



**BUS PASSENGER SURVEY - TYNE & WEAR - 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.

BUS PASSENGER SURVEY - TYNE & WEAR - TOTAL

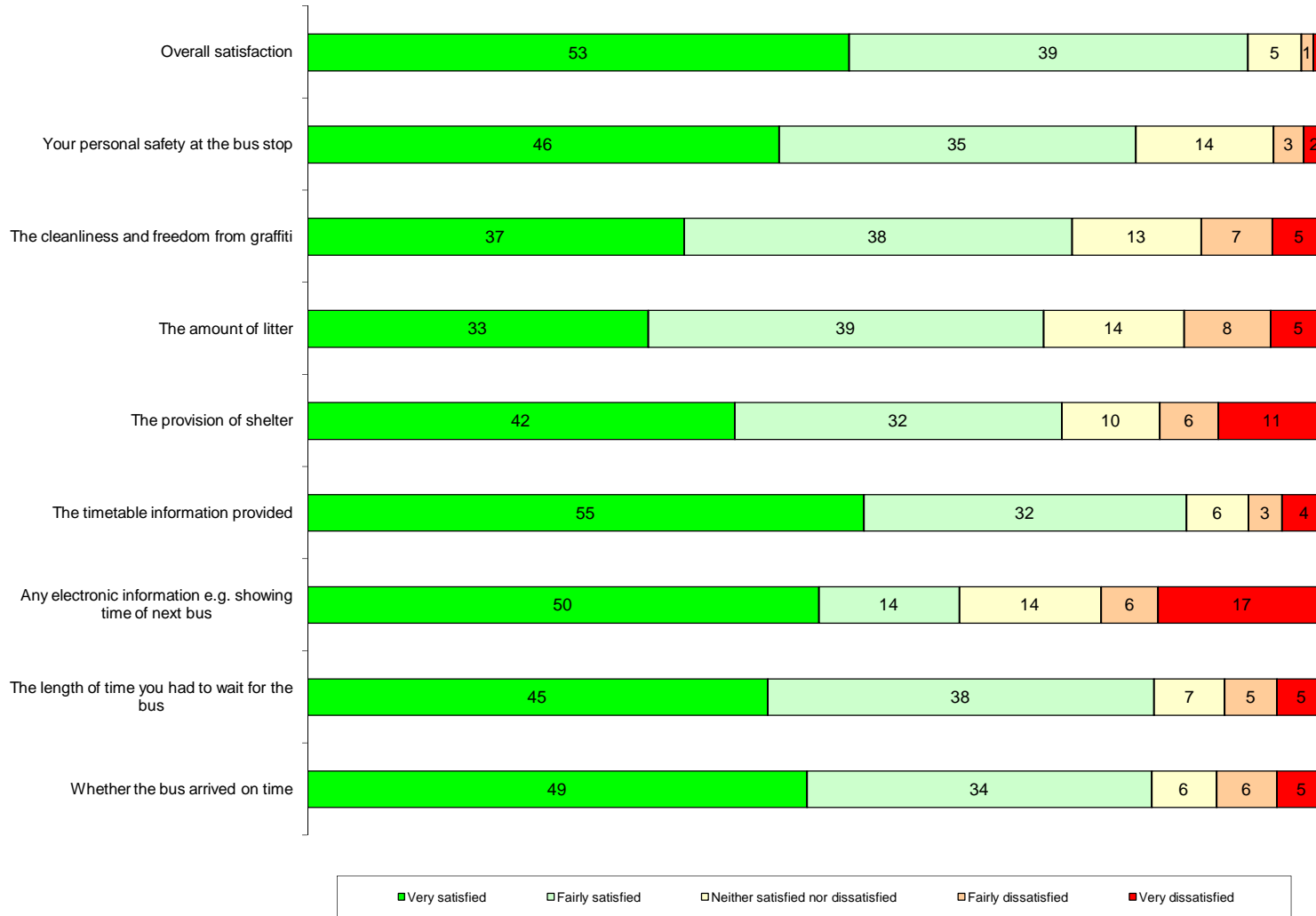
WEIGHTED SAMPLE PROFILE

Sample size	TYNE & WEAR 1853	TOTAL 7335	Sample size	TYNE & WEAR 1853	TOTAL 7335
	%	%		%	%
<u>SEX</u>			<u>JOURNEY PURPOSE (WEIGHTED)</u>		
Male	31	32	COMMUTE	35	35
Female	67	66	BUSINESS	0	0
Not stated	2	2	LEISURE	63	62
<u>AGE</u>			<u>REGULAR TRAVELLER</u>		
16 - 25	11	14	Yes	54	51
26-34	9	10	No	45	47
35-44	11	10	<u>TIME OF TRAVEL</u>		
