



Leicester City
End of year report for 2023

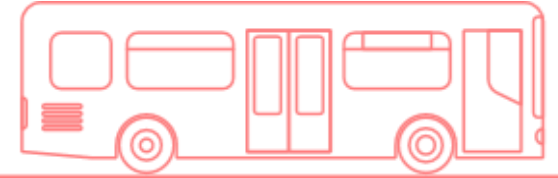
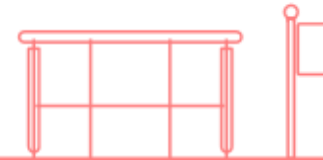
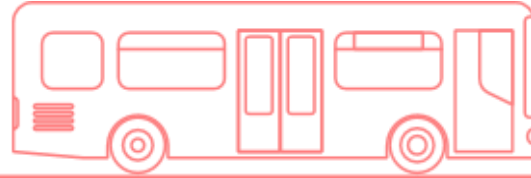
March 2024



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About Your Bus Journey



An independent survey

Run by Transport Focus, the independent consumer organisation representing the interests of bus passengers across England outside of London.

We use professional market research suppliers to conduct the survey on the ground, collect and process the responses and analyse the results.

The survey builds on our knowledge and experience of gathering bus passenger feedback since 2010, including trialling the methodology for Your Bus Journey in 2022.

We publish all our survey results, making them transparent and available to transport users, bus operators, transport authorities, Governments and other industry stakeholders.

Measuring actual experiences

Passengers provide their feedback about a single leg of a journey, made on the day of recruitment.

We recruit passengers as they make their journeys, at bus stops and on board buses – verified and inclusive.

The structured survey questions focus initially on the essential measures of satisfaction – with follow-on more detailed questions optional but encouraged.

Passengers are also encouraged to tell us in their own words what was good or bad about the journey and what stood out.

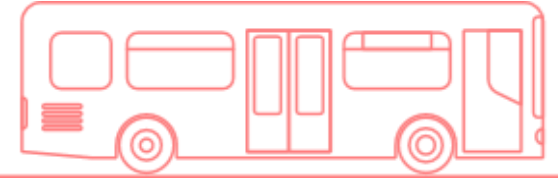
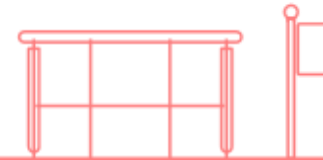
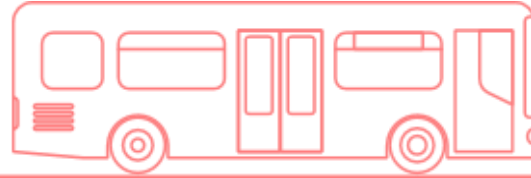
Monitoring and evaluating

The survey produces robust metrics that can be used as targets in Bus Service Improvement Plans / Enhanced Partnerships / Franchises.

A consistent survey approach and questions over time and across all participating areas will allow for trend analysis in future years and allows for benchmarking against other areas.

We work to make a difference for all transport users.

Key information about the survey and this report



Fieldwork

Passengers aged 16 years or older are approached at bus stops and on board buses and asked if they would like to take part in the survey about the journey they are making.

Passengers complete the survey themselves, using either an online or paper questionnaire.

Fieldwork is ongoing, with data reported every 4 weeks across the year. Fieldwork is spread evenly across the year to give a full view of bus travel in each area.

This report covers the first full year of research, with fieldwork running from late January to mid-December.

* The one exception being for the Reading Buses network survey, where all passengers were approached on board.

Data

Data has been weighted to be representative of the demographics of passengers by gender and age and journey time banding. It has also been weighted according to whether passengers were approached at bus stops or on board a bus to ensure there is a 50:50 split in all areas*. Data is based on journeys rather than passengers, so frequent users are more likely to be sampled.

All data in this report is for Leicester City unless otherwise stated.

Only data with a base size of over 75 respondents has been shown. Please note that lower base sizes (below 100) should be treated with caution.

Figures are rounded, so may not add up to 100%. For ratings questions, responses are based on those that gave an option (excluding don't know) unless otherwise stated.

In Leicester City, 1058 responses were received.

Definitions

Throughout the report, we refer to 'off peak' and 'peak' travel. Peak travel is defined as weekdays between 7:00-9:29am and 3:30-6:29pm.

The 'All England areas' total refers to all areas taking part in the survey within England.

The 'Urban Other' total refers to all areas of this type taking part in the survey.

Both these totals are weighted average scores that take account of the number of bus journeys that take place in each area.

Total satisfied scores combine responses for 'very' and 'fairly' satisfied, likewise for Total good scores.

Further details can be found in the appendix.

Areas covered in the 2023 survey (England)

Urban metropolitan

Greater Manchester
Liverpool City Region
Tyne & Wear
South Yorkshire
West Midlands
West Yorkshire

Urban other

Bournemouth, Christchurch & Poole
Brighton and Hove
City of York
Lancashire and Blackburn with
Darwen
Leicester City
Luton
North East Lincolnshire
Greater Nottingham
Portsmouth
Reading Buses Network
Stoke-on-Trent
Surrey

Urban other (cont.d)

Tees Valley
Thurrock
Warrington
West of England and North
Somerset
West Sussex

Semi-rural
Cheshire East
Cheshire West & Chester
Derbyshire
East Sussex
Nottinghamshire

Rural

Cornwall
East Riding of Yorkshire
Norfolk
Durham
Northumberland
Oxfordshire
Suffolk

Areas covered in the 2023 survey (Scotland)

Highlands and Islands Transport
Partnership (HITRANS)

North East of Scotland Transport
Partnership (Nestrans)

The South East of Scotland Transport
Partnership (SEStran)

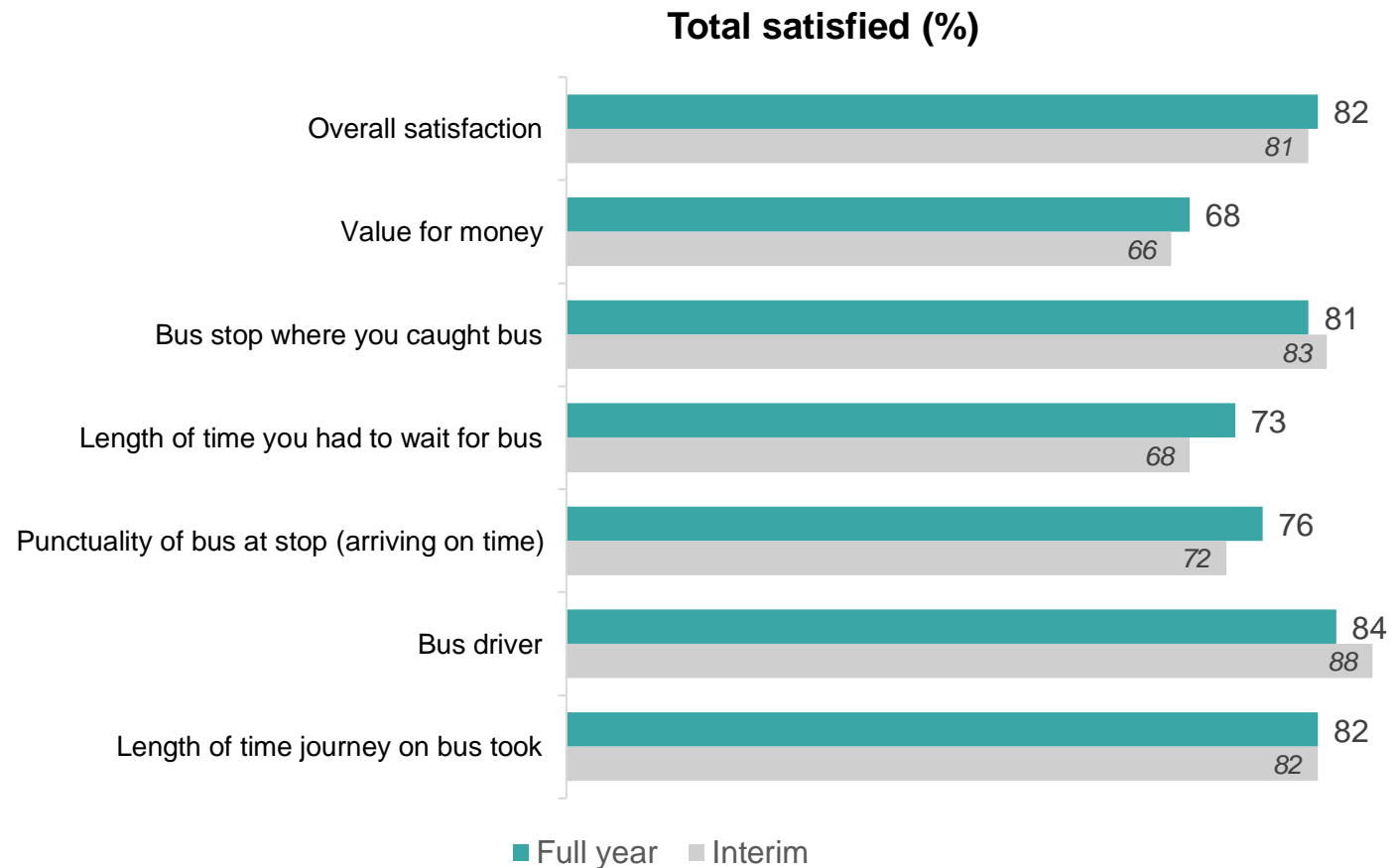
Strathclyde Partnership for Transport
(SPT)

South West of Scotland Transport
Partnership (Swestrans)

Tayside and Central Scotland
Transport Partnership (Tactran)



Summary of headline results for Leicester City

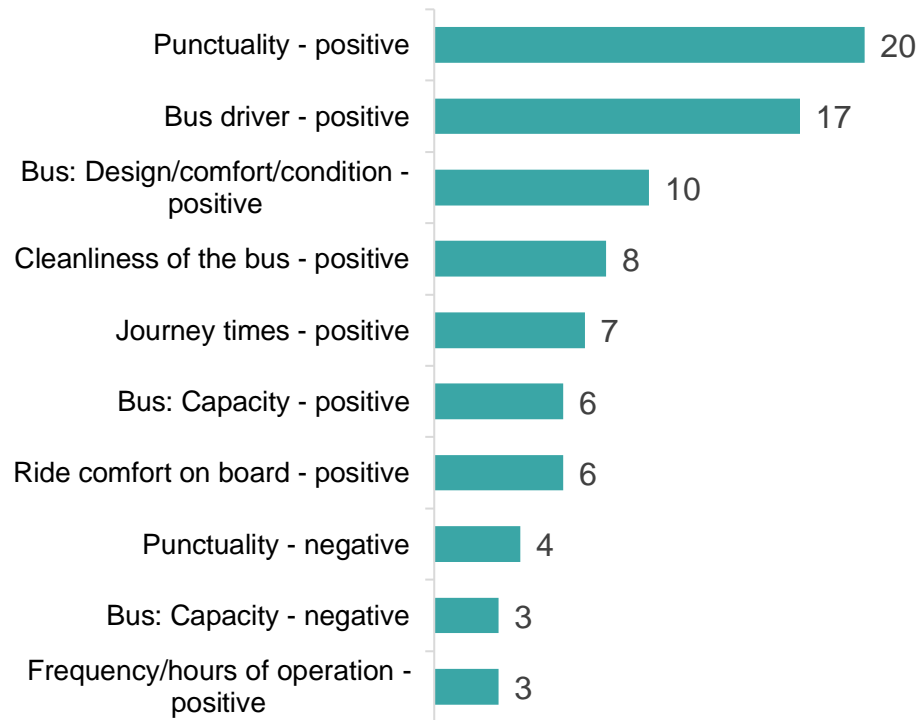


	Urban Other	All England areas
Overall satisfaction	82	80
Value for money	66	67
Bus stop where you caught bus	78	76
Length of time you had to wait for bus	71	68
Punctuality of bus at stop (arriving on time)	74	70
Bus driver	86	85
Length of time journey on bus took	82	81

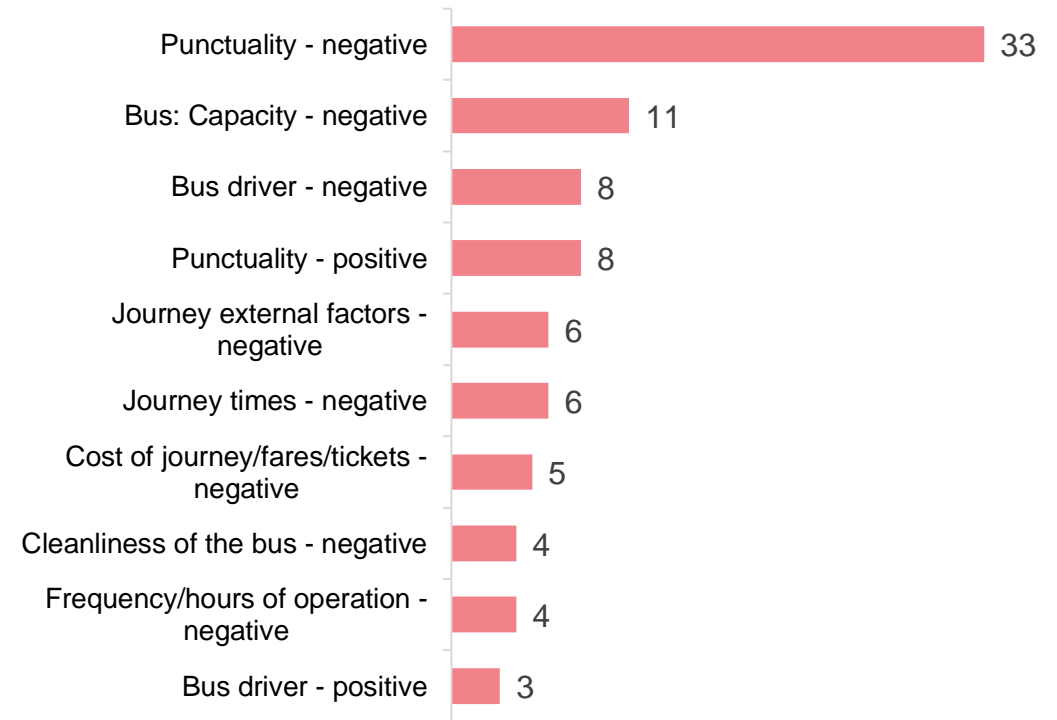
Q9 Overall taking everything into account from the start to the end, how satisfied were you with your bus journey?
 Q10A How satisfied were you with the value for money of your journey?
 Q8 How satisfied were you with each of the following during the journey?
 Base: Interim 144 - 208; Full Year 661 - 1044; Urban Other 10538 - 16620; All England areas 21431 - 34434

Stand out moments from this journey

Comments from those “very/fairly satisfied” with journey overall – top ten themes (%)



Comments from those “neither satisfied nor unsatisfied, very/fairly dissatisfied” with journey overall – top ten themes (%)

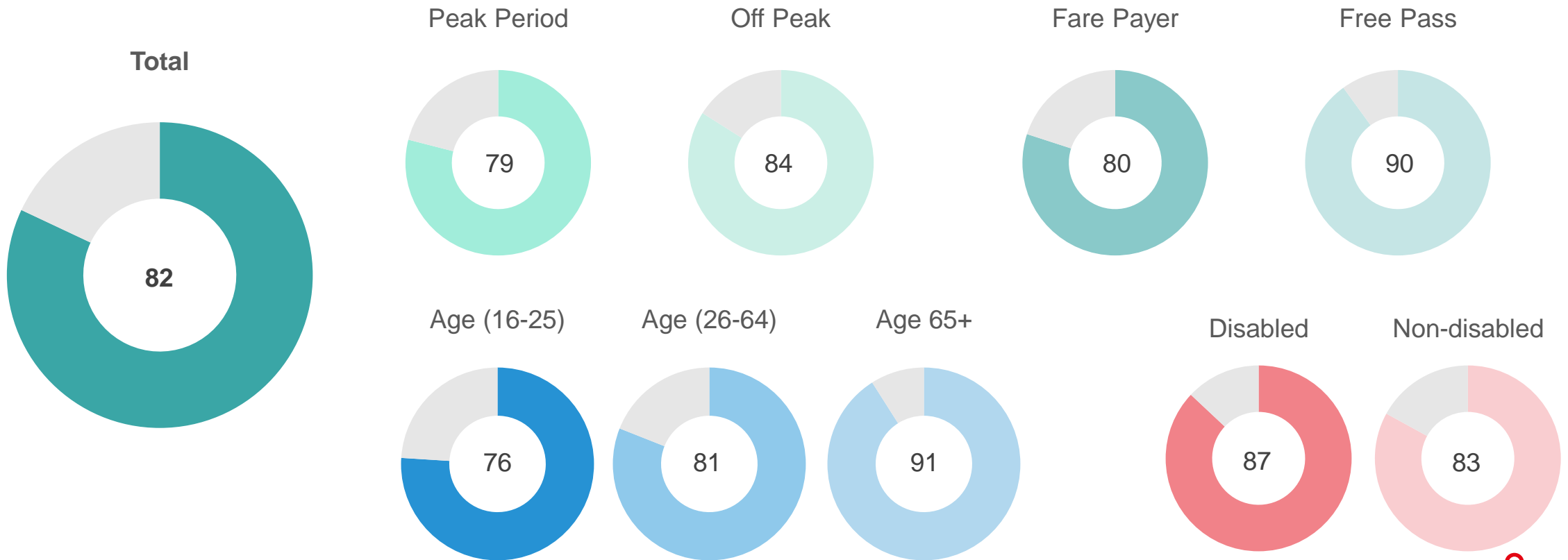


Q7 Please tell us in your own words what was good or bad about this journey. We’re interested in anything that stood out about this journey.

Base: Those satisfied with journey overall 713; Those not satisfied with journey overall 149

Overall satisfaction with journey - summary

Satisfaction with bus journey (%) Total very and fairly satisfied

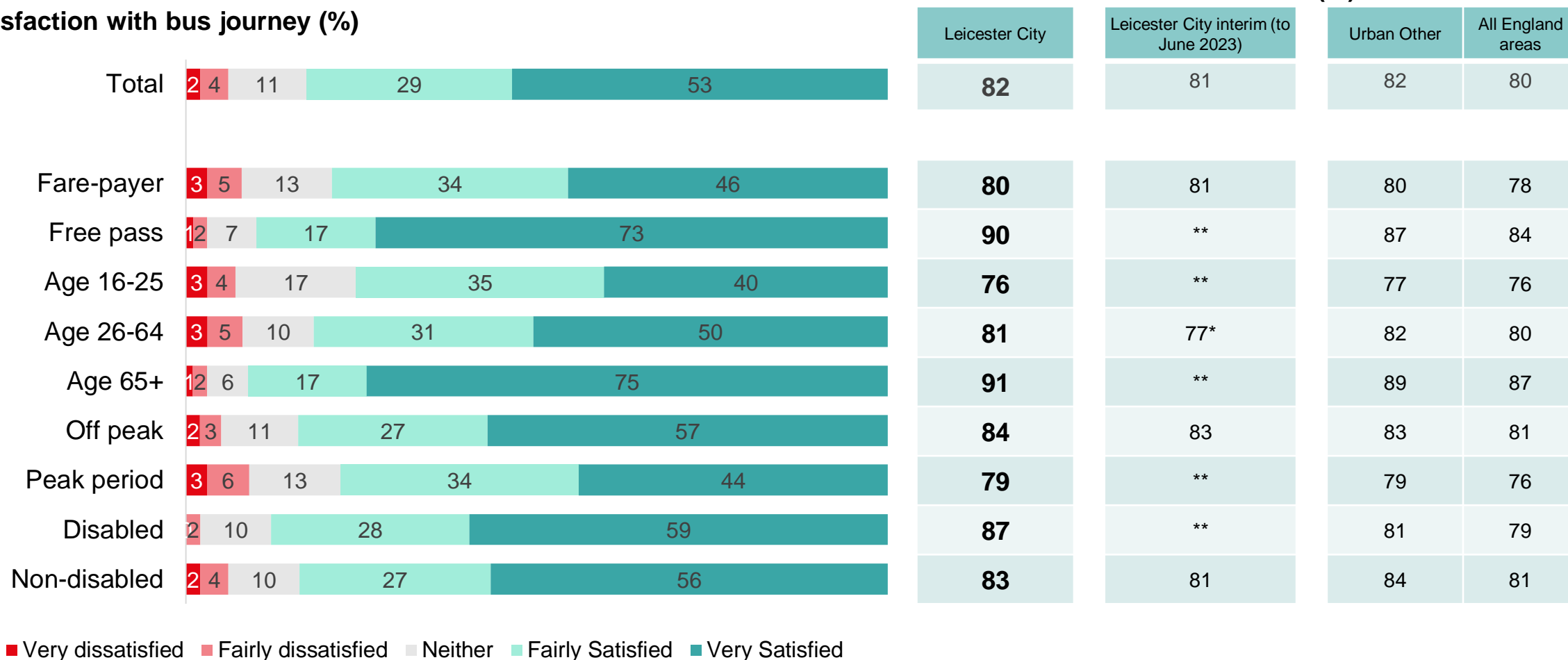


Q9 Overall taking everything into account from the start to the end, how satisfied were you with your bus journey?
Base: Full Year 1044; Peak 333; Off Peak 696; Fare-payer 665; Free pass 314; Age 16-25 273; Age 26-64 477; Age 65+ 281;
Disabled 227; Non-disabled 663

Overall satisfaction with journey – in detail

Satisfaction with bus journey (%)

Total satisfied (%)

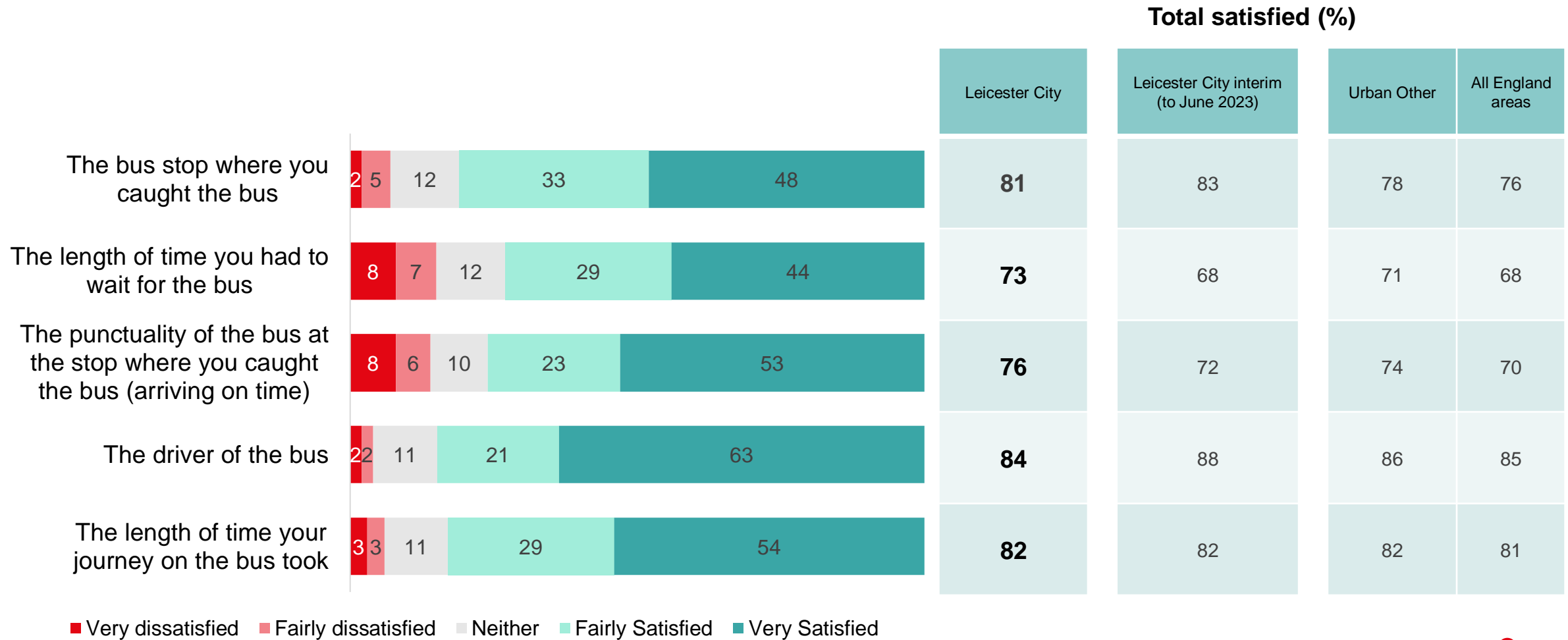


Q9 Overall taking everything into account from the start to the end, how satisfied were you with your bus journey?

