

Bus Passenger Survey – spring 2014 results

Centro area

Version : 20 August 2014

Contact: Murray Leader, Research Team, Passenger Focus
Fleetbank House, 2-6 Salisbury Square, London, EC4Y 8JX
Tel: 0300 123 0843 Email: murray.leader@passengerfocus.org.uk

Introduction

Overview

This is a survey of the journey experiences of bus passengers

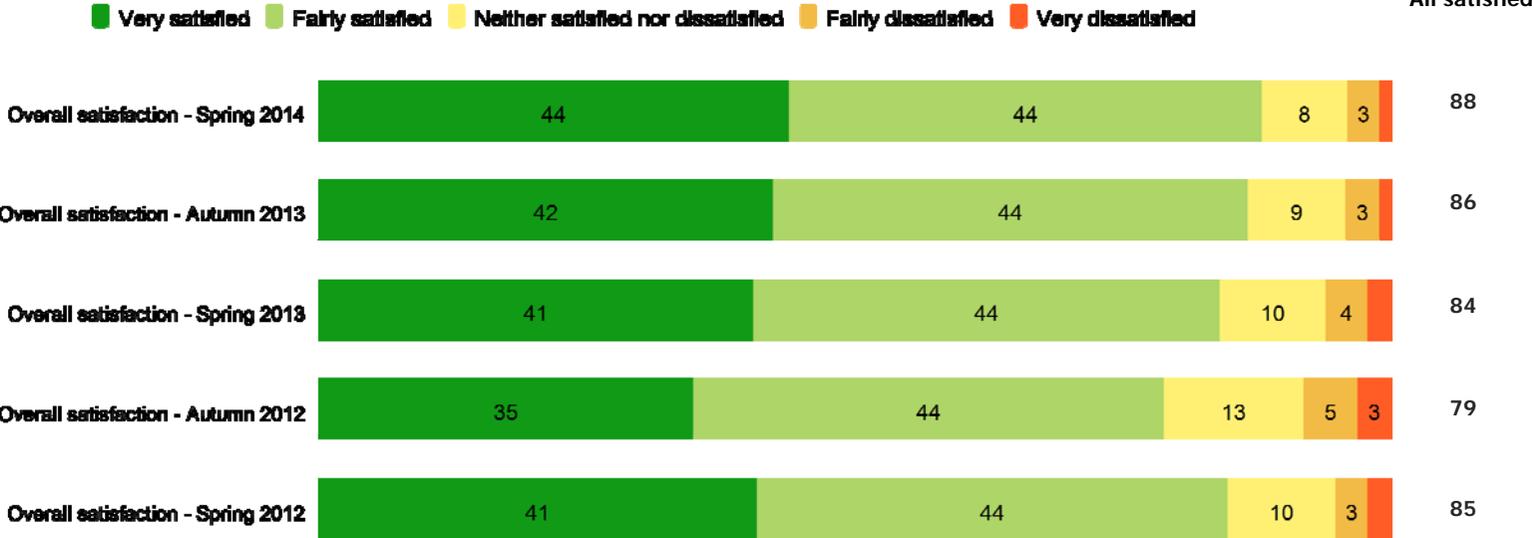
Designed to be representative at Centro-area level.

The survey was carried out between mid March and mid May 2014.

The number of survey responses received was 1623.

Further detail is provided in the final two slides of this presentation.

