



Passenger Focus Bus Passenger Survey

Methodological overview - autumn 2011 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 the experience bus passengers have of 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 methodology used in this wave of the survey is essentially the same as that deployed in previous waves of the survey through 2009 and 2010, together with refinements made as a result of experience gained.

Passenger Focus allows Transport Planning Authorities (Areas) and Bus Service Operators (Operators) to 'buy into' the survey to achieve boosted response numbers in territories of interest. We are pleased that for the autumn 2011 wave, the survey attracted boost funding from Transport for Greater Manchester, Centro, Merseytravel, South Yorkshire PTE, West Yorkshire PTE and FirstGroup UK Bus Ltd and National Express Ltd. This wave is also the first time that all six PTE Areas have been covered in one wave.

GfK NOP Ltd was appointed by Passenger Focus to provide the market research agency services needed to carry out the autumn 2011 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 used in the BPS autumn 2011 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 passenger journeys made. This means the chances of any passenger being invited to take part in the survey are in proportion to the number of journeys he/she makes. A passenger journey being defined as an individual trip made on a local bus service.

The data was collected using a self-completion paper questionnaire. The questionnaire asked passengers to rate THAT journey, to gain a representative view by journeys made. Interviewers boarded 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.

The sampling process sourced the list of timetabled 'local bus' services from ITO World (who collect and make available the bus journey data shown by Traveline). The survey was restricted to passengers aged 16 and over. School bus services and Park & Ride services were excluded as they are not typical local bus services.

There was a weighting process to correct for differential response rates by age and gender. Weighting was also applied at Area level to represent that Area results in proportion to the passenger journeys made in that Area. The survey was undertaken in the following Areas;

PTE authorities	Unitary Authorities	County Authorities
Centro (West Midlands)	Bournemouth and Poole combined	Dorset
Merseytravel	Durham	East Sussex
Metro (West Yorkshire)	Kingston Upon Hull	Essex
Nexus (Tyne & Wear)	Leicester	Hertfordshire
South Yorkshire	Nottingham	Lancashire
TfGM (Greater Manchester)	Stoke-on-Trent	Norfolk
	Tees Valley Group*	Northamptonshire
	West England Partnership**	Staffordshire
		Surrey

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

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

3 Sample Profile

The sampling process was designed to ensure a representative distribution of the bus journeys within each Area surveyed. In some Areas, sample design also accommodated requests to boost specific routes or Operators, so substantive response numbers could be achieved for these groups; where this occurred they were suitably weighted back when producing the final Area results.

3.1 Sample design

A sample was designed for each Area. To ensure the research encompassed the totality of routes, the starting point was to use the information from ITO World Ltd to generate a list of every bus service and every timetabled occurrence of each service that ran within each Area. Each Area list is examined for duplicates, using the route number, the start location, day of the week, and the start time; any duplicates were removed. Bus journeys that starting outside 06.00 to 21.59 were excluded, as these were outside the fieldwork hours.

At this stage every service and every timetabled occurrence within each Area was of equal value. However, as a reasonable assumption, longer bus routes carry more passengers. To account for this, longer journeys are given higher 'passenger values' and shorter journeys are given lower 'passenger values', in banded amounts based on ascribing all journey lengths into quintiles and applying a fixed passenger value to each quintile block. This limits the effect of atypical journey lengths, both short and long journeys. The process for generating these multipliers is shown below:

1. The journey time 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).
2. Each Area list is now sorted in descending journey lengths.
3. Each Area 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 each Area. If R exceeds 2.0 then in the next step R is set to 2.0.
4. A metric called Passenger Values (PV) is applied to each timetabled occurrence of each service based. It is based on the quintile in which the journey occurs. The calculations applied for each quintile are shown on the next page:

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

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 length): $PV = \frac{2}{R + 1}$

5. The database is now sorted by route, day of week and start time (in that order, so that start time is the final item sorted). 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 Area is calculated which is the Area's total Passenger Value divided by the number of shifts required. For example an Area with total of 30,000 Passenger Value units and 30 shifts required, would have a sampling interval every 1000th fraction of the total Passenger Value. In practice to allow for some journeys being infeasible to cover (e.g. non returning market day services) a sample 'overage' is built into calculating the sampling interval.
6. The sample is struck by choosing a random start point between 0 and the row of the 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 rows 1326, 2326, 3326 etc.
7. 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 (up to 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 (or any given time period). Passenger Focus provided GfK NOP Ltd a guideline that shifts should go ahead where 70% or more of the shift could be spent on board a bus.

This suitability process was carried out manually using timetables located from the websites of the operators and/or transport authorities, and took into account the start- and end-time of each journey, and the waiting time before the next journey commenced. School-bus routes and Park-and-Ride services were also identified and excluded during this process, and replaced with a randomly selected alternative journey from the 'overage' already provided.