Base: Interim 207; Full Year 1044; Peak 333; Off Peak 696; Fare-payer 665; Free pass 314; Age 16-25 273; Age 26-64 477; Age 65+ 281; Disabled 227; Non-disabled 663; Urban Other 16620; All England Total 34434

*indicates base sizes between 75-99 / ** indicates base sizes (under 75).

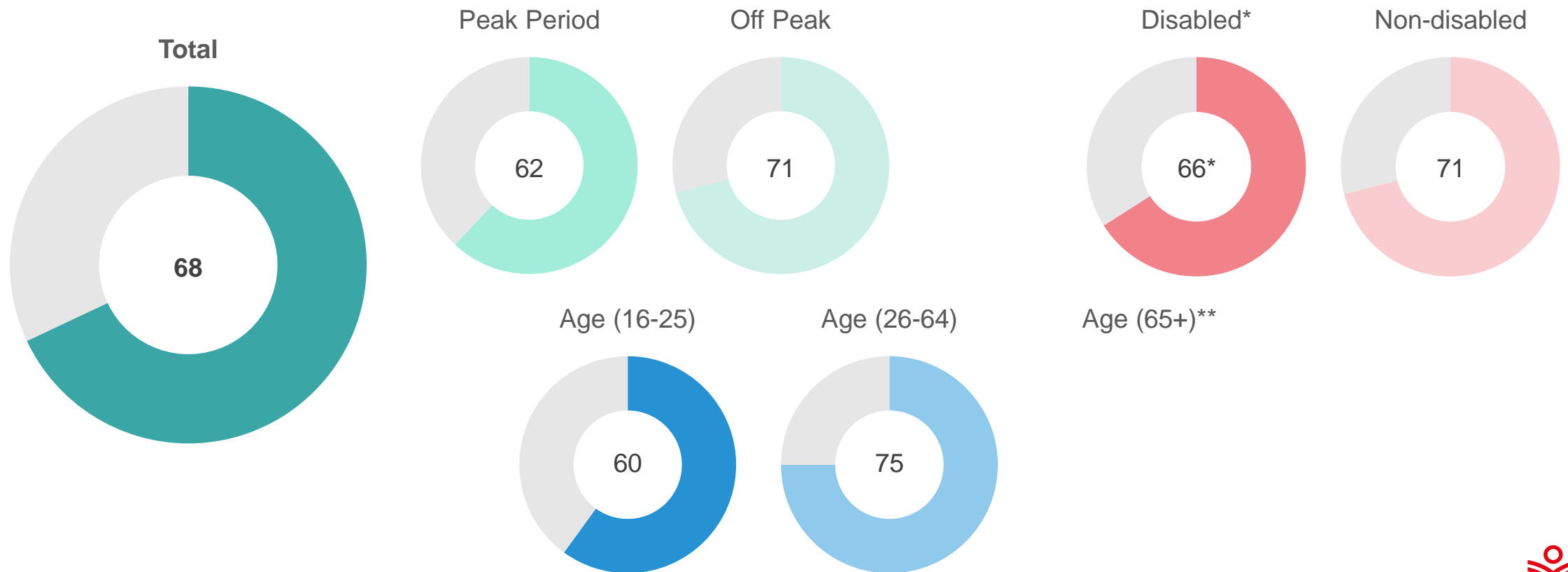
Satisfaction with headline journey measures



Q8 How satisfied were you with each of the following during the journey?
 Base: Interim 203 - 208; Full Year 1027 - 1036; Urban Other 16302 - 16542; All England areas 33786 - 34241

Value for money of the journey - summary

Satisfaction with the journey's value for money (%) amongst fare-payers Total very and fairly satisfied



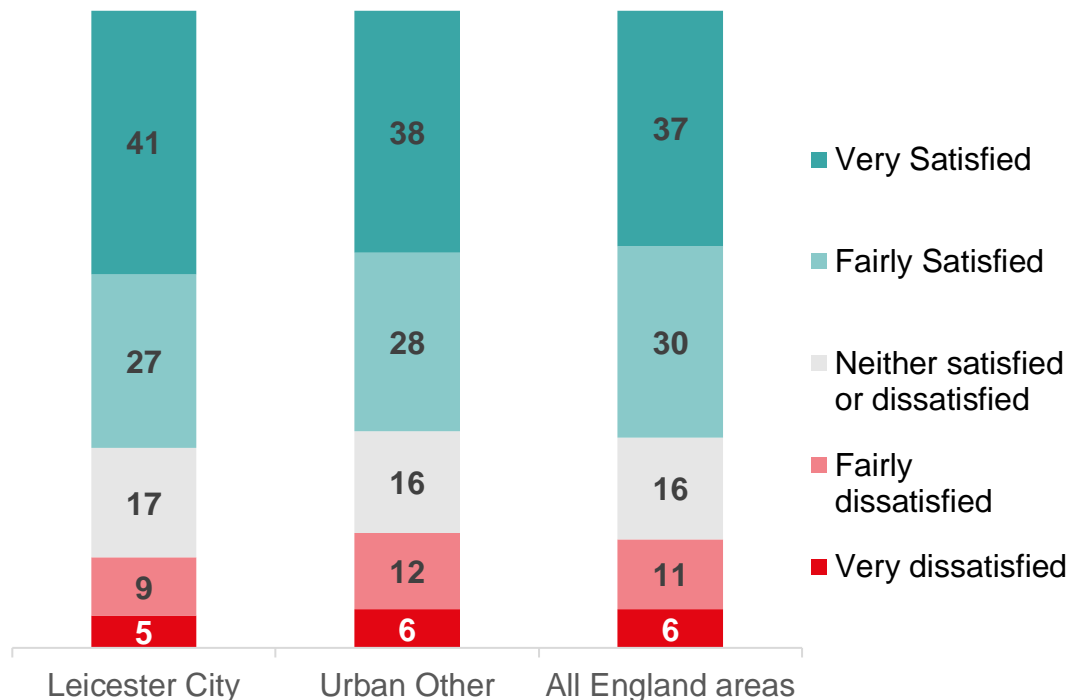
Q10A How satisfied were you with the value for money of your journey?

Base: Fare-payers only 661; All England areas 21431; Peak 246; Off Peak 409; Age 16-25 236; Age 26-64 401; Age 65+ 15**; Disabled 87*; Non-disabled 464

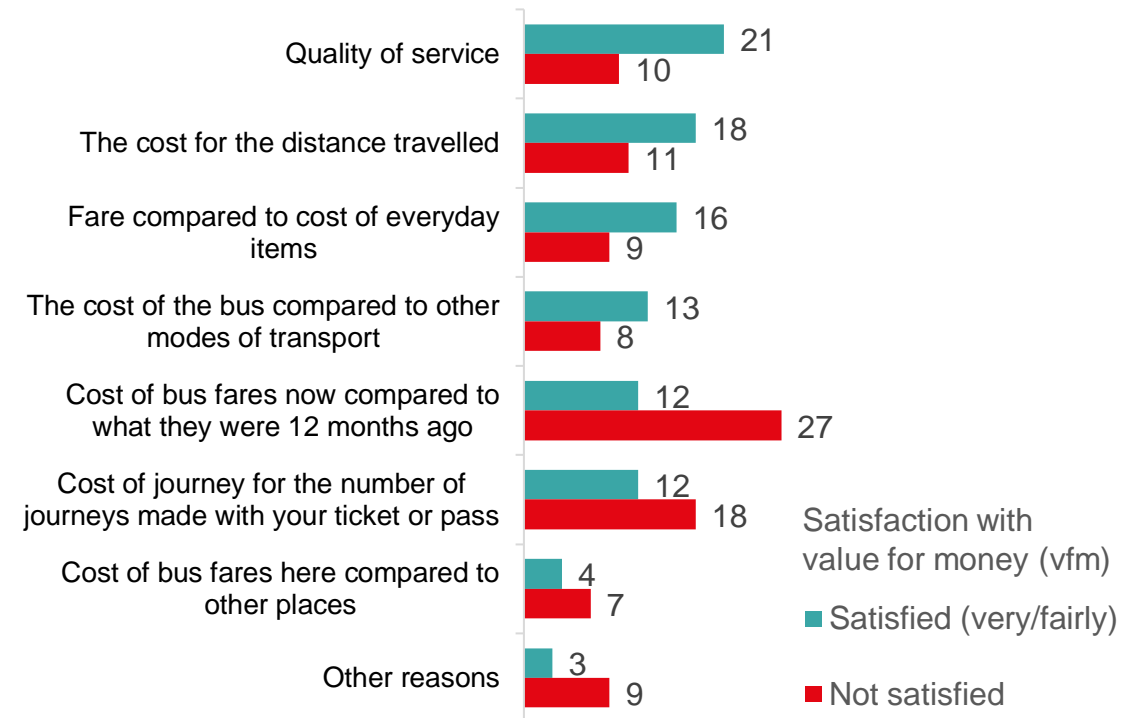
** indicates base sizes (under 75) / * indicates base sizes between 75-99.

Value for money of the journey – in detail

Satisfaction with the journey's value for money (%) amongst fare-payers



Influential factors on value for money rating (%) in Leicester City



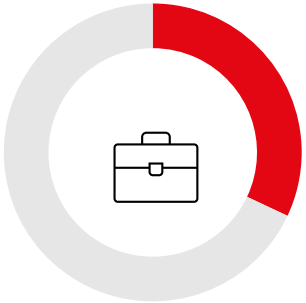
Q10A How satisfied were you with the value for money of your journey?

Q10B What had the biggest influence on your rating of the value for money?

Base: Fare-payers only 661; Urban Other 10538; All England areas 21431; Those satisfied with vfm 463; Those not satisfied with vfm 198



Journey purpose



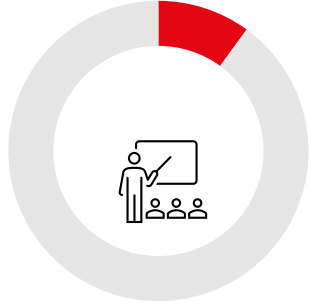
Commuting for work
32%



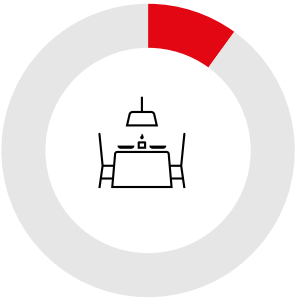
Shopping
20%



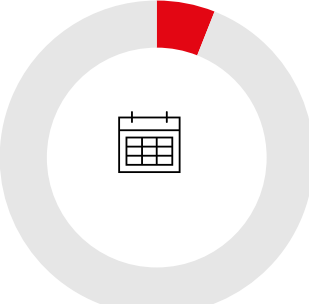
Friends or relatives
13%



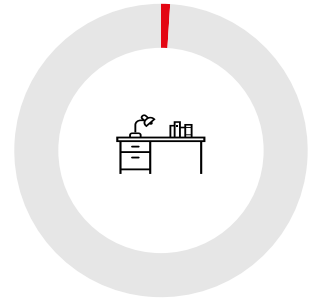
Commuting for education
10%



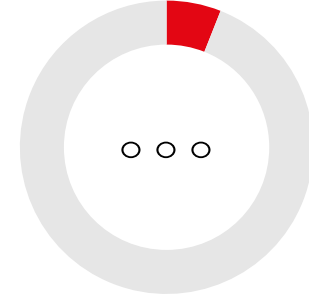
Leisure
10%



Appointment
6%



Business
1%

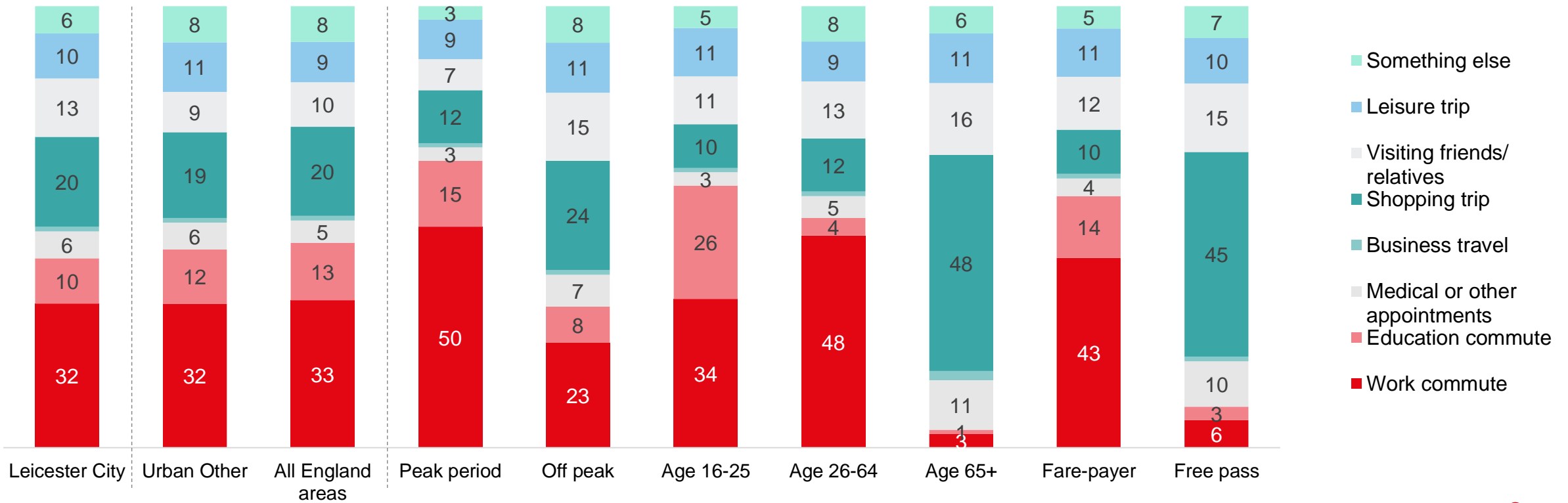


Other
6%

Q5 What was the main purpose of this bus journey?
Base: Full Year 1058

Journey purpose

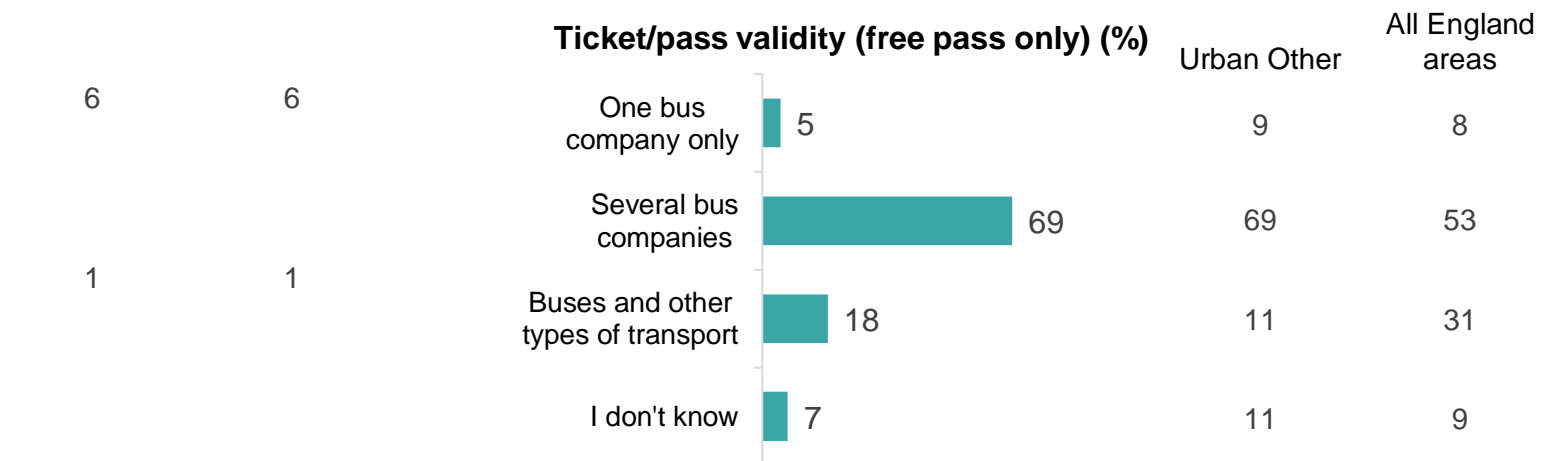
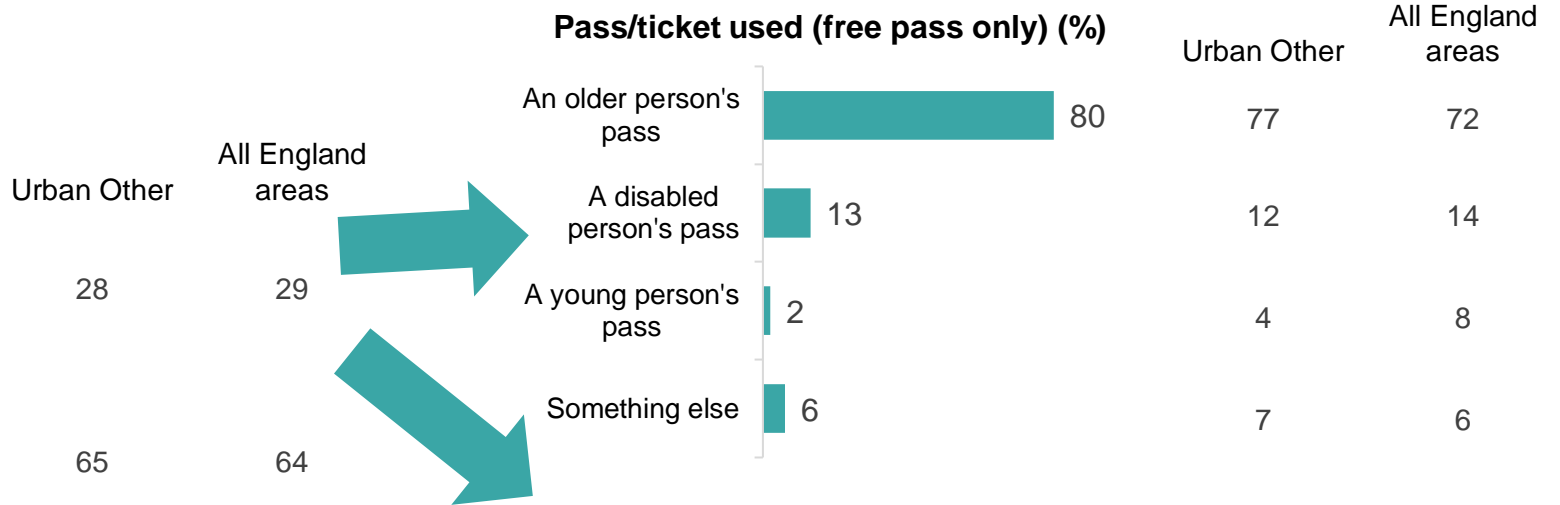
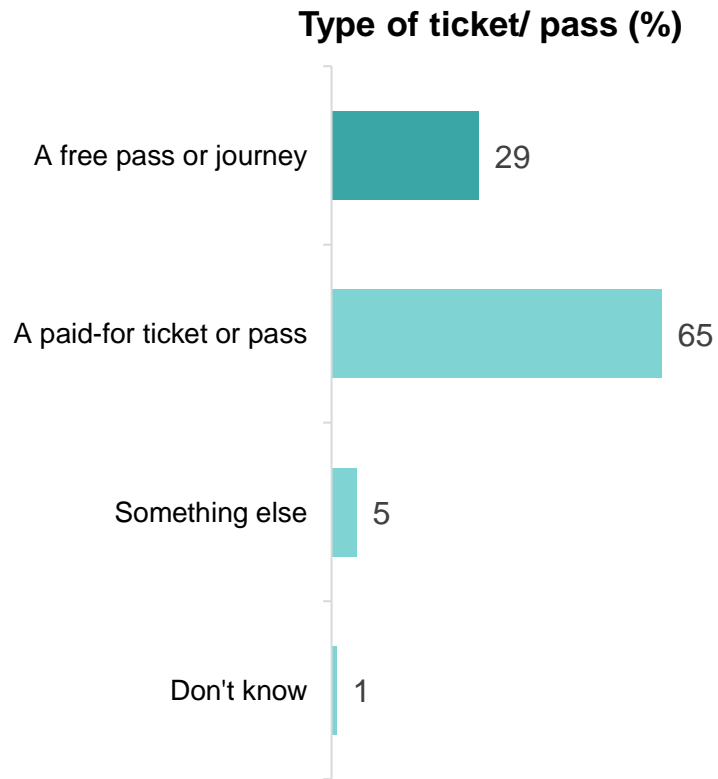
Purpose of bus journey (%)



Q5 What was the main purpose of this bus journey?