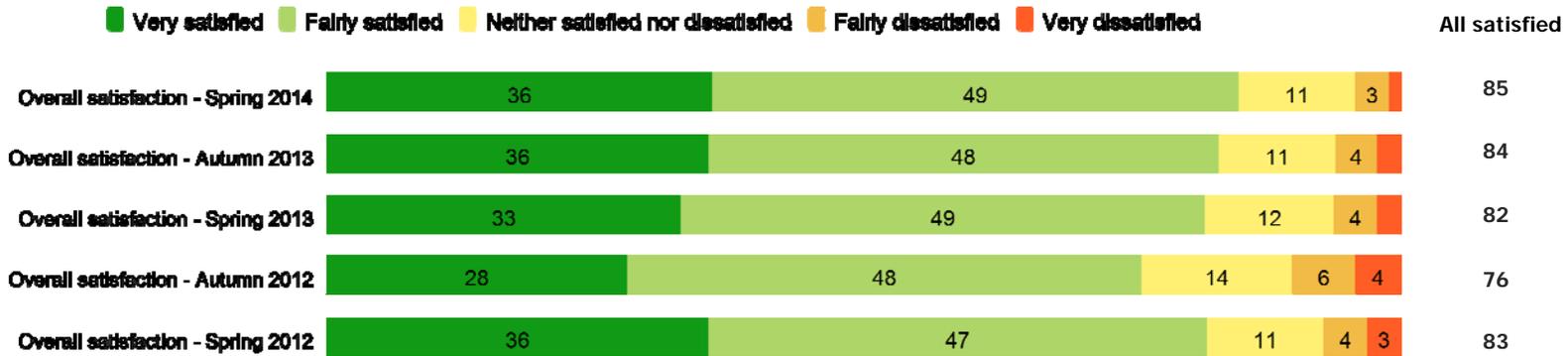
Overall satisfaction



Filler: = Centro

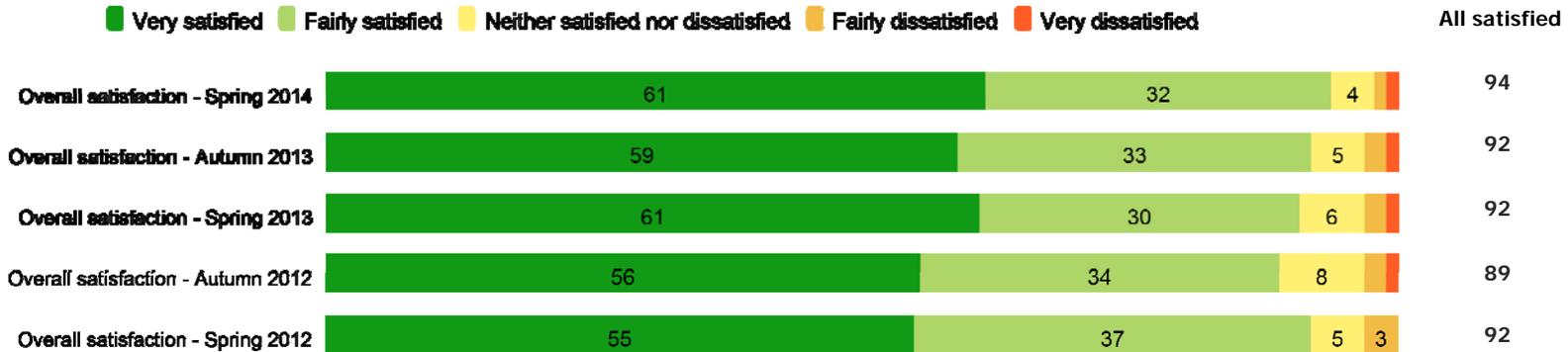
Overall satisfaction

Fare payers only



Filter: = Centro - Fare pay or free pass = Fare payer

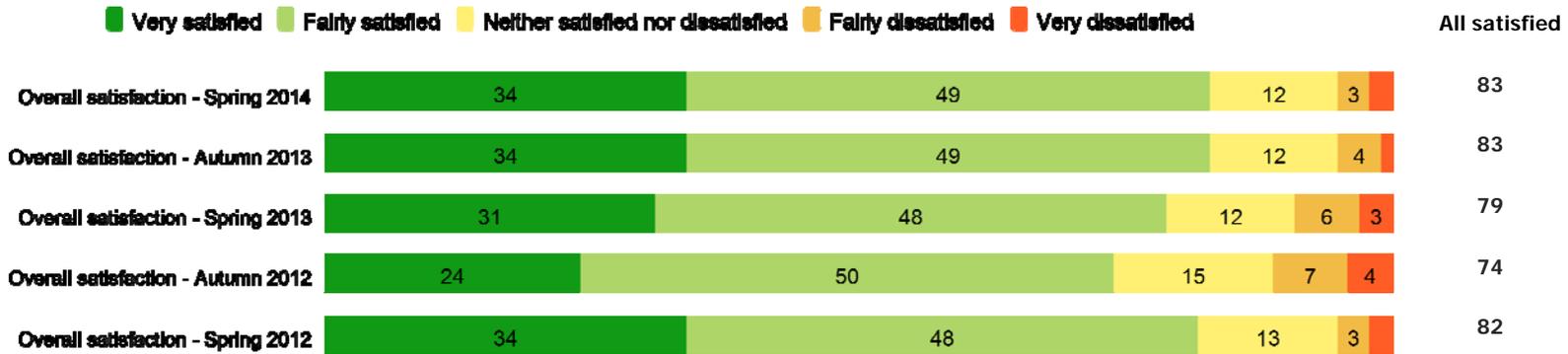
Free pass



Filter: = Centro - Fare pay or free pass = Free pass