4 Fieldwork

Fieldwork took place between 25th September and 20th November 2011. There was a break between 23rd and 29th October to avoid the atypical usage patterns caused by school half-term holidays.

Before working their first shift on the project all interviewers received a detailed briefing from an executive of GfK NOP.

4.1 Distribution of questionnaires

Interviewers were initially issued with 75 questionnaires for each shift. However it was subsequently found that on many urban routes it was possible to distribute all 75 questionnaires before the three hours of the shift had passed. So from the fourth week onwards interviewers working shifts in PTE Areas were issued with 80 questionnaires per shift. Non-PTE Areas remained at 75 questionnaires per shift.

Interviewers were instructed to avoid the temptation to “pace” the recruitment of passengers and the handing out of questionnaires in an attempt to ensure they had sufficient questionnaires to last to the end of the three hour shift. This ran the risk of under-representing passengers travelling at the busiest times. Interviewers were to approach all passengers on the bus and give them the opportunity to participate in the research, until their supply of questionnaires was exhausted.

Fieldworkers joined the bus at its start-point at the time specified by the sampling process, and travelled to the final destination of the route. They then made the first return trip possible on that route, and returned to their start point. They repeated 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 were 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 started inside a transport authority that was not included in the survey, the interviewer would join that bus at the first bus-stop within the boundary of the transport authority that had been sampled. Interviewers would recruit and hand questionnaires to only those passengers who boarded the bus from this point onwards. On their return trip, they would leave the bus at the bus stop nearest their original start-point, thus ensuring that the whole shift was worked only within the intended Area. Similarly, if a route completed its journey outside the boundary of the sampled Area, the interviewer was asked to disembark

at the last bus stop on the route that was within that sampled Area, and take the first available bus back to their start-point, once again ensuring that only passengers within the targeted Area were recruited to the survey.

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 section on weighting (section 7.1) interviewers were issued with a "Questionnaire Contact Sheet" on which they recorded demographic details (gender and estimated age) of everyone who accepted a questionnaire. They were also issued with a "Ten Minute Count Sheet" on which they recorded the observed demographic details of passengers using the bus during the counting process. The count was conducted half-way through the first trip made on the route. These details allowed the creation of a representative passenger profile that could be used for weighting purposes.

Using the Questionnaire Contact Sheet, the interviewers were also instructed to record the start and end times of each trip they made.

4.2 Authorisation to work on buses

For all shifts interviewers were issued with a Letter of Authority from Passenger Focus on headed paper, introducing the project and requesting bus drivers to allow the interviewers to work on the bus. Passenger Focus also sought Letters of Authority from the Bus Operators themselves, and where these were provided they would shown instead when boarding the bus. Very few shifts were disrupted by bus drivers refusing to allow interviewers to work, and in those cases shifts were re-booked for an equivalent day on a subsequent week and the operator contacted in advance.

4.3 Verification of service details

One or two days before a shift was due to take place, interviewers would confirm that the route as sampled was still running as scheduled. If there were any major changes (more than a few minutes difference in start-times) they would be flagged up to GfK NOP executives and the shift rescheduled or if necessary replaced. In the event this was a rare occurrence.

4.4 Monitoring fieldwork

Throughout fieldwork the Passenger Count Sheets and the Questionnaire Count Sheets were tallied up by the interviewers and details passed back to GfK NOP as soon as possible after the completion of the shift (the next day at the latest). This gave 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 hand-out rates were much lower than the norm on equivalent routes could be highlighted, and in a few cases were replaced with another shift on the same route conducted by a different interviewer. As questionnaires were returned, the response rate for each shift was also calculated on a daily basis, and in a few cases where response rates fell below a minimum acceptable level, shifts on the same route were re-booked with a different interviewer.

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 were also made by Passenger Focus personnel.

5 Questionnaire

The questionnaire was an 8-page self-completion booklet that was handed out along with a reply-paid envelope to all passengers on the bus who were willing to take part.

The content and questions were closely based on the previous wave of BPS, with some limited additions for this wave.

Each questionnaire was individually marked with the Shift Number, the Route number, the issue number (i.e. 1-75 or 1-80 as applicable), and a version number.

There were seven versions of the questionnaire in total. Version 1 was used for all non-PTE Areas, and Versions 2-7 had limited customisation for each PTE Area. In most cases this just involved a minor change in the wording of the codes available at Question 6 - "What information sources did you use to help plan your journey today?". For example in Version 2, the code "Phoned local council" was replaced by "Phoned Centro" and "Local council website" replaced by "Network West Midlands/Centro website", and so on for each PTE Area. The TfGM questionnaire (Version 7) was more different in that as well the changes described for Question 6, Questions 38 and Question 39 were replaced with a question on likelihood to use travel information supplied via various technologies, and another question on access to various technologies.