Base: Full Year 1058; Urban Other 16896; All England areas 35044; Peak 335; Off Peak 708; Fare-payer 668; Free pass 319; Age 16-25 275; Age 26-64 478; Age 65+ 282

Ticket type



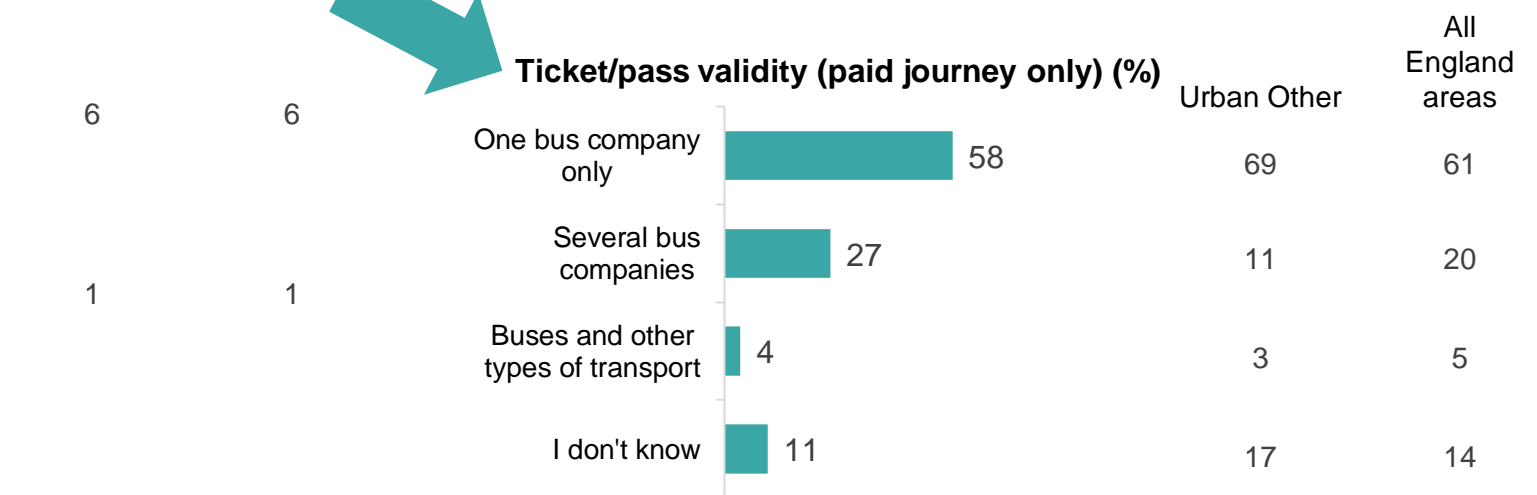
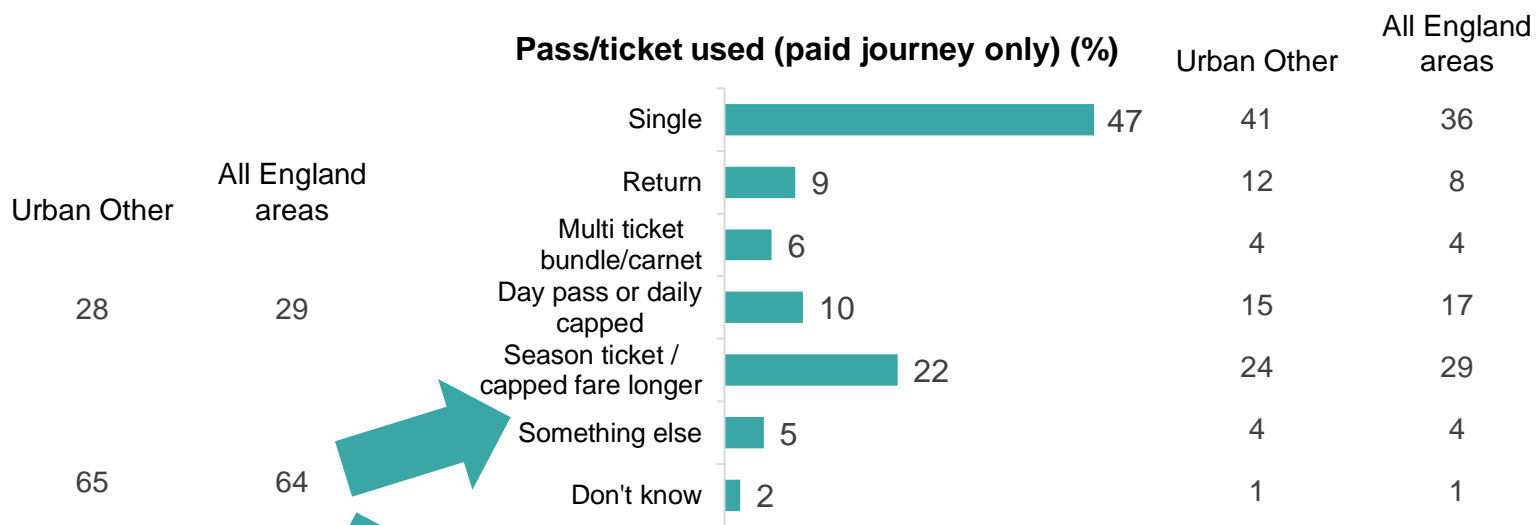
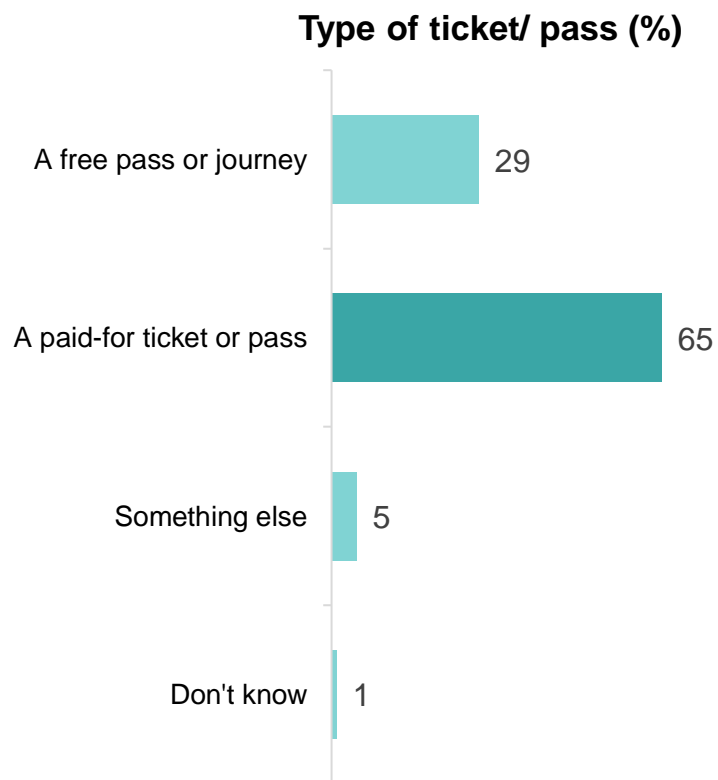
Q6 What type of ticket or pass did you use for this bus journey?

B17 Could you tell us a bit more about the pass or ticket you used for this journey?

B19 Who could you use your ticket or pass with?

Base: Full Year 1058; Urban Other 16896; All England areas 35044; Free pass only 314 - 314; Urban Other 4992 - 4993; All England areas 10862 - 10866

Ticket type



Q6 What type of ticket or pass did you use for this bus journey?

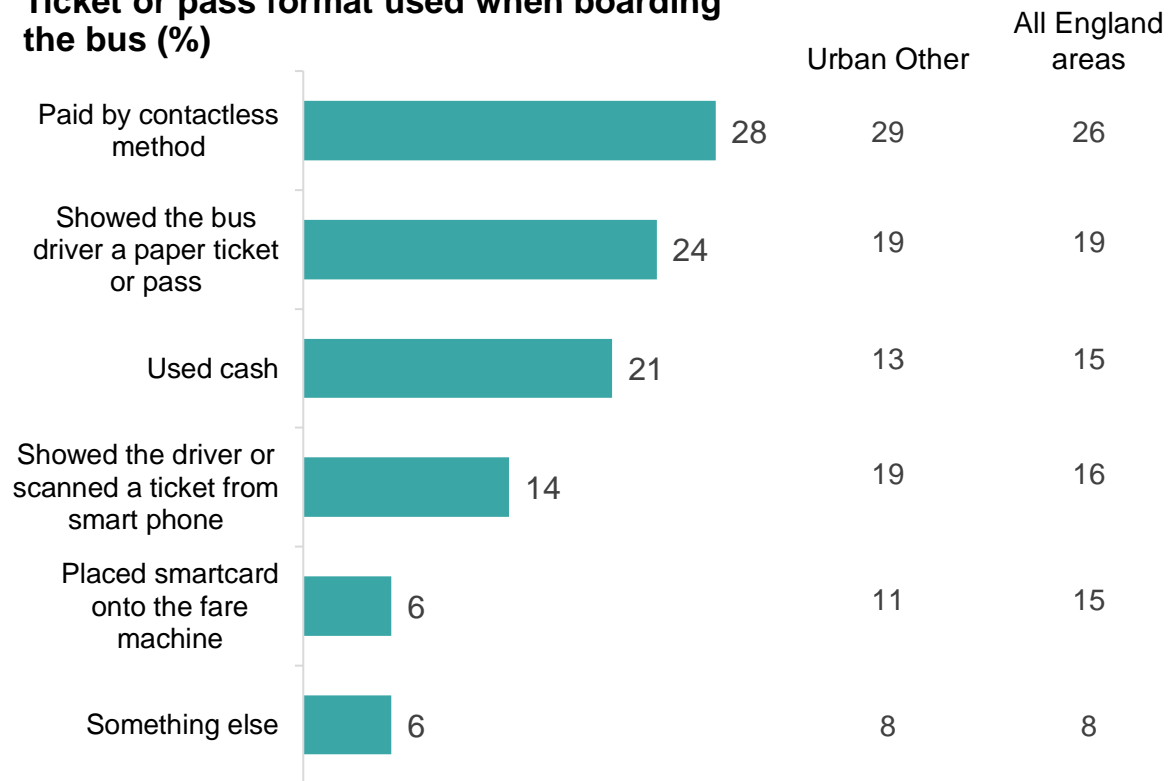
B18 Could you tell us a bit more about the pass or ticket you used for this journey?

B19 Who could you use your ticket or pass with?

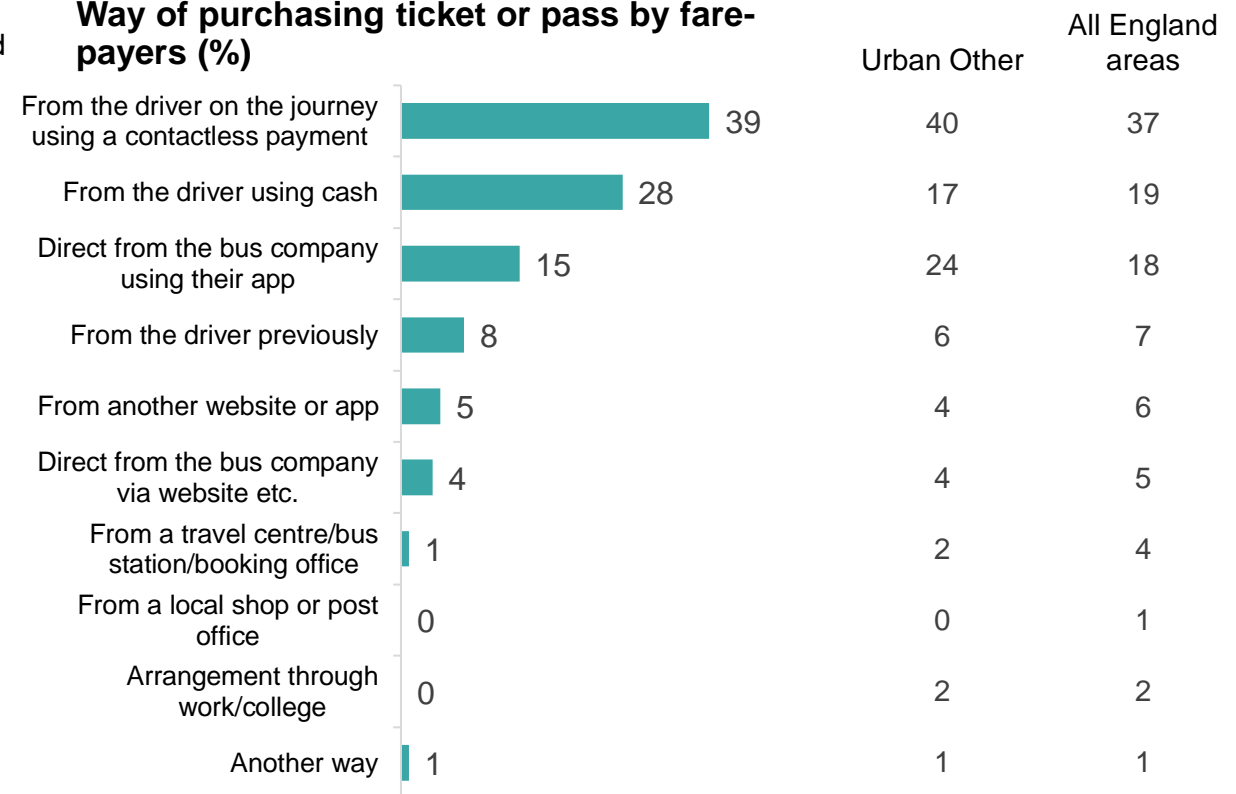
Base: Full Year 1058; Urban Other 16896; All England areas 35044; Paid for ticket or pass only 606 - 606; Urban Other 9545 - 9565; All England areas 19543 - 19581

All passengers purchasing ticket or pass

Ticket or pass format used when boarding the bus (%)



Way of purchasing ticket or pass by fare-payers (%)



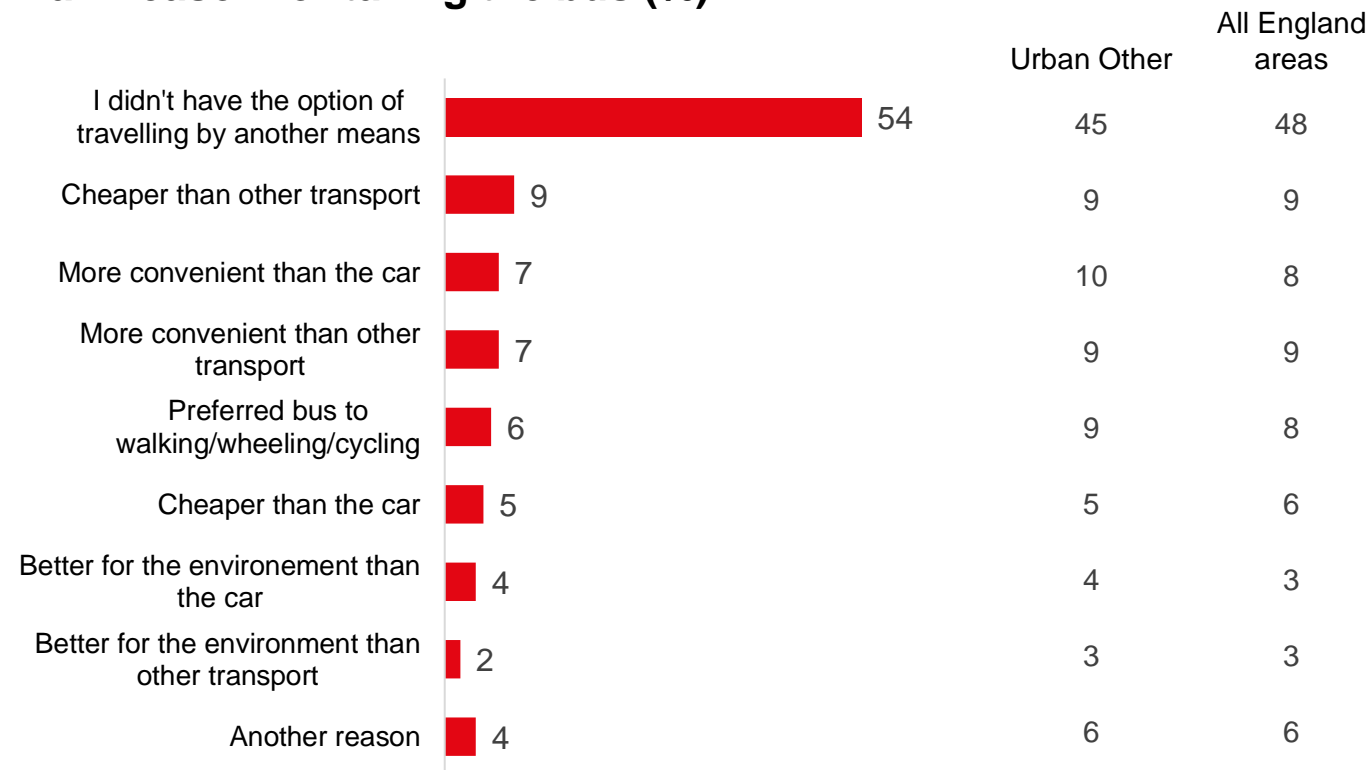
B20 On boarding the bus, did you?

B21 How did you buy your ticket or pass?

Base: Full Year 961; Urban Other 15207; All England areas 31633; Fare-payers only 599; Urban Other 9331; All England areas 19106

Reason for taking the bus

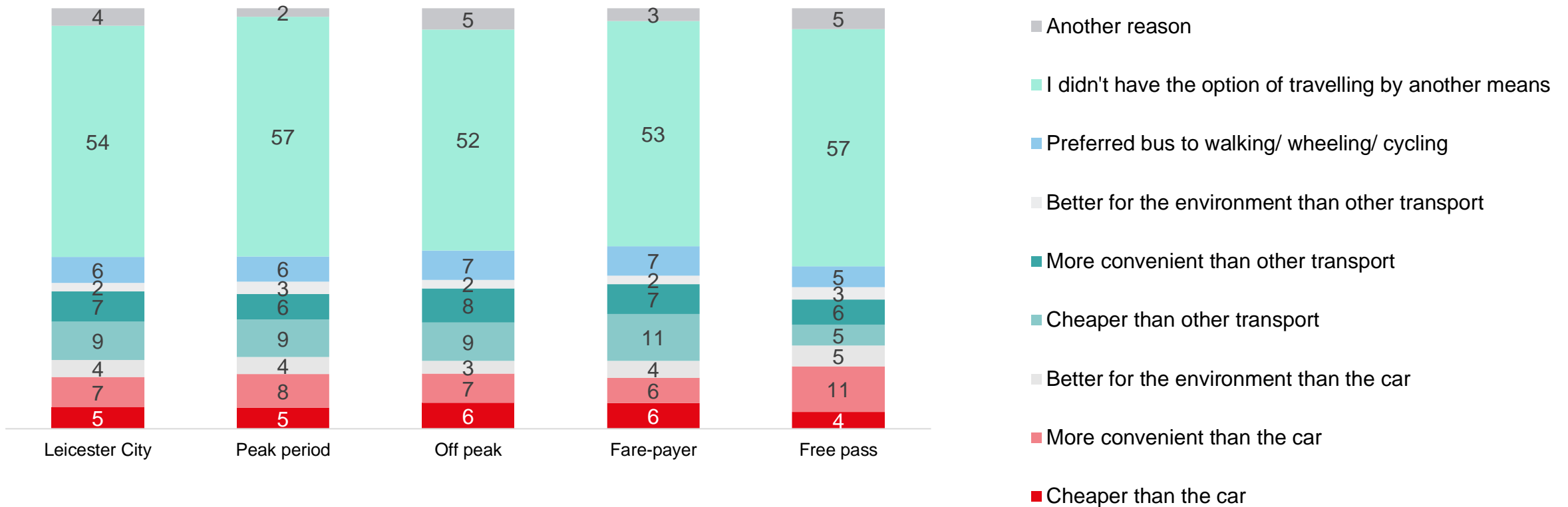
Main reason for taking the bus (%)



B1 What was the **main** reason you chose to take the bus for that journey?
 Base: Full Year 1030; Urban Other 16406; All England areas 34001

Reason for taking the bus by time and fare type

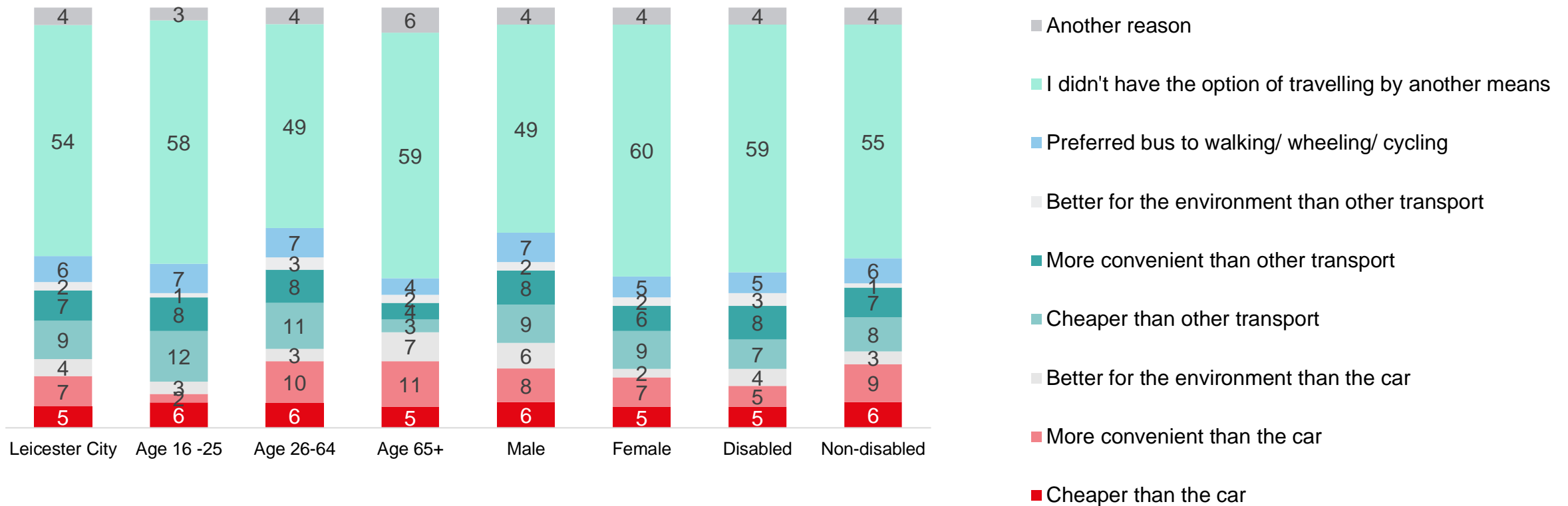
Main reason for taking the bus (%)



B1 What was the **main** reason you chose to take the bus for that journey?
 Base: Full Year 1030; Peak 332; Off Peak 684; Fare-payer 655; Free pass 310

Reason for taking the bus by demographics

Main reason for taking the bus (%)

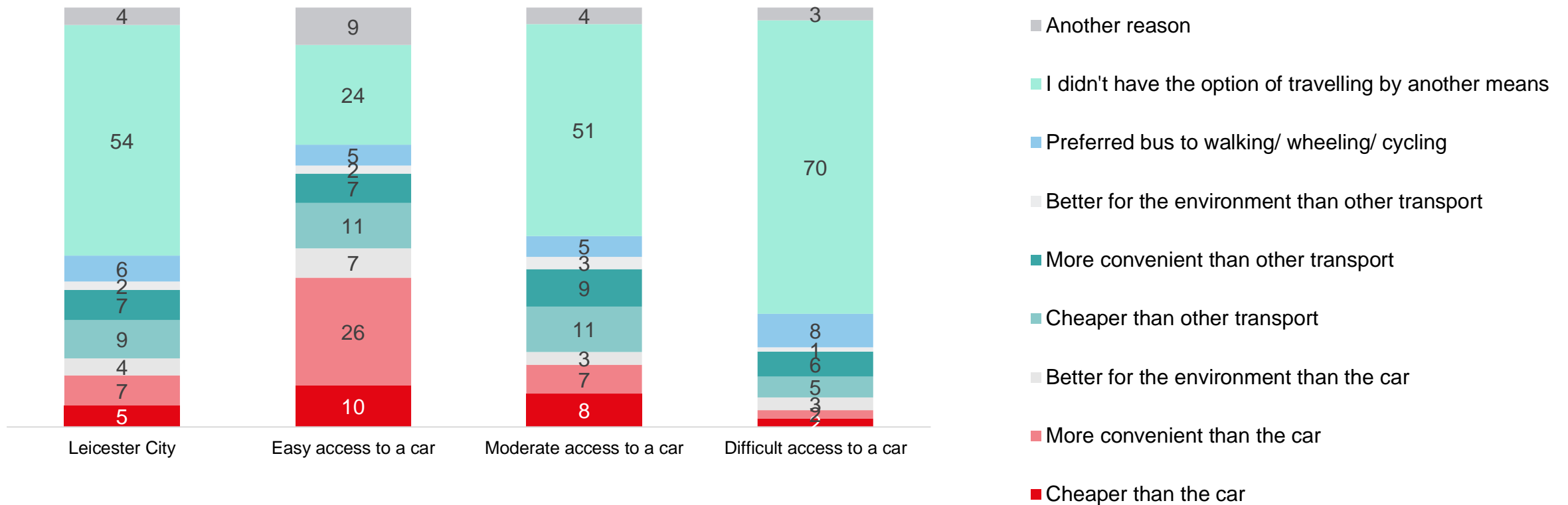


B1 What was the **main** reason you chose to take the bus for that journey?

