11-15 Bus User Survey – Wave 2 (Winter 2015)

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Summary

11- 15 Bus User Survey (Wave 2 Winter 2015) Summary

Travelling to/from school is the most common journey purpose for the most recent trip; the proportion has increased in Wave 2 (50% compared to 36% in Wave 1, which was partly carried out in the Easter school holidays).

66% of 11-15 year-old bus users living in London use any form of live bus arrivals information, up from 57% in Wave 1.

87% use a London bus on a weekly basis, compared with 37% using LU/DLR and 29% using a mainline train, and more than four in five 11-15 year old passengers complete their journey using a bus only.

Weekday peak hours is the most common period for bus travel, which aligns with school being the most common journey purpose.

The proportion of 11-15 year-olds travelling alone increases with age, as does app usage as the only source of travel information.

Overall satisfaction with London bus services among 11-15 year old bus users living in London in Wave 2 (Winter 2015) is 75, slightly lower than the Wave 1 (Spring 2015) score of 77. Individual bus service measures have also declined.

11-15 year olds want more frequent buses that arrive on time, are less crowded, and are clean in order to make their bus journeys better.

Notes on the sample profile & fieldwork

Only 11-15 year old bus users living in London were included in the sample, with 67% living in outer London boroughs and 33% in inner London boroughs. Age (53% 11-13, 47% 14-15) and gender (50% male, 50% female) were weighted to match 2014/15 LTDS proportions. 63% are white (35% BAME, 2% refused), with 6% having a disability and 1.3% used a wheelchair on latest trip.

- Wave 1 (Spring) fieldwork was conducted from **30 March to 14 April 2015** (Easter was first weekend of April).
- Wave 2 (Winter) fieldwork was conducted from **27 November to 9 December 2015**.
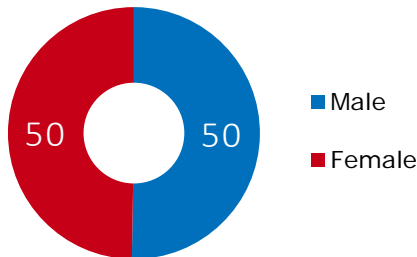
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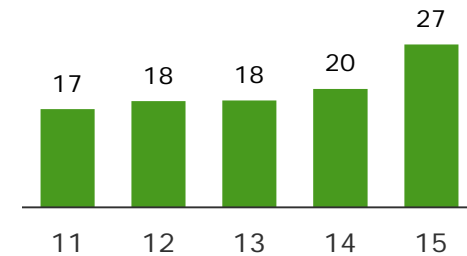
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11-15 BUS Profile

11-15 BUS Demographics

All 11-15 year old bus users in the sample were Londoners, with two-thirds living in outer London boroughs. To ensure the sample was representative the data was weighted by age within gender to match 2014/15 LTDS figures (see Appendix 1). Just under two-thirds are white, while 6% have a disability and 1.3% used a wheelchair on their last journey.
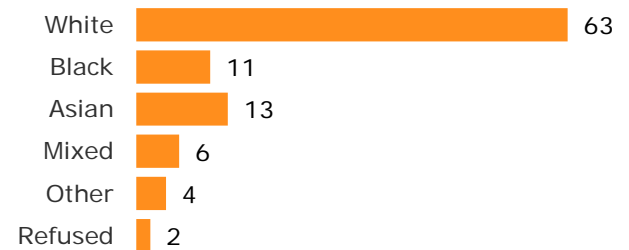
Gender %

- Male — 50
- Female — 50

Age %

11	12	13	14	15
17	18	18	20	27

Residency %

Inner London borough*	Outer London borough**
33	67

6%
Have a disability

1.3%
Used a wheelchair on their last journey

Ethnicity %

White	63
Black	11
Asian	13
Mixed	6
Other	4
Refused	2

Base: 11-15 year old London bus users living in London (n=900)

* Inner London boroughs: Camden, City of London, City of Westminster, Greenwich, Hackney, Hammersmith and Fulham, Islington, Kensington and Chelsea, Lambeth, Lewisham, Southwark, Tower Hamlets, and Wandsworth.

** Outer London boroughs: Barking and Dagenham, Barnet, Bexley, Brent, Bromley, Croydon, Ealing, Enfield, Haringey, Harrow, Havering, Hillingdon, Hounslow, Kingston-upon-Thames, Merton, Newham, Redbridge, Richmond-upon-Thames, Sutton, and Waltham Forest.

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11-15 BUS Journey Characteristics – Journey Purpose

Half of 11-15yr old London bus users travelled to and/or from school on their most recent journey (up from 36% in Wave 1 which was partly carried out in the school holidays). Just over half said this was their most common reason for using buses over the last year (similar to Wave 1). Out-of-school activities was also slightly higher in Wave 2.

