

Bus Passenger Survey - spring 2016 results

West Midlands area

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Introduction

The Bus Passenger Survey (BPS) asks passengers to rate all aspects of their bus journey covering key factors such as planning the journey, the facilities and information provided at the bus stop, fares, the helpfulness of the driver and their driving standards.

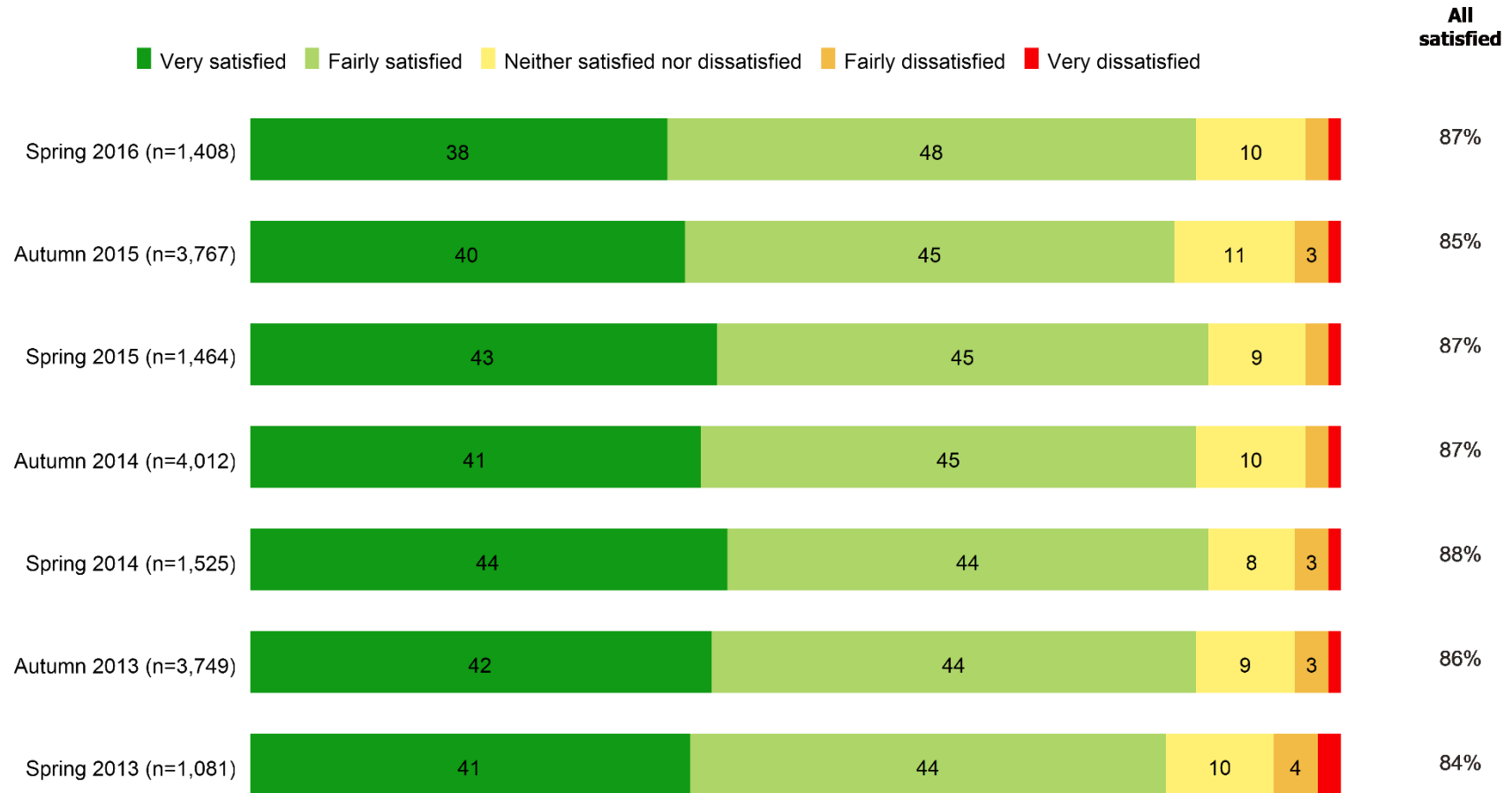
This reports contains findings for areas and operators in the West Midlands region. It was carried out between 29 February and 5 May 2016.

The number of responses received for West Midlands was 1501.

Results are representative at West Midlands authority level.

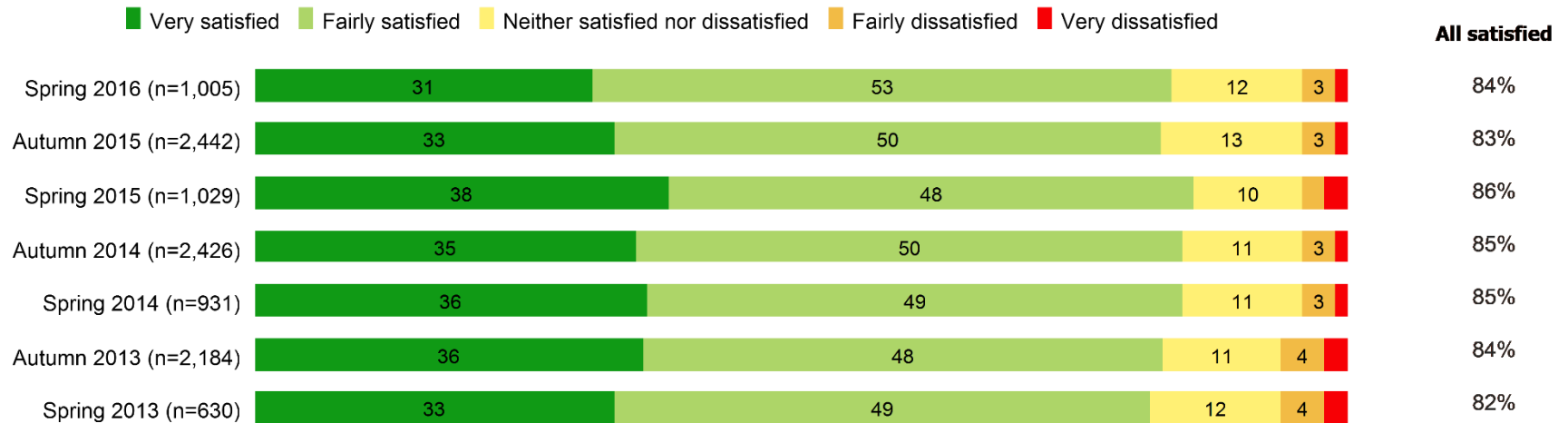
Further detail is provided in the final two slides of this presentation.

