



Passenger Focus

Bus Passenger Survey – March 2013

Methodological overview – autumn 2012 wave

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1 Background

Passenger Focus first established the Bus Passenger Survey (BPS) in April 2009 to generate a robust and comprehensive measure of bus passengers' journey experience within our remit area (England outside of London). The survey is an objective measure of bus passengers' experience on individual journeys and it covers: the bus stop environment, punctuality, 'on bus' comfort, the standards of the bus driver, together with overall journey satisfaction and value for money ratings. The Bus Passenger Survey has a well established methodology achieved over many waves of this survey.

Passenger Focus allows local transport authorities and/or bus service operators (operators) to 'buy into' the survey to achieve boosted response numbers in their territories of interest.

GfK NOP Ltd was appointed by Passenger Focus to provide the market research agency services needed to carry out this wave of the survey. GfK NOP is an independent market research agency and conducts research in accordance with the Market Research Society (MRS) Code of Conduct and all work is conducted in accordance with the ISO 9001:2008 Quality Assurance Standard. GfK NOP Ltd is also an MRS Company Partner Scheme member.

This document describes the methodology in general and specifics as they relate to this BPS wave. If there are any further questions about the methodology deployed in the survey, please call Murray Leader on 0300 123 0843.

2 Survey Overview

The BPS is designed to provide results that are statistically representative of bus passenger journeys made within a Primary Sampling Unit (PSU); a passenger journey defined as an individual trip made on a local bus service. Primary Sampling Units are typically local transport authority areas or the divisions of a bus operator. The survey is a measure of individual journey experience. It is designed to provide results that have utility at the Primary Sampling Unit level, and in certain circumstances at the England outside of London level.

The sampling process generates a list of bus routes representative of journeys made in each Primary Sampling Unit selected. Interviewers board buses on a representative sample of bus routes; they discuss the survey with passengers on these buses and invite them to take part in the survey; those wishing to take part are handed a questionnaire, instructed to complete it after their journey and return it using the pre-paid envelope provided. Response data is collected through a self-completion paper questionnaire. The survey is restricted to passengers aged 16 and over. Weighting is applied to correct for differential response rates by age and gender. Weighting is also applied to proportionate the individual Primary Sampling Units.

2.1 The Primary Sampling Units surveyed in this wave

PTE authorities	Unitary Authorities	County Authorities
Centro (West Midlands)	Milton Keynes	Cambridge BRT***
Centro Coventry VMA routes	Northumberland CC	Devon
Merseytravel	Nottingham City	Essex
Merseytravel QP routes	Reading Buses	Hampshire BRT***
Metro (West Yorkshire)	Tees Valley Group*	Kent
Nexus (Tyne & Wear)	Thurrock	Nottinghamshire
South Yorkshire	Warrington	Oxford County Council
TfGM (Greater Manchester)	West England Partnership**	Suffolk
		Worcestershire Council

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

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

***Bus Rapid Transit systems

3 Sampling

The sampling process is designed to ensure representative results are achieved for each Primary Sampling Unit surveyed.

Sometimes in some Primary Sampling Units, sample design also accommodates requests to boost specific routes or Operators, so substantive response numbers could be achieved for these groups; where this occurs they are suitably weighted back when producing the final Primary Sampling Unit results.

In this wave routes within the Centro PTE area covered by the Voluntary Multilateral Agreement (VMA) and routes within the Merseyside PTE area covered by the Quality Partnership (QP) were specifically sampled as sub-Primary Sampling Units within the West Midlands and Merseytravel PSUs.

3.1 Sample design

A sample is designed for each Primary Sampling Unit. The sample is sourced from ITO World Ltd; they collect and make available the bus journey data shown by Traveline. To ensure the research encompasses the totality of routes, the starting point is to use the information from ITO World Ltd to make a list of every bus service and every timetabled occurrence of each service that runs within each Primary Sampling Unit. Bus journeys that start outside 06.00 to 21.59 were excluded, as these were outside the fieldwork hours.

This data source has some additional key fields: the local transport authority through which the route runs, if it crosses a Local Transport Authority boundary, the journey length in minutes, the start/finish bus stops. To date no superior sample source has been identified. Experience to date has not suggested that this sample source omits any noticeable proportion of journeys.

The sampling process is described below:

1. The journey duration of every timetabled occurrence of every bus service is calculated using the stated start and end times provided by ITO World Ltd. Journeys which go beyond the Area boundary use the proportion of the journey within the Area boundary (unless this is less than 30% of its route time). The PSU list (of every timetabled occurrence of every bus route) is now sorted in descending journey lengths.
2. The PSU list is now divided into quintiles. A ratio is determined, termed R, between the lowest value of the highest quintile and the highest value of the lowest quintile, within the PSU. If R exceeds 2.0 then in the next step R is set to 2.0; this limits the

accommodation made for the journey length adjustment, i.e. limits the effect of atypical journey lengths (both short and long).

