

# Bus Passenger Survey – autumn 2011

results for:

**Surrey County Council area**

March 2012

Contact: Murray Leader, Research Team, Passenger Focus

2<sup>nd</sup> Floor, 1 Drummond Gate, Pimlico, London, SW1V 2QY.

Tel: 0300 123 0843 Email: [murray.leader@passengerfocus.org.uk](mailto:murray.leader@passengerfocus.org.uk)

# Contents

---

	Page
Methodology	3
Sample profile	5
Key results	7
Section 1 – about the journey	13
Section 2 – the bus stop	19
Section 3 – waiting for the bus	24
Section 4 – on the bus	29
Section 5 – general view of buses	36
Appendix 1 – questionnaire	39
Appendix 2 – Bus routes sampled	43

# Outline of methodology (1)

Passenger Focus undertook a bus passenger survey in 23 transport planning authorities in line with the methodology used in a 2009 survey of bus passengers' experiences. This is the report of findings for the Surrey County Council authority area.

**GfK NOP Ltd were appointed by Passenger Focus to provide the market research agency services needed to carry out this survey programme.**

The Bus Passenger Survey methodology is designed to measure passengers' experiences of bus travel, and to be representative by bus passenger journeys made. Passenger opinion was collected via a self-completion questionnaire issued to passengers on board the bus. Passengers were asked mainly to rate the journey they had just experienced, but also provide their views of bus use in general. Completed questionnaires were sent back to GfK NOP by post. The sampling process used is summarised below: (further detail on methodology is available in a separate document)

A database of local bus services for each transport planning authority was sourced from ITO World, who collect and make available the bus journey data shown by Traveline. Every timetabled journey for each bus route was listed and initially given an equal value. That value was then adjusted to account for passenger turnover on longer routes based on timetabled journey time.

A sample of services was then selected using systematic sampling using a random start point. Each selected timetable bus service was used to form the start time for a field work shift of 3 hours. Field workers made as many return trips feasible on that bus route offering questionnaires to all passengers who boarded. The only notable exclusion we chose to apply were any school bus services.

Weighting was applied to offset the affect of differential response rates by age and gender.

# Outline of methodology (2)

The survey was undertaken in the following areas during September – November 2011:

## **PTE authorities**

Greater Manchester  
West Midlands  
Merseytravel  
South Yorkshire  
West Yorkshire  
Tyne and Wear/Nexus

## **Unitary authorities (UA)**

Nottingham  
West England Partnership\*  
Leicester  
Stoke-on-Trent  
Tees Valley Group  
Kingston Upon Hull  
Durham  
Bournemouth and Poole combined

## **County authorities (CA)**

Lancashire  
East Sussex  
Essex  
Staffordshire  
Norfolk  
Surrey  
Northamptonshire  
Dorset  
Hertfordshire

\* Bath and North East Somerset, Bristol City Council, North Somerset, South Gloucestershire

\*\* Comprised of Redcar & Cleveland, Middlesbrough, Stockton on Tees, Hartlepool, Darlington UAs

Throughout the report, behavioural results are based on all survey respondents, and passengers' opinion ratings are based on those respondents that gave an opinion. All results are based on weighted values. In the report the numbers in brackets shown after the question/category text are the actual numbers of passenger responses generating the answer value shown.

# Sample Profile (1)

	Surrey	CA Total	UA Total	PTEs Total
SAMPLE	605 %	4760 %	5586 %	11231 %
<b>GENDER</b>				
Male	33	30	36	41
Female	64	67	60	56
Not stated	3	3	3	3
<b>AGE</b>				
16-34	42	36	42	39
35-59	29	30	30	34
60+	28	33	27	25
Not stated	1	2	1	2
<b>DISABILITY</b>				
Yes	21	23	21	21
No	70	68	71	71
Not stated	9	9	8	8
<b>FARE PAYERS/FREE PASS</b>				
Fare payers	59	58	64	66
Free pass holders	34	36	30	27
Not stated	7	7	6	7

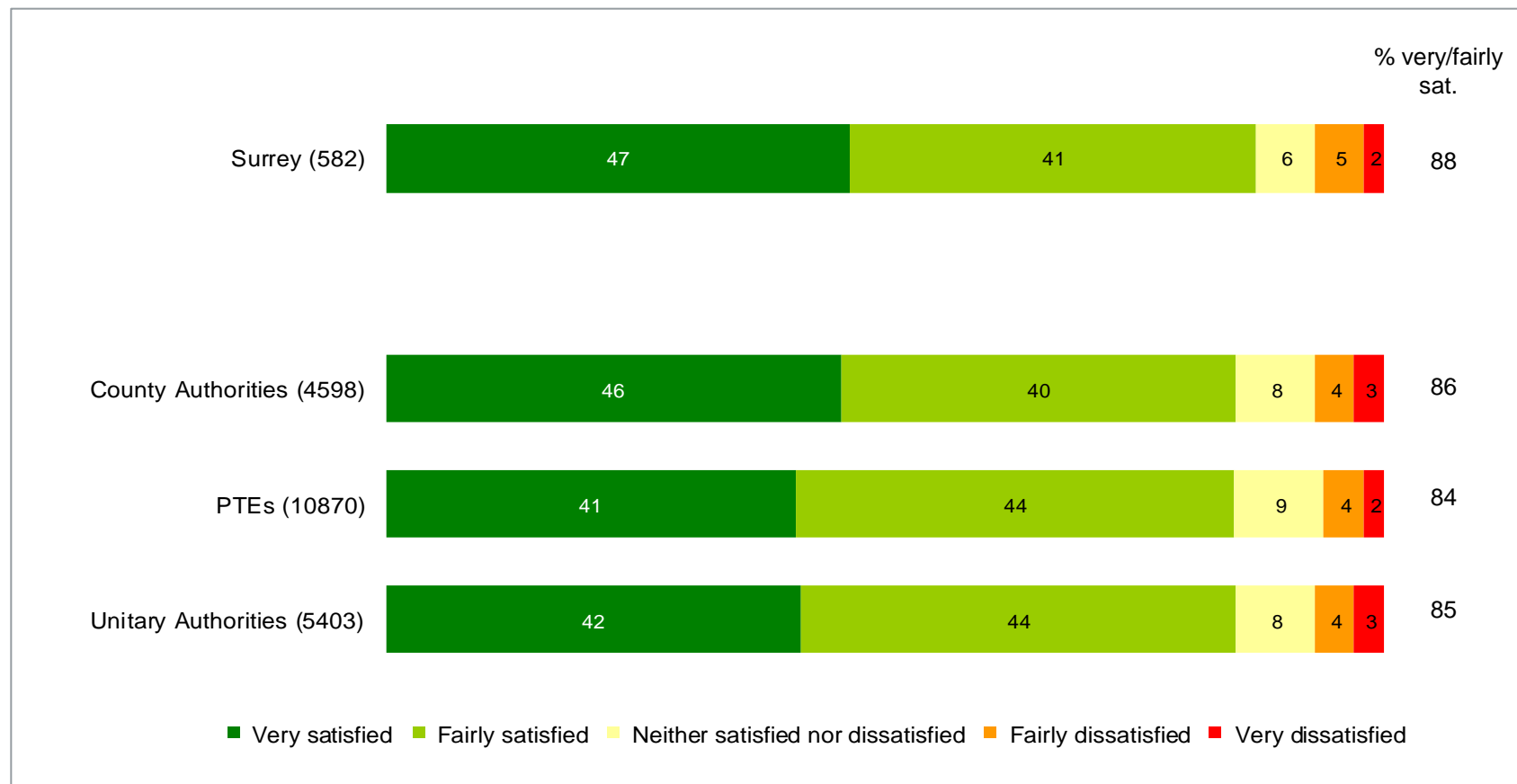
# Sample Profile (2)

	Surrey	CA Total	UA Total	PTEs Total
SAMPLE	605	4760	5586	11231
	%	%	%	%
<b>FREQUENCY OF TRAVEL</b>				
5 or more days a week	48	49	52	62
3 or 4 days a week	25	26	25	21
Once or twice a week	17	17	14	11
Once a fortnight	2	3	3	2
Once a month	2	1	1	1
Less frequently	1	2	2	2
Not stated	4	2	2	3
<b>Access to private transport.....</b>				
Easy	26	26	26	23
Moderate	31	37	36	36
Limited/None	38	32	33	34
Not known	5	5	5	6

# Key Results

# Overall Satisfaction

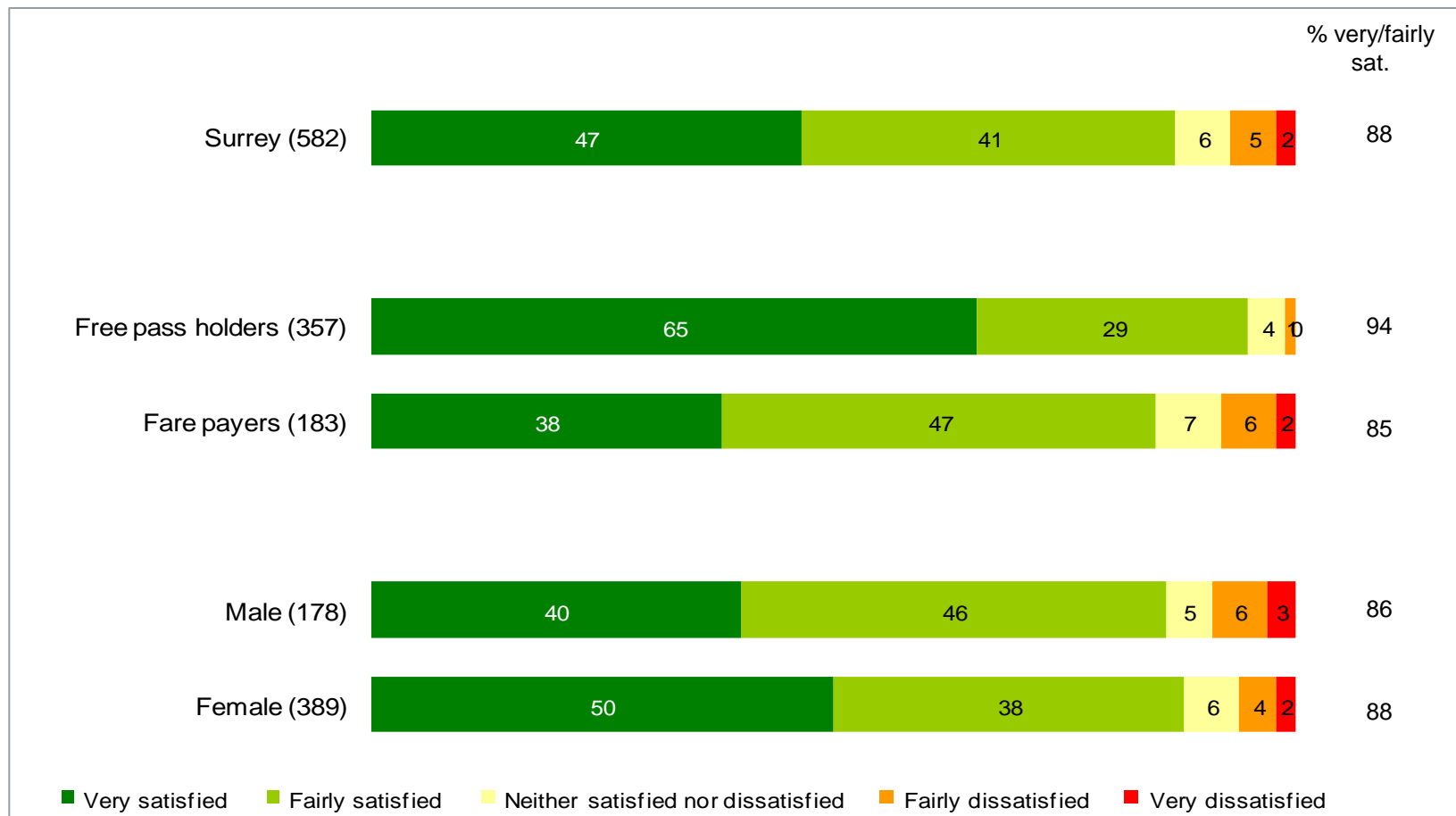
## Overall satisfaction with bus journey



Q33. Overall, taking everything into account from start to end of this bus journey, how satisfied were you with your bus journey today?

# Overall Satisfaction

## Overall satisfaction with bus journey by key passenger groups



*Q33. Overall, taking everything into account from start to end of this bus journey, how satisfied were you with your bus journey today?*

# What your passengers said could be improved

## **Punctuality of the bus – 19%**

Get to the bus stops quicker and on time. It is not every 10 minutes.

Better punctuality (2 buses arrived together).

Weybridge Station to Weybridge High Street 19:27 is always late or does not come at all. End up waiting for an hour and take the 19:57 hours.

Bus timings, 27 is very irregular.

For the last five years I have used this bus and they never come on time and when the bus is in Guildford bus station do not sit in waiting bay and leave late. Leave on time, people have work to get to!!

The above is regarding my journey last. However, my return journey, I expected to board the 15.33 which was about 20 minutes late.

## **Electronic displays/ real time information – 9%**

If the electronic bus stop delays are real time, then they do not work. Buses are shown as due but no bus turns up.

Electronic display re: the next stop.

If one is at the bus stop near the due time, one is never sure whether the bus has come early (which it sometimes does), or after waiting a while, if the bus is late. An electronic indicator would be helpful.

Service that informs you where the bus is.

