Bus passengers with disabilities

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Passenger**focus**
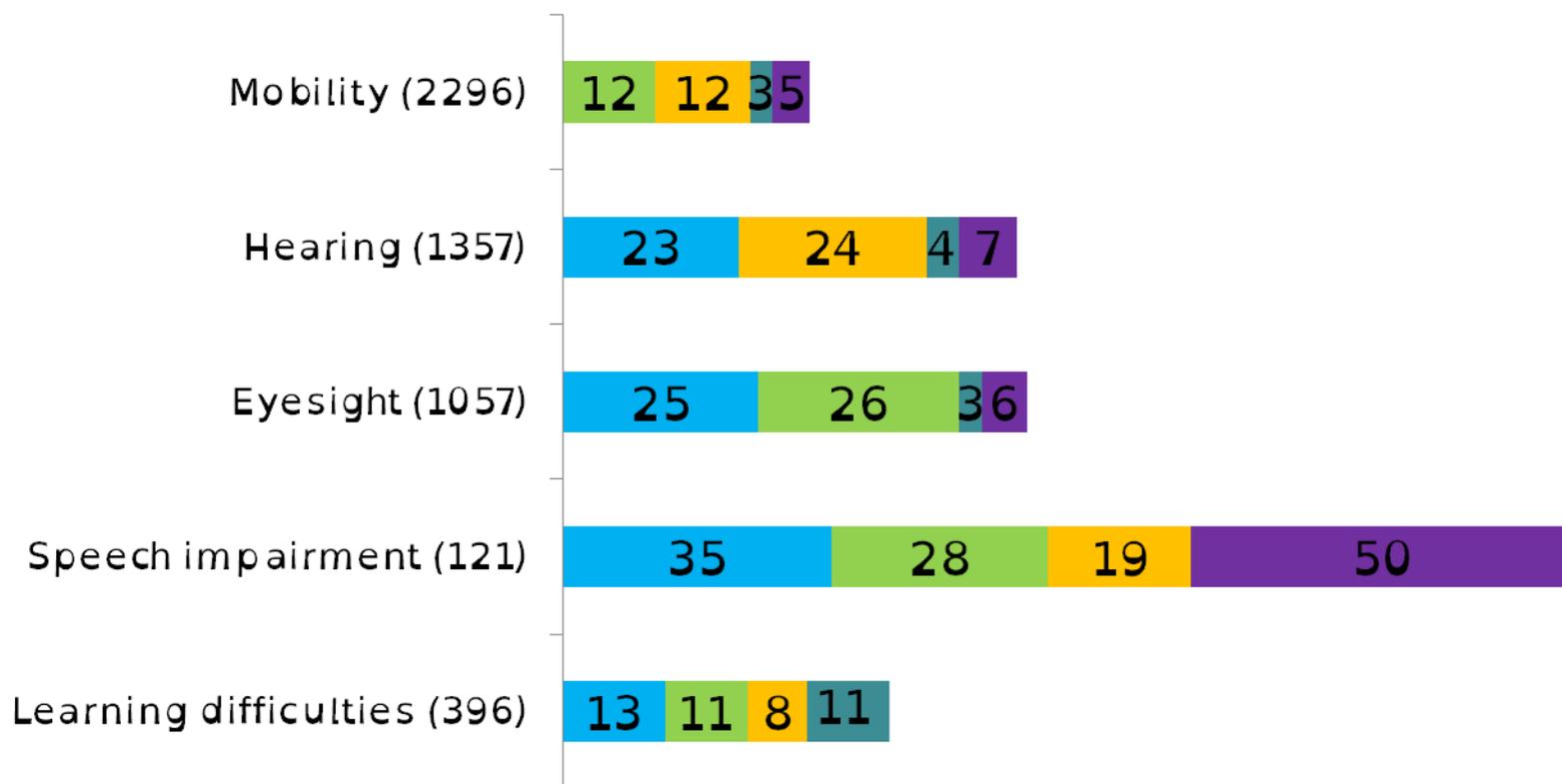putting passengers first

Types of disability

21% of total respondents had at least one disability

Disability type						
37	2	20	18	3	14	32

Legend:
- Mobility
- Wheelchair use
- Hearing
- Eyesight
- Speech impairment
- Learning difficulties
- Other

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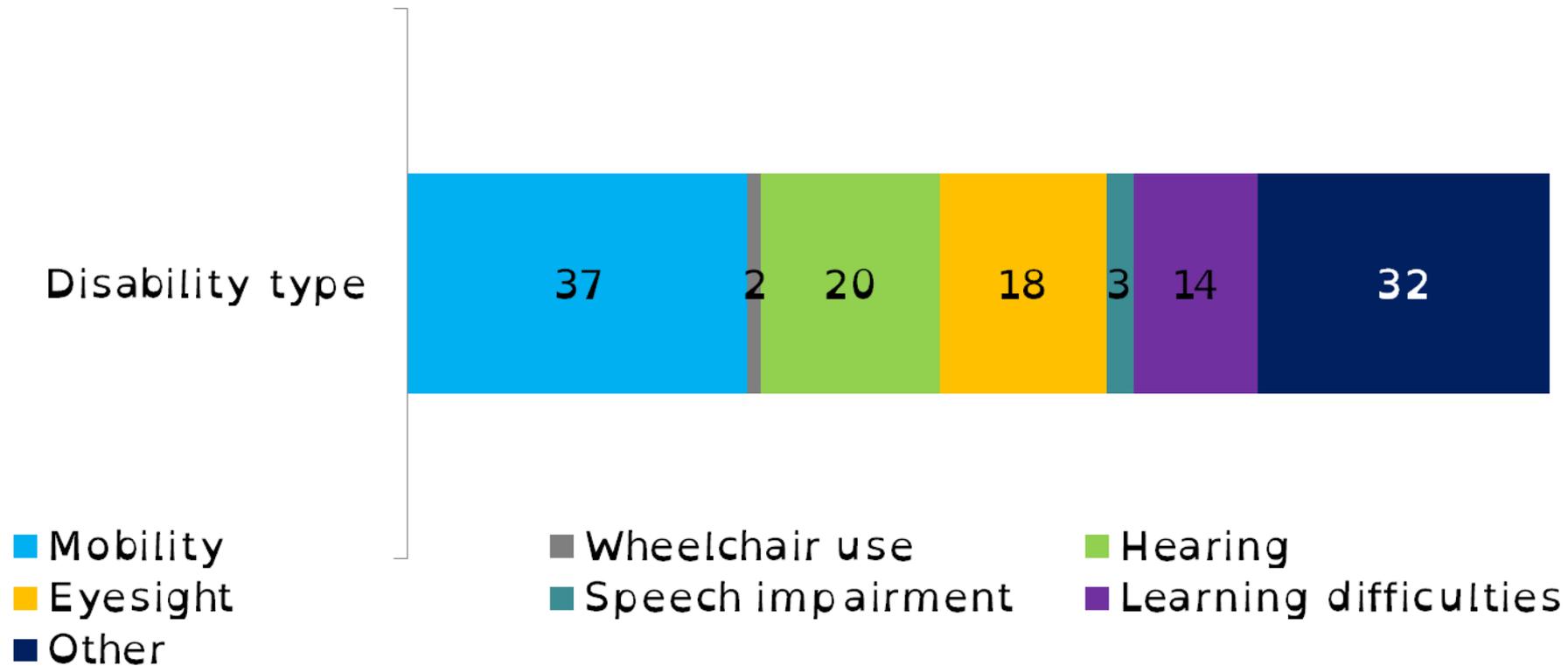
Passengers with multiple disabilities