A copy of Version 1 of the questionnaire is shown in Appendix 1.

6 Response rates, and validation of returns

6.1 Response rates achieved

The tables below shows the metrics achieved from fieldwork across the 23 Areas.

PTE Areas	Shifts	Q'aires handed out	Average hand-out	No. responses	Response rates	Average responses per shift
Mersey / Merseytravel	93	5,871	63	1,293	22%	14
South Yorks	92	5,606	61	1,500	27%	16
TfGM	280	16,520	59	3,405	21%	12
Tyne and Wear / Nexus	37	2,565	69	629	25%	17
W Midlands / Centro	200	12,705	64	2,774	22%	14
W Yorks / Metro	95	6,012	63	1,630	27%	17
PTE Total	797	49,279	63	11,231	23%	14

Unitary Areas	Shifts	Q'aires handed out	Average hand-out	No. responses	Response rates	Average responses per shift
Bournemouth and Poole	45	2,544	57	674	26%	15
Dorset	30	1,587	53	586	37%	20
Durham	36	1,720	48	467	27%	13
Kingston upon Hull	30	2,072	69	497	24%	17
Leicester	38	2,344	62	478	20%	13
Nottingham	33	2,367	72	550	23%	17
Stoke-on-Trent	47	2,336	50	444	19%	9
Tees Valley Group	100	5,940	59	1,648	28%	16
West England Part'ship	54	3,015	56	828	27%	15
Unitary Authority Total	413	23,925	58	6,172	26%	15

County Areas	Shifts	Q'aires handed out	Average hand-out	No. responses	Response rates	Average responses per shift
Essex	30	1,475	49	519	35%	17
East Sussex	30	1,822	61	641	35%	21
Hertfordshire	38	1,795	47	454	25%	12
Lancashire	40	2,343	59	562	24%	14
Norfolk	30	1,429	48	480	34%	16
Northamptonshire	30	1,742	58	462	27%	15
Staffordshire	29	1,550	53	451	29%	16
Surrey	46	2,118	46	605	29%	13
County Authority Total	273	14,274	53	4,174	29%	15

6.2 Validation of returns

Data from each returned questionnaire was validated, coded and edited before being added to the database for analysis. For example answers to questions that should have been left unanswered by the respondent were excluded. For questions that featured an “Other – please write-in” option, codes were raised to cover answers not already allowed for, or were back-coded to existing codes if that was appropriate. “Not stated” codes were raised for questions where a respondent had not answered a question. Sense-checking was 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 here were simply resolved and were usually caused by misunderstandings in using the 24 hour clock (e.g. writing 7:30 when the shift was actually carried out in the evening and should have been 19:30), or numbers being misread (e.g. 15 minutes being read as 150 minutes).

Route numbers written in by the respondent that did not match the pre-printed Route were also flagged up and edited. In almost all cases it was 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 Question 34 were typed up, and a code frame created so that the answers could be coded. The answers were checked for any offensive content and to ensure that no individuals could be identified.

7 Weighting

7.1 Weighting by age within gender

It is a well-known outcome in research surveys that willingness to participate often varies by age and gender. This is particularly prevalent in self-completion surveys such as the Bus Passenger Survey, where respondents must make the effort to complete the questionnaire and return it in the post. To avoid the effect of these differential response rates it is necessary to apply weighting to offset these effects.

There is no authoritative source available giving the age and gender profile information on passengers by each of the routes sampled, so to provide this information the interviewers carried out two additional tasks during their shifts.

1. At a fixed point of their shift, the interviewer stopped recruiting passengers and handing out questionnaires, and for ten minutes carried out a count of all the passengers travelling on the bus during that period. Using a separate Count Sheet they recorded gender and estimate the age of the passengers putting them into age bands: 16-24, 25-44, 45-59 and 60+. The point at which the count commenced was set as half-way through the first trip of the journey, based on the journey length as shown on the bus timetables. On routes where the journey was shorter than twenty-minutes (i.e. where there was not enough time to complete a ten-minute count if starting at the half-way point), then interviewers were instructed to conduct the count on the first return leg of the shift.
2. In addition, throughout the shift the gender and estimated age of all passengers who accepted a questionnaire was also recorded. The same age bands were used (16-24, 25-44, 45-59 and 60+) as in the ten-minute count.

The information from the passenger count is an inherently more accurate representation of all bus users than the profile of those who actually accept a questionnaire. It was decided that in all Areas where there was a sufficient number of shifts to form a representative picture of the passengers using buses, the information from passenger counts would be used to define the weighting adjustments. These observations were aggregated at Area level and used to make comparisons with the profile given by the declared age and gender on the returned questionnaires at Area level.