Electronic times at bus stop. They have them in Aldershot but they never work.

An electronic sign at the bus stop to tell me how long I had to wait, or if the bus was delayed (you could put adverts on in between bus information).

## **Improved drivers attitude – 8%**

The driver being polite.

Driver more careful and not driving at speed.

Not bad today but some of the drivers are rude and grumpy.

... a pleasant attitude from the driver who drives very erratic whenever he is late.

Driver stopping at stops for long periods for no reason.

The bus driver's attitude/helpfulness.

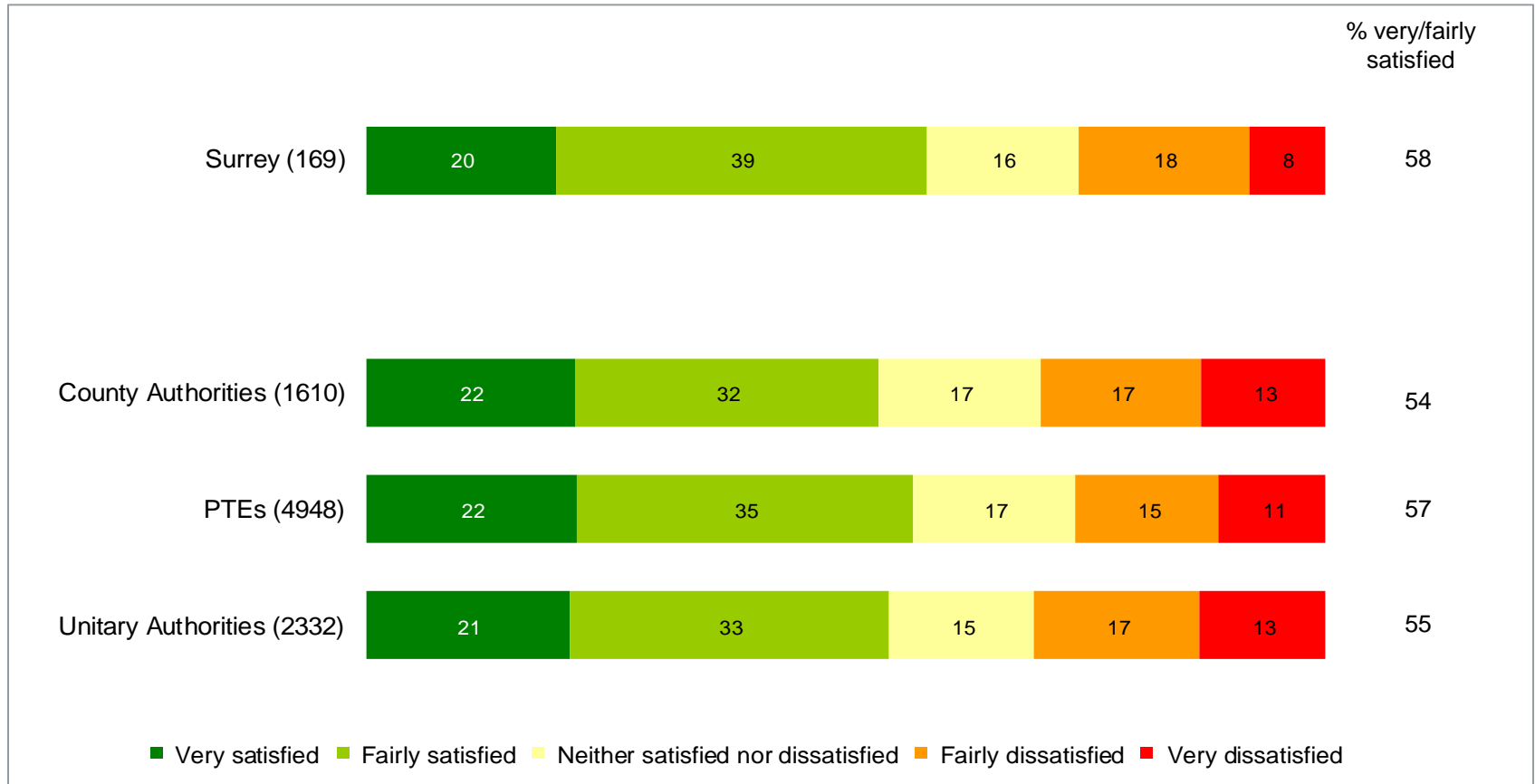
Drivers (not today) often pull out sharply before I have taken my ticket, causing me to fall over. They drive like maniacs often and speak poor English.

*Q34. If something could have been improved on your journey today, what would it have been?*

# Value for Money

## Value for money of the bus journey

(fare-paying passengers only)

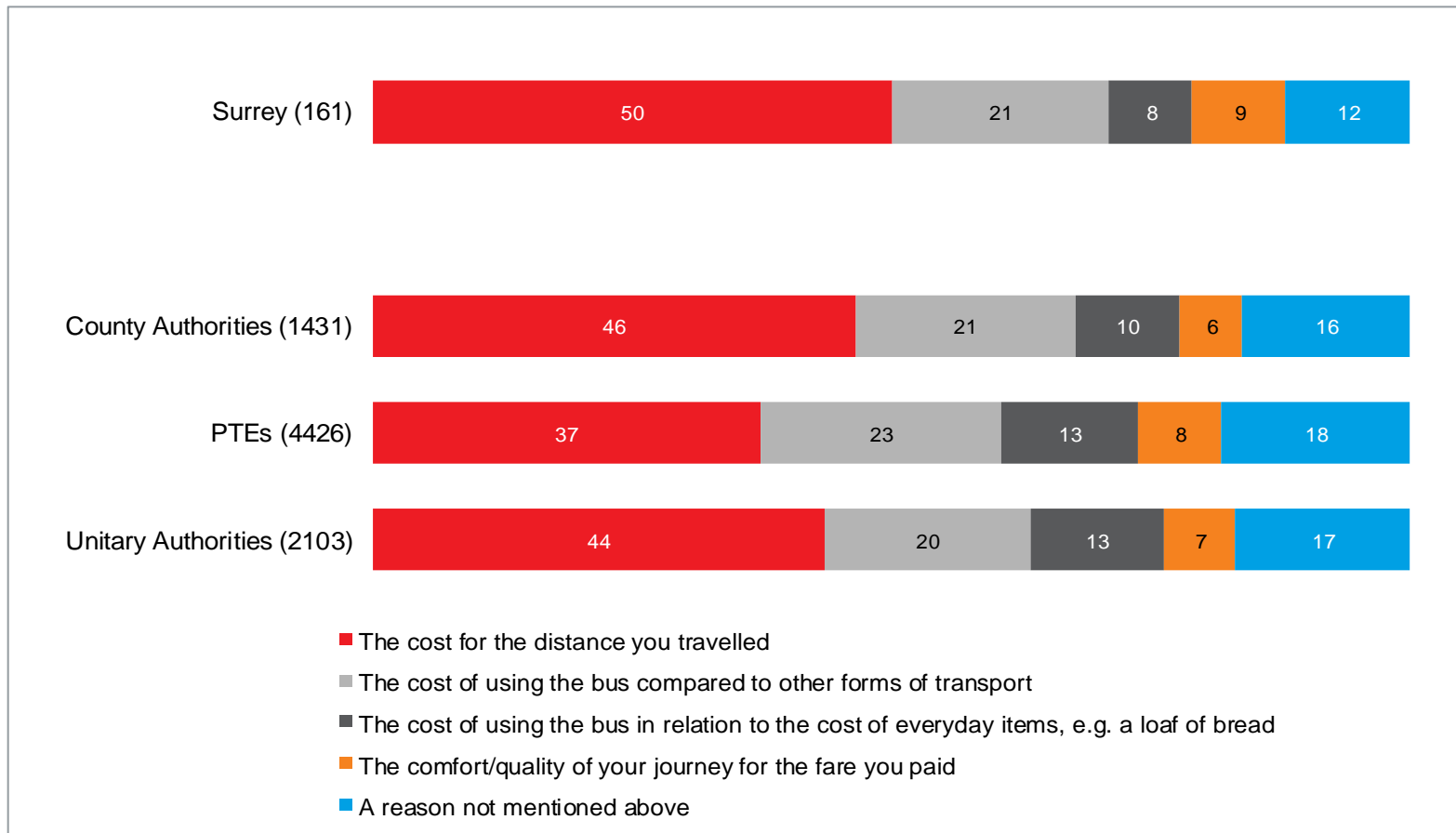


Q35. How satisfied were you with the value for money of your journey?

# Value for money expectations

## Single most influence on value for money rating

*(fare-payers who gave an opinion about value for money)*

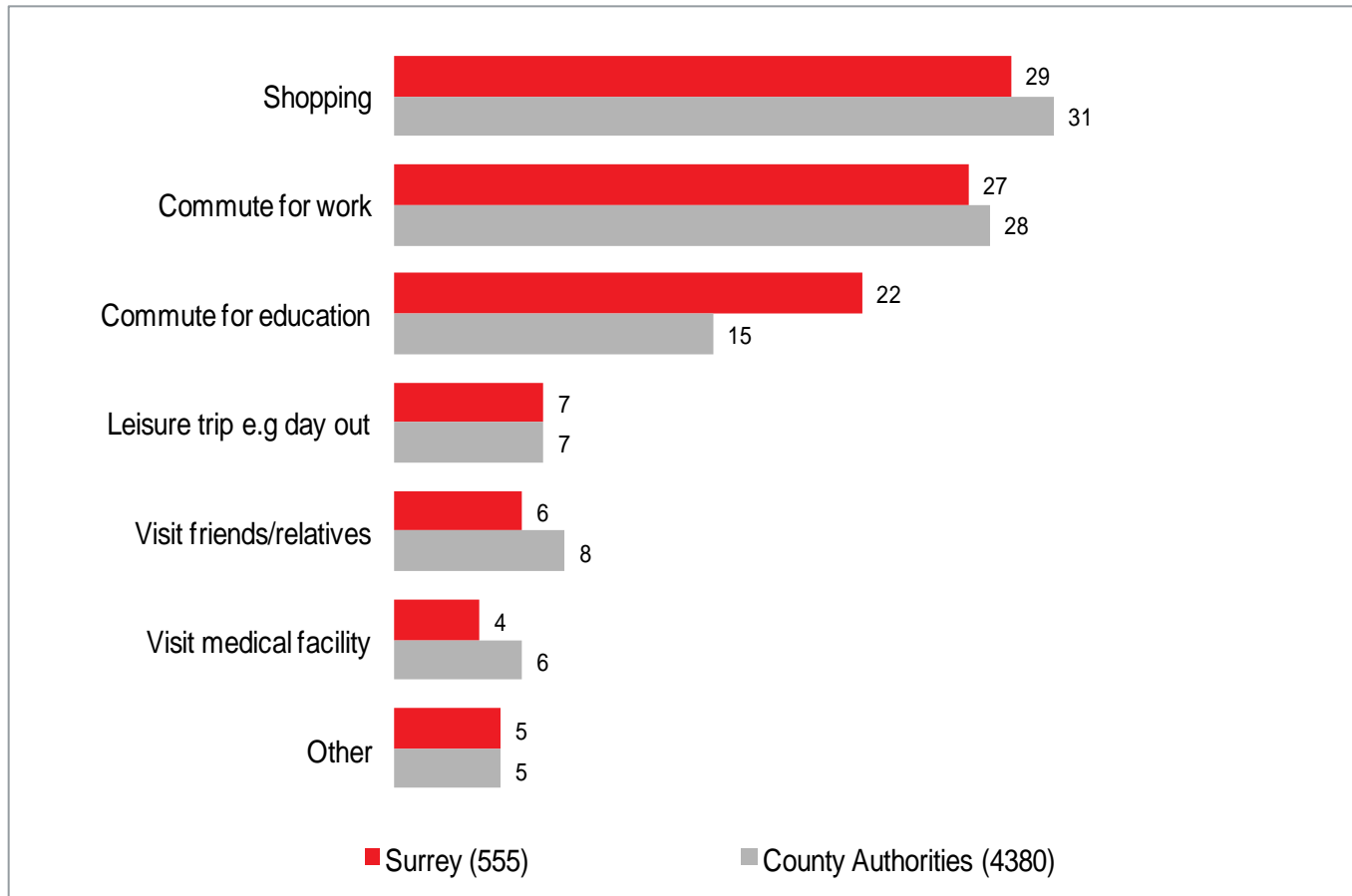


Q36. Which one of the following had the single most influence on the rating you gave for value for money?

