



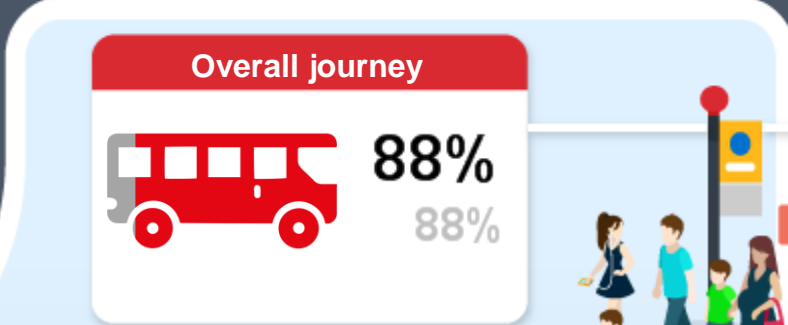
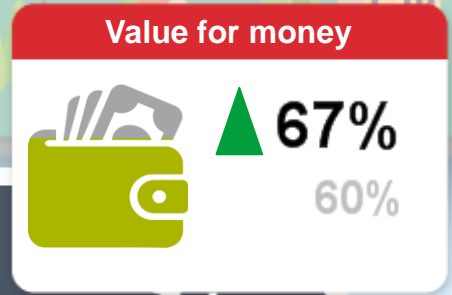
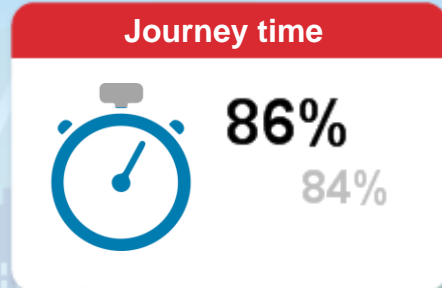
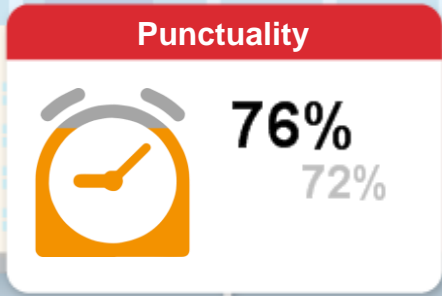
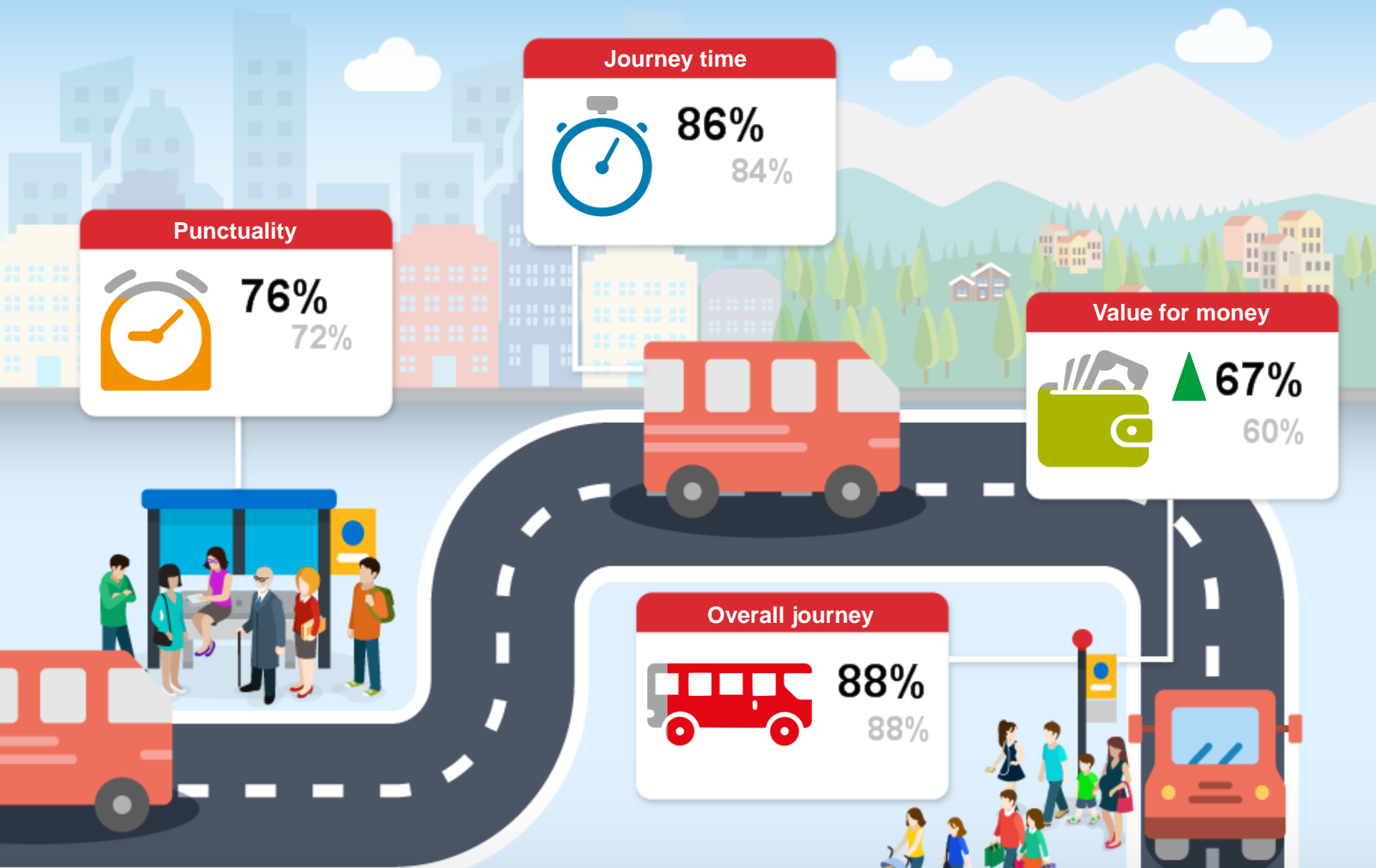
Bus Passenger Survey – spring 2018

West Midlands area

10 August 2018

Introduction

- This is a survey of bus passengers' journey experiences.
- It was carried out between 5 March and 13 May 2018.
- The number of responses received for West Midlands overall was 1631.
- Results are representative at 'local transport authority' or 'operator defined territory' level.
- Authority-type level (for example unitary) results are the aggregate of local transport authorities which are of that authority type or operator designated areas whose routes run mainly in that authority type. In calculating the aggregate result, each constituent authority or operator territory counts in proportion to its annual number of passenger journeys.
- Further detail is provided in the final two slides of this report.

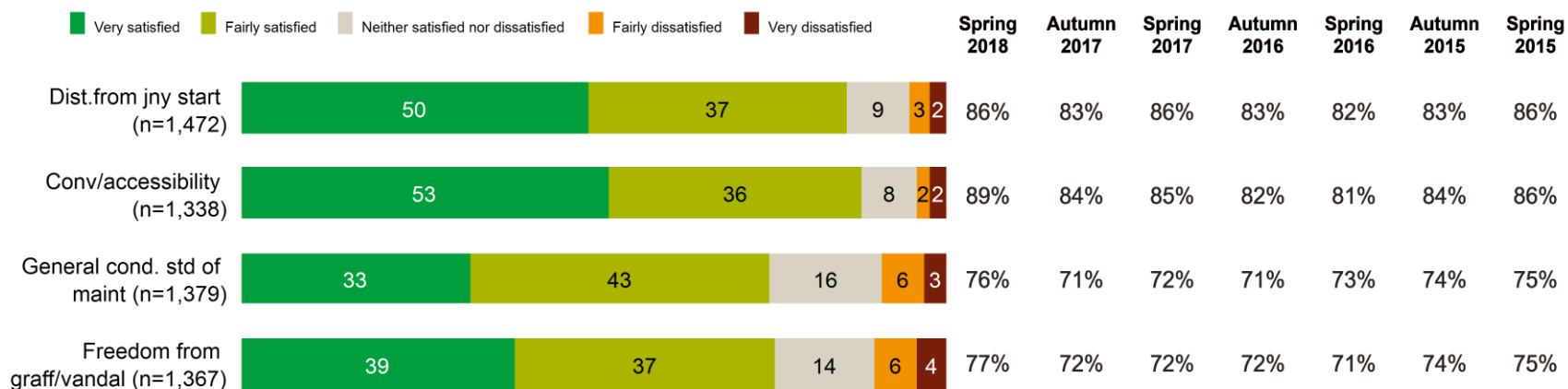


Figures shown are total very or fairly satisfied.
Last year's spring figure shown in grey; significant differences shown by arrows.

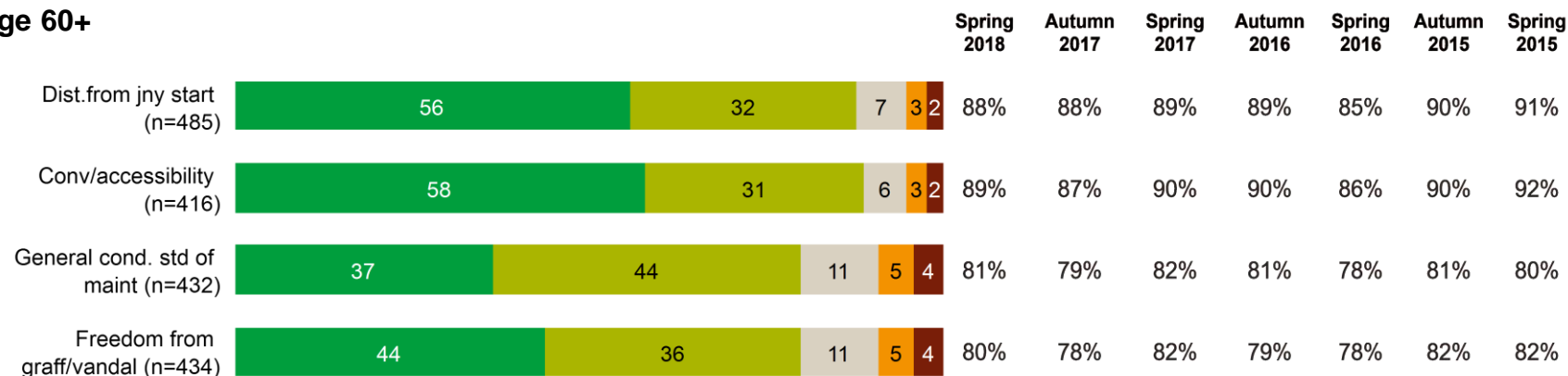
At the stop: satisfaction with the bus stop

All passengers

Total very and fairly satisfied



Age 60+



At the stop: satisfaction with the bus stop (2)

All passengers

Total very and fairly satisfied

■ Very satisfied
 ■ Fairly satisfied
 ■ Neither satisfied nor dissatisfied
 ■ Fairly dissatisfied
 ■ Very dissatisfied

	Spring 2018	Autumn 2017	Spring 2017	Autumn 2016	Spring 2016	Autumn 2015	Spring 2015
Freedom from litter (n=1,362)	70%	66%	68%	66%	69%	68%	69%
Info at stop (n=1,374)	76%	71%	74%	72%	74%	74%	76%
Personal safety at stop (n=1,390)	76%	72%	76%	75%	77%	77%	78%
Overall sat - bus stop (n=1,516)	81%	77%	79%	77%	81%	79%	83%

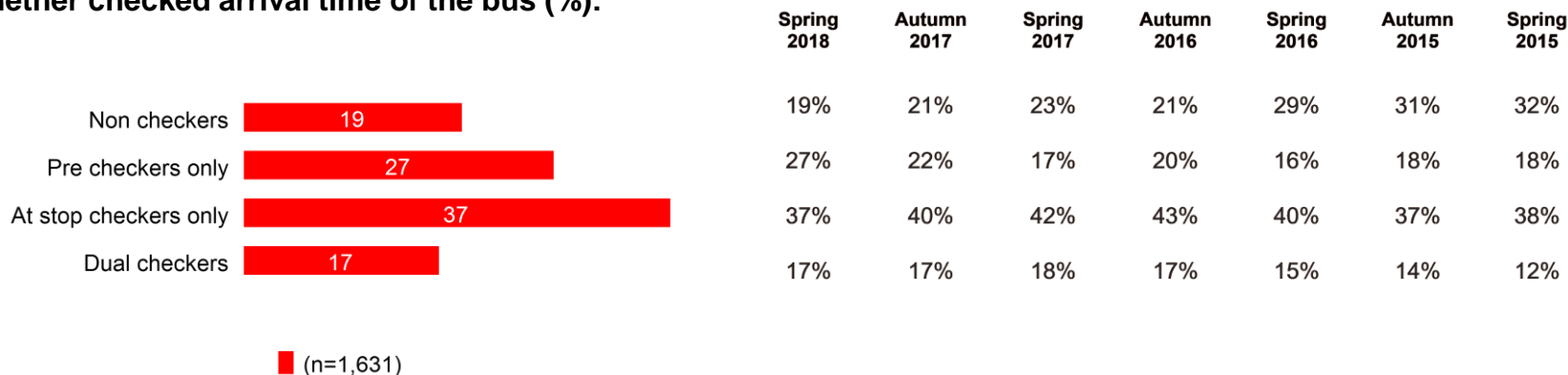
Age 60+

■ Very satisfied
 ■ Fairly satisfied
 ■ Neither satisfied nor dissatisfied
 ■ Fairly dissatisfied
 ■ Very dissatisfied

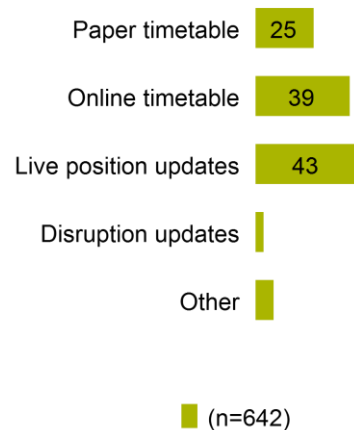
	Spring 2018	Autumn 2017	Spring 2017	Autumn 2016	Spring 2016	Autumn 2015	Spring 2015
Freedom from litter (n=431)	76%	72%	78%	73%	74%	76%	72%
Info at stop (n=431)	82%	80%	85%	82%	83%	82%	85%
Personal safety at stop (n=445)	85%	81%	87%	84%	83%	84%	88%
Overall sat - bus stop (n=521)	83%	82%	87%	83%	85%	83%	86%

