



# Talkabout Transport Special

March/April 2012

## Bus services in York – subgroup analysis

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# Background & Methodology

The talkabout panel comprises around 1,500 local people who are asked for their views on a variety of local issues facing the council and York through postal surveys.

The panel is broadly representative of York in terms of age, gender and area and includes residents from different geographic, social, economic and cultural groups.

The sustainable Transport Team wished to understand the views of residents with regards to travelling in and around York and bus services in the city. The survey was sent to talkabout panellists as a stand alone 'talkabout special' survey, separate from the regular surveys the panel receive. An online version of the survey was sent to those panellists with an email address (733) and a postal survey sent to the remainder (767).

A total of 736 completed questionnaires were returned – 188 online and 548 postal. This gives a response rate of 49%.

The data has been weighted to reflect the demographic profile of the overall panel and therefore of York.

Data-processing was carried out by an independent research agency. The report was written by the Business Intelligence Team, Performance and Innovation.

## **Demographic analysis**

Sample base numbers are shown in red to highlight groups in which the small base means figures are not statistically reliable, and should be treated as more indicative.

All results reported in the text narrative show a statistically significant difference.



## Group definitions

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The following report includes results for socio economic group and refers to the following group classifications:

<b>Social Group</b>	<b>Occupation of chief wage earner</b>
A Upper middle class	Higher managerial, administrative or professional
B Middle class	Intermediate managerial, administrative or professional
C1 Lower middle class	Intermediate or clerical and junior managerial, administrative or professional
C2 Skilled working class	Skilled manual workers
D Working class	Semi and unskilled manual workers
E Those at the lowest level of subsistence	State pensioners, etc. with no other earnings



The following report includes results broken down by area and refers to the following area classifications:

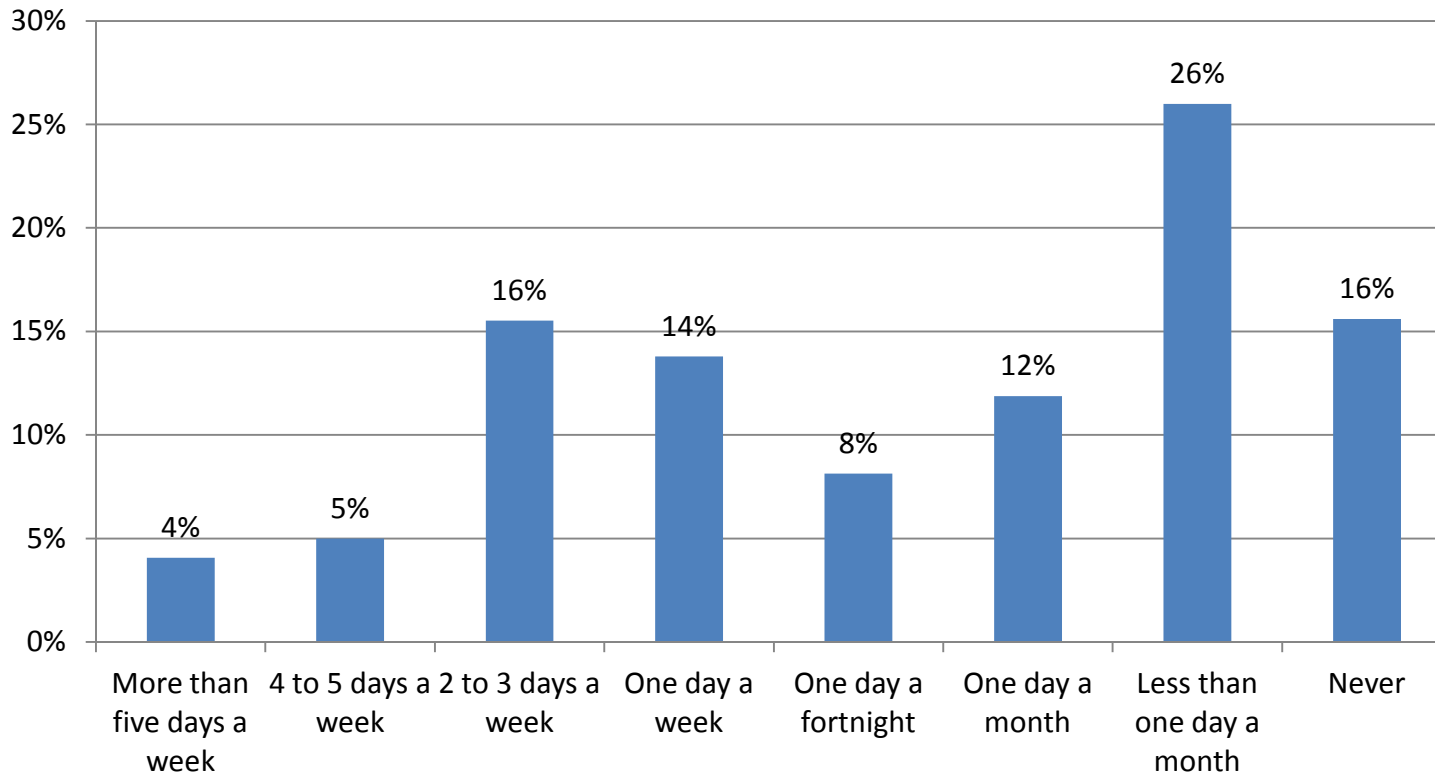
Area	Wards included
A	Derwent Heworth Without Osbalwick Hull Road Strensall
B	Dringhouses & Woodthorpe Micklegate Rural West York
C	Clifton Guildhall Skelton, Rawcliffe & Clifton Without
D	Haxby & Wigginton Heworth Huntington & New Earswick
E	Bishopthorpe Wheldrake Fishergate Fulford Heslington
F	Acomb Holgate Westfield

## Survey results

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Two in five panellists (39%) use buses in York at least once a week. However a quarter (26%) of the panel use buses less than once a month.

### Q14. How often do you use buses in York, including the Park and Ride service?



Base: all respondents who answered the question (n= 722)



Subgroup analysis shows that those groups more likely to use buses in York at least once a week include:

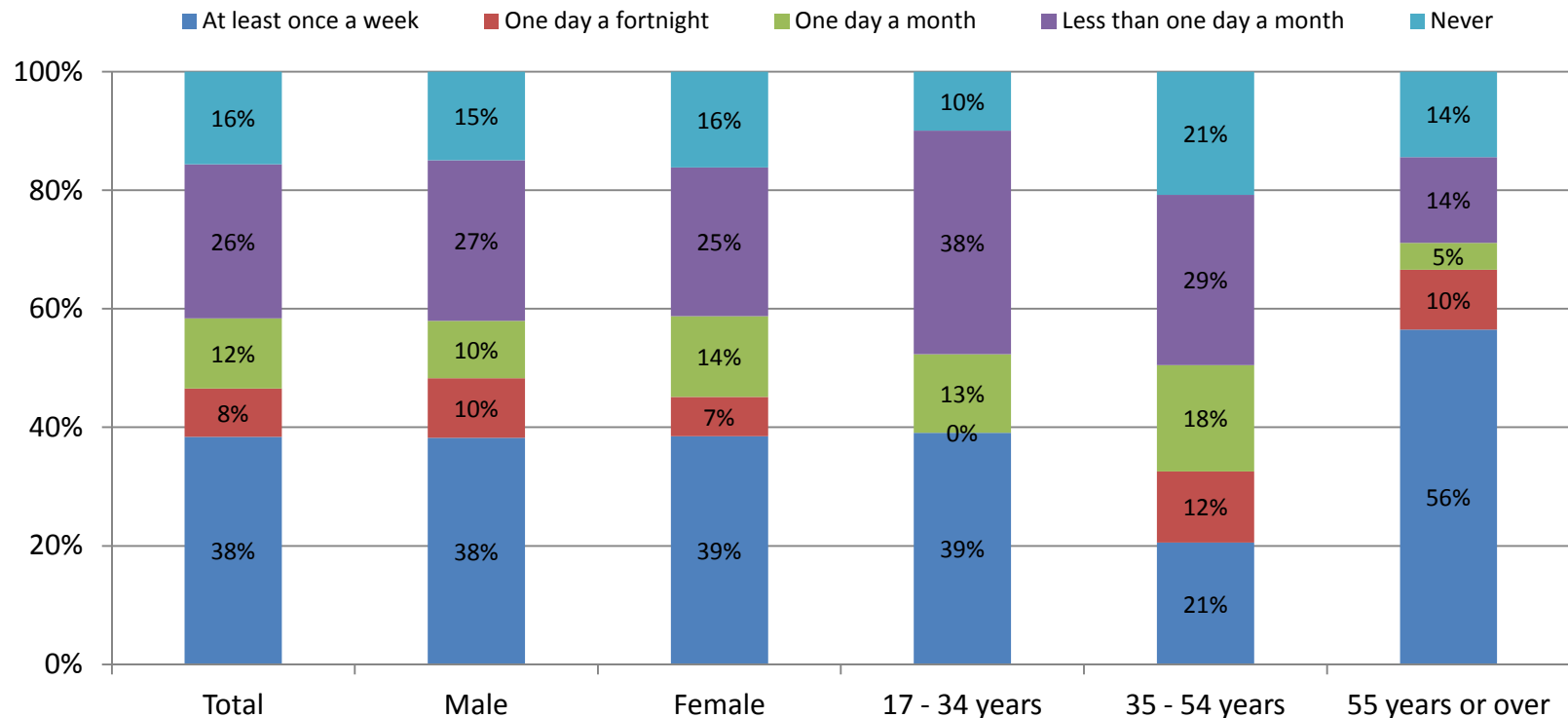
- those aged 55 years or over – 56%
- describe themselves as having a disability – 60%
- live in Dringhouses & Woodthorpe (52%), Guildhall (63%) and Bishopthorpe (64%)

And those groups that are less likely to use buses once a week include:

- those aged 35-54 years – 21%
- socio economic group AB – 29%
- live in Micklegate (18%), Haxby and Wigginton (25%) and Heworth Without (14%)

In terms of having never used a bus in York, those living in area A were less likely to say this (6%). Those living in area B were more likely to have never used a bus in the city (28%).

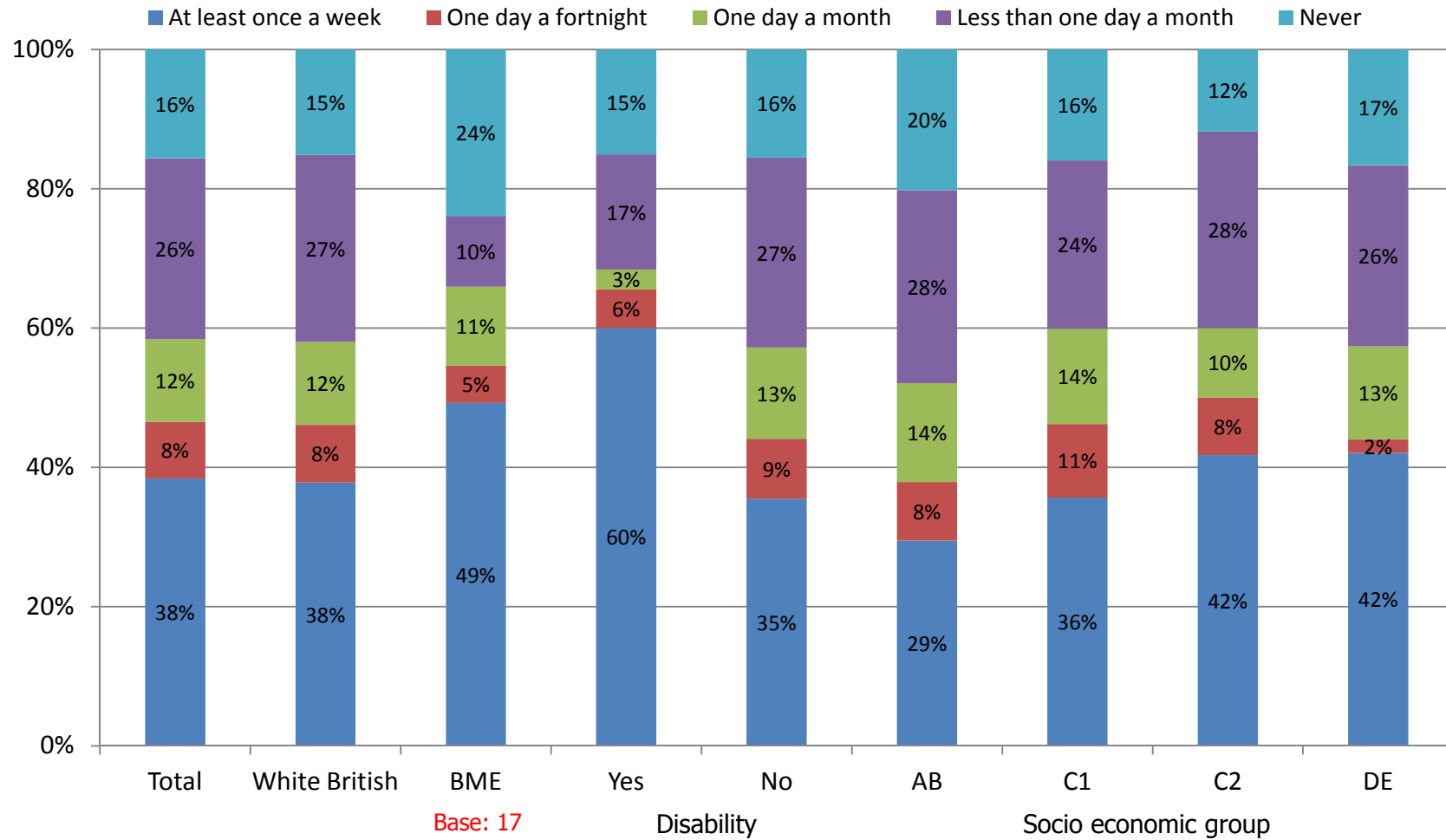
**Q14. How often do you use buses in York, including the Park and Ride service?**



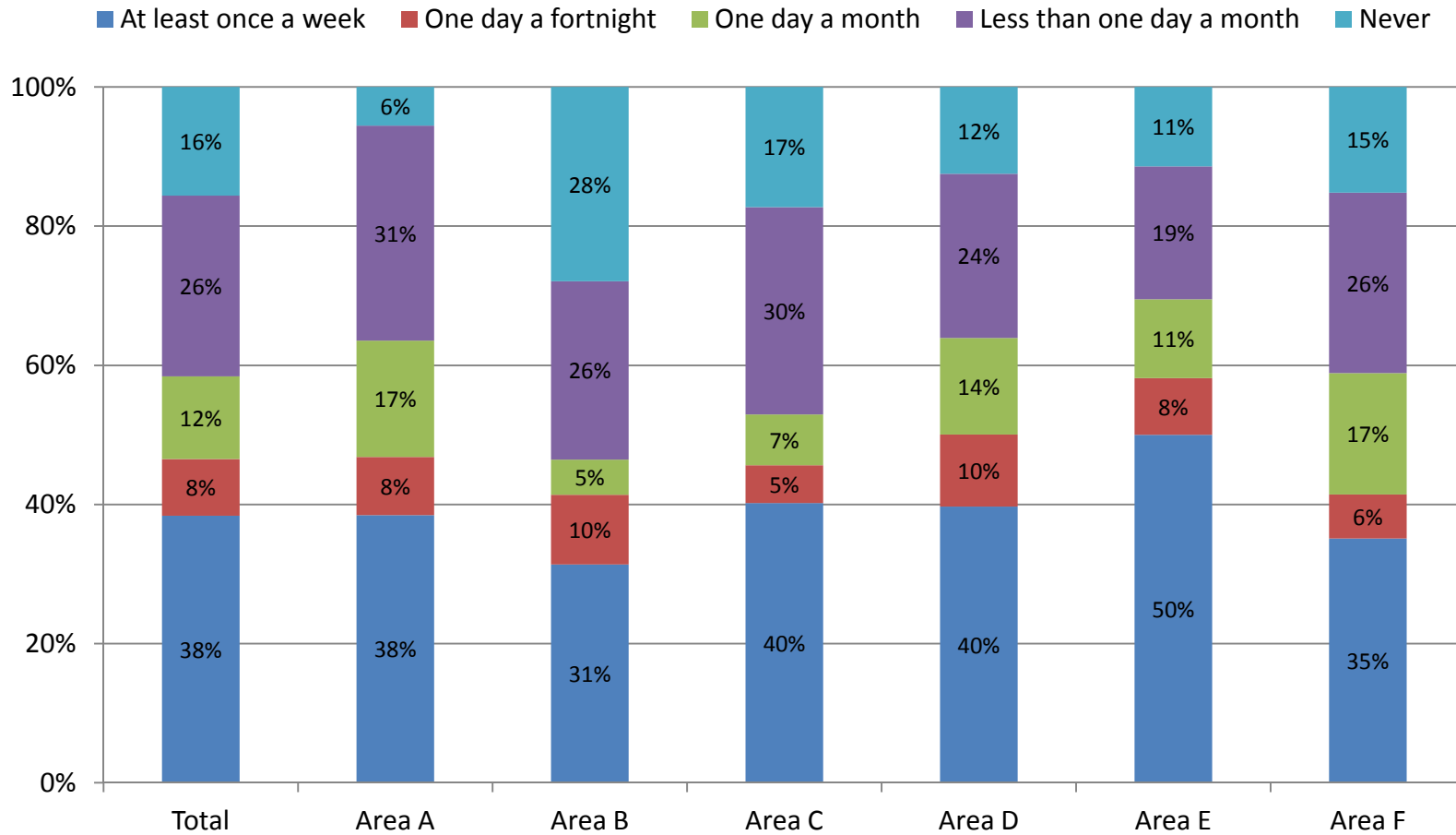
Base: 31



**Q14. How often do you use buses in York, including the Park and Ride service?**



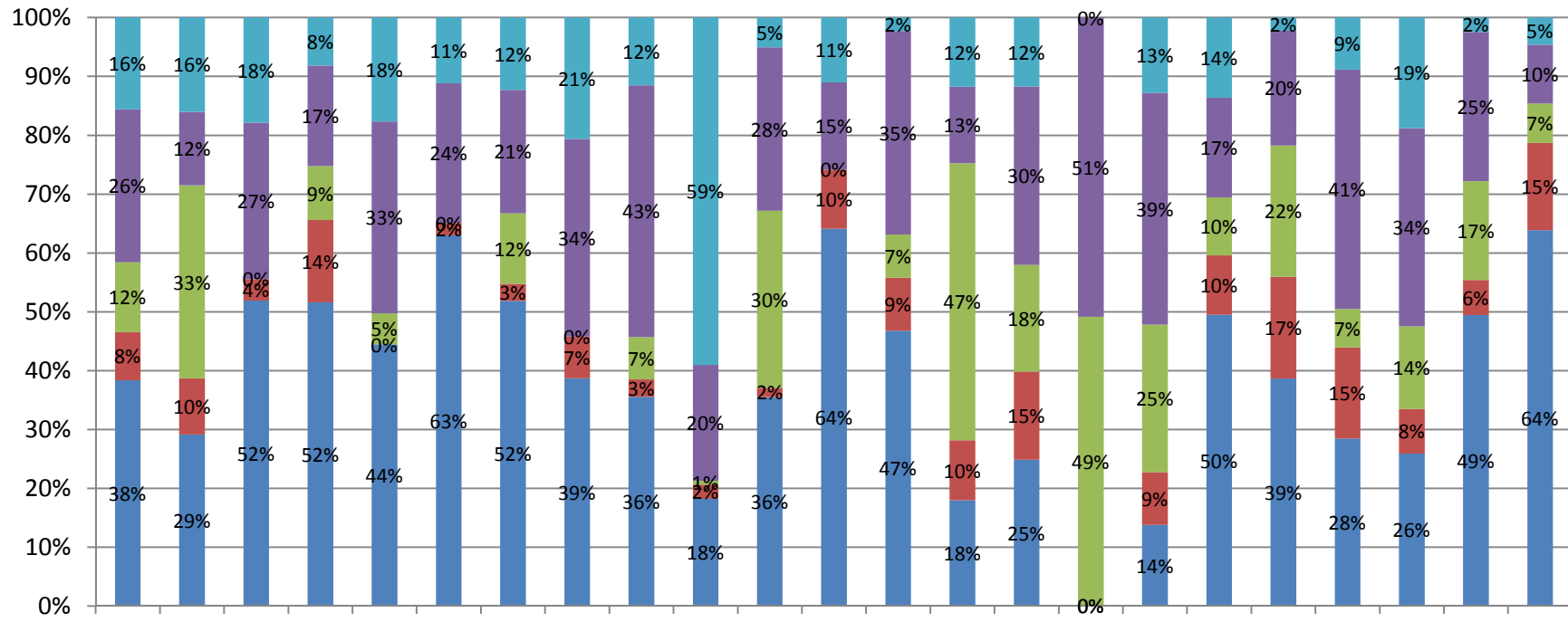
**Q14. How often do you use buses in York, including the Park and Ride service?**



Base: 68

### Q14. How often do you use buses in York, including the Park and Ride service?

■ At least once a week   
 ■ One day a fortnight   
 ■ One day a month   
 ■ Less than one day a month   
 ■ Never



Base:

35    38    24    18    36    56    15    37    35    20    23    11    64    2    25    55    53    54    19    58    31    11



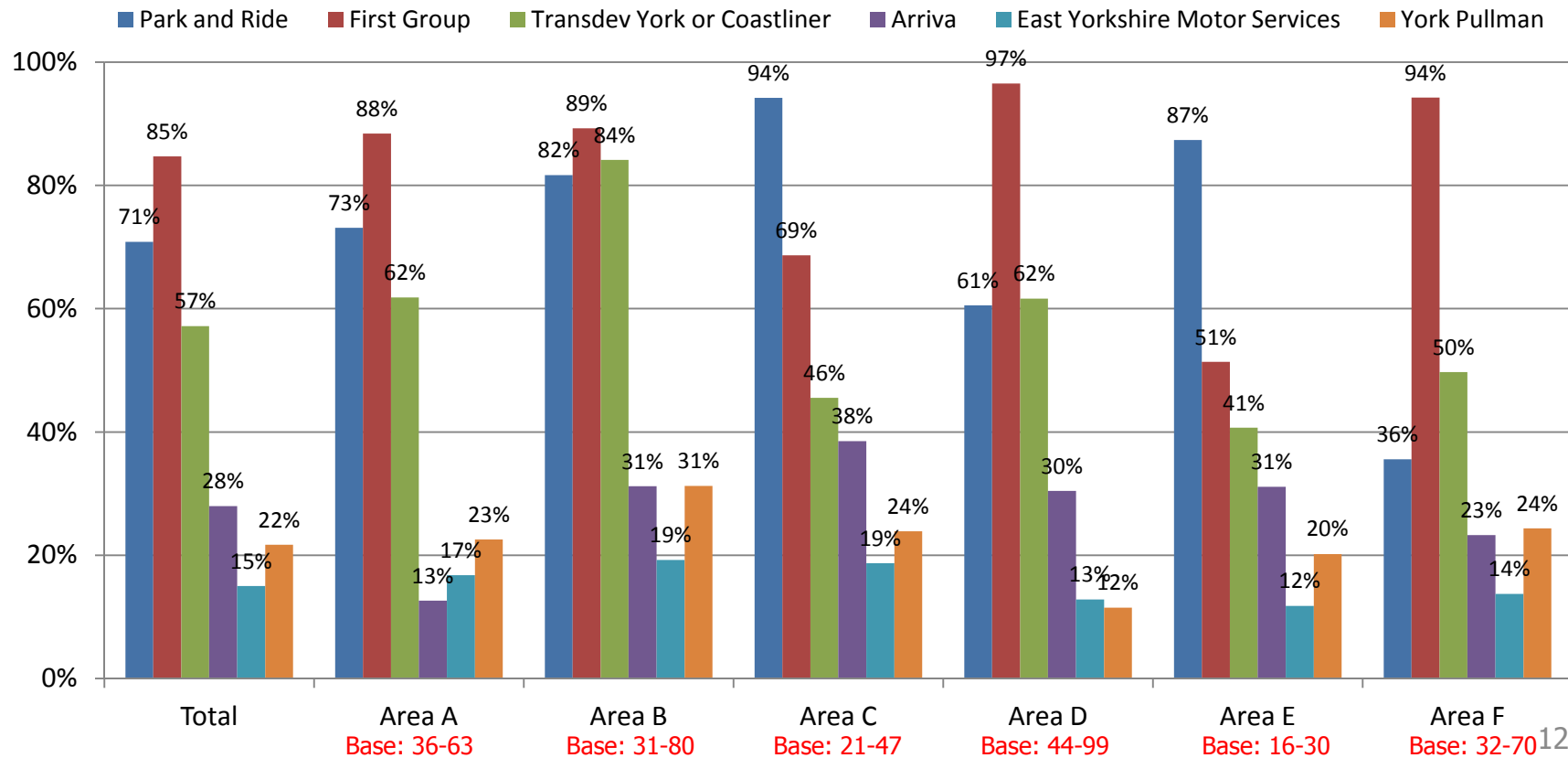
Area analysis shows that those respondents living in areas B, C and E were more likely to use the Park and Ride, whilst those living in area F were less likely.

In terms of First Group, those living in areas D and F were more likely to use the service, whilst residents of C and E were less likely.

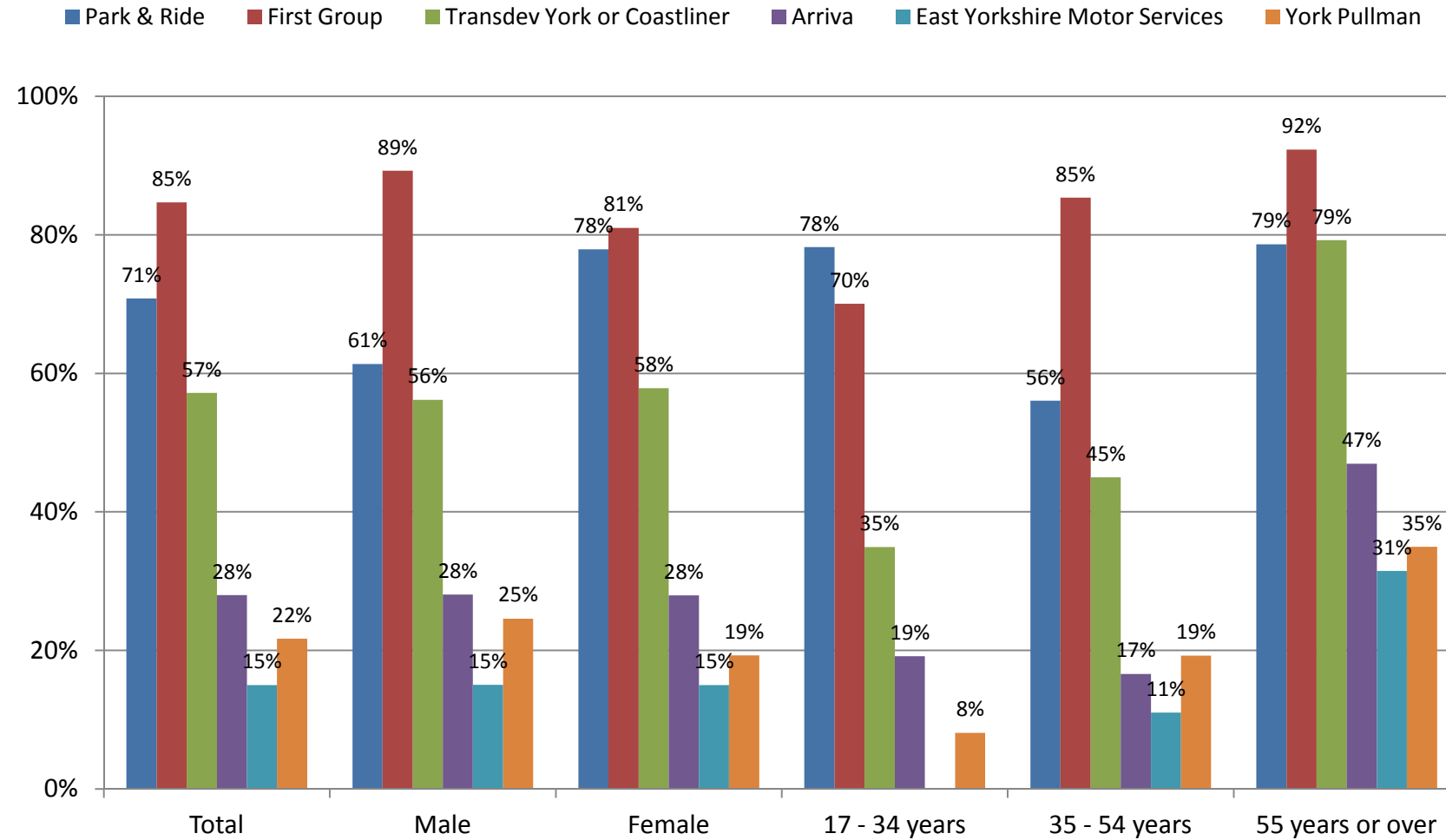
Respondents living in area B were more likely to use Transdev York or Coastliner and residents of area A were less likely to use Arriva.

