

Bus Passenger Survey – spring 2015 results

Centro - West Midlands PTE area

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Introduction

This is a survey of bus passengers' journey experiences.

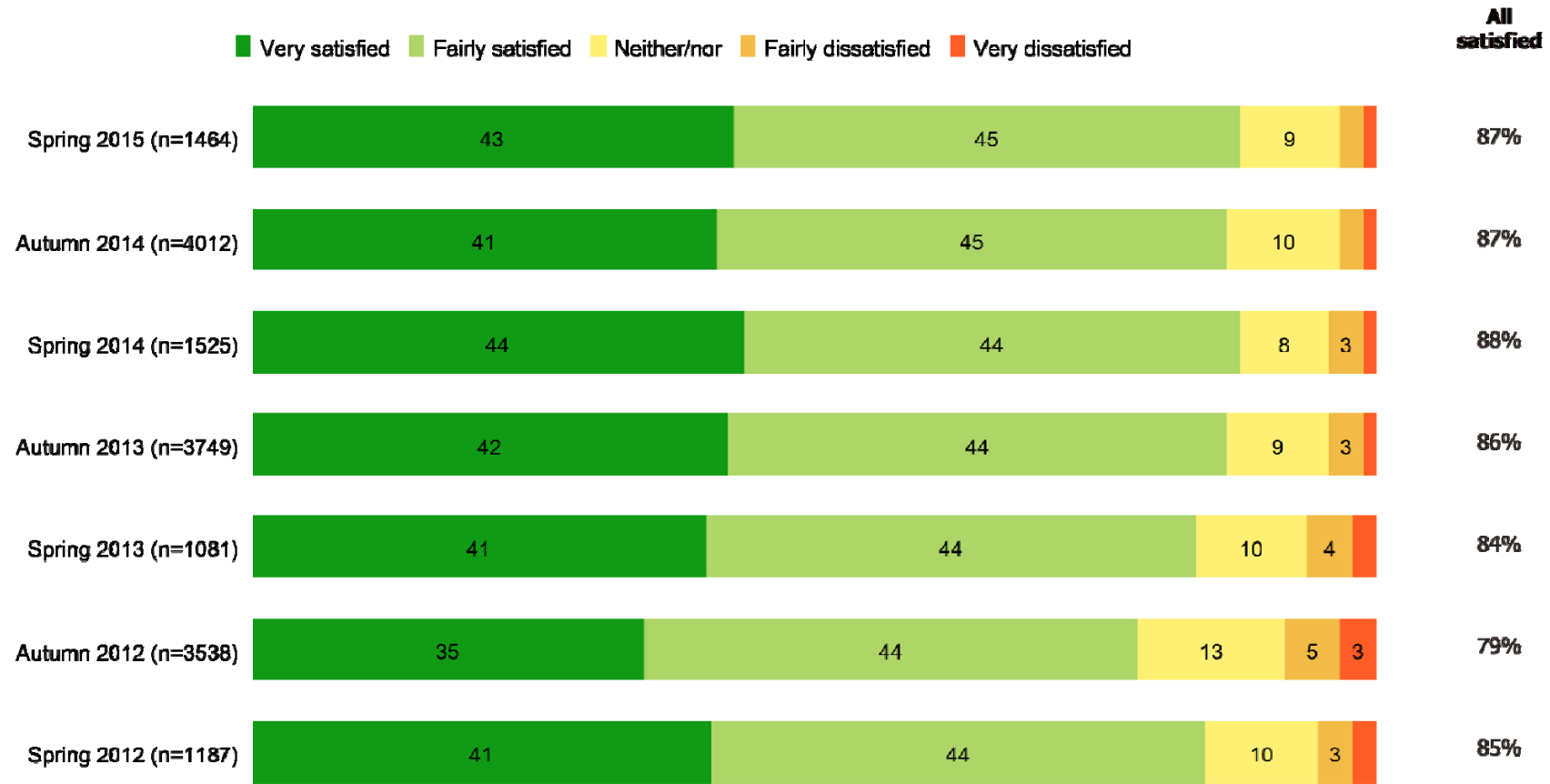
It was carried out between mid-March and mid-May 2015.

Number of responses received for West Midlands area-wide sample was 1554.

Results are representative at West Midlands authority level.