Wave 1 Spring 2015		
Journey Purpose %	Last journey	Most common reason for using buses over the past year
School	36	48
Shopping	23	17
To visit friends / relatives	17	14
Out of school activity ^	10	9
Doctor / dentist / hospital	2	1
Picking up / dropping off someone	1	1
Holiday / sightseeing	5	3
Personal reasons	4	4
Other	3	3

Wave 2 Winter 2015		
Journey Purpose %	Last journey	Most common reason for using buses over the past year
School	50	53
Shopping	17	16
To visit friends / relatives	11	9
Out of school activity ^	12	11
Doctor / dentist / hospital	2	1
Picking up / dropping off someone	1	1
Holiday / sightseeing	2	2
Personal reasons	4	4
Other	1	1

11-15 BUS Journey Characteristics – Access & Egress Modes

Walking was the main access and egress mode.

	Access Mode	Egress Mode
Walk	80	87
Another Bus	10	*
London Underground/ DLR	4	5
London Overground / Mainline train	3	4
Other / DLR	4	4

13% used the bus **and another method of transport** for their journey *(10% for school journeys)*

* As 11-15 year olds were asked about their last bus journey, another bus could not be an egress mode
Base: 11-15 year old London bus users living in London (n=900)

11-15 BUS Journey Characteristics – Time, Day & Travel Companion

Most trips are made during weekday peak hours, reflecting the high proportion of school trips, but nearly a quarter of trips are made at weekends. 11-13 year olds are more likely to travel with an adult than 14-15 year olds.

Time & day %

	Weekday		Weekend
	School	**Non-school**	
Before 7am	8%	14%	0%
7am - 10am	32%	26%	16%
10am - 4pm	23%	21%	61%
4pm - 7pm	35%	32%	21%
After 7pm	1%	7%	2%
Total	100%	100%	100%
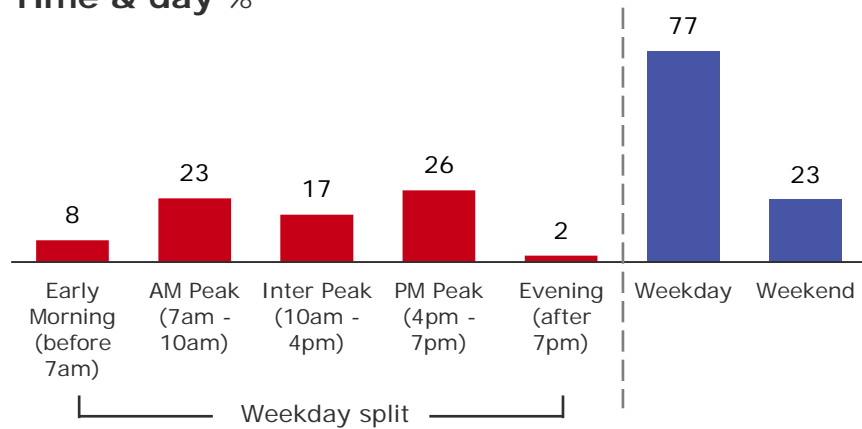
Travel companion last journey %
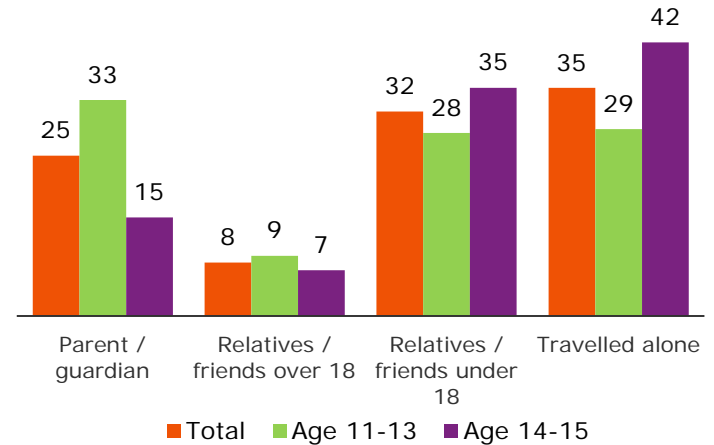
42% 11-13 year olds travel with someone aged over 18 compared to only 22% 14-15 year olds.

11-15 BUS Travel Behaviour

Most 11-15 year old bus users use a London bus on a weekly basis and over 80% use car.

