

## Bus Passenger Survey – spring 2012

results for:

### **Centro authority area, and National Express (NX) routes within Centro**

July 2012

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# Outline of methodology

The survey has been carried out using our established Bus Passenger Survey methodology. This survey programme has measured bus passengers' experiences on bus routes across all of the Centro authority area. Fieldwork was conducted 6<sup>th</sup> May to 2<sup>nd</sup> June 2012 inclusive.

**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. Passengers were asked to rate the journey they had just experienced. The sampling process used is summarised below: (further detail is in the 'methodology document')

A database of Centro bus services was sourced from ITO World, who collect and make available the bus journey data shown by Traveline. Every timetabled journey for every bus route was listed (except school bus services) and given a value, initially unity, but then adjusted to account for passenger turnover on longer routes based on timetabled journey time.

The list of routes now stacked and sorted by day of week, time, and route. A sample of timetable bus service was selected using systematic sampling (picking every n<sup>th</sup> event), the route, day, and service setting the start time for a 3 hour shift. Field workers made as many return trips feasible on that bus route inviting all passengers who boarded that service the chance to participate in the survey; those wishing to participate were given a questionnaire to complete after their journey, together with a reply paid envelope.

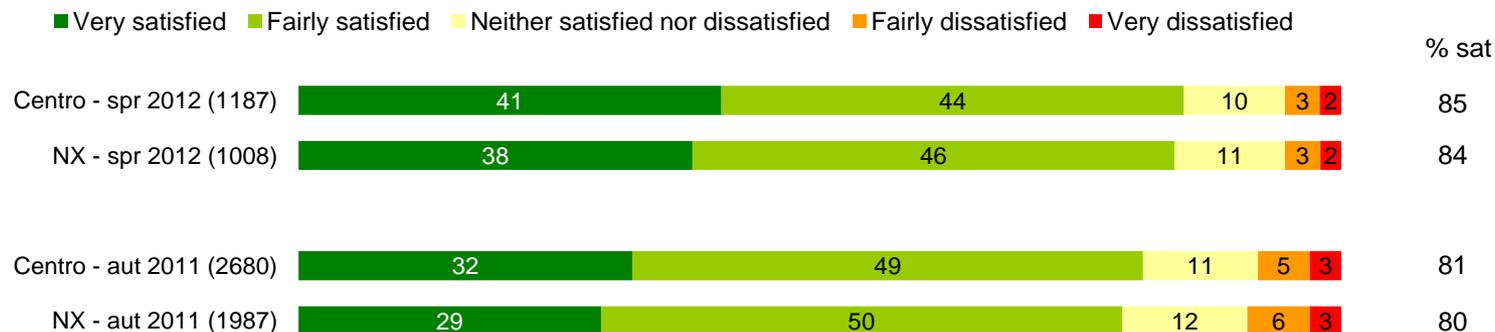
Weighting was applied to offset the effect of differential response rates by age and gender.

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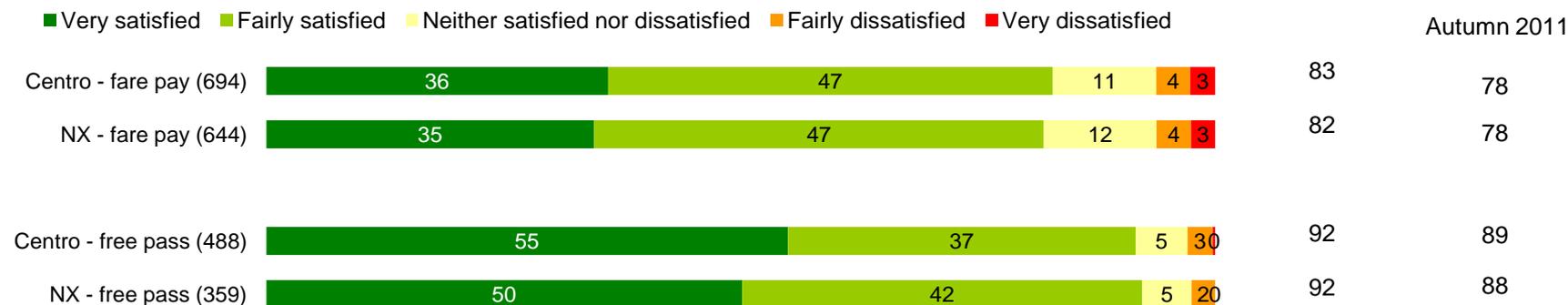
**In the report: All results are based on weighted values. The numbers in brackets shown after question/category texts are the actual numbers of responses generating the answer value shown.**

	<b>Centro (1206)</b>	<b>NX (1025)</b>
	%	%
<b>Gender</b>		
Male	46	45
Female	50	51
Not stated	4	3
<b>Age</b>		
16-34	39	40
35-59	40	42
60+	20	17
Not stated	1	1
<b>Having a disability</b>		
Yes	21	21

### Overall satisfaction with bus journey and comparison with autumn 2011



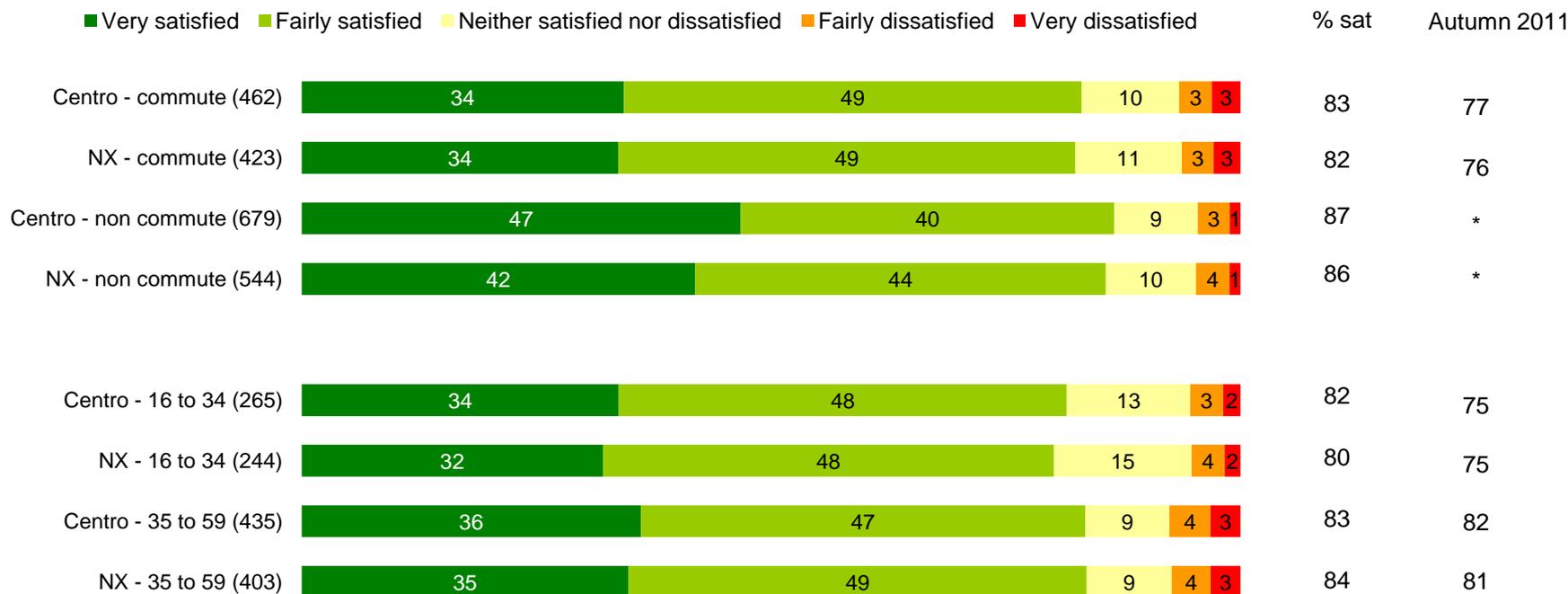
### Overall satisfaction (spring 2012) by key passenger groups – part 1



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

Base: All who gave a rating for this question

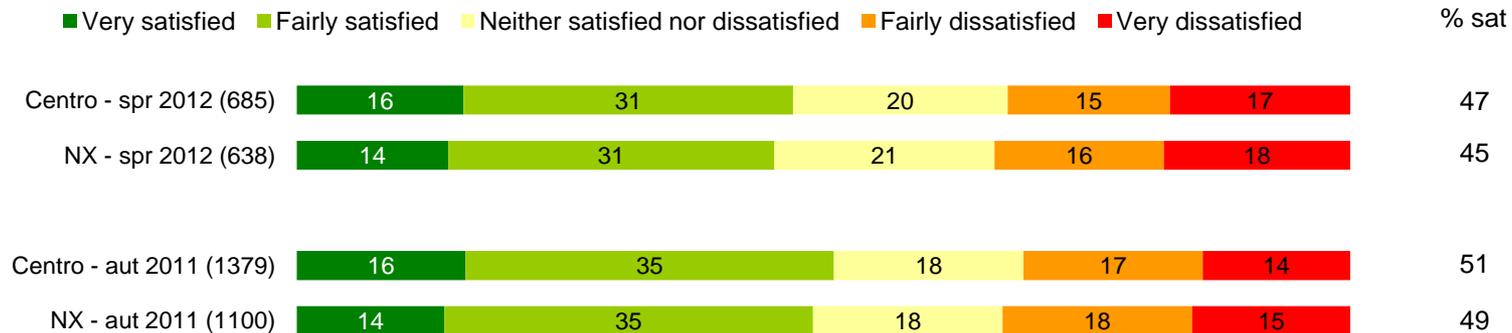
### Overall satisfaction (spring 2012) by key passenger groups – part 2