# Section 1 – About the journey

# Journey Purpose

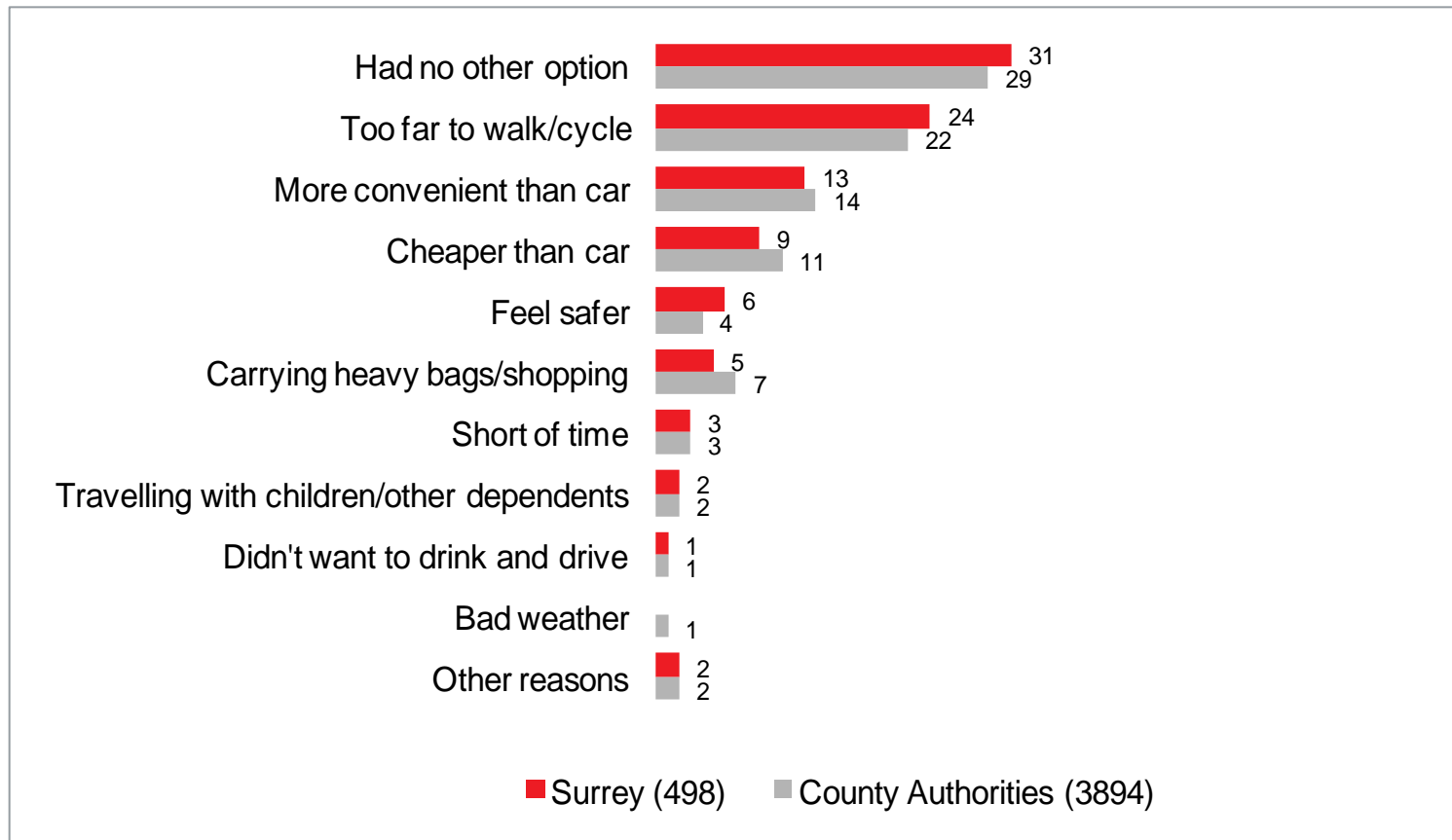
## Stated purpose of journey



Q8. What is the main purpose of your bus journey today?

# Main reason for choosing the bus

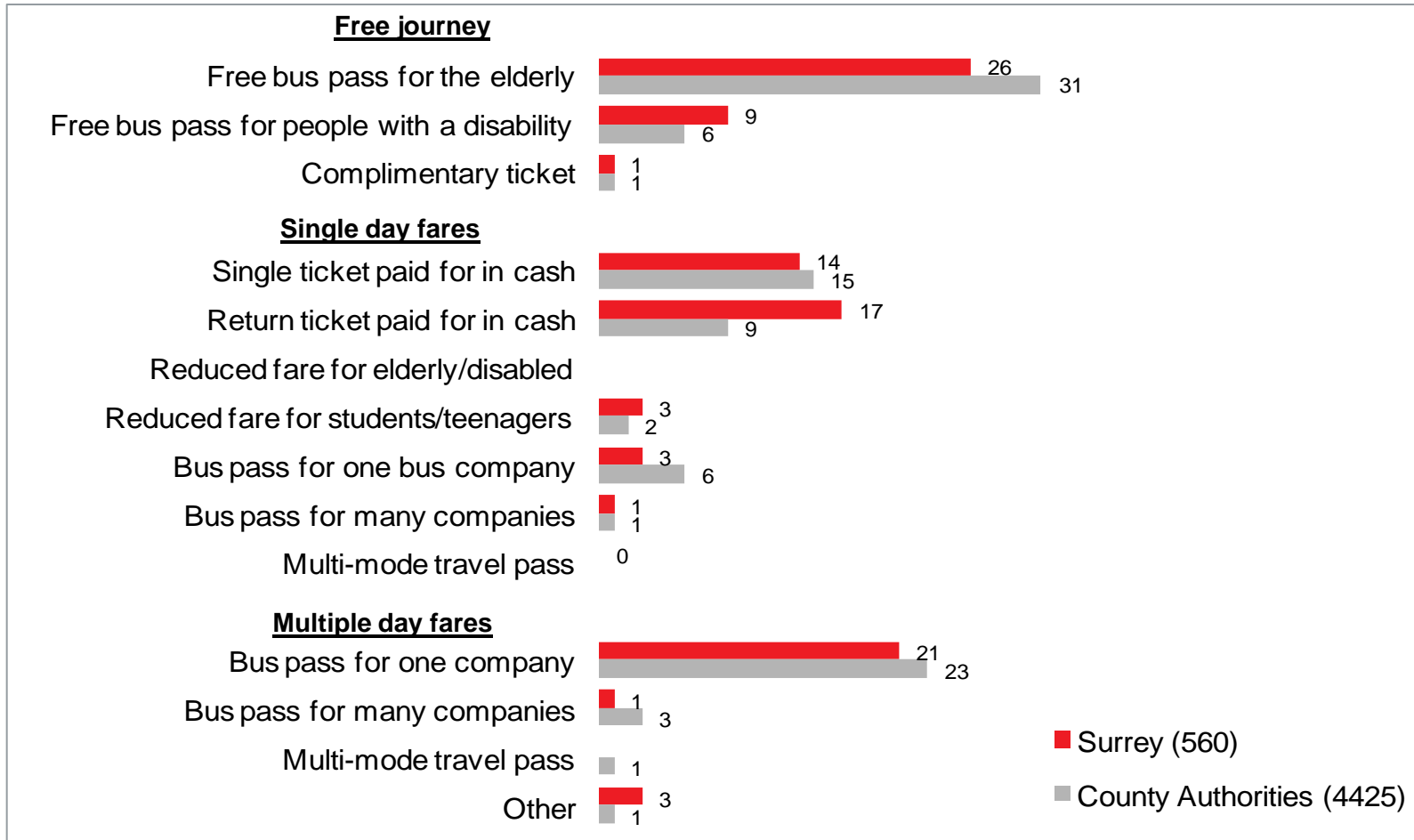
## Reason for choosing to travel by bus (%)



Q10. What was the main reason you chose to take the bus for this journey?

# Ticket used for journey

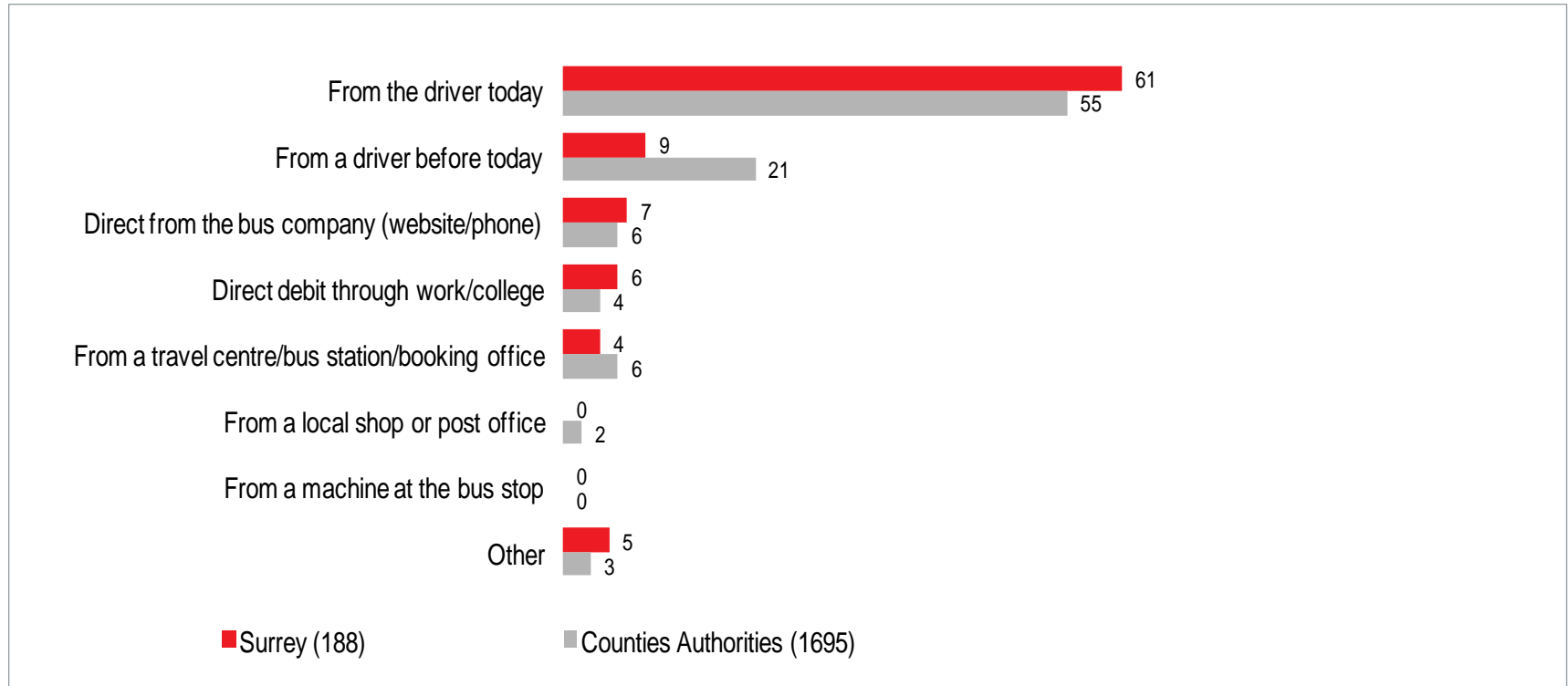
## Ticket used for the journey



Q3. What type of ticket did you use for this journey?

# Method of Buying Ticket

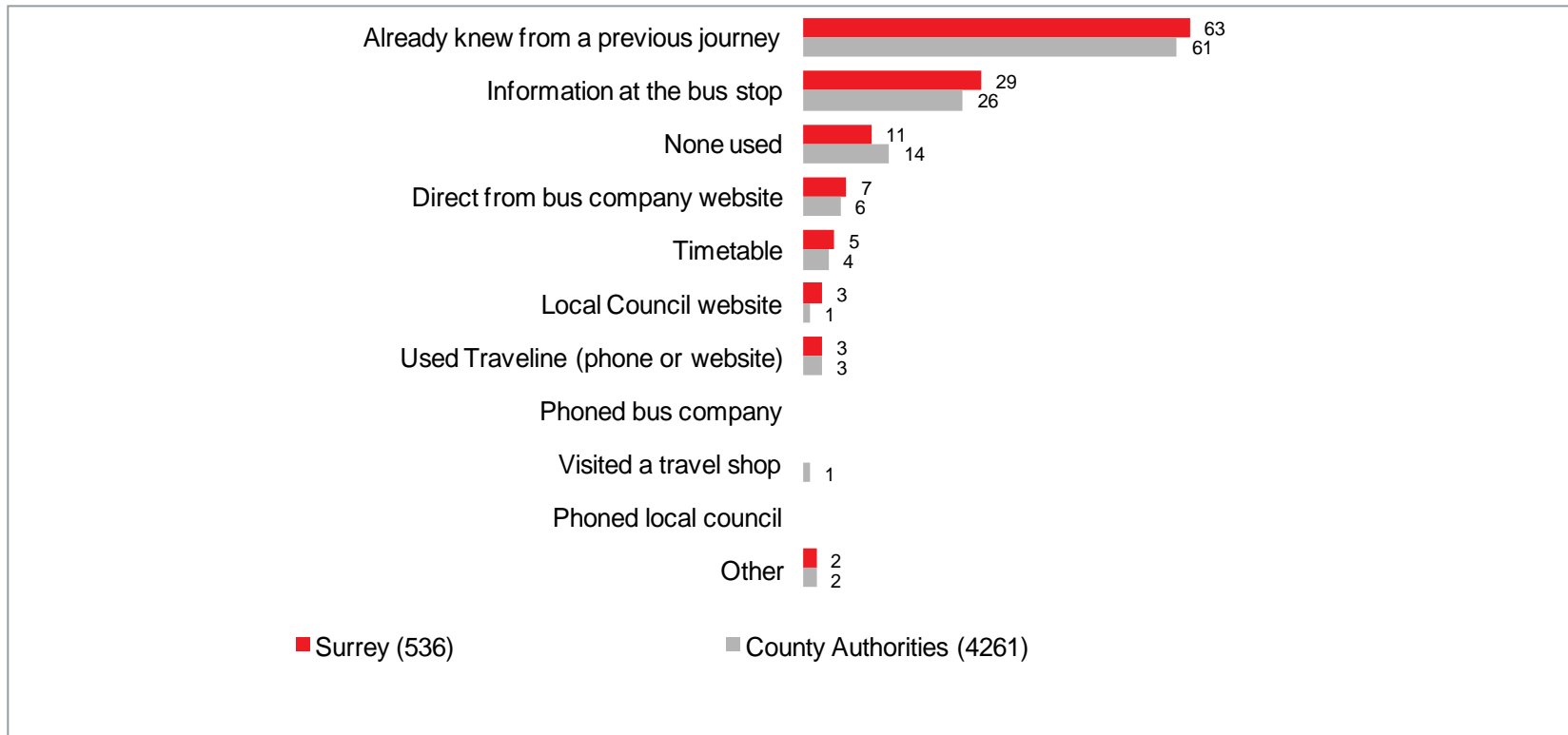
## Method of buying ticket (% using that method)