3. A metric called Passenger Value (PV) is applied to each timetabled occurrence of each service based on the quintile in which the journey occurs and is calculated as follows:

Quintile 1 (longest journey lengths): $PV = 2 \times \frac{R}{R + 1}$

Quintile 2: $PV = \frac{(3 \times R) + 1}{2 \times (R + 1)}$

Quintile 3: $PV = 1$

Quintile 4: $PV = \frac{R + 3}{2 \times (R + 1)}$

Quintile 5 (shortest journey lengths): $PV = \frac{2}{R + 1}$

4. The database is now sorted by route, day of week and start time. Probability proportional to size is now used to sample the required number of journeys; i.e. probability proportional to Passenger Value (PV). A sampling interval for the PSU is calculated which is the total Passenger Value divided by the number of shifts required. For example a PSU with total of 30,000 Passenger Value units and 30 shifts required, would have a sampling interval every 1000th fraction of the total value. In practice to allow for some journeys being infeasible to cover (e.g. non returning market day services), or if a need arises to add supplementary shifts through low return rates, a 50% 'overage' of sample is provided and factored into calculating the sampling interval.
5. The actual sample is struck by choosing a random start point between 0 and the row with the Passenger Value of the required sampling interval, and then selecting the service corresponding to every sampling interval gap down the list. So from the example in the previous paragraph, the random start may be 326 with 30 shifts required and a sampling interval of 1000, the selected services would be taken from the rows which contain passenger values 1326, 2326, 3326 etc.
6. Finally, any journey which has a start time at or later than 19.30 was removed and manually replaced by the earliest instance of that journey on the next available day. This

was in order to ensure that a three hour shift may be worked, while still finishing at a reasonable time for the interviewer (no later than 10:30pm).

3.2 Sample review

Following the selection of the routes, a further process was undertaken which checked the suitability of each route for a three-hour shift. The guideline is that a shift is feasible where two hours or more of a three hour shift can be spent on bus, this is together with a requirement that unless a PSU has significantly atypical bus services, a minimum of 70% of all PSU's bus routes/times chosen from sampling follow through to workable shifts.

School-bus routes are always excluded and Park-and-Ride services are excluded during this process and replaced with a randomly selected alternative journey from the sampling 'overage' already provided.

4 Fieldwork

Fieldwork for the autumn 2012 wave took place between 23rd September 2012 and 12th December 2012. There was a pause between 21st October and 4th November to avoid the school half-term holidays and also to allow for a review of progress with the project.

4.1 Distribution of questionnaires

Before working their first shift on the project all interviewers receive a telephone briefing from GfK NOP Ltd. Interviewers are issued with 75 questionnaires for most Primary Sampling Units, except in high patronage Passenger Transport Executive areas where experience has shown that consistently higher numbers can be handed out, in these areas 85 are issued.

Interviewers are required to approach all passengers on the bus and give them the opportunity to participate in the research, until their supply of questionnaires is exhausted. Those willing to take part are asked to take a questionnaire, complete it after their journey, and return it via free post to GfK NOP Ltd.

Fieldworkers join the bus routes selected from the sampling process on the day and specified start time. They travel to the final destination of the route and make the first return trip possible on that route, returning to their start point. They repeat this process to make as many trips as possible within their three-hour shift. At the sampling review stage it was ensured that a minimum of one outward and one return trip could be made on each route.

Interviewers are instructed that if they were at their original start-point and the three-hour shift was not complete, but there was insufficient time to make a complete outward and return journey, they should travel outwards for half the remaining time, and then get off the bus and return so that they were back at their start-point at the completion of the three hours.

Where a route crosses a Local Transport Authority boundary (if the PSU was a Local Transport Authority) the interviewer would treat the route as being just the portion within the PSU. For those routes, the interviewer is therefore only approaching passengers who board within the Local Transport Authority boundary.

As an aid to interviewers, a print out of the relevant bus timetable was provided for all shifts. The timetables were sourced from operator/authority web-sites during the Sample Review process, as described in point 3.2.

As described in the section on weighting (section 7.1) interviewers are issued with a “Ten Minute Count Sheet” on which they record the observed age and gender details of all passengers who were on the bus during the counting process. The count is conducted half-way through the first trip made on the route. These details allow the creation of a representative passenger profile that could be used for weighting purposes. They are also issued a “Questionnaire Contact Sheet” on which they record gender and estimated age of everyone who accepted a questionnaire.

