



# Analysis of bus passenger satisfaction for those who have a disability

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# Introduction

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Analysis based on responses to our Bus Passenger Survey (BPS)

## England outside of London

That surveys actual journey experience of those that travel and representative by journeys made

We include a question about which disabilities passengers have, using the formal Government wording (next slide).

The analysis covers the results over the last two waves of the survey and this means total number of responses around 74,000 in England outside London.

The BPS is well respected by industry, local and central Government

Another study we have done estimated 28% of non-bus-users have a disability compared to 24% of bus-users.

# Disability question

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**QG** Are you affected by any physical or mental health conditions or illnesses lasting or expected to last 12 months or more? *(Please tick all that apply)*

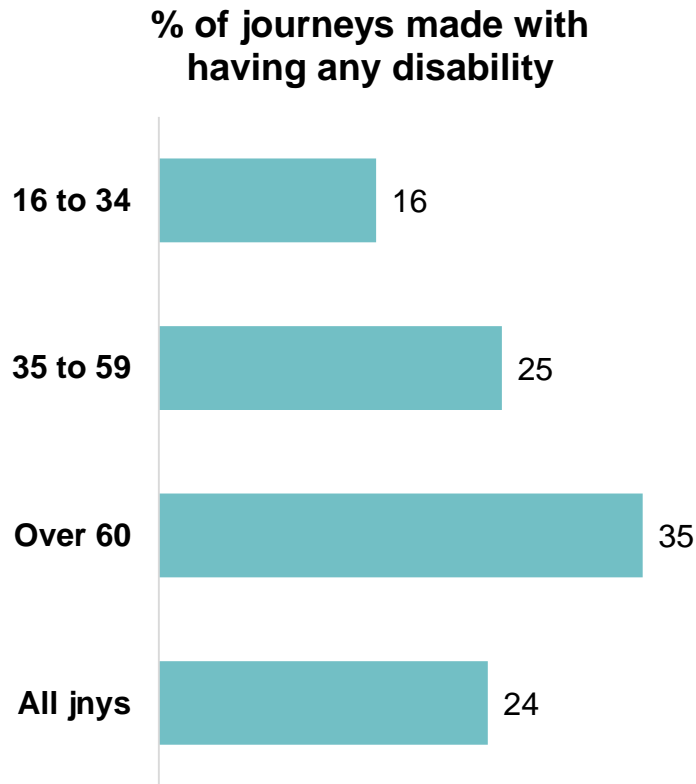
- No: None.....
- Yes: Vision (e.g. blindness or partial sight).....
- Yes: Hearing (e.g. deafness or partial hearing).....
- Yes: Mobility (e.g. only able to walk short distances or difficulty climbing stairs).....
- Yes: Dexterity (e.g. difficulty lifting and carrying objects or using a keyboard).....
- Yes: Learning or understanding or concentrating.....
- Yes: Memory.....
- Yes: Mental health.....
- Yes: Stamina or breathing or fatigue.....
- Yes: Socially or behaviourally (for example associated with autism, attention deficit disorder or Asperger's syndrome).....
- A reason not mentioned above.....

**Does your condition/illness have an adverse affect on your ability to make journeys by bus?**

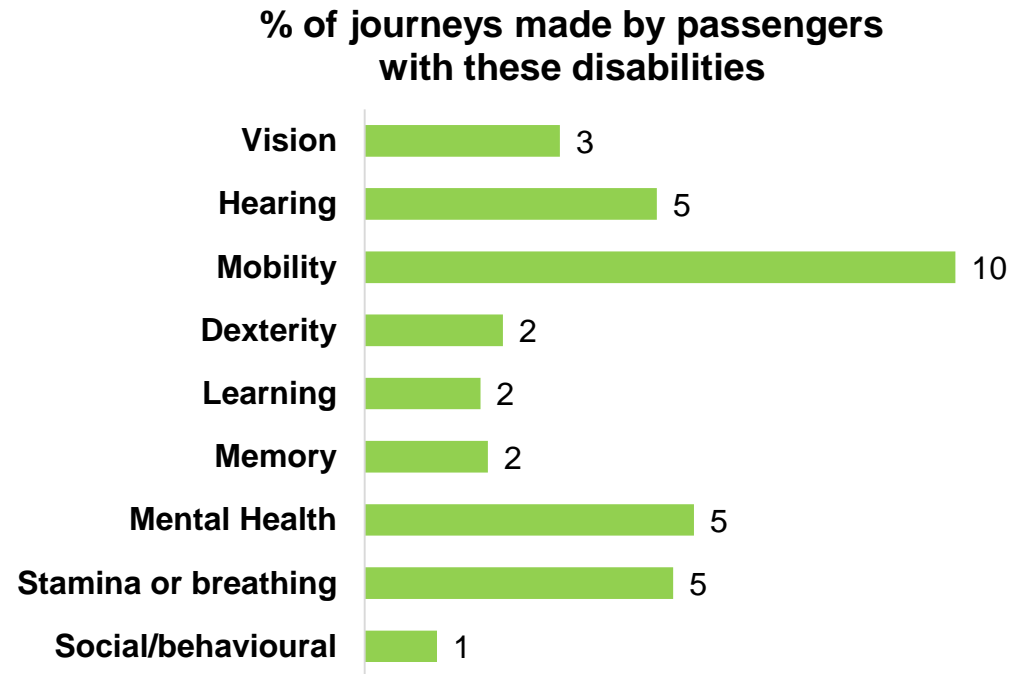
- Yes, a lot.....       Yes, a little.....       Not at all.....

# 24% of journeys made by passengers having a disability

- Prevalence of most disabilities increases with age
- Mobility is most frequent type of disability



This means 16% of those age 16 – 34 said they had a disability



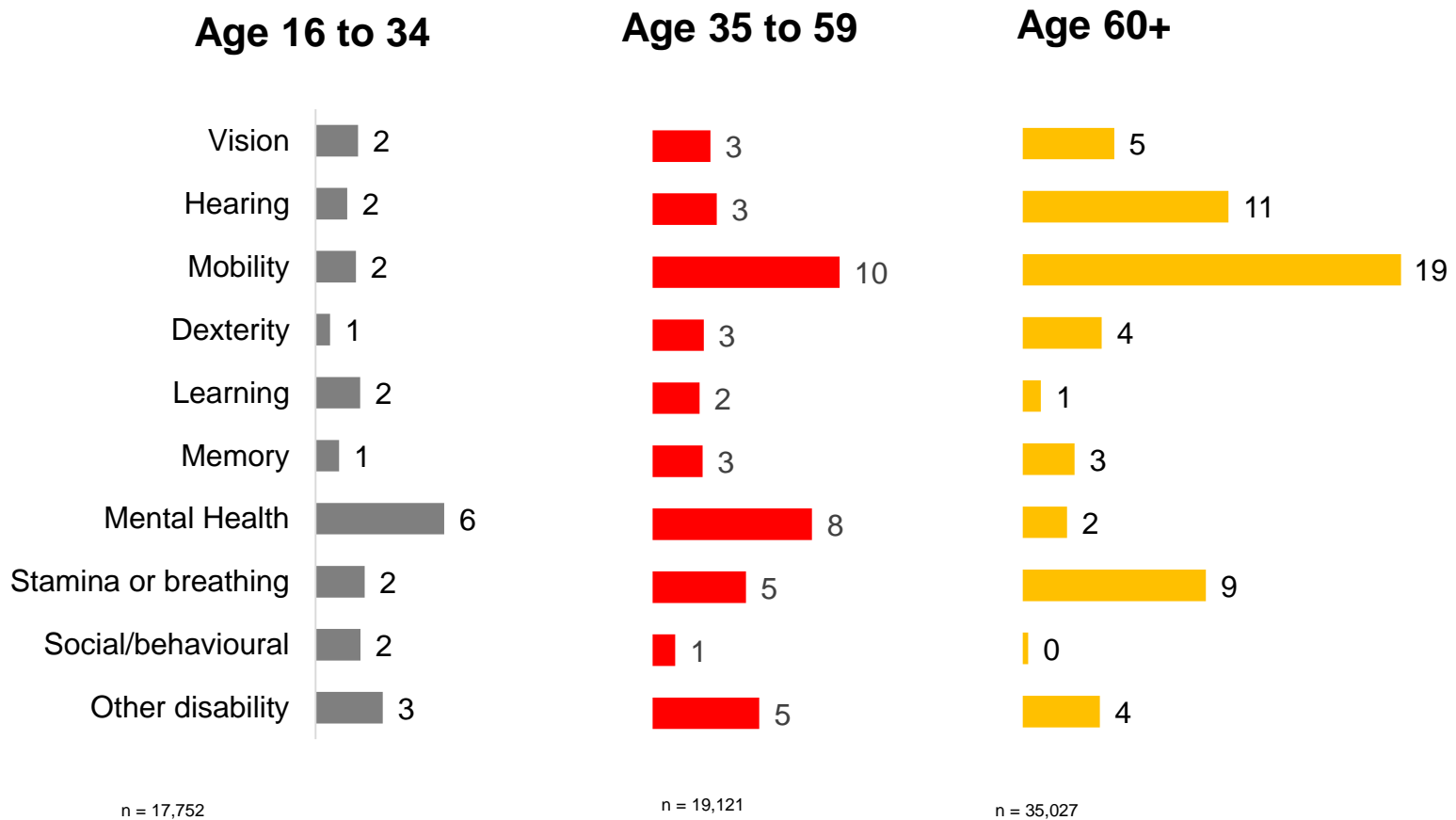
Note that passengers could state they had more than one disability

This means 10% of passengers said they had a mobility disability

# Mobility is most frequent type of disability

## Prevalence of most disabilities rises with age

- Mobility rises to almost 20% for over 60's
- Mental health impairment exception, peaks in 35 – 59 age group

