

Outline of Passenger Focus research on public transport to:

The Youth Select Committee

11 May 2012

The following research is detailed

1. Bus Passenger Survey
2. Barriers to bus usage
3. Dedicated anti social behaviour on buses study in West Midlands
4. National Passenger Survey (rail)
5. A list of some other research work that may have relevance, but not specifically analysable by different age segments

*Rail passenger representation remit is GB, Bus passenger representation remit is England outside of London

1. Bus Passenger Survey (page 1)

Survey of that journey's experience – results representative by journeys made – not a survey on general view of bus provision. (Passengers age 16+)

Asks passengers about their end to end journey experience – ticket, planning journey, bus stop, waiting for the bus, experience on the bus, the bus driver, and overall measures: journey satisfaction; and value for money.

Designed to be useful at a transport planning authority level (e.g. Essex County Council). Does not have full coverage (of England outside of London) but the total survey does give a good approximation.

'Classifiers' enable segmented analysis – age bands, work/student status, gender, level of access to private transport.

Online data interrogation at (<http://www.passengerfocus.org.uk/research/bus-and-coach/content.asp?dsid=4548>)

1. Bus Passenger Survey (page 2)

Some findings from autumn 2011 wave – 21,500 passenger responses received

The table below shows satisfaction with the main journey experience measures.

Note: The majority of journeys made by over 60's are made with a free bus pass.

BPS Autumn 2011	Whole survey	16 to 18	19 to 25	26 to 34	35 to 44	45 to 54	55 to 59	60 to 64	65 to 69	70 to 79	>=80
Overall satisfaction with the journey	85%	72%	81%	83%	83%	85%	85%	91%	93%	95%	95%
Satisfaction with value for money	56%	44%	52%	56%	57%	64%	66%				
Satisfaction with the length of time your journey took	81%	66%	76%	78%	80%	83%	84%	90%	92%	94%	95%
Satisfaction with length of time waited for the bus	74%	63%	70%	72%	73%	75%	75%	83%	82%	85%	85%
Satisfaction with the punctuality of the bus	72%	61%	66%	67%	71%	72%	73%	82%	82%	85%	85%
Satisfaction with personal safety at the bus stop	69%	56%	66%	67%	65%	70%	71%	78%	81%	82%	88%

Satisfaction increases with age

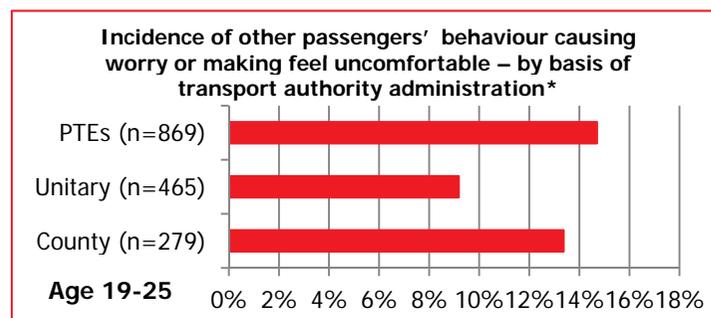
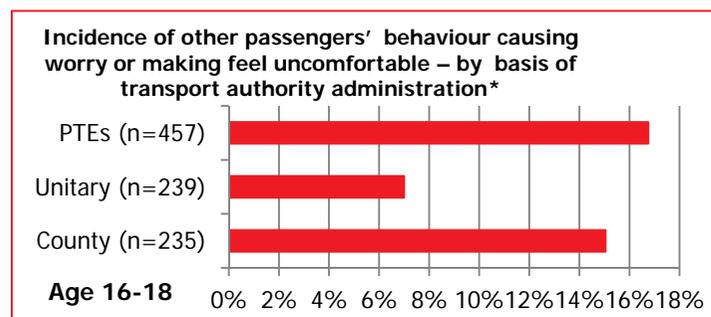
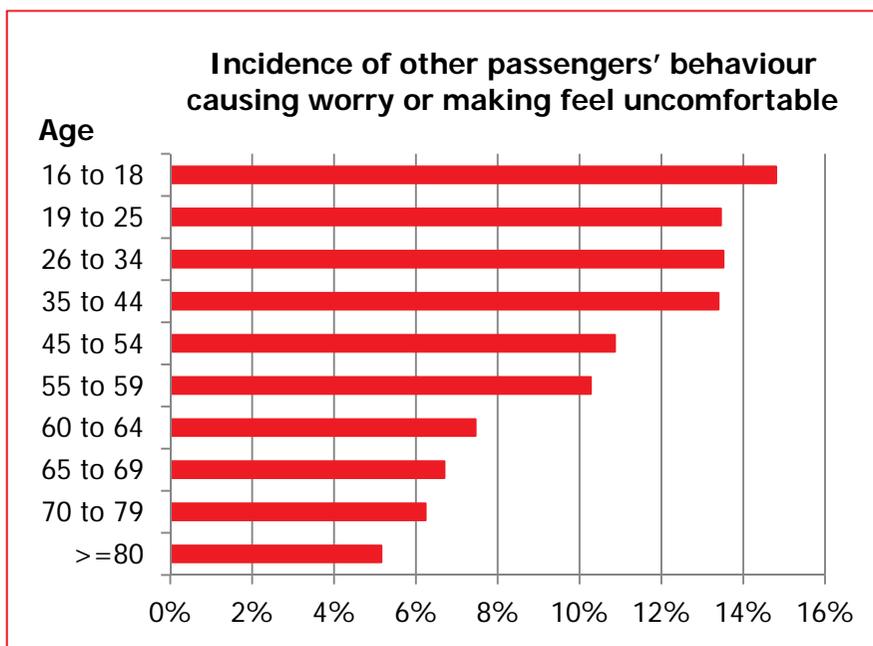
However, the range on value for money, and satisfaction with the length of time the journey took have the widest differences between the younger age groups and the older age groups.