After a weighting analysis was conducted it was decided that where there was a cell size of fewer than thirty in the males aged 16-24, to aggregate that cell with females aged 16-24 to

give a composite weight for that age band. The same was done where there were fewer than thirty in the males aged 25-44 (i.e. they were merged with the females aged 25-44). There were also a few cells where respondent numbers of males aged 45-59 were fewer than fifty, and in this case they were merged with the females aged 45-59. The reasoning behind this decision was that the weighting analysis shown differences between the age-bands was greater than that between genders.

The following tables show 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 Area. The cells where weights were blended are highlighted in green shading.

Age/gender weights applied in PTE Areas

Area	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	14.7%	15.9%	12.8%	15.5%	9.1%	10.7%	8.3%	13.0%
Accepted Questionnaire	11.7%	16.4%	12.1%	16.1%	7.6%	11.0%	9.6%	15.4%
Returns	3.8%	9.2%	7.2%	13.5%	7.8%	13.7%	14.8%	29.9%
Weight	3.9	1.7	1.8	1.1	1.2	0.8	0.6	0.4
Merseytravel								
10 minute count	12.5%	16.6%	11.9%	14.7%	8.7%	9.9%	12.2%	13.5%
Accepted Questionnaire	9.9%	13.8%	11.5%	14.5%	8.5%	11.9%	12.2%	17.7%
Returns	2.4%	6.0%	6.1%	8.4%	8.2%	11.5%	20.8%	36.6%
Weight	3.5	3.5	2.0	1.8	1.1	0.9	0.6	0.4
Metro								
10 minute count	12.2%	17.3%	11.8%	16.6%	7.0%	9.9%	10.2%	15.1%
Accepted Questionnaire	12.2%	15.2%	10.0%	15.2%	6.7%	10.5%	11.5%	18.8%
Returns	3.7%	7.7%	6.4%	13.3%	7.0%	13.1%	16.1%	32.6%
Weight	3.3	2.2	1.8	1.2	1.0	0.8	0.6	0.5
Nexus								
10 minute count	9.1%	12.8%	11.4%	15.6%	8.6%	13.9%	9.3%	19.2%
Accepted Questionnaire	9.9%	16.0%	10.7%	15.1%	8.1%	12.5%	11.1%	16.5%
Returns	3.5%	6.3%	7.6%	12.3%	6.1%	10.4%	19.7%	34.0%
Weight	2.2	2.2	1.5	1.3	1.4	1.3	0.5	0.6
S Yorks								
10 minute count	10.9%	14.0%	8.7%	12.6%	6.9%	11.1%	14.6%	21.1%
Accepted Questionnaire	10.2%	14.5%	9.1%	13.8%	7.0%	11.9%	12.4%	21.1%
Returns	3.5%	8.9%	4.8%	11.1%	5.4%	15.3%	18.6%	32.3%
Weight	3.1	1.6	1.8	1.1	1.3	0.7	0.8	0.7
TfGM								
10 minute count	14.3%	17.6%	14.3%	15.8%	8.3%	10.0%	8.4%	11.3%
Accepted Questionnaire	12.7%	17.0%	12.7%	15.3%	7.9%	10.6%	9.7%	14.1%
Returns	4.7%	9.7%	7.3%	11.9%	6.7%	11.9%	17.4%	30.4%
Weight	3.0	1.8	2.0	1.3	1.2	0.8	0.5	0.4
Arriva - Manchester								
10 minute count	11.9%	15.8%	12.3%	15.4%	8.6%	11.2%	10.3%	14.5%
Accepted questionnaire	11.8%	16.3%	11.2%	13.7%	7.7%	11.4%	11.5%	16.5%
Returns	4.4%	8.5%	6.6%	8.8%	6.5%	14.2%	18.8%	32.2%
Weight	2.7	1.8	1.9	1.8	1.3	0.8	0.5	0.5
First - Manchester								
10 minute count	14.6%	15.4%	13.2%	15.7%	8.7%	11.0%	8.8%	12.7%
Accepted questionnaire	11.6%	16.6%	12.1%	15.5%	8.5%	11.2%	9.4%	15.0%
Returns	3.3%	9.4%	5.9%	13.9%	6.5%	10.9%	17.8%	32.3%
Weight	2.3	2.3	2.2	1.1	1.3	1.0	0.5	0.4
Stagecoach Manchester								
10 minute count	15.8%	22.0%	18.0%	16.7%	8.4%	8.3%	5.3%	5.5%
Accepted questionnaire	15.3%	19.8%	15.6%	17.4%	7.8%	9.4%	6.7%	8.0%
Returns	6.9%	13.1%	10.3%	14.4%	7.9%	11.5%	13.2%	22.7%
Weight	2.3	1.7	1.7	1.2	1.1	0.7	0.4	0.2
Other - Manchester								
10 minute count	14.4%	16.1%	11.1%	14.7%	6.4%	9.2%	11.9%	16.3%
Accepted questionnaire	10.8%	12.5%	9.9%	12.7%	7.1%	10.0%	14.8%	22.2%
Returns	4.2%	5.9%	5.7%	7.9%	5.5%	10.3%	23.0%	37.6%
Weight	3.0	3.0	1.9	1.9	1.0	1.0	0.5	0.4