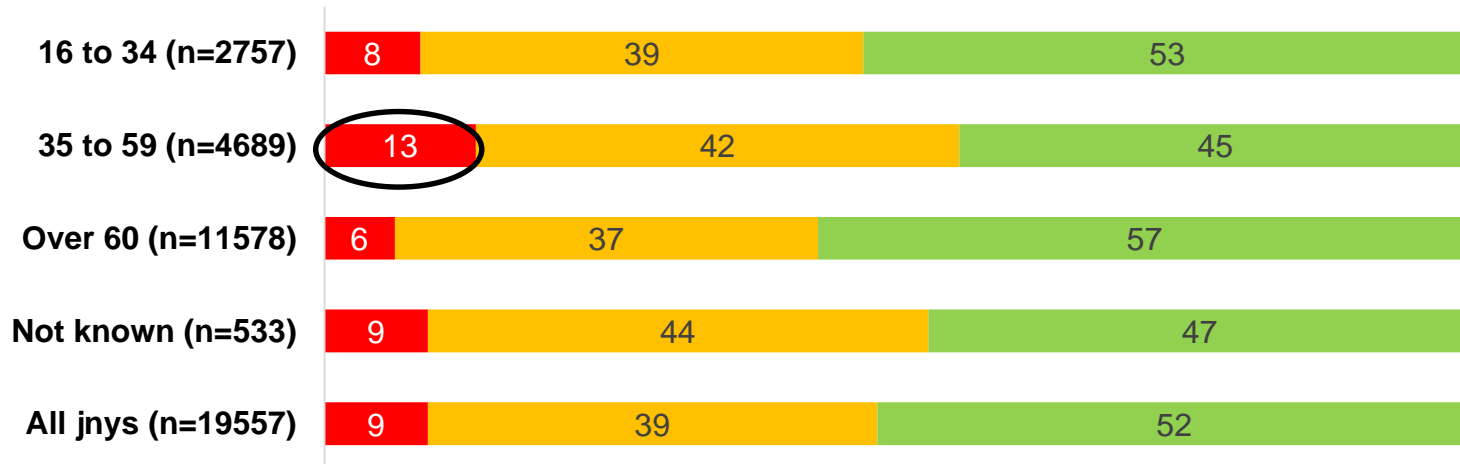


# Highest impact on ability to travel is for those aged 35 to 59

- 9% who have a disability says it has a high impact on ability to travel
- Rises to 13% high impact for those 35 to 59
- Around half say their disability has no impact on ability to travel

## How much does your disability affect your ability to travel

■ Yes, a lot      ■ Yes, a little      ■ Not at all



# Those with a disability make less commuting trips and more non-commuting trips

- More pronounced among middle age band

<b>Commuting (work and study)</b>	<b>16 to 34</b>	<b>35 to 59</b>	<b>Over 60</b>	<b>All jnys</b>
Has a disability	59	35	5	29
Without a disability	70	59	9	52
<b>% difference commuting</b>	-11	-25	-4	-23
<i>(n)</i>	2,769	4,672	11,437	19,279

<b>Non-commuting</b>	<b>16 to 34</b>	<b>35 to 59</b>	<b>Over 60</b>	<b>All jnys</b>
Has a disability	41	65	95	71
Without a disability	30	41	91	48
<b>% difference non-commuting</b>	11	25	4	23

# Reasons for taking the bus

- Those with a disability more often say they had no option

<b>No option but to take the bus</b>	<b>16 to 34</b>	<b>35 to 59</b>	<b>Over 60</b>	<b>All jnys</b>
Has a disability	51	53	57	54
Without a disability	46	48	41	45
<b>Difference</b>	<b>5</b>	<b>5</b>	<b>15</b>	<b>8</b>

<b>More convenient</b>	<b>16 to 34</b>	<b>35 to 59</b>	<b>Over 60</b>	<b>All jnys</b>
Has a disability	15	16	22	19
Without a disability	21	23	34	24

<b>Cheaper</b>	<b>16 to 34</b>	<b>35 to 59</b>	<b>Over 60</b>	<b>All jnys</b>
Has a disability	14	10	8	10
Without a disability	16	12	12	14

<b>Prefer this mode</b>	<b>16 to 34</b>	<b>35 to 59</b>	<b>Over 60</b>	<b>All jnys</b>
Has a disability	14	14	9	12
Without a disability	11	10	8	10

<i>N</i>	2672	4617	11,261	19,034
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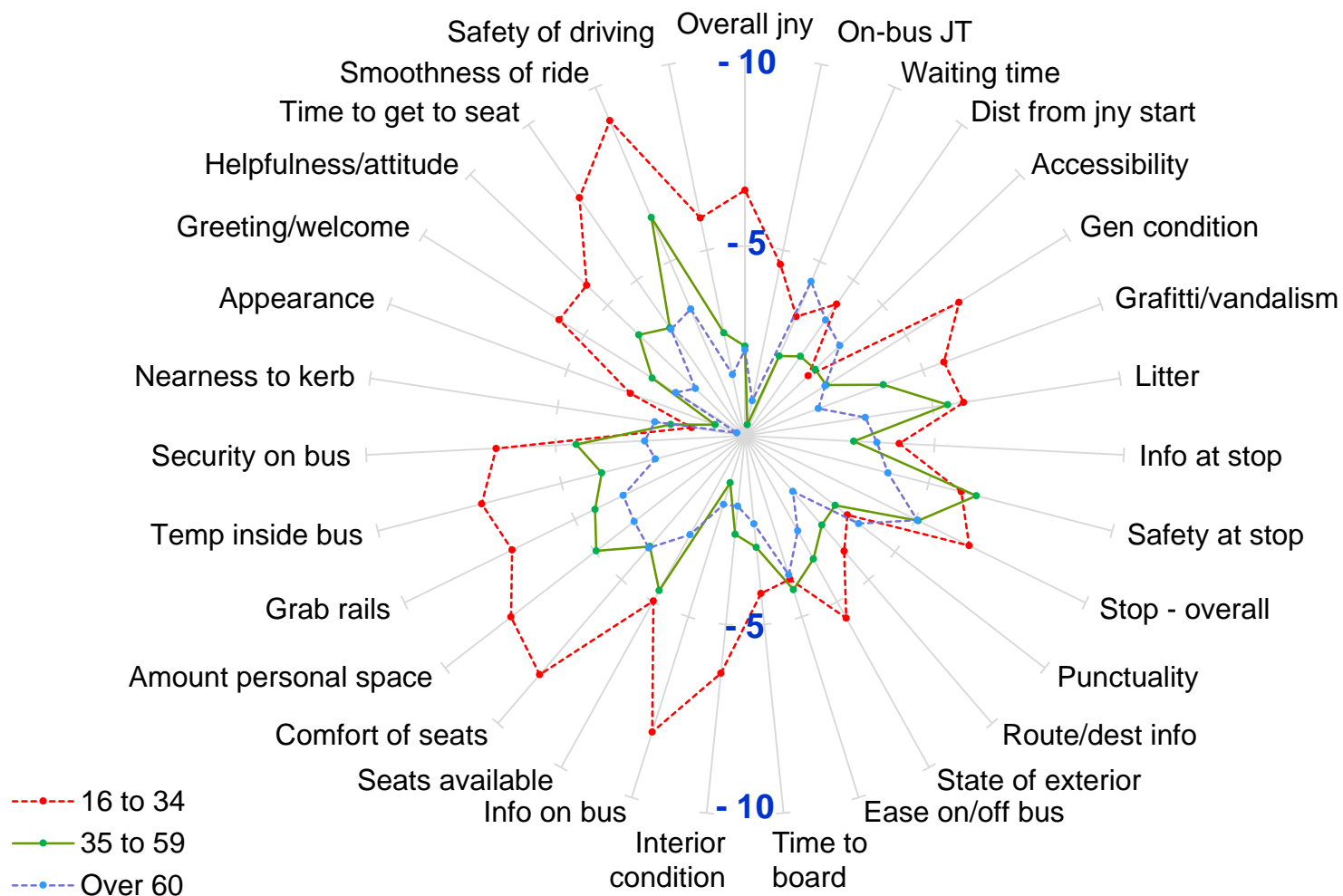