4.2 Authorisation to work on buses

Regarding permission to conduct interviewing on the bus, Passenger Focus provide a letter the interviewer can show the driver which vouches for the bona fides of the survey, and Passenger Focus communicate to operators that the survey could take place during that period. Very few shifts were disrupted by bus drivers refusing to allow interviewers to work.

4.3 Monitoring fieldwork

Throughout fieldwork the Passenger Count Sheets and the Questionnaire Count Sheets are tallied up by the interviewers and details passed back to GfK NOP more or less immediately after the completion of the shift. This gives an almost immediate snap-shot picture in terms of hand-out rates across all shifts allowing Passenger Focus and GfK NOP to closely monitor progress of the project. Shifts where the number of questionnaires returned is unusually lower than the norm are replaced with another shift on the same route conducted by a different interviewer. Where a shift is replaced the original responses were not used.

GfK NOP carries out all fieldwork in accordance with the MRS Code of Conduct, the IQCS (Interviewer Quality Control Scheme), ISO 9001:2008, and ISO 20252. Exceeding normal industry standards, 10% of shifts were subject to unannounced random spot-checks by GfK NOP supervisors. Random unannounced spot-checks are also made by Passenger Focus staff.

5 Questionnaire

The questionnaire is an 8-page self-completion booklet; it is handed out along with a reply-paid envelope to all passengers who are willing to take part. The questionnaire has a core set of questions to provide consistent measurement of the components of journey experience. A copy of the standard version of the questionnaire used in the autumn 2012 wave is shown in Appendix 1. Passenger Focus allocates a space on the questionnaire (section 6) where participating local transport authorities or bus operators can add relevant questions of their choosing.

6 Response rates, and validation of returns

6.1 Return rates achieved

The tables below show the metrics achieved across the Primary Sampling Units.

PTEs	Shifts	Qs handed out	Ave. handout	Response rate	No. returns	Average returns per shift
Centro	212	15,005	71	19%	2,834	13
Coventry VMA	53	3,543	67	22%	789	15
Merseytravel	72	4,544	63	21%	934	13
Mersey QP	34	1,954	57	16%	320	9
Nexus	119	7,599	64	21%	1,589	13
Metro	111	7,016	63	23%	1,639	15
South Yorkshire	108	6,772	63	25%	1,669	15
TfGM	56	3,885	69	18%	680	12
Overall for PTEs	765	50,318	66	21%	10,454	14

Unitary Authorities	Shifts	Qs handed out	Ave. hand-out	Response rate	No. returns	Average returns per shift
Milton Keynes	52	2,787	54	23%	630	12
Northumberland CC	57	2,853	50	24%	681	12
Nottingham City	38	2,779	73	21%	574	15
Reading Buses	75	5,125	68	21%	1,058	14
Tees Valley Group*	122	6,622	54	26%	1,724	14
Thurrock	31	1,773	57	22%	396	13
Warrington	25	1,377	55	21%	288	12
West England Partnership	38	2,172	57	25%	542	14
Overall for Unitary Auth.	438	25488	58	23%	5,893	13

* combination of Redcar & Cleveland, Middlesbrough, Stockton on Tees, Hartlepool, Darlington Unitary Auth.

County Authorities	Shifts	Qs handed out	Ave. hand-out	Response rate	No. returns	Average returns per shift
Cambridge BRT	19	1,026	54	29%	297	16
Devon	67	3,600	54	29%	1,036	15
Essex	38	2,171	57	31%	667	18
Hampshire BRT	19	1,065	56	29%	309	16
Kent	98	5,301	54	27%	1,447	15
Nottinghamshire	38	1,890	50	25%	466	12
Oxford County Council	38	2,425	64	26%	634	17
Suffolk	46	2,358	51	28%	661	14
Worcestershire Council	24	1,351	56	29%	395	16
Overall for County Auth.	387	21,187	55	28%	5,912	15

6.2 Validation of returns

Data from each returned questionnaire is validated, coded and edited before being added to the database. “Not stated” codes are raised for questions where a respondent has not answered a question. Sense-checking is carried out on the questions that required numeric answers, for example the questions on “Time boarded the bus”, “Time waited” or “Journey length”. Most issues experienced are misunderstandings in using the 24 hour clock (e.g. writing 7:30 when the shift was around 19:30), or numbers being misread (e.g. 15 minutes being read as 150 minutes).

Route numbers written in by the respondent that do not match the pre-printed Route were also flagged up and checked. In almost all cases it is a matter of misread hand-writing at the data entry stage (for example a “1” being mistaken for a “7”), or the respondent writing the inverse of the actual bus number (e.g. “76” written as “67”). The answers given to the open-ended “what could be improved” are typed up and coded against a previously generated code frame. The answers are also checked for any offensive content and to ensure that no individuals could be identified.

