



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

Contacts

Ian Wright
Passenger Focus
2nd Floor
One Drummond Gate
Pimlico, London, SW1V 2QY

Tel: 0300 123 0860
Email: ian.wright@passengerfocus.org.uk

David Chilvers
Continental Research
Kingsbourne House
229-231 High Holborn
London, WC1V 7DA

Tel: 020 7490 9111
Email: dave.chilvers@continentalresearch.com

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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.

BUS PASSENGER SURVEY - LINCOLNSHIRE - TOTAL

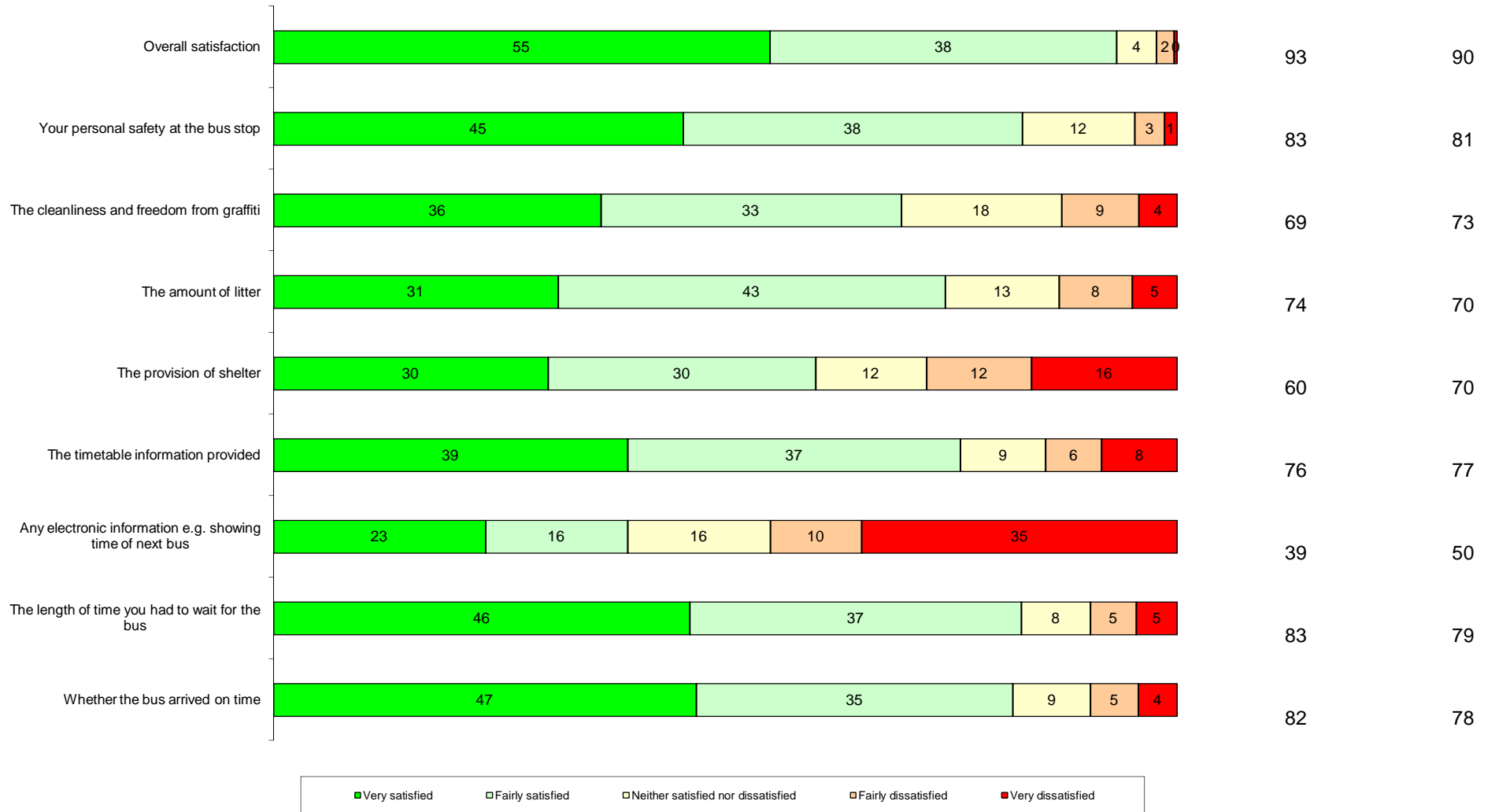
WEIGHTED SAMPLE PROFILE

	LINCOLNSHIRE	TOTAL		LINCOLNSHIRE	TOTAL
Sample size	798	7335	Sample size	798	7335
	%	%		%	%