# All those having a disability

*% satisfaction difference between those 'with' and 'without' a disability*

Youngest age band - smoothness of ride is highest adversity

Eldest age band - least adversity



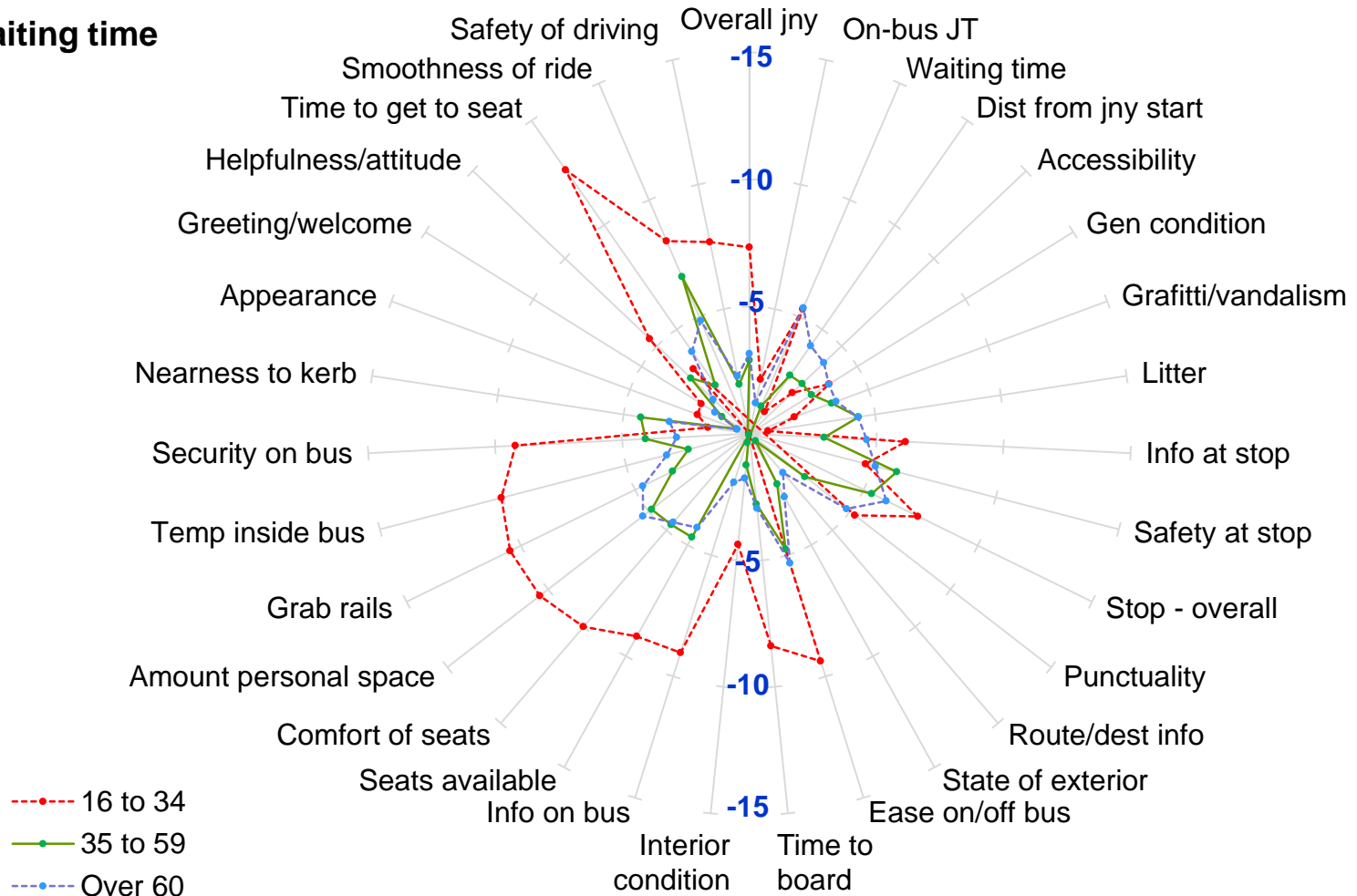
# Mobility

*% satisfaction difference between those 'with' and 'without' a disability*

Smoothness of ride

Grab rails

Waiting time

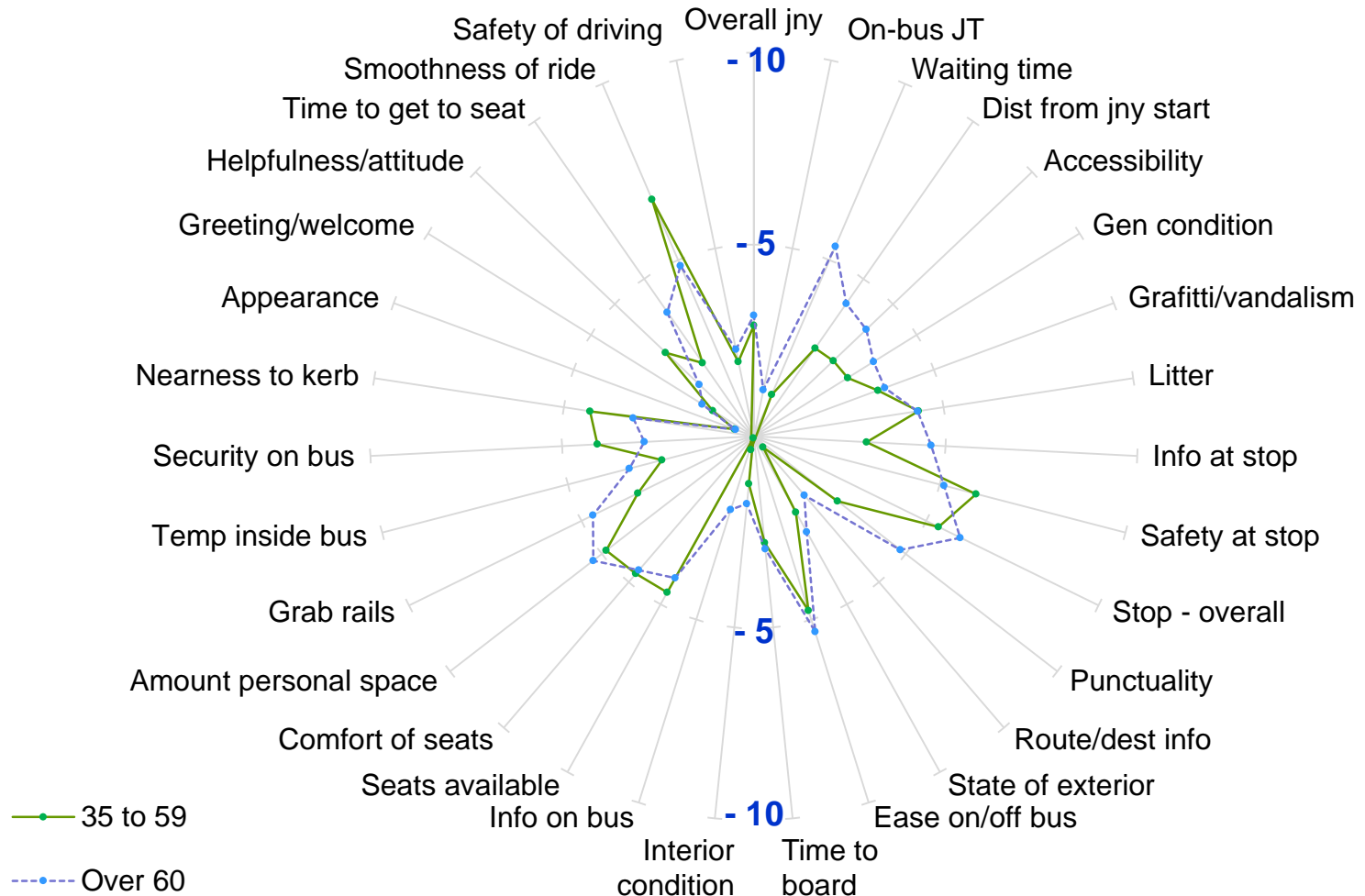


# Mobility (excluding younger age band)

% satisfaction difference between those 'with' and 'without' a disability

Smoothness of ride; grab rails; waiting time; and safety at stop

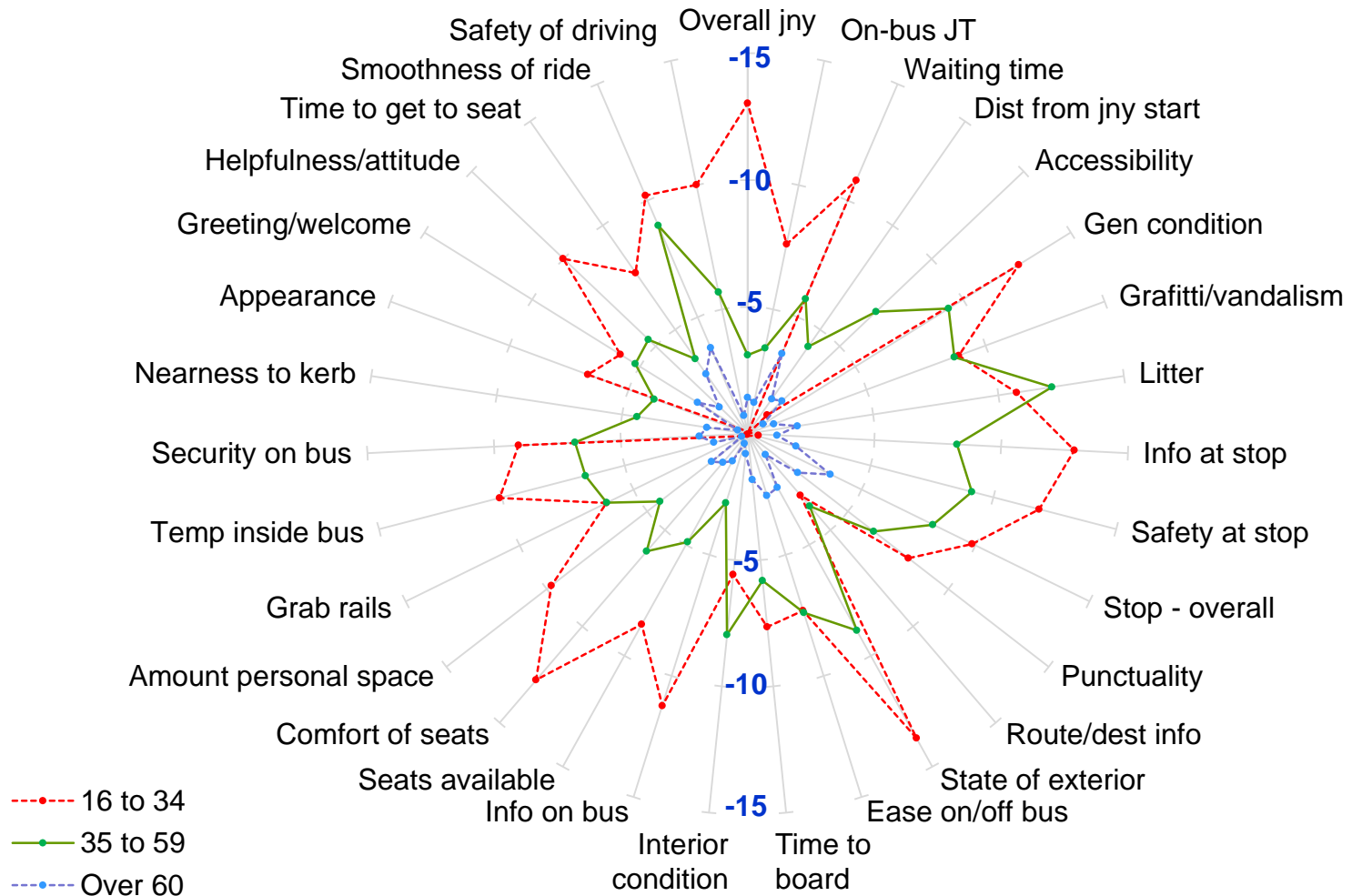
Note different axis scale



# Hearing

## % satisfaction difference between those 'with' and 'without' a disability

Highest adversity - middle age band; time to seat and safety/security are highest difference



