Passenger Focus

putting passengers first

Passenger Focus Bus Passenger Survey

Methodological overview – Autumn 2013 wave

March 2014

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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.

BDRC Continental was appointed by Passenger Focus to provide the market research agency services needed to carry out the Autumn 2013 wave of the survey. BDRC Continental 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 20252 Quality Assurance Standard. BDRC Continental is also an MRS Company Partner Scheme member.

This document describes the methodology in general and specifics as they relate to the Autumn 2013 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 remit wide level.

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

2.1   The Primary Sampling Units surveyed in the autumn 2013 wave

PTE authorities	Unitary authorities	Two tier authorities	Operators not aligned to any authority areas
Centro (West Midlands)	Blackpool	Devon	Abellio routes (in Surrey)
Coventry VMA routes within Centro	Milton Keynes	Essex	First Glasgow
Merseytravel	Northumberland County Council	Kent	Lothian Buses
QP routes within Merseytravel	Tees Valley Group*	Lancashire	Reading Buses
Metro (West Yorkshire)	Thurrock	Norfolk	
Nexus (Tyne & Wear)	West England Partnership**	Suffolk	
South Yorkshire	York		
TfGM (G. Manchester)			

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

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

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 that substantive response numbers can 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 covered by the Voluntary Multilateral Agreement (VMA) within the Centro PTE area, and routes covered by the Quality Partnership (QP) within the Merseyside PTE area were specifically sampled as sub-Primary Sampling Units within the West Midlands and Merseytravel PSUs respectively.

3.1   Sample design

A sample is designed for each Primary Sampling Unit. The sample is sourced from ITO World Ltd (which collects and makes available the bus journey data shown by Traveline, for example). 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 are excluded, as these are outside the fieldwork hours.

This data source has some additional key fields, including: 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. Experience to date has not suggested that this sample source omits any noticeable proportion of journeys. (A small proportion of journeys sampled in advance of the fieldwork are found to have been withdrawn or changed (e.g. timetable changes) by the time of fieldwork itself. However the effect of this is relatively minor and is usually due to local changes made in the short period between sampling and fieldwork, rather than due to inaccuracies in the sample source.)

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 total route time, and the portion of the journey within the area is under 15 minutes; these journeys are removed from this initial list). 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, and a total PV calculated for the PSU. In practice, each row of the database (i.e. each journey) shows a cumulative PV. 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 sample 'overage' is built into calculating the sampling interval. In Autumn 2013, this overage was 75% of the required number of shifts. So in the example for the PSU requiring 30 shifts, in practice 53 journeys will be sampled.

5. The actual sample is struck by choosing a random start point between 0 and the row with the cumulative 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 cumulative passenger values of 1326, 2326, 3326, etc.

6. Finally, any journey which has a start time at or later than 19.30 is removed and manually replaced by the instance of that journey which starts closest to 19.00. For example if a journey is selected which starts at 19.56, and there is another instance of the same journey at 18:56, it will be replaced with the 18.56. This is in order to ensure that a three hour shift may be worked, while still finishing at a reasonable time for the fieldworker (no later than 10:30pm).

3.2   Sample review

Following the selection of the routes, a further process is undertaken which checks the suitability of each route for a three-hour shift. The guideline is that shift is feasible where two hours or more of a three hour shift can be spent on bus. Some Park-and-Ride services and all school-bus routes are excluded during this process and replaced with a randomly selected alternative journey from the sampling 'overage' already provided.

In practice, the timing of bus services means that some fieldworker shifts may be a little shorter or longer than three hours. The general principle used in Autumn 2013 was that a bus journey could be selected and covered by a fieldworker shift if:

a) It would yield a shift of no less than two and a half hours total duration
b) It would yield a shift of no more than four hours total duration.
c) At least around two hours could be spent on board a bus rather than waiting at a stop
d) At least one full outward and one full return trip could be made on the selected route.

In Autumn 2013, bus services were 'rejected' as being unsuitable for fieldworker shifts for the following reasons:

a) No return journey available (279)
b) Too small proportion of shift to be spent on board a bus (138)
c) Journey and available returns cannot fill a 3-hour (or even a 2.5-hour) shift (71)
d) Shift would finish too late (after 10.30pm), and no suitable alternative journey start time available, as described in point 6 above (56)
e) Journey would be too long for a 3-hour (or even a four-hour) shift (16)
f) Other (28)

For areas where a large number of journeys would be 'rejected' for these reasons, which would result in a low percentage of all journeys being judged suitable to be surveyed, some

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slight amendments were made to the bus journeys in order to make them feasible within a shift to improve the overall representation of journeys. For instance, there were some cases where, if a fieldworker stayed on a bus to the end of its journey, there would be no suitable return service to catch; but if they disembarked two or three stops early they would be able to catch a return service. In such cases the journey would be included in the survey and the fieldworker would be instructed to disembark a little before the end of the journey.

Overall, following further amendments like this, across the survey 78% of the journeys reviewed for suitability as shifts were selected to be covered in Autumn 2013; this ranged from 63% to 89% across the PSUs.

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4 Fieldwork

Fieldwork took place between 8th September and 1st December. There was a pause within this to avoid the school half-term holidays and also to allow for a review of progress with the project. In most areas this was between 14th October and 2nd November, although there were some variations if school half term holidays were at a different time (as in Scotland for example).

4.1 Distribution of questionnaires

Before working their first shift on the project all fieldworkers receive a detailed briefing from BDRC via regional supervisors. In autumn 2013 wave fieldworkers were issued with 55 and 70 questionnaires for each shift depending upon factors such as the type of area.

Fieldworkers 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 BDRC.