Age/gender weights applied in Unitary Authority Areas

Area	Male 16-25	Female 16-25	Male 26-44	Female 26-44	Male 45-59	Female 45-59	Male 60+	Female 60+
Bournemouth/Poole								
10 minute count	16.0%	21.0%	11.7%	15.0%	6.3%	7.9%	9.6%	12.6%
Accepted Questionnaire	14.9%	18.6%	10.5%	12.9%	6.4%	7.9%	12.3%	16.5%
Returns	4.6%	7.6%	4.6%	8.0%	5.7%	10.2%	21.2%	37.9%
Weight	3.4	2.8	2.5	1.9	1.1	0.8	0.5	0.3
Durham								
10 minute count	10.4%	16.8%	8.8%	14.6%	6.4%	13.8%	13.8%	15.4%
Accepted Questionnaire	9.3%	15.2%	8.9%	14.4%	8.8%	13.3%	12.4%	17.5%
Returns	5.3%	9.6%	3.5%	13.4%	7.2%	12.9%	19.5%	28.5%
Weight	1.8	1.8	1.4	1.4	0.9	1.1	0.7	0.5
Kingston Upon Hull								
10 minute count	15.2%	22.1%	11.6%	15.8%	5.9%	9.8%	8.0%	11.6%
Accepted Questionnaire	12.2%	21.6%	8.8%	16.1%	6.8%	11.2%	8.4%	14.9%
Returns	4.9%	10.9%	5.4%	13.6%	6.6%	15.1%	12.6%	30.9%
Weight	2.3	2.3	1.4	1.4	0.9	0.7	0.6	0.4
Leicester								
10 minute count	12.2%	20.2%	7.1%	14.4%	5.6%	7.7%	14.7%	18.2%
Accepted Questionnaire	13.6%	17.7%	8.0%	14.3%	6.9%	10.6%	11.5%	17.3%
Returns	3.7%	8.8%	4.2%	11.9%	8.6%	14.3%	18.1%	30.4%
Weight	2.6	2.6	1.3	1.3	0.6	0.5	0.8	0.6
Nottingham								
10 minute count	15.7%	27.1%	13.4%	16.0%	6.9%	8.3%	5.4%	7.2%
Accepted Questionnaire	14.6%	21.7%	10.1%	17.5%	6.5%	11.5%	7.5%	10.7%
Returns	6.6%	10.9%	8.1%	15.8%	4.5%	15.1%	13.8%	25.1%
Weight	2.4	2.5	1.7	1.0	0.8	0.8	0.4	0.3
Stoke on Trent								
10 minute count	15.8%	20.1%	10.1%	14.4%	6.4%	10.4%	9.4%	13.3%
Accepted Questionnaire	13.1%	18.9%	9.2%	12.5%	7.5%	11.0%	10.2%	17.7%
Returns	5.1%	10.6%	6.2%	9.4%	6.5%	12.0%	18.4%	31.8%
Weight	2.3	2.3	1.6	1.6	0.9	0.9	0.5	0.4
Tees Valley Group								
10 minute count	8.4%	11.9%	8.4%	12.7%	9.9%	14.1%	13.3%	21.3%
Accepted Questionnaire	7.8%	12.1%	8.0%	12.7%	8.0%	16.6%	12.8%	22.0%
Returns	3.0%	5.1%	4.5%	8.9%	5.9%	14.2%	19.1%	39.4%
Weight	2.8	2.3	1.9	1.4	1.7	1.0	0.7	0.5
WEP								
10 minute count	10.9%	15.4%	8.1%	13.2%	6.7%	12.3%	11.3%	22.0%
Accepted Questionnaire	12.2%	17.1%	11.0%	13.3%	7.3%	11.5%	10.3%	17.4%
Returns	5.5%	11.1%	6.3%	11.5%	6.3%	12.7%	15.9%	30.6%
Weight	2.0	1.4	1.3	1.1	1.1	1.0	0.7	0.7