Overall satisfaction

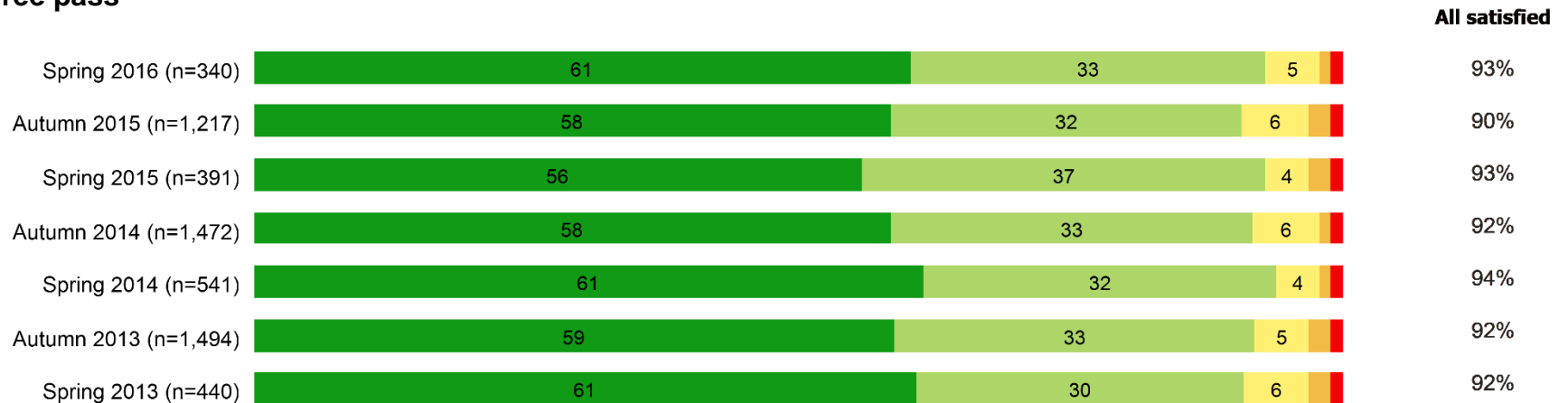


Overall satisfaction

Fare payers only

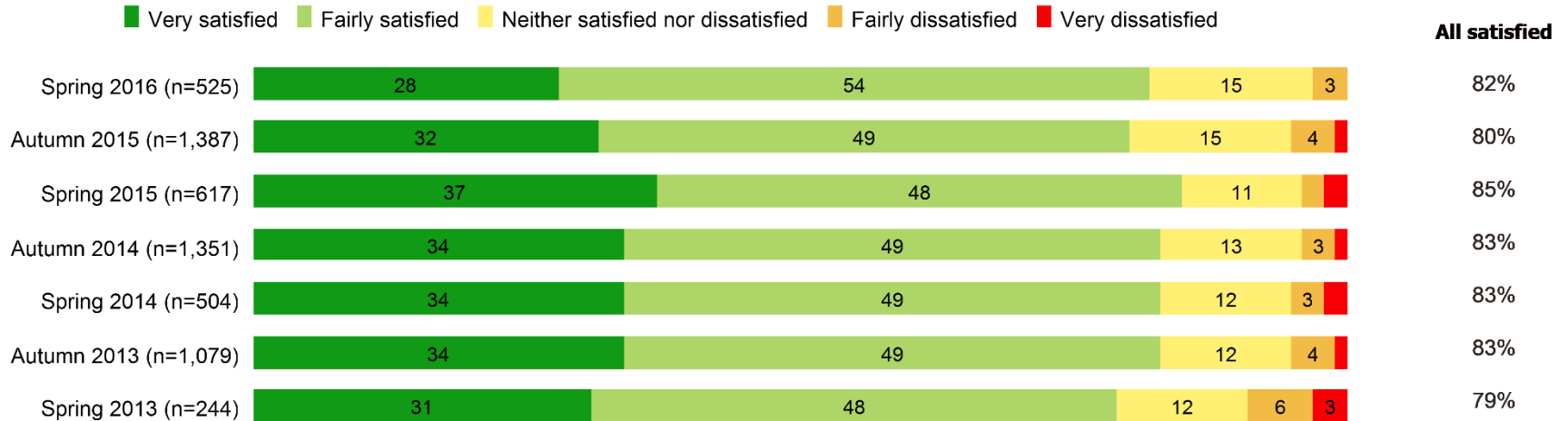


Free pass

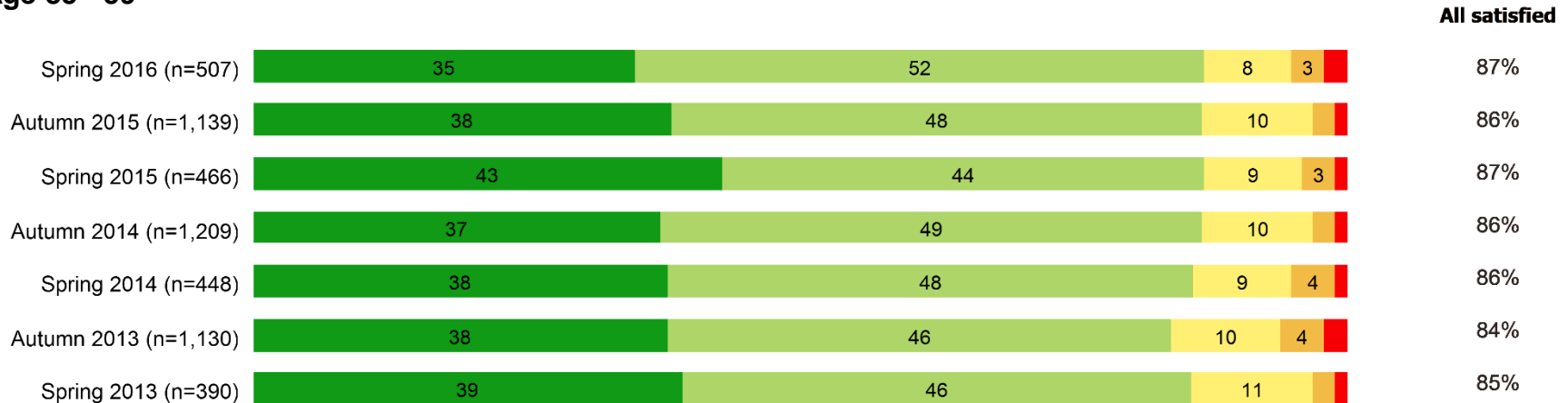


Overall satisfaction

Age 16 - 34

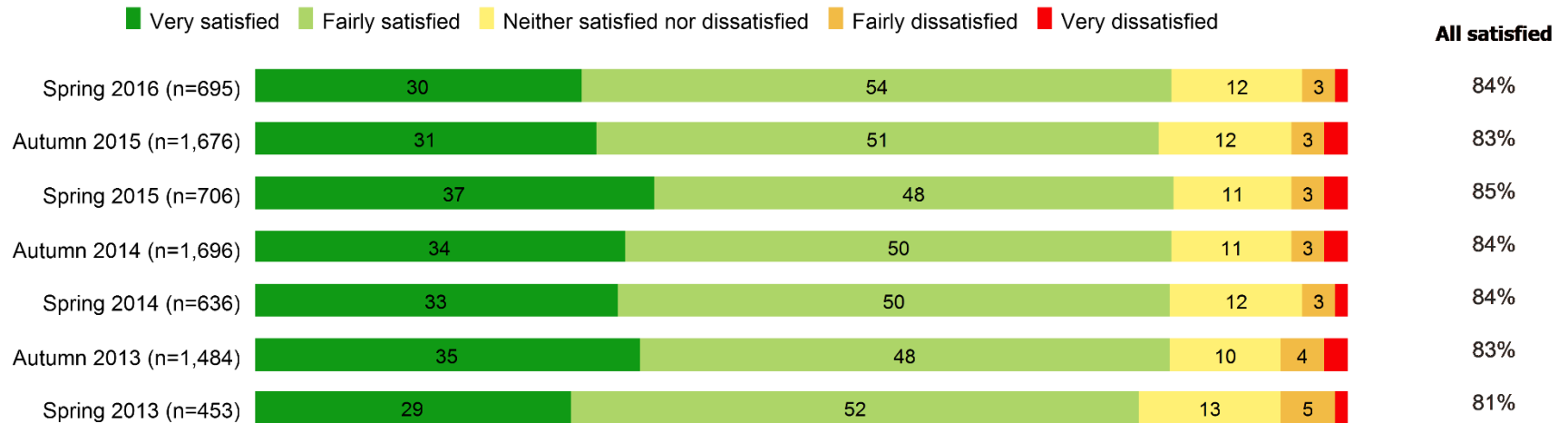


Age 35 - 59

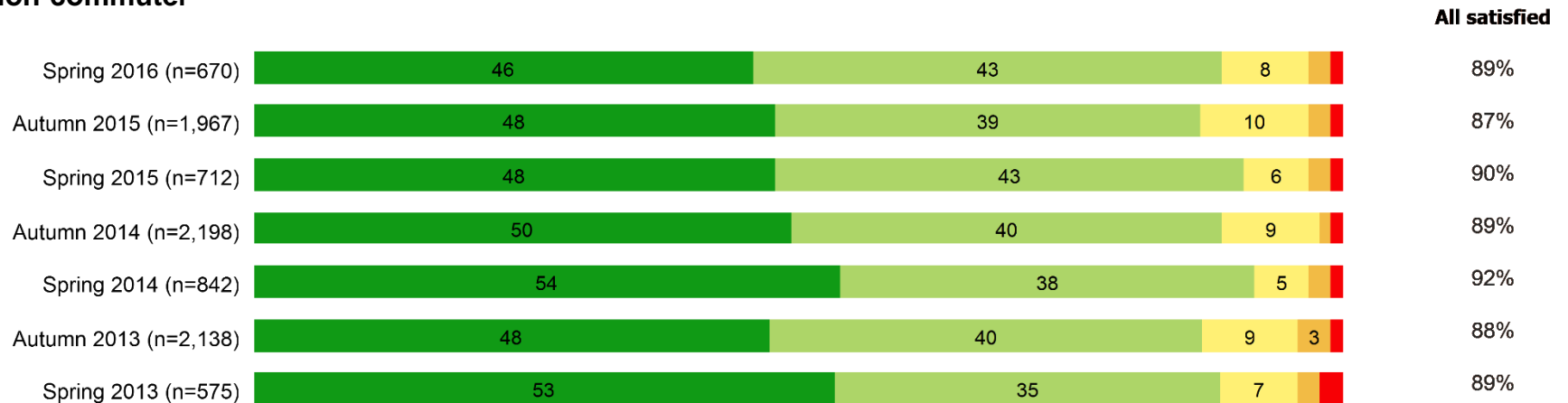


Overall satisfaction

Commuter



Non-commuter

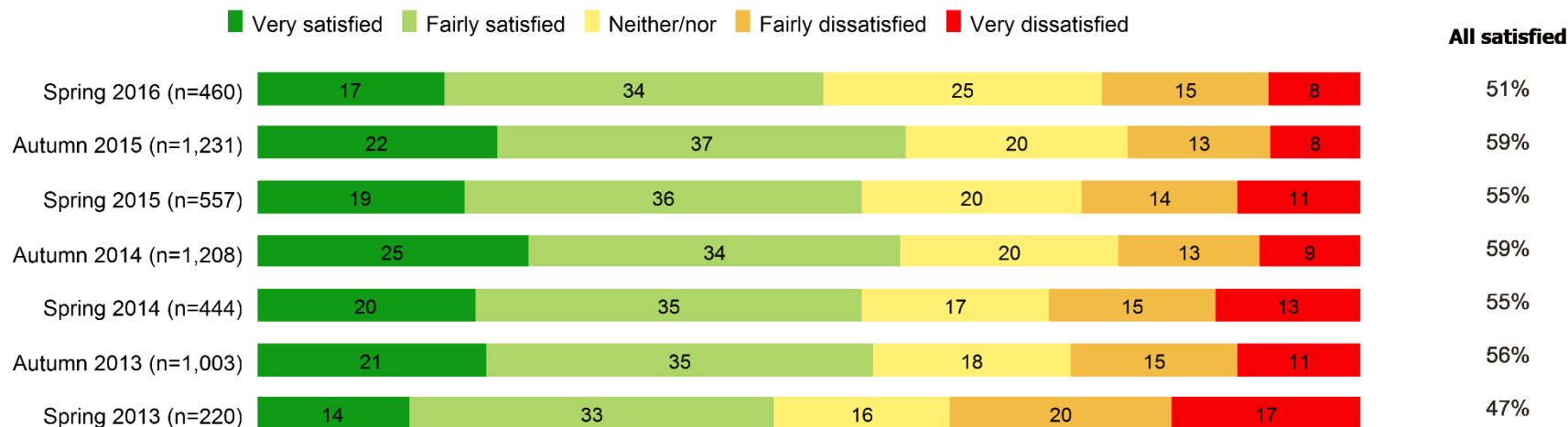


Value for money

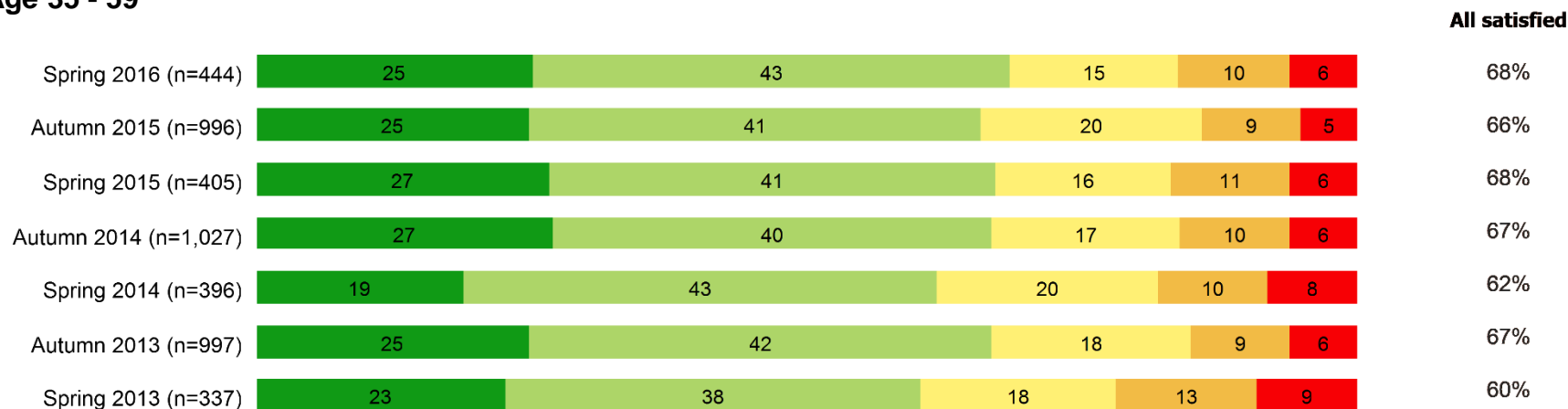


Value for money - by age

Age 16 - 34

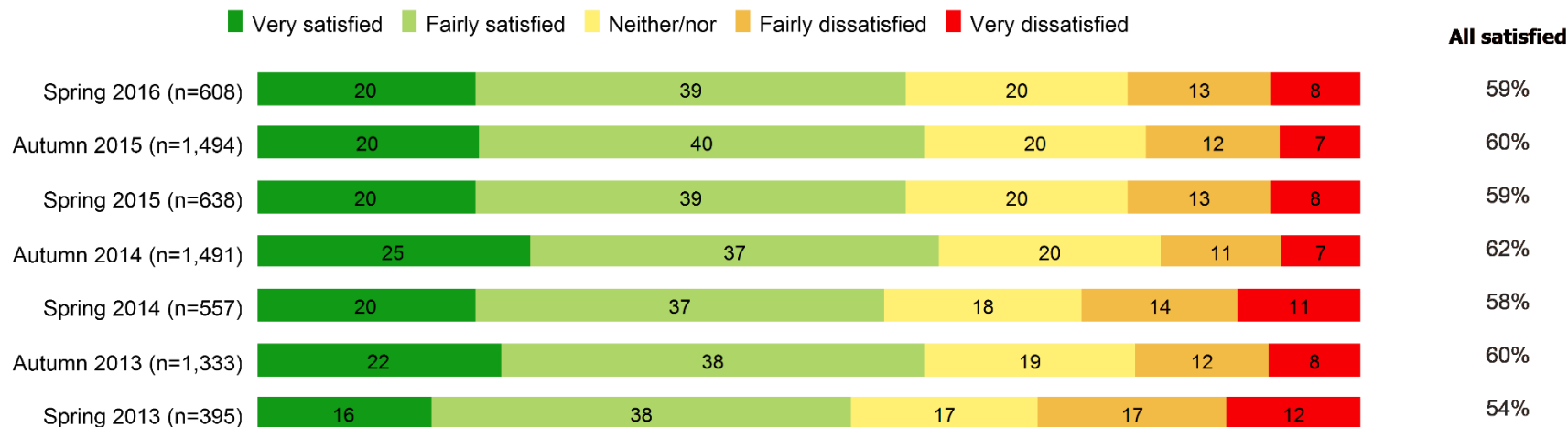


Age 35 - 59

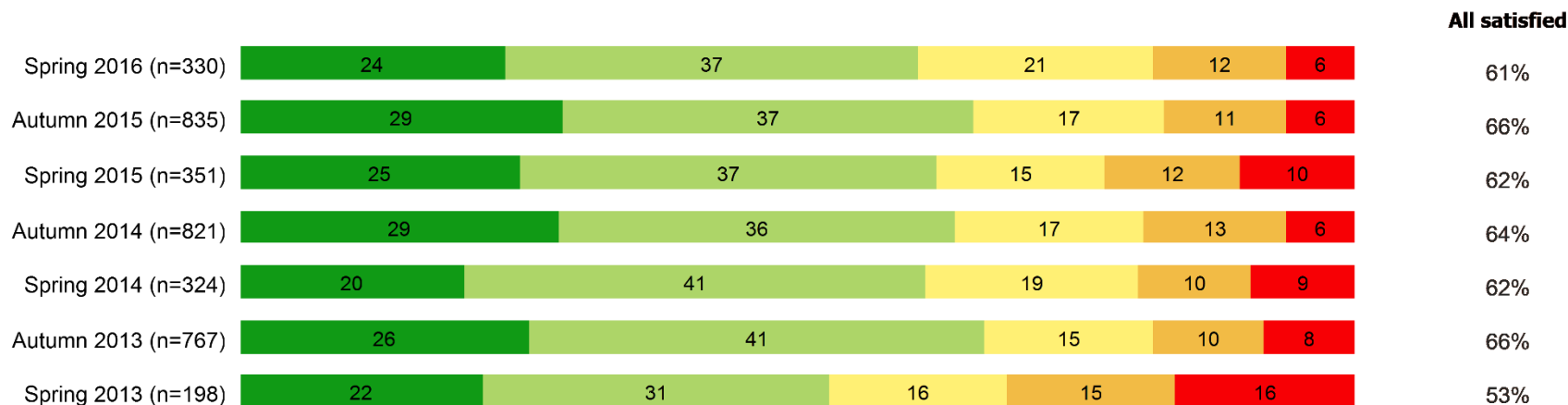


