



**BUS PASSENGER SURVEY - BRISTOL - TOTAL
PILOT STUDY - APRIL/ MAY 2009**

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METHODOLOGY

Questionnaires are handed out on board the bus to passengers during their journey.

A reply paid envelope is provided for returning questionnaires.

This wave of the survey was undertaken in April and May 2009 in six areas:

- Tyne and Wear
- West Midlands
- Bristol
- Southampton
- Lincolnshire
- Dorset

The sample of routes on which the survey is conducted is developed separately for each area.

A database of every route in the area is compiled, and the sample is stratified by:

- service frequency
- operator

The survey was also conducted on different days of the week (including Saturday and Sunday) and different times of the day (7:00am - 10:00pm).

The findings reported for a geographical area are weighted to reflect the market share of operators in the area. The data for operator share has been derived by the TAS partnership from a variety of sources.

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Sample Profile

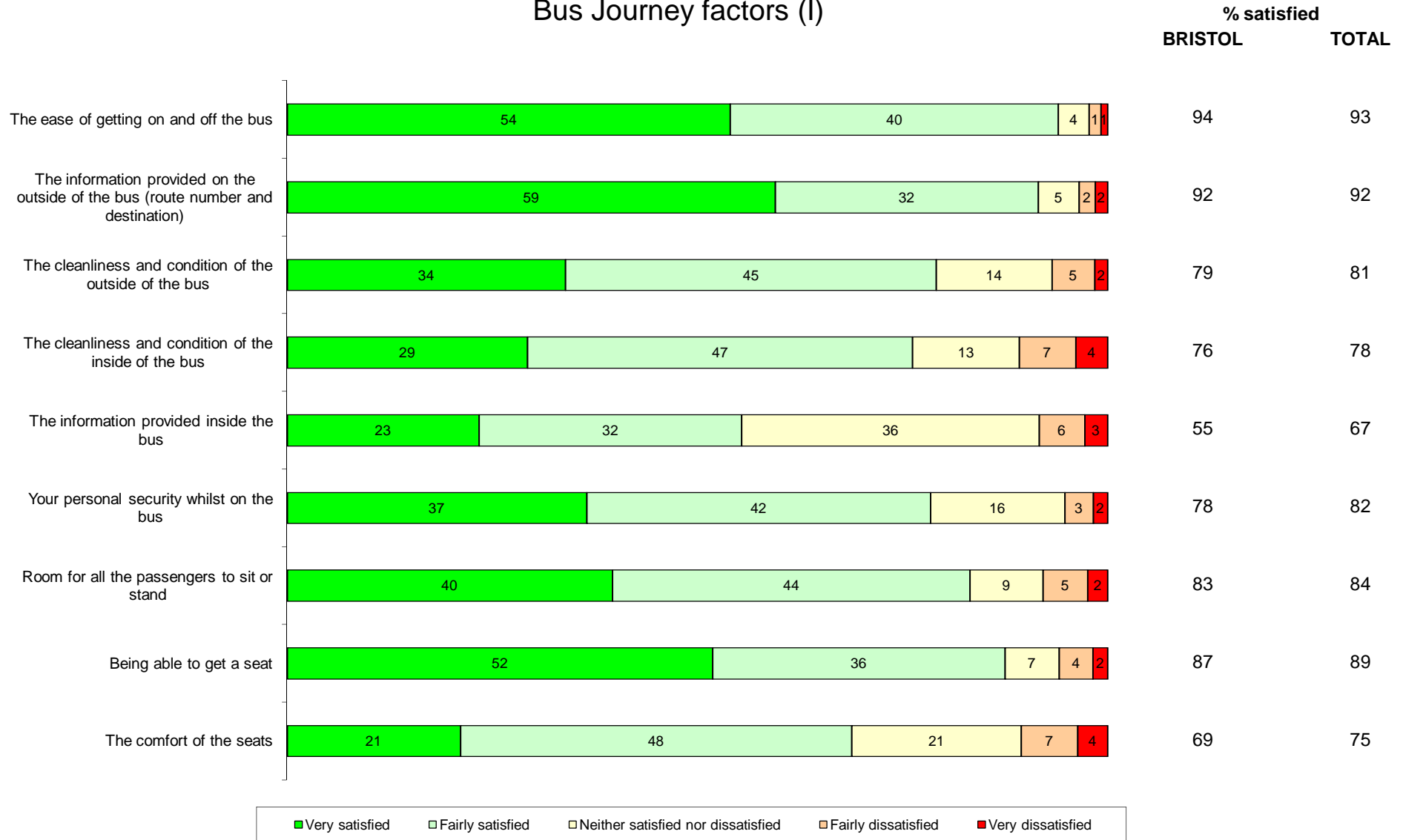
Sample size	BRISTOL 650	TOTAL 7335	Sample size	BRISTOL 650	TOTAL 7335
	%	%		%	%
<u>SEX</u>			<u>JOURNEY PURPOSE (WEIGHTED)</u>		
Male	36	32	COMMUTE	49	35
Female	61	66	BUSINESS	1	0
Not stated	3	2	LEISURE	48	62
<u>AGE</u>			<u>REGULAR TRAVELLER</u>		
16 - 25	18	14	Yes	49	51
26-34	13	10	No	49	47
35-44	14	10			
45-54	13	13	<u>TIME OF TRAVEL</u>		
55-59	7	7	Peak	56	38
60-64	10	11	Off peak	44	62
65-69	8	10			
70-80	10	18	<u>CONCESSIONARY FARE</u>		
81 +	5	6	Concession	32	44
No answer	2	2	No concession	67	55