Disability and journey purpose

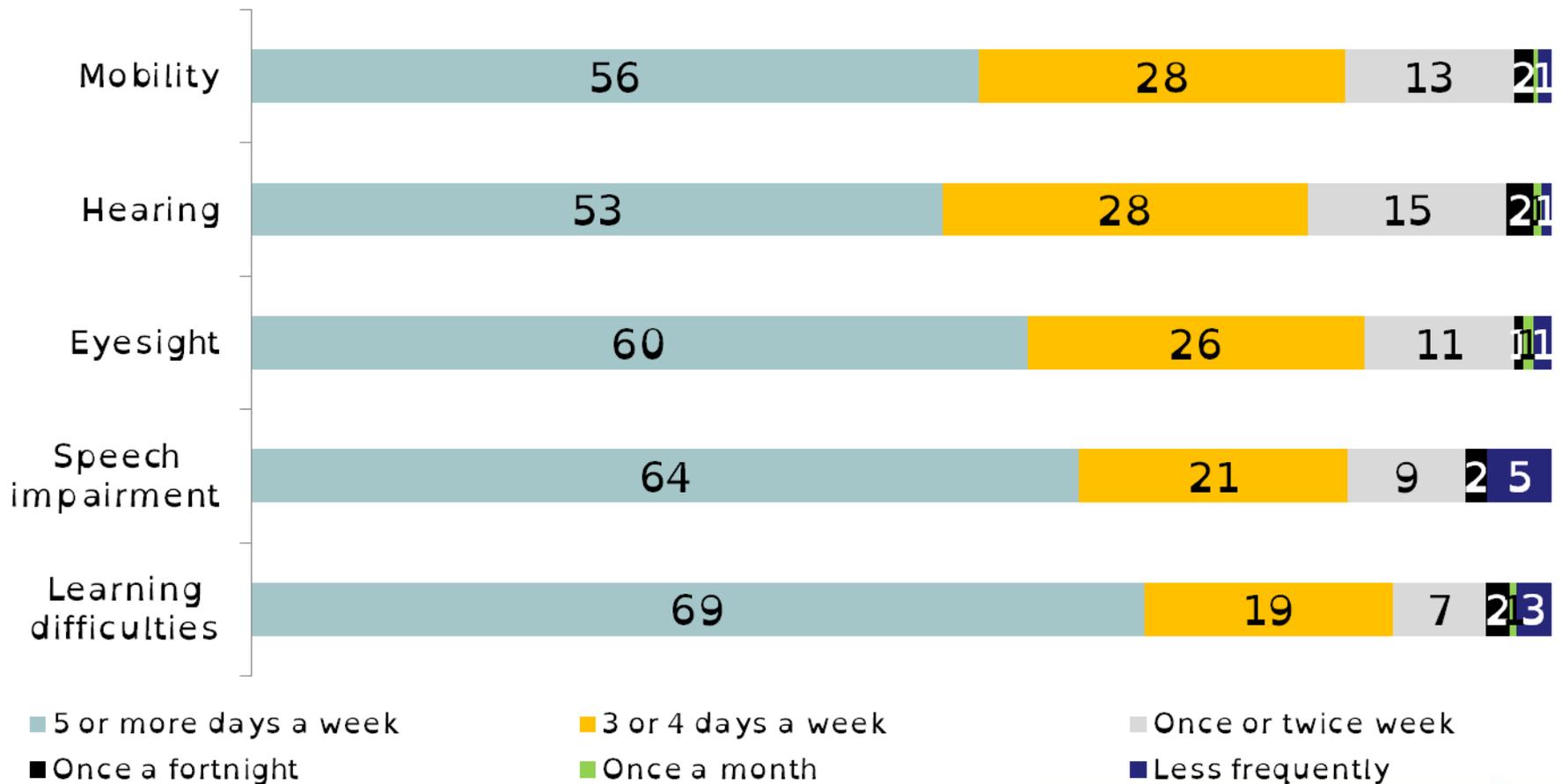|	Travelling to/from work	Travelling to/from education	Shopping trip	Visiting friends or relatives	To visit a medical facility	Leisure trip	Other
Mobility	8	4	45	13	14	8	7
Hearing	12	5	45	10	10	9	9
Eyesight	20	8	37	9	11	9	7
Speech impairment	23	11	27	5	7	11	15
Learning difficulties	18	24	21	16	4	10	7
Other	16	7	36	14	10	8	9
Non disabled	36	16	24	9	3	7	5
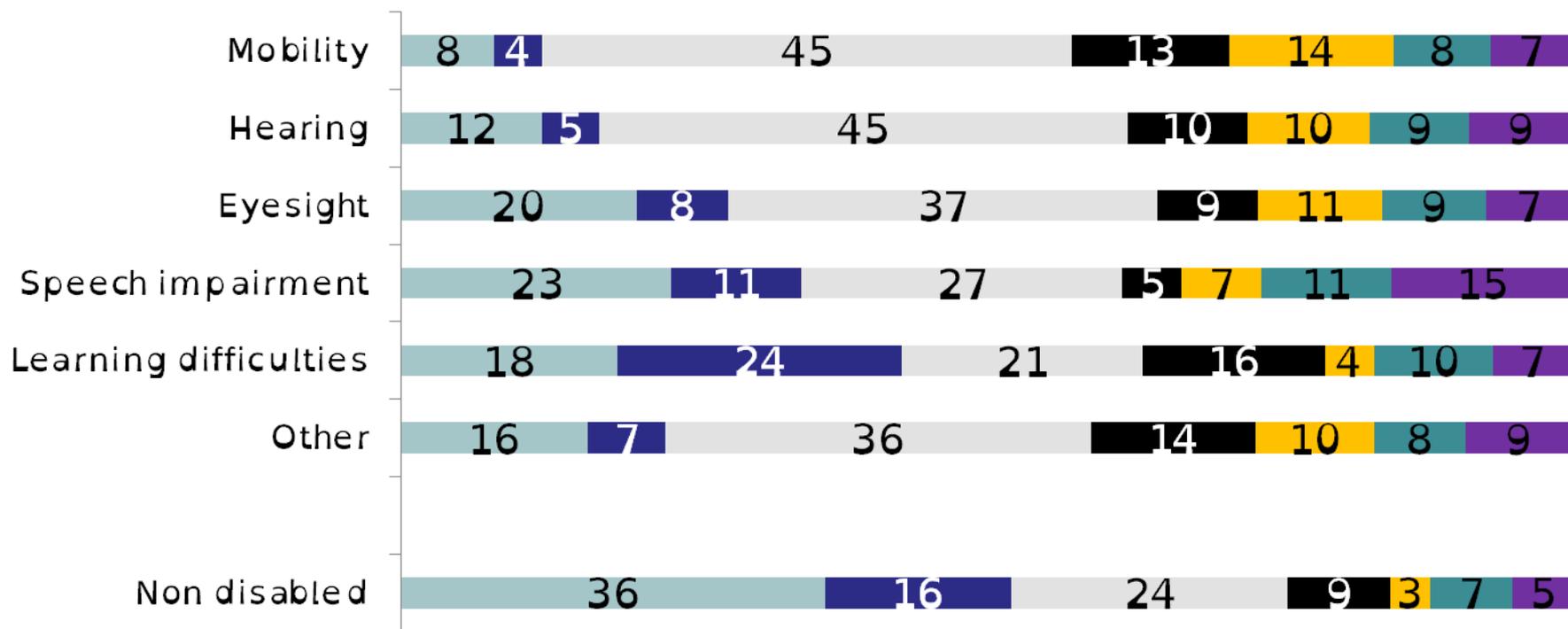
Legend:
- Travelling to/from work
- Travelling to/from education (eg college/school/university)
- Shopping trip
- Visiting friends or relatives
- To visit a medical facility (eg GP, hospital, dentist)
- Leisure trip (eg day out, to/from entertainment etc)
- Other

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Disability and working status

Age 60+ (%)

Disability	Value
Mobility	51
Hearing	65
Eyesight	47
Speech impairment	15
Learning difficulties	3

Mobility: Working full time 10, Working part time 6, Not working - seeking work 8, Retired 73, Full time student 3

Hearing: Working full time 13, Working part time 8, Not working - seeking work 6, Retired 70, Full time student 3

Eyesight: Working full time 21, Working part time 9, Not working - seeking work 8, Retired 53, Full time student 8

Speech impairment: Working full time 38, Working part time 14, Not working - seeking work 23, Retired 20, Full time student 6

Learning difficulties: Working full time 17, Working part time 19, Not working - seeking work 27, Retired 5, Full time student 32

■ Working full time (30+ hours)   ■ Working part time (under 30 hours)
■ Not working - seeking work   ■ Retired
■ Full time student

Disability and journey frequency

	5 or more days a week	3 or 4 days a week	Once or twice week	Once a fortnight	Once a month	Less frequently
Mobility	56	28	13	2	1	1
Hearing	53	28	15	2	1	1
Eyesight	60	26	11	1	1	1
Speech impairment	64	21	9	2		5
Learning difficulties	69	19	7	2	1	3