Value for money - by journey purpose

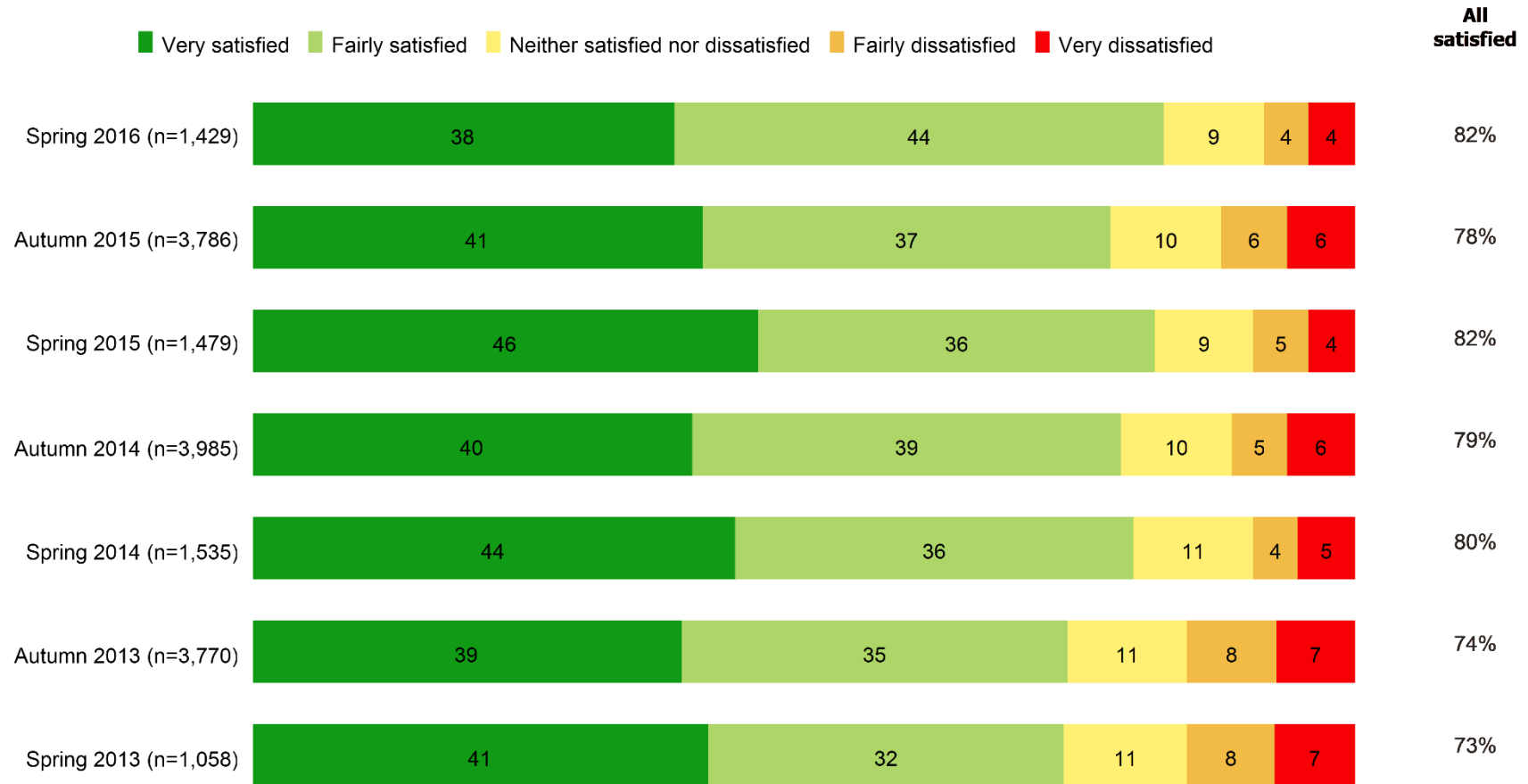
Commuters



Non-commuters

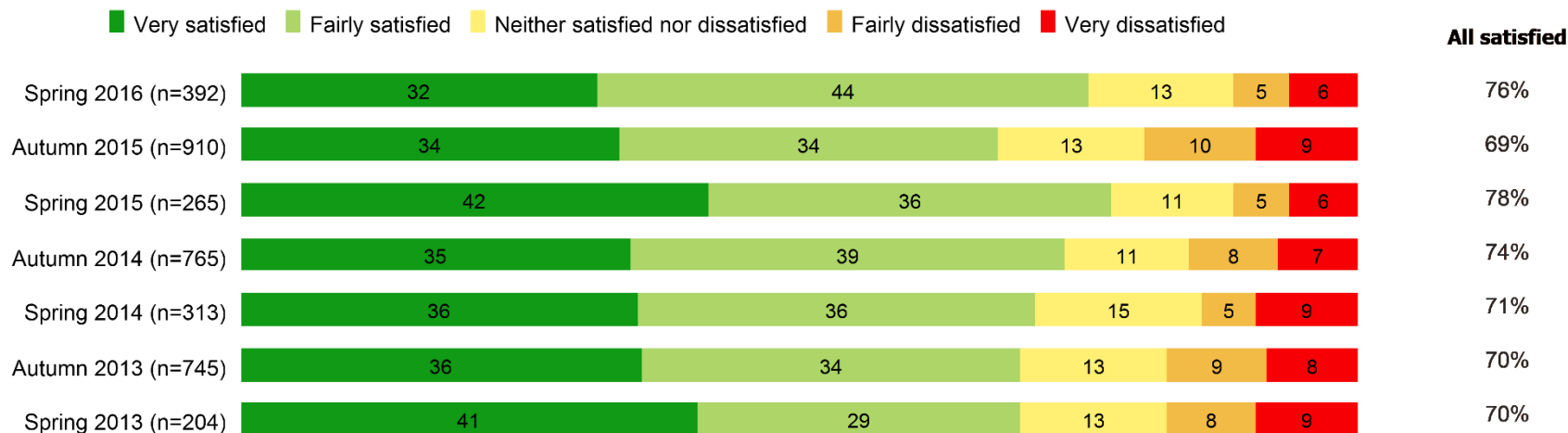


Length of time waited

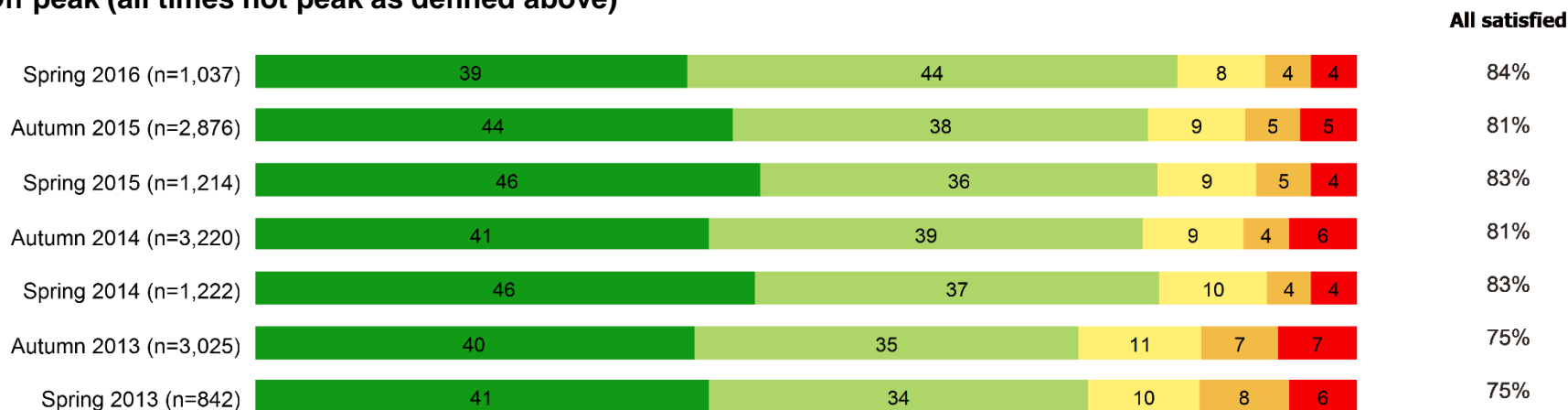


Length of time waited - by peak/off-peak

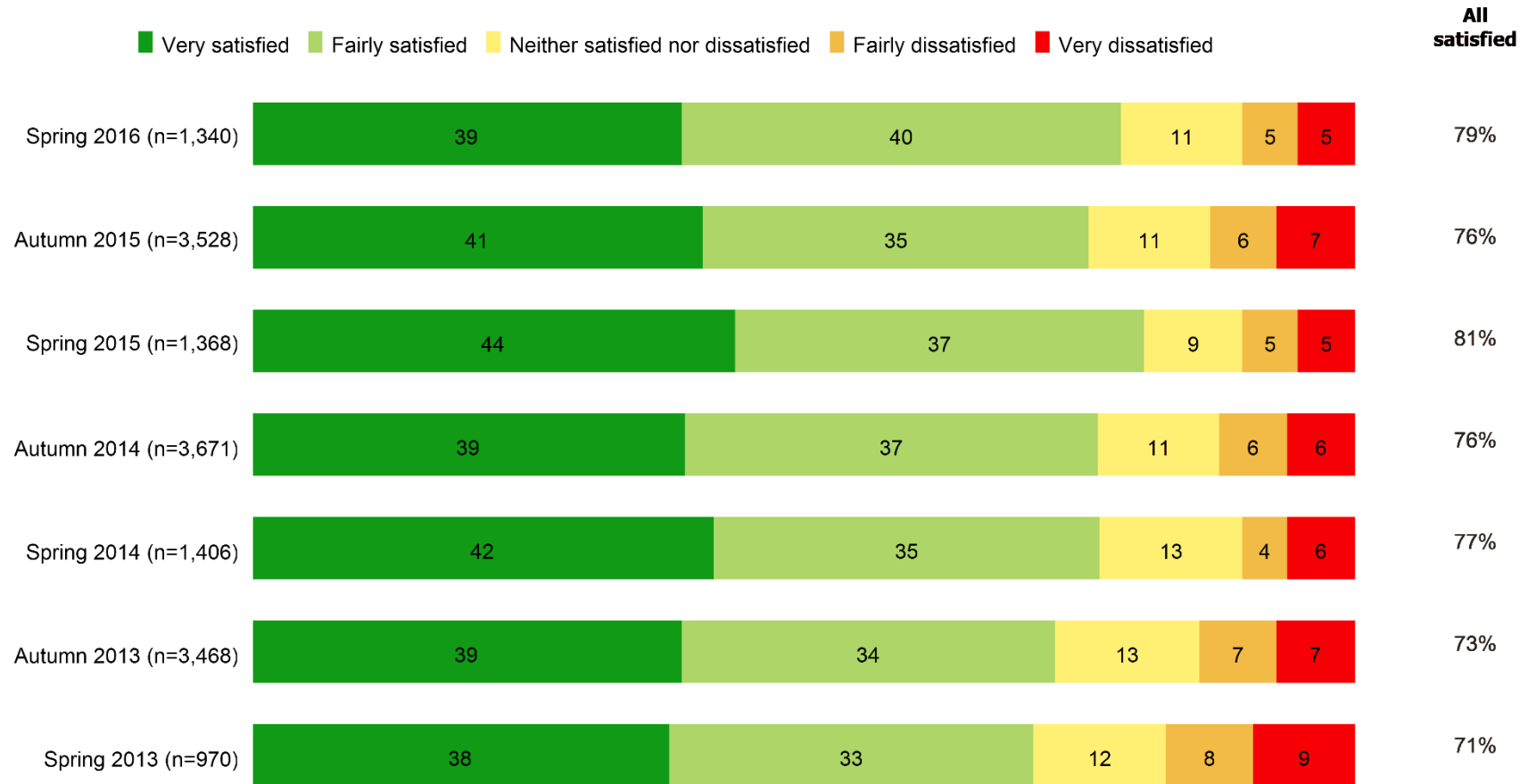
Peak (8:00 to 9:30 and 16:00 to 18:00 - weekdays only)



Off peak (all times not peak as defined above)

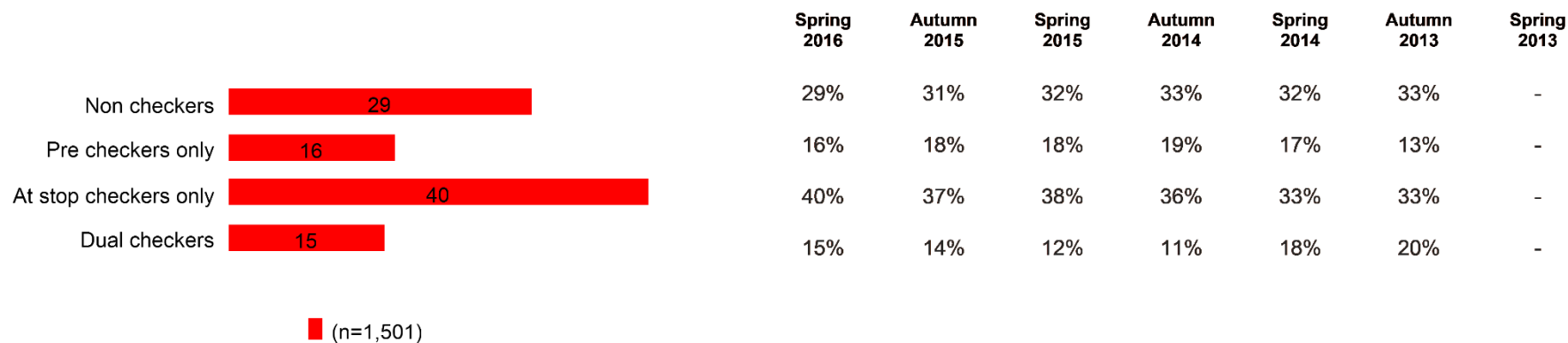


Punctuality

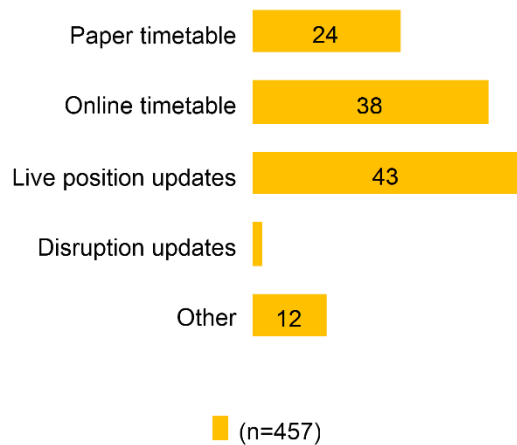


Checking bus arrival times

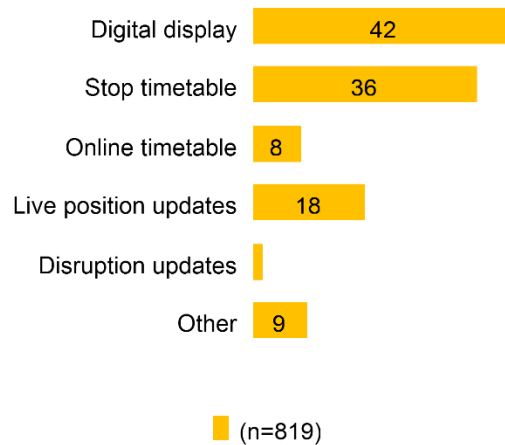
Whether checked arrival time of the bus (%):