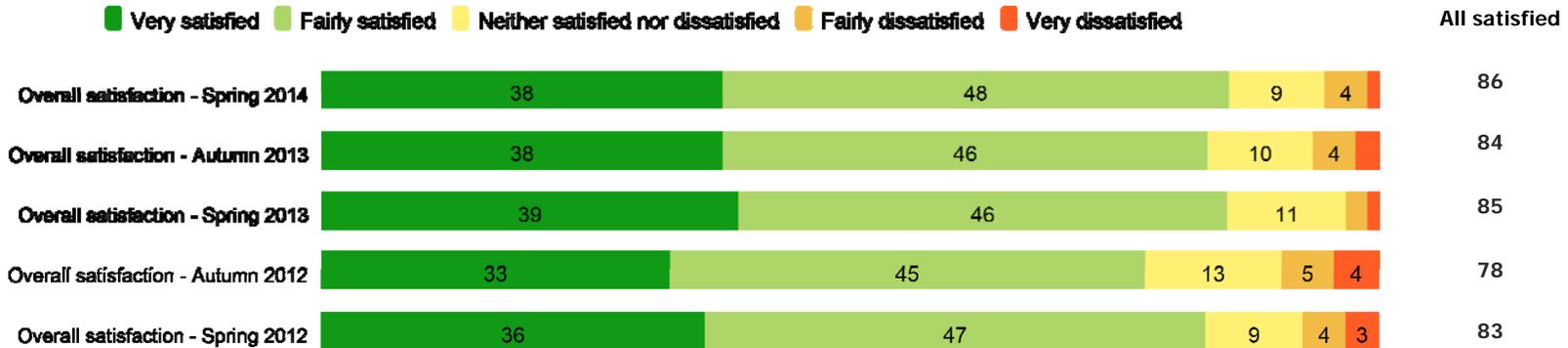
Overall satisfaction

Age 16 - 34



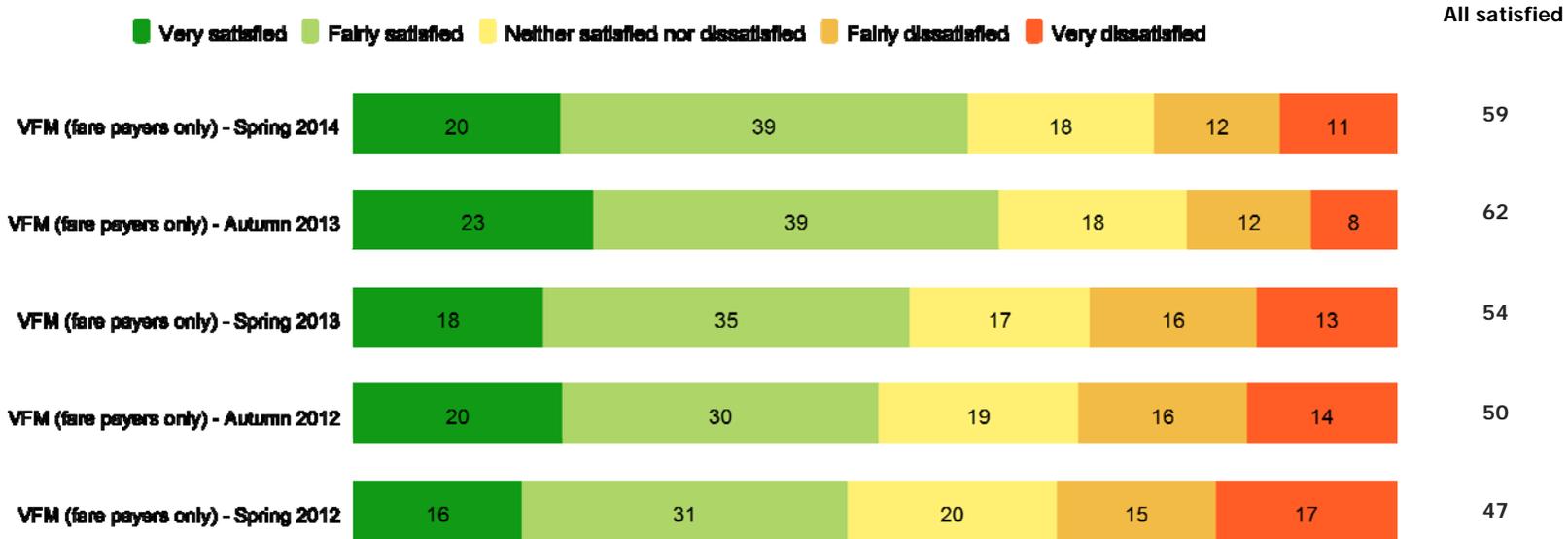
Filter: = Centro - Age grouped = 16 to 34

Age 35 - 59



Filter: = Centro - Age grouped = 35 to 59

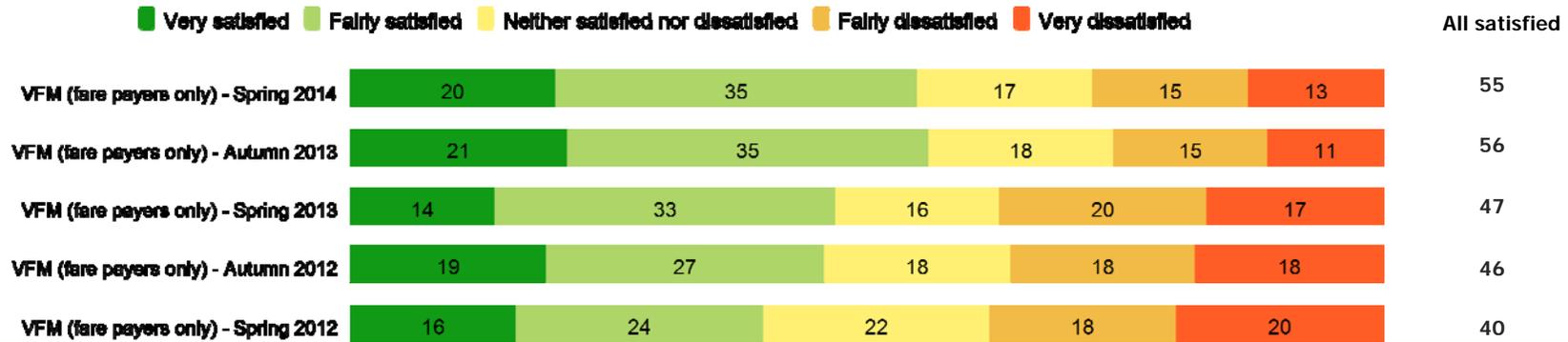
Value for money (fare payers only)



