



Bus Passenger Survey – autumn 2017

Merseytravel (Mersey & Halton) PTE area – overall

2 March 2018

Introduction

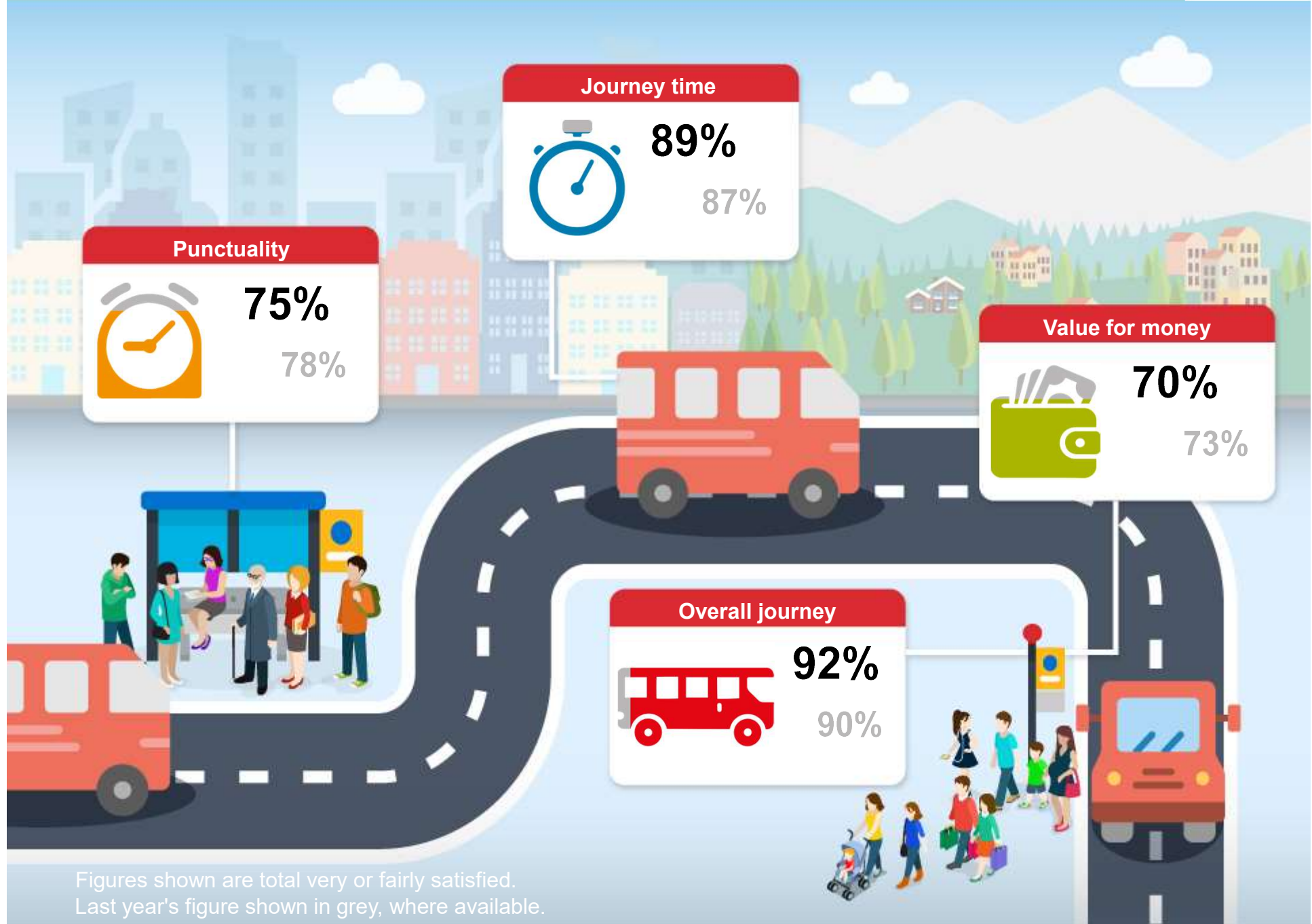
- 1) This is a survey of bus passengers' journey experiences.
- 2) It was carried out between 11 September and 17 December 2017.
- 3) The number of responses received for Mersey & Halton overall was 2135.

Results are representative at 'local transport authority' or 'operator defined territory' level.

Authority-type level (e.g. 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 presentation.

Key performance measures for Mersey & Halton overall



Figures shown are total very or fairly satisfied.
Last year's figure shown in grey, where available.