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

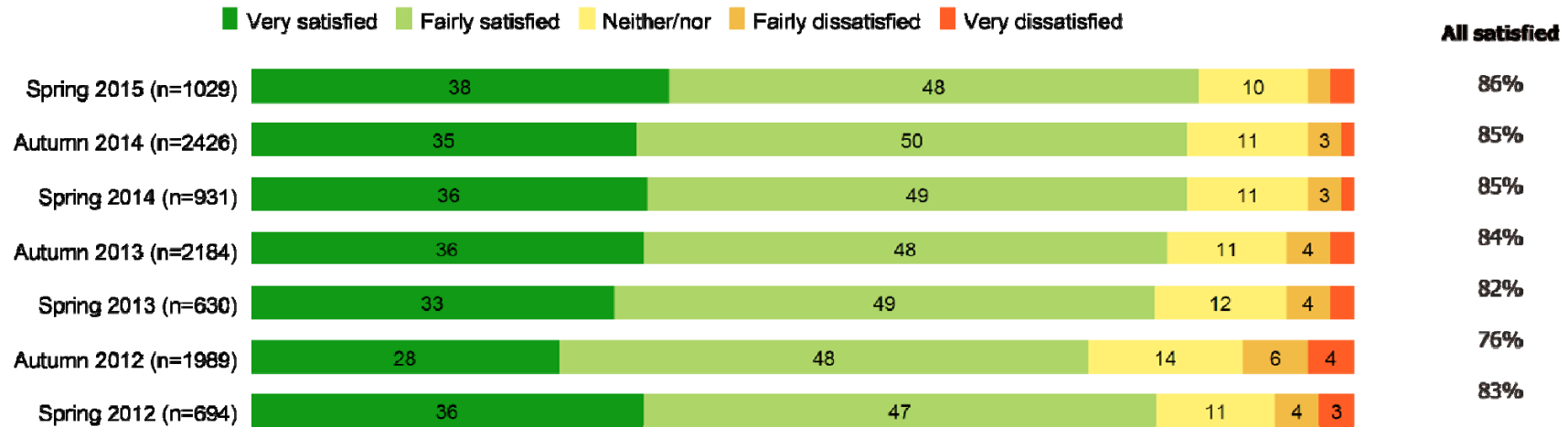
Overall satisfaction



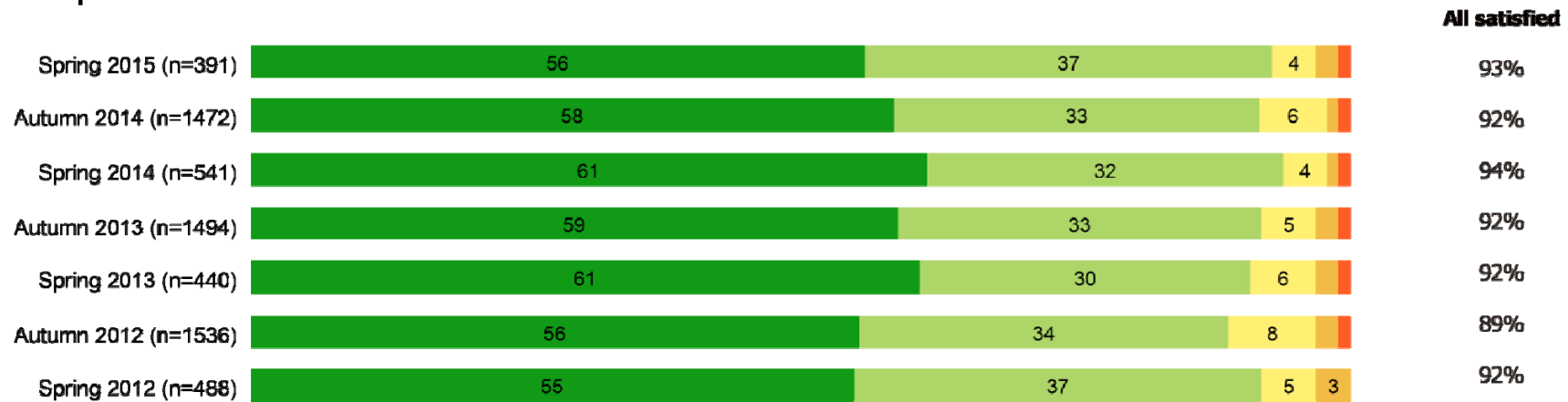
Filter: = Centro

Overall satisfaction

Fare payers only

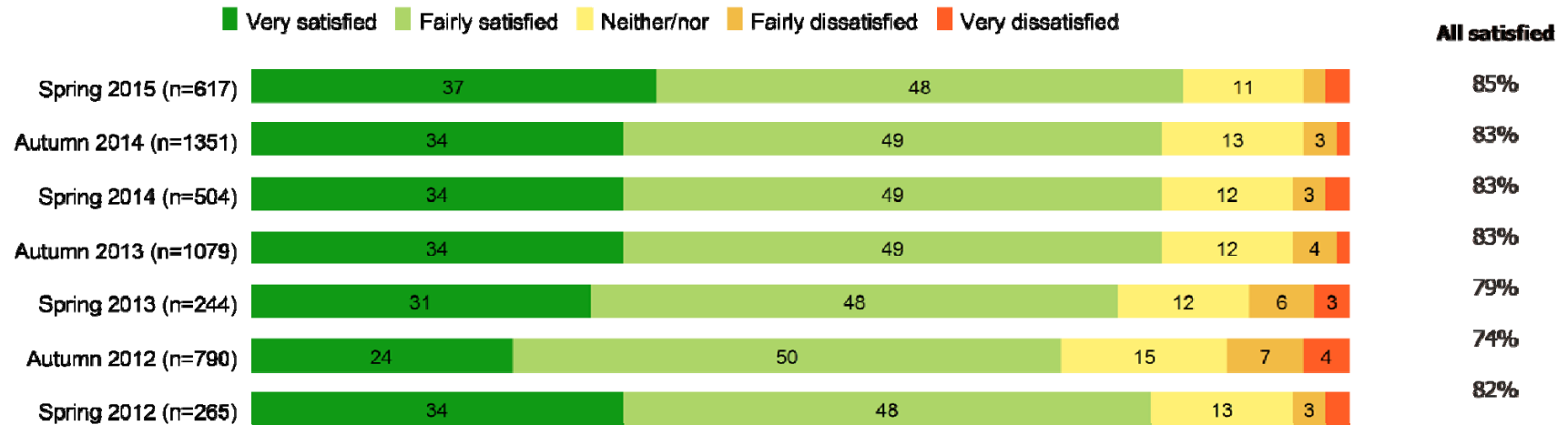


Free pass

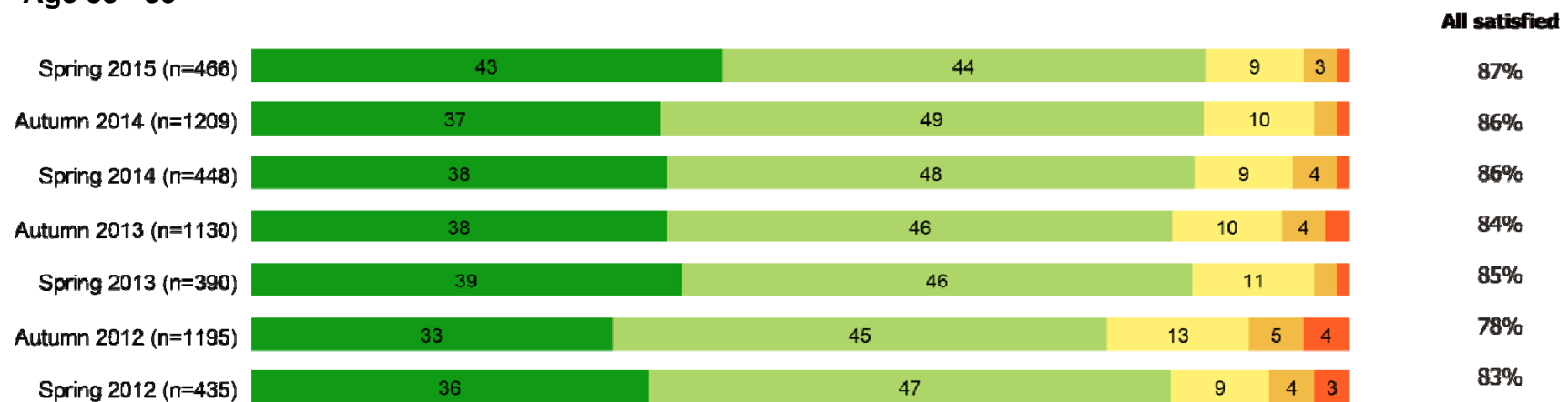


Overall satisfaction

Age 16 - 34

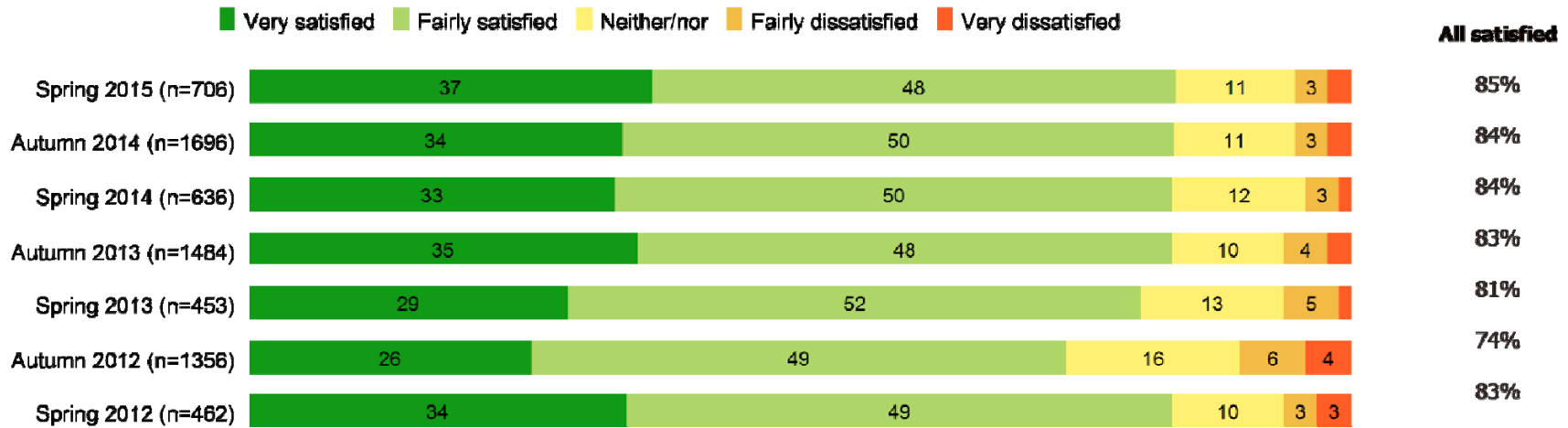


Age 35 - 59

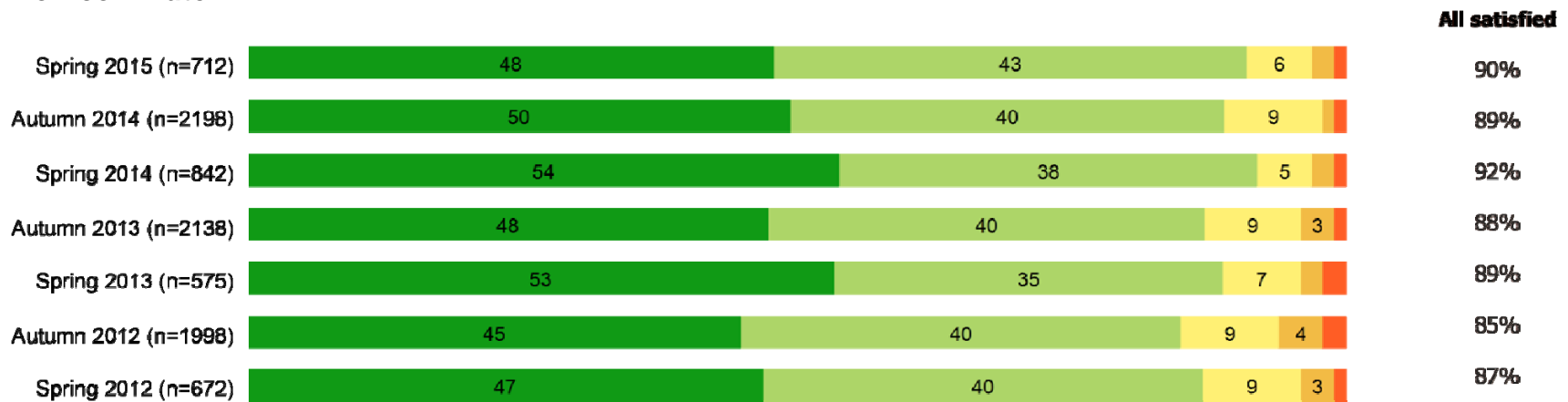


Overall satisfaction

Commuter



Non-commuter



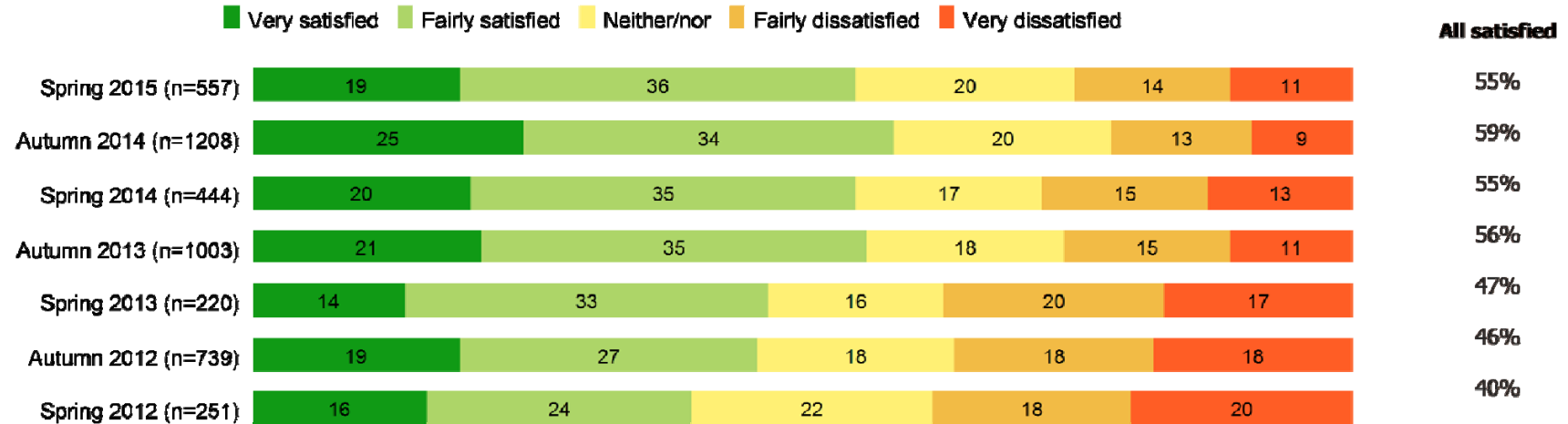
Value for money



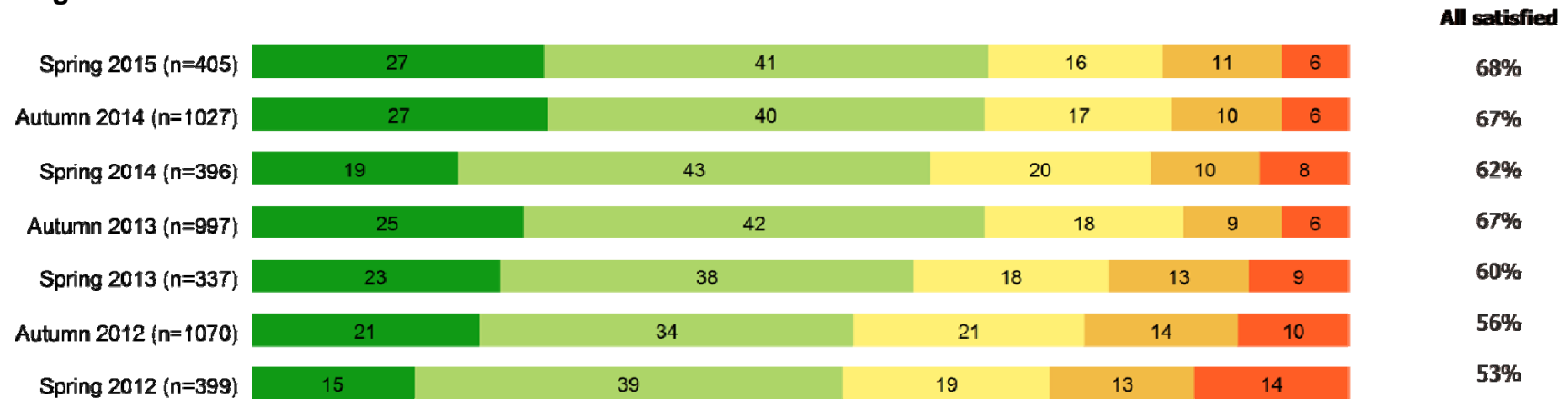
Filter: = Centro

Value for money - by age