6.3 Data preparation and analysis

After the data is validated, coded and edited, an SPSS data file is provided to Passenger Focus. Passenger Focus also runs some checks on this file before it is signed off as final.

6.4 Charts of ‘drivers of satisfaction and dissatisfaction’

Example chart (Key drivers for West Yorkshire PTE (Metro):



The vertical axis

The plot point of an attribute is based on how much it is a predictor of satisfaction or dissatisfaction, through the ‘Key Enhancer Analysis’ and ‘Key Dissatisfier Analysis’. ‘Key Enhancer Analysis’ and ‘Key Dissatisfier Analysis’ (known as KDA/KEA) is employed to determine which aspects of journey experience are associated with overall journey

dissatisfaction (those who answered 'neither/nor', 'fairly dissatisfied', or 'very dissatisfied') which aspects of journey experience are associated with overall journey delight (those who answered 'very satisfied'). It is a different approach to regression-based key-driver models which identify drivers based on the whole satisfaction scale. KDA/KEA makes use of Kano Theory which postulates that different attributes drive different parts of the satisfaction scale.

It is actually two models that are run consecutively. The first identifies the Key Drivers of Dissatisfaction (KDA model), attributes that are strongly associated with the bottom end of the satisfaction scale. As more dissatisfiers are added to the model, the amount of dissatisfaction explained typically increases, but so does the 'noise', the variability in the results. The model provides Shapley Values for each predictor and through these the optimal number of predictors is selected. A Shapley Value measures the average gain in explanatory power for each attribute by comparing "Reach" and "Noise" for all combinations or sets that include the attribute, to the "Reach" and "Noise" for those sets that do not include the attribute.

Once the dissatisfiers are identified, all the respondents who are predicted to be dissatisfied are removed from the model and then Key Enhancer Analysis (KDA) is undertaken. The principle is exactly the same as for the KDA but the model is now looking for association with extreme satisfaction (delight). The optimum number of predictors is, similarly to KDA, determined by the predictive attributes' Shapley Values.

The vertical scale has a range of 40% in predictive values but each area starts at a different base value, so area A might show the attributes on a scale of 13% to 53% predictive power, and area B might show the attributes on a scale of 25% to 65% predictive power.

The horizontal axis

The horizontal axis shows the position of the satisfaction score of that attribute within the range of satisfaction scores for the predictive attributes only. The mid-point of the scale being half the distance between the lowest and highest satisfaction scores of the predictive attributes.

Each chart is scaled uniquely to each area. Inter area comparisons cannot be made from the charts.

7 Weighting

7.1 Weighting by age and gender

The survey is designed to offset the effects of both non response bias and non participation bias based by age and gender. No known source exists of the demographic of journeys by age-gender within PSUs; therefore this data is collected through the fieldwork. At the halfway stage of the first journey (the journey selected by the sample) the interviewer records the age (within 4 bands 16-24, 25-44, 45-59 and 60+) and their gender of every passenger of the bus (from observation). The age / gender of those accepting a questionnaire is also recorded.

The passenger profile is aggregated at the PSU level and used to compare the profile given by the declared age/gender on the questionnaires returned for that PSU. As the data is available on all 8 age/gender cells, the weighting process uses interlocking weighting to weight back to passenger profile (as opposed to rim weighting). Where a cell has less than 30 returns it is amalgamated with its gender opposite to create a cell of sufficient size and an aggregated weight calculated.

The following tables show, for the autumn 2012 wave, the observed profile of passengers from the ten-minute count, the profiles of those accepting questionnaires, the profiles achieved in the returned questionnaires, and the resulting weighting used for age and gender band within each Primary Sampling Unit. Where weights were combined these are highlighted in green shading.