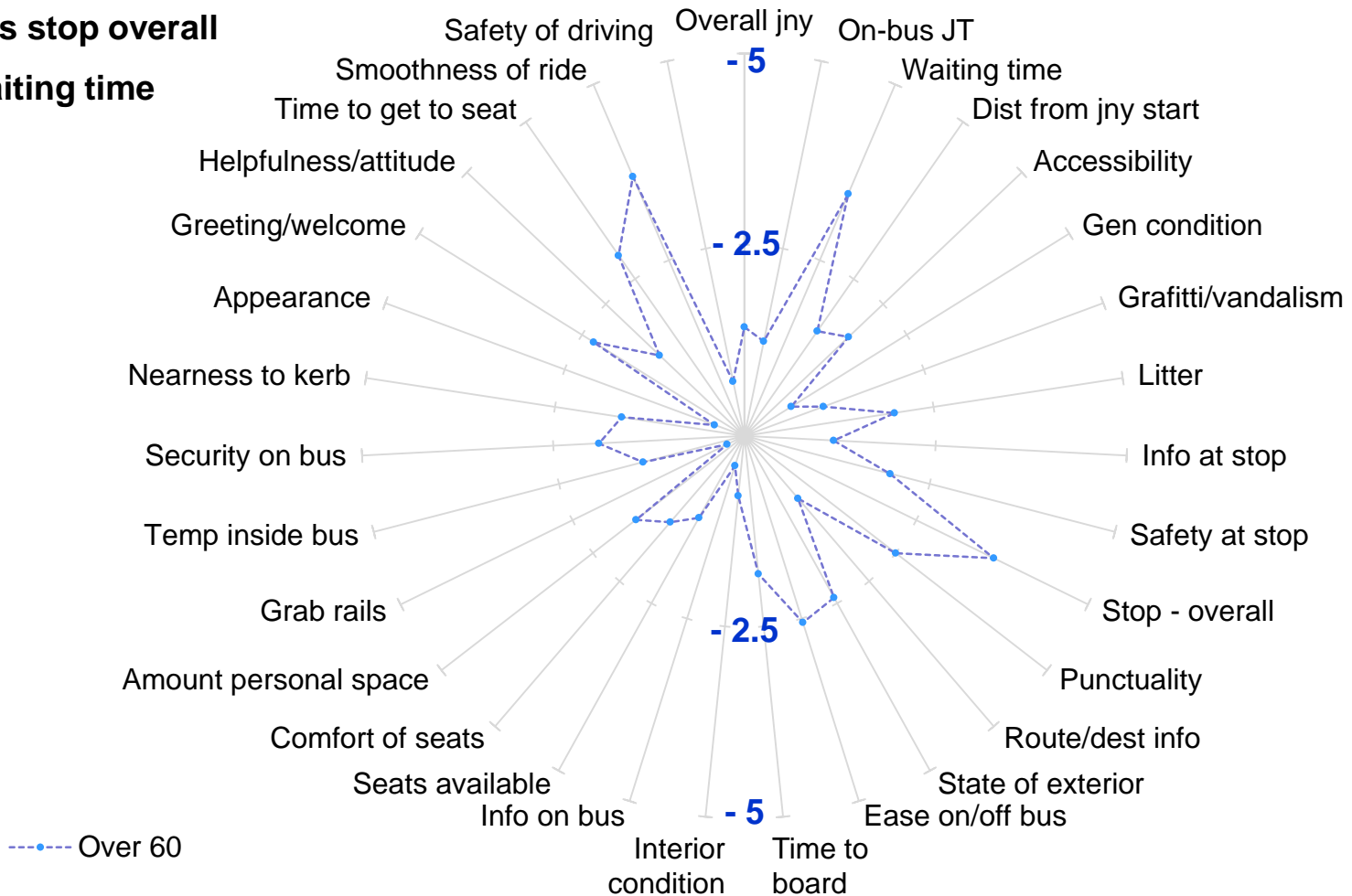
# Hearing (elder age group only)

% satisfaction difference between those 'with' and 'without' a disability

Overall less absolute difference levels. Greater difference for:

Note different axis scale

- Smoothness of ride
- Bus stop overall
- Waiting time

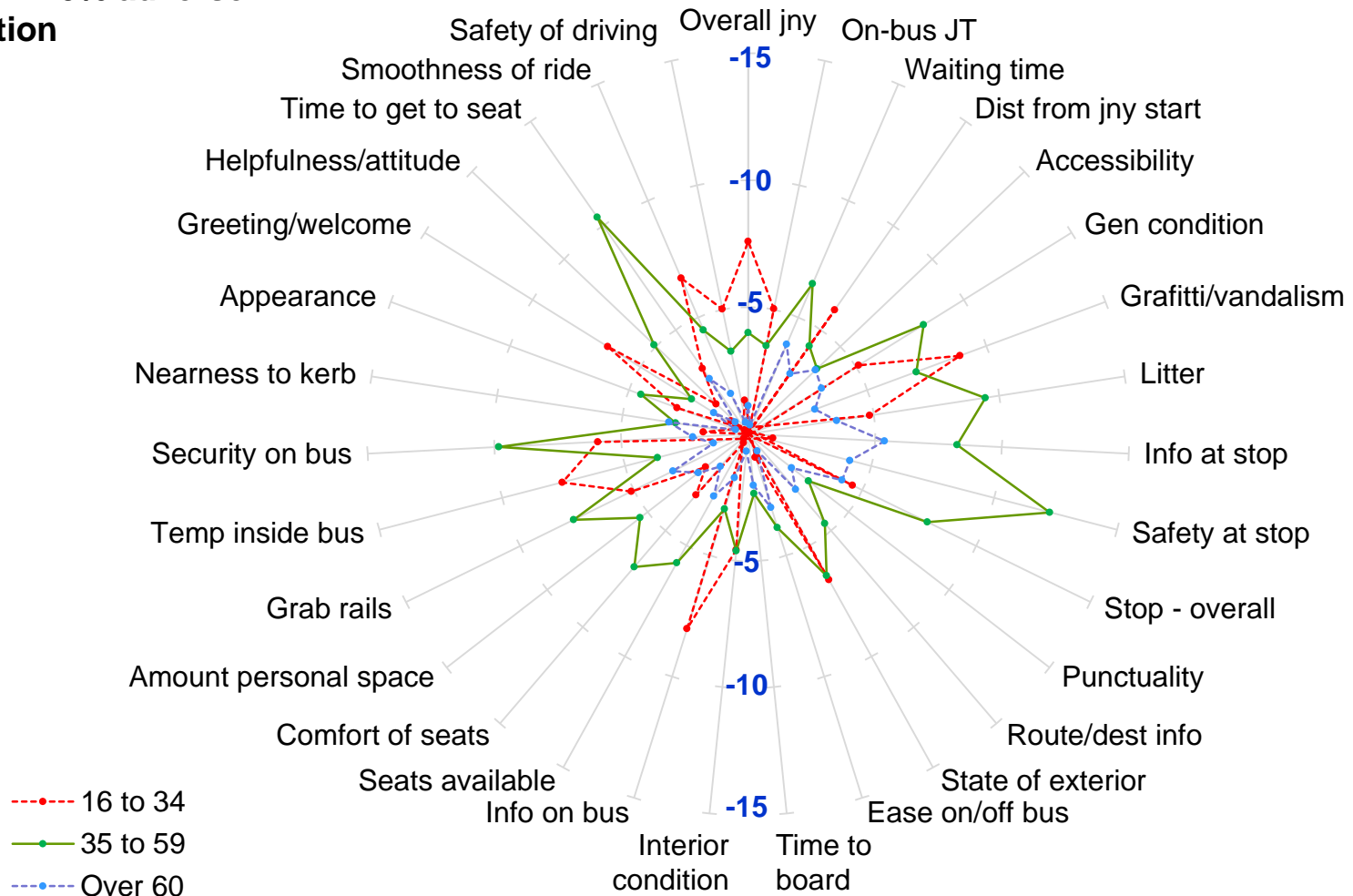


# Vision

## % satisfaction difference between those 'with' and 'without' a disability

Highest adversity for those in middle age band; time to seat and safety/security are highest concerns at approx. 10% adverse satisfaction