% Frequency of usage

	5 days a week	3-4 days a week	1-2 days a week	Once a fortnight	Once a month	Less often	Weekly
Any London bus	54	16	17	6	4	3	87
LU / DLR	6	11	20	12	13	38	37
Mainline train	5	8	16	9	15	48	29
Car / Van	19	25	37	4	2	13	81
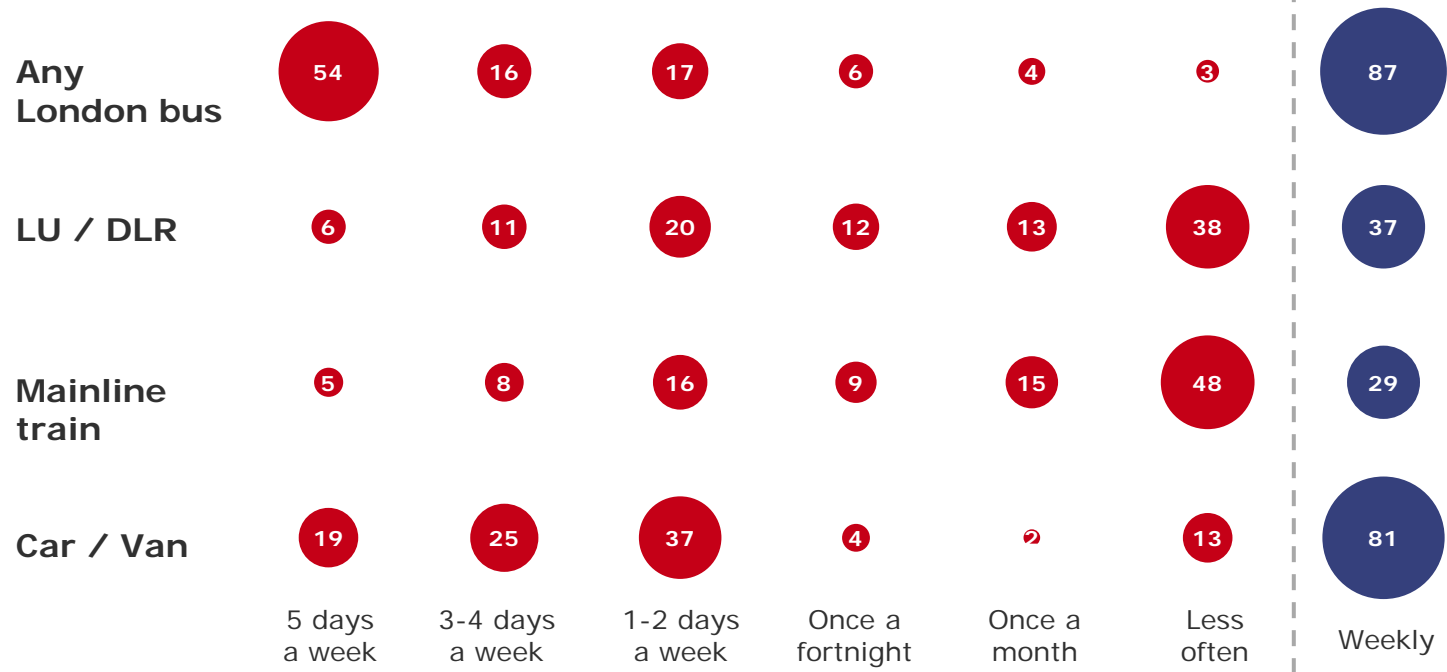
By contrast, in **Wave 1 2015**, 11-15 years old made fewer trips (by all modes of transport):
- 81% of 11-15 yr olds used bus weekly, 43% used bus 5 days a week or more
- 34% used LU/DLR weekly
- 24% travelled weekly by train and 75 % by car/van

Base: 11-15 year old London bus users living in London (n=900)

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11-15 BUS Profile: Additional Analysis

Most common journey purpose vs frequency

Travelling to school is by far the most frequent journey purpose. Shopping and visiting friends/relatives are the least frequent.

		Most common journey purpose last year (%)				
		School	Shopping	To visit friends / relatives	Out-of-school activity^	Personal reasons
London Bus Usage in last three months	5 or more days a week	77	15	19	40	37
	3-4 days a week	16	17	20	16	10
	2 days a week	4	12	23	17	10
	1 day a week	2	17	13	15	20
	Once a fortnight	0	18	18	4	16
	Once a month	0	13	6	3	6
	Less often	0	7	1	6	0
	Total	100	100	100	100	100
	Unweighted base	481	144	80	103	39

Note: The darker the green the higher the percentage / the darker the red the lower the percentage

Only last journey purposes with large enough base sizes included in analysis. Doctor/dentist/hospital, picking up/dropping off someone , Holiday sightseeing and other all omitted.