Age 16 - 34

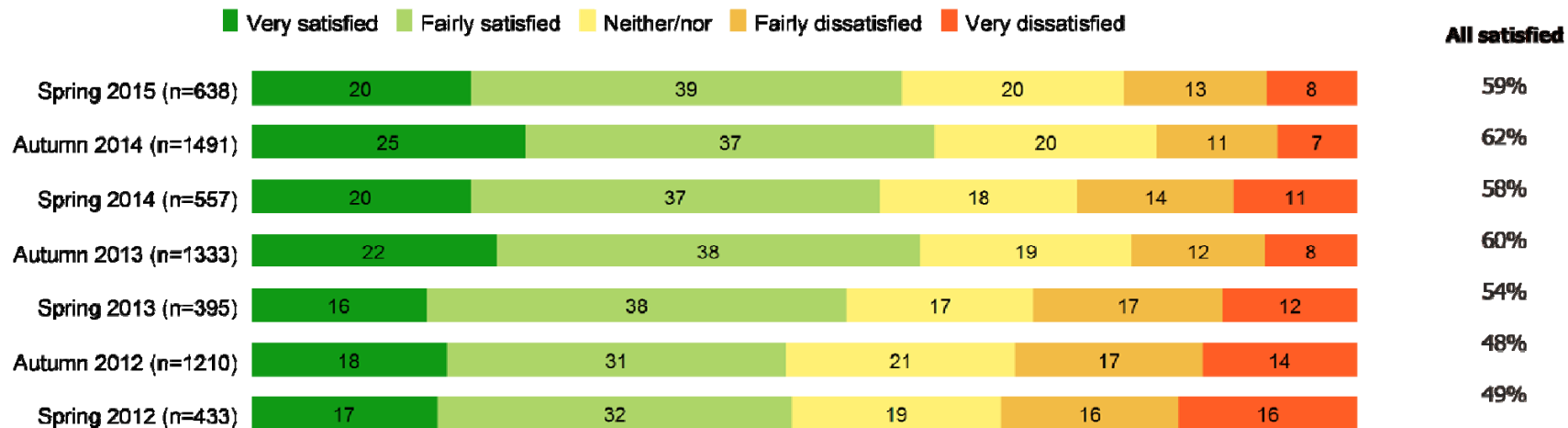


Age 35 - 59

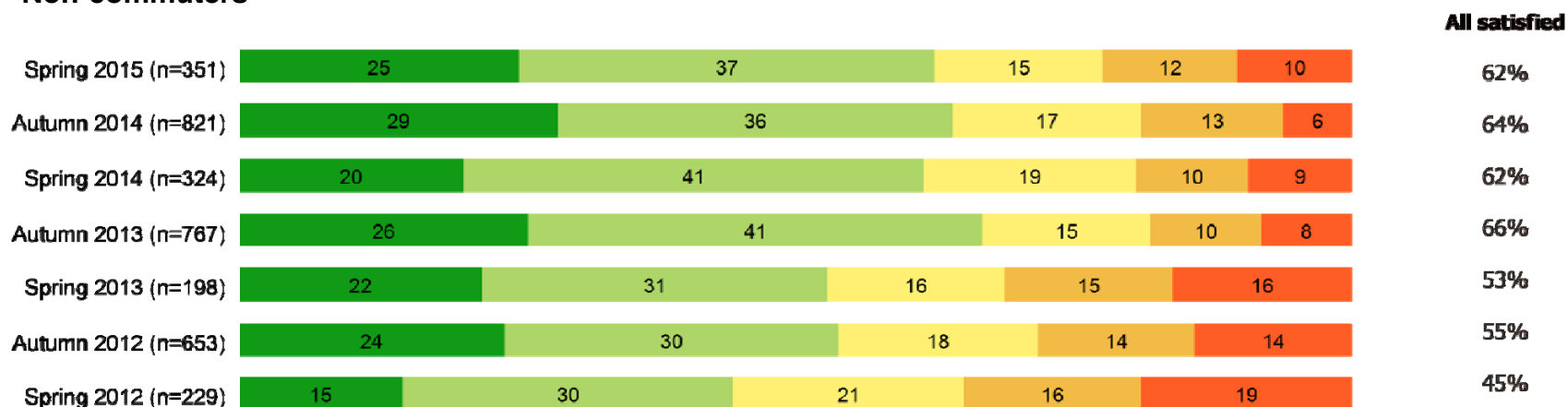


Value for money - by journey purpose

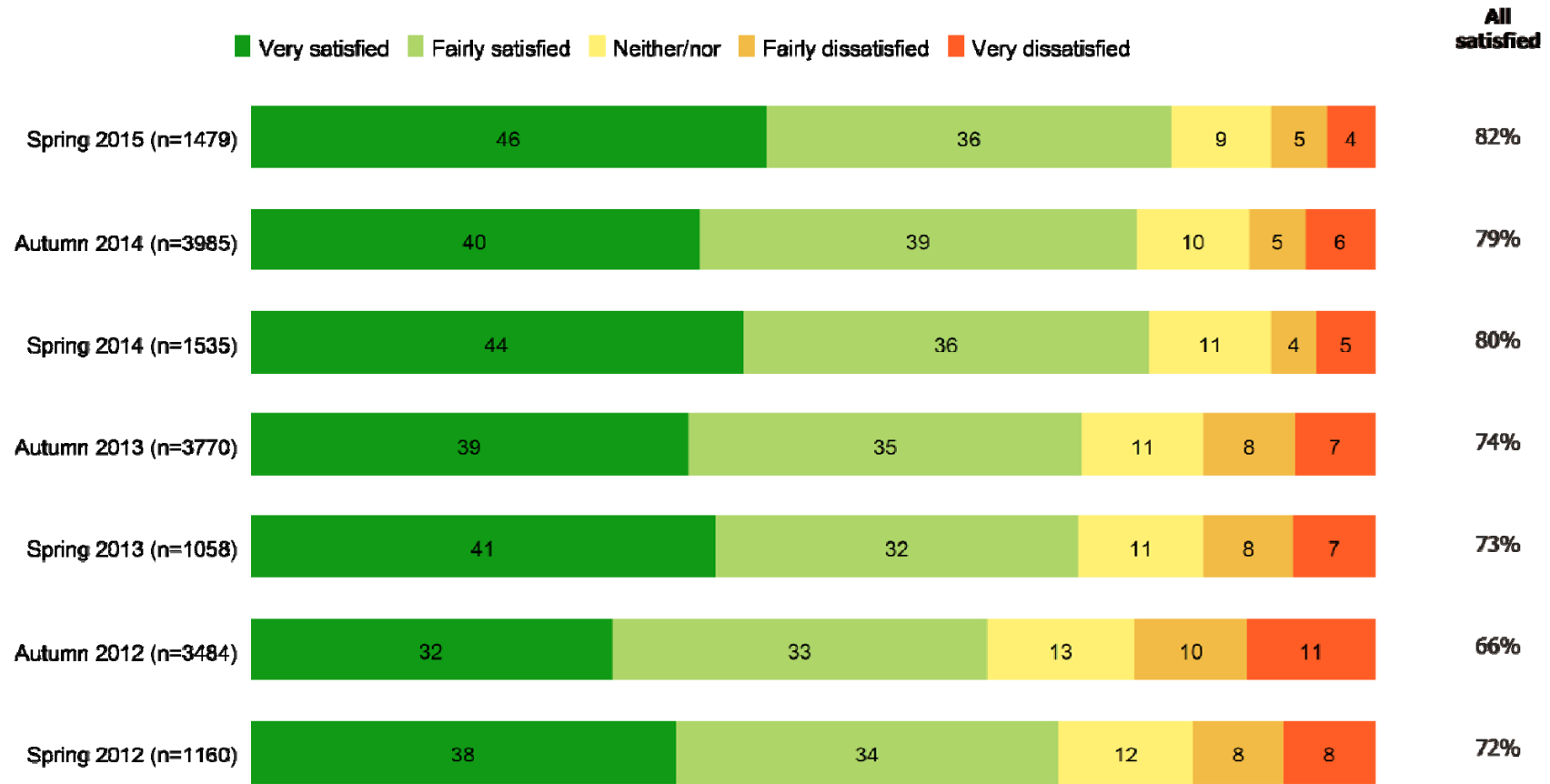
Commuters



Non-commuters



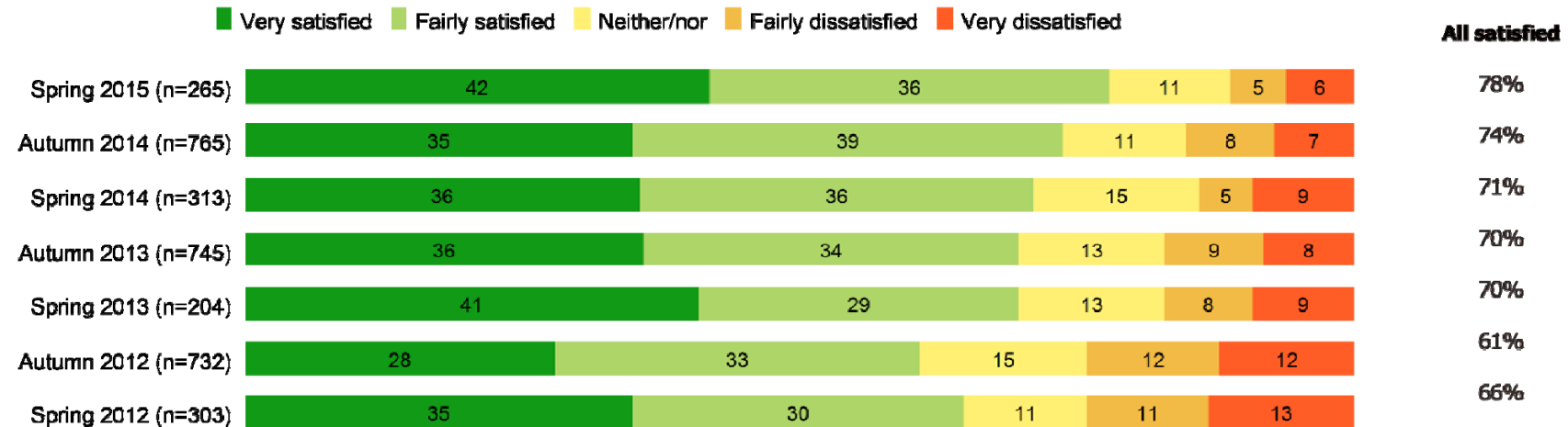
Length of time waited



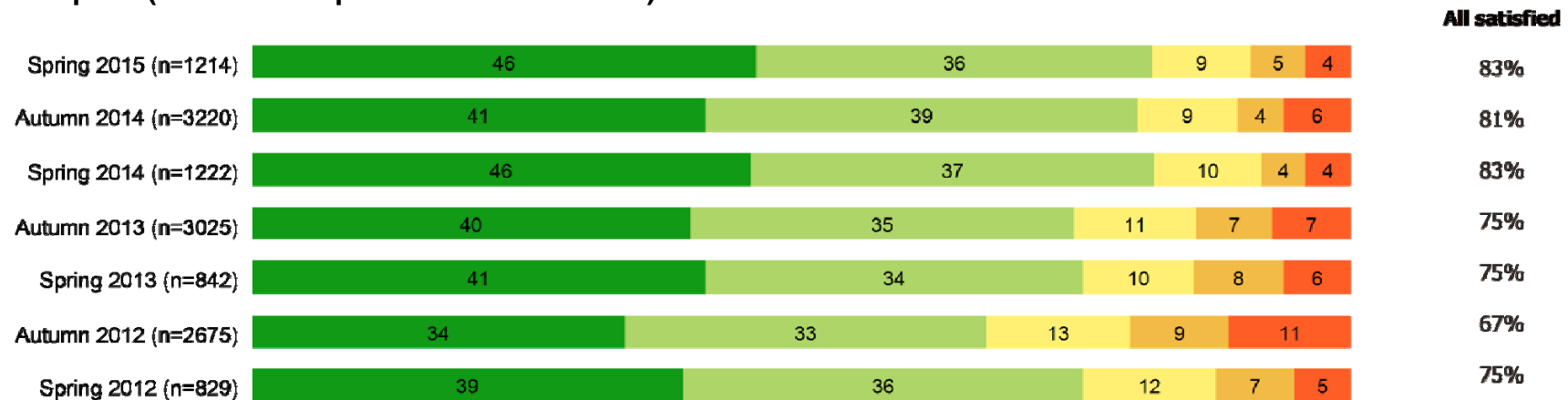
Filter: = Centro

Length of time waited - by peak / off-peak

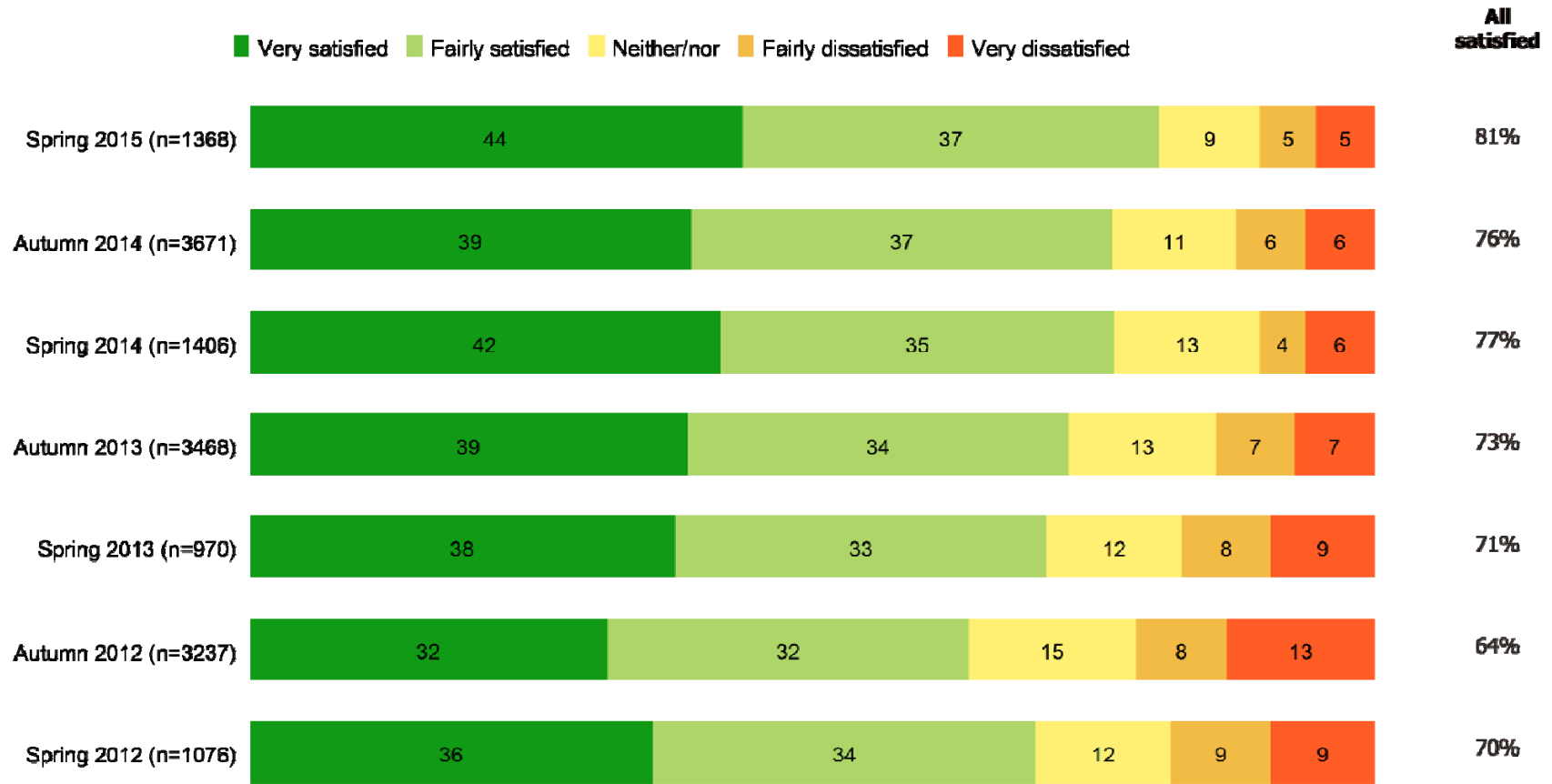
Peak (8:00 to 9:30 and 16:00 to 18:00 – weekdays only)



Off-peak (all times not peak as defined above)



Punctuality



Filter: = Centro

Checking bus arrival times

Whether checked arrival time of the bus:

Those who did not check

Those who only checked before leaving for the stop

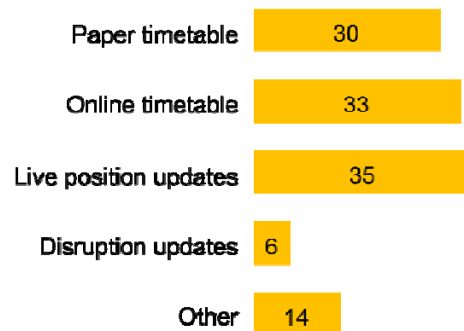
Those who only checked at the stop

Those who checked before leaving and at the stop

	Spring 2015	Autumn 2014	Spring 2014	Autumn 2013	Spring 2013	Autumn 2012	Spring 2012
Non checkers	32%	33%	32%	33%	-	-	-
Pre checkers only	18%	19%	17%	13%	-	-	-
At stop checkers only	38%	36%	33%	33%	-	-	-
Dual checkers	12%	11%	18%	20%	-	-	-

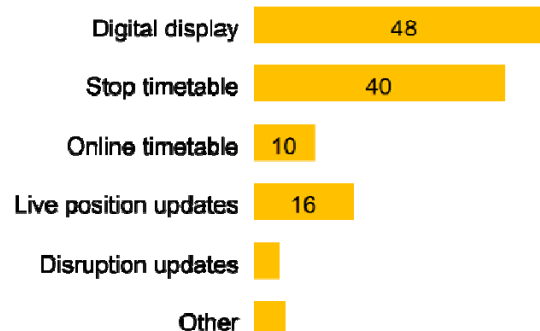
■ (n=1554)

Pre-checkers - spring 2015



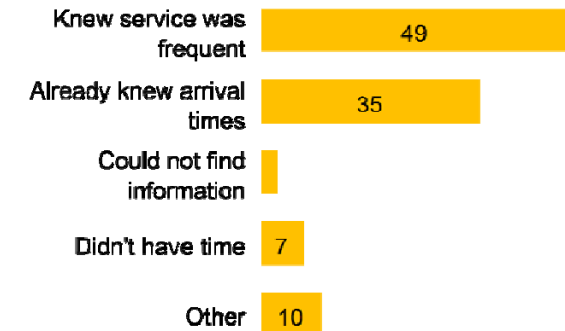
■ (n=456)

At stop checkers - spring 2015



■ (n=772)