Note different axis scale



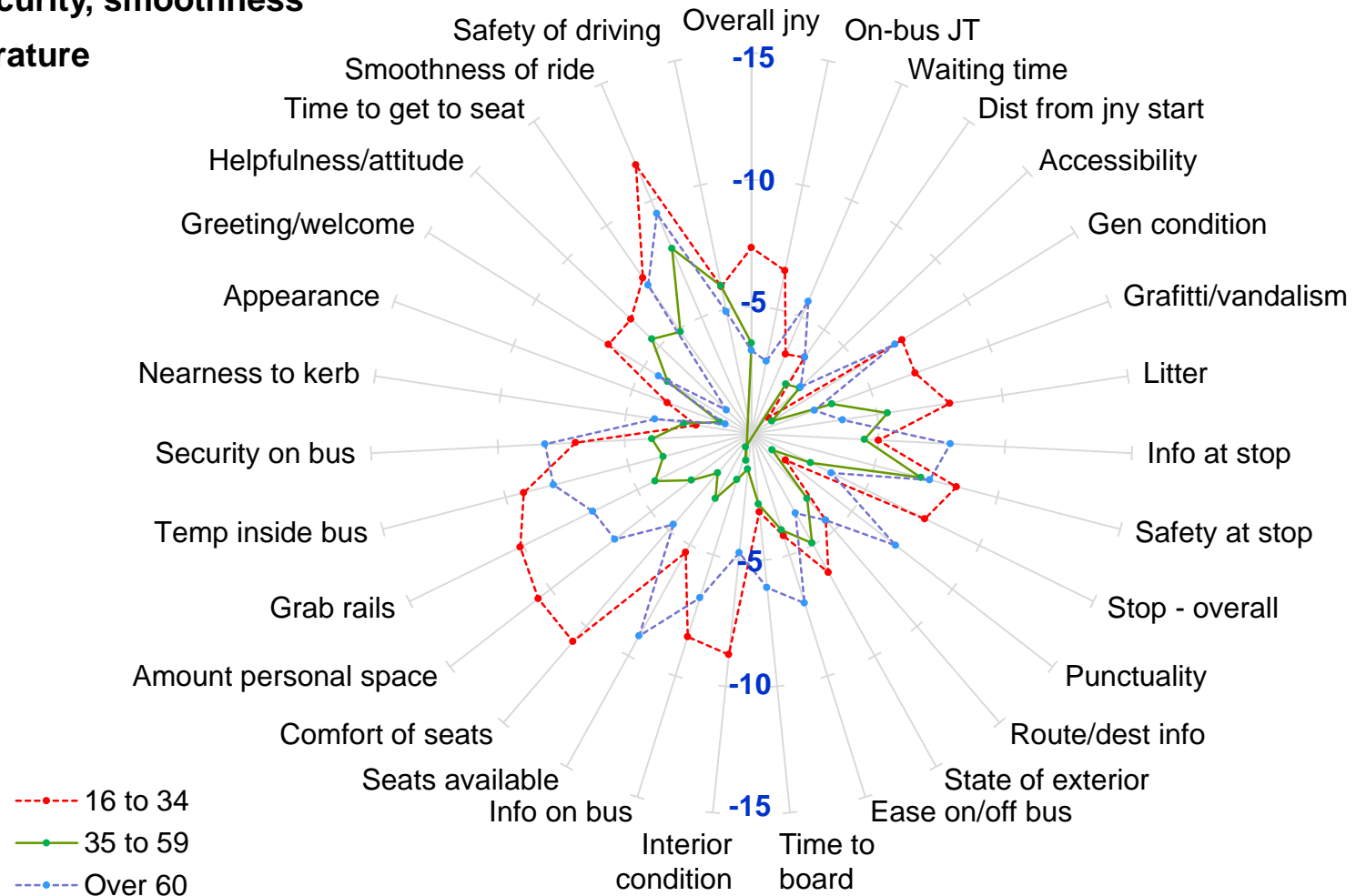
# Mental health

*% satisfaction difference between those 'with' and 'without' a disability*

**Youngest age band – smoothness of ride and on board comfort**

**Middle age band similar but worried also about safety at the stop**

**Over 60 security, smoothness and temperature**







# Learning & social/behavioural (excluding elder age group)

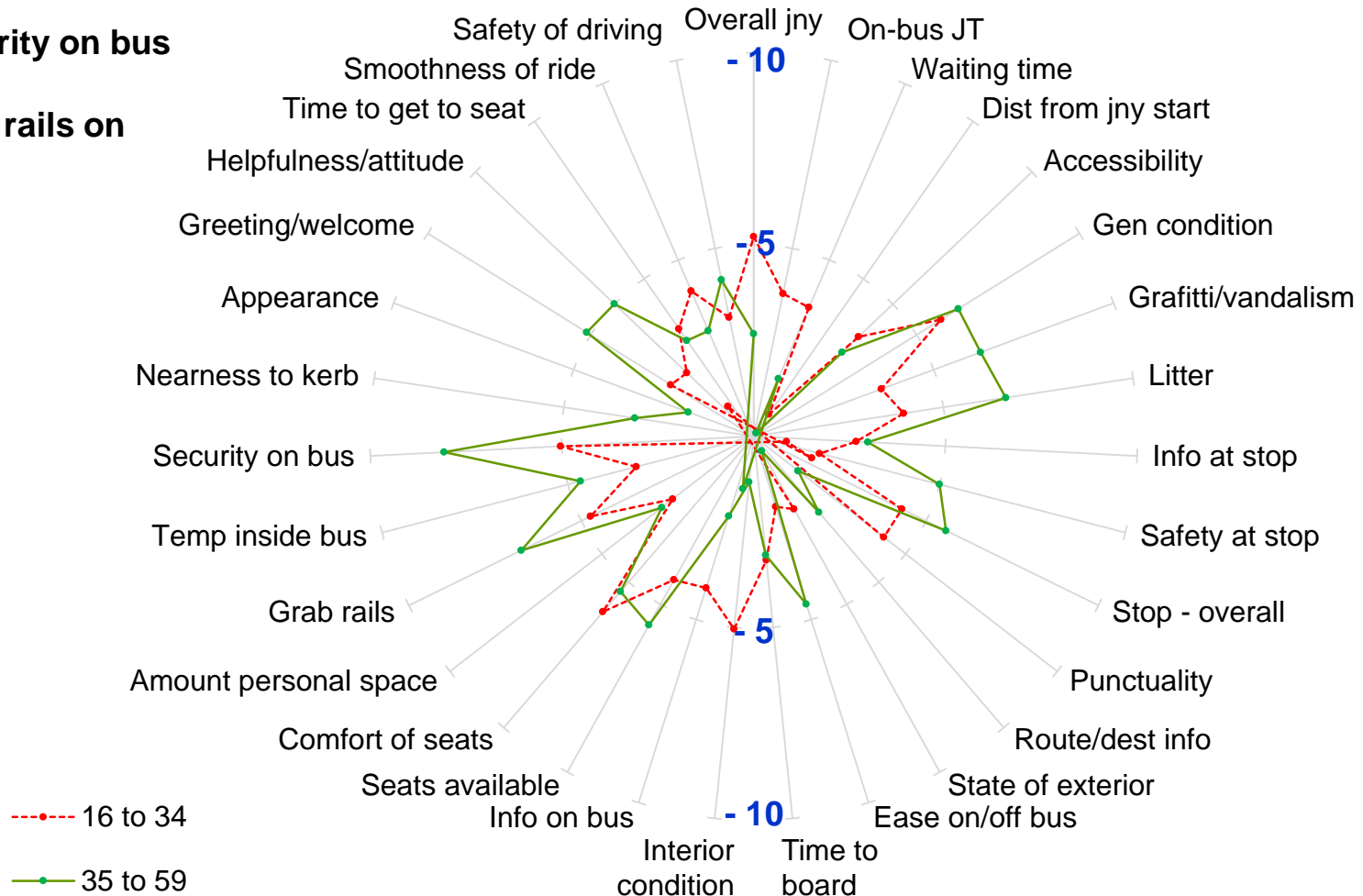
% satisfaction difference between those 'with' and 'without' a disability

Condition of bus stop

Note different axis scale

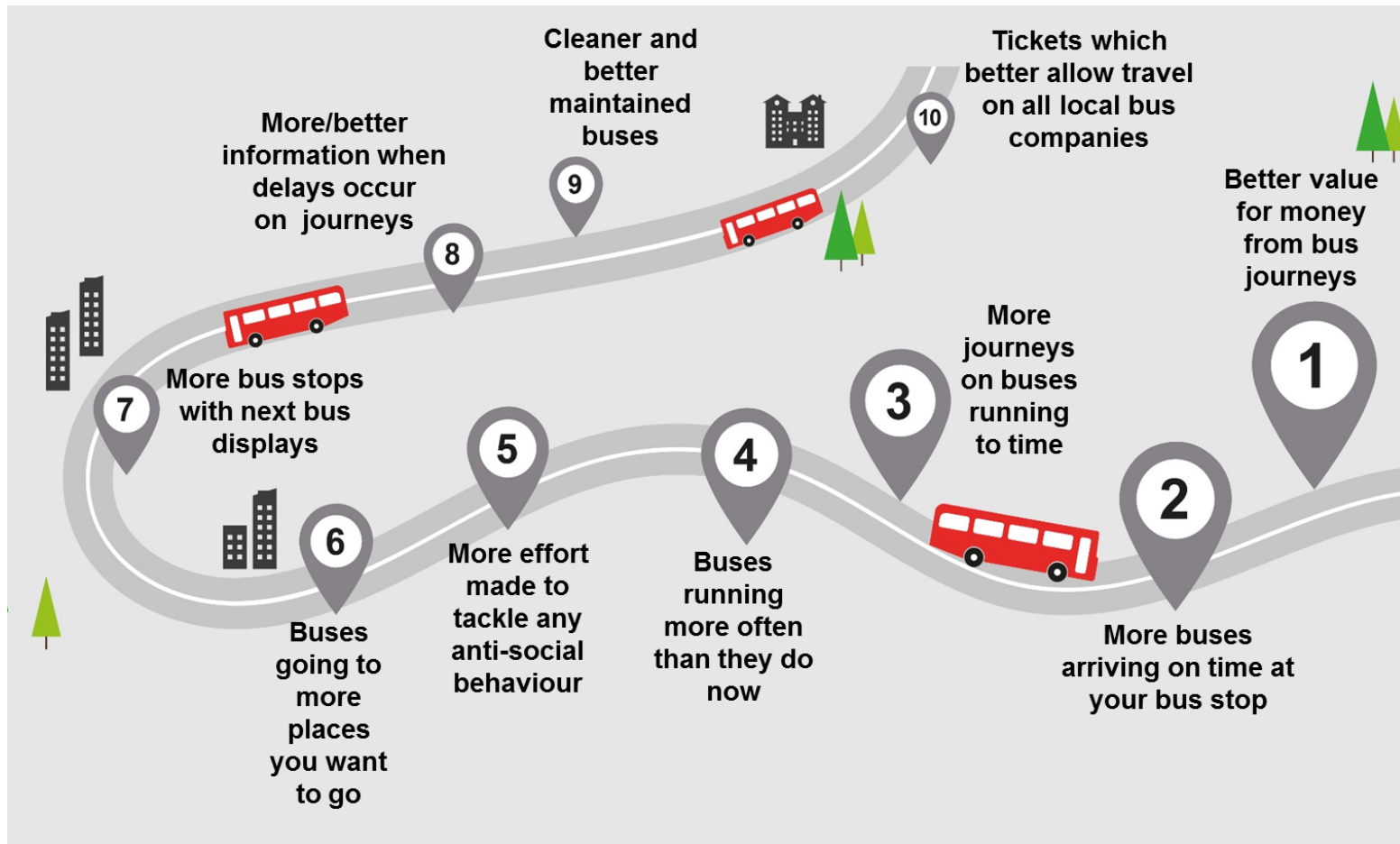
Security on bus

Grab rails on bus



# Bus priorities for improvement (a study among population in England outside London)

Concern for other passengers behaviour is 5<sup>th</sup> highest priority for all passengers