Waiting: whether passengers checked bus arrival times

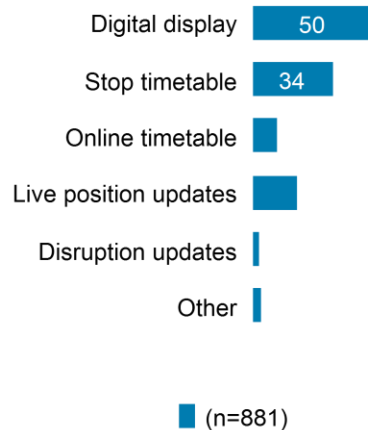
Whether checked arrival time of the bus (%):



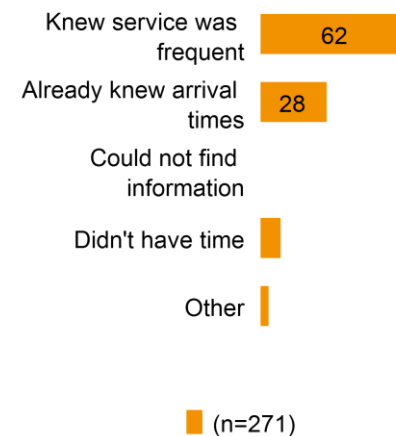
Pre-checkers - spring 2018



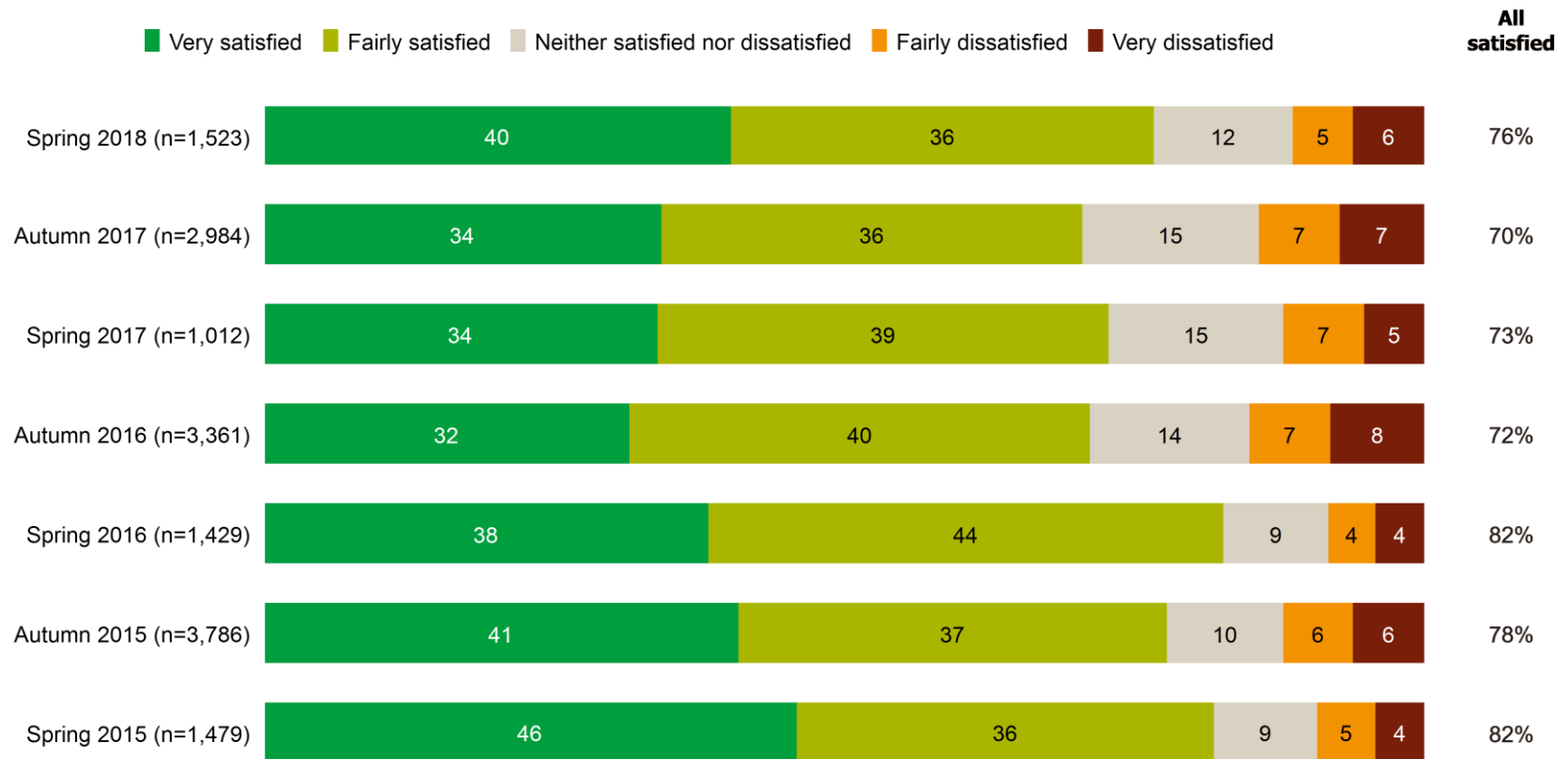
At stop checkers - spring 2018



Non-checkers - why - spring 2018



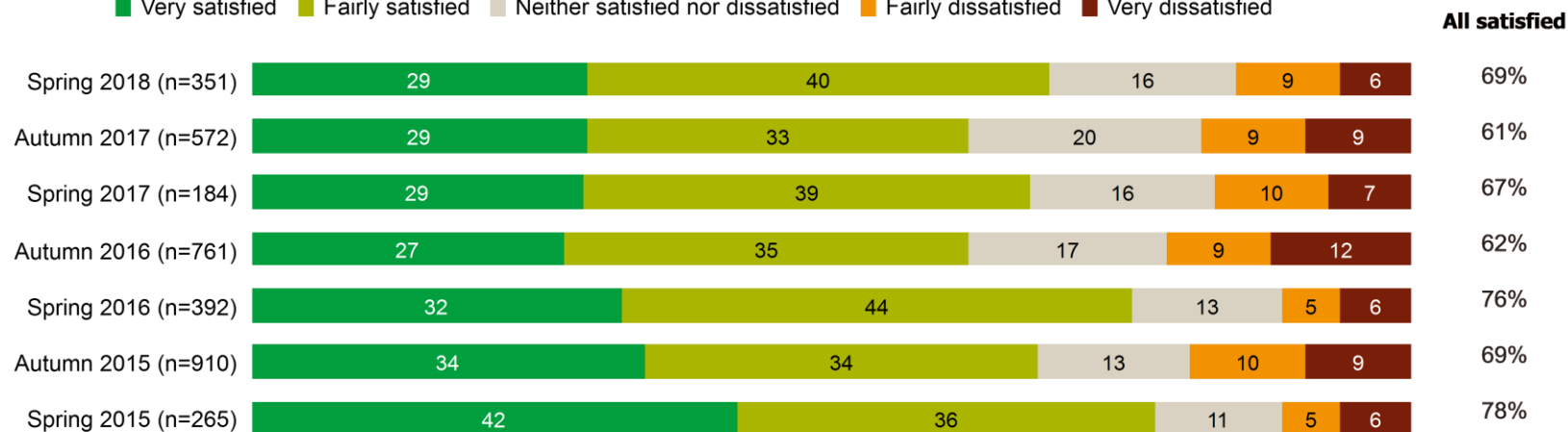
Waiting: satisfaction with waiting time



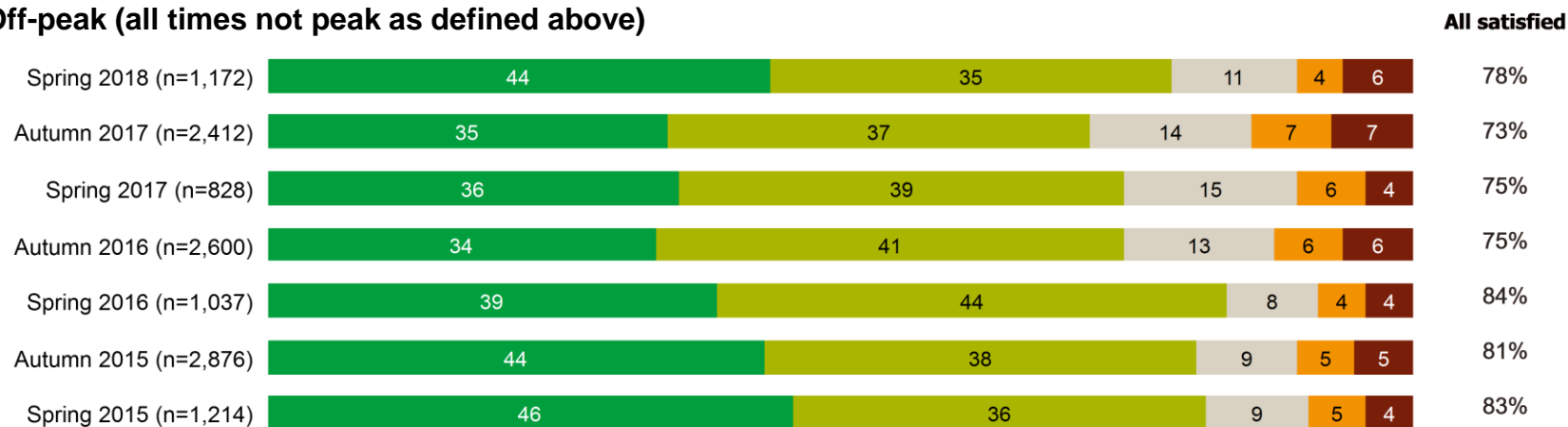
Waiting: satisfaction with waiting time - by travel time

Peak (08:00 to 09:30 and 16:00 to 18:00 - weekdays only)

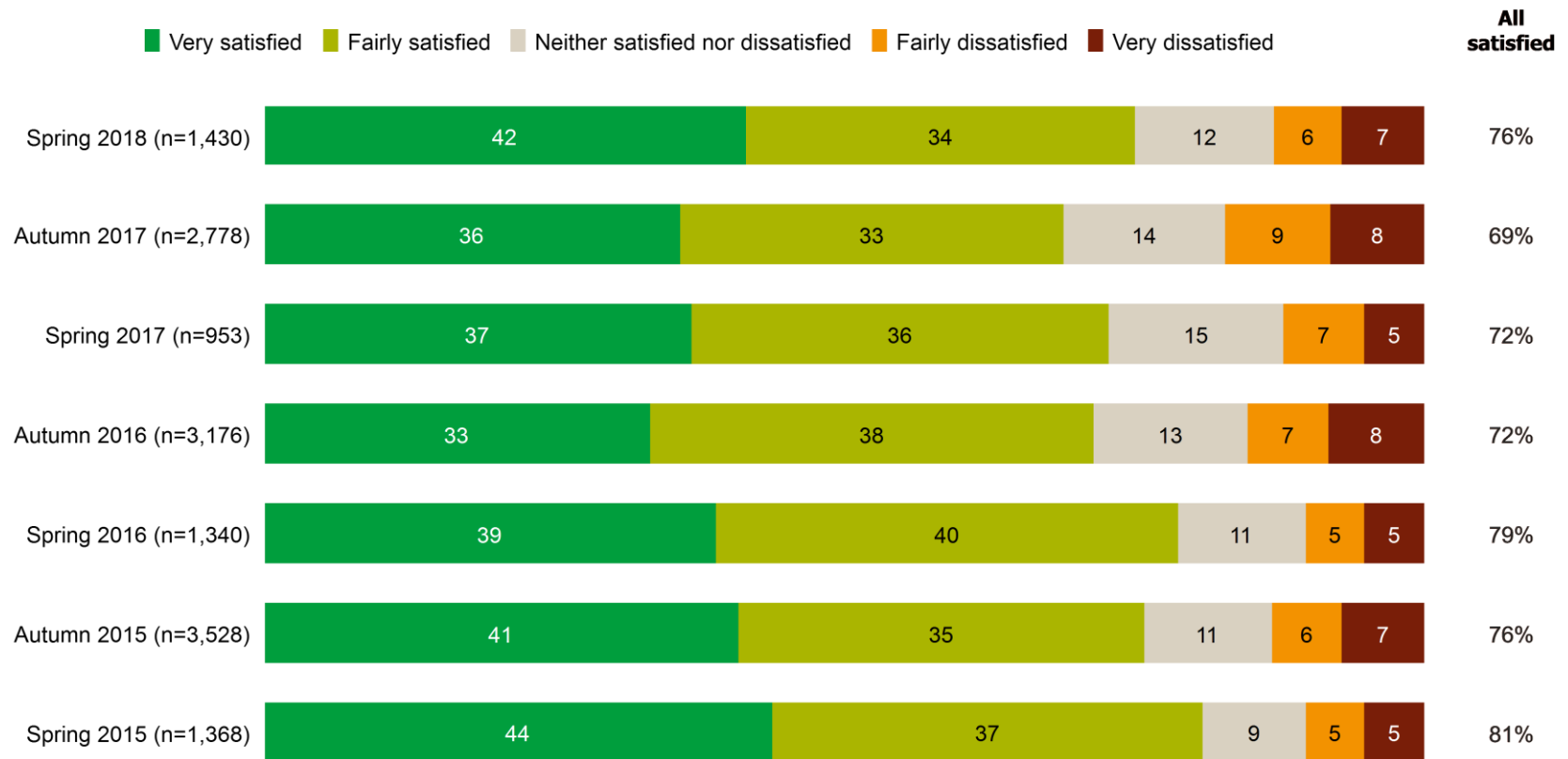
Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied



Off-peak (all times not peak as defined above)