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

Base: All who gave a rating for this question

### Value for money of bus journey, and value for money *(fare-paying passengers only)*

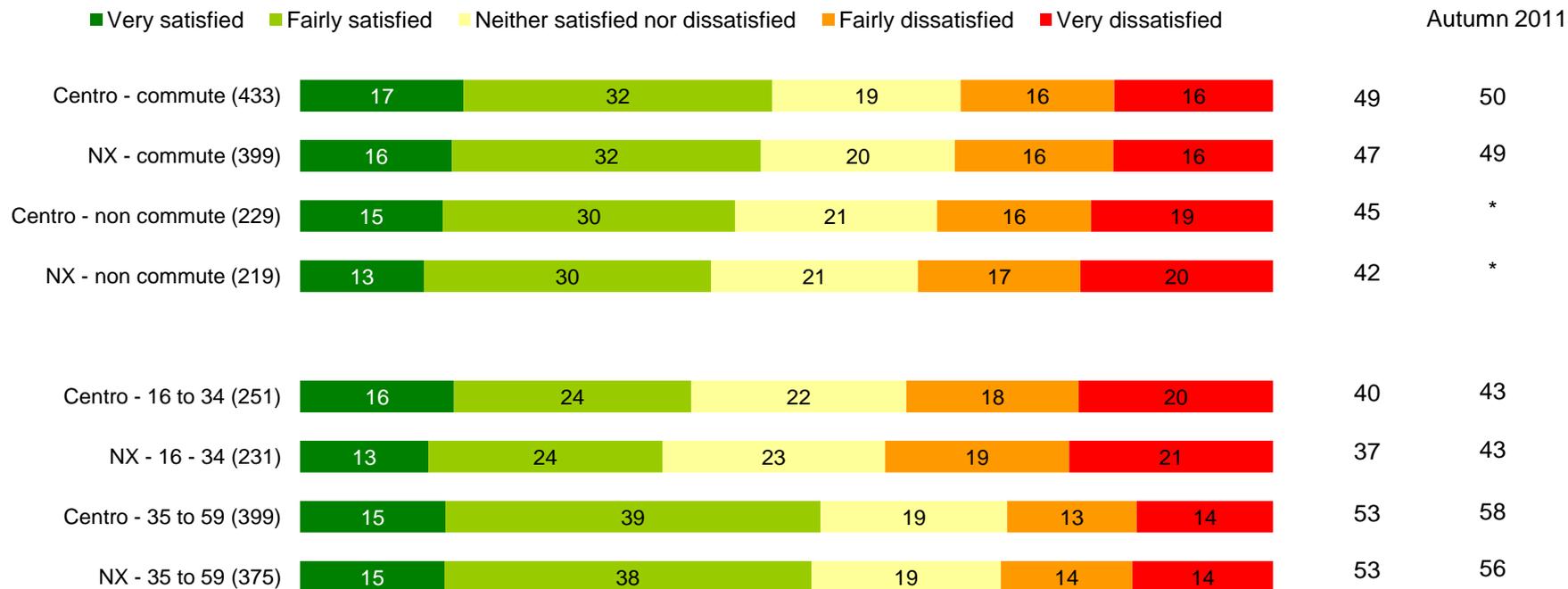


Q35. How satisfied were you with the value for money of your journey?

Base: All fare paying passengers who gave a rating for this question

*\*This area not surveyed in 2011*

### Value for money of bus journey, and value for money *(fare-paying passengers only)*

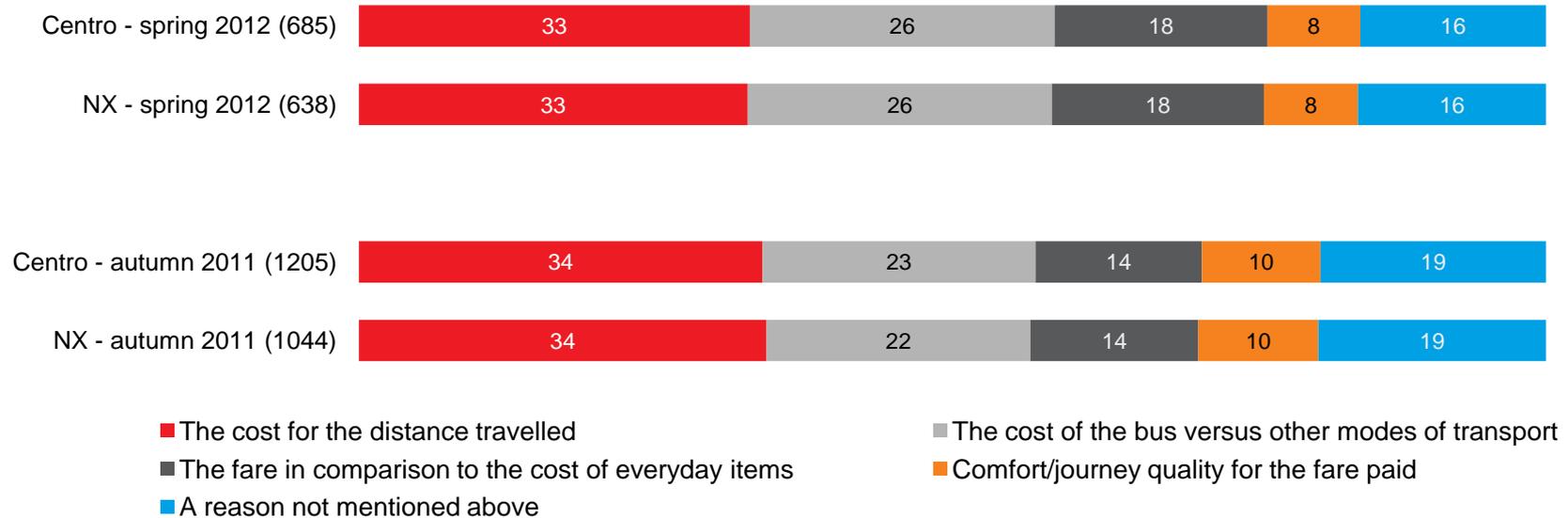


Q35. How satisfied were you with the value for money of your journey?

Base: All fare paying passengers who gave a rating for this question

\*This area not surveyed in 2011

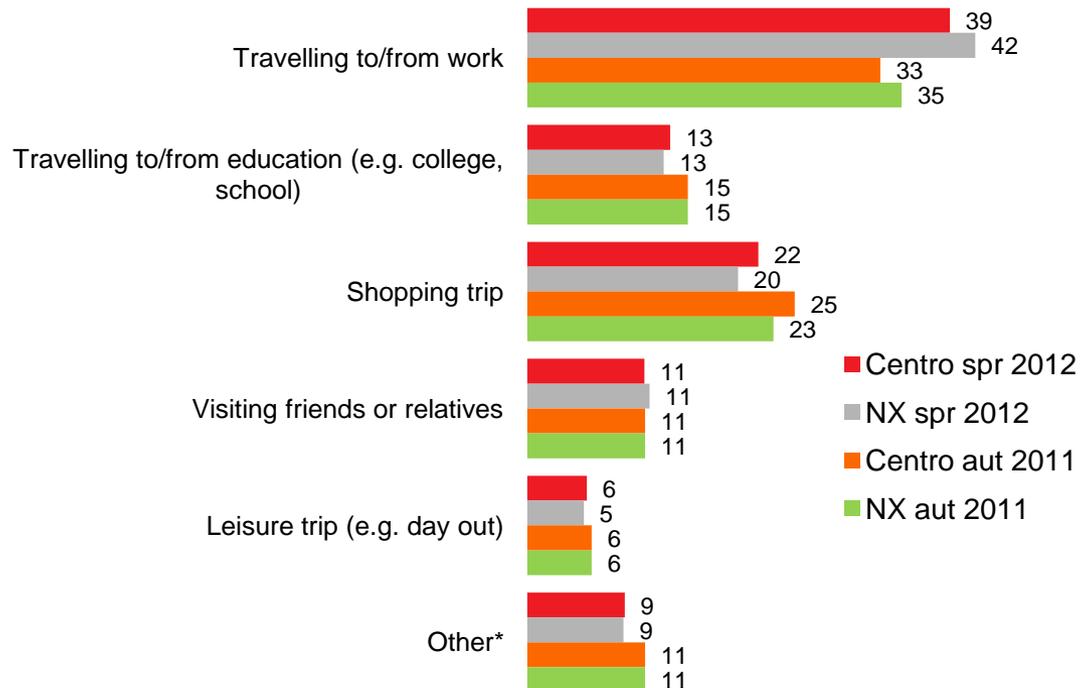
### Single most influence on value for money rating *(fare-payers who gave an opinion about value for money)*



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

Base: Fare-payers who gave a rating for value for money and answered this question

### Stated journey purpose (%)



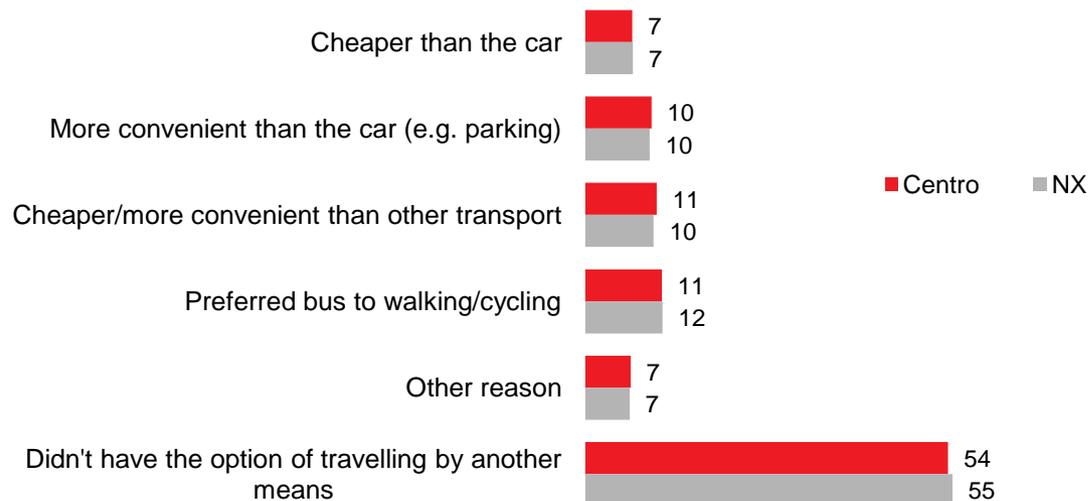
Q7. What is the main purpose of your bus journey today?

