

Go-Ahead bus companies in England outside of London

Bus Passenger Survey – spring 2013 results

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Introduction

The survey has been carried out using our established Bus Passenger Survey methodology and is designed to be representative by bus passenger journeys made. **This report shows the results for all of Go-Ahead's bus companies in England outside of London.**

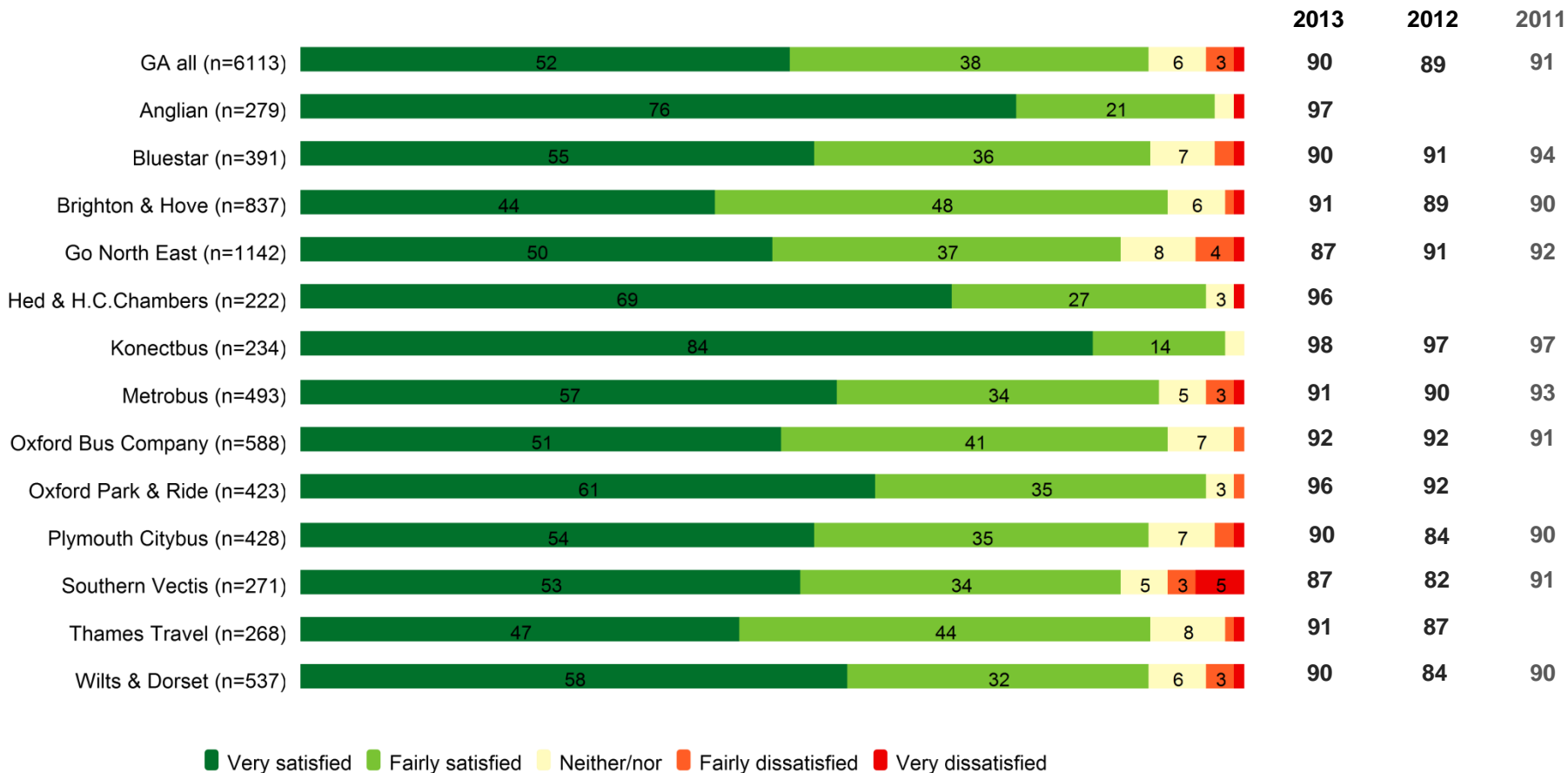
Bus services sampled are chosen from a list those bus services and running times available through Traveline. Chosen services form the start point for a three-hour shift, during which field workers made as many return trips as possible on that selected service. They discuss the survey with the boarders 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 2013 and mid May 2013 (excluding the 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.

Weighting was applied to offset the effect of differential response rates by age and gender. Weighting was also applied to each bus company's results within the Go-Ahead Group so that the Go-Ahead Group level figures are representative by passenger journeys made on their routes within England outside of London.