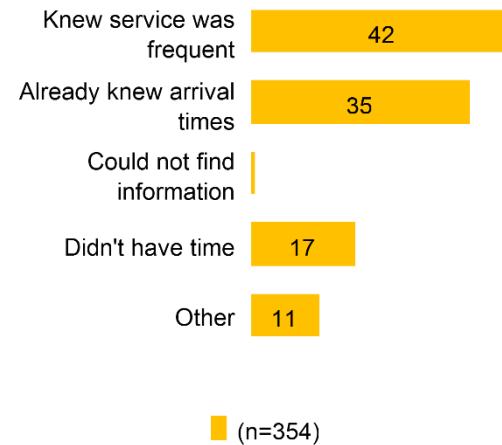
Pre checkers - spring 2016



At stop checkers - spring 2016

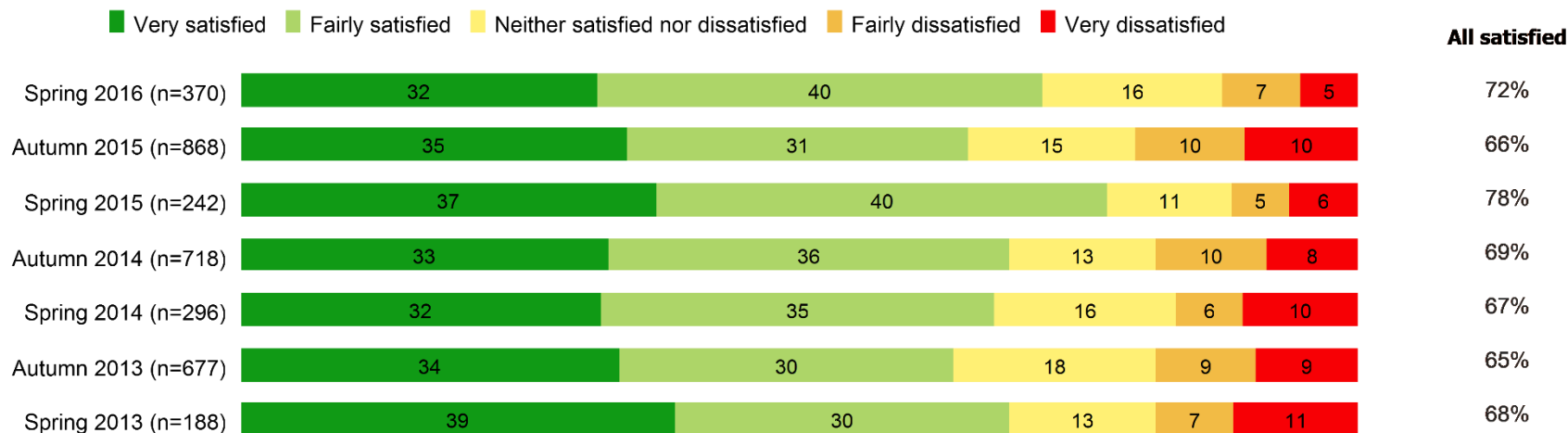


Non-checkers - why - spring 2016

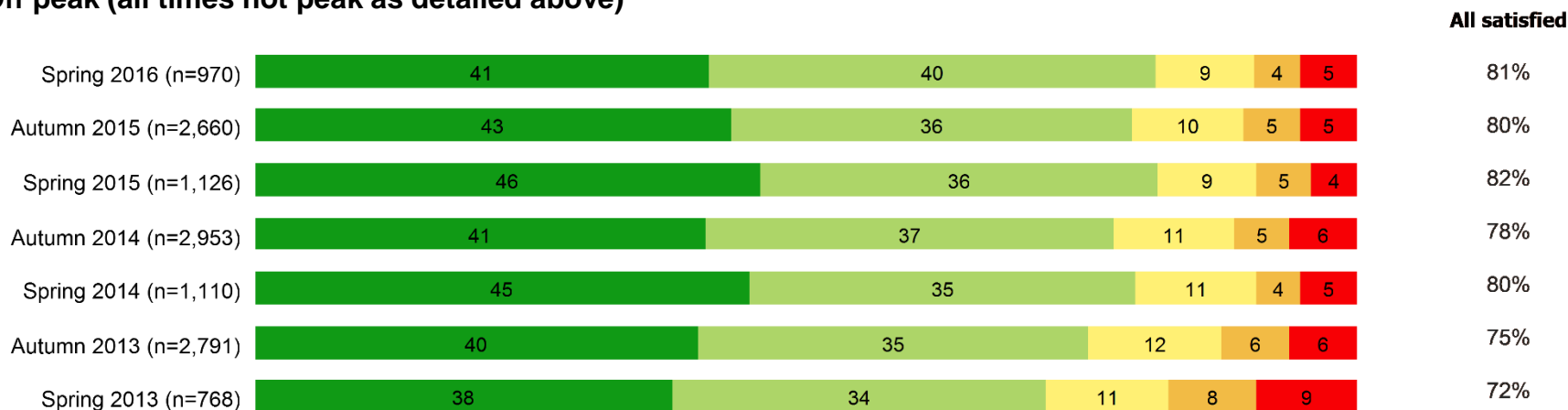


Punctuality - by peak/off-peak

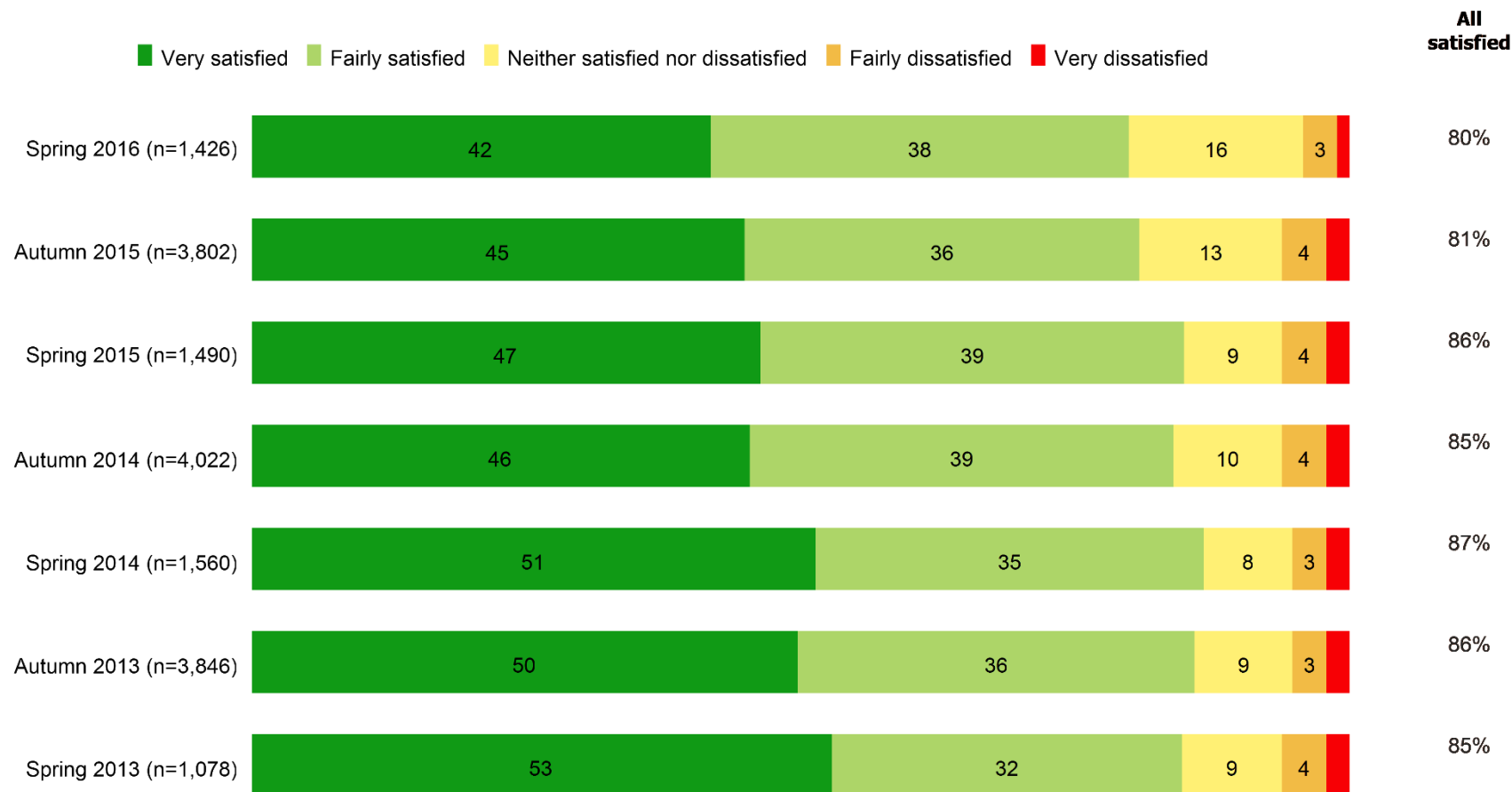
Peak (8:00 to 9:30 and 16:00 to 18:00 - weekdays only)



Off peak (all times not peak as detailed above)



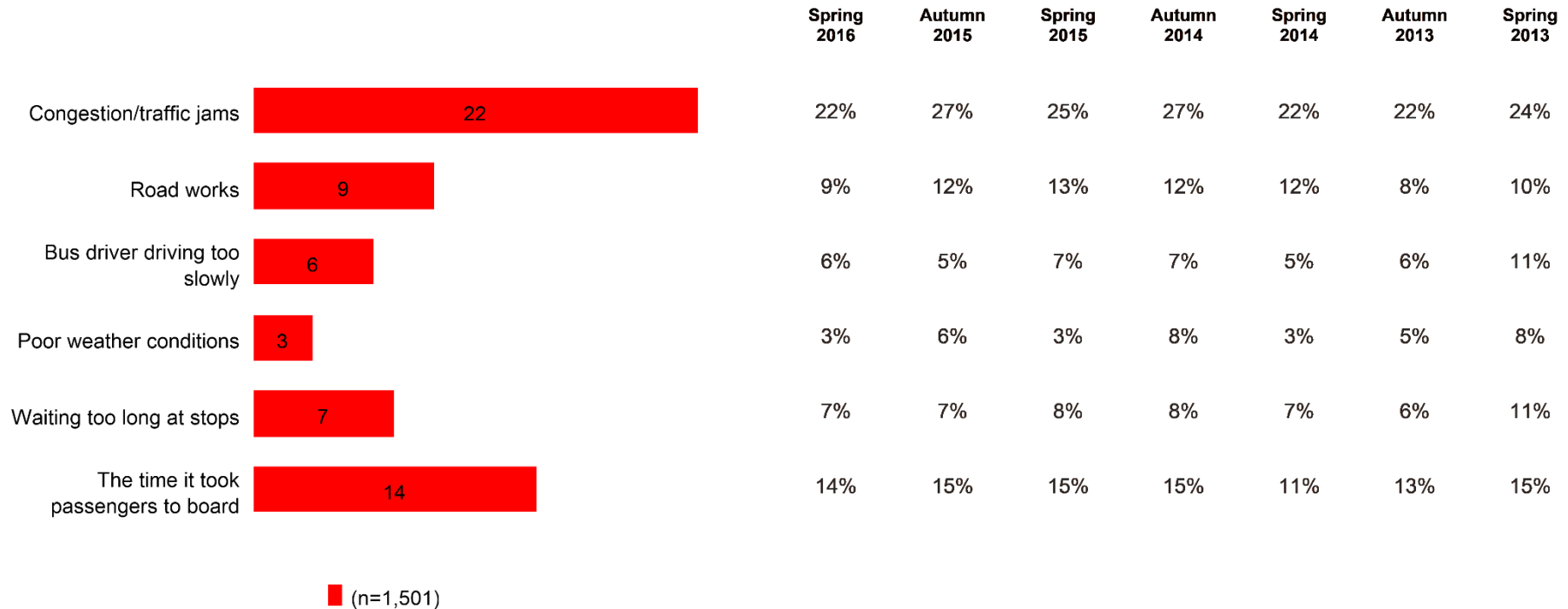
Satisfaction with on-bus journey time



What affected journey time - all passengers

Incidence of affect on journey time (%)

(note: more than one answer permissible)



What affected journey time - by passenger groups

Incidence of affect on journey time (%)