Q4. How did you buy your ticket? (Base: all fare-paying passengers)

# Planning the Journey

## Information sources used to plan journey (% using that source)

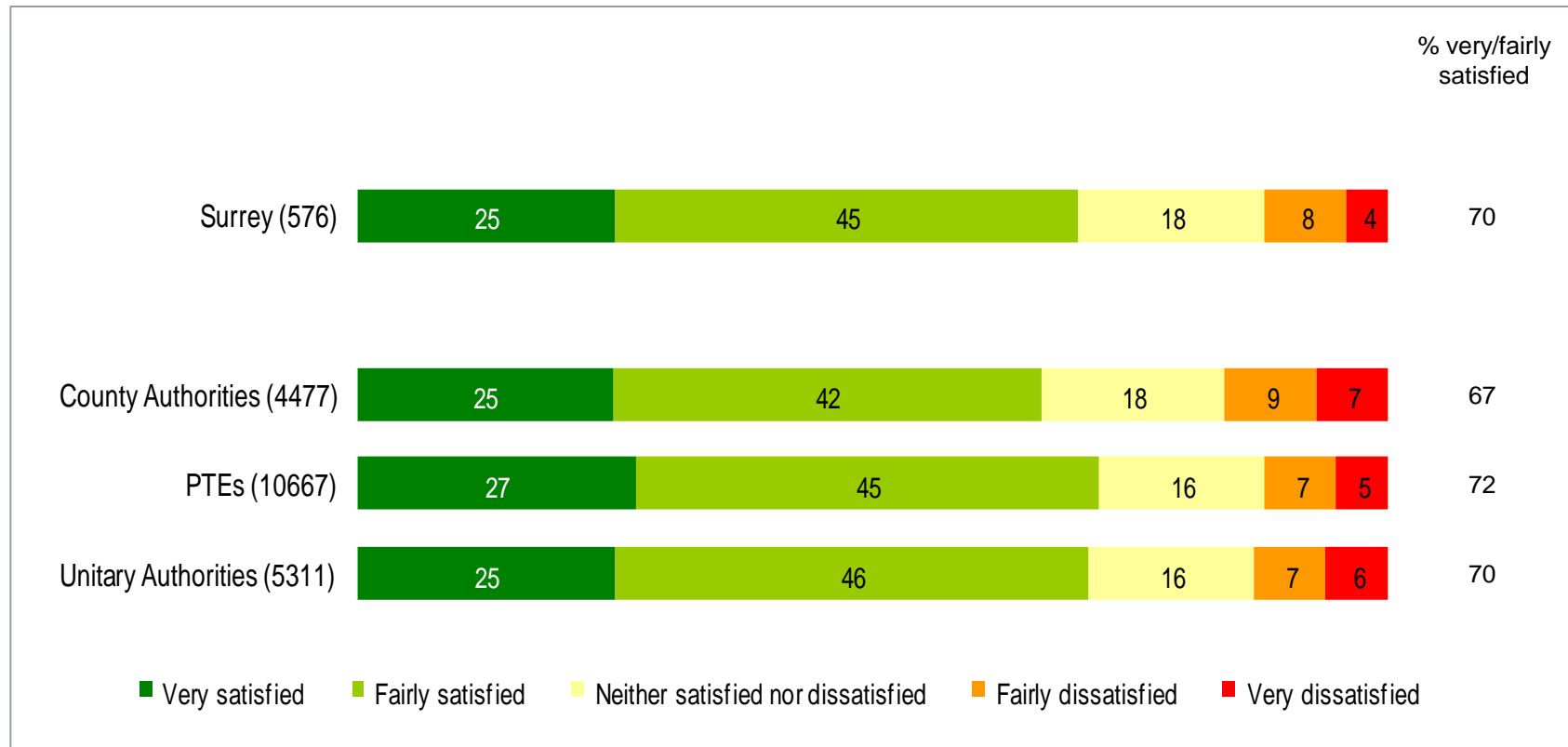


Q6. What information sources did you use to help plan your journey today?  
(please tick all that apply)

# Section 2 – The bus stop

# Overall rating of bus stop

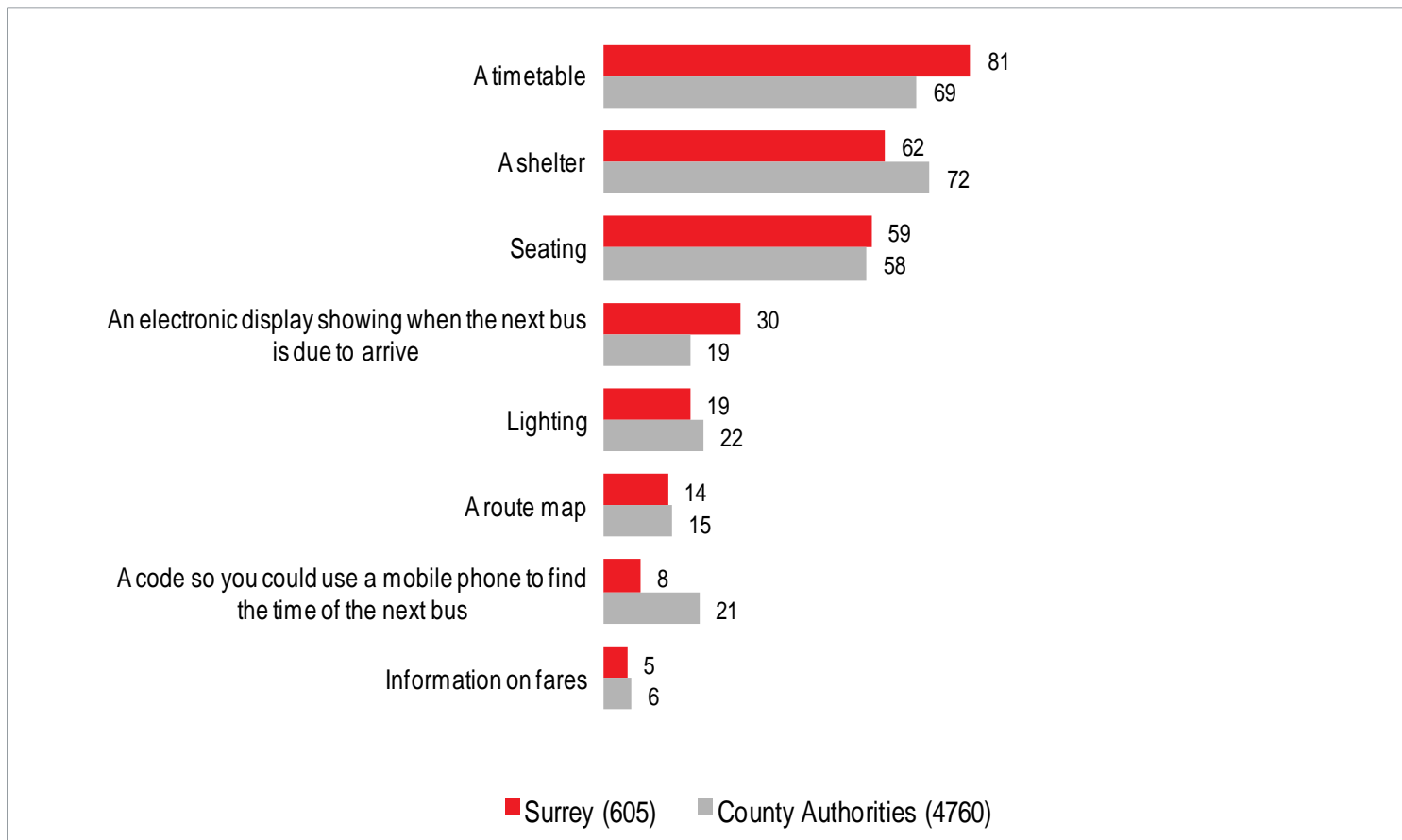
## Overall satisfaction with the bus stop



Q19. Overall, how satisfied were you with the bus stop?

# Bus Stop Facilities

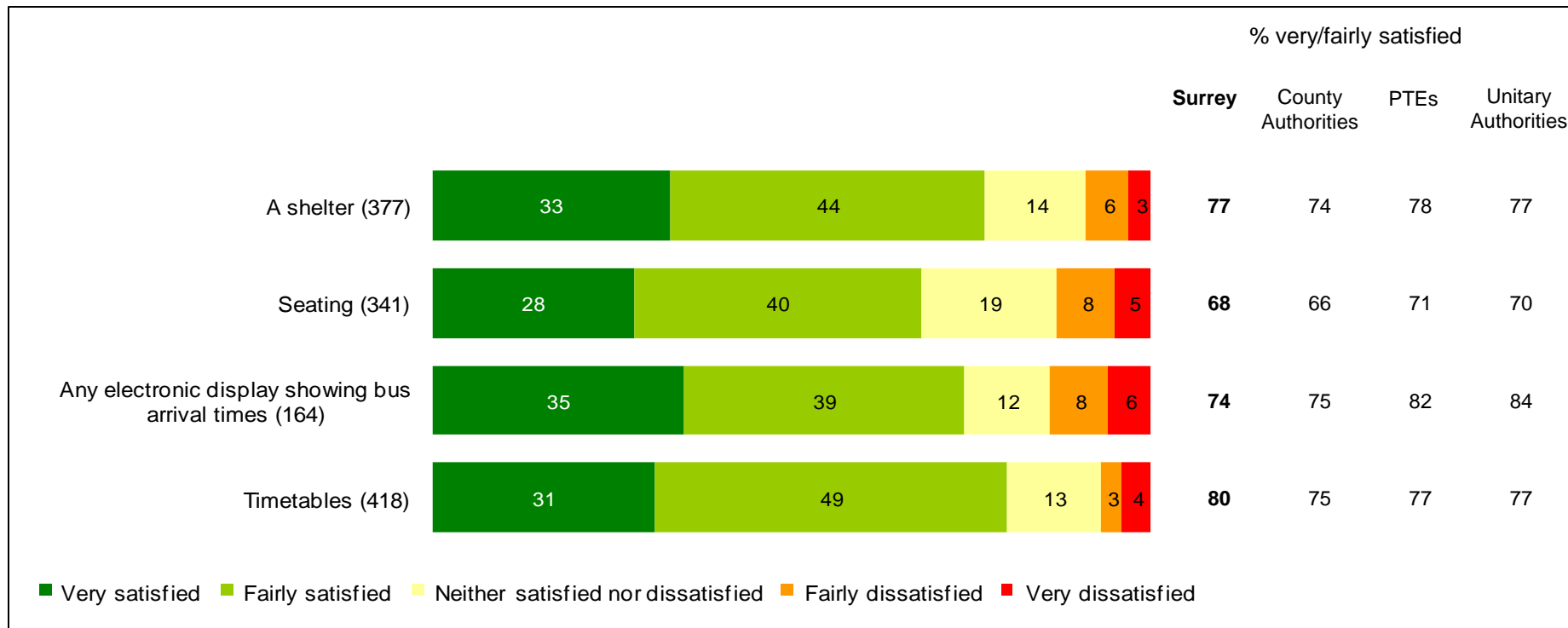
## Extent bus stop facilities are provided (%)



Q16. Which of the following were provided at the stop where you caught this bus?

