

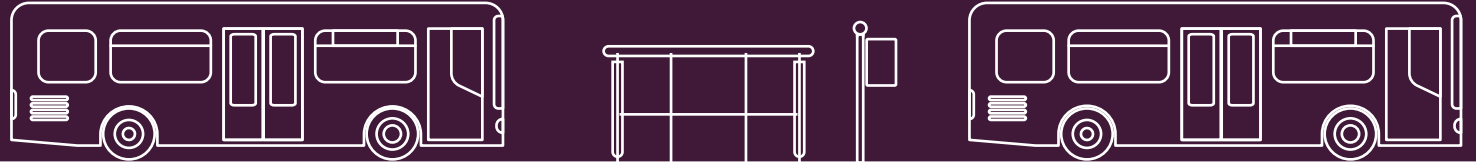
20-24  
October  
2021

Week 6

# Bus User Weekly Survey



# Introduction



The Bus User Weekly Survey asks passengers in Great Britain about experiences of travelling by bus outside London and how satisfied they were with their most recent bus journey (made in the last seven days).

Transport Focus obtains the views of approximately 500 bus passengers (outside London) each week.

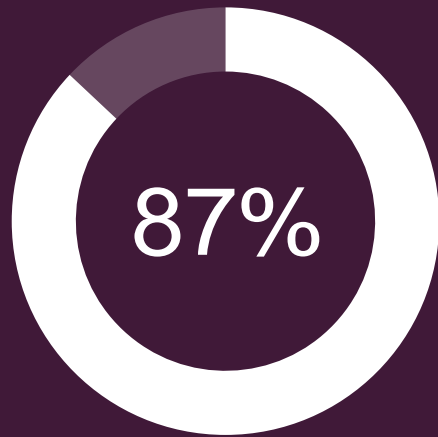
Passengers rated how satisfied they were with their overall journey and a range of aspects including the punctuality of their service, the value for money of their ticket and a number of Covid related measures.

Transport Focus will initially run this survey until the end of 2021. Results will be reported each week. In week 6, online interviews took place between 20 October and 24 October 2021.

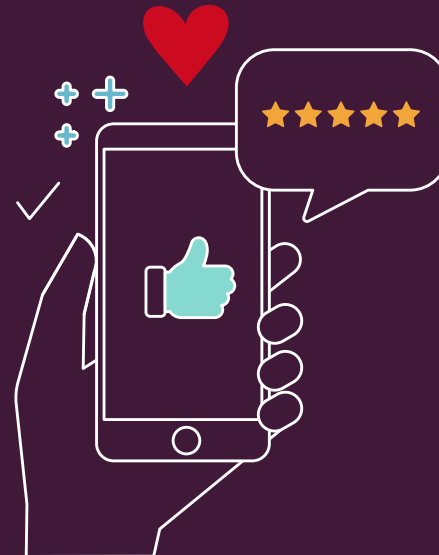
The survey has been developed as an extension to Transport Focus's [Travel during Covid-19 survey](#) and includes many of the core questions from the [Bus Passenger Survey](#).

Further details on how we carried out this survey are available on page 24.

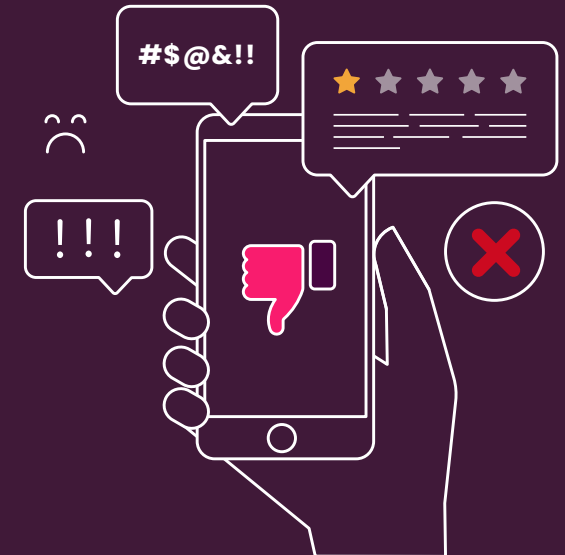
# Bus headlines



87% of bus passengers were satisfied with their journey overall.



Increase in satisfaction with personal security on the bus up to 83%.

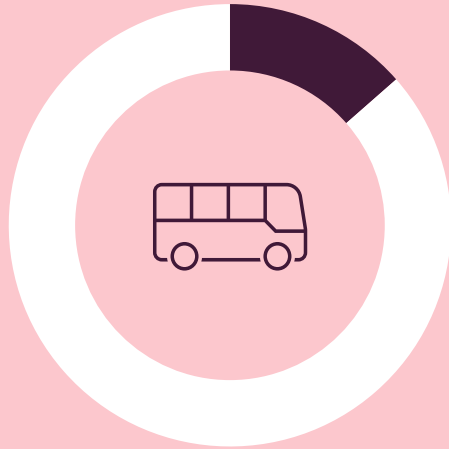


Decline in satisfaction with Covid measures taken (58%) and ventilation on the bus (52%).



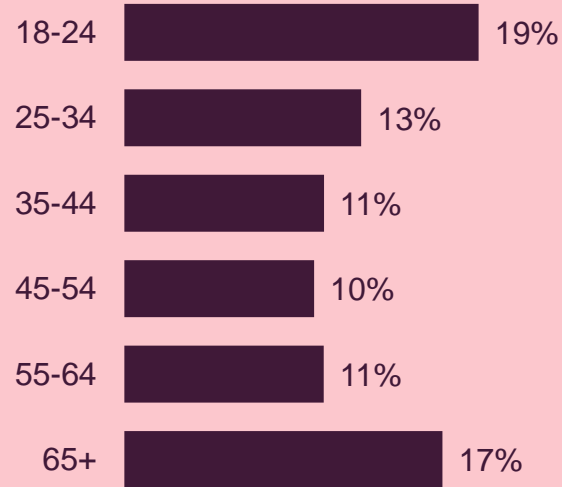
# Almost one in seven used a bus in the last seven days