# Bus priorities for improvement

Concern for other passengers behaviour is a higher priority for those with a disability, and highest where their disability has a high impact on ability to travel

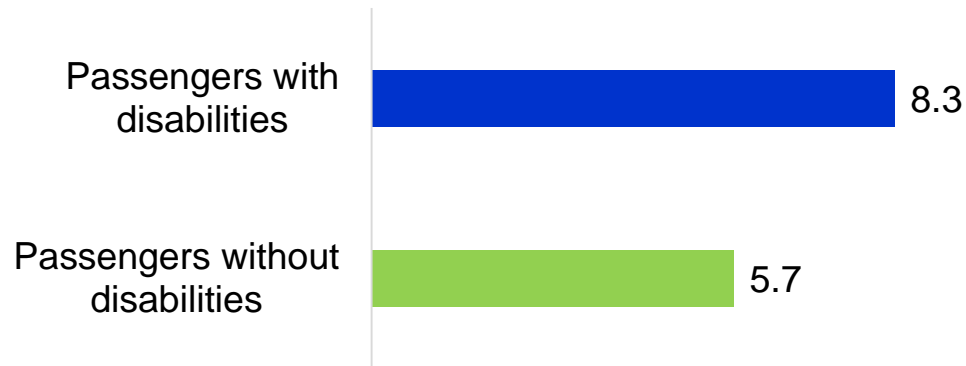
	Overall		Yes high impact		Yes low impact		No impact	
Better value for money from bus journeys	258	1	183	4	212	4	269	1
More buses arriving on time at your bus stop	247	2	204	2	245	1	248	2
More journeys on buses running to time	228	3	187	3	221	2	229	3
Buses running more often than they do now	224	4	163	5	217	3	226	4
More effort made to tackle any anti-social behaviour	174	5	230	1	190	5	171	5
Buses going to more places you want to go	158	6	128	9	150	6	160	6
More bus stops with next bus displays	121	7	116	11	113	10	121	7
Being given more/better information when delays occur on journeys	110	8	108	13	105	13	111	9
Cleaner and better maintained buses	107	9	135	8	119	8	104	10

# Incidence of concern about other passengers' behaviour

**Average concern level is 8.3% versus 5.7%**

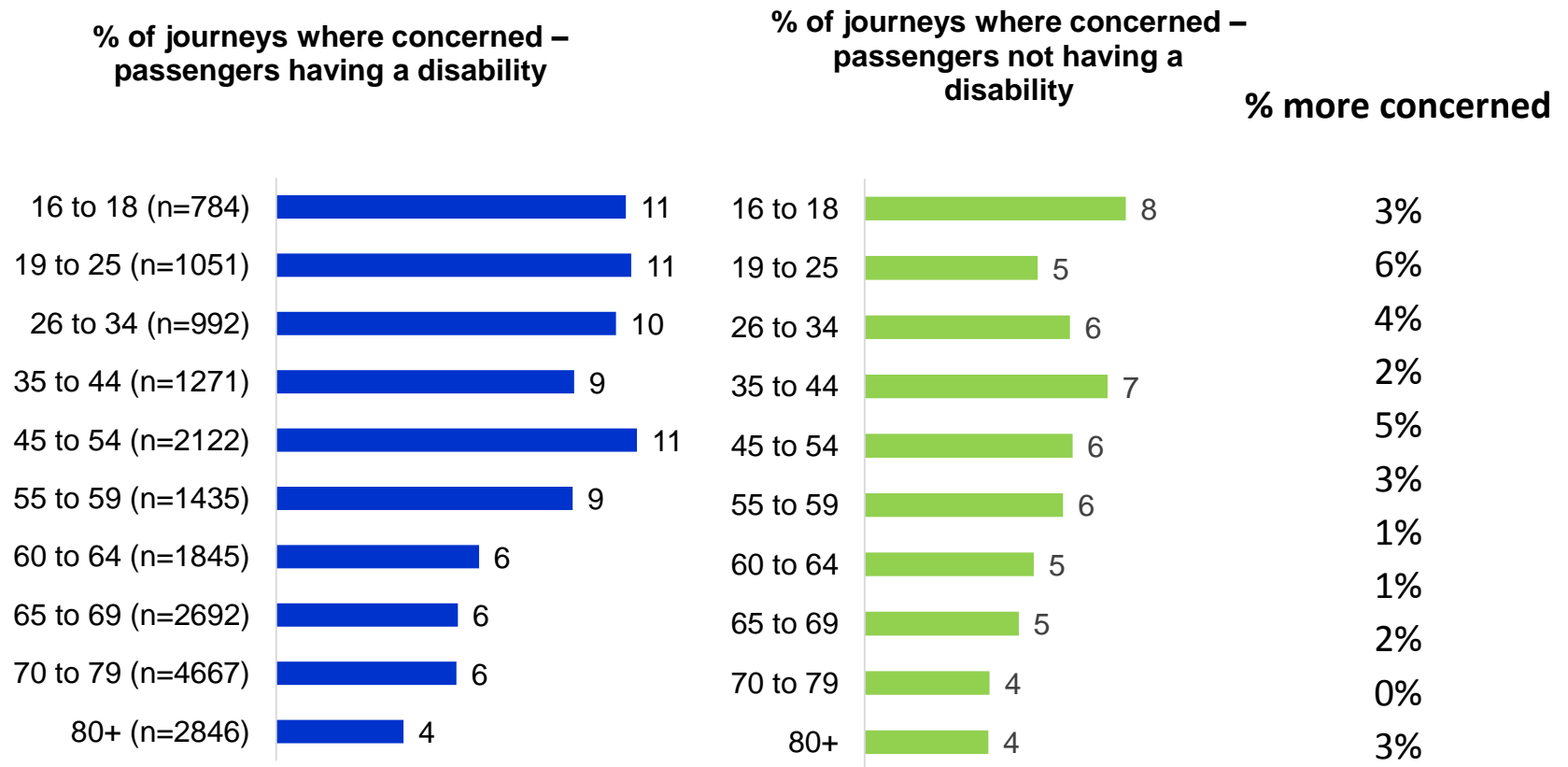
**Generally around 1.5 times more concerned than those without a disability**

**% concerned – passengers having a disability**



# Incidence of concern about other passengers' behaviour

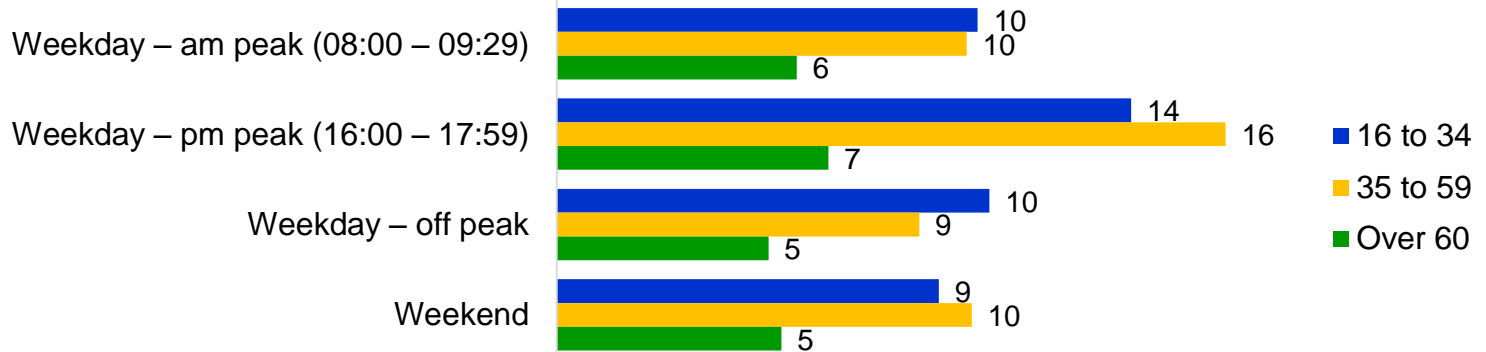
## Increased concern among the younger passengers compared to those without a disability



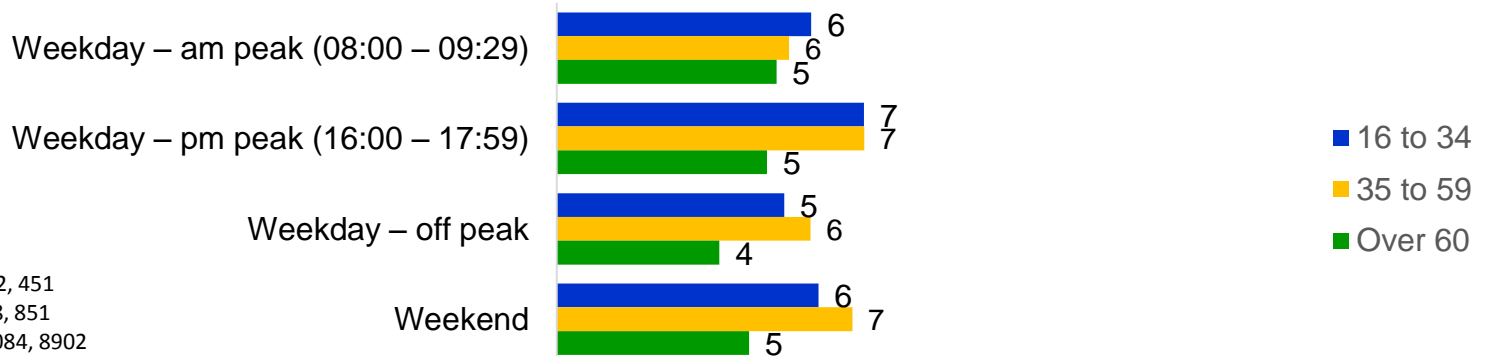
# Level of concern higher for 'weekday pm peak' journeys

Reaches 16% for mid age group in pm peak; senior age group shows less variation by time of journey