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Access to private transport

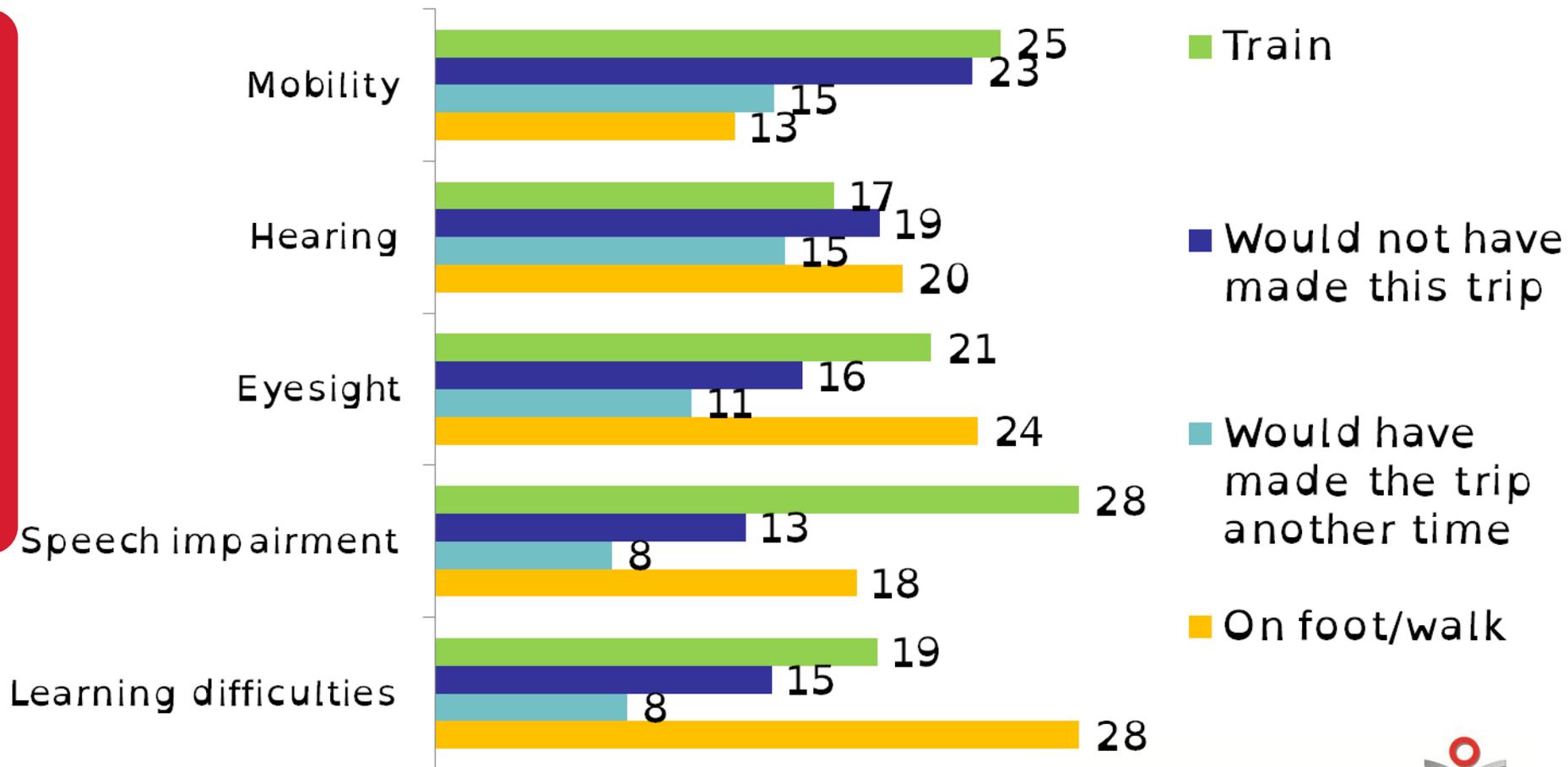|		Availability of car driven by someone else		
		You have someone you can ask all or most of the time(%)	You have someone you can ask some of the time (%)	You don't have anybody you can ask (%)
Availability of car to drive	You have a car available and don't mind driving (%)	2	3	3
	You have a car available but prefer not to drive (%)	3	3	2
	You don't have a car available (%)	8	31	45

Non disabled 32%

Non disabled 35%

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Type of ticket used
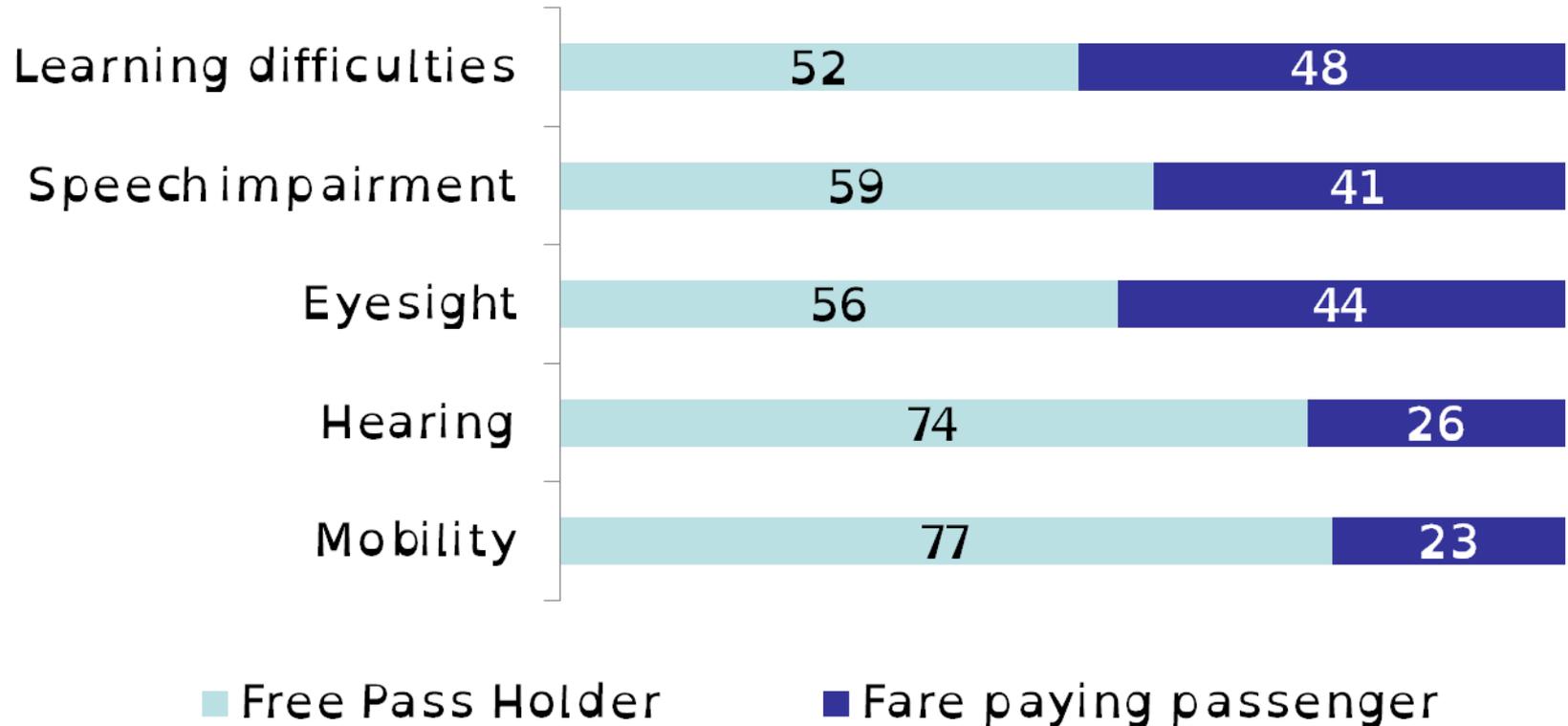
49% had free pass, 26% bought ticket from driver

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Main reason for using the bus

Didn't have the option of travelling by another means
- Mobility: 31
- Hearing: 30
- Eyesight: 35
- Speech impairment: 23
- Learning difficulties: 20

Too far to walk or cycle
- Mobility: 21
- Hearing: 18
- Eyesight: 20
- Speech impairment: 25
- Learning difficulties: 24

More convenient than the car (eg parking)
- Mobility: 10
- Hearing: 12
- Eyesight: 8
- Speech impairment: 8
- Learning difficulties: 5

Trip required carrying heavy bags/shopping
- Mobility: 10
- Hearing: 12
- Eyesight: 9
- Speech impairment: 2
- Learning difficulties: 9

Feel safer going by bus
- Mobility: 9
- Hearing: 9
- Eyesight: 9
- Speech impairment: 13
- Learning difficulties: 15

Legend:
- Mobility
- Hearing
- Eyesight
- Speech impairment
- Learning difficulties