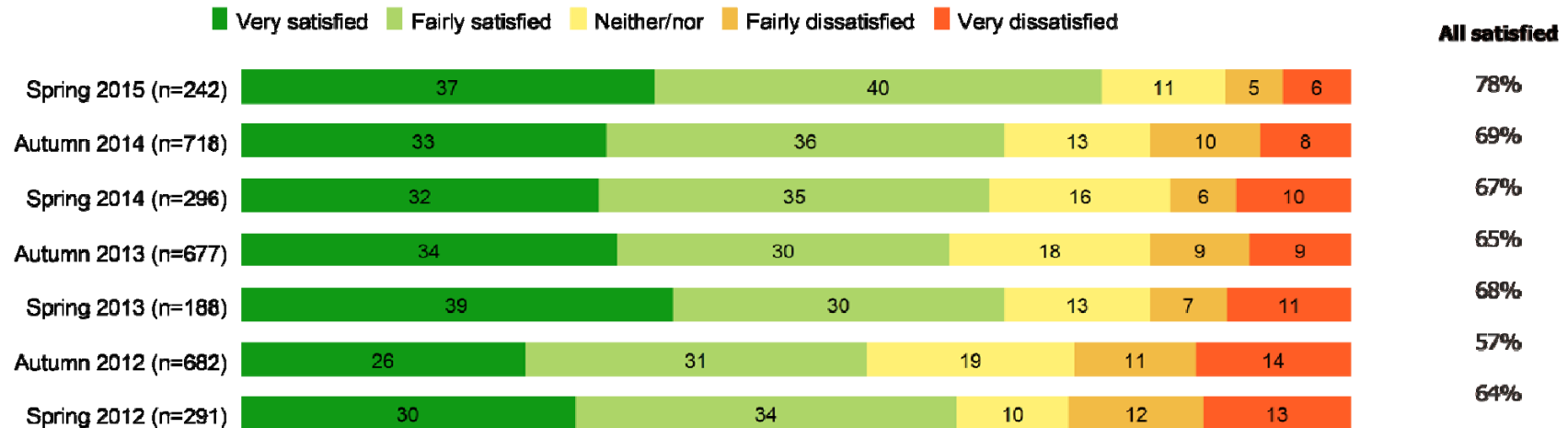
Non-checkers - why - spring 2015



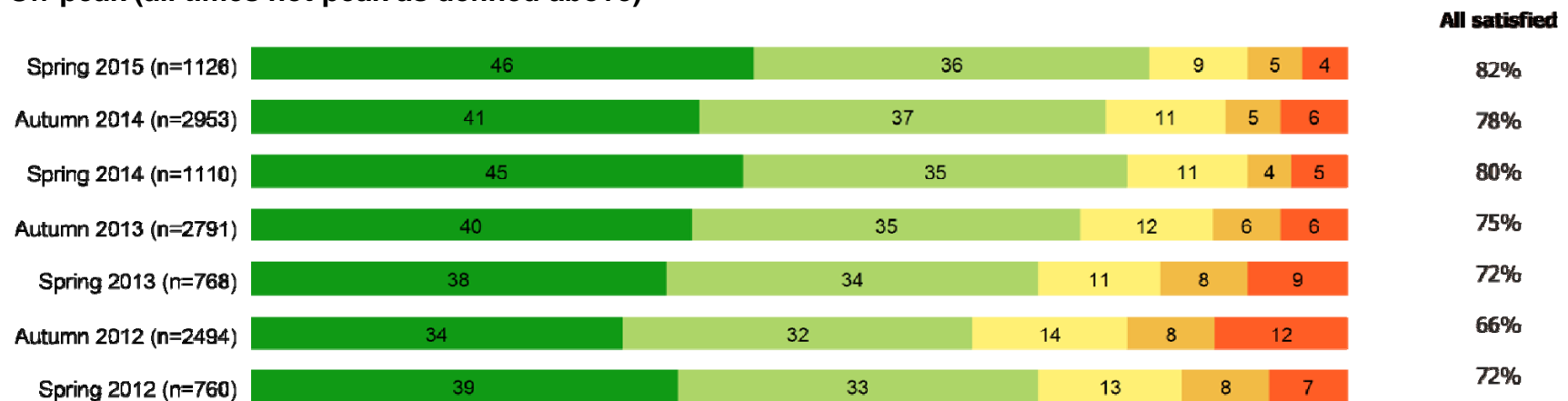
■ (n=429)

Punctuality - by peak / off-peak

Peak (8:00 to 9:30 and 16:00 to 18:00 – weekdays only)



Off-peak (all times not peak as defined above)



Satisfaction with on-bus journey time

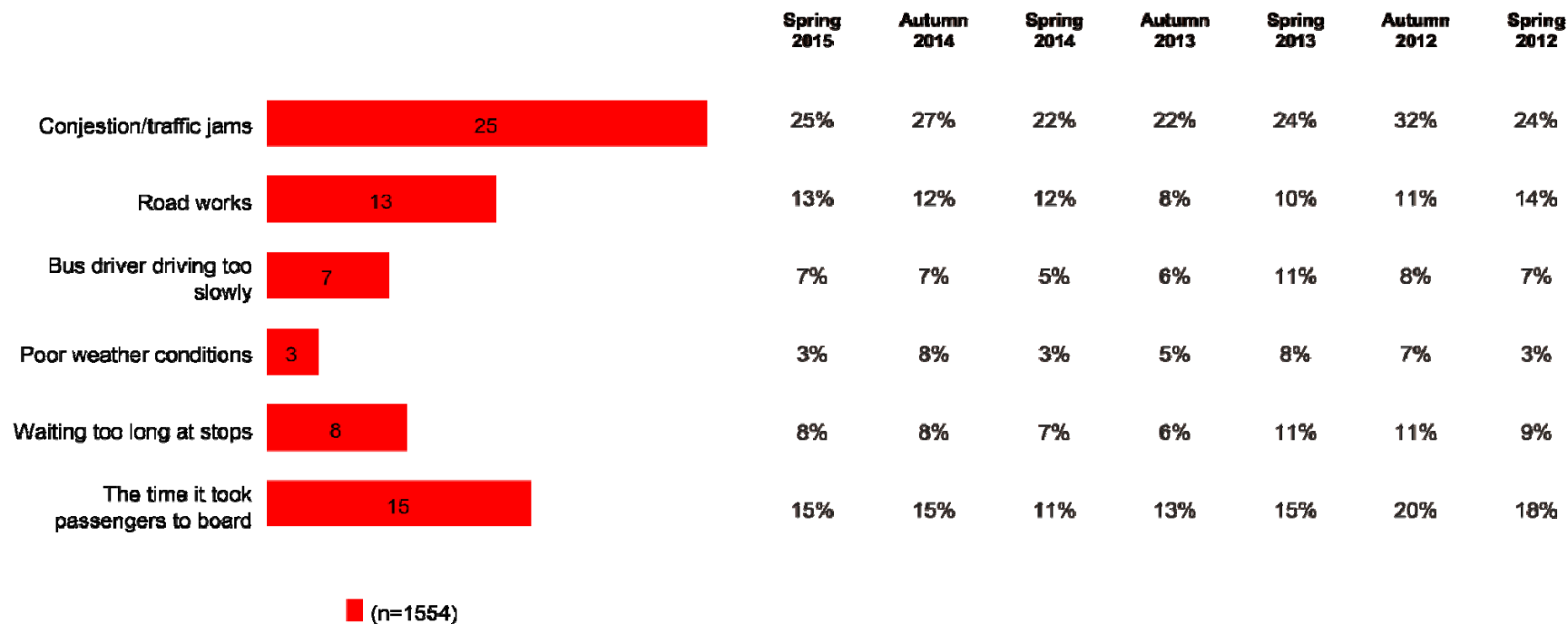


Filter: = Centro

What affected journey time - all passengers

How often was journey time affected (%)

(note more than one answer permissible)



What affected journey time - by passenger groups

How often was journey time affected (%)

(note more than one answer permissible)

Peak (8:00 to 9:30 and 16:00 to 18:00 – weekdays only)

n=277

	Spring 2015	Autumn 2014	Spring 2014	Autumn 2013	Spring 2013	Autumn 2012	Spring 2012
Conjestion/traffic jams	44%	43%	36%	38%	38%	47%	32%
Road works	13%	12%	14%	7%	8%	10%	10%
Bus driver driving too slowly	8%	8%	8%	6%	13%	7%	7%
Poor weather conditions	2%	10%	3%	6%	10%	9%	2%
Waiting too long at stops	14%	10%	14%	9%	11%	10%	10%
The time it took passengers to board	15%	14%	13%	15%	14%	21%	17%

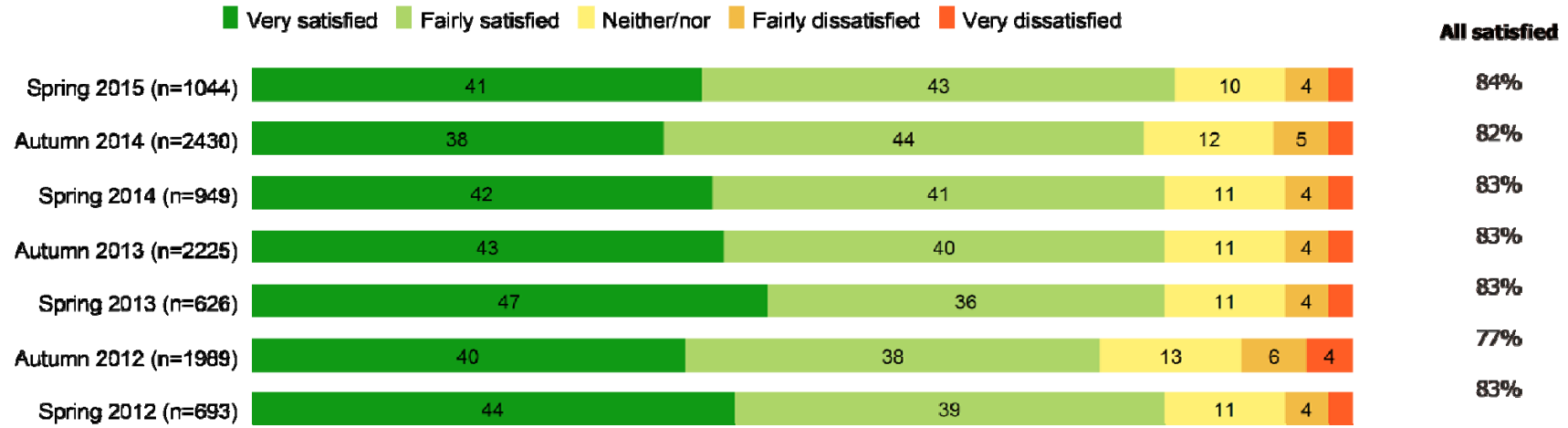
Off-peak (all times not peak as defined above)