At the stop: satisfaction with the bus stop

Mersey & Halton overall

Total very and fairly satisfied

■ Very satisfied
 ■ Fairly satisfied
 ■ Neither sat. nor dissat.
 ■ Fairly dissatisfied
 ■ Very dissatisfied

	2017	2016	2015	2014
Distance from jny start (n=1877)	86%	87%	85%	88%
Convenience/accessibility (n=1714)	88%	90%	89%	89%
Condition/std of maint. (n=1731)	76%	79%	79%	78%
Freedom: graffiti/vandalism (n=1716)	77%	79%	82%	82%
Freedom: litter (n=1714)	74%	75%	76%	75%
Information provided (n=1728)	70%	73%	76%	76%
Personal safety (n=1756)	78%	79%	79%	80%
Bus stop: Overall sat (n=1972)	81%	81%	82%	82%

Filter: Hierarchical Filter = Mersey - Year = 2017

PTEs average

	2017	2016	2015	2014
Distance from jny start - PTEs	85%	84%	84%	86%
Convenience/accessibility - PTEs	87%	87%	86%	88%
Condition/std of maint. - PTEs	75%	73%	74%	76%
Freedom: graffiti/vandalism - PTEs	77%	76%	76%	78%
Freedom: litter - PTEs	72%	69%	69%	72%
Information provided - PTEs	74%	73%	73%	75%
Personal safety - PTEs	77%	77%	77%	78%
Bus stop: Overall sat - PTEs	80%	79%	79%	82%

Q. Thinking about the bus stop itself, how satisfied were you with the following?

- A) Its distance from your journey start e.g. home/shops; B) The convenience/accessibility of its location within that road/street;
- C) Its general condition/standard of maintenance; D) Its freedom from graffiti/vandalism; E) Its freedom from litter; F) The information provided at the bus stop;
- G) Your personal safety whilst at the bus stop; H) Overall, how satisfied were you with the bus stop?

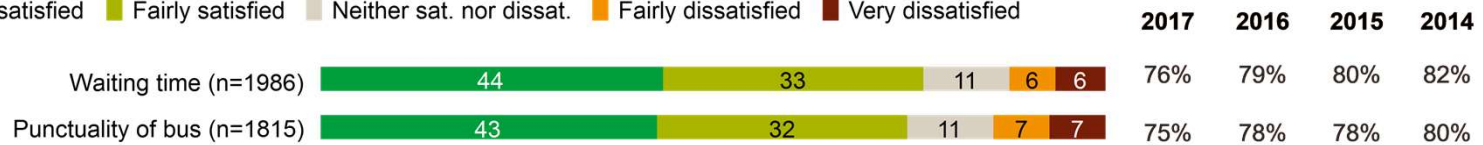
Waiting: waiting time and punctuality

Satisfaction with waiting time and punctuality

Total very and fairly satisfied

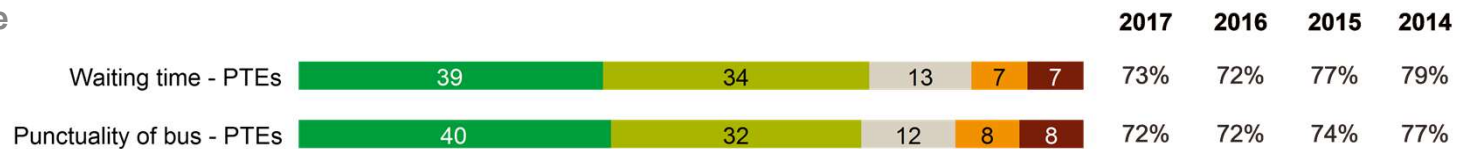
Mersey & Halton overall

Very satisfied Fairly satisfied Neither sat. nor dissat. Fairly dissatisfied Very dissatisfied



Filter: Hierarchical Filter = Mersey - Year = 2017

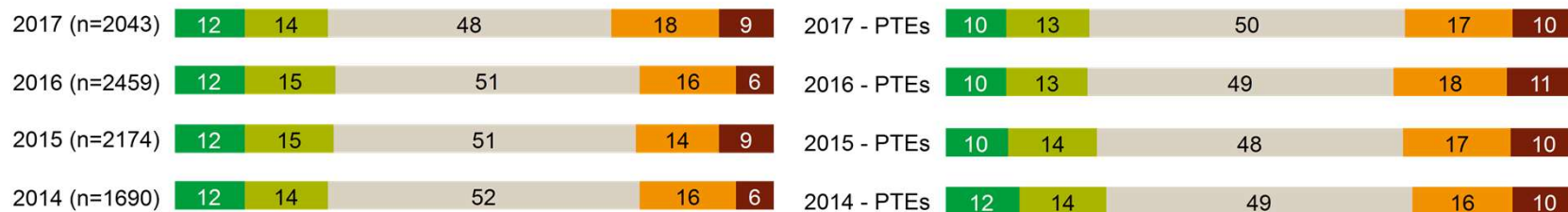
PTEs average



Q. How satisfied were you with the following: A) The length of time you had to wait for the bus; B) The punctuality of the bus (arriving on time).