Base: All who answered this question (Centro spring 2012 - 1151, NX spring 2012 - 980, Centro autumn 2011 - 2555, NX autumn 2011 - 2093)

\* Other for 2011 includes "visiting a medical facility" which was asked as a separate code in autumn 2011

# Main reason for choosing the bus

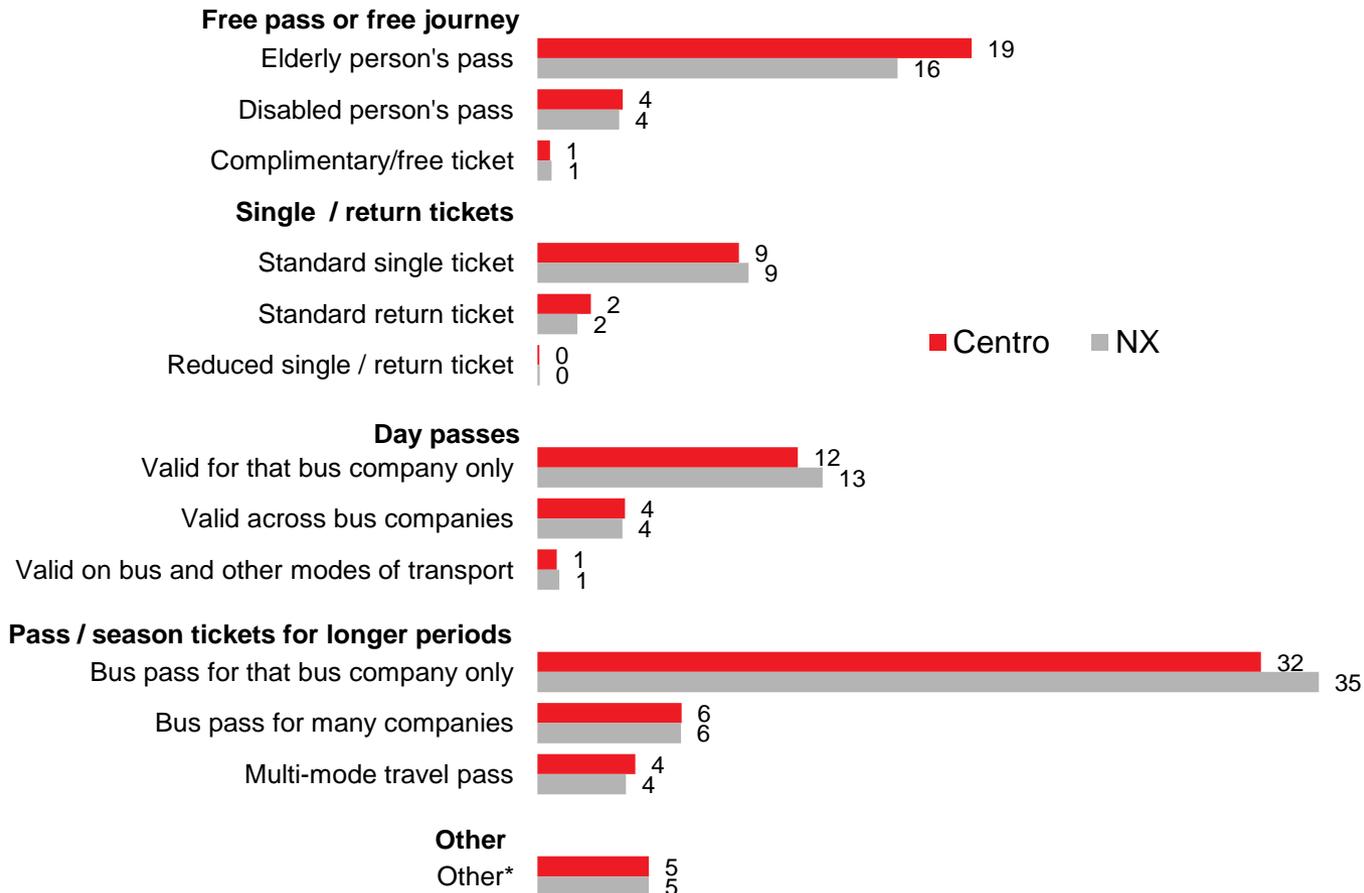
## Reason for choosing to travel by bus (%)



Q9. What was the main reason you chose to take the bus for this journey?

Base: All who answered this question (Centro -1185, NX - 1010)

### Ticket used for the journey (%)

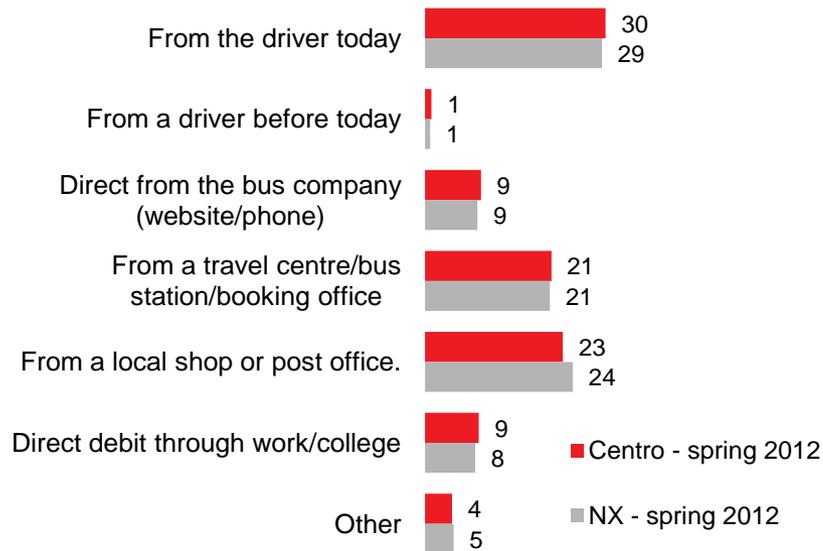


Q3. What type of ticket did you use for this journey?

Base: All who answered this question (Centro – 1202, NX - 1021)

\* Includes those who ticked more than one paid ticket type

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



Q4. How did you buy that ticket or pass?

Base: all fare-paying passengers (Centro – 704, NX – 654)

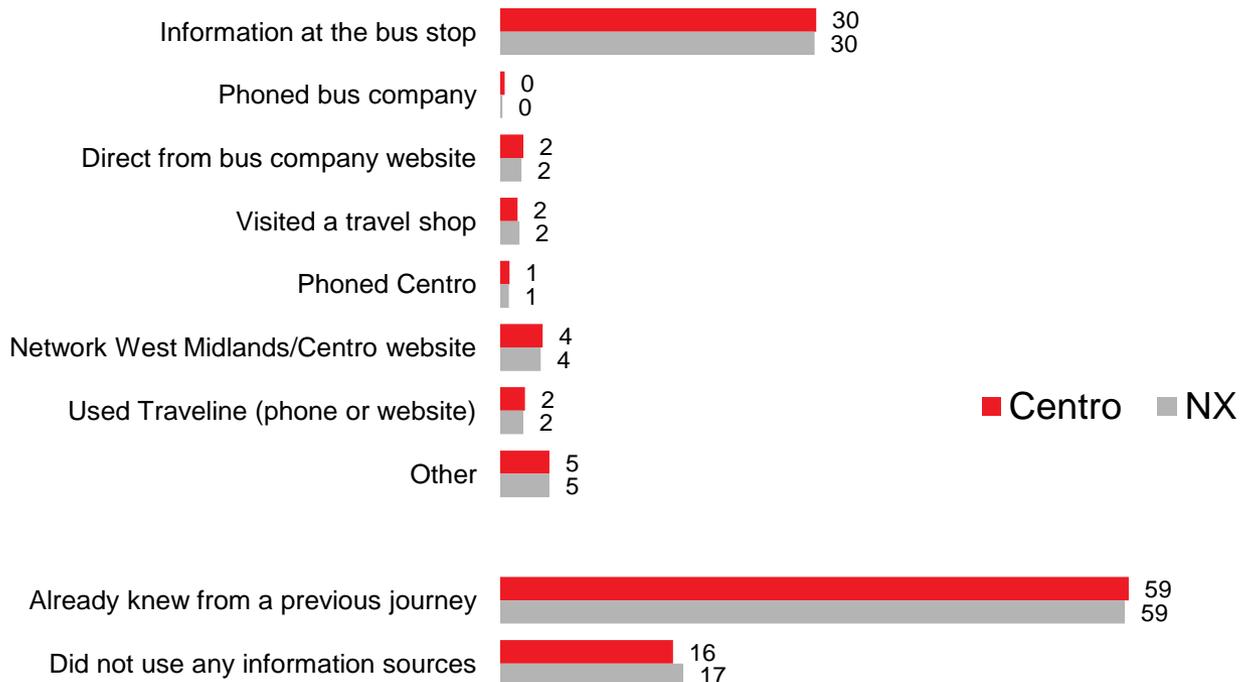
### Ticket format

	Centro	NX
A standard paper ticket /pass	36	35
A photo card ticket /pass you showed the driver	62	63
A plastic card you touched onto the fare machine	0	0
A ticket sent to your mobile you showed the driver	0	0
Other format	1	1

Q5. In what format was your ticket?

Base: all fare-paying passengers (Centro – 704, NX – 654)

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

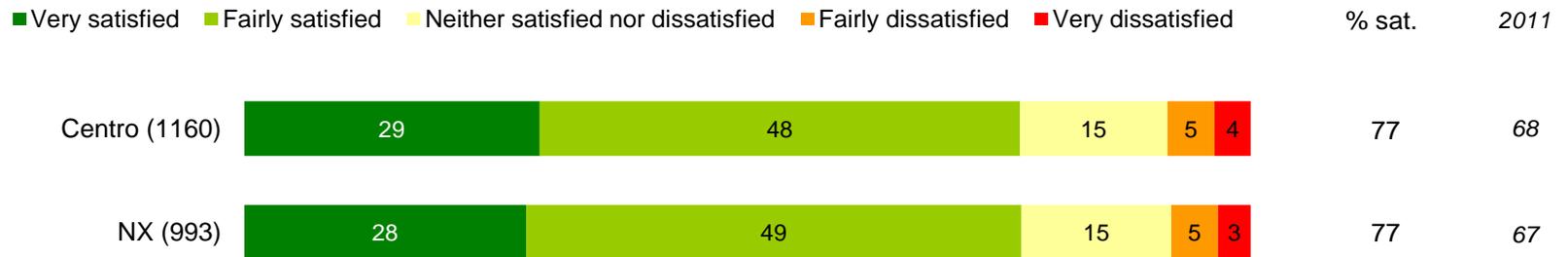


Q6. What information sources did you use to help plan your journey today? (please tick all that apply)

Base: All survey respondents (Centro - 1206, NX - 1025)