45-54	15	13	Peak	37	38
55-59	7	7	Off peak	63	62
60-64	12	11	<u>CONCESSIONARY FARE</u>		
65-69	10	10	Concession	44	44
70-80	18	18	No concession	55	55
81 +	5	6			
No answer	1	2			

BUS PASSENGER SURVEY - TYNE & WEAR - TOTAL

Overall Satisfaction and all bus stop Factors

% satisfied/good
TYNE & WEAR **TOTAL**



92 90

81 81

75 73

72 70

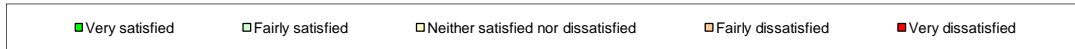
74 70

86 77

64 50

83 79

83 78



BUS PASSENGER SURVEY - TYNE & WEAR - TOTAL

% satisfied/good
TYNE & WEAR **TOTAL**

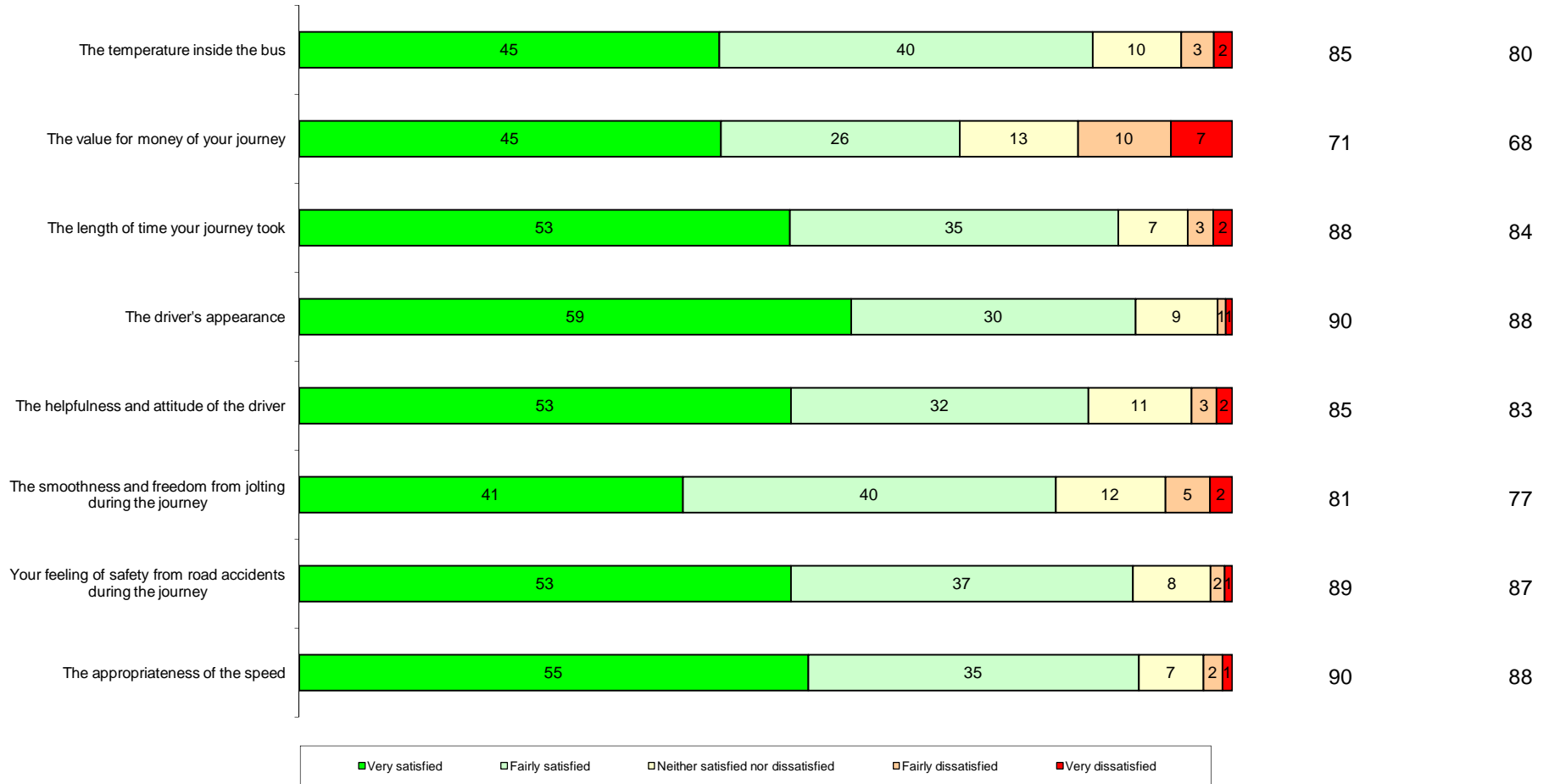
Bus journey Factors (I)