# At the bus stop

## Satisfaction with the bus stop facilities provided

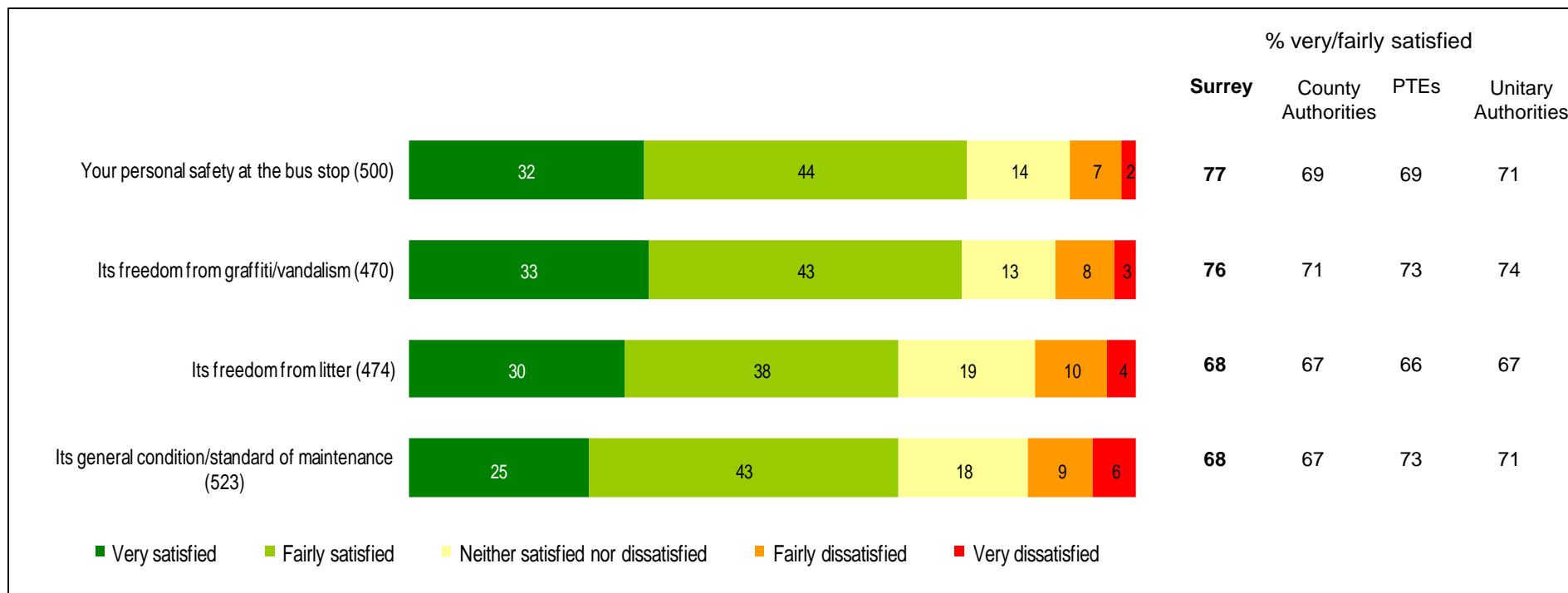


**Q17. And how satisfied were you with what was provided at the bus stop, for each of the following?**

*Base: where passengers stated the facility was available*

# At the bus stop

## Satisfaction with factors associated with the bus stop



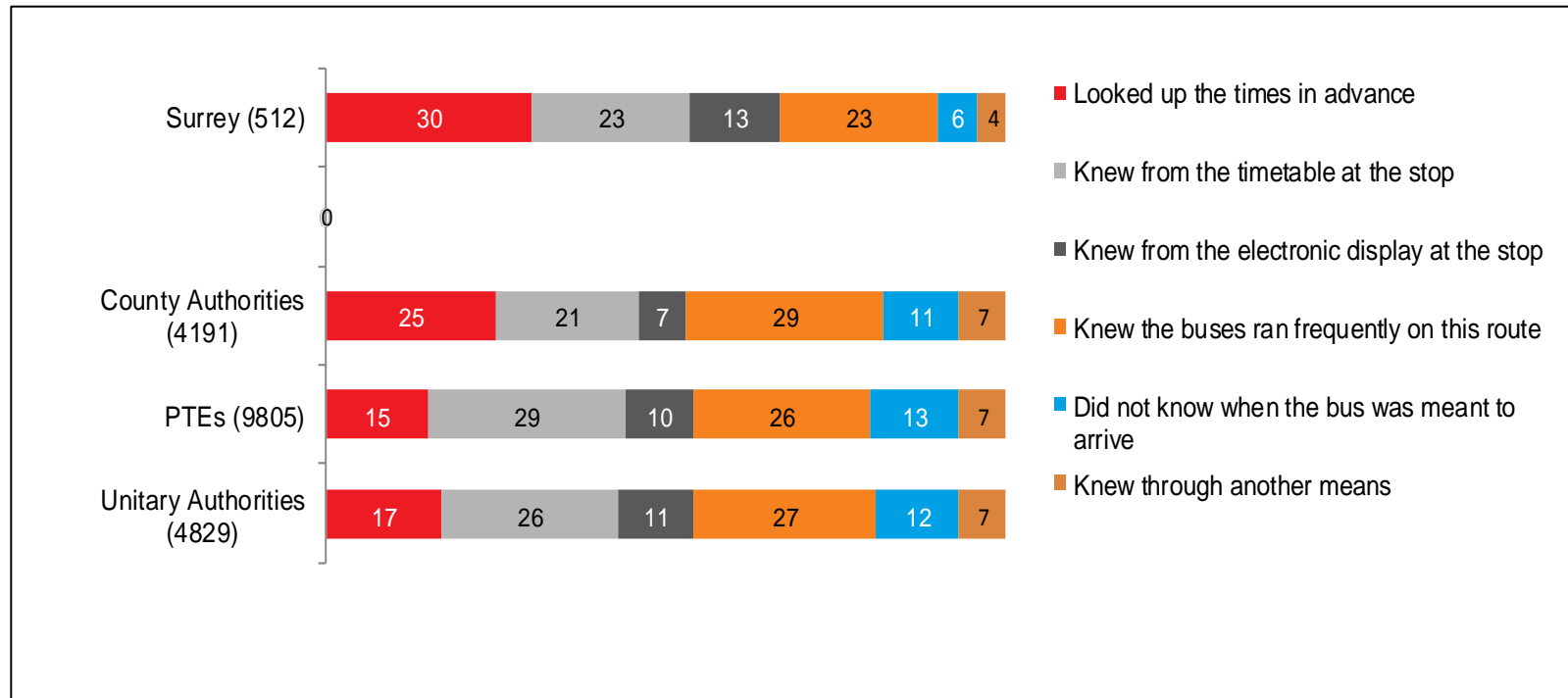
Q18. Thinking about the bus stop itself, how satisfied were you with the following?

---

# Section 3 – Waiting for the bus

# Waiting for the bus

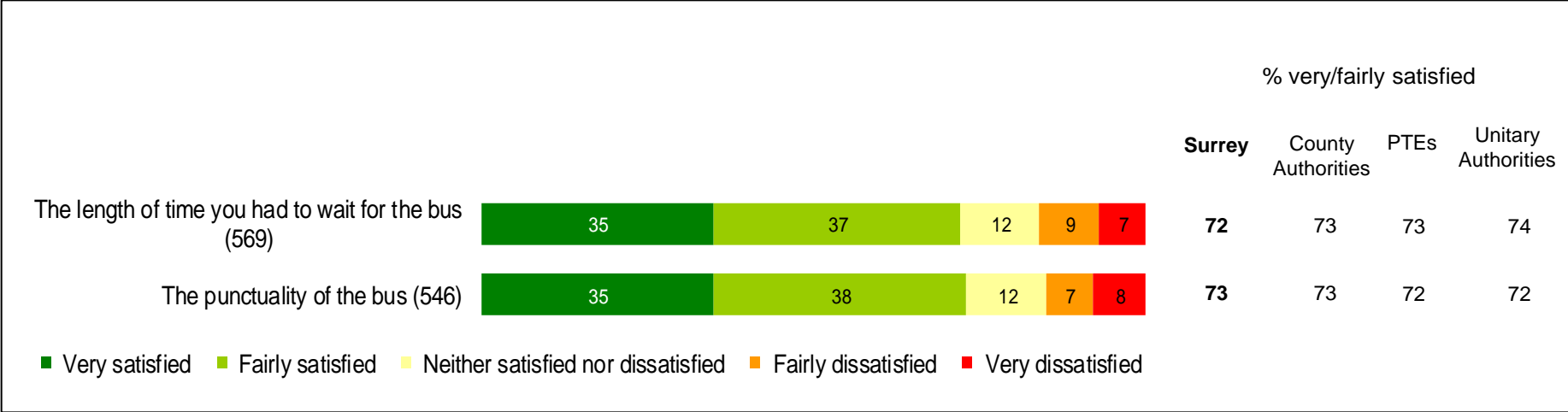
## How passengers estimated when the bus would arrive



Q21. How did you know when the bus was meant to arrive?

# Waiting for the bus

## Satisfaction with waiting for the bus



Q25. How satisfied were you with each of the following?

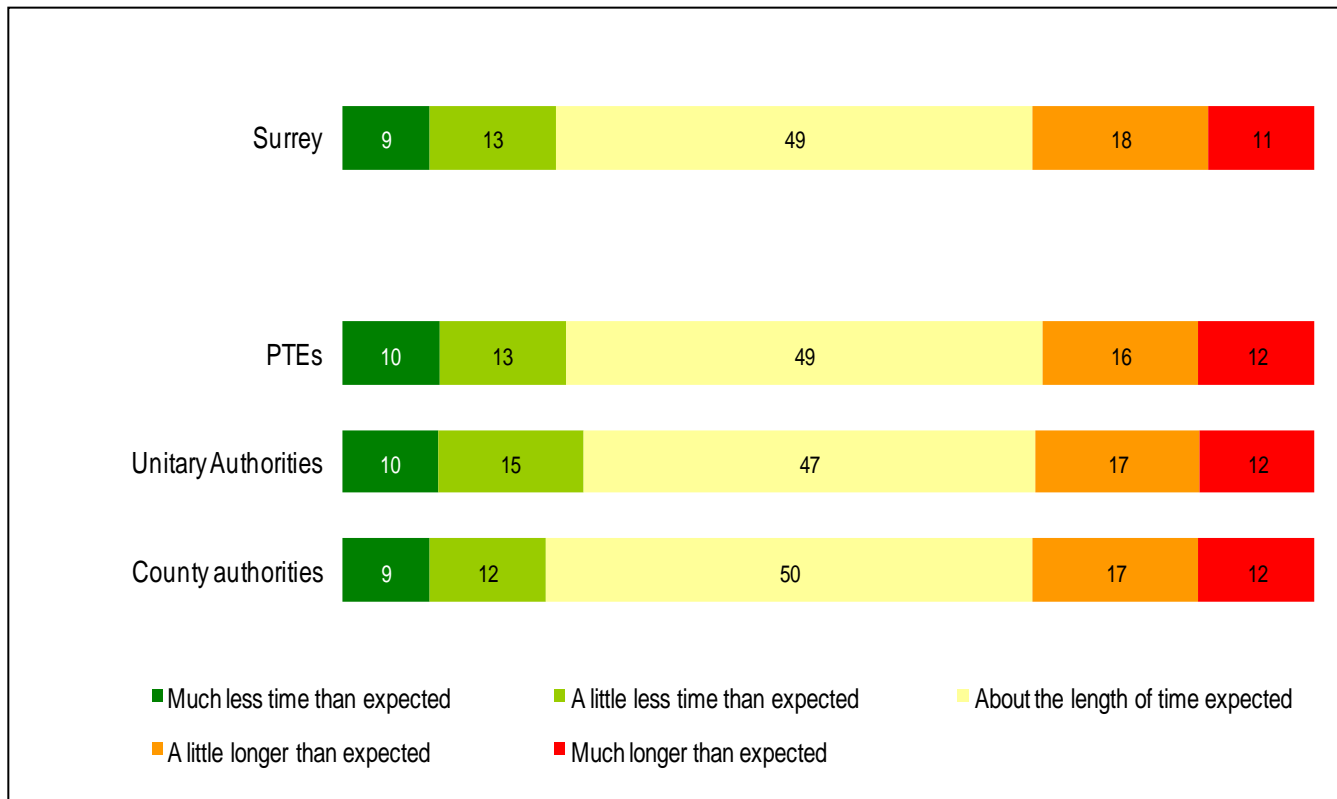
## Ability to board first bus

	Surrey	County Authorities	PTEs	Unitary Authorities
Yes	96	96	93	94
No	4	4	7	6

Q24. Were you able to board the first bus that arrived?

# Waiting for the bus

## How waiting time for the bus compared with expectation



Q23. Thinking about the time you waited for the bus today, was it....?

# Waiting for the bus

## Comparison between passengers' expected & actual waiting times

Of all passengers who expected to wait five minutes\* for the bus, their actual waiting times were:

	Surrey (%)	County authorities (%)
Less than 5 minutes	13	16
5 minutes	36	43
6 to 9 minutes	5	6
10 minutes	22	18
11 to 15 minutes	13	9
Over 15 minutes	11	8

Of all passengers who expected to wait ten minutes\* for the bus, their actual waiting times were:

	Surrey (%)	County authorities (%)
5 minutes or less	24	27
6 to 9 minutes	10	5
10 minutes	41	41
11 to 15 minutes	7	10
16 to 20 minutes	7	10
Over 20 minutes	11	7