# Overall rating of bus stop

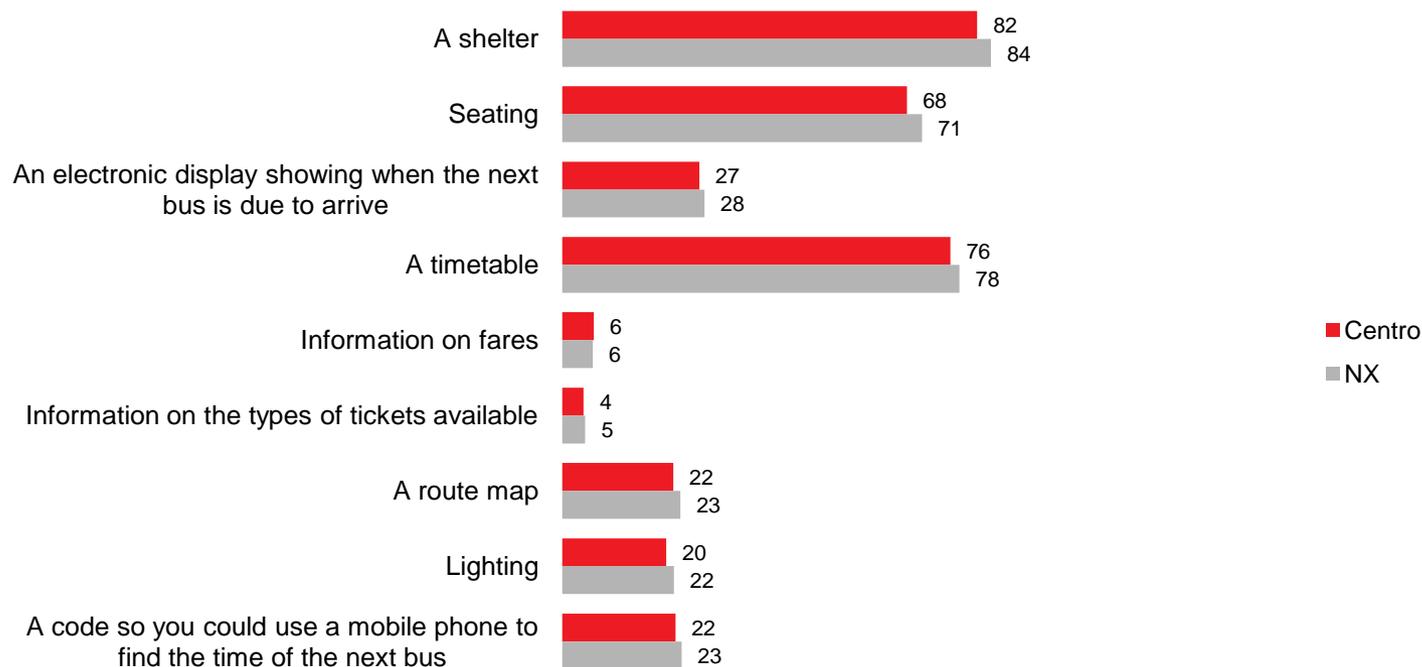
## Overall satisfaction with the facilities at the bus stop



Q16. Overall, how satisfied were you with the bus stop?

Base: All who gave a rating for this question

### Extent to which bus stop facilities are provided (%)

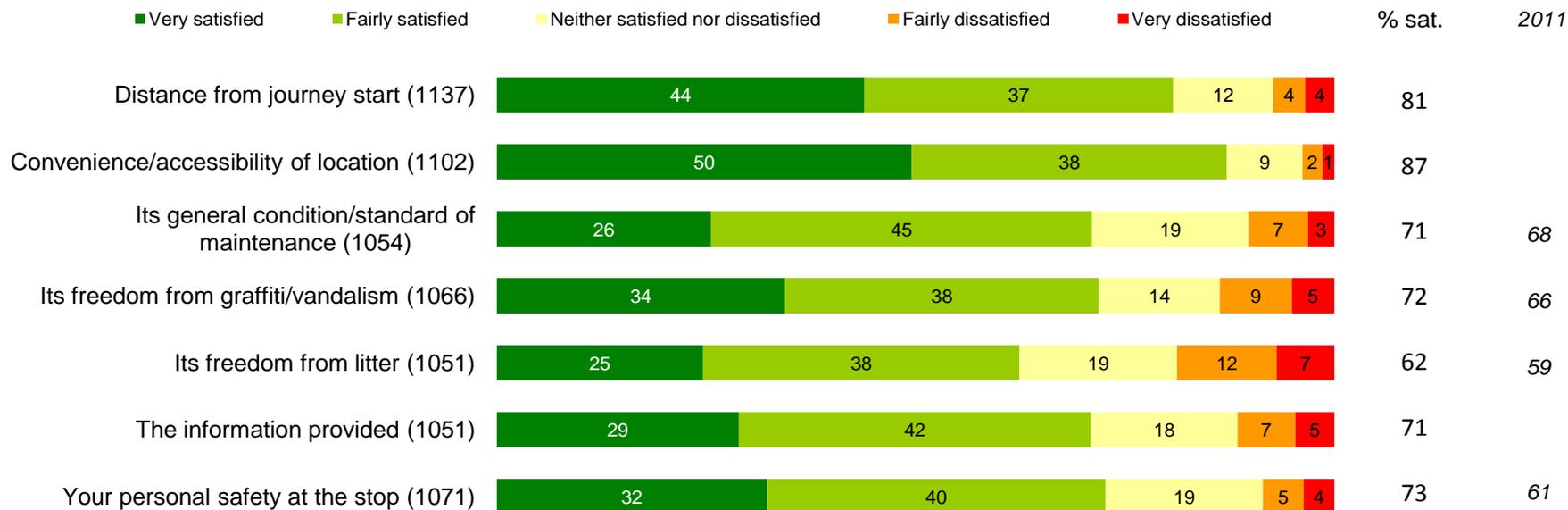


Q14. Which of the following were provided at the stop where you caught this bus?

Base: All survey respondents (Centro -1206, NX - 1025)

## Satisfaction with factors associated with the bus stop

### CENTRO



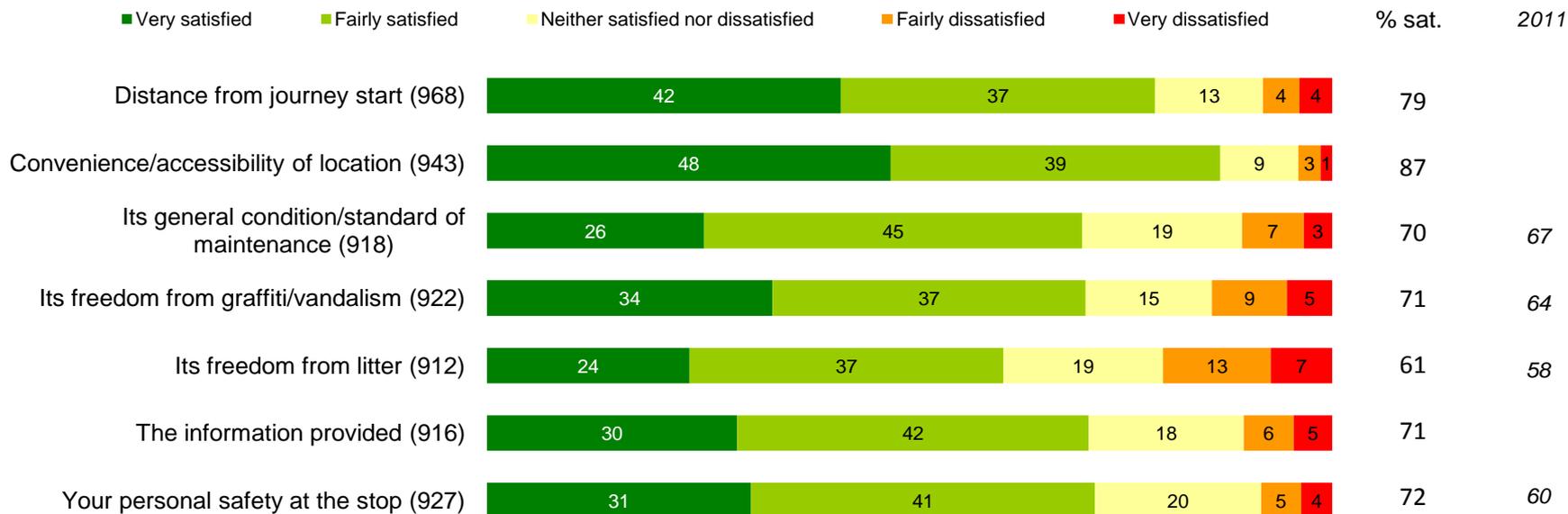
Q15. Thinking about the bus stop itself, how satisfied were you with the following?

Base: All who gave a rating for this question

\*This question not asked in 2011

### Satisfaction with factors associated with the bus stop

#### National Express

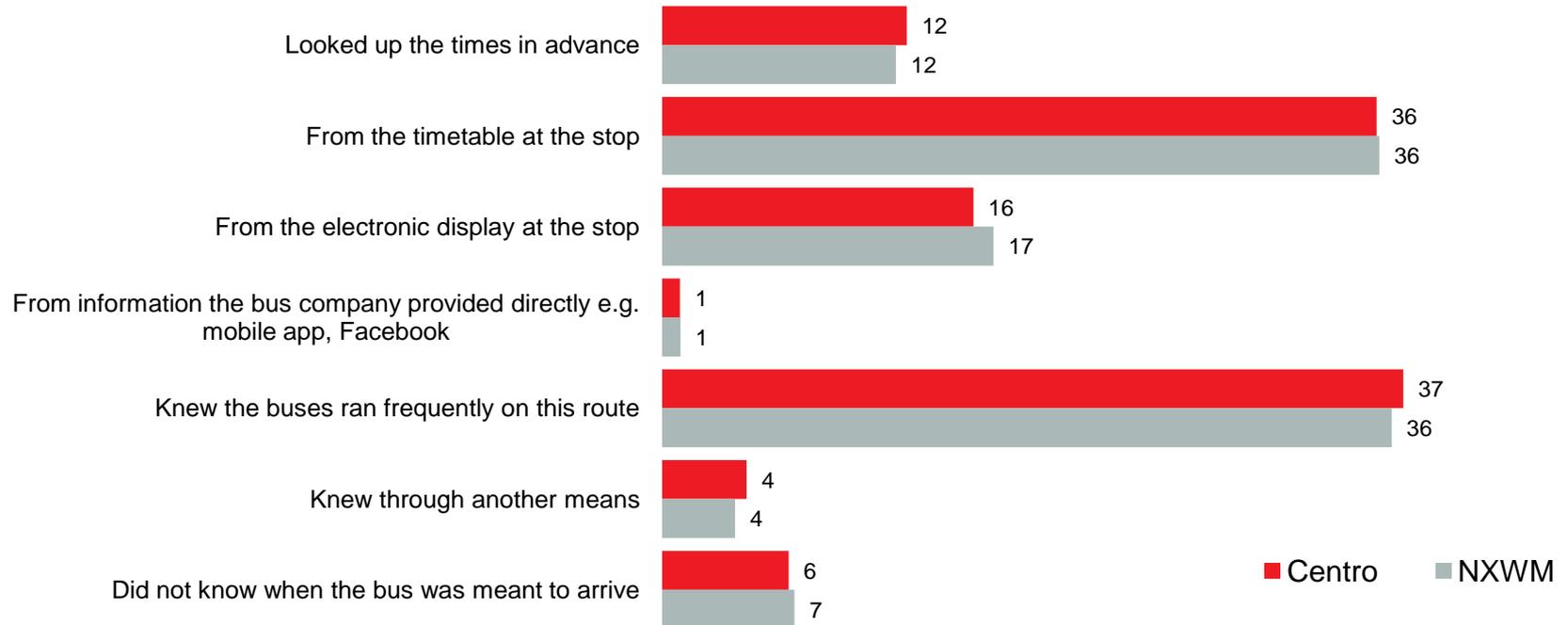


Q15. Thinking about the bus stop itself, how satisfied were you with the following?