(note: more than one answer permissible)

Peak (8:00 to 9:30 and 16:00 to 18:00 - weekdays only)

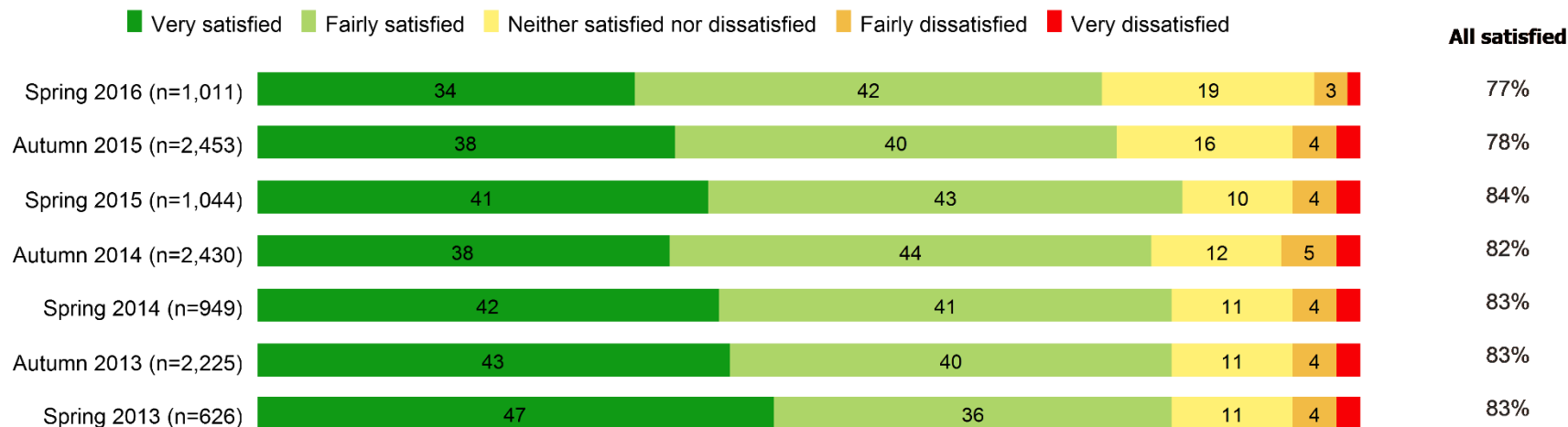
		Spring 2016	Autumn 2015	Spring 2015	Autumn 2014	Spring 2014	Autumn 2013	Spring 2013
Congestion/traffic jams	42 (n=411)	42%	41%	44%	43%	36%	36%	38%
Road works	10	10%	14%	13%	12%	14%	7%	8%
Bus driver driving too slowly	6	6%	6%	8%	8%	8%	6%	13%
Poor weather conditions		3%	9%	2%	10%	3%	6%	10%
Waiting too long at stops	9	9%	8%	14%	10%	14%	9%	11%
The time it took passengers to board	16	16%	18%	15%	14%	13%	15%	14%

Off peak (all times not peak as defined above)

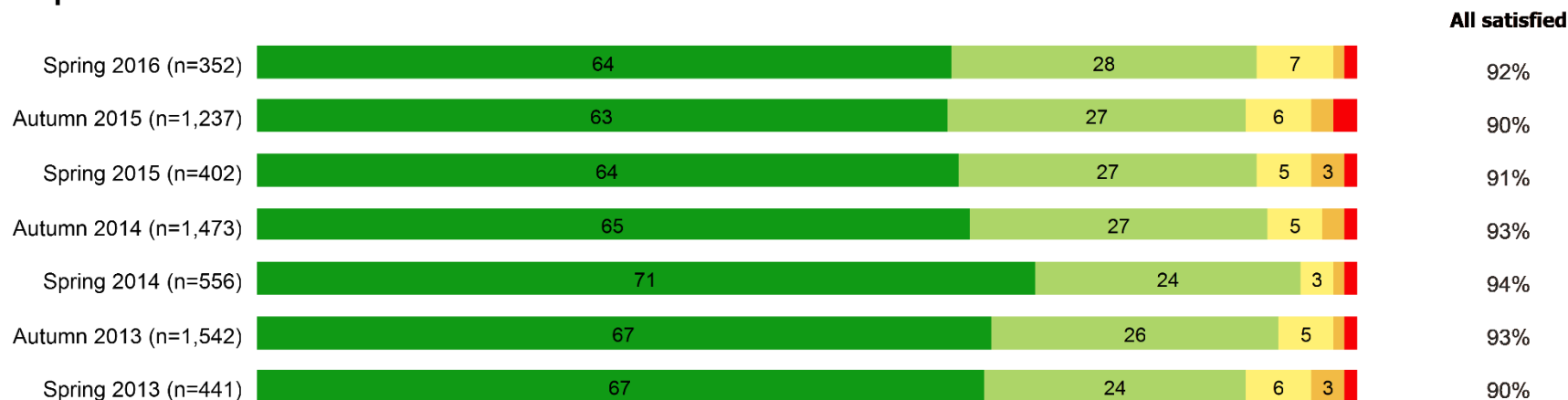
Congestion/traffic jams	16 (n=1,090)	16%	22%	21%	22%	18%	18%	20%
Road works	9	9%	12%	13%	12%	11%	9%	11%
Bus driver driving too slowly	6	6%	5%	7%	7%	4%	5%	10%
Poor weather conditions		3%	5%	3%	8%	3%	5%	7%
Waiting too long at stops	7	7%	6%	7%	8%	5%	5%	11%
The time it took passengers to board	13	13%	14%	15%	16%	10%	13%	15%

On-bus journey time - fare pay/free pass

Fare payers only

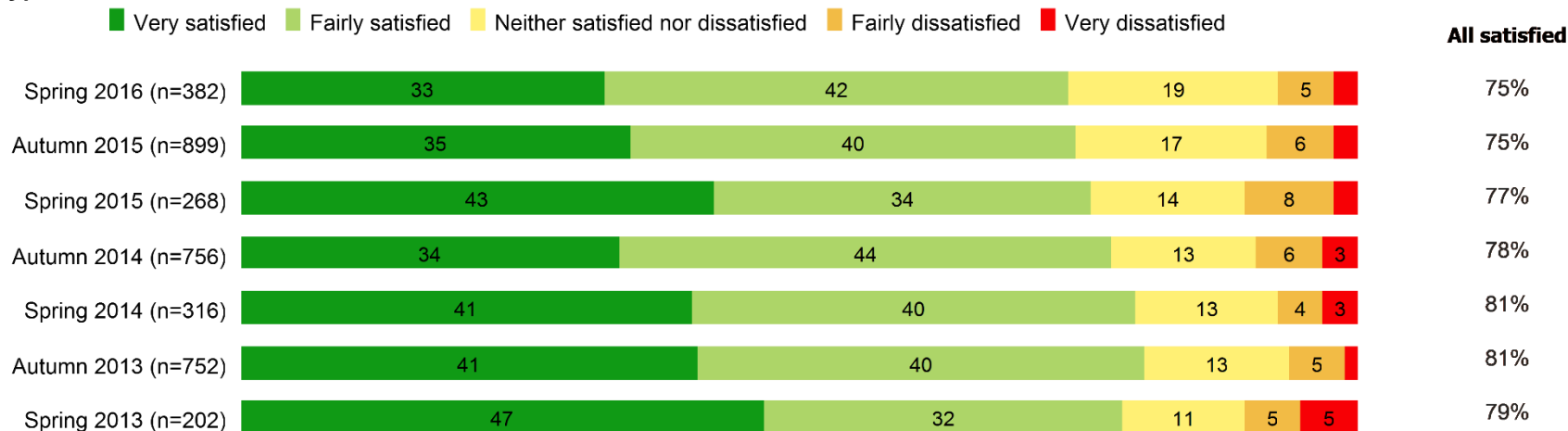


Free pass

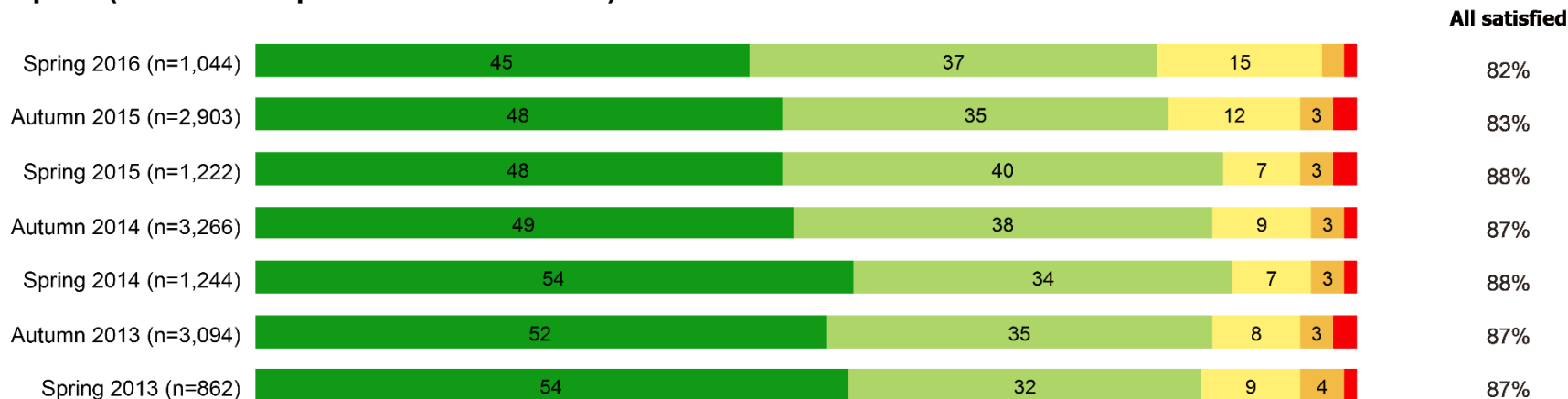


On-bus journey time - by time of day of journey

Peak (8:00 to 9:30 and 16:00 to 18:00 - weekdays only)

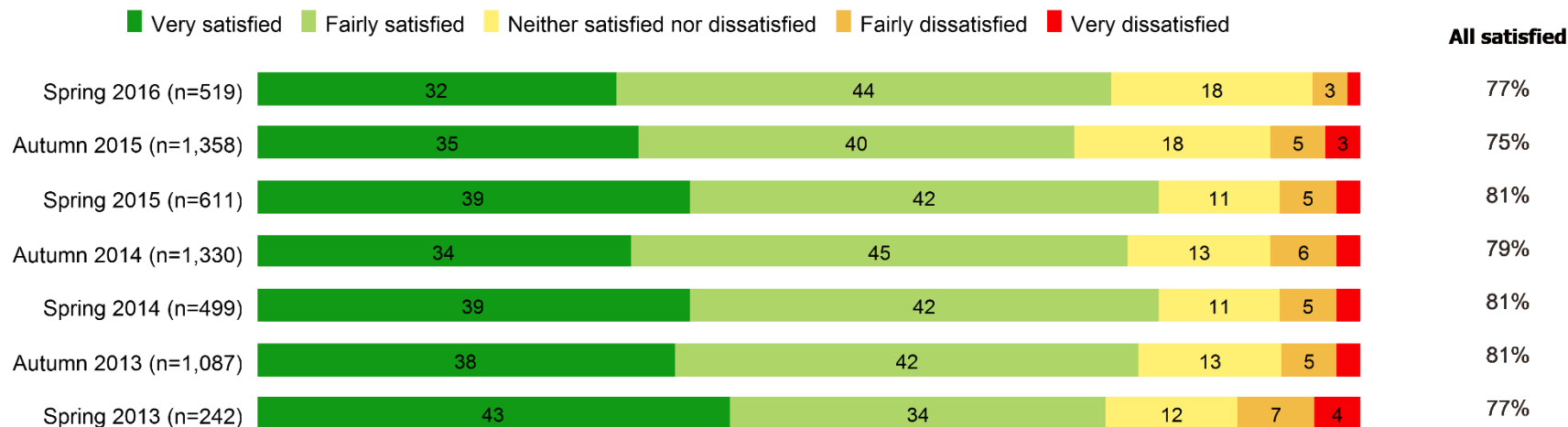


Off peak (all times not peak as defined above)

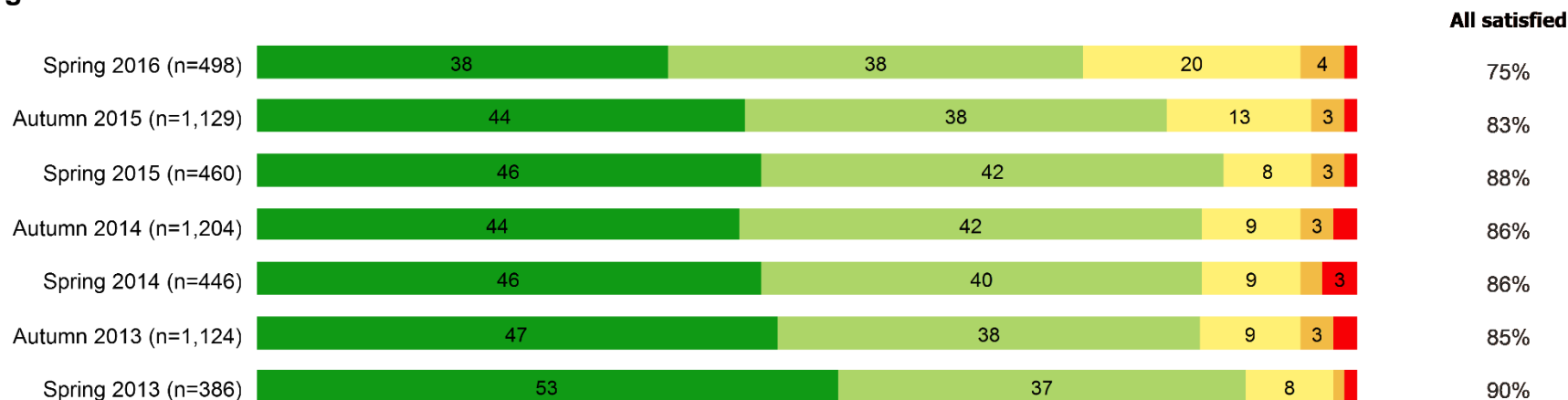


On-bus journey time - by age

Age 16 - 34

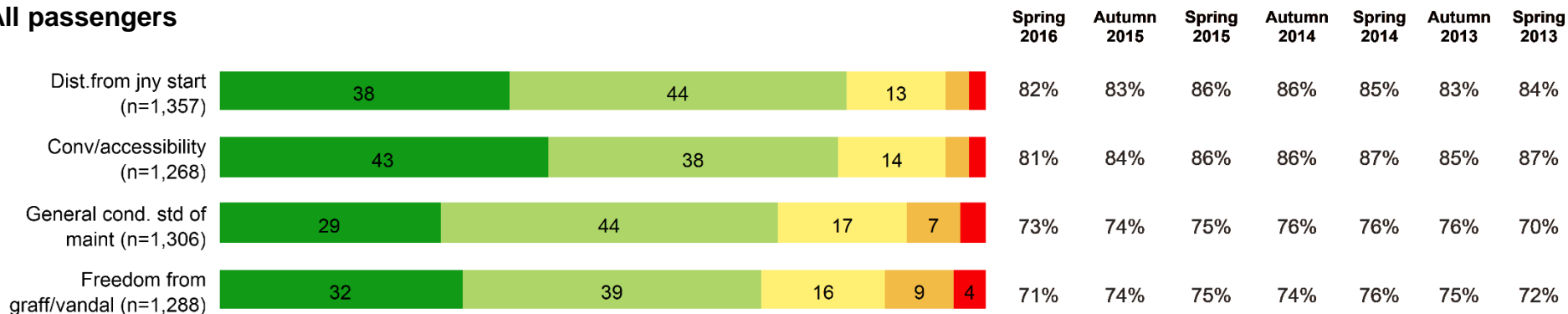


Age 35 - 59

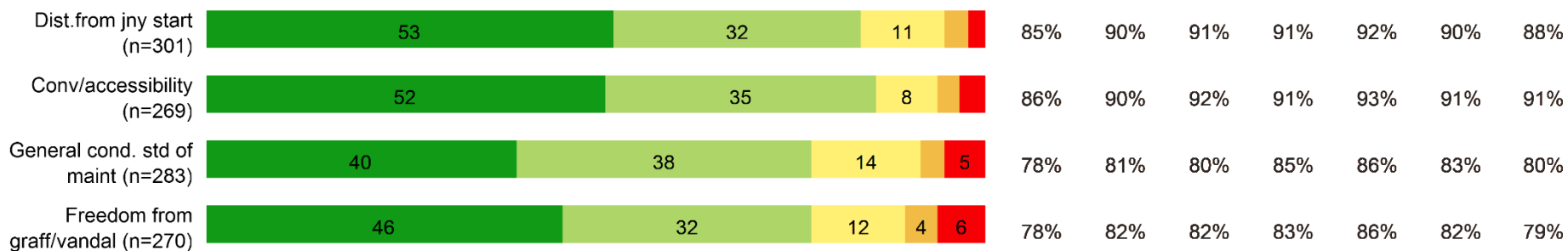


At the bus stop - part 1

All passengers

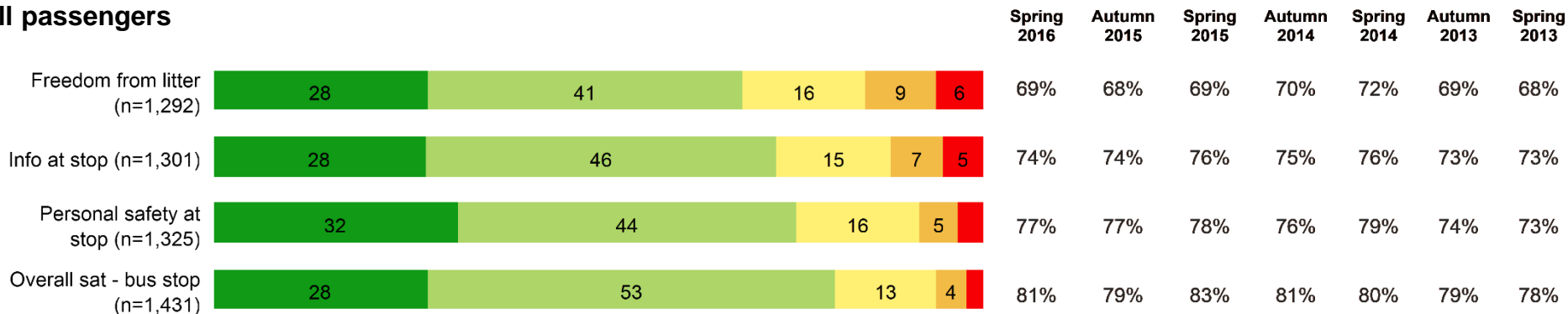


Age 60+

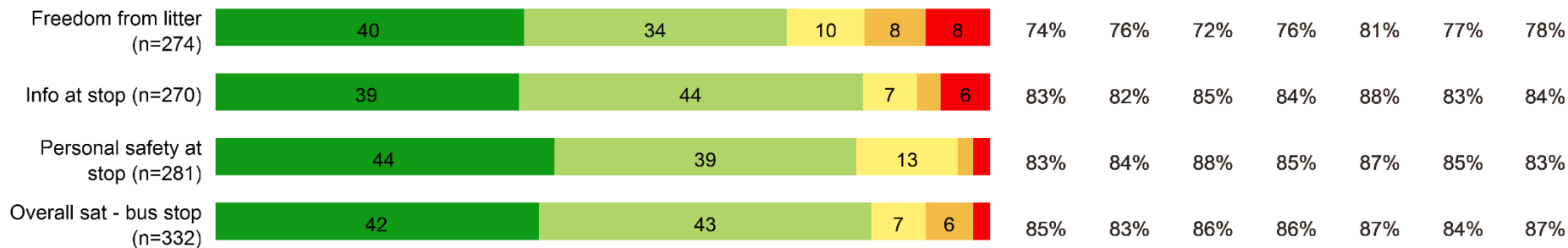


At the bus stop - part 2

All passengers

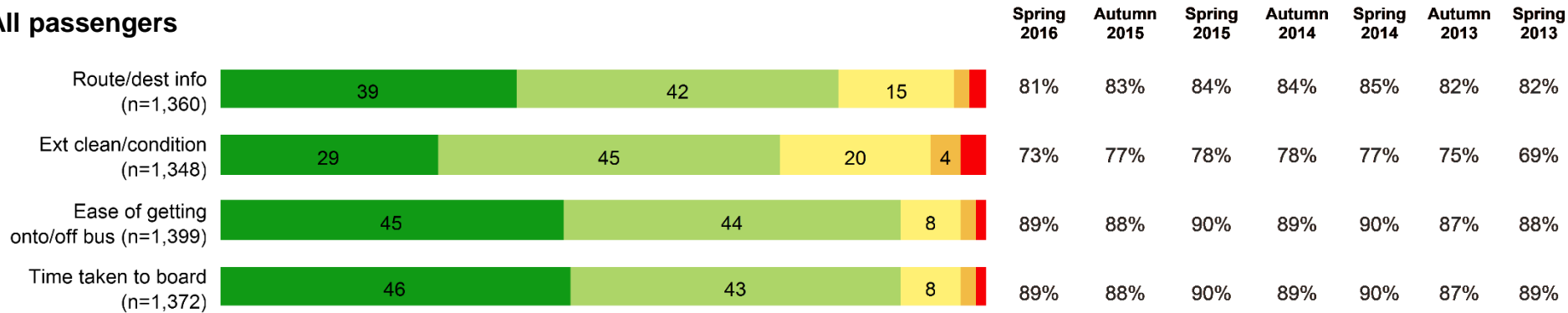


Age 60+

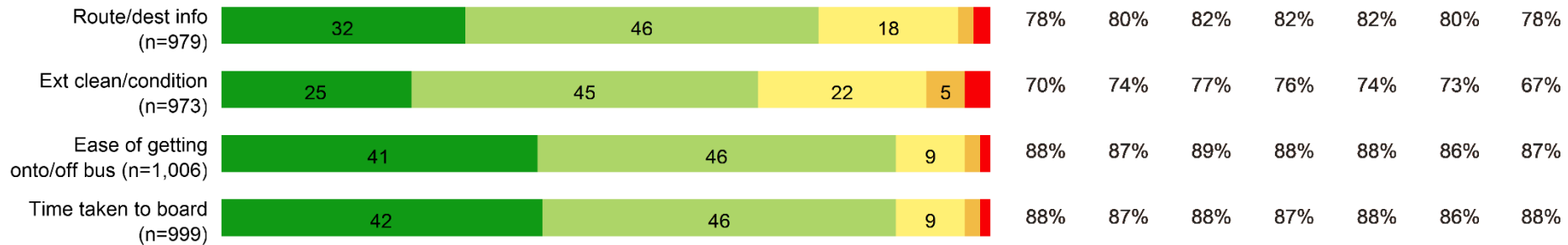


As the bus arrived

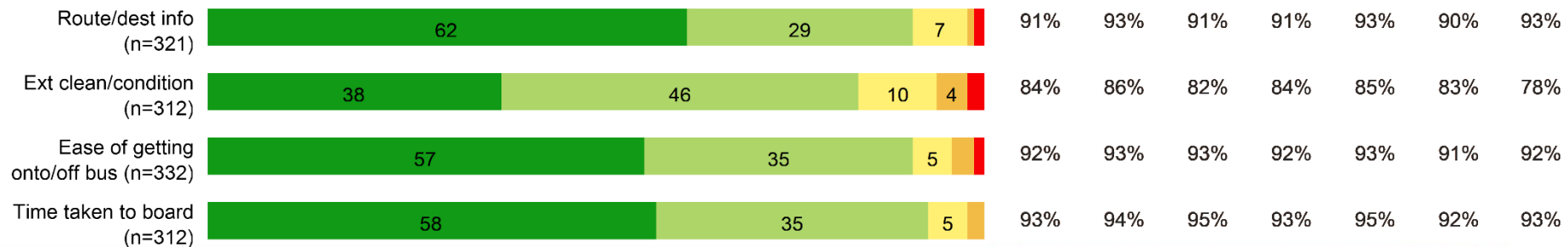
All passengers



Fare pay

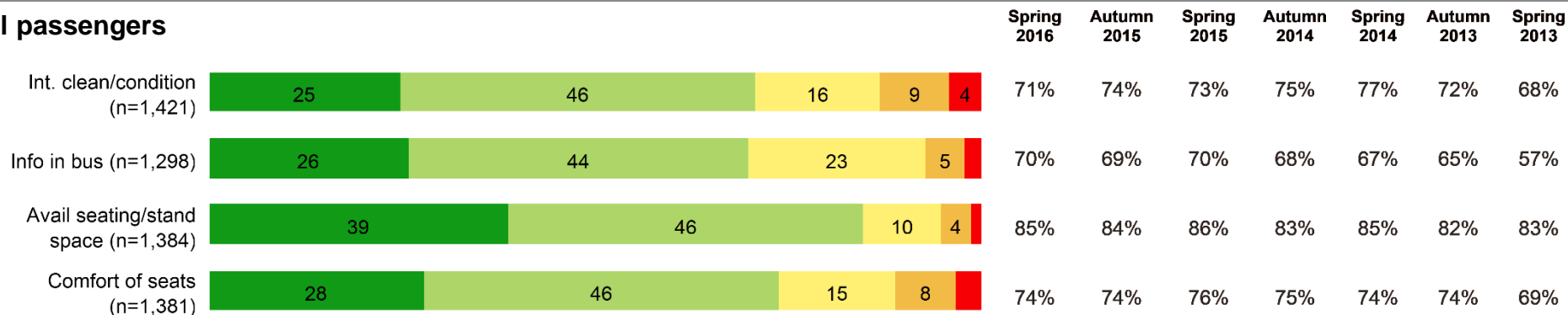


Free pass

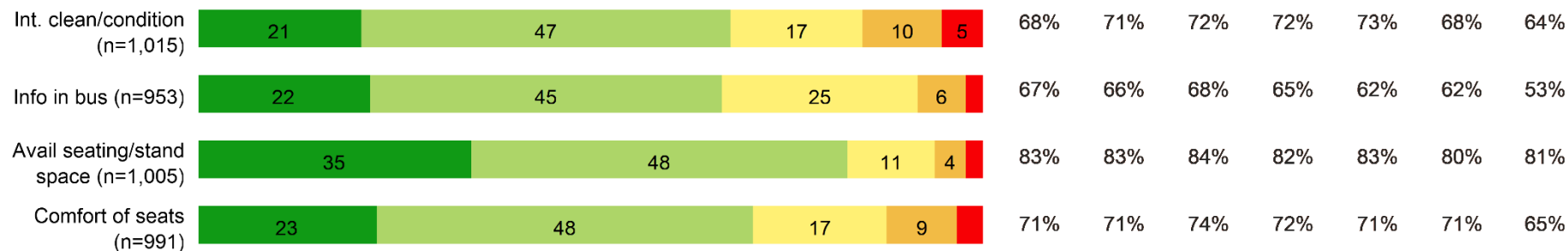


On the bus - part 1

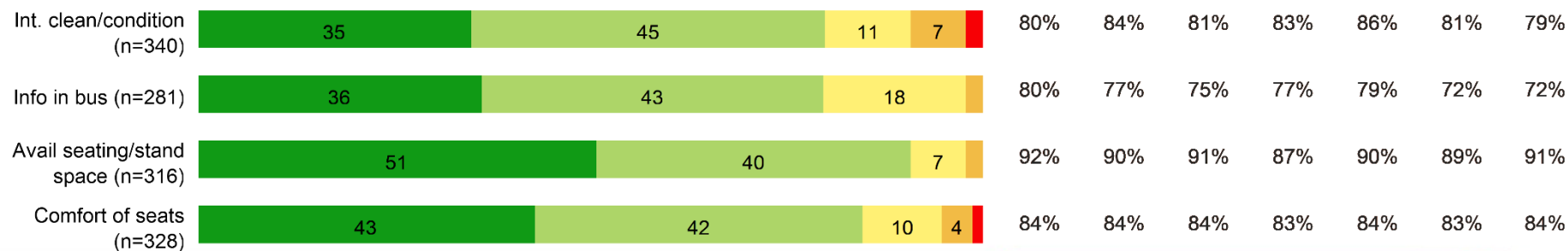
All passengers



Fare pay

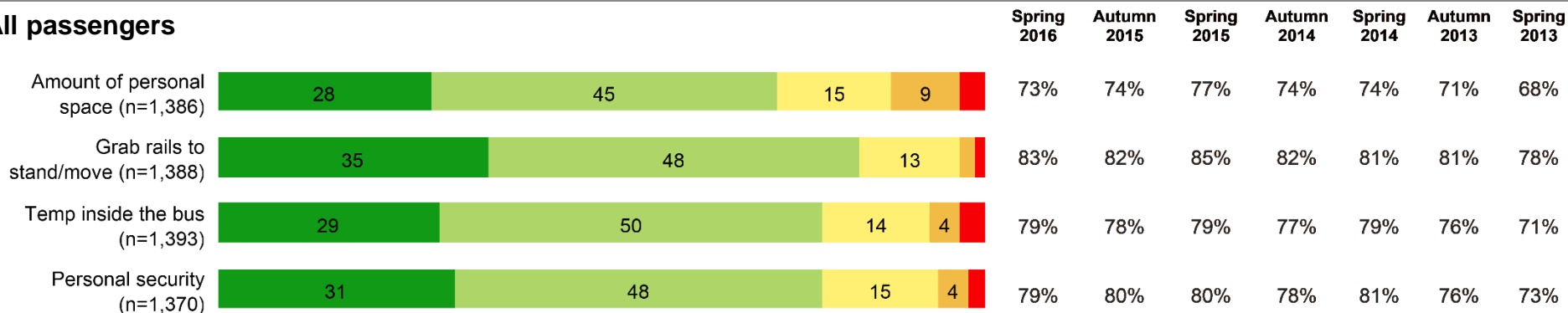


Free pass

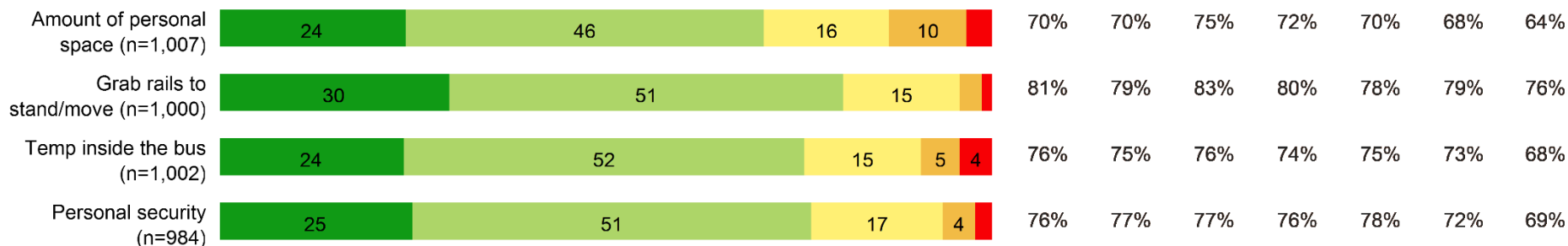


On the bus - part 2

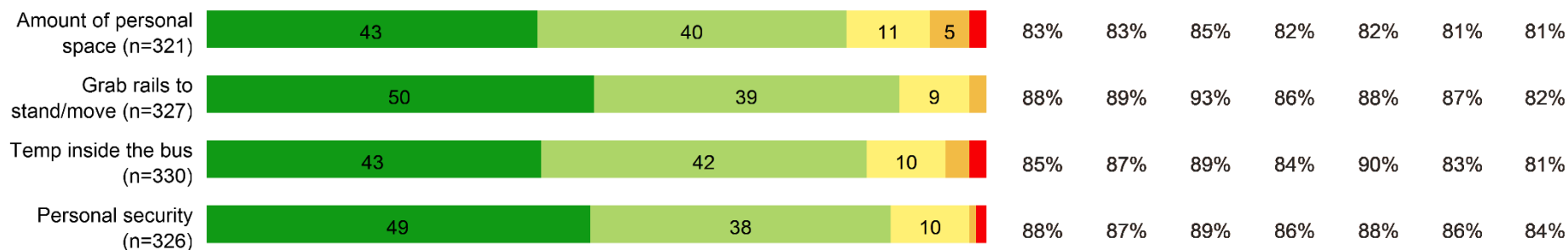
All passengers



Fare pay

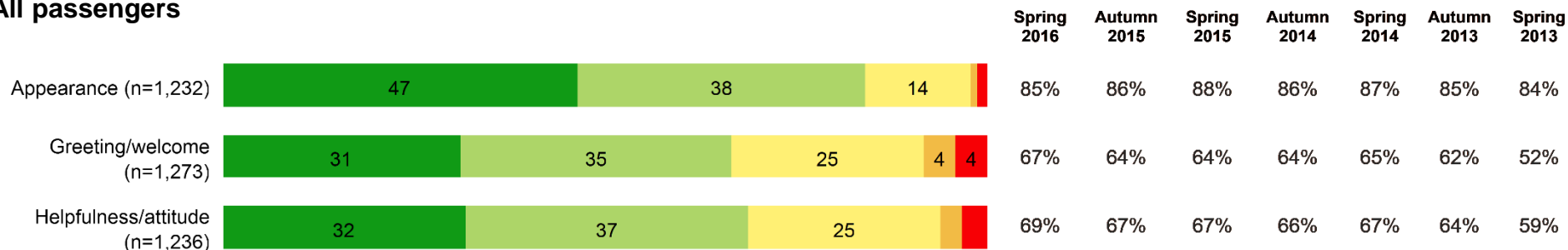


Free pass

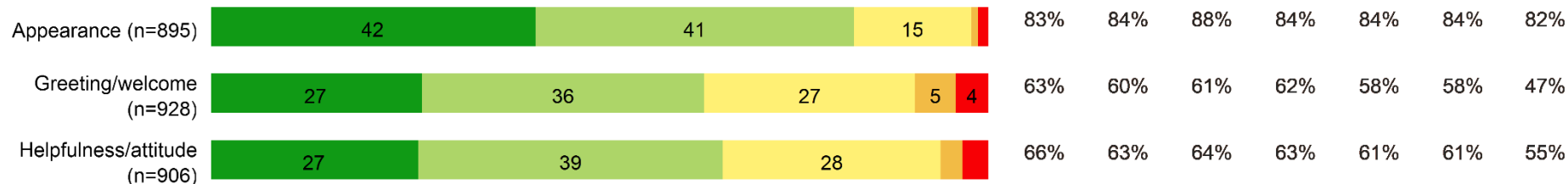


Bus driver - interacting with passengers

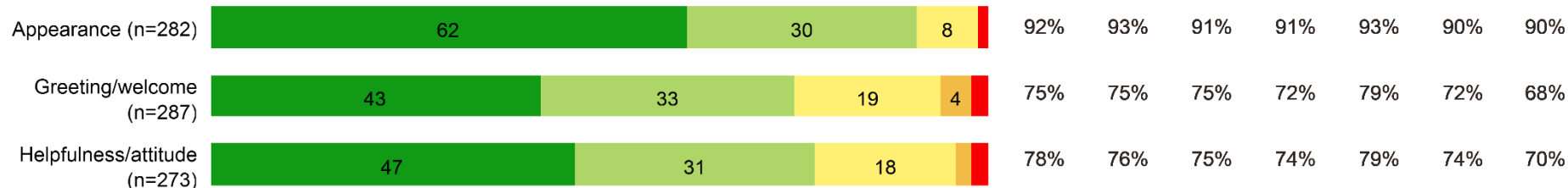
All passengers



Fare pay

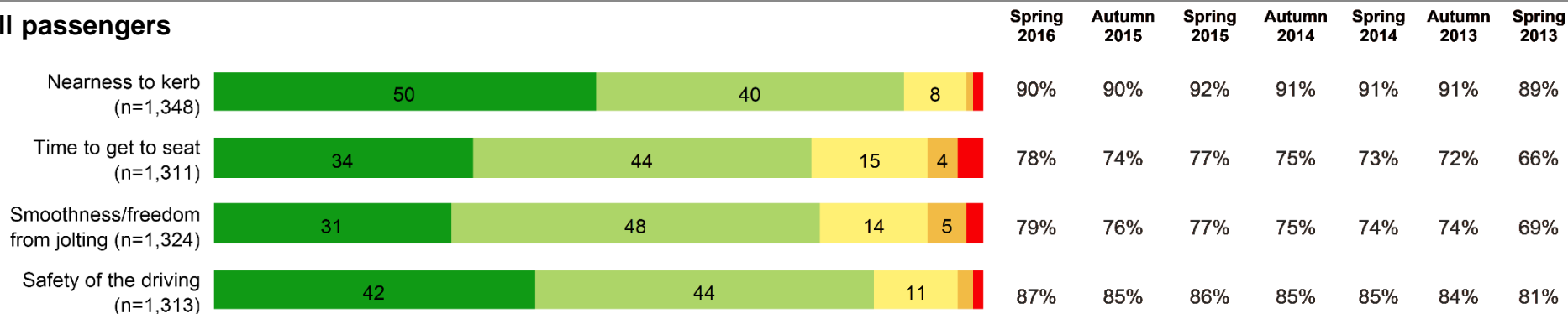


Free pass

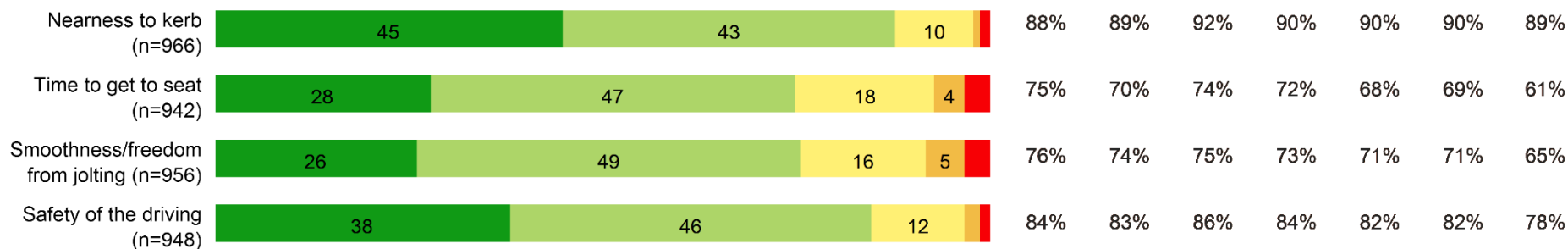


Driver - the driving

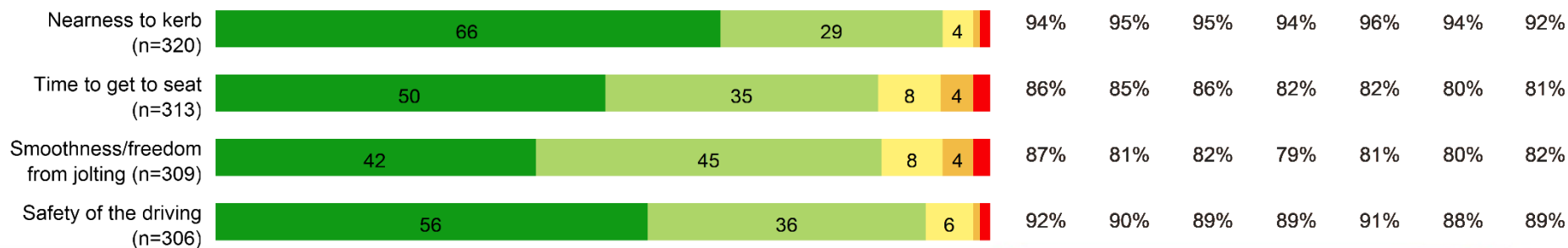
All passengers



Fare pay

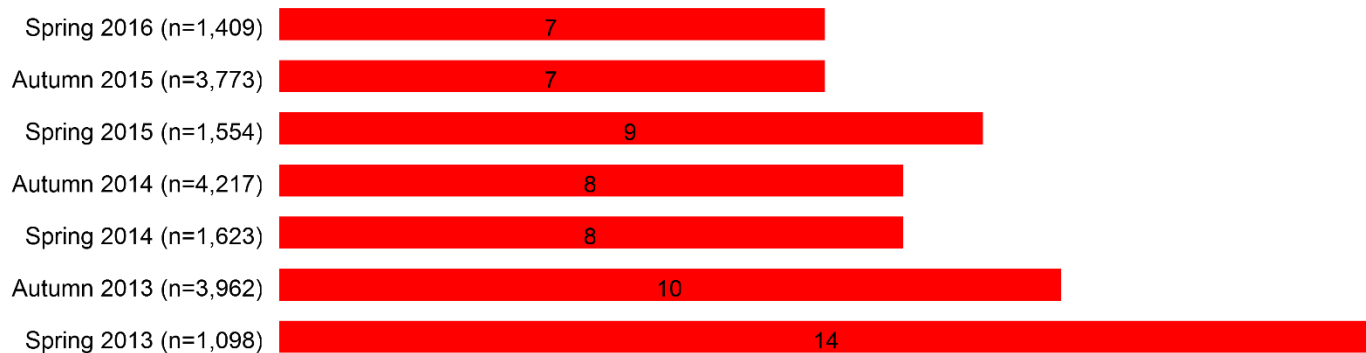


Free pass

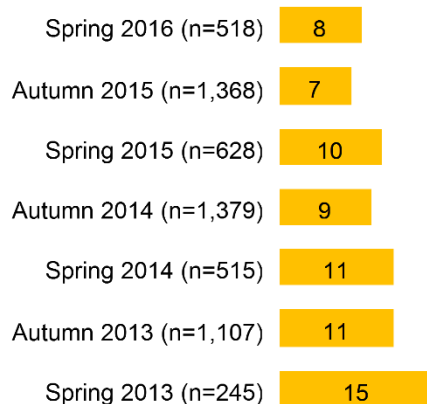


Anti-social behaviour - part 1

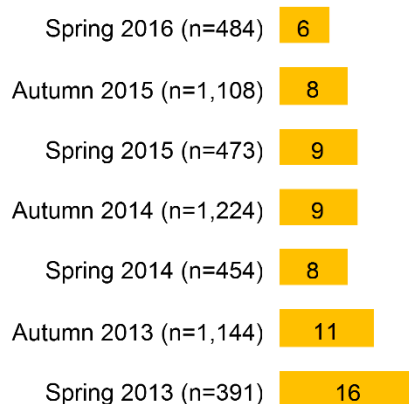
Incidence of concern/worry (%)



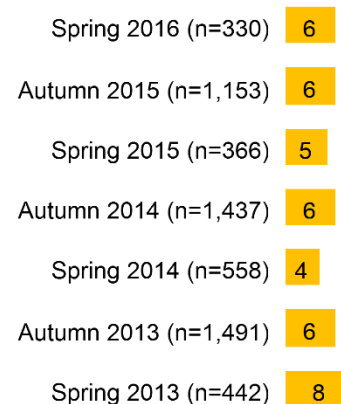
Age 16 - 34



Age 35 - 59



Age 60+



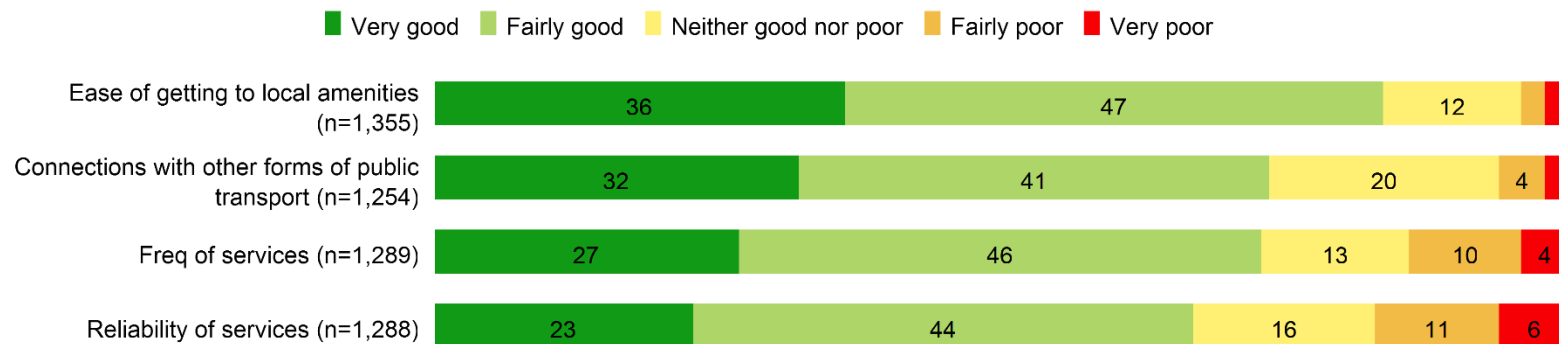
Anti-social behaviour - part 2

Cause of concern/worry (%)

		Spring 2016	Autumn 2015	Spring 2015	Autumn 2014	Spring 2014	Autumn 2013	Spring 2013
Drinking/under influence alcohol	20	20%	25%	28%	31%	32%	22%	40%
Taking/under influence drugs	19	19%	16%	16%	23%	19%	14%	21%
Abusive/threatening behaviour	11	11%	18%	13%	22%	22%	15%	17%
Rowdy behaviour	34	34%	43%	31%	43%	38%	38%	60%
Feet on seats	28	28%	41%	33%	41%	43%	37%	39%
Loud music	39	39%	34%	35%	42%	41%	41%	61%
Smoking	14	14%	20%	21%	28%	21%	19%	28%
Graffiti/vandalism	4	4%	5%	6%	11%	7%	7%	10%
Other	18	18%	13%	11%	15%	14%	18%	13%

■ (n=102)

Rating of local services

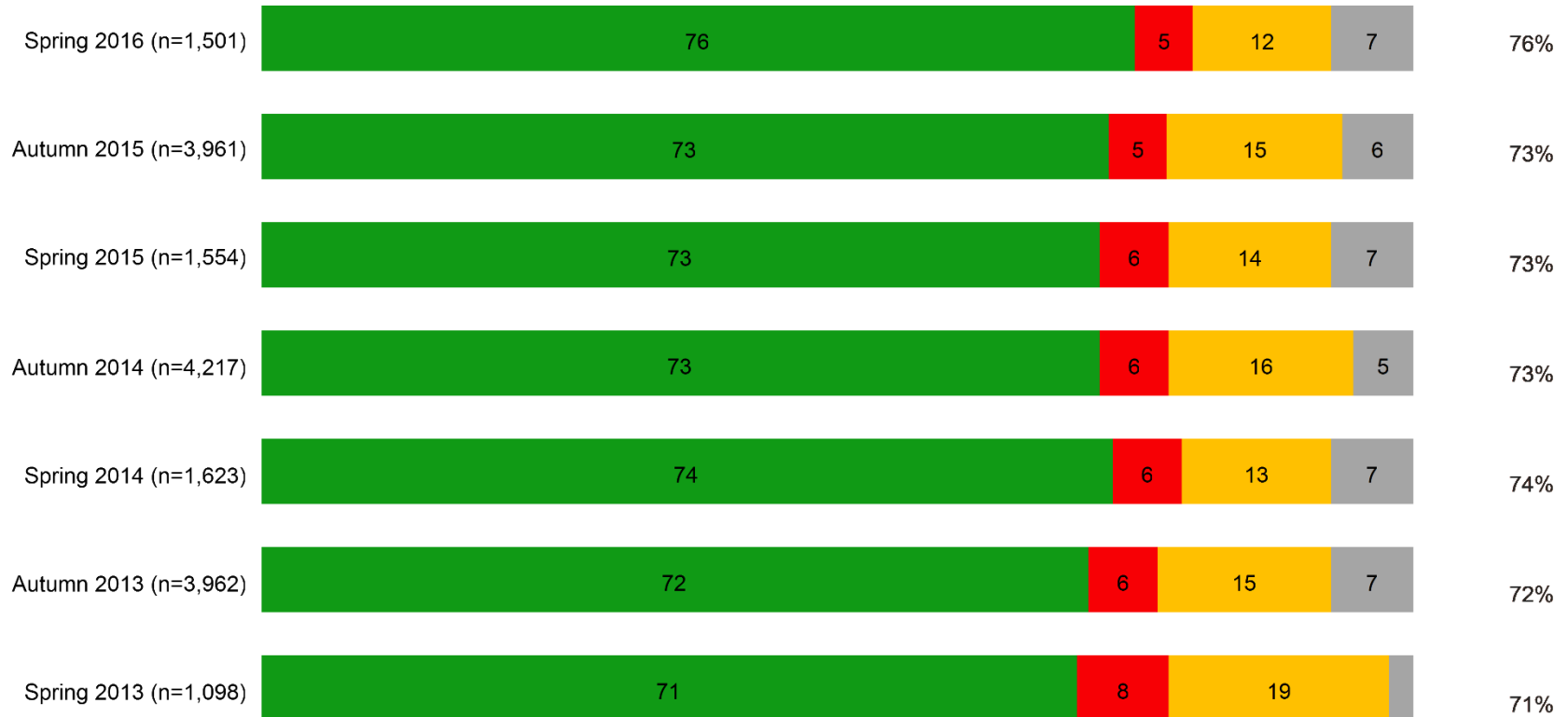


	Spring 2016	Autumn 2015	Spring 2015	Autumn 2014	Spring 2014	Autumn 2013	Spring 2013