<u>SEX</u>			<u>JOURNEY PURPOSE (WEIGHTED)</u>		
Male	32	32	COMMUTE	25	35
Female	66	66	BUSINESS	0	0
Not stated	2	2	LEISURE	73	62
<u>AGE</u>			<u>REGULAR TRAVELLER</u>		
16 - 25	13	14	Yes	46	51
26-34	6	10	No	53	47
35-44	7	10	<u>TIME OF TRAVEL</u>		
45-54	10	13	Peak	33	38
55-59	8	7	Off peak	67	62
60-64	14	11	<u>CONCESSIONARY FARE</u>		
65-69	11	10	Concession	55	44
70-80	23	18	No concession	44	55
81 +	6	6			
No answer	2	2			

BUS PASSENGER SURVEY - LINCOLNSHIRE - TOTAL

Overall Satisfaction and all bus stop Factors

% satisfied/good
LINCOLNSHIRE **TOTAL**



BUS PASSENGER SURVEY - LINCOLNSHIRE - TOTAL

% satisfied/good
LINCOLNSHIRE **TOTAL**

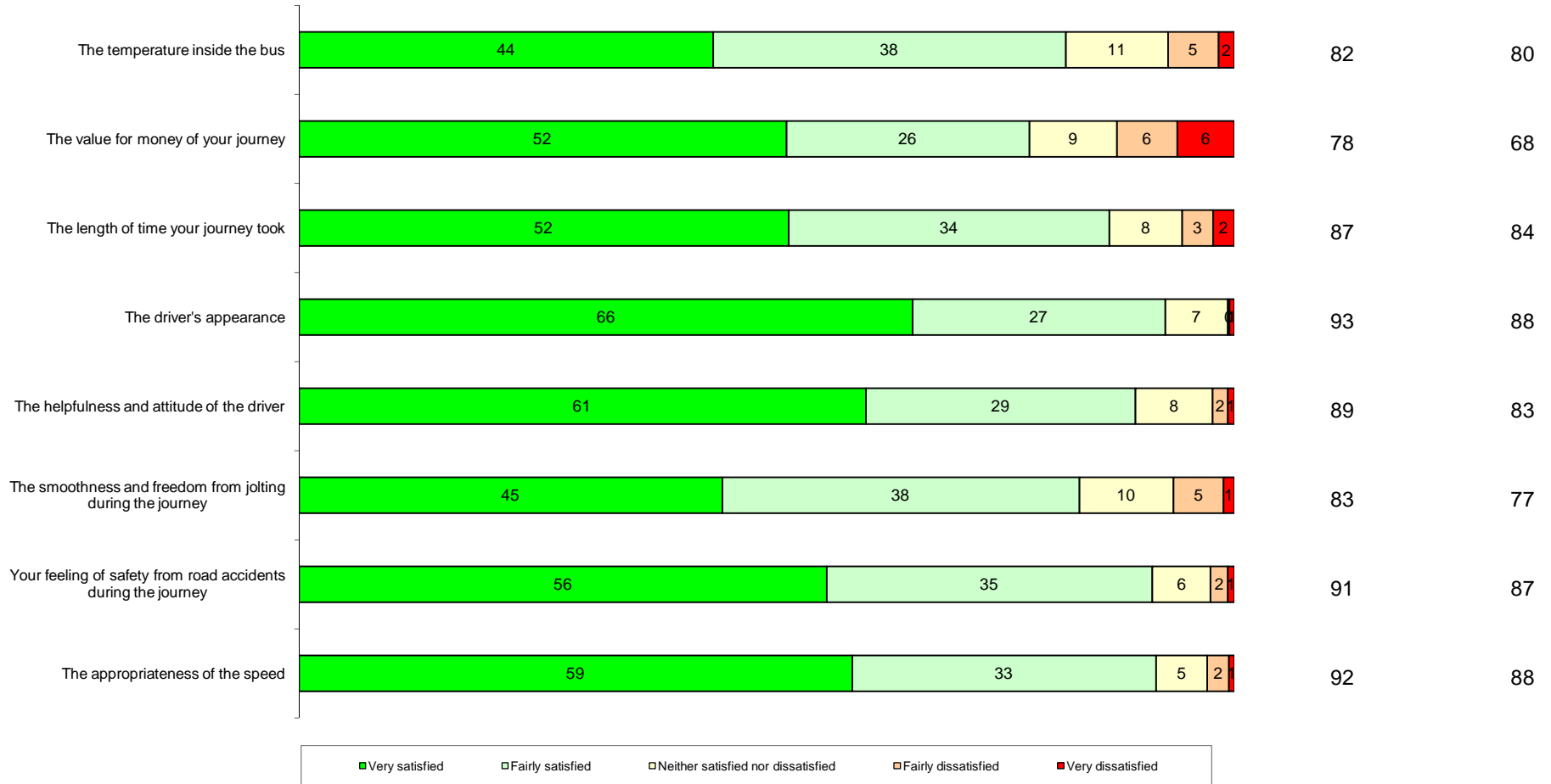
Bus journey Factors (I)



BUS PASSENGER SURVEY - LINCOLNSHIRE - TOTAL

Bus journey Factors (II)

**% satisfied/good
LINCOLNSHIRE TOTAL**



BUS PASSENGER SURVEY - LINCOLNSHIRE - TOTAL

Overall results for the main operators in this area

operator	sample size	% satisfied with trip
LINCOLNSHIRE overall	798	93
Lincolnshire - Stagecoach	494	92
Lincolnshire - Brylaine & Hayes	126	97
Lincolnshire - PC Coaches	45	98
Lincolnshire - Translinc	70	97
Lincolnshire - Others	63	100

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PEAK AND OFFPEAK RESULTS

% saying satisfied/good

	LINCOLNSHIRE			TOTAL		
	total	peak	offpeak	total	peak	offpeak
Overall satisfaction	93	92	94	90	87	91
Your personal safety at the bus stop	83	79	85	81	78	83
The cleanliness and freedom from graffiti	69	64	72	73	69	75
The amount of litter	74	73	75	70	67	73
The provision of shelter	60	65	57	70	67	73
The timetable information provided	76	68	80	77	74	79
Any electronic information e.g. showing time of next bus	39	37	41	50	45	53
The length of time you had to wait for the bus	83	77	86	79	75	81
Whether the bus arrived on time	82	75	85	78	73	81
The ease of getting on and off the bus	96	96	96	93	93	93
The information provided on the outside of the bus (route number and destination)	93	93	94	92	92	92
The cleanliness and condition of the outside of the bus	82	79	84	81	77	83
The cleanliness and condition of the inside of the bus	84	81	86	78	73	81
The information provided inside the bus	74	67	77	67	62	71
The comfort of the seats	81	74	85	75	70	78
Your personal security whilst on the bus	88	83	90	82	78	85
Room for all the passengers to sit or stand	88	82	91	84	80	87
Being able to get a seat	92	86	95	89	85	91
The temperature inside the bus	82	79	84	80	77	83
The value for money of your journey	78	70	83	68	58	76
The length of time your journey took	87	78	91	84	78	87
The driver's appearance	93	91	94	88	85	90
The helpfulness and attitude of the driver	89	88	90	83	78	86
The smoothness and freedom from jolting during the journey	83	81	85	77	74	79
Your feeling of safety from road accidents during the journey	91	89	92	87	84	88
The appropriateness of the speed	92	89	93	88	85	89

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