Base: All who gave a rating for this question

\*This question not asked in 2011

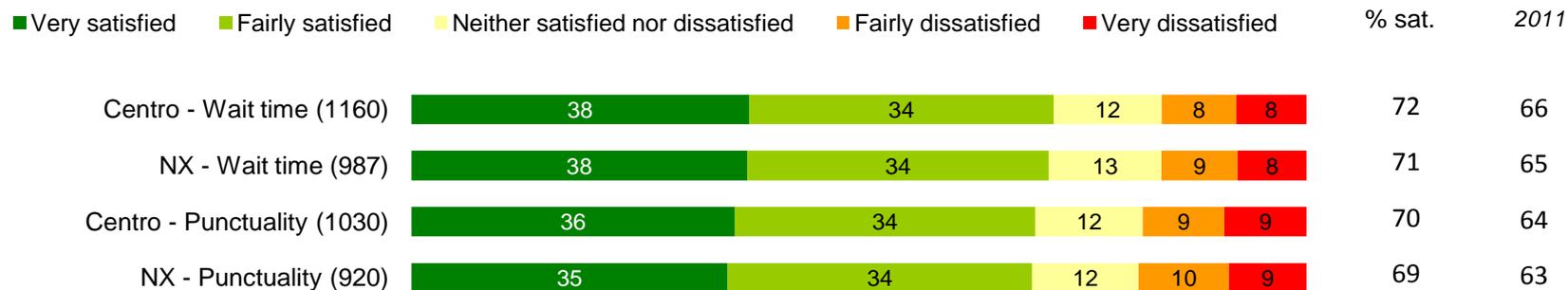
### How passengers estimated when the bus would arrive (%)



Q18. How did you know when the bus was meant to arrive?

Base: All who answered this question (Note more than one answer permissible) (Centro - 1188, NX - 1011)

### Satisfaction with waiting for the bus



Q22. How satisfied were you with each of the following?

Base: All who gave a rating for this question

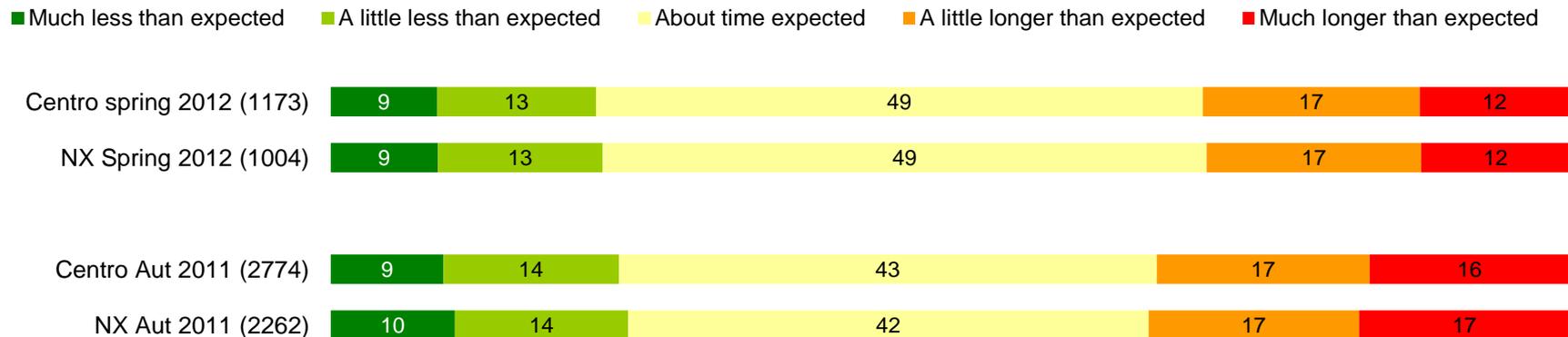
### Ability to board first bus (%)

	Centro	NX
Spring 2012	95	95
Autumn 2012	92	92

Q21. Were you able to board the first bus you wanted to travel on?

Base: All who answered this question (Centro spring 2012 – 1188, NX spring 2012 – 1025)

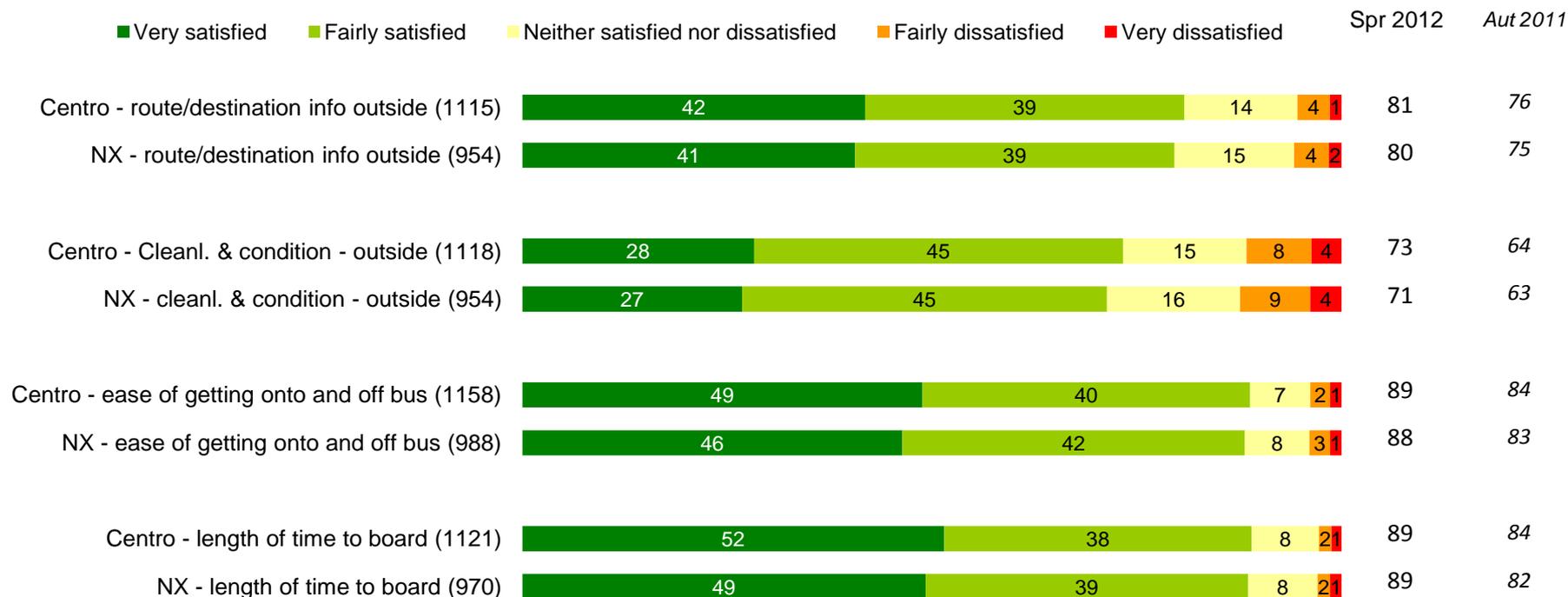
## How waiting time for the bus compared with expectation



Q20. Thinking about the time you waited for the bus today, was it...?

Base: All who answered this question

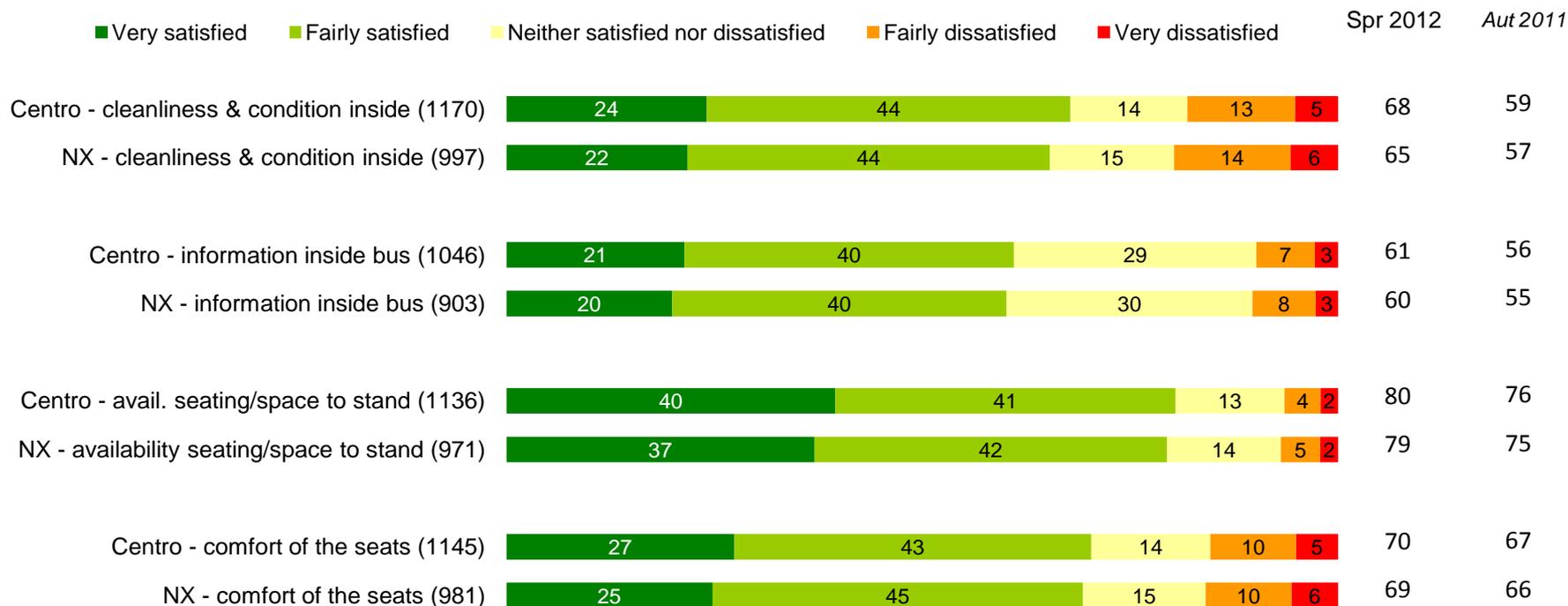
### Satisfaction with on-bus factors: part 1



Q23 Thinking about when the bus arrived, please indicate how satisfied you were with each of the following?