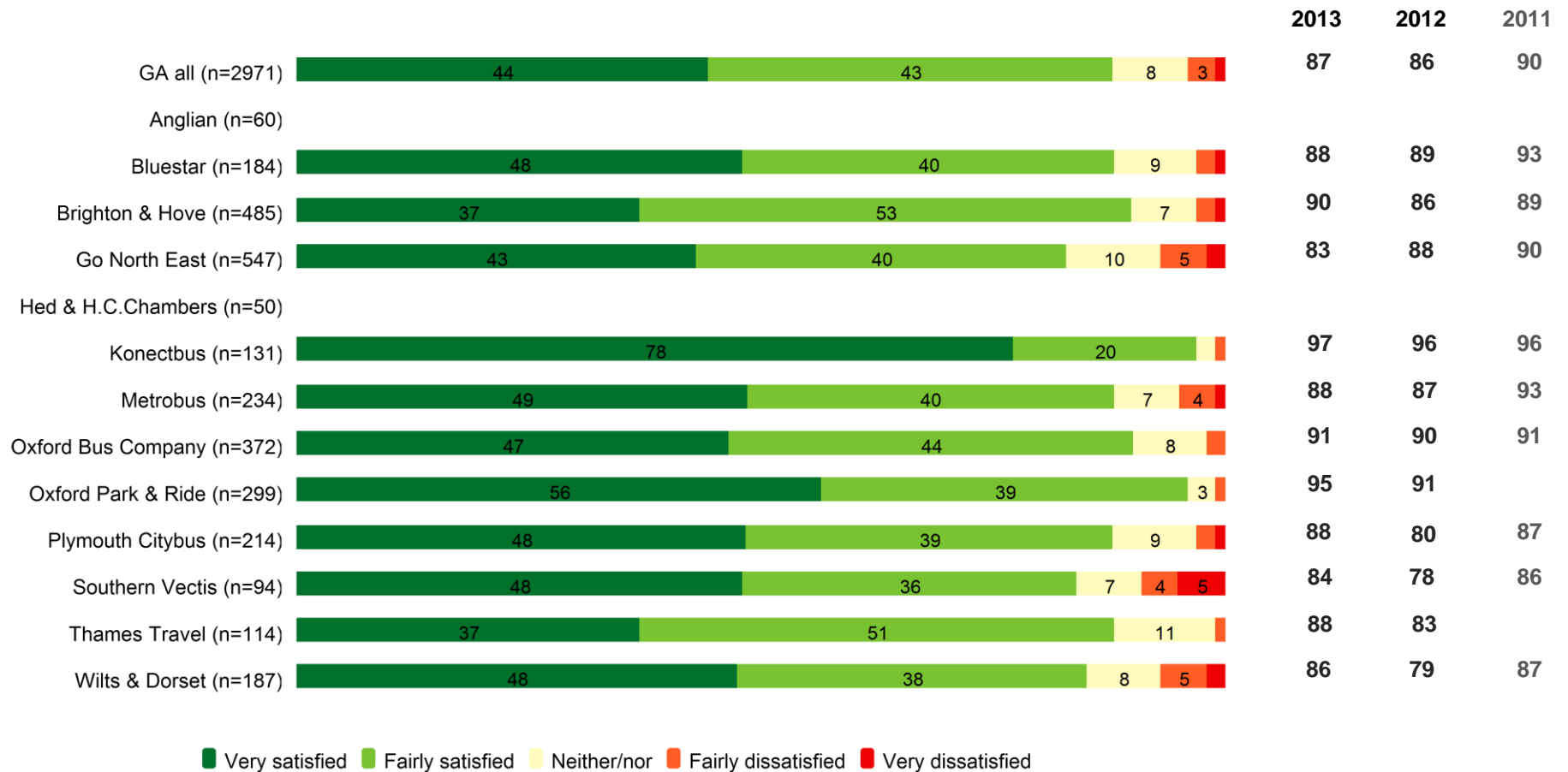
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Overall satisfaction



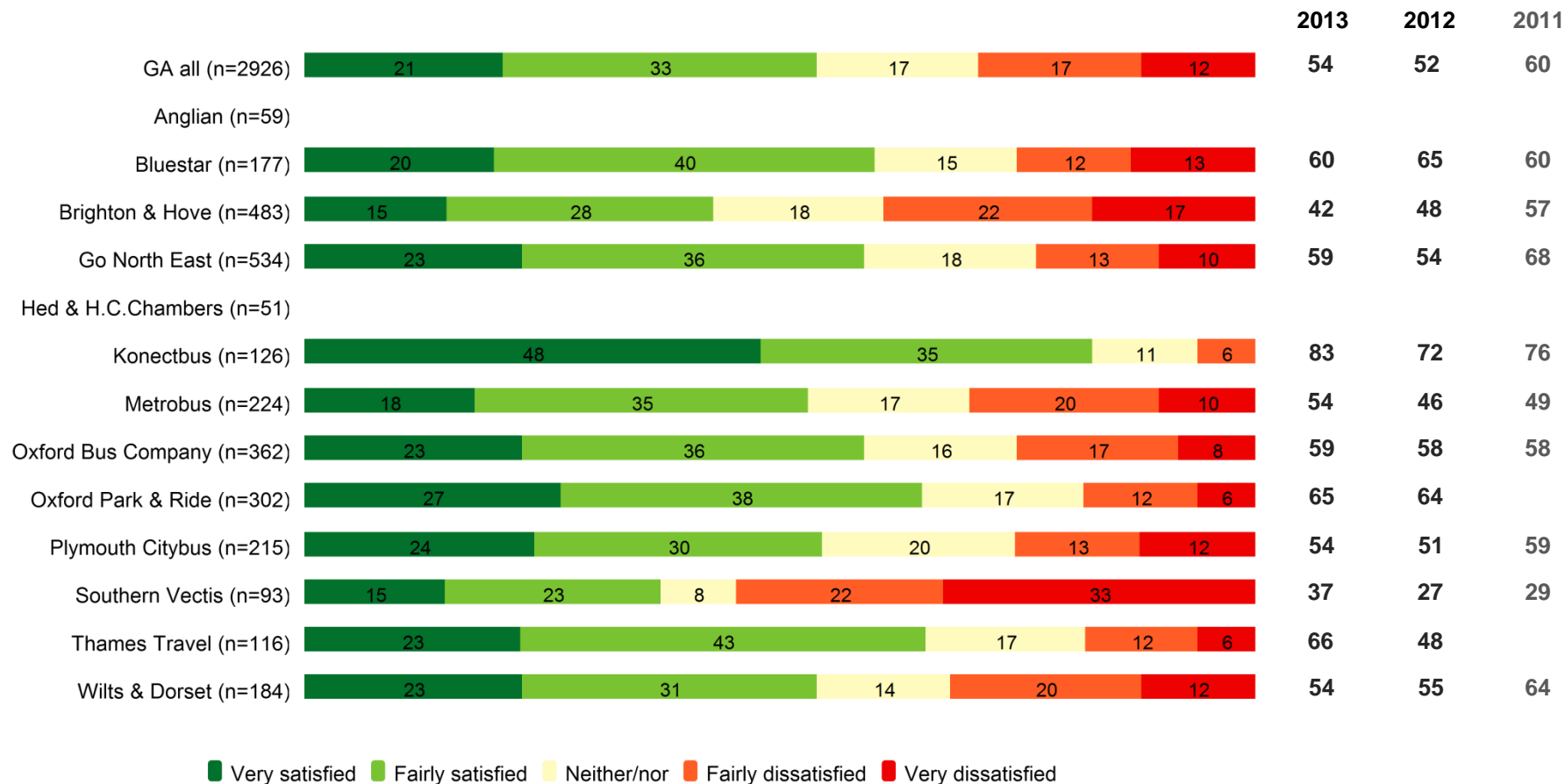
Q. Overall, taking everything into account from start to end of this bus journey, how satisfied were you with your bus journey today?

Overall satisfaction: fare payers only



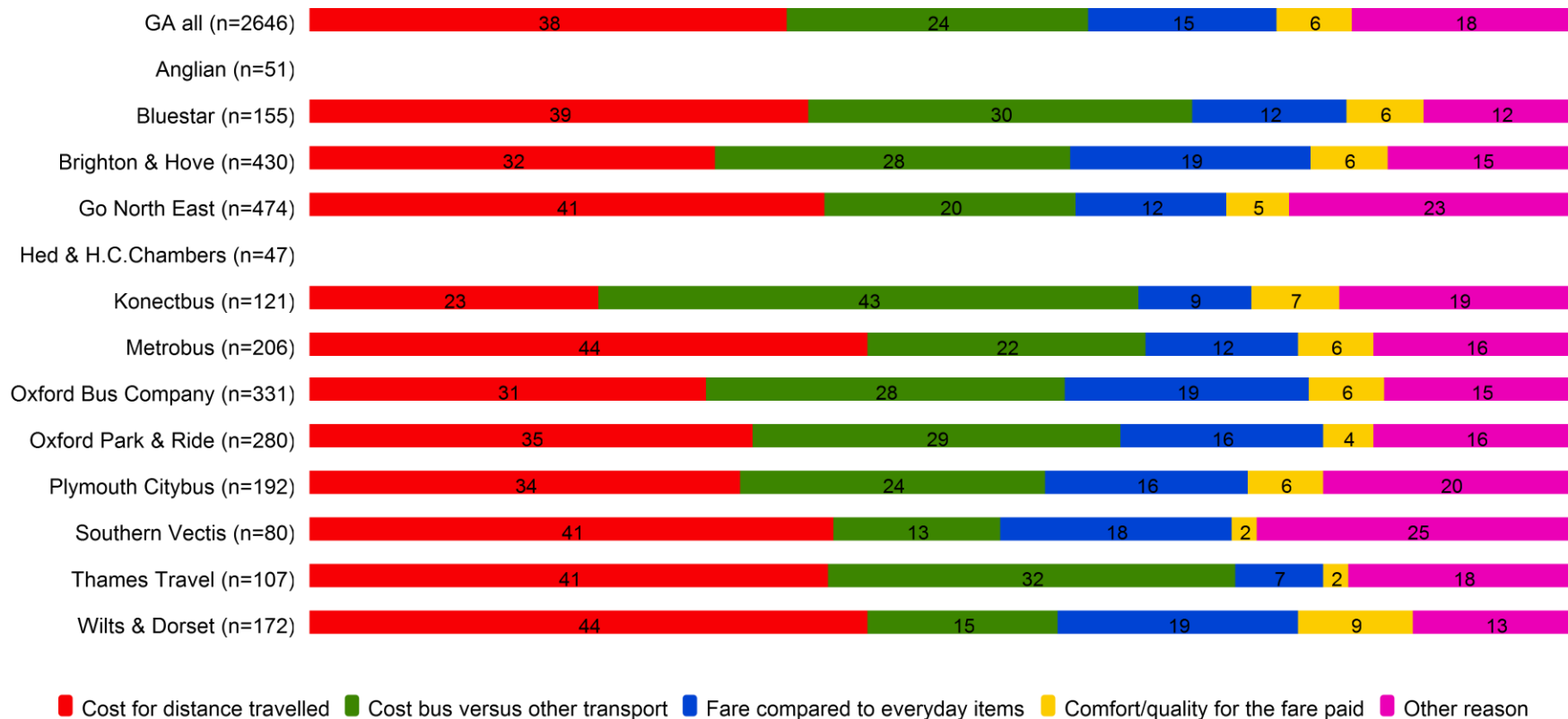
Q. Overall, taking everything into account from start to end of this bus journey, how satisfied were you with your bus journey today?

Value for money



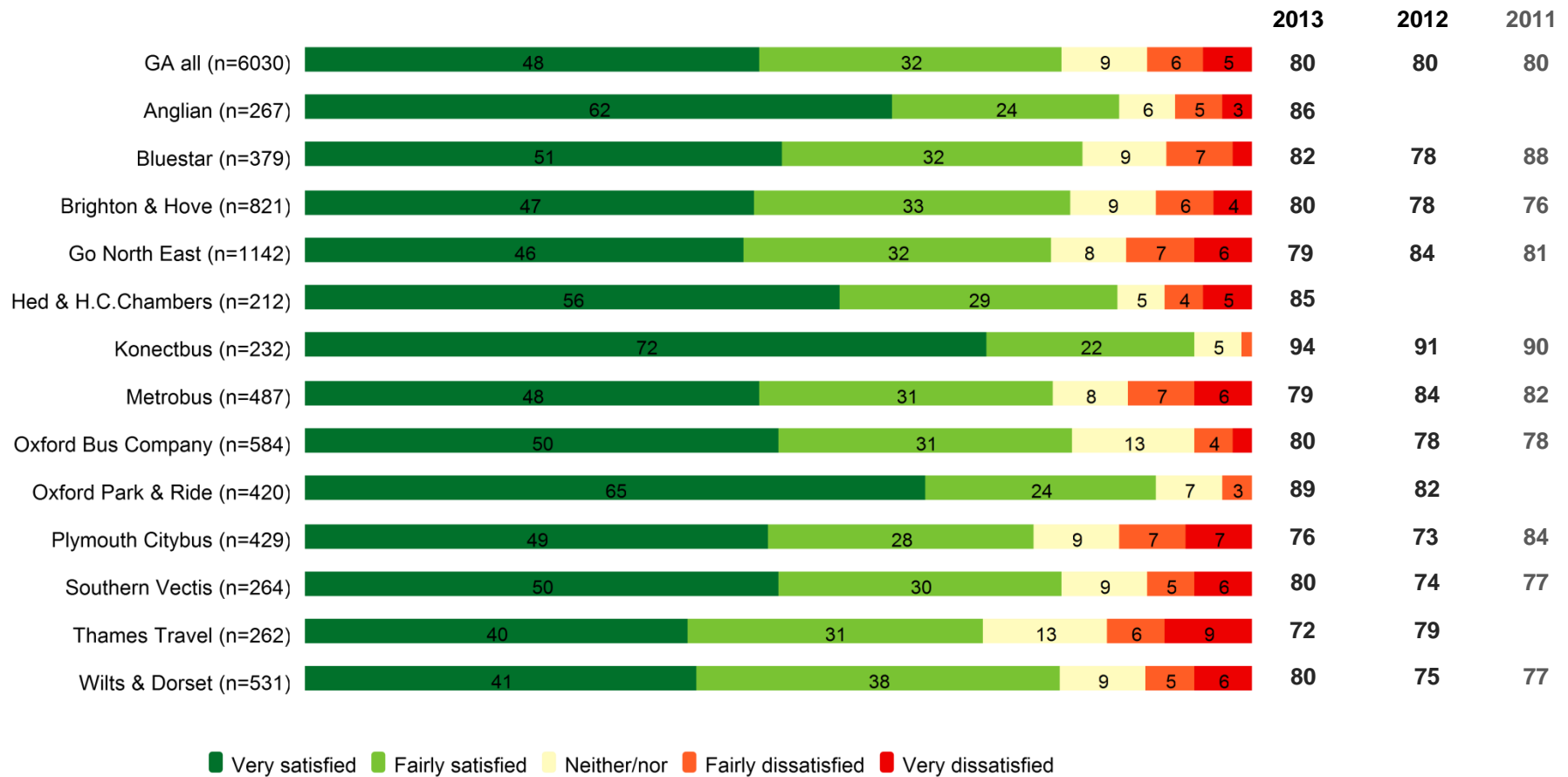
Q. How satisfied were you with the value for money of your journey?