Age/gender weights applied in PTE Areas

	Male 16-25	Female 16-25	Male 26-44	Female 26-44	Male 45-59	Female 45-59	Male 60+	Female 60+
Centro								
10 minute count	12.8%	15.9%	13.4%	18.4%	8.8%	10.4%	9.2%	11.0%
Accepted Questionnaire	11.1%	16.0%	13.2%	17.4%	8.8%	12.6%	9.1%	11.8%
Returns	4.7%	9.2%	6.7%	13.5%	8.1%	16.1%	16.4%	25.3%
Weight	2.8	1.7	2.0	1.4	1.1	0.6	0.6	0.4
Coventry VMA								
10 minute count	12.0%	16.9%	13.4%	18.6%	8.5%	11.2%	7.4%	12.1%
Accepted Questionnaire	10.4%	14.8%	11.6%	17.7%	8.5%	12.7%	9.3%	15.1%
Returns	4.2%	8.6%	6.9%	13.4%	6.0%	14.6%	15.4%	31.0%
Weight	2.9	2.0	1.9	1.4	1.4	0.8	0.5	0.4
Mersey								
10 minute count	12.0%	12.2%	9.0%	11.7%	10.7%	12.8%	13.2%	18.3%
Accepted Questionnaire	9.7%	13.3%	9.1%	12.9%	9.1%	12.8%	13.4%	19.8%
Returns	3.3%	5.1%	4.4%	7.2%	9.6%	12.6%	20.5%	37.3%
Weight	2.9	2.9	2.1	1.6	1.1	1.0	0.6	0.5
Mersey QP								
10 minute count	11.4%	14.3%	12.9%	13.2%	8.5%	11.8%	13.1%	14.9%
Accepted Questionnaire	10.6%	15.2%	11.8%	14.0%	9.1%	11.7%	11.9%	15.6%
Returns	3.8%	6.0%	6.0%	10.0%	7.6%	15.4%	21.4%	29.7%
Weight	2.6	2.6	1.6	1.6	0.9	0.9	0.6	0.5
Metro								
10 minute count	13.0%	14.7%	12.6%	15.7%	9.5%	8.9%	10.2%	15.4%
Accepted Questionnaire	11.4%	16.5%	11.2%	13.7%	7.3%	10.2%	11.5%	18.1%
Returns	3.2%	8.9%	6.8%	10.0%	6.9%	13.1%	17.8%	33.3%
Weight	2.3	2.3	1.9	1.6	1.4	0.7	0.6	0.5
Nexus								
10 minute count	14.6%	13.9%	10.4%	14.7%	6.8%	12.9%	11.3%	15.3%
Accepted Questionnaire	10.2%	15.0%	9.8%	14.1%	8.5%	13.7%	11.8%	16.9%
Returns	3.4%	7.5%	6.6%	10.7%	8.7%	15.0%	18.5%	29.7%
Weight	2.6	2.6	1.6	1.4	0.8	0.9	0.6	0.5
S. Yorks								
10 minute count	12.4%	15.3%	12.7%	14.0%	7.4%	10.3%	11.2%	16.7%
Accepted Questionnaire	12.5%	16.3%	10.5%	14.0%	7.4%	11.8%	10.3%	17.3%
Returns	3.9%	7.4%	6.0%	10.7%	6.6%	17.6%	17.4%	30.4%
Weight	3.2	2.1	2.1	1.3	1.1	0.6	0.6	0.6
TfGM								
10 minute count	18.4%	18.1%	14.6%	14.3%	9.4%	8.1%	7.3%	9.8%
Accepted Questionnaire	13.0%	16.7%	13.9%	16.9%	8.3%	9.5%	9.2%	12.6%
Returns	5.0%	11.3%	6.8%	11.8%	7.4%	10.0%	18.1%	29.7%
Weight	3.7	1.6	2.1	1.2	1.3	0.8	0.4	0.3

