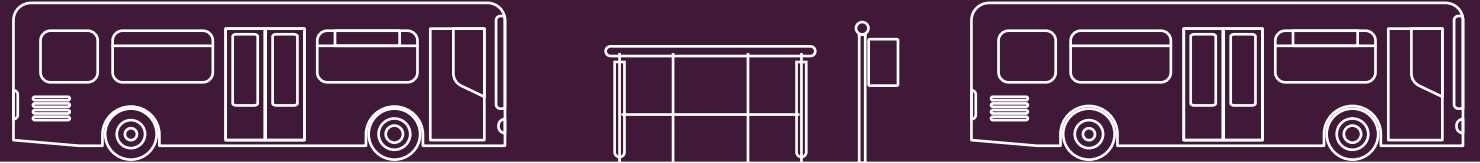
11 August
2023

Edition 17

Bus User Survey



Introduction



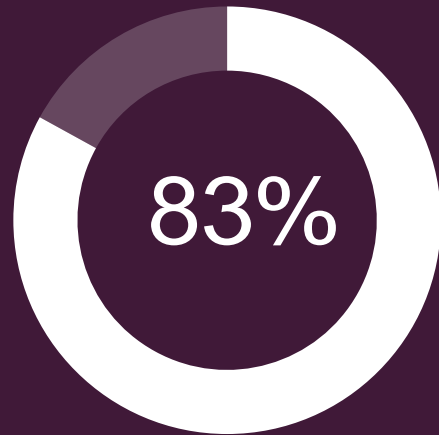
The Bus User Survey asks a representative sample of people in Great Britain about their experience of travelling on buses outside London in the last seven days.

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.

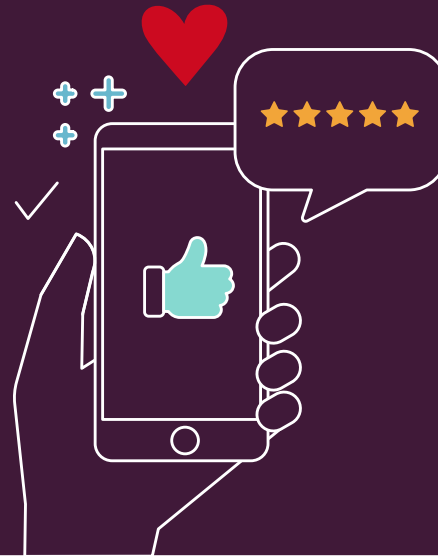
In a typical survey we get this satisfaction information from around 300 people.

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



83% of passengers using buses outside London were satisfied with their journey overall

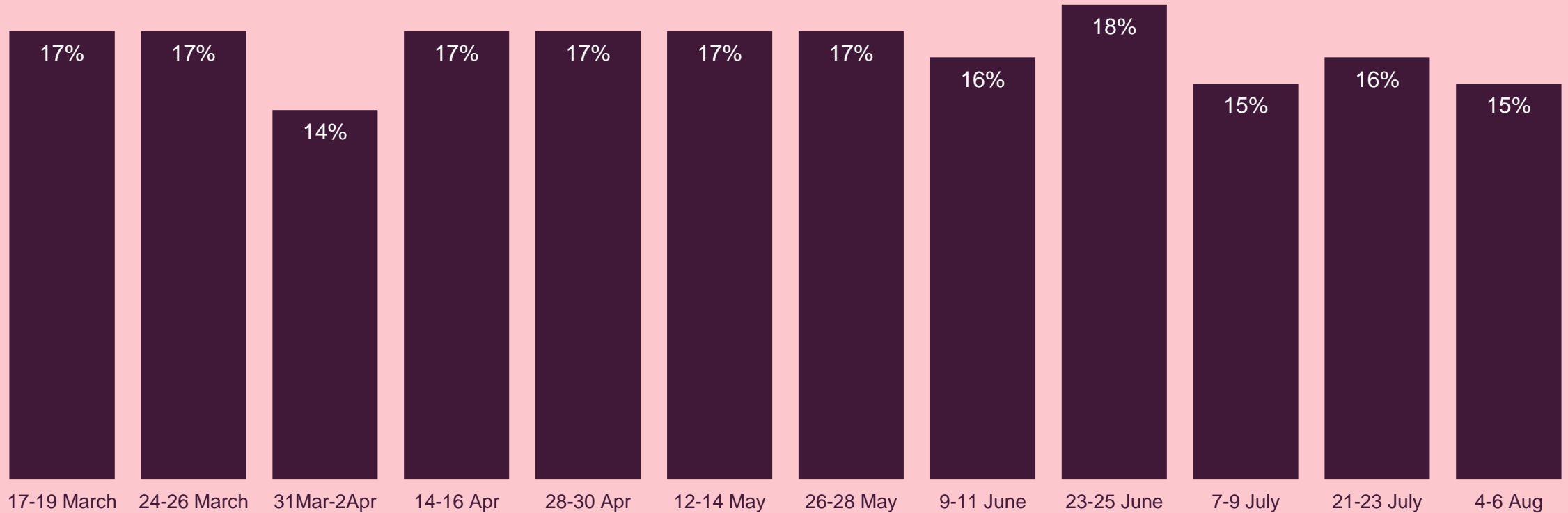


Satisfaction with temperature on the bus has increased to 78% from 70% in the previous report



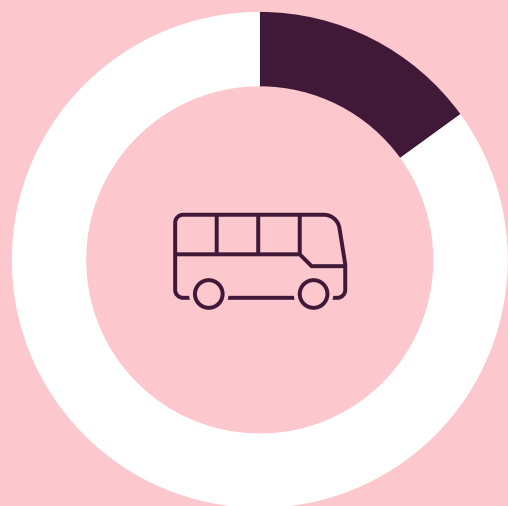
Satisfaction with value for money has decreased to 73% from 76% in the previous report

Proportion using bus outside London over time



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

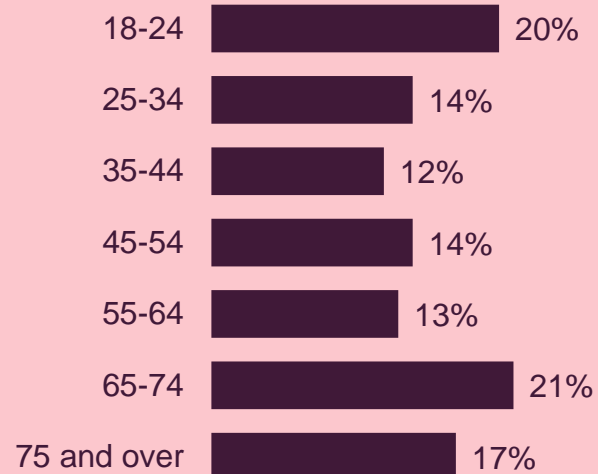
Proportion in Great Britain using a bus outside London in the last seven days



15%

(including those living in London)