^ Out of school activity refers to leisure activities like football training or ballet lessons

Travel companion by last journey purpose and age

The proportion travelling without someone aged over 18 increases with age, from over half of 11yr olds to only around 21% of 15yr olds. Over 80% of 11-15yr olds travelled to school without an adult (77% among 11-13yr olds), but lower for other journey purposes.

		Last journey purpose (%)					Age (%)				
		School	Shopping	To visit friends / relatives	Out-of-school activity (e.g. football training, ballet lessons)	Personal reasons (e.g. to or from post office/place of worship)	11	12	13	14	15
Travel companion last journey	Parent/guardian	11	42	30	42	31	47	32	22	17	14
	Relatives / friends over 18	6	7	7	21	16	8	7	13	7	7
	Relatives / friends under 18	38	35	31	14	16	27	30	28	31	38
	Travelled alone	45	17	32	24	38	18	31	37	45	41
	Total	100	100	100	100	100	100	100	100	100	100
	Someone over 18	17	49	37	62	46	55	39	35	24	21
	No-one over 18	83	51	63	38	54	45	61	65	76	79
	Total	100	100	100	100	100	100	100	100	100	100
	Unweighted base	451	154	102	34	109	129	182	200	178	211

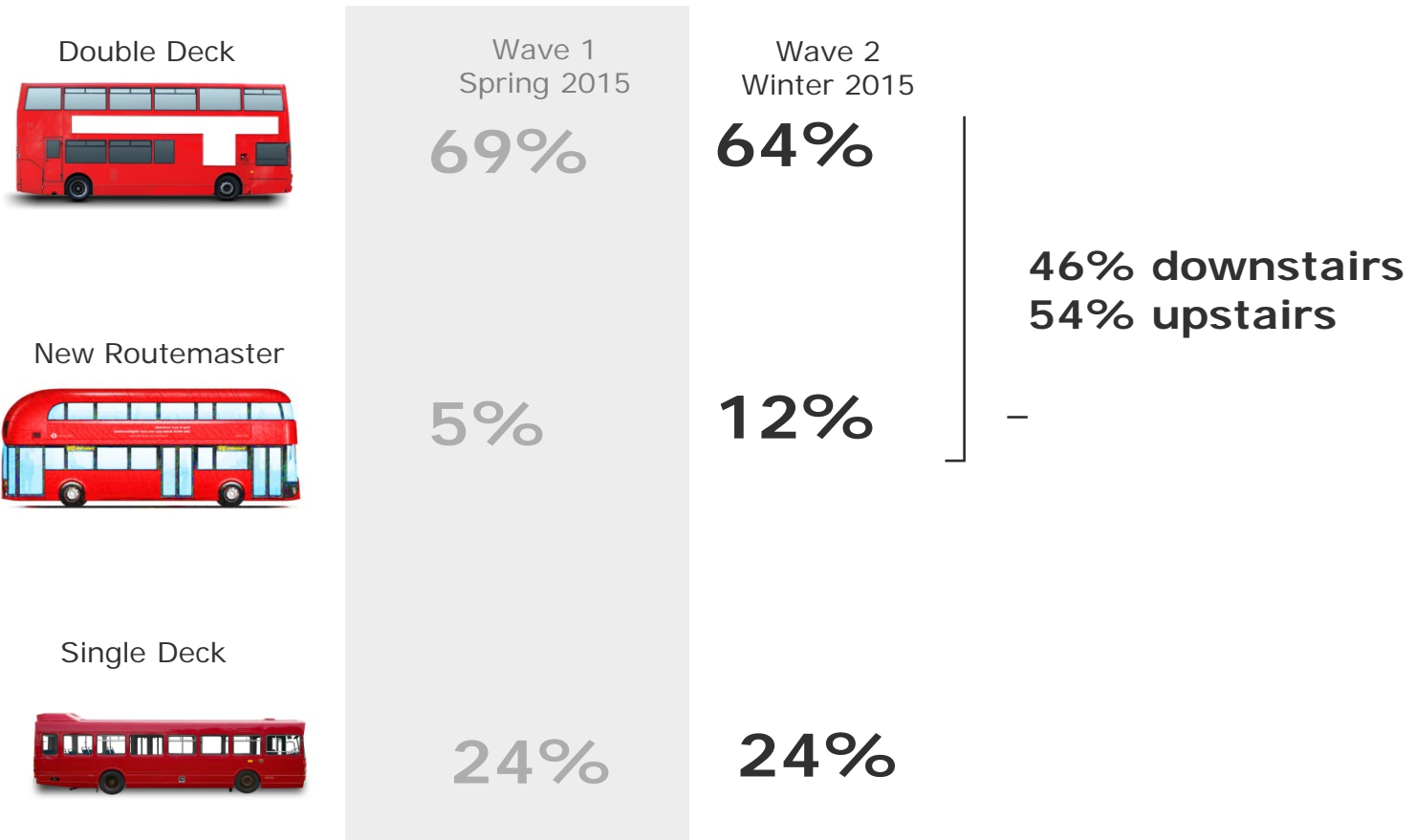|		Age within last journey purpose (%)							
		School		Shopping		To visit friends / relatives		Out-of-school activity (for example, football training, ballet lessons)	
		11-13	14-15	11-13	14-15	11-13	14-15	11-13	14-15
Travel companion last journey	Parent/guardian	15	5	60	22	39	23	44	14
	Relatives / friends over 18	7	4	9	4	11	5	12	21
	Relatives / friends under 18	37	40	23	48	34	29	16	16
	Travelled alone	41	51	8	26	17	42	29	49
	Total	100	100	100	100	100	100	100	100
	Someone over 18	23	9	69	26	50	29	56	35
	No-one over 18	77	91	31	74	50	71	44	65
	Total	100	100	100	100	100	100	100	100
	Unweighted base	262	189	89	65	46	56	64	45