Base: All who gave a rating for this question

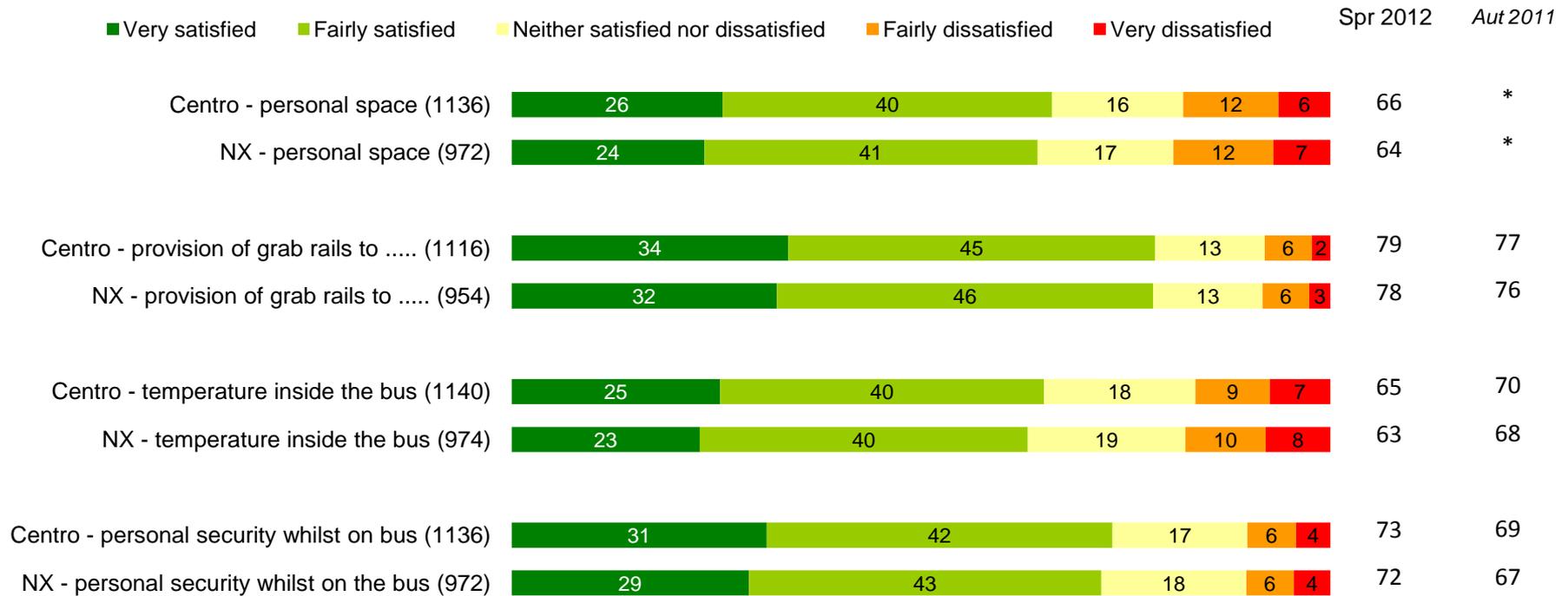
## Satisfaction with on-bus factors: part 2



Q24 Thinking about whilst you were on the bus, please indicate how satisfied you were with each of the following?

Base: All who gave a rating for this question

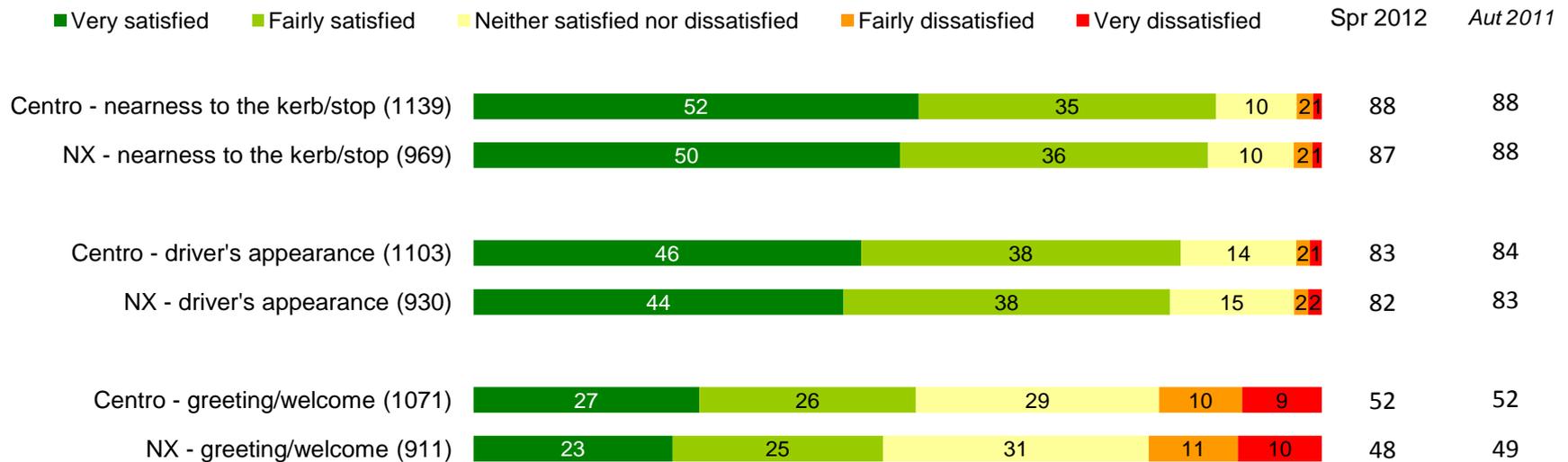
## Satisfaction with on-bus factors: part 3



Q24 Thinking about whilst you were on the bus, please indicate how satisfied you were with each of the following?

Base: All who gave a rating for this question

## Satisfaction with 'bus driver' factors – part 1

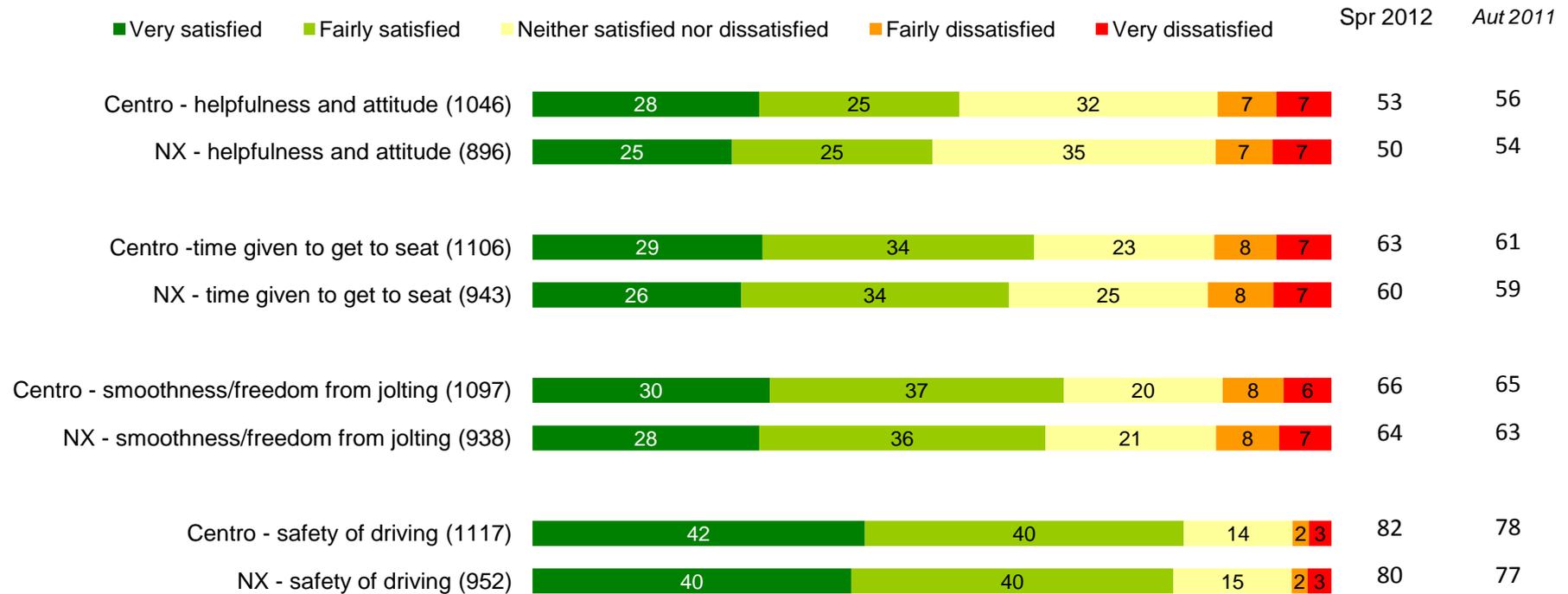


Q32. Thinking about the driver, please indicate how satisfied you were with each of the following?

