

Bus Passenger Survey

Thank you for agreeing to take part in our survey. Your views as a bus passenger are important.

Transport Focus is the official, independent consumer watchdog that represents rail, bus, and tram passengers.

To help us represent the views of passengers in your area we would appreciate a little of your time to complete this survey. **It asks about the bus journey you made when given this questionnaire.** Towards the end, there are also questions to record your general experiences too.

Bus companies, local authorities and governments pay close attention to the survey's results. These results provide Transport Focus with the evidence to seek improvements on behalf of passengers.

Completing the questionnaire

Please fill in the questionnaire after completing your journey.

Please tick only one box per question, unless directed otherwise.

Return it to us in the reply paid envelope provided.

WHEN ANSWERING:

CONSIDER ONLY THE JOURNEY YOU MADE WHEN GIVEN THIS QUESTIONNAIRE

1 About your journey

Q1 Please enter the route number or letter of the bus you boarded

Q2 Please fill in the time that you boarded the bus:

Please use the 24 hour clock e.g. 5.25pm is 17:25.

Enter your time of boarding into the boxes as shown

<input type="text"/>	<input type="text"/>	:	<input type="text"/>	<input type="text"/>
1	7		2	5

Q3 What type of ticket did you use for that journey?

A free pass or free journey

Elderly person's pass.....

Disabled person's pass.....

Complimentary/free ticket.....

Single/return/multi tickets

Standard single ticket.....

Standard return ticket.....

From a multi-ticket/carnet.....

Discounted single/return ticket.....

Other.....

A day pass - valid for

That bus company only.....

Across bus companies.....

Buses and other modes of transport.....

A pass/season ticket for a longer period (e.g. weekly, monthly) - valid for

That bus company only.....

Across bus companies.....

Buses and other modes of transport.....

Q4 On boarding the bus, did you?

- Use cash to buy a ticket or pass.....
- Use a contactless payment method (e.g. credit or debit card,
Apple Pay or Android Pay) to buy a ticket or pass.....
- Show the driver a paper ticket or pass.....
- Place your smartcard onto the fare machine.....
- Show the driver or scan a ticket displayed on your smart phone.....
-

Q5 If you bought your ticket or pass before getting on the bus, how did you do this?

- From a bus driver before that day.....
- Direct from the bus company using their app.....
- Direct from the bus company via website, phone call, or some other way.....
- From another website or app.....
- From a travel centre/bus station/booking office.....
- From a local shop or post office.....
- Arrangement through work/college.....
- Other.....
- Did not buy your ticket before boarding the bus.....
-

Q6 What was the main purpose of your bus journey?

- Travelling to/from work.....
- Travelling to/from education (e.g. college, school).....
- Shopping trip.....
- Visiting friends or relatives.....
- Leisure trip (e.g. day out).....
- Other.....
-

Q7 What was the main reason you chose to take the bus for that journey?

- Cheaper than the car..... More convenient than other transport.....
- More convenient than car (e.g. parking)..... Preferred bus to walking/cycling.....
- Cheaper than other transport..... Other reason.....
- Didn't have the option of travelling by another means.....
-

Q8 Did you use any other form of transport as part of your journey?

(Please do not count walking as a form of transport)

- Yes.....
- No.....
-

Q9 What was the weather like when you made your journey, was it?

- Dry..... Heavy rain.....
- Light rain..... Snow.....
-

Q10 Please tell us whether your bus journey was ...

- On a single-decker bus.....
- Downstairs on a double-decker bus.....
- Upstairs on a double-decker bus.....
-

Q11 Were you travelling with ...

(Please tick all that apply)

- Heavy/bulky luggage..... A dog.....
- Shopping bags..... A helper.....
- A shopping trolley..... A mobility scooter.....
- A pushchair, buggy or pram..... A wheelchair.....
- A folding bicycle..... None of the above.....
-

2 About the bus stop where you boarded the bus

Q12 Which of the following were provided at the stop where you caught the bus?

(Please tick all that apply)

- | | | | |
|--|--------------------------|--|--------------------------|
| A shelter..... | <input type="checkbox"/> | Information on types of tickets available..... | <input type="checkbox"/> |
| Seating..... | <input type="checkbox"/> | A route map..... | <input type="checkbox"/> |
| Electronic display showing bus arrival times.... | <input type="checkbox"/> | Lighting..... | <input type="checkbox"/> |
| A timetable..... | <input type="checkbox"/> | A mobile text code for bus arrival times..... | <input type="checkbox"/> |
| Information on fares..... | <input type="checkbox"/> | | |

Q13 Thinking about the bus stop itself, how satisfied were you with the following?