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.

Fieldworkers 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 fieldworker treats the route as truncated to the portion within the PSU, i.e. only passengers boarding within the PSU would be approached.

In advance of each shift, fieldworkers are instructed to double check the journey details they have been given (since, as described above, changes can be made to bus services between the sampling and fieldwork stages). This can sometimes result in changes to a shift; either:

- if the timetable has been altered the fieldworker may need to start the journey at a different point or at a slightly different time, or
- if a service has been withdrawn it would be replaced with another from the 'overage' in the initial sample.

As described in the section on weighting (section 7.1) fieldworkers are issued with an "Observation Record Form" on which they record the observed age and gender details of all passengers who are on the bus at a given point in time. This observation is conducted 20 minutes into each shift and 20 minutes before it is due to end. These details allow the creation of a representative passenger profile to be used for weighting purposes. Fieldworkers are also issued with a "Respondent Record Form" on which they record gender and estimated age of everyone who accepts a questionnaire. This is used to enable standard quality control back-checks, as well as other validation measures on returned questionnaires.

4.2 Authorisation to work on buses

Regarding permission to conduct interviewing on the bus, Passenger Focus provides a letter which the fieldworker can show the driver to vouch for the bona fides of the survey, and Passenger Focus communicates to operators that the survey can take place during the intended period. In Autumn 2013 a small number of shifts were disrupted by bus drivers refusing to allow fieldworkers to work.

4.3 Monitoring fieldwork

Throughout fieldwork, fieldworkers report the number of questionnaires they have handed out by the next working day after each shift, and these are monitored by the team at BDRC.

As questionnaires are returned to BDRC's head office, their barcodes are scanned to provide immediate extra confirmation that a fieldwork shift took place, and a number of data fields from the questionnaire are recorded manually to enable a first stage of validation checks to take place (see section 6.2). The numbers of returned and validated questionnaires are matched with the reported hand-out figures, to allow the project team to monitor the overall productivity of the fieldwork. Several actions may be triggered by this information, including for example:

- If the sample sizes in certain areas are likely to fall below the target, additional 'top up' shifts can be scheduled using the sample overage
- If it is found that all of the questionnaires are routinely given out in certain areas or on certain routes, this can be recorded and more questionnaires may be printed where relevant in future waves
- Steps may be taken to address lower productivity in certain fieldworkers if this is found to be the case.

BDRC carries out all fieldwork in accordance with the MRS Code of Conduct, the IQCS (Interviewer Quality Control Scheme) and ISO 20252. Exceeding normal industry standards, at least 10% of all BPS shifts are subject to unannounced spot-checks by BDRC supervisors and other project team staff. The majority of shifts to be spot-checked are selected at random, but some are chosen specifically, to monitor new or less productive fieldworkers or areas more closely, and indeed to observe more productive fieldworkers in order to study and pass on best practise techniques. Random unannounced spot-checks are also made by Passenger Focus staff.

5   Questionnaire

The questionnaire is an 8-page self-completion booklet that is handed out along with a reply-paid envelope to all passengers on the bus 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 is shown in Appendix 1. Passenger Focus allocates a space on the questionnaire (section 6) where participating local transport authorities or bus operators can replace the core questions with questions of their choosing.

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6   Response rates, and validation of returns

6.1   Response rates achieved

The tables below show the metrics achieved from fieldwork across the Primary Sampling Units in this wave.

PTEs	Shifts	Q'aires handed out	Average hand-out per shift	Response rates	Average responses per shift	No. responses
Centro	217	12258	56.5	26%	14.6	3173
Coventry VMA	59	3087	52.3	28%	14.4	850
Merseytravel	110	5059	46.0	27%	12.3	1358
Mersey QP	33	1710	51.8	25%	13.1	433
Nexus	121	6660	55.0	28%	15.5	1879
Metro	127	6675	52.6	28%	14.7	1862
South Yorkshire	125	5758	46.1	31%	14.3	1790
TfGM	204	10994	53.9	22%	11.8	2400
PTE total	*996*	*52201*	*52.4*	*26%*	*13.8*	*13745*

Unitary authorities	Shifts	Q'aires handed out	Average hand-out per shift	Response rates	Average responses per shift	No. responses
Blackpool	40	1953	48.8	29%	14.2	566
Milton Keynes	45	2527	56.2	30%	16.7	750
Northumberland CC	65	2937	45.2	38%	17.4	1128
Tees Valley Group	159	7903	49.7	28%	13.7	2175
Thurrock	42	2186	52.0	28%	14.8	622
West England Partnership	123	6115	49.7	42%	20.7	2544
York	61	3262	53.5	33%	17.7	1077
Unitary total	*535*	*26883*	*50.2*	*33%*	*16.6*	*8862*

Two tier authorities	Shifts	Q'aires handed out	Average hand-out per shift	Response rates	Average responses per shift	No. responses
Devon	46	1999	43.5	44%	19.3	886
Essex	49	2161	44.1	34%	15.2	744
Kent	38	2063	54.3	31%	16.8	638
Lancashire	43	1984	46.1	30%	13.9	597
Norfolk	81	2817	34.8	40%	14.0	1133
Suffolk	57	2381	41.8	34%	14.3	813
Two-tier total	*314*	*13405*	*42.7*	*36%*	*15.3*	*4811*

Operators	Shifts	Q'aires handed out	Average hand-out per shift	Response rates	Average responses per shift	No. responses
Abellio (Surrey)	45	1642	36.5	36%	13.2	592
First Glasgow	159	7266	45.7	45%	20.5	3260
Lothian Buses	80	3984	49.8	55%	27.5	2203
Reading Buses	62	3624	58.5	30%	17.6	1090
Operator total	*346*	*16516*	*47.7*	*43%*	*20.7*	*7145*

6.2   Validation of completed surveys

Completed and returned questionnaires are subject to two stages of checks and validation; once before they are scanned electronically to pick up the tick-box responses, and once afterwards.