Proportion using bus in the last seven days



**14%**  
of people in  
Great Britain used  
buses (outside London)  
this week

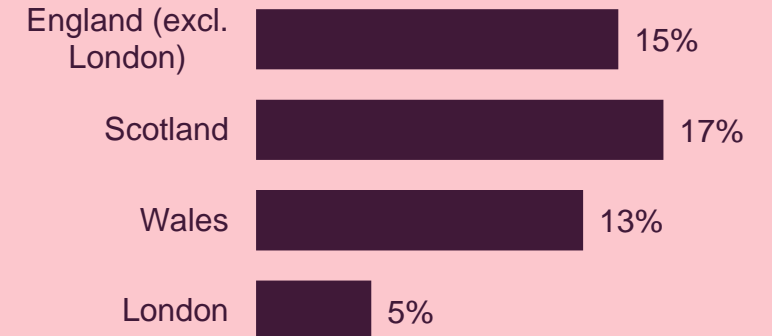
## Age



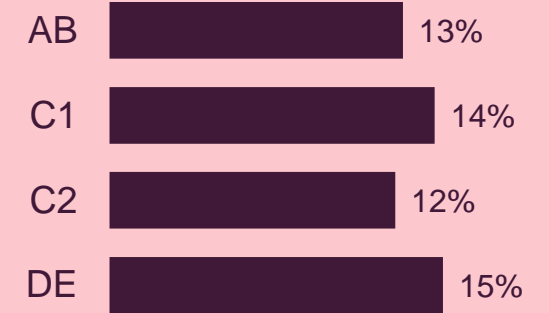
## Gender



## Region

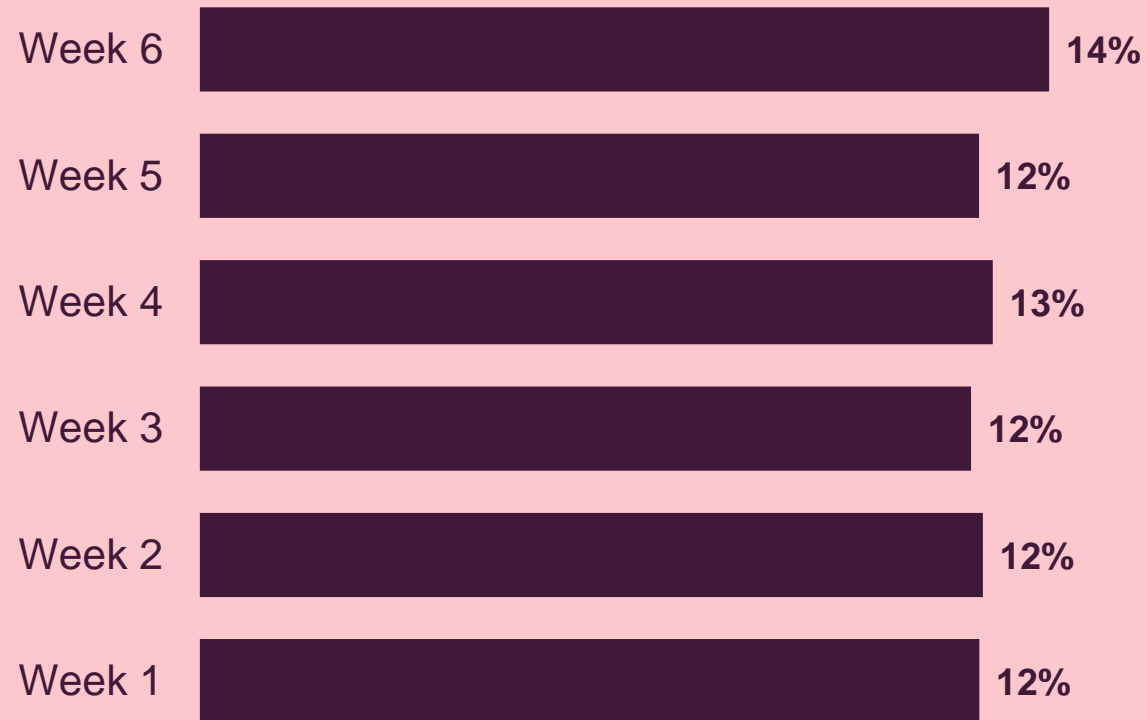


## Social grade



# Bus use this week has been the highest of recent weeks

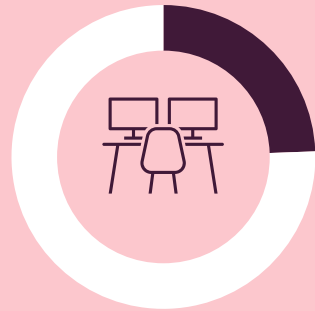
Proportion using bus within the last seven days



Week 6 report. Base size all respondents: approx. 4,000 weekly.