Note: The darker the green the higher the percentage / the darker the red the lower the percentage

Only last journey purposes with large enough base sizes included in analysis. Doctor/dentist/hospital, picking up/dropping off someone, Holiday sightseeing and other all omitted. Personal reasons also omitted for analysis of age within last journey purpose.

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Bus Type

Over three-quarters travelled on a double deck bus (including 12% on a new Routemaster – up from 5% in Wave 1).

	Wave 1 Spring 2015	Wave 2 Winter 2015	
Double Deck	69%	**64%**	**46% downstairs** **54% upstairs**
New Routemaster	5%	**12%**	–
Single Deck	24%	**24%**	

Profile of live bus arrivals users

11-15 year old London bus users using an app (and no other sources of live bus arrivals information) are slightly more likely to be aged 14-15yrs old.

		No live bus	Countdown sign only	App (mobile / tablet) only	All 11-15 Users
Age	11-13	56%	55%	42%	53%
	14-15	44%	45%	58%	47%
Ethnicity	White	67%	60%	66%	63%
	BAME	31%	38%	33%	35%
	Refused	2%	3%	1%	2%
Last journey purpose	School	51%	47%	49%	50%
	Other	49%	53%	51%	50%
London Bus usage	Weekly	81%	88%	95%	87%
	Less often	19%	12%	5%	13%
Time	Peak	52%	48%	48%	50%
	Off peak	48%	52%	52%	50%
Unweighted base		**311**	**341**	**217**	**900**

Note: The darker the green the higher the percentage / the darker the red the lower the percentage

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11-15 BUS Customer Satisfaction

Satisfaction by demographics and journey characteristics (I)

11-15 year olds were less satisfied with crowding and safety (at stop and on bus) and journey length when travelling during peak hours. Crowding and safety scores were also lower when travelling without an adult. Bus stop crowding was worse in outer London. Females gave lower scores for crowding and seat availability on bus and for time waited.

Satisfaction Score (mean score out of 10)

	All	Age		Gender		Time		Travelled with someone over 18		Weekly bus user		London borough	
		11-13	14-15	Male	Female	Peak hours	Off Peak hours	Yes	No	Yes	No	Inner London borough	Outer London borough
Overall satisfaction	75	76	73	75	74	73	76	76	74	78	74	76	74
How safe you felt at the bus stop	76	75	77	76	76	74	78	78	75	77	76	77	76
The crowding at the bus stop	66	67	65	67	65	63	69	73	63	72	65	69	65
The length of time you waited for the bus	71	71	72	73	70	71	72	74	70	72	71	73	71
The drivers behaviour and attitude to you	76	77	76	76	77	75	77	78	75	77	76	77	76
How safe you felt during the bus journey	76	76	75	75	76	74	77	78	74	77	75	77	75
The crowding inside the bus	64	65	62	66	61	60	67	71	60	69	63	66	62
The availability of seats on the bus	66	67	64	68	63	62	70	73	62	71	65	68	65
The length of time your bus journey took	73	74	73	75	72	72	75	75	73	75	73	74	73
Unweighted base	898	511	387	491	407	448	450	302	596	112	786	299	599

Scores shown in red/green show significant differences for each pair, with the green score being significantly higher than the red score
Note peak hours are 0700-1000 and 1600–1900 Mon-Fri. Journeys at all other times are defined as being during off peak hours.

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Satisfaction by demographics and journey characteristics (II)

Older females were the least satisfied with crowding on the bus. Satisfaction with crowding (on bus and at stop) is also lower when travelling without an adult – probably because most school trips (the worst for crowding) are made without adults. Females travelling without an adult also gave lower scores for the driver and length of wait.