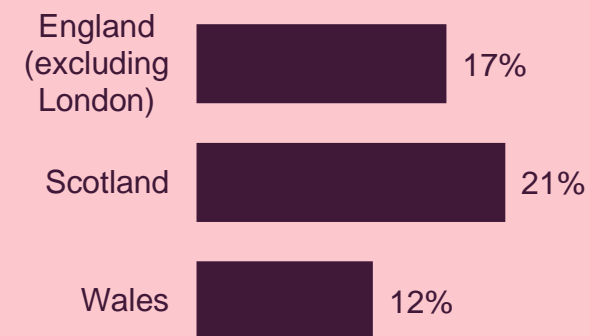
Age



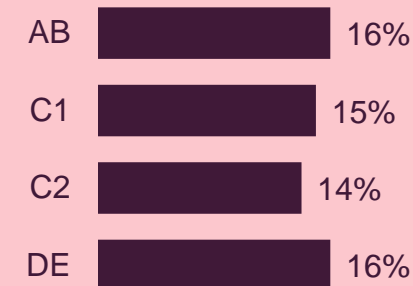
Gender



Region



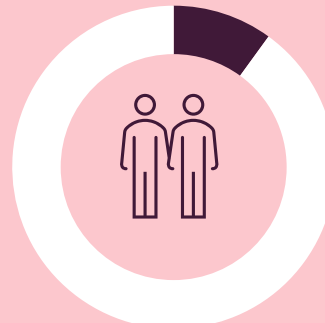
Social grade



Main purpose of bus journey



Leisure/eating out/non-essential shopping
26%



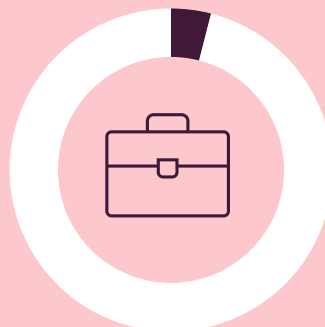
Friends/family
10%



Essential shopping
20%



Commuting
24%



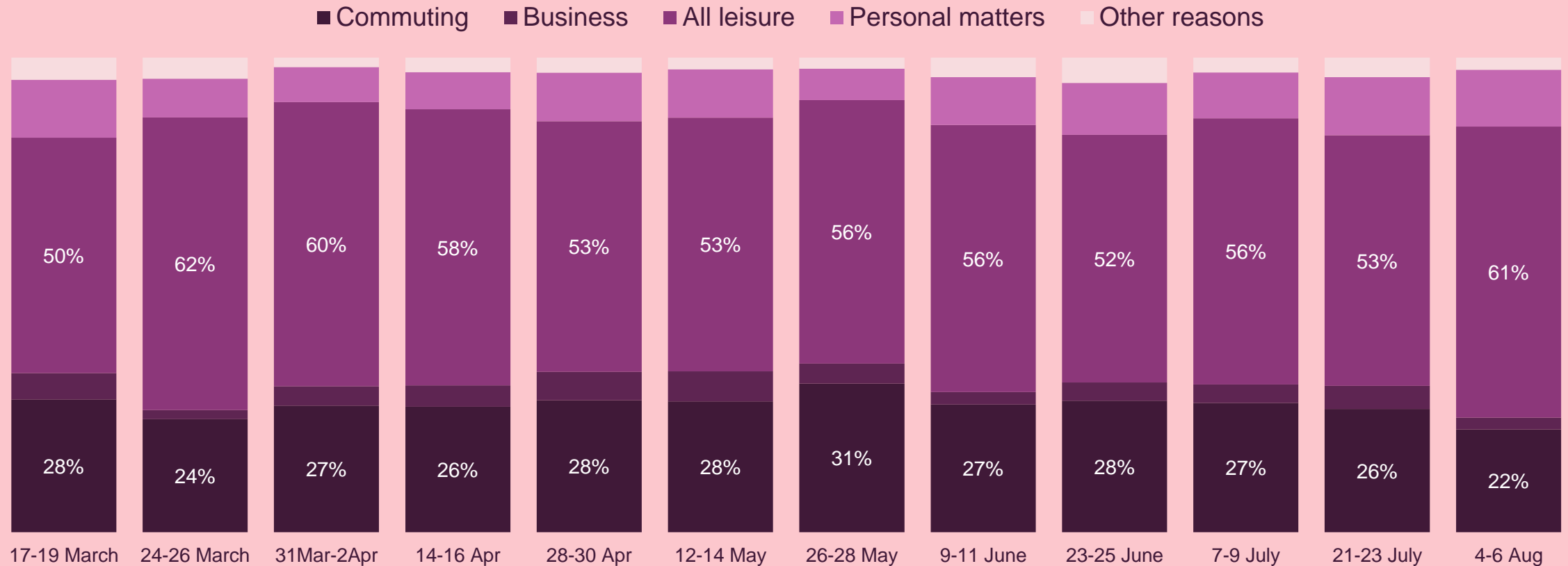
Work travel
4%



Personal matters
12%

11 August 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 - 656. Note that sum of the journey purposes may not add to 100 per cent as some have listed 'other reason'.

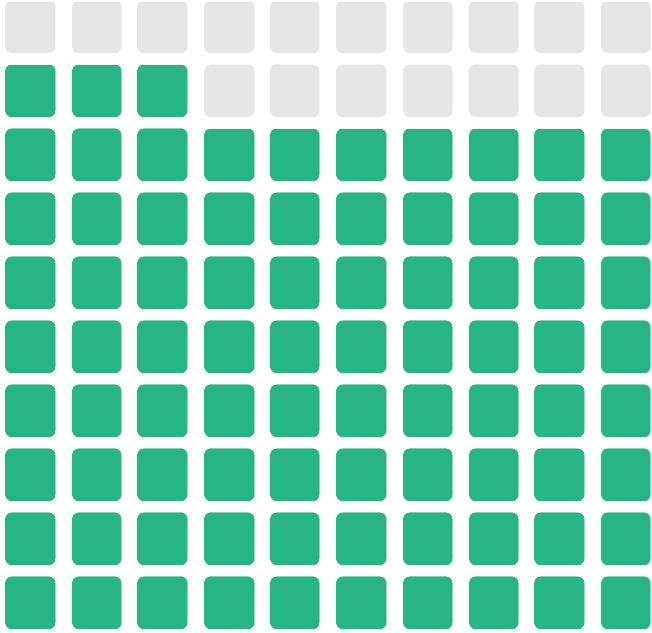
Main purpose of bus journey over time



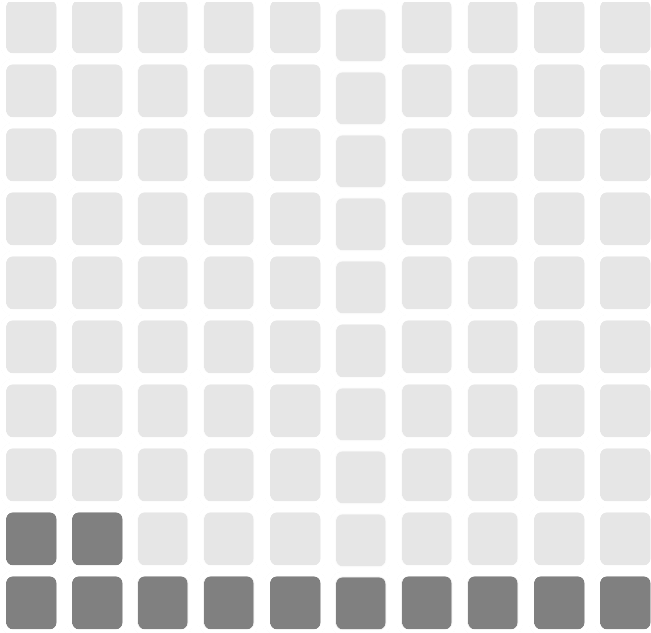
11 August 2023 report. Chart is based on the most recent bus journey made within seven days of being surveyed. Base size: all bus users, average of 335 per survey. All leisure includes: leisure/eating out/non-essential shopping; essential shopping; and, friends/family.