# Leisure is the largest reason for bus use this week

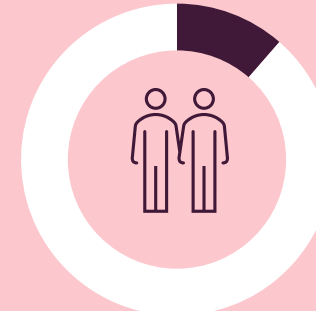
Main purpose of last bus journey



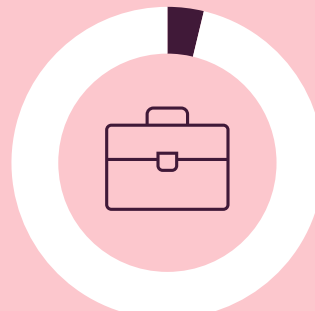
Commuting  
24%



Leisure  
28%



Friends/family  
11%



Work travel  
4%



Essential shopping  
17%

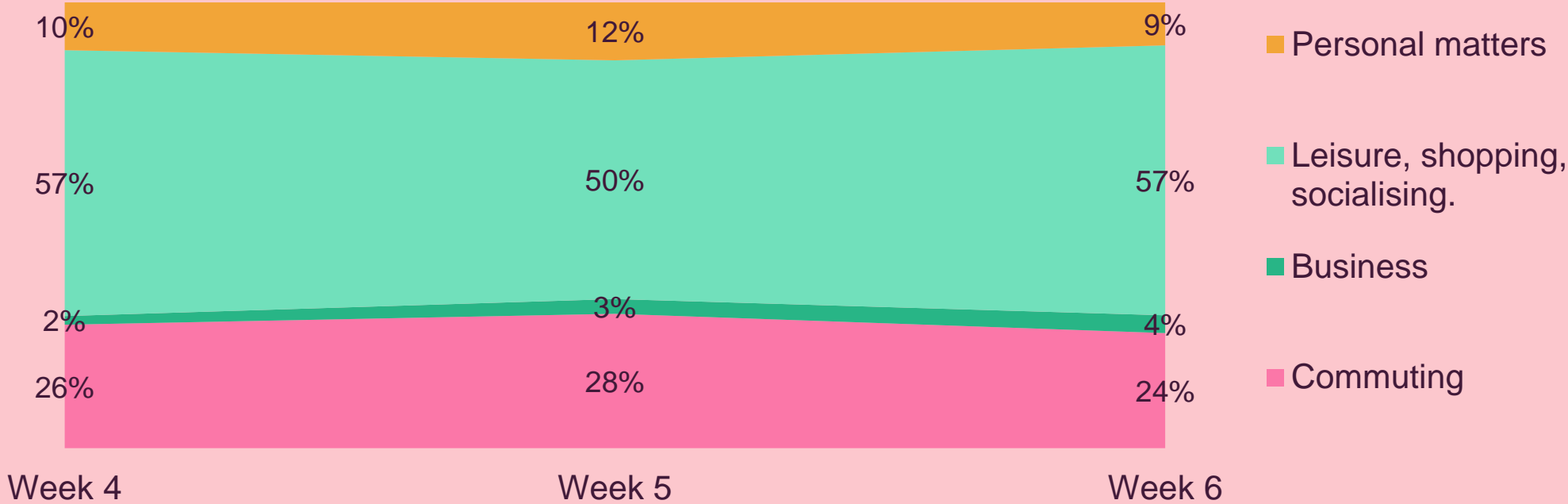


Personal matters  
9%

Week 6 report. Base size: 556. Note that sum of the journey purposes above may not add to 100 per cent as some have listed 'other reason'.

# Leisure, shopping, socialising as a proportion of journey reasons has increased this week\*

Main purpose of last bus journey

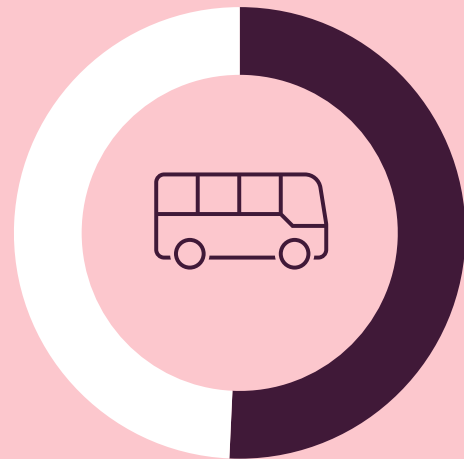


Week 6 report. Base size: 556. 'Leisure, shopping, socialising' combines answers from 'Leisure', 'Visiting friends/family, and 'Essential shopping'.  
\* This question was not asked in this format until week 4.



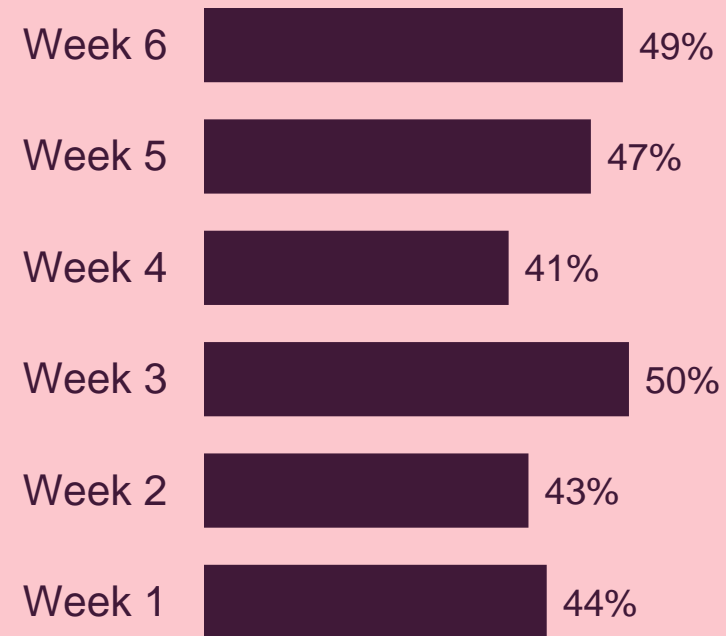
# Just under half had other options to make their journey but chose the bus

Proportion who had options to make journey but chose the bus



49% said...

had options to make the journey but chose the bus. 51% said the bus was the only realistic option for that journey.