1. Bus Passenger Survey (page 3)

Some findings from autumn 2011 wave – 21,500 passenger responses received - continued

We asked: "Did other passengers' behaviour give you cause to worry or make you feel uncomfortable during your journey?"

Over the whole passenger base – 11% said yes. But this varied by age as the graph on the left shows. It also varied by the territory type as shown in the graph on the right

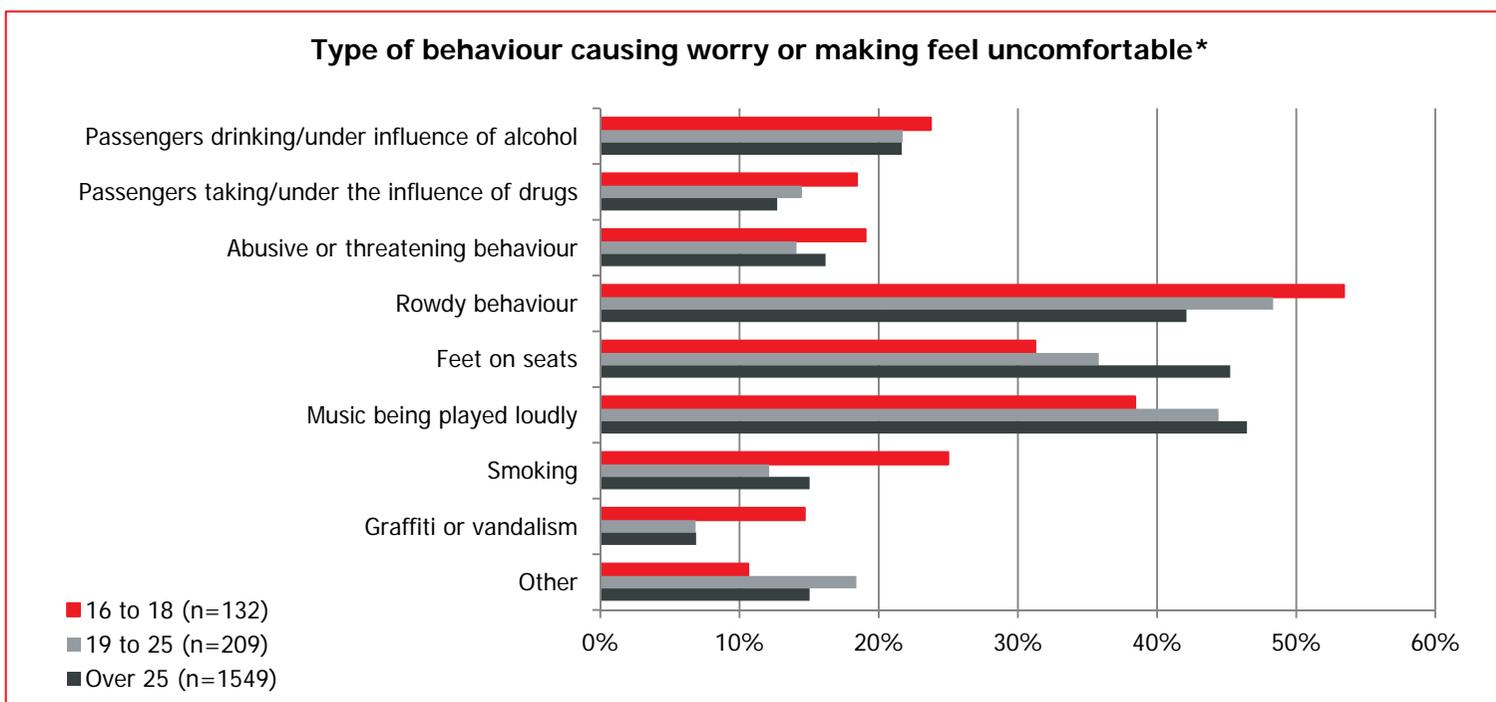


PTEs are the former Metropolitan Counties. There six in our remit area: Greater Manchester, Merseyside, South Yorkshire, Tyne & Wear, West Midlands, and West Yorkshire. Unitary Authorities are single tier administrations. County Councils are two tier administrations.

