

The Bus Mystery Traveller Survey and the Bus Passenger Satisfaction Survey will cease to exist from May 2011

Passenger Focus took over the management and publication of the Bus Mystery Traveller Survey (BMTS) and the Bus Passenger Satisfaction Survey (BPSS) from the Department for Transport, in April 2009 and April 2010 respectively. This notice is to inform that both surveys, which are designated National Statistics, will cease to exist from May 2011. This decision is fully supported by the Department for Transport, who have also funded both surveys.

The final fieldwork and publication dates for both surveys are as follows:

	Final Fieldwork Dates	Final Publication Date
BPSS	January – February 2011	4 th May 2011
BMTS	January – February 2011	18 th May 2011

Prior to taking over the BMTS and BPSS, Passenger Focus commissioned an independent review of both surveys, conducted by Roberts-Miller Associates.

The BMTS was set up to validate high satisfaction scores on the BPSS, but due to the differences between the two survey methodologies, the review concluded that the BMTS could not be used to validate or calibrate BPSS scores effectively. The review recommended that the BMTS should be discontinued and any future research of this type should be operator led.

The BPSS was commissioned to provide tracking data at a national and regional level, on passenger satisfaction with their local bus services. The review highlighted some limitations of this survey. The BPSS could not provide data at a local level, or by individual bus operators and the survey used an 11-point numerical scale to measure satisfaction, which did not align with the shorter semantic scale commonly used by bus operators and some public bodies.

Passenger Focus has since developed its own Bus Passenger Survey which addresses the limitations of the BPSS. The Bus Passenger Survey provides a robust measure of passenger satisfaction, and covers a wider range of questions. Results are available at administrative area level and also by individual bus operators within that area. These improvements will ensure that the Bus Passenger Survey is an effective replacement of the BPSS.

The Bus Passenger Survey was initially piloted in six areas, followed by a full survey of a further 14 areas. The results for all areas were published in July 2010 and can be found here:

<http://www.passengerfocus.org.uk/bus/news-and-publications/document-search/document.asp?dsid=4386>

At present, the Bus Passenger Survey does not represent bus passenger views nationally (which under Passenger Focus's remit is England outside of London), but our aim is to increase the number of areas covered so that it can show a national picture.

If you have any questions about the Bus Passenger Survey, or would like more information, please contact Rashpal Sidhu, Senior Research and Project Adviser at Passenger Focus.

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