Age/gender weights applied in Unitary Authority Areas

	Male 16-25	Female 16-25	Male 26-44	Female 26-44	Male 45-59	Female 45-59	Male 60+	Female 60+
<u>Milton Keynes</u>								
10 minute count	15.9%	18.1%	16.2%	19.2%	5.9%	9.1%	6.9%	8.7%
Accepted Questionnaire	13.4%	18.3%	13.9%	16.9%	6.6%	10.0%	7.8%	13.1%
Returns	3.2%	9.0%	8.2%	14.1%	7.3%	11.1%	16.8%	30.3%
Weight	2.8	2.8	2.0	1.4	0.8	0.8	0.4	0.3
<u>Northumberland</u>								
10 minute count	12.0%	16.8%	6.7%	10.1%	8.3%	12.1%	12.9%	21.1%
Accepted Questionnaire	10.9%	13.3%	7.1%	12.4%	7.3%	12.9%	13.2%	23.0%
Returns	3.5%	6.1%	3.3%	8.0%	5.5%	12.4%	19.9%	41.3%
Weight	3.0	3.0	1.5	1.5	1.5	1.0	0.6	0.5
<u>Notts City</u>								
10 minute count	15.5%	15.8%	13.6%	18.9%	7.3%	9.6%	7.4%	11.7%
Accepted Questionnaire	14.1%	17.7%	10.6%	18.6%	7.3%	11.9%	8.4%	11.5%
Returns	4.1%	9.0%	8.8%	14.0%	5.9%	15.3%	16.0%	26.9%
Weight	2.4	2.4	1.5	1.4	1.2	0.6	0.5	0.4
<u>Reading</u>								
10 minute count	10.8%	15.2%	12.9%	18.2%	7.8%	11.3%	9.7%	14.2%
Accepted Questionnaire	11.5%	15.5%	12.5%	16.3%	9.3%	12.4%	9.1%	13.3%
Returns	4.0%	6.3%	7.2%	15.3%	7.4%	13.6%	17.5%	28.7%
Weight	2.7	2.4	1.8	1.2	1.0	0.8	0.6	0.5
<u>Tees Valley</u>								
10 minute count	9.0%	12.7%	6.6%	10.4%	9.9%	14.7%	14.3%	22.3%
Accepted Questionnaire	7.8%	12.8%	7.1%	13.7%	8.1%	15.0%	12.3%	23.2%
Returns	3.6%	6.2%	3.4%	7.4%	5.4%	13.7%	21.1%	39.1%
Weight	2.5	2.0	1.9	1.4	1.8	1.1	0.7	0.6
<u>Thurrock</u>								
10 minute count	15.1%	20.8%	6.3%	11.4%	6.5%	12.2%	11.2%	16.7%
Accepted Questionnaire	10.6%	19.1%	6.8%	14.6%	6.0%	12.5%	10.2%	20.2%
Returns	4.6%	12.7%	3.5%	8.9%	4.9%	14.6%	13.7%	37.2%
Weight	2.1	2.1	1.4	1.4	1.0	1.0	0.8	0.4
<u>Warrington</u>								
10 minute count	11.5%	20.3%	9.2%	14.8%	7.4%	9.2%	9.5%	18.2%
Accepted Questionnaire	12.4%	17.1%	9.0%	13.7%	7.1%	8.8%	11.3%	20.7%
Returns	3.3%	10.4%	3.7%	11.9%	5.9%	12.2%	17.4%	35.2%
Weight	2.3	2.3	1.5	1.5	0.9	0.9	0.5	0.5
<u>WEP</u>								
10 minute count	14.1%	14.3%	12.8%	12.7%	6.6%	12.3%	12.1%	15.2%
Accepted Questionnaire	13.7%	17.8%	9.5%	15.1%	7.1%	11.0%	10.2%	15.6%
Returns	5.0%	8.7%	6.8%	12.0%	6.2%	13.2%	18.1%	29.9%
Weight	2.1	2.1	1.9	1.1	1.1	0.9	0.7	0.5

Age/gender weights applied in County Authority Areas

	Male 16-25	Female 16-25	Male 26-44	Female 26-44	Male 45-59	Female 45-59	Male 60+	Female 60+
<u>Cambridgeshire BRT</u>								
10 minute count	21.0%	20.8%	12.6%	13.5%	9.9%	8.6%	7.2%	6.2%
Accepted Questionnaire	13.6%	20.1%	12.9%	16.3%	7.0%	10.2%	8.5%	11.5%
Returns	3.1%	11.8%	8.7%	14.2%	6.6%	15.6%	17.0%	22.9%
Weight	2.8	2.8	1.1	1.1	0.8	0.8	0.4	0.3
<u>Devon</u>								
10 minute count	11.1%	16.9%	7.5%	10.8%	6.8%	9.5%	14.3%	23.1%
Accepted Questionnaire	9.3%	15.1%	7.7%	11.7%	6.1%	11.3%	14.4%	24.5%
Returns	3.2%	5.3%	4.1%	8.8%	4.5%	12.8%	20.9%	40.3%
Weight	3.5	3.2	1.8	1.2	1.5	0.7	0.7	0.6
<u>Essex</u>								
10 minute count	13.8%	19.9%	11.1%	16.3%	6.0%	7.5%	10.8%	14.6%
Accepted Questionnaire	9.5%	15.3%	8.2%	13.0%	5.7%	9.2%	14.9%	24.3%
Returns	3.2%	5.8%	2.1%	8.0%	4.6%	10.3%	24.8%	41.3%
Weight	3.7	3.7	2.7	2.7	0.9	0.9	0.4	0.4
<u>Hampshire BRT</u>								
10 minute count	9.6%	19.2%	9.6%	15.3%	6.4%	10.8%	10.8%	18.2%
Accepted Questionnaire	9.8%	15.1%	9.2%	13.2%	7.2%	12.4%	13.4%	19.7%
Returns	3.1%	7.1%	1.7%	6.1%	5.4%	11.2%	27.1%	38.3%
Weight	2.8	2.8	3.2	3.2	1.0	1.0	0.4	0.5
<u>Kent</u>								
10 minute count	12.7%	18.5%	8.4%	11.7%	7.9%	10.2%	12.1%	18.5%
Accepted Questionnaire	10.2%	17.0%	8.2%	13.0%	7.2%	12.6%	11.3%	20.5%
Returns	3.1%	8.5%	4.9%	7.7%	5.2%	10.1%	21.2%	39.3%
Weight	2.7	2.7	1.7	1.5	1.5	1.0	0.6	0.5
<u>Nottinghamshire</u>								
10 minute count	9.5%	17.9%	12.5%	18.2%	6.4%	11.5%	10.7%	13.4%
Accepted Questionnaire	10.1%	14.8%	11.2%	14.9%	7.5%	13.2%	10.1%	18.3%
Returns	2.4%	7.5%	4.9%	10.2%	6.0%	12.4%	19.3%	37.3%
Weight	2.7	2.7	2.0	2.0	1.0	1.0	0.6	0.4
<u>Oxford</u>								
10 minute count	10.5%	17.9%	17.9%	21.1%	5.9%	9.8%	8.7%	8.3%
Accepted Questionnaire	9.4%	16.3%	16.4%	22.6%	7.7%	11.0%	6.6%	10.0%
Returns	2.6%	7.9%	8.4%	15.4%	9.1%	16.0%	16.7%	23.8%
Weight	2.7	2.7	2.1	1.4	0.6	0.6	0.5	0.3
<u>Suffolk</u>								
10 minute count	13.2%	19.1%	6.8%	13.0%	4.7%	10.8%	10.0%	22.3%
Accepted Questionnaire	9.0%	15.6%	6.7%	12.6%	6.1%	11.7%	12.3%	25.9%
Returns	1.7%	6.2%	4.1%	8.7%	6.7%	12.5%	17.9%	42.2%
Weight	4.1	4.1	1.5	1.5	0.7	0.9	0.6	0.5
<u>Worcester</u>								
10 minute count	12.9%	13.5%	8.4%	9.1%	6.6%	6.1%	18.4%	25.0%
Accepted Questionnaire	9.6%	15.4%	7.3%	10.8%	5.4%	8.5%	15.6%	27.3%
Returns	3.4%	5.8%	3.4%	6.1%	4.0%	9.3%	23.5%	44.4%
Weight	2.8	2.8	1.8	1.8	1.0	1.0	0.8	0.6