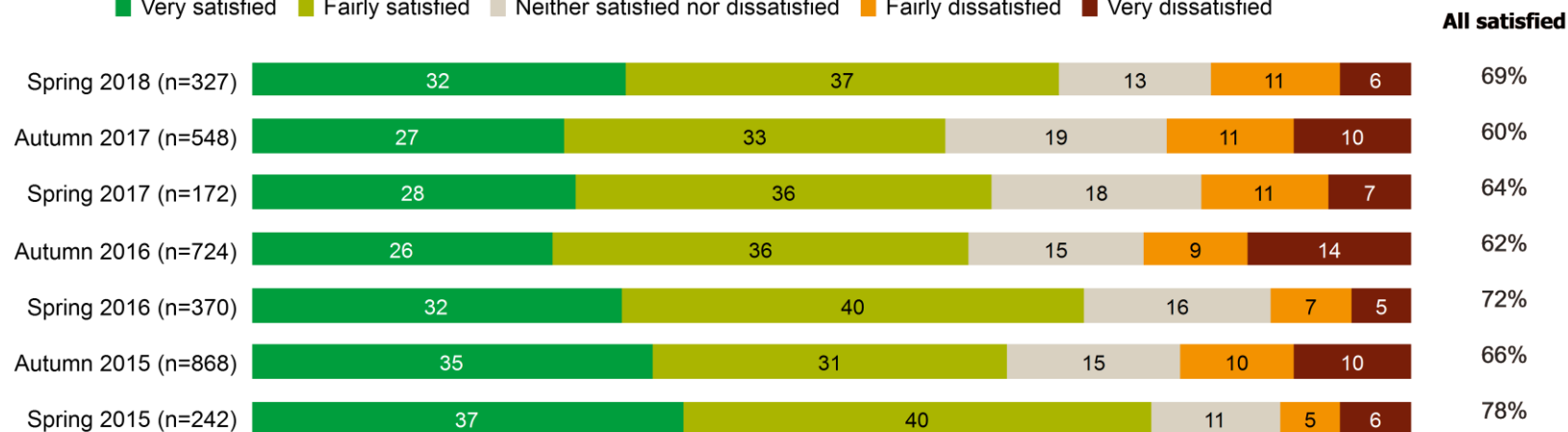
Waiting: satisfaction with punctuality



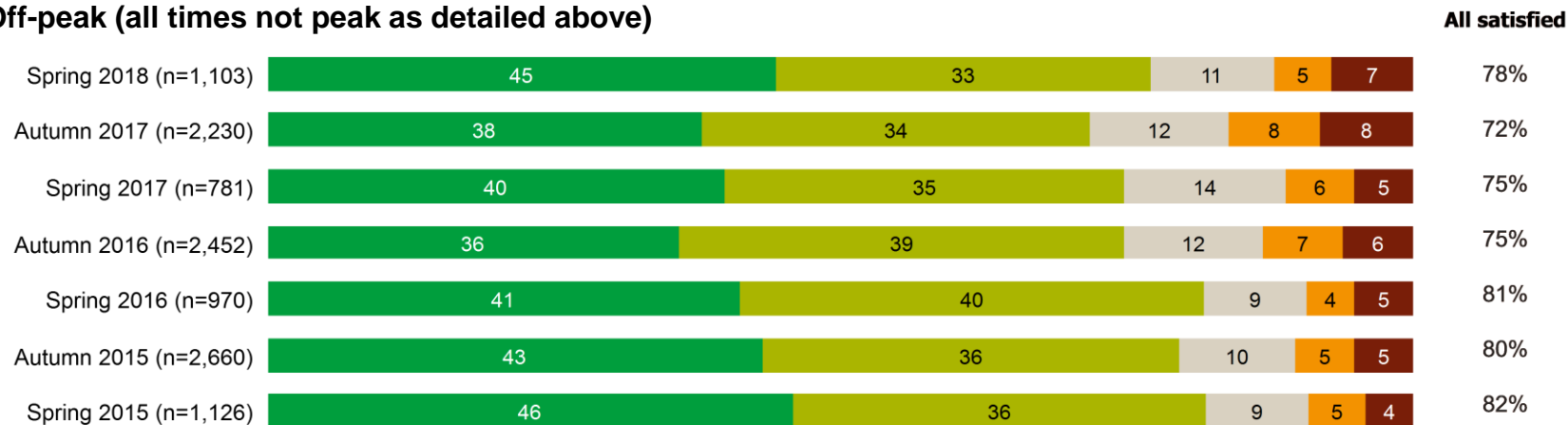
Waiting: satisfaction with punctuality - by travel time

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

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied



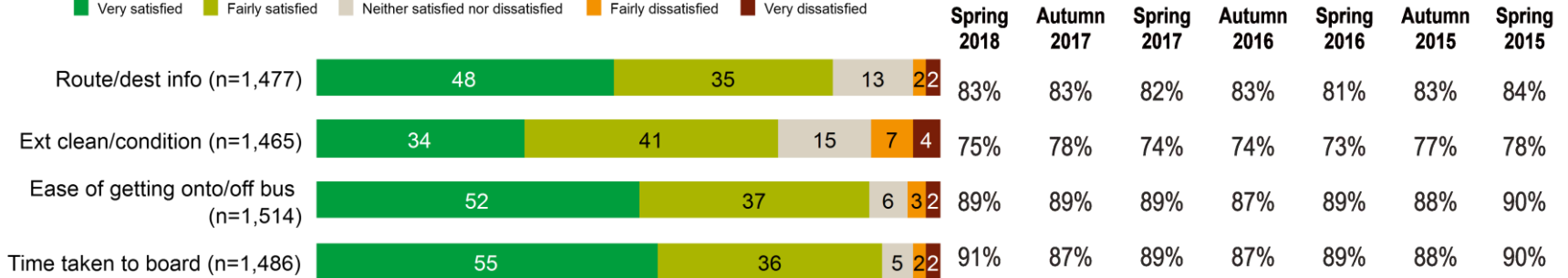
Off-peak (all times not peak as detailed above)



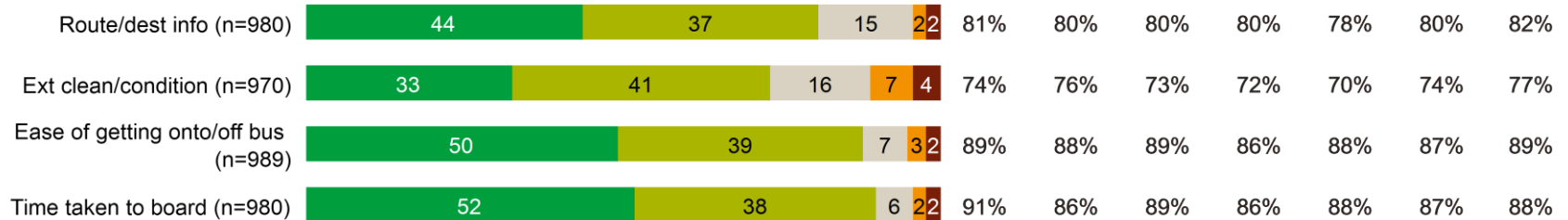
Boarding: bus satisfaction

All passengers

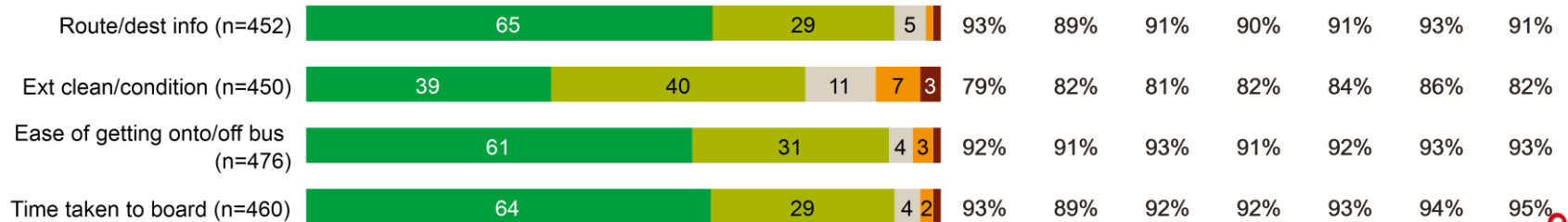
Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied



Fare-payers



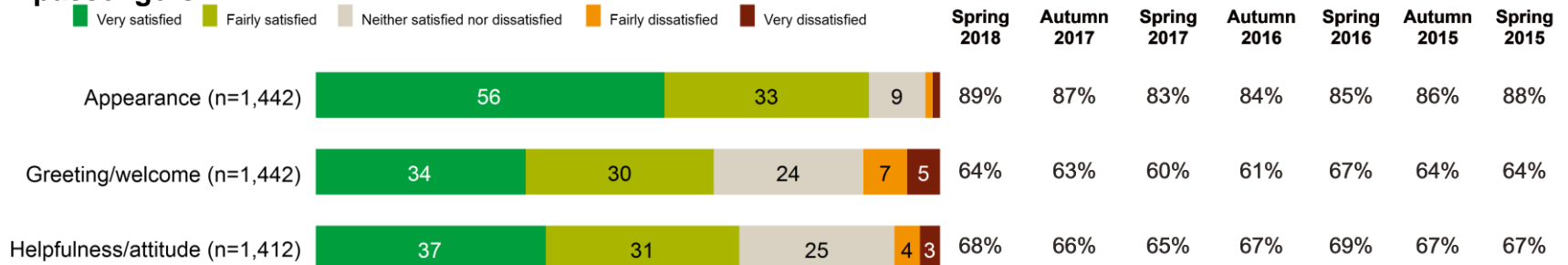
Free pass holders



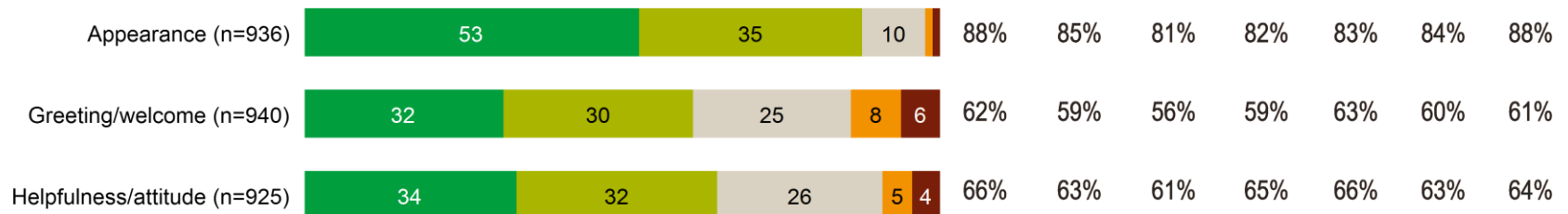
Boarding: bus driver interaction

All passengers

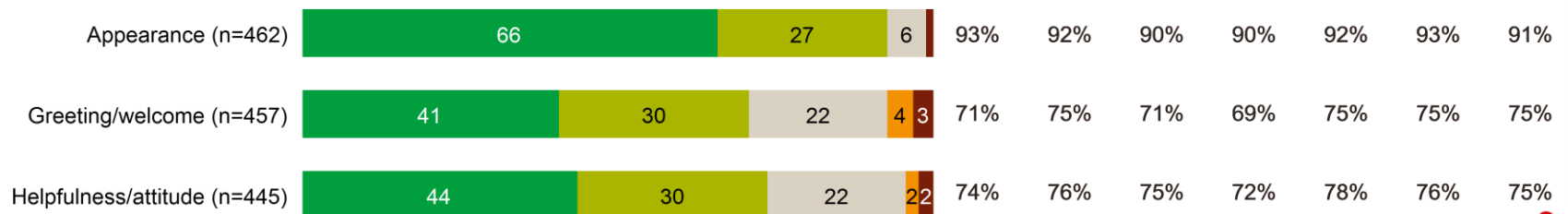
Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied



Fare-payers

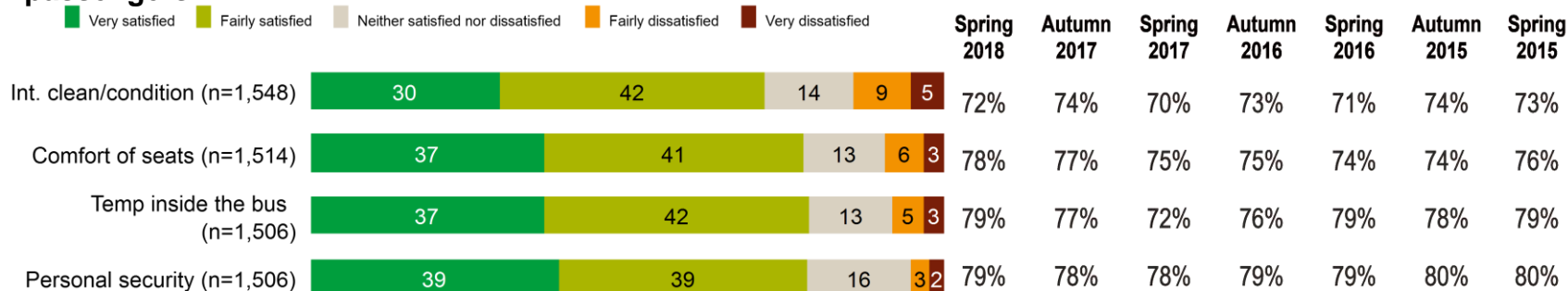


Free pass holders

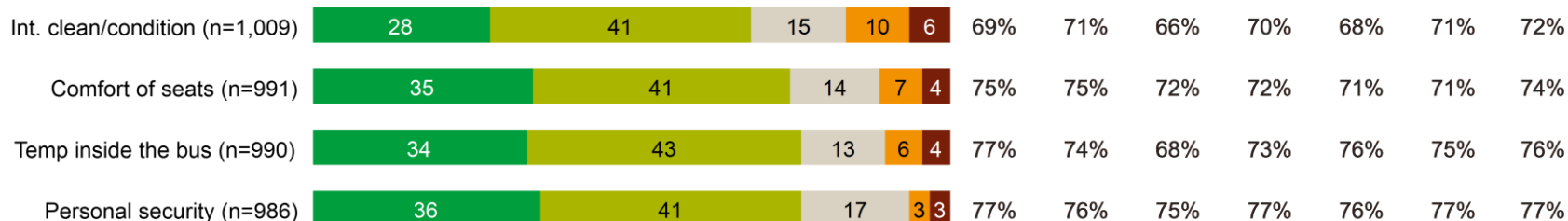


On the bus: conditions

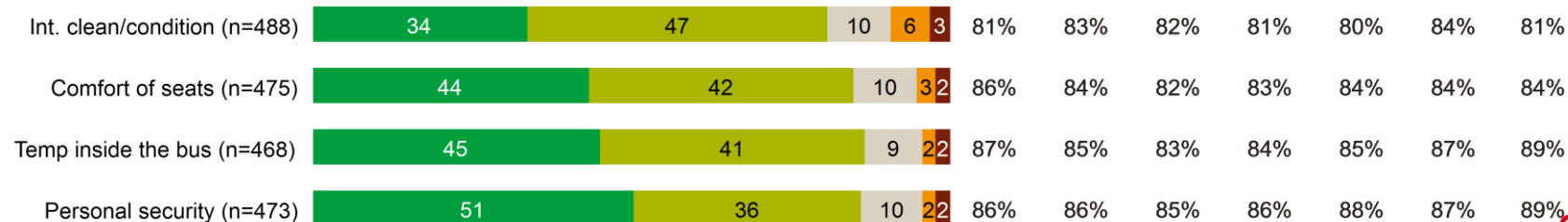
All passengers



Fare-payers



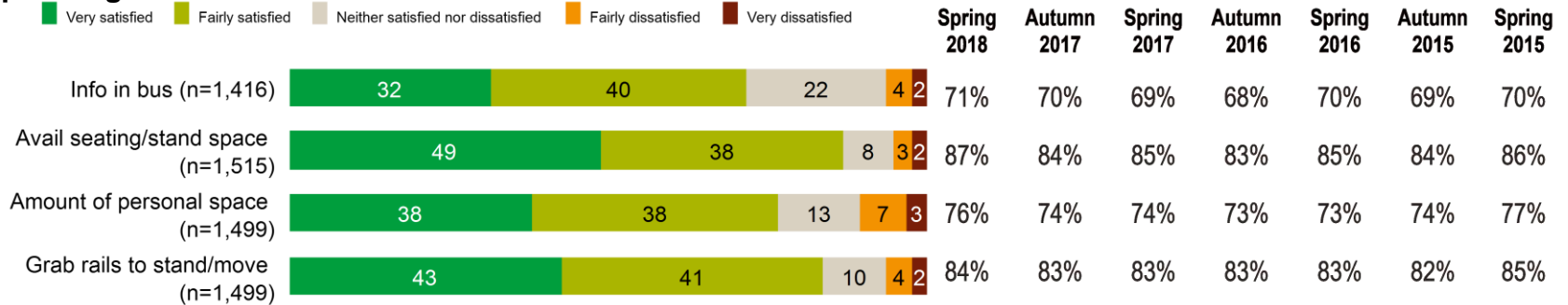
Free pass holders



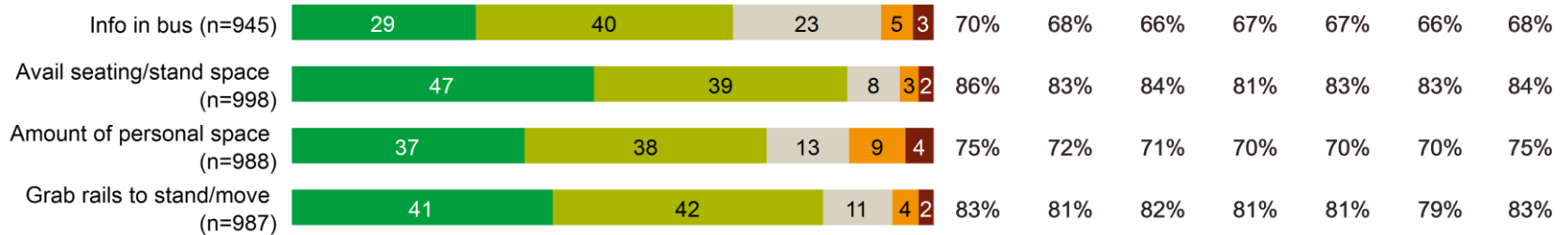
On the bus: features and space

All passengers

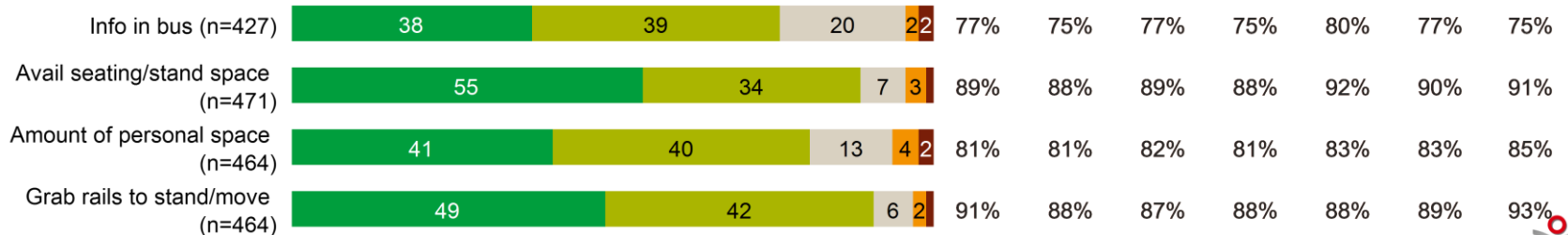
Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied



Fare-payers



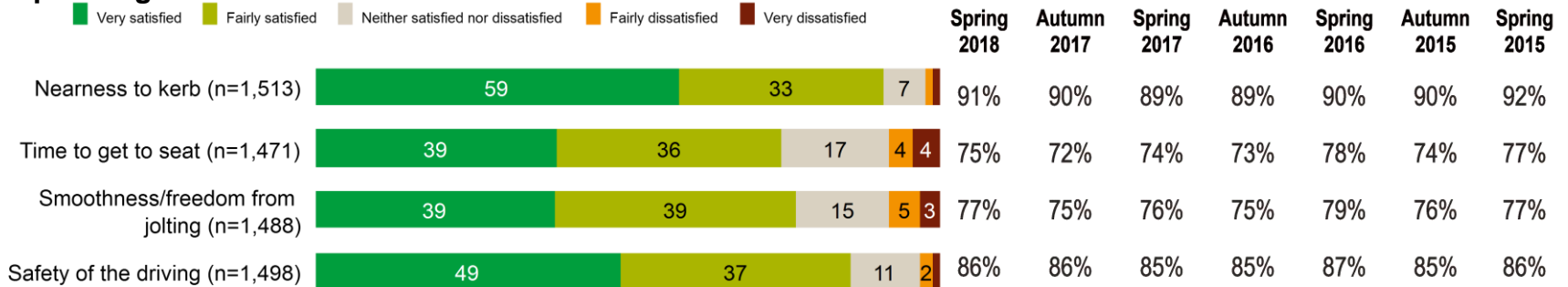
Free pass holders



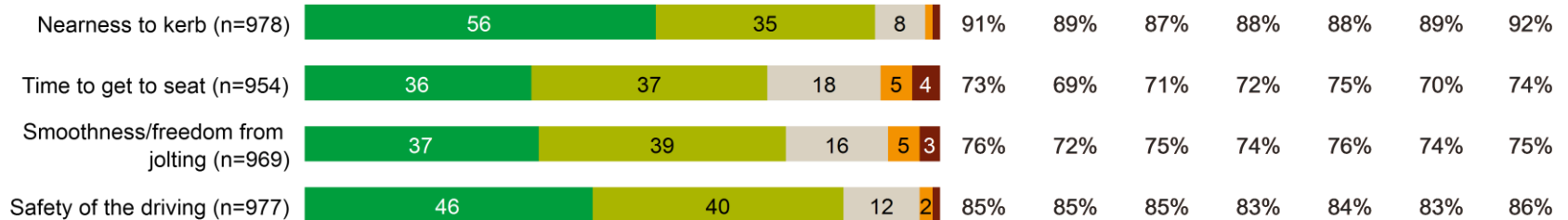
On the bus: bus driver - the driving

All passengers

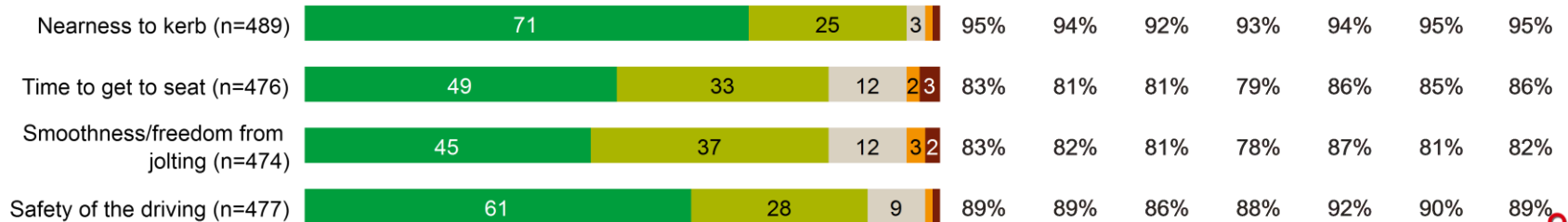
Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied



Fare-payers

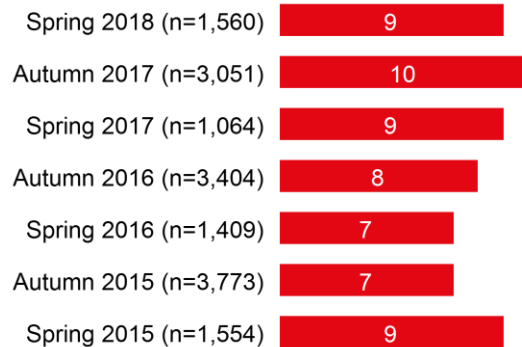


Free pass holders

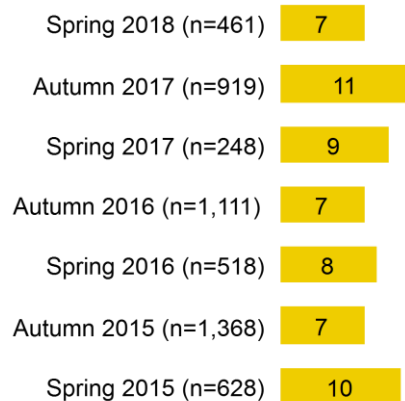


On the bus: worry or concern from other passengers' behaviour

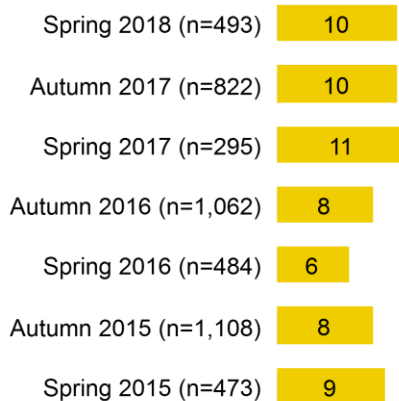
Incidence of concern/worry (%) - all passengers



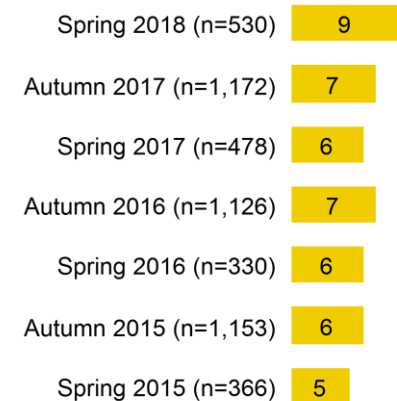
Age 16 - 34



Age 35 - 59

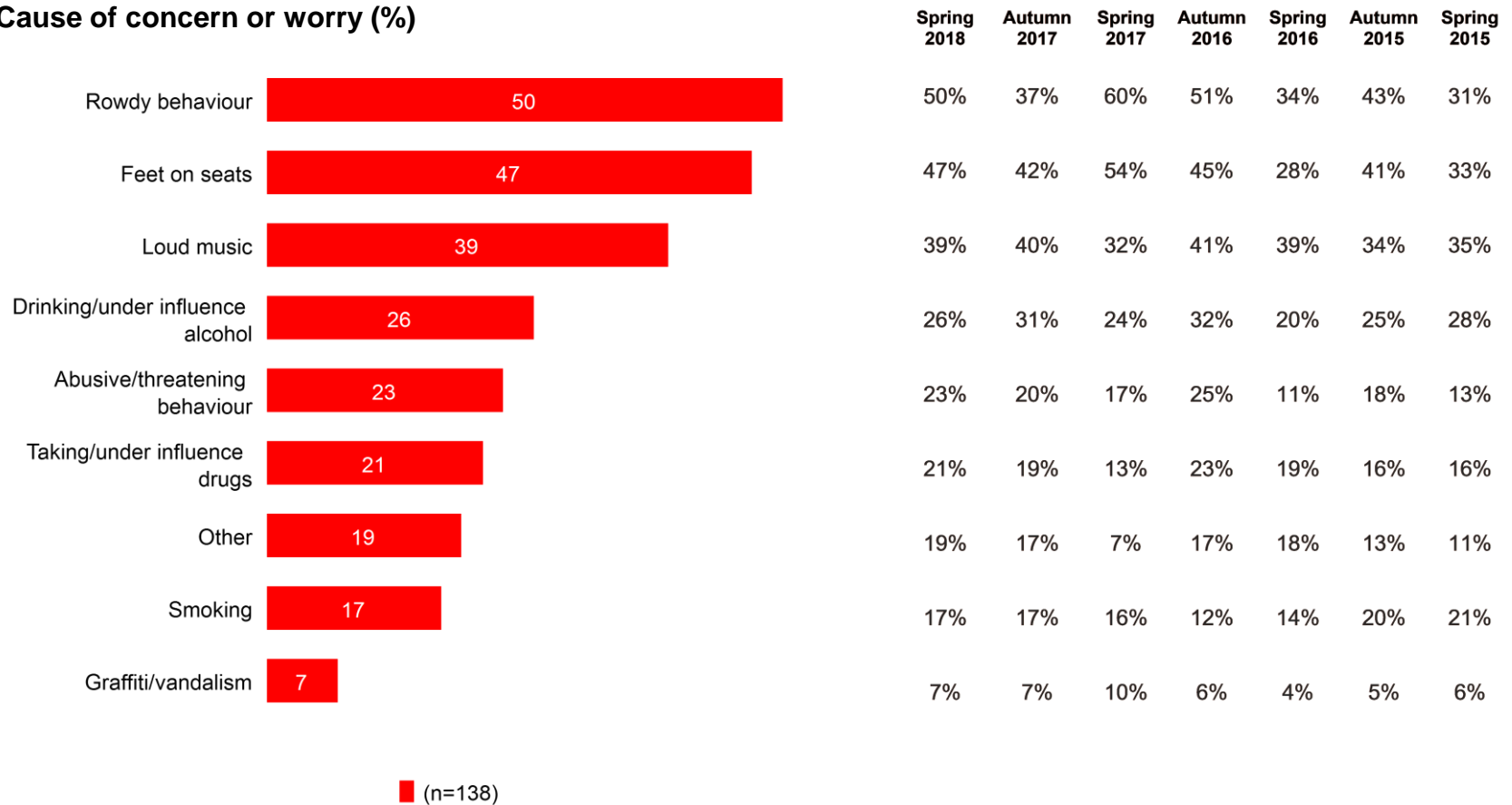


Age 60+

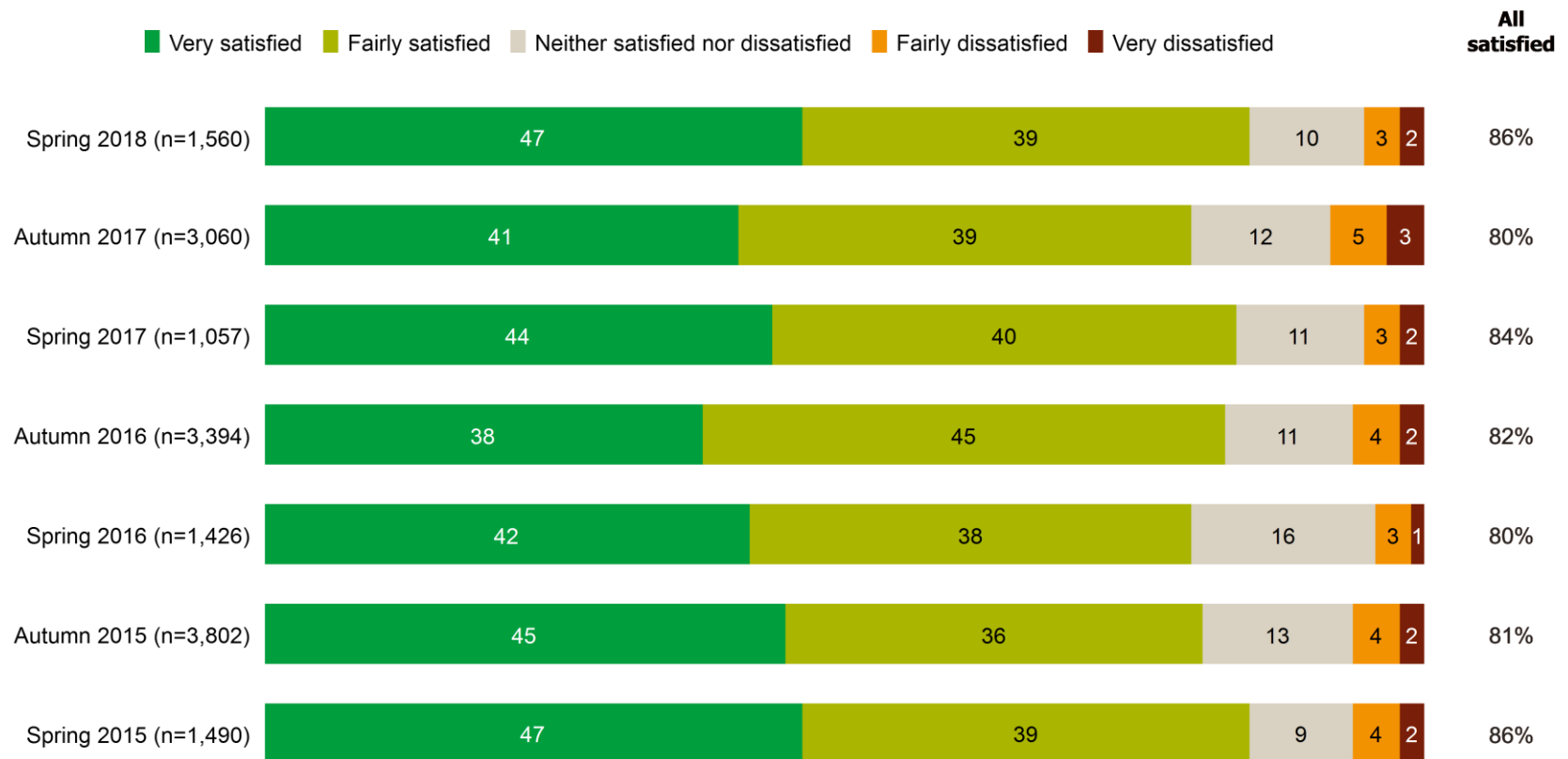


On the bus: worry or concern from other passengers' behaviour

Cause of concern or worry (%)

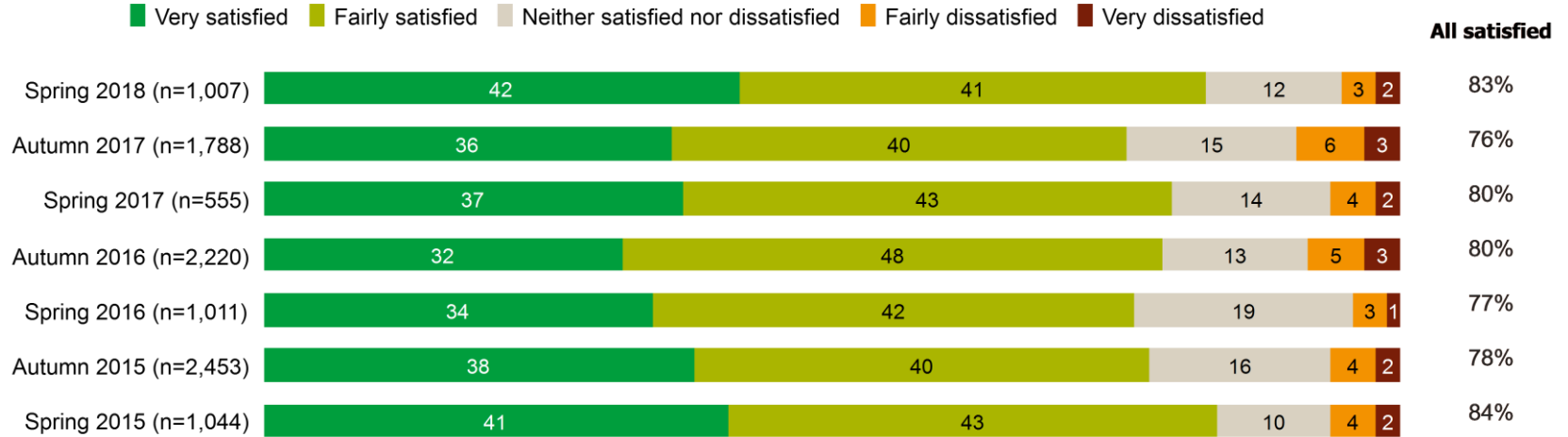


On the bus: satisfaction with journey time

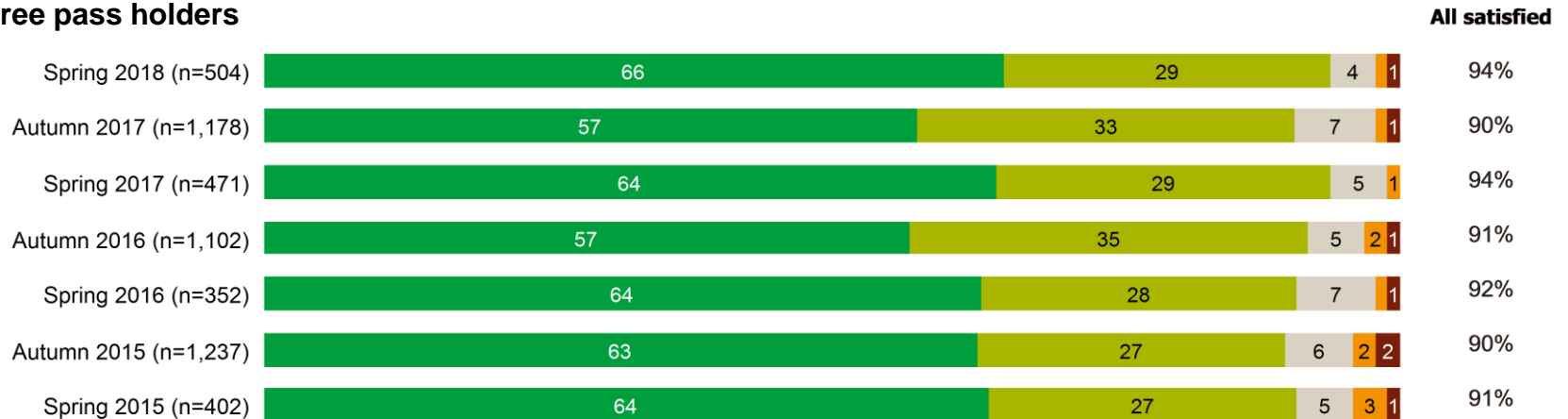


On the bus: satisfaction with journey time - by journey types

Fare-payers

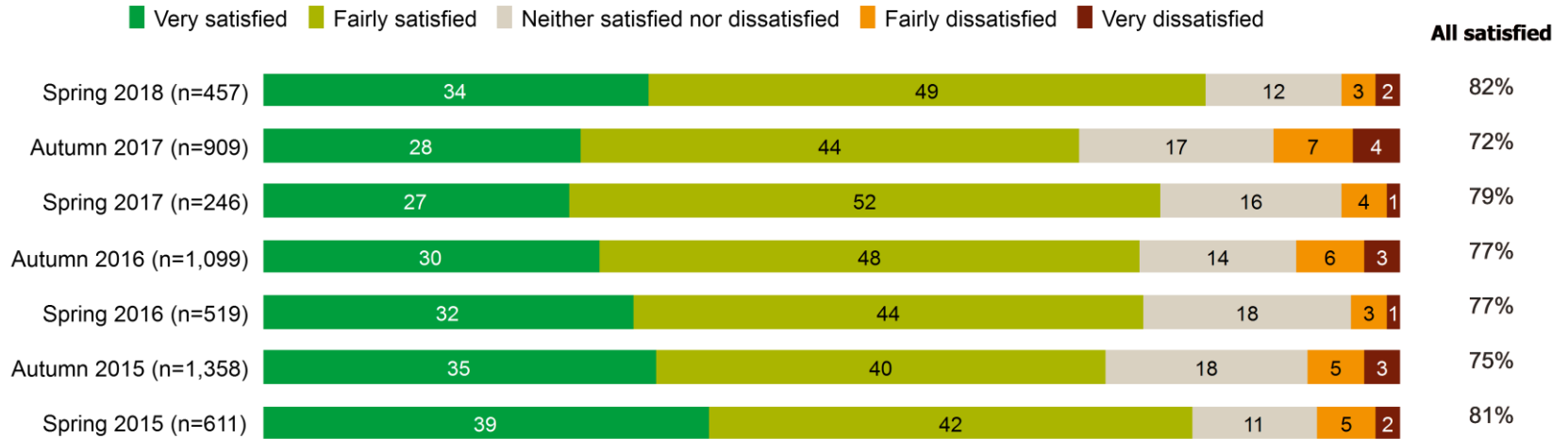


Free pass holders

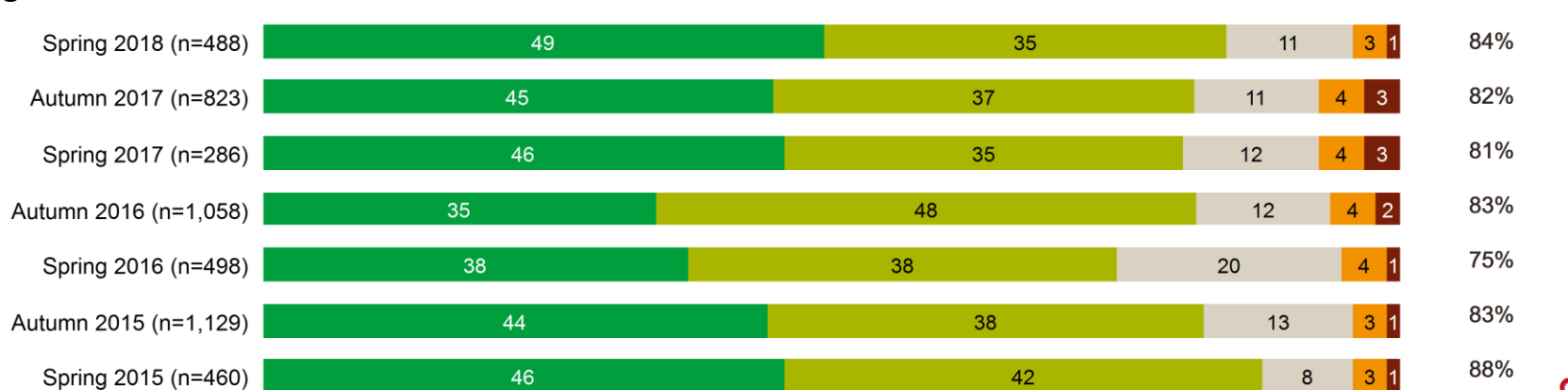


On the bus: satisfaction with journey time - by age

Age 16 - 34



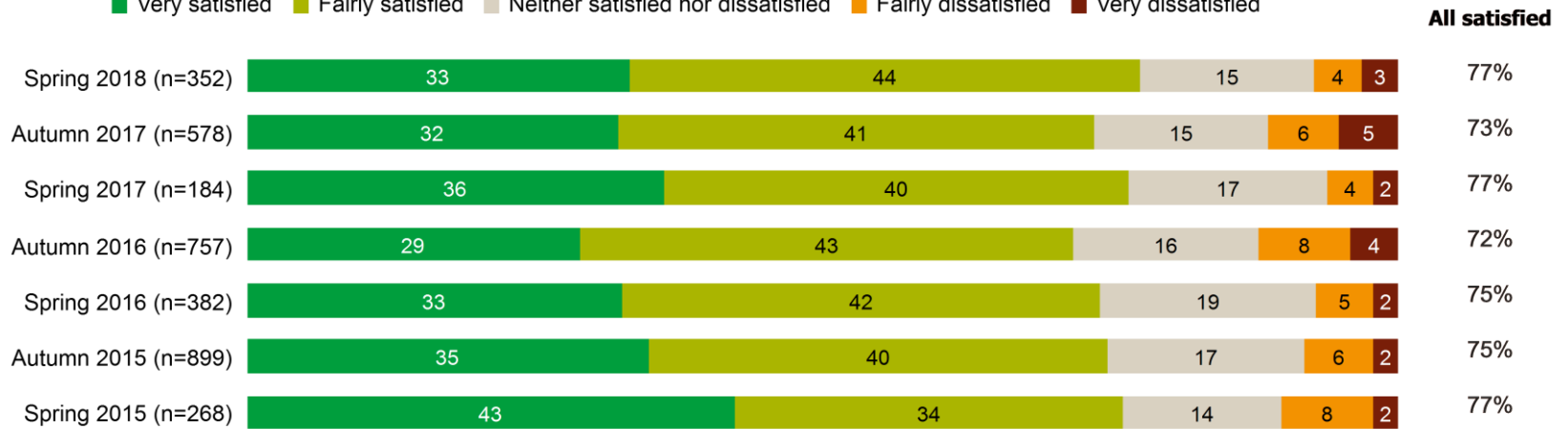
Age 35 - 59



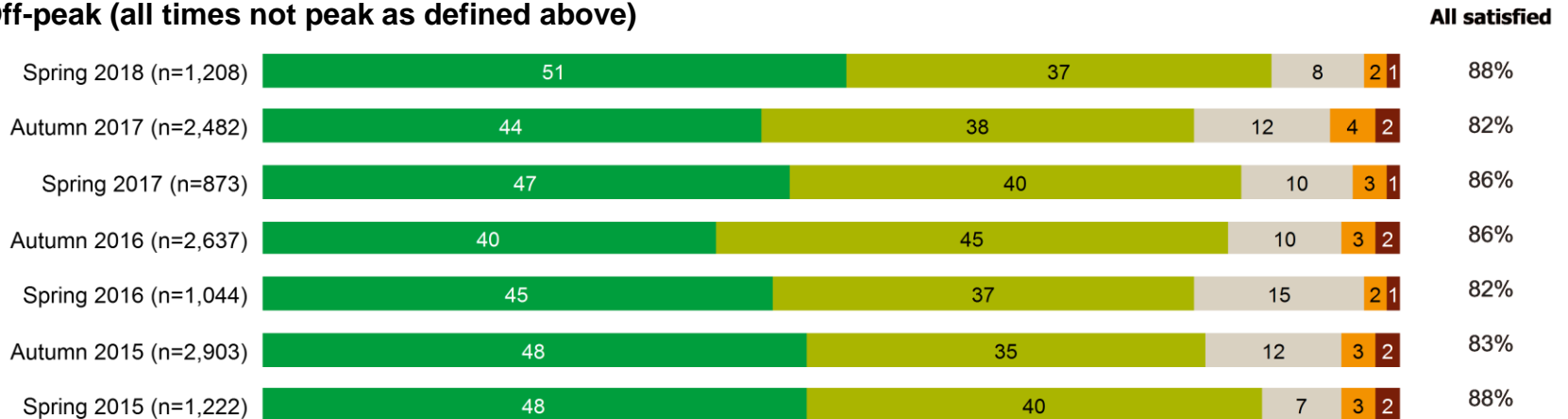
On the bus: satisfaction with journey time - by travel time

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

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied



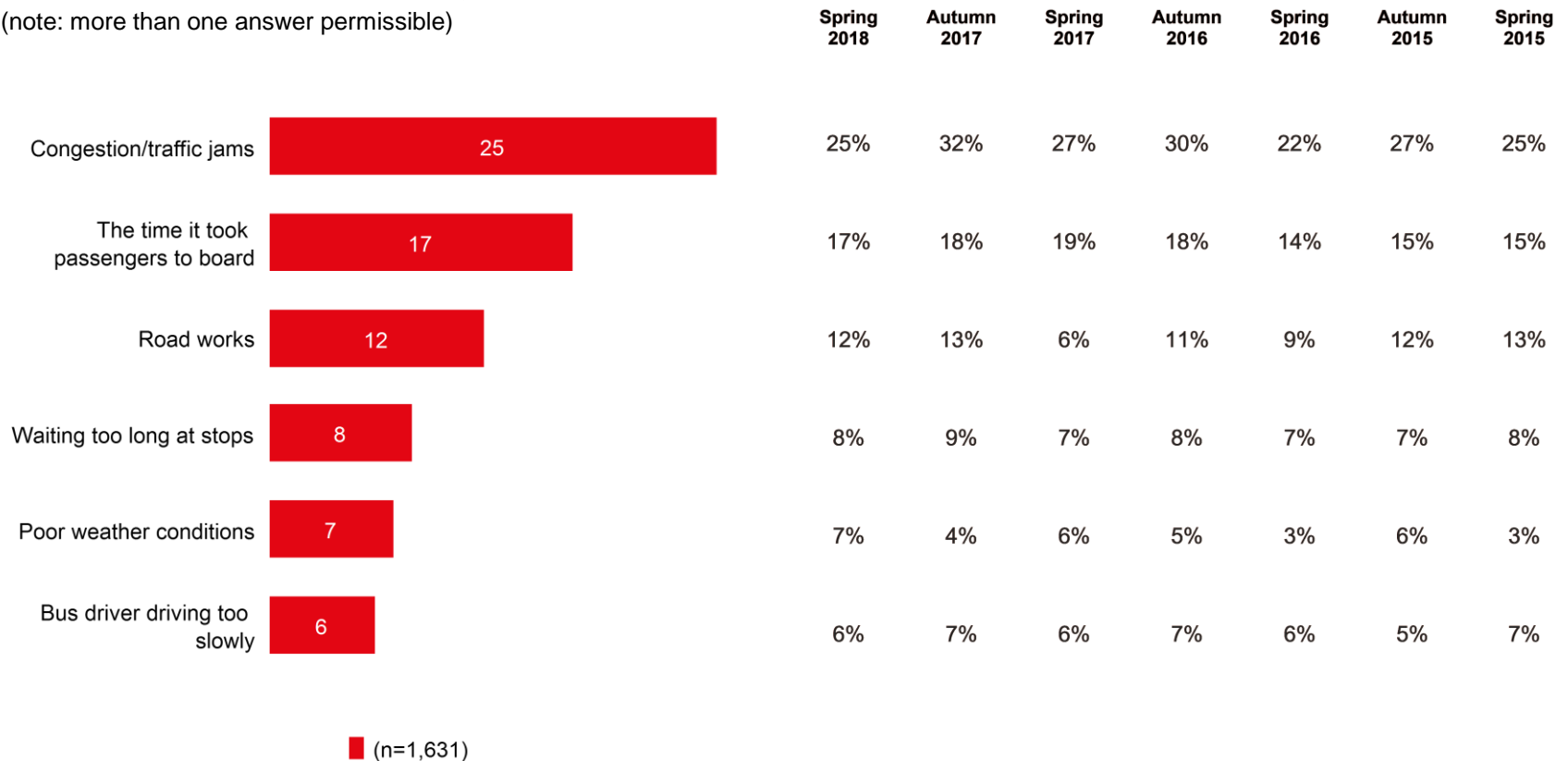
Off-peak (all times not peak as defined above)



On the bus: what affected journey time

Incidence of affect on journey time (%)

(note: more than one answer permissible)



On the bus: what affected journey time - by travel time

Incidence of affect on journey time (%)

(note: more than one answer permissible)

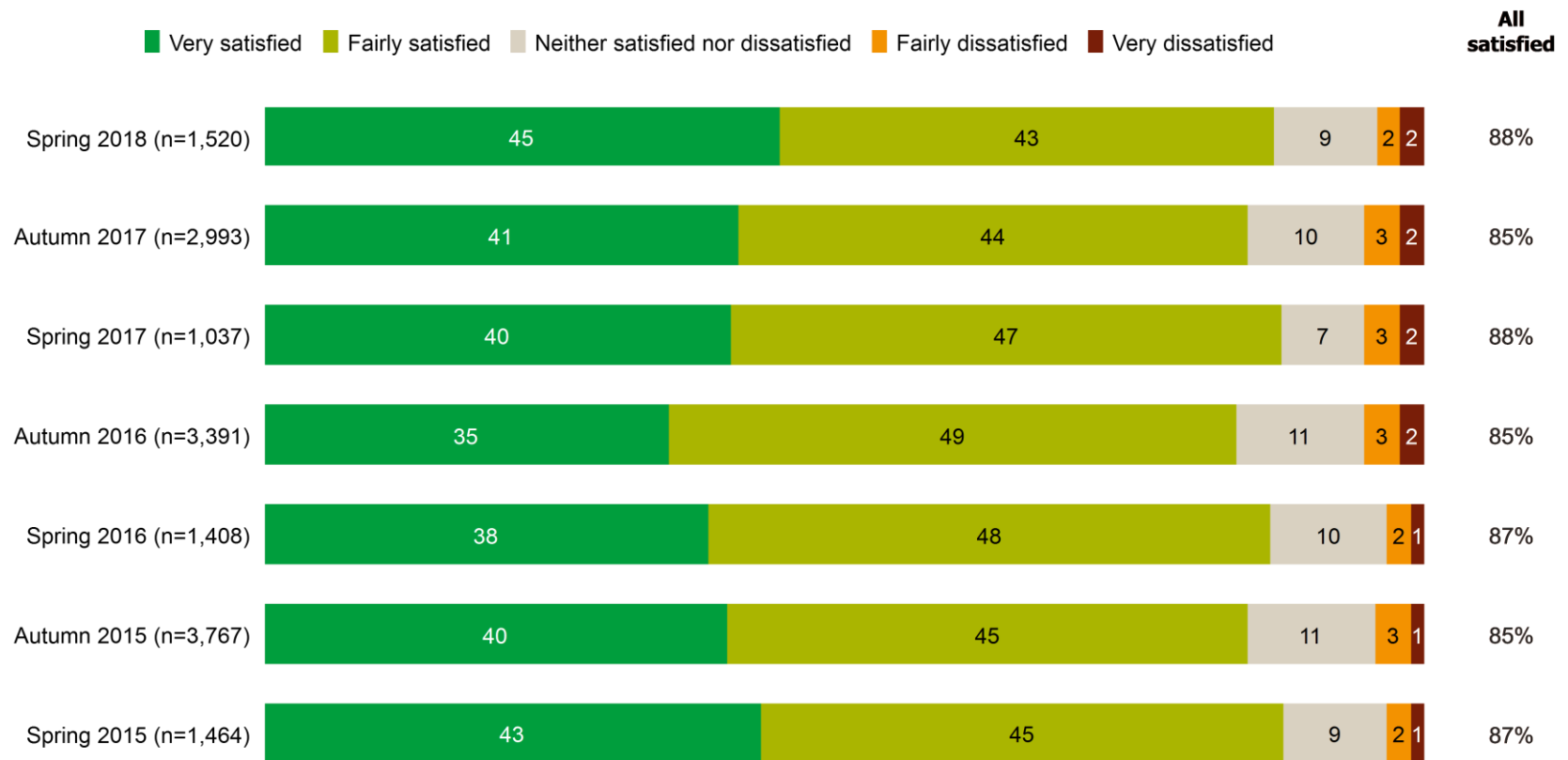
Peak (8:00 to 9:30 and 16:00 to 18:00 - weekdays only)

		Spring 2018	Autumn 2017	Spring 2017	Autumn 2016	Spring 2016	Autumn 2015	Spring 2015
Congestion/traffic jams	42	42%	45%	36%	49%	42%	41%	44%
The time it took passe...	20	20%	14%	20%	22%	16%	18%	15%
Road works	15	15%	11%	5%	15%	10%	14%	13%
Waiting too long at stops	8	8%	8%	9%	12%	9%	8%	14%
Poor weather conditions	6	6%	3%	6%	5%	3%	9%	2%
Bus driver driving too ...	5	5%	8%	4%	9%	6%	6%	8%

Off-peak (all times not peak as defined above)

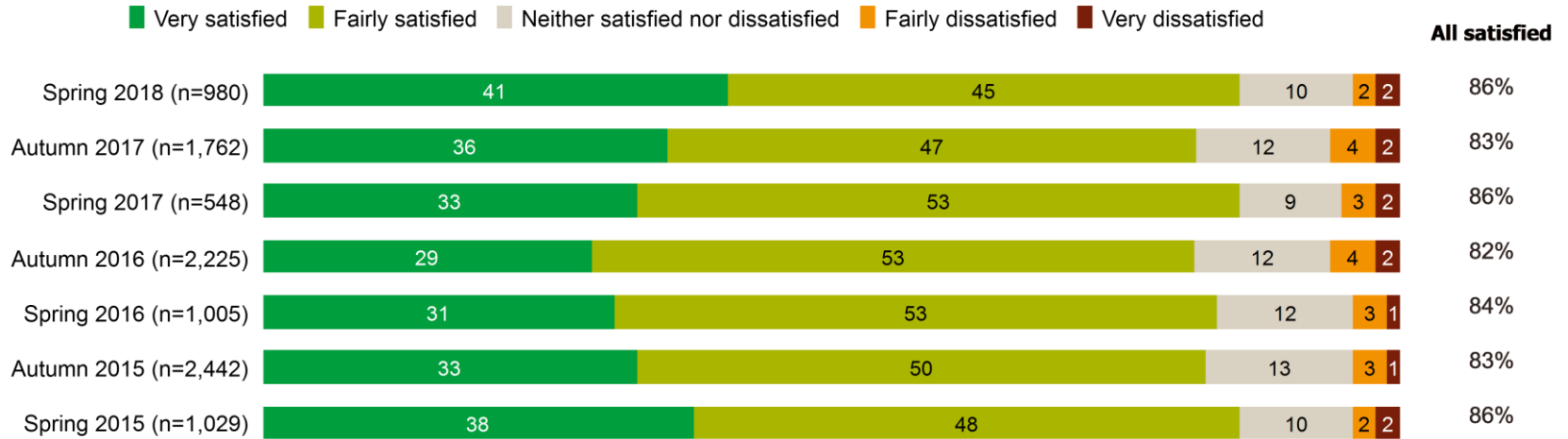
		Spring 2018	Autumn 2017	Spring 2017	Autumn 2016	Spring 2016	Autumn 2015	Spring 2015
Congestion/traffic jams	20	20%	28%	23%	23%	16%	22%	21%
The time it took passe...	17	17%	19%	19%	17%	13%	14%	15%
Road works	11	11%	13%	7%	10%	9%	12%	13%
Waiting too long at stops	8	8%	9%	7%	7%	7%	6%	7%
Poor weather conditions	8	8%	5%	6%	5%	3%	5%	3%
Bus driver driving too ...	6	6%	7%	6%	6%	6%	5%	7%

Overall experience: journey satisfaction

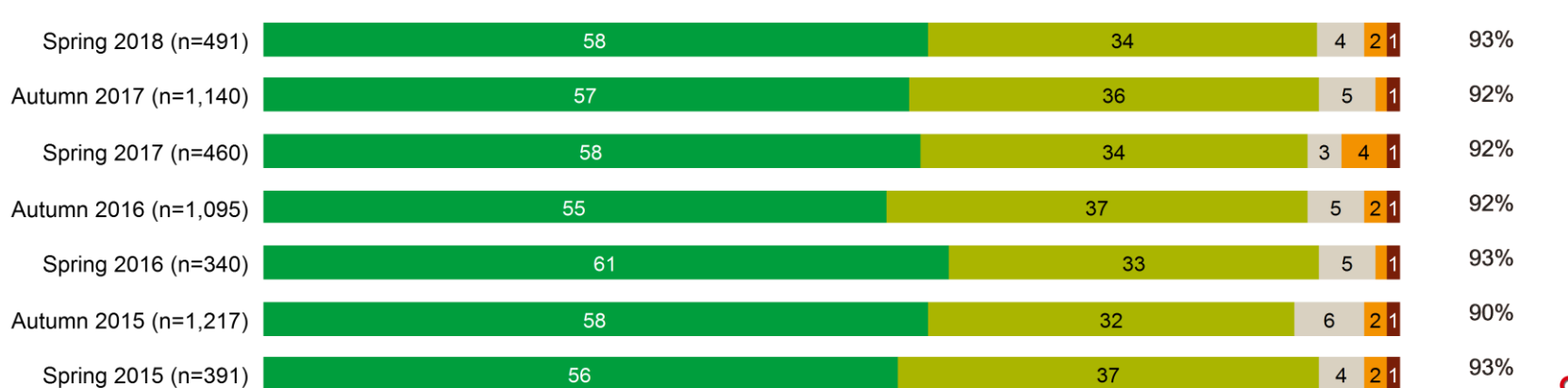


Overall experience: journey satisfaction - by journey types

Fare-payers

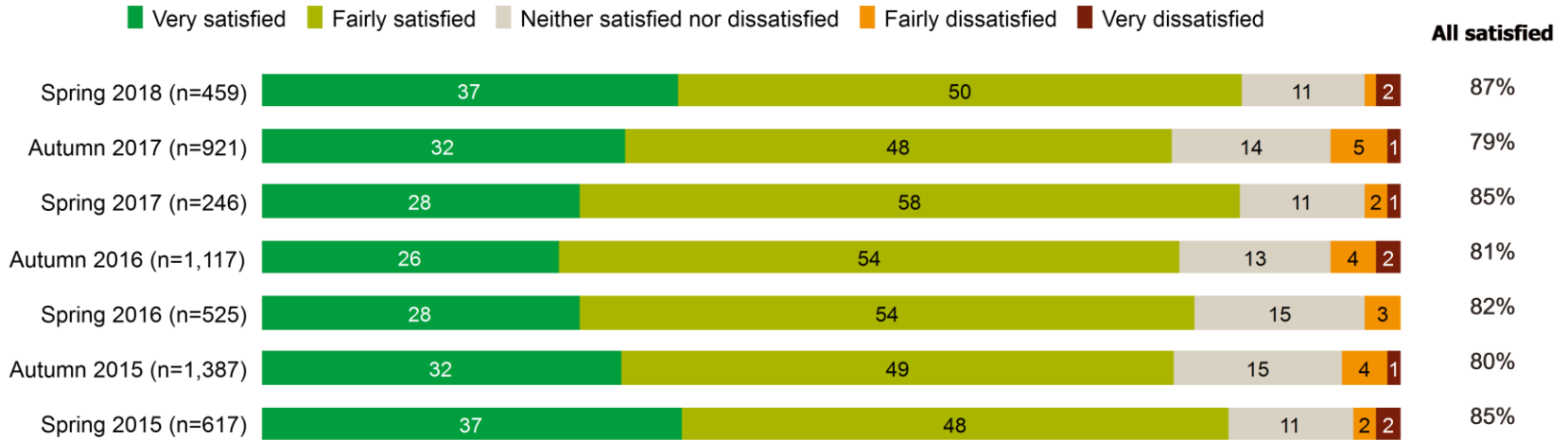


Free pass holders

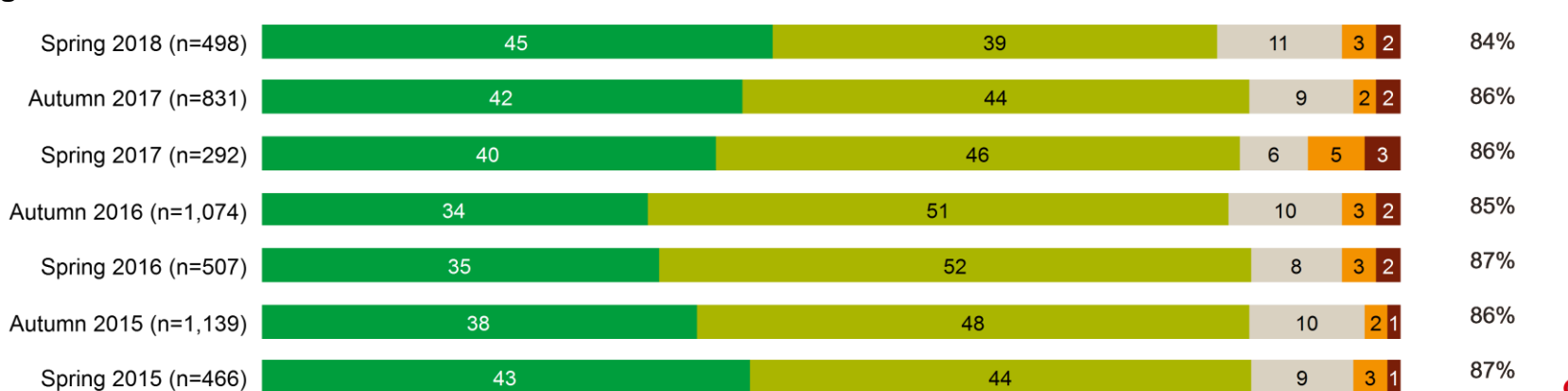


Overall experience: journey satisfaction - by age

Age 16 - 34



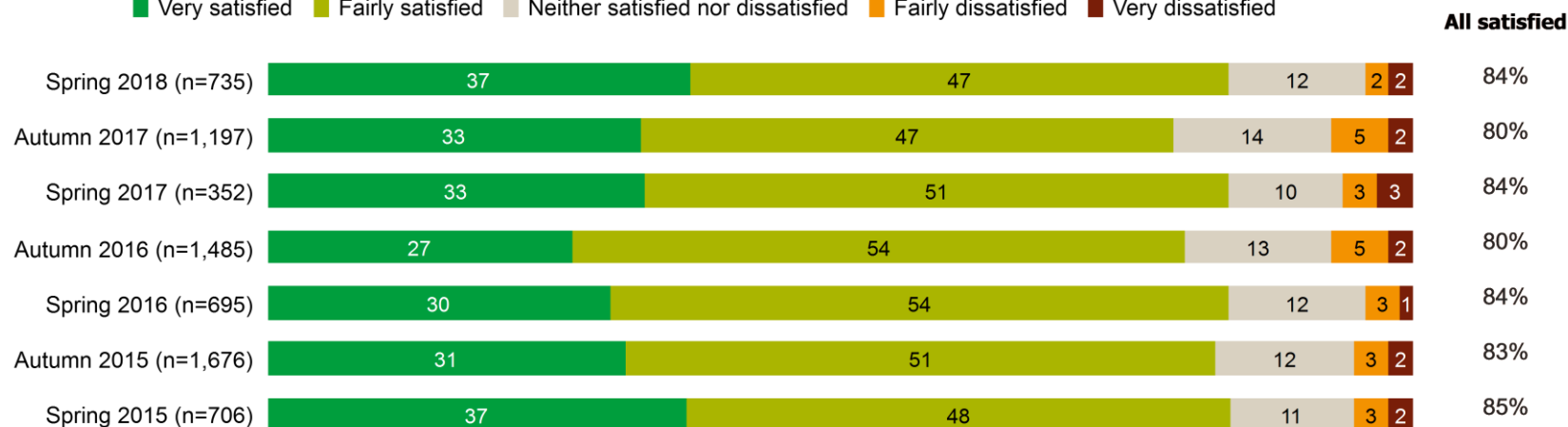
Age 35 - 59



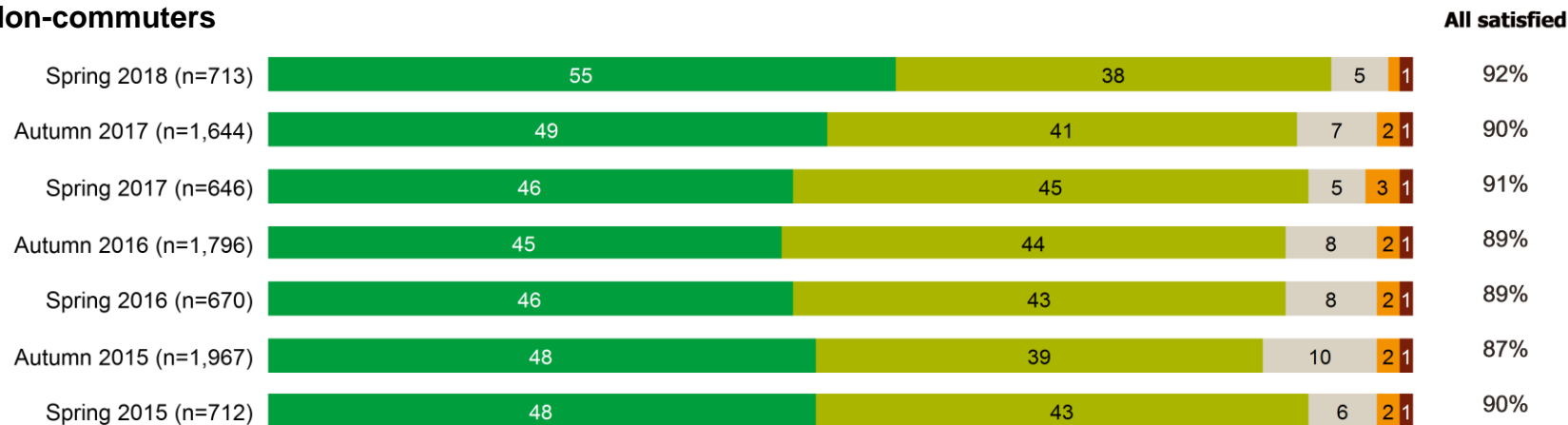
Overall experience: journey satisfaction - by journey purpose

Commuters

■ Very satisfied
 ■ Fairly satisfied
 ■ Neither satisfied nor dissatisfied
 ■ Fairly dissatisfied
 ■ Very dissatisfied

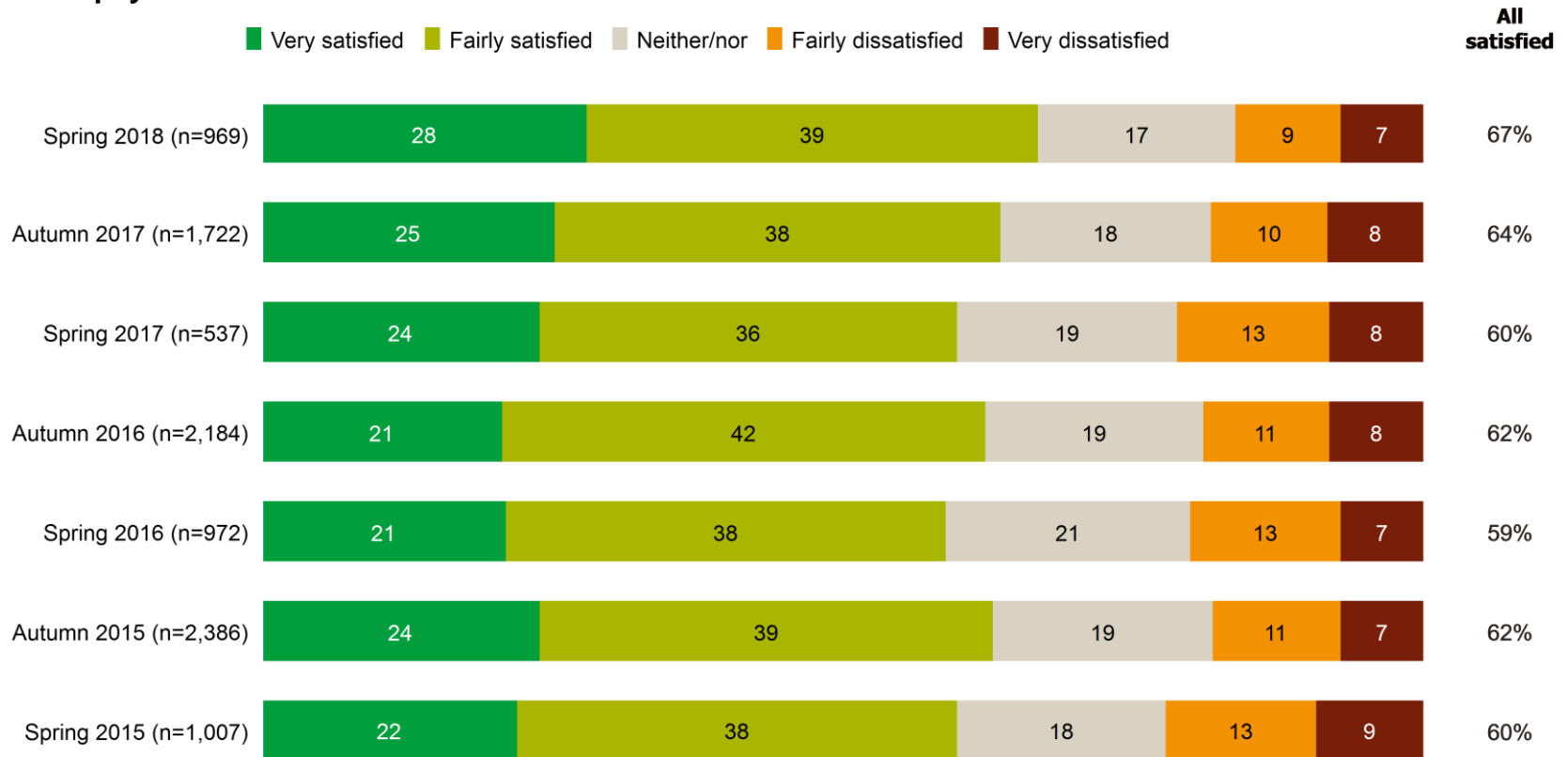


Non-commuters



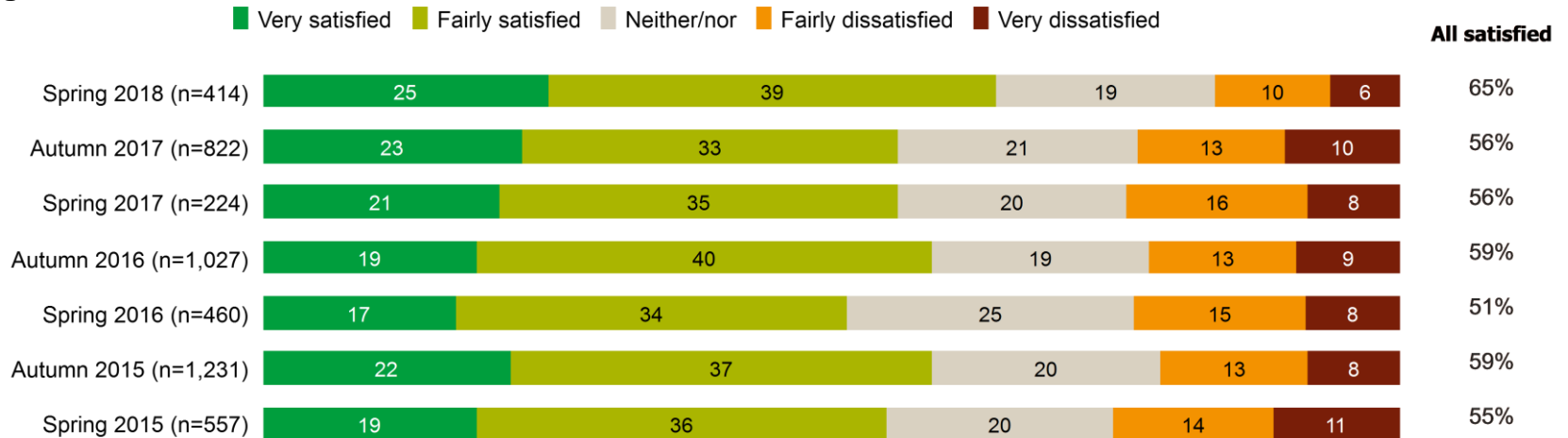
Overall experience: satisfaction with value for money