Age/gender weights applied in County Authority Areas

Area	Male 16-25	Female 16-25	Male 26-44	Female 26-44	Male 45-59	Female 45-59	Male 60+	Female 60+
Dorset								
10 minute count	12.1%	14.9%	9.4%	13.7%	5.8%	10.1%	16.2%	17.9%
Accepted Questionnaire	11.6%	13.7%	7.3%	9.5%	7.3%	11.6%	16.8%	22.3%
Returns	1.6%	6.5%	1.9%	6.5%	5.3%	9.9%	22.7%	45.5%
Weight	3.3	3.3	2.7	2.7	1.1	1.0	0.7	0.4
East Sussex								
10 minute count	9.6%	12.0%	6.3%	10.8%	5.7%	12.6%	14.2%	28.7%
Accepted Questionnaire	9.4%	15.4%	6.8%	10.9%	7.4%	12.5%	12.2%	25.5%
Returns	3.1%	7.0%	3.4%	10.1%	3.6%	8.0%	19.5%	45.3%
Weight	2.1	2.1	1.3	1.3	1.6	1.6	0.7	0.6
Essex								
10 minute count	11.2%	12.8%	6.5%	10.0%	3.5%	10.3%	10.0%	35.8%
Accepted Questionnaire	6.5%	16.7%	6.7%	14.2%	6.0%	14.4%	11.1%	24.5%
Returns	1.8%	8.4%	2.4%	8.2%	4.8%	10.2%	18.2%	46.0%
Weight	2.3	2.3	1.6	1.6	0.9	0.9	0.5	0.8
Hertfordshire								
10 minute count	9.2%	12.2%	11.1%	16.4%	9.2%	8.8%	12.5%	20.6%
Accepted Questionnaire	9.6%	13.9%	8.7%	14.6%	8.5%	10.8%	11.5%	22.4%
Returns	2.5%	8.5%	4.3%	8.5%	6.3%	9.4%	19.8%	40.7%
Weight	2.0	2.0	2.1	2.1	1.1	1.1	0.6	0.5
Lancashire								
10 minute count	12.5%	14.1%	12.0%	12.8%	8.8%	13.3%	9.5%	17.1%
Accepted Questionnaire	11.6%	15.4%	9.6%	12.7%	8.9%	12.8%	11.1%	18.0%
Returns	4.6%	8.6%	3.9%	9.4%	6.1%	12.1%	20.6%	34.9%
Weight	2.0	2.0	1.9	1.9	1.5	1.1	0.5	0.5
Norfolk								
10 minute count	17.0%	16.6%	10.3%	11.4%	7.6%	6.3%	10.8%	20.0%
Accepted Questionnaire	14.6%	17.7%	9.5%	11.4%	4.6%	8.7%	11.8%	21.6%
Returns	5.8%	10.4%	6.0%	9.8%	5.1%	10.7%	16.4%	35.8%
Weight	2.1	2.1	1.4	1.4	0.9	0.9	0.7	0.6
Northamptonshire								
10 minute count	12.7%	20.0%	10.4%	18.6%	6.9%	10.6%	7.9%	13.1%
Accepted Questionnaire	9.2%	15.8%	10.3%	17.5%	6.5%	11.6%	9.6%	19.5%
Returns	1.3%	7.6%	4.7%	13.7%	5.2%	14.6%	15.5%	37.3%
Weight	3.6	3.6	1.6	1.6	0.9	0.9	0.5	0.3
Staffordshire								
10 minute count	15.6%	15.6%	9.6%	13.3%	7.4%	10.4%	13.3%	14.8%
Accepted Questionnaire	10.5%	17.1%	8.2%	15.2%	7.9%	13.9%	9.4%	17.8%
Returns	2.7%	9.2%	3.4%	7.8%	5.5%	14.9%	19.0%	37.5%
Weight	2.6	2.6	2.0	2.0	0.9	0.9	0.7	0.4
Surrey								
10 minute count	12.1%	20.1%	11.0%	13.9%	6.1%	9.7%	10.1%	17.0%
Accepted Questionnaire	10.2%	15.6%	7.6%	14.7%	5.2%	13.8%	9.9%	23.0%
Returns	4.6%	7.2%	3.7%	9.7%	3.9%	7.2%	19.1%	44.6%
Weight	2.7	2.7	1.9	1.9	1.4	1.4	0.5	0.4

7.2 Weighting at Area type level

In order to have representative results at County Authority, Unitary Authority and at PTE level, data for each Area was weighted to make it representative of its share of journeys within its Area type. The following tables show the weighting applied to group level results.