7.2 Weighting to proportionate Primary Sampling Units (intra-area type weighting)

The second stage of weighting is to proportion each PSU to its number of passenger journeys it represents within its area type. The intra area weightings applied in the autumn 2012 wave are shown below.

PTE Areas	Journeys (millions)*	Share of journeys	Response proportion	Intra area weight
Centro (W.Mids) excl. Coventry VMA	263.6	24.6%	24.84%	0.99
Centro Coventry VMA	30.6	2.9%	9.81%	0.29
Merseytravel (excluding QP routes)	108.5	10.1%	7.47%	1.36
Merseytravel QP routes	25	2.3%	4.52%	0.52
Metro (W. Yorks)	182.3	17.0%	15.68%	1.09
Nexus (Tyne & Wear)	129.2	12.1%	15.20%	0.79
South Yorkshire	112.6	10.5%	15.97%	0.66
TfGM	218.1	20.4%	6.50%	3.13

Unitary Authority Areas	Journeys (millions)*	Share of journeys	Response proportion	Intra area weight
Milton Keynes	9.2	4.8%	10.69%	0.45
Northumberland CC	11.3	5.9%	11.56%	0.51
Nottingham City	49.1	25.7%	9.74%	2.63
Reading Buses	20	10.4%	17.96%	0.58
Tees Valley Group	35.2	18.4%	29.26%	0.63
Thurrock	4.1	2.1%	6.72%	0.32
Warrington	10.8	5.6%	4.85%	1.16
West England Partnership	51.7	27.0%	9.20%	2.94

County Authority Areas	Journeys (millions)*	Share of journeys	Response proportion	Intra area weight
Cambridge BRT	2.5	1.0%	5.02%	0.21
Devon	26.8	11.1%	17.52%	0.64
Essex	45.6	19.0%	11.28%	1.68
Hampshire BRT	1.69	0.7%	5.23%	0.13
Kent	58.6	24.4%	24.48%	1.00
Nottinghamshire	34.2	14.2%	7.88%	1.80
Oxford CC	36.3	15.1%	10.72%	1.41
Suffolk	17.3	7.2%	11.18%	0.64
Worcestershire	17.4	7.2%	6.68%	1.08

*Data sourced from the Department for Transport 'BUS0109 – Passenger journeys on local bus services by local authority: England, 2010/11'

7.3 Bespoke weights applied

Weighting is also used to adjust for any intentional 'oversampling' within Primary Sampling Units. In the autumn 2012 wave bespoke oversampling was carried out on services covered by the Coventry Voluntary Multilateral Agreement (VMA) within the West Midlands PSU, and routes within the Merseytravel PSU covered by the Mersey Quality Partnership (QP). These two oversampled groups were adjusted for through reweighting according to the passenger journey value proportions within their host transport authority areas.

7.4 Inter-area weights

A further weight is applied such that each area type (PTE, Unitary and Two Tier) is represented in proportion to the annual passenger journey numbers made in the areas within each area type. Thus a whole survey statistic will be a value generated from the area results covered within the survey such that each area contributes in proportion to its total annual passenger journeys.