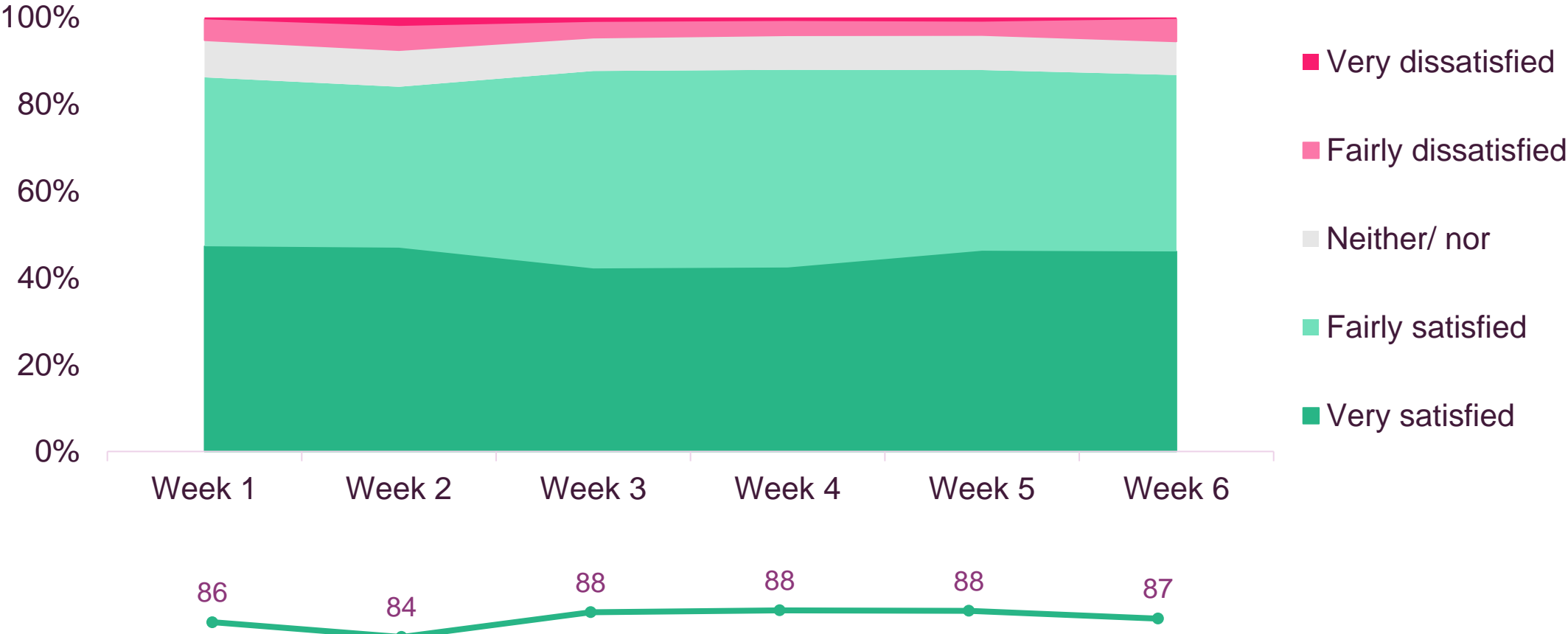


Week 6 report. Base size: all who used bus outside London in last 7 days – circa 500 per week.





# Overall satisfaction with bus journey – over time



Week 6 report. Base size (used bus outside London in last 7 days and not applicable excluded): circa 500 per week

# What bus passengers are saying...



Punctual, clean, not overcrowded, windows open for air, affable driver.

Very satisfied, Lothian Buses passenger

There were a lot of roadworks with temporary traffic controls, each one had a red light and the bus stopped. Passengers either got on or off at each bus stop, every time the bus stopped the engine cut out, the driver restarted the engine, it was a very jerky journey. I ended up feeling rather unwell and didn't think I was going to be able to reach my destination.

Neither satisfied nor dissatisfied, Go North East passenger



Masks not worn by staff or passengers. Windows shut so no ventilation. Permanently reduced timetable yet same expensive fares.

Fairly dissatisfied, Stagecoach passenger

The convenience of the stops especially close to the train station and the general pace of the journey.

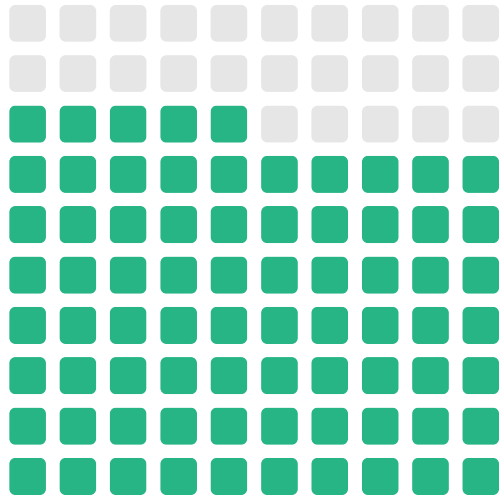
Very satisfied, Arriva passenger

The bus arrived when it was expected, the ticket price wasn't too expensive (£1) and there was enough space and seats to use making a positive experience.

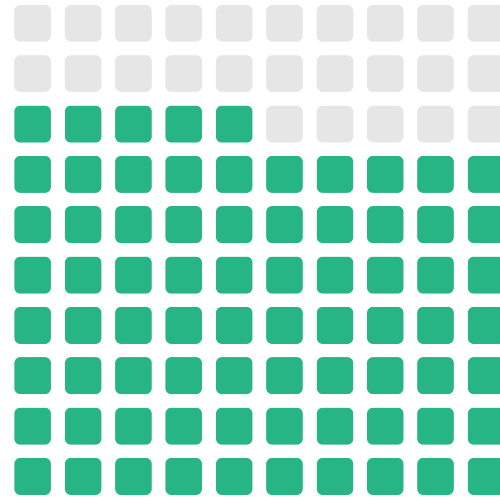
Very satisfied, First passenger



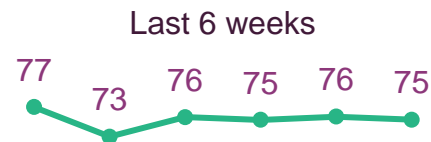
# Satisfaction with the bus stop and punctuality



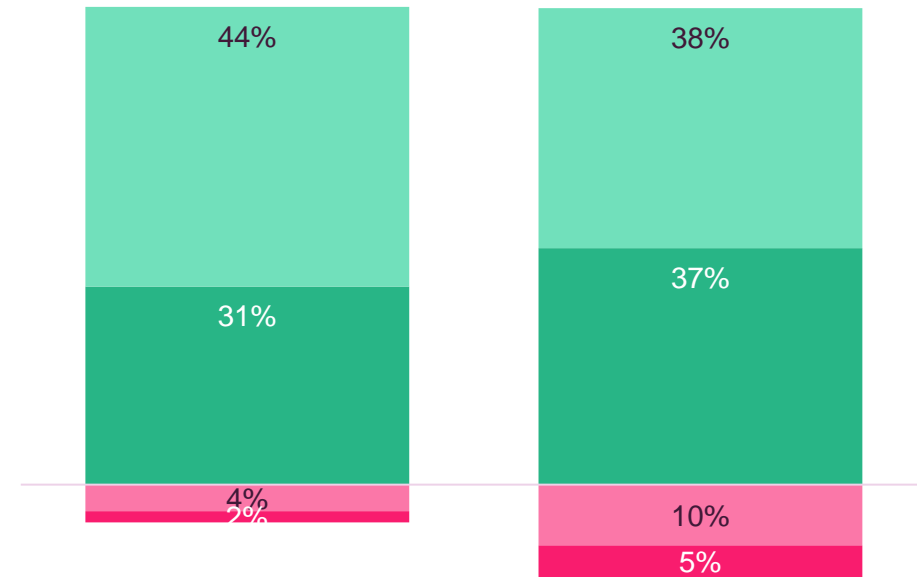
Bus stop - overall satisfaction  
**75%**