*Q20. How long did you wait for the bus*

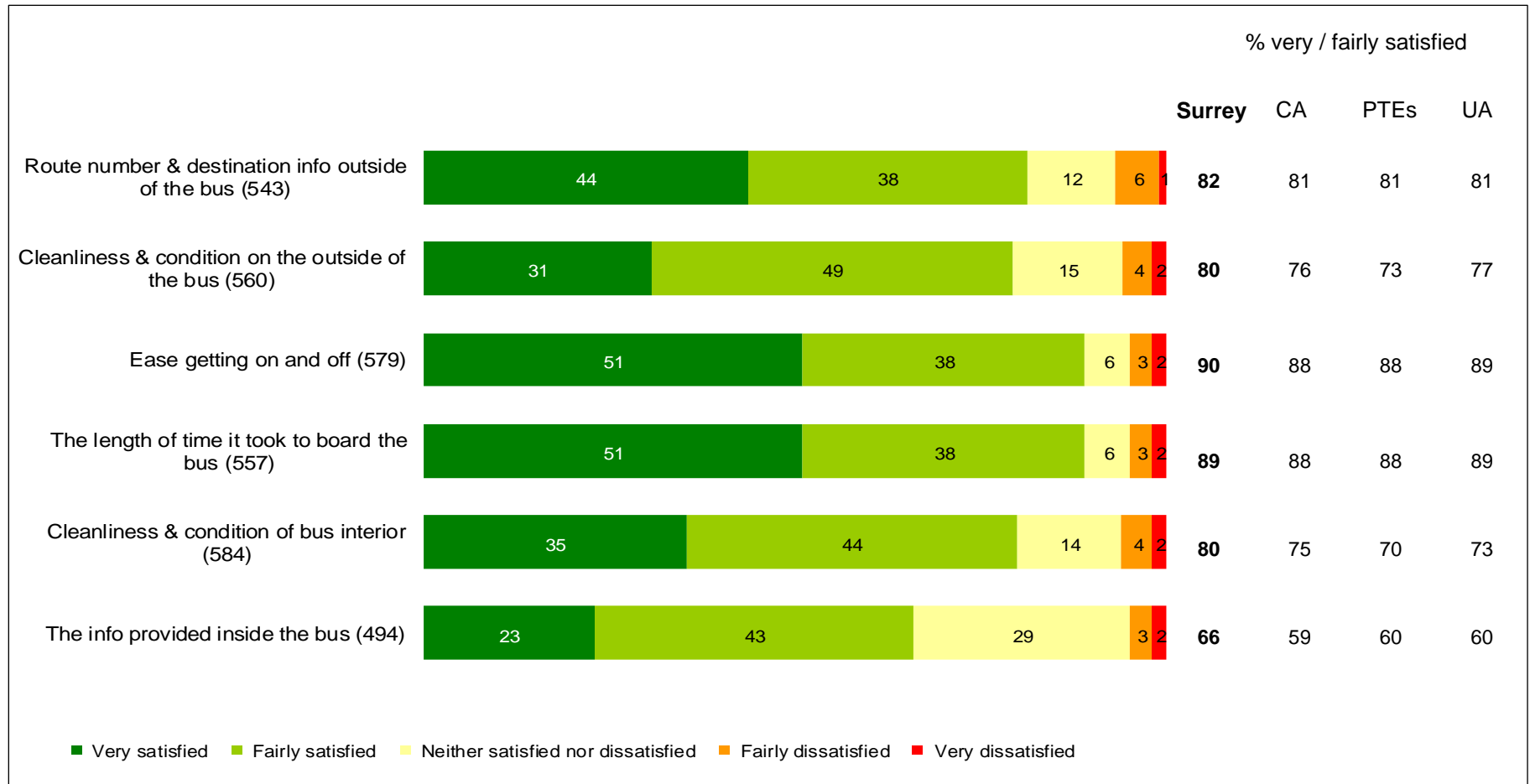
*Q22. How long did you expect to wait for the bus?*

*\* Five and ten minutes were the most commonly mentioned expected waiting times*

# Section 4 – On the bus

# On the bus

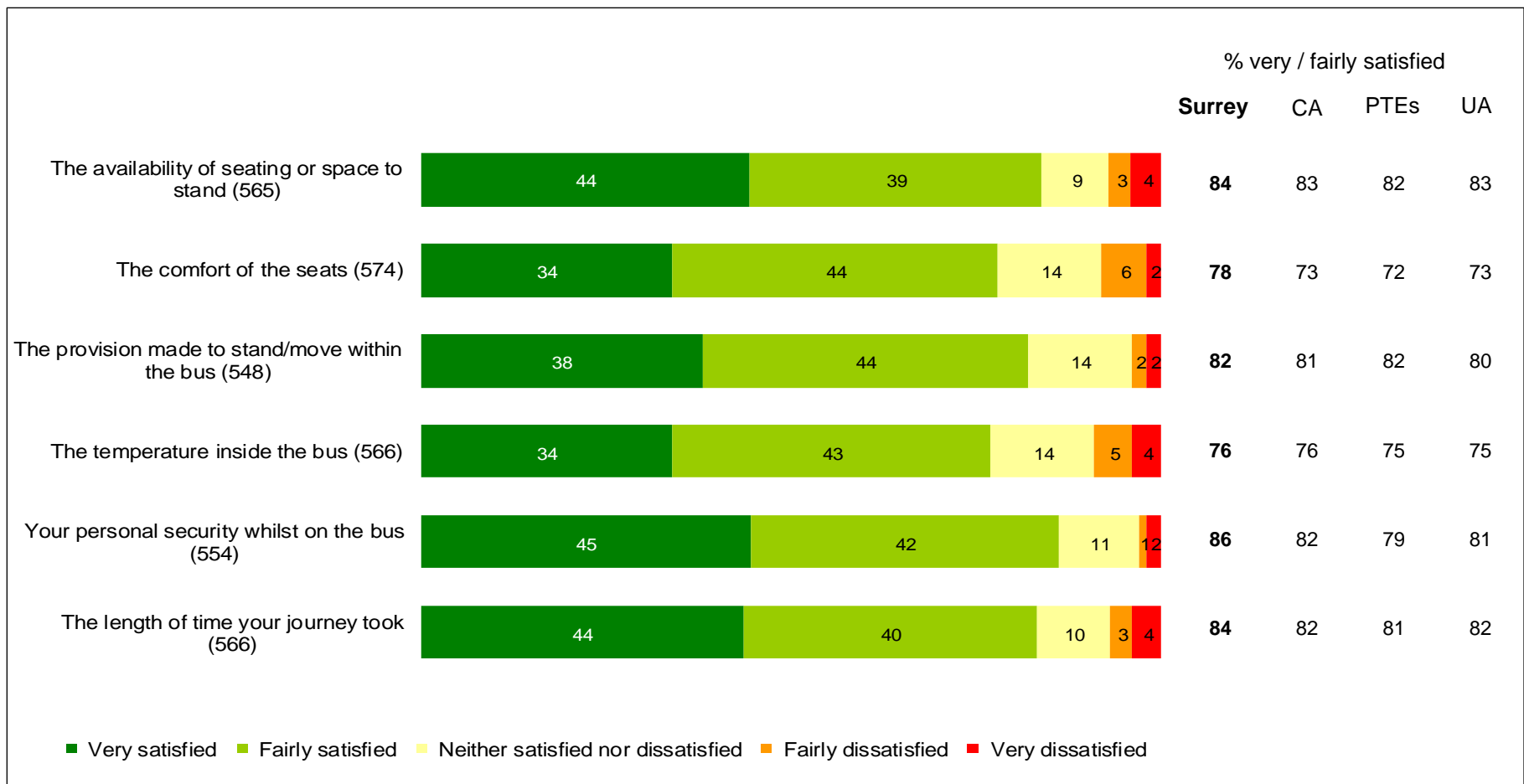
## Satisfaction with on-bus factors: part 1



Q26 Thinking about the bus journey itself, please indicate how satisfied you were with each of the following?

# On the bus

## Satisfaction with on-bus factors: part 2



Q26 Thinking about the bus journey itself, please indicate how satisfied you were with each of the following?

# Anti Social Behaviour during journey

## Incidence of concerning anti-social behaviour during the journey

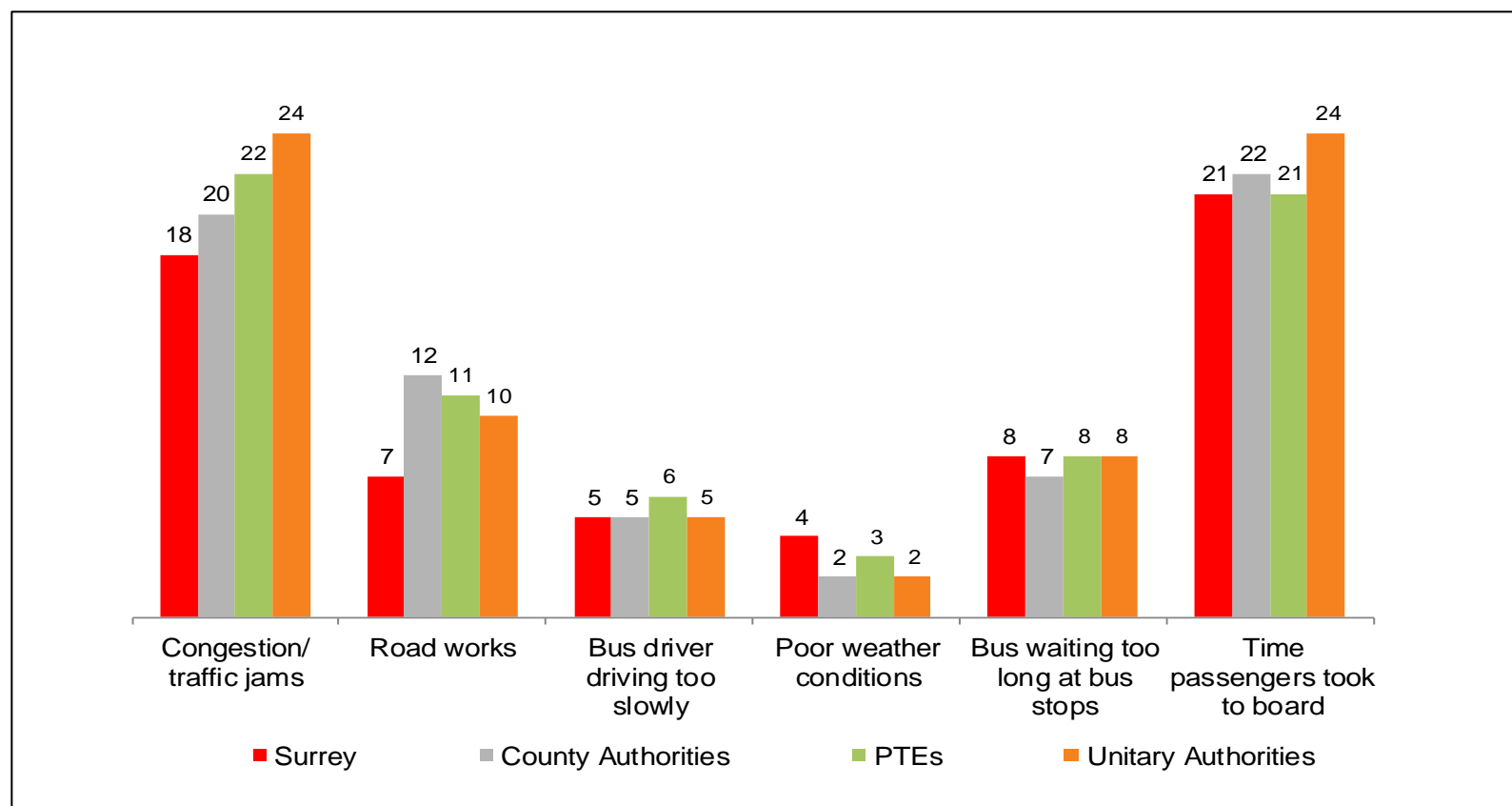
	Surrey (585)	County Authorities (4,618)	PTEs (10,868)	Unitary Authorities (5,396)
	%	%	%	%
Yes	12	9	12	9
No/not stated	88	91	88	91

*Q28. Did other passengers' behaviour give you cause to worry or make you feel uncomfortable during your journey?*

# Factors affecting the journey length

## Factors affecting journey length

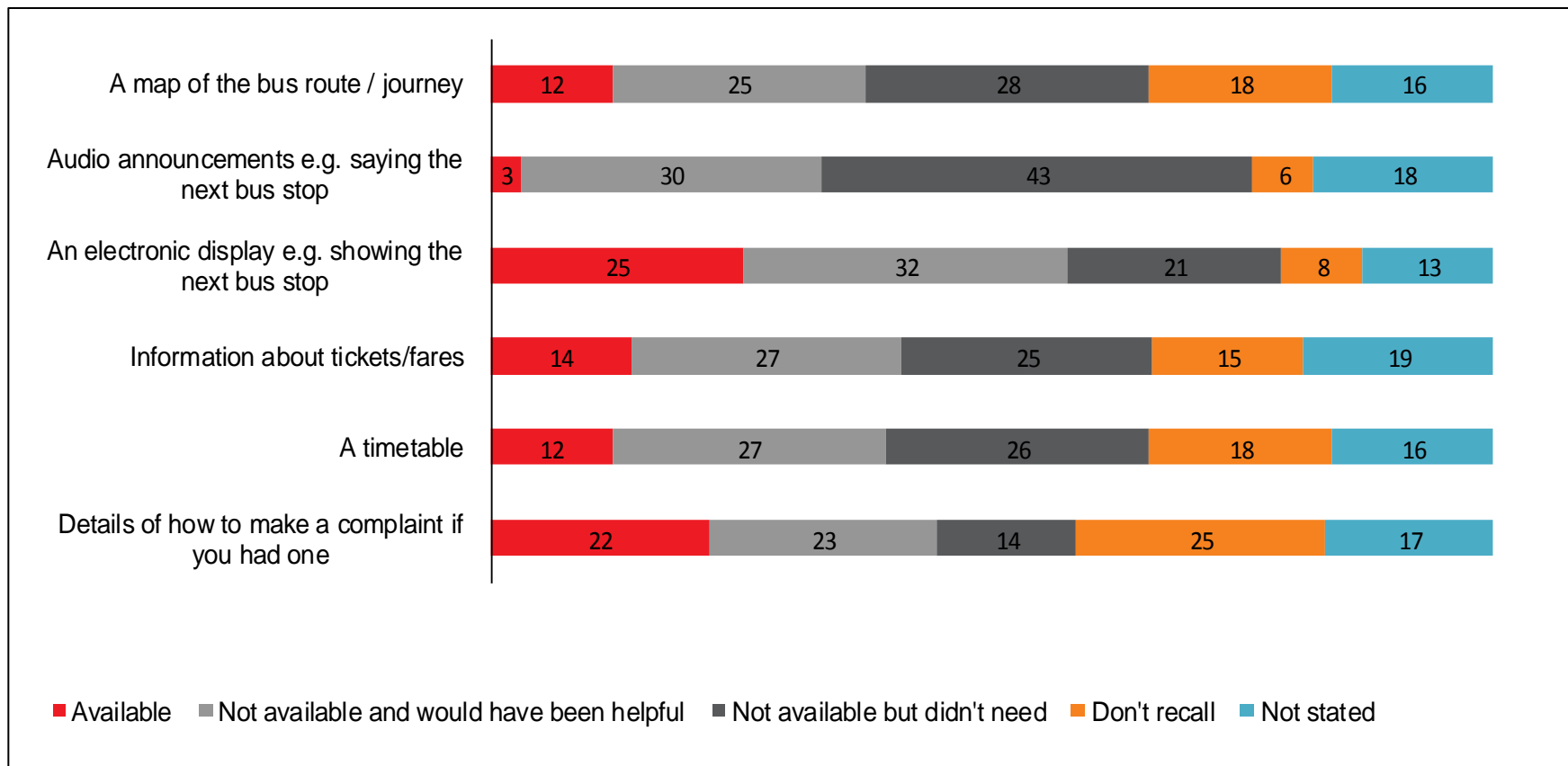
% saying yes – note more than one answer permissible



Q30. Was the length of your journey affected by any of the following?