Filler: = Centro

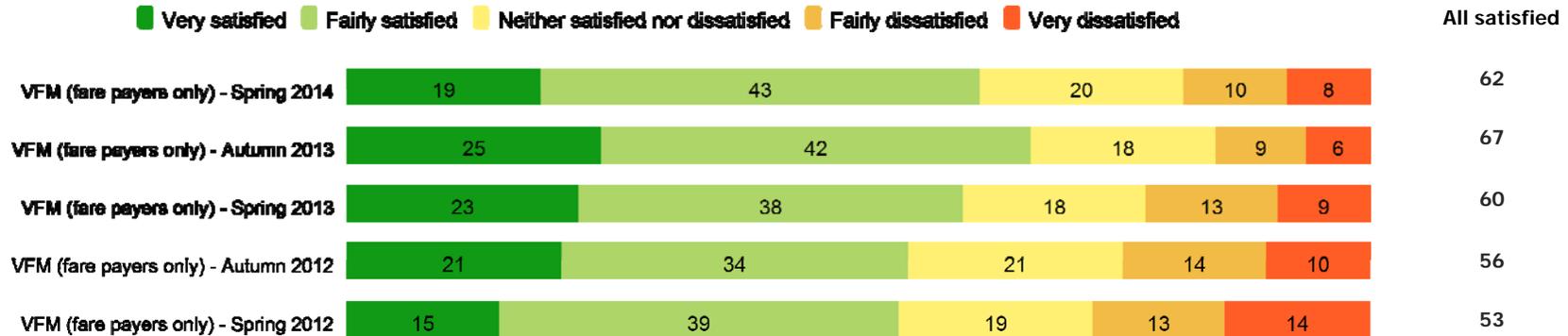
Value for money

Age 16 - 34



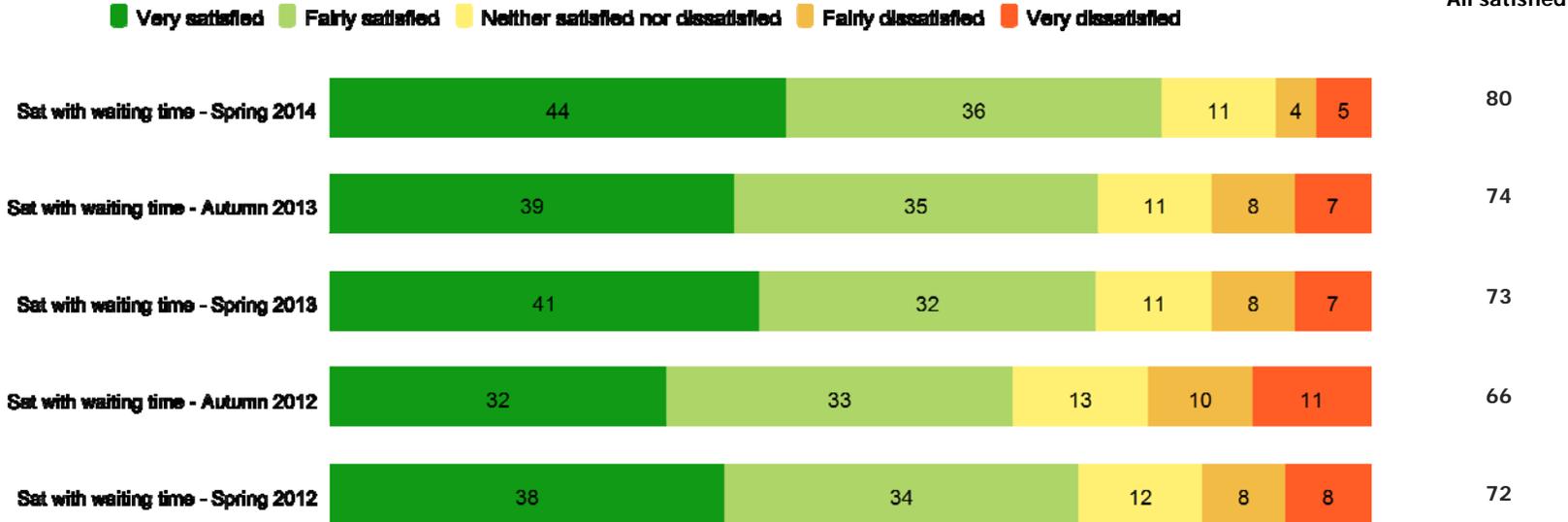
Filter: = Centro - Age grouped = 16 to 34

Age 35 - 59



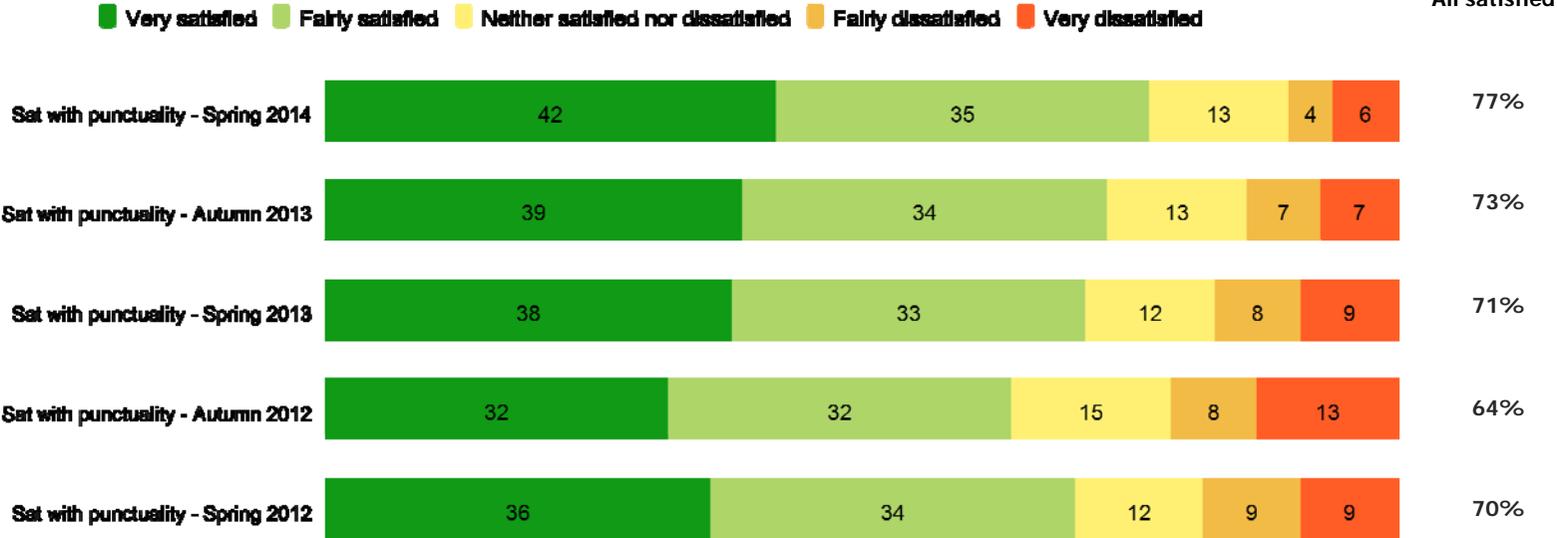
Filter: = Centro - Age grouped = 35 to 59