n=1277

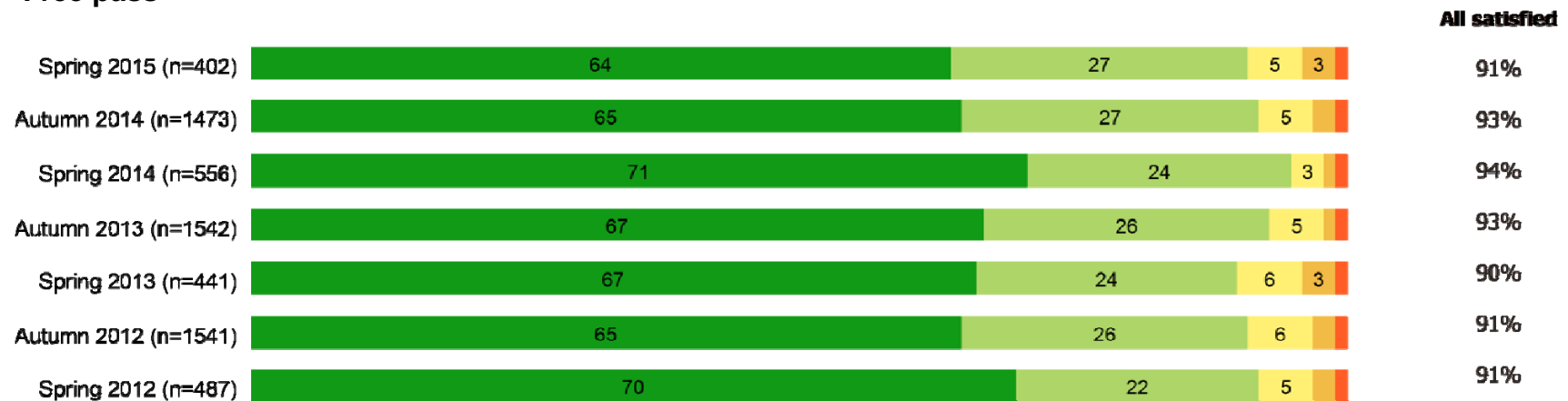
	Spring 2015	Autumn 2014	Spring 2014	Autumn 2013	Spring 2013	Autumn 2012	Spring 2012
Conjestion/traffic jams	21%	22%	18%	18%	20%	26%	20%
Road works	13%	12%	11%	9%	11%	11%	15%
Bus driver driving too slowly	7%	7%	4%	5%	10%	9%	7%
Poor weather conditions	3%	8%	3%	5%	7%	6%	3%
Waiting too long at stops	7%	8%	5%	5%	11%	12%	8%
The time it took passengers to board	15%	16%	10%	13%	15%	20%	19%

On-bus journey time - fare payers / free pass

Fare payers only

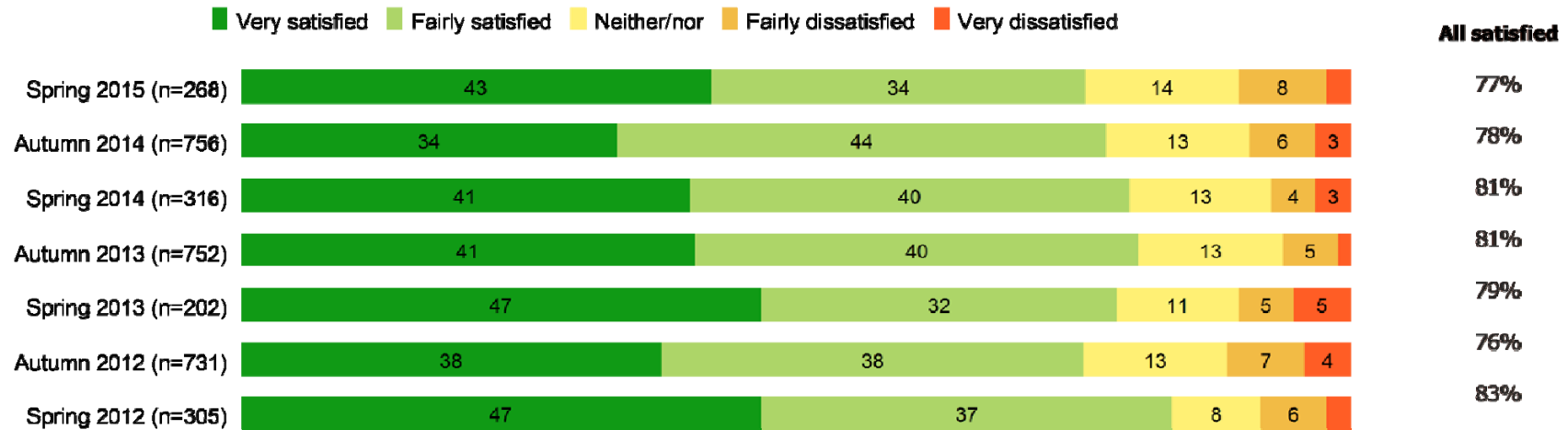


Free pass

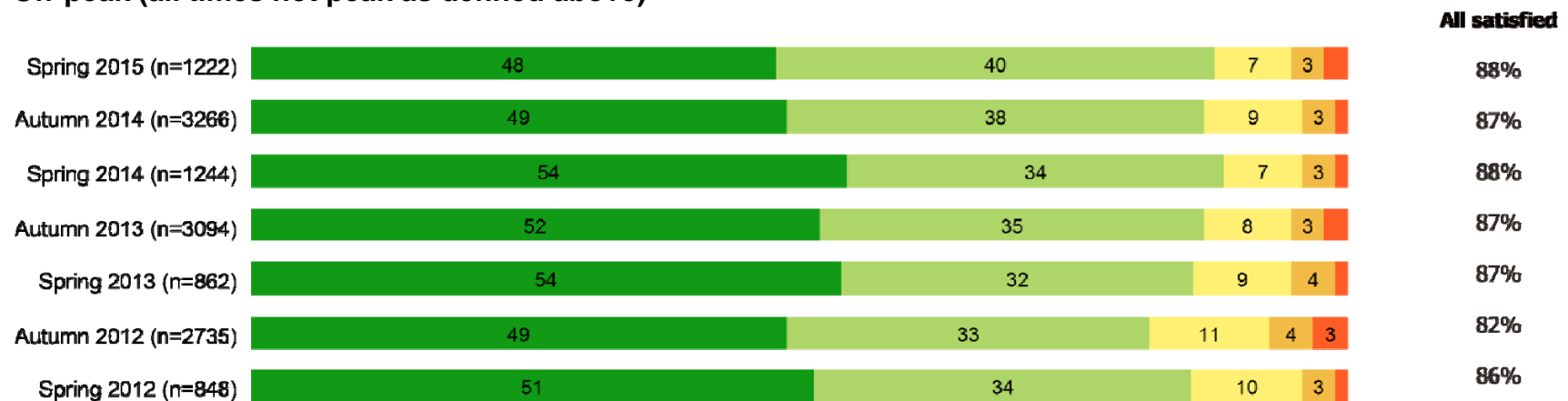


On-bus journey time - by time of day of journey

Peak (8:00 to 9:30 and 16:00 to 18:00 – weekdays only)

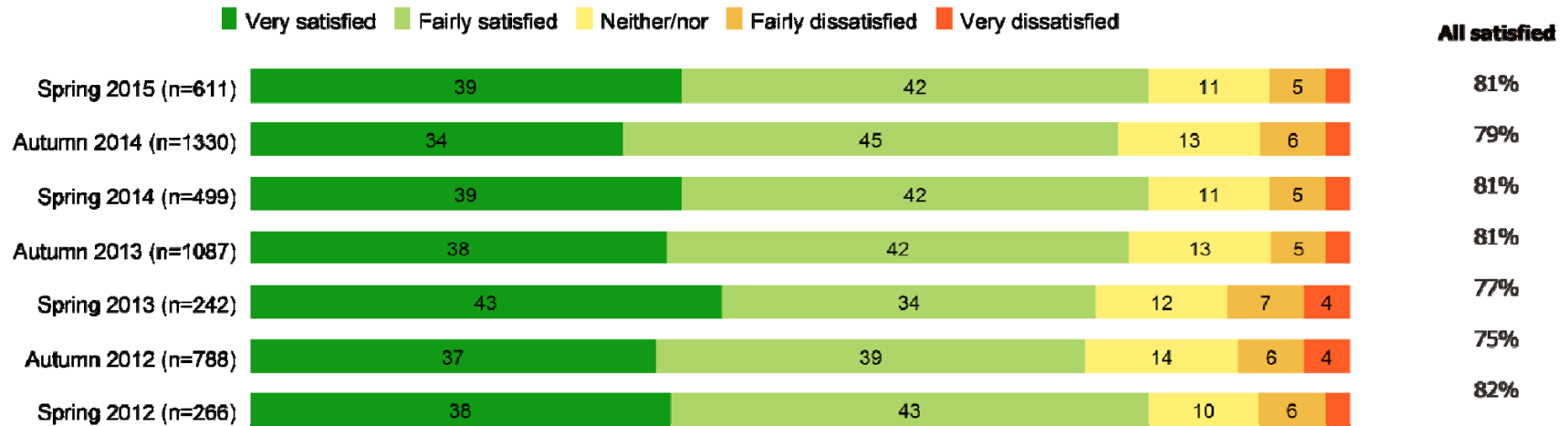


Off-peak (all times not peak as defined above)