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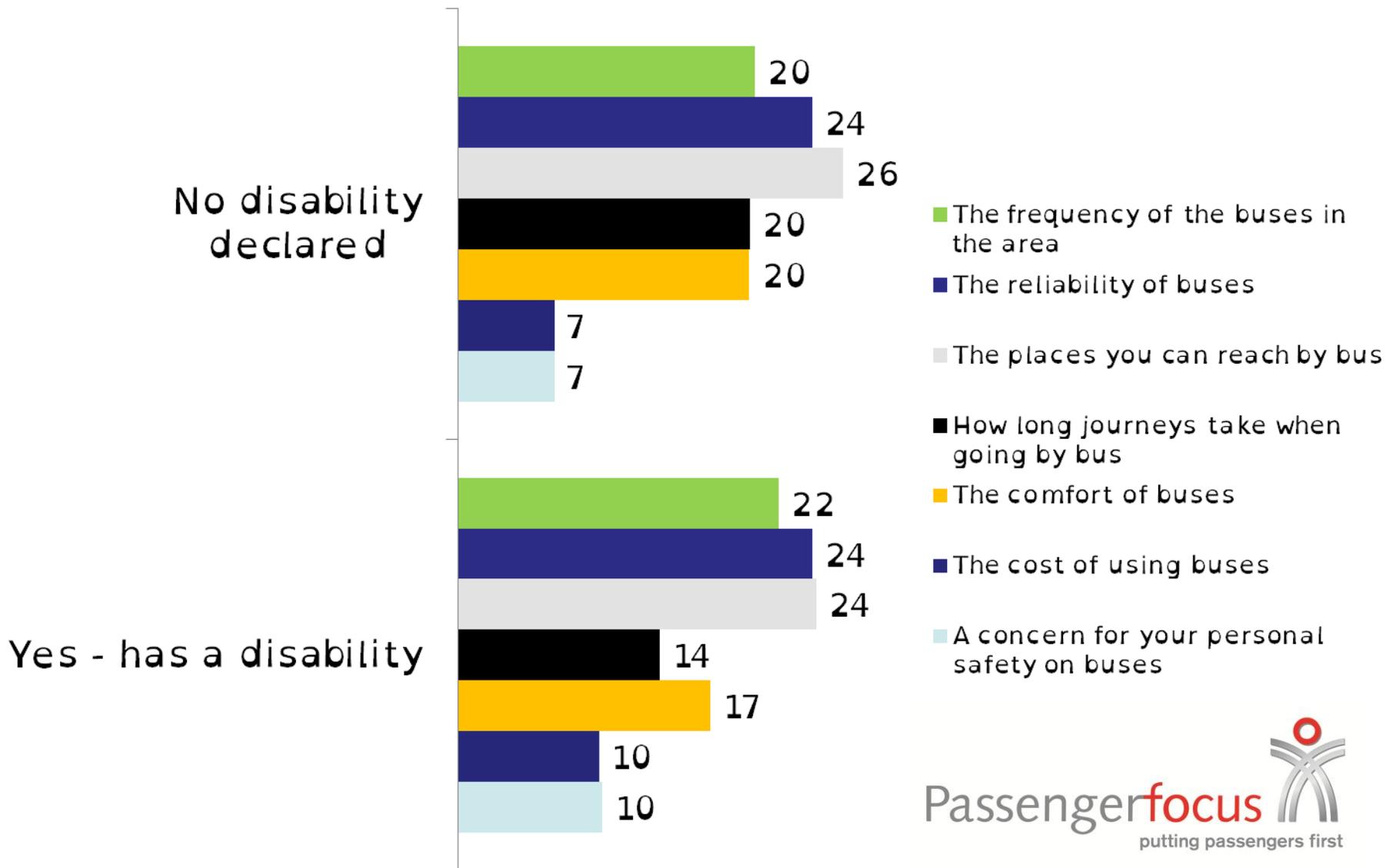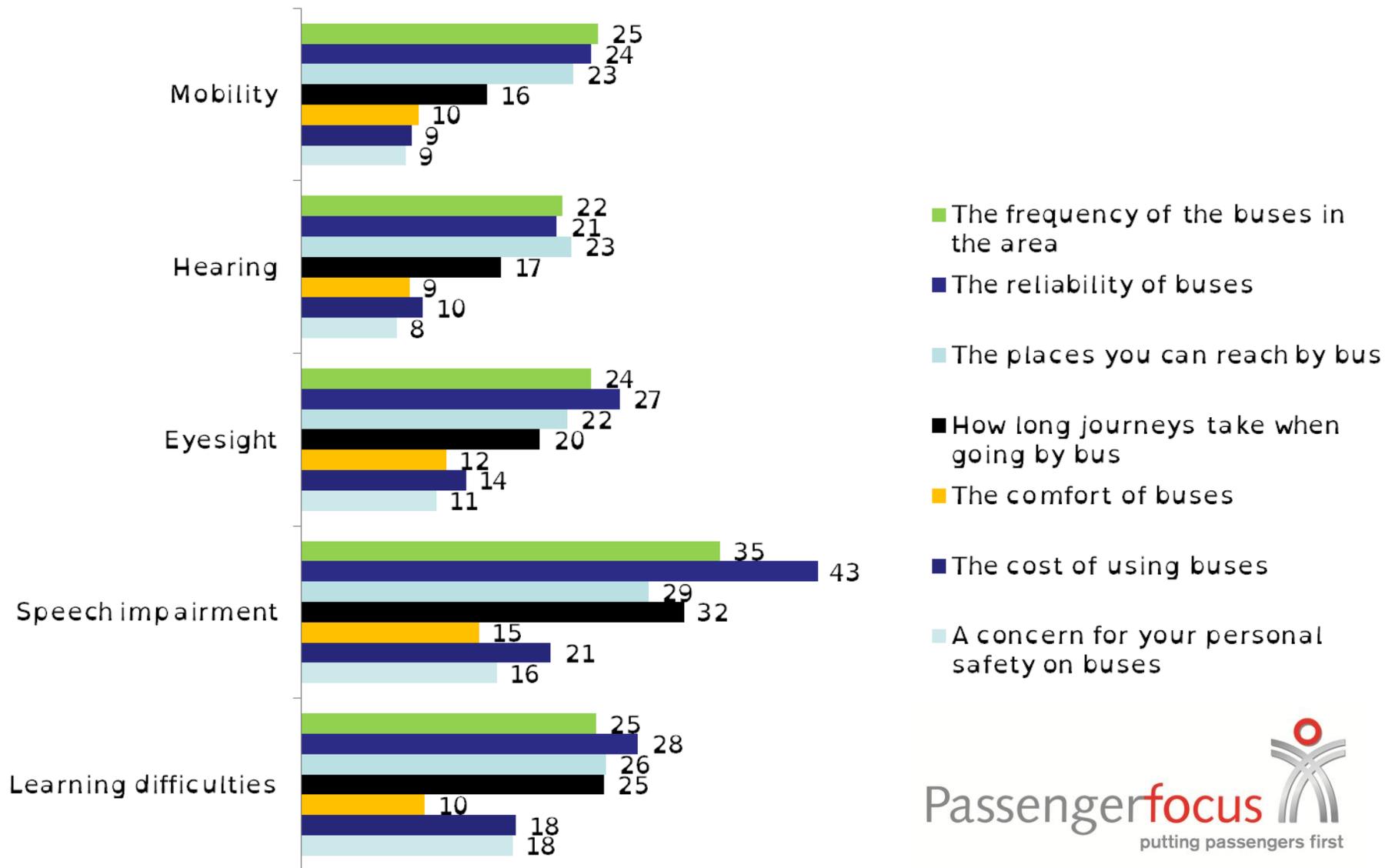
If could not have made this journey
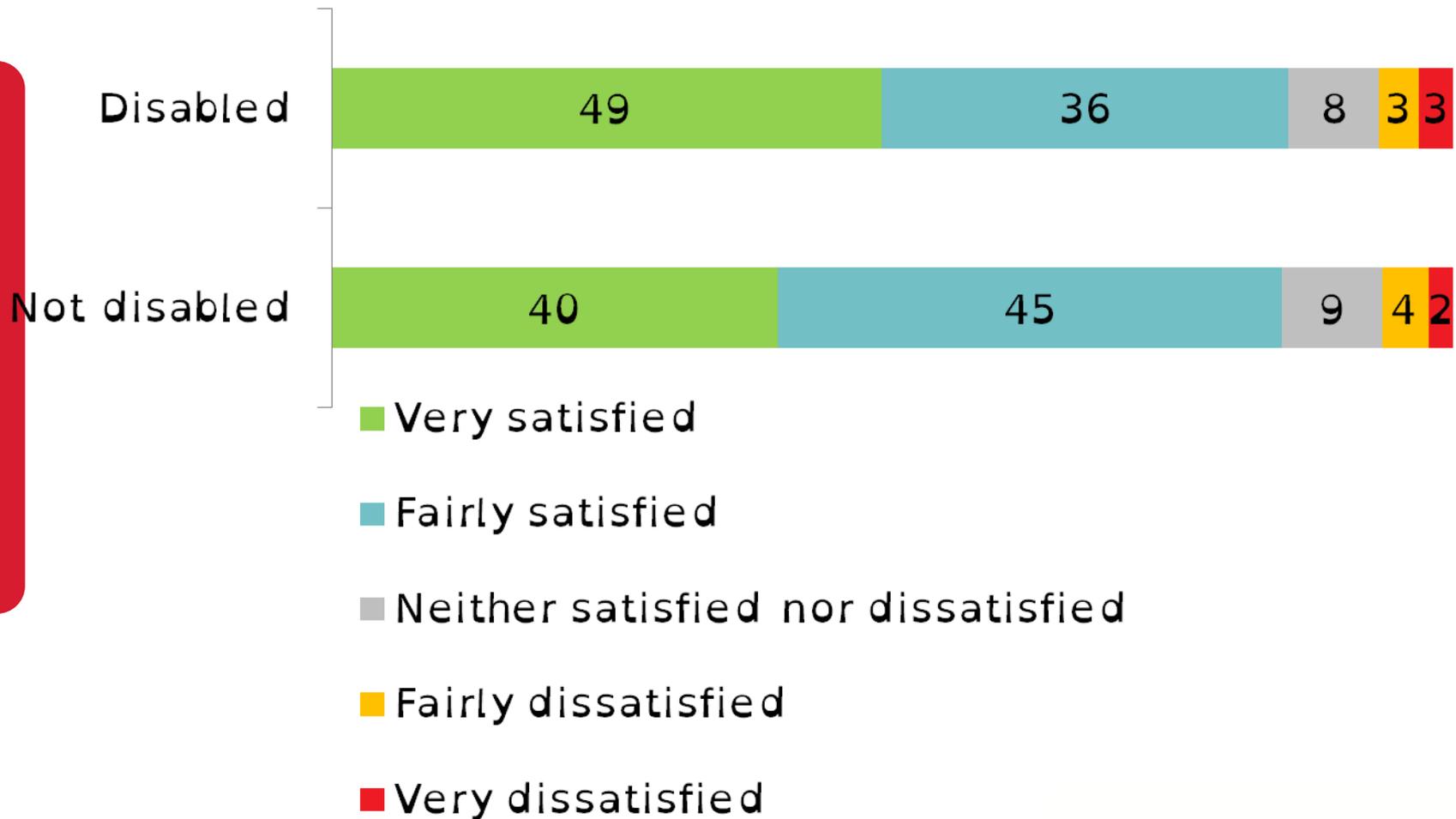
Factors preventing more journeys being made