% of journeys where concerned – passengers having a disability



% of journeys where concerned – passengers not having a disability

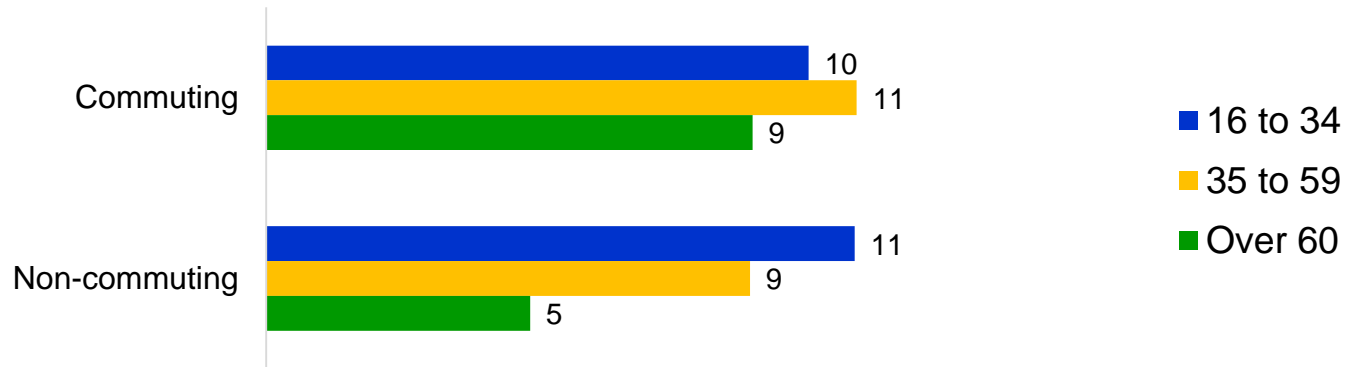


N w'day am peak: 293, 452, 451  
 N w'day pm peak: 444, 578, 851  
 N w'day off peak: 1691, 3084, 8902  
 N weekend: 399, 714, 1756

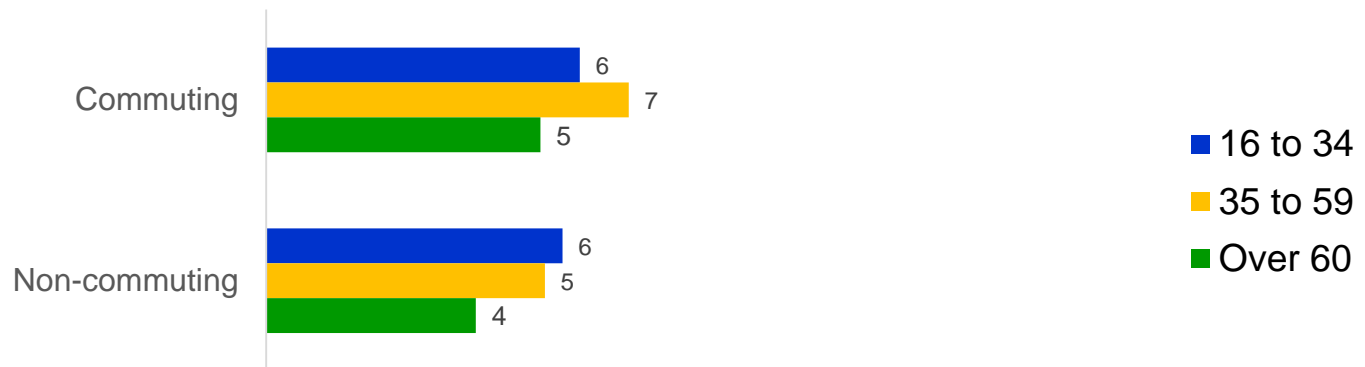
# Level of concern is higher for commuting journeys

## Similar pattern with mid age group more concerned

% of journeys where concerned – passengers with disabilities



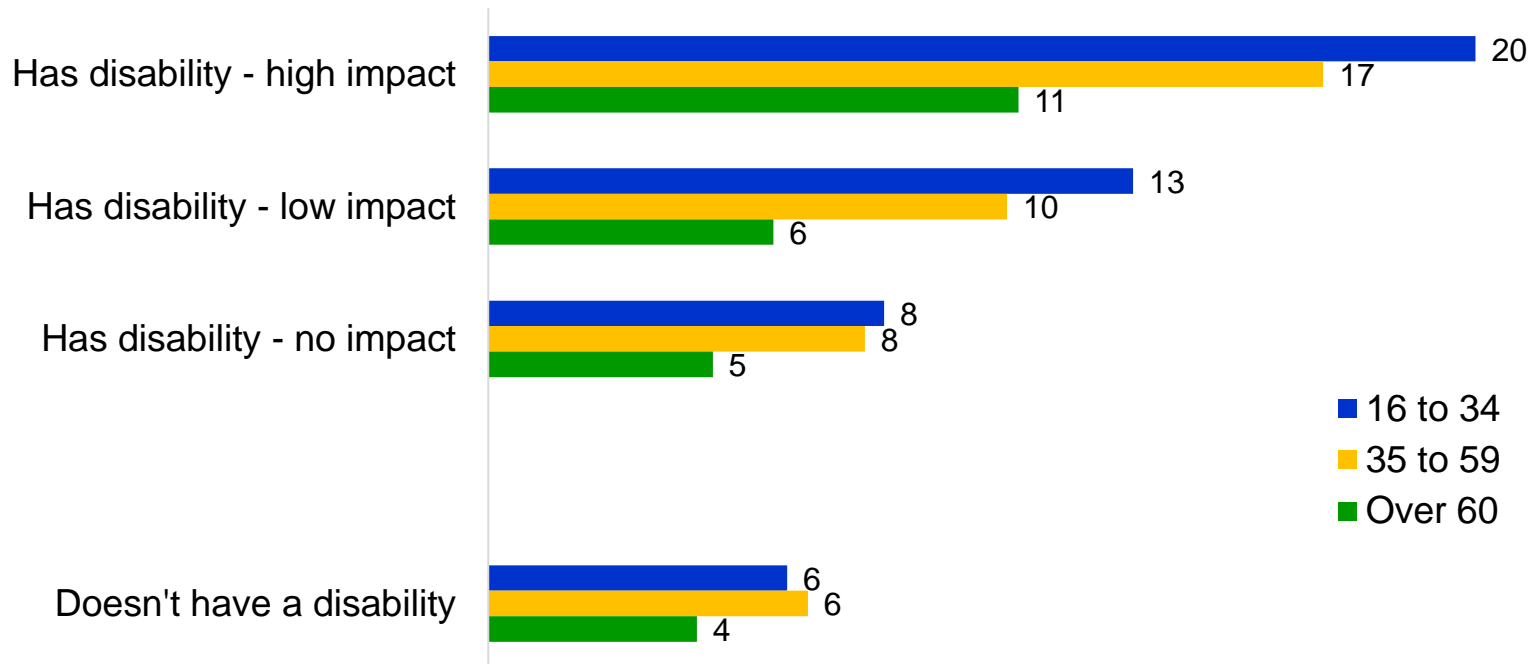
% of journeys where concerned – passengers without disabilities



# Incidence of concern is much higher for those whose disability has a high impact on ability to travel

Those with a high impact around three times more concerned by other passengers behaviour. Lower age groups most concerned

## % of journeys where concerned – passengers with disabilities



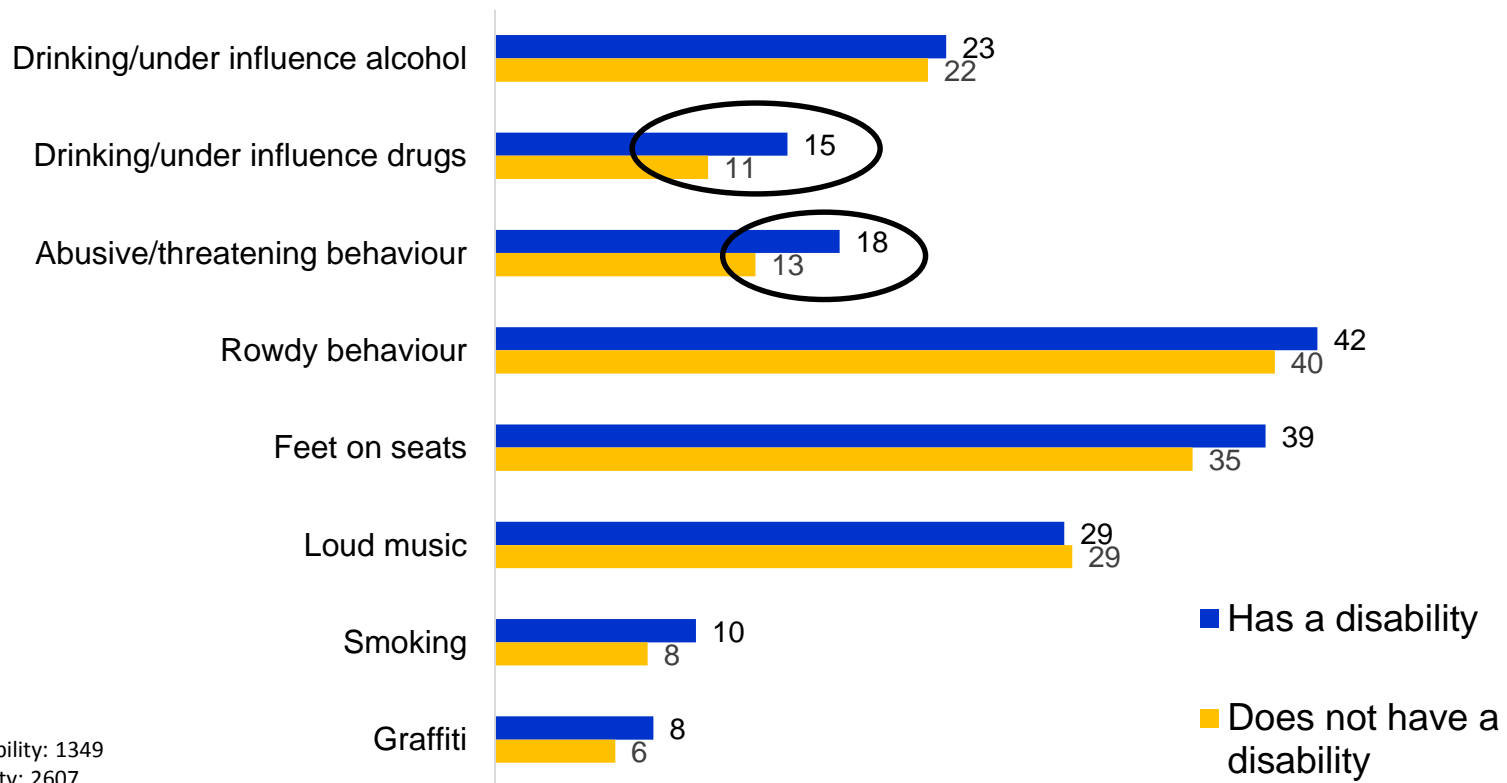
N hi impact: 243, 1105, 1409  
N low impact: 603, 2054, 2032  
N no impact: larger