Overall Satisfaction and Bus Stop factors



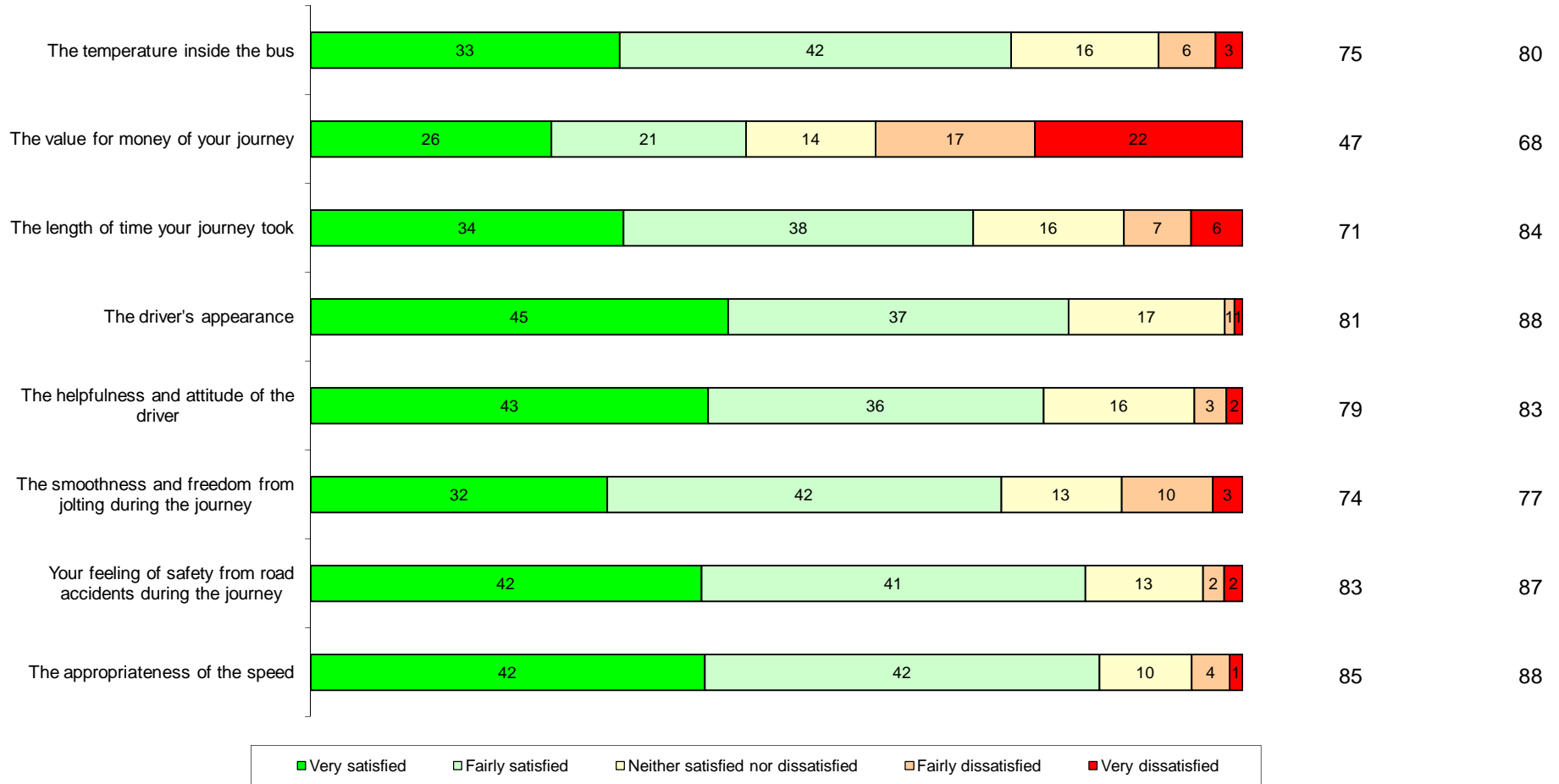
BUS PASSENGER SURVEY - BRISTOL - TOTAL

Bus Journey factors (I)



Bus Journey factors (II)

% satisfied
BRISTOL TOTAL



BUS PASSENGER SURVEY - BRISTOL - TOTAL

Overall results by operator in Bristol

operator	sample size	% satisfied overall
BRISTOL	650	84
Bristol - First	360	82
Bristol - Wessex Connect	280	92
Bristol - Others	10	100

Overall results by Area

area	sample size	% satisfied overall
ALL AREAS	7334	90
Tyne and Wear	1852	92
West Midlands	2132	86
Bristol	650	84
Southampton	806	91
Lincolnshire	798	93
Dorset	1096	92

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Peak and Off Peak Results

% satisfied

	BRISTOL			TOTAL		
	total	peak	offpeak	total	peak	offpeak
Overall satisfaction	84	80	89	90	87	91
Your personal safety at the bus stop	78	74	82	81	78	83
The cleanliness and freedom from graffiti	72	65	82	73	69	75
The amount of litter	71	65	79	70	67	73
The provision of shelter	67	63	71	70	67	73
The timetable information provided	75	74	76	77	74	79
Any electronic information e.g. showing time of next bus	41	39	44	50	45	53
The length of time you had to wait for the bus	73	70	77	79	75	81
Whether the bus arrived on time	73	69	78	78	73	81
The ease of getting on and off the bus	94	93	95	93	93	93
The information provided on the outside of the bus (route number and destination)	92	91	93	92	92	92
The cleanliness and condition of the outside of the bus	79	75	85	81	77	83
The cleanliness and condition of the inside of the bus	76	71	83	78	73	81
The information provided inside the bus	55	48	66	67	62	71
The comfort of the seats	69	62	78	75	70	78
Your personal security whilst on the bus	78	75	83	82	78	85
Room for all the passengers to sit or stand	83	78	90	84	80	87
Being able to get a seat	87	84	92	89	85	91
The temperature inside the bus	75	67	86	80	77	83
The value for money of your journey	47	38	61	68	58	76
The length of time your journey took	71	64	80	84	78	87
The driver's appearance	81	78	86	88	85	90
The helpfulness and attitude of the driver	79	74	84	83	78	86
The smoothness and freedom from jolting during the journey	74	70	79	77	74	79
Your feeling of safety from road accidents during the journey	83	79	89	87	84	88
The appropriateness of the speed	85	81	89	88	85	89

Note: peak is defined as journeys on a Monday-Friday commencing before 9:30 am or between 4 and 7 pm