**Q15. Which of the following services do you use in York, and how often?**

**Park & Ride**

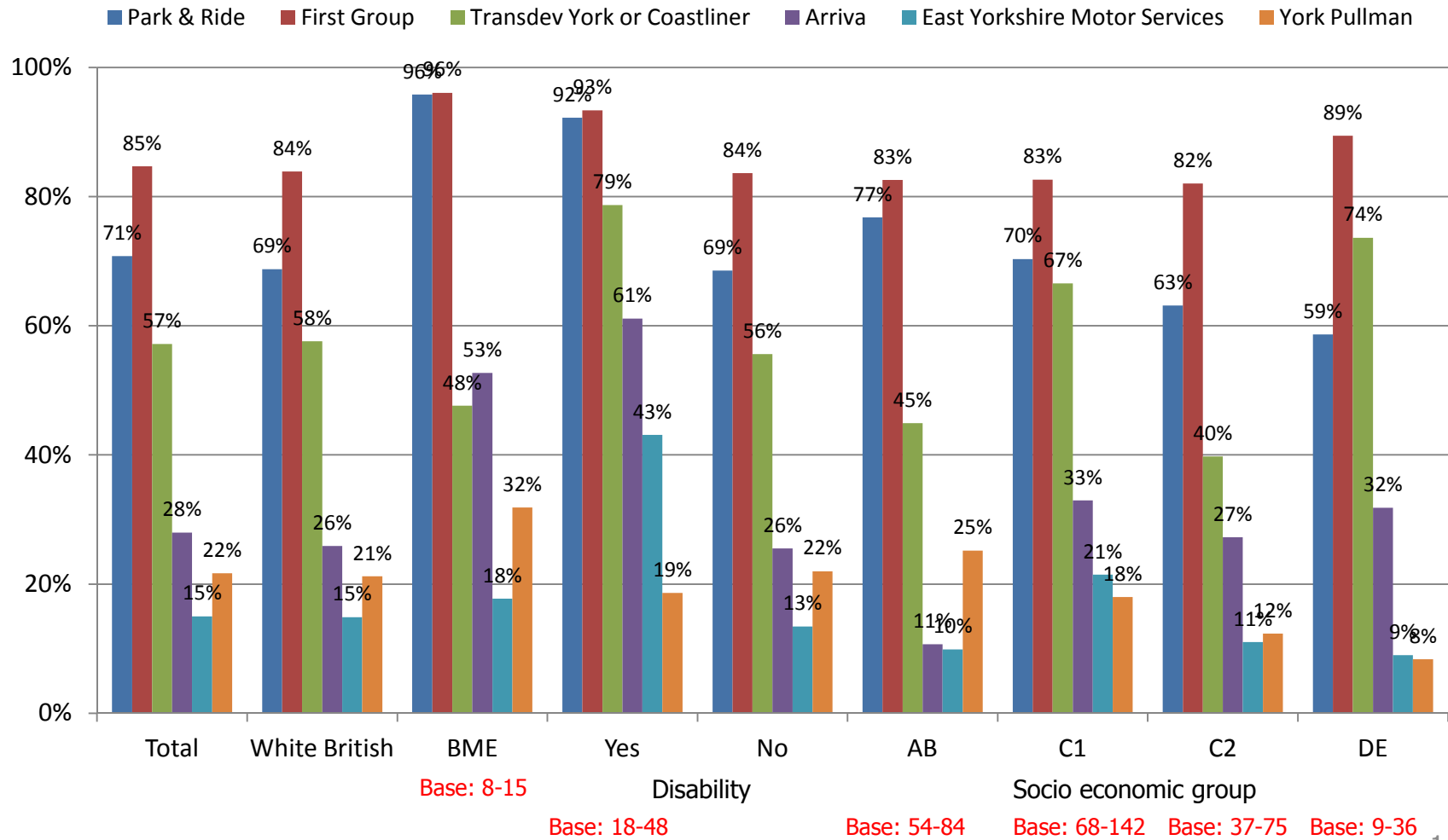


**Q15. Which of the following bus services do you use in York, and how often?**



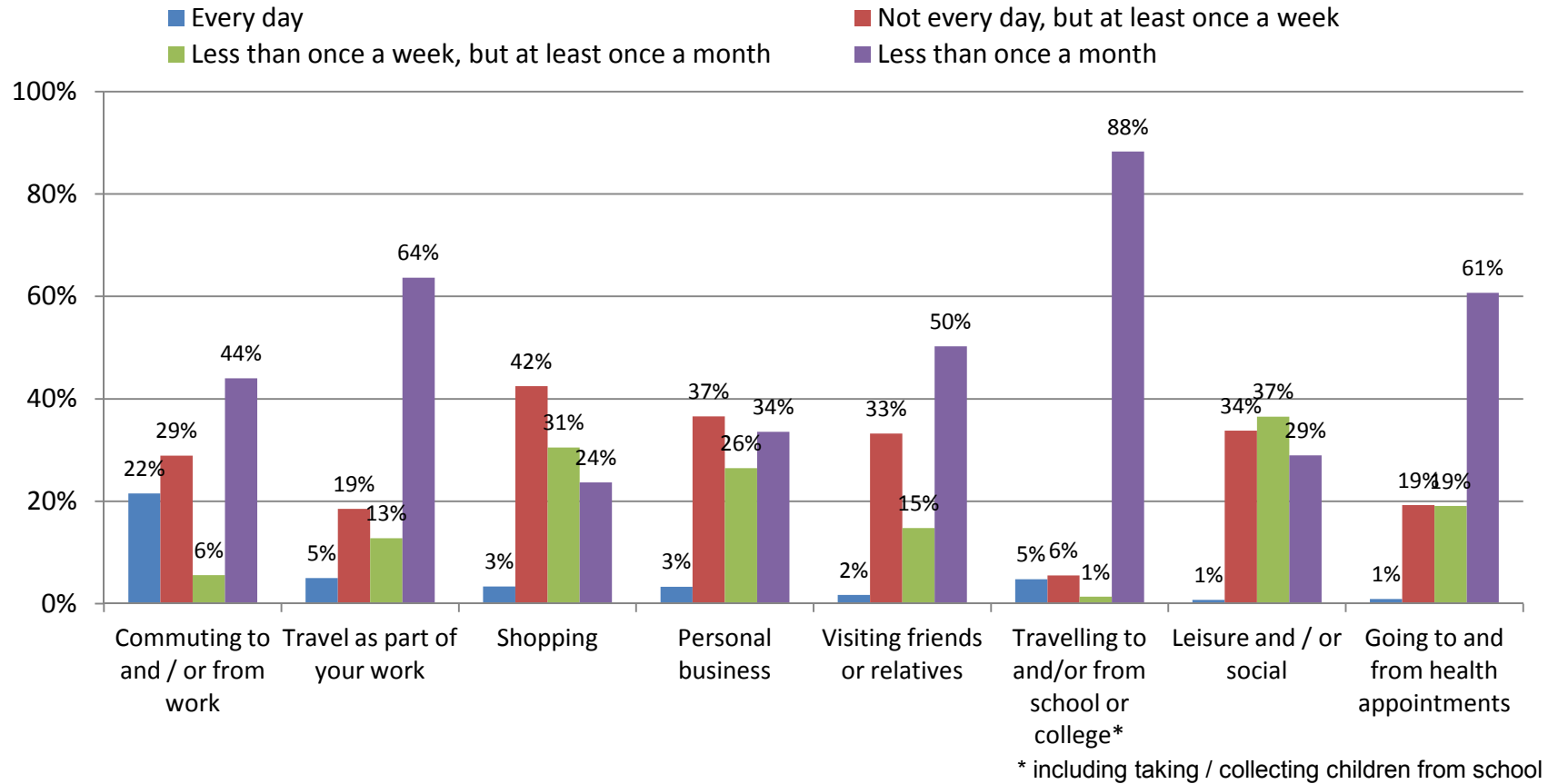
Base: 8-14

**Q15. Which of the following bus services do you use in York, and how often?**



The most frequent journeys made by buses (at least once a week) are commuting (51%), shopping (45%) and personal business (40%).

### Q16. What journeys do you use buses for, and how often?



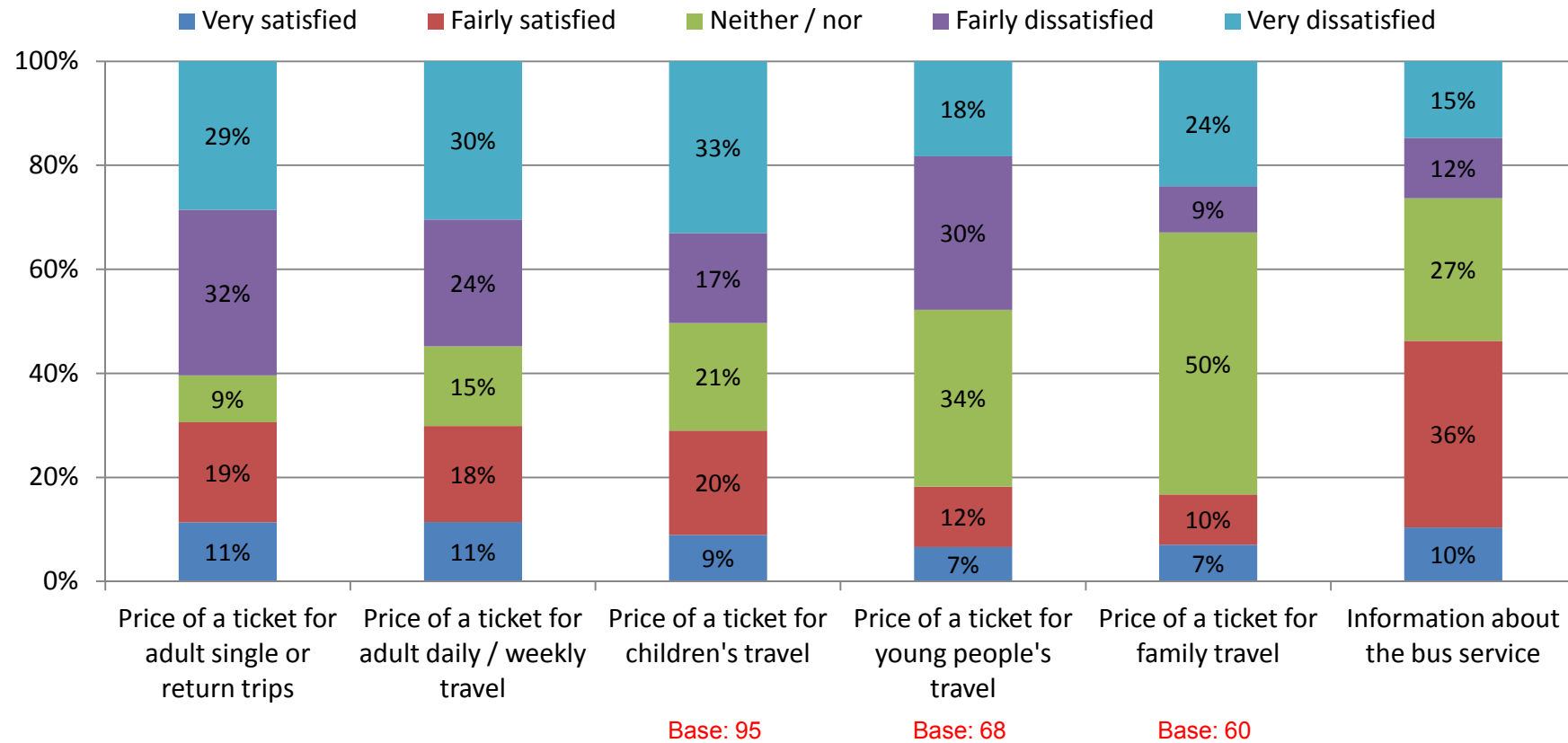
Overall, those respondents aged 35-54 years old were more likely to use the bus to commute (45%) and for travelling as part of work (41%).

In terms of travelling for leisure and / or social occasions, those panellists living in Area E were more likely to use the bus (83%). Respondents living in Area D were more likely to use the bus to go shopping (82%).

Nearly half (46%) of bus users are satisfied with information about the service. However in terms of price, respondents were more likely to be dissatisfied, than satisfied, with all types of tickets.

Older respondents were more likely to be satisfied with the information provided about the bus service (58% of those aged 55 years or over).

**Q17. How satisfied or dissatisfied are you with the following aspects related to the bus services you use most often?**  
**Cost and information**

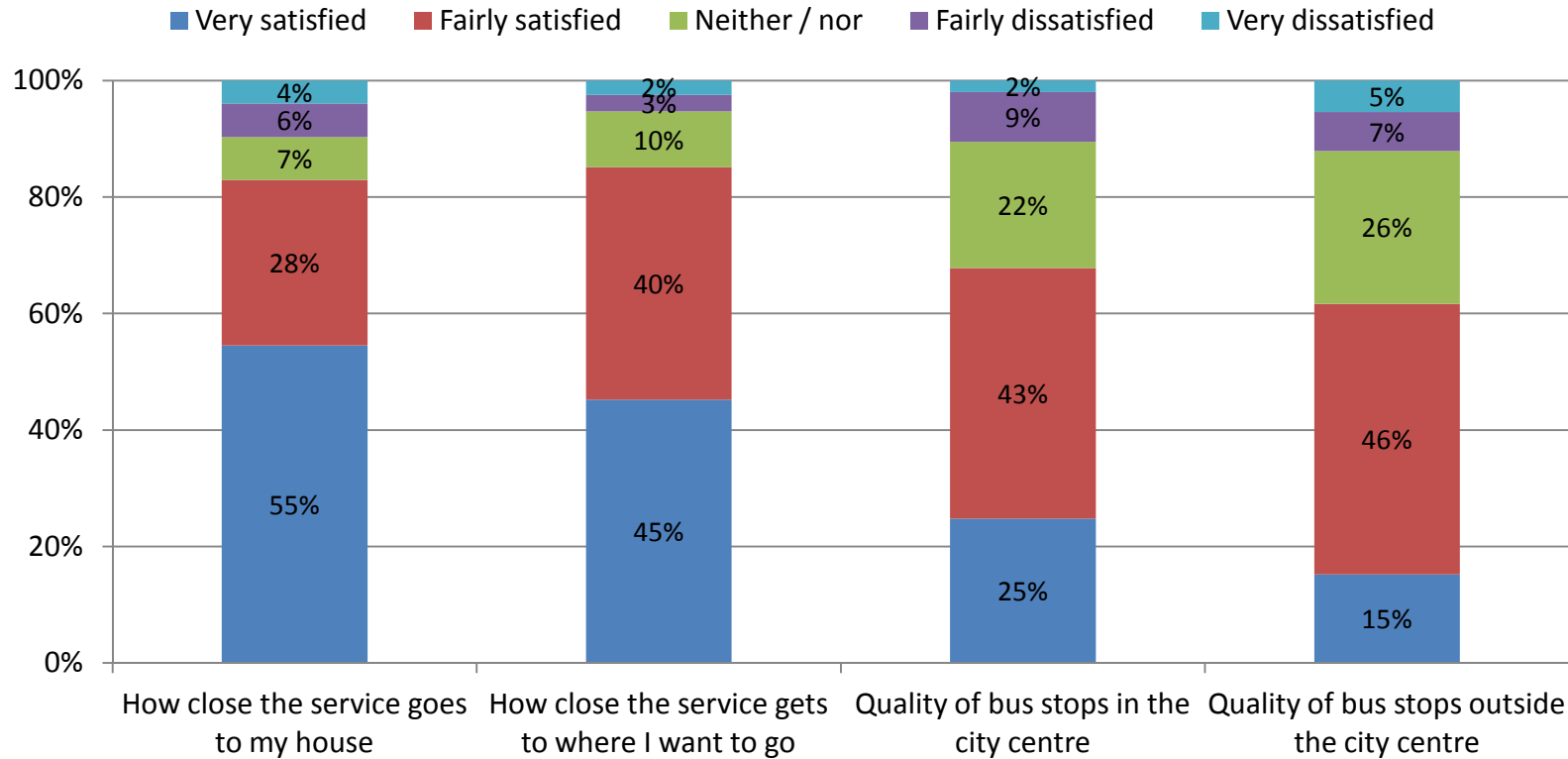


Base: those who use bus services at least once a month and answered this question (n= 60-249)



The majority of bus users are satisfied with both how close the service goes to both their home (83%) and the places they want to go (85%). In terms of the quality of bus stops, respondents are more likely to be satisfied with those in the city centre (68%) than those outside the city centre (61%)

**Q17. How satisfied or dissatisfied are you with the following aspects related to the bus services you use most often?**  
**Meeting your needs**



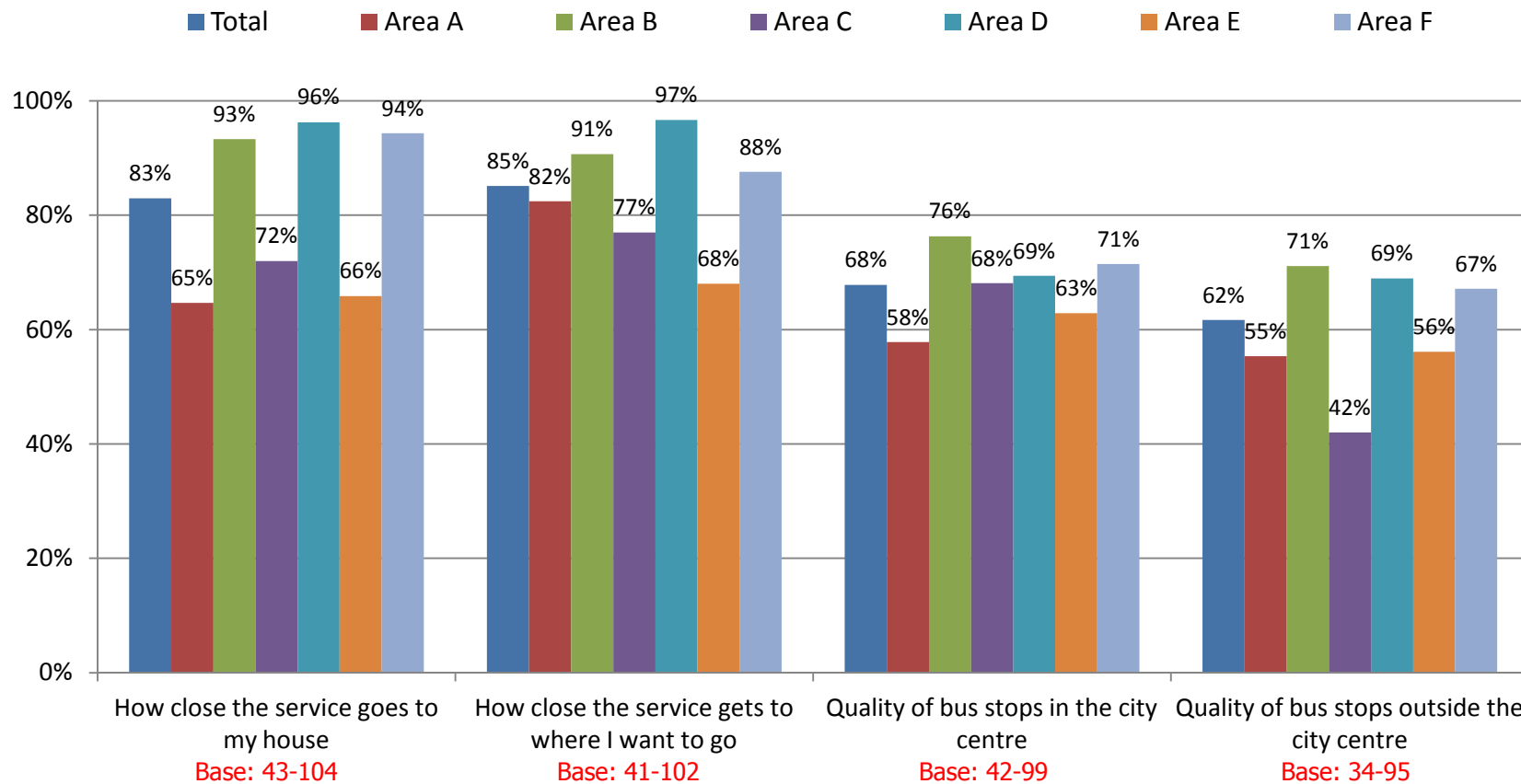
Base: those who use bus services at least once a month and answered this question (n= 364-443)

Those panellists living in the following areas were more likely to be satisfied with how close the service goes to their house – area B (93%), area D (96%), area F (94%). Panellists living in areas A and E were less likely to be satisfied (65% and 66% respectively).

In terms of how close the service goes to the passengers destination, panellists living in area D were more likely to be satisfied (97%), whilst those living in area E were less likely to be satisfied (68%).

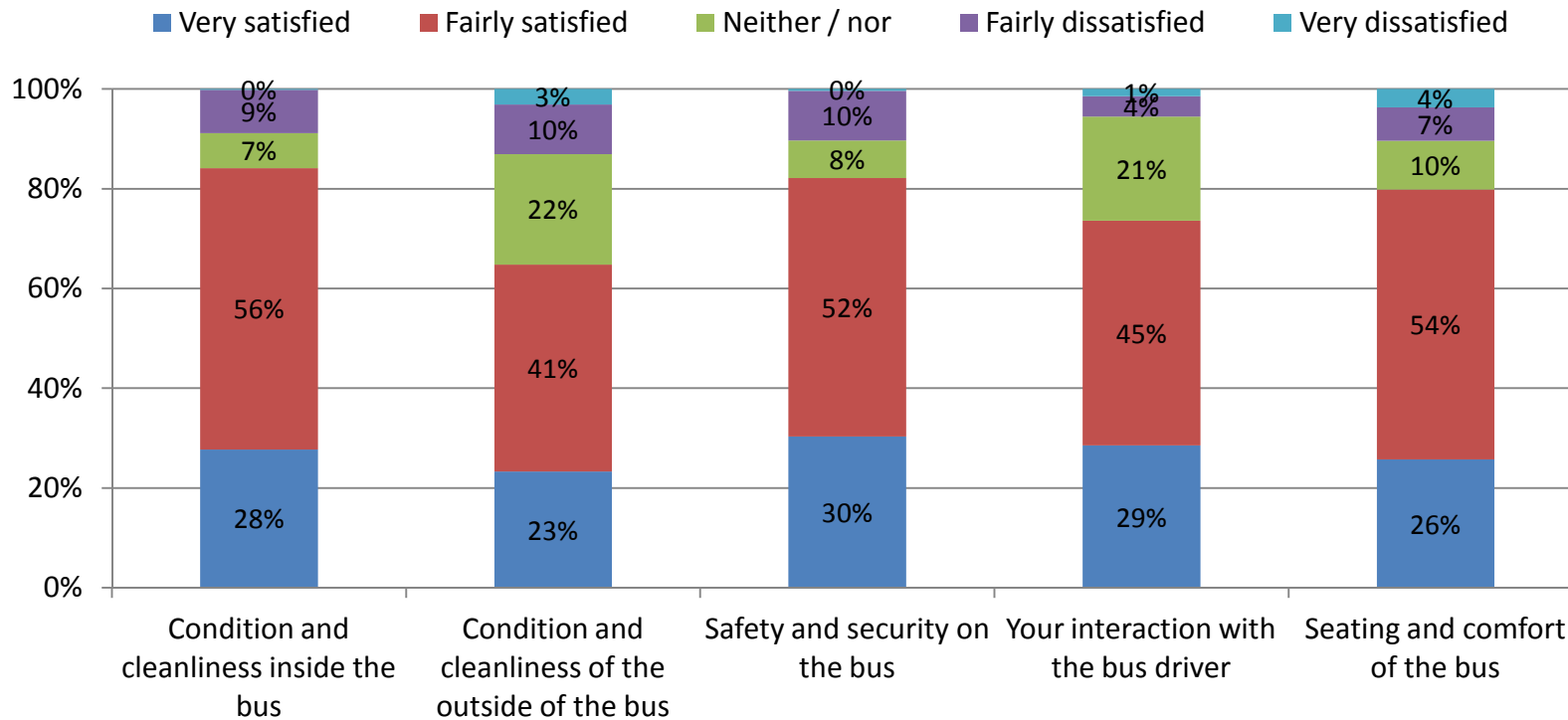
Respondents living in area C were less likely to be satisfied with the quality of bus stops outside the city centre.

**Q17. How satisfied or dissatisfied are you with the following aspects related to the bus services you use most often?**  
**Meeting your needs**



The majority of the sample are satisfied with the cleanliness inside the bus (84%), as well as safety and comfort on the bus (82% and 80% respectively). However, respondents are less likely to have an opinion about the outside of the bus and their interaction with the driver (22% and 21% respectively neither / nor)

**Q17. How satisfied or dissatisfied are you with the following aspects related to the bus services you use most often?  
Experience whilst on the bus**





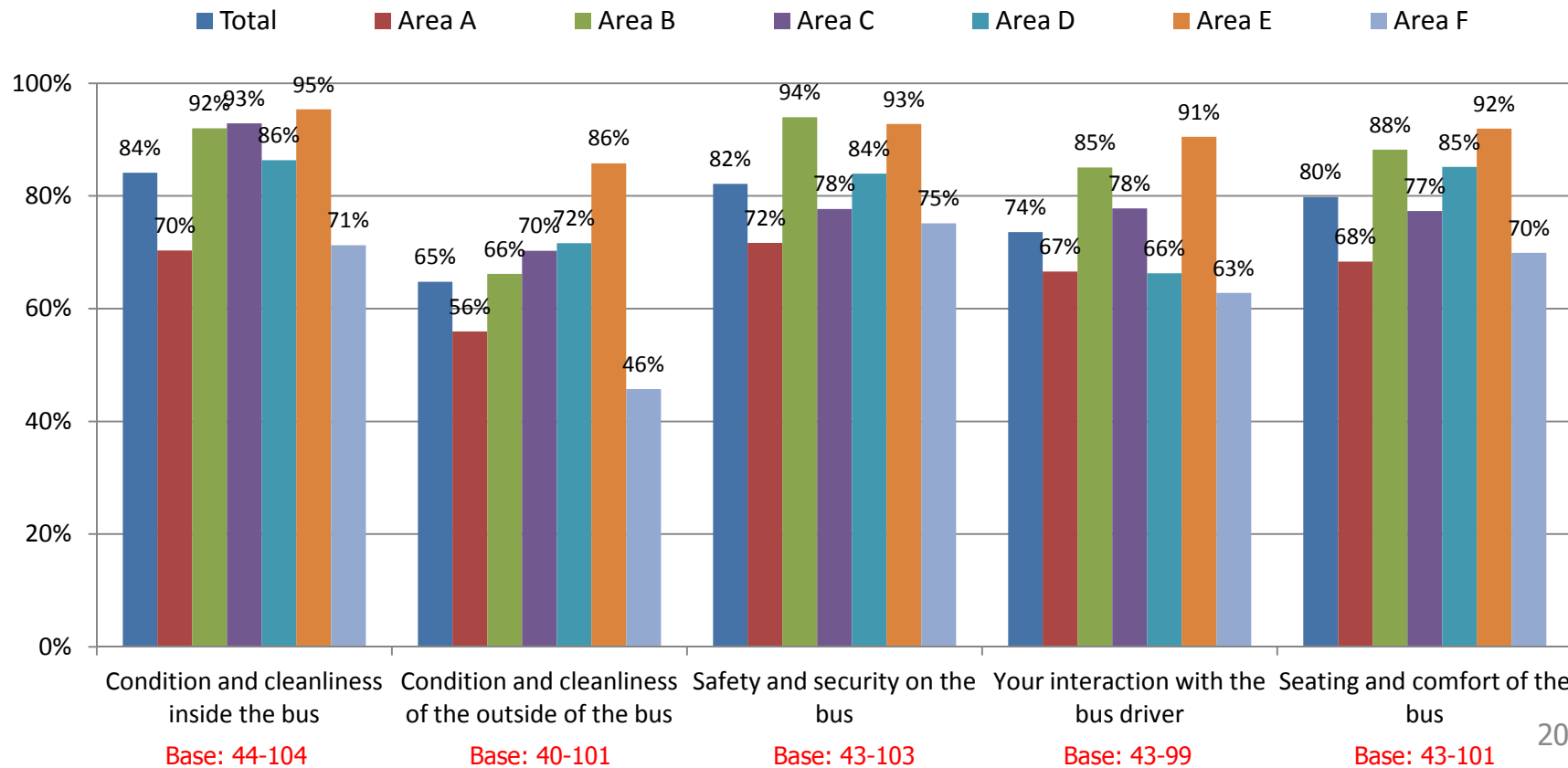
Respondents living in areas B and E were more likely to be satisfied with all aspects related to the passengers experience while on the bus (with the exception of condition of the outside of the bus for area B).