Factors preventing more journeys being made

Legend:
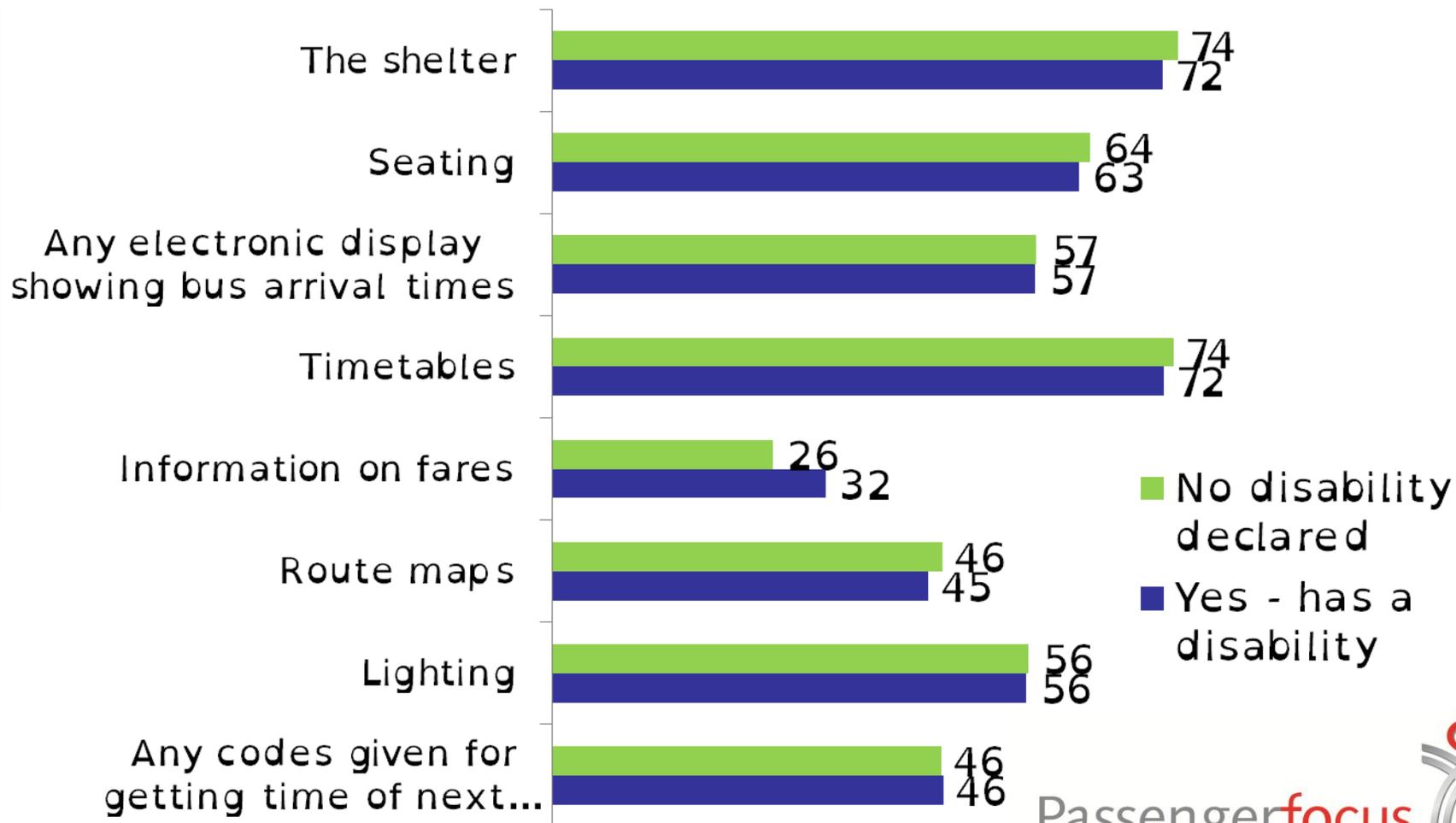- The frequency of the buses in the area
- The reliability of buses
- The places you can reach by bus
- How long journeys take when going by bus
- The comfort of buses
- The cost of using buses
- A concern for your personal safety on buses

Mobility: 25, 24, 23, 16, 10, 9, 9

Hearing: 22, 21, 23, 17, 9, 10, 8

Eyesight: 24, 27, 22, 20, 12, 14, 11

Speech impairment: 35, 43, 29, 32, 15, 21, 16

Learning difficulties: 25, 28, 26, 25, 10, 18, 18

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Overall satisfaction

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Disabled	49	36	8	3	3
Not disabled	40	45	9	4	2