Length of time waited



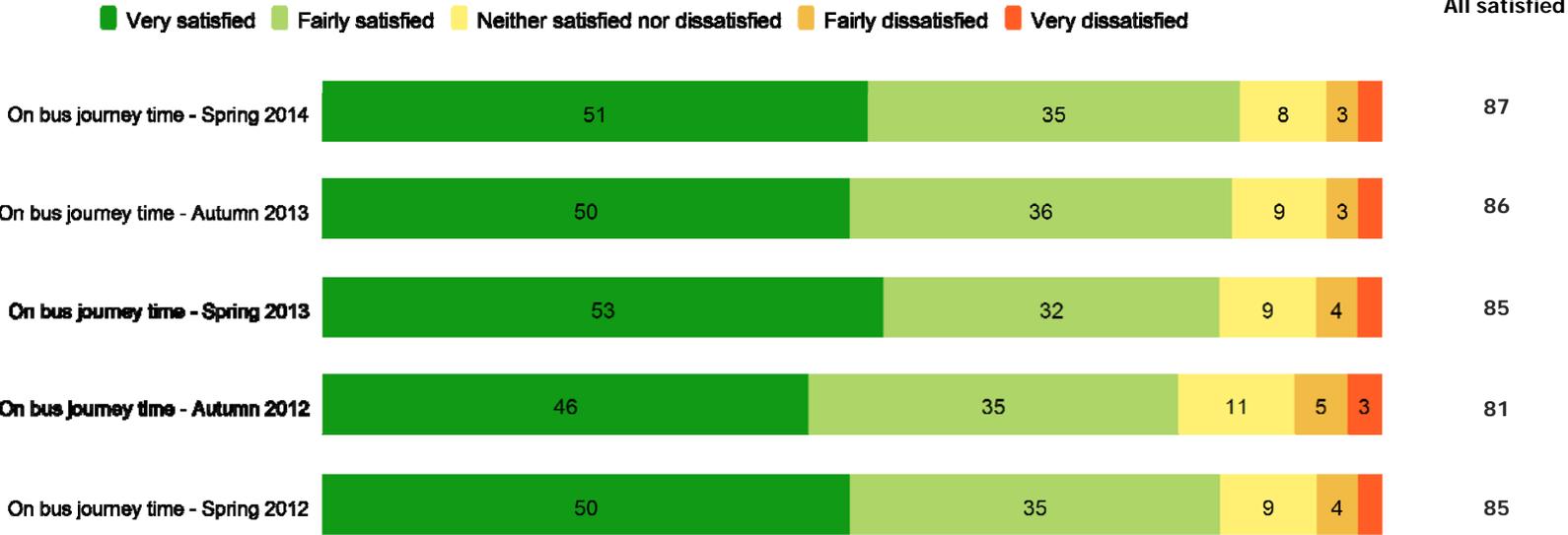
Filler: = Centro

Punctuality



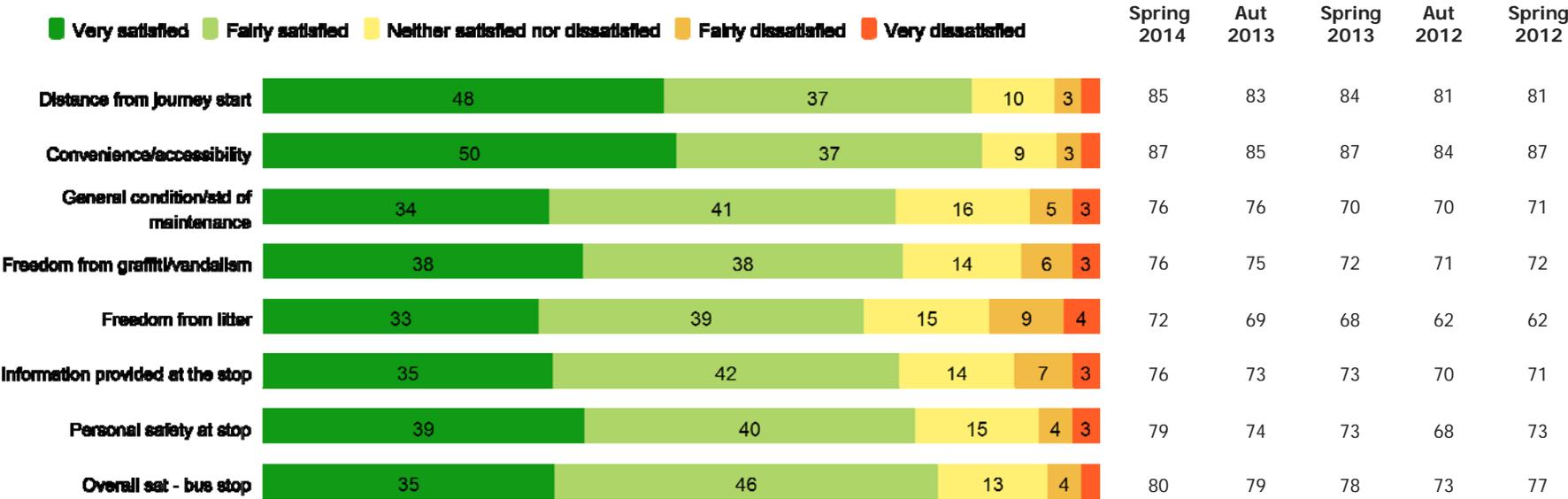
Filer: = Centro

On bus journey time



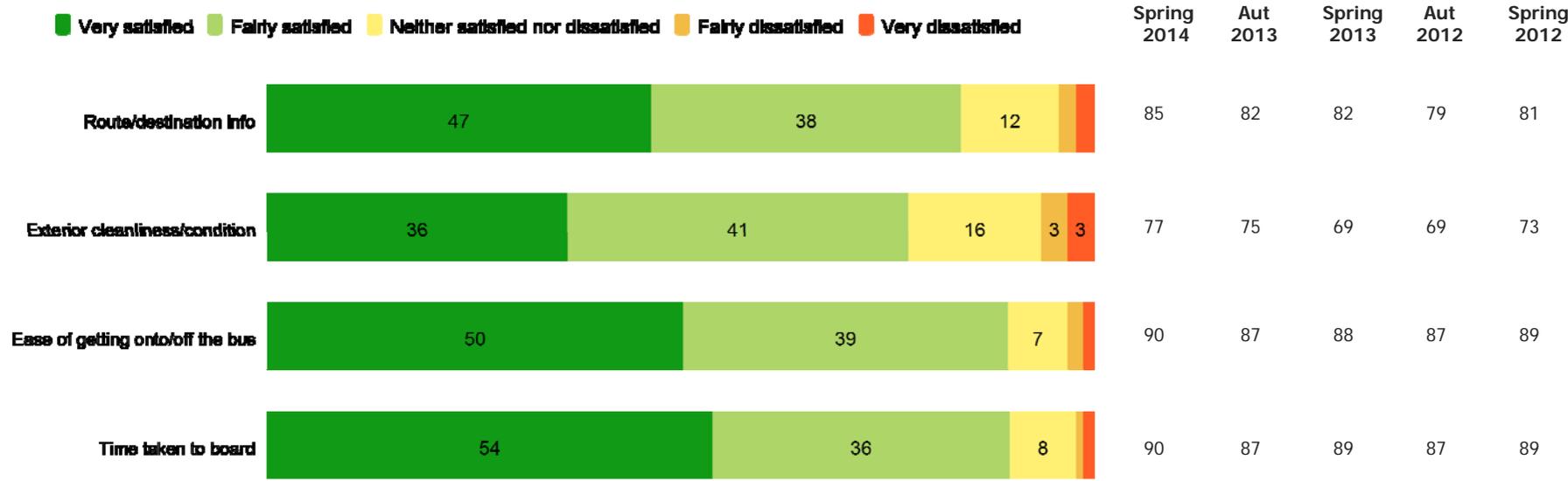
Filter: = Centro

At the bus stop



Filter: = Centro - Wave = Spring 2014