Satisfaction Score (mean score out of 10)

	All	Age by gender				Gender by travel companion			
		11-13 Male	14-15 Male	11-13 Female	14-15 Female	Male adult	Male no adult	Female adult	Female no adult
Overall satisfaction	75	75	74	77	72	77	73	76	74
How safe you felt at the bus stop	76	75	78	75	76	78	75	78	74
The crowding at the bus stop	66	68	67	66	63	72	65	74	61
The length of time you waited for the bus	71	72	75	71	69	75	72	74	68
The drivers behaviour and attitude to you	76	75	77	78	75	77	75	80	75
How safe you felt during the bus journey	76	74	77	78	74	77	74	79	75
The crowding inside the bus	64	65	67	65	58	72	62	70	58
The availability of seats on the bus	66	67	69	67	60	74	65	72	60
The length of time your bus journey took	73	73	76	74	70	75	74	74	72
Unweighted base	898	292	199	219	188	182	309	120	287

Scores shown in red/green show significant differences for each pair, with the green score being significantly higher than the red score

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Satisfaction by demographics and journey characteristics (III)

There were no real differences by journey purpose, although scores were slightly lower when travelling to/from school.

Satisfaction Score (mean score out of 10) by last journey purpose

	All	School	Shopping	Visiting friends / relatives	Out of school activity^	Personal reasons
Overall satisfaction	75	73	77	79	70	72
How safe you felt at the bus stop	76	75	79	80	72	75
The crowding at the bus stop	66	60	73	76	66	74
The length of time you waited for the bus	71	69	74	76	70	72
The drivers behaviour and attitude to you	76	76	78	79	71	70
How safe you felt during the bus journey	76	75	77	81	71	73
The crowding inside the bus	64	57	70	73	63	74
The availability of seats on the bus	66	59	71	76	66	75
The length of time your bus journey took	73	73	74	79	66	73
Unweighted base	898	450	154	101	109	34

Only last journey purposes with large enough base sizes included in analysis. Doctor/dentist/hospital, picking up/dropping off someone and other all omitted.

^ Out of school activity refers to leisure activities like football training or ballet lessons

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11-15 BUS Customer satisfaction: Wave 1 (Spring) vs Wave 2 (Winter)

Satisfaction was slightly lower in Wave 2, both overall and for all aspects of the latest trip. This is affected by crowding levels at the stop/on the bus and availability of seats.

		Wave 1 Spring 2015	Wave 2 Winter 2015
OVERALL SATISFACTION		77	75
Bus stops & shelters	How safe you felt at the bus stop	78	76
	The crowding at the bus stop	70	66
	The length of time you waited for the bus	72	71
Bus services	The driver's behaviour and attitude to you	78	76
	How safe you felt during the journey	78	76
	The crowding inside the bus	68	64
	The availability of seats on the bus	70	66
	The length of time your bus journey took	76	73

Note: The darker the green the higher the score / the darker the red the lower the score

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11-15 BUS Customer satisfaction by journey purpose (of last journey)

11-15 year old London bus users who are travelling to/from school generally have lower satisfaction than those who travel for other journey purposes. This is especially the case for crowding at the bus stop, crowding inside the bus, and the availability of seats on the bus – likely a result of the buses being busier during school journey times.

| | | | Winter 2015 | | Spring 2015 | |
| | | | Journey Purpose | | Journey Purpose | |
			School	All other	School	All other
OVERALL SATISFACTION		Mean score out of 100	**73**	76	**75**	78
Bus Stops & Shelters	How safe you felt at the bus stop	Mean score out of 100	**75**	77	**76**	79
	The crowding at the bus stop	Mean score out of 100	**60**	72	**63**	73
	The length of time you waited for the bus	Mean score out of 100	**69**	74	**69**	73
Bus Services	The driver's behaviour and attitude to you	Mean score out of 100	76	76	**75**	79
	How safe you felt during the journey	Mean score out of 100	75	77	**76**	80
	The crowding inside the bus	Mean score out of 100	**57**	70	**60**	72
	The availability of seats on the bus	Mean score out of 100	**59**	72	**62**	75
	The length of time your bus journey took	Mean score out of 100	73	73	74	77

Note: The darker the green the higher the score / the darker the red the lower the score

Red font: Those travelling to/from school have significantly lower satisfaction than those travelling for all other journey purposes

Reasons behind overall satisfaction – verbatim comments

11-15 year olds travelling to/from school were more likely to score 0-6 at overall satisfaction than those travelling for another journey purpose, however the proportions giving a score of 9-10 was the same for each group. Crowding was a particular 'pain point' for those travelling for school.

Overall satisfaction score 9 – 10
[general satisfaction and positive comments punctuality, speed of the journey and crowding]

"It was an uneventful and stress free journey and I did not have to wait long in the cold for the bus to arrive at my stop."

Bus user travelling for shopping

"It was a pleasant journey, very comfortable and took me to my destination very quickly.."

Bus user travelling to/from school

"The bus was not very full, the driver drove the bus in a responsible manner and the temperature inside the bus was comfortable."

Bus user who travelled to visit friends and relatives

Overall satisfaction score 7 – 8
[comments that are positive and negative]

"Bus journey was smooth but had to wait a while for it to arrive."

Bus user travelling for shopping

"its was fine but there was a lot of traffic and the people upstairs were very noisy".

Bus user travelling to/from school

"The driver drove a bit fast and the bus was full of other pupils, so it was a bit hot and uncomfortable in there."

Bus user travelling to/from school

Overall satisfaction score: 0 – 6
[negative comments relating to overcrowding, unreliable service, delays and cleanliness]

"It was very crowded. Lots of school kids were on the bus and there wasn't enough seats."
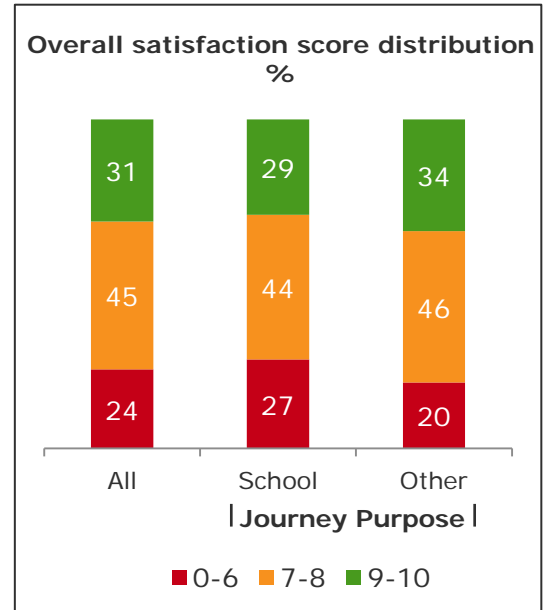
Bus user travelling to/from school

"Bus was very crowded and uncomfortable as people were pushing and squeezing past each other."

Bus user travelling to/from school

"The bus was smelly, dirty and unclean. It is a very popular route, so it was overcrowded. The bus took longer to come than the 10 minute waiting time."

Bus user who travelled to visit friends and relatives

Overall satisfaction score distribution %

	All	School	Other
9-10	31	29	34
7-8	45	44	46
0-6	24	27	20

Journey Purpose

■ 0-6 ■ 7-8 ■ 9-10

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11-15 BUS Customer satisfaction with live bus arrivals information

Usage of all types of live bus arrivals information on latest trip is slightly higher in Wave 2.

		Usage (%)		Satisfaction Score (mean score out of 100)	
		Wave 1 Spring 2015	Wave 2 Winter 2015	Wave 1 Spring 2015	Wave 2 Winter 2015
Live bus arrivals information	Countdown sign	33	38	82	80
	App (mobile phone/tablet)	19	25	84	82
	SMS*	5	9	77	82
	TfL website*	5	6	76	84

Note: The darker the green the higher the usage or score / the darker the red the lower the usage or score

In Wave 2 (Winter 2015) 66% use live bus arrivals information (any type), an increase from 57% in Wave 1 (Spring 2015)

App usage by age%

Usage of the app (mobile phone/tablet) increases with age.

20	22	18	30	30
11 years old	12 years old	13 years old	14 years old	15 years old

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11-15 BUS Countdown sign satisfaction

As in Wave 1, satisfaction – both overall and for the length of wait – was higher among those using Countdown.

	Wave 1 Spring 2015		**Wave 2 Winter 2015**	
	Overall Satisfaction	**The length of time you waited for the bus**	**Overall Satisfaction**	**The length of time you waited for the bus**
USED COUNTDOWN SIGN	78	73	75	72
DID NOT USE COUNTDOWN SIGN	77	71	74	71

Wave 2 base: countdown sign n= 341

Wave 1 base: countdown sign n= 287

The U16 survey methodology is done online/at home with parental permission and does NOT directly compare with Bus Services CSS which is done in situ.

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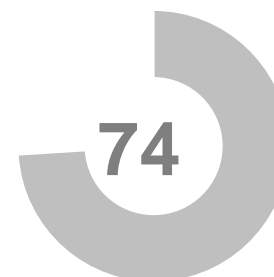
How can bus journeys in London be made better?