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
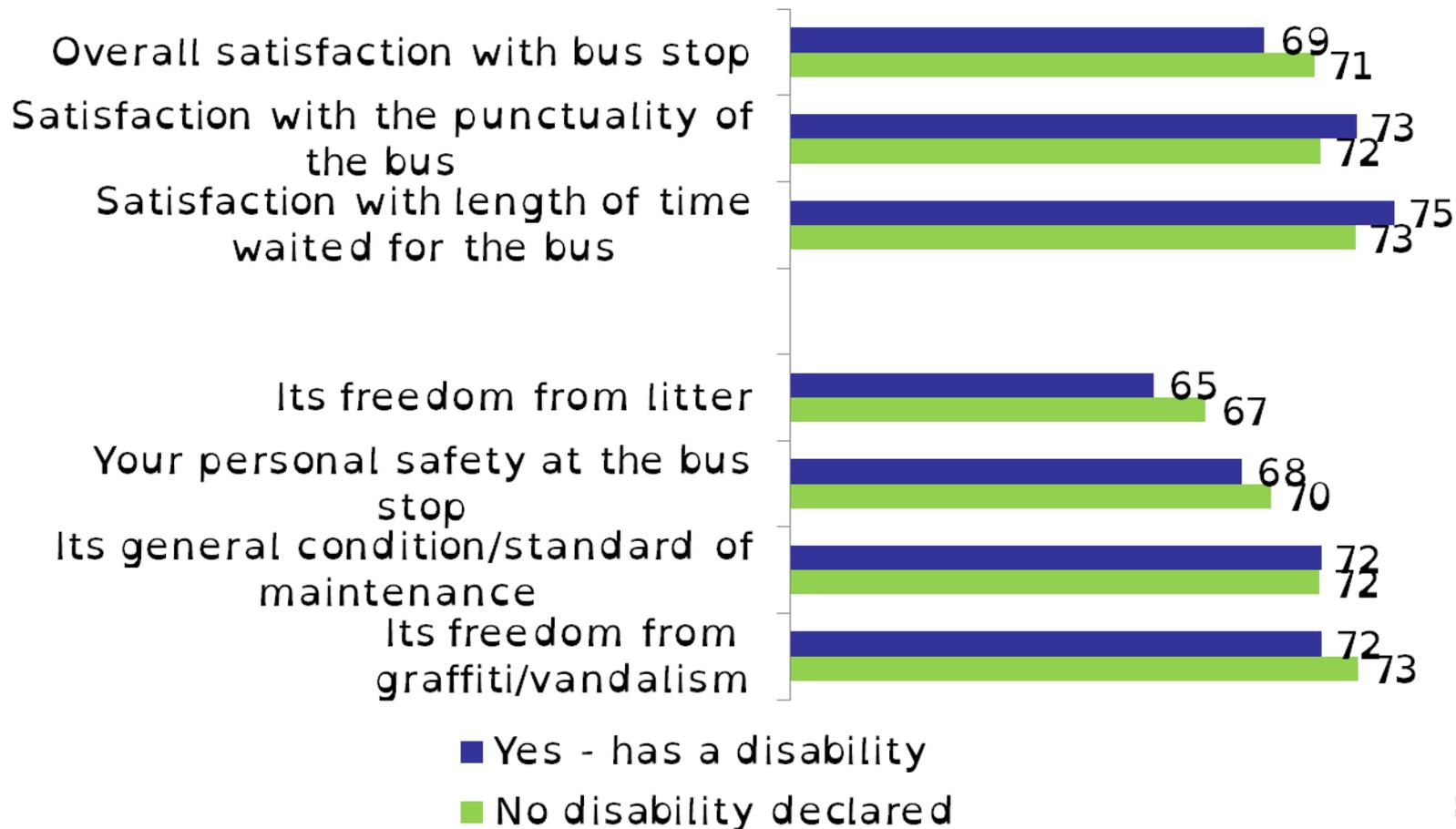
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Overall Satisfaction by disability type
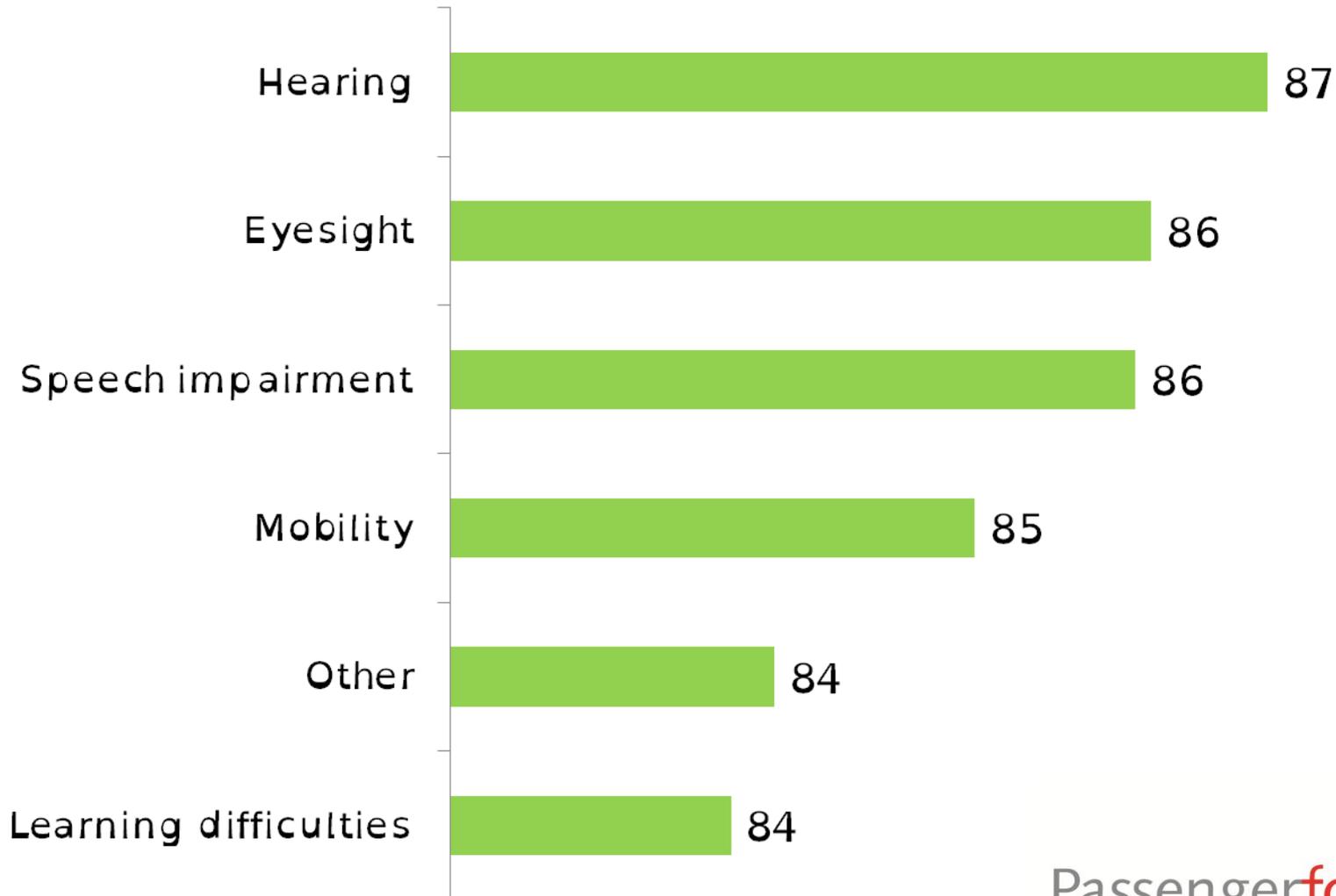
Satisfaction with bus stop facilities

Satisfaction with bus stop/wait

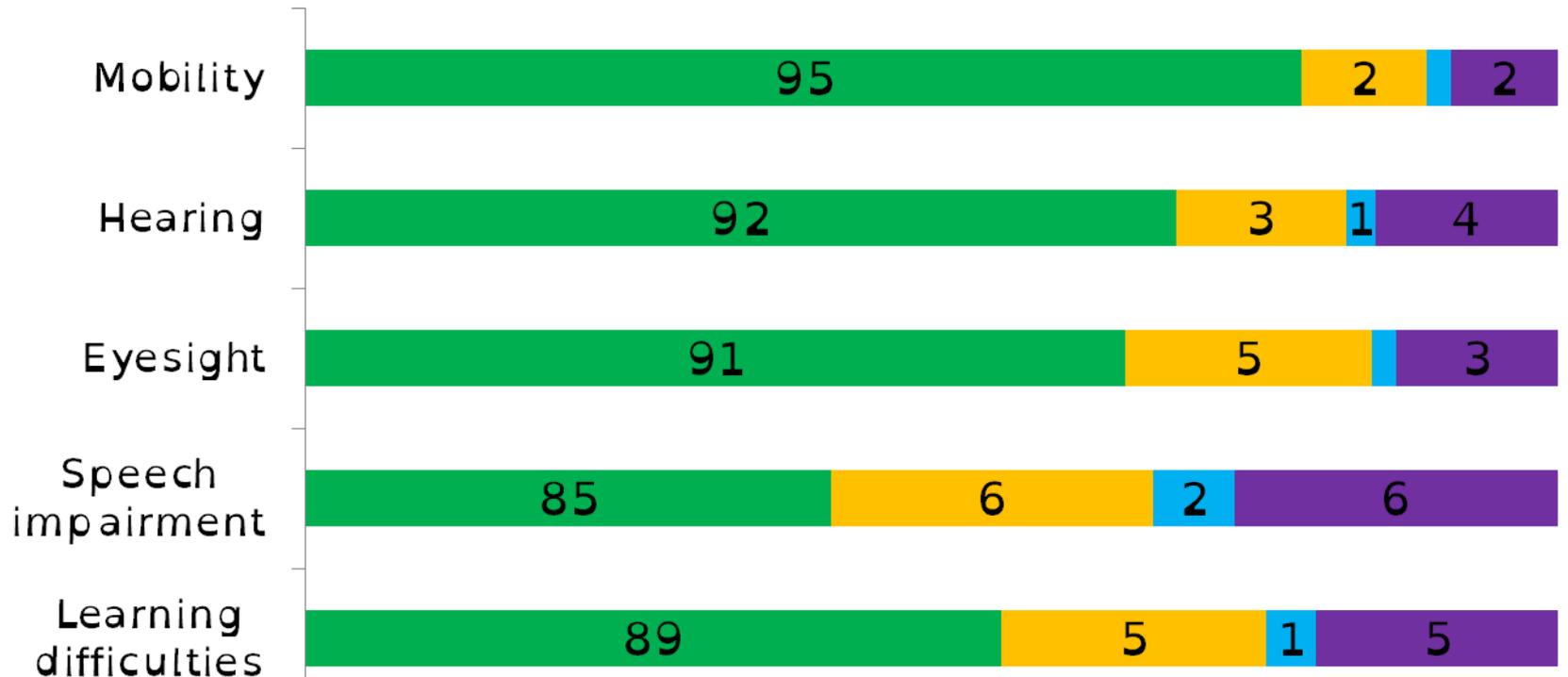Overall satisfaction with bus stop — 69, 71
Satisfaction with the punctuality of the bus — 73, 72
Satisfaction with length of time waited for the bus — 75, 73
Its freedom from litter — 65, 67
Your personal safety at the bus stop — 68, 70
Its general condition/standard of maintenance — 72, 72
Its freedom from graffiti/vandalism — 72, 73

■ Yes - has a disability
■ No disability declared

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Satisfaction with bus

Category	No disability declared	Yes - has a disability
The ease of getting onto and off of the bus	89	85
The length of time it took to board the bus	88	88
The availability of seating or space to stand	82	81
Provision of grab rails to stand/move within the bus	82	80
The length of time your journey took	81	84
Route/destination information on the outside of the bus	80	82
Your personal security whilst on the bus	80	79
The temperature inside the bus	75	76
The cleanliness and condition of the outside of the bus	74	74
The comfort of the seats	73	72
The cleanliness and condition of the inside of the bus	71	71
The information provided inside the bus	59	62

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Whether had a seat during the journey

|	Yes - for all of the journey	Yes - for part of the journey	No - but you were happy to stand	No - but you would have liked a seat
Mobility	95	2		2
Hearing	92	3	1	4
Eyesight	91	5		3
Speech impairment	85	6	2	6
Learning difficulties	89	5	1	5

- Yes - for all of the journey
- Yes - for part of the journey
- No - but you were happy to stand
- No - but you would have liked a seat

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Satisfaction with bus driver
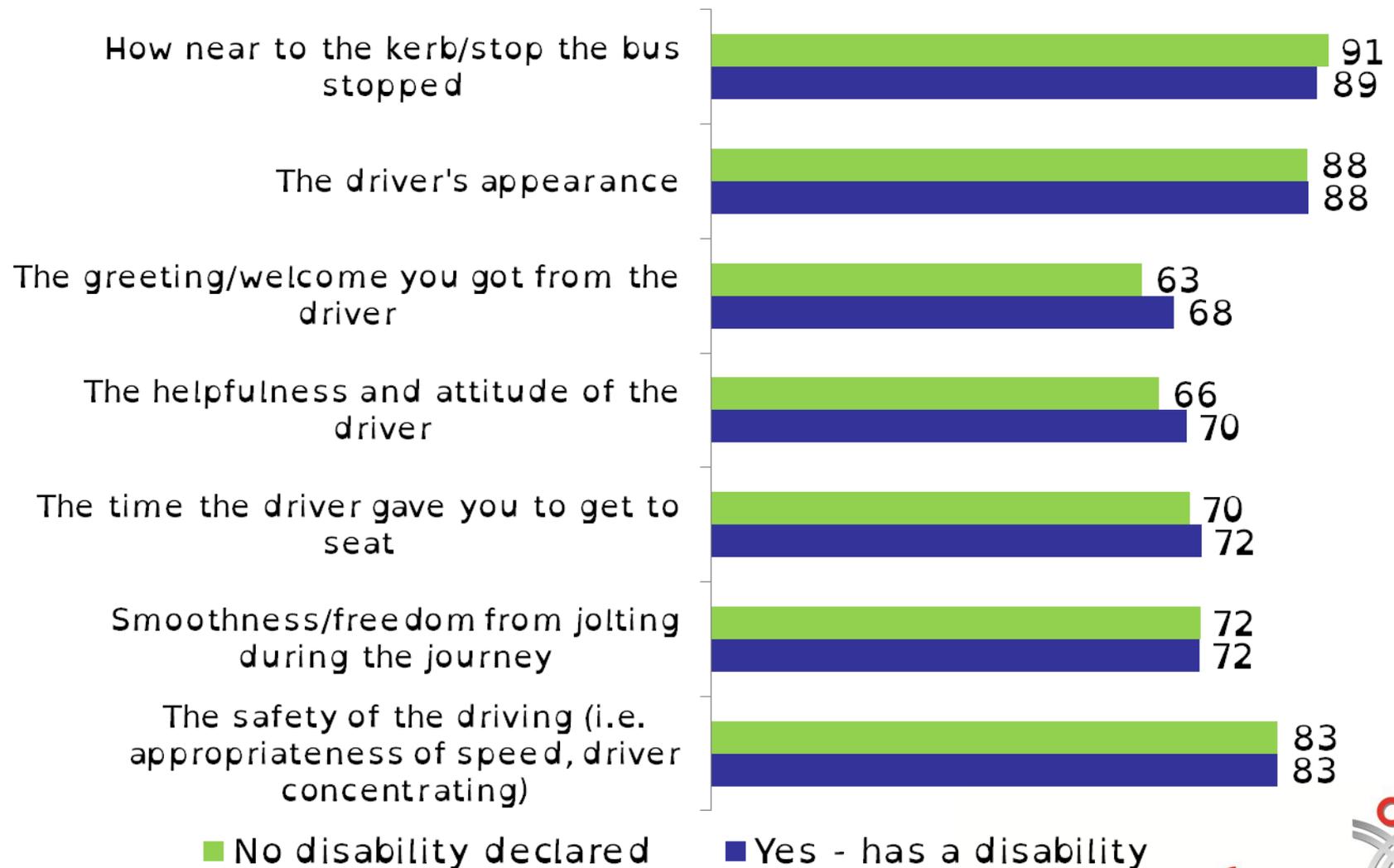
Information available on bus
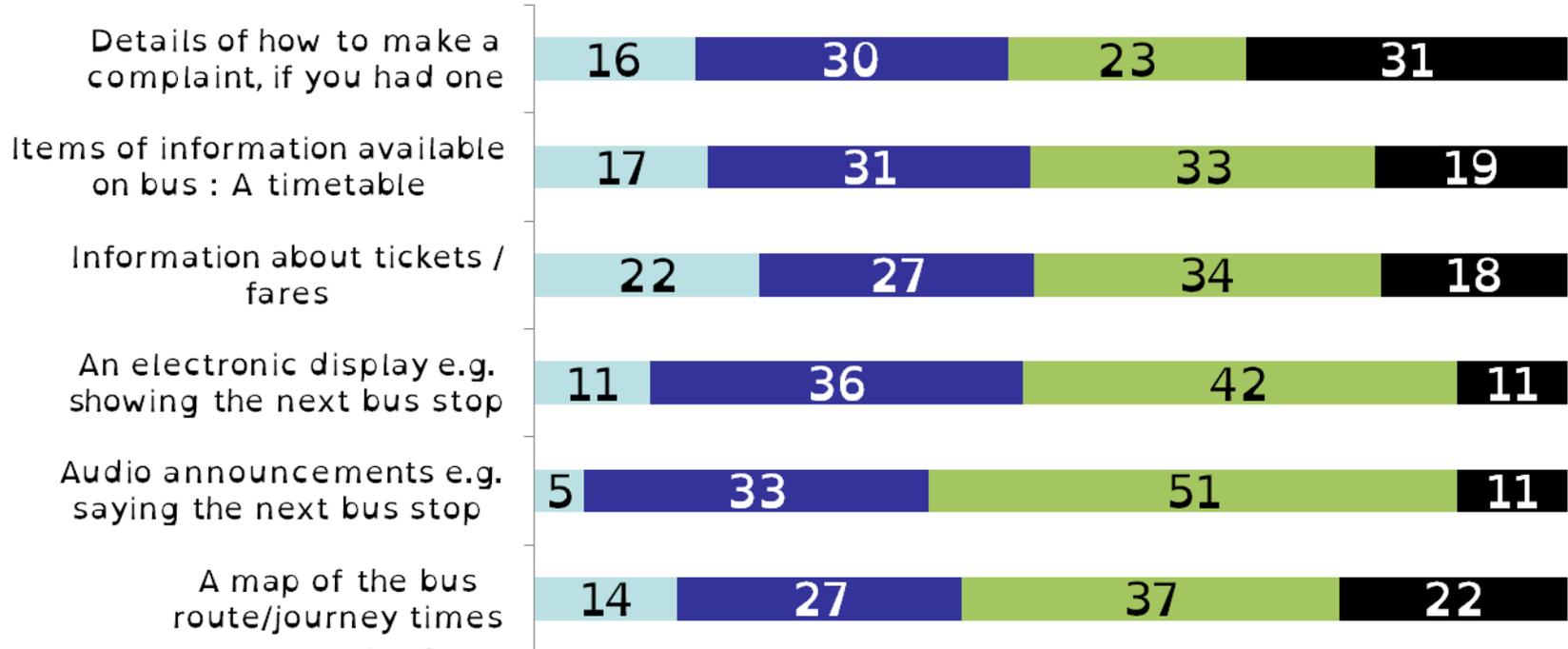
Information	Available	Not available and it would have been helpful	Not available but you didn't need it	Don't recall
Details of how to make a complaint, if you had one	16	30	23	31
Items of information available on bus : A timetable	17	31	33	19
Information about tickets / fares	22	27	34	18
An electronic display e.g. showing the next bus stop	11	36	42	11
Audio announcements e.g. saying the next bus stop	5	33	51	11
A map of the bus route/journey times	14	27	37	22