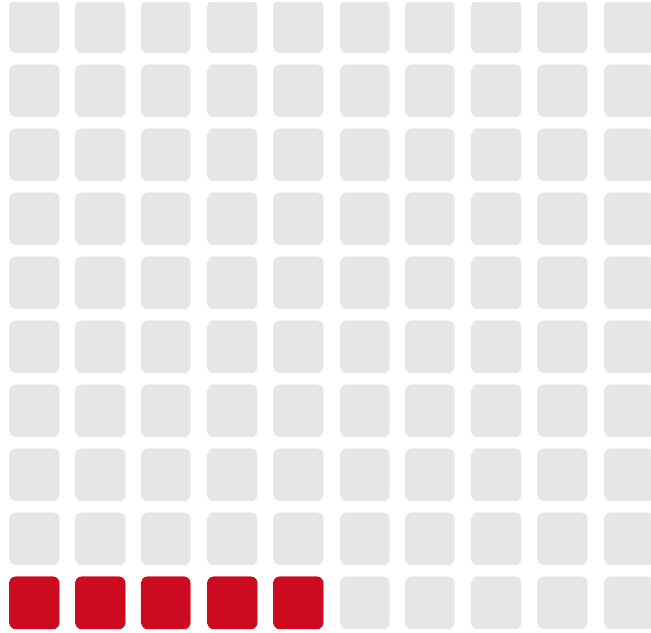
Overall satisfaction with bus journey



83%
satisfied



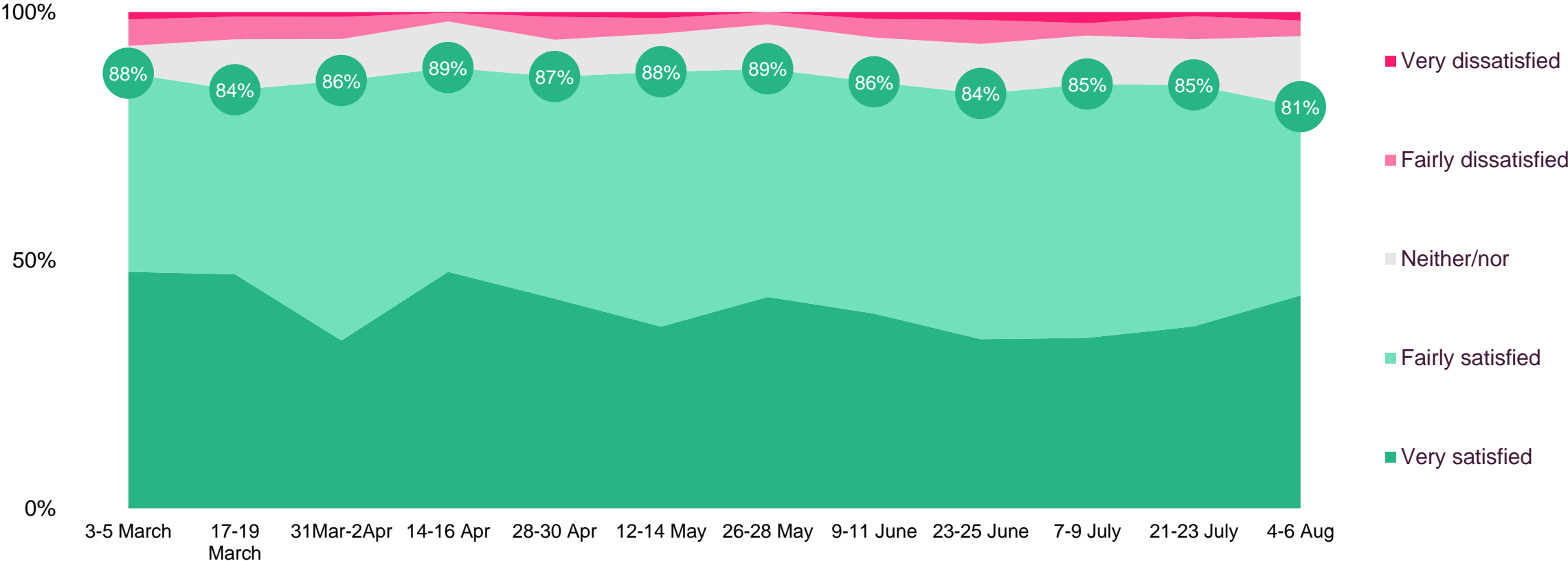
12%
neither/nor



5%
dissatisfied

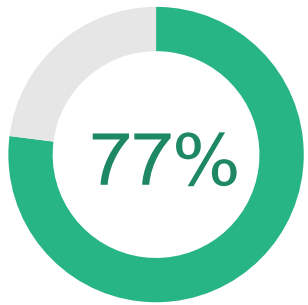
11 August 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Charts show average of the last two surveys (bus satisfaction questions are asked fortnightly). Base size: 657.

Overall satisfaction with bus journey

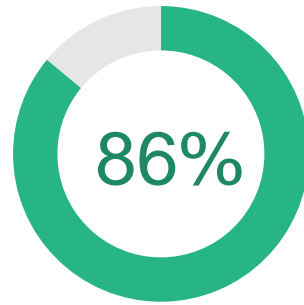


11 August 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Base sizes range from 290 to 364 per survey date.

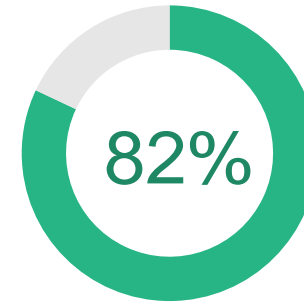
Overall satisfaction by journey purpose, gender and age



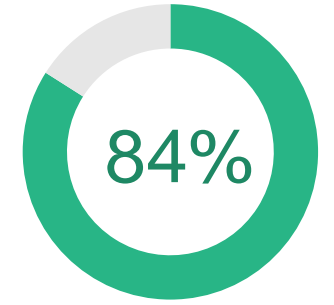
Commute



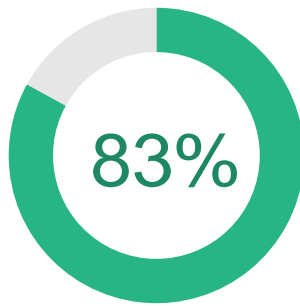
All leisure



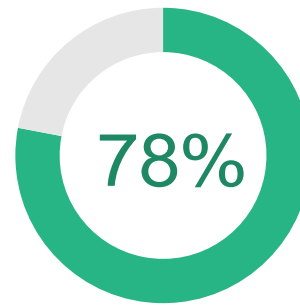
Men



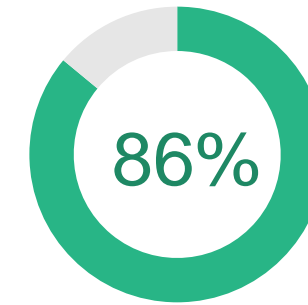
Women



Aged 18-34



Aged 35-54



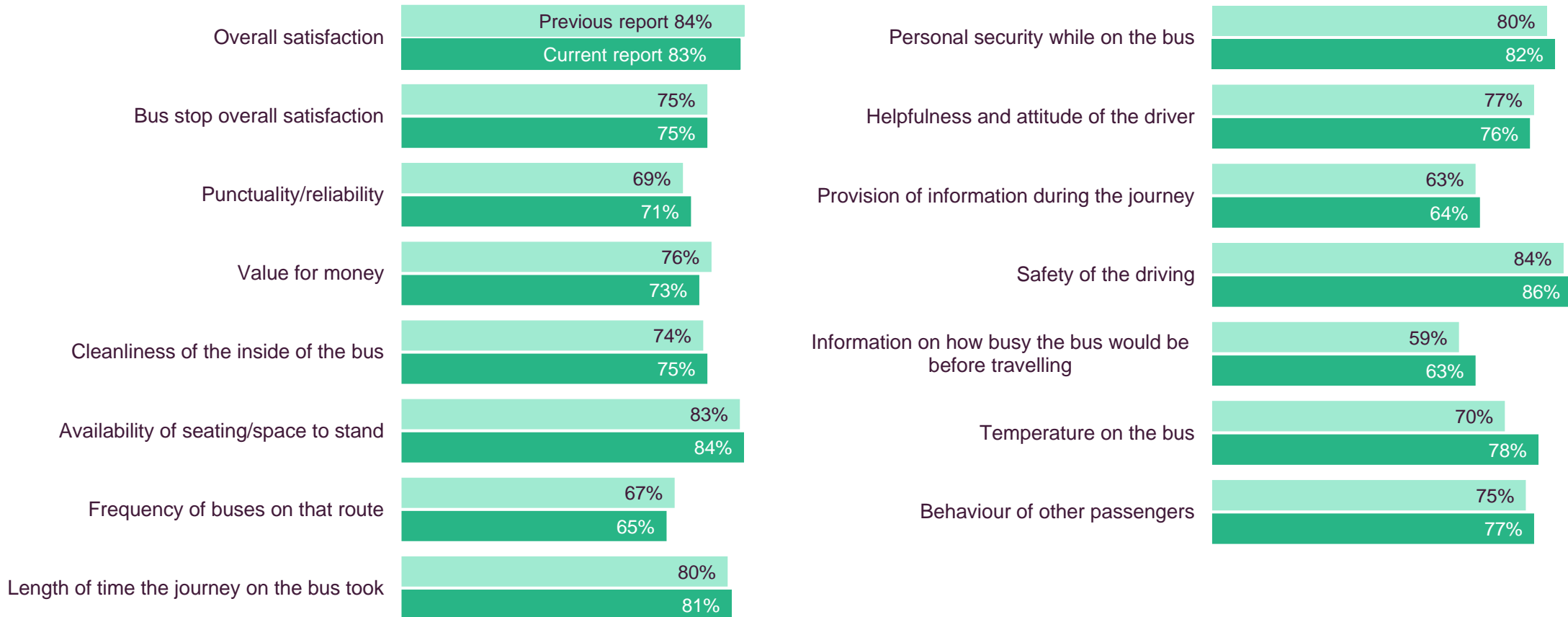
Aged 55 and over

11 August 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 153 and 375. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family' and 'Essential shopping'



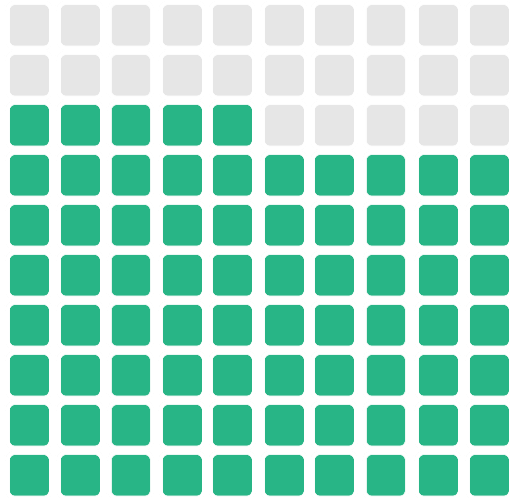
Satisfaction
with aspects
of bus journey

Change in satisfaction levels since last report

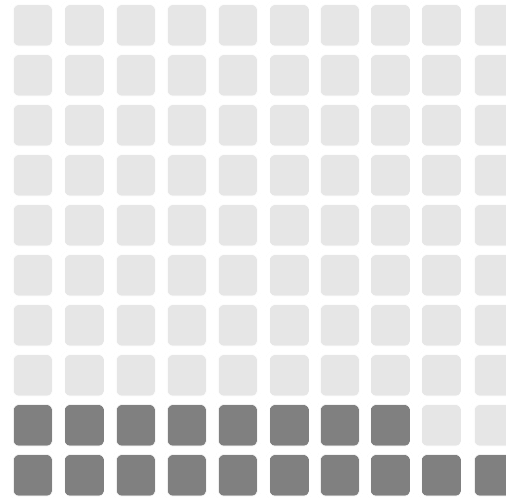


11 August 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. The 'current report' values above are the average of the two surveys in the last four weeks, the 'prior report' values are the average of the two surveys conducted in the prior four weeks. Base sizes per aspect vary; current report from 468 to 657, prior report 484 to 659.

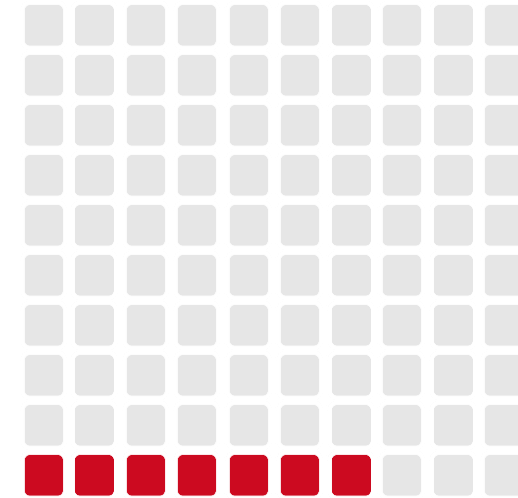
Satisfaction with the bus stop overall



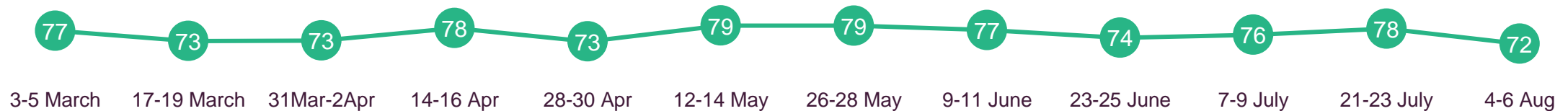
75%
satisfied



18%
neither/nor

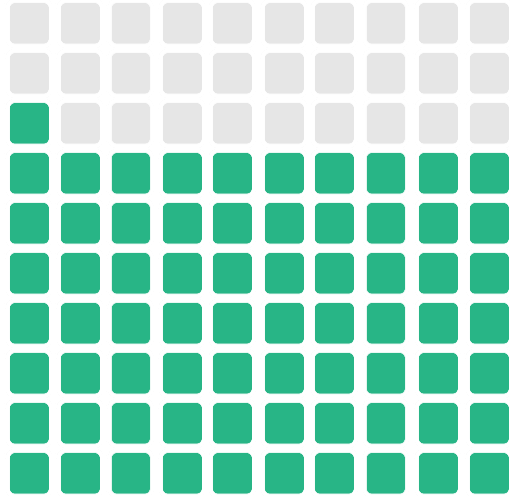


7%
dissatisfied

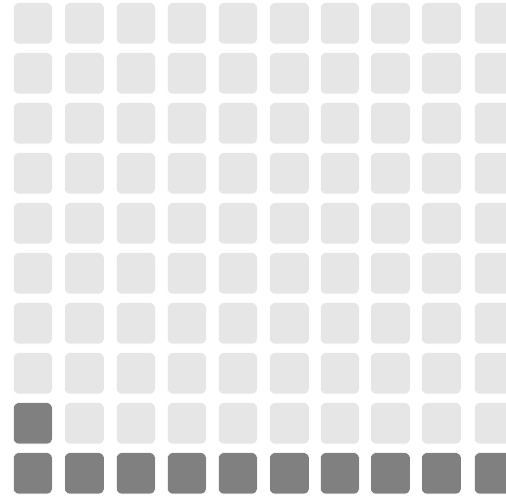


11 August 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 653; trend chart range from 288 to 362 per survey.

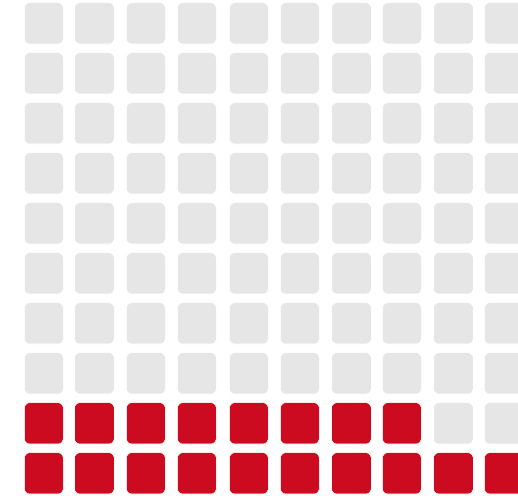
Satisfaction with punctuality/reliability



71%
satisfied



11%
neither/nor

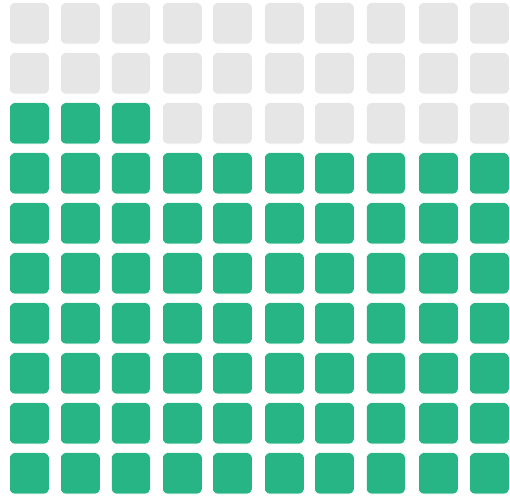


18%
dissatisfied

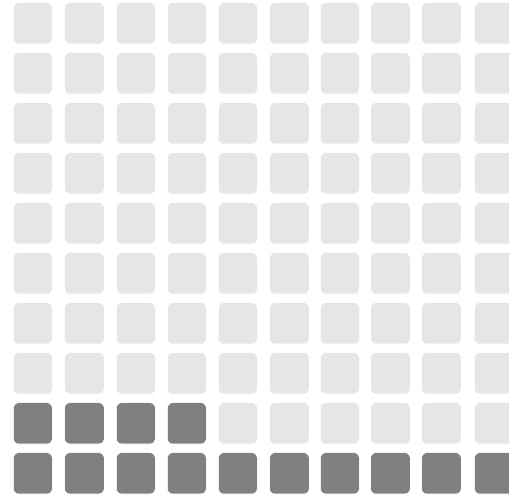


11 August 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 652; trend chart range from 290 to 362 per survey.

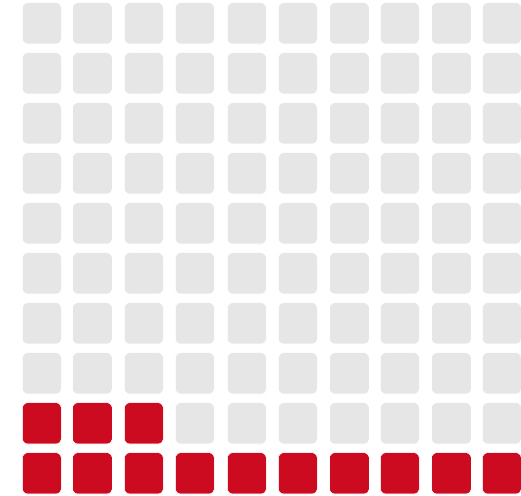
Satisfaction with value for money



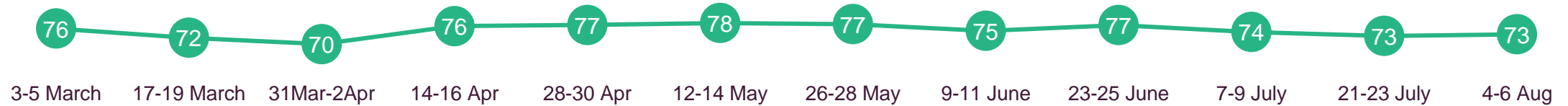
73%
satisfied



14%
neither/nor

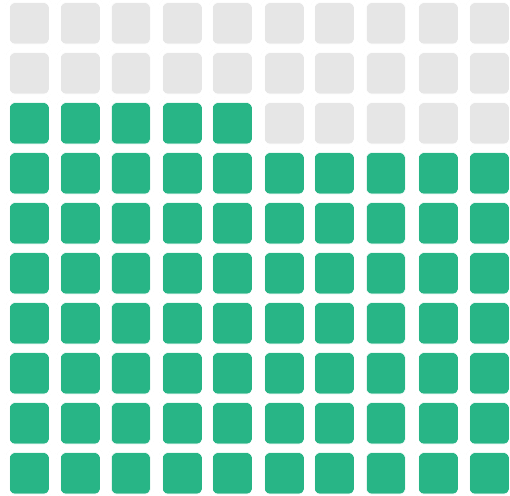


13%
dissatisfied

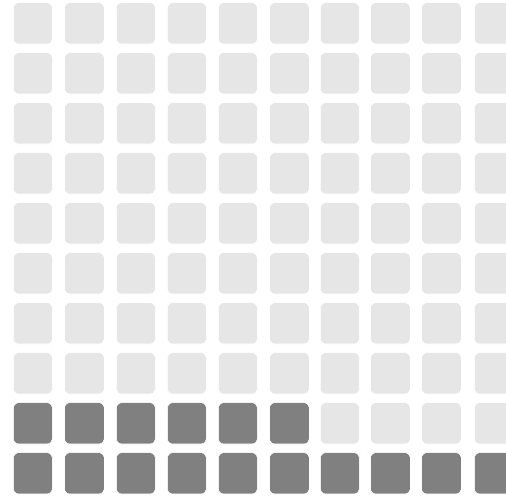


11 August 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 559; trend chart range from 237 to 309 per survey.

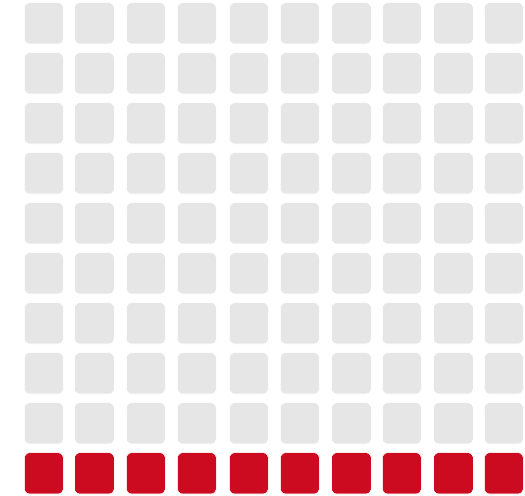
Satisfaction with cleanliness inside the bus



75%
satisfied



16%
neither/nor

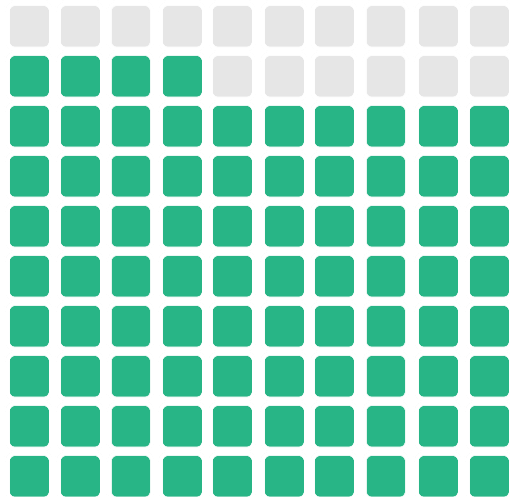


10%
dissatisfied

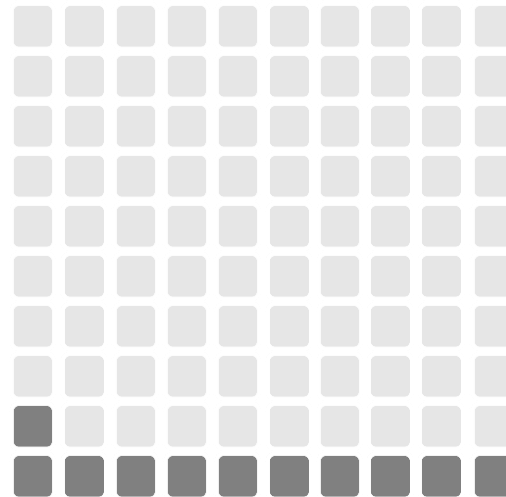


11 August 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 655; trend chart range from 290 to 363 per survey.

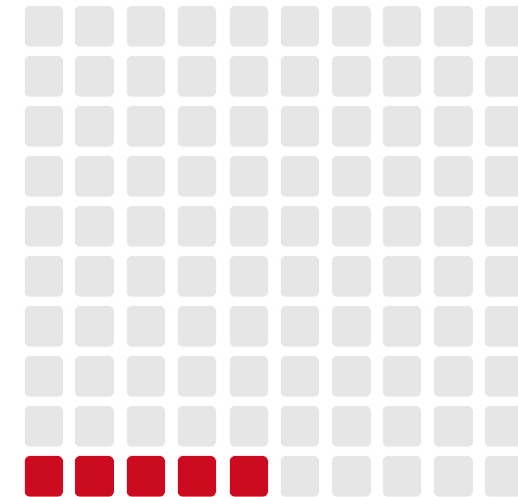
Satisfaction with availability of seating or space to stand



84%
satisfied



11%
neither/nor

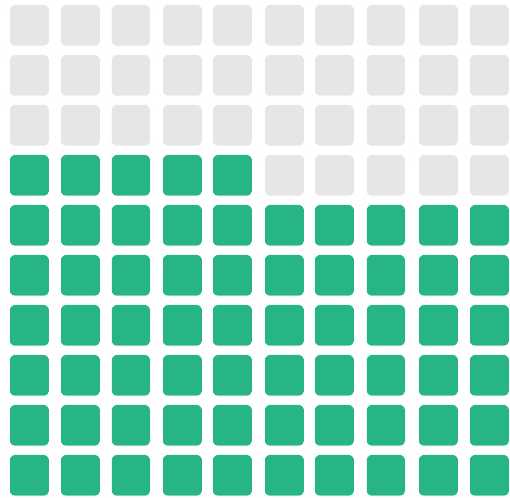


5%
dissatisfied

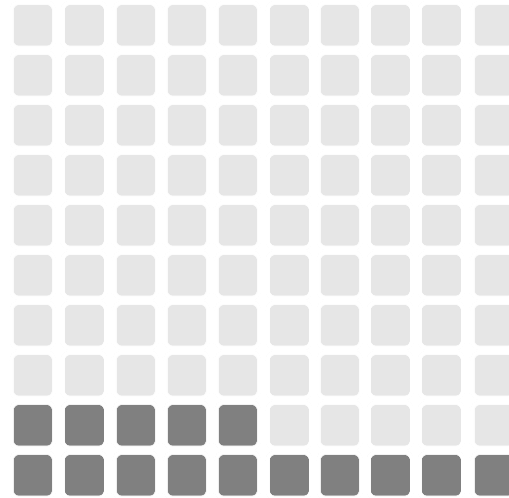


11 August 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 655; trend chart range from 290 to 363 per survey.

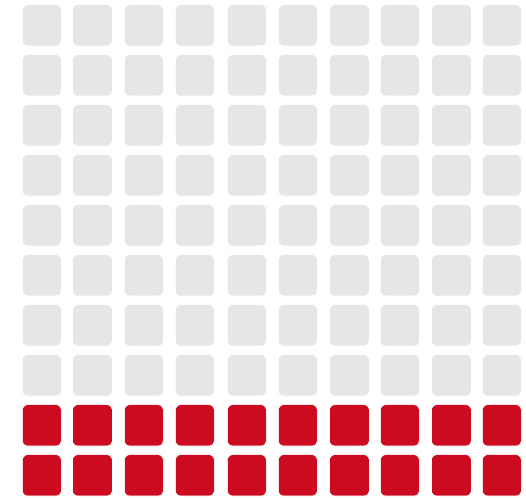
Satisfaction with frequency of buses on that route