Ease of getting to local amenities	84%	87%	88%	88%	86%	84%	82%
Connections with other forms of public transport	74%	80%	79%	81%	79%	75%	71%
Freq of services	73%	75%	76%	74%	-	-	-
Reliability of services	67%	68%	69%	69%	-	-	-

Recommendation

■ Yes
 ■ No
 ■ Not sure
 ■ Not stated

Yes



Further detail (1)

Overview of methodology

The survey has been designed to provide results that are representative of bus passenger journeys made within each area, that is at the level of a transport authority, or a designated operator area.

The sampling method is 'systematic', derived from the list of the area's bus services and the times that they run (sourced from ITO World Ltd which makes available the data used on Traveline). The bus service/start times selected from the sampling process formed the mid-point for a three-hour fieldworker shift; that is, the shift started one and a half hours earlier (or as close to this as was practicable) on the same route and from the same start point as the service selected. During this three-hour shift, field workers made as many return trips as possible on that selected service. They discussed the survey with the boarders of that bus service and gave all passengers the chance to participate.

Those wishing to take part were offered two options: to take a self-completion paper questionnaire together with a reply-paid envelope, or to provide their email address so that an online version of the questionnaire could be emailed to them. All questionnaires referred to the journey they were making at the time, and they were asked to complete it after their journey.

Fieldwork was conducted between 29 February and 05 May 2016 (excluding the half term holiday period). Services available for selection were those running between 6am to 10pm, seven days of the week; only school bus services were systematically excluded. The survey was conducted among passengers aged 16 or over.

Response data were weighted in two stages: the first was to weight to the age, gender and 'daypart' profile of bus passengers within each area ('dayparts' are morning peaks, weekday offpeaks, evening peaks, and weekends). As there was no available data at area level on the age/gender/daypart profile of passengers this was estimated: for age and gender the profile of passengers was recorded on two occasions during each fieldwork shift. For daypart, the total number of