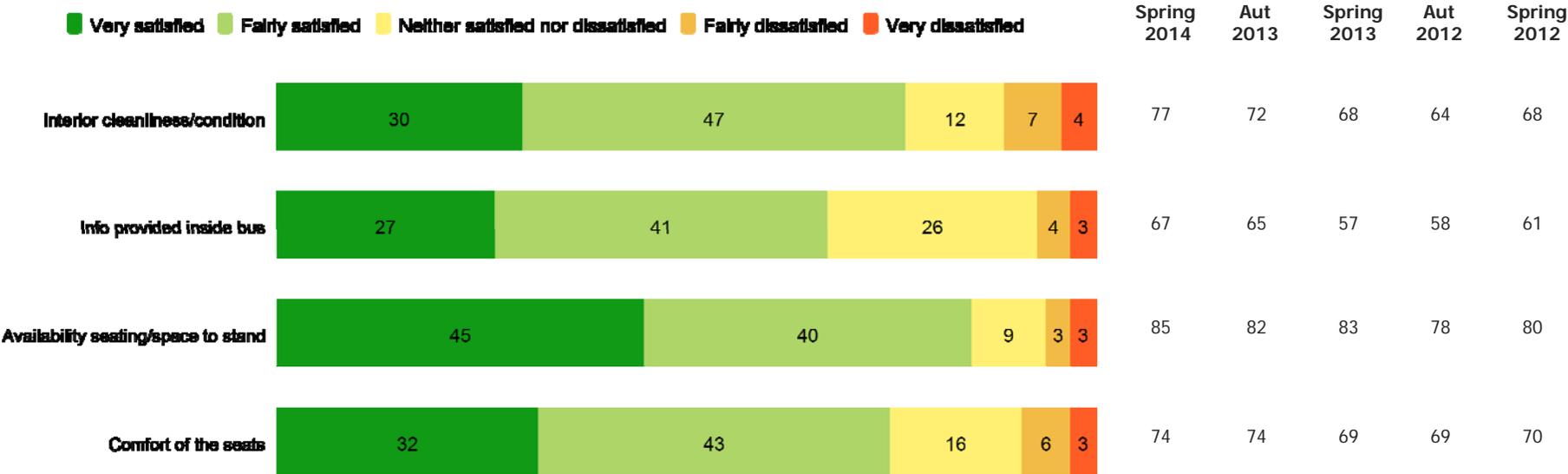
When the bus arrived at the stop



Filter: = Centro - Wave = Spring 2014

Whilst on the bus part 1

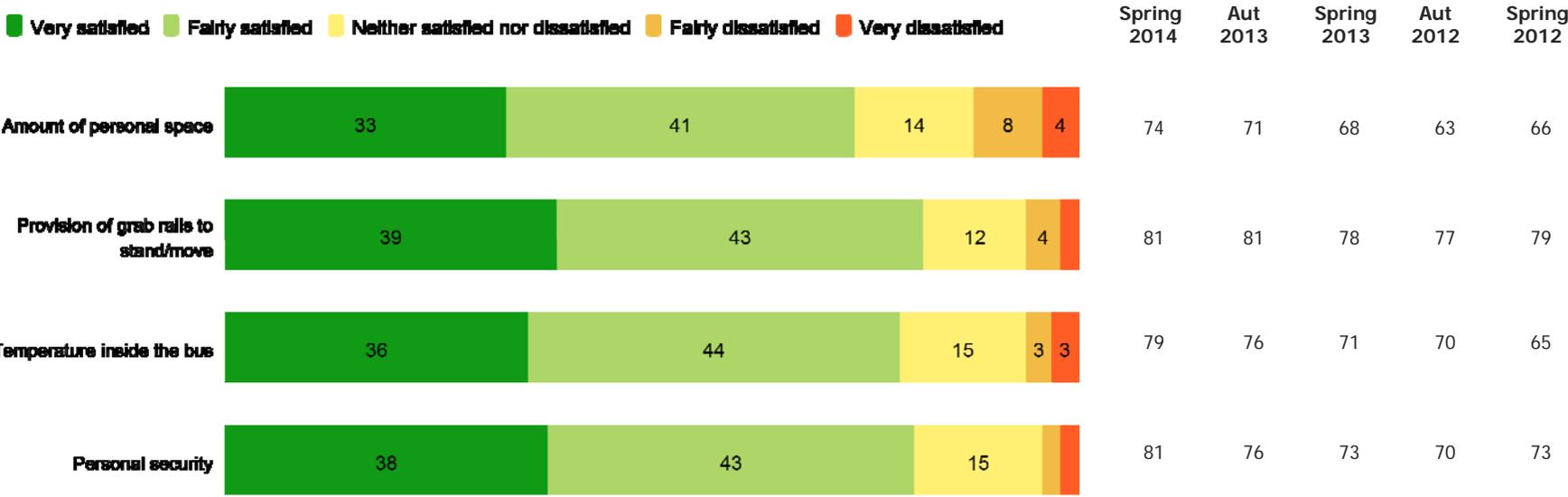
■ Very satisfied
 ■ Fairly satisfied
 ■ Neither satisfied nor dissatisfied
 ■ Fairly dissatisfied
 ■ Very dissatisfied



