

TELL US ABOUT YOUR BUS JOURNEY

Thank you for taking part in our survey and adding your voice to those of thousands of bus passengers across Britain who do so each year. When giving your feedback, please just think about **the bus journey you were making when given this questionnaire**. All the information you give will be treated in the strictest confidence. Your answers are anonymous and will only be used for this survey. **Give us your views today to make sure your voice is heard.**

Transport Focus is the official, independent consumer watchdog that promotes the interests of transport users.

How to complete the questionnaire

- Please fill in the questionnaire after you complete your journey (that's when you have arrived at your destination bus stop). If you were given it as you got off the bus, then you can fill it in now.
- Please cross only one box per question, unless there is an instruction that says 'cross all that apply'.
- Then return it to us in the reply paid envelope provided.

1 About your journey

Q1 First, can we just check where you spoke to our interviewer about this survey?

- On board a bus At the bus stop where you caught the bus At the bus stop where you got off the bus

Q2 When did you board the bus for this journey?

Fill in the time you got on the bus in the boxes below, if you prefer to use the 12 hour clock format, please cross the box for am (morning) or pm (afternoon or evening), otherwise cross the box for 24 hour format.

- Date:
- Time: hours minutes
- AM (morning)
 PM (afternoon or evening)
 24 hour format

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

Please wait to fill this in once you have boarded the bus, rather than while you are waiting. If you used more than one bus, please write in the one you were using, waiting to board, or had just used, when our interviewer saw you. Please just write in the route number or name.

Q4 And which bus company runs this route?

Please cross the box below if you don't know.

- Don't know

Thanks. Please answer the remaining questions for the bus journey you have just described.

Q5 What was the main purpose of this bus journey?

- Going to or from work A leisure trip (e.g. a day out)
 Going to or from education (e.g. college, school) Accompanying someone (carer / helper)
 Going to or from a medical or other appointment Something else (please write in)
 Travelling for business (excluding commuting)
 A shopping trip or other errands
 Visiting / meeting friends or relatives

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

- A **free** pass or free journey/ticket, including older / younger / disabled person's passes and those that have a small yearly admin fee A **paid-for** ticket or pass, such as single, return, daily or week tickets or passes (including using contactless payments or tickets on mobile phones)
 Something else (please write in) I don't know

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.

Please write in.

Q8 How satisfied were you with each of the following during the journey?

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	I don't know / no opinion
The bus stop where you caught the bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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 at the stop where you caught the bus (arriving at expected time)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The bus driver	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The length of time your journey on the bus took	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Real time / live bus information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

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

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

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

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

- The cost for the distance travelled
- The cost per journey for the number of journeys made with your ticket or pass
- The cost of the bus compared to other modes of transport
- The cost of bus fares here compared to those in other places
- The cost of bus fares now compared to what they were 12 months ago
- Quality of the service for the fare paid
- Having to pay for a ticket when I typically don't have to because I have a pass (e.g. that is valid at certain times of the day)
- A reason not mentioned above (please write in)

To help us understand how different types of passengers' experiences vary, and to make sure we are gathering the opinions of a wide range of passengers, we would like to ask a few questions about you. Any information you give us will be used for research purposes only and not to identify any individual. You are free to decide whether you want to give us this information or not.

Q11 How would you describe yourself?

- Female Prefer to self-describe or use other language
 Male I'd prefer not to answer
 Non-binary

Q12 Which age group are you in?

- Under 16 35 - 44 years 70 - 79 years
 16 - 18 years 45 - 54 years 80+ years
 19 - 21 years 55 - 59 years I'd prefer not to answer
 22 - 25 years 60 - 64 years
 26 - 34 years 65 - 69 years

Q13A Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?

- Yes (▶ Go To Q13B) No (▶ Go To Q14) I'd prefer not to answer (▶ Go To Q14)



Q13B Do any of these conditions or illnesses reduce your ability to carry out day-to-day activities?

- Yes, a lot (▶ Go To Q13C) Not at all (▶ Go To Q14)
 Yes, a little (▶ Go To Q13C) I'd prefer not to answer (▶ Go To Q14)



Q13C Which of the following best describes the type of condition(s) or illness you have?

Please select all that apply.

- Deafness or hearing loss
 Blindness or partial sight loss
 Mobility impairment (for example, difficulty walking short distances or climbing stairs)
 Dexterity impairment (for example, difficulty using hands or carrying objects)
 Learning disability or difficulty
 Issues with social interaction or behaviour, such as those associated with autism or ADHD
 Mental health condition (including anxiety or depression)
 Long-term illness, disease or condition (for example, asthma, diabetes, epilepsy)
 Other (please write in)

- I'd prefer not to answer

3 Your detailed feedback about the journey

Thanks for sharing your overall impressions about the journey. Now we would like to hear more about your journey experience to build up a full picture. At the end of the survey, you can tell us how you rate local bus services more generally.