boarders was counted on a representative sample of all surveyed bus services (in a separate exercise) and this was used in a model which predicts the number of passengers on all services; from this it was possible to establish the proportion of passengers travelling in each daypart for each area. The second stage was at area level to ensure that in the final data each participating area (within the survey) was represented in proportion to its total annual journey volume. Journey volume information was sourced from the DfT's published statistics, and in a minority of cases with input from operators.

Transport Focus was supported by BDRC Continental Ltd in conducting the spring 2016 survey.

Further detail (2)

Interpreting results

Throughout the report, behavioural results are based on all survey respondents, and passengers' opinion ratings are based on those respondents that gave an opinion. All results are based on weighted values. In the report where numbers in brackets shown after the question/category text are the actual numbers of passenger responses generating the answer value shown.

For ease of use BPS data are reported rounded to whole numbers, that is, without decimal places. Note: 'all satisfied' results are the sum of the 'very satisfied' and 'fairly satisfied' and calculated on the underlying values which include decimal places. As a consequence these true summations can appear up to one per cent different to the sum of the individual rounded 'very satisfied' and 'fairly satisfied' numbers.

Due to the potential for seasonal variations in respondents' experiences of bus journeys in spring and autumn, the most appropriate comparisons to make are between the results for the spring surveys from one year to the next, or for the autumn surveys from one year to the next, i.e. the latest spring 2016 results should be compared to those from spring 2015, spring 2014 and spring 2013.

Waiver

Transport Focus has taken care to ensure that the information contained in the BPS is correct. However, no warranty, express or implied, is given as to its accuracy and Transport Focus does not accept any liability for error or omission.

Transport Focus is not responsible for how the information is used, how it is interpreted or what reliance is placed on it. Transport Focus does not guarantee that the information contained in BPS is fit for any particular purpose.