The inter area weights applied in the autumn 2012 wave are shown below.

Group	Passenger Journeys (Millions)	Share of journeys	Response received	Inter area weight
PTEs in survey	1070	71.2%	47.0%	1.52
Unitary Authorities in the survey	191	12.7%	26.5%	0.48
Two-tier Authorities in the survey	240	16.0%	26.6%	0.60
Whole survey	1502	100%	100.0%	1.00

7.5 Weighting total

The final weight is the product of the demographic weight, intra area weight, and interarea weight. The final weight is represented by the field 'wtfinal' in the data file.

The weighting efficiency of the autumn 2012 weighting process is 66% at the demographic weighting stage and 59% after application of the intra-area and inter-area stage weights.



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 about your journey today. 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.

To find out more about the Bus Passenger Survey or our work in general please visit www.passengerfocus.org.uk, or scan the QR code above. You can also 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)

<u>A free pass or free journey</u>		<u>A day pass</u>	
Elderly person's pass	<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"/>
Complimentary/free ticket	<input type="checkbox"/>	Valid on bus and other modes of transport	<input type="checkbox"/>

+

<u>Single / return tickets</u>		<u>A pass/season ticket for a longer period (e.g. weekly, monthly)</u>	
Standard single ticket.....	<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"/>
A single deducted from a multi-ticket/camet.....	<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 ...	<input type="checkbox"/>
A photo card ticket/pass you showed the driver.....	<input type="checkbox"/>	the driver	<input type="checkbox"/>
A plastic card you touched onto the fare machine ...	<input type="checkbox"/>	Other format.....	<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 local council.....	<input type="checkbox"/>
+ Phoned bus company	<input type="checkbox"/>	Local council 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"/>		<input type="checkbox"/>
Did not use any information sources	<input type="checkbox"/>		<input type="checkbox"/>

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

Travelling to/from work	<input type="checkbox"/>	Visiting friends or relatives	<input type="checkbox"/>
Travelling 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"/>	More convenient than other transport.....	<input type="checkbox"/>
More convenient than the car (e.g. parking)	<input type="checkbox"/>	Preferred bus to walking/cycling	<input type="checkbox"/>
+ Cheaper than other transport.....	<input type="checkbox"/>	Other reason.....	<input type="checkbox"/>
Didn't have the option of travelling by another means	<input type="checkbox"/>		<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	<input type="checkbox"/>	No	<input type="checkbox"/>
-----------	--------------------------	----------	--------------------------

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 bus arrival times..... | <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
Its distance from your journey start e.g. home, shops ..	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The convenience/accessibility of 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.....
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied.....
- Very dissatisfied
- Don't know/No opinion

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"/> | | <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.....
- 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.....

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

- Yes
- No.....

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 No - but you were happy to stand.....

Yes - for part of the journey..... 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 Music being played loudly.....

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

Abusive or threatening behaviour Graffiti or vandalism

Rowdy behaviour Other.....

Feet on seats

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

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

	Yes	No
A map of the bus route/journey times.....	<input type="checkbox"/>	<input type="checkbox"/>
Audio announcements e.g. saying the next bus stop.....	<input type="checkbox"/>	<input type="checkbox"/>
An electronic display e.g. showing the next bus stop.....	<input type="checkbox"/>	<input type="checkbox"/>
Information about tickets / fares	<input type="checkbox"/>	<input type="checkbox"/>
A timetable.....	<input type="checkbox"/>	<input type="checkbox"/>
Details of how to make a complaint, if you had one.....	<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 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	<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)						

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

+

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 How often do you typically travel by bus?

(Please tick the closest to your frequency of bus use)

5 or more days a week.....

3 or 4 days a week.....

Once or twice week.....

Once a fortnight.....

Once a month.....

Less frequently.....

Q39 Have any of the following frequently stopped you making journeys by bus?

(Please tick all that apply)

The places you can reach by bus

The frequency of the buses in the area

The reliability of buses

The cost of using buses

How long journeys take when going by bus.....

The comfort of buses

A concern for your personal safety on buses

+

7 About you

QA Are you....?

Male Female

QB 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"/>

QC 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"/>

+

+

7

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

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

QE Which of the following best describes your ethnic background?

+ White Chinese
 Mixed Asian or Asian British
 Black or Black British Other ethnic group

QF 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

QG 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

QH 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 you 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:
Freepost Plus RSZE- ATBL- UZKS,
Operations Data Centre, GfK NOP, 1 Wheaton Road, WITHAM, CM8 3GF

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.

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Shift: Route: Serial Number:

D	D	M	M	Y	Y
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