PTE Areas	Journeys (millions)*	Share of journeys
Centro	299.6	28.4%
Merseytravel	133.7	12.7%
Metro	175.6	16.6%
Nexus	126.4	12.0%
South Yorkshire	108.5	10.3%
TfGM	211.3	20.0%

Unitary Authority Areas	Journeys (millions)*	Share of journeys
Bournemouth/Poole	23.6	9.0%
Durham	27.8	10.6%
Kingston upon Hull	24	9.1%
Leicester	30.6	11.6%
North East	39.5	15.0%
Nottingham	41.6	15.8%
Stoke-on-Trent	14.4	5.48%
WEP	61.5	23.4%

County Authority Areas	Journeys (millions)*	Share of journeys
Dorset	11.2	4.40%
East Sussex	22.3	8.76%
Essex	42.7	16.78%
Hertfordshire	25.9	10.18%
Lancashire	60.6	23.81%
Norfolk	29.9	11.75%
Northamptonshire	19.1	7.50%
Staffordshire	21	8.25%
Surrey	21.8	8.57%

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

7.3 Specific weights for TfGM

The TfGM sample boost was to provide substantive response numbers for the main Operators within their Area. Out of the 3450 completed questionnaires received from TfGM Area, 878 were from routes operated by Arriva (26% of the total), 1141 were from First routes (34%), 906 from Stagecoach routes (27%) and 480 from other operators (14%). To ensure a representative distribution between the Operators based on their actual share of passenger journeys, weights were specifically applied to TfGM data. The weights used were the relative sum of Passengers Values for each Operator that came from the sampling process (Section 3). The weights applied were based on the following shares:

Operator	Share indicated from Passenger Value sum
Arriva	7.6%
First	38%
Stagecoach	32.3%
Other	22%

7.4 Specific weights for Merseytravel

Merseytravel requested a boost to routes that form their Quality Partnership Bus Scheme. Routes 10, 14, 53, 82 and 86 were oversampled. To generate the Merseytravel Area results these routes were then weighted back using the values below:

Route	Share indicated from Passenger Value sum
10	1.3%
14	3.6%
53	1.4%
82	2.4%
86	1.7%
Others	88.9%

8 Analysis and reporting

Once the data was validated, coded and edited, data tables with specified cross-break analyses were produced and these were used to populate a series of reports produced to templates specified by Passenger Focus. A total of 31 primary reports were produced, one for each of the Areas plus 8 focusing on operators.

Where more than 200 questionnaires had been returned for an Operator within an Area, a slightly shorter secondary report was also produced. There are 29 reports of this type.

A complete set of the data was supplied to Passenger Focus in an SPSS file.



D D M M Y Y

Bus Passenger Survey

Passenger Focus is undertaking a survey to research passengers' experiences of bus travel. Passenger Focus is the independent consumer organisation representing the interests of bus users. To help Passenger Focus represent the views of bus passengers and to improve bus services we would appreciate a little of your time to complete this questionnaire.

- Please fill in the questionnaire after you have completed your bus journey.
- Please tick only one box per question, unless the instruction for the question requests otherwise.
- When you have finished filling in the questionnaire, please return it to us in the envelope provided.

Section 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?

A free pass

A free bus pass for the elderly

A free bus pass for people with a disability

A complimentary ticket/free ticket

A ticket for today or single day pass

A single ticket paid for in cash

A return ticket paid for in cash

Reduced fare for holders of elderly or disabled person's pass

A reduced fare for students/teenagers

A one day bus pass for that bus company only

A one day bus pass covering more than one bus company

A one day travel pass covering bus and other modes of transport

Other types of tickets

A bus pass valid for more than one day for that bus company only

A bus pass valid for more than one day covering more than one bus company

A travel pass valid for more than one day, covering bus and other modes of transport

Other

Q4 How did you buy that ticket or pass?

From the driver today From a local shop or post office

From a driver before today From a machine at the bus stop

Direct from the bus company (website/phone) Direct debit through work/college

From a travel centre/bus station/booking office Other

+ You had a free pass +

1

Bus Passenger Survey
Autumn 2011

Methodological
overview



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Appendix: Questionnaire used in the Bus Passenger Survey Autumn Wave 2011

ANSWER ONLY IF YOU PAID FOR YOUR JOURNEY

Q5 Was the fare loaded onto an electronic ticket?

Yes No

+ +

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

Information at the bus stop Local Council website

Phoned bus company Used Traveline (phone or website)

Direct from bus company website Other (Please write in below)

Visited a travel shop

Phoned local council

Already knew from a previous journey

Did not use any information sources

Q7 How satisfied were you with those information sources (the ones you mentioned using in question 6)?

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Don't know/no opinion

Q8 What is the main purpose of your bus journey today?

Travelling to/from work

Travelling to/from education (e.g. college/school/university)

Shopping trip

Visiting friends or relatives

To visit a medical facility (e.g. GP, hospital, dentist)

Leisure trip (e.g. day out, to/from entertainment etc)

Other

Q9 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 11 - 20 times

2 - 5 times More than 20 times

6 - 10 times

Q10 What was the main reason you chose to take the bus for this journey?

Cheaper than the car Trip required carrying heavy bags/shopping

More convenient than the car (e.g. parking) Feel safer going by bus

You were short of time Travelling with children / other dependants

The weather was bad Didn't want to drink and drive

Too far to walk or cycle Other reason (please write in below)

Didn't have the option of travelling by another means

2

Q11 Was the bus the only mode of transport you used to make your journey today? +
(Please do not count walking as a mode of transport)

- +
 Yes
 No.....