Punctuality/reliability  
**75%**



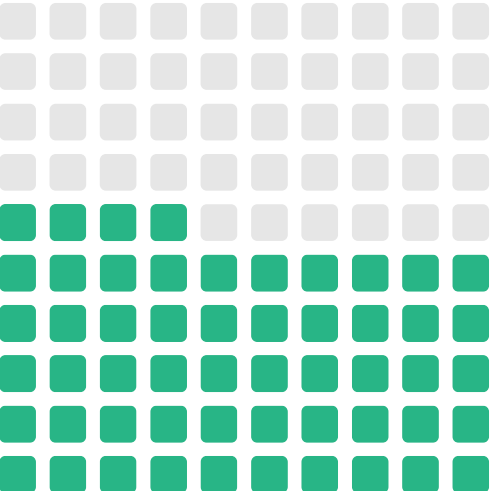
- Very satisfied
- Fairly satisfied
- Fairly dissatisfied
- Very dissatisfied



Bus stop - overall satisfaction

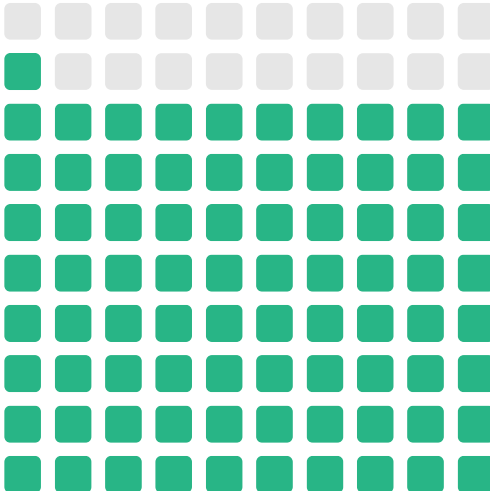
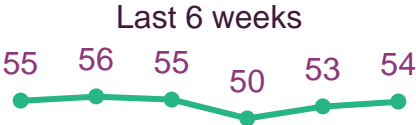
Punctuality/reliability

# Satisfaction with information, cleanliness and Covid related measures



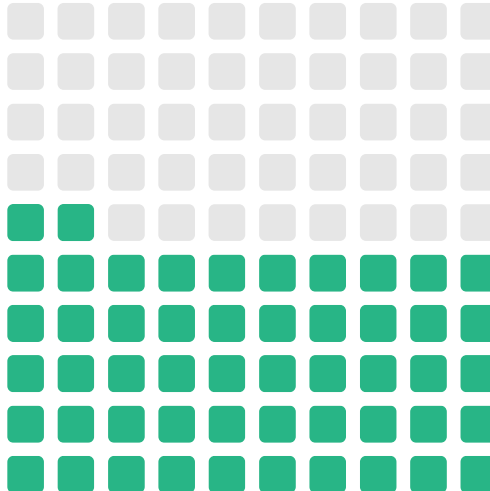
Information on how busy the bus would be before travelling

54%



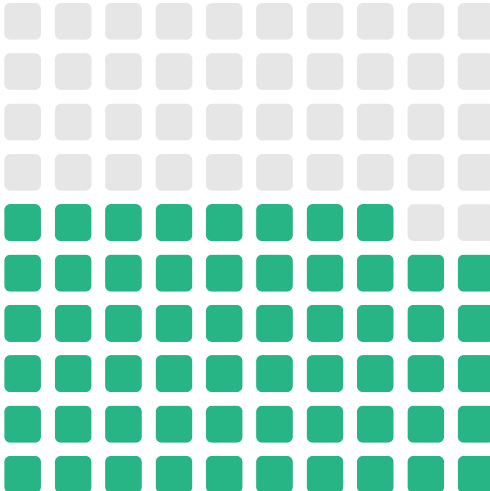
Cleanliness of the inside of the bus

81%



Number of people wearing face coverings

52%



Covid measures in place on the bus

58%



Week 6 report. Base size (used bus outside London in last 7 days and not applicable excluded): 391; 557; 540, 538.



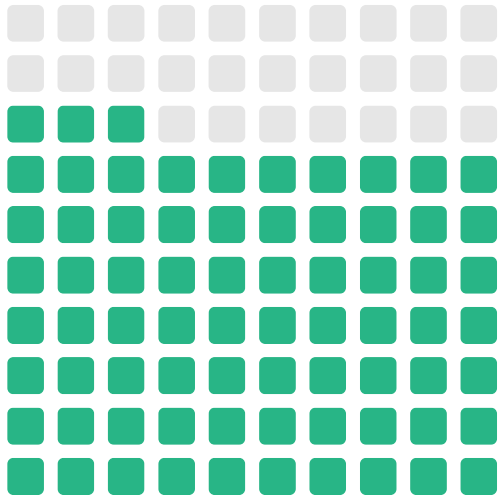
# Satisfaction with information, cleanliness and Covid related measures

Very satisfied Fairly satisfied Fairly dissatisfied Very dissatisfied



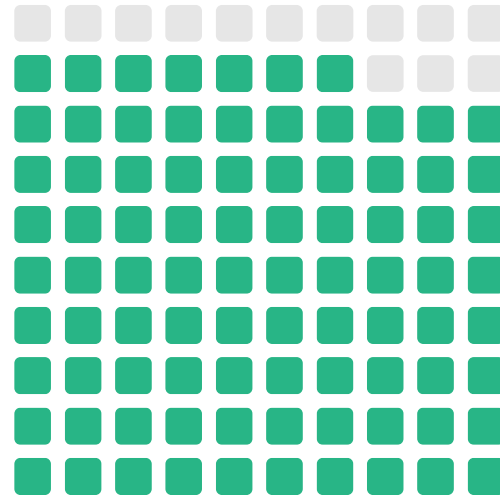
Week 6 report. Base size (used bus outside London in last 7 days and not applicable excluded): 391; 557; 540, 538.