Those living in area A were less likely to be satisfied with the conditions inside the bus and comfort on the bus (70% and 68% respectively).

Residents of area F were less likely to be satisfied with the condition and cleanliness of both inside and outside the bus (71% and 46% respectively).

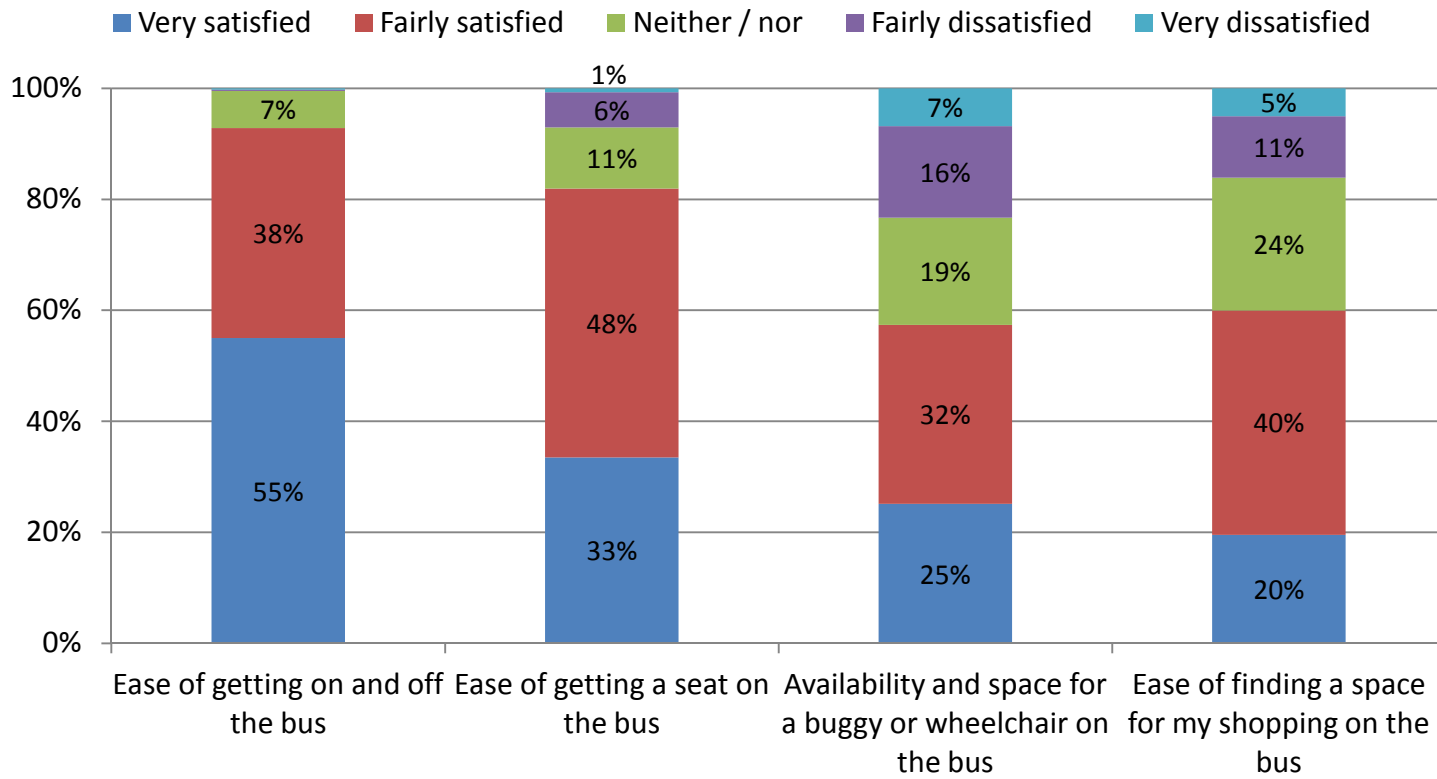
**Q17. How satisfied or dissatisfied are you with the following aspects related to the bus services you use most often?**

**Experience while on the bus**



Whilst the overwhelming majority of bus users are satisfied with how easy it is to get on and off the bus, users are most likely to be dissatisfied with the availability and space for a buggy or wheelchair on the bus (23%).

**Q17. How satisfied or dissatisfied are you with the following aspects related to the bus services you use most often?**  
**How accessible it is to you**



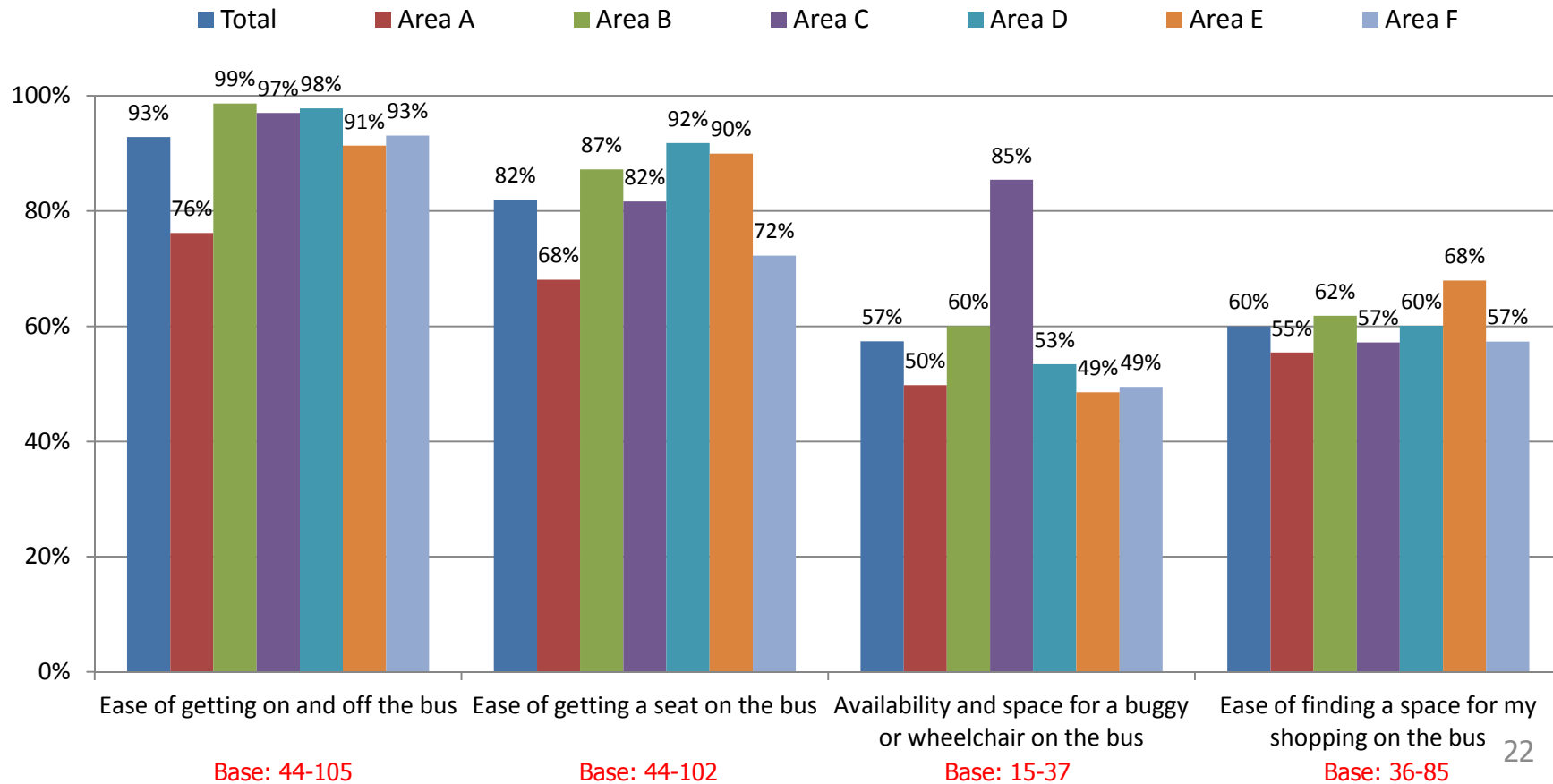
Base: those who use bus services at least once a month and answered this question (n= 174-452)



Those respondents living in areas B and D were more likely to be satisfied with how easy it is to get on and off buses (99% and 98% respectively), whilst those living in area A were less likely to be satisfied (76%).

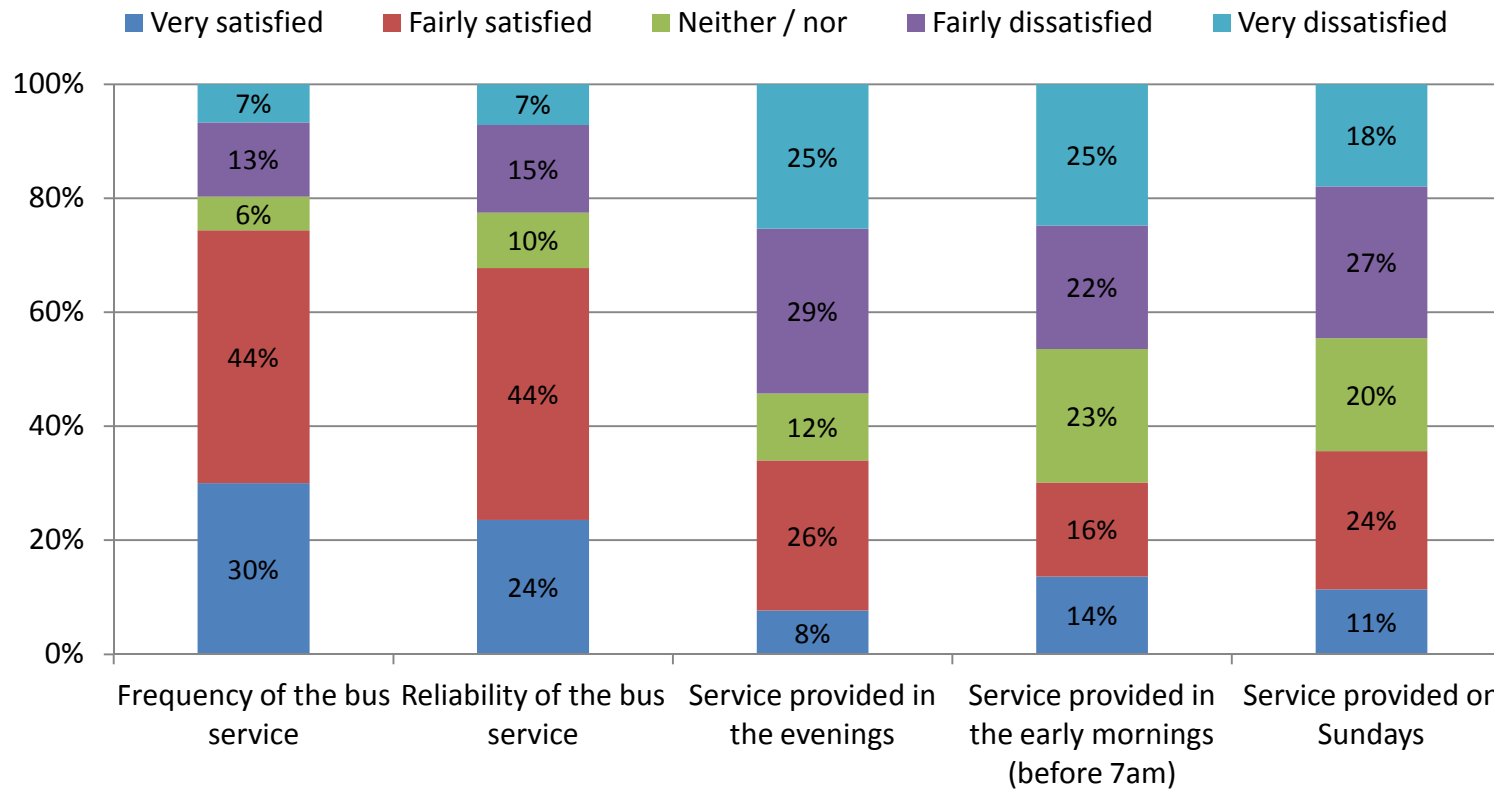
In terms of how easy it is to get a seat on the bus, those living in area D were more likely to be satisfied (92%), whilst those panellists living in area A were less likely to be satisfied (68%). Whilst women were more likely to be satisfied with getting a seat (89%), men were less likely to be satisfied (73%). Older panellists, aged 55 years or over, were also more likely to be satisfied (90%).

**Q17. How satisfied or dissatisfied are you with the following aspects related to the bus services you use most often?**  
**How accessible it is to you**



More than half (54%) of the respondents are dissatisfied with the service provided in the evenings. Bus users are also more likely to be dissatisfied, than satisfied, with services provided in the early mornings (47%) and on Sundays (45%).

**Q17. How satisfied or dissatisfied are you with the following aspects related to the bus services you use most often?**  
**The service overall**



Base: those who use bus services at least once a month and answered this question (n= 163-454)

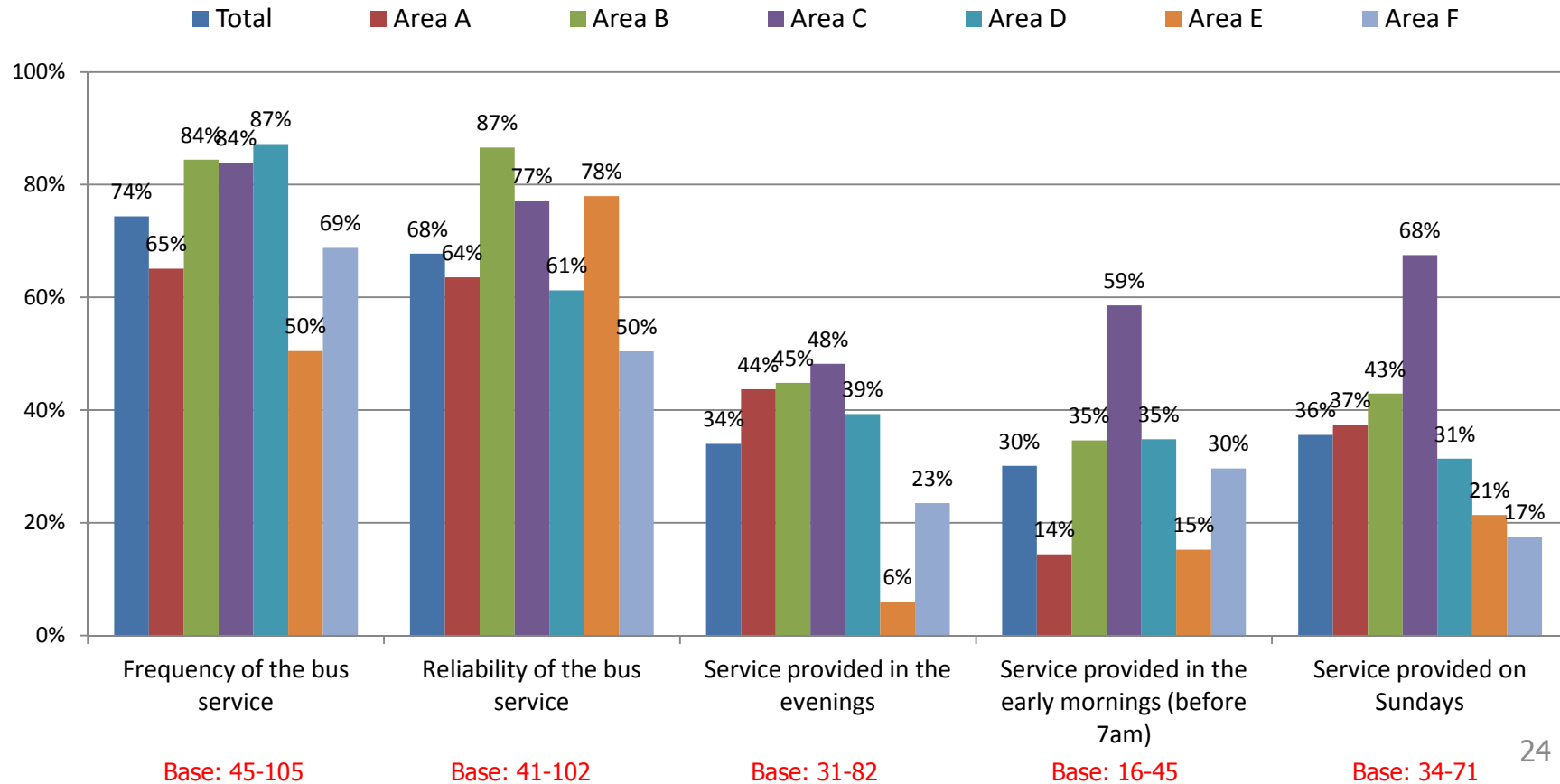


Panellists living in areas B and D were more likely to be satisfied with the frequency of their bus service (84% and 87% respectively), whilst those living in area E were less likely to be satisfied (50%). Older panellists were also more likely to be satisfied, 81% of those aged 55 years or over.

In terms of reliability, panellists living in area B were more likely to be satisfied (87%), with respondents living in area F less likely (50%).

Whilst women were more likely to be satisfied with reliability (75%), men were less likely (59%).

**Q17. How satisfied or dissatisfied are you with the following aspects related to the bus services you use most often?**  
**The service overall**



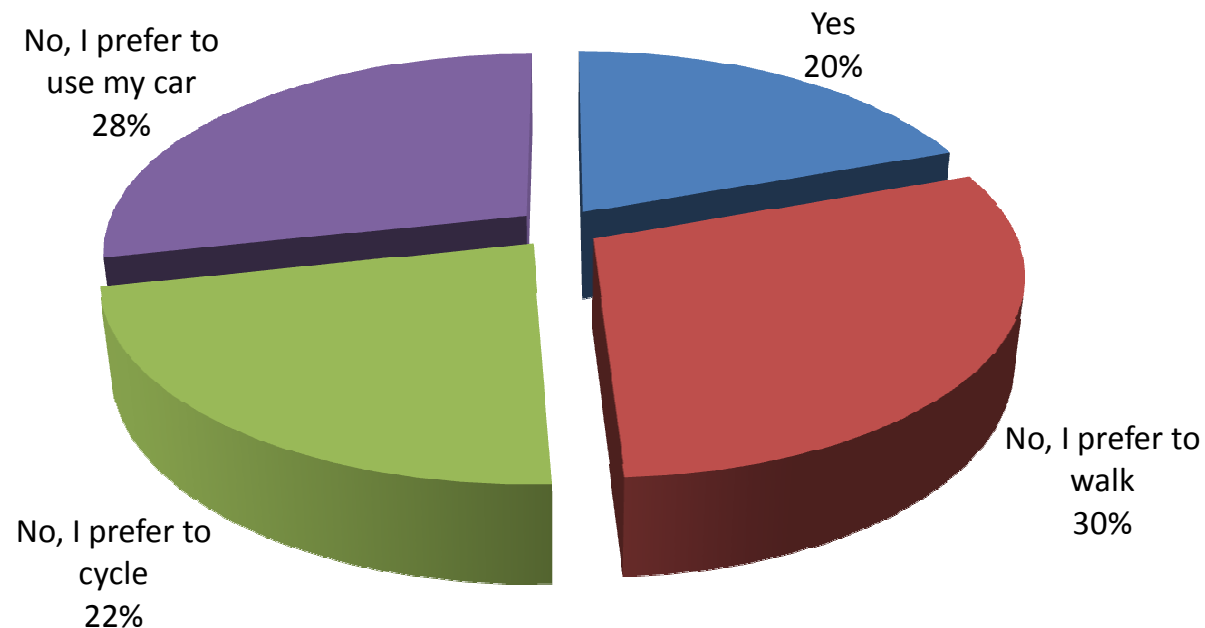


Those panellists who do not use bus services or use them infrequently were asked if they would consider using buses for travel in the future, to which 20% said they would. Of those panellists who said 'no' their reasons were relatively evenly split, with 30% preferring to walk, 28% use their car and 22% cycle.

Those panellists living in area D were more likely to consider using buses in the future (50%), whilst those who live in area B were less likely to say they would consider travelling by bus in the future (8%).

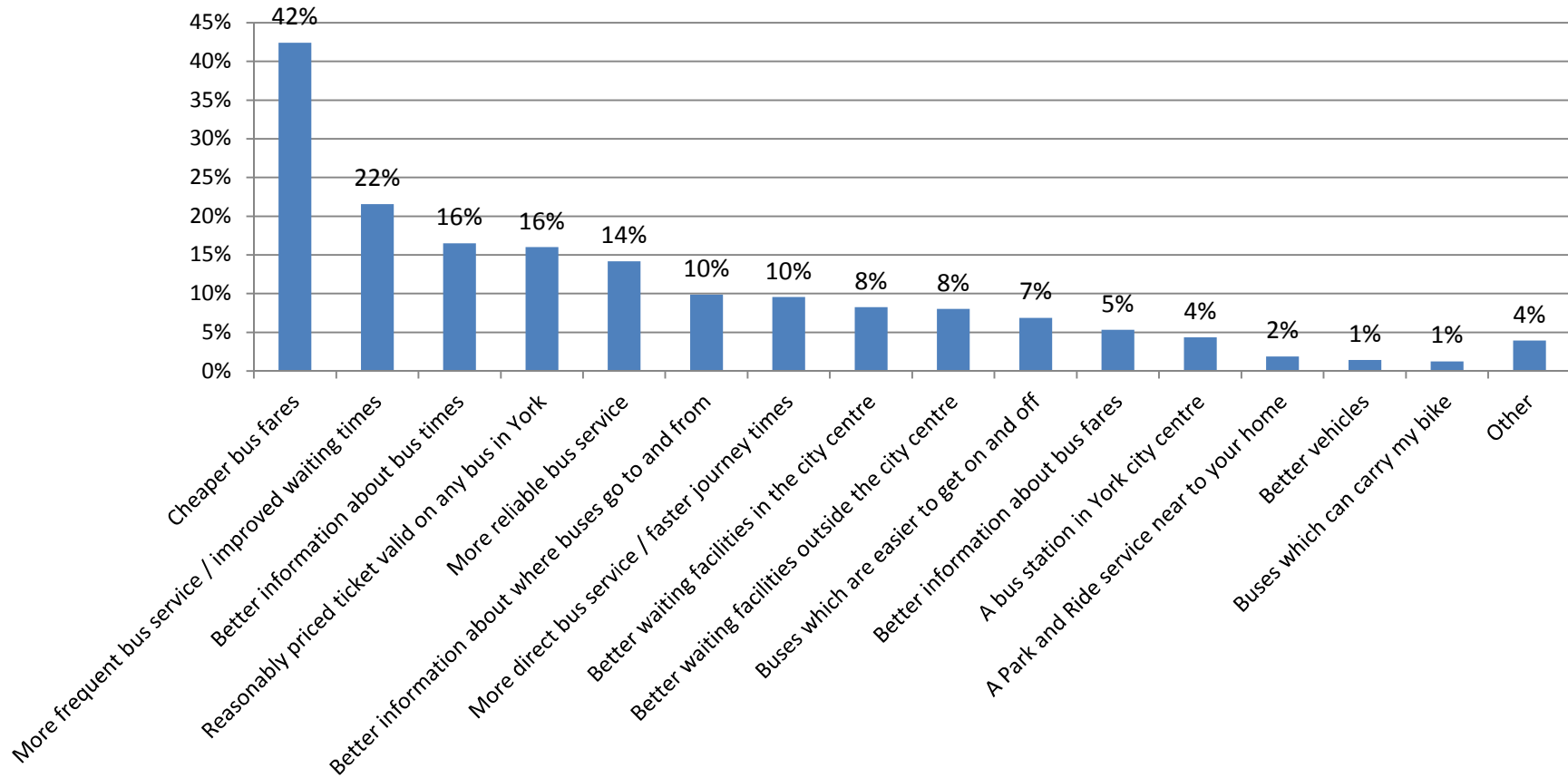
Respondents living in area B were more likely to say they would prefer to walk (66%) and cycle (55%) than use the bus.

### Q19. Would you consider using the bus for some or more of your travel in the future?



Of those respondents who are interested in using buses in the future, nearly half (42%) said cheaper bus fares would make them more inclined to use the bus.

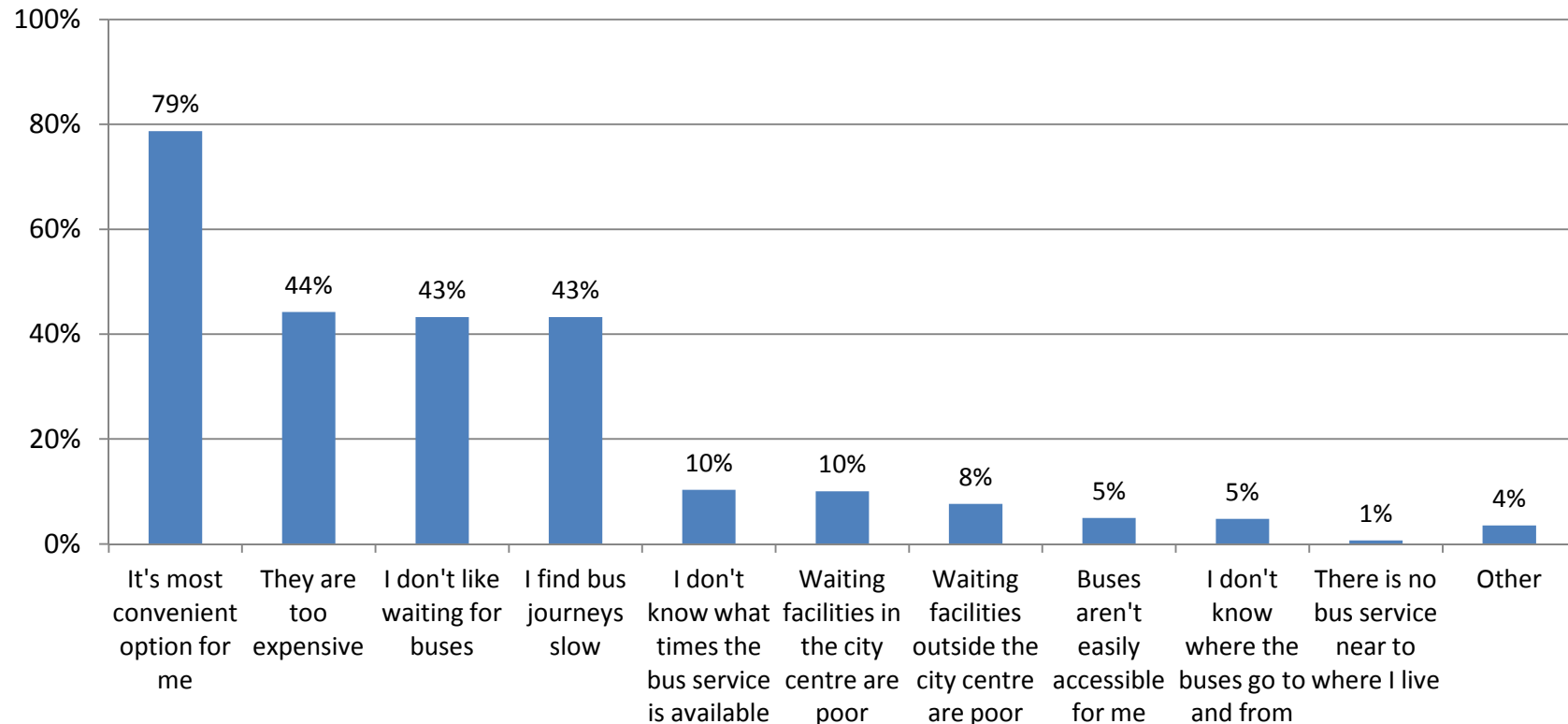
**Q20. If you do not use buses or do so only occasionally, what would make you more inclined to use the bus?**



Base: those who answered 'Yes' to Q19 and answered this question (n= 65)

Those panellists who are not interested in using buses in the future, were asked why they prefer to use alternative methods. The most likely reason was convenience (79%). Buses were also regarded as too expensive (44%) and slow (43%). Furthermore individuals do not like waiting for buses (43%).