Base: Full Year 1030; Age 16-25 270; Age 26-64 471; Age 65+ 276; Male 353; Female 638; Disabled 222; Non-disabled 659

Reason for taking the bus by access to a car

Main reason for taking the bus (%)



B1 What was the **main** reason you chose to take the bus for that journey?

Base: Full Year 1030; Easy access to a car 161; Moderate access to a car 322; Difficult access to a car 457

Who or what passengers were travelling with

Items travelling with (%)

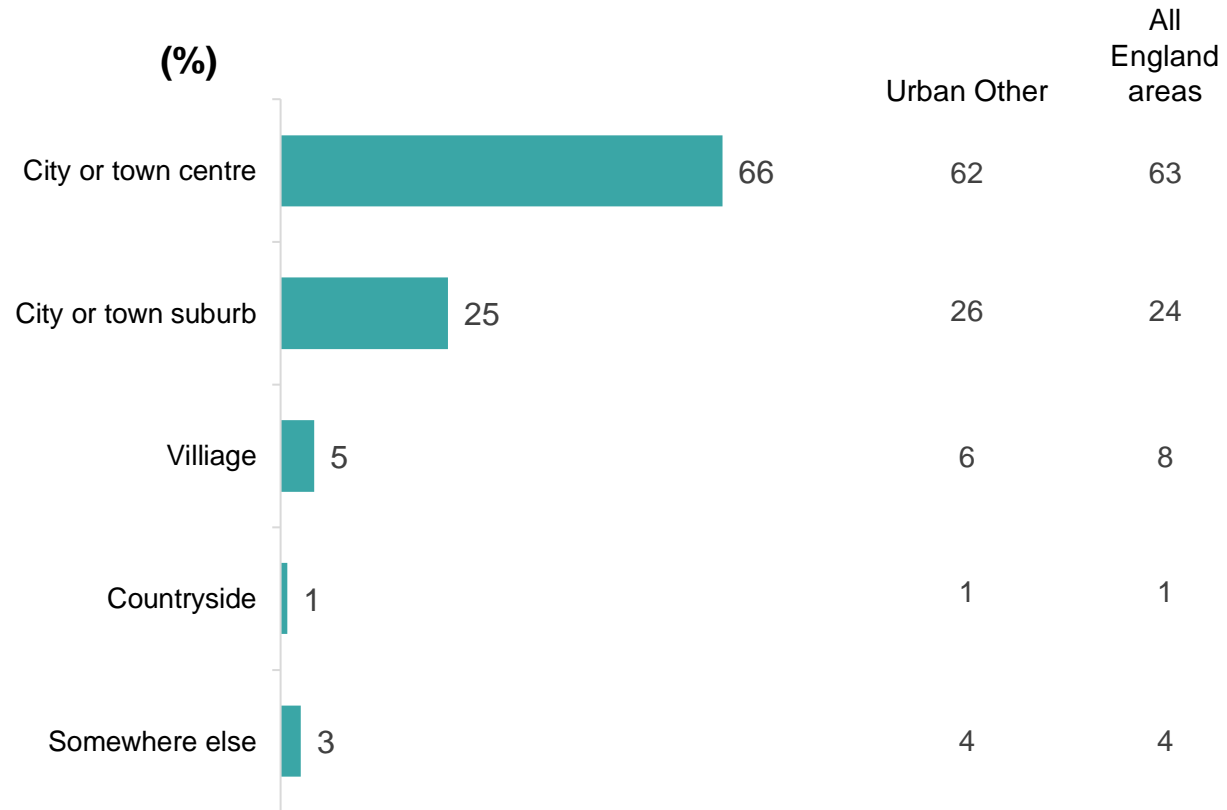


B2 Were you travelling with ...

Base: Full Year 1058; Urban Other 16896; All England areas 35044; Peak period journeys 335; Off peak period journeys 708

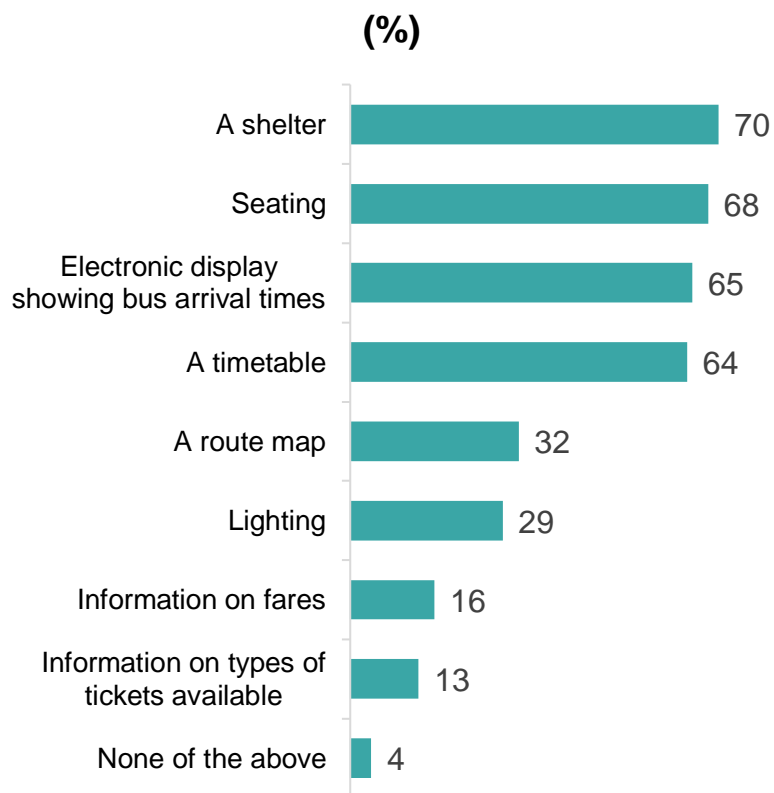


Area of boarding bus stop

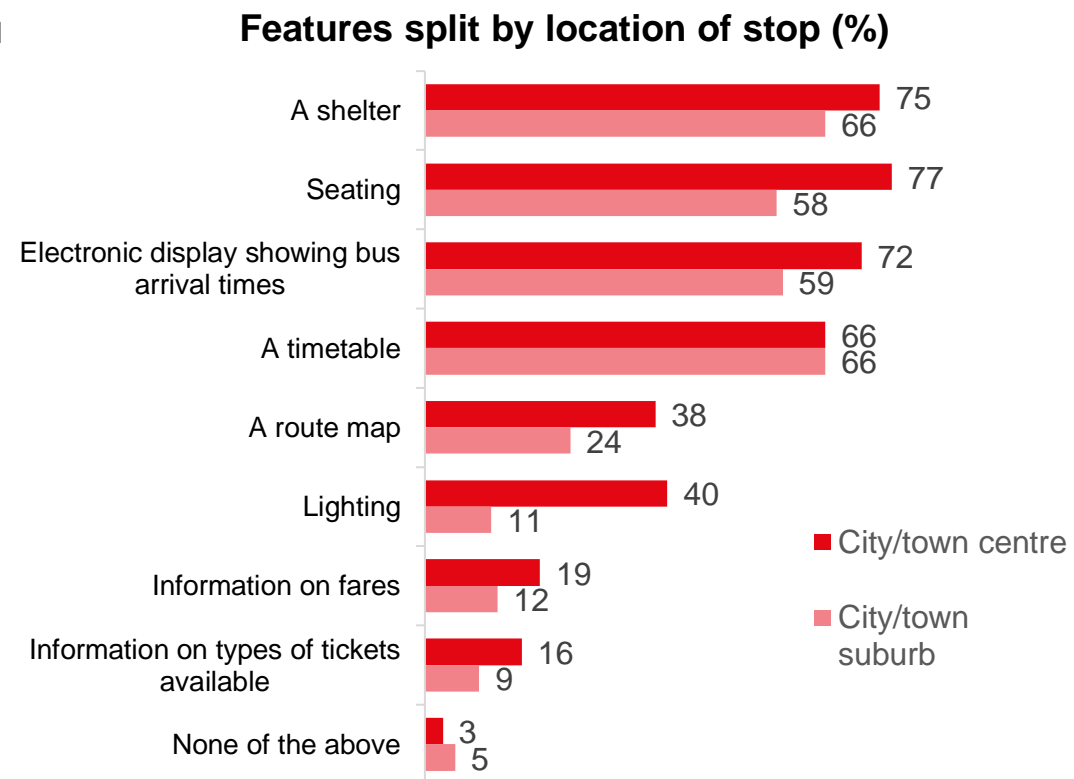


B3 What type of area was the stop you caught the bus in?
Base: Full Year 1044; Urban Other 16552; All England areas 34322

Bus stop facilities



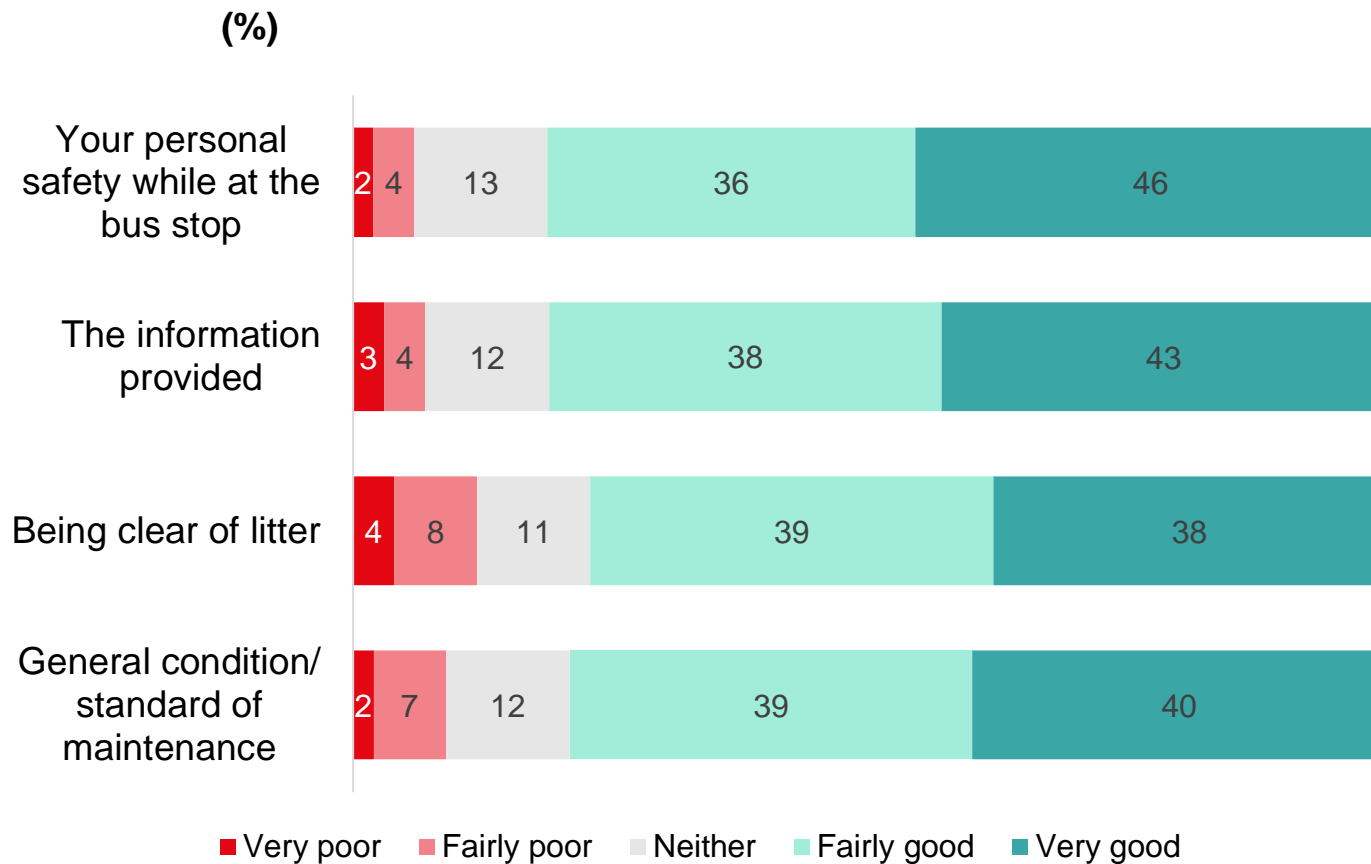
	Urban	Other	All England areas
A shelter	76	74	74
Seating	66	62	62
Electronic display showing bus arrival times	50	42	42
A timetable	63	61	61
A route map	25	22	22
Lighting	25	26	26
Information on fares	13	11	11
Information on types of tickets available	10	9	9
None of the above	5	5	5



B4 Which of these did the bus stop where you caught the bus have?

Base: Full Year 1058; Urban Other 16896; All England areas 35044; Those boarding bus in city/town centre 666; Those boarding bus in city/town suburb 283

Bus stop ratings



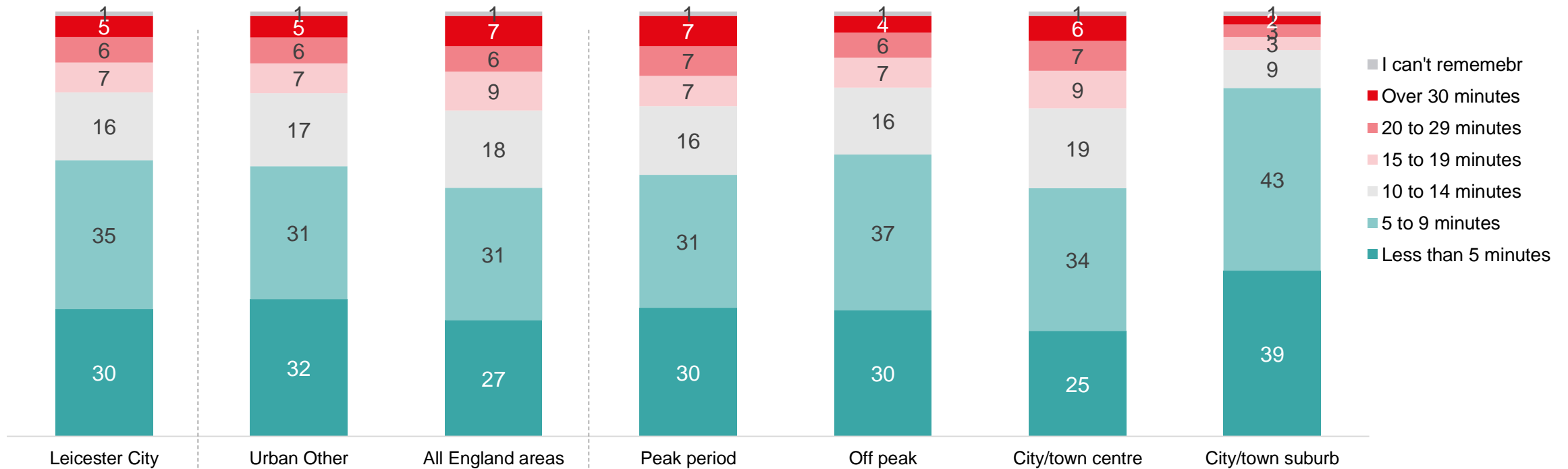
Total good (%)

	Leicester City	Leicester City interim (to June 2023)	Urban Other	All England areas
Your personal safety while at the bus stop	81	79	75	72
The information provided	81	74	74	71
Being clear of litter	77	74	72	70
General condition/standard of maintenance	79	77	70	69

B5 Thinking about the bus stop itself, how would you rate the following...?
 Base: Interim 191 - 201; Full Year 965 - 1013; Urban Other 15175 - 16044; All England areas 31319 - 33193

Waiting for the bus

Length of wait for the bus (%)

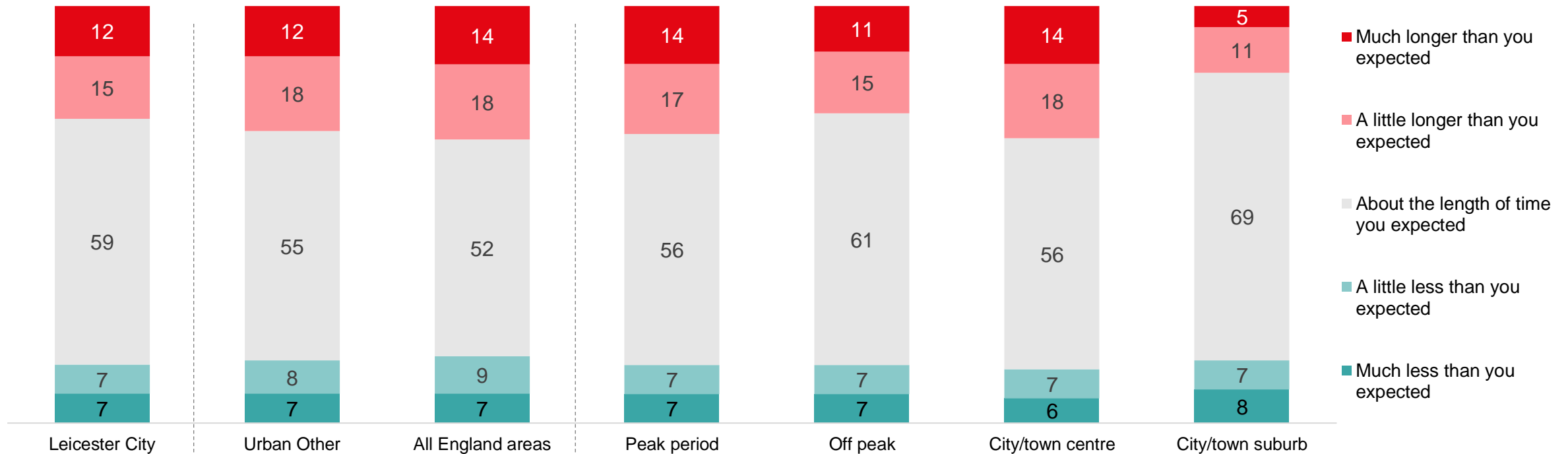


B6A How long did you wait for your bus?
 B6B Was this wait time...?