The first stage takes place immediately after completed questionnaires are received. Each questionnaire has a unique ID number which is scanned from a barcode on the front page. The answers to certain questions are then entered manually into a database – these are the date (top right on the questionnaire), the route number of the bus (Q1, see questionnaire example in the Appendix) and the time they boarded the bus (Q2). These are checked against the original details of the fieldwork shift, to check that the passenger filled in the questionnaire about a verified journey (this also serves as a check that fieldwork has been carried out as intended). Questionnaires which do not tally with the expected journey details are investigated and may be rejected if they cannot be verified as corresponding to the correct fieldworker shift.

It is useful to carry out this stage of the validation immediately (rather than later on alongside other DP checks), because it enables more accurate monitoring of the real number of 'useable' responses which have been collected in each PSU.

At this stage, the answers to numeric questions are also recorded manually. These are all about times (Q15, Q17, Q25 and Q26), and are recorded manually because sometimes respondents' handwriting is difficult to pick up via the electronic scanning data capture, or passengers incorrectly record route numbers or times which use the 24-hour clock. (Checks are built into the manual data entry system to avoid human error, such as a flag to alert the person if they have entered abnormally long time for waiting for the bus, etc. Also note that the answers to these questions are still scanned electronically, and a sample compared to the manually entered data, as a further check against human error at the data entry stage).

Validated questionnaires are then scanned electronically to record which answer boxes on the form have been ticked by respondents. (At this stage, the data capture itself is 100% validated, meaning that a person will check, for example, that the electronic process has picked up genuine ticks, rather than instances where a respondent may have ticked one response and then crossed it out in favour of another, or where a mark may have been made accidentally in a box).

Once all of the responses to the questionnaire are recorded in a database, other data cleaning can take place. This will include, for example, checks for multi-coded answers where a single-code was required, and responses to questions which the respondent should have routed around.

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 ruled off as final.

6.4   Key driver analysis

The 'Key Driver Analysis' looks at the relationship between overall journey satisfaction and the 30 individual satisfaction measures which are covered in the survey (seven at the bus stop, two waiting for the bus; four on the bus's arrival; eight whilst on bus; seven bus driver; and the value for money question). This analysis was conducted on fare payers only so value for money could be included.

The analysis uses Multiple Linear Regression, and is performed in two stages. First, the drivers of satisfaction are identified. Satisfied passengers are defined as those who are either very/fairly satisfied with their journey. The regression takes into account all five points

of the satisfaction scale, and is run using scalar driver variables (sometimes called independent variables) – this means that moving any one point up the 5 point scale is assumed to have the same impact.

Once the drivers of satisfaction have been determined, the non-satisfied (very dissatisfied, fairly dissatisfied and neither/nor respondents) were removed, and a new regression analysis run to determine which factors drive passengers to be very satisfied (rather than fairly satisfied), again using scalar driver variables.

The two parts of the analysis therefore indicate firstly, which service aspects should be improved in order to provide a satisfactory overall journey experience and secondly, which service aspects should be improved in order to provide a genuinely good experience.

For autumn 2013, the key driver analysis explains two fifths of the variance in overall journey satisfaction at the total survey level, with a small amount of variation for individual PSUs. (The R^2 value is 0.40 for the drivers of satisfaction and 0.37 for the drivers of very satisfied).

6.5   Survey accuracy

This research was designed to ensure robust sample sizes for analysis, at PSU level and in some cases among specific passenger groups within PSUs (e.g. commuters versus leisure travellers). As the survey is conducted with a sample of bus users in each PSU (as opposed to all of them), there could be some differences in results compared to a census of the whole population.

We can be 95% certain that the actual figure (in the universe of all bus journeys) falls within a certain range of the survey figure. The percentages within the table below represent the typical error variance, for a result of around 80% (results nearer to 0% or 100% are statistically more accurate). This level of accuracy is for analysis run on the Autumn 2013 wave only; where possible, combining waves together for analysis will increase robustness and therefore accuracy.

Area	Typical error variance on a result of around 80%
PTE authorities	1.8
Unitary authorities (except WEP and Tees Valley)	2.8
Unitary authority partnerships (WEP and Tees Valley)	1.7
Two tier authorities	2.8

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 consistently for each PSU; therefore this information is collected through the fieldwork. Twenty minutes after the start of each shift, fieldworkers break from distributing questionnaires temporarily and record the age (within 4 bands 16-24, 25-44, 45-59 and 60+) and gender of every passenger of the bus (from observation). This age and gender report is also made twenty minutes before the shift is due to end.

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 the observed profile of passengers from the observation, the profiles achieved in the returned questionnaires, and the resulting weighting used for age and gender bands within each PSU. Where weights were blended these are highlighted in pale red shading.

Age/gender weights applied in PTE Areas

		M 16 to 25	F 16 to 25	M 26 to 44	F 26 to 44	M 45 to 59	F 45 to 59	M 60 plus	F 60 plus	Age and/or gender unknown
Centro	Passenger observation	15.3%	11.9%	8.6%	10.3%	18.6%	12.2%	9.9%	13.1%	0%
	Passenger observation - adjusted*	14.5%	11.3%	8.2%	9.8%	17.6%	11.5%	9.3%	12.4%	0.0%
	Unweighted response	6.2%	11.4%	7.0%	14.2%	7.3%	13.7%	13.1%	21.7%	5.5%
	Weight factor	2.33	0.99	1.17	0.69	2.40	0.84	0.71	0.57	1
Cov VMA	Passenger observation	13.6%	10.8%	7.2%	10.6%	16.6%	13.8%	9.6%	17.8%	0%
	Passenger observation - adjusted	12.5%	10.0%	6.7%	9.8%	15.3%	12.7%	8.9%	16.5%	0.0%
	Unweighted response	6%	11%	6%	10%	5%	10%	13%	30%	8%
	Weight factor	2.09	0.87	1.13	0.94	2.92	1.28	0.66	0.55	1
Merseytravel	Passenger observation	13.4%	11.8%	10.5%	12.0%	13.2%	11.7%	10.7%	16.6%	0%
	Passenger observation - adjusted	12.5%	10.9%	9.7%	11.2%	12.2%	10.9%	9.9%	15.4%	0.0%
	Unweighted response	3%	5%	4%	9%	7%	14%	18%	31%	7%
	Weight factor	3.75	2.01	2.61	1.21	1.66	0.78	0.54	0.49	1
Mersey QP	Passenger observation	12.9%	13.9%	10.5%	10.6%	14.9%	12.8%	11.1%	13.3%	0%
	Passenger observation - adjusted	12.2%	13.1%	9.8%	9.9%	13.9%	12.0%	10.4%	12.5%	0.0%
	Unweighted response	6.7%	9.5%	6.2%	13.0%	7.4%	11.8%	14.6%	24.7%	6.1%
	Weight factor	1.81	1.38	1.58	0.77	1.89	1.02	0.71	0.51	1.00
Metro	Passenger observation	14.8%	17.1%	10.9%	13.8%	9.2%	11.3%	9.7%	13.3%	0%
	Passenger observation - adjusted	13.9%	16.1%	10.2%	13.0%	8.6%	10.6%	9.1%	12.5%	0.0%
	Unweighted response	6.0%	10.0%	6.5%	11.8%	7.7%	11.8%	14.2%	26.2%	5.9%
	Weight factor	2.32	1.61	1.58	1.11	1.12	0.90	0.64	0.48	1
Nexus	Passenger observation	11.7%	15.0%	10.0%	13.1%	8.4%	10.7%	12.7%	18.4%	0%
	Passenger observation - adjusted	10.8%	13.9%	9.3%	12.1%	7.8%	9.9%	11.8%	17.0%	0.0%
	Unweighted response	3.6%	7.7%	6.1%	10.0%	6.7%	13.2%	18.0%	27.3%	7.5%
	Weight factor	2.99	1.81	1.54	1.21	1.16	0.75	0.65	0.62	1
South Yorks	Passenger observation	13.7%	17.3%	10.3%	12.3%	7.3%	9.4%	11.4%	18.4%	0%
	Passenger observation - adjusted	12.9%	16.4%	9.7%	11.6%	6.9%	8.9%	10.8%	17.4%	0.0%
	Unweighted response	4.0%	9.1%	5.5%	10.4%	6.3%	15.4%	14.6%	29.2%	5.4%
	Weight factor	3.25	1.79	1.77	1.12	1.09	0.58	0.74	0.60	1
TfGM	Passenger observation	17.5%	20.0%	13.9%	14.9%	8.0%	8.3%	7.2%	10.1%	0%
	Passenger observation - adjusted	16.9%	19.2%	13.4%	14.4%	7.7%	8.0%	7.0%	9.7%	0.0%
	Unweighted response	5.2%	11.3%	6.9%	12.3%	7.0%	12.4%	13.7%	27.4%	3.8%
	Weight factor	3.24	1.71	1.93	1.17	1.09	0.65	0.51	0.35	1

Profile established by passenger observation is adjusted to allow for respondents in survey data who do not provide age and/or gender; as shown above, these respondents are given a weight of 1.