How actual wait time compared with expectation

Much less A little less About expected A little longer Much longer

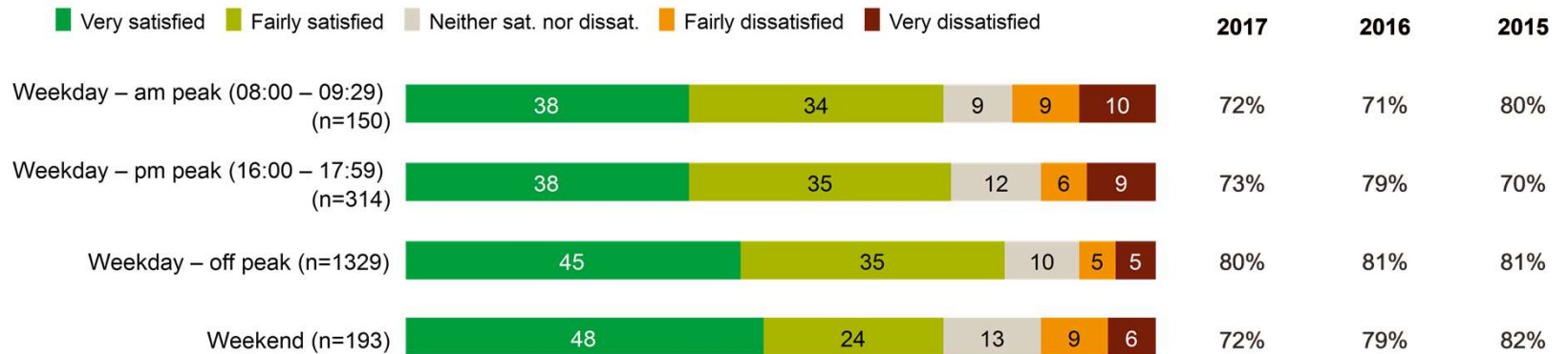


Filter: Hierarchical Filter = Mersey

Q. Thinking about the time you waited for the bus was it: much longer than you expected; a little longer than you expected; about the time you expected; a little less time than you expected; a lot longer than you expected.

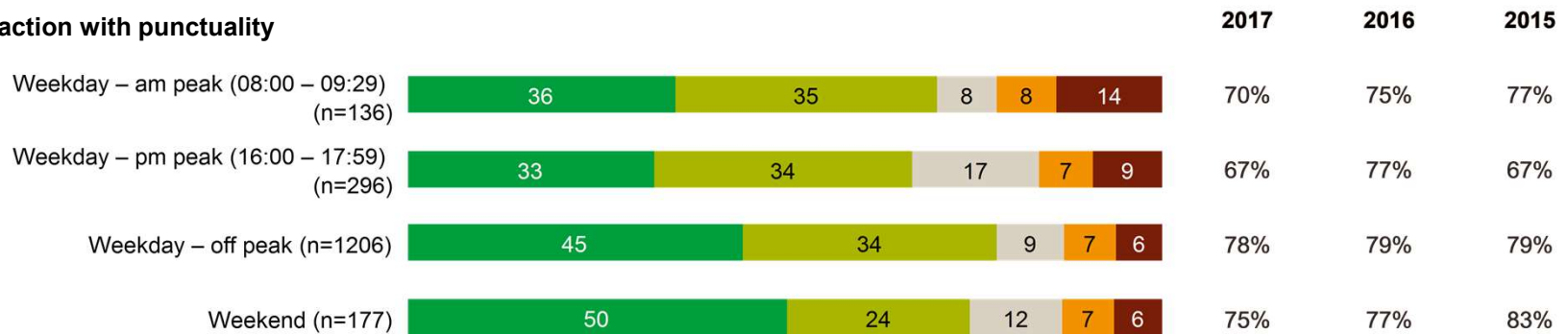
Waiting: waiting time and punctuality by travel time

Satisfaction with waiting time



Filter: Hierarchical Filter = Mersey - Year = 2017

Satisfaction with punctuality



Filter: Hierarchical Filter = Mersey - Year = 2017

Q. How satisfied were you with the following: A) The length of time you had to wait for the bus; B) The punctuality of the bus.

Boarding: ticket type and format

Ticket type

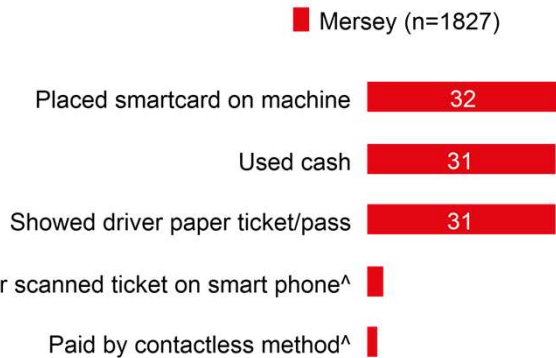


Filter: Year = 2017

Mersey & Halton overall Trend figures and PTEs average

	2017	2016	2015	2014	2017
Non-fare journeys	42%	35%	37%	40%	30%
Longer passes	27%	30%	32%	27%	38%
Day passes	15%	17%	12%	14%	13%
Single/return tickets	13%	14%	12%	14%	13%
Other	4%	4%	6%	4%	5%

Ticket format used when boarding the bus



Filter: Year = 2017

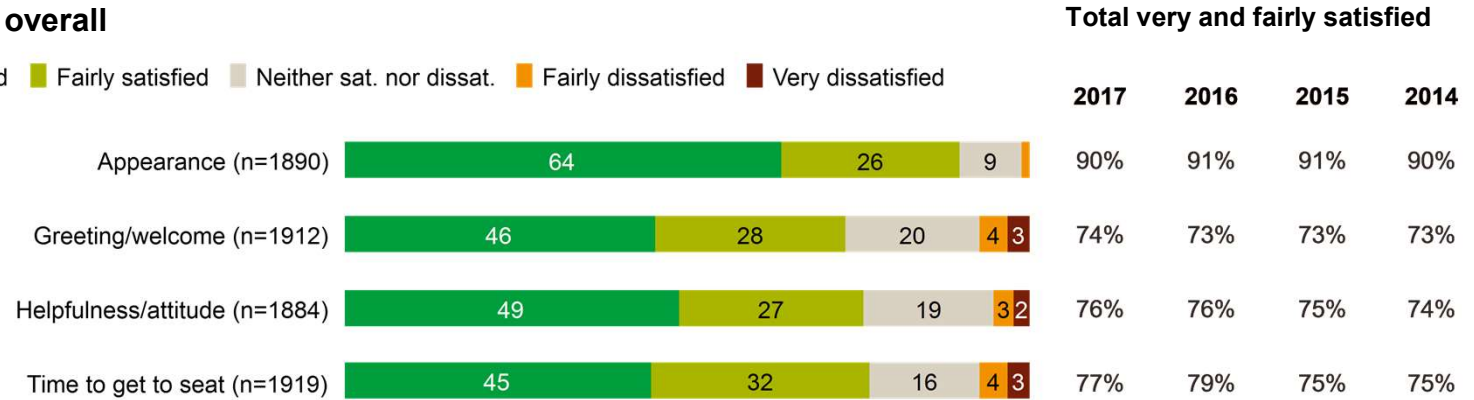
	2017	2016	2015	2014	2017
Placed smartcard on machine	32%	25%	23%	17%	27%
Used cash	31%	32%	29%	30%	28%
Showed driver paper ticket/pass	31%	40%	45%	50%	37%
Showed driver or scanned ticket on smart phone^	3%	1%	2%	2%	5%
Paid by contactless method^	2%	1%	1%	1%	2%

Q. What type of ticket did you use for that journey? Items marked ^ were amended in 2017
 Q. On boarding the bus, did you..?

Boarding: bus driver interaction

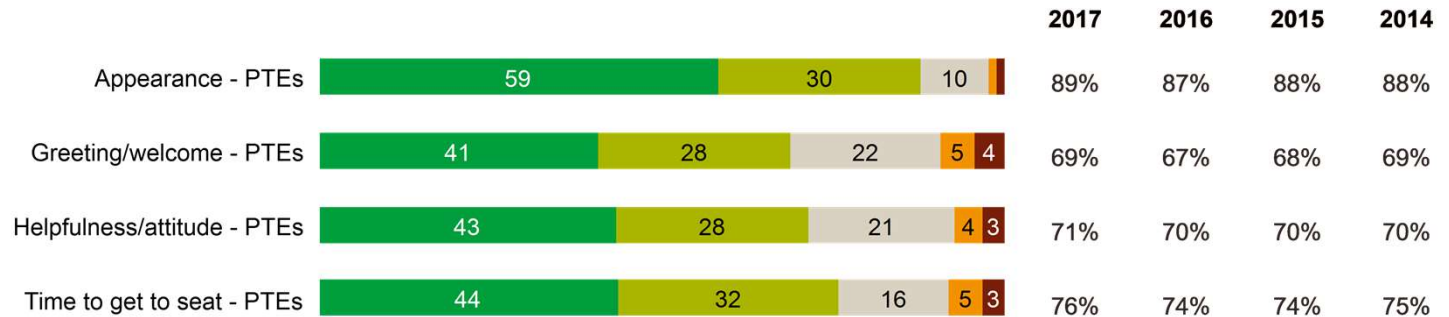
Mersey & Halton overall

■ Very satisfied
 ■ Fairly satisfied
 ■ Neither sat. nor dissat.
 ■ Fairly dissatisfied
 ■ Very dissatisfied



Filter: Hierarchical Filter = Mersey - Year = 2017

PTEs average



- Q. Thinking about the driver, please indicate how satisfied you were with each of the following?
- B) The driver's appearance;
 - C) The greeting/welcome you got from the driver;
 - D) The helpfulness and attitude of the driver;
 - E) The time the driver gave you to get to your seat.

On the bus: features, condition and space

Mersey & Halton overall

■ Very satisfied
 ■ Fairly satisfied
 ■ Neither sat. nor dissat.
 ■ Fairly dissatisfied
 ■ Very dissatisfied

						Total very and fairly satisfied			
	2017	2016	2015	2014		2017	2016	2015	2014
Interior cleanliness/condition (n=2030)	44	44	8	4		87%	85%	84%	84%
Info provided inside bus (n=1825)	36	36	24	3		72%	72%	72%	71%
Avail. of seating/stand space (n=1963)	53	35	7	3	2	88%	89%	88%	89%
Comfort of the seats (n=1968)	44	40	10	5		84%	84%	82%	80%
Amount of personal space (n=1957)	42	37	12	7	2	79%	82%	78%	79%
Provision of grab rails (n=1949)	48	40	8	3		88%	88%	86%	87%
Temperature inside bus (n=1957)	41	40	11	5	3	82%	80%	80%	80%
Personal security (n=1957)	51	36	11			87%	87%	87%	86%

Filter: Hierarchical Filter = Mersey - Year = 2017

PTEs average

	2017	2016	2015	2014		2017	2016	2015	2014
Interior cleanliness/condition - PTEs	36	43	11	7	4	78%	77%	76%	78%
Info provided inside bus - PTEs	31	36	26	5	2	67%	66%	66%	67%
Avail. of seating/stand space - PTEs	49	37	8	4	2	86%	85%	86%	86%
Comfort of the seats - PTEs	38	41	13	6	3	79%	77%	75%	77%
Amount of personal space - PTEs	38	39	13	6	4	77%	76%	74%	76%
Provision of grab rails - PTEs	45	40	10	3		85%	84%	84%	84%
Temperature inside bus - PTEs	38	40	13	5	3	79%	77%	77%	78%
Personal security - PTEs	45	38	13	2	2	83%	83%	82%	83%

Q. Thinking about whilst you were on the bus, please indicate how satisfied you were with the following?

- A) The cleanliness and condition of the inside of the bus; B) The information provided inside the bus;
- C) The availability of seating or space to stand; D) The comfort of the seats; E) The amount of personal space you had around you;
- F) Provision of grab rails to stand/move within the bus; G) The temperature inside the bus; H) Your personal security whilst on the bus.

On the bus: journey time

Satisfaction with on-bus journey time

■ Very satisfied
 ■ Fairly satisfied
 ■ Neither sat. nor dissat.
 ■ Fairly dissatisfied
 ■ Very dissatisfied

Total very and fairly satisfied

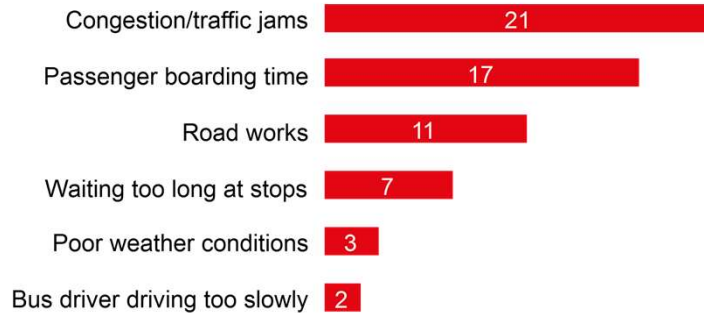
	2017	2016	2015	2014
Mersey (n=2049)	89%	87%	87%	88%
PTEs (n=11650)	83%	83%	84%	86%

Filter: Year = 2017

Q. How satisfied were you with the length of time your journey on the bus took?

What affected journey time?

■ Journey affected by: (n=2135)



Filter: Hierarchical Filter = Mersey - Year = 2017

Mersey & Halton overall Trend figures and PTEs average

	2017	2016	2015	2014	2017
Congestion/traffic jams	21%	21%	21%	19%	26%
Passenger boarding time	17%	18%	17%	15%	21%
Road works	11%	13%	13%	14%	13%
Waiting too long at stops	7%	6%	7%	7%	8%
Poor weather conditions	3%	4%	4%	3%	4%
Bus driver driving too slowly	2%	3%	4%	4%	5%

Q. Was the length of time your journey took affected by any of the following? [note: multiple responses permitted]

Overall experience: journey satisfaction by passenger type

Mersey & Halton overall

■ Very satisfied
 ■ Fairly satisfied
 ■ Neither sat. nor dissat.
 ■ Fairly dissatisfied
 ■ Very dissatisfied

						Total very and fairly satisfied			
	2017	2016	2015	2014		2017	2016	2015	2014
All (n=2007)	51	41	5	2		92%	90%	89%	90%
Age 16 to 18 (n=107)	43	42	10	5		85%	86%	82%	-
Age 19 to 21 (n=124)	50	43	6			93%	81%	-	-
Age 16 to 34 (n=494)	43	46	7	2		89%	83%	83%	85%
Age 35 to 59 (n=568)	43	47	7	2		90%	93%	92%	90%
Age 60+ (n=910)	65	31	2			96%	95%	94%	96%
Has a disability (n=616)	49	41	7	2		90%	89%	89%	87%

Filter: Hierarchical Filter = Mersey - Year = 2017

PTEs average

	2017	2016	2015	2014				
All - PTEs	45	42	8	3	87%	85%	85%	87%
Age 16 to 18 - PTEs	31	46	14	5	77%	78%	76%	79%
Age 19 to 21 - PTEs	38	45	13	2	83%	83%	-	-
Age 16 to 34 - PTEs	37	45	12	4	82%	80%	80%	82%
Age 35 to 59 - PTEs	42	45	7	3	87%	85%	87%	88%
Age 60+ - PTEs	61	33	3		94%	94%	93%	94%
Has a disability - PTEs	47	40	9	2	87%	84%	84%	86%

Q. Overall, taking everything into account from start to end of the bus journey, how satisfied were you with your bus journey?

Overall experience: journey satisfaction by journey types

Mersey & Halton overall

■ Very satisfied **
 ■ Fairly satisfied **
 ■ Neither sat. nor dissat. **
 ■ Fairly dissatisfied **
 ■ Very dissatisfied **

Total very and fairly satisfied

	2017	2016	2015	2014
All (n=2007)	92%	90%	89%	90%
Fare-payer (n=987)	90%	88%	86%	87%
Free pass (n=985)	94%	94%	94%	96%
Commuting (n=735)	88%	86%	85%	85%
Not commuting (n=1173)	94%	93%	94%	93%
Seat - all journey (n=1905)	92%	90%	90%	91%
Seat - part journey (n=41) **	-	-	-	-
No seat - did not mind (n=10) **	-	-	-	-
No seat - prefer one (n=13) **	-	-	-	-

Filter: Hierarchical Filter = Mersey - Year = 2017

PTEs average

**Response numbers too low

	2017	2016	2015	2014
All - PTEs	87%	85%	85%	87%
Fare-payer - PTEs	85%	83%	83%	85%
Free pass - PTEs	93%	93%	91%	93%
Commuting - PTEs	82%	80%	82%	84%
Not commuting - PTEs	92%	90%	89%	90%
Seat - all journey - PTEs	88%	87%	87%	88%
Seat - part journey - PTEs	60%	64%	58%	63%
No seat - did not mind - PTEs **	-	-	-	-
No seat - prefer one - PTEs	35%	40%	43%	43%

**Response numbers too low

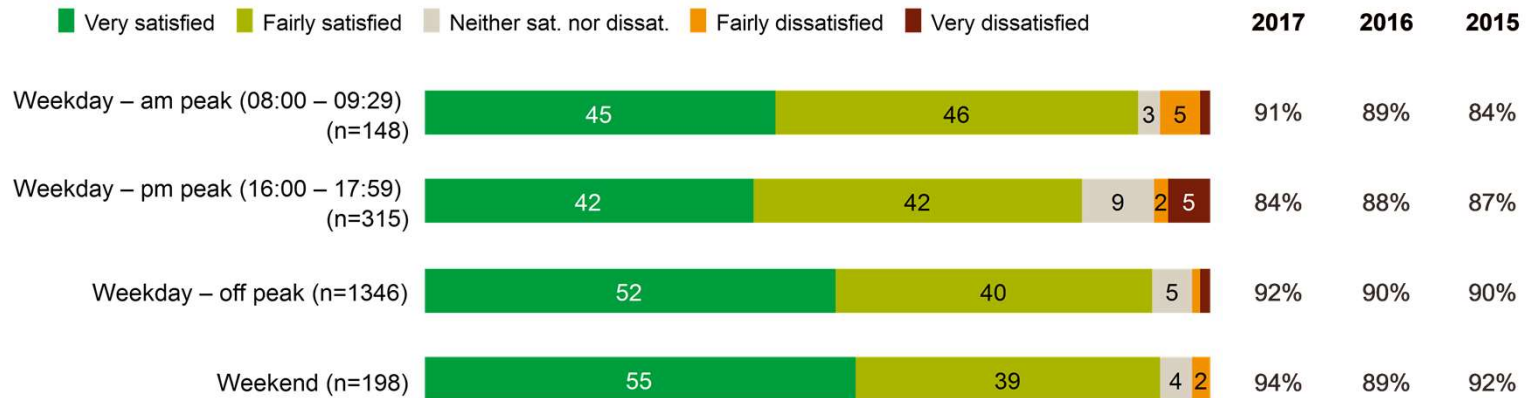
Q. Overall, taking everything into account from start to end of the bus journey, how satisfied were you with your bus journey?

Overall experience: journey satisfaction by travel time

Mersey & Halton overall

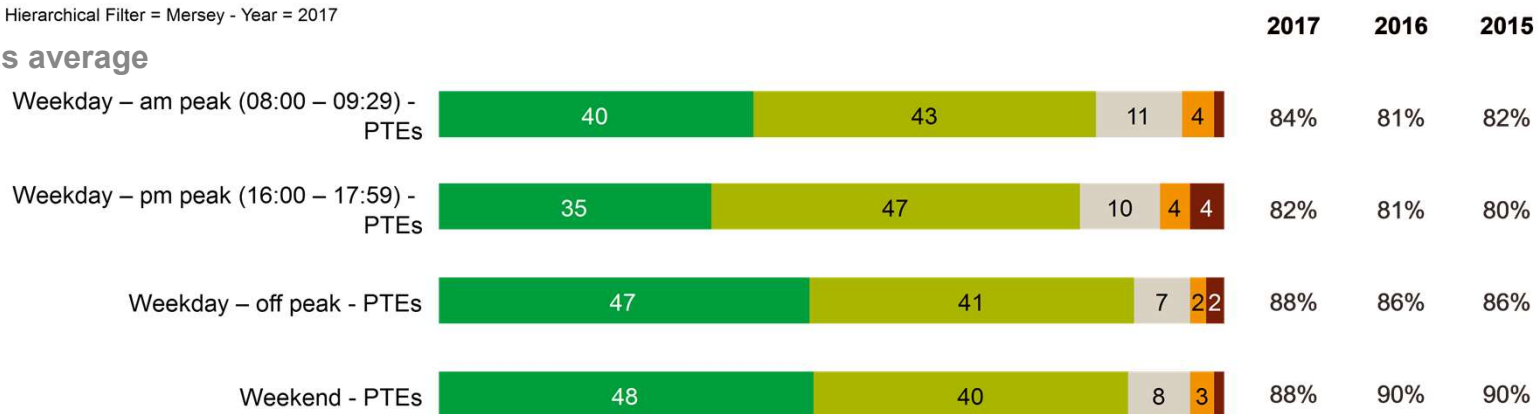
Total very and fairly satisfied

■ Very satisfied
 ■ Fairly satisfied
 ■ Neither sat. nor dissat.
 ■ Fairly dissatisfied
 ■ Very dissatisfied



Filter: Hierarchical Filter = Mersey - Year = 2017

PTEs average



Q. Overall, taking everything into account from start to end of the bus journey, how satisfied were you with your bus journey?

Overall experience: satisfaction with value for money (VFM)

Mersey & Halton overall

Total very and fairly satisfied

■ Very satisfied
 ■ Fairly satisfied
 ■ Neither sat. nor dissat.
 ■ Fairly dissatisfied
 ■ Very dissatisfied

	2017	2016	2015	2014
All (n=968)	70%	73%	71%	67%
Age 16 to 34 (n=442)	67%	68%	66%	66%
Age 35 to 59 (n=460)	73%	79%	76%	67%
Commuting (n=618)	70%	72%	68%	65%
Not commuting (n=321)	69%	76%	78%	70%

Filter: Hierarchical Filter = Mersey - Year = 2017

PTEs average

	2017	2016	2015	2014
All - PTEs	67%	66%	65%	66%
Age 16 to 34 - PTEs	63%	63%	59%	63%
Age 35 to 59 - PTEs	71%	70%	72%	70%
Commuting - PTEs	65%	65%	63%	65%
Not commuting - PTEs	70%	70%	68%	68%

Q. How satisfied were you with the value for money of your journey?
Base: Fare-payers only

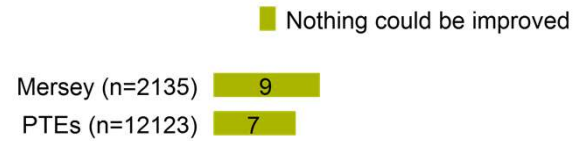
Overall experience: what could be improved?