# Availability of information inside the bus

## Availability and helpfulness of information

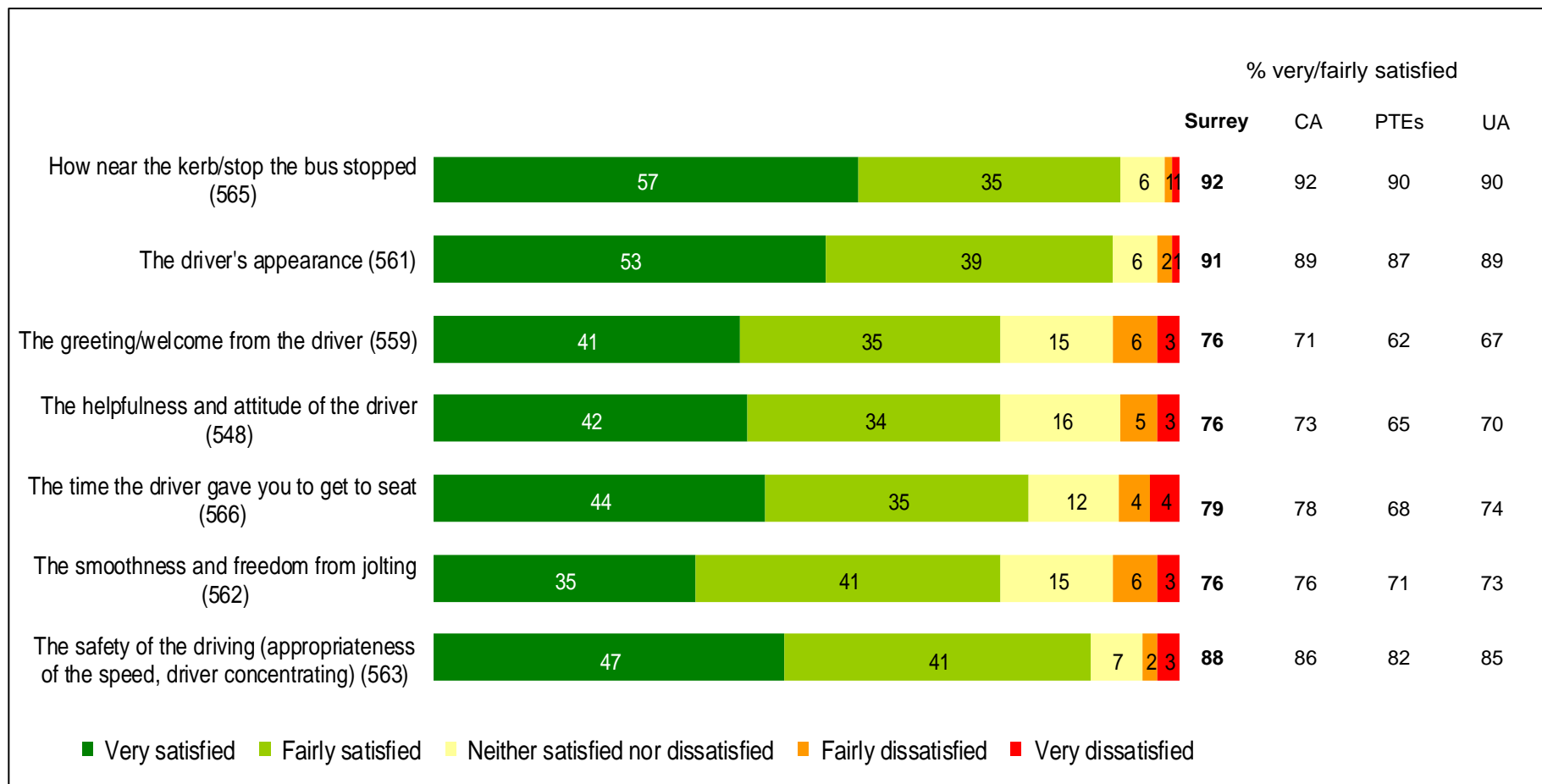


Q31. When you were on the bus, were the following items of information available...?

Base: 605

# The Bus Driver

## Satisfaction with 'bus driver' factors



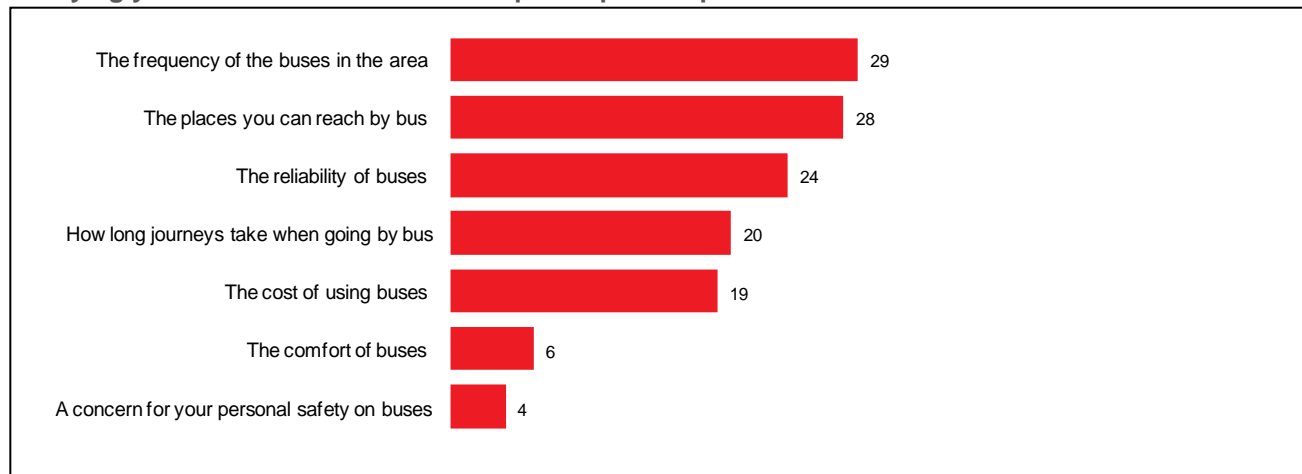
Q32. Thinking about the driver, please indicate how satisfied you were with each of the following?

# Section 5 – View of buses generally

# General bus usage

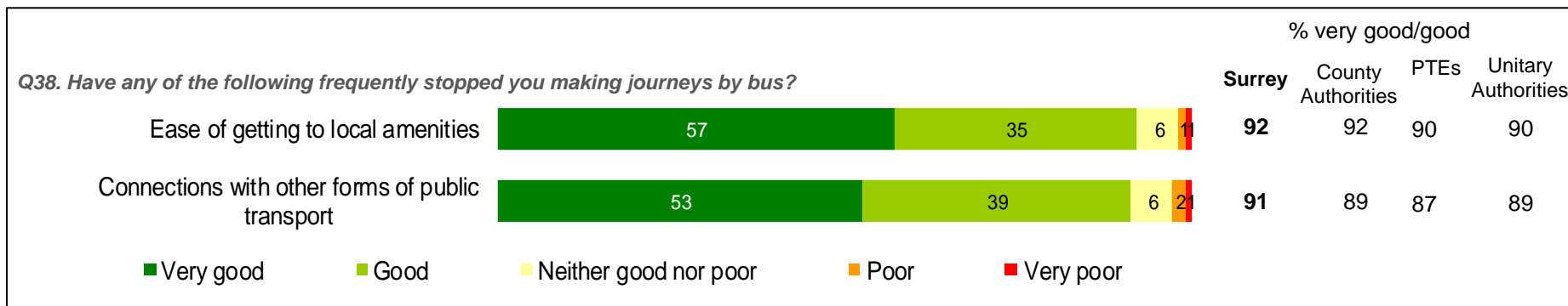
## Factors frequently stopping bus journeys being made

% saying yes to each factor – note multiple responses permissible



Q38. Have any of the following frequently stopped you making journeys by bus?

## Satisfaction with local bus services for the following



Q39. How do you rate your local bus services for the following?

# Appendices

# Appendix 1 – Questionnaire (1)

	1



D	D	M	M	Y	Y

## Bus Passenger Survey

Passenger Focus is undertaking a survey to research passengers' experiences of bus travel. Passenger Focus is the independent consumer organisation representing the interests of bus users. To help Passenger Focus represent the views of bus passengers and to improve bus services we would appreciate a little of your time to complete this questionnaire.

- Please fill in the questionnaire after you have completed your bus journey.
- Please tick only one box per question, unless the instruction for the question requests otherwise.
- When you have finished filling in the questionnaire, please return it to us in the envelope provided.

### Section 1: About your journey today

- Q1** Please enter the route number of the bus you boarded today: 

--	--	--	--
- Q2** Please fill in the time that you boarded the bus today:  
Use the 24 hr clock e.g. 5.25pm is 17:25 

--	--	--	--
- Q3** What type of ticket did you use for this journey?
- A free pass
- A free bus pass for the elderly ..... ☐
- A free bus pass for people with a disability ..... ☐
- A complimentary ticket/free ticket ..... ☐
- A ticket for today or single day pass
- A single ticket paid for in cash ..... ☐
- A return ticket paid for in cash ..... ☐
- Reduced fare for holders of elderly or disabled person's pass ..... ☐
- A reduced fare for students/teenagers ..... ☐
- A one day bus pass for that bus company only ..... ☐
- A one day bus pass covering more than one bus company ..... ☐
- A one day travel pass covering bus and other modes of transport ..... ☐
- Other types of tickets
- A bus pass valid for more than one day for that bus company only ..... ☐
- A bus pass valid for more than one day covering more than one bus company ..... ☐
- A travel pass valid for more than one day, covering bus and other modes of transport ..... ☐
- Other ..... ☐
- Q4** How did you buy that ticket or pass?
- |  |  |
|--|--|
| From the driver today ..... <input type="checkbox"/>                           | From a local shop or post office ..... <input type="checkbox"/>  |
| From a driver before today ..... <input type="checkbox"/>                      | From a machine at the bus stop ..... <input type="checkbox"/>    |
| Direct from the bus company (website/phone) ..... <input type="checkbox"/>     | Direct debit through work/college ..... <input type="checkbox"/> |
| From a travel centre/bus station/booking office ..... <input type="checkbox"/> | Other ..... <input type="checkbox"/>                             |
| You had a free pass ..... <input type="checkbox"/>                             |  |