1. Bus Passenger Survey (page 4)

Some findings from autumn 2011 wave – 21,500 passenger responses received - continued

What type of behaviour was it from other passengers that gave you cause to worry or make you feel uncomfortable during your journey?"



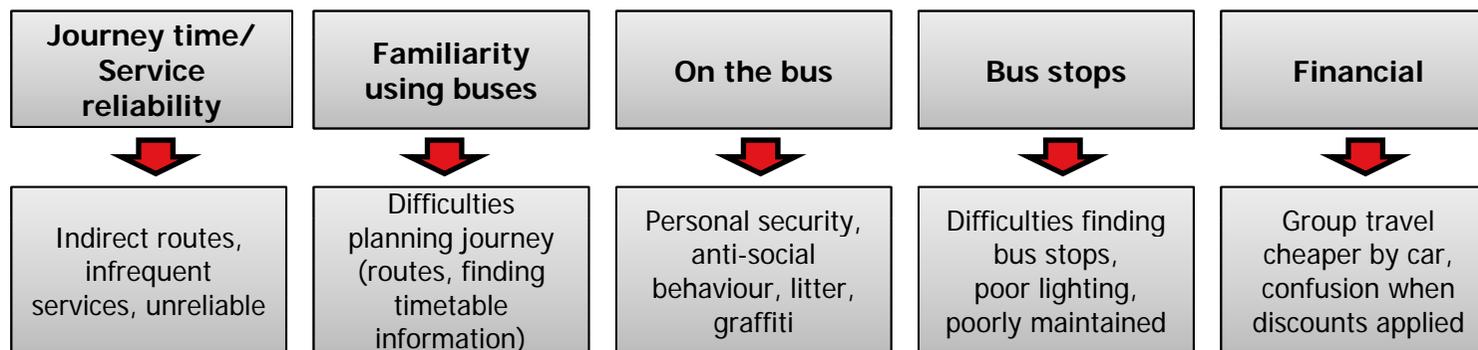
* Based on passengers who said they had experienced behaviour from other passengers which had given them cause to worry or made them feel uncomfortable.

2. Barriers to Bus Use in Milton Keynes (page 1)

Research outline

- Joint (qualitative) research with Milton Keynes County Council to understand what stops people from using buses and what would encourage them to do so.