Reason for value for money rating given



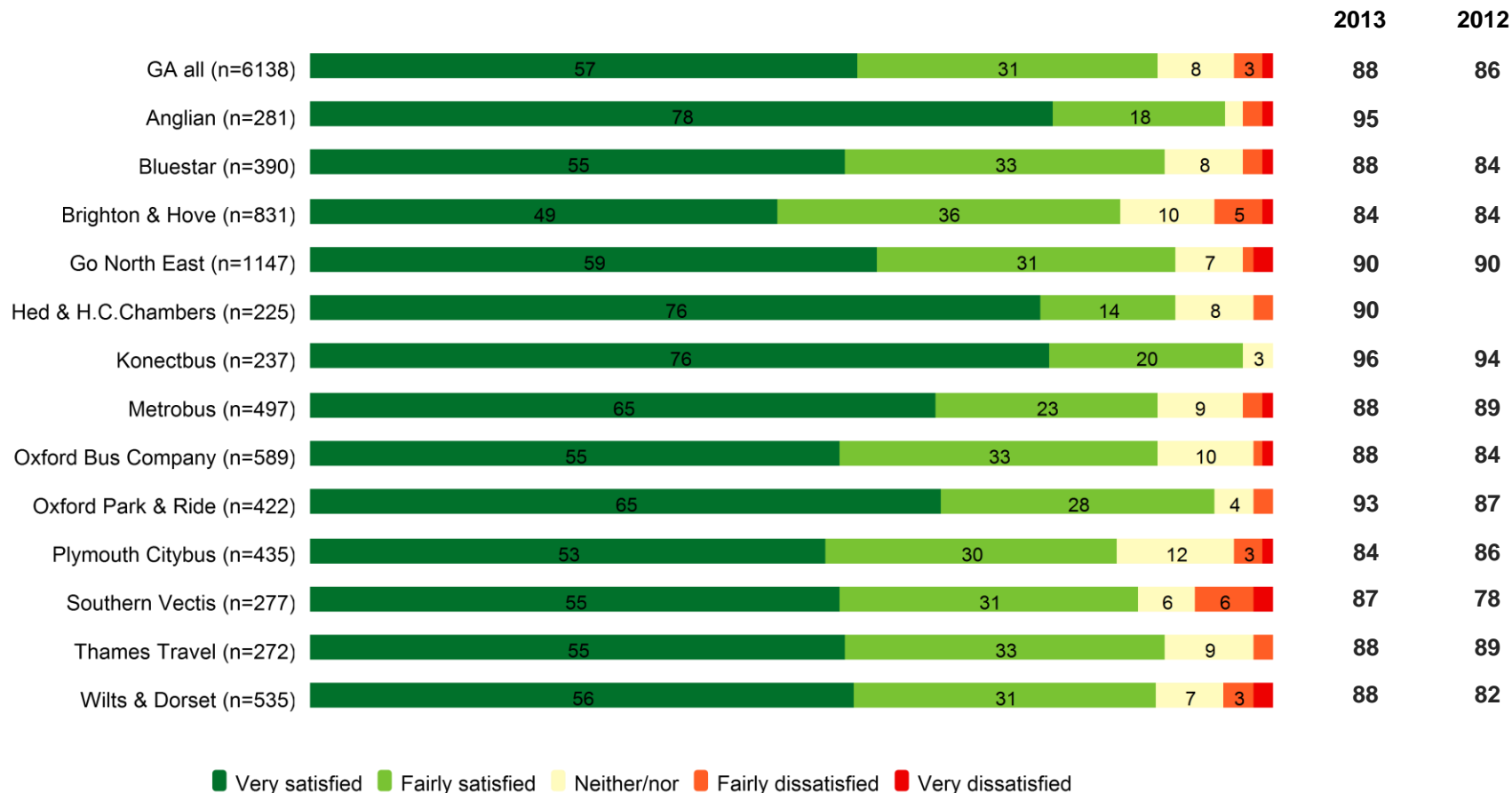
Q. What had the biggest influence on the value for money rating you gave?