Age/gender weights applied in Unitary Authority Areas

		M 16 to 25	F 16 to 25	M 26 to 44	F 26 to 44	M 45 to 59	F 45 to 59	M 60 plus	F 60 plus	Age and/or gender unknown
Milton Keynes	Passenger observation	14.0%	14.6%	15.5%	14.6%	10.2%	12.0%	7.3%	11.6%	0%
	Passenger observation - adjusted	13.0%	13.6%	14.4%	13.6%	9.5%	11.2%	6.8%	10.7%	0.0%
	Unweighted response	9.3%	11.2%	9.1%	11.6%	5.0%	11.9%	10.4%	24.3%	7.3%
	Weight factor	1.40	1.21	1.58	1.17	1.90	0.94	0.65	0.44	1
NCC	Passenger observation	13.6%	13.1%	7.8%	8.8%	8.8%	10.5%	15.5%	22.0%	0%
	Passenger observation - adjusted	12.8%	12.3%	7.4%	8.3%	8.3%	9.9%	14.6%	20.7%	0.0%
	Unweighted response	7.9%	9.1%	6.1%	8.7%	4.9%	10.4%	15.5%	31.8%	5.6%
	Weight factor	1.61	1.35	1.22	0.96	1.69	0.96	0.94	0.65	1
Tees Valley	Passenger observation	13.2%	13.7%	7.9%	10.1%	7.7%	12.4%	12.3%	22.7%	0%
	Passenger observation - adjusted	12.5%	13.0%	7.5%	9.6%	7.3%	11.8%	11.6%	21.5%	0.0%
	Unweighted response	4.2%	6.1%	4.0%	8.3%	4.4%	13.1%	18.2%	36.5%	5.3%
	Weight factor	2.97	2.15	1.88	1.16	1.63	0.90	0.64	0.59	1
Thurrock	Passenger observation	15.1%	18.8%	8.1%	12.0%	6.8%	7.7%	11.5%	20.0%	0%
	Passenger observation - adjusted	14.4%	18.0%	7.8%	11.5%	6.5%	7.4%	11.0%	19.1%	0.0%
	Unweighted response	9.2%	15.4%	3.4%	7.3%	3.4%	10.8%	13.6%	32.5%	4.4%
	Weight factor	1.56	1.17	1.80	1.80	0.98	0.98	0.81	0.59	1
WEP	Passenger observation	21.7%	21.1%	10.1%	12.8%	7.4%	9.1%	7.6%	10.2%	0%
	Passenger observation - adjusted	20.6%	20.1%	9.6%	12.2%	7.1%	8.7%	7.3%	9.7%	0.0%
	Unweighted response	12.1%	16.9%	8.8%	11.8%	5.6%	8.8%	10.6%	20.8%	4.7%
	Weight factor	1.71	1.19	1.09	1.04	1.27	0.99	0.69	0.47	1
Blackpool	Passenger observation	13.1%	13.7%	8.1%	10.6%	8.5%	9.8%	15.2%	20.9%	0%
	Passenger observation - adjusted	12.4%	13.0%	7.7%	10.1%	8.1%	9.3%	14.4%	19.9%	0.0%
	Unweighted response	5.9%	7.8%	4.6%	8.2%	6.9%	10.8%	19.5%	31.3%	5.0%
	Weight factor	2.12	1.66	1.39	1.39	1.17	0.86	0.74	0.64	1
York	Passenger observation	14%	19%	9%	11%	6%	11%	11%	19%	0%
	Passenger observation - adjusted	13.3%	18.0%	8.5%	10.2%	5.8%	10.5%	10.6%	18.1%	0.0%
	Unweighted response	3.6%	7.6%	4.1%	9.5%	5.4%	11.4%	16.2%	37.2%	5.1%
	Weight factor	3.73	2.36	2.05	1.07	1.09	0.92	0.65	0.49	1

Age/gender weights applied in Two Tier Authority Areas

		M 16 to 25	F 16 to 25	M 26 to 44	F 26 to 44	M 45 to 59	F 45 to 59	M 60 plus	F 60 plus	Age and/or gender unknown
Devon	Passenger observation	10.1%	16.4%	7.0%	10.1%	6.2%	11.6%	15.2%	23.3%	0%
	Passenger observation - adjusted	9.5%	15.4%	6.6%	9.5%	5.9%	10.9%	14.3%	21.9%	0.0%
	Unweighted response	4.6%	9.6%	5.5%	8.8%	5.2%	11.3%	16.2%	32.8%	6.0%
	Weight factor	2.06	1.60	1.21	1.09	1.12	0.97	0.88	0.67	1
Essex	Passenger observation	12.7%	15.7%	10.5%	12.0%	7.7%	8.1%	15.1%	18.3%	0%
	Passenger observation - adjusted	11.9%	14.7%	9.8%	11.2%	7.2%	7.6%	14.1%	17.1%	0.0%
	Unweighted response	4.1%	9.3%	3.5%	9.6%	6.1%	8.5%	16.5%	35.9%	6.4%
	Weight factor	2.92	1.57	1.60	1.60	1.18	0.89	0.85	0.48	1
Kent	Passenger observation	13.4%	13.4%	5.9%	9.6%	7.9%	10.7%	15.1%	24.0%	0%
	Passenger observation - adjusted	12.6%	12.6%	5.5%	9.0%	7.3%	10.0%	14.2%	22.4%	0.0%
	Unweighted response	3.2%	6.3%	3.0%	9.5%	3.6%	7.4%	18.5%	42.1%	6.5%
	Weight factor	2.65	2.65	1.16	1.16	1.57	1.57	0.77	0.53	1
Suffolk	Passenger observation	11.3%	15.6%	8.1%	12.4%	8.1%	10.2%	13.2%	20.9%	0%
	Passenger observation - adjusted	10.6%	14.7%	7.6%	11.7%	7.6%	9.6%	12.4%	19.6%	0.0%
	Unweighted response	4.2%	6.2%	5.1%	7.5%	5.9%	12.3%	18.0%	34.9%	6.1%
	Weight factor	2.55	2.37	1.51	1.57	1.29	0.78	0.69	0.56	1
Lancashire	Passenger observation	16%	19%	10%	8%	7%	10%	11%	18%	0%
	Passenger observation - ADJUSTED TO ALLOW FOR NON RESPONSES	15.4%	17.7%	9.5%	8.1%	7.2%	9.6%	10.8%	17.5%	0.0%
	Unweighted response	4.2%	7.7%	5.0%	8.9%	3.4%	10.7%	19.5%	36.2%	4.4%
	Weight factor	2.78	2.78	1.88	0.91	1.19	1.19	0.55	0.48	1
Norfolk	Passenger observation	15%	18%	6%	9%	6%	8%	13%	25%	0%
	Passenger observation - adjusted	13.7%	17.3%	5.9%	8.3%	5.3%	7.1%	12.6%	23.7%	0.0%
	Unweighted response	4.2%	10.3%	2.9%	7.1%	4.7%	10.0%	17.0%	37.7%	6.0%
	Weight factor	3.27	1.67	2.08	1.16	1.12	0.71	0.74	0.63	1