- | | Very
satisfied | Fairly
satisfied | Neither
satisfied nor
dissatisfied | Fairly
dissatisfied | Very
dissatisfied | Don't
know/no
opinion |
|---|--------------------------|--------------------------|--|--------------------------|--------------------------|-----------------------------|
| Its distance from your journey start e.g. home/shops.... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The convenience/accessibility
of its location within that road/street..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Its general condition/standard of maintenance..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Its freedom from graffiti/vandalism..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Its freedom from litter..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The information provided at the bus stop..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Your personal safety whilst at the bus stop..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q14 Overall, how satisfied were you with the bus stop?

- | | Very
satisfied | Fairly
satisfied | Neither
satisfied nor
dissatisfied | Fairly
dissatisfied | Very
dissatisfied | Don't
know/no
opinion |
|--|--------------------------|--------------------------|--|--------------------------|--------------------------|-----------------------------|
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

3 Waiting for the bus

Q15 How long did you wait for your bus?

(Please write the time in minutes)

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Q16 Did you check any of the following to find out when the bus was meant to arrive?

(Please tick all that apply)

- | | Before you left
for the bus stop | At the bus stop |
|---|-------------------------------------|--------------------------|
| Paper timetable..... | <input type="checkbox"/> | <input type="checkbox"/> |
| Online timetable..... | <input type="checkbox"/> | <input type="checkbox"/> |
| Live bus locator/timings (e.g. via mobile app/web)..... | <input type="checkbox"/> | <input type="checkbox"/> |
| Disruption updates (e.g. on Twitter/Facebook)..... | <input type="checkbox"/> | <input type="checkbox"/> |
| Electronic display at the bus stop..... | | <input type="checkbox"/> |
| Other..... | <input type="checkbox"/> | <input type="checkbox"/> |

If you did not check before leaving, or at the bus stop, why was this?

- | | | | |
|-------------------------------------|--------------------------|-----------------------|--------------------------|
| Knew service was frequent..... | <input type="checkbox"/> | Didn't have time..... | <input type="checkbox"/> |
| Already knew arrival times..... | <input type="checkbox"/> | Other..... | <input type="checkbox"/> |
| Could not find the information..... | <input type="checkbox"/> | | |

Q17 How long did you expect to wait for your bus?

(Please write the time in minutes)

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Q18 Thinking about the time you waited for the bus, was it ...?

Much longer than you expected	A little longer than you expected	About the length of time you expected	A little less than you expected	Much less than you expected
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q19 How satisfied were you with each of the following?

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/no opinion
The length of time you had to wait for the bus.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The punctuality of the bus (arriving on time).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4 On the bus

Q20 Thinking about when the bus arrived, please indicate how satisfied you were with the following?

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/no opinion
Route/destination information on the outside of the bus....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The cleanliness & condition of the outside of the bus.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The ease of getting onto and off of the bus.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The length of time it took to board the bus.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q21 Thinking about whilst you were on the bus, please indicate how satisfied you were with the following?

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/no opinion
The cleanliness and condition of the inside of the bus.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The information provided inside the bus.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The availability of seating or space to stand.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The comfort of the seats.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The amount of personal space you had around you.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of grab rails to stand/move within the bus.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The temperature inside the bus.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your personal security whilst on the bus.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q22 Did you get a seat on the bus?

Yes - for all of the journey..... <input type="checkbox"/>	No - but you were happy to stand..... <input type="checkbox"/>
Yes - for part of the journey..... <input type="checkbox"/>	No - but you would have liked a seat..... <input type="checkbox"/>

Q23 Did other passengers' behaviour give you cause to worry or make you feel uncomfortable during your journey?

Yes..... No.....

If yes: Which of the following were the reason(s) for this? (Please tick all that apply)

Passengers drinking/under influence of alcohol..... <input type="checkbox"/>	Music being played loudly..... <input type="checkbox"/>
Passengers taking/under influence of drugs..... <input type="checkbox"/>	Smoking..... <input type="checkbox"/>
Abusive or threatening behaviour..... <input type="checkbox"/>	Graffiti or vandalism..... <input type="checkbox"/>
Rowdy behaviour..... <input type="checkbox"/>	Other..... <input type="checkbox"/>
Feet on seats..... <input type="checkbox"/>	

Q24 How long was your journey on the bus?
(Please write the time in minutes)

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Q25 How long did you expect your journey on the bus to take?
(Please write the time in minutes)

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Q26 How satisfied were you with the length of time your journey on the bus took?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/no opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q27 Was the length of time your journey took affected by any of the following?
(Please tick all that apply)

- Congestion/traffic jams.....
- Road works.....
- Bus driver driving too slowly.....
- Poor weather conditions.....
- The bus waiting too long at stops.....
- Time it took passengers to board/pay for tickets.....

Q28 Were any of these items of information present on the bus?

	Yes	No	Don't know
A map of the bus route/journey times.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Audio announcements e.g. saying the next bus stop.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An electronic display e.g. showing the next bus stop.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information about tickets/fares.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A timetable.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Details of how to contact the bus company, for example, to make a complaint or find out information.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q29 Thinking about the driver, please indicate how satisfied you were with the following?

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/no opinion
How near to the kerb/stop the bus stopped.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The driver's appearance.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The greeting/welcome you got from the driver.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The helpfulness and attitude of the driver.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The time the driver gave you to get to your seat.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Smoothness/freedom from jolting during the journey.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The safety of the driving (i.e. appropriateness of speed, driver concentrating)....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5 Your overall opinion of the journey you made when given this questionnaire

Q30 Overall, taking everything into account from start to end of the bus journey, how satisfied were you with your bus journey?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/no opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q31 If something could have been improved on your journey, what would it have been?

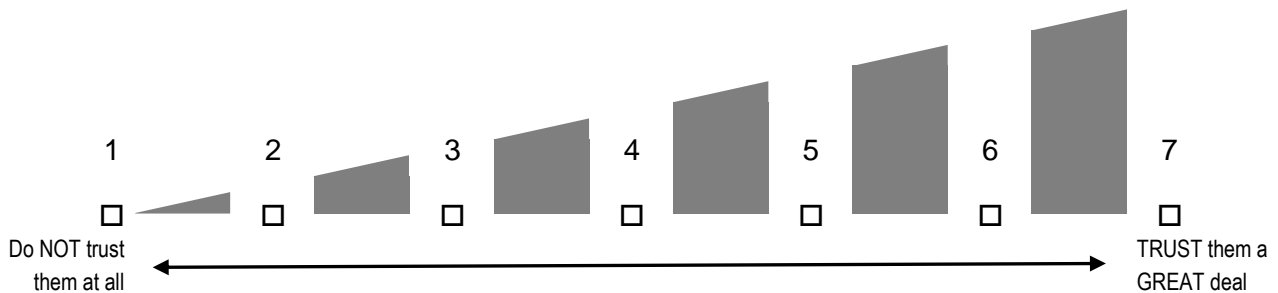
Q32 How satisfied were you with the value for money of your journey?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/no opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q33 What had the biggest influence on the 'value for money' rating you gave in the previous question?

- The cost for the distance travelled.....
- The cost of the bus versus other modes of transport.....
- The fare in comparison to the cost of everyday items.....
- Comfort/journey quality for the fare paid.....
- A reason not mentioned above.....

Q34 All things considered, how much do you trust the bus company that operated the bus you used for this journey? (Please tick one box only)



6 Your opinion of bus travel in your local area

WHEN ANSWERING THIS SECTION PLEASE CONSIDER BUS SERVICES GENERALLY (NOT JUST THE JOURNEY YOU MADE WHEN GIVEN THIS QUESTIONNAIRE)

Q35 How would you rate your local bus services for the following?

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor
Ease of getting to local amenities (e.g. shops, hospitals).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Connections with other forms of public transport (e.g. trains)....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The frequency of services in your area.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The reliability of services in your area.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q36 How often do you typically travel by bus?

(Please tick the closest to your frequency of bus use)

- | | |
|---|--|
| 5 or more days a week..... <input type="checkbox"/> | Once a fortnight..... <input type="checkbox"/> |
| 3 or 4 days a week..... <input type="checkbox"/> | Once a month..... <input type="checkbox"/> |
| Once or twice a week..... <input type="checkbox"/> | Less frequently..... <input type="checkbox"/> |

QA Are you?

- Male.....
- Female.....
- Prefer another term.....

QB In which age group are you?

- | | | |
|--|--|--|
| 16 to 18..... <input type="checkbox"/> | 35 to 44..... <input type="checkbox"/> | 65 to 69..... <input type="checkbox"/> |
| 19 to 21..... <input type="checkbox"/> | 45 to 54..... <input type="checkbox"/> | 70 to 79..... <input type="checkbox"/> |
| 22 to 25..... <input type="checkbox"/> | 55 to 59..... <input type="checkbox"/> | 80+..... <input type="checkbox"/> |
| 26 to 34..... <input type="checkbox"/> | 60 to 64..... <input type="checkbox"/> | |

QC Which of the following best describes your ethnic background?

- White.....
- Mixed/multiple ethnic groups.....
- Asian or Asian British.....
- Black, African/Caribbean or Black British.....
- Chinese.....
- Arab.....
- Other ethnic group.....

QD In terms of having a car to drive, which of the following applies?

- You have a car available and don't mind driving.....
- You have a car available but prefer not to drive.....
- You don't have a car available.....

QE How often are you able to ask someone else to drive you for local journeys?

- | | |
|---|--|
| All or most of the time..... <input type="checkbox"/> | You don't have anybody you can ask..... <input type="checkbox"/> |
| Some of the time..... <input type="checkbox"/> | Not applicable..... <input type="checkbox"/> |

QF 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.....