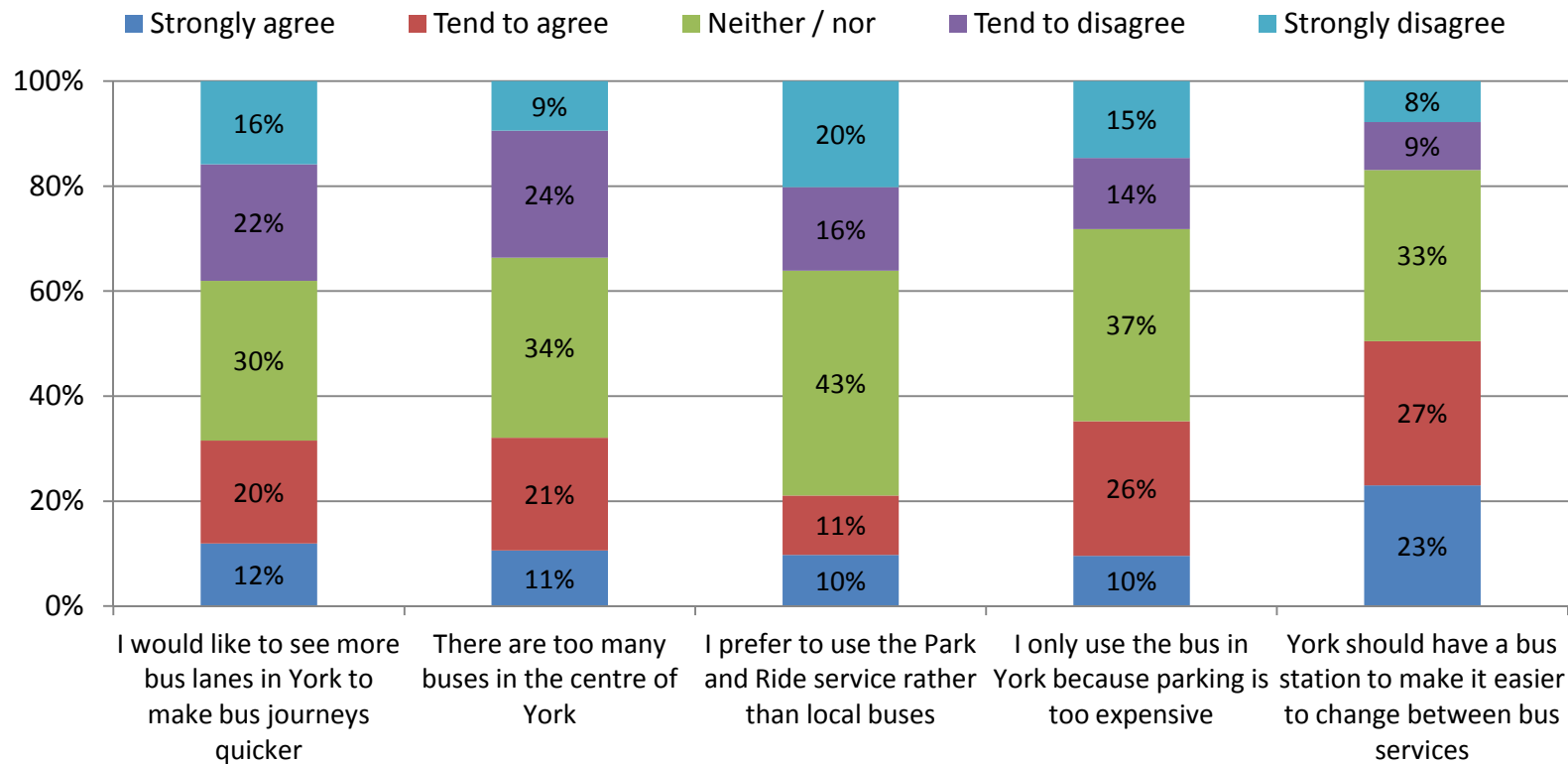
**Q21. Why do you prefer to walk, cycle or use your car instead of a bus?**



Base: those who answered any other option than 'Yes' to Q19 and answered this question (n= 177)

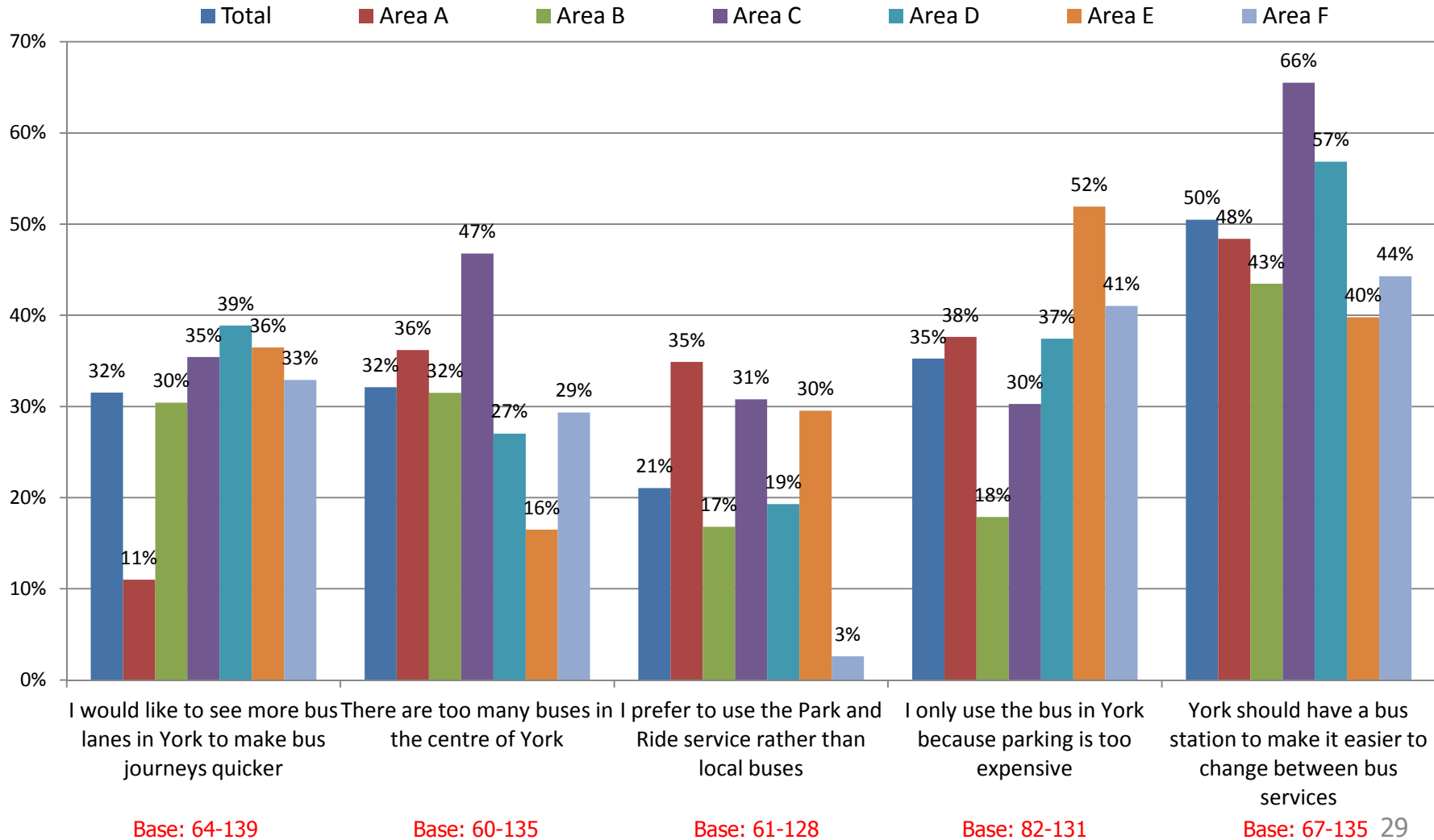
Half of the panel (50%) agree that York should have a bus station. More than a third of respondents disagreed with more bus lanes in York (39%) and that there are too many buses in the centre of York (33%).

**Q22. How strongly do you agree or disagree with each of the statements?**



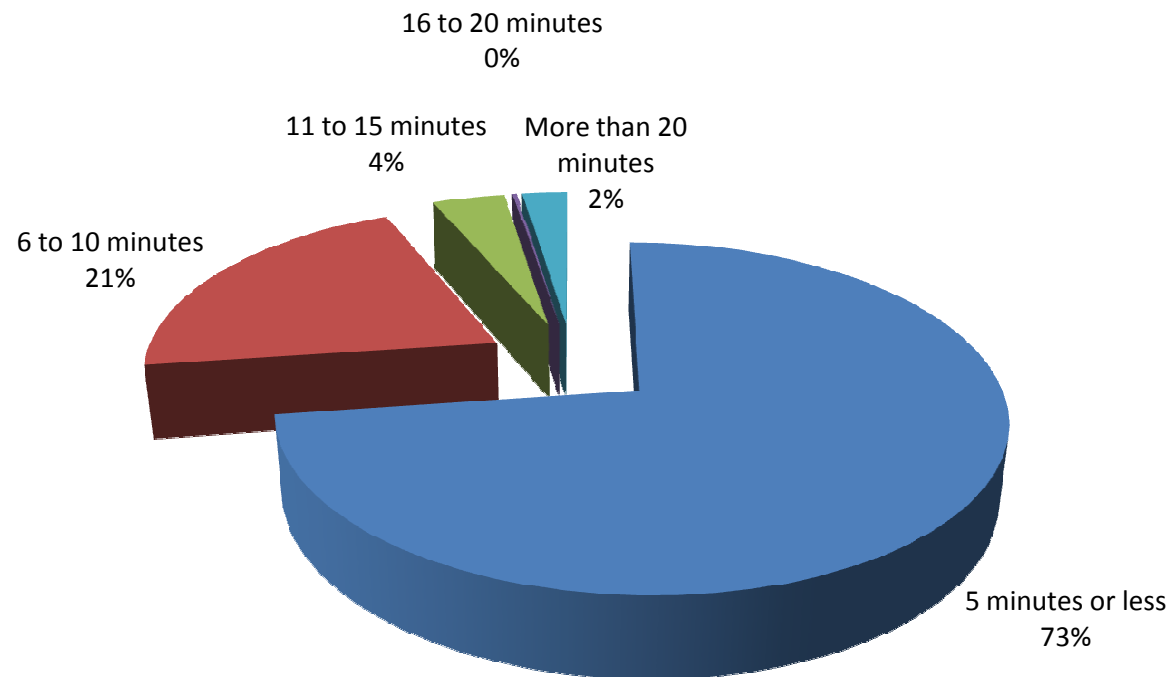
Whilst residents living in area A were more likely to say they prefer to use the Park and Ride (35%), those living in areas B and F were less likely to say this (17% and 3% respectively).

**Q22. How strongly do you agree or disagree with each of the statements?**



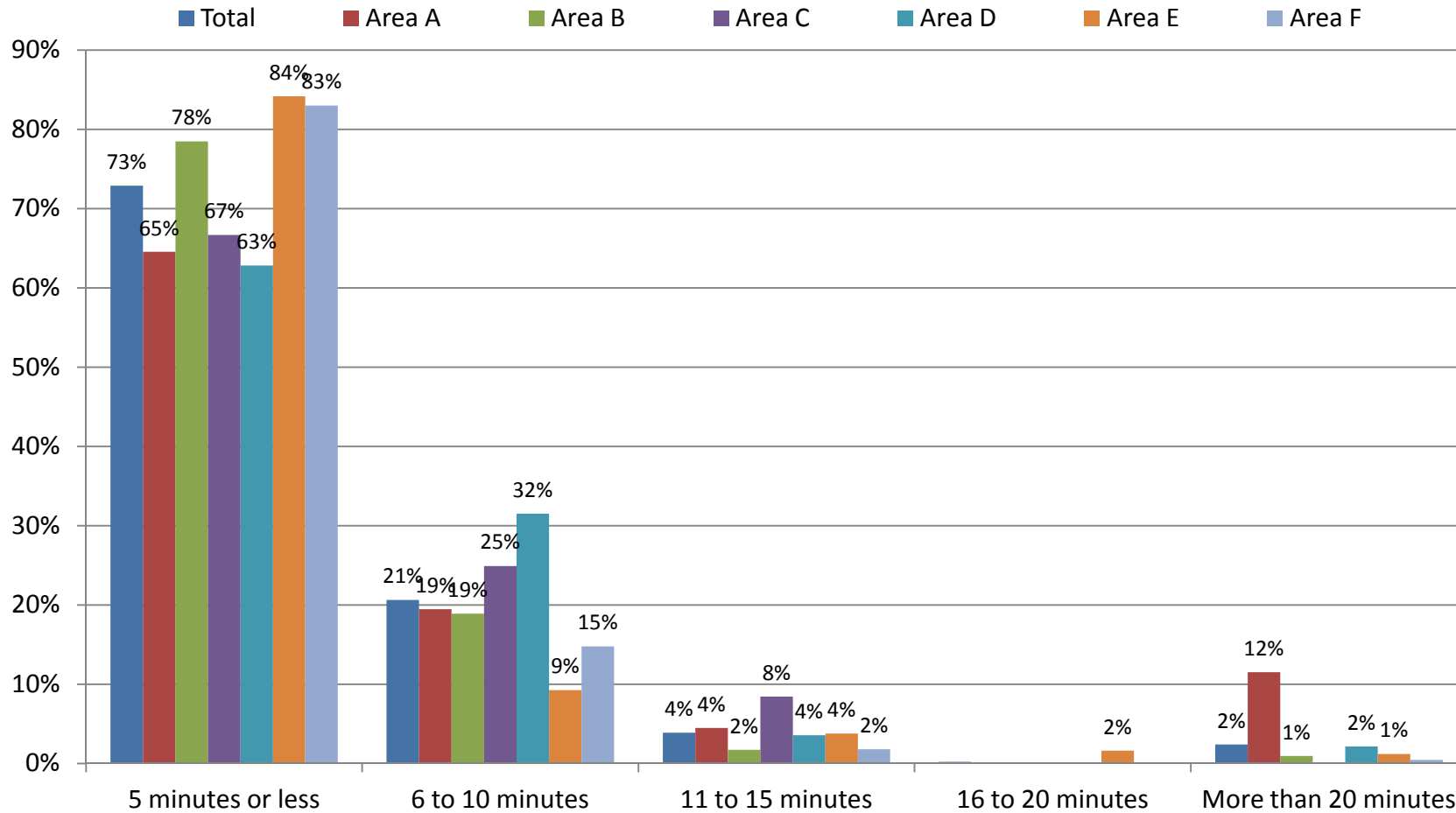
Three-quarters (73%) of the sample walk 5 minutes or less to their nearest bus stop. A further 21% said their nearest bus stop is 6 to 10 minutes walk away, with only 6% saying their nearest bus stop in more than 10 minutes away.