Age/gender weights applied to Operator samples

		M 16 to 25	F 16 to 25	M 26 to 44	F 26 to 44	M 45 to 59	F 45 to 59	M 60 plus	F 60 plus	Age and/or gender unknown
First Glasgow	Passenger observation	11%	13%	14%	13%	12%	13%	10%	14%	0%
	Passenger observation - adjusted	10.5%	11.8%	12.9%	12.5%	11.3%	11.8%	9.8%	13.2%	0.0%
	Unweighted response	9.1%	12.4%	10.0%	15.7%	9.1%	15.1%	8.5%	13.9%	6.3%
	Weight factor	1.15	0.95	1.29	0.79	1.24	0.78	1.16	0.95	1
Lothian Buses	Passenger observation	12%	14%	13%	14%	10%	12%	11%	15%	0%
	Passenger observation - adjusted	10.9%	12.8%	11.9%	13.6%	9.3%	11.6%	10.2%	14.0%	0.0%
	Unweighted response	9.7%	13.8%	12.4%	16.1%	7.3%	10.6%	10.0%	14.3%	5.7%
	Weight factor	1.12	0.93	0.96	0.85	1.27	1.10	1.03	0.97	1
Abellio Surrey	Passenger observation	7%	11%	15%	12%	8%	9%	12%	25%	0%
	Passenger observation - adjusted	7.0%	10.3%	13.7%	11.0%	8.0%	8.9%	11.6%	23.7%	0.0%
	Unweighted response	4.2%	7.9%	6.3%	7.9%	5.6%	7.2%	16.0%	39.0%	5.8%
	Weight factor	1.43	1.43	2.16	1.40	1.42	1.23	0.73	0.61	1
Reading Buses	Passenger observation	12.6%	14.9%	14.5%	18.9%	7.4%	10.2%	9.6%	12.0%	0%
	Passenger observation - adjusted	12.0%	14.1%	13.8%	17.9%	7.0%	9.7%	9.1%	11.4%	0.0%
	Unweighted response	3.9%	10.7%	8.3%	14.7%	6.2%	13.8%	16.4%	20.9%	5.0%
	Weight factor	3.08	1.32	1.66	1.22	1.14	0.70	0.55	0.54	1

7.2 Bespoke weights applied (intra-area)

Weighting is also used to adjust for any intentional 'oversampling' within Primary Sampling Units. In this 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. In all other areas this weight was set to unity.

	Journeys (millions)*	Share of journeys	Response proportion	Weight
Total Centro	276.6	100%		
Centro (W.Mids) outwith Cov VMA**	245.3	89%	70%	1.27
Centro Coventry VMA**	31.3	11%	30%	0.37
Total Merseytravel	130.7	100%		
Merseytravel (excluding QP routes)**	104.1	80%	56%	1.42
Merseytravel QP routes**	26.6	20%	44%	0.46

** Mersey QP routes and Coventry VMA journey numbers estimated from BPS sampling process

7.3   To proportion Primary Sampling Units within their area-types (intra area-type)

The third stage of weighting is to proportion each PSU to the number of passenger journeys it represents within its area type (i.e. PTE, unitary, or two-tier). Local transport authorities journey numbers are sourced from DfT Bus Statistics. Operator journey numbers are sourced elsewhere. The following tables show the intra-area type weightings applied to the PSUs selected within this wave's survey.

PTE Areas	Journeys (millions)*	Share of journeys	Response proportion	Intra-area type weight
Centro (W.Mids)	276.6	27.62%	29.3%	0.941
Merseytravel	130.7	13.05%	13.1%	0.998
Metro (W. Yorks)	155.0	15.48%	13.7%	1.128
Nexus (Tyne & Wear)	123.4	12.32%	13.7%	0.898
South Yorkshire	106.1	10.59%	13.2%	0.802
TfGM	209.8	20.95%	17.0%	1.236

Unitary Authority Areas	Journeys (millions)*	Share of journeys	Response proportion	Intra-area type weight
Blackpool	11.0	7%	5.7%	1.261
Milton Keynes	9.1	6%	7.3%	0.811
Northumberland CC	10.2	7%	11.4%	0.588
Reading Buses**	20.0	13%	10.7%	1.224
Tees Valley Group	33.9	22%	21.9%	1.014
Thurrock	4.1	3%	6.3%	0.428
West England Partnership	49.1	32%	25.9%	1.243
York	15.2	10%	10.8%	0.922

Two-tier areas	Journeys (millions)*	Share of journeys	Response proportion	Intra-area type weight
Abellio routes (Surrey outwith TfL)	1.4	0.58%	10.8%	0.054
Devon	27.2	11.69%	15.9%	0.733
Essex	45.6	19.59%	13.9%	1.405
Kent	60.2	25.86%	12.0%	2.159
Lancashire	53.0	22.77%	11.3%	2.022
Norfolk	28.6	12.29%	14.9%	0.822
Suffolk	16.8	7.22%	21.2%	0.341

** Reading buses number of journeys supplied by Reading buses

The Scottish samples (First Glasgow and Lothian buses, were given intra-area type weights of unity, and are analysed separately from the above.

7.4   Inter area-type weights

A further weight was applied such that each area type (PTE, Unitary and County authority) was 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 are shown below.

Group	Passenger Journeys (Millions)	Share of journeys of all survey areas covered	Response proportion	Inter area-type weight applied
PTEs	1001.6	72.2%	47.1%	1.53
Unitary authorities	152.6	11.0%	34.4%	0.32
Two-tier authorities	232.8	16.8%	18.5%	0.91
All survey (except the operators in Scotland)	1387.0	100.0%	100.0%	

The Scottish samples (First Glasgow and Lothian buses, were given inter-area type weights of unity.

7.5   Weighting total

The final weight is the multiplication of the four component weights as shown below:

Final weight = demographic x intra-area x intra area type x inter area type.

Appendix: Core questionnaire used in BPS Autumn 2013

Passenger**focus**
putting passengers first

DATE (DD/MM/YY)
Sep-Nov 2013

`1` `3`

Bus Passenger Survey

Passenger Focus is the official, independent consumer watchdog 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. It asks about the journey you made when given this questionnaire.

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 visit our website or follow us on Twitter.

Web: www.passengerfocus.org.uk
Twitter: @passengerfocus

Completing the questionnaire

Please fill in the questionnaire after completing your journey.

Please tick only one box per question, unless directed otherwise.

Return it to us in the reply paid envelope provided.

WHEN ANSWERING:
CONSIDER ONLY THE JOURNEY YOU MADE WHEN GIVEN THIS QUESTIONNAIRE

1   About your journey

Q1 Please enter the route number of the bus you boarded:

Q2 Please fill in the time that you boarded the bus:
Use the 24 hr. clock e.g. 5.25pm is 17:25

Q3 What type of ticket did you use for that journey?

A free pass or free journey
Elderly person's pass.............................☐
Disabled person's pass..........................☐
Complimentary/free ticket......................☐

A day pass
Valid for that bus company only................☐
Valid across bus companies......................☐
Valid on bus and other modes of transport....☐

Single/return tickets
Standard single ticket.............................☐
Standard return ticket.............................☐
Single deducted from a multi-ticket/carnet...☐
Reduced single/return ticket....................☐
Other...☐

A pass/season ticket for a longer period
(e.g. weekly, monthly)
Valid for that bus company only................☐
Valid across bus companies......................☐
Valid on bus and other modes of transport....☐

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Q4 How did you buy that ticket or pass?

From the driver on the day........................□ From a travel centre/bus stn/booking office...□
From the driver before that day................□ From a local shop or post office.................□
Direct from the   Direct debit through work/college.............□
     bus company (website/phone)............□   Other..□
You had a free pass................................□

Q5 In what format was your ticket?

A standard paper ticket/pass..□
A photo card ticket/pass you showed the driver........................□
A plastic card you touched onto the fare machine.....................□
A ticket sent to your mobile phone which you showed the driver..............□
Other format...□

Q6 What was the main purpose of your bus journey?

Travelling to/from work...□
Travelling to/from education (e.g. college, school)..............□
Shopping trip..□
Visiting friends or relatives...□
Leisure trip (e.g. day out)..□
Other...□

Q7 What was the main reason you chose to take the bus for that journey?

Cheaper than the car...............................□ More convenient than other transport..........□
More convenient than car (e.g. parking)......□ Preferred bus to walking/cycling.................□
Cheaper than other transport....................□ Other reason..□
Didn't have the option of travelling by another means...□

Q8 Did you use any other form of transport as part of your journey?
(Please do not count walking as a form of transport)

Yes...□
No..□

Q9 What was the weather like when you made your journey, was it?

Dry..□ Heavy rain...□
Light rain...□ Snow..□

Q10 Please tell us whether your bus journey was ...

On a single-decker bus............................□
Downstairs on a double-decker bus...........□
Upstairs on a double-decker bus...............□

Q11 Were you travelling with ...
(Please tick all that apply)

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

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2   About the bus stop where you boarded the bus

Q12 Which of the following were provided at the stop where you caught the bus?
(Please tick all that apply)

A shelter...☐   Information on types of tickets available.......☐
Seating..☐   A route map...☐
Electronic display showing bus arrival times....☐   Lighting...☐
A timetable...☐   A code so you could use a mobile
Information on fares..................................☐   phone to find the time of the next bus.....☐

Q13 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/no opinion
Its distance from your journey start e.g. home/shops....	☐	☐	☐	☐	☐	☐
The convenience/accessibility of its location within that road/street....................	☐	☐	☐	☐	☐	☐
Its general condition/standard of maintenance............	☐	☐	☐	☐	☐	☐
Its freedom from graffiti/vandalism............................	☐	☐	☐	☐	☐	☐
Its freedom from litter..	☐	☐	☐	☐	☐	☐
The information provided at the bus stop....................	☐	☐	☐	☐	☐	☐
Your personal safety whilst at the bus stop.................	☐	☐	☐	☐	☐	☐

Q14 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

Q15 How long did you wait for your bus?   ☐☐
(Please write the time in minutes)

Q16 Did you check any of the following to find out when the bus was meant to arrive?

Before leaving for the bus stop   At the bus stop
Paper timetable......................................☐   Electronic display at the bus stop................☐
Online timetable.....................................☐   Timetable at the bus stop...........................☐
Live bus locator/timings   Online timetable..☐
   (e.g. via mobile app/web)....................☐   Live bus locator/timings
Disruption updates   (e.g. via mobile app/web).....................☐
   (e.g. on Twitter/Facebook)....................☐   Disruption updates
Other...☐   (e.g. on Twitter/Facebook)...................☐
                                      Other...☐

If you did not check to find out when the bus was meant to arrive, why was this?

Knew service was frequent.........................☐   Didn't have time...☐
Already knew arrival times..........................☐   Other...☐
Could not find the information......................☐

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Q17 How long did you expect to wait for your bus?
(Please write the time in minutes)

Q18 Thinking about the time you waited for the bus, was it …?

Much longer than you expected................☐
A little longer than you expected.............☐
About the length of time you expected........☐
A little less than you expected..................☐
Much less than you expected...................☐

Q19 Were you able to board the first bus you wanted to travel on?