All fare-payers

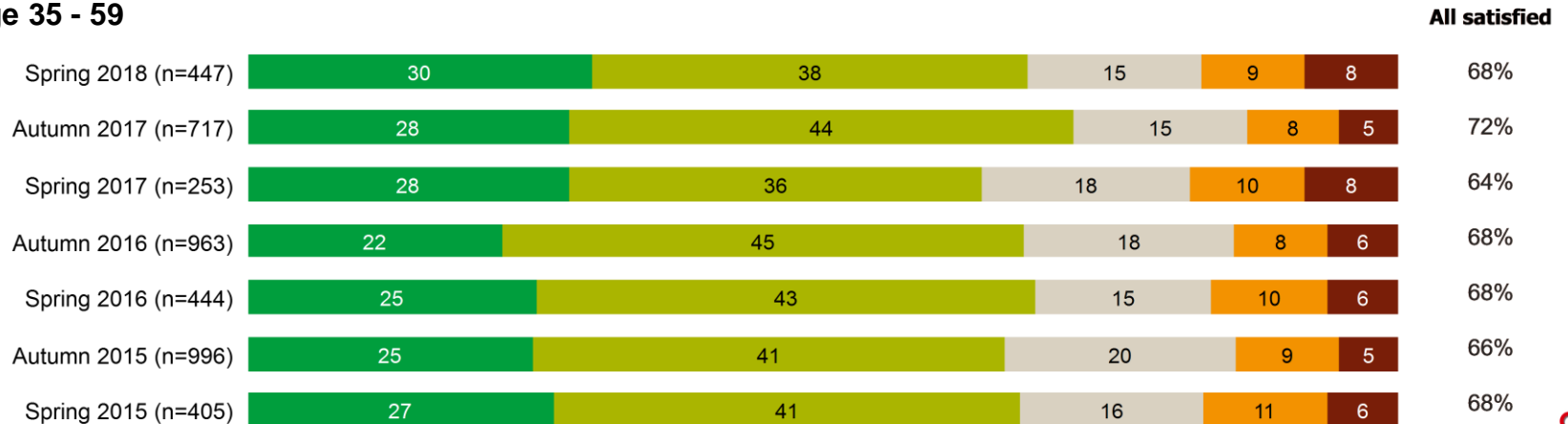


Overall experience: satisfaction with value for money - by age

Age 16 - 34

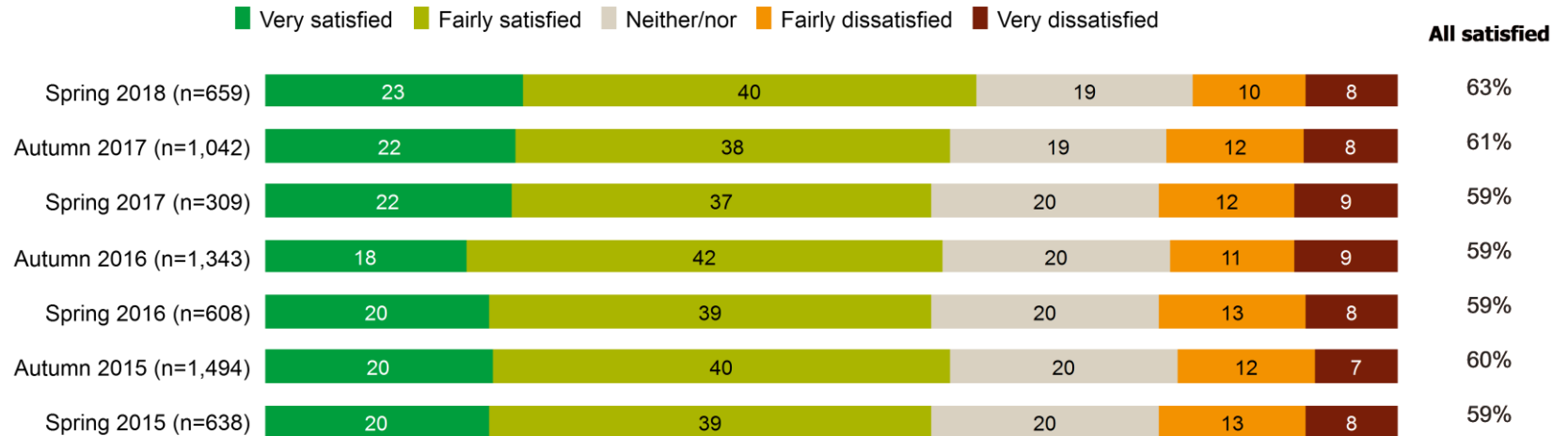


Age 35 - 59

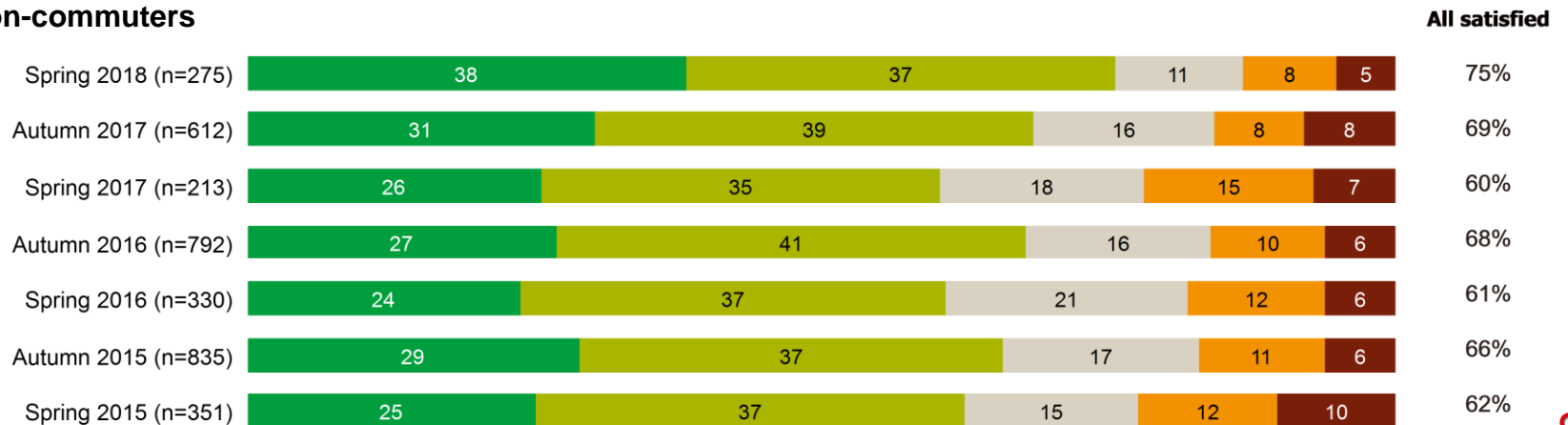


Overall experience: satisfaction with value for money - by journey purpose

Commuters

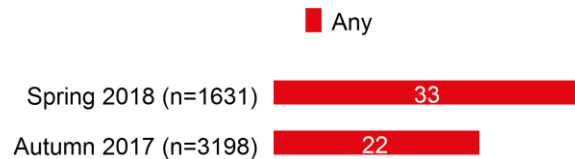


Non-commuters

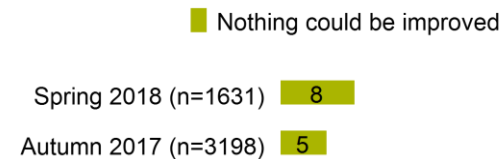


Overall experience: what could be improved?

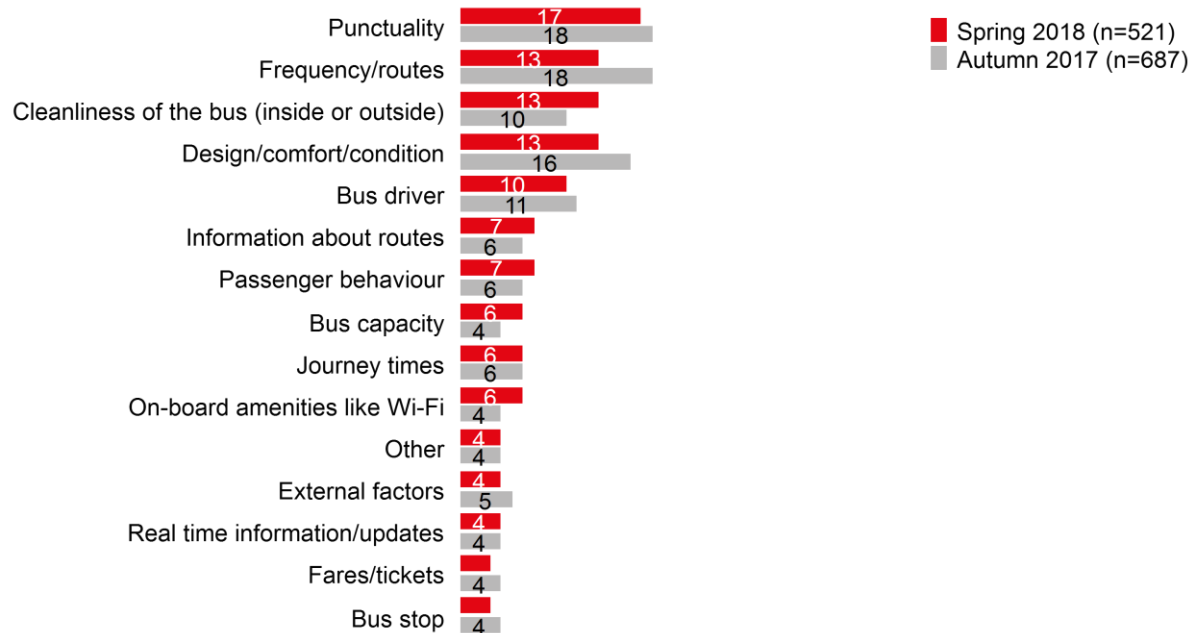
% passengers who wrote an improvement comment



% passengers who wrote nothing could be improved



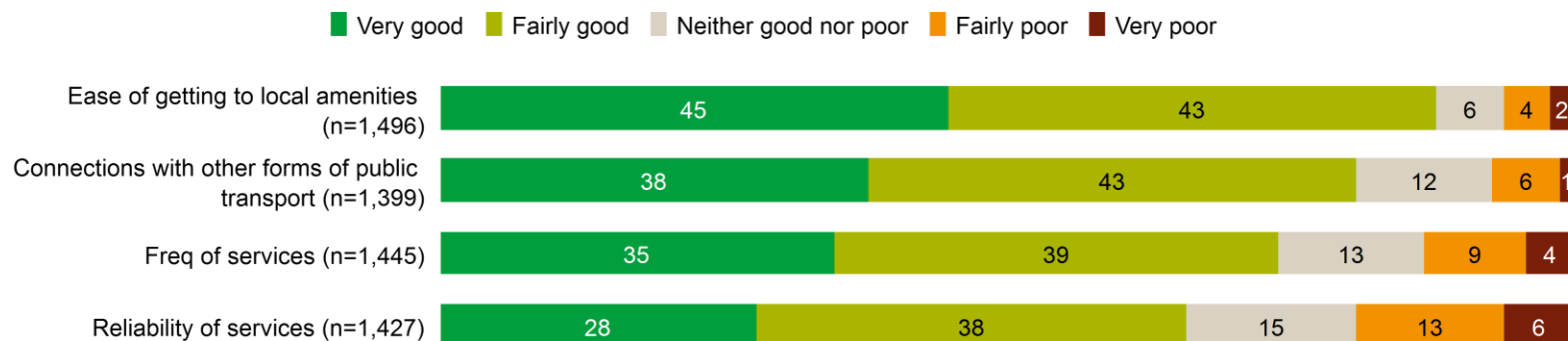
What could be improved - proportion of all those stating an improvement area



Q. If something could have been improved on your journey, what would it have been?

Note: 'Cleanliness of the bus' code added in spring 2017

The bigger picture: ratings of bus services in general



Total very and fairly good (%)

	Spring 2018	Autumn 2017	Spring 2017	Autumn 2016	Spring 2016	Autumn 2015	Spring 2015
Ease of getting to local amenities	88%	85%	86%	84%	84%	87%	88%
Connections with other forms of public transport	81%	77%	77%	77%	74%	80%	79%
Freq of services	74%	70%	68%	71%	73%	75%	76%
Reliability of services	67%	63%	64%	65%	67%	68%	69%

Further detail

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 05 March and 13 May 2018 (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 off peaks, 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 Department for Transport'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 2018 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 are shown after the question/category text these 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.

Percentages quoted at 'grouped area' level that is: PTEs, Unitary authorities, or Two-Tier authorities, are the aggregate scores achieved across all the areas surveyed in that group. Each individual area counts towards the area group aggregate score in proportion to the number of passenger journeys made annually in that area.

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.

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