Satisfaction with length of time waited



Q. How satisfied were you with: the length of time you waited for the bus

Satisfaction with on-bus journey time



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

Satisfaction with on-bus attributes (1)

Route/destination info	2013	2012	2011	Exterior cleanliness/condition	2013	2012	2011
GA all	88	88	93	GA all	82	82	86
Anglian	94			Anglian	89		
Bluestar	87	88	94	Bluestar	87	84	93
Brighton & Hove	86	88	93	Brighton & Hove	81	82	84
Go North East	87	89	94	Go North East	80	84	88
Hed & H.C.Chambers	87			Hed & H.C.Chambers	76		
Konectbus	91	89	90	Konectbus	96	92	89
Metrobus	91	86	93	Metrobus	82	81	82
Oxford Bus Company	89	87	95	Oxford Bus Company	88	85	90
Oxford Park & Ride	90	91		Oxford Park & Ride	92	91	
Plymouth Citybus	86	80	93	Plymouth Citybus	82	76	87
Southern Vectis	84	87	89	Southern Vectis	72	72	81
Thames Travel	88	84		Thames Travel	86	80	
Wilts & Dorset	90	88	94	Wilts & Dorset	84	82	87

Q. Thinking about when the bus arrived, please indicate how satisfied you were with the following?

- A. Route/destination information on the outside of the bus
- B. The cleanliness and condition of the outside of the bus

Satisfaction with on-bus attributes (2)

Ease of getting onto/off bus	2013	2012	2011	Time taken to board	2013	2012	2011
GA all	92	91	93	GA all	92	91	93
Anglian	96			Anglian	96		-
Bluestar	95	92	95	Bluestar	94	91	94
Brighton & Hove	92	90	92	Brighton & Hove	89	90	91
Go North East	92	92	93	Go North East	92	93	94
Hed & H.C.Chambers	92			Hed & H.C.Chambers	96		-
Konectbus	100	96	97	Konectbus	96	94	96
Metrobus	90	89	95	Metrobus	91	88	93
Oxford Bus Company	93	93	97	Oxford Bus Company	90	87	93
Oxford Park & Ride	97	93		Oxford Park & Ride	95	90	--
Plymouth Citybus	94	88	93	Plymouth Citybus	94	88	94
Southern Vectis	86	88	90	Southern Vectis	91	90	89
Thames Travel	92	95		Thames Travel	91	92	--
Wilts & Dorset	91	91	93	Wilts & Dorset	93	90	91

Q. Thinking about when the bus arrived, please indicate how satisfied you were with the following?

A. The ease of getting on to and off of the bus

B. The length of time it took to board the bus

Satisfaction with on-bus attributes (3)

Interior cleanliness/condition	2013	2012	2011	Info provided inside bus	2013	2012	2011
GA all	82	81	82	GA all	70	69	72
Anglian	96	--	-	Anglian	81	--	-
Bluestar	84	84	93	Bluestar	70	69	79
Brighton & Hove	79	78	76	Brighton & Hove	69	66	69
Go North East	80	85	84	Go North East	72	74	75
Hed & H.C.Chambers	83	--	-	Hed & H.C.Chambers	63	--	-
Konectbus	99	97	94	Konectbus	75	78	78
Metrobus	83	79	79	Metrobus	76	76	78
Oxford Bus Company	86	84	86	Oxford Bus Company	63	63	74
Oxford Park & Ride	96	95	--	Oxford Park & Ride	76	77	--
Plymouth Citybus	82	78	80	Plymouth Citybus	66	58	67
Southern Vectis	79	73	80	Southern Vectis	57	53	58
Thames Travel	83	82	--	Thames Travel	56	59	--
Wilts & Dorset	81	78	83	Wilts & Dorset	71	60	64

Q. Thinking about whilst you were on the bus, please indicate how satisfied you were with the following?

A) The cleanliness and condition of the inside of the bus

B) The information provided inside the bus

Satisfaction with on-bus attributes (4)

Availability seating/space to stand	2013	2012	2011	Comfort of the seats	2013	2012	2011
GA all	88	87	89	GA all	77	77	80
Anglian	98		-	Anglian	92		
Bluestar	88	88	87	Bluestar	81	81	85
Brighton & Hove	88	86	87	Brighton & Hove	74	76	74
Go North East	86	89	91	Go North East	76	78	81
Hed & H.C.Chambers	92	--	-	Hed & H.C.Chambers	74		
Konectbus	97	94	90	Konectbus	91	89	84
Metrobus	90	86	86	Metrobus	74	73	76
Oxford Bus Company	87	89	92	Oxford Bus Company	80	79	85
Oxford Park & Ride	96	91	--	Oxford Park & Ride	85	87	
Plymouth Citybus	86	82	87	Plymouth Citybus	77	75	79
Southern Vectis	83	75	85	Southern Vectis	71	71	75
Thames Travel	88	88	--	Thames Travel	74	68	
Wilts & Dorset	87	82	87	Wilts & Dorset	81	77	83