Base: All who gave a rating for this question

\*This question not asked in 2011

## Satisfaction with 'bus driver' factors – part 2



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

Base: All who gave a rating for this question

\*This question not asked in 2011

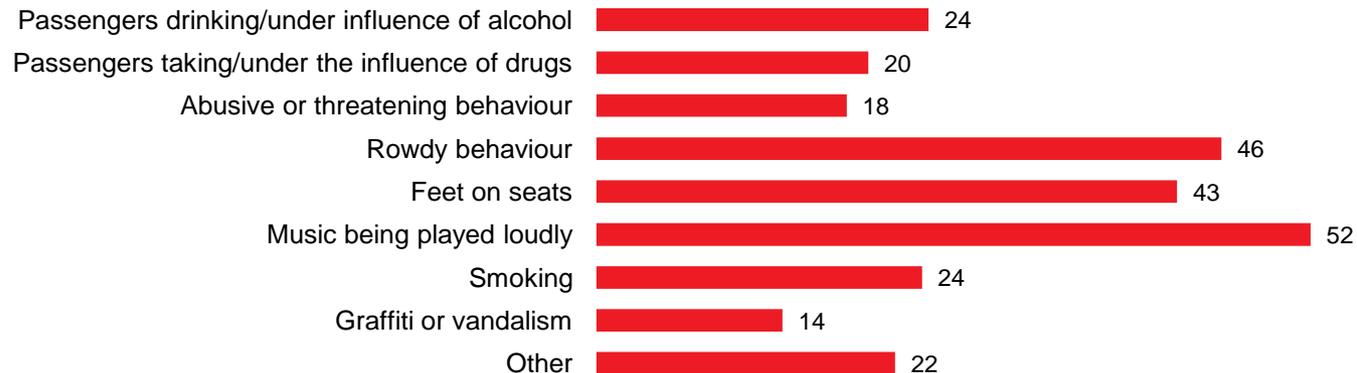
## Incidence of having concern during the journey due to other passengers' behaviour (%)

	Centro – spring 2012 (1206)	NX – spring 2012 (1025)	Centro – autumn 2011	NX – autumn 2011 (2262)
Yes	15	16	18	19
No/not stated	85	84	82	80

Q26. Did other passengers' behaviour give you cause to worry or make you feel uncomfortable during your journey?

Base: All survey respondents

## Type of anti-social behaviour that caused concern (%) – [for Centro area]

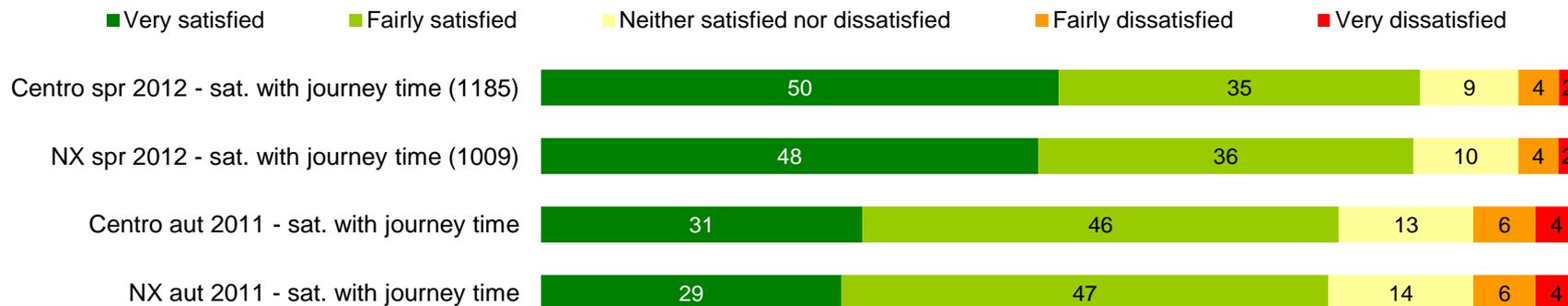


Q26. Did other passengers' behaviour give you cause to worry or make you feel uncomfortable during your journey?

Base: all who were concerned about anti social behaviour (Centro - 139)

# Satisfaction with the journey time

## Satisfaction with journey time on the bus

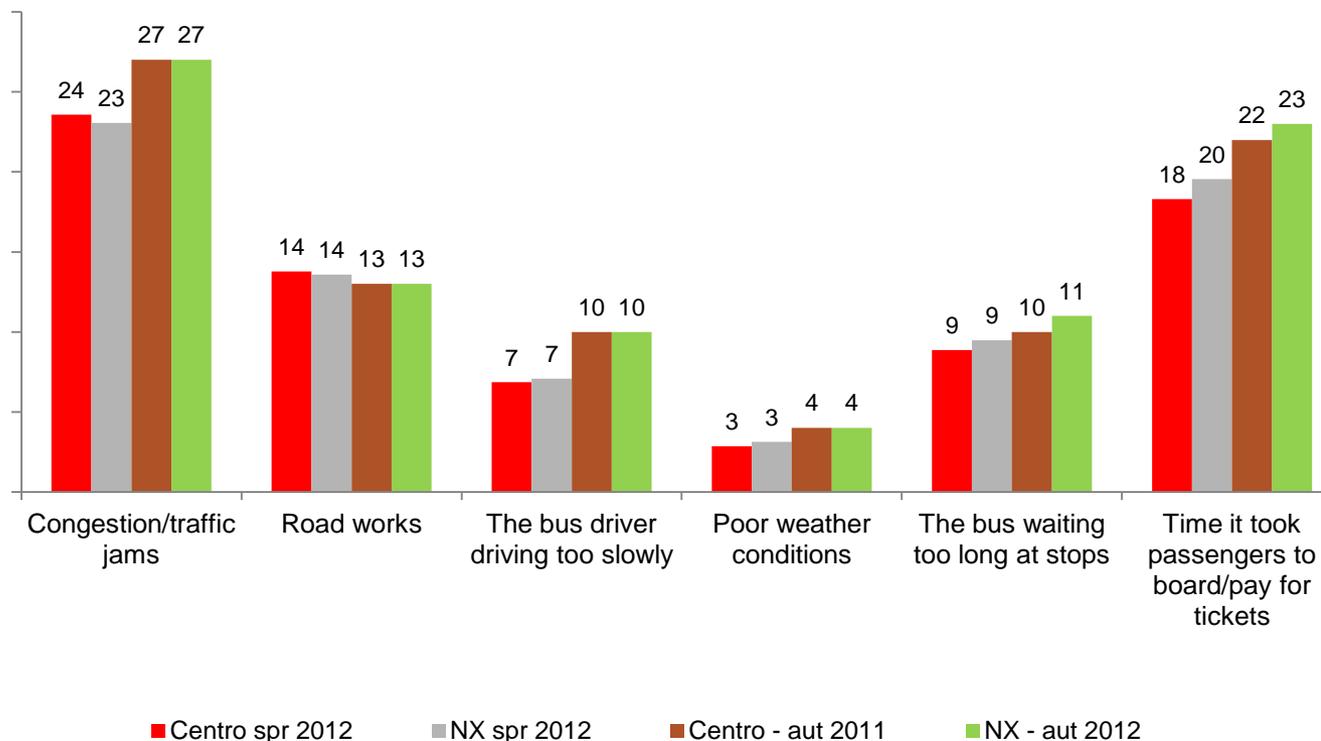


Q29. How satisfied were you with the length of time your journey on the bus took?

Base: All who gave a rating for this question

## Factors affecting journey length

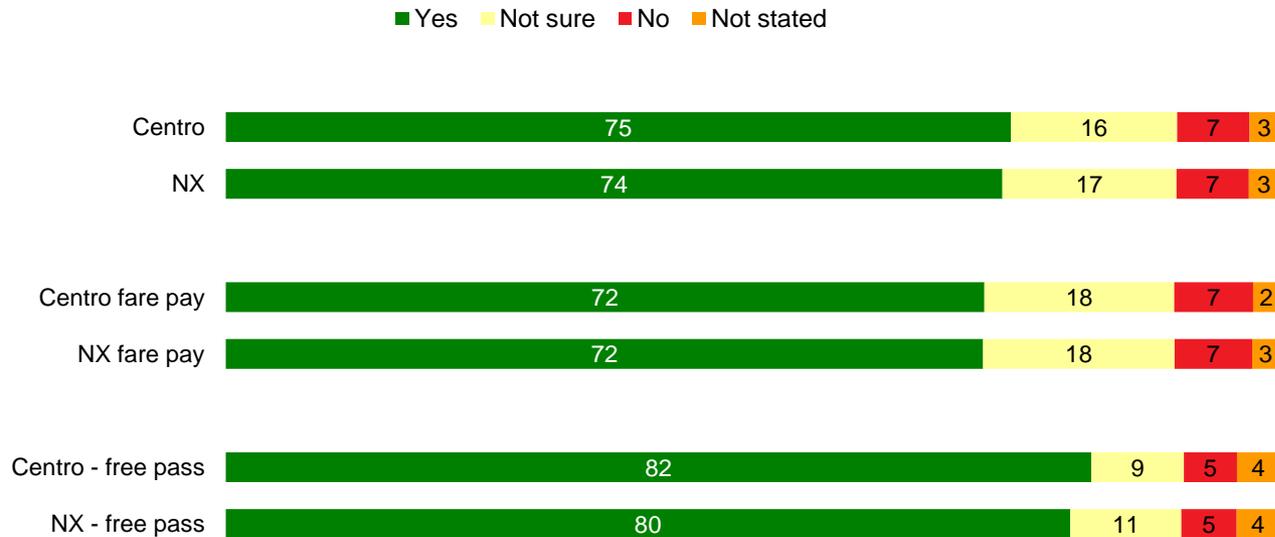
% saying yes – note more than one answer permissible



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

Base: All survey respondents (Centro spring 2012 – 1206, NX – 1025, Centro autumn 2011 – 2774, NX autumn 2011 – 2262)

## Level of recommendation



Q38. Would you recommend the bus company you used for your journey today?

Base: All survey respondents (Centro spring 2012 – 1206, NX – 1025)



## Bus Passenger Survey

Passenger Focus is the official, independent consumer organisation that represents bus passengers across England (except London).

To help us represent the views of passengers in your local area we would appreciate a little of your time to complete this questionnaire. Bus companies, local authorities and Government pay close attention to the survey's results and the survey provides the evidence for us to seek improvements on your behalf.

You can see our previous Bus Passenger Surveys as well as our work in general at [www.passengerfocus.org.uk](http://www.passengerfocus.org.uk) You can follow us on Twitter @passengerfocus

Please fill in the questionnaire after you have completed your bus journey.  
Please tick only one box per question, unless that question requests otherwise.  
After completing the questionnaire, please return it using the envelope provided.