65%
satisfied



15%
neither/nor

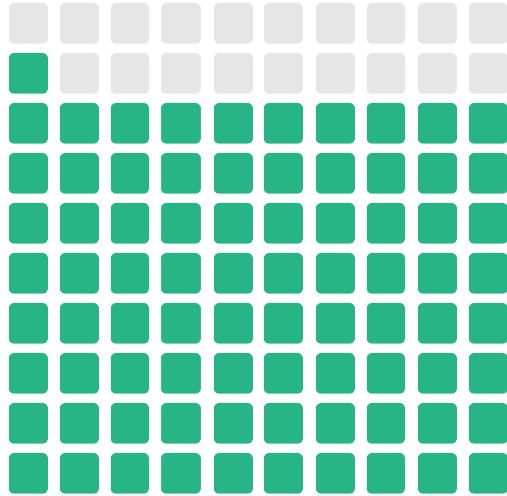


20%
dissatisfied

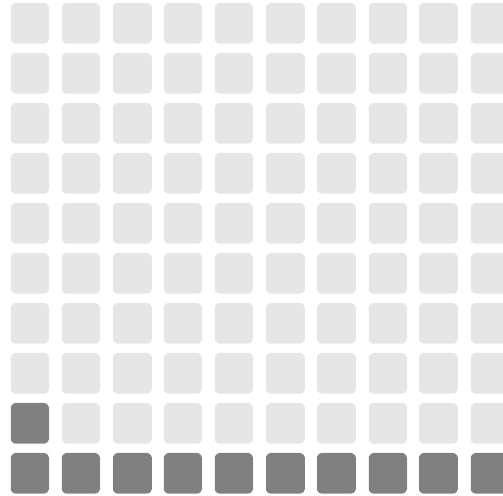


11 August 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 653; trend chart range from 289 to 363 per survey.

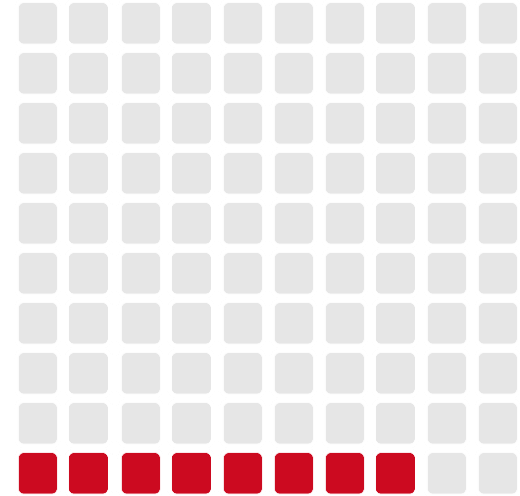
Satisfaction with the time the journey on the bus took



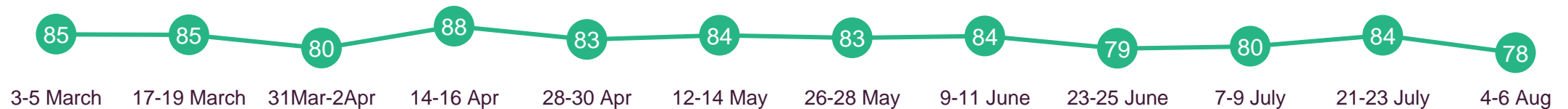
81%
satisfied



11%
neither/nor

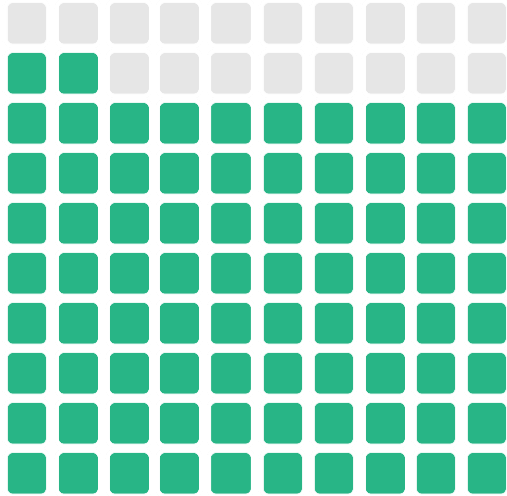


8%
dissatisfied

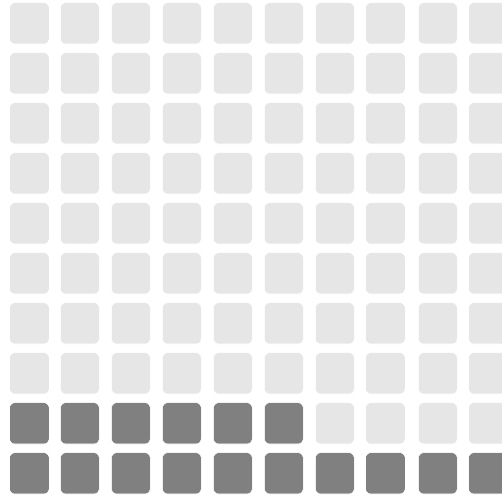


11 August 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 654; trend chart range from 290 to 363 per survey.

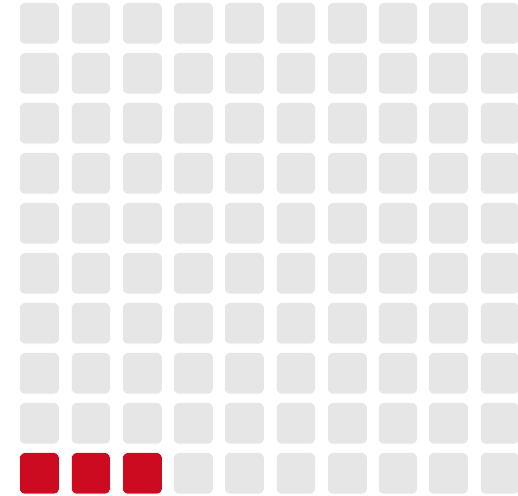
Satisfaction with personal security on the bus



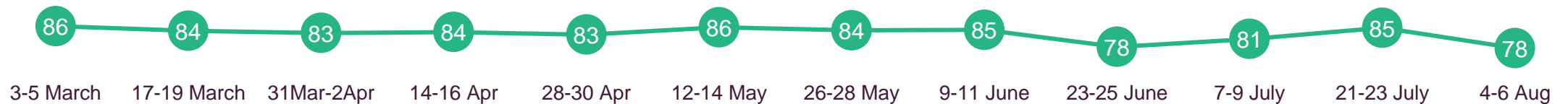
82%
satisfied



16%
neither/nor

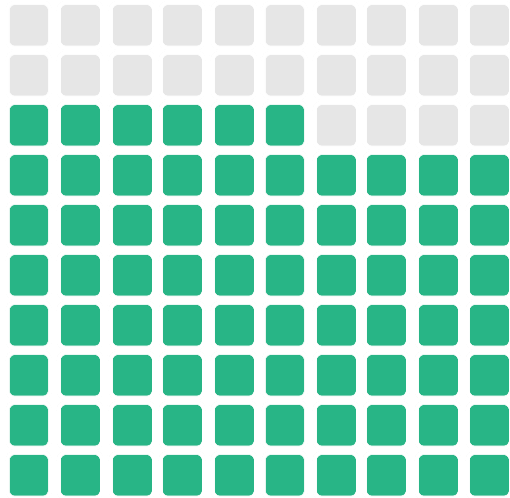


3%
dissatisfied

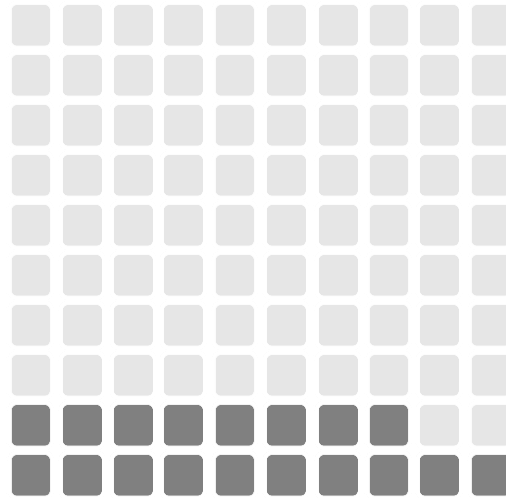


11 August 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 649; trend chart range from 288 to 361 per survey.

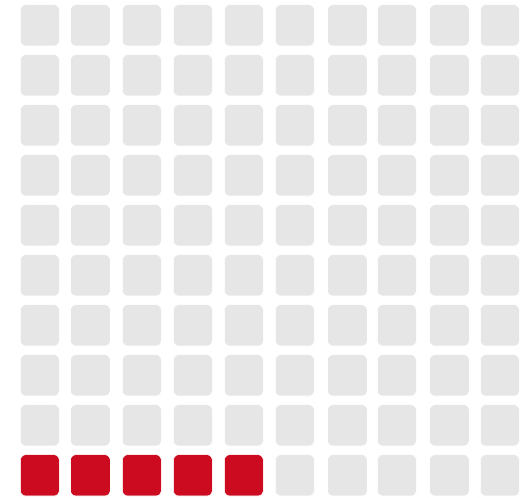
Satisfaction with helpfulness and attitude of the driver



76%
satisfied



18%
neither/nor

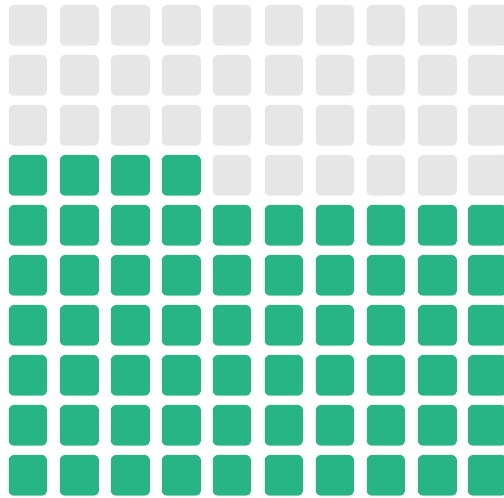


5%
dissatisfied

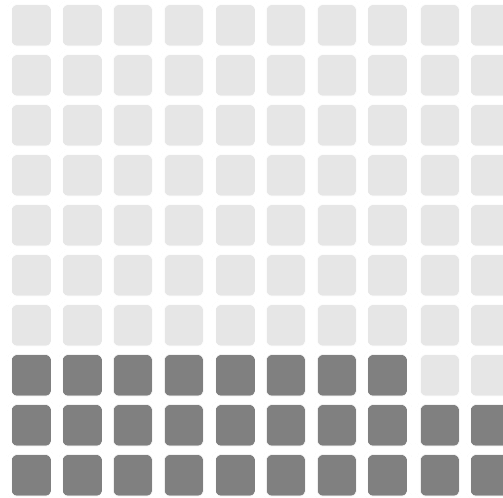


11 August 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 632; trend chart range from 283 to 353 per survey.

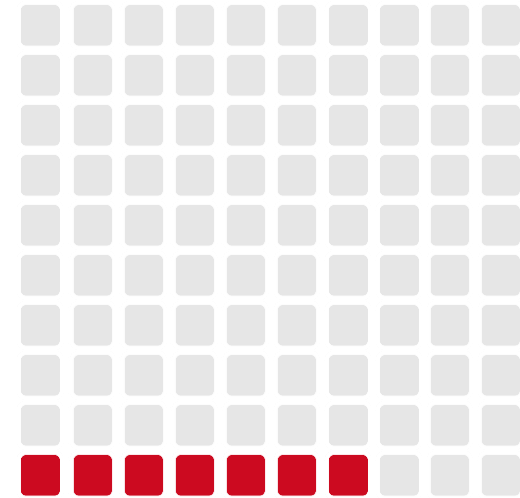
Satisfaction with information provided during the journey



64%
satisfied



28%
neither/nor

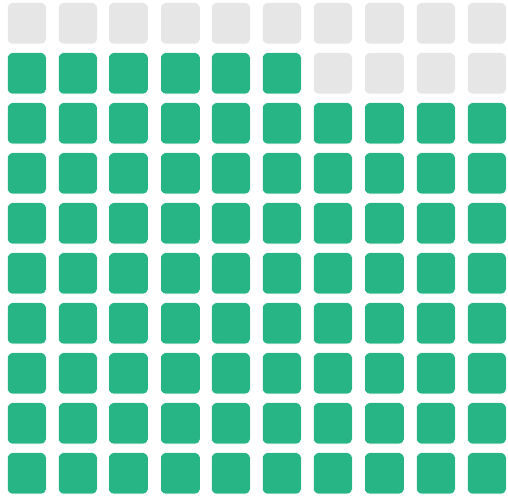


7%
dissatisfied

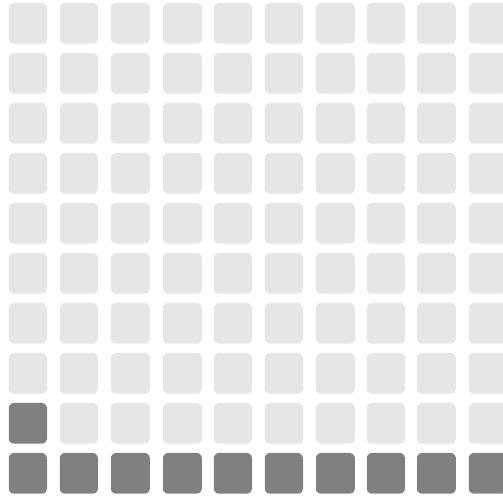


11 August 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 541; trend chart range from 235 to 300 per survey.

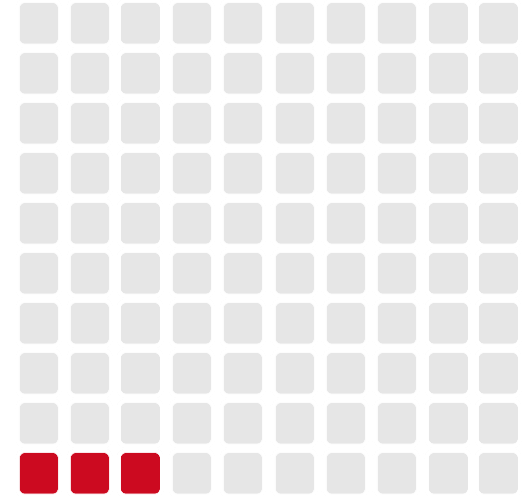
Satisfaction with safety of the driving



86%
satisfied



11%
neither/nor

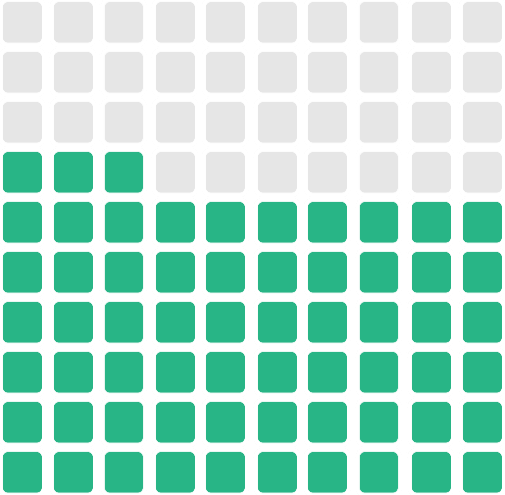


3%
dissatisfied

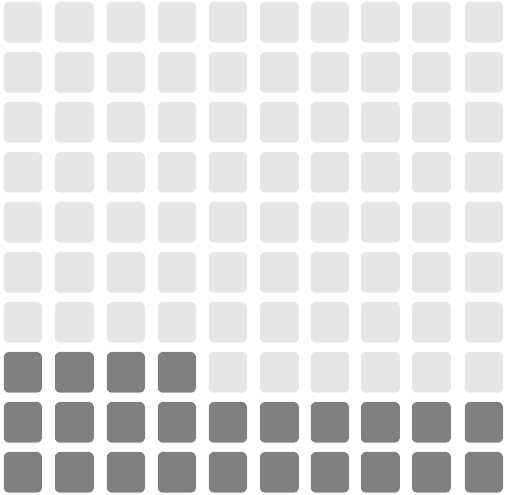


11 August 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 653; trend chart range from 289 to 363 per survey.

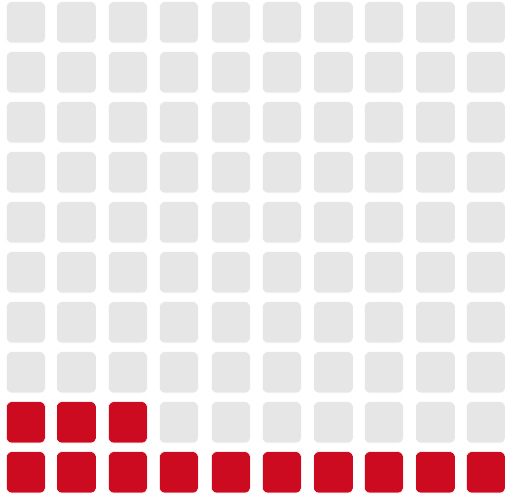
Satisfaction with information on how busy the bus was before travelling