Q. Thinking about whilst you were on the bus, please indicate how satisfied you were with the following?

- A. The availability of seating or space to stand;
- B. The comfort of the seats

Satisfaction with on-bus attributes (5)

Amount of personal space	2013	2012	Provision of grab rails to stand/move in bus	2013	2012
GA all	75	73	GA all	83	82
Anglian	89	--	Anglian	94	
Bluestar	79	75	Bluestar	85	84
Brighton & Hove	74	73	Brighton & Hove	85	82
Go North East	74	76	Go North East	82	84
Hed & H.C.Chambers	79	--	Hed & H.C.Chambers	87	
Konectbus	85	90	Konectbus	97	92
Metrobus	74	71	Metrobus	82	84
Oxford Bus Company	75	73	Oxford Bus Company	82	83
Oxford Park & Ride	84	76	Oxford Park & Ride	91	88
Plymouth Citybus	73	67	Plymouth Citybus	82	81
Southern Vectis	73	66	Southern Vectis	80	78
Thames Travel	74	69	Thames Travel	86	82
Wilts & Dorset	81	67	Wilts & Dorset	84	72

Q. Thinking about whilst you were on the bus, please indicate how satisfied you were with the following?

- A) The amount of personal space you had around you;
- B) Provision of grab rails to stand/move within the bus

Satisfaction with on-bus attributes (6)

Temperature inside the bus	2013	2012	2011	Personal security	2013	2012	2011
GA all	79	77	78	GA all	85	84	87
Anglian	94			Anglian	95		
Bluestar	82	77	83	Bluestar	86	84	87
Brighton & Hove	80	75	75	Brighton & Hove	84	83	84
Go North East	77	78	81	Go North East	85	86	89
Hed & H.C.Chambers	81			Hed & H.C.Chambers	89		
Konectbus	88	84	83	Konectbus	95	88	87
Metrobus	79	78	73	Metrobus	86	85	83
Oxford Bus Company	80	80	80	Oxford Bus Company	87	87	88
Oxford Park & Ride	81	83		Oxford Park & Ride	91	91	
Plymouth Citybus	74	72	78	Plymouth Citybus	83	79	85
Southern Vectis	74	73	75	Southern Vectis	81	80	86
Thames Travel	81	77		Thames Travel	86	86	
Wilts & Dorset	80	74	78	Wilts & Dorset	86	79	89

Q. Thinking about whilst you were on the bus, please indicate how satisfied you were with the following?

A) The temperature inside the bus;

B) Your personal security whilst on the bus.

Satisfaction with bus driver (1)

Nearness to kerb	2013	2012	Appearance	2013	2012	2011
GA all	93	91	GA all	90	90	90
Anglian	99		Anglian	96		
Bluestar	92	91	Bluestar	88	88	94
Brighton & Hove	94	88	Brighton & Hove	89	87	87
Go North East	93	92	Go North East	91	92	91
Hed & H.C.Chambers	98		Hed & H.C.Chambers	90		
Konectbus	98	97	Konectbus	98	98	93
Metrobus	93	90	Metrobus	92	88	92
Oxford Bus Company	94	92	Oxford Bus Company	89	91	90
Oxford Park & Ride	96	95	Oxford Park & Ride	92	94	
Plymouth Citybus	92	91	Plymouth Citybus	91	89	90
Southern Vectis	90	91	Southern Vectis	89	90	86
Thames Travel	91	95	Thames Travel	86	87	
Wilts & Dorset	94	91	Wilts & Dorset	92	89	94

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

- A) How near to the kerb/stop the bus stopped;
- B) The driver's appearance.

Satisfaction with bus driver (2)

Greeting/welcome	2013	2012	Helpfulness/attitude	2013	2012	2011
GA all	76	75	GA all	77	75	87
Anglian	90		Anglian	90		
Bluestar	75	70	Bluestar	78	71	86
Brighton & Hove	71	73	Brighton & Hove	75	74	84
Go North East	75	73	Go North East	75	74	86
Hed & H.C.Chambers	82		Hed & H.C.Chambers	87		
Konectbus	93	88	Konectbus	94	88	93
Metrobus	76	76	Metrobus	76	74	93
Oxford Bus Company	80	75	Oxford Bus Company	78	75	88
Oxford Park & Ride	77	80	Oxford Park & Ride	81	80	--
Plymouth Citybus	81	77	Plymouth Citybus	78	77	88
Southern Vectis	80	78	Southern Vectis	80	78	83
Thames Travel	76	75	Thames Travel	74	77	--
Wilts & Dorset	83	77	Wilts & Dorset	85	77	87