Filter: = Centro - Wave = Spring 2014

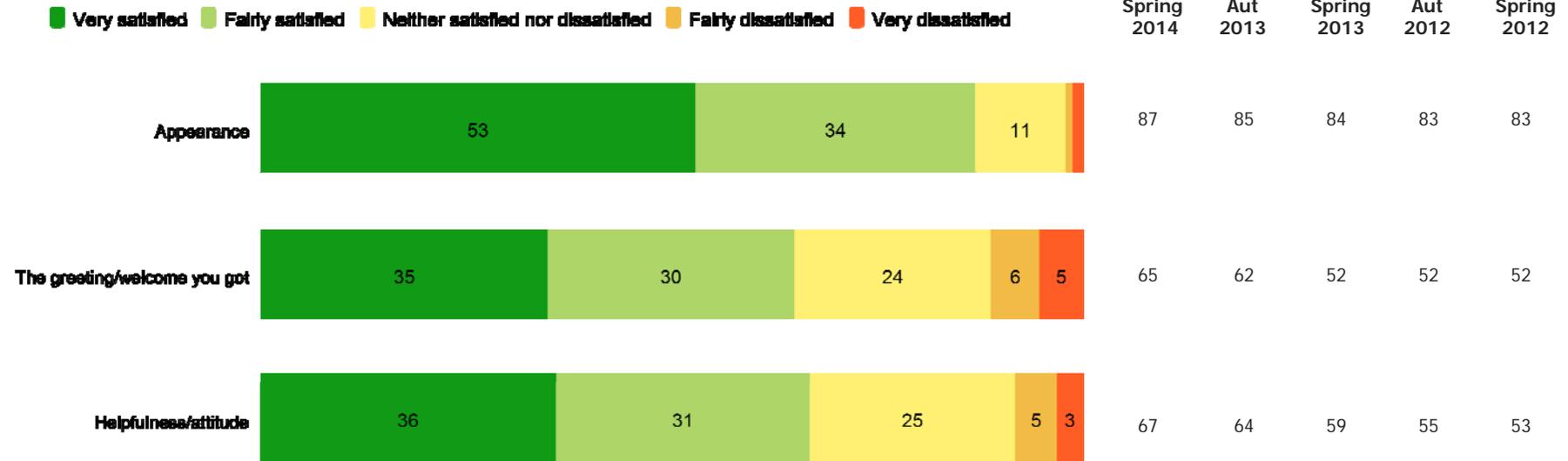
Whilst on the bus part 2

■ Very satisfied
 ■ Fairly satisfied
 ■ Neither satisfied nor dissatisfied
 ■ Fairly dissatisfied
 ■ Very dissatisfied