### Q23. How long does it take you to walk from your home to your nearest bus stop?



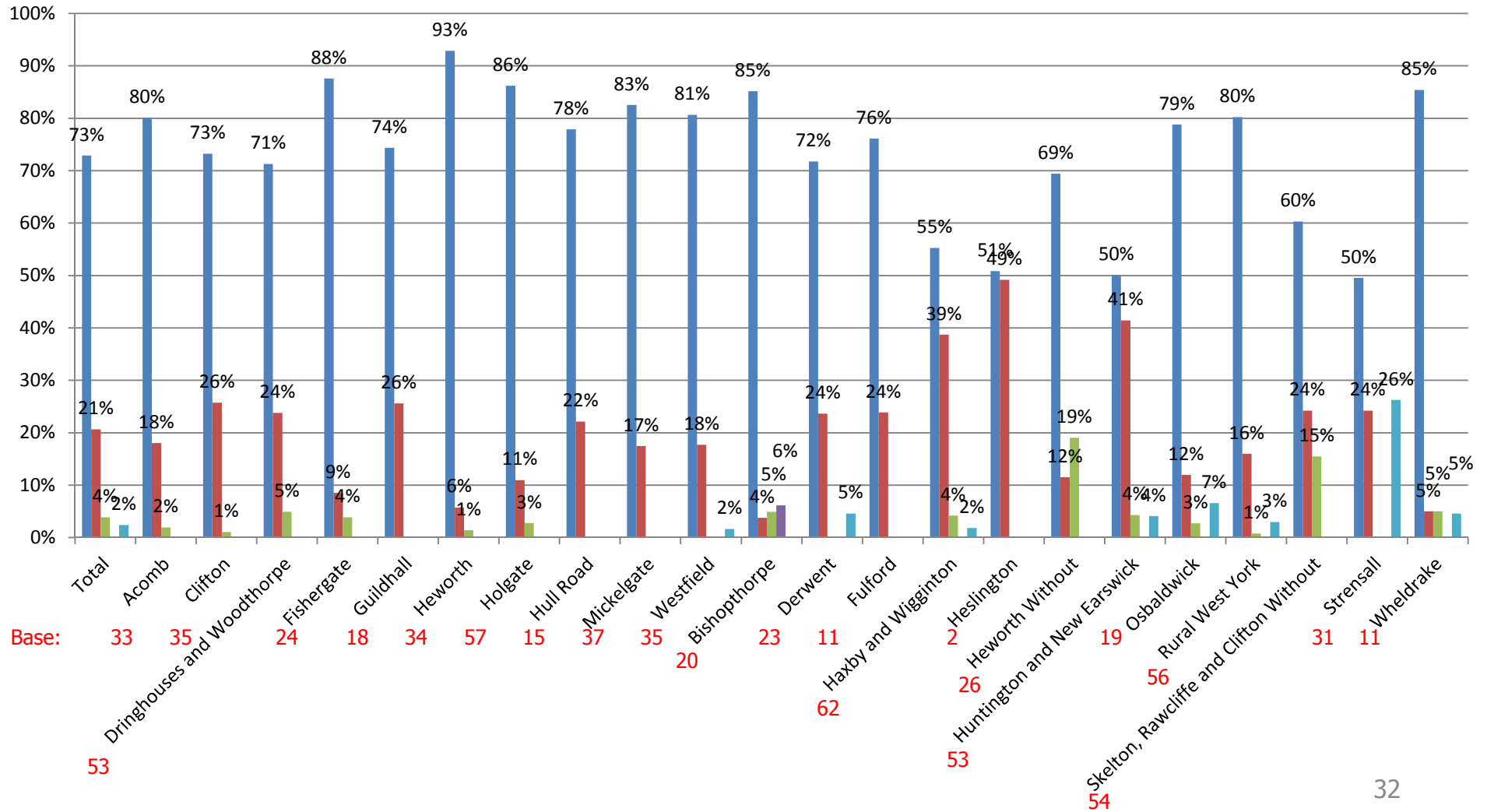
Those panellists living in areas E and F were more likely to say their nearest bus stop is 5 minutes or less from their home (84% and 83% respectively).

**Q23. How long does it take you to walk from your home to your nearest bus stop?**



### Q23. How long does it take you to walk from your home to your nearest bus stop?

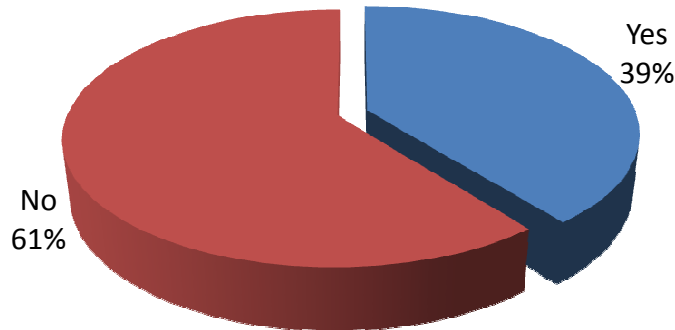
■ 5 minutes or less ■ 6 to 10 minutes ■ 11 to 15 minutes ■ 16 to 20 minutes ■ More than 20 minutes



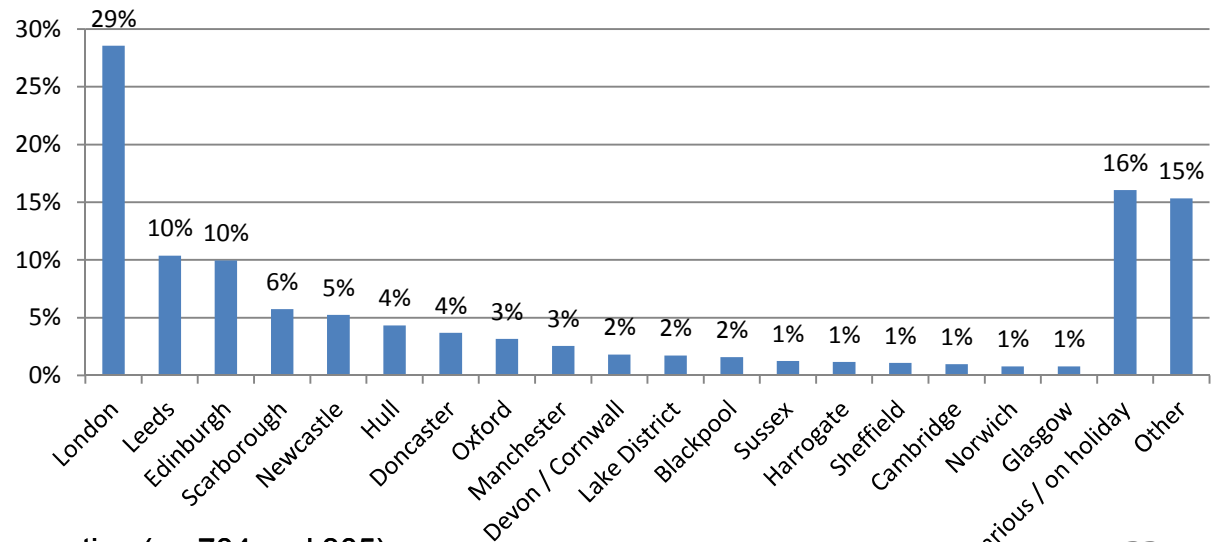


When asked if respondents use buses elsewhere in the UK, over a third (39%) said they do.

**Q24. Do you ever use buses elsewhere in the UK?**



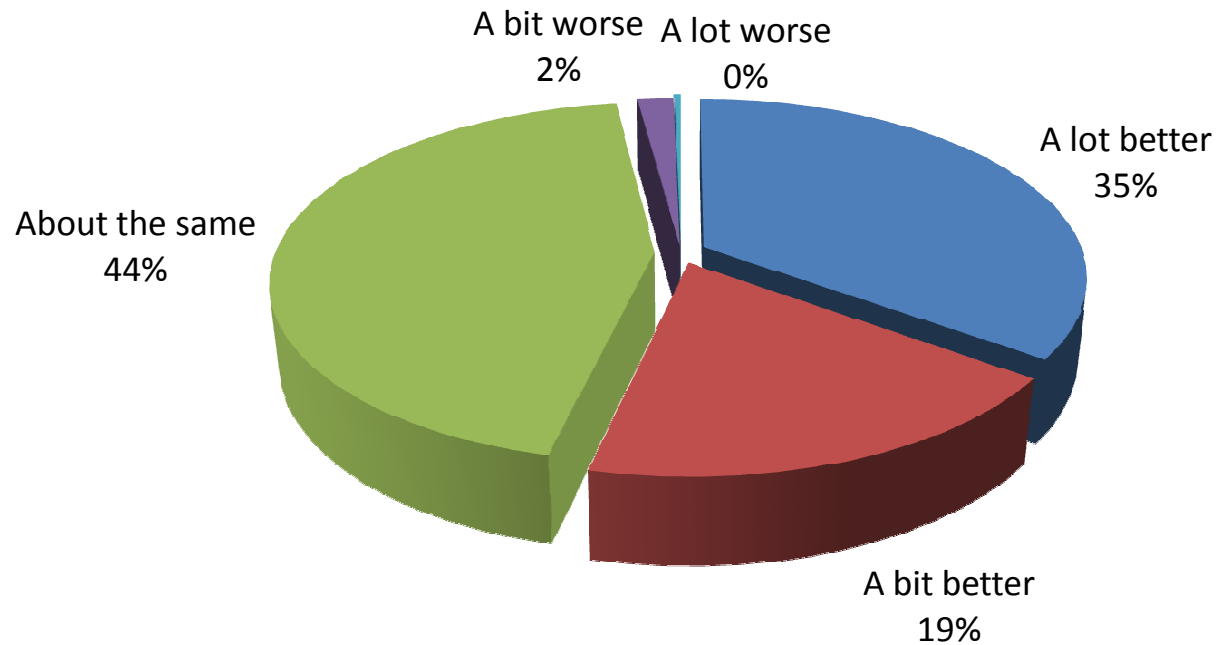
**Q24. Do you ever use buses elsewhere in the UK? Please specify where:**



Base: all respondents who answered the question (n= 704 and 305)

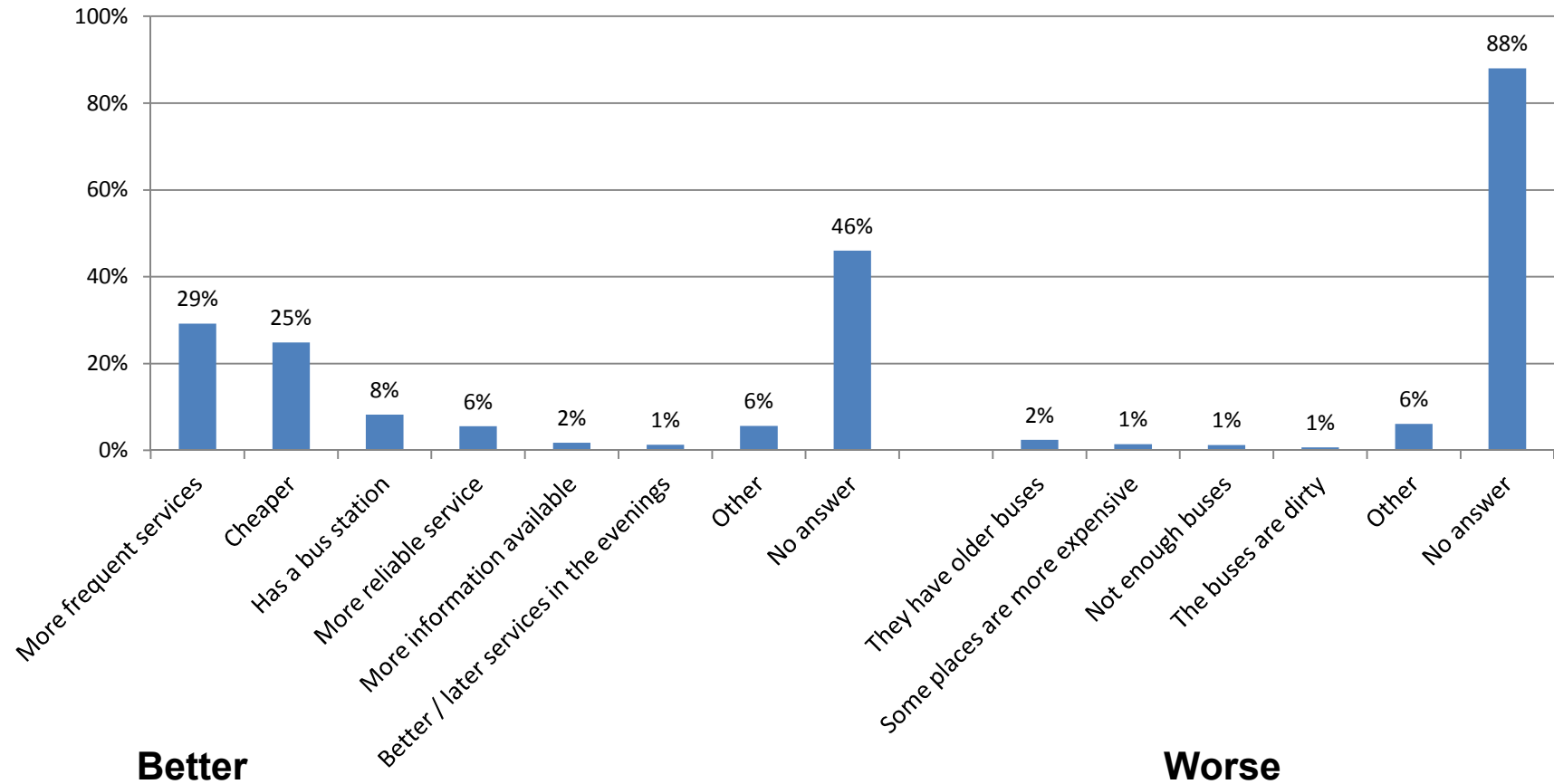
Those panellists who use buses elsewhere were asked how they compare to York, to which more than half (54%) said they are better.

**Q25. How do the bus services you use elsewhere compare to those in York?**



Those panellists who use buses elsewhere were asked what aspects were better or worse, with their responses charted below.

**Q26. What aspects of the bus services you use elsewhere in the UK are better, and which are worse?**



Base: those who answered 'Yes' to Q24 and answered this question (n= 285)

Two-thirds (66%) of the sample are not eligible for the travel concession pass, whilst more than a quarter (29%) currently hold a pass.

**Q27. Do you hold an English National Travel Concession Pass?**