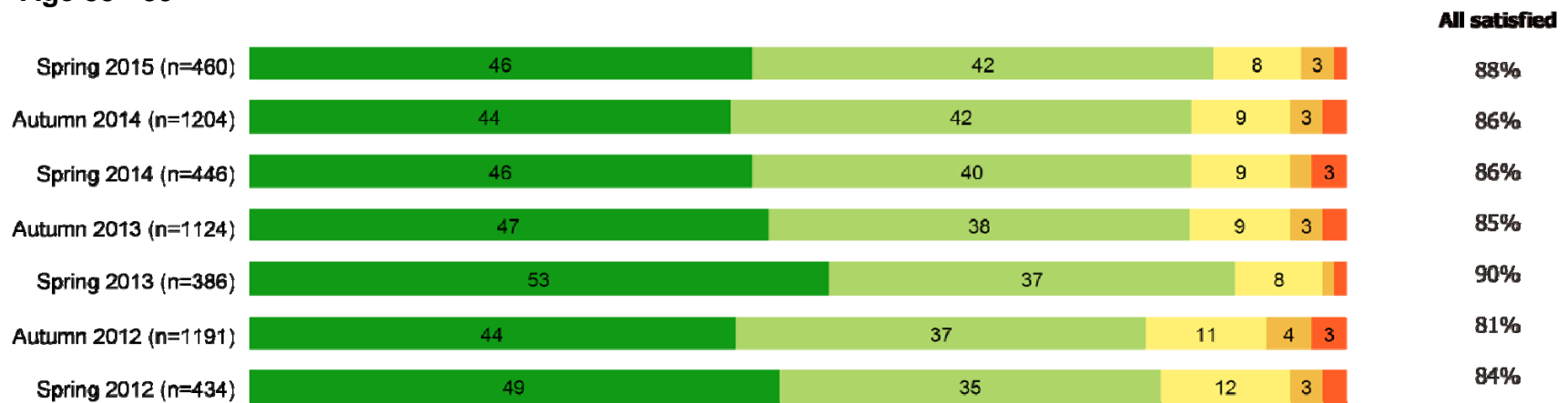


On-bus journey time - by age

Age 16 - 34



Age 35 - 59



At the bus stop - part 1

		Spring 2015	Autumn 2014	Spring 2014	Autumn 2013	Spring 2013	Autumn 2012	Spring 2012
All passengers								
Dist. from jny start (n=1401)		86%	86%	85%	83%	84%	81%	81%
Conv/accessibility (n=1318)		86%	86%	87%	85%	87%	84%	87%
General cond. std of maint (n=1353)		75%	76%	76%	76%	70%	70%	71%
Freedom from graff/vandal (n=1338)		75%	74%	76%	75%	72%	71%	72%
Age 60+								
Dist. from jny start (n=305)		91%	91%	92%	90%	88%	87%	91%
Conv/accessibility (n=258)		92%	91%	93%	91%	91%	91%	93%
General cond. std of maint (n=276)		80%	85%	86%	83%	80%	81%	83%
Freedom from graff/vandal (n=272)		82%	83%	86%	82%	79%	79%	85%
Female								
Dist. from jny start (n=859)		87%	86%	86%	85%	86%	80%	83%
Conv/accessibility (n=802)		85%	87%	87%	85%	87%	83%	87%
General cond. std of maint (n=823)		73%	77%	75%	77%	70%	69%	71%
Freedom from graff/vandal (n=811)		73%	77%	75%	77%	71%	71%	72%

At the bus stop - part 2

						Spring 2015	Autumn 2014	Spring 2014	Autumn 2013	Spring 2013	Autumn 2012	Spring 2012
All passengers												
Freedom from litter (n=1338)	28	41	16	10	5	69%	70%	72%	69%	68%	62%	62%
Info at stop (n=1349)	31	45	15	5	4	76%	75%	76%	73%	73%	70%	71%
Personal safety at stop (n=1346)	34	44	16	4		78%	76%	79%	74%	73%	68%	73%
Overall sat - bus stop (n=1480)	33	50	13			83%	81%	80%	79%	78%	73%	77%
Age 60+												
Freedom from litter (n=277)	30	42	14	11	4	72%	76%	81%	77%	78%	71%	78%
Info at stop (n=274)	35	50	10			85%	84%	88%	83%	84%	82%	85%
Personal safety at stop (n=276)	37	51	10			88%	85%	87%	85%	83%	81%	86%
Overall sat - bus stop (n=341)	37	49	8			86%	86%	87%	84%	87%	82%	87%
Female												
Freedom from litter (n=811)	27	41	18	10	4	68%	71%	73%	70%	68%	64%	64%
Info at stop (n=815)	31	45	16	5		76%	77%	77%	75%	74%	70%	69%
Personal safety at stop (n=814)	32	44	17	4		76%	77%	79%	75%	73%	67%	74%
Overall sat - bus stop (n=895)	32	50	12			83%	82%	82%	80%	77%	72%	79%

As the bus arrived

		Spring 2015	Autumn 2014	Spring 2014	Autumn 2013	Spring 2013	Autumn 2012	Spring 2012
All passengers								
Route/dest info (n=1404)		84%	84%	85%	82%	82%	79%	81%
Ext clean/condition (n=1404)		78%	78%	77%	75%	69%	69%	73%
Ease of getting onto/off bus (n=1445)		90%	89%	90%	87%	88%	87%	89%
Time taken to board (n=1408)		90%	89%	90%	87%	89%	87%	89%
Fare payers								
Route/dest info (n=1005)		82%	82%	82%	80%	78%	76%	79%
Ext clean/condition (n=1012)		77%	76%	74%	73%	67%	66%	71%
Ease of getting onto/off bus (n=1030)		89%	88%	88%	86%	87%	86%	88%
Time taken to board (n=1020)		88%	87%	88%	86%	88%	85%	87%
Free pass								
Route/dest info (n=356)		91%	91%	93%	90%	93%	89%	89%
Ext clean/condition (n=350)		82%	84%	85%	83%	78%	79%	80%
Ease of getting onto/off bus (n=373)		93%	92%	93%	91%	92%	89%	92%
Time taken to board (n=347)		95%	93%	95%	92%	93%	92%	96%

On the bus - part 1

							Spring 2015	Autumn 2014	Spring 2014	Autumn 2013	Spring 2013	Autumn 2012	Spring 2012
All passengers													
Int. clean/condition (n=1480)	26	48	13	8	6		73%	75%	77%	72%	68%	64%	68%
Info in bus (n=1354)	28	42	24	4			70%	68%	67%	65%	57%	58%	61%
Avail seating/stand space (n=1444)	45	41	10				86%	83%	85%	82%	83%	78%	80%
Comfort of seats (n=1428)	30	46	14	6			76%	75%	74%	74%	69%	69%	70%
Fare payers													
Int. clean/condition (n=1048)	24	48	13	9	6		72%	72%	73%	68%	64%	60%	64%
Info in bus (n=992)	25	43	25	5			68%	65%	62%	62%	53%	55%	59%
Avail seating/stand space (n=1030)	44	41	11				84%	82%	83%	80%	81%	76%	79%
Comfort of seats (n=1023)	27	47	16	7			74%	72%	71%	71%	65%	65%	67%
Free pass													
Int. clean/condition (n=387)	34	47	10	5	4		81%	83%	86%	81%	79%	77%	79%
Info in bus (n=319)	35	40	21				75%	77%	79%	72%	72%	68%	69%
Avail seating/stand space (n=372)	51	40	6				91%	87%	90%	89%	91%	85%	86%
Comfort of seats (n=360)	40	45	10	4			84%	83%	84%	83%	84%	81%	81%

On the bus - part 2

					Spring 2015	Autumn 2014	Spring 2014	Autumn 2013	Spring 2013	Autumn 2012	Spring 2012
All passengers											
Amount of personal space (n=1440)	32	45	12	7	77%	74%	74%	71%	68%	63%	66%
Grab rails to stand/move (n=1416)	38	47	10		85%	82%	81%	81%	78%	77%	79%
Temp inside the bus (n=1436)	33	47	13	5	79%	77%	79%	76%	71%	70%	65%
Personal security (n=1425)	35	45	15		80%	78%	81%	76%	73%	70%	73%
Fare payers											
Amount of personal space (n=1035)	30	45	13	8	4	75%	72%	70%	68%	64%	63%
Grab rails to stand/move (n=1017)	36	46	12		83%	80%	78%	79%	76%	74%	77%
Temp inside the bus (n=1032)	30	46	14	6	76%	74%	75%	73%	68%	67%	61%
Personal security (n=1021)	32	45	17	4	77%	76%	78%	72%	69%	66%	71%
Free pass											
Amount of personal space (n=363)	40	45	9	4	85%	82%	82%	81%	81%	76%	78%
Grab rails to stand/move (n=355)	45	48	5		93%	86%	88%	87%	82%	84%	85%
Temp inside the bus (n=361)	42	47	8		89%	84%	90%	83%	81%	80%	78%
Personal security (n=363)	45	43	9		89%	86%	88%	86%	84%	83%	82%

Bus driver - person attributes

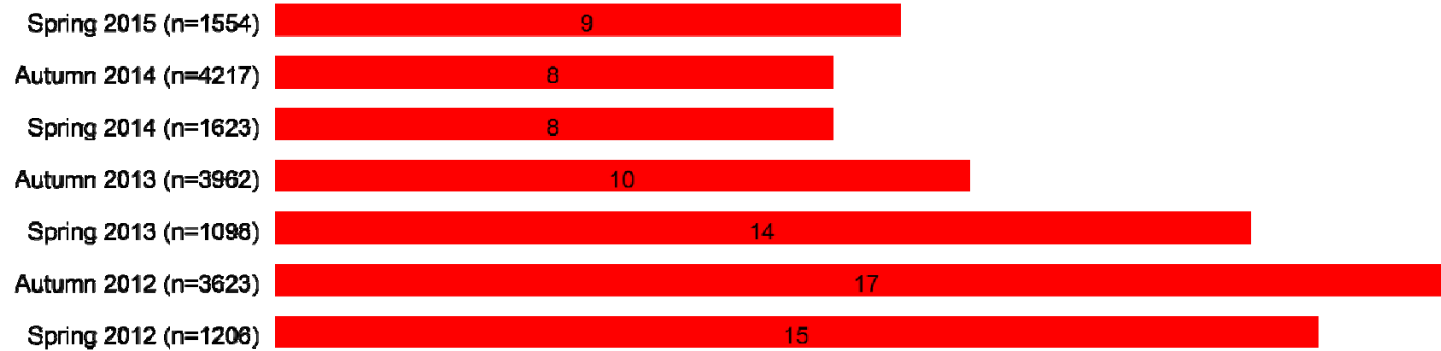
		Spring 2015	Autumn 2014	Spring 2014	Autumn 2013	Spring 2013	Autumn 2012	Spring 2012
All passengers								
Appearance (n=1323)		88%	86%	87%	85%	84%	83%	83%
Greeting/welcome (n=1321)		64%	64%	65%	62%	52%	52%	52%
Helpfulness/attitude (n=1297)		67%	66%	67%	64%	59%	55%	53%
Fare payers								
Appearance (n=955)		88%	84%	84%	84%	82%	81%	82%
Greeting/welcome (n=953)		61%	62%	58%	58%	47%	48%	48%
Helpfulness/attitude (n=929)		64%	63%	61%	61%	55%	51%	49%
Free pass								
Appearance (n=334)		91%	91%	93%	90%	90%	87%	88%
Greeting/welcome (n=332)		75%	72%	79%	72%	68%	67%	68%
Helpfulness/attitude (n=331)		75%	74%	79%	74%	70%	69%	69%