Yes...☐
No..☐

Q20 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..............	☐	☐	☐	☐	☐	☐
The punctuality of the bus..	☐	☐	☐	☐	☐	☐

4   On the bus

Q21 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/no opinion
Route/destination information on the outside of the bus........................	☐	☐	☐	☐	☐	☐
The cleanliness and condition of the outside of the bus...........................	☐	☐	☐	☐	☐	☐
The ease of getting onto and off of the bus....................	☐	☐	☐	☐	☐	☐
The length of time it took to board the bus.....................	☐	☐	☐	☐	☐	☐

Q22 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/no opinion
The cleanliness and condition of the inside of the bus........................	☐	☐	☐	☐	☐	☐
The information provided inside the bus........................	☐	☐	☐	☐	☐	☐
The availability of seating or space to stand.................	☐	☐	☐	☐	☐	☐
The comfort of the seats..	☐	☐	☐	☐	☐	☐
The amount of personal space you had around you......	☐	☐	☐	☐	☐	☐
Provision of grab rails to stand/move within the bus......	☐	☐	☐	☐	☐	☐
The temperature inside the bus....................................	☐	☐	☐	☐	☐	☐
Your personal security whilst on the bus......................	☐	☐	☐	☐	☐	☐

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Q23 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............☐

Q24 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.....................................☐

      Passengers taking/under influence of drugs..☐

      Abusive or threatening behaviour..☐

      Rowdy behaviour...☐

      Feet on seats...☐

      Music being played loudly..☐

      Smoking...☐

      Graffiti or vandalism..☐

      Other...☐

Q25 How long was your journey on the bus?
(Please write the time in minutes)

Q26 How long did you expect your journey on the bus to take?
(Please write the time in minutes)

Q27 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.............................☐

Q28 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................☐   The time it took
                                             passengers to board/pay for tickets........☐

Q29 Were any of these items of information present on the bus?

	Yes	No	Don't know
A map of the bus route/journey times	☐	☐	☐
Audio announcements e.g. saying the next bus stop	☐	☐	☐
An electronic display e.g. showing the next bus stop	☐	☐	☐
Information about tickets/fares	☐	☐	☐
A timetable	☐	☐	☐
Details of how to make a complaint, if you had one	☐	☐	☐

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Q30 Thinking about the driver, please indicate how satisfied you were with 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................	☐	☐	☐	☐	☐	☐
The driver's appearance.......................................	☐	☐	☐	☐	☐	☐
The greeting/welcome you got from the driver.............	☐	☐	☐	☐	☐	☐
The helpfulness and attitude of the driver...................	☐	☐	☐	☐	☐	☐
The time the driver gave you to get to you seat............	☐	☐	☐	☐	☐	☐
Smoothness/freedom from jolting during the journey.............................	☐	☐	☐	☐	☐	☐
The safety of the driving (i.e. appropriateness of speed, driver concentrating)....	☐	☐	☐	☐	☐	☐

5 Your overall opinion of the journey you made when given this questionnaire

Q31 Overall, taking everything into account from start to end of the bus journey, how satisfied were you with your bus journey?

Very satisfied..☐
Fairly satisfied..☐
Neither satisfied nor dissatisfied.......................☐
Fairly dissatisfied..☐
Very dissatisfied..☐

Don't know/no opinion.....................................☐

Q32 If something could have been improved on your journey, what would it have been?

[   ]

Q33 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.....................................☐

Q34 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 *(Please tick the box and write in below)*....☐

[   ]

6

6   Your opinion of bus travel in your local area

WHEN ANSWERING THIS SECTION PLEASE CONSIDER BUS SERVICES GENERALLY (NOT JUST THE JOURNEY YOU MADE WHEN GIVEN THIS QUESTIONNAIRE)

Q35 Thinking generally about the bus route you used when given this questionnaire, how satisfied are you with the following:

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/no opinion
The frequency of services on that route	☐	☐	☐	☐	☐	☐
The reliability of services on that route	☐	☐	☐	☐	☐	☐

Q36 How would you rate your local bus services for the following:

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor
Ease of getting to local amenities (e.g. shops, hospitals, leisure facilities)	☐	☐	☐	☐	☐
Connections with other forms of public transport (e.g. trains)	☐	☐	☐	☐	☐

Q37 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 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 In which age group are you?

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

QC Are you?

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

7

QD Do you have a disability or long-term illness related to the following?
(Please 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 How often are you able to ask someone else to drive you for local journeys?

All or most of the time...☐
Some of the time..☐
You don't have anybody you can ask..☐
Not applicable..☐

QH And finally, to help us get a much better picture of bus services at a local level, we would be grateful if you could provide the following:

The first part of your 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 3 from B19 3SD)   ☐

Thank you for completing this questionnaire.

If you would like to be emailed a copy of the survey report please visit the Bus Passenger Survey section of www.passengerfocus.org.uk – a link to it is located in the top left corner of the home page.

Please return it in the envelope provided or use the following Freepost address:

Bus Passenger Survey
Perspective Research Services Ltd
FREEPOST (RSKU-SKUZ-TSYG)
Kingsbourne House
229-231 High Holborn
LONDON WC1V 7DA

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Passengerfocus
putting passengers first

This survey is being undertaken for Passenger Focus by BDRC Continental, an independent market research agency who adhere to the Market Research Society's code of conduct. You were handed this questionnaire by an interviewer working for Perspective Research Services, who are part of the BDRC Group.

If you have any questions about this survey, please feel free to contact Nick Grigg at BDRC Continental on 020 7490 9166. If you have any concerns about the bona fides of the survey itself, you can contact the Market Research Society on 0500 396999 who will verify our status as a legitimate market research organisation.