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

- A) The greeting/welcome you got from the driver;
- B) The helpfulness and attitude of the driver

Satisfaction with bus driver measures (3)

Time to get to seat	2013	2012	Smoothness/freedom from jolting	2013	2012	2011
GA all	82	78	GA all	78	75	80
Anglian	92		Anglian	90		
Bluestar	79	76	Bluestar	81	74	83
Brighton & Hove	76	73	Brighton & Hove	74	71	75
Go North East	81	78	Go North East	79	77	81
Hed & H.C.Chambers	86		Hed & H.C.Chambers	82		
Konectbus	97	88	Konectbus	95	91	83
Metrobus	82	83	Metrobus	75	73	79
Oxford Bus Company	83	81	Oxford Bus Company	80	76	82
Oxford Park & Ride	91	84	Oxford Park & Ride	85	86	
Plymouth Citybus	86	79	Plymouth Citybus	77	74	82
Southern Vectis	83	79	Southern Vectis	72	67	77
Thames Travel	81	86	Thames Travel	76	77	
Wilts & Dorset	87	78	Wilts & Dorset	85	76	79

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

- A) The time the driver gave you to get to your seat;
- B) Smoothness/freedom from jolting during the journey

Satisfaction with bus driver measures (4)

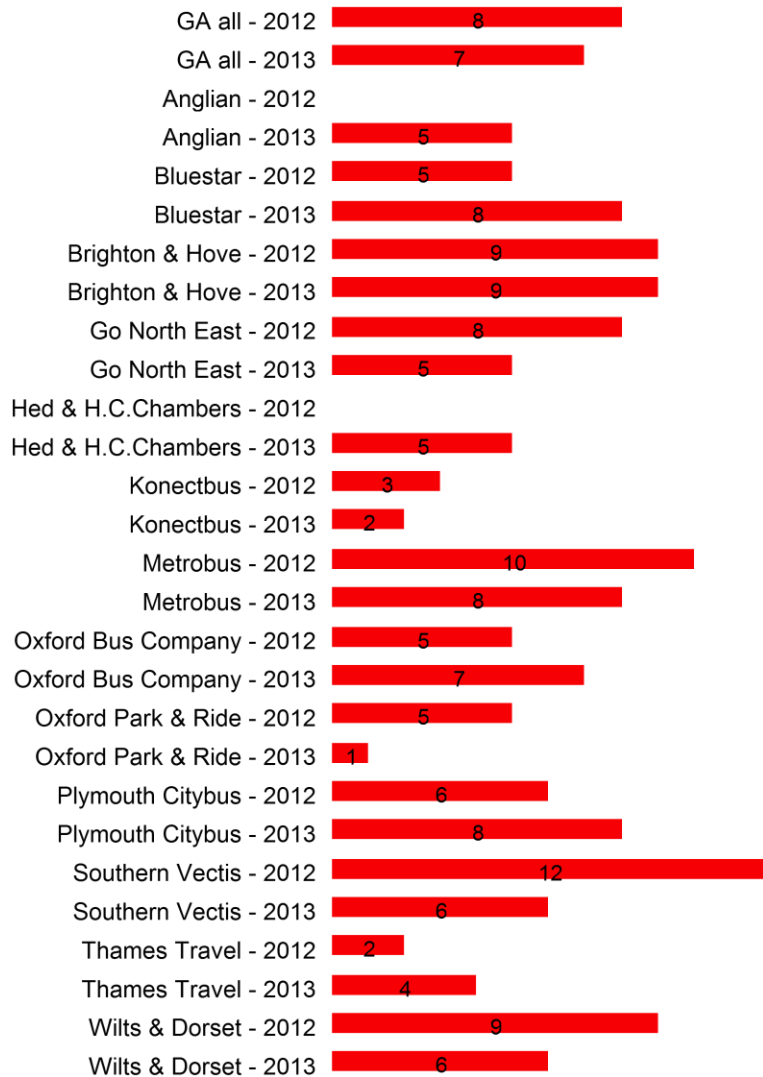
Safety of the driving	2013	2012
GA all	89	87
Anglian	95	
Bluestar	90	84
Brighton & Hove	88	84
Go North East	88	88
Hed & H.C.Chambers	91	
Konectbus	98	93
Metrobus	89	87
Oxford Bus Company	92	90
Oxford Park & Ride	95	92
Plymouth Citybus	90	83
Southern Vectis	87	87
Thames Travel	86	85
Wilts & Dorset	93	86

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

The safety of the driving (i.e. appropriateness of speed, driver concentrating).

Concern about other passengers behaviour

Level of concern by Business Unit



Q. Did other passenger's behaviour give you cause to worry or feel uncomfortable during your journey?