Bus driver - driving attributes

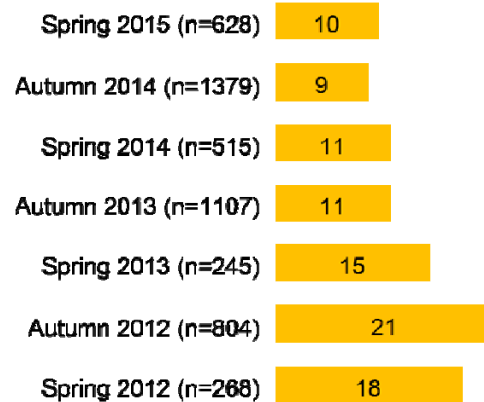
		Spring 2015	Autumn 2014	Spring 2014	Autumn 2013	Spring 2013	Autumn 2012	Spring 2012
All passengers								
Nearness to kerb (n=1408)		92%	91%	91%	91%	89%	88%	88%
Time to get to seat (n=1357)		77%	75%	73%	72%	66%	62%	63%
Smoothness/freedom from jolting (n=1383)		77%	75%	74%	74%	69%	66%	66%
Safety of the driving (n=1350)		86%	85%	85%	84%	81%	79%	82%
Fare payers								
Nearness to kerb (n=994)		92%	90%	90%	90%	89%	86%	87%
Time to get to seat (n=968)		74%	72%	68%	69%	61%	58%	59%
Smoothness/freedom from jolting (n=990)		75%	73%	71%	71%	65%	63%	63%
Safety of the driving (n=959)		86%	84%	82%	82%	78%	77%	80%
Free pass								
Nearness to kerb (n=374)		95%	94%	96%	94%	92%	91%	90%
Time to get to seat (n=351)		86%	82%	82%	80%	81%	76%	76%
Smoothness/freedom from jolting (n=353)		82%	79%	81%	80%	82%	75%	78%
Safety of the driving (n=351)		89%	89%	91%	88%	89%	85%	87%

Anti-social behaviour - part 1

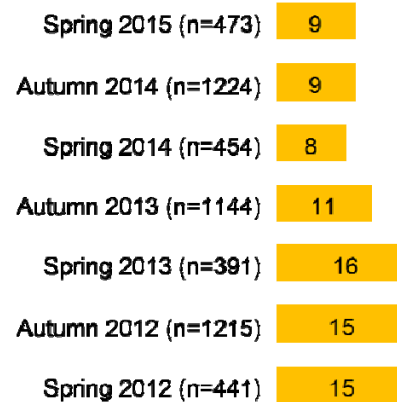
Incidence of concern/worry (%)



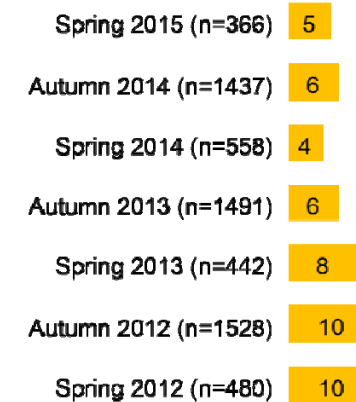
Age 16 - 34



Age 35 - 59



Age 60+



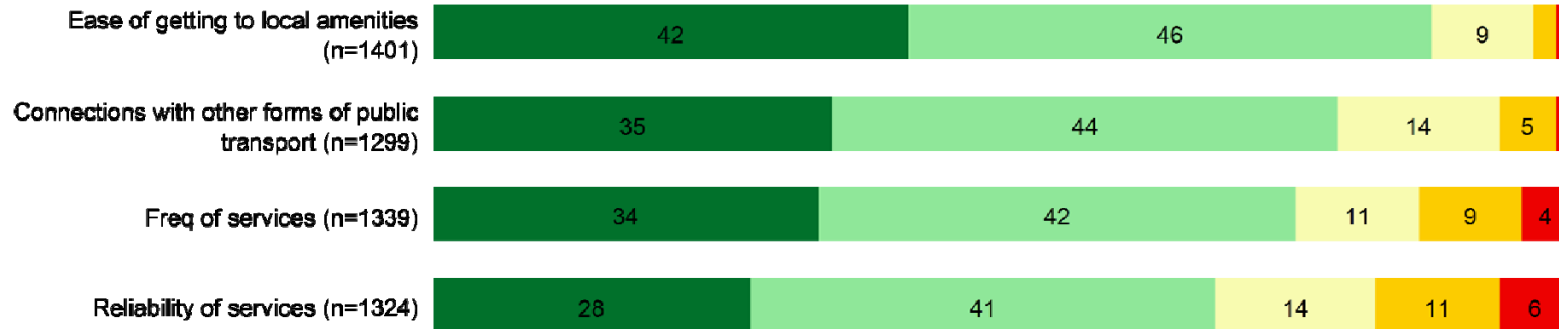
Anti-social behaviour - part 2

Cause of concern/worry (%)

		Spring 2015	Autumn 2014	Spring 2014	Autumn 2013	Spring 2013	Autumn 2012	Spring 2012
Drinking/under influence alcohol	28	28%	31%	32%	22%	40%	27%	-
Taking/under influence drugs	16	16%	23%	19%	14%	21%	19%	-
Abusive/threatening behaviour	13	13%	22%	22%	15%	17%	18%	-
Rowdy behaviour	31	31%	43%	38%	38%	60%	46%	-
Feet on seats	33	33%	41%	43%	37%	39%	42%	-
Loud music	35	35%	42%	41%	41%	61%	53%	-
Smoking	21	21%	28%	21%	19%	28%	28%	-
Graffiti/vandalism	6	6%	11%	7%	7%	10%	9%	-
Other	11	11%	15%	14%	18%	13%	17%	-

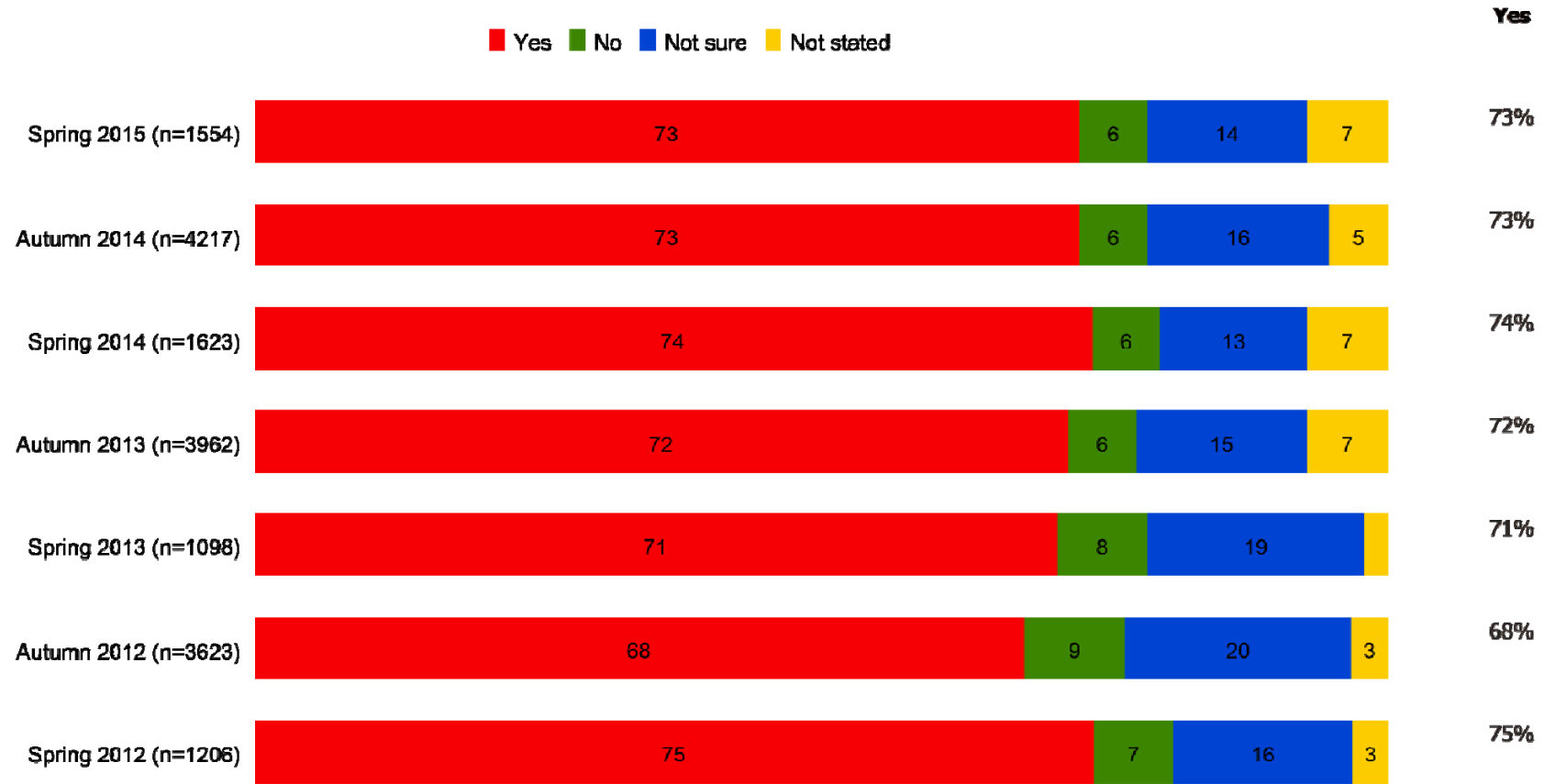
■ (n=132)

Rating of local services



	Spring 2015	Autumn 2014	Spring 2014	Autumn 2013	Spring 2013	Autumn 2012	Spring 2012
Ease of getting to local amenities	88%	88%	86%	84%	82%	78%	82%
Connections with other forms of public transport	79%	81%	79%	75%	71%	68%	72%
Freq of services	76%	74%	-	-	-	-	-
Reliability of services	69%	69%	-	-	-	-	-

Recommendation



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 each area, that is at the level of a transport authority or a designated operator area.

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 discussed the survey with the boarders of that bus service and gave 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 2015 (excluding the Easter 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 in two stages. The first stage was to weight to the age and gender profile of bus passengers within each area; 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 on two occasions during each fieldwork shift. The second stage of weighting was at area level to ensure that in the final data each participating area (within the survey) was represented in proportion to its total annual journey volumes.

Transport Focus was supported by BDRC Continental Ltd in conducting the spring 2015 survey.

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 individual rounded 'very satisfied' and 'fairly satisfied' numbers.

Percentages quoted at 'grouped area' level that is: PTEs; Unitary authorities; or Two-Tier authorities, are the aggregate scores achieved across all the areas surveyed in that group. Each individual area counts towards the area group aggregate score in proportion to the number of passenger journeys made annually in that area.

Waiver

Transport 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 Transport Focus does not accept any liability for error or omission.

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