Base: Full Year 1024; Urban Other 16369; All England areas 33985; Peak 322; Off Peak 687; City/town centre 646; City/town suburb 282

Wait compared to expectations

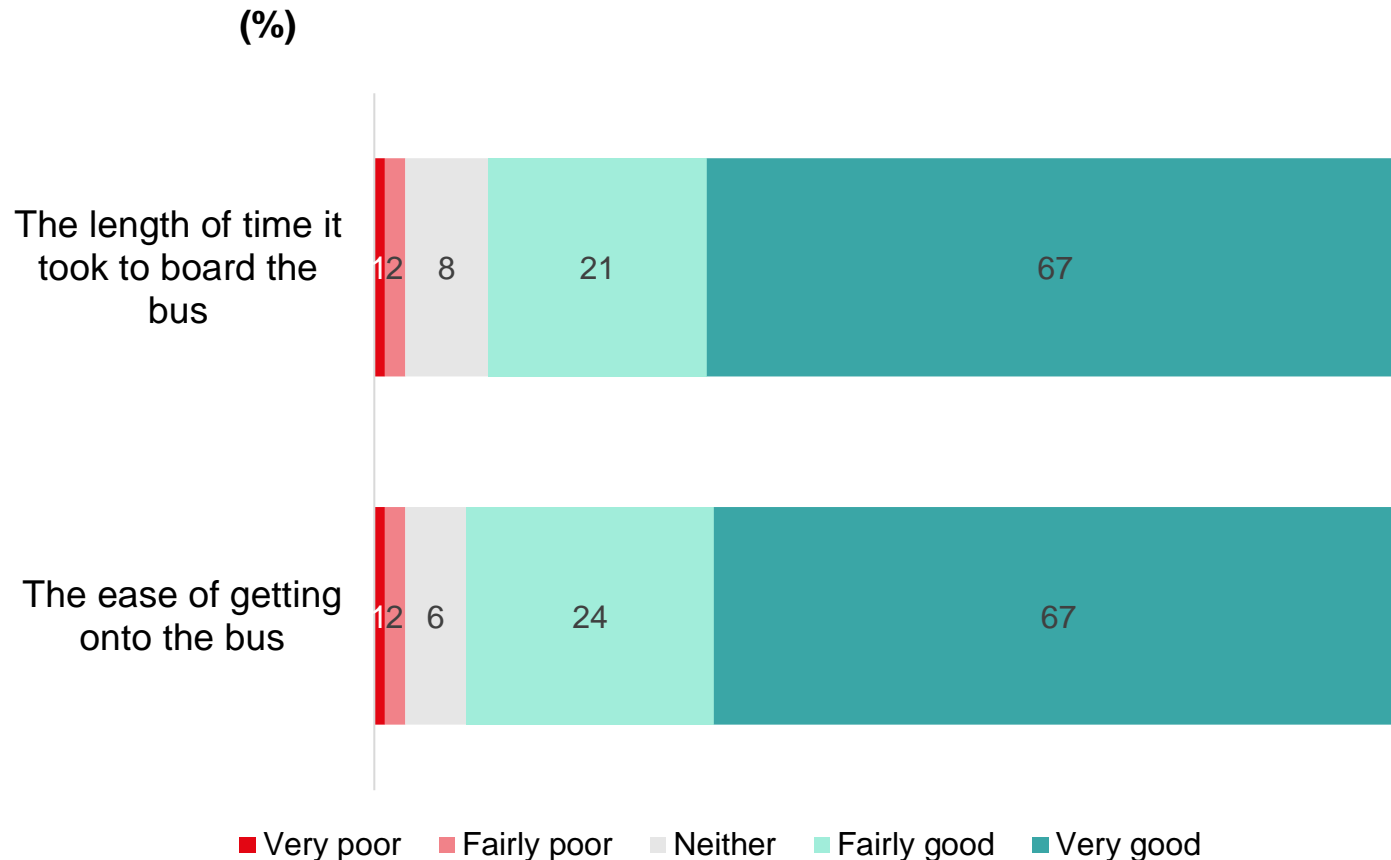
How long the wait was compared to expectations (%)



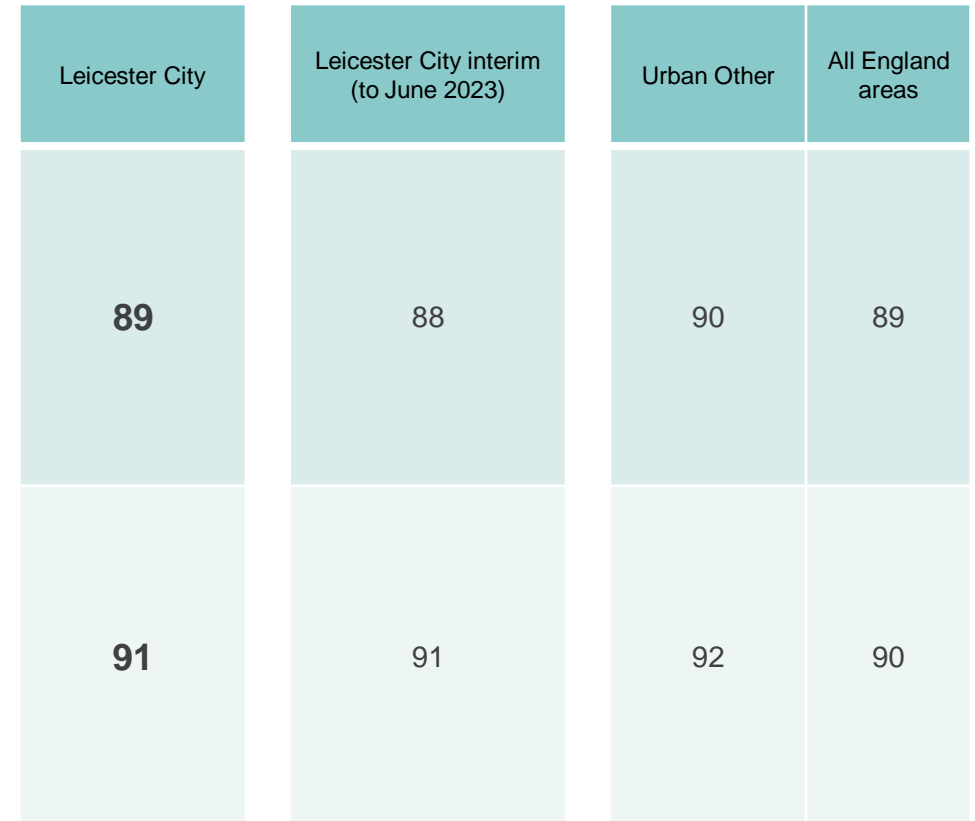
B6A How long did you wait for your bus?
 B6B Was this wait time...?

Base: Full Year 1016; Urban Other 16190; All England areas 33622; Peak 320; Off Peak 681; City/town centre 644; City/town suburb 280

Ratings for getting onto the bus



Total good (%)

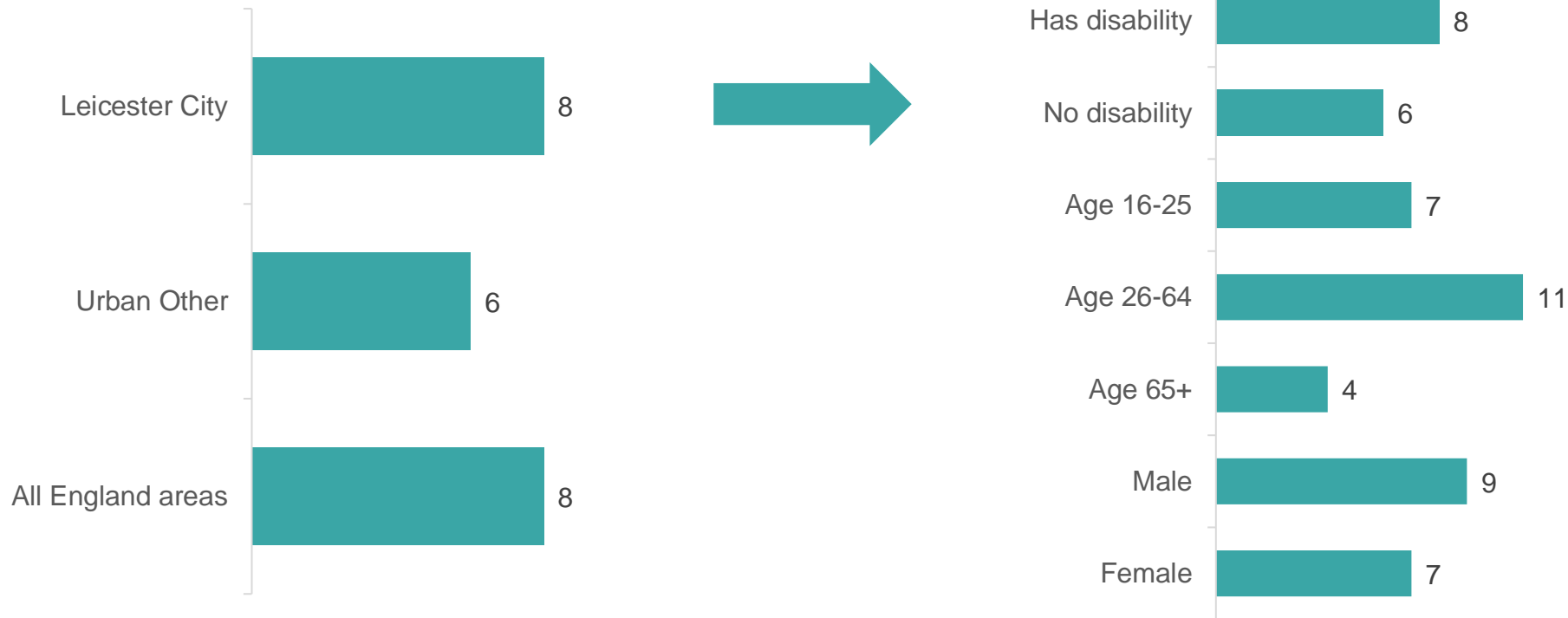


B7 Thinking about when the bus arrived, how would you rate the following...?

Base: Interim 190 - 203; Full Year 974 - 1009; Urban Other 15566 - 16103; All England areas 32170 - 33400

Behaviour of other passengers at the bus stop

Other passengers' behaviour made them uncomfortable (%)

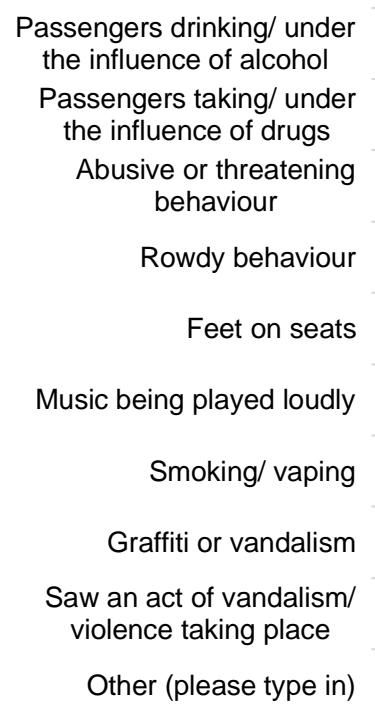


B12 Did other passengers' behaviour make you feel worried or uncomfortable during your journey at the bus stop?

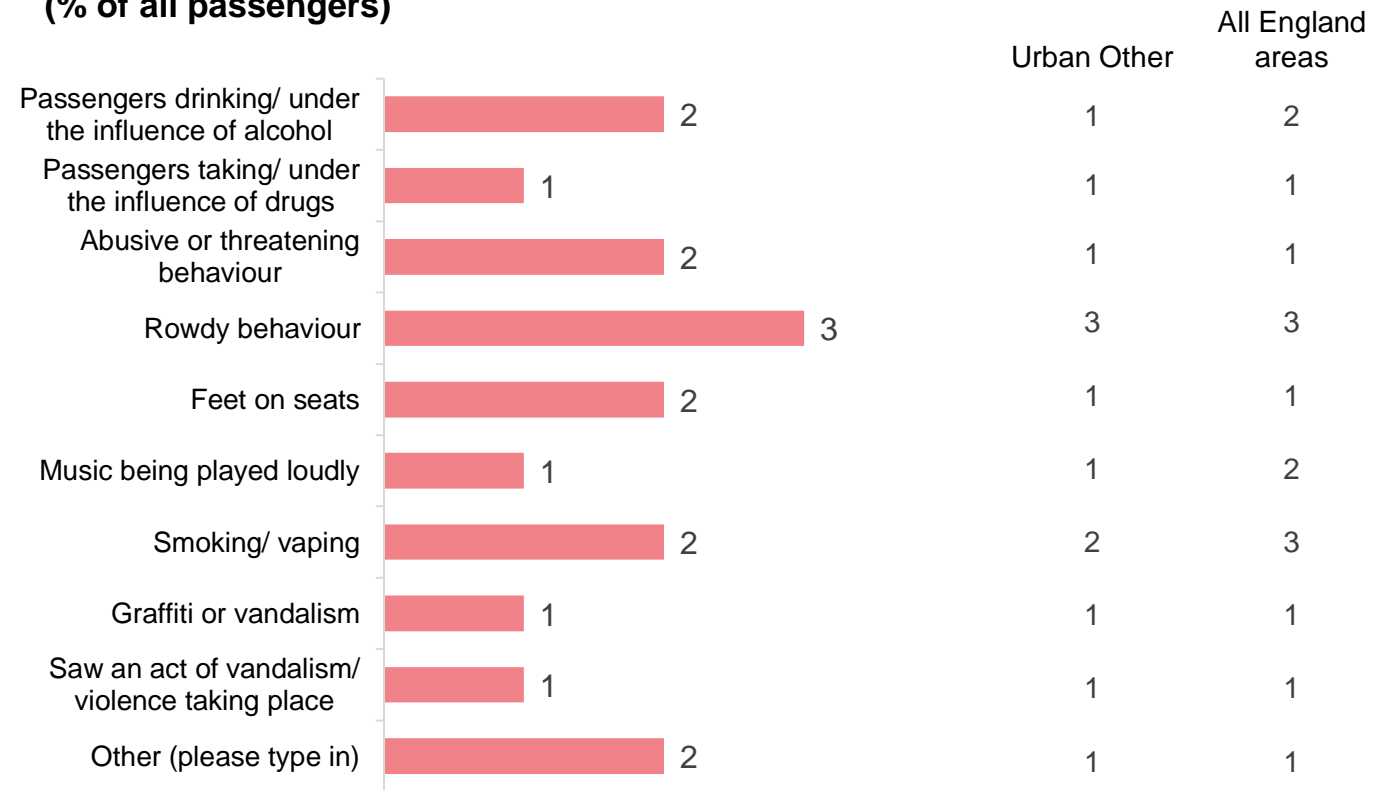
Base: Full Year 983; Urban Other 15810; All England areas 32878; Has disability 227; No disability 668; Age 16-25 242; Age 26-64 442; Age 65+ 277; Male 332; Female 606

Behaviour of other passengers at the bus stop

What behaviours made them uncomfortable
(% of those who were worried or made to feel uncomfortable)**



What behaviours made them uncomfortable
(% of all passengers)



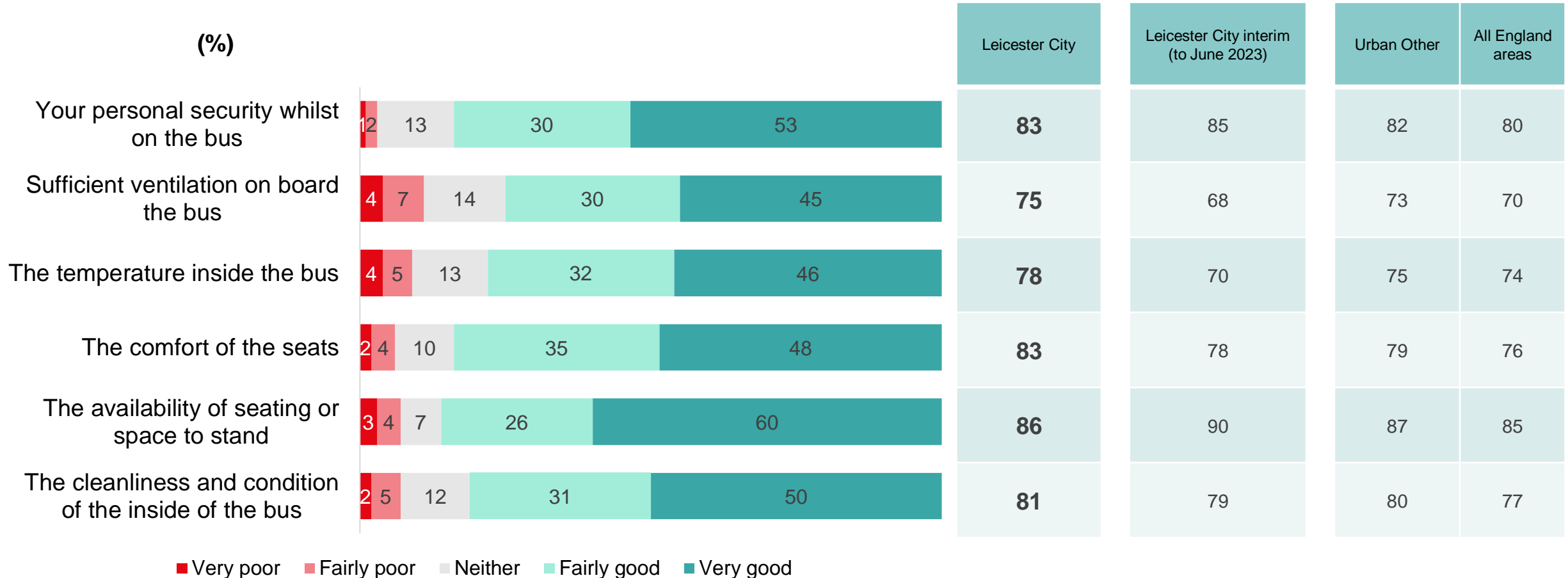
B13 Which of the following were reason(s) for this?

Base: All passengers who were worried or made to feel uncomfortable 72**; All passengers 1058; Urban Other 16896; All England areas 35044

** indicates base sizes (under 75)



On board the bus ratings

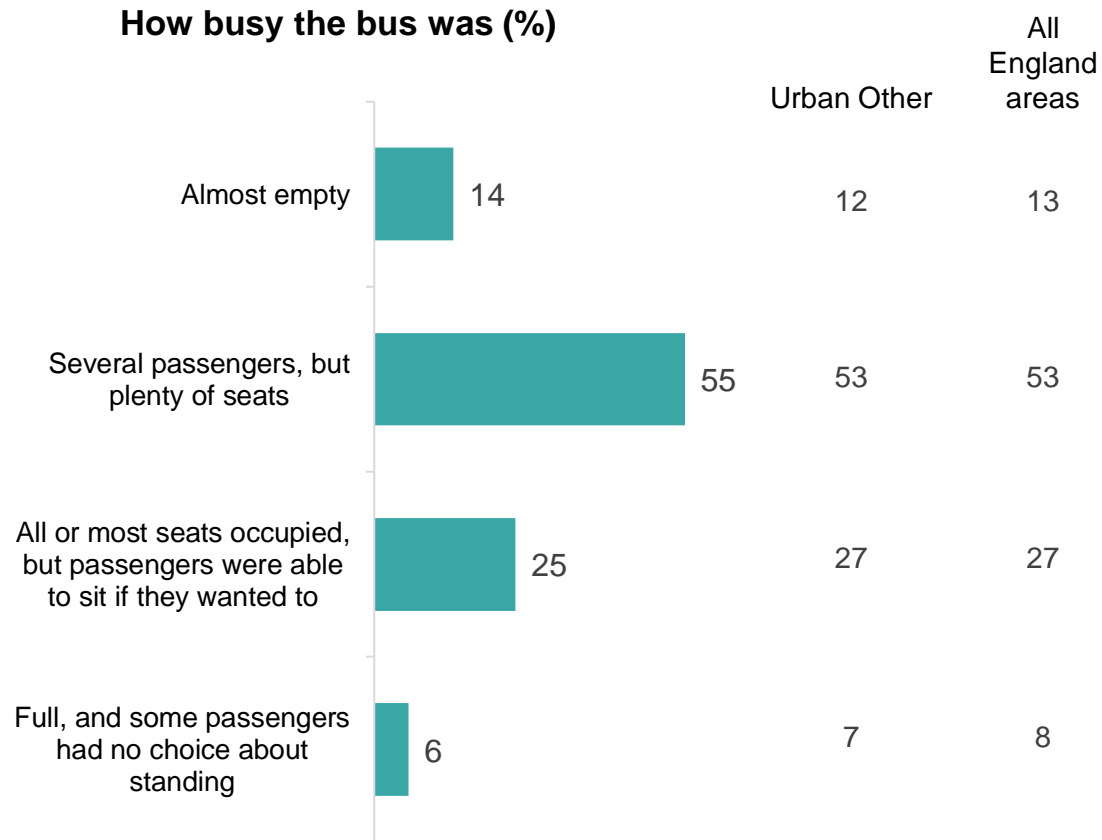


B8 Thinking about when you were on the bus, how would you rate the following...?

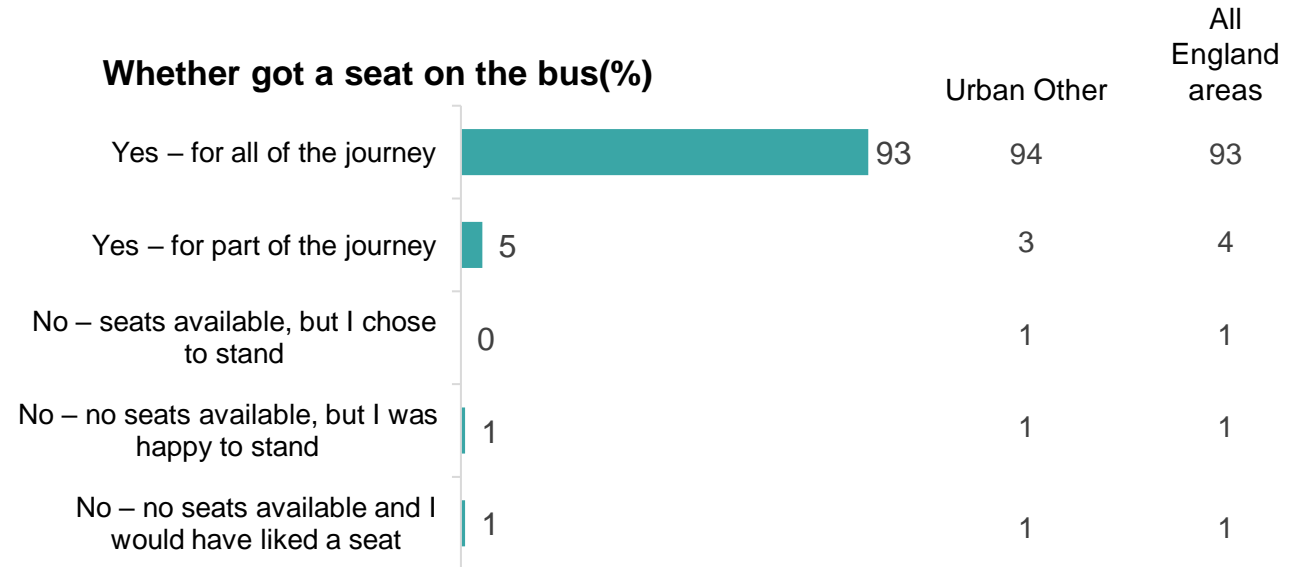
Base: Interim 193 - 200; Full Year 952 - 996; Urban Other 15405 - 15916; All England areas 31903 - 33016

How busy the bus was

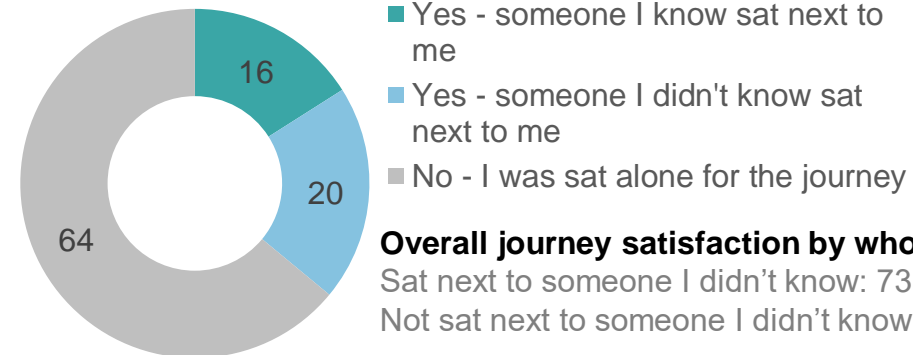
How busy the bus was (%)



Whether got a seat on the bus(%)



Whether sat next to someone on the bus (%)



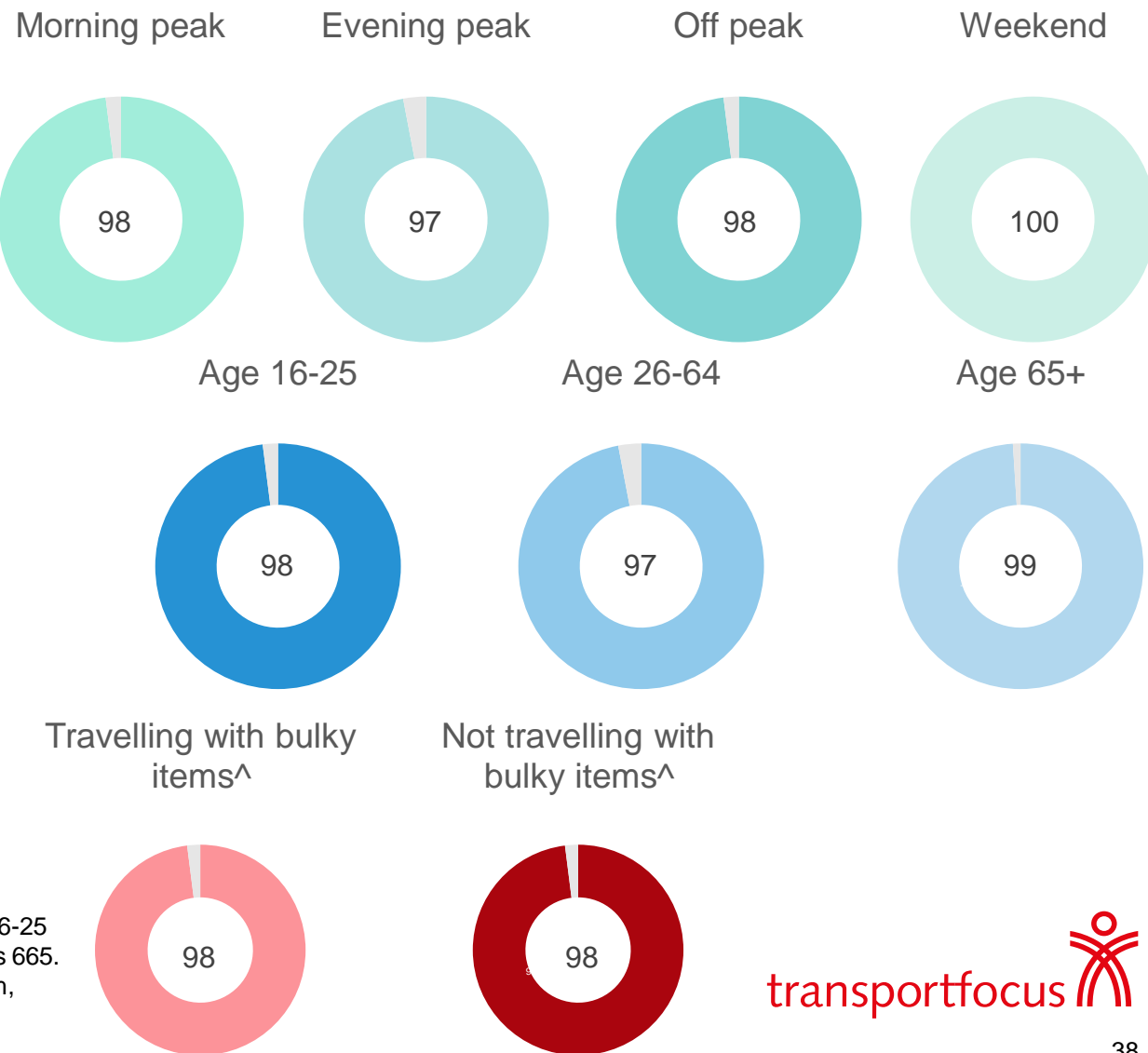
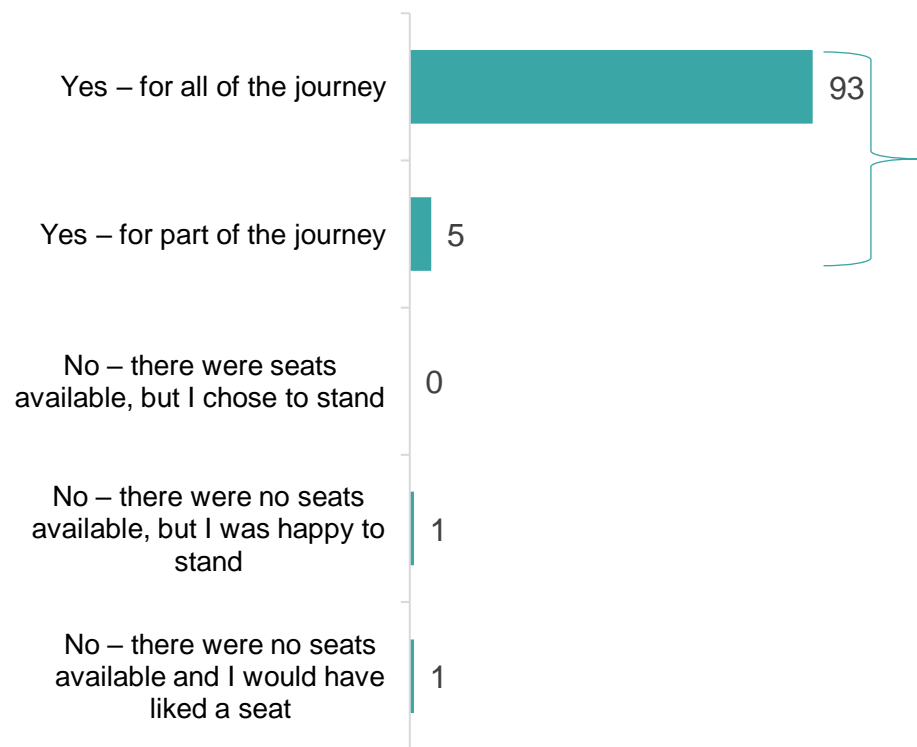
Overall journey satisfaction by who sat next to
 Sat next to someone I didn't know: 73% satisfied
 Not sat next to someone I didn't know: 86% satisfied

B9 How busy was the bus during most of your journey?
 B10 Did you get a seat on the bus?
 B11 And did anyone sit next to you on the bus?

Base: Full Year 767 - 997; Urban Other 12453 - 15955; All England areas 26345 - 33153

Seating on the bus by journey details

Whether got a seat on the bus(%)



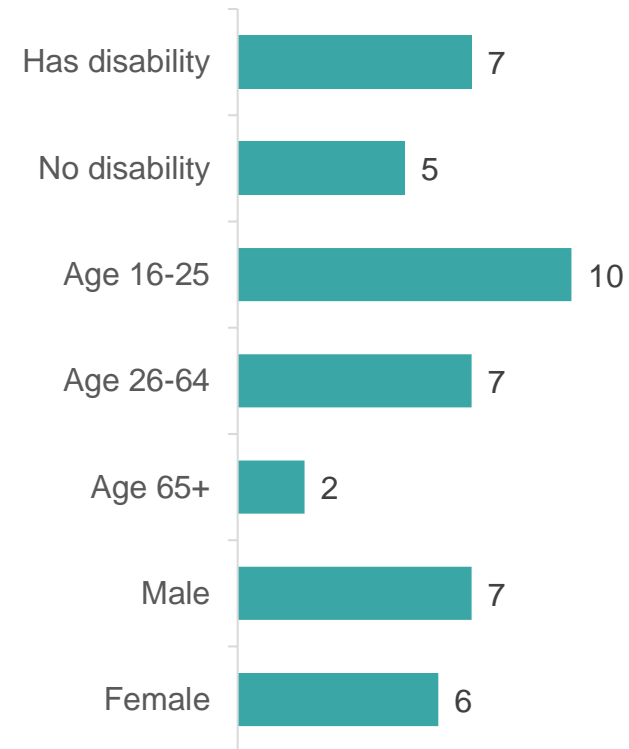
B10 Did you get a seat on the bus?

Base: Full Year 995; Morning Peak 141; Evening Peak 171; Off Peak 505; Weekend 163; Age 16-25 245; Age 26-64 448; Age 65+ 280; Travelling with bulky items 330; Not travelling with bulky items 665.

[^]Bulky items include: Heavy/bulky luggage, Shopping bags, A shopping trolley, A pushchair/pram, Young children, folding bike/scooter, dog, mobility scooter/wheelchair

Behaviour of other passengers on board

Other passengers' behaviour made them uncomfortable (%)

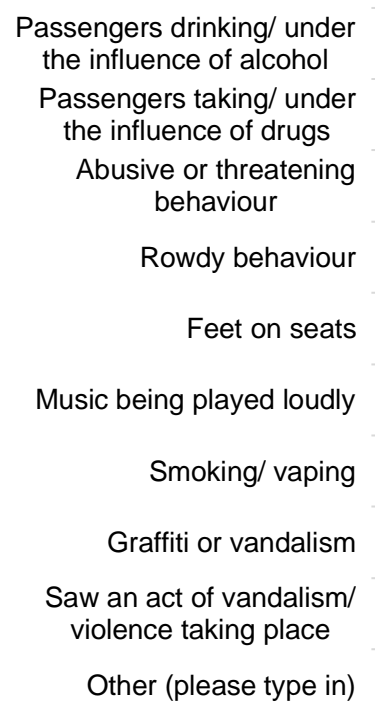


B12 Did other passengers' behaviour make you feel worried or uncomfortable during your journey on the bus?

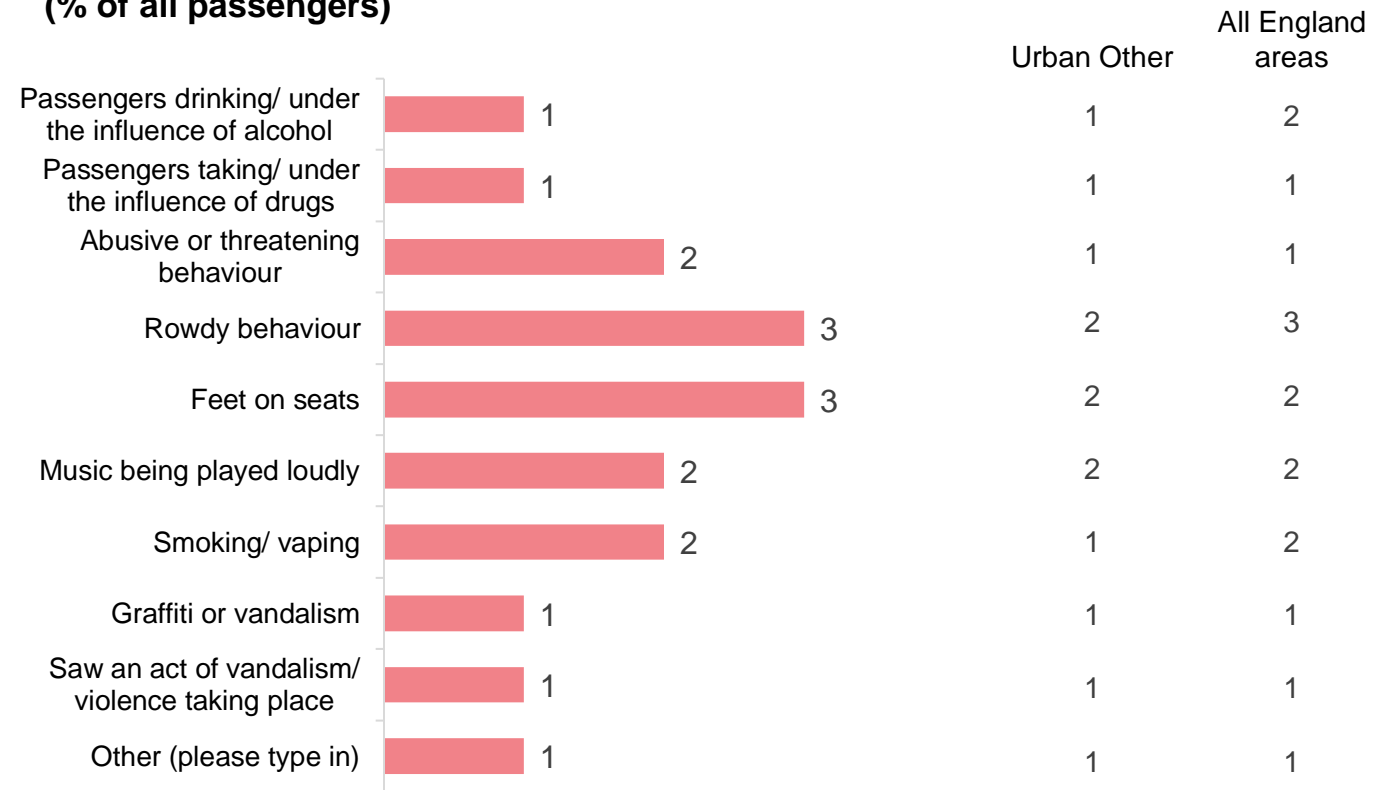
Base: Full Year 975; Urban Other 15773; All England areas 32762; Has disability 225; No disability 664; Age 16-25 242; Age 26-64 441; Age 65+ 270; Male 329; Female 601

Behaviour of other passengers on board

What behaviours made them uncomfortable
(% of those who were worried or made to feel uncomfortable)**



What behaviours made them uncomfortable
(% of all passengers)



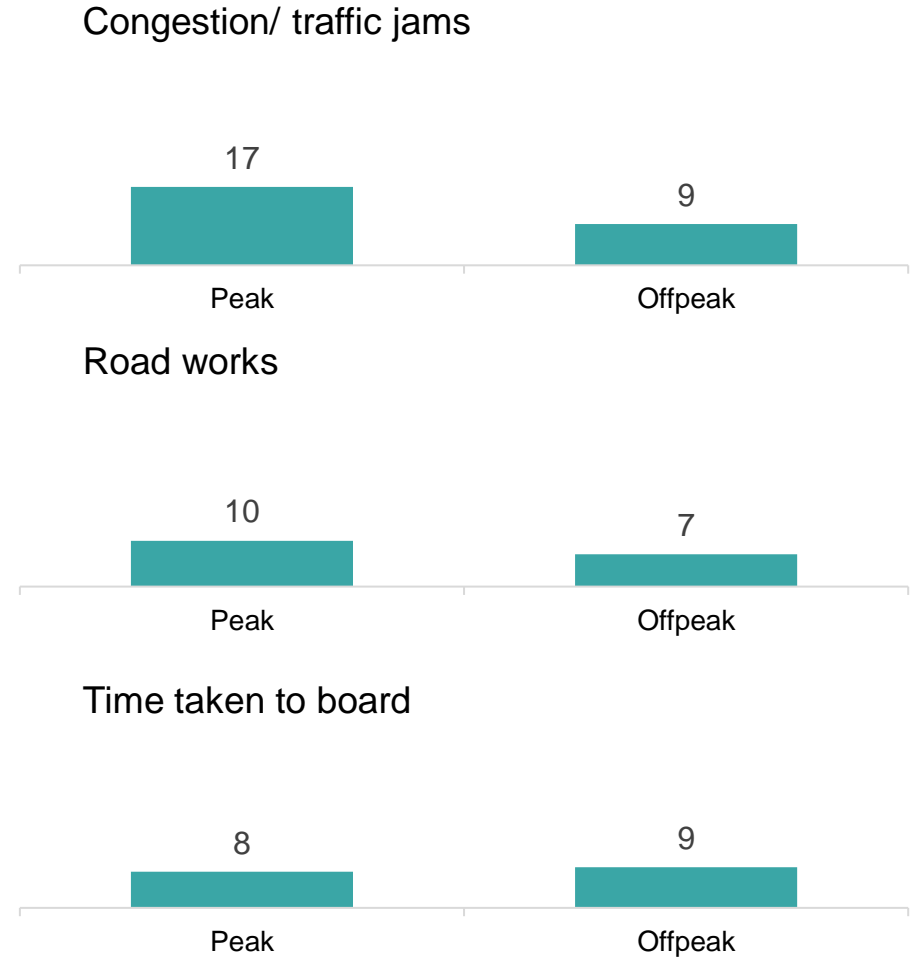
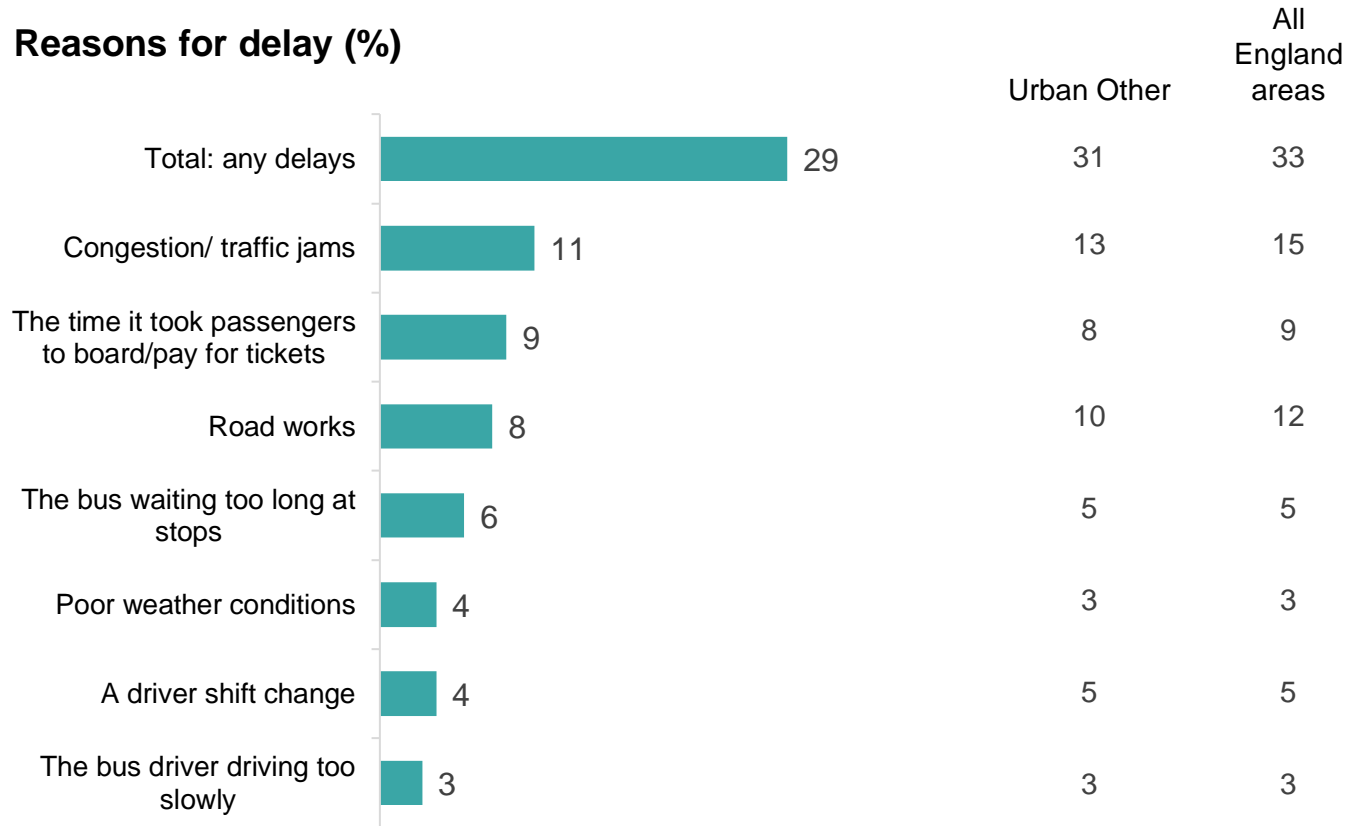
B13 Which of the following were reason(s) for this?

Base: All passengers who were worried or made to feel uncomfortable 60**; All passengers 1058; Urban Other 16896; All England areas 35044

** indicates base sizes (under 75)

Journey delays

Reasons for delay (%)

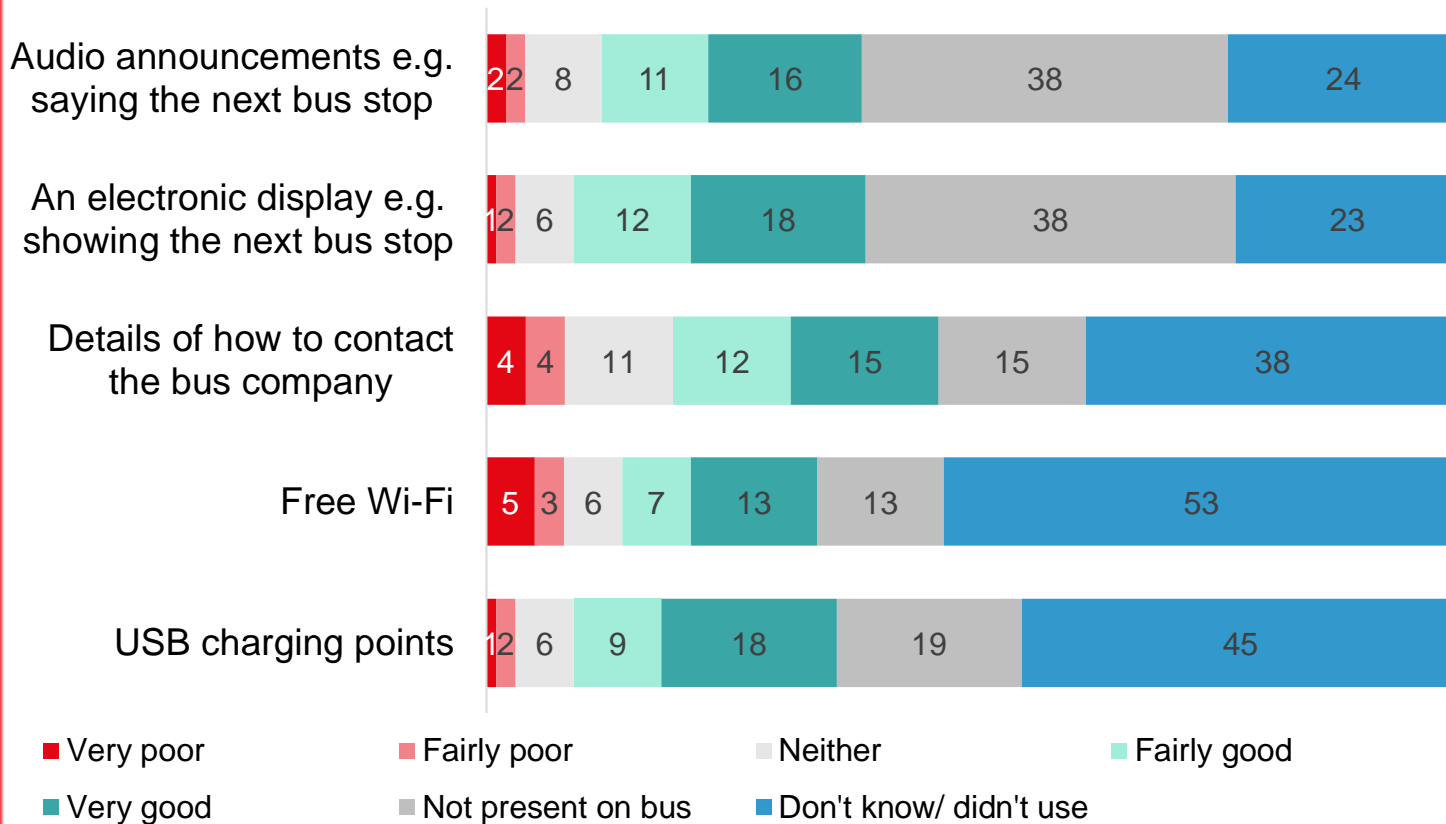


B14 Was your journey delayed by...?

Base: Full Year 1058; Urban Other 16896; All England areas 35044; Peak 335; Off Peak 708

Ratings of bus facilities amongst all passengers

(%)



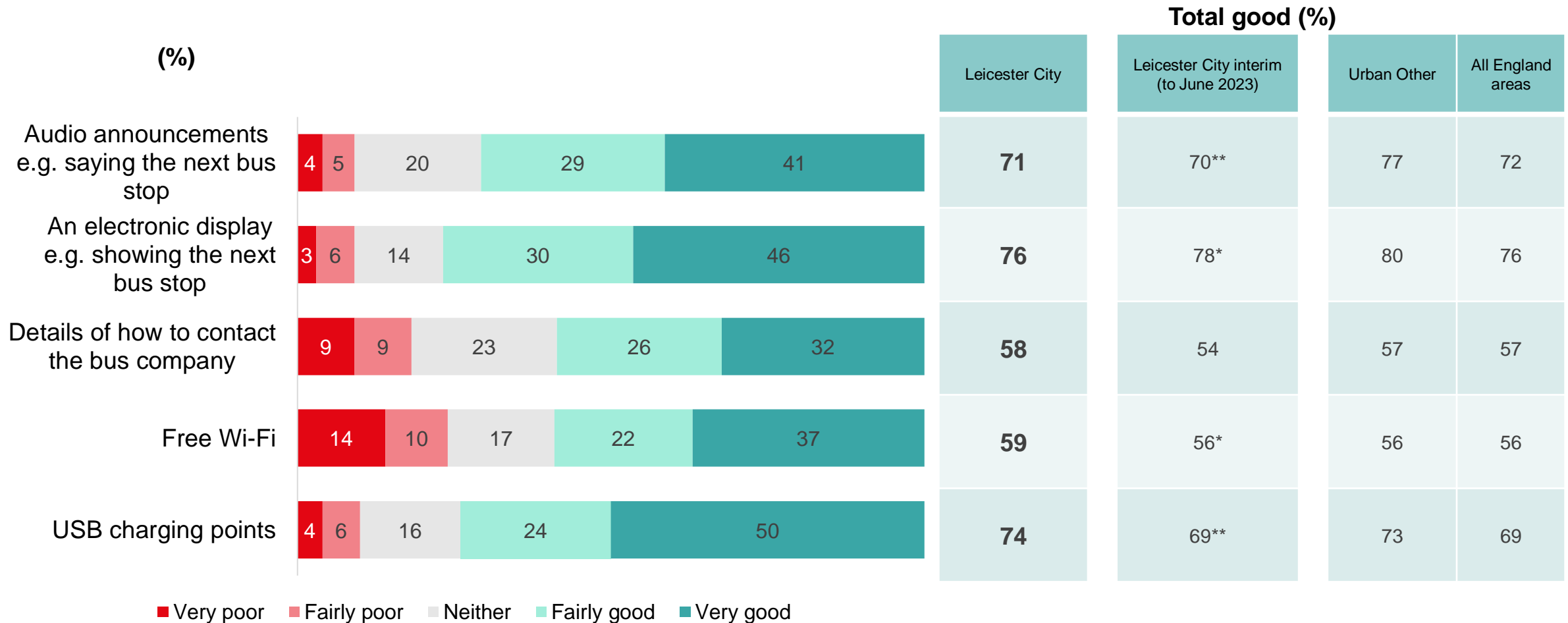
Total good (%)

	Leicester City	Leicester City interim (to June 2023)	Urban Other	All England areas
Audio announcements e.g. saying the next bus stop	27	26	44	33
An electronic display e.g. showing the next bus stop	30	29	48	37
Details of how to contact the bus company	27	29	32	31
Free Wi-Fi	20	21	22	21
USB charging points	27	23	30	26

B15 How would you rate the following facilities on the bus?

Base: Interim 196; Urban Other 6106; All England areas 13644; Full Year 984

Ratings of bus facilities amongst those using them

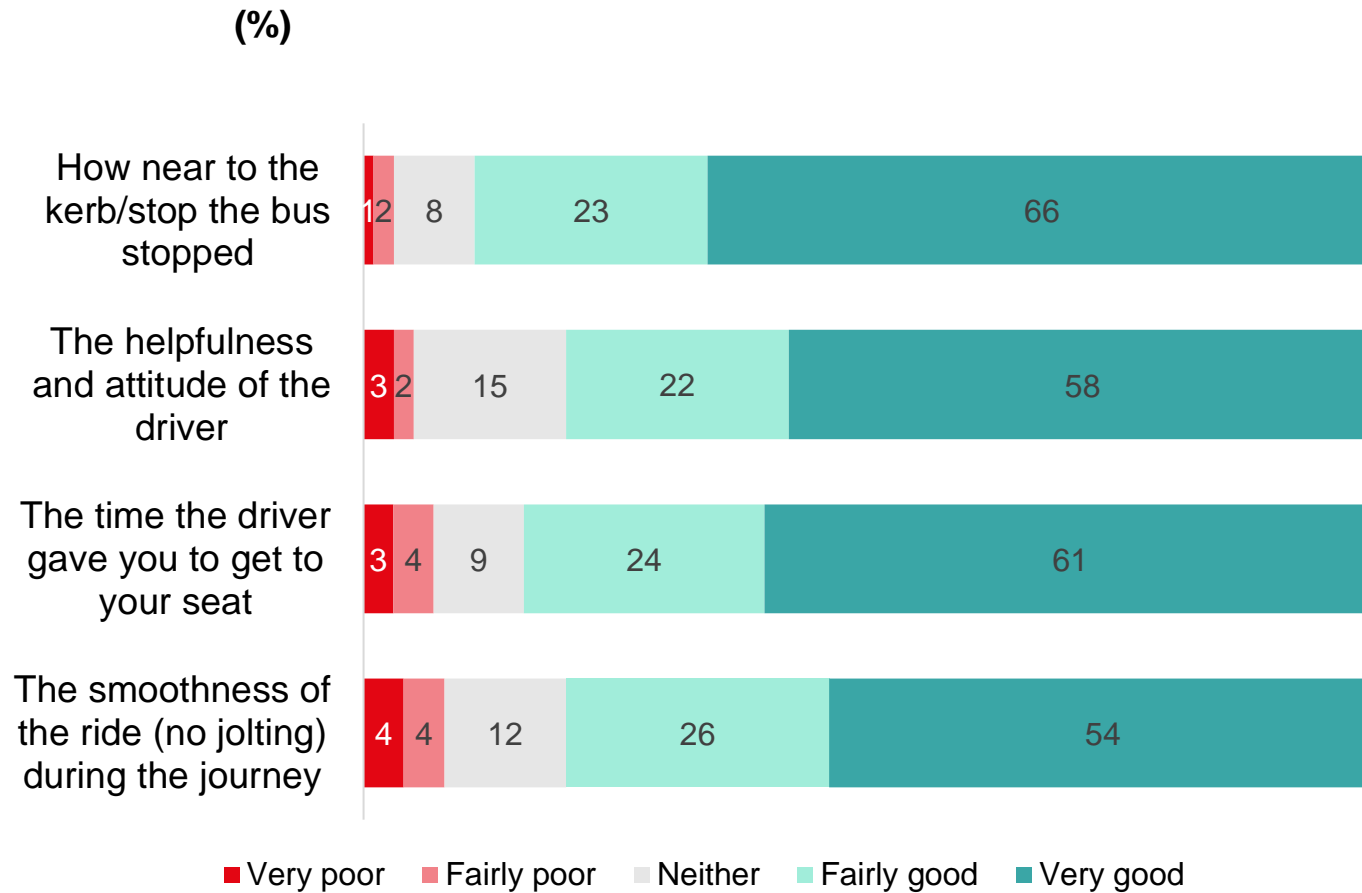


B15 How would you rate the following facilities on the bus?

Base: Interim 66** - 104; All those using each facility 329 - 454; Urban Other 5672 - 8860; All England areas 11276 - 16929

*indicates base sizes between 75-99 / **indicates base sizes (under 75).

Ratings of the bus driver

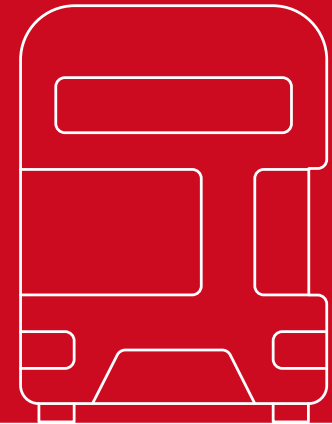
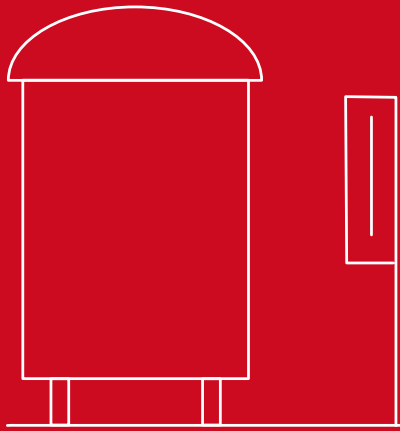


	Total good (%)			
	Leicester City	Leicester City interim (to June 2023)	Urban Other	All England areas
How near to the kerb/stop the bus stopped	89	89	91	90
The helpfulness and attitude of the driver	80	81	84	82
The time the driver gave you to get to your seat	84	81	84	82
The smoothness of the ride (no jolting) during the journey	81	79	78	77

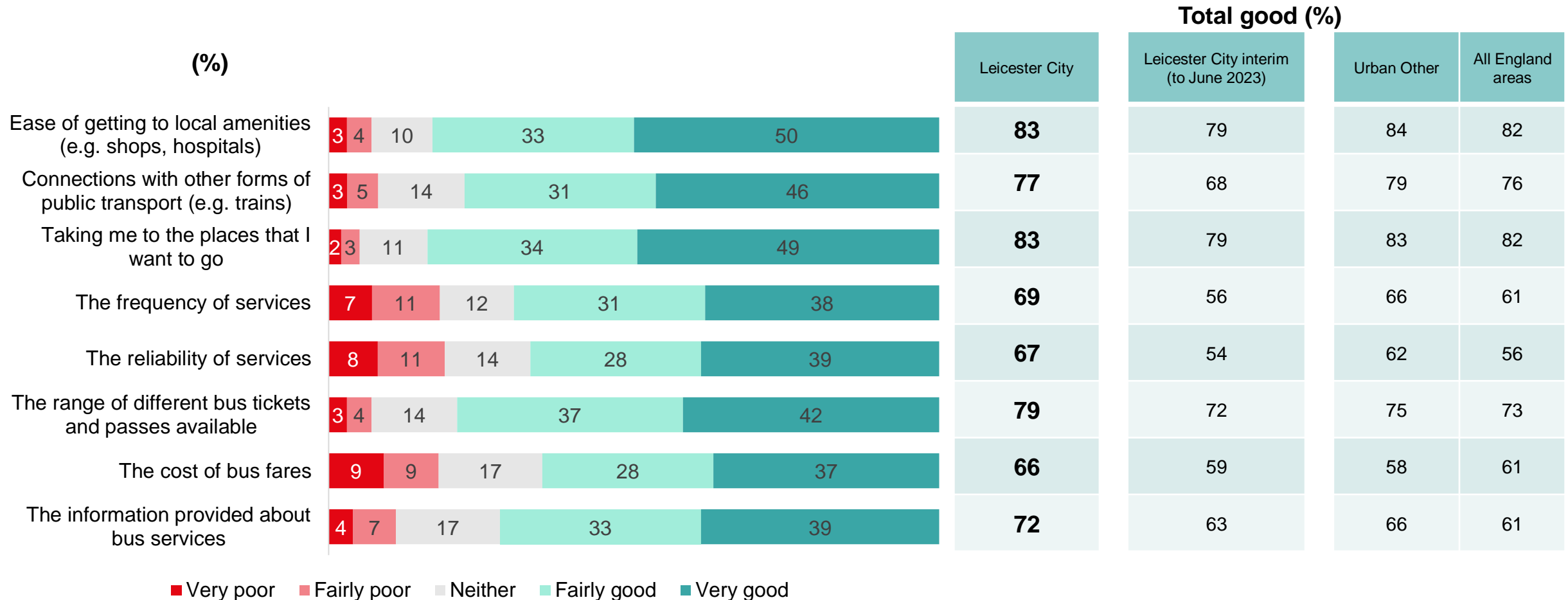
B16 Thinking about the driver and the driving, how would you rate the following...?

Base: Interim 180 - 189; Full Year 922 - 960; Urban Other 14625 - 15129; All England areas 30523 - 31452

Bus services in general



Ratings for local bus services in general

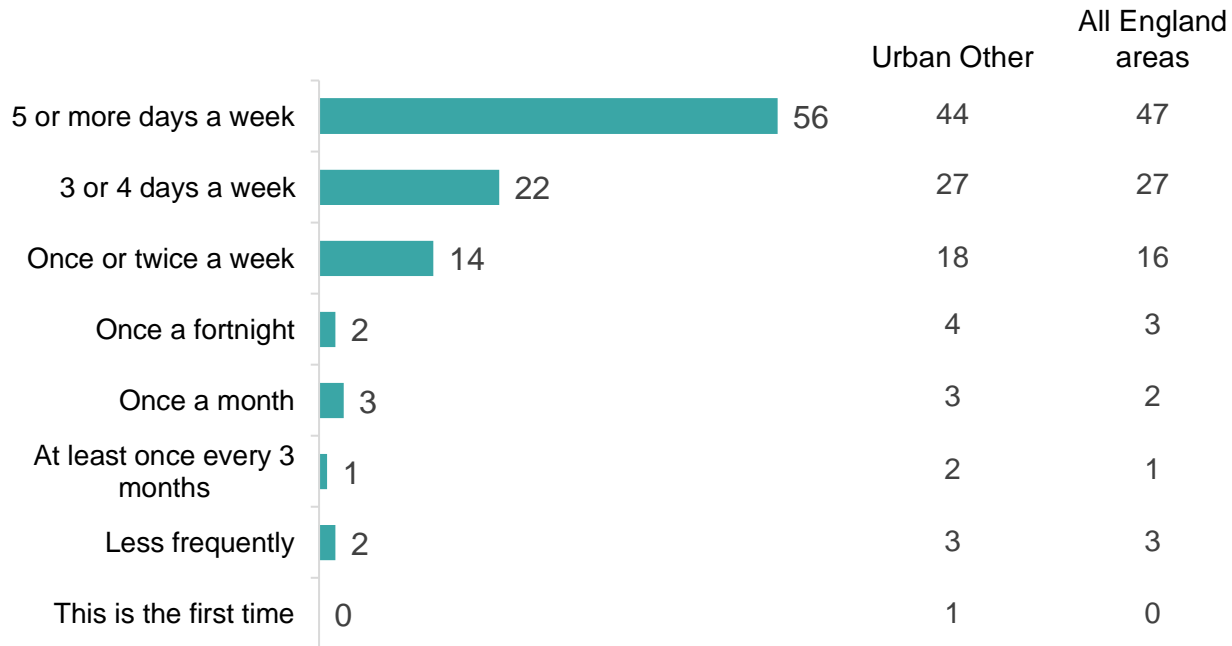


B22 Thinking more generally about the bus services where you were making this journey (so not just about this particular journey) how would you rate them for the following?

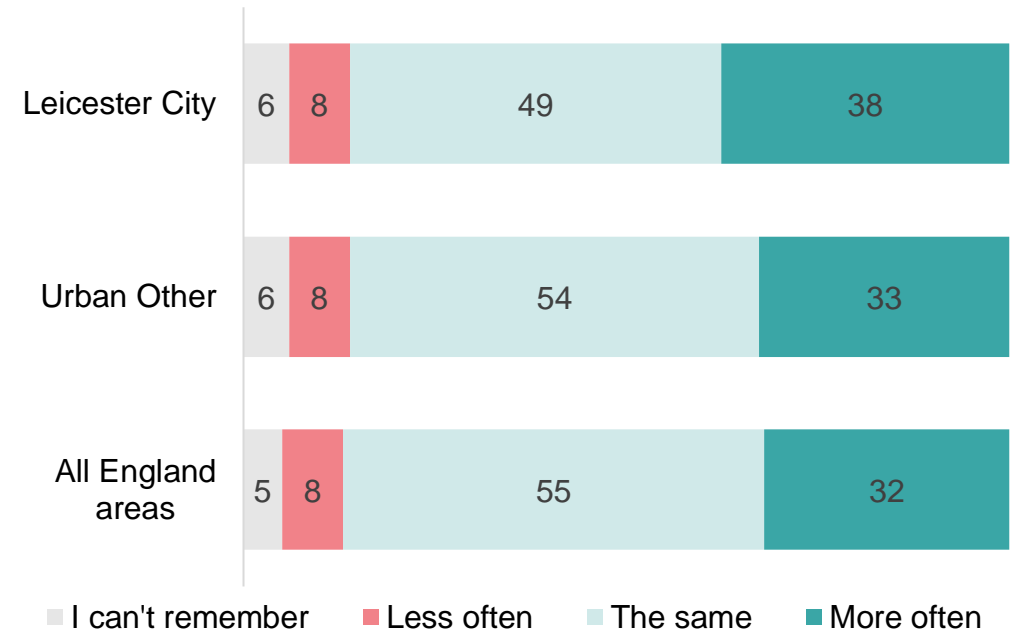
Base: Interim 146 - 181; Full Year 741 - 932; Urban Other 11063 - 14626; All England areas 22761 - 30439

Frequency of bus travel

Frequency of bus travel (%)



Change in bus use in past 12 months (%)



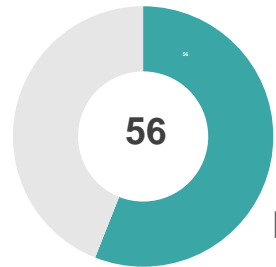
B23 How often do you typically travel by bus?

B24 And is this more often, the same, or less often than 12 months ago?

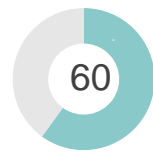
Base: Full Year 962 - 966; Urban Other 15197 - 15247; All England areas 31690 - 31690

Frequency of bus travel

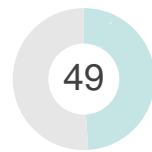
5 or more days per week (%)



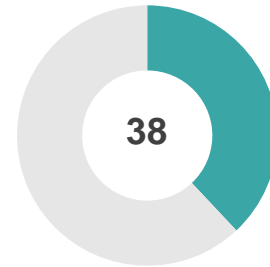
Fare-payer



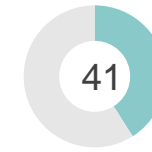
Free pass



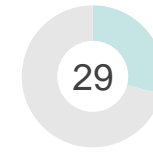
Use bus more than 12 months ago (%)



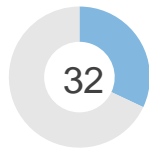
Fare-payer



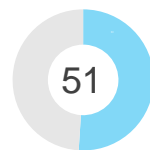
Free pass



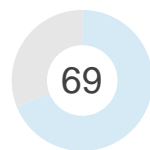
Easy access to car



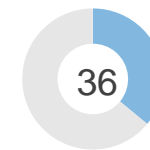
Moderate access to car



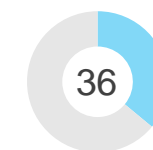
Difficult access to car



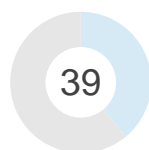
Easy access to car



Moderate access to car



Difficult access to car



B23 How often do you typically travel by bus?

B24 And is this more often, the same, or less often than 12 months ago?

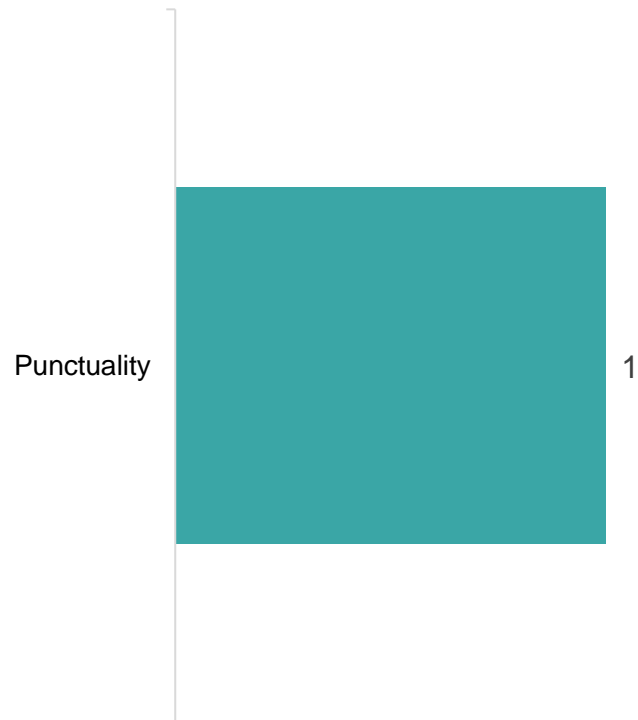
Base: Full Year 962 – 966; Fare-payer 591 – 594; Free pass 311 - 314; Easy access to car 163 - 164; Moderate access to car 329 - 332;

Difficult access to car 459 - 460

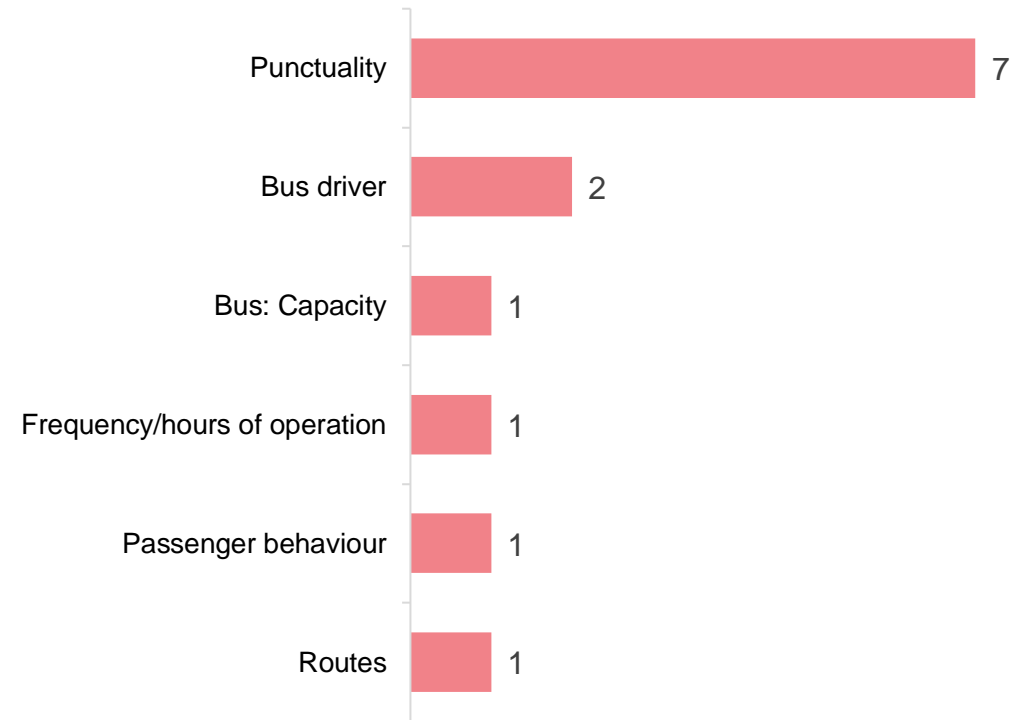
Comments made about other bus journeys

(provided by passengers in addition to comments about the current journey)

Positive comments (%) – top ten themes



Negative comments (%) – top ten themes

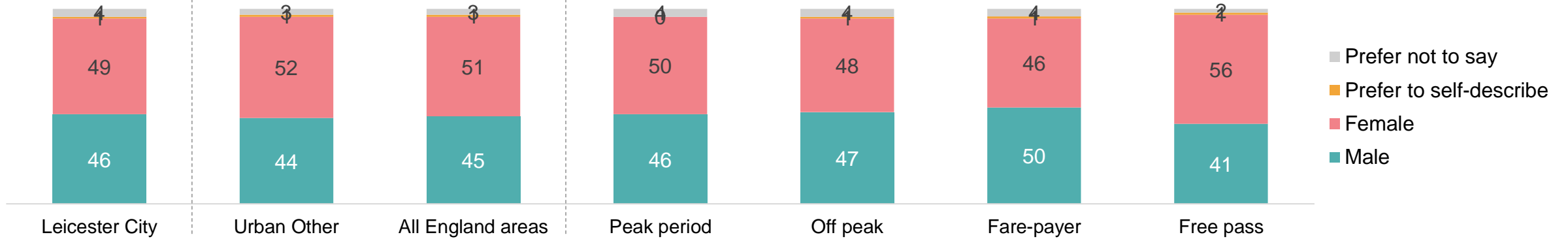


Q7 Please tell us in your own words what was good or bad about this journey.
We're interested in anything that stood out about this journey.
Base: All respondents 868

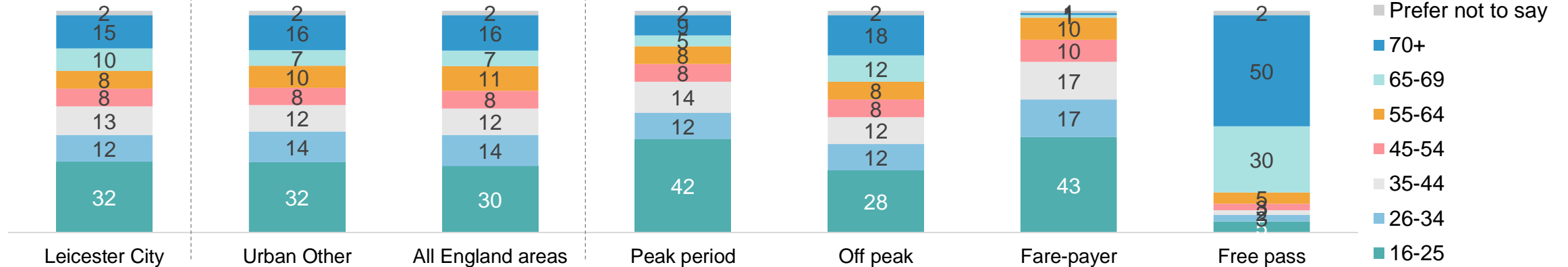


Profile of passengers

Gender (%)



Age (%)



Q11 How would you describe yourself?

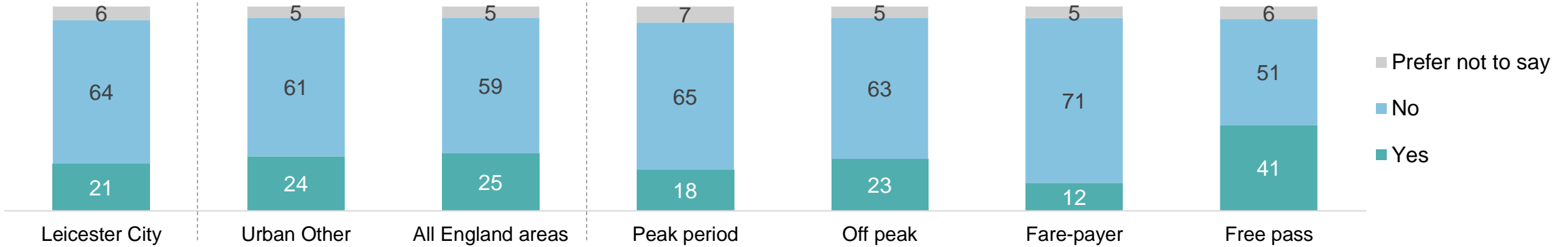
Q12 Which age group are you in?

Base Q11: Full Year 1058; Urban Other 16896; All England areas 35044; Peak 335; Off Peak 708; Fare-payer 668; Free pass 319

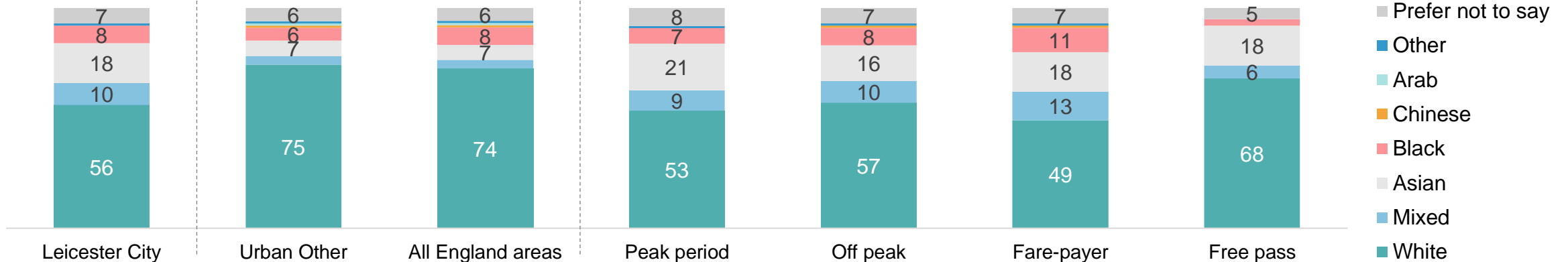
Base Q12: Full Year 1058; Urban Other 16896; All England areas 35044; Peak 335; Off Peak 708; Fare-payer 668; Free pass 319

Profile of passengers

Disability (%)



Ethnicity (%)



D1 Are you affected by any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?

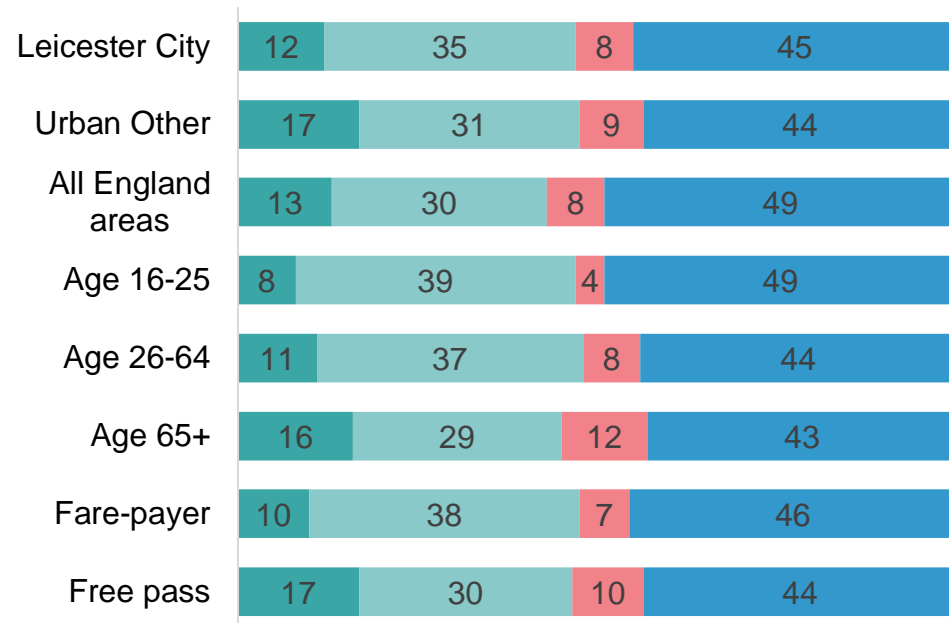
D2 Which of the following best describes your ethnic background?

Base D1: Full Year 1058; Urban Other 16896; All England areas 35044; Peak 335; Off Peak 708; Fare-payer 668; Free pass 319

Base D2: Full Year 967; Urban Other 15288; All England areas 31897; Peak 303; Off Peak 650; Fare-payer 592; Free pass 314

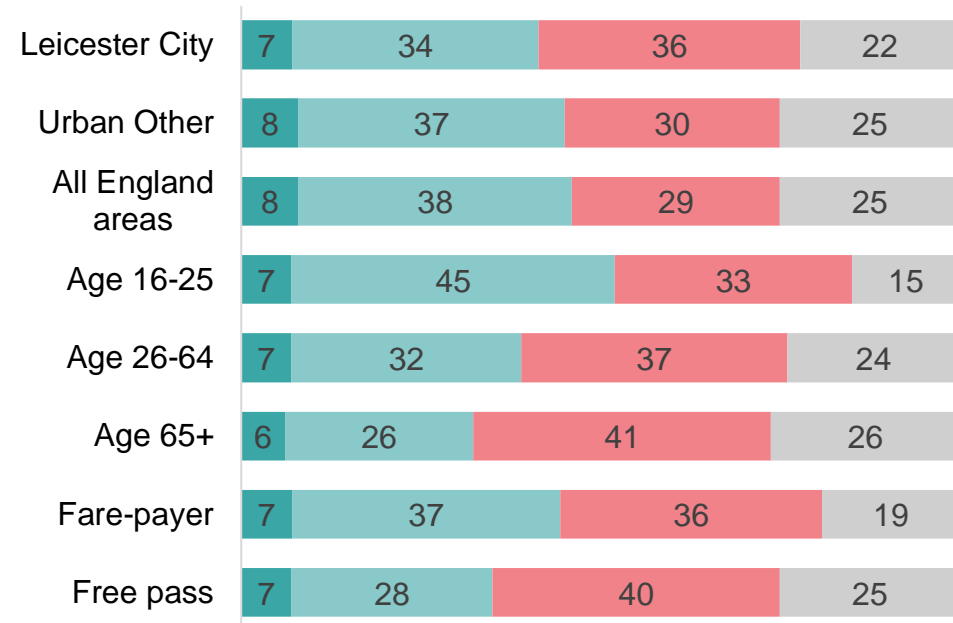
Access to a car

Personal access to a car (%)



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

Access to a car through others (%)



- All or most of the time
- Some of the time
- I don't have anybody I can ask
- Not relevant to me

D3 In terms of having a car to drive, which of the following applies?

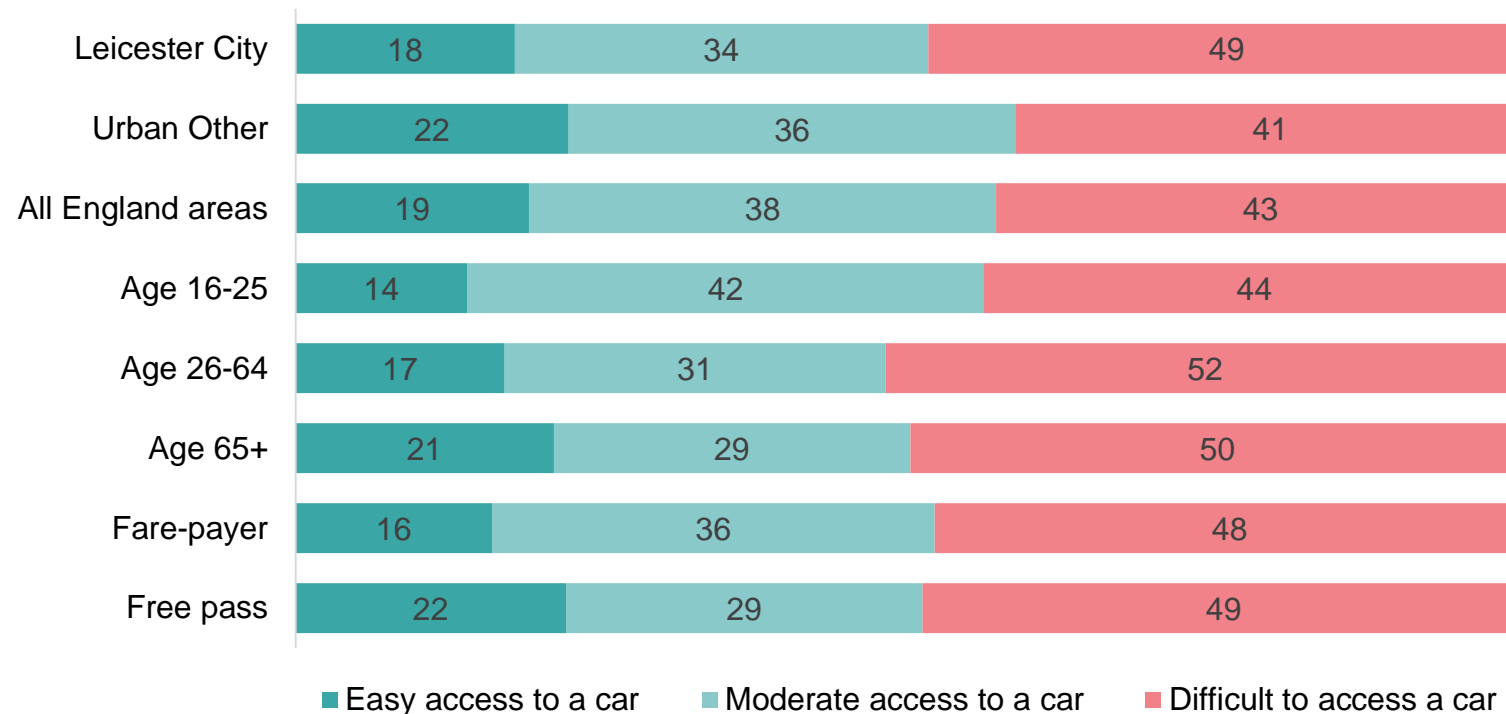
D4 How often are you able to ask someone else to drive you for local journeys?

Base D3: Full Year 963; Urban Other 15189; All England areas 31671; Fare-payer 591; Free pass 311; Age 16-25 231; Age 26-64 433; Age 65+ 278

Base D4: Full Year 959; Urban Other 15136; All England areas 31530; Fare-payer 590; Free pass 308; Age 16-25 231; Age 26-64 433; Age 65+ 276

Access to a car

Overall ease of car access (%)



Easy access to car: Have a car and don't mind driving or can ask someone else to drive all or most of the time

Moderate access: Have a car but prefer not to drive or can ask someone else some of the time

Difficult to access: don't have a car/don't drive/don't have anyone to ask

D3 In terms of having a car to drive, which of the following applies?

D4 How often are you able to ask someone else to drive you for local journeys?

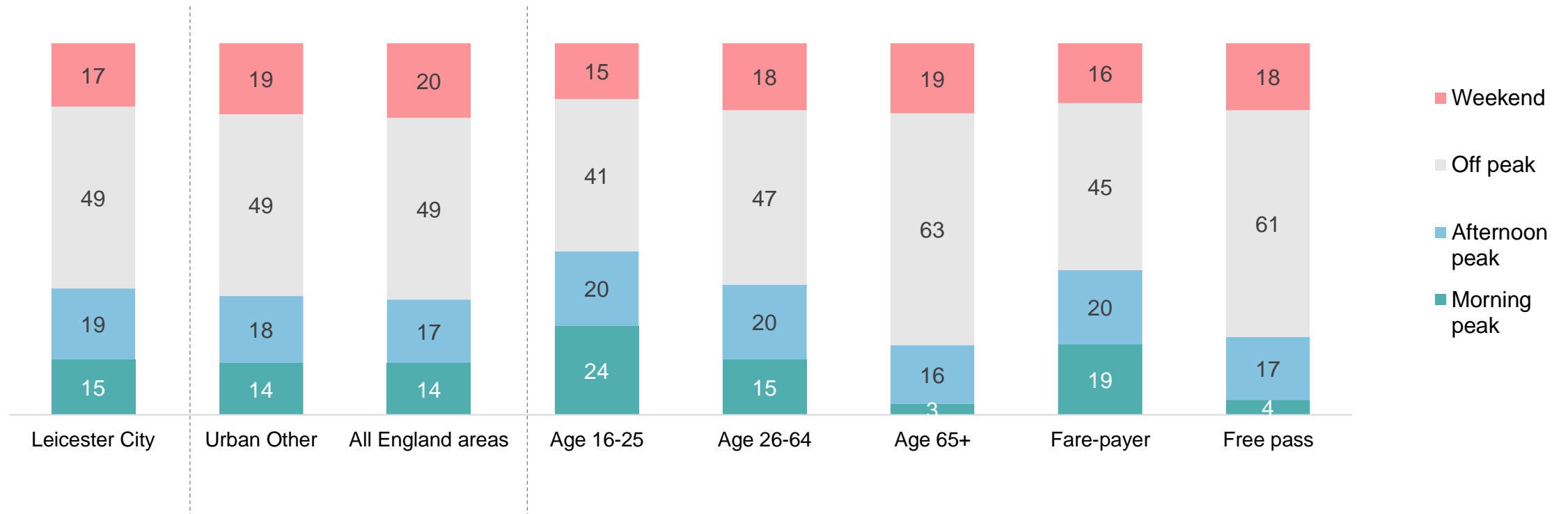
Base: Full Year 960; Urban Other 15140; All England areas 31542; Fare-payer 590; Free pass 309; Age 16-25 231; Age 26-64 433; Age 65+ 276

Appendix



Journey start times

Daypart (%)



Q2a What time did you board the bus for this journey?

Base: Full Year 1043; Urban Other 16657; All England areas 34537; Age 16-25 274; Age 26-64 472; Age 65+ 274; Fare-payer 662; Free pass 310

Route numbers

Route number^	Number of responses
18	28
26	25
31	45
37	31
38	26
54	63
58	45
88	64
88A	69
38A	27
X84	26

Q3 What was the route number, letter, or name of the bus you boarded for your bus journey?

Base: 1058

^All responses over 25 shown

Operators

Operator^	Number of responses
Arriva	455
CentreBus	101
First	441
Stagecoach	25

Q4 And which bus company runs this route?

Base: 1058

^All responses over 25 shown

Further details about the survey (1)

Overview of the 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 local/transport authority, or a designated operator area.

The sampling method is 'systematic', derived from two sources*:

- the list of all bus stops within each area sourced from the Department for Transport's Bus Open Data, which were then grouped on locality to clusters of stops within a 100 metre radius of a central point. During their three-hour shift, fieldworkers were able to move between bus stops within the selected cluster to focus on those where the most passengers could be seen. They discussed the survey with passengers waiting for a bus or

disembarking from a bus at the stop and gave them the chance to participate.

- the list of the area's bus services and the times that they run (sourced from the Department for Transport's Bus Open Data). Services available for selection were those running between 6am to 10pm, seven days of the week; only school bus services were systematically excluded[^]. During their three-hour shift, fieldworkers made as many return trips as possible on that selected service. They discussed the survey with passengers who boarded that bus service and gave them the chance to participate.

Those wishing to take part were offered four options: to scan a QR code taking

them to an online version of the survey, to provide their email address or mobile phone number so that an online version of the survey could be emailed or sent via text to them, or to take a self-completion paper questionnaire. Questions primarily referred to the journey they were making at the time, but also included some more general questions about local bus services.

Fieldwork for the survey was conducted between 30 January and 28 December 2023, but start dates varied locally, with some areas joining the survey in February and others in March.

The survey was conducted among passengers aged 16 or over.

* The once exception to this being for Reading Buses network, for which all passengers were recruited on board buses to ensure that they were using a Reading Buses service.

[^] In some areas bordering London, services running under a Transport for London franchise were also excluded.

Further details about the survey (2)

Overview of the methodology (continued)

Responses were weighted in three 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, afternoon peaks, and weekends).

As there was no nationally 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.

Daypart was taken from the Department for Transport's Bus Open Data, using the proportion of bus journeys taking place

during each part of the day and calculating weights to be representative of the total number of journeys on this basis.

The second stage was to weight by where the passengers were recruited for the survey within each area, so that 50% came from passengers recruited at bus stops and 50% on board buses*. The third 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 BVA BDRC in conducting the survey. There is an accompanying methodology document that provides more detail on the survey process, available at www.transportfocus.org.uk.

* The once exception to this being for Reading Buses network, for which all passengers were recruited on board buses to ensure that they were using a Reading Buses service.

^ In some areas bordering London, services running under a Transport for London franchise were also excluded.

Further details about the survey (3)

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 (so it excludes those who gave a 'don't know' response or no response). All results are based on weighted values. In the report where base sizes are shown in the footnotes these are the actual numbers of passenger responses generating the answer value shown (in some cases, where a series of questions has been asked, the base numbers shown are an average across those questions).

For ease of use, figures are reported rounded up to whole numbers, that is, without decimal places. Note: 'all satisfied' results are the sum of the 'very satisfied' and 'fairly satisfied' responses 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. The same is true for the 'all good' results.

Percentages quoted at 'grouped area' level that is: Urban - metropolitan, Urban - other, Semi-rural and Rural, 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.

Where we refer to passengers as having a disability, these have been self identified within the survey based on the question 'Are you affected by any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?' With options for conditions being: Vision, Hearing, Mobility, Dexterity,

Difficulty with learning, understanding or concentrating, Memory, Mental health, Stamina or breathing or fatigue, Socially or behaviourally, or Something else.

Waiver

Transport Focus has taken care to ensure that the information contained in this report 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 the Your Bus Journey survey is fit for any particular purpose.

Contact

If you have any queries about the data or wish to discuss the survey in more detail, please contact your nominated Transport Focus representative in the first instance.

Alternatively, you can email us at:

YourBusJourney@transportfocus.org.uk

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www.transportfocus.org.uk

Transport Focus is the operating name of the Passengers' Council

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Louise Thomas – louise.Thomas@bva-bdrc.com

