

Bus User Profile Survey 2014

INT INITIALS

DATE

LOCATION

TIME

Throughout the questionnaire please encourage the respondent to think about their usual travel patterns journey and the buses they make most often or their most recent journey if they don't have a 'most often' journey.

Q1 How often do you usually travel by bus:-

	5+ days per wk	1	2-4 days per wk	2	Once per week	3	Once per fortnight	4	Once per month	5	Less often	6	1st time today	7	Never	8
A: Within the West Midland	<input type="checkbox"/>	1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>	4	<input type="checkbox"/>	5	<input type="checkbox"/>	6	<input type="checkbox"/>	7	<input type="checkbox"/>	8

If respondent 'never' travels by bus in the West Midlands close, all others continue:-

B: Outside the West Midlands	<input type="checkbox"/>	1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>	4	<input type="checkbox"/>	5	<input type="checkbox"/>	6	<input type="checkbox"/>	7	<input type="checkbox"/>	8
C: With a child under 5 years	<input type="checkbox"/>	1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>	4	<input type="checkbox"/>	5	<input type="checkbox"/>	6	<input type="checkbox"/>	7	<input type="checkbox"/>	8

Q2 What is the MAIN purpose of your journeys by local bus (ie within the West Midlands)? Code one answer only

Work.....	<input type="checkbox"/>	1	Meeting friends/relatives.....	<input type="checkbox"/>	5
Education.....	<input type="checkbox"/>	2	Personal business.....	<input type="checkbox"/>	6
Shopping.....	<input type="checkbox"/>	3	Medical.....	<input type="checkbox"/>	7
Leisure/recreation.....	<input type="checkbox"/>	4	Escorting children to school.....	<input type="checkbox"/>	8
Other, please specify					

Q3 How often do you use:-

	Every week	1	Once per fortnight	2	Once per month	3	Once or twice a year	4	Less often	5	Never	6
A: Buses on a Saturday	<input type="checkbox"/>	1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>	4	<input type="checkbox"/>	5	<input type="checkbox"/>	6
B: Buses on a Sunday	<input type="checkbox"/>	1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>	4	<input type="checkbox"/>	5	<input type="checkbox"/>	6

Q4a Is this your Outward journey (ie usually setting out from home) or your Return journey? (ie usually going back to home)

Outward 1 Return 2

Q4b Do you usually make both your Outward and Return journeys by bus?

Yes..... 1 continue at Q5a
 No - Outward only made by bus 2 continue at Q5a
 No - Return only made by bus 3 skip to Q6a

Q5a Thinking about your Outward journey how do you normally travel to the bus stop where you begin your outward journey?

Walk.....	<input type="checkbox"/>	1	Car passenger.....	<input type="checkbox"/>	3
Car driver.....	<input type="checkbox"/>	2	Train.....	<input type="checkbox"/>	4
Other, please specify					

Q5b Is there a shelter at this stop?

Yes..... 1 No 2

Q5c How long does it usually take you to travel to this stop?

Less than 2 minutes	<input type="checkbox"/> 1	16-20 minutes.....	<input type="checkbox"/> 5
2-4 minutes.....	<input type="checkbox"/> 2	21-30 minutes.....	<input type="checkbox"/> 6
5-10 minutes.....	<input type="checkbox"/> 3	Over 30 minutes.....	<input type="checkbox"/> 7
11-15 minutes.....	<input type="checkbox"/> 4		

Q5d And if the buses are running to time, how long do you usually wait at this stop?

Less than 2 minutes	<input type="checkbox"/> 1	16-20 minutes.....	<input type="checkbox"/> 5
2-4 minutes.....	<input type="checkbox"/> 2	21-30 minutes.....	<input type="checkbox"/> 6
5-10 minutes.....	<input type="checkbox"/> 3	Over 30 minutes.....	<input type="checkbox"/> 7
11-15 minutes.....	<input type="checkbox"/> 4		

Q5e Thinking about just your Outward journey, do you usually travel during peak hours, off peak hours or a mixture of both? (explain if necessary that Peak= Mon-Fri start of service -until 9.30am and 3.30pm - 6.00pm. Off peak= any other times)

Peak 1 Off peak..... 2 Both 3

If respondent usually makes a Return journey by bus (ie codes 1 or 3 at Q4b) continue, if not (code 2 at Q4b) skip to Q7a

Q6a Thinking about your Return journey how do you normally travel to the bus stop where you begin your return journey?

Walk.....	<input type="checkbox"/> 1	Car passenger.....	<input type="checkbox"/> 3
Car driver.....	<input type="checkbox"/> 2	Train.....	<input type="checkbox"/> 4
Other, please specify	<input style="width: 100%;" type="text"/>		

Q6b Is there a shelter at this stop?

Yes..... 1 No..... 2

Q6c Thinking about just your Return journey, do you usually travel during peak hours, off peak hours or a mixture of both? (explain if necessary that Peak= Mon-Fri start of service -until 9.30am and 3.30pm - 6.00pm. Off peak= any other times)

Peak 1 Off peak..... 2 Both 3

ASK ALL

Q7a Thinking about your usual Outward journey how many buses do you need to catch to get from your starting point to your final destination? (ie for one leg of the journey)

Only one - no need to change.....	<input type="checkbox"/> 1	Three.....	<input type="checkbox"/> 3
Two.....	<input type="checkbox"/> 2	Four or more.....	<input type="checkbox"/> 4

Q7b Assuming the traffic is neither heavier nor lighter than usual, for how long are you usually travelling on the bus itself? NB If respondent catches more than one bus ask them to think of the total time spent travelling.

Less than 5 minutes	<input type="checkbox"/> 1	Over 30 minutes up to 45 minutes.....	<input type="checkbox"/> 5
5 minutes up to 10 minutes	<input type="checkbox"/> 2	Over 45 minutes up to 1 hour.....	<input type="checkbox"/> 6
Over 10 minutes up to 20 minutes.....	<input type="checkbox"/> 3	Over 1 hour up to 1 hour 30 minutes.....	<input type="checkbox"/> 7
Over 20 minutes up to 30 minutes.....	<input type="checkbox"/> 4	More than 1 hour 30 minutes.....	<input type="checkbox"/> 8

Q7c Do you travel by local rail or Midland Metro for any part of your journey to your final destination?

Yes - local rail 1 Yes - Midland Metro..... 2 No 3

Q8a Thinking about your usual journey, does more than one bus company operate along that route?

Yes - more than one company operate..... 1 continue at Q8b
 No - only one company operates..... 2 skip to Q8e
 Don't know 3 skip to Q8e

Q8b Thinking about your last 10 journeys by bus, how many were made by buses operated by National Express West Midlands? Explain if necessary that NXWM is the new name for Travel West Midlands/TWM

All of them..... 1 2-4 out of 10 4
 8-9 out of 10 2 1 out of 10..... 5
 5-7 out of 10 3 None 6

Q9a Do you pay a cash fare or do you have a type of travel pass?

Cash fare 1 continue at Q9b
 Travel pass/season ticket..... 2 skip to Q9c

Q9b What type of ticket do you purchase?

Single cash fare 1 Bus/Metro Day ticket 4
 Return cash fare..... 2 nDaytipper..... 5
 NX Daysaver 3
 Other, please specify

Now go to Q10

Q9c What type of travel pass do you use?

Birmingham & Black Country Faresaver (valid on NX buses only. Excludes Coventry)..... <input type="checkbox"/> 01	nnetwork (valid on all buses, trains and Metro services in Centro area)..... <input type="checkbox"/> 06
Student Faresaver..... <input type="checkbox"/> 02	nnetwork Off Peak (valid on all all public transport in Centro area)..... <input type="checkbox"/> 07
nbus (valid on all buses in Centro area)..... <input type="checkbox"/> 03	nnetwork Student..... <input type="checkbox"/> 08
Regional Travelcard (valid on all NX buses. Includes Coventry)..... <input type="checkbox"/> 04	Centro Concessionary Pass (Senior Citizen, Blind or Disabled)..... <input type="checkbox"/> 09
Regional Off Peak Travelcard <input type="checkbox"/> 05	Swift <input type="checkbox"/> 10
Other, please specify <input style="width: 500px; height: 20px;" type="text"/>	

Q9d Where or how do you usually purchase your season ticket/travel pass? (can multi code)

Newsagents..... <input type="checkbox"/> 1	Travel centre/travel shop <input type="checkbox"/> 4
Through work/works scheme/company travel scheme..... <input type="checkbox"/> 2	By post..... <input type="checkbox"/> 5
Through school/college <input type="checkbox"/> 3	Direct debit <input type="checkbox"/> 6
Other, please specify <input style="width: 500px; height: 20px;" type="text"/>	On line <input type="checkbox"/> 7

Q10 What is the main reason for you choosing to make this journey by bus rather than any other method of transport ?

- | | | | |
|--|----------------------------|---|----------------------------|
| No car/don't drive | <input type="checkbox"/> 1 | Bus is quicker than other methods | <input type="checkbox"/> 6 |
| Car not available/being used by other member of household..... | <input type="checkbox"/> 2 | Bus is cheaper than other methods | <input type="checkbox"/> 7 |
| No choice/only method available..... | <input type="checkbox"/> 3 | Don't like driving/don't have to worry about driving..... | <input type="checkbox"/> 8 |
| Have a bus pass..... | <input type="checkbox"/> 4 | Don't have to worry about/pay costs of parking..... | <input type="checkbox"/> 9 |
| Bus service is frequent..... | <input type="checkbox"/> 5 | | |
| Other, please specify | <input type="text"/> | | |

Q11 For how long have you been travelling by local bus?

- | | | | |
|--------------------------------|----------------------------|-----------------------------------|----------------------------|
| Less than 6 months..... | <input type="checkbox"/> 1 | Over 2 years up to 5 years | <input type="checkbox"/> 4 |
| 6 months up to 1 year..... | <input type="checkbox"/> 2 | Over 5 years up to 10 years | <input type="checkbox"/> 5 |
| Over 1 year up to 2 years..... | <input type="checkbox"/> 3 | Over 10 years..... | <input type="checkbox"/> 6 |

Q11a Are you making more, less or about the same number of bus journeys as 12 months ago?

- More..... 1 Less..... 2 Same..... 3

Q11b Overall, do you think the bus services that you usually use are better, worse or the same as 12 months ago?

- Better..... 1 Worse..... 2 Same..... 3

Q12 If you needed information about buses in the West Midlands, e.g. routes, times, fares etc, where would you obtain that information? (can multi-code, do not read out)

- | | | | |
|--|-----------------------------|---|-----------------------------|
| Phone Traveline/0871 200 2233 | <input type="checkbox"/> 01 | Ask a driver/inspector/station staff..... | <input type="checkbox"/> 08 |
| Phone bus company..... | <input type="checkbox"/> 02 | Check timetable at stop/station | <input type="checkbox"/> 09 |
| Internet-www.networkwestmidlands.com | <input type="checkbox"/> 03 | Text/SMS..... | <input type="checkbox"/> 10 |
| Internet-www.centro.org.uk | <input type="checkbox"/> 04 | Twitter..... | <input type="checkbox"/> 11 |
| Internet - www.nxbus.co.uk..... | <input type="checkbox"/> 05 | Visit library..... | <input type="checkbox"/> 12 |
| Ask a friend/relative/other passenger..... | <input type="checkbox"/> 06 | Don't know..... | <input type="checkbox"/> 13 |
| Visit travel shop/travel information centre..... | <input type="checkbox"/> 07 | | |

Other internet site, please specify

Mobile Apps, please specify App name

Other, please specify

Q13 How often do you usually travel by :-

	5+ days per wk	2-4 days per wk	Once per week	Once per month	Less often	Never
A: Local train	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
B: By car as a driver	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
C: By car as a passenger	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
D: Midland Metro	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
E: Cycle	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Q14a Thinking about your usual journey by bus, if you wanted to make that journey by car is there a car available for you to do so?

- Yes - always..... 1 Yes - sometimes..... 2 No..... 3

Q14b How many cars are there in your household?

One..... 1 Three or more..... 3
Two..... 2 None..... 4

Q15 To which of these age groups do you belong? (SHOWCARD A)

16-18..... 1 45-59..... 5
19-24..... 2 60-64..... 6
25-34..... 3 65+..... 7
35-44..... 4

Q16 Which of these best describes your occupation/previous occupation if retired? (SHOWCARD B)

Professional/managerial..... 1 Continue
Clerical/administrative..... 2 Continue
Skilled manual..... 3 Continue
Semi skilled/unskilled manual..... 4 Continue
Housewife/househusband..... 5 Skip to Q18
Unemployed..... 6 Skip to Q18
Student - living at home..... 7 Continue
Student - Living way from home..... 8 Continue
Other, please specify Continue

Q17 Which of these best describes your working status? (SHOWCARD C)

In paid work full time..... 1 Not in paid work at present..... 3
In paid work part time..... 2 Retired..... 4

Q18 Which of these best describes the occupation of chief income earner? (SHOWCARD B)

Professional/managerial..... 1 Housewife/househusband..... 5
Clerical/administrative..... 2 Unemployed..... 6
Skilled manual..... 3 Student - living at home..... 7
Semi skilled/unskilled manual..... 4 Student - Living way from home..... 8
Other, please specify

Q19 Which of the following best describes your ethnic origin? (SHOWCARD D)

White..... 1 Black or Black British..... 4
Mixed race..... 2 Chinese..... 5
Asian or Asian British..... 3
Other, please specify

Q20 What is your home postcode?

Q21 Do you own a smart phone?

Yes..... 1 No - own a mobile phone but not a smart phone..... 2 No - do not own a mobile phone..... 3

Q22 Do you use Twitter or Facebook social networking websites?

Twitter ¹ Facebook ² No ³

Q23 Would you be interested in being contacted to help Centro in further market research or would you like to be contacted again with information on rail services changes?

I would like to be contacted again for Market Research purposes ¹ *I would like to be contacted again with information on services changes* ²

Q24 If respondents would like to be contacted again - please collect email address. Reassure respondents that contact details will only be used for purpose specified.

Complete following section by observation

Please record all that apply to the passenger:

- | | |
|--|--|
| <i>Carrying 2 or more shopping bags</i> <input type="checkbox"/> ¹ | <i>Using walking aids e.g. sticks/crutches</i> <input type="checkbox"/> ⁵ |
| <i>Travelling with a pushchair/pram</i> <input type="checkbox"/> ² | <i>General frailty</i> <input type="checkbox"/> ⁶ |
| <i>Respondent is a wheelchair user</i> <input type="checkbox"/> ³ | <i>Travelling with bulky baggage eg suitcase</i> <input type="checkbox"/> ⁷ |
| <i>Respondent is travelling with a wheelchair user</i> <input type="checkbox"/> ⁴ | <i>Blind/partially sighted</i> <input type="checkbox"/> ⁸ |
| | <i>none of these</i> <input type="checkbox"/> ⁹ |

Please record the number of adults, 5-15's and under 5's travelling with passenger: (please write in)

number of adults,

number of under 5's

number of 5-15's :