The barriers to using buses - they fell into five broad areas:



But young passengers also had the following viewpoints

- **Worrying about strangers on the bus:** In the teenage group, some respondents mentioned that they were aware that this was a concern to the extent that their parents would rather take them everywhere by car than allow them to take a bus
- **The cost of travel:** Particularly around the need to ask parents for bus fare. This was a disincentive for some of the teenagers who felt uncomfortable about asking for this in addition to spending money for a day out (especially since the more convenient alternative of getting a lift was often perceived as being a 'free' journey)

2. Barriers to Bus Use in Milton Keynes (page 2)

Addressing the Barriers

- Participants felt that certain improvements needed to be made before they would consider using buses, including:
 - Buses need to be more reliable so that time critical journeys can be made
 - Run later bus services or night buses, which could be used instead of taxis
 - Run express services alongside bus services which stop more frequently
 - Promote bus services to encourage others to discover benefits (e.g. cheap fares)

Conclusions & recommendations

- Promote bus services and benefits of bus travel
 - Giving away free tickets so people can try out the bus (e.g. 'Greener Journeys' initiative)
- Start by addressing barriers people feel more strongly about
 - Making it easier to find bus stops and service information
 - Tackling reliability problems
- New buses are not essential
 - Refitting and regular cleaning on existing fleet can address concerns about dirty buses and graffiti

3. Criminal & antisocial behaviour on West Midlands buses (page 1)

Research outline

- Joint (qualitative) research commissioned with Centro (West Midlands Transport Authority) to understand why safety is an issue despite crime levels falling; identify any improvements which could be made; and evaluate current initiatives in place by The Safer Travel Team to combat antisocial behaviour

Key findings

- Participants defined antisocial behaviour as covering a broad spectrum of behaviour, e.g. feet on seats, fare evasion, graffiti, smoking and assaults
- Antisocial behaviour was more common during:
 - school travel times (rowdy behaviour)
 - in the evening (drinking or drunken behaviour)
 - on the top deck (rowdy behaviour, smoking)
- Participants did not believe crime rates were falling – some believed there was an increase in crimes which go unreported - *however participants did not distinguish between criminal activity and antisocial behaviour; this could be driving the gap between perceived and actual crime rates*

Younger passengers shared these findings but in particular:

- Feel safer with other passengers around: Younger participants commented that they generally felt safer and more comfortable when there were other passengers (particularly older passengers) on the bus, and that they felt more secure at bus stops in busier areas where there were shops and people close by; and
- Younger passengers associated many of the anti-social behaviours with 'younger people' and 'school children'.

3. Criminal & antisocial behaviour on West Midlands buses (page 2)

Feedback on current initiatives in place	Participant Feedback
Safer travel team (police/ PCSOs patrolling buses)	Positive feedback; participants felt this would have a deterrent effect
See Something Say Something (text/phone service to report ASB)	No immediate help and not sure of what happens after an incident is reported; no freephone number
CCTV cameras	Most were in favour of CCTV but some instances reported where they were not working or vandalised

Recommendations

- Increase PCSOs/ The Safer Travel Team patrolling buses; encourage more authority figures to use buses e.g. traffic wardens, offering free travel in return
- Display more information on See Something Say Something poster such as cost of calling/ text, and what happens next
- TV monitor onboard with live footage to show CCTV is working, or a message displayed to inform passengers that the bus is monitored by CCTV cameras
- Greater promotion of initiatives to increase awareness and raise profile
- Use single-decker buses on routes where antisocial behaviour (eg smoking, graffiti, rowdiness) are prevalent
- Introduce a drinking ban on buses (this is also supported by our research for a DfT consultation response on improving bus passenger services, 85% of bus passengers interviewed supported a drinking ban)

4. National Passenger Survey (page 1)

Results representative by journeys made – not a survey on general view of rail service provision. (Passengers age 16+). Around 55,000 passenger responses received annually.

Asks passengers about their end to end journey experience – ticket, planning journey, at the station, on the train, and overall measures: journey satisfaction and value for money.

Designed to be useful by each train operating company but also a GB wide representative data set

Has a core set of 'at station' and 'on train' satisfaction measures.