# Satisfaction with ventilation, seating, passengers and temperature



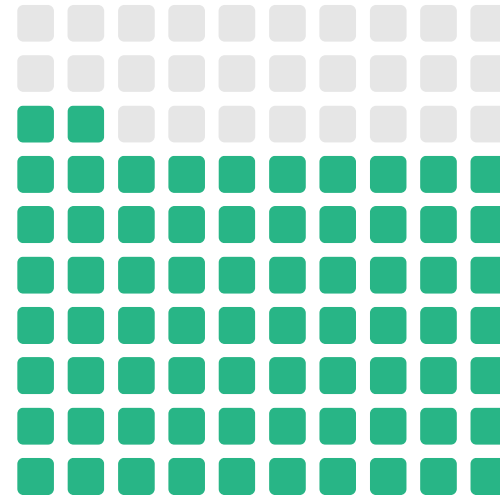
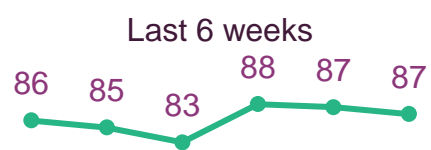
Ventilation on the bus

73%



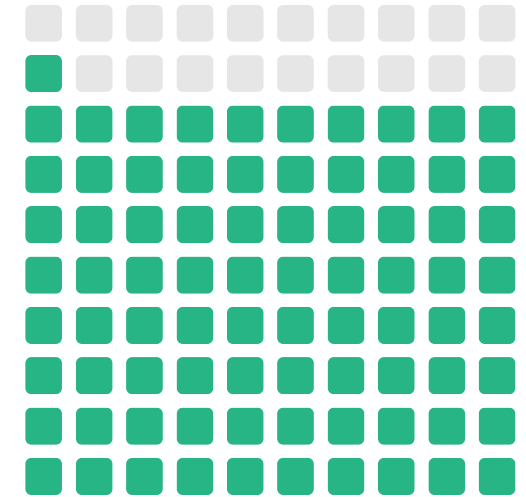
Availability of seating/space to stand

87%



Behaviour of other passengers

72%



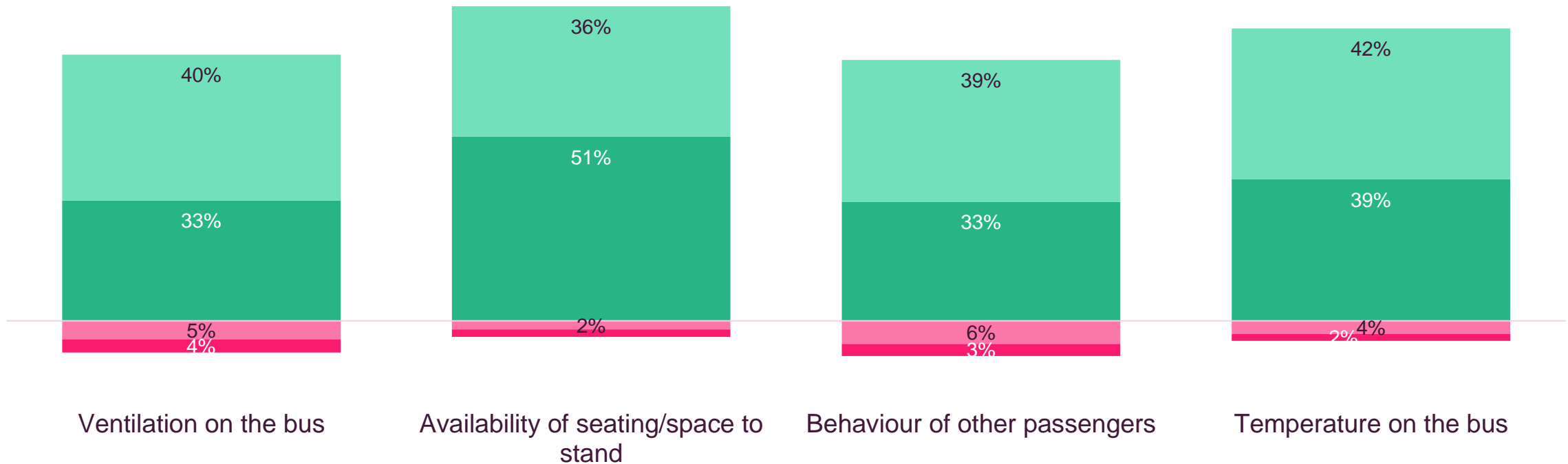
Temperature on the bus

81%



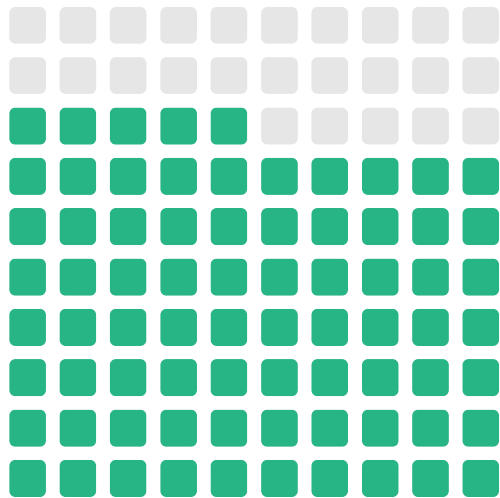
# Satisfaction with ventilation, seating, passengers and temperature

Very satisfied Fairly satisfied Fairly dissatisfied Very dissatisfied



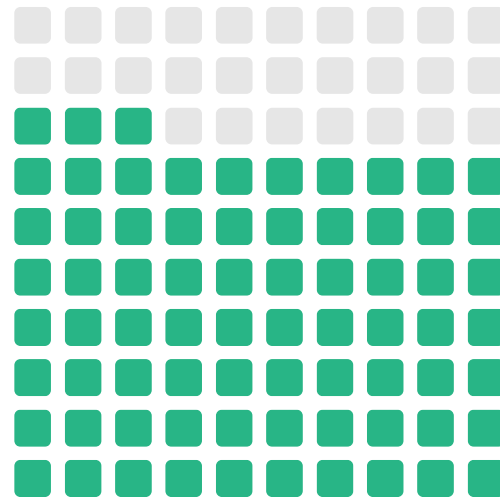
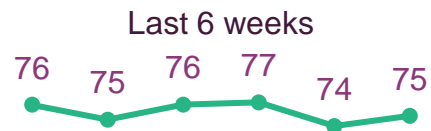
Week 6 report. Base size (used bus outside London in last 7 days & not applicable excluded): 554, 556, 552, 556.