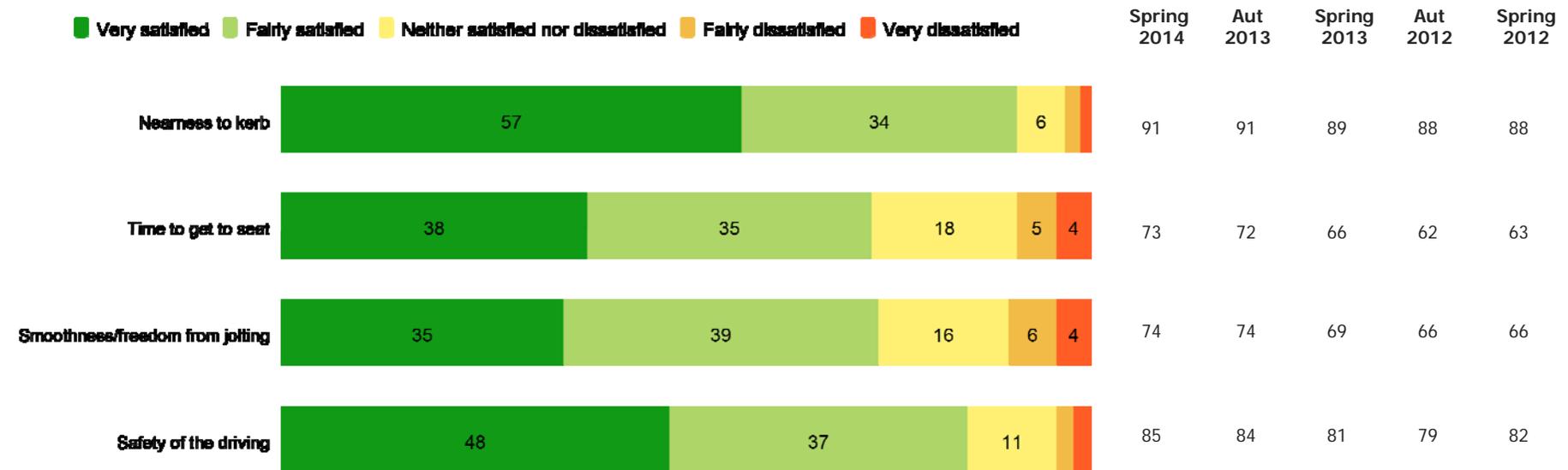
Filter: = Centro - Wave = Spring 2014

Bus driver - person attributes



Filter: = Centro - Wave = Spring 2014

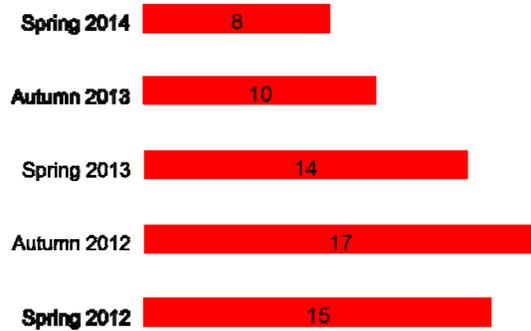
Bus driver - driving attributes



Filter: = Centro - Wave = Spring 2014

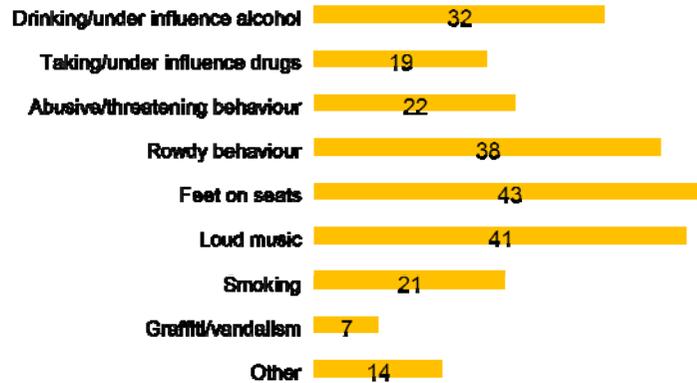
Concern / worry about other passengers behaviour

■ Yes - Other passengers' behaviour a concern



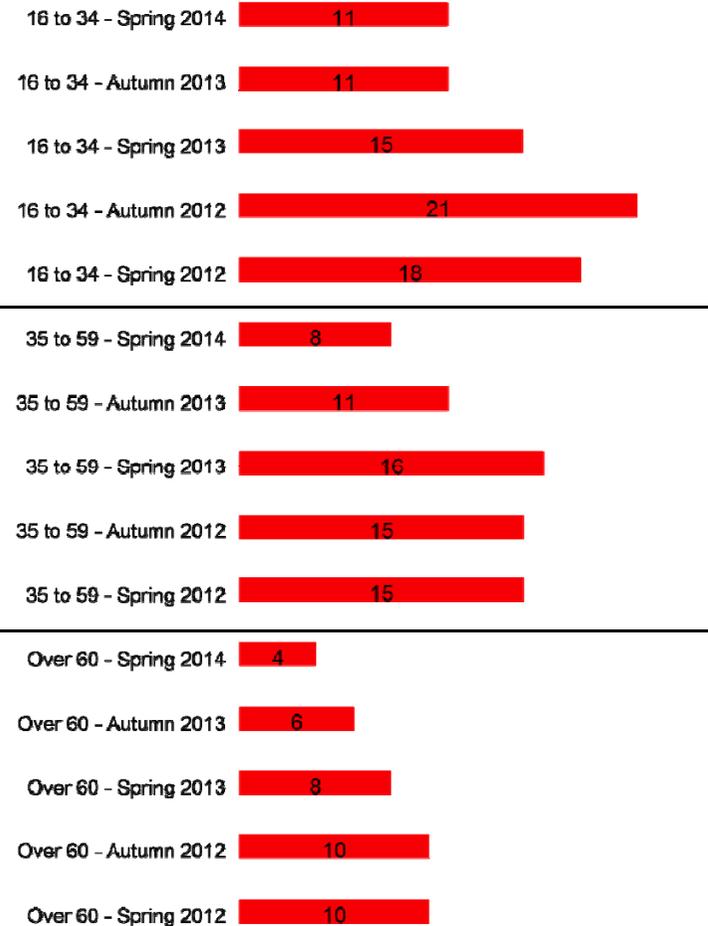
Filter: = Centro

■ What concerning behaviour:



Filter: = Centro - Wave = Spring 2014

■ Other passengers' behaviour a concern



Filter: = Centro

Further detail (1)

Overview of methodology

The survey has been designed to provide results that are representative of bus passenger journeys made within Centro area at the level of a transport authority.

The sampling method is 'systematic', derived from the list of the area's bus services and the times that they run (sourced from ITO World Ltd which makes available the data used on Traveline). The bus service/start times selected from the sampling process formed the start point for a three-hour shift, during which field workers made as many return trips as possible on that selected service. They discuss the survey with the boarders of that bus service and give all passengers the chance to participate; those wishing to do so were given a self-completion questionnaire to complete after their journey, together with a reply-paid envelope.

Fieldwork was conducted between mid March and mid May 2104 (excluding Easter school holiday period). Services available for selection were those running between 6am to 10pm, seven days of the week; only school bus services were systematically excluded. The survey was conducted among passengers aged 16 or over.

The response data were weighted to the age and gender profile of bus passengers within Centro; as there is no available data at area level on the age/gender profile of passengers this was estimated by recording the profile of passengers twice during each fieldwork shift, so age and gender was based on the aggregate of around 150 of these observations.

Passenger Focus was supported by BDRC Continental Ltd in conducting the spring 2014 survey. There is an accompanying methodology document that provides more detail on the survey process, available at www.passengerfocus.org.uk.

Further detail (2)

Interpreting results

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 where numbers in brackets shown after the question/category text are the actual numbers of passenger responses generating the answer value shown.

For ease of use BPS data are reported rounded to whole numbers, that is without decimal places. Note: 'all satisfied' results are the sum of the 'very satisfied' and 'fairly satisfied' and calculated on the underlying values which include decimal places. As a consequence these true summations can appear up to one per cent different to the sum of the rounded 'very satisfied' and 'fairly satisfied' numbers.

Waiver

Passenger Focus has taken care to ensure that the information contained in the BPS is correct. However, no warranty, express or implied, is given as to its accuracy and Passenger Focus does not accept any liability for error or omission.

Passenger Focus is not responsible for how the information is used, how it is interpreted or what reliance is placed on it. Passenger Focus does not guarantee that the information contained in BPS is fit for any particular purpose.