A more frequent bus service/extra buses was the main improvement, especially for those who travelled for school on their latest trip. At the total level, **buses arriving on time, less crowded buses and clean buses** were the next most common mentions, while 20% said nothing could be done to improve bus journeys and one in ten did not have an opinion.

%

	All	School last journey purpose	Other last journey purpose
More frequent bus services/extra buses	29	36	22
Bus needs to arrive on time	7	8	5
Less crowded	6	9	3
Bus needs to be clean	5	5	6
Better/improve safety/install CCTV	4	3	5
Need friendlier/more understanding staff	3	4	2
More information at bus stops including countdown signs	3	1	4
Need bigger buses/more space on the bus	3	4	2

■ All
■ School last journey purpose
■ Other last journey purpose

All
Nothing 20%
Don't Know 10%

"Increase the frequency at peak times so there is less waiting and less crowding."

Bus user travelling to/from school

"I would make the buses arrive at a more precise time and have more room to stand on the bus as it is always crowded on my way back."

Bus user travelling to/from school

"More information about delays, more countdown signs cos not everyone has a mobile. less litter on buses."

Bus user travelling to or from out-of-school activity

"They could have even more buses so you do not have to wait as long for one and some express ones that do not stop as much and do quicker journeys"

Bus user travelling to/from school

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Appendix 1: Background, Methodology & Sample

Background

This report outlines the results for the **Wave 2 (Winter 2015) 11-15 year old bus user survey** which was carried out online from 27 November to 9 December 2015. The Wave 1 (Spring 2015) survey among 11-15 year olds was carried out from 30 March to 14 April 2015, partly during the Easter holidays (which resulted in a lower proportion of school trips recorded in the survey compared to Wave 2). Both surveys were a 'follow up' to the Bus User Survey (BUS) among **adults** (carried out on buses in May – July 2014). These bus user surveys were commissioned by TfL to establish and understand the profile of London bus passengers.

*Bus user surveys among **11-15 year olds** (wave 1 and 2, in Spring and Winter 2015):*

As TfL wished to understand the profile of London bus passengers under 16, TNS were commissioned to do an online BUS with 11-15 year olds. In order to meet MRS guidelines and get verifiable parental permission, respondents were recruited through online panels. Panellists living in London were asked if they had a child aged 11-15 who had used a London bus in the last 12 months and if so, whether they would give permission for their child to take part in the research.

In addition to profile questions, the 11-15 year old bus user surveys also included questions on customer satisfaction to understand satisfaction among younger bus users.

*Bus user survey among **adults** ('BUS 2014'):*

In 2014,TfL commissioned TNS to conduct the fourth BUS, with previous surveys conducted in 1999, 2003 and 2008. As with previous BUS, the survey was carried out on buses with an interviewer handing out self-completion questionnaires to every passenger that boarded. Questionnaires were then completed on board and collected by interviewers as the passenger alighted. However unlike previous BUS, data for under 16s could not be collected using this methodology. This was due to a change to the Market Research Society (MRS) guidelines in 2012 not allowing under 16s to be approached directly 'on mode' as this could not provide verifiable parental permission.

Methodology & Sample (I)

The 11-15 BUS was conducted online, with respondents recruited through panels. For a 11-15 year old to take part in the research, their parent must have been a panellist living in a London borough, stated that they had a child aged 11-15 living with them that had used a London bus in the last 12 months, and have given permission for that child to take part in the research. Respondents were asked to think about their last bus journey and were asked both user profile and customer satisfaction questions. Wave 2 fieldwork ran from **27 November to 9 December 2015.**

After data cleaning, **900 interviews** were achieved. Representativeness of the sample was checked using age, gender and residency (inner vs outer London borough) data for 11-15 year olds from 2014/15 LTDS. It was found that the sample was representative for residency, but underachieved on females aged 11-13 and overachieved on males aged 11-13, so was weighted accordingly using the below weight matrix:

Age	A. 11-15 BUS (%)		B. LTDS 14/15 (%)		Difference (A. – B.)		Weight	
	Male	Female	Male	Female	Male	Female	Male	Female
11	8.4%	5.9%	8.3%	8.3%	0.1%	-2.4%	0.99	1.40
12	11.7%	8.6%	10.2%	7.7%	1.5%	0.8%	0.87	0.90
13	12.3%	9.9%	9.4%	8.6%	2.9%	1.2%	0.76	0.87
14	9.9%	9.9%	9.1%	10.9%	0.8%	-1.0%	0.92	1.10
15	12.2%	11.2%	13.2%	14.2%	-1.0%	-3.0%	1.08	1.27