# Satisfaction with driver, frequency, journey time, and personal security



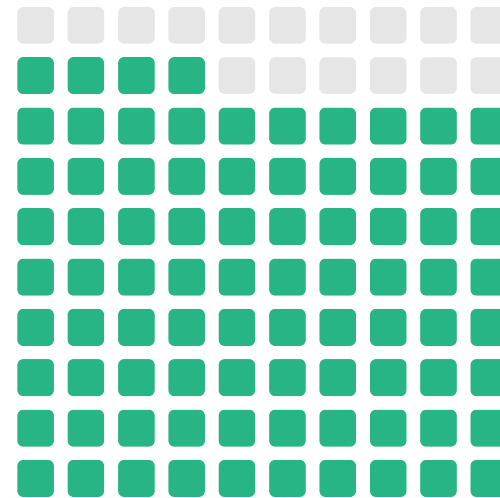
Helpfulness and attitude of the driver

75%



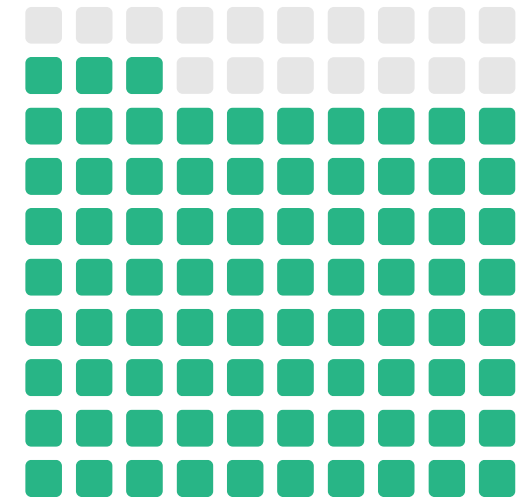
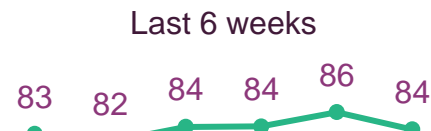
Frequency of buses on that route

73%



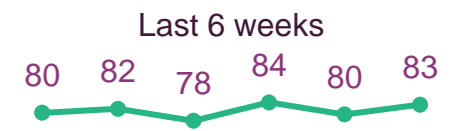
Length of time the journey on the bus took

84%



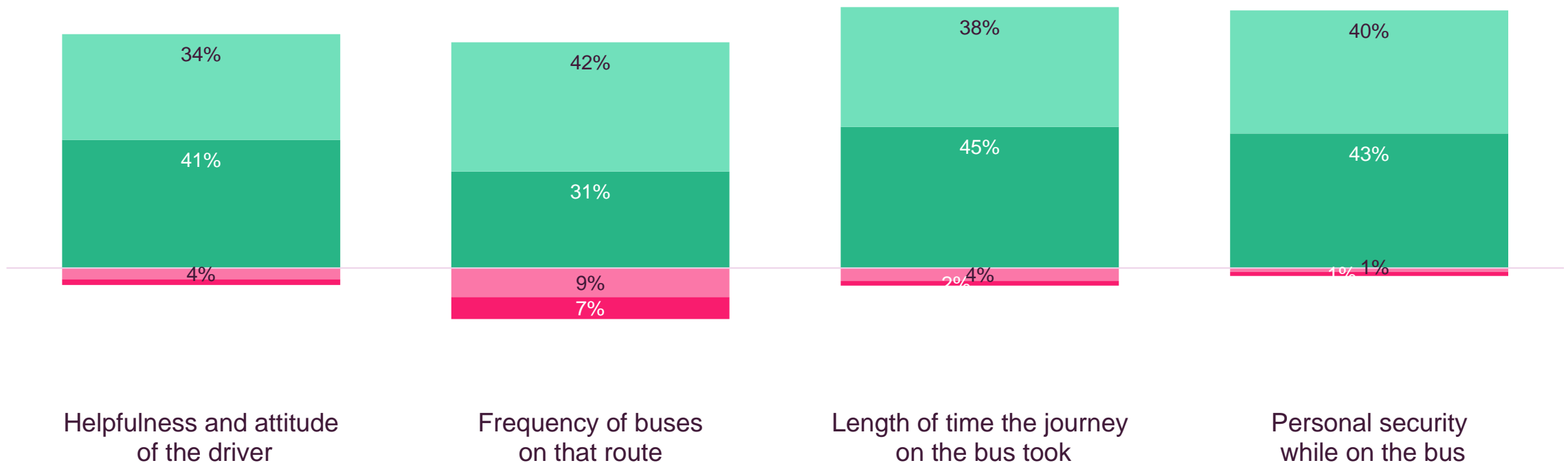
Personal security while on the bus

83%



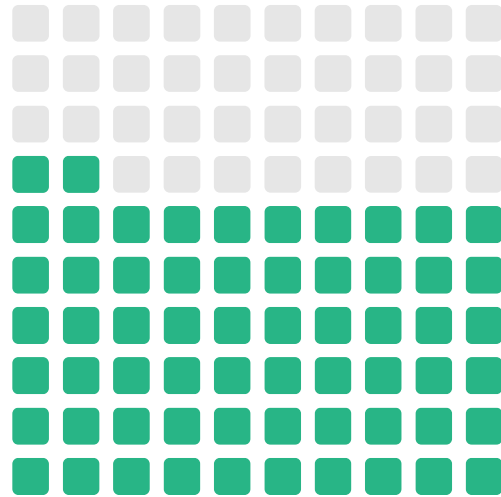
# Satisfaction with driver, frequency, journey time, and personal security