% passengers who wrote an improvement comment



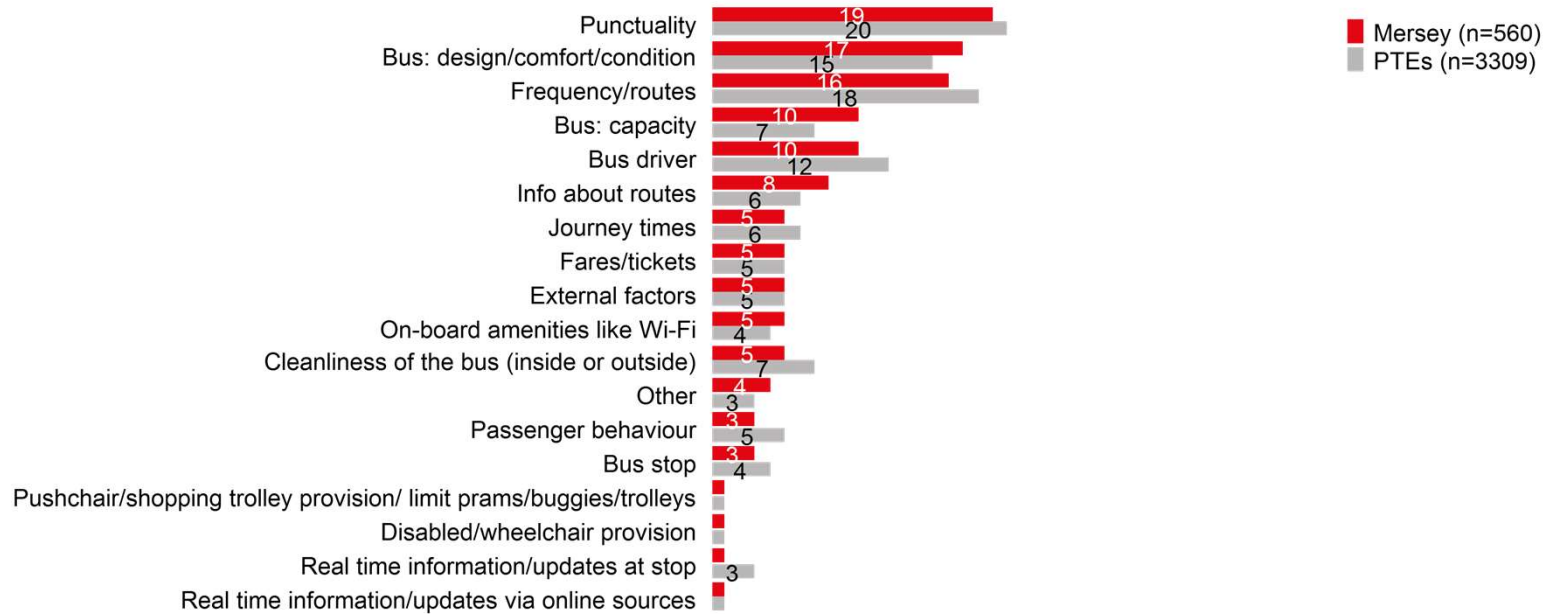
Filter: Year = 2017

% passengers who wrote nothing could be improved



Filter: Year = 2017

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



Filter: Year = 2017

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

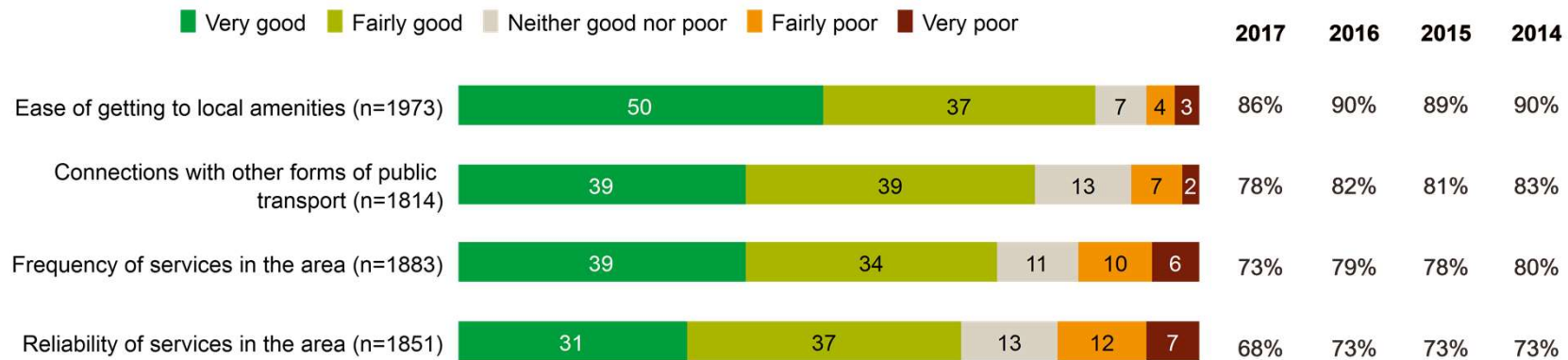
Overall experience: what makes a satisfactory or great journey?



Key Driver Analysis' looks at **fare paying passengers'** overall journey satisfaction response and their response to the 30 individual satisfaction measures in the survey (including value for money), which have been grouped into 10 themes based upon a statistical analysis of the responses. The left hand chart shows which themes most differentiate between those not satisfied and satisfied overall – making a journey 'satisfactory'. The right hand chart shows which themes most differentiate between those fairly and very satisfied overall – making a 'great' journey.

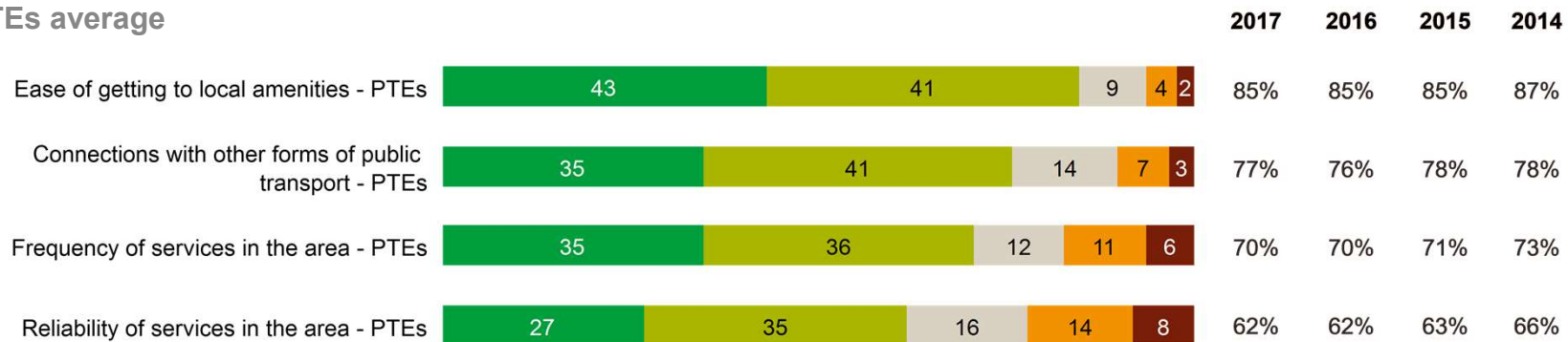
The bigger picture: ratings of bus services in general

Mersey & Halton overall



Filter: Hierarchical Filter = Mersey - Year = 2017

PTEs average



Q. How would you rate your local bus services for the following?

- A) Ease of getting to local amenities (e.g. shops, hospitals); B) Connections with other forms of public transport (e.g. trains);
- C) The frequency of services in your area; D) The reliability of services in your area.