'Classifiers' enable segmented analysis – age bands, work/student status, gender etc.

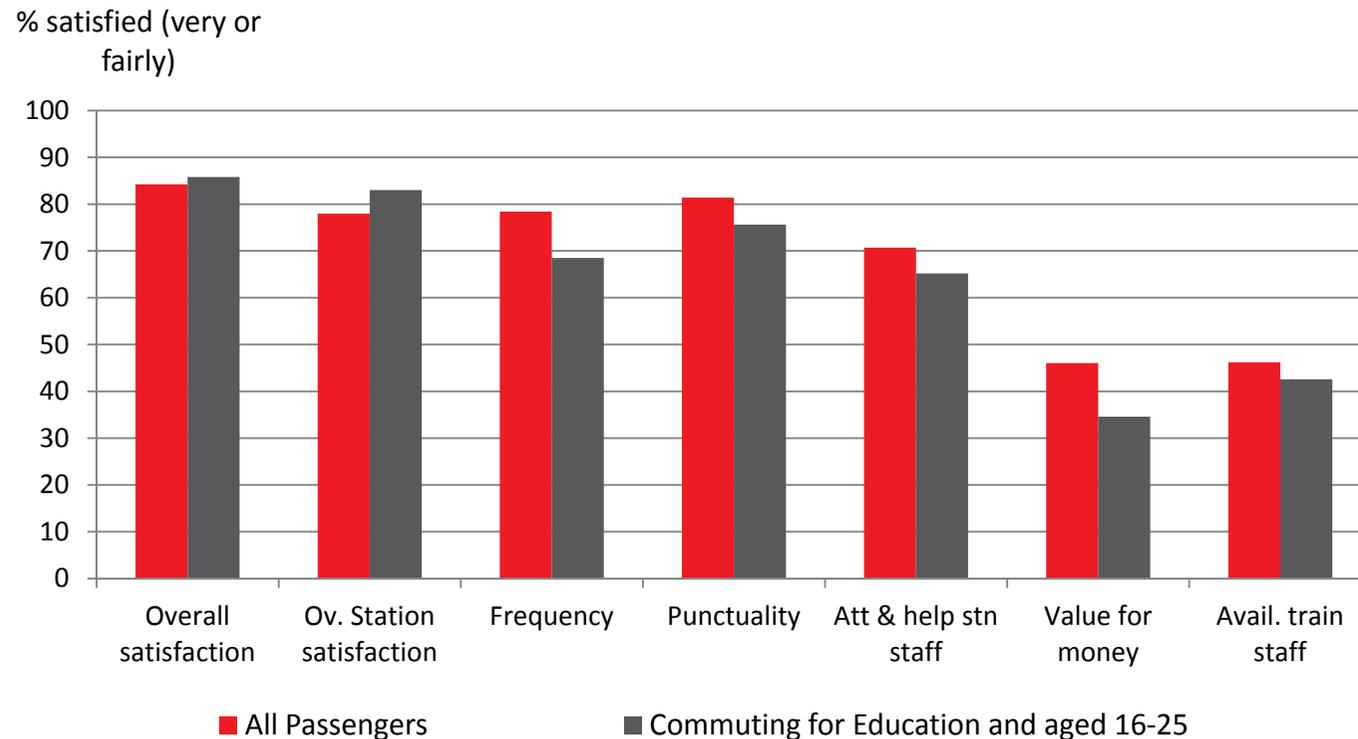
Online data interrogation via a data analysis tool. Requires a login; this can be set up on request

4. National Passenger Survey (page 2)

Some findings from autumn 2011 wave

The graph below shows the satisfaction scores for the main 'at station' and 'on train measures'. It shows the ratings for passengers as a whole, and, those 'age 16-25' AND 'commuting for education'

It can be seen that 'value for money' has the most noticeable difference for this group of passengers



5. Other research

Passenger improvement priorities – rail passengers

Passenger improvement priorities – bus passengers

Anti-social behaviour (ASB) on rail – results from a small survey looking into experience of ASB and what types of ASB annoy passengers

These reports are available on our website: <http://www.passengerfocus.org.uk/>