Very satisfied Fairly satisfied Fairly dissatisfied Very dissatisfied

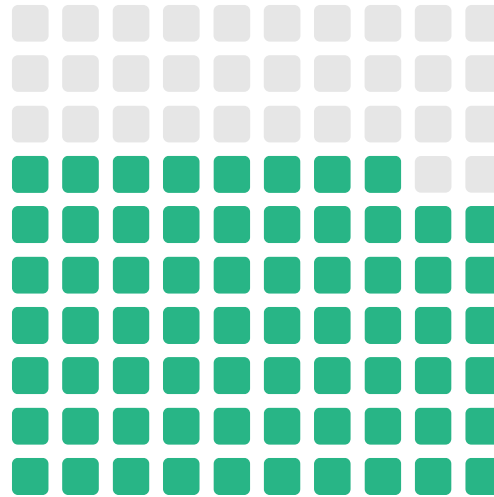


Week 6 report. Base size (used bus outside London in last 7 days and not applicable excluded): 539, 552, 556, 547..

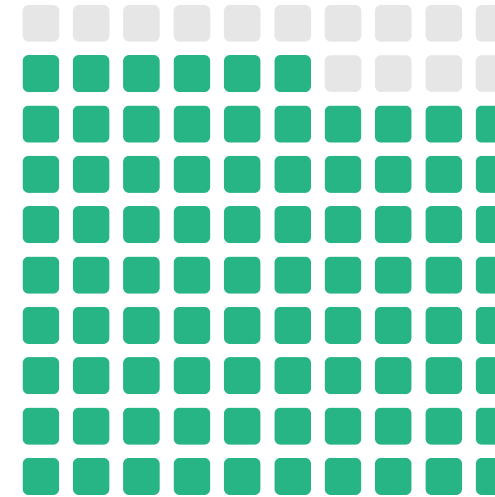
# Satisfaction with information on board, value for money and driving safety



Provision of information during the journey  
**62%**



Value for money  
**68%**

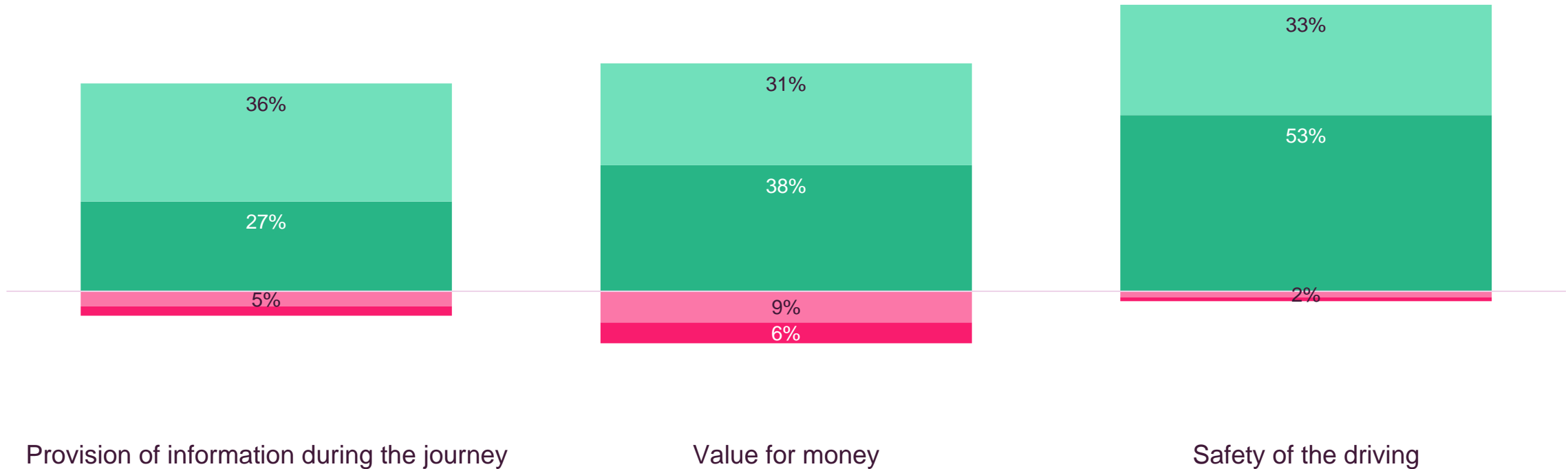


Safety of the driving  
**86%**



# Satisfaction with information on board, value for money and driving safety

■ Very satisfied ■ Fairly satisfied ■ Fairly dissatisfied ■ Very dissatisfied



Week 6 report. Base size (used bus outside London in last 7 days and not applicable excluded): 452, 457, 557.

# Methodology

Transport Focus's *Bus User Weekly Survey* runs on the Wednesday to Friday and weekend waves of Yonder Consulting's omnibus. In total approximately 4000 per week are screened to identify those who have made a journey on a bus outside London in the last seven days. These people then answer our dedicated Bus User Weekly Survey question set; the

question text is provided in the following appendix.

Yonder Consulting's omnibus is weighted to be nationally representative of the population of Great Britain. The analysis of satisfaction questions excludes responses from those who say that the question is not applicable to them. The

total bus outside London users within the survey each week is shown in the table below, together with the 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

Week 1	Week 2	Week 3	Week 4	Week 5	Week 6
Fieldwork: 15 to 19 September	Fieldwork: 22 to 26 September	Fieldwork: 29 September to 3 October	Fieldwork: 6 to 10 October	Fieldwork: 13 to 17 October	Fieldwork: 20 to 24 October
502	507	509	518	497	557



# Appendix: survey question text

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

Scale: Very satisfied to Very dissatisfied

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

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

3. Choice of mode: And thinking about this most recent bus journey, was it

Options: a) The only realistic option available to you to get there; b) You had other options available, but chose to use the bus.

# 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  
86 Petty France  
London  
SW1H 9EA

[www.transportfocus.org.uk](http://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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