63%
satisfied



24%
neither/nor

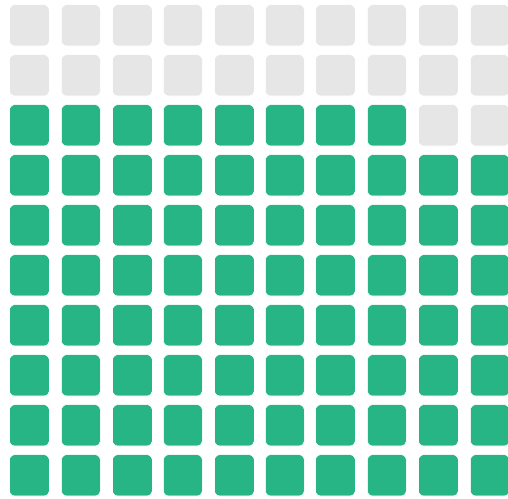


13%
dissatisfied

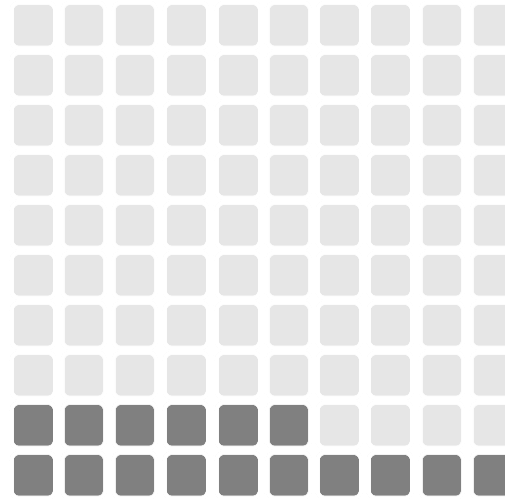


11 August 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 468; trend chart range from 204 to 282 per survey.

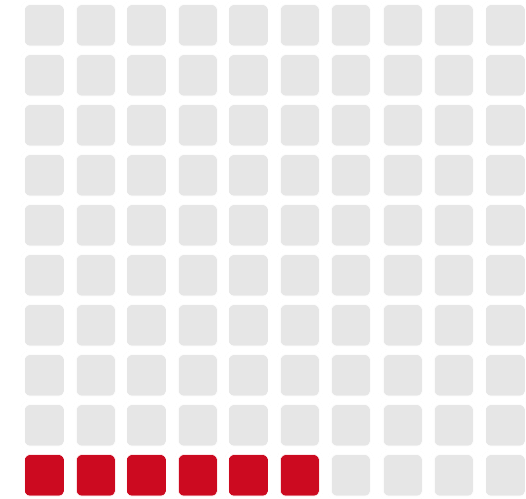
Satisfaction with temperature inside the bus



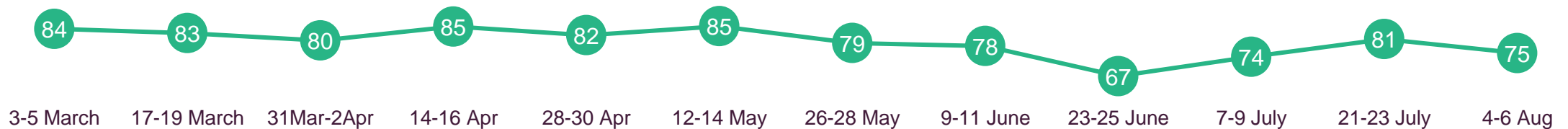
78%
satisfied



16%
neither/nor

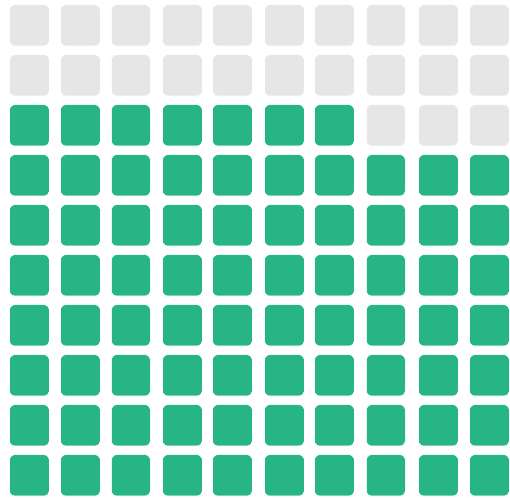


6%
dissatisfied

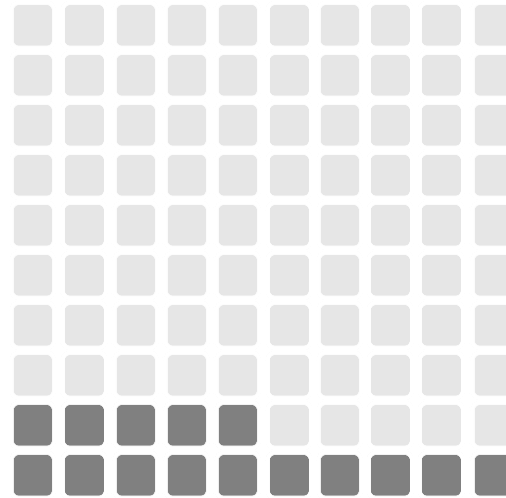


11 August 2023 report. Satisfaction questions are based on the most recent bus journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 655; trend chart range from 290 to 363 per survey.

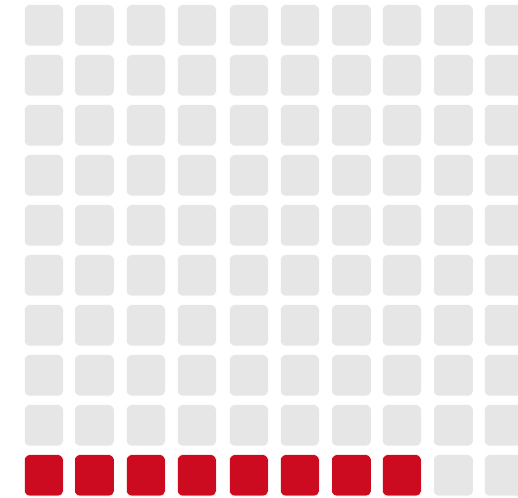
Satisfaction with other passengers' behaviour



77%
satisfied



15%
neither/nor



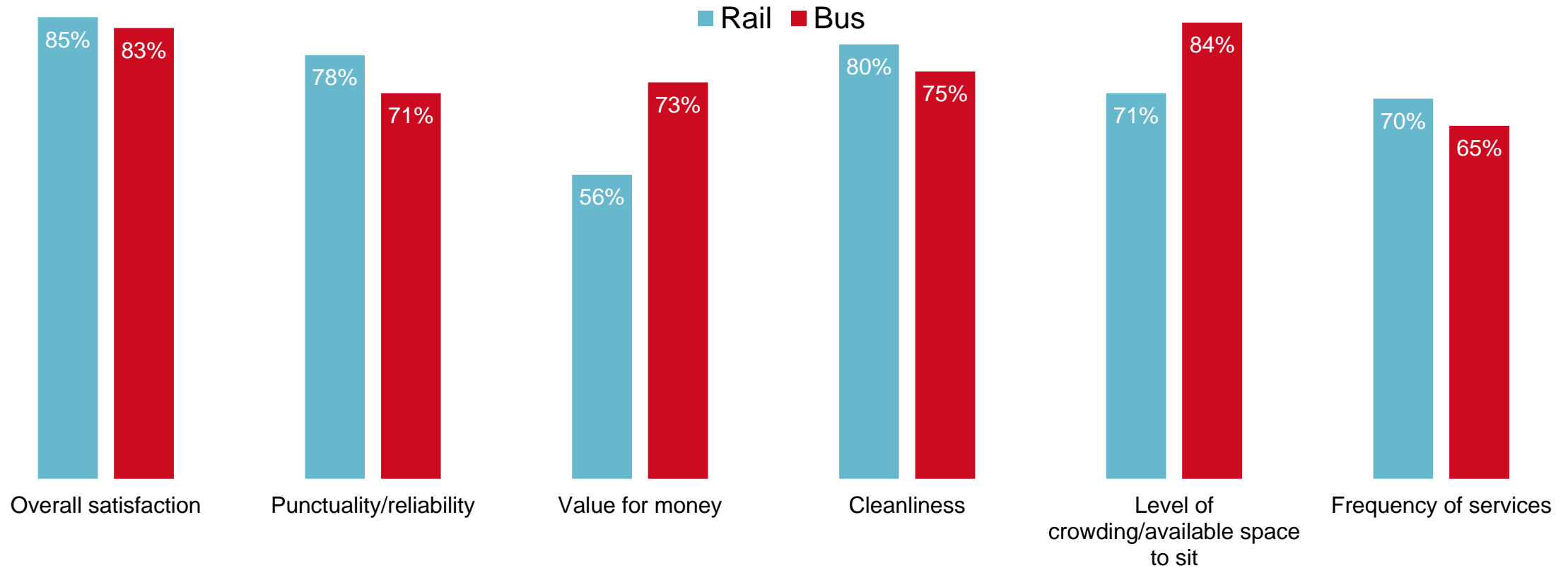
8%
dissatisfied



11 August 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 652; 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, frequency of services, and cleanliness



11 August 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 516 to 539; bus base sizes from 559 to 657..

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 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
Wave 85	21-23 July	350
Wave 86	4-6 Aug	307

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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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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