Q14 What was the main reason you chose to take the bus for that journey?

- | | |
|--|---|
| <input type="checkbox"/> Cheaper than the car | <input type="checkbox"/> Another reason (please write in) |
| <input type="checkbox"/> More convenient than the car (e.g. parking) | |
| <input type="checkbox"/> Better for the environment than the car | |
| <input type="checkbox"/> Cheaper than other public transport | |
| <input type="checkbox"/> More convenient than other transport | |
| <input type="checkbox"/> Better for the environment than other transport | |
| <input type="checkbox"/> Preferred bus to walking / wheeling / cycling | |
| <input type="checkbox"/> I didn't have the option of travelling by another means | |

Q15 Did you look for information to help you plan your journey or check for route or bus times?

Please select all that apply.

- | | |
|---|---|
| <input type="checkbox"/> Yes, before I set off | <input type="checkbox"/> No (► Go To Q18) |
| <input type="checkbox"/> Yes, whilst travelling to the bus stop | |
| <input type="checkbox"/> Yes, at the bus stop | |
| <input type="checkbox"/> Yes, whilst on the bus | |



Q16 Where did you get your bus time, number, and / or route information from for this journey?

Please select all that apply.

- | | |
|--|--|
| <input type="checkbox"/> Local city / town app | <input type="checkbox"/> QR code at bus stop |
| <input type="checkbox"/> Local city / town website | <input type="checkbox"/> Called the phone number shown at bus stop |
| <input type="checkbox"/> Bus operator app | <input type="checkbox"/> Somewhere else (please write in) |
| <input type="checkbox"/> Bus operator website | |
| <input type="checkbox"/> Google Maps | |
| <input type="checkbox"/> Another app | |
| <input type="checkbox"/> Timetable at bus stop | |
| | <input type="checkbox"/> I don't know/can't remember |

Q17 Overall, how would you rate the usefulness of information for this bus journey?

- | | | | | | |
|------------------------------------|--------------------------------------|--|--------------------------------------|------------------------------------|--|
| <input type="checkbox"/> Very good | <input type="checkbox"/> Fairly good | <input type="checkbox"/> Neither good nor poor | <input type="checkbox"/> Fairly poor | <input type="checkbox"/> Very poor | <input type="checkbox"/> I don't know / no opinion |
|------------------------------------|--------------------------------------|--|--------------------------------------|------------------------------------|--|

Q18 Were you travelling with...

Please select all that apply.

- | | |
|---|---|
| <input type="checkbox"/> A pushchair, buggy or pram | <input type="checkbox"/> A mobility scooter or wheelchair |
| <input type="checkbox"/> Young children | <input type="checkbox"/> Wheeled walker / walking frame |
| <input type="checkbox"/> A folding bicycle or scooter | <input type="checkbox"/> Walking stick / crutches |
| <input type="checkbox"/> An assistance dog | <input type="checkbox"/> None of these |
| <input type="checkbox"/> A helper | |

Q19 Thinking about the bus stop where you caught the bus, which of these, if any, did the bus stop have?

Please select all that apply.

- | | |
|--|--|
| <input type="checkbox"/> A shelter | <input type="checkbox"/> Information on fares |
| <input type="checkbox"/> Seating | <input type="checkbox"/> Information on types of tickets available |
| <input type="checkbox"/> Electronic display showing timetabled bus arrival times | <input type="checkbox"/> A route map |
| <input type="checkbox"/> Electronic display with live bus information (e.g. count down in minutes) | <input type="checkbox"/> Lighting |
| <input type="checkbox"/> A QR code to scan for information | <input type="checkbox"/> None of these |
| <input type="checkbox"/> A timetable | <input type="checkbox"/> I don't know / can't remember |

Q20 Thinking about the bus stop itself, how would you rate the following...?

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	I don't know / no opinion
Its general condition / standard of maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being clear of litter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Real time / live bus information (e.g. countdown)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other information provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your personal security when at the bus stop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q21 How long did you wait for your bus?

- | | | |
|--|---|---|
| <input type="checkbox"/> Less than 5 minutes | <input type="checkbox"/> 15 to 19 minutes | <input type="checkbox"/> I can't remember |
| <input type="checkbox"/> 5 to 9 minutes | <input type="checkbox"/> 20 to 29 minutes | |
| <input type="checkbox"/> 10 to 14 minutes | <input type="checkbox"/> 30 minutes or longer | |

Q22 Was this wait time?

- 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
- I can't remember

Q23 Thinking about when you were on the bus, how would you rate the following...?

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	I 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 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"/>
Your personal security on the bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q24 Did you get a place on the bus (e.g. a seat or place for your wheelchair or with your buggy)?