BUS PASSENGER SURVEY - TYNE & WEAR - TOTAL

Bus journey Factors (II)

**% satisfied/good
TYNE & WEAR TOTAL**



BUS PASSENGER SURVEY - TYNE & WEAR - TOTAL

Overall results for the main operators in this area

operator	sample size	% satisfied with trip
TYNE & WEAR overall	1853	92
Tyne & Wear - Arriva	458	89
Tyne & Wear - Go North West	920	94
Tyne & Wear - Stagecoach	394	92
Tyne & Wear - Others	80	97

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PEAK AND OFFPEAK RESULTS

% saying satisfied/good

	TYNE & WEAR			TOTAL		
	total	peak	offpeak	total	peak	offpeak
Overall satisfaction	92	92	93	90	87	91
Your personal safety at the bus stop	81	78	83	81	78	83
The cleanliness and freedom from graffiti	75	75	75	73	69	75
The amount of litter	72	71	73	70	67	73
The provision of shelter	74	70	77	70	67	73
The timetable information provided	86	85	87	77	74	79
Any electronic information e.g. showing time of next bus	64	59	67	50	45	53
The length of time you had to wait for the bus	83	80	85	79	75	81
Whether the bus arrived on time	83	80	85	78	73	81
The ease of getting on and off the bus	94	95	94	93	93	93
The information provided on the outside of the bus (route number and destination)	95	95	94	92	92	92
The cleanliness and condition of the outside of the bus	86	86	86	81	77	83
The cleanliness and condition of the inside of the bus	85	85	84	78	73	81
The information provided inside the bus	76	73	78	67	62	71
The comfort of the seats	80	78	81	75	70	78
Your personal security whilst on the bus	88	88	89	82	78	85
Room for all the passengers to sit or stand	88	86	89	84	80	87
Being able to get a seat	92	91	92	89	85	91
The temperature inside the bus	85	84	86	80	77	83
The value for money of your journey	71	62	77	68	58	76
The length of time your journey took	88	83	90	84	78	87
The driver's appearance	90	87	91	88	85	90
The helpfulness and attitude of the driver	85	84	85	83	78	86
The smoothness and freedom from jolting during the journey	81	80	82	77	74	79
Your feeling of safety from road accidents during the journey	89	88	90	87	84	88
The appropriateness of the speed	90	89	90	88	85	89

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