### 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? (Please tick one box only)

<b>A free pass or free journey</b>		<b>A day pass</b>	
Elderly person's pass..... <input type="checkbox"/>	Valid for that bus company only..... <input type="checkbox"/>	Valid for that bus company only..... <input type="checkbox"/>	
Disabled person's pass..... <input type="checkbox"/>	Valid across bus companies..... <input type="checkbox"/>	Valid across bus companies..... <input type="checkbox"/>	
Complimentary/free ticket..... <input type="checkbox"/>	Valid on bus and other modes of transport..... <input type="checkbox"/>	Valid on bus and other modes of transport..... <input type="checkbox"/>	
<b>Single / return tickets</b>		<b>A pass/season ticket for a longer period (e.g. weekly, monthly)</b>	
Standard single ticket..... <input type="checkbox"/>	Valid for that bus company only..... <input type="checkbox"/>	Valid for that bus company only..... <input type="checkbox"/>	
Standard return ticket..... <input type="checkbox"/>	Valid across bus companies..... <input type="checkbox"/>	Valid across bus companies..... <input type="checkbox"/>	
A single deducted from a multi-ticket/carnet..... <input type="checkbox"/>	Valid on bus and other modes of transport..... <input type="checkbox"/>	Valid on bus and other modes of transport..... <input type="checkbox"/>	
Reduced single / return ticket..... <input type="checkbox"/>			
Other..... <input type="checkbox"/>			

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"/>	Direct debit through work/college..... <input type="checkbox"/>
Direct from the bus company (website/phone)..... <input type="checkbox"/>	Other..... <input type="checkbox"/>
From a travel centre/bus station/booking office..... <input type="checkbox"/>	
You had a free pass..... <input type="checkbox"/>	

Q5 In what format was your ticket? +

A standard paper ticket/pass..... <input type="checkbox"/>	A ticket sent to your mobile you showed the driver..... <input type="checkbox"/>
A photo card ticket/pass you showed the driver..... <input type="checkbox"/>	Other format..... <input type="checkbox"/>
A plastic card you touched onto the fare machine... <input type="checkbox"/>	

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"/>	Phoned Centro..... <input type="checkbox"/>
Phoned bus company..... <input type="checkbox"/>	Network West Midlands/Centro website... <input type="checkbox"/>
Direct from bus company website..... <input type="checkbox"/>	Used Traveline (phone or website)..... <input type="checkbox"/>
Visited a travel shop..... <input type="checkbox"/>	Other..... <input type="checkbox"/>
Already knew from a previous journey..... <input type="checkbox"/>	
Did not use any information sources..... <input type="checkbox"/>	

Q7 What is the main purpose of your bus journey today?

Traveling to/from work..... <input type="checkbox"/>	Visiting friends or relatives..... <input type="checkbox"/>
Traveling to/from education (e.g. college, school)..... <input type="checkbox"/>	Leisure trip (e.g. day out)..... <input type="checkbox"/>
Shopping trip..... <input type="checkbox"/>	Other..... <input type="checkbox"/>

Q8 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"/>	

Q9 What was the main reason you chose to take the bus for this journey? (Please tick one box only) +

Cheaper than the car..... <input type="checkbox"/>	Preferred bus to walking/cycling..... <input type="checkbox"/>
More convenient than the car (e.g. parking)..... <input type="checkbox"/>	Other reason..... <input type="checkbox"/>
Cheaper/more convenient than other transport..... <input type="checkbox"/>	
Didn't have the option of travelling by another means..... <input type="checkbox"/>	

Q10 Did you use any other form of transport as part of this journey today? (Please do not count walking as a form of transport)

Yes.....  No.....

Q11 What was the weather like when you made your journey, was it?

Dry..... <input type="checkbox"/>	Heavy rain..... <input type="checkbox"/>
Light rain..... <input type="checkbox"/>	Snow..... <input type="checkbox"/>

Q12 Please tell us whether your bus journey was...

On a single-decker bus..... <input type="checkbox"/>	Upstairs on a double-decker bus..... <input type="checkbox"/>
Downstairs on a double-decker bus..... <input type="checkbox"/>	

Q13 Were you travelling today with ... (Please tick all that apply) +

Children in a buggy or pushchair..... <input type="checkbox"/>	Lots of bags or luggage..... <input type="checkbox"/>
Children who were walking..... <input type="checkbox"/>	A wheelchair..... <input type="checkbox"/>
A carer..... <input type="checkbox"/>	



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

**Q14** Which of the following were provided at the stop where you caught this bus? +  
(Please tick all that apply)

A shelter .....	<input type="checkbox"/>	Information on the types of tickets available .....	<input type="checkbox"/>
Seating .....	<input type="checkbox"/>	A route map .....	<input type="checkbox"/>
An electronic display showing when the next bus is due to arrive .....	<input type="checkbox"/>	Lighting .....	<input type="checkbox"/>
A timetable .....	<input type="checkbox"/>	A code so you could use a mobile phone to find the time of the next bus .....	<input type="checkbox"/>
Information on fares .....	<input type="checkbox"/>		

**Q15** 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
Distance the bus stop was from your journey start point e.g. home, work, shops .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How convenient/accessible was its location within that road/street .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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"/>
The information provided at the stop .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your personal safety whilst at the bus stop .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q16** Overall, how satisfied were you with the bus stop?

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"/>

## 3 Waiting for the bus

**Q17** How long did you wait for your bus? +  
(Please write in the time in minutes)

**Q18** How did you know when the bus was meant to arrive?

Looked up the times in advance .....	<input type="checkbox"/>	From information the bus company provided directly e.g. mobile app, Facebook .....	<input type="checkbox"/>
From the timetable at the stop .....	<input type="checkbox"/>	Knew the buses ran frequently on this route .....	<input type="checkbox"/>
From the electronic display at the stop .....	<input type="checkbox"/>	Knew through another means .....	<input type="checkbox"/>
Did not know when the bus was meant to arrive .....	<input type="checkbox"/>		

**Q19** How long did you expect to wait for the bus? +  
(Please write in the time in minutes)

3

## Q20 Thinking about the time you waited for the bus today, was it ...

Much longer than you expected .....	<input type="checkbox"/>	
A little longer than you expected .....	<input type="checkbox"/>	
About the length of time you expected .....	<input type="checkbox"/>	+
A little less time than you expected .....	<input type="checkbox"/>	
Much less time than you expected .....	<input type="checkbox"/>	

**Q21** Were you able to board the first bus you wanted to travel on? +

Yes .....	<input type="checkbox"/>
No .....	<input type="checkbox"/>

**Q22** 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"/>

## 4 On the bus

**Q23** Thinking about when the bus arrived, please indicate how satisfied you were with the following: +

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/not 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"/>

**Q24** Thinking about whilst you were on the bus, please indicate how satisfied you were with the following: +

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/not opinion
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"/>
The amount of personal space you had around you .....	<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"/>

4

**Q25 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.....

**Q26 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 .....

Passengers taking/under the influence of drugs.....

Abusive or threatening behaviour .....

Rowdy behaviour .....

Feet on seats.....

Music being played loudly.....

Smoking .....

Graffiti or vandalism .....

Other .....

**Q27 How long was your journey on this bus?**

(Please write in the time in minutes)

**Q28 How long did you expect your journey on the bus to take?**

(Please write in the time in minutes)

**Q29 How satisfied were you with the length of time your journey on the bus took?**

Very satisfied.....

Fairly satisfied.....

Neither satisfied nor dissatisfied.....

Fairly dissatisfied.....

Very dissatisfied.....

Don't know/No opinion.....

**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 .....

+ +

5

**Q31 Were any of these items of information present on the bus?** +

A map of the bus route/journey times.....  Yes  No

Audio announcements e.g. saying the next bus stop.....

An electronic display e.g. showing the next bus stop.....

Information about tickets / fares .....

A timetable.....

Details of how to make a complaint, if you had one.....

**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 your 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 ..... (i.e. appropriateness of speed, driver concentrating)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**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.....

+ +

6

**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 .....

**6 Your opinion on buses generally**

**Q37 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"/>				
Connections with other forms of public transport (e.g. trains) .....	<input type="checkbox"/>				

**Q38 Would you recommend the bus company you used for your journey today?**

Yes .....  +  
 No .....   
 Not sure .....

**Q39 How often do you typically travel by bus?**  
*(Please tick the closest to your frequency of bus use)*

5 or more days a week..... <input type="checkbox"/>	Once a fortnight ..... <input type="checkbox"/>
3 or 4 days a week..... <input type="checkbox"/>	Once a month ..... <input type="checkbox"/>
Once or twice week..... <input type="checkbox"/>	Less frequently ..... <input type="checkbox"/>

**Q40 Have any of the following frequently stopped you making journeys by bus?**  
*(Please tick all that apply)*

The places you can reach by bus ..... <input type="checkbox"/>	How long journeys take when going by bus <input type="checkbox"/>
The frequency of the buses in the area ..... <input type="checkbox"/>	The comfort of buses ..... <input type="checkbox"/>
The reliability of buses ..... <input type="checkbox"/>	A concern for your personal safety on buses <input type="checkbox"/>
The cost of using buses ..... <input type="checkbox"/>	

**7 About you**

**Q41 Are you...?**

Male .....  Female.....

**Q42 Which age group do you fall into?**

16 - 18 ..... <input type="checkbox"/>	55 - 59 ..... <input type="checkbox"/>
19 - 25 ..... <input type="checkbox"/>	60 - 64 ..... <input type="checkbox"/>
26 - 34 ..... <input type="checkbox"/>	65 - 69 ..... <input type="checkbox"/>
35 - 44 ..... <input type="checkbox"/>	70 - 79 ..... <input type="checkbox"/>
45 - 54 ..... <input type="checkbox"/>	80+ ..... <input type="checkbox"/>

+ +

**Q43 Are you...?**

Working full time (30+ hours)..... <input type="checkbox"/>	Retired ..... <input type="checkbox"/>
Working part time (under 30 hours) ..... <input type="checkbox"/>	Full time student ..... <input type="checkbox"/>
Not working - seeking work ..... <input type="checkbox"/>	Other..... <input type="checkbox"/>

**Q44 Do you have a disability or long-term illness related to the following? (Tick all that apply)**

No: None..... <input type="checkbox"/>	Yes - Eyesight..... <input type="checkbox"/>
+ Yes - Mobility..... <input type="checkbox"/>	Yes - Speech impairment..... <input type="checkbox"/>
Yes - Wheelchair use ..... <input type="checkbox"/>	Yes - Learning difficulties..... <input type="checkbox"/>
Yes - Hearing..... <input type="checkbox"/>	Yes - Other..... <input type="checkbox"/>

**Q45 Which of the following best describes your ethnic background?**

White..... <input type="checkbox"/>	Chinese..... <input type="checkbox"/>
Mixed..... <input type="checkbox"/>	Asian or Asian British..... <input type="checkbox"/>
Black or Black British ..... <input type="checkbox"/>	Other ethnic group..... <input type="checkbox"/>

**Q46 In terms of having a car to drive, which of the following applies?**

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

**Q47 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.....

**Q48 And finally, to help us get a much better picture of bus services at a local area level, we would be grateful if you could provide the following:**

The first part of your post code (e.g. B2 from B2 4ND, or B19 from B19 3SD)

And the initial number from the second part of your post code (e.g. the 4 from B2 4ND, or the 3 from B19 3SD)

**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**

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