1

### ANSWER ONLY IF YOU PAID FOR YOUR JOURNEY

- Q5** Was the fare loaded onto an electronic ticket?  
Yes ..... ☐ No ..... ☐
- Q6** What information sources did you use to help plan your journey today?  
(Please tick all that apply)
- |   |  |
|---|--|
| Information at the bus stop ..... <input type="checkbox"/>          | Local Council website ..... <input type="checkbox"/>             |
| Phoned bus company ..... <input type="checkbox"/>                   | Used Traveline (phone or website) ..... <input type="checkbox"/> |
| Direct from bus company website ..... <input type="checkbox"/>      | Other (Please write in below) ..... <input type="checkbox"/>     |
| Visited a travel shop ..... <input type="checkbox"/>                |  |
| Phoned local council ..... <input type="checkbox"/>                 |  |
| Already knew from a previous journey ..... <input type="checkbox"/> |  |
| Did not use any information sources ..... <input type="checkbox"/>  |  |
- Q7** How satisfied were you with those information sources (the ones you mentioned using in question 6)?
- |   |  |
|---|--|
| Very satisfied ..... <input type="checkbox"/>                     |  |
| Fairly satisfied ..... <input type="checkbox"/>                   |  |
| Neither satisfied nor dissatisfied ..... <input type="checkbox"/> |  |
| Fairly dissatisfied ..... <input type="checkbox"/>                |  |
| Very dissatisfied ..... <input type="checkbox"/>                  |  |
| Don't know/no opinion ..... <input type="checkbox"/>              |  |
- Q8** What is the main purpose of your bus journey today?
- |  |  |
|--|--|
| Travelling to/from work ..... <input type="checkbox"/>                                       |  |
| Travelling to/from education (e.g. college/school/university) ..... <input type="checkbox"/> |  |
| Shopping trip ..... <input type="checkbox"/>   |  |
| Visiting friends or relatives ..... <input type="checkbox"/>                                 |  |
| To visit a medical facility (e.g. GP, hospital, dentist) ..... <input type="checkbox"/>      |  |
| Leisure trip (e.g. day out, to/from entertainment etc) ..... <input type="checkbox"/>        |  |
| Other ..... <input type="checkbox"/>   |  |
- Q9** How many times have you made this journey in the last two weeks?  
(Please count each return journey as two journeys)
- |   |   |
|---|---|
| This is my first journey ..... <input type="checkbox"/> | 11 - 20 times ..... <input type="checkbox"/>      |
| 2 - 5 times ..... <input type="checkbox"/>              | More than 20 times ..... <input type="checkbox"/> |
| 6 - 10 times ..... <input type="checkbox"/>             |   |
- Q10** What was the main reason you chose to take the bus for this journey?
- |  |  |  |
|--|--|--|
| Cheaper than the car ..... <input type="checkbox"/>                                  | Trip required carrying heavy bags/shopping ..... <input type="checkbox"/>  |  |
| More convenient than the car (e.g. parking) ..... <input type="checkbox"/>           | Feel safer going by bus ..... <input type="checkbox"/>                     |  |
| You were short of time ..... <input type="checkbox"/>                                | Travelling with children / other dependants ..... <input type="checkbox"/> |  |
| The weather was bad ..... <input type="checkbox"/>                                   | Didn't want to drink and drive ..... <input type="checkbox"/>              |  |
| Too far to walk or cycle ..... <input type="checkbox"/>                              | Other reason (please write in below) ..... <input type="checkbox"/>        |  |
| <table border="1"><tr><td></td></tr></table>   |  |  |
|  |  |  |
| Didn't have the option of travelling by another means ..... <input type="checkbox"/> |  |  |

2

# Appendix 1 – Questionnaire (2)

**Q11 Was the bus the only mode of transport you used to make your journey today?**  
(Please do not count walking as a mode of transport)

Yes ..... ☐  
No ..... ☐

**Q12 What was the weather like when you made your journey, was it?**

Dry ..... ☐ Heavy rain ..... ☐  
Light rain ..... ☐ Snow ..... ☐

**Q13 If you could not have made this journey today by bus, how else would you have made the journey?**

On foot/walk ..... ☐ Bicycle ..... ☐  
By car as passenger ..... ☐ Train ..... ☐  
By car as driver ..... ☐ Metro/Tram/Light rail ..... ☐  
Taxi ..... ☐ Other ..... ☐  
Would have made the trip another time ..... ☐  
Would not have made this trip ..... ☐

**Q14 Please tell us whether your bus journey was.**

On a single-decker bus ..... ☐ Upstairs on a double-decker bus ..... ☐  
Downstairs on a double-decker bus ..... ☐ On a 'bendy' bus ..... ☐

**Q15 Were you travelling today with ...**  
(Please tick all that apply)

Children in a buggy or pushchair ..... ☐ Lots of bags or luggage ..... ☐  
Children who were walking ..... ☐ A wheelchair ..... ☐  
A carer ..... ☐

## Section 2: About the bus stop where you boarded this bus

**Q16 Which of the following were provided at the stop where you caught this bus?**  
(Please tick all that apply)

A shelter ..... ☐  
Seating ..... ☐  
An electronic display showing when the next bus is due to arrive ..... ☐  
A timetable ..... ☐  
Information on fares ..... ☐  
A route map ..... ☐  
Lighting ..... ☐  
A code so you could use a mobile phone to find the time of the next bus ..... ☐

**Q17 And how satisfied were you with what was provided at the bus stop, for each of the following?**

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/not relevant
The shelter .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Seating .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any electronic display showing bus arrival times .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Timetables .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information on fares .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Route maps .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lighting .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any codes given for getting time of next bus on mobile .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q18 Thinking about the bus stop itself, how satisfied were you with the following?**

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/not relevant
Its general condition/standard of maintenance .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Its freedom from graffiti/vandalism .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Its freedom from litter .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your personal safety at the bus stop .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q19 Overall, how satisfied were you with the bus stop?**

Very satisfied ..... ☐  
Fairly satisfied ..... ☐  
Neither satisfied nor dissatisfied ..... ☐  
Fairly dissatisfied ..... ☐  
Very dissatisfied ..... ☐  
Don't know/No opinion ..... ☐

## Section 3: Waiting for the bus

**Q20 How long did you wait for your bus?**  
(Please write in the time in minutes)

**Q21 How did you know when the bus was meant to arrive?**

Looked up the times in advance ..... ☐  
Knew from the timetable at the stop ..... ☐  
Knew from the electronic display at the stop ..... ☐  
Knew the buses ran frequently on this route ..... ☐  
Knew through another means ..... ☐  
Did not know when the bus was meant to arrive ..... ☐

**Q22 How long did you expect to wait for the bus?**  
(Please write in the time in minutes)

# Appendix 1 – Questionnaire (3)

Q23 Thinking about the time you waited for the bus today, was it ...

- Much longer than you expected..... ☐  
 A little longer than you expected..... ☐  
 About the length of time you expected..... ☐  
 A little less time than you expected..... ☐  
 Much less time than you expected..... ☐

Q24 Were you able to board the first bus you wanted to travel on?

- Yes ..... ☐  
 No..... ☐

Q25 How satisfied were you with each of the following?

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/no opinion
The length of time you had to wait for the bus .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The punctuality of the bus.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Section 4: On the bus

Q26 Thinking about the bus journey itself, please indicate how satisfied you were with each of the following?

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/no opinion
Route/destination information on the outside of the bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The cleanliness and condition of the outside of the bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The ease of getting onto and off of the bus.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The length of time it took to board the bus.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The cleanliness and condition of the inside of the bus..	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The information provided inside the bus .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The availability of seating or space to stand .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The comfort of the seats .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of grab rails to stand/move within the bus....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The temperature inside the bus .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your personal security whilst on the bus.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The length of time your journey took.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q27 Did you get a seat on the bus?

- 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..... ☐

Q28 Did other passengers' behaviour give you cause to worry or make you feel uncomfortable during your journey?

- Yes ..... ☐  
 No ..... ☐

+ If yes: which of the following were the reason(s) for this? (please tick all that apply)

- Passengers drinking/under influence of alcohol .. ☐ Music being played loudly..... ☐  
 Passengers taking/under the influence of drugs.. ☐ Smoking ..... ☐  
 Abusive or threatening behaviour ..... ☐ Graffiti or vandalism ..... ☐  
 Rowdy behaviour ..... ☐  
 Feet on seats ..... ☐ Other ..... ☐

Q29 How long was your journey on this bus?

(Please write in the time in minutes)

Q30 Was the length of time your journey took affected by any of the following?

(Please tick all that apply)

- Congestion/traffic jams ..... ☐ Poor weather conditions ..... ☐  
 Road works..... ☐ The bus waiting too long at stops ..... ☐  
 The bus driver driving too slowly..... ☐ Time it took passengers to board/pay for tickets ☐

Q31 When you were on the bus, were the following items of information available and if not, would they have been helpful?

	Available	Not available and it would have been helpful	Not available, but you didn't need it	Don't recall
A map of the bus route/journey times.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Audio announcements e.g. saying the next bus stop .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An electronic display e.g. showing the next bus stop .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information about tickets / fares .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A timetable.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Details of how to make a complaint, if you had one .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q32 Thinking about the driver, please indicate how satisfied you were with each of the following?

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/no opinion
How near to the kerb/stop the bus stopped .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The driver's appearance .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The greeting/welcome you got from the driver .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The helpfulness and attitude of the driver .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The time the driver gave you to get to seat .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Smoothness/freedom from jolting during the journey....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The safety of the driving .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(i.e. appropriateness of speed, driver concentrating)						

# Appendix 1 – Questionnaire (4)

## Section 5: Your overall opinion of the journey

**Q33** Overall taking everything into account from start to end of this bus journey, how satisfied were you with your bus journey today? +

- + Very satisfied..... ☐ +  
 Fairly satisfied ..... ☐  
 Neither satisfied nor dissatisfied ..... ☐  
 Fairly dissatisfied..... ☐  
 Very dissatisfied ..... ☐  
 Don't know/no opinion..... ☐

**Q34** If something could have been improved on your journey today, what would it have been?

**Q35** How satisfied were you with the value for money of your journey?

- Very satisfied..... ☐  
 Fairly satisfied ..... ☐  
 Neither satisfied nor dissatisfied ..... ☐  
 Fairly dissatisfied..... ☐  
 Very dissatisfied ..... ☐  
 Don't know/no opinion..... ☐

**Q36** What had the biggest influence on the 'value for money' rating you gave in the previous question?

- The cost for the distance travelled..... ☐ Comfort/journey quality for the fare paid .. ☐  
 The cost of the bus versus other modes of transport ..... ☐ A reason not mentioned above..... ☐  
 The fare in comparison to the cost of everyday items ☐

## Section 6: Your use of buses generally

**Q37** How often do you typically travel by bus? (Please tick the closest to your frequency of bus use)

- 5 or more days a week ..... ☐ Once a fortnight ..... ☐ +  
 3 or 4 days a week ..... ☐ Once a month ..... ☐  
 Once or twice week ..... ☐ Less frequently ..... ☐

**Q38** Have any of the following frequently stopped you making journeys by bus? (Please tick all that apply)

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

**Q39** How would you rate your local bus services for the following:

- |  | Very good                | Good                     | Neither good nor poor    | Poor                     | Very poor                |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Ease of getting to local amenities (e.g. shops, hospitals, leisure facilities) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Connections with other forms of public transport (e.g. trains).....            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

7

## Section 7: About you

+ In order to ensure that the responses of all groups of passengers are included please could you provide the following details about yourself. +

**Q40** Are you....? ☐ Male ..... ☐ Female..... ☐

**Q41** Which age group do you fall into?

- 16 - 18 ..... ☐ 55 - 59 ..... ☐  
 19 - 25 ..... ☐ 60 - 64 ..... ☐  
 26 - 34 ..... ☐ 65 - 69 ..... ☐  
 35 - 44 ..... ☐ 70 - 79 ..... ☐  
 45 - 54 ..... ☐ 80+ ..... ☐

**Q42** Are you...?

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

**Q43** Do you have a disability or long-term illness related to the following? (Tick all that apply)

- Yes - Mobility ..... ☐ Yes - Speech impairment..... ☐  
 Yes - Wheelchair use ..... ☐ Yes - Learning difficulties..... ☐  
 Yes - Hearing ..... ☐ Yes - Other..... ☐  
 Yes - Eyesight ..... ☐ No: None..... ☐

**Q44** Which of the following best describes your ethnic background?

- White ..... ☐ Chinese..... ☐  
 Mixed..... ☐ Asian or Asian British ..... ☐  
 Black or Black British ..... ☐ Other ethnic group ..... ☐

**Q45** In terms of having a car to drive, which of the following applies?

- You have a car available and don't mind driving..... ☐ You don't have a car available ..... ☐  
 You have a car available but prefer not to drive..... ☐

**Q46** In terms of being able to ask someone else to drive you for local journeys, which of the following applies?

- 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 ..... ☐

To help us get a better picture of bus services at a local area level, we would be grateful if you could fill in the first half and the initial digit of the second half of your home post code.

First half e.g. B12 or CV11 And initial digit of second half e.g. 3

Thank you for completing this questionnaire

Please return it in the reply paid envelope provided, or send to:

GfK NOP Ltd, FREEPOST KE4466, Caxton House, 91 Victoria Road, CHELMSFORD, CM1 1ZZ

This survey is being undertaken for Passenger Focus by GfK NOP Ltd, an independent market research agency who adhere to the Market Research Society's Code of Conduct. You were handed the questionnaire by an interviewer working on behalf of GfK NOP Ltd. If you have any concerns about the bona fides of the survey itself, you can contact the Market Research Society on 0500 396999 or www.mrs.org.uk who will verify GfK NOP Ltd's status as a legitimate market research organization.

8

PF v1.02 ns 15/9/11

# Appendix 2 – Bus routes sampled for Surrey

Shown below are the list of shifts undertaken

Route	Operator Name	Weekday	Weekend
1	Stagecoach In Hants	3	1
3	Stagecoach In Hants	1	
4	Stagecoach In Hants	3	
5	Stagecoach In Hants	2	1
20	Stagecoach In Hants	3	
26	Arriva Surrey & West Sussex	1	1
32	Arriva Surrey & West Sussex	1	
34	Arriva Surrey & West Sussex	1	1
37	Arriva Surrey & West Sussex	1	
53	Arriva Surrey & West Sussex	1	
70	Stagecoach South	1	
71	Stagecoach South	1	
73	Countryliner	1	
91	Arriva Surrey & West Sussex	2	
100	Fastway	1	

Route	Operator Name	Weekday	Weekend
408	Quality Line	1	
410	Southdown PSV	1	
430	Metrobus	1	
435	Metrobus	1	
436	Arriva Surrey & West Sussex	1	
436	Arriva Surrey & West Sussex	1	
437	Arriva Surrey & West Sussex	1	
441	Abellio Surrey	1	
446	Abellio Surrey	1	
515	Abellio Surrey	1	
555	Abellio Surrey	2	
1 Goldline	Stagecoach South	3	
20 The Kite	Stagecoach South	2	
4 Connect	Stagecoach South	1	