# Passenger behaviours concerning those with a disability

Generally those with a disability get concerned from same anti-social behaviours as those without disabilities, but under influence of drugs and abusive behaviour show greatest magnitude increase

## % of behaviour types where concerned



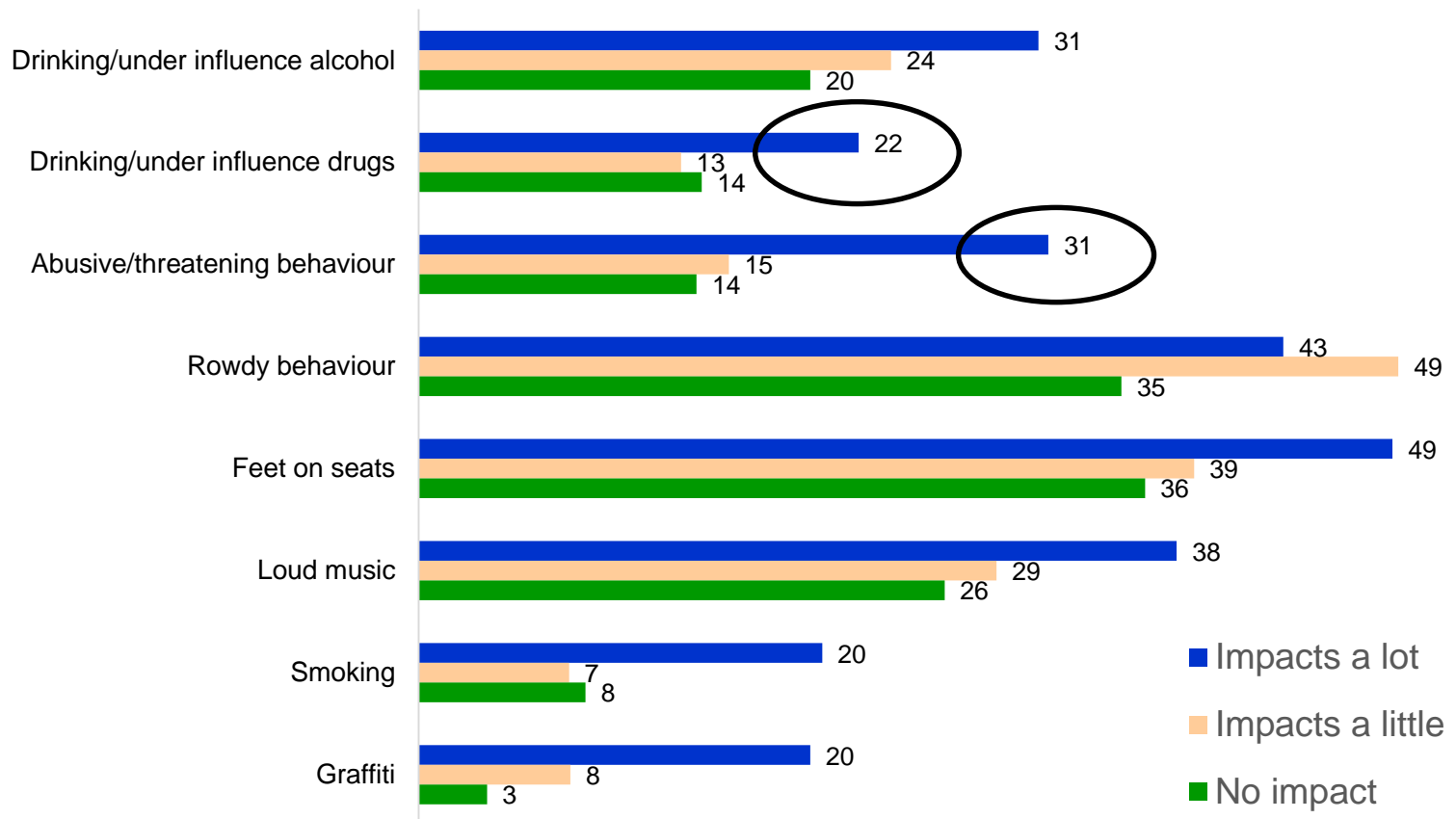
N has a disability: 1349  
N no disability: 2607

# What concerns those whose disability has a high impact on travel

In terms of magnitude, those with high impact, under influence of drugs and abusive behaviour show greatest increase

Some impact – rowdy behaviour a big concern

Where concerned - % of which behaviours caused the concern



N hi impact: 211  
N low impact: 582  
N no impact: 514

# What do passengers with a disability say could be improved?

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## 1. Bus drivers

Two major themes of comments:

- give me time to get to my seat; and
- lower the ramp for me

Also general driving to be smoother as it can exacerbate discomfort

“Being elderly would help if driver lowered front of bus”

“Braking is too sharp, particularly with the new double decker buses..... This results in jolting and potentially being thrown off one’s feet particularly for elderly or infirm passengers”

“The driver seemed intolerant of people with disabled passes, sighing audibly”

“With knee pain I need the bus no more than 12 inches from the kerb. And lowered would help a lot thanks”

“Less bouncing as we travelled, I have back problems, drivers are applying brakes sometimes in sharp way which jolts”

“Bus driver giving old people with walking aids just a little time to find a seat, I have ended up on the floor a few times”

“To have been nearer to the pavement, having a heavy shopping trolley with me, I had to lift it over to the pavement not nice at 81 years

“Being disabled, most seats are occupied by able passengers who are reluctant to give you their seat”

# What do passengers with a disability say could be improved?

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## 2. Bus stops/streets

**Most similar to those made by those without out a disability. But the effect on the passenger is worse for those with a disability. Chiefly they concern:**

- **Bus stop being exposed to the elements (making waiting a discomfort);**
- **and to a lesser extent, location of the stop which may be hard to reach**

“More shelter in bad weather”

“More shelters at bus stops to stop the rain coming onto you in the winter”

“Shelter is very bad, dirty, full of litter is very cold, no shelter from wind and rain”

“The state of the bus shelter - stinks of urine”

“Move bus stops back to original bus shelter as we are elderly it's too far to walk with shopping. Stops haven't enough shelter for the amount of people that use it”

“I am in my 80's I have 25 minutes walk to the stop. I find it very difficult...”

“The bus stop area is rather scruffy the paving area is very uneven with loose flagstones - some missing completely this could be a trip hazard ...”

“I live in a semi-rural area - the street lighting does not reach my bus stop....there is no light at the bus stop. After dark. I have to use a torch to signal to the bus driver”

# What do passengers with a disability say could be improved?

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## 3. Other passengers' behaviour

**As with those without a disability concern for abusive behaviour. What comes through is the issue off seats for the disabled being taken by those without a disability, and implicitly the reluctance to tackle the person(s) responsible.**

“As a disabled person the provision of seats is excellent however the misuse of by the able bodied is quiet disgusting”

“People taking disabled seats is unacceptable especially small children and fit young men”

“Pretty awful when school children come out. so out of control”

“The generation today have no respect for anyone. Their radios wherever they sit gets on your nerves but i suppose they are paying”

“Abusive loud rude people swearing on bus to be kicked off”

“Stop too many prams getting on board it is very hard getting past from disabled seats”

“Enforcement of the priority seats. There needs to be a large - scale, serious publicity campaign to dissuade able - bodied people occupying one seat, with bag on the other happened today and everyday”

“It is horrible, and an everyday occurrence. people who smell of drink, cigarettes and very bad wine smells or unwashed clothes or bodies. Smelly people make the seats smell”

# What do passengers with a disability say could be improved?

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## 4. Design of buses

**Here comments focus on the wheelchair/buggie issue and some design considerations which reflect perhaps unconsidered requirements of the disabled.**

“Less buggies taking up seats for disabled. They think the bus is just for them”

“The bus I got on had room for disabled people but then no room for push chairs”

“Pushchairs with selfish mothers thinking they have a god given right over anyone else on the bus including disabled and pensioners, I was a young mom from 1960's and had to fold our pushchairs”

“A stop bell near the front disabled/elderly, bus seats”

“If you are a disabled passenger, as I am with a shopping trolley you cannot sit on a comfortable seat. The lift up side facing seats are hard, uncomfortable and hurt”

“Wider more comfortable seats. More space and provision for disabled people's walking aids”

“Bus too hot and better consideration for disabled passengers esp. In my case I'm deaf”

“Sometimes the only seats available are at the back of bus, I find the steps up too steep due to disability and gone very unsteady if I have to use them”.

“A better grab rail or system for people disabled or able bodied to walk along the bus. Sometimes drivers jolt or brake too hard when arriving at bus stops if you are trying to get up and off the bus it becomes quite worrying”

# Key take outs from the analysis

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- Almost a quarter of bus journeys are made by those having a disability
- Prevalence of a disability increased with age but mental health in itself had a high proportion in the middle age group (aged 35 – 59)
- Those with a disability were generally less satisfied; different disabilities had different aspects of greatest dissatisfaction. A common theme was greater dissatisfaction with smoothness of ride and safety/security
- Those with a disability are more concerned about other passengers' behaviour, more so for the younger age groups, and those travelling afternoon peak. Indicatively those whose disabilities have a higher impact on travel have much higher levels of concern.
- Passengers comments also highlight the importance of: allowing time to get to seat; lowering access/egress ramps; seats for the disabled being taken by others; and the wheelchair/buggy contention.