Q12 What was the weather like when you made your journey, was it?

- Dry..... Heavy rain
 Light rain Snow

Q13 If you could not have made this journey today by bus, how else would you have made the journey?

- On foot/walk Bicycle
 By car as passenger Train
 By car as driver Metro/Tram/Light rail.....
 Taxi..... Other.....
 Would have made the trip another time
 Would not have made this trip

Q14 Please tell us whether your bus journey was.

- On a single-decker bus Upstairs on a double-decker bus
 Downstairs on a double-decker bus..... On a 'bendy' bus

Q15 Were you travelling today with ...
(Please tick all that apply)

- Children in a buggy or pushchair Lots of bags or luggage
 Children who were walking A wheelchair
 A carer.....

+

Section 2: About the bus stop where you boarded this bus

Q16 Which of the following were provided at the stop where you caught this bus? +
(Please tick all that apply)

- A shelter
 Seating.....
 An electronic display showing when the next bus is due to arrive.....
 A timetable.....
 Information on fares.....
 A route map
 Lighting
 A code so you could use a mobile phone to find the time of the next bus

+

Q17 And how satisfied were you with what was provided at the bus stop, for each of the following? +

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/not relevant
+ The shelter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Seating	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any electronic display showing bus arrival times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Timetables	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information on fares	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Route maps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any codes given for getting time of next bus on mobile	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q18 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 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"/>
Your personal safety at the bus stop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q19 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

+

Section 3: Waiting for the bus

Q20 How long did you wait for your bus?

(Please write in the time in minutes)

Q21 How did you know when the bus was meant to arrive?

- Looked up the times in advance
- Knew from the timetable at the stop
- Knew from the electronic display at the stop
- Knew the buses ran frequently on this route
- Knew through another means
- Did not know when the bus was meant to arrive

Q22 How long did you expect to wait for the bus?

(Please write in the time in minutes)

+

+

Q23 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

+

Q24 Were you able to board the first bus you wanted to travel on?

- Yes
- No

Q25 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"/>

Section 4: On the bus

Q26 Thinking about the bus journey itself, 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/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"/>
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"/>
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"/>
The length of time your journey took.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q27 Did you get a seat on the bus?

- Yes - for all of the journey.....
- Yes - for part of the journey
- No - but you were happy to stand
- No - but you would have liked a seat

+

+

5

Q28 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

Feet on seats Other

Q29 How long was your journey on this bus?

(Please write in the time in minutes)

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 When you were on the bus, were the following items of information available and if not, would they have been helpful?

	Available	Not available and it would have been helpful	Not available, but you didn't need it	Don't recall
A map of the bus route/journey times.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Audio announcements e.g. saying the next bus stop.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An electronic display e.g. showing the next bus stop.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information about tickets / fares	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A timetable.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Details of how to make a complaint, if you had one	<input type="checkbox"/>	<input type="checkbox"/>	<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 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)						

+ 6 +

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

Section 6: Your use of buses generally

Q37 How often do you typically travel by bus? (Please tick the closest to your frequency of bus use)

- 5 or more days a week Once a fortnight +
- 3 or 4 days a week Once a month
- Once or twice week Less frequently

Q38 Have any of the following frequently stopped you making journeys by bus? (Please tick all that apply)

- The places you can reach by bus How long journeys take when going by bus
- The frequency of the buses in the area The comfort of buses
- The reliability of buses A concern for your personal safety on buses
- The cost of using buses

Q39 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"/> |

Section 7: About you

+ In order to ensure that the responses of all groups of passengers are included please could you provide the following details about yourself. +

Q40 Are you...?

Male Female

Q41 Which age group do you fall into?

16 - 18 55 - 59
 19 - 25 60 - 64
 26 - 34 65 - 69
 35 - 44 70 - 79
 45 - 54 80+

Q42 Are you...?

Working full time (30+ hours) Retired
 Working part time (under 30 hours) Full time student
 Not working - seeking work Other

Q43 Do you have a disability or long-term illness related to the following? (Tick all that apply)

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

Q44 Which of the following best describes your ethnic background?

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

Q45 In terms of having a car to drive, which of the following applies?

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

Q46 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

To help us get a better picture of bus services at a local area level, we would be grateful if you could fill in the first half and the initial digit of the second half of your home post code.

First half e.g. B12 or CV11 And initial digit of second half e.g. 3

Thank you for completing this questionnaire

Please return it in the reply paid envelope provided, or send to:

GfK NOP Ltd, FREEPOST KE4466, Caxton House, 91 Victoria Road, CHELMSFORD, CM1 1ZZ

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. +