Available

Not available and it would have been helpful

Not available but you didn't need it

Don't recall

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Value for money

%very/fairly satisfied

Yes - has a disability: 25 | 30 | 16 | 13 | 16 — 55

No disability declared: 21 | 35 | 17 | 16 | 11 — 56
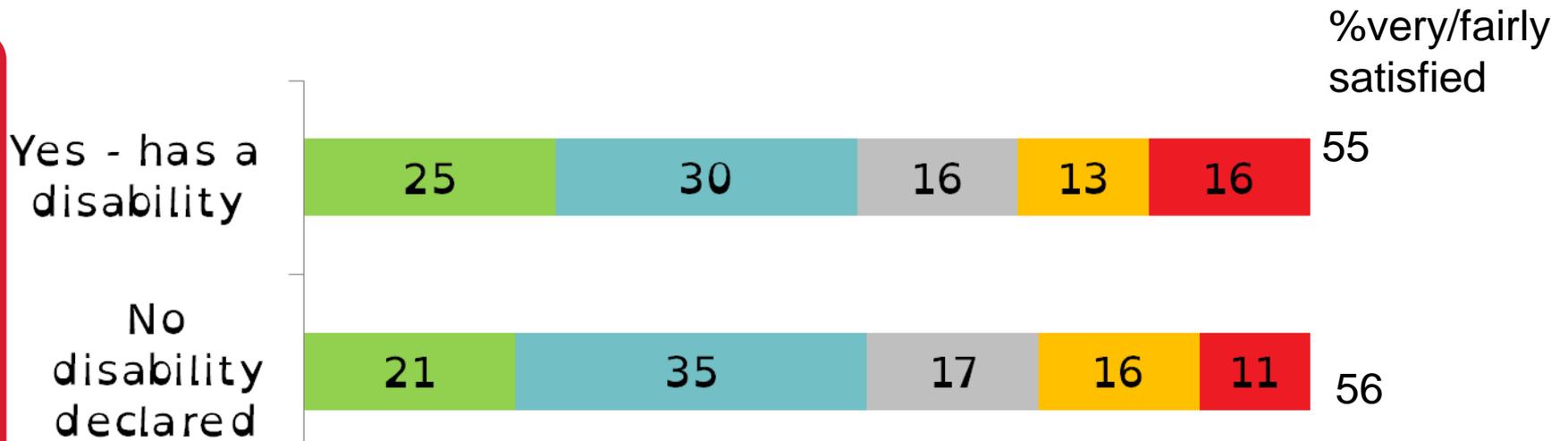
- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
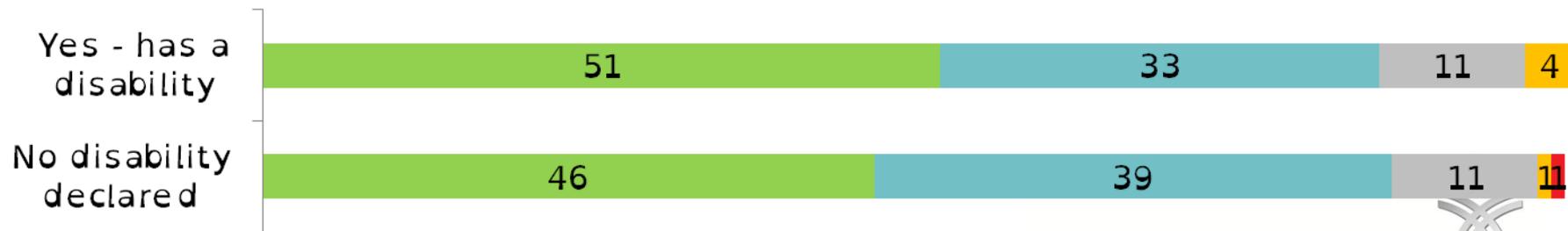- Very dissatisfied

Fare payers only

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Local bus services

Rating of local bus services for ease of getting to local amenities

	Very good	Good	Neither good nor poor	Poor	Very poor
Yes - has a disability	53	33	8	3	3
No disability declared	51	39	7	2	1
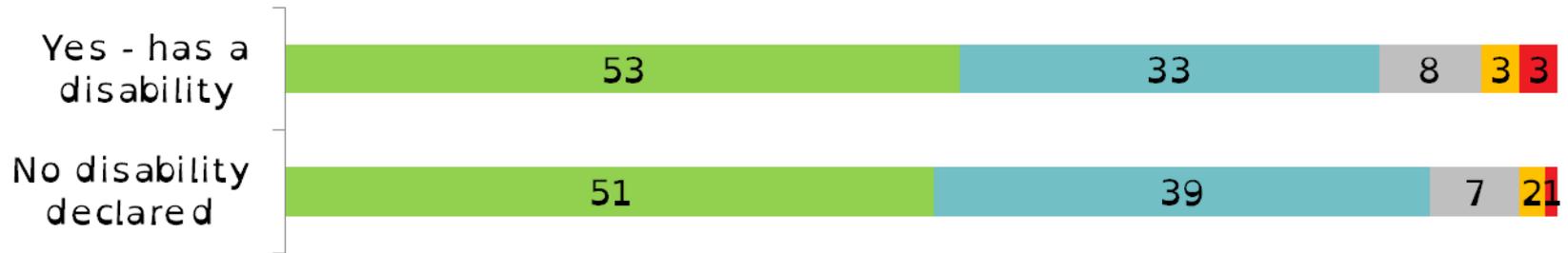
■ Very good ■ Good ■ Neither good nor poor ■ Poor ■ Very poor

Rating of local bus services for connections with other forms of public transport

	Very good	Good	Neither good nor poor	Poor	Very poor
Yes - has a disability	51	33	11	4	2
No disability declared	46	39	11	1	1

■ Very good ■ Good ■ Neither good nor poor ■ Poor ■ Very poor

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Mobility

Some drivers are courteous and helpful but many seem to view elderly passengers as a nuisance.

Disabled seats were occupied by people who appeared to have no disability.

Baby prams in the aisle of bus.
Passengers all at the front makes it hard to get on and off. Feet on seats. If you tell them about it, you get abuse.

Driver should wait for elderly and disabled to sit down before driving off.

Driver telling parents to make their children sit down and to allow elderly to sit before pulling away.

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Wheelchair

A better service in all.

The only question I have is, you have a notice saying that customers should not talk to the bus driver when it is in motion, so why do other bus drivers talk to the driver when the bus is in motion going round its route?

Double deckers!

Turning up on time.

Driver's attitude when asked to put the ramp out for wheelchair and showed his irritability during this. Didn't park close enough to kerb.

Hearing/eyesight

Stop people eating / drinking on the bus and chucking rubbish about.

Smoother ride - drivers nowadays do not drive the way drivers did with conductors on-board. No one to tell them how bad their driving is now.

Bus due at 9.30. Bus arrives five minutes early. Arguments sometimes arise because driver refuses to let me on.

The driver making sure that elderly or disabled are able to have a seat, telling young people to stand.

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Speech impairment

Bus could have been warmer.

Bus being able to alight passengers nearer the kerb.

I trust the drivers with electronic displays about the buses. I think that the bus stop areas could be cleaned up on the pavement around them.

Driven slightly faster. Ticket costs. Slightly better seats.

Some drivers are ok. Sometimes as are journeys and passengers (though only use buses during the day). Sometimes, a driver moves off before I am seated, which could cause injury to me.

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Learning difficulties

A double-decker should have been provided, instead of cramming far too many people, dogs and pushchairs on an overheated bus. A driver not ignoring me when paying.

More seating, or a bus should be provided purely for school kids.

Putting seatbelts on the bus for safety

Stopping when someone is running for the bus but did not.

Using many buses at stop yards from flat. Some drivers are ok. Sometimes as are journeys and passengers (though only use buses during the day). Sometimes, a driver moves off before I am seated, which could cause injury to me.

The time the bus took to arrive, not just on this occasion, quite a few occasions I have waited longer than thirty minutes.

More time to get sorted before bus started moving. I am not steady on my feet and I have problems walking.

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Summary of Results

- The majority of disabled passengers have a mobility impairment
  - These passengers were most likely to be retired and using the bus for a shopping trip

- Passengers with a speech or learning impairment were more likely to be younger, and working full time

- Disabled passengers less likely to have access to another means of transport

- At an overall level, satisfaction between disabled and non disabled passengers is consistent-particular concerns apply to Bus driver behaviour (from comments-in particular about helping disabled passengers board, and get to their seats safely)

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