- Yes – for all of the journey
- Yes – for part of the journey
- No – there were **seats available**, but I **chose** to stand
- No – there were **no seats available**, but I was **happy** to stand
- No – there were **no seats available**, and I **would have liked** a seat

Q29 Could you tell us a bit more about the pass or ticket you used for the journey?
(This includes contactless, tickets on mobile phones etc.). Was it.....?

A: Free pass or free journey

- An older person's pass
- A student / young person's pass
- A disabled person's pass
- A work / staff pass
- A free bus journey offer
- A carer's pass
- This bus service is always free
- Something else (please write in)

I don't know

B: Paid for journey

- A single
- A return
- A ticket from a multi-ticket bundle or carnet
- A day pass or daily capped fare
- A pass, season ticket or capped fare for a longer period (e.g. weekly or monthly)
- A family or group ticket / pass
- Something else (please write in)

I don't know

Q30 When you got on the bus, did you?

- Use cash to pay for the journey
- Use a contactless payment method (e.g. credit or debit card, Apple Pay or Google Pay) to pay for the journey
- Show the driver a ticket, card or pass that you already had
- Tap / place your smartcard / pass onto the fare machine or scanner
- Show the driver or scan a ticket displayed on your smart phone
- Do something else (please write in)

I don't know

4 Your opinion of bus services in the local area

Q31 Thinking more generally about the bus services in the area where you were making this journey (so not just about this particular journey) how would you rate them for the following?

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	I don't know / no opinion
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"/>	<input type="checkbox"/>
Connections with public transport services (e.g. trains / trams)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The frequency of services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The reliability of services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The range of different bus tickets and passes available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The cost of bus fares	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The accessibility of the bus services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmentally friendly buses with zero or low emissions such as full electric, biogas or hybrid	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The information provided about bus services generally	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The usefulness of real time information (e.g. live bus times, travel information and countdown displays)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q32 How often do you typically travel by bus?

- 5 or more days a week
- 3 or 4 days a week
- Once or twice a week
- Once a fortnight
- Once a month
- At least once every 3 months
- Less frequently
- This is the first time

Q33 And is this more often, the same or less often than 12 months ago?

- More than 12 months ago
- The same
- Less than 12 months
- I can't remember

In this final section we ask for some more information about you. As we said earlier, any information you give us here will be used for research purposes only and not to identify any individual. You are free to decide whether you want to give us this information or not.

We ask these questions so that we can understand how different passengers' experiences vary.

Q34 What is your ethnic group?

- | | |
|---|--|
| <input type="checkbox"/> White (English, Welsh, Scottish, Northern Irish, British, Irish, other white background) | <input type="checkbox"/> Arab or Middle Eastern |
| <input type="checkbox"/> Asian or Asian British | <input type="checkbox"/> Mixed or Multiple ethnic groups |
| <input type="checkbox"/> Black, Black British, Caribbean or African | <input type="checkbox"/> Other ethnic group |
| | <input type="checkbox"/> I'd prefer not to answer |

Q35 In terms of having a car to drive, which of the following applies?

- | | |
|---|---|
| <input type="checkbox"/> I have a car available and don't mind driving | <input type="checkbox"/> I don't have a car available |
| <input type="checkbox"/> I have a car available but prefer not to drive | <input type="checkbox"/> I don't drive |

Q36 How often are you able to ask someone else to drive you for local journeys?

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

Q37 And finally, to help us get a better picture of bus passengers, it would be helpful if you could provide us with the first part of your home postcode. (For example: M1, B15, SW1A). The first part of your postcode cannot be used to identify you personally and will only be used for research purposes.

Please write the first half of your home postcode here:

- I don't live in Great Britain

How the information you have provided will be used (General Data Protection Regulations)

Your responses to the questions in this survey will always be handled confidentially and used solely for the purposes of the research. We may share the responses to the questions in the survey, with other organisations that have a legitimate interest in the survey data, such as, but not limited to, local transport authorities, local authorities, government departments, bus operating companies and academic institutions. Any organisations receiving the data will also be subject to the same restrictions and obligations under General Data Protection Regulations (GDPR). We require your consent for health, ethnic group and postcode data to be stored and processed as described, so please confirm whether or not you consent to this by crossing one of the boxes below:

- Yes, I consent No, I do not consent

You also have the right to access, withdraw your consent to use, and object to processing of your sensitive information.

For further information please see the Privacy Notice: <https://ipsos.uk/BusSurveyPrivacy>.

For any queries about this survey please contact Your Bus Team at Ipsos on 08001522920 or CX-Busjourneysurvey@ipsos.com

**THANK YOU FOR COMPLETING THIS SURVEY AND SHARING YOUR OPINIONS WITH US
SO YOUR VOICE IS HEARD**

Serial number: